

**2nd Quarter (October 1 – December 31) FY 19/20 and FY 20/21
Customer Relations ADA Complaints
Comparison**

Complaint	2nd Qtr FY 2019-2020	2nd Qtr FY 2020-2021	Non-ADA 2nd Qtr FY 2020-2021
39 COMMENDATION	1	0	55
80 ADA-KNEELER	1	0	
81 ADA-SECUREMENT ISSUE	2	1	
82 ADA-CALL STOP ISSUE	0	0	
83 ADA-PRIORITY SEATING ISSUE	4	1	
84 ADA-CONDUCT/DISOURTESY	25	20	204
85 ADA-LIFT/RAMP ISSUE	2	1	
86 ADA-DISCOUNT FARE DISPUTE/SHOW ID	2	2	
87 ADA-PASS UP	11	10	284
88 ADA-REFUSED ACCESS	12	6	49
89 ADA-GUIDE/SERVICE ANIMALS	3	2	
90 ADA-CARRIED BEYOND STOP	0	0	
91 ADA-BOARDING AND ALIGHTING ISSUE	3	0	
92 ADA-HAZARDOUS OPERATION	0	1	
93 ADA-RELATED EQUIPMENT OR SIGNAGE	2	0	
94 ADA-PARATRANSIT POLICY CONCERN	0	0	
95 ADA-OTHER	0	0	
97 REASONABLE MODIFICATION/ACCOMODATION	0	0	
Total Complaints	68	44	