



Local Law 68 (2005)
Accessible Water Borne Commuter Services Facilities Transportation Act
New York City Department of Transportation
Report for January 31, 2014

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:
One (1) 311 Service Requests, one (1) Ferry Survey and three (3) Customer Comments – see attached.

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, which all unlicensed officers are required to attend, and the Crowd Control and Crisis Management training, which all licensed officers are required to attend. The training includes an overview of the broad spectra 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.



Department of Transportation

POLLY TROTTEBERG, Commissioner

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 advocate groups, and developed designs for the modification of the facilities. Construction of modifications at Pier 11 began in the fall of 2009, work at E. 34th Street in the summer of 2010, and work at E. 90th Street and Yankee Stadium in the fall of 2011. All construction was completed by year end 2012. Efforts were made to achieve the maximum amount of compliance feasible during this period.

 01/31/14
Deputy Commissioner
Ferry Division

NYC Department of Transportation
Ferry Division

One Ferry Terminal Drive, Staten Island, NY 10301

T: 718.876.2657 F: 718.876.6881

www.nyc.gov/dot

Date Started: 06/20/2013 09:50:06 AM	Form: Customer Comment
Date Closed:	Status: Email Sent
Source:	Priority: Normal
Division:	Contingency SR #:

WHAT

Comment Type: Complaint	Related SR# or Case#: N/A
Agency Name: Department of Transportation	Employee Name or ID#: N/A
Comment Topic: Municipal Ferry - Staten Island Ferry Only	Date/Time of Incident:

Complaint Details:

The bottom portion of the Ferry needs to remain open for those getting on the 5:30 pm boat. There are several reasons: 1) People with Asthma, as myself can not run long distances (no Im not overweight) 2)I moved back to NYC because Im taking care of an elderly parent...time is of the essence; Need to be on SI at a certain time 3) NYC DOT is not providing Staten Islanders adequate service, example, no escalators, not enough elevators -- since neither is adequately provided, then ALLOW the travellers to get on the 5:30 pm boat via the bottom.

HOW RESOLVED

Comment Type Confirmed: Complaint	Time to Action: 11 Day(s)
Agency Name Confirmed: Department of Transportation	Resolution Last Updated By:
Comment Topic Confirmed: Municipal Ferry - Staten Island Ferry Only	Assigned To:

Related SR# or Case# Confirmed:
N/A

Employee Name or ID# Confirmed:
N/A

Resolution Action:

Resolution Action Updated:

Resolution Description:

Your comments have been submitted to the Department of Transportation. Status is usually available in 14 days. Please note your service request number for future reference.

Internal Agency Notes:

Notes to Customer:

WHO

Customer Last Name:	Customer Email Address:
Customer First Name:	Customer Address:
Company Name:	City, State Zip Code:
Daytime Phone #:	Language Need:
Evening Phone #:	

Haye, Thagarah

From: Customer_Service-TH
Sent: Tuesday, June 25, 2013 11:32 AM
To: 'dlinares0917@gmail.com'
Subject: Staten Island Ferry

Dear dlinares0917@gmail.com:

Thank you for your email regarding ferry service.

We have forwarded your question to the Staten Island division for their response.

Your interest in transportation issues which affect your community is greatly appreciated.

Customer Service Division
New York City Department of Transportation

Jackman, Shayna

From: BECKER, AMANDA
Sent: Wednesday, June 26, 2013 1:11 PM
To: 'dlinares0917@gmail.com'
Subject: Staten Island Ferry Complaint CCU-13-6270

Dear dlinares0917@gmail.com:

This email is in response to your Staten Island Ferry inquiry dated June 20, 2013.

Lower level boarding has been permitted at Whitehall since Hurricane Sandy. Though the process for allowing Lower Level boarding has recently changed, people who are not able to walk up the stairs and who refuse to utilize the elevator are permitted to board through the gate on the East side of the terminal. Signs have been posted on the terminal doors and extra security guards have been added to assist in this transition. For safety and security reasons, the only passengers that are permitted to board through the bike area are bicyclists, those who are utilizing a wheelchair or other assisted-walking device or those who have a NYCDOT Letter of Disability which is issued by Maria Colucci.

I kindly ask that if you are capable of taking the stairs during this time, please do so or if you have difficulty transiting the stairs please utilize the elevator. However, by all means if you fall into one of the categories mentioned above, feel free to board via the lower level.

Thank you for contacting us.

Regards,

Amanda Becker
Port Mate, Ferry Division
NYC Department of Transportation
1 Ferry Terminal Drive
Staten Island, NY 10301
Tel: 718.867.5710
Cell: 917.468.0133

Date Started: 06/23/2013 10:43:12 PM	Form: Customer Comment
Date Closed:	Status: Email Sent
Source:	Priority: Normal
Division:	Contingency SR #:

WHAT

Comment Type: Complaint	Related SR# or Case#: N/A
Agency Name: Department of Transportation	Employee Name or ID#: N/A
Comment Topic: Other	Date/Time of Incident:

Complaint Details:
 RE: SI Ferry in NYC. Unfair that the lower level is closed to board in the PM, however is open to get off the boat from SI to NYC. The escalators are still not working since Hurricane Sandy in NYC, but the elevator only holds 5 passengers. This is unfair, especially the NYC DOT does not know the medical conditions of the passengers. I hope that no one has an asthma attack going up the stairs, etc. It seems that less work for security on the lower level. It would be greatly appreciated to reopen the lower level at all times due, especially the upper level of the terminal is very crowded and due to the health of the passengers. Thank you.

HOW RESOLVED

Comment Type Confirmed: Complaint	Time to Action:
Agency Name Confirmed: Department of Transportation	Resolution Last Updated By:
Comment Topic Confirmed: Other	Assigned To:

Related SR# or Case# Confirmed: N/A	Internal Agency Notes:
Employee Name or ID# Confirmed: N/A	
Resolution Action:	
Resolution Action Updated:	
Resolution Description: Your comments have been submitted to the Department of Transportation. If you provided contact information and have not received a response, I can submit a new request.	
Notes to Customer:	

WHO

Customer Last Name: LATMAN	Customer Email Address: JLATMAN2@HOTMAIL.COM
Customer First Name: JILL	Customer Address: 32 HOWTON AVENUE , 1
Company Name:	City, State Zip Code: STATEN ISLAND, NY 10308
Daytime Phone #: (718) 948-1380	Language Need:
Evening Phone #:	

Council, Damian

From: Council, Damian
Sent: Friday, July 12, 2013 4:54 PM
To: 'jlatman2@hotmail.com'
Subject: 13-7000 COMMENTS

Hello Jill,

Thank you for your email concerning the reopening of the lower level of the Staten Island Ferry at longer times.

We have forwarded your email to the Staten Island Ferry for their response.

We appreciate you contacting The New York City Department of Transportation.

NYCDOT
Division of Customer Service

Mercado, Desiree

From: BECKER, AMANDA
Sent: Friday, January 24, 2014 4:53 AM
To: Mercado, Desiree
Subject: RE: Need Friday FW: Staten Island Ferry CCU-13-7000

Hey,

Here is my response for CCU-13-7000. For the survey, I have in my notes "email kicked back, called 8/27, left message.", but I am unable to find the kicked back email in outlook or hardcopy. I'm sorry.

Working on getting the bus-map counts now.

-A

From: BECKER, AMANDA
Sent: Tuesday, July 16, 2013 2:25 PM
To: jlatman2@hotmail.com
Subject: Staten Island Ferry CCU-13-7000

Dear Ms. Latman:

This email is in regards to your Staten Island Ferry correspondence dated June 23, 2013.

Lower level boarding has been permitted at Whitehall since Hurricane Sandy. Though the process for allowing Lower Level boarding has recently changed, people who are not able to walk up the stairs and who are unable to utilize the elevator are permitted to board through the gate on the East side of the terminal. Signs have been posted on the terminal doors and extra security guards have been added to assist in this transition. For safety and security reasons, the only passengers that are permitted to board through the bike area are bicyclists, those who are utilizing a wheelchair or other assisted-walking device or those who have a NYCDOT Letter of Disability which is issued by Maria Colucci. We do ask that those using the lower level boarding be mindful of the fact that it is primarily for those who truly need the accommodation.

Please let me know if I can be of further assistance.

Regards,

Amanda Becker
Port Mate, Ferry Division
NYC Department of Transportation
1 Ferry Terminal Drive
Staten Island, NY 10301
Tel: 718.876.5710
Cell: 917.468.0133

Date Started: 8/11/2013 8:41:36 AM
 Date Closed: 8/14/2013 12:16:55 PM
 Source: 3-1-1 Call Center
 Division: Staten Island Ferry

Form: DOT Ferry
 Status: Closed
 Priority: Normal
 Contingency SR #:

WHAT

Complaint Type: Ferry Complaint
 Descriptor 1: General Complaint

Location Type: Terminal
 Ferry/Terminal Name: Whitehall Terminal (Manhattan)
 Ferry Direction: N/A

Complaint Details:
 I'M A DISABLED PERSON (I HAVE AN ARTHRITIC KNEE) AND THEY DID NOT ALLOW ME TO GET ON THE FERRY USING THE LOWER LEVEL. I BELIEVE IT'S BECAUSE I WAS NOT USING A WHEELCHAIR OR A CANE. AS A RESULT I MISSED THE FERRY AND HAVE TO WAIT FOR THE NEXT ONE.

WHERE

Internal Agency Notes:

Spoken to via telephone by M. Gordon on 8/13/13

WHO

Customer Last Name: COAKER
 Customer First Name: MARVIN
 Daytime Phone #: (718) 448-7172
 Evening Phone #:

Customer Email Address: COAKERM@AOL.COM
 Customer Address: 165 ST MARKS PLACE, 19A
 City, State Zip Code: STATEN ISLAND, NY 10301
 Language Need:

HOW RESOLVED

Complaint Type Confirmed: Ferry Complaint
 Descriptor 1 Confirmed: General Complaint
 Resolution Action: Customer Contacted/Info Given
 Resolution Action Updated: 8/14/2013 12:16:03 PM
 Resolution Description:
 The Department of Transportation contacted the customer and resolved the service request or provided the information requested.

Time to Action: Closed - No Further Updates
 Resolution Last Updated By: ABECKER
 Notes to Customer:

Date/Time of Incident: 8/11/2013 8:30:00 AM

Duplicate: N

Parent SR #:

Case

Staten Island Ferry-Complaint disabled...

Request Status: Standard Response Due Date:
 Currently Assigned: [Staten Island Ferry](#) Assigned By: [Desiree Mercado](#)

Overview

Case Number DOT-212953-H3C5
Parent Case Y/N No **Child Case Y/N** No **Parent Case**
Short Description Staten Island Ferry-Complaint disabled NJ customer denied access

Client Details

Client [carl accettola](#) **Client Type** Citizen
On Behalf Of **VIP** No
Client Email phm1@optonline.net **Client Phone** 5168842048 **Company Name**

Classifications

Case Type Concern **Addressed To** Customer Service **Channel** Web Form
Priority Normal **Seibel SR #** **Mayor's #**
Case Topic [Staten Island Ferry](#) **Issue** [Comment](#)
Press No **Multi-Issue** No **Multi-Master**
Translation Needed No **Title VI** Yes

Dates & Details

Dates

Request Date 10/15/2013 **Date on Letter** **Received Date**
Ack Due Date 10/29/2013 **Ack Sent** 10/17/2013 **Days to Acknowledge** 1
Completion Timeframe **Due Date** **Days to Close**

Request Details

Public

Public Details

I have a valid NJ issued disabled persons id which i used countless times.on Columbus Day i was denied access by the contract

security guard at the lower level entrance and questioned about the nature of my disability. Both actions are in violation of federal law.i wish to get a letter from your office in response so that i can produce it to an uninformed security officer should this violation occur again at the ferry.

Private Description**Image Link****Location**

Location Type	 Staten Island Ferry	Location Detail
Borough		
Building Number		Street Name
From Street		To Street

Assignment & Status**Assignment**

Currently Assigned	 Staten Island Ferry	Assigned By	 Desiree Mercado
Unit	 Parking Operations	Division	Traffic and Planning

Status

Request Status	Standard Response	Referred to	
Final Response Team		Response Type	
Modified By	 Desiree Mercado	Modified On	12/17/2013 4:13 PM

Operational Unit

Category		Operations Manager Approval	No
Inspector		External System Tracking Number	
Follow Up By		BETS Codes	
Determination			

Working Notes

 **Title: Note created on 10/17/2013 3:30 PM by Arnoldo Martinez**

Note created on 10/17/2013 3:30 PM by Arnoldo Martinez

Edited 12/17/2013 4:12 PM by Desiree Mercado

Disabled customer was denied access to Staten Island Ferry, is this a title 6 and should it go to Staten Island Ferry?

Case Activities

Case Activities

<input type="checkbox"/>	Subject	Regarding	Activity Type	Activity Status	Owner
<input type="checkbox"/>	Staten Island Ferry CRM:0119004	Staten Island Fe	E-mail	Completed	Staten Island Fer
<input type="checkbox"/>	Re: Staten Island Ferry CRM:0119...	Staten Island Fe	E-mail	Completed	Desiree Mercado
<input type="checkbox"/>	Re: Staten Island Ferry CRM:0119...	Staten Island Fe	E-mail	Completed	Desiree Mercado
<input type="checkbox"/>	Case: DOT-212953-H3C5 has bee...	Staten Island Fe	E-mail	Completed	Staten Island Fer
<input type="checkbox"/>	NYC-DOT Auto Acknowledgemen...	Staten Island Fe	E-mail	Completed	Staten Island Fer

1 - 5 of 5 (0 selected) Page 1




External Tracking Numbers

Number	Number Type
No External Tracking Number records are available in this view.	

0 - 0 of 0 (0 selected) Page 1

Request Status **Standard Response** Status (Open/Closed) **Resolved**
 LegacySystemCaseID LegacySystemLocatio...

E-mail**Re: Staten Island Ferry CRM:0119004****E-mail**

From  [carl accettola](#)
To  [Desiree Mercado](#)
Cc
Bcc
Acknowledgment Email No
Subject Re: Staten Island Ferry CRM:0119004
Regarding  [Staten Island Ferry-Complaint disabled NJ customer denied access](#)

Dear Ms. Mercado,

I was somewhat shocked by the below response and have already forwarded it to a US Civil Rights Attorney who has suggested that I pursue a Federal lawsuit. I do not want to go that route as health limitations make such actions impractical.

For the record, be advised that people with bicycles do not show security.

Sent from my LG Optimus G Pro™, an AT&T 4G LTE smartphone

----- Original message-----

From: Desiree Mercado
Date: Tue, 12/17/2013 4:11 PM
To: carl accettola;
Subject: Staten Island Ferry CRM:0119004

Dear Mr. Accettola:

My apologies for the delay in responding; we have been transitioning to a new correspondance system and some correspondance was not transferred correctly.

In order to gain access to the lower level area passengers with disabilities must show a Lower Level Boarding Authorization Letter signed by the Deputy Commisioner of the Ferry Division to the security guards at both terminals. The reason being is because the lower levels of both terminals are considered restricted areas by the United States Coast Guard and require anyone (employees included) who access that area to show two forms of identification; one being a Transportation Worker Identification Card. Without proper identificatoin one would be denied access to the lower level. If you require such authorization, please contact Ms. Maria Colucci at 718.876.5449 or mcolucci@dot.nyc.gov and she can provide you with the details on how to obtain such letter.

Warm regards,

Desiree Mercado | Chief of Staff <?xml:namespace prefix = o ns = "urn:schemas-microsoft-com:office:office" />
NYC Department of Transportation | Ferry Division
One Ferry Terminal Drive, Staten Island, NY 10301 | T: 718.876.8442 | F: 718.876.8564

This message and any attachments are solely for the individual(s) named above and others who have been specifically authorized to receive such and may contain information which is confidential, privileged or exempt from disclosure under applicable law. If you are not the intended recipient, any disclosure, copying, use or distribution of the information included in this message and any attachments is strictly prohibited. If you have received this communication in error, please notify us by reply e-mail and immediately and permanently delete this message and any attachments.

Thank you.

NYC – Department of Transportation

Attachments

E-Mail Attachments: Activity Attachment Associated View	
File Name	File Size (Bytes)
No E-Mail Attachment records are available in this view.	
0 - 0 of 0 (0 selected)	
Page 1	

Details



Owner	 Desiree Mercado	Priority	Normal
Duration		Category	

Due		Sub-Category
Created On	12/17/2013 5:56 PM	
Status Reason	Received	

E-mail

Re: Staten Island Ferry CRM:0119004

E-mail

From  [carl accettola](#)
To  [Desiree Mercado](#)
Cc
Bcc

Acknowledgment Email No

Subject Re: Staten Island Ferry CRM:0119004

Regarding  [Staten Island Ferry-Complaint disabled NJ customer denied access](#)

Thanks Ms. Mercado for your telephone reply today. Could you provide me a fax number so that I can fax the Doctor's note. I will also include the NJ Permanent Disability ID card.

I appreciate your assistance. I will visit Dr. In the early New Year to obtain the letter necessary by NYC DOT.

Best wishes for a Happy holiday season.

Carl Accettola

Sent from my LG Optimus G Pro™, an AT&T 4G LTE smartphone

----- Original message-----

From: Desiree Mercado
Date: Tue, 12/17/2013 4:11 PM
To: carl accettola;
Subject:Staten Island Ferry CRM:0119004

Dear Mr. Accettola:

My apologies for the delay in responding; we have been transitioning to a new correspondance system and some correspondance was not transferred correctly.

In order to gain access to the lower level area passengers with disabilities must show a Lower Level Boarding Authorization Letter signed by the Deputy Commisioner of the Ferry Division to the security guards at both terminals. The reason being is because the lower levels of both terminals are considered restricted areas by the United States Coast Guard and require anyone (employees included) who access that area to show two forms of identification; one being a Transportation Worker Identification Card. Without proper identifiatoin one would be denied access to the lower level. If you require such

authorization, please contact Ms. Maria Colucci at 718.876.5449 or mcolucci@dot.nyc.gov and she can provide you with the details on how to obtain such letter.

Warm regards,


Desiree Mercado | Chief of Staff <?xml:namespace prefix = o ns = "urn:schemas-microsoft-com:office:office" />
NYC Department of Transportation | Ferry Division
One Ferry Terminal Drive, Staten Island, NY 10301 | T: 718.876.8442 | F: 718.876.8564

This message and any attachments are solely for the individual(s) named above and others who have been specifically authorized to receive such and may contain information which is confidential, privileged or exempt from disclosure under applicable law. If you are not the intended recipient, any disclosure, copying, use or distribution of the information included in this message and any attachments is strictly prohibited. If you have received this communication in error, please notify us by reply e-mail and immediately and permanently delete this message and any attachments.


Thank you.

NYC – Department of Transportation

Attachments

 E-Mail Attachments: Activity Attachment Associated View	
File Name	File Size (Bytes)
No E-Mail Attachment records are available in this view.	
0 - 0 of 0 (0 selected)	
Page 1	

Details

Owner	 <u>Desiree Mercado</u>	Priority	Normal
Duration		Category	
Due		Sub-Category	
Created On	12/18/2013 3:46 PM		
Status Reason	Received		

Mercado, Desiree

From: outgoingagency@customerservice.nyc.gov
Sent: Friday, August 23, 2013 10:21 AM
To: FerrySurvey; Stein, Julian
Subject: City of New York - Correspondence #1-1-883759559 DOT Website Staten Island Ferry Customer Survey

Follow Up Flag: Follow up
Flag Status: Completed

Categories: Good/Satisfactory

Your City of New York - CRM Correspondence Number is 1-1-883759559

DATE RECEIVED: 08/23/2013 10:19:52

DATE DUE: 09/06/2013 10:20:23

SOURCE: eSRM

The e-mail message below was submitted to the City of New York via NYC.gov or the 311 Call Center. It is forwarded to your agency by the 311 Customer Service Center. In accordance with the Citywide Customer Service standard, your response is due in 14 calendar days.

If this message is to a Commissioner / Agency Head and needs to be re-routed to another agency or cc to another agency, forward the email to outgoingagency@customerservice.nyc.gov. Do not make any changes to the subject line. Include any comments and it will be processed by the 311 Customer Service Center.

All other web forms are to be handled by the receiving agency.

-----Original Message-----

From: PortalAdmin@doitt.nyc.gov
Sent: 08/23/2013 10:19:26
To: sbladmp@customerservice.nyc.gov
Subject: < No Subject >

From: aussiemap@aol.com ()
Subject: DOT Website Staten Island Ferry Customer Survey

Below is the result of your feedback form. It was submitted by
(aussiemap@aol.com) on Friday, August 23, 2013 at 10:19:26

This form resides at
<http://www.nyc.gov/html/dot/html/ferrybus/ferrysurvey.shtml>

clean_ferry: good

ferry_terminal: good

ferry_schedule: yes

delay_service: no

ferry_staff: yes

staff_identify: yes

available_restroom: yes

selection_of_products: adequate

price_of_products: excessive

service_provided: satisfactory

overall_experience: satisfactory

textarea: Ferrys with ramps are hard to enter and exit - as a handicapped person these boats are not comfortable or easily accessible.

start_terminal: whitehall-manhattan

name_of_boat: Neuhaus

date_you_travel: 8-22-13

time_of_day: 5:15 p.m.

usage_of_ferry: daily

purpose_of_using_ferry2: commute_to_work_or_school

locating_ferry_terminal: yes

name: Michele Padian

address: 29 Dewey Ave

city_state: Staten Island NY

zip_code: 10308

telephone: 917-882-8915

REMOTE_HOST: 208.111.129.108

HTTP_USER_AGENT: Mozilla/4.0 (compatible; MSIE 8.0; Windows NT 5.1; Trident/4.0; GTB7.5; .NET CLR 2.0.50727; .NET CLR 3.0.4506.2152; .NET CLR 3.5.30729; .NET4.0C; .NET4.0E; IPH 1.1.21.4019)

Mercado, Desiree

From: BECKER, AMANDA
Sent: Friday, January 24, 2014 4:53 AM
To: Mercado, Desiree
Subject: RE: Need Friday FW: Staten Island Ferry CCU-13-7000

Hey,

Here is my response for CCU-13-7000. For the survey, I have in my notes "email kicked back, called 8/27, left message.", but I am unable to find the kicked back email in outlook or hardcopy. I'm sorry.

Working on getting the bus-map counts now.

-A

From: BECKER, AMANDA
Sent: Tuesday, July 16, 2013 2:25 PM
To: jlatman2@hotmail.com
Subject: Staten Island Ferry CCU-13-7000

Dear Ms. Latman:

This email is in regards to your Staten Island Ferry correspondence dated June 23, 2013.

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Please let me know if I can be of further assistance.

Regards,

Amanda Becker
Port Mate, Ferry Division
NYC Department of Transportation
1 Ferry Terminal Drive
Staten Island, NY 10301
Tel: 718.876.5710
Cell: 917.468.0133