



NTA Mystery Passenger Survey Regional, Regional City & Town Bus 2022 Quarter 1

Research Background:

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

301 mystery shops were conducted during Quarter 1 with mystery shoppers acting as passengers while waiting for and on board selected routes across the country. A broad spread of bus routes were covered across different days of the week and times of the day. In addition to these, 30 additional assessments were completed on Bus Éireann Bus Stations, these are included in this report.

The mystery shops were carried out by trained Ipsos Assessors, following detailed training and certification. 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.

2022 Quarter 1 took place between 1st Jan and 27th March 2022

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:

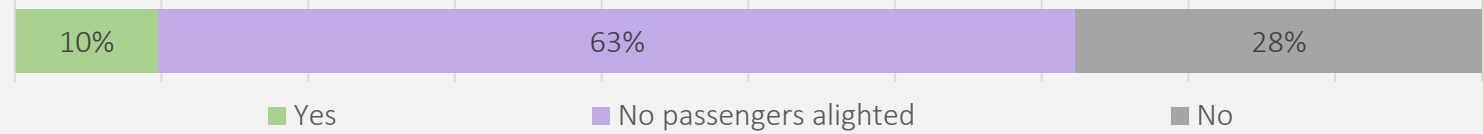
- Centre Doors
- Wheelchair Ramps
- Information Displays / Audio Announcements
- Interior Lighting
- CCTV
- WIFI

Bus Equipment Performance

Bus Centre Doors

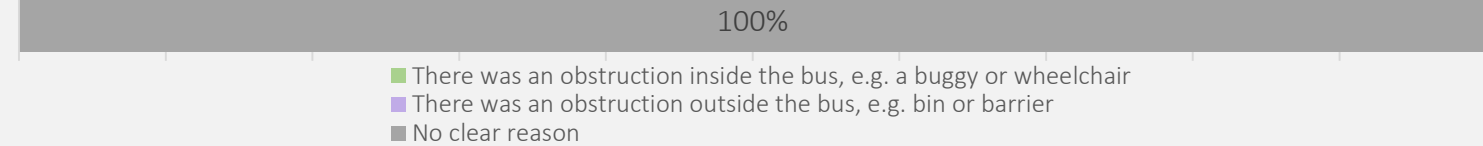
30A. When you were boarding the bus, did the driver open the centre doors for passengers who were getting off the bus? (IF YES TO CENTRE DOORS Q30/1) *112

2022 Q1



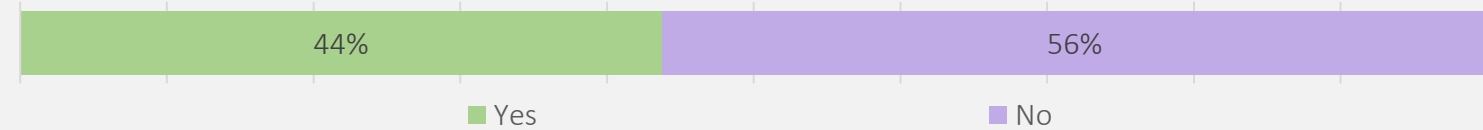
30B. If "No" What were the reasons? *31

2022 Q1



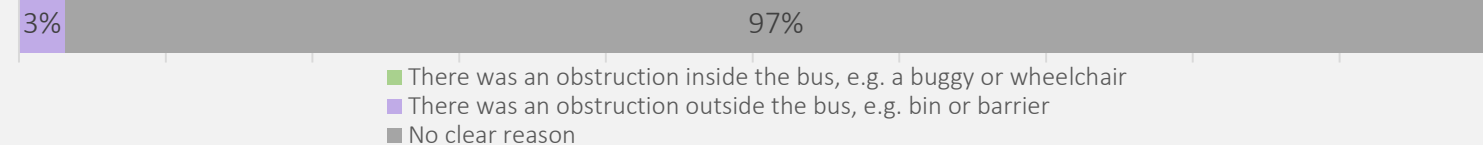
66. When alighting, did the driver open the centre doors for you to alight? (IF YES TO CENTRE DOORS Q30/1) *112

2022 Q1



66A. If "No" What were the reasons? *63

2022 Q1

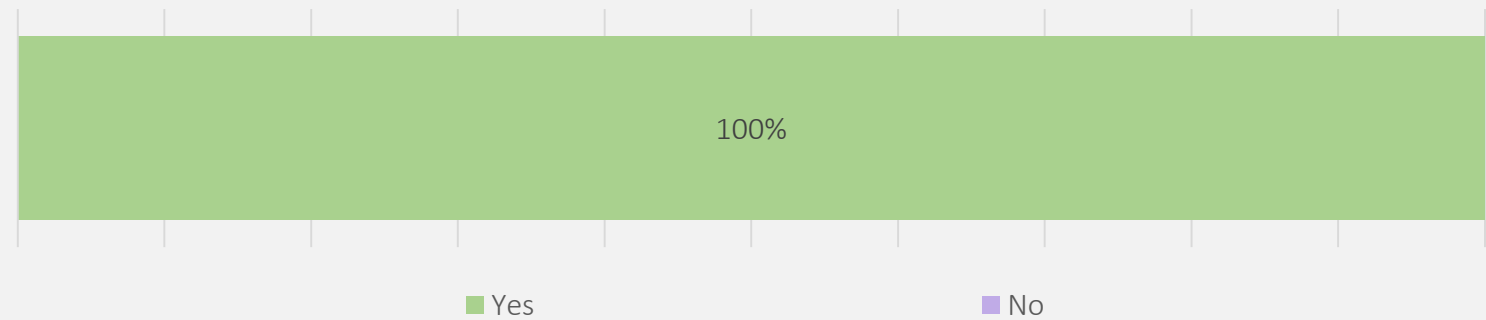


Bus Equipment Performance

Bus Wheelchair Ramp

87A. Was the wheelchair ramp or wheelchair lift activated upon request? *1

2022 Q1



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

2022 Q1

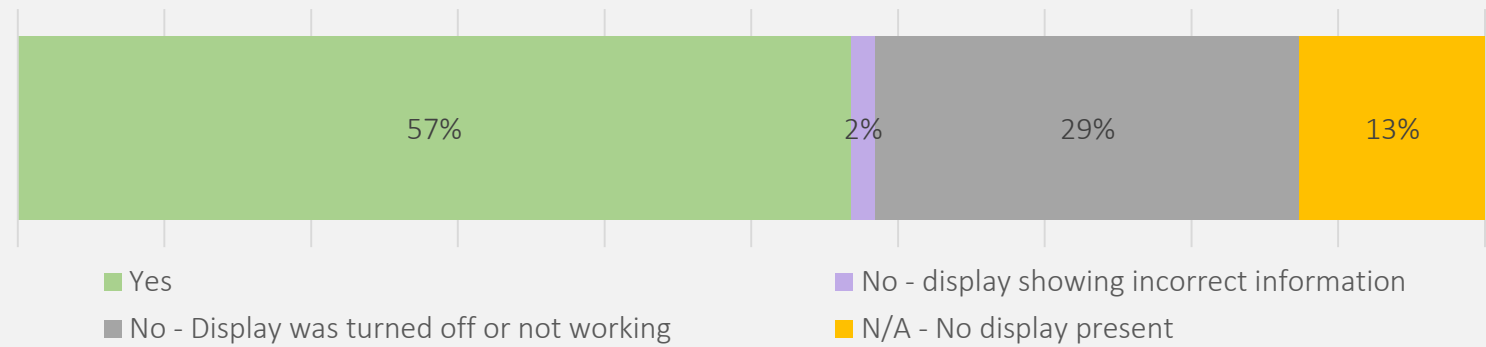
- Driver stated the wheelchair ramp or lift was broken
- Person requesting the ramp or lift was not a wheelchair user
- Driver refused to activate the ramp or lift because it was unsafe to do so

Bus Equipment Performance

Bus Electronic Board Performance

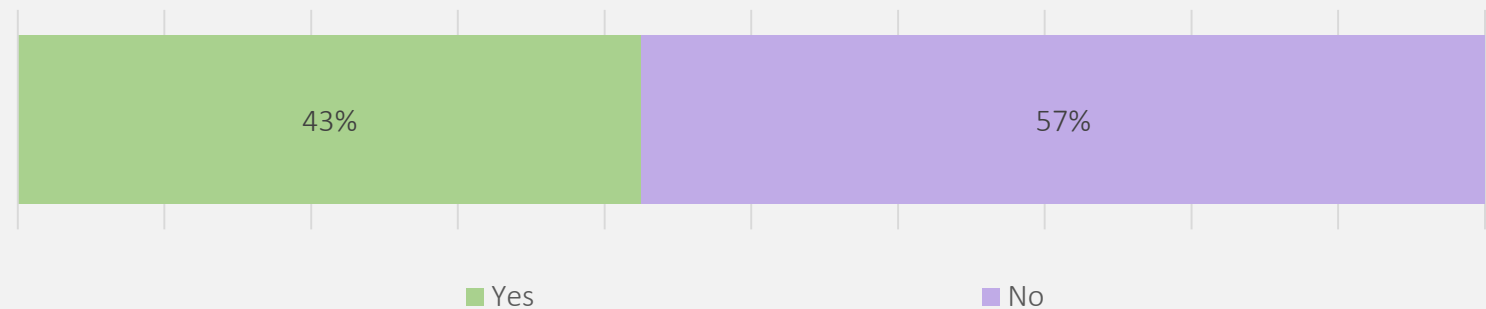
60. Was the information displayed on the electronic board showing correct 'next stop' information? *301

2022 Q1



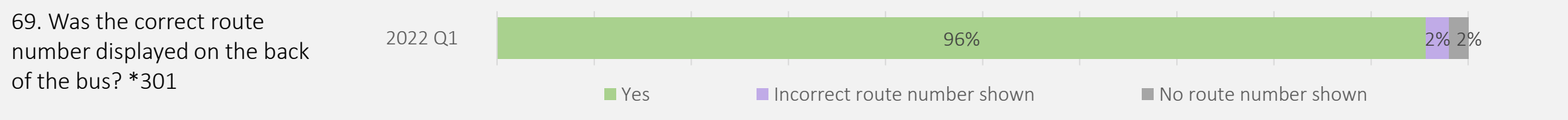
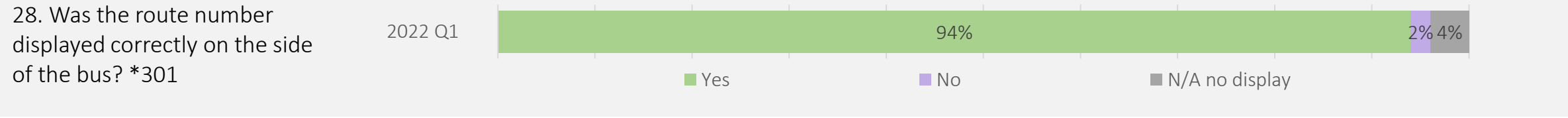
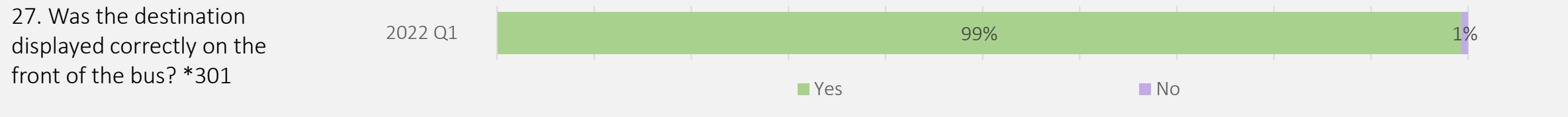
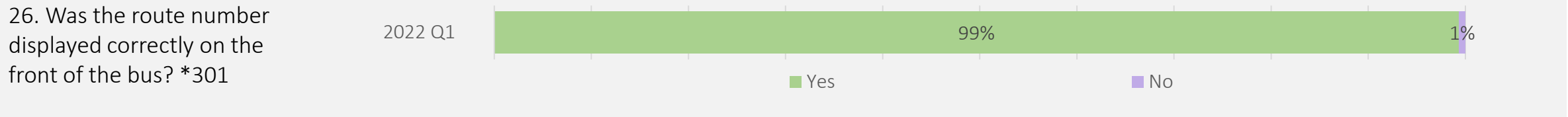
61. Was there an automatic next stop audio announcement? *301

2022 Q1



Bus Equipment Performance

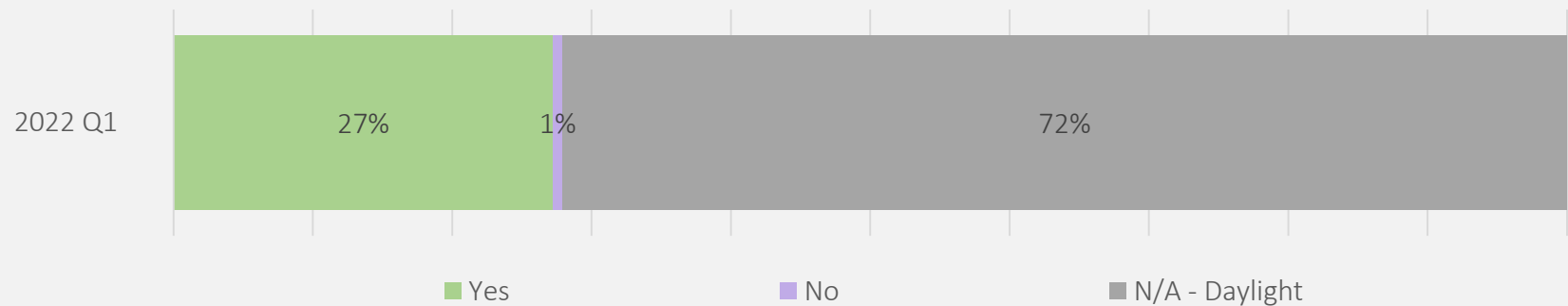
Bus Route & Destination Display



Bus Equipment Performance

Interior Lighting

63. Was interior lighting on when required? If daylight, mark N/A. *301

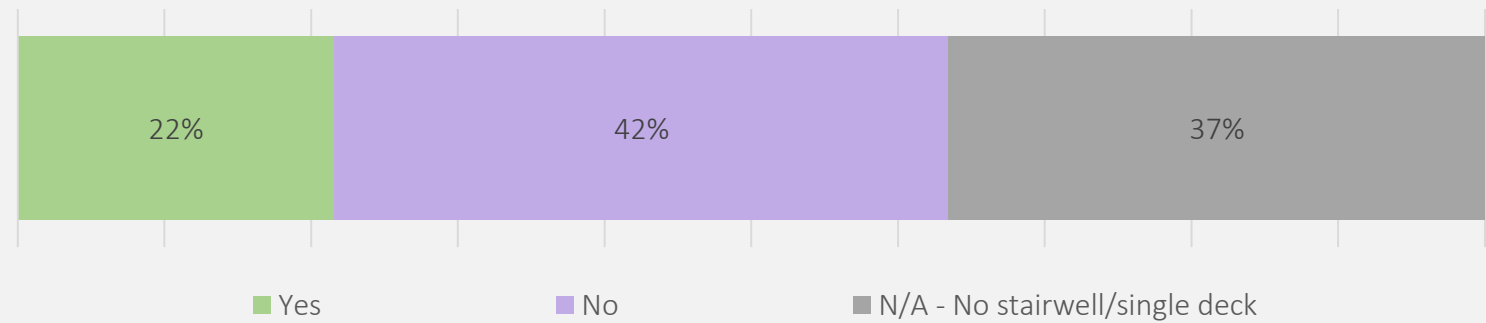


Bus Equipment Performance

Bus CCTV

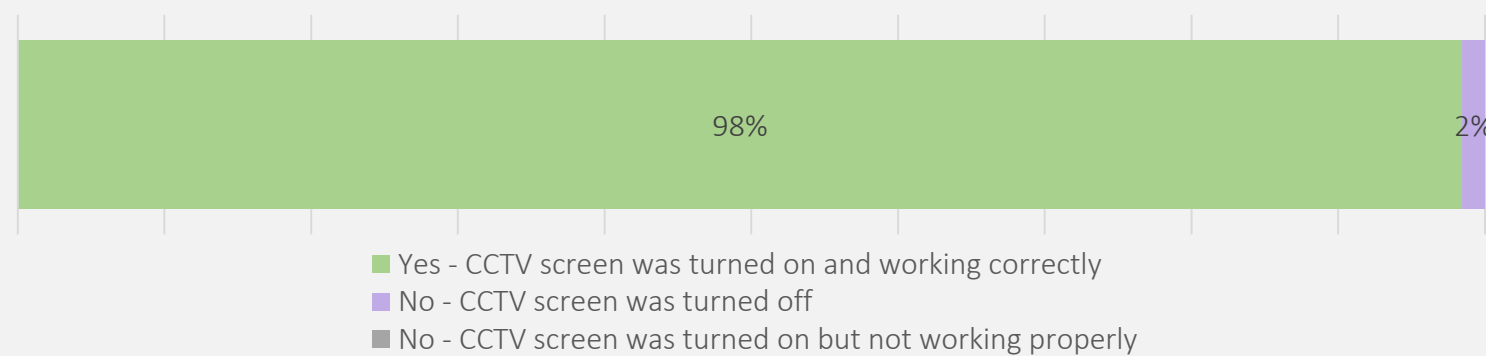
62. Was there a CCTV screen in stairwell on the bus? *301

2022 Q1



62A. Was the CCTV screen in the stairwell working correctly? *65

2022 Q1

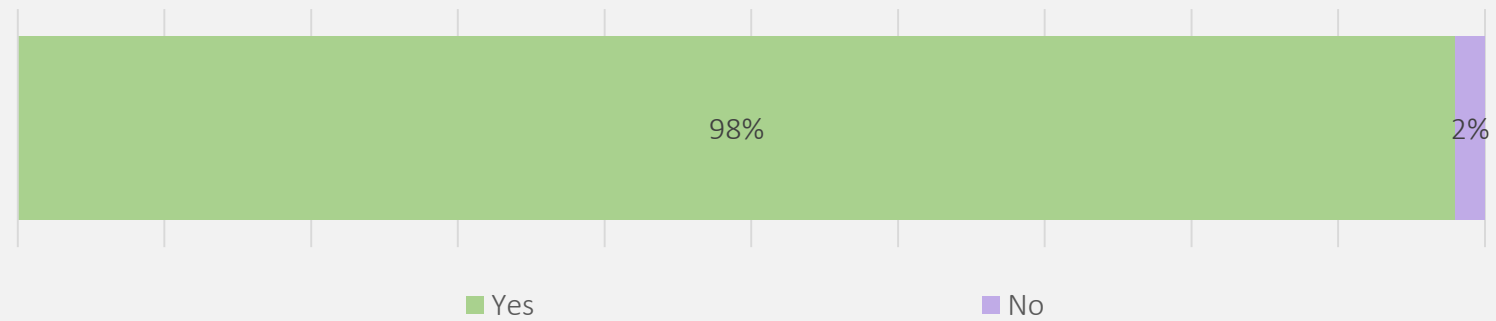


Bus Equipment Performance

On Board WiFi

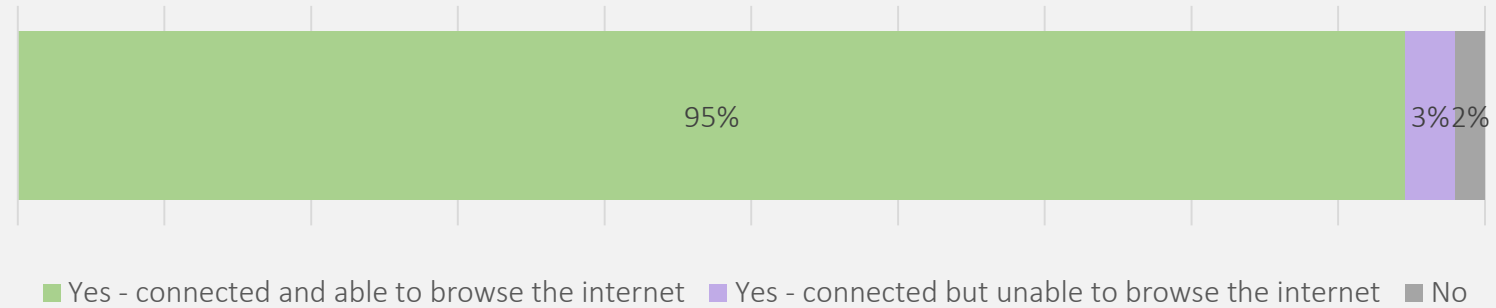
65. Was the operator Wi-Fi available on board the bus?
*301

2022 Q1



65A. Were you able to connect to the operator Wi-Fi network? *295

2022 Q1



Bus Driver Performance

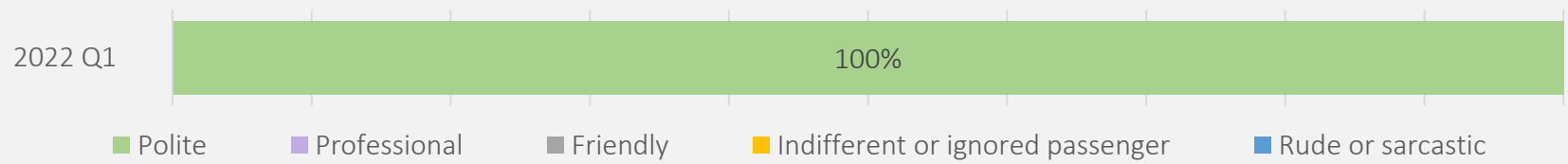
Contains questions relating to the following Bus Driver Performance:

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

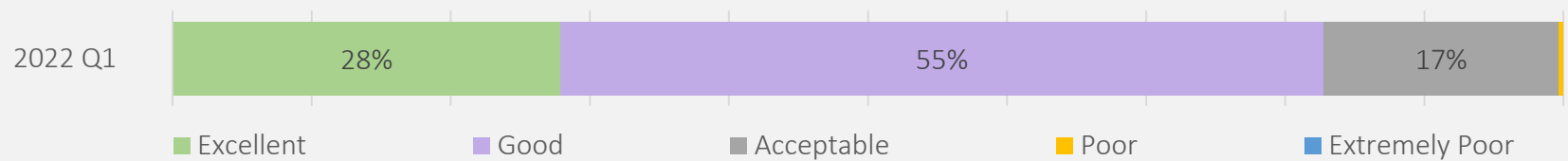
Bus Driver Performance

Driver Attitude

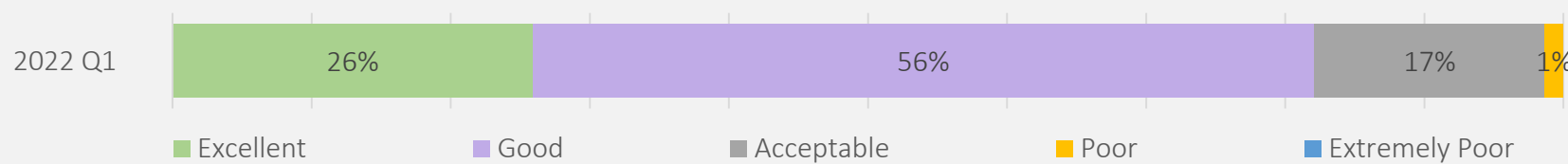
85A. How did the driver handle the situation?
(If yes to DRIVER DISPUTE Q85/2 to Q85/7) *1



33. What best describes the helpfulness of the driver?
*301



34. What best describes the politeness of the driver? *301

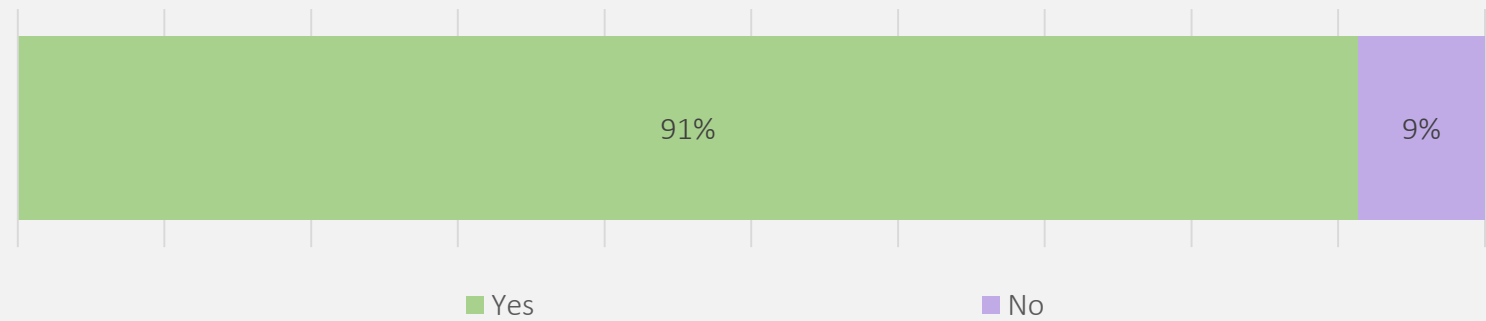


Bus Driver Performance

Driver Presentation

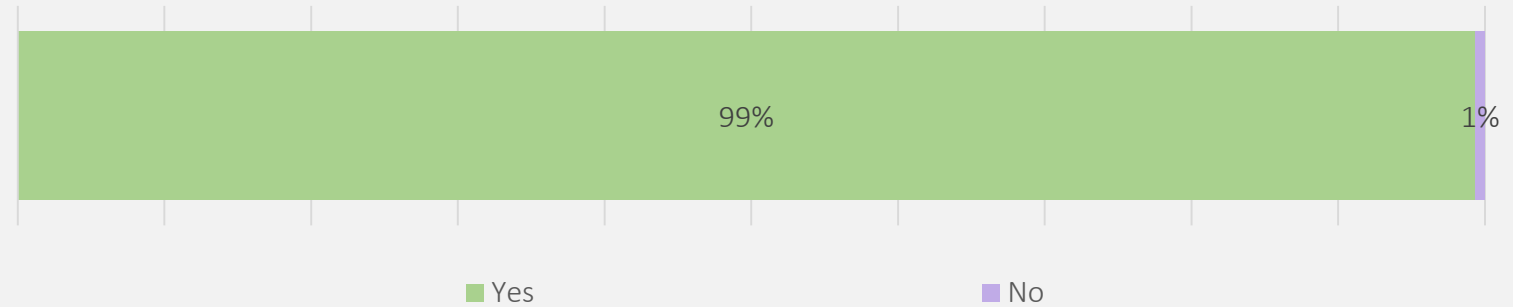
36. Was the driver wearing uniform? *301

2022 Q1



37. Was the driver well presented? *301

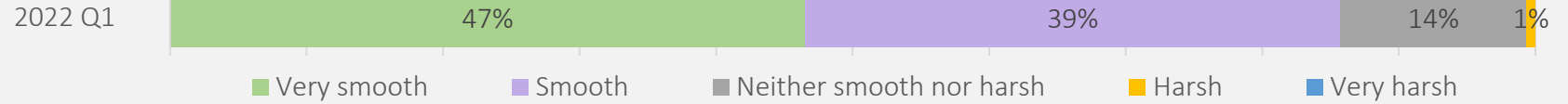
2022 Q1



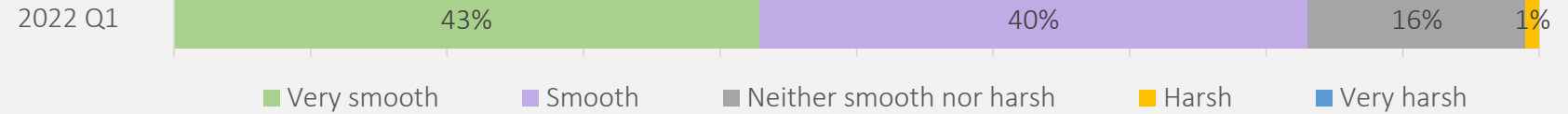
Bus Driver Performance

Bus Ride Quality

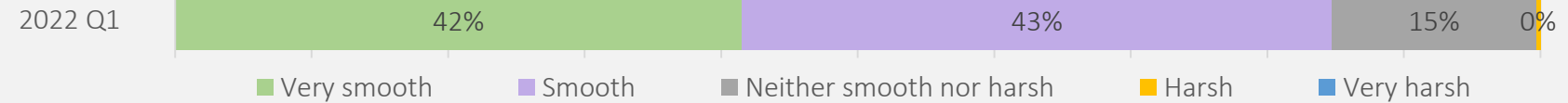
76. How would you rate the smoothness of acceleration based on your journey overall? (ASK ALL) *301



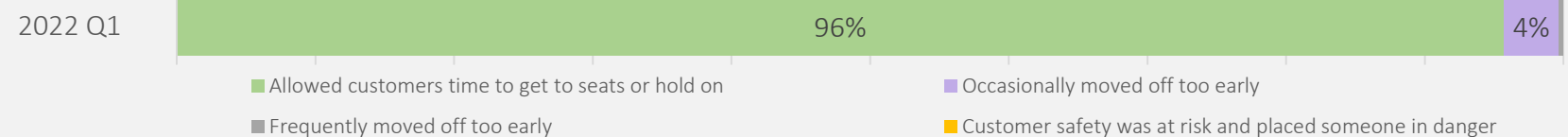
77. How would you rate the smoothness of braking based on your journey overall? *301



78. How would you rate the smoothness of steering based on your journey overall? *301



79. Did the driver give passengers adequate time to find their seats or hold on when moving off? *301

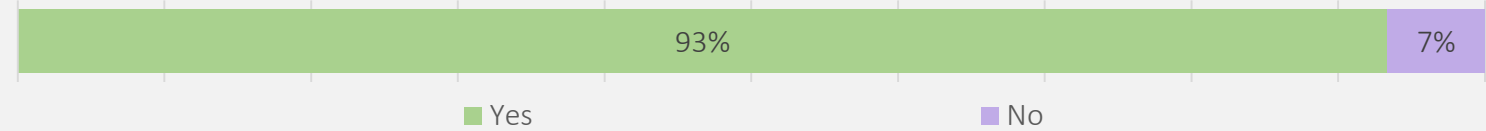


Bus Driver Performance

Serving the Stop

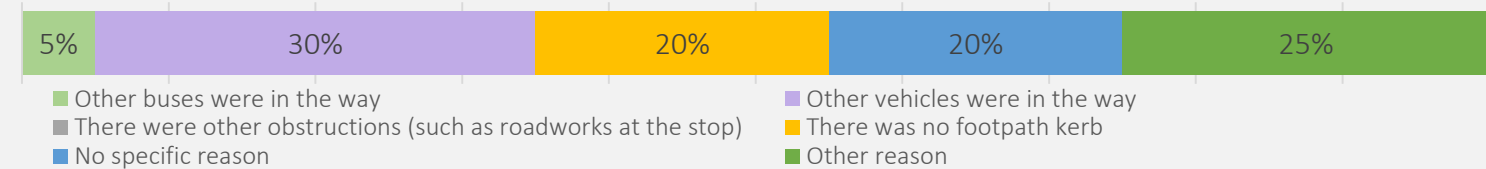
73. When you were getting off, did the bus pull up to the footpath kerb at the bus stop sufficiently to allow passengers board and alight from the bus without walking on the road? *301

2022 Q1



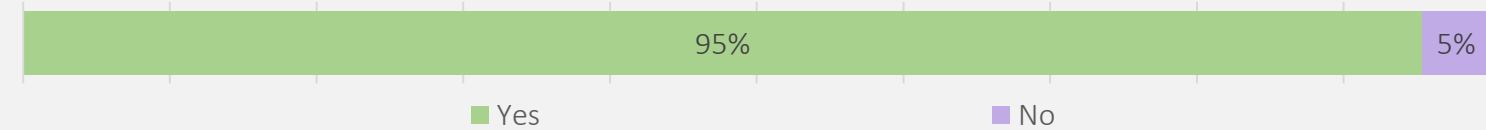
73A. Why did the bus not pull up to the kerb? *20

2022 Q1



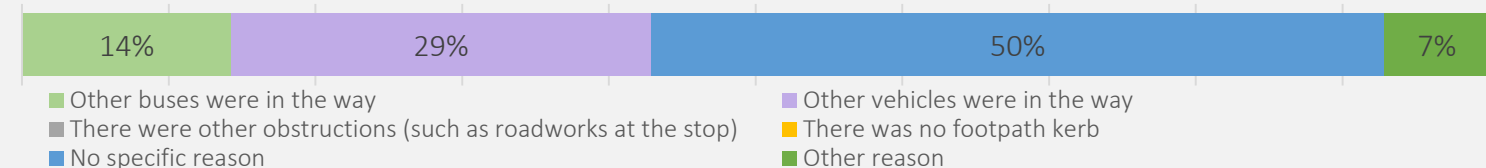
29. When you were getting on, did the bus pull up to the footpath kerb at the bus stop sufficiently to allow passengers board and alight from the bus without walking on the road? *301

2022 Q1



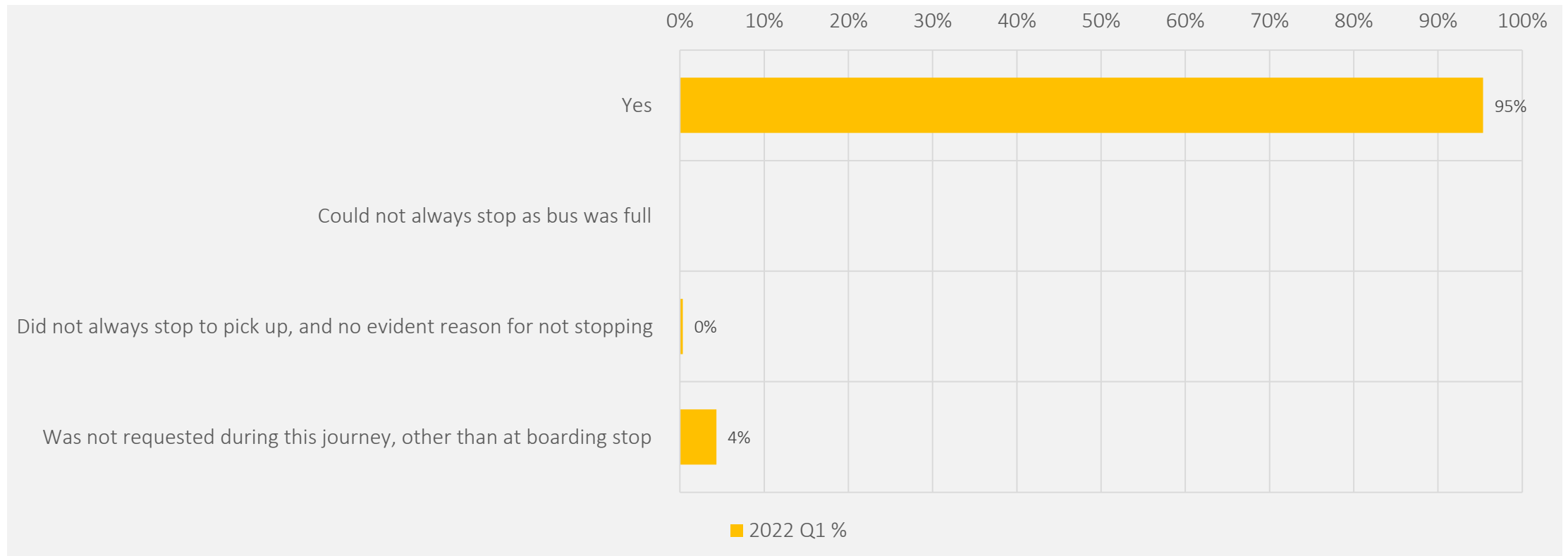
29A. Why did the bus not pull up to the footpath kerb? *14

2022 Q1



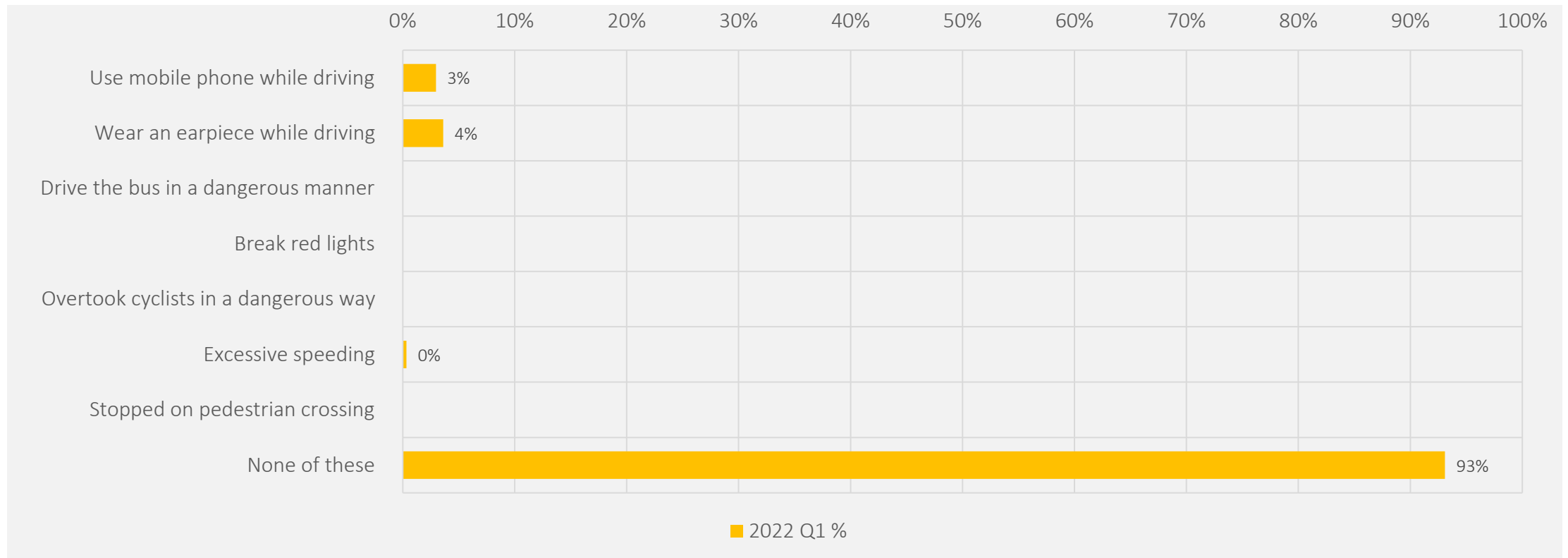
Bus Driver Performance

84. So far as you could tell, did the driver always stop to pick up passengers when requested? *301



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.) *304

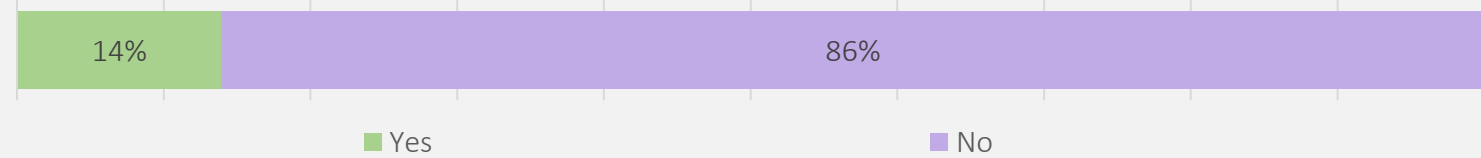


Bus Driver Performance

Other Driver Behaviours

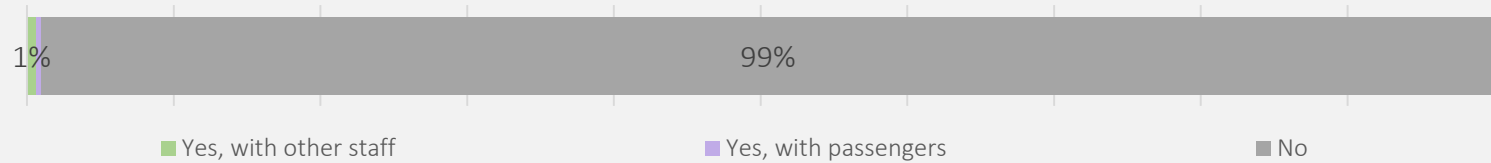
81. Did the driver listen to music or the radio whilst driving?
(Only relevant for city routes)
*301

2022 Q1



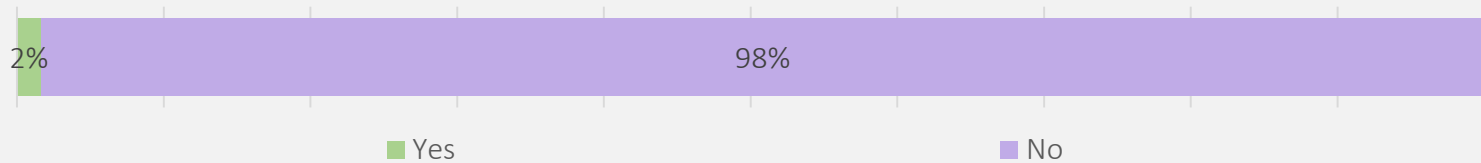
82. Did the driver hold long conversations with other people on the bus while driving? *301

2022 Q1



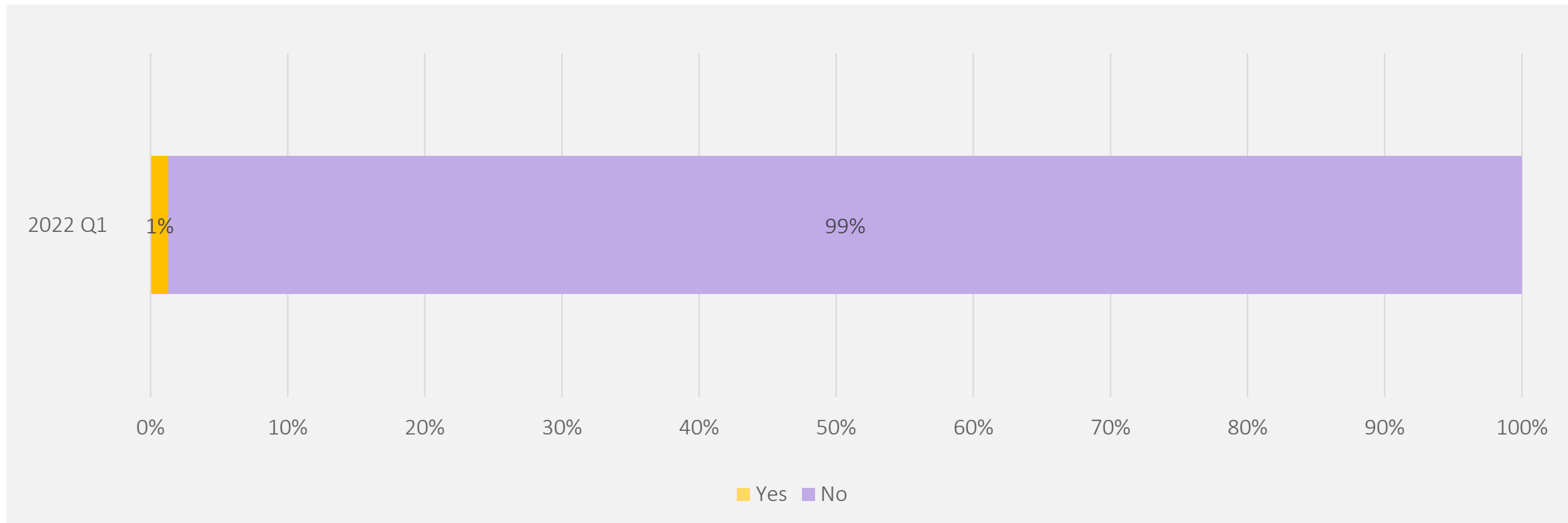
83. Did the driver leave the bus unattended at any time?
*301

2022 Q1



Bus Driver Performance

86. Did bus terminate early or divert off course? *301



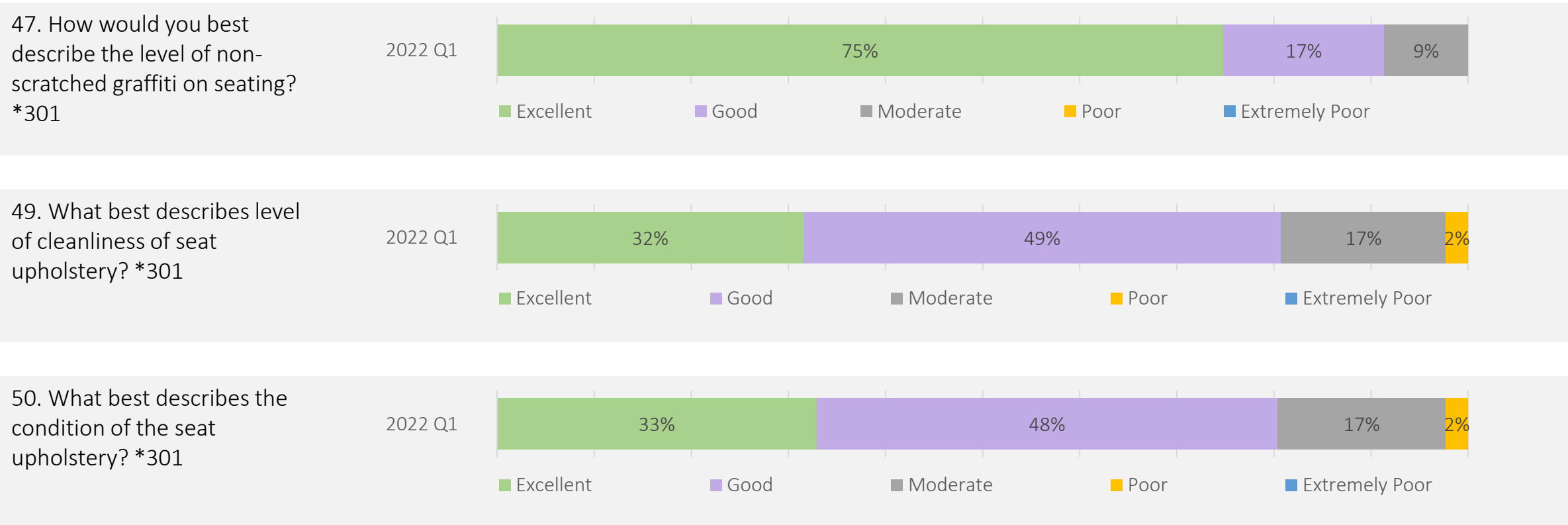
Cleanliness Performance - Bus Cleanliness

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

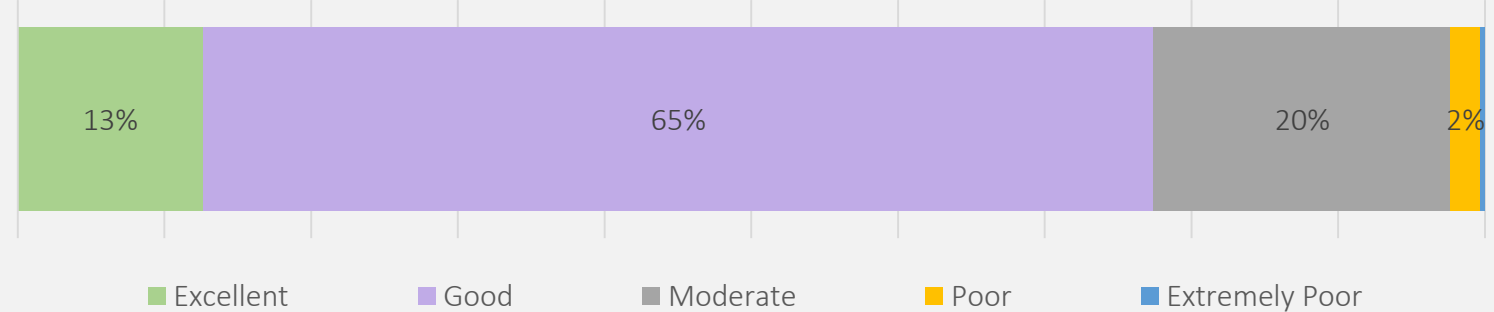


Cleanliness Performance - Bus Cleanliness

Floors and Stairs Cleanliness and Level of Litter

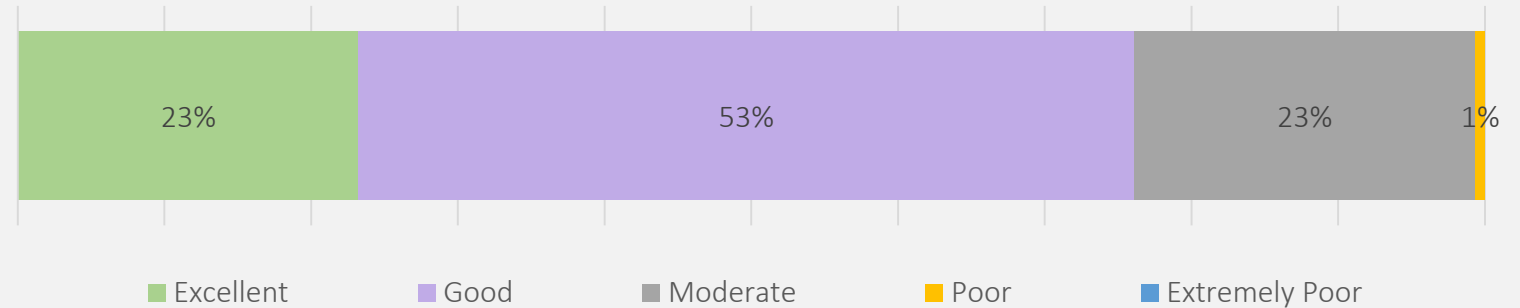
54. What best describes level of cleanliness of floors and stairs? *301

2022 Q1



55. What best describes level of litter of floors and stairs? *301

2022 Q1

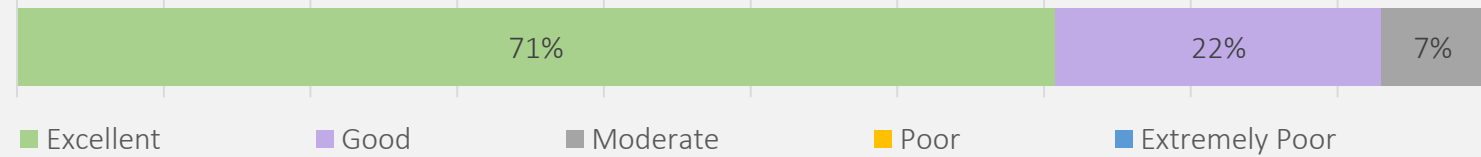


Cleanliness Performance - Bus Cleanliness

Panels, Ceilings, Stairs and Other Fixtures and Fittings Cleanliness

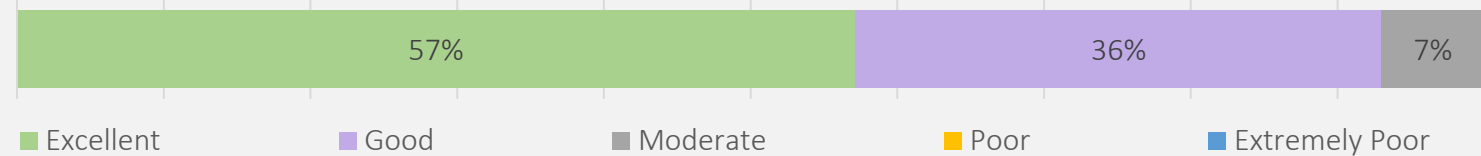
56. What best describes the level of non-scratched graffiti on panels, ceilings, stairs and other fixtures and fittings? *301

2022 Q1



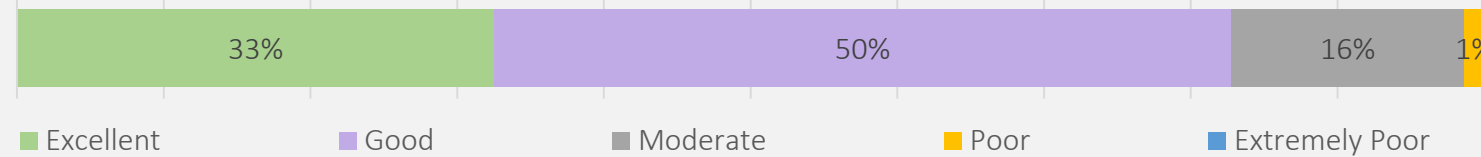
57. What best describes the level of etching on panels, ceilings, stairs and other fixtures and fittings? *301

2022 Q1



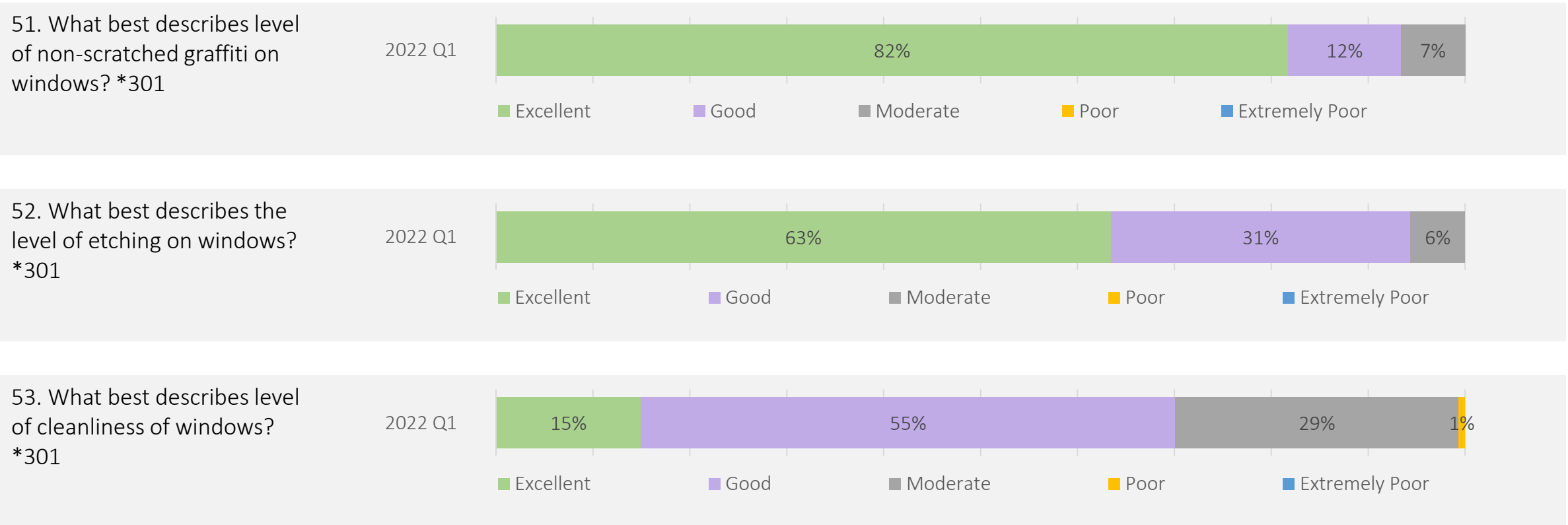
58. What best describes level of cleanliness of panels, ceilings and other fixtures and fittings? *301

2022 Q1



Cleanliness Performance - Bus Cleanliness

Window Cleanliness and Condition

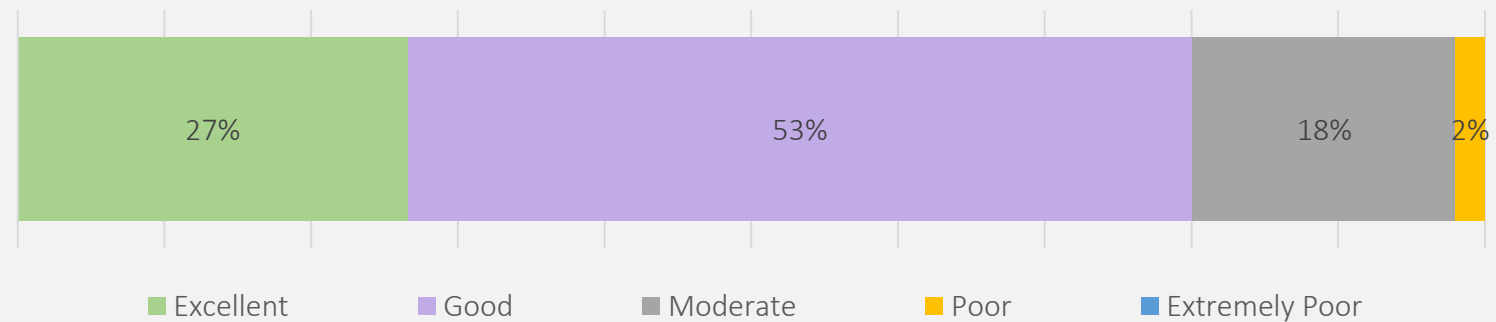


Cleanliness Performance - Bus Cleanliness

External Bus Cleanliness and Condition

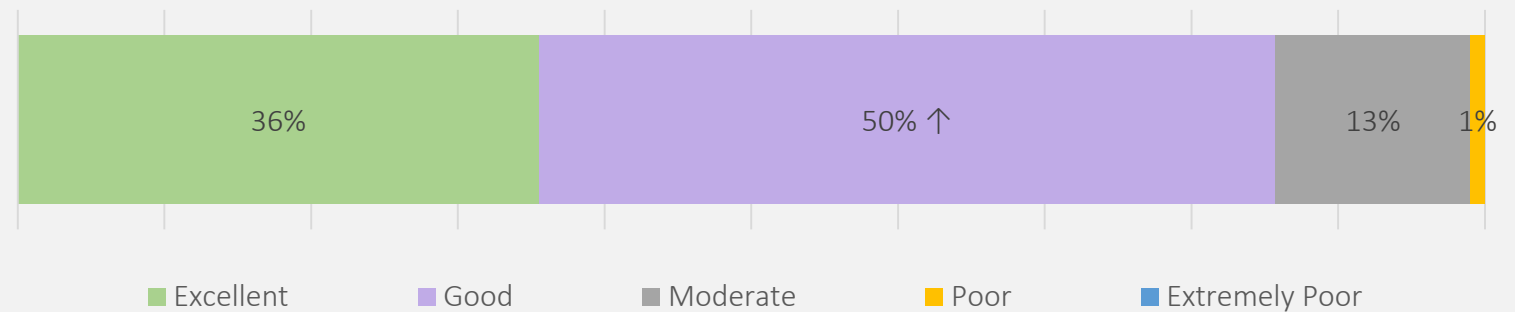
74. Please rate the overall external cleanliness of the bus
*301

2022 Q1



75. Please rate the overall external condition of the bus
*301

2022 Q1



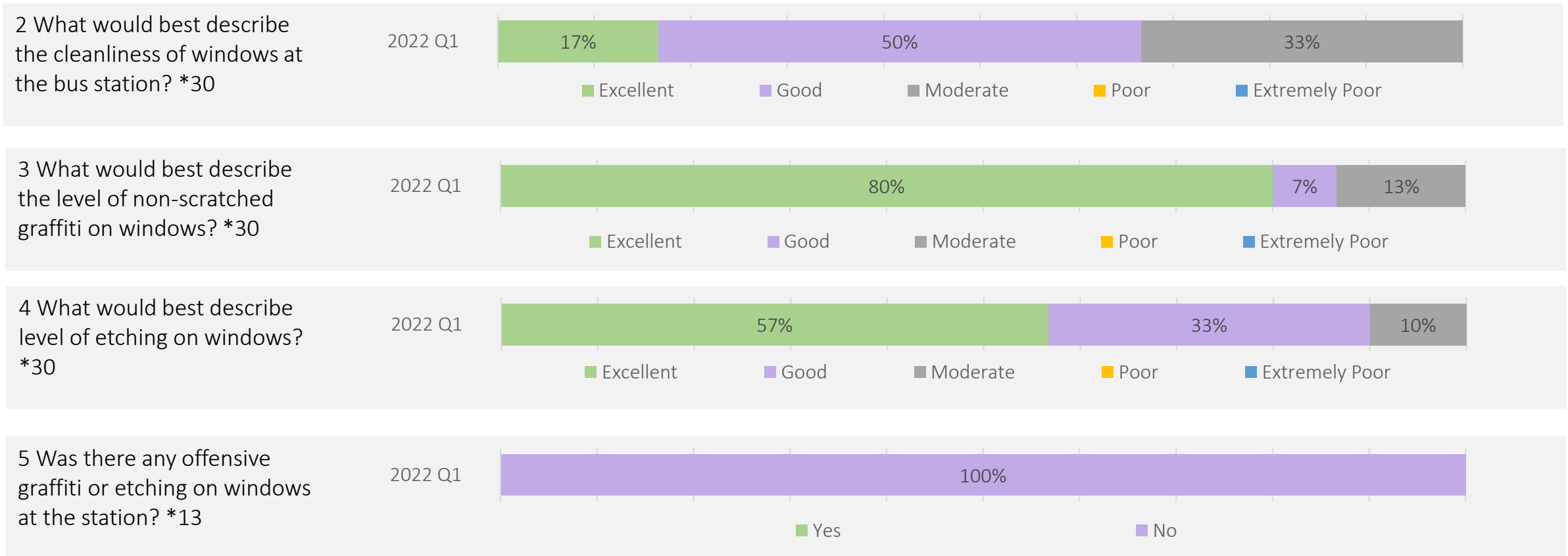
Bus Station Performance

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

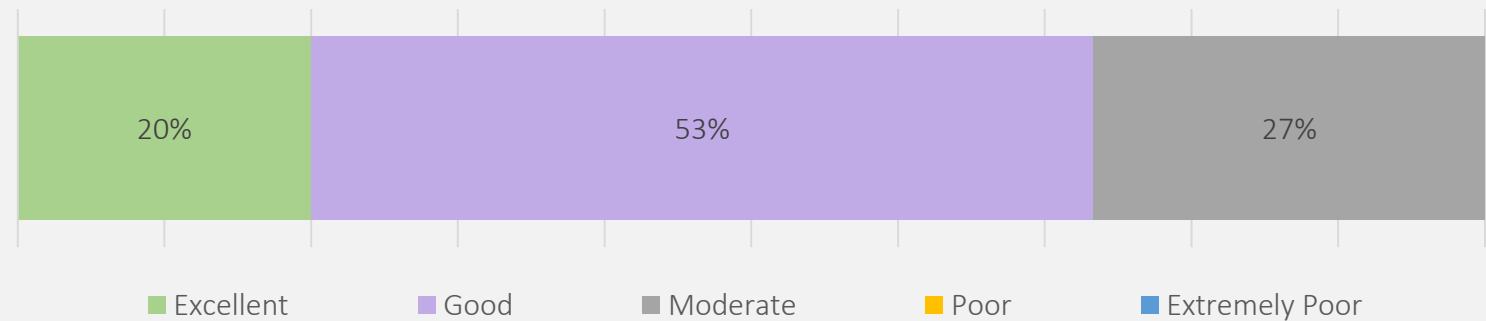


Bus Station Performance

Floor, Stairs and Seating Cleanliness and Spillages

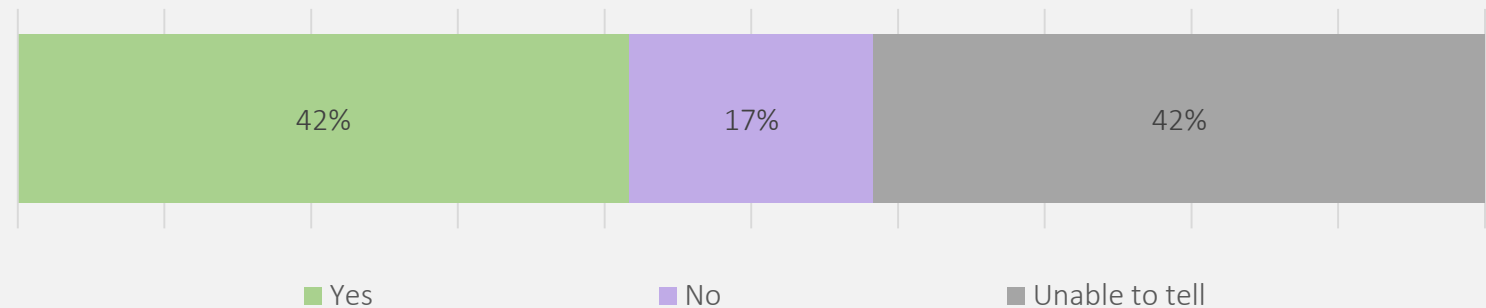
6 What best describes level of cleanliness of floors, stairs and seating in the bus station? *30

2022 Q1



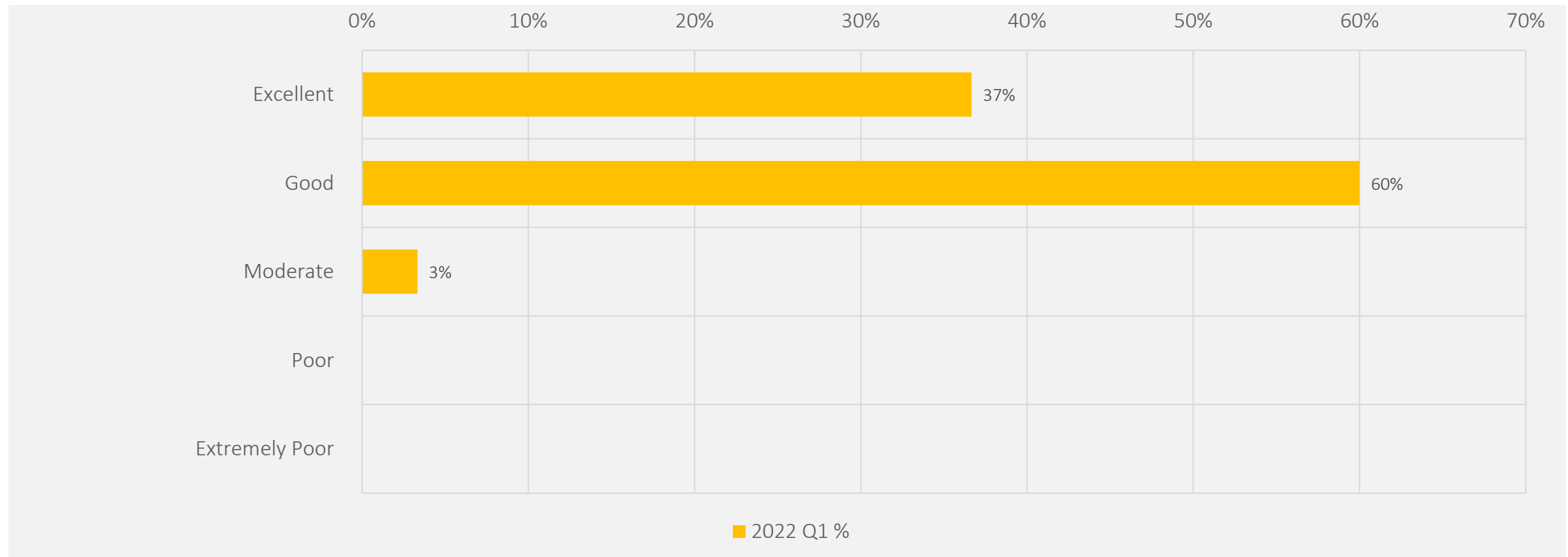
6b If any spillages were present on the floor, was this dried? *24

2022 Q1



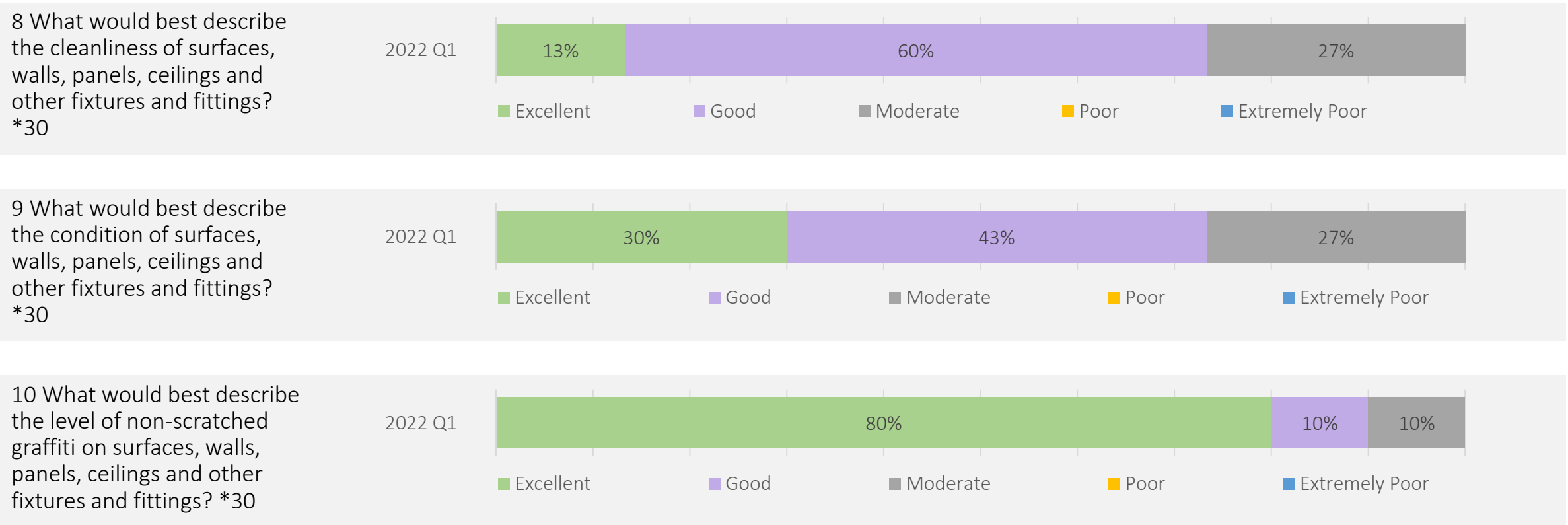
Bus Station Performance

7 What best describes level of litter at the bus station (include litter on seating, floors and stairs)? *30



Bus Station Performance

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

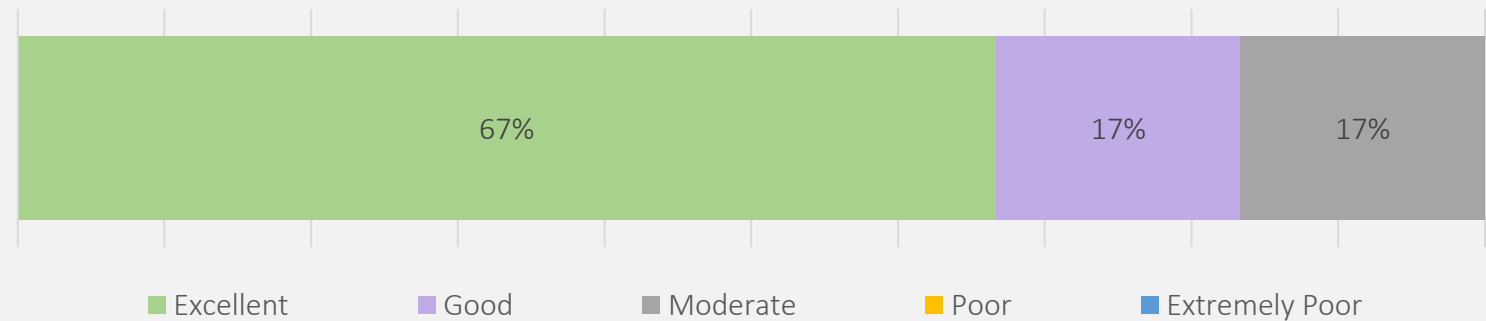


Bus Station Performance

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

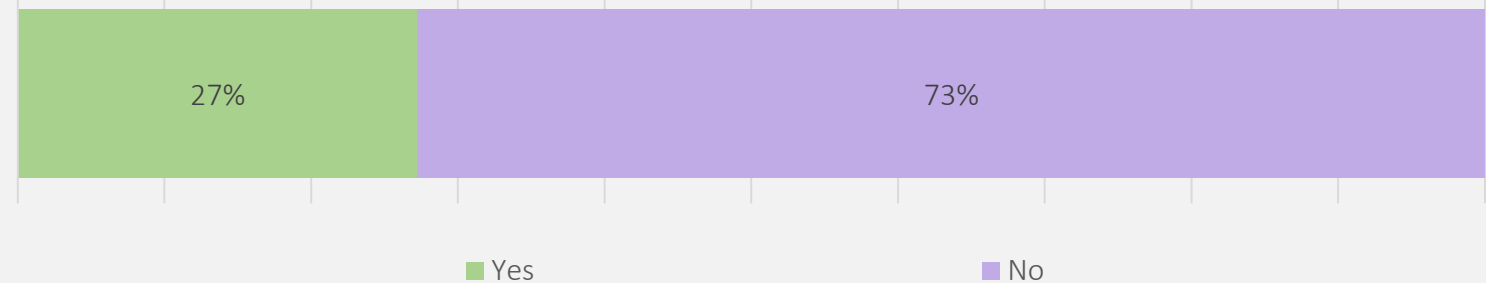
11 What would best describe level of etching on surfaces, walls, panels, ceilings and other fixtures and fittings?
*30

2022 Q1



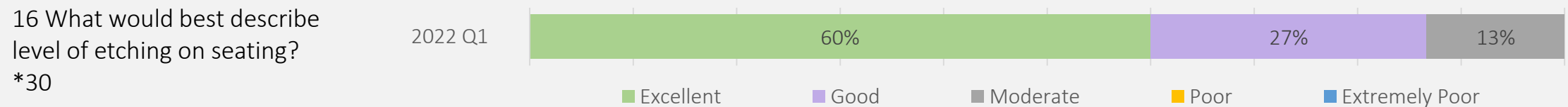
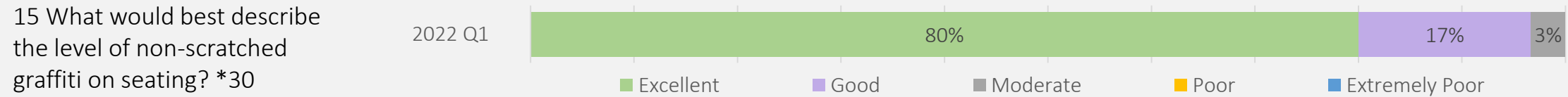
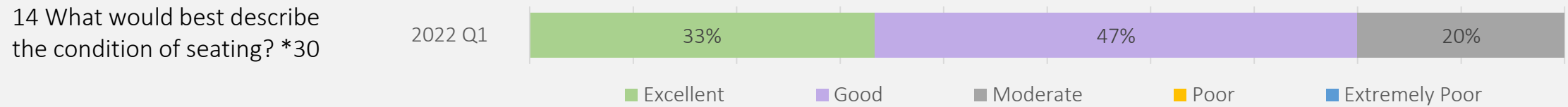
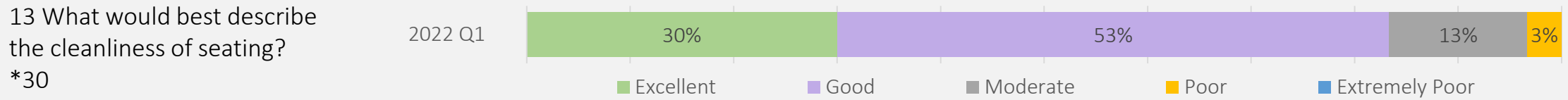
12 Was there any offensive graffiti or etching on surfaces, walls, panels, ceilings and other fixtures and fittings?
*11

2022 Q1



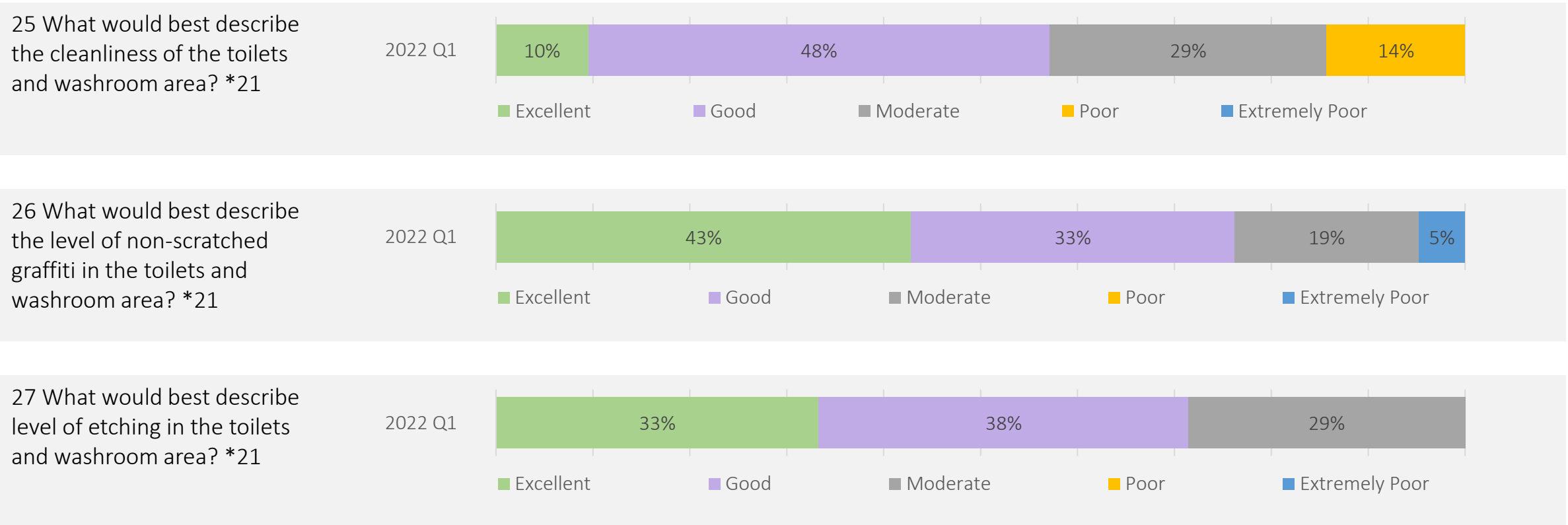
Bus Station Performance

Seating Cleanliness and Condition



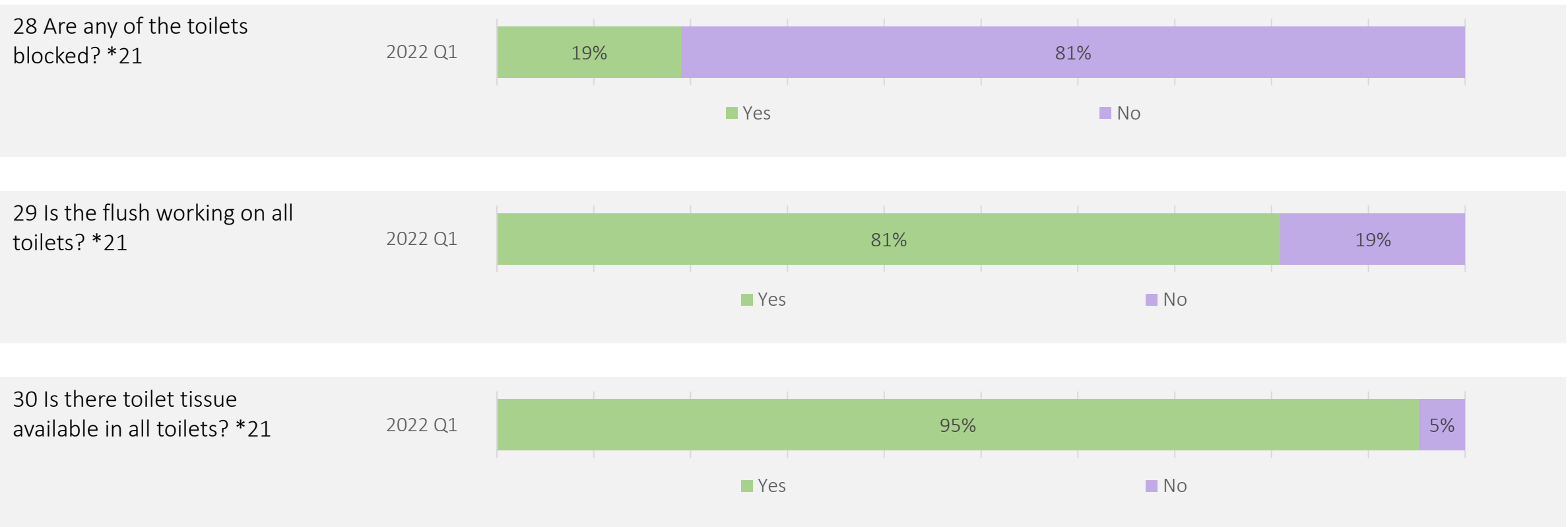
Bus Station Performance

Toilets and Washroom Cleanliness and Condition



Bus Station Performance

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

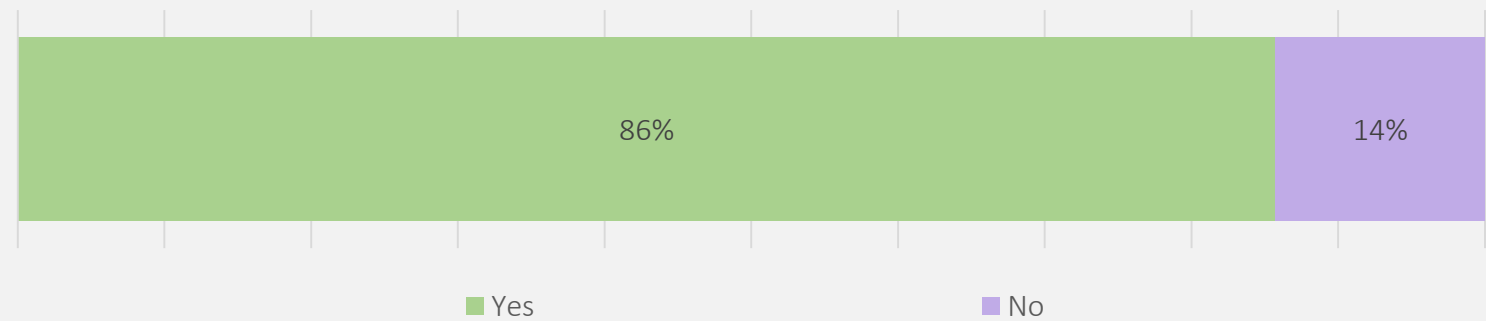


Bus Station Performance

Toilet Bins

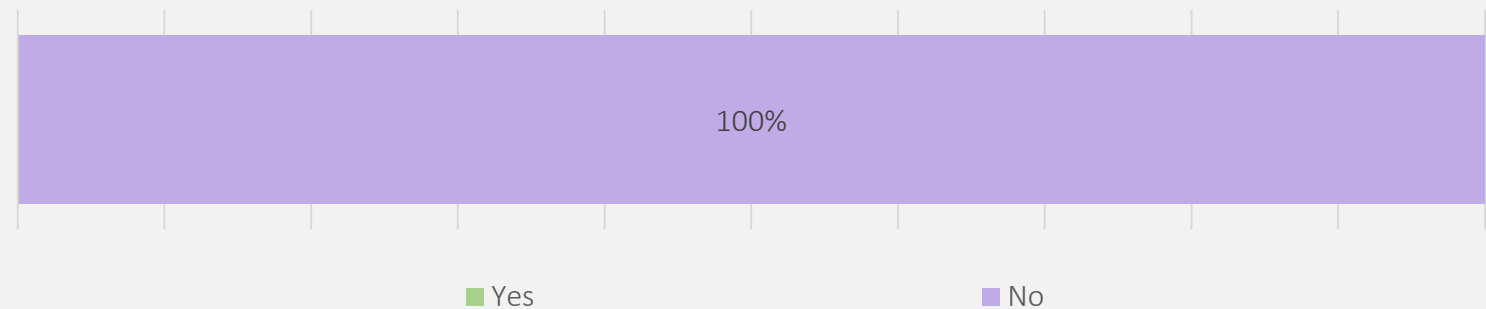
31 Is there a litter bin in the toilet? *21

2022 Q1



32 Is the litter bin full or overflowing? *18

2022 Q1



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