



# NTA Mystery Passenger Survey

## Regional, Regional City & Town Bus

### 2021 Quarter 3

## Contents:

- Background to Research
- Section 1 Bus Equipment Performance
- Section 2 Bus Driver Performance
- Section 3 Cleanliness Performance - Bus Cleanliness
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## Research Background:

This research programme monitors service, quality and compliance with contractual Bus Éireann Direct Award requirements through “mystery passenger” surveys, to measure key aspects of service delivery. This mystery passenger programme was designed to provide robust and actionable data to the National Transport Authority to measure the overall service performance of Bus Éireann Direct Award through the eyes of its ‘customers’.

153 mystery passenger surveys were conducted during Quarter 3 with assessors acting as passengers while waiting for and on board selected Bus Éireann Direct Award routes around the city. A broad spread of bus routes were covered across different days of the week and times of the day.

17 Bus Stations assessments were also completed and included in Quarter 3 data.

The mystery passenger surveys were carried out by trained Ipsos Mori assessors. These assessors use mobile devices which enable both discreet and effective captures of location, bus and driver details at stops, when boarding, on board and after alighting buses.

2021 Quarter 3 took place between 21st June and 12th September 2021.

The charts show the percentages of responses for each measure with directional arrows where applicable to show whether this is up or down from the previous quarter. The base sizes are marked with an asterisk, with the previous quarter base size shown in brackets for comparison.

## Bus Equipment Performance

Contains questions relating to the following Bus Equipment Performance:

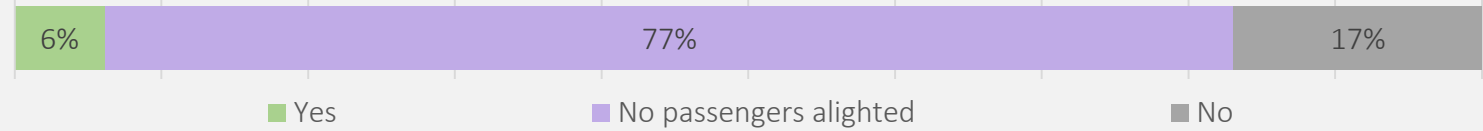
- Centre Doors
- Wheelchair Ramps
- Information Displays / Audio Announcements
- Interior Lighting / On-board Temperature
- CCTV
- WIFI

## Bus Equipment Performance

### Bus Centre Doors

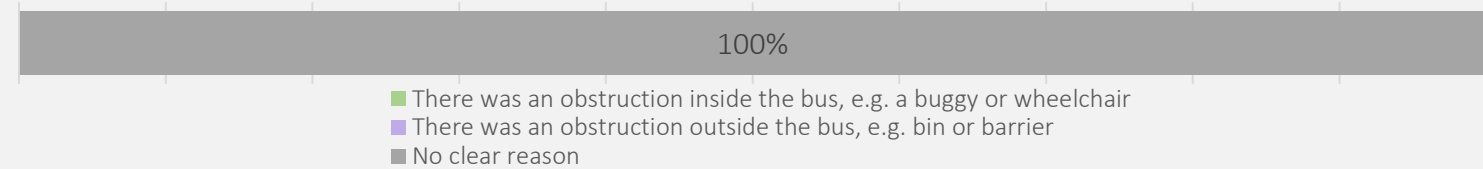
30A. When you were boarding the bus, did the driver open the centre doors for passengers who were getting off the bus? (IF YES TO CENTRE DOORS Q30/1) \*65 (22)

2021 Q3



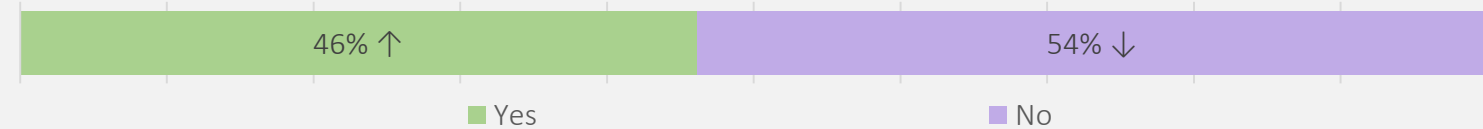
30B. If "No" What were the reasons? \*11 (2)

2021 Q3



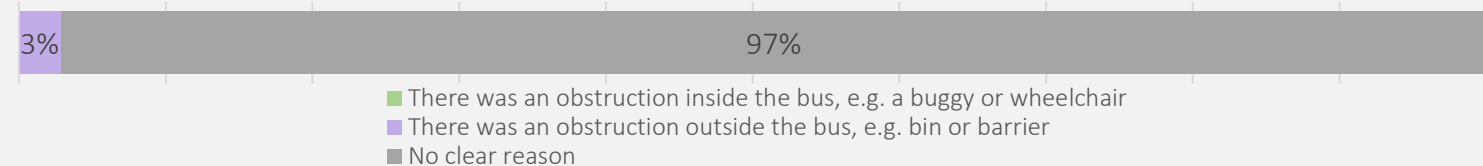
66. When alighting, did the driver open the centre doors for you to alight? (IF YES TO CENTRE DOORS Q30/1) \*65 (22)

2021 Q3



66A. If "No" What were the reasons? \*35 (18)

2021 Q3



## Bus Equipment Performance

### Bus Wheelchair Ramp

87A. Was the wheelchair ramp or wheelchair lift activated upon request? \*0

2021 Q3

■ Yes

■ No

87B. If not activated, why was this? \*0

2021 Q3

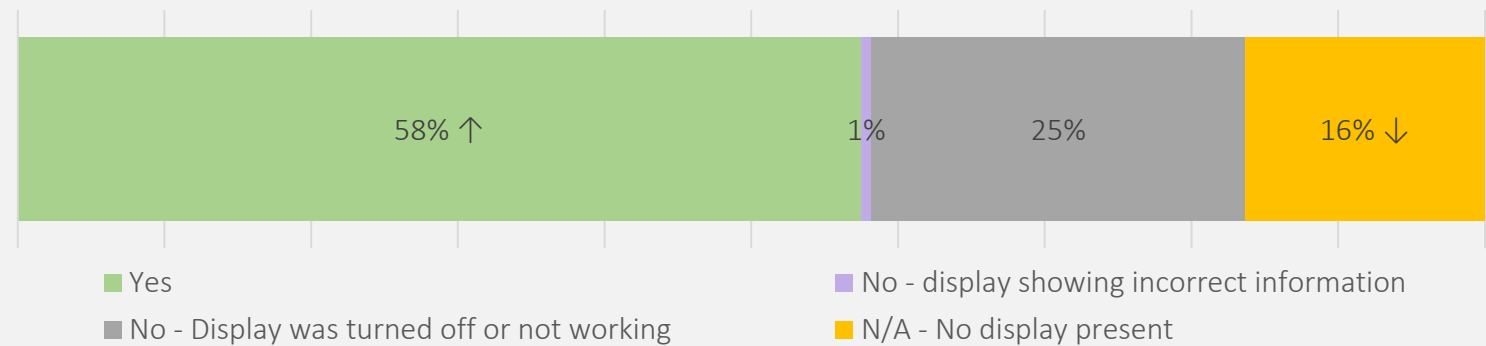
- Driver stated the wheelchair ramp or lift was broken
- Person requesting the ramp or lift was not a wheelchair user
- Driver refused to activate the ramp or lift because it was unsafe to do so

## Bus Equipment Performance

### Bus Electronic Board Performance

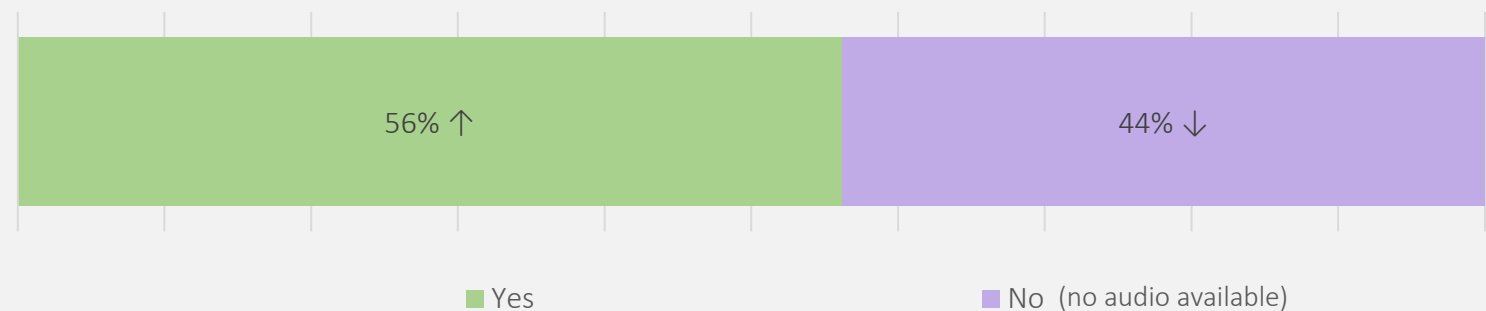
60. Was the information displayed on the electronic board showing correct 'next stop' information? \*153 (85)

2021 Q3



61. Was there an automatic next stop audio announcement? \*153 (85)

2021 Q3

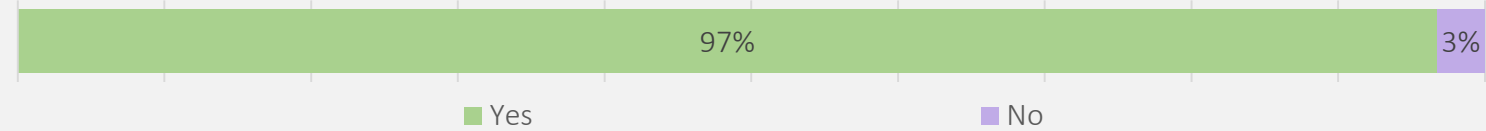


## Bus Equipment Performance

### Bus Route & Destination Display

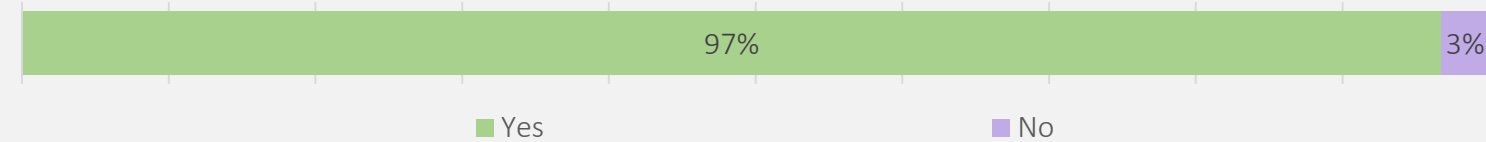
26. Was the route number displayed correctly on the front of the bus? \*153 (85)

2021 Q3



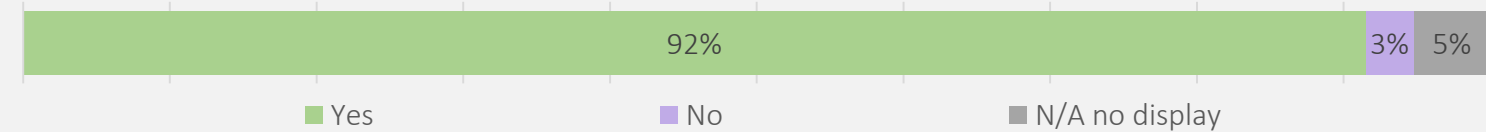
27. Was the destination displayed correctly on the front of the bus? \*153 (85)

2021 Q3



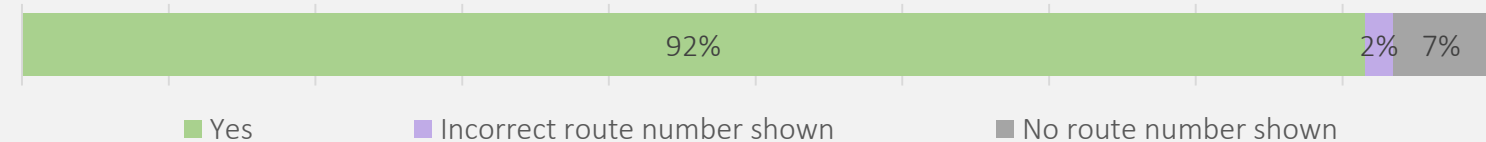
28. Was the route number displayed correctly on the side of the bus? \*153 (85)

2021 Q3



69. Was the correct route number displayed on the back of the bus? \*153 (85)

2021 Q3



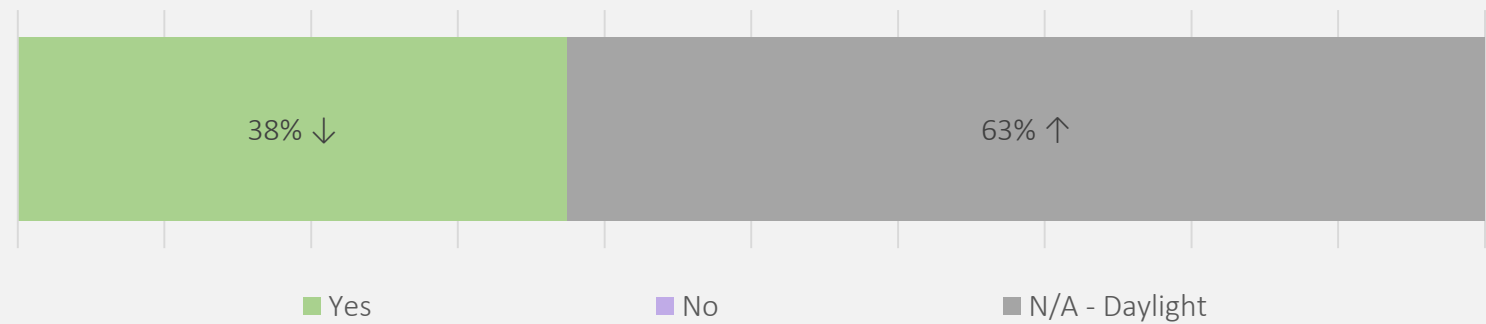


## Bus Equipment Performance

### Interior Lighting / On-Board Temperature

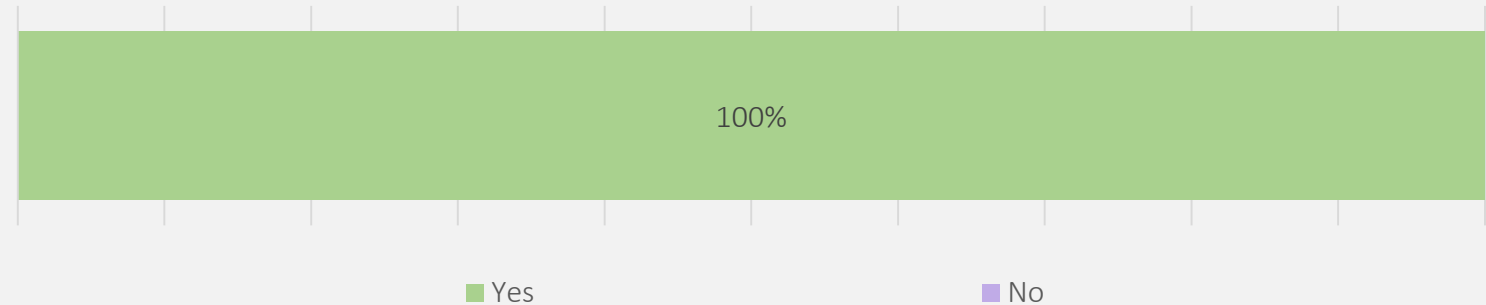
63. Was interior lighting on when required? If daylight, mark N/A. \*40 (23)

2021 Q3



64. Did you consider the temperature on board the bus was appropriate given the weather conditions? \*153 (85)

2021 Q3

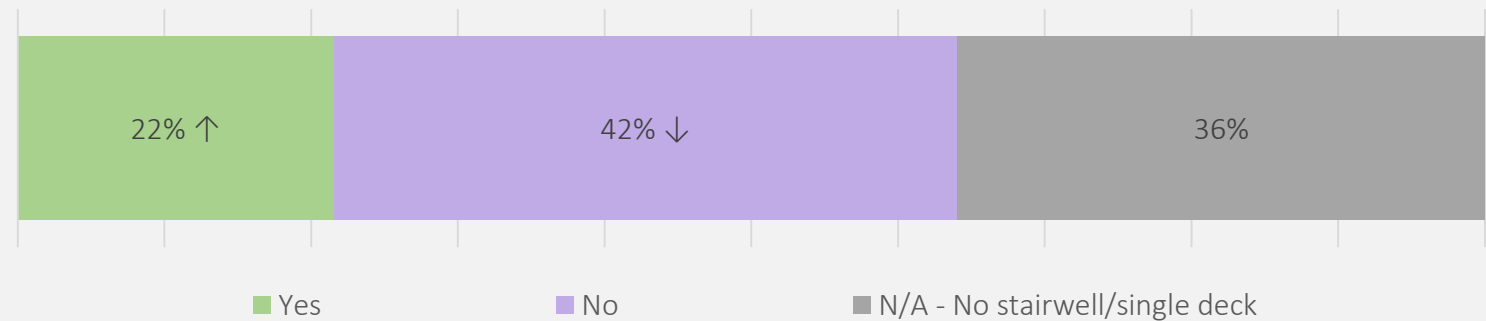


## Bus Equipment Performance

### Bus CCTV

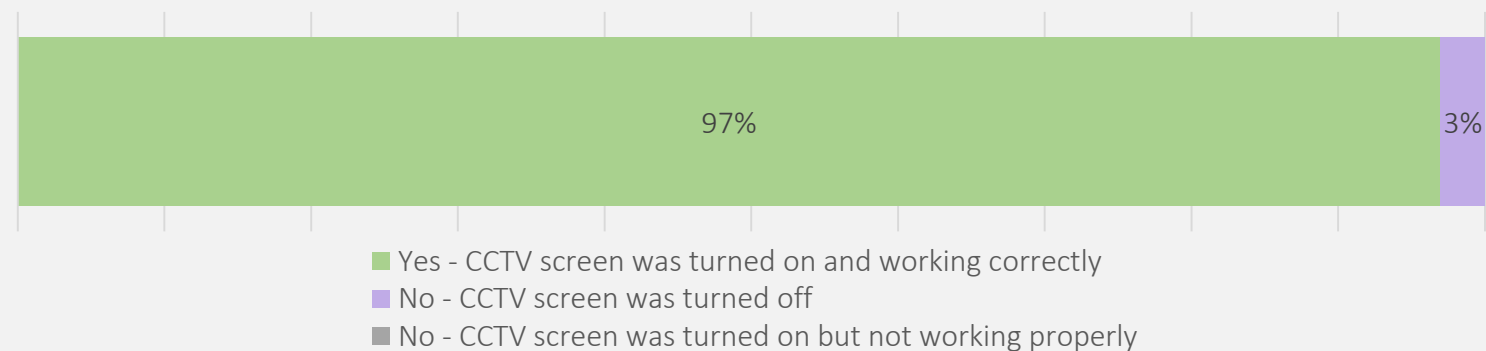
62. Was there a CCTV screen in stairwell on the bus? \*153 (85)

2021 Q3



62A. Was the CCTV screen in the stairwell working correctly? \*33 (4)

2021 Q3

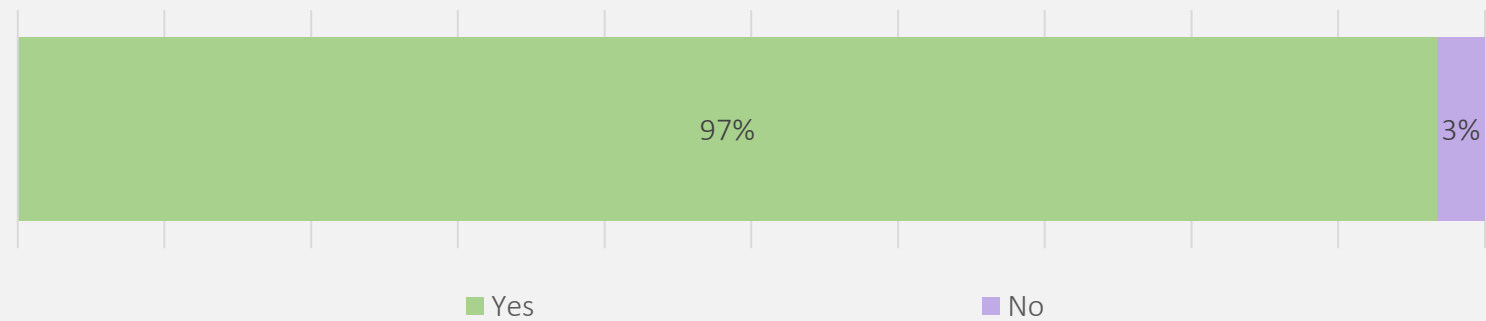


## Bus Equipment Performance

### On Board WIFI

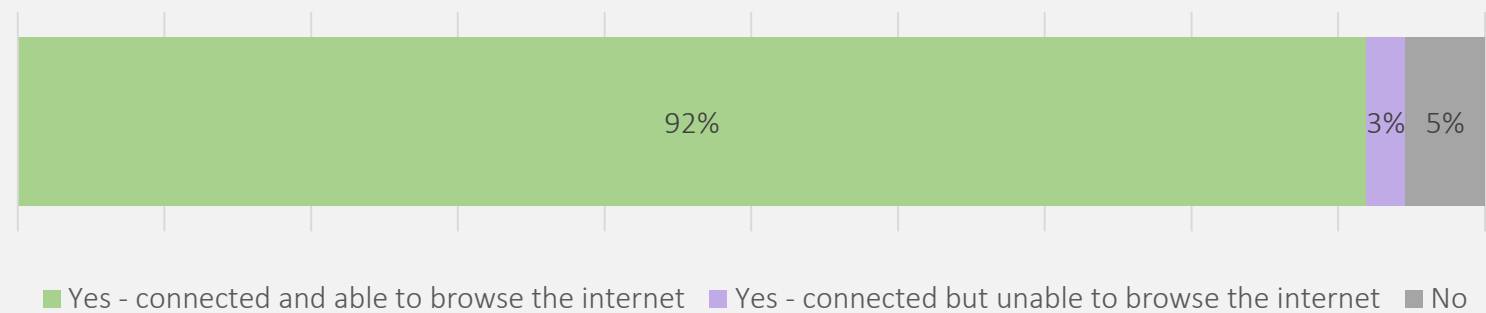
65. Was the operator Wi-Fi available on board the bus?  
\*153 (85)

2021 Q3



65A. Were you able to connect to the operator Wi-Fi network? \*148 (78)

2021 Q3



## Bus Driver Performance

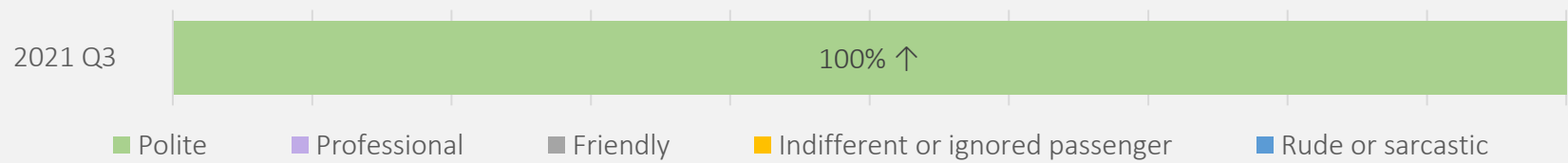
Contains questions relating to the following Bus Driver Performance:

- Driver Attitude
- Driver Presentation
- Bus Ride Quality
- Serving the Stop
- Other Driver Behaviours
- Route Diversion

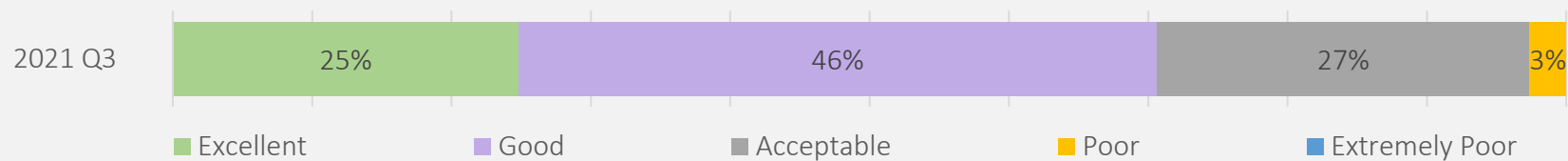
## Bus Driver Performance

### Driver Attitude

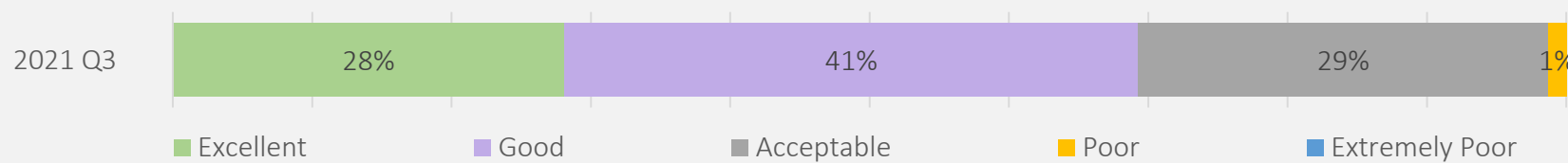
85A. How did the driver handle the situation?  
(If yes to DRIVER DISPUTE Q85/2 to Q85/7) \*1 (2)



33. What best describes the helpfulness of the driver?  
\*153 (85)



34. What best describes the politeness of the driver? \*153 (85)

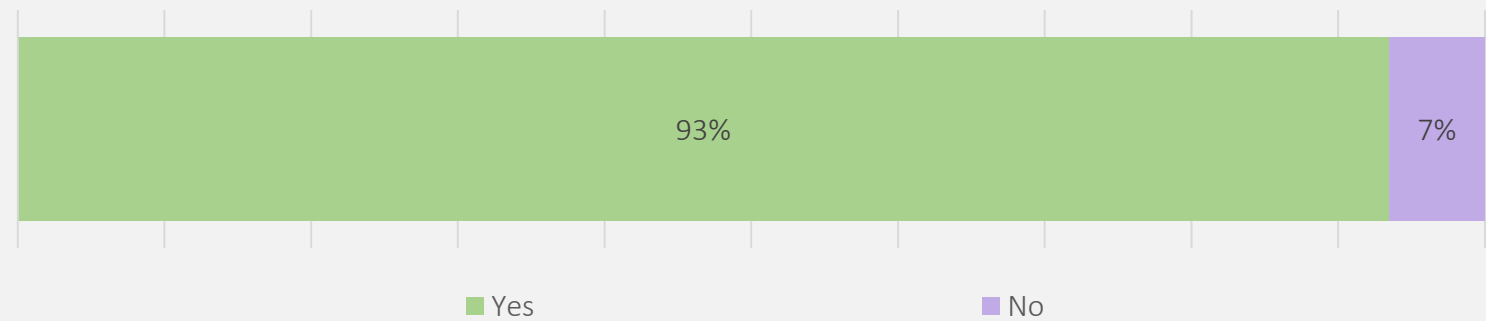


## Bus Driver Performance

### Driver Presentation

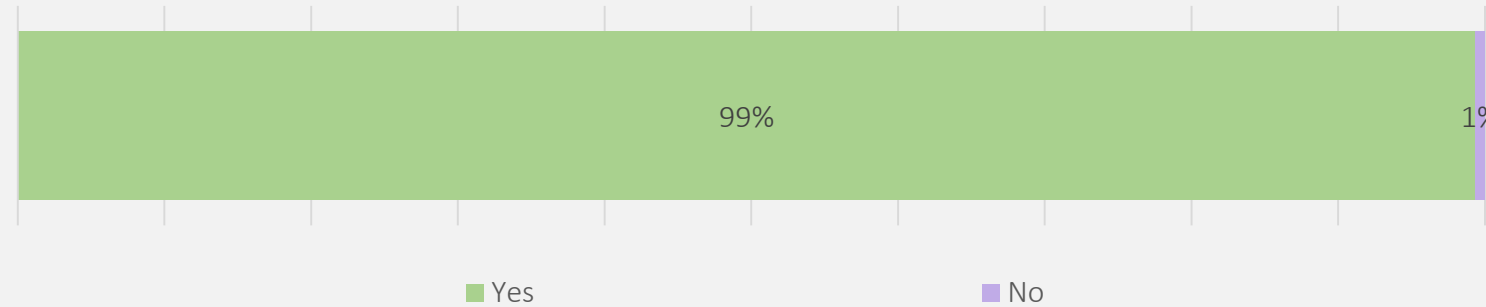
36. Was the driver wearing uniform? \*153 (85)

2021 Q3



37. Was the driver well presented? \*153 (85)

2021 Q3

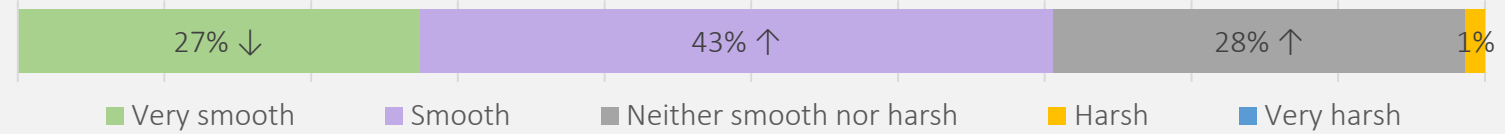


## Bus Driver Performance

### Bus Ride Quality

76. How would you rate the smoothness of acceleration based on your journey overall? (ASK ALL) \*153 (85)

2021 Q3



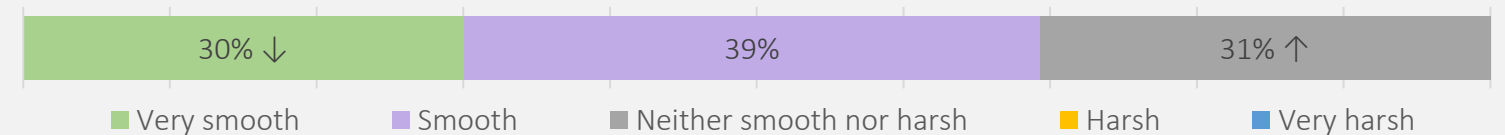
77. How would you rate the smoothness of braking based on your journey overall? \*153 (85)

2021 Q3



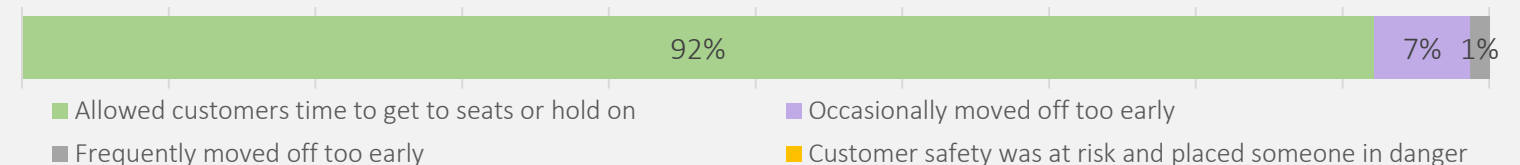
78. How would you rate the smoothness of steering based on your journey overall? \*153 (85)

2021 Q3



79. Did the driver give passengers adequate time to find their seats or hold on when moving off? \*153 (85)

2021 Q3

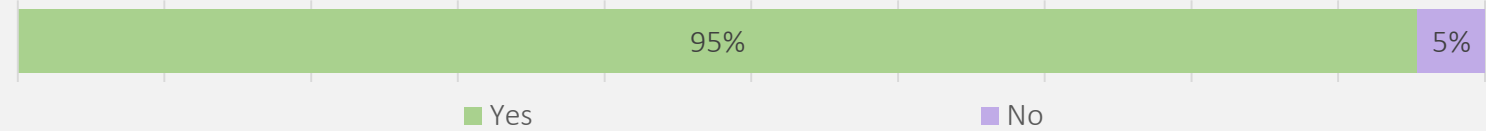


## Bus Driver Performance

### Serving the Stop

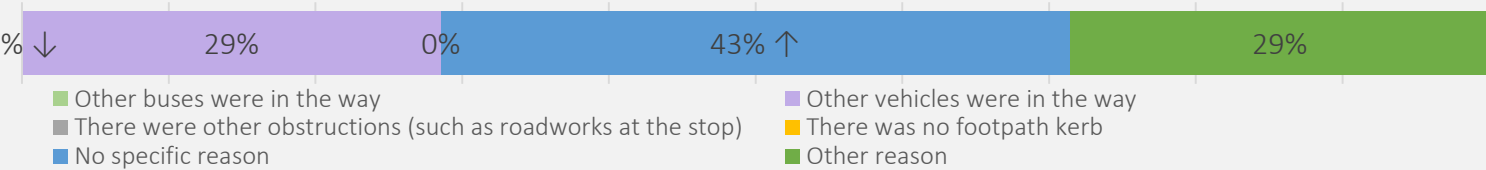
73. When you were getting off, did the bus pull up to the footpath kerb at the bus stop sufficiently to allow passengers board and alight from the bus without walking on the road? \*153 (85)

2021 Q3



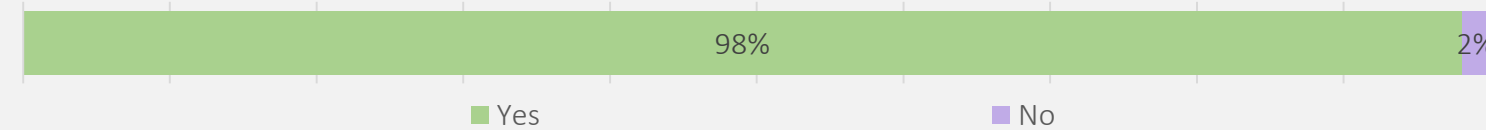
73A. Why did the bus not pull up to the kerb? \*7 (3)

2021 Q3



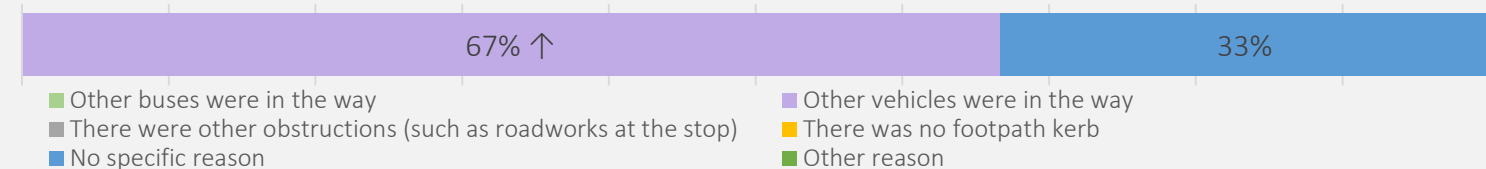
29. When you were getting on, did the bus pull up to the footpath kerb at the bus stop sufficiently to allow passengers board and alight from the bus without walking on the road? \*153 (85)

2021 Q3



29A. Why did the bus not pull up to the footpath kerb? \*3 (6)

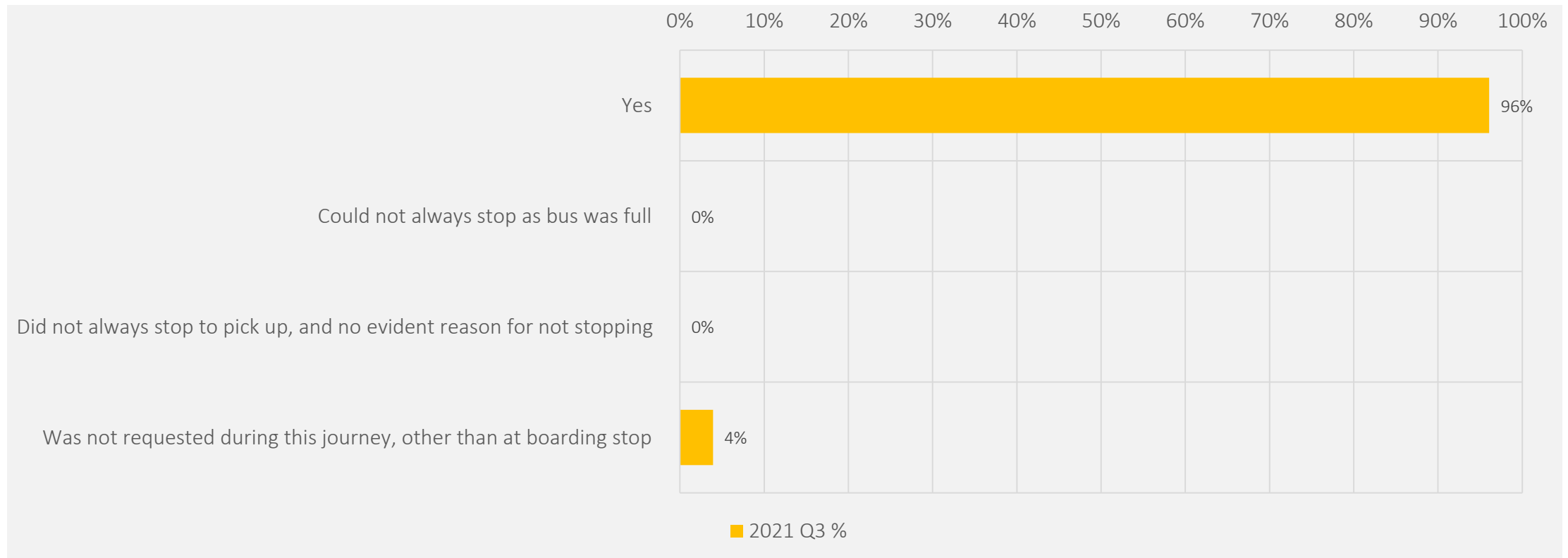
2021 Q3





## Bus Driver Performance

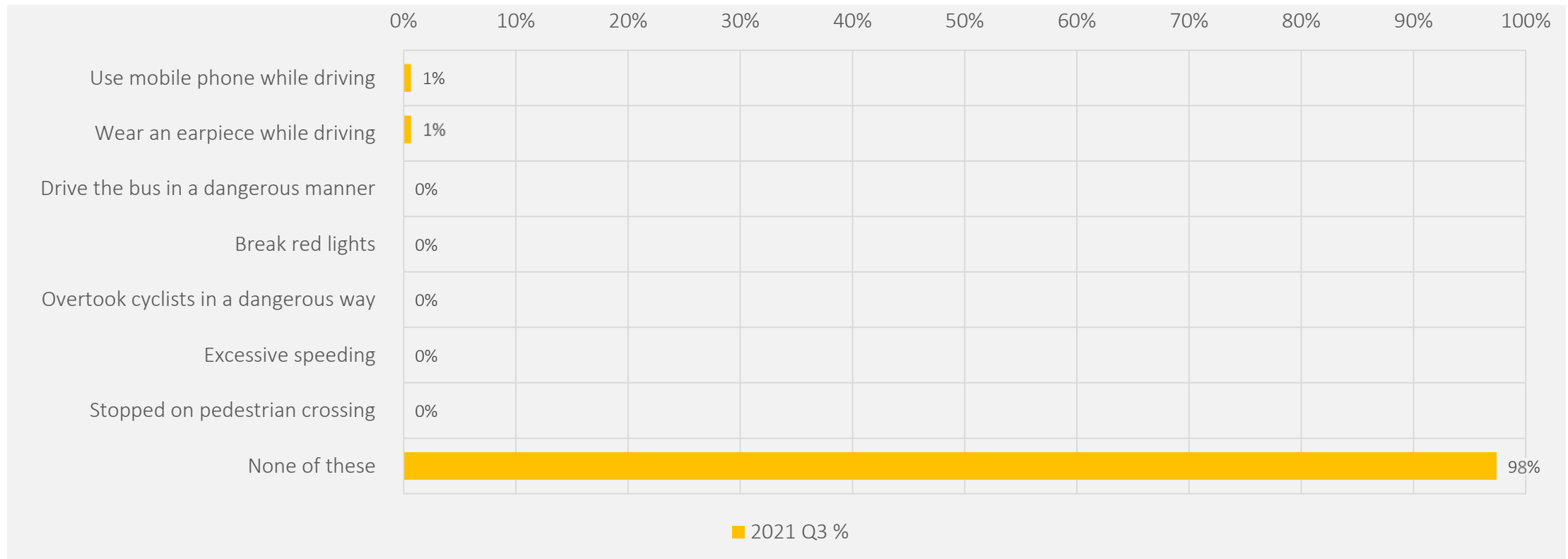
84. So far as you could tell, did the driver always stop to pick up passengers when requested? \*153 (85)



## Bus Driver Performance

80. Did the bus driver do any of the following while driving?

(NB Base size may be greater than the total number of assessments as one or more may be selected.) \*154 (86)

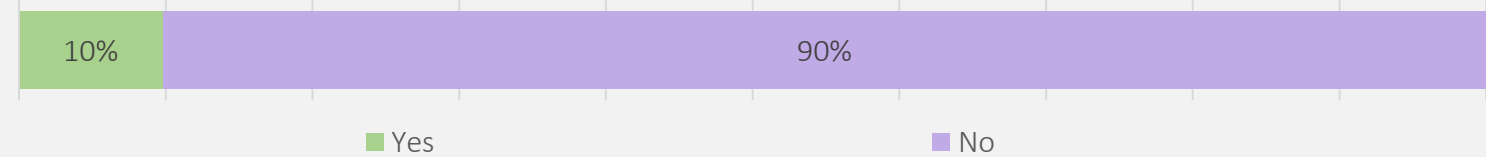


## Bus Driver Performance

### Other Driver Behaviours

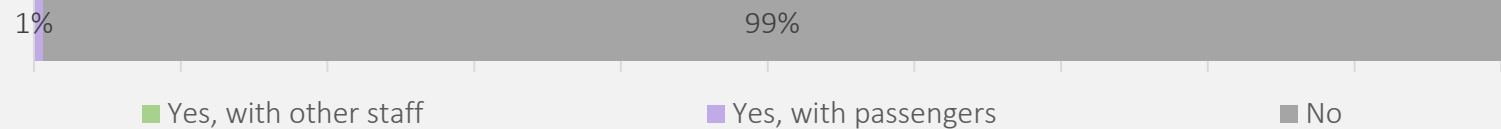
81. Did the driver listen to music or the radio whilst driving?  
(Only relevant for city routes)  
\*153 (85)

2021 Q3



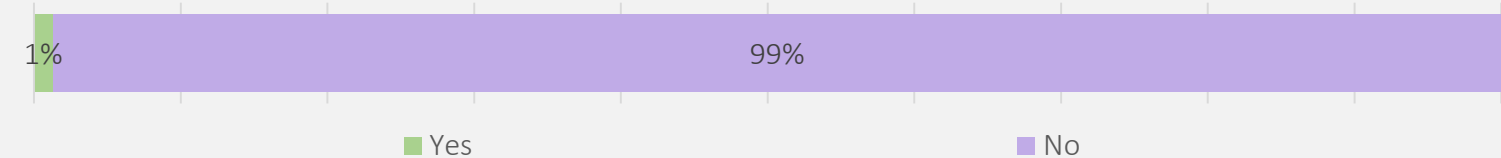
82. Did the driver hold long conversations with other people on the bus while driving? \*153 (85)

2021 Q3



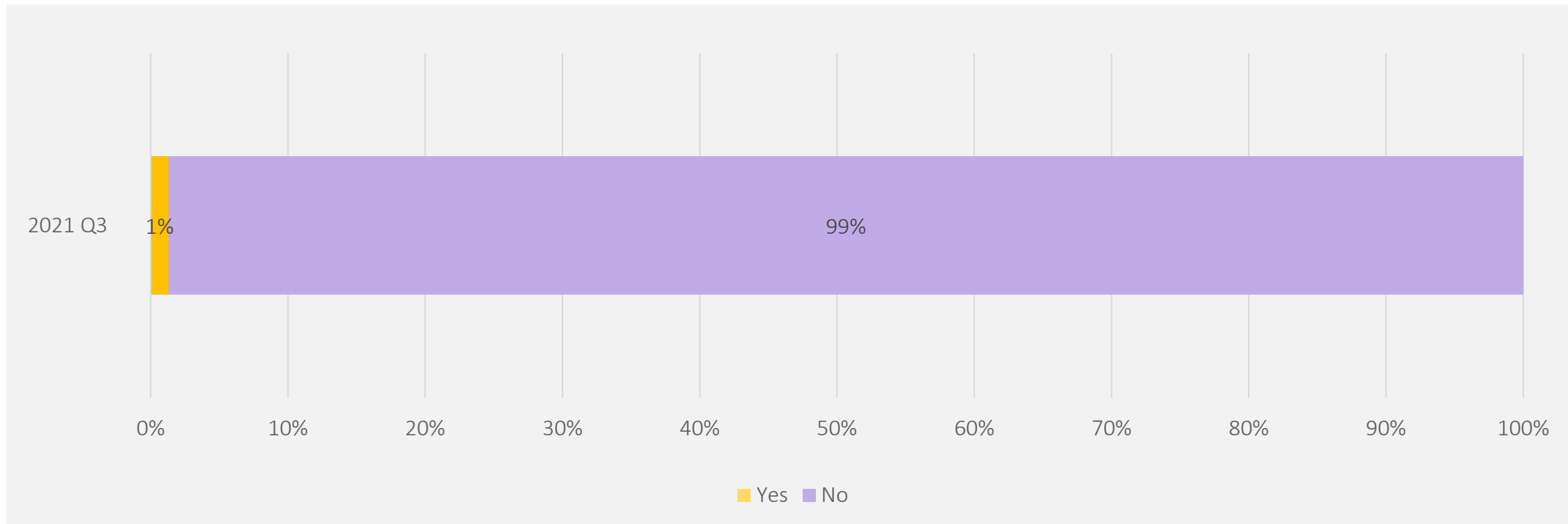
83. Did the driver leave the bus unattended at any time?  
\*153 (85)

2021 Q3



## Bus Driver Performance

86. Did bus terminate early or divert off course? \*153 (85)



## Cleanliness Performance - Bus Cleanliness

Contains questions relating to the following Bus Cleanliness Performance:

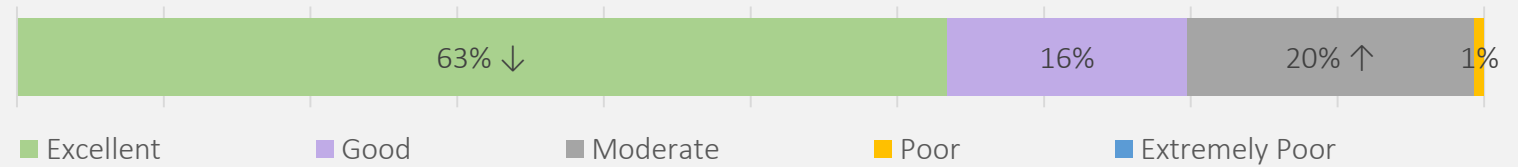
- Seat Cleanliness and Condition
- Floors and Stairs Cleanliness and Level of Litter
- Panels, Ceilings, Stairs and Other Fixtures and Fittings Cleanliness and Condition
- Window Cleanliness and Condition
- External Bus Cleanliness and Condition

## Cleanliness Performance - Bus Cleanliness

### Seat Cleanliness and Condition

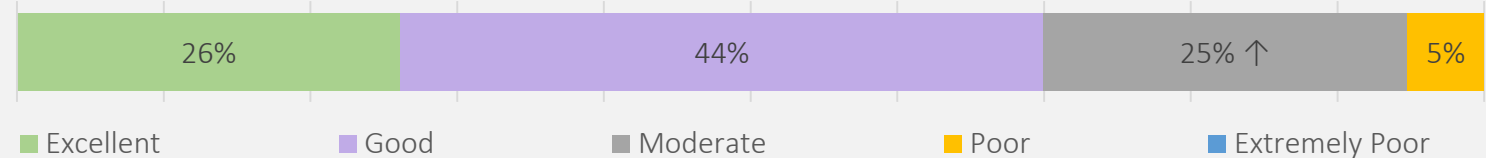
47. How would you best describe the level of non-scratched graffiti on seating? \*153 (85)

2021 Q3



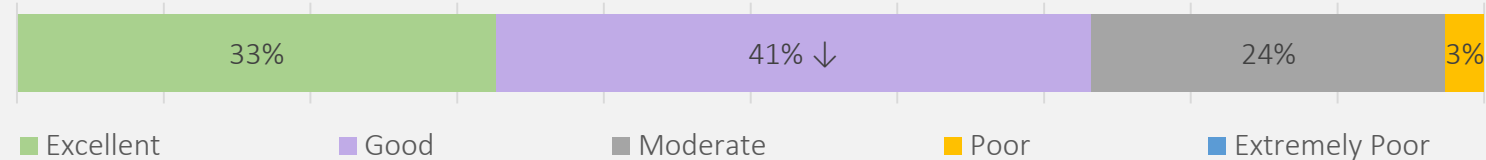
49. What best describes level of cleanliness of seat upholstery? \*153 (85)

2021 Q3



50. What best describes the condition of the seat upholstery? \*153 (85)

2021 Q3

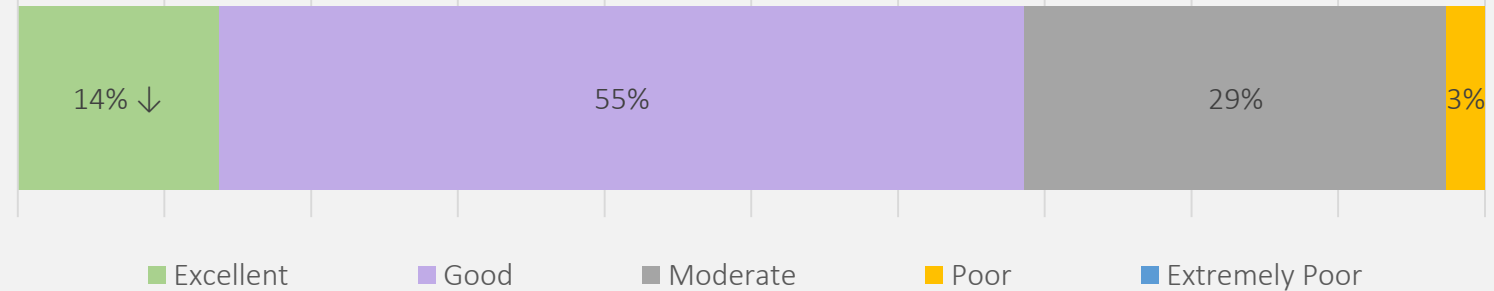


## Cleanliness Performance - Bus Cleanliness

### Floors and Stairs Cleanliness and Level of Litter

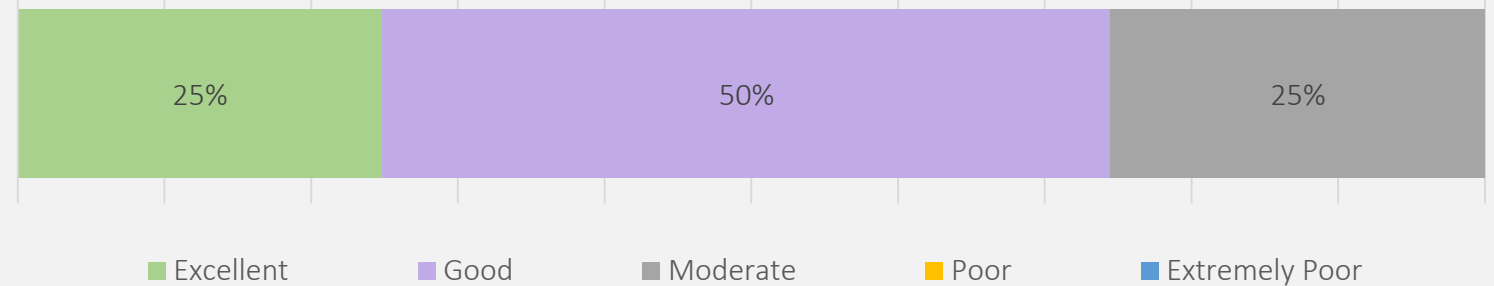
54. What best describes level of cleanliness of floors and stairs? \*153 (85)

2021 Q3



55. What best describes level of litter of floors and stairs? \*153 (85)

2021 Q3

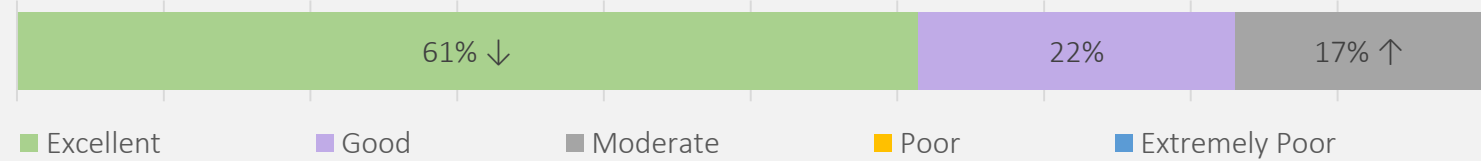


## Cleanliness Performance - Bus Cleanliness

### Panels, Ceilings, Stairs and Other Fixtures and Fittings Cleanliness

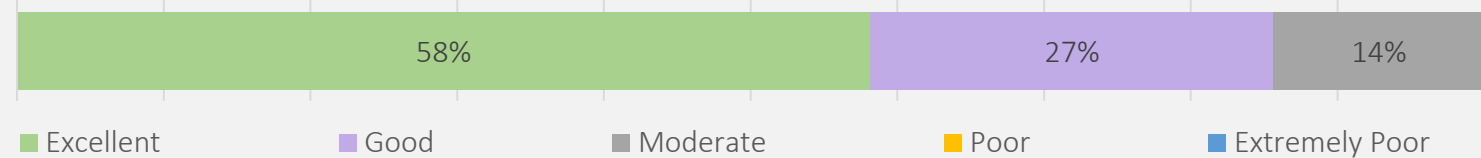
56. What best describes the level of non-scratched graffiti on panels, ceilings, stairs and other fixtures and fittings? \*153 (85)

2021 Q3



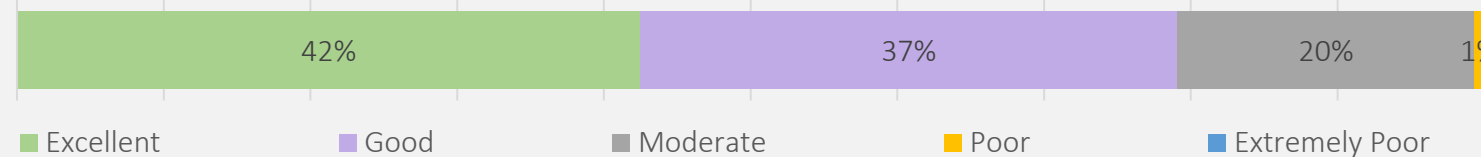
57. What best describes the level of etching on panels, ceilings, stairs and other fixtures and fittings? \*153 (85)

2021 Q3



58. What best describes level of cleanliness of panels, ceilings and other fixtures and fittings? \*153 (85)

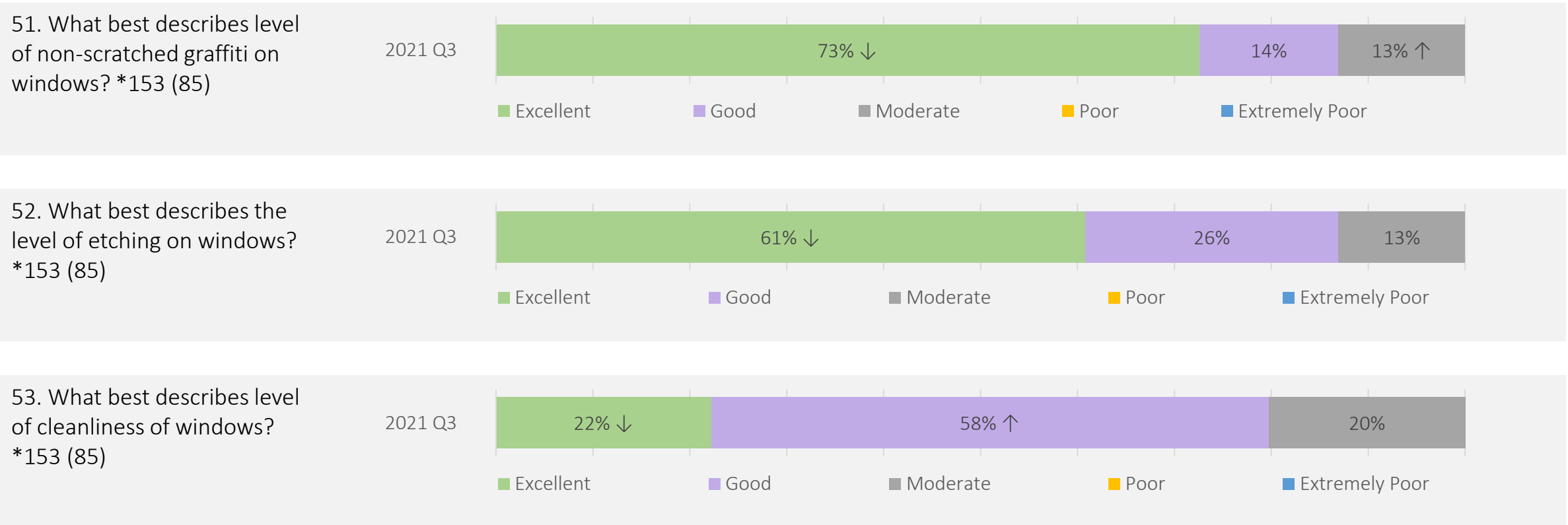
2021 Q3





## Cleanliness Performance - Bus Cleanliness

### Window Cleanliness and Condition

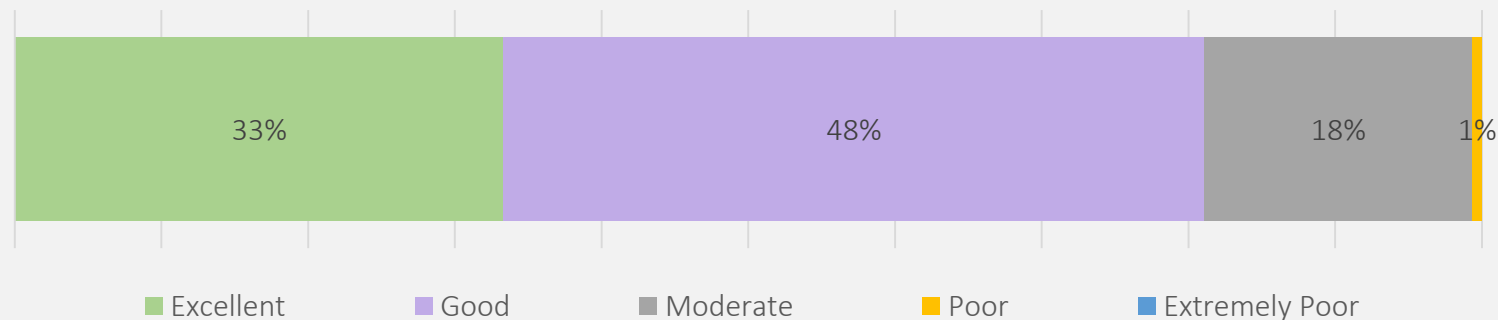


## Cleanliness Performance - Bus Cleanliness

### External Bus Cleanliness and Condition

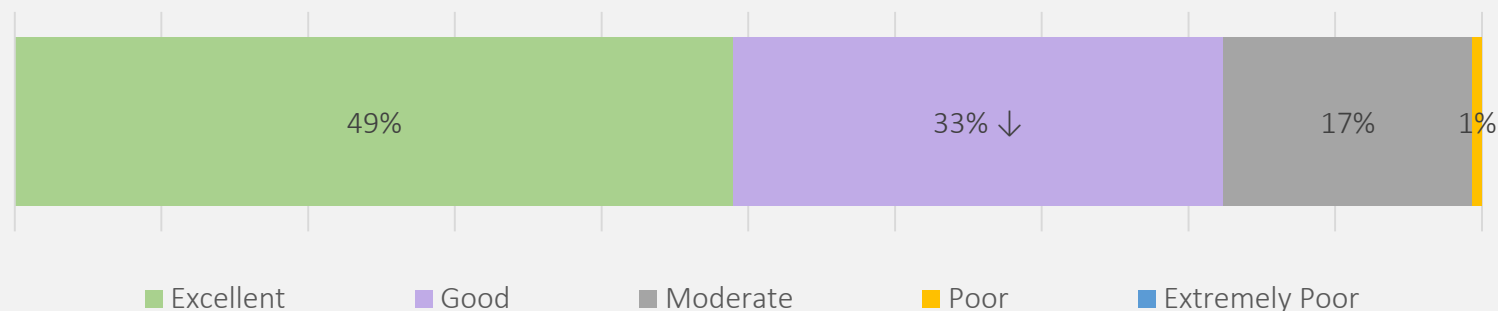
74. Please rate the overall external cleanliness of the bus  
\*153 (85)

2021 Q3



75. Please rate the overall external condition of the bus  
\*153 (85)

2021 Q3



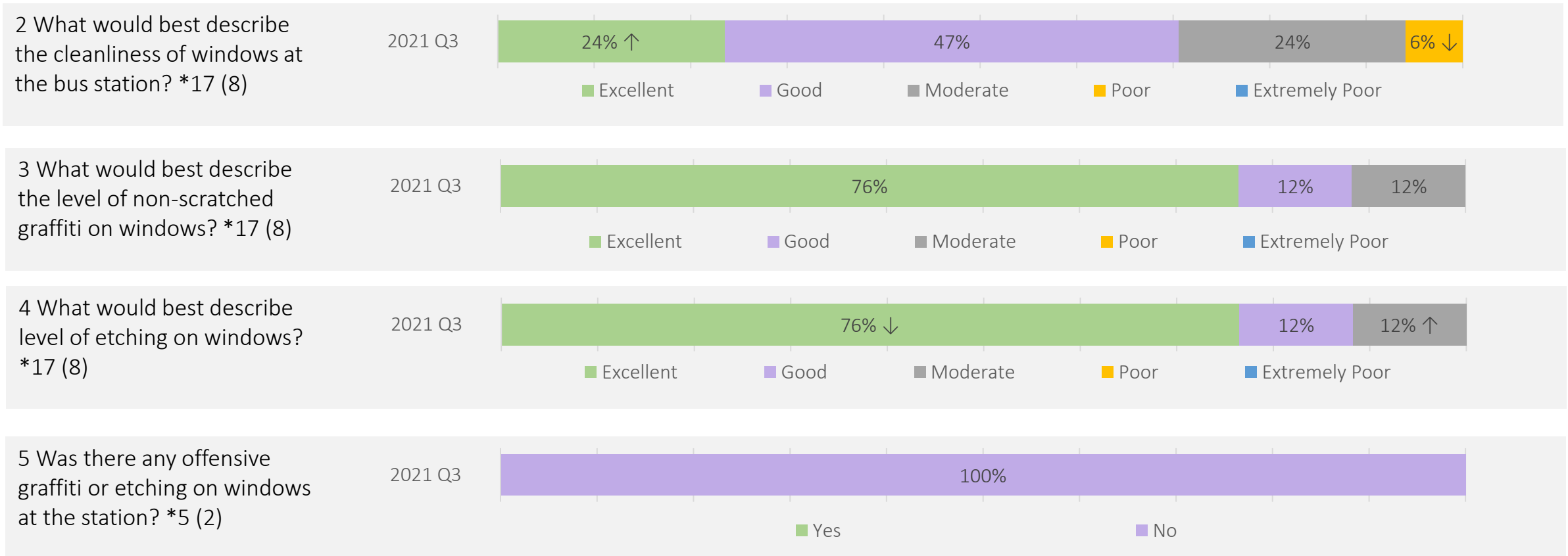
## Bus Station Performance

Contains questions relating to the following Bus Stations Performance:

- Windows Cleanliness and Condition
- Floor, Stairs and Seating Cleanliness and Spillages
- Floor, Stairs and Seating Level of Litter
- Surfaces, walls, panels, ceilings and other fixtures and fittings Cleanliness and Condition
- Seating Cleanliness and Condition
- Toilets and Washroom Cleanliness and Condition
- Toilets Working in Proper Order, Well Stocked, Free of Litter

## Bus Station Performance

### Windows Cleanliness and Condition

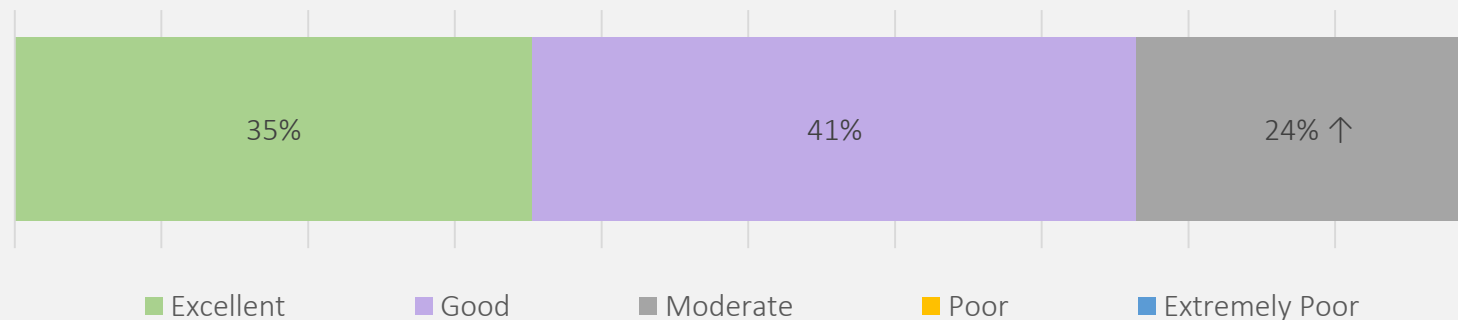


## Bus Station Performance

### Floor, Stairs and Seating Cleanliness and Spillages

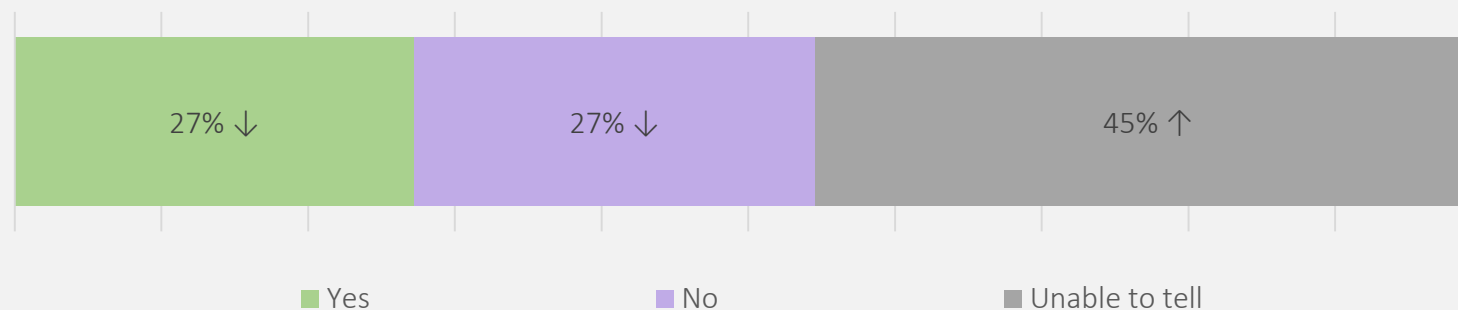
6 What best describes level of cleanliness of floors, stairs and seating in the bus station? \*17 (8)

2021 Q3



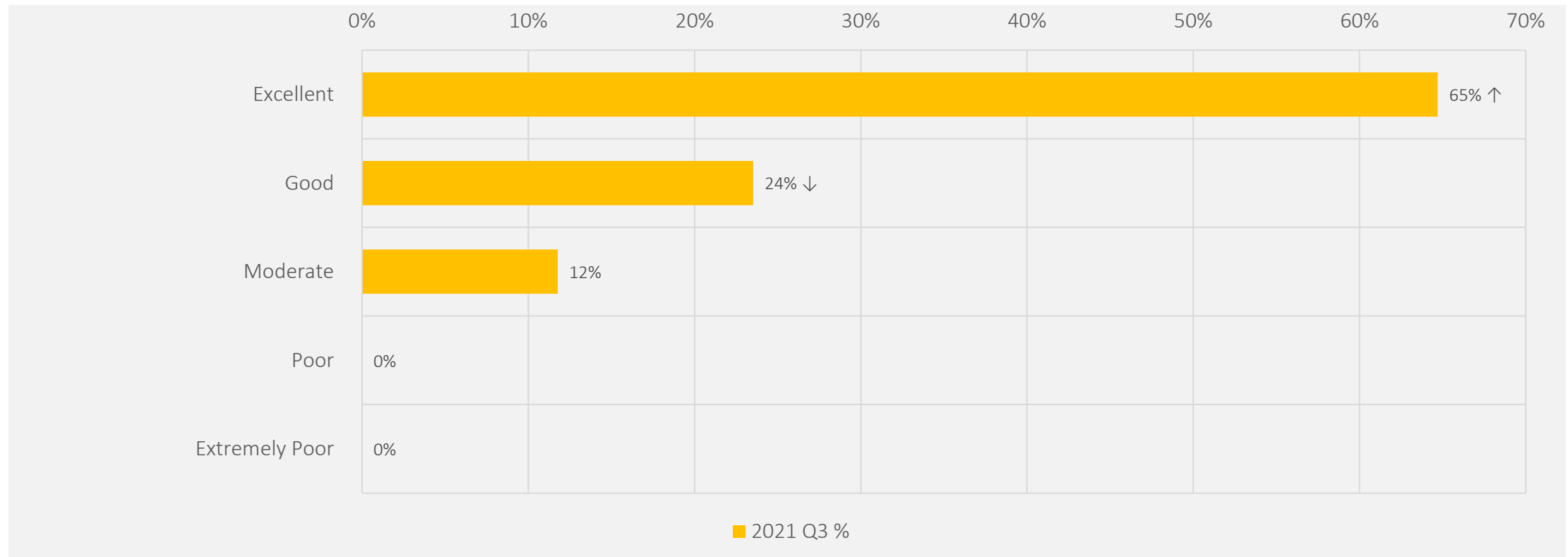
6b If any spillages were present on the floor, was this dried? \*11 (5)

2021 Q3



## Bus Station Performance

7 What best describes level of litter at the bus station (include litter on seating, floors and stairs)? \*17 (8)

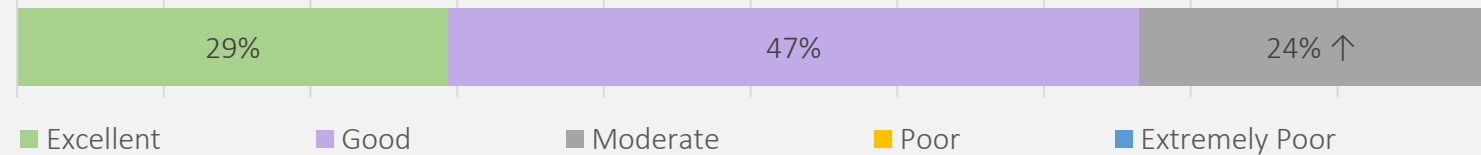


## Bus Station Performance

### Surfaces, walls, panels, ceilings and other fixtures and fittings Cleanliness and Condition

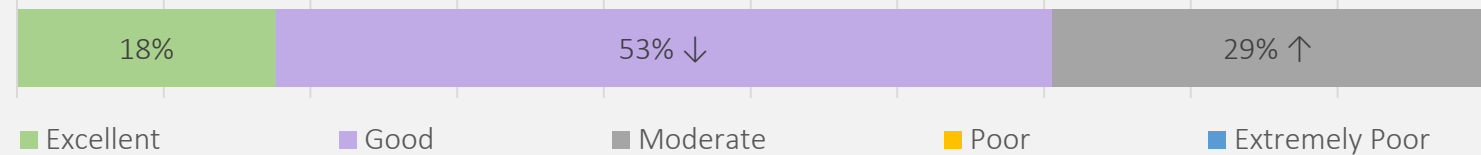
8 What would best describe the cleanliness of surfaces, walls, panels, ceilings and other fixtures and fittings? \*17 (8)

2021 Q3



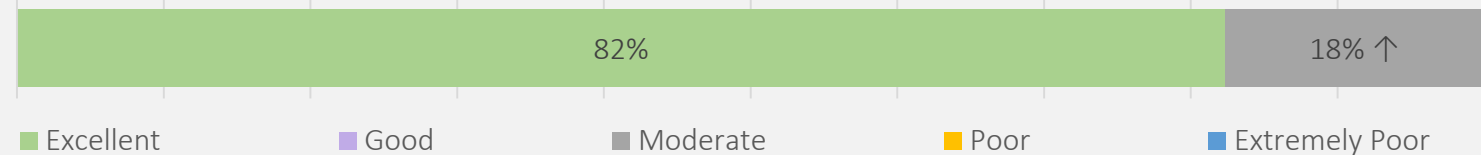
9 What would best describe the condition of surfaces, walls, panels, ceilings and other fixtures and fittings? \*17 (8)

2021 Q3



10 What would best describe the level of non-scratched graffiti on surfaces, walls, panels, ceilings and other fixtures and fittings? \*17 (8)

2021 Q3

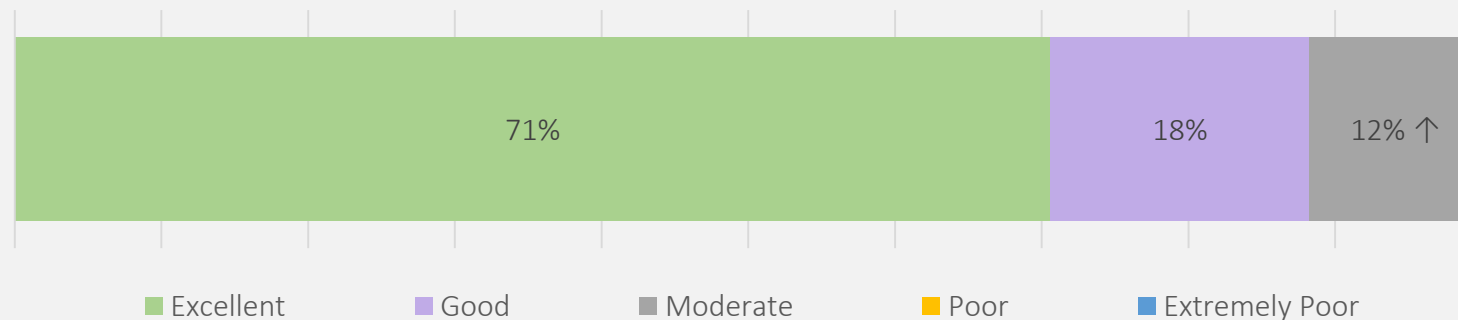


## Bus Station Performance

### Surfaces, walls, panels, ceilings and other fixtures and fittings Cleanliness and Condition (Cont.)

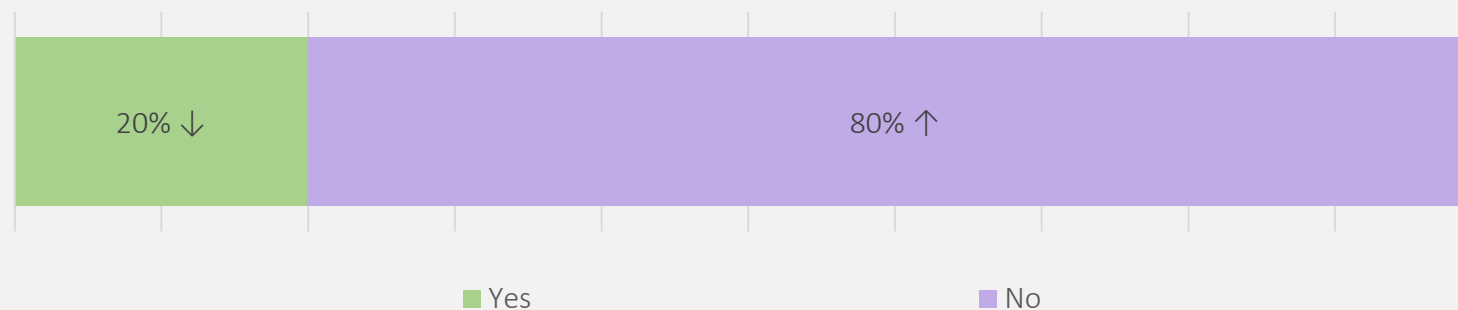
11 What would best describe level of etching on surfaces, walls, panels, ceilings and other fixtures and fittings? \*17 (8)

2021 Q3



12 Was there any offensive graffiti or etching on surfaces, walls, panels, ceilings and other fixtures and fittings? \*5 (2)

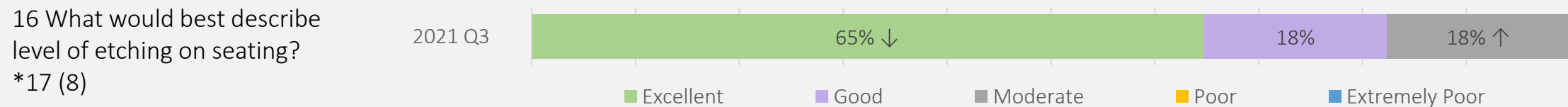
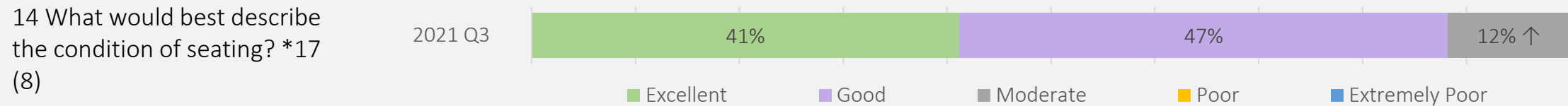
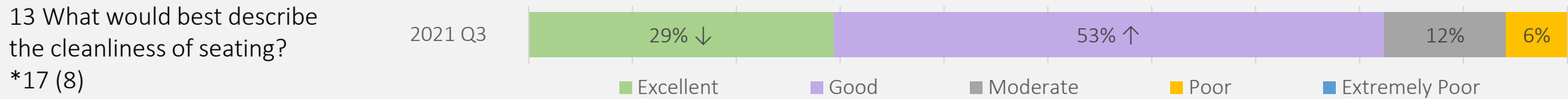
2021 Q3





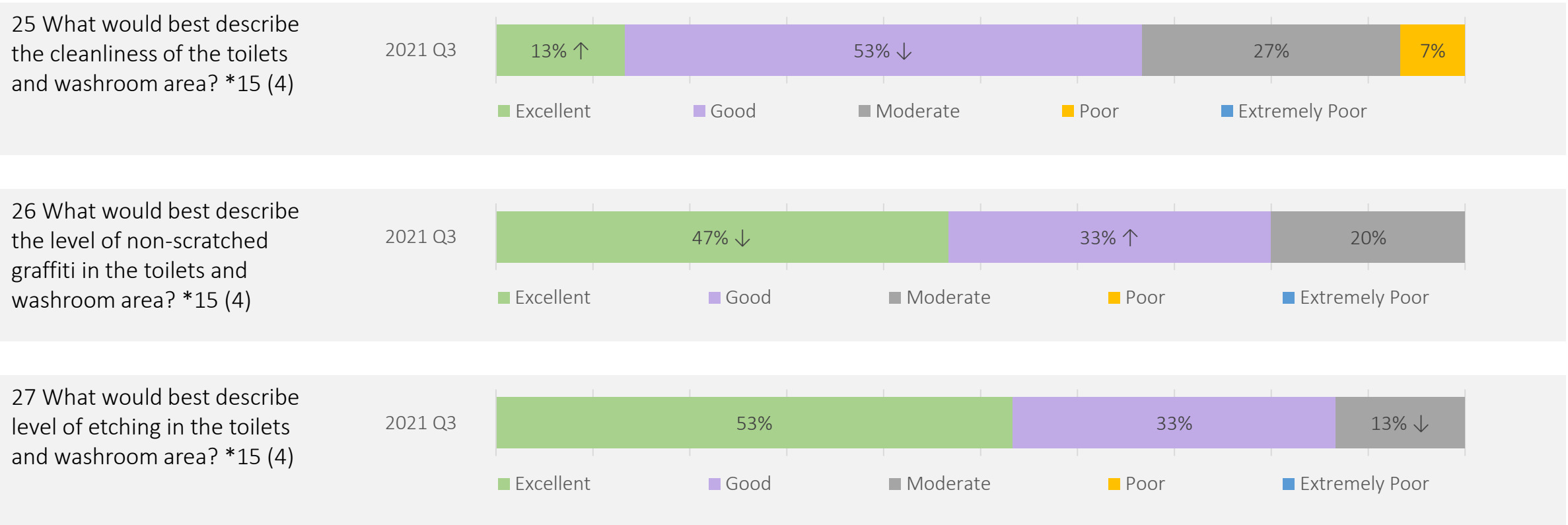
## Bus Station Performance

### Seating Cleanliness and Condition



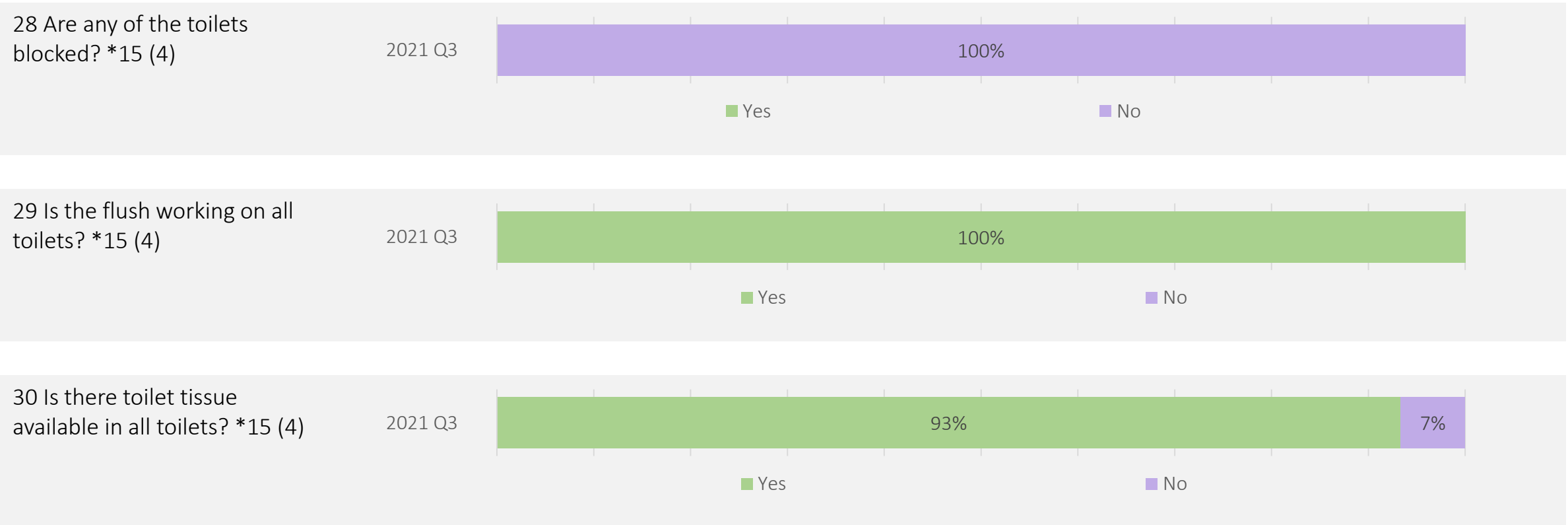
## Bus Station Performance

### Toilets and Washroom Cleanliness and Condition



## Bus Station Performance

### Toilets Working in Proper Order, Well Stocked, Free of Litter

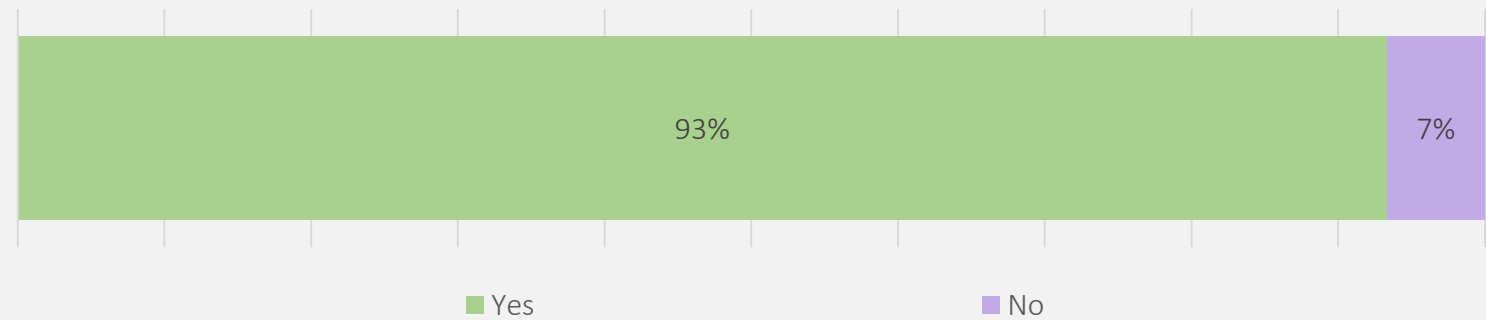


## Bus Station Performance

### Toilet Bins

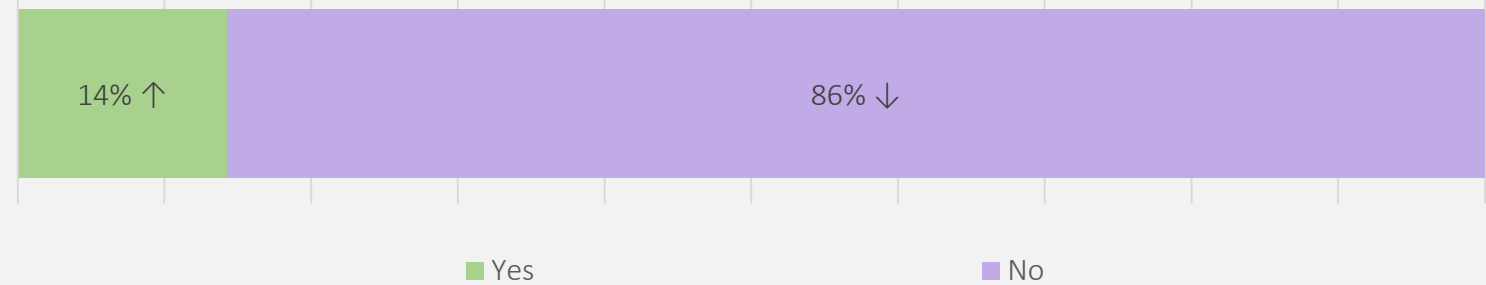
31 Is there a litter bin in the toilet? \*15 (4)

2021 Q3



32 Is the litter bin full or overflowing? \*14 (4)

2021 Q3



## Assessment measures

Questions referring to bus cleanliness, condition and graffiti all use a “five-point scale”. This is a scale that offers five response options starting with the most positive (Excellent) and ending with the most negative (Extremely Poor). The description for each of these scale points are listed below;

Cleanliness	Condition	Graffiti	Litter
<b>Excellent</b> - no evidence of dirt, dust, staining, marks or fluids	<b>Excellent</b> - no visible damage / wear and tear	<b>Excellent</b> - no sign of graffiti	<b>Excellent</b> - no litter whatsoever
<b>Good</b> - very little evidence of dirt, dust, staining, marks or fluids	<b>Good</b> - very little damage / wear and tear	<b>Good</b> - a very small amount of graffiti	<b>Good</b> - very small amount of litter
<b>Moderate</b> - some evidence of dirt, dust, staining, marks or fluids building up	<b>Moderate</b> - some damage / wear and tear, but not in need of repair	<b>Moderate</b> - some evidence of graffiti	<b>Moderate</b> - litter beginning to build up
<b>Poor</b> - large amount of dirt, dust, staining, marks or fluids built up	<b>Poor</b> - large amount of damage, non-urgent attention recommended	<b>Poor</b> - a large amount of graffiti	<b>Poor</b> - large amounts of litter
<b>Extremely Poor</b> - extensive amount of dirt, dust, staining, marks or fluids built up	<b>Extremely Poor</b> - extensive damage, repair urgently needed	<b>Extremely Poor</b> - very heavy graffiti	<b>Extremely Poor</b> - very heavily littered