

San Mateo County
Paratransit Coordinating Council

Meeting Agenda and Minutes



March 8, 2016
1:30-3:30 p.m.

San Mateo County Paratransit Coordinating Council (PCC)

P.O. Box 1035

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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 2016

<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">Bi-Monthly conference call</p> <p align="center">**Meeting date/time TBA</p>	<p align="center">CTC Coastside Transportation Committee</p> <p align="center">3rd Tuesdays, Quarterly</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">1st Tuesday Monthly</p> <p align="center">**No August Meeting</p> <p align="center">11:00-12:30 p.m.</p>
December 8, 2015	December 8, 2015 *11:30-1:00 p.m.		*Thursday, December 17, 2015	December 2, 2015	December 1, 2015
January 12, 2016	January 12, 2016	Cancelled		January 6, 2016	January 5, 2016
February 9, 2016	February 9, 2016	*February 17, 2016 12:00-12:45 p.m.		February 3, 2016	February 2, 2016
March 8, 2016	March 8, 2016	*March 2016	March 15, 2016	March 2, 2016	March 1, 2016
*April 12, 2016 4:00-5:30 p.m.	*April 12, 2016 2:30-3:30 p.m.			April 6, 2016	April 5, 2016
May 10, 2016	May 10, 2016	*May 2016		May 4, 2016	May 3, 2016
June 14, 2016	June 14, 2016		June 21, 2016	June 1, 2016	June 7, 2016
July 12, 2016	July 12, 2016	*July 2016		July 6, 2016	July 5, 2016
				August 3, 2016	
September 13, 2016	September 13, 2016		September 20, 2016	September 7, 2016	September 6, 2016
October 11, 2016	October 11, 2016	*October 2016		October 5, 2016	October 4, 2016
November 8, 2016	November 8, 2016			November 2, 2016	November 1, 2016
December 13, 2016	December 13, 2016	*December 2016	*Thursday, December 15, 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
March 8, 2016**

1. Pledge of Allegiance 1:30
2. Welcome/Roll Call 1:35
3. Introduction of Resource People 1:38
4. *Approval of February 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
 - 1) New PCC Member Recruitment discussion, PCC application review
 - D. Executive—Mike Levinson, Chair
6. SamTrans / Redi-Wheels Reports 2:10
 - A. Operational Report—Tina Dubost
 - 1) Discussion and vote to support the updated SamTrans No Show/Late Cancel Policy
 - B. Performance Summary—Tina Dubost
 - C. Monthly Redi-Wheels Comment Statistics Report —John Sanderson
 - D. Safety Report—Dave Daley
7. Liaison Reports 2:40
 - 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
9. Other Business 3:15

***Action Item**

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

**MEETING MINUTES
February 9, 2016**

ATTENDANCE: Members Present: Mike Levinson, Chair; Vincent Merola, Vice-Chair; Michal Settles, Coastside; Sammi (Wilhelmina) Riley, Consumer; Tina Dubost, SamTrans; Dinae Cruise, Consumer; Maria Kozak, Consumer; Maureen Dunn, Senior Focus; Sandra Lang, COA; Aki Eejima, Consumer; Marie Violet, Sequoia Hospital; Barbara Kalt, Rosener House; Patty Clement-Cihak, Catholic Charities; Ka’ili Crabbe, DOR; and Dale Edwards, Consumer.

GUESTS: Richard Weiner, Nelson-Nygaard Consulting Associates; Erin Swartz, PCC Staff; John Sanderson, SamTrans; Dave Daley, First Transit; Mark Weinstein, First Transit; Talib Salamin, Serra Taxicab; Henry Silvas, SamTrans; Elly Colwell, SamTrans; Jenna French, SMCCD; Janice Carter, San Mateo County Office of Emergency Services – Sustainable Programs.

ABSENTEES: Judy Garcia, Consumer.

(Member Attendance: 15; Quorum—YES.)

WELCOME/INTRODUCTION

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

APPROVAL OF THE JANUARY PCC MINUTES

Vincent motioned and Mike seconded the motion to approve the January PCC minutes. Barbara abstained from voting to approve the minutes and no corrections to the January PCC meeting minutes were noted.

COMMITTEE REPORTS

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

Vincent reported that the PAL Committee met prior to today’s PCC meeting from 11:30 a.m. to 12:30 p.m. Vincent encouraged individuals interested in policy, advocacy, and legislative issues related to paratransit to attend next month’s PAL meeting. The PAL Committee discussed exploring a partnership with another agency to advocate for a non-paratransit-based hospital discharge program. The PAL Committee also discussed the calculation method guidelines for Telephone Wait Times addressed in the 2015 ADA Circular. Richard said that other agencies calculate telephone hold times with a variety of methods, but most medium-to-large agencies calculate the hold time on an hourly basis and not based on averages.

B. GRANT/BUDGET REVIEW

Barbara reported that no grant and budget updates are available.

C. EDUCATION COMMITTEE

Mike reported that the next Education Committee meeting is scheduled as a conference call for next Wednesday, February 17, 2016. Agenda items include recruiting new members for the PCC. The Education Committee will also be reviewing the Frequently Asked Questions handout from SamTrans that is distributed during the PCC’s outreach activities. The Committee further plans to discuss paratransit outreach opportunities in the community that may be in partnership with SamTrans.

D. EXECUTIVE COMMITTEE

Mike reported that the Executive Committee last held a conference call on Monday, February 8, 2016. He said that the PCC is seeking members to work on a sub-committee to review and update the PCC By-Laws. Some short reading work would need to be completed by the volunteers before the first meeting. Mike estimated that there would be a few meetings in order to complete the project.

Mike announced that the First Transit Appreciation Party is tentatively scheduled for Tuesday, April 12, 2016. The PAL meeting will be held that day from 2:30-3:30 p.m. and the PCC meeting will be scheduled to take place from 4:00-5:30 p.m. The dinner and raffle will begin at 6:00 p.m. Mike added that First Transit was asked to contribute. Cash donations can be given to Erin for the purchase of food and prizes.

The Executive Committee discussed changes to the No Show/Late Cancel Policy changes that the SamTrans Executive Board is working on. John and Tina will present that topic for discussion by the PCC at the March meeting.

SAMTRANS/REDI-WHEELS REPORT

E. Operational Report

Tina announced that she just finished speaking to a representative of the SamTrans Executive Team. She will be able to present a draft copy of the updated No Show/Late Cancel Policy for the PCC members to discuss and comment on at the March 8, 2016 meeting.

The 2nd floor SamTrans reception desk is expected to be moved down to the first floor by the end of March 2016. The window will face the street, with a shelter to protect customers from the rain. Patrons will be able to buy tickets and conduct other business without having to enter the SamTrans building and check in with the security staff.

Safety Briefing

In the event of an emergency, Tina reminded people that they should leave the 2nd floor auditorium through either the left or right-hand stairwell exit. Everyone will evacuate to the parking lot next to CVS.

A. Performance Summary

Tina reported that there was a small typo on the reports included in this month's PCC meeting packet. She passed out updated copies of the monthly performance reports. Comparing data for December 2015 to December 2014, Total Trips Served have increased, along with Taxi Trips. On-Time Performance is very good and Productivity is trending upward.

Aki asked Tina about the increase in Redi-Wheels/RediCoast ridership. Tina said that she is currently exploring the purchase of new vehicles to provide increased capacity. Dinae confirmed with Dave that more staff would be added, once new vehicles have been put into service.

Richard, Tina, John and Aki discussed some of the capacity constraints that guide the purchase of new paratransit vehicles by transit agencies.

Barbara asked Talib about the areas currently serviced by Serra Taxicab in San Mateo County. Talib confirmed that Serra serves all of the cities on the Coastside, as well as all of the cities on the Bayside. Serra taxicab will also do pick-ups and drop-offs for Redi-Wheels customers entering and leaving San Francisco. In response to a question from Vincent Talib stated that Serra taxicab is the only ADA accessible on-demand taxi service provider in San Mateo County.

Tina and Sammi discussed the life span for a variety of paratransit vehicles.

John gave the Monthly Comments Statistics Report. The top 5 categories of complaints are: Late Trips, Driver Conduct, Driving Proficiency, Missed Trips, and Dispatch Complaints. John said that all Driver Conduct comments, like all other complaints, are fully investigated and customers are contacted to follow-up. Drivers who receive compliments are also recognized for their excellent service.

Michal asked Tina and John about how Coastside riders should file complaints about other passengers whose behavior is disruptive on fixed-route service. Tina suggested that riders can make complaints directly by using the 1-800 number for SamTrans Customer Service.

Safety Report

Dave reported that in January 2016, there was one minor, preventable taxi incident and no incidents on Redi-Wheels vehicles.

LIAISON REPORTS

A. COASTSIDE TRANSPORTATION COMMITTEE (CTC)

Michal reported that the next quarterly meeting is scheduled for Tuesday, March 15, 2016.

B. AGENCY

Patty said that Carmen Santoni is the New Adult Day Program Manager at the San Carlos Catholic Charities site and she will begin working with the PCC soon.

C. EFFICIENCY REVIEW COMMITTEE (ERC)

Aki reported that the ERC met last week and spent a significant amount of time discussing Redi-Wheels service to the UCSF Parnassus Campus. The new Redi-Wheels ID cards that have magnetic strips on the back were also discussed by the ERC. The new cards will make trip data collection easier and also help to prevent the use of fraudulent ID cards. Dave confirmed that IVR imminent arrival calls are not yet being made to Redi-Wheels customers. He told Aki that a few people have a note in their file, requesting a ride-arrival call, in order to accommodate a customer's disability. John and Mike discussed the Redi-Wheels service area that extends into San Francisco.

D. COMMISSION ON AGING (COA)

Sandra reported that the COA met yesterday from 9:00-10:30 a.m. John Sanderson gave a presentation to the COA Transportation Committee about performance measures and the 2015 SamTrans Paratransit Customer Survey Report. John also answered questions from the Committee about paratransit service in San Mateo County. A public hearing of the San Mateo County Area Plan will be given at the next COA meeting on March 14, 2016. The March meeting will be held in Room 100 at 225-37th Avenue in San Mateo. Sammi asked Sandra if housing is a topic that will be discussed at the March meeting. Sandra agreed that affordable housing is a highly important issue in our communities.

Mike added that the New Beginnings Coalition meets at the same location as the COA on the fourth Tuesday of each quarter to explore issues with affordable housing and transportation in San Mateo County.

E. COMMISSION ON DISABILITIES (COD) Vincent reported that the COD will meet on February 23, 2016 from 2:30-4:30 p.m. to plan the next Transition to Independence Fair event for October 2016. Vincent thanked Provident Credit Union for being the 2016 platinum event sponsor. More event information will be released at <http://www.transitionfair.org/>. A SamTrans Board member will be giving a presentation at the next general COD meeting to discuss Measure A funding as it relates to paratransit services.

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

Vincent said that CiD is holding an event tomorrow in Half Moon Bay from 1:30-4:30 p.m.

Mike announced that the Voting Accessibility Commission just participated in the Democracy Live event. More information about the vote-from-home and online voting project are available at <http://www.democracylive.com/>.

G. DEPARTMENT OF REHABILITATION (DOR)

Ka'ili Crabbe reported that there were no updates to report.

OTHER BUSINESS

Maria asked Tina for an update on having the day of the week included in the Night Before Call. Tina said that the IT Department is unable to make that addition to the Night Before Call format.

Michal asked about impacts on paratransit service requests from the Super Bowl events last weekend. Dave reported that paratransit ridership was low last weekend. Tina said that Caltrain ridership, in partnership with VTA, was very high and staffing for the event was well-coordinated. John commented that some peripheral service impacts from the Super Bowl events might be reported from fixed-route bus riders.

Tina asked Maureen about expansions to the Peninsula Health Care District that was in the newspaper recently. Maureen clarified that Mills-Peninsula Hospital is not directly connected to the Peninsula Health Care District action, but that the development Tina asked about is located directly behind the hospital.

Aki asked Tina about the release date for an updated version of the *San Mateo County Paratransit Rider's Guide*. Tina said that when a draft copy is ready for review, she will present it to the ERC for discussion.

Mike encouraged guests from local community organizations who attended today's meeting to contact Barbara or Erin for an application to the PCC.

Mike reminded everyone that the next PCC meeting is scheduled for Tuesday, March 8, 2016 from 1:30-3:30 p.m.

MEETING ADJOURNED 3:05 p.m.

SAN MATEO COUNTY TRANSIT DISTRICT
APPLICATION FOR
PARATRANSIT COORDINATING COUNCIL (PCC)

Name: _____
Last First Middle

Contact Information (check all that apply): Work Phone _____ Fax _____

Cell Phone _____ Home Phone _____ Email _____

Home Address: _____
Number & Street City Zip

Work Address: _____
Number & Street City Zip

Present Occupation: _____

Have you ever used paratransit services? Sometimes Regularly Never

Can you consistently attend meetings the 2nd Tuesday of each month? Yes No

While no specific time commitment is expected, are you willing to make membership on this council a priority and participate as necessary? Yes No

After one (1) full year of service, PCC members are expected to provide the equivalent of up to four (4) hours per quarter of additional time, beyond the monthly PCC meetings. Please circle the service option that you prefer:

**Advocacy-Legislative Committee / Nominating Committee / Education Committee /
Coastside Committee / No-Show & Eligibility Appeals Panel / Outreach Presentation / Other Special Assignment**

An orientation session will be held for new members to provide information about these options.

If you are presently active or have been active in the past five years in any community-oriented organization, please give the organization name, nature of your activities, and appropriate dates.

In what transportation/disability-related activities have you been involved?

What ideas do you have for advocating for people with disabilities?

Please mail to: San Mateo County Paratransit Coordinating Council
P.O. Box 1035
San Carlos, CA 94070

Signature

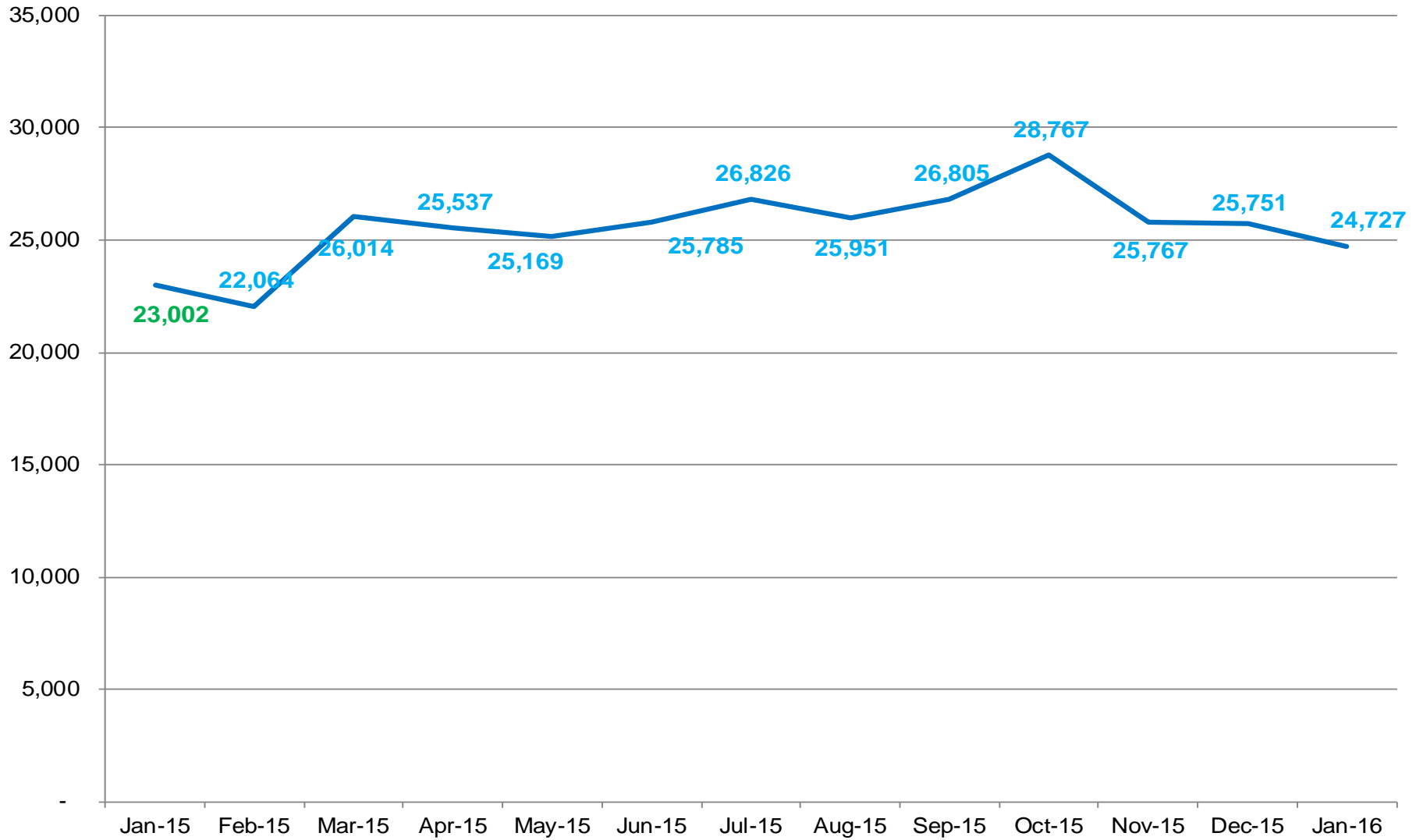
Date

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

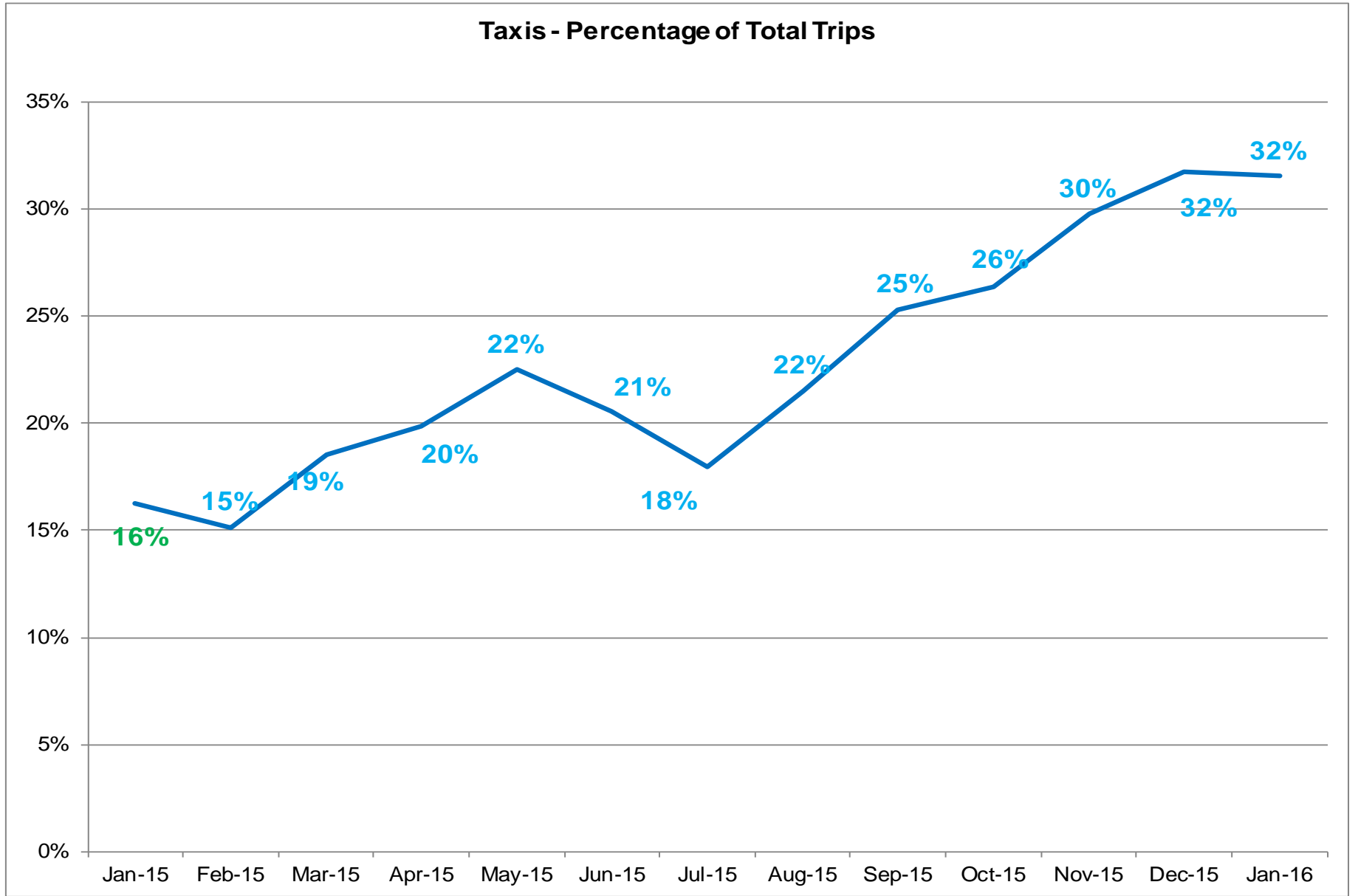
Performance Measure	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Prev. Yr. Average
1. Total trips requested	28,643	26,694	30,650	30,145	30,213	30,655	31,727	30,558	31,859	33,672	31,322	32,041	30,074	29,423
2. Trips scheduled	25,161	23,890	28,046	27,115	27,147	27,930	29,342	29,101	29,711	31,732	28,419	28,605	27,125	26,436
a. Same day cancels	1,421	1,210	1,266	918	1,255	1,415	1,803	2,421	2,142	2,150	1,862	1,939	1,670	1,381
% of trips scheduled	5.6%	5.1%	5%	3.4%	4.6%	5.1%	6.1%	8.3%	7.2%	6.8%	6.6%	6.8%	6.2%	5.2%
b. Late cancels	313	312	377	340	380	388	340	344	387	458	413	517	410	347
% of trips scheduled	1.2%	1.3%	1.3%	1.3%	1.4%	1.4%	1.2%	1.2%	1.3%	1.4%	1.5%	1.8%	1.5%	1.3%
c. Total customer no-shows	422	304	386	319	342	342	371	385	373	354	373	396	318	390
% of trips scheduled	1.7%	1.3%	1.4%	1.2%	1.3%	1.2%	1.3%	1.3%	1.3%	1.1%	1.3%	1.4%	1.2%	1.5%
d. No-show (operator)	3	0	3	1	1	0	2	0	4	3	4	2	0	2
3. Total trips served	23,002	22,064	26,014	25,537	25,169	25,785	26,826	25,951	26,805	28,767	25,767	25,751	24,727	24,317
a. Average weekday riders	967	973	1,033	1,026	1,060	1,045	1,045	1,068	1,116	1,146	1,103	1,033	994	1,000
b. Advance reservation	15,752	14,815	17,478	17,096	17,007	17,097	17,458	17,486	18,342	19,896	18,036	17,676	17,014	16,092
c. Agency trips	3,398	3,418	4,112	4,033	3,852	4,265	4,284	4,073	3,832	4,036	3,597	3,953	3,463	4,002
d. Individual subscription	3,852	3,831	4,424	4,408	4,310	4,423	5,084	4,392	4,631	4,835	4,134	4,122	4,250	4,223
e. Taxi trips	3,744	3,342	4,817	5,078	5,660	5,300	4,819	5,588	6,785	7,580	7,669	8,170	7,794	4,387
(taxi % of total trips)	16%	15%	19%	20%	22%	21%	18%	22%	25%	26%	30%	32%	32%	18%
4. Total Redi-Wheels riders	2,108	2,078	2,203	2,206	2,148	2,240	2,240	2,264	2,261	2,338	2,230	2,200	2,142	2,170
5. Inter-County Transfer Trips	280	290	310	305	296	282	287	337	280	277	265	207	209	289
6. On-time performance ¹	90.1%	91.1%	89.6%	91.3%	91.7%	88.5%	88.4%	90.7%	90.4%	90.2%	91.0%	91.8%	92.5%	89%
7. Productivity (psgrs/rvh) ²	1.66	1.59	1.66	1.81	1.70	1.66	1.74	1.74	1.75	1.80	1.80	1.83	1.78	1.66
8. Complaints per 1000 trips	1.3	0.5	0.5	0.9	0.7	0.5	0.5	0.2	0.7	1.0	0.9	0.8	0.3	0.7
9. Compliments per 1000 trips	3.3	1.8	0.9	0.6	1.0	0.7	0.7	0.6	1.2	2.2	2.1	1.2	2.6	1.1
10. Avg phone wait time (mins) ³	0.8	0.5	0.7	0.9	1.1	1.4	1.4	1.0	1.7	1.5	1.5	1.9	1.3	1.21
2/26/2016														
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**

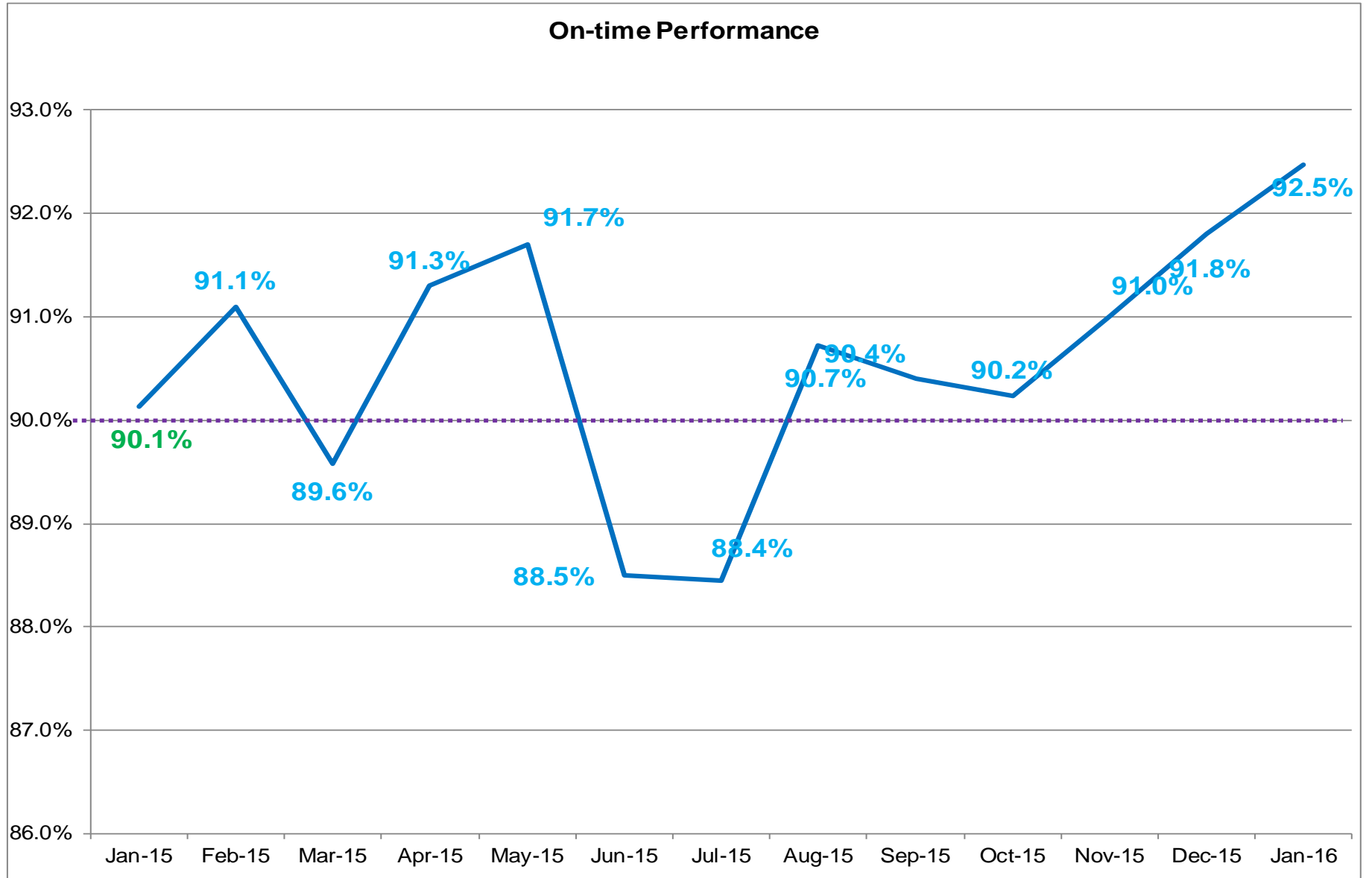
Total Trips Served



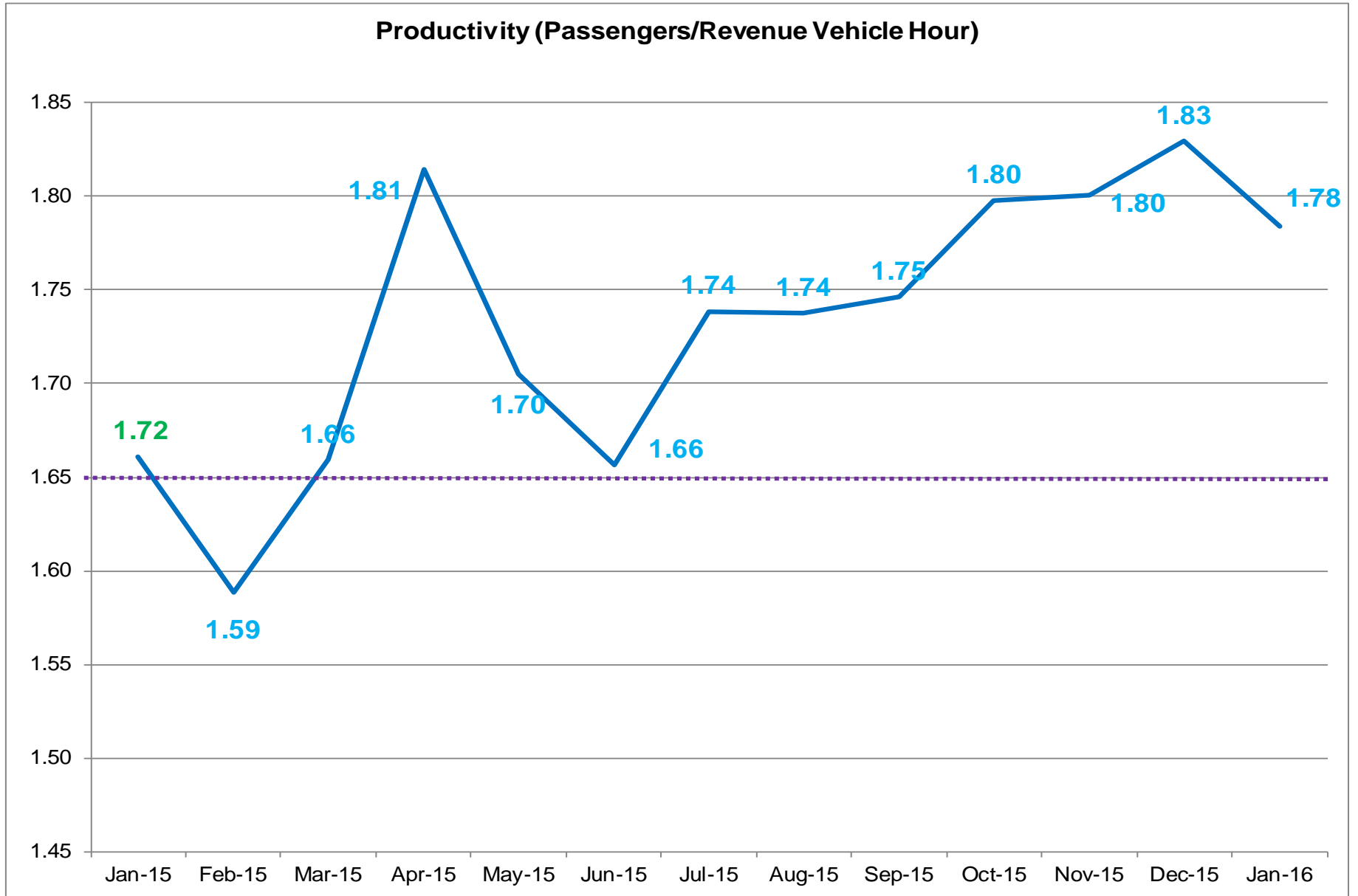
**Monthly Redi-Wheels Paratransit Comment Statistics
For San Mateo County Paratransit Coordinating Council (PCC) Review**



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

	November		December		Year to Date		
	Total	Valid	Total	Valid	Total	Valid	% Valid
Total	50	24	34	20	537	247	46.00%
Compliment	55	55	32	32	512	511	99.80%
Complaint	50	24	34	20	537	247	46.00%
Service Related							
Ride Canceled	0	0	0	0	0	0	N/A
Driver Assistance	2	1	1	0	9	4	44.44%
Driver Conduct	5	1	2	1	97	32	32.99%
Trip Denial	0	0	0	0	0	0	N/A
Dispatcher	4	3	5	2	28	14	50.00%
Driving Proficiency	5	1	5	2	57	11	19.30%
Early Vehicle	0	0	0	0	3	0	0.00%
Incident	0	0	1	1	9	4	44.44%
Late Vehicle	8	5	10	10	116	83	71.55%
Missed Trip	10	4	4	2	60	27	45.00%
No Callback	0	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	34	15	28	18	380	175	46.05%
Non-Service Related							
Phones	0	0	0	0	2	2	100.00%
Policy Comment	10	6	2	1	72	32	44.44%
Service Request	4	3	3	1	67	32	47.76%
Vehicle	1	0	0	0	10	4	40.00%
Vehicle Preference	0	0	1	0	3	1	33.33%
Vehicle Un-Needed	1	0	0	0	3	1	33.33%
Subtotals	16	9	6	2	157	72	45.86%

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

2015 Comments	November		December		Year to Date*	
	Subtotal	Rate/1000	Subtotal	Rate/1000	Subtotal	Rate/1000†
Rides	25,767		25,751		307,438	
Comments by Category**						
Compliment	55	2.13	32	1.24	511	1.66
Policy Related	9	0.35	2	0.08	72	0.23
Service Related	15	0.58	18	0.70	175	0.57
Total	79	3.07	52	2.02	758	2.47
Average Response Time to Customer (Working Days)‡						
Compliment		3.60		5.06		4.96
Policy Related		9.75		10.83		7.99
Service Related		12.09		9.96		9.40
Overall		7.24		7.71		7.04

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

Description	Definition
<i>Compliments</i>	Compliments of any kind
<i>Service Related Complaints</i>	
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
<i>Non-Service Related Complaints</i>	
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.	