



**Local Law 68 (2005)  
Accessible Water Borne Commuter Services Facilities Transportation Act  
New York City Department of Transportation  
Report for July 01, 2021**

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:  
Two (02) 311 Service Requests, No (00) 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 Watch keeping 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 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.



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 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 cancellations, 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 are available at the snack bar aboard the vessels. Also, tenants in the retail spaces of the terminals offer Braille menus for their venues as well. 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 of 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, allowing the users to translate from 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. Additionally, lower level boarding was opened to all passengers in September 2017. However, due to significantly lower ridership and personnel shortages compounded by the COVID-19 pandemic, lower level boarding was suspended for the general public on May 1st, 2020. It is still open for passengers with disabilities and passengers with bicycles.



**Private Ferries:**

1. Violations, Fines, Complaints and Litigation:  
None.
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. 34<sup>th</sup> 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. 34<sup>th</sup> Street (total of 4). The Terminal at Pier 11 features two push button operated ADA automatic doors at the east and west entrances.

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 and work at E. 34<sup>th</sup> 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.

*John Garvey*  
[John Garvey \(Jul 29, 2021 15:39 EDT\)](#)

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Deputy Commissioner  
Ferry Division

Service Request #	Name/Email	Incident Date	Complaint	Response
311-06376721	Zvegintzov, Nicholas	5/24/2021	No handicap accessibility at North Exit from the St George Ferry Terminal. Elevator out of service. Steps, no ramp. Since North Entrance was renovated. St George Ferry Terminal	5/24/2021 - sent email to passenger to confirm location of complaint, this is outside of DOT property. Forwarded complaint to Empire Outlets.
311-06153229	Doe, Richard	5/3/2021	AT THE MANHATTAN FERRY TERMINAL 845A TO STATEN ISLAND INSIDE THE TERMINAL I WITNESS A DISABLED MAN WITH A CANE TRYING GOT MAKE THE FERRY AND THE DOOR CLOSED IN HIS FACE. THE FERRY WASN'T LATE AND THE EMPLOYEE SAW HIM COMING AND DID NOT LET HIM INSIDE. THERE WAS NO REASON THEY COULD NOT HAVE BEEN ACCOMMODATING TO THE DISABLE PERSON. EMPLOYEES NEED TO BE TRAINED PROPERLY BECAUSE THIS IS DISGUSTING	5/4/2021 - Reviewed security footage of date and time provided - Doors were closed at 08:45:49, there was one passenger running with a cane, but he was about 80 ft from the door when it was closed. The times listed on the Staten Island Ferry schedule are departure times. The doors close at this time as the Staten Island Ferry needs to adhere to its set schedule, with passenger safety a top priority. Any additional delays to ferry service may cause major delays throughout the day, and closing the boarding doors promptly is the best way to mitigate these delays.