

San Mateo County
Paratransit Coordinating Council

Meeting Agenda and Minutes



May 10, 2016
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 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	Cancelled
May 10, 2016	May 10, 2016	*May 2016		May 4, 2016	May 17, 2016 1:00-2:00 p.m.
June 14, 2016	June 14, 2016		June 21, 2016	June 1, 2016	TBA
July 12, 2016	July 12, 2016	*July 2016		July 6, 2016	TBA
				August 3, 2016	TBA
September 13, 2016	September 13, 2016		September 20, 2016	September 7, 2016	TBA
October 11, 2016	October 11, 2016	*October 2016		October 5, 2016	TBA
November 8, 2016	November 8, 2016			November 2, 2016	TBA
December 13, 2016	December 13, 2016	*December 2016	*Thursday, December 15, 2016	December 7, 2016	TBA

AGENDA

**San Mateo County Paratransit Coordinating Council (PCC) Meeting
SamTrans 2nd Floor Auditorium
1250 San Carlos Avenue, San Carlos, CA 94070
May 10, 2016**

- | | |
|----------------------------------------------------------------------------------|------|
| 1. Pledge of Allegiance | 1:30 |
| 2. Welcome/Roll Call | 1:35 |
| 3. Introduction of Resource People | 1:38 |
| 4. *Approval of April 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 | 2:10 |
| 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 | 2:40 |
| 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 | |
| H. Office of Emergency Services – Vulnerable Populations (OES)—Janice Carter | |
| 9. Other Business | 3:15 |

***Action Item**

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

MEETING MINUTES

April 12, 2016

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

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

ABSENTEES: Maria Kozak, Consumer; and Judy Garcia, Consumer.

(Member Attendance 12; Quorum—YES.)

WELCOME/INTRODUCTION

Chair Mike Levinson called the meeting to order at 4:00 p.m. and welcomed all to the April PCC meeting. Mike announced that the First Transit Appreciation Party would take place immediately following today's meeting.

APPROVAL OF THE MARCH PCC MINUTES

Vincent motioned to approve the March PCC meeting minutes and Maureen seconded the motion. Sammi abstained from voting and no corrections to the March PCC meeting minutes were noted.

COMMITTEE REPORTS

A. POLICY ADVOCACY- LEGISLATIVE COMMITTEE (PAL)

Vincent reported that the PAL Committee met today. Shweta Bhatnagar, SamTrans Government Affairs Manager, gave the quarterly legislative update. After the legislative update, the PAL Committee members discussed the MTC Coordinated Plan for which Nelson/Nygaard is preparing an update. The May PAL meeting date and time may be rescheduled and an announcement will be made once a date and time are confirmed.

B. GRANT/BUDGET REVIEW

Barbara reported that there are no updates available.

C. EDUCATION COMMITTEE

Maureen reported that the Education Committee will be scheduling a conference call for later this month. Outreach opportunities are being pursued with Twin Pines Senior Center in Belmont and San Bruno Senior Center, along with Leslie Gardens Senior Housing. Outreach events for 2016 include a Health and Wellness Fair in Pacific, The Transition to Independence Fair, and the Seniors on the Move Conference. Tina and Maureen discussed updates to the Redi-Wheels FAQ sheet used during the Education Committee outreach events. Maureen asked Tina to follow up with the Marketing Department to schedule a Q & A session at a future meeting to provide the PCC members with an opportunity to provide feedback about updates to the FAQ sheet.

D. EXECUTIVE COMMITTEE

Mike reported that the Executive Committee last held a conference call in March to finalize plans for the First Transit Appreciation Party. The Executive Committee also discussed topics being reviewed by the PAL Committee from the 2015 ADA Circular. The Nominating Committee is working to recruit new members for the PCC. Agencies and organizations in the community are being contacted to invite representatives to attend PCC meetings and potentially join the Council.

Consumer Corps Quarterly Report

Erin presented the Consumer Corps Report for the first quarter of 2016. A total of 156 Consumer Corps ride evaluation forms were received. Consumer Corps members observed Redi-Wheels Comment Cards in vehicles in almost 80% of rides taken. Corps members are continuing to note that more and more taxicabs are carrying Redi-Wheels Comment Cards. Approximately 88% of ride evaluations showed that ride pick-up times were within 20 minutes of the scheduled time. The longest wait time reported this quarter was 40 minutes beyond the 20-minute window. Incomplete and/or inaccurate Night Before Calls were reported 21 times during the first quarter of 2016. Ride reservations were made without being put on hold in 85% of the reports submitted by Corps members. About $\frac{3}{4}$ of Consumer Corps trips were taken in Redi-Wheels vehicles and the remaining $\frac{1}{4}$ in taxicabs. No reports were submitted by Consumer Corps members for trips on RediCoast. Most of the trips taken by Corps members were 20 miles in length, or less. Assistance given by drivers on trips has been very highly rated by Consumer Corps members in every quarter for more than one year!

Tina reported that she asked AT & T to perform a “busy study” for calls to the Redi-Wheels reservation lines. Tina said that during the time period of the study, there were no busy signals reported.

Dinae reported that she spoke to a Case Manager from Adult Protective Services and has worked to get the word out to individuals who might be interested in participating in the Consumer Corps.

A. Operational Report

Tina reported that installation is nearly complete on the new turnstiles being installed in the SamTrans building lobby. John reported that Henry worked with the security staff to be prepared for large groups of people attending today’s PCC meeting. Dinae asked Tina about the expected opening date for the ticket window. Tina confirmed that the ticket window is also expected to be completed in late April or early May.

Tina thanked the PCC members for their input in the development of the updated No-Show/late cancel letter drafted for Redi-Wheels customers.

Tina asked the PCC members for input on re-scheduling the remaining ERC meetings for 2016.

John reported on the newest edition of the *San Mateo County Paratransit Rider’s Guide* that is currently being drafted. Work has started on it and will be ready for review by the PCC members and the public in the next few weeks. SamTrans has worked to clarify policies that are frequently misunderstood by riders. John said that he is focusing on services that are currently in place in the newest version of the *Riders’ Guide*. Dale asked if the new *Riders’ Guide* could be distributed in MS Word format. Aki suggested formatting the *Riders’ Guide*, so that there is room for the riders to take notes on policy changes and developments. John noted that the *Riders’ Guide* link on the SamTrans website is updated frequently, so that it reflects the most up-to-date information. Aki also suggested adding a section entitled, “What’s New?” so that riders can easily spot changes to the *Guide*. Maureen, Mike, and Aki discussed using bold, italics and asterisks, instead of color text. Mike said that he will look for text problems using his screen reader to review the document. Maureen asked if the online version of the *Riders’ Guide* is searchable. Tina said that Adobe has a search function for their documents.

John confirmed for Aki that a hard copy of the *Riders’ Guide* is something that is required to be published at this time. Richard also offered to review the document for ADA compliance.

B. Performance Measures Report

Total Ridership in February 2016 was higher than the same month in February of last year. Average Weekday ridership is also increasing. SamTrans is working to meet the growing demand for paratransit services. On-Time Performance is continuing to meet the standard. Performance standards are also being met for Productivity and Telephone Hold Time. The Number of Trips is trending upward, along with Taxi Trips. Aki asked Tina for a graphical representation of the peak ridership hours during a typical day. Dave reported that the next driver schedule change is being developed, using similar data.

C. Monthly Redi-Wheels Comment Statistics Report

John reported that numbers are fairly steady for customer comments. Driver Conduct, Late Vehicle and Missed Trip categories continue to be the most popular types of comments that customers submit.

Dinae reported on a ride complaint that she filed about a driver who provided transportation for two of her trips over the weekend.

John reported that Response Time increased slightly in February for Policy Related Complaints.

D. Safety Report

Dave reported that there were 3 accidents in the month of March. Two accidents were preventable and one incident was non-preventable. All of the preventable accidents were minor.

LIAISON REPORTS

A. COASTSIDE TRANSPORTATION COMMITTEE (CTC)

No updates for the Coastside were available.

B. AGENCY

Barbara reported that the agency representatives met last week and discussed the changeover in drivers with the new schedule bid that is coming out. The agency representatives are very happy with the level of service drivers are providing for the clients.

C. EFFICIENCY REVIEW COMMITTEE (ERC)

Aki reported that the ERC meeting for April was cancelled. Earlier in April, the Committee members submitted comments to Tina about the revised No-Show / late cancel policy letters that are being sent out.

The remaining ERC meetings for 2016 will be re-scheduled for different days and times. Once the new meetings are confirmed, Erin will email the PCC members updated information.

D. COMMISSION ON AGING (COA)

Sandra reported that the COA Transportation Committee met and discussed pedestrian safety, the SamTrans Mobility Ambassador Program, and the SamTrans Senior Mobility Guide. The Committee will present their Pedestrian Safety Action Statement to the COA members. In May, the COA will select one topic from the list for further work.

E. COMMISSION ON DISABILITIES (COD)

Vincent reported that the COD is continuing to plan for their 25th anniversary celebration. Vincent will report back to the PCC when the plans have been finalized.

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

Vincent reported that CiD will be participating in the *Daily Journal's* Senior Showcase. Vincent is participating in the FAST training and SV Gives program. Vincent confirmed that there are 28 independent living centers across California.

G. DEPARTMENT OF REHABILITATION (DOR)

Susan reported that the DOR is working with the South San Francisco School District on an event for job developers and agencies. She circulated handouts with RSVP information for individuals interested in attending the event.

OTHER BUSINESS

Giovanni Guadagnini, a Redi-Wheels customer, reported that he has had some service issues. He asked for extended hours for reservationists to take calls, like San Francisco paratransit. He said that he often will go to a doctor's appointment in the late afternoon and then unexpectedly have an appointment scheduled for the next day, but cannot call the Redi-Wheels reservation line to make his ride appointment before 5:00 p.m. Giovanni added that he needs the Night Before Calls identified as an entity like Redi-Wheels, so that the incoming calls are not restricted. He added that he has struggled to get to appointments at a hospital in San Francisco because a one-block gap exists between the Redi-Wheels stop and his doctor's office.

Giovanni added that accessing SamTrans bus stops on Gateway Drive in Daly City is difficult because there are no cutouts and many buses do not stop at the correct spots on that street. He said that the Route 110 and 112 buses who drive down that street travel beyond the posted speed limit and do not come to full and complete stops at the stop signs. Furthermore, the bus stops on that street have no shelters for disabled individuals during rainy weather. Tina commented that safety belts are not compatible with the bus lifts that Giovanni had expressed concerns about. Tina added that the fixed-route and contracted fixed-route Supervisors have been working with the Bus Operators to address the issues that Giovanni has brought forward. Mike and Aki offered to discuss strategies for scheduling doctor's appointments with Giovanni after today's meeting. The PCC members also encouraged Giovanni to utilize the SamTrans 1-800 number for comments about fixed-route service.

Tina announced that the Redi-Wheels Comment Cards are being re-printed and will now include postage paid.

Mike reminded everyone that the next PCC meeting is scheduled for Tuesday, May 10, 2016 from 1:30-3:30 p.m.

MEETING ADJOURNED 5:40 p.m.

San Mateo County Transit District

Budget Summary

July 2015 - March, 2016

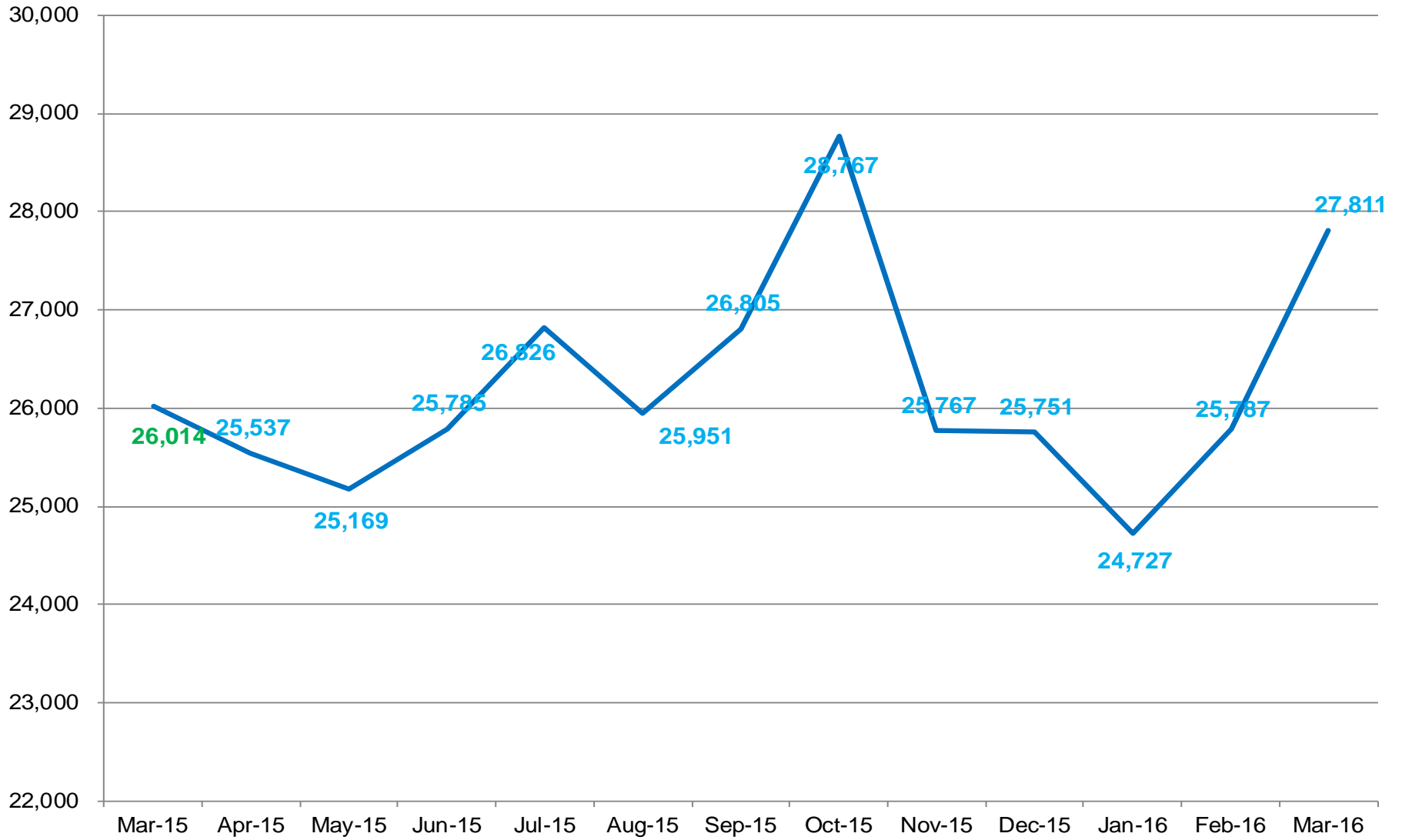
	Year to Date	Year to Date	
	Actual	Budget	% Dif
Senior & Disabled / Redi-Wheels	\$3,977,662	\$5,105,400	-28%
Other related costs	\$1,994,332	\$2,420,745	-21%
ADA sedan / taxi service	\$3,377,570	\$2,363,100	30%
ADA accessibility support	\$850,069	\$1,127,085	-33%
Coastside ADA support	\$1,130,556	\$1,134,262	0%
Insurance costs	\$387,972	\$386,250	0%
Total	\$11,718,161	\$12,536,842	-7%

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

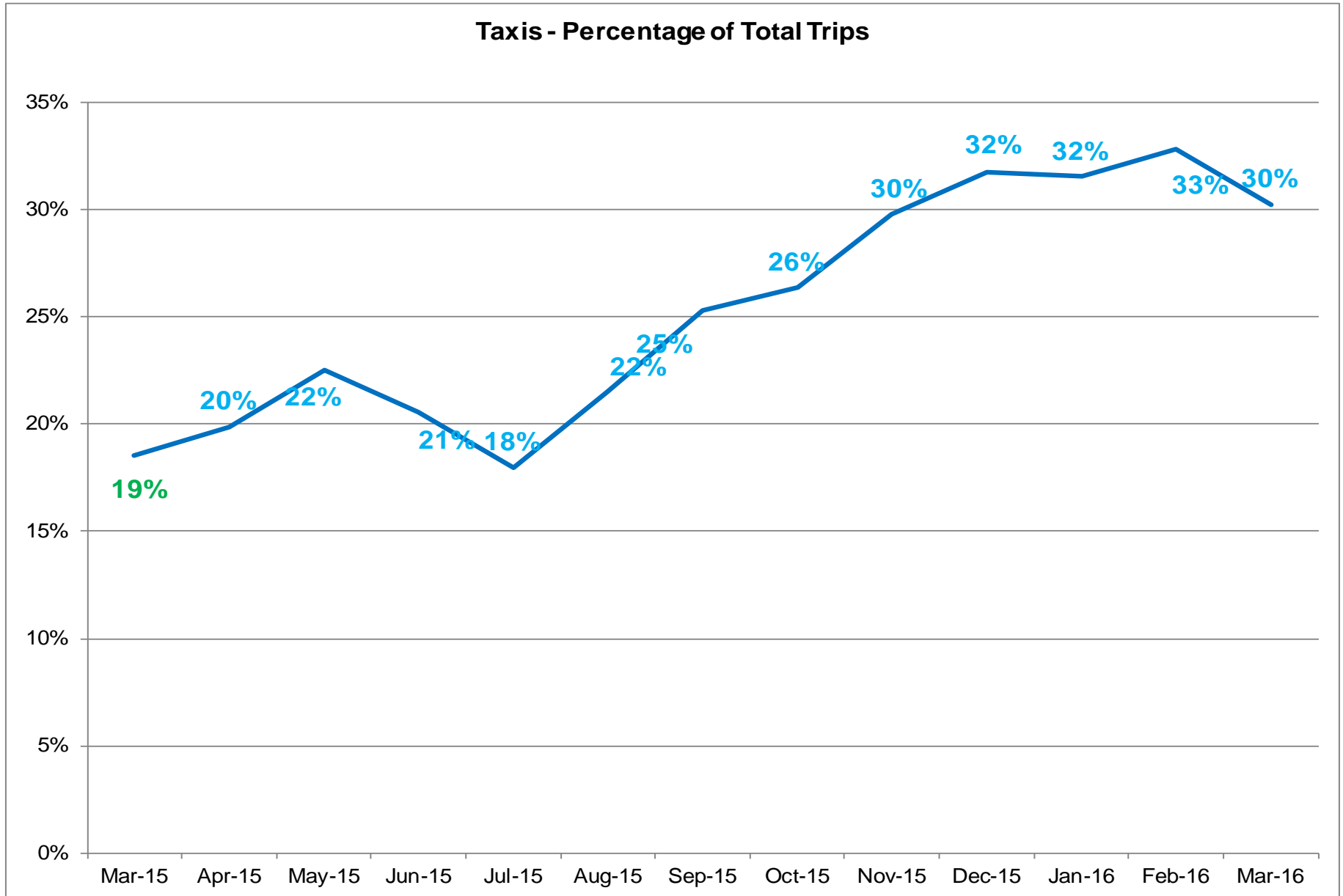
Performance Measure	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Prev. Yr. Average
1. Total trips requested	30,650	30,145	30,213	30,655	31,727	30,558	31,859	33,672	31,322	32,041	30,076	30,790	33,251	29,423
2. Trips scheduled	28,046	27,115	27,147	27,930	29,342	29,101	29,711	31,732	28,419	28,605	27,127	28,948	30,154	26,436
a. Same day cancels	1,266	918	1,255	1,415	1,803	2,421	2,142	2,150	1,862	1,939	1,670	2,381	1,499	1,381
% of trips scheduled	4.5%	3.4%	5%	5.1%	6.1%	8.3%	7.2%	6.8%	6.6%	6.8%	6.2%	8.2%	5.0%	5.2%
b. Late cancels	377	340	380	388	340	344	387	458	413	517	410	397	514	347
% of trips scheduled	1.3%	1.3%	1.4%	1.4%	1.2%	1.2%	1.3%	1.4%	1.5%	1.8%	1.5%	1.4%	1.7%	1.3%
c. Total customer no-shows	386	319	342	342	371	385	373	354	373	396	318	380	330	390
% of trips scheduled	1.4%	1.2%	1.3%	1.2%	1.3%	1.3%	1.3%	1.1%	1.3%	1.4%	1.2%	1.3%	1.1%	1.5%
d. No-show (operator)	3	1	1	3	2	0	4	3	4	2	2	3	0	2
3. Total trips served	26,014	25,537	25,169	25,785	26,826	25,951	26,805	28,767	25,767	25,751	24,727	25,787	27,811	24,317
a. Average weekday riders	1,033	1,026	1,060	1,045	1,045	1,068	1,116	1,146	1,103	1,033	994	1,086	1,083	1,000
b. Advance reservation	17,478	17,096	17,007	17,097	17,458	17,486	18,342	19,896	18,036	17,676	17,014	17,670	18,842	16,092
c. Agency trips	4,112	4,033	3,852	4,265	4,284	4,073	3,832	4,036	3,597	3,953	3,463	3,635	4,096	4,002
d. Individual subscription	4,424	4,408	4,310	4,423	5,084	4,392	4,631	4,835	4,134	4,122	4,250	4,482	4,873	4,223
e. Taxi trips	4,817	5,078	5,660	5,300	4,819	5,588	6,785	7,580	7,669	8,170	7,794	8,454	8,409	4,387
(taxi % of total trips)	19%	20%	22%	21%	18%	22%	25%	26%	30%	32%	32%	33%	30%	18%
4. Total Redi-Wheels riders	2,203	2,206	2,148	2,240	2,240	2,264	2,261	2,338	2,230	2,200	2,142	2,157	2,256	2,170
5. Inter-County Transfer Trips	310	305	296	282	287	337	280	277	265	207	209	182	211	289
6. On-time performance ¹	89.6%	91.3%	91.7%	88.5%	88.4%	90.7%	90.4%	90.2%	91.0%	91.8%	92.5%	92.3%	92.4%	89%
7. Productivity (psgrs/rvh) ²	1.66	1.81	1.70	1.66	1.74	1.74	1.75	1.80	1.80	1.83	1.78	1.79	1.75	1.66
8. Complaints per 1000 trips	0.5	0.9	0.7	0.5	0.5	0.2	0.7	1.0	0.9	0.8	0.4	0.3	0.6	0.7
9. Compliments per 1000 trips	0.9	0.6	1.0	0.7	0.7	0.6	1.2	2.2	2.1	1.2	0.8	0.6	0.5	1.1
10. Avg phone wait time (mins) ³	0.7	0.9	1.1	1.4	1.4	1.0	1.7	1.5	1.5	1.9	1.3	1.0	1.1	1.21
5/2/2016														
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

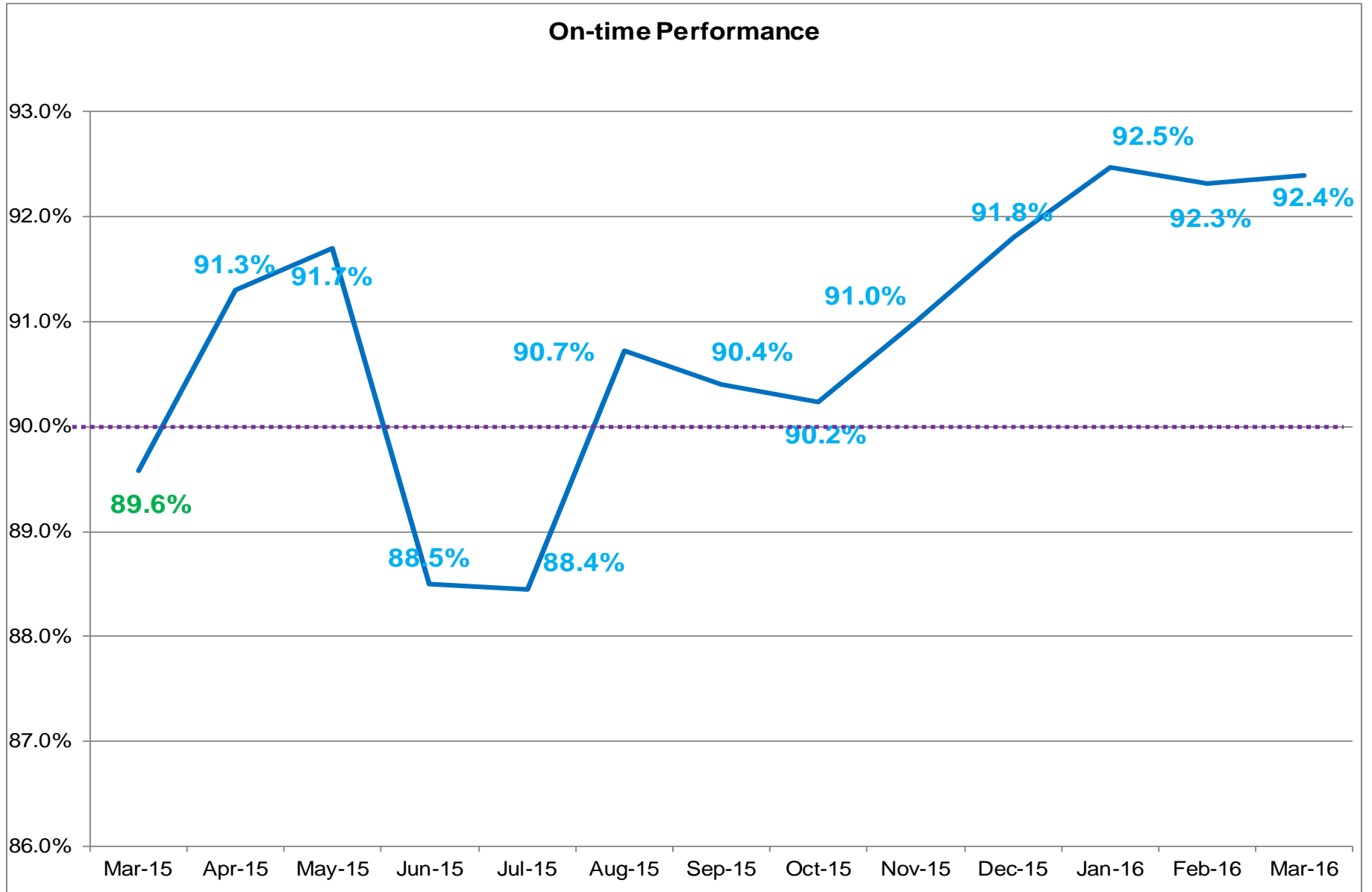
Total Trips Served



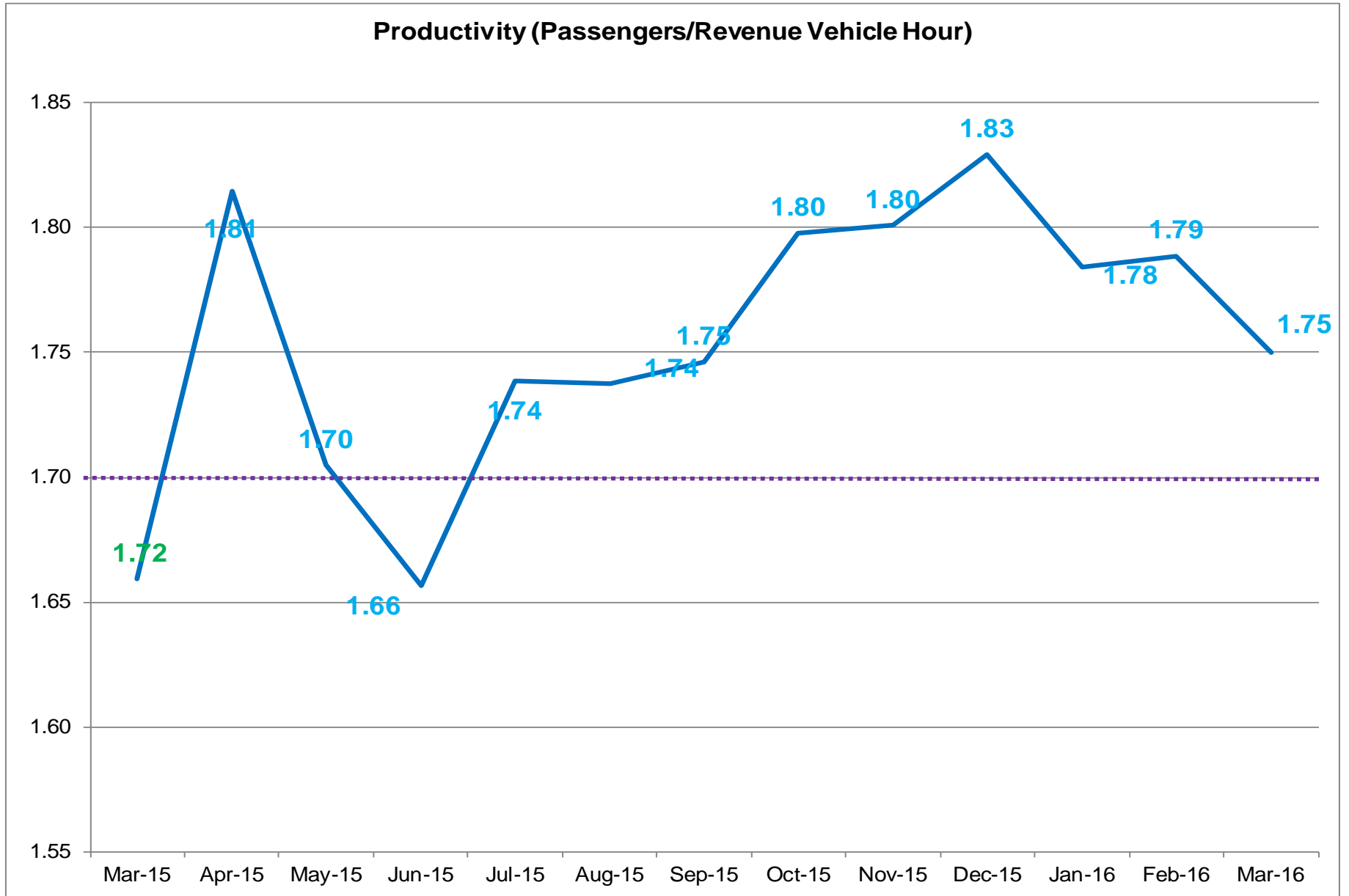
Monthly Redi-Wheels Paratransit Comment Statistics For San Mateo County Paratransit Coordinating Council (PCC) Review



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**

	February		March		Year to Date		
	Total	Valid	Total	Valid	Total	Valid	% Valid
Total	33	13	34	20	132	62	46.97%
Compliment	84	84	82	82	259	259	100.00%
Complaint	33	13	34	20	132	62	46.97%
Service Related							
Ride Canceled	0	0	0	0	0	0	N/A
Driver Assistance	0	0	0	0	1	0	0.00%
Driver Conduct	6	1	7	2	20	7	35.00%
Trip Denial	0	0	0	0	0	0	N/A
Dispatcher	3	1	1	1	8	3	37.50%
Driving Proficiency	6	1	6	4	16	5	31.25%
Early Vehicle	1	1	0	0	3	3	100.00%
Incident	0	0	2	1	3	1	33.33%
Late Vehicle	4	3	3	3	19	14	73.68%
Missed Trip	3	3	4	1	14	7	50.00%
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	23	10	23	12	84	40	47.62%
Non-Service Related							
Phones	0	0	0	0	1	0	0.00%
Policy Comment	7	3	5	5	24	12	50.00%
Service Request	1	0	5	3	16	9	56.25%
Vehicle	0	0	0	0	3	1	33.33%
Vehicle Preference	1	0	1	0	3	0	0.00%
Vehicle Un-Needed	1	0	0	0	1	0	0.00%
Subtotals	10	3	11	8	48	22	45.83%

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

2015 Comments	February		March		Year to Date*	
	Subtotal	Rate/1000	Subtotal	Rate/1000	Subtotal	Rate/1000†
Rides	25,787		27,811		78,325	
Comments by Category**						
Compliment	84	3.26	82	2.95	259	3.31
Policy Related	3	0.12	8	0.29	22	0.28
Service Related	10	0.39	12	0.43	40	0.51
Total	97	3.76	102	3.67	321	4.10
Average Response Time to Customer (Working Days)‡						
Compliment		2.20		4.73		3.27
Policy Related		8.30		9.09		7.78
Service Related		5.30		9.61		7.55
Overall		3.33		6.11		4.68
*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 Incident	Vehicle arrived more than 5 minutes before the scheduled pickup time
Late Vehicle	Accidents, injuries, or other seriously disruptive incidents
Missed Trip	Vehicle arrived > 20 minutes after scheduled p/u time, or after the scheduled d/o time
No Callback	Customer was not picked up, or vehicle arrived > 60 minutes late
Reservation Error	Customer did not receive a callback regarding a time-change, etc.
Reservation System	Wrong information taken for reservation, or incorrect trip booking
Ride Time	Complaint about the reservation system
Reservationist	Ride exceeded the trip-time standards
Scheduling Error	Dissatisfaction with reservationist's actions or conduct
Safety of Passenger	Complaint about a scheduling error
	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.	