ASSEMBLY, No. 3936

STATE OF NEW JERSEY

219th LEGISLATURE

INTRODUCED APRIL 9, 2020

Sponsored by:
Assemblyman RONALD S. DANCER
District 12 (Burlington, Middlesex, Monmouth and Ocean)
Assemblyman RAJ MUKHERJI
District 33 (Hudson)

SYNOPSIS

Requires NJT to refund customers or offer credit for certain tickets and passes due to COVID-19 pandemic.

CURRENT VERSION OF TEXT

As introduced.

(Sponsorship Updated As Of: 4/13/2020)

AN ACT concerning temporary customer service requirements for the New Jersey Transit Corporation.

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

1. During the Public Health Emergency and State of Emergency declared on March 9, 2020 by the Governor pursuant to Executive Order No. 103, the New Jersey Transit Corporation shall provide, upon request, refunds to customers for tickets or passes purchased by the customer. The request may be completed electronically, by telephone, in person, or by mail. The corporation shall provide a requested refund as soon as practicable following the request. In lieu of a refund, the corporation may provide a customer with a credit for future use, provided that the customer requests a credit in lieu of a refund. This section shall apply to tickets and passes purchased during the declared public health emergency and state of emergency and to tickets and passes purchased prior to the declared public health emergency and state of emergency.

2. This act shall take effect immediately.

STATEMENT

This bill requires the New Jersey Transit Corporation (NJ Transit), during the COVID-19 Public Health Emergency and State of Emergency, to provide refunds to customers for tickets or passes that the customer purchased. A customer may request a refund electronically, by telephone, in person, or by mail. NJ Transit is required to provide the refund as soon as practicable following the request. In lieu of a refund, customers may also request a credit that may be used for future NJ Transit purchases.