



San Mateo County

Paratransit Coordinating Council

Q1 2020 Consumer Corps Quarterly Report

This report covers the months of January – February 2020. March numbers were not included due to the “Shelter in Place” order. 168 reports were submitted for these two months (224 in 4Q2019) by 12 riders (one more than in 4Q2019).

↓ On-Time Performance:

- 79% of ride evaluations submitted by Consumer Corps members reported their pickup time was within 20 minutes of their scheduled ride time (88% in 4Q2019).
- The longest ride wait time reported was 135 minutes in February.

↓ Telephone Reservations:

When making ride reservations, about 74% of Consumer Corps members reported that their calls were taken without being put on hold (81% in 4Q2019). The longest time on hold was 20 minutes in October. There were 61 subscription rides with no reservation time reported.

↓ Night Before Calls:

73% received night before calls (75% in 4Q2019).

↓ Same Day Reminder Calls:

60% received same day calls (64% in 4Q2019).

↑ Driver Assistance: Driver assistance that "met needs" or was "above needs" occurred in 92% of reports submitted (86% in 4Q2019).

Vehicle Information:

- 60% of the rides reported were on Redi-Wheels vehicles.
- 37% of the rides reported were on Taxicabs.
- 3% of the rides reported were on Redi Coast vehicles.

↑ Comment Cards: Approximately 22% of riders noted comment cards on display in Redi-Wheels vehicles (19% in 4Q2019). 25% didn't look for the cards.

Q1 – 2020 Consumer Corps Report

	Jan	Feb	Total**	Average**
# of Forms Submitted (Total)	73	76	149	75
SUBSCRIPTION RIDES	21	20	41	21
ON-TIME PERFORMANCE				
Rides with wait time longer than 20 minutes (Total)	17	15	32	16
% of rides with wait longer than 20 minutes	23%	20%		21%
Longest wait time (after 20 minutes)	48	135		
TELEPHONE RESERVATION				
# Put on hold to reserve a trip	14	25	39	20
% of callers on hold (number on hold divided by total reporting)	19%	33%		26%
Longest time on hold (minutes)	3	5		
NIGHT BEFORE CALLS*				
# Answered question	73	76	149	75
# Did not receive a Night Before Call	18	22	40	20
% Did not receive a Night Before Call	25%	29%		27%
SAME DAY CALLS*				
# Answered question	73	76	149	75
# Did not receive a Same Day call	26	33	59	30
% Did not receive a Same Day Call	36%	43%		40%
DRIVER ASSISTANCE				
# with driver assistance that met needs or better	48	59	107	54
% with driver assistance that met needs or better	66%	78%		72%
VEHICLE INFORMATION*				
# Answered question	70	76	146	
# Redi-Wheels vehicles used	40	47	87	
% Redi-Wheels vehicles used	57%	62%		60%
# RediCoast vehicles used	3	2	5	
% RediCoast vehicles used	4%	3%		3%
# Taxicab vehicles used	27	27	54	
% Taxicab vehicles used	39%	36%		37%
COMMENT CARDS*				
# Answered question	71	76	147	
# of Rides with Comment Cards visible on Redi-Wheels vehicles	8	24	32	
% of Rides with Comment Cards visible on Redi-Wheels vehicles	11%	32%		22%

*Not all riders submitted information

**March numbers not included due to COVID 19.



