

## Dial-A-Ride service & alternative travel options survey

### **Background**

The Dial-A-Ride service is provided by SCA Transport, subsidised by Southampton City Council. The subsidy from the Council ends in September 2024, meaning that the Dial-A-Ride service will be closing at the end of September this year.

The purpose of this survey is to gain feedback from those currently using the service about the potential impact on them of the service ending. As part of this, we want to understand the level of awareness about alternative transport options in the city and how accessible they are.

The feedback will be used to inform our communication with Dial-A-Ride service users while the service closes, and will help ensure everyone potentially impacted is aware of and able to access alternative transport options.

An online version of this questionnaire can be found on Southampton City Council's website at [www.southampton.gov.uk/council-democracy/have-your-say/surveys](http://www.southampton.gov.uk/council-democracy/have-your-say/surveys).

You can also email your feedback or queries to [yourcity.yoursay@southampton.gov.uk](mailto:yourcity.yoursay@southampton.gov.uk).

This survey closes on **Monday 29 July 2024**.

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Do you currently access the Dial-A-Ride service?

Yes

No

How often do you access the service?

Daily

Weekly

Monthly

On an ad-hoc  
basis

What are the main reasons you use the Dial-A-Ride service?

*Please tick all that apply.*

Shopping

Visiting friends/family

Banking (i.e. visiting your local bank)

Accessing leisure activities

Medical appointments

Other

If other, please specify:

Which of the below alternative travel options are you aware of?

	Aware	Not aware
Blue Badge (where eligible)	<input type="checkbox"/>	<input type="checkbox"/>
Senior bus pass	<input type="checkbox"/>	<input type="checkbox"/>
Disabled Person bus pass	<input type="checkbox"/>	<input type="checkbox"/>
Standard taxis	<input type="checkbox"/>	<input type="checkbox"/>
Wheelchair-accessible taxis	<input type="checkbox"/>	<input type="checkbox"/>

Which of these alternative travel options have you used in the last three months?

	Have used	Have not used
Blue Badge (where eligible)	<input type="checkbox"/>	<input type="checkbox"/>
Senior bus pass	<input type="checkbox"/>	<input type="checkbox"/>
Disabled Person bus pass	<input type="checkbox"/>	<input type="checkbox"/>
Standard taxis	<input type="checkbox"/>	<input type="checkbox"/>
Wheelchair-accessible taxis	<input type="checkbox"/>	<input type="checkbox"/>
Friends/family	<input type="checkbox"/>	<input type="checkbox"/>

To what extent are you concerned or unconcerned about the accessibility of alternative travel options to the Dial-A-Ride service?

- Not concerned at all
- Fairly unconcerned
- Neither
- Fairly concerned
- Very concerned
- Don't know

Please describe any concerns you have as best you can below, and whether or not you've had any direct experience of difficulties or challenges with using alternative travel options.

If you have any other comments, concerns, suggestions or feedback on the Dial-A-Ride service and/or alternative travel options, let us know below:

## About you

What is your age?

- Under 18
- 18 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65 - 74
- 75+
- Prefer not to say

What is your sex?

- Female
- Male
- Prefer not to say

Is the gender you identify with the same as your sex registered at birth?

- Yes
- No
- Prefer not to say

If no, please write in your gender identity:

What is your postcode?

*Note, this is used for geographical analysis only and will not be used to identify or contact you.*

What is your ethnic group?

- Asian or Asian British
- Black, Black British, Caribbean or African
- Mixed or multiple ethnic groups
- White British
- White other
- Other ethnic group
- Prefer not to say

Do you have any physical or mental health conditions or impairments, lasting 12 months or more, that have a substantial effect on your ability to carry out day-to-day activities?

- Yes
- No
- Prefer not to say

## ***What happens next?***

This survey closes on **Monday 29 July 2024**. After this date, all feedback will be analysed and considered.

Please return completed surveys to:

*Research & Consultations,  
First Floor, West Wing,  
Civic Centre,  
Southampton,  
SO14 7LY.*

Alternatively, you can hand your completed survey in at Southampton City Council-run library.

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The information collected about you during this survey will only be used for the purposes of research. We may use it to contact you about this. We will only share your information with other organisations or council departments if we need to. We may also share it to prevent, investigate or prosecute criminal offences, or as the law otherwise allows. Please be aware that any comments given on this form may be published in the report. However, the council will endeavour to remove any references that could identify individuals or organisations. Our Privacy Policy (<http://www.southampton.gov.uk/privacy>) explains how we handle your personal data, and we can provide a copy if you are unable to access the Internet.