

Findings from the Dial-a-Ride Passenger Survey 2001

Total sample: 138 completed returns

Profile of those responding

Sex
Female 80%
Male 20%

Age:
18/30 0%
30/45 3%
45/70 16%
70+ 81%

Ethnicity:
English 46%
British 47%
Welsh 4%
Chinese 3%

Do you need to travel in your own wheelchair?
Yes 4%
No 75%

Bookings

	Always	Most times	Some times	Rarely	Never
Is your call answered within 5 rings?	102	39	4	2	
Are you able to book the times you asked for?	61	63	13		
Do you find the office staff courteous?	121	14	1		

Journeys

	2-3 times a week	Once a week	Once a fortnight	Once a month	Once every six months
How often do you use Dial-a-Ride?	54	66	13	6	

	Always	Most times	Some times	Rarely	Never
How often do drivers arrive within 15 minutes?	61	65	7	2	
Do you take an escort with you?	7	9	15	12	81
Do you find the drivers courteous?	112	15	1		
Do you think they drive carefully?	114	17	12		

	Yes	No
<p>Do you find it difficult to get on/off the bus? <u>If yes – what difficulties have you experienced and how can we help?</u></p> <p><i>'I have arthritic knees but the drivers always help me'</i> <i>'Getting up the steps due to osteo arthritis in knees, arms and shoulders'</i> <i>'I suffer from very stiff joints it's a job to get up and down the steps but the drivers are very good they help a lot'</i> <i>'Steps too high'</i> <i>'backfrouble'</i> <i>'When the rear lifts are not available – the steps can be too high, as I have to walk with two steps to help me'</i></p>	39	83
<p>When travelling on Dial-a-Ride do you feel safe? <u>If you have answered no – please explain</u></p>	131	
<p>When travelling on Dial-a-Ride do you feel comfortable? <u>If you have answered no – please explain</u></p> <p><i>'the humps in the road don't help when sitting on the back seat'</i> <i>'depends on the bus'</i></p>	102	

Service Development

	Yes	No
Would you like an evening service?	45	63
Would you be willing to pay an increased fare?	69	31
If possible, would you use a weekend service?	72	40
Would you be willing to pay an increased fare?	74	30
Would you welcome more say in planning the service?	20	81
Would you like a regular newsletter?	66	31

What difference has it made to you being able to use Dial-a-Ride and how would it affect your life if it didn't exist?

Without it I would be house-bound – 44 passengers

'I would not be able to go out without it - it's a life-link'
 'For 5 years I was housebound until I read of this service'
 'I bless the day I joined'

Being able to do my own shopping-36 passengers

'It is a god send I go to Asda's once a week and do all my shopping I don't know how I'd manage without them'

Essential to my mental health- 3 passengers

'If Dial-a-Ride did not exist I and many people like me would be left to stagnate at home'
 'Its made life bearable'
 'I would vegitate'

Enables me to carry out essential visits - doctors, hospital appointments etc - 8 passengers

Allows me independence/freedom - 12 passengers

'If I have to go to the shops when my daughter isn't working I would have to wait until she isn't
- I don't have to ask anyone to take me which gives me my independence'
'Can always go out when you want'

Meeting the Dial- a-Ride staff - 4 passengers

'It's like having a friend'

Meeting friends and being able to socialise - 12 passengers

'I would never be able to go regularly to my clubs'
'I would miss my visit to the hairdresser.'

Can you name three things you like about the service?

	Number of passengers
Reliable	17
Friendly	47
Safe	9
Quick	9
I can get out	57
Efficient	15
Its door to door	35
Very happy	74
Costs less than a taxi	5

Can you name the three worst things about the service?

	Number of passengers
Doesn't go far enough	3
Can't think of anything	22
Hardly ever available	2
No week ends	2
Advance booking	3
More mini-buses	2
Bad roads	3
Won't collect pers.	1