NTA Mystery Passenger Survey
Go-Ahead Ireland - Dublin Commuter Services (DCOM)

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

- Appendix

Research Background:

This research programme monitors service, quality and compliance with contractual Go Ahead 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 Go Ahead through the eyes of 'customers'.

85 mystery shops were conducted during Quarter 3 with mystery shoppers acting as passengers while waiting for and on board selected Go Ahead routes. A broad spread of bus routes were covered across different days of the week and times of the day.

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
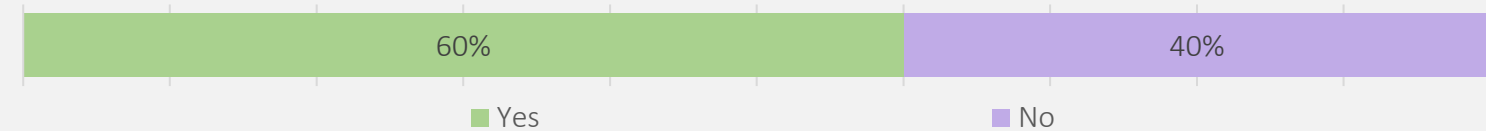
Bus Centre Doors

30A. When you were boarding the bus, did the driver open the centre doors for passengers who were getting off the bus?
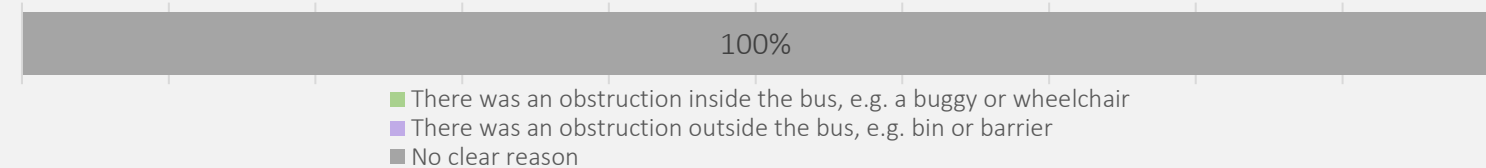**(IF YES TO CENTRE DOORS Q30/1) *5**

2022 Q3 | 100%

■ Yes   ■ No passengers alighted   ■ No
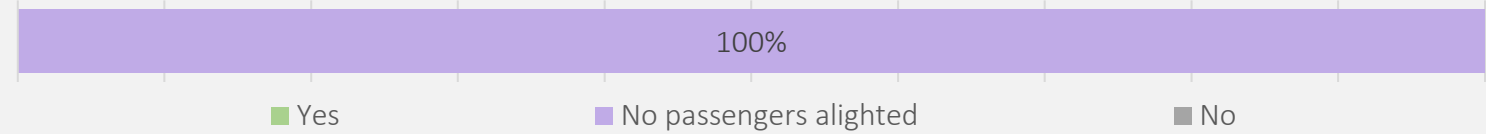
66. When alighting, did the driver open the centre doors for you to alight?
(IF YES TO CENTRE DOORS Q30/1) *5

2022 Q3 | 60% | 40%

■ Yes   ■ No

66A. If "No" What were the reasons? *2

2022 Q3 | 100%

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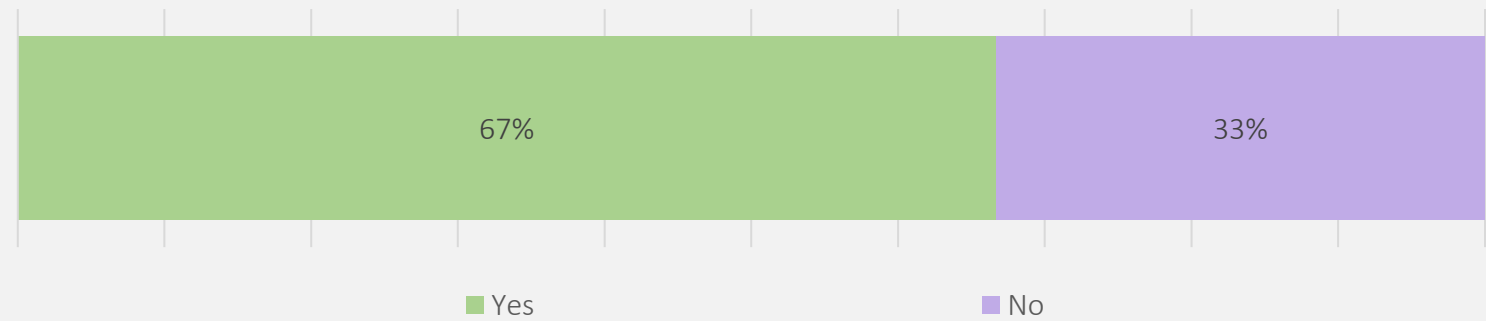■ There was an obstruction outside the bus, e.g. bin or barrier
■ No clear reason

Bus Equipment Performance

Bus Accessibility Ramp

87A. Was the ramp or lift activated upon request? *3

2022 Q3

| 67% | 33% |

■ Yes ■ No

87B. If not activated, why was this? *1

2022 Q3

| 100% |

■ Driver lowered the bus to curb height
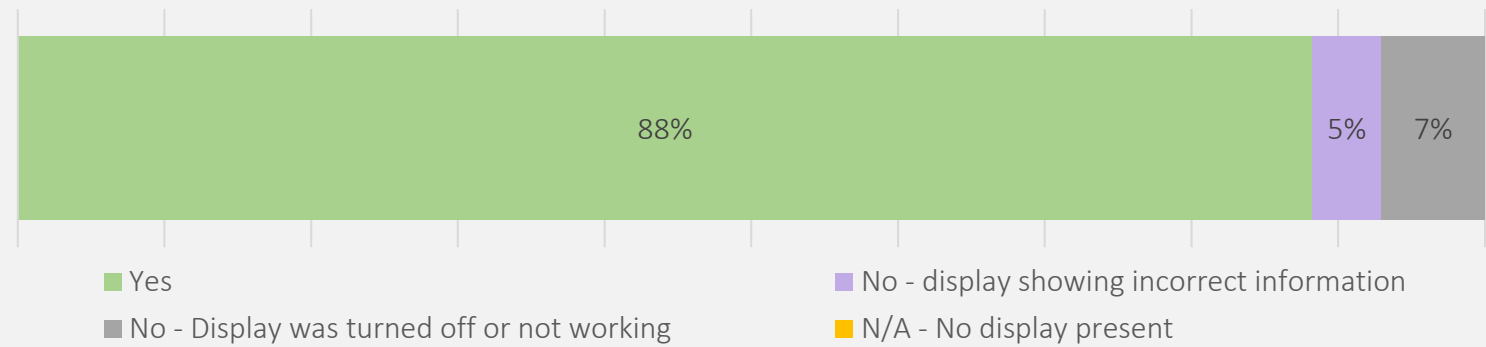
* Current quarter base size
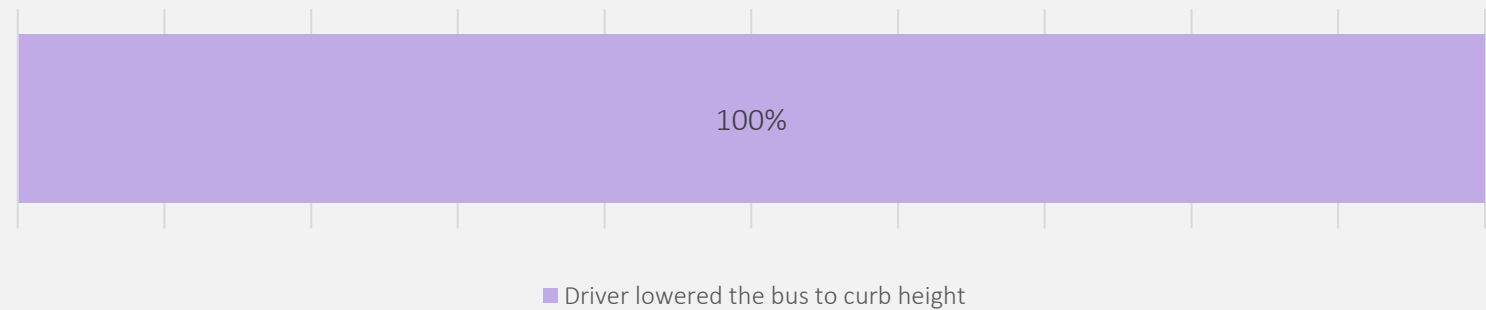
Bus Equipment Performance

Bus Electronic Board Performance

60. Was the information displayed on the electronic board showing correct 'next stop' information? *85

2022 Q3

| 88% | 5% | 7% |

- Yes
- No - display showing incorrect information
- No - Display was turned off or not working
- N/A - No display present

61. Was there an automatic next stop audio announcement? *85
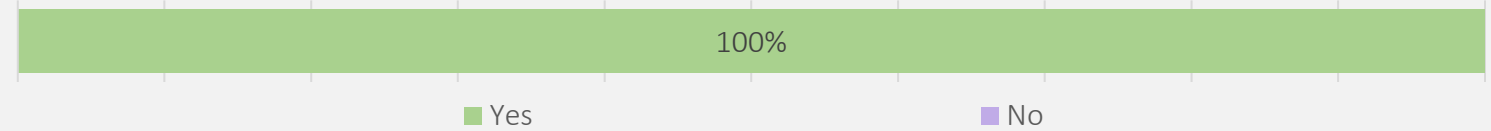
2022 Q3

| 89% | 11% |

- Yes
- No
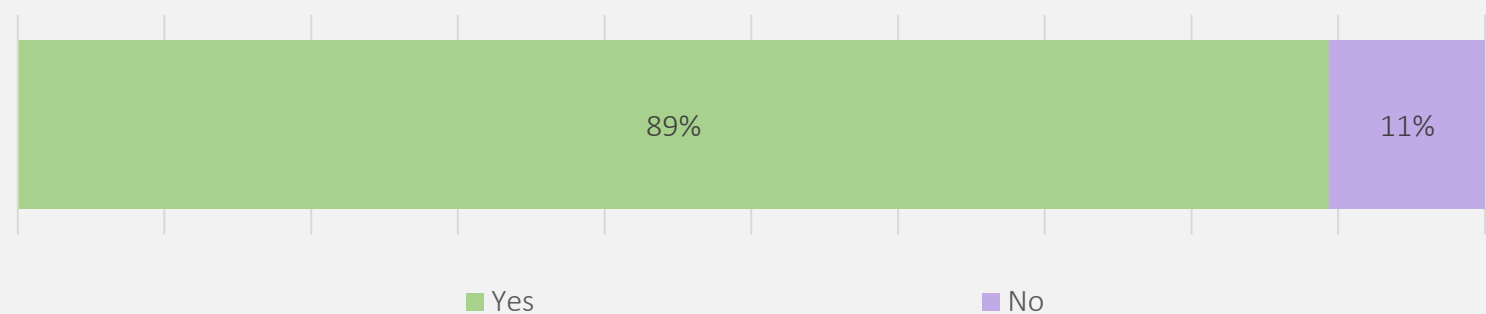
Bus Equipment Performance

Bus Route & Destination Display

26. Was the route number displayed correctly on the front of the bus? *85

2022 Q3

100%	

■ Yes   ■ No

27. Was the destination displayed correctly on the front of the bus? *85

2022 Q3

100%	

■ Yes   ■ No
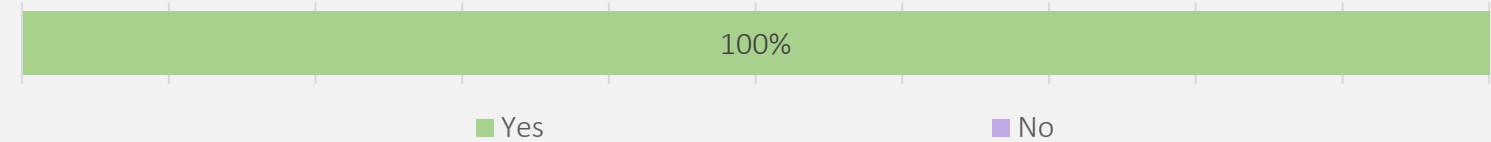
28. Was the route number displayed correctly on the side of the bus? *85

2022 Q3

99%	1%

■ Yes   ■ No   ■ N/A no display
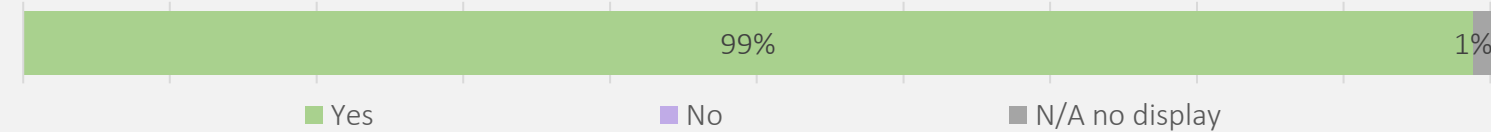
69. Was the correct route number displayed on the back of the bus? *85

2022 Q3

99%	1%

■ Yes   ■ Incorrect route number shown   ■ No route number shown
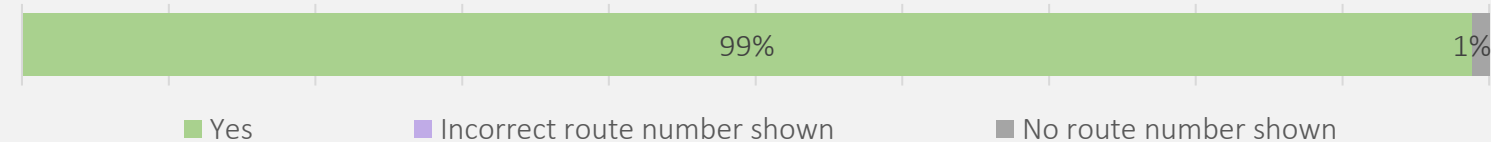
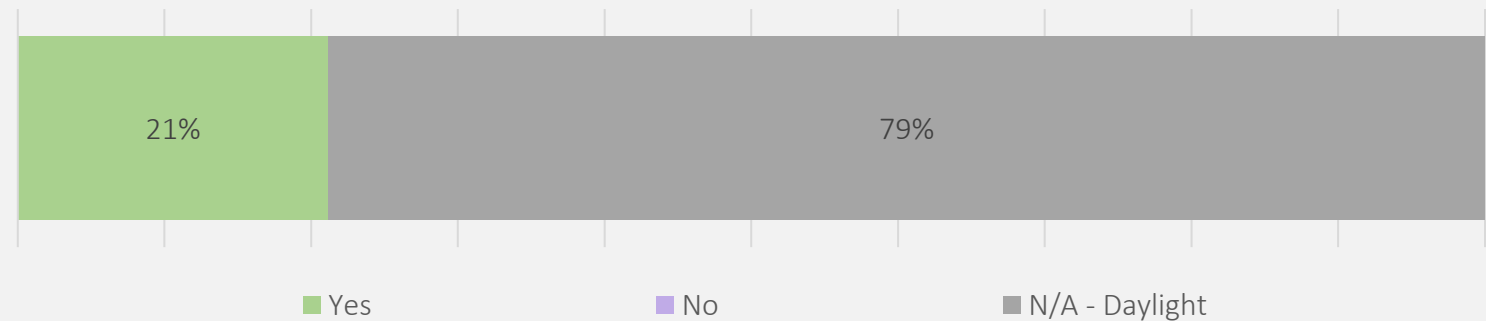## Bus Equipment Performance

Interior Lighting / On-Board Temperature

63. Was interior lighting on when required? If daylight, mark N/A. *85

2022 Q3

Yes	No	N/A - Daylight
21%		79%

64. Did you consider the temperature on board the bus was appropriate given the weather conditions? *85

2022 Q3: 100%

- Yes
- No

* Current quarter base size
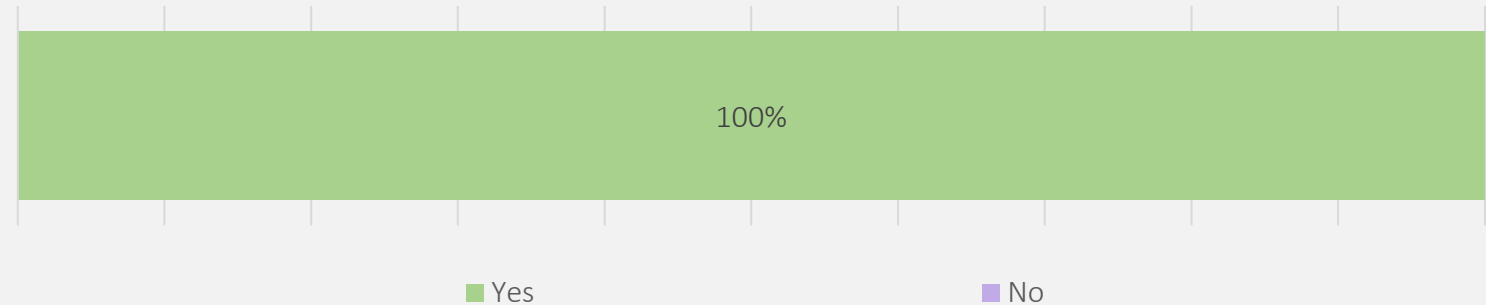
Bus Equipment Performance

Bus CCTV

62. Was there a CCTV screen in stairwell on the bus? *85

2022 Q3	29%	71%

■ Yes   ■ No   ■ N/A - No stairwell/single deck
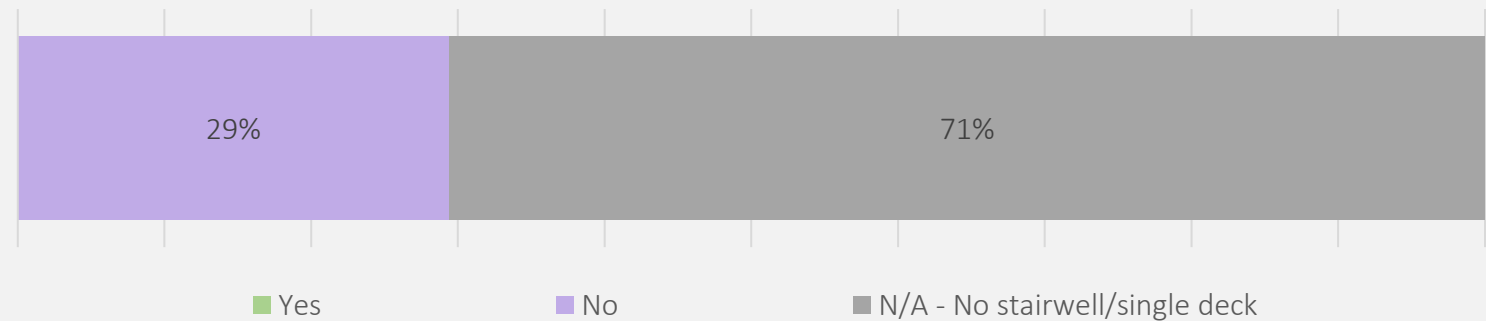
Bus Equipment Performance

On Board WIFI

65. Was the operator Wi-Fi available on board the bus? *85

2022 Q3 — 100%

- Yes
- No
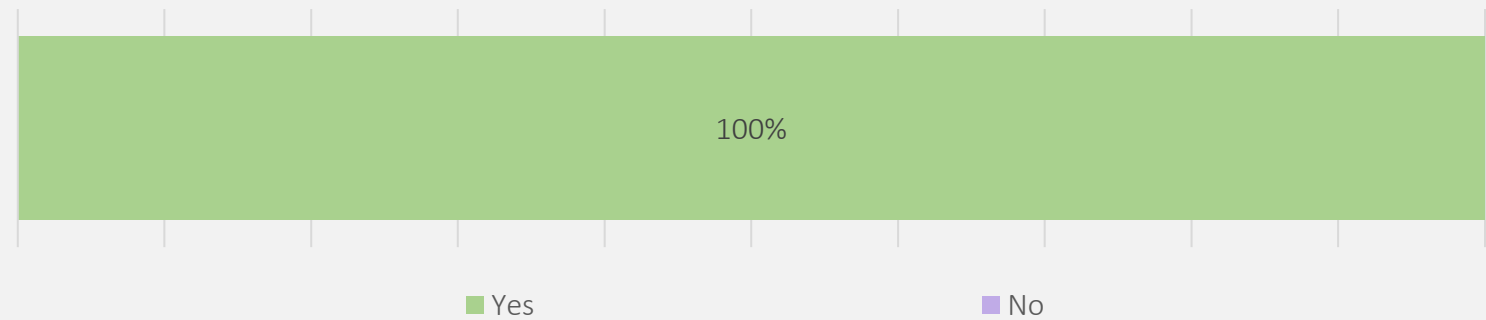
65A. Were you able to connect to the operator Wi-Fi network? *83

2022 Q3 — 99% / 1%

- Yes - connected and able to browse the internet
- Yes - connected but unable to browse the internet
- No

* Current quarter base size
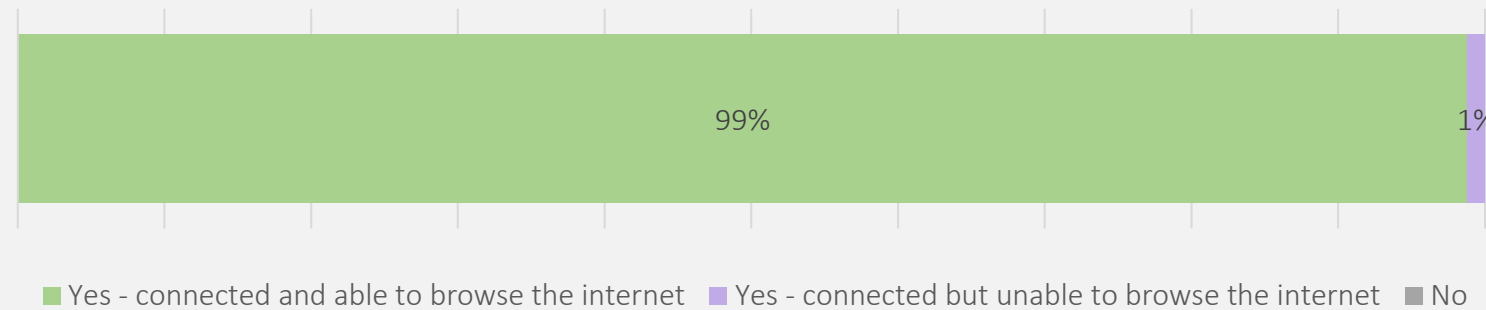
Bus Driver Performance

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

33. What best describes the helpfulness of the driver? *85

2022 Q3

Excellent	Good	Acceptable	Poor	Extremely Poor
33%	45%	21%		1%

34. What best describes the politeness of the driver? *85 (80)

2022 Q3

Excellent	Good	Acceptable	Poor	Extremely Poor
35%	51%	14%		

* Current quarter base size
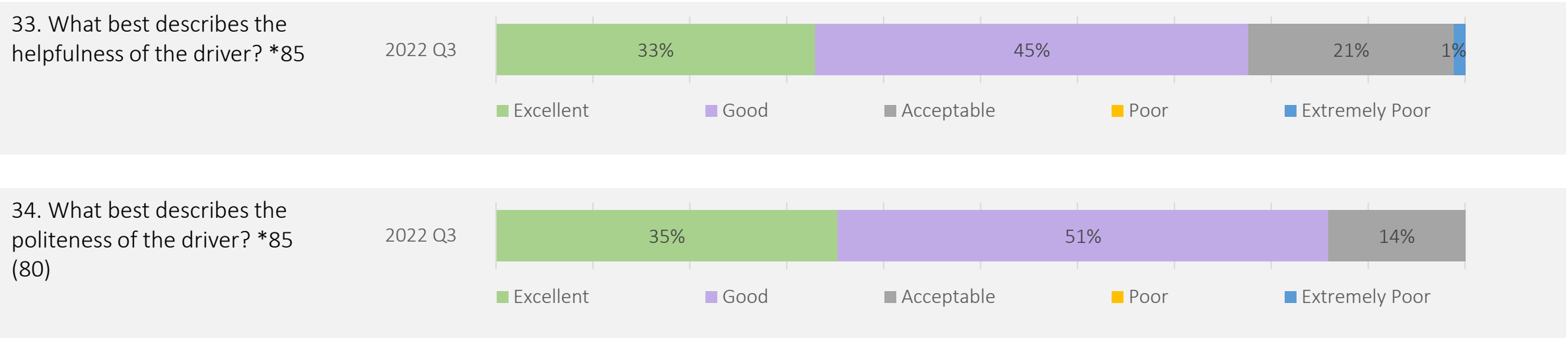
Bus Driver Performance

Driver Presentation

36. Was the driver wearing uniform? *85

2022 Q3 — 98% / 2%

- Yes
- No
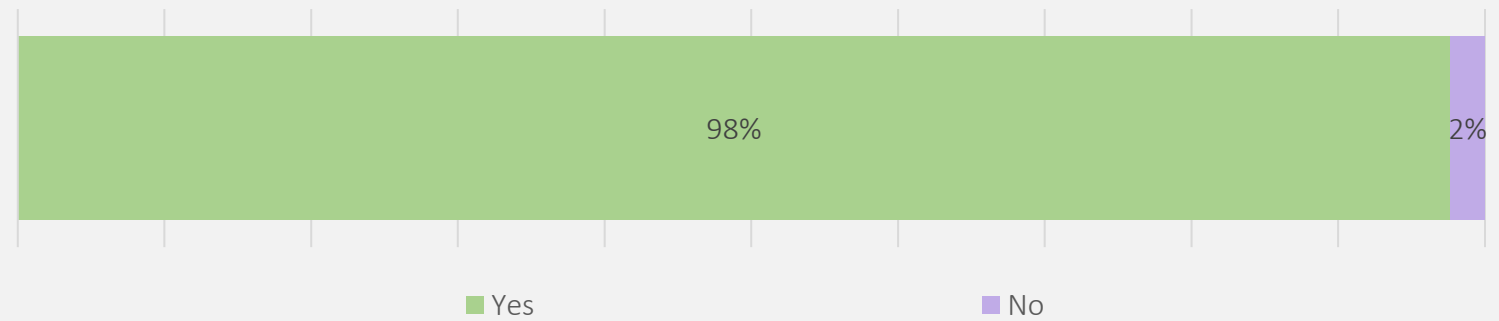
37. Was the driver well presented? *85

2022 Q3 — 100%

- Yes
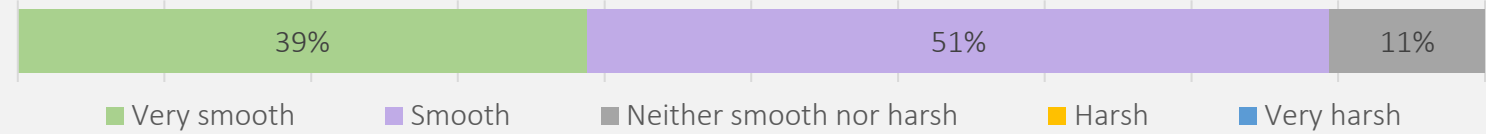- No

* Current quarter base size
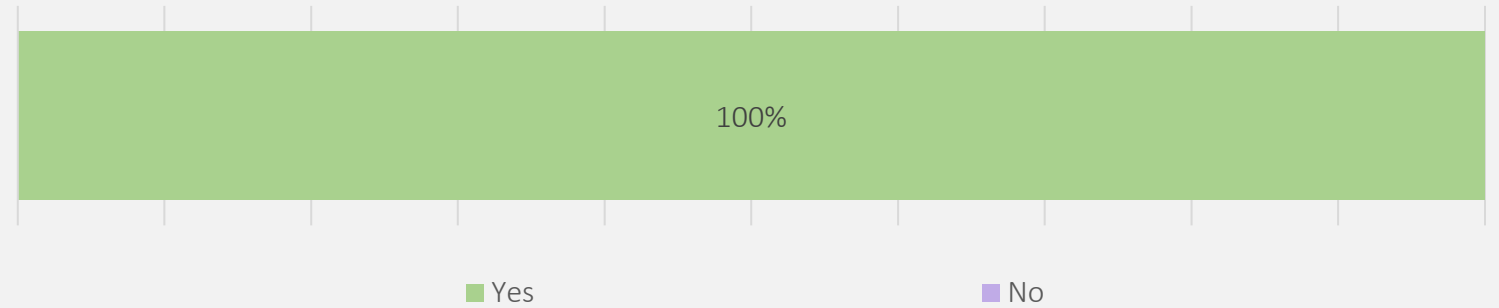
Bus Driver Performance

Bus Ride Quality

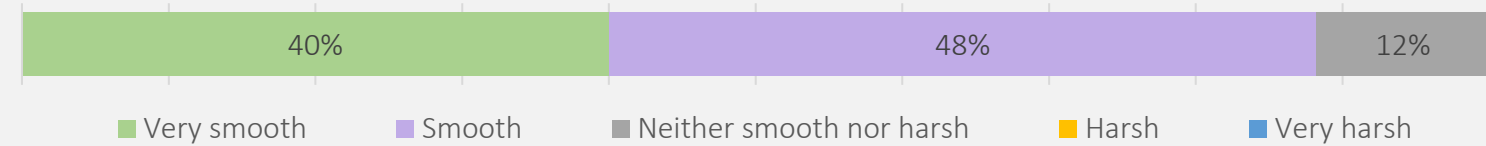**76. How would you rate the smoothness of acceleration based on your journey overall? (ASK ALL) *85**

2022 Q3

Very smooth	Smooth	Neither smooth nor harsh
39%	51%	11%

■ Very smooth   ■ Smooth   ■ Neither smooth nor harsh   ■ Harsh   ■ Very harsh

77. How would you rate the smoothness of braking based on your journey overall? *85

2022 Q3

Very smooth	Smooth	Neither smooth nor harsh
40%	48%	12%

■ Very smooth   ■ Smooth   ■ Neither smooth nor harsh   ■ Harsh   ■ Very harsh

78. How would you rate the smoothness of steering based on your journey overall? *85

2022 Q3

Very smooth	Smooth	
41%	58%	1%

■ Very smooth   ■ Smooth   ■ Neither smooth nor harsh   ■ Harsh   ■ Very harsh
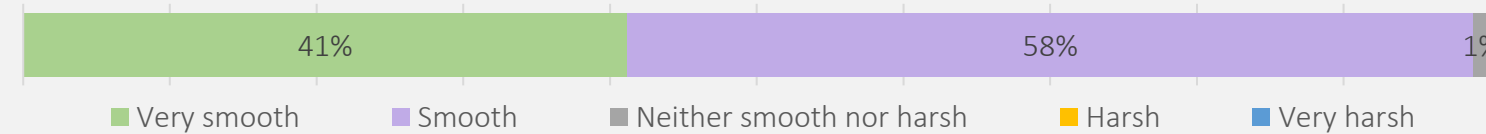
79. Did the driver give passengers adequate time to find their seats or hold on when moving off? *85

2022 Q3

Allowed customers time to get to seats or hold on	
92%	8%

■ Allowed customers time to get to seats or hold on   ■ Occasionally moved off too early
■ Frequently moved off too early   ■ Customer safety was at risk and placed someone in danger
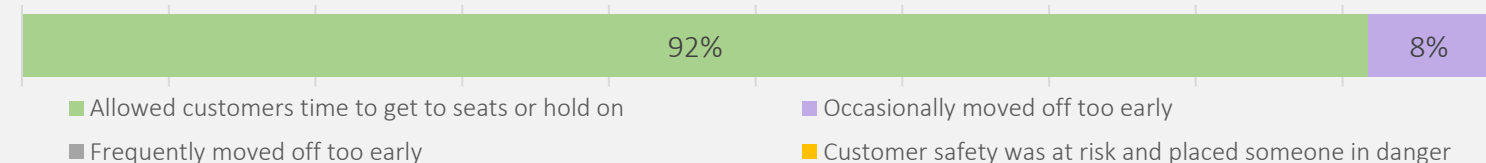
Bus Driver Performance

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? *85

2022 Q3 — Yes 89% | No 11%

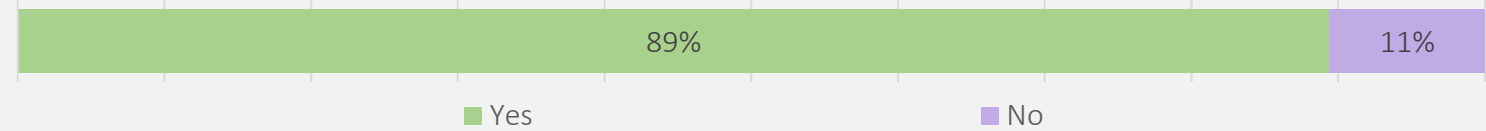**73A. Why did the bus not pull up to the kerb? *9**

2022 Q3 — 22% | 22% | 56%

- Other buses were in the way
- Other vehicles were in the way
- There were other obstructions (such as roadworks at the stop)
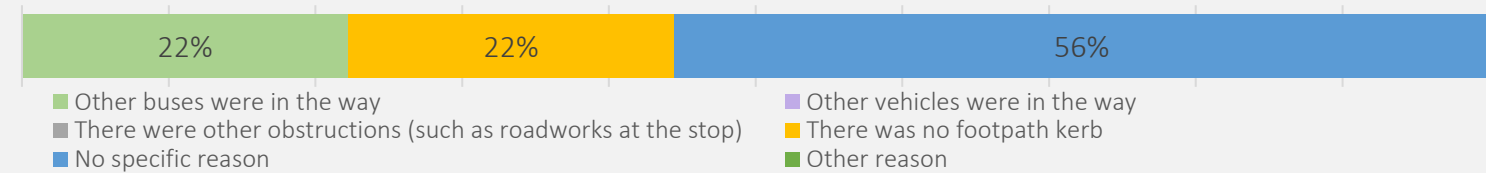- There was no footpath kerb
- No specific reason
- Other reason

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? *85

2022 Q3 — Yes 94% | No 6%
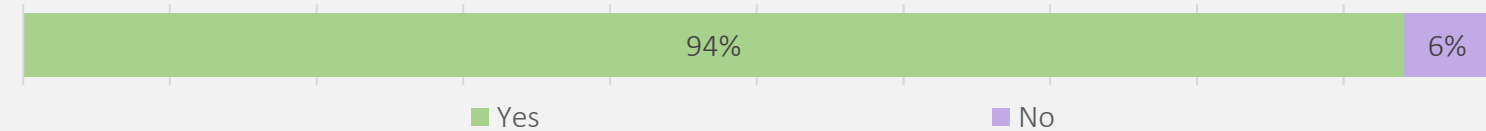
29A. Why did the bus not pull up to the footpath kerb? *5

2022 Q3 — 20% | 40% | 20% | 20%

- Other buses were in the way
- Other vehicles were in the way
- There were other obstructions (such as roadworks at the stop)
- There was no footpath kerb
- No specific reason
- Other reason
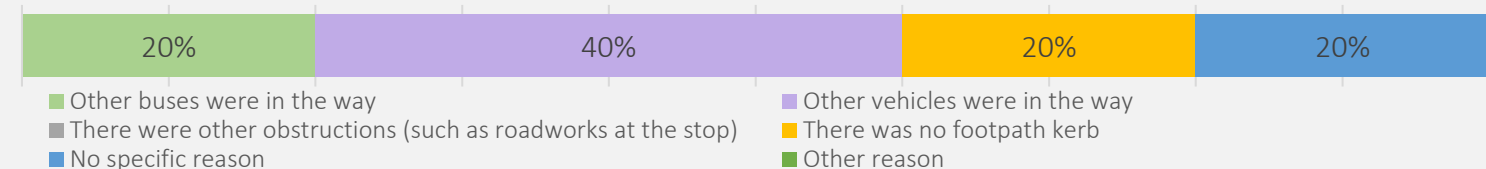
Bus Driver Performance

84. So far as you could tell, did the driver always stop to pick up passengers when requested? *85

* Current quarter base size

Bus Driver Performance

80. Did the bus driver do any of the following while driving?
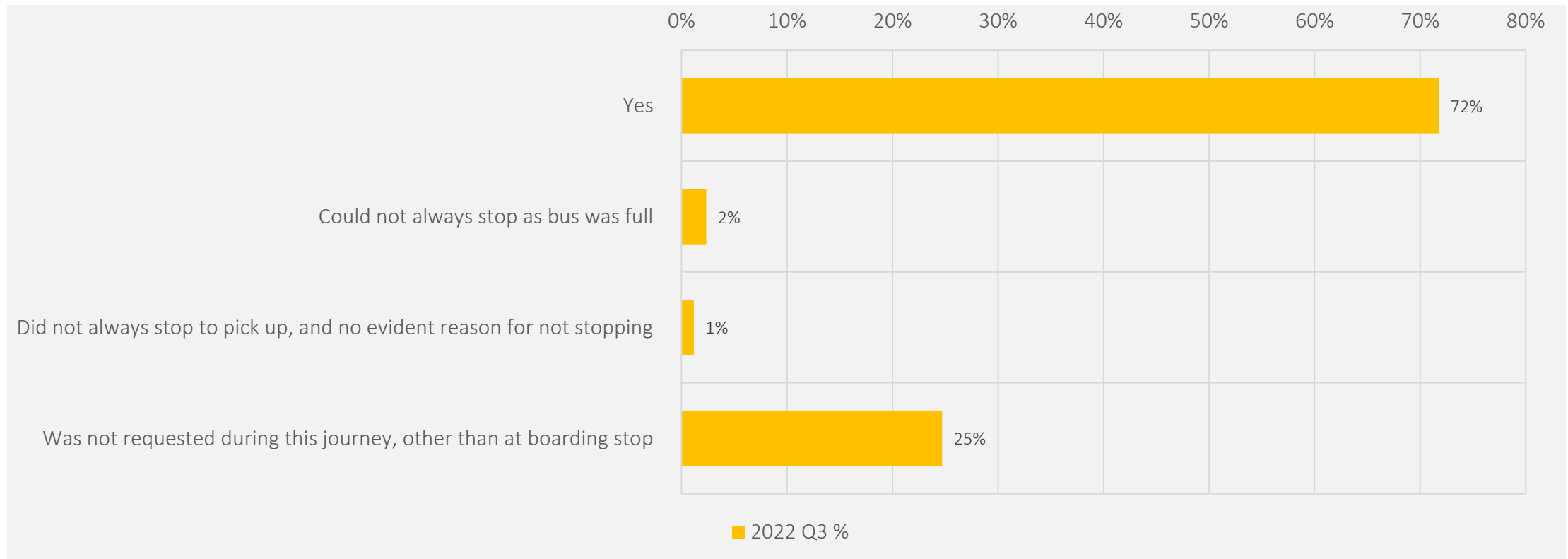(NB Base size may be greater than the total number of assessments as one or more may be selected.) *85

Chart showing responses with the following categories: Use mobile phone while driving, Wear an earpiece while driving, Drive the bus in a dangerous manner, Break red lights, Overtook cyclists in a dangerous way, Excessive speeding, Stopped on pedestrian crossing, None of these (100%). Legend: 2022 Q3 %

* Current quarter base size
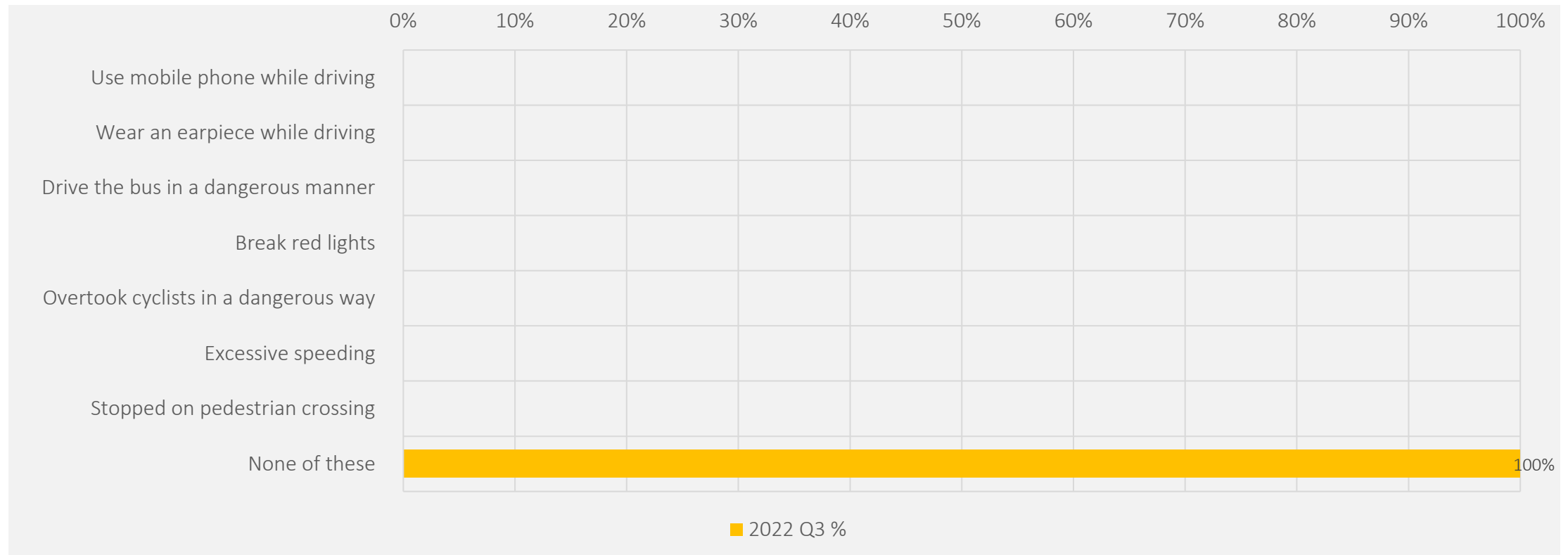
Bus Driver Performance

Other Driver Behaviours

81. Did the driver listen to music or the radio whilst driving?
(Only relevant for city routes)
*85

2022 Q3 — 2% | 98%

■ Yes ■ No
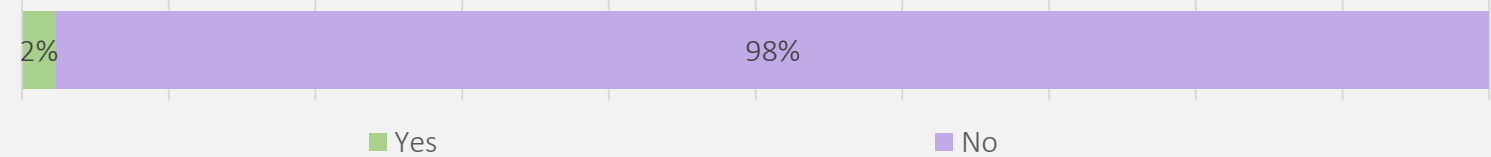
82. Did the driver hold long conversations with other people on the bus while driving? *85

2022 Q3 — 1% | 99%

■ Yes, with other staff ■ Yes, with passengers ■ No
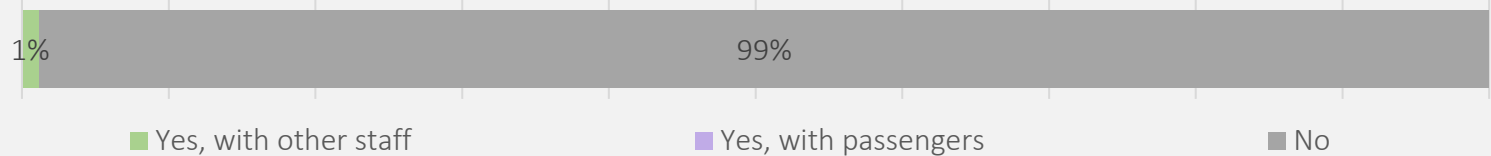
83. Did the driver leave the bus unattended at any time? *85

2022 Q3 — 2% | 98%

■ Yes ■ No
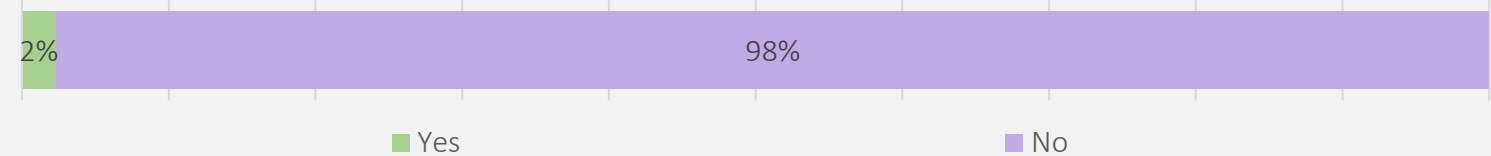
Bus Driver Performance

86. Did bus terminate early or divert off course? *85

* Current quarter base size
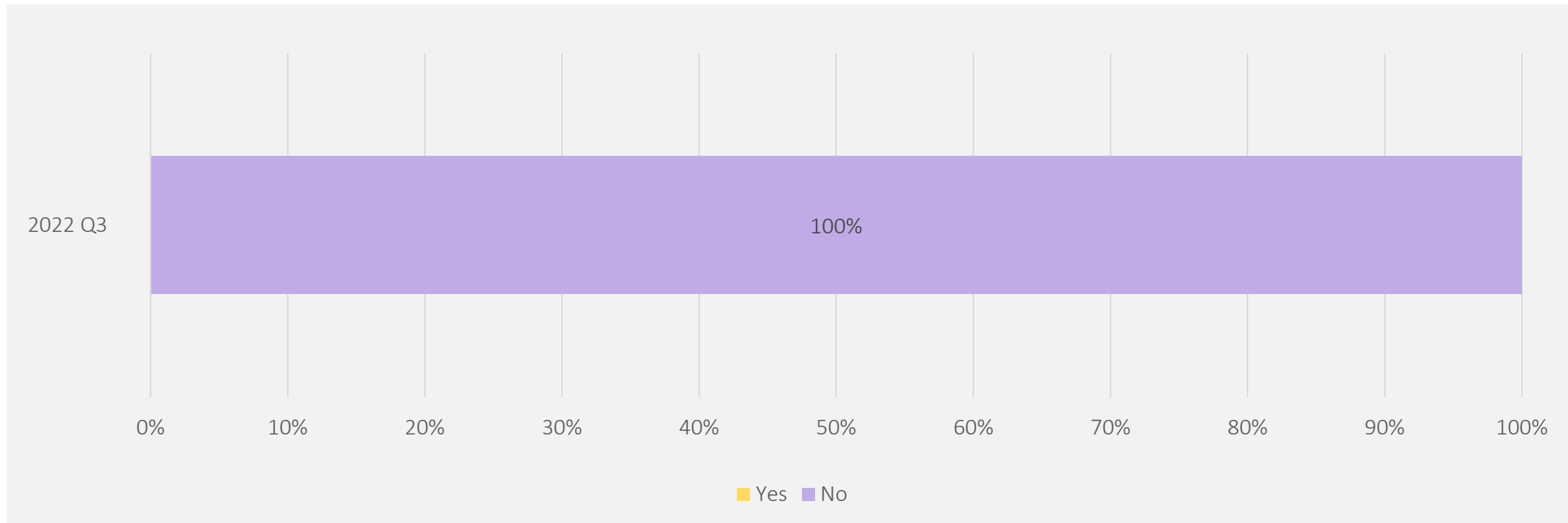
Cleanliness Performance - Bus Cleanliness

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? *85

2022 Q3

98%	2%

■ Excellent ■ Good ■ Moderate ■ Poor ■ Extremely Poor

49. What best describes level of cleanliness of seat upholstery? *85
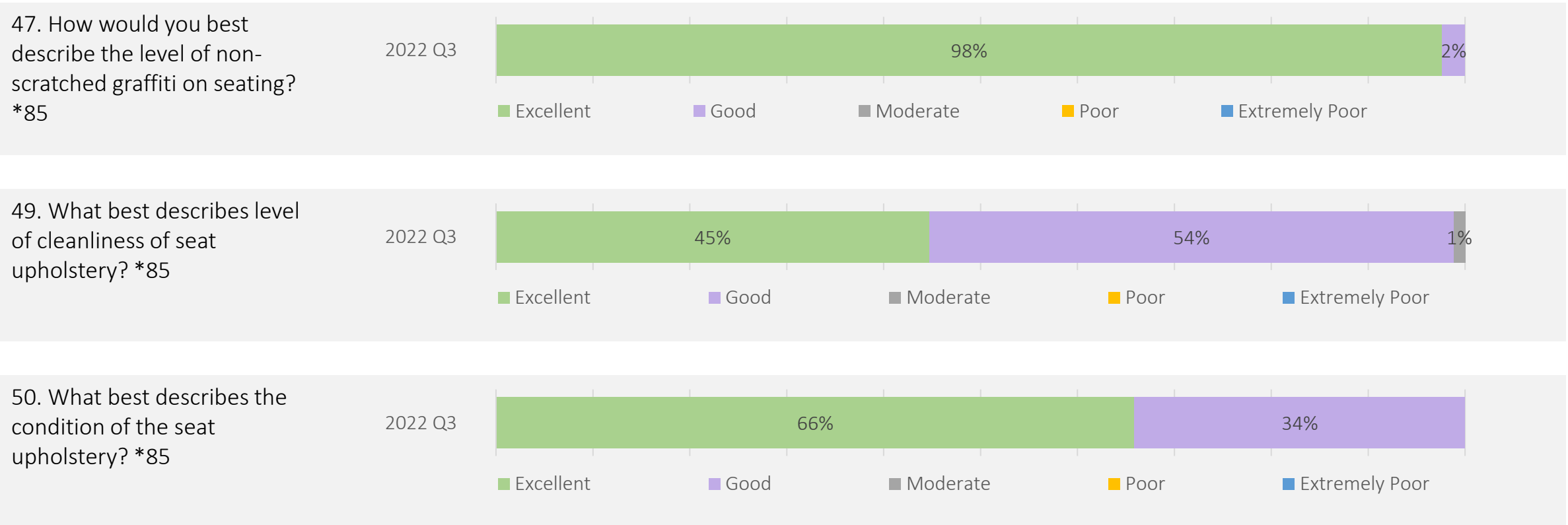
2022 Q3

45%	54%	1%

■ Excellent ■ Good ■ Moderate ■ Poor ■ Extremely Poor

50. What best describes the condition of the seat upholstery? *85

2022 Q3

66%	34%

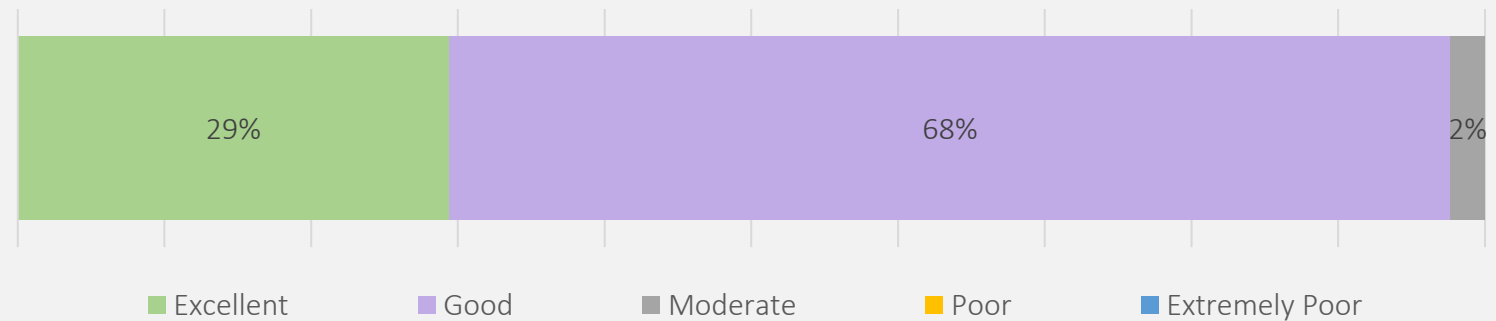■ Excellent ■ Good ■ Moderate ■ Poor ■ Extremely Poor

Cleanliness Performance - Bus Cleanliness

Floors and Stairs Cleanliness and Level of Litter

54. What best describes level of cleanliness of floors and stairs? *85

2022 Q3

Excellent	Good	Moderate
29%	68%	2%

Excellent ■ Good ■ Moderate ■ Poor ■ Extremely Poor

55. What best describes level of litter of floors and stairs? *85

2022 Q3

Excellent	Good	Moderate
80%	19%	1%

Excellent ■ Good ■ Moderate ■ Poor ■ Extremely Poor

* Current quarter base size
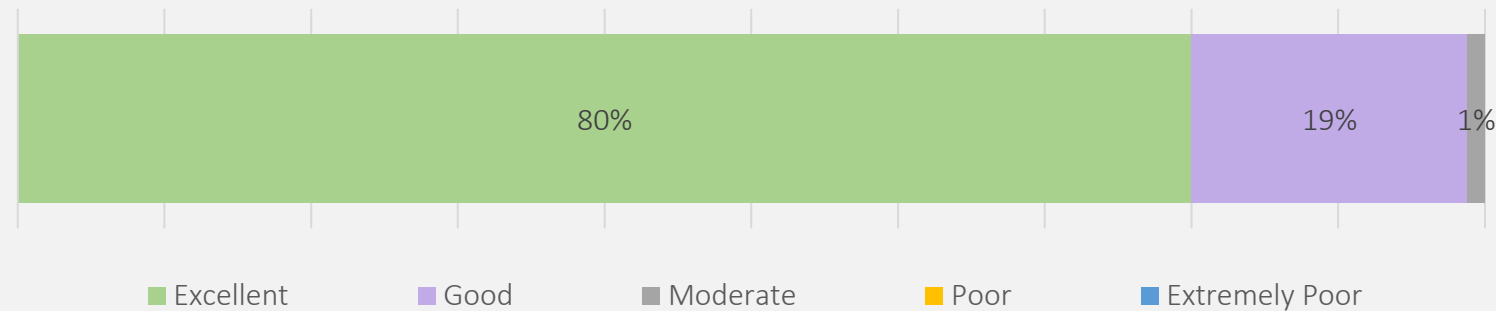
Cleanliness Performance - Bus Cleanliness

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? *85
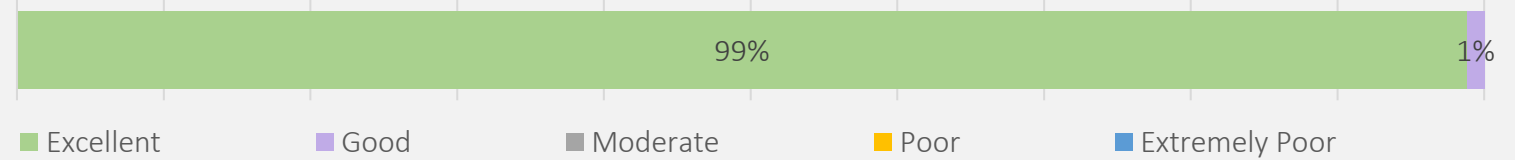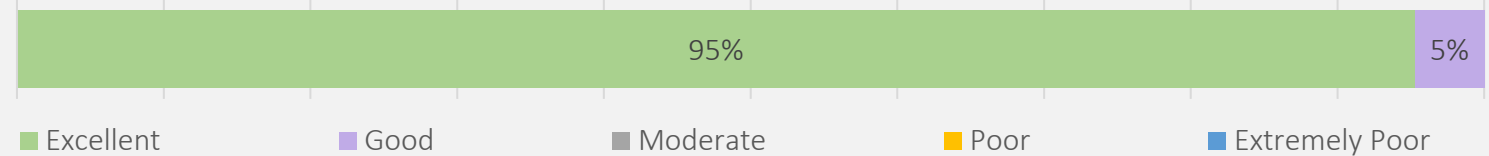
2022 Q3

Excellent	Good	Moderate	Poor	Extremely Poor
99%	1%			

57. What best describes the level of etching on panels, ceilings, stairs and other fixtures and fittings? *85

2022 Q3

Excellent	Good	Moderate	Poor	Extremely Poor
95%	5%			

58. What best describes level of cleanliness of panels, ceilings and other fixtures and fittings? *85

2022 Q3

Excellent	Good	Moderate	Poor	Extremely Poor
31%	69%			
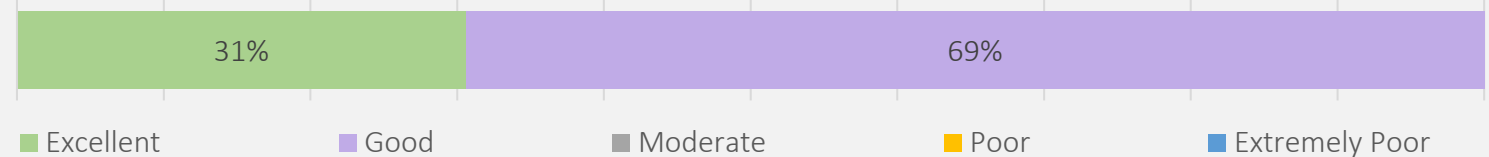
Cleanliness Performance - Bus Cleanliness

Window Cleanliness and Condition

51. What best describes level of non-scratched graffiti on windows? *85

2022 Q3

100%	

■ Excellent ■ Good ■ Moderate ■ Poor ■ Extremely Poor

52. What best describes the level of etching on windows? *85

2022 Q3

100%	

■ Excellent ■ Good ■ Moderate ■ Poor ■ Extremely Poor

53. What best describes level of cleanliness of windows? *85

2022 Q3

22%	56%	21%

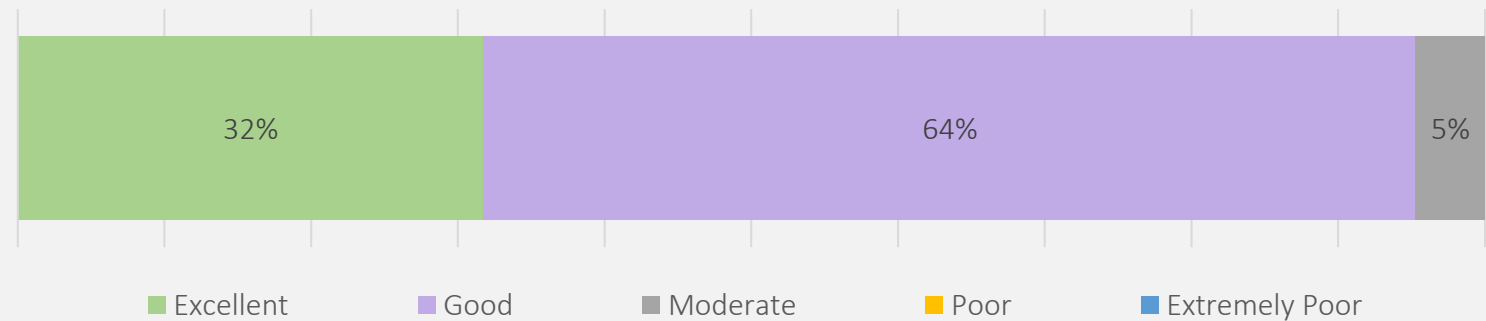■ Excellent ■ Good ■ Moderate ■ Poor ■ Extremely Poor

* Current quarter base size
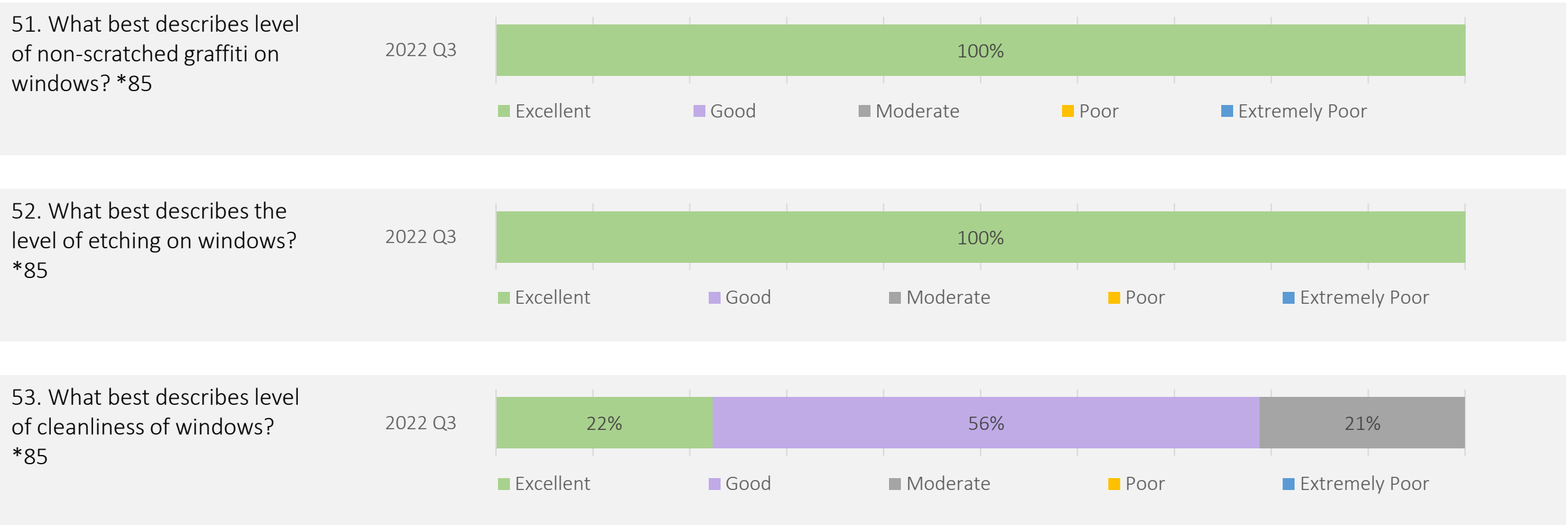
Cleanliness Performance - Bus Cleanliness

External Bus Cleanliness and Condition

74. Please rate the overall external cleanliness of the bus *85

2022 Q3

Excellent	Good	Moderate
32%	64%	5%

■ Excellent ■ Good ■ Moderate ■ Poor ■ Extremely Poor

75. Please rate the overall external condition of the bus *85

2022 Q3

Excellent	Good	Moderate
67%	32%	1%

■ Excellent ■ Good ■ Moderate ■ Poor ■ Extremely Poor
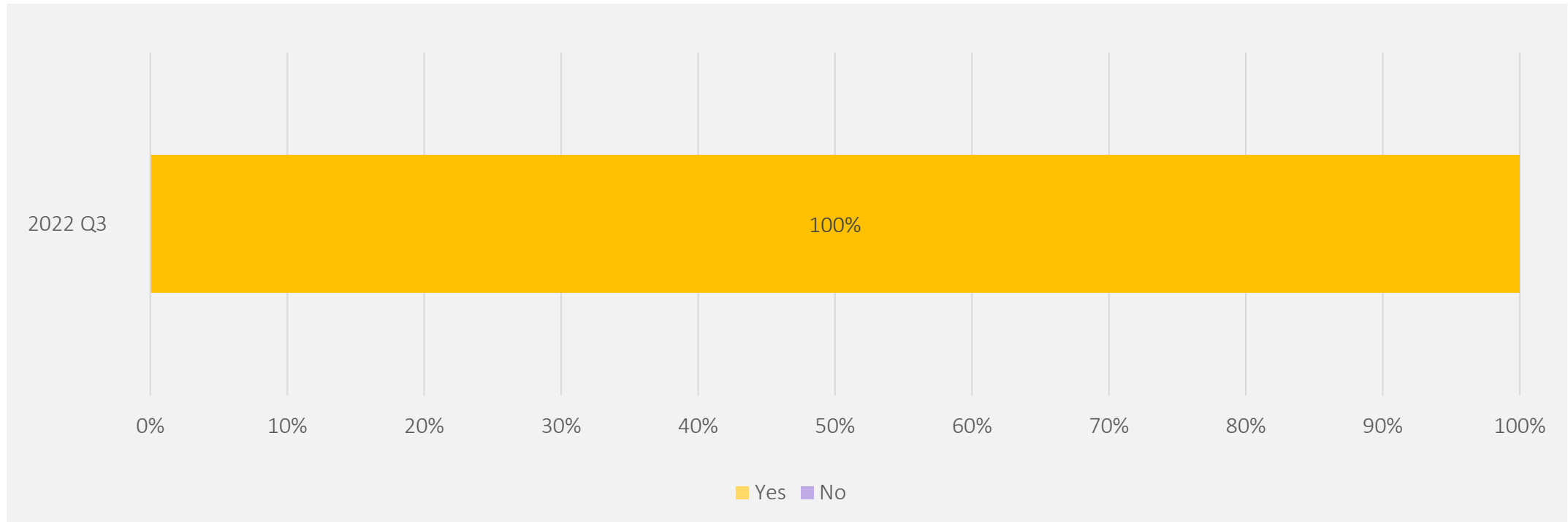
* Current quarter base size
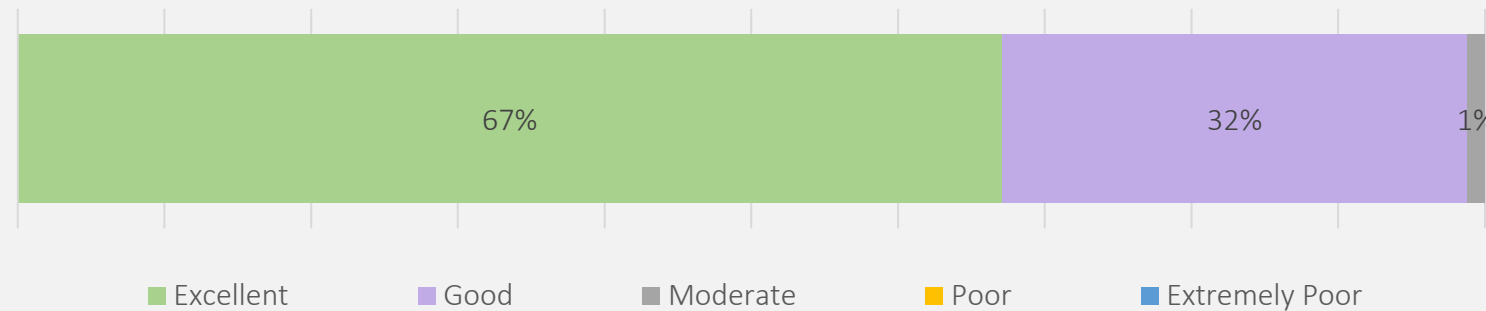
Customer Information Performance

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? *85

* Current quarter base size

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