

**4th Quarter (April 1 – June 30) FY 23/24 and FY 24/25
Customer Relations ADA Complaints
Comparison**

Complaint	4th Qtr FY 2023-2024	4th Qtr FY 2024-2025	Non-ADA 4th Qtr FY 2024-2025
39 COMMENDATION	2	0	153
80 ADA-KNEELER	0	0	
81 ADA-SECUREMENT ISSUE	1	0	
82 ADA-CALL STOP ISSUE	0	0	
83 ADA-PRIORITY SEATING ISSUE	2	2	
84 ADA-CONDUCT/DISCOURTESY	27	28	345
85 ADA-LIFT/RAMP ISSUE	0	2	
86 ADA-DISCOUNT FARE DISPUTE/SHOW ID	3	1	
87 ADA-PASS UP	26	14	359
88 ADA-REFUSED ACCESS	7	6	
89 ADA-GUIDE/SERVICE ANIMALS	1	1	
90 ADA-CARRIED BEYOND STOP	0	2	
91 ADA-BOARDING AND ALIGHTING ISSUE	1	0	
92 ADA-HAZARDOUS OPERATION	3	5	
93 ADA-RELATED EQUIPMENT OR SIGNAGE	0	2	
94 ADA-PARATRANSIT POLICY CONCERN	1	1	
95 ADA-OTHER	0	4	
97 REASONABLE MODIFICATION/ACCOMODATION	0	0	
Total Complaints	74	68	

10.0 million total passenger trips for the 3rd quarter.
126,000 avg weekday passengers

Fiscal Year	April 2025	May 2025	June 2025	Total
FY24-25	3,511,375	3,517,013	2,963,279	9,991,667