

**4<sup>th</sup> Quarter (April 1 – June 30) FY 22/23 and FY 23/24  
Customer Relations ADA Complaints  
Comparison**

<b>Complaint</b>	<b>4<sup>th</sup> Qtr FY 2022-2023</b>	<b>4<sup>th</sup> Qtr FY 2023-2024</b>	<b>Non-ADA 4<sup>th</sup> Qtr FY 2023-2024</b>
39 COMMENDATION	0	2	113
80 ADA-KNEELER	0	0	
81 ADA-SECUREMENT ISSUE	1	1	
82 ADA-CALL STOP ISSUE	0	0	
83 ADA-PRIORITY SEATING ISSUE	0	2	
84 ADA-CONDUCT/DISOURTESY	17	27	275
85 ADA-LIFT/RAMP ISSUE	1	0	
86 ADA-DISCOUNT FARE DISPUTE/SHOW ID	0	3	
87 ADA-PASS UP	13	26	312
88 ADA-REFUSED ACCESS	4	7	
89 ADA-GUIDE/SERVICE ANIMALS	0	1	
90 ADA-CARRIED BEYOND STOP	0	0	
91 ADA-BOARDING AND ALIGHTING ISSUE	0	1	
92 ADA-HAZARDOUS OPERATION	3	3	
93 ADA-RELATED EQUIPMENT OR SIGNAGE	2	0	
94 ADA-PARATRANSIT POLICY CONCERN	0	1	
95 ADA-OTHER	2	0	
97 REASONABLE MODIFICATION/ACCOMODATION	0	0	
<b>Total Complaints</b>	<b>43</b>	<b>74</b>	