§ 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;

(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.