



**San Mateo County**

**Paratransit Coordinating Council**

**EARN FREE TICKETS!**

The Consumer Corps is a secret-shopper program that enables Redi-Wheels and RediCoast riders to provide the PCC with anonymous feedback about their paratransit rides. The Consumer Corps program collects data about Redi-Wheels/RediCoast service quality, telephone wait time, on-time performance and other issues.

Every quarter, Corps members will begin using an updated Ride Evaluation form (attached). Membership in the Consumer Corps is voluntary and trip evaluations help to maintain quality service provided by SamTrans, RediCoast, and Redi-Wheels. A summary of the ride evaluations is also included in the Quarterly Consumer Corps Reports provided to the PCC and the SamTrans Board.

To remain an active status Corps member, individuals must submit at least eight Consumer Corps ride evaluations each quarter in order to receive one Redi-Wheels ticket sheet (10 tickets). We will need your name, address, phone number and/or email and of course, if you use regular or fare assisted tickets. Call now with any questions: **650-299-1442**

Each quarter, Consumer Corps member is sent a new packet of materials -- containing 8 more forms and 3 self-addressed, stamped envelopes, a ride reservation pad, Redi-Wheels tickets, and a thank you letter.

We are always looking for qualified participants for our Consumer Corps program. Some of our PCC members can be scheduled to discuss the PCC and the Consumer Corps program with your organization. Please contact us with any questions.

Sincerely,

Lorna Rodriguez-Wong,  
PCC Staff  
(650) 299-1442  
[sanmateopsc2@gmail.com](mailto:sanmateopsc2@gmail.com)

---

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City:** \_\_\_\_\_ **Zip Code:** \_\_\_\_\_

**Phone:** \_\_\_\_\_ **Email:** \_\_\_\_\_

**Fare (check one): Regular** \_\_\_\_\_ **Fare Assisted** \_\_\_\_\_