

1240--A

2013-2014 Regular Sessions

I N S E N A T E

(PREFILED)

January 9, 2013

Introduced by Sen. PERKINS -- read twice and ordered printed, and when printed to be committed to the Committee on Transportation -- committee discharged, bill amended, ordered reprinted as amended and recommitted to said committee

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:

1 Section 1. The public authorities law is amended by adding a new
2 section 1266-j to read as follows:
3 S 1266-J. METROPOLITAN TRANSPORTATION AUTHORITY RIDER'S BILL OF
4 RIGHTS. 1. ALL USERS OF THE MASS TRANSIT FACILITIES OF THE METROPOLITAN
5 TRANSPORTATION AUTHORITY SHALL HAVE:
6 (A) THE RIGHT TO SAFE, RELIABLE, AND CLEAN TRANSIT FACILITIES, INCLUD-
7 ING TRAINS, BUSES, SUBWAY CARS, COMMUTER RAIL COACHES, TRANSIT STATIONS
8 AND OTHER PASSENGER FACILITIES;
9 (B) THE RIGHT TO HAVE EMPLOYEES OF THE METROPOLITAN TRANSPORTATION
10 AUTHORITY AVAILABLE AT MULTI-TRAIN OR MULTI-BUS STATIONS OR STOPS TO
11 PROVIDE INFORMATION AND RESPOND TO EMERGENCIES;
12 (C) THE RIGHT TO BE TREATED COURTEOUSLY, AND WITH DIGNITY AND RESPECT,
13 FROM ALL EMPLOYEES OF THE METROPOLITAN TRANSPORTATION AUTHORITY;
14 (D) THE RIGHT TO REASONABLE EXPECTATIONS THAT TRAINS, BUSES, SUBWAYS
15 OPERATED BY THE METROPOLITAN TRANSPORTATION AUTHORITY WILL OPERATE ON
16 TIME. IF A TRAIN, BUS, SUBWAY OR COMMUTER RAIL COACH IS SIGNIFICANTLY
17 DELAYED, UPDATED SERVICE INFORMATION WILL BE MADE AVAILABLE VIA INTER-
18 NET, EMAIL OR TEXT MESSAGE TO MASS TRANSIT USERS, PUBLIC ADDRESS
19 ANNOUNCEMENTS ON SUBWAY PLATFORMS, AND ELECTRONIC MESSAGE BOARDS ON
20 STATIONS OR PLATFORMS;

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

LBD03078-03-3

1 (E) THE RIGHT TO CLEAR, INTELLIGIBLE AND TIMELY ANNOUNCEMENTS ON
2 TRAINS, BUSES, SUBWAYS, COMMUTER RAIL COACHES, AND IN STATIONS AND PLAT-
3 FORMS;

4 (F) THE RIGHT TO BE KEPT INFORMED OF METROPOLITAN TRANSPORTATION
5 AUTHORITY ACTIONS OR DECISIONS THAT WILL HAVE A SUBSTANTIAL IMPACT OF
6 THE FREQUENCY, SAFETY OR RELIABILITY OF AUTHORITY FACILITIES;

7 (G) THE RIGHT TO A SIMPLE, DIRECT AND TRANSPARENT PROCESS TO ALLOW
8 RIDERS TO COMMUNICATE THEIR CONCERNS, PROBLEMS OR COMPLAINTS TO THE
9 METROPOLITAN TRANSPORTATION AUTHORITY. INFORMATION REGARDING THIS PROC-
10 ESS SHALL BE PROMINENTLY DISPLAYED IN ALL FACILITIES OF THE AUTHORITY,
11 INCLUDING ITS TRAINS, BUSES, SUBWAYS, COMMUTER RAIL COACHES AND
12 STATIONS.

13 2. THE AUTHORITY SHALL ENSURE THAT THE MASS TRANSIT USERS AND THE
14 GENERAL PUBLIC ARE FULLY INFORMED AND MADE AWARE OF THE BILL OF RIGHTS,
15 INCLUDING PROMINENTLY DISPLAYING OR POSTING THE BILL OF RIGHTS ON
16 TRAINS, BUSES, SUBWAYS, COMMUTER RAIL COACHES AND STATIONS OPERATED BY
17 THE AUTHORITY. THE BILL OF RIGHTS SHALL BE WRITTEN IN ENGLISH, SPANISH
18 AND SUCH OTHER LANGUAGES AS THE AUTHORITY DEEMS NECESSARY AND APPROPRI-
19 ATE.

20 S 2. This act shall take effect immediately.