



NTA Mystery Shops Dublin Bus Quarter 2 2019

41300621



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
- Summary
- Appendix

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’.



195 mystery shops were conducted during Quarter 2 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 2 data.



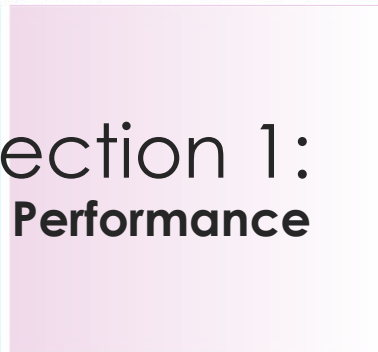
The mystery shops were carried out by trained Kantar Millward Brown interviewers, following an initial pilot and briefing session. These interviewers use portable HAPI (HandHeld Personal Interviewing) devices which enable both discreet and effective captures of location, bus and driver details at stops,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



Quarter 2 2019: 26th March – 18th June 2019



We have used the following symbols to indicate significant differences versus previous quarter i.e. Qtr 1 Jan – March 2019_{Q1} or year on year changes for same quarter last year i.e. Qtr 2 March – June 2018_{Q2}



Section 1: Stop Maintenance Performance



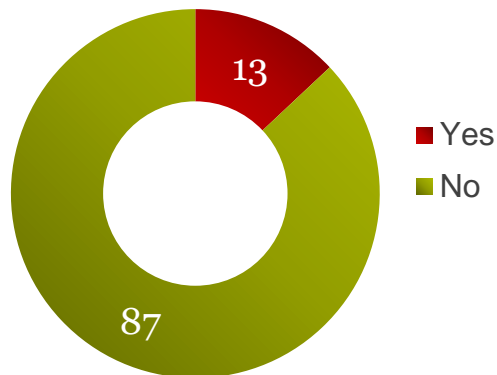
Advertising on Shelter of Bus Stop: continued low level of third party advertising on bus shelter glass. No signs of third party commercial advertising present on the bus stop poles

Base: (113) IF YES TO BUS STOP POLE AND FLAG Q29

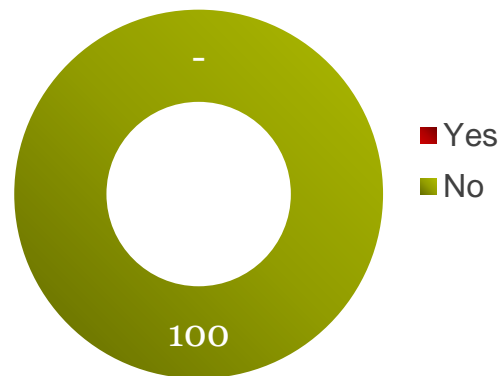
Q2 2019

63% observed a Bus Stop Pole
& Flag

Q37 Third Party Commercial
Advertising on Bus Shelter glass
(76)
%



Q38 Third Party Commercial
Advertising on Bus Stop Pole
(113)
%



↓↑ = Statistically significant differences are versus Qtr 2 Mar - Jun 2018_{Q2}, Qtr 1 Jan - Mar 2019_{Q1}

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)

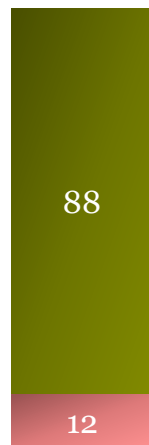
Q38 Are there any third party commercial advertisements or notices (excluding graffiti, stickers, or bus operator related advertisements) on the operator's bus pole?

Bus Shelters: Over 4 out of 5 found the bus stop poles & shelters to be in good condition, with just over 1 in 10 reporting signs of moderate damage.

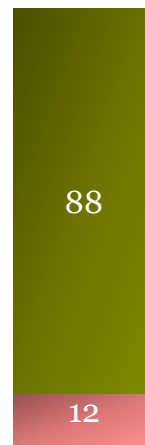
Base: (76), IF YES TO BUS SHELTER Q30/1, (113) IF YES TO BUS STOP POLE AND FLAG Q29/1

Q2 2019

**Q29b Condition of
the Bus Pole
(113)
%**



**Q31 Condition of
the Bus Shelter
(76)
%**



Good condition

88

Moderate damage
Scratches/graffiti

12

Hazardous damage requiring immediate repair

-

Good condition

88

Moderate damage
Scratches/graffiti

12

Hazardous damage requiring immediate repair

-

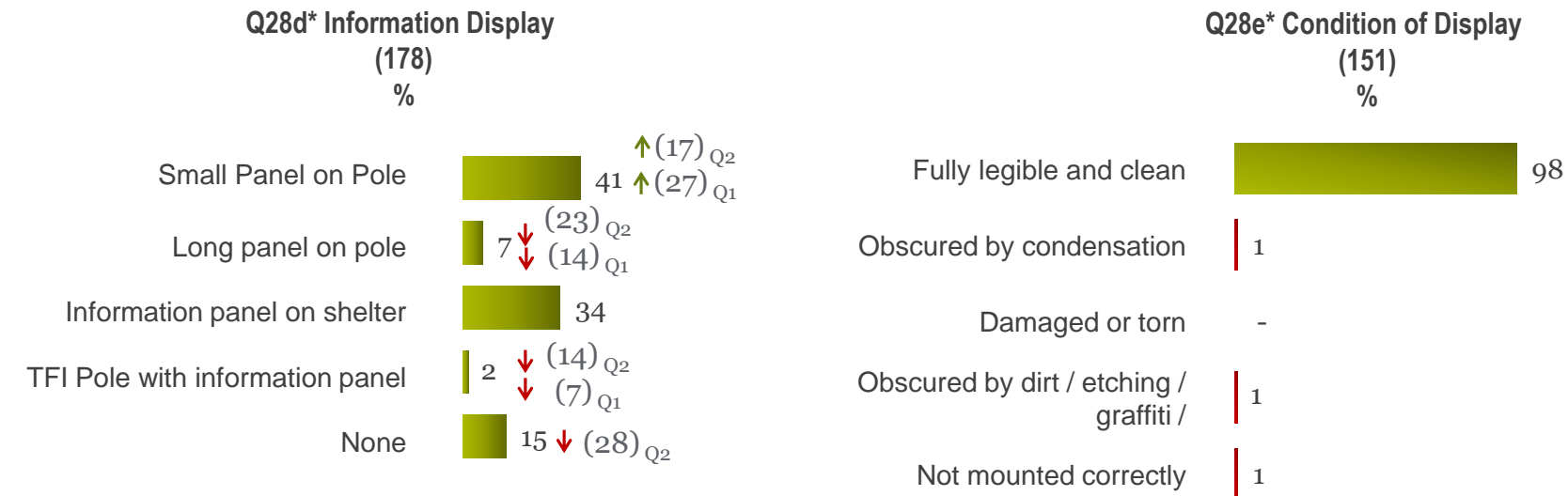
↓↑ = Statistically significant differences are versus Qtr 2 Mar - Jun 2018_{Q2}, Qtr 1 Jan - Mar 2019_{Q1}

Information Display: 4 in 5 interviewers saw an information display present at the bus stop.

Increase in reports of small panel on pole vs last quarter and year on year. Of these, most felt that they were fully legible and clean with minimal instances of damage reported

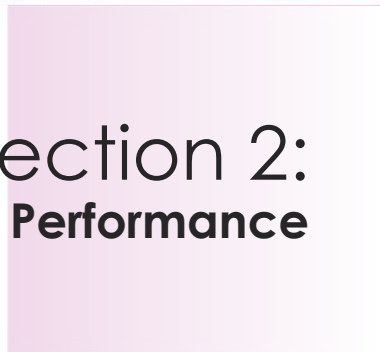
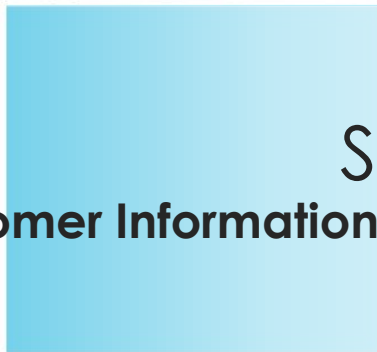
Base: (178), IF POLE OR SHELTER AT Q28C

Q2 2019



↓↑ = Statistically significant differences are versus Qtr 2 Mar - Jun 2018_{Q2}, Qtr 1 Jan - Mar 2019_{Q1}

* New for Q1 2018



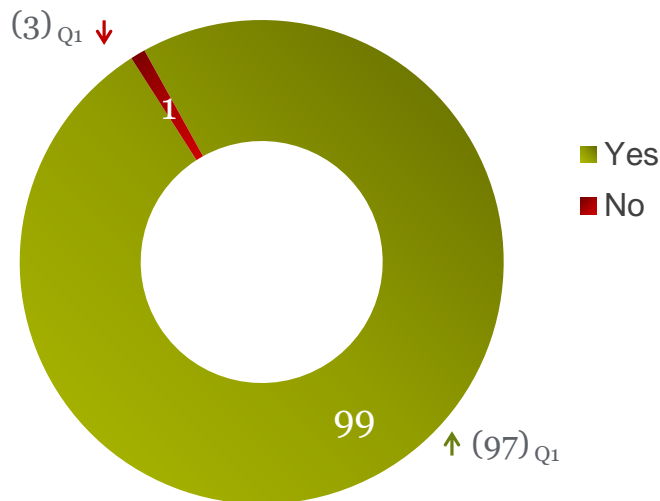
Section 2: Customer Information Performance



Fares: Nearly all interviewers found the fares were displayed clearly at the entrance to the bus.

Base: (195)

Q2 2019
Q50 Were the Fares Displayed Clearly at the Entrance?
(195)
%



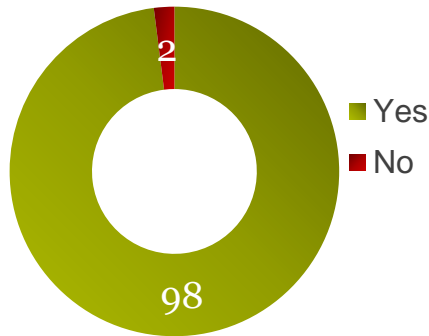
↓↑ = Statistically significant differences are versus Qtr 2 Mar - Jun 2018_{Q2}, Qtr 1 Jan - Mar 2019_{Q1}

Timetable: Almost all interviewers saw a bus stop number visible on the bus stop flag. 4 in 5 saw printed timetables with 3 in 4 reporting timetables with operative dates present at the bus stop. Both measures up vs Q1

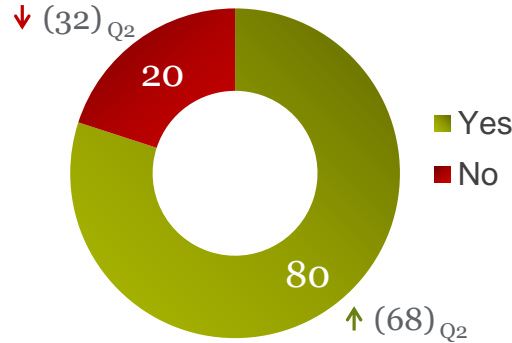
Base: IF YES TO BUS STOP POLE AND FLAG Q29/1 OR BUS SHELTER Q30/1, IF YES TO PRINTED TIMETABLE Q34/1

Q2 2019

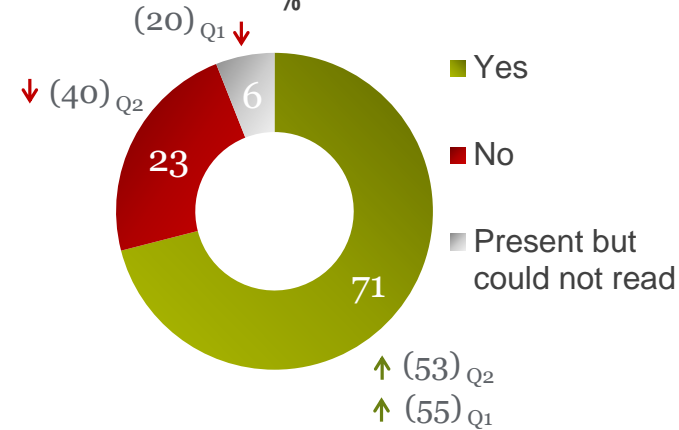
Q32 Bus Stop Number Visible
(179)
%



Q34 Printed Timetable Present
(174)
%



Q36 Operative Date Present
(140)
%

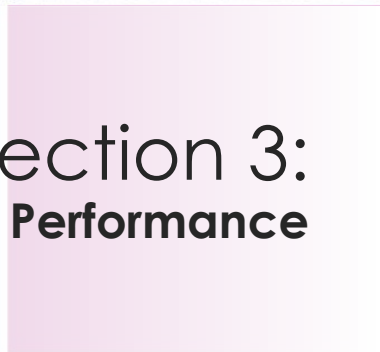


↓↑ = Statistically significant differences are versus Qtr 2 Mar - Jun 2018_{Q2}, Qtr 1 Jan - Mar 2019_{Q1}

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



Section 3: Bus Equipment Performance



When Getting on the Bus: Upon boarding the bus, 4 in 5 interviewers reported seeing the centre doors opening. Over two thirds noted the centre doors opening when alighting the bus.

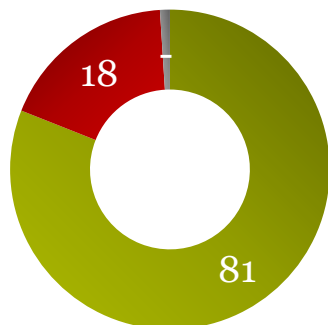
Base: (148), IF YES TO CENTRE DOORS Q63, (80), EXCLUDING BUSES WITH NO ALIGHTING PASSENGERS

67% assessed buses with centre doors

Q2 2019

****Q64 Did the Driver Open the Centre Doors?**
[Boarding Passengers]

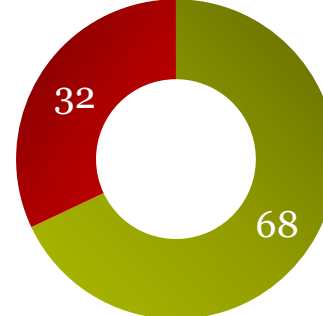
(80)
%



■ Yes
■ No
■ There was an obstruction

Q91 Centre Doors Open for Passengers*
[Alighting Passengers]

(148)
%



■ Yes
■ No

↕ = Statistically significant differences are versus Qtr 2 Mar - Jun 2018_{Q2}, Qtr 1 Jan - Mar 2019_{Q1}

**Buses with no alighting passengers excluded

On Board Displays/Announcements: Over 9 out of 10 interviewers found the electronic displays were working correctly. 9 out of 10 interviewers report the of automatic next stop announcements working correctly and the volume was correct

Base: (195)

Q2 2019

Q80 Electronic Displays for Next Stop Working %

Yes - was working correctly

97

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

1 2 1

↓ (3) Q2

Q81 Automatic Next Stop Announcement Working %

Yes - working and volume was correct

90

Yes - working but too loud
Yes - working but too quiet
No - was not working
None on the bus

8

2 1

↓↑ = Statistically significant differences are versus Qtr 2 Mar - Jun 2018_{Q2}, Qtr 1 Jan - Mar 2019_{Q1}

On Board Displays/Announcements: Almost all interviewers who could see a display found that it was working correctly. 9 out of 10 found the next stop announcement was working correctly, while under 1 in 10 felt it was working but too quiet.

Base: (194), ALL WHO COULD SEE A DISPLAY / HEAR AN ANNOUNCEMENT

Q2 2019

**Q80* Electronic Displays for
Next Stop Working**
%

**Q81* Automatic Next Stop
Announcement Working**
%

Yes - was working correctly

Yes - working and volume
was correct

97

90

Working but was not providing correct information
Display was turned off or not working

1 2

Yes - working but too quiet
No - was not working

8

2

↕ = Statistically significant differences are versus Qtr 2 Mar - Jun 2018_{Q2}, Qtr 1 Jan - Mar 2019_{Q1}

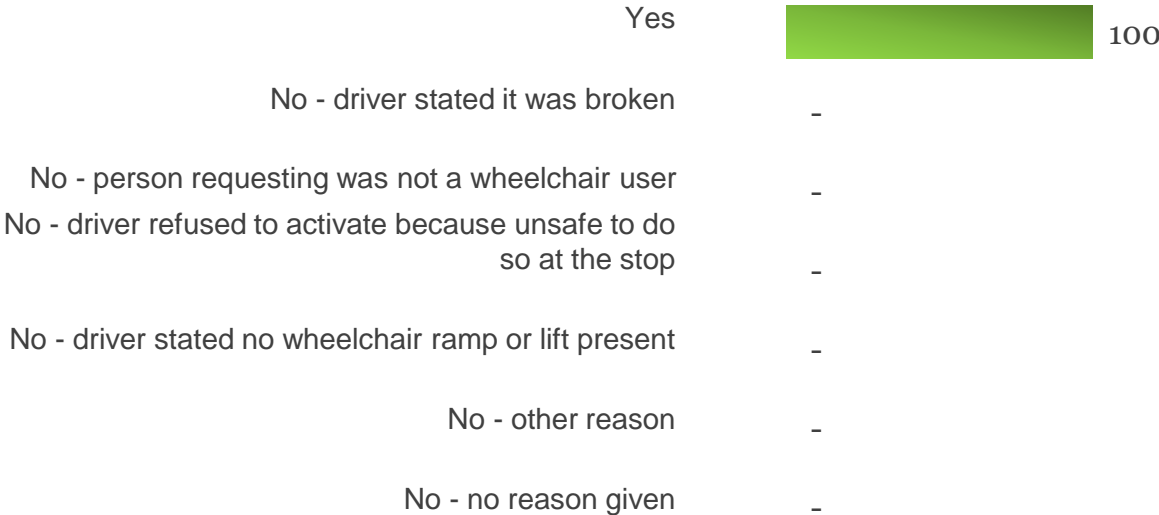
* Question rebased off those who could see a display / hear an announcement

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

Base: (4) If yes to WHEELCHAIR RAMP OR LIFT REQUEST Q105/1

Q2 2019

Q106 Wheelchair Ramp/
Lift Activated Upon Request
(4)
%

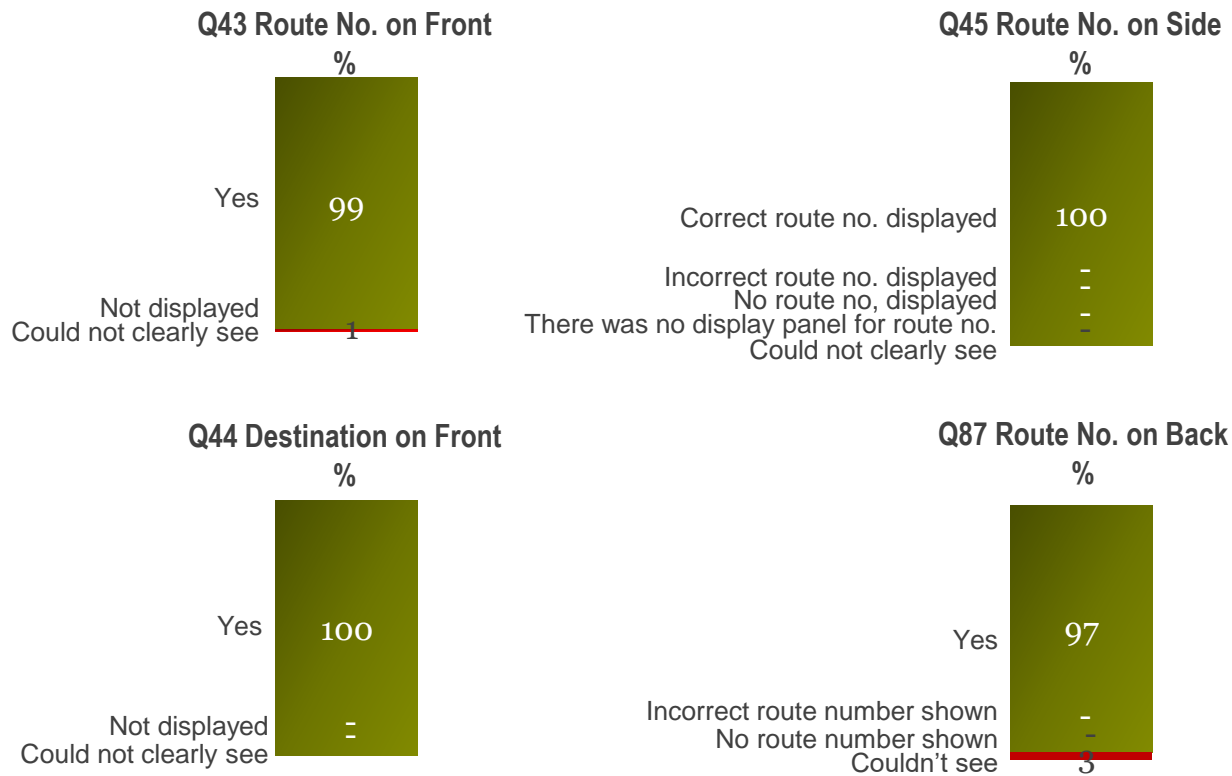


↓↑ = Statistically significant differences are versus Qtr 2 Mar - Jun 2018_{Q2}, Qtr 1 Jan - Mar 2019_{Q1}

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

Base: (195)

Q2 2019



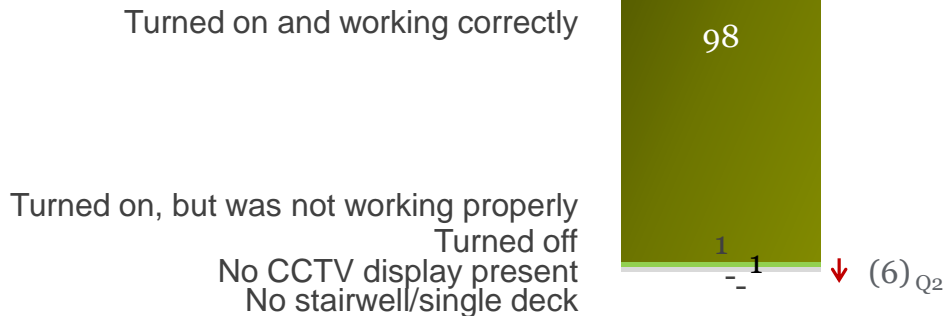
CCTV: Over 9 in 10 interviewers found the CCTV screens in the stairwells to be turned on and functioning correctly, minor report of no CCTV display present.

Base: (148), IF CCTV Camera Present

Q2 2019

Q82 CCTV in Stairwell

%

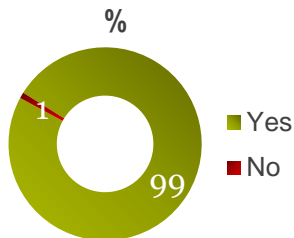


↓↑ = Statistically significant differences are versus Qtr 2 Mar - Jun 2018_{Q2}, Qtr 1 Jan - Mar 2019_{Q1}

Fare Payment: Ticket machines and leap card readers were found to be present and functioning correctly by almost all. Cash payers received a printed ticket or change receipt where appropriate, whilst three quarters of Leap users were able to see what fare they were charged when boarding the bus

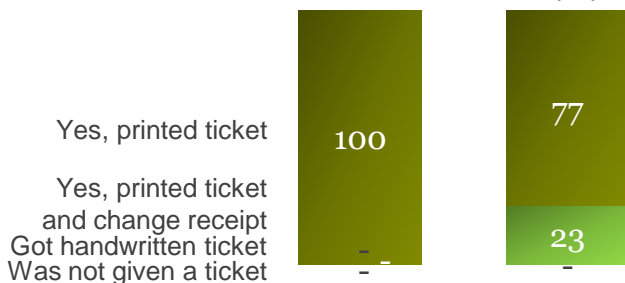
Q2 2019

Q56 Cash Fare (94)
Ticket Machine Working Correctly

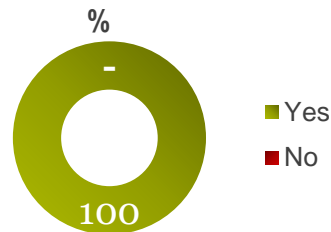


Q57a Cash Fare*
Given Printed Ticket/Change Receipt

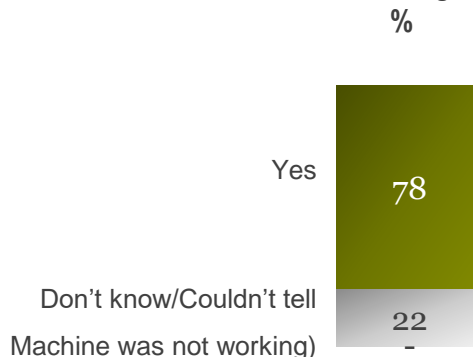
%
Exact Change (41) Not Exact Change (53)



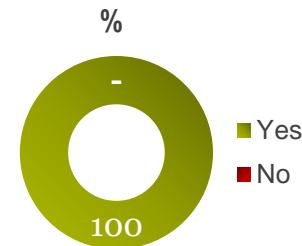
Q58a Leap Card Reader Present
at Driver Working Correctly (49)



Q59a Leap Card Reader at Driver
See Fare Charged (49)*



Q60a Pole Mounted Leap Card
Reader Working Correctly (52)

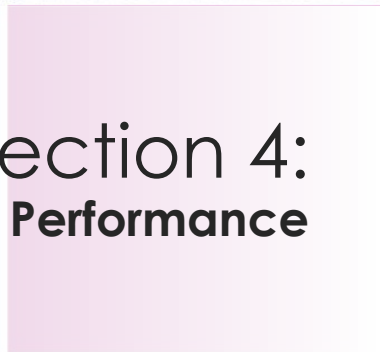


Payment Methods were split as they were in were in Quarter 1 2016:

- 50% Cash Payments
- 25% Leap Card Reader at Driver
- 25% Pole Mounted Leap Card Reader

*Question amended in Q2 2016

↓↑ = Statistically significant differences are versus Qtr 2 Mar - Jun 2018_{Q2}, Qtr 1 Jan - Mar 2019_{Q1}



Section 4: Cleanliness Performance



Assessment of Seats: Bus seats were found free of graffiti and damage on all occasions. Over 9 in 10 found that seats were clean, minor incidences of dust or crumbs. Virtually no damage to seats which is an improvement on the same quarter last year.

Base: (195)

Q2 2019

Q69 Graffiti on Seats

%

No Signs

100

↑ (95) Q₂

Minor graffiti or defacing
Heavy defacing
Offensive graffiti

=

↓ (5) Q₂

Q70 Cleanliness of Seats

%

Clean

91

Significant dust or crumbs
Gum or other ingrained dirt
Wet or soiled

6
3

Q71 Damage to Seats

%

No

99

↑ (95) Q₂

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

1

1

=

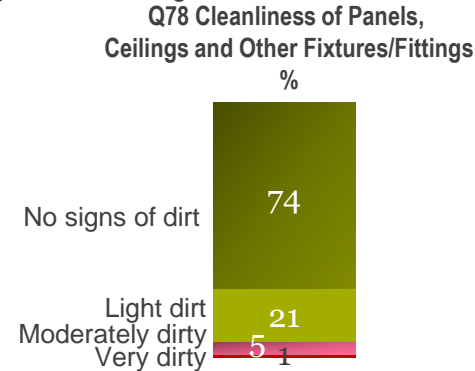
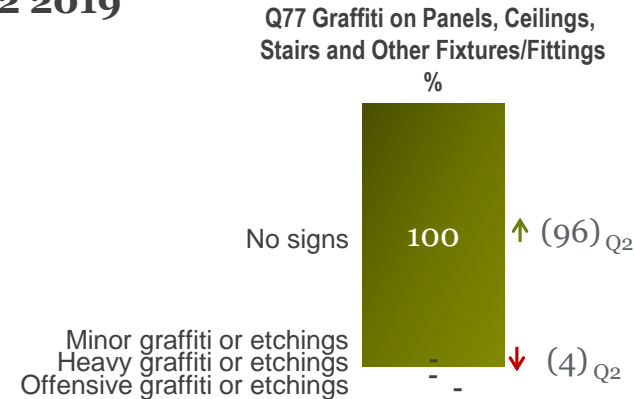
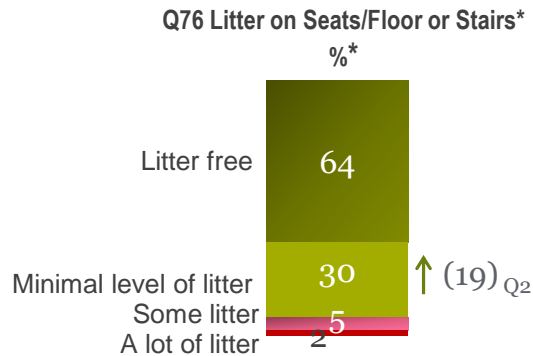
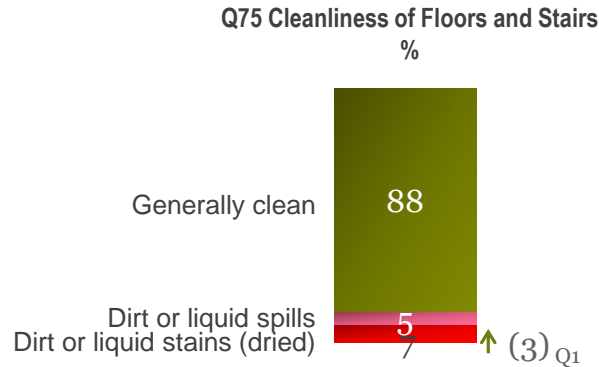
↓ (4) Q₂

↓↑ = Statistically significant differences are versus Qtr 2 Mar - Jun 2018_{Q2}, Qtr 1 Jan - Mar 2019_{Q1}

Bus Interior: The majority of interviewers found the bus interiors to be generally clean and free of graffiti or dirt although there was an increase in the reporting of dirt or liquid stains on floors/stairs. A third saw minimal levels of litter on seats/floors a significant uplift year on year, while 1 in 5 saw signs of light dirt on panels, ceilings, etc.

Base: (195)

Q2 2019



*Question amended in Q2 2016

↓↑ = Statistically significant differences are versus Qtr 2 Mar - Jun 2018 Q2, Qtr 1 Jan - Mar 2019 Q1

Bus Windows: No signs of graffiti on bus windows and virtually no etching on windows, both measures show a significant improvement on last year. Nearly two thirds found the bus windows had no signs of dirt, a significant uplift.

Base: (195)

Q2 2019

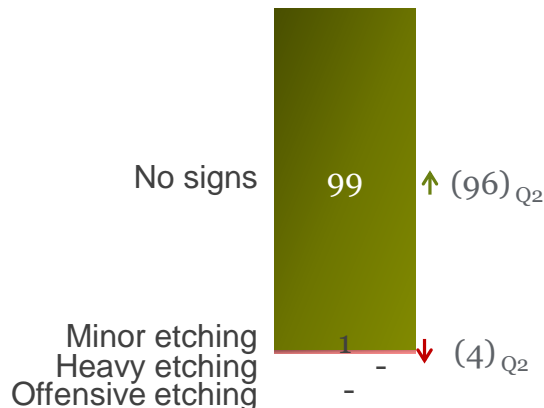
Q72 Graffiti on Windows

%



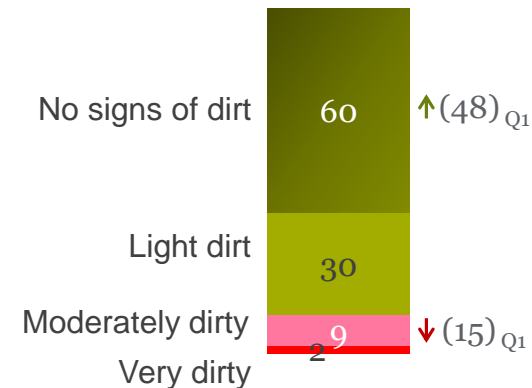
Q73 Etching on Windows

%



Q74 Cleanliness of Windows

%



↓↑ = Statistically significant differences are versus Qtr 2 Mar - Jun 2018_{Q2}, Qtr 1 Jan - Mar 2019_{Q1}

- 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?

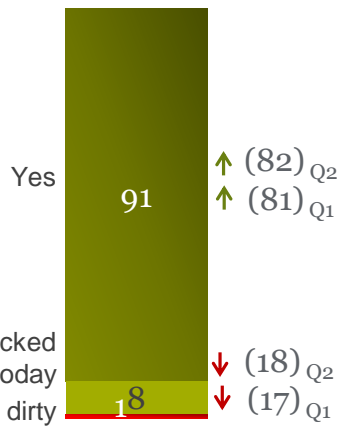
Front/Side of Bus: Minimal reporting of any signs of visible damage to the front/side of the buses. 9 out of 10 felt the front and sides of the bus were clean, significantly up from last quarter, while 3 in 4 found the rear of the buses were clean, again up on the previous quarter

Base: (195)

Q2 2019

Q47 Cleanliness of Front/
Side of Bus

%

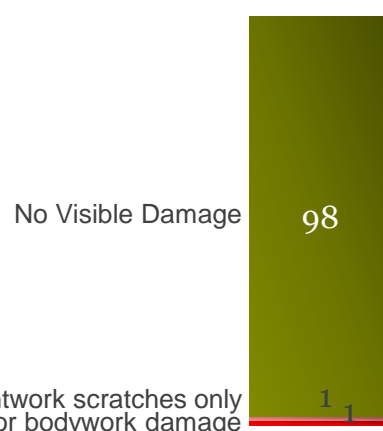


Light dirt, likely to have been picked up during operations today
Moderately dirty
Very dirty, likely to have accumulated over several days

Light paintwork scratches only
Minor bodywork damage
Serious damage to bodywork

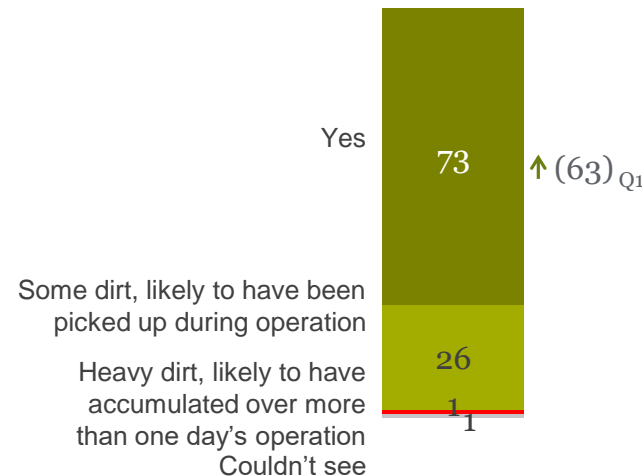
Q48 Visible Damage to
Front/Side of Bus

%



Q90 Was the Rear
of Bus Clean?

%

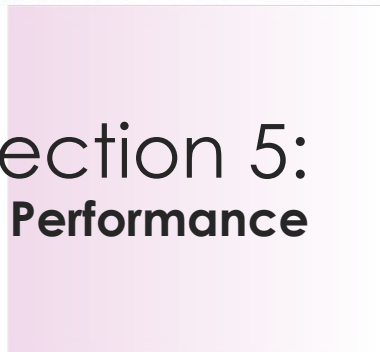
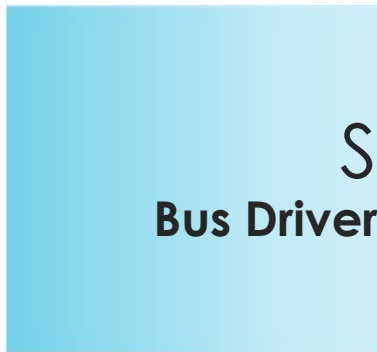


Some dirt, likely to have been picked up during operation

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

↓↑ = Statistically significant differences are versus Qtr 2 Mar - Jun 2018_{Q2}, Qtr 1 Jan - Mar 2019_{Q1}

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



Section 5: Bus Driver Performance



Driver Assessment: Drivers remain very highly regarded by almost all interviewers in terms of both attitude and presentation year on year

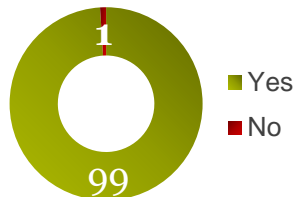
Base: (195)

Q2 2019

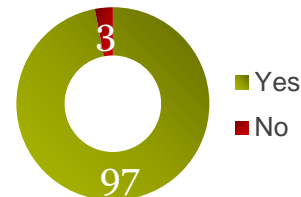
Questions to Driver

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

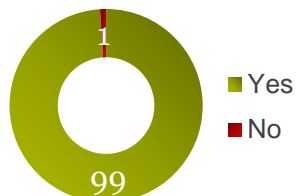
Q51 Helpful



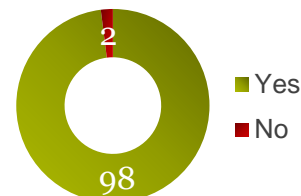
Q54 Driver Wearing Uniform



Q52 Polite



Q55 Driver Well Presented



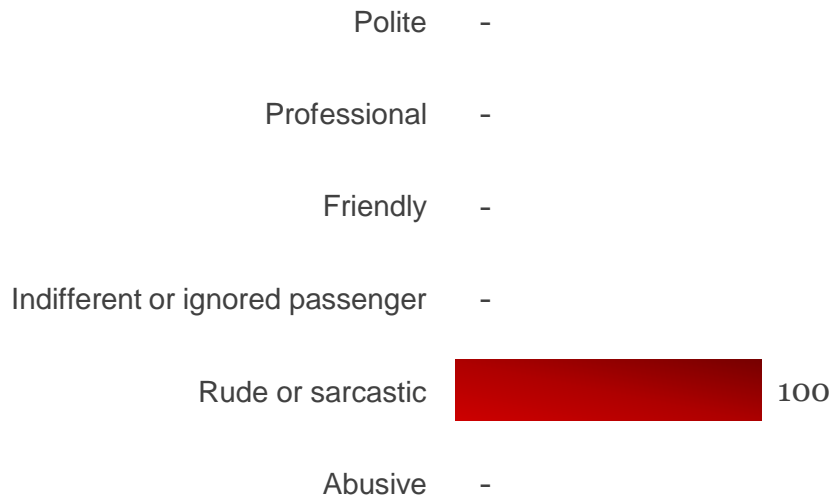
↓↑ = Statistically significant differences are versus Qtr 2 Mar - Jun 2018_{Q2}, Qtr 1 Jan - Mar 2019_{Q1}

Driver Interaction: On the 1 occasion where a driver dispute was observed, the driver was thought to handle the situation in a rude or sarcastic manner

Base: (1), If yes to DRIVER DISPUTE Q103

Q2 2019

Q104 How did driver handle situation? (1)

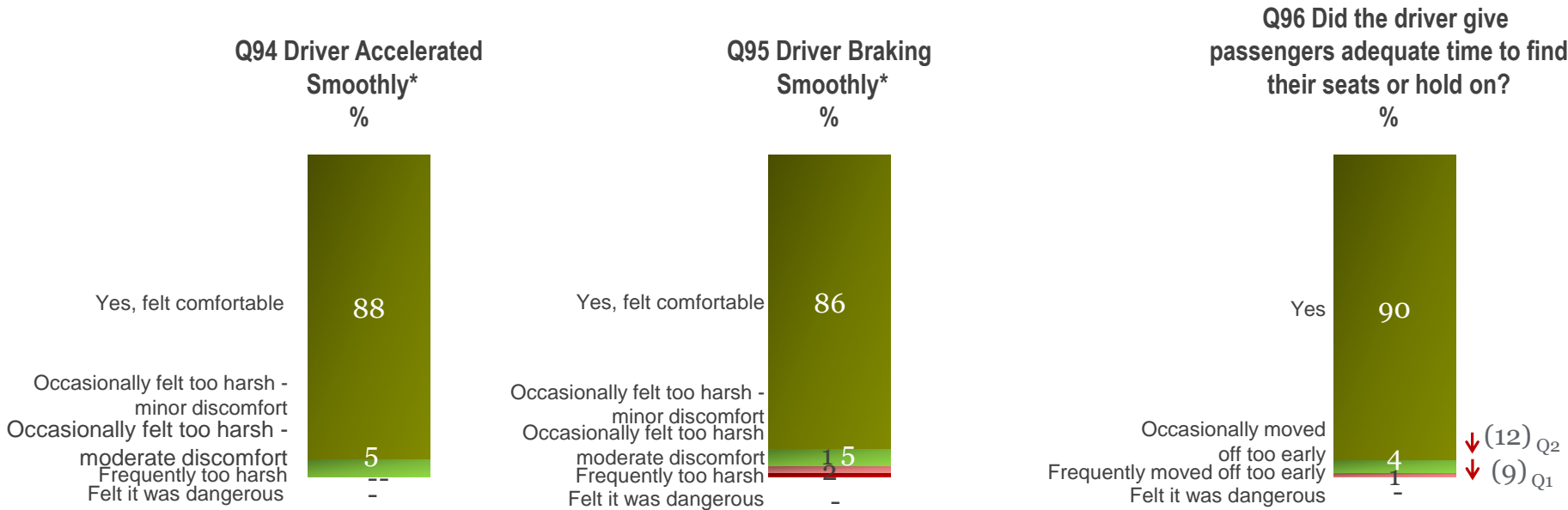


↓↑ = Statistically significant differences are versus Qtr 2 Mar - Jun 2018_{Q2}, Qtr 1 Jan - Mar 2019_{Q1}

Bus Safety: The majority of interviewers felt that drivers both braked and accelerated smoothly during their journey, in keeping with the improvements seen in Q1. Almost all felt that passengers were given enough time to find their seats or hold on with an improvement versus last quarter for those that felt the bus moved off too early

Base: (206)

Q2 2019



*Question amended in Q2 2016

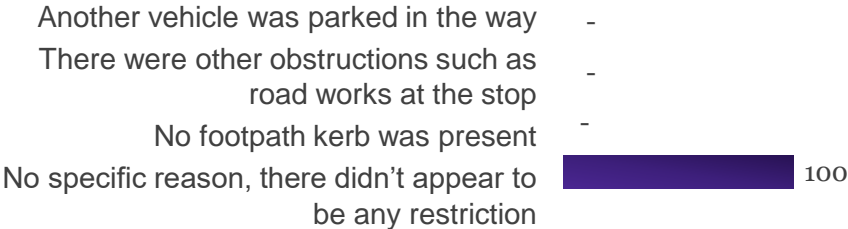
↓↑ = Statistically significant differences are versus Qtr 2 Mar - Jun 2018_{Q2}, Qtr 1 Jan - Mar 2019_{Q1}

When Getting on the Bus: 4 incidents where the bus did not pull up to the footpath kerb when boarding the bus, for no specific reason. Of the 3 interviewers who noted that the bus did not pull up to the kerb as they alighted the bus, 1 stated there was a bus in the way but 2 reported that there was no specific reason for the restriction

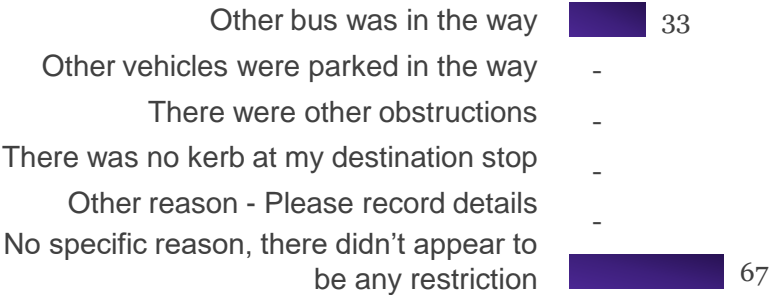
Base: (4), IF NO TO PULL UP CLOSE TO KERB Q61/2, (3) IF NO TO PULL UP CLOSE TO KERB Q92/2

Q2 2019

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



Q93 Why did the bus not pull
up to the kerb (3) Alighting
%



↕↗ = Statistically significant differences are versus Qtr 2 Mar - Jun 2018_{Q2}, Qtr 1 Jan - Mar 2019_{Q1}

Driver Actions: Almost all found that buses stopped to pick up passengers when signalled to do so, with a significant improvement observed versus the same time last year.

Base: (195)

Q2 2019

Q102 Stopped to Pick Up Passenger

%

Yes

99

↑ (92) _{Q2}

Could not always stop as bus was full

-

Did not always stop to pick up, and no evident reason for not stopping

1

Was not requested during this journey, other than at boarding stop

-

↓ (7) _{Q2}

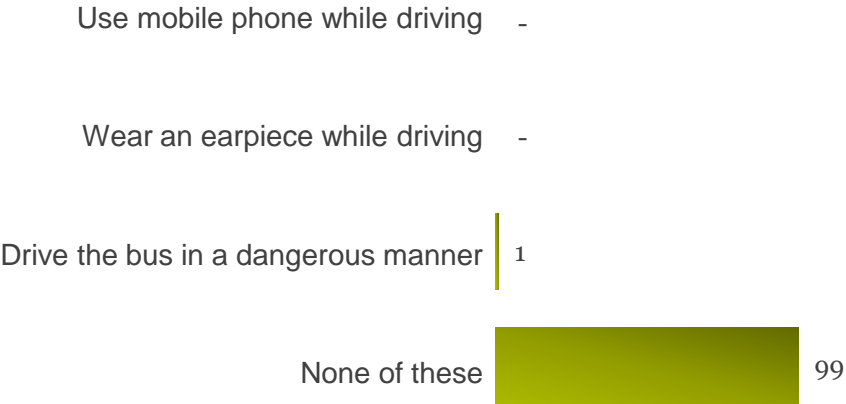
↓↑ = Statistically significant differences are versus Qtr 2 Mar - Jun 2018_{Q2}, Qtr 1 Jan - Mar 2019_{Q1}

Driver Behaviour: There was just one report of a driver driving in a dangerous manner. 4 in 5 saw no signs of drivers listening to the radio, a drop from the same quarter last year, whilst almost all saw no signs of drivers holding long conversations with other passengers or staff

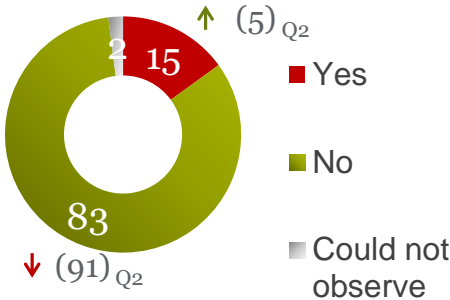
Base: (195)

Q2 2019

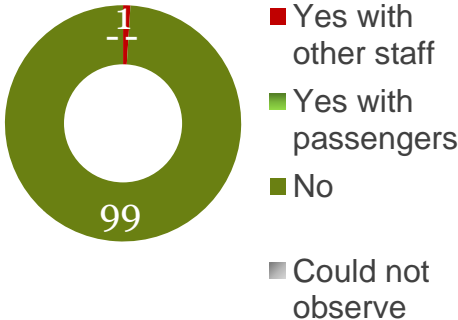
Q97 Did Bus Driver do Any of the Following:



Q98 Driver Listening to Music/Radio



Q99 Driver Hold Long Conversations



↓↑ = Statistically significant differences are versus Qtr 2 Mar - Jun 2018_{Q2}, Qtr 1 Jan - Mar 2019_{Q1}

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

Base: (195)

Q2 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

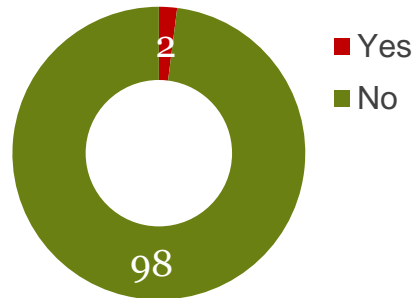
↕ = Statistically significant differences are versus Qtr 2 Mar - Jun 2018_{Q2}, Qtr 1 Jan - Mar 2019_{Q1}

Diversion or Terminated Early: Just 4 reported early diversions or terminations this quarter

Base: (195)

Q2 2019

Q107 Bus Diverted/Terminated Early



↓↑ = Statistically significant differences are versus Qtr 2 Mar - Jun 2018_{Q2}, Qtr 1 Jan - Mar 2019_{Q1}

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?