

Dial a Ride

London Travelwatch Update

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Dial a Ride – “Current Business Model”

- **Speak to Reservationist**
- **Confirmed Reservation at Time**
- **Customer Focused Scheduling**
- **Pan-London service standards**
- **Pan-London deployment of drivers/vehicles to respond to peaks in demand – day/time/geography**



When we last met

- **Computer software (Trapeze)**
 - New version successfully installed June 2008
 - Systems bugs fixed
- **Computer Hardware**
 - Stable scheduling and communications infrastructure
 - Major problems developed with infrastructure performance fixed June 2009 and brought in-house.
- **Staffing**
 - Reservationists increased availability
- MCC restructured
- Schedulers – “regionalised”
- **Woodford Live – 1st September 2008**
 - Last depot to migrate – completing Project Tightrope

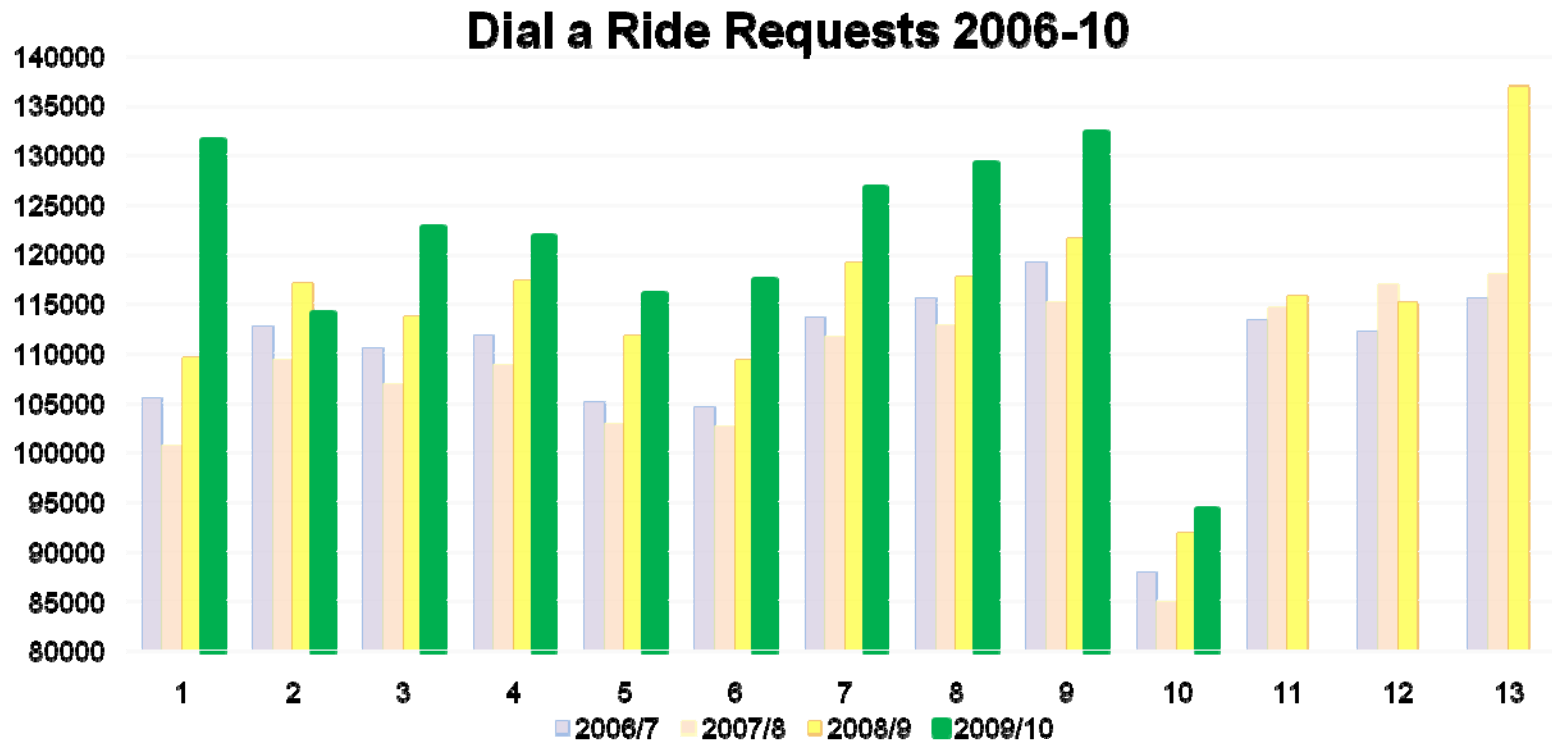


2008/ 09 – How the Year Finished

- Demand up by 92,263 trips (6.6%)
- Completed trips up by 50,959 (4.5%)
- Total completed trips 1,178,322



Where are we now? - Requests

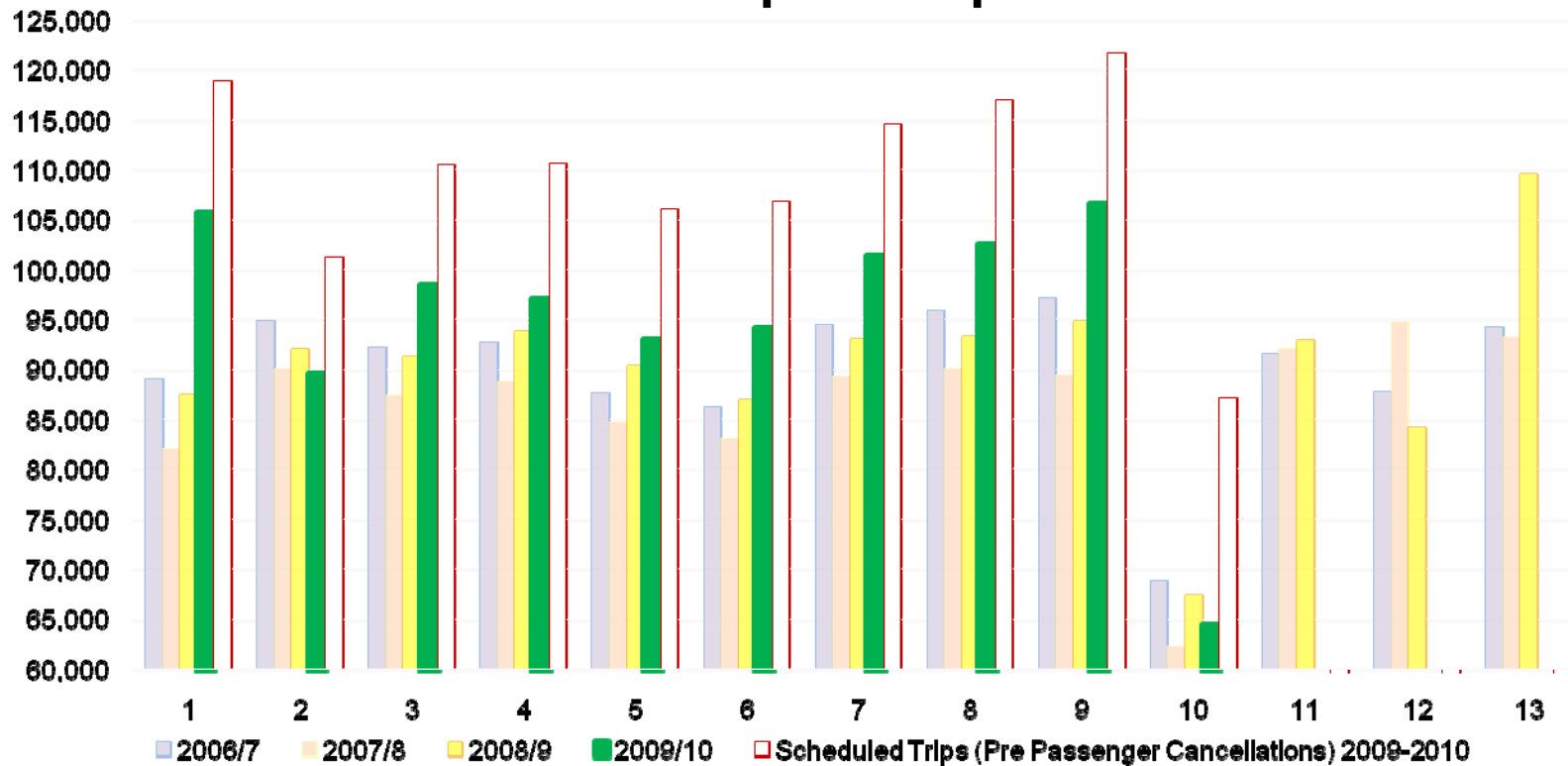


Note: P1 & P13 are varying lengths each financial year



Where are we now? – Completed Trips

Dial a Ride Completed Trips 2006-10

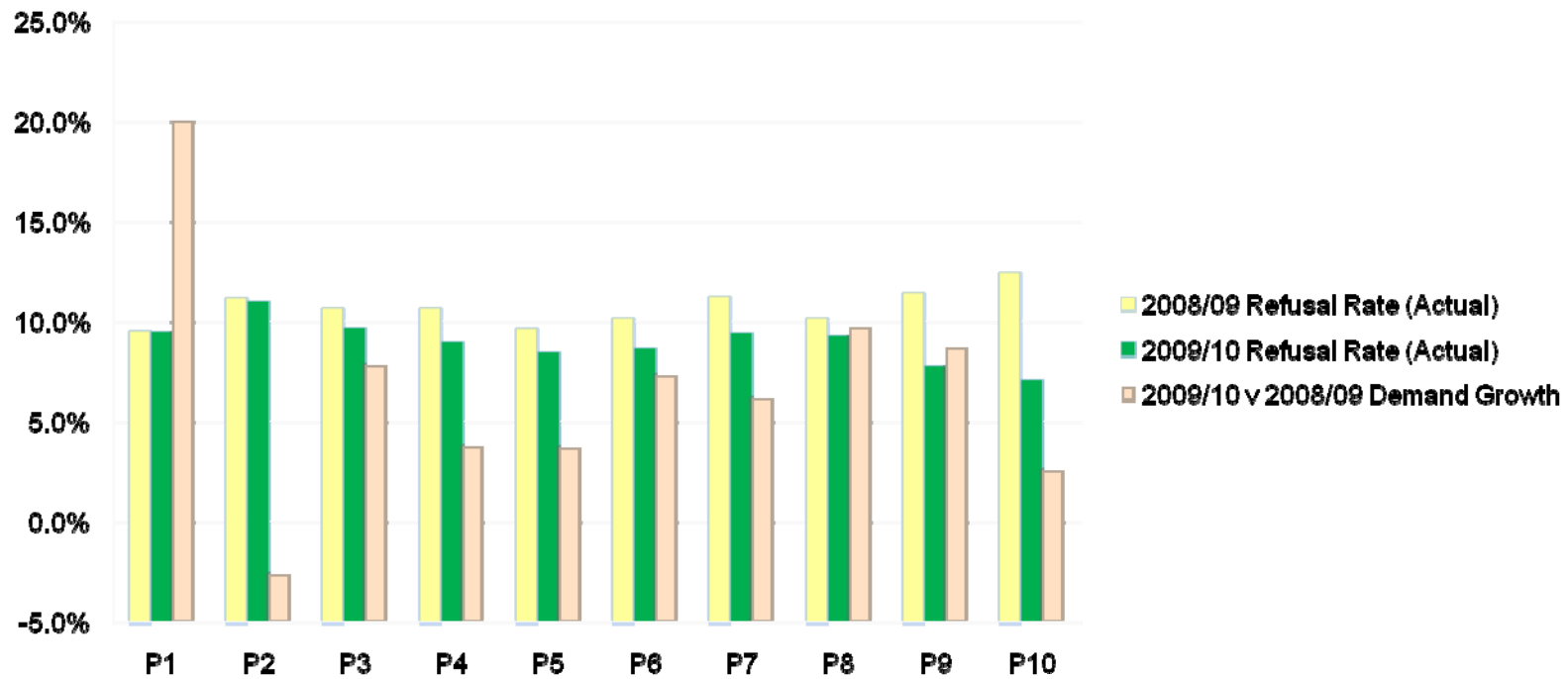


Note: P1 & P13 are varying lengths each financial year



Where are we now? – Demand & Refusals

Demand & Refusals 2008/09 -2009/10



Note: P1 & P13 are varying lengths each financial year



Delivering the service

- **System stability**
 - Enhancing the schedules not fire fighting
 - Quicker call handling
- **Regular Bookings**
 - Backlog cleared August 2009
 - 1900 out of 2922 requests successful
 - Casual Booking trends interrogated = Extra 625 Regular trips
 - MCC enhance call handling and efficient scheduling
 - User has comfort of regular trips
 - Reduced multi vehicle use
 - Regular bookings requests now aim to be processed within 10 working days of receipt. Circa 65%+ successful scheduling



Delivering the service

- **Taxi/ PHV Consolidator**
 - What it does for the DaR service
 - Circa 2 trips per borough per day
- **Passenger Cancellations**
 - 1 in 9 across London (1 in 5 some boroughs)
 - Wait list management

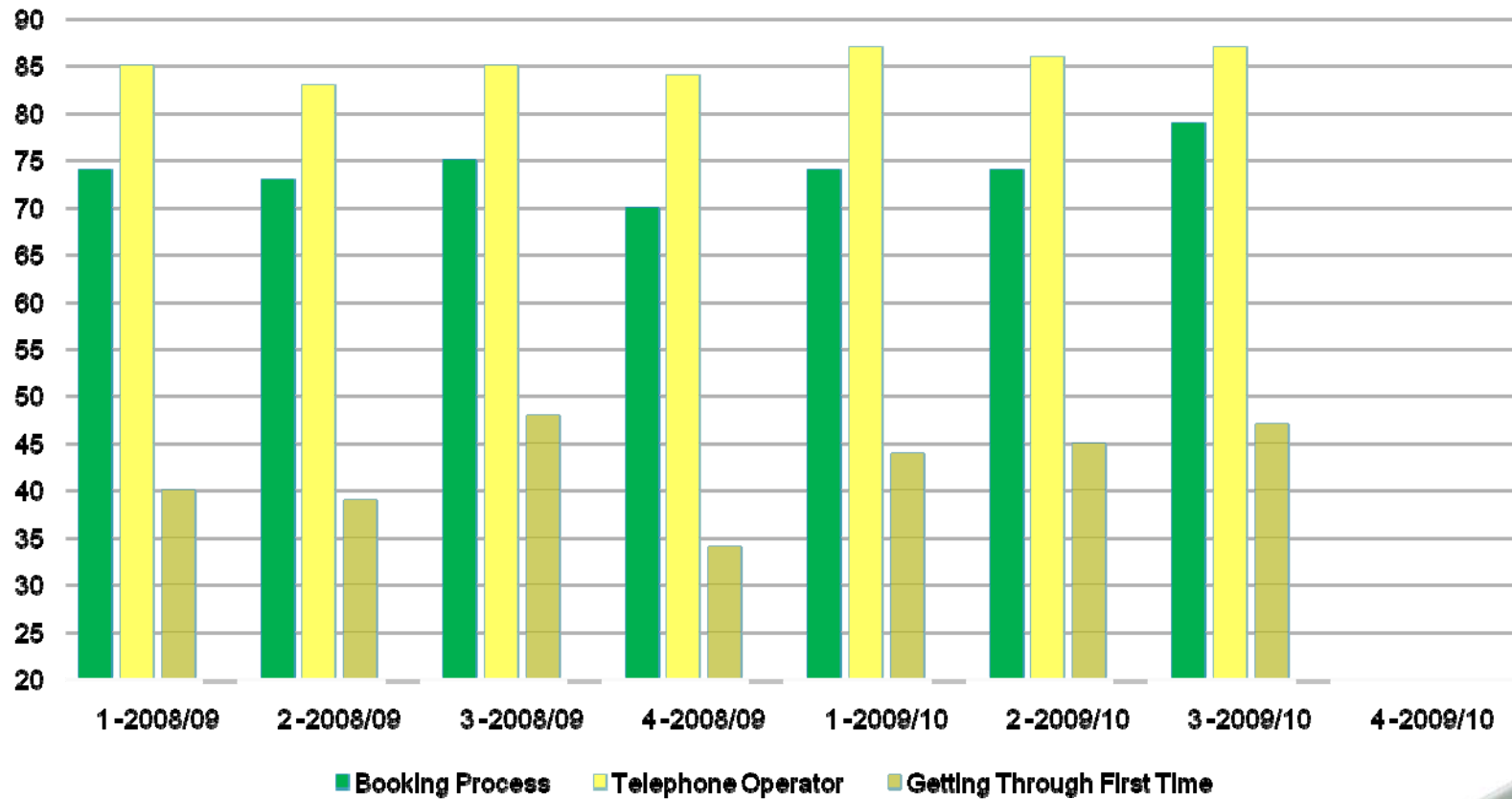


Booking Process

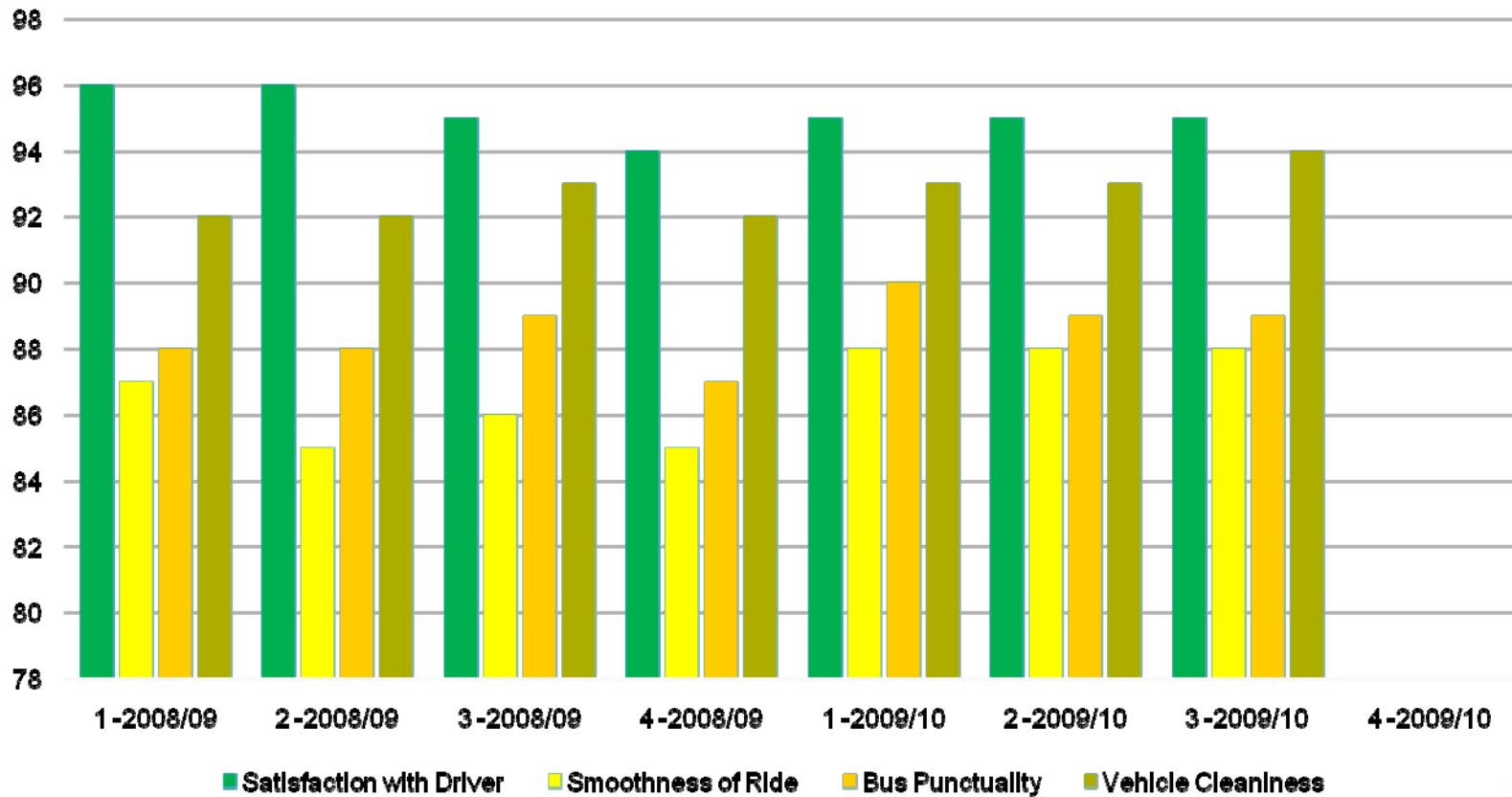
	December 2008	April 2009	October 2009
Average Call Answer Time Next Day/ Advance Bookings (mins : seconds)	2:47	2:19	1:47
Average call answer time Same Day & Cancellations (mins : seconds)	0:15	0:19	0:16
% calls answered within 60 seconds	47%	57%	62%



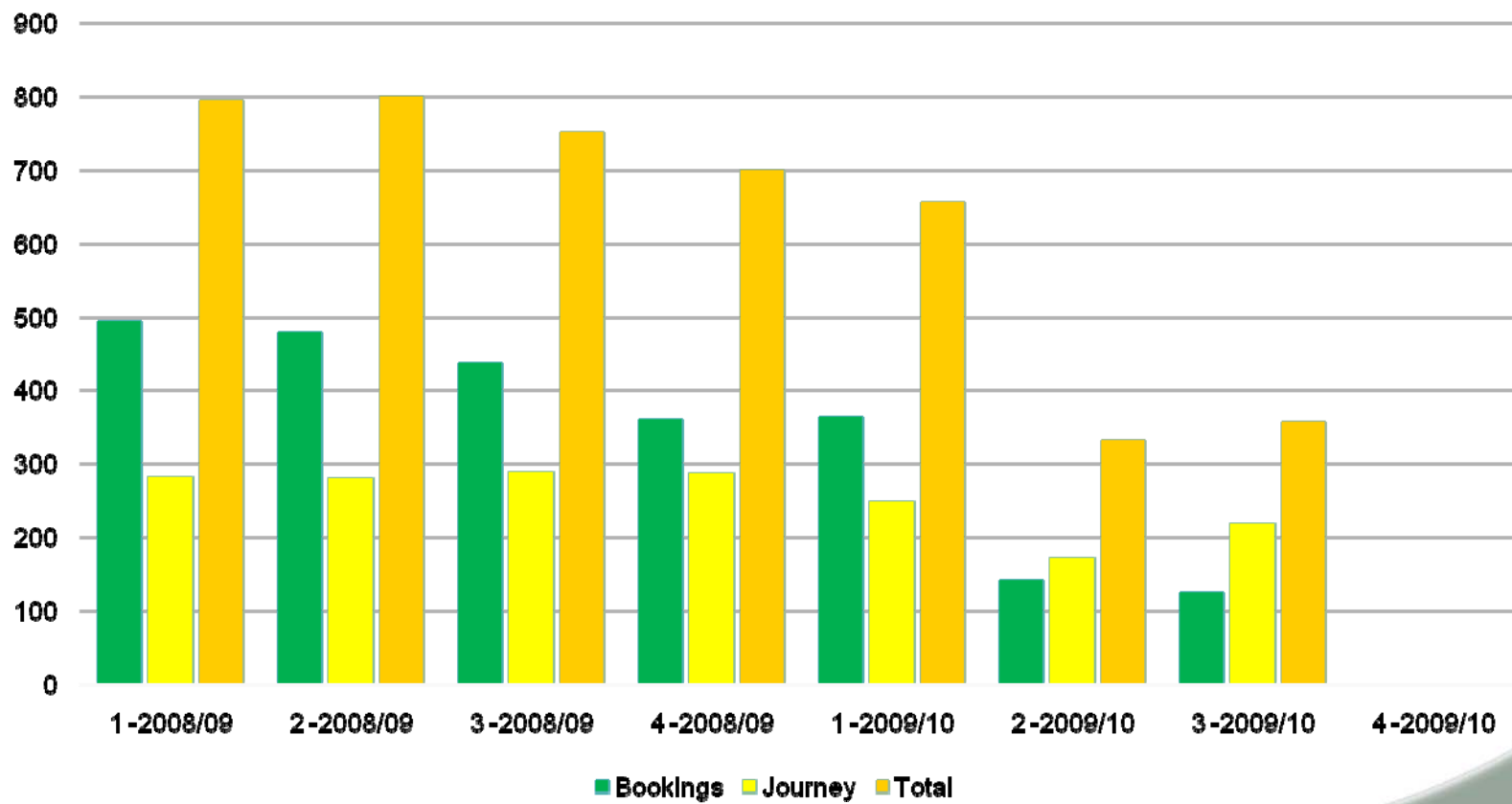
Customer Satisfaction – Booking Process



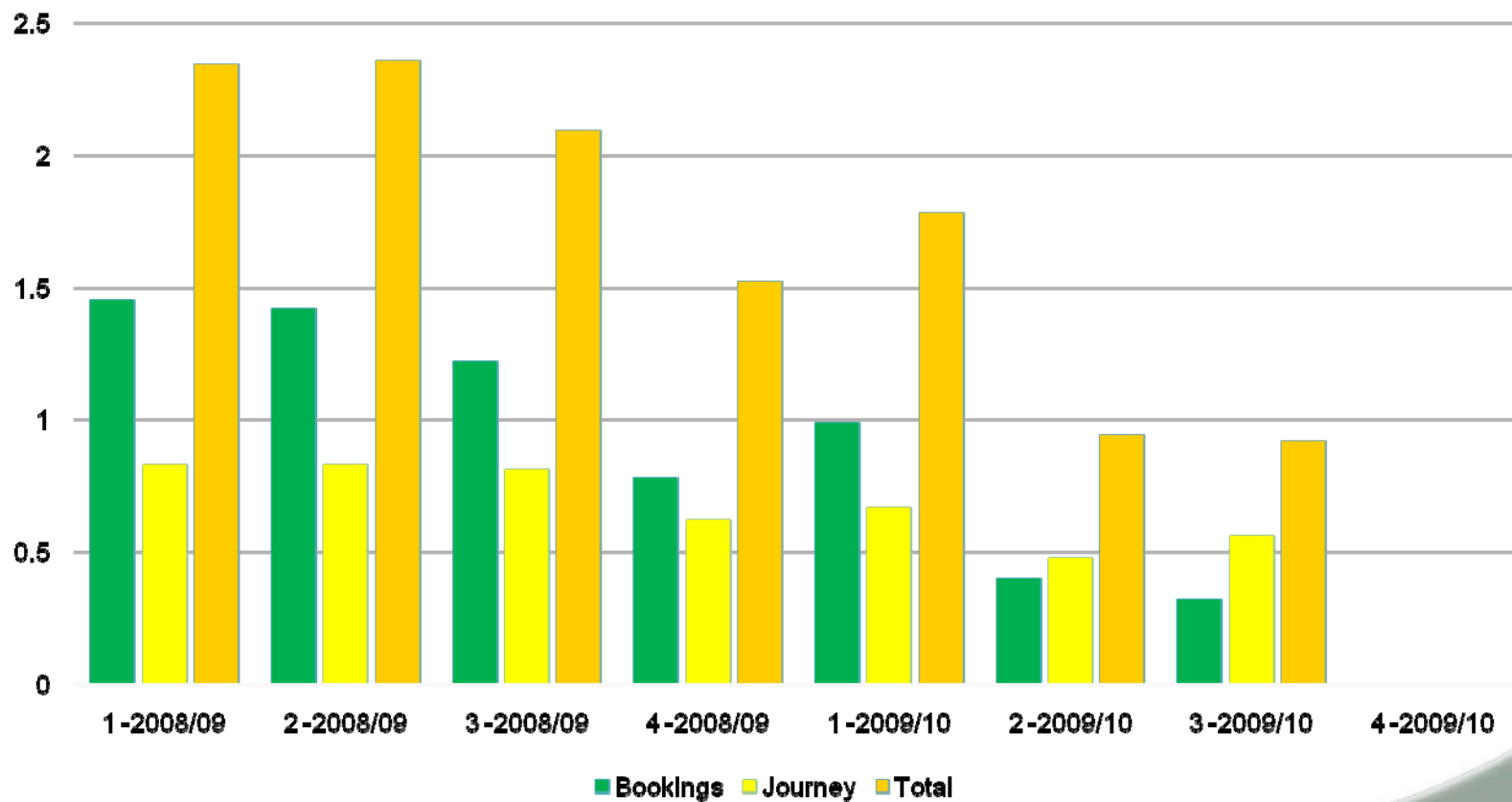
Customer Satisfaction – Journey



Number of Complaints



Complaints Per 1000 Trips Requests



Service Initiatives

- **Telephony**
 - Phase 1 Live End October 2009
 - Queue Management, music and simpler options
 - Phase 2 Live Spring 2010
 - Self service cancellations and confirmations
 - **Internet Booking – Go Live late Spring 2010**
 - Working with user group.
 - Equitable system
 - Next day bookings to common destinations
 - **Sub Depots**
 - **Accreditation of MCC**
 - CCA Global Standard



Marketing & Consultation Initiatives

- **Mailshot**
 - 6000 mailshots to local organisations, doctors and occupational therapists
 - **South West London**
 - Shelter accommodation
 - **Outreach meetings**
 - Circa 25 meeting per quarter



Questions.....



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