



San Mateo County

Paratransit Coordinating Council

2Q2023 Consumer Corps Quarterly Report

This report covers the months of April-June 2023. 83 reports were submitted for these three months by 9 riders. (92 reports by 10 riders in 1Q23).

On-Time Performance:

- 82% of ride evaluations submitted by Consumer Corps members reported their pickup time was within 20 minutes of their scheduled ride time. (89% in 1Q23)
- There was one ride in June with a wait time of 65 minutes (after the 20 min. window).

Telephone Reservations:

When making ride reservations, about 31% of Consumer Corps members reported that their calls were taken without being put on hold. The longest time on hold was 8 minutes in June. There were 26 subscription rides – these were not included in the reservation calculation.

Night Before Calls:

81% received night-before calls. (82% in 1Q23.)

Same Day Reminder Calls:

68% received same day calls. (78% in 1Q23.)

Driver Assistance: Driver assistance that "met needs" or was "above needs" occurred in 98% of reports submitted. (98% in 1Q23.)

Vehicle Information:

- 72% of the rides reported were on Redi-Wheels vehicles. (90% in 1Q23.)
- 14% of the rides reported were on Taxicabs. (5% in 1Q23.)
- 13% of the rides reported were on Redi Coast vehicles. (4% in 1Q23.)

Comment Cards: Approximately 72% of riders noted comment cards on display in Redi-Wheels vehicles. (78% in 1Q23.). RediCoast vehicles and taxis do not provide comment cards.

Comments received:

Almost an hour late

Angel, the driver, was very helpful, and I appreciated that he communicated our route and expected travel time before beginning each drive. I shared this ride with two other riders.

Bus driver smelled of cigarettes.

Cab was late

Careful and safe driving.

Delightfully pleasant and welcoming

Driver (Carlos) so nice.

Driver (Pina) was very safe, courteous & helpful especially to seniors with disability.

Driver cleaned and sanitized the vehicle before my pickup.

Driver helped with my bags & was very nice

Driver rude; I reported him. He said I should have a cane if I can't see him and said "Where is your cane?"

Driver turned too early and had to slow drive on Broadway. Dispatch has been a problem since the beginning of the year.

Driver very courteous (Redi-Wheels comment card submitted.)

Driver very courteous (Redi-Wheels comment card submitted.)

Driver was kind but did not know where Bldg. 5 was at CSM so I had to walk to SamTrans bus stop.

Jay, the driver, was very kind when he asked dispatch if he could take us directly to S.F. since we had tickets to a concert which started at 7:30. Jay got us there in time for the concert. Thank you, Jay, and thank you dispatch.

Jorge with Serra Cab was very nice and helpful. Thank you, Jorge.

Reminder calls are sometimes cut off and are hard to hear. It would be good to receive a text. Driver was rude and honked at me while I was walking out of my house.

Sierra driver no help

There was a terribly long wait for my ride home, due to a shortage of drivers, I think. Once I was picked up, it took over 2 hours from the Presidio to Redwood City. One of the stops we made en route was for someone who found another means of transportation. I think the drivers who are trying to cover too many pick-ups should have dispatch call and make sure the riders are still waiting for Redi-Wheels so as not to waste time going to get people who aren't there.

Told reservations there were 2 of us going to same location, same time. We went in 2 different vehicles, 30 minutes apart.

Took off in a hurry before I could get my seat belt on; didn't ask if I needed help.

Very good driver.

Very good ride.