

RESEARCH SUMMARY

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| Title | Dial-a-Ride new vehicle user feedback |
| Objective | Drivers' and passengers' views on how well the new large (Bluebird) vehicle is performing in service and to identify any problems or issues and how they could be overcome |
| Date | August 2008 |
| Methodology | Face to face in-depth interviews with 18 passengers and 4 drivers from the Southall and Woodford depots |

Key findings

- The Bluebird was well liked by customers and was considered to be superior to the Sprinter (the older Dial-a-Ride vehicle of this size).
- All passengers believed that the overall appearance of the vehicle was good. They were most likely to mention the brightness of the interior as well as the added perception of space created by the larger windows and layout.
- Access to the bus was considered to be easy for all types of passengers. People responded well to the introduction of ramps, which they considered to be an improvement over steps.
- The manoeuvrability into and around the bus is aided by the increased size of the aisles. This gives passengers added comfort when getting to the seats and greater independence moving around the bus.
- Passengers suggested some areas for improvement, namely: armrests and additional width for the two front seats, handle bars in the front section of the bus to allow passengers to have greater independence, and a designated storage area for bags and shopping.
- Drivers were in universal agreement that passengers were pleased with the Bluebird and that passengers saw it is an improvement on the Sprinter. However, drivers reported significant problems with the width of the vehicle, compared to the narrower Sprinter, saying that it may affect their ability to access certain streets and locations. Drivers also had concerns with the environmental condition of the cabins, windows and communication tools.

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