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

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.
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.