

**1st Quarter (July 1 – September 30) FY 24/25 and FY 25/26
Customer Relations ADA Complaints
Comparison**

Complaint	1st Qtr FY 2024-2025	1st Qtr FY 2025-2026	Non-ADA 1st Qtr FY 2025-2026
39 COMMENDATION	1	0	182
80 ADA-KNEELER	1	0	
81 ADA-SECUREMENT ISSUE	1	4	
82 ADA-CALL STOP ISSUE	0	0	
83 ADA-PRIORITY SEATING ISSUE	4	4	
84 ADA-CONDUCT/DISOURTESY	35	42	387
85 ADA-LIFT/RAMP ISSUE	1	1	
86 ADA-DISCOUNT FARE DISPUTE/SHOW ID	0	0	
87 ADA-PASS UP	18	20	510
88 ADA-REFUSED ACCESS	2	4	89
89 ADA-GUIDE/SERVICE ANIMALS	2	1	
90 ADA-CARRIED BEYOND STOP	0	1	
91 ADA-BOARDING AND ALIGHTING ISSUE	0	0	
92 ADA-HAZARDOUS OPERATION	6	9	
93 ADA-RELATED EQUIPMENT OR SIGNAGE	1	0	
94 ADA-PARATRANSIT POLICY CONCERN	0	1	
95 ADA-OTHER	1	0	
97 REASONABLE MODIFICATION/ACCOMODATION	0	0	
Total Complaints	73	89	

10.1 million total passenger trips for the 1st quarter.

137,000 avg weekday passengers

Fiscal Year	July 2025	August 2025	September 2025	Total
FY25-26	3,016,031	3,391,206	3,673,311	10,080,548