



**Local Law 68 (2005)**  
**Accessible Water Borne Commuter Services Facilities Transportation Act**  
**New York City Department of Transportation**  
**Report for January 31, 2012**

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 (2) 311 Service Requests, one (1) Ferry Survey and one (1) Customer 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.

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. In March of 2011 other documents were made available in Braille, including ferry safety announcements and fire/emergency procedures.

**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), E. 90<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 (total of four) and E. 34<sup>th</sup> Street (total of two).

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 E. 90<sup>th</sup> Street and Yankee Stadium in the fall of 2011, with construction continuing into 2012. Efforts continue to be made to achieve the maximum amount of compliance feasible during the interim period.

A handwritten signature in blue ink, reading "Janice E. Yuen".

Deputy Commissioner  
Ferry Division

## Mercado, Desiree

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**From:** outgoingagency@customerservice.nyc.gov  
**Sent:** Thursday, August 04, 2011 9:42 AM  
**To:** ferrysurvey; Stein, Julian  
**Subject:** City of New York - Correspondence #1-1-672748281 DOT Website Staten Island Ferry Customer Survey

**Flag Status:** Completed

Your City of New York - CRM Correspondence Number is 1-1-672748281

DATE RECEIVED: 08/04/2011 09:40:42

DATE DUE: 08/18/2011 09:42:01

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](mailto: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@doitt.nyc.gov](mailto:PortalAdmin@doitt.nyc.gov)  
Sent: 08/04/2011 09:40:30  
To: [sbladmp@customerservice.nyc.gov](mailto:sbladmp@customerservice.nyc.gov)  
Subject: < No Subject >

From: [tcmomonthegeo@aol.com](mailto:tcmomonthegeo@aol.com) (  
Subject: DOT Website Staten Island Ferry Customer Survey

Below is the result of your feedback form. It was submitted by  
([tcmomonthegeo@aol.com](mailto:tcmomonthegeo@aol.com)) on Thursday, August 4, 2011 at 09:40:30

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time\_of\_day: 12:00 - 7:00PM

name\_of\_boat: Spirit

usage\_of\_ferry: other

purpose\_of\_using\_ferry2: commute to work or school

purpose\_of\_using\_ferry3: occasional business or visit

-----  
REMOTE\_HOST: 108.14.251.128

HTTP\_USER\_AGENT: Mozilla/4.0 (compatible; MSIE 8.0; Windows NT 5.1; Trident/4.0; GTB7.0; InfoPath.1; .NET CLR 1.1.4322; .NET CLR 2.0.50727; .NET CLR 3.0.4506.2152; .NET CLR 3.5.30729)

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## Mercado, Desiree

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**From:** Mercado, Desiree  
**Sent:** Monday, August 08, 2011 12:47 PM  
**To:** tcmomonthego@aol.com  
**Subject:** RE: City of New York - Correspondence #1-1-672748281 DOT Website Staten Island Ferry Customer Survey

I would suggest contacting Mr. Jack Powers with the NYCEDC at [jpowers@nycedc.com](mailto:jpowers@nycedc.com).

**Desiree Mercado | Customer Service Manager**  
**Department of Transportation | Ferry Division**  
One Ferry Terminal Drive, Staten Island, NY 10301  
☎: 718.876.8442 | 📠: 718.876.8564

To sign up for DOT email notifications please visit: [http://www.nyc.gov/html/dot/html/about/email\\_signup.shtml](http://www.nyc.gov/html/dot/html/about/email_signup.shtml)

Connect with NYCDOT:  

**From:** [tcmomonthego@aol.com](mailto:tcmomonthego@aol.com) [<mailto:tcmomonthego@aol.com>]  
**Sent:** Monday, August 08, 2011 12:21 PM  
**To:** Mercado, Desiree  
**Subject:** Re: City of New York - Correspondence #1-1-672748281 DOT Website Staten Island Ferry Customer Survey

Thank you for your response to my complaint. I would rather place my complaint in writing to the manager of the NYCDEC lots. Would have an email address and name to whom I may address my complaint? This is an important issue and impacts many people.

Thank you,  
MaryRose

-----Original Message-----

**From:** Mercado, Desiree <[DMercado@dot.nyc.gov](mailto:DMercado@dot.nyc.gov)>  
**To:** [tcmomonthego@aol.com](mailto:tcmomonthego@aol.com)  
**Sent:** Mon, Aug 8, 2011 11:31 am  
**Subject:** City of New York - Correspondence #1-1-672748281 DOT Website Staten Island Ferry Customer Survey

This email responds to your Staten Island Ferry Survey dated August 4, 2011.

The NYCDOT does not provide shuttle service to and from its lots; however, should you choose to lodge your complaint with the appropriate party regarding shuttle service to and from the NYCEDC parking lots please contact (212) 619-5000.

The NYCDOT owned and operated Parking Lots (North and South) which surround the Terminal are within ADA guidelines and outfitted with the proper number of handicapped spots.

Thank you for sharing your comments with us. We continue to improve our operation and welcome the comments of the general public to help in this effort.

Yours truly,

**Desiree Mercado | Customer Service Manager**  
**Department of Transportation | Ferry Division**  
One Ferry Terminal Drive, Staten Island, NY 10301  
☎: 718.876.8442 | 📠: 718.876.8564

**DOT Ferry**

Date Started: 9/6/2011 8:16:14 PM

Date Closed: 9/7/2011 11:06:24 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:

THE STATEN ISLAND FERRY SAID THEY HAVE HANDICAPP ACCESS AT THE LOWER LEVEL BUT THERE IS NO HANDICAPP ACCESS TO CABS FROM THE FERRIES TO GO HOME, THEY DO NOT ALLOW CABS TO PICK UP PASSENGERS FROM THE FERRY.

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 #:

Customer Email Address: AMYGREENFIELD8@GMAIL.COM

Customer Address: 135 SAINT PAULS AVENUE

City, State Zip Code: STATEN ISLAND, NY 10301

Language Need:

*Internal Agency Notes:*  
Indicated to caller that we operate when ADA guidelines. Needs to take complaint regarding notices & bring it up w/ the tel.

SR # 1-1-687031398

**HOW RESOLVED**

Complaint Type Confirmed: Ferry Complaint

Descriptor 1 Confirmed: General Complaint

Resolution Action: Customer Contacted/Info Given

Resolution Action Updated: 9/7/2011 11:05:47 AM

Resolution Description:

The Department of Transportation contacted the customer and resolved the service request or provided the information requested.

Time to Action: Closed - No Further Updates

Resolution Last Updated By: DMERCADO

Notes to Customer:

Duplicate: N

Parent SR #:

Date/Time of Incident: 9/6/2011 8:19:01 PM

*GREENFIELD, AMY*

**DOT FERRY**

**SR # 1-1-708237585**

Date Started: 11/23/2011 2:35:17 PM

Form: DOT Ferry

Internal Agency Notes:

Date Closed: 11/25/2011 9:15:49 AM

Status: Closed

Source: 3-1-1 Call Center

Priority: Normal

Division: Staten Island Ferry

Contingency SR #:

**WHAT**

**WHERE**

**WHO**

Complaint Type: Ferry Complaint

Location Type: Terminal

Customer Last Name: SCIBILLA

Descriptor 1: General Complaint

Ferry/Terminal Name: Whitehall Terminal (Manhattan)

Customer First Name: JOE

Complaint Details:

Ferry Direction: N/A

Daytime Phone #: (212) 908-0702

CALLER STATES: THAT HE WAS STOPPED IN THE TERMINAL AT THE HANDICAP ENTRISS BECAUSE HE HAD A CANE NOT A WHEEL CHAIR AND WAS TOLD THAT THE ENTRISS WAS FOR BICYCLES AND WHEEL CHAIRS ONLY (THEY DONT NOT CONSIDERA CANE AS BEING HANDICAP)

Evening Phone #:

City, State Zip Code: STATEN ISLAND NY 10305

**HOW RESOLVED**

Language Need:

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

Notes to Customer:

As per my voicemail of Friday, November 25, 2011 at 09:12am, please contact Ms. Maria Colucci on how to obtain Lower Level boarding authorization. She can be reached at 718.876.5449. Please accept our apologies for any inconvenience.

Complaint Type Confirmed: Ferry Complaint  
Descriptor 1 Confirmed: General Complaint  
Resolution Action: Customer Contacted/Info Given  
Resolution Action Updated: 11/25/2011 9:12:16 AM  
Resolution Description: The Department of Transportation contacted the customer and resolved the service request or provided the information requested.

Duplicate: N

Parent SR #:

Date/Time of Incident: 11/23/2011 2:15:00 PM

*SCIBILLA, JOE*



New York City Department of Transportation  
Commissioner's Correspondence Unit - Buck Slip

01/17/2012

From: Anna Martin

From Division	Commissioner's Correspondence Unit	Log Id	CCU-12-67
Assigned To	Ferry Operations	Response Due On	02/01/2012
Subject	ferry	Assignment Status	New

Log Id	CCU-12-67	Status	Assigned
Priority	N	Multiple	N
Date Of Letter	01/02/2012	Date Logged	01/04/2012
Date Received	01/02/2012	Logged By	Anna Martin
Date Acknowledged	01/04/2012	Date Referred	
Date Due	02/01/2012	Date Closed	
Channel	Email		

Comments/Response signed by Assign to Division of Staten Island Ferry

<b>Entry Type(s)</b> Chief Operations Officer <i>(Only those applicable to this assignment are listed.)</i>	<b>Tracking Numbers</b> <table border="1"> <thead> <tr> <th>Reference Id</th> <th>Reference Type</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> </tr> </tbody> </table>	Reference Id	Reference Type		
Reference Id	Reference Type				

Writer information							
Writer Type	Name	Phone	Extension	Email	Organization	Org. Phone	Org. Email
Citizen	KAJUAN VARGAS	347 750-7762		KAJUANV@HOTMAIL.COM			

<b>Location(s)</b>					
Check all locations that apply to where the assignment is assigned					
<u>Selections</u>	<u>House No</u>	<u>Main Street</u>	<u>Cross Street 1</u>	<u>Cross Street 2</u>	
<input type="checkbox"/>					

<b>Summary</b>

Customer Comment

SR # 1-1-717084366

Date Entered: 01/02/2012 11:31:06 AM  
 Date Received: [ ]  
 Source: [ ]  
 Division: [ ]  
 Form: Customer Comment  
 Status: [ ]  
 Email Sent: [ ]  
 Priority: Normal  
 Submitter: [ ]

Complaint: [ ]  
 Agency: N/A  
 Department of Transportation: [ ]  
 Comment Topic: N/A  
 Municipal Ferry - Staten Island Ferry Only: [ ]  
 Employee Name of: [ ]  
 Date/Time of Incident: [ ]

**Complaint Details:**  
 I just dont understand when the ferry docks they just let everybody run on what about people in wheelchairs, baby strollers should be allowed on first instead of in the mix with everybody else it makes more sense to let those people on first

Complaint: [ ]  
 Department of Transportation: [ ]  
 Municipal Ferry - Staten Island Ferry Only: [ ]  
 Employee Name of: N/A  
 Resolution Action: [ ]  
 Resolution Action Updated: [ ]  
 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.

14 Day(s)  
 Resolution Updated By: [ ]  
 Assigned To: [ ]

Internal Agency Notes: [ ]

Notes to Customer: [ ]

Customer Last Name: VARGAS  
 Customer First Name: KAJUAN  
 Company Name: [ ]  
 Daytime Phone #: (347) 750-7762  
 Evening Phone #: [ ]  
 Customer Email Address: KAJUANV@HOTMAIL.COM  
 Customer Address: 160 MENAHAN ST APT 2-H  
 City, State Zip Code: BROOKLYN, NY 11221  
 Language Note: [ ]

## Mercado, Desiree

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**From:** Mercado, Desiree  
**Sent:** Wednesday, January 11, 2012 4:24 PM  
**To:** 'kajuanv@hotmail.com'  
**Subject:** Customer Comments CCU-12-67

Dear Kajuan:

This email is in response to your Staten Island Ferry Customer Comments dated January 2, 2012.

Individuals with disabilities have the opportunity to boarding via the lower level; however, it is up to the individuals preference. Although, this is considered a restricted area, as per federal regulations and security plans, these individuals need an authorization letter from the Chief Operation Officer in order to do so. Similar to other modes of transportation; such as the subway and bus system, we do not offer priority boarding to individuals traveling with strollers.

Thank you for riding the Staten Island Ferry.

Warm regards,

**Desiree Mercado | Chief of Staff**  
**Department of Transportation | Ferry Division**  
One Ferry Terminal Drive, Staten Island, NY 10301  
☎: 718.876.8442 | 📠: 718.876.8564

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Connect with NYCDOT:  