

**2nd Quarter (October 1 – December 31) FY 24/25 and FY 25/26
Customer Relations ADA Complaints
Comparison**

Complaint	2nd Qtr FY 2024-2025	2nd Qtr FY 2025-2026	Non-ADA 2nd Qtr FY 2025-2026
39 COMMENDATION	2	1	148
80 ADA-KNEELER	0	0	
81 ADA-SECUREMENT ISSUE	0	0	
82 ADA-CALL STOP ISSUE	0	0	
83 ADA-PRIORITY SEATING ISSUE	3	1	
84 ADA-CONDUCT/DISOURTESY	27	34	324
85 ADA-LIFT/RAMP ISSUE	1	0	
86 ADA-DISCOUNT FARE DISPUTE/SHOW ID	1	1	
87 ADA-PASS UP	24	22	460
88 ADA-REFUSED ACCESS	1	2	
89 ADA-GUIDE/SERVICE ANIMALS	4	2	
90 ADA-CARRIED BEYOND STOP	1	2	
91 ADA-BOARDING AND ALIGHTING ISSUE	1	1	
92 ADA-HAZARDOUS OPERATION	0	1	
93 ADA-RELATED EQUIPMENT OR SIGNAGE	0	1	
94 ADA-PARATRANSIT POLICY CONCERN	0	0	
95 ADA-OTHER	2	0	
97 REASONABLE MODIFICATION/ACCOMODATION	0	0	
Total Complaints	67	68	

10.0 million total passenger trips for the 2nd quarter.

133,000 avg weekday passengers

Fiscal Year	October 2025	November 2025	December 2025	Total
FY25-26	3,771,241	3,152,863	3,057,475	9,981,579