SENATE DOCKET, NO. 427 FILED ON: 1/13/2025

SENATE . . . . . No. 2265

The Commonwealth of Massachusetts

PRESENTED BY:

Peter J. Durant

To the Honorable Senate and House of Representatives of the Commonwealth of Massachusetts in General Court assembled:

The undersigned legislators and/or citizens respectfully petition for the adoption of the accompanying bill:

An Act relative to ride share companies' customer service.

PETITION OF:

NAME:	DISTRICT/ADDRESS:	
Peter J. Durant	*Worcester and Hampshire*	
Bruce E. Tarr	*First Essex and Middlesex*	*2/27/2025*

SENATE DOCKET, NO. 427 FILED ON: 1/13/2025

SENATE . . . . . No. 2265

By Mr. Durant, a petition (accompanied by bill, Senate, No. 2265) of Peter J. Durant and Bruce E. Tarr for legislation relative to extending customer service hours for ride share companies. Telecommunications, Utilities and Energy.

The Commonwealth of Massachusetts

In the One Hundred and Ninety-Fourth General Court
(2025-2026)

An Act relative to ride share companies' customer service.

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

Chapter 159A of the General Laws, as appearing in the 2022 Official Edition, is hereby amended by adding the following section:-

Section 33. Ride share companies, including but not limited to Uber and Lyft, shall maintain a customer service line 24 hours a day, 7 days a week.