

Local Law 68 (2005)
Accessible Water Borne Commuter Services Facilities Transportation Act
New York City Department of Transportation
Report for January 31, 2011

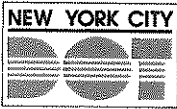
Section 19-711 of the New York City Administrative Code sets forth the semi-annual reporting requirements for Chapter 7 of Title 19 within the Administrative Code, also known as the Accessible Water Borne Commuter Services Facilities Transportation Act. In accordance with such reporting requirements, the New York City Department of Transportation (DOT) Ferry Division hereby submits the following:

Staten Island Ferry:

1. Violations, Fines, Complaints and Litigation:
Six 311 Service Requests and one Ferry Survey Comment were received – 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. Training is scheduled to resume in March 2011 with additional Customer Service related segments.

When performing scheduled emergency drills for the vessels and shoreside 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, as terminal retail space is filled, we anticipate working with tenants in offering 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.

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, E. 34th Street, E. 90th Street, and Slip 5 of the Battery Maritime Building. The number of mechanized



bow-loading slips at Pier 11 has been increased from three to five, and is scheduled to increase to six by the end of February 2011.

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, with construction continuing into 2011. Efforts continue to be made to achieve the maximum amount of compliance feasible during the interim period.

A handwritten signature in cursive script, reading "Janette Sadik-Khan".

Deputy Commissioner
Ferry Division

Date Started: 5/20/2010 8:08:51 PM
Date Closed: 5/21/2010 9:20:32 AM
Source: 3-1-1 Call Center
Division: Staten Island Ferry
Form: DOT Ferry
Status: Closed
Priority: Normal
Contingency SR #:

Internal Agency Notes:

WHAT

WHERE

WHO

Complaint Type: Ferry Complaint
Descriptor 1: Restrooms
Complaint Details:
 THE CALLER STATES THAT SHE HAS A BROKEN ANKLE AND OTHER MUSCULAR ISSUES. THE CALLER STATES THAT THE STALL IN THE BATHROOM RESERVED FOR THE DISABLED IS CONSTANTLY CLOSED. THE CALLER REQUIRES EXTRA ROOM TO GET UP FROM THE TOILET SEAT BECAUSE OF HER INJURIES. THE BATHROOM ATTENDANT CALLED THE COPS ON THE CALLER BECAUSE SHE COMPLAINED ABOUT THIS ISSUE. THE CALLER FEELS THAT THESE BATHROOM ATTENDANTS ARE CONSTANTLY AND UNJUSTLY HARASSING HER. THE CALLER IS HOMELESS (LIVES ON THE STREETS), DOES NOT DO DRUGS, DRINK OR CREATE HAZARDOUS SITUATIONS WITHIN THIS TERMINAL.

Location Type: Terminal
Ferry/Terminal Name: St. George Terminal (Staten Island)
Ferry Direction: N/A

Customer Last Name: FOWLER
Customer First Name: NICOLE
Daytime Phone #: (718) 000-0000
Evening Phone #:
Customer Email Address: N/A
Customer Address: 59 MAIDEN LANE
City, State Zip Code: NEW YORK, NY 10038
Language Need:

HOW RESOLVED

Complaint Type Confirmed: Ferry Complaint
Descriptor 1 Confirmed: Restrooms
Resolution Action: Inspected/In Compliance
Resolution Action Updated: 5/21/2010 9:19:59 AM
Resolution Description:
 The condition was inspected and it was in compliance with Department of Transportation standards, not hazardous, or a valid permit exists.

Time to Action: Closed - No Further Updates
Resolution Last Updated By: DMERCADO
Notes to Customer: Handicap stalls were inspected and found to be open.

Date/Time of Incident: 5/20/2010 8:00:05 PM

Duplicate: N

Parent SR #:

Date Started: 9/29/2010 12:55:11 PM
Date Closed: 9/30/2010 9:00:23 AM
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
Complaint Details:

Location Type: Terminal
Ferry/Terminal Name: St. George Terminal (Staten Island)
Ferry Direction: N/A

WHERE

CALLER STATES THAT THE HANDICAP PARKING SPOTS HAVE BEEN BLOCKED OFF DUE TO CONSTRUCTION AND NO OTHER PARKING IS AVAILBLE FOR PEOPLE WITH DISABILITIES.

WHO

Customer Last Name: ZHOU
Customer First Name: BOLI
Daytime Phone #: (503) 548-7910
Evening Phone #: (908) 336-0299

Customer Email Address: BOLZHOU@YAHOO.COM
Customer Address: 64 WEBER AVE
City, State Zip Code: HILLSBOROUGH, NJ 08844
Language Need:

HOW RESOLVED

Complaint Type Confirmed: Ferry Complaint
Descriptor 1 Confirmed: General Complaint
Resolution Action: Refer to Other Agency/Entity
Resolution Action Updated: 9/30/2010 8:58:57 AM
Resolution Description: The Department of Transportation has determined that this issue is not within its jurisdiction.

Time to Action: Closed - No Further Updates
Resolution Last Updated By: DMERCADO
Notes to Customer: Spoke w caller explained that I will forward complaint to the Ferry Ramp Construction Liaison, Melissa Johnson at 347.443.2220 ferryramp liaison@gmail.com. 09.30.10 8:59am DM.

Date/Time of Incident: 9/29/2010 12:56:33 PM

Duplicate: N
Parent SR #:

Date Started:
11/18/2010 9:46:05 AM

Date Closed:
11/19/2010 3:39:12 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

Complaint Details:

The caller is making a complaint about not letting taxi pick-up passages with access-a-ride vouchers into the ferry terminal. The caller states this is not right for people with disabilities to have to walk outside to get a taxi.

WHERE

Location Type:
Ferry

Ferry/Terminal Name:
Unknown

Ferry Direction:
Manhattan Bound

WHO

Customer Last Name:
AVANT

Customer First Name:
DANE

Daytime Phone #:
(718) 556-4348

Evening Phone #:

Customer Email Address:
DAVANT001@SI.RR.COM

Customer Address:
303B SKYLINE DRIVE

City, State Zip Code:
STATEN ISLAND, NY 10304

Language Need:

HOW RESOLVED

Complaint Type Confirmed:
Ferry Complaint

Descriptor 1 Confirmed:
General Complaint

Resolution Action:
See Customer Notes

Resolution Action Updated:
11/19/2010 3:38:34 PM

Resolution Description:
The condition has been inspected/investigated, see customer notes for more information.

Time to Action:
Closed - No Further Updates

Resolution Last Updated By:
DMERCADO

Notes to Customer:
You complaint has been forwarded to the TLC for follow-up.

Date/Time of Incident:
11/18/2010 9:47:03 AM

Internal Agency Notes:

Duplicate: N

Parent SR #:

Date Started: 11/18/2010 9:46:05 AM
Date Closed: 11/19/2010 3:39:12 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
Complaint Details:
 The caller is making a complaint about not letting taxi pick-up passages with access-a-ride vouchers into the ferry terminal. The caller states this is not right for people with disabilities to have to walk outside to get a taxi.

WHERE

Location Type: Ferry
Ferry/Terminal Name: Unknown
Ferry Direction: Marhalian Bound

WHO

Customer Last Name: AVANT
Customer First Name: DANE
Daytime Phone #: (718) 556-4348
Evening Phone #:

HOW RESOLVED

Complaint Type Confirmed: Ferry Complaint
Descriptor 1 Confirmed: General Complaint
Resolution Action: See Customer Notes
Resolution Action Updated: 11/19/2010 3:38:34 PM
Resolution Description: The condition has been inspected/investigated, see customer notes for more information.

WHAT

Date/Time of Incident: 11/18/2010 9:47:03 AM

HOW RESOLVED

Time to Action: Closed - No Further Updates
Resolution Last Updated By: DMERCADO
Notes to Customer: You complaint has been forwarded to the TLC for follow-up.
Duplicate: N
Parent SR #:

Date Started: 12/7/2010 12:13:26 PM
Date Closed: 12/8/2010 10:25:29 AM
Source: 3-1-1 Call Center
Division: Staten Island Ferry

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

WHAT

WHERE

WHO

Complaint Type: Ferry Complaint
Descriptor 1: General Complaint
Complaint Details: CALLER IS COMPLAINING THAT THEY ARE ELIMINATING ALL TAXI CABS AND STOPPING THEM FROM PICKING UP PASSENGERS COMING OFF THE STATEN ISLAND FERRY INCLUDING THE HANDICAPPED.

Location Type: Terminal
Ferry/Terminal Name: St. George Terminal (Staten Island)
Ferry Direction: N/A

Customer Last Name: WARNER
Customer First Name: VIRGINIA
Daytime Phone #: (718) 227-4906
Evening Phone #:

HOW RESOLVED

Complaint Type Confirmed: Ferry Complaint
Descriptor 1 Confirmed: General Complaint
Resolution Action: Refer to Other Agency/Entity
Resolution Action Updated: 12/8/2010 10:23:08 AM
Resolution Description: The Department of Transportation has determined that this issue is not within its jurisdiction.

WHAT

WHERE

WHO

Date/Time of Incident: 12/7/2010 12:13:50 PM

Customer Email Address: N/A
Customer Address: 386 OAKDALE STREET, P/H
City, State Zip Code: STATEN ISLAND, NY 10312
Language Need:

Time to Action: Closed - No Further Updates
Resolution Last Updated By: DMERCADO

Notes to Customer: Your complaint has been forwarded to Mr. Adrian Gonzalez with TLC for follow-up. 10/23am 12.08.10 DM

Duplicate: N Y
Parent SR #:

Date Started: 1/20/2011 6:37:22 PM
Date Closed: 1/24/2011 1:34:38 PM
Source: 3-1-1 Call Center
Division: Staten Island Ferry

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

WHAT

WHERE

WHO

Complaint Type: Ferry Complaint
Descriptor 1: General Inquiry
Complaint Details: THEY CITY HAS MADE IT ILLEGAL FOR SOMEONE GOING BY CAB TO THE STATEN ISLAND FERRY TO BE DROPPED OF ANYWHERE EXCEPT A PLACE THAT HAS NO HANDICAP ACCESS TO GO FURTHER THERE IS NO ELEVATOR AND ESCALATOR WHERE IT IS LEGAL FOR PERSON TO BE DROPPED BY A CAB, INSTEAD ONE MUST WALK UP MANY STAIRS OR ALONG RAMP THEREFORE, I PERSONALLY WAS HARMED BY THIS BECAUSE WHEN I HAD A BROKEN TOE AND CARRY EQUIPMENT FROM STATEN ISLAND TO MANHATT HAD TO WALK UPSAIR OR A RAMP THIS ALSO HARMED MY KNEE. I FEEL THIS SITUATION SHOULD BE CHANGE. IT STARTED FROM 11/20/10 TIL PRESENT

Location Type: Terminal
Ferry/Terminal Name: St. George Terminal (Staten Island)
Ferry Direction: N/A

Customer Last Name: GREENFIELD
Customer First Name: AMY
Daytime Phone #: (718) 727-5593
Evening Phone #: (718) 727-5593

HOW RESOLVED

Complaint Type Confirmed: Ferry Complaint
Descriptor 1 Confirmed: General Inquiry
Resolution Action: Customer Contacted/Info Given
Resolution Action Updated: 1/24/2011 1:29:41 PM
Resolution Description: The Department of Transportation contacted the customer and resolved the service request or provided the information requested.

Customer Email Address: AMYGREENFIELD8@GMAIL.COM
Customer Address: 135 SAINT PAUL'S AVENUE
City, State Zip Code: STATEN ISLAND, NY 10301
Language Need:

Time to Action: Closed - No Further Updates
Resolution Last Updated By: DMERCADO
Notes to Customer: Spoke w caller advised her that taxis can drop off only by the South Lot elevator and escalator. Passed on Adriana Gonzalez' number from TLC for verification purposes.

Date/Time of Incident: 11/11/2010 2:00:41 PM

Duplicate: N
Parent SR #:

Customer Comment

SR # 1-1-616565466

12/16/2010 09:40:40 AM
 Customer Comment
 Email Sent
 Normal
 Customer ID

Complaint
 N/A
 Department of Transportation
 N/A
 Municipal Ferry - Staten Island Ferry Only
 Date/Time of Incident

Good morning, I am a disabled person and have letter from your agency allowing me to board on the Lower Level of the SI Ferry at St. George. I am having difficulty accessing this lower level boarding as taxi drivers are reluctant to drop off at the Passenger Pickup/Dropoff Area for fear of getting ticketed by TLC. This morning I missed the 7:30 am boat because a taxi driver refused to take me to this drop off point and I had to call a second cab company and that driver took me to the drop off point but said it would be the last time since it is illegal for taxis to drop passengers off there. I said to the driver that I had permission to be dropped off there by Ms. Mercado (DOT contact person at the SI Ferry). The taxi companies are requesting from your agency a posted sign that it is okay to drop off disabled passengers at the Passenger Pickup/Dropoff and that this be communicated to TLC agents so that drivers are not ticketed. Thank you.

Customer Name: FAHIE
 Customer Email Address: FAHIE11@AOL.COM
 CLAUDETTE
 42 SCRIBNER AVENUE, 2F
 City, State, Zip Code: STATEN ISLAND, NY 10301
 Daytime Phone #: (212) 464-7243
 Fax Phone #

Complaint Type Confirmed: Complaint
 Time to Action: 14 Day(s)
 Agency Name Confirmed: Department of Transportation
 Resolution Last Updated By:
 Department Confirmed: Department of Transportation
 Assigned To:
 Municipal Ferry - Staten Island Ferry Only

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

Mercado, Desiree

From: outgoingagency@customerservice.nyc.gov
Sent: Monday, October 11, 2010 6:11 PM
To: ferrysurvey; Stein, Julian
Subject: City of New York - Correspondence #1-1-600792882 DOT Website Staten Island Ferry Customer Survey

Your City of New York - CRM Correspondence Number is 1-1-600792882

DATE RECEIVED: 10/11/2010 18:09:34

DATE DUE: 10/25/2010 18:10:19

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@doift.nyc.gov
Sent: 10/11/2010 18:08:46
To: sbladmp@customerservice.nyc.gov
Subject: < No Subject >

From: rudykr@verizon.net ()
Subject: DOT Website Staten Island Ferry Customer Survey

Below is the result of your feedback form. It was submitted by
(rudykr@verizon.net) on Monday, October 11, 2010 at 18:08:45

This form resides at

clean_ferry: good

ferry_terminal: Excellent

ferry_schedule: no

delay_service: yes

ferry_staff: no

staff_identify: no

available_restroom: yes

acceptably_clean: yes

supplied_restroom: yes

equip_restroom: yes

selection_of_products: inadequate

price_of_products: fair

service_provided: good

overall_experience: satisfactory

start_terminal: st. george/staten island

day_you_travel: Monday

date_you_travel: October 11, 2010

time_of_day_am: 10

time_of_day_pm: 1

usage_of_ferry: less than once a week

purpose_of_using_ferry3: occasional business or visit

locating_ferry_terminal_comment: I would like to know if the rerouting of taxis during the construction work on the bus ramps and the subsequent difficulty of accessing the ferry by handicapped persons is in compliance with the Americans With Disability Act?

The current arrangement requires someone to walk up a long flight of stairs and then walk a good distance to the ferry waiting room. In addition, taxis are not permitted to drive to the passenger pickup area on the lower level near the entrance to the lower deck of the ferry.

If one is able to take the train, then one is confronted with a stairway from the trains to the waiting room. The only option is to take a bus to the ferry, but this is often not a viable option.

Thank you.

name: Rudolph Ripp

address: 33 Sherman Avenue

city: Staten Island

state: NY

zip_code: 10301

REMOTE_HOST: 96.250.239.167

HTTP_USER_AGENT: Mozilla/4.0 (compatible; MSIE 8.0; Windows NT 6.1; WOW64; Trident/4.0; GTB6.5; SLCC2; .NET CLR 2.0.50727; .NET CLR 3.5.30729; .NET CLR 3.0.30729; Media Center PC 6.0; .NET CLR 1.1.4322; .NET4.0C)
