



San Mateo County

Paratransit Coordinating Council

Q2 2019 Consumer Corps Quarterly Report

This report covers the months of April - June 2019. More reports (237) were submitted this quarter (186 in 1Q19) by 15 riders (3 more than 1Q2019).

↑ On-Time Performance:

- 82% of ride evaluations submitted by Consumer Corps members reported their pickup time was within 20 minutes of their scheduled ride time (62% in 1Q2019)
- The longest ride wait time reported this quarter was 50 minutes in May.

↑ Telephone Reservations:

When making ride reservations, about 70% of Consumer Corps members reported that their calls were taken without being put on hold (41% in 1Q2019). The longest time on hold was 20 minutes in June. There were 23 subscription rides-no reservation time reported.

↑ Night Before Calls:

84% received same day calls (66% in 1Q2019).

↑ Same Day Reminder Calls:

76% received same day calls (60% in 1Q2019).

↓ Driver Assistance: Driver assistance that "met needs" or was "above needs" occurred in 86% of reports submitted (92% in 1Q2019).

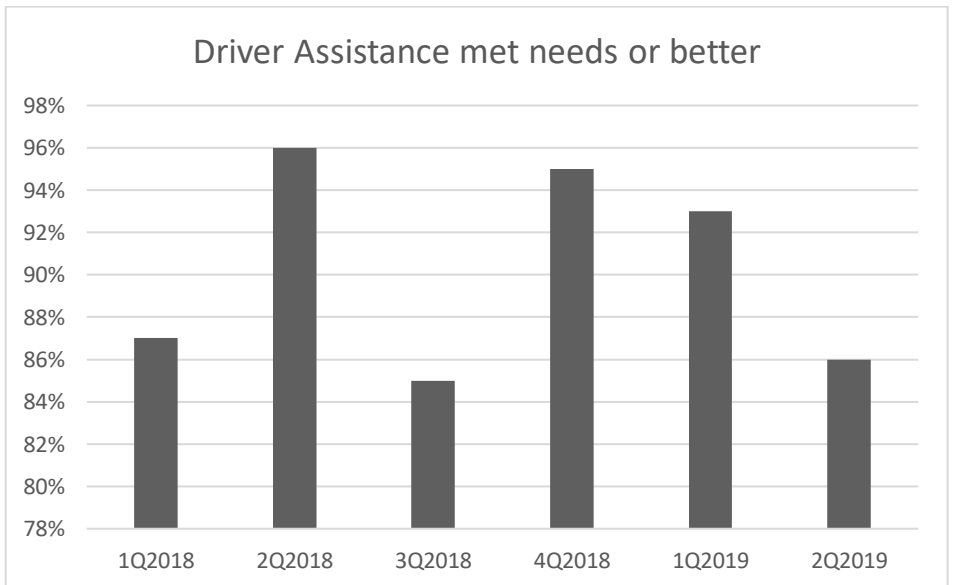
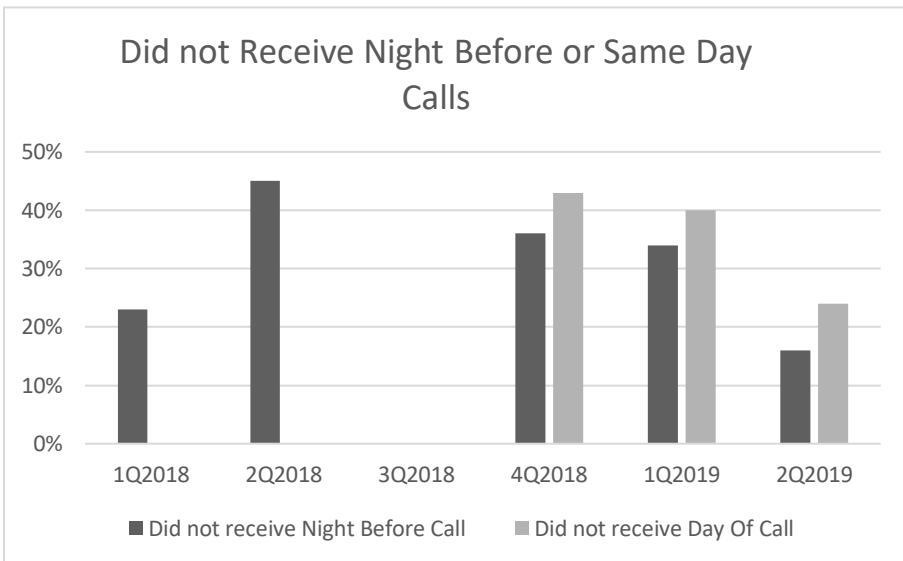
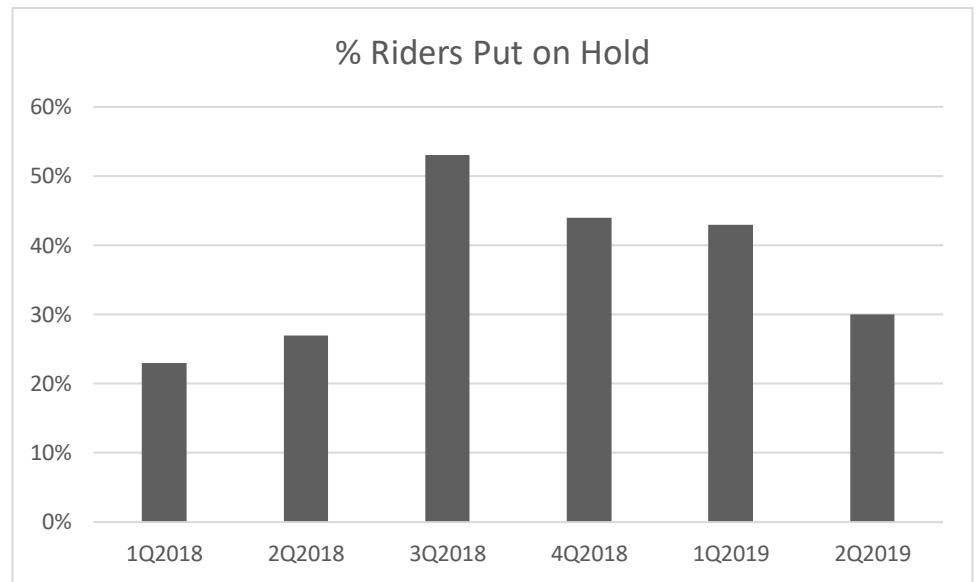
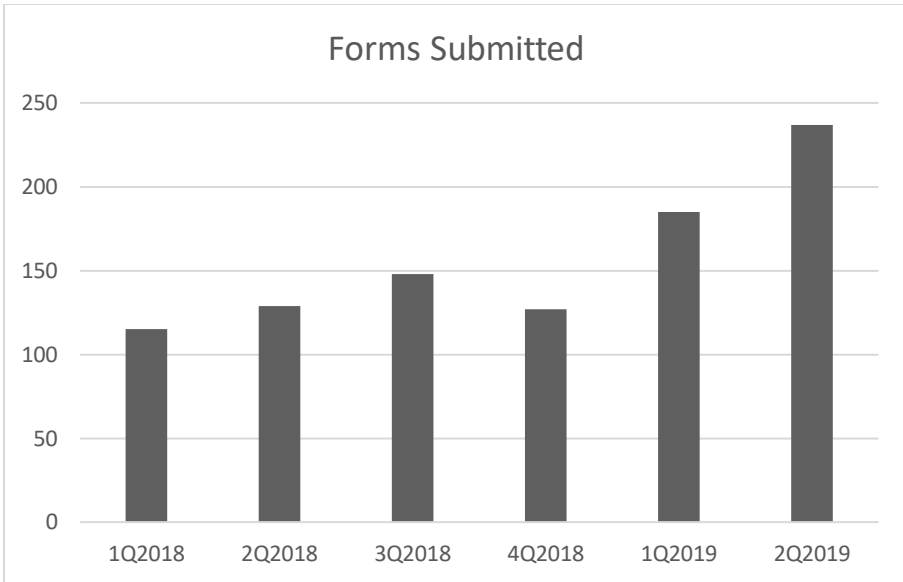
Vehicle Information:

- 54% of the rides reported were on Redi-Wheels vehicles.
- 38% of the rides reported were on Taxicabs.
- 3% of the rides reported were on Redi Coast vehicles.

↓ Comment Cards: Approximately 30% of riders noted comment cards on display in Redi-Wheels vehicles (down from 54% in 1Q2019).

Q2 – 2019 Consumer Corps Report

	April	May	June	Total	Average
# of Forms Submitted (Total)	66	79	92	237	79
SUBSCRIPTION RIDES	4	10	9	23	8
ON-TIME PERFORMANCE					
Rides with wait time longer than 20 minutes (Total)	17	14	17	48	16
% of rides with wait longer than 20 minutes	25%	18%	18%		20%
Longest wait time (after 20 minutes)	39	50	25		
TELEPHONE RESERVATION					
# On hold to reserve a trip	23	24	23	70	23
% of callers on hold (number on hold divided by total reporting)	40%	44%	38%		30%
Longest time on hold (minutes)	6	8	20		
NIGHT BEFORE CALLS*					
Total Reporting	66	70	92	228	
# Did not receive a Night Before Call	6	10	20	36	12
% Did not receive a Night Before Call	9%	14%	22%	16%	
SAME DAY CALLS*					
Total Reporting	59	68	82	209	
# Did not receive a Same Day call	8	22	21	51	17
% Did not receive a Same Day Call	14%	32%	26%	24%	
DRIVER ASSISTANCE					
# with driver assistance that met needs or better	60	54	90	204	68
% with driver assistance that met needs or better	91%	68%	98%	86%	
VEHICLE INFORMATION					
# Redi-Wheels vehicles used	37	42	50	129	43
% Redi-Wheels vehicles used	56%	53%	54%	54%	
# RediCoast vehicles used	0	2	6	8	3
% RediCoast vehicles used		3%	7%	3%	
# Taxicab vehicles used	29	26	36	91	30
% Taxicab vehicles used	44%	33%	39%	38%	
COMMENT CARDS*					
# Answered question	46	51	72	169	56
# of Rides with Comment Cards visible on Redi-Wheels vehicles	13	13	25	51	
% of Rides with Comment Cards visible on Redi-Wheels vehicles	28%	25%	35%	30%	
*Not all riders submitted information					



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

