



Dial-a-Bus (West Lothian): 'Quality of Life' Survey 2015

Survey Results

October 2015

V.1.0



Introduction

In April 2015 Hcl surveyed 50 West Lothian Dial-a-Bus passengers on the service they received. The survey consisted of 19 questions and gave customers of Dial-a-Bus the opportunity to express their opinion and provide any comments on the service's availability, fares, drivers, vehicles, bookings, office staff, complaints procedure, accessibility and safety. Out of the 50 passengers surveyed, 44 participants responded. This report highlights the responses of those who participated along with any comments that were included.

Key Points

- ✚ The majority of passenger who use the service are very satisfied with the availability of trips (93%).
- ✚ 100% of participants stated they were very satisfied or satisfied with the Dial-a-Bus fares
- ✚ Over all, everyone who responded to the survey was happy with the cleanliness of vehicles.
- ✚ There was an extremely positive response when the 44 participants were asked about driver attitude, with all of them passengers stating they were very satisfied.
- ✚ Out of the 44 responses, 95% advised the service arrived before/after 15 minutes of the requested time
- ✚ All of the passengers who responded to the survey advised that they were required to wear a seat belt whilst travelling in a Dial-a-Bus vehicle
- ✚ The majority of participants answered yes when questioned on whether or not the drivers wore identification. The remaining passengers advised they couldn't remember or did not notice.
- ✚ Out of the 44 participants, seven people had previously had cause for complaint. They all advised that they found the procedure satisfactory.
- ✚ When contacting the office all of the participants (44) were satisfied with the courtesy of staff
- ✚ The main reported problem with access to vehicles was the steps being too high.
- ✚ All of the wheelchair users advised they felt safe and secure when using the Dial-a-Bus service.

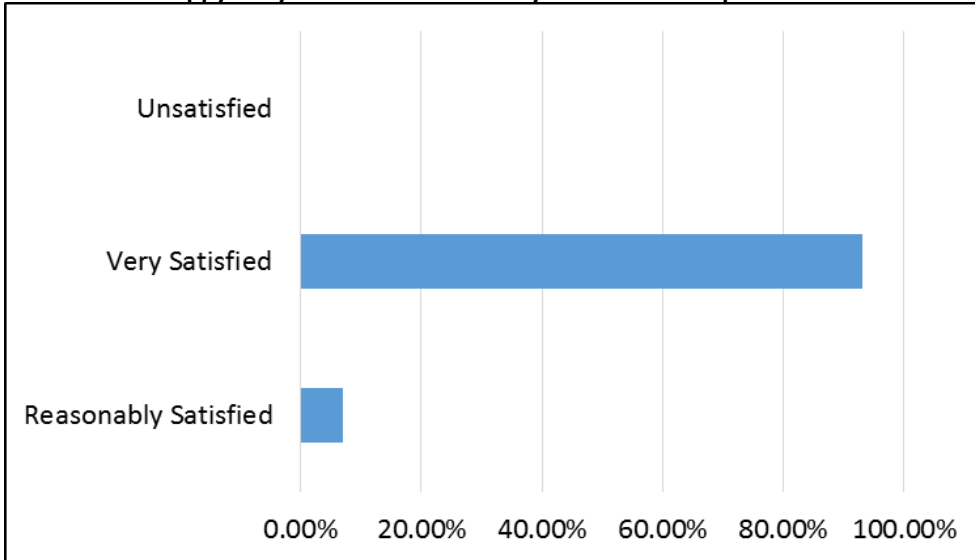


Survey Results

1. Availability & Destinations (Question 1/1a)

Passengers were asked how happy they were on the availability of Dial-a-Bus trips. The presented options were listed as Very Satisfied, Reasonably Satisfied or Unsatisfied. Out of the 44 persons who responded, 93% were Very Satisfied with the availability of trips, 7% were reasonably satisfied and there were no responses of unsatisfied. See Chart 1 for a breakdown of the responses.

Chart 1 - How happy are you with the availability of Dial-a-Bus trips?



1.1 Comments

Two of the passengers included comments with their answer to question one, these are as follows:

Comments	Survey Response
Heating poor during cold winter	<i>Very Satisfied</i>
I have booked the bus through the proper channel and occasionally it has not come for me. The person in the office has not put my name on the list.	<i>Reasonably Satisfied</i>

1.2 Availability

Question 1A asked how happy customers' were with the availability of Dial-a-Bus destinations. All participants advised they were satisfied, with 86% answering very satisfied and 14% answering reasonably satisfied. Some of the participants advised they would like additional destinations to be made available, these are outlined in the comments table on page four.



1.3 Comments

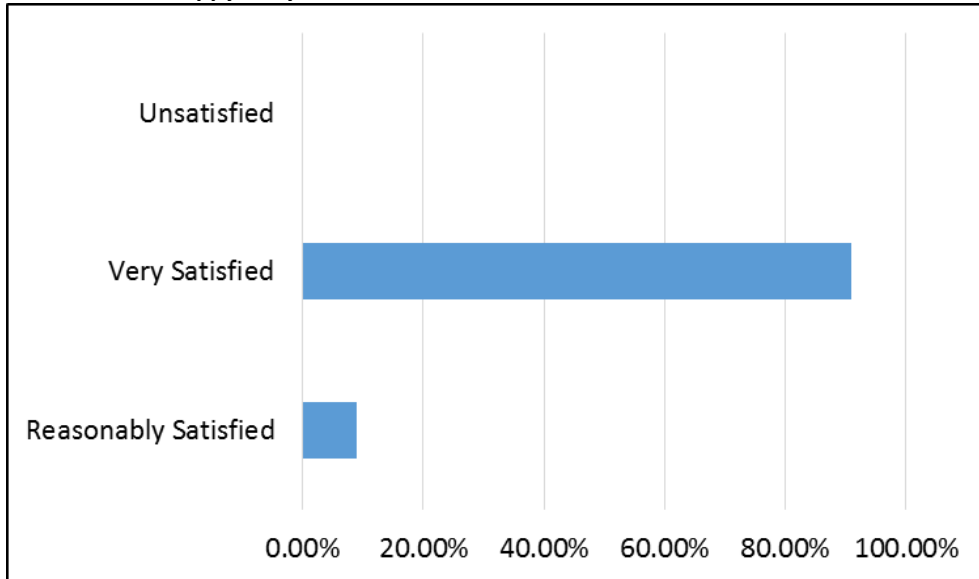
Eight of the passengers included comments with their answer to, these are as follows:

Comments	Survey Response
I would like to visit Sainsbury's	<i>Very Satisfied</i>
It would be nice to try Sainsbury's	<i>Very Satisfied</i>
Maybe we could have a stop at Aldi's in Livingston on a Mon or Wed, only a thought perhaps.	<i>Very Satisfied</i>
Really enjoyed the extra trips last year to Dobbie's	<i>Very Satisfied</i>
Wonder if it's possible to now and then do a trip to Dobbie's Garden Centre	<i>Very Satisfied</i>
Would be nice to try other supermarkets, Lidl etc. Or even B&Q and garden centres.	<i>Very Satisfied</i>
Would like a better choice of destination, like Lidl, Aldi, Sainsbury's and others.	<i>Reasonably Satisfied</i>
Would like to try Aldi one day	<i>Very Satisfied</i>

2. Fares (Question 2)

Passengers were asked how happy they were with the Dial-a-Bus Fares, they responded as follows:

Chart 2 – How happy are you with the fares?



As highlighted in Chart 2, all of the persons surveyed were happy with Dial-a-Bus fares, with 100% passengers advising they were very or reasonably satisfied. This is consistent with the previous Dial-a-Bus survey (May 2013) when 100% of participants answered yes when asked if with Dial-a-Bus fares were affordable.



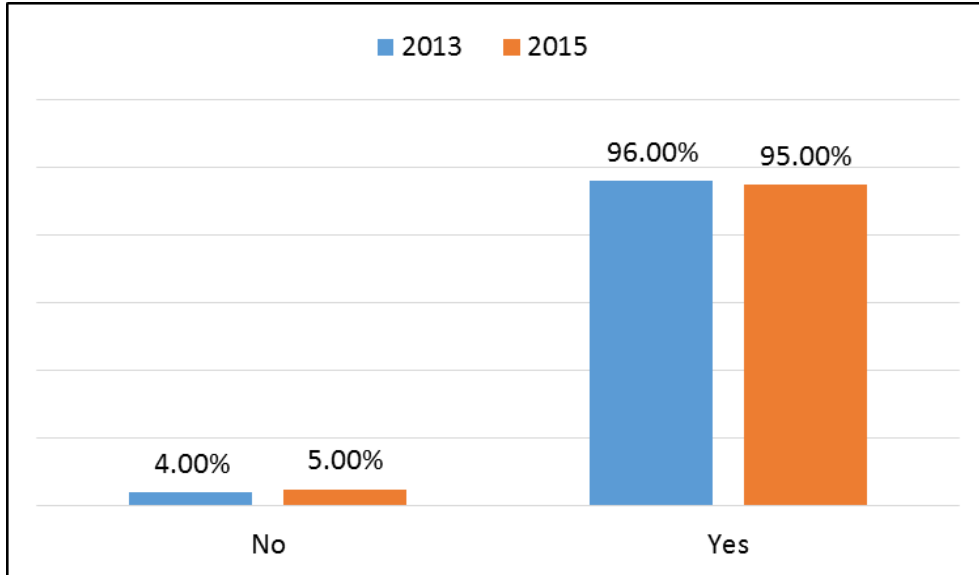
2.1 Comments

Comments	Survey Response
Best value to be had anywhere	Very Satisfied
Great Value	Very Satisfied
Would pay more for this excellent service	Very Satisfied

3. Dial-a-Bus Service Use (Question 3,4 and 5)

Customers were questioned on whether or not the Dial-a-Bus service enables them to do things without having to rely on others. Out of the 44 survey responses, 95% felt that the service did help them to do things without having to rely on others and 5% felt it did not. This has slightly changed in comparison to the Dial-a-Bus survey carried out in 2013, when 96% believed the service did help them to do things without having to rely on others while 4% felt it did not. These findings are highlighted in Chart 3:

Chart 3 – Does Dial-a-Bus enable you to do things without having to rely on others?



Dial-a-Bus2013 & 2015 Survey Results

Question 4 of the survey asked when you use the Dial-a-Bus service are you able to get out and about and interact with others. The majority of passengers answered yes to this (96%), two passengers did not answer the question. Compared to the previous Dial-a-Bus survey, these figures are constant with 96% answering yes and 4% advising no.

Passengers were also asked if when they use the service they were able to do things that they would be otherwise unable to do (question 5). Out of the 44 responses, 96% answered yes and two passengers were unsure. The proportion of participants who answered yes has slightly increased compared to the 2013 survey when the figure was 94%. Three participants answered not sure.

The comments to these three questions are listed on page 6:



3.1 Comments

Question 3 – When you use Dial-a-Bus are you able to do things without having to rely on others?

Comments	Survey Response
At present I am	Yes
I can't carry shopping so would have to rely on family	Yes
I have to get the driver to lift my shopping onto the bus	Yes
If I have a wee bag of shopping the driver carries it up my stairs	Yes
If it wasn't for Dial-a-bus, I wouldn't be able to get out	Yes
Sometimes	Yes
With my scooter I would not be able to get on bus if it was not for drivers	Yes
Would be unable to do shopping without this service	Yes

Question 4 - When you use the service are you able to get out and about and interact with others?

Comments	Survey Response
I have met some nice people on the bus	Yes
I have to be careful as I suffer from Osteo Arthritis and I affects my movements	Yes
I need an escort	Yes
Oh yeah great	Yes
When I go on the bus I meet others and enjoy the chat with drivers and other passengers whom we are able to socialise	Yes

Question 5 - When you use the service are you able to do things that you would otherwise be unable to do?

Comments	Survey Response
I can do my own shopping	Yes
I could never carry so much shopping	Yes
I totally rely on this service to do my weekly shopping	Yes
If weather conditions were wet would not be able to get out to use public transport	Yes
Impossible to shop without this excellent service	Yes
It's good to have the shopping taken into my home	Yes
Unable to carry a heavy load of messages from normal bus services	Yes

4. Drivers & Vehicles (Questions 6 -10)

Customers were asked how happy they were with the attitude and courtesy of Dial-a-Bus drivers (question 6). All 44 of those passengers who responded advised they were very satisfied with the drivers. A number of passengers included comments with their answer to this question, these are as follows:



4.1 Comments

Comments	Survey Response
All the drivers are excellent	<i>Very Satisfied</i>
All the drivers are very courteous	<i>Very Satisfied</i>
Could not be more helpful, courteous or cheerful. We are so lucky.	<i>Very Satisfied</i>
Drivers are really great, so kind, helpful and cheery and don't rush us	<i>Very Satisfied</i>
George and Davy so helpful and chatty (the best)	<i>Very Satisfied</i>
I am very satisfied with the drivers, they are so helpful	<i>Very Satisfied</i>
The drivers could not be any more helpful to myself and others by assisting us when we return home	<i>Very Satisfied</i>
The drivers have and are still helpful. In other words, the drivers are first class	<i>Very Satisfied</i>
They are always pleasant and helpful	<i>Very Satisfied</i>
Very friendly and helpful	<i>Very Satisfied</i>
Very helpful	<i>Very Satisfied</i>
All the drivers are excellent	<i>Very Satisfied</i>
All the drivers are very courteous	<i>Very Satisfied</i>
Could not be more helpful, courteous or cheerful. We are so lucky.	<i>Very Satisfied</i>
Drivers are really great, so kind, helpful and cheery and don't rush us	<i>Very Satisfied</i>
George and Davy so helpful and chatty (the best)	<i>Very Satisfied</i>
I am very satisfied with the drivers, they are so helpful	<i>Very Satisfied</i>

Questions 7 and 8 enquired if the driver was displaying identification and if the passenger was required to wear a seat belt. The results are provided in the following table:

Question	Yes	No
Was the driver displaying identification?	31	1
Did you have to wear a seat belt?	44	0

All of the passengers who responded to the survey advised that they were required to wear a seat belt whilst travelling in a Dial-a-Bus vehicle. When asked if the driver wore identification, 31 participants responded yes and one responded no. The remaining 12 advised they either didn't notice, could not remember or left the question blank.

The survey asked if the vehicle arrived at the time requested, with participants able to answer before/after 15 minutes or before/after 30 minutes. Out of the 44 responses, 95% advised the service arrived before/after 15 minutes of the requested time. The remaining 5% said the service usually arrived before/after 30 minutes. The comments received regarding the arrival time of vehicles are shown in the table on page 7.



4.2 Comments

Comments	Survey Response
Always nearly on time	<i>Before/after 15 mins</i>
Before 15 minutes	<i>Before/after 15 mins</i>
Expected 1.30 pm, would most times arrive 1.50 pm	<i>Before/after 15 mins</i>
It has never been late	<i>Before/after 15 mins</i>
Keep very good time	<i>Before/after 15 mins</i>
More or less always on time	<i>Before/after 15 mins</i>
On time	<i>Before/after 15 mins</i>
The drivers are very helpful to passengers	<i>Before/after 15 mins</i>
Usually 30 minutes	<i>Before/after 30 mins</i>
Very good for time	<i>Before/after 15 mins</i>

Question 10 related to vehicle cleanliness and asked customers if they would rate Dial-a-Bus vehicles as clean, very clean or dirty. None of the 44 participants were dissatisfied with cleanliness, with 81% advising the vehicles were very clean and 19% rating them as clean. There was one comment on this question, 'Always clean and comfortable'.

5. Office/ Office Staff (Questions 11 – 14)

Participants were asked how satisfied they were with the courtesy of office staff when making a booking. Of the customers who answered this, 100% were very satisfied with office staff. The comments received are shown in the table below:

5.1 Comments

Comments	Survey Response
Always the same, happy and helpful	<i>Very Satisfied</i>
Always very pleasant	<i>Very Satisfied</i>
Extremely satisfied	<i>Very Satisfied</i>
Office staff are very helpful and pleasant	<i>Very Satisfied</i>
They are all very pleasant and helpful	<i>Very Satisfied</i>
Very friendly	<i>Very Satisfied</i>
Very nice and helpful people	<i>Very Satisfied</i>
When they remember ton put my name down	<i>Very Satisfied</i>

Questions 12 and 13 enquired about participant's experiences when contacting the office via telephone, asking was the phone engaged and how often it rang before being answered. The results to both these questions are outlined in the table below. Please note, one participant did not answer these questions.



Question	Less than Twice	More than Twice
Was the telephone engaged when you rang the office?	74%	26%
	Less than Five Times	More Than Five Times
How Often did the telephone ring before it was answered?	90%	10%

5.2 Comments

Question 12 - Was the telephone engaged when you rang the office?

Comments	Survey Response
Not a problem to me	<i>More than twice</i>
Engaged sometimes but depends on the time phoning	<i>More than twice</i>
Just shows how popular the service is	<i>More than twice</i>
Not always, I probably phone at the wrong time just after you open. No problem.	<i>Less than twice</i>
Sometimes they are very busy when I phone	<i>Less than twice</i>
I have never had to wait any length of time before an answer to the phone	<i>Less than twice</i>
No but ring for a while before being answered	<i>Less than twice</i>
Efficient and courteous telephone service	<i>Less than twice</i>
Never engaged	<i>Less than twice</i>

Participants were asked when they first registered to use the services when they received a telephone call or letter to acknowledge the receipt (question 14). Out of the 44 passengers who took part in the survey, 34 advised they received a response within seven working days with two persons advising their acknowledgement was not out with seven working days. The remaining eight participants either did not answer this question or could not remember as it was so long ago.

6. Complaints

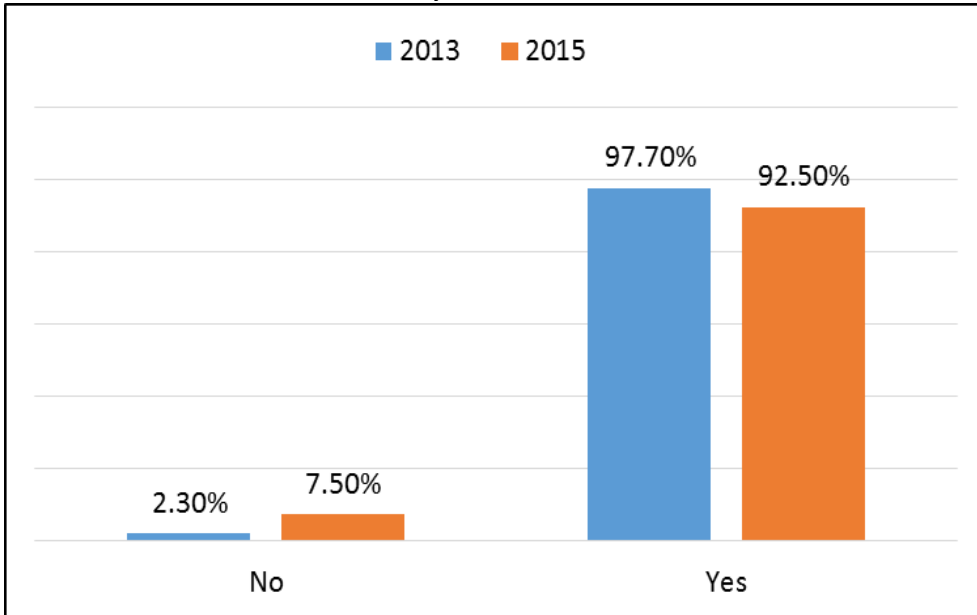
Question 15 of the survey asked customer's if they had cause for complaint how they found the procedure. Out of the 44 participants, seven people had previously had cause for complaint. They all advised that they found the procedure satisfactory.

7. Vehicle Accessibility (Questions 16 -19)

In question 16, survey participants were asked does the Dial-a-Bus service meet your needs. 92.5% of passengers answered yes to this question and 7.50% advised that the service did not meet their needs. Five of the participants did not answer this question. The following chart (page 10) highlights the percentage comparisons between this year's survey (April 2015) and the previous survey which was carried out.



Chart 4 - Does Dial-a-Bus service meet your needs?



Dial-a-Bus2013 & 2015 Survey Results

The comments received in answer to this question are shown in the table below:

7.1 Comments

Comments	Survey Response
Could do with a bit longer	No
I would like to travel weekly to do my shopping - Livingston not Tesco	No
Most of them but would be nice to shop at other places too, B&Q etc.	No
Occasionally a lower step would help	Yes

Questions 17 and 18 of the survey focused on vehicle accessibility. 97.5% of the participants advised they were satisfied with the accessibility of Dial-a-Bus vehicles. The remaining 2.5% advised they were unsatisfied with some commenting that the vehicle steps were too high (see comments below).

7.1 Comments

Comments	Survey Response
A low step in vehicles, one van has a low step, it is very good	Unsatisfactory
Drivers very helpful assisting even though access is easy	Satisfactory
Occasionally a lower step would help	Satisfactory
The driver assists if I experience any difficulty	Satisfactory
The driver is helpful and helps you in	Satisfactory
The drivers always help me to get on board without having to be asked	Satisfactory



Participants were also asked what aspects of the vehicles they found to be problematic, the results are as follows:

18. Did you find any of the following a problem?	
Steps	13
Lift	0
Ramp	0
Seating	0
Seat Belts	0

As highlighted in the table, thirteen participants found the steps problematic, commenting that they were too high or difficult to climb and that a lower or a pull out step would be an advantage.

Question 19 concentrated on wheelchair users and whether or not they felt safe and secure whilst using the Dial-a-Bus service. Out of the 44 participants three persons advised they did feel safe, with no one commenting that they did not.

8. Additional comments/ Suggestions

At the end of the survey, participants were given the opportunity to provide further comment on the service or offer suggestions. The following comments were given:

Comments/ Suggestions:
Just wanted to say that both dial-a-ride and dial-a-bus are one of the best services around in West Lothian
I am very satisfied with the service. I can't think of anything that would improve the service.
I find the present service so good that I have no suggestions to offer improvement
I find your service great value, without it I would not be able to carry heavy goods
I would like more people to know about this excellent service, perhaps more advertising. Service is perfect as it is.
I would like to go to B&Q, sometimes in the summer
If a lower step could be fitted it would help me, I find the step very high. I need help getting in and out of the bus
More choice please
Perhaps the choice of a different day, Craigshill only has a Wednesday
Please don't stop the service
Service is good