

**3rd Quarter (January 1 – March 31) FY 23/24 and FY 24/25
Customer Relations ADA Complaints
Comparison**

Complaint	3rd Qtr FY 2023-2024	3rd Qtr FY 2024-2025	Non-ADA 3rd Qtr FY 2024-2025
39 COMMENDATION	1	0	134
80 ADA-KNEELER	0	0	
81 ADA-SECUREMENT ISSUE	0	1	
82 ADA-CALL STOP ISSUE	0	0	
83 ADA-PRIORITY SEATING ISSUE	1	2	
84 ADA-CONDUCT/DISCOURTESY	22	21	329
85 ADA-LIFT/RAMP ISSUE	2	0	
86 ADA-DISCOUNT FARE DISPUTE/SHOW ID	0	0	
87 ADA-PASS UP	13	10	413
88 ADA-REFUSED ACCESS	0	4	
89 ADA-GUIDE/SERVICE ANIMALS	0	0	
90 ADA-CARRIED BEYOND STOP	0	0	
91 ADA-BOARDING AND ALIGHTING ISSUE	2	1	
92 ADA-HAZARDOUS OPERATION	0	2	
93 ADA-RELATED EQUIPMENT OR SIGNAGE	0	1	
94 ADA-PARATRANSIT POLICY CONCERN	0	0	
95 ADA-OTHER	1	1	
97 REASONABLE MODIFICATION/ACCOMODATION	0	1	
Total Complaints	42	44	

9.8 million total passenger trips for the 3rd quarter.

126,000 avg weekday passengers

Fiscal Year	January 2025	February 2025	March 2025	Total
FY24-25	3,265,629	3,118,703	3,441,068	9,825,400