



San Mateo County

Paratransit Coordinating Council

4Q2020 Consumer Corps Quarterly Report

This report covers the months of October - December 2020. 73 reports (61 in 3Q2020) were submitted for these three months by 5 riders (6 in 3Q2020).

↓ On-Time Performance:

- 93% of ride evaluations submitted by Consumer Corps members reported their pickup time was within 20 minutes of their scheduled ride time (95% in 3Q2020).
- The longest ride wait time reported (after the 20 minute allowance) was 30 minutes in November.

↑ Telephone Reservations:

When making ride reservations, about 75% of Consumer Corps members reported that their calls were taken without being put on hold (64% in 3Q2020). The longest time on hold was 9 minutes in October. There were 13 subscription rides; these were not included in this calculation.

↓ Night Before Calls:

45% received night before calls (52% in 3Q2020).

↑ Same Day Reminder Calls:

66% received same day calls (52% in 3Q2020).

↑ Driver Assistance: Driver assistance that "met needs" or was "above needs" occurred in 96% of reports submitted (95% in 3Q2020).

Vehicle Information:

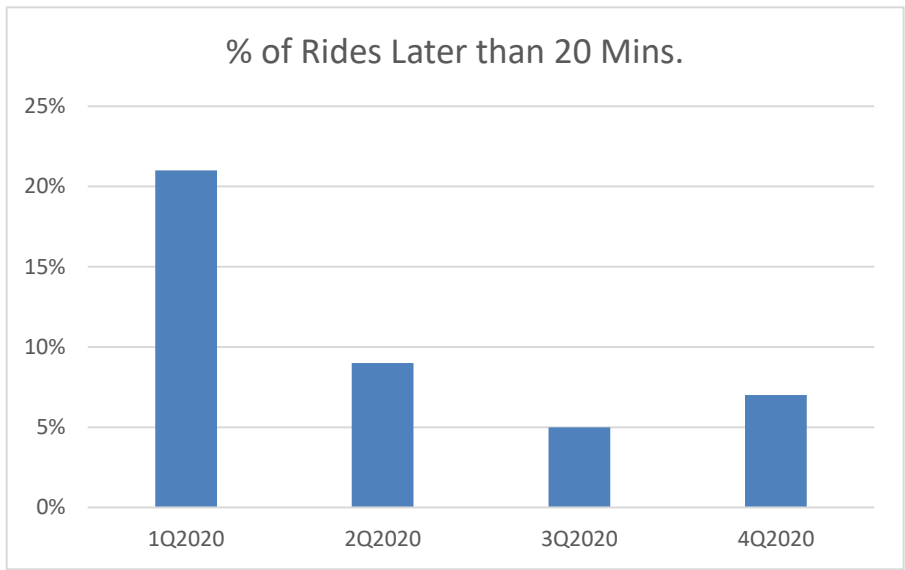
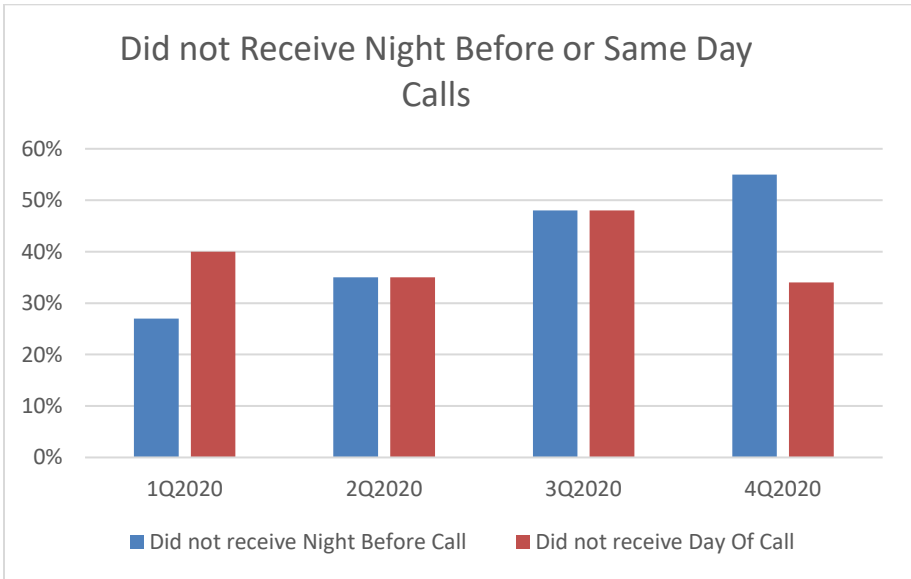
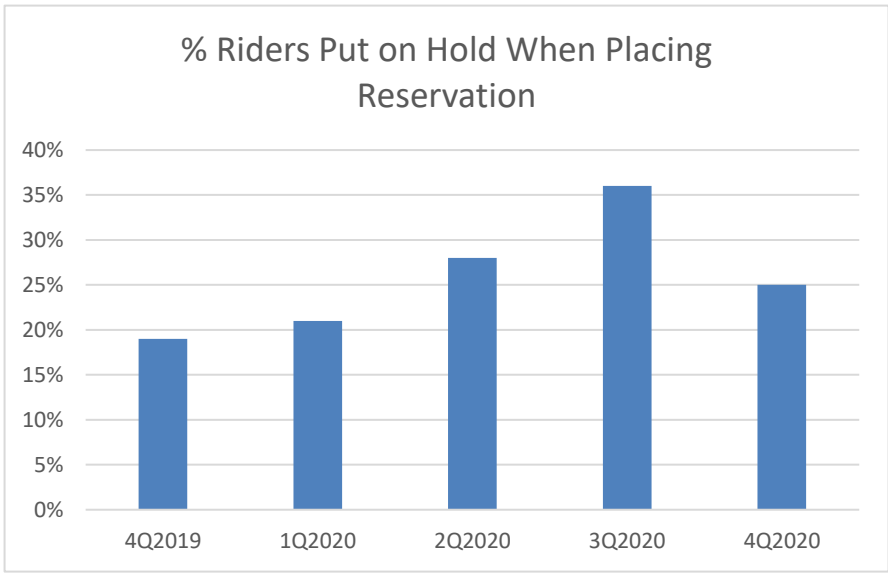
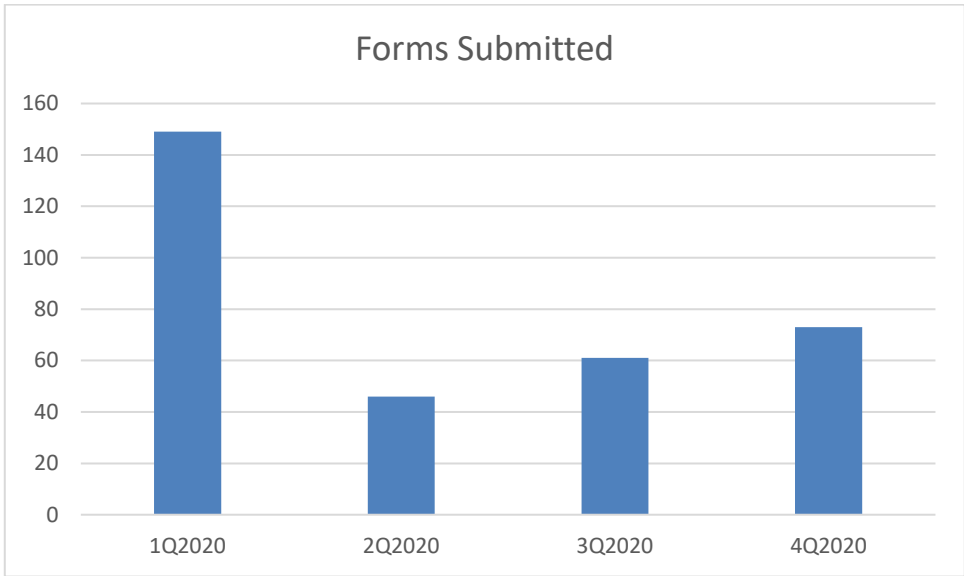
- 84% of the rides reported were on Redi-Wheels vehicles (61).
- 7% of the rides reported were on Taxicabs (7).
- 10% of the rides reported were on Redi Coast vehicles (13).

↑ Comment Cards: Approximately 61% of riders noted comment cards on display in Redi-Wheels vehicles (50% in 3Q2020). 10% didn't/couldn't look for the cards.

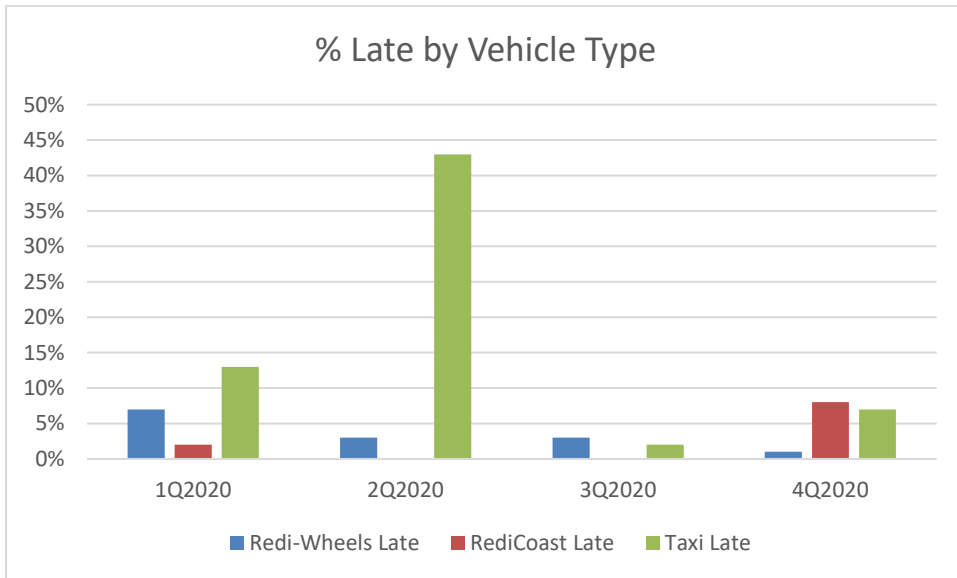
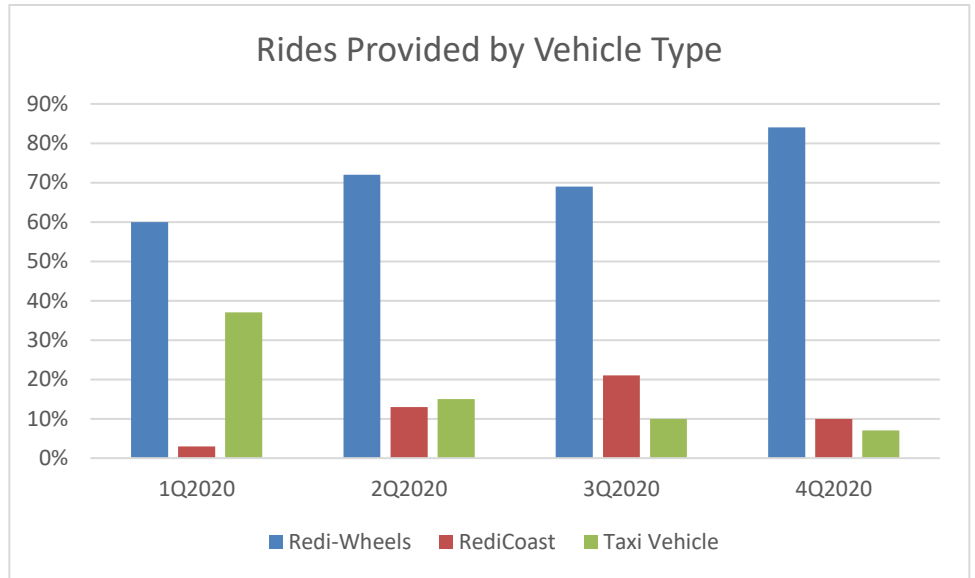
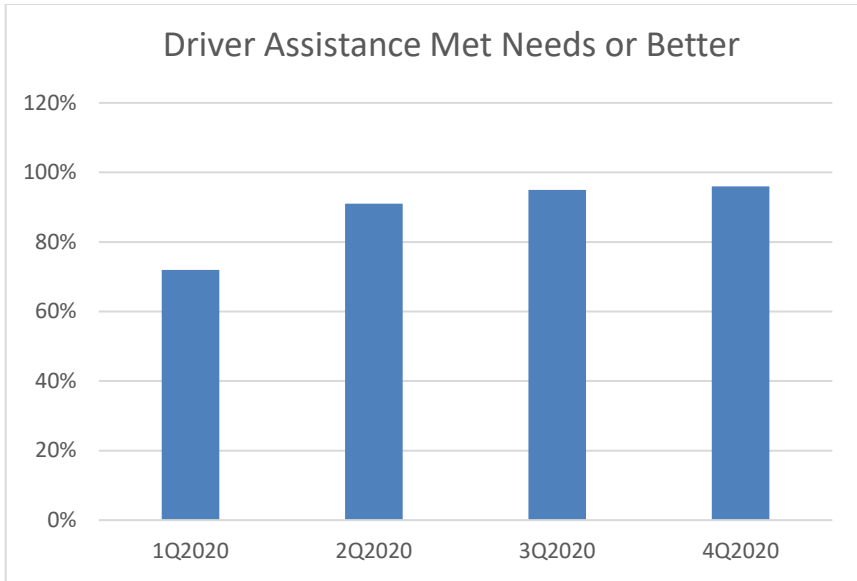
Q4 – 2020 Consumer Corps Report

	Oct	Nov	Dec	Average
# of Forms Submitted (Total)	29	29	15	24
SUBSCRIPTION RIDES	4	6	3	4
ON-TIME PERFORMANCE				
Rides with wait time longer than 20 minutes (Total)	2	2	2	2
% of rides with wait longer than 20 minutes	7%	7%	13%	8%
Longest wait time (after 20 minutes)	22	30	10	21
TELEPHONE RESERVATION				
# Put on hold to reserve a trip	7	5	6	6
% of callers on hold (number on hold divided by total reporting)	28%	22%	50%	25%
Longest time on hold (minutes)	9	1	3	4
NIGHT BEFORE CALLS*				
# Did not receive a Night Before Call	17	12	11	13
% Did not receive a Night Before Call	59%	41%	73%	55%
SAME DAY CALLS*				
# Did not receive a Same Day Call	8	13	4	8
% Did not receive a Same Day Call	28%	45%	27%	34%
DRIVER ASSISTANCE				
# with driver assistance that met needs or better	27	28	15	23
% with driver assistance that met needs or better	93%	97%	100%	96%
VEHICLE INFORMATION				
# Redi-Wheels vehicles used	24	26	11	20
% Redi-Wheels vehicles used	83%	90%	73%	84%
# RediCoast vehicles used	4	1	2	2
% RediCoast vehicles used	14%	3%	13%	10%
# Taxicab vehicles used	1	2	2	2
% Taxicab vehicles used	3%	7%	13%	7%
COMMENT CARDS*				
# Answered question	27	27	12	22
# of Rides with Comment Cards visible on Redi-Wheels vehicles	17	14	9	13
% of Rides with Comment Cards visible on Redi-Wheels vehicles	63%	52%	75%	61%

*Not all riders submitted information



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



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