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

7089

I N S E N A T E

April 25, 2014

Introduced by Sen. AVELLA -- 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 pledge to customers

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 PLEDGE TO CUSTOMERS. 1. A METROPOLITAN TRANSPORTATION AUTHORITY PLEDGE TO CUSTOMERS SHALL BE CREATED AND ADOPTED BY THE METROPOLITAN TRANSPORTATION AUTHORITY. A COPY OF SUCH PLEDGE SHALL BE POSTED ON THE WEB SITE OF THE AUTHORITY AND SHALL BE POSTED IN STATIONS WHERE THE AUTHORITY MAKES REGULAR POSTINGS. THE AUTHORITY SHALL POST THE PLEDGE IN THE LANGUAGE OR LANGUAGES IT DEEMS NECESSARY AND APPROPRIATE.

2. THE METROPOLITAN TRANSPORTATION AUTHORITY PLEDGE TO CUSTOMERS SHALL BE IN THE FORM AND MANNER AS PRESCRIBED BY THE AUTHORITY, INCLUDE THE CONTACT INFORMATION OF THE AUTHORITY, AND INCLUDE, BUT NOT BE LIMITED TO, THE FOLLOWING:

(A) A DESCRIPTION OF THE AUTHORITY'S COMMITMENT TO PROVIDE SAFE AND RELIABLE SERVICES;

(B) A DESCRIPTION OF THE AUTHORITY'S COMMITMENT TO PROVIDE TIMELY AND ACCURATE INFORMATION ON ITS SERVICES;

(C) A COMMITMENT THAT EMPLOYEES WILL PROVIDE SERVICE IN A COURTEOUS MANNER;

(D) A DESCRIPTION OF THE AUTHORITY'S COMMITMENT TO MAINTAIN CLEAN STATIONS, FACILITIES, SUBWAYS AND BUSES;

(E) A DESCRIPTION OF THE AUTHORITY'S POLICIES WHEN IT COMES TO ARRANGING ALTERNATIVE TRANSPORTATION WHEN SERVICE IS INTERRUPTED;

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

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

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

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(H) WHEN SERVICE IS SEVERELY INTERRUPTED, A DESCRIPTION OF THE AUTHORITY'S POLICIES ON SERVICE RESTORATION.

3. THE AUTHORITY FROM TIME TO TIME MAY, UPDATE AND AMEND THE METROPOLITAN TRANSPORTATION AUTHORITY PLEDGE TO CUSTOMERS AS IT DEEMS NECESSARY AND PROPER AND MAY ADOPT RULES AND REGULATIONS FOR THE PROPER ADMINISTRATION OF THIS SECTION.

S 2. This act shall take effect on the ninetieth day after it shall have become a law provided, however, that effective immediately, the addition, amendment and/or repeal of any rule or regulation necessary for the implementation of this act on its effective date is authorized to be made and completed on or before such date.