

ASSEMBLY, No. 3823

STATE OF NEW JERSEY

219th LEGISLATURE

INTRODUCED MARCH 16, 2020

Sponsored by:

Assemblyman DANIEL R. BENSON

District 14 (Mercer and Middlesex)

SYNOPSIS

Requires individuals working for or under contract with NJT to receive sensitivity training.

CURRENT VERSION OF TEXT

As introduced.



1 **AN ACT** concerning sensitivity training for New Jersey Transit
2 workers and supplementing Title 27 of the Revised Statutes.

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4 **BE IT ENACTED** *by the Senate and General Assembly of the State*
5 *of New Jersey:*

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7 1. a. At least once every 24 months, the New Jersey Transit
8 Corporation shall require its employees, and all employees of an
9 entity under contract with the corporation to provide transportation
10 services who interact with passengers, including Access Link, to
11 undergo training on interacting with passengers, including
12 passengers with disabilities. The training program shall be
13 developed by the corporation and shall include:

- 14 (1) treating others with courtesy and respect;
15 (2) the corporation's policies and procedures on addressing
16 customer complaints and other various customer-related issues;
17 (3) addressing issues that may arise for a passenger with a
18 disability and how the corporation can better serve individuals with
19 accessibility and mobility limitations; and
20 (4) any other topic that the corporation deems appropriate.

21 b. On or before October 31 of each year, the corporation shall
22 prepare and submit a report to the Governor and, pursuant to section
23 2 of P.L.1991, c.164 (C.52:14-19.1), to the Legislature that provides
24 information on the training program required by this section. The
25 report shall include general information about the implementation
26 of the training program, information on customer complaints, and
27 an analysis of whether the training program is effective.

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29 2. This act shall take effect immediately.

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32 **STATEMENT**

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34 This bill requires the New Jersey Transit Corporation
35 (NJ Transit) to require that all NJ Transit employees and all
36 employees of an entity under contract with NJ Transit who interact
37 with passengers to undergo biennial training on interacting with
38 passengers, including passengers with disabilities. The training
39 program is to include, at minimum, training on: (1) treating others
40 with courtesy and respect; (2) NJ Transit's policies and procedures
41 on addressing customer complaints and other various customer-
42 related issues; and (3) addressing issues that may arise for a
43 passenger with a disability and how the corporation can better serve
44 individuals with accessibility and mobility limitations. NJ Transit
45 may provide additional training on any topic that it deems
46 appropriate.

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- 1 On or before October 31 of each year, NJ Transit is required to
- 2 prepare and submit a report on the training program to the Governor
- 3 and to the Legislature.