



San Mateo County

Paratransit Coordinating Council

1Q2024 Consumer Corps Quarterly Report

This report covers the months of January-March 2024. 51 reports were submitted for these three months by 6 riders (66 reports by 7 riders in 4Q23).

On-Time Performance:

- 84% of ride evaluations submitted by Consumer Corps members reported their pickup time was within 20 minutes of their scheduled ride time (85% in 4Q23).
- The longest wait time was 55 minutes in January (after the 20 min. window).

Night Before Calls:

55% of those who answered this question received night-before calls (75% in 4Q23).

Same Day Reminder Calls:

55% of those who answered this question received same day calls (61% in 4Q23).

Driver Assistance: Driver assistance that "met needs" or was "above needs" occurred in 94% of reports submitted (98% in 4Q23).

Vehicle Information:

- 68% of the rides reported were on Redi-Wheels vehicles (83% in 4Q23).
- 16% of the rides reported were on Taxicabs (5% in 4Q23).
- 16% of the rides reported were on Redi Coast vehicles (12% in 4Q23).

Comment Cards: Approximately 57% of riders noted comment cards on display in Redi-Wheels vehicles (51% in 4Q23.). RediCoast vehicles and taxis do not provide comment cards.

Date	Comments
1/4/2024	Not driver fault; dispatch error.
1/4/2024	Knew exactly where to pick up; checked my ID; knew the area.
1/18/2024	Was early but found me!
1/23/2024	The drive was nice to me
1/30/2024	Driver very helpful & cheerful.
1/30/2024	Picked up at wrong location; need to be picked up at garage around the corner where there are no stairs.
1/31/2024	The ride was quite late due to heavy rain and a shortage of nighttime drivers, our driver said. We appreciated her picking us up, though it was late. One thing that could use improvement is the wait time for a dispatcher to answer the phone. That was a ten-minute wait, and we worried that no one was working dispatch and that we would not get a ride home. Thanks.
2/3/2024	Hopefully I'll get reminder calls again soon. Thanks.
2/5/2024	"Earth angel"
2/5/2024	Secured me in, checked my name, carefully helped me out.
2/7/2024	Very good
2/7/2024	Excellent ride.
2/8/2024	Received an auto call that vehicle almost there.
2/8/2024	Had my hands full and driver assisted me all the way; most appreciated.
2/12/2024	Had to call dispatch twice because of no show.
2/15/2024	The driver was good to me
3/1/2024	Excellent driver, kind & considerate
3/7/2024	Very efficient and helpful.
3/7/2024	Pickup late (17 mins; subscription ride).
3/14/2024	I do wish you would bring back the reminder calls, the night before, and the day of. Thanks.
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