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. 34th Street (total of two), E. 90th 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).

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 2012. Efforts continue to be made to achieve the maximum amount of compliance feasible during the interim period.

[Signature]
Deputy Commissioner
Ferry Division
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. 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@daitt.nyc.gov
Sent: 08/04/2011 09:40:30
To: sbladmp@customerservice.nyc.gov
Subject: < No Subject >

From: tcmomonthego@aol.com ()
Subject: DOT Website Staten Island Ferry Customer Survey

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

----------------------------------------------------------------------------------
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
I would suggest contacting Mr. Jack Powers with the NYCEDC at jpowers@nycedc.com.

Desiree Mercado | Customer Service Manager
Department of Transportation | Ferry Division
One Ferry Terminal Drive, Staten Island, NY 10301
☎: 718.875.6442 | ☎: 718.875.8564

To sign up for DOT email notifications please visit: http://www.nyc.gov/html/dot/html/about/emailSignup.shtml

Connect with NYCDOT: 🌐

---Original Message---
From: Mercado, Desiree <DMercado@dot.nyc.gov>
To: tcmonmonthego@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
☎: 718.875.6442 | ☎: 718.875.8564
## New York City Department of Transportation
### Commissioner's Correspondence Unit - Buck Slip

01/17/2012

From: Anna Martin

<table>
<thead>
<tr>
<th>From Division</th>
<th>Assigned To</th>
<th>Subject</th>
<th>Log Id</th>
<th>Response Due On</th>
<th>Assignment Status</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Commissioner's Correspondence Unit</td>
<td>Ferry Operations</td>
<td>CCU-12-67</td>
<td>02/01/2012</td>
<td>New</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Priority</th>
<th>Date Of Letter</th>
<th>Date Received</th>
<th>Date Acknowledged</th>
<th>Date Due</th>
<th>Channel</th>
<th>Status</th>
<th>Date Logged</th>
<th>Logged By</th>
<th>Date Referred</th>
<th>Date Closed</th>
<th>Comments/Response signed by</th>
</tr>
</thead>
<tbody>
<tr>
<td>N</td>
<td>01/02/2012</td>
<td>01/02/2012</td>
<td>01/04/2012</td>
<td>02/01/2012</td>
<td>Email</td>
<td>Assigned</td>
<td>01/04/2012</td>
<td>Anna Martin</td>
<td></td>
<td></td>
<td>Assign to Division of Staten Island Ferry</td>
</tr>
</tbody>
</table>

### Comments/Response signed by

Assign to Division of Staten Island Ferry

<table>
<thead>
<tr>
<th>Entry Type(s)</th>
<th>Tracking Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chief Operations Officer</td>
<td>Reference Id</td>
</tr>
<tr>
<td>(Only those applicable to this assignment need to be filled in)</td>
<td></td>
</tr>
</tbody>
</table>

### Writer Information

<table>
<thead>
<tr>
<th>Writer Type</th>
<th>Name</th>
<th>Phone</th>
<th>Extension</th>
<th>Email</th>
<th>Organization</th>
<th>Org. Phone</th>
<th>Org. Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Citizen</td>
<td>KAJUAN VARGAS</td>
<td>347 750-7762</td>
<td></td>
<td><a href="mailto:KAJUANV@HO.COM">KAJUANV@HO.COM</a></td>
<td>TMAIL.COM</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Location(s)

Check all locations that apply to where the assignment is assigned

<table>
<thead>
<tr>
<th>Selections</th>
<th>House No</th>
<th>Main Street</th>
<th>Cross Street 1</th>
<th>Cross Street 2</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Summary


<table>
<thead>
<tr>
<th>Customer Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Just don't understand when the tiny stickers they just put everybody on an alert about people in wheelchairs. Really it seems like the mixer should be allowed on first instead of a mix with everybody else. It makes more sense to let three people on first.</td>
</tr>
</tbody>
</table>

Customer Last Name: DARGAS  
Customer First Name: DAJAM  
Customer Address: 160 MINAWAH ST APT 241  
City, State & Zip Code: BROOKLYN, NY 11211  
Cell Phone #: (347) 790-7752  
Evening Phone #:  

Report Generated for AMARINH  
6/1/2012 10:42  
Page 3 of 14
From: Mercado, Desiree  
Sent: Wednesday, January 11, 2012 4:24 PM  
To: 'kajuang@hotmail.com'  
Subject: Customer Comments CCU-12-67

Dear Kajuang:

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 rising 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

To sign up for DOT email notifications please visit: http://www.nyc.gov/html/dot/html/about/email_signup.shtml  
Connect with NYCDOT: 🔗