NTA Mystery Shops
Dublin Bus

Quarter 1 2019

41300621

NTA
Údarás Náisiúnta Iompair
National Transport Authority

KANTAR

Outline of Presentation

- Background to Research

- Section 1: Stop Maintenance Performance (SI)

- Section 2: Customer Information Performance (CI)

- Section 3: Bus Equipment Performance - E.1

- Section 4: Cleanliness Performance - C.1: Bus Cleanliness

- Section 5: Bus Driver Performance - D.1

Background to Research

This research programme monitors service, quality and compliance with contractual Dublin Bus requirements through "mystery shopping" surveys, to measure key aspects of service delivery. This mystery shopping programme was designed to provide robust and actionable data to the National Transport Authority to measure the overall service performance of Dublin Bus through the eyes of its 'customers'.

210 mystery shops were conducted during Quarter 1 with mystery shoppers acting as passengers while waiting for and on board selected Dublin Bus routes around the city. A broad spread of bus routes were covered across different days of the week and times of the day. 10 Dublin Bus Head Office interviews were also completed and included in Quarter 1 data.

The mystery shops were carried out by trained Kantar Millward Brown interviewers, following an initial pilot and briefing session. These interviewers use portable HAPI (HandHeld Personal Interviewing) devices which enable both discreet and effective captures of location, bus and driver details at stops, when boarding, on board and after alighting buses.

Quarter 1 2019: 1st January – 25th March 2019

We have used the following symbols to indicate significant differences versus previous quarter i.e. Qtr 4 Oct – Dec 2018 $_{Q4}$ or year on year changes for same quarter last year i.e. Qtr 1 Jan – Mar 2018 $_{Q1}$
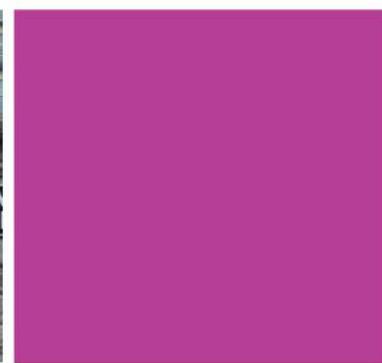
Section 1:
Stop Maintenance Performance
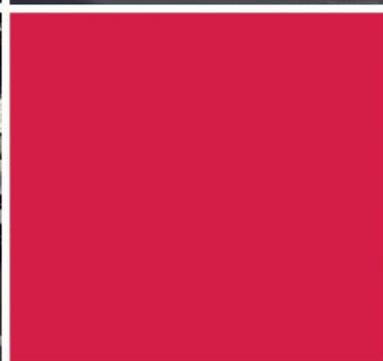
Advertising on Shelter of Bus Stop: No interviewers saw signs of commercial advertising present on the bus stop poles

Q1 2019

57% observed a Bus Stop Pole & 46% observed a Bus Shelter

Q37 Additional Commercial Advertising on Shelter Glass (77) %

- Yes
- No

100
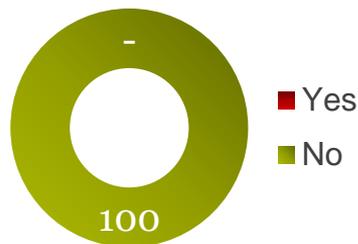
Q38 Third Party Commercial Advertising on Bus Stop Pole (110) %
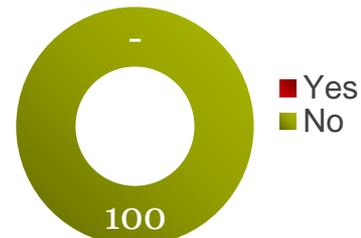
- Yes
- No

100

↓↑ = Statistically significant differences are versus Qtr 1 Jan - Mar 2018$_{Q1}$, Qtr 4 Sep - Dec 2018$_{Q4}$

Q37 Is there additional commercial advertising on the shelter glass outside the designated advertising or travel information and timetable panels? (Acceptable advertising must be in a "Case" or Side Panel and not just pasted on shelter)
Q38 Are there any third party commercial advertisements or notices (excluding graffiti, stickers, or bus operator related advertisements) on the operator's bus pole?

KANTAR

Bus Shelters:
More than 4 in 5 interviewers found the bus stop poles to be in good condition, with less than 1 in 5 reporting signs of moderate damage. Bus shelters were thought to be in good condition by almost 9 in 10 interviewers, however this has dropped versus the same time last year.

Base: (84), IF YES TO BUS SHELTER Q30/1, (110) IF YES TO BUS STOP POLE AND FLAG Q29/1

Q1 2019

Q29b Condition of the Bus Pole (110) %
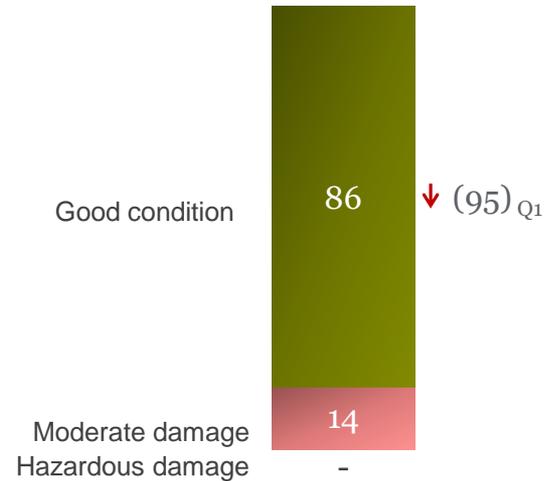
Good condition — 85

Moderate damage Scratches/graffiti — 15

Hazardous damage requiring immediate repair — 1 / -

Q31 Condition of the Bus Shelter (84) %

Good condition — 86 ↓ (95) $_{Q1}$

Moderate damage — 14

Hazardous damage — -

↓↑ = Statistically significant differences are versus Qtr 1 Jan - Mar 2018$_{Q1}$, Qtr 4 Sep - Dec 2018$_{Q4}$

Q29b   What is the condition of the bus stop pole and flag?
Q31   What is the condition of the bus shelter?

KANTAR

Information Display:
Over a third of interviewers saw an information display present at the bus stop, followed by a small panel on the pole. Of these, the majority felt that they were fully legible and clean with minimal instances of obscuring reported.

Base: (183), IF POLE OR SHELTER AT Q28C

Q1 2019

Note: Change in operator in Q3. Sig testing removed

Q28d* Information Display (181) %

Small Panel on Pole	27
Long panel on pole	14 (6) $_{Q4}$
Information panel on shelter	35
TFI Pole with information panel	7 (1) $_{Q4}$
None	20 (35) $_{Q1}$ (34) $_{Q4}$
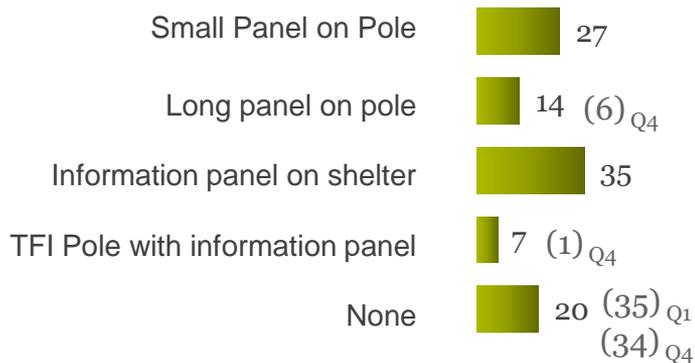
Q28e* Condition of Display (144) %
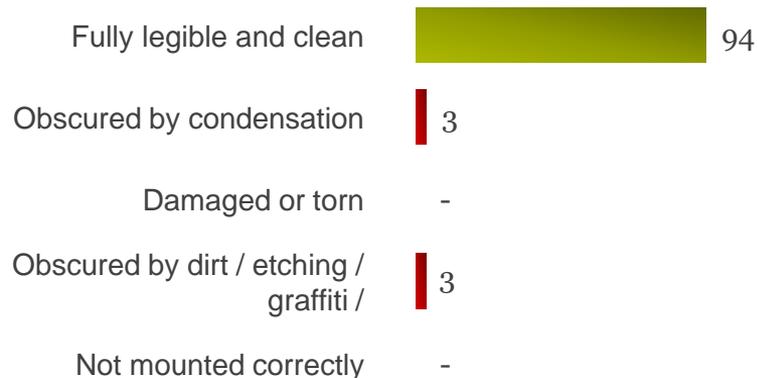
|	
Fully legible and clean	94
Obscured by condensation	3
Damaged or torn	-
Obscured by dirt / etching / graffiti /	3
Not mounted correctly	-

↓↑ = Statistically significant differences are versus Qtr 1 Jan - Mar 2018 $_{Q1}$, Qtr 4 Sep - Dec 2018 $_{Q4}$

* New for Q1 2018

Q28d What type of information display was there present at the stop? SEE IMAGE EXAMPLE
Q28e How would you describe the condition of this information display?

KANTAR

Section 2:
Customer Information Performance
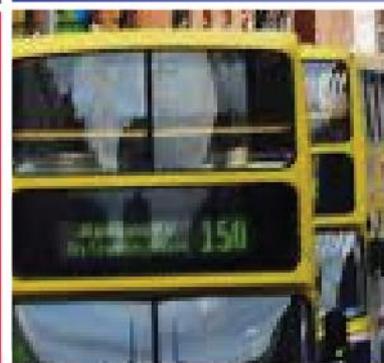
Fares: Almost all interviewers found the fares were displayed clearly at the entrance to the bus.

Base: (210)

Q1 2019

Q50 Were the Fares Displayed Clearly at the Entrance?
(210)
%
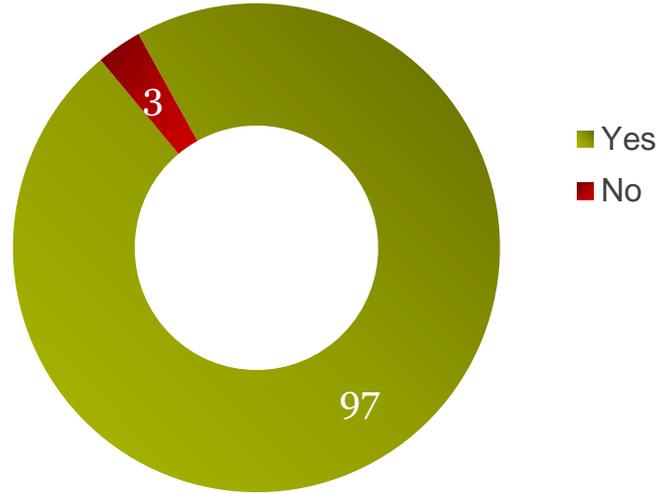
- Yes
- No

3

97

↓↑ = Statistically significant differences are versus Qtr 1 Jan - Mar 2018$_{Q1}$, Qtr 4 Sep - Dec 2018$_{Q4}$

Timetable: Nearly all interviewers saw a bus stop number visible on the bus stop flag. 3 in 4 saw printed timetables present timetables at the bus stop while over half saw operative dates on these timetables.

Base: IF YES TO BUS STOP POLE AND FLAG Q29/1 OR BUS SHELTER Q30/1, IF YES TO PRINTED TIMETABLE Q34/1

Note: New operator in Q3. Sig testing removed

Q1 2019

Q32 Bus Stop Number Visible (183) %

- 2
- 98
- Yes
- No
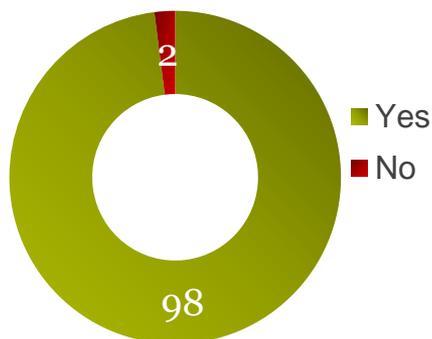
Q34 Printed Timetable Present (145) %

- $(39)_{Q1}$
- $(51)_{Q4}$
- 27
- 73
- $(61)_{Q1}$
- $(49)_{Q4}$
- Yes
- No
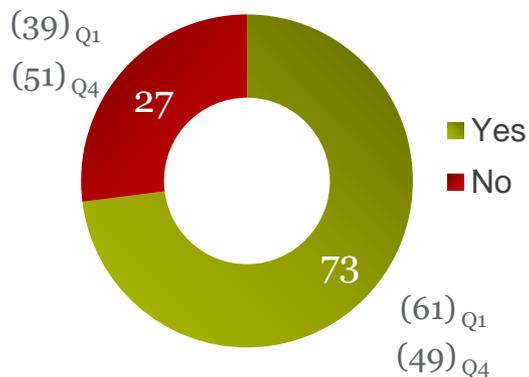
Q36 Operative Date Present (106) %
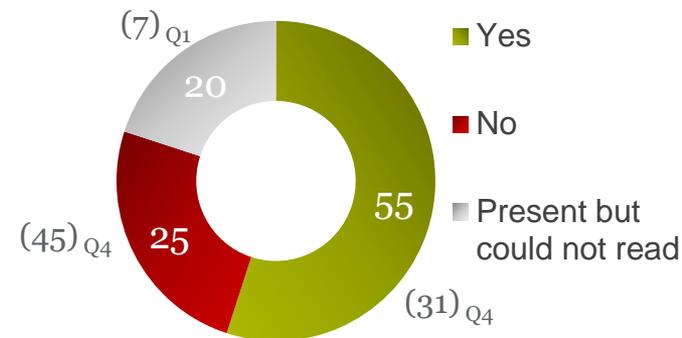
- $(7)_{Q1}$
- 20
- 55
- $(45)_{Q4}$
- 25
- $(31)_{Q4}$
- Yes
- No
- Present but could not read

↓↑ = Statistically significant differences are versus Qtr 1 Jan - Mar 2018$_{Q1}$, Qtr 4 Sep - Dec 2018$_{Q4}$

Q32   Is the bus stop number visible on the bus stop flag? This is an up to 4 digit number
Q34   Is there a printed timetable, for the route you are using, on display at the bus stop
Q36   Is there an "Operative Date" (Dublin Bus) or " Valid From" date written on the timetable? Interviewer note: can be very small print

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Section 3:
Bus Equipment Performance
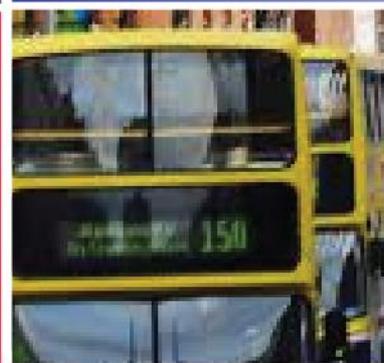
When Getting on the Bus: Upon boarding the bus, 3 in 4 interviewers reported seeing the centre doors opening. 3 in 5 noted the centre doors opening when alighting the bus, a significant decline versus last year.

68% assessed buses with centre doors

Q1 2019

**Q64 Did the Driver Open the Centre Doors?*
[Boarding Passengers]
(68)
%

- Yes — 76
- No — 22
- There was an obstruction — -
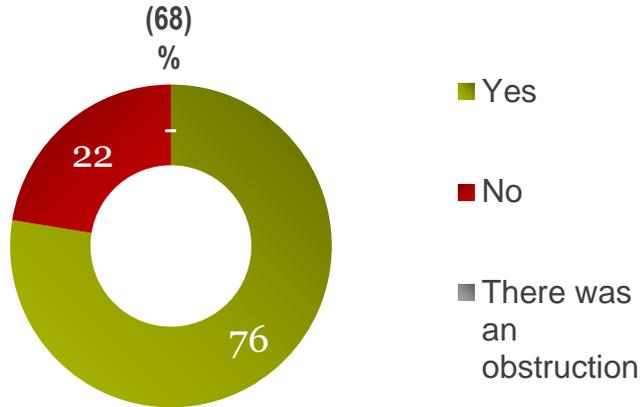
Q91 Centre Doors Open for Passengers*
[Alighting Passengers]
(143)
%
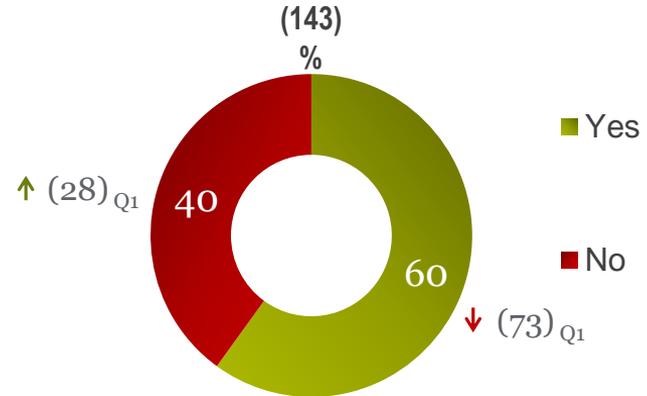
- Yes — 60
- No — 40

↑ (28) $_{Q1}$

↓ (73) $_{Q1}$

*Interviewer instructions updated in Q1 2019
**Buses with no alighting passengers excluded

↓↑ = Statistically significant differences are versus Qtr 1 Jan - Mar 2018 $_{Q1}$, Qtr 4 Sep - Dec 2018 $_{Q4}$

Q64   When you were boarding the bus, did the driver open the centre doors for passengers who were getting off the bus ?
Q91   Did the driver open the centre doors as you got off the bus?

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On Board Displays/Announcements: All interviewers who could see a display found that it was working correctly. Over 4 in 5 found the next stop announcement was working correctly, a significant drop versus last year, while 1 in 10 felt it was working but too quiet, increasing versus last year.

Base: (209), ALL WHO COULD SEE A DISPLAY / HEAR AN ANNOUNCEMENT

Q1 2019

Q80* Electronic Displays for Next Stop Working
%
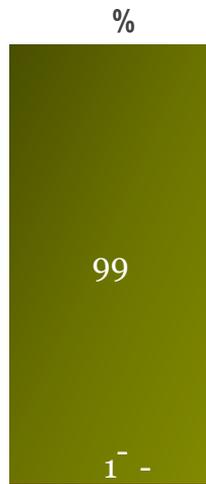
Yes - was working correctly — 99

Working but was not providing correct information
Display was turned off or not working
Could not see a display — 1 -

Q81* Automatic Next Stop Announcement Working
%
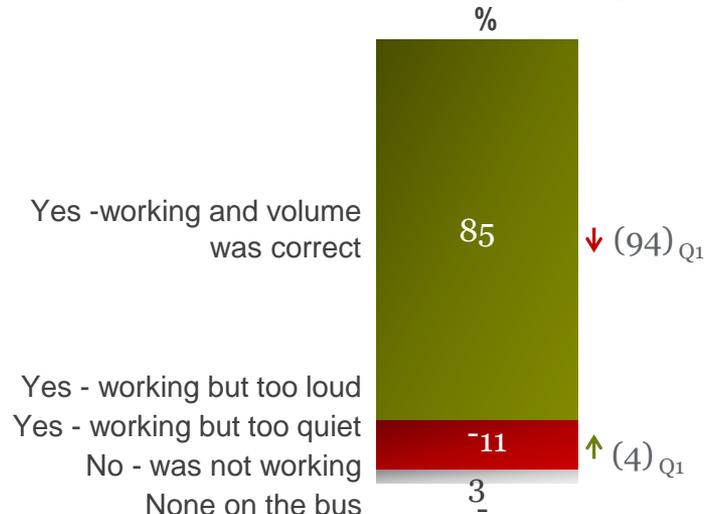
Yes -working and volume was correct — 85 ↓ (94) $_{Q1}$

Yes - working but too loud
Yes - working but too quiet — 11 ↑ (4) $_{Q1}$
No - was not working
None on the bus — 3

* Question rebased off those who could see a display / hear an announcement

↓↑ = Statistically significant differences are versus Qtr 1 Jan - Mar 2018 $_{Q1}$, Qtr 4 Sep - Dec 2018 $_{Q4}$

Q80   Were the electronic displays on board indicating what the next stop was working correctly?
Q81   Was there an automatic next stop audio announcement working on the bus?

KANTAR

Wheelchair Ramp/Lift: For the four interviewers who saw a wheelchair ramp requested, all found that it was activated upon request.

Q1 2019

**Q106 Wheelchair Ramp/
Lift Activated Upon Request
(4)*
%**
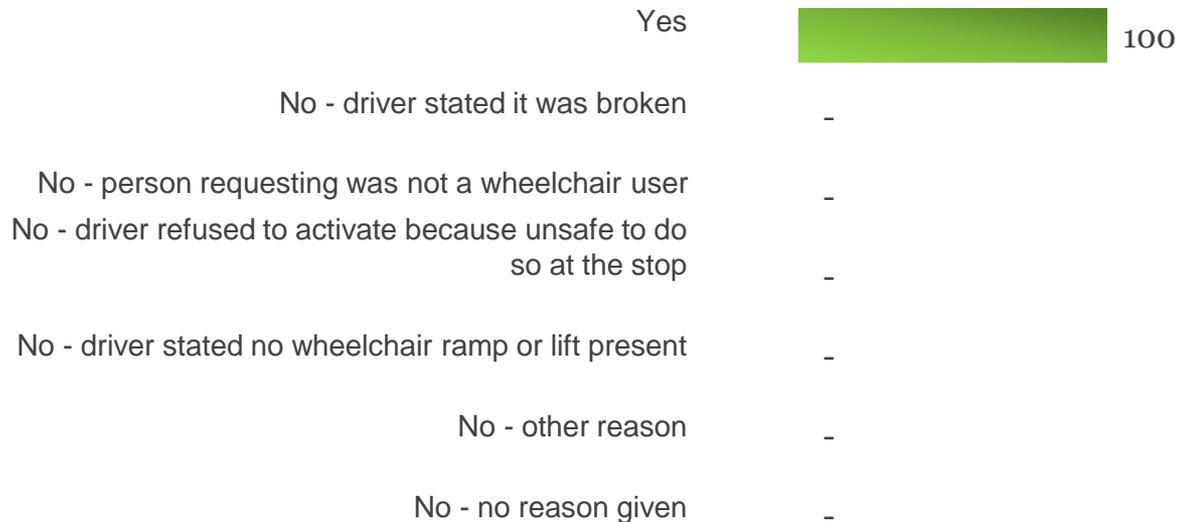
Yes	100
No - driver stated it was broken	-
No - person requesting was not a wheelchair user	-
No - driver refused to activate because unsafe to do so at the stop	-
No - driver stated no wheelchair ramp or lift present	-
No - other reason	-
No - no reason given	-

↓↑ = Statistically significant differences are versus Qtr 1 Jan - Mar 2018$_{Q1}$, Qtr 4 Sep - Dec 2018$_{Q4}$

Route Number and Destination Visible: Almost all interviewers found both the route numbers & destinations to be clearly visible on all sides of the bus.

Base: (210)

Q1 2019

Q43 Route No. on Front
%

Yes — 98

Not displayed
Could not clearly see — 1

Q45 Route No. on Side
%

Correct route no. displayed — 99

Incorrect route no. displayed — -
No route no, displayed — -
There was no display panel for route no. —
Could not clearly see —

Q44 Destination on Front
%

Yes — 100

Not displayed
Could not clearly see — -

Q87 Route No. on Back
%

Yes — 97

Incorrect route number shown — -
No route number shown — -
Couldn't see — 2

↓↑ = Statistically significant differences are versus * Qtr 1 Jan - Mar 2018$_{Q1}$, Qtr 4 Sep - Dec 2018$_{Q4}$

Q43   Could the correct route number be clearly seen on the front of the bus? ASK ALL
Q44   Could the correct destination be clearly seen on the front of the bus?

Q45   Could the correct route number be seen clearly on the side of the bus?
Q87   Was the correct route number displayed on the back of the bus?

KANTAR

CCTV: More than 9 in 10 interviewers who saw a CCTV display present found they were turned on and functioning correctly.

Q1 2019

Q82 CCTV in Stairwell
%
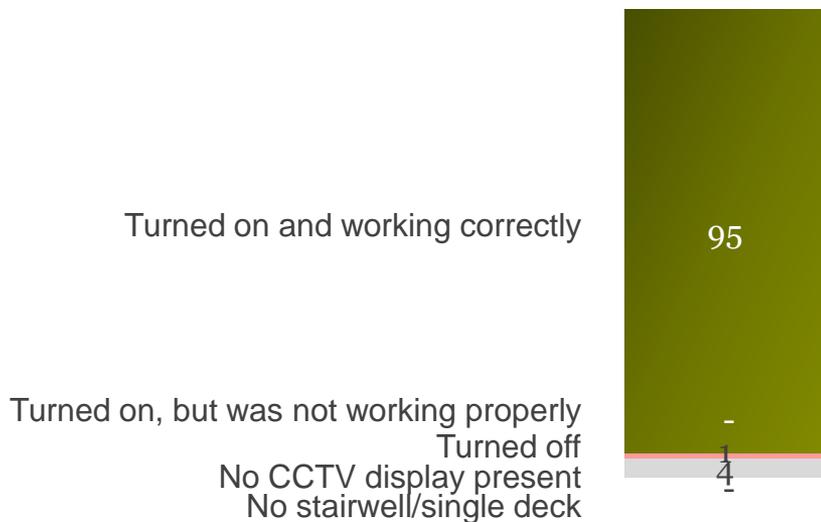
Turned on and working correctly — 95

Turned on, but was not working properly — -
Turned off — 1
No CCTV display present — 4
No stairwell/single deck

↓↑ = Statistically significant differences are versus Qtr 1 Jan - Mar 2018$_{Q1}$, Qtr 4 Sep - Dec 2018$_{Q4}$

KANTAR

Fare Payment: Ticket machines and leap card readers were found to be present and functioning correctly by all interviewers. Of those interviewers paying in cash, all received a printed ticket or change receipt where appropriate, whilst just under 7 in 10 Leap interviewers were able to see what fare they were charged when boarding the bus, declining versus last quarter.

Q1 2019

Q56 Cash Fare (112) Ticket Machine Working Correctly %

- Yes
- No

100
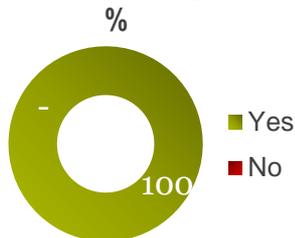
Q58a Leap Card Reader Present at Driver Working Correctly (50) %

- Yes
- No

100
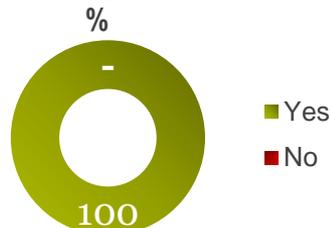
Q60a Pole Mounted Leap Card Reader Working Correctly (48) %

- Yes
- No

100
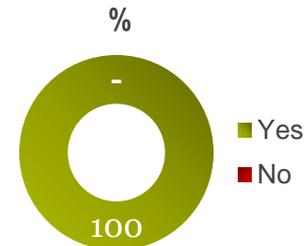
Q57a Cash Fare* Given Printed Ticket/Change Receipt %

	Exact Change (54)	Not Exact Change (58)
Yes, printed ticket	100	79
Yes, printed ticket and change receipt		21
Got handwritten ticket	-	-
Was not given a ticket		
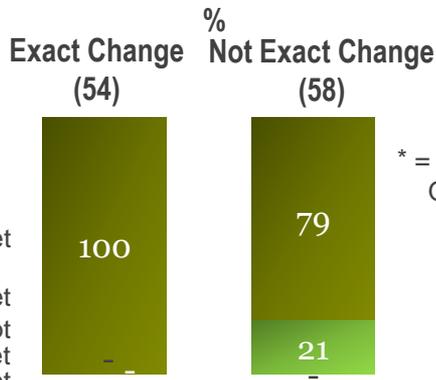
* = Multicoded Question

Q59a Leap Card Reader at Driver See Fare Charged (50) %

Yes	68	↓ (86) Q4
Don't know/Couldn't tell	32	↑ (14) Q4
Machine was not working)	-	
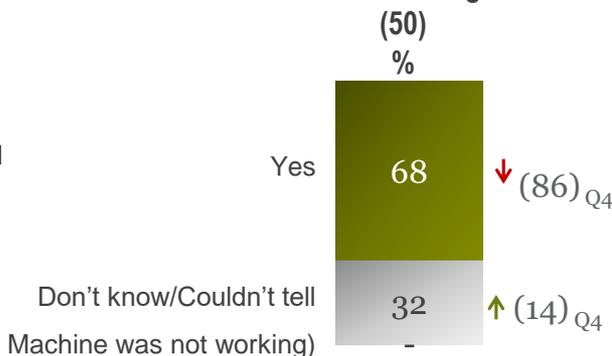
Payment Methods were split as they were in were in Quarter 1 2016:
- 50% Cash Payments
- 25% Leap Card Reader at Driver
- 25% Pole Mounted Leap Card Reader

↓↑ = Statistically significant differences are versus Qtr 1 Jan - Mar 2018_{Q1}, Qtr 4 Sep - Dec 2018_{Q4}

*Question amended in Q2 2018

| Q56 | Was the ticket machine working correctly for you? |
| Q57a | Were you given a printed ticket and change receipt? |

Q58a	Did the Leap Card reader at the driver appear to be working correctly?
Q59a	Could you see what fare were you charged?
Q60a	Did the pole mounted Leap Card reader appear to be working correctly?

KANTAR

Section 4:
Cleanliness Performance

Assessment of Seats:
Bus seats were found to free of graffiti and damage all occasions. 9 in 10 interviewers found that seats were clean, with reports of dust, crumbs or other ingrained dirt only reported at minimum levels.

Base: (210)

Q1 2019

Q69 Graffiti on Seats
%

No Signs — 100

Minor graffiti or defacing
Heavy defacing
Offensive graffiti

Q70 Cleanliness of Seats
%

Clean — 90

Significant dust or crumbs — 6
Gum or other ingrained dirt — 5
Wet or soiled

Q71 Damage to Seats
%

No — 100

Minor tear, less than 2cm in length
Significant tearing greater than 2cm in length
Moderate damage
Hazardous damage including loose from seat structure

↓↑ = Statistically significant differences are versus Qtr 1 Jan - Mar 2018$_{Q1}$, Qtr 4 Sep - Dec 2018$_{Q4}$

21	Q69	How would you best describes graffiti or other defacing on seat cushions or seat structure?
	Q70	What best describes level of cleanliness of seat cushions?
	Q71	Were any bus seat cushions you observed damaged in any way?

KANTAR

Bus Interior: There have been significant improvements in the cleanliness of floors and stairs versus last year, as well as on the panels, ceilings and other fixtures/fittings. Almost all saw no signs of graffiti while 7 in 10 found the seats/floors and stairs were litter free.

Base: (210)

Q1 2019

Q75 Cleanliness of Floors and Stairs %

Generally clean — 93 ↑ (83) $_{Q1}$

Dirt or liquid spills — 4 ↓ (9) $_{Q1}$
Dirt or liquid stains (dried) — 3 ↓ (7) $_{Q4}$

Q76 Litter on Seats/Floor or Stairs* %

Litter free — 68

Minimal level of litter — 27
Some litter
A lot of litter — 5

Q77 Graffiti on Panels, Ceilings, Stairs and Other Fixtures/Fittings %

No signs — 99

Minor graffiti or etchings
Heavy graffiti or etchings — 1 =
Offensive graffiti or etchings

Q78 Cleanliness of Panels, Ceilings and Other Fixtures/Fittings %

No signs of dirt — 73 ↑ (59) $_{Q4}$

Light dirt — 22 ↓ (38) $_{Q4}$
Moderately dirty
Very dirty — 5 =

↓↑ = Statistically significant differences are versus Qtr 1 Jan - Mar 2018$_{Q1}$, Qtr 4 Sep - Dec 2018$_{Q4}$

Q75	What best describes level of cleanliness of floors and stairs?	Q77	What best describes level of graffiti or etchings on panels, ceilings, stairs and other fixtures and fittings?
Q76	What best describes level of litter on seats, floors or stairs?	Q78	What best describes level of cleanliness of panels, ceilings and other fixtures and fittings?

KANTAR

Bus Windows: No interviewers reported signs of graffiti or etchings on bus windows. Almost half of interviewers found the bus windows had no signs of dirt, increasing versus last quarter. 1 in 3 saw light dirt on the windows, dropping versus last quarter, however, reports of very dirty windows have increased.

Q1 2019

Q72 Graffiti on Windows %
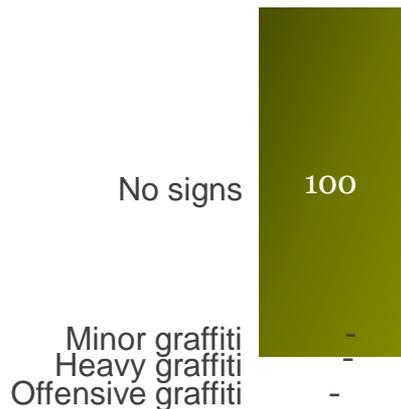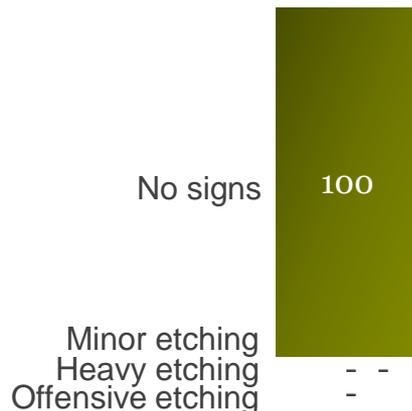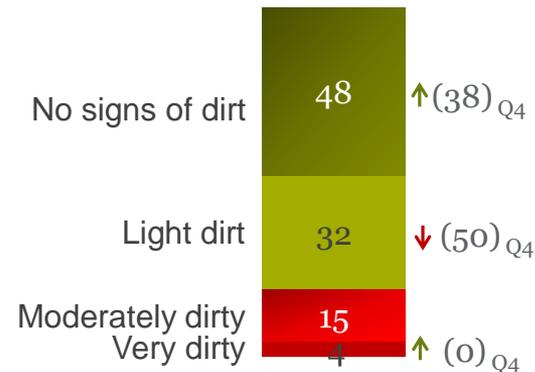
No signs	100
Minor graffiti	-
Heavy graffiti	-
Offensive graffiti	-

Q73 Etching on Windows %

No signs	100
Minor etching	-
Heavy etching	-
Offensive etching	-

Q74 Cleanliness of Windows %

No signs of dirt	48	↑(38) $_{Q4}$
Light dirt	32	↓ (50) $_{Q4}$
Moderately dirty	15	
Very dirty	4	↑ (0) $_{Q4}$

↓↑ = Statistically significant differences are versus Qtr 1 Jan - Mar 2018 $_{Q1}$, Qtr 4 Sep - Dec 2018 $_{Q4}$

Q72   What best describes level of graffiti on windows?
Q73   What best describes level of etching on windows?
Q74   What best describes level of cleanliness of windows?

KANTAR

Front/Side of Bus: Encouragingly, no interviewers reported any signs of serious damage to the front/side of the buses. 4 in 5 felt the front and sides of the bus were clean, while 3 in 5 found the rear of the buses were clean, with no significant movements observed. Signs of dirt were mainly thought to have been picked up during operations that day.

Q1 2019

Q47 Cleanliness of Front/ Side of Bus
%
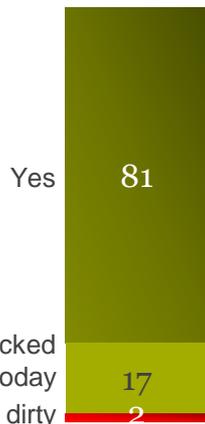
Yes **81**

Light dirt, likely to have been picked up during operations today **17**

Moderately dirty **2**

Very dirty, likely to have accumulated over several days **-**

Q48 Visible Damage to Front/Side of Bus
%

No Visible Damage **98**

Light paintwork scratches only **1**
Minor bodywork damage **1**
Serious damage to bodywork **-**

Q90 Was the Rear of Bus Clean?
%
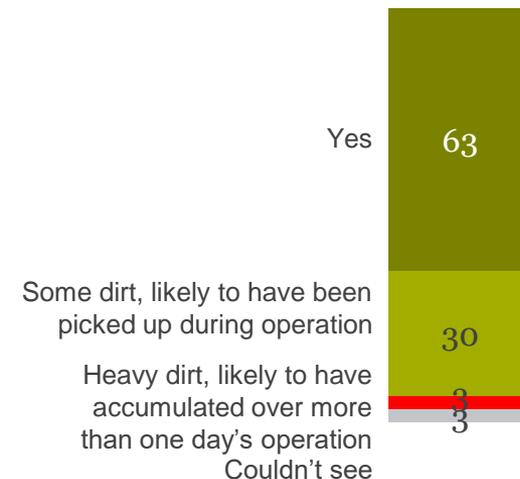
Yes **63**

Some dirt, likely to have been picked up during operation **30**

Heavy dirt, likely to have accumulated over more than one day's operation **3**
Couldn't see **3**

↓↑ = Statistically significant differences are versus Qtr 1 Jan - Mar 2018$_{Q1}$, Qtr 4 Sep - Dec 2018$_{Q4}$

Q47 Were the front and side of the bus clean?
24 Q48 Was there visible damage to the front or side of the bus?
Q90 Was the rear of the bus clean?

KANTAR
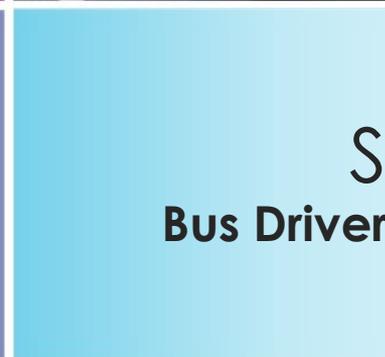
Section 5:
Bus Driver Performance
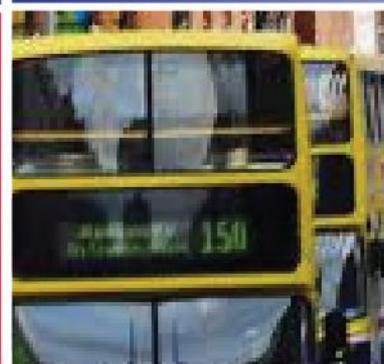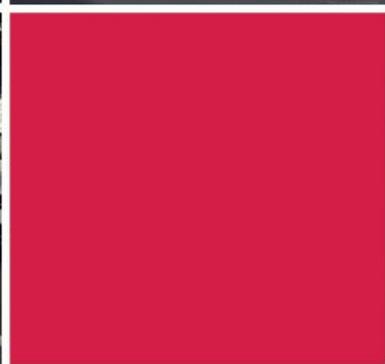
Driver Interaction: On the 3 occasions where a driver dispute was observed, the driver was thought to handle the situation in a polite and professional manner

Base: (3), If yes to DRIVER DISPUTE Q103

Q1 2019

Q104 How did driver handle situation? (3)*
%
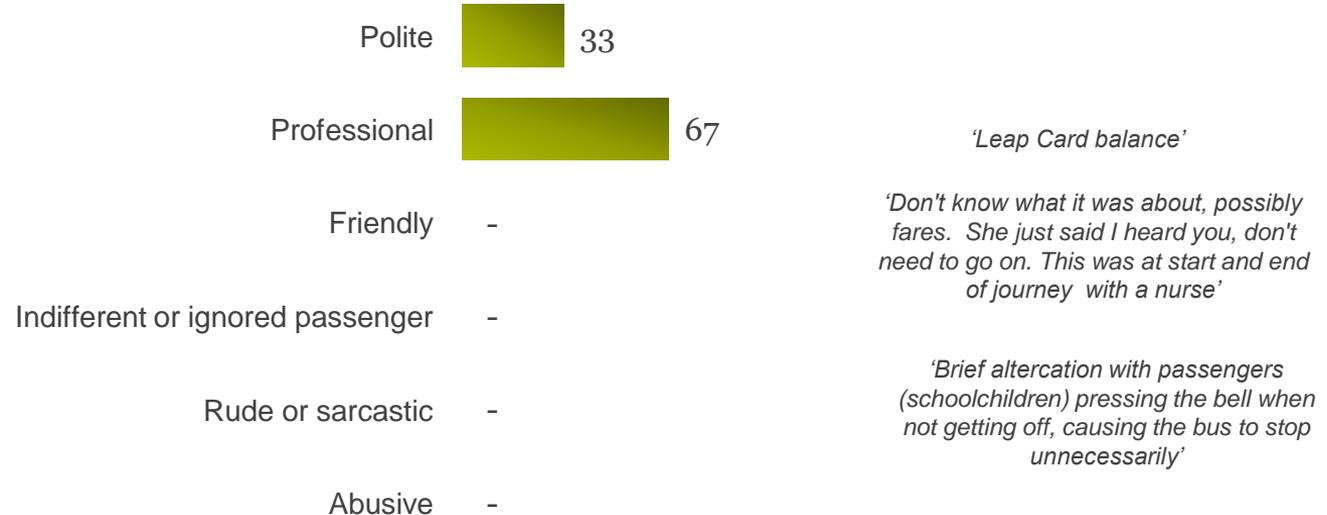
Polite	33
Professional	67
Friendly	-
Indifferent or ignored passenger	-
Rude or sarcastic	-
Abusive	-

'Leap Card balance'

'Don't know what it was about, possibly fares. She just said I heard you, don't need to go on. This was at start and end of journey with a nurse'

'Brief altercation with passengers (schoolchildren) pressing the bell when not getting off, causing the bus to stop unnecessarily'

↓↑ = Statistically significant differences are versus Qtr 1 Jan - Mar 2018$_{Q1}$, Qtr 4 Sep - Dec 2018$_{Q4}$

KANTAR

Driver Assessment: Drivers remain very highly regarded by almost all interviewers in terms of both attitude and presentation. Declines observed in the number of drivers wearing uniform versus last year.

Base: (210)

Q1 2019

Questions to Driver
- How much is it to _____?
- Can I pay with a note?
- Does this bus go to _____?
- What time is the last bus this evening?

Q51 Helpful
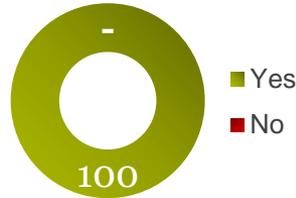
- Yes
- No

100

Q54 Driver Wearing Uniform
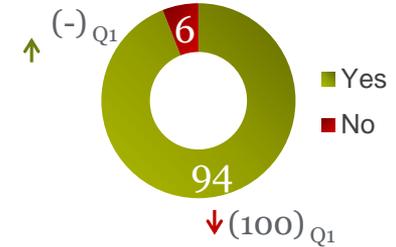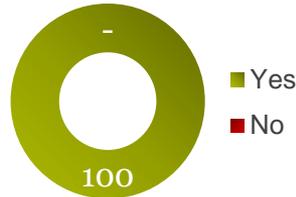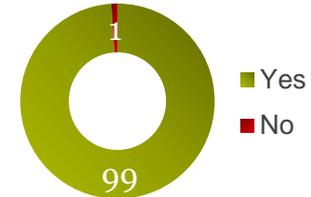
$(-)_{Q1}$

6

94

$\downarrow (100)_{Q1}$

- Yes
- No

Q52 Polite

- Yes
- No

100

Q55 Driver Well Presented

1

99

- Yes
- No

$\downarrow\uparrow$ = Statistically significant differences are versus Qtr 1 Jan - Mar 2018_{Q1}, Qtr 4 Sep - Dec 2018_{Q4}

| Q51 | Was the driver helpful in response to your question? | Q54 | Was the driver wearing uniform? |
| Q52 | Was the driver polite in response to your question? | Q55 | Was the driver well presented? |

Bus Safety: Most interviewers felt that drivers both braked and accelerated smoothly during their journey, with minimal reports of discomfort, however, there has been a significant drop in the number of drivers giving passengers adequate time to find their seats or hold on versus last year, with 1 in 10 reporting drivers occasionally moving off too early.

Base: (220)

Q1 2019

Q94 Driver Accelerated Smoothly %

Q95 Driver Braking Smoothly %

Q96 Did the driver give passengers adequate time to find their seats or hold on? %

Yes, felt comfortable — 89

Occasionally felt too harsh - minor discomfort
Occasionally felt too harsh - moderate discomfort — 5
Frequently too harsh — 2
Felt it was dangerous — -

Yes, felt comfortable — 86

Occasionally felt too harsh - minor discomfort
Occasionally felt too harsh - moderate discomfort — 6
Frequently too harsh — 2
Felt it was dangerous — -

Yes — 85 $\downarrow$ (93) $_{Q1}$

Occasionally moved off too early — 9
Frequently moved off too early — 1
Felt it was dangerous — -

$\downarrow\uparrow$ = Statistically significant differences are versus Qtr 1 Jan - Mar 2018$_{Q1}$, Qtr 4 Sep - Dec 2018$_{Q4}$

Q94	Generally, did the bus driver accelerate smoothly?
Q95	Did the bus driver brake and take corners smoothly?
Q96	Did the driver give passengers adequate time to find their seats or hold on?

When Getting on the Bus:

4 interviewers found that the bus did not pull up to the footpath kerb when they boarded the bus. On each of these occasions, there didn't appear to be any specific reason for the restriction. Of the 6 interviewers who noted that the bus did not pull up to the kerb as they alighted the bus, all reported that there was no specific reason for the restriction once again.

Q1 2019

Q62 Why did the bus not pull up to the footpath kerb (4)* Boarding %

	%
Another vehicle was parked in the way	-
There were other obstructions such as road works at the stop	-
No footpath kerb was present	-
No specific reason, there didn't appear to be any restriction	100

Q93 Why did the bus not pull up to the kerb (6)* Alighting %

	%
Other bus was in the way	-
Other vehicles were parked in the way	-
There were other obstructions	-
There was no kerb at my destination stop	-
Other reason - Please record details	-
No specific reason, there didn't appear to be any restriction	100

↓↑ = Statistically significant differences are versus Qtr 1 Jan - Mar 2018$_{Q1}$, Qtr 4 Sep - Dec 2018$_{Q4}$

Q62   Why did the bus not pull up to the footpath kerb?
Q93   Why did the bus not pull up to the kerb?

Driver Actions: All interviewers found that buses always stopped to pick up passengers when signalled to do so

Base: (210), ALL THOSE REQUESTED TO STOP

Q1 2019

Q102 Stopped to Pick Up Passenger
%

Yes — 100

Could not always stop as bus was full
Did not always stop to pick up, and no evident reason for not stopping
Was not requested during this journey, other than at boarding stop — =

↓↑ = Statistically significant differences are versus Qtr 1 Jan - Mar 2018$_{Q1}$, Qtr 4 Sep - Dec 2018$_{Q4}$

* Question rebased off those whose bus was requested to stop

Q102   So far as you could tell, did the driver always stop to pick up passengers when requested?

KANTAR

Driver Behaviour: Encouragingly, there were no reports of drivers engaging in any reckless behaviour this quarter. 3 in 4 saw no signs of drivers listening to the radio, declining vs last quarter, whilst almost all saw no signs of drivers holding long conversations with other passengers or staff.

Base: (210)

Q1 2019

Q97 Did Bus Driver do Any of the Following:

Use mobile phone while driving   -

Wear an earpiece while driving   -

Drive the bus in a dangerous manner   -

None of these   100
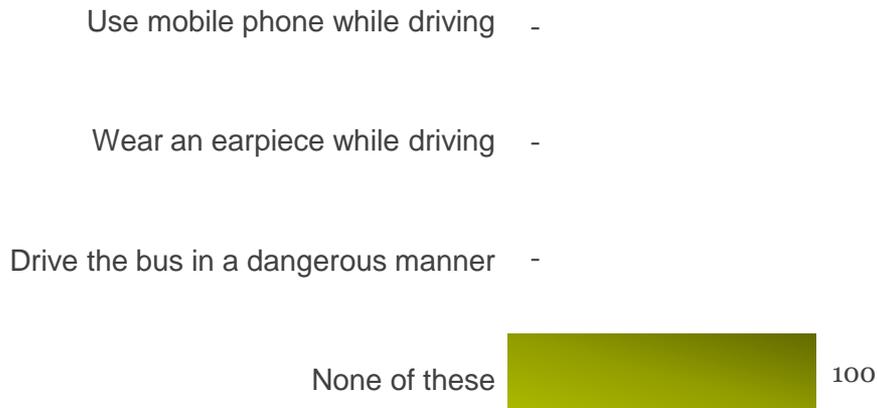
Q98 Driver Listening to Music/Radio
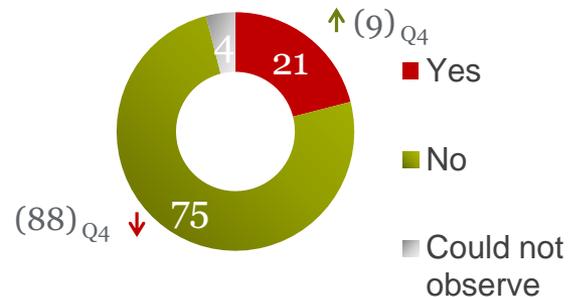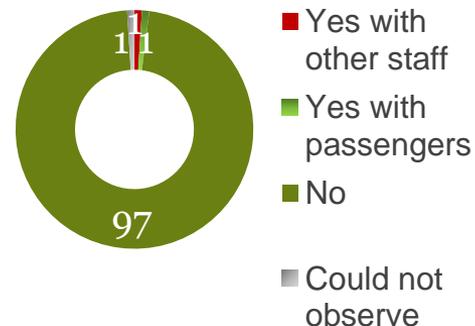
↑ (9) Q4

- 21
- 4
- 75
- (88) Q4 ↓

- ■ Yes
- ■ No
- ■ Could not observe

Q99 Driver Hold Long Conversations

- 1 1
- 97

- ■ Yes with other staff
- ■ Yes with passengers
- ■ No
- ■ Could not observe

↓↑ = Statistically significant differences are versus Qtr 1 Jan - Mar 2018 Q1, Qtr 4 Sep - Dec 2018 Q4

Q97	Did the bus driver do any of the following while driving?
Q98	Did the driver listen to music or the radio whilst driving?
Q	Did the driver hold long conversations with other people on the bus while driving?

KANTAR

Driver Actions: Interviewers did not report any instances of drivers leaving buses unattended this quarter

Base: (210)

Q1 2019

Q100 Driver Left Bus Unattended
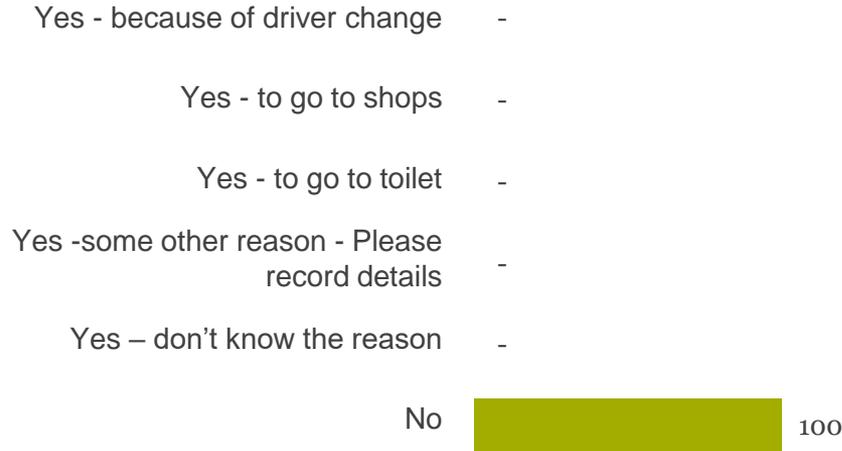
Yes - because of driver change	-
Yes - to go to shops	-
Yes - to go to toilet	-
Yes -some other reason - Please record details	-
Yes – don't know the reason	-
No	100

↓↑ = Statistically significant differences are versus Qtr 1 Jan - Mar 2018$_{Q1}$, Qtr 4 Sep - Dec 2018$_{Q4}$

Q100   Did the driver leave the bus unattended at any time?

KANTAR

Diversion or Terminated Early: Just one interviewer reported an early diversion or termination this quarter.

Base: (210)

Q1 2019

Q107 Bus Diverted/Terminated Early

■ Yes
■ No

1

99
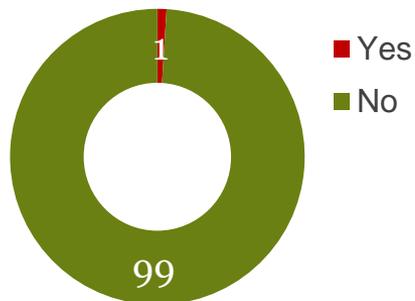
'Announced that due to incident would not be heading through Killenard'

↓↑ = Statistically significant differences are versus Qtr 1 Jan - Mar 2018$_{Q1}$, Qtr 4 Sep - Dec 2018$_{Q4}$

Q107 Did bus terminate early or divert off course?
Q108 Did driver...
Q109 Were passengers told the reason for early termination or diversion off course?

KANTAR