



**Consumer
Affairs**

The Honorable Melissa Mark-Viverito
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Re: Ticket Seller Pedestrian Mobility and Safety Study

Dear Speaker Mark-Viverito:

It is my pleasure to submit the attached Pedestrian Mobility and Safety Study, conducted pursuant to Section 2 of Local Law 80 of 2016, to the Council for review and consideration.

As mandated by the law, DCA commissioned a study of pedestrian mobility and safety in locations that the Department identified as locations of dense, regular ticket seller activity: (1) Battery Park, (2) City Hall/Park Row, (3) Herald Square/Empire State Building, (4) Times Square, and (5) Columbus Circle. DCA engaged the respected consulting firm AKRF to design and execute the study plan, which included extensive field observations and qualitative analysis in order to produce a meaningful and detailed report on pedestrian flow conditions in studied areas. The final report was edited, reviewed, and approved in partnership with subject matter experts from our sister agencies, DOT and NYPD.

The study finds, among other things, that ticket sellers and associated activity can significantly degrade pedestrian levels of service on city sidewalks. For example, ticket sellers often “pool” around a potential customer or customers if they stop to engage a seller, blocking other pedestrians from using large sections sidewalk and forcing them to find alternative ways of progressing forward. Sellers also take advantage of choke points that force pedestrians into close proximity, giving them a better chance of making a sales pitch but exacerbating congestion problems at the narrowest points of sidewalks.

I hope that the analysis and recommendations in this report will enrich the Council’s legislative process as you look back on the first year of the ticket seller law’s operation and consider possible improvements. The limited scope of the study mandated by Local Law 80 precluded DCA from exploring the full range of ticket seller issues that have come to our attention in this report, but we look forward to working with you to better protect consumers and tourists as part of a broader policy discussion that includes both pedestrian mobility and consumer security.

As always, DCA staff are available to speak with you about this and other issues. Should you have any additional questions, please don’t hesitate to contact Deputy Commissioner of External Affairs Amit Bagga at abagga@dca.nyc.gov or 212-436-0179.

Sincerely,

Lorelei Salas
Commissioner