



# NTA Mystery Passenger Survey

## Dublin Metropolitan Area Bus

### 2022 Quarter 2

## Contents:

- Background to Research
- Section 1 Bus Equipment Performance
- Section 2 Bus Driver Performance
- Section 3 Cleanliness Performance - Bus Cleanliness
- Section 4 Customer Information Performance
- Section 5 Dublin Bus Head Office
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## 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’.

580 mystery shops were conducted during Quarter 2 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. Dublin Bus Head Office interviews were also completed and are included in this Quarter 2 data.

The mystery shops were carried out by trained Ipsos assessors, following detailed training and subsequent assessment. 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 2 took place between 28th March and 19th June 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:

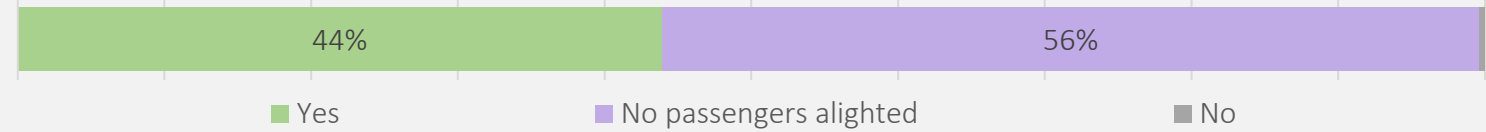
- Centre Doors
- Bus Ramps
- Information Displays / Audio Announcements
- Interior Lighting / On-board Temperature
- CCTV
- WIFI

## Bus Equipment Performance

### Bus Centre Doors

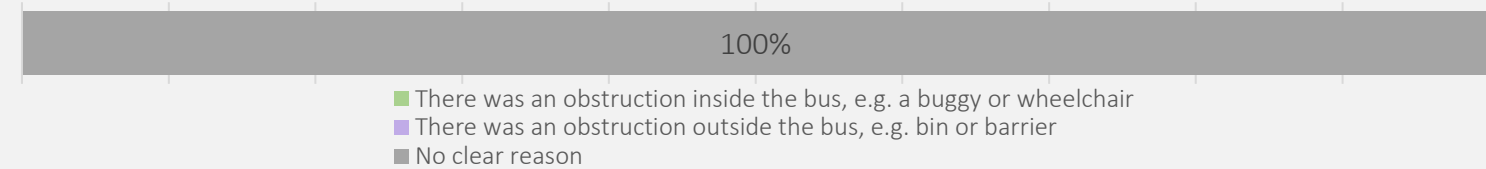
30A. When you were boarding the bus, did the driver open the centre doors for passengers who were getting off the bus? (IF YES TO CENTRE DOORS Q30/1) \*540

2022 Q2



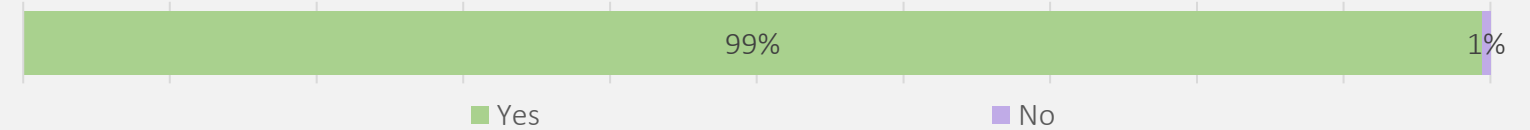
30B. If "No" What were the reasons? \*2

2022 Q2



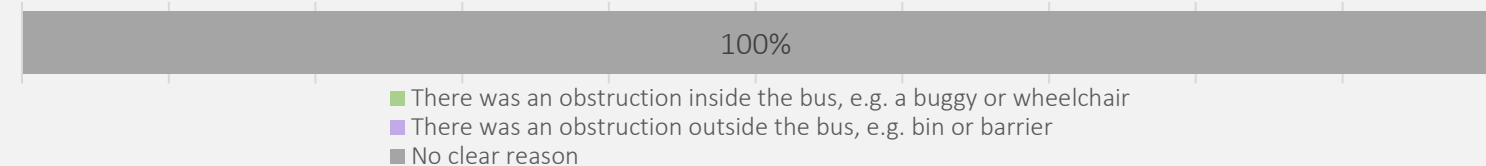
66. When alighting, did the driver open the centre doors for you to alight? (IF YES TO CENTRE DOORS Q30/1) \*540

2022 Q2



66A. If "No" What were the reasons? \*3

2022 Q2

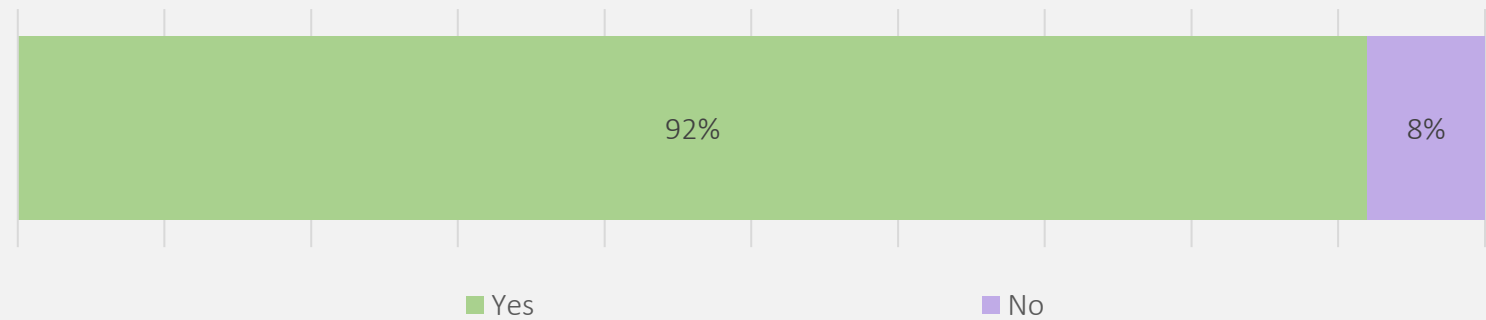


## Bus Equipment Performance

### Bus Ramp

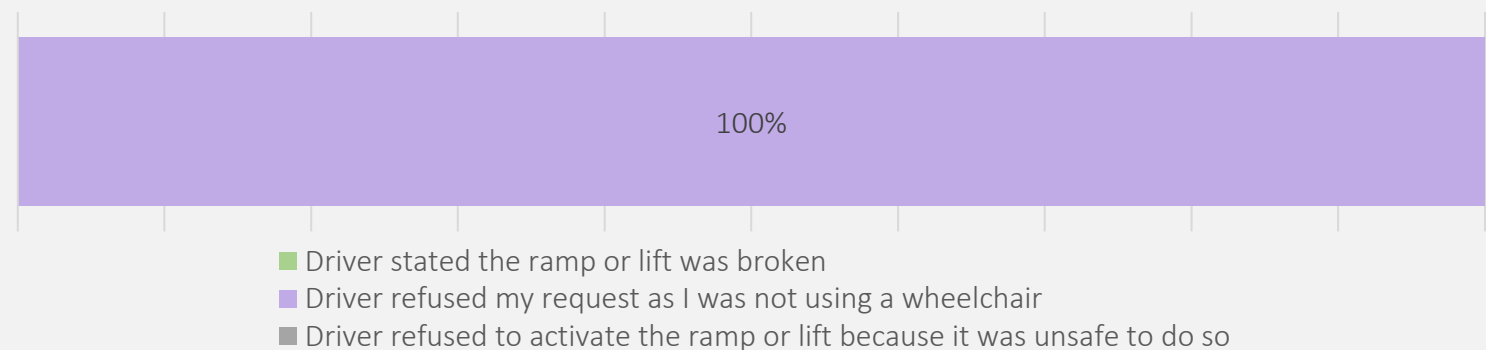
87A. Was the ramp activated upon your request? \*25

2022 Q2



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

2022 Q2

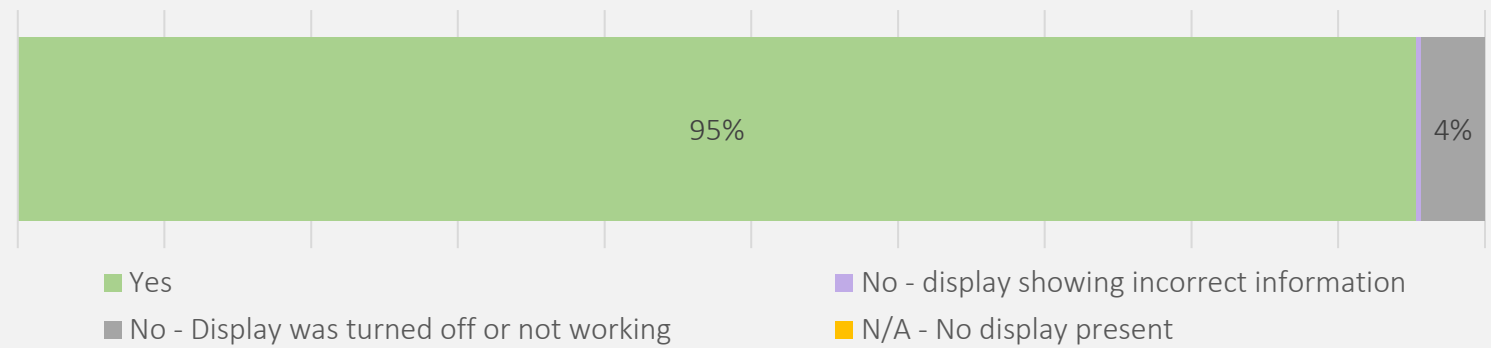


## Bus Equipment Performance

### Bus Electronic Board Performance

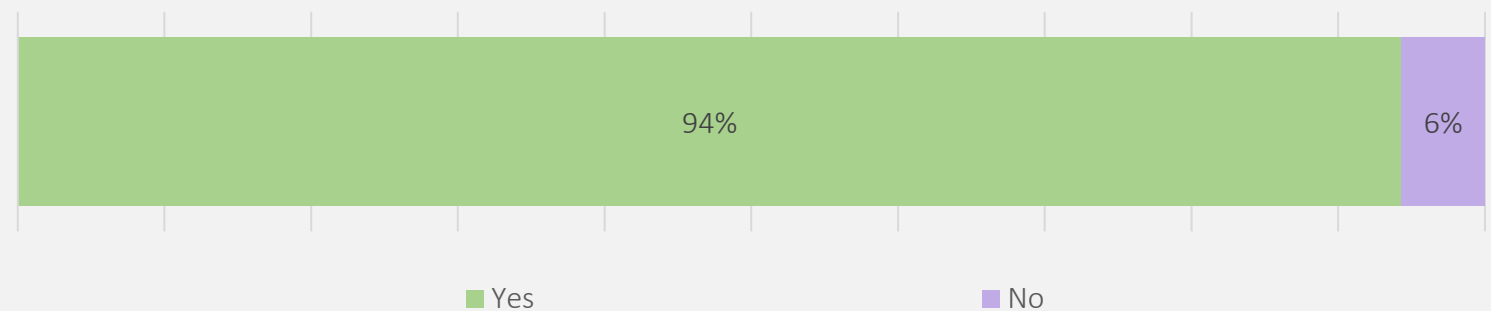
60. Was the information displayed on the electronic board showing correct 'next stop' information? \*575

2022 Q2



61. Was there an automatic next stop audio announcement? \*580

2022 Q2

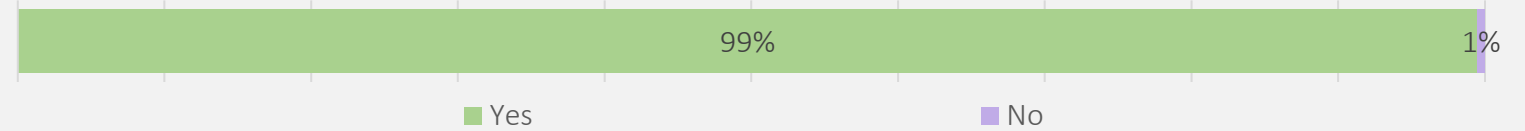


## Bus Equipment Performance

### Bus Route & Destination Display

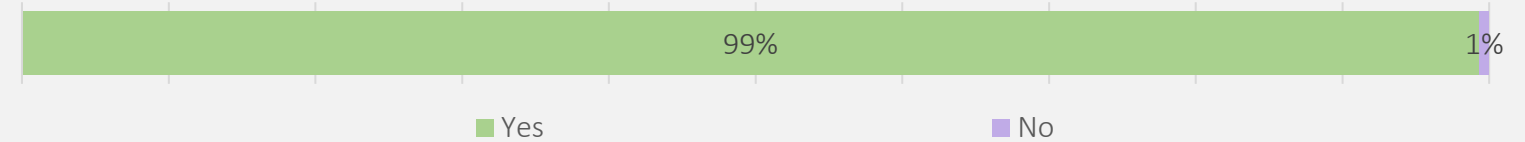
26. Was the route number displayed correctly on the front of the bus? \*580

2022 Q2



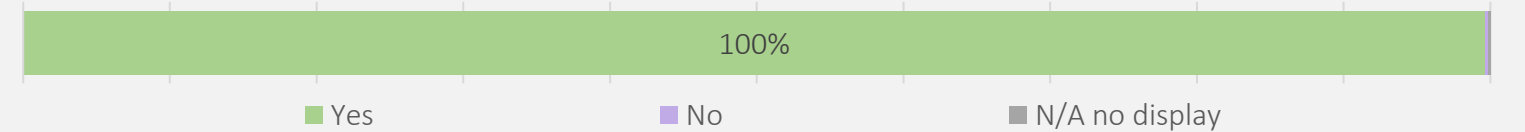
27. Was the destination displayed correctly on the front of the bus? \*580

2022 Q2



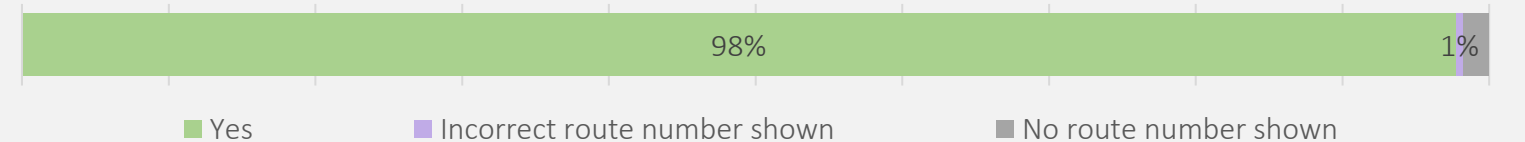
28. Was the route number displayed correctly on the side of the bus? \*580

2022 Q2



69. Was the correct route number displayed on the back of the bus? \*568

2022 Q2



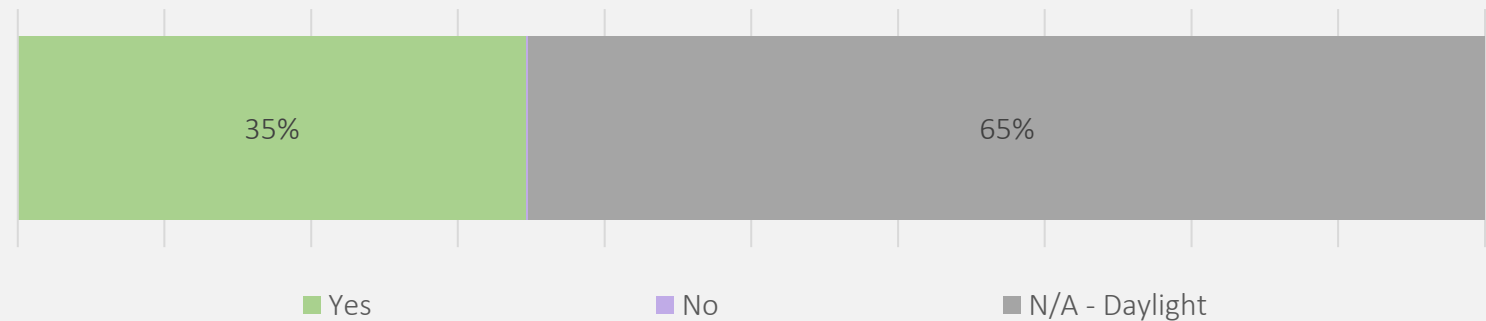


## Bus Equipment Performance

### Interior Lighting / On-Board Temperature

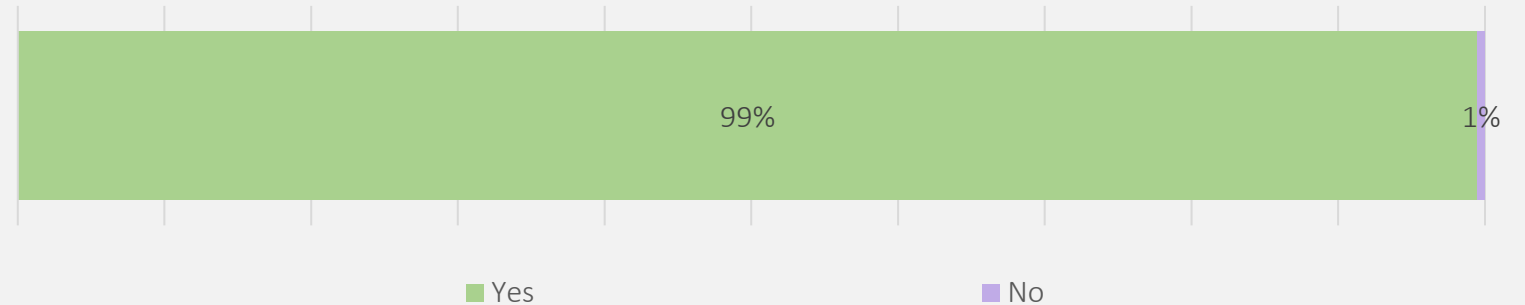
63. Was interior lighting on when required? If daylight, mark N/A. \*580

2022 Q2



64. Did you consider the temperature on board the bus was appropriate given the weather conditions? \*580

2022 Q2

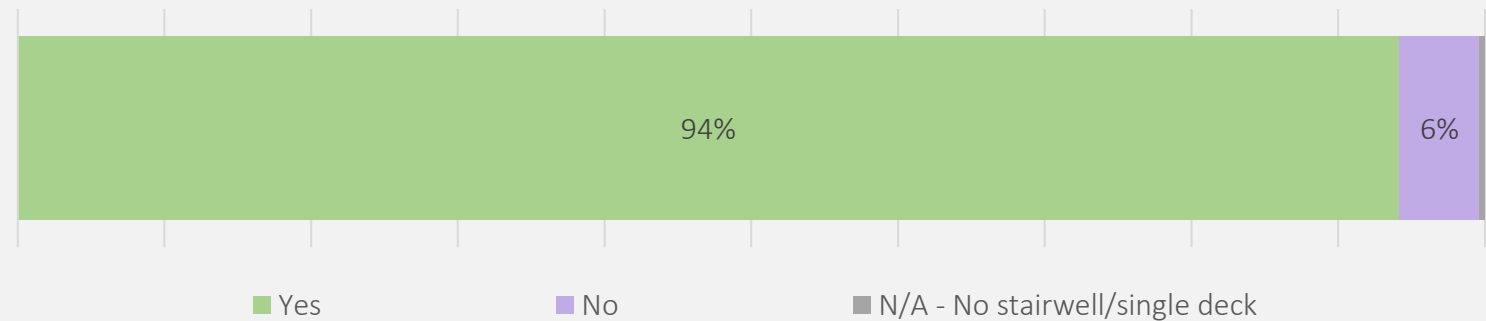


## Bus Equipment Performance

### Bus CCTV

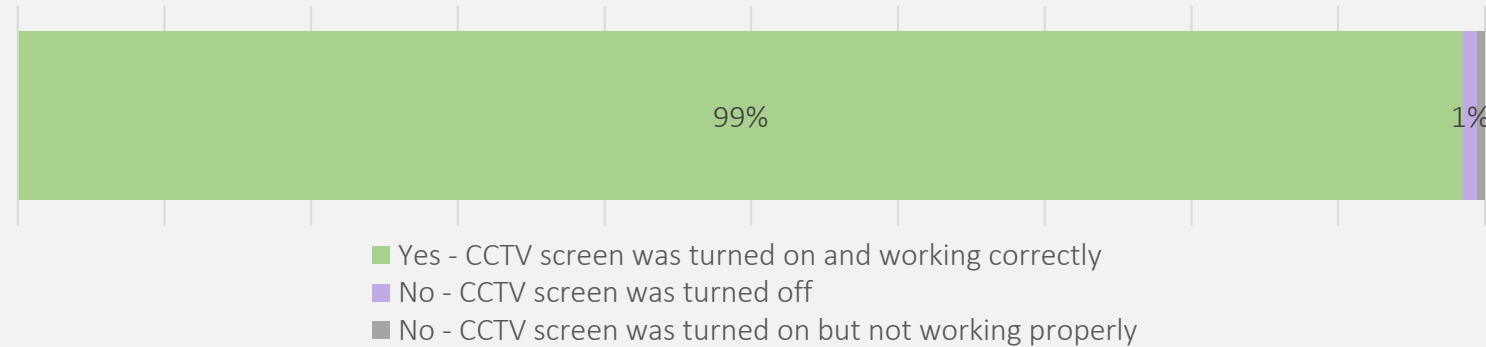
62. Was there a CCTV screen in stairwell on the bus? \*580

2022 Q2



62A. Was the CCTV screen in the stairwell working correctly? \*546

2022 Q2

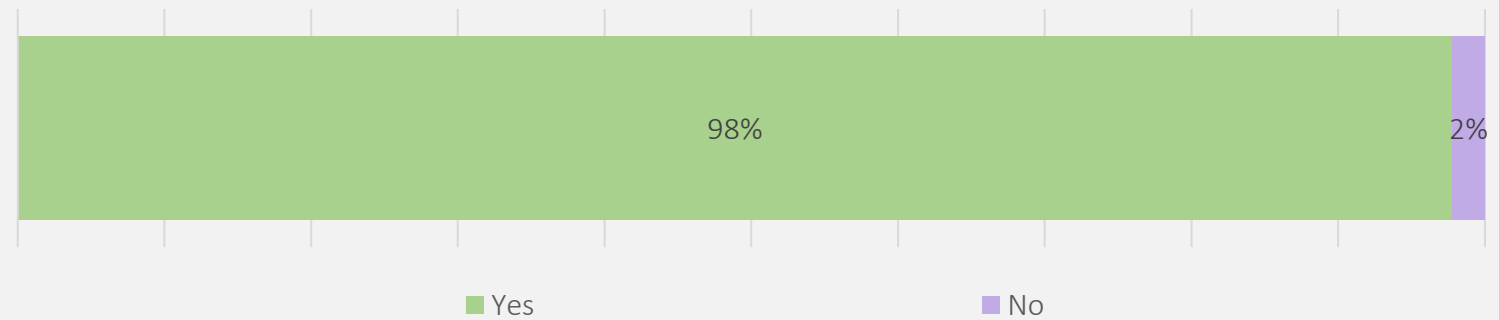


## Bus Equipment Performance

### On Board WIFI

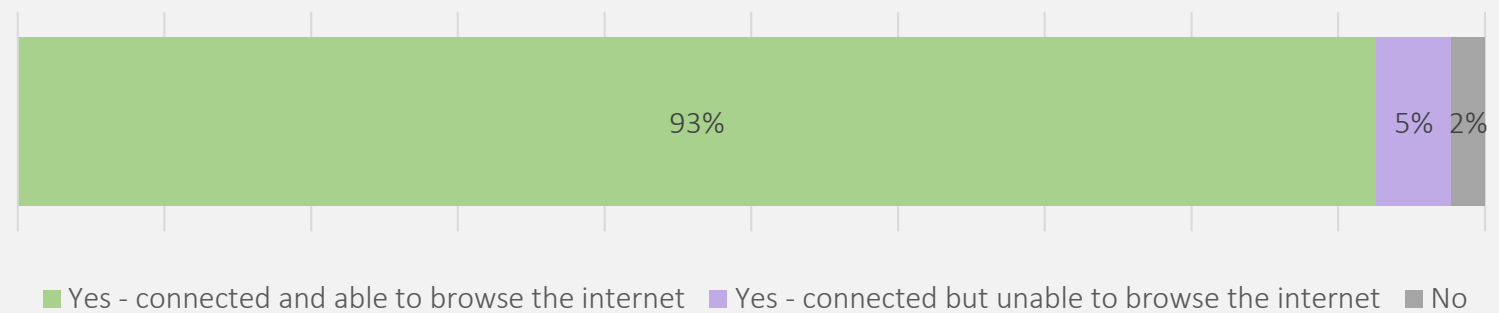
65. Was the operator Wi-Fi available on board the bus?  
\*580

2022 Q2



65A. Were you able to connect to the operator Wi-Fi network? \*567

2022 Q2



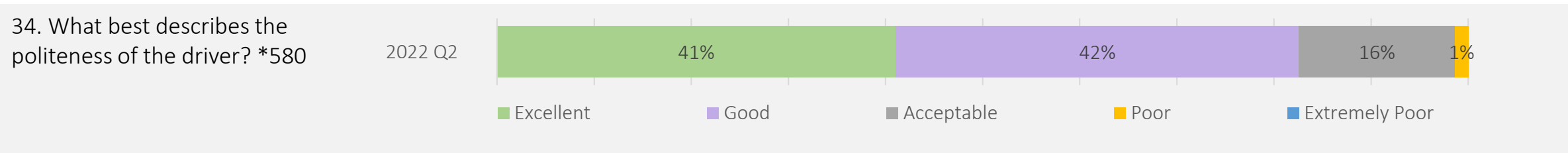
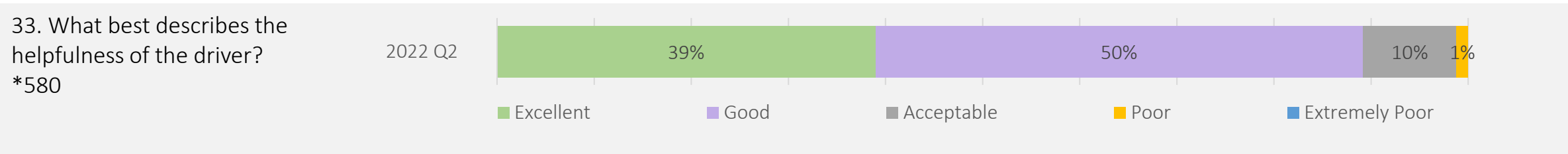
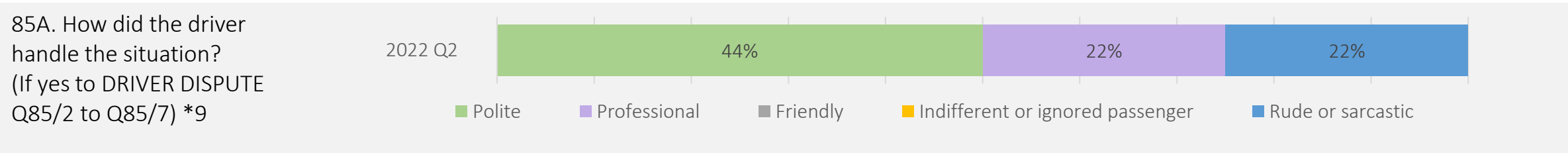
## Bus Driver Performance

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

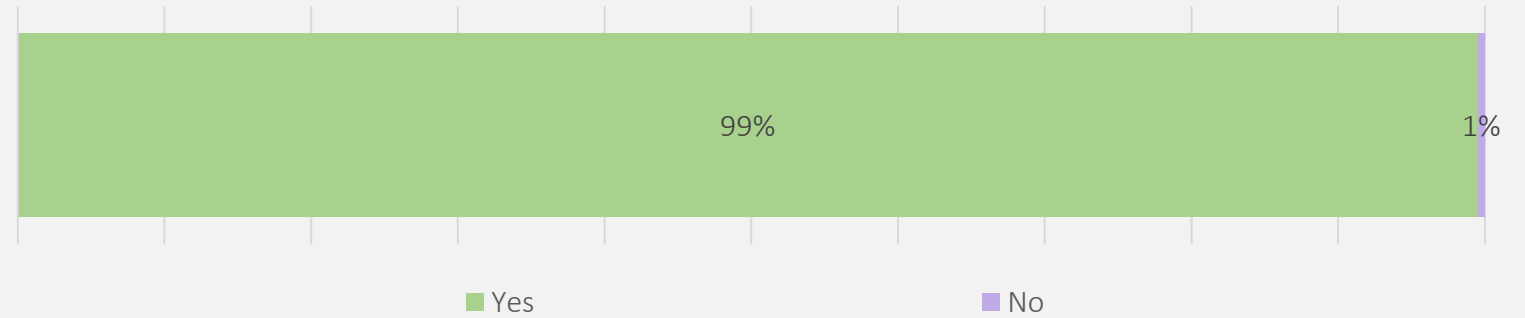


## Bus Driver Performance

### Driver Presentation

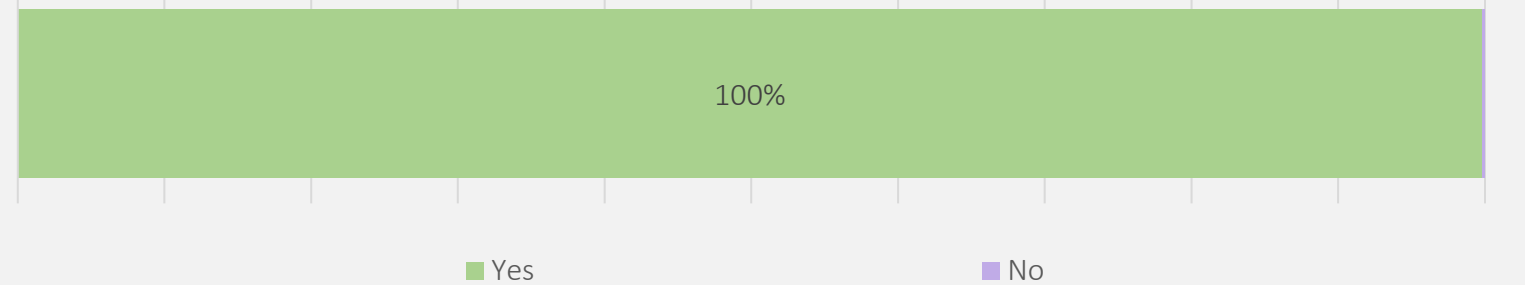
36. Was the driver wearing uniform? \*580

2022 Q2



37. Was the driver well presented? \*580

2022 Q2

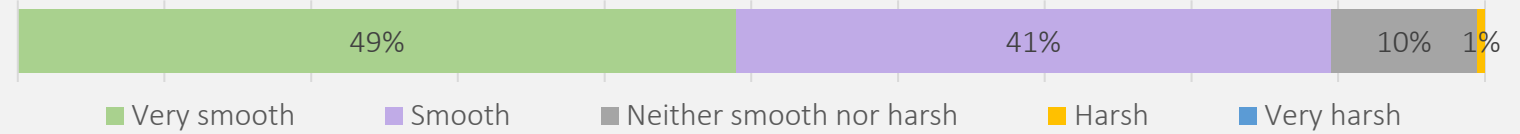


## Bus Driver Performance

### Bus Ride Quality

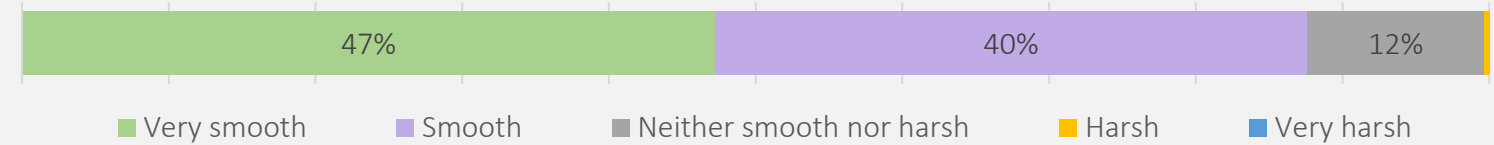
76. How would you rate the smoothness of acceleration based on your journey overall? (ASK ALL) \*580

2022 Q2



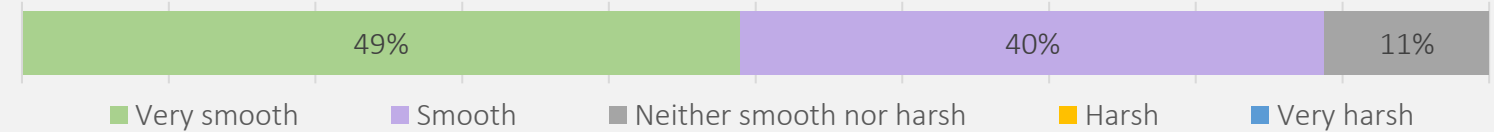
77. How would you rate the smoothness of braking based on your journey overall? \*580

2022 Q2



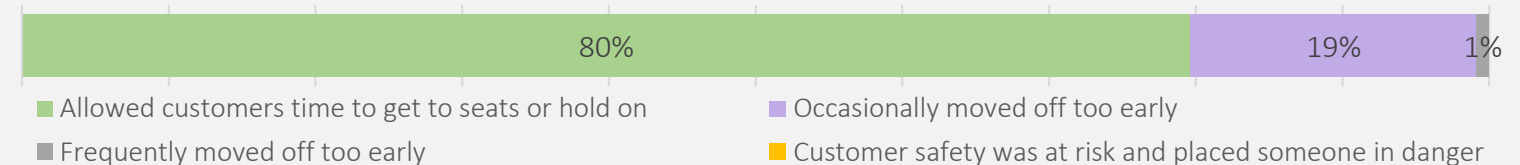
78. How would you rate the smoothness of steering based on your journey overall? \*580

2022 Q2



79. Did the driver give passengers adequate time to find their seats or hold on when moving off? \*580

2022 Q2

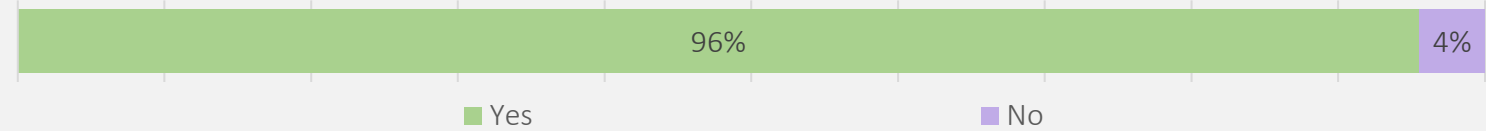


## Bus Driver Performance

### Serving the Stop

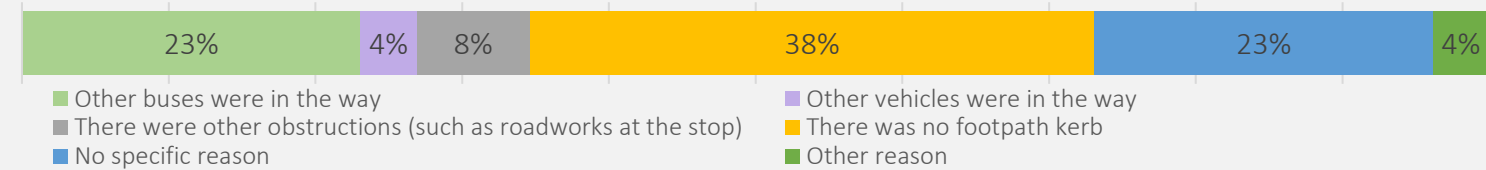
73. When you were getting off, did the bus pull up to the footpath kerb at the bus stop sufficiently to allow passengers board and alight from the bus without walking on the road? \*580

2022 Q2



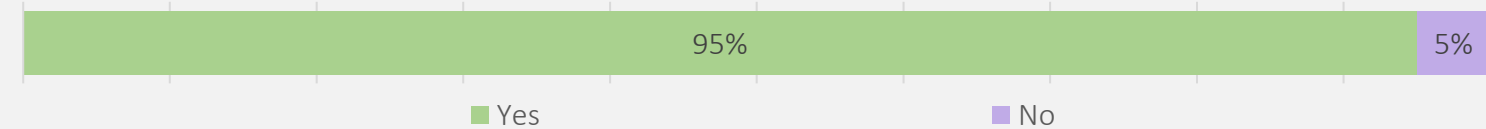
73A. Why did the bus not pull up to the kerb? \*26

2022 Q2



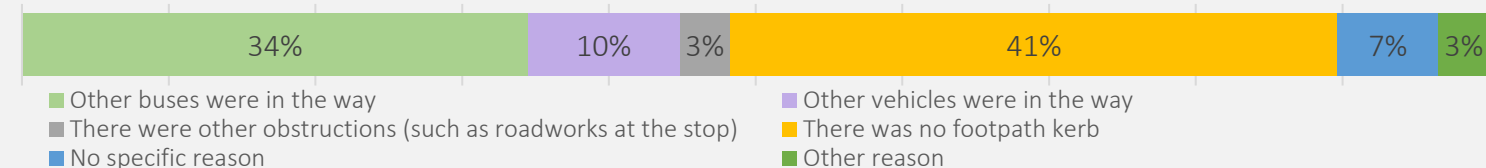
29. When you were getting on, did the bus pull up to the footpath kerb at the bus stop sufficiently to allow passengers board and alight from the bus without walking on the road? \*580

2022 Q2



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

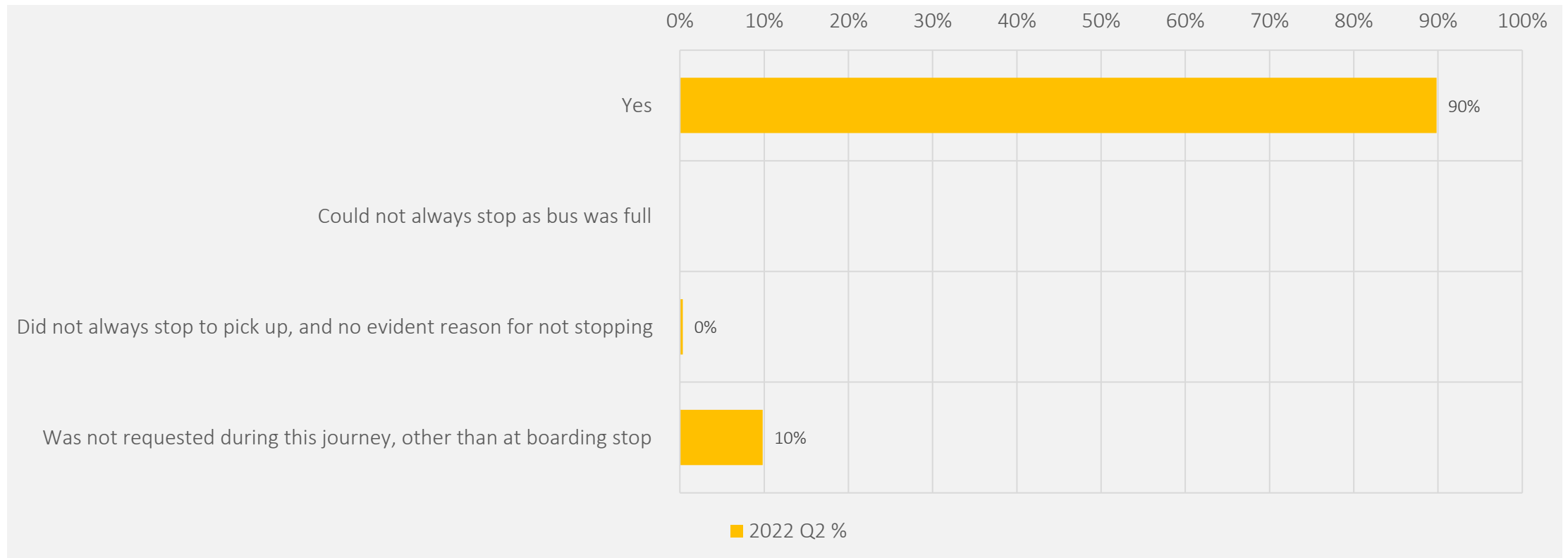
2022 Q2





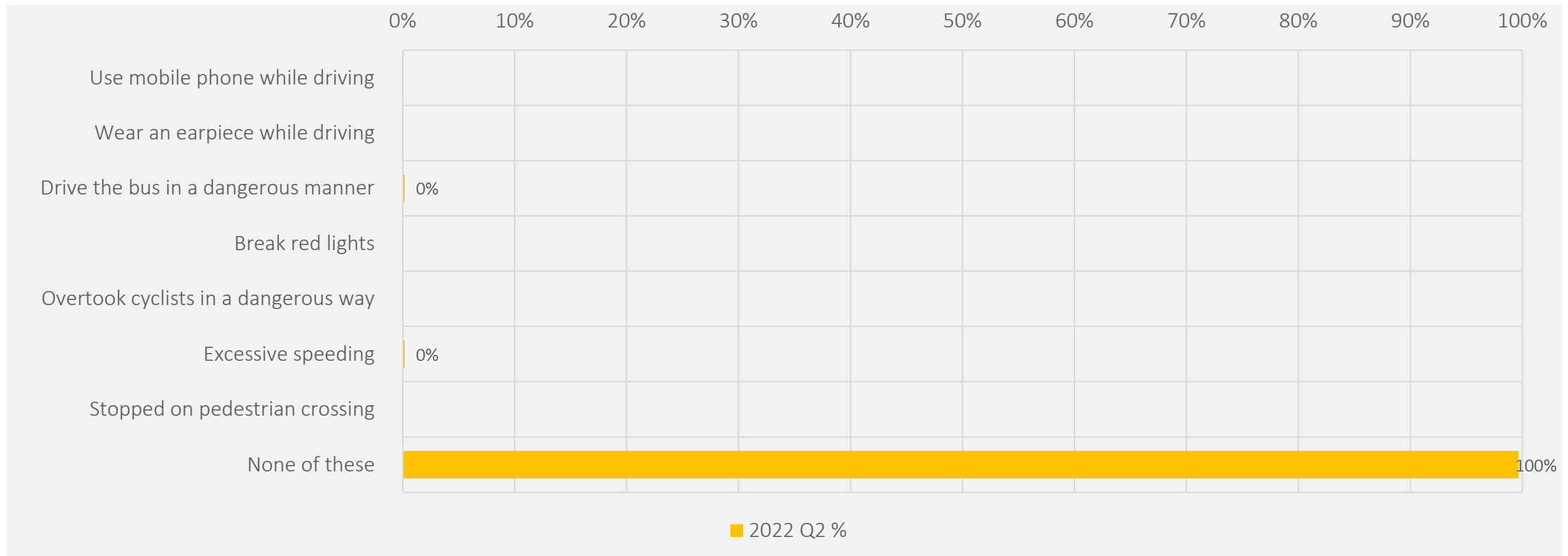
## Bus Driver Performance

84. So far as you could tell, did the driver always stop to pick up passengers when requested? \*580



## 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.) \*581

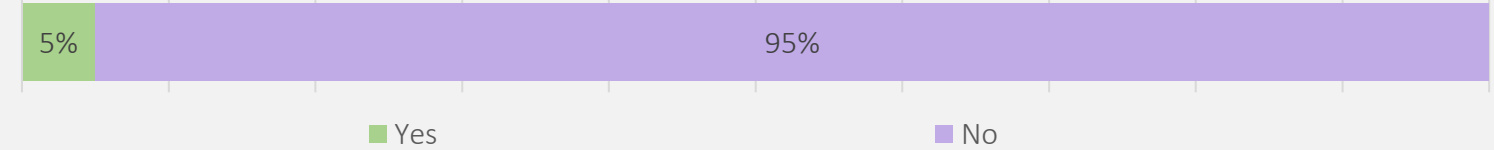


## Bus Driver Performance

### Other Driver Behaviours

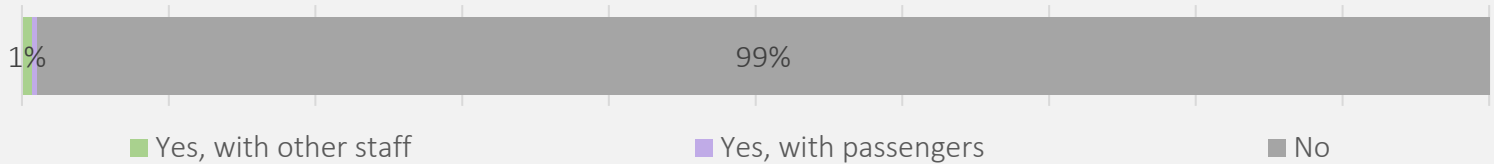
81. Did the driver listen to music or the radio whilst driving?  
 (Only relevant for city routes)  
 \*580

2022 Q2



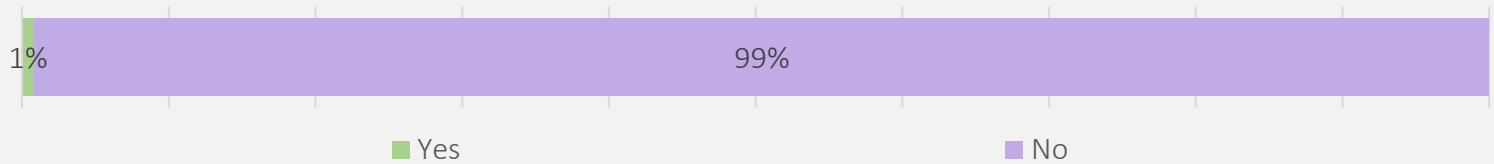
82. Did the driver hold long conversations with other people on the bus while driving? \*580

2022 Q2



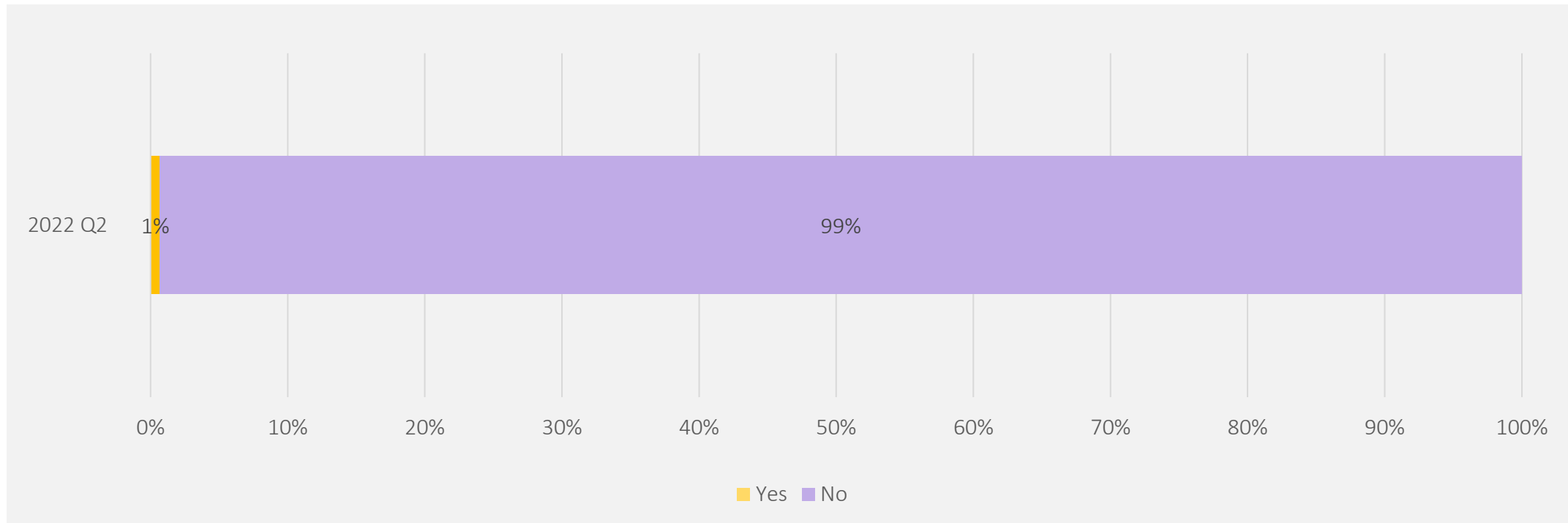
83. Did the driver leave the bus unattended at any time?  
 \*580

2022 Q2



## Bus Driver Performance

86. Did bus terminate early or divert off course? \*580



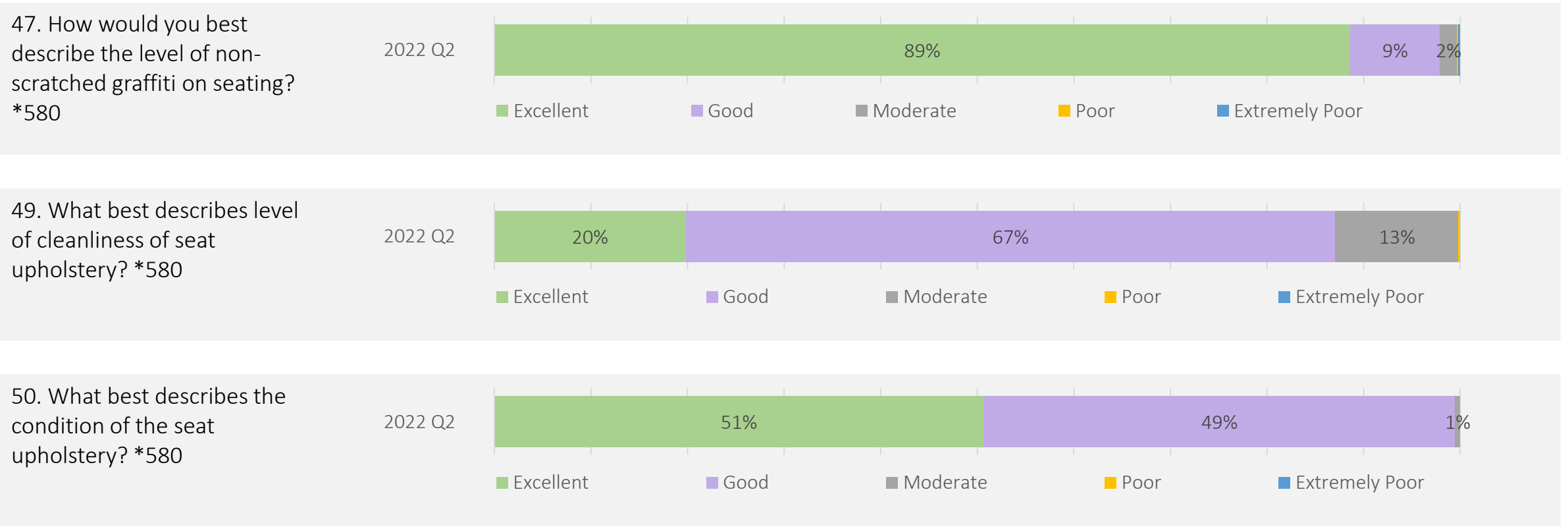
## Cleanliness Performance - Bus Cleanliness

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

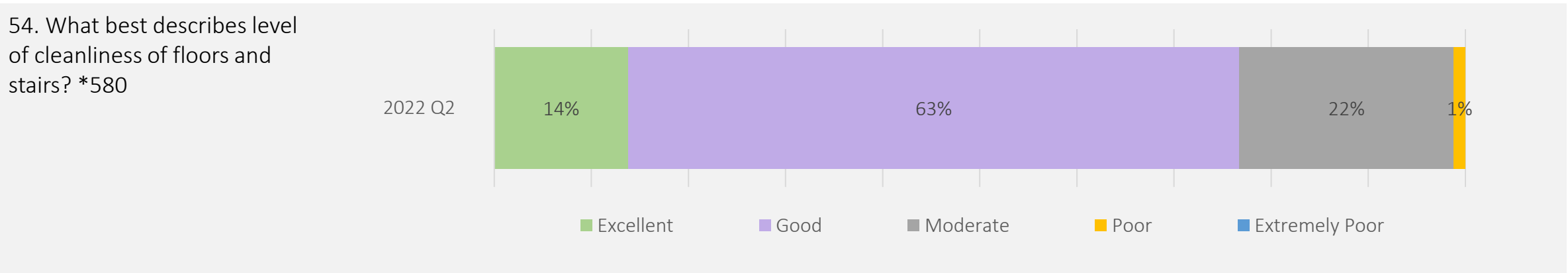
## Cleanliness Performance - Bus Cleanliness

### Seat Cleanliness and Condition



## Cleanliness Performance - Bus Cleanliness

### Floors and Stairs Cleanliness and Level of Litter

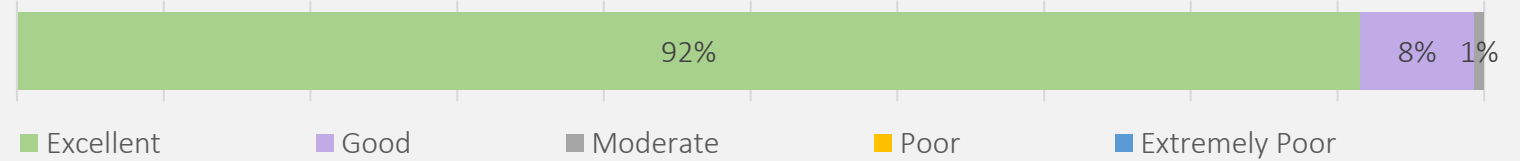


## Cleanliness Performance - Bus Cleanliness

### Panels, Ceilings, Stairs and Other Fixtures and Fittings Cleanliness

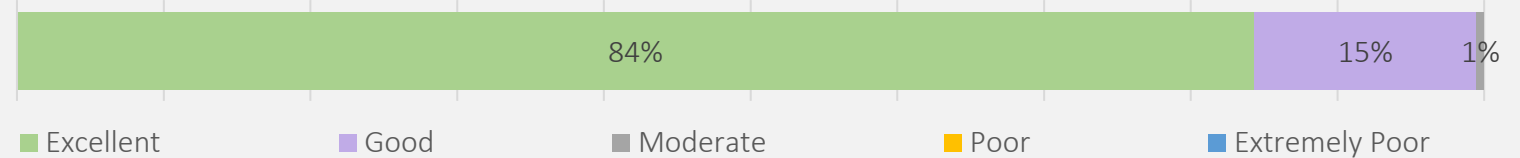
56. What best describes the level of non-scratched graffiti on panels, ceilings, stairs and other fixtures and fittings? \*580

2022 Q2



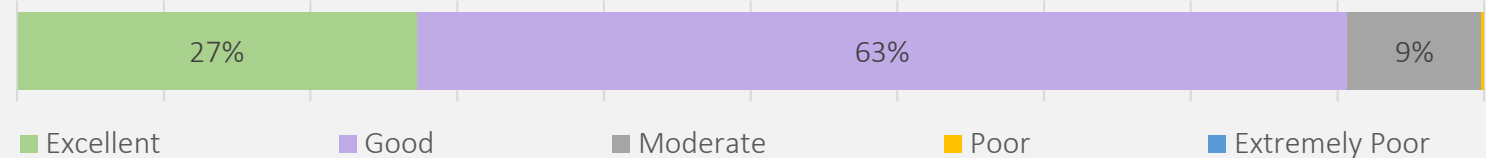
57. What best describes the level of etching on panels, ceilings, stairs and other fixtures and fittings? \*580

2022 Q2



58. What best describes level of cleanliness of panels, ceilings and other fixtures and fittings? \*580

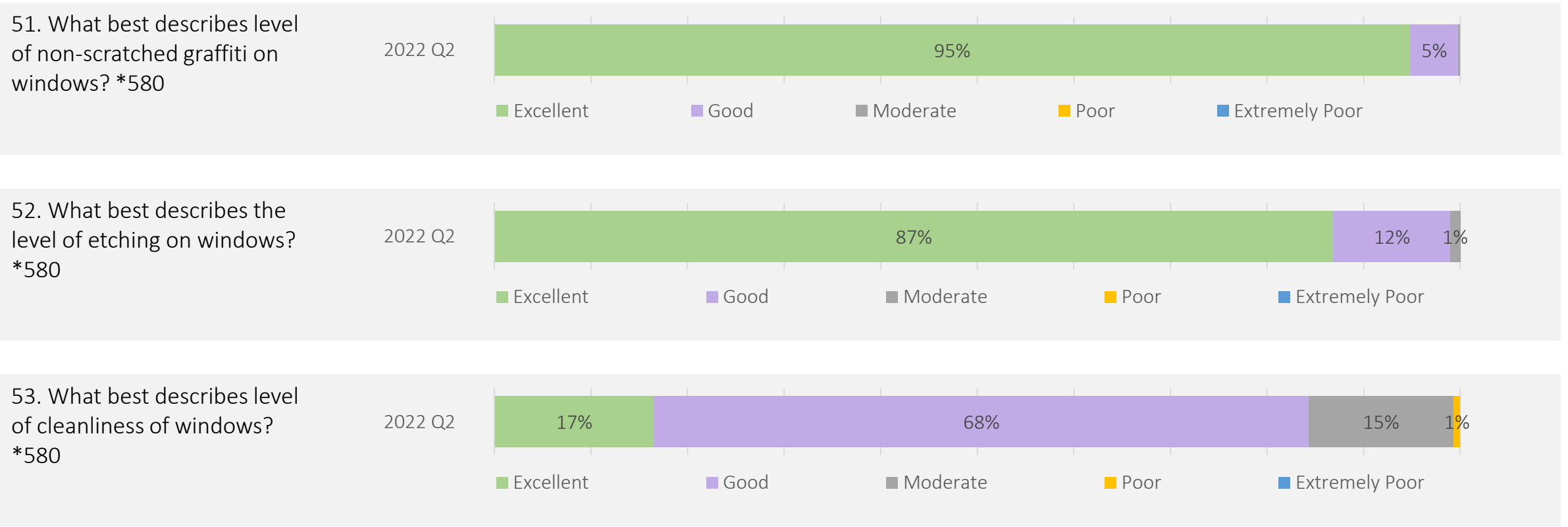
2022 Q2





## Cleanliness Performance - Bus Cleanliness

### Window Cleanliness and Condition

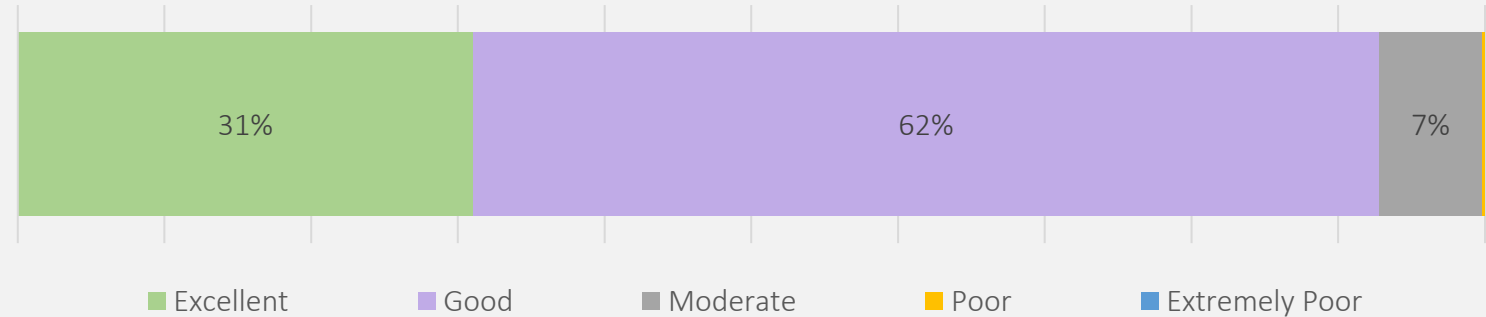


## Cleanliness Performance - Bus Cleanliness

### External Bus Cleanliness and Condition

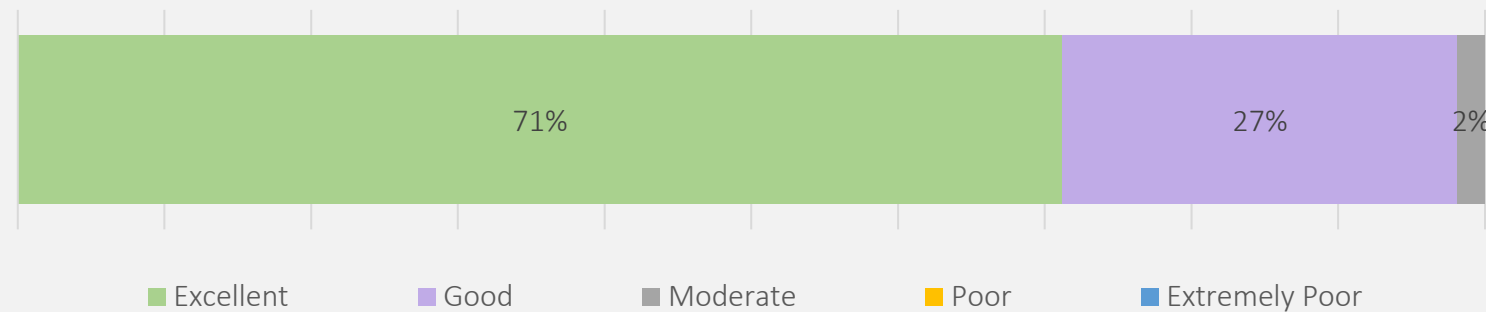
74. Please rate the overall external cleanliness of the bus  
\*580

2022 Q2



75. Please rate the overall external condition of the bus  
\*580

2022 Q2



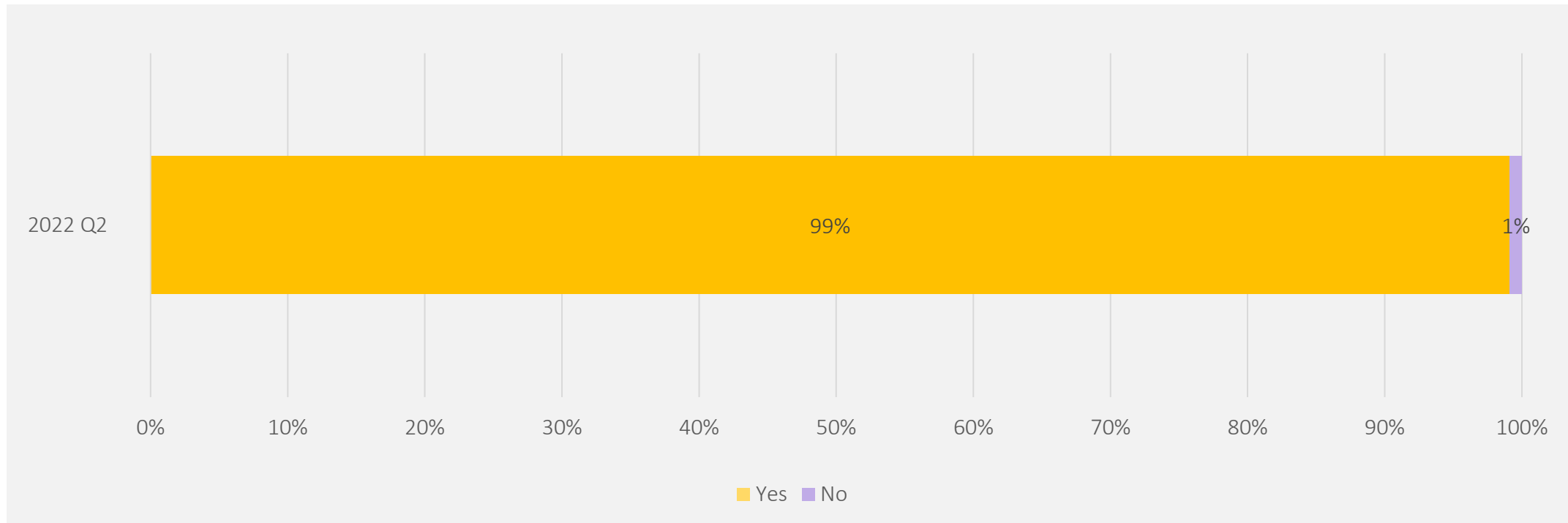
## Customer Information Performance

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? \*580



## Dublin Bus Head Office

Contains questions relating to the following Bus Head Office Performance:

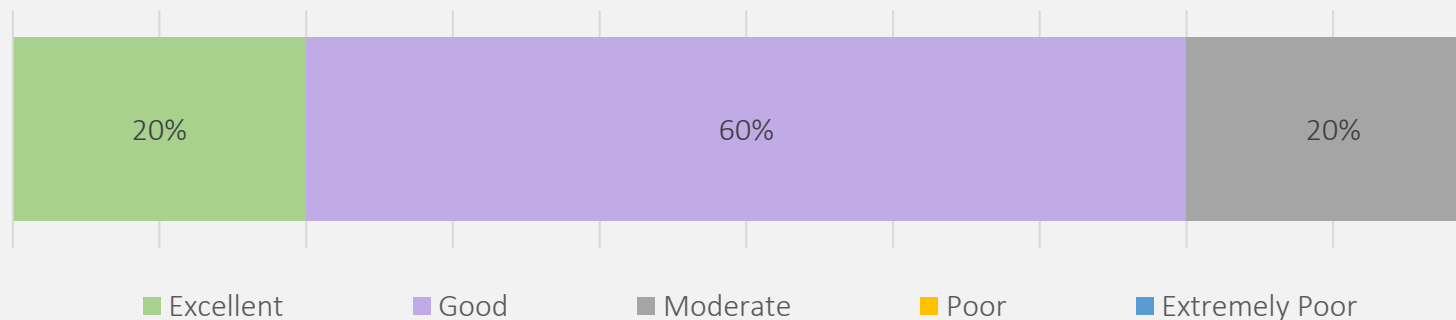
- Exterior of Head Office and Interior Windows Cleanliness
- Floors Cleanliness
- Surfaces, walls, panels, ceilings and other fixtures and fittings Cleanliness and Condition
- Seating Cleanliness and Condition
- Toilets Cleanliness

## Dublin Bus Head Office

### Exterior of Head Office and Interior Windows Cleanliness

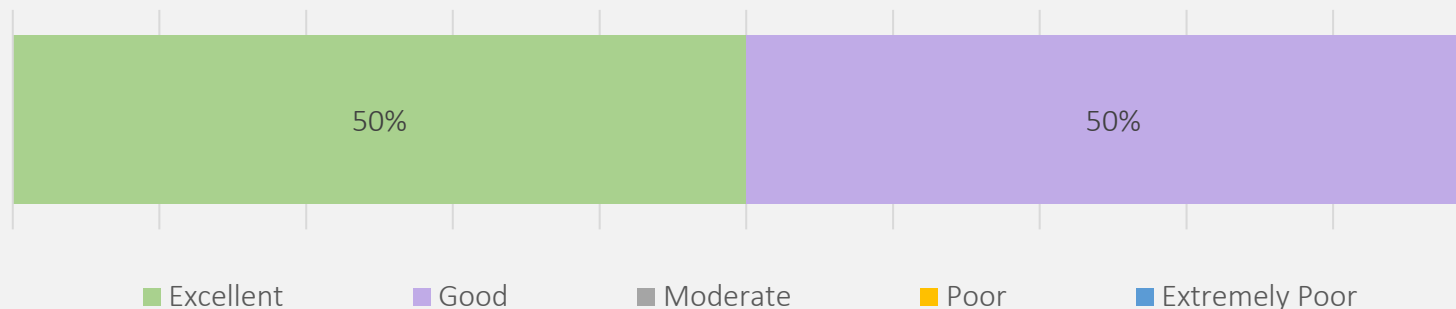
3 What would best describe the cleanliness of the exterior of the head office? \*10

2022 Q2



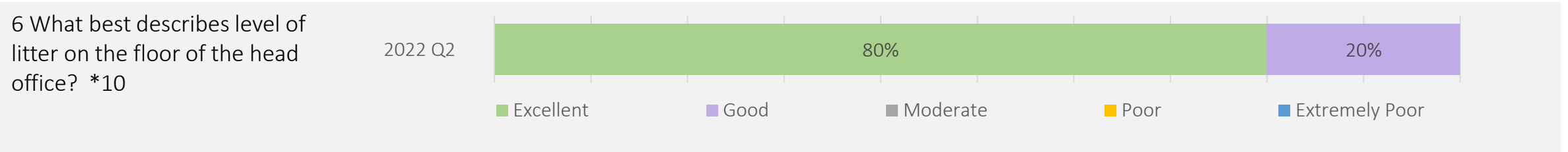
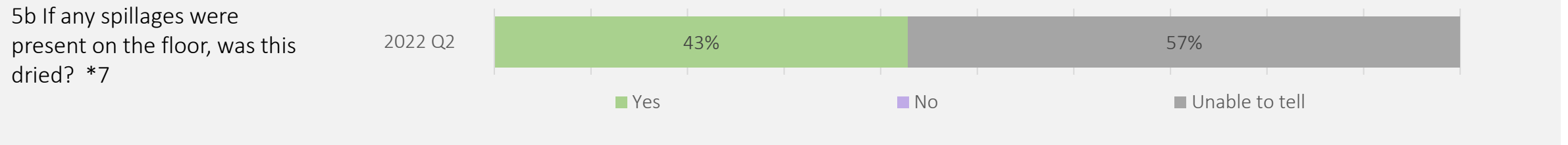
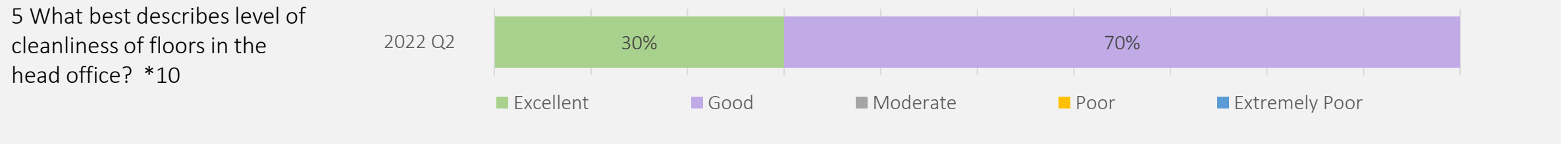
4 What would best describe the cleanliness of windows on the inside of the head office? \*10

2022 Q2



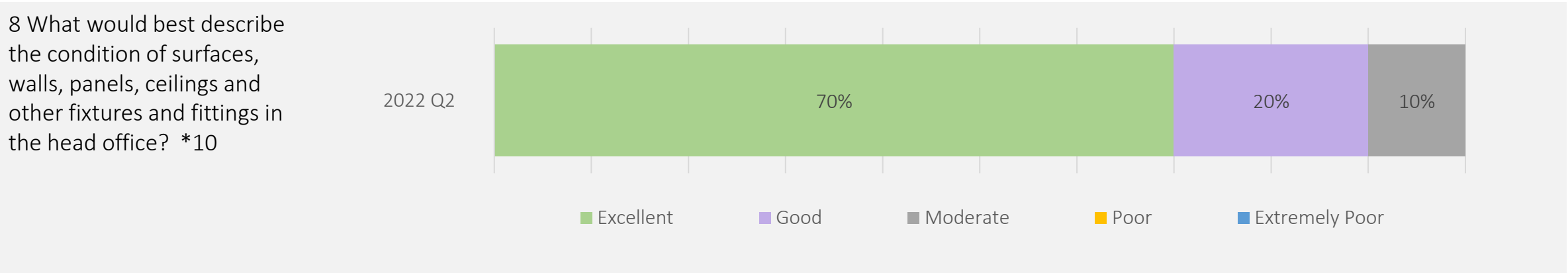
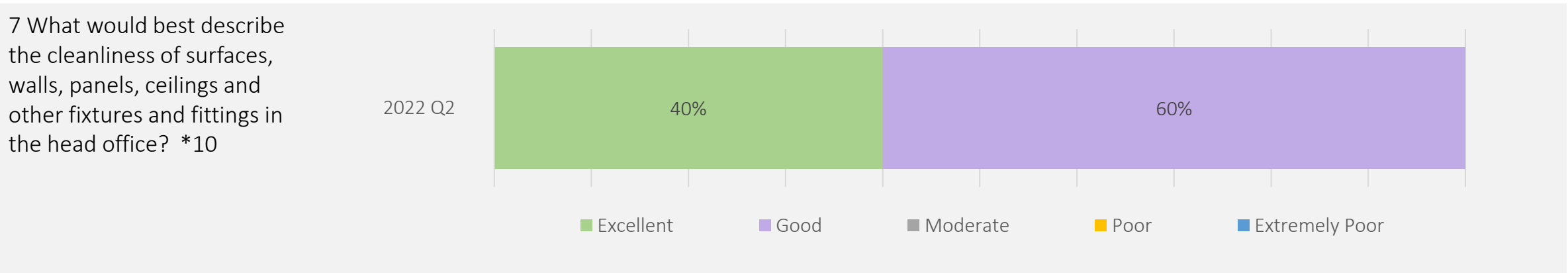
## Dublin Bus Head Office

### Floors Cleanliness



## Dublin Bus Head Office

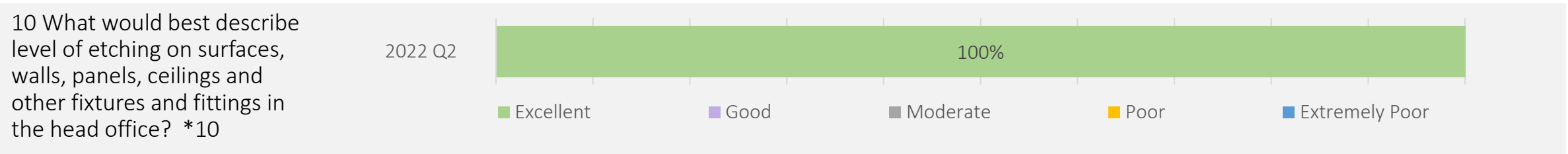
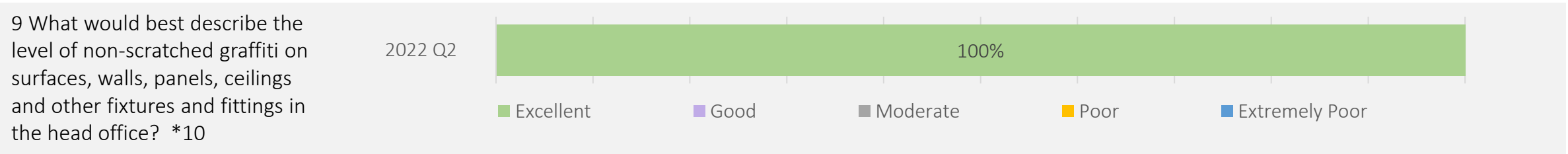
### Surfaces, walls, panels, ceilings and other fixtures and fittings Cleanliness and Condition





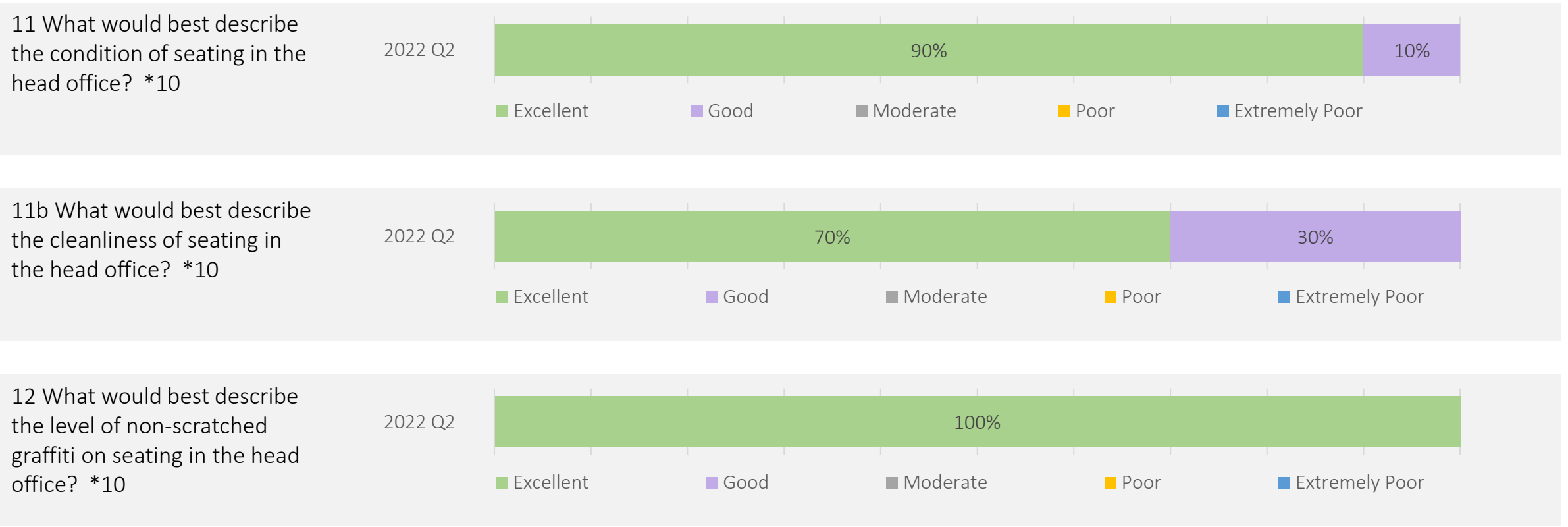
## Dublin Bus Head Office

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



## Dublin Bus Head Office

### Seating Cleanliness and Condition

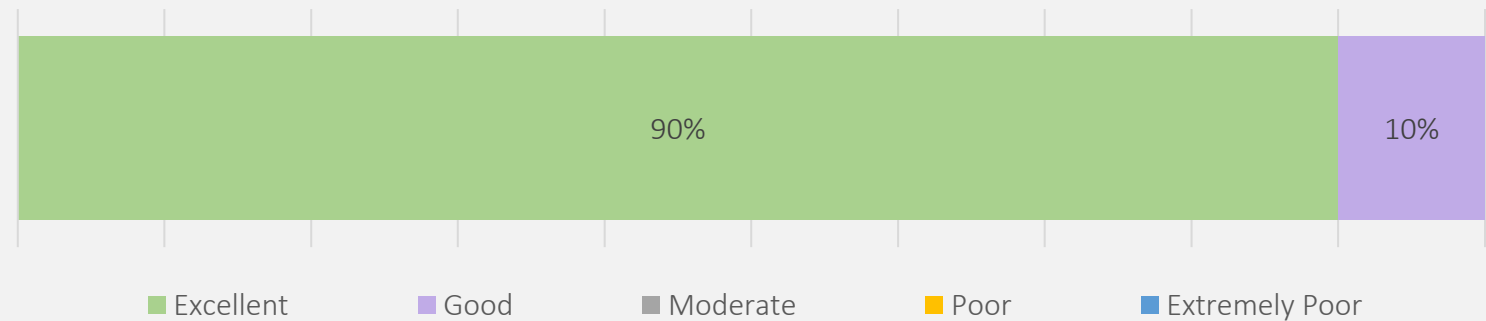


## Dublin Bus Head Office

### Seating Cleanliness and Condition

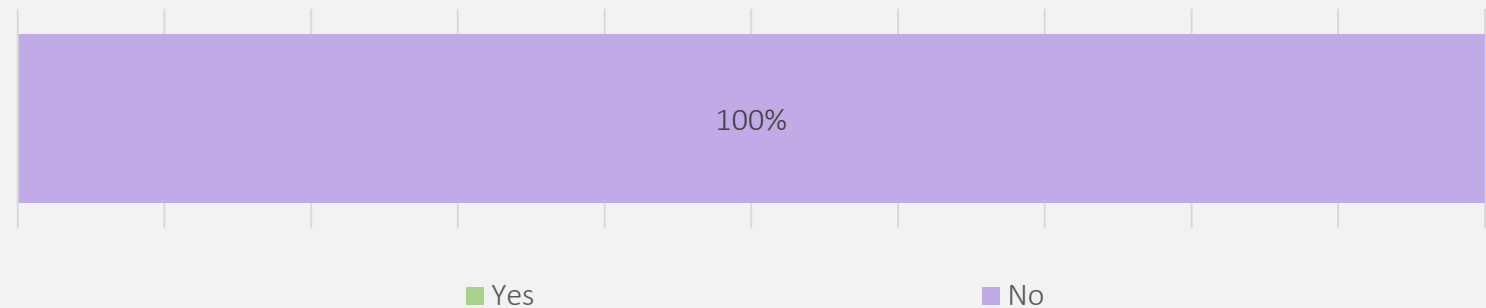
13 What would best describe level of etching on seating in the head office? \*10

2022 Q2



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

2022 Q2



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