

San Mateo County
Paratransit Coordinating Council

Meeting Agenda and Minutes



December 8, 2015
1:30-3:30 p.m.

San Mateo County Paratransit Coordinating Council (PCC)

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Please note: We now have personal amplification devices available for this meeting; if you would like amplification, please advise Erin Swartz, PCC Staff. Due to the sensitivity of this device, it is important to refrain from personal conversations for the duration of the meeting.

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Scheduled Meetings for 2015/16

PCC San Mateo County Paratransit Coordinating Council	PAL Policy-Advocacy- Legislative- Committee	Education Committee	CTC Coastside Transportation Committee	SamTrans Board	ERC Efficiency Review Committee
2 nd Tuesday Monthly	1 st Tuesday Quarterly	Bi-Monthly (conference call denoted with *)	1 st Thursdays, Quarterly	1 st Wednesday Monthly	1 st Tuesday Monthly
*No August Meeting	2016 Schedule to be determined **No August Meeting	*Meeting date/time TBA	Senior Coastsiders 925 Main Street, Half Moon Bay *Pending Approval		*No August Meeting
1:30-3:30 p.m.			9:30-11:00 a.m.	2:00 p.m.	11:00-12:30 p.m.
December 8, 2015	December 8, 2015 11:30-1:00 p.m.	January 15, 2016 2:00 p.m.	Thursday, December 17, 2015	December 2, 2015	December 1, 2015
January 12, 2016	January 12, 2016 12:00-1:00 p.m.			January 6, 2016	January 5, 2016
February 9, 2016			*Thursday, February 4, 2016	February 3, 2016	February 2, 2016
March 8, 2016		*March 2016		March 2, 2016	March 1, 2016
April 12, 2016			*Thursday, April 7, 2016	April 6, 2016	April 5, 2016
May 10, 2016		*May 2016		May 4, 2016	May 3, 2016
June 14, 2016			*Thursday, June 2, 2016	June 1, 2016	June 7, 2016
July 12, 2016		*July 2016		July 6, 2016	July 5, 2016
				August 3, 2016	
September 13, 2016				September 7, 2016	September 6, 2016
October 11, 2016		*October 2016		October 5, 2016	October 4, 2016
November 8, 2016				November 2, 2016	November 1, 2016
December 13, 2016		*December 2016	*Thursday, December 1, 2016	December 7, 2016	December 6, 2016

AGENDA

San Mateo County Paratransit Coordinating Council (PCC) Meeting SamTrans 2nd Floor Auditorium

1250 San Carlos Avenue, San Carlos, CA 94070

December 8, 2015

1. Pledge of Allegiance 1:30
2. Welcome/Roll Call 1:35
3. Introduction of Resource People 1:38
4. *Approval of November Meeting Minutes 1:40
5. Committee Reports 1:42
 - A. Policy/Advocacy/Legislative—Mike Levinson and Vincent Merola, Co-Chairs
 - B. Budget/Grant Review—Barbara Kalt, Chair
 - C. Education—Maureen Dunn, Chair
 - D. Executive—Mike Levinson, Chair
6. SamTrans / Redi-Wheels Reports 2:00
 - A. Operational Report—Tina DuBost
 - B. Performance Summary—Tina DuBost
 - C. Customer Comments—John Sanderson
 - D. Safety Report—Lynn Spicer/Dave Daley
7. Liaison Reports 2:25
 - A. Coastside—Michal Settles/Cara Schmaljohn
 - B. Agency—Barbara Kalt
 - C. Efficiency Review Update (ERC)—Aki Eejima
 - D. Commission on Aging (COA)—Sandra Lang
 - E. Commission on Disabilities (COD)—Vincent Merola
 - F. Center for Independence of Individuals with Disabilities (CID)—Vincent Merola
 - G. Department of Rehabilitation (DOR)—Susan Capeloto
8. Presentation of Paratransit Survey Results by SamTrans Marketing Department 2:45
9. Other Business 3:15

***Action Item**

**SAN MATEO COUNTY
PARATRANSIT COORDINATING COUNCIL (PCC)**

**MEETING MINUTES
November 17, 2015**

ATTENDANCE: Members Present: Mike Levinson, Chair; Vincent Merola, Vice-Chair; Sammi (Wilhelmina) Riley, Consumer; Tina Dubost, SamTrans; Judy Garcia, Consumer; Dale Edwards, Consumer; Dinae Cruise, Consumer; Barbara Kalt, Rosener House; Maria Kozak, Consumer; Jim Engvall, COD; Sandra Lang, COA.

GUESTS: Patti Smith; Georgia Dedeoglou; Marshall Wilson, San Mateo County Government; Linda Rhine; Nancy Keegan; Richard Weiner, Nelson-Nygaard Consulting Associates; Erin Swartz, PCC Staff; John Sanderson, SamTrans; Dave Daley, First Transit; Talib Salamin, Serra Taxicab; Ashish John, SamTrans; Elly Colwell, SamTrans; Cara Schmaljohn, Senior Coastsiders; Ka'ili Crabbe, DOR.

ABSENTEES: Aki Eejima, Consumer; Michal Settles, Coastside; Marie Violet, Sequoia Hospital; Maureen Dunn, Senior Focus; Susan Capeloto, DOR.

(Member Attendance: 13; Quorum—YES.)

WELCOME/INTRODUCTION

Chair Mike Levinson called the meeting to order at 1:30 p.m. and welcomed all to the November PCC meeting.

APPROVAL OF THE OCTOBER PCC MINUTES

Vincent motioned to approve the October PCC minutes, while both Sammi and Dinae seconded the motion. No corrections were noted for the October minutes and none of the PCC members abstained from voting to approve the minutes.

COMMITTEE REPORTS

A. POLICY ADVOCACY- LEGISLATIVE COMMITTEE (AL-COM)

Mike reported that the PAL Committee is scheduled to meet prior to the PCC meeting on December 8, 2015 from 11:30 to 1:00 p.m. Topics for the meeting include inter-county trips, and renewal-by-mail.

B. GRANT/BUDGET REVIEW

Barbara reported that Don Esse was a guest speaker at today's ERC meeting who gave a presentation about Measure A funding for San Mateo County.

C. EDUCATION COMMITTEE

In Maureen's absence, Erin reported that the next Education Committee meeting will be held on a date after the PCC meeting in January. The most recent PCC outreach activities include the Transition to Independence Fair in October and Seniors on the Move this month. The Education Committee also discussed outreach opportunities in 2016, as well as the new SamTrans fares. Richard added that the Education Committee, PAL Committee and Executive Committee have been reviewing the 2015 ADA Circular. Richard noted that this is an important document that the Executive Committee will be using to review paratransit policies that can be brought to the PCC to discuss in 2016.

D. EXECUTIVE COMMITTEE

Mike reported that the Executive Committee will meet this Friday, November 20, 2015 at 2:00 p.m. in a conference call. Mike encouraged people interested in policy issues to attend the next PAL meeting that is taking place prior to the PCC meeting on December 8, 2015 from 11:30 to 1:00 p.m.

SAMTRANS/REDI-WHEELS REPORT

E. Operational Report

Mike asked Dave about the Seniors on the Move transit details. Dave recommended that events at the Expo Center should have special instructions and special location descriptions that can be read on the driver's mobile data terminal. Erin confirmed with Dave that it would be helpful to send the event details to First Transit management ahead of time for next year's Seniors on the Move Conference.

Tina reported that the SamTrans Board voted on the paratransit fare increase on November 4, 2015. Standard paratransit fares will increase from \$3.75 to \$4.25. Lifeline Fare Assistance Rates will remain \$1.75. To offset this subsidy, fares for SamTrans fixed route bus riders leaving San Francisco will go up. Notices of fare increases will be placed on buses and postcards will be mailed out to existing Redi-Wheels customers.

Vincent asked Tina for the number of Lifeline paratransit riders. He also asked about the income eligibility requirements for Lifeline assistance. Tina reported that other programs that are used to qualify for Lifeline Assistance including: Medi-Cal, SSI, and General Assistance. Examples of documentation required for Lifeline Assistance applications include submitting a copy of a benefit verification letter.

Dale asked about riders who still have old value Redi-Wheels tickets. Tina confirmed that the tickets do not expire and riders will need quarters to pay the fare difference. Maria asked about a grace period or IOU that might be used during the transition to higher fares. Mike added that everyone that he's shared rides with on Redi-Wheels is aware of the fare increase. Vincent commented that SSI pays about \$800.00 per month SSDI an average of \$1,200/month. He noted that in San Mateo County, those income levels would be considered extremely low income. Vincent acknowledged the importance of the Lifeline Assistance Program.

F. Performance Summary

Tina reported that total trips requested increased 9% from September 2014 to September 2015. Total trips served and the number of Redi-Wheels riders have also increased over the same time period. Tina thanked Dave for the excellent work done by the First Transit staff to achieve the on-time performance level of 90.4%. Tina said that average phone wait times in September were 1.7 minutes, which did not meet the standard of 1.5 minutes or less, but that the data for October shows that the wait times improved to meet the standard.

On the Performance Summary graphs, Tina pointed out that the trend shows that Total Trips served is increasing, along with the number of taxi providing service as a percent of the Total Trips. The On-time Performance graph shows that the standard was achieved in most months during 2015. The Productivity graph shows that the standard has been met every month since March 2015.

Patti Smith asked about the valid and invalid comment totals on the Comment Statistics Report. Tina stated that when SamTrans receives calls, comment cards, and email messages, the SamTrans Staff investigates the comments. Tina used the example of a late vehicle complaint. After investigating, if the vehicle was not found to be late, then the comment would be logged as invalid. Tina gave another example of a comment that would be classified as "invalid." She said that driver compliments are considered invalid when they are about non-Redi-Wheels taxi rides, instead of Redi-Wheels supplemental taxi service.

Sandra asked Tina to confirm that the % Valid column on the Monthly Redi-Wheels Paratransit Comment Statistics is the total year-to-date. Tina stated that the report does not have benchmarks but the data provides insights into different aspects of Redi-Wheels service. Dave commented that the trends that can be tracked month-to-month and are valuable.

Mike asked about how the 20 minute window for ride pick up times is presented in the *Redi-Wheels Riders Guide*. Tina said that at the paratransit evaluation office, applicants are told about key policies that enable them to use the service effectively. Mike and Dinae discussed different situations, such as reservation line hold messages, when riders are reminded of the 20 minute ride pick up window.

Maria shared her recent experience riding Redi-Wheels recently with a new driver who did not have a rider's drop-off address. Maria commented that a rider with a home address in a location far away could have had a significant impact on all of the passenger's drop off times who are riding in the same vehicle.

Patti asked Tina about the data for Redi-Wheels wait time from the October PCC meeting minutes. Tina noted that the wait time is 15 minutes for Redi-Wheels Inter-County Transfer Trips.

Patti added that she and her friend Jaime attended today's meeting to get an update on drop off and pick up points for riders who are going to appointments at UCSF. Tina agreed to talk to SF Paratransit about this service issue. Patti asked if Redi-Wheels riders could be surveyed to find out how many of them travel to UCSF for medical appointments. Jaime commented that this connection issue not only impacts individuals who use wheelchairs and walkers, but also people who rely on oxygen which can run out before their trip is complete. Barbara commented that exceptions to the ¾ mile service area have been made by SamTrans in the past when it was needed, like stops at the VISTA Center in Palo Alto and REACH Program, when similar services are not available in San Mateo County. Tina commented that budget constraints have made additions to the service area difficult. Tina confirmed for Sandra that Stanford Hospital is within the ¾ mile service area for SamTrans.

Jaime and Patti also commented that UCSF Dental School also provides low-cost dental services. Patti stated that the Redi-Wheels services has been wonderful, but making connections with SF Access was extremely difficult to navigate. Talib offered to provide taxi connections from the BART Station closest to UCSF, if needed. Vincent encouraged Patti and Jaime to continue following up on their comments and advocacy issues at an upcoming PAL meeting and with Tina.

Safety Report

Dave reported on an incident in September with a rider who rolled off of the sidewalk. There was also one minor taxi incident. None of the incidents resulted in any injuries. In October, there were 3 preventable incidents, all with no injuries.

Dale and Dinae commented that Lori (the Road Supervisor) provided excellent Redi-Wheels service to and from Seniors on the Move. They also commented that the dispatchers also were very helpful in making transportation arrangements.

LIAISON REPORTS

A. COASTSIDE TRANSPORTATION COMMITTEE (CTC)

In Michal's absence, Cara reported that she was happy to attend today's meeting. The SamTrans paratransit eligibility team conducted a site visit and provided on-site evaluations at Senior Coastsiders, which were a great help to the community. More than 300 people and 30 exhibitors were at a Coastsiders event recently. The new 10-acre campus in downtown Half Moon Bay is now fully developed with more than 450 apartments. RediCoast carolers will be working on Thursday, December 17, 2015 at 11:30 a.m.

B. AGENCY

Barbara reported that the Agencies have not met with SamTrans recently, but confirmed that agency customer fares will increase in July. Barbara thanked SamTrans for maintaining the Lifeline Fare Assistance fares.

The Dine About Town event to support Meals on Wheels was a highly successful event. Next year, the event will take place in May, instead of October, along with another drawing for a raffle prize.

C. EFFICIENCY REVIEW COMMITTEE (ERC)

In Aki's absence, Mike reported that Measure A expenditures were reviewed by Don Esse at today's ERC meeting. Barbara commented that the description of how Measure A funds are used on the county website is presented in a way that is confusing. Vincent commented that the zero trip denials is the only performance measure for Measure A funding that is listed on the website. Tina said that several of the performance measures that SamTrans provides in reports sent to the San Mateo County Board of Supervisors have never been posted on the website.

Tina commented that Measure A money was intended to continue paratransit service in San Mateo County, rather than expand it. Dave commented that in his experience with other transit agencies, paratransit service standards tends to be stringently restricted to the minimum levels required for ADA compliance, in order to meet budgetary restrictions, and that SamTrans provides a generally higher level of service than many other agencies with which he is familiar.

D. COMMISSION ON AGING (COA)

Sandra reported that the COA last met on November 9, 2015. Sandra submitted the PCC report ahead of the COA meeting to give the members time to review the information. John Sanderson and Jean Conger gave a presentation on the Senior Mobility Plan that was implemented in 2006. EDAPT is a new initiative that the COA is working on to bring awareness of elder abuse. The COA's Transportation Commission may meet in December. Mike asked Sandra about presenting the Redi-Wheels Survey results.

E. COMMISSION ON DISABILITIES (COD)

Vincent reported that the 25th anniversary of COD is coming up. Congresswoman Anna Eshoo was one of the COD's founders. A big event is being planned to commemorate this event.

F. CENTER FOR THE INDEPENDENCE OF INDIVIDUALS WITH DISABILITIES (CiD)

Vincent reported that there are no new updates from CiD.

G. DEPARTMENT OF REHABILITATION (DOR)

Ka'ili was present in Susan's place today. She said that there are no new updates available.

OTHER BUSINESS

Dinae commented that bringing back holiday caroling on the Bayside would be greatly appreciated. Dave commented that increased ridership in 2015 has put a lot of demands on his staff, so that caroling cannot be scheduled this year.

Dinae commented that she took a trip on November 11 and her home address was not available on the driver's vehicle terminal. Dinae also filed a complaint about a driver who was not able to understand the type of assistance Diane needed to get to her building's front door.

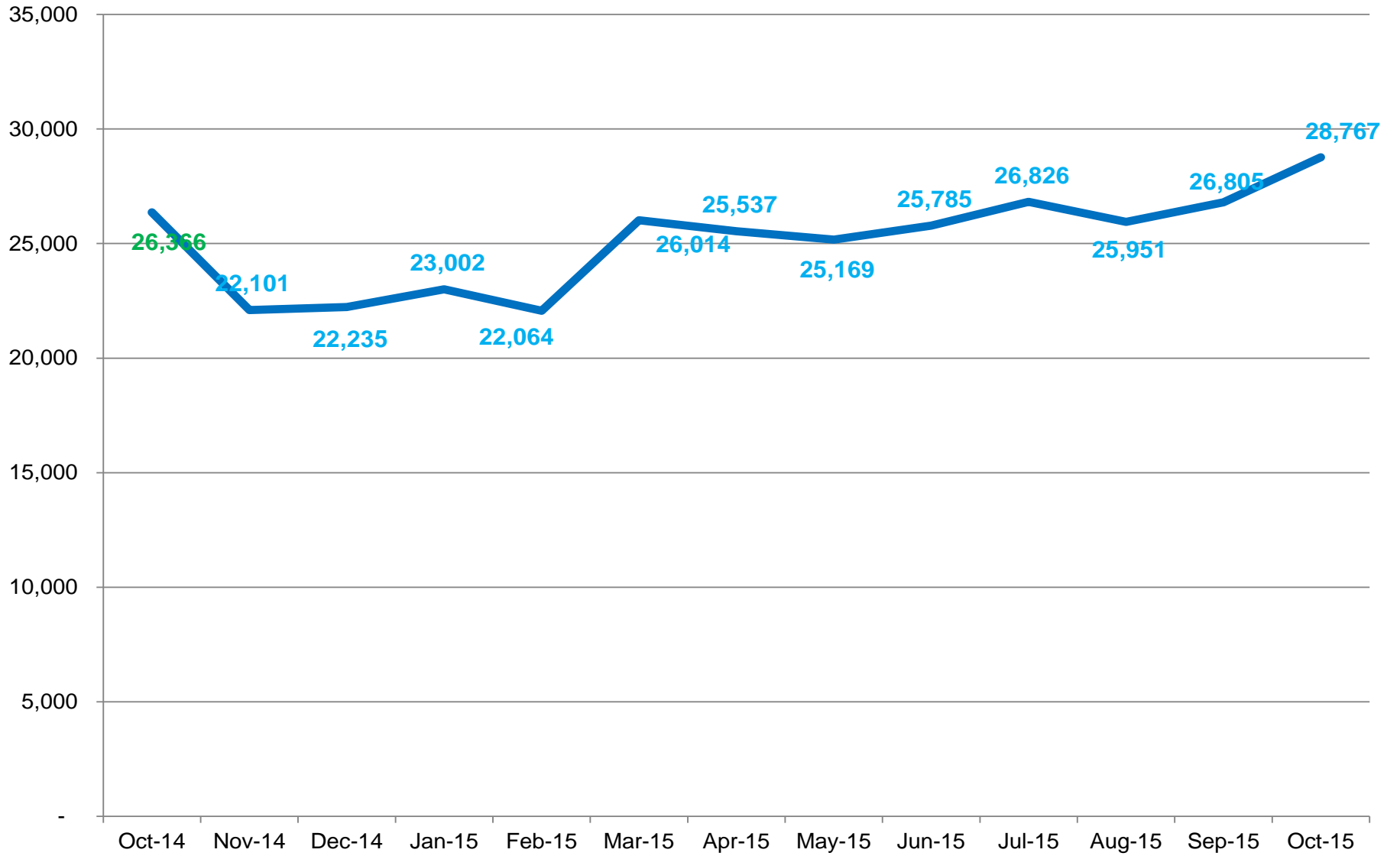
December 8 will be PAL's next meeting from 11:30-1:00 and the PCC will also meet that day from 1:30 to 3:30 p.m. The next coastside meeting will be on Thursday, December 17 from 9:30 to 11:00 a.m. and caroling will begin at 11:30. Erin will update the Scheduled Meetings table for 2015 in the PCC packet.

MEETING ADJOURNED: 3:35 p.m.

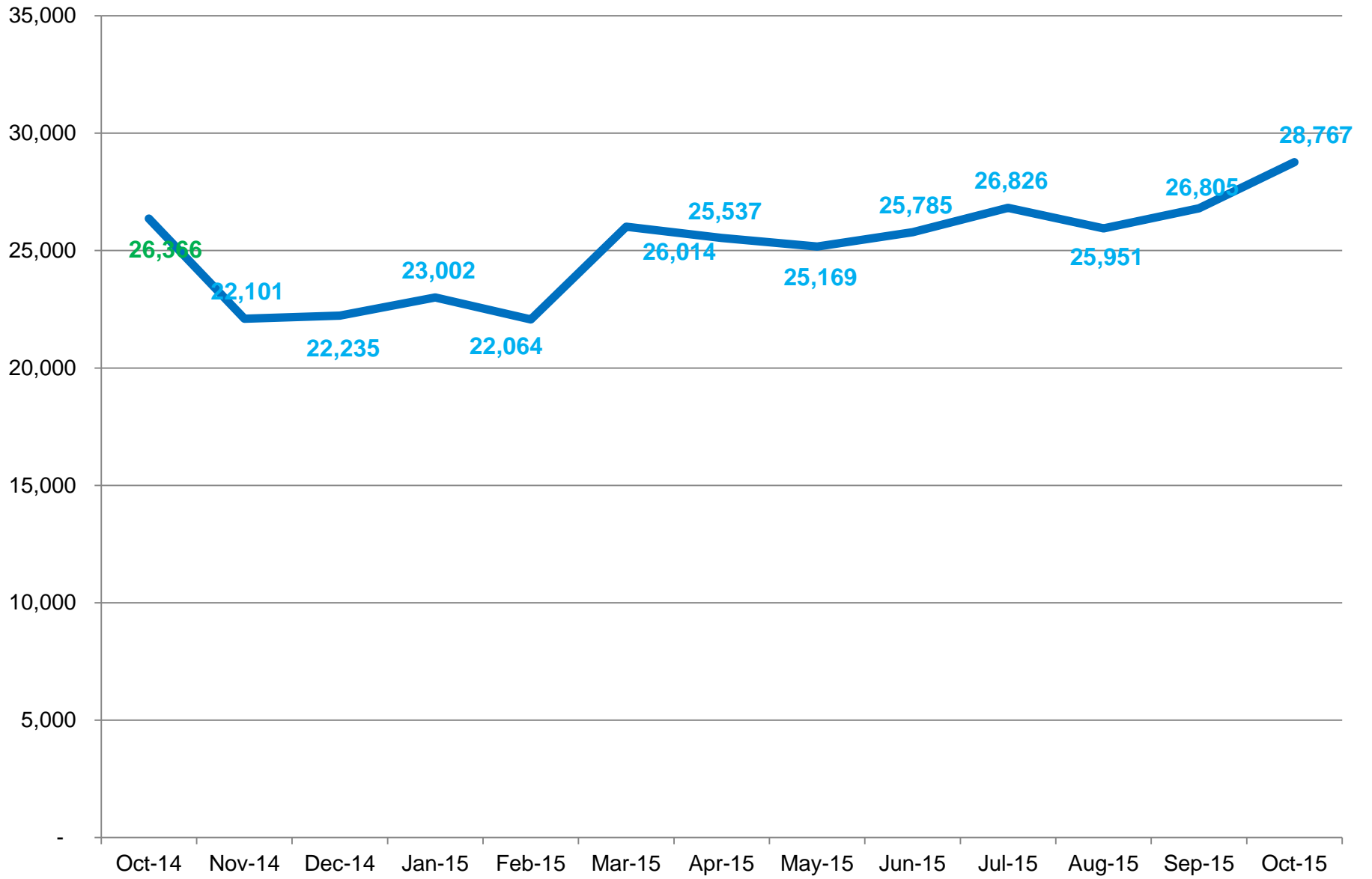
Monthly Redi-Wheels Paratransit Performance Statistics For San Mateo County Paratransit Coordinating Council (PCC) Review

Performance Measure	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Prev. Yr. Average
1. Total trips requested	31,421	27,258	29,026	28,643	26,694	30,650	30,145	30,213	30,655	31,727	30,558	31,859	33,672	29,423
2. Trips scheduled	28,831	24,131	24,685	25,161	23,890	28,046	27,115	27,147	27,930	29,342	29,101	29,711	31,732	26,436
a. Same day cancels	1,658	1,286	1,601	1,421	1,210	1,266	918	1,255	1,415	1,803	2,421	2,142	2,150	1,381
% of trips scheduled	5.8%	5.3%	6%	5.6%	5.1%	4.5%	3.4%	4.6%	5.1%	6.1%	8.3%	7.2%	6.8%	5.2%
b. Late cancels	356	330	424	313	312	377	340	380	388	340	344	387	458	347
% of trips scheduled	1.2%	1.4%	1.7%	1.2%	1.3%	1.3%	1.3%	1.4%	1.4%	1.2%	1.2%	1.3%	1.4%	1.3%
c. Total customer no-shows	450	413	422	422	304	386	319	342	342	371	385	373	354	390
% of trips scheduled	1.6%	1.7%	1.7%	1.7%	1.3%	1.4%	1.2%	1.3%	1.2%	1.3%	1.3%	1.3%	1.1%	1.5%
d. No-show (operator)	1	1	3	3	0	3	1	1	0	2	0	4	3	2
3. Total trips served	26,366	22,101	22,235	23,002	22,064	26,014	25,537	25,169	25,785	26,826	25,951	26,805	28,767	24,317
a. Average weekday riders	1,025	975	881	967	973	1,033	1,026	1,060	1,045	1,045	1,068	1,116	1,146	1,000
b. Advance reservation	17,393	13,836	14,792	15,752	14,815	17,478	17,096	17,007	17,097	17,458	17,486	18,342	19,896	16,092
c. Agency trips	4,425	4,331	3,726	3,398	3,418	4,112	4,033	3,852	4,265	4,284	4,073	3,832	4,036	4,002
d. Individual subscription	4,548	3,934	3,717	3,852	3,831	4,424	4,408	4,310	4,423	5,084	4,392	4,631	4,835	4,223
e. Taxi trips	4,563	4,345	4,488	3,744	3,342	4,817	5,078	5,660	5,300	4,819	5,588	6,785	7,580	4,387
(taxi % of total trips)	17%	20%	20%	16%	15%	19%	20%	22%	21%	18%	22%	25%	26%	18%
4. Total Redi-Wheels riders	2,236	2,086	2,104	2,108	2,078	2,203	2,206	2,148	2,240	2,240	2,264	2,261	2,338	2,170
5. Inter-County Transfer Trips	281	283	274	280	290	310	305	296	282	287	337	280	277	289
6. On-time performance ¹	88.2%	87.6%	87.0%	90.1%	91.1%	89.6%	91.3%	91.7%	88.5%	88.4%	90.7%	90.4%	90.2%	89%
7. Productivity (psgrs/rvh) ²	1.64	1.64	1.57	1.66	1.59	1.66	1.81	1.70	1.66	1.74	1.74	1.75	1.80	1.66
8. Complaints per 1000 trips	0.4	0.5	1.0	1.3	0.5	0.5	0.9	0.7	0.5	0.5	0.2	0.7	1.0	0.7
9. Compliments per 1000 trips	0.3	1.2	0.6	3.3	1.8	0.9	0.6	1.0	0.7	0.7	0.6	1.2	2.2	1.1
10. Avg phone wait time (mins) ³	2.2	1.4	1.4	0.8	0.5	0.7	0.9	1.1	1.4	1.4	1.0	1.7	1.5	1.21
12/1/2015														
Notes:														
1 Standard = 90%														
2 Standard = 1.70														
3 Standard = < 1.5														

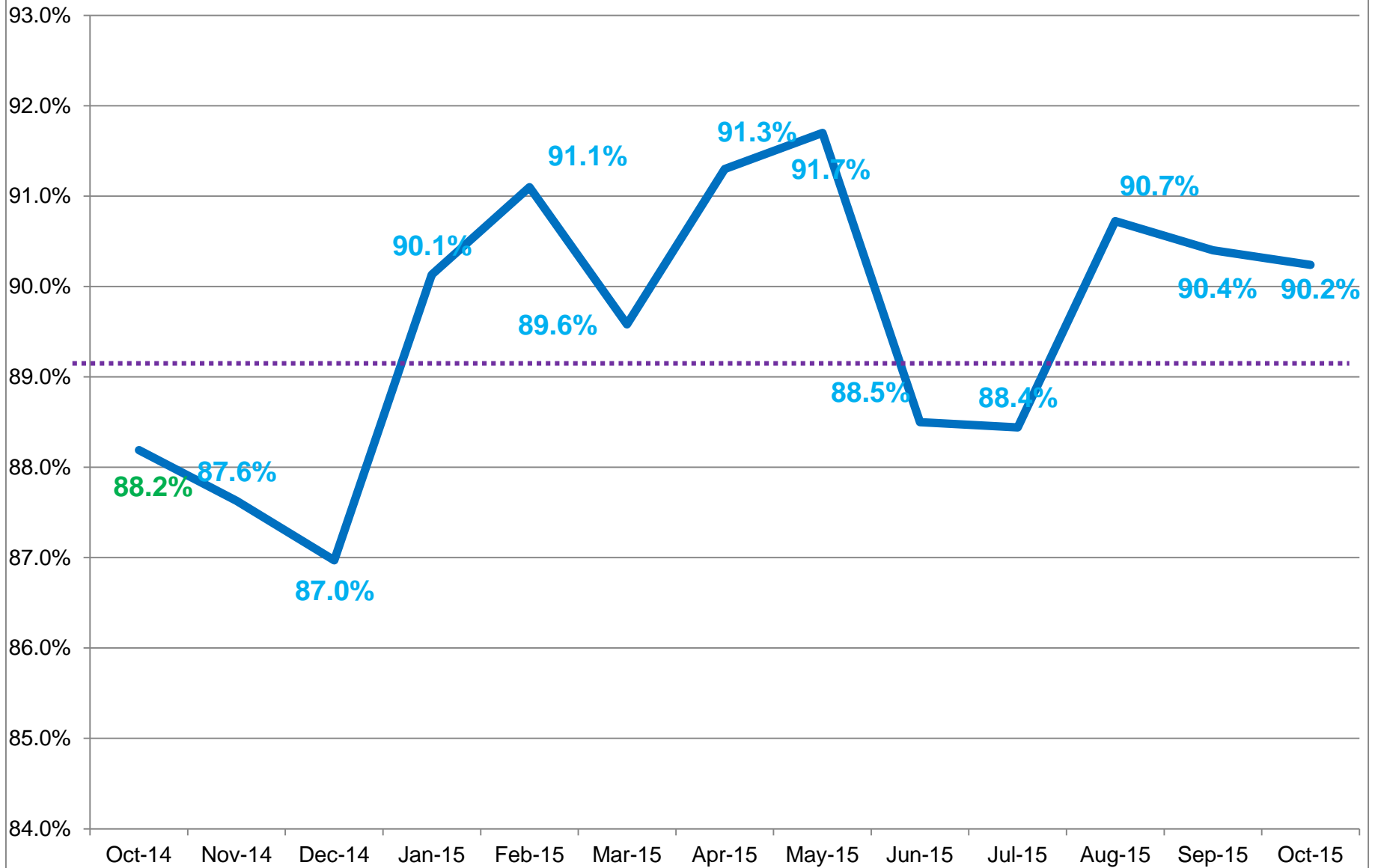
Total Trips Served



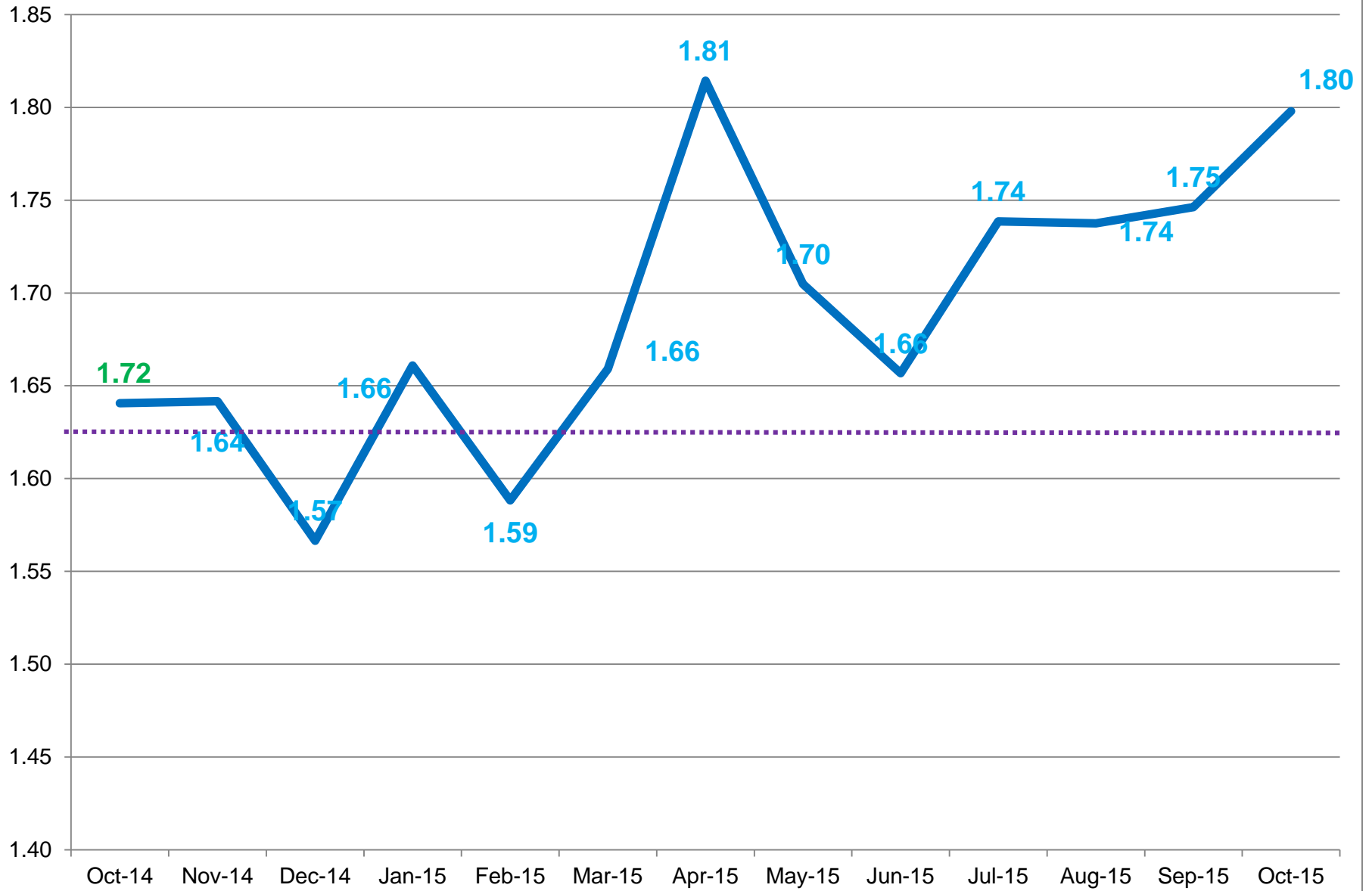
Total Trips Served



On-time Performance



Productivity (Passengers/Revenue Vehicle Hour)



**Monthly Redi-Wheels Paratransit Comment Statistics
For San Mateo County Paratransit Coordinating Council (PCC) Review**

	September		October		Year to Date		
	Total	Valid	Total	Valid	Total	Valid	% Valid
Total	50	19	48	29	505	198	39.21%
Compliment	33	33	66	64	486	471	96.91%
Complaint	50	19	48	29	505	198	39.21%
Service Related							
Ride Canceled	0	0	0	0	0	0	N/A
Driver Assistance	1	0	0	0	8	4	50.00%
Driver Conduct	13	5	10	6	95	27	28.42%
Trip Denial	0	0	0	0	0	0	N/A
Dispatcher	3	2	2	2	24	9	37.50%
Driving Proficiency	6	2	2	1	52	9	17.31%
Early Vehicle	0	0	1	0	3	0	0.00%
Incident	0	0	4	1	8	2	25.00%
Late Vehicle	8	3	13	10	108	64	59.26%
Missed Trip	5	4	7	3	56	20	35.71%
No Callback	1	0	0	0	1	0	0.00%
Reservation Error	0	0	0	0	0	0	N/A
Reservation System	0	0	0	0	0	0	N/A
Ride Time	0	0	0	0	0	0	N/A
Reservationist	0	0	0	0	0	0	N/A
Scheduling Error	0	0	0	0	0	0	N/A
Safety of Passenger	0	0	0	0	0	0	N/A
Subtotals	37	16	39	23	355	135	38.03%
Non-Service Related							
Phones	0	0	0	0	2	2	100.00%
Policy Comment	4	1	2	1	70	28	40.00%
Service Request	9	2	6	5	63	28	44.44%
Vehicle	0	0	0	0	10	3	30.00%
Vehicle Preference	0	0	1	0	2	1	50.00%
Vehicle Un-Needed	0	0	0	0	3	1	33.33%
Subtotals	13	3	9	6	150	63	42.00%

**Monthly Redi-Wheels Paratransit Comment Statistics
For San Mateo County Paratransit Coordinating Council (PCC) Review**

2015 Comments	September		October		Year to Date*	
	Subtotal	Rate/1000	Subtotal	Rate/1000	Subtotal	Rate/1000†
Rides	26,805		28,767		255,920	
Comments by Category**						
Compliment	33	1.23	64	2.22	471	1.84
Policy Related	3	0.11	6	0.21	63	0.25
Service Related	16	0.60	23	0.80	135	0.53
Total	52	1.94	93	3.23	669	2.61
Average Response Time to Customer (Working Days)‡						
Compliment		5.06		3.67		4.95
Policy Related		7.33		5.11		7.45
Service Related		7.30		6.69		9.06
Overall		6.40		4.82		6.76
*Year to Date from January 1, 2015						
**Valid = Comments are considered Valid if they are found to be factually accurate, when investigated Partially valid comments are counted as valid.						
†Valid Comments per 1000 Boardings						
‡Includes: Non-Valid Comments; Excludes: weekends/holidays						

Monthly Redi-Wheels Paratransit Comment Statistics For San Mateo County Paratransit Coordinating Council (PCC) Review

Description	Definition
<u>Compliments</u>	Compliments of any kind
<u>Service Related Complaints</u>	
Ride Canceled	Customer's trip was canceled in error or for unknown reasons
Driver Assistance	Complaint about the level or quality of driver assistance
Driver Conduct	Dissatisfaction with driver conduct, attitude, appearance, actions, judgement
Trip Denial	Complaint about a denied trip
Dispatcher	Dissatisfaction with a dispatcher's actions or conduct
Driving Proficiency	Report of unsafe driving or poor driving practices
Early Vehicle	Vehicle arrived more than 5 minutes before the scheduled pickup time
Incident	Accidents, injuries, or other seriously disruptive incidents
Late Vehicle	Vehicle arrived > 20 minutes after scheduled p/u time, or after the scheduled d/o time
Missed Trip	Customer was not picked up, or vehicle arrived > 60 minutes late
No Callback	Customer did not receive a callback regarding a time-change, etc.
Reservation Error	Wrong information taken for reservation, or incorrect trip booking
Reservation System	Complaint about the reservation system
Ride Time	Ride exceeded the trip-time standards
Reservationist	Dissatisfaction with reservationist's actions or conduct
Scheduling Error	Complaint about a scheduling error
Safety of Passenger	Complaint related to the passenger's safety - e.g. Wheelchair securement
<u>Non-Service Related Complaints</u>	
Phones	Dissatisfaction with telephone wait/hold times, etc.
Policy Comment	Comment about Redi-Wheels/RediCoast policies or rules
Service Request	Service request or suggestion
Vehicle	Complaint about the quality or condition of the vehicle - e.g. state of repair, cleanliness, etc.
Vehicle Preference	Request for service with, or not to be served by, a particular type of vehicle
Vehicle Un-Needed	Vehicle sent when not needed - e.g. already canceled

NOTE: Comments are considered **VALID** if they are found to be factually accurate, when investigated. Partially valid comments are counted as valid.

