

Report on Local Area Meetings – January to March 09

Improving the way Dial-a-Ride deals with complaints was a major topic for discussion at the latest round of Local Area Meetings. The service is keen to improve customer satisfaction with the way it handles complaints and is adopting a number of changes following the suggestions that were made. These include:

- Sending an acknowledgement to each complaint as soon as it is received;
- Improving the information customers receive about how to make a complaint,
- Visiting clubs and organisations to deal with complaints face to face

The Local Area Meetings also made a contribution to plans to improve the provision of sub-contractors to cover some Dial-a-Ride journeys and with a number of useful suggestions to help drivers and passengers identify each other at busy locations such as supermarkets. Much emphasis was also placed on the need to use Dial-a-Ride drivers' training and service standards as the benchmark for the standards to be set for sub-contractors.

Suggestions now being carried forward include:

- Meeting boards for taxi and private hire drivers working on behalf of Dial-a-Ride
- Identification cards for passengers to hold to help identify them to taxi and private hire drivers collecting them on behalf of Dial-a-Ride
- An information gathering exercise on the types of vehicles customers are able to access

Many of the contributions made during the Local Area Meetings are now being worked on as part of the ongoing programme of Dial-a-Ride service improvements. Progress will be reported on at the next round of meetings, to be held between September and November 2009.