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EV Charging Reliability

As every EV driver who has used public chargers knows, these chargers often do not work and are unable to provide a successful charge.
On a recent trip from San Francisco to the California Central Coast--about 500 miles roundtrip--I experienced how poorly public chargers function. Of 7 chargers I interacted with in different cities/locations, 1 of 7 functioned. The other 6 either did not function at all or only functioned with the intervention of a call, and long waiting time, while customer service attempted to solve the problem remotely--sometimes unsuccessfully. A 14% success rate on the first try is certainly a failing grade. This track record will only serve to discourage EV adoption.
What we need is enforced standards of reliability. Don't rely on the charging companies to self govern on this or to self report. You must set a standard--like 97% uptime and have penalties for non-compliance. And do not let the companies define uptime. Uptime is not a screen that lights up and appears to be working. Uptime is when you get the requested charge--as much as you request and at a particular speed and for the advertised price. If you do not do this, you will be slowing the adoption of EV's, an outcome we cannot afford.