

RESEARCH SUMMARY

Title	Dial-a-Ride Stakeholder Local Area Panel Meetings Evaluation 2012		
Objective	To assess satisfaction, and gain feedback, on Dial-a-Ride Regional Forum Meetings		
Date	May / June 2012	Agency:	SPA Future Thinking
Methodology	Paper questionnaires were handed out at the meetings. A total of 78 were completed and returned in prepaid envelopes		

Abstract

Dial-a-Ride (DaR) holds Regional Forum Meetings twice a year in order to give its service users the opportunity to provide feedback and also to discuss topics relevant to the users. Attendees were satisfied with the format of the meetings: most said the meetings met their needs, and satisfaction with the transport provided to attend the meetings was also high, although results were slightly lower this wave compared with the previous two.

Key findings

Results generally remained very good this wave, with high levels of satisfaction assigned to the format of the meeting (four fifths were satisfied); the meeting starting on, and running to, time (nine out of ten satisfied); transport provided to and from the venue (also nine out of ten). Satisfaction with the venue itself remained slightly lower with three quarters satisfied.

While satisfaction remained high, it came down slightly since a peak recorded in 2011 following the introduction of the new meeting format. For example, satisfaction with the meeting format dropped slightly from 85% last wave to 79%, and the proportion saying the Regional Forum met their needs went from 80% to 76%. It is possible that this reflects an initial delight at the new format, which is now more established and meets expectations.

Two thirds of attendees thought that the frequency with which the meetings are held was “about right”, while a fifth felt they should be held more often. Just four respondents thought the meetings are held too frequently.

The workshop section of the meetings was thought to be very or fairly useful by four in five attendees, although this had decreased (slightly, but not significantly) from just under nine in ten last wave. Similarly, the proportion of attendees who felt encouraged to speak at the meetings had decreased from a little over four fifths to three quarters this wave.

Nine in ten respondents were satisfied that their meeting started on, and ran to, time – these figures were in line with those reported last wave. The majority of attendees were satisfied with the transport provided to get them to and from the venue (90%), but were less satisfied with the venue itself (74%) – both of these figures were in line with the previous wave.

When asked to comment on any other prevailing issues, a number of suggested improvements to the meetings or DaR service were raised including extending booking hours and reducing the number of attendees at meetings. Last wave, the meeting venue and a lack of refreshments were highlighted as improvements by several attendees. Just one person mentioned either of these issues this wave suggesting an improvement has been noted.

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