



San Mateo County

Paratransit Coordinating Council

3Q2022 Consumer Corps Quarterly Report

This report covers the months of July-September 2022. 134 reports were submitted for these three months by 7 riders (123 reports by 8 riders in 1Q22)

On-Time Performance:

- 87% of ride evaluations submitted by Consumer Corps members reported their pickup time was within 20 minutes of their scheduled ride time.
- There was one ride in July with a wait time of 130 minutes (after the 20 min. window) and one rides in August with a wait time of 48 minutes (after the 20 min. window).

Telephone Reservations:

When making ride reservations, about 43% of Consumer Corps members reported that their calls were taken without being put on hold. The longest time on hold was 9 minutes in August and September. There were 42 subscription rides – these were not included in the reservation calculation.

Night Before Calls:

56% received night before calls. (52% in 1Q22)

Same Day Reminder Calls:

58% received same day calls. (54% in 1Q22)

Driver Assistance: Driver assistance that "met needs" or was "above needs" occurred in 90% of reports submitted (98% in 1Q22).

Vehicle Information:

- 90% of the rides reported were on Redi-Wheels vehicles (78% in 1Q22).
- 5% of the rides reported were on Taxicabs (16% in 1Q22).
- 4% of the rides reported were on Redi Coast vehicles (6% in 1Q22).

Comment Cards: Approximately 44% of riders noted comment cards on display in Redi-Wheels vehicles (42% in 1Q22). RediCoast vehicles and taxis do not have comment cards.

Q3 – 2022 Consumer Corps Report

	July	Aug	Sept	Total
# of Forms Submitted	50	48	36	134
SUBSCRIPTION RIDES	17	13	12	42
ON-TIME PERFORMANCE				
Rides with wait time longer than 20 minutes (Total)	8	4	5	13%
% of rides with wait longer than 20 minutes	16%	8%	14%	
Longest wait time (>20 minutes)	130	48	25	
TELEPHONE RESERVATION				
# On hold to reserve a trip	25	15	12	
% of callers on hold (does not include subscription trips)	76%	43%	50%	57%
Longest time on hold (minutes)	6	9	9	
NIGHT BEFORE CALLS*				
# Did not receive a Night Before Call	20	7	8	
% Did not receive a Night Before Call	40%	15%	22%	44%
SAME DAY CALLS*				
# Did not receive a Same Day call	26	10	6	
% Did not receive a Same Day Call	52%	21%	17%	42%
DRIVER ASSISTANCE				
# with driver assistance that met needs or better	46	45	30	
% with driver assistance that met needs or better	92%	94%	83%	90%
VEHICLE INFORMATION				
% Redi-Wheels vehicles used	86%	96%	89%	90%
% RediCoast vehicles used	8%	4%	0%	4%
% Taxicab vehicles used	6%	0%	11%	5%
COMMENT CARDS*				
% of Rides with Comment Cards visible on Redi-Wheels vehicles	43%	48%	41%	44%

*Not all riders submitted information

Comments received:

Driver did not disembark from the vehicle to offer assistance. This is appreciated.

Driver did not disembark vehicle to offer assistance. This is appreciated. Driver addressed me by my last name. I did not like this.

Driver got lost; 1 hour late.

Driver had no mask.

Driver super careful about securing a wheelchair.

Driver was speeding

Drivers are always professional, helpful and pleasant.

Great ride. Thanks!

Had 2 add'l pickups (1 a wheelchair); did a professional job and oh so pleasant.

I have never been treated so disrespectfully. This driver accused me of something and didn't even address me appropriately.

Jorge, the driver, was very nice, friendly, and he made it a super pleasant ride. Thank you!

Pick up time was delayed; had to go on will call.

Really missed not getting a p.m. reminder call

Rude driver

The driver, in his haste, ran over a curb. It was a little startling.

Very nice ride. Thank you Dennis.

William, the driver, was very nice and cautious. It was a super smooth ride. Thanks!

Wrong location