



Local Law 68 (2005)
Accessible Water Borne Commuter Services Facilities Transportation Act
New York City Department of Transportation
Report for January 31, 2018

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, No (00) ARTS/CCU Customer Comments, No (00) Ferry Survey 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, 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.



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:

The Ferry Division continues to maintain two Talking Kiosks in Whitehall and St. George Terminals. These kiosks were installed in 2007 and 2008, respectively, in an effort to provide directional information to vision-impaired passengers to travel throughout the terminal and to other transit connections through the use of way-finding interactive software.

In addition to the Talking Kiosks, 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 six (6) foreign languages such as Italian, Spanish, Chinese, Haitian, Korean and Russian. In March of 2011 other documents were made available in Braille, including ferry safety announcements and fire/emergency procedures.

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, as of September 2017, lower level boarding is now available to all passengers.

4. This past July the Staten Island Ferry went through its triennial FTA inspection for Title VI and ADA compliance and passed with zero discrepancies or notes in either area.

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:

DOT, in cooperation with the Economic Development Corporation (EDC), continues to provide accessible ambulette service at the Yankee Stadium ferry landing on a seasonal basis. Mechanized bow-loading slips continue to be in use at Pier 11 (total of six), 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 (total of four) and E. 34th Street (total of two). There is currently a wheelchair lift on site at Yankee Stadium. 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, work at E. 34th Street in the summer of 2010, and work at 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
Ferry Division

Type	Service Request #	Name/Email	Incident Date	Complaint	Response	Date Closed
Handicap	1-1-1441035973	Henderson, Bridgite	07/31/17	"Customer feels like there is no proper accommodations for handicap people. She suggests that handicap should have their own area on the Staten Island Ferry boats. She also suggests that handicap should have their own special entrance."	Customer Contacted	07/31/17
Handicap	1-1-1446999496	Fioravante, Sandra	08/13/17	"Ferry agents were very rude and rushed passengers off the boat even the disabled ones who could obviously not rush wearing the cumbersome devices that are necessary for their mobility supervisor was als rude. Agent told disabled woman 'she was crazy' because she asked for a bit more time to gather her belonging."	Customer Contacted	08/16/17
Handicap	1-1-1461006316	Hundley, Esther	09/14/17	"Caller is disabled she was told by ferry workers she boards downstairs at the bottom of the boat. She was told that everyone with or without a disability will board top and bottom and she is afraid that if she will board normally her cane will be kicked out from underneath her."	Customer Contacted	09/18/17

DOT Ferry SR# 1-1-1441035973

WHAT	WHERE	WHO	HOW RESOLVED
<p>*Complaint Type: Ferry Complaint</p> <p>*Descriptor 1: General Complaint</p> <p>*Complaint Details: CUSTOMER FEELS LIKE THERE IS NO PROPER ACCOMODATIONS FOR HANDICAP PEOPLE. SHE SUGGESTS THAT HANDICAP SHOULD HAVE THEIR OWN AREA ON THE STATEN ISALND FERRY BOATS. SHE ALSO SUGGESTS THAT HANDICAP SHOULD HAVE THEIR OWN SPECIAL ENTRANCE.</p> <p>*Date/Time of Incident: 7/31/2017 02:42:44 PM</p>	<p>*Location Type: Terminal</p> <p>*Ferry/Terminal Name: Whitehall Terminal (Manhattan)</p> <p>*Ferry Direction: N/A</p>	<p>*Customer Last Name: HENDERSON</p> <p>*Customer First Name: BRIGITTE</p> <p>*Daytime Phone #: (212) 879-2398</p> <p>*Evening Phone #:</p> <p>*Customer Email Address: N/A</p> <p>*Customer Address: 355 EAST 72 STREET</p> <p>*City, State Zip Code: NEW YORK, NY 10021</p> <p>*Language Need:</p>	<p>*Complaint Type Confirmed: Ferry Complaint</p> <p>*Descriptor 1 Confirmed: General Complaint</p> <p>*Resolution Action: Customer Contacted/Info Given</p> <p>*Resolution Action Updated: 7/31/2017 03:37:38 PM</p> <p>*Resolution Description: The Department of Transportation contacted the customer and resolved the service request or provided the information requested.</p> <p>*Time to Action: Closed - No Further Updates</p> <p>*Resolution Last Updated By: JALLARD</p> <p>*Notes to Customer: 7/31 - Assigned entered into spreadsheet. 7/31 - Customer contacted by phone since no email address provided and explained how both terminals are in ADA compliance. 7/31 - Ticket complete.</p> <p>*Duplicate: No</p> <p>*Parent SR #:</p>

DOT Ferry SR# 1-1-1 446999496

WHAT	WHERE	WHO	HOW RESOLVED
<p>★ Complaint Type: Ferry Complaint</p> <p>★ Descriptor 1: Announcements</p> <p>★ Complaint Details: FERRY AGENTS WERE VERY RUDE AND RUSHED PASSENGERS OFF THE BOAT EVEN THE DISABLED ONES WHO COULD OBVIOUSLY NOT RUSH WEARING THE CUMBERSOME DEVICES THAT ARE NECESSARY FOR THEIR MOBILITY. SUPERVISOR WAS ALSO RUDE. AGENT TOLD DISABLED WOMAN "SHE WAS CRAZY" BECAUSE SHE ASKED FOR A BIT MORE TIME TO GATHER HER BELONGINGS.</p> <p>★ Date/Time of Incident: 8/13/2017 01:50:16 PM</p>	<p>★ Location Type: Ferry</p> <p>★ Ferry/Terminal Name: Unknown</p> <p>★ Ferry Direction: Manhattan Bound</p>	<p>★ Customer Last Name: FIORAVANTE</p> <p>★ Customer First Name: SANDRA</p> <p>★ Daytime Phone #: (718) 608-5799</p> <p>★ Evening Phone #:</p> <p>★ Customer Email Address: COLLIECHLOE@MSN.COM</p> <p>★ Customer Address: 12 EAST STROUD AVENUE</p> <p>★ City, State Zip Code: STATEN ISLAND, NY 10308</p> <p>★ Language Need:</p>	<p>★ Complaint Type Confirmed: Ferry Complaint</p> <p>★ Descriptor 1 Confirmed: Announcements</p> <p>★ Resolution Action: Customer Contacted/Info Given</p> <p>★ Resolution Action Updated: 8/15/2017 04:50:45 PM</p> <p>★ Resolution Description: The Department of Transportation contacted the customer and resolved the service request or provided the information requested.</p> <p>★ Time to Action: Closed - No Further Updates</p> <p>★ Resolution Last Updated By: KGRISWOLD</p> <p>★ Notes to Customer: We give our crews training in sensitivity and we will revisit that training in response to your complaint.</p> <p>★ Duplicate: No</p> <p>★ Parent SR #:</p>

DOT Ferry SR# 1-1-1461006316

WHAT	WHERE	WHO	HOW RESOLVED
<p>*Complaint Type: Ferry Complaint</p> <p>*Descriptor 1: General Complaint</p> <p>*Complaint Details: CALLER IS DISABLED SHE WAS TOLD BY FERRY WORKERS SHE BOARDS DOWNSTAIRS AT THE BOTTOM OF THE BOAT. SHE WAS TOLD THAT EVERYONE WITH OR WITHOUT A DISABILITY WILL BOARD TOP AND BOTTOM AND SHE IS AFRAID THAT IF SHE WILL BOARD NORMALLY HER CANE WILL BE KICKED OUT FROM UNDERNEATH HER.</p> <p>*Date/Time of Incident: 9/14/2017 08:45:25 AM</p>	<p>*Location Type: Ferry</p> <p>*Ferry/Terminal Name: Unknown</p> <p>*Ferry Direction: Manhattan Bound</p>	<p>*Customer Last Name: HUNDLEY</p> <p>*Customer First Name: ESTHER</p> <p>*Daytime Phone #: (917) 697-3864</p> <p>*Evening Phone #:</p> <p>*Customer Email Address: N/A</p> <p>*Customer Address: 190 BEECHWOOD AVENUE</p> <p>*City, State Zip Code: STATEN ISLAND, NY 10301</p> <p>*Language Need:</p>	<p>*Complaint Type Confirmed: Ferry Complaint</p> <p>*Descriptor 1 Confirmed: General Complaint</p> <p>*Resolution Action: Customer Contacted/Info Given</p> <p>*Resolution Action Updated: 9/18/2017 10:39:58 AM</p> <p>*Resolution Description: The Department of Transportation contacted the customer and resolved the service request or provided the information requested.</p> <p>*Time to Action: Closed - No Further Updates</p> <p>*Resolution Last Updated By: JALLARD</p> <p>*Notes to Customer: 9/14 - Assigned, entered into spreadsheet. 9/18 - Customer contacted regarding complaint, left message.</p> <p>Duplicate: No</p> <p>Parent SR #:</p>