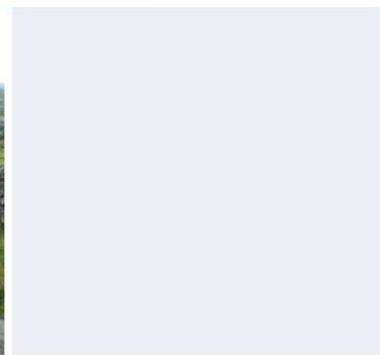


NTA Mystery Shops Bus Éireann Quarter 3 2019

41300621



Outline of Presentation



Background to Research

Section 1: Stop Maintenance Performance (SI)

Section 2: Customer Information Performance (CI)

Section 3: Bus Driver Performance - D.1

Section 4: Bus Equipment Performance - E.1

Section 5: Cleanliness Performance - C.2: Station Cleanliness

Section 6: Cleanliness Performance - C.1: Bus Cleanliness

Section 7: Customer Service Performance (CS)

Summary

Appendix

Background to Research



This research programme monitors service, quality and compliance with contractual Bus Éireann requirements, through utilising “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 Bus Éireann through the eyes of its ‘customers’.

152 mystery shops on Bus Éireann busses and 24 mystery shops on bus stations were conducted from mid June to early September as mystery shoppers acted as passengers while waiting for and on board selected Bus Éireann around the country. Different Bus Éireann services were included such as **city services, town services, Dublin Commuter services and long distance interurban services**. These were all conducted across different days of the week and times of the day.



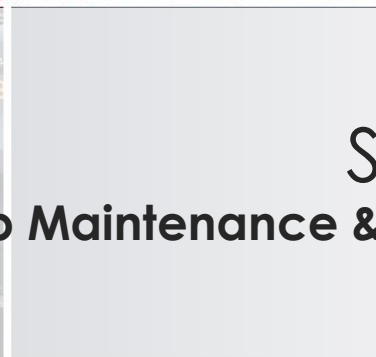
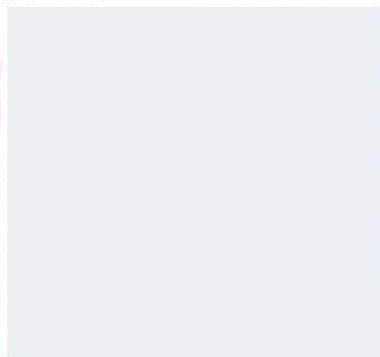
The mystery shops were carried out by trained Kantar Millward Brown interviewers, and has been ongoing since 2016. These interviewers use portable HAPI (HandHeld Personal Interviewing) devices which enable both discreet and effective interviewing before, when boarding, on board the buses and after alighting.



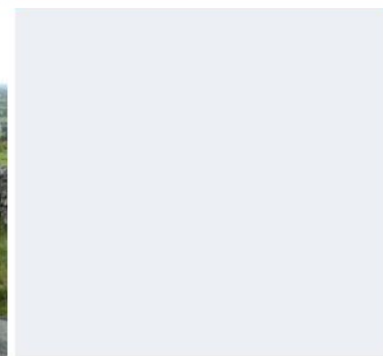
Quarter 3 2019: 17th June – 10th September 2019



We have used the following symbols to indicate significant differences versus previous quarter i.e. Qtr 2 March – June 2019 _{Q2} or year on year changes for same quarter last year i.e. Qtr 2 June – Sep 2018 _{Q3}



Section 1: Stop Maintenance & Performance

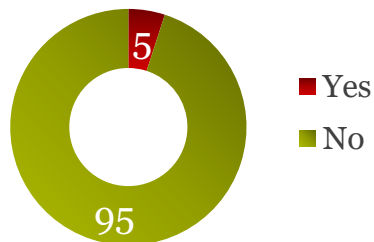


Advertising at Bus Stops: There was very limited instances of commercial advertising on shelters this quarter and none recorded on bus stop poles

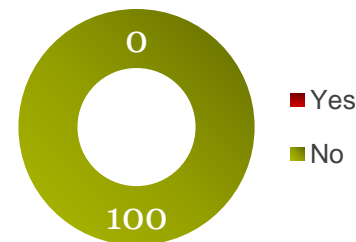
Base: (83) YES TO BUS SHELTER Q5/2 (49) YES TO BUS STOP POLE AND FLAG Q5/1

49*% observed a Bus Stop Pole & 83*% observed a shelter at the stop

Q14 Additional Commercial Advertising on Shelter Glass (83)
%



Q15 Third Party Commercial Advertising on Bus Stop Pole (49)*
%

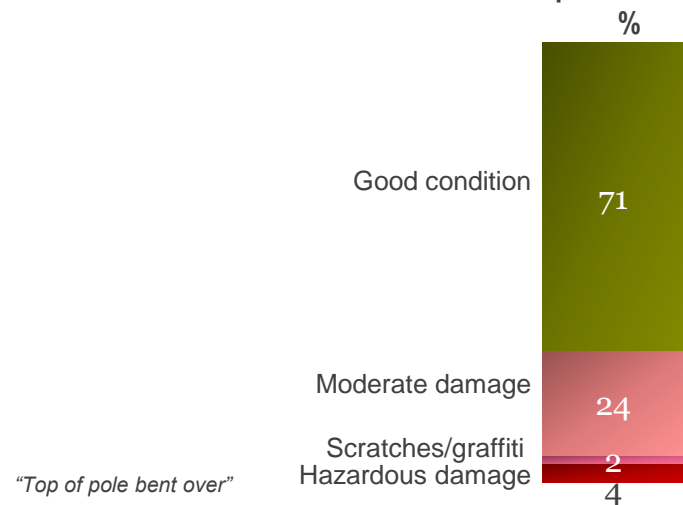


↓↑ = Statistically significant differences are versus Qtr 3 Jun - Sep 2018_{Q3} , Qtr 2 Mar - Jun 2019_{Q2}

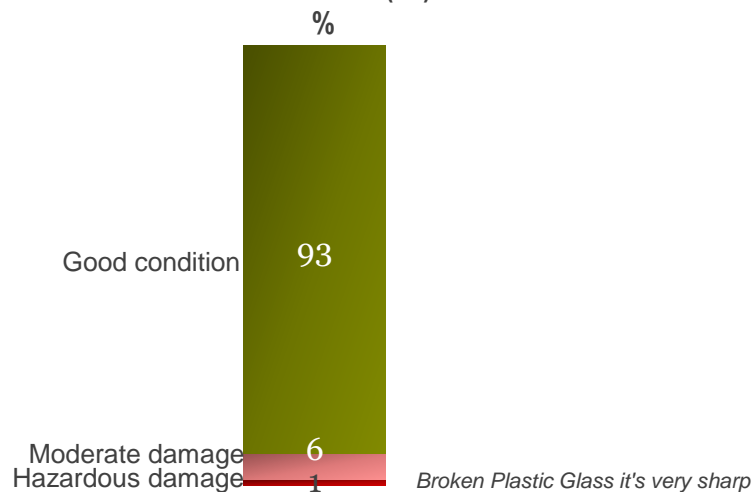
Bus Shelters: Seven in 10 found the bus stop poles to be in good condition, while a quarter saw signs of moderate damage; minimal mentions of hazardous damage such as top of pole bent. Almost all felt that the bus shelters were in good condition, with limited damage and one mention of hazardous damage (broken plastic)

Base: (83) YES TO BUS SHELTER Q5/2 / (49) YES TO BUS STOP POLE AND FLAG Q5/1

Q9 Condition of the
Bus Stop Pole & Flag? (49)*



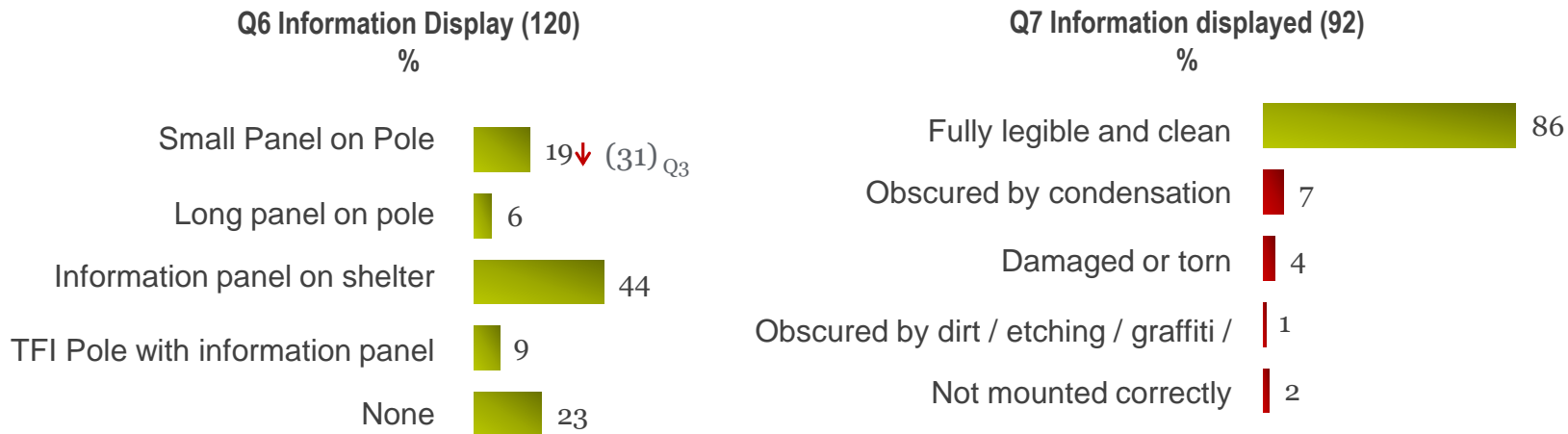
Q10 Condition of the
Bus Shelter? (83)



↓↑ = Statistically significant differences are versus Qtr 3 Jun - Sep 2018_{Q3} , Qtr 2 Mar - Jun 2019_{Q2}

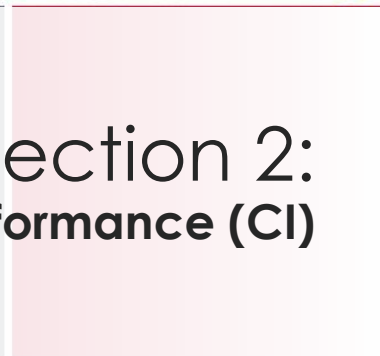
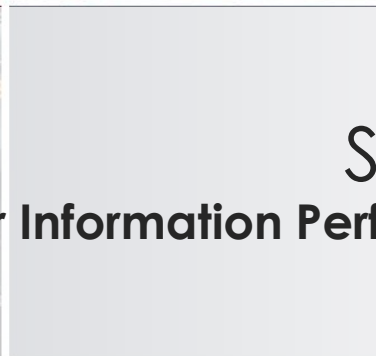
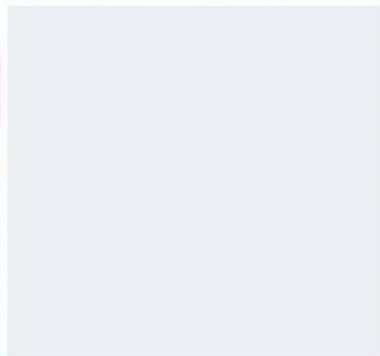
Information Display: three quarters of stops included an information display; 2 out of 5 had an information panel on the shelter and one in five had a small pole panel, significantly down from last year. The majority of the information displayed was fully legible, with 14% recoding issues of various reasons

Base: (120) IF POLE OR SHELTER AT Q5

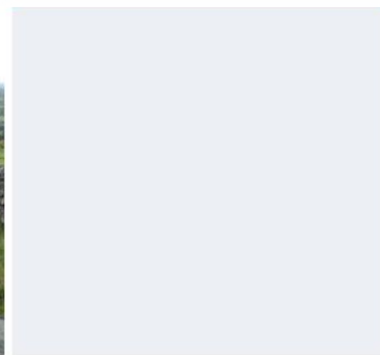


↓↑ = Statistically significant differences are versus Qtr 3 Jun - Sep 2018_{Q3} , Qtr 2 Mar - Jun 2019_{Q2}

*New for Q1 2018



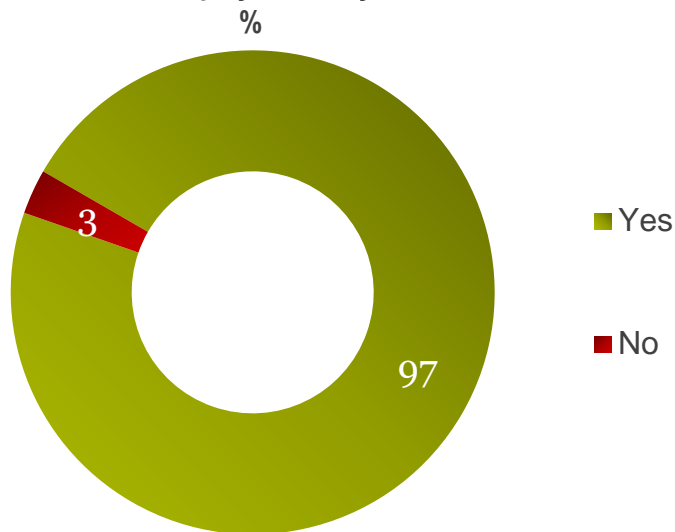
Section 2: Customer Information Performance (CI)



Fares Displayed: Almost all had fares were displayed clearly at the entrance to the bus in line with previous

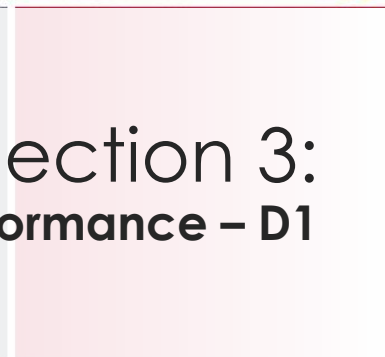
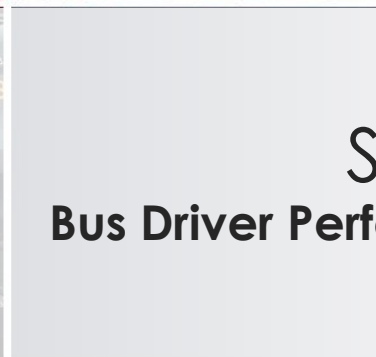
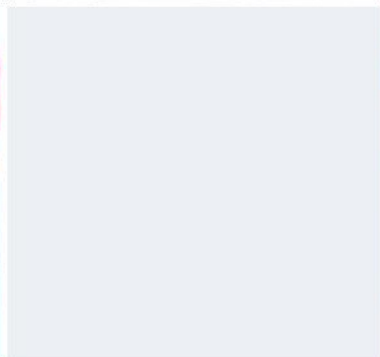
Base: (112), Routes with Fares Displayed at the Entrance*

Q26 Were the fares displayed clearly at the entrance?

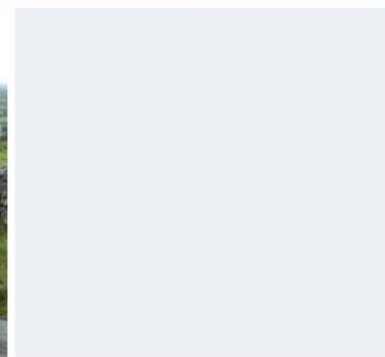


↓↑ = Statistically significant differences are versus Qtr 3 Jun - Sep 2018_{Q3}, Qtr 2 Mar - Jun 2019_{Q2}

* List of routes provided by NTA



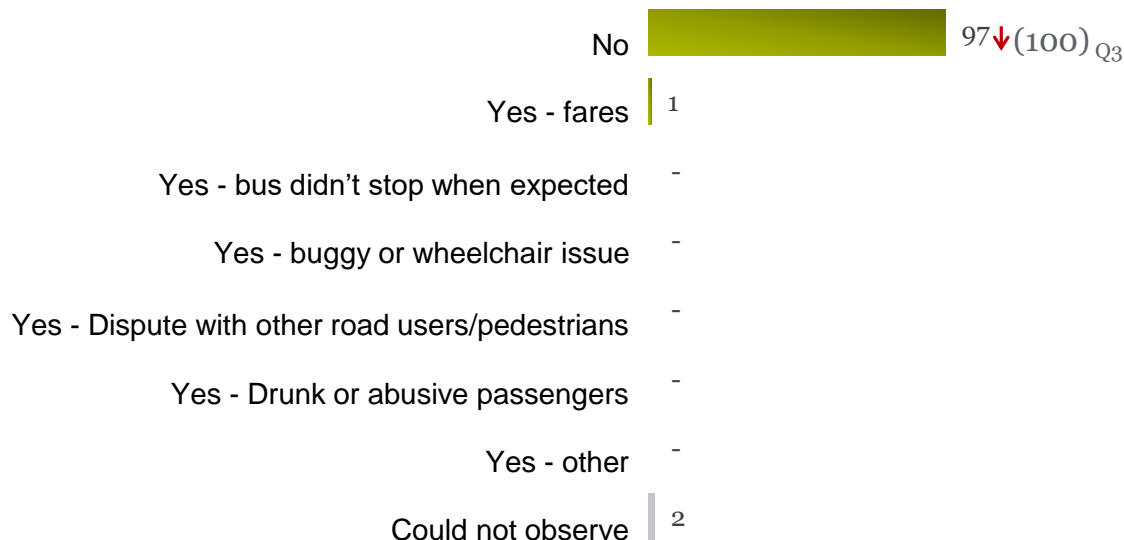
Section 3: Bus Driver Performance – D1



Driver Interaction: There were minimal instances of any disputes with passengers or other road users, most could not be observed, but fares was the issue on one occasion

Base: (152)

Q79 Any Disputes with Passengers/ Other Road Users
(152)
%



↓↑ = Statistically significant differences are versus Qtr 3 Jun - Sep 2018_{Q3} , Qtr 2 Mar - Jun 2019_{Q2}

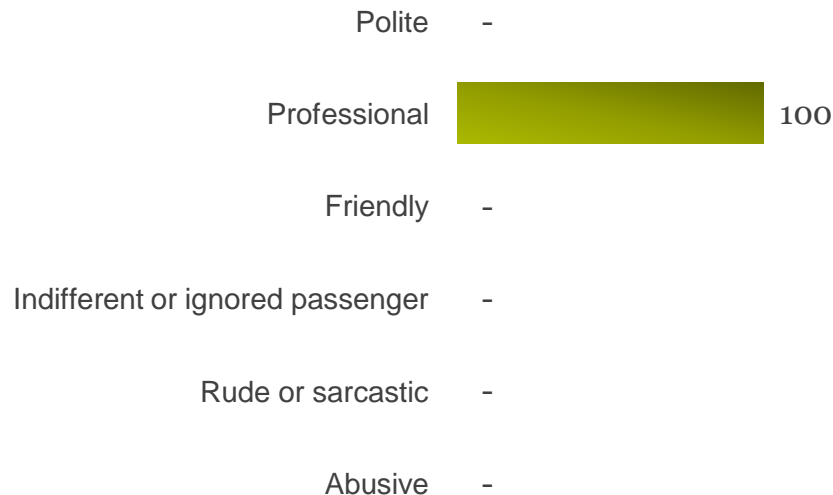
Driver Interaction: On the 1 occasion where a driver dispute was observed, the driver was seen to handle the situation professionally

Base: (1), If yes to DRIVER DISPUTE Q79

Q3 2019

Q80 How did driver handle situation? (1)*

%



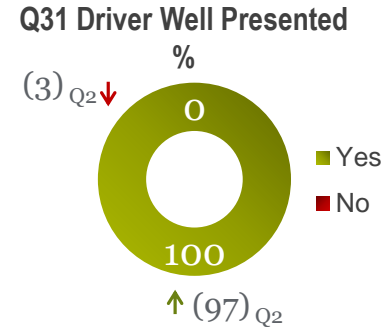
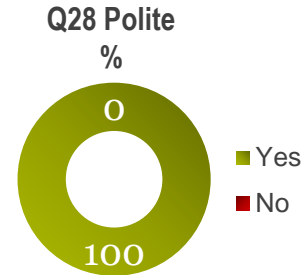
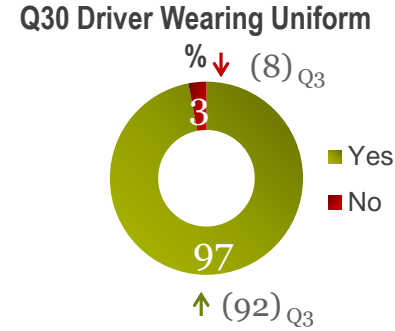
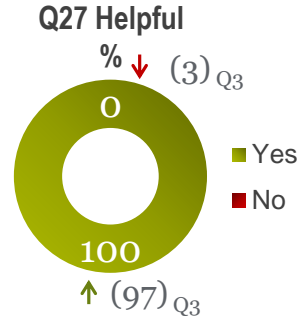
↓↑ = Statistically significant differences are versus Qtr 3 Jun - Sep 2018_{Q3}, Qtr 2 Mar - Jun 2019_{Q2}

Driver Assessment: Drivers continue to be very positively regarded in terms of both attitude & presentation

Base: (152)

Questions to Driver

- How much is it to ____?
- Can I pay with a note?
- Does this bus go to ____?



↓↑ = Statistically significant differences are versus Qtr 3 Jun - Sep 2018_{Q3}, Qtr 2 Mar - Jun 2019_{Q2}

Bus Safety: Almost all interviewers reported comfortable journeys with occasional instances of harsh braking, accelerating & moving off too early; nobody felt it was dangerous

Base: (152)

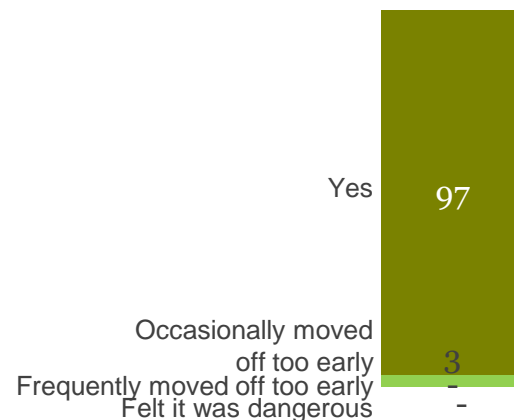
***Q69 Driver Accelerated Smoothly**
(152)
%



***Q70 Driver Braking Smoothly**
(152)
%



Q71 Did the driver give passengers adequate time to find their seats or hold on?
(152)
%

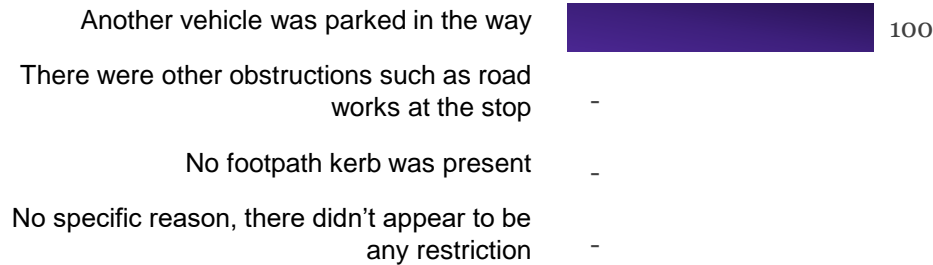


↓↑ = Statistically significant differences are versus Qtr 3 Jun - Sep 2018_{Q3} , Qtr 2 Mar - Jun 2019_{Q2}

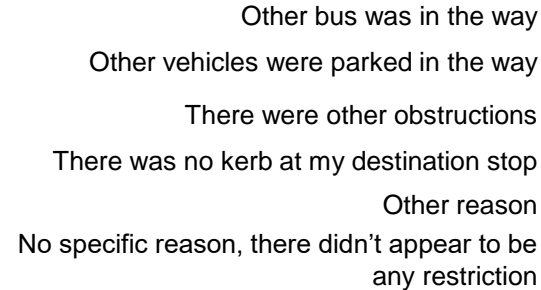
When Getting on the Bus: There were only two instances of buses not pulling up to the kerb and these occurred when boarding the bus and another vehicle was in the way

Base: (2) No at Q36/2 (0) No at Q67/2

Q37 Why Not Pulled to Kerb (2)* Boarding %



Q68 Why Not Pulled to Kerb (0)* Alighting %



↓↑ = Statistically significant differences are versus Qtr 3 Jun - Sep 2018_{Q3} , Qtr 2 Mar - Jun 2019_{Q2}

Driver Actions: Drivers stopped to pick up passengers when requested to do so, except for the one occasion when the bus was full

Base: (151), ALL EXCLUDING THOSE NOT REQUESTED TO STOP

Q78* Stopped to Pick Up Passengers

(151)

%

Yes

99

Could not always stop as bus was full

1

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

-

↕ = Statistically significant differences are versus Qtr 3 Jun - Sep 2018_{Q3}, Qtr 2 Mar - Jun 2019_{Q2}

* Question rebased off those whose bus stopped to pick up passengers

Driver Behaviour: The behaviour of the drivers was very positively regarded overall with no issues cited. There has been a significant decline since last year in listening to music/radio while driving, now at 11%. Most did not hold long conversations with others such as staff or passengers.

Base: (152)

**Q72 Did Bus Driver do
Any of the Following**

(152)
%

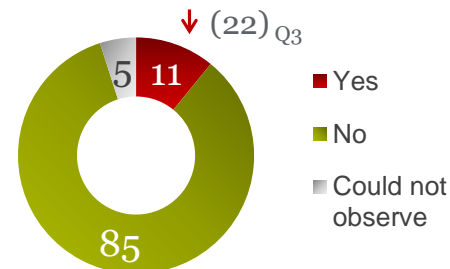
Use mobile phone while driving -

Wear an earpiece while driving -

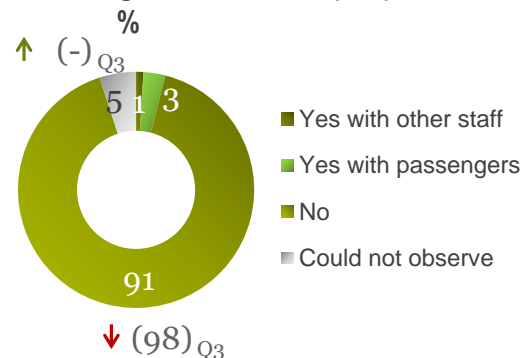
Drive the bus in a dangerous
manner -

None of these 100

Q73 Driver Listening to Music/Radio (152)



Q74 Driver Hold Long Conversations (152)

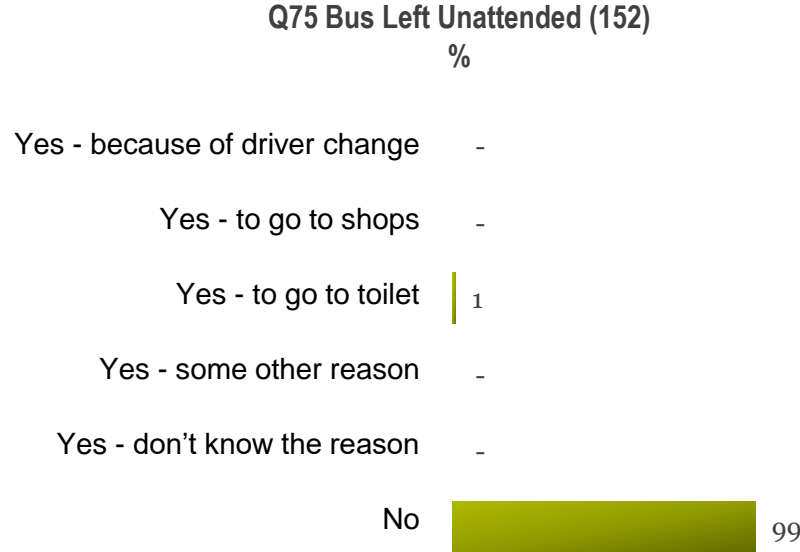


↓↑ = Statistically significant differences are versus Qtr 3 Jun - Sep 2018_{Q3}, Qtr 2 Mar - Jun 2019_{Q2}

Q72	Did the bus driver do any of the following while driving?
Q73	Did the driver listen to music or the radio whilst driving?
Q74	Did the driver hold long conversations with other people on the bus while driving?

Leave Bus Unattended: The bus was not left unattended, nor was the engine left running

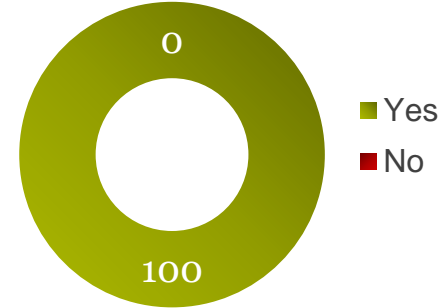
Base: (152)



Q77 Did the driver turn off the engine when leaving the bus

(1)*

%

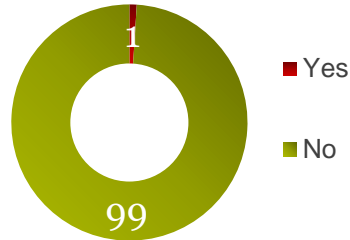


↕ = Statistically significant differences are versus Qtr 3 Jun - Sep 2018_{Q3} , Qtr 2 Mar - Jun 2019_{Q2}

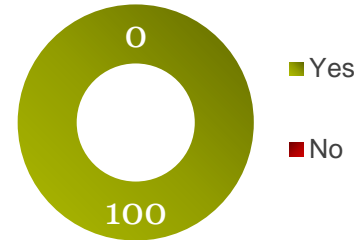
Diversion or Terminated Early: On two occasions the bus was diverted or terminated early; for one the passengers were not informed and the other it was shouted out but no reason given

Base: (152)

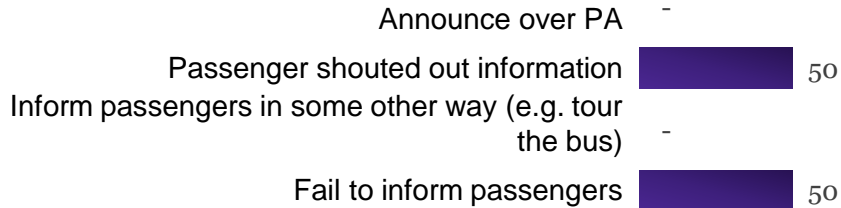
Q81 Bus Diverted/Terminated Early



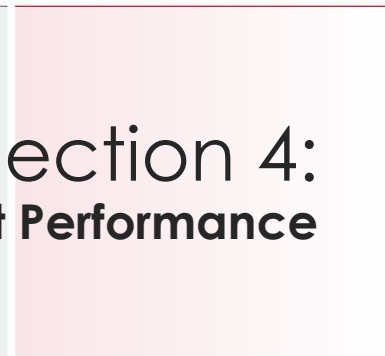
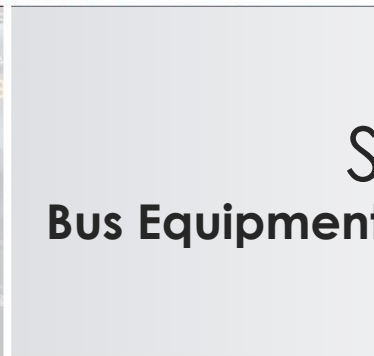
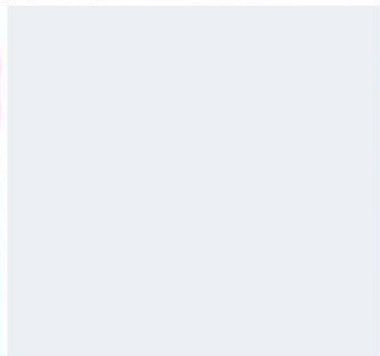
Q83 Passengers Told Reason for Diversion (2)*



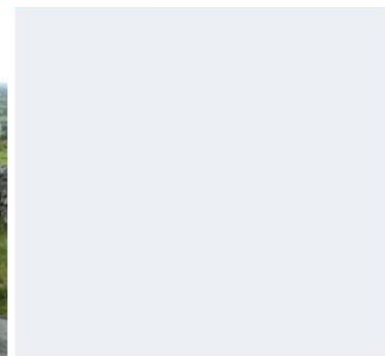
Q82 If Bus Diverted (2)*



↓↑ = Statistically significant differences are versus Qtr 3 Jun - Sep 2018_{Q3} , Qtr 2 Mar - Jun 2019_{Q2}



Section 4: Bus Equipment Performance



Wheelchair Ramp/Lift: The wheelchair ramp was activated on the five times it was requested

Base: (5), If yes to WHEELCHAIR RAMP OR LIFT REQUEST Q84/1

Q85 Wheelchair Ramp/Lift Activated Upon Request (5)*

%

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
on the bus -

No - other reason - please record details -

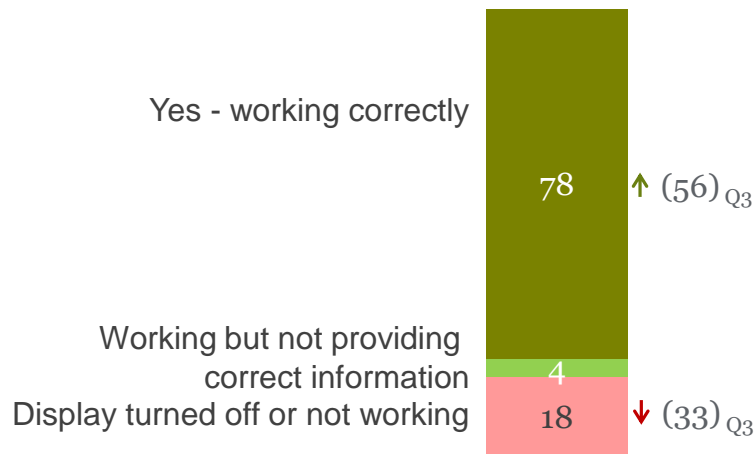
No - no reason given -


 = Statistically significant differences are versus Qtr 3 Jun - Sep 2018_{Q3} , Qtr 2 Mar - Jun 2019_{Q2}

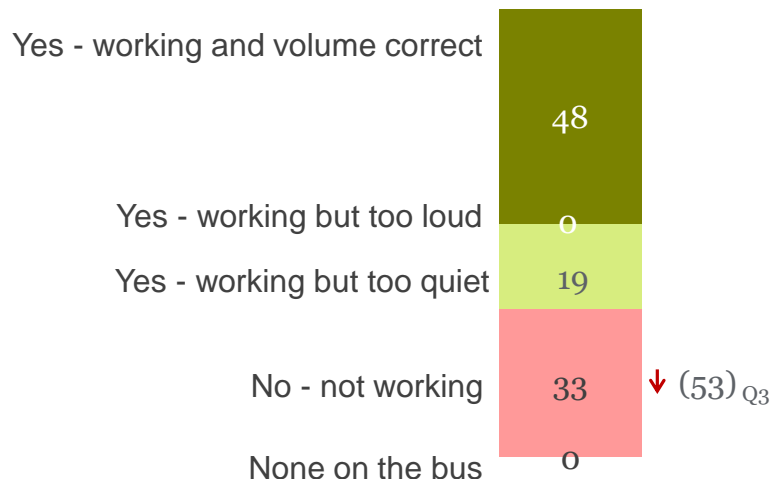
Electronic Displays & Announcements: there has been a significant increase yoy in the electronic displays working correctly, with a significant drop in those turned off or not working correctly. About half of audio announcements were working correctly and only a third (significant drop versus last year) were not working correctly

Base: (98), ALL WHO COULD SEE A DISPLAY / HEAR AN ANNOUNCEMENT (79)

**Q54* Electronic Displays
for Next Stop Working (98)%**



**Q55* Audio Announcement
for Next Stop Working (79)%**



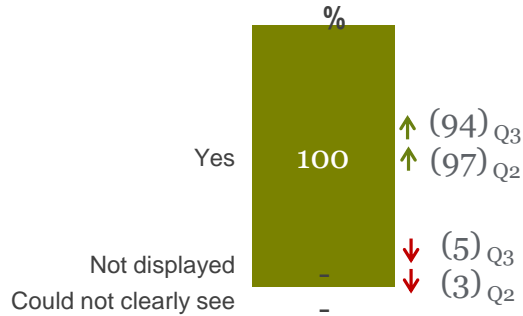
↓↑ = Statistically significant differences are versus Qtr 3 Jun - Sep 2018_{Q3}, Qtr 2 Mar - Jun 2019_{Q2}

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

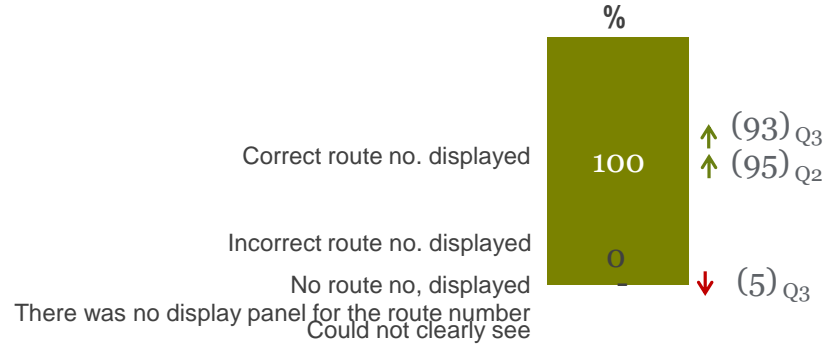
Route Number and Destination Visible: All route nos on front and side and destination on side were visible, Virtually all numbers were on back or bus, only 3% had no route no

Base: (152)

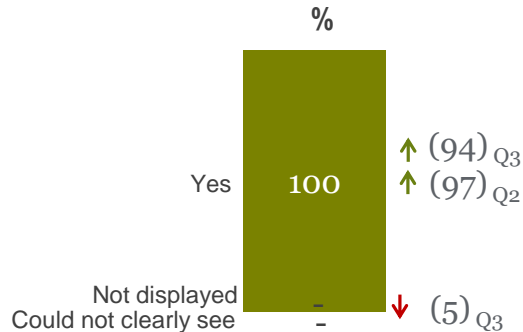
Q20 Route No. on Front (152)



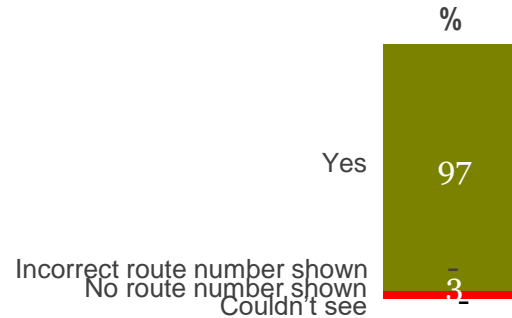
Q22 Route No. on Side (152)



Q21 Destination on Front (152)



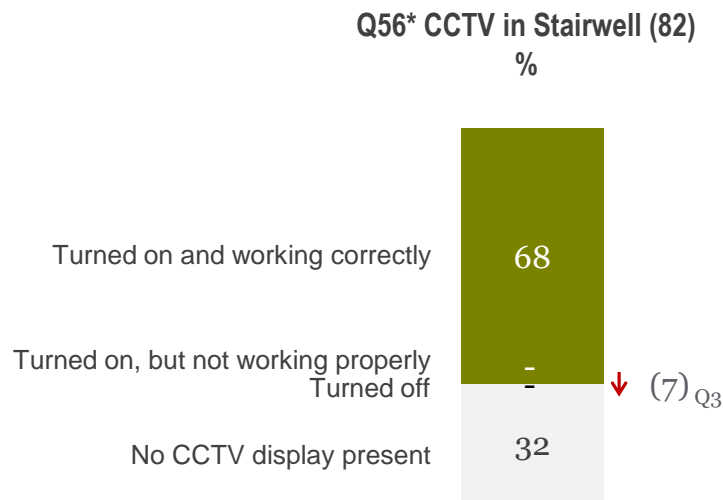
Q61 Route No. on Back (152)



↑↓ = Statistically significant differences are versus Qtr 3 Jun - Sep 2018_{Q3}, Qtr 2 Mar - Jun 2019_{Q2}

CCTV: Two thirds of CCTV screens in the stairwell were turned on and working correctly. There were no records of screens turned on and not working properly or turned off, significantly down since last year A third had no CCTV

Base: (82), ALL EXCLUDING NO STAIRWELL / SINGLE DECK

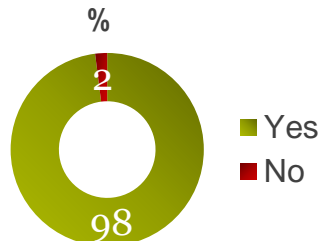


↕↑ = Statistically significant differences are versus Qtr 3 Jun - Sep 2018_{Q3} , Qtr 2 Mar - Jun 2019_{Q2}

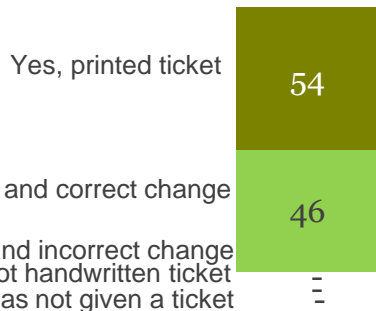
* Question rebased off those who could see a CCTV display

Fare Payment: Almost all cash ticket machines & Leap Card readers were working correctly. All cash payers received either a printed ticket or the correct change. Significantly more than last quarter were able to see what fare they were charged on their Leap card, up to four in five of Leap Card users

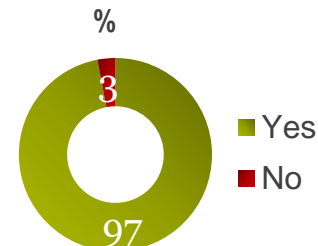
Q32 Cash Fare (90)
If Cash Fare at R5
Ticket Machine Working Correctly



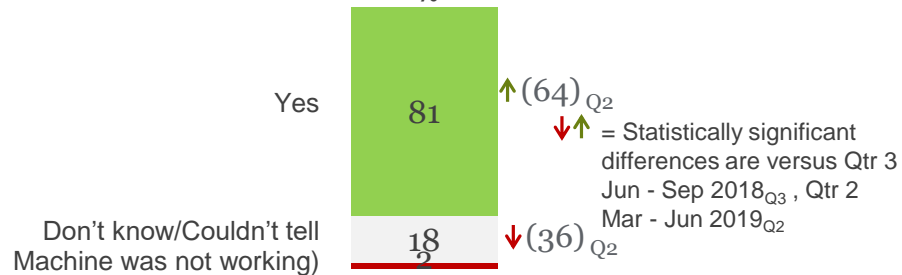
Q33 Cash Fare
If Cash Fare at R5
Given Printed Ticket/Change Receipt (90)



Q34* Leap Card Reader Present
at Driver Working Correctly (62)



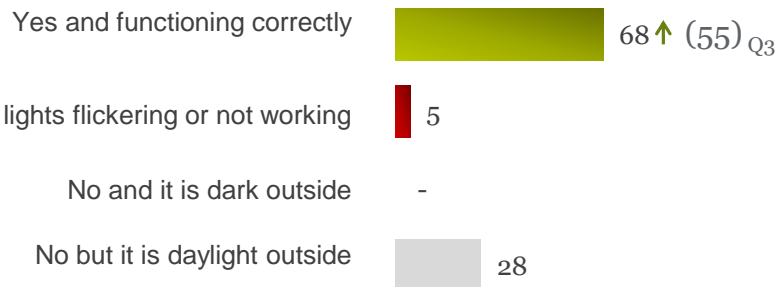
Q35* Leap Card Reader at Driver
See Fare Charged (51)



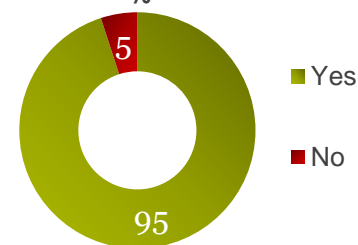
Interior Lighting and Temperature: 7 in 10 reported interior lighting to be functioning correctly when needed significantly up from last year, with minimal instances of lights flickering/not working. Almost all interviewers found the on-board temperatures on the buses to be reasonable, with minimal issues with heating off

Base: (152)

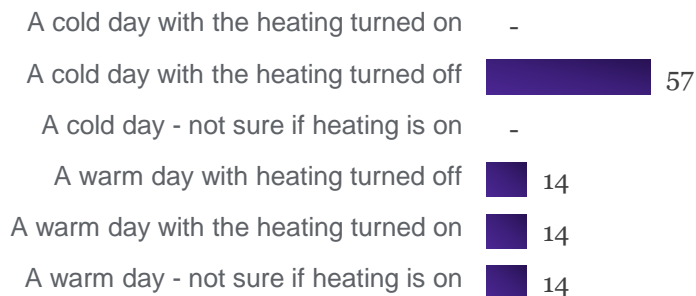
Q57 Interior Lighting (152)
%



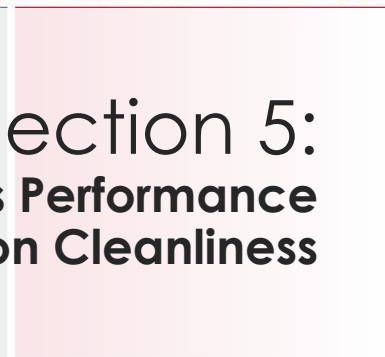
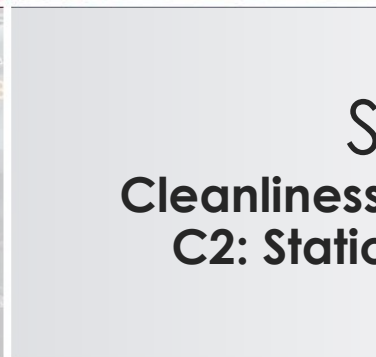
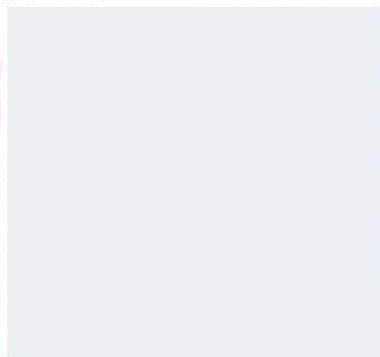
Q58 Temperature Reasonable (152)
%



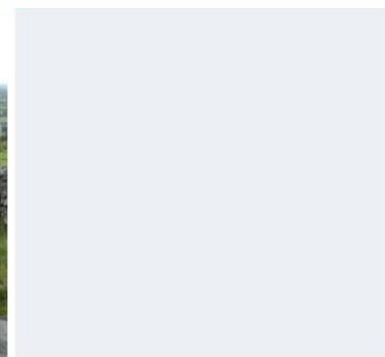
Q59 Why Temperature Not Reasonable (7)*
%



↓↑ = Statistically significant differences are versus Qtr 3 Jun - Sep 2018_{Q3}, Qtr 2 Mar - Jun 2019_{Q2}



Section 5: Cleanliness Performance C2: Station Cleanliness



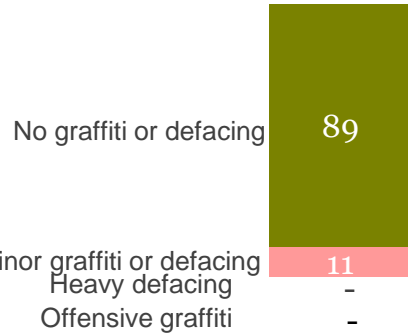
Station Seating: Station seats showed only limited minor visible damage and in most cases were clean with only minimal mentions of dust, crumbs and ingrained dirt or graffiti on seats

Base: (36), IF ASKED TO ASSESS A BUS EIREANN STATION Q1A

Q1 Graffiti on Station Seats

%

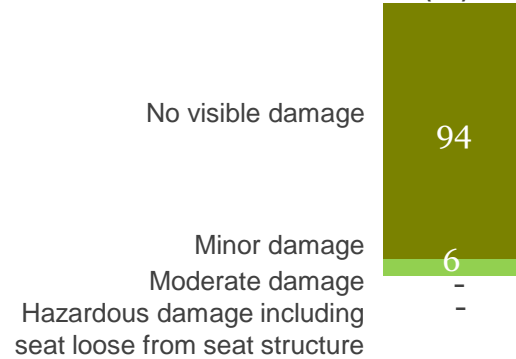
Total
(36)*



Q2 Station Seats Damaged

%

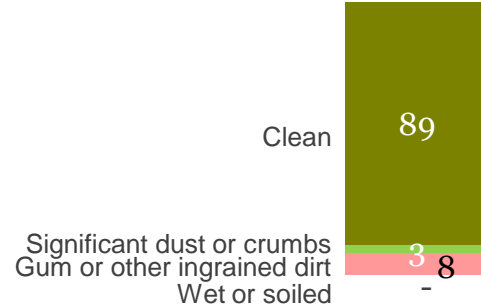
Total
(36)*




Q3 Cleanliness of Station Seats

%

Total
(36)*



 = Statistically significant differences are versus Qtr 3 Jun - Sep 2018_{Q3} , Qtr 2 Mar - Jun 2019_{Q2}

*Caution: Small base size

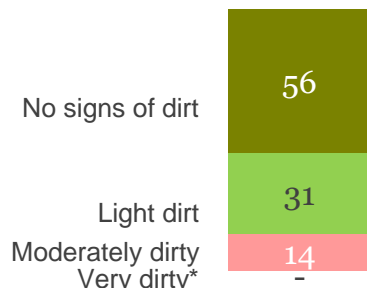
Station Cleanliness: In the majority of cases the station walls and fixture are free of graffiti the floors and stairs are clean and there is limited litter, there is some light or moderate dirt on walls and other fixtures

Base: (36), IF ASKED TO ASSESS A BUS EIREANN STATION Q1A. Base: (4), IF ASKED TO ASSESS BUSÁRAS Q1A

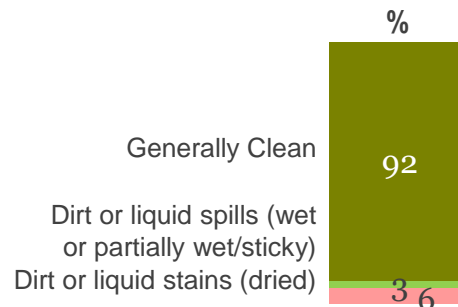
**Q4 Graffiti on Walls, Panels
Ceilings and other Fixtures (36)***



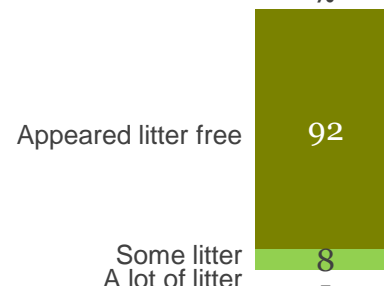
**Q5 Cleanliness of Walls, Panels
Ceilings and other Fixtures (36)***



**Q9 Cleanliness of Station
Floors or Stairs (36)***



**Q10 Litter on Seats,
Floors or Stairs? (36)***



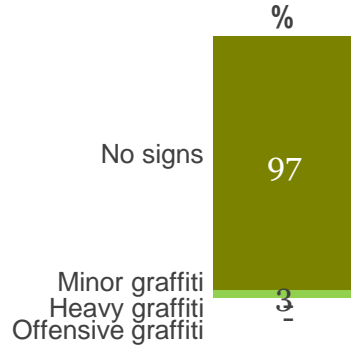
↓↑ = Statistically significant differences are versus Qtr 2 Jun - Sep 2018_{Q3}, Qtr 2 Mar - Jun 2019_{Q2}

*Caution: Small base size

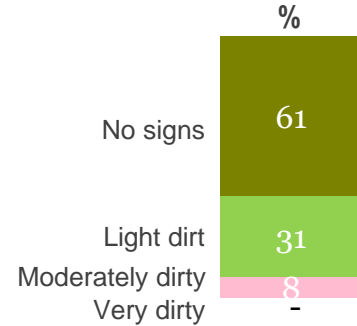
Station Windows and Exterior: Station windows were though to be kept in good condition with very limited graffiti or etchings, with some mentions of light and moderate dirt. A third saw some litter around the exterior

Base: (36), IF ASKED TO ASSESS A BUS EIREANN STATION Q1A

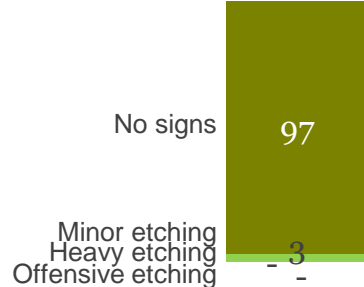
Q6 Graffiti on Station Windows (36)*



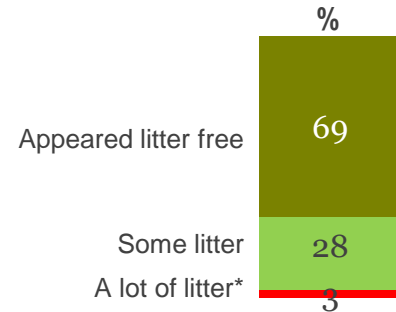
Q8 Cleanliness of Station Windows (36)*



Q7 What best describes level of etching on station windows? (36)*



Q11 Exterior Litter Free (36)*



↑↓ = Statistically significant differences are versus Qtr 3 Jun - Sep 2018_{Q3}, Qtr 2 Mar - Jun 2019_{Q2}

"Interviewer reported Sligo Station as having a lot of litter"

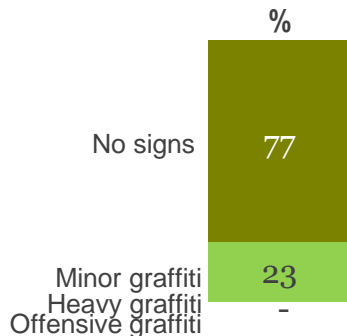
*Caution: Small base size

Station Toilets:

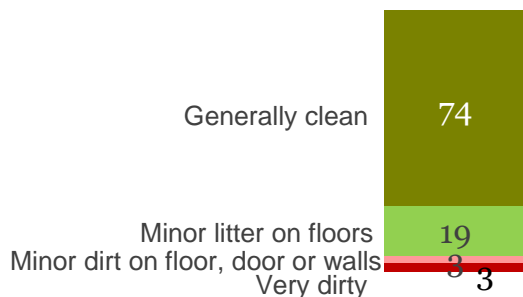
Station toilets were seen to be generally graffiti free with some mentions of minor graffiti. Three quarters of toilets were deemed clean, with some minor litter on floor but also some mentions of minor dirt or very dirty for Sligo. There was one mention of toilets being blocked and a few incidences of not flushing

Base: (31), IF TOILETS OPEN Q15/2,

Q16 Graffiti on Toilet Area (31)*

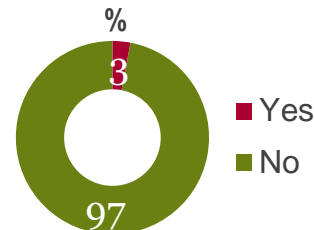


Q17 What best describes cleanliness of toilet area? (31)*

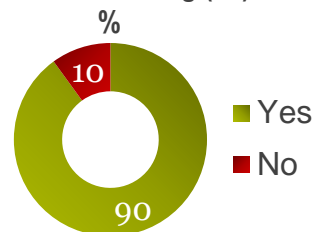


**Interviewer reported Sligo Station as being very dirty*

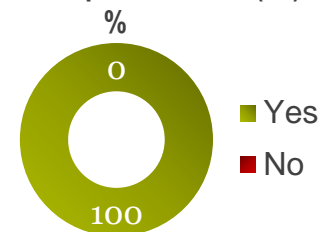
Q18 Toilets Blocked (31)*



Q19 Flush Working (31)*



Q20 Toilet Paper Available (31)*



↓↑ = Statistically significant differences are versus Qtr 3 Jun - Sep 2018_{Q3}, Qtr 2 Mar - Jun 2019_{Q2}

*Caution: Small base size

Station Washroom Area: Station washrooms are seen to be generally clean but with some instances of litter, dirt and minor graffiti. The washroom facilities were thought to be functioning correctly in the majority of cases

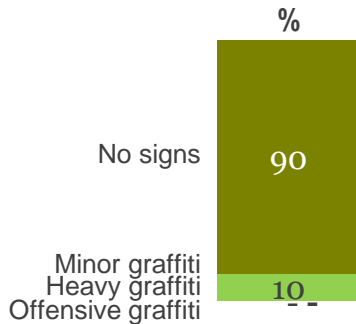
Base: (31), IF TOILETS OPEN Q15/2,

Q21 Cleanliness of Washroom Area (31*)

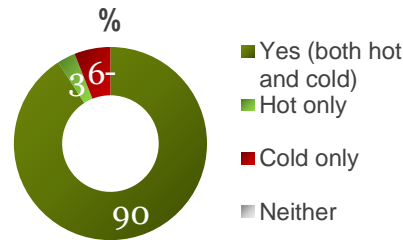
"Interviewer reported
Cork Station as being
very dirty"



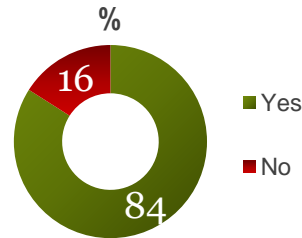
Q22 Graffiti in Washroom Area (17)*



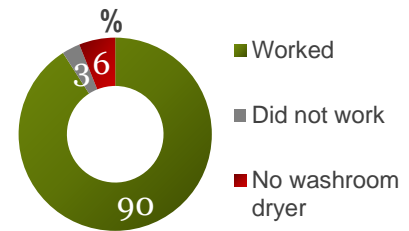
Q23 Washroom Taps (31)*



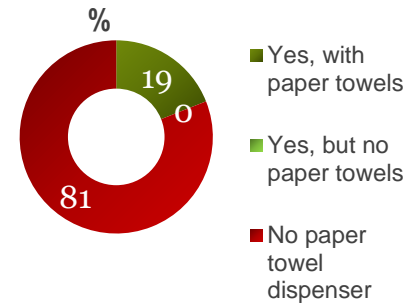
Q24 Soap/Hand Cleanser Available (31)*



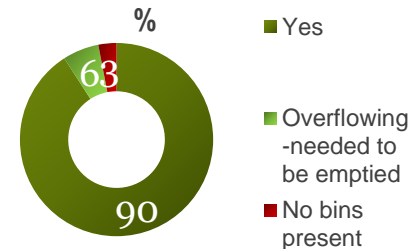
Q25 Washroom Dryers (31)*



Q26 Paper Towel Dispenser (31)*



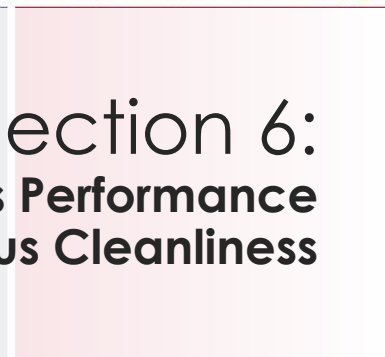
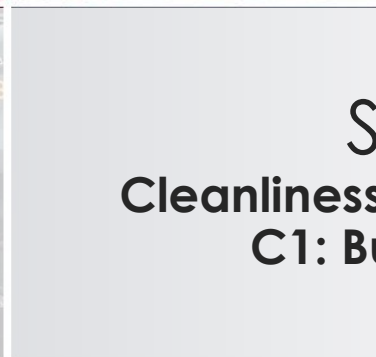
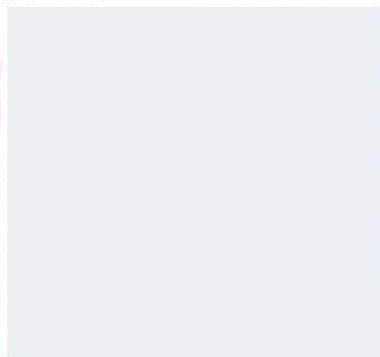
Q27 Bins Clean (31)*



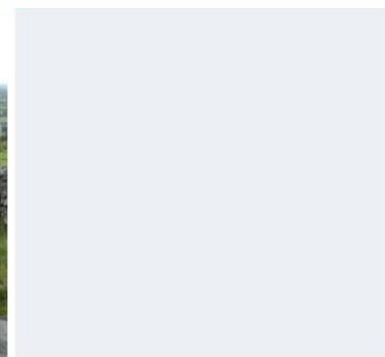
↓↑ = Statistically significant differences are versus Qtr 3 Jun - Sep 2018_{Q3}, Qtr 2 Mar - Jun 2019_{Q2}

*Caution: Small base size

37	Q21	What best describes cleanliness of washroom area?	Q24	Did the washroom taps you tested work?	Q27	Were the toilet and washroom bins clean?
	Q22	What best describes level of graffiti in washroom area?	Q25	Did the washroom dryer(s) you tested work?		
	Q23	Did the washroom taps you tested work?	Q26	Was there a paper towel dispenser?		

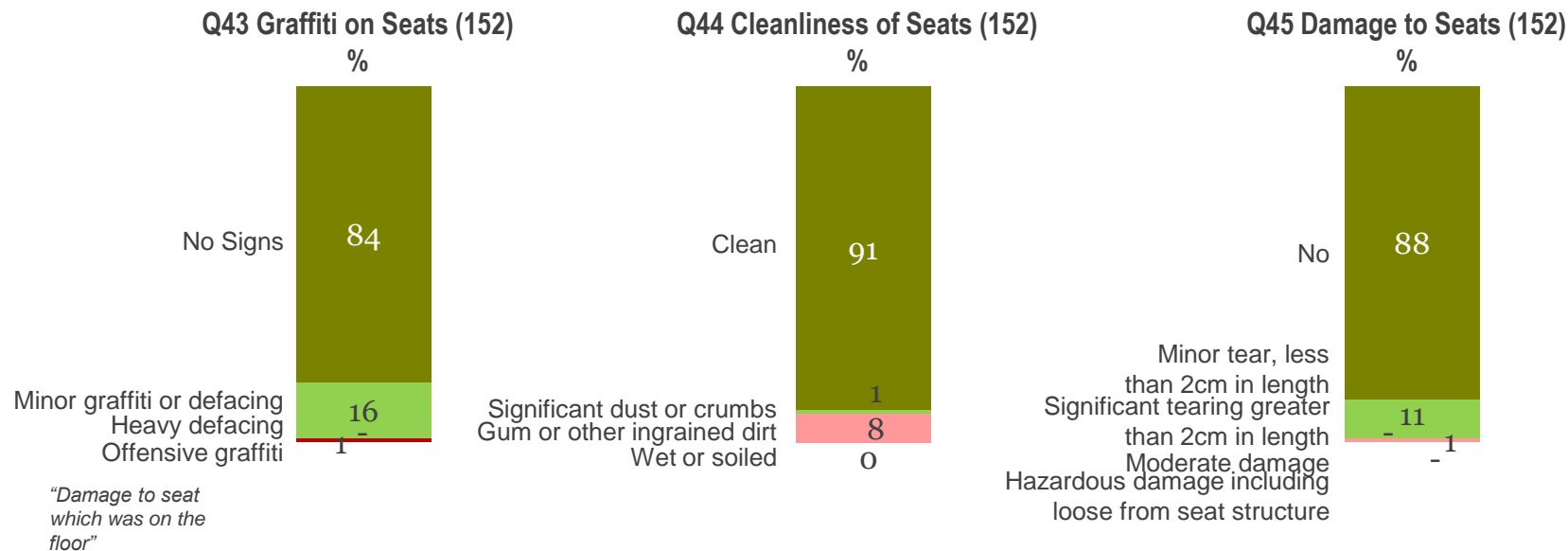


Section 6: Cleanliness Performance C1: Bus Cleanliness



Assessment of Seats: Almost all found both bus seats & cushions to be clean & well-maintained with some graffiti or ingrained dirt There was minimal mentions of tearing on seats

Base: (152)

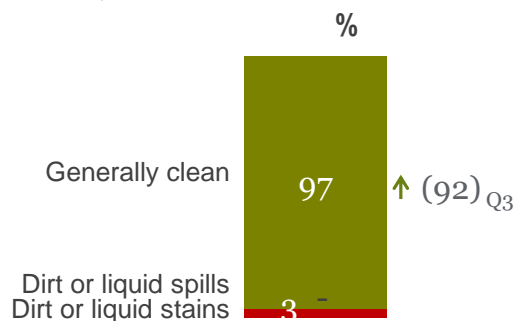


↓↑ = Statistically significant differences are versus Qtr 3 Jun - Sep 2018_{Q3} , Qtr 2 Mar - Jun 2019_{Q2}

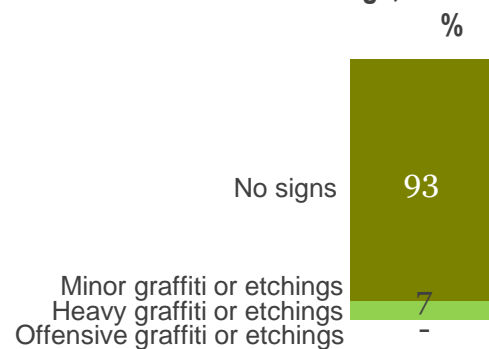
Bus Interior: The interior of the buses were generally clean and graffiti free, with a significant increase in cleanliness of floors and stairs since last year. There has been an improvement with three quarters of seats/stairs being litter free, however the level of clean panels, ceilings and fixtures has declined since last quarter

Base: (152)

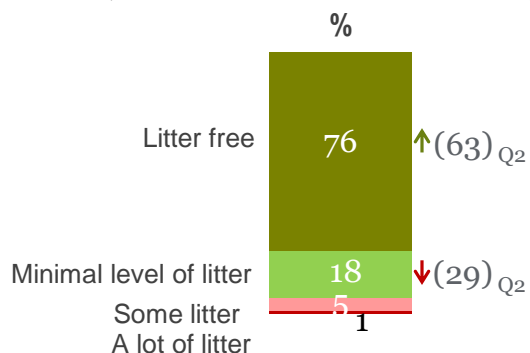
Q49 Cleanliness of Floors and Stairs (152)



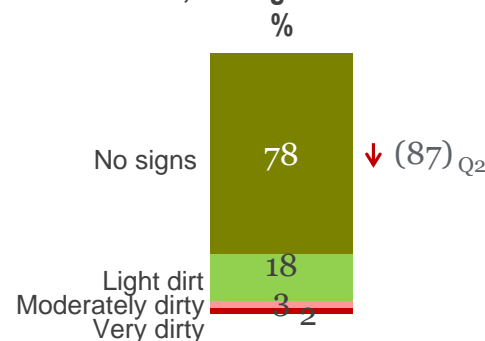
Q51 Graffiti of Panels Ceilings, Stairs and other Fixtures/Fittings (152)



Q50 Litter on Seats/Floor or Stairs (152)



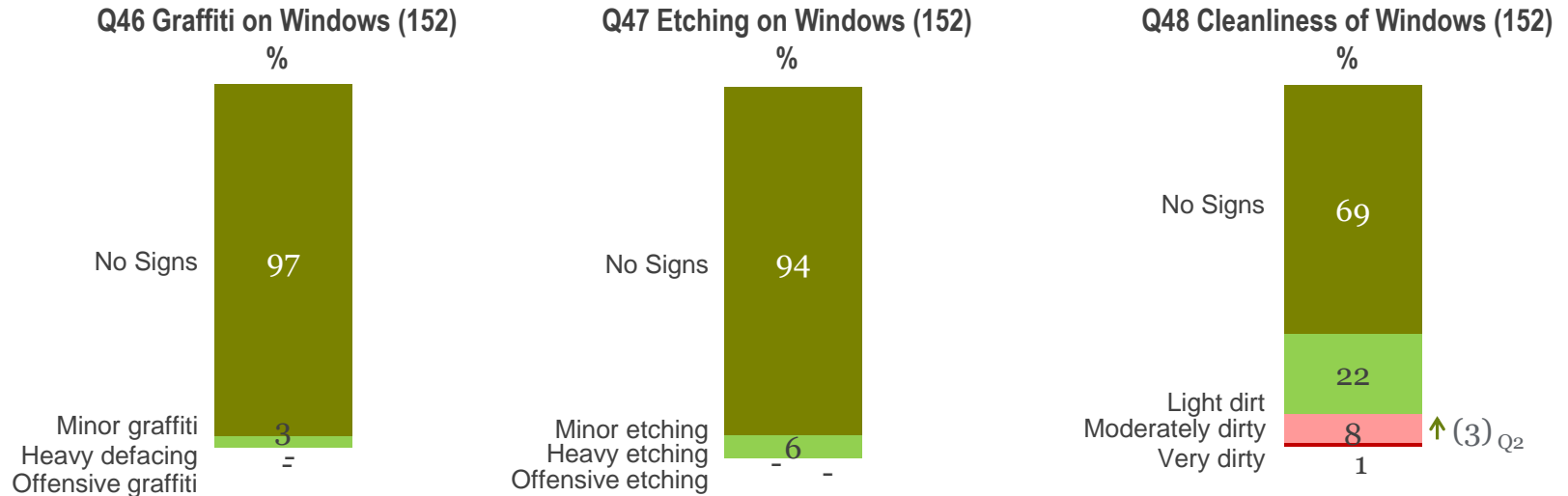
Q52 Cleanliness of Panels, Ceilings and other Fixtures/Fittings (152)



↓↑ = Statistically significant differences are versus Qtr 3 Jun - Sep 2018_{Q3}, Qtr 2 Mar - Jun 2019_{Q2}

Bus Windows: The majority of interviewers reported no signs of graffiti or etchings on bus windows. 7 in 10 window were clear, with a fifth noticing light dirt and an increase in moderate dirt mentioned

Base: (152)

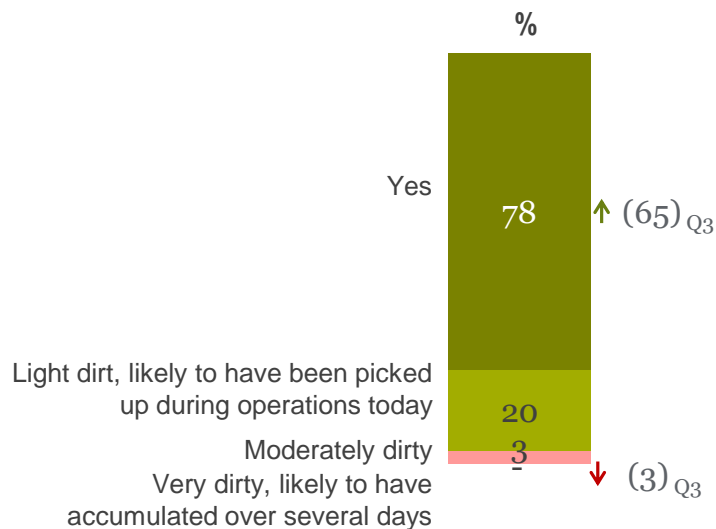


↓↑ = Statistically significant differences are versus Qtr 3 Jun - Sep 2018_{Q3}, Qtr 2 Mar - Jun 2019_{Q2}

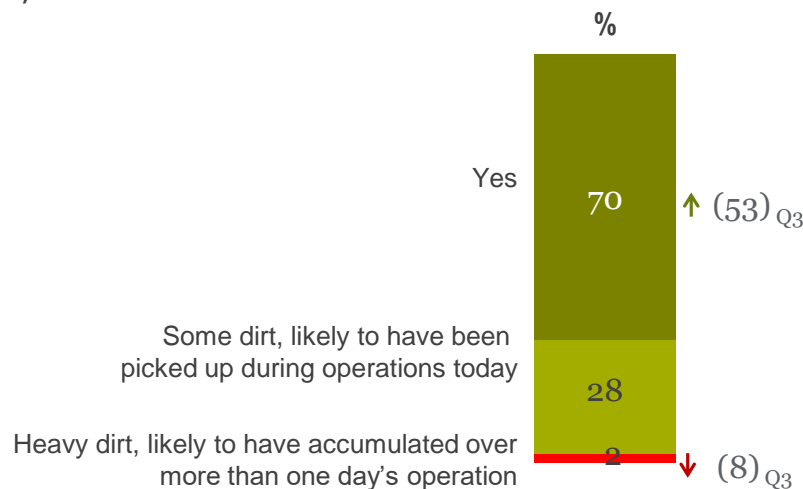
Front, Side and Rear of Bus: In the majority of instances, buses were thought to be clean at both the front, sides & rear with significant increase since last year. Any dirt observed was mainly thought to have been picked up during operations that day with a significant drop in mentions of heavy dirt, especially for the rear of the bus.

Base: (152)

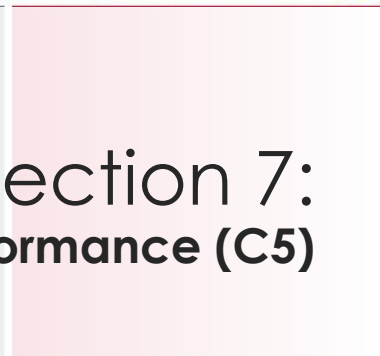
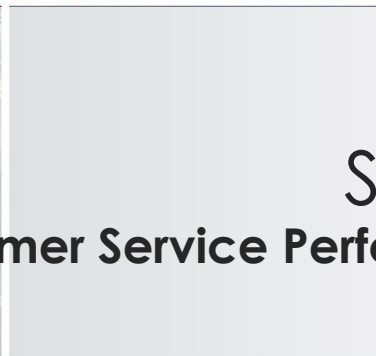
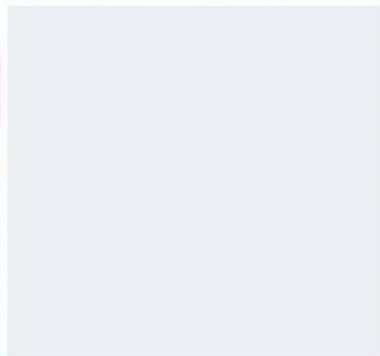
Q23 Cleanliness of Front/Side of Bus (152)



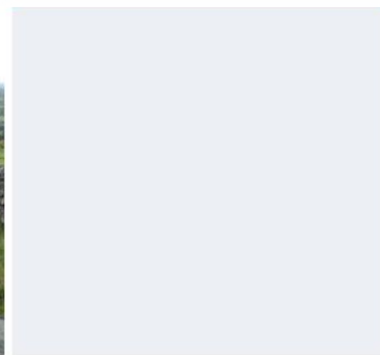
Q64 Was the Rear of the Bus Clean? (152)



↓↑ = Statistically significant differences are versus Qtr 3 Jun - Sep 2018_{Q3} , Qtr 2 Mar - Jun 2019_{Q2}



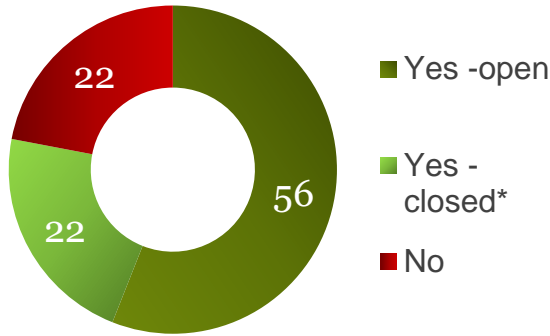
Section 7: Customer Service Performance (C5)



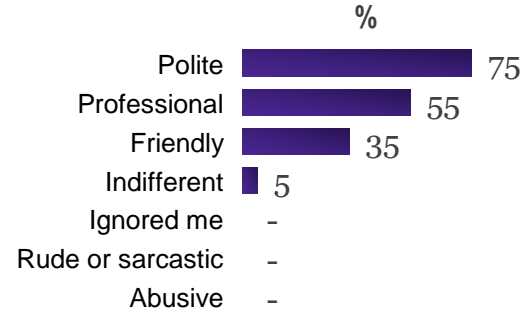
Travel Centre: Travel centre staff were seen as polite and professional, with one incidence of indifference and all information appeared to be correct

Base: (20), IF TRAVEL CENTRE OPEN Q12/1

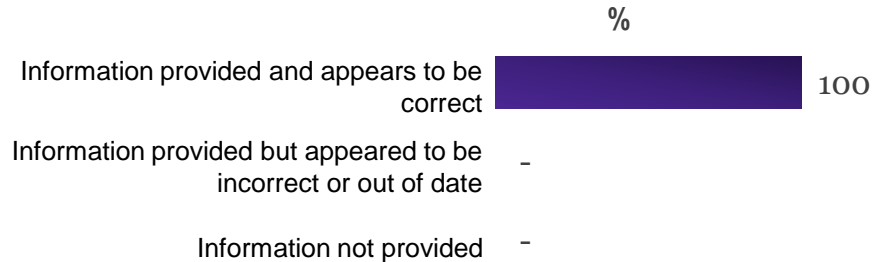
Q12 Travel Centre at Station (36)*
%



Q13 Travel Centre Assistant Response (20)*



Q14 Travel Centre Assistant Provide Correct Information? (20)*



* Travel Centres were closed for some weekend interviewing

↓ ↑ = Statistically significant differences are versus Qtr 3 Jun - Sep 2018_{Q3} , Qtr 2 Mar - Jun 2019_{Q2}