

**1st Quarter (July 1 – September 30) FY 20/21 and FY 21/22
Customer Relations ADA Complaints
Comparison**

Complaint	1st Qtr FY 2020-2021	1st Qtr FY 2021-2022	Non-ADA 1st Qtr FY 2021-2022
39 COMMENDATION	0	1	102
80 ADA-KNEELER	0	0	
81 ADA-SECUREMENT ISSUE	4	1	
82 ADA-CALL STOP ISSUE	0	0	
83 ADA-PRIORITY SEATING ISSUE	0	1	
84 ADA-CONDUCT/DISOURTESY	16	14	275
85 ADA-LIFT/RAMP ISSUE	0	0	
86 ADA-DISCOUNT FARE DISPUTE/SHOW ID	0	0	
87 ADA-PASS UP	10	14	350
88 ADA-REFUSED ACCESS	9	4	40
89 ADA-GUIDE/SERVICE ANIMALS	2	1	
90 ADA-CARRIED BEYOND STOP	0	0	
91 ADA-BOARDING AND ALIGHTING ISSUE	3	2	
92 ADA-HAZARDOUS OPERATION	5	1	
93 ADA-RELATED EQUIPMENT OR SIGNAGE	0	1	
94 ADA-PARATRANSIT POLICY CONCERN	0	0	
95 ADA-OTHER	0	1	
97 REASONABLE MODIFICATION/ACCOMODATION	0	0	
Total Complaints	49	41	