

RESEARCH SUMMARY

Title	Dial-a-Ride Stakeholder Local Area Panel Meetings Evaluation 2011		
Objective	To assess satisfaction, and gain feedback, on Dial-a-Ride Regional Forum Meetings		
Date	July 2011	Agency:	SPA Future Thinking
Methodology	Paper questionnaires were handed out at the meetings. A total of 70 were completed and returned in prepaid envelopes		

Abstract

Regional Forum Meetings are held biannually to provide Dial-a-Ride users with the opportunity to discuss pertinent topics of interest and provide feedback on their experiences of the service. Overall satisfaction with the meeting format is high and the meetings are thought to meet the needs of the majority of attendees. Where there were suggestions for how to improve the sessions, the most common was the use of microphones to aid hearing – mentioned by one in ten.

Key findings

Satisfaction with meeting format is high with 91% of respondents saying they are very or fairly satisfied. Similarly, a high proportion (90%) of respondents feel their needs are met very/fairly well by the sessions. Both of these figures have increased over time.

Most attendees (70%) think the meetings are held at about the right frequency. Of those who do not, the majority would prefer them to be more regular.

The workshop aspect is particularly popular with 96% of respondents claiming this part to be very/fairly useful. Over time the proportion of respondents who feel encouraged to speak has increased to its present level of 93%.

In general, respondents are satisfied that their meeting started on, and ran to time. High levels of satisfaction are also seen for the transport provided to reach the venue (87%) and the venue itself (90%).

Suggested improvements are diverse in nature though the need for a microphone is mentioned by 11% of respondents.