S T A T E O F N E W Y O R K

5506

2011-2012 Regular Sessions

I N S E N A T E

May 26, 2011

Introduced by Sen. PERKINS -- read twice and ordered printed, and when printed to be committed to the Committee on Transportation

AN ACT to amend the public authorities law, in relation to enacting the metropolitan transportation authority rider's bill of rights

THE PEOPLE OF THE STATE OF NEW YORK, REPRESENTED IN SENATE AND ASSEMBLY, DO ENACT AS FOLLOWS:

Section 1. The public authorities law is amended by adding a new section 1266-j to read as follows:

S 1266-J. METROPOLITAN TRANSPORTATION AUTHORITY RIDER'S BILL OF RIGHTS. ALL MEMBERS OF NEW YORK CITY'S TRANSIT RIDING PUBLIC HAVE THE RIGHT TO:

1. RELIABLE, ON-TIME, AFFORDABLE AND EFFICIENT TRANSIT.

2. ACCESS TO ACCURATE, REAL-TIME INFORMATION AND CLEAR ANNOUNCEMENTS ABOUT WHEN TRAINS AND BUSES WILL ARRIVE AND INFORMATION CONCERNING ANY SIGNIFICANT SERVICE DELAYS BEFORE SWIPING A METROCARD, OR UPON ARRIVAL AT A BUS STOP. IF A BUS, SUBWAY, OR COMMUTER RAIL TRAIN IS MORE THAN FIFTEEN MINUTES LATE, UPDATED SERVICE INFORMATION WILL BE MADE AVAILABLE VIA INTERNET, EMAIL OR TEXT MESSAGE TO SUBSCRIBERS, P.A. ANNOUNCEMENTS ON SUBWAY PLATFORMS, AND ELECTRONIC MESSAGE BOARDS ON COMMUTER RAIL PLATFORMS.

3. A MORE ACCESSIBLE TRANSIT SYSTEM, WITH LEVEL BOARDING FOR BUSES AND WORKING ELEVATORS AND ESCALATORS WITHIN ALL SUBWAY STATIONS.

4. SAFE AND WELL-LIT SUBWAY AND BUS FACILITIES, WITH MTA EMPLOYEES ON HAND TO PROVIDE INFORMATION AND RESPOND IN CASE OF EMERGENCY.

5. CLEAN, REGULARLY MAINTAINED MTA FACILITIES INCLUDING SUBWAY STATIONS, SUBWAY CARS, BUSES AND BUS STOPS.

6. HELPFUL, COURTEOUS SERVICE FROM STATION AGENTS, BUS DRIVERS AND OTHER MTA EMPLOYEES.

7. TRANSPARENT AND EASILY-USED LINES OF COMMUNICATION BETWEEN RIDERS AND THE MTA WITH MECHANISMS IN PLACE TO ADDRESS RIDER CONCERNS AND COMPLAINTS. CONVENIENT AND PROMINENTLY LOCATED BUS, TRAIN, AND STATION

EXPLANATION--Matter in ITALICS (underscored) is new; matter in brackets [ ] is old law to be omitted.

LBD09843-02-1

POSTERS WILL PROVIDE THE INFORMATION NEEDED TO REGISTER COMMENTS AND COMPLAINTS WHICH WILL BE RESPONDED TO BY TOP LEVEL MANAGEMENT.

8. FARE HIKES THAT ARE ONLY ENACTED AS A LAST RESORT WHEN ALL OTHER FUNDING OPTIONS HAVE BEEN EXHAUSTED, AS WELL AS STABLE FUNDING FOR THE MTA FROM THE STATE AND CITY, IN GOOD ECONOMIC TIMES AND BAD.

9. OFFICIAL PRIORITIZATION OF THE OPERATION, MAINTENANCE AND IMPROVEMENT OF THE EXISTING TRAIN AND BUS NETWORK BEFORE ITS EXPANSION.

10. A MINIMUM OF ONE TRANSIT WORKER AND ONE TRANSIT RIDER AS VOTING MEMBERS OF THE MTA BOARD OF DIRECTORS.

S 2. This act shall take effect on the first of January next succeeding the date on which it shall have become a law.