

SUPPORT House Bill 22-1253 (Rep. Ortiz)

Adaptive Equipment in Rental Motor Vehicles

Problem/Background:

There currently exists a separate but unequal service by car rental providers for their clients with disabilities. We have to call a separate number and half the time our vehicle with required accessible options are NOT ready for pick up on the reserved date and time DESPITE speaking to a "disability specialist" at their separate but not equal customer service line dedicated to serving people with disabilities. These broken systems lead to many complications in adequately serving their disabled clients correctly, especially when the vehicle for rent is not ready for the client at the time of their appointment with the provider. To remedy this we are mandating that car rental companies operating in Colorado make those accessible options available on their websites.

What 1253 Does:

Mandates that accessible options for car rentals are made available on their websites if they operate in the State of Colorado:

- Makes accessible rental options choosable and available on car rental company website,
- Codifies that they can require 48 hours advance notification in order to install. If they can NOT meet this requirement they MUST NOTIFY lessee and are given an additional 24 hours. (Most car rental companies already require 24-48 hours per their website once contacting their separate but not equal disability services line).
- Car rental companies CAN NOT require longer than 72 hour notification. Standard is 48 with an additional 24 hours if they need to send out for hand controls to that location.
- Car rental companies have a 3 year phase in runway to implement this mandate. ENTERPRISE stated themselves they can get this done in 8 months. 3 years is MORE THAN enough time. Per their statements with 8 months to implement this, car rental companies will have an additional 2 years and 4 months to work out the bugs.
- There is an accountability piece. This is clearly necessary since no improvements in equitable access to services have been made for much of the 30+ years ADA has been law. We are being FOCUSED and deliberate TO PREVENT frivolous lawsuits. Penalty of \$2,500 fine, court fees, and mandate to fix their website. WE ARE NOT ASKING FOR LIMITLESS PUNITIVE DAMAGES. WE ARE NOT AMENABLE for the civil court route only since that option already exists and is an expensive and high bar to meet, which has NOT

fixed the issues we are facing. ADA law has existed for 30 years. We need greater accountability and transparency to ENSURE EQUITABLE ACCESS to live a normal productive life. HAVING reliable and equitable ACCESS to rental cars can be a critical part of that life.

Why This is Needed:

ADA has been law for 30 years and we are still dealing with discrimination in services we receive and how we can receive them. If the current system was providing reliable and equitable service, this would not be needed. We veterans, business owners, public servants, parents, professionals, teachers, and many more that live with a disability have a human right to equal access. Coloradans with disabilities need equitable access to the services necessary to travel, conduct business, attend professional development opportunities, enjoy our amazing adaptive sports programs that are second to none and MUCH MORE.

Reasons to Vote Yes:

- **Close Accessibility Gaps:** Secure more equitable access to a critical service and create greater transparency and accountability for that access.
- **Better Outcomes for People with Disabilities:** Lack of access is at the heart of a lot of the negative outcomes for people that live with a disability. There is a reason we are four times more likely to live below the poverty line AND IT IS NOT because we are lazy or not capable. As entrepreneurs, professionals, family members, and parents we have a human right for equitable access that our abled bodied counterparts take for granted. This is a step to securing that in a critical service.
- **Greater Market Share for Car Rental Companies:** This law will lead to more reliable and equitable services which will increase use by those of us that live with a disability.