



NTA Mystery Passenger Survey Dublin Metropolitan Area Bus 2022 Quarter 1

Research Background:

This research programme monitors service, quality and compliance with contractual Dublin Bus requirements through “mystery shopping” surveys, to measure key aspects of 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 of Dublin Bus through the eyes of its ‘customers’.

550 mystery shops were conducted during Quarter 1 with mystery shoppers 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 interviews were also completed and 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:

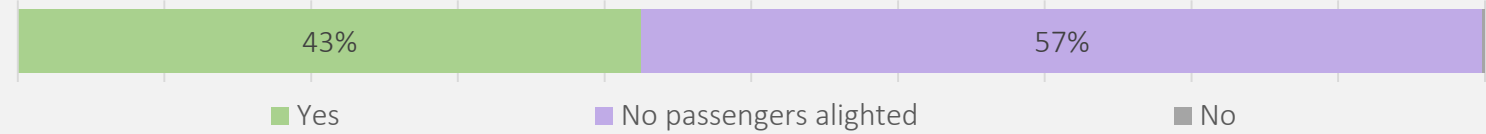
- Centre Doors
- Wheelchair Ramps
- Information Displays / Audio Announcements
- Interior Lighting
- CCTV
- WIFI

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) *489

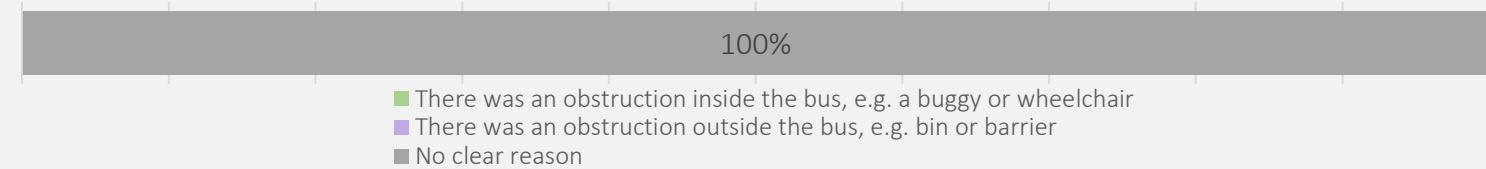
2022 Q1



■ Yes
■ No passengers alighted
■ No

30B. If "No" What were the reasons? *1

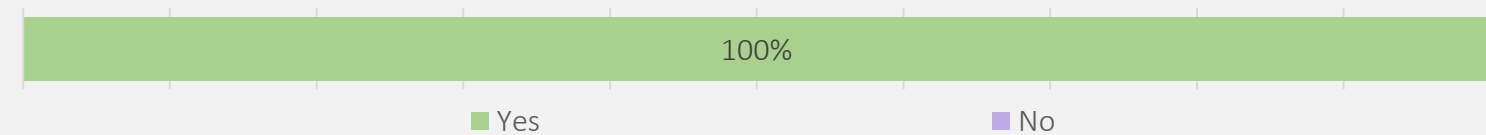
2022 Q1



■ There was an obstruction inside the bus, e.g. a buggy or wheelchair
■ There was an obstruction outside the bus, e.g. bin or barrier
■ No clear reason

66. When alighting, did the driver open the centre doors for you to alight? (IF YES TO CENTRE DOORS Q30/1) *489

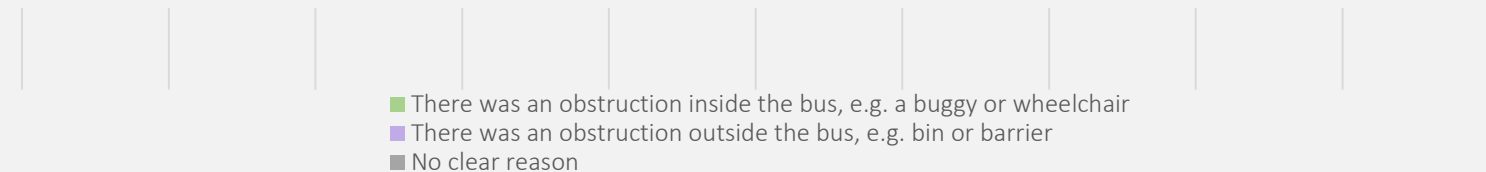
2022 Q1



■ Yes
■ No

66A. If "No" What were the reasons? *0

2022 Q1



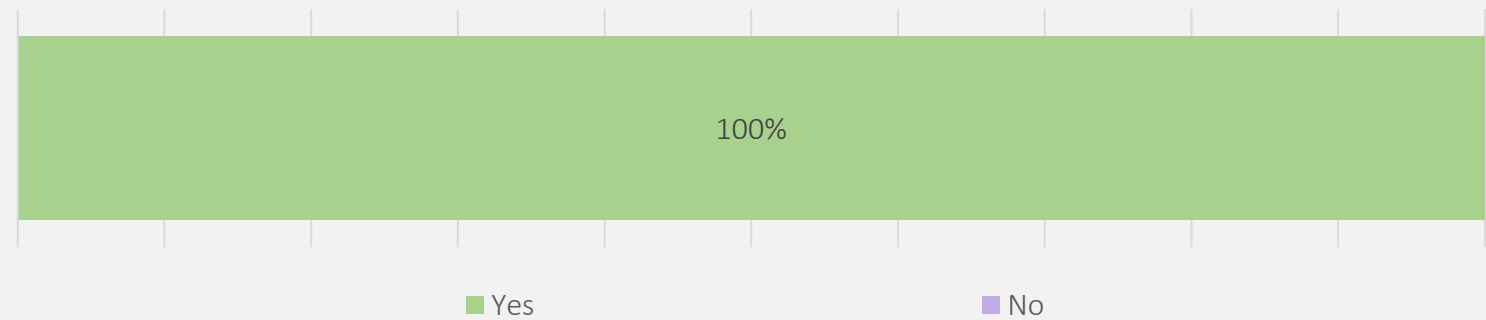
■ There was an obstruction inside the bus, e.g. a buggy or wheelchair
■ There was an obstruction outside the bus, e.g. bin or barrier
■ No clear reason

Bus Equipment Performance

Bus Wheelchair Ramp

87A. Was the wheelchair ramp or wheelchair lift activated upon request? *5

2022 Q1



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

2022 Q1

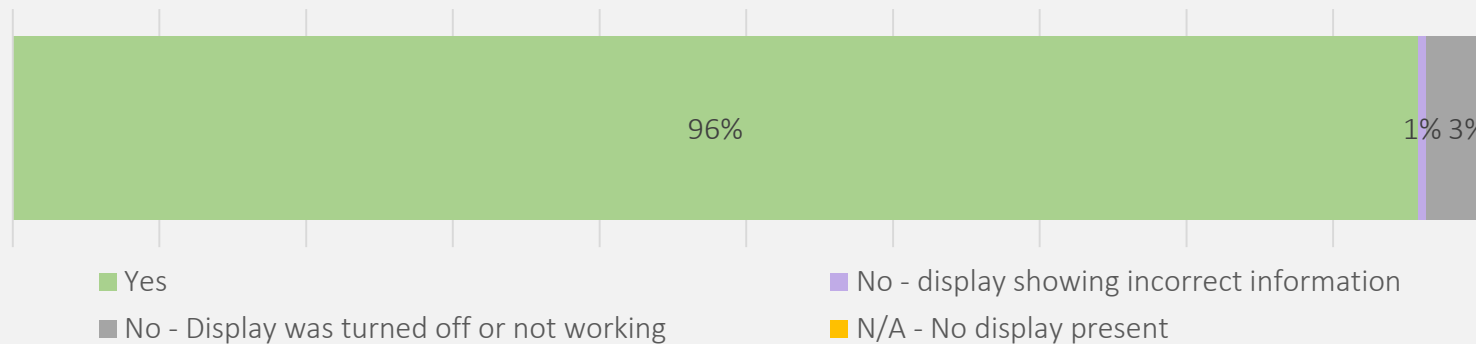
- Driver stated the wheelchair ramp or lift was broken
- Person requesting the ramp or lift was not a wheelchair user
- Driver refused to activate the ramp or lift because it was unsafe to do so

Bus Equipment Performance

Bus Electronic Board Performance

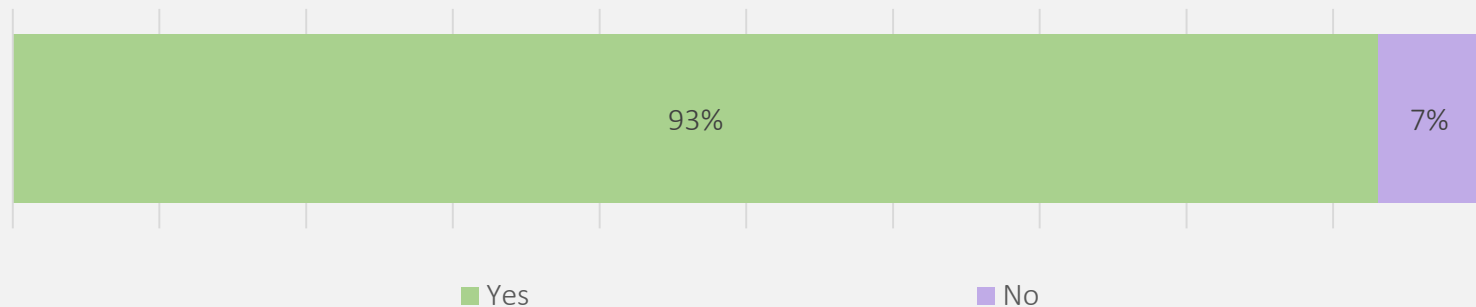
60. Was the information displayed on the electronic board showing correct 'next stop' information? *545

2022 Q1



61. Was there an automatic next stop audio announcement? *550

2022 Q1

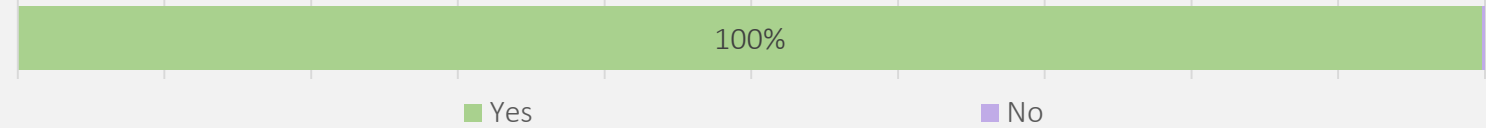


Bus Equipment Performance

Bus Route & Destination Display

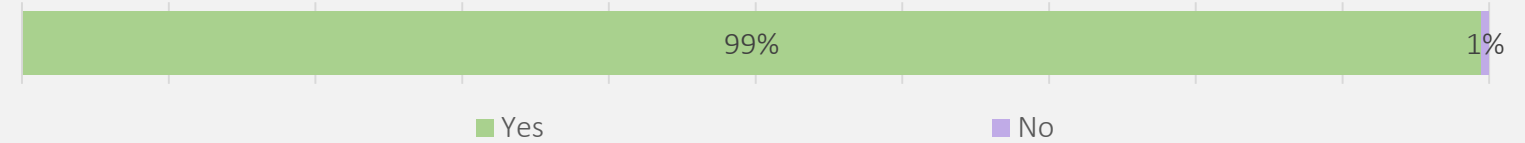
26. Was the route number displayed correctly on the front of the bus? *550

2022 Q1



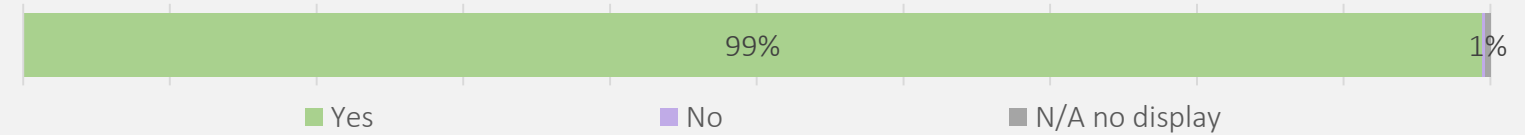
27. Was the destination displayed correctly on the front of the bus? *550

2022 Q1



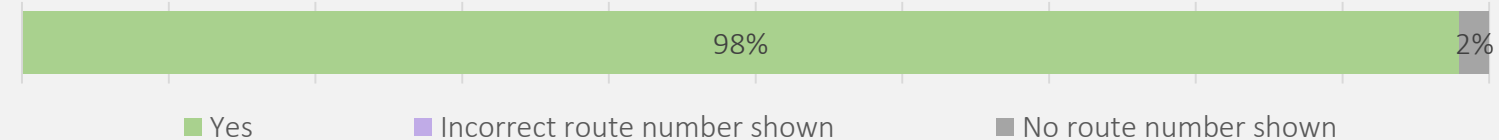
28. Was the route number displayed correctly on the side of the bus? *550

2022 Q1



69. Was the correct route number displayed on the back of the bus? *545

2022 Q1

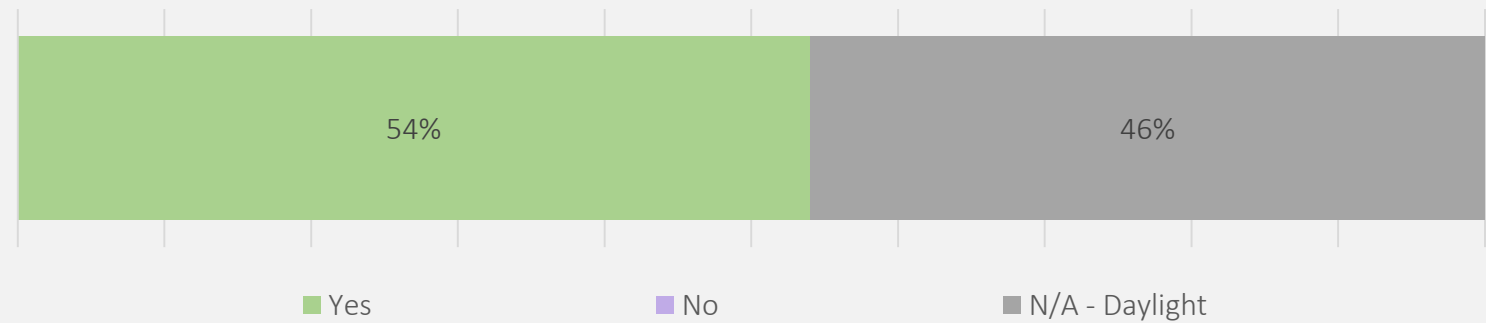


Bus Equipment Performance

Interior Lighting

63. Was interior lighting on when required? If daylight, mark N/A. *550

2022 Q1

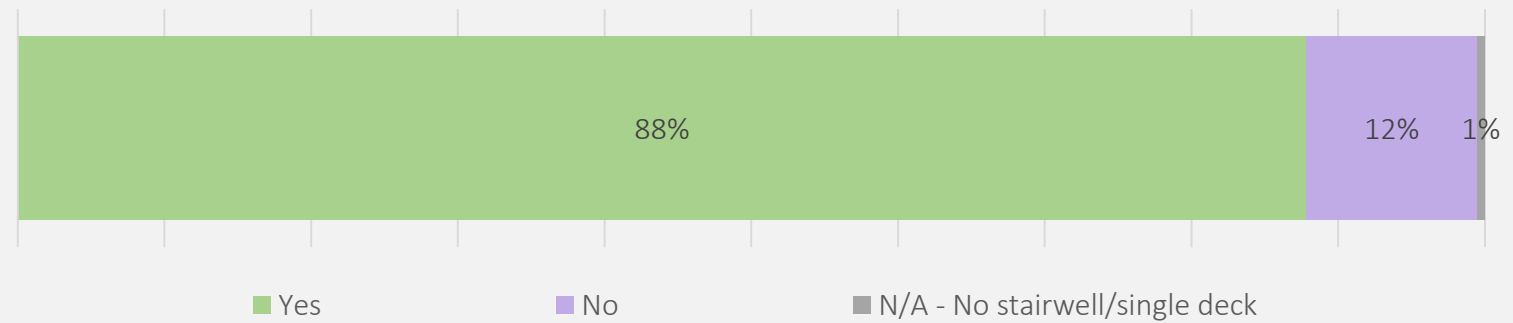


Bus Equipment Performance

Bus CCTV

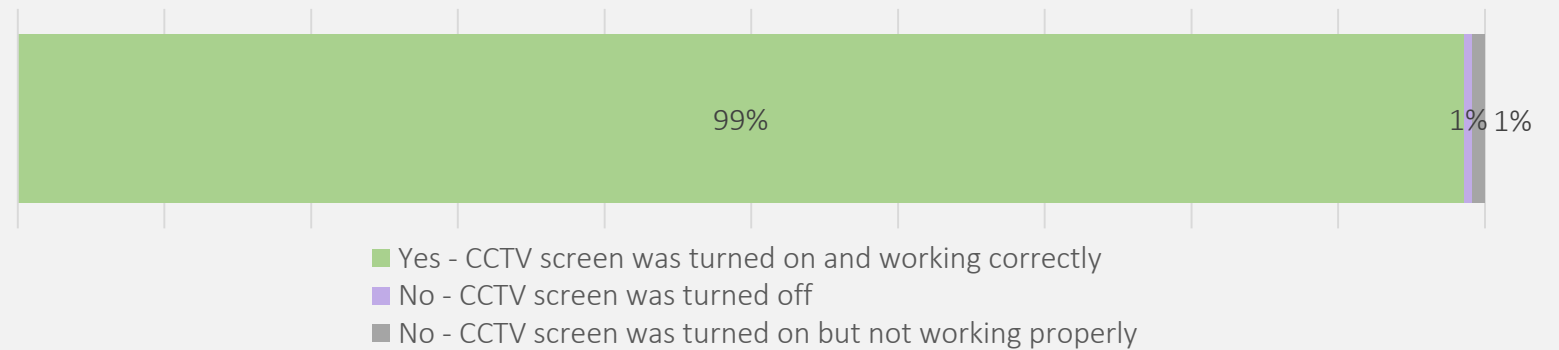
62. Was there a CCTV screen in stairwell on the bus? *550

2022 Q1



62A. Was the CCTV screen in the stairwell working correctly? *483

2022 Q1

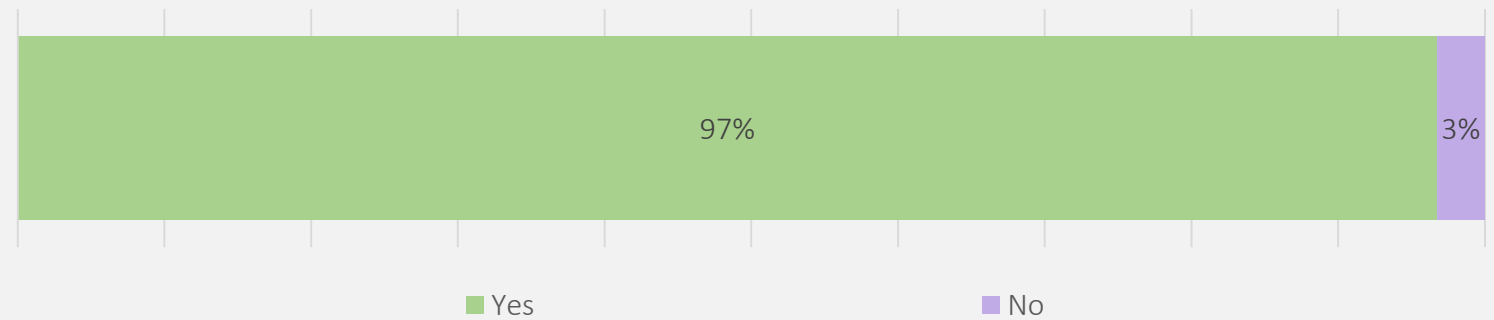


Bus Equipment Performance

On Board WIFI

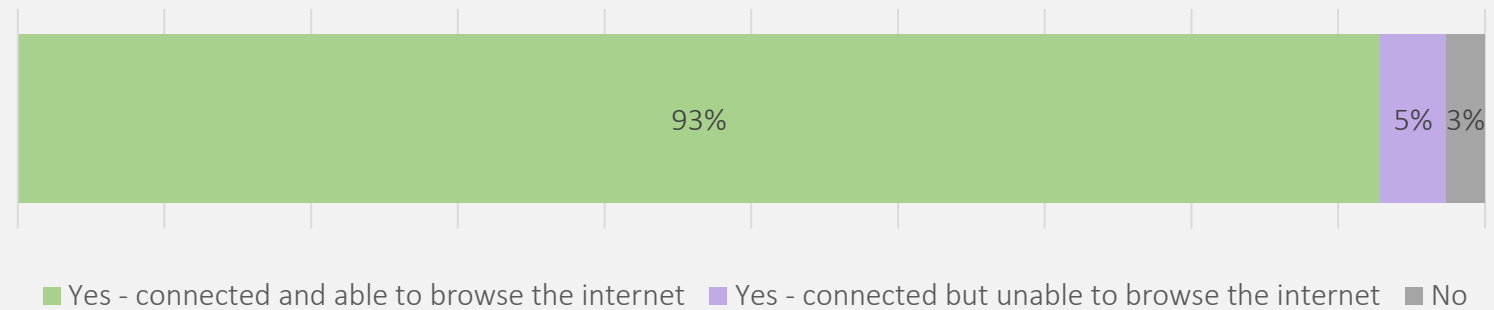
65. Was the operator Wi-Fi available on board the bus?
*550

2022 Q1



65A. Were you able to connect to the operator Wi-Fi network? *532

2022 Q1



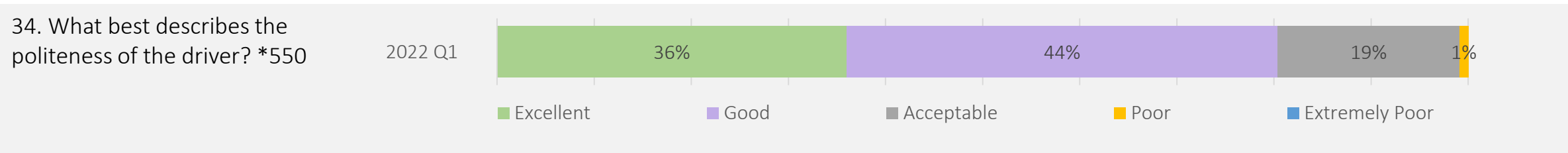
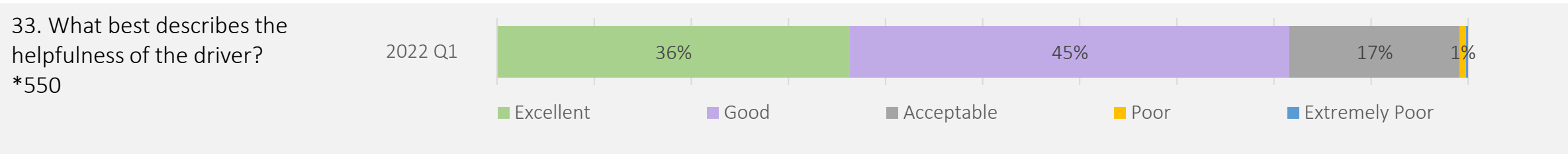
Bus Driver Performance

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

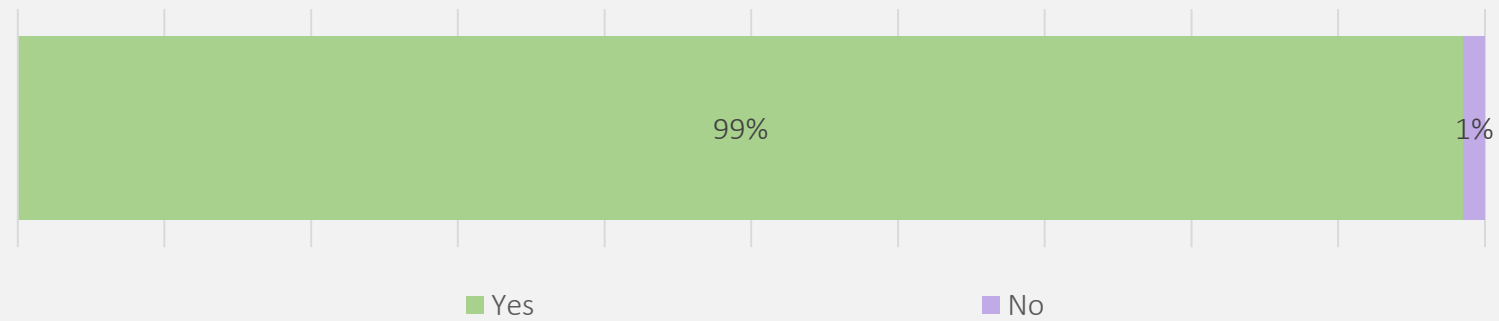


Bus Driver Performance

Driver Presentation

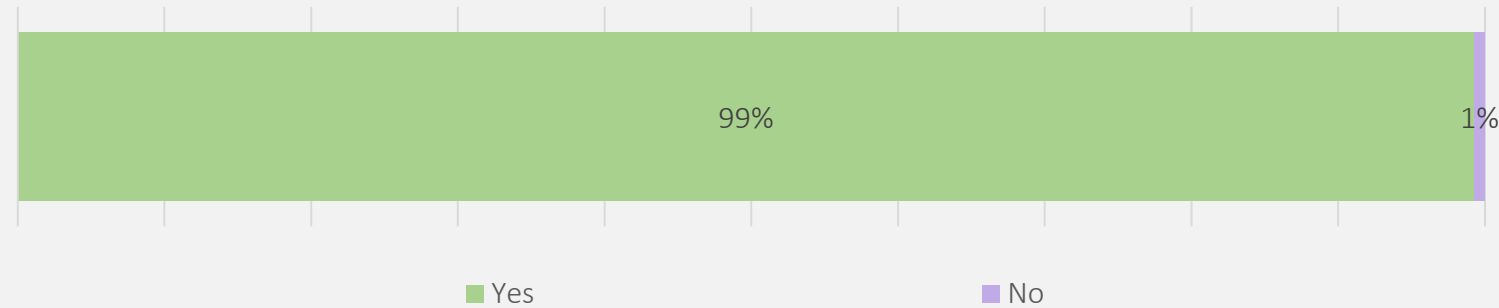
36. Was the driver wearing uniform? *550

2022 Q1



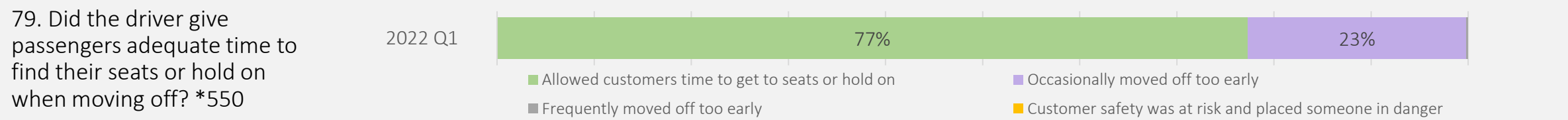
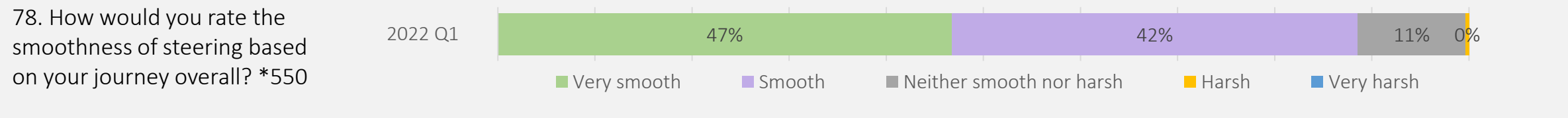
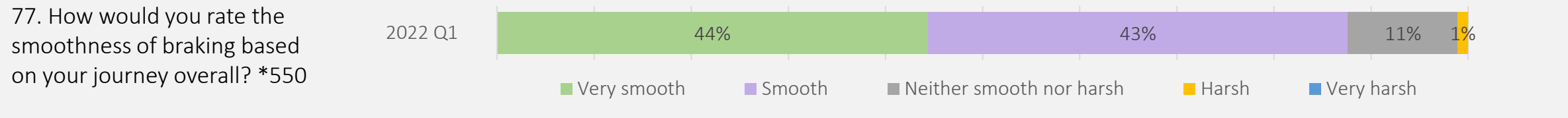
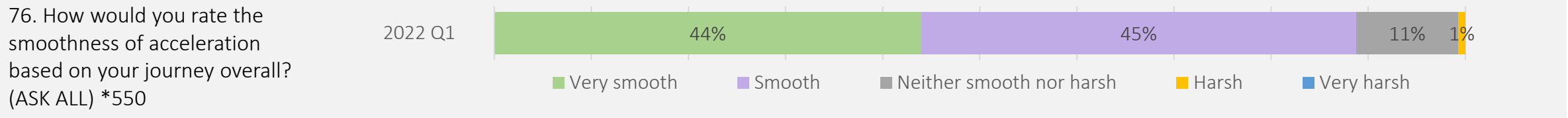
37. Was the driver well presented? *550

2022 Q1



Bus Driver Performance

Bus Ride Quality

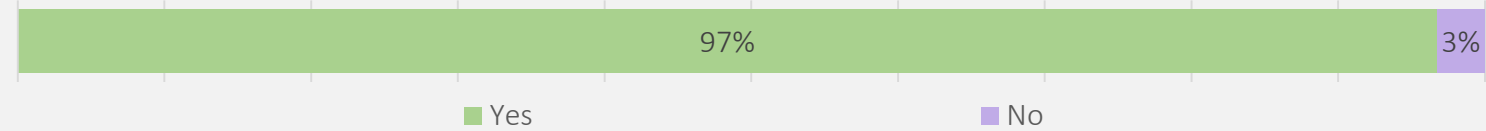


Bus Driver Performance

Serving the Stop

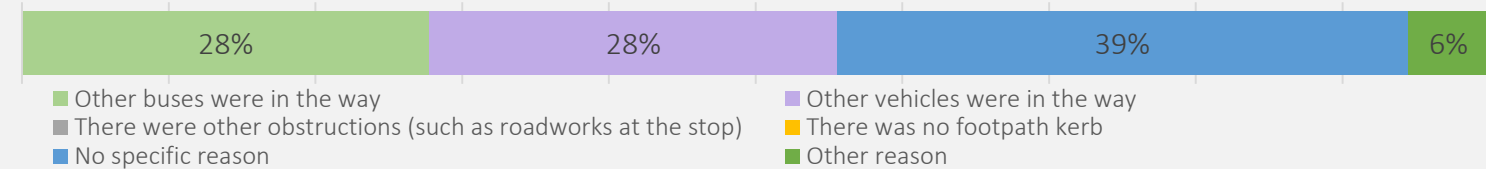
73. When you were getting off, did the bus pull up to the footpath kerb at the bus stop sufficiently to allow passengers board and alight from the bus without walking on the road? *550

2022 Q1



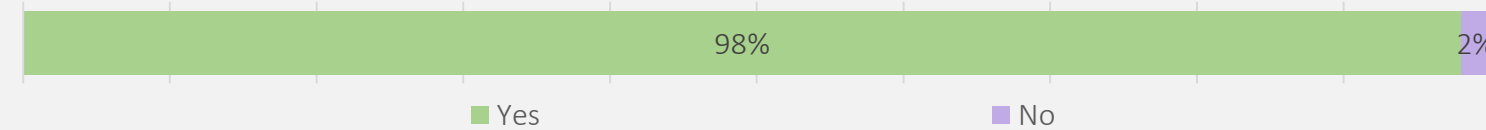
73A. Why did the bus not pull up to the kerb? *18

2022 Q1



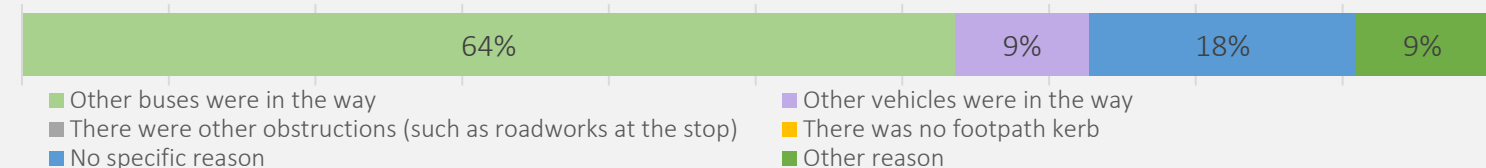
29. When you were getting on, did the bus pull up to the footpath kerb at the bus stop sufficiently to allow passengers board and alight from the bus without walking on the road? *550

2022 Q1



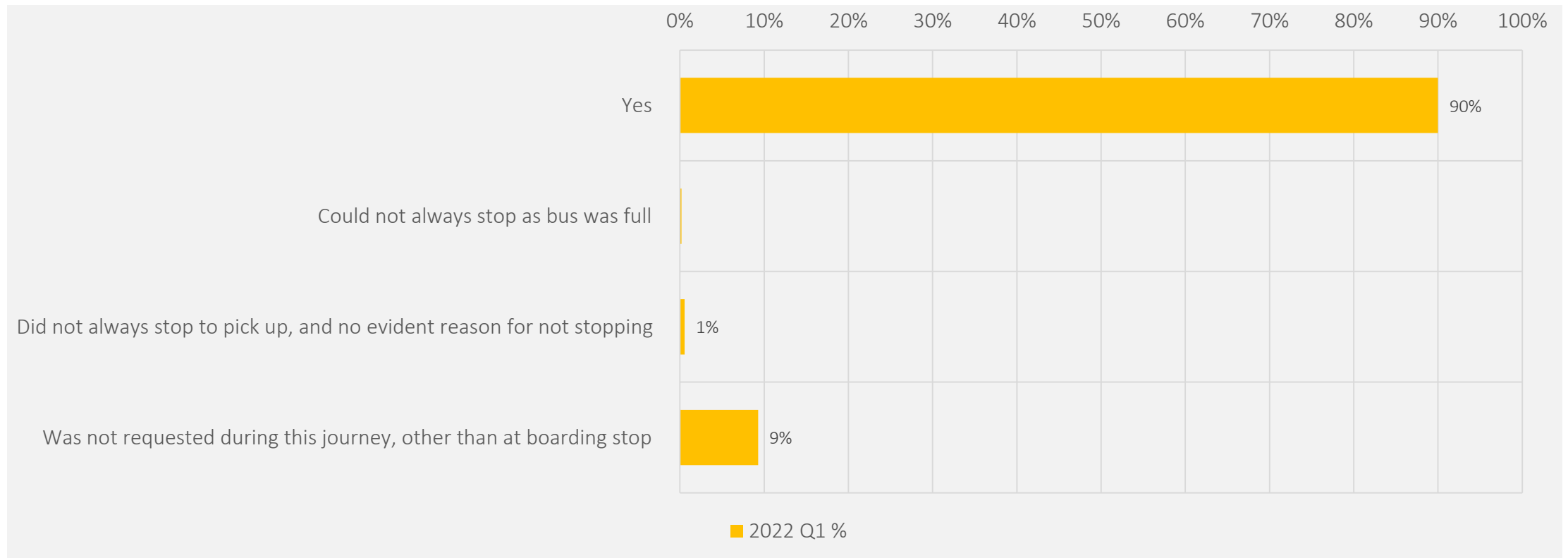
29A. Why did the bus not pull up to the footpath kerb? *11

2022 Q1



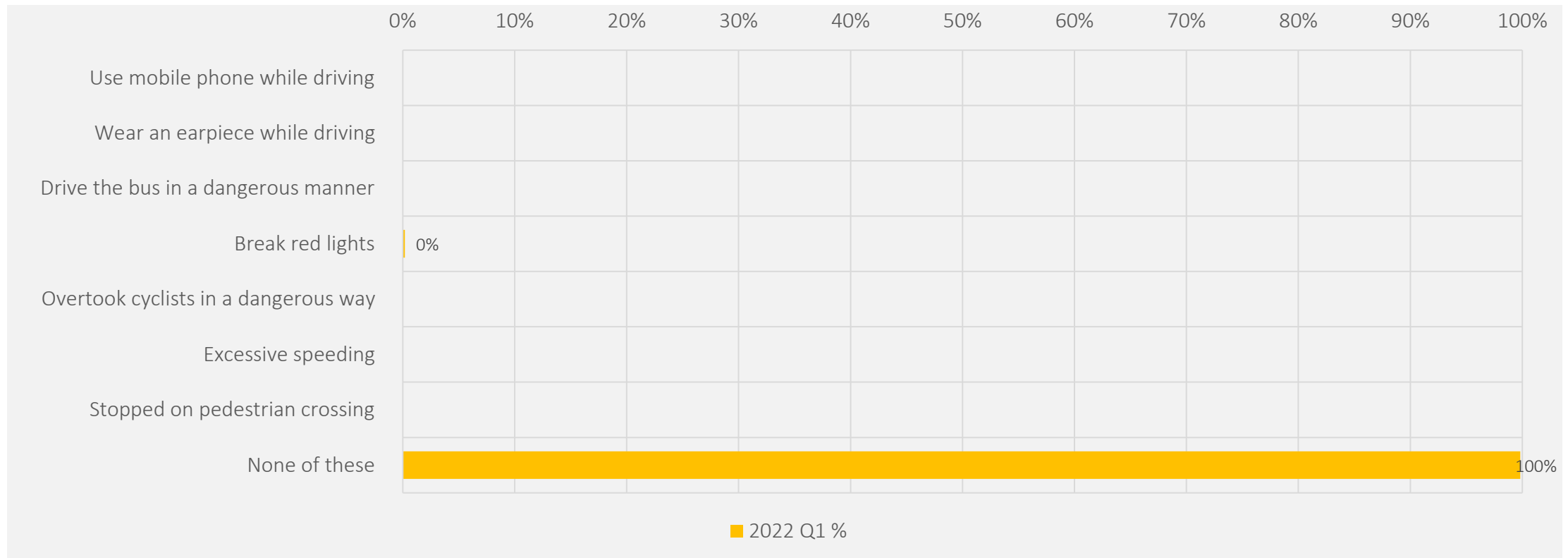
Bus Driver Performance

84. So far as you could tell, did the driver always stop to pick up passengers when requested? *550



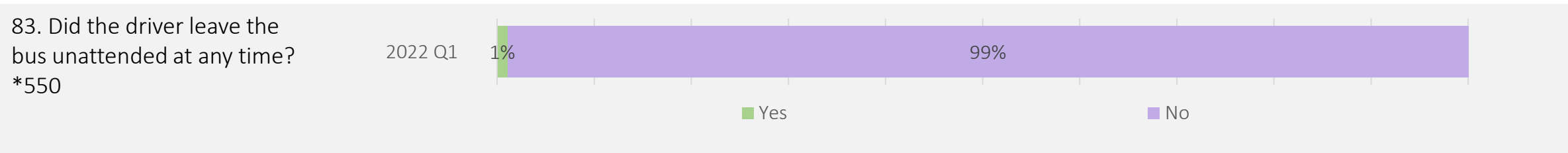
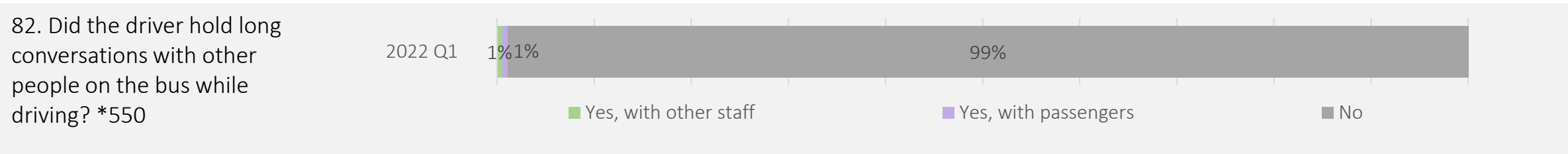
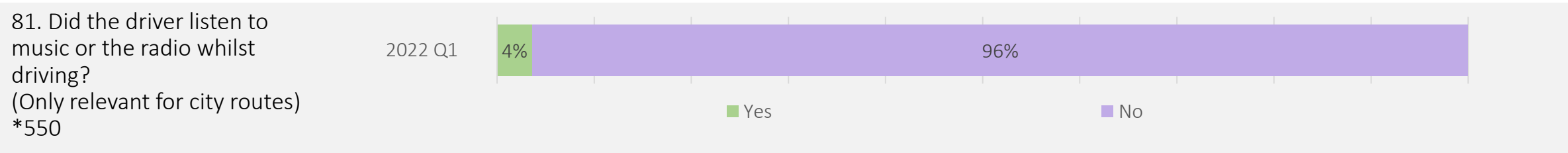
Bus Driver Performance

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.) *550



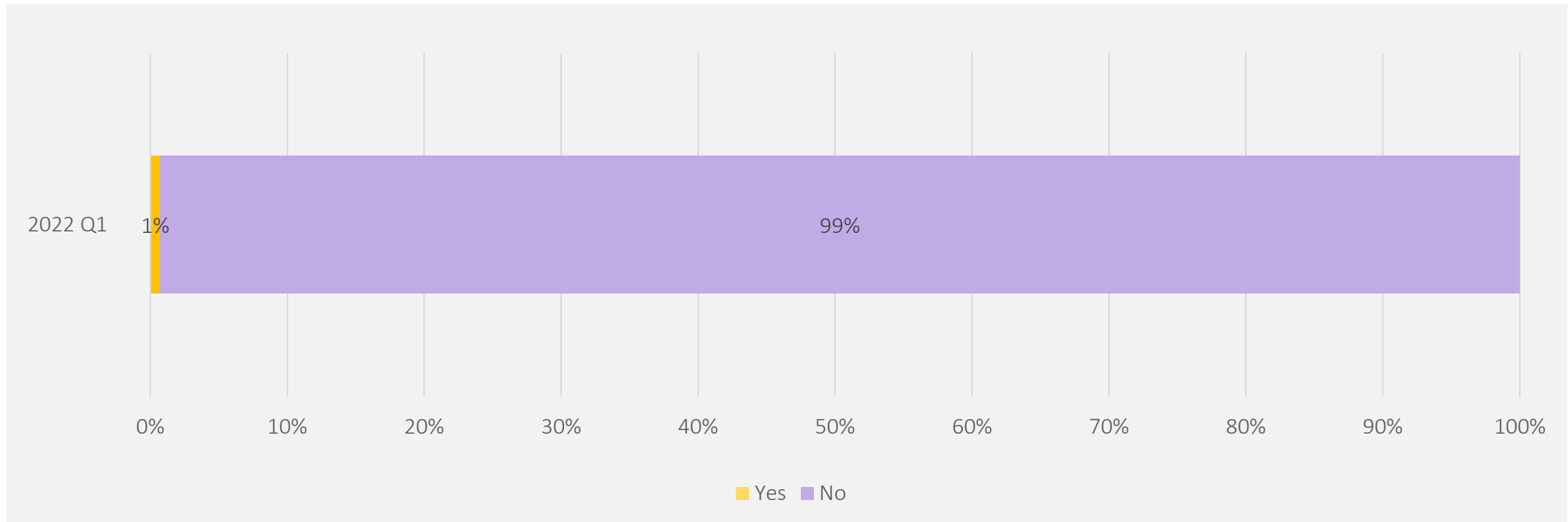
Bus Driver Performance

Other Driver Behaviours



Bus Driver Performance

86. Did bus terminate early or divert off course? *550



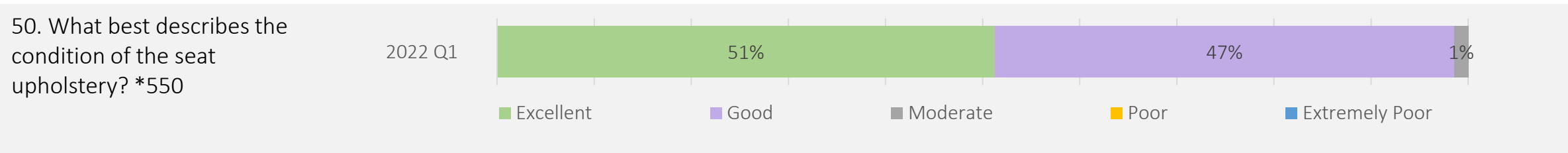
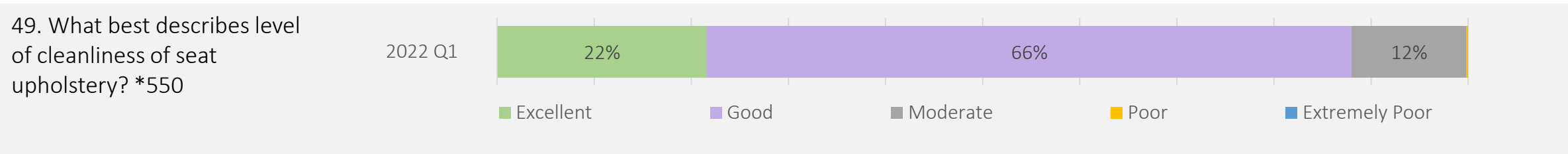
Cleanliness Performance - Bus Cleanliness

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

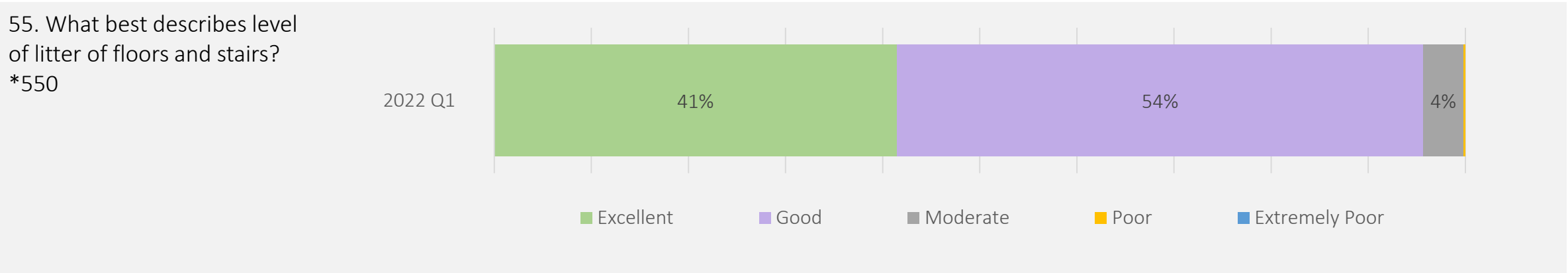
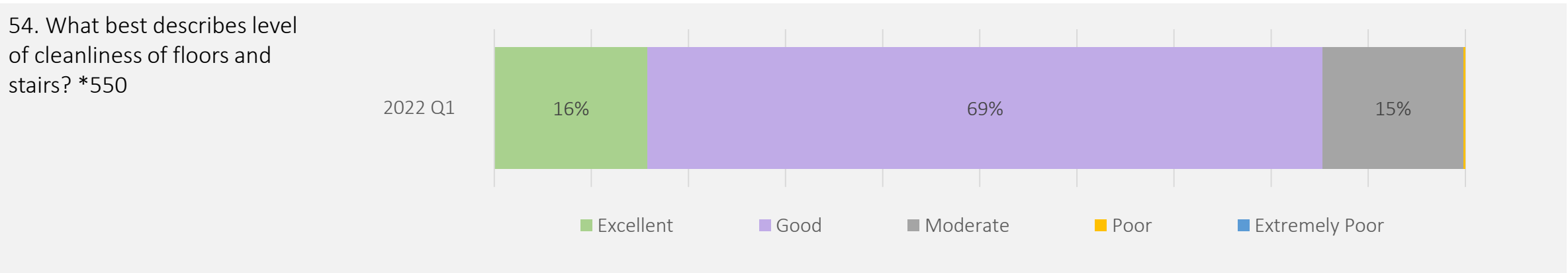
Cleanliness Performance - Bus Cleanliness

Seat Cleanliness and Condition



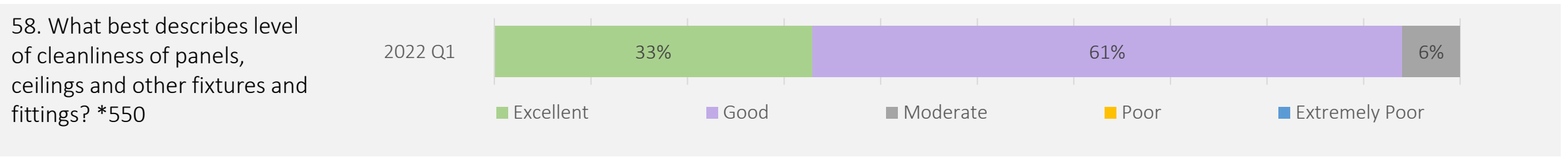
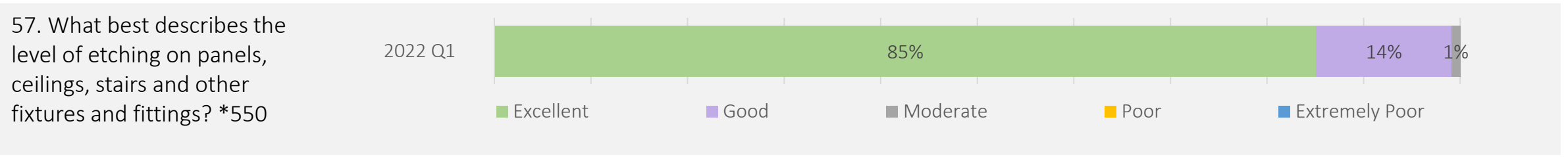
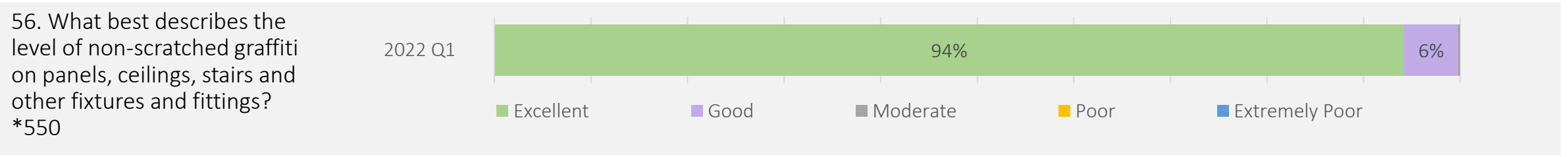
Cleanliness Performance - Bus Cleanliness

Floors and Stairs Cleanliness and Level of Litter



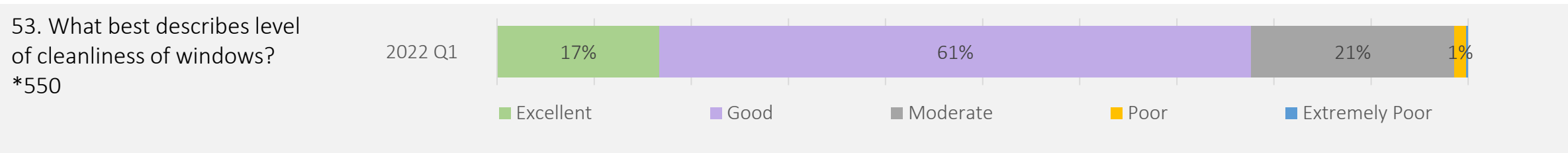
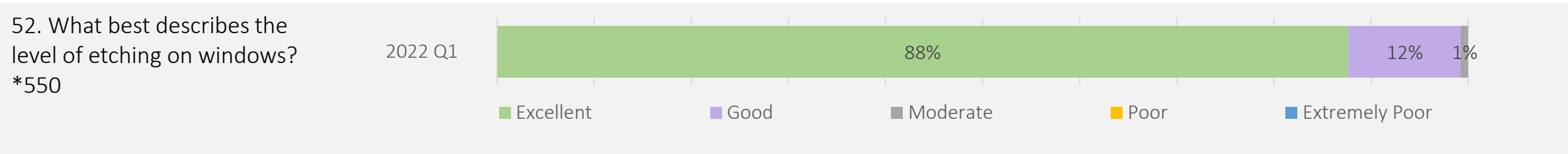
Cleanliness Performance - Bus Cleanliness

Panels, Ceilings, Stairs and Other Fixtures and Fittings Cleanliness



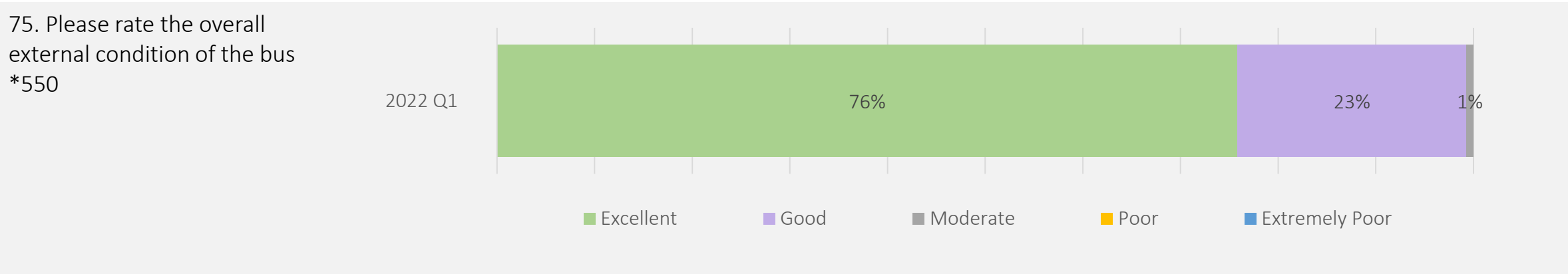
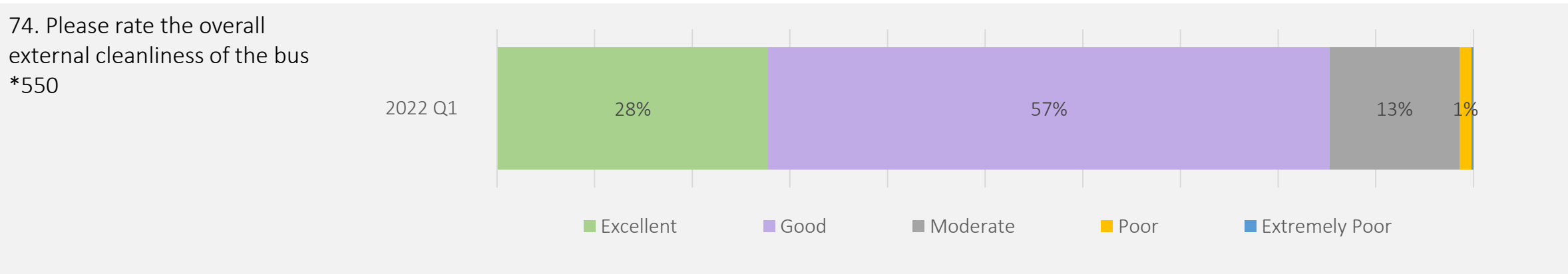
Cleanliness Performance - Bus Cleanliness

Window Cleanliness and Condition



Cleanliness Performance - Bus Cleanliness

External Bus Cleanliness and Condition



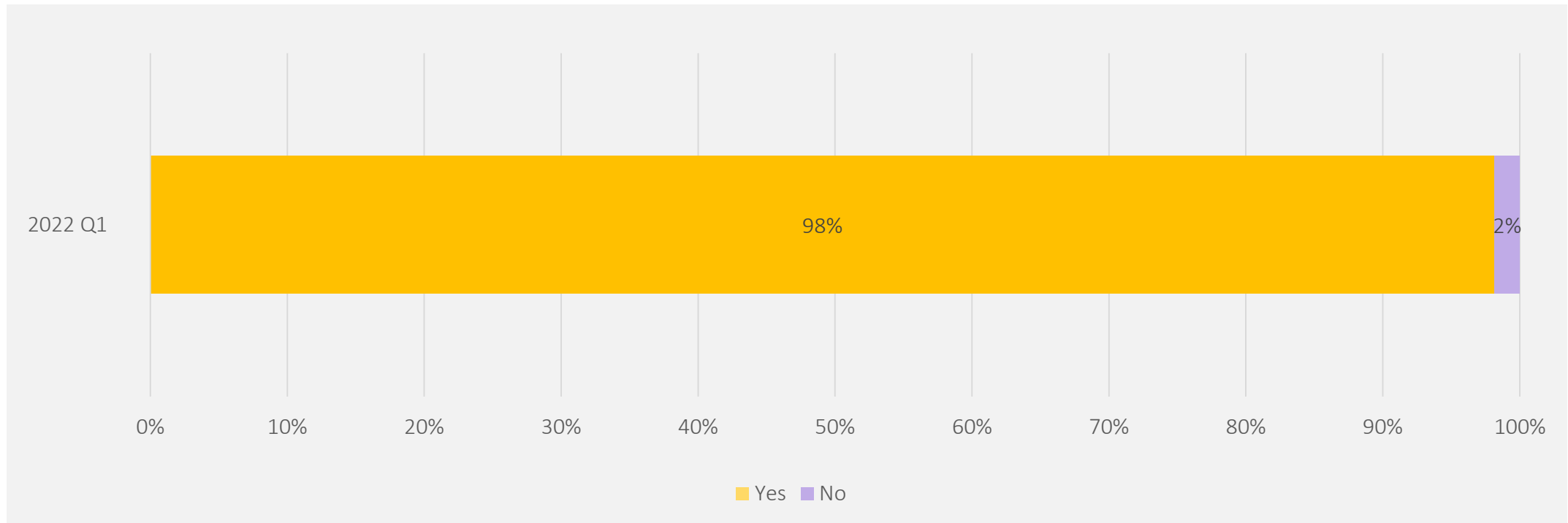
Customer Information Performance

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? *545



Dublin Bus Head Office

Contains questions relating to the following Bus Head Office Performance:

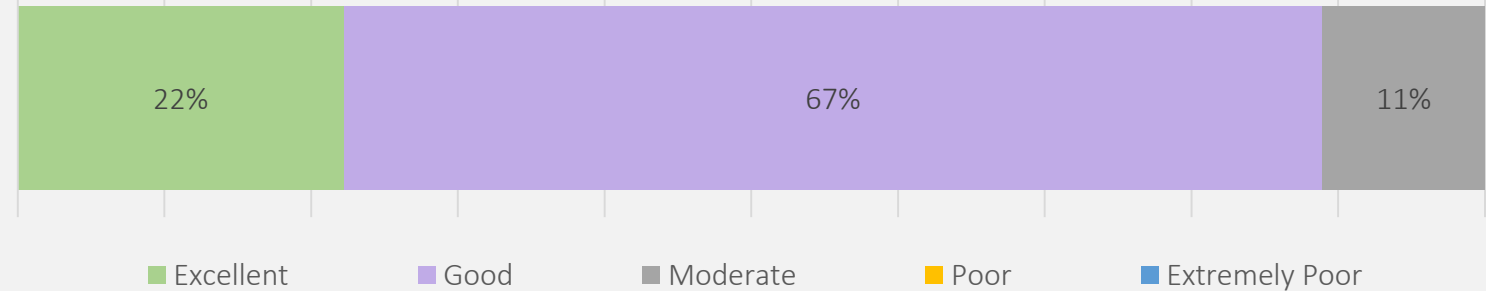
- Exterior of Head Office and Interior Windows Cleanliness
- Floors Cleanliness
- Surfaces, walls, panels, ceilings and other fixtures and fittings Cleanliness and Condition
- Seating Cleanliness and Condition
- Toilets Cleanliness

Dublin Bus Head Office

Exterior of Head Office and Interior Windows Cleanliness

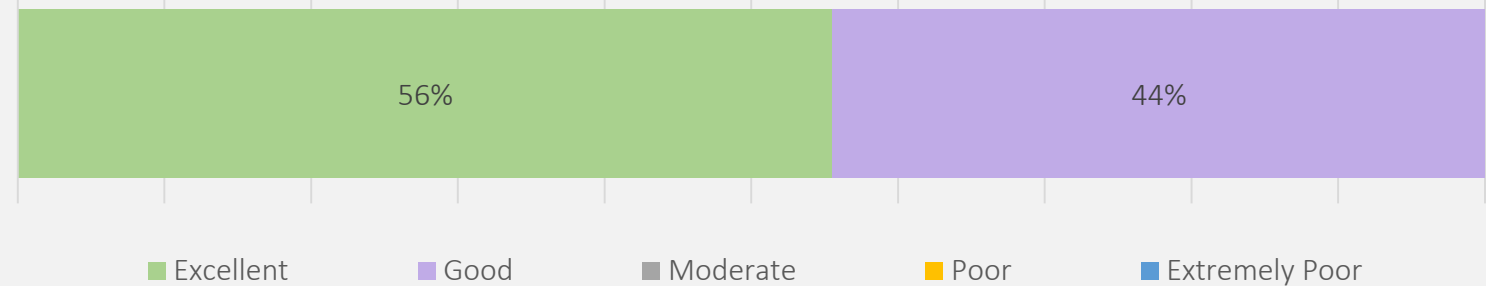
3 What would best describe the cleanliness of the exterior of the head office? *9

2022 Q1



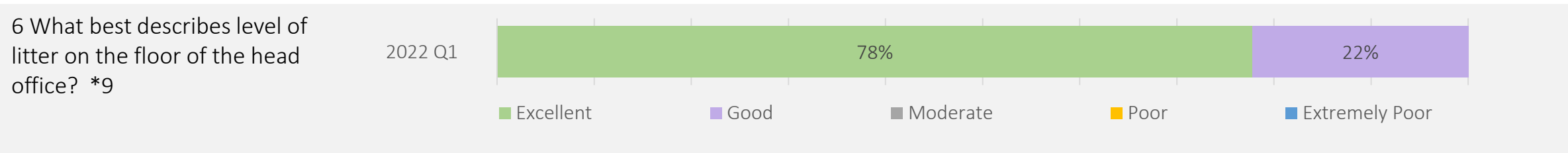
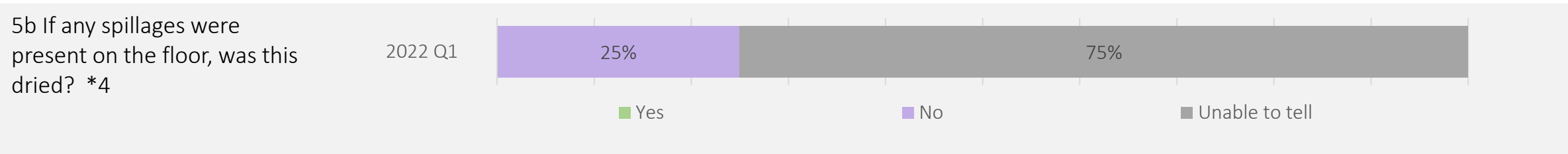
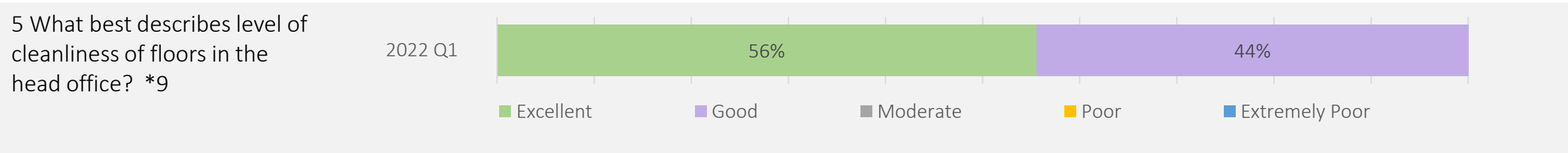
4 What would best describe the cleanliness of windows on the inside of the head office? *9

2022 Q1



Dublin Bus Head Office

Floors Cleanliness

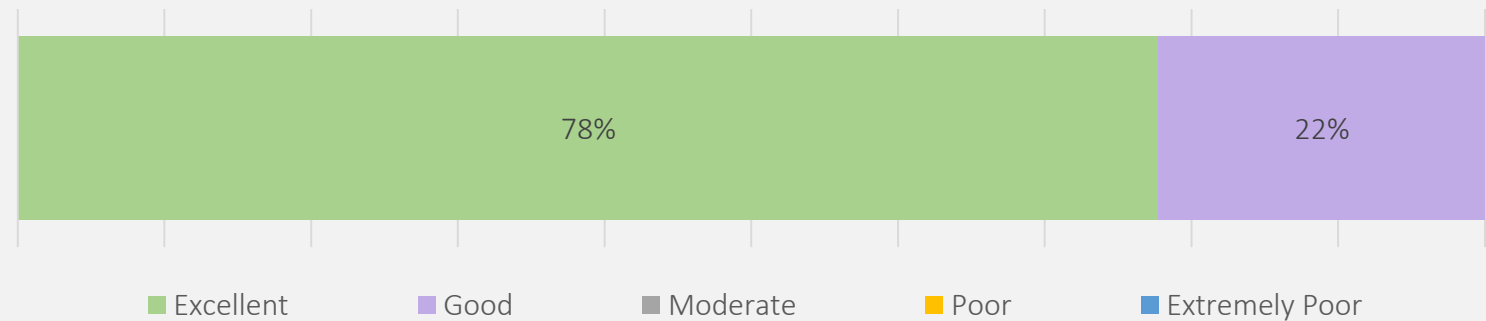


Dublin Bus Head Office

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

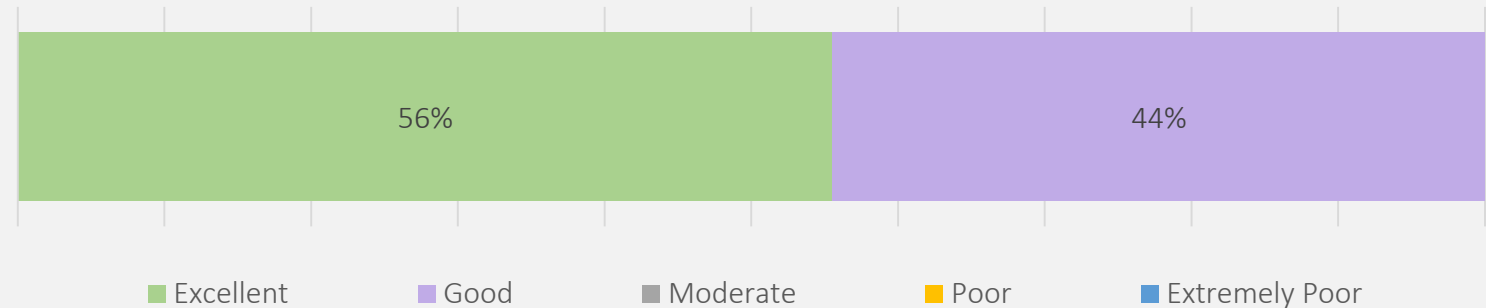
7 What would best describe the cleanliness of surfaces, walls, panels, ceilings and other fixtures and fittings in the head office? *9

2022 Q1



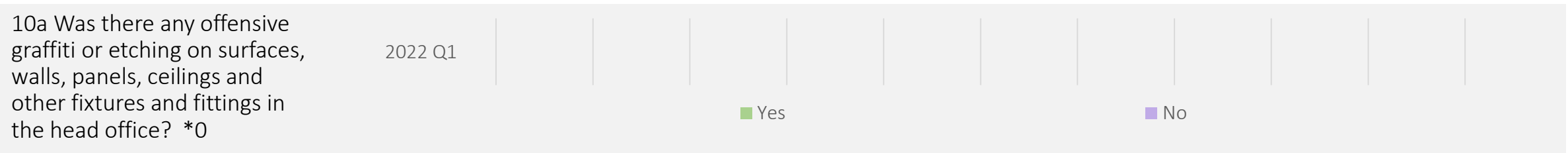
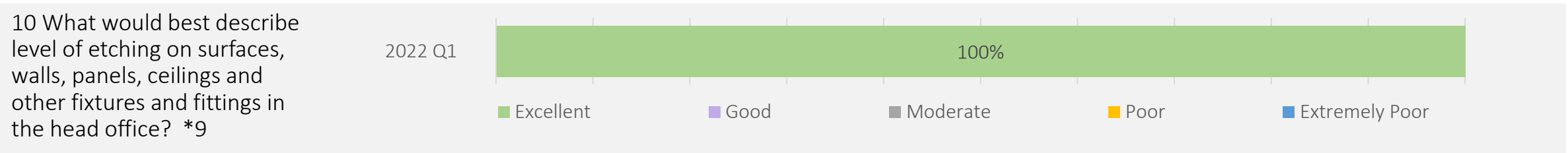
8 What would best describe the condition of surfaces, walls, panels, ceilings and other fixtures and fittings in the head office? *9

2022 Q1



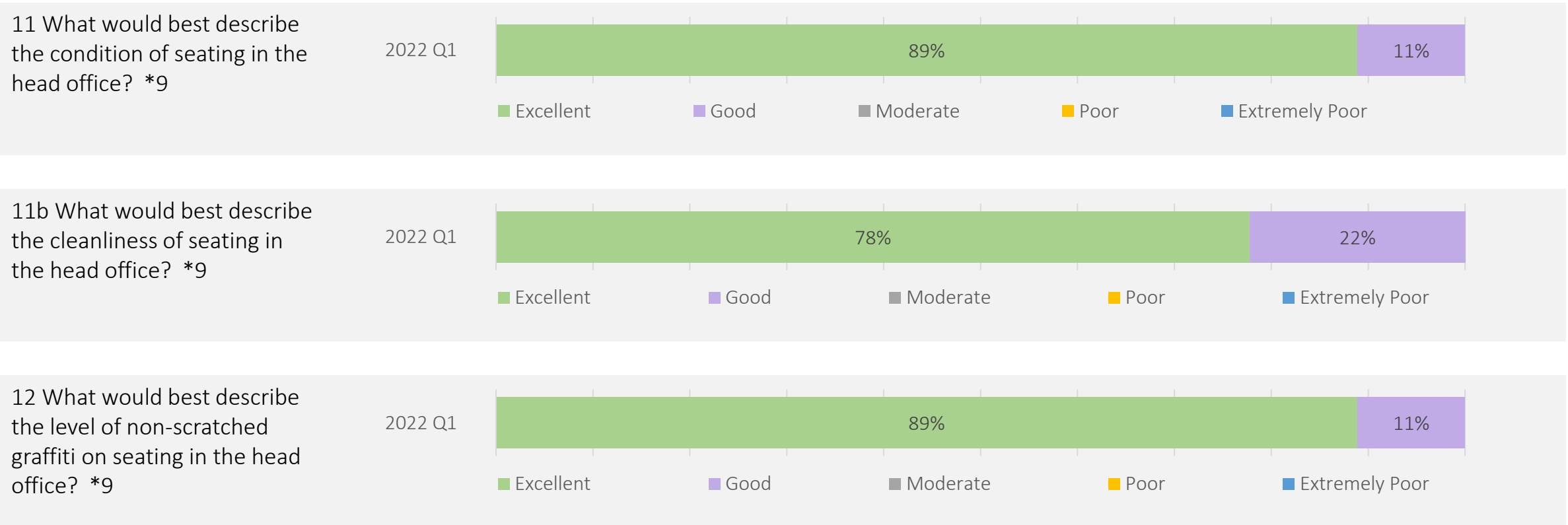
Dublin Bus Head Office

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



Dublin Bus Head Office

Seating Cleanliness and Condition

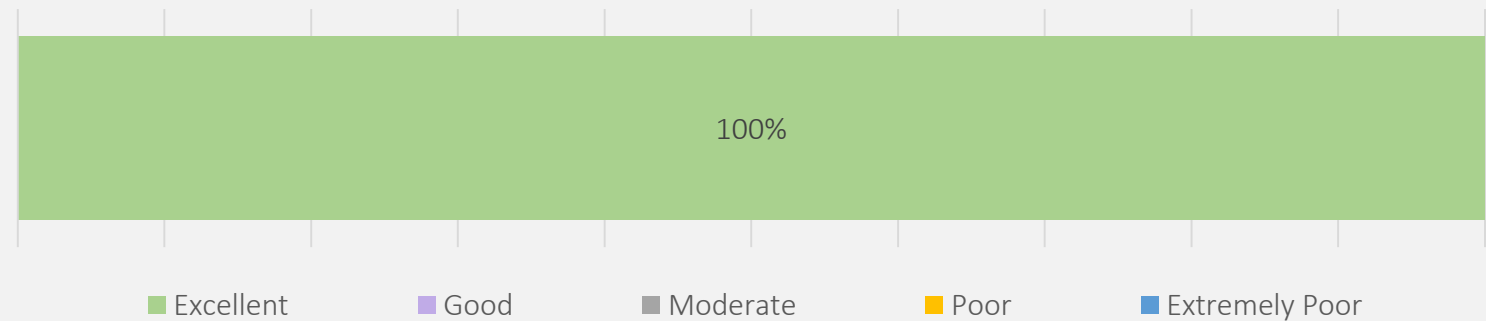


Dublin Bus Head Office

Seating Cleanliness and Condition

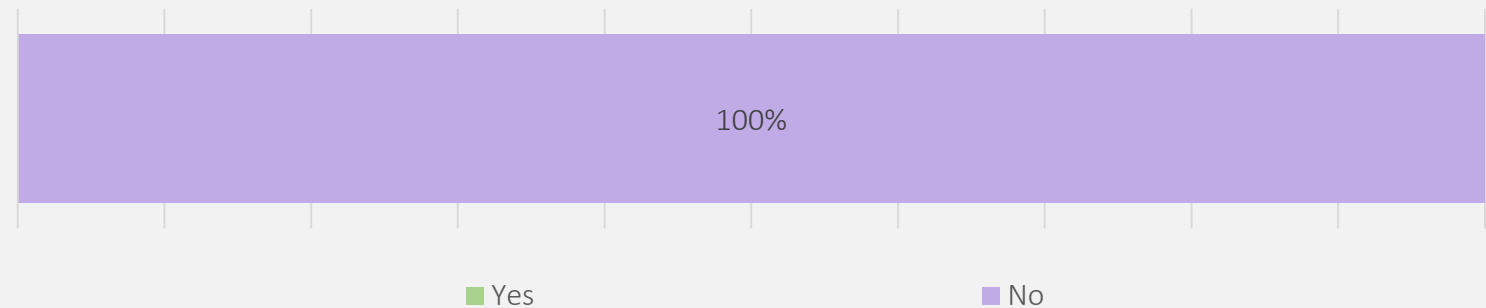
13 What would best describe level of etching on seating in the head office? *9

2022 Q1



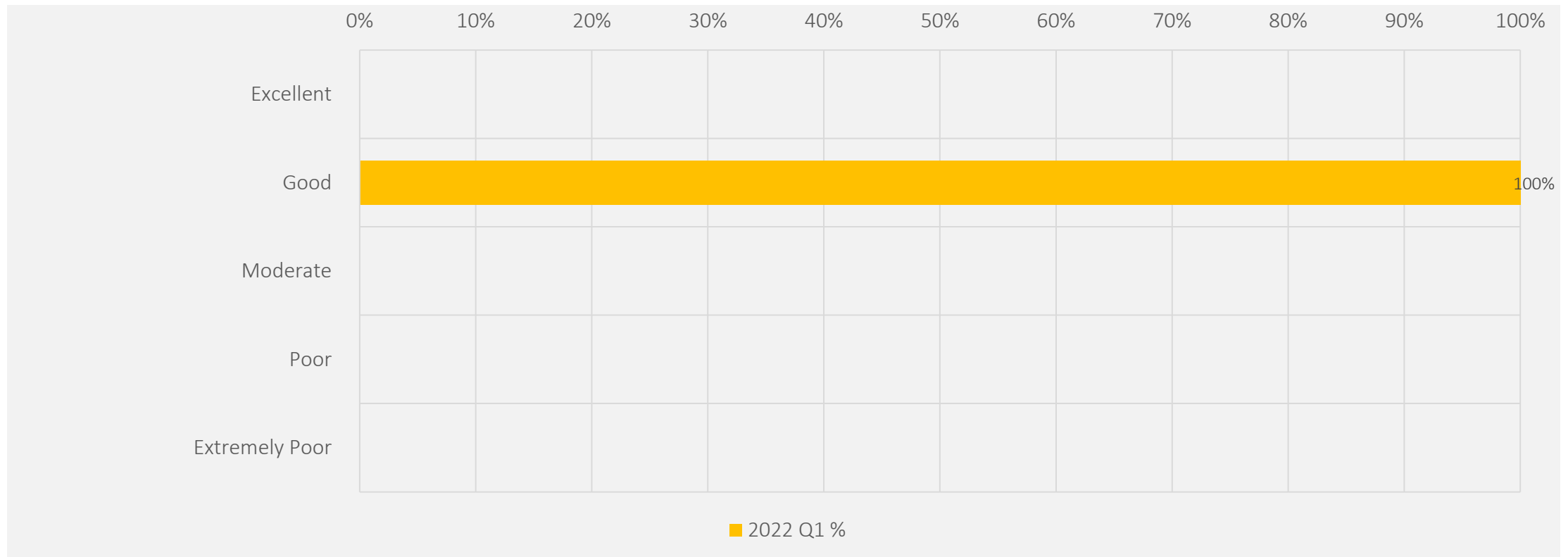
14 Was there any offensive graffiti or etching on seating in the head office? *1

2022 Q1



Dublin Bus Head Office

20 What would best describe the cleanliness of the toilets in the head office? *1



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