



NTA Mystery Passenger Survey

Waterford City Bus

2021 Quarter 4

Contents:

- Background to Research
- Section 1 Bus Equipment Performance
- Section 2 Bus Driver Performance
- Section 3 Cleanliness Performance - Bus Cleanliness
- 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’.

49 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.

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:

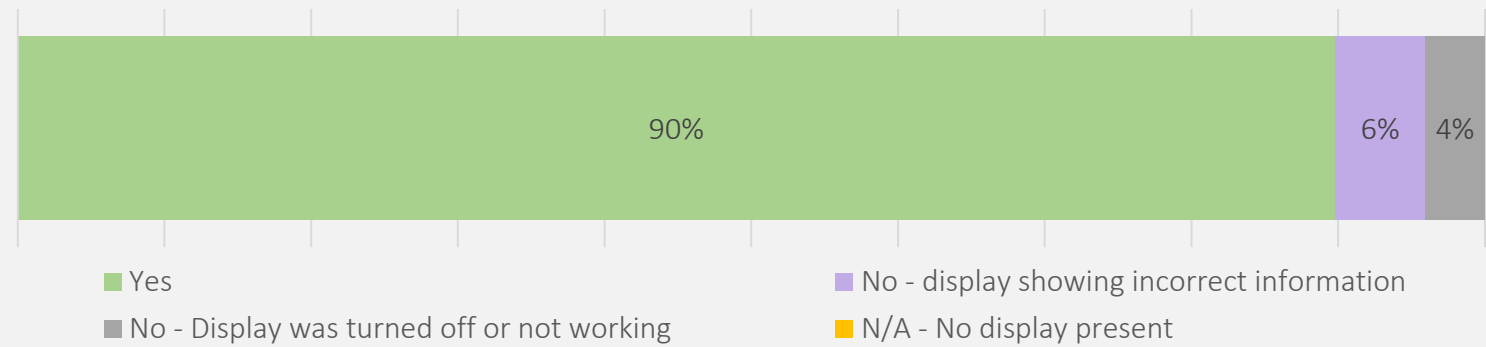
- Information Displays / Audio Announcements
- Interior Lighting
- WIFI

Bus Equipment Performance

Bus Electronic Board Performance

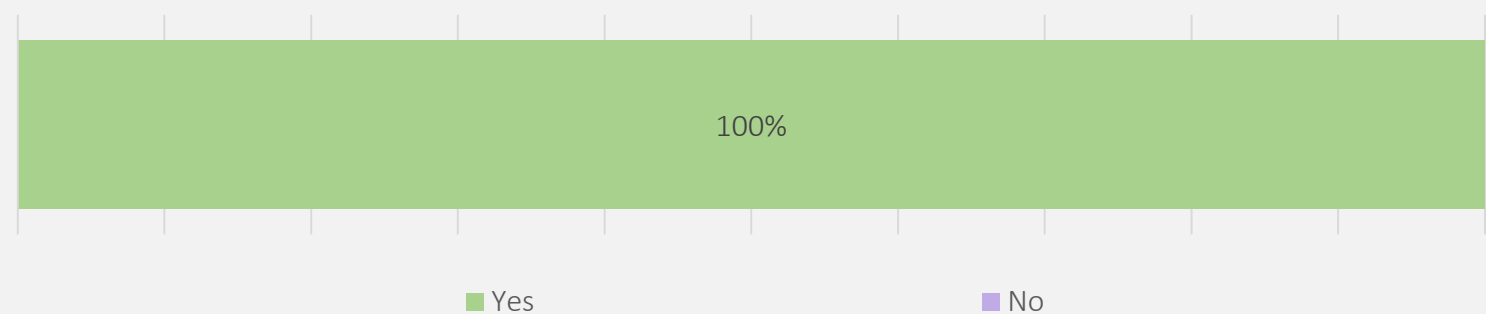
60. Was the information displayed on the electronic board showing correct 'next stop' information? *49

2021 Q4



61. Was there an automatic next stop audio announcement? *49

2021 Q4

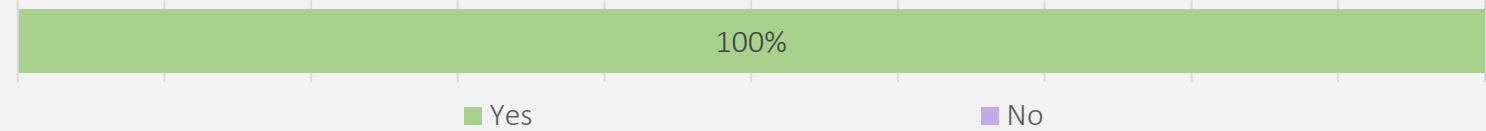


Bus Equipment Performance

Bus Route & Destination Display

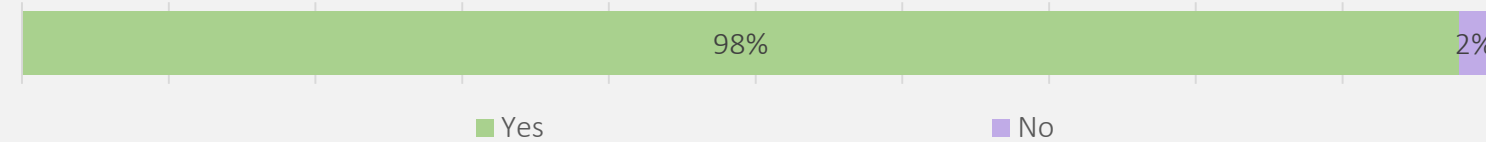
26. Was the route number displayed correctly on the front of the bus? *49

2021 Q4



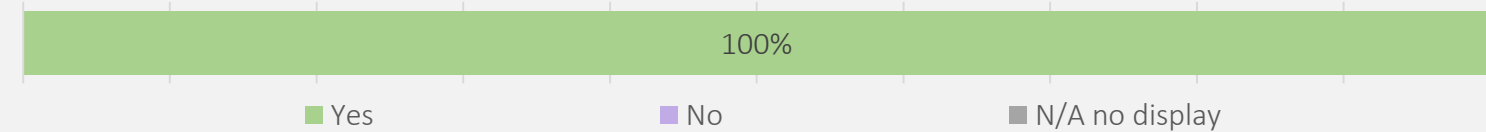
27. Was the destination displayed correctly on the front of the bus? *49

2021 Q4



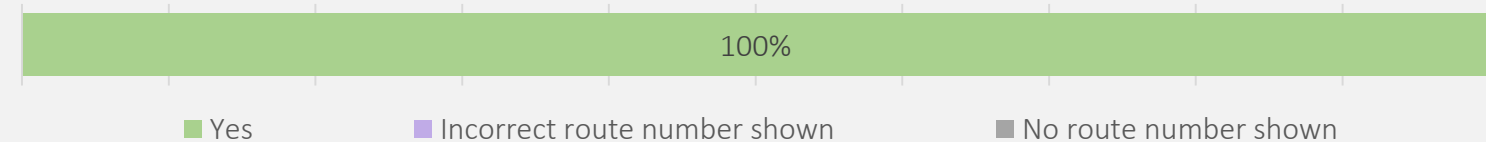
28. Was the route number displayed correctly on the side of the bus? *49

2021 Q4



69. Was the correct route number displayed on the back of the bus? *49

2021 Q4

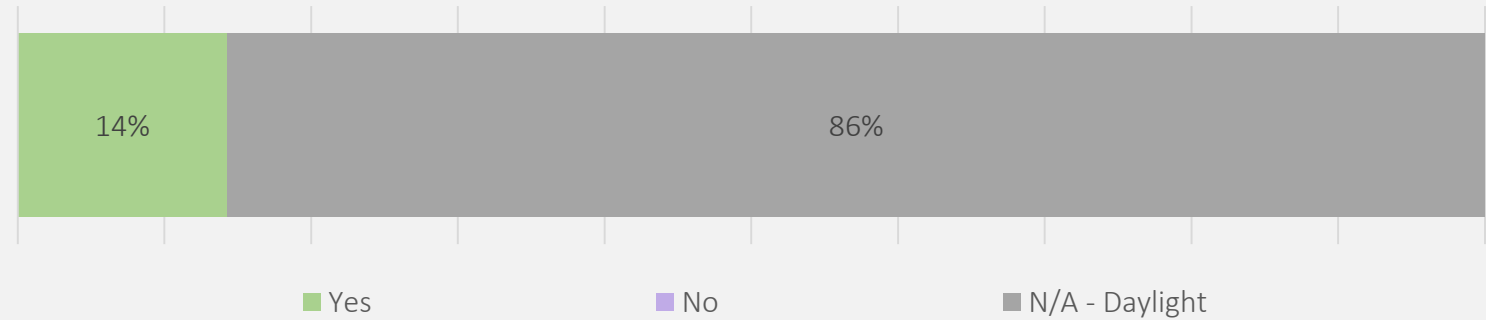


Bus Equipment Performance

Interior Lighting

63. Was interior lighting on when required? If daylight, mark N/A. *49

2021 Q4

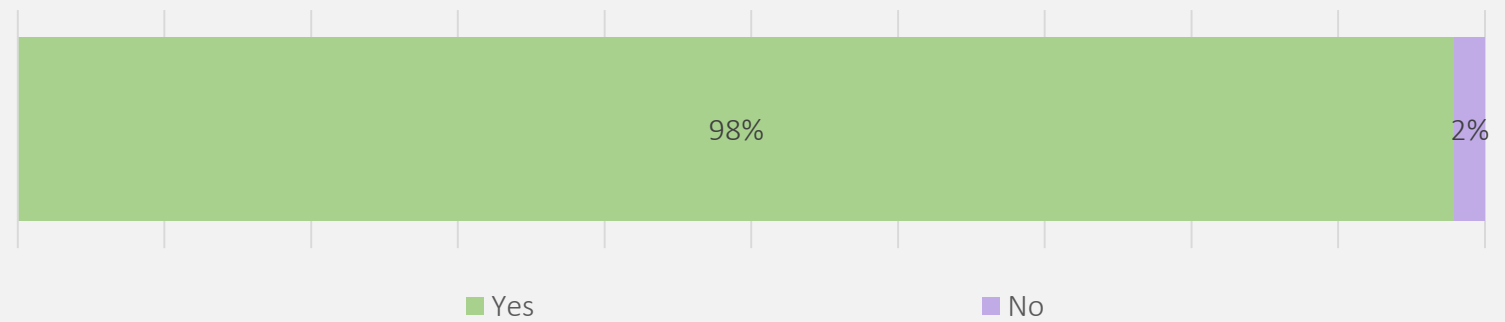


Bus Equipment Performance

On Board WIFI

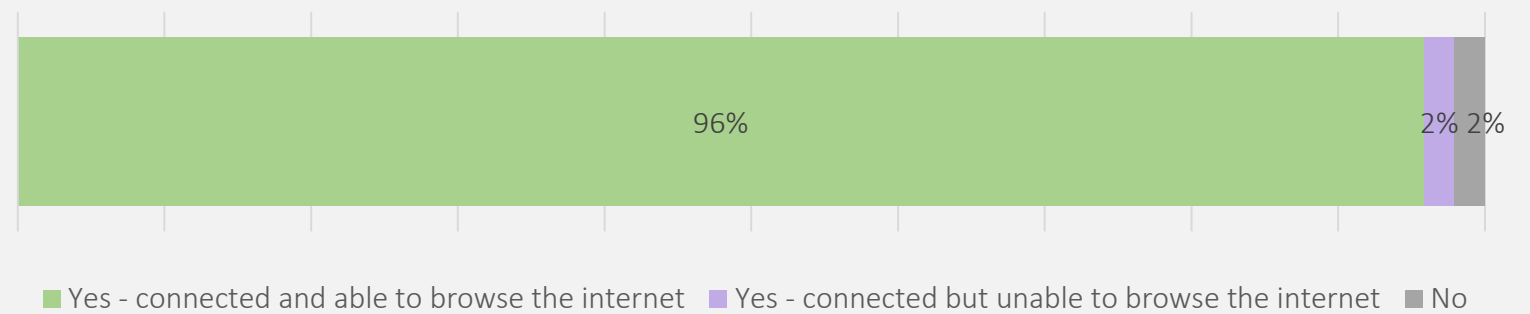
65. Was the operator Wi-Fi available on board the bus?
*49

2021 Q4



65A. Were you able to connect to the operator Wi-Fi network? *48

2021 Q4



Bus Driver Performance

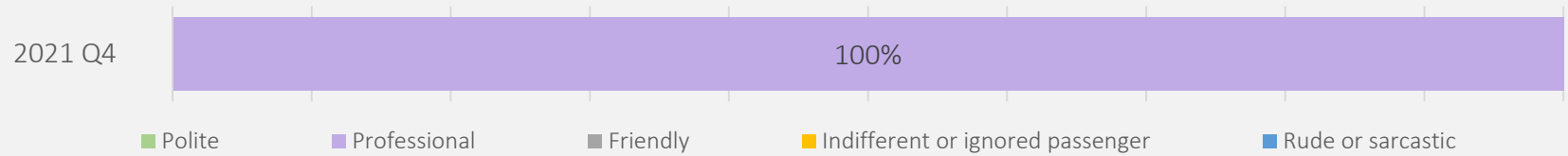
Contains questions relating to the following Bus Driver Performance:

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

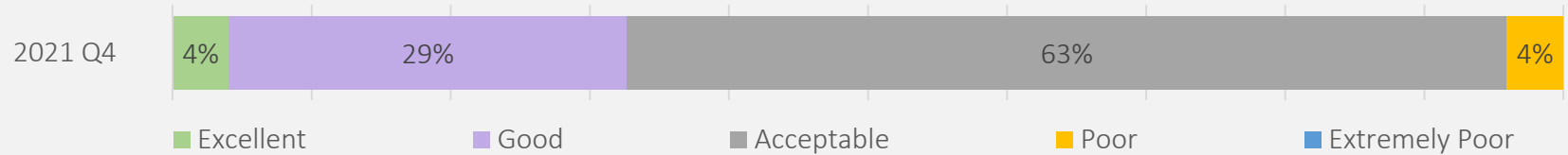
Bus Driver Performance

Driver Attitude

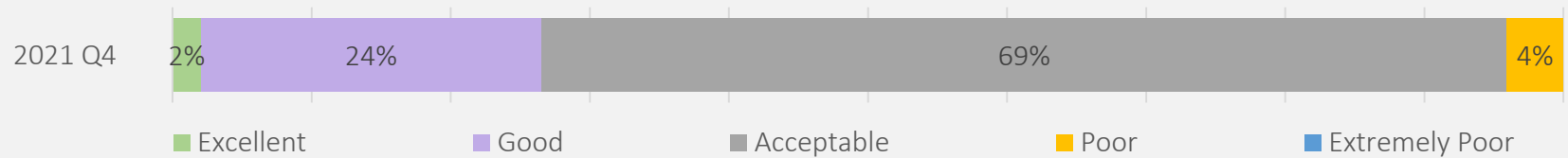
85A. How did the driver handle the situation?
(If yes to DRIVER DISPUTE Q85/2 to Q85/7) *1



33. What best describes the helpfulness of the driver? *49



34. What best describes the politeness of the driver? *49

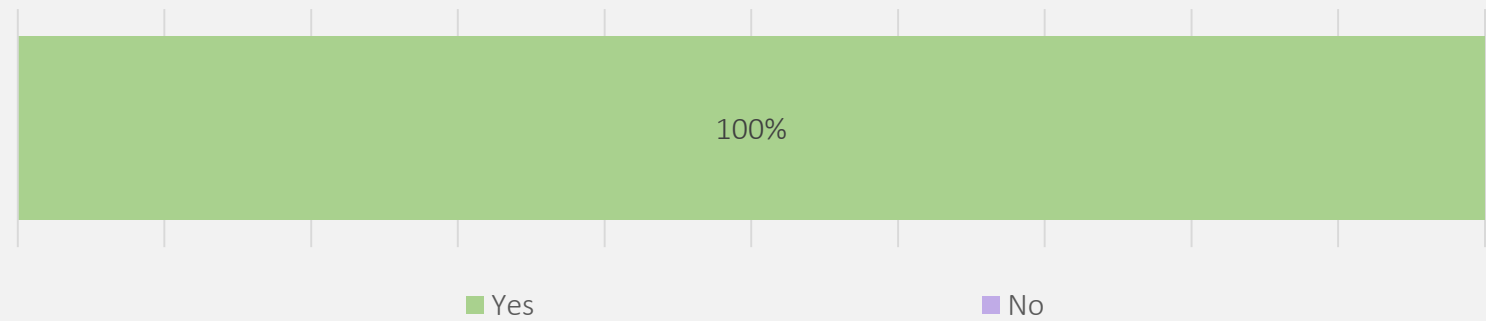


Bus Driver Performance

Driver Presentation

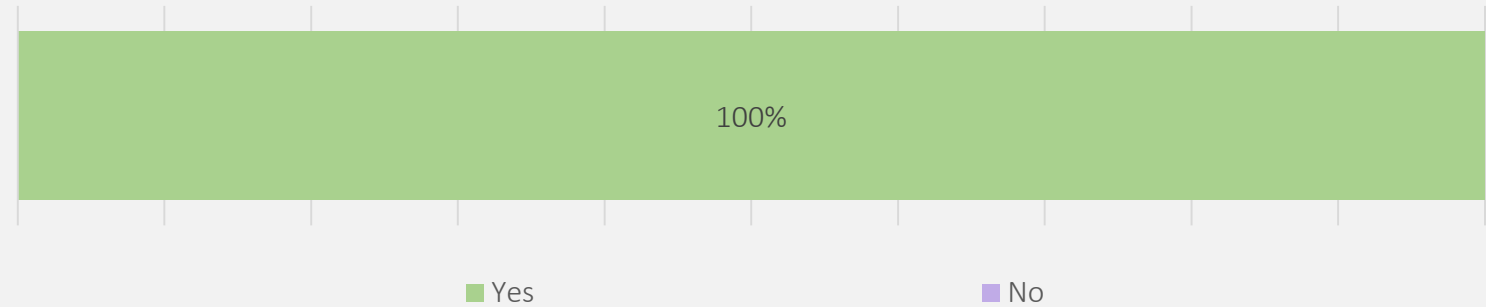
36. Was the driver wearing uniform? *49

2021 Q4



37. Was the driver well presented? *49

2021 Q4

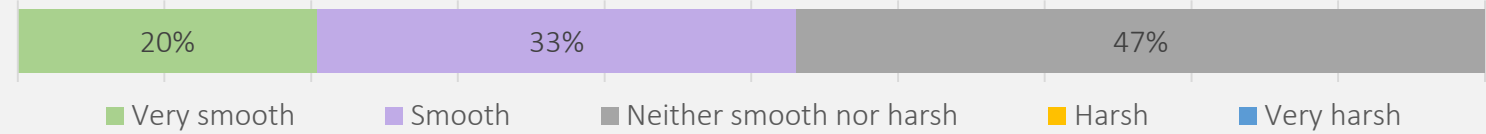


Bus Driver Performance

Bus Ride Quality

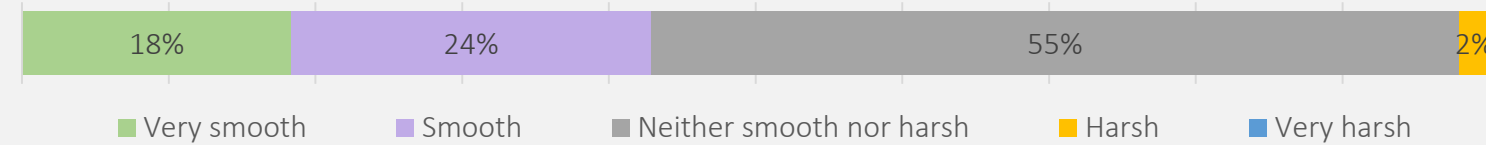
76. How would you rate the smoothness of acceleration based on your journey overall? (ASK ALL) *49

2021 Q4



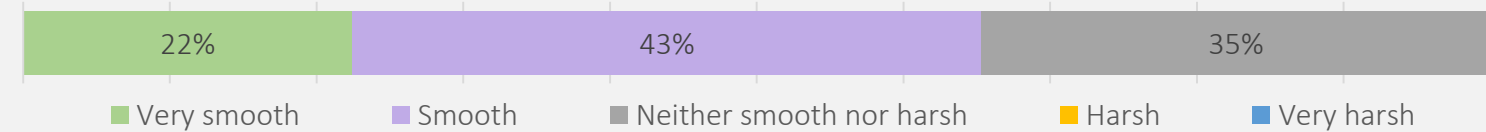
77. How would you rate the smoothness of braking based on your journey overall? *49

2021 Q4



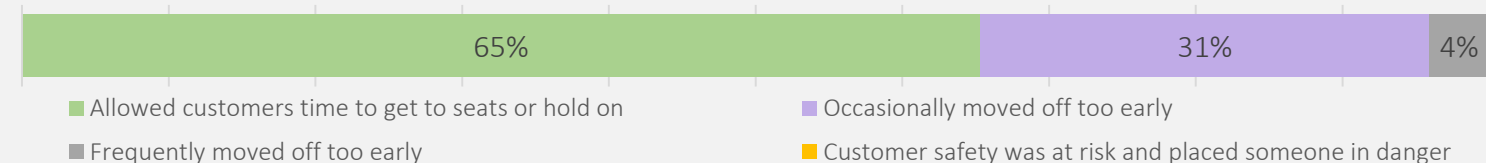
78. How would you rate the smoothness of steering based on your journey overall? *49

2021 Q4



79. Did the driver give passengers adequate time to find their seats or hold on when moving off? *49

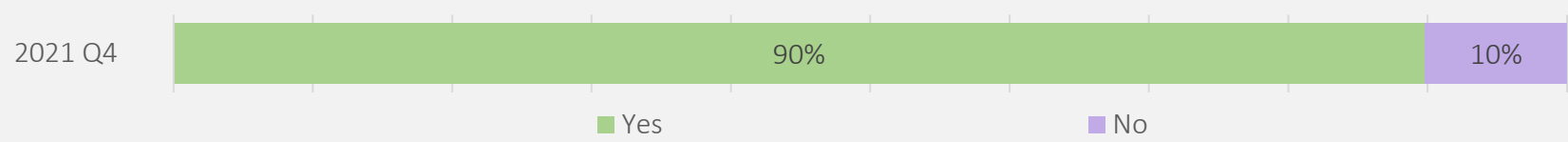
2021 Q4



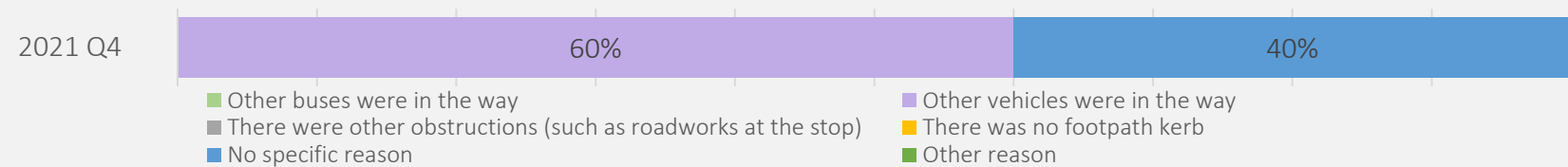
Bus Driver Performance

Serving the Stop

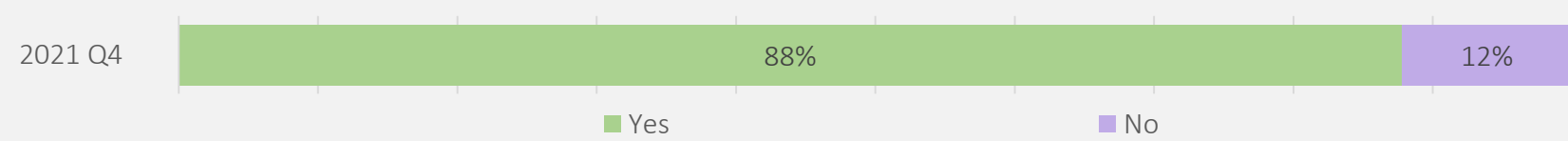
73. When you were getting off, did the bus pull up to the footpath kerb at the bus stop sufficiently to allow passengers board and alight from the bus without walking on the road? *49



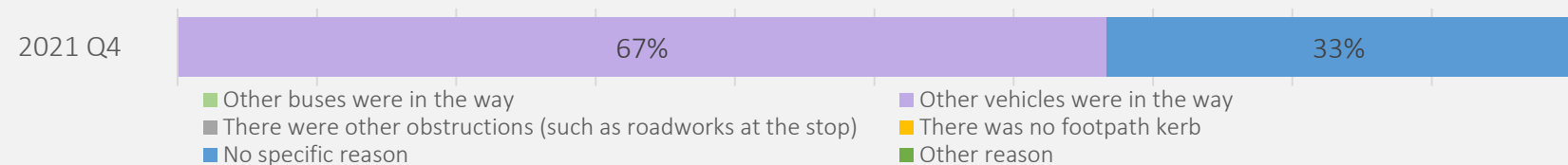
73A. Why did the bus not pull up to the kerb? *5



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? *49

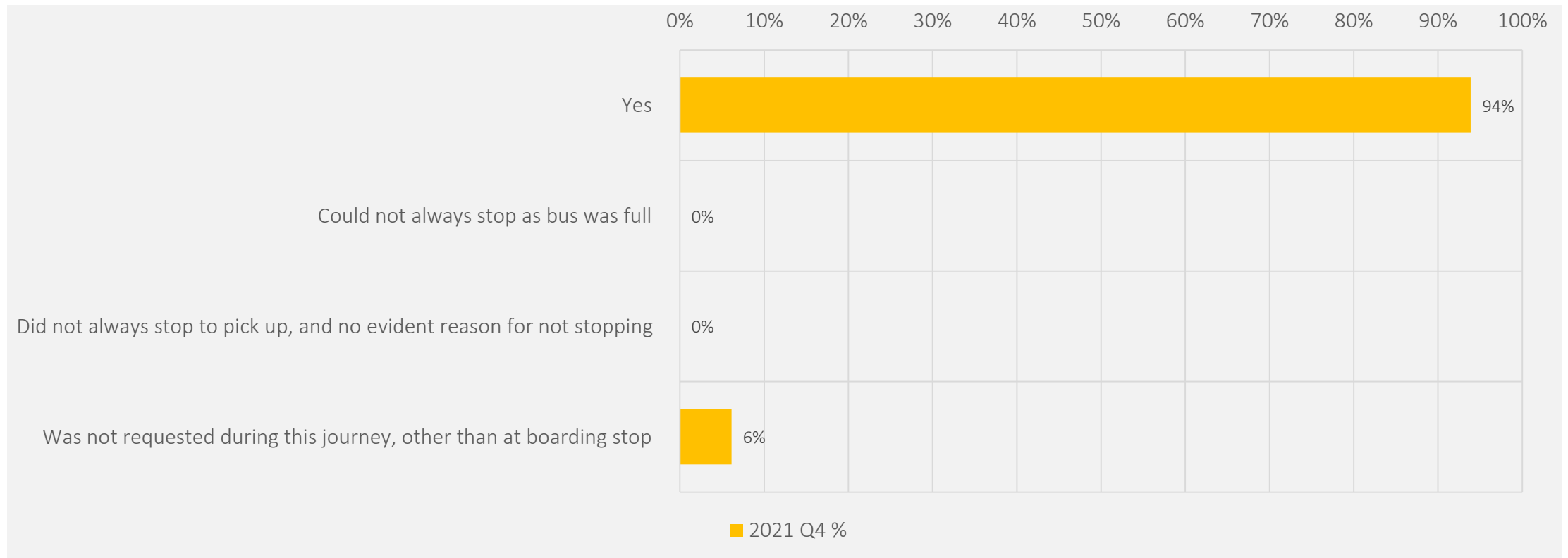


29A. Why did the bus not pull up to the footpath kerb? *6



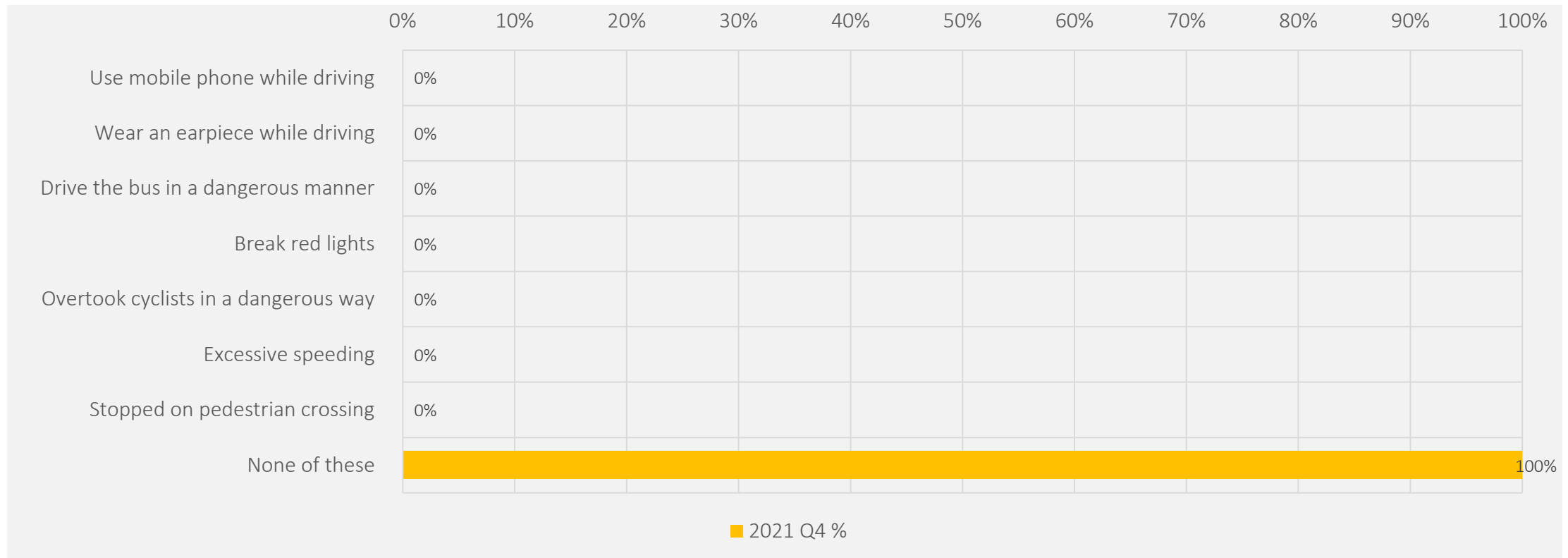
Bus Driver Performance

84. So far as you could tell, did the driver always stop to pick up passengers when requested? *49



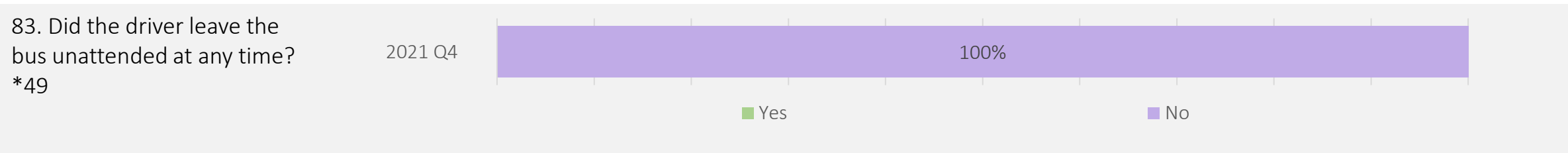
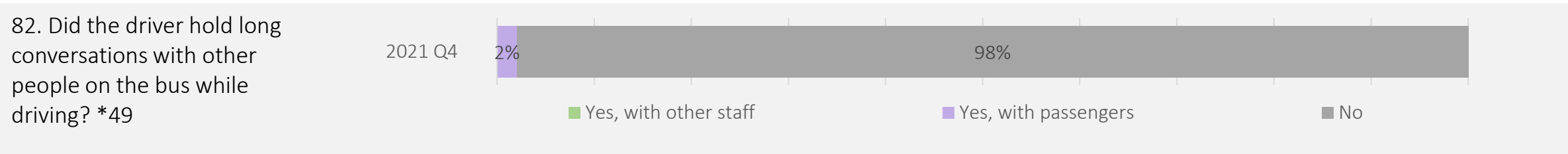
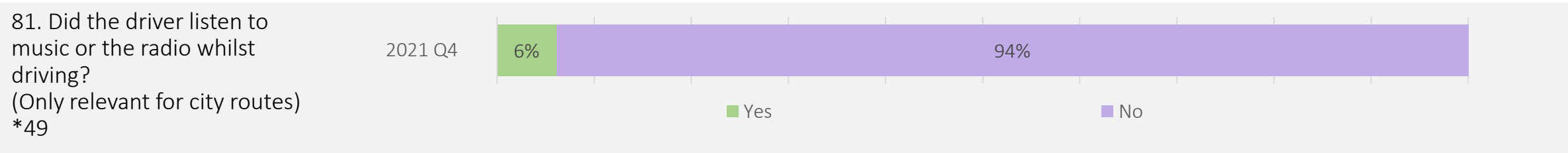
Bus Driver Performance

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.) *49



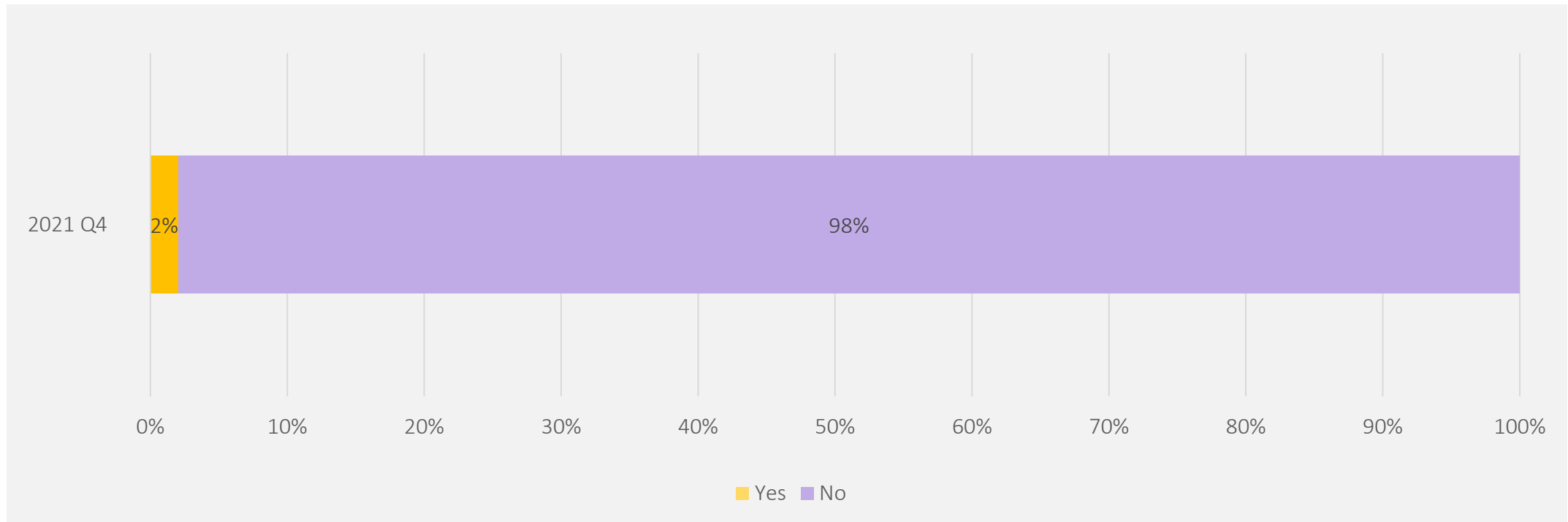
Bus Driver Performance

Other Driver Behaviours



Bus Driver Performance

86. Did bus terminate early or divert off course? *49



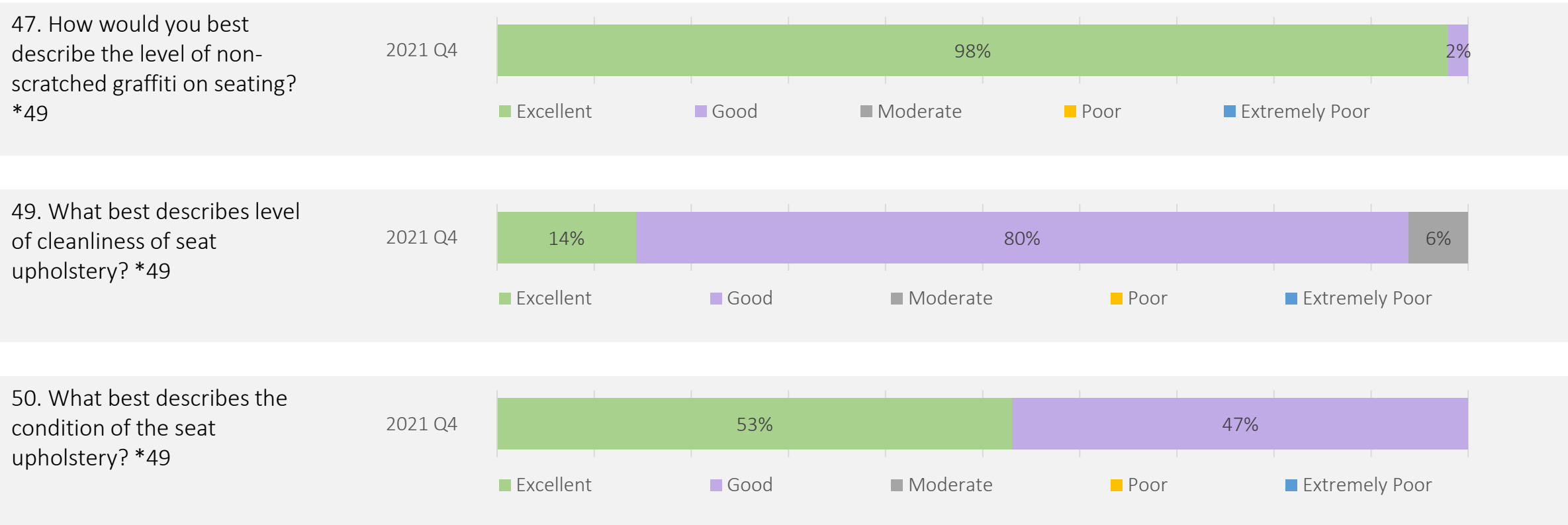
Cleanliness Performance - Bus Cleanliness

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



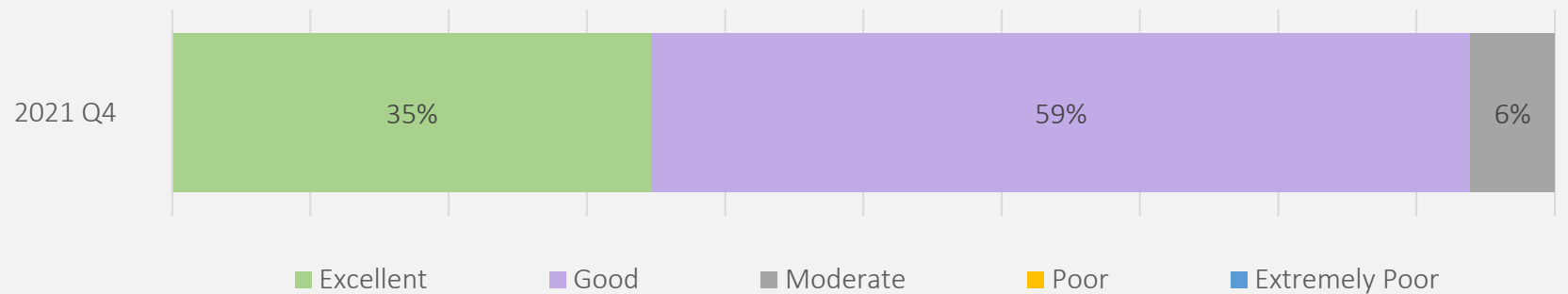
Cleanliness Performance - Bus Cleanliness

Floors and Stairs Cleanliness and Level of Litter

54. What best describes level of cleanliness of floors and stairs? *49

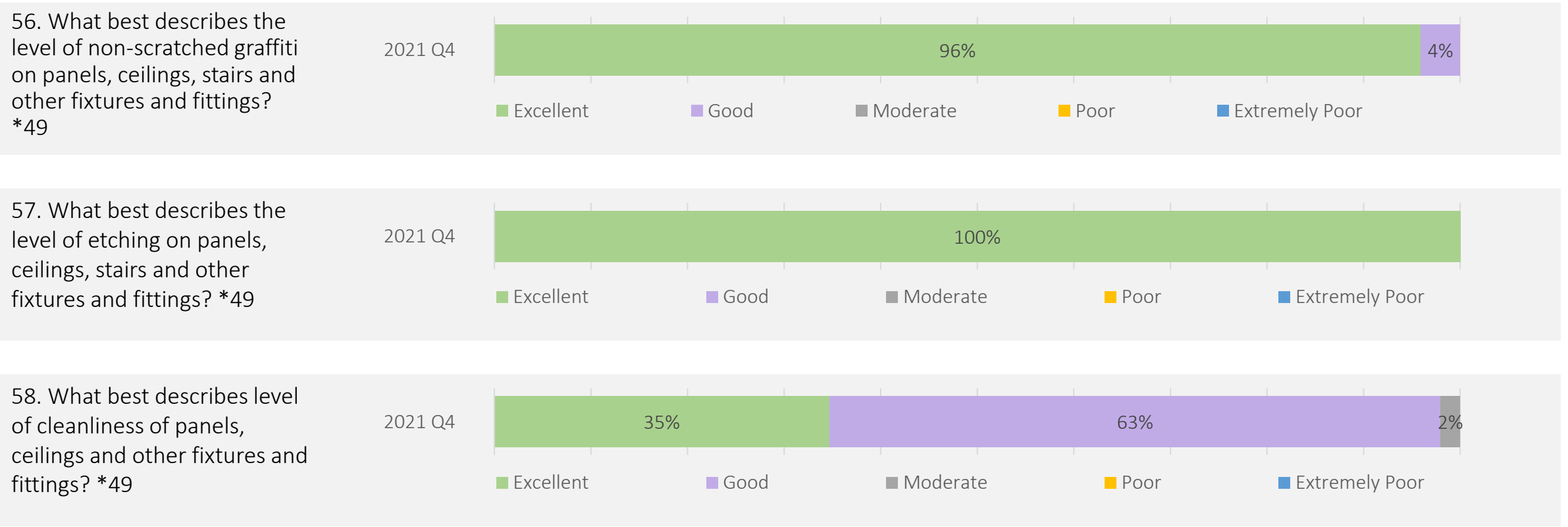


55. What best describes level of litter of floors and stairs? *49



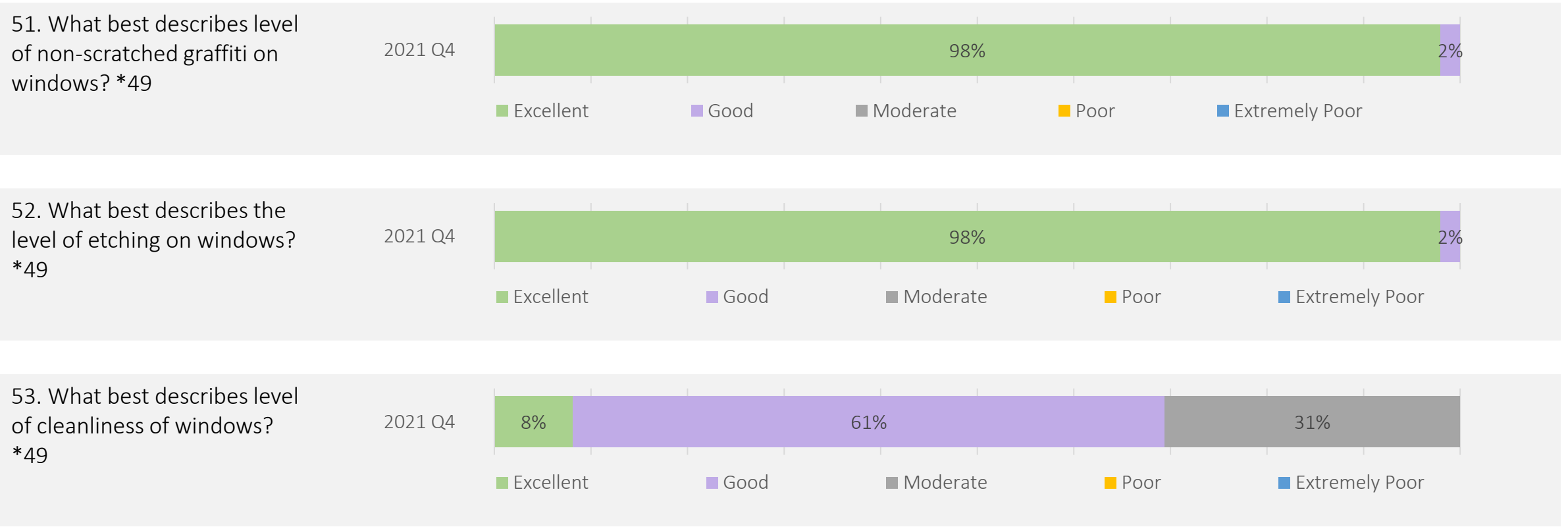
Cleanliness Performance - Bus Cleanliness

Panels, Ceilings, Stairs and Other Fixtures and Fittings Cleanliness



Cleanliness Performance - Bus Cleanliness

Window Cleanliness and Condition

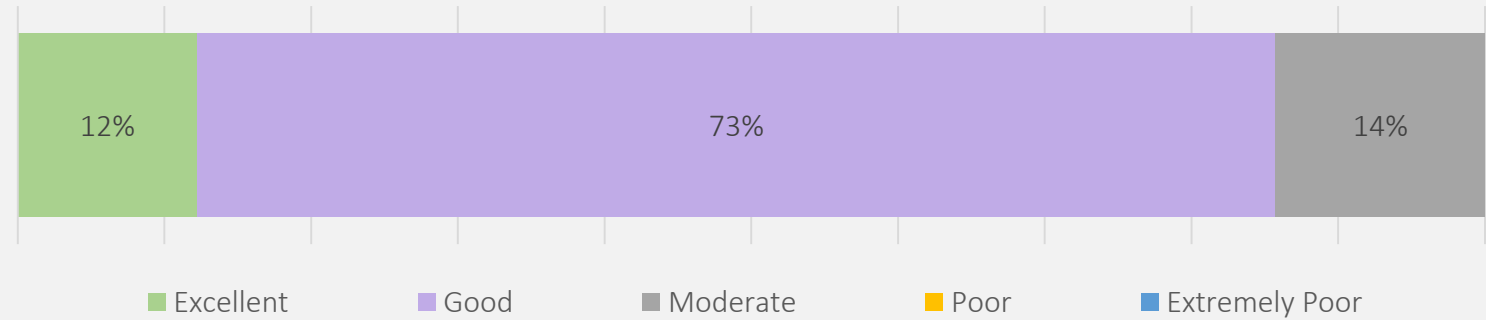


Cleanliness Performance - Bus Cleanliness

External Bus Cleanliness and Condition

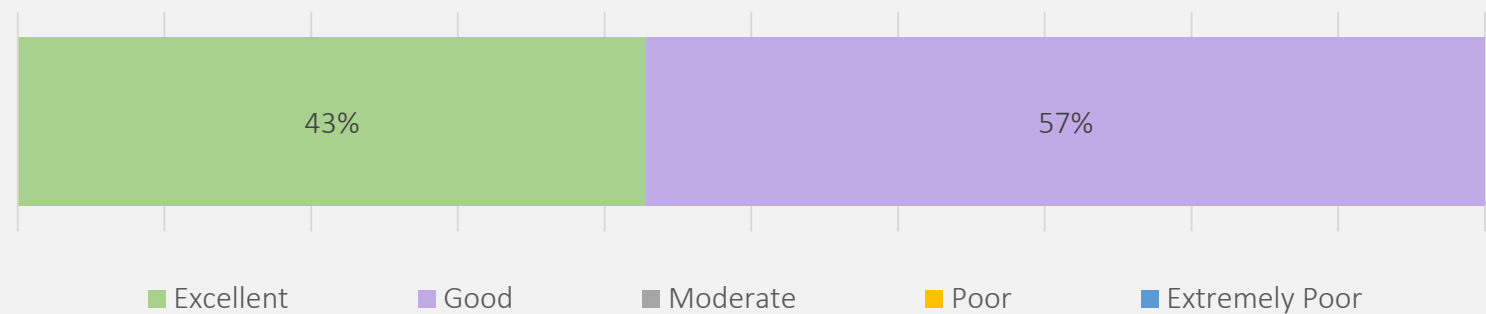
74. Please rate the overall external cleanliness of the bus
*49

2021 Q4



75. Please rate the overall external condition of the bus
*49

2021 Q4



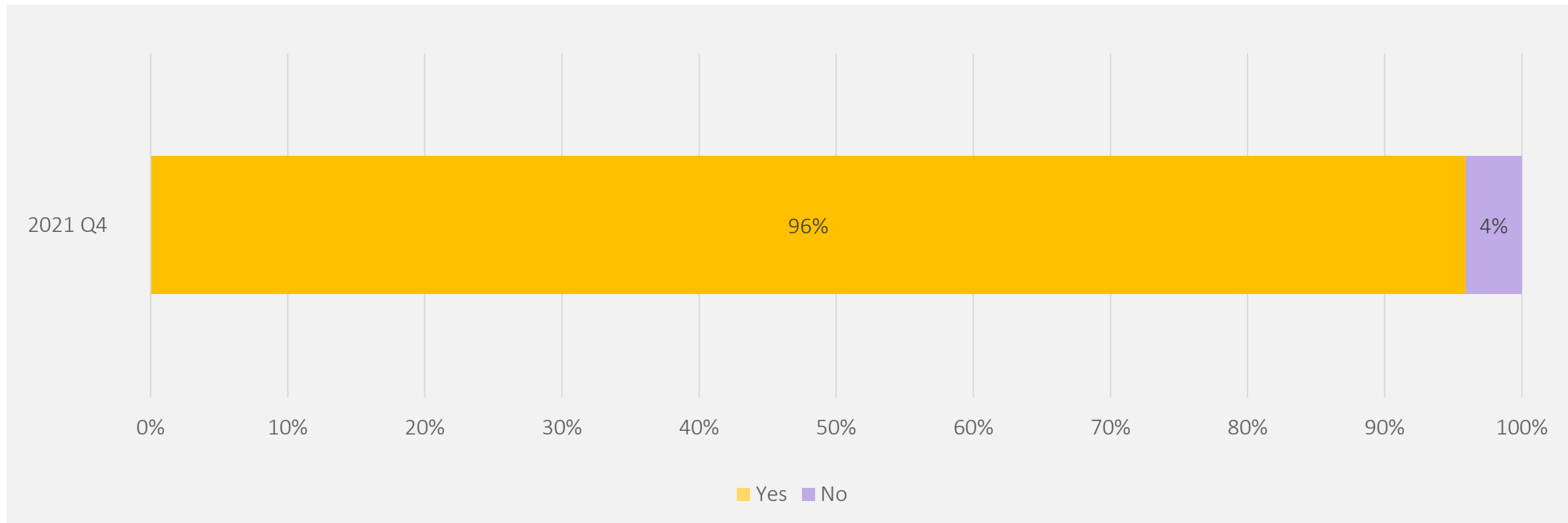
Customer Information Performance

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? *49



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