

**2nd Quarter (October 1 – December 31) FY 21/22 and FY 22/23
Customer Relations ADA Complaints
Comparison**

Complaint	2nd Qtr FY 2021-2022	2nd Qtr FY 2022-2023	Non-ADA 2nd Qtr FY 2022-2023
39 COMMENDATION	0	1	98
80 ADA-KNEELER	0	0	
81 ADA-SECUREMENT ISSUE	1	0	
82 ADA-CALL STOP ISSUE	0	0	
83 ADA-PRIORITY SEATING ISSUE	0	0	
84 ADA-CONDUCT/DISOURTESY	24	17	252
85 ADA-LIFT/RAMP ISSUE	0	0	
86 ADA-DISCOUNT FARE DISPUTE/SHOW ID	1	2	
87 ADA-PASS UP	8	20	289
88 ADA-REFUSED ACCESS	4	1	30
89 ADA-GUIDE/SERVICE ANIMALS	0	0	
90 ADA-CARRIED BEYOND STOP	0	2	
91 ADA-BOARDING AND ALIGHTING ISSUE	1	0	
92 ADA-HAZARDOUS OPERATION	3	1	
93 ADA-RELATED EQUIPMENT OR SIGNAGE	1	0	
94 ADA-PARATRANSIT POLICY CONCERN	0	0	
95 ADA-OTHER	0	0	
97 REASONABLE MODIFICATION/ACCOMODATION	0	0	
Total Complaints	43	44	