TFI Customer Satisfaction 2023
On location survey

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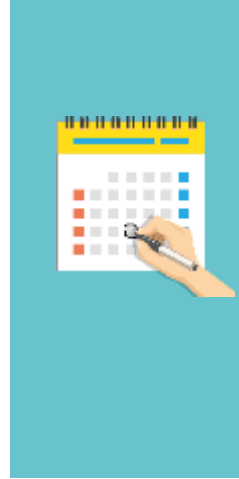9. Suggested areas for improvement

1. Research objectives and methodology

Objective:

Evaluate customer satisfaction across all public transport types. Interviews undertaken on location.

Fieldwork dates:

2023:
Wave 1 4th July – 2nd August
Wave 2 28th September – 2nd November
2022:
Wave 1 7th July - 8th August;
Wave 2 26th September – 31st October
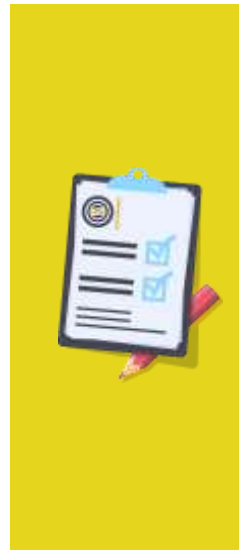**2021:**
20th September – 3rd November
2019:
Wave 1 13th June – 6th July
Wave 2 8th September – 1st October

No. of interviews by operator:

	2023	MOE @95% CL	2022	2021
Bus Éireann	1614	+/-3%	1632	800
Dublin Bus	934	+/-5%	912	398
Go Ahead Dublin	606	+/-6%	603	198
Go Ahead Kildare	205	+/-10%	210	0
Kilkenny Buses	200	+/-10%	200	102
TFI local link	413	+/-7%	387	0
Irish Rail	906	+/-6%	902	401
Irish Rail DART	622	+/-6%	612	200
LUAS	605	+/-6%	611	210
Total	6,105	+/-2%	6,069	2,513*

Sampling:

Face-to-face interviews undertaken on location.

Total sample size
2023 = 6,105
2022 = 6,069
2021 = 2,513
2019 = 5,015

Quotas applied at the operator level. No attempt made to weight data to trip volumes.

Sample structure changed in 2022 making year on year comparisons on the total sample only possible from this year onward.

*Private bus adds N=202

Profile of Sample: Sample interviewed comprises equal number of male and females, mostly from large city or town or suburban areas. Weekday public transports users dominate.

Base: All Public Transport users N= 6,105 in 2023,

Gender
2023
%

Male **48**

Female **52**

Day of the Week Usage
2023
%

Weekday **84**

Weekend **16**

Area
2023
%

Large city or a town **46**

Suburban area **28**

Small town/large/ small village **20**

Townland or countryside **5**
Refused **1**
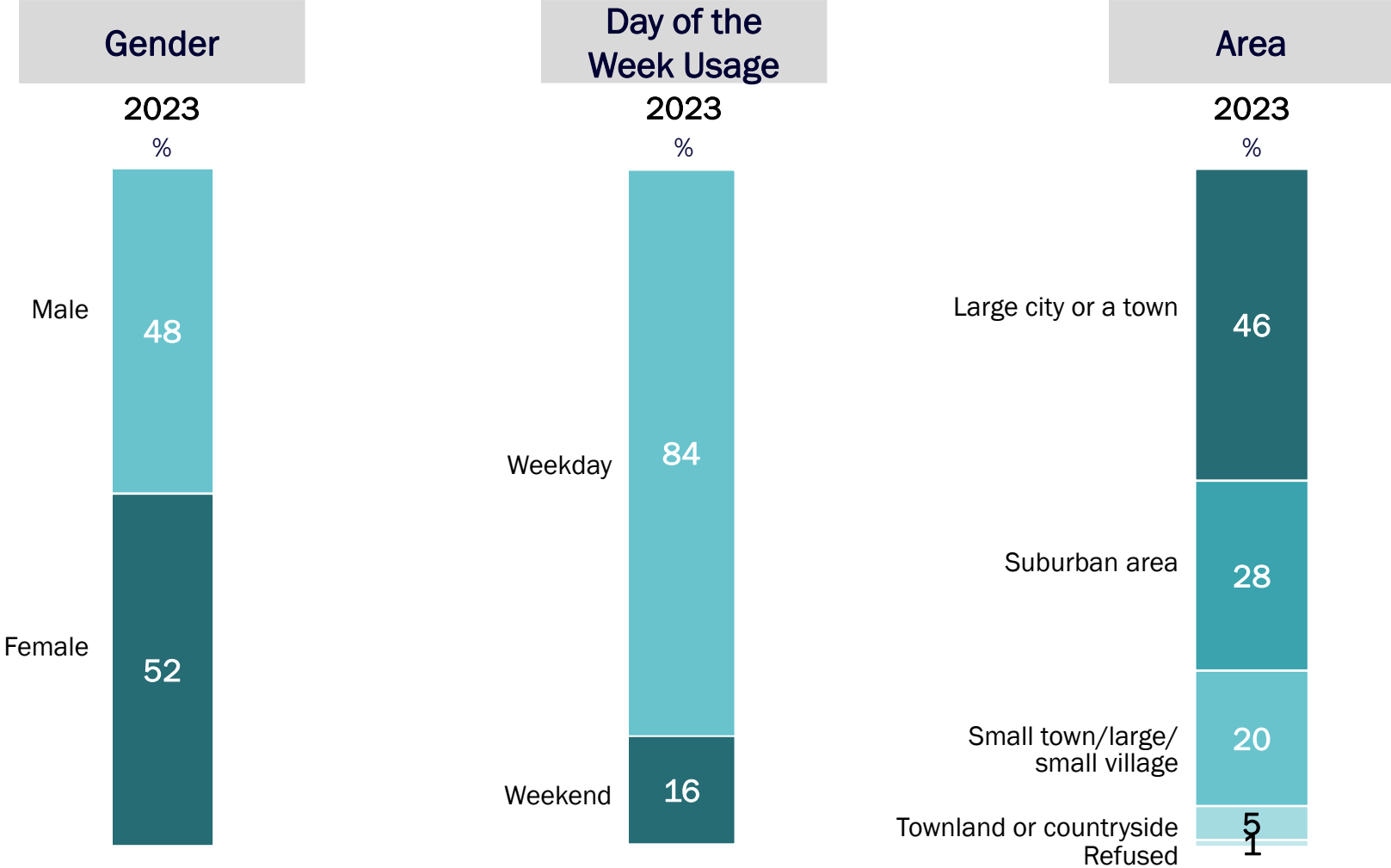
Profile of Sample: Strong sample of regular users across modes.

Base: All Public Transport users N= 6,105

	TOTAL PUBLIC TRANSPORT	Bus	Rail	Tram
Base:	6,105	3,972	1,528	605
	%	%	%	%
Every day/weekday	37	40	27	45
2-4 days per week	32	34	26	32
Once a week	13	12	15	10
At least once a month	10	9	16	7
Once every 2 to 3 months	4	3	9	3
Once every 4 to 6 months	4	2	9	3

2. Overall sentiment towards public transport: More than eight in ten are satisfied. All positive indicators improved marginally since last year.

Base: All Public Transport users N= 6,105

Overall satisfaction %

(5) Very satisfied	39
Fairly satisfied	44
Neither satisfied nor dissatisfied	9
Fairly dissatisfied	6
(1) Very dissatisfied	2

83%

Satisfaction with most recent trip %

	48
	43
	5
	3
	1

91%

Transport service vs. 12 months ago %

Better now	35
About the same	50
Worse than it was	5
Don't know	10

Net Promoter Score (NPS) Likely to recommend %

9-10	48
7-8	38
0-6	13
Don't know	1

Very + fairly satisfied 2023 %	83 (+1)		91 (+1)	Net Better 2023 %	+30 (+1)	NPS 2023:	+35 (+1)
Very + fairly satisfied 2022 %	82		90	Net Better 2022 %	+29	NPS 2022:	+34

() +/- vs. 2022

Sentiment by mode: Satisfaction is slightly higher with Rail and Tram, and Bus service rated as better now that what it was 12 months ago. Likely to recommend is at the highest for Rail.

Base: All Public Transport users N= 6,105

	TOTAL PUBLIC TRANSPORT	Bus	Rail	Tram
Base:	*6,105*	*3,972*	*1,528*	*605*
	%	%	%	%
Overall satisfaction (very+ fairly satisfied)	83	80	90	91
Satisfaction most recent trip (very+ fairly satisfied)	91	90	92	94
Net better (Better now minus worse than it was)	30	32	25	26
NPS (net promoter score) (Likely to recommend)	+35	+28	+49	+45

3. Satisfaction by mode: More than 8 in 10 are satisfied with the service; satisfaction even higher among Rail and Tram users.

Base: All Public Transport users N= 6,105

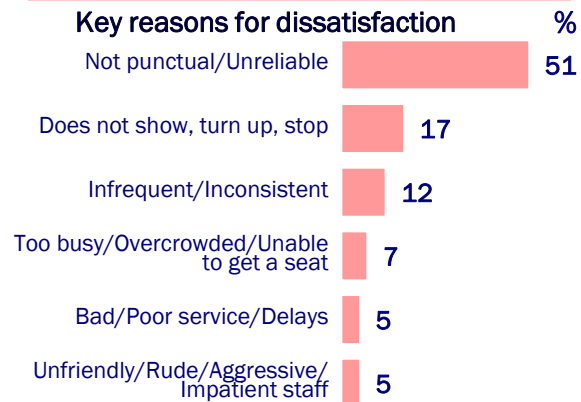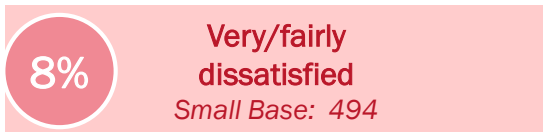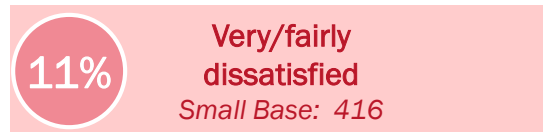|	Total		Bus		Rail				Tram			
	2022	2023	2022	2023	2019	2021	2022	2023	2019	2021	2022	2023
	6,069 %	6,105 %	3,944 %	3,972 %	1,096 %	601 %	1,514 %	1,528 %	545 %	210 %	611 %	605 %
Very satisfied	38	39	37	35	40	52	39	48	53	59	45	47
Fairly satisfied	44	44	42	45	49	42	49	42	37	36	47	44
Neither satisfied nor dissatisfied	10	9	11	9	6	4	8	6	3	4	6	6
Not very satisfied	6	6	7	8	3		3	3	2			
Not at all satisfied	2	2	3	3					5			
Very + fairly satisfied %	**82**	**83 (+1)**	**79**	**80 (+1)**	**89**	**94**	**88**	**90 (+2)**	**90**	**95**	**92**	**91 (-1)**

() +/- vs. 2022

December 2023

Key reasons for satisfaction and dissatisfaction with modes: Excellent service and reliability top satisfaction drivers.
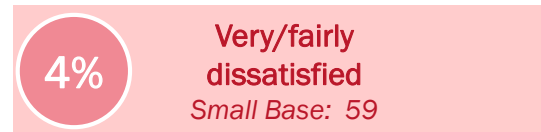
Base: Public Transport users
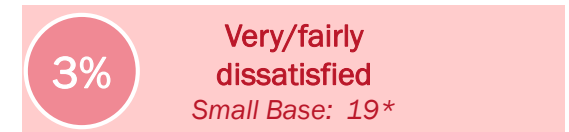
TOTAL PUBLIC TRANSPORT

83% Very/fairly satisfied
Base: 5,071

Key reasons for satisfaction   %

Reason	%
Punctual/Reliable/On time	28
Good/Excellent/Happy with service	21
Handy/Convenient/Easy to use/Acessible	8
Frequent/Regular service	5
Comfortable/Relaxing/Enjoyable	5
Pleasant/Nice/Friendly staff	5

8% Very/fairly dissatisfied
Small Base: 494

Key reasons for dissatisfaction   %

Reason	%
Not punctual/Unreliable	51
Does not show, turn up, stop	17
Infrequent/Inconsistent	12
Too busy/Overcrowded/Unable to get a seat	7
Bad/Poor service/Delays	5
Unfriendly/Rude/Aggressive/Impatient staff	5

Bus

80% Very/fairly satisfied
Base: 3,146

Key reasons for satisfaction   %

Reason	%
Punctual/Reliable/On time	26
Good/Excellent/Happy with service	24
Pleasant/Nice/Friendly staff	7
Handy/Convenient/Easy to use/Acessible	6
Satisfied/Ok/Better than before	6

11% Very/fairly dissatisfied
Small Base: 416

Key reasons for dissatisfaction   %

Reason	%
Not punctual/Unreliable	56
Does not show, turn up, stop	20
Infrequent/Inconsistent	13
Unfriendly/Rude/Aggressive/Impatient staff	6
Too busy/Overcrowded/Unable to get a seat	5
Bad/Poor service/Delays	5

Rail

90% Very/fairly satisfied
Base: 1,374

Key reasons for satisfaction   %

Reason	%
Punctual/Reliable/On time	31
Good/Excellent/Happy with service	20
Handy/Convenient/Easy to use/Acessible	9
Comfortable/Relaxing/Enjoyable	9
Frequent/Regular service	6
Fast/Direct/Quick/Easy	6
Good level of hygiene/Cleanliness	6

4% Very/fairly dissatisfied
Small Base: 59

Key reasons for dissatisfaction   %

Reason	%
Not punctual/Unreliable	31
Too busy/Overcrowded/Unable to get a seat	19
Improve service - more buses, trains, trams, carriages	10
Infrequent/Inconsistent	8
Poor level of hygiene/Dirty seats/Litter/Toilets not clean	8

Tram

91% Very/fairly satisfied
Base: 551

Key reasons for satisfaction   %

Reason	%
Punctual/Reliable/On time	29
Fast/Direct/Quick/Easy	19
Handy/Convenient/Easy to use/Acessible	15
Frequent/Regular service	13
Good/Excellent/Happy with service	8

3% Very/fairly dissatisfied
Small Base: 19*

Key reasons for dissatisfaction   %

Reason	%
Poor/More security to address anti-social behaviour	32
Too busy/Overcrowded/Unable to get a seat	26
Not punctual/Unreliable	16
Slow/Too many stops	16
Unfriendly/Rude/Aggressive/Impatient staff	11

4. Overall satisfaction with key travel attributes: About four in five are satisfied across attributes and satisfaction is relatively stable in comparison to last year. Satisfaction is at the highest for comfort and lowest for reliability.
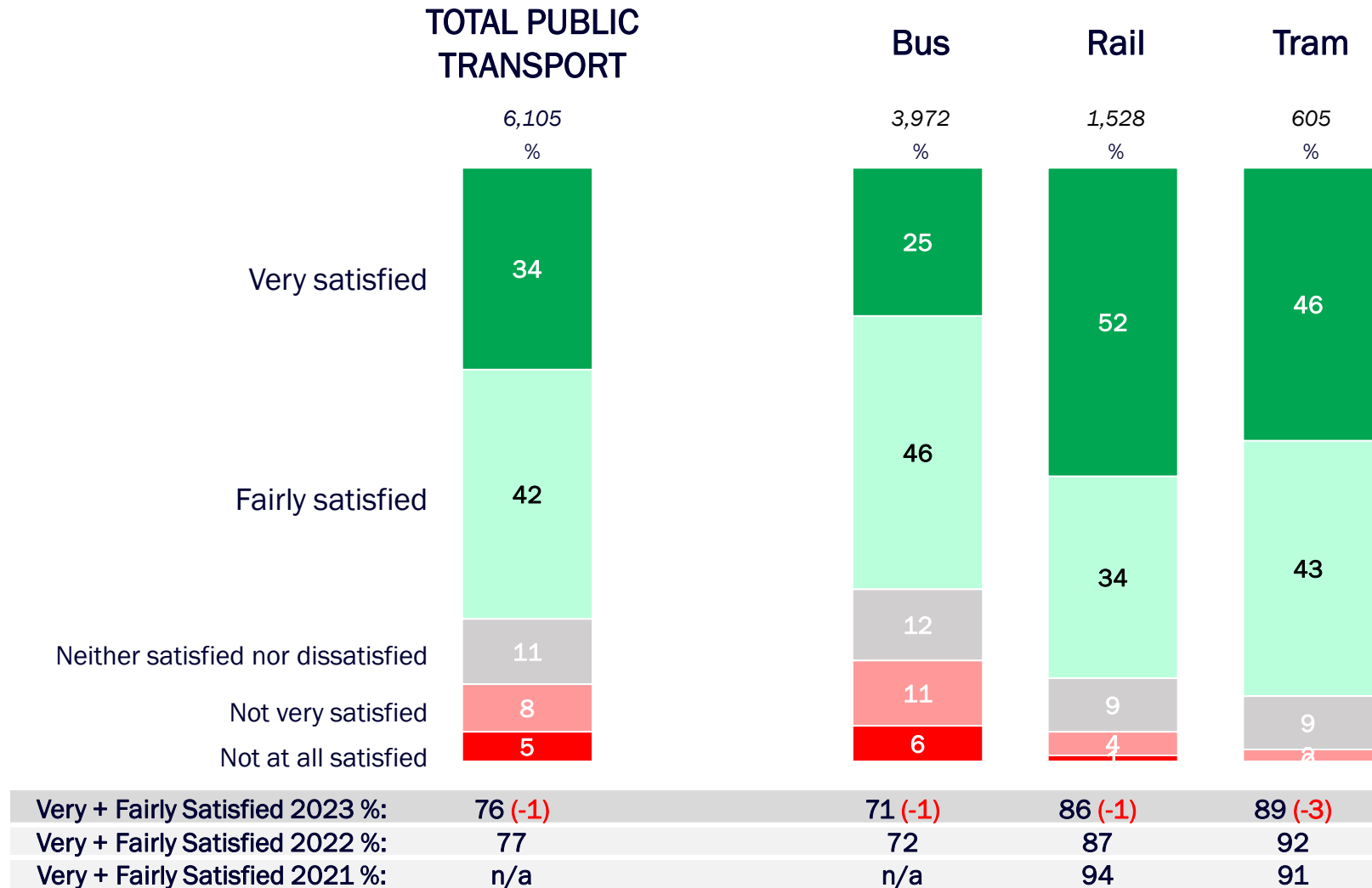
Base: All Public Transport users N= 6,105

Satisfaction with...

	Reliability %	Cleanliness %	Comfort %	Crowding %	Availability of seats %
Very satisfied	34	41	46	36	39
Fairly satisfied	42	40	41	43	42
	76%	81%	87%	79%	81%
Neither satisfied nor dissatisfied	11	11	9	12	11
Fairly dissatisfied	8	6	3	7	6
Very dissatisfied	5	2	3	2	2
Very+ Fairly Satisfied 2023%:	76 (-1)	81 (=)	87 (-2)	79 (-1)	81 (-2)
Very + Fairly Satisfied 2022 %:	77	81	89	80	83

December 2023

Satisfaction with key travel attributes by mode: Satisfaction with reliability is lowest for Bus.

Base: All Public Transport users N= 6,105

	TOTAL PUBLIC TRANSPORT	Bus	Rail	Tram
Base:	*6,105*	*3,972*	*1,528*	*605*
	%	%	%	%
Reliability (very+ fairly satisfied)	76	71	86	89
Cleanliness (very+ fairly satisfied)	81	81	78	79
Comfort (very+ fairly satisfied)	87	89	85	84
Crowding (very+ fairly satisfied)	79	84	71	63
Availability of seats (very+ fairly satisfied)	81	87	74	63

4.1 Reliability: 76% of all public transport users are satisfied with reliability of the service. Satisfaction is higher for Tram although this mode registered a marginal decline from 2022. Satisfaction is lower for Bus.
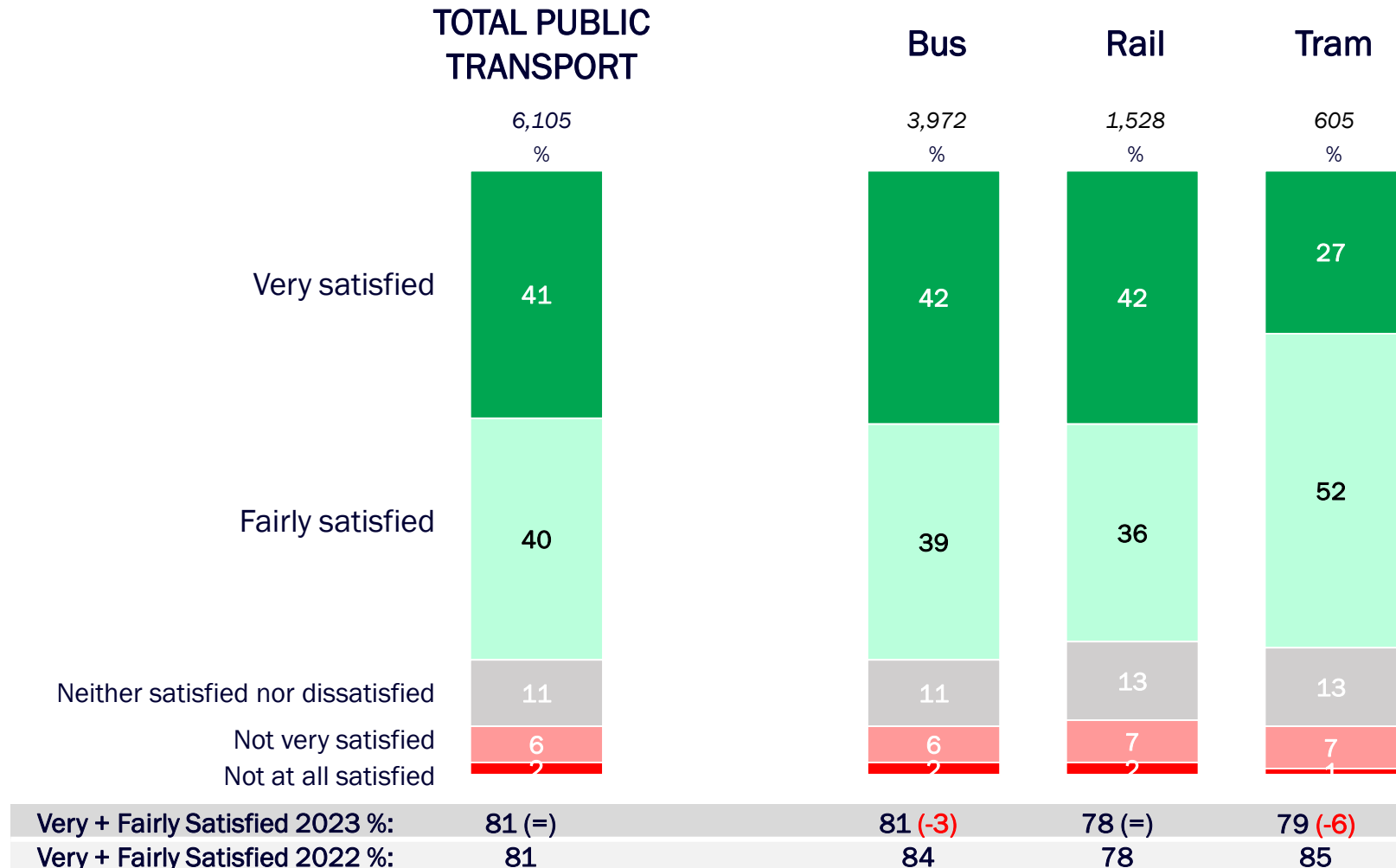
Base: All Public Transport users N= 6,105

	TOTAL PUBLIC TRANSPORT	Bus	Rail	Tram
	6,105 %	3,972 %	1,528 %	605 %
Very satisfied	34	25	52	46
Fairly satisfied	42	46	34	43
Neither satisfied nor dissatisfied	11	12	9	9
Not very satisfied	8	11	4	3
Not at all satisfied	5	6		
Very + Fairly Satisfied 2023 %:	76 (-1)	71 (-1)	86 (-1)	89 (-3)
Very + Fairly Satisfied 2022 %:	77	72	87	92
Very + Fairly Satisfied 2021 %:	n/a	n/a	94	91

() +/- vs. 2022

December 2023

4.2 Cleanliness of the Service: 8 in 10 are satisfied with cleanliness. Only minor differences across modes. Satisfaction with cleanliness declined for Tram and Bus from 2022.

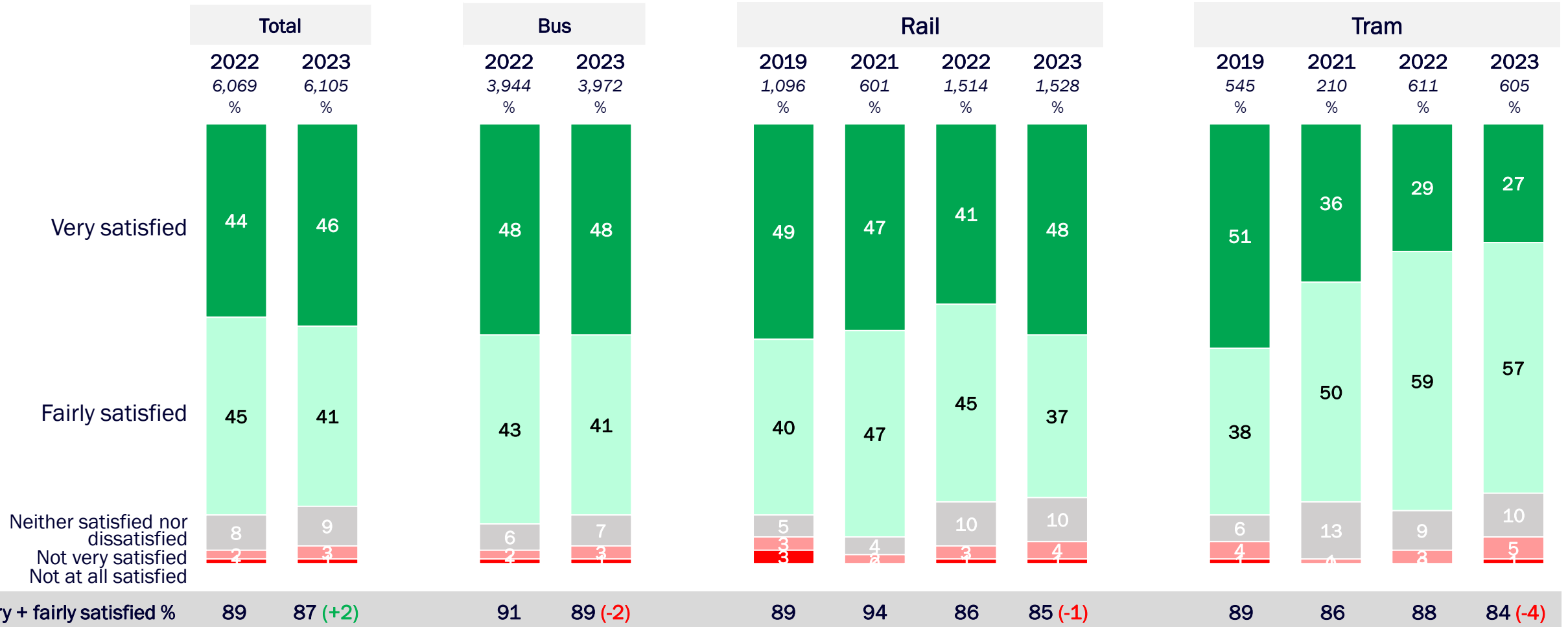Base: All Public Transport users N= 6,105

	TOTAL PUBLIC TRANSPORT	Bus	Rail	Tram
	6,105 %	3,972 %	1,528 %	605 %
Very satisfied	41	42	42	27
Fairly satisfied	40	39	36	52
Neither satisfied nor dissatisfied	11	11	13	13
Not very satisfied	6	6	7	7
Not at all satisfied	2	2	2	1
Very + Fairly Satisfied 2023 %:	81 (=)	81 (-3)	78 (=)	79 (-6)
Very + Fairly Satisfied 2022 %:	81	84	78	85

() +/- vs. 2022

December 2023

4.3 Comfort of the service: 87% of public transport users are satisfied with comfort.

Base: All Public Transport users N= 6,105
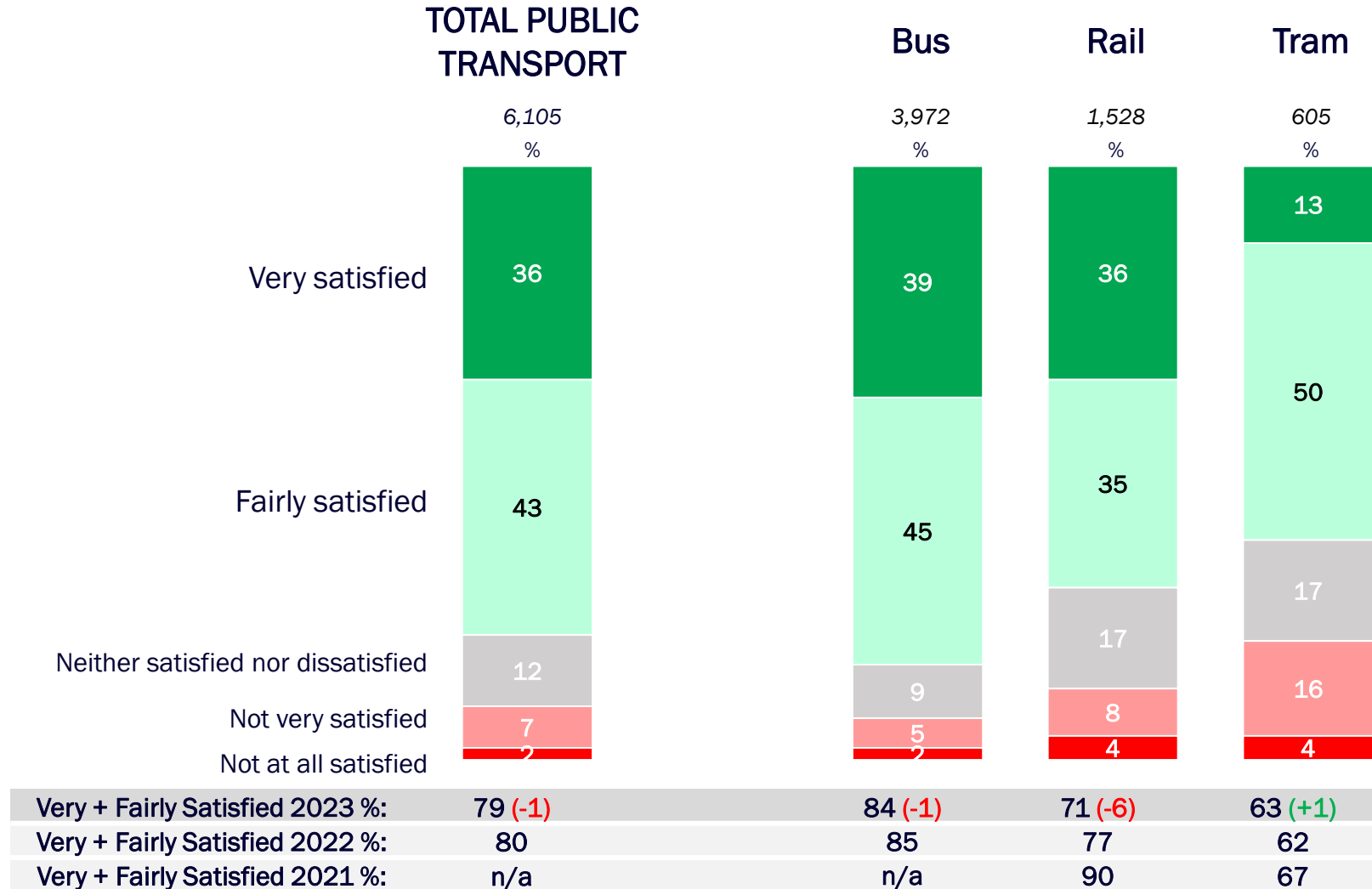
	Total		Bus		Rail				Tram			
	2022	**2023**	**2022**	**2023**	**2019**	**2021**	**2022**	**2023**	**2019**	**2021**	**2022**	**2023**
	6,069 %	*6,105 %*	*3,944 %*	*3,972 %*	*1,096 %*	*601 %*	*1,514 %*	*1,528 %*	*545 %*	*210 %*	*611 %*	*605 %*
Very satisfied	44	46	48	48	49	47	41	48	51	36	29	27
Fairly satisfied	45	41	43	41	40	47	45	37	38	50	59	57
Neither satisfied nor dissatisfied	8	9	6	7	5	4	10	10	6	13	9	10
Not very satisfied	2	3	2	3	3	2	3	4	4	1	3	5
Not at all satisfied					3							
Very + fairly satisfied %	89	87 (+2)	91	89 (-2)	89	94	86	85 (-1)	89	86	88	84 (-4)

() +/- vs. 2022

December 2023

4.4 Crowding: 79% of public transport users are satisfied with the service. Satisfaction is significantly lower for Tram. Higher satisfaction with crowding on Bus.
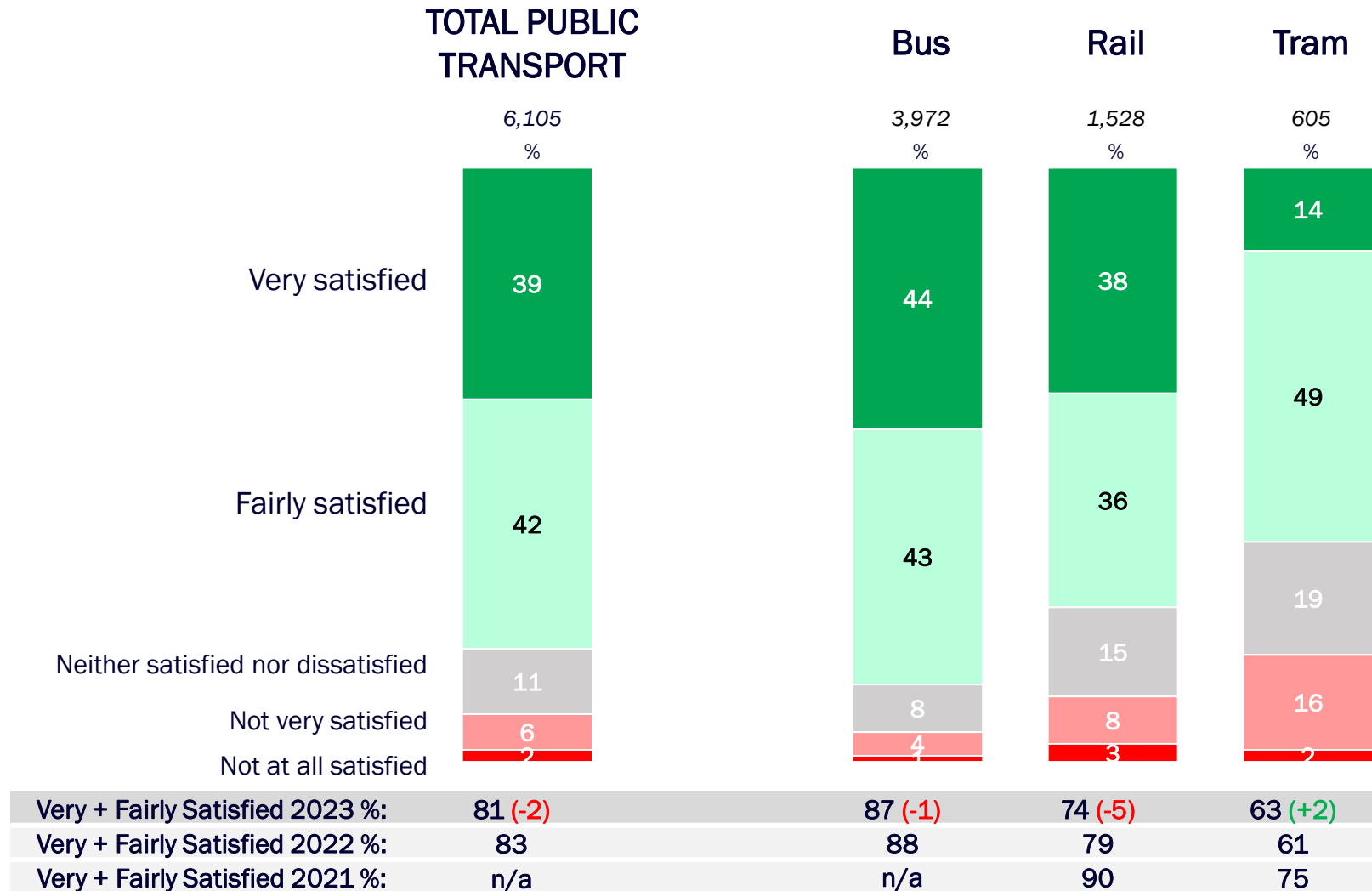
Base: All Public Transport users N= 6,105

	TOTAL PUBLIC TRANSPORT	Bus	Rail	Tram
	6,105 %	3,972 %	1,528 %	605 %

	TOTAL PUBLIC TRANSPORT	Bus	Rail	Tram
Very satisfied	36	39	36	13
Fairly satisfied	43	45	35	50
Neither satisfied nor dissatisfied	12	9	17	17
Not very satisfied	7	5	8	16
Not at all satisfied	2	2	4	4

	TOTAL PUBLIC TRANSPORT	Bus	Rail	Tram
Very + Fairly Satisfied 2023 %:	79 (-1)	84 (-1)	71 (-6)	63 (+1)
Very + Fairly Satisfied 2022 %:	80	85	77	62
Very + Fairly Satisfied 2021 %:	n/a	n/a	90	67

() +/- vs. 2022

December 2023

Availability of seats: Bus users are most satisfied re: availability of seats.

Base: All Public Transport users N= 6,105

	TOTAL PUBLIC TRANSPORT	Bus	Rail	Tram
	6,105 %	3,972 %	1,528 %	605 %
Very satisfied	39	44	38	14
Fairly satisfied	42	43	36	49
Neither satisfied nor dissatisfied	11	8	15	19
Not very satisfied	6	4	8	16
Not at all satisfied	2	1	3	2
Very + Fairly Satisfied 2023 %:	81 (-2)	87 (-1)	74 (-5)	63 (+2)
Very + Fairly Satisfied 2022 %:	83	88	79	61
Very + Fairly Satisfied 2021 %:	n/a	n/a	90	75

() +/- vs. 2022

December 2023

5. Safety overall: Almost all users report feeling safe across all the stages of their journey.

Base: All Public Transport users N= 6,105

	Travelling to/from stop %	At stop %	On-board %
Very safe	64	62	64
Fairly safe	31	32	32
Slightly unsafe	4	5	4
Very unsafe			

Fairly + Very Safe 2023 %:	95 (=)	94 (=)	96 (+1)
Fairly + Very Safe 2022 %:	95	94	95

() +/- vs. 2022
Note: Question not asked in 2021

Safety walking to and from the stop: Tram users less likely to report feeling 'very safe' walking to and from Tram stops.

Base: All Public Transport users N= 6,105

	TOTAL PUBLIC TRANSPORT	Bus	Rail	Tram
	6,105 %	3,972 %	1,528 %	605 %
Very safe	64	67	65	45
Fairly safe	31	29	30	46
Slightly unsafe	4	4	4	8
Very unsafe	1	1	1	1
Fairly + Very Safe 2023 %:	95 (=)	96 (=)	95 (=)	91 (-1)
Fairly + Very Safe 2022 %:	95	96	95	92

() +/- vs. 2022
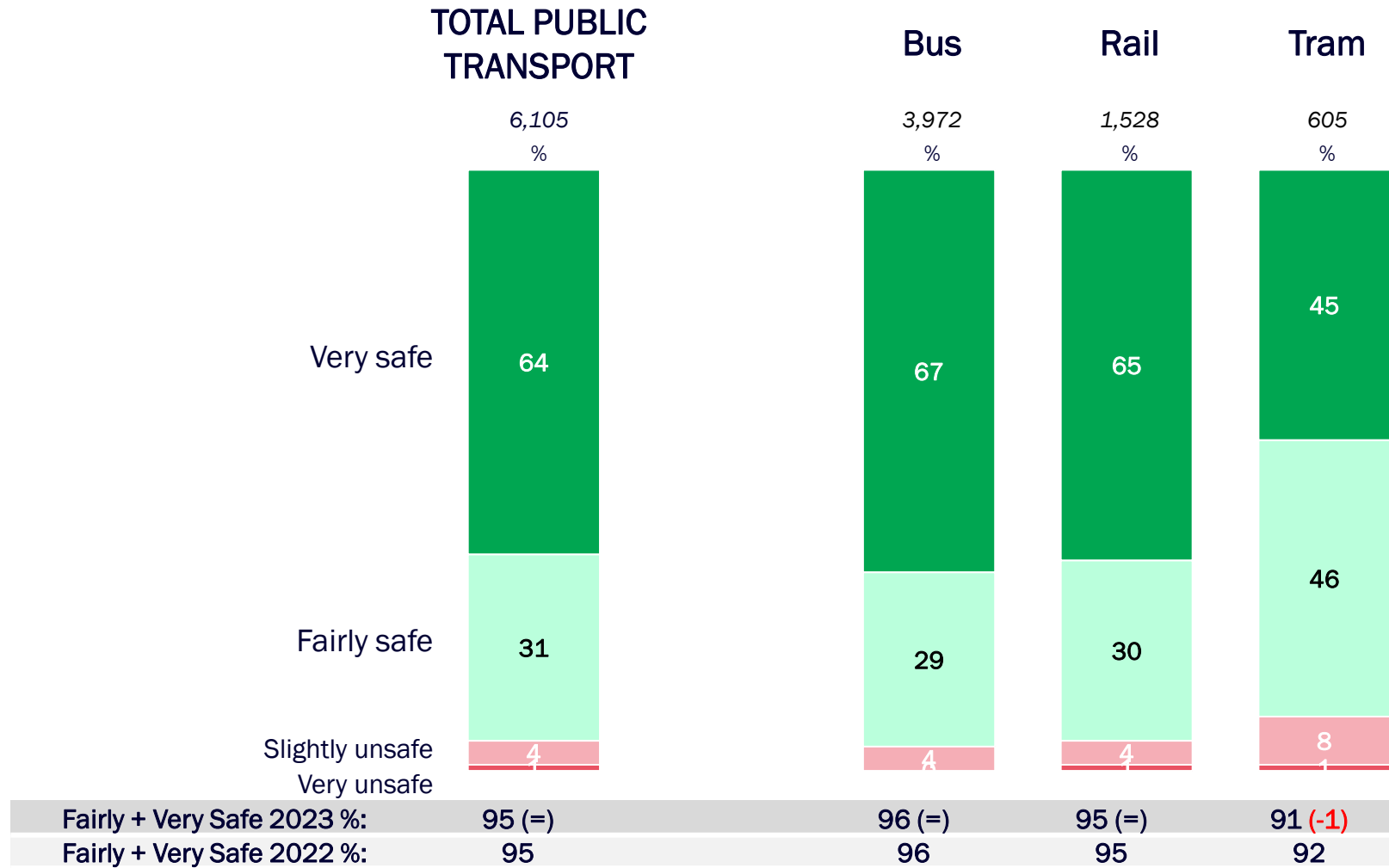
December 2023

Safety at the stop: Incidence of feeling 'very safe' at the stop is lower for Tram.

Base: All Public Transport users N= 6,105

	TOTAL PUBLIC TRANSPORT	Bus	Rail	Tram
	6,105 %	3,972 %	1,528 %	605 %
Very safe	62	63	68	41
Fairly safe	32	32	28	49
Slightly unsafe	5	5	4	9
Very unsafe	1	1		1
Fairly + Very Safe 2023 %:	94 (=)	95 (+1)	96 (=)	90 (=)
Fairly + Very Safe 2022 %:	94	94	96	90
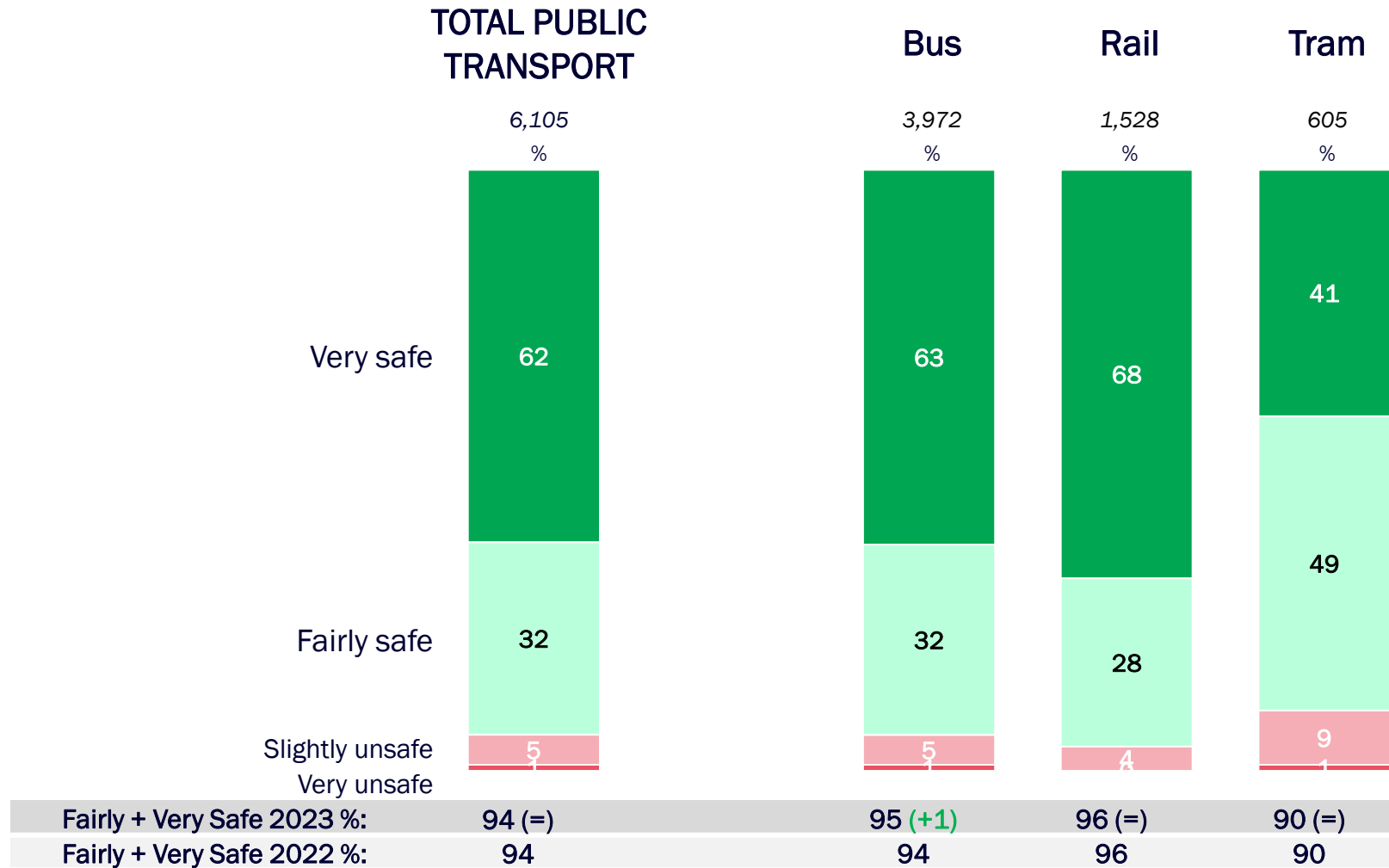
() +/- vs. 2022

December 2023

Safety on board: Feeling safe on board is significantly lower for Tram with only 40% feeling very safe.

Base: All Public Transport users N= 6,105

	TOTAL PUBLIC TRANSPORT	Bus	Rail	Tram
	6,105 %	3,972 %	1,528 %	605 %
Very safe	64	66	66	40
Fairly safe	32	30	29	47
Slightly unsafe	4	4	5	12
Very unsafe				1
Fairly + Very Safe 2023 %:	96 (+1)	96 (-1)	95 (=)	87 (=)
Fairly + Very Safe 2022 %:	95	97	95	87

() +/- vs. 2022

December 2023
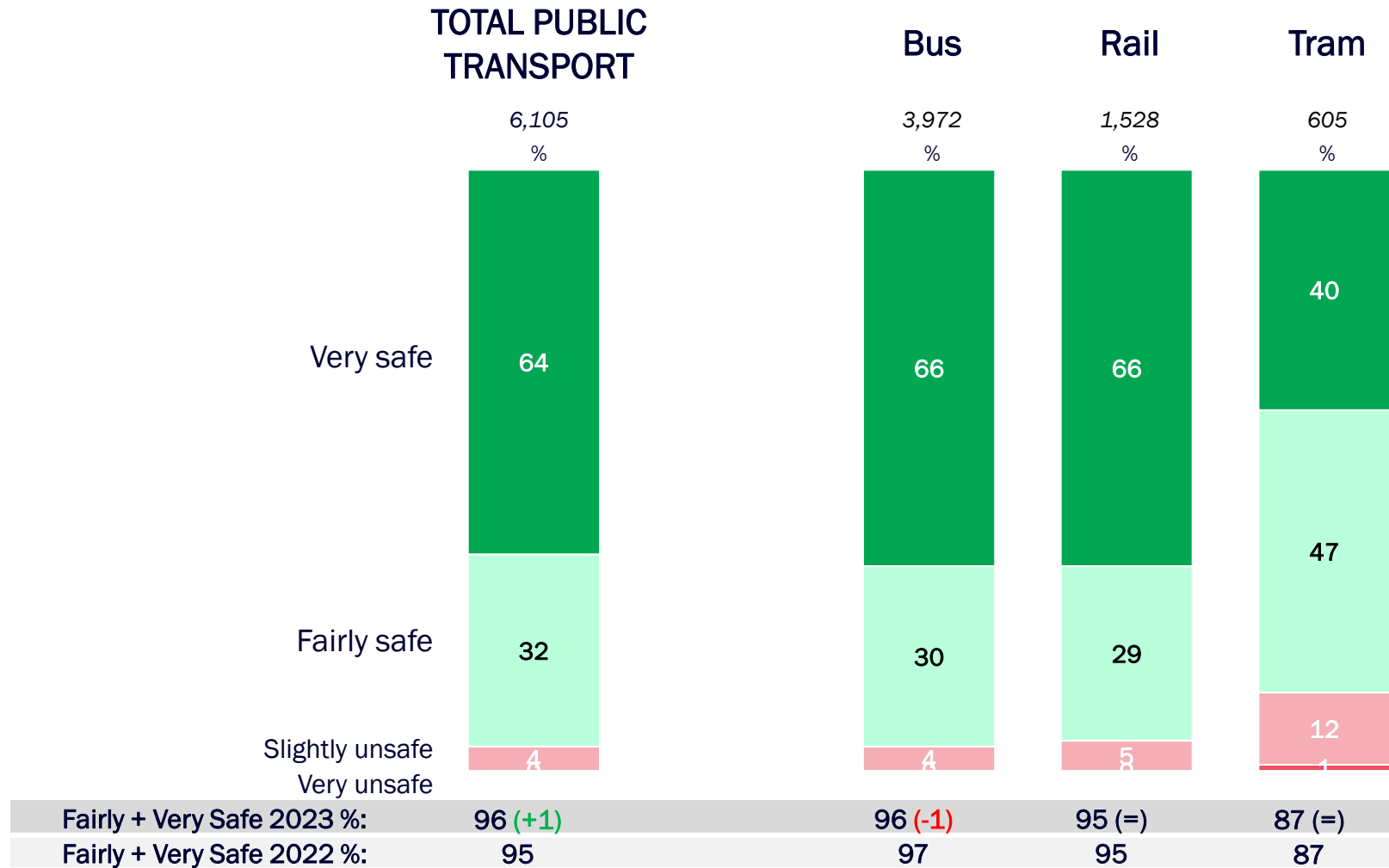
Safety walking to and from the stop by gender: While overall feelings of safety are high, fewer women feel very safe compared to men when walking to/from the Bus and Rail stops.

Base: All Public Transport users N= 6,105

On Bus...

	Male 1855 %	Female 2117 %
Very safe	71	65
Fairly safe	27	30
Slightly unsafe	2	4
Very unsafe		

On Rail...

	Male 726 %	Female 802 %
Very safe	73	59
Fairly safe	25	34
Slightly unsafe	2	6
Very unsafe		1

On Tram...

	Male 323 %	Female 282 %
Very safe	45	46
Fairly safe	47	44
Slightly unsafe	7	9
Very unsafe	1	1

	On Bus Male	On Bus Female	On Rail Male	On Rail Female	On Tram Male	On Tram Female
Fairly + Very Safe 2023 %:	98 (=)	95 (+1)	98 (=)	93 (=)	92 (-3)	90 (=)
Fairly + Very Safe 2022 %:	98	94	98	93	95	90

() +/- vs. 2022

December 2023

Safety at the stop by gender: Feeling very safe is slightly lower for women at bus and Rail stops.

Base: All Public Transport users N= 6,105

	On Bus...		On Rail...		On Tram...	
	Male 1855 %	Female 2117 %	Male 726 %	Female 802 %	Male 323 %	Female 282 %
Very safe	67	59	74	63	41	42
Fairly safe	30	34	24	32	51	48
Slightly unsafe	3	6	2	5	7	11
Very unsafe		1			1	1

	On Bus...		On Rail...		On Tram...	
Fairly + Very Safe 2023 %:	97 (-1)	93 (=)	98 (-1)	95 (=)	92 (=)	90 (+2)
Fairly + Very Safe 2022 %:	98	93	99	95	92	88

() +/- vs. 2022

December 2023
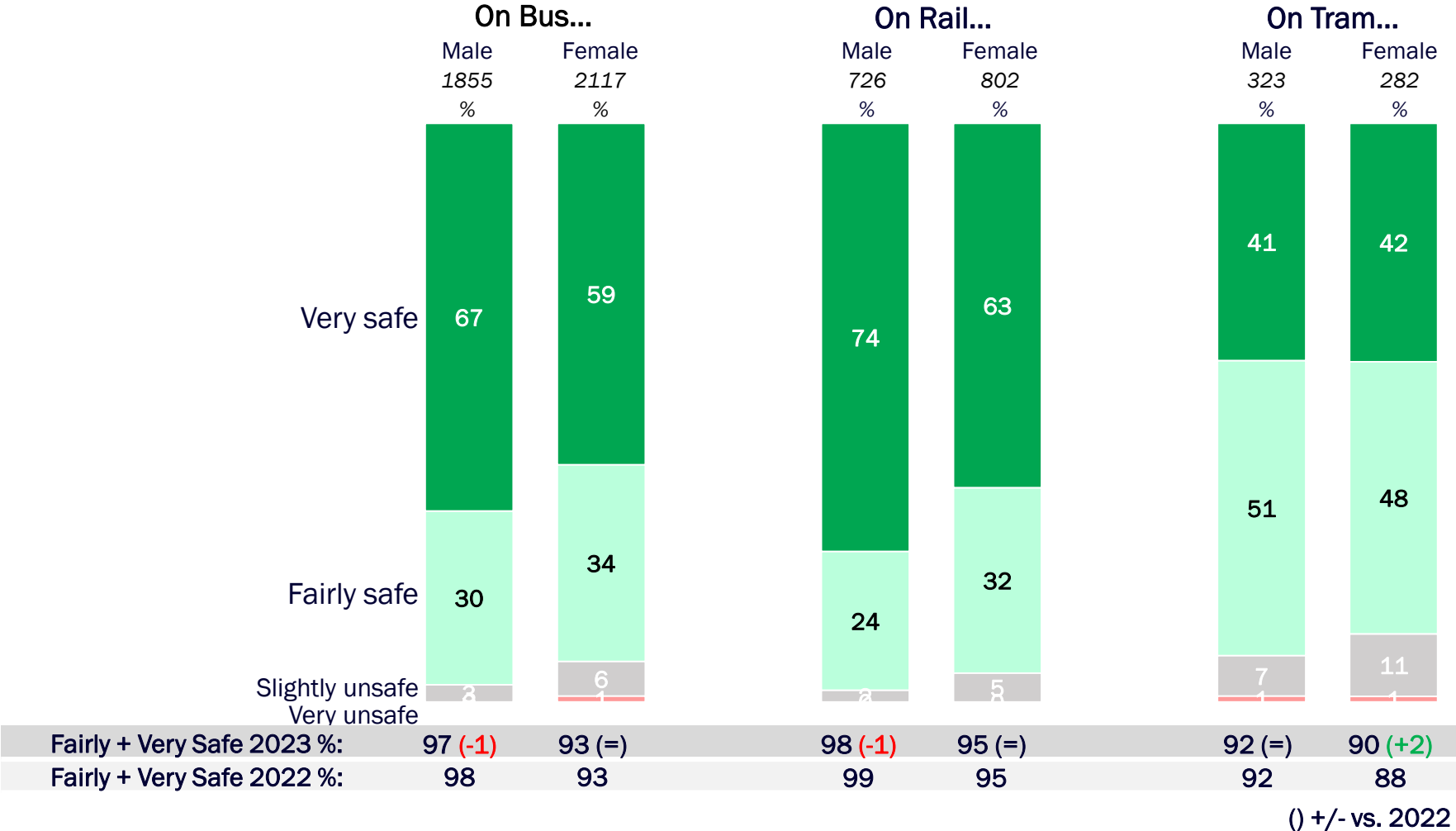
Safety on board by gender: Only minor differences between men and women in feeling safe on board different modes.

Base: All Public Transport users N= 6,105

On Bus...		On Rail...		On Tram...	
Male 1855 %	Female 2117 %	Male 726 %	Female 802 %	Male 323 %	Female 282 %

	On Bus... Male	On Bus... Female	On Rail... Male	On Rail... Female	On Tram... Male	On Tram... Female
Fairly + Very Safe 2023 %:	98 (=)	96 (=)	96 (+1)	95 (+1)	89 (=)	85 (=)
Fairly + Very Safe 2022 %:	98	96	95	94	89	85

() +/- vs. 2022
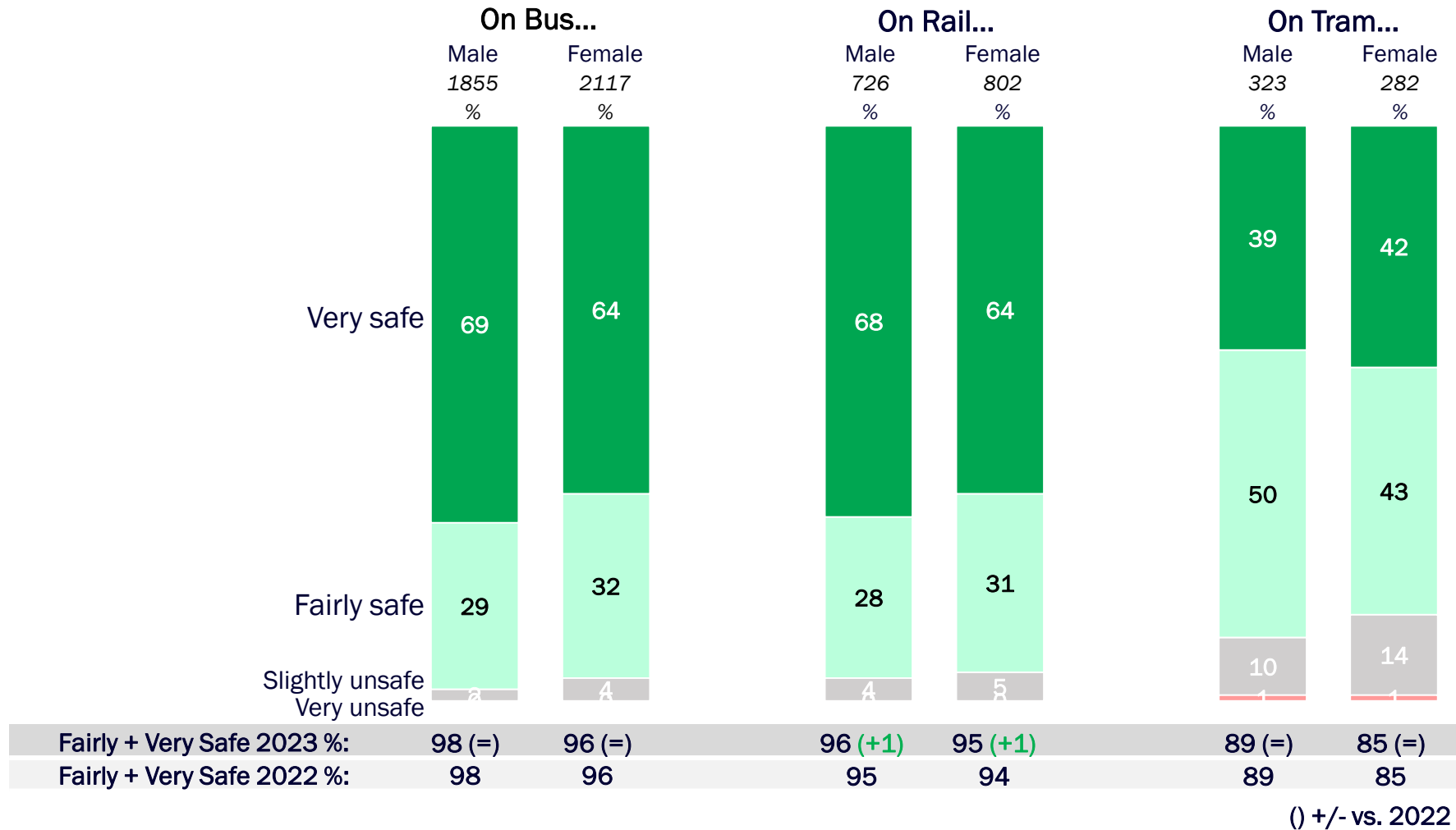
6. Ticketing.
Value for money (VFM): Almost nine in ten are very or fairly satisfied with value for money and this is stable since last year.

Base: All public transport users ex those with free travel pass N= 5,044

Satisfaction with VFM

2023

5,044
%

Very satisfied	44
Fairly satisfied	43
Neither satisfied nor dissatisfied	8
Fairly dissatisfied	4
Very dissatisfied	

Very + Fairly Satisfied 2023 %:	87 (=)
Very + Fairly Satisfied 2022 %:	87
Very + Fairly Satisfied 2021 %:	78
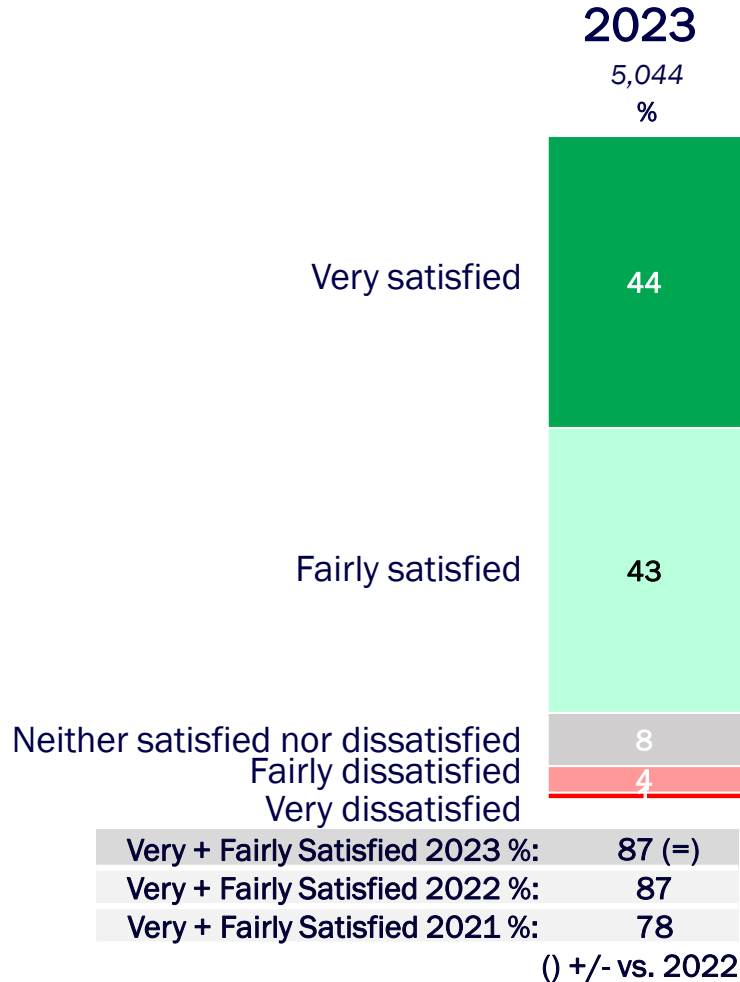
() +/- vs. 2022

Value for money (VFM) by mode: Tram users most satisfied with VFM. Rail users the least satisfied.

Base: All public transport users ex those with free travel pass N= 5,044

	TOTAL PUBLIC TRANSPORT	Bus	Rail	Tram
	5,044 %	3,184 %	1,313 %	547 %
Very satisfied	44	42	46	45
Fairly satisfied	43	45	38	46
Neither satisfied nor dissatisfied	8	8	8	6
Not very satisfied	4	4	6	2
Not at all satisfied	1	1	2	2
Very + Fairly Satisfied 2023 %:	87 (=)	87 (-2)	84 (+4)	91 (+2)
Very + Fairly Satisfied 2022 %:	87	89	80	89
Very + Fairly Satisfied 2021 %:	n/a	n/a	77	61

() +/- vs. 2022

December 2023
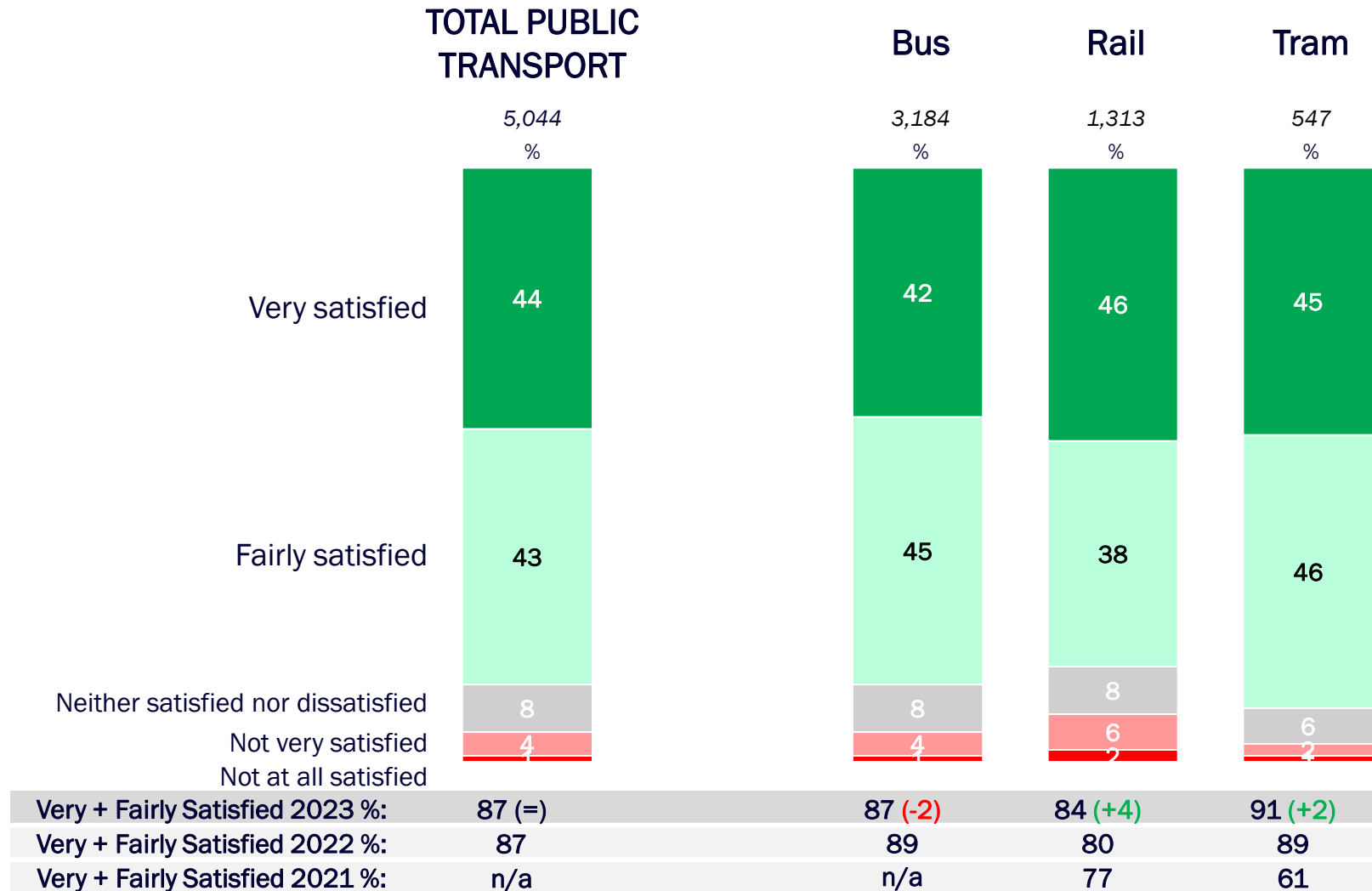
TFI 90 minute fare: 76% of public transport users in Dublin are aware of TFI 90 min fare and 69% of Leap Card holder in Dublin have benefitted from using it.

Base: All public transport users in Dublin N= 2,489

Awareness of TFI 90 Minute Fare %

Yes, I have heard	76
No	20
Don't know	4
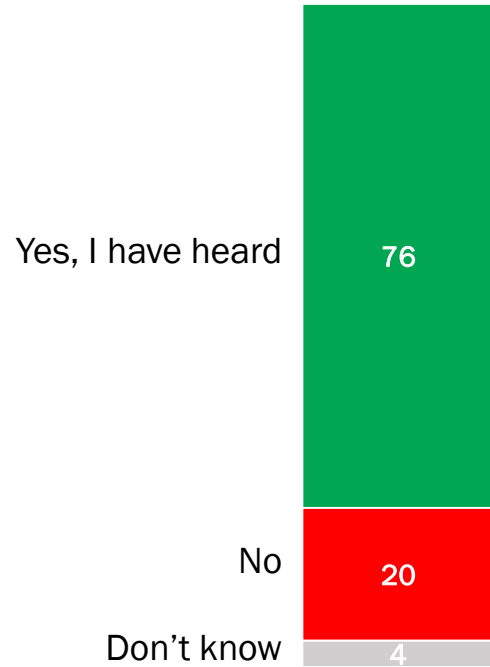
Benefitted from transfer for free between multiple services
(Base: All used Leap Card N 2210) %

Yes, I have benefitted	69
No	24
Don't know	7
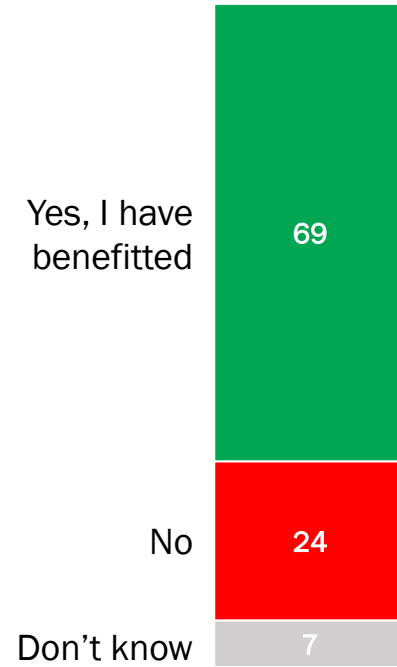
Awareness of TFI 90 minute fare: Awareness of TFI 90 minute fare is high across all modes

Base: All public transport users in Dublin N= 2,489

Awareness among all public transport users in Dublin

76% aware
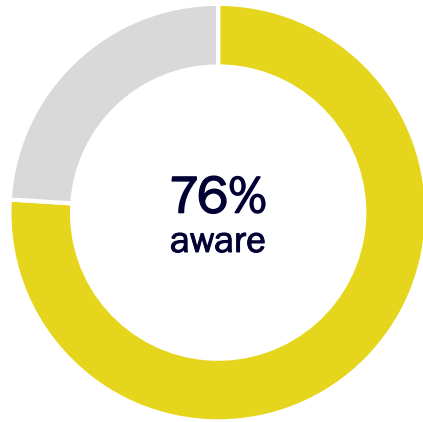
	TOTAL PUBLIC TRANSPORT	Bus	Rail	Tram
	2,489	*1,381*	*561*	*547*
	%	%	%	%
Yes	76	76	76	76
No	20	19	20	20
Don't know	4	5	4	4

Understanding of TFI 90 minute fare: Half of public transport users in Dublin have an accurate understanding of how the 90 minute fare works.

Base: All public transport users in Dublin N= 2,489

Understanding of How TFI 90 Minute Fare Works
%

Category	Value
You travel for free within a 90 minute window/free transfers	36
You pay one €2 fare on bus/dart/luas for journey completed in 90 mins	17
Unlimited travel/Multiple transport	7
Cheaper/Reduced/Discounted Fare	6
Yes/Good/I use	6
Haven't heard of it/Don't use	3
Resets every hour	2
Other	2
None/Dk	22

ANY 52%
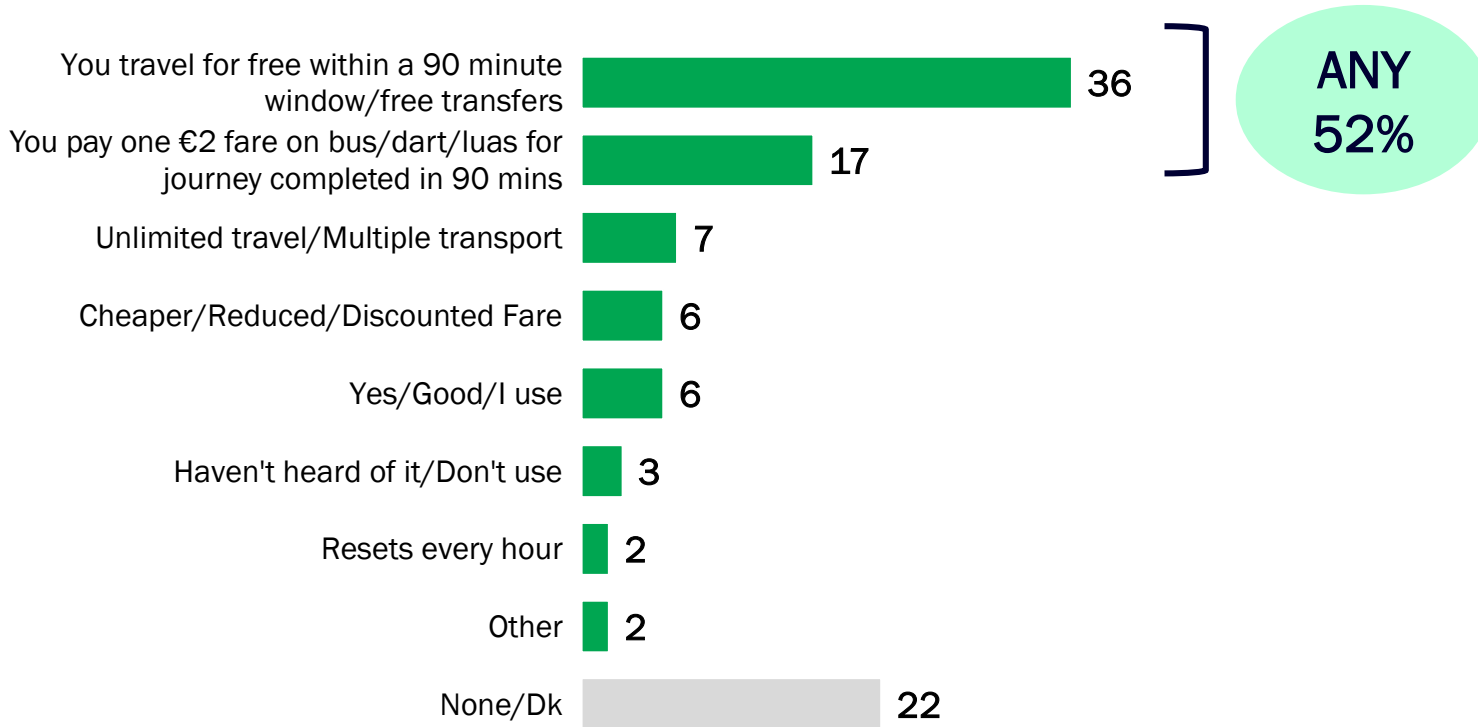
"I can get on how many transport I want during this time".

"once you tap your card, you're good for 90 mins on any transport".

"you tap it and free for 90 mins".

"Jump on and of in public transportation within 90 minutes".

"any transport for 90 mins when you first tap leap card. can be Luas dart or bus".

"Can go from one form of public transport to another within 90 minutes without paying any additional fare".

December 2023

Effectiveness of TFI 90 minute fare in using public transport more: 3 in 5 took more public transport journeys as result of the TFI 90 min fare. Luas users were most likely to claim fare encouraged more journeys

Base: All public transport users in Dublin N= 2,489

To what extent has the TFI 90 minute fare encouraged you to take more public transport journeys?

	TOTAL PUBLIC TRANSPORT	Bus	Rail	Tram
	2,210 %	1,280 %	476 %	454 %
A lot	32	26	33	46
Somewhat	28	32	25	21
	60%	58%	58%	67%
Very little	13	14	15	11
Not at all	27	28	27	22
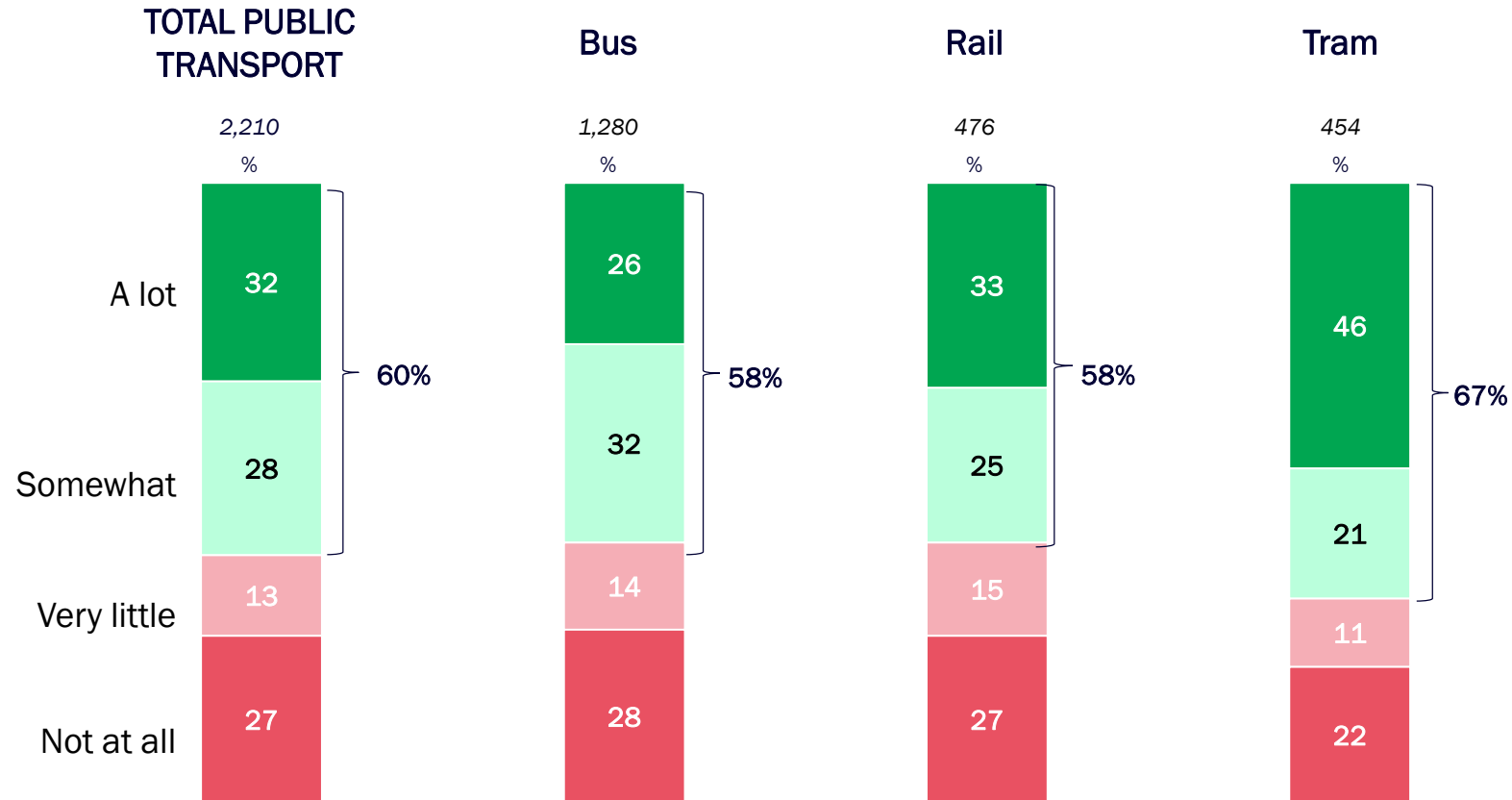
7. Transport Apps; Use of Apps: App usage to get real time/live/journey planning has increased by 5% since last year to 47%. TFI Live is the most used and usage is especially high for Bus users.

Base: All Public Transport users N= 6,105

47% (+5%) use an app
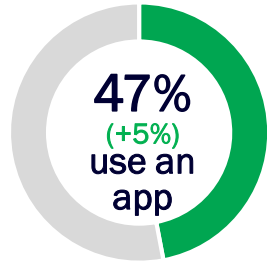
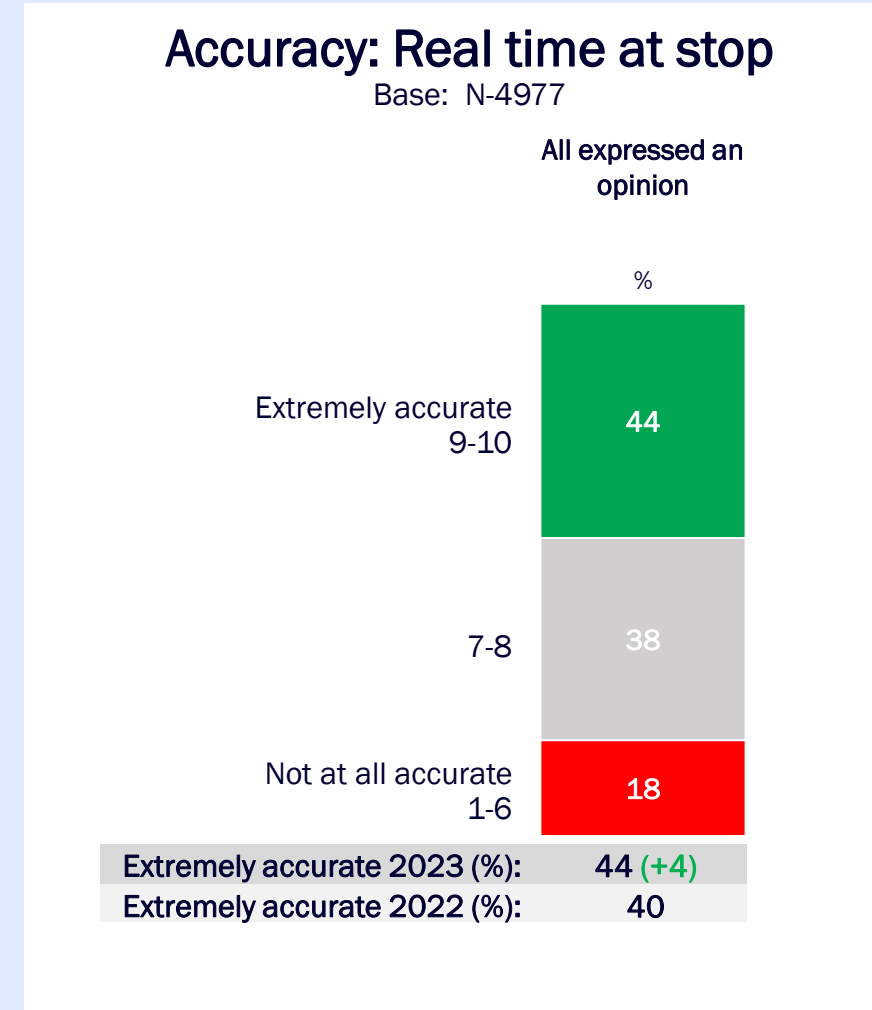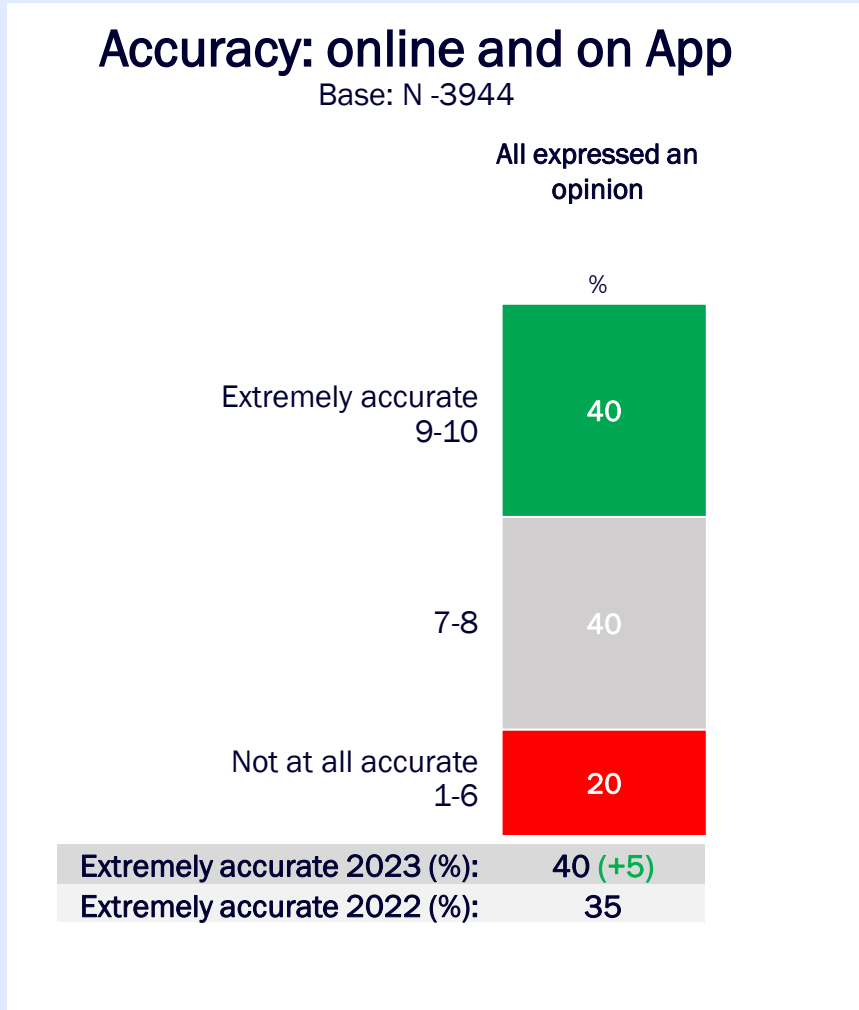|	Total 2023 Vs 2022	TOTAL PUBLIC TRANSPORT	Bus	Rail	Tram
Base:		6105	3,972	1,528	605
	%	%	%	%	%
TFI Live*	+15	29	38	14	13
Online/Google	=	6	5	6	7
Irish Rail Official	=	5	0	22	-
Dublin Bus Apps**	+5	1	2	-	-
Luas Official	=	1	-	0	14
Bus Eireann website/App	=	1	1	-	-
Moovit	=	1	1	0	0
Other	=	1	1	2	1
Don't know / Can't remember	=	5	6	4	4

*Wording used for TFI Live:
TFI
TFI Live
Realtime apps
Luas and TFI app
Real time bus
Real Time Ireland
Real time live
RTI
Rtlive
TFI
TFI app
TFI go
TFI Live
TFI Live app
TFI real time
tfi transport
Treal time Ireland

**Wording use for Dublin Bus Apps:
Dublin Bus
Dublin Bus app
Dublin Bus times
Dublin Bus website
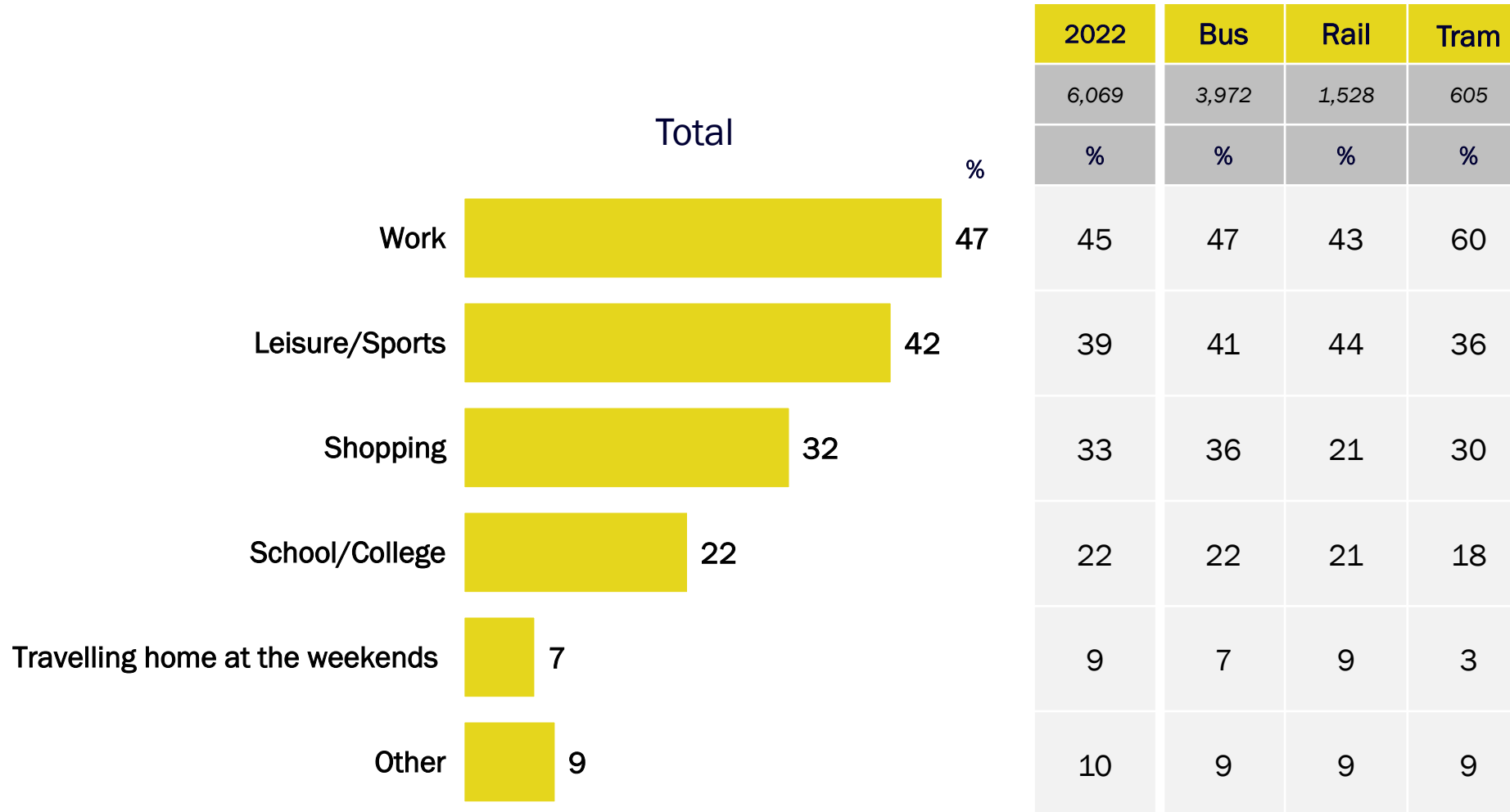Dublin Bus TFI

() +/- vs. 2022

Accuracy of online and Apps vs. Real time at stop: Of those who expressed an opinion, 40% assert the Online App is accurate and 44% assert the real time information at the stop is accurate.

Base: All Public Transport users who expressed an opinion on accuracy

Accuracy: online and on App
Base: N -3944

All expressed an opinion

%

Extremely accurate 9-10	40
7-8	40
Not at all accurate 1-6	20

Extremely accurate 2023 (%):	40 (+5)
Extremely accurate 2022 (%):	35

Accuracy: Real time at stop
Base: N-4977

All expressed an opinion

%

Extremely accurate 9-10	44
7-8	38
Not at all accurate 1-6	18

Extremely accurate 2023 (%):	44 (+4)
Extremely accurate 2022 (%):	40

December 2023

8. Usage Norms: Work, leisure and shopping are the key reasons for public transport usage.

Base: All Public Transport users N= 6,105

Total

%

	Total %
Work	47
Leisure/Sports	42
Shopping	32
School/College	22
Travelling home at the weekends	7
Other	9

	2022	Bus	Rail	Tram
	6,069	3,972	1,528	605
	%	%	%	%
Work	45	47	43	60
Leisure/Sports	39	41	44	36
Shopping	33	36	21	30
School/College	22	22	21	18
Travelling home at the weekends	9	7	9	3
Other	10	9	9	9

December 2023

9. Suggested areas for improvement: Punctuality and frequency dominate suggestions.

Base: All specified areas for improvement N= 2,986

	TOTAL PUBLIC TRANSPORT	Bus	Rail	Tram
Base: All specified areas for improvement – 2,986	*2,986*	*1,929*	*805*	*252*
	%	%	%	%
Improve frequency of buses/luas/Rail	18	21	13	14
Improve punctuality	14	19	4	4
More Rails/buses - late night and weekends/peak times	14	12	18	21
More security	6	2	10	27
Improve cleanliness	6	4	10	4
More routes	6	6	4	9
Specific routes named for improving	6	7	4	1
Improve overcrowding	5	3	11	8
Improve accuracy of Real Time signs	4	4	2	4
Cheaper fares	4	3	6	4
More/improved shelters	4	6	1	-
Resume catering service	3	0	9	-
Improve payment options- debit/credit card	3	4	1	2
Improve toilet facilities	3	2	7	-
Friendlier/more helpful staff	2	3	0	1
Improve seating/leg room	2	2	4	1
Modernise/update	2	1	4	-
More electronic and printed timetables	2	3	1	1
Communicate delays/cancelled services with customers	2	2	2	2
Improve update app	2	2	1	1
Other (all 1% or less)	22	21	26	19