

# NTA Mystery Shops Waterford City Quarter 1 2020

41300972



# Outline of Presentation

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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.1: Bus Cleanliness

Summary

Appendix

# Background to Research



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



32 mystery shops were conducted from Early January to Mid March the shoppers acted as passengers while waiting for and on board selected Waterford City bus 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, in line with the ongoing mystery shopping research conducted for Bus Éireann over the last few years. 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: 6<sup>th</sup> January – 15<sup>th</sup> March 2020

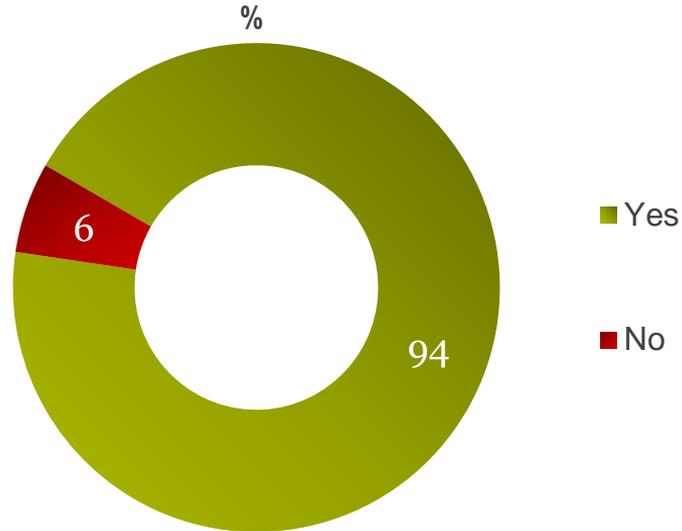


## Section 2: Customer Information Performance (CI)

# Fares Displayed: On most journeys the fares were displayed clearly at the entrance to the bus

Base: (32), Routes with Fares Displayed at the Entrance

Q26 Were the fares displayed clearly at the entrance?



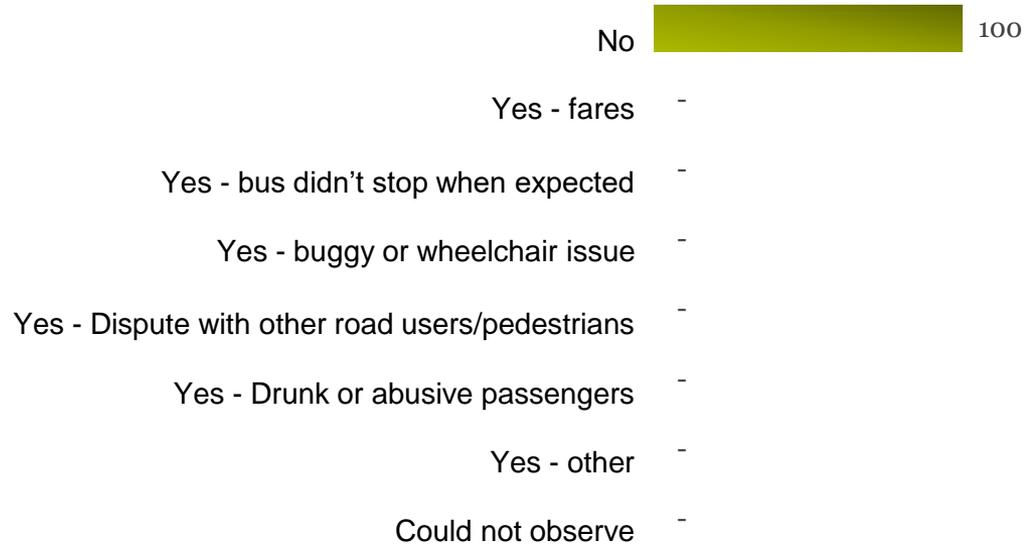


# Section 3: Bus Driver Performance – D1

# Driver Interaction: There were no reports of any driver disputes on these routes

Base: (32)

## Q79 Any Disputes with Passengers/ Other Road Users (32)%



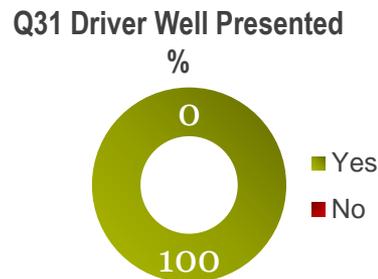
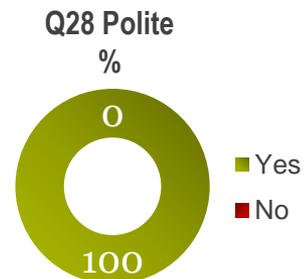
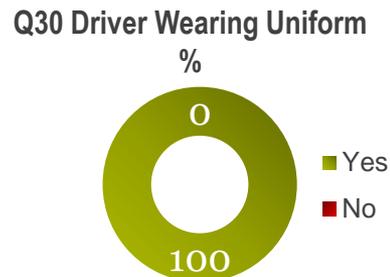
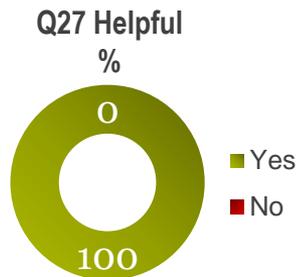
# Driver Assessment:

Drivers are positively regarded in terms of both being helpful and their presentation. The uplift we saw in Q4 of 2019 with regards to the drivers being polite has continued into Q1 of 2020

Base: (32)

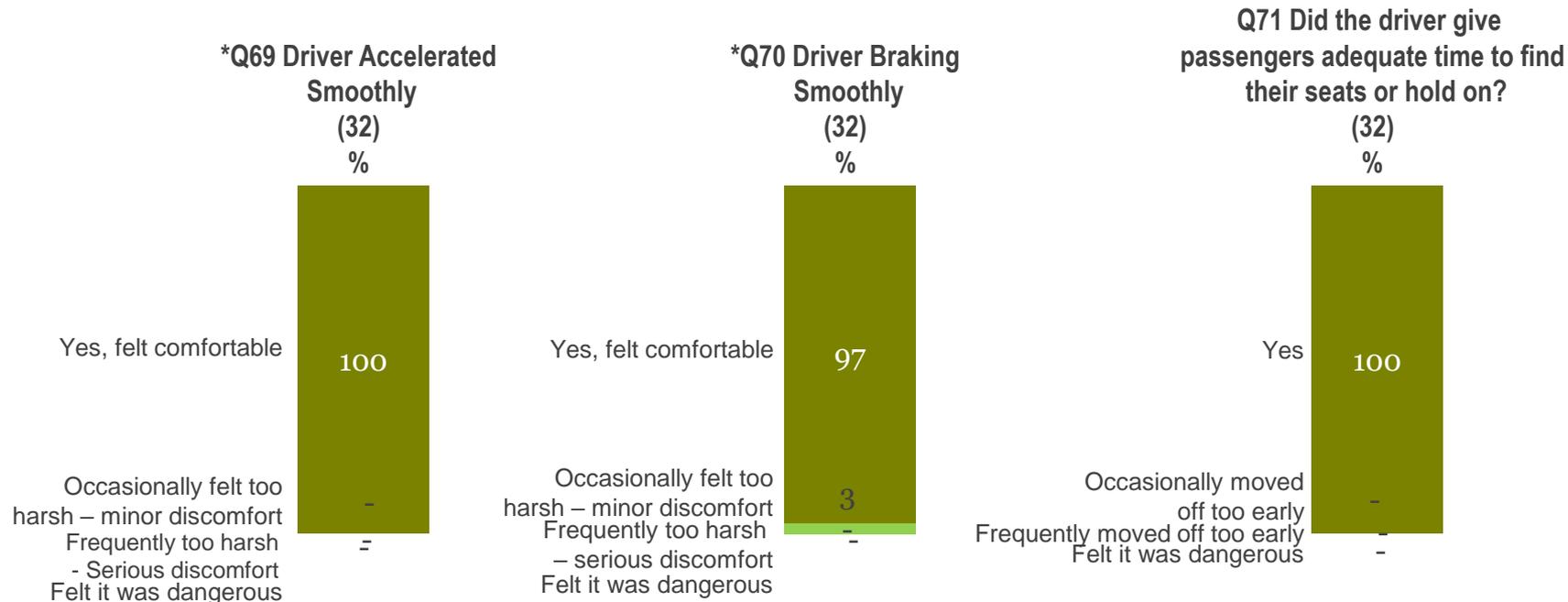
## Questions to Driver

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



# Bus Safety: All drivers accelerated smoothly and most braked smoothly and all allowed passengers enough time to find their seats

Base: (32)

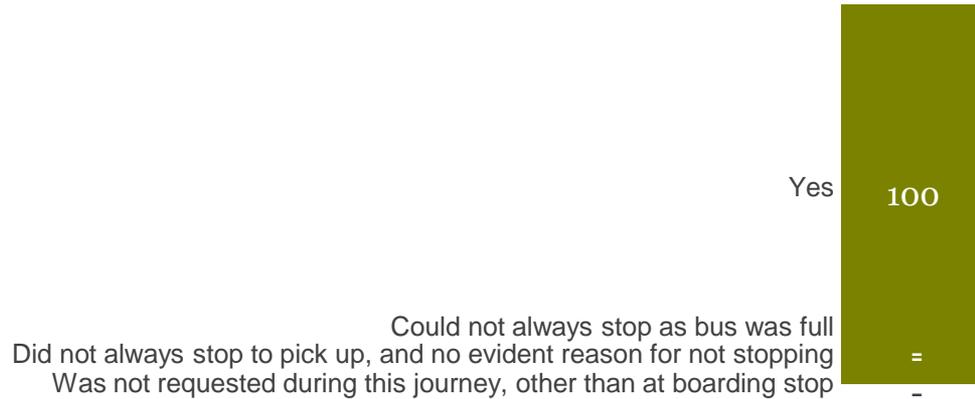


Q69 Generally, did the bus driver accelerate smoothly?  
 Q70 Did the bus driver brake and take corners smoothly?  
 Q71 Did the driver give passengers adequate time to find their seats or hold on?

# Driver Actions: All drivers stopped to pick up passengers on each journey

Base: (32)

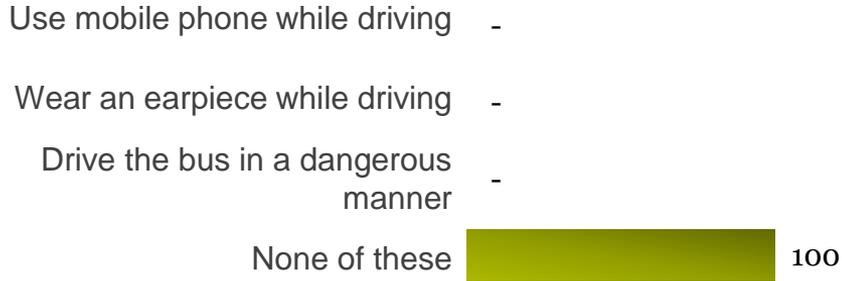
**Q78 Stopped to Pick Up Passengers**  
 (32)  
 %



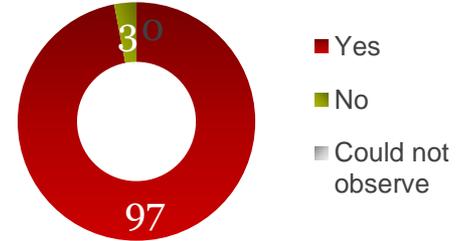
# Driver Behaviour: The behaviour of the drivers continues to be positively regarded. On virtually all journeys drivers are listening to music or the radio but no conversations with passengers or other staff

Base: (32)

**Q72 Did Bus Driver do Any of the Following (32)%**



**Q73 Driver Listening to Music/Radio (32)**



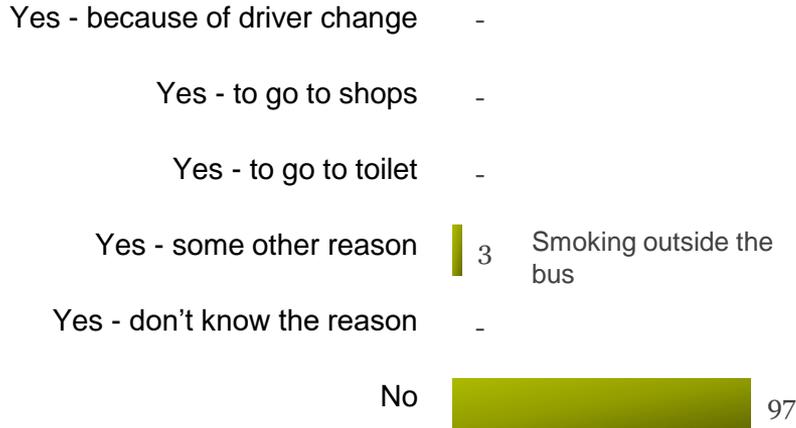
**Q74 Driver Hold Long Conversations (32)%**



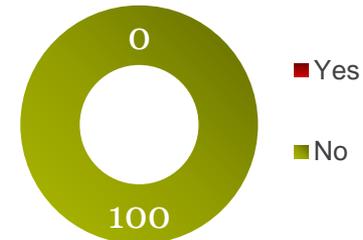
**Leave Bus Unattended:** The buses was left unattended for a smoke break. There were no instances of diversions or terminations.

Base: (32)

**Q75 Bus Left Unattended (32)**  
%



**Q81 Bus Diverted/Terminated Early**





W3 Waterford

WL 403

182-D-20941

W4 Waterford

WL 404

182-D-20940

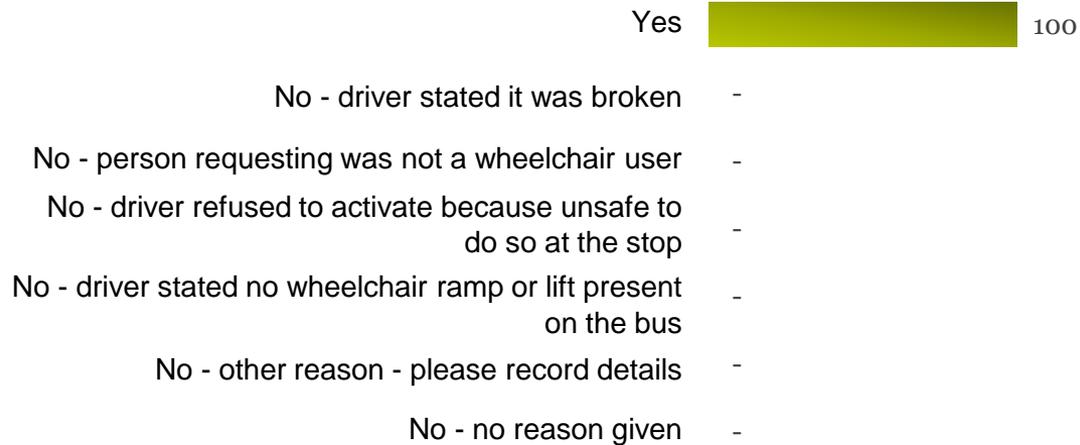
Section 4:  
Bus Equipment Performance

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

Base: (12), If yes to WHEELCHAIR RAMP OR LIFT REQUEST Q84

## Q85 Wheelchair Ramp/Lift Activated Upon Request (12)

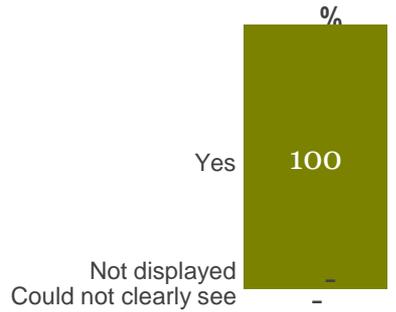
%



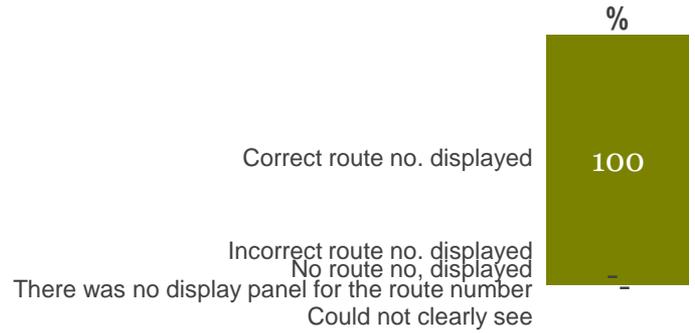
# Route Number and Destination Visible: Bus numbers and destinations appeared on both the front and back and sides of all of the buses.

Base: (32)

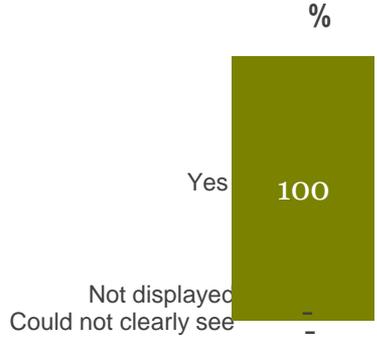
**Q20 Route No. on Front (32)**



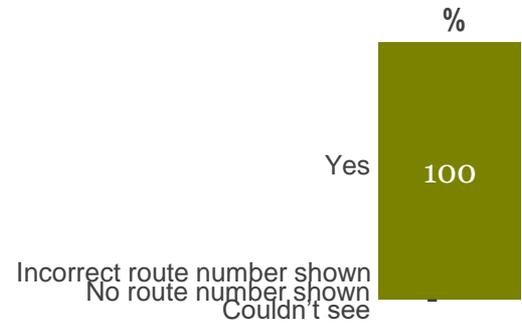
**Q22 Route No. on Side (32)**



**Q21 Destination on Front (32)**

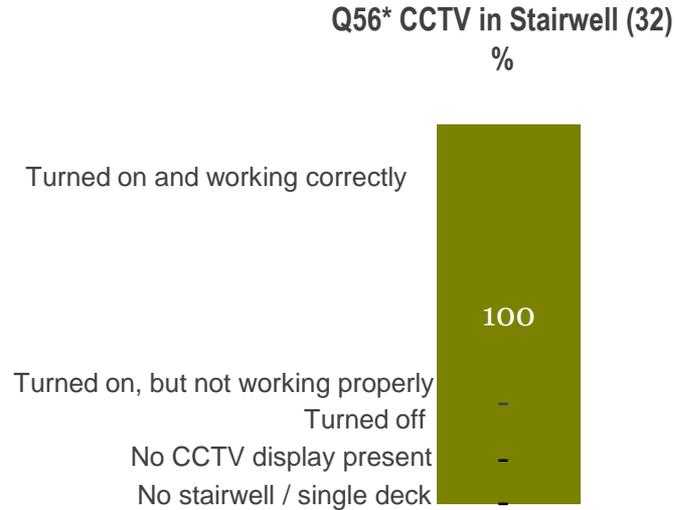


**Q61 Route No. on Back (32)**



# CCTV: in all instances the CCTV was turned on and working correctly

Base: (32), ALL EXCLUDING NO STAIRWELL / SINGLE DECK

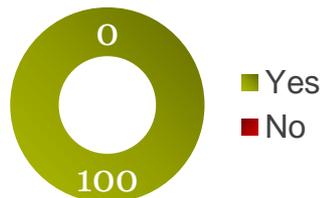


\* Question rebased off those who could see a CCTV display

**Fare Payment:** Cash fare ticket machines and Leap card readers were working correctly and could be seen. Printed tickets or change were given. The fare at the Leap card reader was visible.

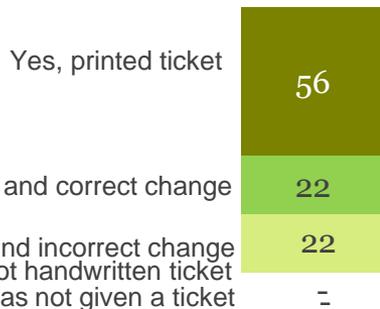
**Q32 Cash Fare (18)**  
If Cash Fare at R5  
Ticket Machine Working Correctly

%



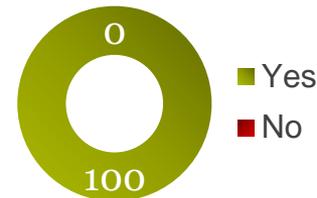
**Q33 Cash Fare**  
If Cash Fare at R5  
Given Printed Ticket/Change Receipt (18)

%



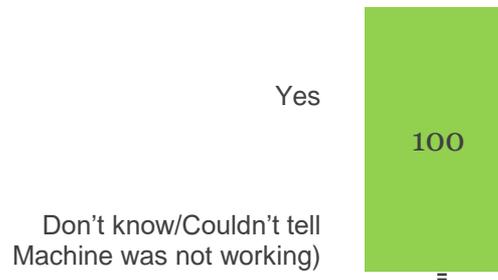
**Q34\* Leap Card Reader Present**  
at Driver Working Correctly (14)

%



**Q35\* Leap Card Reader at Driver**  
See Fare Charged (14)

%

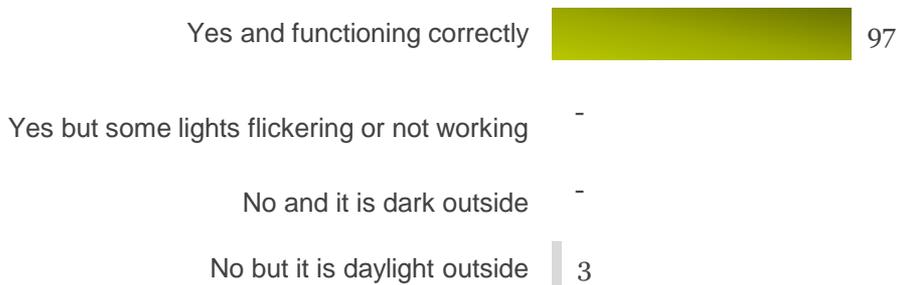


# Interior Lighting and Temperature: the temperature was reasonable on all journeys and the lighting functioning correctly in the majority of instances.

Base: (32)

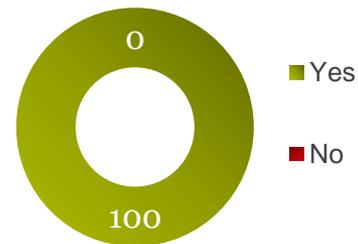
### Q57 Interior Lighting (32)

%



### Q58 Temperature Reasonable (32)

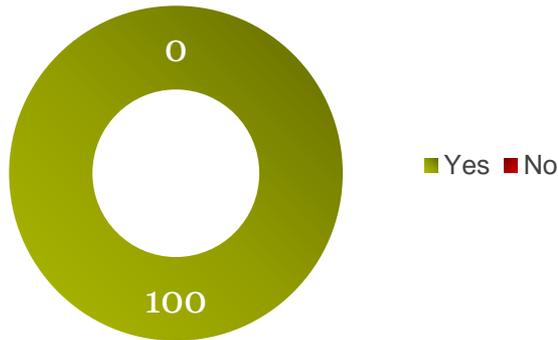
%



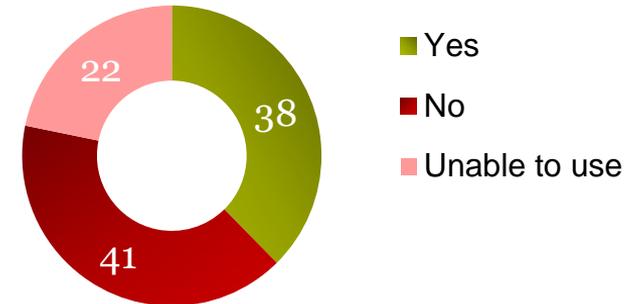
Wifi - is available on all of the buses and able to connect to the network on over a third of trips made.

Base: (32)

QW1 WiFi available on board the bus (32)  
%



QW2 Able to connect to the network (32)  
%

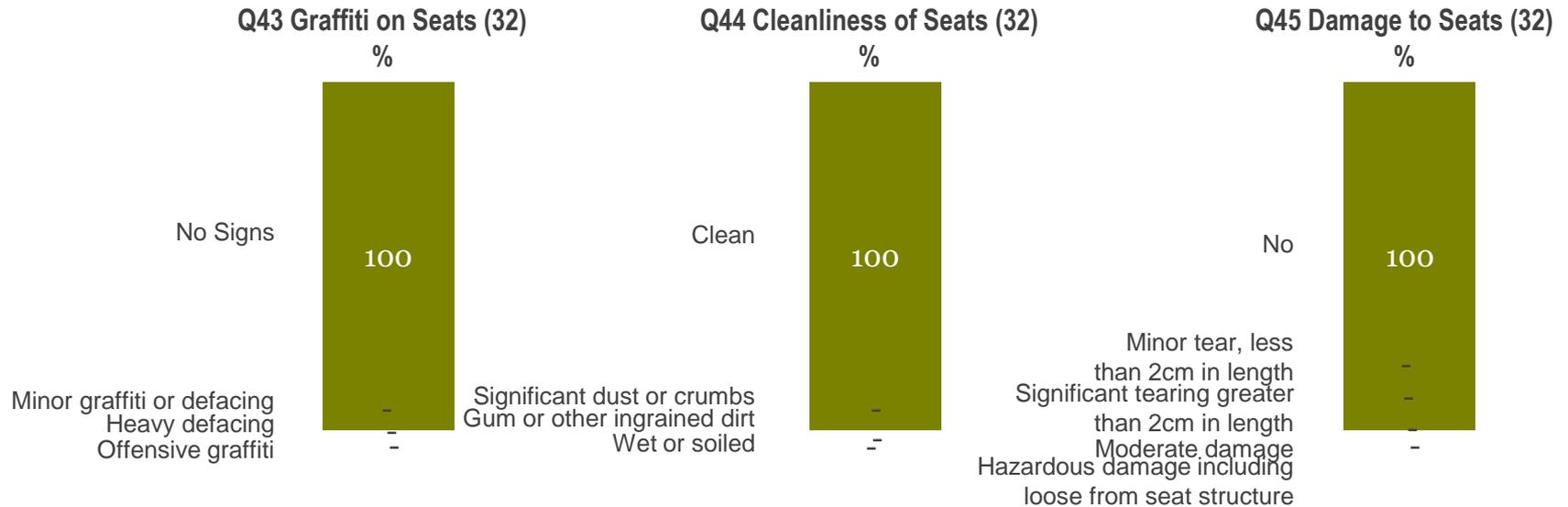




**Section 5:**  
**Cleanliness Performance**  
**C1: Bus Cleanliness**

# Assessment of Seats: there were no reports of graffiti or damage to seats which were regarded as clean

Base: (32)



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

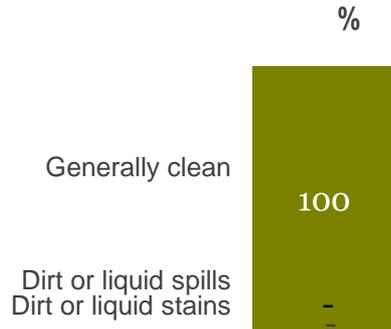
Q44 What best describes level of cleanliness of seat cushions?

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

# Bus Interior: all aspects of the bus interior were seen to be clean and free of graffiti

Base: (32)

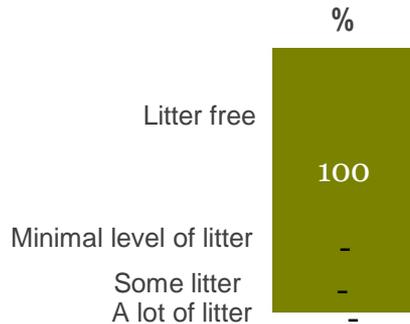
**Q49 Cleanliness of Floors and Stairs (32)**



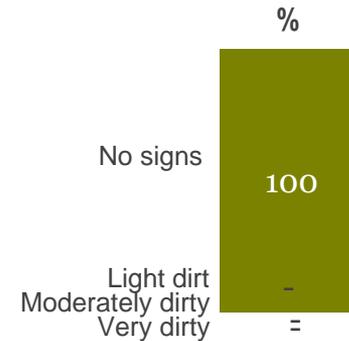
**Q51 Graffiti of Panels Ceilings, Stairs and other Fixtures/Fittings (32)**



**Q50 Litter on Seats/Floor or Stairs\* (32)**



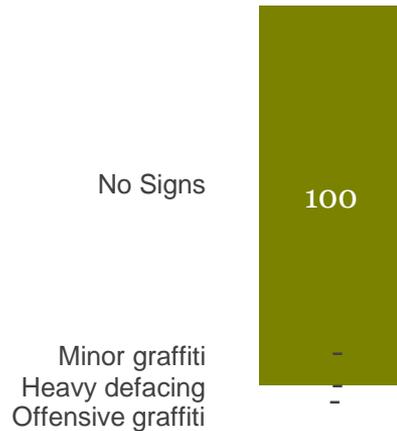
**Q52 Cleanliness of Panels, Ceilings and other Fixtures/Fittings (32)**



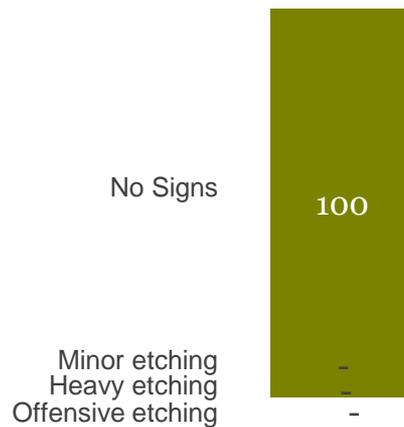
# Bus Windows: the windows were clean and free from graffiti and etchings

Base: (32)

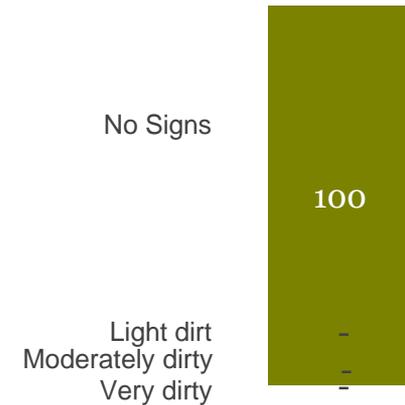
Q46 Graffiti on Windows (32)%



Q47 Etching on Windows (32)%



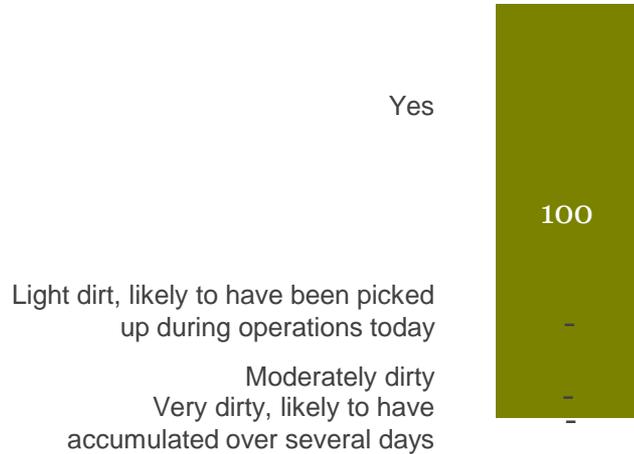
Q48 Cleanliness of Windows (32)%



# Front, Side and Rear of Bus: the front, side and rear of the buses were clean in all instances

Base: (32)

Q23 Cleanliness of Front/Side of Bus (32)%



Q64 Was the Rear of the Bus Clean? (32)%

