



NTA Mystery Passenger Survey

Regional, Regional City, Town Bus & Bus Stations

2021 Quarter 4

Contents:

- Background to Research
- Section 1 Bus Equipment Performance
- Section 2 Bus Driver Performance
- Section 3 Cleanliness Performance - Bus Cleanliness
- Section 4 Bus Station Performance
- Assessment measures

Research Background:

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

240 mystery passenger surveys were conducted during Quarter 4 with assessors acting as passengers while waiting for and onboard selected services. A broad spread of bus routes were covered across different days of the week and times of the day.

In addition, 19 further mystery passenger surveys were conducted during Quarter 4 with assessors visiting a Bus Station acting as a member of the public while capturing a number of details. Again, a broad spread of bus stations were visited across different days of the week and times of the day. The ratings from these assignments are included in this report.

The mystery passenger surveys were carried out by trained Ipsos interviewers. These interviewers 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 4 took place between 13th Sept and 31st December 2021.

The charts show the percentages of responses for each measure. The base sizes are marked with an asterisk.

Bus Equipment Performance

Contains questions relating to the following Bus Equipment Performance:

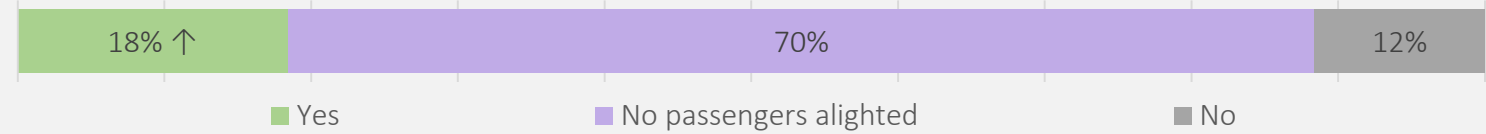
- Centre Doors
- Wheelchair Ramps
- Information Displays / Audio Announcements
- Interior Lighting / On-board Temperature
- CCTV
- WIFI

Bus Equipment Performance

Bus Centre Doors

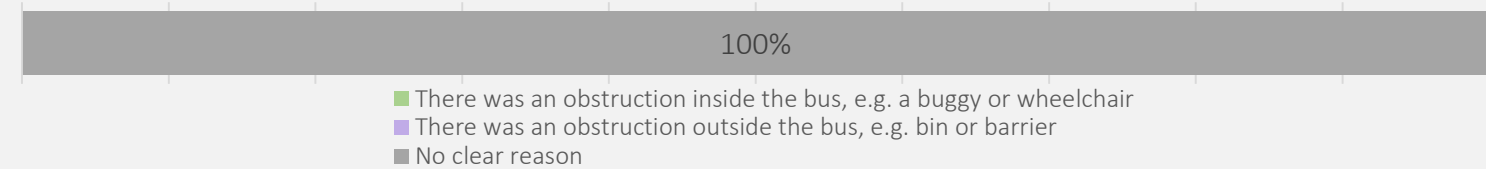
30A. When you were boarding the bus, did the driver open the centre doors for passengers who were getting off the bus? (IF YES TO CENTRE DOORS Q30/1) *103

2021 Q4



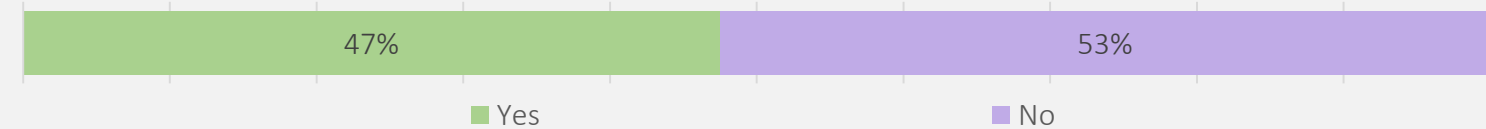
30B. If "No" What were the reasons? *12

2021 Q4



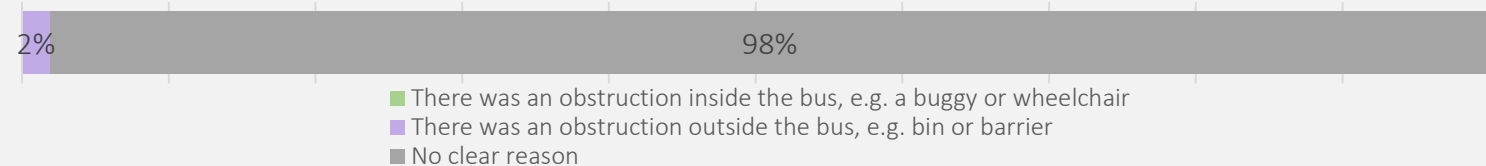
66. When alighting, did the driver open the centre doors for you to alight? (IF YES TO CENTRE DOORS Q30/1) *99

2021 Q4



66A. If "No" What were the reasons? *52

2021 Q4

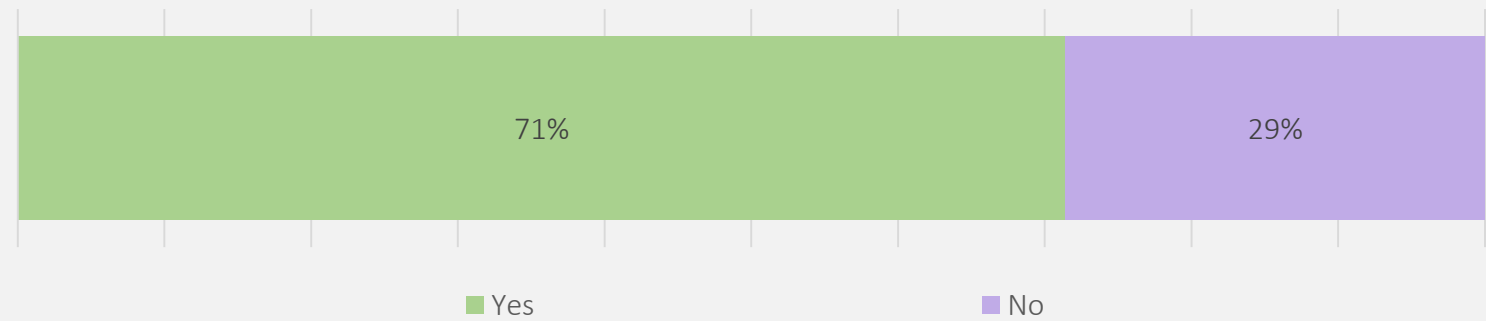


Bus Equipment Performance

Bus Wheelchair Ramp

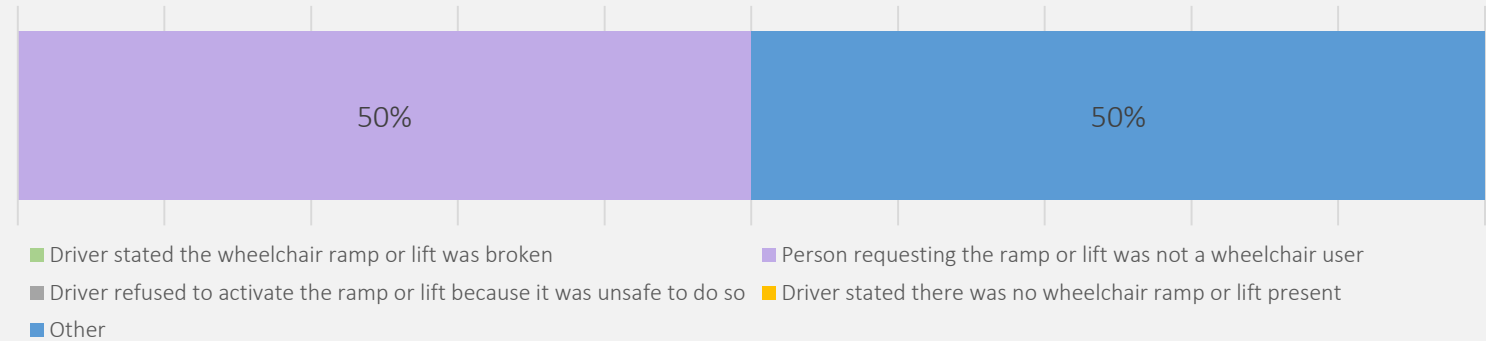
87A. Was the wheelchair ramp or wheelchair lift activated upon request? *7

2021 Q4



87B. If not activated, why was this? *2

2021 Q4

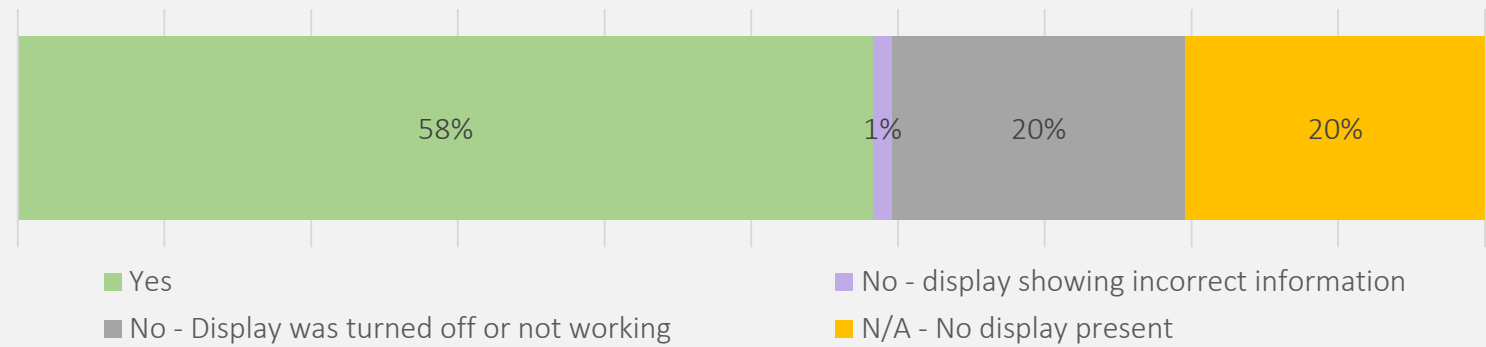


Bus Equipment Performance

Bus Electronic Board Performance

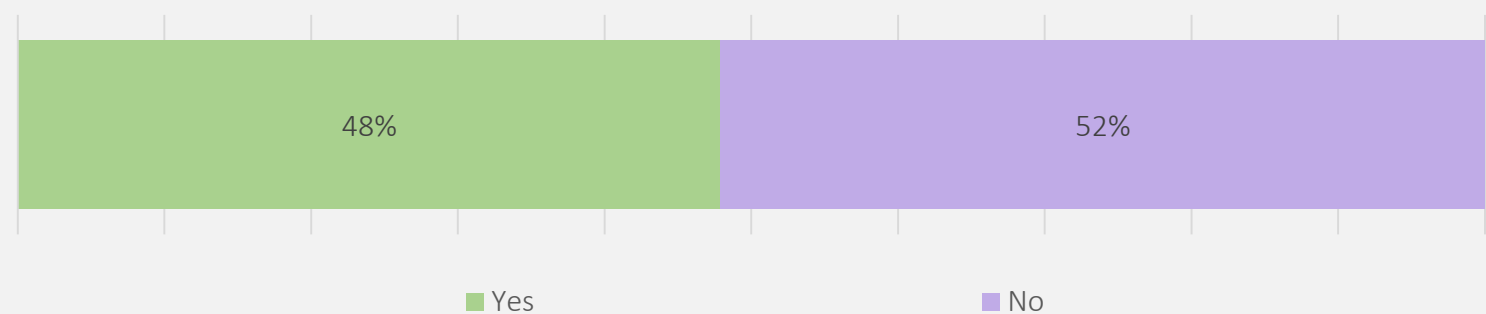
60. Was the information displayed on the electronic board showing correct 'next stop' information? *240

2021 Q4



61. Was there an automatic next stop audio announcement? *240

2021 Q4

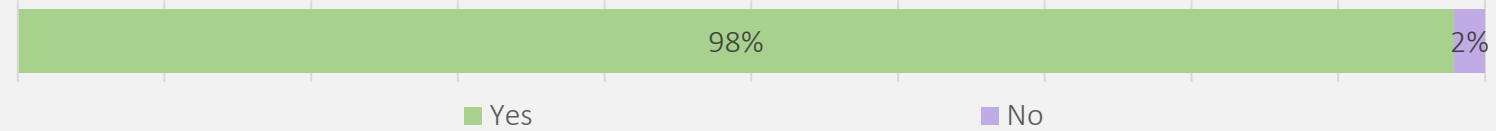


Bus Equipment Performance

Bus Route & Destination Display

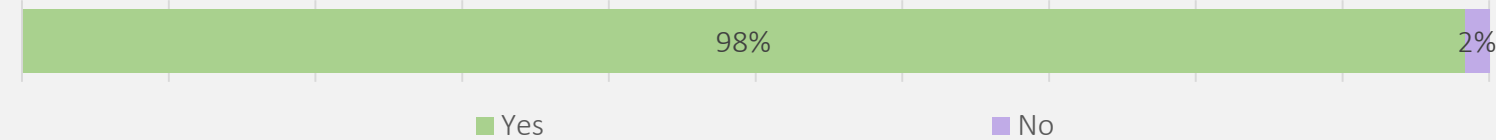
26. Was the route number displayed correctly on the front of the bus? *240

2021 Q4



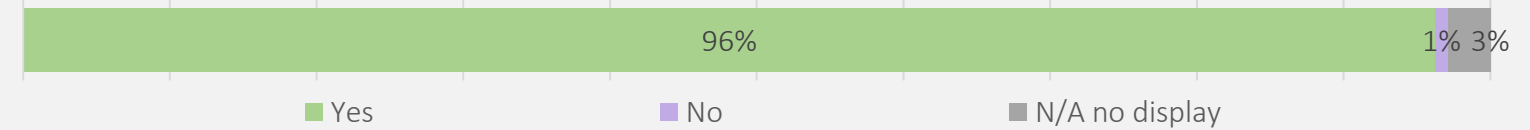
27. Was the destination displayed correctly on the front of the bus? *240

2021 Q4



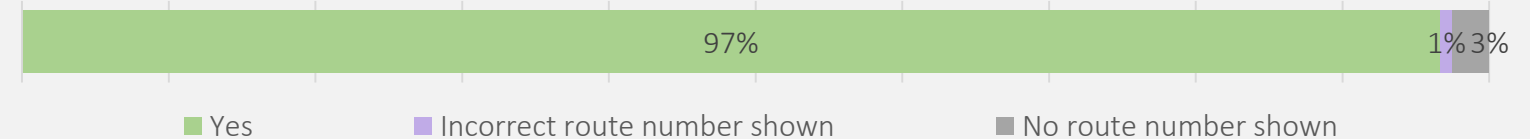
28. Was the route number displayed correctly on the side of the bus? *240

2021 Q4



69. Was the correct route number displayed on the back of the bus? *240

2021 Q4

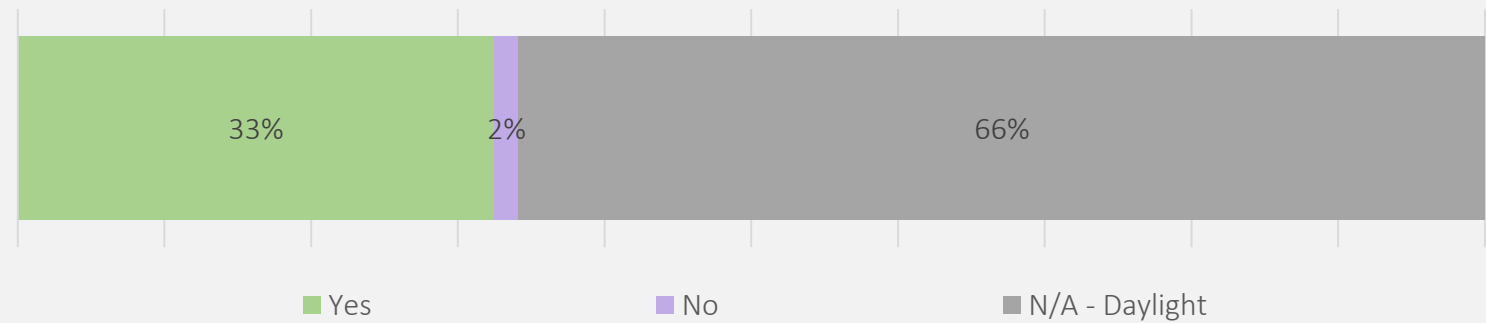


Bus Equipment Performance

Interior Lighting / On-Board Temperature

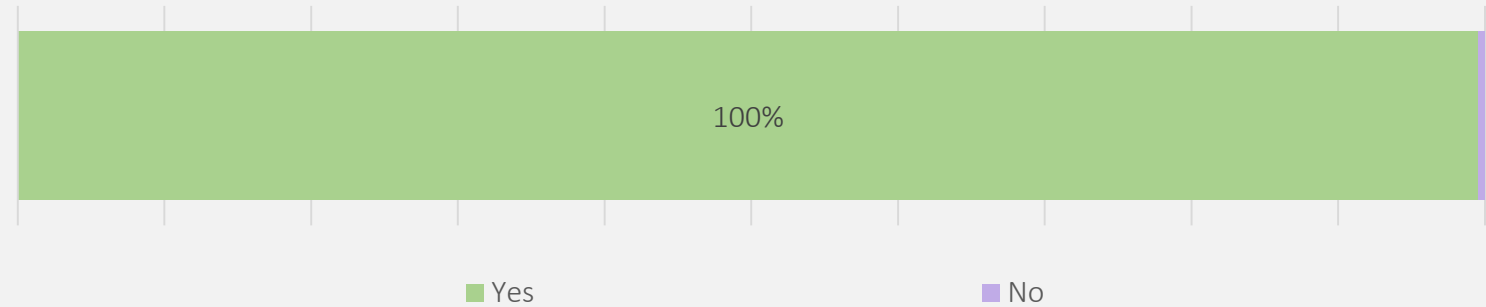
63. Was interior lighting on when required? If daylight, mark N/A. *240

2021 Q4



64. Did you consider the temperature on board the bus was appropriate given the weather conditions? *240

2021 Q4

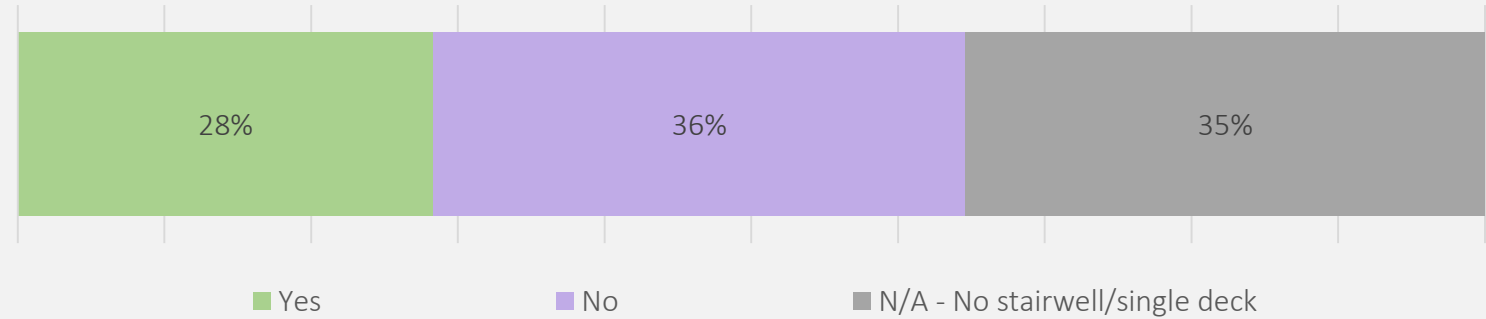


Bus Equipment Performance

Bus CCTV

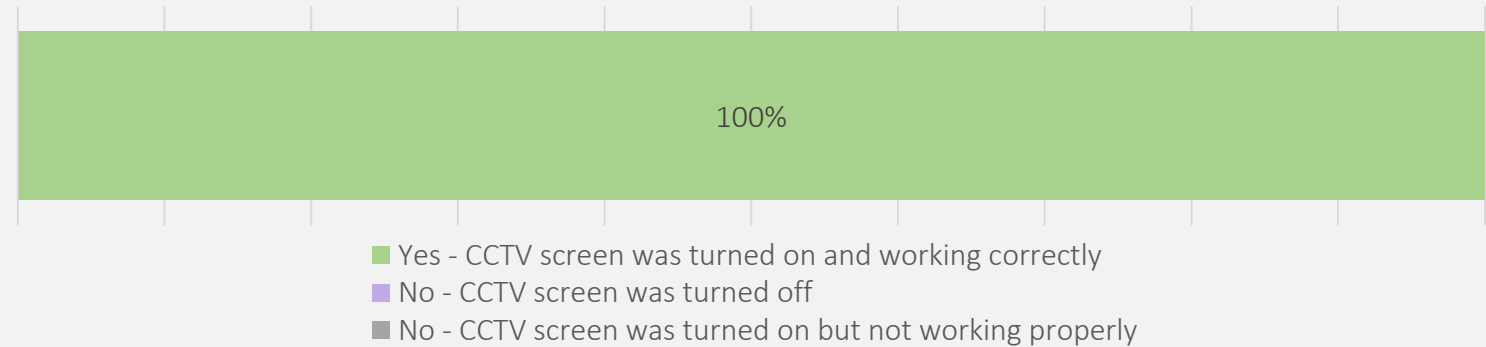
62. Was there a CCTV screen in stairwell on the bus? *240

2021 Q4



62A. Was the CCTV screen in the stairwell working correctly? *68

2021 Q4

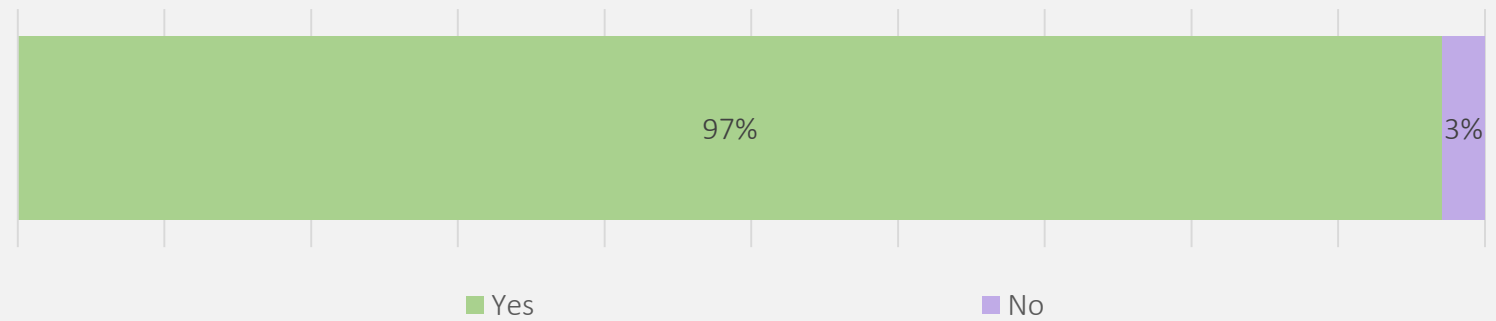


Bus Equipment Performance

On Board WIFI

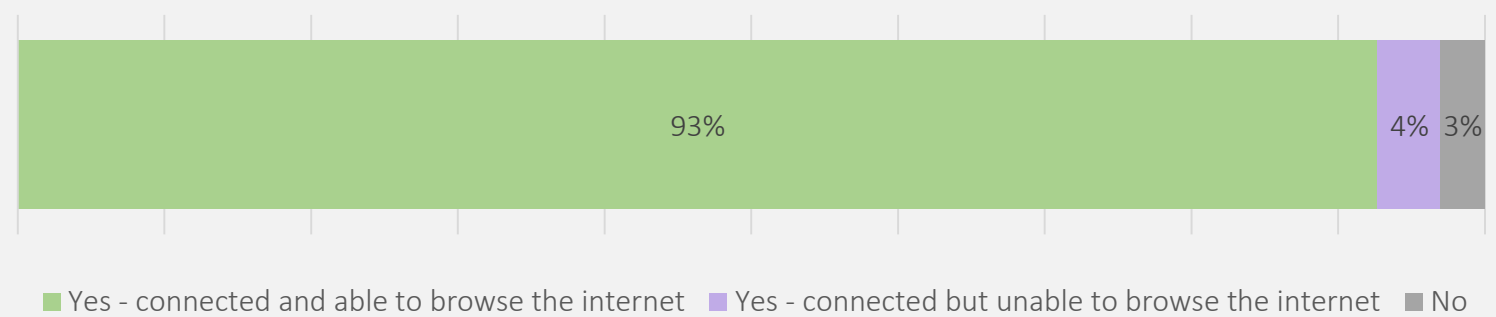
65. Was the operator Wi-Fi available on board the bus?
*240

2021 Q4



65A. Were you able to connect to the operator Wi-Fi network? *233

2021 Q4



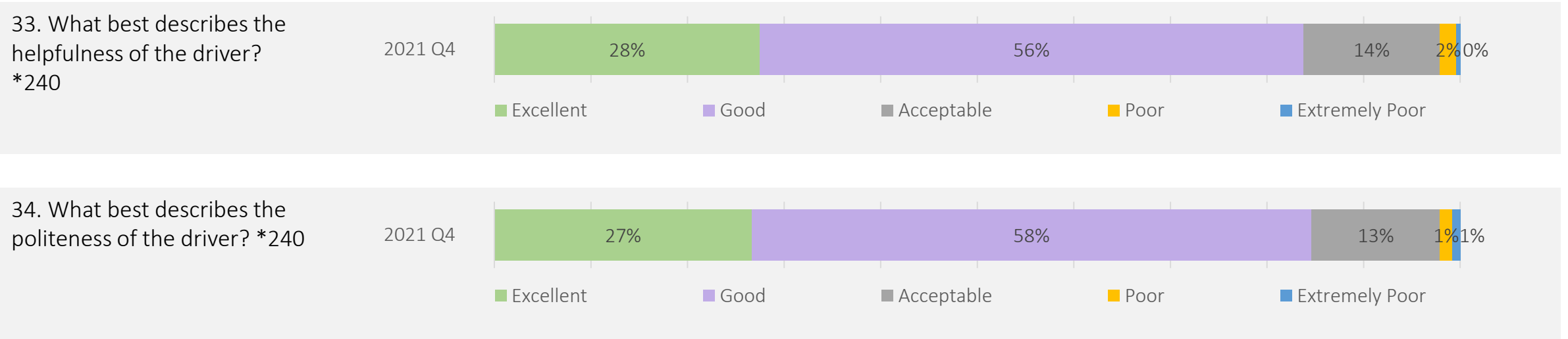
Bus Driver Performance

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

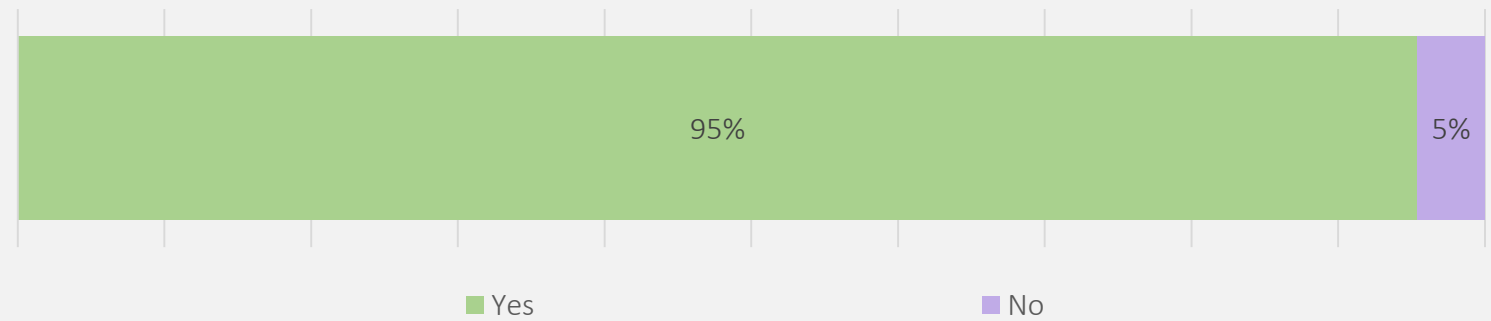


Bus Driver Performance

Driver Presentation

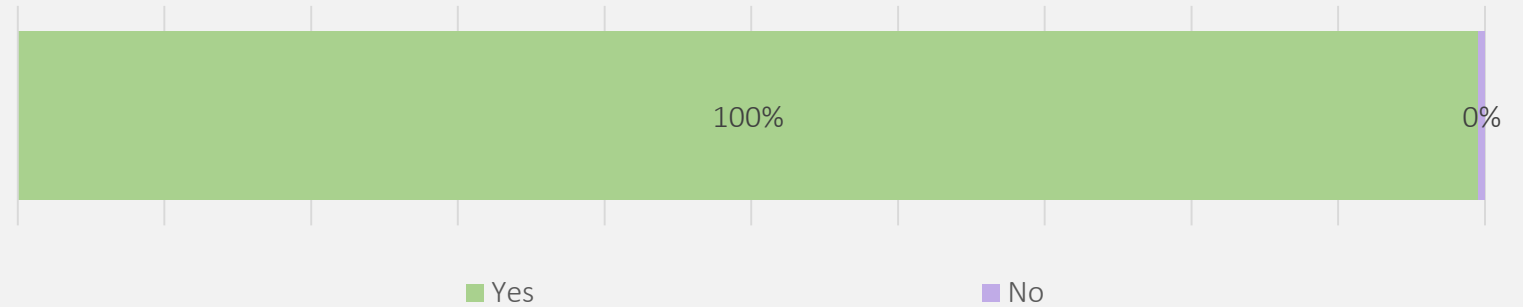
36. Was the driver wearing uniform? *240

2021 Q4



37. Was the driver well presented? *240

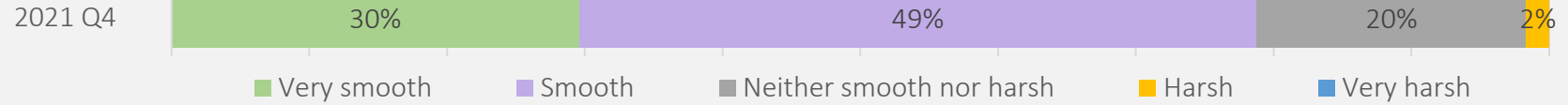
2021 Q4



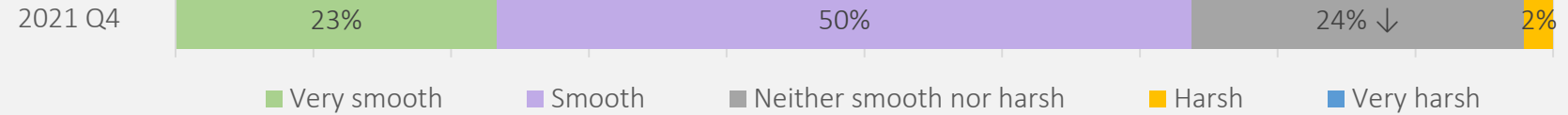
Bus Driver Performance

Bus Ride Quality

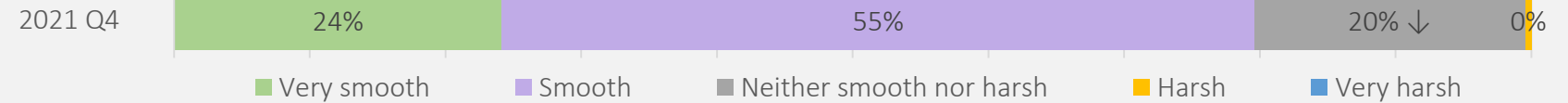
76. How would you rate the smoothness of acceleration based on your journey overall? (ASK ALL) *240



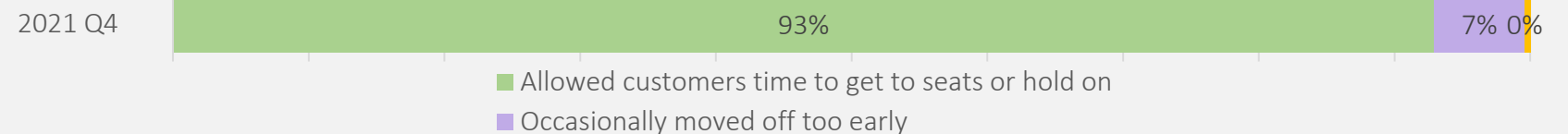
77. How would you rate the smoothness of braking based on your journey overall? *240



78. How would you rate the smoothness of steering based on your journey overall? *240



79. Did the driver give passengers adequate time to find their seats or hold on when moving off? *240

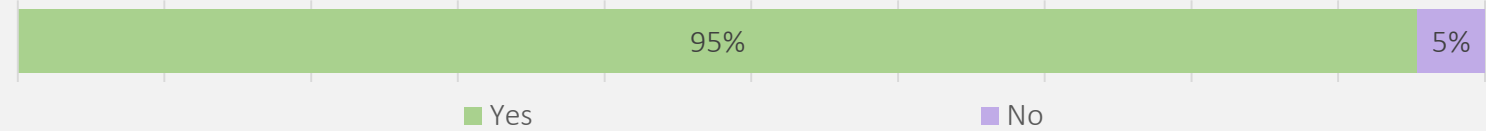


Bus Driver Performance

Serving the Stop

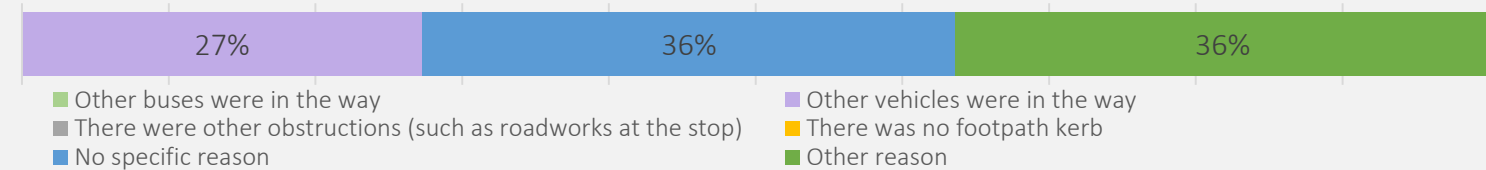
73. When you were getting off, did the bus pull up to the footpath kerb at the bus stop sufficiently to allow passengers board and alight from the bus without walking on the road? *240

2021 Q4



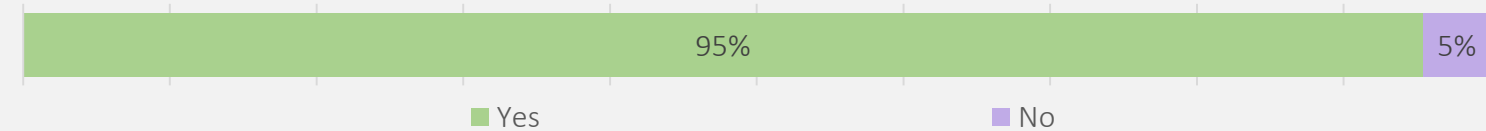
73A. Why did the bus not pull up to the kerb? *11

2021 Q4



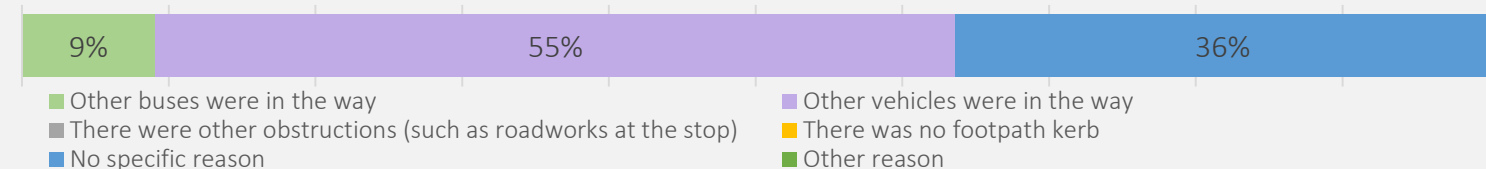
29. When you were getting on, did the bus pull up to the footpath kerb at the bus stop sufficiently to allow passengers board and alight from the bus without walking on the road? *240

2021 Q4



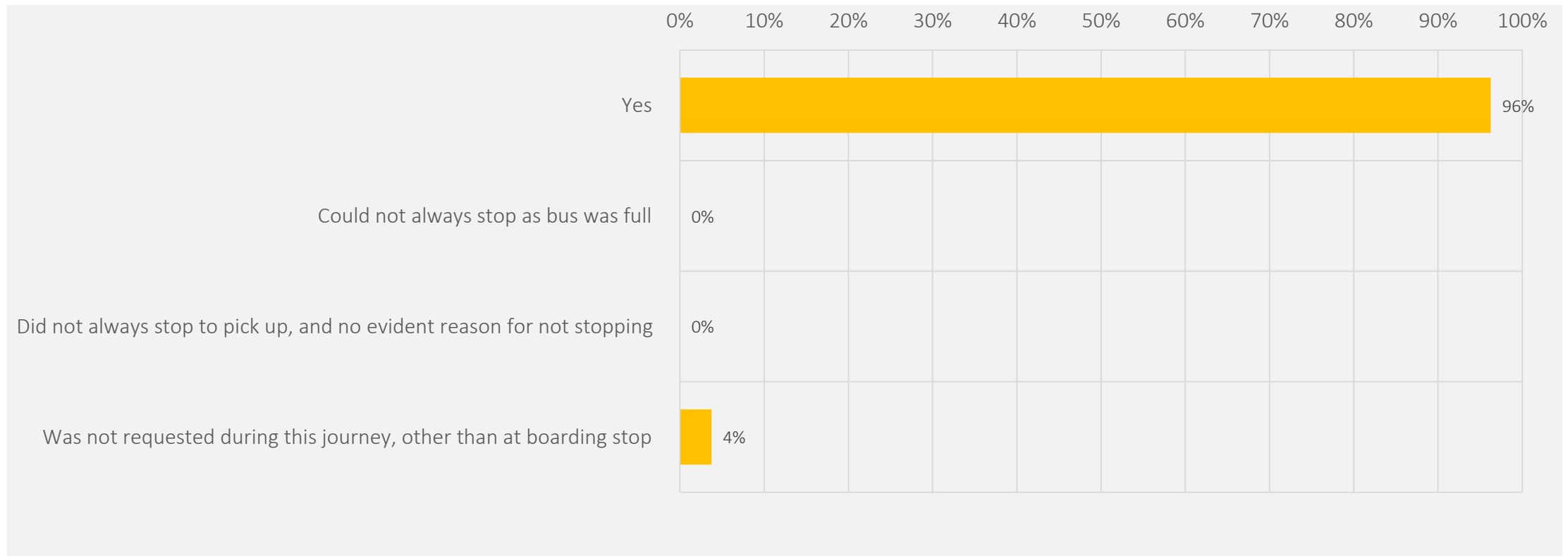
29A. Why did the bus not pull up to the footpath kerb? *11

2021 Q4



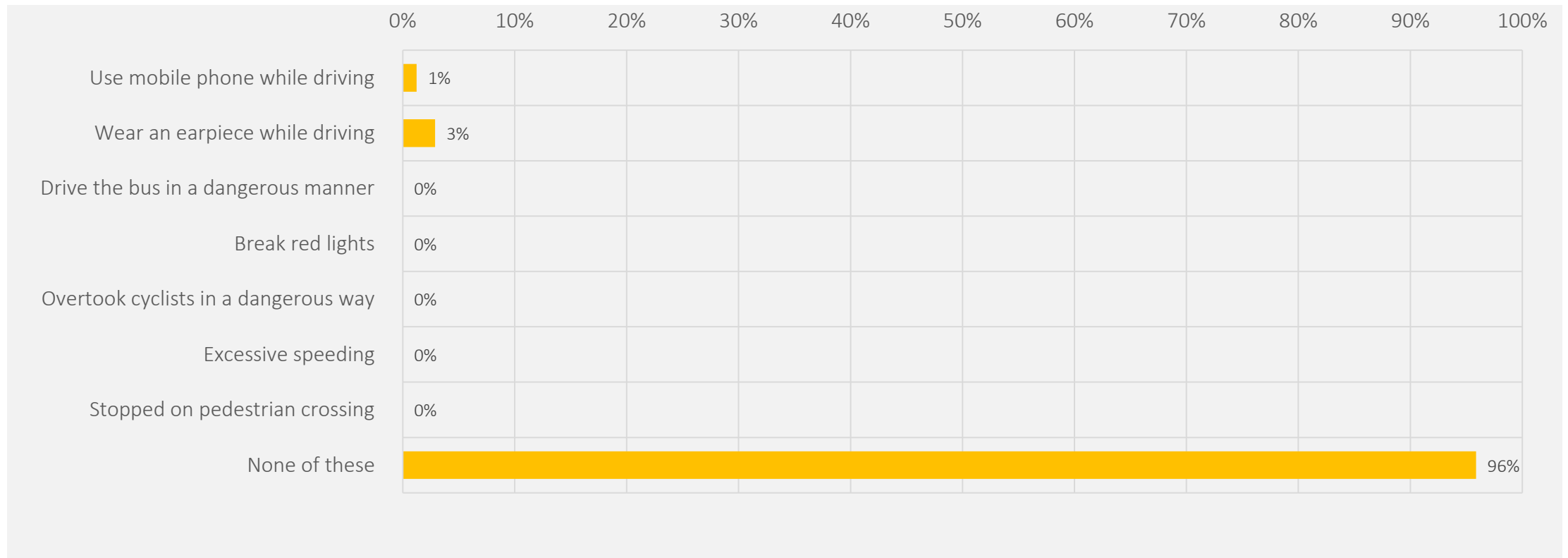
Bus Driver Performance

84. So far as you could tell, did the driver always stop to pick up passengers when requested? *240



Bus Driver Performance

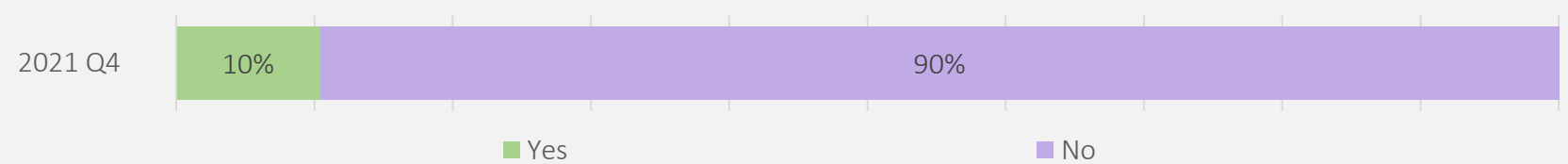
80. Did the bus driver do any of the following while driving?
 (NB Base size may be greater than the total number of assessments as one or more may be selected.) *242



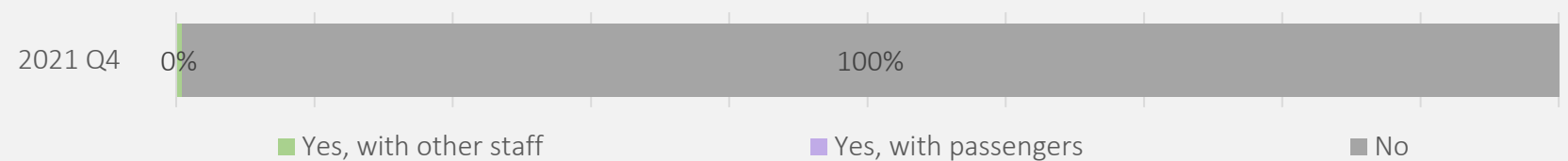
Bus Driver Performance

Other Driver Behaviours

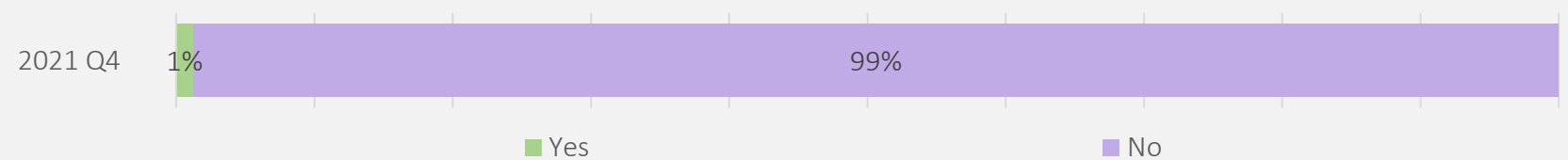
81. Did the driver listen to music or the radio whilst driving?
(Only relevant for city routes)
*240



82. Did the driver hold long conversations with other people on the bus while driving? *240

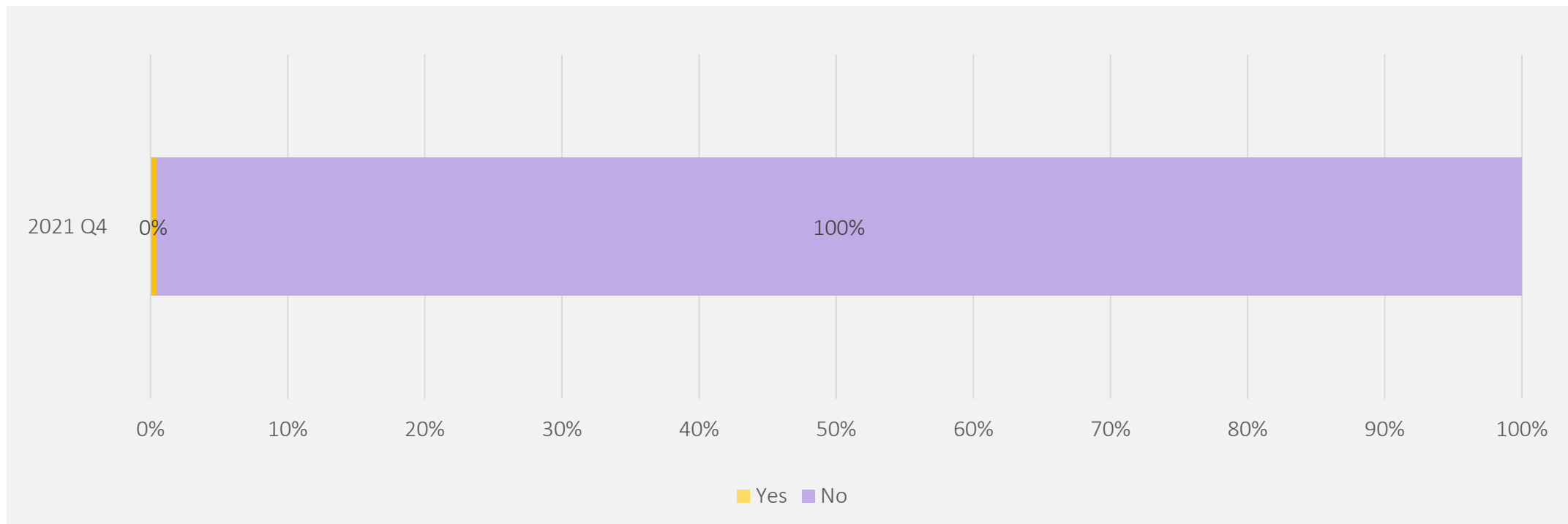


83. Did the driver leave the bus unattended at any time?
*240



Bus Driver Performance

86. Did bus terminate early or divert off course? *240



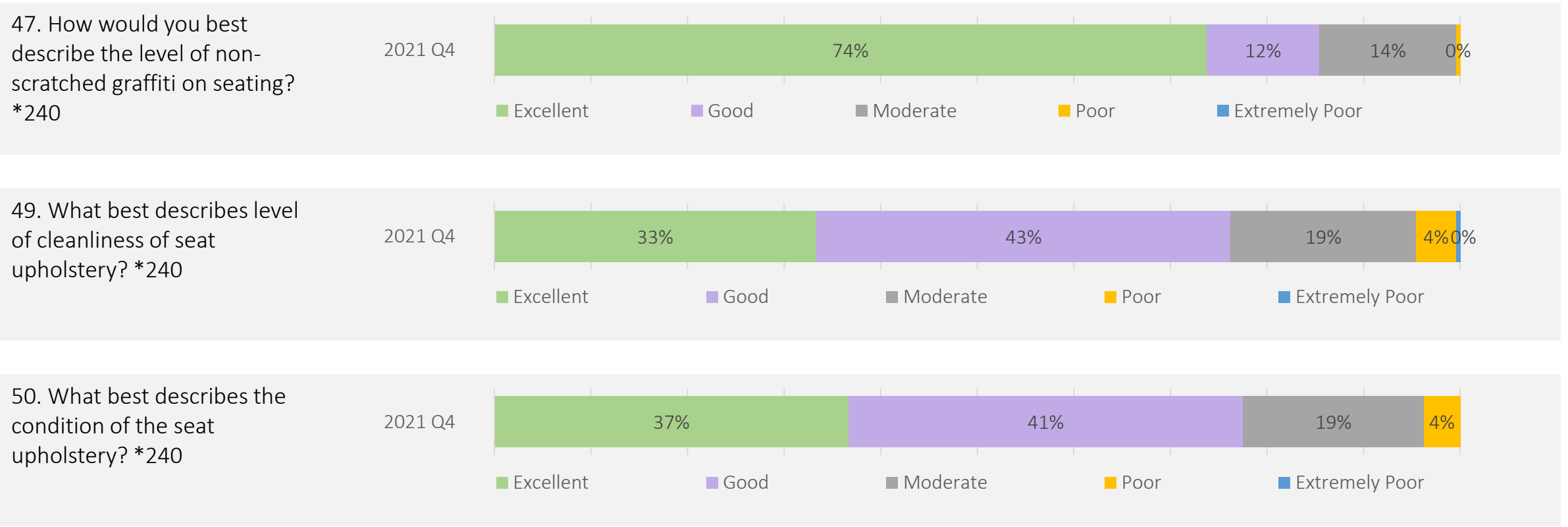
Cleanliness Performance - Bus Cleanliness

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

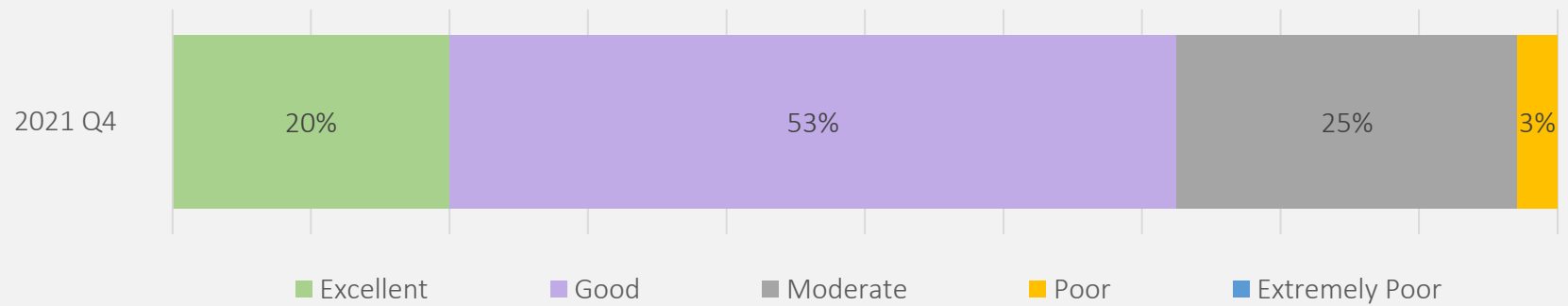
Seat Cleanliness and Condition



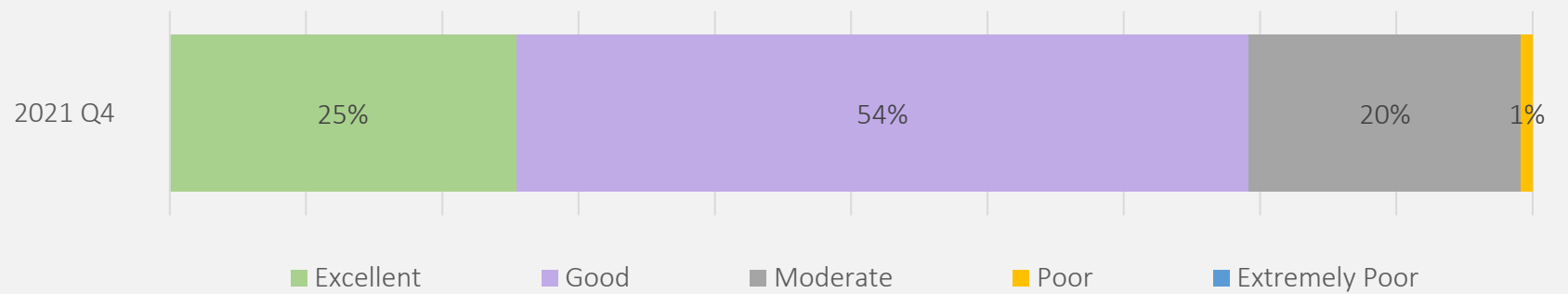
Cleanliness Performance - Bus Cleanliness

Floors and Stairs Cleanliness and Level of Litter

54. What best describes level of cleanliness of floors and stairs? *240



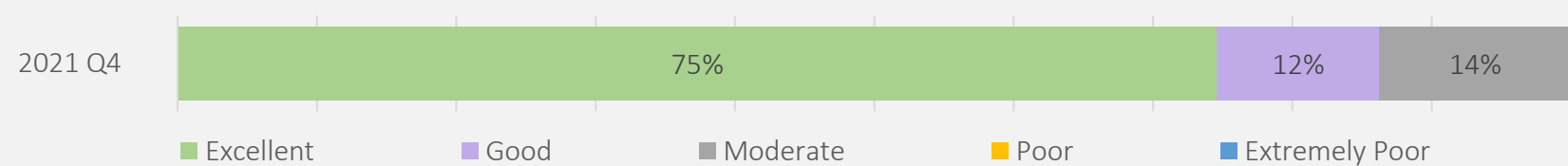
55. What best describes level of litter of floors and stairs? *240



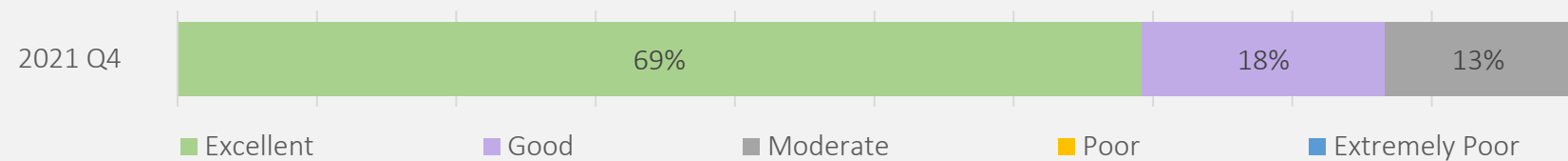
Cleanliness Performance - Bus Cleanliness

Panels, Ceilings, Stairs and Other Fixtures and Fittings Cleanliness

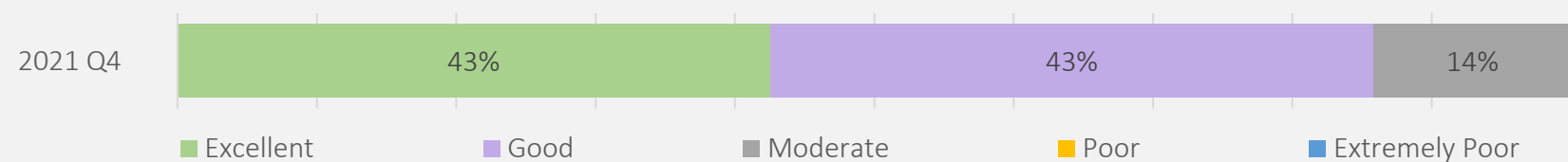
56. What best describes the level of non-scratched graffiti on panels, ceilings, stairs and other fixtures and fittings? *240



57. What best describes the level of etching on panels, ceilings, stairs and other fixtures and fittings? *240

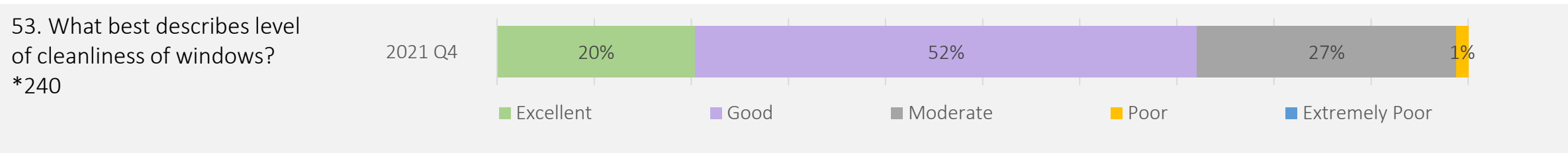
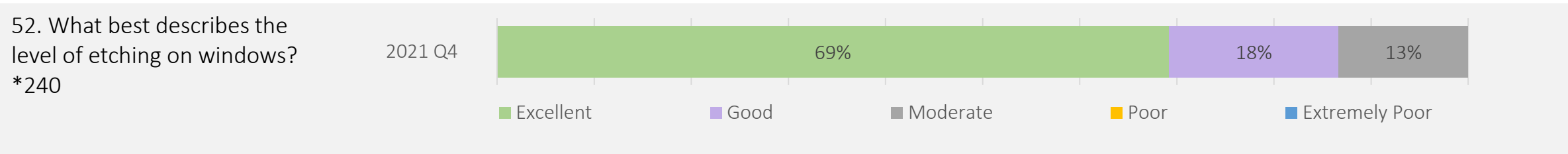
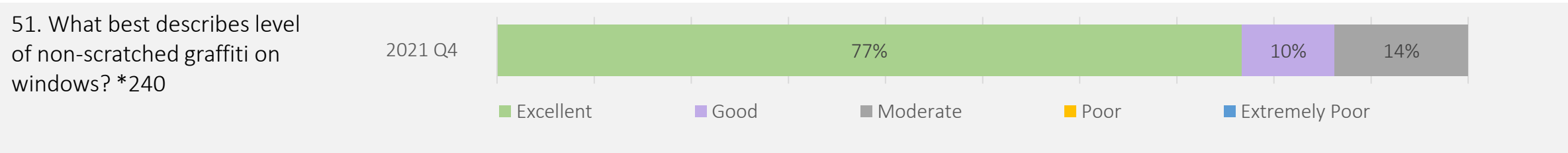


58. What best describes level of cleanliness of panels, ceilings and other fixtures and fittings? *240



Cleanliness Performance - Bus Cleanliness

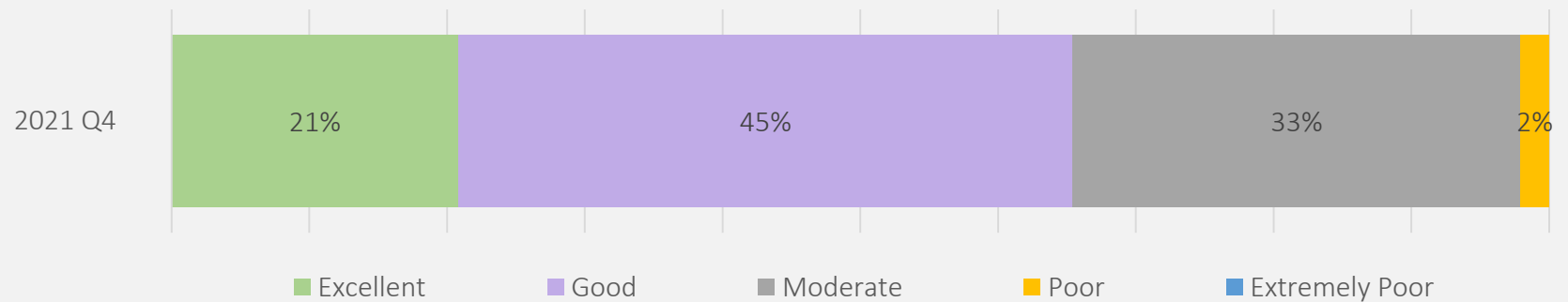
Window Cleanliness and Condition



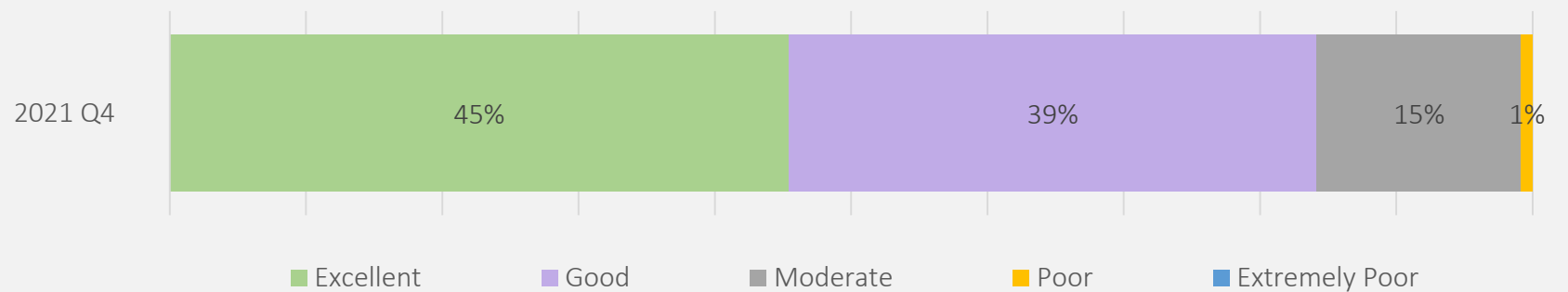
Cleanliness Performance - Bus Cleanliness

External Bus Cleanliness and Condition

74. Please rate the overall external cleanliness of the bus
*240



75. Please rate the overall external condition of the bus
*240



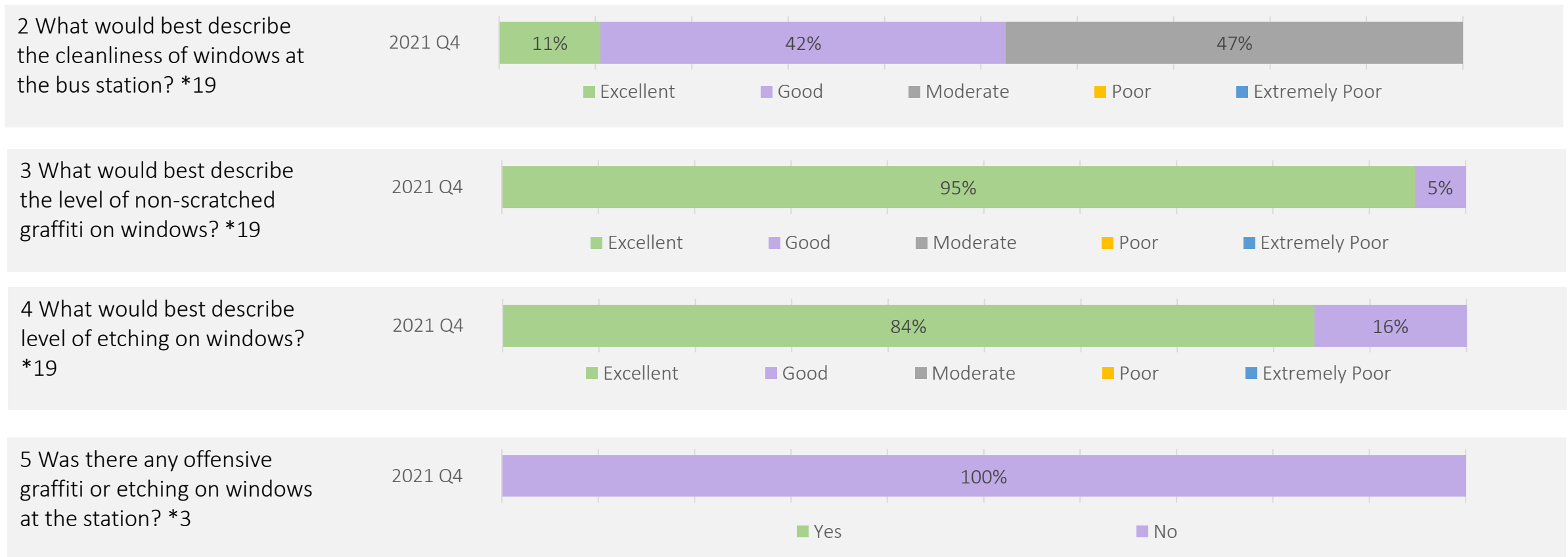
Bus Station Performance

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

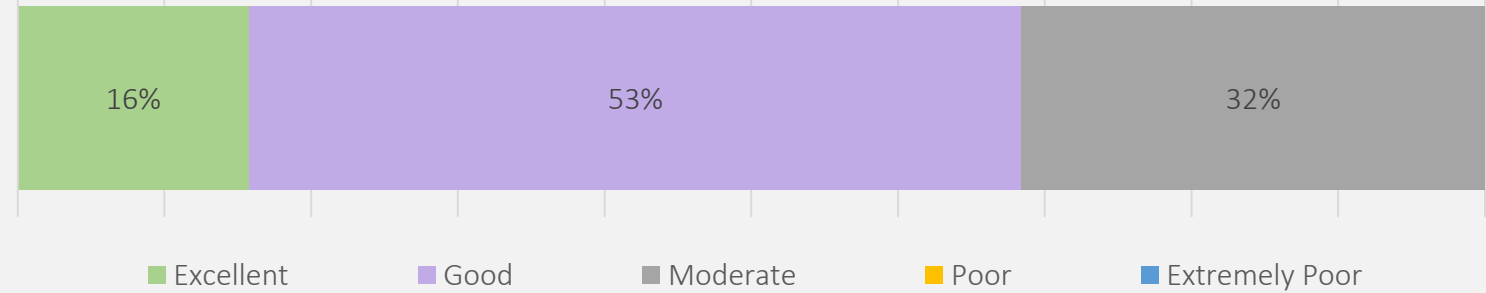


Bus Station Performance

Floor, Stairs and Seating Cleanliness and Spillages

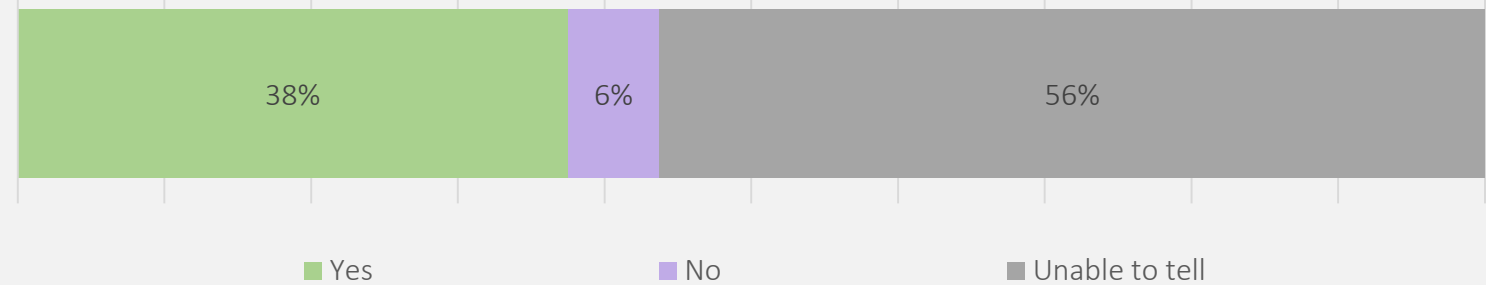
6 What best describes level of cleanliness of floors, stairs and seating in the bus station? *19

2021 Q4



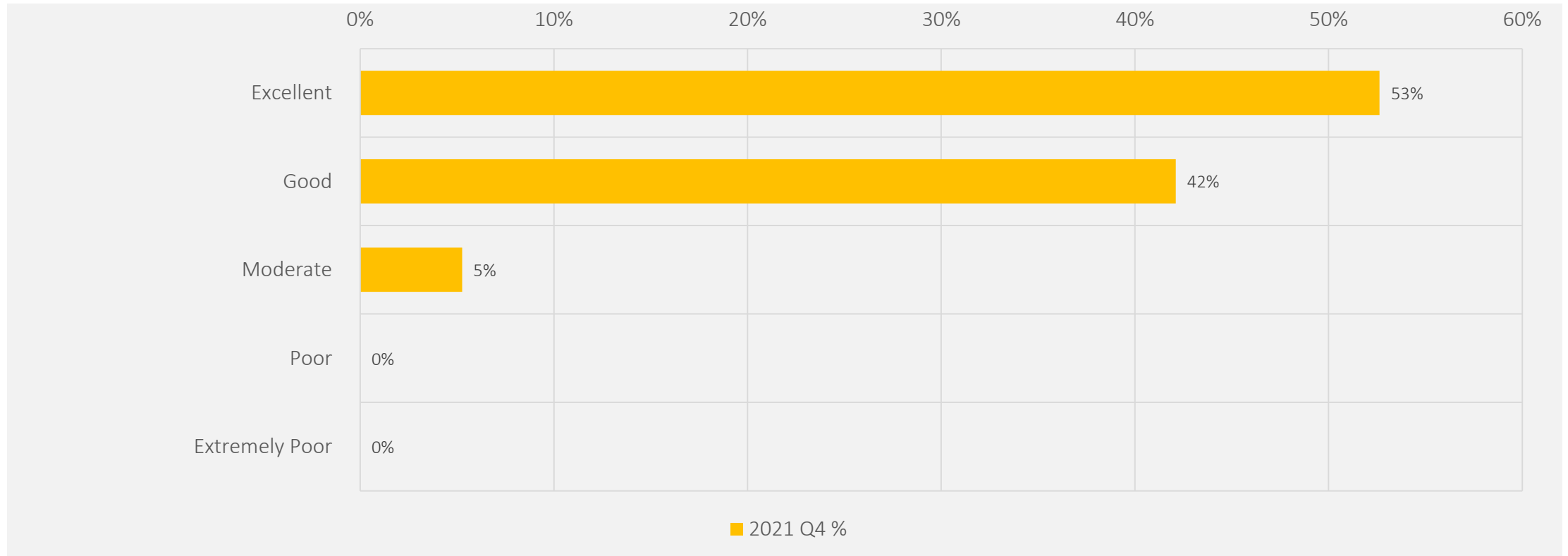
6b If any spillages were present on the floor, was this dried? *16

2021 Q4



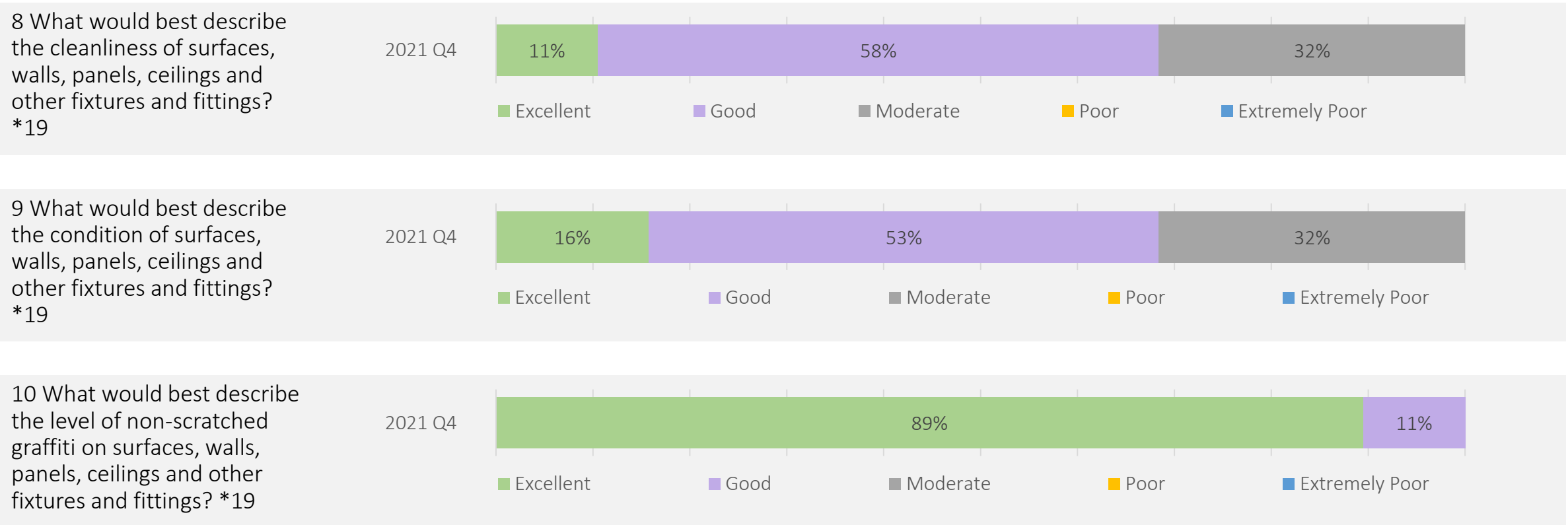
Bus Station Performance

7 What best describes level of litter at the bus station (include litter on seating, floors and stairs)? *19



Bus Station Performance

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

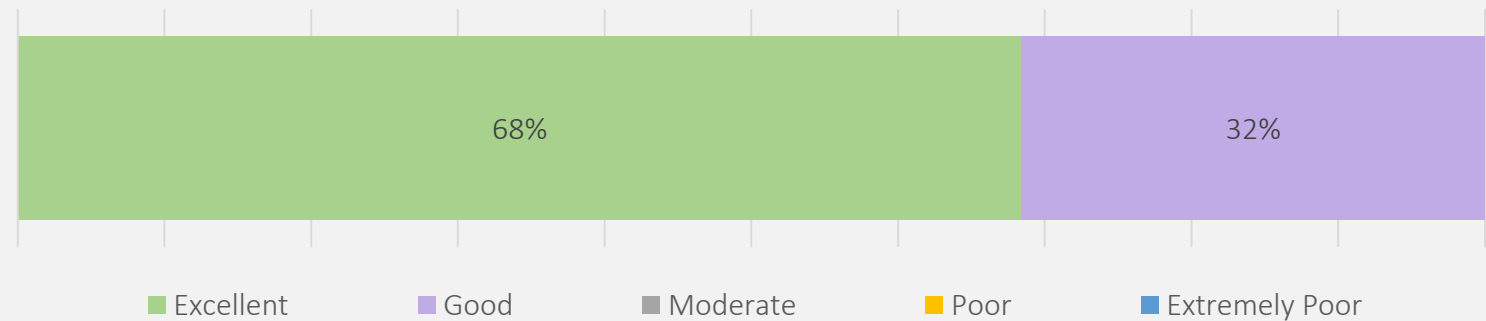


Bus Station Performance

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

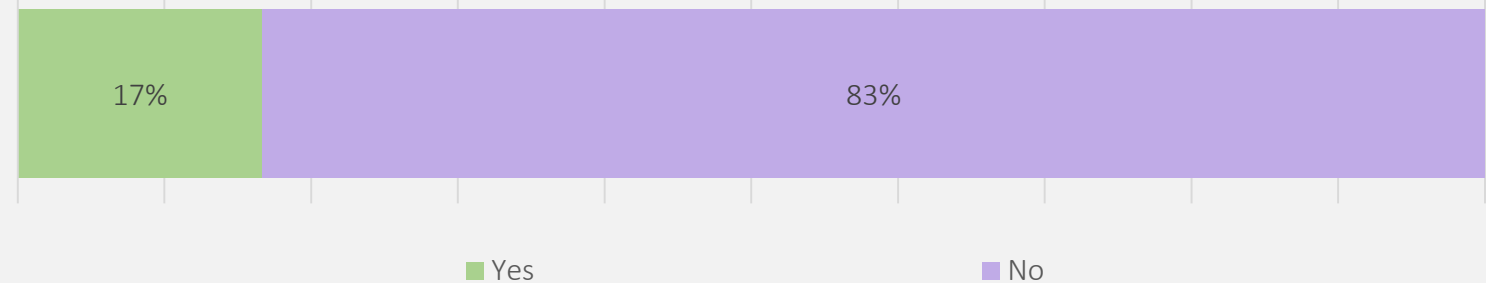
11 What would best describe level of etching on surfaces, walls, panels, ceilings and other fixtures and fittings? *19

2021 Q4



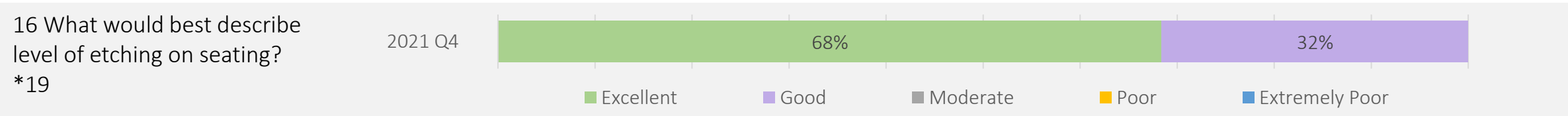
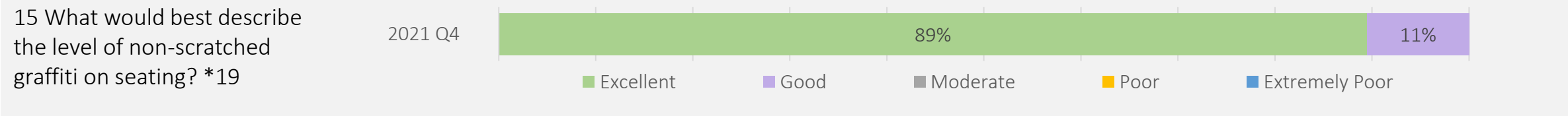
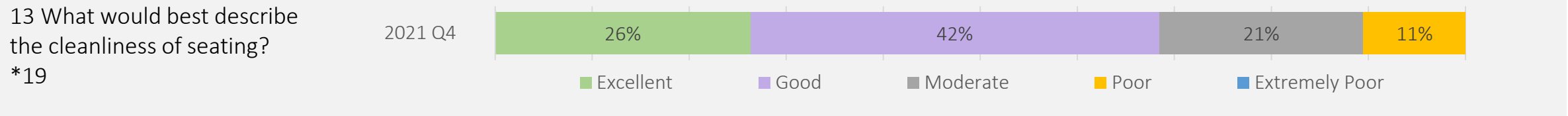
12 Was there any offensive graffiti or etching on surfaces, walls, panels, ceilings and other fixtures and fittings? *6

2021 Q4



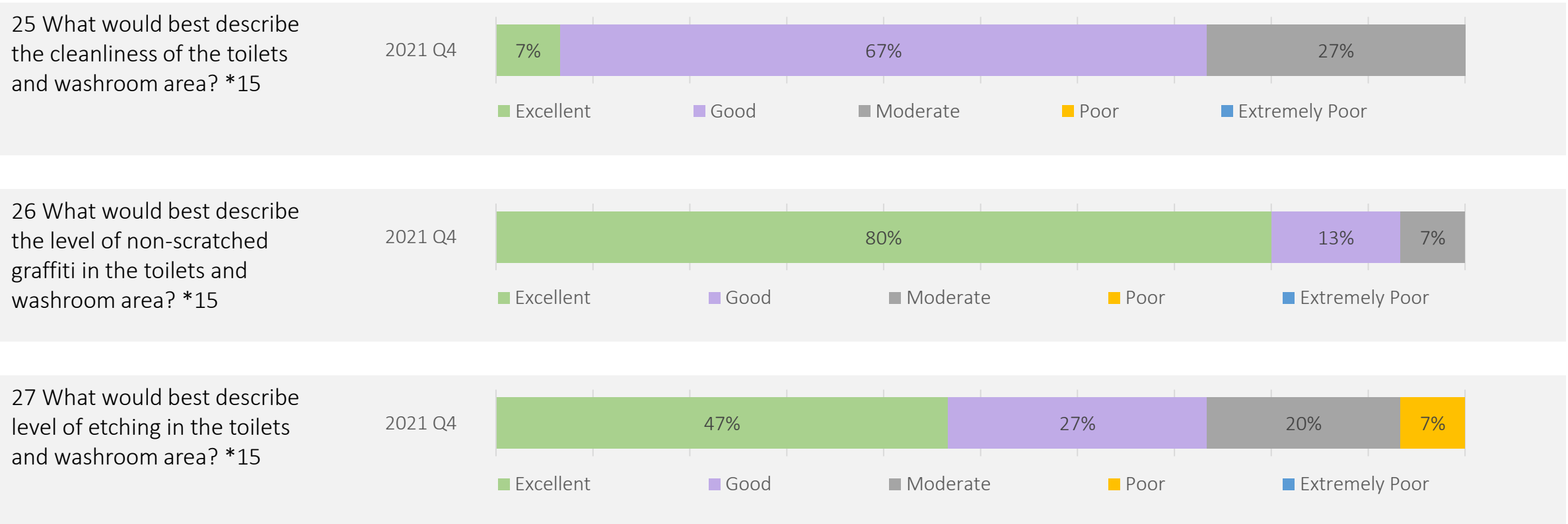
Bus Station Performance

Seating Cleanliness and Condition



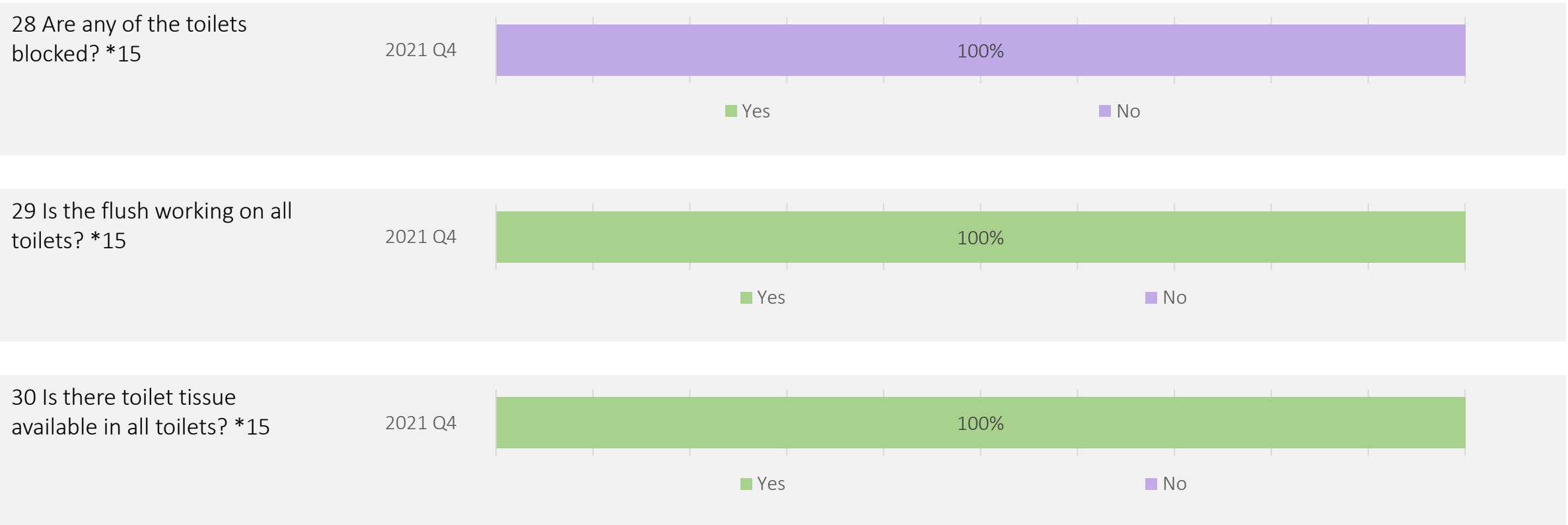
Bus Station Performance

Toilets and Washroom Cleanliness and Condition



Bus Station Performance

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

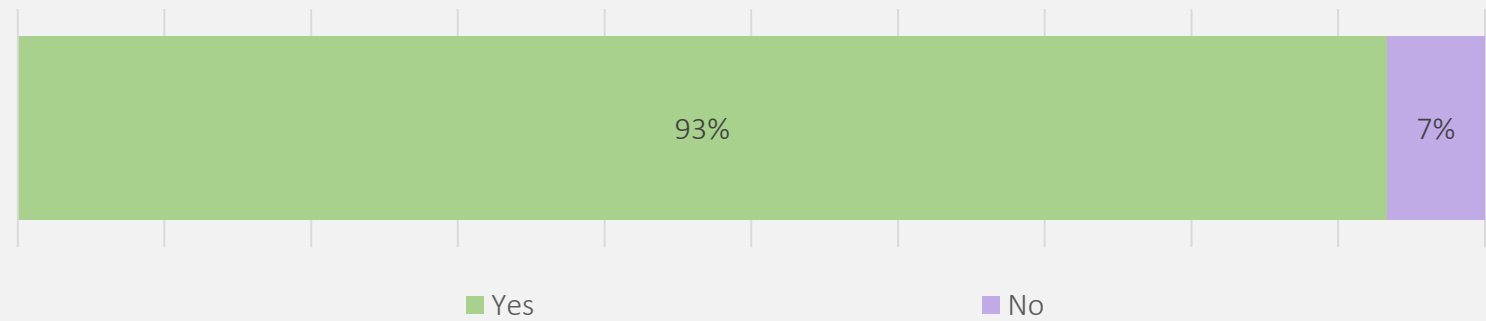


Bus Station Performance

Toilet Bins

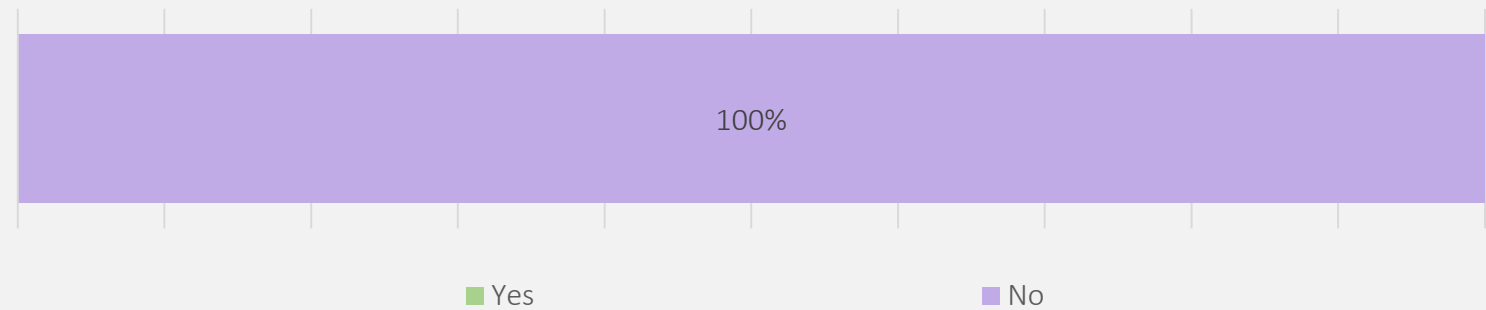
31 Is there a litter bin in the toilet? *15

2021 Q4



32 Is the litter bin full or overflowing? *14

2021 Q4



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