

1240--B

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 -- 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 pledge to customers

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 PLEDGE TO CUSTOMERS.
4 1. A METROPOLITAN TRANSPORTATION AUTHORITY PLEDGE TO CUSTOMERS SHALL BE
5 CREATED AND ADOPTED BY THE METROPOLITAN TRANSPORTATION AUTHORITY. A COPY
6 OF SUCH PLEDGE SHALL BE POSTED ON THE WEB SITE OF THE AUTHORITY AND
7 SHALL BE POSTED IN STATIONS WHERE THE AUTHORITY MAKES REGULAR POSTINGS.
8 THE AUTHORITY SHALL POST THE PLEDGE IN THE LANGUAGE OR LANGUAGES IT
9 DEEMS NECESSARY AND APPROPRIATE.
10 2. THE METROPOLITAN TRANSPORTATION AUTHORITY PLEDGE TO CUSTOMERS SHALL
11 BE IN THE FORM AND MANNER AS PRESCRIBED BY THE AUTHORITY, INCLUDE THE
12 CONTACT INFORMATION OF THE AUTHORITY, AND INCLUDE, BUT NOT BE LIMITED
13 TO, THE FOLLOWING:
14 (A) A DESCRIPTION OF THE AUTHORITY'S COMMITMENT TO PROVIDE SAFE AND
15 RELIABLE SERVICES;
16 (B) A DESCRIPTION OF THE AUTHORITY'S COMMITMENT TO PROVIDE TIMELY AND
17 ACCURATE INFORMATION ON ITS SERVICES;
18 (C) A COMMITMENT THAT EMPLOYEES WILL PROVIDE SERVICE IN A COURTEOUS
19 MANNER;
20 (D) A DESCRIPTION OF THE AUTHORITY'S COMMITMENT TO MAINTAIN CLEAN
21 STATIONS, FACILITIES, SUBWAYS AND BUSES;

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

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1 (E) A DESCRIPTION OF THE AUTHORITY'S POLICIES WHEN IT COMES TO ARRANG-
2 ING ALTERNATIVE TRANSPORTATION WHEN SERVICE IS INTERRUPTED;

3 (F) WHEN SERVICE IS INTERRUPTED, A DESCRIPTION OF THE AUTHORITY'S
4 POLICIES WHEN IT COMES TO CONSIDERING THE COMFORT OF INCONVENIENCED
5 CUSTOMERS;

6 (G) WHEN SERVICE IS INTERRUPTED DUE TO WEATHER CONDITIONS, A
7 DESCRIPTION OF THE AUTHORITY'S POLICIES ON NOTIFYING CUSTOMERS;

8 (H) WHEN SERVICE IS SEVERELY INTERRUPTED, A DESCRIPTION OF THE AUTHOR-
9 ITY'S POLICIES ON SERVICE RESTORATION.

10 3. THE AUTHORITY FROM TIME TO TIME MAY, UPDATE AND AMEND THE METROPOL-
11 ITAN TRANSPORTATION AUTHORITY PLEDGE TO CUSTOMERS AS IT DEEMS NECESSARY
12 AND PROPER AND MAY ADOPT RULES AND REGULATIONS FOR THE PROPER ADMINIS-
13 TRATION OF THIS SECTION.

14 S 2. This act shall take effect January 1, 2014, provided, however,
15 that effective immediately, the addition, amendment and/or repeal of any
16 rule or regulation necessary for the implementation of this act on its
17 effective date is authorized to be made and completed on or before such
18 date.