

August 31, 2016

The Honorable Polly Trottenberg  
Commissioner  
NYC Department of Transportation  
55 Water Street, 9th Floor  
New York, NY 10041

Re: Preparing the SI Ferry for Tourist Influx

Dear Commissioner Trottenberg:

I hope this letter finds you well.

I recently met with the Staten Island Ferry Quality of Life Task Force, a group of committed Staten Island commuters dedicated to making our ferry service a safer, more efficient and more enjoyable experience. Facing, as we are, an explosion in tourism with the opening of the Empire Outlets, the New York Wheel and Lighthouse Point, the timing of the report they produced couldn't have been better.

The enormous pressure that will be put on our ferry system by the expected huge increase in ridership might, if we are not proactive, result in unintended and unexpected negative consequences which could have us playing catch-up for years.

As I said in a letter sent to the Mayor earlier today, a copy of which I've enclosed, there is much to discuss and much to improve. We need to streamline the embarkation and disembarkation process, improve the tourist experience through improved customer service, make sure bathroom facilities are clean and secure, and the areas around the terminals better maintained.

I request from you the same thing I requested from Mayor de Blasio: meetings between Borough Hall and the DOT to discuss short-, medium-, and long-term planning so that tens of millions of ferry riders can count on a clean, pleasant and, above all, safe passage to and from Staten Island.

Sincerely,



James S. Oddo  
President, Borough of Staten Island

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