

**3<sup>rd</sup> Quarter (January 1 – March 31) FY 24/25 and FY 25/26  
Customer Relations ADA Complaints  
Comparison**

<b>Complaint</b>	<b>3<sup>rd</sup> Qtr FY 2024-2025</b>	<b>3<sup>rd</sup> Qtr FY 2025-2026</b>	<b>Non-ADA 3<sup>rd</sup> Qtr FY 2025-2026</b>
39 COMMENDATION	0	1	134
80 ADA-KNEELER	0	0	
81 ADA-SECUREMENT ISSUE	1	0	
82 ADA-CALL STOP ISSUE	0	0	
83 ADA-PRIORITY SEATING ISSUE	2	1	
84 ADA-CONDUCT/DISOURTESY	21	22	364
85 ADA-LIFT/RAMP ISSUE	0	0	
86 ADA-DISCOUNT FARE DISPUTE/SHOW ID	0	0	
87 ADA-PASS UP	10	19	451
88 ADA-REFUSED ACCESS	4	8	
89 ADA-GUIDE/SERVICE ANIMALS	0	1	
90 ADA-CARRIED BEYOND STOP	0	1	
91 ADA-BOARDING AND ALIGHTING ISSUE	1	0	
92 ADA-HAZARDOUS OPERATION	2	3	
93 ADA-RELATED EQUIPMENT OR SIGNAGE	1	2	
94 ADA-PARATRANSIT POLICY CONCERN	0	1	
95 ADA-OTHER	1	1	
97 REASONABLE MODIFICATION/ACCOMODATION	1	0	
<b>Total Complaints</b>	<b>44</b>	<b>60</b>	

10.3 million total passenger trips for the 3<sup>rd</sup> quarter.

138,000 avg weekday passengers

<b>Fiscal Year</b>	<b>January 2026</b>	<b>February 2026</b>	<b>March 2026</b>	<b>Total</b>
<b>FY25-26</b>	3,205,245	3,311,578	3,711,342	10,288,165