

Second Regular Session  
Seventy-fifth General Assembly  
STATE OF COLORADO

**PREAMENDED**

*This Unofficial Version Includes Committee  
Amendments Not Yet Adopted on Second Reading*

LLS NO. 26-0797.01 Rebecca Bayetti x4348

**HOUSE BILL 26-1269**

**HOUSE SPONSORSHIP**

**Ricks and Joseph**, Velasco, Bacon, Camacho, Jackson, Lieder, Nguyen, Phillips

**SENATE SPONSORSHIP**

**Marchman**,

**House Committees**

Transportation, Housing & Local Government

**Senate Committees**

Transportation & Energy

**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  
3rd Reading Unamended  
March 25, 2026

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.

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

2 **SECTION 1.** In Colorado Revised Statutes, **add** part 17 to article  
3 1 of title 43 as follows:


4 PART 17

5 TRANSIT ACCESS

6 **43-1-1701. Legislative declaration.**

7 (1) THE GENERAL ASSEMBLY FINDS AND DECLARES THAT:

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

12   
13 (b) DESPITE THE VITAL ROLE OF TRANSIT, MANY INDIVIDUALS FACE  
14 SIGNIFICANT BARRIERS TO ACCESSING PUBLIC TRANSPORTATION,  
15 INCLUDING FARE COSTS, A LACK OF CLEAR INFORMATION, AND  
16 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

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

9

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

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

18

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

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

27 (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 [REDACTED]

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

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19 **43-1-1705. Reporting.**

20 (1) (a) ON OR BEFORE JANUARY 31, 2028, AND ON OR BEFORE  
21 EACH JANUARY 31 THEREAFTER, A COVERED TRANSIT AGENCY SHALL  
22 REPORT TO THE GOVERNOR AND TO A JOINT MEETING OF THE HOUSE OF  
23 REPRESENTATIVES TRANSPORTATION, HOUSING, AND LOCAL GOVERNMENT  
24 COMMITTEE AND THE SENATE TRANSPORTATION AND ENERGY COMMITTEE,  
25 OR THEIR SUCCESSOR COMMITTEES. THE REPORT MUST INCLUDE  
26 INFORMATION FOR THE MOST RECENT NTD YEAR ON THE RELEVANT  
27 REQUIREMENTS DESCRIBED IN SUBSECTION (2) OF THIS SECTION.

1 (b) A COVERED TRANSIT AGENCY SHALL MAKE THE REPORT  
2 REQUIRED BY THIS SECTION AVAILABLE ON A PUBLICLY ACCESSIBLE  
3 WEBSITE.

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

6 (I) A NARRATIVE ABOUT THE COVERED TRANSIT AGENCY'S  
7 PROGRESS TOWARD IMPLEMENTING SECTIONS 43-1-1703 AND 43-1-1704;

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

10 ==  
11 (III) INFORMATION ON THE COVERED TRANSIT AGENCY'S  
12 MECHANISMS OR PROGRAMS FOR PROVIDING RELIABLE TRANSIT ACCESS TO  
13 LOW-INCOME HOUSEHOLDS AND INDIVIDUALS EXPERIENCING  
14 HOMELESSNESS, INCLUDING IDENTIFICATION OF BARRIERS TO ACCESS;

15 == ==  
16 (IV) A SUMMARY OF THE AVAILABILITY OF SERVICES OPERATED BY  
17 THE COVERED TRANSIT AGENCY, INCLUDING ANY NOTABLE CHANGES TO  
18 ROUTES, STOPS, SCHEDULES, SPANS OF SERVICE, OR FREQUENCY OF  
19 SERVICE TO IMPROVE ACCESS;

20 (V) RIDERSHIP CHARACTERISTICS, INCLUDING FROM ANY  
21 CUSTOMER SURVEYS;

22 (VI) ANY SERVICE PERFORMANCE INDICATORS COLLECTED BY THE  
23 COVERED TRANSIT AGENCY, INCLUDING ON-TIME PERFORMANCE, MISSED  
24 TRIPS, AND SCHEDULED REVENUE HOURS BY TRANSIT MODE; AND

25 (VII) A NARRATIVE OF HOW THE COVERED TRANSIT AGENCY IS  
26 WORKING TO MEET THE GOAL OF PROVIDING ACCESSIBLE TRANSPORTATION  
27 SERVICES THAT ARE COMMENSURATE WITH FIXED-ROUTE SERVICES AND

1 A SUMMARY OF PARATRANSIT SERVICES AND ANY SUPPLEMENTAL  
2 ACCESSIBLE TRANSPORTATION PROGRAM THAT INCLUDES THE FOLLOWING  
3 METRICS:

- 4 (A) TOTAL REQUESTED TRIPS;
- 5 (B) TOTAL COMPLETED TRIPS;
- 6 (C) MISSED TRIPS;
- 7 (D) DENIED TRIPS;
- 8 (E) LATE PASSENGER PICKUPS AND LATE PASSENGER DROP-OFFS;
- 9 (F) EXCESSIVE RIDE TIME RELATIVE TO FIXED-ROUTE TRAVEL  
10 TIME;
- 11 (G) ON-TIME PERFORMANCE;
- 12 (H) PERFORMANCE OF CALL CENTERS SUPPORTING PARATRANSIT  
13 SERVICES OR ANY SUPPLEMENTAL ACCESSIBLE TRANSPORTATION  
14 PROGRAM, INCLUDING AVERAGE HOLD TIMES, CALL ABANDONMENT RATES,  
15 AND THE PERCENTAGE OF CALLS ANSWERED WITHIN TARGET RESPONSE  
16 TIMES; AND
- 17 (I) ANY ADDITIONAL REPORTING OR COMPLIANCE METRICS  
18 REQUIRED BY THE UNITED STATES FEDERAL TRANSIT ADMINISTRATION  
19 FOR COMPLEMENTARY PARATRANSIT SERVICES REQUIRED BY THE FEDERAL  
20 "AMERICANS WITH DISABILITIES ACT OF 1990", 42 U.S.C. SEC. 12101 ET  
21 SEQ.

22 (b) THE ANNUAL REPORT OF A LARGE COVERED TRANSIT AGENCY  
23 MUST INCLUDE:

24 (I) ALL OF THE INFORMATION DESCRIBED IN SUBSECTION (2)(a) OF  
25 THIS SECTION;

26 (II) AUTOMATIC PASSENGER COUNTER DATA FOR EACH  
27 FIXED-ROUTE SERVICE, INCLUDING BOARDINGS BY ROUTE;

- 1           (III) A FARE PRODUCT UTILIZATION TABLE;
- 2           (IV) A LANGUAGE ACCESS INVENTORY;
- 3           (V) RESTROOM ACCESS METRICS THAT INCLUDE:
- 4           (A) THE AVAILABILITY OF RESTROOMS AND ACCESS TO
- 5 RESTROOMS FOR TRANSIT RIDERS AND TRANSIT OPERATORS FOR ALL
- 6 ROUTES;
- 7           (B) A SUMMARY OF TRANSIT OPERATOR RELIEF POLICIES;
- 8           (C) THE NUMBER OF FIXED-ROUTE LONG HAUL TRIPS OPERATED
- 9 WHILE AN ONBOARD RESTROOM WAS OUT OF SERVICE; AND
- 10          (D) FOR PARATRANSIT SERVICES AND ANY SUPPLEMENTAL
- 11 ACCESSIBLE TRANSPORTATION PROGRAM, A SUMMARY OF THE POLICIES
- 12 AND PRACTICES REGARDING RESTROOM ACCESS DURING TRIPS AND THE
- 13 NUMBER OF CUSTOMER COMPLAINTS OR INCIDENT REPORTS RELATING TO
- 14 RESTROOM ACCESS; AND
- 15          (VI) A SUMMARY OF CUSTOMER FEEDBACK, INCLUDING THE
- 16 NUMBER OF ANNUAL COMPLAINTS FILED AND THE TOP THREE COMPLAINT
- 17 CATEGORIES.
- 18          (3)(a) A COVERED TRANSIT AGENCY IS REQUIRED TO REPORT ONLY
- 19 INFORMATION THAT THE TRANSIT AGENCY ALREADY COLLECTS. IF A
- 20 COVERED TRANSIT AGENCY DOES NOT COLLECT A TYPE OF INFORMATION
- 21 REQUIRED BY SUBSECTION (2) OF THIS SECTION ON WHICH IT WOULD
- 22 OTHERWISE BE REQUIRED TO REPORT, THE COVERED TRANSIT AGENCY
- 23 SHALL REPORT THAT INFORMATION AS "NOT COLLECTED". NOTHING IN
- 24 THIS SECTION REQUIRES ADDITIONAL DATA COLLECTION.
- 25          (b) A COVERED TRANSIT AGENCY SHALL PREPARE THE ANNUAL
- 26 REPORT REQUIRED BY THIS SECTION USING INFORMATION THAT THE
- 27 COVERED TRANSIT AGENCY ALREADY COLLECTS, WHICH MAY INCLUDE:

- 1 (I) NATIONAL TRANSIT DATABASE SUBMISSIONS;
- 2 (II) GENERAL TRANSIT FEED SPECIFICATION DATASETS OR
- 3 ARCHIVES;
- 4 (III) FARE MEDIA SALES, VALIDATIONS, OR CONTACTLESS FARE
- 5 MEDIA TAP RECORDS;
- 6 (IV) AUTOMATIC PASSENGER COUNT AND AUTOMATIC VEHICLE
- 7 LOCATION OUTPUTS;
- 8 (V) CUSTOMER SURVEYS;
- 9 (VI) CUSTOMER COMPLAINT LOGS; AND
- 10 (VII) WRITTEN POLICIES.

11 (c) A COVERED TRANSIT AGENCY MAY SATISFY ANY OF THE  
12 INFORMATION REQUIRED TO BE REPORTED PURSUANT TO THIS SECTION BY  
13 REFERENCING OR INCLUDING A LINK TO AN OFFICIAL REPORT THAT  
14 INCLUDES THE REQUIRED INFORMATION, SO LONG AS THAT OFFICIAL  
15 REPORT IS POSTED ON THE COVERED TRANSIT AGENCY'S PUBLICLY  
16 ACCESSIBLE WEBSITE.

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

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