



## LONDON DIAL-A-RIDE

### How well are we performing? QUARTER 1: 1 APRIL – 26 JUNE 2009

293,766 journeys completed

90% of journey requests scheduled <sup>1</sup>

64% of calls answered at first attempt <sup>2</sup>

### Customer Satisfaction Ratings (out of 100)

Overall Service	91
Booking process	74
Telephone Operator Helpfulness/Courtesy	86
Punctuality of Bus Arrival	89
Driver Helpfulness/Courtesy	95
Ease of Getting on the Bus	92
Ease of Getting off the Bus	92
Smoothness and Freedom From Jolting During the Journey	88
Exterior Cleanliness of Vehicle	93
Interior Cleanliness of Vehicle	94

---

<sup>1</sup> excluding cancellations of scheduled trips

<sup>2</sup> most recent MTS figure (Q4 2008/09)