



San Mateo County

Paratransit Coordinating Council

4Q2022 Consumer Corps Quarterly Report

This report covers the months of October-December 2022. 87 reports were submitted for these three months by 7 riders. (134 reports by 8 riders in 3Q22.). There have been 10 new members enrolled since September 2022.

On-Time Performance:

- 72% of ride evaluations submitted by Consumer Corps members reported their pickup time was within 20 minutes of their scheduled ride time. (87% in 3Q22)
- There was one ride in December with a wait time of 100 minutes (after the 20 min. window).

Telephone Reservations:

When making ride reservations, about 36% of Consumer Corps members reported that their calls were taken without being put on hold. The longest time on hold was 20 minutes in December. There were 31 subscription rides – these were not included in the reservation calculation.

Night Before Calls:

83% received night-before calls. (56% in 3Q22.)

Same Day Reminder Calls:

64% received same day calls. (58% in 3Q22.)

Driver Assistance: Driver assistance that "met needs" or was "above needs" occurred in 97% of reports submitted. (90% in 3Q22.)

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 56% of riders noted comment cards on display in Redi-Wheels vehicles. (44% in 3Q22.). RediCoast vehicles and taxis do not provide comment cards.

Comments received:

12/28 I was very happy with my ride.

12/14 It was a very accurate trip; the driver was very nice and helpful.

11/16 Driver must be new; asked if she could let me off at the corner thinking the van too big. She walked me in and was very nice.

11/20 Driver only with RW 4 months; very nice, very safe driver.

12/7 Bus no show; dispatch called; taxi no show by 11; cancelled dental appt., 12pm RW ride and 1:30pm RW ride

11/3 Two riders with same name; both noon pickup; 2 RW vehicles at the same time! Dispatch handled it.

10/3 Efficient, friendly, helpful

12/15 Picked up/delivered 2 heavy bags of groceries; buckled me securely; great disposition. Really appreciated!

12/21 Driver often on the phone

12/15 Very late for appointment

12/15 Would not wait a few minutes, was 1/2 hour late to appt.

10/1 I think there was a mistake on this ride because it took over 2 hours to get from Redwood City to San Francisco, as our driver had to pick up a rider south of us who had to be dropped off in Westlake while we rode along. We missed our theater opening. The lack of confirmation calls makes me think there was a goof somewhere.

11/26 William was an excellent driver (taxi)

12/1 Joe gave a very enjoyable ride. Thanks.

12/1 Thanks, Ramon, for the nice ride.

12/13 Thank you, Woodrow.