



San Mateo County

Paratransit Coordinating Council

1Q2023 Consumer Corps Quarterly Report

This report covers the months of January-March 2023. 92 reports were submitted for these three months by 10 riders. (87 reports by 7 riders in 4Q22.). There have been 15 new members enrolled since September 2022.

On-Time Performance:

- 89% of ride evaluations submitted by Consumer Corps members reported their pickup time was within 20 minutes of their scheduled ride time. (72% in 4Q22)
- There was one ride in February with a wait time of 25 minutes (after the 20 min. window).

Telephone Reservations:

When making ride reservations, about 33% of Consumer Corps members reported that their calls were taken without being put on hold. The longest time on hold was 10 minutes in January. There were 26 subscription rides – these were not included in the reservation calculation.

Night Before Calls:

82% received night-before calls. (83% in 4Q23.)

Same Day Reminder Calls:

78% received same day calls. (64% in 4Q23.)

Driver Assistance: Driver assistance that "met needs" or was "above needs" occurred in 98% of reports submitted. (97% in 4Q23.)

Vehicle Information:

- 85% of the rides reported were on Redi-Wheels vehicles. (90% in 4Q22.)
- 3% of the rides reported were on Taxicabs. (5% in 4Q23.)
- 12% of the rides reported were on Redi Coast vehicles. (4% in 4Q23.)

Comment Cards: Approximately 78% of riders noted comment cards on display in Redi-Wheels vehicles. (56% in 4Q23.). RediCoast vehicles and taxis do not provide comment cards.

Comments received:

- 1/13/2023 Driver was very courteous and assisted me while going up and down the ramp. He drove safely.
- 1/13/2023 Driver was very helpful, courteous, drove safely, assisted me, and came ahead of time scheduled.
- 1/19/2023 Professional and extremely patient
- 1/20/2023 Driver did not help with 3 heavy bags, and dropped me at the path, not the garage entrance where there are carts. Said "I need a note telling me to drop you there." The driver put my bags on the sidewalk and left. I had to get help from other people.
- 1/23/2023 Driver was friendly.
- 1/30/2023 Driver drove safely, was courteous and assisted me as well knowing my disability.
- 2/2/2023 Driver was friendly and drove safely
- 2/4/2023 Driver was overly helpful and nice.
- 2/8/2023 Driver was texting while driving
- 2/15/2023 Thank you for being right on time.
- 2/18/2023 Cynthia showed me a nice, secure way to use the lap/shoulder strap. Thanks Cynthia.
- 2/18/2023 Thanks, Will.
- 2/27/2023 Driver was late, confused about pickup location.
- 3/2/2023 Steven was extremely helpful and conscientious. Thank you Steven!
- 3/8/2023 Driver very nice and efficient.
- 3/11/2023 Steven provided information and assistance beyond the norm. Thanks.
- 3/11/2023 Thank you Jonathan!
- 3/17/2023 Driver had 7 passengers and did a skillful job.
- 3/20/2023 Driver explained tardiness.
- 3/20/2023 Very friendly
- 3/20/2023 Very friendly
- 3/24/2023 Redi-Wheels clock was off by one hour.
- 3/31/2023 Driver failed to read complete instructions. Let me off around the corner of my home and I had to walk around the corner to the garage. I cannot do the stairs in front of house.