



San Mateo County

Paratransit Coordinating Council

Q1 2019 Consumer Corps Quarterly Report

This report covers the months of January - March 2019. More reports were submitted this quarter (186 vs. 127 in 4Q18) by 12 riders.

On-Time Performance:

- 62% of ride evaluations submitted by Consumer Corps members reported their pickup time was within 20 minutes of their scheduled ride time (69% in 4Q2018)
- The longest ride wait time reported this quarter was 55 minutes in February.

Telephone Reservations:

When making ride reservations, about 41% of Consumer Corps members reported that their calls were taken without being put on hold (45% in 4Q18). The longest time on hold was 16 minutes in January. There were 8 subscription rides-no time reported.

Night Before Calls:

66% received night before calls; 1 report did not respond.

Same Day Reminder Calls:

60% received same day calls. 1 report did not respond.

Driver Assistance: In Q1 2019, driver assistance that "met needs" or was "above needs" occurred in 92% of reports submitted (96% in 4Q2018).

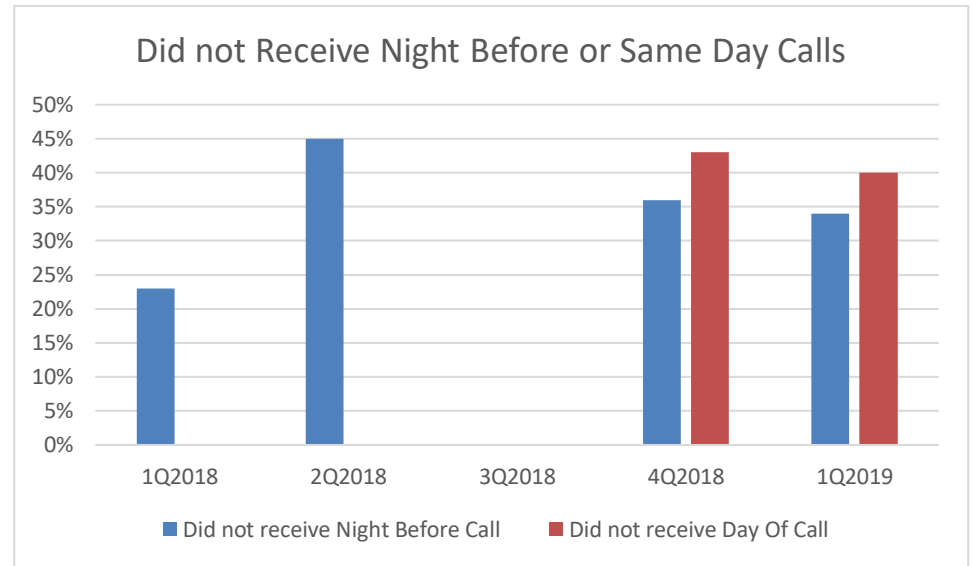
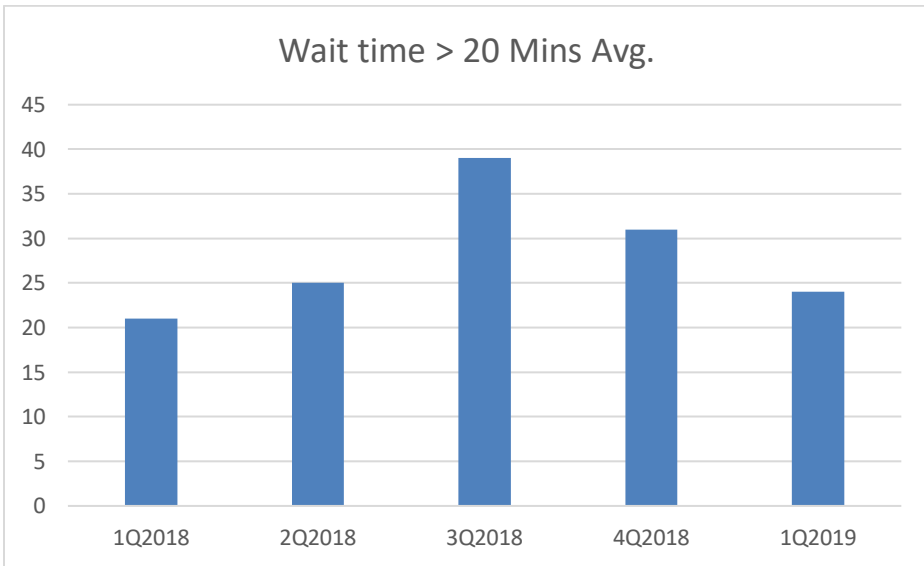
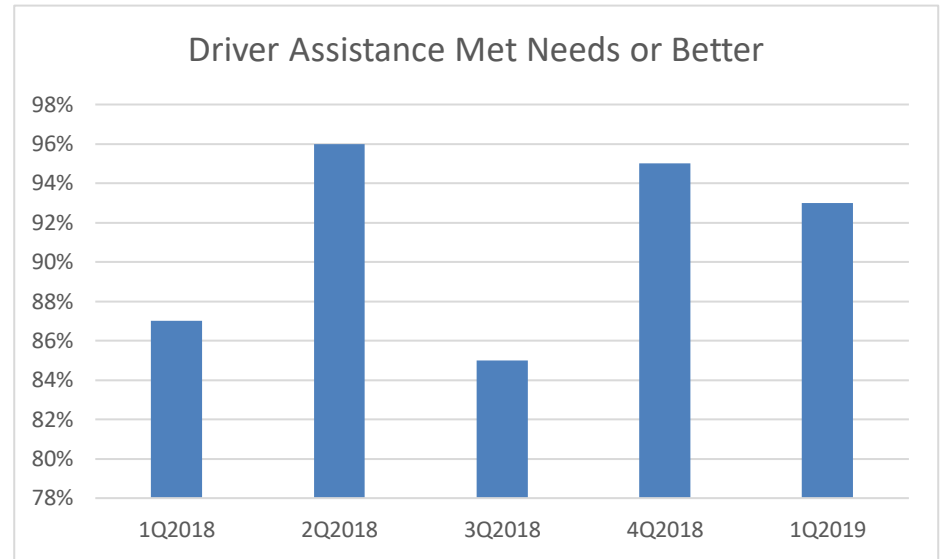
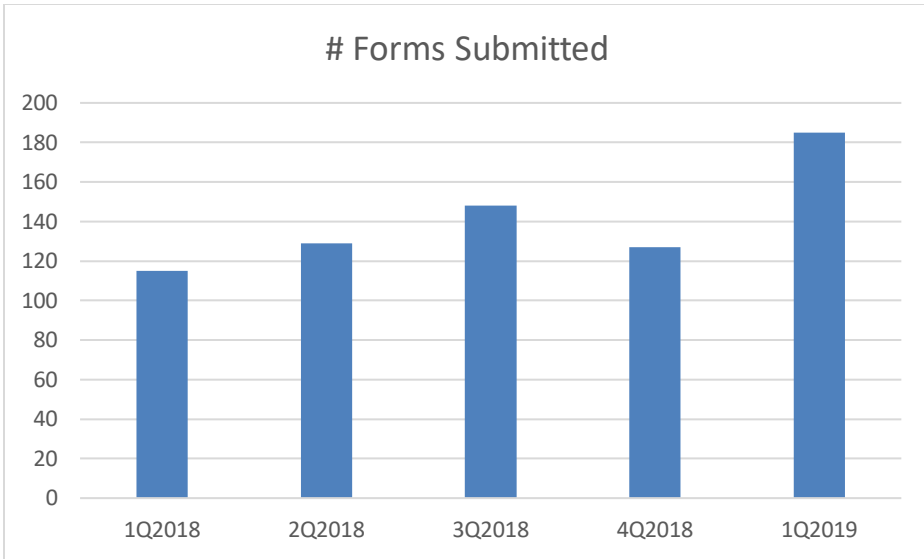
Vehicle Information: During Q12019:

- 55% of the rides were in Redi-Wheels vehicles.
- 35% of the rides were in Taxicabs.
- 10% of the rides were in Redi Coast vehicles.

Comment Cards: About 54% of riders noted comment cards on display in Redi-Wheels vehicles.

Q1 – 2019 Consumer Corps Report

	January	February	March	Total	Average
# OF FORMS SUBMITTED	58	73	54	185	62
SUBSCRIPTION RIDES	2	6	4	12	6%
ON-TIME PERFORMANCE					
Rides with wait time longer than 20 minutes (Total)	13	18	10	41	14
% of rides with wait longer than 20 minutes	22%	25%	19%		22%
Longest wait time (after 20 minutes)	50 mins	55 mins	40 mins		
TELEPHONE RESERVATION					
# On hold to reserve a trip	35	24	20	79	26
% of callers on hold (number on hold divided by total)	60%	33%	37%		43%
Longest time on hold	16 mins	15 mins	10 mins		
NIGHT BEFORE CALLS*					
Total Reporting	55	69	52	176	
# Did not receive a Night Before Call	18	26	15	59	20
% Did not receive a Night Before Call	31.03%	35.62%	29%	34%	
SAME DAY CALLS*					
Total Reporting	55	69	52	176	
# Did not receive a Same Day call	18	35	18	71	24
% Did not receive a Same Day Call	33%	51%	35%	40%	
DRIVER ASSISTANCE					
# with driver assistance that met needs or better	53	67	52	172	57
% with driver assistance that met needs or better	91%	92%	96%	93%	
VEHICLE INFORMATION					
# Redi-Wheels vehicles used	30	45	26	101	34
% Redi-Wheels vehicles used	52%	62%	48%	55%	
# RediCoast vehicles used	6	7	6	19	6
% RediCoast vehicles used	7%	5%	9%	10%	
# Taxicab vehicles used	22	21	22	65	22
% Taxicab vehicles used	38%	29%	41%	35%	
COMMENT CARDS*					
# Answered question	34	45	27	106	35
# of Rides with Comment Cards visible on Redi-Wheels vehicles	14	29	14	57	
% of Rides with Comment Cards visible on Redi-Wheels vehicles	41%	64%	52%	54%	
*Not all information submitted					



Tracking of same day calls began in 4Q2018
 Data unavailable for 3Q2018

