

NTA Mystery Shops Bus Éireann Quarter 1 2020

41300972

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’.



133 mystery shops on Bus Éireann busses and 21 mystery shops on bus stations were conducted from early January to mid March 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.



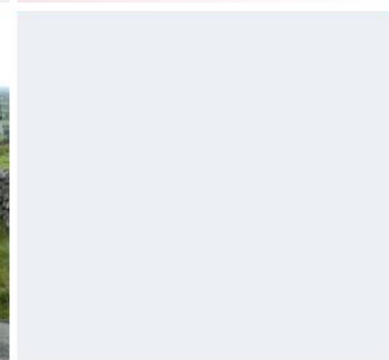
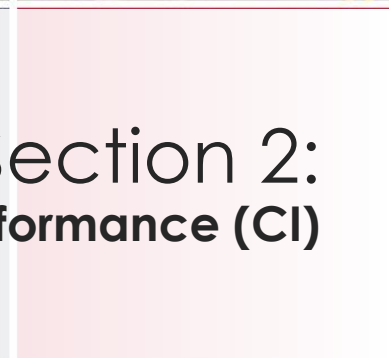
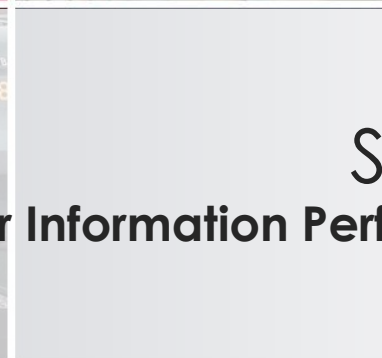
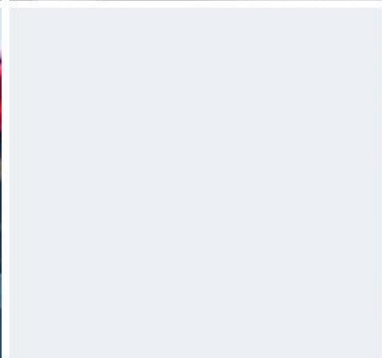
The mystery shops were carried out by trained Kantar Millward Brown interviewers, and has been ongoing since 2016. These interviewers use portable HAPI (HandHeld Personal Interviewing) devices which enable both discreet and effective interviewing before, when boarding, on board the buses and after alighting.



Quarter 1 2020: 6th January – 15th March 2020



We have used the following symbols to indicate significant differences versus previous quarter i.e. Qtr 4 September – December 2019 _{Q4} or year on year changes for same quarter last year i.e. Qtr 1 January – March 2019 _{Q1}

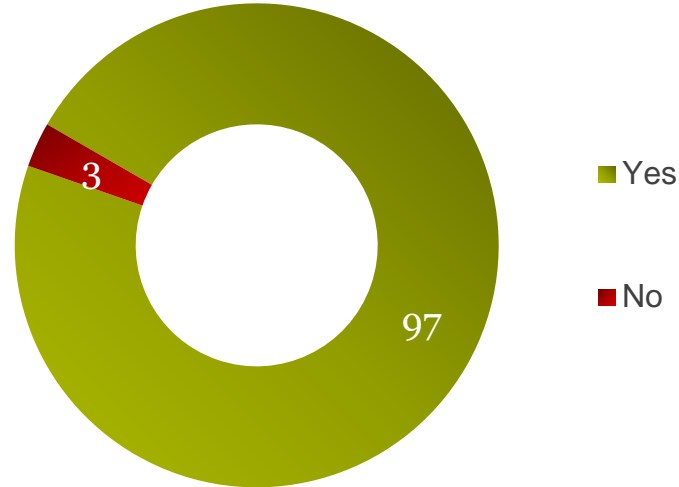


Section 2: Customer Information Performance (CI)

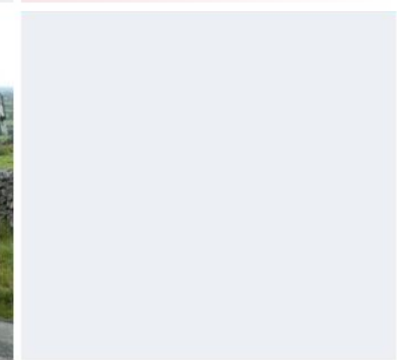
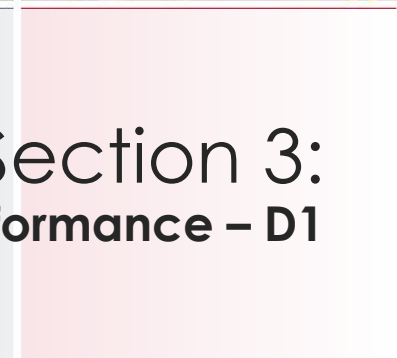
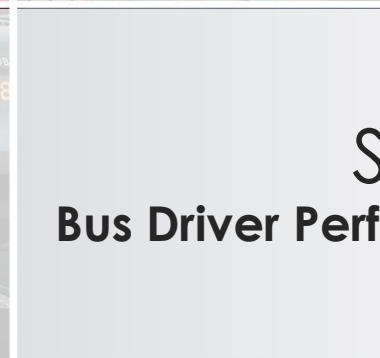
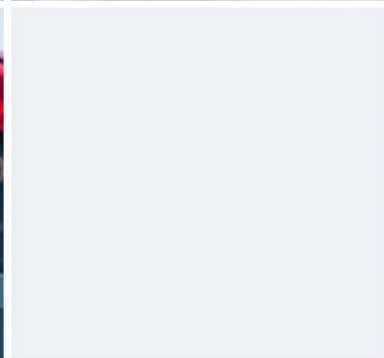
Fares Displayed: Virtually all bus fares were displayed clearly at the entrance to the bus.

Base: (96), Routes with Fares Displayed at the Entrance

Q26 Were the fares displayed clearly at the entrance?
%



↕ = Statistically significant differences are versus Qtr 1 Jan - Mar 2019_{Q1} – Qtr 4 Sep - Dec 2019_{Q4}

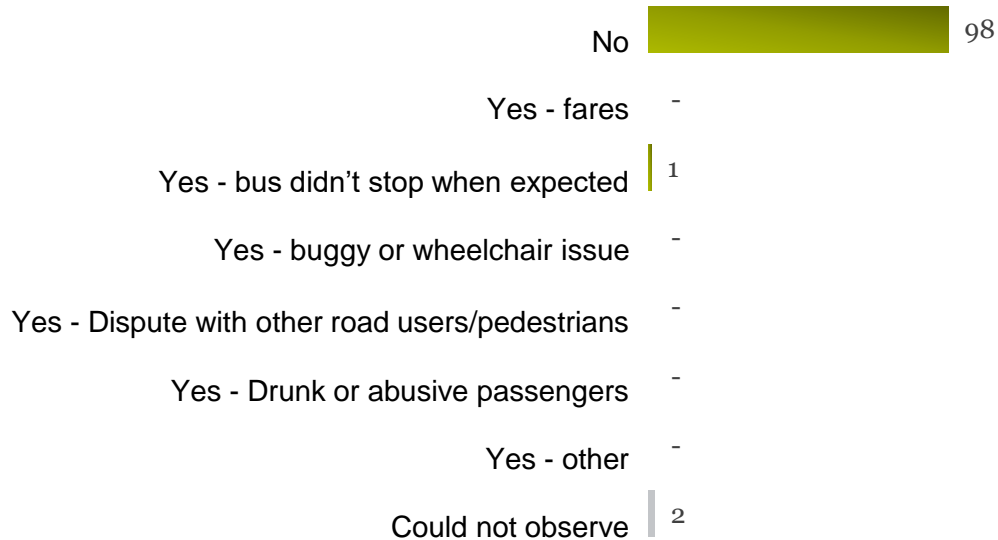




Section 3: Bus Driver Performance – D1

Driver Interaction: There were minimal instances of disputes with passengers or other road users, most could not be observed, in one instance the bus did not stop when expected.

Base: (133)

Q79 Any Disputes with Passengers/ Other Road Users
 (133)
 %

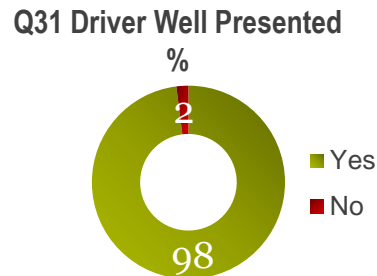
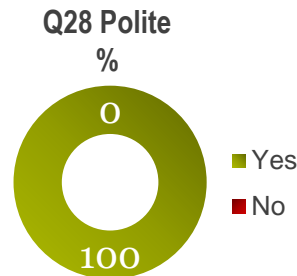
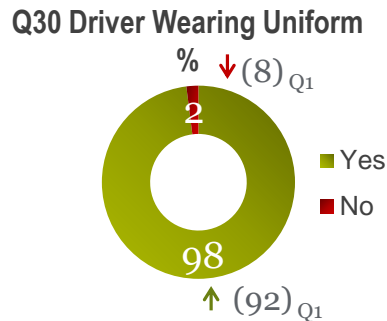
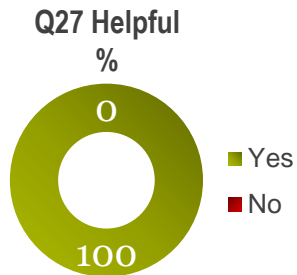



 = Statistically significant differences are versus Qtr 1 Jan - Mar 2019_{Q1} – Qtr 4 Sep - Dec 2019_{Q4}

Driver Assessment: Drivers continue to be really highly regarded in terms of both attitude & presentation. More are wearing a uniform this latest quarter.

Base: (133)

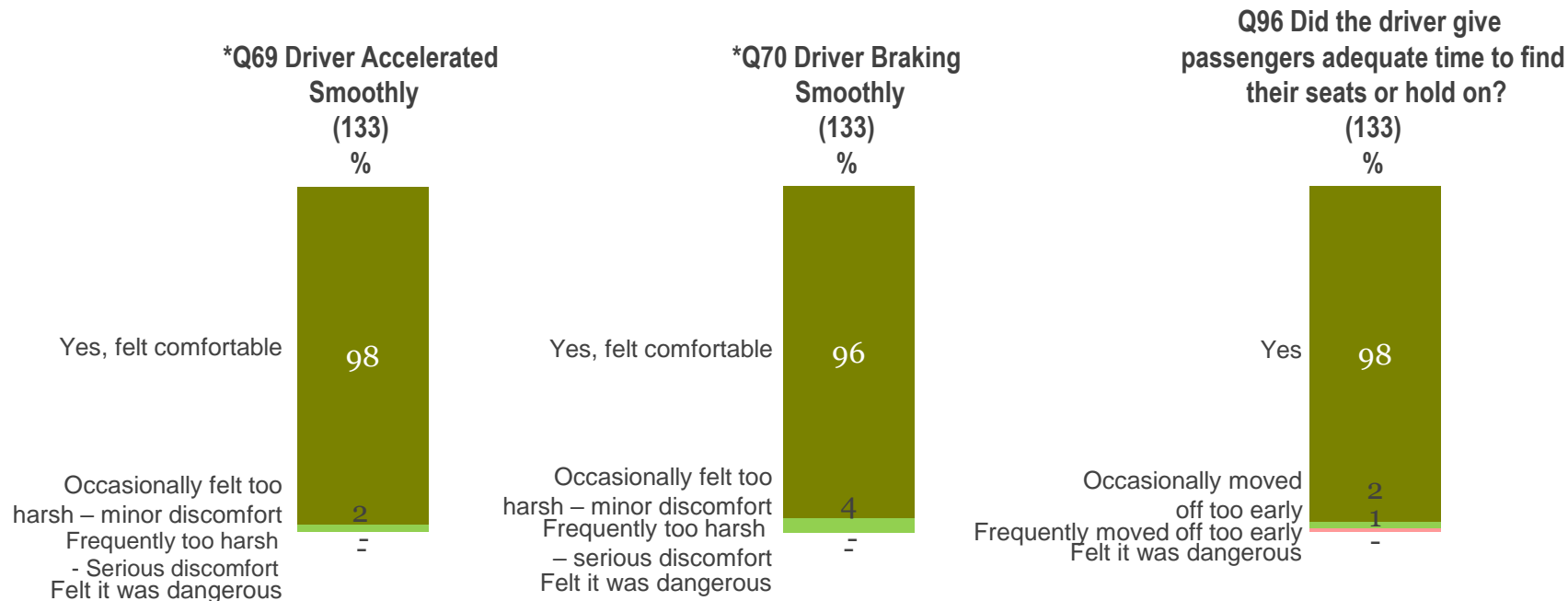
- Questions to Driver**
- How much is it to ____?
 - Can I pay with a note?
 - Does this bus go to ____?



↓↑ = Statistically significant differences are versus Qtr 1 Jan - Mar 2019_{Q1} – Qtr 4 Sep - Dec 2019_{Q4}

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

Base: (133)



↕ = Statistically significant differences are versus Qtr 1 Jan - Mar 2019_{Q1} – Qtr 4 Sep - Dec 2019_{Q4}

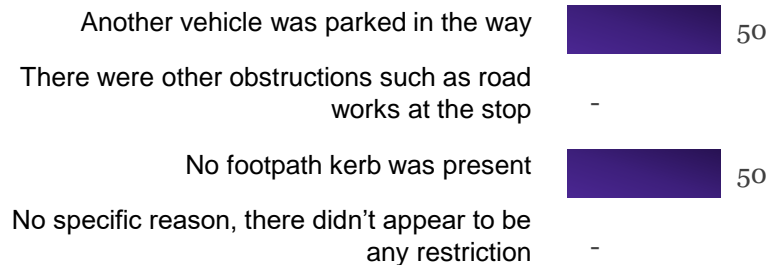
- Q69 Generally, did the bus driver accelerate smoothly?
- Q70 Did the bus driver brake and take corners smoothly?
- Q71 Did the driver give passengers adequate time to find their seats or hold on?

When Getting on the Bus: There were just a couple of instances of buses not pulling up to the kerb and these mostly occurred when boarding the bus and this was for various reasons such as another vehicle was in the way, or no footpath. Similarly for those getting off the bus, in one instance another vehicle was parked in the way

Base: (133) No at Q36/2 (133) No at Q67/2

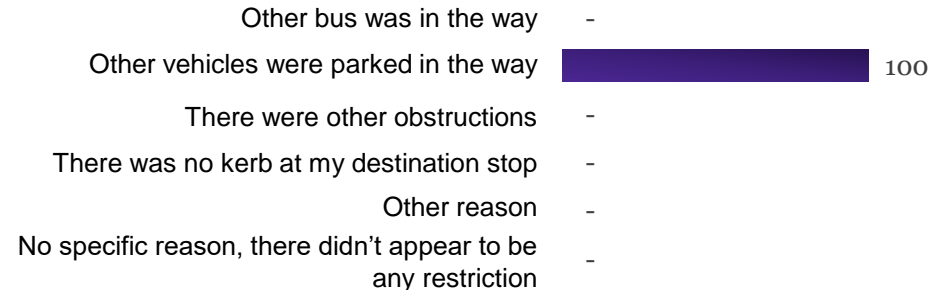
Q37 Why Not Pulled to Kerb (2)* Boarding

%



Q68 Why Not Pulled to Kerb (1)* Alighting

%



↕↑ = Statistically significant differences are versus Qtr 1 Jan - Mar 2019_{Q1} – Qtr 4 Sep - Dec 2019_{Q4}

* Denotes low base size

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

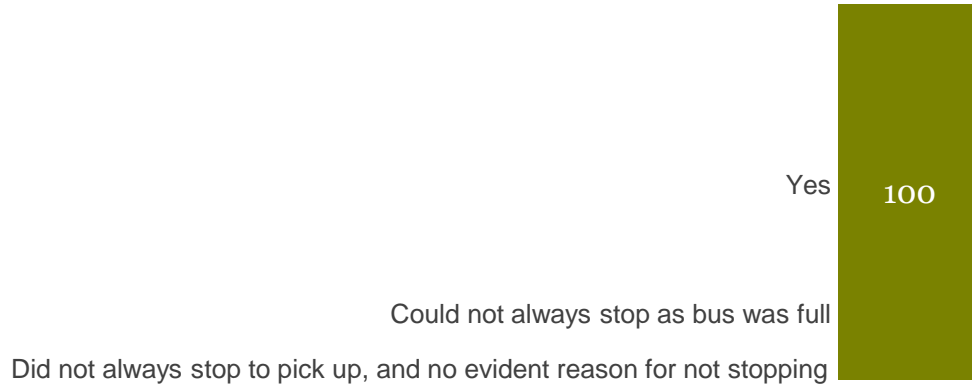
16 Q37/Q68 Why did the bus not pull up to the kerb?*

Driver Actions: In all instances the drivers stopped to pick up passengers when requested to do so.

Base: (1), ALL EXCLUDING THOSE NOT REQUESTED TO STOP



Q78* Stopped to Pick Up Passengers

(1)*
%



Question rebased off those whose bus stopped to pick up passengers

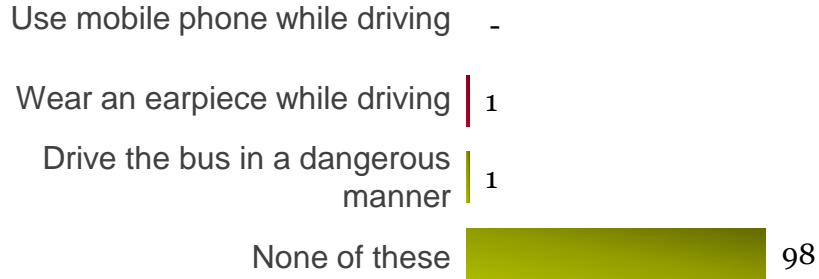
* Denotes low base size


 = Statistically significant differences are versus Qtr 1 Jan - Mar 2019_{Q1} – Qtr 4 Sep - Dec 2019_{Q4}

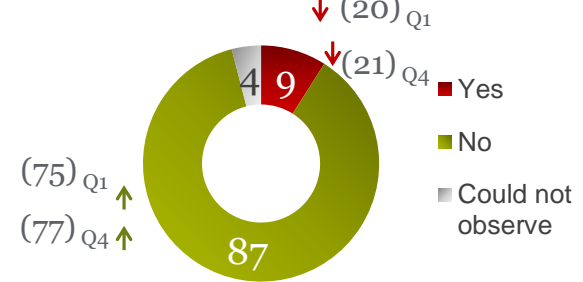
Driver Behaviour: The behaviour of the drivers was positively regarded overall and minimal mentions of wearing an earpiece or driving in a dangerous manner (overtaking a cyclist). There has been a significant decrease since both the last quarter and last year (Q1) for listening to music/radio while driving. Most did not hold long conversations with others either staff or passengers.

Base: (133)

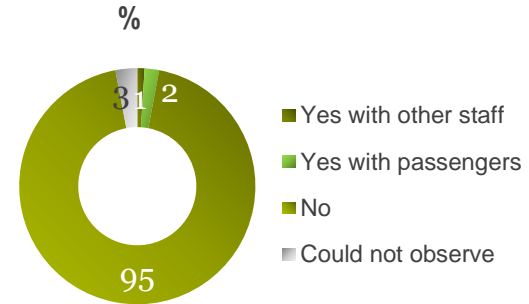
Q72 Did Bus Driver do Any of the Following (133)
%



Q73 Driver Listening to Music/Radio (133)



Q74 Driver Hold Long Conversations (133)

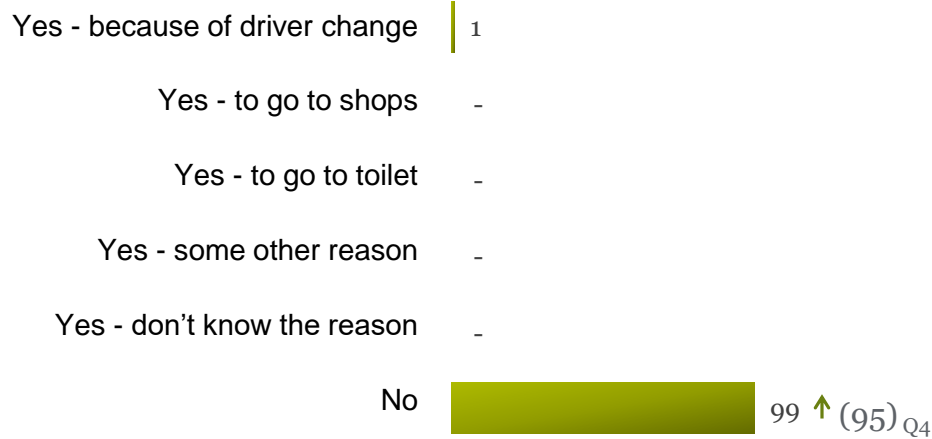


↓↑ = Statistically significant differences are versus Qtr 1 Jan - Mar 2019_{Q1} – Qtr 4 Sep - Dec 2019_{Q4}

Leave Bus Unattended: The bus was only left unattended, for a driver change and the driver turned off the engine

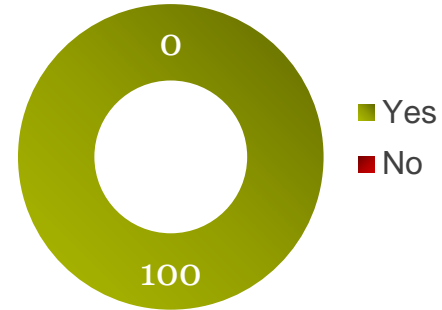
Base: (133)

Q75 Bus Left Unattended (133)
 %



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

(1)*
 %



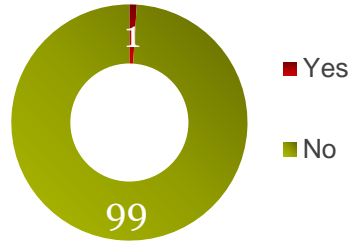
↓↑ = Statistically significant differences are versus Qtr 1 Jan - Mar 2019_{Q1} – Qtr 4 Sep - Dec 2019_{Q4}

* Denotes small base size

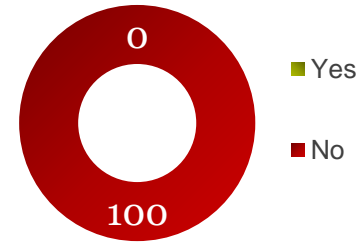
Diversion or Terminated Early: On one occasion the bus was diverted or terminated early; the passengers were not informed or told the reason why.

Base: (133)

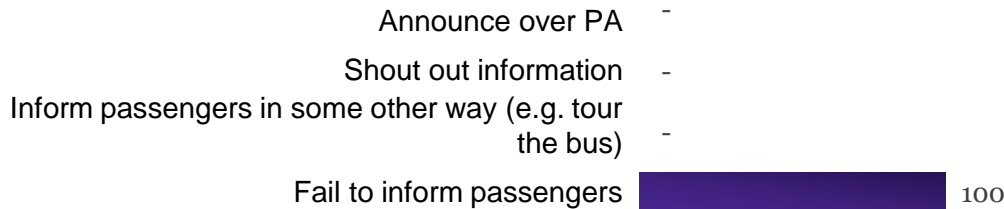
Q81 Bus Diverted/Terminated Early



Q83 Passengers Told Reason for Diversion (1)*

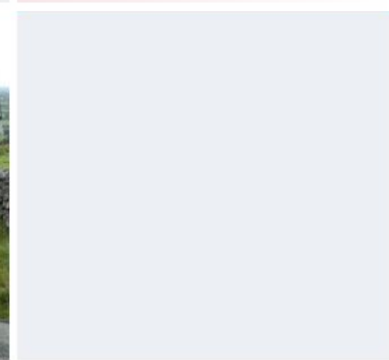
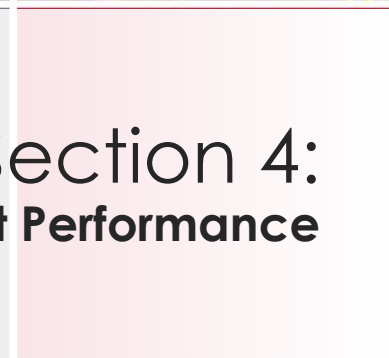
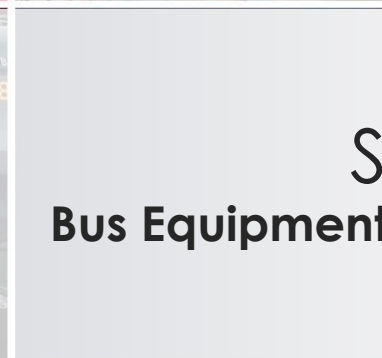
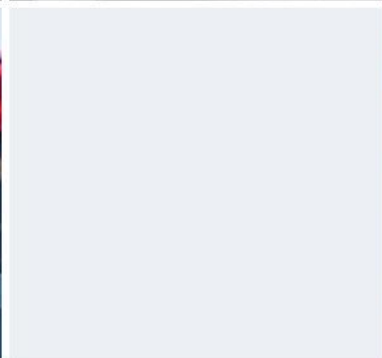


Q82 If Bus Diverted (1)*



↕↗ = Statistically significant differences are versus Qtr 1 Jan - Mar 2019_{Q1} – Qtr 4 Sep - Dec 2019_{Q4}

* Denotes small base size



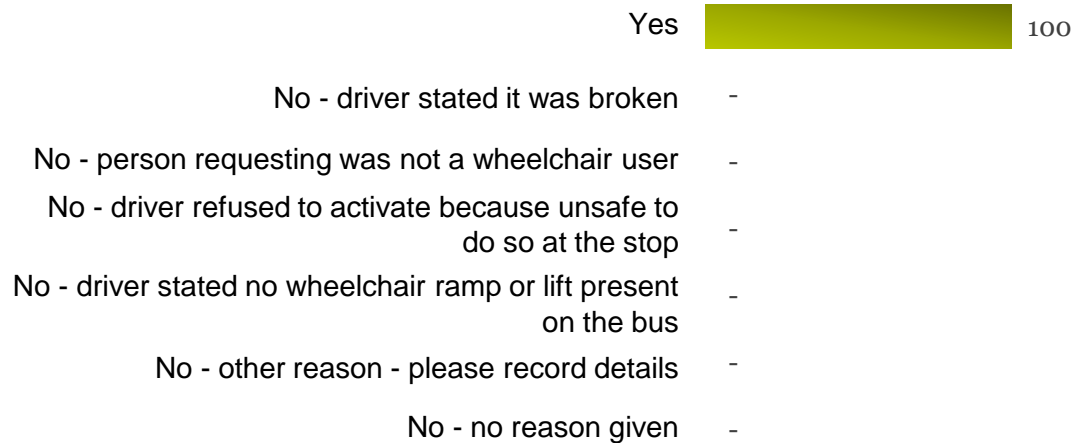
Section 4: Bus Equipment Performance

Wheelchair Ramp/Lift: The wheelchair ramp was activated on request

Base: (133), If yes to WHEELCHAIR RAMP OR LIFT REQUEST Q84 (2)

Q85 Wheelchair Ramp/Lift Activated Upon Request (1)*

%



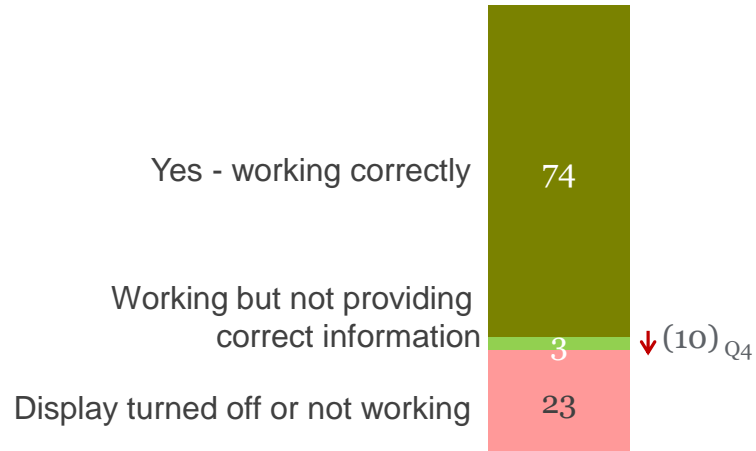
↓↑ = Statistically significant differences are versus Qtr 1 Jan - Mar 2019_{Q1} – Qtr 4 Sep - Dec 2019_{Q4}

* Denotes small base size

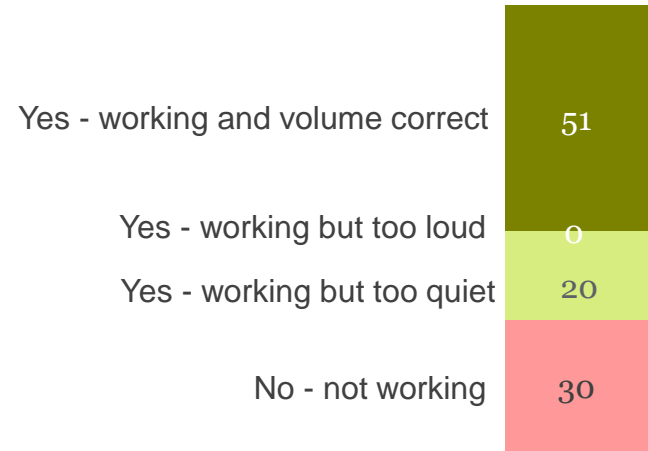
Electronic Displays & Announcements: Over 7 in 10 report the electronic displays are working correctly. Over half claim that audio announcements were working correctly and under a third claim there that they were not operational on the bus.

Base: (99), ALL WHO COULD SEE A DISPLAY / HEAR AN ANNOUNCEMENT (81)

Q54* Electronic Displays for Next Stop Working (99)%



Q55* Audio Announcement for Next Stop Working (81)%



↕↗ = Statistically significant differences are versus Qtr 1 Jan - Mar 2019_{Q1} – Qtr 4 Sep - Dec 2019_{Q4}

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

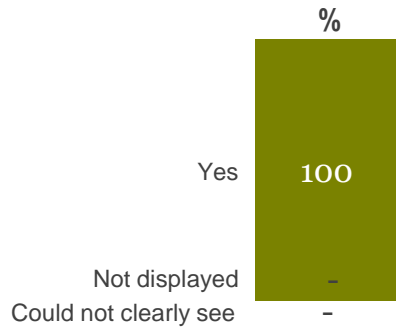
Q54 Are the electronic displays on board indicating what the next stop is working correctly?

Q55 Is there an automatic next stop audio announcement working on the bus?

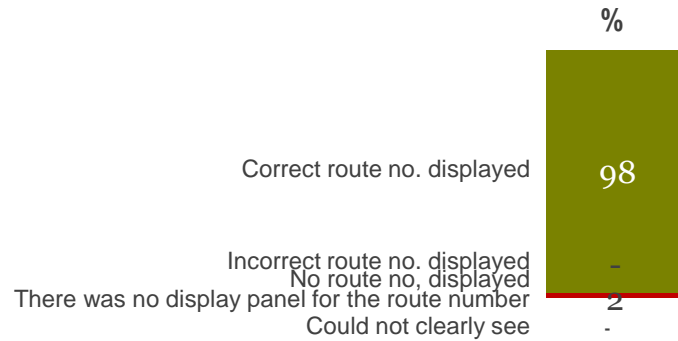
Route Number and Destination Visible: All route numbers and destinations were on the front of the bus. Virtually all numbers were on back or side of the bus. Significant increase for route number appearing on the back of the bus this quarter.

Base: (133)

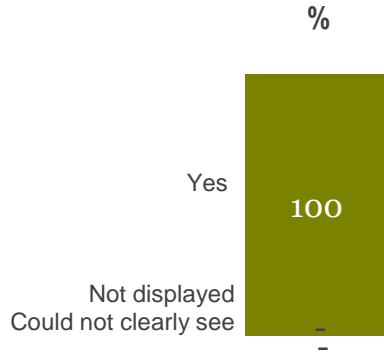
Q20 Route No. on Front (133)



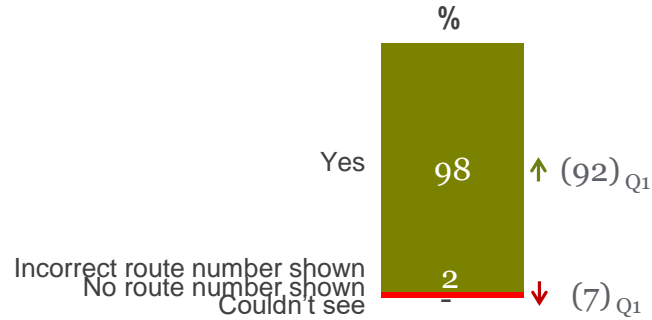
Q22 Route No. on Side (133)



Q21 Destination on Front (133)



Q61 Route No. on Back (133)



↑↓ = Statistically significant differences are versus Qtr 1 Jan - Mar 2019_{Q1} - Qtr 4 Sep - Dec 2019_{Q4}

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

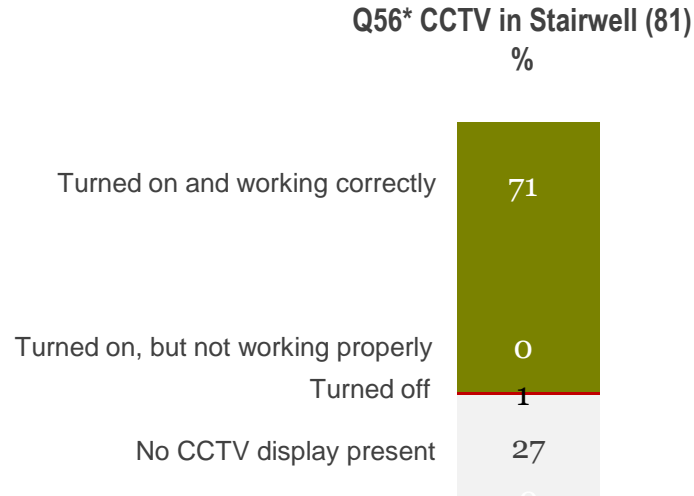
Q21 Could the correct destination be clearly seen on the front of the bus?

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: Over 7 in 10 report that the CCTV screens in the stairwell were turned on and working correctly.

Base: (81), ALL EXCLUDING NO STAIRWELL / SINGLE DECK

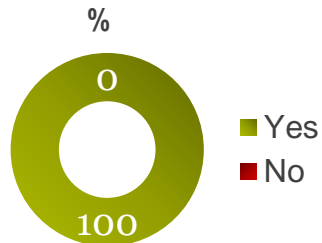


↓↑ = Statistically significant differences are versus Qtr 1 Jan - Mar 2019_{Q1} – Qtr 4 Sep - Dec 2019_{Q4}

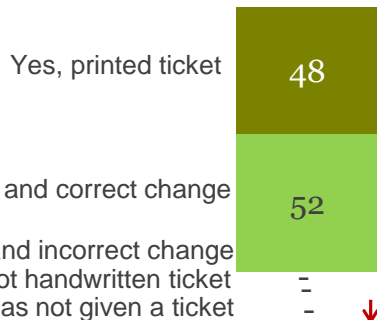
* Question rebased off those who could see a CCTV display

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 8 in 10 were able to see what fare they were charged on their Leap card, significantly up on last year Q1

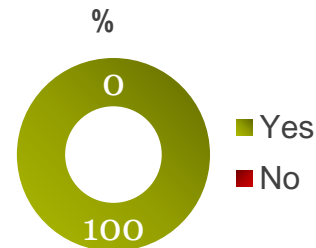
Q32 Cash Fare (79)
If Cash Fare at R5
Ticket Machine Working Correctly



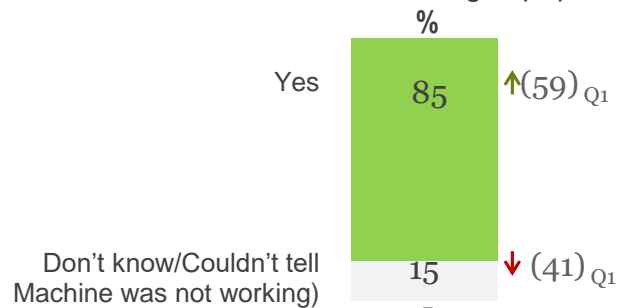
Q33 Cash Fare (79)
If Cash Fare at R5
Given Printed Ticket/Change Receipt



Q34* Leap Card Reader Present at Driver Working Correctly (54)



Q35* Leap Card Reader at Driver See Fare Charged (54)

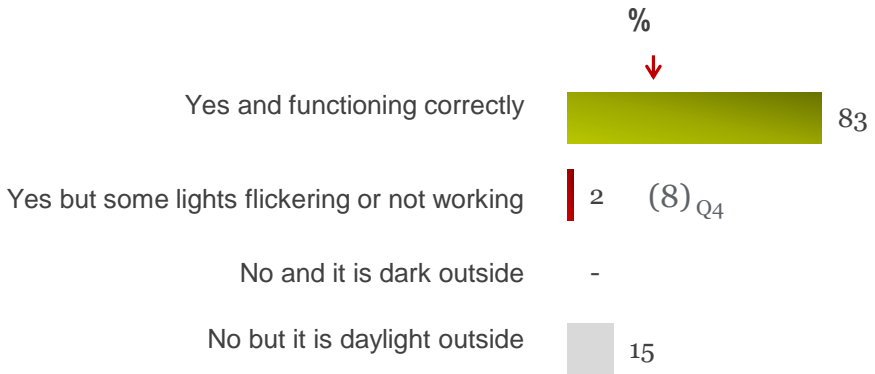


↓↑ = Statistically significant differences are versus Qtr 1 Jan - Mar 2019_{Q1} – Qtr 4 Sep - Dec 2019_{Q4}

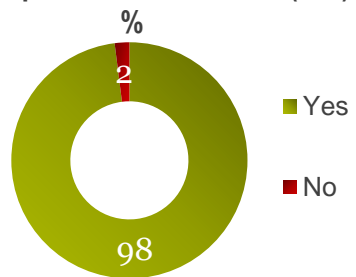
Interior Lighting and Temperature: Over 8 in 10 reported interior lighting to be functioning correctly, some minimal instances of lights flickering/not working. Almost all interviewers found the on-board temperatures on the buses to be reasonable. If the temperature was deemed to be not reasonable it was due to being a cold day and the heating being off or perhaps not on

Base: (133)

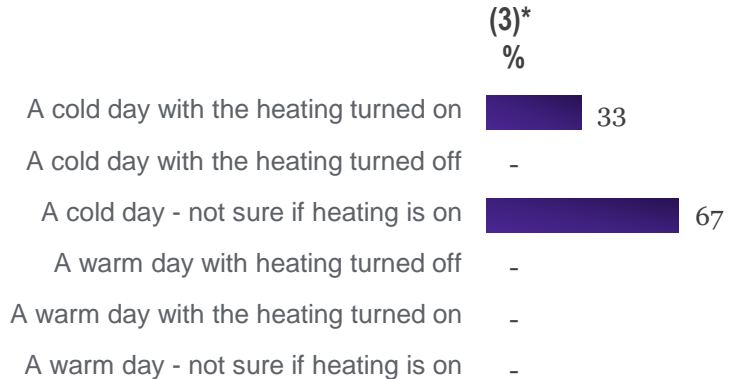
Q57 Interior Lighting (133)



Q58 Temperature Reasonable (133)



Q59 Why Temperature Not Reasonable



↓↑ = Statistically significant differences are versus Qtr 1 Jan - Mar 2019_{Q1} – Qtr 4 Sep - Dec 2019_{Q4}

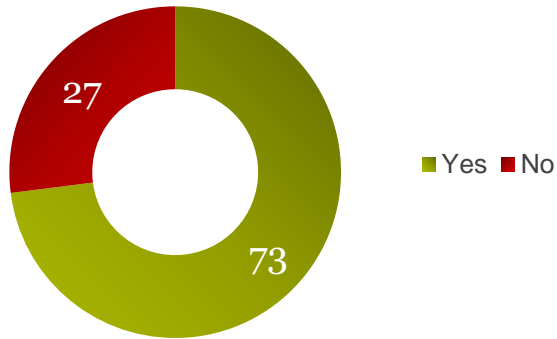
* Denotes small base size

Wifi — available on over 7 in 10 bus journeys and most were able to connect to the wifi on board the bus.

Base: (133)

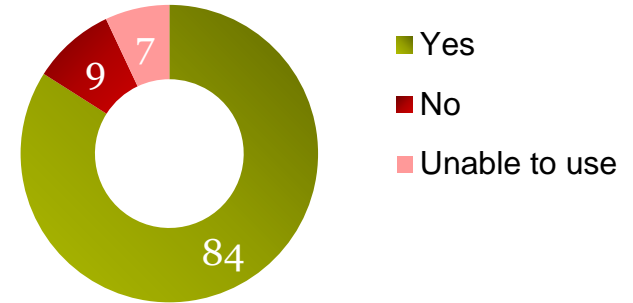
QW1 WiFi available on board the bus (133)

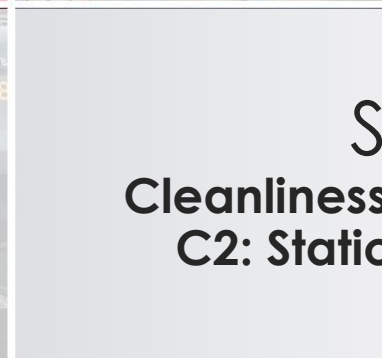
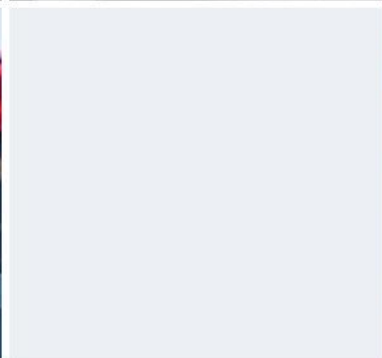
%



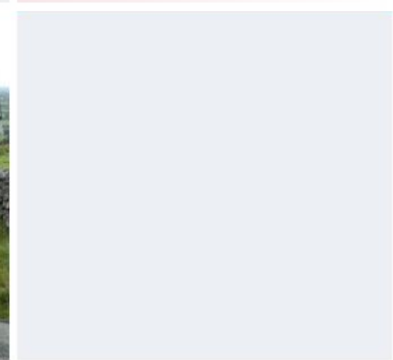
QW2 Able to connect to the network (97)

%





Section 5: Cleanliness Performance C2: Station Cleanliness



Station Seating:

Station seats showed only limited levels of graffiti or defacing. Seats were in good order and 3 in 4 found the stations seats to be clean and minimal mentions of dust, crumbs and gum or ingrained dirt.

Base: (21), IF ASKED TO ASSESS A BUS EIREANN STATION Q1A

Q1 Graffiti on Station Seats

%

Total
(21)*

No graffiti or defacing

86

Minor graffiti or defacing

14

Heavy defacing

-

Offensive graffiti

-

Q2 Station Seats Damaged

%

Total
(21)*

No visible damage

100

Minor damage

-

Moderate damage

-

Hazardous damage including seat loose from seat structure

-

Q3 Cleanliness of Station Seats)

%

Total
(21)*

Clean

76

Significant dust or crumbs

10

Gum or other ingrained dirt

14

Wet or soiled

-

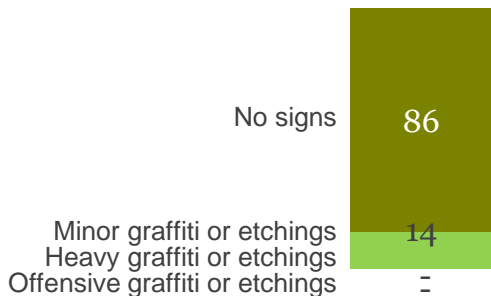
↕↗ = Statistically significant differences are versus Qtr 1 Jan - Mar 2019_{Q1} – Qtr 4 Sep - Dec 2019_{Q4}

*Denotes small base size

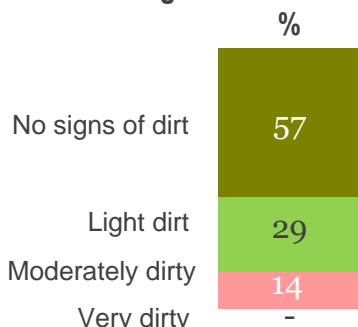
Station Cleanliness: In the majority of cases the station walls and fixture are free of graffiti the floors and stairs are generally clean and very limited levels of litter, there are reports of some light or moderate dirt on walls and other fixtures

Base: (21), IF ASKED TO ASSESS A BUS EIREANN STATION Q1A

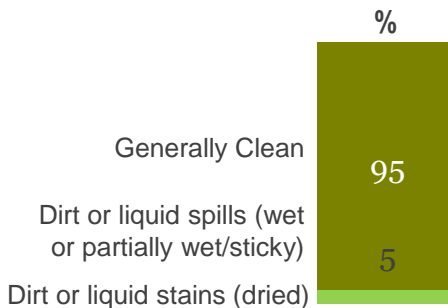
**Q4 Graffiti on Walls, Panels
Ceilings and other Fixtures (21)***



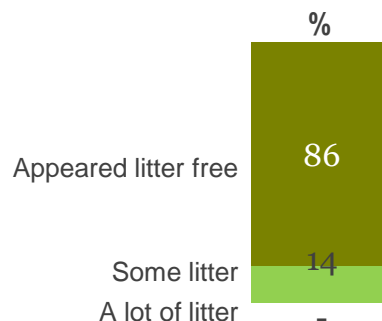
**Q5 Cleanliness of Walls, Panels
Ceilings and other Fixtures (21)***



**Q9 Cleanliness of Station
Floors or Stairs (21)***



**Q10 Litter on Seats,
Floors or Stairs? (21)***



↓↑ = Statistically significant differences are versus Qtr 1 Jan - Mar 2019_{Q1} – Qtr 4 Sep - Dec 2019_{Q4}

* Denotes small base size

Q4 What best describes level of graffiti or etchings on of 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?

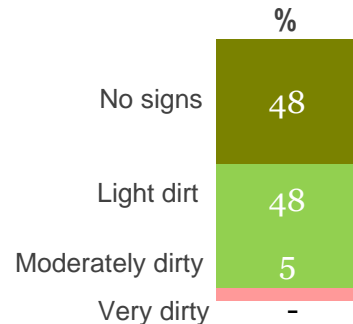
Station Windows and Exterior: Station windows were though to be kept in good condition in all instances .Some mentions of light and moderate dirt but again minimal. Virtually no signs of etching on station windows. Over 3 in 5 report that stations were litter free.

Base: (21), IF ASKED TO ASSESS A BUS EIREANN STATION Q1A

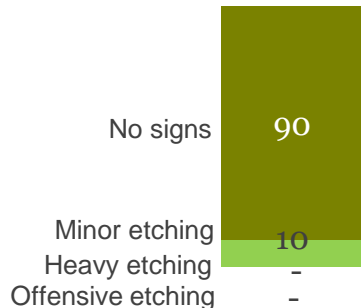
Q6 Graffiti on Station Windows (21)*



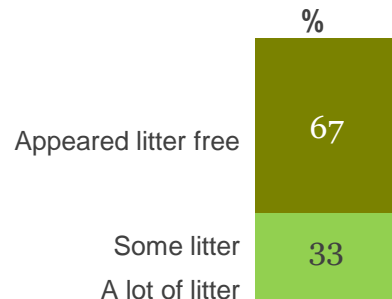
Q8 Cleanliness of Station Windows (21)*



Q7 What best describes level of etching on station windows? (21)*



Q11 Exterior Litter Free (21)*



↕↑ = Statistically significant differences are versus Qtr 1 Jan - Mar 2019_{Q1} – Qtr 4 Sep - Dec 2019_{Q4}

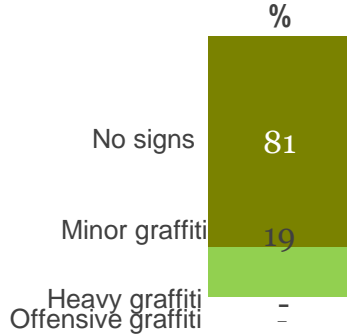
*Denotes Small base size

Station Toilets:

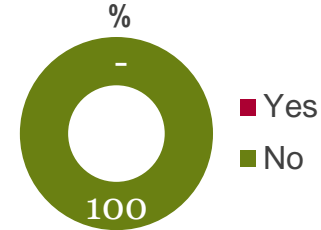
Station toilets were seen to be generally graffiti free with some mentions of minor graffiti. Over 7 in 10 report that the toilets were generally clean, with some minor litter on floor. This quarter there were no mention of toilets being blocked and all were flushing, and had toilet paper available in all stations.

Base: (21), IF TOILETS OPEN Q15/2

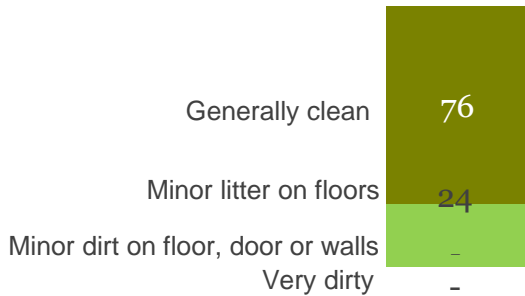
Q16 Graffiti on Toilet Area (21)*



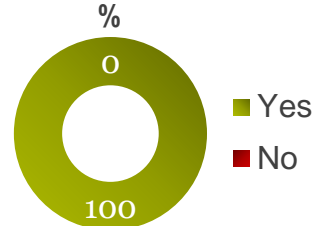
Q18 Toilets Blocked (21)*



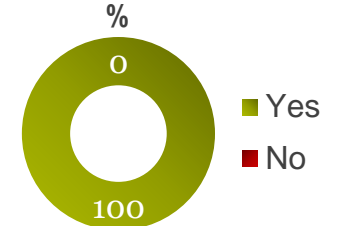
Q17 What best describes cleanliness of toilet area? (21)*



Q19 Flush Working (21)*



Q20 Toilet Paper Available (21)*



↕↗ = Statistically significant differences are versus Qtr 1 Jan - Mar 2019_{Q1} – Qtr 4 Sep - Dec 2019_{Q4}

*Denotes small base size

Q16 What best describes level of graffiti in toilet area?

Q17 What best describes cleanliness of toilet area?

Q18 Were any toilets you viewed blocked?

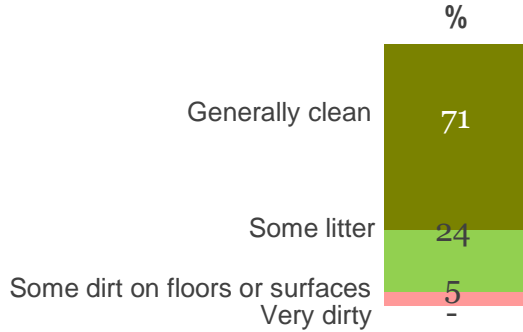
Q19 Was the flush working on the toilet(s) you tested?

Q20 Was there toilet paper available at the toilet(s) you viewed?

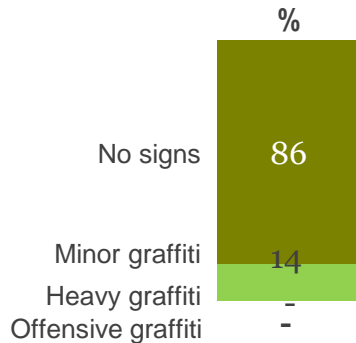
Station Washroom Area: Station washrooms are seen to be generally clean but with instances of some litter, dirt and minor graffiti. The washroom facilities were thought to be functioning correctly in the majority of cases

Base: (21), IF TOILETS OPEN Q15/2

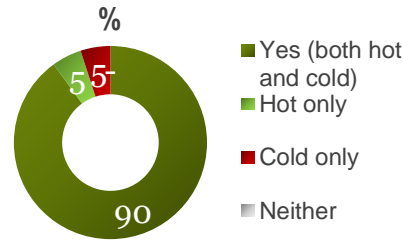
Q21 Cleanliness of Washroom Area (21)*



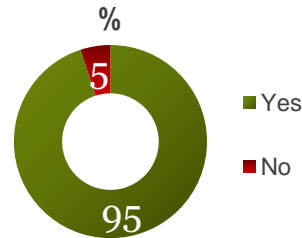
Q22 Graffiti in Washroom Area (21)*



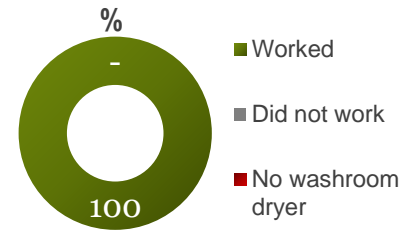
Q23 Washroom Taps (21)*



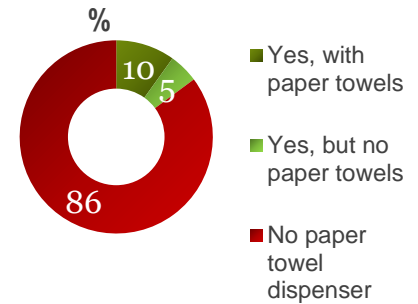
Q24 Soap/Hand Cleanser Available (21)*



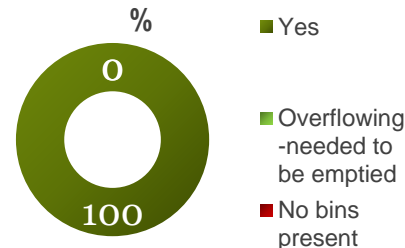
Q25 Washroom Dryers (21)*



Q26 Paper Towel Dispenser (21)*



Q27 Bins Clean (21)*



↓↑ = Statistically significant differences are versus Qtr 1 Jan - Mar 2019_{Q1} - Qtr 4 Sep - Dec 2019_{Q4}

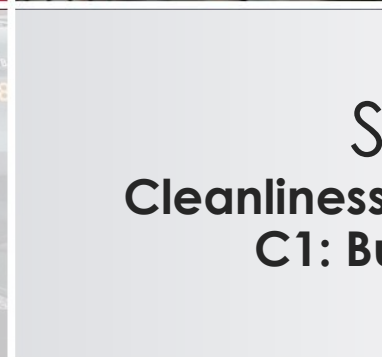
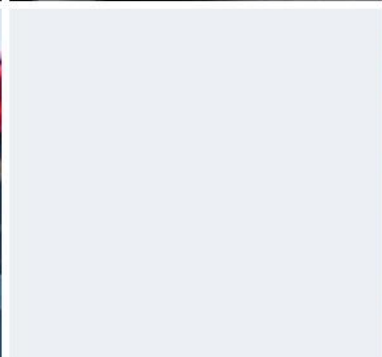
() = Busáras

*Denotes small base size

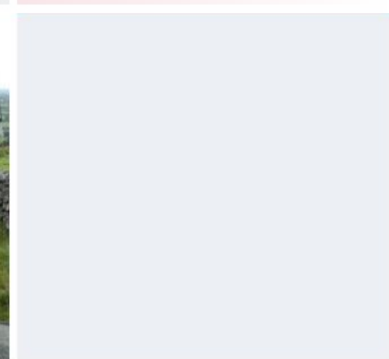
Q21 What best describes cleanliness of washroom area?
Q22 What best describes level of graffiti in washroom area?
Q23 Did the washroom taps you tested work?

Q24 Did the washroom taps you tested work?
Q25 Did the washroom dryer(s) you tested work?
Q26 Was there a paper towel dispenser?

Q27 Were the toilet and washroom bins clean?

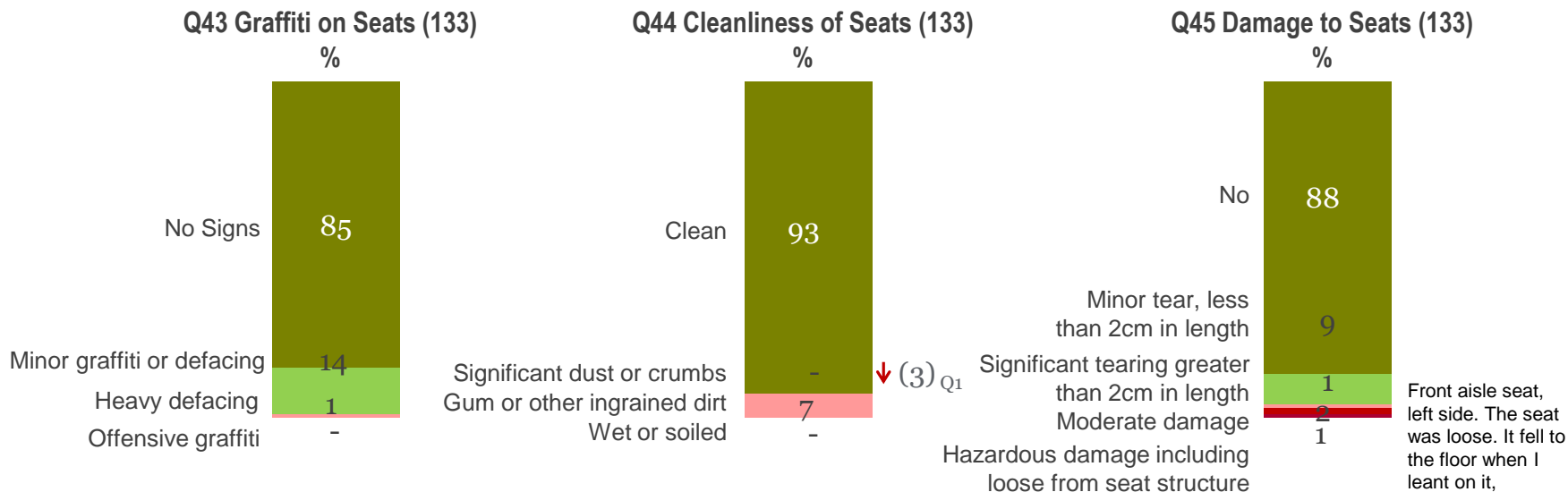


Section 6: Cleanliness Performance C1: Bus Cleanliness



ASSESSMENT OF SEATS: The bus seats are in the main free of graffiti with just minor mentions of defacing. 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 and one hazardous damage reported of a set and a loose fitting seat.

Base: (133)



↕ = Statistically significant differences are versus Qtr 1 Jan - Mar 2019_{Q1} – Qtr 4 Sep - Dec 2019_{Q4}

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

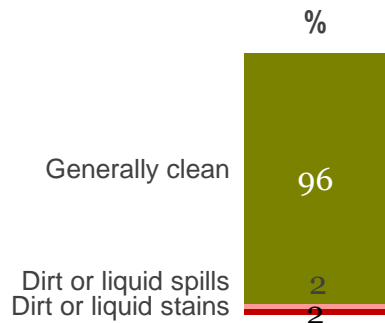
Q44 What best describes level of cleanliness of seat cushions?

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

Bus Interior: The interior of the buses were generally clean and only minor levels of graffiti. Over 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: (133)

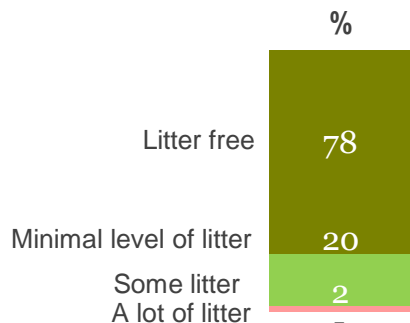
Q49 Cleanliness of Floors and Stairs (133)



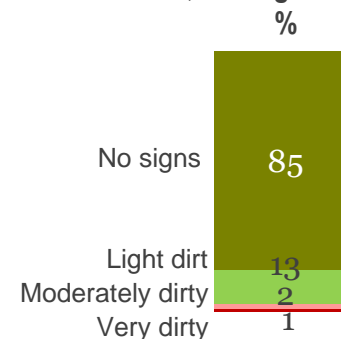
Q51 Graffiti of Panels Ceilings, Stairs and other Fixtures/Fittings (133)



Q50 Litter on Seats/Floor or Stairs* (133)



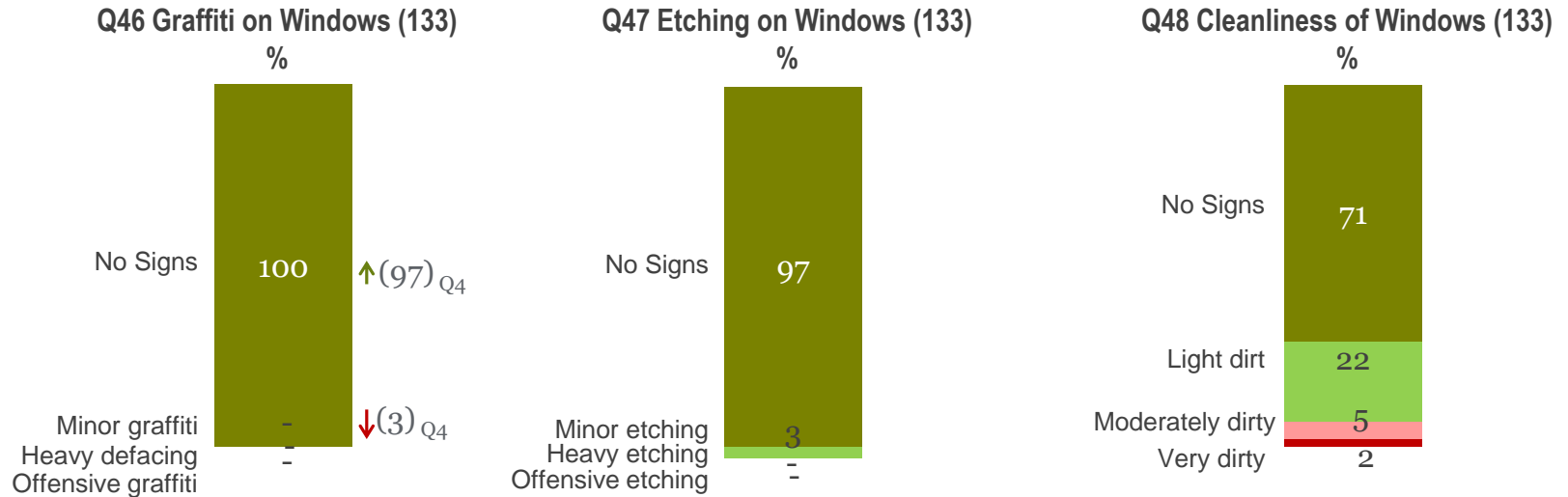
Q52 Cleanliness of Panels, Ceilings and other Fixtures/Fittings (133)



↓↑ = Statistically significant differences are versus Qtr 1 Jan - Mar 2019_{Q1} – Qtr 4 Sep - Dec 2019_{Q4}

Bus Windows: No signs of graffiti and only minimal levels of etchings on bus windows. 7 in 10 window report that windows were clean with just over a fifth noticing light dirt.

Base: (133)

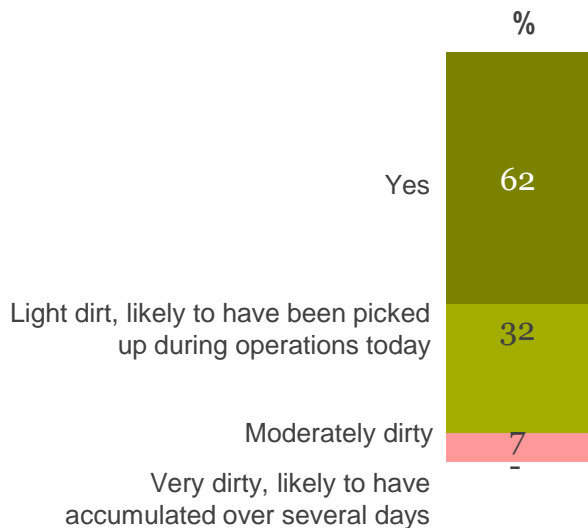


↓↑ = Statistically significant differences are versus Qtr 1 Jan - Mar 2019_{Q1} – Qtr 4 Sep - Dec 2019_{Q4}

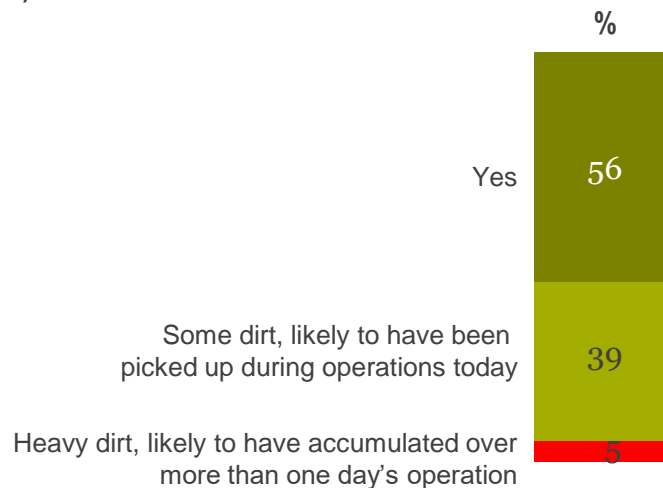
Front, Side and Rear of Bus: Just over 6 in 10 report, that the front and side of the buses are clean. Any dirt observed was mainly thought to have been picked up during operations that day. Similarly the rear of the bus generally clean and just some dirt picked up during the day of operation.

Base: (133)

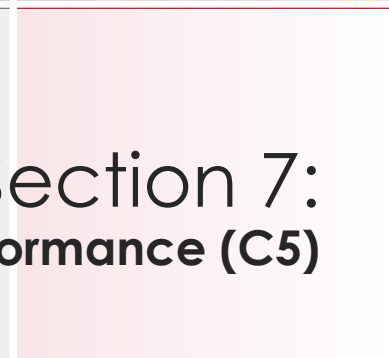
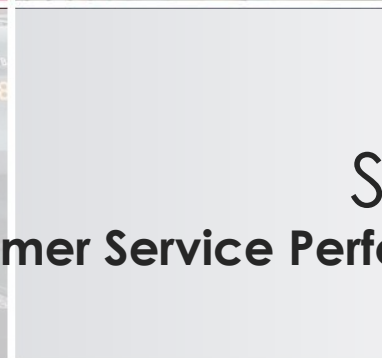
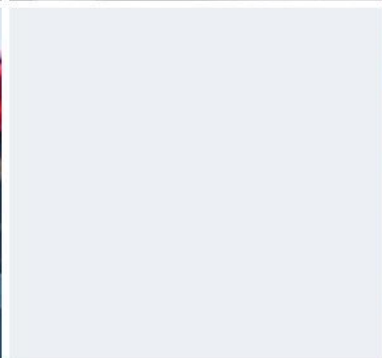
Q23 Cleanliness of Front/Side of Bus (133)



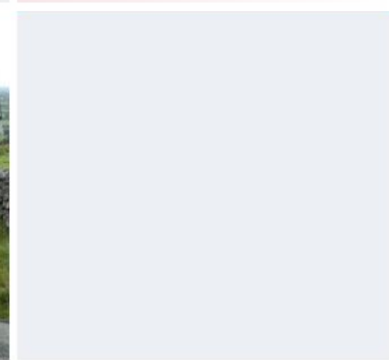
Q64 Was the Rear of the Bus Clean? (133)



↕↗ = Statistically significant differences are versus Qtr 1 Jan - Mar 2019_{Q1} – Qtr 4 Sep - Dec 2019_{Q4}



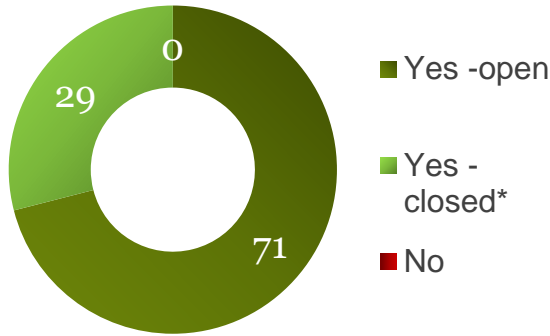
Section 7: Customer Service Performance (C5)



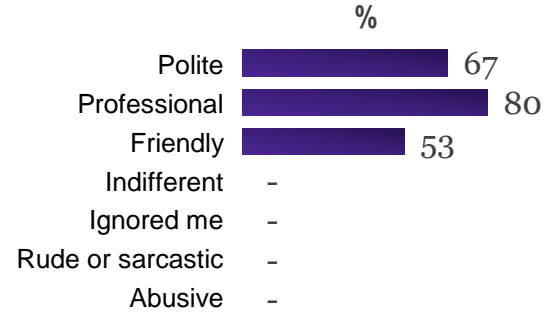
Travel Centre: Travel centre staff were seen as polite and professional and friendly. Information provided reported to be correct in all instances.

Base: (15), IF TRAVEL CENTRE OPEN Q13A/1

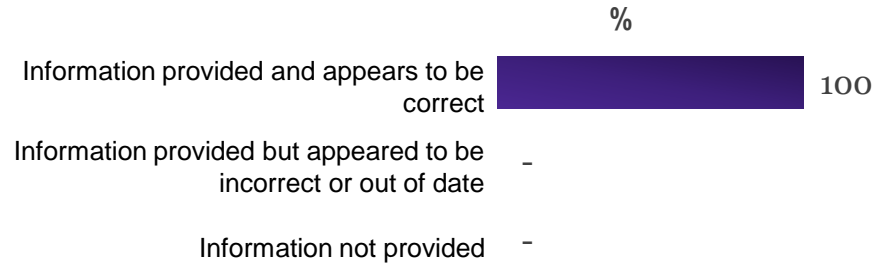
Q12 Travel Centre at Station (21)*
%



Q13 Travel Centre Assistant Response (15)*



Q14 Travel Centre Assistant Provide Correct Information? (15)*



* Travel Centres were closed for some weekend interviewing

↕↗ = Statistically significant differences are versus Qtr 1 Jan - Mar 2019_{Q1} – Qtr 4 Sep - Dec 2019_{Q4}