

San Mateo County
Paratransit Coordinating Council

Meeting Agenda and Minutes



January 10, 2017
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 2017

<p align="center">PCC San Mateo County Paratransit Coordinating Council</p> <p align="center">2nd Tuesday Monthly</p> <p align="center">**No August Meeting</p> <p align="center">1:30-3:30 p.m.</p>	<p align="center">PAL Policy-Advocacy- Legislative- Committee</p> <p align="center">2nd Tuesday Monthly</p> <p align="center">**No August Meeting</p> <p align="center">11:30-12:30 p.m.</p>	<p align="center">Education Committee</p> <p align="center">1st Friday Bi-Monthly conference call</p> <p align="center">1:00 p.m.</p>	<p align="center">CTC Coastside Transportation Committee</p> <p align="center">3rd Tuesdays, Quarters 1, 2, & 3</p> <p align="center">2nd Thursday, Quarter 4</p> <p align="center">Senior Coastsiders 925 Main Street, Half Moon Bay</p> <p align="center">9:30-11:00 a.m.</p>	<p align="center">SamTrans Board</p> <p align="center">1st Wednesday Monthly</p> <p align="center">2:00 p.m.</p>	<p align="center">ERC Efficiency Review Committee</p> <p align="center">To be Determined</p> <p align="center">**No August Meeting</p> <p align="center">1:30-3:00 p.m.</p>
January 10, 2017	January 10, 2017			January 4, 2017	TBA
February 14, 2017	February 14, 2017	February 3, 2017		February 1, 2017	TBA
March 14, 2017	March 14, 2017		March 16, 2017	March 1, 2017	TBA
April 11, 2017	April 11, 2017	April 7, 2017		April 5, 2017	TBA
May 9, 2017	May 9, 2017			May 3, 2017	TBA
June 13, 2017	June 13, 2017	June 2, 2017	June 15, 2017	June 7, 2017	TBA
July 11, 2017	July 11, 2017			July 5, 2017	TBA
NO MEETING	**NO MEETING**	August 4, 2017		August 2, 2017	TBA
September 12, 2017	September 12, 2017		September 21, 2017	September 6, 2017	TBA
October 10, 2017	October 10, 2017	October 6, 2017		October 4, 2017	TBA
November 14, 2017	November 14, 2017			November 1, 2017	TBA
December 12, 2017	December 12, 2017	December 1, 2017	December 14, 2017	December 6, 2017	TBA

AGENDA

**San Mateo County Paratransit Coordinating Council (PCC) Meeting
SamTrans 2nd Floor Auditorium
1250 San Carlos Avenue, San Carlos, CA 94070**

January 10, 2017

- | | |
|--|------|
| 1. Pledge of Allegiance | 1:30 |
| 2. Welcome/Roll Call | 1:35 |
| 3. Introduction of Resource People | 1:38 |
| 4. *Approval of December 2016 Meeting Minutes | 1:40 |
| 5. Committee Reports | 1:45 |
| A. Policy/Advocacy/Legislative—Mike Levinson and Vincent Merola, Co-Chairs | |
| B. Budget/Grant Review—Barbara Kalt, Chair | |
| C. Education—Sammi Riley, Chair | |
| D. Executive—Mike Levinson, Chair | |
| 1. Update on the February 2017 PCC Regional Conference | |
| 2. Consumer Corps Quarterly Report | |
| 6. SamTrans / Redi-Wheels Reports | 2:45 |
| A. Operational Report—Tina Dubost | |
| B. Performance Summary—Tina Dubost | |
| C. Monthly Redi-Wheels Comment Statistics Report —John Sanderson | |
| D. Safety Report—Dave Daley | |
| 7. Liaison Reports | 2:55 |
| 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/Ka’ili Crabbe | |
| 8. Other Business | 3:25 |

***Action Item**

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

**MEETING MINUTES
December 13, 2016**

ATTENDANCE: Members Present: Mike Levinson, Chair; Vincent Merola, Vice-Chair; Tina Dubost, SamTrans; Dinae Cruise, Consumer; Dale Edwards, Consumer; Sammi (Wilhelmina) Riley, Consumer; Barbara Kalt, Rosener House; Aki Eejima, Consumer; Ka’ili Crabbe, DOR; Michal Settles, Coastsides; Judy Garcia, Consumer; Maureen Dunn, Senior Focus; and Sandra Lang, COA.

GUESTS: Richard Weiner, Nelson-Nygaard; Erin Swartz, PCC Staff; John Sanderson, SamTrans; Ashish John, SamTrans; Talib Salamin, Serra Taxicab; and Dave Daley, First Transit.

ABSENTEES: Maria Kozak, Consumer; Marie Violet, Sequoia Hospital, Monica Colondres, Community Resident; Patty Clement-Cihak, Catholic Charities.

(Member Attendance 14; Quorum—Yes)

WELCOME/INTRODUCTION

Vice-Chair Vincent Merola called the meeting to order at 1:30 p.m. and welcomed all to the December PCC meeting.

APPROVAL OF THE NOVEMBER PCC MINUTES

Barbara motioned to approve the November PCC meeting minutes and Michal seconded the motion. None of the PCC members abstained from voting and no corrections were noted.

PRESENTATION BY RICHARD WEINER: THE FUTURE OF MOBILITY IS NOW

The first possible use for Transportation Network Companies (TNC’s) is to reduce the cost of ADA paratransit. TNC’s have been proposed for use as a non-dedicated service provider for ADA paratransit but have not yet been implemented. Richard discussed scheduling and dispatching issues, along with driver training, vehicle, and insurance issues. Possible solutions to the issues were also discussed.

Using TNC’s as a “non-ADA” alternative for ADA customers could enable cost-reduction. Issues and obstacles include drug and alcohol testing, equal access, Title VI requirements. Current and proposed on-demand paratransit pilot programs and projects across the United States were highlighted.

The second possible use for TNC’s is to minimize the cost of serving customer trips within or between areas unsuitable for fixed-route transit. The TNC’s may be able to fill key gaps in fixed-route network, along with service to lower-density areas. Issues and obstacles include pricing, dispatching, accessibility, and payment. Examples for possible solutions were given from demonstration programs like Direct Connect, TD Late Shift, Wheels on Demand and Ride KC: Bridj.

Vincent expressed concern that Uber might be artificially deflating the cost of their services in an attempt to drive out competition, including taxis. He provided evidence of this in a recent report that the company lost nearly \$2B in the first half of 2016. With competition eliminated, Uber would then control the market and likely drive up their prices. With this in mind, he expressed concern that the SamTrans Board might be looking at replacing in-house vehicles with TNCs as a cost-saving measure. The PCC members discussed Uber’s current profitability and future cost structure, once venture capital funding has been exhausted. Ongoing cost to consumers is an issue. Talib added that Uber’s current fare prices do not accurately reflect the cost of operating

a vehicle. The PCC members discussed insurance costs, indemnification, and training for drivers who transport passengers with disabilities.

Recent developments since Richard's first presentation included an update from Anthony Foxx, the Secretary for the U.S. Department of Transportation (DOT). The DOT has encouraged transit agencies partnerships with TNC's, while reminding them of the need to comply with Title VI and ADA guidelines. Federal funding requirements were also noted. The issue of equivalent service for individuals with disabilities was highlighted. The six service criteria required for ADA paratransit service were reviewed in the context of using TNCs to meet ADA compliance.

Richard added that autonomous vehicles are now also being considered as a component to fill services needs in ADA paratransit. Uber is piloting a program in Pittsburgh, Pennsylvania to use pilotless vehicles to provide transportation. Implications for serving individuals with disabilities and seniors were explored.

John spoke about confirmed reservations vs. on-demand ride requests. Richard and Aki discussed opportunities for use of space-available same-day service to fill gaps created by trip cancellations. John said that there are some trips added to the driver's schedule on the day of the ride, although they do not fall in the category of "same day service." Tina said that there are few usable gaps.

COMMITTEE REPORTS

A. POLICY ADVOCACY- LEGISLATIVE COMMITTEE (PAL)

Vincent reported that the PAL Committee met today and discussed funding issues for paratransit during most of the hour.

B. GRANT/BUDGET REVIEW

Barbara reported that she received an email recently about the 5310 Grant Program. Tina was not able to confirm whether SamTrans has completed an application for this round of funding.

C. EDUCATION COMMITTEE

Sammi reported the Education Committee will have a conference call on Friday, December 16, 2016 at 1:00 p.m. The schedule for next year is on the agenda.

D. EXECUTIVE COMMITTEE

Mike reported that the Executive Committee has not met since November. Another meeting will be scheduled before the January PCC Meeting.

The PCC Regional Conference Planning Committee met today between the PAL and PCC meetings and will meet again on January 10, during the same time slot. The PCC Regional Conference will be held on either Tuesday, February 7, 2017 or Tuesday, February 21, 2017. The PCC Regional Conference Planning Committee voted to recommend holding the event at the Silicon Valley Community Foundation site in San Mateo. The PCC members voted to approve the use of the Silicon Valley Community Foundation site for the event, pending availability of this location.

SAMTRANS/REDI-WHEELS REPORT

A. Operational Report

Tina thanked everyone for taking the time to review the vehicles SamTrans is considering purchasing. She reported that there will be another vehicle review opportunity at 10:30 a.m. (before the PAL Committee) on January 10, 2017. SamTrans will be purchasing 10 cutaway buses, instead of the low-floor buses that were reviewed by the PCC members in November. These vehicles will replace minivans and cutaways currently in service.

SamTrans is working to update the Senior Mobility Plan, after holding a stakeholder meeting for community members to give their input. The study is documenting existing transportation services in San Mateo County, along with demographic information, stakeholder interviews, capital improvements, pedestrian issues, funding, and other topics. Three more stakeholder meetings are planned, but the dates have not been determined.

Tina reported that a Redi-Wheels customer passed away from a medical condition while on a taxi trip. Tina thanked the driver for giving CPR assistance to the passenger during an unexpected medical emergency.

B. Performance Measures Report

Tina reported that Total trips requested were slightly higher in October 2015 when compared to October 2016. During the same period, Total trips served reflected a similar trend. Average weekday riders show few changes over the last year.

Aki asked for clarification about average phone wait times for dispatchers and reservationists and for any updates about paratransit service in Santa Clara County. Barbara reported that reservation and customer service calls to Santa Clara County paratransit service are quite long. Tina and John commented on their experience since the transition between paratransit providers for Santa Clara County in which there has been a major improvement in service delivery since the first few days after the transition.

On-time performance was 92.6% and Productivity was 1.90 psgrs/rvh in October 2016, which exceeded the standard in both categories.

C. Monthly Redi-Wheels Comment Statistics Report

John reported that year-to-date trends in Customer Comments and valid complaints are continuing to be consistent. Overall, 0.6 complaints per thousand rides provided are received by Redi-Wheels. Improvements in Average Response Time to Customer from September to October have been encouraging. John acknowledged that the customer service team for Redi-Wheels works to coordinate on completing customer responses.

Aki asked about the high number of taxi rides provided as a percentage of total trips. Dave commented that it is a challenge during the holiday season.

Safety Report

Dave reported that there were three preventable incidents on cutaway buses. Taxicabs had two preventable incidents and two non-preventable incidents. Each of the drivers involved in preventable incidents have completed re-training. Aki, John, Talib, and Dave discussed random drug testing of drivers, along with daily check-ins with each driver.

LIAISON REPORTS

A. COASTSIDE TRANSPORTATION COMMITTEE (CTC)

Michal reported that the CTC will meet on Thursday, December 15 from 9:30-11:00 a.m. SamTrans will not be able to participate in caroling this year. The 2017 meeting dates will be set at this week's meeting.

Michal also reported on developments at City College of San Francisco, where she teaches part-time. She will forward updates to the PCC as they develop.

B. AGENCY

Barbara reported that there are no updates available. Barbara circulated an email with information about the Meals-on-Wheels service expansion to northern San Mateo County. Interested volunteer drivers are encouraged to follow up with Barbara or the Human Resources Department. Short shifts based out of San Bruno are

available.

C. EFFICIENCY REVIEW COMMITTEE (ERC)

The next ERC meeting date has not been set.

D. COMMISSION ON AGING (COA)

Sandra reported that the last meeting was on November 14. Pedestrian Safety Tool Kits have been sent to 15 municipalities, with a request for feedback about safety issues. The Transportation Sub-Committee will analyze the feedback and make a recommendation for an Action Plan for the COA to consider.

E. COMMISSION ON DISABILITIES (COD)

Vincent reported that parking at 225-37th Avenue in San Mateo has been re-designed for increased ADA accessibility. The support poles for the solar panels in the parking lot were blocking the passageway for pedestrians and individuals using wheelchairs. The parking lot has been restriped and now functions well for all visitors and employees accessing the building.

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

Vincent reported that “My Left Foot” will be screened from 3-5 p.m. at 900 Stanton Road tomorrow.

Mike announced that Kent Mickelson passed away last week. The PCC members commented on Kent’s tremendous effort to work as a team member and advocate for individuals with disabilities.

G. DEPARTMENT OF REHABILITATION (DOR)

Ka’ili said that there are no updates to report.

OTHER BUSINESS

Sandra commented on the great number of auto accidents on our local roads.

Tina and Aki discussed the implementation of a pilot Redi-Wheels identification card with magnetic striping on the back. Tina clarified that the magnetic stripe was for informational purposes only and not designed to hold ride payment information for the passenger.

Mike announced that the next PCC meeting is scheduled for Tuesday, January 10, 2017 at 1:30 p.m.

MEETING ADJOURNED 3:10 in the memory of a Redi-Wheels dispatcher’s spouse who passed away recently.



Consumer Corps Quarterly Report

This report covers the months of October through December 2016. A total of 68 reports were submitted this quarter.

Comment Cards: On nearly two-thirds of the rides taken in Q4, Consumer Corps members observed comment cards in Redi-Wheels vehicles.

On-Time Performance: Over 85% of ride evaluations submitted by Consumer Corps members in Q4 reported their pickup time was within 20 minutes of their scheduled ride time. The longest ride wait time reported this quarter was 45 minutes.

Night Before Calls: In Q4, an average of 17% of Night Before calls received by Consumer Corps members were incomplete/inaccurate.

Telephone Holds: When making ride reservations, about 85% of Consumer Corps members reported that their calls were taken without being put on hold.

Driver Assistance: In Q4, Drivers assistance that "met needs" or was "above needs" occurred in 82% of reports submitted. Customer satisfaction with driver assistance continues to be very positive.

Vehicle Type: 48% of the Consumer Corps members reported in Q4 that a Redi-Wheels vehicle picked them up. The other 52% were picked up by a taxicab. No reports were submitted by Consumer Corps member who rode in RediCoast vehicles.

Comments and Trends: An average of 76% of Corps members traveled distances less than twenty miles on Redi-Wheels vehicles.

Q4 – 2016 Consumer Corps Report

Quarter Months	Oct. 2016	Nov. 2016	Dec. 2016	Total/Ave./Most
No. of Forms Submitted	23	17	28	68
TRIP RESERVATION AND ON-TIME PERFORMANCE				
Wait time longer than 20 minutes	3	3	4	10
Actual pick-up time, minus Scheduled pick-up time	45 min.	8 min.	13 min.	45 min.
% of riders waiting longer than 20 minutes	39%	12%	11%	21%
On hold to reserve a trip	4	1	0	5
% of callers on hold (number on hold divided by total)	13%	18%	14%	15%
Longest time on hold	7 min.	8 min.	2 min.	8 min.
Did not receive a Night Before Call and/or was inaccurate	26%	12%	18%	17%
TRIP EXPERIENCE				
% of trips shorter than 20 miles	83%	88%	57%	76%
% of trips longer than 20 miles	17%	12%	43%	24%
VEHICLE INFORMATION				
% Redi-Wheels vehicles used	22%	82%	39%	48%
% RediCoast vehicles used	0%	0%	0%	0%
% Taxicab vehicles used	78%	18%	61%	52%
% of rides with Comment Cards visible on Redi-Wheels vehicles	* 87%	* 35%	* 64%	* 62%
% of driver assistance that is consistent with expectations (met needs or better)	100%	82%	64%	82%

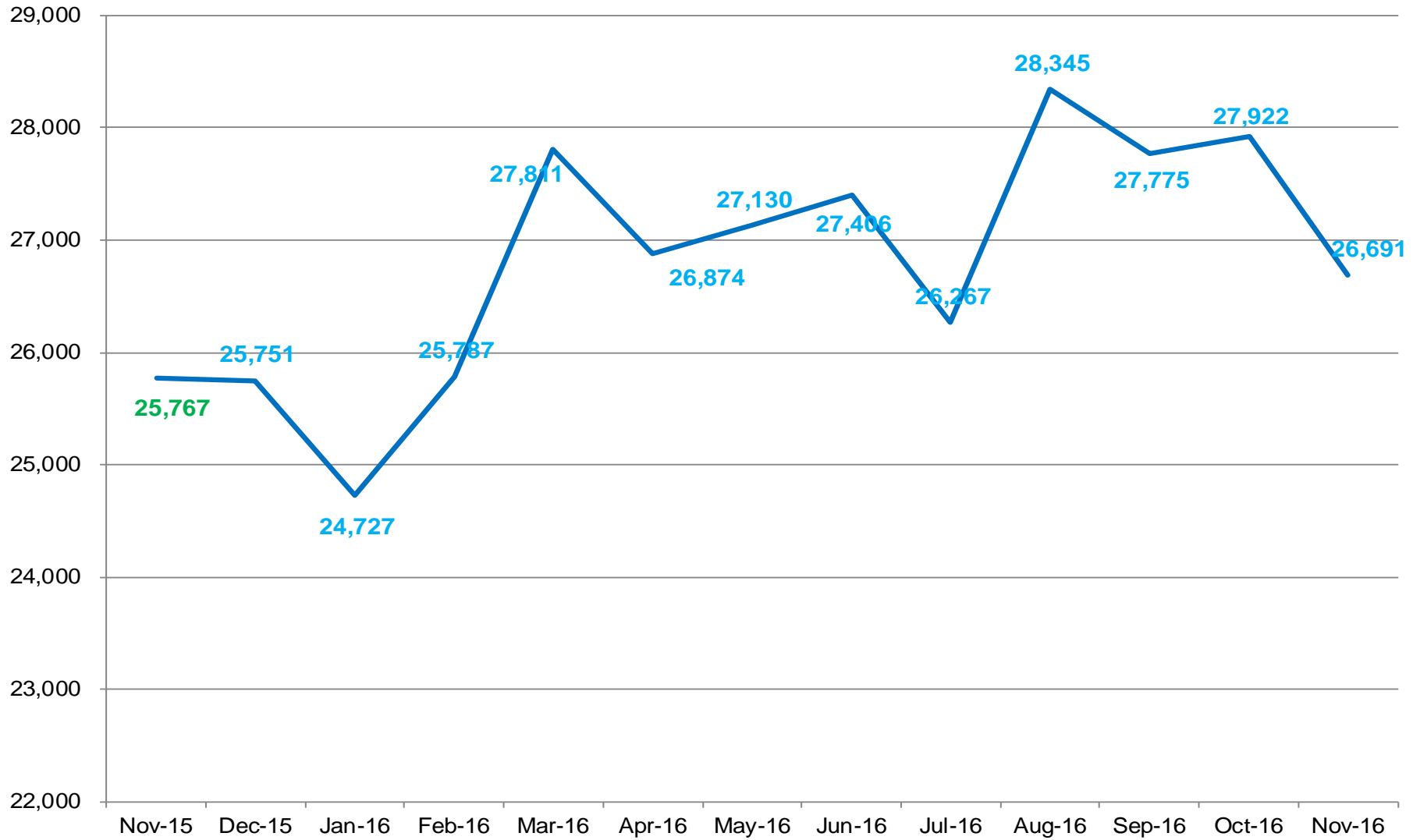
*Some riders choose not to ask for Redi-Wheels Comment Cards on trips where the Cards are not visibly displayed.

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

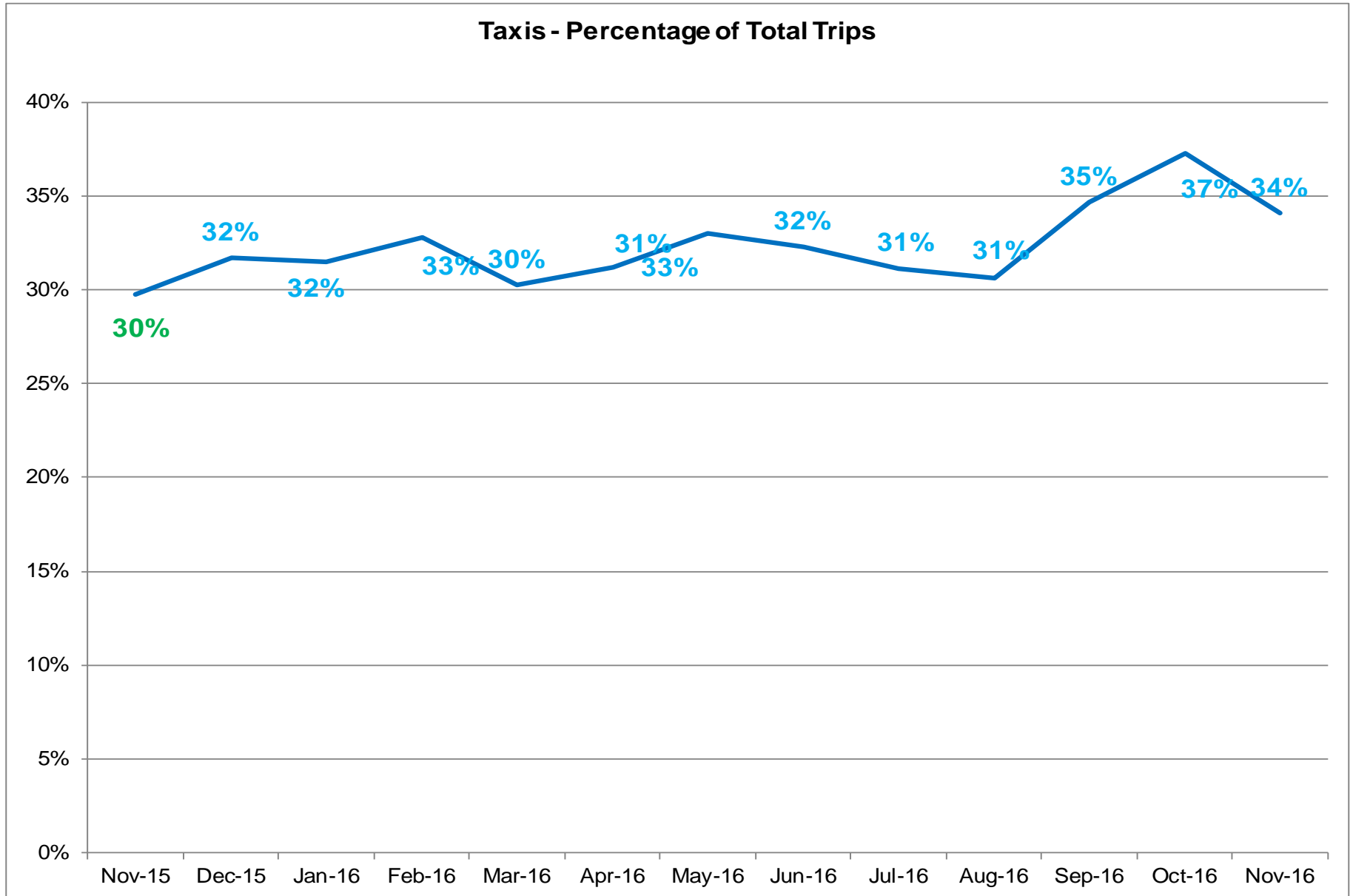
Performance Measure	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Prev. Yr. Average
1. Total trips requested	31,322	32,041	30,076	30,790	33,251	31,515	32,384	32,320	31,461	33,362	32,756	32,948	32,662	31,416
2. Trips scheduled	28,419	28,605	27,127	28,948	30,154	29,663	29,908	29,718	28,956	31,266	30,495	30,652	29,282	29,369
a. Same day cancels	1,862	1,939	1,670	2,381	1,499	2,060	2,008	1,565	1,968	2,057	1,960	1,847	1,719	1,958
% of trips scheduled	6.6%	6.8%	6%	8.2%	5.0%	6.9%	6.7%	5.3%	6.8%	6.6%	6.4%	6.0%	5.9%	6.7%
b. Late cancels	413	517	410	397	514	392	360	405	422	482	443	523	521	411
% of trips scheduled	1.5%	1.8%	1.5%	1.4%	1.7%	1.3%	1.2%	1.4%	1.5%	1.5%	1.5%	1.7%	1.8%	1.4%
c. Total customer no-shows	373	396	318	380	330	337	410	342	299	382	314	358	351	364
% of trips scheduled	1.3%	1.4%	1.2%	1.3%	1.1%	1.1%	1.4%	1.2%	1.0%	1.2%	1.0%	1.2%	1.2%	1.2%
d. No-show (operator)	4	2	2	3	1	2	0	1	0	0	3	2	0	2
3. Total trips served	25,767	25,751	24,727	25,787	27,811	26,874	27,130	27,406	26,267	28,345	27,775	27,922	26,691	26,634
a. Average weekday riders	1,103	1,033	994	1,086	1,083	1,117	1,116	1,099	1,104	1,097	1,152	1,143	1,108	1,084
b. Advance reservation	18,036	17,676	17,014	17,670	18,842	18,054	18,464	18,821	18,073	18,992	18,866	19,158	18,405	18,147
c. Agency trips	3,597	3,953	3,463	3,635	4,096	4,042	4,043	4,210	3,847	4,497	4,119	4,008	3,680	3,939
d. Individual subscription	4,134	4,122	4,250	4,482	4,873	4,778	4,623	4,375	4,347	4,856	4,790	4,756	4,606	4,548
e. Taxi trips	7,669	8,170	7,794	8,454	8,409	8,383	8,953	8,853	8,184	8,678	9,630	10,404	9,095	7,621
(taxi % of total trips)	30%	32%	32%	33%	30%	31%	33%	32%	31%	31%	35%	37%	34%	29%
4. Total Redi-Wheels riders	2,230	2,200	2,142	2,157	2,256	2,201	2,269	2,317	2,238	2,329	2,351	2,340	2,324	2,240
5. Inter-County Transfer Trips	265	207	209	182	211	200	232	222	202	194	209	189	157	246
6. On-time performance ¹	91.0%	91.8%	92.5%	92.3%	92.4%	91.9%	92.1%	93.5%	92.6%	93.8%	92.2%	92.6%	92.3%	91%
7. Productivity (psgrs/rvh) ²	1.80	1.83	1.78	1.79	1.75	1.83	1.83	1.81	1.87	1.81	1.84	1.90	1.77	1.79
8. Complaints per 1000 trips	0.6	0.7	0.3	0.4	0.4	0.7	0.4	0.4	0.5	0.3	0.5	0.5	0.4	0.5
9. Compliments per 1000 trips	2.1	1.2	2.6	3.3	2.9	1.1	1.5	2.3	2.1	2.6	2.3	2.0	2.5	1.9
10. Avg phone wait time (mins) ³	1.5	1.9	1.3	1.0	1.1	1.2	1.0	1.1	1.2	0.9	1.0	1.0	0.8	1.32
12/21/2016														
Notes:														
1 Standard = 90%														
2 Standard = 1.70														
3 Standard = < 1.5														

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

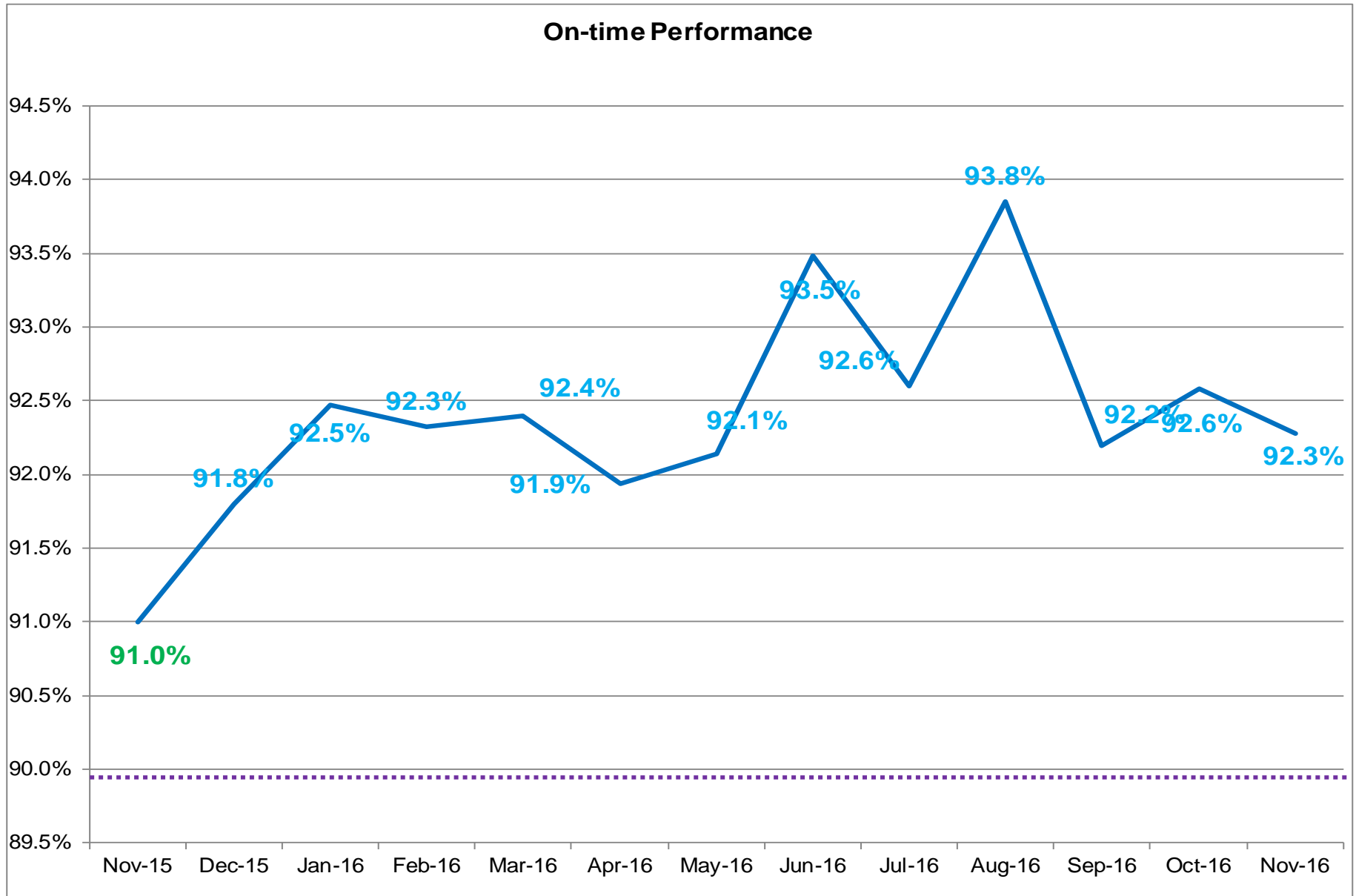
Total Trips Served



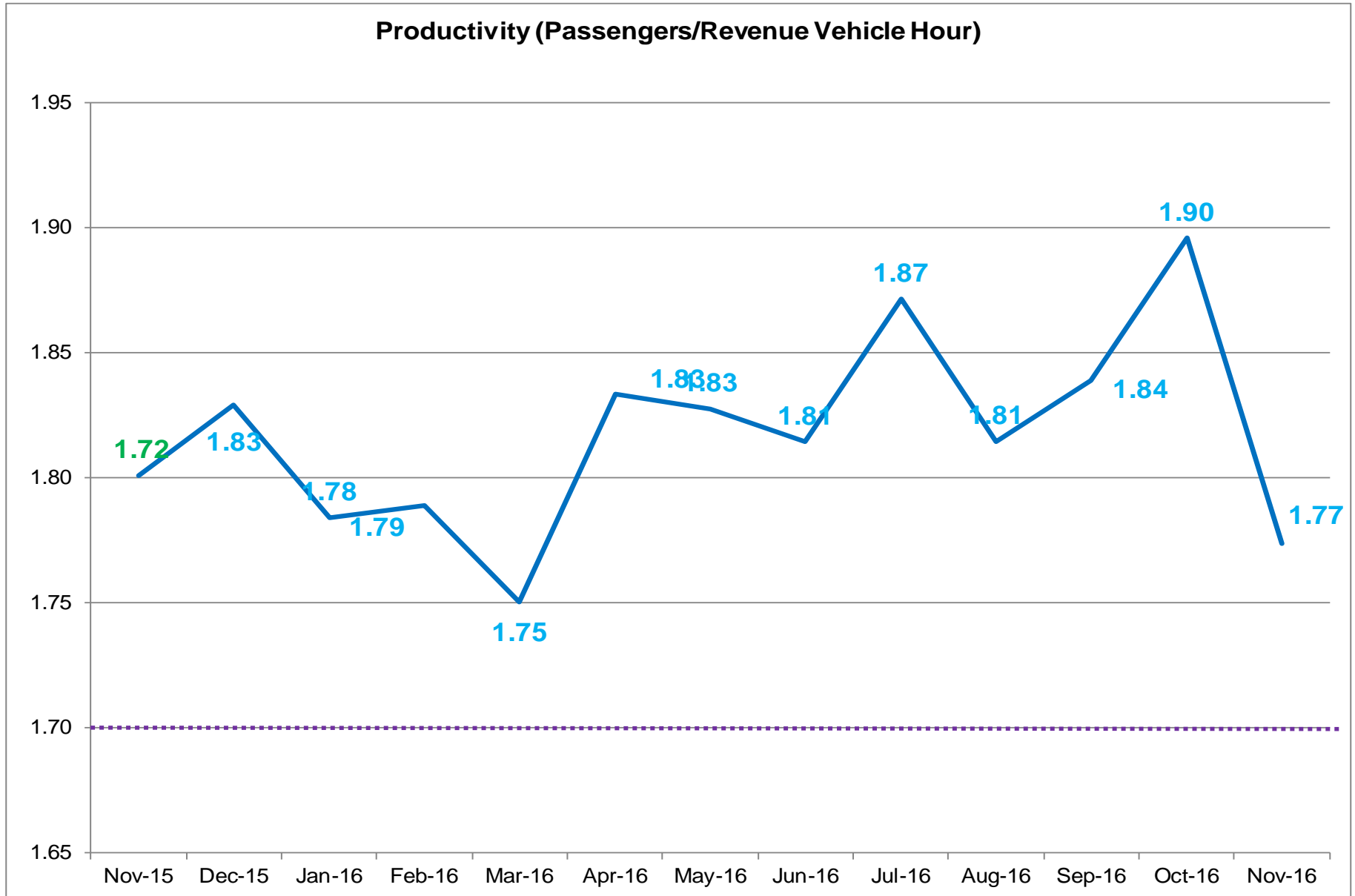
Monthly Redi-Wheels Paratransit Comment Statistics For San Mateo County Paratransit Coordinating Council (PCC) Review



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



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



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

2016 Comments	October		November		Year to Date		
	Total	Valid	Total	Valid	Total	Valid	% Valid
Total	41	13	30	14	379	174	45.91%
Compliment	56	56	68	68	696	696	100.00%
Complaint	41	13	30	14	379	174	45.91%
Service Related							
Ride Canceled	0	0	0	0	0	0	N/A
Driver Assistance	1	0	0	0	8	2	25.00%
Driver Conduct	10	4	5	3	82	33	40.24%
Trip Denial	0	0	0	0	0	0	N/A
Dispatcher	4	0	1	0	22	5	22.73%
Driving Proficiency	2	0	3	2	35	12	34.29%
Early Vehicle	0	0	1	0	4	3	75.00%
Incident	0	0	0	0	8	6	75.00%
Late Vehicle	5	3	8	6	66	52	78.79%
Missed Trip	4	2	4	0	37	14	37.84%
No Callback	0	0	0	0	0	0	N/A
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	26	9	22	11	262	127	48.47%
Non-Service Related							
Phones	0	0	0	0	1	0	0.00%
Policy Comment	11	4	5	3	62	29	46.77%
Service Request	3	0	1	0	39	15	38.46%
Vehicle	1	0	1	0	8	2	25.00%
Vehicle Preference	0	0	1	0	5	1	20.00%
Vehicle Un-Needed	0	0	0	0	2	0	0.00%
Subtotals	15	4	8	3	117	47	40.17%

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

2016 Comments	October		November		Year to Date*	
	Subtotal	Rate/1000	Subtotal	Rate/1000	Subtotal	Rate/1000†
Rides	27,922		26,691		296,735	
Comments by Category**						
Compliment	56	2.01	68	2.55	696	2.35
Policy Related	4	0.14	3	0.11	47	0.16
Service Related	9	0.32	11	0.41	127	0.43
Total	69	2.47	82	3.07	870	2.93
Average Response Time to Customer (Working Days)‡						
Compliment		2.50		4.09		3.53
Policy Related		6.27		9.63		7.72
Service Related		6.27		8.05		7.40
Overall		4.09		5.43		4.92
*Calendar Year to Date						
**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.	