



# NTA Mystery Passenger Survey

## Regional, Regional City, Town Bus & Bus Stations

### 2022 Quarter 3

## 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 Bus Station Performance
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## Research Background:

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

365 mystery shops were conducted during Quarter 3 with mystery shoppers acting as passengers while waiting for and on board selected routes. A broad spread of bus routes were covered across different days of the week and times of the day. In addition 32 Bus Station assessments were also completed and are included in the data.

The mystery shops were carried out by trained Ipsos assessors, following training and a subsequent assessment. 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.

2022 Quarter 3 took place between 20th June and 11th September 2022

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

## Bus Equipment Performance

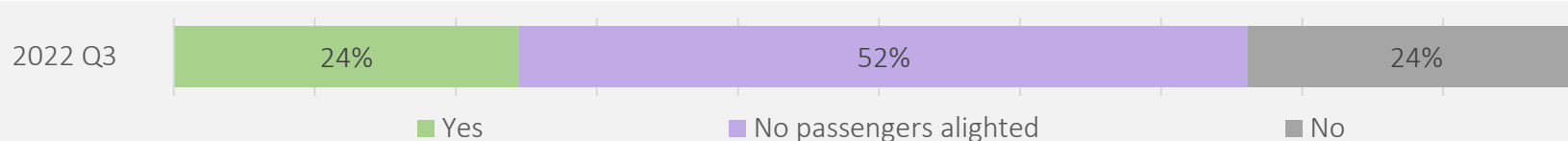
Contains questions relating to the following Bus Equipment Performance:

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

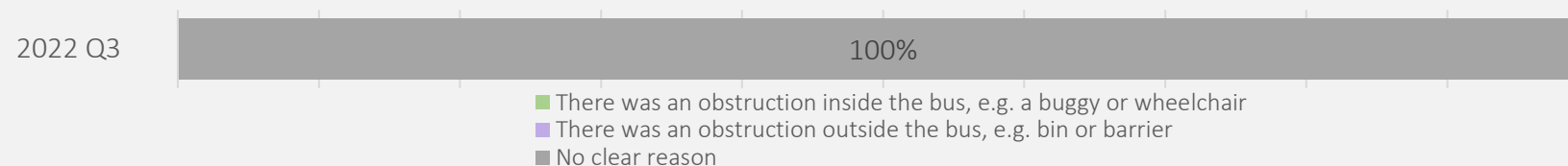
## Bus Equipment Performance

### 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) \*147



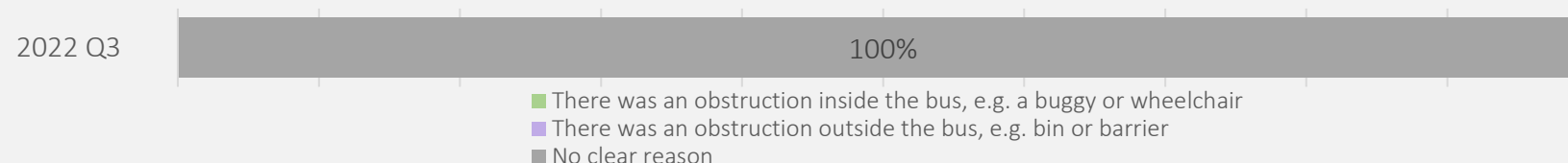
30B. If "No" What were the reasons? \*35



66. When alighting, did the driver open the centre doors for you to alight? (IF YES TO CENTRE DOORS Q30/1) \*147



66A. If "No" What were the reasons? \*84

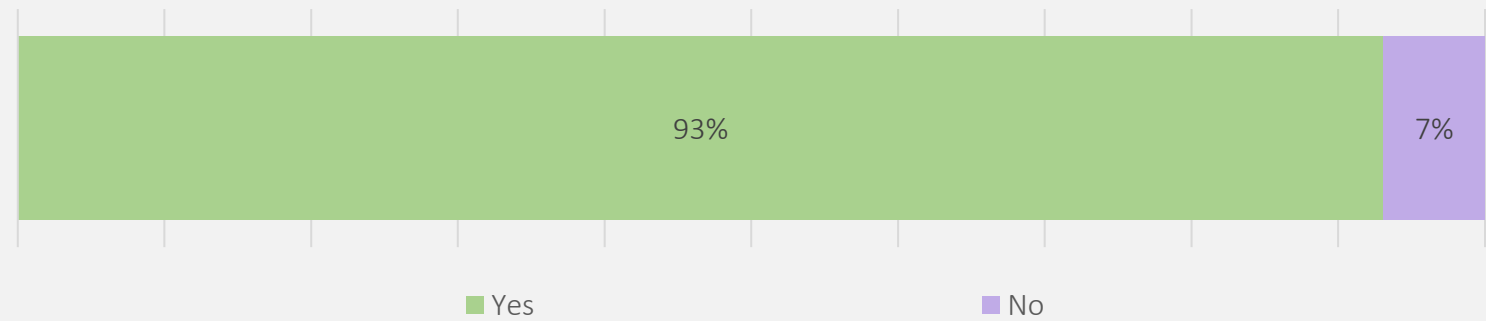


## Bus Equipment Performance

### Bus Accessibility Ramp

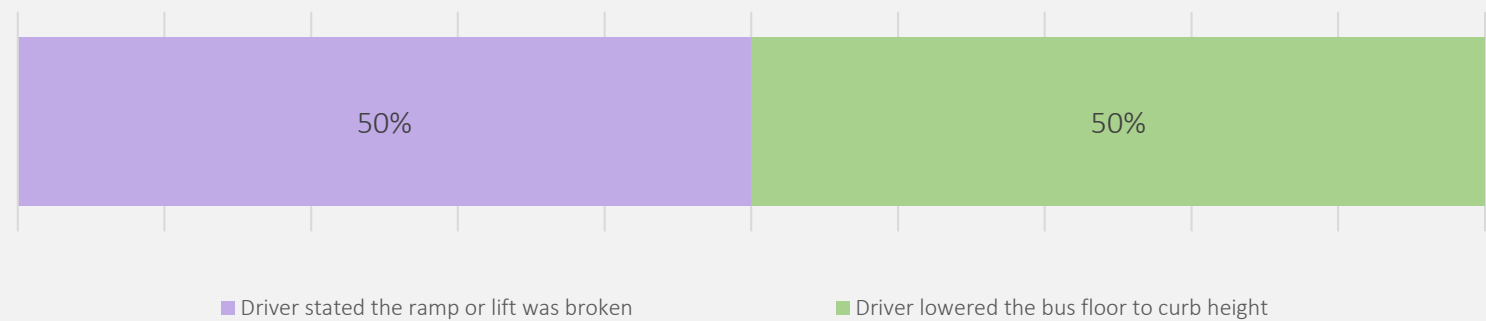
87A. Was the ramp or lift activated upon request? \*29

2022 Q3



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

2022 Q3

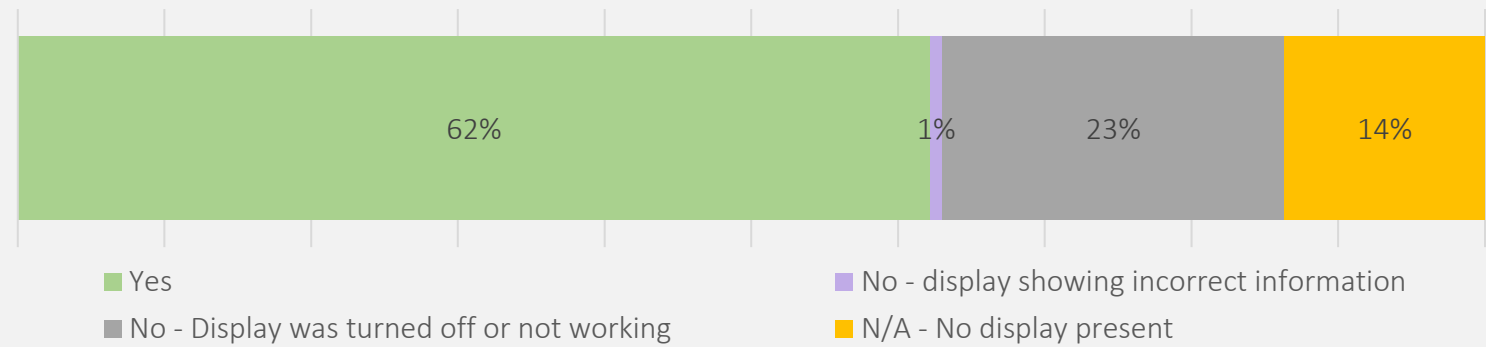


## Bus Equipment Performance

### Bus Electronic Board Performance

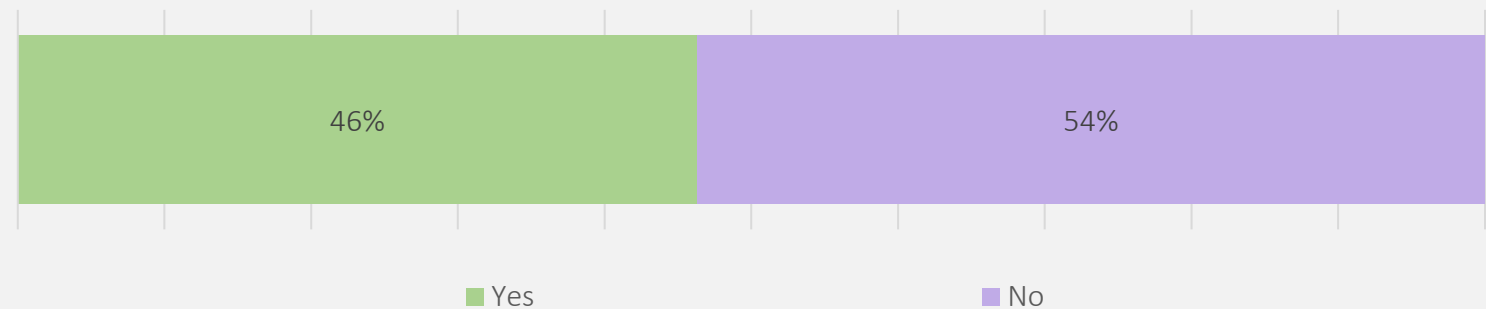
60. Was the information displayed on the electronic board showing correct 'next stop' information? \*365

2022 Q3



61. Was there an automatic next stop audio announcement? \*365

2022 Q3

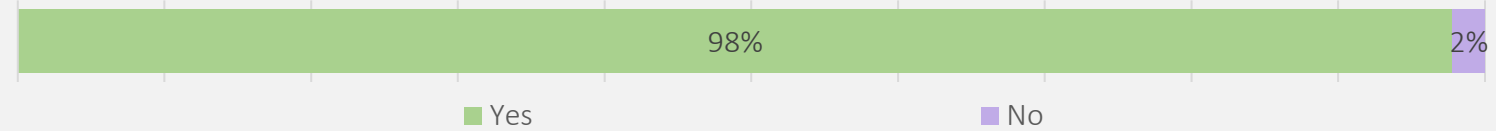


## Bus Equipment Performance

### Bus Route & Destination Display

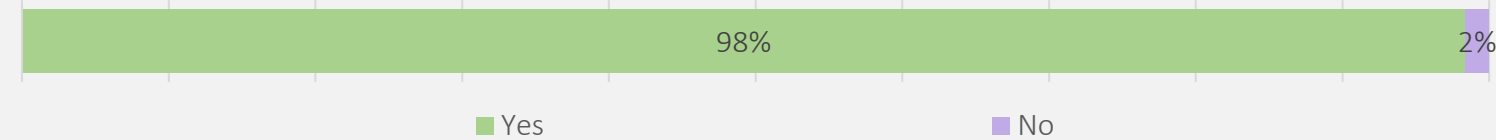
26. Was the route number displayed correctly on the front of the bus? \*365

2022 Q3



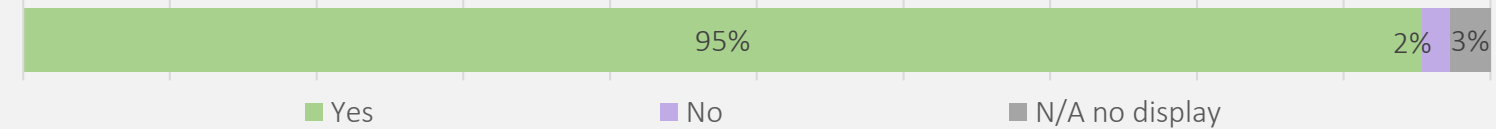
27. Was the destination displayed correctly on the front of the bus? \*365

2022 Q3



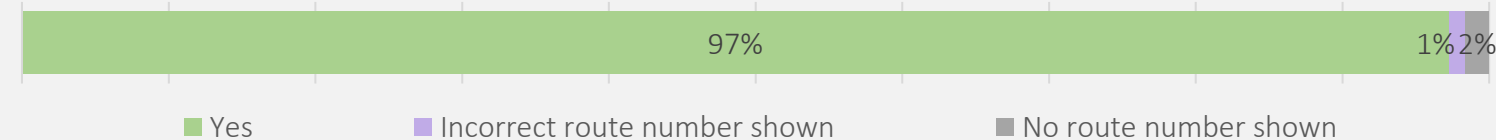
28. Was the route number displayed correctly on the side of the bus? \*365

2022 Q3



69. Was the correct route number displayed on the back of the bus? \*364

2022 Q3



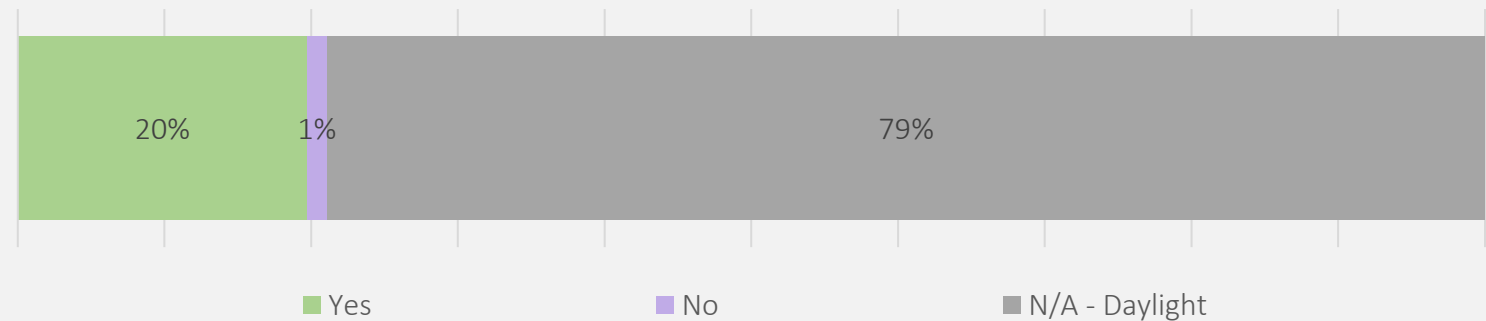


## Bus Equipment Performance

### Interior Lighting / On-Board Temperature

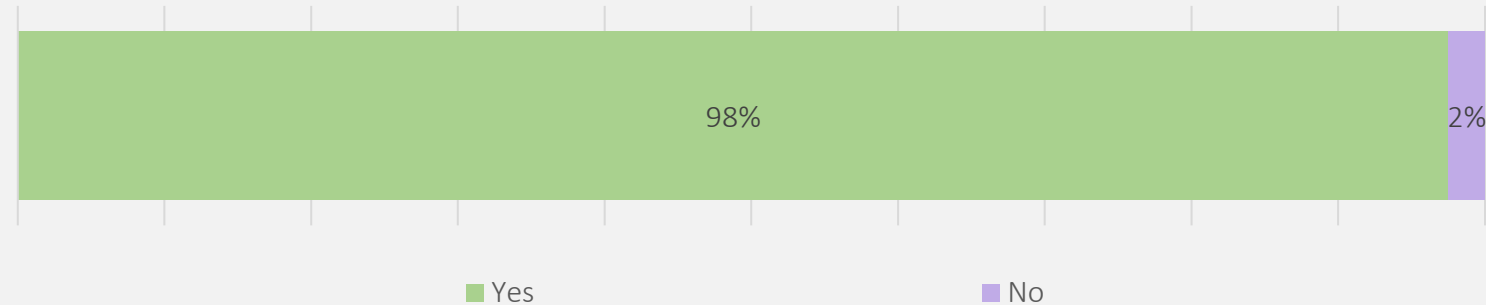
63. Was interior lighting on when required? If daylight, mark N/A. \*365

2022 Q3



64. Did you consider the temperature on board the bus was appropriate given the weather conditions? \*365

2022 Q3

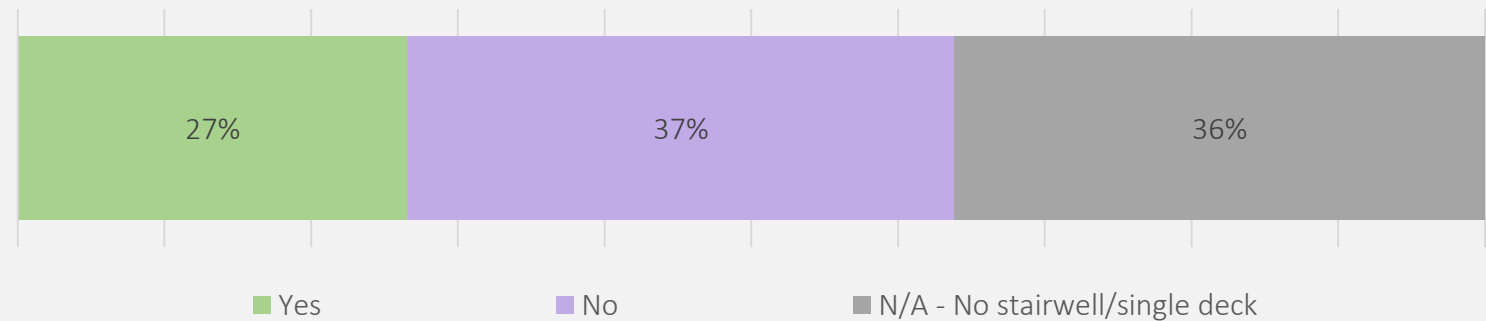


## Bus Equipment Performance

### Bus CCTV

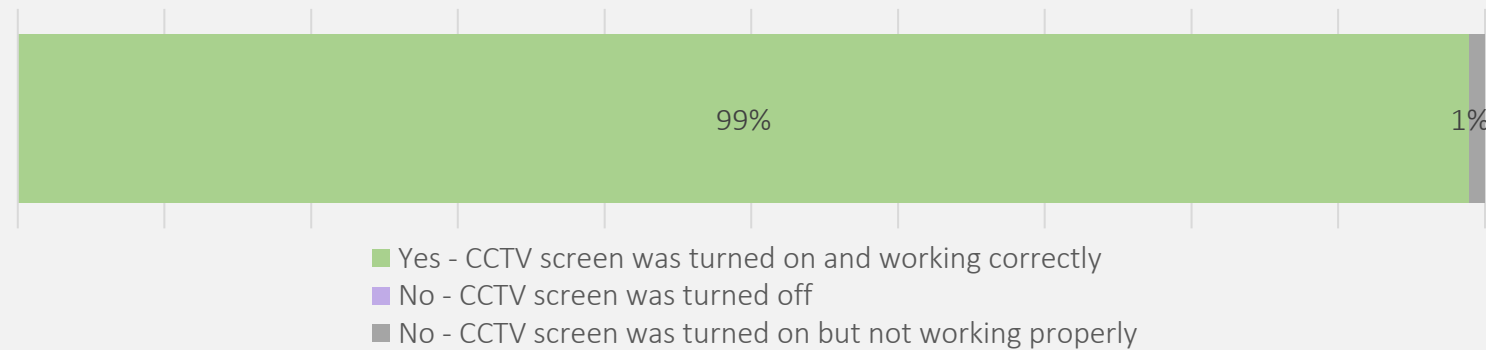
62. Was there a CCTV screen in stairwell on the bus? \*365

2022 Q3



62A. Was the CCTV screen in the stairwell working correctly? \*97

2022 Q3

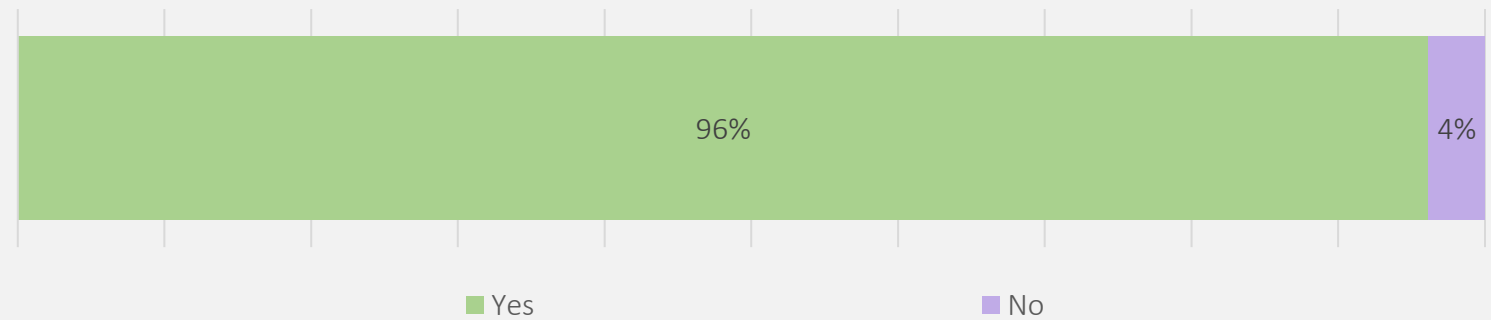


## Bus Equipment Performance

### On Board WIFI

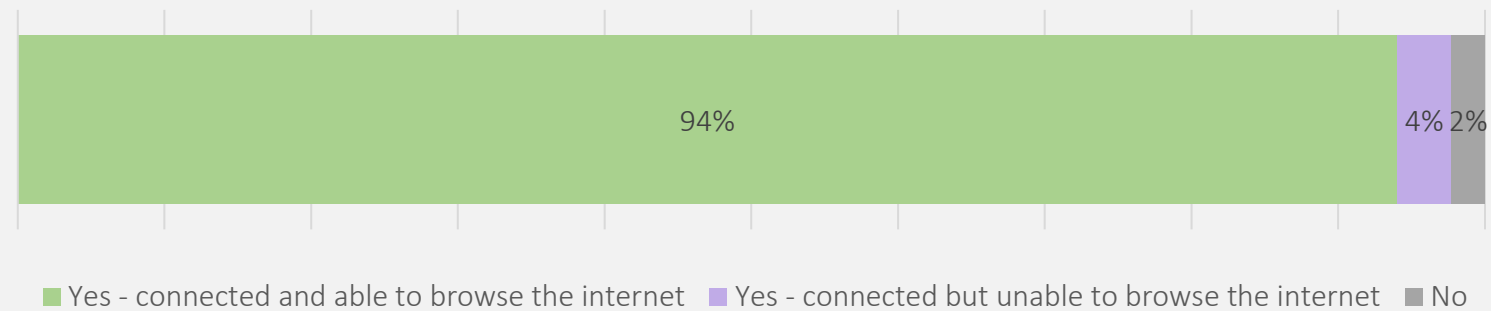
65. Was the operator Wi-Fi available on board the bus?  
\*365

2022 Q3



65A. Were you able to connect to the operator Wi-Fi network? \*351

2022 Q3



## Bus Driver Performance

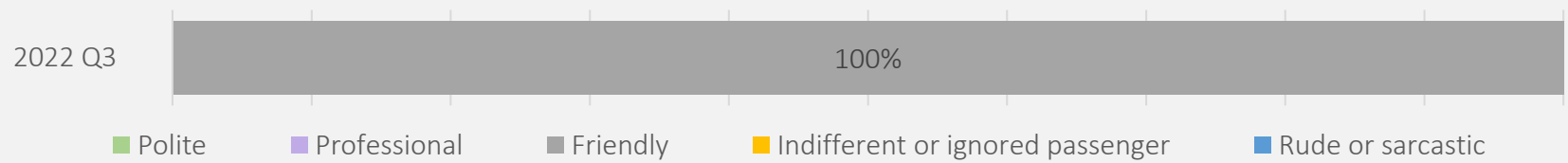
Contains questions relating to the following Bus Driver Performance:

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

## Bus Driver Performance

### Driver Attitude

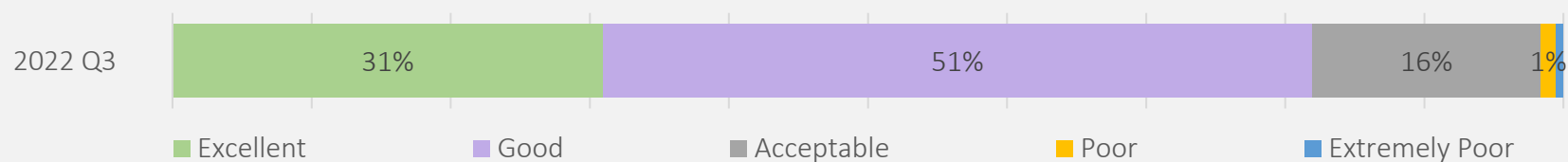
85A. How did the driver handle the situation?  
(If yes to DRIVER DISPUTE Q85/2 to Q85/7) \*1



33. What best describes the helpfulness of the driver?  
\*365



34. What best describes the politeness of the driver? \*365

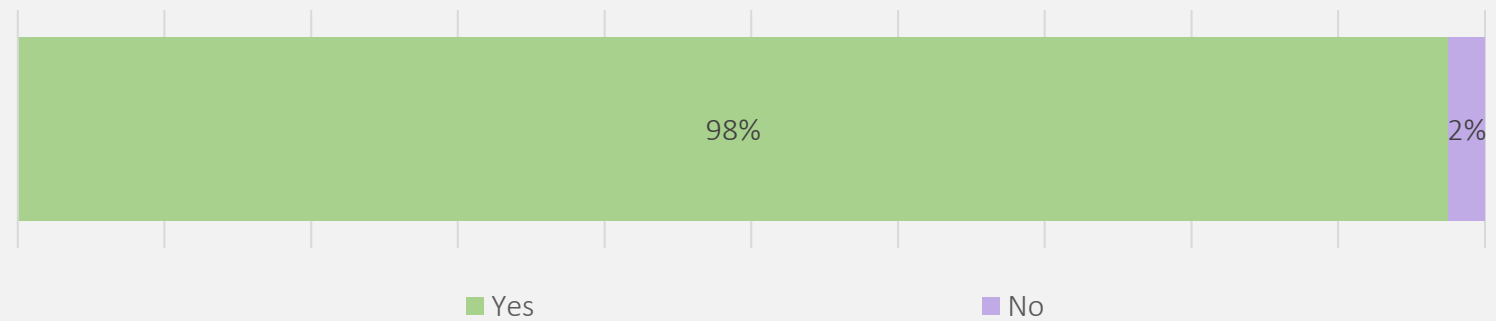


## Bus Driver Performance

### Driver Presentation

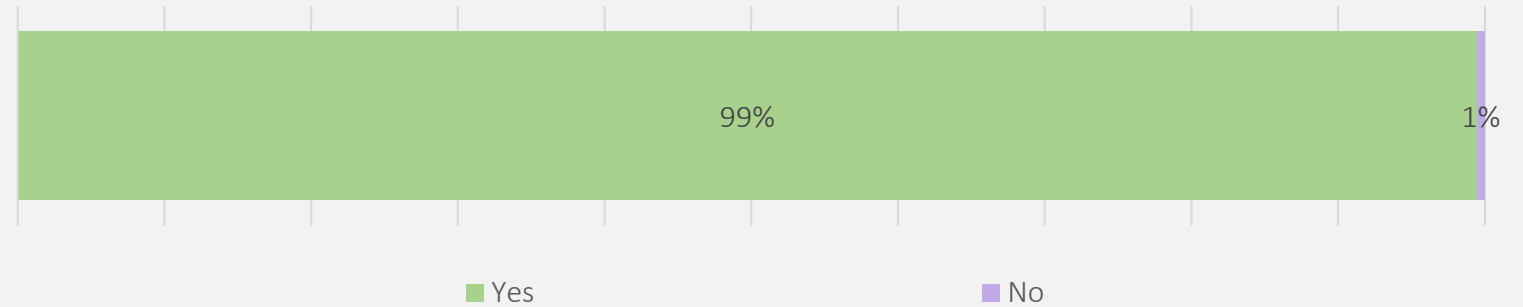
36. Was the driver wearing uniform? \*365

2022 Q3



37. Was the driver well presented? \*365

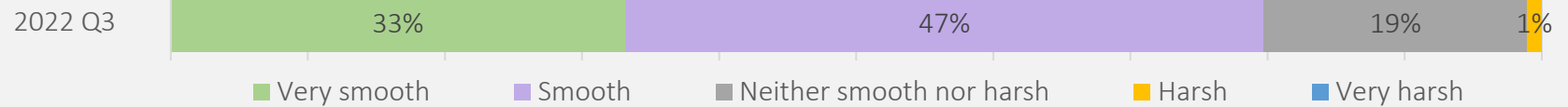
2022 Q3



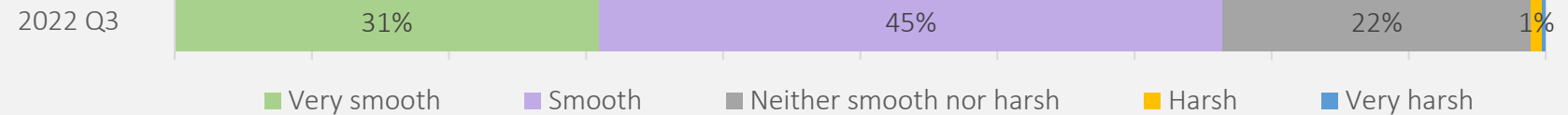
## Bus Driver Performance

### Bus Ride Quality

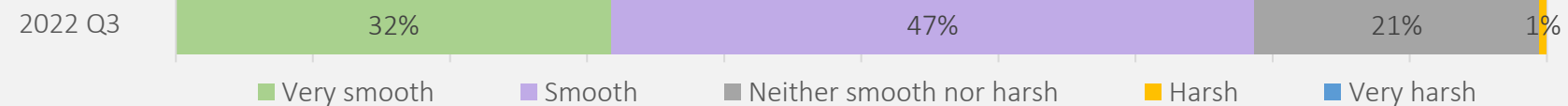
76. How would you rate the smoothness of acceleration based on your journey overall? (ASK ALL) \*365



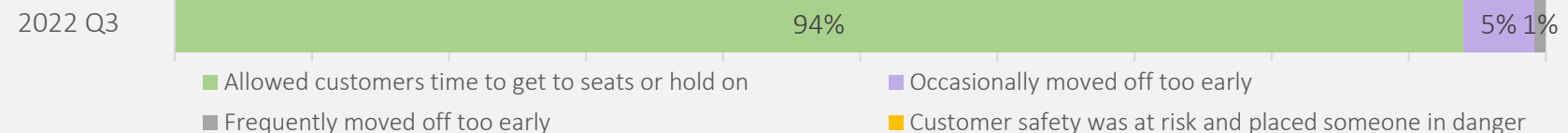
77. How would you rate the smoothness of braking based on your journey overall? \*365



78. How would you rate the smoothness of steering based on your journey overall? \*365



79. Did the driver give passengers adequate time to find their seats or hold on when moving off? \*365

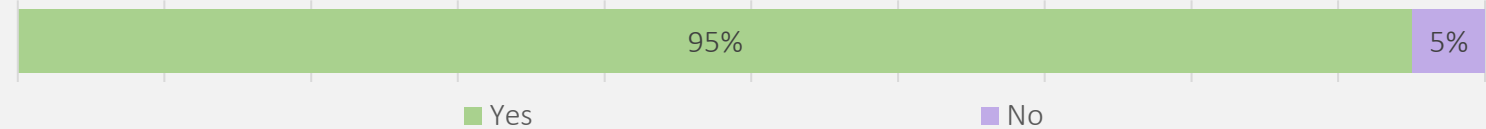


## Bus Driver Performance

### 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? \*365

2022 Q3



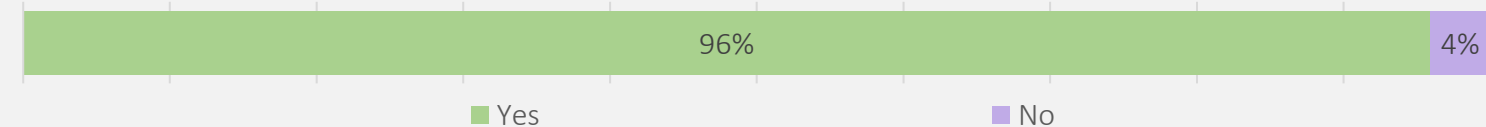
73A. Why did the bus not pull up to the kerb? \*18

2022 Q3



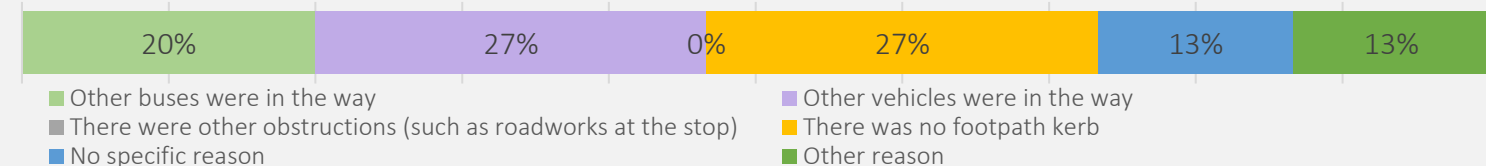
29. When you were getting on, did the bus pull up to the footpath kerb at the bus stop sufficiently to allow passengers board and alight from the bus without walking on the road? \*365

2022 Q3



29A. Why did the bus not pull up to the footpath kerb? \*15

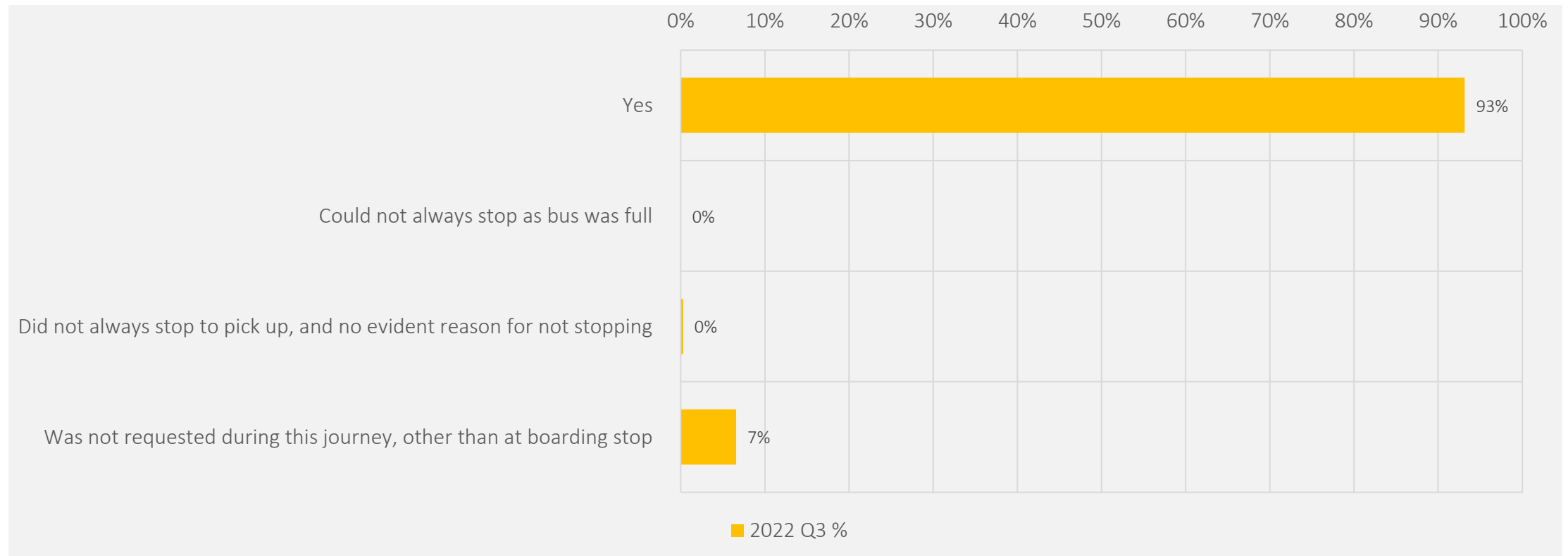
2022 Q3





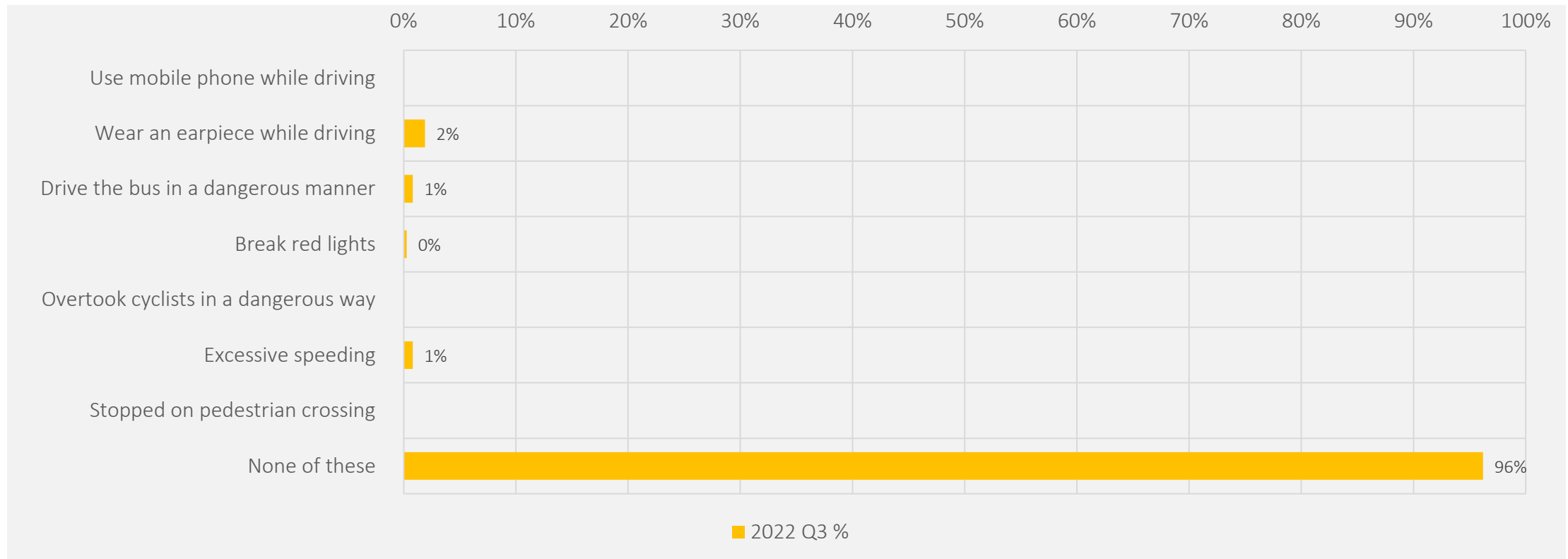
## Bus Driver Performance

84. So far as you could tell, did the driver always stop to pick up passengers when requested? \*365



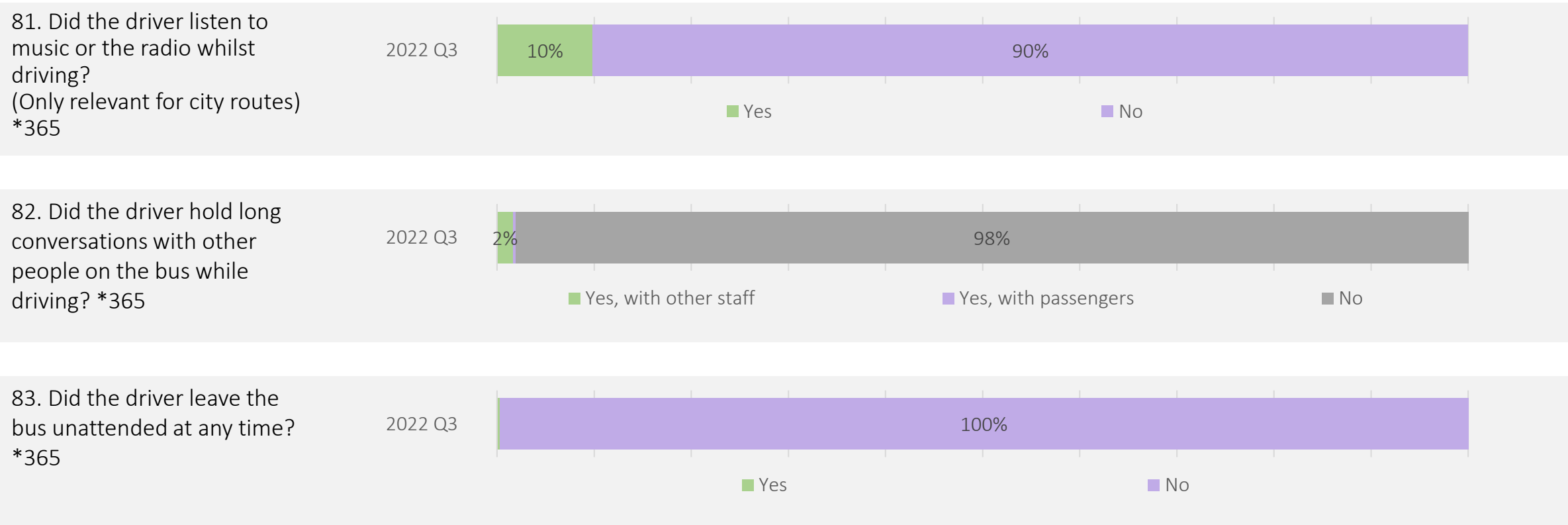
## Bus Driver Performance

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.) \*368



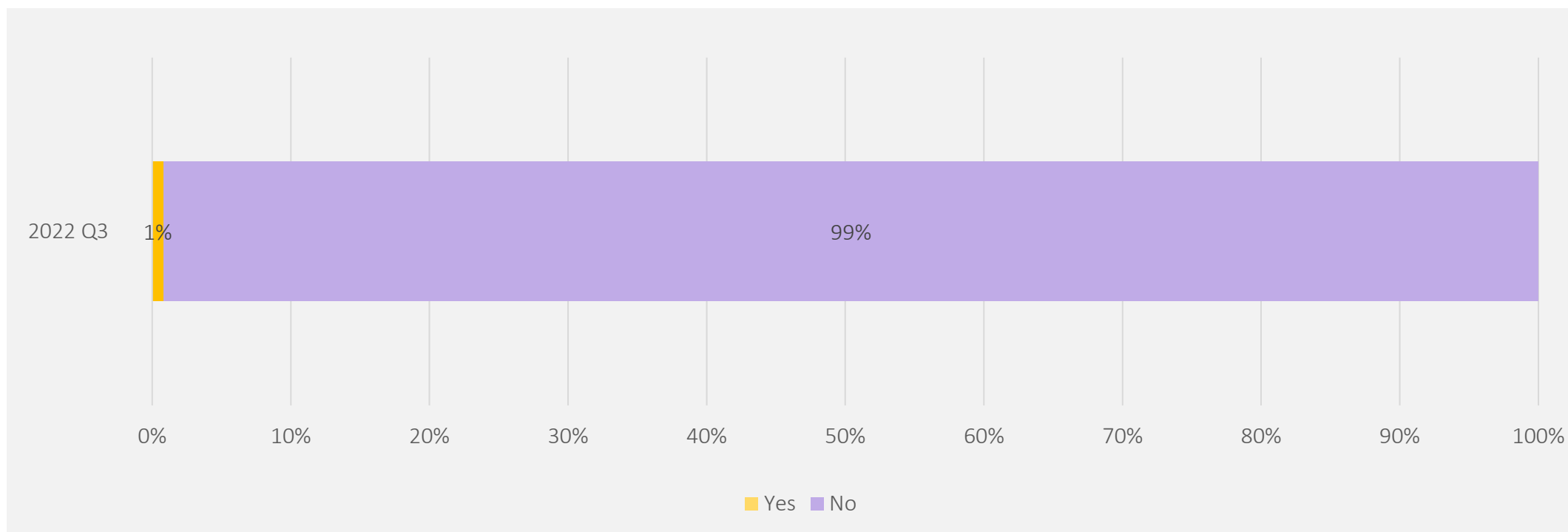
## Bus Driver Performance

### Other Driver Behaviours



## Bus Driver Performance

86. Did bus terminate early or divert off course? \*365



## Cleanliness Performance - Bus Cleanliness

Contains questions relating to the following Bus Cleanliness Performance:

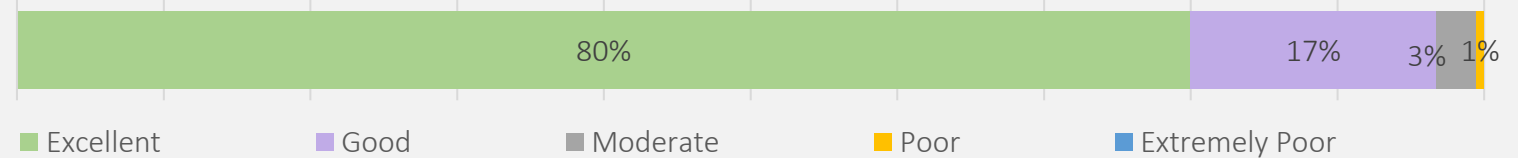
- Seat Cleanliness and Condition
- Floors and Stairs Cleanliness and Level of Litter
- Panels, Ceilings, Stairs and Other Fixtures and Fittings Cleanliness and Condition
- Window Cleanliness and Condition
- External Bus Cleanliness and Condition

## Cleanliness Performance - Bus Cleanliness

### Seat Cleanliness and Condition

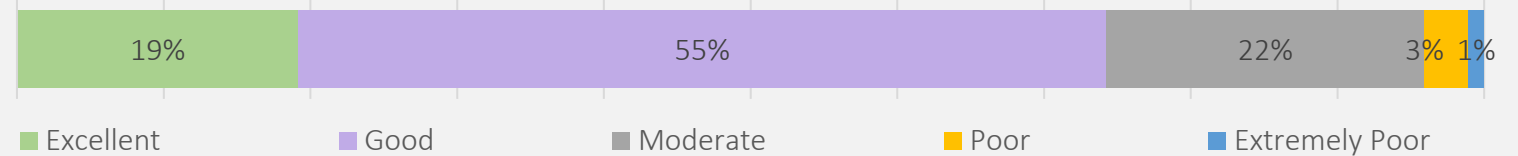
47. How would you best describe the level of non-scratched graffiti on seating? \*365

2022 Q3



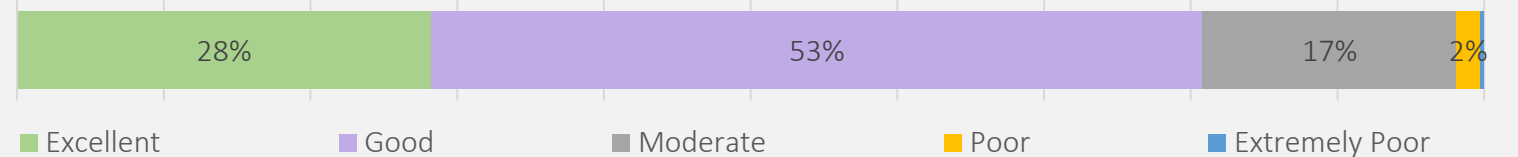
49. What best describes level of cleanliness of seat upholstery? \*365

2022 Q3



50. What best describes the condition of the seat upholstery? \*365

2022 Q3

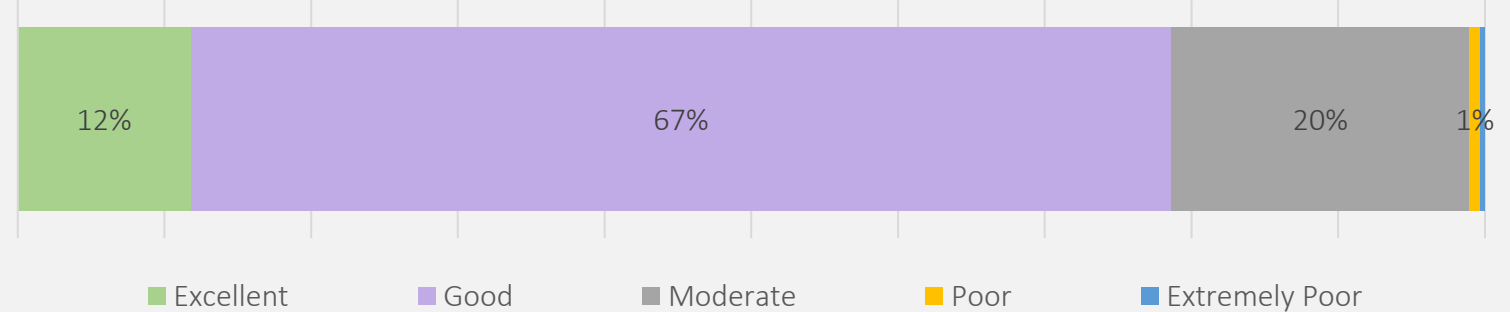


## Cleanliness Performance - Bus Cleanliness

### Floors and Stairs Cleanliness and Level of Litter

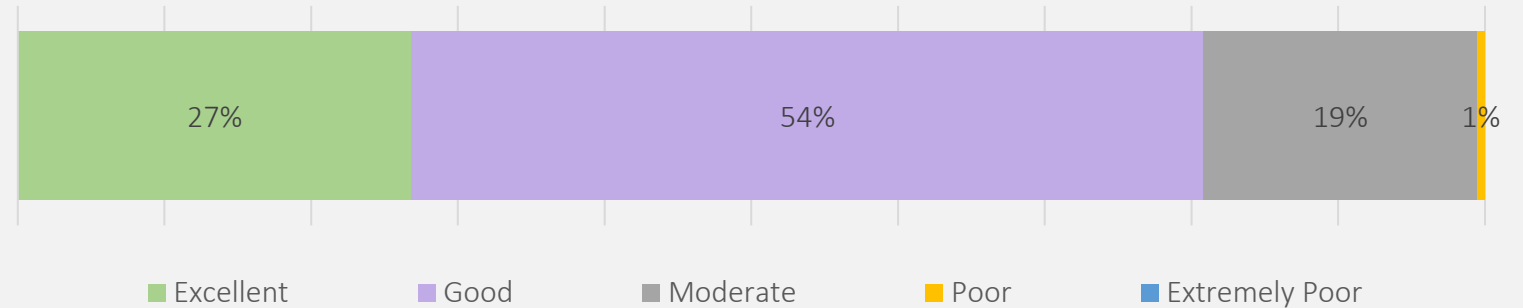
54. What best describes level of cleanliness of floors and stairs? \*365

2022 Q3



55. What best describes level of litter of floors and stairs? \*365

2022 Q3

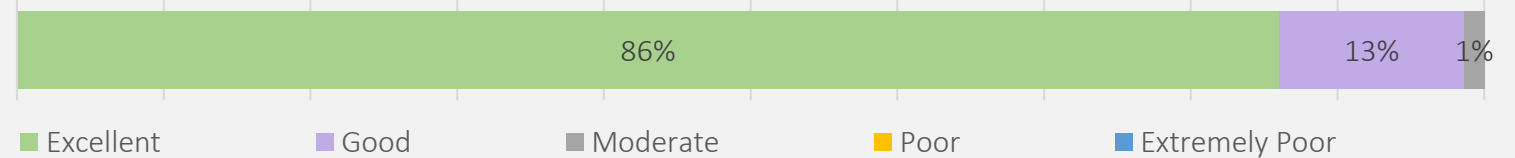


## Cleanliness Performance - Bus Cleanliness

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

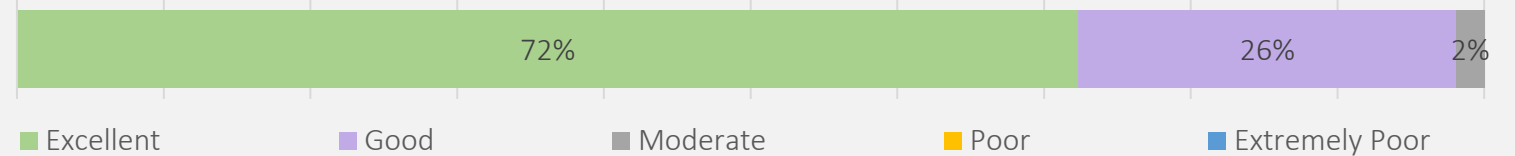
56. What best describes the level of non-scratched graffiti on panels, ceilings, stairs and other fixtures and fittings? \*365

2022 Q3



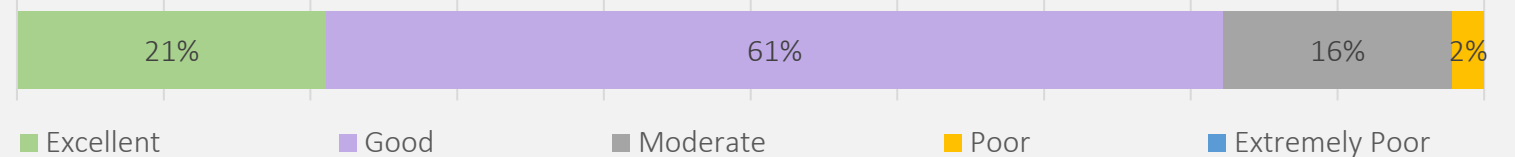
57. What best describes the level of etching on panels, ceilings, stairs and other fixtures and fittings? \*365

2022 Q3



58. What best describes level of cleanliness of panels, ceilings and other fixtures and fittings? \*365

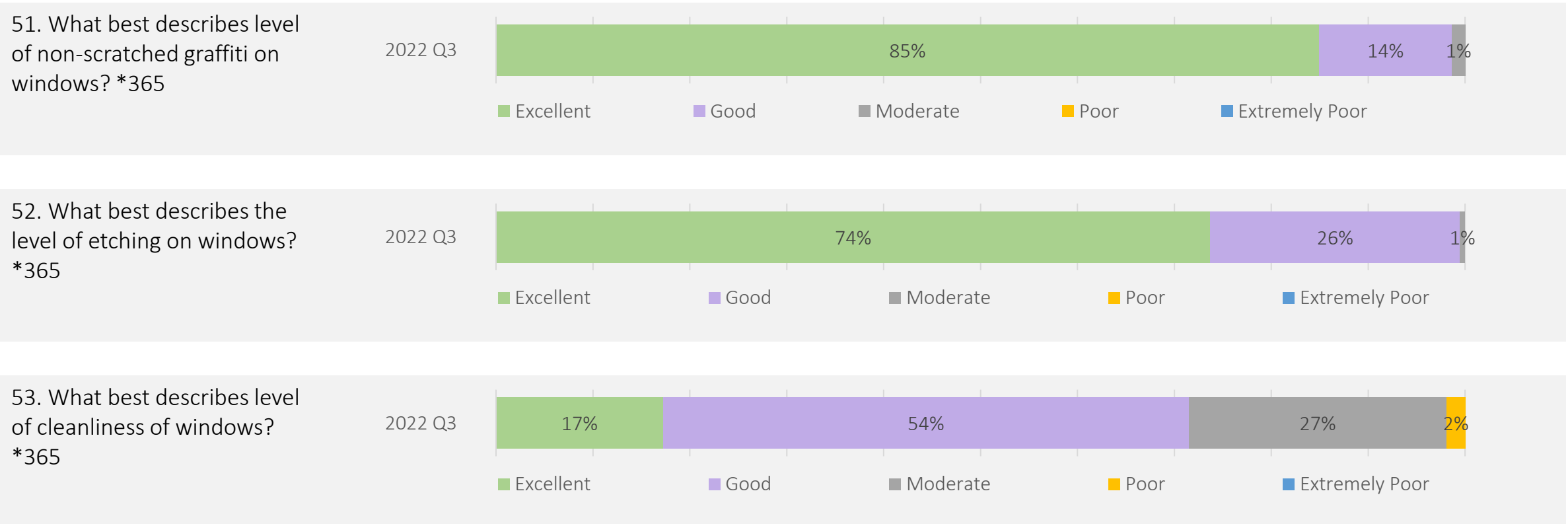
2022 Q3





## Cleanliness Performance - Bus Cleanliness

### Window Cleanliness and Condition

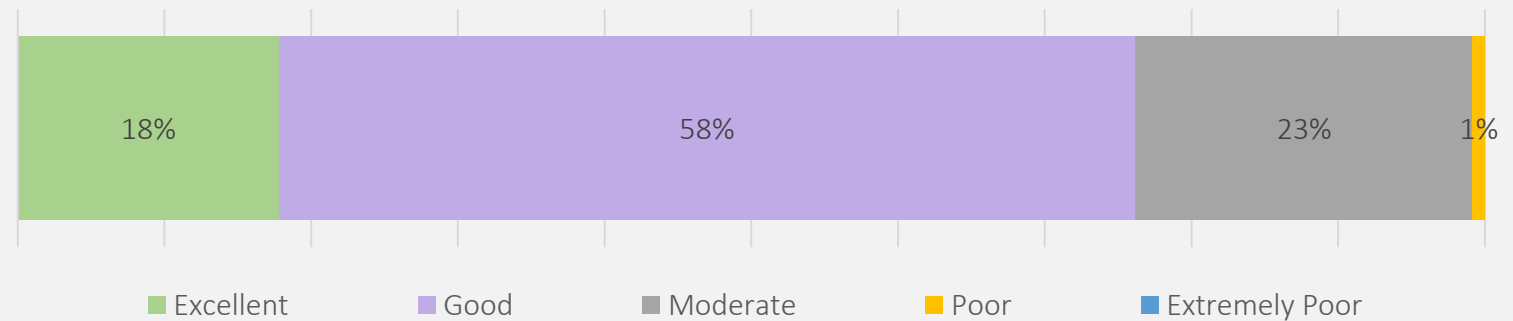


## Cleanliness Performance - Bus Cleanliness

### External Bus Cleanliness and Condition

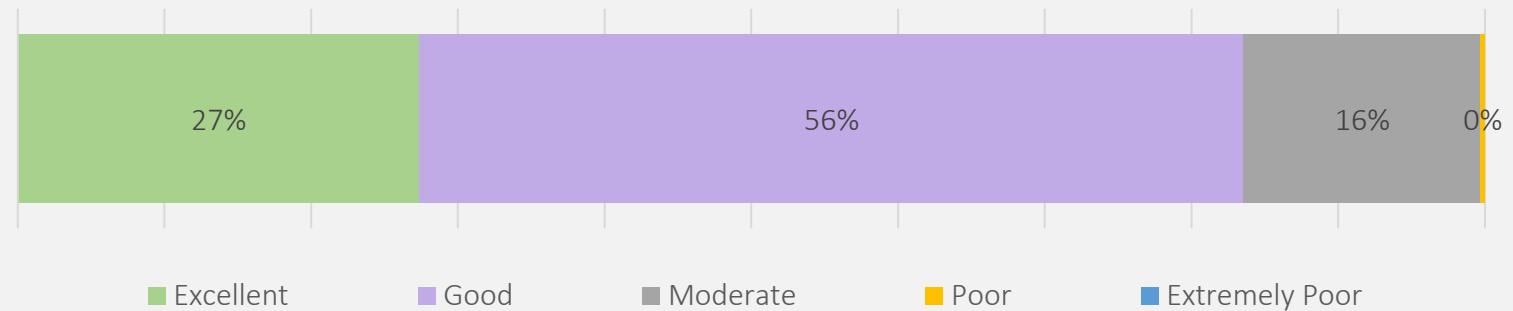
74. Please rate the overall external cleanliness of the bus  
\*365

2022 Q3



75. Please rate the overall external condition of the bus  
\*365

2022 Q3



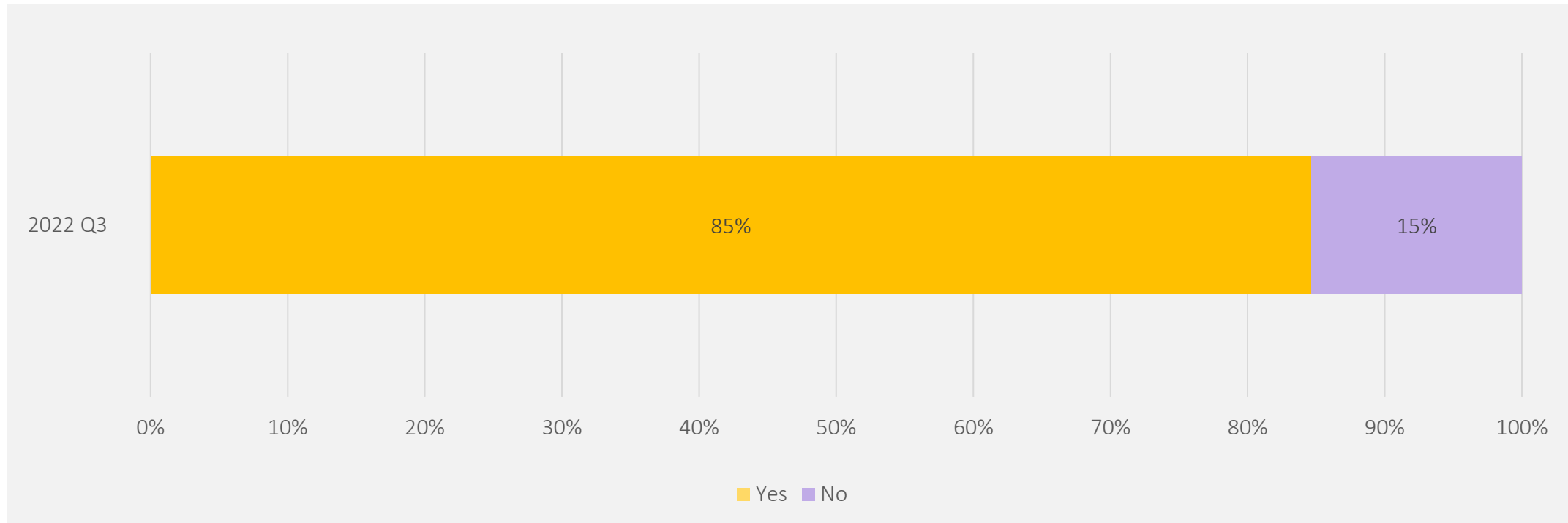
## Customer Information Performance

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? \*365



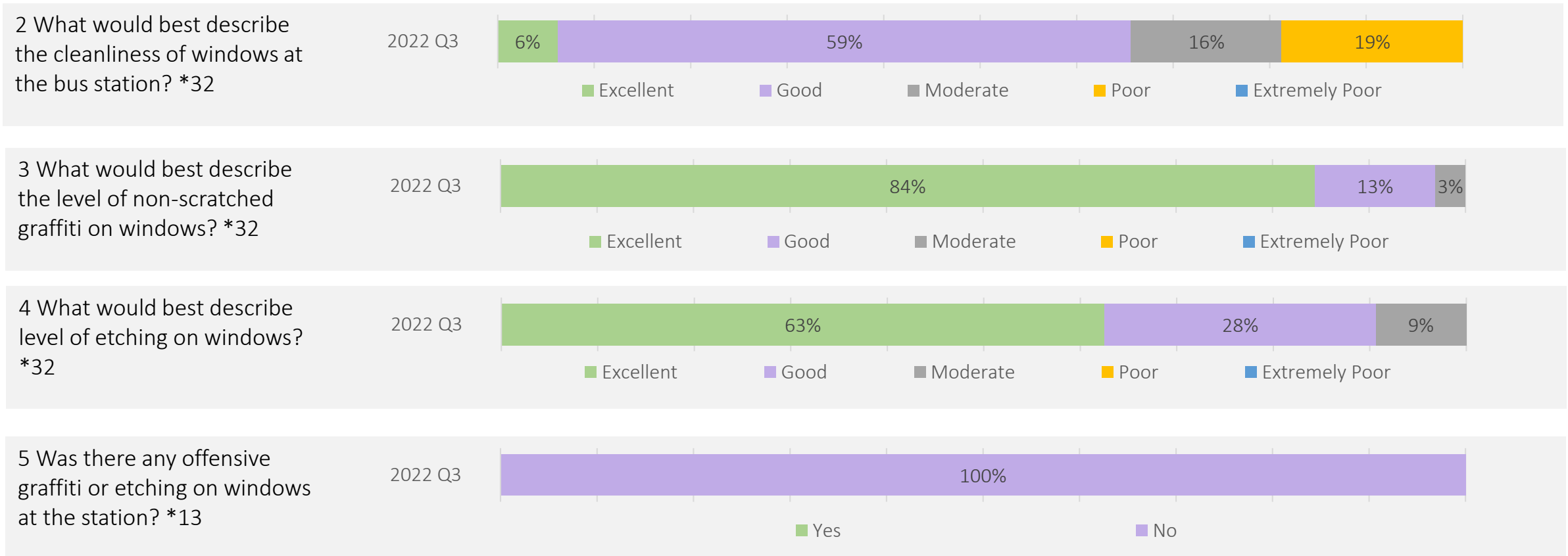
## Bus Station Performance

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

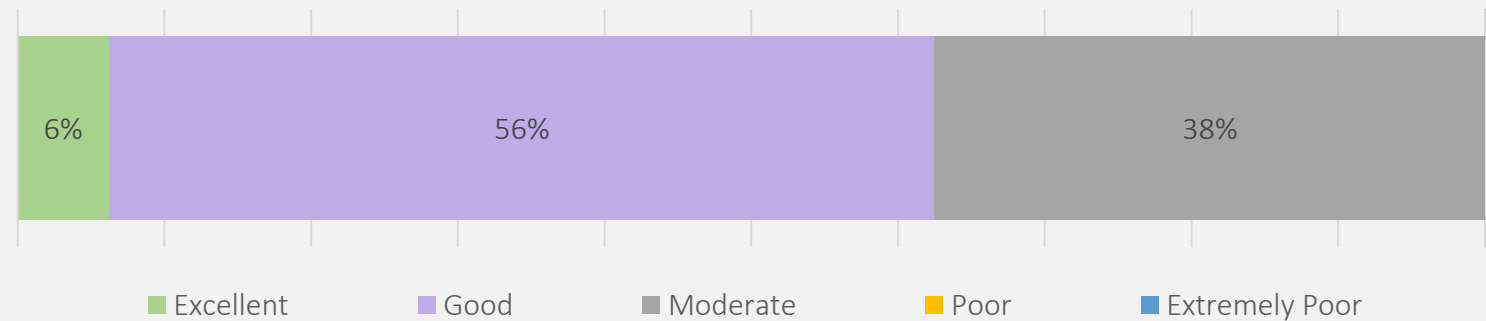


## Bus Station Performance

### Floor, Stairs and Seating Cleanliness and Spillages

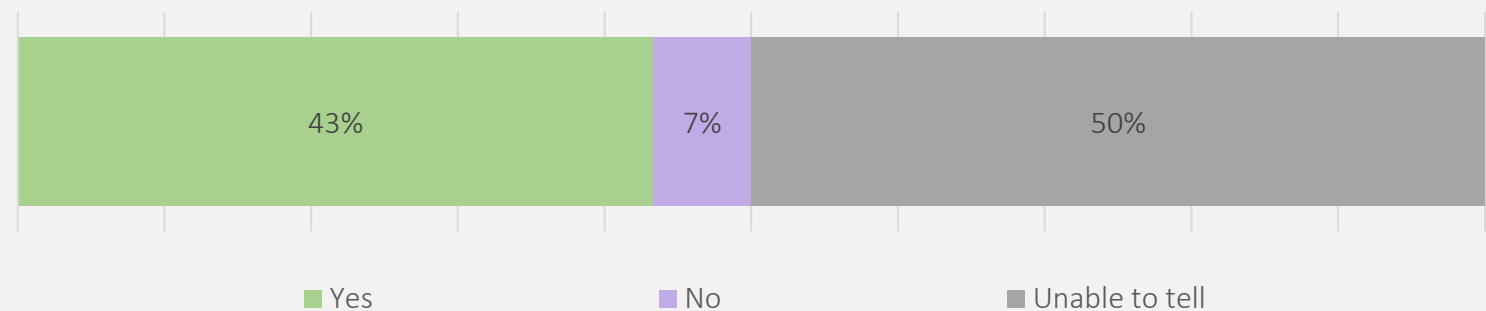
6 What best describes level of cleanliness of floors, stairs and seating in the bus station? \*32

2022 Q3



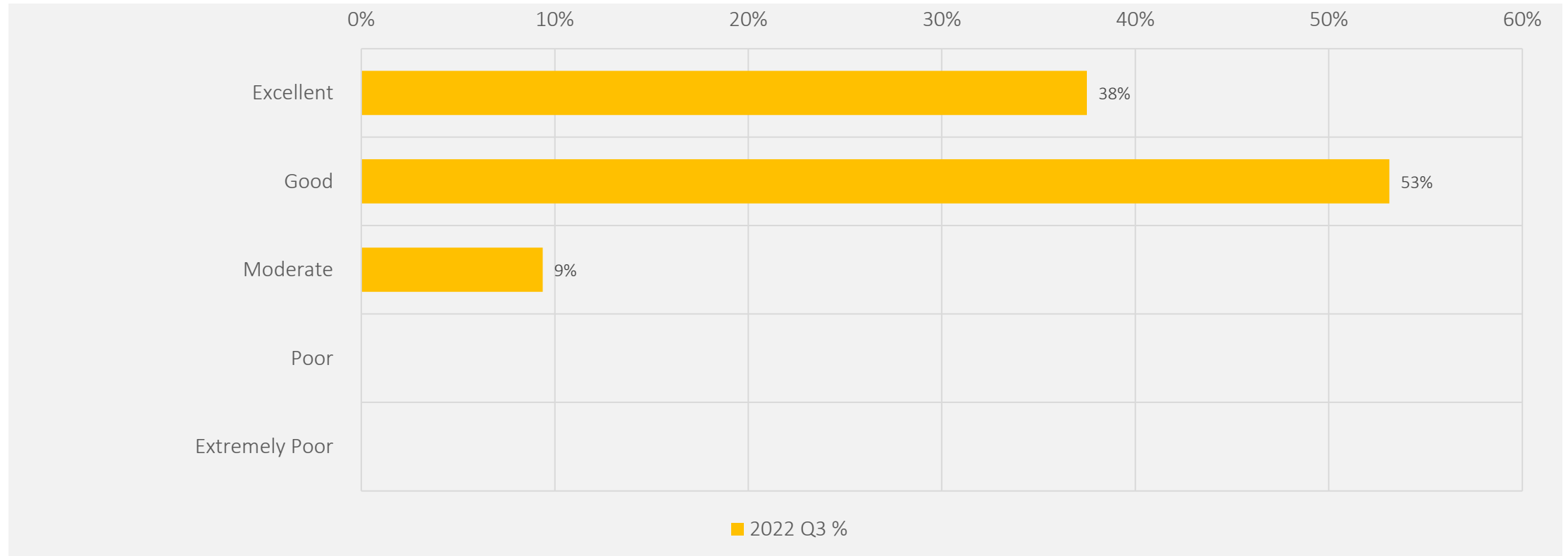
6b If any spillages were present on the floor, was this dried? \*30

2022 Q3



## Bus Station Performance

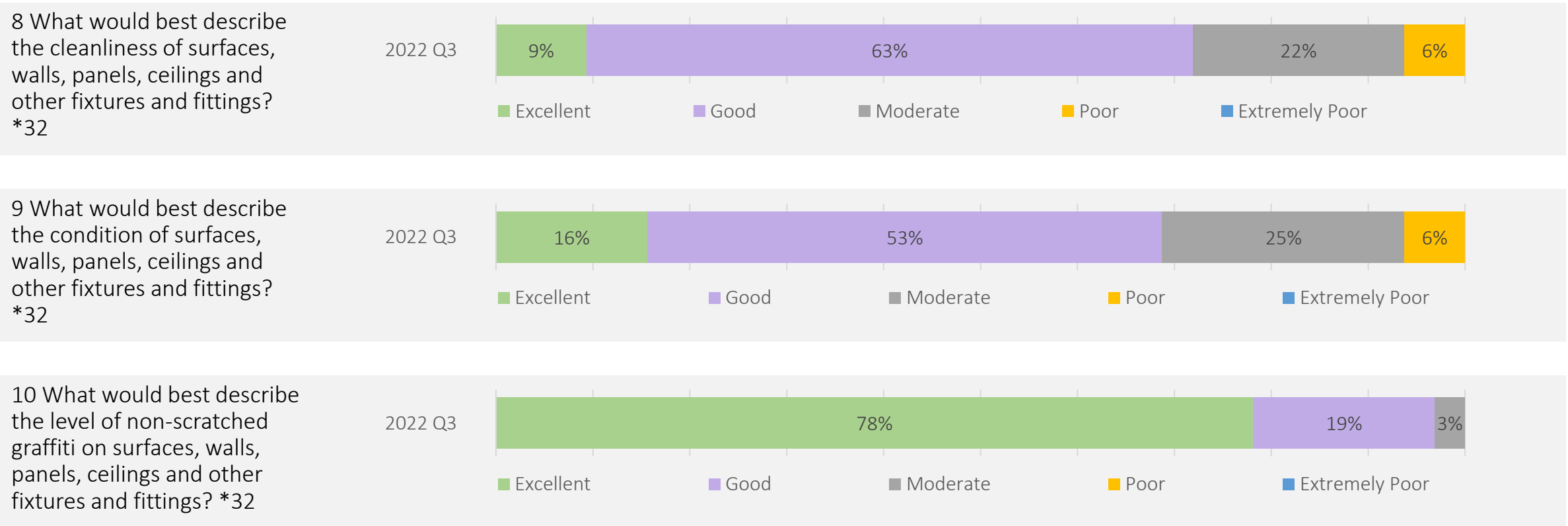
7 What best describes level of litter at the bus station (include litter on seating, floors and stairs)? \*32





## Bus Station Performance

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

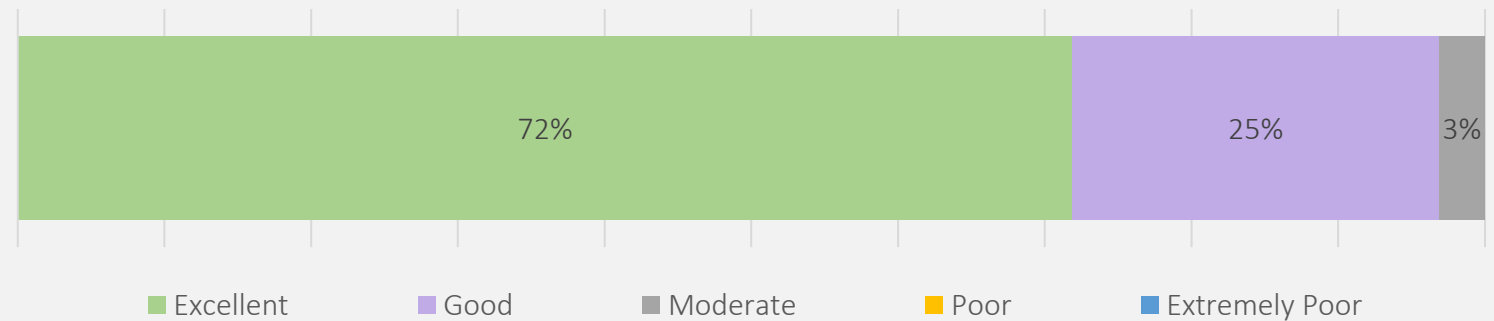


## Bus Station Performance

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

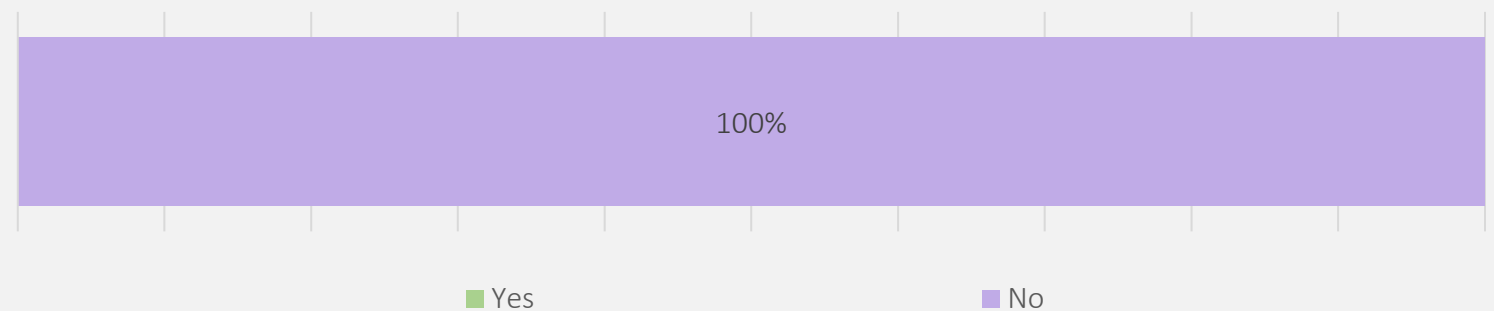
11 What would best describe level of etching on surfaces, walls, panels, ceilings and other fixtures and fittings?  
\*32

2022 Q3



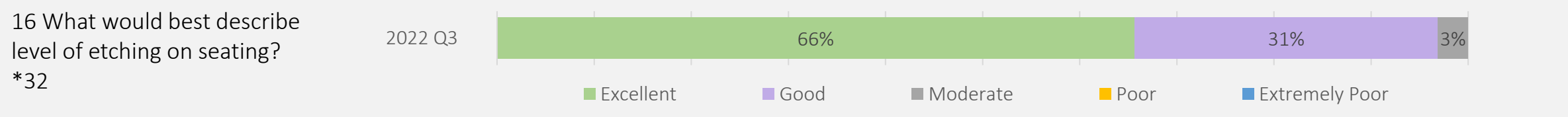
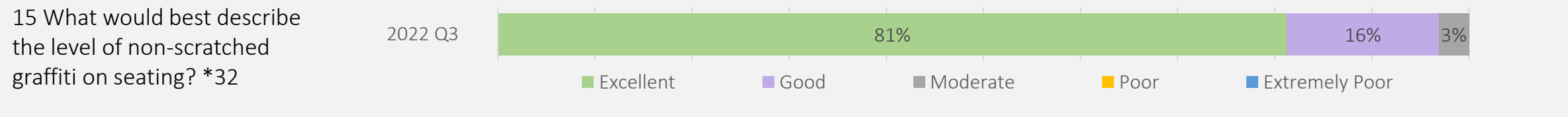
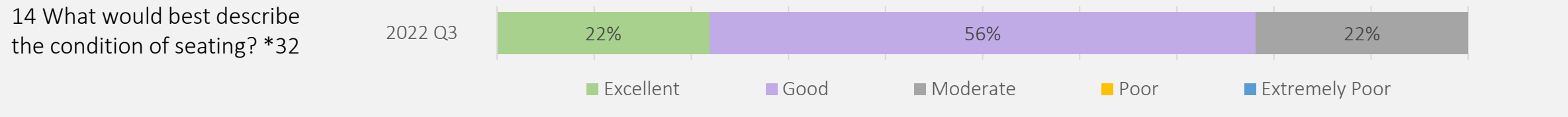
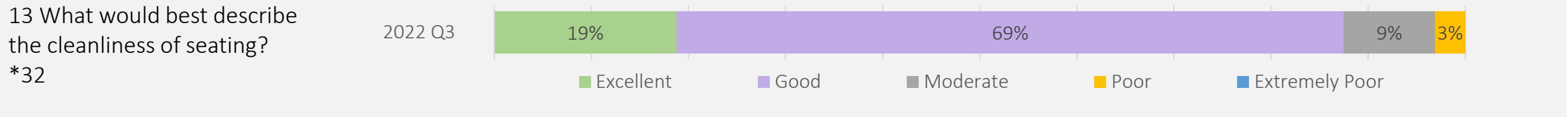
12 Was there any offensive graffiti or etching on surfaces, walls, panels, ceilings and other fixtures and fittings?  
\*11

2022 Q3



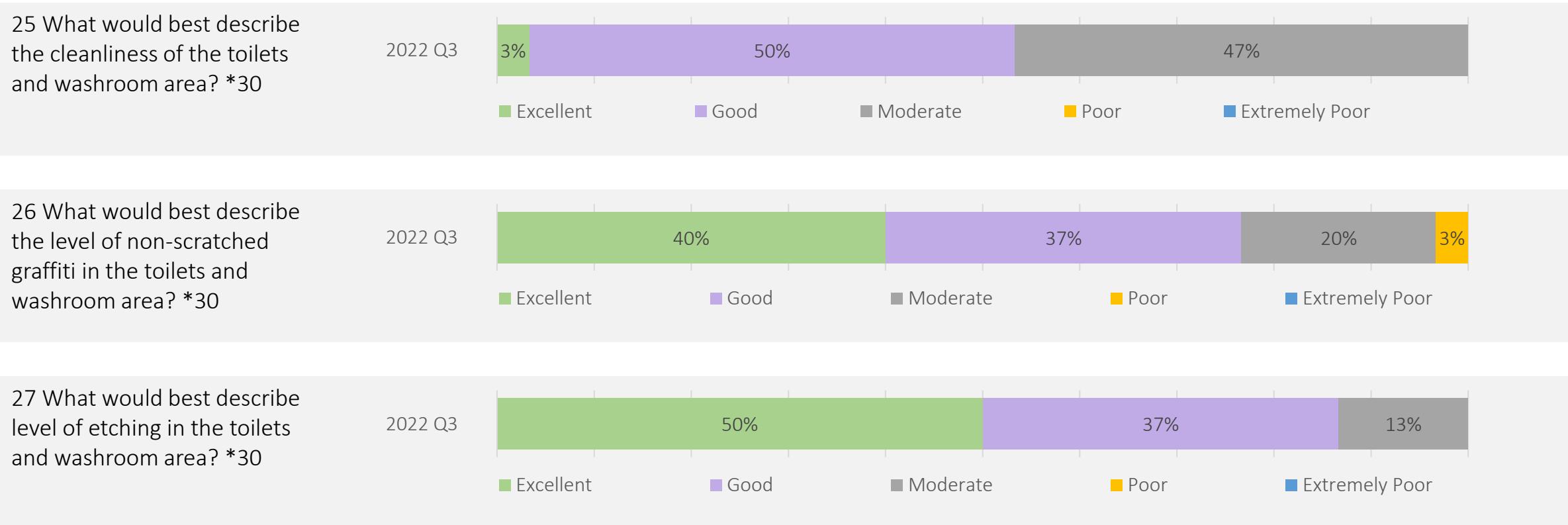
## Bus Station Performance

### Seating Cleanliness and Condition



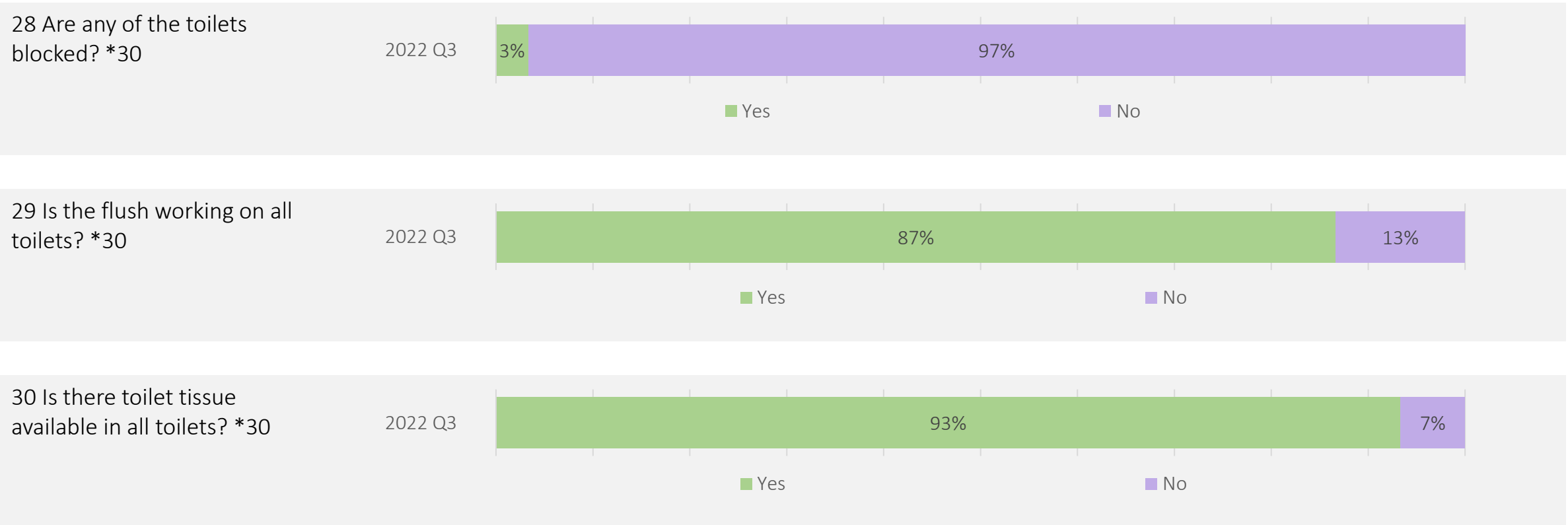
## Bus Station Performance

### Toilets and Washroom Cleanliness and Condition



## Bus Station Performance

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

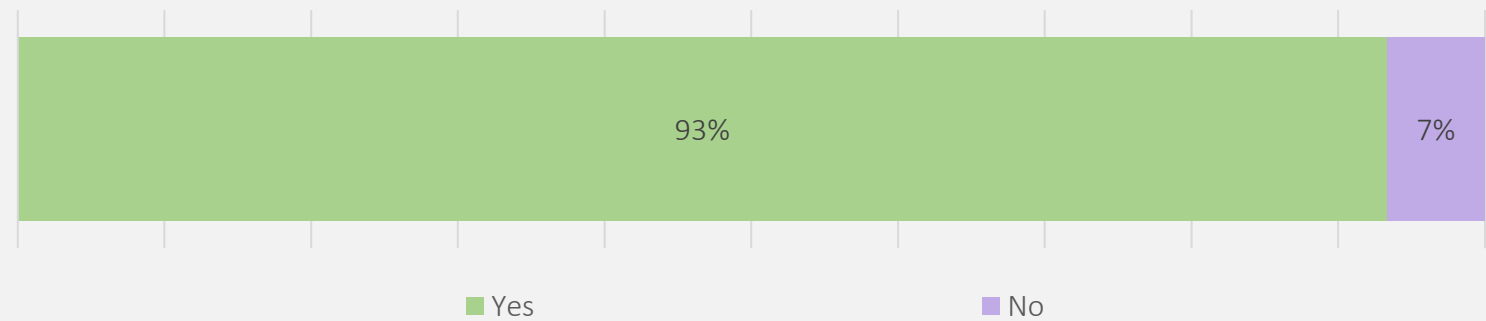


## Bus Station Performance

### Toilet Bins

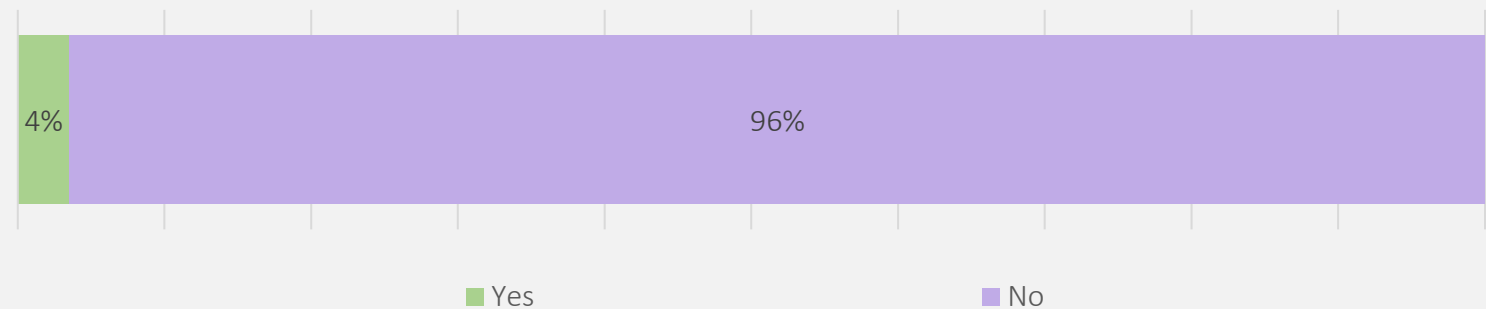
31 Is there a litter bin in the toilet? \*30

2022 Q3



32 Is the litter bin full or overflowing? \*28

2022 Q3



## 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
<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