



**Local Law 68 (2005)  
Accessible Water Borne Commuter Services Facilities Transportation Act  
New York City Department of Transportation  
Report for July 1, 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:**  
One (01) 311 Service Request, One (01) ARTS/CCU Customer Comments, One (01) Ferry Survey Comment, 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.

### **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. 34<sup>th</sup> Street (total of two), and Slip 5 of the Battery Maritime Building (total of one). This year we converted Pier 11 Slip B from 2 accessible side loading platforms to 2 accessible bow loading ramps. The 2 mechanized side-loading slips continue to be in use at Pier 11 Slip D (total of four) and E. 34<sup>th</sup> 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. 34<sup>th</sup> 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

Number		Date		Name		Summary		Action	
1-1-1528790713		02/22/18		Isabelmdonion@gmail.com		<p>"The ferries are consistently late. Since so many people live here and it is also a chaotic tourist attraction, its absurd that the boat doesn't run more often. There are often times when the terminal is overflowing. I have even been on boats that are tilted to one side and clearly over capacity. It would make sense to start charging non-NYC residents who slow the process and use that money to better the community. I have seen tourists cause unsafe situations by pushing and running during boarding. On more than one occasion I saw people pushed over and nearly trampled because of this. It is disturbing to me that people who experience disability board on the upper level, where they are pushed and squeezed with the crowd. How is it legal for someone in a wheelchair/with a cane to be put in that situation? They could much more easily and safely board on the lower level of either terminal. We should be encouraging mobility, not making it stressful and unsafe."</p>		Customer contacted and informed about ADA policies including the availability of lower-level boarding 2477 365 days a year.	
DOT-372132-F6L8		04/10/18		Ken Thompson		<p>"Caller would like the rules to be enforced again that bicyclist and handicap people be allowed first on the ferry. This rule was in effect in Sept, but is no longer being enforced."</p>		Customer contacted, informed that there is no rule requiring ADA boarding prior to general boarding and since there is no rule it is not something we can enforce.	
1-1-1575609250		06/13/18		Heleen Seftlief		<p>"The caller is disabled and walking with a cane, she was entering the ferry. The security guard sent her to the booth for a security check which caused her to miss the ferry. Security said it was not necessary to send her to the booth."</p>		Customer contacted and apologized to. She was informed that the employee will be spoken to and retrained on policies concerning passenger screening.	