

**San Mateo County
PARATRANSIT ADVISORY COUNCIL**

1Q2025 Consumer Corps Quarterly Report

This report covers the months of January – March 2025. 80 reports were submitted for these three months by 6 riders (71 reports by 6 riders in 4Q24).

On-Time Performance:

- 86% of ride evaluations submitted by Consumer Corps members reported their pickup time was within 20 minutes of their scheduled ride time (70% in 4Q24).
- The longest wait time was 35 minutes in March (after the 20 min. window). One ride failed to arrive.

Night Before Calls*:

69% of those who answered this question received night-before calls (72% in 4Q24).

Same Day Reminder Calls*:

76% of those who answered this question received same day calls (73% in 4Q24).

Driver Assistance: Driver assistance that "met needs" or was "above needs" occurred in 89% of reports submitted (93% in 4Q24).

Vehicle Information:

- 69% of the rides reported were on Redi-Wheels vehicles (77% in 4Q24).
- 1% of the rides reported were on Taxicabs (1% in 4Q24).
- 19% of the rides reported were on Redi Coast vehicles (21% in 4Q24).

Comment Cards:** Approximately 54% of riders noted comment cards on display in Redi-Wheels vehicles (42% in 4Q24.).

*RediCoast does not provide night-before nor same-day calls.

**RediCoast vehicles and taxis do not provide comment cards.

Date Comment

Date	Comment
1/3/2025	Did not ask if assistance was needed with getting on or off, or getting seated. No visible sign of ID.
1/3/2025	Pao was very helpful, courteous and safe driver.
1/13/2025	Helpful and patient.
1/13/2025	Very patient and kind.
1/17/2025	Driver (Frank I think) did not pay attention to the speed limit, did not make a full stop on Pinecrest & Brentwood Dr. There was a red stop sign and a blind corner.
1/23/2025	Jonathon went to great trouble to ensure we were at the correct address. Very good driver and person.
1/24/2025	Driver, Joseph, was very good, helpful and safe driver
1/24/2025	Driver, Kinbo, is very safe, courteous & helpful
1/25/2025	I kept the driver Ken waiting for more than 5 minutes due to a bathroom need, and Ken was really kind to wait and take us to our destination. Thank you, Ken!!!
1/25/2025	The driver Ricardo was very kind and helpful, and the ride went very smoothly. Thank you Ricardo!
1/27/2025	Erica very competent, chose best route, pleasant person.
1/30/2025	The driver was extremely kind in helping me get back home when a cut on my finger wouldn't stop bleeding. I had to go to the ER at Kaiser for treatment and thus had to cancel the return ride that day which was at 4 pm.
1/30/2025	The driver was extremely kind in helping me get back home when a cut on my finger wouldn't stop bleeding. I had to go to the ER at Kaiser for treatment and thus had to cancel the return ride that day which was at 4 pm.
1/31/2025	Driver #9366 was efficient, very good and careful driver.
2/1/2025	Very competent driver.
2/5/2025	Driver #4459 had never driven to the Elks Lodge, which is on a private road. Well done!
2/5/2025	Driver, Bill, had never driven to the Elks Lodge before but used GPS and did well.
2/11/2025	Driver (#9438) was very kind. He assisted me in, buckled my belt, secured my walker, and asked if I was comfortable.
2/11/2025	Driver (#9610) was very pleasant. Helped me in, buckled my seat belt. He was very nice.
2/13/2025	Driver, Haya, was very helpful, courteous, & safe, especially as it was a rainy day.
2/14/2025	Arrived at Sequoia Hospital at 10:20, a mile ride from my house.
2/14/2025	Ride didn't arrive. I called and was told the ride would be at 2:10pm. I called my son to pick me up.
2/18/2025	Driver Hunter was polite and helped me in and out of the van; he secured me and my walker.
2/21/2025	Received reminder on home phone. Driver, Ollie, did have any comment cards.
2/26/2025	Driver (Jim Bo) helped me out of van & walked me into the restaurant. Cheerful and very pleasant.
2/26/2025	Driver, Gloriana, is very good, safe, consistent in driving, helpful and courteous.
2/26/2025	New vehicle. It was more difficult to step up or down. No offer of assistance from driver (Joseph) or to secure the seat belt which I found difficult.
3/4/2025	Hunter assisted me and my walker, secured my seat belt, and make sure I was ok.
3/4/2025	Juan is very polite. He assisted me with the seat belt and in and out of the vehicle.
3/5/2025	Juan was very supportive and polite.
3/5/2025	Steven was very supportive and polite.
3/9/2025	Pleasant driver. Both driver and dispatch forgot it was daylight savings time, but he made it.

3/10/2025	Had bank employee call dispatch. Driver had absolutely o concern at being called. Gave impression he couldn't care less or was never aware how long I was waiting. Name Walter.
3/10/2025	Took from 1:15 to 1:40 to go 3 miles. Seems excessive.
3/11/2025	Dispatch sent bus very late for a medical appointment.
3/11/2025	Martin is so polite and kind. He found a Comment Card for me.
3/11/2025	Morris was very helpful and buckled my seat belt. I asked for a comment card but he didn't have one.
3/11/2025	Ride was very late.
3/18/2025	Hector helped me with my walker, secured me, and was very plesant.
3/19/2025	The bus was late and driver not too friendly. Probably having a bad day.
3/21/2025	Driver was very kind, friendly and helpful.
3/28/2025	It is is a mile from my home to Sequoia but bus travelled first to Kaiser and arrived at Sequoia 40 minutes later. The driver, Marcus, was great.
3/29/2025	Cesar provided an excellent ride. Thanks very much.
3/29/2025	The driver stopped for coffee after picking us up, and before going to pick up another rider. He had to reposition my wheelchair in order to accommodate the second pick up. When I asked if the second pick up was a late add-on, he said he knew about needing room for 2 wheelchairs before picking me up. Poor planning, there. Also, he left both doors open to the cold night air while repositioning me and loading/unloading/helping the other rider. Brrr!! We were grateful that he came on time to get us, and that he put the heater on in the bus. But he was unusually slow-moving to the point that we thought he was intentionally trying to kill time - like stopping to buy coffee at a gas station. (OK. Maybe he had to use the restroom)