



San Mateo County

Paratransit Coordinating Council

Q4 2019 Consumer Corps Quarterly Report

This report covers the months of October - December 2019. More reports (224) were submitted this quarter (196 in 3Q2019) by 11 riders (same number as 3Q2019).

↑ On-Time Performance:

- 88% of ride evaluations submitted by Consumer Corps members reported their pickup time was within 20 minutes of their scheduled ride time (75% in 3Q2019).
- The longest ride wait time reported was 72 minutes in October.

↑ Telephone Reservations:

When making ride reservations, about 81% of Consumer Corps members reported that their calls were taken without being put on hold (61% in 3Q2019). The longest time on hold was 20 minutes in October. There were 61 subscription rides with no reservation time reported.

↑ Night Before Calls:

75% received night before calls (58% in 3Q2019).

↑ Same Day Reminder Calls:

64% received same day calls (59% in 3Q2019).

↑ Driver Assistance: Driver assistance that "met needs" or was "above needs" occurred in 92% of reports submitted (86% in 3Q2019).

Vehicle Information:

- 55% of the rides reported were on Redi-Wheels vehicles.
- 37% of the rides reported were on Taxicabs.
- 5% of the rides reported were on Redi Coast vehicles.

↓ Comment Cards: Approximately 19% of riders noted comment cards on display in Redi-Wheels vehicles (down from 21% in 3Q2019). 25% didn't look for the cards.

Q4 – 2019 Consumer Corps Report

	Oct	Nov	Dec	Total	Average
# of Forms Submitted (Total)	78	76	70	224	75
SUBSCRIPTION RIDES	23	19	19	61	20
ON-TIME PERFORMANCE					
Rides with wait time longer than 20 minutes (Total)	6	12	9	27	9
% of rides with wait longer than 20 minutes	8%	16%	13%		12%
Longest wait time (after 20 minutes)	72 mins	45 mins	36 mins		
TELEPHONE RESERVATION					
# Put on hold to reserve a trip	20	12	11	43	14
% of callers on hold (number on hold divided by total reporting)	26%	16%	16%		19%
Longest time on hold (minutes)	5 mins	3 mins	5 mins		
NIGHT BEFORE CALLS*					
Total Reporting	78	76	70	224	
# Did not receive a Night Before Call	20	21	14	55	18
% Did not receive a Night Before Call	26%	28%	20%		25%
SAME DAY CALLS*					
Total Reporting	78	76	70	224	
# Did not receive a Same Day call	29	27	24	80	27
% Did not receive a Same Day Call	37%	36%	34%		36%
DRIVER ASSISTANCE					
# with driver assistance that met needs or better	73	72	67	212	71
% with driver assistance that met needs or better	94%	95%	96%		95%
VEHICLE INFORMATION					
# Redi-Wheels vehicles used	44	40	39	123	41
% Redi-Wheels vehicles used	56%	53%	56%		55%
# RediCoast vehicles used	6	6	0	12	
% RediCoast vehicles used	8%	8%	0%		5%
# Taxicab vehicles used	21	30	31	82	
% Taxicab vehicles used	27%	39%	44%		37%
COMMENT CARDS*					
# Answered question	29	66	49	144	48
# of Rides with Comment Cards visible on Redi-Wheels vehicles	6	17	5	28	
% of Rides with Comment Cards visible on Redi-Wheels vehicles	21%	26%	10%	19%	
*Not all riders submitted information	2				



