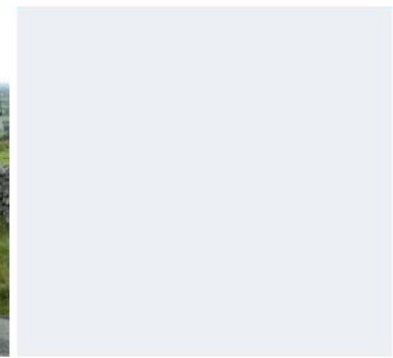


NTA Mystery Shops
Bus Éireann
Quarter 4 2019

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 (i.e. the driver and the vehicle)

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’.



155 mystery shops on Bus Éireann busses and 27 mystery shops on bus stations were conducted from early September to end December 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.



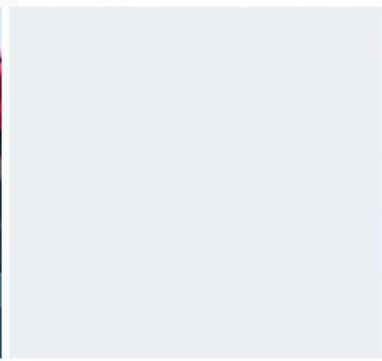
The mystery shops were carried out by trained Kantar Millward Brown interviewers, and has been ongoing since 2016. These interviewers use portable HAPI (HandHeld Personal Interviewing) devices which enable both discreet and effective interviewing before, when boarding, on board the buses and after alighting.



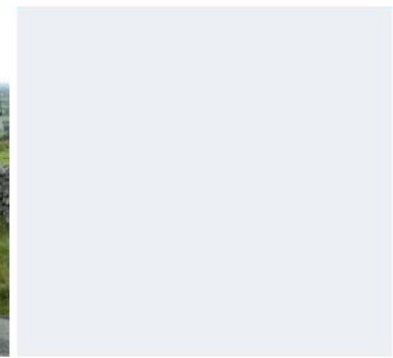
Quarter 4 2019: 9th September – 22nd December 2019



We have used the following symbols to indicate significant differences versus previous quarter i.e. Qtr 3 March – June 2019 _{Q3} or year on year changes for same quarter last year i.e. Qtr 4 September – December 2018 _{Q4}



Section 1: Stop Maintenance & Performance

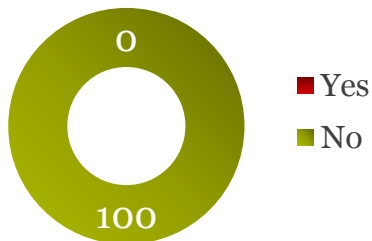


Advertising at Bus Stops: There were no instances of commercial advertising on shelters this quarter and similarly on the bus stop poles

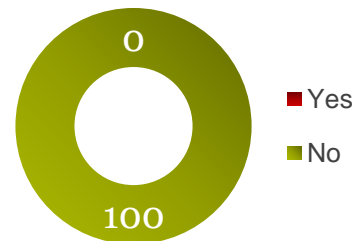
Base: IF YES TO BUS SHELTER Q5/2 / (74) YES TO BUS STOP POLE AND FLAG Q5/1

59*% observed a Bus Stop Pole & 77*% observed a shelter at the stop

Q14 Additional Commercial Advertising on Shelter Glass (77) %



Q15 Third Party Commercial Advertising on Bus Stop Pole (59) %



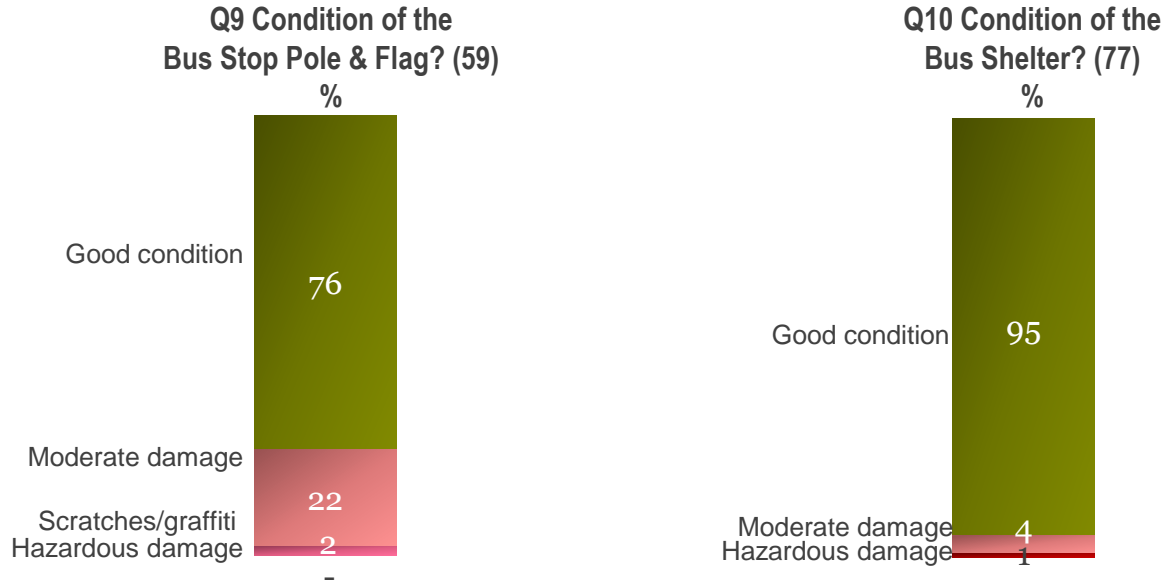
↕ = Statistically significant differences are versus Qtr 4 Sep - Dec 2018_{Q4} , Qtr 3 Jun - Sep 2019_{Q3}

Q14 Is there additional commercial advertising on the shelter glass outside the designated advertising or travel information and timetable panels?

Q15 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 seven in 10 found the bus stop poles to be in good condition, while under a quarter saw signs of moderate damage. Almost all felt that the bus shelters were in good condition, with limited damage and one mention of hazardous damage (broken glass) on the bus shelter.

Base: (77), IF YES TO BUS SHELTER Q5/2 (59) IF YES TO BUS STOP POLE AND FLAG Q5/1



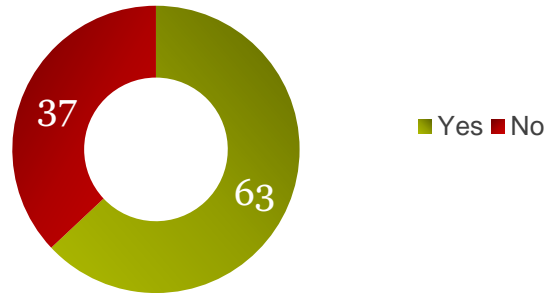
Shelter no 607801 @ University Hospital, Limerick in towards the city. Window glass broken on left hand side of shelter as you look at the shelter.

↕ = Statistically significant differences are versus Qtr 4 Sep - Dec 2018_{Q4}, Qtr 3 Jun - Sep 2019_{Q3}

Timetable: Just over three in five noted a printed timetable present on the bus stop pole.

Base: (126) IF YES TO BUS STOP POLE AND FLAG Q5/1

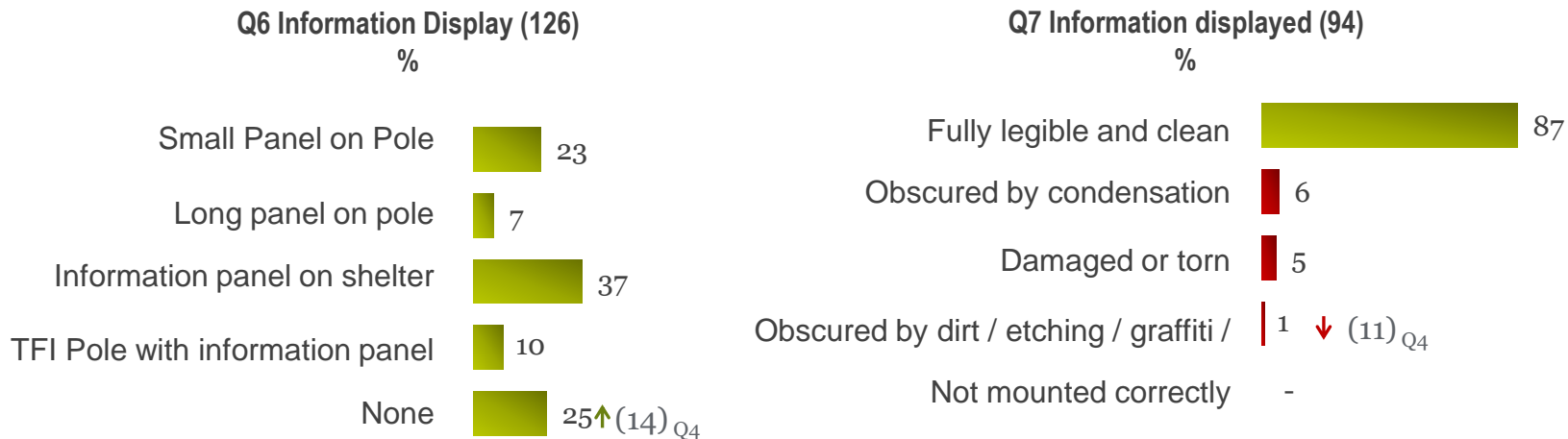
Q12 Printed Timetable Present (126)
%



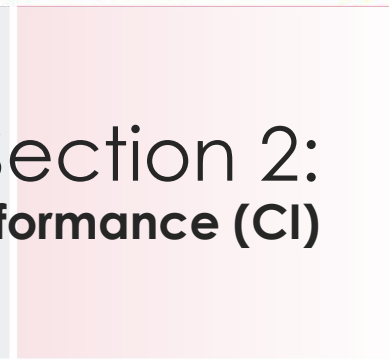
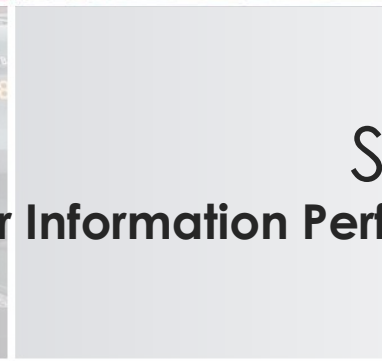
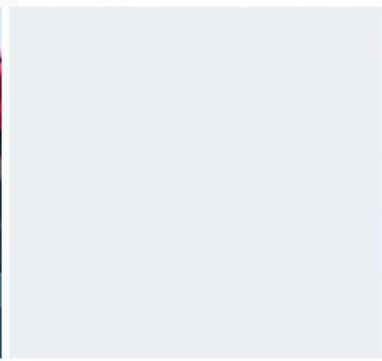
↕ = Statistically significant differences are versus Qtr 4 Sep - Dec 2018_{Q4}, Qtr 3 Jun - Sep 2019_{Q3}

Information Display: three quarters of stops included information display; over a third had an information panel on the shelter and over one in five had a small panel on the pole. The majority of the information displayed was fully legible, with 13% recoding issues of various reasons, such as condensation or damaged/torn.

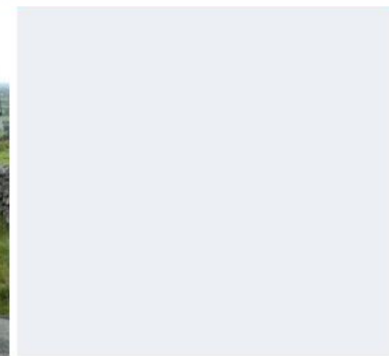
Base: (126) IF POLE OR SHELTER AT Q5



↓↑ = Statistically significant differences are versus Qtr 4 Sep - Dec 2018_{Q4}, Qtr 3 Jun - Sep 2019_{Q3}



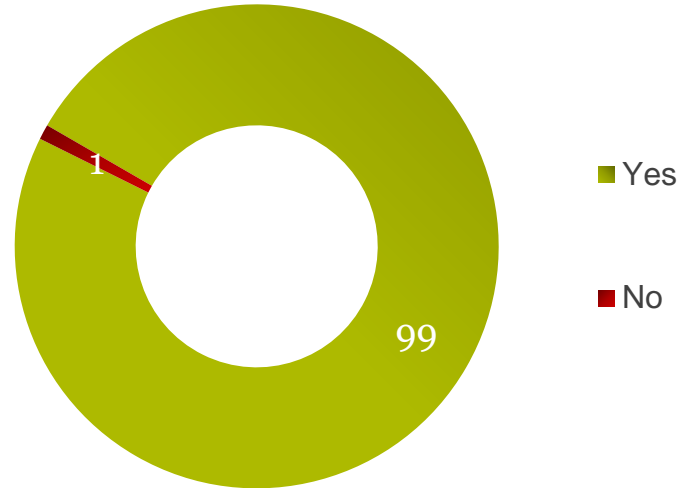
Section 2: Customer Information Performance (CI)



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

Base: (114), Routes with Fares Displayed at the Entrance*)

Q26 Were the fares displayed clearly at the entrance?
%

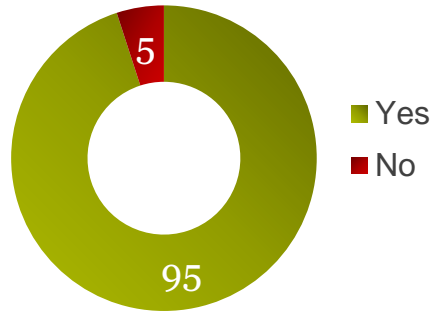


↕ = Statistically significant differences are versus Qtr 4 Sep - Dec 2018_{Q4}, Qtr 3 Jun - Sep 2019_{Q3}

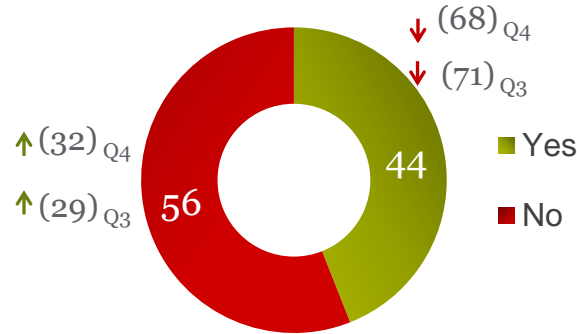
Timetable: 4 in 10 bus stop numbers were visible on bus stop poles, significantly lower both year on year and versus Q3. Two thirds had printed timetables. Only just over a quarter had a valid date present with over 6 in 10 reporting there was no date present which is a significant increase year on year.

Base: (155)

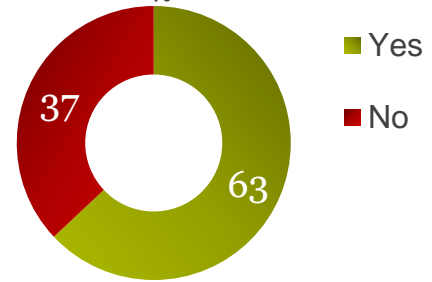
Q1 Did you have time to assess bus stop before arrival of bus
(155)
%



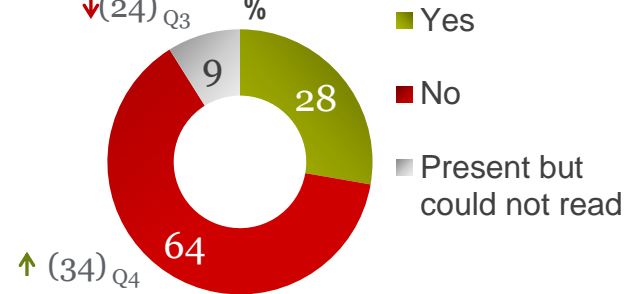
Q2 Bus Stop Number Visible
(143)
%



Q12 Printed Timetable Present
(126)
%



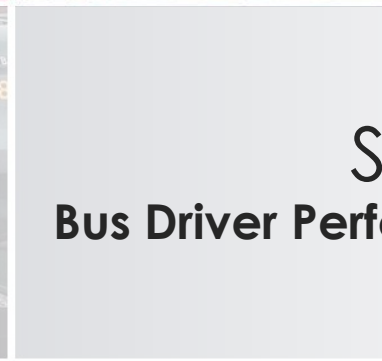
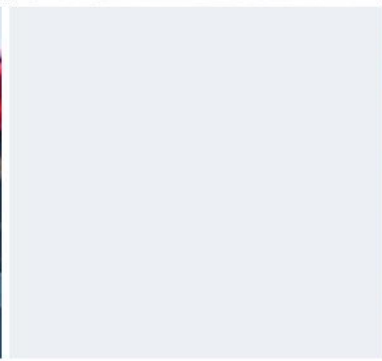
Q13 Valid from Date Present
(80)
%



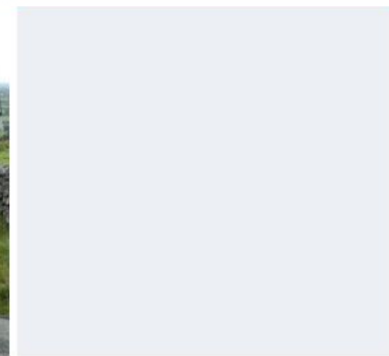
↓↑ = Statistically significant differences are versus Qtr 4 Sep - Dec 2018_{Q4}, Qtr 3 Jun - Sep 2019_{Q3}

Q1 Did you have time to assess bus stop before arrival of bus
Q2 ¹¹ Is the bus stop number visible on the bus stop flag? This is an up to 6 digit number

Q12 Is there a printed timetable, for the route you are using, on display at the bus stop pole or bus shelter?
Q13 Is there a 'Valid From' date written on the timetable?



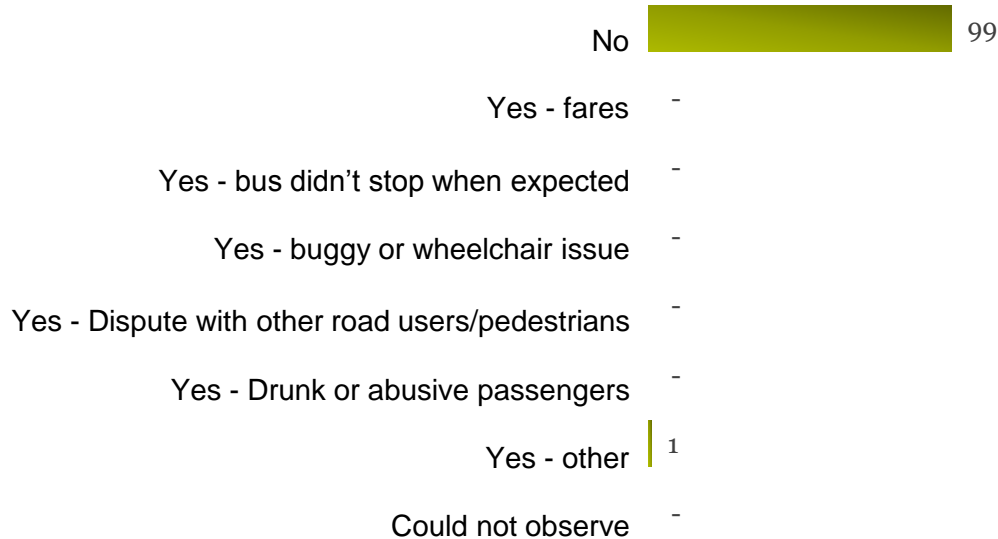
Section 3: Bus Driver Performance – D1




Driver Interaction: There was only one instance of any disputes with passengers or other road users. We know that the driver was polite in handling the situation.

Base: (155)

Q79 Any Disputes with Passengers/ Other Road Users
(155)
%

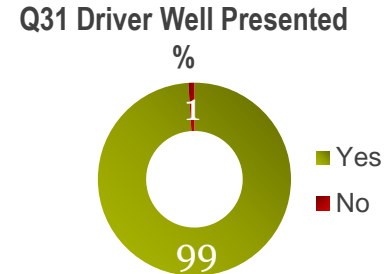
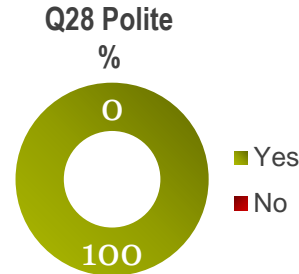
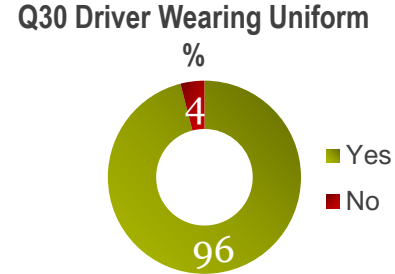
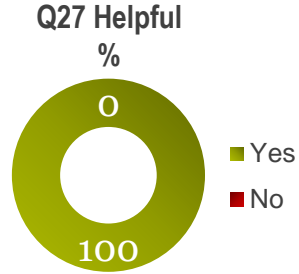


 = Statistically significant differences are versus Qtr 4 Sep - Dec 2018_{Q4}, Qtr 3 Jun - Sep 2019_{Q3}

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

Base: (155)

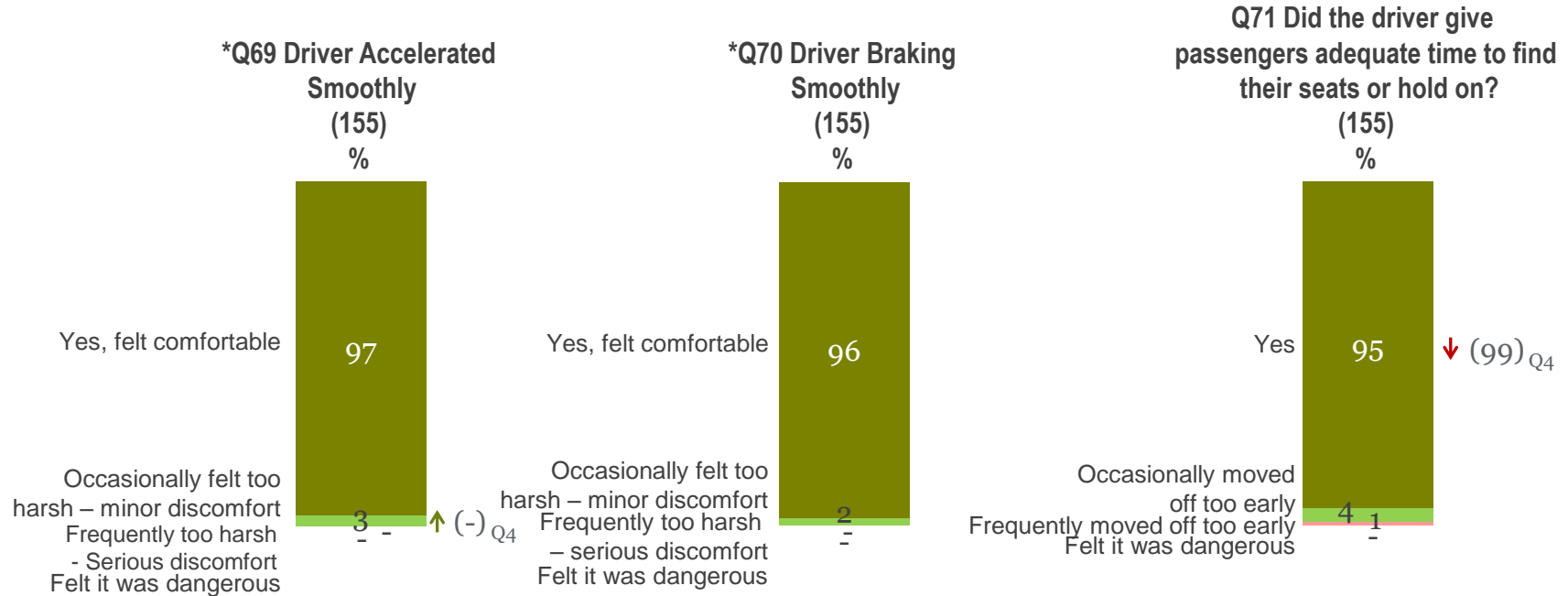
- Questions to Driver**
- How much is it to ____?
 - Can I pay with a note?
 - Does this bus go to ____?



↕ = Statistically significant differences are versus Qtr 4 Sep - Dec 2018_{Q4}, Qtr 3 Jun - Sep 2019_{Q3}

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

Base: (155)



↓↑ = Statistically significant differences are versus Qtr 4 Sep - Dec 2018_{Q4}, Qtr 3 Jun - Sep 2019_{Q3}

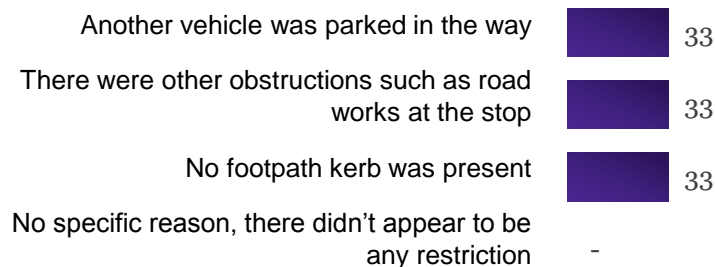
- Q69 Generally, did the bus driver accelerate smoothly?
- Q70 Did the bus driver brake and take corners smoothly?
- Q71 Did the driver give passengers adequate time to find their seats or hold on?

When Getting on the Bus: There were just three instances of buses not pulling up to the kerb and these occurred when boarding the bus and this was for various reasons such as another vehicle was in the way, road works, no footpath. Similarly for those getting off the bus, vehicles were parked in the way or there was not kerb at the bus stop destinations

Base: (3) No at Q36/2 (3) No at Q67/2

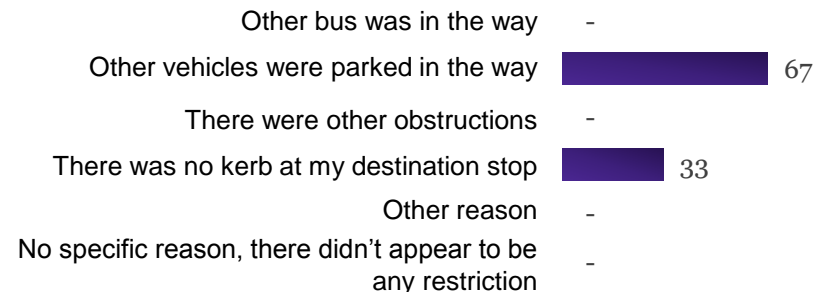
Q37 Why Not Pulled to Kerb (3)* Boarding

%



Q68 Why Not Pulled to Kerb (3)* Alighting

%



↕↗ = Statistically significant differences are versus Qtr 4 Sep - Dec 2018_{Q4}, Qtr 3 Jun - Sep 2019_{Q3}

Q36/Q67 Did the bus pull up to the kerb at the bus stop sufficiently to allow passengers board and alight from the bus?

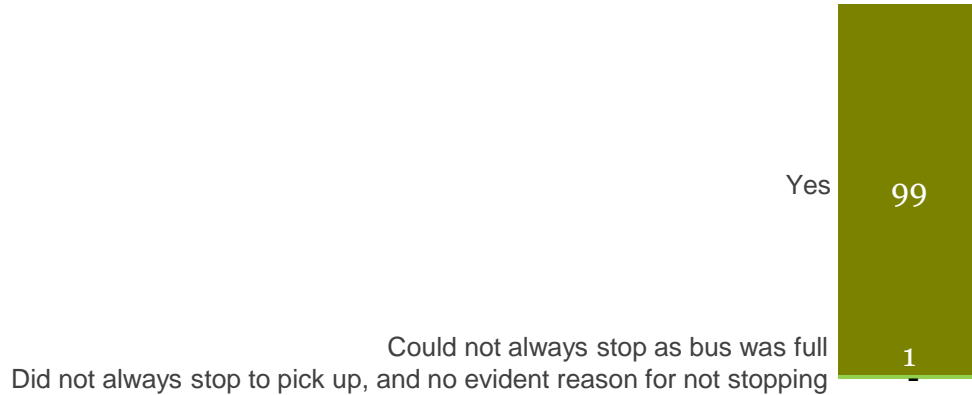
Q37/Q68 Why did the bus not pull up to the kerb??

Driver Actions:



Drivers stopped to pick up passengers when requested to do so, except for the one occasion when the bus did not stop, this was because the bus was full.

Base: (153), ALL EXCLUDING THOSE NOT REQUESTED TO STOP

Q78* Stopped to Pick Up Passengers
 (153)
 %



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

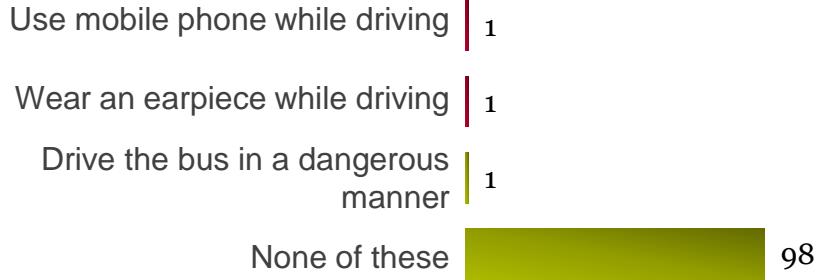

 = Statistically significant differences are versus Qtr 4 Sep - Dec 2018_{Q4}, Qtr 3 Jun - Sep 2019_{Q3}

Driver Behaviour: The behaviour of the drivers was positively regarded overall and minimal mentions of use of the mobile phone, wearing an earpiece and driving. There has been a significant increase since last quarter for listening to music/radio while driving, now at 21% . Most did not hold long conversations with others either staff or passengers.

Base: (155)

Q72 Did Bus Driver do Any of the Following

(155)
%

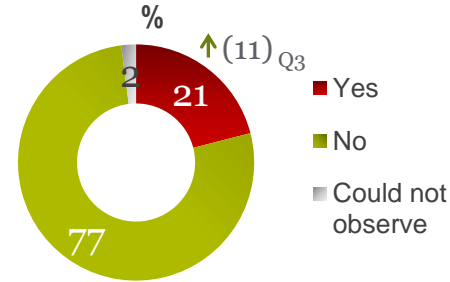


Driver took a brief call on his phone.

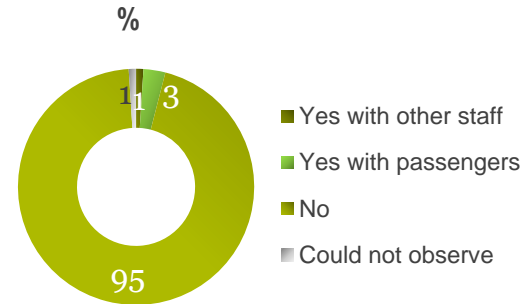
On the phone via earpiece going around the roundabout at University Hospital , Limerick at 13.15 pm.

Could not observe any earpiece or phone but driver received call at 3 PM near Dalys Cross. He was only seconds speaking.

Q73 Driver Listening to Music/Radio (155)



Q74 Driver Hold Long Conversations (155)



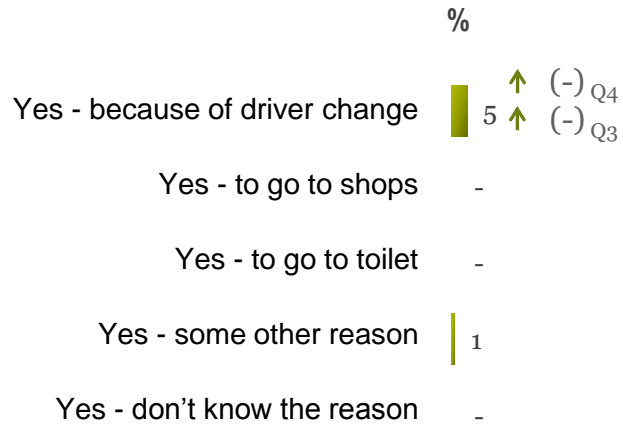
↓↑ = Statistically significant differences are versus Qtr 4 Sep - Dec 2018_{Q4} , Qtr 3 Jun - Sep 2019_{Q3}

| | |
|-----|--|
| 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 left unattended, for reasons such as driver change and for some other reason and in most of these instances the driver turned off the engine

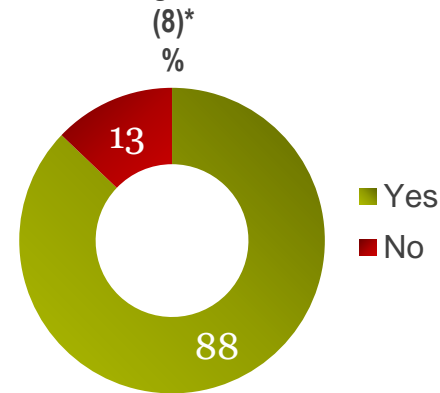
Base: (155)

Q75 Bus Left Unattended (155)



Driver left the bus at Sligo bus station to exchange the non functioning leap card validator. The exchanged validator worked and resulted in the electronic display board working also.

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

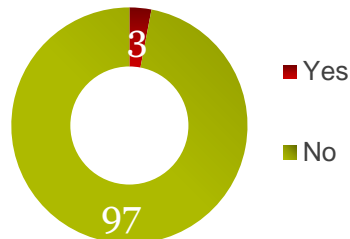


↕ = Statistically significant differences are versus Qtr 4 Sep - Dec 2018_{Q4}, Qtr 3 Jun - Sep 2019_{Q3}

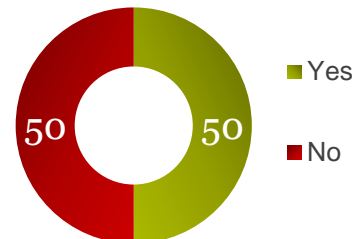
Diversion or Terminated Early: On four occasions the bus was diverted or terminated early; the passengers were both informed in some way and two were not informed. For those that were diverted reasons were given or passengers informed in two cases, the other two were not given the reason.

Base: (155)

Q81 Bus Diverted/Terminated Early



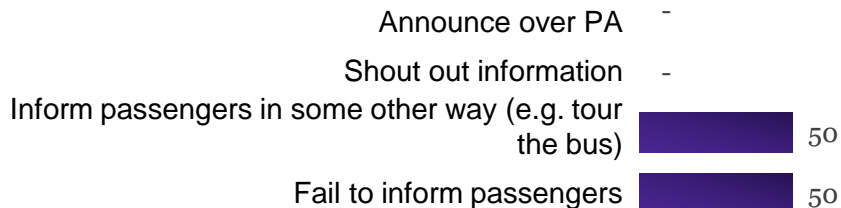
Q83 Passengers Told Reason for Diversion (4)*



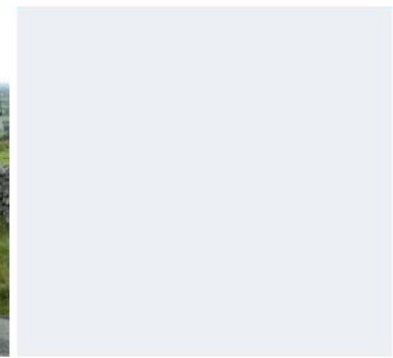
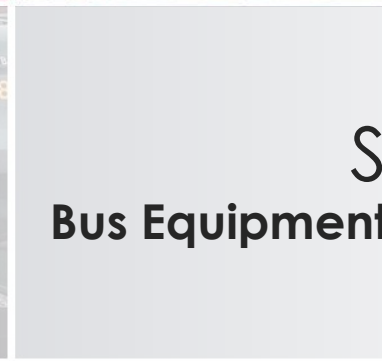
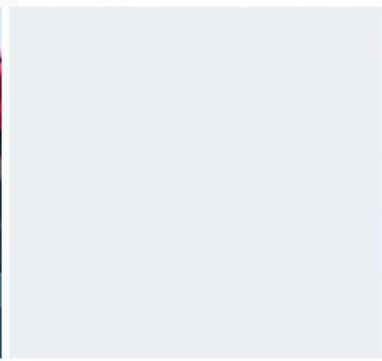
Diversion was caused by on going roadworks. A printed notice is on display in bus.

Printed Notice on display inside bus. Diversion on account of on going roadworks.

Q82 If Bus Diverted (4)



↕↗ = Statistically significant differences are versus Qtr 4 Sep - Dec 2018_{Q4}, Qtr 3 Jun - Sep 2019_{Q3}



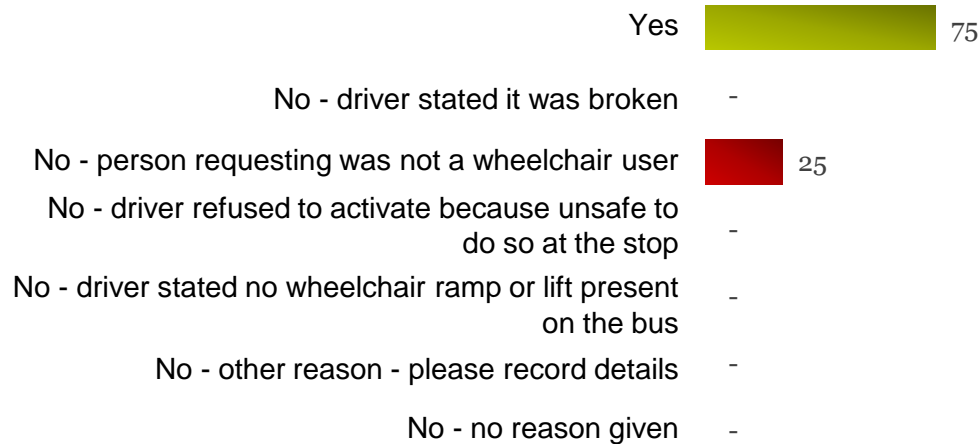
Section 4: Bus Equipment Performance



Wheelchair Ramp/Lift: The wheelchair ramp was activated on request three out of the four times it was requested and in the other instance the person was not a wheelchair user

Base: If yes to WHEELCHAIR RAMP OR LIFT REQUEST Q84 (2)

Q85 Wheelchair Ramp/Lift Activated Upon Request (4)*

%

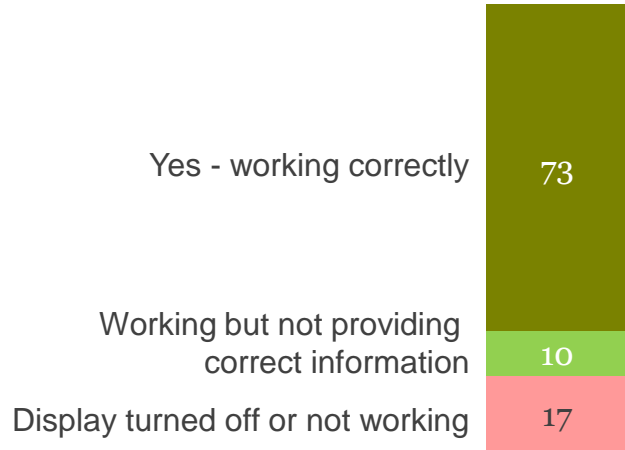



 = Statistically significant differences are versus Qtr 4 Sep - Dec 2018_{Q4}, Qtr 3 Jun - Sep 2019_{Q3}

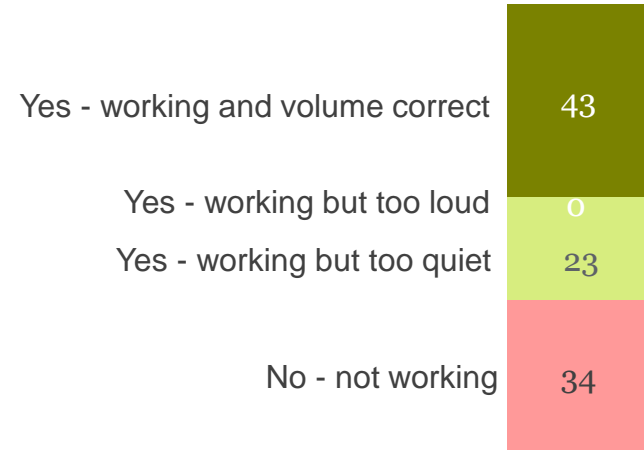
Electronic Displays & Announcements: Over 7 in 10 report the electronic displays are working correctly. Over 2 in 5 claim that audio announcements were working correctly and a third claim there were none on the bus

Base: (100), ALL WHO COULD SEE A DISPLAY / HEAR AN ANNOUNCEMENT (86)

Q54* Electronic Displays for Next Stop Working (100)
%



Q55* Audio Announcement for Next Stop Working (86)
%



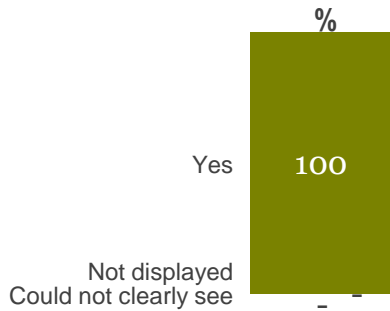
↕ = Statistically significant differences are versus Qtr 4 Sep - Dec 2018_{Q4}, Qtr 3 Jun - Sep 2019_{Q3}

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

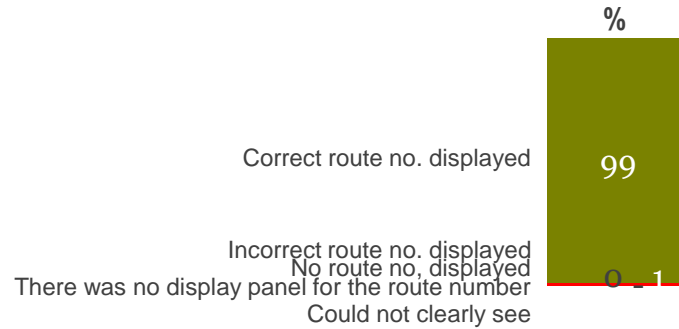
Route Number and Destination Visible: All route numbers and destinations were on the front of the bus. Virtually all numbers were on back or side of the bus, 3% had no route number

Base: (155)

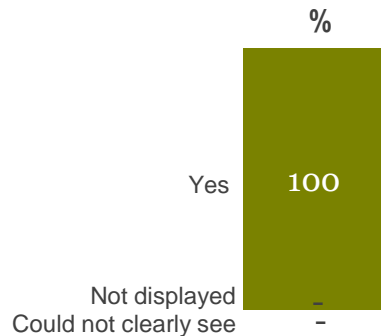
Q20 Route No. on Front (155)



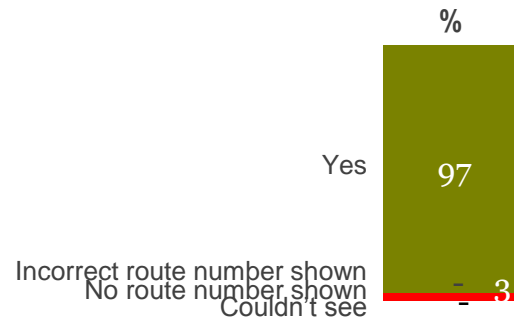
Q22 Route No. on Side (155)



Q21 Destination on Front (155)



Q61 Route No. on Back (155)



↕↑ = Statistically significant differences are versus Qtr 4 Sep - Dec 2018_{Q4}, Qtr 3 Jun - Sep 2019_{Q3}

Q20 Could the correct route number be clearly seen on the front of the bus?

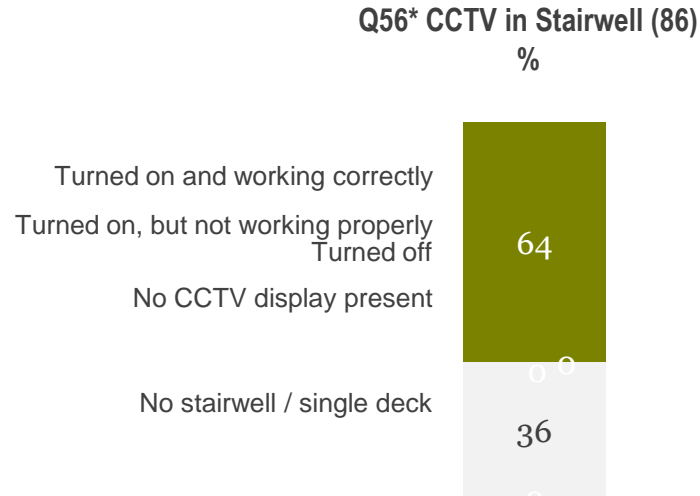
Q21 Could the correct destination be clearly seen on the front of the bus?

Q22 Could the correct route number be seen clearly on the side of the bus?

Q61 Was the correct route number displayed on the back of the bus?

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. Over a third were single deck buses.

Base: (86), ALL EXCLUDING NO STAIRWELL / SINGLE DECK

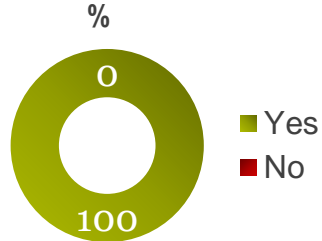


↕ = Statistically significant differences are versus Qtr 4 Sep - Dec 2018_{Q4}, Qtr 3 Jun - Sep 2019_{Q3}

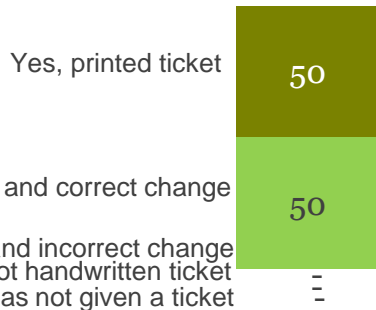
* Question rebased off those who could see a CCTV display

Fare Payment: All cash ticket machines & Leap Card readers were working correctly. All cash payers received either a printed ticket or the correct change. Over 7 in 10 were able to see what fare they were charged on their Leap card.

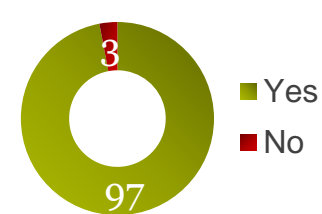
Q32 Cash Fare (92)
If Cash Fare at R5
Ticket Machine Working Correctly



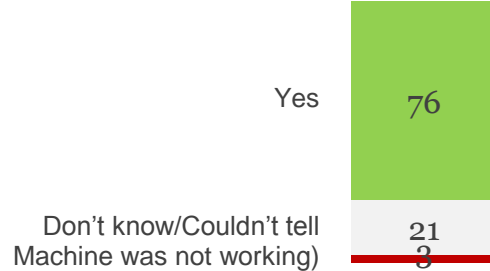
Q33 Cash Fare
If Cash Fare at R5
Given Printed Ticket/Change Receipt (92)



Q34* Leap Card Reader Present
at Driver Working Correctly (63)



Q35* Leap Card Reader at Driver
See Fare Charged (63)



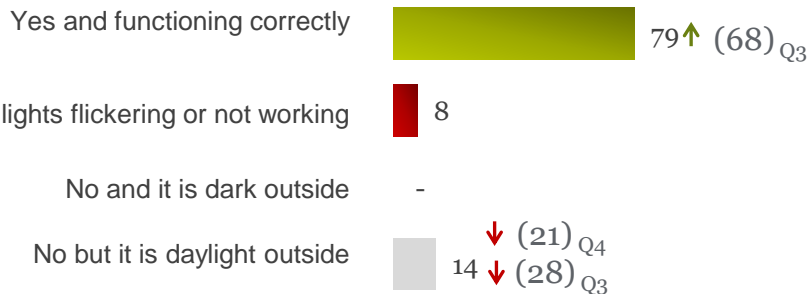
↕↑ = Statistically significant differences are versus Qtr 4 Sep - Dec 2018_{Q4}, Qtr 3 Jun - Sep 2019_{Q3}

Interior Lighting and Temperature: nearly 8 in 10 reported interior lighting to be functioning correctly when needed significantly up from the last quarter, with minimal instances of lights flickering/not working. Almost all interviewers found the on-board temperatures on the buses to be reasonable, significantly down from Q4 last year. The temperature was deemed to be not reasonable due to being a cold day and the heating being off

Base: (155)

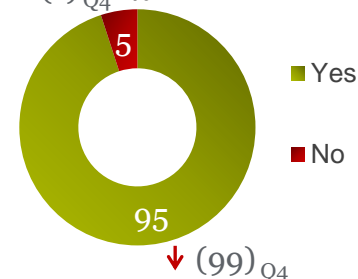
Q57 Interior Lighting (155)

%



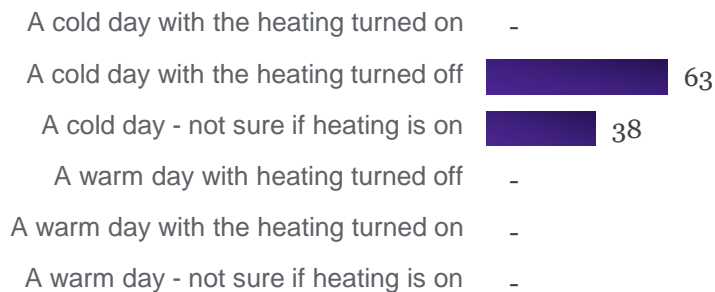
Q58 Temperature Reasonable (155)

↑ (1) Q4 %

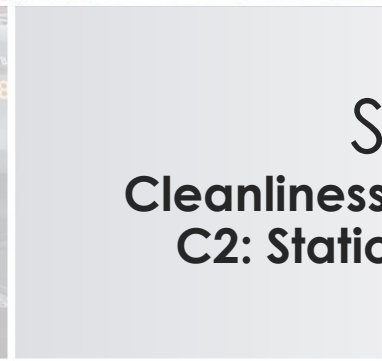
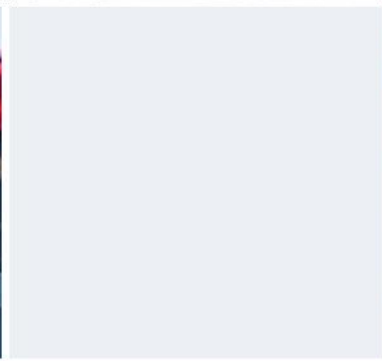


Q59 Why Temperature Not Reasonable

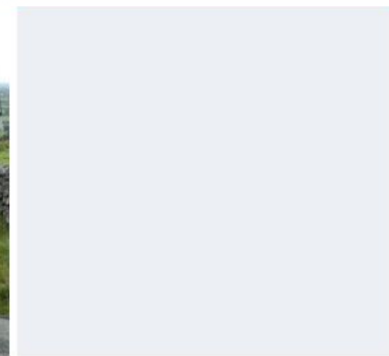
(8)
%



↓↑ = Statistically significant differences are versus Qtr 4 Sep - Dec 2018_{Q4}, Qtr 3 Jun - Sep 2019_{Q3}



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 gum or ingrained dirt or graffiti on seats

Base: (27), IF ASKED TO ASSESS A BUS EIREANN STATION Q1A

Q1 Graffiti on Station Seats

%

Total
(27)*

No graffiti or defacing

74

Minor graffiti or defacing

26

Heavy defacing
Offensive graffiti

-

Q2 Station Seats Damaged

%

Total
(27)*

No visible damage

93

Minor damage

7

Moderate damage

-

Hazardous damage including
seat loose from seat structure

-

Q3 Cleanliness of Station Seats

%

Total
(27)*

Clean

81

Significant dust or crumbs

7

Gum or other ingrained dirt

11

Wet or soiled

-

↕↗ = Statistically significant differences are versus Qtr 4 Sep - Dec 2018_{Q4}, Qtr 3 Jun - Sep 2019_{Q3}

*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

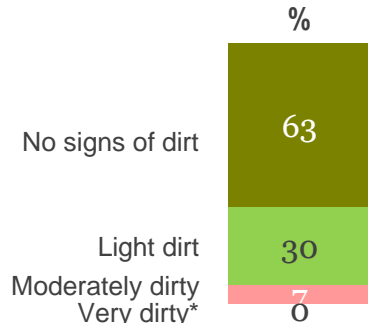
Base: (27), IF ASKED TO ASSESS A BUS EIREANN STATION Q1A

**Q4 Graffiti on Walls, Panels
Ceilings and other Fixtures (27)***

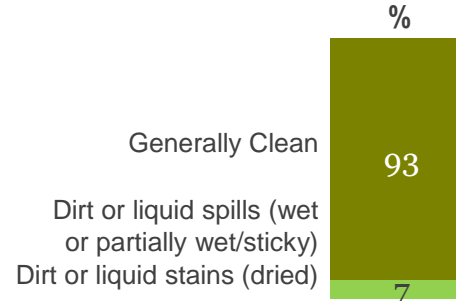


**Q5 Cleanliness of Walls, Panels
Ceilings and other Fixtures (27)***

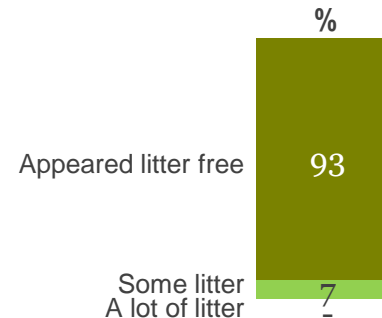
*Busáras and Sligo deemed very dirty



**Q9 Cleanliness of Station
Floors or Stairs (27)***



**Q10 Litter on Seats,
Floors or Stairs? (27)***



↕↑ = Statistically significant differences are versus Qtr 4 Sep - Dec 2018_{Q4}, Qtr 3 Jun - Sep 2019_{Q3}

*Caution: Small base size

Q4 What best describes level of graffiti or etchings on walls, panels, ceilings, stairs and other fixtures and fittings?
Q5 What best describes level of cleanliness of walls, panels, ceilings and other fixtures and fittings?

Q9 What best describes level of cleanliness of station floors or stairs?
Q10 Was there litter on station seats, floor or stairs?

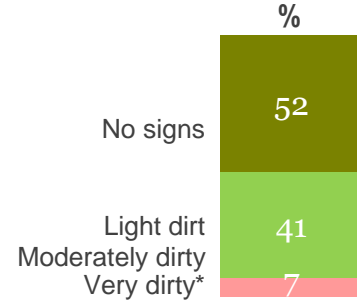
Station Windows and Exterior: Station windows were though to be kept in good condition with very limited graffiti or etchings, with some mentions of light and moderate dirt. Less than 1 in 5 saw some litter around the exterior

Base: (27), IF ASKED TO ASSESS A BUS EIREANN STATION Q1A

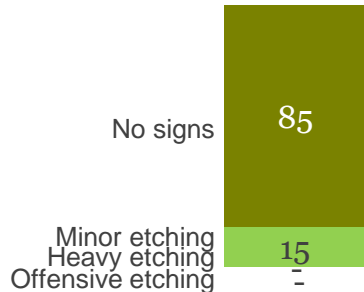
Q6 Graffiti on Station Windows (27)*



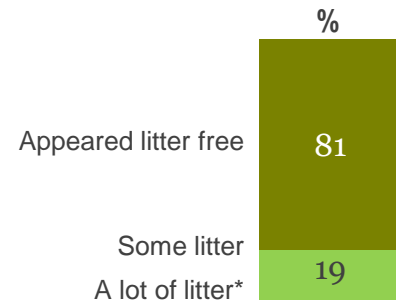
Q8 Cleanliness of Station Windows (27)*



Q7 What best describes level of etching on station windows? (27)*



Q11 Exterior Litter Free (27)*



↓↑ = Statistically significant differences are versus Qtr 4 Sep - Dec 2018_{Q4}, Qtr 3 Jun - Sep 2019_{Q3}

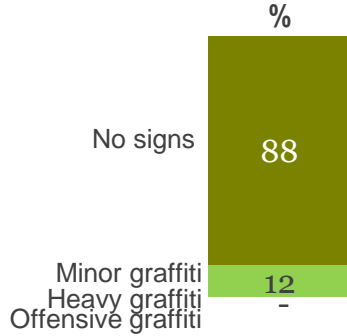
*Caution: Small base size

Station Toilets:

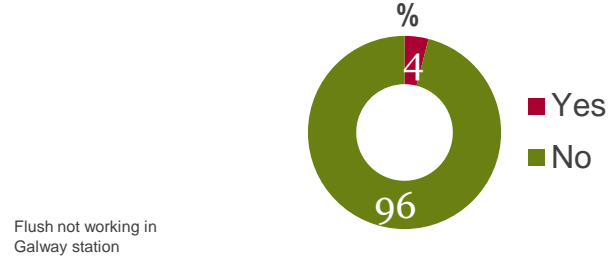
Station toilets were seen to be generally graffiti free with some mentions of minor graffiti. Over 8 in 10 report that the toilets were deemed clean, with some minor litter on floor. There was one mention of toilets being blocked and a few incidences of not flushing, toilet paper was available in stations

Base: (26), IF TOILETS OPEN Q15/2,

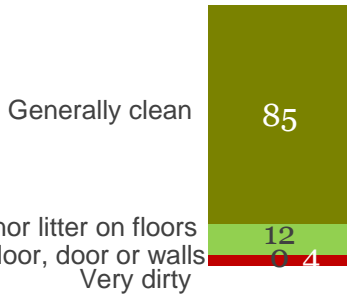
Q16 Graffiti on Toilet Area (26)*



Q18 Toilets Blocked (26)*

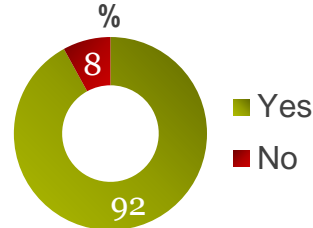


Q17 What best describes cleanliness of toilet area? (26)*

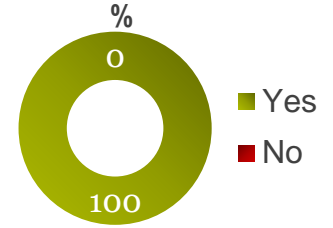


Photos from Cork bus station

Q19 Flush Working (26)*



Q20 Toilet Paper Available (26)*



↓↑ = Statistically significant differences are versus Qtr 4 Sep - Dec 2018_{Q4}, Qtr 3 Jun - Sep 2019_{Q3}

*Caution: Small base size

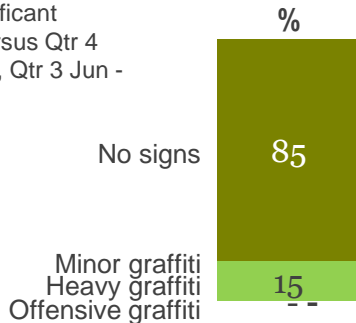
Station Washroom Area: Station washrooms are seen to be generally clean but with some instances of litter, dirt and minor graffiti. The washroom facilities were thought to be functioning correctly in the majority of cases

Base: (26), IF TOILETS OPEN Q15/2,

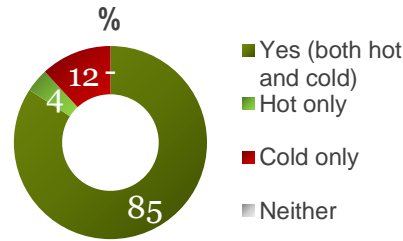
Q21 Cleanliness of Washroom Area (26)*



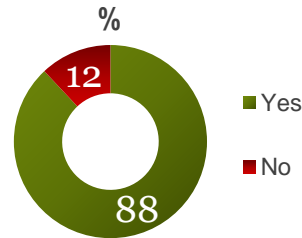
Q22 Graffiti in Washroom Area (26)*



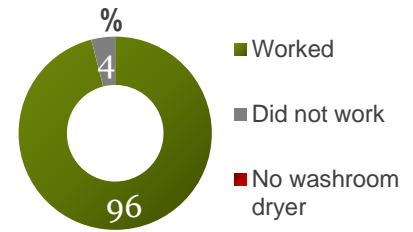
Q23 Washroom Taps (26)*



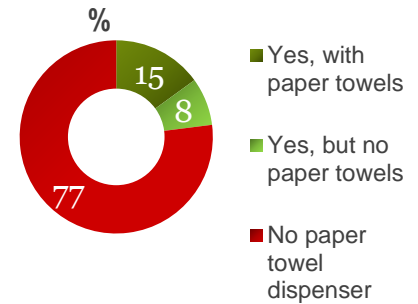
Q24 Soap/Hand Cleanser Available (26)*



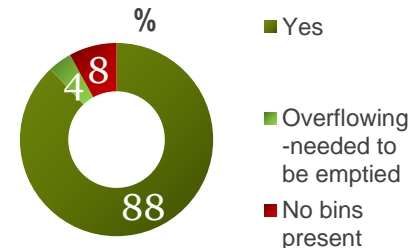
Q25 Washroom Dryers (26)*



Q26 Paper Towel Dispenser (26)*



Q27 Bins Clean (26)*



↓↑ = Statistically significant differences are versus Qtr 4 Sep - Dec 2018_{Q4}, Qtr 3 Jun - Sep 2019_{Q3}

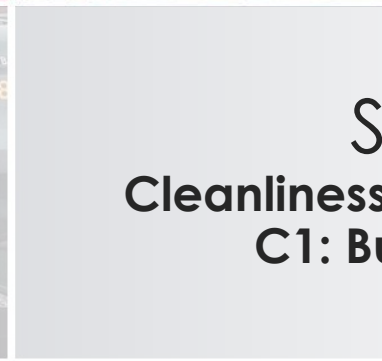
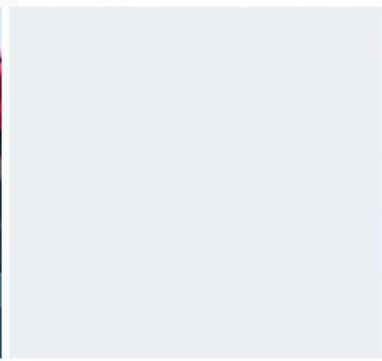
() = Busáras

*Caution: Small base size

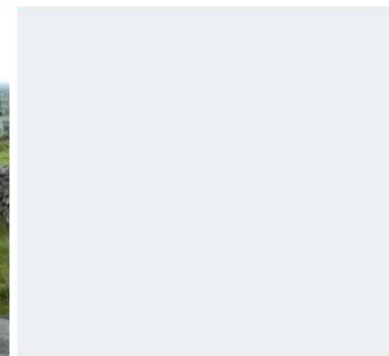
Q21 What best describes cleanliness of washroom area?
 Q22 What best describes level of graffiti in washroom area?
 Q23 Did the washroom taps you tested work?

Q24 Was soap or other hand cleanser available?
 Q25 Did the washroom dryer(s) you tested work?
 Q26 Was there a paper towel dispenser?

Q27 Were the toilet and washroom bins clean?

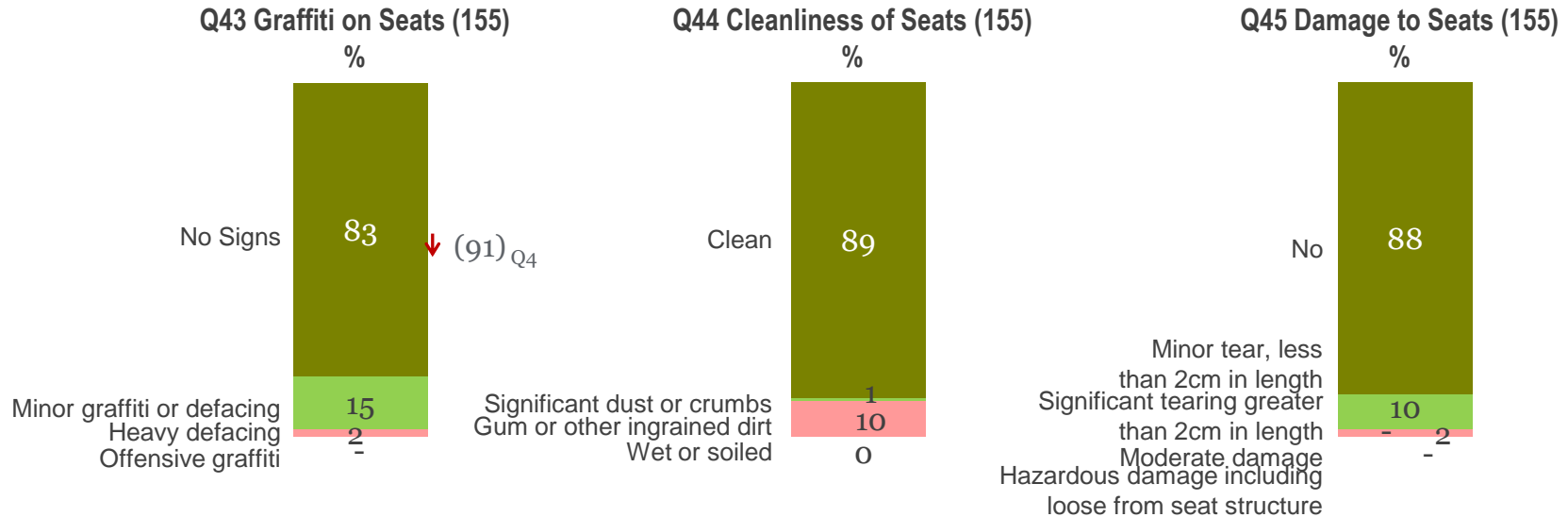


Section 6: Cleanliness Performance C1: Bus Cleanliness



Assessment of Seats: There is a significant fall for no signs of graffiti on seats versus last year. However the majority found both bus seats & cushions to be clean & well-maintained, with some minor graffiti or ingrained dirt on seats. There was minimal mentions of minor tearing on seats.

Base: (155)



↓↑ = Statistically significant differences are versus Qtr 4 Sep - Dec 2018_{Q4}, Qtr 3 Jun - Sep 2019_{Q3}

Q43 How would you best describe graffiti or other defacing on seat cushions or seat structure?

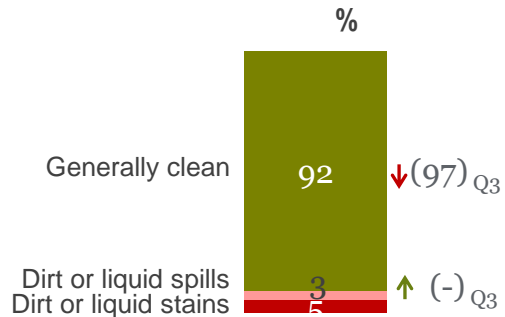
Q44 What best describes level of cleanliness of seat cushions?

Q45 Were any bus seat cushions you observed damaged in any way?

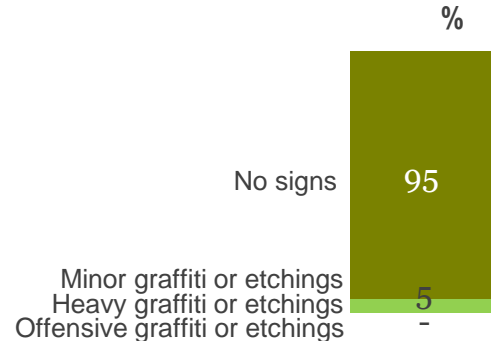
Bus Interior: The interior of the buses were generally clean and graffiti free, with a significant decrease in cleanliness of floors and stairs since last quarter. 7 in 10 claim the seats/floor stairs are litter free, with minimal levels of litter reported and some light dirt on panels, ceilings and fixtures.

Base: (155)

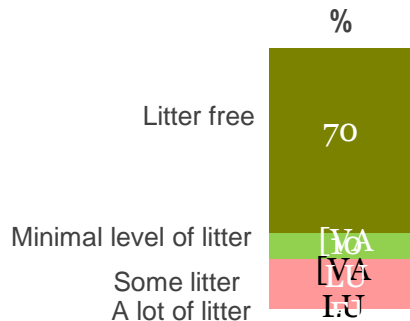
Q49 Cleanliness of Floors and Stairs (155)



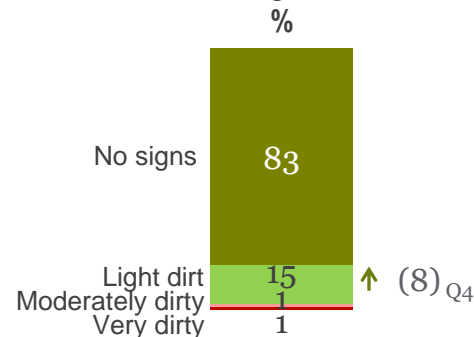
Q51 Graffiti of Panels Ceilings, Stairs and other Fixtures/Fittings (155)



Q50 Litter on Seats/Floor or Stairs* (155)



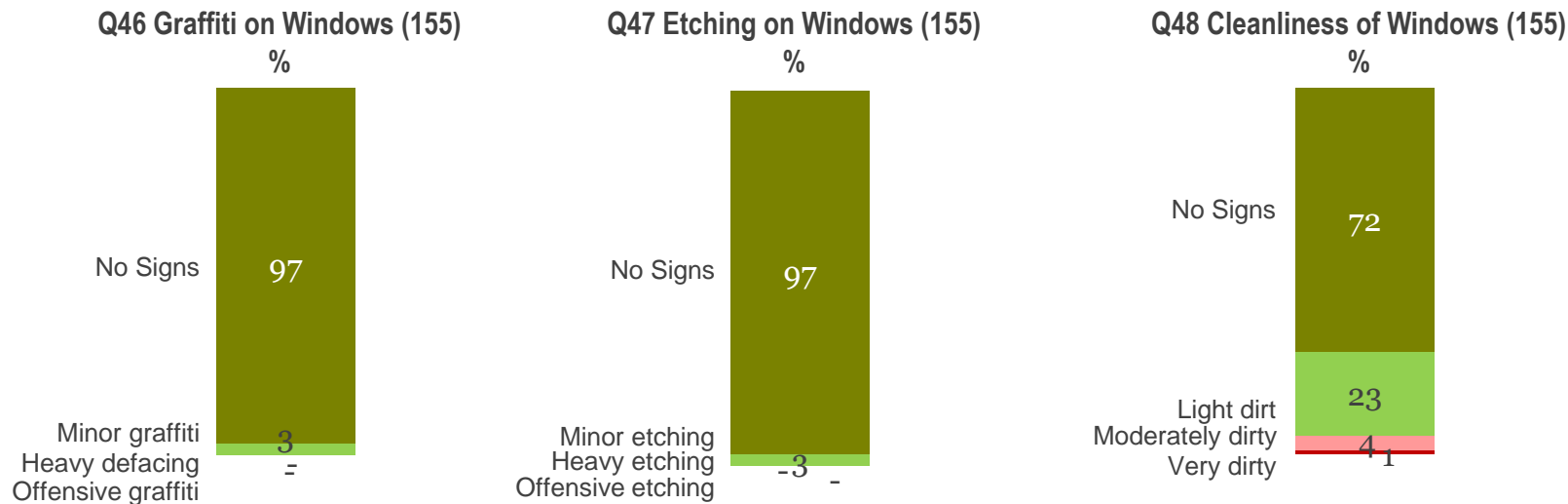
Q52 Cleanliness of Panels, Ceilings and other Fixtures/Fittings (155)



↓↑ = Statistically significant differences are versus Qtr 4 Sep - Dec 2018_{Q4}, Qtr 3 Jun - Sep 2019_{Q3}

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

Base: (155)

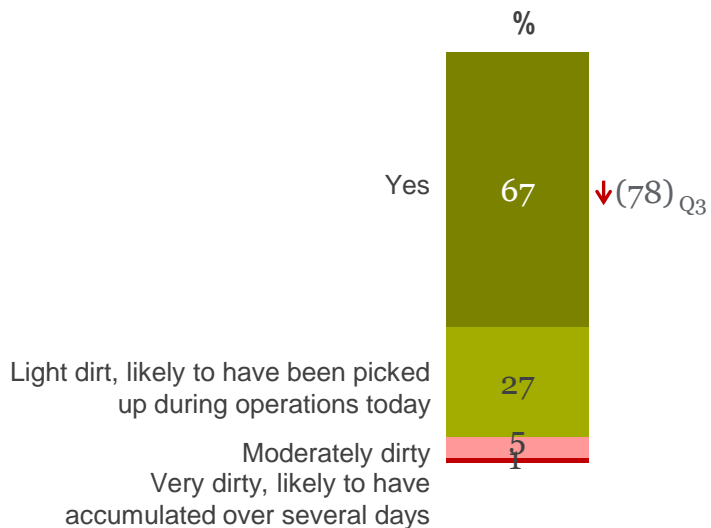


↕↗ = Statistically significant differences are versus Qtr 4 Sep - Dec 2018_{Q4}, Qtr 3 Jun - Sep 2019_{Q3}

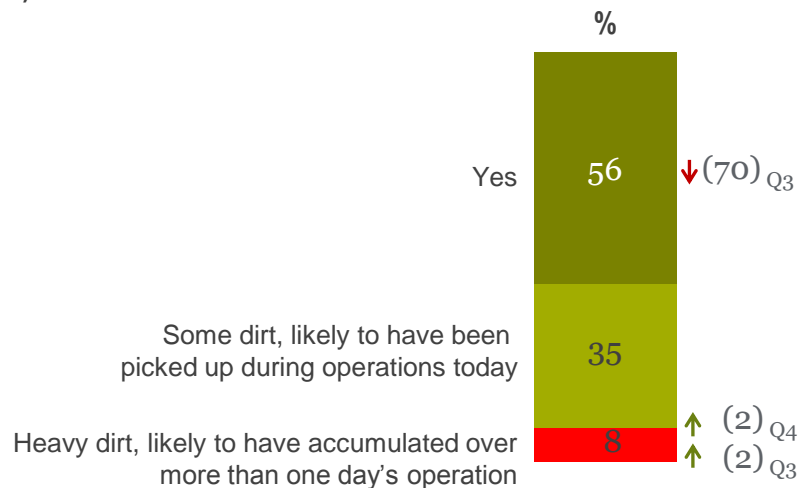
Front, Side and Rear of Bus: This quarter there is a significant decline in cleanliness levels of both the front and side of the buses and also the rear. The dirt observed was mainly thought to have been picked up during operations that day, with a significant increase in levels of heavy dirt for the rear of the bus.

Base: (155)

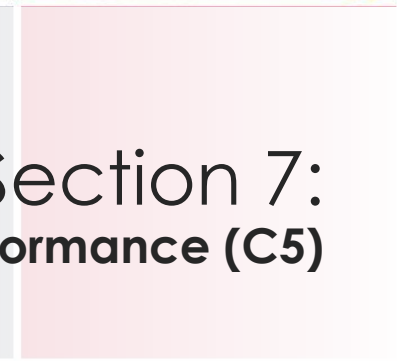
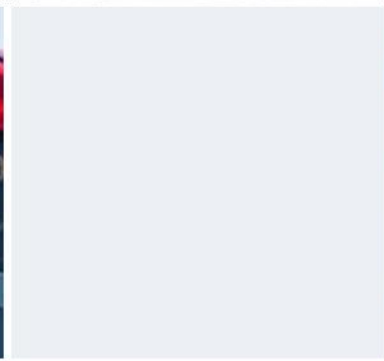
Q23 Cleanliness of Front/Side of Bus (155)



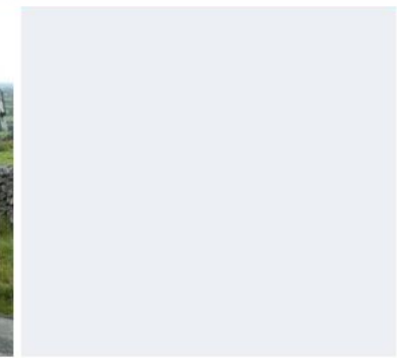
Q64 Was the Rear of the Bus Clean? (155)



↓↑ = Statistically significant differences are versus Qtr 4 Sep - Dec 2018_{Q4}, Qtr 3 Jun - Sep 2019_{Q3}



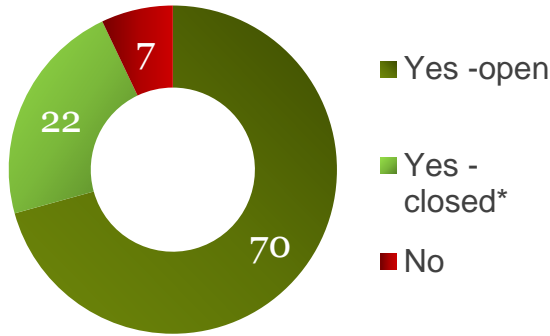
Section 7: Customer Service Performance (C5)



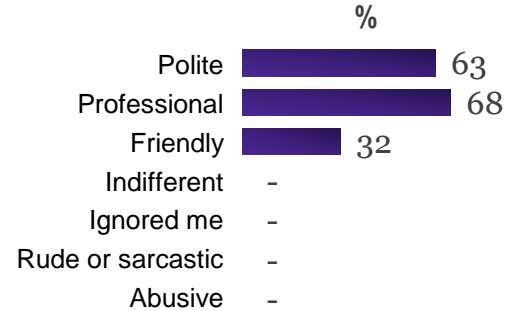
Travel Centre: Travel centre staff were seen as polite and professional and friendly. Information provided appeared to be correct.

Base: (19), IF TRAVEL CENTRE OPEN Q12/1

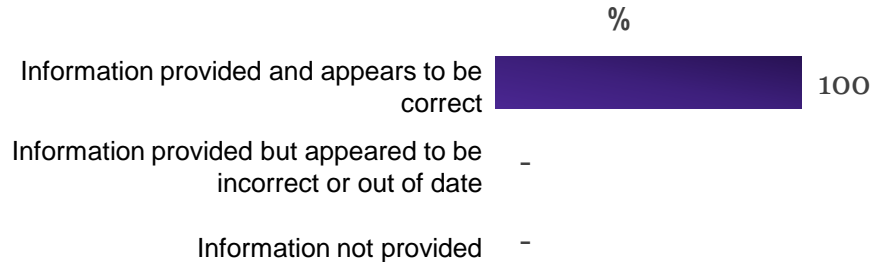
Q12 Travel Centre at Station (27)
*%



Q13 Travel Centre Assistant Response (19)*



Q14 Travel Centre Assistant Provide Correct Information? (19)*



* Travel Centres were closed for some weekend interviewing

