

**CTA ADA Advisory Committee  
Meeting Minutes  
Monday, April 9 2018**

**Members Present**

**Committee Members:**

Pierre Bance  
Angela Davis (Chairman)  
Melissa Fuller (Vice Chairman)  
Bridget Hayman  
Laura Isaacs  
Michele Lee  
Christina McGleam  
Susan Riley  
Edwin Rodriguez (Late Arrival)  
Donna K. Shaw  
Amber Smock  
Allen West

**Facilitator:**

Michael Connelly, Vice President Service  
Planning

**On Phone:**

Amy Serpe, Manager, ADA Compliance Programs (who was out on  
medical leave).

**Chairman Angela Davis called the meeting to order at 1:30 p.m.**

**Roll Call**

- Meeting members introduced themselves. Amy Serpe, CTA's Manager of ADA Compliance Programs participated by phone.

**Announcements**

- Mike Connelly announced that although there was a bill that passed in the House which would limit parts of the ADA and be detrimental to people with disabilities, Senator Tammy Duckworth has enough supporters that it will most likely not pass the Senate.

**Approval of Minutes**

- As there were no corrections to the January 8, 2018 ADA Advisory Committee Meeting Minutes as presented, Chairman Davis asked for a motion to approve the minutes as submitted.
- Vice Chairman Fuller moved and Mr. West seconded the motion.
- There was one abstention, and everyone else voted to approve the Minutes as written.

**CTA Board Chairman's Office Update**

- Mike Connelly, Vice President of Service Planning provided updates regarding 2 items.
  - The By-Laws were reviewed especially the structure and both a Chairman and Vice Chairman have been appointed.
  - The Public Comment process was reviewed. Beginning with the July 2018 meeting, public comment will be moved to the beginning of the meeting to ensure that people have an opportunity to address the Committee in terms of time. (15 minutes is always

allotted for public comment). Additionally, people can sign up to make public comment by using a form, similar to what is used for the CTA Board meetings.

- Ms. Smock stated she would like to see a section within the By-Laws explaining how they can be amended. Mr. Connelly stated that this issue can be looked into.

### Customer Information and Safety Report

- Graham Garfield, General Manager of Customer Information described what CTA has and is doing to provide information and outreach to the public regarding preventing people from going onto the tracks or right-of-way (ROW).
- Mr. Garfield stated, *"CTA absolutely actively discourages trespassing on our tracks and we do so through a variety of different messaging. We have permanent signage at all of your stations. There is audio messaging we've been using on the PA system at the stations. We have what we call informational campaigns that are sort of like advisements, but they're in-house messaging."*

*So in terms of signage, there are permanent signs at all rail stations. There are three types that you'd find at every rail station. The first type is found actually not just in stations, but in a number of other locations. I'm sure many people are familiar with it. It's a long white sign with red and white sort of warning striping at the end. It says danger keep off tracks, high voltage. It also includes two pictograms or symbols for better understandability particularly by persons for whom English is a second language or may have cognitive disabilities or basically just for general legibility and recognition. One is a person being shocked by the tracks and the other is just a person with the international prohibition symbol, the red circle and slash indicating you should not be walking where the signs is. These signs are all over our systems. They're spaced a hundred feet apart along the length of every platform facing you. If you're on the platform, they're on the opposite side of the tracks. They're also along the right of way all across the system. They're a hundred feet apart in residential areas, any place where the barriers -- where a fence is less than ten feet high. They are 500 feet apart between stations in the expressway median as well as at any access gates on to the right of way. And they are spaced a hundred feet apart in rail yards. We kind of blanket the systems with these large signs. In addition, in stations, we have a sign at the end of the platforms at each end on the end railing that says danger no one permitted on track except employees on duty. This is an additional -- it also has a pictogram of a person with the red circle and slash through them. This is an additional sign we put at the end of each platform because there's typically a ladder down to the track level our employees use for access. Because there is additional access points making it a little easier to get on the tracks, we have a supplemental sign there to further remind people to not get on the tracks. The third type of sign is posted on every platform at each entrance point. So in other words, at the top of the stairs or when you come off of an escalator or elevator. Basically, at any point the customer enters the environment, we have a sign that is generally black and yellow. It says stay on platform, danger, high voltage railing, moving trains. It has a pictogram of an adult and a child holding hands on the platform and it has an electric shock symbol on the tracks next to the platform indicating the danger of getting on the tracks. This is permanent signage we have at every rail station.*

*We've also more recently added an audio message on our system. It plays on the platform PA system. We began playing it in late January 2018. We did recently pause playing it a couple weeks ago because of technical issues with the PA system, but we've just recently resumed it again. If you haven't heard it recently, that's why. We think we've addressed it and should be playing it again. It plays between approximately 7:00 a.m. and 9:30 p.m. about every 15 to 20 minutes on stations that have our newer generation PA equipment, which is the majority of our stations. The vast majority of our stations are on the new PA systems. If all the technology works, it will play the announcement ... It says basically to the effect of never go down on the tracks, if you drop something, please alert station staff and we will assist you.*

*We do find a number of people who go down on the tracks -- there are, of course, many motivations, many reasons. But the large percentage of them are for ostensibly innocent motivations. People drop their wallet, their phone, they go down. Of course we want to discourage that behavior. ...*

*In addition to those sorts of more hard information I'll call them, we have some added campaigns out that also discourage getting on the right of way. It's sort of a general rail safety campaign. This is the second generation of ads*

*we've done. We did a first roll out about three years ago and then we refreshed the campaign last summer it began rolling out. Each of the six creatives, even though the general umbrella of the campaign was rail safety, they all deal with varying degrees of getting on the tracks because that is a major part of the safety issues that we do see with the customers.*

*On the following slides we have the six different creatives. I can describe them very briefly. One -- all of them just to let you know are photographic, so they are realistic representations of the behavior that we are discouraging. They're meant to be a little bit jarring. They're not sensationalistic, but we're basically trying to represent whatever the bad outcome is going to be moments before it happened. For instance, in the first ad it says don't jump into trouble. It's discouraging people from accessing the right of way by jumping over a fence or crawling under. It depicts a person jumping over a fence with a train bearing down a few feet away. Another discourages people from ducking under crossing gates and trying to beat a train across a railroad crossing. Another says stay behind the blue referring to the blue tactile edging along the edge of the platform. It's discouraging people to stand back and not lean over the tracks looking for a train or looking for something on the tracks. Another says 600 volts will kill you. It depicts somebody dropping their cell phone down on the tracks and showing the third rail to be electrified. Another says you can live without it for a few minutes. It's another involving somebody dropping a cell phone on the tracks and encouraging people to find station staff or assistance rather than getting it themselves. The last says don't create an emergency. It involves discouraging people from using the emergency door release in a non-emergency situation, which can lead to any number of consequences, and shows him falling out of the train. As I mentioned, there's six creatives in the campaign. There's car cards and ads on digital screens that went up in September 2017 and these ads are still running on our system.*

*Finally, although it does not deal specifically with trespassing on the right of way, I was also asked to say a few words briefly on another campaign that we have going right now called the rules of conduct campaign. This is reminding our customers and encouraging compliance with a number of different rules that we have that are CTA policy, they're the CTA ordinance. They deal with any number of different issues from quality of life such as not playing audio loudly to no soliciting, not laying down on the seats. A number of different issues are touched on by this campaign. This campaign was launched in early 2017. It involves a number of different things. One is permanent signage at all of our rail stations.*

*So at each rail station entrance, there is a rules of conduct sign which lists, along with a pictogram, some of the top issues that we want to notify customers about before they pay and enter the system so we can say that we warned you not to do these things before you paid your fare, which helps the police with enforcement. There's also ads, car cards, digital ads that promote some of these top -- I put top in quotes, but some of the top issues in this campaign. We also produced a brochure in both English and Spanish which lists all of the rules of conduct. So the campaign and signage kind of lists the bigger ones that are in issue more often or perhaps have a bigger impact on safety or quality of life. But the brochure lists everything. It is the soup to nuts rules of conduct, do's and don'ts on CTA. I brought copies of that brochure in English and Spanish. I'd be happy to distribute them to the committee and, of course, anyone in the general public who would like one. They are available at all rail stations. All bus operators should have them on their person to provide as needed and they are sometimes in bus brochure holders as well."*

- *Ms. Isaacs asked why the announcements only play during certain hours of the day. Mr. Garfield explained that, "It's very loud in residential areas and it creates noise complaints."*
- *Chairman Davis asked if announcements could be made more frequently such as 10 minutes apart rather than 15-20 minutes. Mr. Graham explained that the CTA is working towards having some level of frequency without having announcements played so often that people will tend to tune them out. He also added that the Control Center is also asked to shift times when announcements are played so different people may hear them.*
- *Mr. Rodriguez asked if there could simply be a button that people could push to get all announcements to which Mr. Garfield explained that this would be an infrastructure issue. He also explained that the informational announcements are related to safety for all customers and need to be presented to the public whether or not they think they need the information.*

- Ms. Smock asked if anyone knew how often people are going onto the track and for what purposes? She wondered if some people were doing this due to a life crisis, etc.
- Mr. Pat Daly, Vice President of Security, stated, *"We get intrusions on the right of way unfortunately probably every day. A lot of them include what Graham has talked about, dropping cell phones and dropping personal items to the track, they'll go down to the track, pick it up, go back up to the platform. Then we have intoxicated customers who fall or people who are ill who fall. The last general group I'll describe are basically criminals. People who want to get on the right of way to either avoid paying the fare, they'll come in from the street or over the fences, people who want to do graffiti on the trains or the CTA property or people who are fleeing from criminal situations, being pursued by the police for example. As Graham described, we're very concerned about the safety of the people who go on the right of way to include our own employees, our customers, and even if they're criminals, we don't want anyone to get hurt. That 600 plus volts can really - well, it can kill you."*
- Ms. Smock was concerned with individuals who may have mental health issues and suggested that signs might be posted providing information and phone numbers for suicide prevention assistance.
- Mr. Graham explained that this is something CTA has been working on since November 2017. He stated, *"So what we've done is we've placed a sign -- minimum one sign on every platform, basically similar to that yellow and black sign I described about staying on the platform. We sort of keyed it to the entrance points. So basically the point at which the customer enters the environment, there's a sign either right there or within a few feet. So if that's something on their mind, they see a sign that says there's help and has a number for the national suicide prevention hotline. So it -- suicides are, as Mr. Daly can confirm or correct me, they are statistically actually a very, very, very small percentage of the right of way incursions. Most of them are accidents in terms of dropping cell phones, criminal trespass, things like that. Of course I think all of us would agree, with suicide one is one too many. So yes, I thank you for bringing that up to remind me to mention that. So that is something we've actually begun to address."*
- Both Ms. Riley and Ms. Fuller asked if there were any statistics about someone with a disability such as a visual impairment or balance issue falling or getting onto the right-of-way through accidental means. Mr. Daley said that most intrusions were purposeful not accidental.
- Ms. Fuller asked if as the CTA moves forward with rail station constructions that some sound could be added, in addition to the tactile edging on the platform that would alert an individual that they are close to the edge.
- Mr. Robert Wittmann, Vice President of Construction was in the audience and responded to Ms. Fuller's question. *"I think that would be something we'd have to take a hard look at. It would be a new technology for us to implement something like that. Again, it would be on a large scale, getting it to every single one of our transit stations. That would be a big investment, a new piece of technology. We'd really have to look to see what the feasibility is."*
- Ms. Lee asked if there could be a flashing sign added to the signs at "L" stations that provide train times, etc., that could alert people to stay off the tracks. Mr. Garfield explained that there already are such messages that rotate within the in-house digital ads displayed on the screens.
- Ms. Lee then asked if there was anything about priority seating mentioned within the rules of conduct. Mr. Garfield explained that the information is not within those rules but has been part of various CTA courtesy campaigns. There are also ongoing messages through the bus and train PA systems pertaining to priority seating.
- Mr. Pat Daly, Vice President of Security then provided additional safety information. *"Security for the CTA goes along with safety. With the right of way, it's a security issue, but it's also a safety issue. All the other issues that appear in the code of conduct, they're safety and security issues."*

*So we work closely with the Chicago Police Department since they're the main police department covering our coverage area in the CTA, but we also work with any suburban department that the CTA may either have bus traffic through or rail traffic. We have partnered with the Chicago Police Department, Evanston, Oak Park, and Forest Park*

where we actually hire policemen on their days off to patrol the system to increase police presence on the system. The Chicago Police Department has a specialized unit dedicated to transit. So they're called the public transportation section. We work hand in hand with them and also the detectives who do investigations on the CTA. In our security department, we have two groups.

One is physical security. Basically we look at the cameras, fencing, and our guards contract guard services they manage as well and we do inspections of our percentages to see if there's security improvements such as fencing, lighting, or other guard service needed.

Then we have an investigative section in our security services. They are former police officers or criminal justice majors who do investigations, either internal regarding employees or external regarding any type of criminal or security-related incidents that occur on the CTA, be it rail, bus, or internal to our employees. So we work every single day 365 days a year with the police department and internally to keep the CTA safe for the customers and the employees.

Mike had asked me to bring up one issue that you might have heard about. It occurred in January when an individual named Lawrence Biondi, who was in a wheelchair, was on the Blue Line traveling to a medical center through the Damen stop. While he was on the train, he was approached by two individuals and one of them grabbed his cell phone and took it from him. Then when the train stopped at Damen, the doors opened and they actually drove his -- he had an electric wheelchair. They drove his wheelchair off the train, but kept his phone. He was a victim -- a robbery victim, which could happen to any of us. It's not because he's a wheelchair. He just had his cell phone out, which we don't advocate and he was preyed upon by two individuals.

One of the things the CTA does have which I -- this is my second go around here at the CTA. The first time, we started putting in cameras in 2004 with the Department of Homeland Security. We've since gotten more funding for those cameras. So we have tens of thousands of cameras on rail platforms, rail stations, facility, on every railcar, and every bus. The quality of the cameras has increased tremendously over the years and President Dorval Carter recently announced through funding from the city that additional cameras will be placed in areas of the CTA that aren't covered, such as bus turnarounds right now and enhanced cameras will be placed on the system to help our capability of stopping crimes like I described with Mr. Biondi. We were able to use the cameras both on the platforms where the offenders got on. They actually got on at Pulaski. And then where he was forced off the train, we used the cameras as well on the train to see what happened to him, to see actual robbery. And we used the cameras -- because the two robbers stayed on the train, we were able to surveil them and find out which station they exited the system. One of them, when they entered at Pulaski, used a Ventra card as many of you folks might have. It was because of our camera we were able to note the time and the actual turnstile that he went through at the station and it was registered in his name and we were able to go back, give that information to the police, who then eventually arrested him. His co-offender has not been identified and is still not arrested as of yet. But this is a prime example.

We make bulletins up based on the cameras and give these bulletins out. We e-mail them out to a network of about 750 law enforcement and private security folks because many of the people that we see committing crimes on the CTA obviously commit crimes in businesses and other locations throughout our service area. So we provide this information and many times we'll send a bulletin out -- we send them out on a daily basis and we'll information from a -- say a police officer says, I recognize this gentleman or robber because I arrested him about two years ago. We get the information and we're able to solve the crime. In that, our cameras help to prevent future crimes. The cameras didn't prevent Mr. Biondi from being robbed, but it will prevent other people from being robbed by these individuals.

So that's more or less a synopsis of what we do. We investigate, we aid the police, and we help to protect the safety and security of the customers through enhancing the physical security of our stations, our buses, our bus turnarounds, and our internal security as well."

- Mr. Bance stated that he sometimes will smell marijuana or smoke on a train or bus and asked if the cameras on these vehicles can help identify the people smoking? Mr. Daly explained that there is a CTA personnel presence at all rail stations and on buses and trains such as CSAs, guards, bus and rail operational staff. They will ask people who are smoking tobacco, which is not permitted on CTA property, to stop and if needed, the Control Center can be called and they can notify police if people are not compliant or engaged in illegal activities.

- Mr. Bance then asked if anything could be done when people play music really loud, especially if profanity is in the lyrics. He explained that he had been on a train recently and wondered why the Rail Operator didn't say anything about the disturbance. Mr. Daly explained that if the Rail Operator is doing his job driving the train, he most likely didn't hear the music, even if the person was in the first car as he is in a closed compartment and any customer disturbed by something can press the intercom emergency button to talk directly to the Rail Operator. He went on to explain that this is really a judgement call on the part of the customer whether or not they want to call the Rail Operator but did say that there are K-9 personnel and police that do ride the trains to help enforce a safe ride for all customers.
- Mr. Rodriguez explained that he has had experiences where CTA staff has insisted that he must take an elevator or sit down on the bus due to the fact that he is blind and that this is a federal law. (This is not true and there is no CTA or Federal Law that has this as a policy). Chairman Davis explained that he should direct these complaints to the Customer Service and ADA Departments when they occur for investigation and follow-up.
- Mr. West explained that he has had the same types of issues and he personally just stands his ground and explains that there is no such federal law.
- Ms. Smock thanked Mr. Daly for reporting on the follow-up to the incident regarding Larry Biondi as she and others in the Community know him well.
- Ms. Smock wanted to know if police called to the CTA received training regarding interactions with people with disabilities and in crisis management. Mr. Daly who had been with the Chicago Police Department until 2011 stated that yes, training by the National Alliance for the Mentally Ill is provided but did not know if all officers have been trained. He did state that if an officer was not trained or needed assistance in a situation a trained officer would be called to assist.
- Ms. Fuller asked why some stations seem to enforce rules differently than other stations. She provided an example of loitering where people may be able to stand around at one station and moved along at another.
- Mr. Daly explained that, *"... there is a rule against loitering. The purpose of the CTA is to transport you to your destination, not to be a point, for example, of a street vendor or you know somebody soliciting. So these rules are the same for all stations. If they're not being enforced at one station, it could be perhaps either the CTA employee wasn't attentive enough. But all CTA employees as well as our security guards and the police know what the rules of the code of conduct are and are asked to enforce them – if they feel – as far as our employees, if they feel the need for police assistance, they're encouraged to call our control center and to get somebody who is loitering out of the station."*
- Mr. Rodriguez stated that sometimes when people offer to help he doesn't know who they are as he is unable to see vests, etc., and questioned if CSAs are CTA employees or subcontractors to which Mr. Daly explained that they are CTA employees. He went on to state that anyone offering assistance should identify themselves as a CTA employee.
- Ms. Fuller asked what jurisdiction the Rosemont CTA Station is in regarding who patrols it? Mr. Daly explained that the station is in the suburb of Rosemont and patrolled by the Rosemont Police Department. He went on to explain that the Skokie Station is patrolled by Skokie Police, etc.
- Ms. Lee commented that she does not ride the "L" at night as she does not always feel safe. She also stated that she would be hesitant to push the emergency button on the train as she feels this would call attention to her. Mr. Daly said that a cell phone could be used to alert police and that the CTA is working on the possibility of providing an app where people could text information and would not have to speak and Ms. Lee stated that she really liked that idea.
- Mr. Bance stated that he often has difficulty in locating the call buttons on "L" platforms as he is blind.

- Ms. Lee would like to see signs on trains alerting people that there may or may not be someone from security coming onto the train. She believes this may detour people from stealing cell phones or other crimes.
- Graham Garfield, General Manager, Customer Information responded that, *"There aren't permanent signs on our vehicle about that, but we have had campaigns in the past, particularly around when we've increased our camera presence reminding customers that they're being watched and being recorded. There are decals on all of the buses and trains reminding customers that they're being recorded and that there is a security presence and we will prosecute all crimes against both passengers and employees to the fullest extent of the law. There is some language out there that does let customers know. It doesn't say explicitly we're patrolling, but there is a camera network, we do prosecute and pursue criminal matters to the fullest extent."*
- Ms. Hayman stated she was appreciative of all the information provided regarding safety and security and asked if statistics were kept specifically related to people with disabilities to which Mr. Daly stated that statistics were not kept for any specific group.
- Mr. Rodriguez asked what a person should do if they are on a bus and feeling threatened by another passenger. Mr. Daley stated that it depends on the situation. If possible, customers should communicate with the Bus Operator who has several means to alerting the Control Center and police. Customers can also call 911 if they feel this is necessary and can't get to the Bus Operator.

#### **Timing Issue and Completion of Meeting**

- Chairman Davis stated that, due to the fact that Committee members needed to go into an Executive Session for Ethics Training that unless anyone had any pressing matters, the other topics/reports listed on the Agenda including Construction, All Stations Accessibility Program (ASAP), Escalator/Elevator and Customer Services Reports would be updated at the next meeting.
- Two additional issues were raised to which Mr. Connelly said would be addressed at a future meeting.
  - Ms. Smock wanted to know if there would be additional Federal funding given to the CTA, and
  - Mr. Rodriguez asked if there would ever be just one Ventra card that people could use which would define, disability, ride free, Paratransit rider, etc.

#### **Public Comment**

- Chairman Davis then called on the 2 individuals who had signed up for Public Comment.
- Garland Armstrong, a former member of CTA's ADA Advisory Committee, thanked both Mr. Daly and Mr. Garfield for presenting all of the safety, security and communications information because he is always concerned about people being on the "L" tracks/ROW. He suggested that signs should be presented in different languages as a reminder to everyone.
- Jamal Powell, current Chairman of the Pace Suburban ADA Advisory Committee also thanked the presenters as he felt the information was well prepared and delivered. He also stated that CTA's Customer Service (CS) Department does a good job at getting back to people and advised anyone who has a concern to report it to the CS Department.
- Chairman Davis and Mr. Connelly both reminded everyone that in July there would be a slightly different process regarding Public Comment as people are asked to sign up

ahead of the day of the meeting. The ADA Manager should be contacted if people have questions or need assistance.

### **Od Business**

- There was no old business.

### **New Business**

- Ms. Smock would like a representative from the Chicago Police Department (CPD) to come to either the next meeting or the meeting after that (July or October) to talk about their interactions with the Disability Community in relation to the CTA.
- Ms. Isaacs would like to hear about safety and security as it pertains to buses.
- Mr. Connelly responded that these topics can be looked into for a future follow-up meeting.

### **Adjournment**

- Ms. Davis noted the next meeting will be Monday July 9<sup>th</sup>, 2018.
- Ms. Davis asked for a motion to adjourn. Mr. Bance moved to adjourn the meeting and Ms. Riley seconded. All voted, "Aye," and the meeting adjourned at 2:55 pm.

### **ADDITIONAL INFORMATION**

- Although there was not time during the meeting to present the Escalator/Elevator and Customer Service Statistics, they are being presented here as a courtesy to Committee members (who did receive them) and the public.

### **Elevator/Escalator Efficiencies Statistics**

- The *Elevator/Escalator Efficiencies Reports* were sent to all Committee members in advance for review in addition to the hard copy provided in the meeting packets.
- For the 1<sup>st</sup> quarter of 2018 vs. Q-1 in 2017, the following reflects **Elevator** Efficiencies:
  - Jan. 2018 = 98.9% vs. Jan. 2017 = 99.2% (-0.3%)
  - Feb. 2018 = 97.2% vs. Feb. 2017 = 98.9% (-1.7%)
  - Mar. 2018 = 99.0% vs. Mar. 2017 = 99.2% (-0.2%)
- For the 4<sup>th</sup> quarter of 2017 vs. Q-4 in 2016, the following reflects **Escalator** Efficiencies:
  - Jan. 2018 = 95.3% vs. Jan. 2017 = 96.9% (-14.5%)
  - Feb. 2018 = 95.2% vs. Feb. 2017 = 95.8% (-8.9%)
  - Mar. 2018 = 97.5% vs. Mar. 2017 = 97.3% (-2.9%)
- The data also included information on the following **Escalator** Reconditioning Projects.
  - Montrose Blue Line (Up Escalator) anticipated start date – June 1, 2018.
  - River Road Blue Line (Up Escalator) – anticipated start dates October 1, 2018.

### **Customer Service Report**

- The Customer Service Reports were sent to all Committee members in advance for review in addition to the hard copy provided in the meeting packets.
- The following are the 1<sup>st</sup> quarter statistics regarding disability-related Customer Service complaints.
  - Total CTA complaints for all three months of Q-1 2018 (January, February and March 2018), = 4,267 of which 188 were ADA related complaints (4%).
  - Q-1, 2018 Bus Related Complaints: Jan. 44, Feb. 49 and Mar. 49, totaling 142.



- Q-1, 2018 Rail Related Complaints: Jan. 11, Feb. 15 and Mar. 20, totaling 46.
- During the 3 month 2018 Q-1 period, there were a total of 188 ADA Compliance Complaints which include things such as rude operator, pass up, ramp issues, stroller issues, refusing boarding with a legitimate service animal, failure to kneel bus, AVAS (announcements), priority seating, gap filler, elevator and escalator issues and touching passenger, service animal or personal equipment (if not requested to assist).
- Below is a breakdown of the top ADA Compliance Issue complaint categories for Q-1 2018 vs Q-1 2017:
  - ADA Compliance accounted for 188 complaints in 2018 vs. 144 in 2017.
  - Rude Operator totaled 49 complaints in 2018 vs. 38 in 2017.
  - Pass up totaled 16 complaints in 2018 vs. 20 in 2017.
  - Lift/Ramps totaled 11 complaints in 2018 vs. 10 in 2017.
  - Ramp issues totaled 11 complaints in 2018 vs 10 in 2017.
  - Failure to Kneel Bus totaled 8 complaints in 2018 vs. 1 in 2017.
  - Stroller issues totaled 4 complaints in 2018 vs. 2 in 2017.
  - Priority Seating issues totaled 3 complaints in 2018 vs. 6 in 2017.
  - Malfunctioning/Inoperable AVAS (automated stop announcements) totaled 8 complaints in 2018 vs. 13 in 2017.
  - Failure to announce stops totaled 4 complaints in 2018 vs. 3 in 2017.
  - Service Animals totaled 5 complaints in 2018 vs. 0 in 2017.
  - Gap Filler Issues totaled 4 complaints in 2018 vs. 2 in 2017.
  - Elevator Issues totaled 6 complaints in 2018 vs. 2 in 2017.
  - Escalator, Accessible Service and Touching Passenger/Equipment/Service Animal Issues totaled 0 complaints in 2018 vs. 0 in 2017 for each category.

**ajs 7-1-18**