

COMPLIMENTS TO DRIVERS IN PANT DRIVING SERVICE



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Annually, PANT conducts a service survey on the activities of PANTs Driving Services, but as is known, Hópbílar are responsible for that service. It is safe to say the performance of our drivers in this project is truly appreciated, and Hópbílar results in this survey have been excellent in recent years.

The average of the answers is calculated according to a certain formula, where „Very satisfied“ is given the numerical weight of 5 and „Very dissatisfied“ is given the numerical weight of 1.

When asked how satisfied or dissatisfied respondents were with the Driving Service overall, 74% of service users (passengers) are very satisfied or rather satisfied and 71% of guardians or parents are very satisfied or rather satisfied.

The driver interface gets an excellent rating, but 86% of users/passengers say they are very satisfied or rather satisfied with the driver interface at PANT. Guardians/parents are also happy with the drivers interface, but 80% of them say it is very good or rather good.

Users/passengers and guardians/parents are also satisfied with how well our drivers care about passengers safety. A total of 75% of users/passengers are very satisfied or rather satisfied and 81% of guardians/parents.

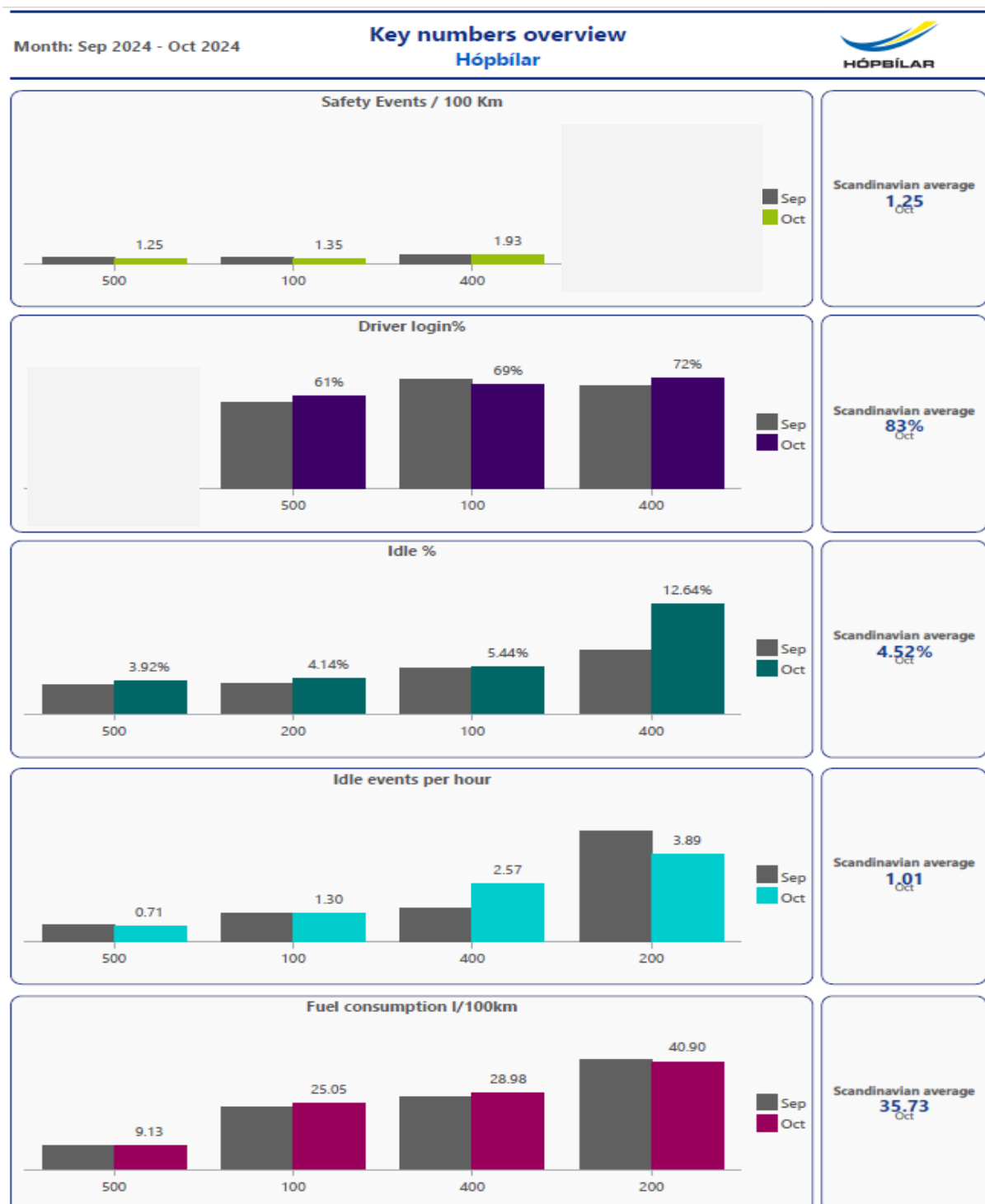
A total of 86% of guardians/parents are very satisfied or rather satisfied with the quality of the cars we use in the Driving Service and 70% of users/passengers are very satisfied or rather satisfied with punctuality of PANT Driving Service.

Some results from the survey are presented graphically on page 3 and page 4 in the newsletter.

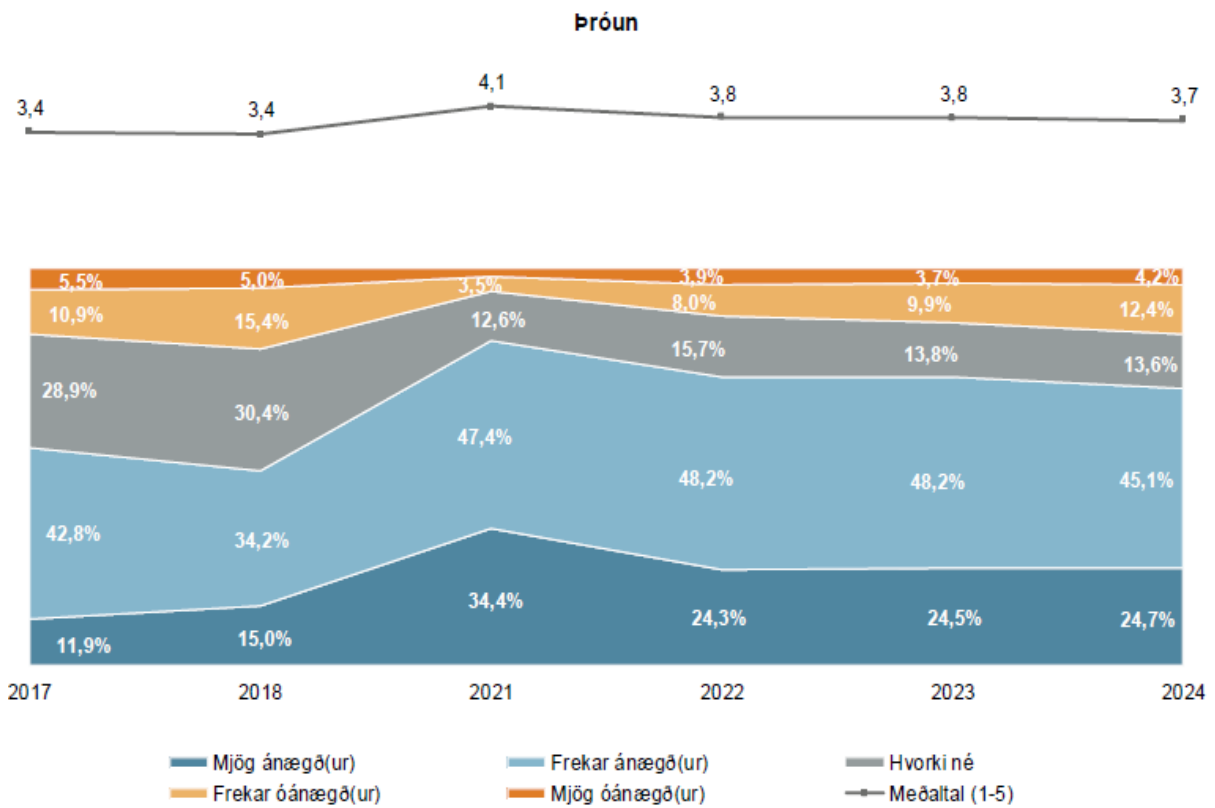
It is safe to praise our drivers in the Driving Service for the excellent results in this survey. These same drivers are just attending their first performance interview with the project manager in November. In that conversation, the drivers driving behaviour is reviewed and aspects that the drivers do well are examined for their benefit and points where they can improve are examined.

DRIVING BEHAVIOUR AND STATISTICS FOR SEPT-OKT 2024

Here you can see a complete overview of the driving behaviour and comparison statistics of Hópbílar and Hagvagnar drivers. The whole group is divided into four smaller groups. Group 100 is the travel department, group 200 is the yellow bus, group 400 are the ones driving the countryside bus and group 500 is the driving service for disabled and elderly people. Please note that group 200 is a little bit behind in installation of the system.



SERVICE SURVEY FOR PANT–SATISFACTION WITH DRIVING SERVICES



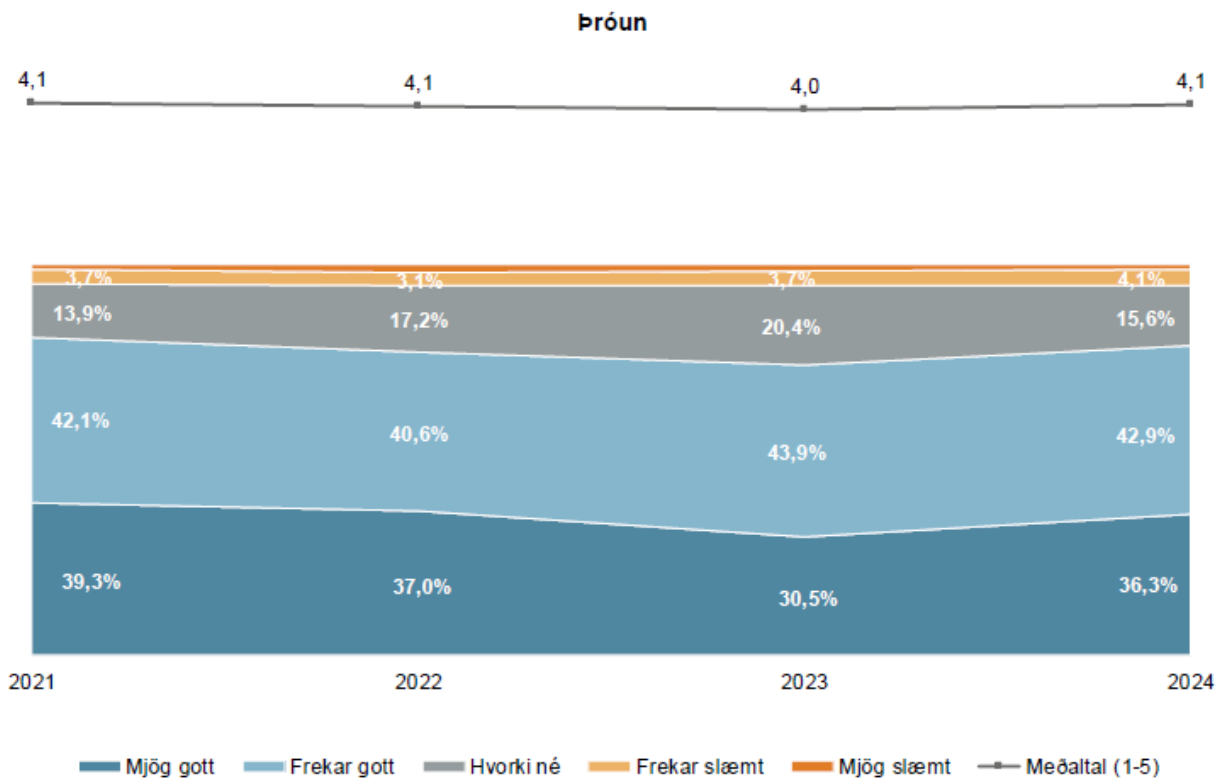
The scale of the survey was: **“Not at all Satisfied,” “Partly Satisfied,” “Satisfied,” “More than Satisfied,” “Very Satisfied,”** numbering 1 to 5 as an interval scale. Rather than a Very Good to Very Poor rating, this set of rating scale survey questions looks at levels of satisfaction.

Above you can see an overview from the year 2017 of the overall satisfaction of users, guardians, and staff of apartments and service centres with PANT driving services. From the overview you can see that satisfaction is rising, it was 3,4 in 2017 but is 3,7 in 2024. Astute people see that in 2021 satisfaction did reach its highest level, but the explanation is very likely related to the Covid epidemic. At that time, fewer users using the fleet and the traffic on the streets was a bit different.

The vast majority of respondents are extremely satisfied with the service provided by PANT driving services. In the overview of the last years, you can see that the overall satisfaction of everyone who uses the service is around and above 4,0, which is an excellent result.

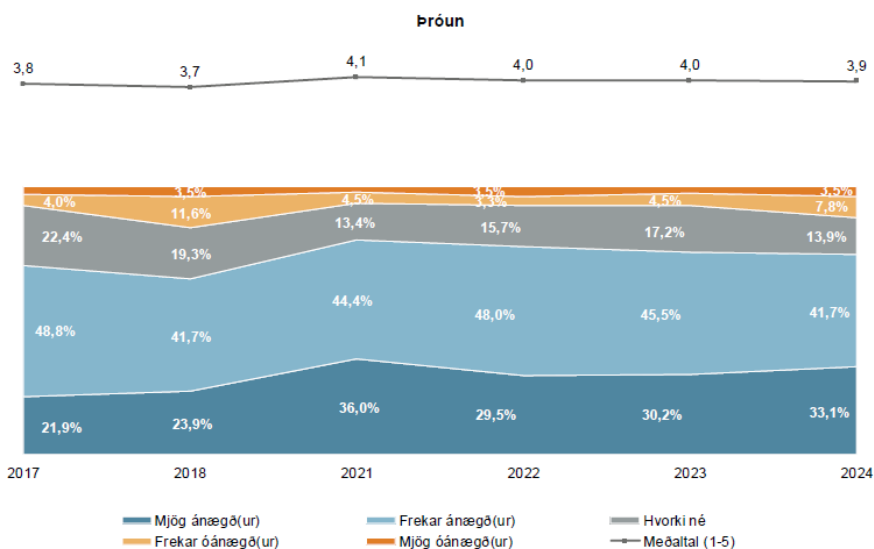
SERVICE SURVEY FOR PANT-DRIVER INTERFACE

Our driver interface gets a glowing rating. The development in recent years is above 4 out of 5 possible and 79,2% say the drivers interface is very good or rather good.



SERVICE SURVEY FOR PANT-PASSENGER SAFETY

We are really happy to see how many people are very satisfied and quite satisfied with how carefully our drivers pay attention to safety of passengers, a total of 74,8%.



Hópbílar hf.
Melabraut 18
220 Hafnarfirði

Editor:
Leifur S. Garðarsson
Project Manager



HÓPBÍLAR

