

**Second Regular Session
Seventy-fifth General Assembly
STATE OF COLORADO**

ENGROSSED

*This Version Includes All Amendments Adopted
on Second Reading in the House of Introduction*

LLS NO. 26-0797.01 Rebecca Bayetti x4348

HOUSE BILL 26-1269

HOUSE SPONSORSHIP

Ricks and Joseph, Velasco

SENATE SPONSORSHIP

(None),

House Committees

Transportation, Housing & Local Government

Senate Committees

A BILL FOR AN ACT

101 **CONCERNING TRANSIT ACCESS.**

Bill Summary

(Note: This summary applies to this bill as introduced and does not reflect any amendments that may be subsequently adopted. If this bill passes third reading in the house of introduction, a bill summary that applies to the reengrossed version of this bill will be available at <http://leg.colorado.gov>.)

The bill requires certain transit agencies (covered transit agencies) to take specific actions in the following areas to increase transit access:

- Low-income fare discount programs;
- Programs for individuals experiencing homelessness and individuals who are members of households that receive rental assistance administered by a public housing agency (partner pass programs);
- Information for transit riders;

Shading denotes HOUSE amendment. Double underlining denotes SENATE amendment.
Capital letters or bold & italic numbers indicate new material to be added to existing law.
Dashes through the words or numbers indicate deletions from existing law.

HOUSE
Amended 2nd Reading
March 24, 2026

- Language access initiatives;
- Access to restroom amenities; and
- Reporting requirements.

Low-income fare discount programs. Beginning on June 30, 2027, covered transit agencies that have at least 10 million unlinked passenger trips in the most recent year (large covered transit agencies) must offer a low-income fare discount program. Through this program, a large covered transit agency must offer, to individuals who meet income-based eligibility requirements, free or discounted fares, transit passes, or other equivalent fare benefits for the use of the large covered transit agency's transit services, including paratransit services and any supplemental accessible transportation program. This discount is available to each eligible individual as the option to receive either:

- A discount that provides at least a 50% reduction from the standard fare; or
- At least 20 single-ride benefits per month, which may be provided as single-ride transit passes or, for paratransit services or a supplemental accessible transportation program, one-way trips at no fare cost.

Partner pass programs. Beginning on June 30, 2027, all covered transit agencies, regardless of size, must operate a partner pass program. A partner pass program is operated by a covered transit agency in partnership with public housing agencies and organizations that primarily serve individuals experiencing homelessness or who are at risk of homelessness. Through this program, a covered transit agency must offer passes for unlimited use of the covered transit agency's standard fixed-route transit services throughout the covered transit agency's service area, excluding airport fare service, for a period of at least 6 months, at no cost to the transit rider, to individuals experiencing homelessness and individuals who are members of households that receive rental assistance administered by a public housing agency.

Information for transit riders. Beginning on June 30, 2027, a large covered transit agency must ensure that clear, up-to-date transit system maps are displayed at all rail stations, bus stations, and bus rapid transit stops. A covered transit agency of any size must ensure that information on fare rates and structures and eligibility requirements and application instructions for fare discount programs is available online and displayed in all transit vehicles and at all rail stations, bus stations, and transit stops with a covered shelter. A covered transit agency may meet these requirements by displaying summary information and a link or quick response (QR) code to a website with detailed information.

Language access initiatives. Beginning on June 30, 2027, a covered transit agency of any size must ensure that all publicly available information that it disseminates related to accessing its transit services, including fare structures, transit maps, service schedules, and the rights

and responsibilities of transit riders, is translated into languages that are widely spoken in any county in which the covered transit agency operates or that are required by a covered transit agency's existing language access plan.

Access to restroom amenities. Beginning on January 1, 2028, for all long-haul transit routes for which the average scheduled end-to-end run time is at least 3 hours, a covered transit agency of any size must provide transit riders an alternate opportunity to access restroom facilities if an onboard restroom is out of service.

Reporting requirements. Covered transit agencies are required to annually report their progress on the action areas required by the bill, and other required information, to the governor and a joint meeting of the transportation committees of the general assembly beginning on or before January 31, 2028, and on or before each January 31 thereafter. Covered transit agencies must post this annual report on a publicly accessible website. Covered transit agencies are only required to report information that they already collect.

Be it enacted by the General Assembly of the State of Colorado:

SECTION 1. In Colorado Revised Statutes, **add** part 17 to article 1 of title 43 as follows:

PART 17

TRANSIT ACCESS

43-1-1701. Legislative declaration.

(1) THE GENERAL ASSEMBLY FINDS AND DECLARES THAT:

(a) PUBLIC TRANSPORTATION IS ESSENTIAL TO THE HEALTH, ECONOMIC WELL-BEING, AND MOBILITY OF ALL COLORADANS AND PROVIDES ACCESS TO EMPLOYMENT, EDUCATION, HEALTH CARE, AND OTHER ESSENTIAL COMMUNITY RESOURCES;

(b) DESPITE THE VITAL ROLE OF TRANSIT, MANY INDIVIDUALS FACE SIGNIFICANT BARRIERS TO ACCESSING PUBLIC TRANSPORTATION, INCLUDING FARE COSTS, A LACK OF CLEAR INFORMATION, AND INSUFFICIENT AMENITIES;

1 (c) INCREASING TRANSIT ACCESS AND EFFICIENCY IS NECESSARY
2 TO ENSURE THAT PUBLIC TRANSPORTATION IS ACCESSIBLE, AFFORDABLE,
3 AND INCLUSIVE. TRANSIT PROVIDERS MUST OFFER SERVICES THAT TREAT
4 EVERY RIDER WITH RESPECT AND DIGNITY, PROVIDE HIGH-QUALITY
5 SERVICE, AND APPLY EQUITY PRINCIPLES TO ALL OPERATIONS. EFFICIENCY
6 IN TRANSIT OPERATIONS IS ALSO CRITICAL TO MITIGATING CONFLICTS
7 BETWEEN OPERATORS AND RIDERS BY IMPROVING THE RELIABILITY AND
8 EFFECTIVENESS OF SERVICE.

9 (d) WELL-DESIGNED AND EFFICIENT TRANSIT SYSTEMS MAKE IT
10 EASIER FOR INDIVIDUALS TO CHOOSE PUBLIC TRANSPORTATION, THEREBY
11 INCREASING RIDERSHIP AND HELPING COLORADO MEET ITS CLIMATE
12 GOALS. IN 2024, COLORADO TRANSIT AGENCIES REPORTED A COMBINED
13 TOTAL OF ONE HUNDRED FOUR MILLION NINE HUNDRED ELEVEN THOUSAND
14 SIX HUNDRED FIFTEEN UNLINKED PASSENGER TRIPS. EXPANDING
15 EQUITABLE ACCESS TO TRANSIT SERVICES WILL FURTHER ENHANCE
16 RIDERSHIP, SYSTEM SUSTAINABILITY, AND ENVIRONMENTAL BENEFITS.

17 (e) ENSURING EQUITABLE ACCESS TO PUBLIC TRANSPORTATION IS
18 A SHARED RESPONSIBILITY AMONG THE STATE, LOCAL GOVERNMENTS,
19 TRANSIT AGENCIES, AND COMMUNITIES. THIS PART 17 REPRESENTS A STEP
20 TOWARD PROVIDING TRANSIT SERVICES THAT ARE SAFE, EFFICIENT,
21 ACCESSIBLE, AND INCLUSIVE, WHICH PROMOTES SOCIAL AND ECONOMIC
22 MOBILITY, ENVIRONMENTAL SUSTAINABILITY, AND THE OVERALL
23 WELL-BEING OF COLORADANS.

24 (2) THEREFORE, THE GENERAL ASSEMBLY FURTHER FINDS AND
25 DECLARES THAT:

26 (a) PROMOTING TRANSIT ACCESS, EFFICIENCY, AND QUALITY
27 SERVICE FOR ALL TRANSIT USERS, WHILE INCREASING RIDERSHIP TO HELP

1 MEET CLIMATE GOALS, ARE MATTERS OF BOTH LOCAL AND STATEWIDE
2 CONCERN;

3

4 (b) THE POLICIES IN THIS PART 17 ARE INTENDED TO ENSURE
5 FAIRNESS, ACCESSIBILITY, AND DIGNITY IN PUBLIC TRANSPORTATION
6 THROUGHOUT THE STATE; AND

7 (c) THE STATE INTENDS TO COLLECT DATA AND REQUIRE
8 REPORTING ON THIS PART 17 TO INFORM FUTURE TRANSIT ACCESS POLICY.

9 **43-1-1702. Definitions.**

10 AS USED IN THIS PART 17, UNLESS THE CONTEXT OTHERWISE
11 REQUIRES:

12 (1) "AUTOMATIC PASSENGER COUNTER" MEANS AN AUTOMATED
13 SYSTEM THAT COUNTS PASSENGER BOARDINGS AND ALIGHTINGS.

14 (2) "AUTOMATIC VEHICLE LOCATION" MEANS A SYSTEM THAT
15 DETERMINES VEHICLE LOCATION AND REPORTS REAL-TIME OR ARCHIVED
16 POSITION AND SCHEDULE ADHERENCE.

17 (3) "CONTACTLESS FARE MEDIA" MEANS FARE MEDIA THAT USES
18 NEAR-FIELD COMMUNICATION (NFC) TECHNOLOGY OR EQUIVALENT
19 CONTACTLESS TECHNOLOGY.

20 (4) "COVERED TRANSIT AGENCY" MEANS A PROVIDER OF PUBLIC
21 TRANSPORTATION, AS DEFINED IN 49 U.S.C. SEC. 5302 (15), OPERATING IN
22 THE STATE WITH AT LEAST ONE MILLION UNLINKED PASSENGER TRIPS IN
23 THE MOST RECENT NTD YEAR. "COVERED TRANSIT AGENCY" DOES NOT
24 INCLUDE THE DEPARTMENT OR ENCOMPASS ANY OF THE TRANSIT SERVICES
25 OPERATED BY THE DEPARTMENT AND DOES NOT INCLUDE REGIONAL
26 TRANSPORTATION AUTHORITIES THAT PROVIDE FUNDING FOR TRANSIT
27 SERVICES BUT THAT DO NOT DIRECTLY PROVIDE A TRANSIT SERVICE. A

"COVERED TRANSIT AGENCY" IS CLASSIFIED AS MEDIUM OR LARGE ACCORDING TO ITS NUMBER OF UNLINKED PASSENGER TRIPS REPORTED IN THE MOST RECENT NTD YEAR. IF A COVERED TRANSIT AGENCY MEETS THE MEDIUM OR LARGE THRESHOLD FOR NUMBER OF UNLINKED PASSENGER TRIPS, THE COVERED TRANSIT AGENCY IS CLASSIFIED AS THAT HIGHER THRESHOLD CATEGORY FOR THAT YEAR AND THE SUBSEQUENT FIVE YEARS, NOTWITHSTANDING LATER TRIP NUMBER DECREASES WITHIN THAT FIVE-YEAR PERIOD.

(5) "FARE MEDIA" MEANS A PHYSICAL OR DIGITAL INSTRUMENT USED TO CONVEY PROOF OF FARE PAYMENT OR ELIGIBILITY. "FARE MEDIA" INCLUDES MOBILE TICKETS, BAR OR QUICK RESPONSE (QR) CODES, AND CONTACTLESS SMARTCARDS OR TOKENS.

(6) "GENERAL TRANSIT FEED SPECIFICATION" MEANS THE STANDARDIZED DATA FORMAT USED TO PUBLISH SCHEDULE, ROUTE, AND STOP INFORMATION, INCLUDING ITS COMPANION REAL-TIME FORMAT REFERRED TO AS "GTFS REALTIME".

(7) "KEY TRANSIT INFORMATION" MEANS PUBLICLY AVAILABLE INFORMATION THAT IS DISSEMINATED BY A COVERED TRANSIT AGENCY AND THAT PROVIDES INFORMATION RELATED TO ACCESSING TRANSIT SERVICES, INCLUDING FARE STRUCTURES, TRANSIT MAPS, SERVICE SCHEDULES, AND THE RIGHTS AND RESPONSIBILITIES OF TRANSIT RIDERS.

(8) "LARGE COVERED TRANSIT AGENCY" MEANS A COVERED TRANSIT AGENCY WITH TEN MILLION OR MORE UNLINKED PASSENGER TRIPS IN THE MOST RECENT NTD YEAR.

(9) "LONG-HAUL TRANSIT ROUTE" MEANS A FIXED-ROUTE TRANSIT

1 ROUTE FOR WHICH THE AVERAGE SCHEDULED END-TO-END RUN TIME IS
2 THREE OR MORE HOURS.

3 (10) "MEDIUM COVERED TRANSIT AGENCY" MEANS A COVERED
4 TRANSIT AGENCY WITH GREATER THAN ONE MILLION BUT FEWER THAN TEN
5 MILLION UNLINKED PASSENGER TRIPS IN THE MOST RECENT NTD YEAR.

6 (11) "MOST RECENT NTD YEAR" MEANS THE MOST RECENT
7 CALENDAR YEAR FOR WHICH THE UNITED STATES FEDERAL TRANSIT
8 ADMINISTRATION HAS PUBLISHED NATIONAL TRANSIT DATABASE DATA AS
9 OF THE REPORTING DEADLINE.

10 (12) "NATIONAL TRANSIT DATABASE" OR "NTD" MEANS THE
11 NATIONAL TRANSIT DATABASE MAINTAINED BY THE UNITED STATES
12 SECRETARY OF TRANSPORTATION AS REQUIRED BY 49 U.S.C. SEC. 5335.

13 (13) "PARATRANSIT SERVICES" MEANS COMPLEMENTARY
14 PARALLEL TRANSIT SERVICES FOR INDIVIDUALS WITH DISABILITIES WHO
15 ARE UNABLE TO USE REGULAR OR FIXED-ROUTE TRANSIT SERVICES FOR
16 SOME OR ALL OF THEIR TRANSIT NEEDS.

17

18 (14) (a) "SUPPLEMENTAL ACCESSIBLE TRANSPORTATION
19 PROGRAM" MEANS A PROGRAM THAT IS ADMINISTERED, FUNDED, OR
20 CONTRACTED BY A COVERED TRANSIT AGENCY AND THAT IS DESIGNED TO
21 PROVIDE ACCESSIBLE TRANSPORTATION, IN ADDITION TO PARATRANSIT
22 SERVICES, TO INDIVIDUALS WITH DISABILITIES OR INDIVIDUALS WHO ARE
23 ELIGIBLE UNDER THE FEDERAL "AMERICANS WITH DISABILITIES ACT OF
24 1990", 42 U.S.C. SEC. 12101 ET SEQ.

25 (b) "SUPPLEMENTAL ACCESSIBLE TRANSPORTATION PROGRAM"
26 INCLUDES A PROGRAM THAT PROVIDES TRIPS, VOUCHERS, OR SUBSIDIES
27 THROUGH CONTRACTED PROVIDERS OR ON-DEMAND SERVICES, INCLUDING

1 TAXI PROVIDERS, TRANSPORTATION NETWORK COMPANIES, AND OTHER
2 THIRD-PARTY PROVIDERS.

3 (c) "SUPPLEMENTAL ACCESSIBLE TRANSPORTATION PROGRAM"
4 DOES NOT INCLUDE ON-DEMAND OR MICROTRANSIT SERVICE THAT IS FOR
5 THE GENERAL PUBLIC AND THAT IS NOT DESIGNED TO SERVE INDIVIDUALS
6 WITH DISABILITIES OR INDIVIDUALS WHO ARE ELIGIBLE UNDER THE
7 FEDERAL "AMERICANS WITH DISABILITIES ACT OF 1990", 42 U.S.C. SEC.
8 12101 ET SEQ., EVEN IF SUCH SERVICE USES ACCESSIBLE VEHICLES.

9 (15) "UNLINKED PASSENGER TRIPS" MEANS THE NUMBER OF
10 PASSENGER BOARDINGS, COUNTING EACH BOARDING ON EACH VEHICLE AS
11 A SEPARATE TRIP, AS REPORTED TO THE NATIONAL TRANSIT DATABASE.

12

13 **43-1-1703. Information provided to transit riders - transit**
14 **maps - fare transparency.**

15 (1) ON AND AFTER JUNE 30, 2027, A COVERED TRANSIT AGENCY
16 SHALL ENSURE THAT CLEAR, UP-TO-DATE TRANSIT SYSTEM MAPS ARE
17 DISPLAYED AT ALL RAIL STATIONS, BUS STATIONS, AND BUS RAPID TRANSIT
18 STOPS. TRANSIT SYSTEM MAPS MUST SHOW ALL FIXED-ROUTE TRANSIT
19 ROUTES OFFERED BY THE COVERED TRANSIT AGENCY.

20 (2)(a) ON AND AFTER JUNE 30, 2027, A COVERED TRANSIT AGENCY
21 SHALL ENSURE THAT THE FOLLOWING INFORMATION IS AVAILABLE ONLINE
22 AND DISPLAYED IN ALL TRANSIT VEHICLES AND AT ALL RAIL STATIONS, BUS
23 STATIONS, AND TRANSIT STOPS WITH A COVERED SHELTER:

24 (I) FARE RATES AND STRUCTURES; AND

25 (II) ELIGIBILITY REQUIREMENTS AND APPLICATION INSTRUCTIONS
26 FOR FARE DISCOUNT PROGRAMS.

27 (b) THE REQUIREMENT TO DISPLAY THE INFORMATION IN THIS

1 SUBSECTION (2) IS SATISFIED BY DISPLAYING SUMMARY INFORMATION AND
2 A LINK OR QUICK RESPONSE (QR) CODE TO A WEBSITE WITH DETAILED
3 INFORMATION.

4 (3) NOTHING IN THIS SECTION REQUIRES A COVERED TRANSIT
5 AGENCY TO REPLACE ITS EXISTING FIXED SIGNAGE, DISPLAYS, OR MAPS
6 SOLELY TO COMPLY WITH THE REQUIREMENTS IMPOSED BY THIS SECTION.
7 A COVERED TRANSIT AGENCY IS ONLY REQUIRED TO UPDATE THE
8 INFORMATION SHOWN ON ITS FIXED SIGNAGE, DISPLAYS, AND MAPS UPON
9 THE REGULARLY SCHEDULED REPLACEMENT OF SUCH SIGNAGE, DISPLAYS,
10 OR MAPS.

11 **43-1-1704. Information provided to transit riders - language**
12 **access.**

13 (1)(a) ON AND AFTER JUNE 30, 2027, A COVERED TRANSIT AGENCY
14 SHALL ENSURE THAT ALL PUBLICLY AVAILABLE KEY TRANSIT
15 INFORMATION THAT IS DISSEMINATED BY THE COVERED TRANSIT AGENCY
16 IS TRANSLATED INTO EACH LANGUAGE THAT IS SPOKEN BY AT LEAST FIVE
17 PERCENT OF THE POPULATION OF ANY COUNTY IN WHICH THE COVERED
18 TRANSIT AGENCY OPERATES. A COVERED TRANSIT AGENCY IS ONLY
19 REQUIRED TO PROVIDE TRANSLATION INTO LANGUAGES THAT MEET THE
20 FIVE PERCENT POPULATION THRESHOLD AS OF THE MOST RECENT UNITED
21 STATES CENSUS BUREAU AMERICAN COMMUNITY SURVEY OR
22 COMPARABLE CENSUS DATA FOR INDIVIDUALS WHO BOTH SPEAK ENGLISH
23 LESS THAN VERY WELL AND SPEAK THE SHARED MINORITY LANGUAGE AT
24 HOME.

25 (b) THE TRANSLATION REQUIREMENT IN THIS SUBSECTION (1) IS
26 SATISFIED BY PROVIDING A LINK OR QUICK RESPONSE (QR) CODE TO A
27 WEBSITE WITH THE TRANSLATED INFORMATION; EXCEPT THAT THE

1 TRANSLATED INFORMATION MUST BE PROVIDED IN A SUBSTANTIALLY
2 SIMILAR FORMAT AS THE ENGLISH INFORMATION FOR ANY LANGUAGE
3 SPOKEN BY AT LEAST TWENTY PERCENT OF THE POPULATION OF ANY
4 COUNTY IN WHICH THE COVERED TRANSIT AGENCY OPERATES, AS
5 MEASURED BY THE MOST RECENT UNITED STATES CENSUS BUREAU
6 AMERICAN COMMUNITY SURVEY OR COMPARABLE CENSUS DATA FOR
7 INDIVIDUALS WHO BOTH SPEAK ENGLISH LESS THAN VERY WELL AND
8 SPEAK THE SHARED MINORITY LANGUAGE AT HOME.

9 (2) A COVERED TRANSIT AGENCY MAY USE AN ALREADY EXISTING
10 LANGUAGE ACCESS PLAN REQUIRED BY TITLE VI OF THE FEDERAL "CIVIL
11 RIGHTS ACT OF 1964", 42 U.S.C. SEC. 2000d ET SEQ., OR AN EQUIVALENT
12 REQUIRED LANGUAGE ACCESS PLAN, TO SATISFY THE LANGUAGE ACCESS
13 REQUIREMENTS OF THIS SECTION, INCLUDING TO DETERMINE WHAT
14 MATERIALS MUST BE TRANSLATED AND INTO WHICH LANGUAGES.

15 (3) TRANSLATIONS MUST BE LINGUISTICALLY ACCURATE,
16 CULTURALLY APPROPRIATE, AND TECHNICALLY CONSISTENT WITH THE
17 ORIGINAL INFORMATION.

18 **43-1-1705. Adequacy of amenities - restroom access.**

19 ON AND AFTER JANUARY 1, 2028, FOR ALL LONG-HAUL TRANSIT
20 ROUTES, A COVERED TRANSIT AGENCY SHALL ENSURE THAT TRANSIT
21 RIDERS ARE PROVIDED AN ALTERNATE OPPORTUNITY TO ACCESS
22 RESTROOM FACILITIES IF AN ONBOARD RESTROOM IS OUT OF SERVICE.

23 **43-1-1706. Reporting.**

24 (1) (a) ON OR BEFORE JANUARY 31, 2028, AND ON OR BEFORE
25 EACH JANUARY 31 THEREAFTER, A COVERED TRANSIT AGENCY SHALL
26 REPORT TO THE GOVERNOR AND TO A JOINT MEETING OF THE HOUSE OF
27 REPRESENTATIVES TRANSPORTATION, HOUSING, AND LOCAL GOVERNMENT

1 COMMITTEE AND THE SENATE TRANSPORTATION AND ENERGY COMMITTEE,
2 OR THEIR SUCCESSOR COMMITTEES. THE REPORT MUST INCLUDE
3 INFORMATION FOR THE MOST RECENT NTD YEAR ON THE RELEVANT
4 REQUIREMENTS DESCRIBED IN SUBSECTION (2) OF THIS SECTION.

5 (b) A COVERED TRANSIT AGENCY SHALL MAKE THE REPORT
6 REQUIRED BY THIS SECTION AVAILABLE ON A PUBLICLY ACCESSIBLE
7 WEBSITE.

8 (2) (a) THE ANNUAL REPORT OF A MEDIUM COVERED TRANSIT
9 AGENCY MUST INCLUDE:

10 (I) A NARRATIVE ABOUT THE COVERED TRANSIT AGENCY'S
11 PROGRESS TOWARD IMPLEMENTING THIS PART 17;

12 (II) THE COVERED TRANSIT AGENCY'S ANNUAL RIDERSHIP,
13 INCLUDING THE NUMBER OF UNLINKED PASSENGER TRIPS;

14 (III) A MACHINE-READABLE DATASET CONTAINING STOP-LEVEL
15 AUTOMATIC PASSENGER COUNTER DATA FOR EACH FIXED-ROUTE SERVICE,
16 INCLUDING BOARDINGS AND ALIGHTINGS BY STOP AND BY ROUTE;

17 (IV) INFORMATION ON THE COVERED TRANSIT AGENCY'S
18 MECHANISMS OR PROGRAMS FOR PROVIDING RELIABLE TRANSIT ACCESS TO
19 LOW-INCOME HOUSEHOLDS AND INDIVIDUALS EXPERIENCING
20 HOMELESSNESS, INCLUDING IDENTIFICATION OF BARRIERS TO ACCESS;

21 (V) THE COVERED TRANSIT AGENCY'S ESTIMATED ANNUAL
22 REVENUE GENERATED FROM FARES PAID BY TRANSIT RIDERS FROM
23 LOW-INCOME HOUSEHOLDS AND TRANSIT RIDERS EXPERIENCING
24 HOMELESSNESS;

25 (VI) THE AVAILABILITY OF RESTROOMS AND ACCESS TO
26 RESTROOMS FOR TRANSIT RIDERS AND TRANSIT OPERATORS FOR ALL
27 ROUTES, INCLUDING THE AMOUNT OF TIME AVAILABLE TO TRANSIT

1 OPERATORS TO USE RESTROOM FACILITIES; █

2 (VII) A SUMMARY OF THE AVAILABILITY OF SERVICES OPERATED
3 BY THE COVERED TRANSIT AGENCY, INCLUDING ANY NOTABLE CHANGES
4 TO ROUTES, STOPS, SCHEDULES, SPANS OF SERVICE, OR FREQUENCY OF
5 SERVICE TO IMPROVE ACCESS;

6 (VIII) RIDERSHIP CHARACTERISTICS, INCLUDING FROM ANY
7 CUSTOMER SURVEYS;

8 (IX) ANY SERVICE PERFORMANCE INDICATORS COLLECTED BY THE
9 COVERED TRANSIT AGENCY, INCLUDING ON-TIME PERFORMANCE, MISSED
10 TRIPS, AND SCHEDULED REVENUE HOURS BY TRANSIT MODE; AND

11 (X) A NARRATIVE OF HOW THE TRANSIT AGENCY IS WORKING TO
12 MEET THE GOAL OF PROVIDING ACCESSIBLE TRANSPORTATION SERVICES
13 THAT ARE COMMENSURATE WITH FIXED-ROUTE SERVICES AND A SUMMARY
14 OF PARATRANSIT SERVICES AND ANY SUPPLEMENTAL ACCESSIBLE
15 TRANSPORTATION PROGRAM THAT INCLUDES THE FOLLOWING METRICS:

16 (A) TOTAL REQUESTED TRIPS;

17 (B) TOTAL COMPLETED TRIPS;

18 (C) MISSED TRIPS;

19 (D) DENIED TRIPS;

20 (E) LATE PASSENGER PICKUPS AND LATE PASSENGER DROP-OFFS;

21 (F) EXCESSIVE RIDE TIME RELATIVE TO FIXED-ROUTE TRAVEL
22 TIME;

23 (G) ON-TIME PERFORMANCE;

24 (H) PERFORMANCE OF CALL CENTERS SUPPORTING PARATRANSIT
25 SERVICES OR ANY SUPPLEMENTAL ACCESSIBLE TRANSPORTATION
26 PROGRAM, INCLUDING AVERAGE HOLD TIMES, CALL ABANDONMENT RATES,
27 AND THE PERCENTAGE OF CALLS ANSWERED WITHIN TARGET RESPONSE

1 TIMES; AND

2 (I) ANY ADDITIONAL REPORTING OR COMPLIANCE METRICS
3 REQUIRED BY THE UNITED STATES FEDERAL TRANSIT ADMINISTRATION
4 FOR COMPLEMENTARY PARATRANSIT SERVICES REQUIRED BY THE FEDERAL
5 "AMERICANS WITH DISABILITIES ACT OF 1990", 42 U.S.C. SEC. 12101 ET
6 SEQ.

7 (b) THE ANNUAL REPORT OF A LARGE COVERED TRANSIT AGENCY
8 MUST INCLUDE:

9 (I) ALL OF THE INFORMATION DESCRIBED IN SUBSECTION (2)(a) OF
10 THIS SECTION;

11 (II) A FARE PRODUCT UTILIZATION TABLE;

12 (III) A LANGUAGE ACCESS INVENTORY;

13 (IV) RESTROOM ACCESS METRICS THAT INCLUDE:

14 (A) A SUMMARY OF TRANSIT OPERATOR RELIEF POLICIES;

15 (B) THE NUMBER OF FIXED-ROUTE LONG HAUL TRIPS OPERATED
16 WHILE AN ONBOARD RESTROOM WAS OUT OF SERVICE; AND

17 (C) FOR PARATRANSIT SERVICES AND ANY SUPPLEMENTAL
18 ACCESSIBLE TRANSPORTATION PROGRAM, A SUMMARY OF THE POLICIES
19 AND PRACTICES REGARDING RESTROOM ACCESS DURING TRIPS AND THE
20 NUMBER OF CUSTOMER COMPLAINTS OR INCIDENT REPORTS RELATING TO
21 RESTROOM ACCESS; AND

22 (V) A SUMMARY OF CUSTOMER FEEDBACK, INCLUDING THE
23 NUMBER OF ANNUAL COMPLAINTS FILED AND THE TOP THREE COMPLAINT
24 CATEGORIES.

25 (3)(a) A COVERED TRANSIT AGENCY IS REQUIRED TO REPORT ONLY
26 INFORMATION THAT THE TRANSIT AGENCY ALREADY COLLECTS. IF A
27 COVERED TRANSIT AGENCY DOES NOT COLLECT A TYPE OF INFORMATION

1 REQUIRED BY SUBSECTION (2) OF THIS SECTION ON WHICH IT WOULD
2 OTHERWISE BE REQUIRED TO REPORT, THE COVERED TRANSIT AGENCY
3 SHALL REPORT THAT INFORMATION AS "NOT COLLECTED". NOTHING IN
4 THIS SECTION REQUIRES ADDITIONAL DATA COLLECTION.

5 (b) A COVERED TRANSIT AGENCY SHALL PREPARE THE ANNUAL
6 REPORT REQUIRED BY THIS SECTION USING INFORMATION THAT THE
7 COVERED TRANSIT AGENCY ALREADY COLLECTS, WHICH MAY INCLUDE:

8 (I) NATIONAL TRANSIT DATABASE SUBMISSIONS;

9 (II) GENERAL TRANSIT FEED SPECIFICATION DATASETS OR
10 ARCHIVES;

11 (III) FARE MEDIA SALES, VALIDATIONS, OR CONTACTLESS FARE
12 MEDIA TAP RECORDS;

13 (IV) AUTOMATIC PASSENGER COUNT AND AUTOMATIC VEHICLE
14 LOCATION OUTPUTS;

15 (V) CUSTOMER SURVEYS;

16 (VI) CUSTOMER COMPLAINT LOGS; AND

17 (VII) WRITTEN POLICIES.

18 (4) NOTWITHSTANDING THE REQUIREMENT IN SECTION 24-1-136
19 (11)(a)(I), THE REQUIREMENT TO SUBMIT THE REPORT REQUIRED IN THIS
20 SECTION CONTINUES INDEFINITELY.

21 **SECTION 2. Safety clause.** The general assembly finds,
22 determines, and declares that this act is necessary for the immediate
23 preservation of the public peace, health, or safety or for appropriations for
24 the support and maintenance of the departments of the state and state
25 institutions.