



**San Mateo County**

**Paratransit Coordinating Council**

## **Q3 2019 Consumer Corps Quarterly Report**

This report covers the months of July - September 2019. Fewer reports (196) were submitted this quarter (237 in 2Q2019) by 11 riders (4 less than 2Q2019).

### **↓ On-Time Performance:**

- 75% of ride evaluations submitted by Consumer Corps members reported their pickup time was within 20 minutes of their scheduled ride time (82% in 2Q2019).
- The longest ride wait time reported was 80 minutes in September.

### **↓ Telephone Reservations:**

When making ride reservations, about 61% of Consumer Corps members reported that their calls were taken without being put on hold (70% in 2Q2019). The longest time on hold was 12 minutes in September. There were 47 subscription rides with no reservation time reported.

### **↓ Night Before Calls:**

58% received night before calls (84% in 2Q2019).

### **↓ Same Day Reminder Calls:**

59% received same day calls (76% in 2Q2019).

**↑ Driver Assistance:** Driver assistance that "met needs" or was "above needs" occurred in 92% of reports submitted (86% in 2Q2019).

### **Vehicle Information:**

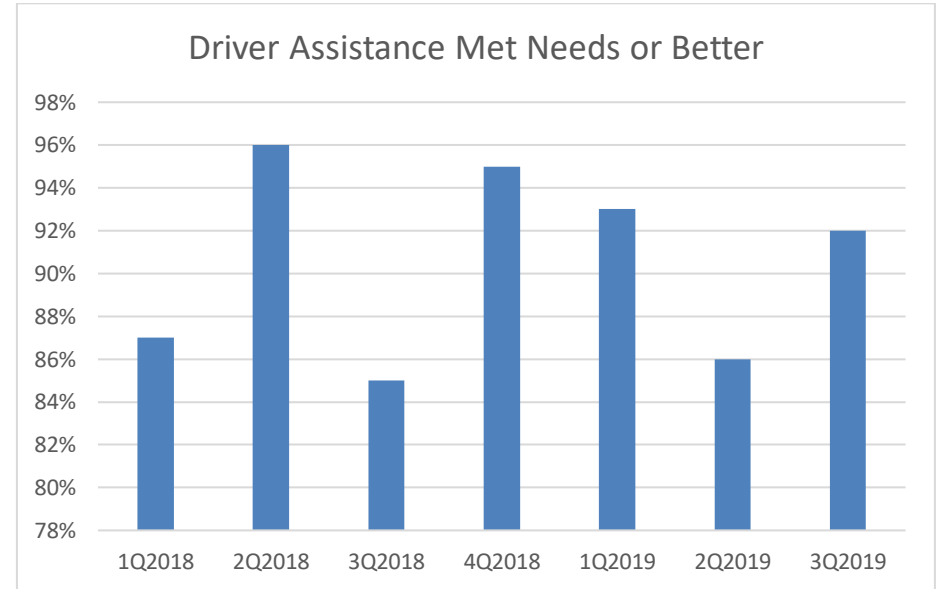
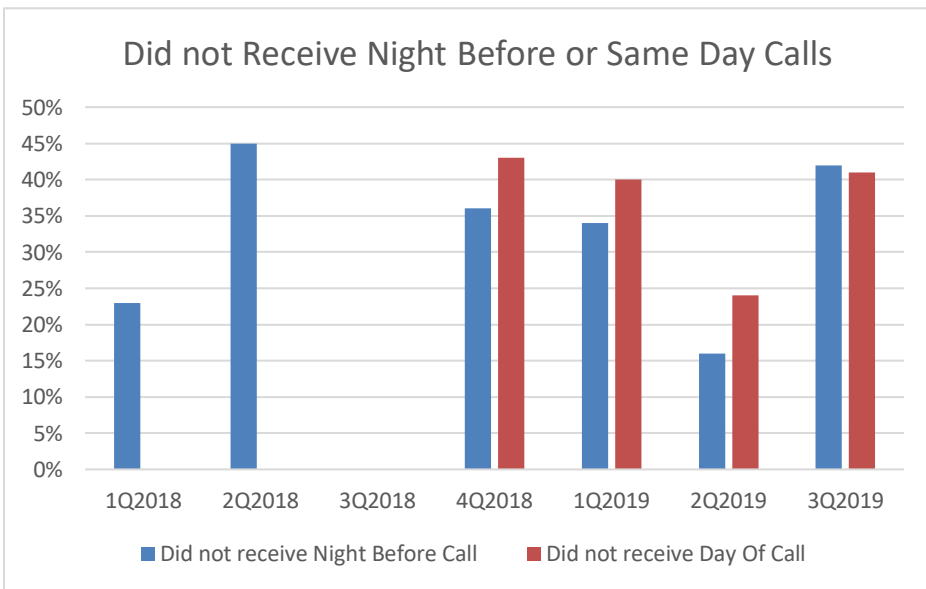
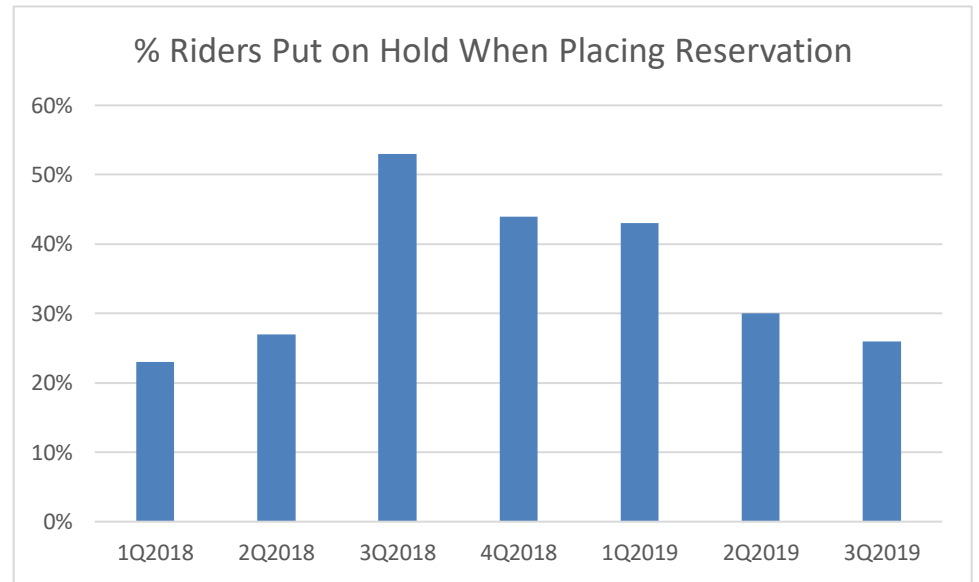
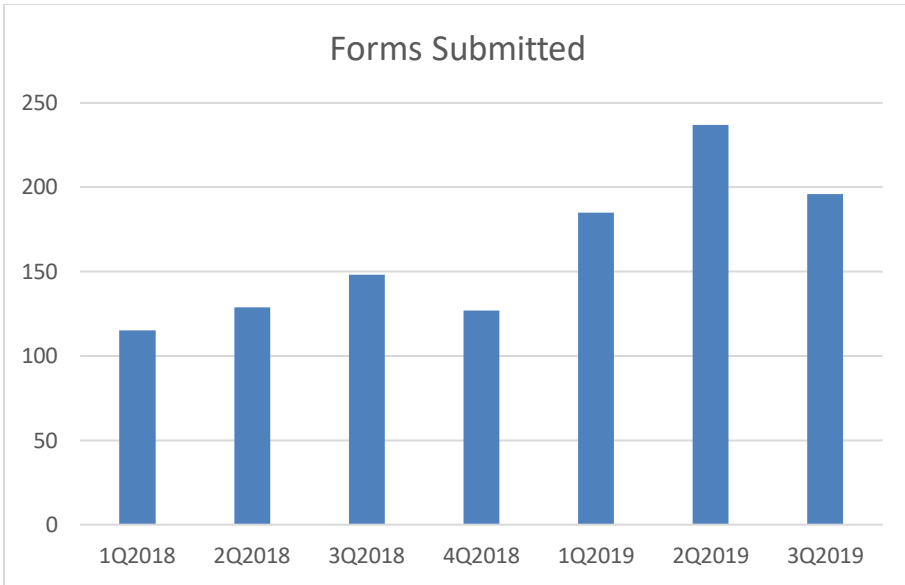
- 60% of the rides reported were on Redi-Wheels vehicles.
- 30% of the rides reported were on Taxicabs.
- 10% of the rides reported were on Redi Coast vehicles.

**↓ Comment Cards:** Approximately 21% of riders noted comment cards on display in Redi-Wheels vehicles (down from 30% in 2Q2019). 16% didn't look for the cards.

### Q3 – 2019 Consumer Corps Report

	July	Aug	Sept	Total	Average
# of Forms Submitted (Total)	58	74	64	196	65
<b>SUBSCRIPTION RIDES</b>	15	19	13	47	16
<b>ON-TIME PERFORMANCE</b>					
Rides with wait time longer than 20 minutes (Total)	7	22	20	49	16
% of rides with wait longer than 20 minutes	12%	30%	31%		25%
Longest wait time (after 20 minutes)	25	60	80		
<b>TELEPHONE RESERVATION</b>					
# Put on hold to reserve a trip	22	9	19	50	17
% of callers on hold (number on hold divided by total reporting)	38%	12%	30%		26%
Longest time on hold (minutes)	10	9	12		
<b>NIGHT BEFORE CALLS*</b>					
Total Reporting	57	71	62	190	
# Did not receive a Night Before Call	17	39	23	79	26
% Did not receive a Night Before Call	30%	55%	37%	42%	
<b>SAME DAY CALLS*</b>					
Total Reporting	57	71	62	190	
# Did not receive a Same Day call	16	33	28	77	26
% Did not receive a Same Day Call	28%	46%	45%	41%	
<b>DRIVER ASSISTANCE</b>					
# with driver assistance that met needs or better	57	66	58	181	60
% with driver assistance that met needs or better	100%	93%	94%	92%	
<b>VEHICLE INFORMATION</b>					
# Redi-Wheels vehicles used	39	46	31	116	39
% Redi-Wheels vehicles used	67%	62%	48%	59%	
# RediCoast vehicles used	3	8	11	22	7
% RediCoast vehicles used	5%	11%	17%	11%	
# Taxicab vehicles used	16	20	22	58	19
% Taxicab vehicles used	28%	27%	34%	30%	
<b>COMMENT CARDS*</b>					
# Answered question	48	58	55	161	54
# of Rides with Comment Cards visible on Redi-Wheels vehicles	15	8	17	40	
% of Rides with Comment Cards visible on Redi-Wheels vehicles	31%	14%	31%	25%	

\*Not all riders submitted information



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

