



**San Mateo County**

**Paratransit Coordinating Council**

## **4Q2021 Consumer Corps Quarterly Report**

This report covers the months of October – December 2021. 82 reports were submitted for these three months by 8 riders (118 reports by 6 riders in 3Q21)

### **On-Time Performance:**

- 94% of ride evaluations submitted by Consumer Corps members reported their pickup time was within 20 minutes of their scheduled ride time.
- There was one ride in October with a wait time of 25 minutes and one rider in November with a wait time of 30 minutes.

### **Telephone Reservations:**

When making ride reservations, about 71% of Consumer Corps members reported that their calls were taken without being put on hold. The longest time on hold was 4 minutes in December. There were 23 subscription rides – these were not included in the calculation.

### **Night Before Calls:**

46% received night before calls. (61% in 3Q21)

### **Same Day Reminder Calls:**

48% received same day calls. (62% in 3Q21)

**Driver Assistance:** Driver assistance that "met needs" or was "above needs" occurred in 99% of reports submitted. (99% in 3Q21)

### **Vehicle Information:**

- 91% of the rides reported were on Redi-Wheels vehicles (78% in 3Q21).
- 3% of the rides reported were on Taxicabs (3% in Q21).
- 5% of the rides reported were on Redi Coast vehicles (19% in 3Q21).

**Comment Cards:** Approximately 50% of riders noted comment cards on display in Redi-Wheels vehicles (34% in 3Q21). 15% didn't/couldn't look for the cards. Note: RediCoast rides do not have comment cards.

## Q4 – 2021 Consumer Corps Report

	Oct	Nov	Dec
# of Forms Submitted (Total)	26	35	21
<b>SUBSCRIPTION RIDES</b>	6	8	9
<b>ON-TIME PERFORMANCE</b>			
Rides with wait time longer than 20 minutes (Total )	3	2	0
% of rides with wait longer than 20 minutes	12%	6%	0%
Longest wait time (after 20 minutes)	20	30	0
<b>TELEPHONE RESERVATION</b>			
# On hold to reserve a trip	6	9	9
% of callers on hold (does not include subscription trips)	23%	26%	43%
Longest time on hold (minutes)	2	3	4
<b>NIGHT BEFORE CALLS*</b>			
# Did not receive a Night Before Call	18	20	6
% Did not receive a Night Before Call	69%	57%	29%
<b>SAME DAY CALLS*</b>			
# Did not receive a Same Day call	19	18	6
% Did not receive a Same Day Call	73%	51%	29%
<b>DRIVER ASSISTANCE</b>			
# with driver assistance that met needs or better	26	34	21
% with driver assistance that met needs or better	100%	97%	100%
<b>VEHICLE INFORMATION</b>			
% Redi-Wheels vehicles used	85%	97%	95%
% RediCoast vehicles used	15%	0%	0%
% Taxicab vehicles used	0%	3%	5%
<b>COMMENT CARDS*</b>			
% of Rides with Comment Cards visible on Redi-Wheels vehicles	35%	68%	81%

\*Not all riders submitted information