



NEW YORK STATE SENATOR

Charles J. Fuschillo Jr.

Senator Fuschillo Votes to End Unfair Lirr Ticket Refund Surcharges

CHARLES J. FUSCHILLO JR. June 20, 2011

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Legislation Would Require MTA to Give Customers Full Refunds on Unused One-Way and Round-Trip LIRR Tickets

Senator Charles J. Fuschillo, Jr. (R-Merrick) announced that the New York State Senate recently passed legislation he cosponsors to end the MTA's practice of charging LIRR customers a fee for LIRR ticket refunds which in many cases costs more than the ticket itself.

"It is completely unreasonable to force LIRR customers to pay a ticket refund fee that is often more than the ticket itself. The MTA should end this unjust practice and provide full refunds for unused tickets. That's exactly what this legislation would require them to do," said Senator Fuschillo, Chairman of the Senate's Transportation Committee.

As of last December 30th, the MTA shortened the amount of time LIRR tickets remain valid from six months to just two weeks. While passengers can return unused tickets for a refund within thirty days of purchase, the MTA now charges them a \$10 surcharge for each ticket return transaction.

Passengers who purchased one-way or round-trip tickets are often dissuaded from obtaining refunds because in many cases, the surcharge costs just as much, or more, than the original ticket. As an example, New Hyde Park resident Susan McClellan purchased a one-way LIRR ticket on January 12th from Long Island City to return home, but ended up not using the ticket because she got a ride home. When she tried to return the ticket, she was told she'd have to pay a \$10 surcharge, \$2.75 more than the entire ticket was worth.

The legislation (S3778B) would end this unfair refund surcharge by requiring the MTA to provide passengers with a full refund for unused one-way and roundtrip tickets, without imposing any surcharges. Passengers would also have six months to either seek a refund or use the ticket under the proposed law.

The legislation has been sent to the Assembly for consideration.

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