

RESEARCH SUMMARY

Title	Dial-a-Ride stakeholders 2008
Objective	Dial-a-Ride Stakeholders' views on the new format of the Local Area Panel meetings
Date	May 2009
Methodology	93 surveys amongst current DaR stakeholders. Mainly postal questionnaires with a few interviews conducted by telephone amongst members with visual impairments

Key findings

- Overall, around seven in ten felt that the Local Area Panel meetings met their needs. Although generally meetings were viewed positively, some people did not like the removal of the ability to make individual complaints within the new format.
- Over six in ten members who attended the last meeting were satisfied with the new format. Views on preference for the meeting format were varied, with around a third preferring the new format whilst a similar proportion preferred the old. Around one in six had no preference either way.
- The key reason for preferring the new format was the removal of the session where people could make individual complaints. However, those with a preference for the old meeting format felt aggrieved about the inability to complain during meetings.
- Half of all members agreed with the exclusion of individual complaints from the new meeting, whilst around four in ten disagreed with the move.
- Around six in ten found the London-wide information circulated at the last meeting useful. Roughly the same proportion found the Borough-specific information useful.
- Suggestions for improving the format of the meeting were mainly focussed around maintaining tighter control of complaints and the agenda.
- Over eight in ten were very satisfied with the transport provided for them to attend the last meeting. Three quarters were satisfied with the venue of the meeting.

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