



San Mateo County

Paratransit Coordinating Council

4Q2023 Consumer Corps Quarterly Report

This report covers the months of October-December 2023. 66 reports were submitted for these three months by 7 riders (94 reports by 10 riders in 3Q23).

On-Time Performance:

- 85% of ride evaluations submitted by Consumer Corps members reported their pickup time was within 20 minutes of their scheduled ride time (86% in 3Q23).
- The longest wait time was 30 minutes in October (after the 20 min. window).

Telephone Reservations

This is not included in the updated evaluation form and will no longer be reported.

Night Before Calls:

75% of those who answered this question received night-before calls (94% in 3Q23).

Same Day Reminder Calls:

61% of those who answered this question received same day calls (81% in 3Q23).

Driver Assistance: Driver assistance that "met needs" or was "above needs" occurred in 98% of reports submitted (93% in 3Q23).

Vehicle Information:

- 83% of the rides reported were on Redi-Wheels vehicles (73% in 3Q23).
- 5% of the rides reported were on Taxicabs (6% in 3Q23).
- 12% of the rides reported were on Redi Coast vehicles (20% in 3Q23).

Comment Cards: Approximately 51% of riders noted comment cards on display in Redi-Wheels vehicles (72% in 3Q23.). RediCoast vehicles and taxis do not provide comment cards.

Comments

10/12/23 Apologies to George, our driver, for us being a few minutes late. He was very considerate.

10/25/23 Got me to Kaiser in plenty of time.

10/27/23 Called my attention that I forgot to close my garage door; much appreciated as I was gone all day.

10/31/23 Driver very unhappy due to running 1/2 hour late (not his fault); drove quite fast on freeway and at yellow signals.

11/3/23 Late....40 minutes.

11/8/23 Contract driver came into building calling my name as I did not recognize the vehicle as Redi-Wheels.

11/8/23 I was given 3 different pickup times and had to call dispatch that morning to confirm actual pickup time.

11/9/23 Very nice driver!

11/13/23 Walked me safely into the bank. Big hug!

11/17/23 Driver was helpful and courteous.

11/17/23 Jamil is very courteous & a safe driver.

11/18/23 Driver ran out of cards.

11/18/23 Driver was very helpful in considering my disability; courteous & safe driver.

11/21/23 I only have a landline so return reminder goes to my home; no smart phone and I'm not alone.

11/27/23 Love Redi-Wheels. Thank you!

12/4/23 Very safe driver to SF in heavy traffic.

12/5/23 Good driver and he is a nice person.

12/6/23 Driver was confused on address for fellow rider; took him to San Mateo rather than San Bruno.

12/9/23 Thank you, Cesar.

12/9/23 Thank you, Wendy.

12/13/23 Pleasant ride, good driver.

12/13/23 Very pleasant driver.

12/19/23 Domingo very helpful & kind

12/19/23 Nice driver and very helpful. He even helped me bring my things to my house!

12/19/23 Thank you, Angel, for the nice ride.

12/21/23 Driver Jay very courteous, safe driver & helpful.

12/21/23 Very safe driver.