



San Mateo County

Paratransit Coordinating Council

Consumer Corps Quarterly Report

This report covers the months of October through December 2018. A total of 127 reports were submitted this quarter.

On-Time Performance:

- 69% of ride evaluations submitted by Consumer Corps members reported their pickup time was within 20 minutes of their scheduled ride time.
- The longest ride wait time reported this quarter was 100 minutes due to a missed connection following a delayed train from Reno.
- The next longest ride wait time reported was 67 minutes for a ride via taxi from San Francisco to San Mateo.

Telephone Reservations:

When making ride reservations, about 56% of Consumer Corps members reported that their calls were taken without being put on hold. 4% were subscription rides.

Night Before Calls:

64% received night before calls; 5% opted out; 1 report did not respond.

Same Day Reminder Calls:

57% received same day calls; 5% opted out; 2 reports did not respond.

Driver Assistance: In Q4, driver assistance that "met needs" or was "above needs" occurred in 95% of reports submitted. The following comments were received on the checklist forms:

- "Driver had a cold and was a jerk."
- "Nice driver."
- "Excellent service."
- "Driver Domingo is letter-perfect. He is an excellent driver. He fulfills all the requirements of his job to perfection. An outstanding employee."
- "Driver was courteous, helpful, completely professional, and competent."
- "Driver didn't get pick-up order until 12:45pm; he was in SSF when he got the order to pick me up in Pacifica."

Vehicle Information: During Q4, 56% of the Consumer Corps members rode on Redi-Wheels vehicles. Taxicabs provided 42% of reported trips and Redi Coast vehicles provided the remaining 2% of rides

Comment Cards: About 24% of riders noted comment cards on display in Redi-Wheels vehicles.

Q4 – 2018 Consumer Corps Report

	October	November	December	Average
# of Forms Submitted (Total 127)	54	45	28	42
ON-TIME PERFORMANCE				
Rides with wait time longer than 20 minutes (Total 39)	13	20	6	13
Longest wait time (after 20 minutes)	67 min.	100 min.	30 min.	
% of rides with wait longer than 20 minutes	24%	44%	21%	31%
TELEPHONE RESERVATION				
# On hold to reserve a trip	20	21	15	19
% of callers on hold (number on hold divided by total)	37%	47%	54%	44%
Longest time on hold	8 min	8.5 min	5 min.	
NIGHT BEFORE CALLS				
Did not receive a Night Before Call	35%	44%	25%	36%
DAY OF CALLS				
Did not receive a Day Of Call	41%	51%	39%	43%
DRIVER ASSISTANCE				
% of rides where driver assistance met needs or better	96%	100%	89%	95%
VEHICLE INFORMATION				
% Redi-Wheels vehicles used	57%	58%*	50%	56%
% RediCoast vehicles used	0%	0%	7%	2%
% Taxicab vehicles used	43%	40%	43%	42%
COMMENT CARDS				
Rides with Comment Cards visible on Redi-Wheels	11	13	6	
% of Rides with Comment Cards visible on Redi-Wheels vehicles	20%	29%	21%	24%
*Not all information submitted				