



NTA Mystery Passenger Survey

Dublin Metropolitan Area Bus & Head Office

2021 Quarter 3

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Research Background:

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

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

9 Dublin Bus Head Office 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.

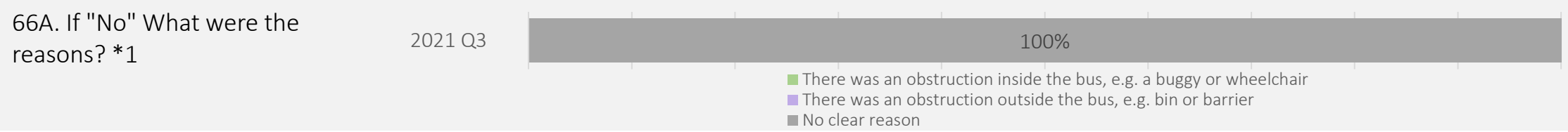
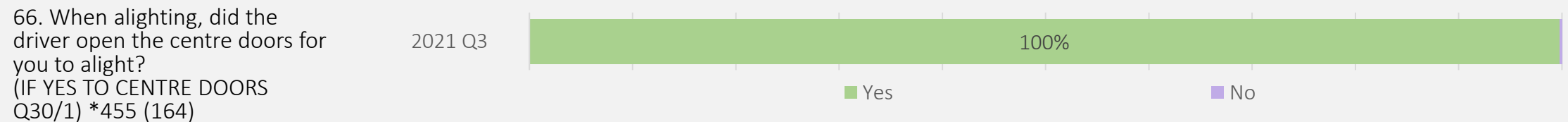
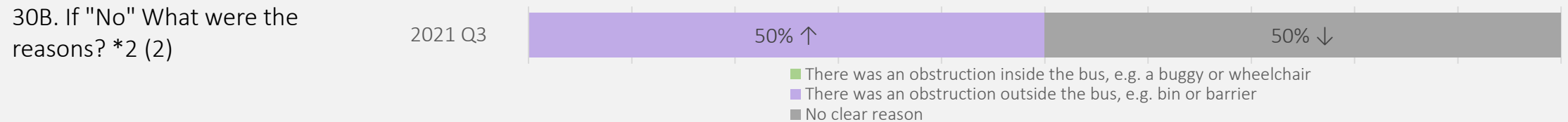
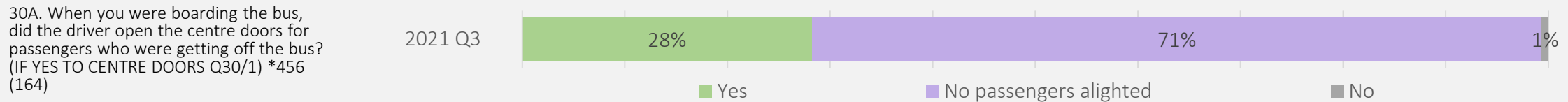
Bus Equipment Performance

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

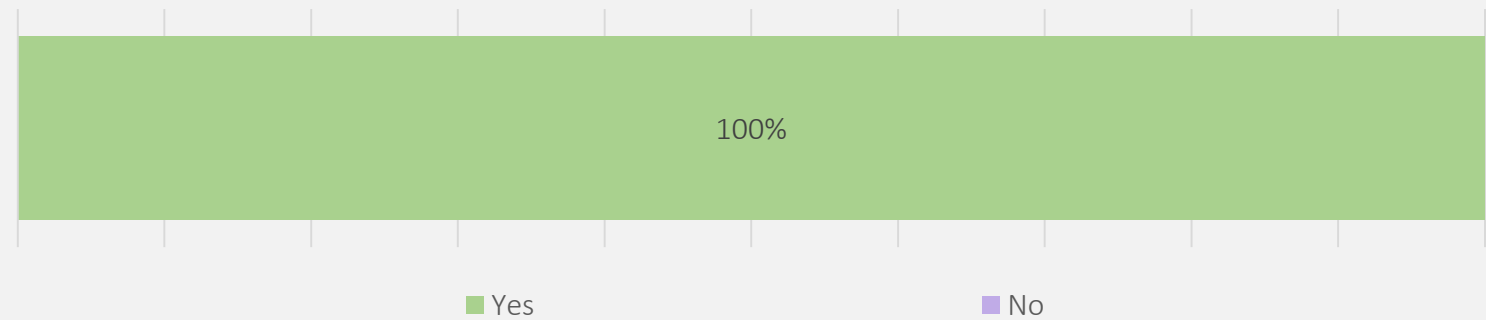


Bus Equipment Performance

Bus Wheelchair Ramp

87A. Was the wheelchair ramp or wheelchair lift activated upon request? *9 (4)

2021 Q3



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

2021 Q3

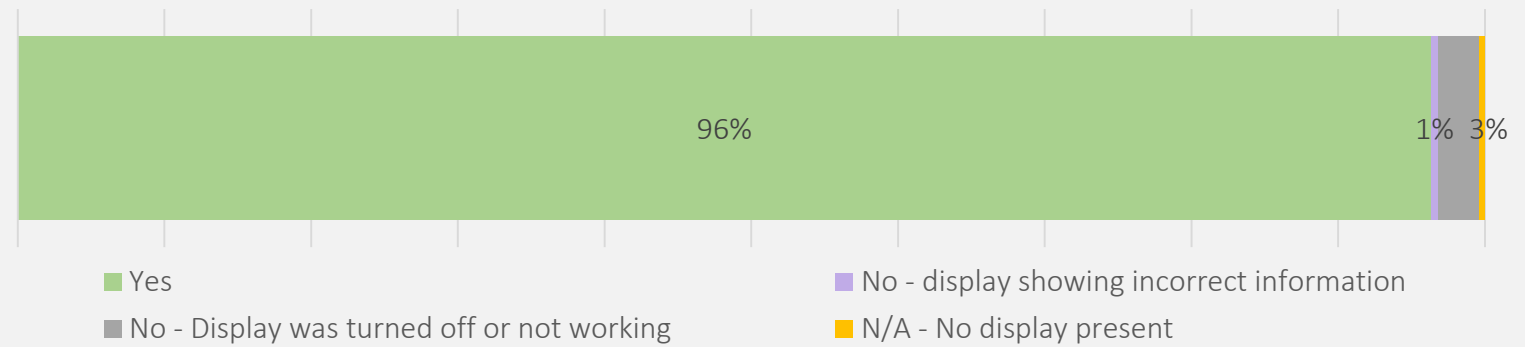
- Driver stated the wheelchair ramp or lift was broken
- Person requesting the ramp or lift was not a wheelchair user
- Driver refused to activate the ramp or lift because it was unsafe to do so

Bus Equipment Performance

Bus Electronic Board Performance

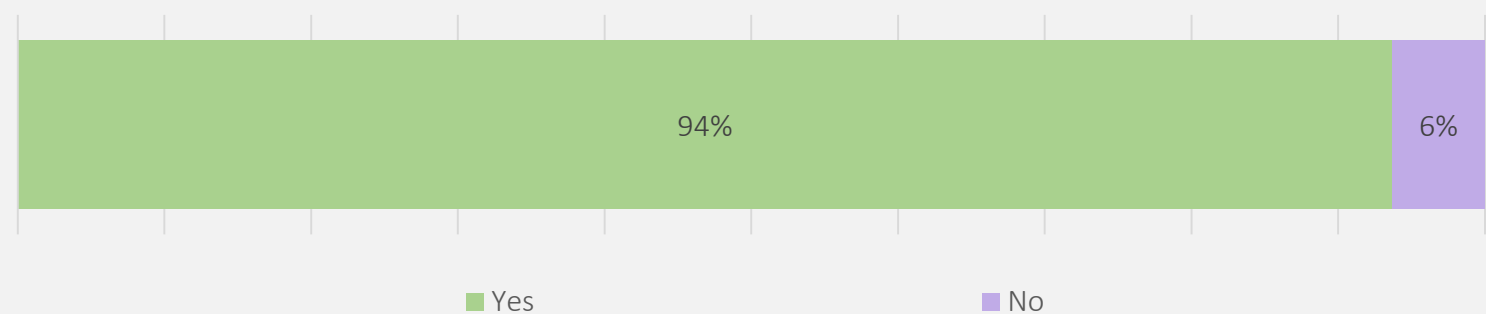
60. Was the information displayed on the electronic board showing correct 'next stop' information? *569 (200)

2021 Q3



61. Was there an automatic next stop audio announcement? *569 (200)

2021 Q3

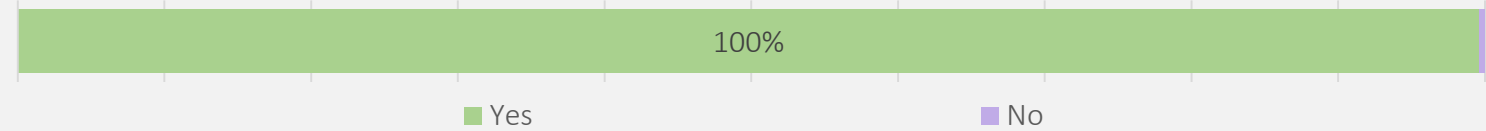


Bus Equipment Performance

Bus Route & Destination Display

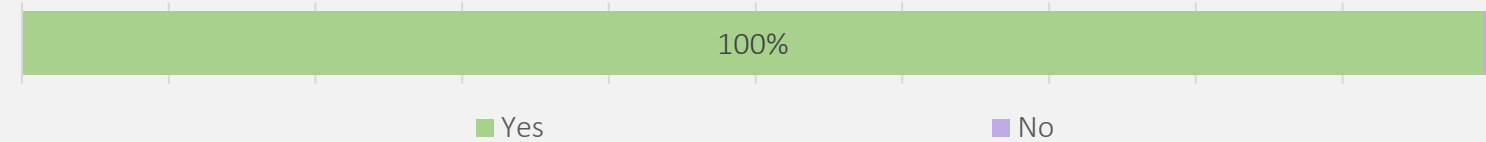
26. Was the route number displayed correctly on the front of the bus? *569 (200)

2021 Q3



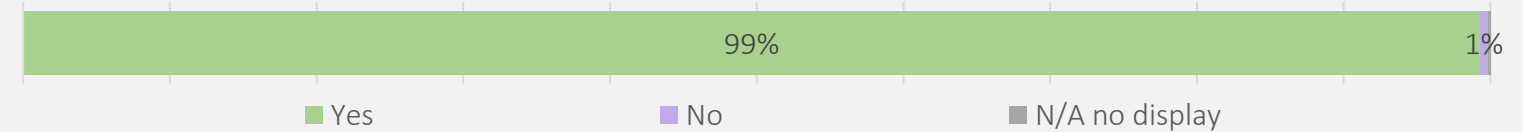
27. Was the destination displayed correctly on the front of the bus? *569 (200)

2021 Q3



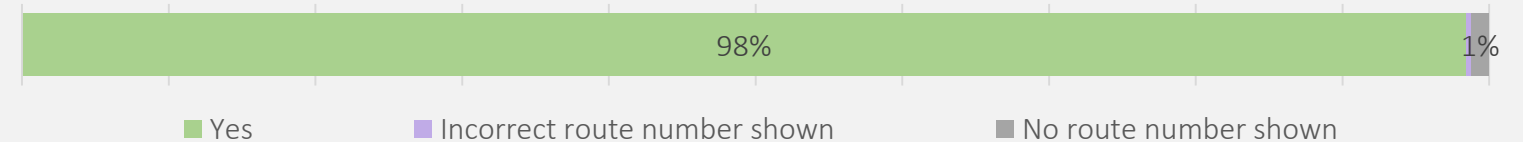
28. Was the route number displayed correctly on the side of the bus? *569 (200)

2021 Q3



69. Was the correct route number displayed on the back of the bus? *569 (200)

2021 Q3

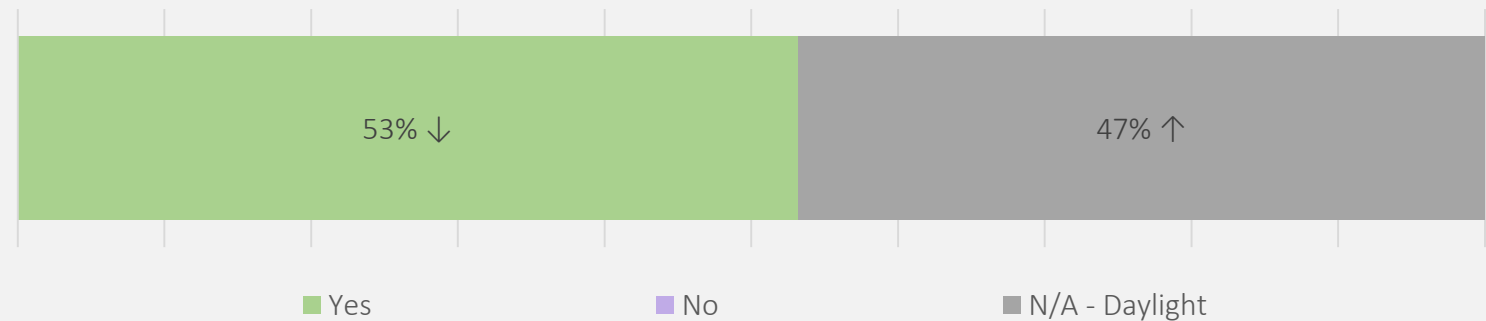


Bus Equipment Performance

Interior Lighting / On-Board Temperature

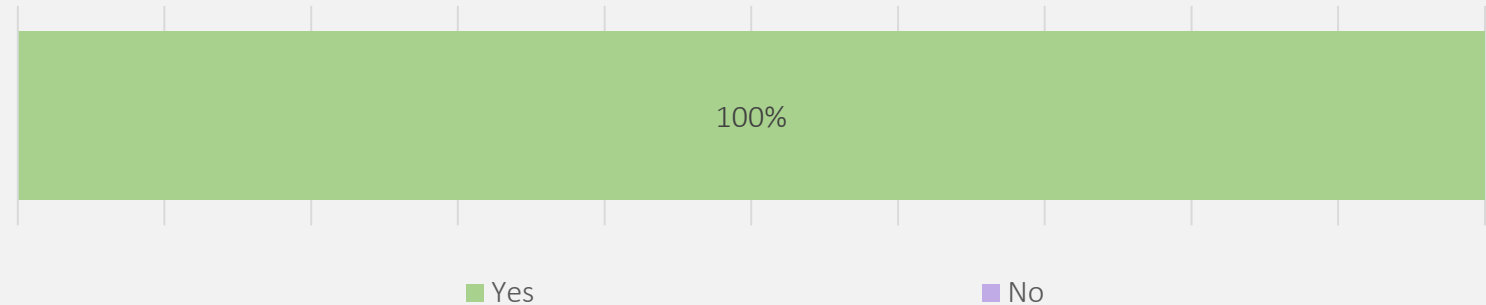
63. Was interior lighting on when required? If daylight, mark N/A. *265 (58)

2021 Q3



64. Did you consider the temperature on board the bus was appropriate given the weather conditions? *569 (200)

2021 Q3

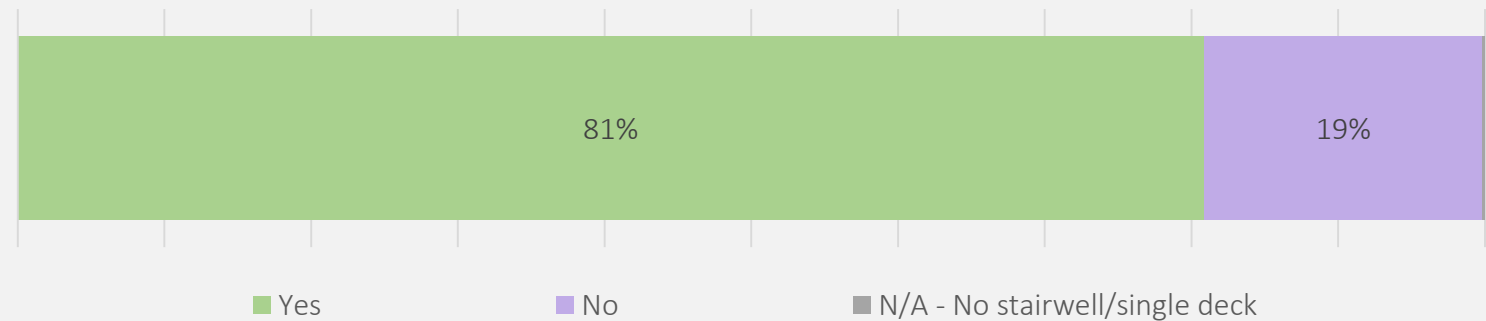


Bus Equipment Performance

Bus CCTV

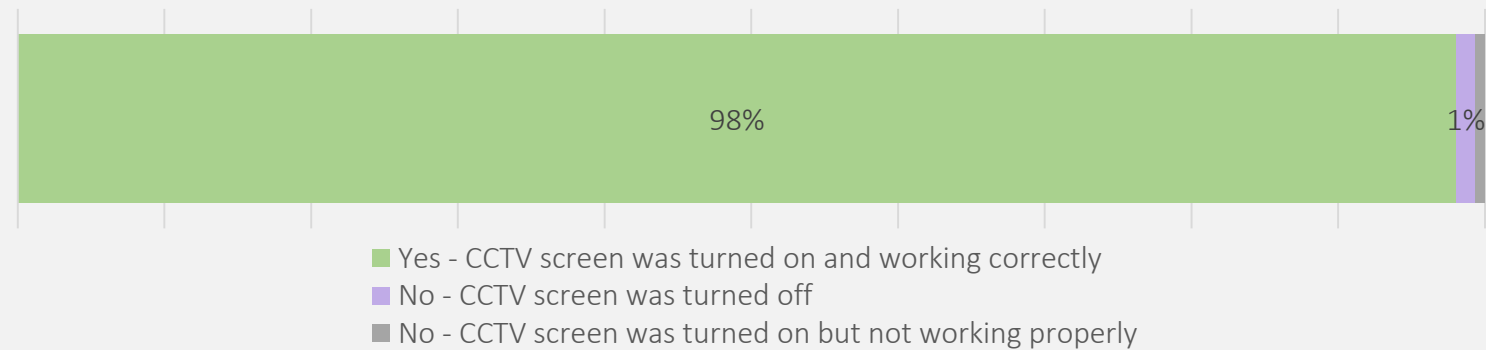
62. Was there a CCTV screen in stairwell on the bus? *569 (200)

2021 Q3



62A. Was the CCTV screen in the stairwell working correctly? *460 (163)

2021 Q3

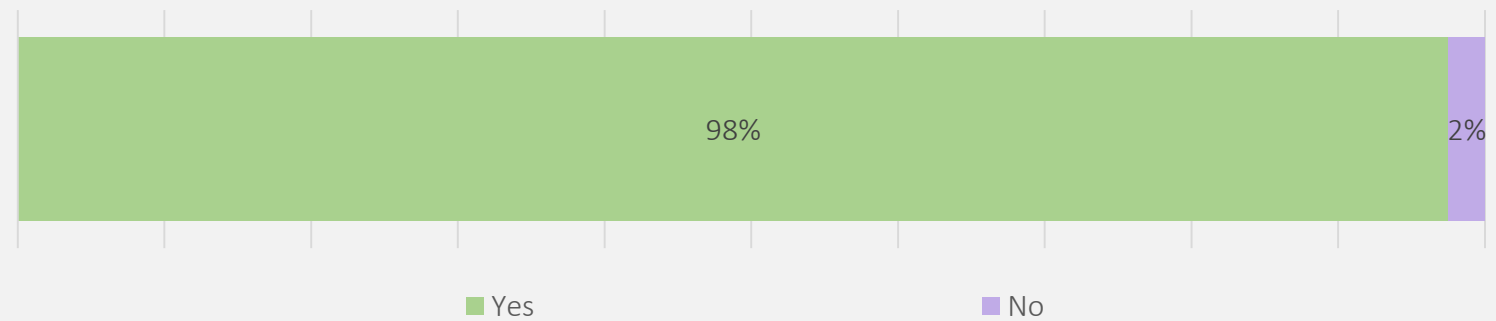


Bus Equipment Performance

On Board WIFI

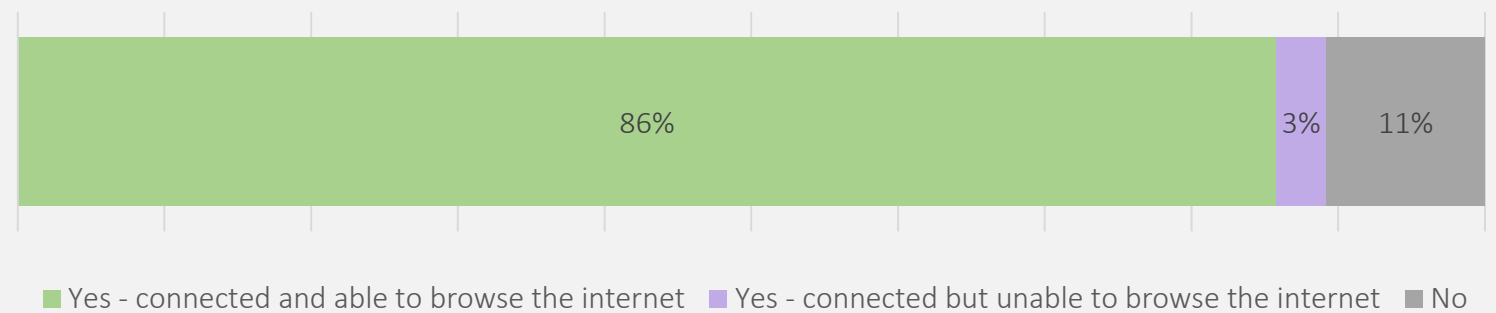
65. Was the operator Wi-Fi available on board the bus?
 *569 (200)

2021 Q3



65A. Were you able to connect to the operator Wi-Fi network? *555 (192)

2021 Q3



Bus Driver Performance

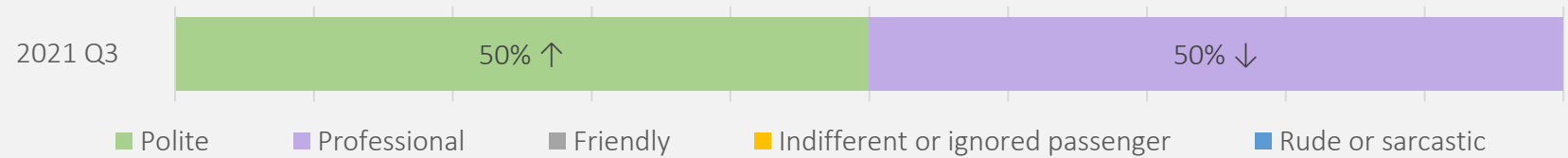
Contains questions relating to the following Bus Driver Performance:

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

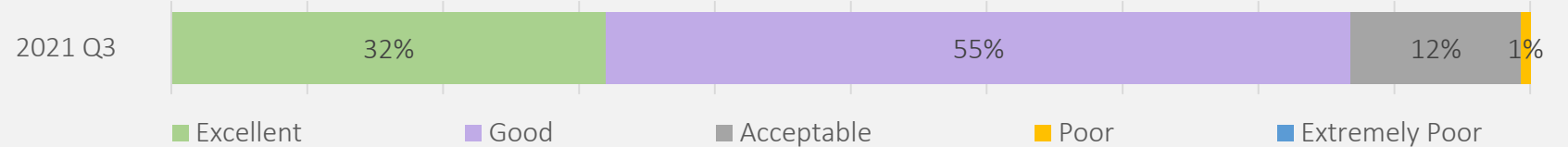
Bus Driver Performance

Driver Attitude

85A. How did the driver handle the situation?
(If yes to DRIVER DISPUTE Q85/2 to Q85/7) *2 (9)



33. What best describes the helpfulness of the driver?
*569 (200)



34. What best describes the politeness of the driver? *569 (200)

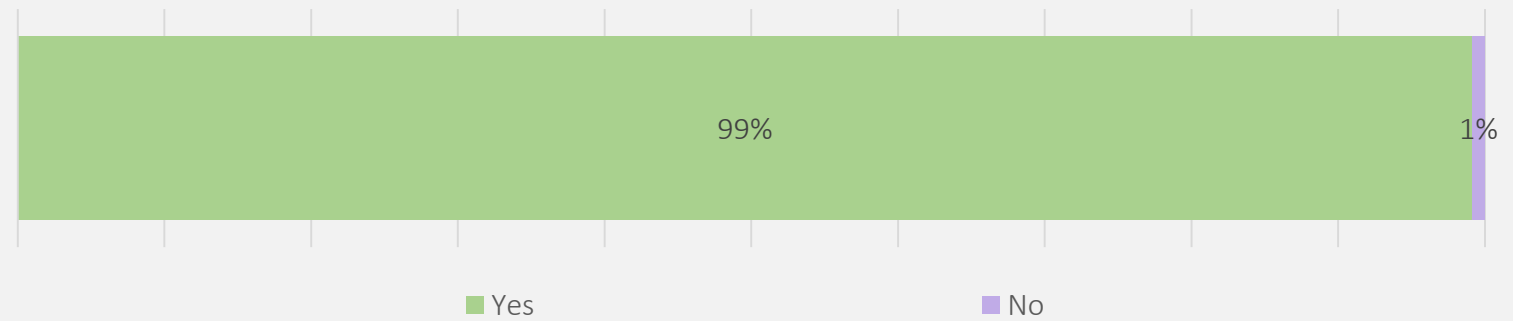


Bus Driver Performance

Driver Presentation

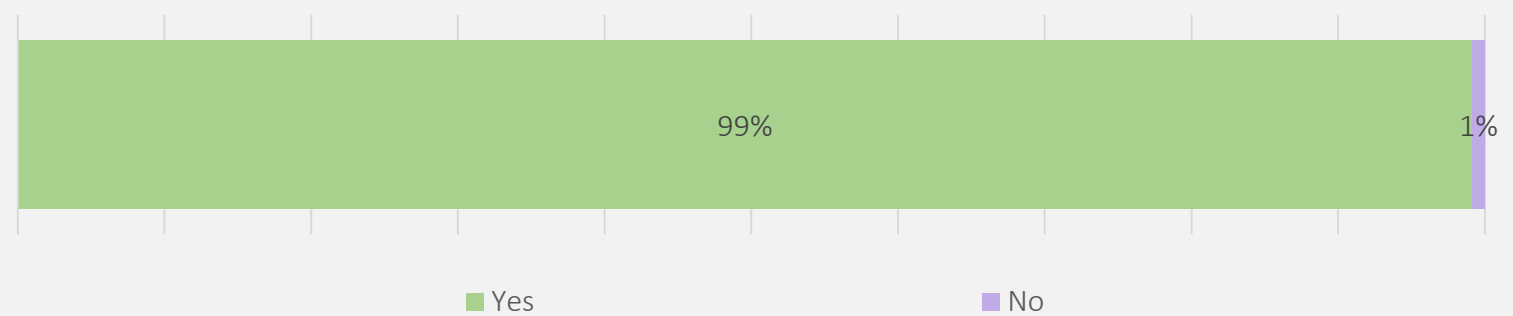
36. Was the driver wearing uniform? *569 (200)

2021 Q3



37. Was the driver well presented? *569 (200)

2021 Q3

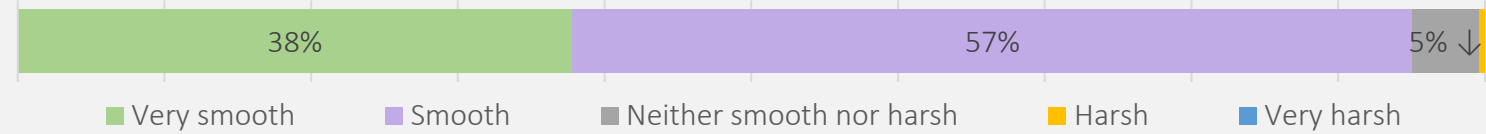


Bus Driver Performance

Bus Ride Quality

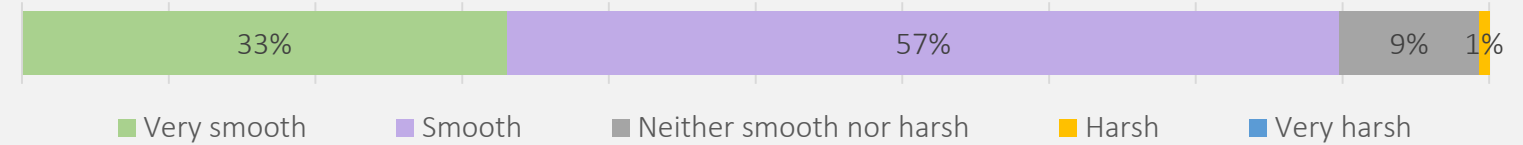
76. How would you rate the smoothness of acceleration based on your journey overall? (ASK ALL) *569 (200)

2021 Q3



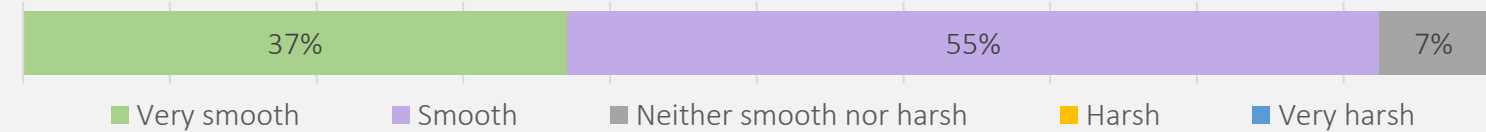
77. How would you rate the smoothness of braking based on your journey overall? *569 (200)

2021 Q3



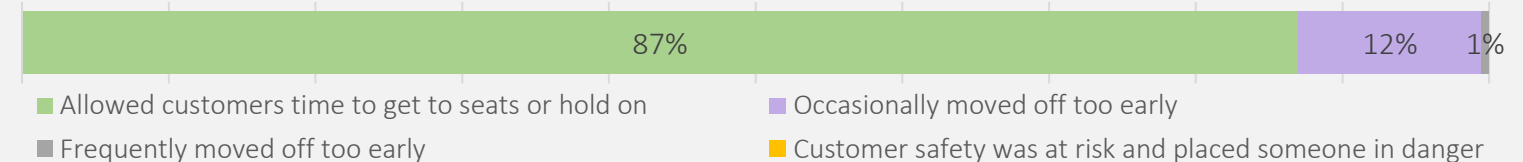
78. How would you rate the smoothness of steering based on your journey overall? *569 (200)

2021 Q3



79. Did the driver give passengers adequate time to find their seats or hold on when moving off? *569 (200)

2021 Q3

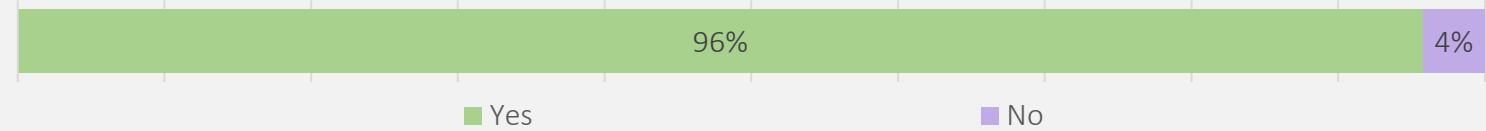


Bus Driver Performance

Serving the Stop

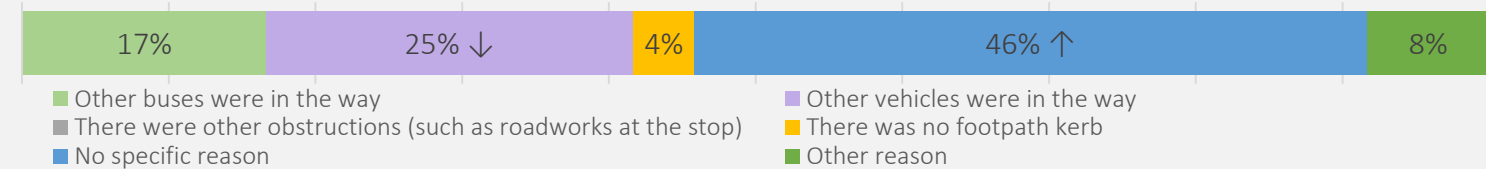
73. When you were getting off, did the bus pull up to the footpath kerb at the bus stop sufficiently to allow passengers board and alight from the bus without walking on the road? *569 (200)

2021 Q3



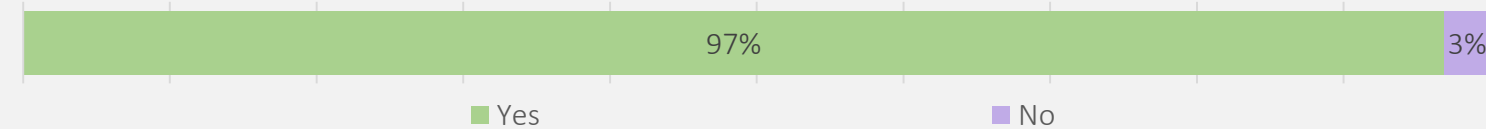
73A. Why did the bus not pull up to the kerb? *24 (8)

2021 Q3



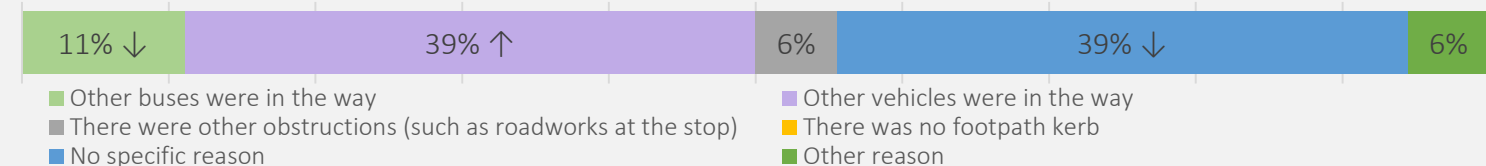
29. When you were getting on, did the bus pull up to the footpath kerb at the bus stop sufficiently to allow passengers board and alight from the bus without walking on the road? *569 (200)

2021 Q3



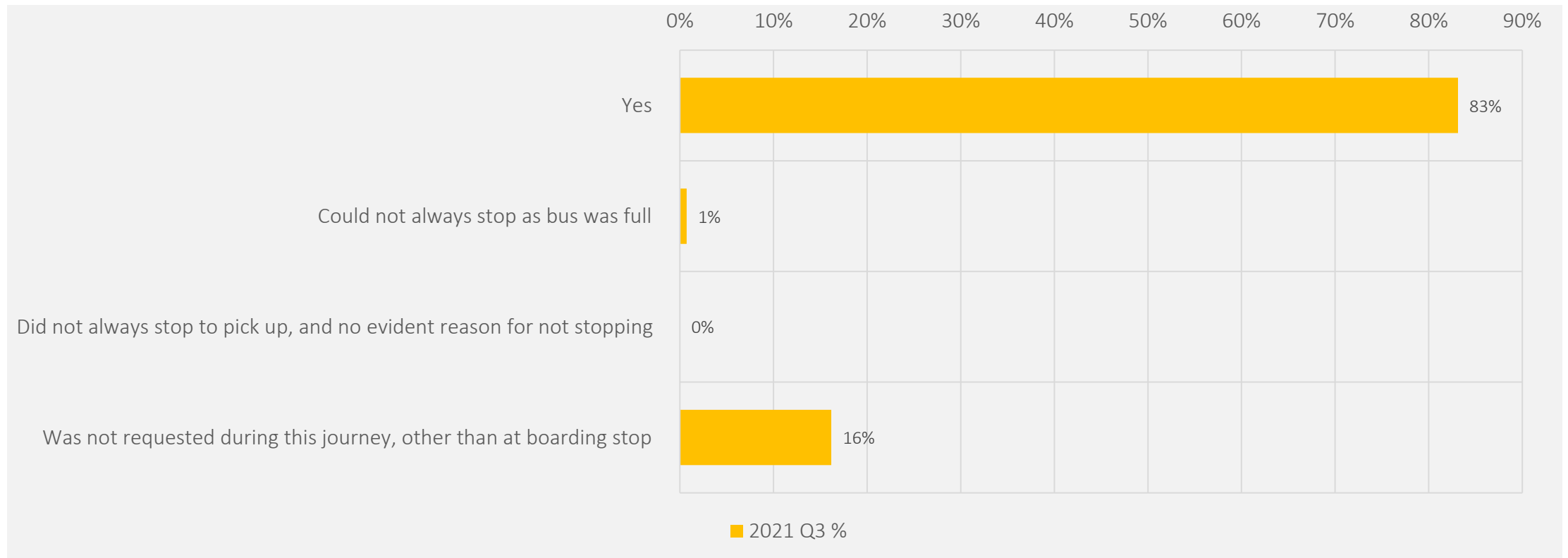
29A. Why did the bus not pull up to the footpath kerb? *18 (2)

2021 Q3



Bus Driver Performance

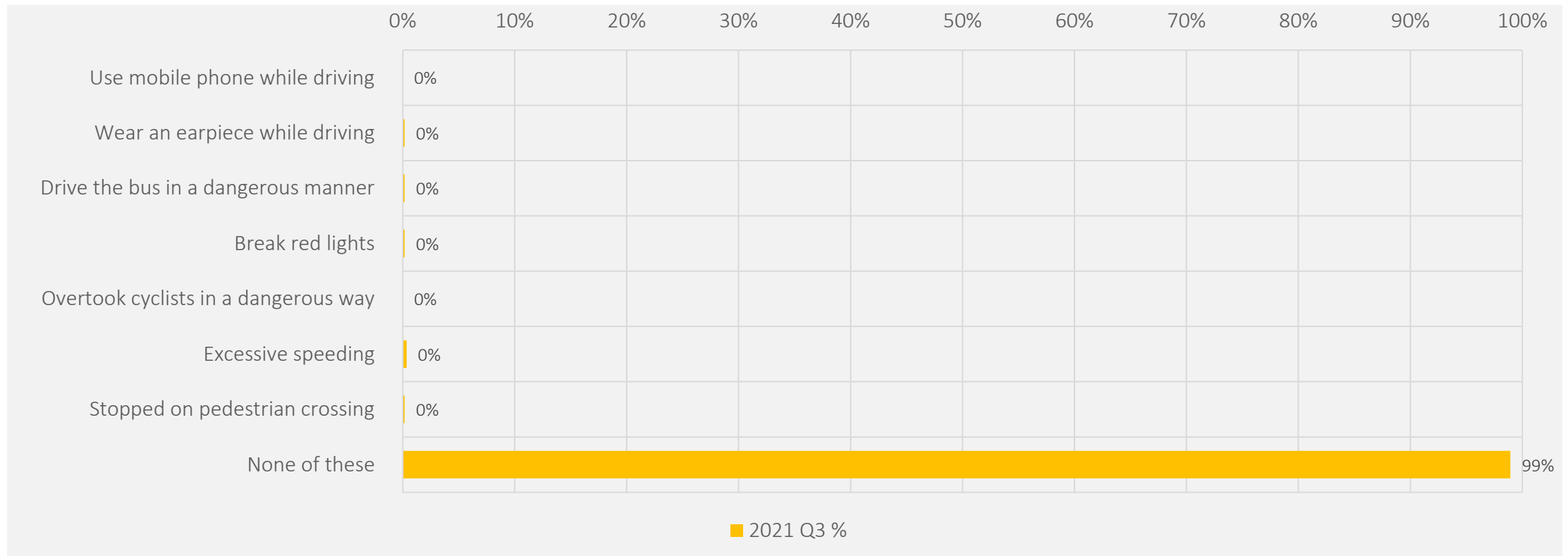
84. So far as you could tell, did the driver always stop to pick up passengers when requested? *569 (200)



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.) *569 (200)

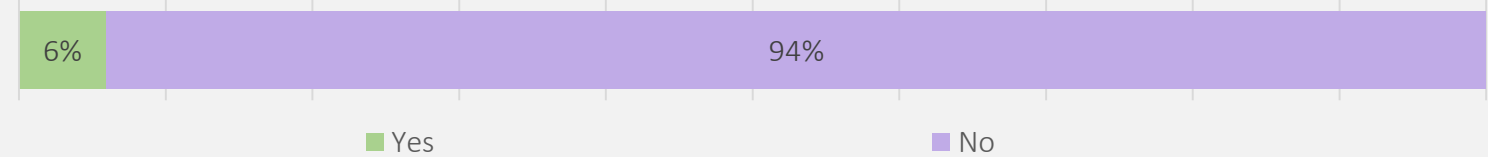


Bus Driver Performance

Other Driver Behaviours

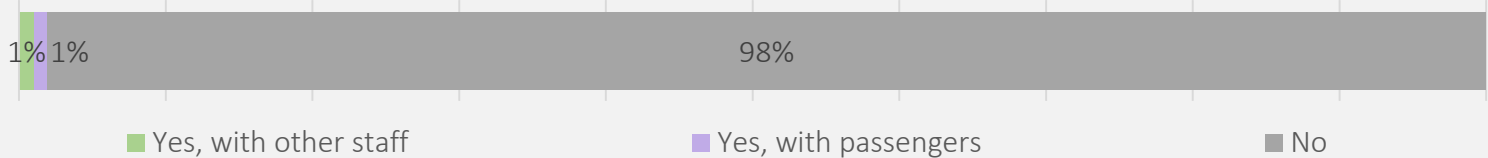
81. Did the driver listen to music or the radio whilst driving?
 (Only relevant for city routes)
 *569 (200)

2021 Q3



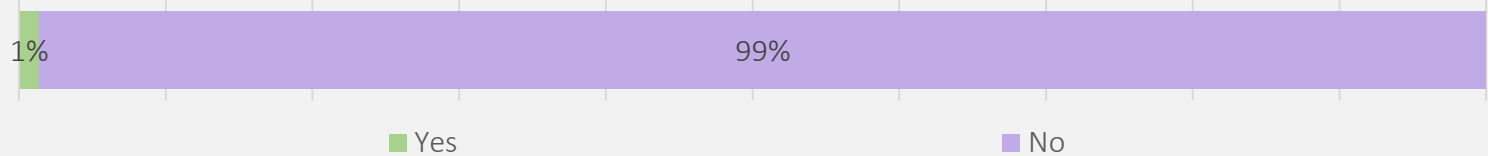
82. Did the driver hold long conversations with other people on the bus while driving? *569 (200)

2021 Q3



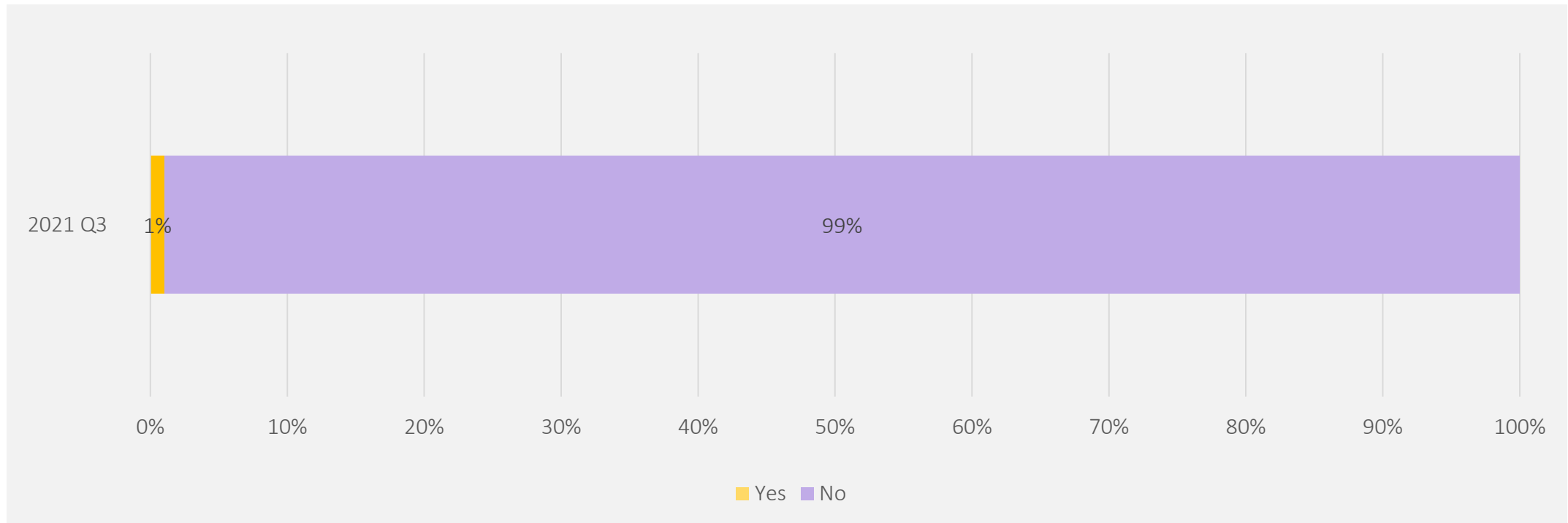
83. Did the driver leave the bus unattended at any time?
 *569 (200)

2021 Q3



Bus Driver Performance

86. Did bus terminate early or divert off course? *569 (200)



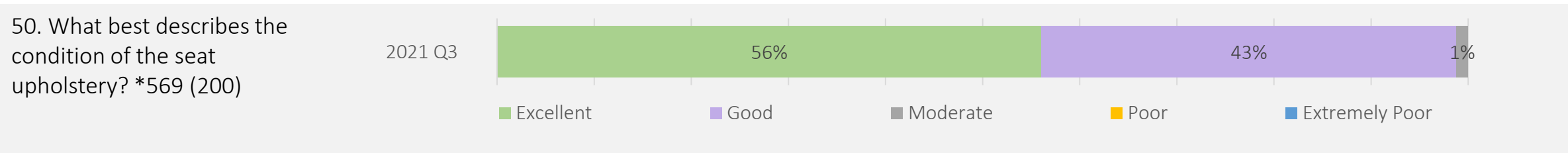
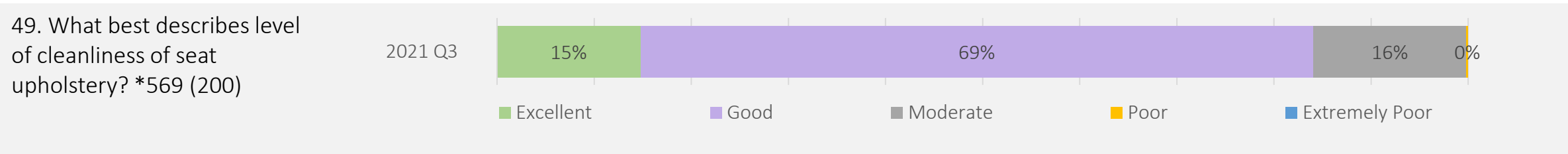
Cleanliness Performance - Bus Cleanliness

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

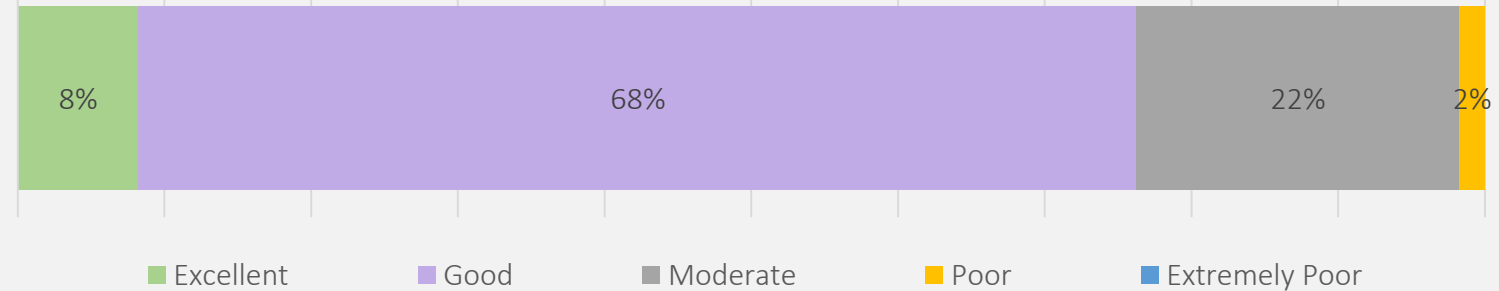


Cleanliness Performance - Bus Cleanliness

Floors and Stairs Cleanliness and Level of Litter

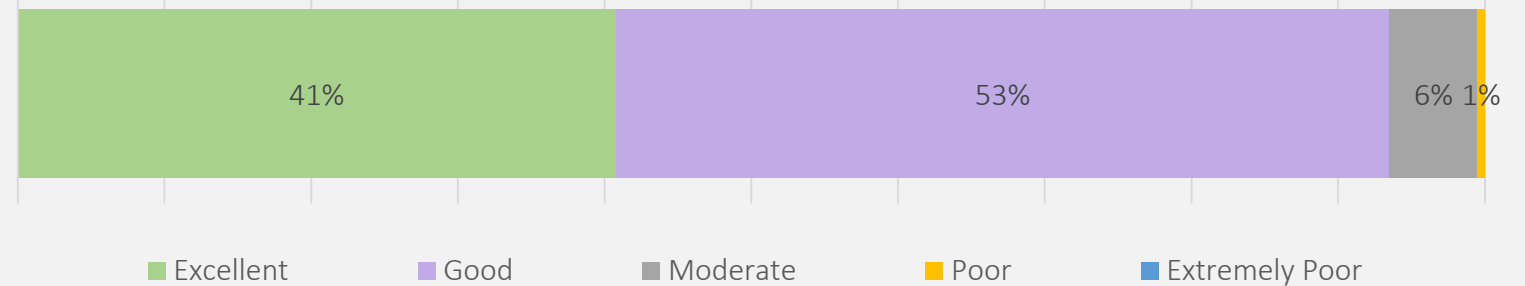
54. What best describes level of cleanliness of floors and stairs? *569 (200)

2021 Q3



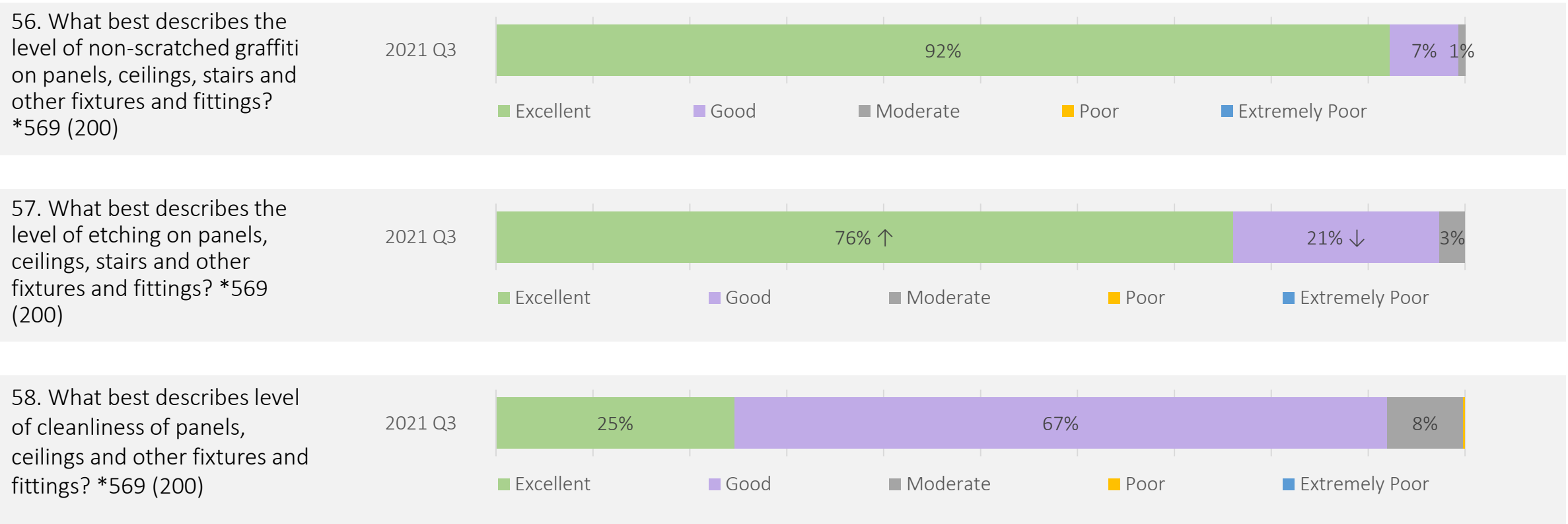
55. What best describes level of litter of floors and stairs? *569 (200)

2021 Q3



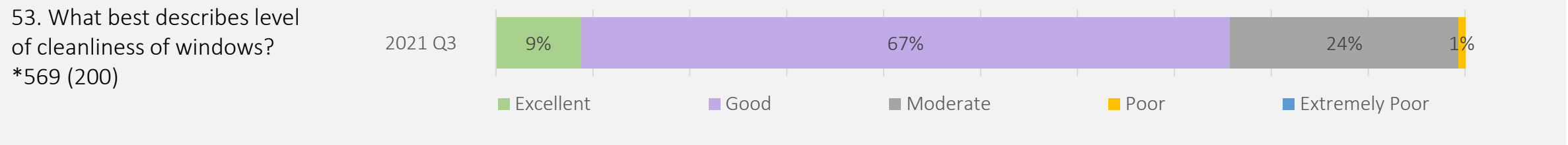
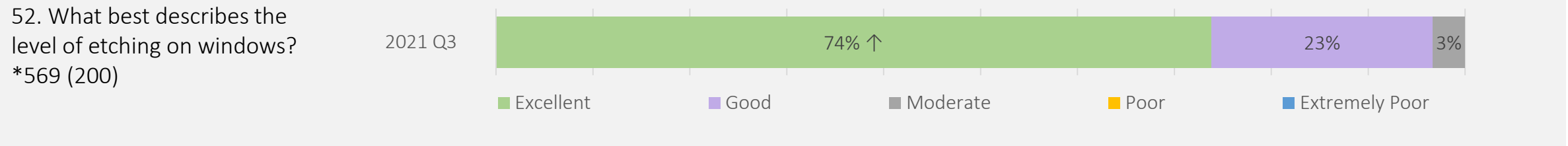
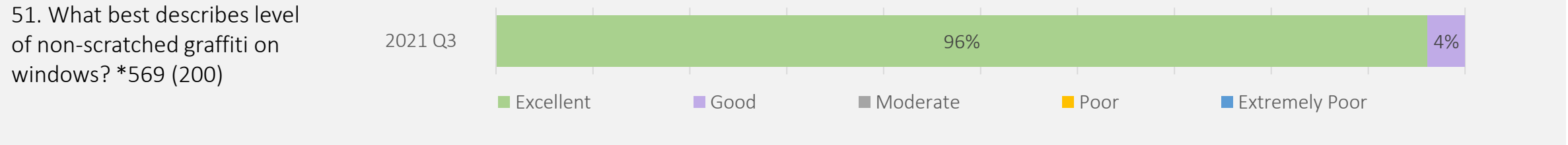
Cleanliness Performance - Bus Cleanliness

Panels, Ceilings, Stairs and Other Fixtures and Fittings Cleanliness



Cleanliness Performance - Bus Cleanliness

Window Cleanliness and Condition

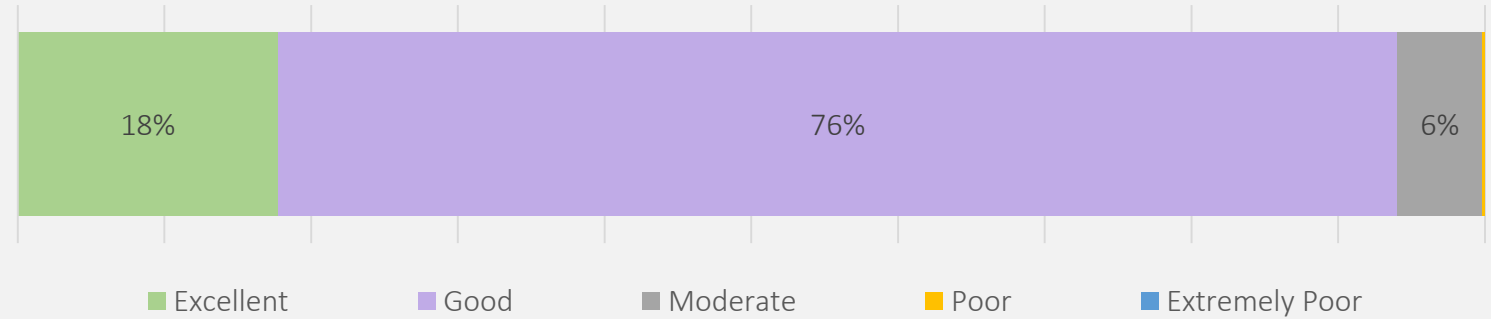


Cleanliness Performance - Bus Cleanliness

External Bus Cleanliness and Condition

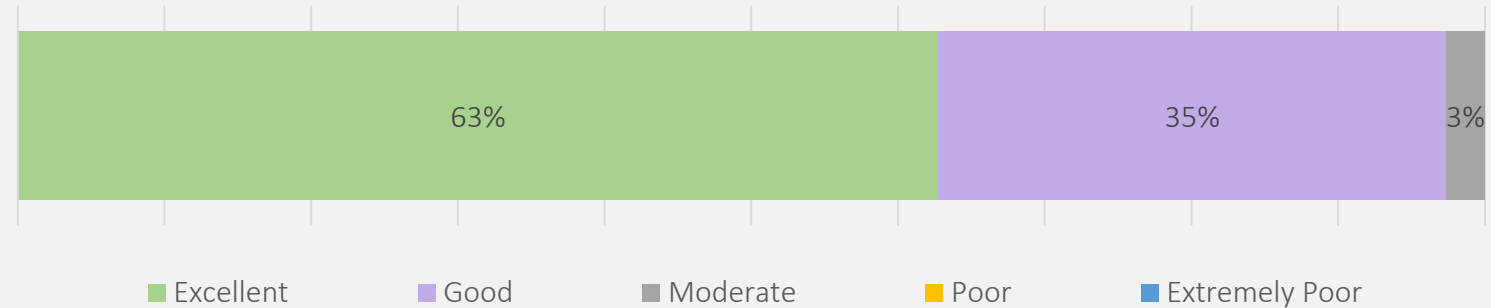
74. Please rate the overall external cleanliness of the bus
 *569 (200)

2021 Q3



75. Please rate the overall external condition of the bus
 *569 (200)

2021 Q3



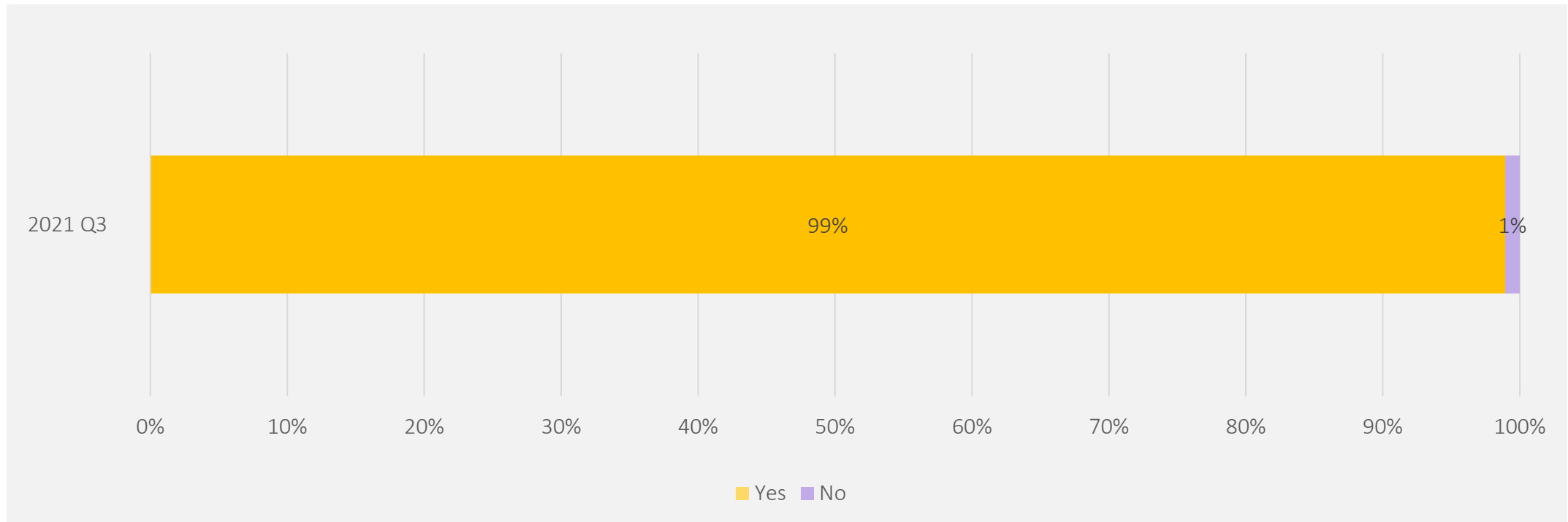
Customer Information Performance

Contains questions relating to the following Customer Information Performance:

- External Bus Customer Information Display

Customer Information Performance

31. Were the fares displayed clearly at the entrance? *569 (200)



Dublin Bus Head Office

Contains questions relating to the following Bus Head Office Performance:

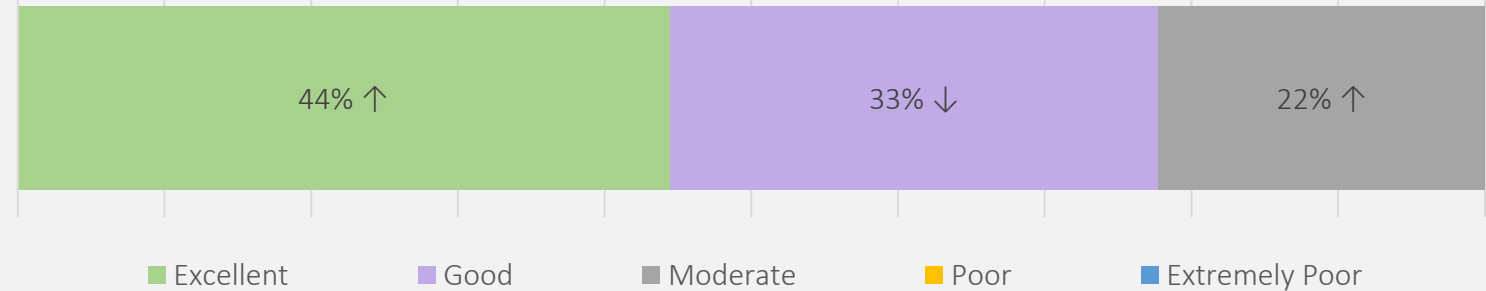
- Exterior of Head Office and Interior Windows Cleanliness
- Floors Cleanliness
- Surfaces, walls, panels, ceilings and other fixtures and fittings Cleanliness and Condition
- Seating Cleanliness and Condition
- Toilets Cleanliness

Dublin Bus Head Office

Exterior of Head Office and Interior Windows Cleanliness

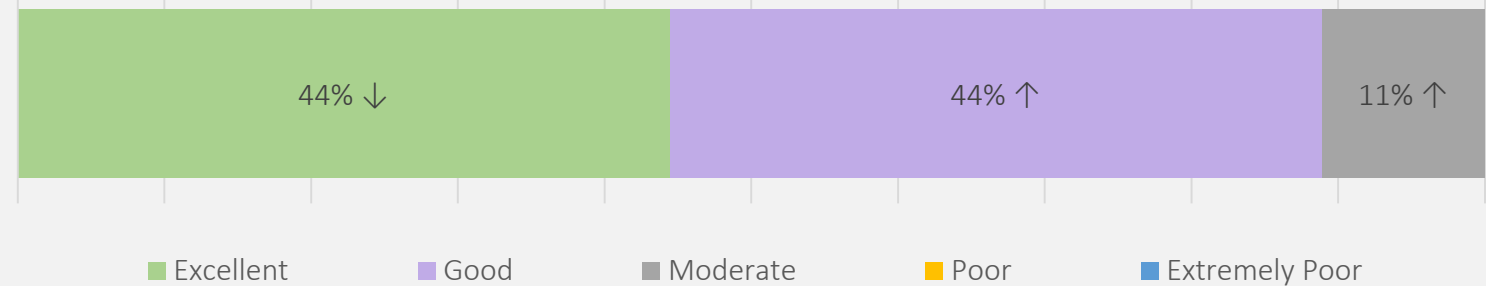
3 What would best describe the cleanliness of the exterior of the head office? *9 (4)

2021 Q3



4 What would best describe the cleanliness of windows on the inside of the head office? *9 (4)

2021 Q3

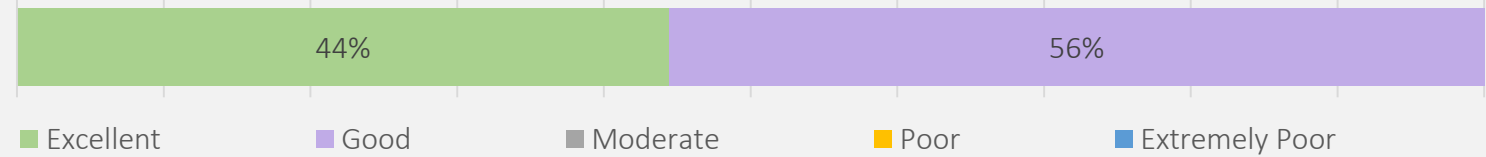


Dublin Bus Head Office

Floors Cleanliness

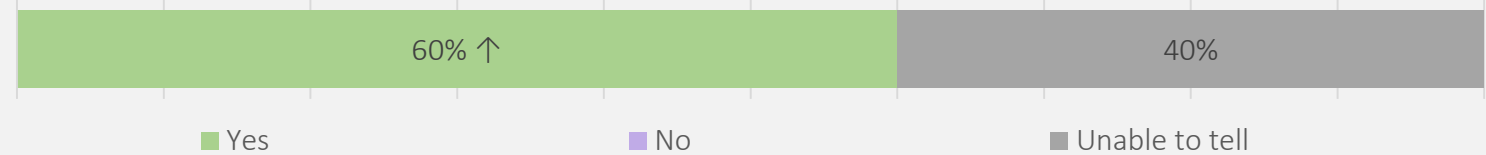
5 What best describes level of cleanliness of floors in the head office? *9 (4)

2021 Q3



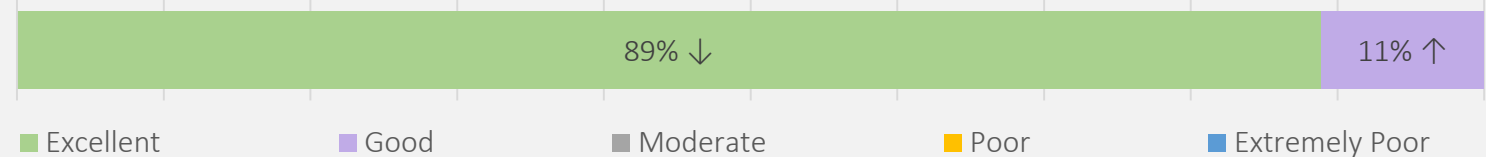
5b If any spillages were present on the floor, was this dried? *5 (2)

2021 Q3



6 What best describes level of litter on the floor of the head office? *9 (4)

2021 Q3

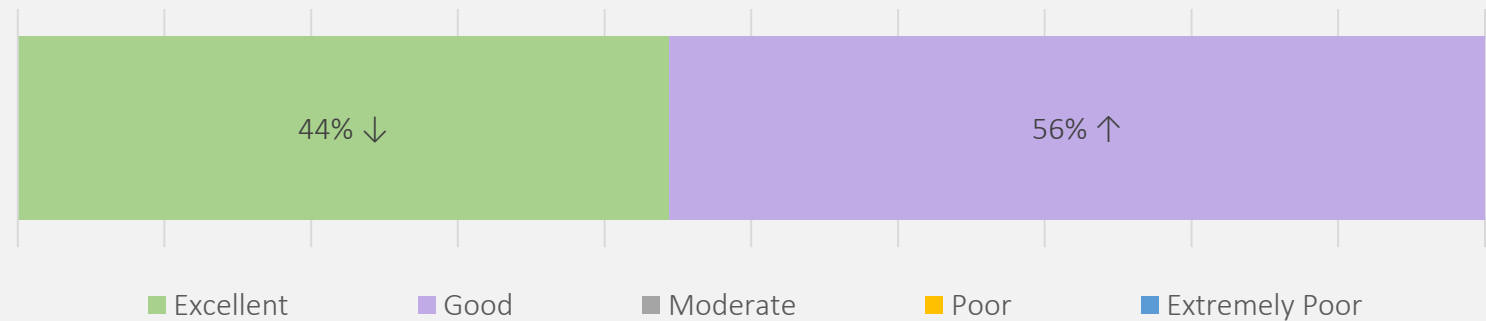


Dublin Bus Head Office

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

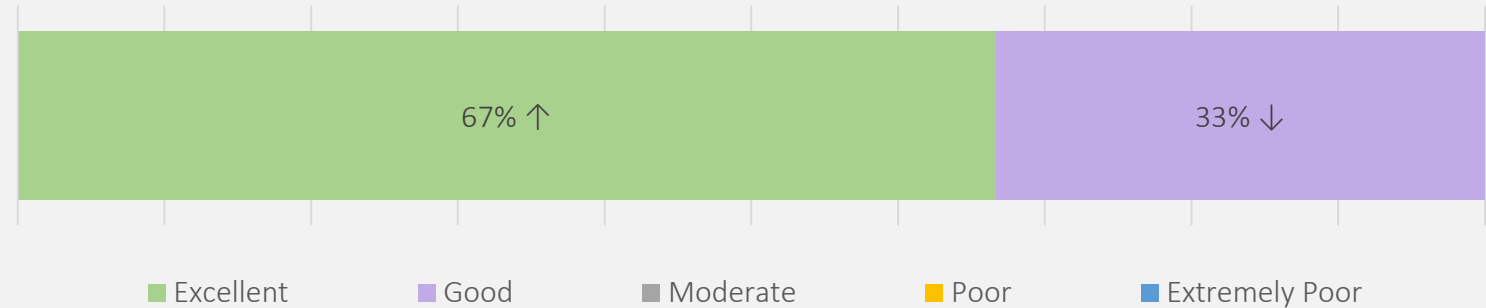
7 What would best describe the cleanliness of surfaces, walls, panels, ceilings and other fixtures and fittings in the head office? *9 (4)

2021 Q3



8 What would best describe the condition of surfaces, walls, panels, ceilings and other fixtures and fittings in the head office? *9 (4)

2021 Q3

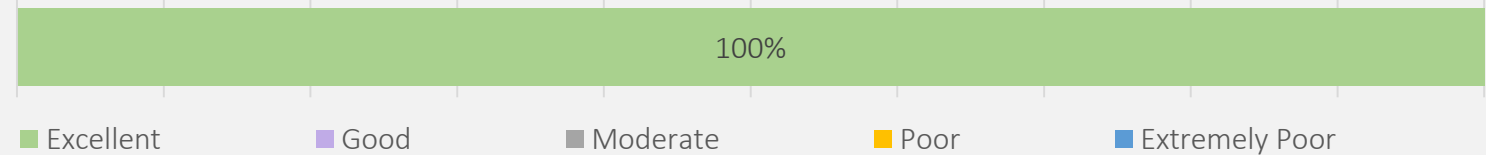


Dublin Bus Head Office

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

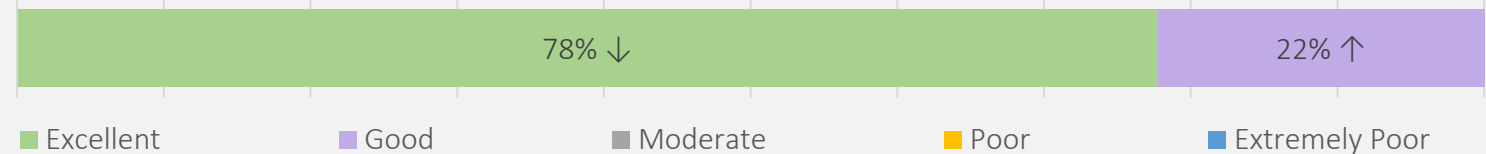
9 What would best describe the level of non-scratched graffiti on surfaces, walls, panels, ceilings and other fixtures and fittings in the head office? *9 (4)

2021 Q3



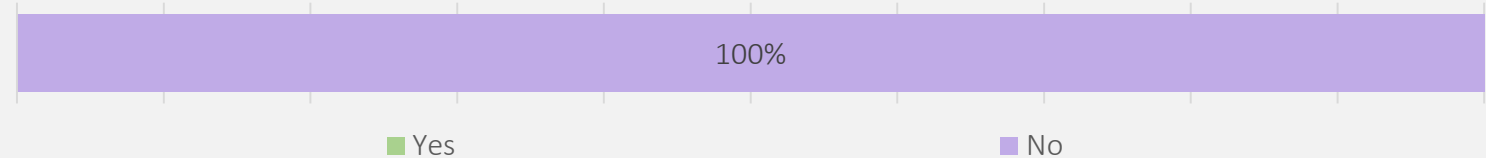
10 What would best describe level of etching on surfaces, walls, panels, ceilings and other fixtures and fittings in the head office? *9 (4)

2021 Q3



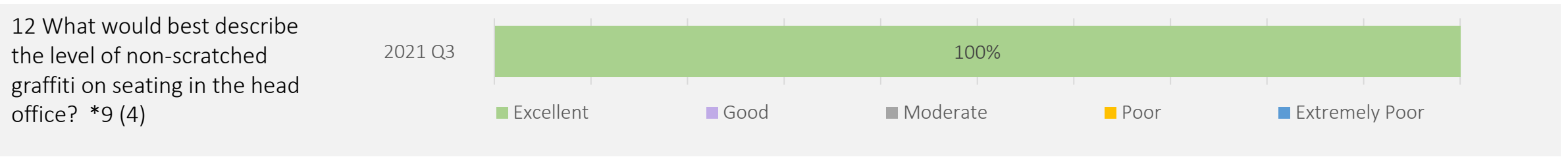
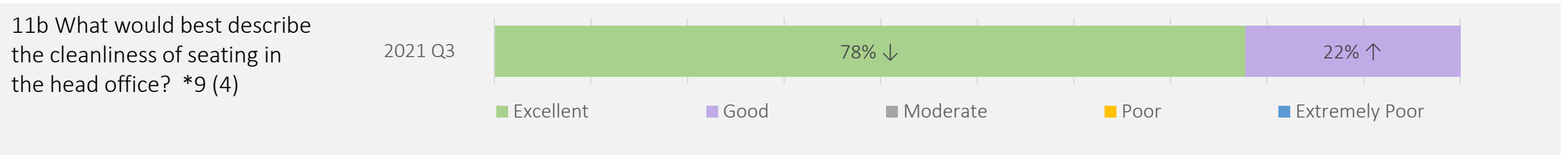
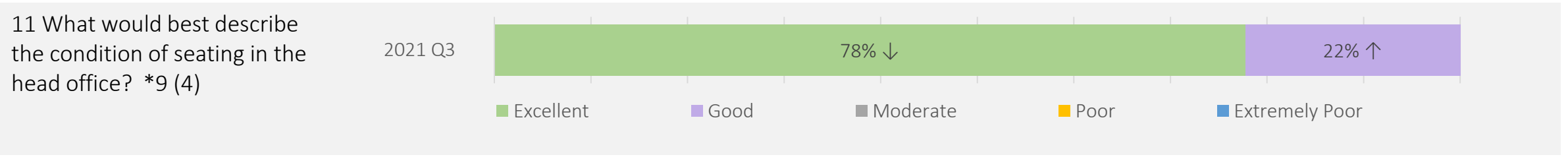
10a Was there any offensive graffiti or etching on surfaces, walls, panels, ceilings and other fixtures and fittings in the head office? *9 (4)

2021 Q3



Dublin Bus Head Office

Seating Cleanliness and Condition

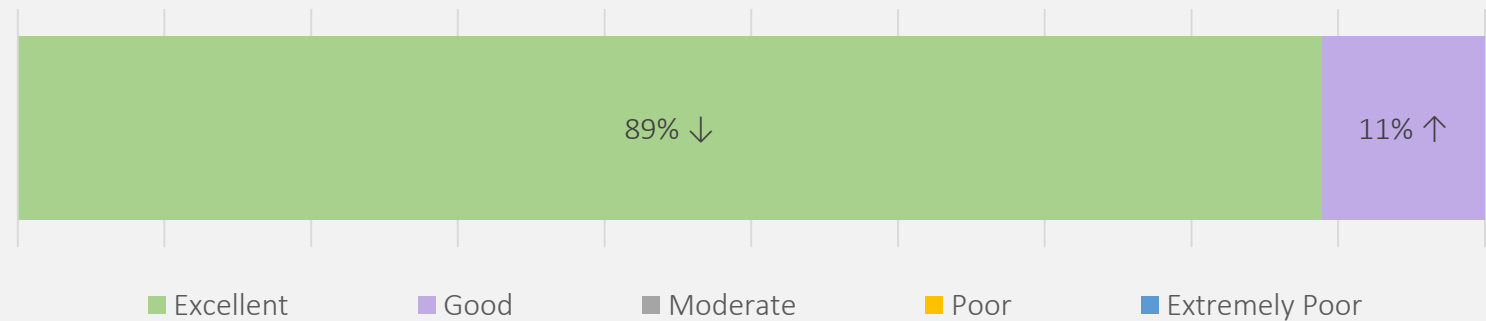


Dublin Bus Head Office

Seating Cleanliness and Condition

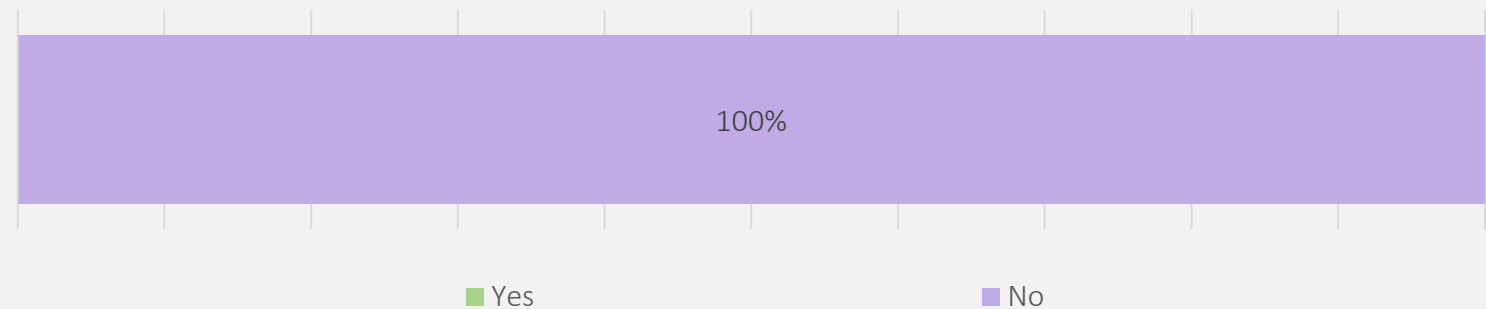
13 What would best describe level of etching on seating in the head office? *9 (4)

2021 Q3



14 Was there any offensive graffiti or etching on seating in the head office? *1

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