



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

Survey Results

October 2015

V.1.1



Introduction

In April 2015 Hcl surveyed 50 West Lothian Dial-a-Ride passengers on the service they received. The survey consisted of 19 questions and gave customers of Dial-a-Ride 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, 34 participants responded. This report highlights the responses of those who participated along with any comments that were included.

Please note, at the time this report was written there was still one survey response outstanding (number 35). When this survey is received, the report will be updated and all figures amended to reflect the participant's responses.

Key Points

- ✚ The majority of passenger who use the service are very satisfied with the availability of trips (74%).
- ✚ 79% participants stated they were very satisfied with the Dial-a-Ride fares and 21% advised they were reasonably satisfied.
- ✚ Over all, everyone who responded to the survey was happy with the cleanliness of vehicles.
- ✚ There was an extremely positive response when the participants were asked about driver attitude, with all of them passengers stating they were very satisfied.
- ✚ Thirty one of the thirty four survey participants felt that when they used the service it enabled them to do things they would otherwise be unable to do.
- ✚ 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-Ride 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 34 participants, four people had previously had cause for complaint. They all advised that they found the procedure satisfactory.
- ✚ When contacting the office the majority of participants (32) found that the telephone was answered within five rings.
- ✚ Thirty one survey responses advised customers were very satisfied with office staff when making a booking.
- ✚ The main reported problem with access to vehicles was the steps being too high.
- ✚ The majority of wheelchair users advised they felt safe and secure when using the Dial-a-Ride service.

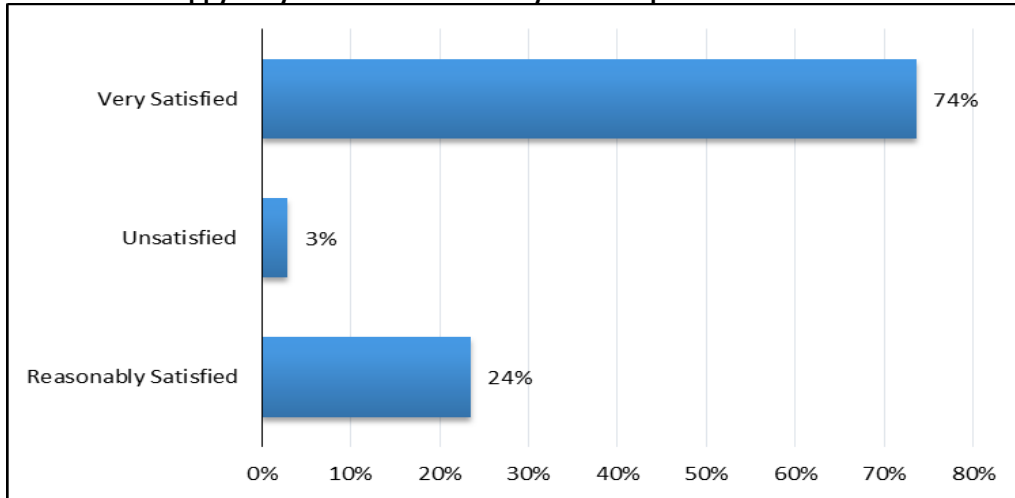


Survey Results

1. Availability (Question 1)

Passengers were asked how happy they were on the availability of Dial-a-Ride trips. The presented options were listed as Very Satisfied, Reasonably Satisfied or Unsatisfied. Out of the 34 persons who responded, 74% were Very Satisfied with the availability of trips, 24% were reasonably satisfied and there was one response of unsatisfied. See Chart 1 for a numerical breakdown of the responses. The person who advised they were unsatisfied with the availability of trips was concerned at how busy the service was, commenting, "It seems very busy but the staff do the best they can".

Chart 1 - How happy are you with the availability of HCL trips?



1.1 Comments

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

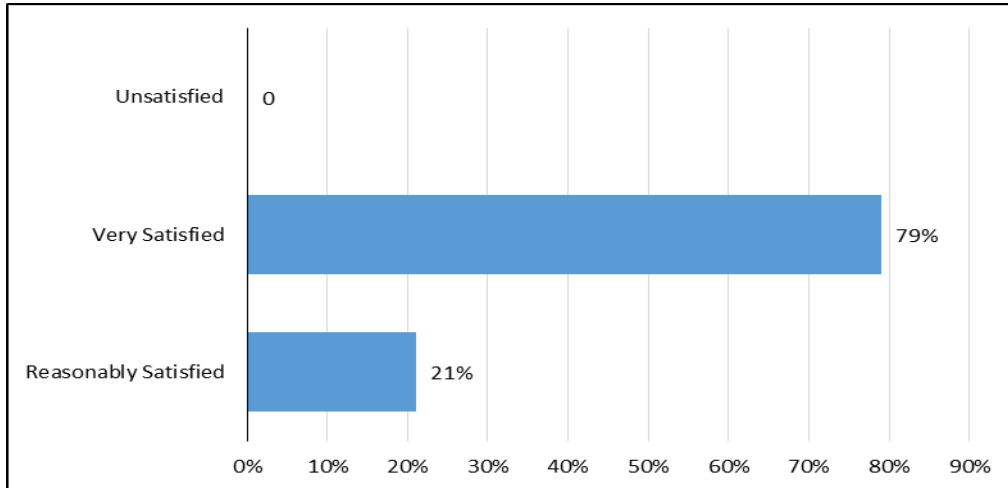
Comments	Survey Response
A few times unable to get required booking	<i>Very Satisfied</i>
Always find the staff do their best to fit me in	<i>Very Satisfied</i>
Dial-a-ride is an excellent service which I have been using for almost 4 years. During the last few months I have found it more difficult to book a cab at the time I need it. Maybe this is because more and more people are using the service.	<i>Very Satisfied</i>
It seems very busy but the staff do the best they can	<i>Unsatisfied</i>
Need more staff and more buses	<i>Reasonably Satisfied</i>
Some pick up times not available for journeys	<i>Reasonably Satisfied</i>
The drivers are excellent and very caring and the man in charge does try hard to give me a weekly booking, but I get very anxious every week in case I can't get a booking.	<i>Very Satisfied</i>
Very happy as when I'm unable to book them I am told they'll phone me if they have a cancellation	<i>Very Satisfied</i>
Very satisfied if you book well in advance, especially for hospital appointments. Problems sometimes occur if you have already booked two journey's in advance therefore unable to make other booking. If this occurs, I use red cross for the other appointments.	<i>Reasonably Satisfied</i>
We don't mind sharing when needed	<i>Reasonably Satisfied</i>
Your drivers are very helpful and pleasant	<i>Reasonably Satisfied</i>



2. Fares (Question 2)

Passengers were asked how happy they were with the Dial-a-Ride 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-Ride fares, with 100% passengers advising they were very or reasonably satisfied. This is consistent with the previous Dial-a-Ride survey (October 2013) where 100% of participants answered yes when asked if they were happy with Dial-a-Ride fares.

2.1 Comments

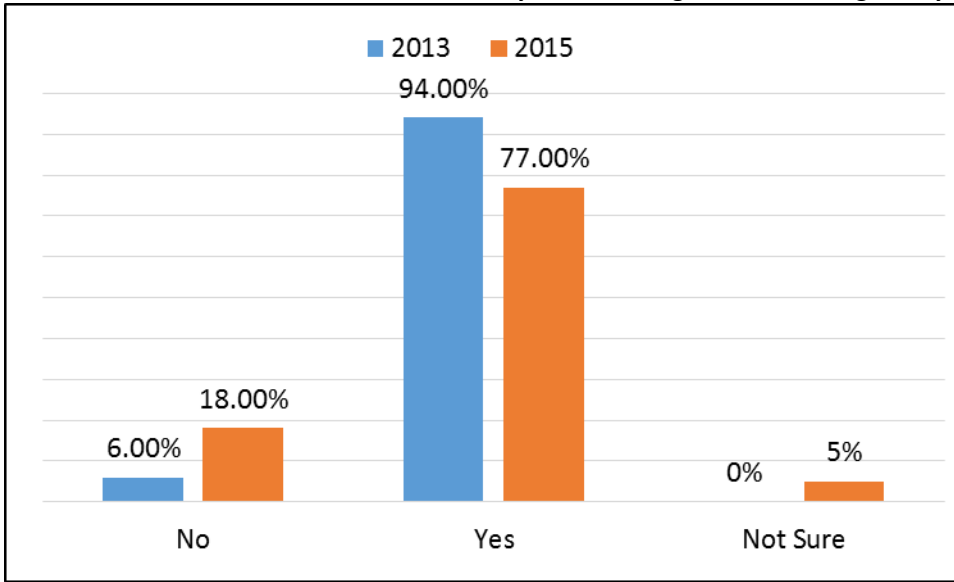
Comments	Survey Response
Dial-a-Ride fares I find kind of heavy. I use the service to visit my daughter who is in hospital - from Tippethill to Blackridge it costs £10.00	<i>Reasonably satisfied</i>
Especially journeys into Edinburgh hospitals after changes to fares from the 01/04/15	<i>Very Satisfied</i>
Great more than half that of a taxi	<i>Very Satisfied</i>
HCL always try to keep them reasonable	<i>Very Satisfied</i>
I have noticed that increases have become more frequent (last increase June 2011)	<i>Reasonably satisfied</i>
I only use it once a week to go to a day centre. The people at hospital would like me to go the centre 2 or 3 times a week, however I can only afford the fare once a week. Also getting a booking is sometimes difficult and for only 1 booking I sometimes have to book 2 - 3 weeks in advance. They do try to accommodate me but are unable to take a block booking, even though it is for medical reasons.	<i>Reasonably satisfied</i>
Much cheaper than a taxi	<i>Reasonably Satisfied</i>
The fact that the fare has only risen 50p per journey is excellent	<i>Very Satisfied</i>

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

Customers were questioned on whether or not the Dial-a-Ride service enables them to do things without having to rely on others. Out of the 44 survey responses, 77% felt that the service did help them to do things without having to rely on others, 18% felt it did not and 5% of passengers responded as unsure. This has slightly changed in comparison to the Dial-a-Ride survey carried out in October 2013, when 94% believed the service did help them to do things without having to rely on others while 6% felt it did not. These findings are highlighted in Chart 3 on page 5.



Chart 3 – Does the Dial-a-Ride service enables you to do things without having to rely on others?



Dial-a-Ride 2013 & 2015 Survey Results

Question 4 of the survey asked when you use the Dial-a-Ride service are you able to get out and about and interact with others. The majority of passengers answered yes to this (97%), with 3% of passengers advising that the service did not enable them to get out and interact with others. In response to this question on the 2013 survey, 97% of participants answered yes Dial-a-Ride helped them to get out and interact with others. 3% answered 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 34 responses, 31 answered yes, one person answered no and two passengers were unsure.

The comments to these three questions are listed on below:

3.1 Comments

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

Comments	Survey Response
Bus has to be booked by carers	Yes
Due to health problems I usually have my dad with me	No
I rely on my support worker	No
It is good to be independent	Yes
My client goes out more with Handicabs because of her wheelchair and the staff are really good with her, she can get to places normally she wouldn't be able to go	Yes
Need an escort to help shop etc.	No
Need help to enter and to leave the bus as the steps are too high.	Yes
Only used once a week to go to day centre, I am in a wheelchair so this is the only day I mix with other people.	Yes


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

Comments	Survey Response
Dial-a-Ride takes me places I am used to going	Yes
Everyone is given the same attention	Yes
I wish I could get the chance to use it more	Yes
Makes life worth living	Yes
The service is very important and appreciated by me and other users.	Yes
With help	Yes
Without Dial-A-Ride there are a lot of places I wouldn't be able to get to, like the theatre or the airport.	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
Door to door transport without carer	Yes
Go on holiday go wherever you fancy	Yes
Goes to Acredale and pathways and enable club - all places client wouldn't be able to go without HCL due to time scale.	Yes
Hospital appointments and visits to Livingston shopping centre	Yes
I only go out once a week to the day centre which is the only place I can go to socialise with other people and take part in other things	Yes
It is more convenient to use Dial-a-Ride though	No
Let's me get out and about	Yes
Visit the hospital. Get in my weekly shopping - I cannot use the public buses and village has no shops	Yes

4. Drivers & Vehicles (Questions 6 -10)

Customers were asked how happy they were with the attitude and courtesy of Dial-a-Ride drivers (question 6). 100% 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
A delight to deal with them, very caring	Very Satisfied
All drivers are helpful and interact with client despite her being non-verbal.	Very Satisfied
All drivers are helpful, friendly and courteous	Very Satisfied
All of the drivers could not be more helpful	Very Satisfied
All the drivers are accommodating, helpful and very nice	Very Satisfied
All the drivers are great, very helpful and friendly	Very Satisfied
All the drivers are very caring and courteous	Very Satisfied



Brilliant in every way	<i>Very Satisfied</i>
Dial-a-Ride drivers are all very polite and very helpful	<i>Very Satisfied</i>
Drivers are friendly & easy to talk to	<i>Very Satisfied</i>
Drivers are polite	<i>Very Satisfied</i>
Excellent	<i>Very Satisfied</i>
I have always found them to be courteous, have a good attitude and some very humorous	<i>Very Satisfied</i>
Nice and helpful. Enjoy my morning out shopping.	<i>Very Satisfied</i>
The drivers are always very helpful	<i>Very Satisfied</i>
They are all very helpful and good listeners	<i>Very Satisfied</i>
Very helpful and friendly staff	<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	0
Did you have to wear a seat belt?	34	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-Ride vehicle. When asked if the driver wore identification, 31 participants responded yes. The remaining 3 advised they either didn't notice or could not remember.

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 34 responses, 33 persons advised the service arrived before/after 15 minutes of the requested time. One person did not answer this question. The comments received regarding the arrival time of vehicles are shown in the table below:

4.2 Comments

Comments	Survey Response
Always on time	<i>Before/after 15 mins</i>
Always on time or early	<i>Before/after 15 mins</i>
Always on time, unless driver has been held up by road works, but more or less always very prompt.	<i>Before/after 15 mins</i>
Always on time.	<i>Before/after 15 mins</i>
Always punctual	<i>Before/after 15 mins</i>
Dial-a-ride vehicles are very punctual	<i>Before/after 15 mins</i>
Excuse was given when they arrived late or office called, road works broken down etc.	<i>Before/after 15 mins</i>
Good time keeping	<i>Before/after 15 mins</i>
If early the driver knows I will appear at my pick up time	<i>Before/after 15 mins</i>
I'm in a wheelchair and takes longer to strap in, drivers can sometimes be a little late but are always apologetic and I fully understand their situation	<i>Before/after 15 mins</i>
Nine times out of ten, on time or a little early.	<i>Before/after 15 mins</i>
On time	<i>Before/after 15 mins</i>



The drivers are usually very punctual

Before/after 15 mins

Question 10 related to vehicle cleanliness and asked customers if they would rate Dial-a-Ride vehicles as clean, very clean or dirty. None of the 34 participants were dissatisfied with cleanliness, with 82% advising the vehicles were very clean and 18% rating them as clean. There were three comments on this issue, 'Well-appointed/set out', 'Well-kept' and 'it all depends on who had booked before me or if there was an accident'.

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

Participants were asked how satisfied they were with the courtesy of office staff when making a booking. Thirty one survey responses advised customers were very satisfied with office staff, one person was reasonably satisfied and two of the participants did not answer this question as they did not make their own booking. The comments received are shown in the table below:

5.1 Comments

Comments	Survey Response
Always do their best	Very Satisfied
Always try to accommodate or offer an alternative	Very Satisfied
Always try to please us	Very Satisfied
Booking made by my carer	(Blank)
Office staff are very helpful and do everything to accommodate your request when booking	Very Satisfied
Unsure as I do not place the booking	(Blank)
Very cheery and pleasant	Very Satisfied
Very friendly and accommodating	Very Satisfied

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, two participants did not answer these questions as someone else makes bookings on their behalf.

Question	Less than Twice	More than Twice
Was the telephone engaged when you rang the office?	22	10
	Less than Five Times	More Than Five Times
How Often did the telephone ring before it was answered?	30	2

5.2 Comments

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

Comments	Survey Response
Especially after 4pm or it keeps ringing out	More than twice
Good to know the service is busy with bookings	More than twice
I use the service a lot so this is fine	More than twice
Most occasions able to contact them straight away	Less than twice
They are busy people	More than twice



Very rarely is the phone engaged.

Less than twice

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 34 passengers who took part in the survey, 27 advised they received a response within seven working days with one person advising their acknowledgement was out with seven working days. The remaining six 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 34 participants, four people had previously had cause for complaint. They all advised that they found the procedure satisfactory. One of the participants commented that they did not know the procedure for complaining.

7. Vehicle Accessibility (Questions 16 -19)

In question 16, survey participants were asked does the Dial-a-Ride service meet your needs. Thirty one passengers answered yes to this question and 3 advised that the service did not meet their needs. The comments received in answer to this question are shown in the table below:

7.1 Comments

Comments	Survey Response
Can't always get it when I need it, so have to get a taxi	<i>No</i>
I would like to see the office open at weekends.	<i>No</i>
Would like it more often.	<i>Yes</i>
Yes - our village has no shops	<i>Yes</i>

Questions 17 and 18 of the survey focused on vehicle accessibility. Thirty three of the participants advised they were satisfied with the accessibility of Dial-a-Ride vehicles. One person advised they were unsatisfied commenting that the vehicle steps were too high. 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	5
Lift	1
Ramp	0
Seating	2
Seat Belts	1

As highlighted in the table, five participants found the steps problematic, commenting that they were too high or difficult to climb. The participant who had difficulty with the seat belts advised one of the vehicles has yellow seat belts - these are extremely hard to pull and even the driver has trouble. It was also commented that some of the buses have low seats.

Question 19 concentrated on wheelchair users and whether or not they felt safe and secure whilst using the Dial-a-Ride service. Out of the 34 participants 20 advised they did feel safe, with one person 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:
A few years ago a similar organisation in Clackmananshire, Falkirk organised some trips to local places, which were advertised for person concerned and carer. You have a well organised service which I appreciate very much and certainly could not do without. Keep up the good work.
Dial-a-Ride is an excellent way for me to be able to get out and about. Drivers and staff are so helpful and nothing is any trouble to them. Keep up the good work.
How can you improve on something that is already perfect, only sorry it has been unavailable a few times when I needed it, this is not your fault.
I miss the handrails at the seating in the new buses
More staff and more vehicles needed
The only time it is difficult to get a booking is during summer and peak times.
The service provided is a good service for my client. The drivers are patient and chatty which you don't get on a normal bus. The service is appreciated by staff and clients.
To try and improve availability as I have to book to 2 - 3 weeks in advance every week. I have used service for approx. 20 years.
You all do a great job, I would not be out as often to different locations if it weren't for HCL, thank you.
Unsure what to do if you have to cancel over weekends or early morning use