

**1st Quarter (July 1 – September 30) FY 23/24 and FY 24/25
Customer Relations ADA Complaints
Comparison**

Complaint	1st Qtr FY 2023-2024	1st Qtr FY 2024-2025	Non-ADA 1st Qtr FY 2024-2025
39 COMMENDATION	2	1	121
80 ADA-KNEELER	0	1	
81 ADA-SECUREMENT ISSUE	9	1	
82 ADA-CALL STOP ISSUE	0	0	
83 ADA-PRIORITY SEATING ISSUE	0	4	
84 ADA-CONDUCT/DISOURTESY	21	35	352
85 ADA-LIFT/RAMP ISSUE	1	1	
86 ADA-DISCOUNT FARE DISPUTE/SHOW ID	1	0	
87 ADA-PASS UP	17	18	381
88 ADA-REFUSED ACCESS	3	2	66
89 ADA-GUIDE/SERVICE ANIMALS	0	2	
90 ADA-CARRIED BEYOND STOP	0	0	
91 ADA-BOARDING AND ALIGHTING ISSUE	0	0	
92 ADA-HAZARDOUS OPERATION	0	6	
93 ADA-RELATED EQUIPMENT OR SIGNAGE	1	1	
94 ADA-PARATRANSIT POLICY CONCERN	0	0	
95 ADA-OTHER	0	1	
97 REASONABLE MODIFICATION/ACCOMODATION	0	0	
Total Complaints	55	73	