



Local Law 68 (2005)
Accessible Water Borne Commuter Services Facilities Transportation Act
New York City Department of Transportation
Report for July 1, 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) 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), 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 East 90th Street,

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.

A handwritten signature in blue ink, appearing to read "James S. Khan", written over a horizontal line.

Deputy Commissioner
Ferry Division

DOT Ferry

SR # 1-1-730322654

Internal Agency Notes

Date Started: 2/27/2012 1:53:03 PM
 Date Closed: 2/28/2012 9:20:23 AM
 Source: 3-1-1 Call Center
 Division: Staten Island Ferry
 Form: DOT Ferry
 Status: Closed
 Priority: Normal
 Contingency SR #

WHAT WHERE

Complaint Type: Ferry Complaint
 Descriptor 1: General Complaint
 Complaint Details: CALLER STATES THAT THE STATEN ISLAND DOORS ARE BROKEN IN THE TERMINAL AND CAN NOT CLOSED OR OPEN
 Location Type: Terminal
 Ferry/Terminal Name: St. George Terminal (Staten Island)
 Ferry Direction: N/A

WHO

Customer Last Name: TILMON
 Customer First Name: JERRY
 Daytime Phone #: (347) 636-0034
 Evening Phone #: (347) 636-0034
 Customer Email Address: JERRY.TILMON@GMAIL.COM
 Customer Address: 303 EAST 158 STREET, 20
 City, State Zip Code: BRONX, NY 10451
 Language Need:

HOW RESOLVED

Complaint Type Confirmed: Ferry Complaint
 Descriptor 1 Confirmed: General Complaint
 Resolution Action: Customer Contacted/info Given
 Resolution Action Updated: 2/28/2012 9:19:38 AM
 Resolution Description: The Department of Transportation contacted the customer and resolved the service request or provided the information requested.

Date/Time of Incident: 2/26/2012 1:54:25 PM

Duplicate: N
 Parent SR #:

DOT Ferry

Date Started: 3/6/2012 4:35:19 PM

Form: DOT Ferry

Internal Agency Notes:

SR # 1-1-732369479

Date Closed: 3/7/2012 12:11:26 PM

Status: Closed

Source: 3-1-1 Call Center

Priority: Normal

Division: Staten Island Ferry

Contingency SR #:

WHAT

Complaint Type: Ferry Complaint

Descriptor 1:

General Complaint

Complaint Details:

THE BUTTONS IN THE TERMINAL FOR HANDICAPPED ARE NOT WORKING. PREVENTING THE DOORS FROM OPENING. CLR STS HE HAS TO ASK SOMEONE ELSE TO OPEN THE DOORS FOR HIM TO GET THROUGH

WHERE

Location Type: Terminal

Ferry/Terminal Name: Whitehall Terminal (Manhattan)

Ferry Direction: N/A

WHO

Customer Last Name: PRINCE

Customer Email Address: SONCHILL31@YAHOO.COM

Customer First Name: DWAN

Customer Address: 180 BROAD STREET, 806

Daytime Phone #: (347) 249-6728

City, State Zip Code: STATEN ISLAND, NY 10304

Evening Phone #:

Language Need:

HOW RESOLVED

Complaint Type Confirmed: Ferry Complaint

Time to Action: Closed - No Further Updates

Descriptor 1 Confirmed: General Complaint

Resolution Last Updated By: DMERCADO

Resolution Action: Customer Contacted/Info Given

Notes to Customer:

Resolution Action Updated: 3/7/2012 12:10:52 PM

Resolution Description:

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

Date/Time of Incident: 2/21/2012 4:36:31 PM

Duplicate: N
Parent SR #:

PRINCE, DWAN

Mercado, Desiree

From: Mercado, Desiree
Sent: Wednesday, March 07, 2012 12:18 PM
To: 'SONCHILL31@YAHOO.COM'
Subject: Staten Island Ferry 311

Dear Mr. Prince:

This email is in response to your Staten Island Ferry 311 complaint dated March 6, 2012.

The handicap door had an electrical short and has since been repaired. We apologize for any inconvenience this may have caused.

Thank you for choosing to ride the Staten Island Ferry.

Warm regards,

Desiree Mercado | Chief of Staff
Department of Transportation | Ferry Division
One Ferry Terminal Drive, Staten Island, NY 10301
☎ 718.876.8443 | 📠 718.876.8564

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

Connect with NYCDOT: 

Sahadeo, Yashwant

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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1/24/2012