

SENATE No. 1585

By Mr. Barrett, a petition (accompanied by bill, Senate, No. 1585) of Michael J. Barrett, Salvatore R. Albano, John E. McDonough, Geoffrey C. Beckwith and Byron Rushing for legislation to promote the quality of service provided by the Massachusetts Bay Transportation Authority. Transportation.

The Commonwealth of Massachusetts

In the Year One Thousand Nine Hundred and Eighty-Nine.

AN ACT TO PROMOTE THE QUALITY OF SERVICE PROVIDED BY THE MASSACHUSETTS BAY TRANSPORTATION AUTHORITY.

Be it enacted by the Senate and House of Representatives in General Court assembled, and by the authority of the same, as follows:

1 Chapter 161A of the General Laws is hereby amended by
2 inserting after section 7A the following new section: —

3 Section 7B. There shall be a quality of service advisory board
4 consisting of fifteen members. Said members shall be regular and
5 frequent users of the authority's mass transportation services. Said
6 board shall include users of major routes and forms of
7 transportation services provided by the authority, including but
8 not limited to bus, street car, rapid transit and commuter rail
9 services. Said members shall be appointed by the governor and
10 shall serve coterminus with the governor. Said members shall elect
11 a chair from among themselves and shall serve without
12 compensation.

13 Said board shall examine and monitor the quality of
14 transportation services provided to users by the authority. Areas
15 of examination by said board may include but not be limited to:

- 16 (a) adherence to service schedules;
- 17 (b) overcrowding;
- 18 (c) quality of rides;
- 19 (d) operability of temperature controls;
- 20 (e) quality and frequency of public announcements;
- 21 (f) cleanliness of stations;

- 22 (g) accuracy and availability of route maps;
- 23 (h) operability of escalators and elevators;
- 24 (i) handicapped access;
- 25 (j) operability of passreaders and turnstiles; and
- 26 (k) station lighting and security.

27 In examining the quality of transportation services, said board
28 shall make regular efforts to survey the opinions of users, shall
29 recommend improvements in the various areas of service, and
30 shall report its findings and recommendations to the board of
31 directors on a regular basis.

32 Said board may incur expenses, not to exceed forty thousand
33 dollars annually, for staff, stenographic and clerical work, and
34 such expenses shall be paid by the authority.