

**Redi-Wheels Consumer Corps Checklist
CONFIDENTIAL**

Name: _____ Date You Completed This Form: _____

TRIP RESERVATION AND ON-TIME PERFORMANCE

1. Trip Date _____
2. A. What time did you call to reserve a trip? _____ AM PM
 B. How long did you wait before you spoke to a reservationist? _____ Minutes
3. A. Did you request a pick-up time or a drop-off (appointment) time? Pick-up Drop-off
 B. What time did you request? _____ AM PM
4. What was your scheduled pick-up time? _____ AM PM
5. Actual time vehicle arrived to pick you up _____ AM PM
6. Actual drop-off time _____ AM PM
7. A. Did you receive a complete and accurate Night Before call for this trip? YES NO
 B. Did you receive a complete and accurate Same Day Reminder call on the day of your trip? YES NO

TRIP EXPERIENCE

8. Which cities were you traveling between? From: _____ To: _____
9. What kind of vehicle picked you up?
 Redi-Wheels Vehicle RediCoast Vehicle Taxicab
10. A. Were comment cards visible on the vehicle? YES NO
 B. Were you able to get one by asking the driver? YES NO
11. Was the driver's level of assistance consistent with your expectations? Above needs
 Met needs
 Fell short of needs

For general complaints or commendations, please fill out a comment card.