



San Mateo County

Paratransit Coordinating Council

2Q2020 Consumer Corps Quarterly Report

This report covers the months of April - June 2020. 46 reports (168 in 1Q2020) were submitted for these three months by 5 riders (12 in 1Q2020). Due to the “shelter in place” order in San Mateo County, only two reports were submitted for April.

↑ On-Time Performance:

- 91% of ride evaluations submitted by Consumer Corps members reported their pickup time was within 20 minutes of their scheduled ride time (79% in 1Q2020).
- The longest ride wait time reported was 45 minutes in June.

↓ Telephone Reservations:

When making ride reservations, about 72% of Consumer Corps members reported that their calls were taken without being put on hold (74% in 1Q2020). The longest time on hold was 3 minutes in June. There were 4 subscription rides with no reservation time reported.

↓ Night Before Calls:

65% received night before calls (73% in 1Q2020).

↑ Same Day Reminder Calls:

65% received same day calls (60% in 1Q2020).

↔ Driver Assistance: Driver assistance that "met needs" or was "above needs" occurred in 91% of reports submitted (92% in 1Q2020).

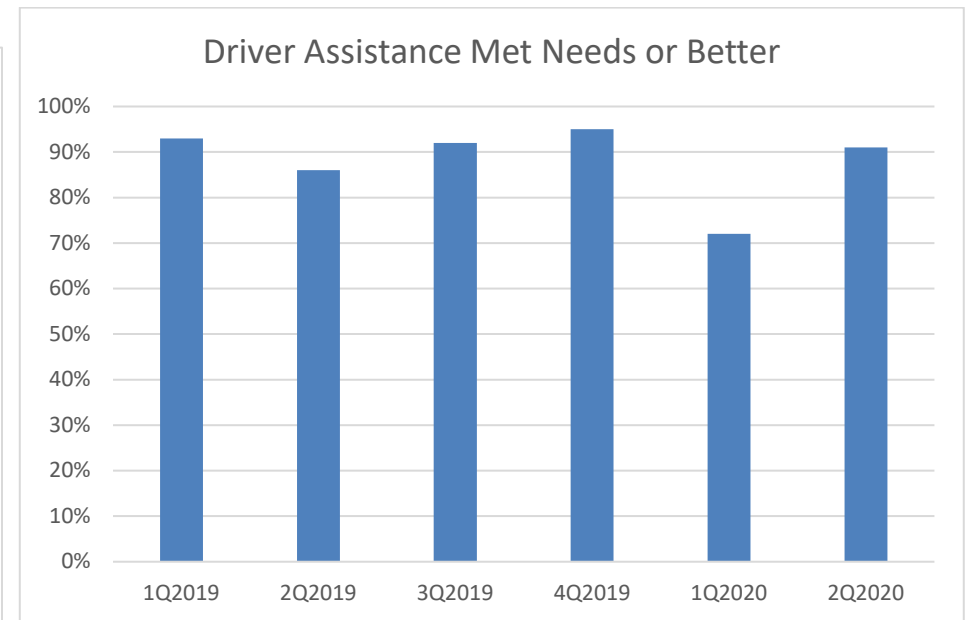
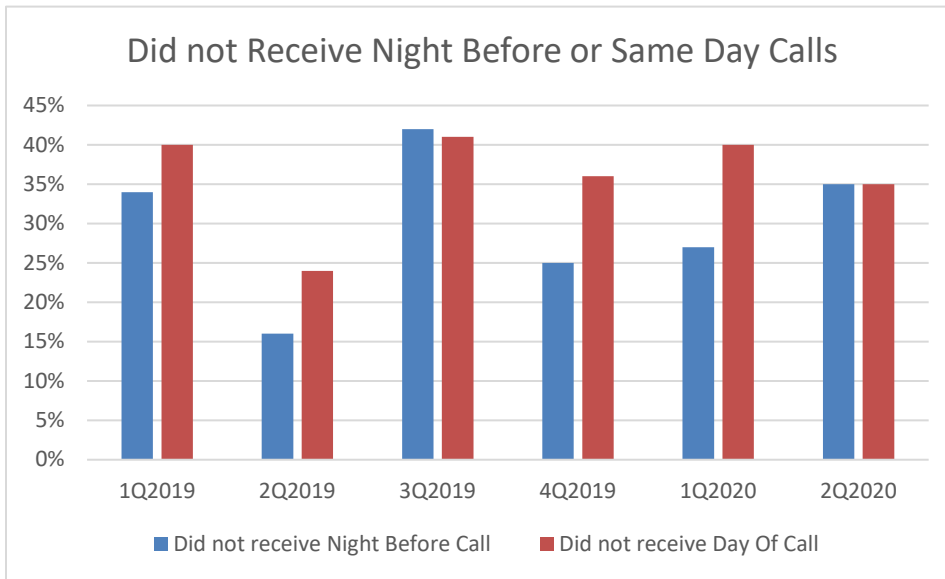
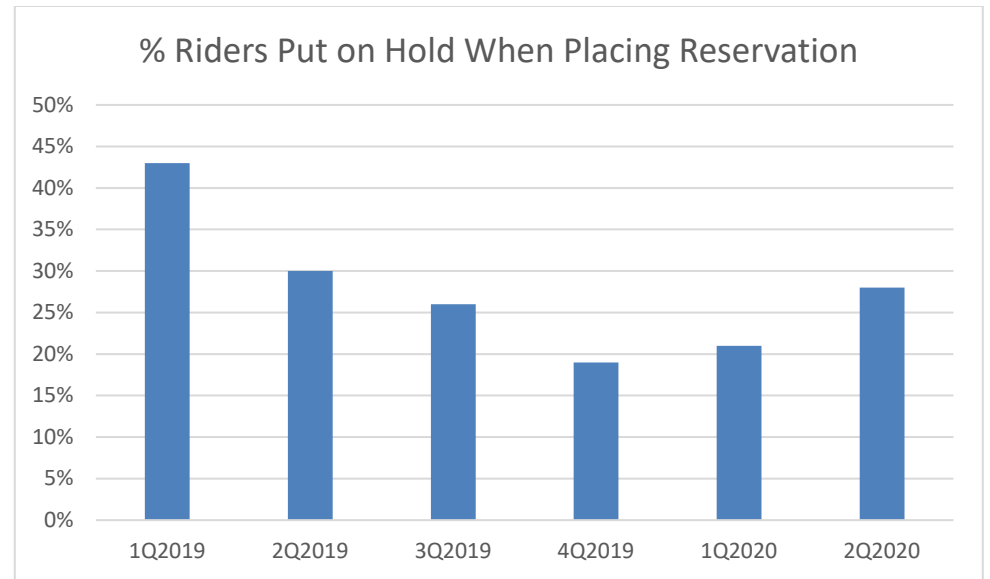
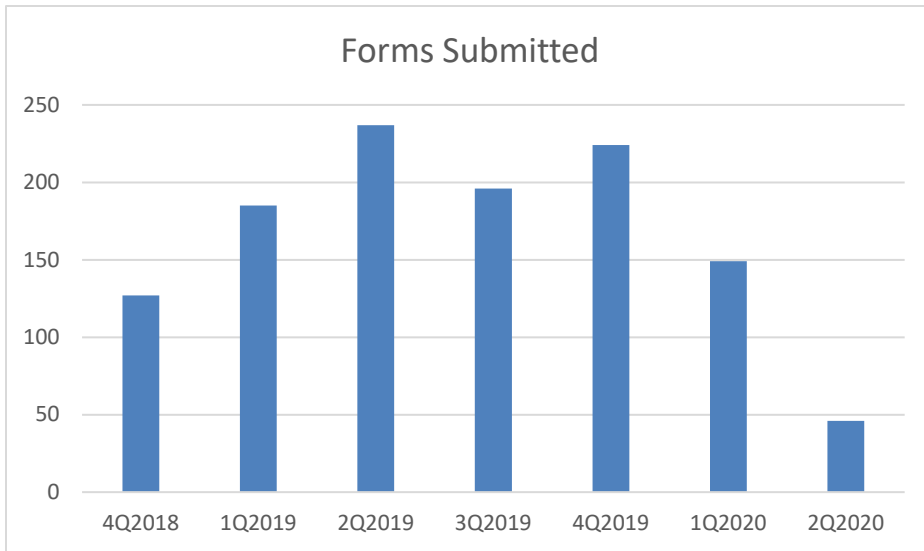
Vehicle Information:

- 72% of the rides reported were on Redi-Wheels vehicles (31).
- 15% of the rides reported were on Taxicabs (7).
- 13% of the rides reported were on Redi Coast vehicles (6).

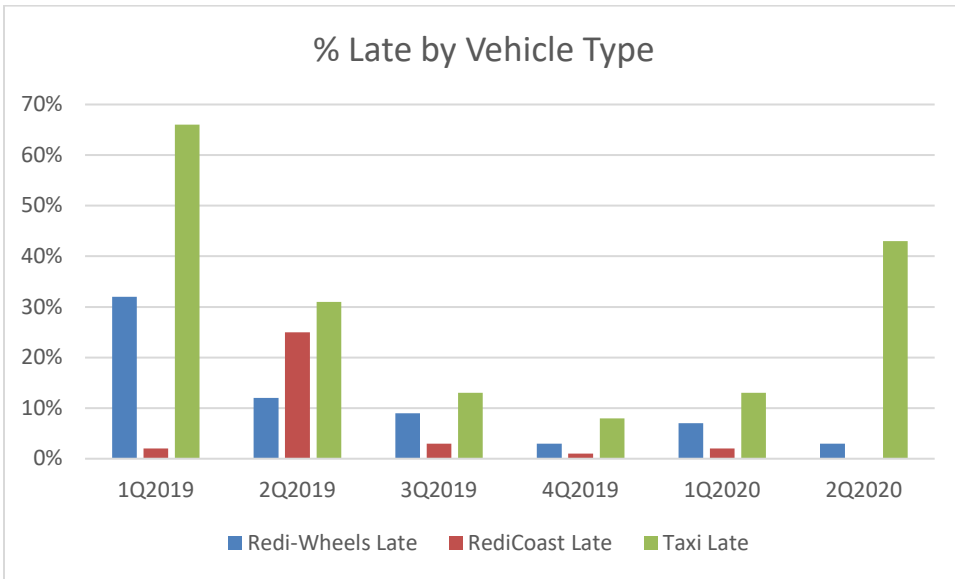
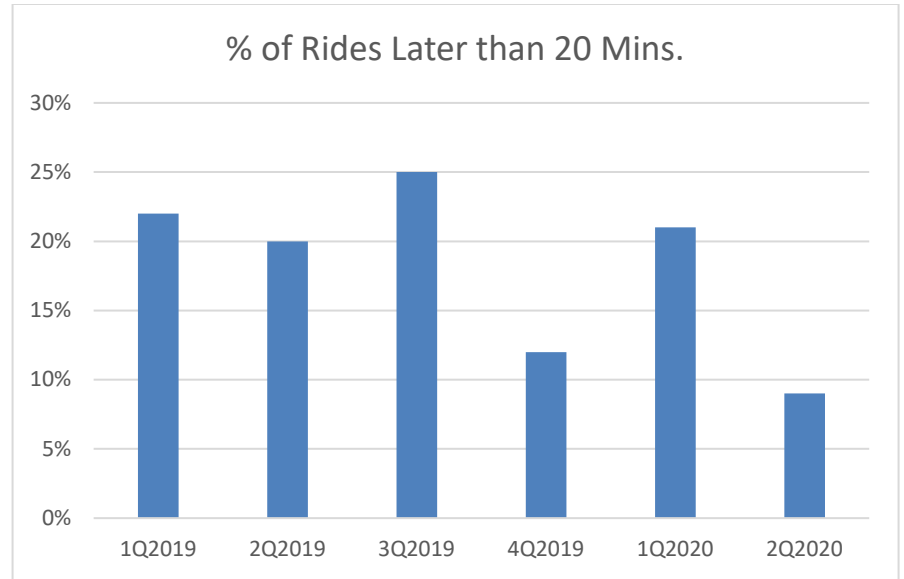
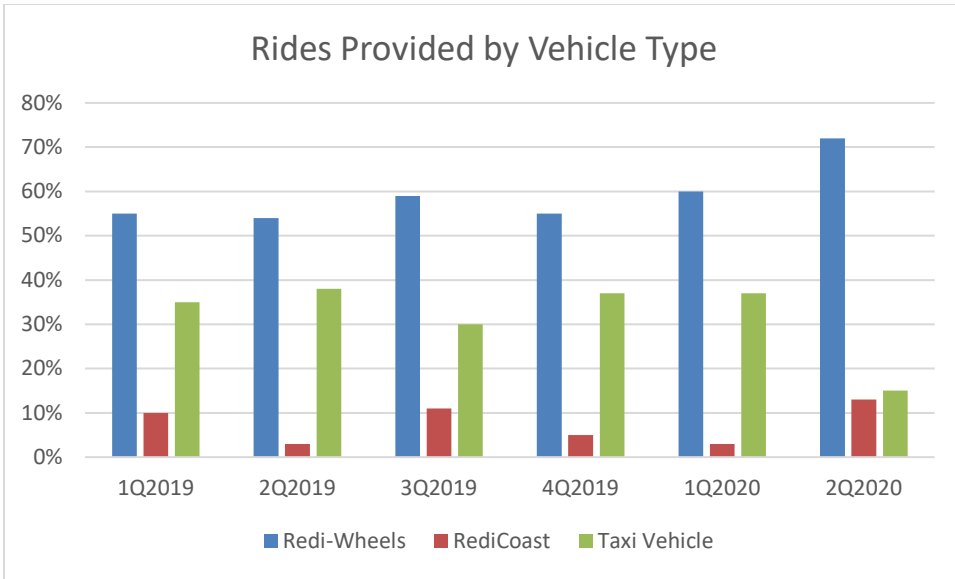
↑ Comment Cards: Approximately 24% of riders noted comment cards on display in Redi-Wheels vehicles (22% in 1Q2020). 39% didn't/couldn't look for the cards.

Q2 – 2020 Consumer Corps Report

	Apr	May	June	Average**
# of Forms Submitted (Total)	2	14	30	
SUBSCRIPTION RIDES		0	4	
ON-TIME PERFORMANCE				
Rides with wait time longer than 20 minutes (Total)		0	4	
% of rides with wait longer than 20 minutes		0%	13%	
Longest wait time (after 20 minutes)		0	45	
TELEPHONE RESERVATION				
# Put on hold to reserve a trip		0	13	
% of callers on hold (number on hold divided by total reporting)		0%	43%	
Longest time on hold (minutes)		0	3	
NIGHT BEFORE CALLS*				
# Answered question		14	30	
# Did not receive a Night Before Call		0	15	
% Did not receive a Night Before Call		0%	50%	
SAME DAY CALLS*				
# Answered question				
# Did not receive a Same Day Call		1	14	
% Did not receive a Same Day Call		7%	47%	
DRIVER ASSISTANCE				
# with driver assistance that met needs or better		14	26	
% with driver assistance that met needs or better		100%	87%	
VEHICLE INFORMATION*				
# Answered question				
# Redi-Wheels vehicles used		14	17	
% Redi-Wheels vehicles used		100%	57%	
# RediCoast vehicles used		0	6	
% RediCoast vehicles used		0%	20%	
# Taxicab vehicles used		0	7	
% Taxicab vehicles used		0%	23%	
COMMENT CARDS*				
# Answered question		8	28	
# of Rides with Comment Cards visible on Redi-Wheels vehicles		3	8	
% of Rides with Comment Cards visible on Redi-Wheels vehicles		38%	29%	
*Not all riders submitted information				
** April numbers not included due to Covid-19.				
***Averages not included due to low number of reports.				



1Q2020 did not include data for March; 2Q2020 did not include data for April.



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