



San Mateo County

Paratransit Coordinating Council

3Q2021 Consumer Corps Quarterly Report

This report covers the months of July – September 2021. No report was prepared in the last few quarters due to pandemic and low ridership. 118 reports were submitted for these three months by 6 riders.

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.
- There were two ride wait times of 25 minutes reported, one in July and one in September.

Telephone Reservations:

When making ride reservations, about 80% of Consumer Corps members reported that their calls were taken without being put on hold. The longest time on hold was 5 minutes in September. There were 29 subscription rides – these were not included in the calculation.

Night Before Calls:

61% received night before calls.

Same Day Reminder Calls:

62% received same day calls.

Driver Assistance: Driver assistance that "met needs" or was "above needs" occurred in 99% of reports submitted.

Vehicle Information:

- 78% of the rides reported were on Redi-Wheels vehicles (92).
- 3% of the rides reported were on Taxicabs (3).
- 19% of the rides reported were on Redi Coast vehicles (23).

Comment Cards: Approximately 34% of riders noted comment cards on display in Redi-Wheels vehicles. 9% didn't/couldn't look for the cards. Note: RediCoast rides do not have comment cards.

Q3 – 2021 Consumer Corps Report

	July	Aug	Sept
# of Forms Submitted (Total)	47	45	26
SUBSCRIPTION RIDES	12	11	7
ON-TIME PERFORMANCE			
% of rides with wait longer than 20 minutes	4%	2%	8%
Longest wait time (after 20 minutes)	25	20	25
TELEPHONE RESERVATION			
# On hold to reserve a trip	6	1	11
% of callers on hold (does not include subscription trips)	17%	3%	58%
Longest time on hold (minutes)	2	3	5
NIGHT BEFORE CALLS*			
Total Reporting	47	44	26
% Did not receive a Night Before Call	49%	32%	35%
SAME DAY CALLS*			
Total Reporting	46	45	25
% Did not receive a Same Day Call	43%	29%	44%
DRIVER ASSISTANCE			
% driver assistance that met or exceeded needs ⁹	98%	100%	100%
VEHICLE INFORMATION			
% Redi-Wheels vehicles used	72%	82%	81%
% RediCoast vehicles used	21%	18%	19%
% Taxicab vehicles used	6%	0%	0%
COMMENT CARDS*			
% Rides with Comment Cards visible on Redi-Wheels vehicles	43%	44%	6%

*Not all riders submit information