



San Mateo County

Paratransit Coordinating Council

1Q2022 Consumer Corps Quarterly Report

This report covers the months of January–March, 2022. 123 reports were submitted for these three months by 8 riders (82 reports by 8 riders in 4Q21)

On-Time Performance:

- 93% of ride evaluations submitted by Consumer Corps members reported their pickup time was within 20 minutes of their scheduled ride time.
- There was one ride in January with a wait time of 40 minutes (after the 20 min. window) and two rides in March with a wait time of 40 minutes (after the 20 min. window).

Telephone Reservations:

When making ride reservations, about 70% of Consumer Corps members reported that their calls were taken without being put on hold. The longest time on hold was 3 minutes in January and February. There were 23 subscription rides – these were not included in the calculation.

Night Before Calls:

52% received night before calls. (46% in 4Q21)

Same Day Reminder Calls:

54% received same day calls. (48% in 4Q21)

Driver Assistance: Driver assistance that "met needs" or was "above needs" occurred in 98% of reports submitted (99% in 4Q21).

Vehicle Information:

- 78% of the rides reported were on Redi-Wheels vehicles (91% in 4Q21).
- 16% of the rides reported were on Taxicabs (3% in 4Q21).
- 6% of the rides reported were on Redi Coast vehicles (5% in 4Q21).

Comment Cards: Approximately 42% of riders noted comment cards on display in Redi-Wheels vehicles (50% in 4Q21). 24% didn't/couldn't look for the cards. Note: RediCoast and taxis do not have comment cards.

Q1 – 2022 Consumer Corps Report

	Jan	Feb	Mar	Total
# of Forms Submitted (Total=123)	30	48	45	123
SUBSCRIPTION RIDES	2	11	10	
ON-TIME PERFORMANCE				
Rides with wait time longer than 20 minutes (Total)	1	4	4	7%
% of rides with wait longer than 20 minutes	3%	8%	9%	
Longest wait time (>20 minutes)	5	40	40	
TELEPHONE RESERVATION				
# On hold to reserve a trip	8	11	18	
% of callers on hold (does not include subscription trips)	27%	23%	40%	30%
Longest time on hold (minutes)	3	3	2	
NIGHT BEFORE CALLS*				
# Did not receive a Night Before Call	10	22	27	
% Did not receive a Night Before Call	33%	46%	60%	48%
SAME DAY CALLS*				
# Did not receive a Same Day call	10	22	24	
% Did not receive a Same Day Call	33%	46%	53%	46%
DRIVER ASSISTANCE				
# with driver assistance that met needs or better	30	45	45	
% with driver assistance that met needs or better	100%	94%	100%	98%
VEHICLE INFORMATION				
% Redi-Wheels vehicles used	73%	81%	78%	78%
% RediCoast vehicles used	20%	15%	16%	16%
% Taxicab vehicles used	7%	4%	7%	6%
COMMENT CARDS*				
% of Rides with Comment Cards visible on Redi-Wheels vehicles	35%	63%	31%	44%
% Didn't or couldn't look				24%
*Not all riders submitted information				