

**San Mateo County
PARATRANSIT ADVISORY COUNCIL**

3Q2024 Consumer Corps Quarterly Report

This report covers the months of July – September 2024. 55 reports were submitted for these three months by 6 riders (69 reports by 6 riders in 2Q24).

On-Time Performance:

- 85% of ride evaluations submitted by Consumer Corps members reported their pickup time was within 20 minutes of their scheduled ride time (86% in 2Q24).
- The longest wait time was 40 minutes in August (after the 20 min. window).

Night Before Calls:

64% of those who answered this question received night-before calls (40% in 2Q24).

Same Day Reminder Calls:

69% of those who answered this question received same day calls (51% in 2Q24).

Driver Assistance: Driver assistance that "met needs" or was "above needs" occurred in 95% of reports submitted (96% in 2Q24).

Vehicle Information:

- 72% of the rides reported were on Redi-Wheels vehicles (72% in 2Q24).
- 15% of the rides reported were on Taxicabs (16% in 2Q24).
- 9% of the rides reported were on Redi Coast vehicles (12% in 2Q24).

Comment Cards: Approximately 50% of riders noted comment cards on display in Redi-Wheels vehicles (53% in 2Q24.). RediCoast vehicles and taxis do not provide comment cards.

Date	Comment
7/13/2024	Went to wrong location for pickup; didn't read instructions.
8/1/2024	It was a brand new, beautiful van. I asked for a yellow comment card, but Manuel, the driver said he ran out of them earlier in the day.
8/1/2024	Nice ride. Thank you, Peck.
8/6/2024	Driver was given wrong address, tried 3 different locations, and figured it out.
8/6/2024	Night before reminder rang twice, I answered, but no recording. Driver had wrong address; called dispatch to check.
8/10/2024	Drove entirely thru residential streets in San Bruno & Millbrae when 2nd pickup was only a few blocks from El Camino. Very inefficient.
8/11/2024	Driver didn't read full instructions & went to wrong area. Drove in fast lane on El Camino through San Bruno, Millbrae, Burlingame, and San Mateo.
8/14/2024	Good, helpful driver
8/17/2024	Jorge from Serra Cab company was patient, friendly, and so thorough. Thank you.
8/17/2024	Thank you, Francisco, for a very nice ride.
8/21/2024	Armando is an excellent driver, safe, courteous, helpful & professional.
8/21/2024	James is safe, courteous and helpful to those who have a disability
9/2/2024	Jim is a pro; an example for newbies. Always cheerful, nice and helpful.
9/2/2024	Took special care helping when passenger disembarked. Walked me right to my garage door and waited to see that I made it inside the house.
9/6/2024	great driver, Jorge
9/6/2024	nice ride. Manuel is a good driver
9/21/2024	Another pickup up was 10 mins late and uncertain as to address; however, was accommodated.
9/21/2024	I requested driver to close the sunroof. Driver John said "Do you need an ambulance?" Totally unnecessary.
9/21/2024	Very nice driver
9/25/2024	Ken is a good driver, courteous, helpful especially someone who has a disability.