

POLLY TROTTENBERG, Commissioner

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 TROTTENBERG, 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.

Deputy Commissioner 01/81/14

Ferry Division

Date Started OSc2007-10 05-500 6 AM Date Closed: Status: [Email Sent Outstorner Comment Strictly: Normal Division: Ontingency St #: Comment Type: Complaint Organization of Transportation Comment Type: Complaint Organization of Transportation Comment Type Confirmed: NIA Agency Name: Employee Name or ID#: INA Operational of Transportation Comment Type Staten Island Ferry Only Date/Time of Incident: Namicigal Ferry - Staten Island Ferry Only Department of Transportation Operational of Transportation Operational of Transportation or the Staten Island Ferry Only Date/Time of Incident: Namicigal Ferry - Staten Island Ferry Only Department of Transportation or the Staten Island Ferry Only Assigned To: Namicigal Ferry - Staten Island Ferry Only Resolution Lies is of the Ferry needs to sensin agent for those pelling on the 3.39 pm boat. These are several reactors: 1) Post work Addrases: a myster can not not gestateses (no in more independent provided, first Namicigal Ferry - Staten Island Ferry Only Assigned To: Internal Agency Notes:	Customer Comment			SR # 1-1-86426509
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	Evening Phone #:			

Haye, Thagarah

From: Sent:

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

To: Subject:

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

Customer Comment	的事实为对。1875年115年2000年2月1日在1974日		SR # 1-1-8652/U23
Date Started: 06/23/2013 10:43:12 PM Date Closed:	Form: Customer Comment Status: Email Sent		
Source:	Priority: Normal		
Division:	Contingency SR#:		
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Comment Type: Complaint	Related SR# or Case#.	Comment Type Confirmed: Complaint	Time to Action:
Agency Name: Department of Transportation	Employee Name or ID#:	Agency Name Confirmed: Department of Transportation	Resolution Last Updated By:
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NYC. The escalators are still not working since I unfair, especially the NYC DOT does not know the state of t	I is closed to board in the PM, however is open to get off the boat from SI to Hurricane Sandy in NYC, but the elevator only holds 5 passengers. This is he medical conditions of the passengers. I hope that no one has an asthma is work for security on the lower level. It would be greatly appreciated to by the upper level of the terminal is very crowded and due to the health of the	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. If you provided contact information and have not received a response, I can submit a new request.	Internal Agency Notes: Notes to Customer:
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Customer First Name: [JILL	Customer Address: 32 HOWTON AVENUE , 1	1	
Company Name:	City, State Zip Code: STATEN ISLAND, NY 10308	1	
Daytime Phone #: [718] 948-1380	Language Need:		
Evening Phone #:			
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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: <u>ilatman2@hotmail.com</u>

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

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	Date/Time of Incident:			

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

ne.net

carl accettola

Client Type

VIP

Citizen

No

On Behalf Of

Client Email

phm1@optonli

Client Phone

5168842048

Company Name

Classifications

Case Type

Concern

Addressed To

Customer Service

Channel

Mayor's #

Web Form

Priority

Normal

Seibel SR #

Comment

Case Topic

Staten Isla nd Ferry

Issue

Title VI

Press **Translation Needed**

No No Multi-Issue

No Yes Multi-Master

Dates & Details

Dates

Request Date

Timeframe

10/15/2013

Date on Letter

Received Date

Ack Due Date Completion

10/29/2013

Ack Sent Due Date 10/17/2013

Days to Acknowledge 1

Days to Close

Request Details

Public

Public Details

I have a valid NJ issued disabled persons id wbich 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 From Street

Street Name

To Street

Assignment & Status

Assignment

Currently Assigned

Staten Island Ferry

Assigned By



Desiree Mercado

Unit

S 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 No

Approval

Inspector

External System

Follow Up By

Tracking Number

BETS Codes

Determination

Working Notes

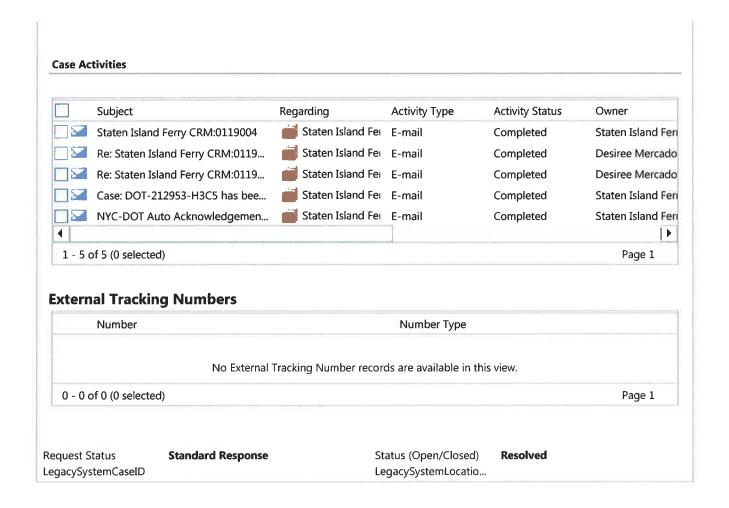
Title: Note created on 10/17/2013 3:30 PM by Arnoldo Martinez

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

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

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

Case Activities



E-mail

Re: Staten Island Ferry CRM:0119004

E-mail

carl accettola From

To Desiree Mercado

Cc

Bcc

Acknowledgment

Email

Subject

Re: Staten Island Ferry CRM:0119004

Staten Island Ferry-Complaint disabled NJ customer denied access Regarding

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 identification 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-microsoftcom: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** Desiree Mercado Normal Owner Priority **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

Sal carl accettola

To

Desiree Mercado

Cc

Bcc

Acknowledgment

No

Email

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 identification one would be denied access to the lower level. If you require such

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

Page 2 of 3

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

NYC – Department of T	ransportation
Thank you.	
who have been specific confidential, privileged of intended recipient, any message and any attac	attachments are solely for the individual(s) named above and others cally authorized to receive such and may contain information which is or exempt from disclosure under applicable law. If you are not the disclosure, copying, use or distribution of the information included in this chments is strictly prohibited. If you have received this communication in by reply e-mail and immediately and permanently delete this message

com:office:office" /> NYC Department of Tran	ef of Staff xml:namespace prefix = 0 ns = "urn:schemas-microsoft-nsportation Ferry Division e, Staten Island, NY 10301 T: 718.876.8442 F: 718.876.8564</th
Warm regards,	
-	act Ms. Maria Colucci at 718.876.5449 or mcolucci@dot.nyc.gov and she can ils on how to obtain such letter.

Owner Duration Due	B Desiree Mercado	Priority Normal Category 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 <u>outgoingagency@customerservice.nyc.gov</u>. 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.

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