

Overall service satisfaction

95% are satisfied with the assistance they received
 Slightly above the 94% who reported this in 2021-2022



84% were met by a staff member within an acceptable timeframe
 The highest level recorded, and increasing from 80% in 2021-2022

81% received all of the forms of assistance that they booked
 A statistically significant rise, from 76% in 2021-2022



However only 74% of those who pre-booked a taxi service received it
 This declined significantly from 82% in 2021-2022

Experience of Booking

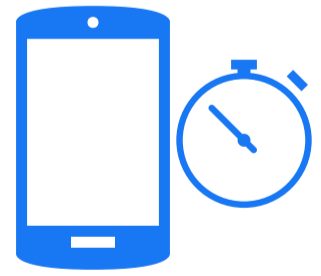
94% are satisfied with the overall booking process, and 95% that the assistance available was relevant to their needs
 The latter rose from 91% in 2021-2022



65% **25%** **4%**

Passengers most commonly book by telephone
 65% booked by telephone, 25% online and 4% by the App, with the latter rising from 2% in 2021-2023

Booking time was significantly shorter when using the app than telephone
 The average booking time when using the App is 7 minutes 49 seconds, compared to 10 minutes 57 when booking by telephone



However, satisfaction is higher among those who booked by telephone than by the App
 74% of those who booked by telephone are very satisfied with the booking process, compared to 60% of those who booked by App

Impact of Disruption

20% experienced disruption to their journey, with 39% of those experiencing planned disruption not contacted to offer an alternative
 The proportion experiencing disruption rose from 15% in 2022-2023

