

**LONDON DIAL-A-RIDE**  
**How well are we performing?**  
**QUARTER 1: 1 APRIL – 24 JUNE 2011**

321,632 journeys completed

90.3% of journey requests scheduled <sup>1</sup>

49% of calls answered at first attempt <sup>2</sup>

**Customer Satisfaction Ratings (out of 100)**

Overall Service	91
Booking process	79
Telephone Operator Helpfulness/Courtesy	86
Punctuality of Bus Arrival	88
Driver Helpfulness/Courtesy	95
Smoothness and Freedom From Jolting During the Journey	87
Exterior Cleanliness of Vehicle	92
Interior Cleanliness of Vehicle	93

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

<sup>2</sup> most recent Mystery Traveller Survey figure (Q4 2010/11)