



Local Law 68 (2005)
Accessible Water Borne Commuter Services Facilities Transportation Act
New York City Department of Transportation
Report for January 31, 2024

Section 19-711 of the New York City Administrative Code sets forth the semi-annual reporting requirements for Chapter 7 of Title 19 within the Administrative Code, also known as the Accessible Water Borne Commuter Services Facilities Transportation Act. In accordance with such reporting requirements, the New York City Department of Transportation (DOT) Ferry Division hereby submits the following:

Staten Island Ferry:

1. Violations, Fines, Complaints, and Litigation:

Three (03) 311 Service Requests, one (01) ARTS/CCU Customer Comments, no (00) Customer Comments. See attached spreadsheet.

2. Safety and Training Procedures Implemented Pursuant to §19-708:

In July 2005, the Ferry Division availed itself of an offer made by the Staten Island Center for Independent Living (SICIL) to assist in the development of a training program, which was specifically focused on the disabled. To this end, representatives from SICIL met with DOT and Global Maritime and Transportation School (GMATS) staff and assisted in developing a “disabled component” to the GMATS Training Program. This component has come to be known as the Disability Etiquette Training Course.

These components continue to be integrated into both the Standards of Training Certification and Watchkeeping training and the Crowd Control and Crisis Management training, which all licensed officers are required to attend. The training includes an overview of the broad spectrum of disabilities, including what to look for and how to deal with disability-related issues during both routine and emergency situations.

As of February 2010, Customer Service Training is now required for all employees that deal directly with the traveling public. Incorporated into Customer Service Training is a portion called Sensitivity Training, wherein the techniques and strategies that are learned are likely to improve interactions between the crews and passengers with disabilities. Sensitivity Training is hosted by the Staten Island Center for Independent Living, a local organization, whose mission is to assist individuals with disabilities in obtaining or maintaining their independence in their community.



When performing scheduled emergency drills for the vessels and shore-side facilities, scenarios have been developed to include rendering assistance to disabled passengers. These scenarios and drills include emergency responses for a variety of potential events including fire, evacuation, and general emergencies. The St. George and Whitehall Station Bills identify crew members whose primary emergency response duties are to assist disabled passengers when responding to site emergencies.

3. Other Compliance Information:

In May 2023 the Department of Transportation partnered with the Port Authority of New York and New Jersey and NJ Transit and entered into a Proof-of-Concept agreement with Signapse AI through the annual Transit Tech Lab challenge. Signapse uses artificial intelligence (AI) to automatically translate written text to sign language video, enabling faster accessible content for the deaf community. The proof of concept aims to give near real-time American Sign Language (ASL) translations of service schedule announcements, including interruptions, delays, and safety announcements for the Staten Island Ferry. The Staten Island Ferry continues to explore these new technologies and methods of communicating with all our customers.

In 2018 the Ferry Division began collaborating with a technology company to develop a visual display announcement system for the ferry terminal waiting rooms. Screens were installed in both ferry terminal waiting rooms, allowing hearing impaired passengers to read the schedule for upcoming ferries, including delays and cancelations, as well as announcements that are being made on the public address system. The system went live in July of 2020.

The Staten Island Ferry has worked with the Staten Island Center for Independent Living to create food and drink menus in braille. These menus will be available at the snack bar aboard the vessels. Also, tenants in the retail spaces of the terminals will offer braille menus for their venues. Furthermore, as of March of 2010, Ferry schedules are offered in braille and in nine (9) foreign languages such as Italian, Spanish, Chinese, Haitian, Korean, Arabic, Bengali, Polish and Russian. In March 2011, other documents were made available in braille, including ferry safety announcements and fire/emergency procedures. A Language Line 1Solution Phone is available in the Passenger Service Office in St. George Terminal. It is a dual-handset phone that connects the users to an interpreter. The interpreters can translate English into more than 200 languages.

Effective April 20, 2017, DOT promulgated rules establishing general boarding requirements as well as the procedure for permitting lower-level boarding access. This procedure clarifies the current practice that allows passengers, most of whom are persons with disabilities, to board through the boarding doors on the ferry's lower level.



Private Ferries:

1. Violations, Fines, Complaints and Litigation:

None (00) ARTS/CCU Customer Comment.

2. Safety and Training Procedures Implemented Pursuant to §19-708:

All ferry boat operators that use DOT-owned ferry landings must obtain landing slot licenses from DOT. These licensees are required to comply with all applicable laws, including §19-708 of the Administrative Code.

3. Other Compliance Information:

Mechanized bow-loading slips continue to be in use at Pier 11 (total of eight), E. 34th Street (total of two), and Slip 5 of the Battery Maritime Building (total of one). Mechanized side-loading slips continue to be in use at Pier 11 Slip D (total of 2) and E. 34th Street (total of 4). The Terminal at Pier 11 features two push-button operated ADA automatic doors at the east and west entrances. In December 2023, contracted work to install an ADA compliant flip-ramp on a third, non-mechanized bow-loading slip was completed at E34th Street Ferry Landing.

DOT budgeted \$14 million for Fiscal Year 2008 towards adapting city-owned commuter ferry facilities to comply with Chapter 7 of Title 19 of the Administrative Code. EDC retained the services of a team of architectural/engineering consultants to design the required improvements. The design team has investigated current conditions, evaluated the landings in terms of necessary improvements, met with disability advocacy groups, and developed designs for the modification of the facilities. Construction of modifications at Pier 11 began in the fall of 2009 and work at E. 34th Street in the summer of 2010. All construction was completed by year-end 2012. Efforts were made to achieve the maximum amount of compliance feasible during this period.

On January 20, 2022, two magnetic signs were installed at E. 34th Street to assist passengers who are deaf or hard of hearing. The magnetic signs show which slips a route is boarding so passengers who are deaf or hard of hearing can receive the information visually. The information continues to be provided verbally as well.


Deputy Commissioner
Ferry Division

Local Law 68 Complaint Information January 2024

Type	Service Request #	Name	Incident Date	Complaint/Information	Resolution
311 Service Request	311-15865213	Wright, Robert	9/13/2023	Caller is/vision impaired was riding the Staten Island ferry from Manhattan and when it came time for him to sit down and take a photo of the Statue of Liberty and he was unable to do so because the passengers would not give way. There should be signage on the windows and some seats saying for senior and handicap viewers it would be more obvious to people to give way. There are no seat designated for senior and handicaps this is a ADA issue.	Closed - In compliance
311 Service Request	311-16621587	Rob Foran	11/16/2023	One door broken, blocked with "WET FLOOR" warning sign, handicapped access button does not work on either door. No SR # but I'm sure broken door has been reported by me before. To be clear problem is in ferry terminal St George. Uppermost level top of stairs accessing elevator.	Closed - Referred to Terminal Operations; Repaired
311 Service Request	311-16702764	Rob Foran	11/24/2023	Doors leading from pedestrian ramps to main terminal are in poor repair, broken, stuck open, sloppily blocked with steel barricades, garbage cans, "WET FLOOR" signs. Doors to upper level elevator also broken, one blocked, one difficult to open when not propped open. ADA required handicap entry buttons to open doors not functioning on either level. Handicap entry button on lower level is blocked by permanently mounted garbage can, making it difficult or impossible for wheelchair users to see or use. Doors have been this way for months. All issues described are in St George Terminal Staten Island. Website will not display or allow choosing "Terminal"	Closed - Referred to Terminal Operations; Repaired. (Duplicate)
ARTS/CCU	DOT-626218-B2W3	Rob Foran	11/24/2023	Malfunctioning doors in terminal are commonly blocked instead of being repaired. Worst cases are bottom of Pedestrian Ramp D and both levels of elevator entries. In addition ADA required access buttons do not work, and button on lowermost level is obstructed by a permanently mounted trash can. Please see 311 SR # 311-16702764	Closed - Referred to Terminal Operations; Repaired. (Duplicate)