

Final results of the Transport Committee's survey of Dial-a-Ride users

GENERAL

Overall, how would you rate the Dial-a-Ride service?

Very good	9%
Good	29%
Fair	22%
Poor	23%
Very poor	17%

Respondents = 195

PUNCTUALITY

Have you experienced Dial-a-Ride vans being at least twenty minutes late when they are coming to pick you up?

Yes	65%
No	25%
Don't know	10%

Respondents = 224

If yes, how frequently does this occur?

Often	26%
Occasionally	38%
Rarely	16%
Not applicable	21%

Respondents = 190

GROUP BOOKINGS

If there is more than one person in your household using the Dial-a-Ride service, have you found it difficult to book journeys for pairs or groups?

Yes	47%
No	43%

Don't know	9%
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Respondents = 95, excluding 'not applicable'

DESTINATIONS

Have you found that the Dial-a-Ride service is sometimes not able to take you to the destination you want to go to?

Yes	74%
No	17%
Don't know	10%

Respondents = 208

If yes, how frequently does this occur?

Often	46%
Occasionally	31%
Rarely	9%
Not applicable	16%

Respondents = 105

TELEPHONE BOOKING

Have you experienced a wait of at least 10 minutes before speaking to an operator when telephoning the Dial-a-Ride call centre (or not had your call answered at all)?

Yes	68%
No	23%
Don't know	9%

Respondents = 215

If yes, how frequently does this occur?

Often	55%
Occasionally	18%
Rarely	5%
Not applicable	22%

Respondents

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A SELECTION OF COMMENTS FROM RESPONDENTS

"Calls to the call centre can take over an hour to get through. Often bookings are taken during that hour so one cannot get a booking for the next day."

"The drivers are always very helpful, very polite."

"It can be quite inflexible – for example, you can't just ask them to stop at a bank on the way or change the journey like you can with Taxicard. It's also often difficult to get the time and date you want - we book a week in advance to make sure we get the journey but even then they often aren't able to do it."

"It was far better when organized via local depots."

"My friend and I live together at the same address. They want to send a Dial-a-Ride for her at 9.45am and me one at 10.15am. Is that working together?"

"They use too many vans. Instead of taking a few home in the one van, it is a case of 4 people, 4 vans. This happens often."

"Until the change to central booking I was happy with Dial-a-Ride. Since then I have rarely been able to obtain a booking."

"I used dial-a-ride to take me to the hospice for a bereavement group following my husband's death. It was often late arriving and on a few occasions did not turn up at all and the operator was not helpful when I called. This added to my distress at an already very difficult time."

"Sometimes the drivers can be a little more patient and friendly. The callers are always very helpful and do their best to arrange a pick up when needed."

"I have been a member for 18 years, it is now the worst service it has ever been. The booking office do not tell the driver the same time as you have told me, so instead of waiting 15 minutes either side I can be waiting 30 minutes or more and as a result."

"The service is quite good. Making contact on the phone to book is the nightmare."

"I use Dial-a-ride in order to get to day centres. At first I thought this would enable me to be a member of the community- that I would be able to get to places on time as if I had my own transport, independently. However, I must wait and allow Dial-a-ride to decide when I get to the centres and how often I

go as sometimes they do not turn up and I have to wait without someone letting me know what is happening."

"On a few occasions we have not been able to get the time we need. I live in Orpington and I think it's sad they won't bring my mum who lives in Peckham because it's too far or they don't have enough people going that way."

"The service used to be centred around the user and their needs, now it is about time and money and the service has suffered and so have the people who use it."