



San Mateo County

Paratransit Coordinating Council

3Q2020 Consumer Corps Quarterly Report

This report covers the months of July – September 2020. 61 reports (46 in 2Q2020) were submitted for these three months by 6 riders (5 in 2Q2020).

↑ On-Time Performance:

- 95% of ride evaluations submitted by Consumer Corps members reported their pickup time was within 20 minutes of their scheduled ride time (91% in 2Q2020).
- The longest ride wait time reported was 10 minutes in July.

↓ Telephone Reservations:

When making ride reservations, about 64% of Consumer Corps members reported that their calls were taken without being put on hold (72% in 2Q2020). The longest time on hold was 9 minutes in July. There were 6 subscription rides – these were not included in the calculation.

↓ Night Before Calls:

52% received night before calls (65% in 2Q2020).

↓ Same Day Reminder Calls:

52% received same day calls (65% in 2Q2020).

↑ Driver Assistance: Driver assistance that "met needs" or was "above needs" occurred in 95% of reports submitted (91% in 2Q2020).

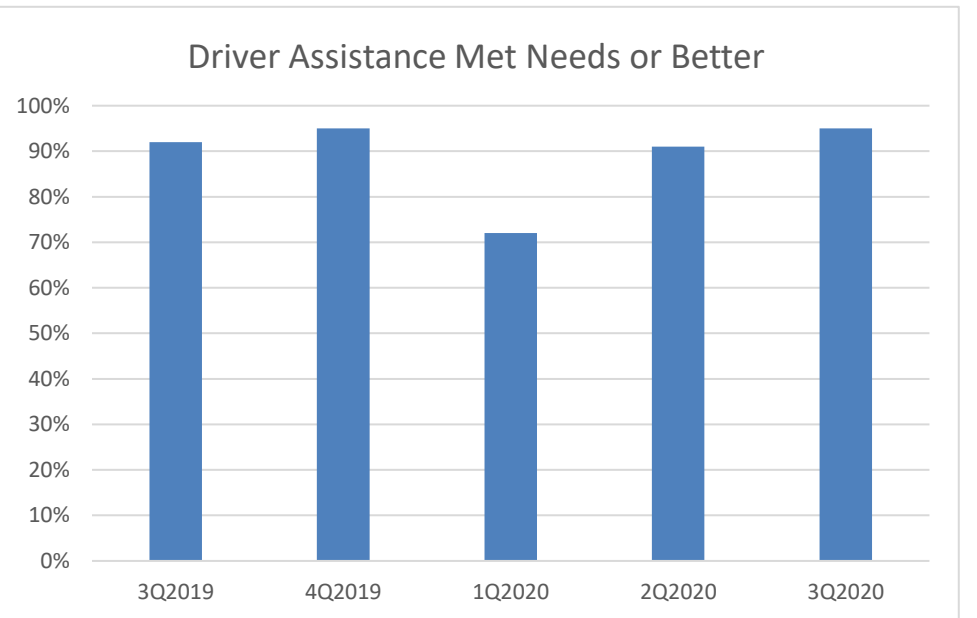
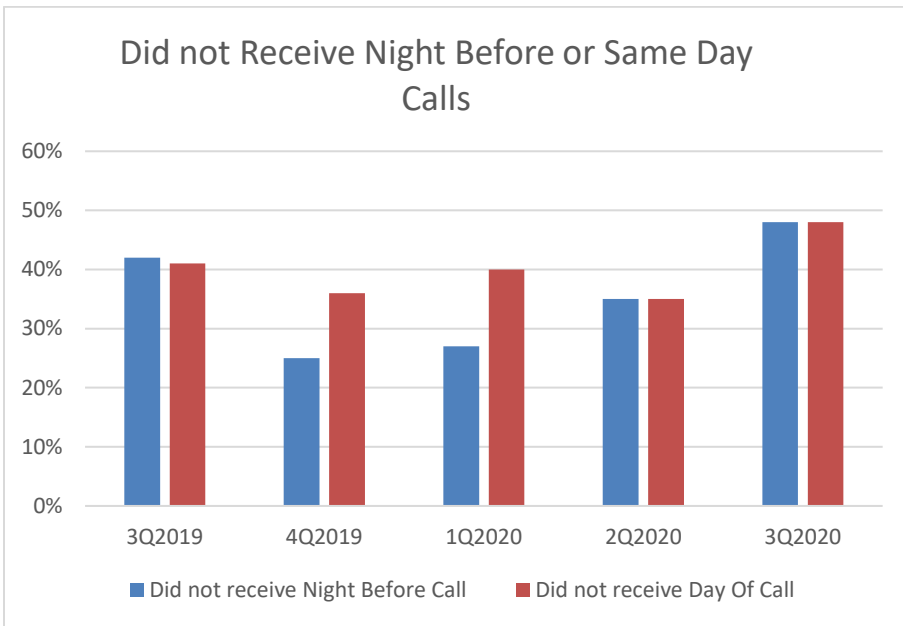
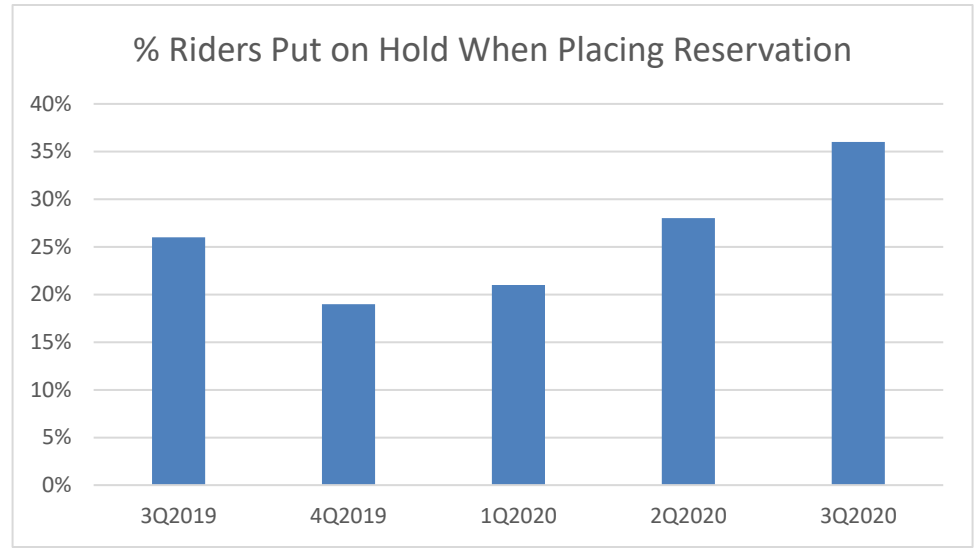
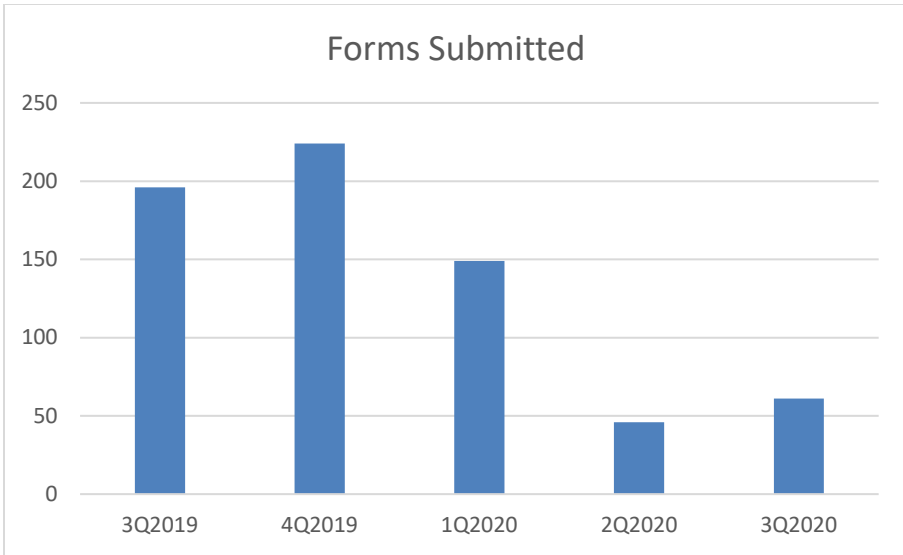
Vehicle Information:

- 69% of the rides reported were on Redi-Wheels vehicles (42).
- 10% of the rides reported were on Taxicabs (6).
- 21% of the rides reported were on Redi Coast vehicles (13).

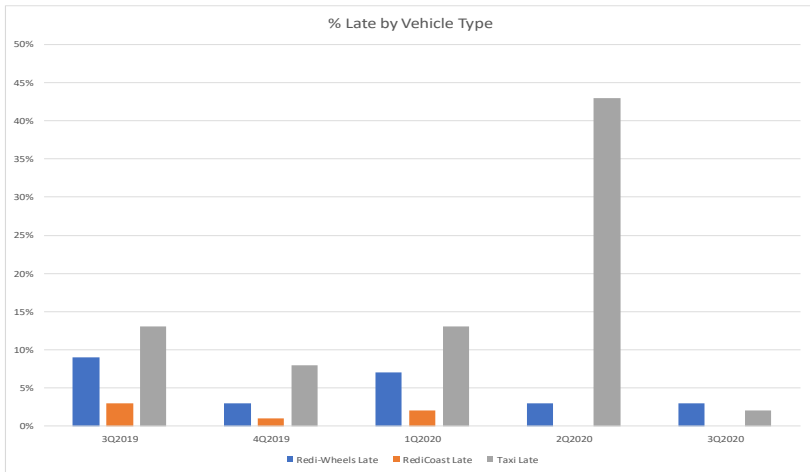
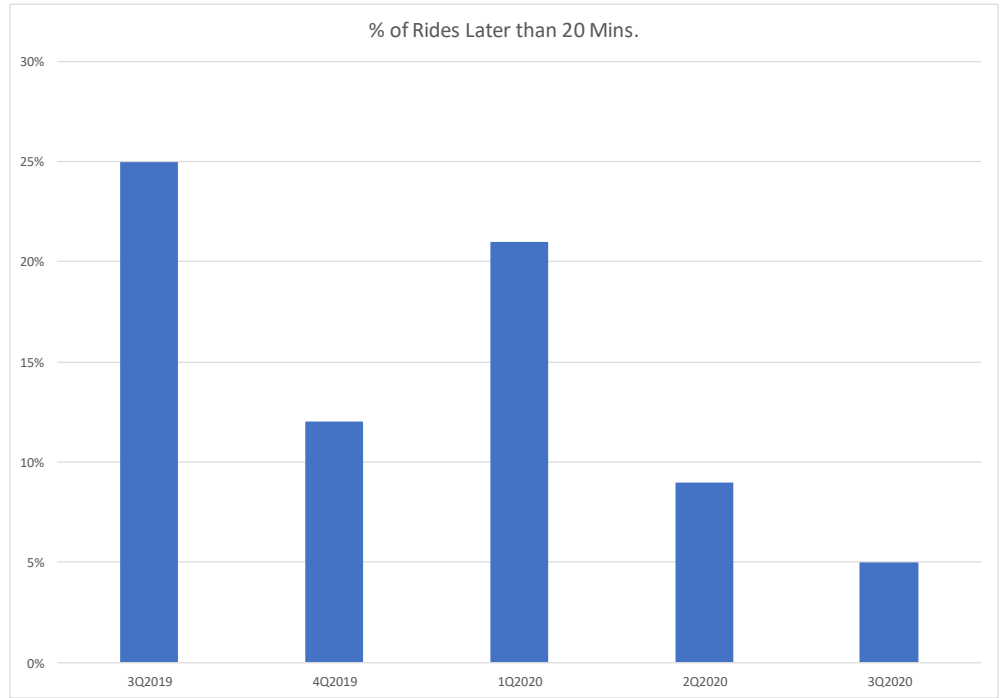
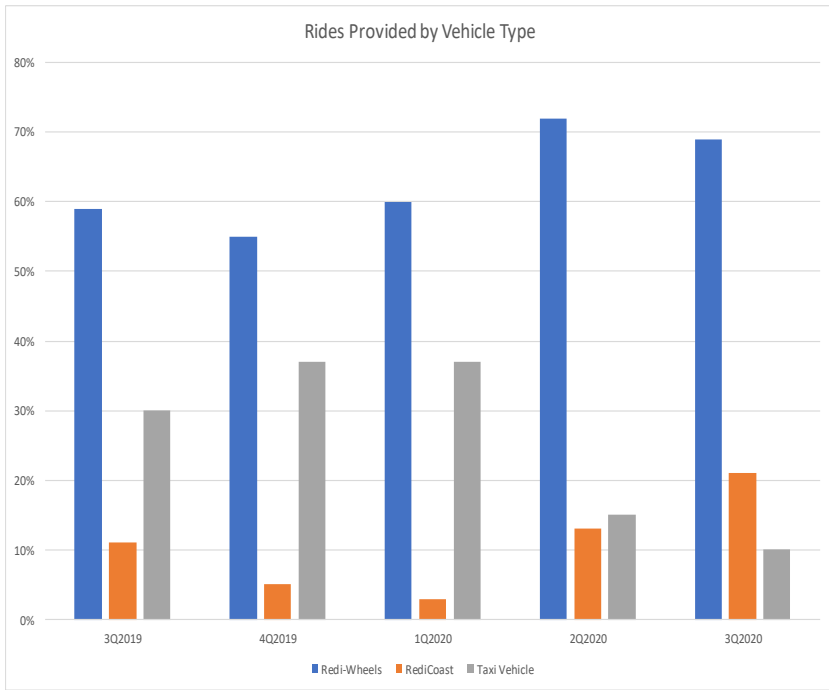
↑ Comment Cards: Approximately 50% of riders noted comment cards on display in Redi-Wheels vehicles (24% in 2Q2020). 16% didn't/couldn't look for the cards. Note: None of the RediCoast rides had comment cards.

Q3 – 2020 Consumer Corps Report

	July	Aug	Sept	Average**
# of Forms Submitted (Total)	26	24	11	
SUBSCRIPTION RIDES	0	4	2	
ON-TIME PERFORMANCE				
Rides with wait time longer than 20 minutes (Total)	3	0	0	
% of rides with wait longer than 20 minutes	12%	0%	0%	
Longest wait time (after 20 minutes)	10	0	0	
TELEPHONE RESERVATION				
# Put on hold to reserve a trip	16	4	1	
% of callers on hold (number on hold divided by total reporting)	62%	17%	9%	
Longest time on hold (minutes)	9	3	1	
NIGHT BEFORE CALLS*				
# Answered question	26	24	9	
# Did not receive a Night Before Call	12	10	7	
% Did not receive a Night Before Call	46%	42%	78%	
SAME DAY CALLS*				
# Answered question	26	24	9	
# Did not receive a Same Day Call	12	13	4	
% Did not receive a Same Day Call	46%	54%	44%	
DRIVER ASSISTANCE				
# with driver assistance that met needs or better	24	23	11	
% with driver assistance that met needs or better	92%	96%	100%	
VEHICLE INFORMATION*				
# Answered question	26	28	11	
# Redi-Wheels vehicles used	19	14	9	
% Redi-Wheels vehicles used	73%	50%	82%	
# RediCoast vehicles used	3	8	2	
% RediCoast vehicles used	12%	29%	18%	
# Taxicab vehicles used	4	2	0	
% Taxicab vehicles used	15%	7%	0%	
COMMENT CARDS*				
# Answered question	26	26	9	
# of Rides with Comment Cards visible on Redi-Wheels vehicles	16	5	4	
% of Rides with Comment Cards visible on Redi-Wheels vehicles	62%	19%	44%	
*Not all riders submitted information				
**Averages not included due to low number of reports.				



1Q2020 did not include data for March; 2Q2020 did not include data for April.



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