



NTA Mystery Passenger Survey

Luas

2024 Quarter 2

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Research Background:

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

247 mystery shops were conducted during Quarter 2 with mystery shoppers acting as passengers while waiting for and on-board selected Luas services around the city. A broad spread of routes were covered across different days of the week and times of the day.

The mystery shops were carried out by trained Ipsos assessors. These assessors use mobile devices which enable both discreet and effective captures of location and tram details at stops, when boarding, on-board and after alighting services.

2024 Quarter 2 took place between 25th March to 16th June 2024

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

Tram Stops

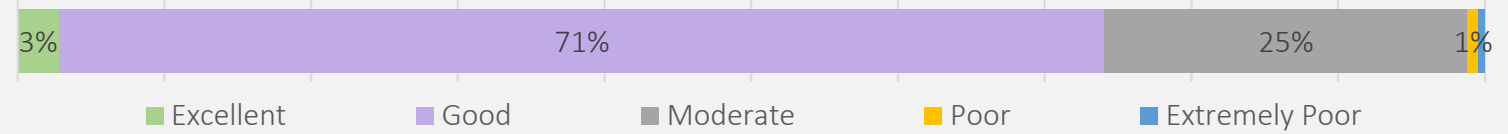
This sections contains questions relating to Tram Stops.

Tram Stops

Stop Cleanliness & Condition

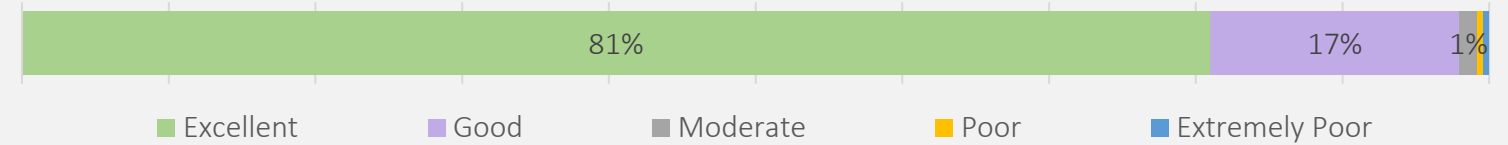
1 What would best describe the cleanliness of surfaces at the stop? *247

2024 Q2



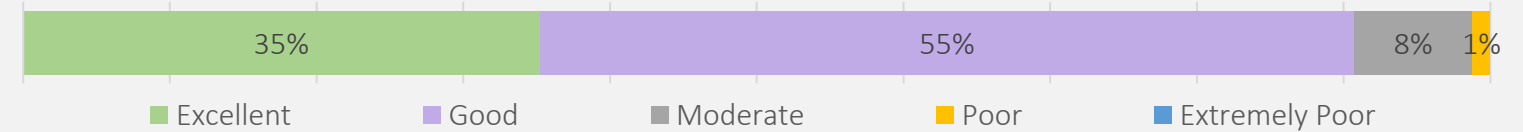
2 What would best describe the level of non-scratched graffiti on surfaces at the stop? *247

2024 Q2



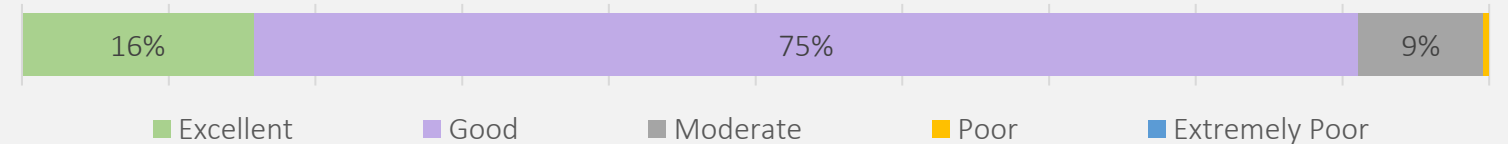
3 What would best describe the level of etching on surfaces at the stop? *247

2024 Q2



4 What would best describe the condition of surfaces at the stop? *247

2024 Q2

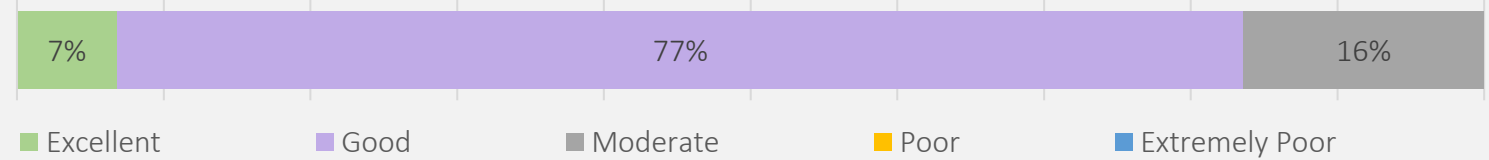


Tram Stops

Stop Seating Cleanliness & Condition

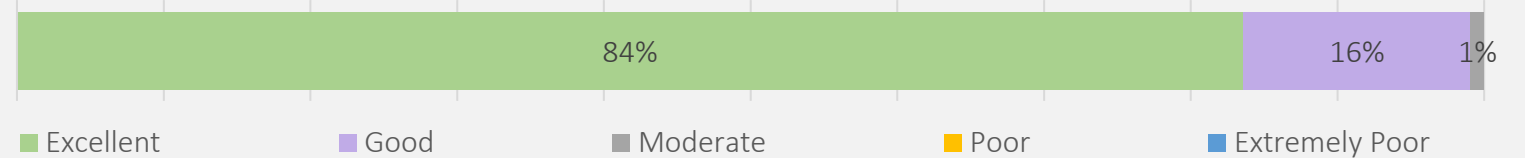
5 What would best describe the cleanliness of seating at the tram stop? *219

2024 Q2



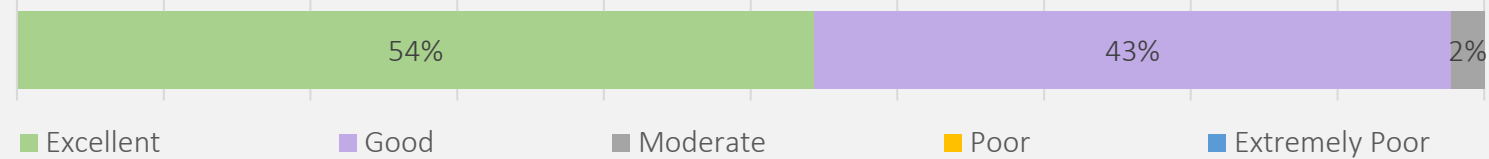
6 What would best describe the level of non-scratched graffiti on the seating of the tram stop? *219

2024 Q2



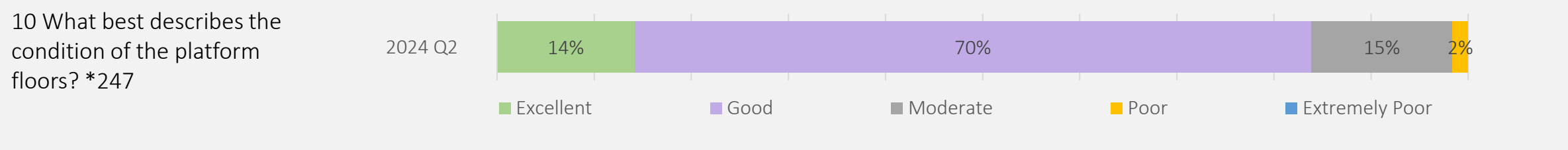
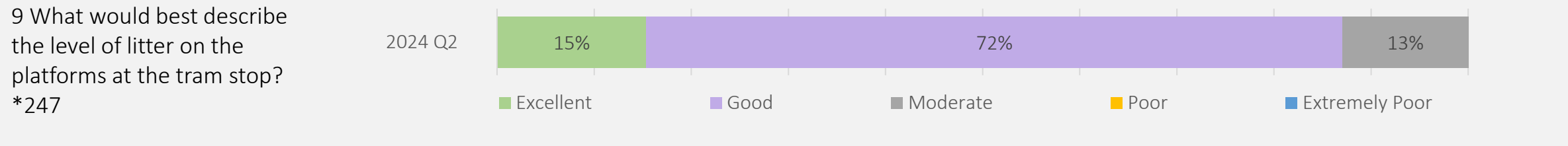
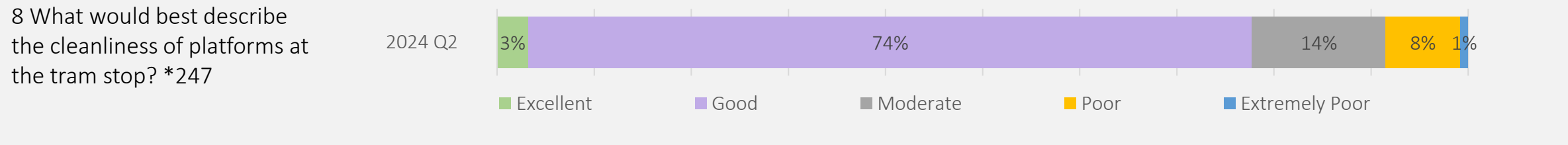
7 What would best describe the level of etching on the seating of the tram stop? *219

2024 Q2



Tram Stops

Platform Cleanliness & Condition

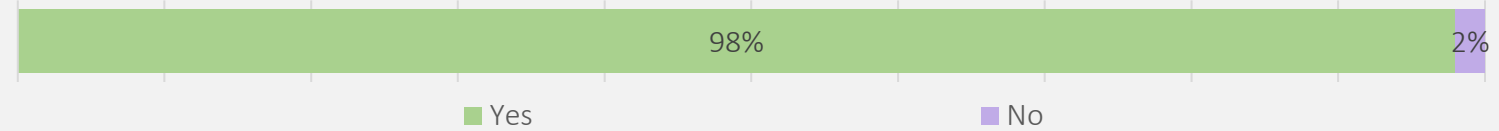


Tram Stops

Information Panels Cleanliness & Condition

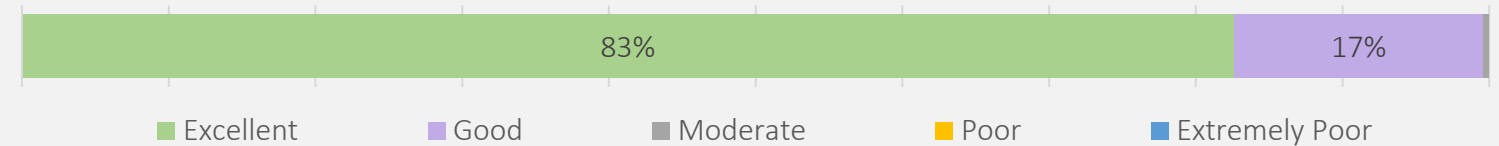
11 Are all information panels free from fly posting or unauthorised stickers? *247

2024 Q2



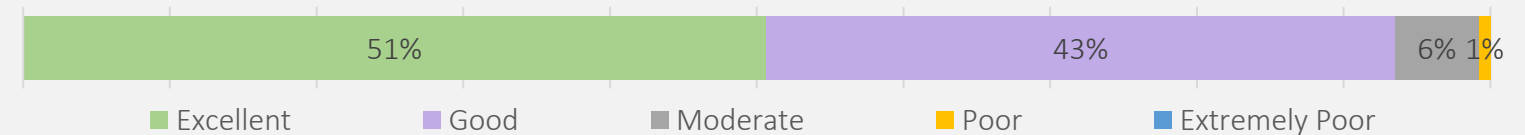
12 What would best describe the level of non-scratched graffiti on the information panels at the tram stop? *247

2024 Q2



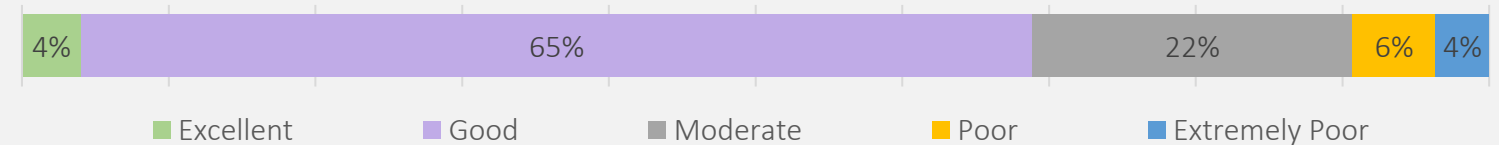
13 What would best describe the level of etching on the information panels at the tram stop? *247

2024 Q2



14 What would best describe the cleanliness of the information panels at the tram stop? *247

2024 Q2

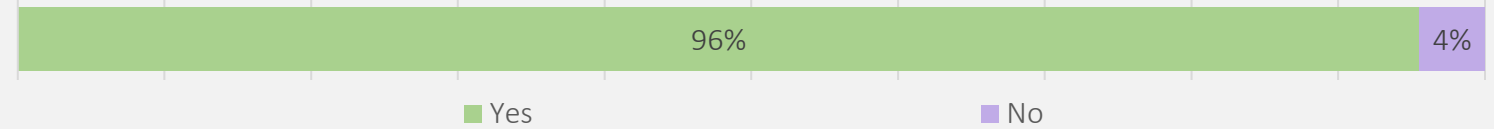


Tram Stops

Help Points Cleanliness & Condition

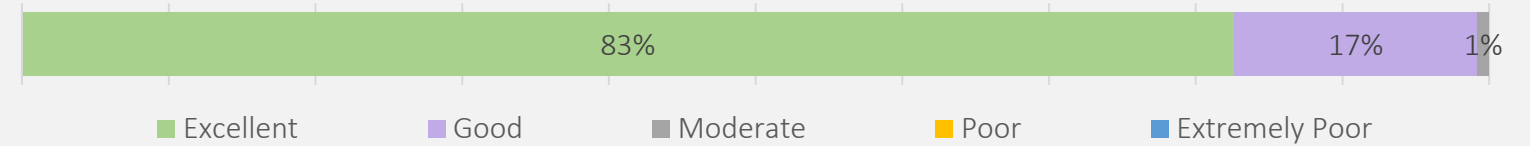
15 Are all help points free from fly posting or unauthorised stickers? *247

2024 Q2



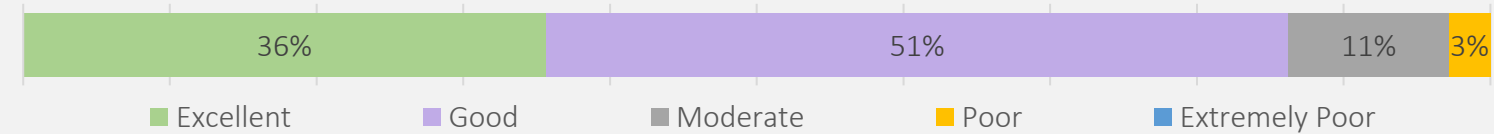
16 What would best describe the level of non-scratched graffiti on the help points at the tram stop? *247

2024 Q2



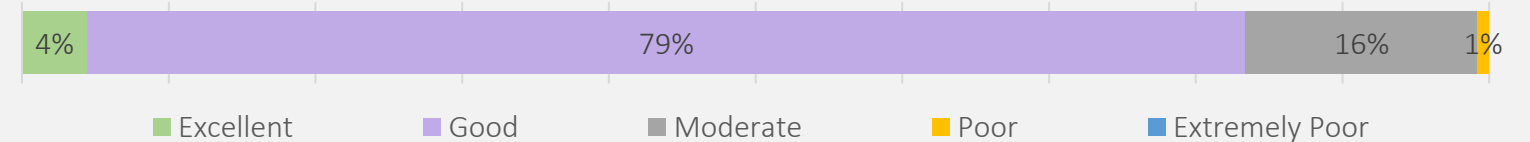
17 What would best describe the level of etching on the help points at the tram stop? *247

2024 Q2



18 What would best describe the cleanliness of the help points at the tram stop? *247

2024 Q2

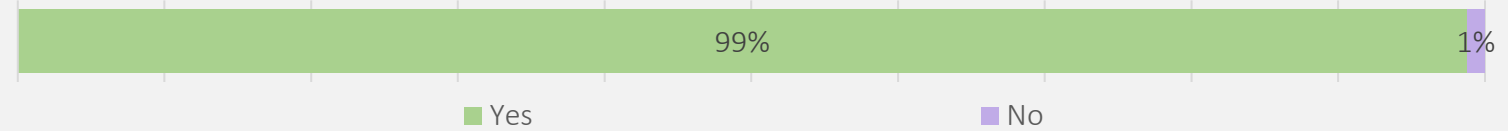


Tram Stops

Ticket Machines Cleanliness & Conditio

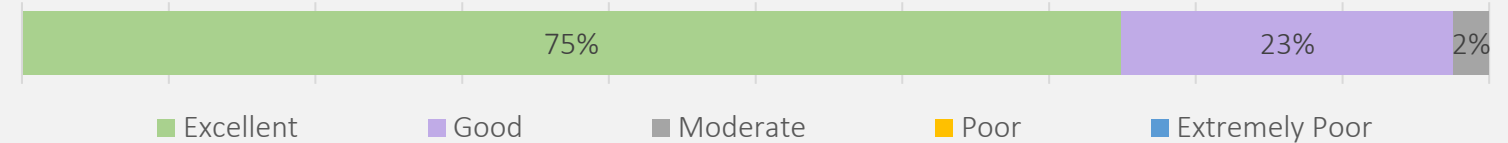
19 Are all ticket machines free from fly posting or unauthorised stickers? *247

2024 Q2



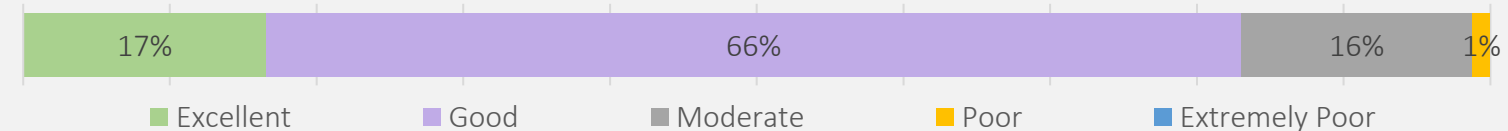
20 What would best describe the level of non-scratched graffiti on the ticket machines at the tram stop? *247

2024 Q2



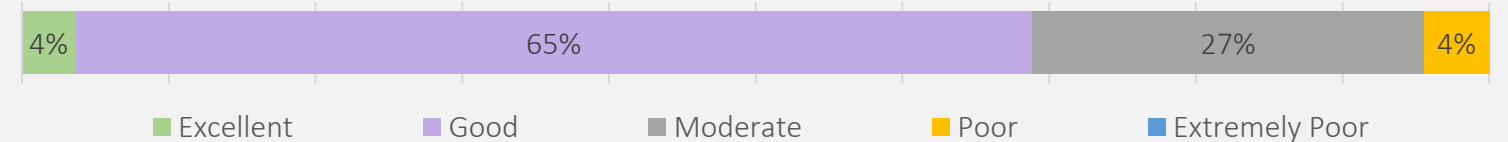
21 What would best describe the level of etching on the ticket machines at the tram stop? *247

2024 Q2



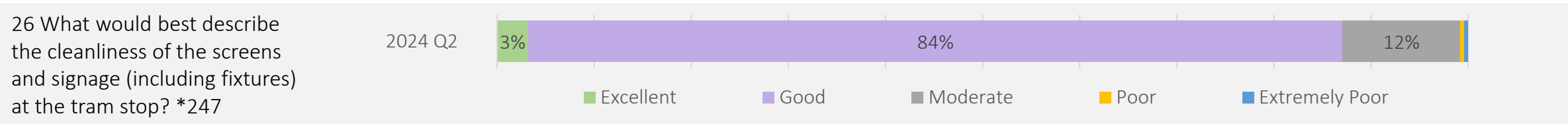
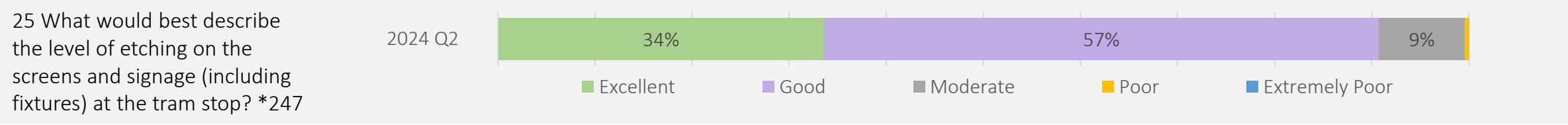
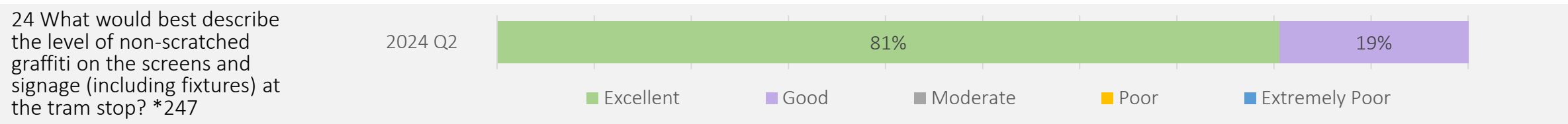
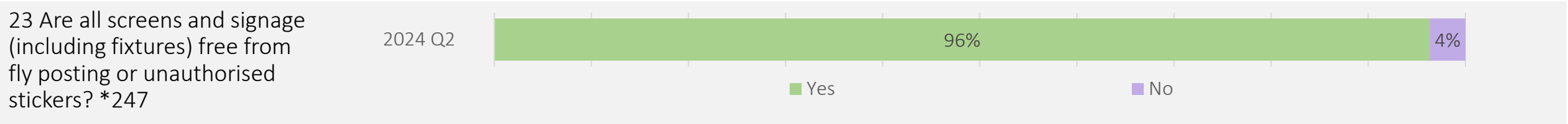
22 What would best describe the cleanliness of the ticket machines at the tram stop? *247

2024 Q2



Tram Stops

Screens and Signage Cleanliness & Condition

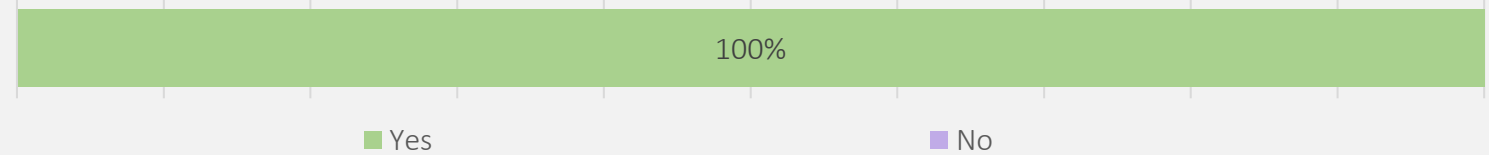


Tram Stops

Stairs Cleanliness & Condition

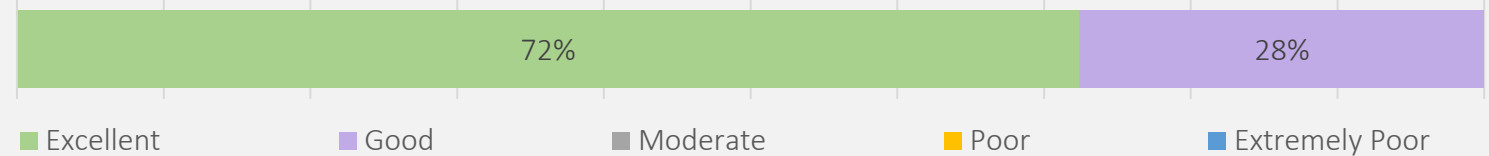
28 Are all stairs free from fly posting or unauthorised stickers? *29

2024 Q2



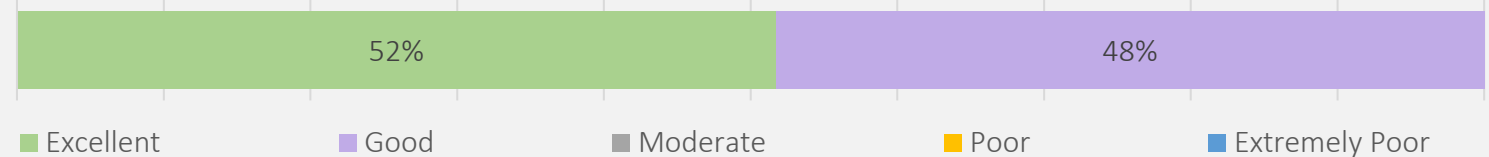
29 What would best describe the level of non-scratched graffiti on the stairs at the tram stop? *29

2024 Q2



30 What would best describe the level of etching on the stairs at the tram stop? *29

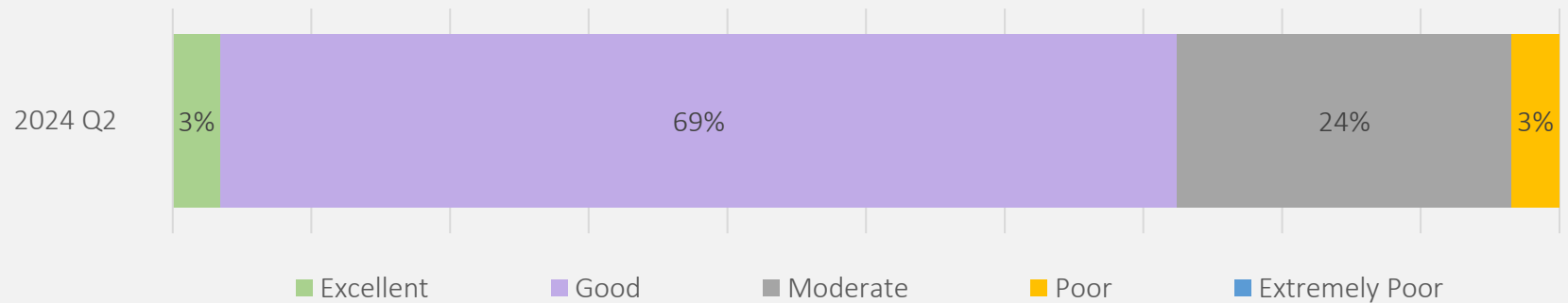
2024 Q2



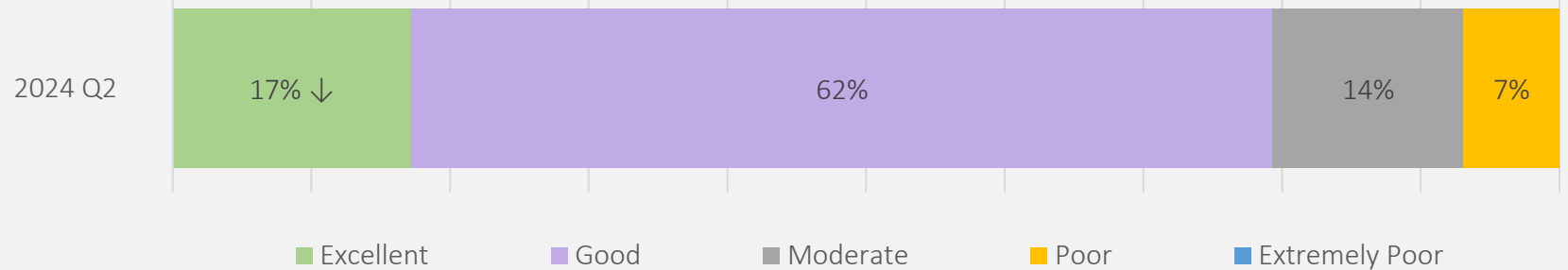
Tram Stops

Stairs Cleanliness & Condition (Continued)

31 What would best describe the cleanliness of the stairs at the tram stop? *29

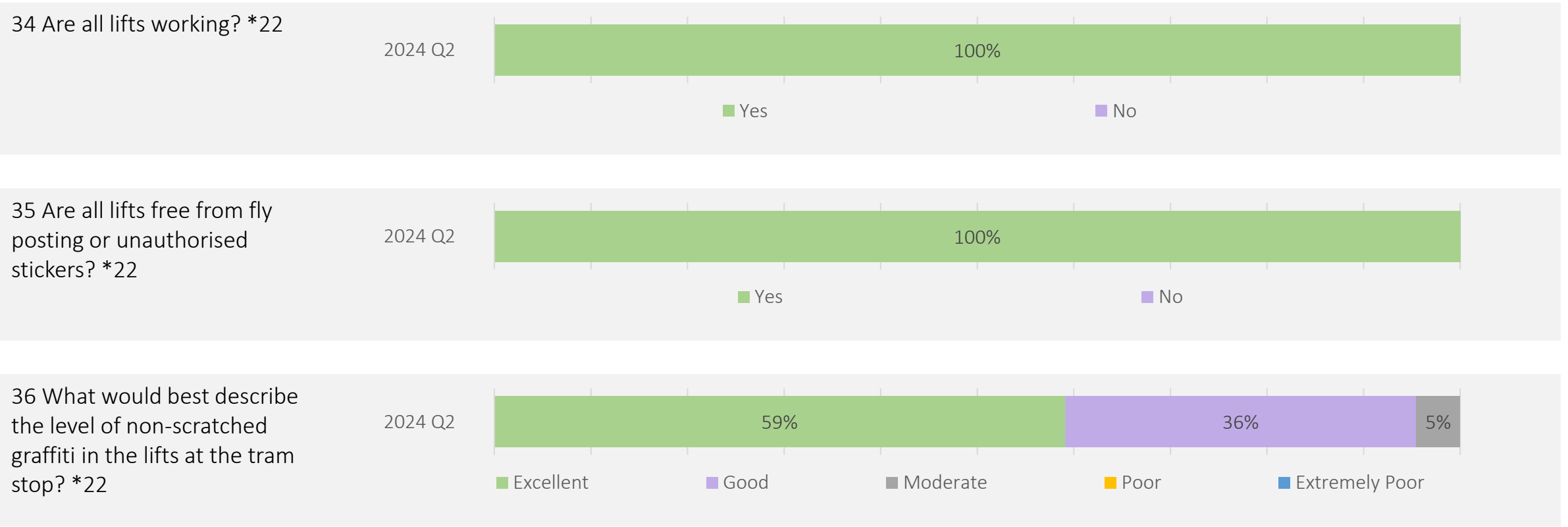


32 What best describes the condition of the stairs at the tram stop? *29



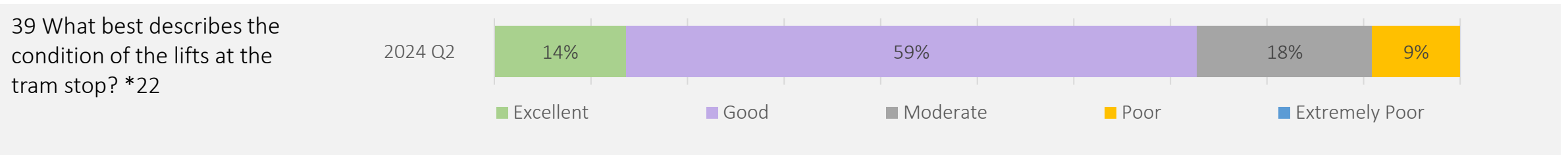
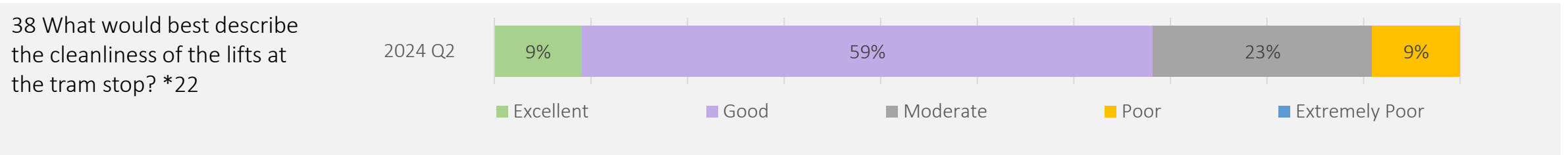
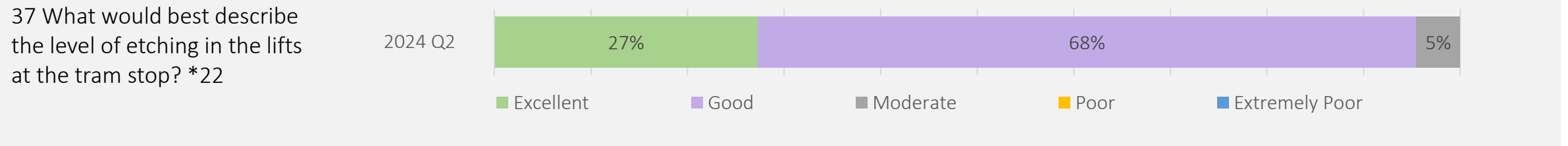
Tram Stops

Lifts Cleanliness & Condition



Tram Stops

Lifts Cleanliness & Condition (Continued)

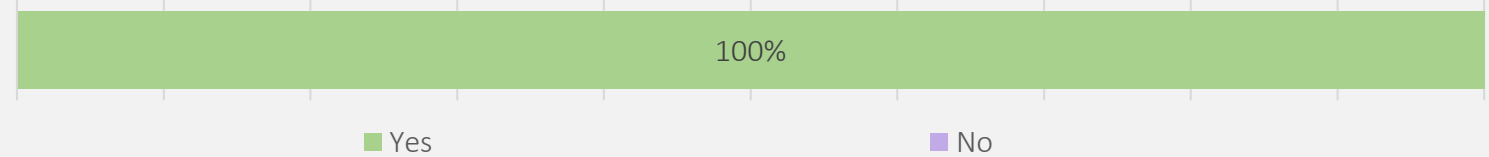


Tram Stops

Escalators Cleanliness & Condition

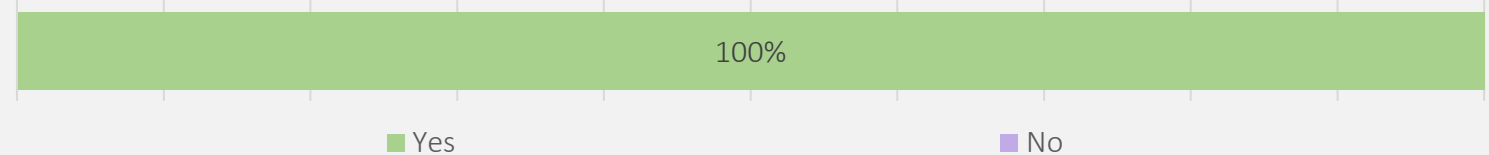
41 Are all escalators working?
*3

2024 Q2



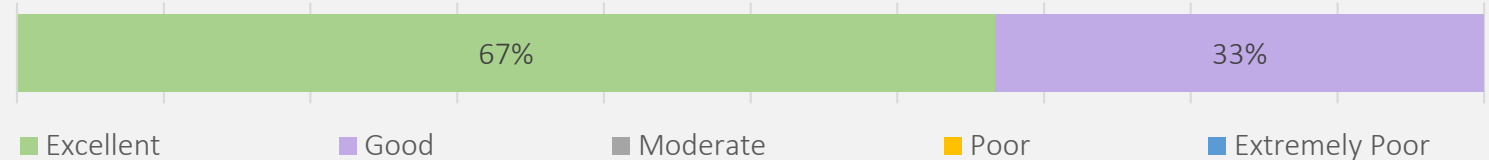
42 Are all escalators free from fly posting or unauthorised stickers? *3

2024 Q2



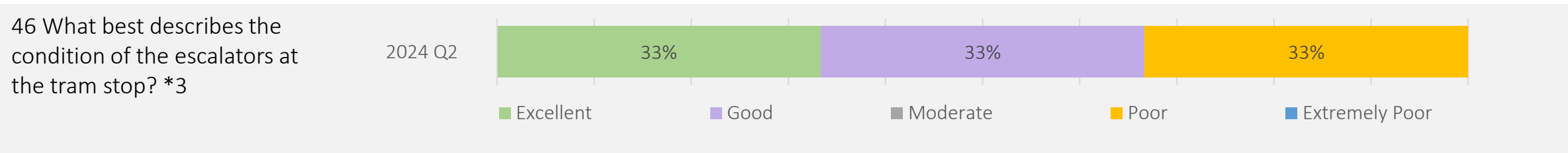
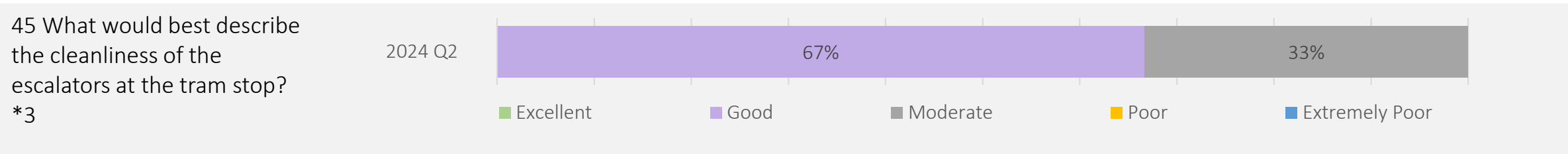
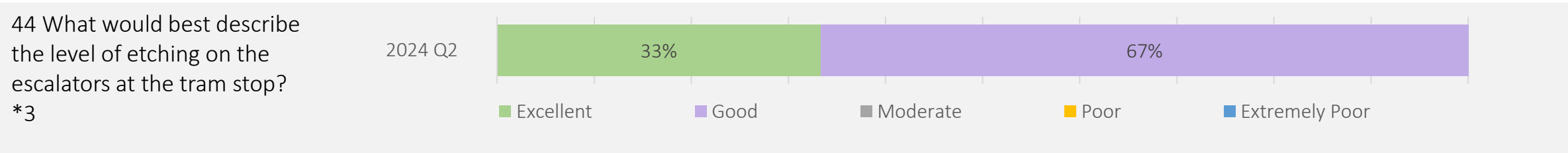
43 What would best describe the level of non-scratched graffiti on the escalators at the tram stop? *3

2024 Q2



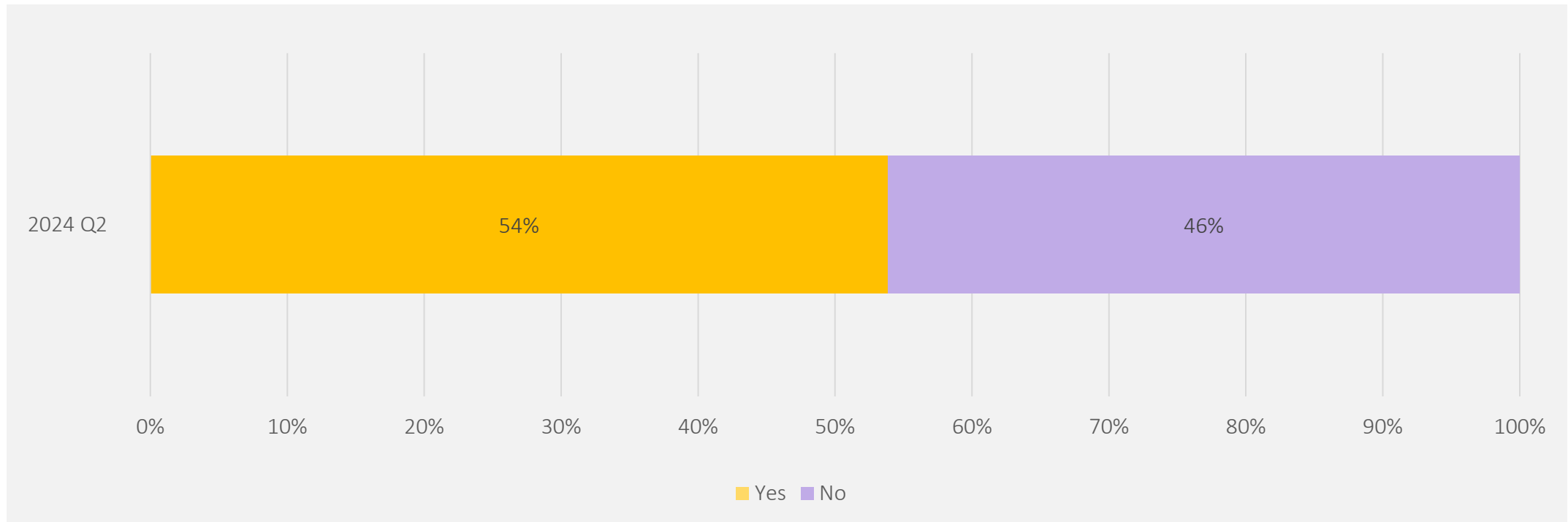
Tram Stops

Escalators Cleanliness & Condition (Continued)



Tram Stops

47 Is the stop notice board displaying up-to-date information? *247

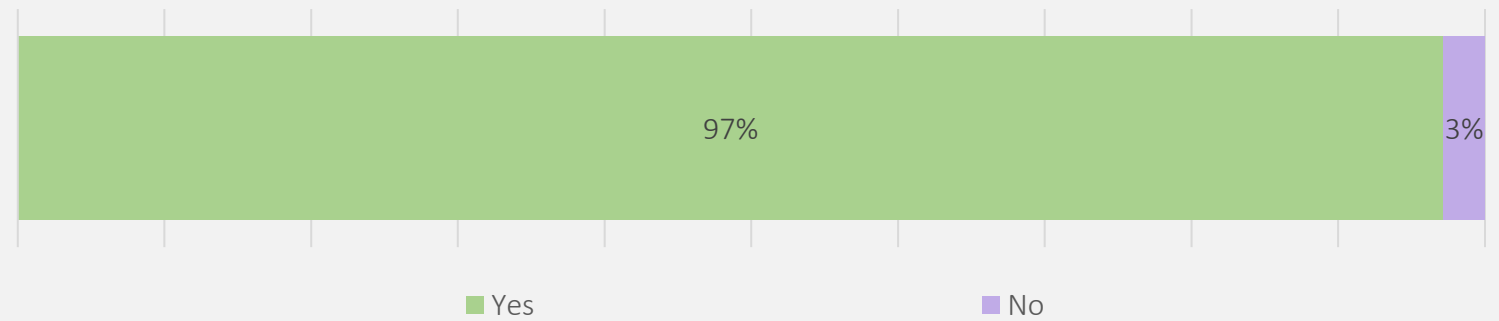


Tram Stops

Passenger Information Display (PID)

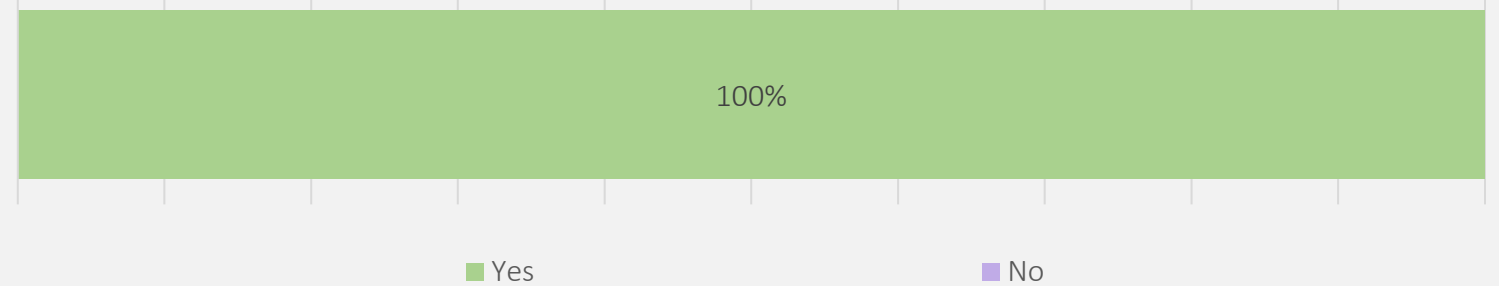
48 Is the Passenger Information Display (PID) working? *247

2024 Q2



50 Did the PID display a notification of the disruption? *1

2024 Q2

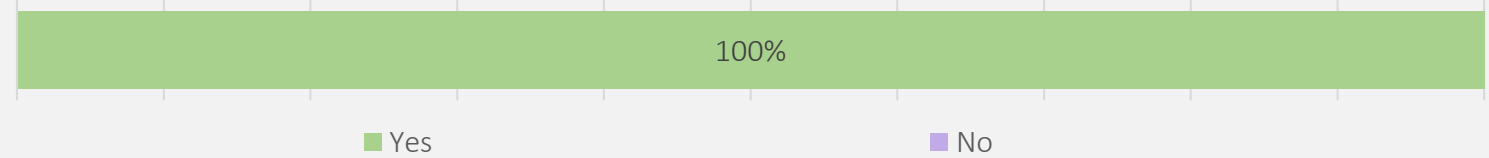


Tram Stops

Disruption Announcements

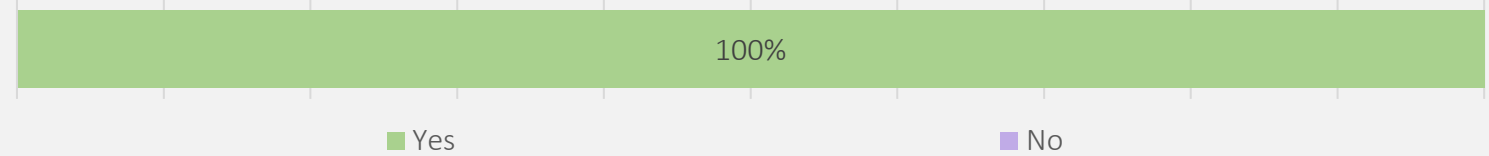
51 Were there any announcements made at the stop notifying customers about the disruption? *1

2024 Q2



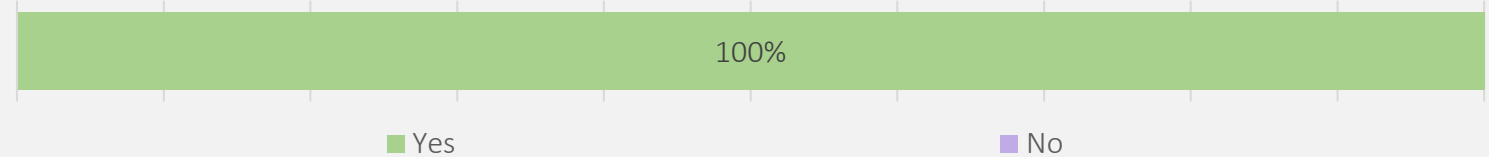
52 Did the disruption announcement/s include information about the likely duration of the disruption? *1

2024 Q2



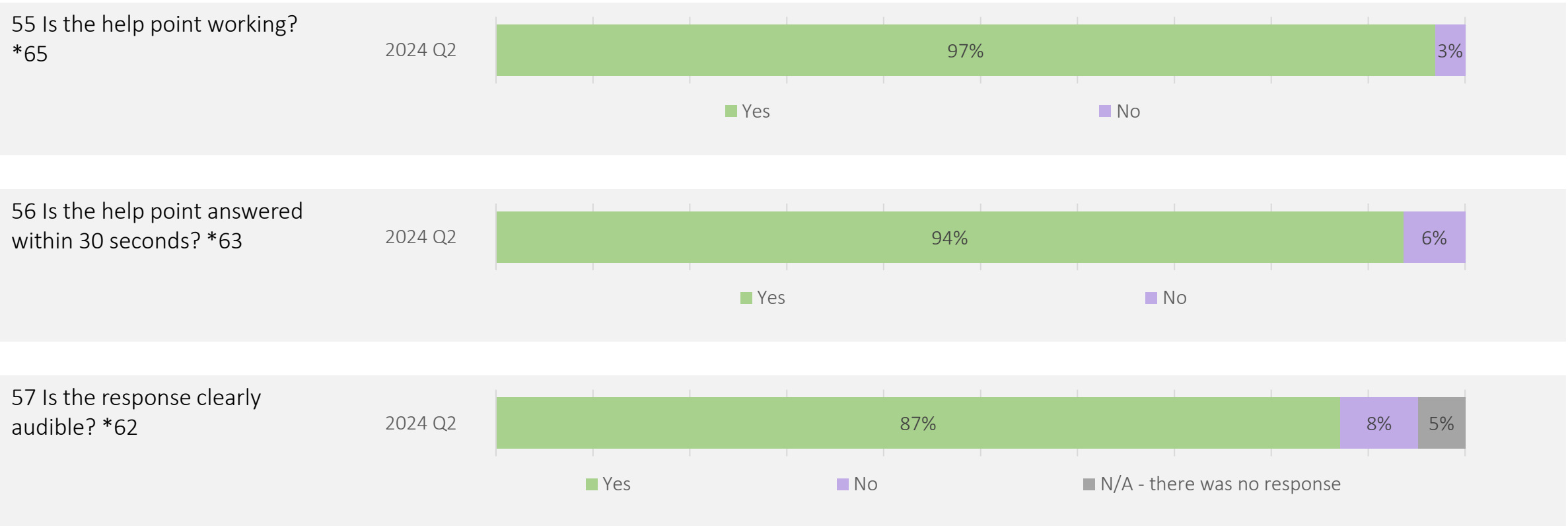
53 Did the disruption announcement/s include information about the any alternative travel possibilities? *1

2024 Q2



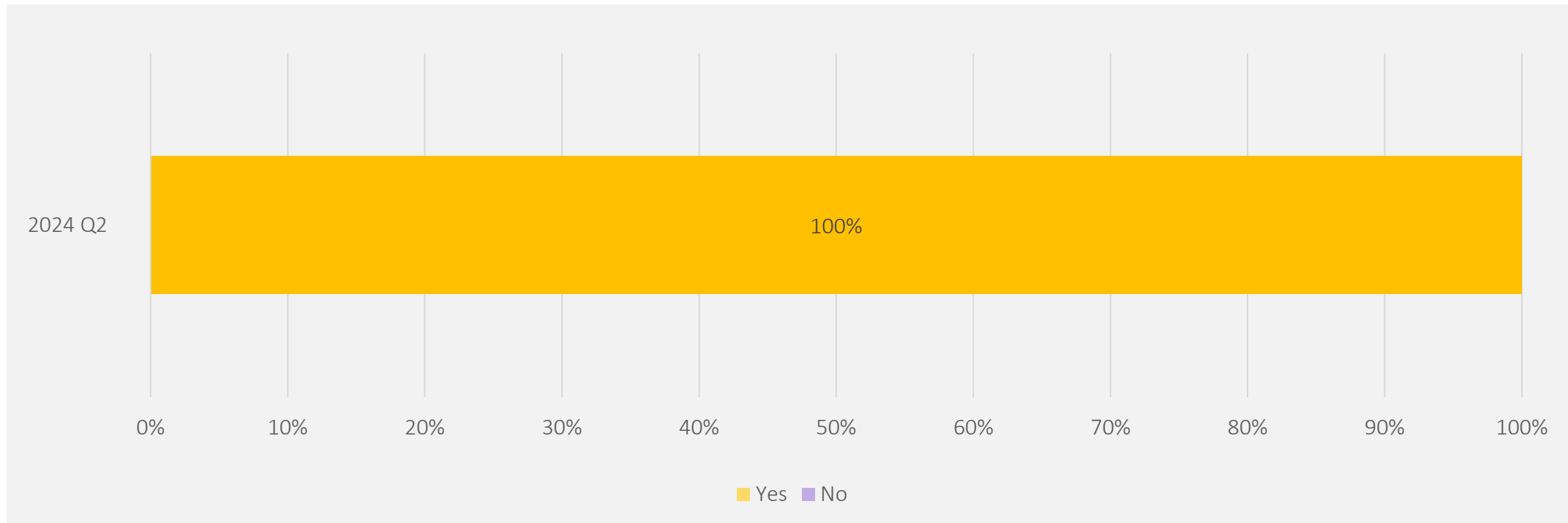
Tram Stops

Help Points



Tram Stops

58 Are all ticket machine screens showing accurate fare information? *247

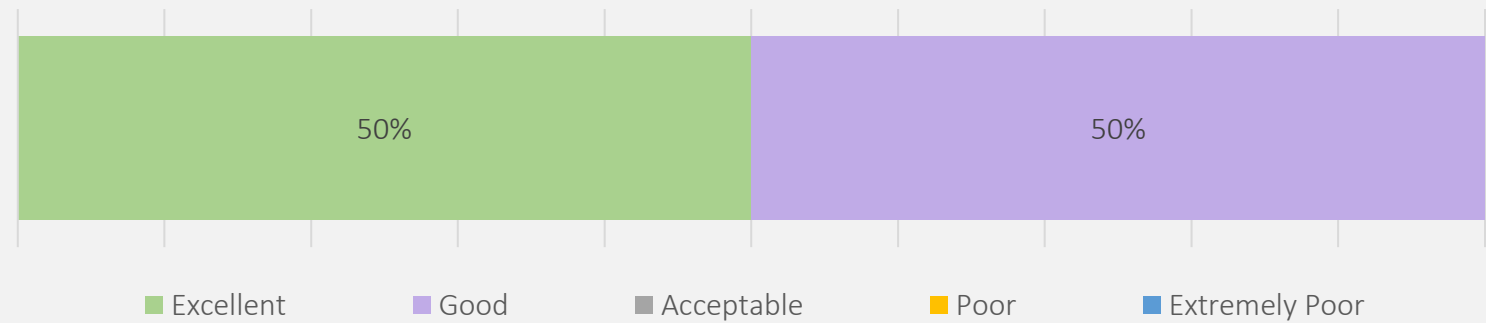


Tram Stops

Staff Helpfulness

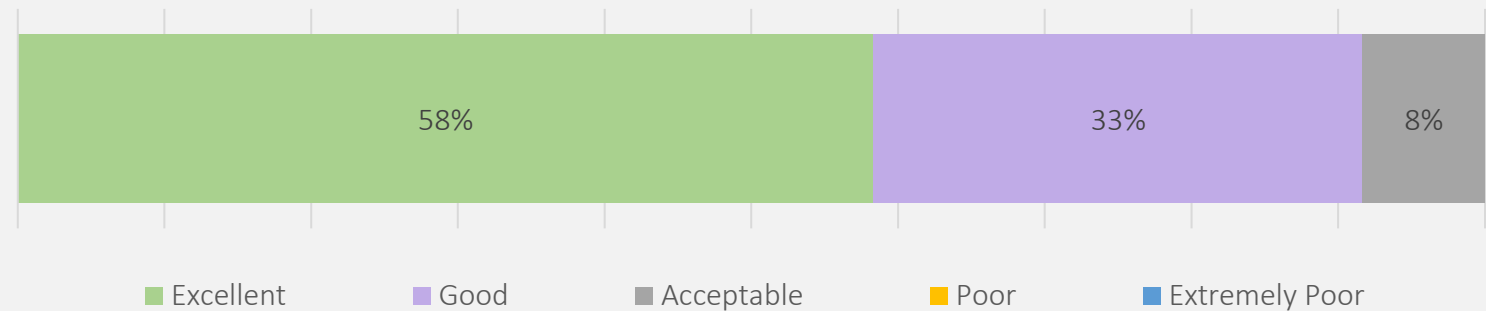
63 What best describes the helpfulness of the member of staff? *12

2024 Q2



64 What best describes the politeness of the member of staff? *12

2024 Q2

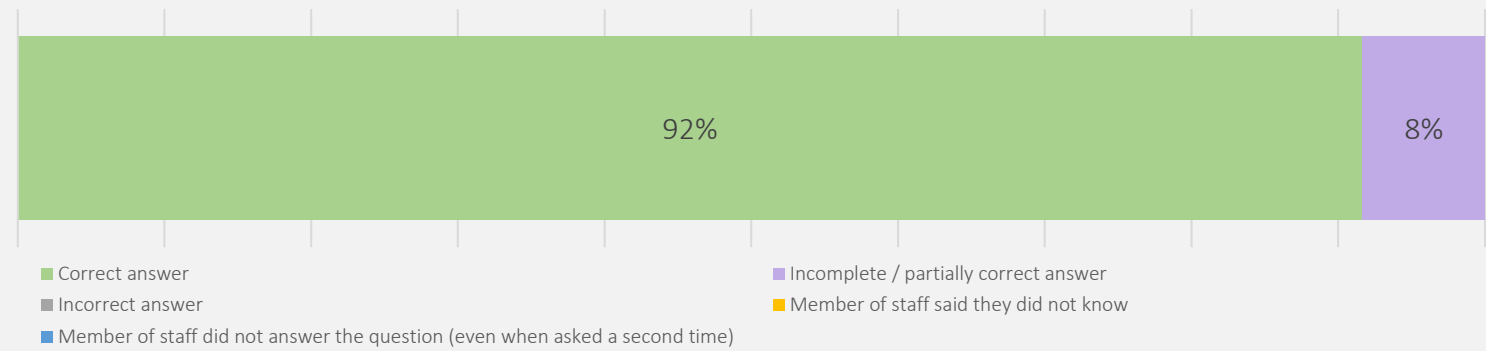


Tram Stops

Staff Helpfulness (Cont.) & Presentation

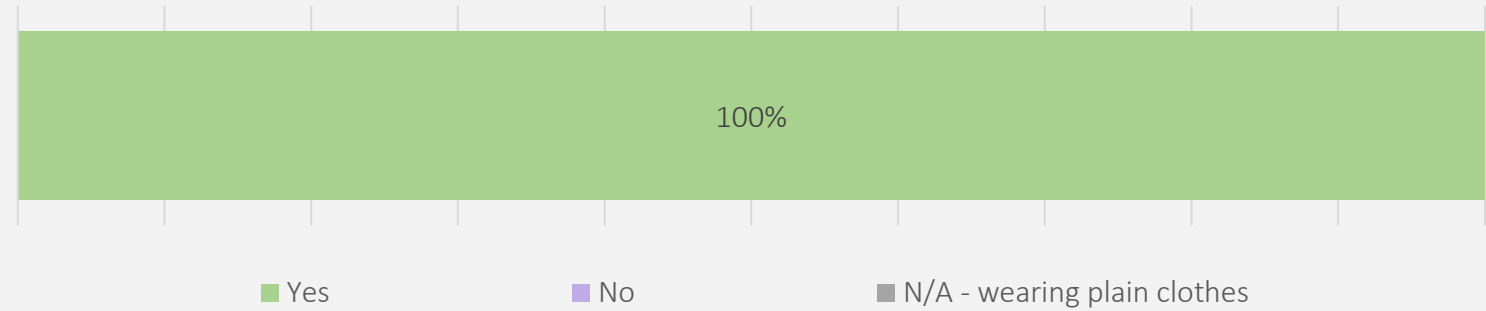
65 When you asked your question, what sort of answer did the member of staff give you? *12

2024 Q2



66 Was the member of staff well presented? *12

2024 Q2

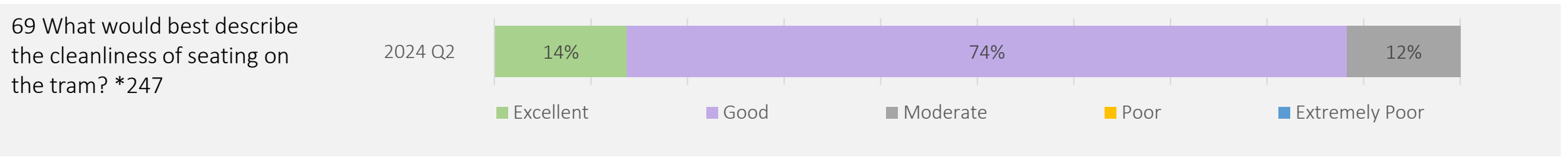
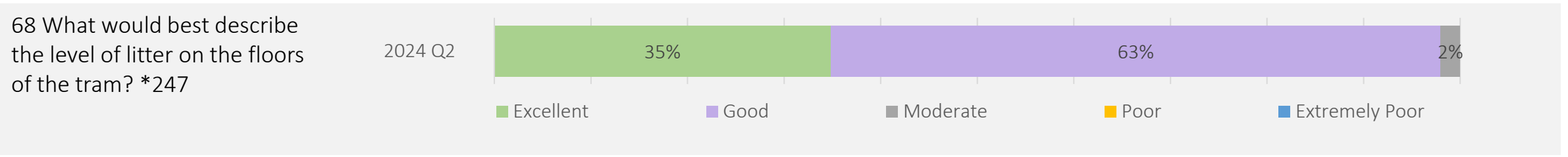
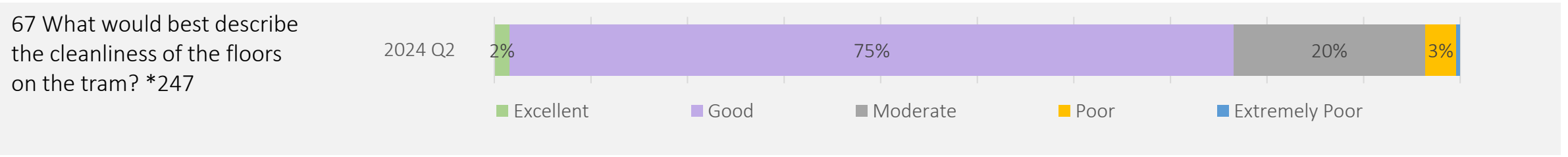


Tram Performance

This sections contains questions relating to LRV performance.

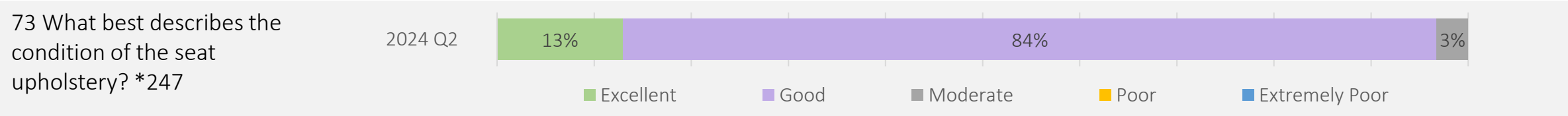
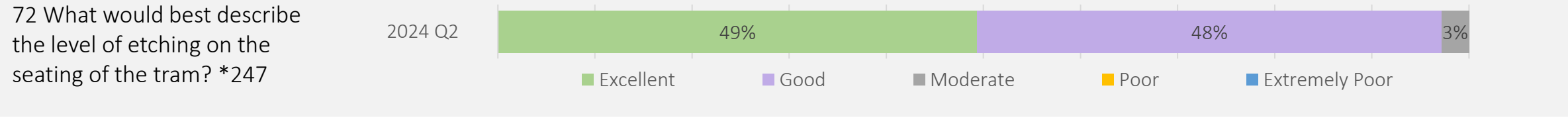
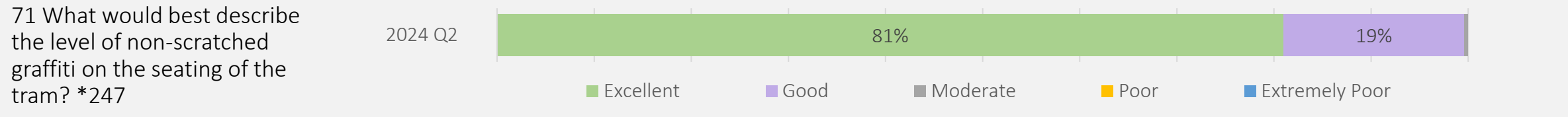
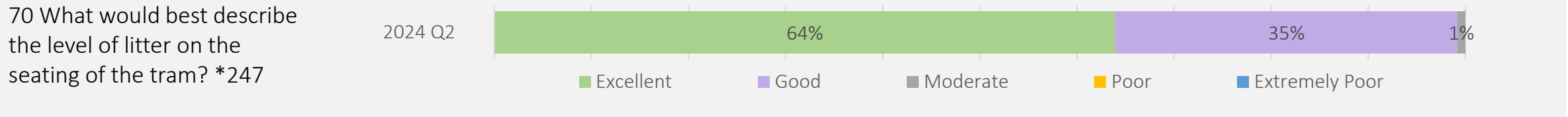
Tram Performance

Floor Cleanliness & Condition



Tram Performance

Seating Cleanliness & Condition

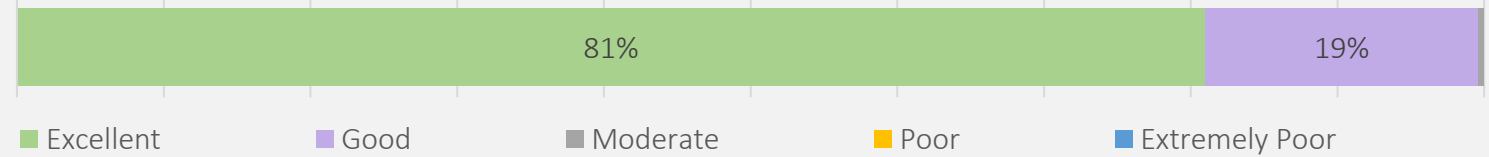


Tram Performance

Windows Cleanliness & Condition

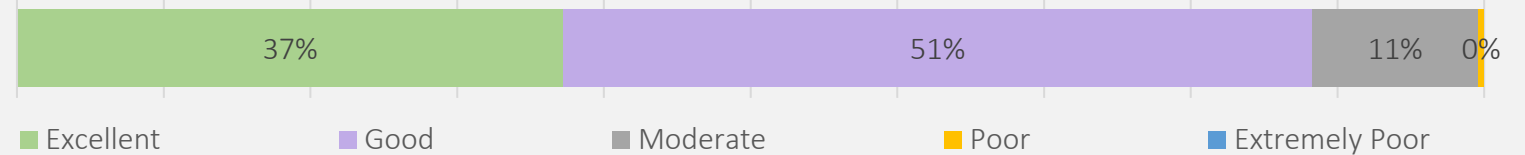
74 What best describes level of non-scratched graffiti on windows? *247

2024 Q2



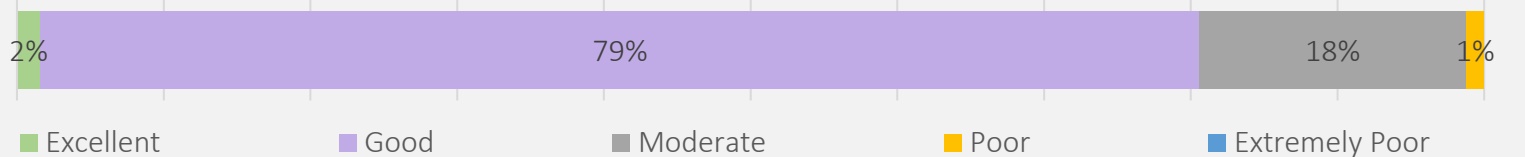
75 What best describes the level of etching on windows? *247

2024 Q2



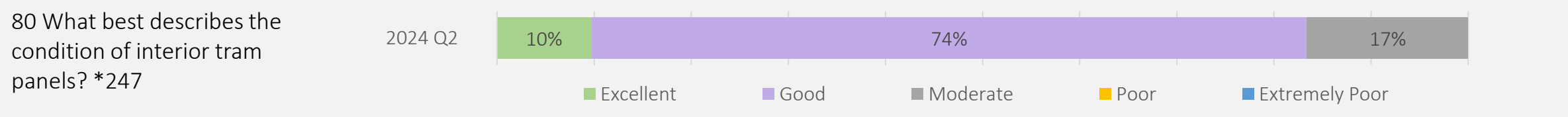
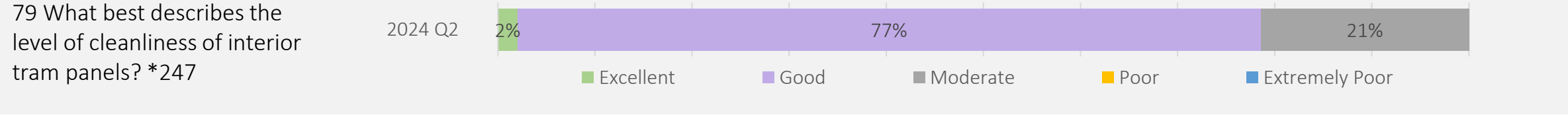
76 What best describes level of cleanliness of windows? *247

2024 Q2



Tram Performance

Panels Cleanliness & Condition

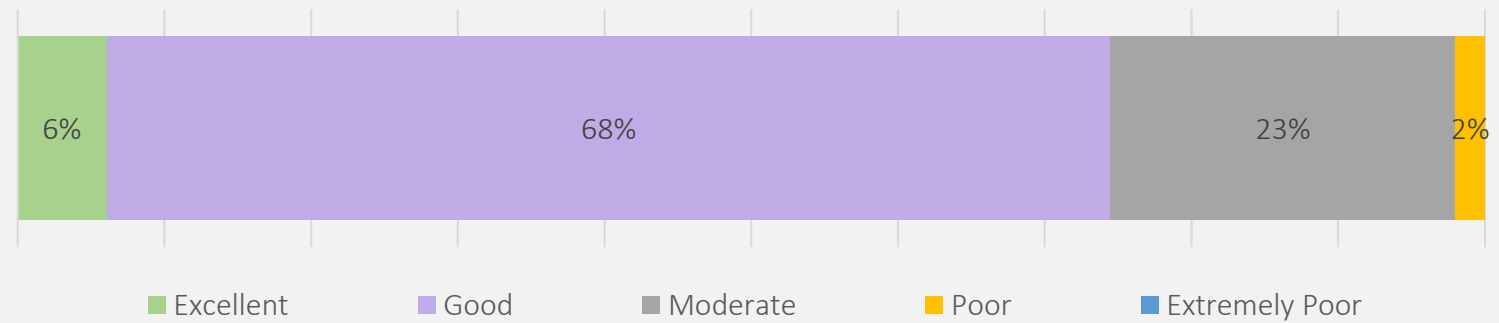


Tram Performance

Tram Exterior Cleanliness & Condition

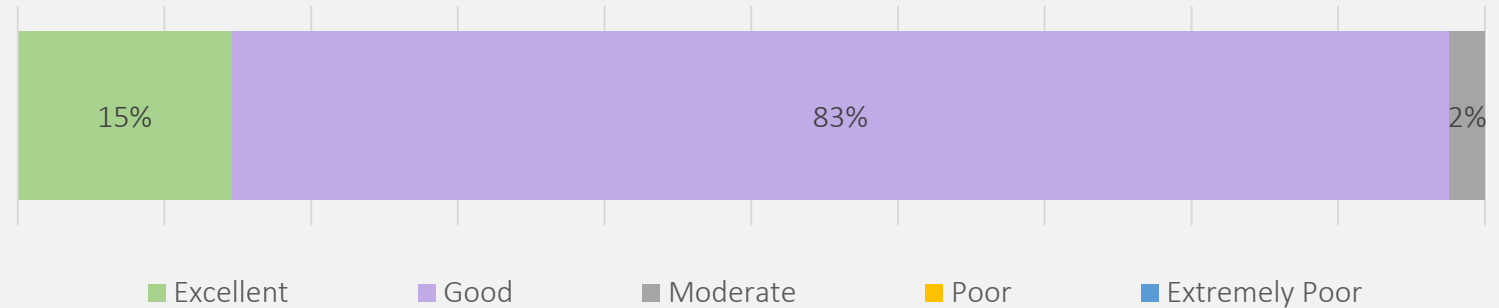
81 What best describes the level of cleanliness of the exterior of the tram? *247

2024 Q2



82 What best describes the condition of the exterior of the tram? *247

2024 Q2

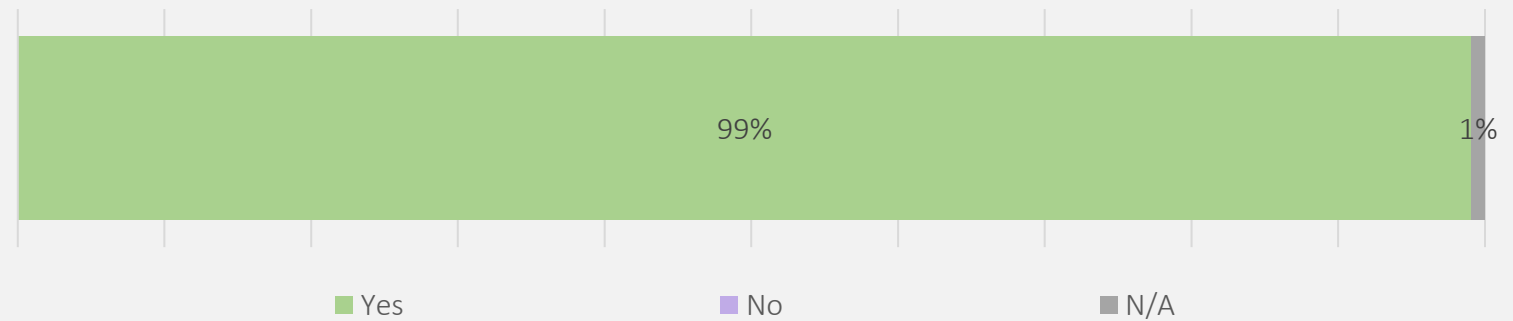


Tram Performance

Tram Lighting / Heating

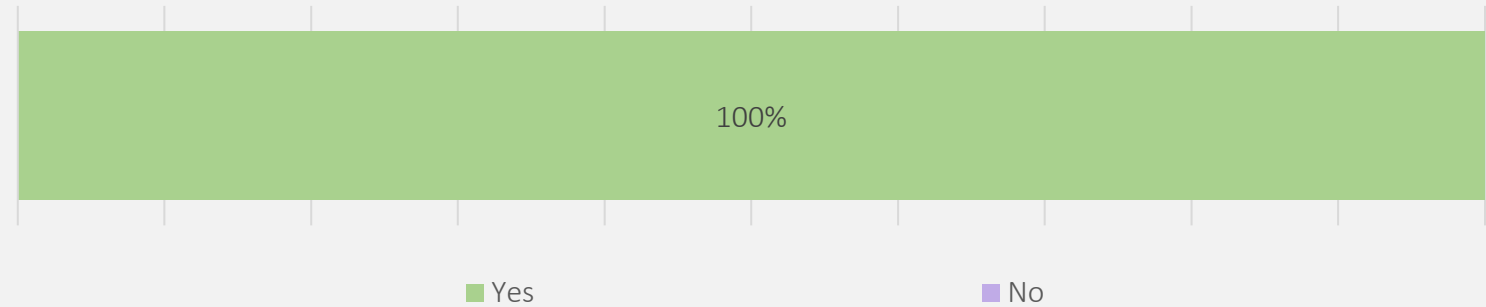
83 Was interior lighting on when required? If daylight, mark N/A. *111 (163)

2024 Q2



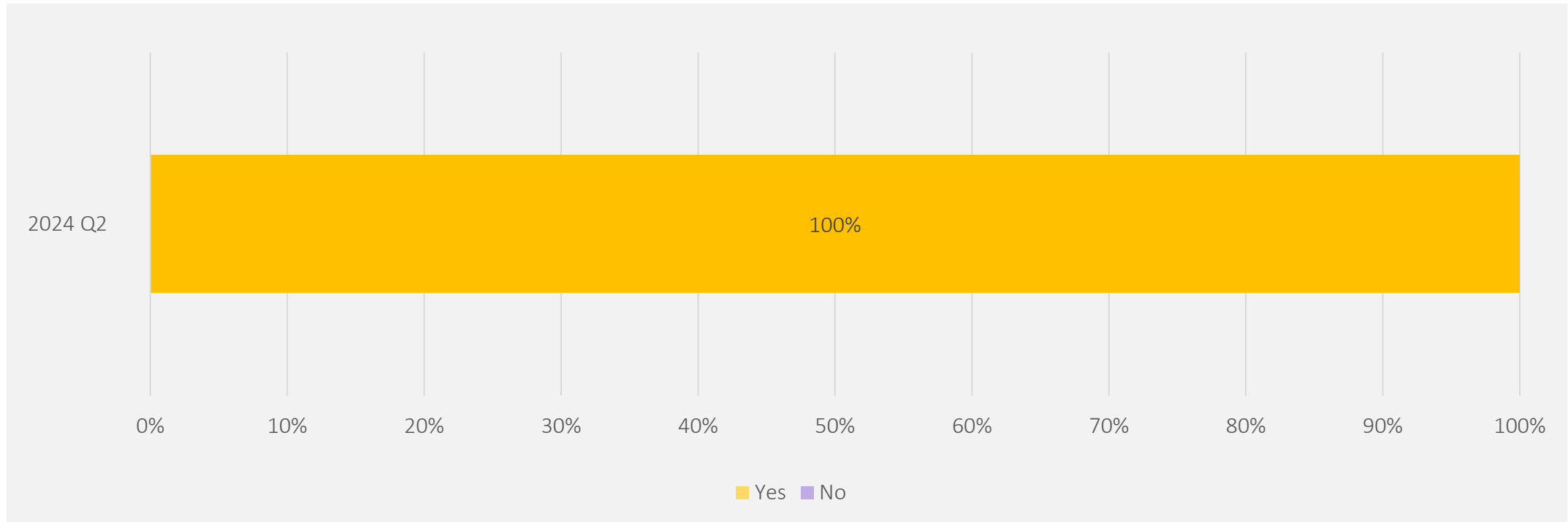
84 Did you consider the temperature on board the tram was appropriate given the weather conditions? *247

2024 Q2



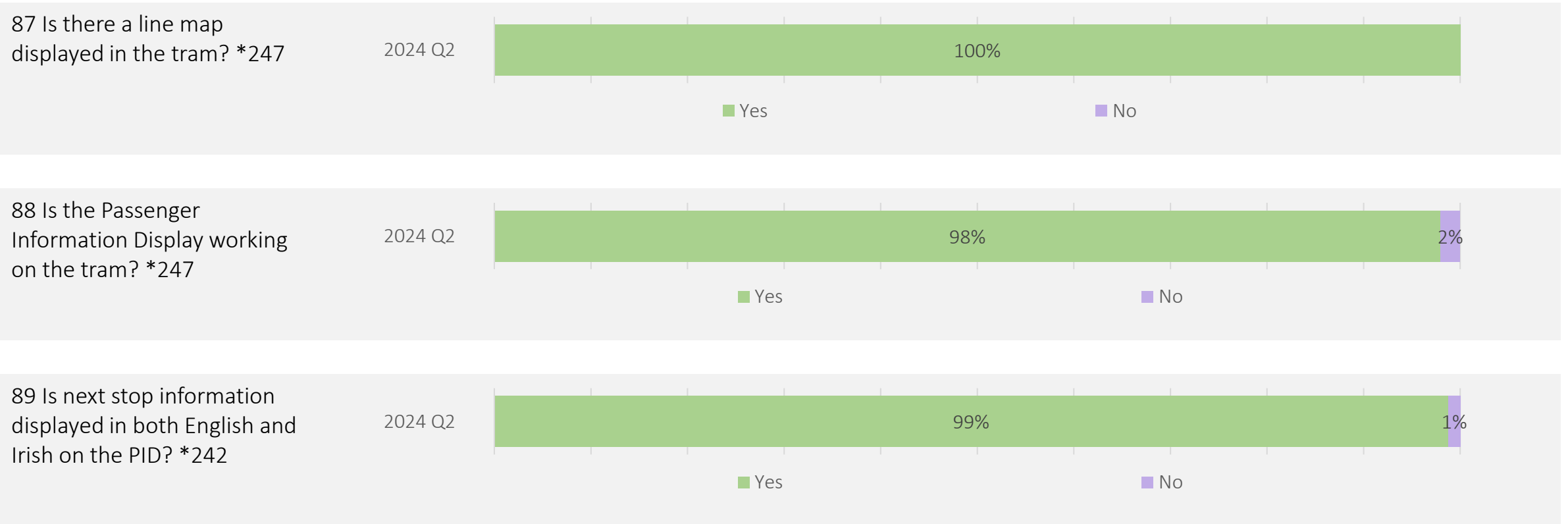
Tram Performance

86 Did the doors open at the stop when activated by the customer? *247



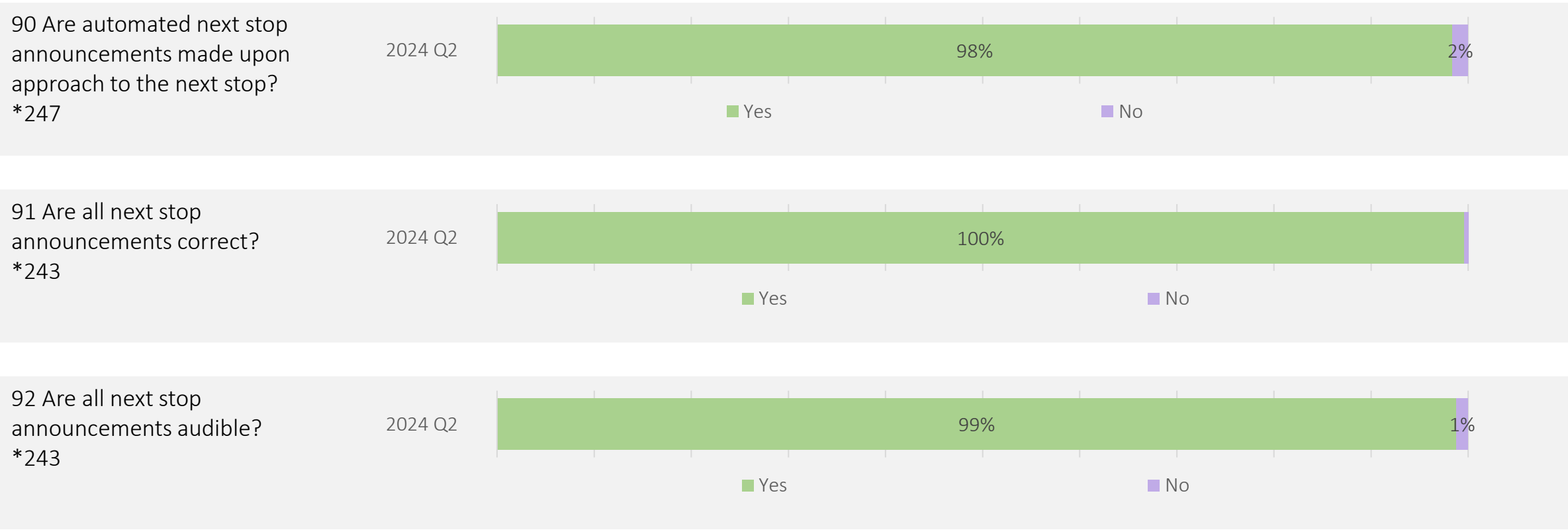
Tram Performance

On-Board Information Displays



Tram Performance

Next Stop Announcements

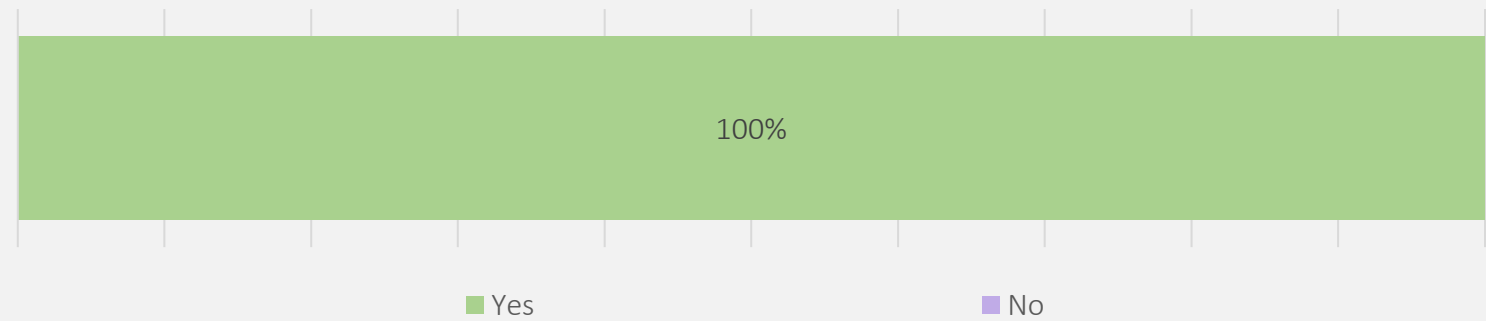


Tram Performance

Tram Disruption Announcements

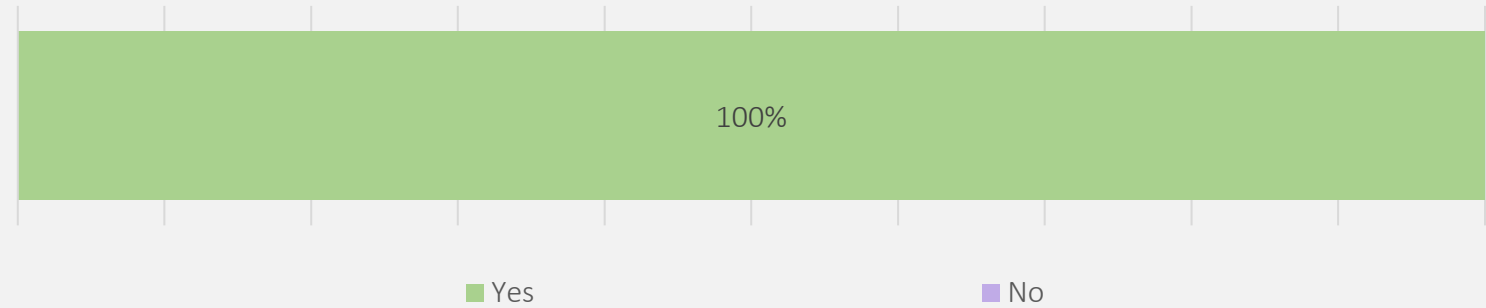
94 Did the driver make an announcement notifying customers of the disruption? *1

2024 Q2



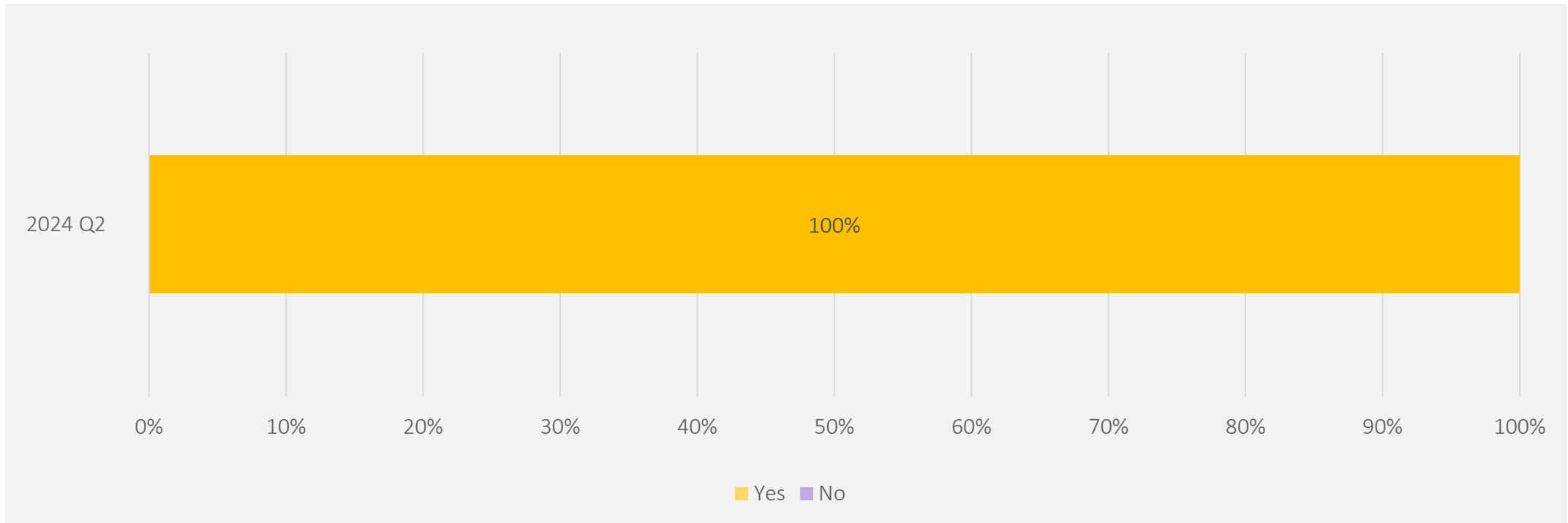
95 Did the driver mention the likely duration of the disruption? *1

2024 Q2



Tram Performance

96 Is the destination of your service displayed on the destination board on the tram? *247



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

Ipsos Standards & Accreditations

Ipsos's standards & accreditations provide our clients with the peace of mind that they can always depend on us to deliver reliable, sustainable findings. Moreover, our focus on quality and continuous improvement means we have embedded a 'right first time' approach throughout our organisation.



ISO 20252 – is the international market research specific standard that supersedes BS 7911 / MRQSA & incorporates IQCS (Interviewer Quality Control Scheme); it covers the 5 stages of a Market Research project. Ipsos UK was the first company in the world to gain this accreditation.



MRS Company Partnership – By being an MRS Company Partner, Ipsos UK endorse and support the core MRS brand values of professionalism, research excellence and business effectiveness, and commit to comply with the MRS Code of Conduct throughout the organisation & we were the first company to sign our organisation up to the requirements & self regulation of the MRS Code; more than 350 companies have followed our lead.



ISO 9001 – International general company standard with a focus on continual improvement through quality management systems. In 1994 we became one of the early adopters of the ISO 9001 business standard.



ISO 27001 – International standard for information security designed to ensure the selection of adequate and proportionate security controls. Ipsos UK was the first research company in the UK to be awarded this in August 2008.



The UK General Data Protection Regulation (UK GDPR) & the UK Data Protection Act 2018 (DPA) – Ipsos UK is required to comply with the UK General Data Protection Regulation and the UK Data Protection Act; it covers the processing of personal data and the protection of privacy.



HMG Cyber Essentials – A government backed and key deliverable of the UK's National Cyber Security Programme. Ipsos UK was assessment validated for certification in 2016. Cyber Essentials defines a set of controls which, when properly implemented, provide organisations with basic protection from the most prevalent forms of threat coming from the internet.



Fair Data – Ipsos UK is signed up as a 'Fair Data' Company by agreeing to adhere to ten core principles. The principles support and complement other standards such as ISOs, and the requirements of Data Protection legislation.

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252.