

**1st Quarter (July 1 – September 30) FY 19/20 and FY 20/21
Customer Relations ADA Complaints
Comparison**

Complaint	1 st Qtr FY 2019-2020	1 st Qtr FY 2020-2021	Non-ADA 1 st Qtr FY 2020-2021
39 COMMENDATION	3	0	69
80 ADA-KNEELER	0	0	
81 ADA-SECUREMENT ISSUE	5	4	
82 ADA-CALL STOP ISSUE	0	0	
83 ADA-PRIORITY SEATING ISSUE	1	0	
84 ADA-CONDUCT/DISOURTESY	26	16	215
85 ADA-LIFT/RAMP ISSUE	2	0	
86 ADA-DISCOUNT FARE DISPUTE/SHOW ID	1	0	
87 ADA-PASS UP	23	10	405
88 ADA-REFUSED ACCESS	19	9	86
89 ADA-GUIDE/SERVICE ANIMALS	2	2	
90 ADA-CARRIED BEYOND STOP	1	0	
91 ADA-BOARDING AND ALIGHTING ISSUE	2	3	
92 ADA-HAZARDOUS OPERATION	4	5	
93 ADA-RELATED EQUIPMENT OR SIGNAGE	5	0	
94 ADA-PARATRANSIT POLICY CONCERN	0	0	
95 ADA-OTHER	2	0	
97 REASONABLE MODIFICATION/ACCOMODATION	0	0	
Total Complaints	96	49	