



NTA Mystery Passenger Survey

Irish Rail

2024 Quarter 3

Contents:

- Background to Research
- Section 1 Station Performance
- Section 2 Train Performance
- Appendix

Research Background:

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

320 mystery shops were conducted during Quarter 3 with mystery shoppers acting as passengers while waiting for and on-board selected Intercity, Commuter and DART routes. A broad spread of routes were covered across different days of the week and times of the day. 45 Station assessments were also completed in Quarter 3, and those results have been added to this report.

All mystery shops were carried out by highly trained Ipsos assessors. These interviewers use mobile devices which enable both discreet and effective captures of location, train and staff details at stops, when boarding, on-board and after alighting the service.

2024 Quarter 3 took place between 17th June to 8th September 2024

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

Station Performance

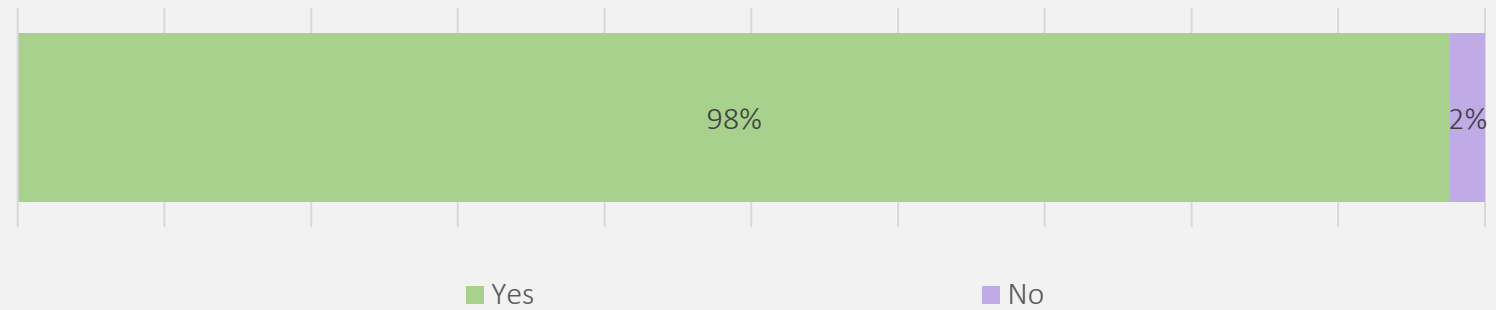
This sections contains questions relating to Station performance.

Station Performance

Customer Information Panels

9a Were all customer information posters correct and up-to-date? *43

2024 Q3

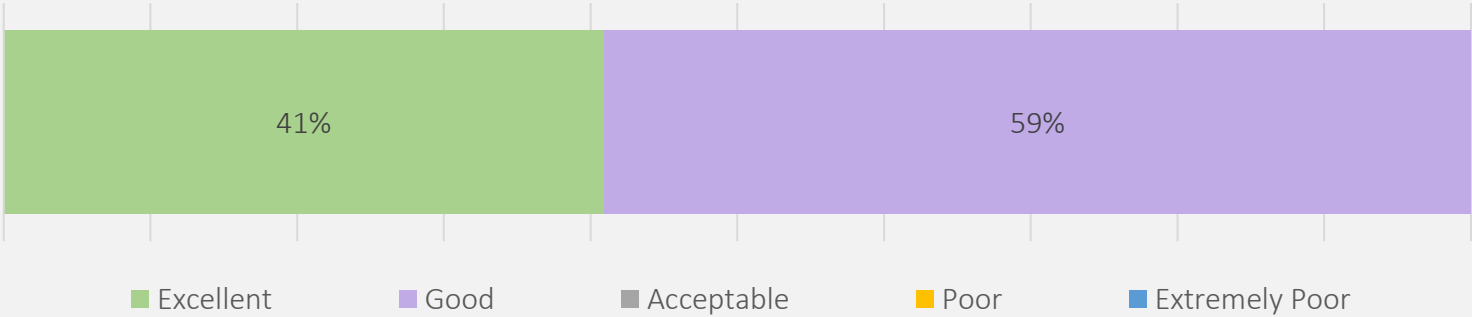


Station Performance

Station Staff

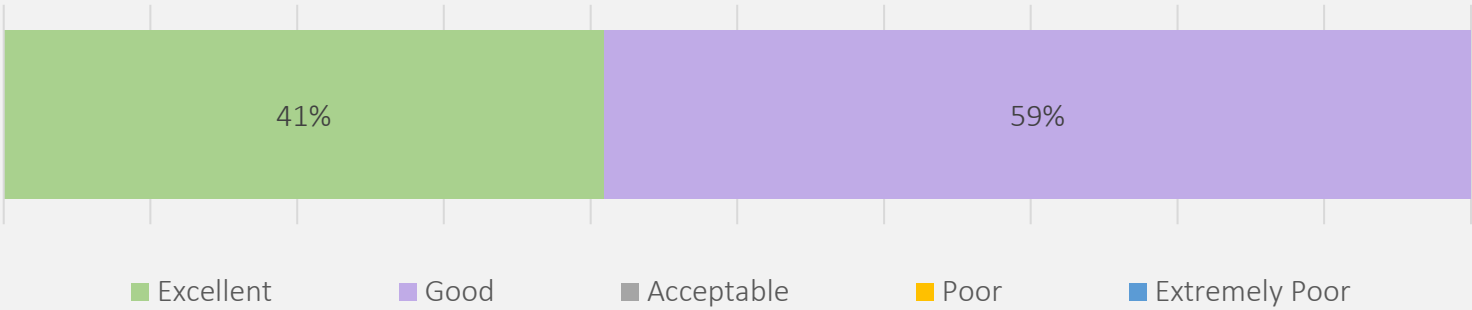
12 Please rate the helpfulness of the member of staff you interacted with *22

2024 Q3



13 Please rate the politeness of the member of staff you interacted with *22

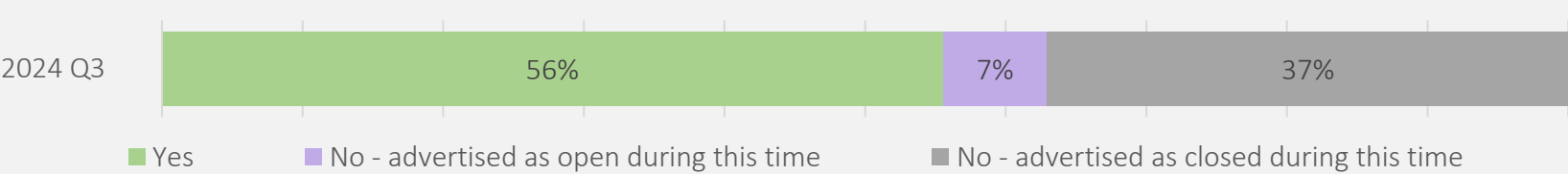
2024 Q3



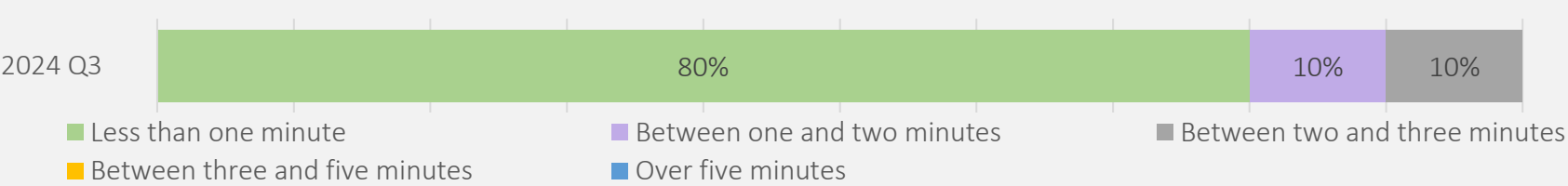
Station Performance

Ticket Office Services

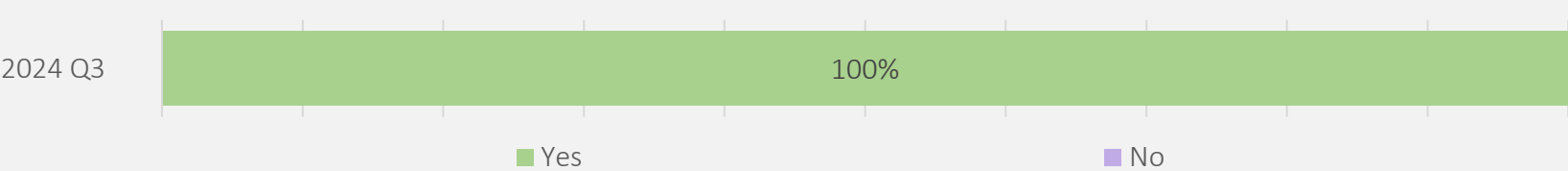
15 Is the ticket office open?
*27



17 How long did you wait to
be served by ticket office
staff? *10



18 Is the ticket office able to
accept both cash and card
transactions? *10

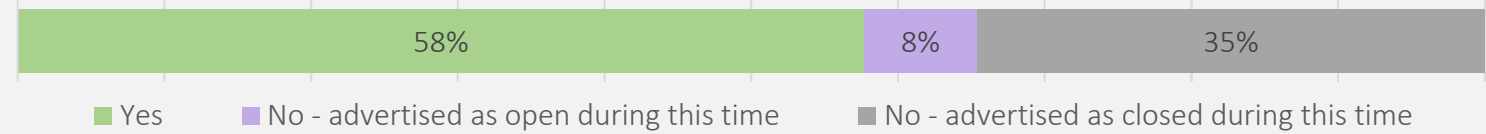


Station Performance

Customer Information Point Services

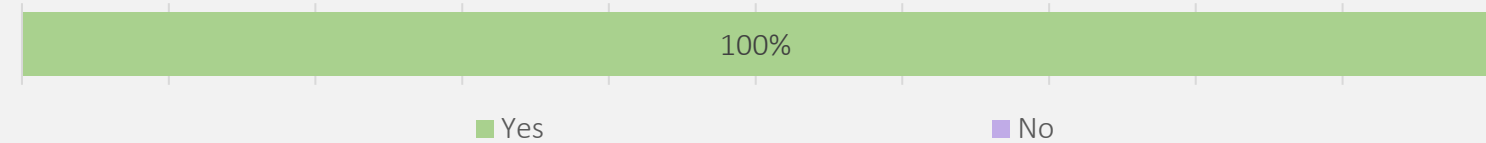
20 Is the customer information point open? *26

2024 Q3



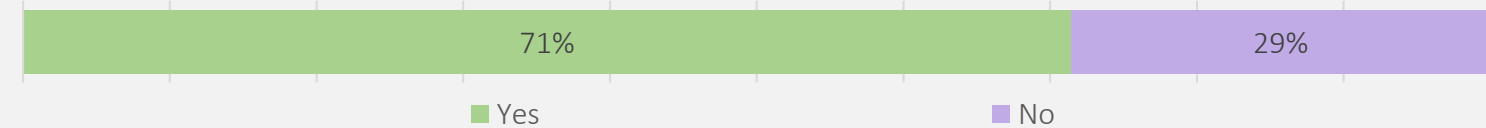
23 Did the member of staff at the information point answer your query? *15

2024 Q3



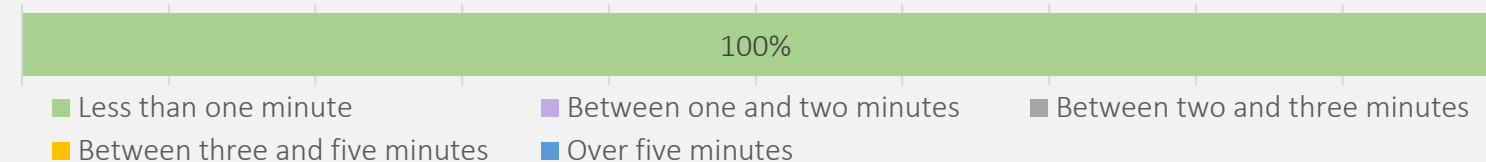
24 Please request a timetable for services from the station. Was one provided to you? *14

2024 Q3



25 How long did you wait to be served by staff at the customer information point? *15

2024 Q3

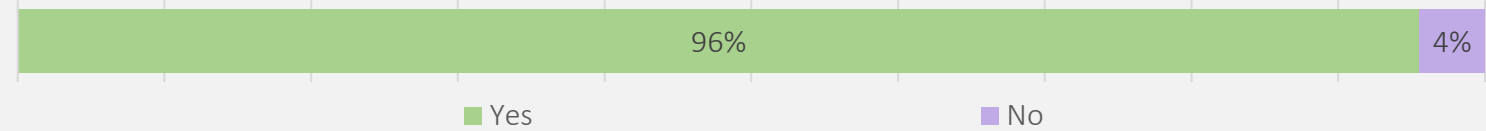


Station Performance

Ticket Machines

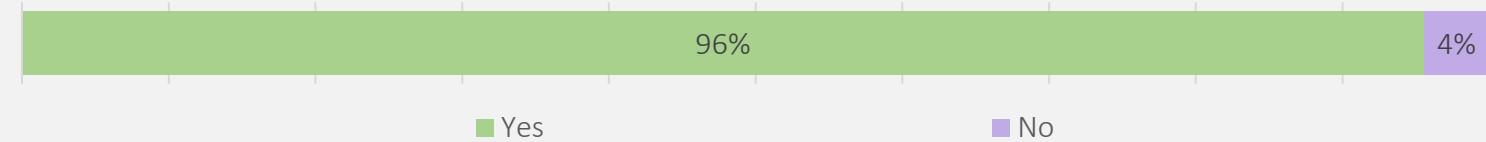
27 Please select one TVM at random. Is the TVM working and fully functional? *45

2024 Q3



28 Does this TVM accept both cash and card? *45

2024 Q3



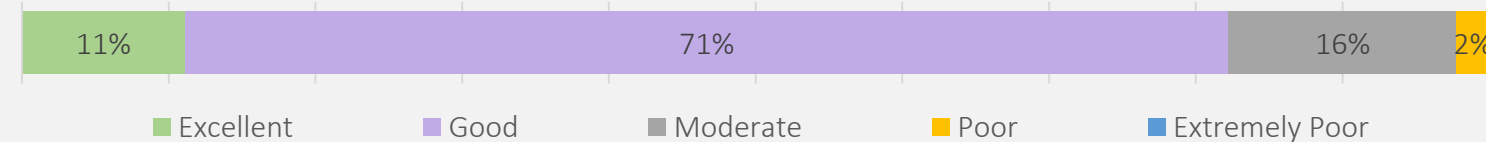
29 How long did you wait in the queue to use the TVM? *45

2024 Q3



30 What best describes the level of cleanliness of the TVM? *45

2024 Q3

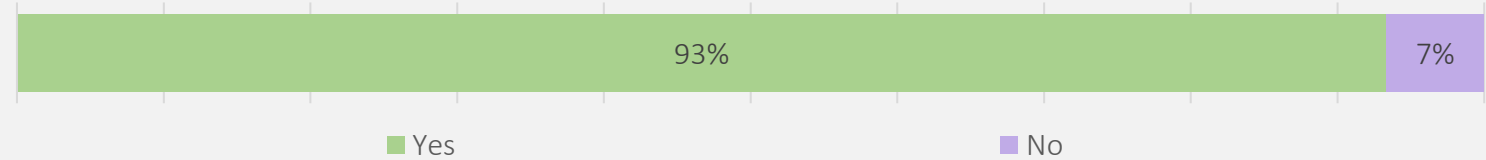


Station Performance

Electronic Passenger Information

37 Are customer information screens in the concourse showing scheduled arrival and departure information? *15

2024 Q3

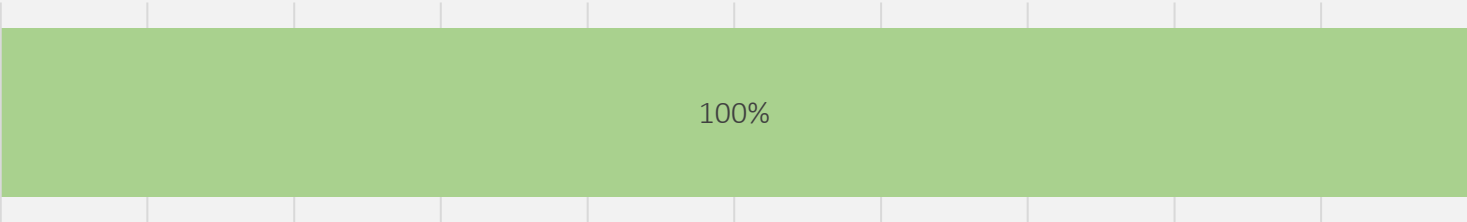


Station Performance

Electronic Passenger Information (Continued)

42 Are customer information screens on the platform showing real time arrival and departure information? *36

2024 Q3



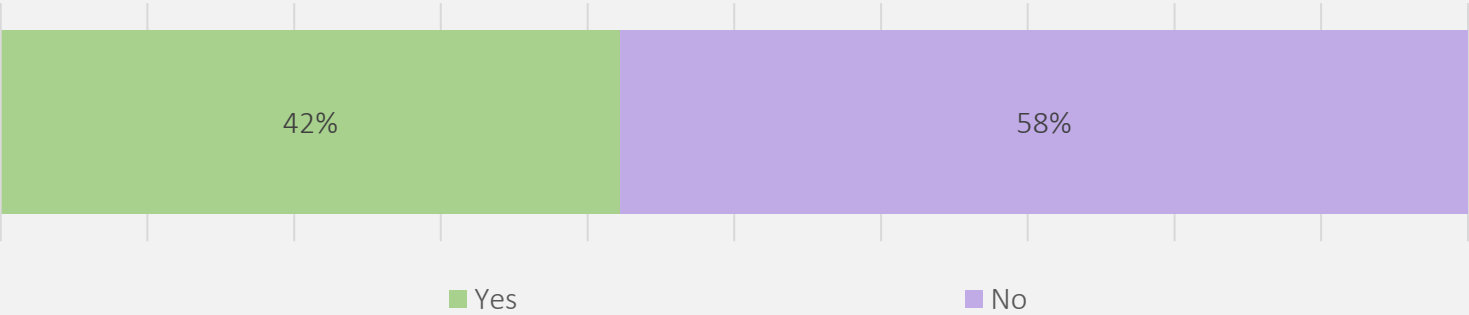
■ Yes ■ No

Station Performance

Station Toilets

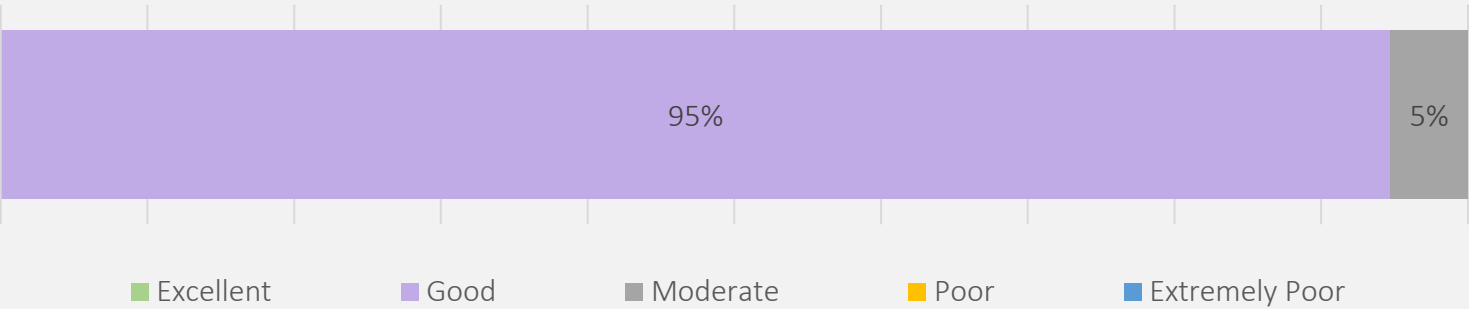
44 Is there a toilet at this station that you could assess?
*45

2024 Q3



45 What best describes the level of cleanliness of the toilet? *19

2024 Q3

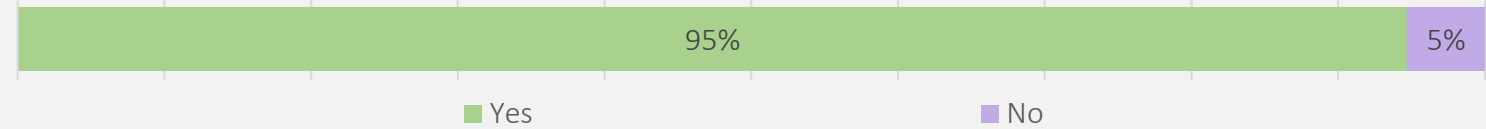


Station Performance

Station Toilets (Continued)

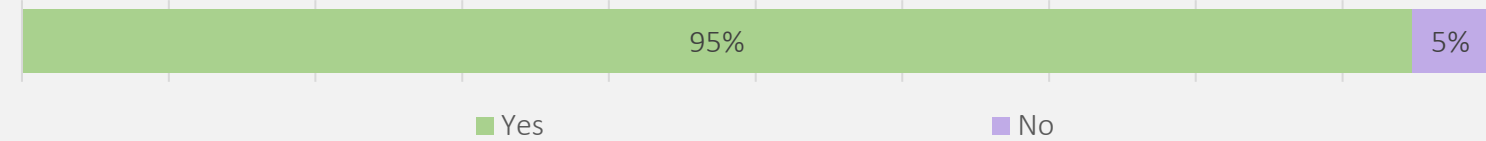
46 Does the lock work? *19

2024 Q3



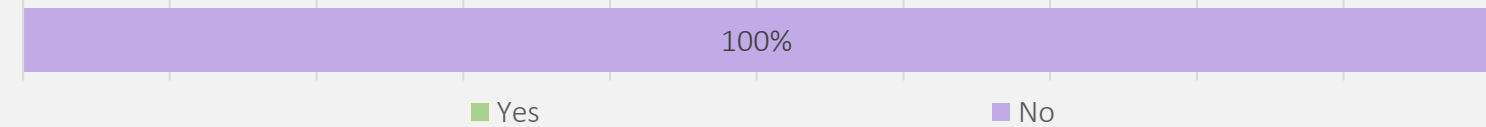
47 Is the toilet seat in place? *19

2024 Q3



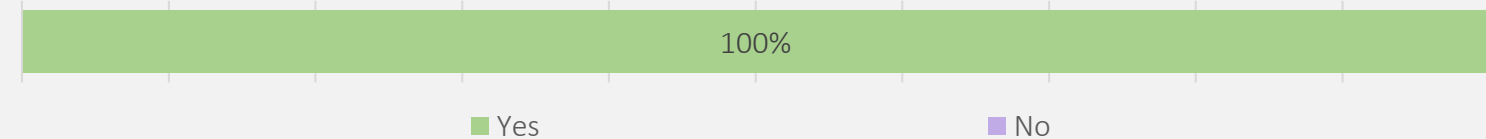
48 Is the toilet blocked? *19

2024 Q3



49 Is the flush working? *19

2024 Q3

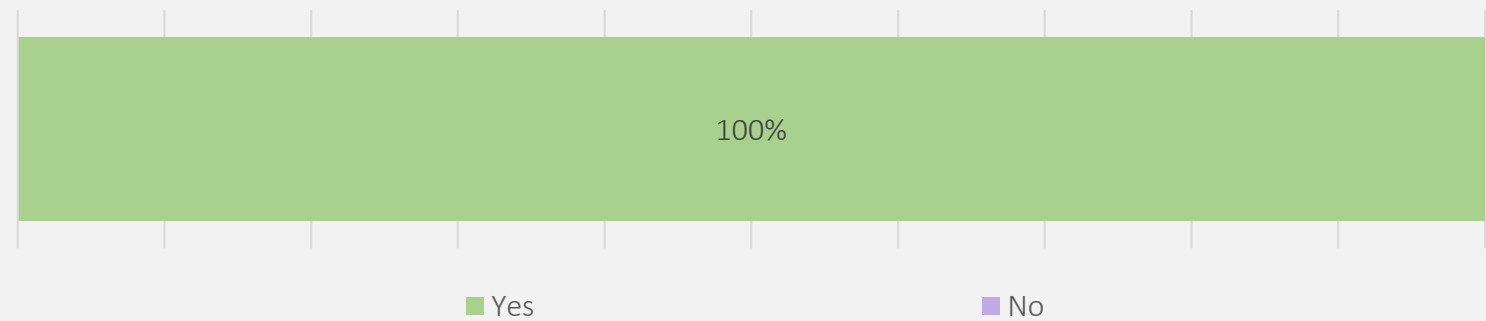


Station Performance

Station Toilets (Continued)

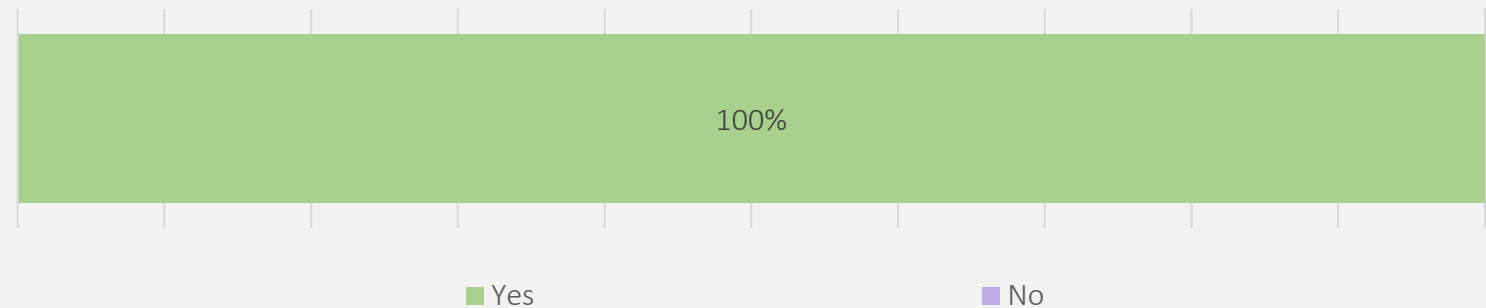
50 Is the hand wash working properly, including hot and cold water? *19

2024 Q3



51 Is there toilet tissue available? *19

2024 Q3

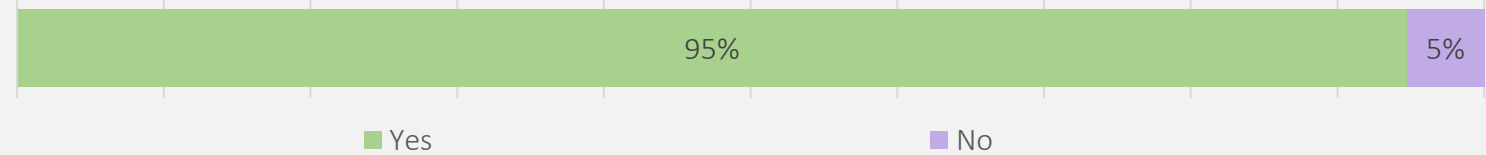


Station Performance

Station Toilets (Continued)

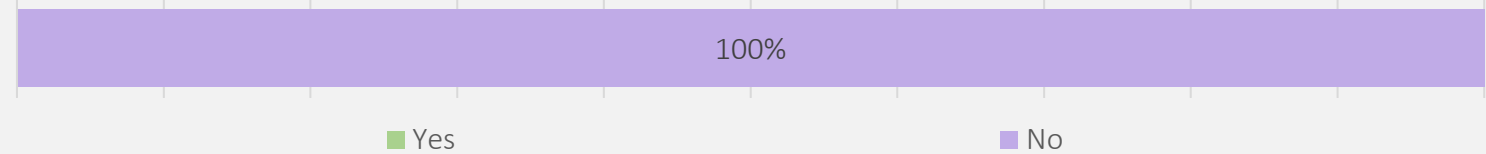
51a Is there a litter bin in the toilet? *19

2024 Q3



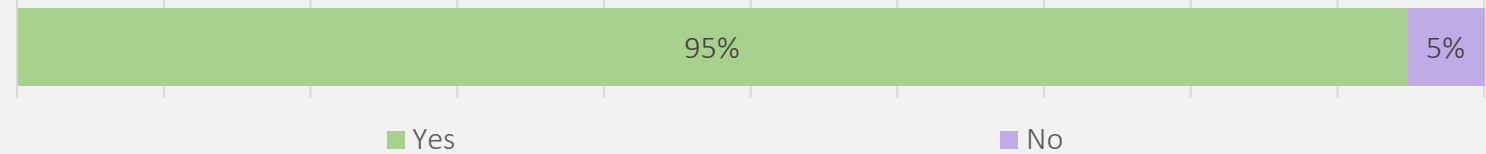
51b Is the litter bin full or overflowing? *18

2024 Q3



52 Is there a facility to dry your hands (either dryer or hand towels)? *19

2024 Q3

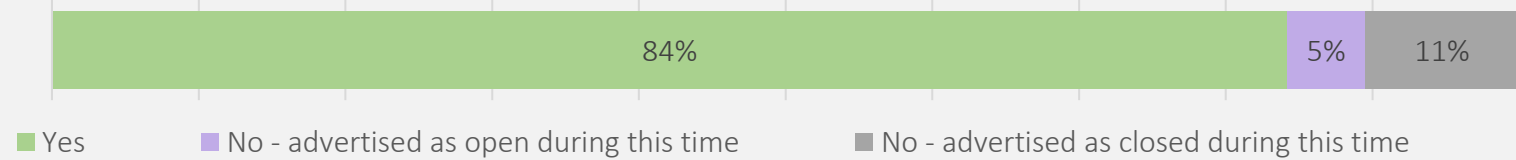


Station Performance

Passenger Waiting Room

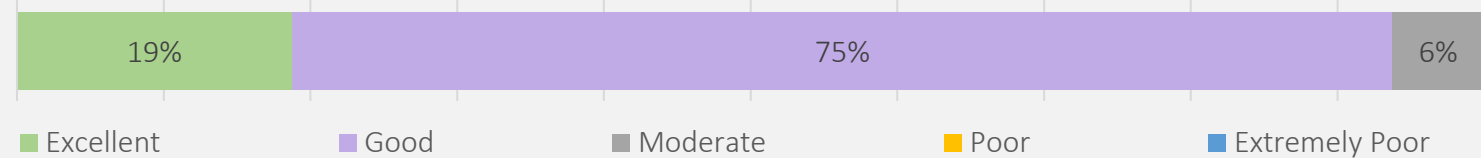
54 Is the waiting room open?
*19

2024 Q3



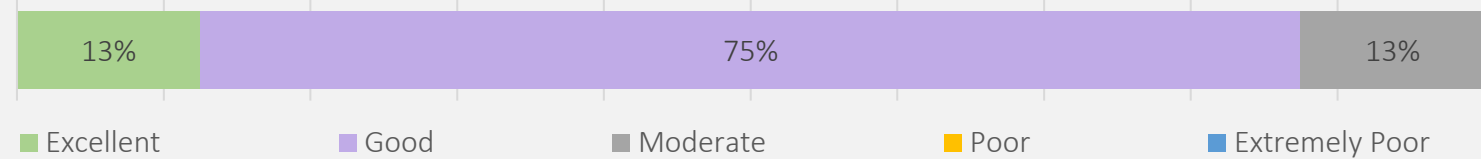
55 What best describes the level of cleanliness of the waiting room seating? *16

2024 Q3



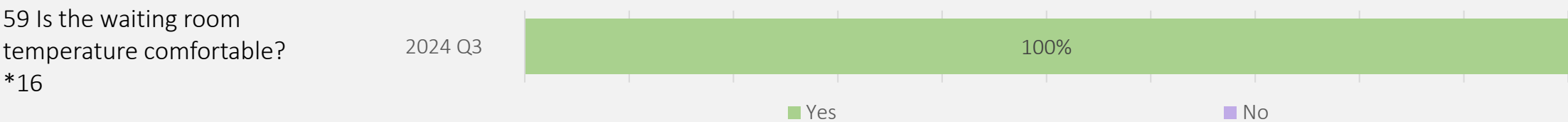
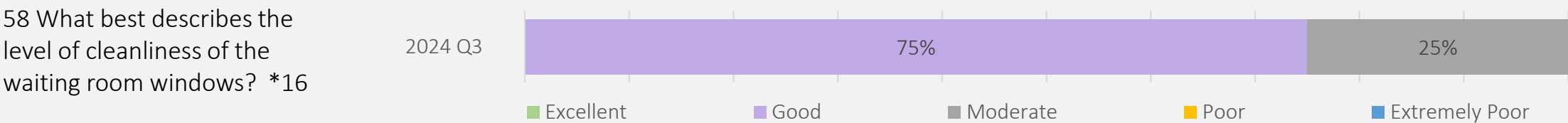
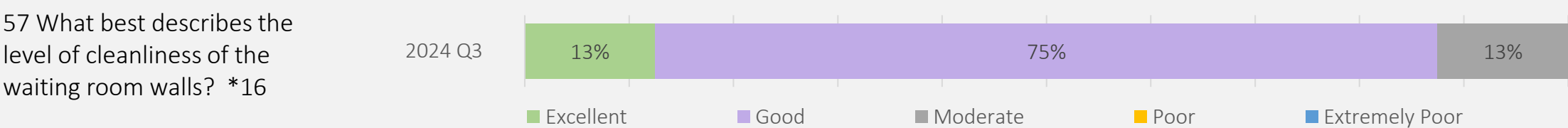
56 What best describes the level of cleanliness of the waiting room floors? *16

2024 Q3



Station Performance

Passenger Waiting Room (Continued)

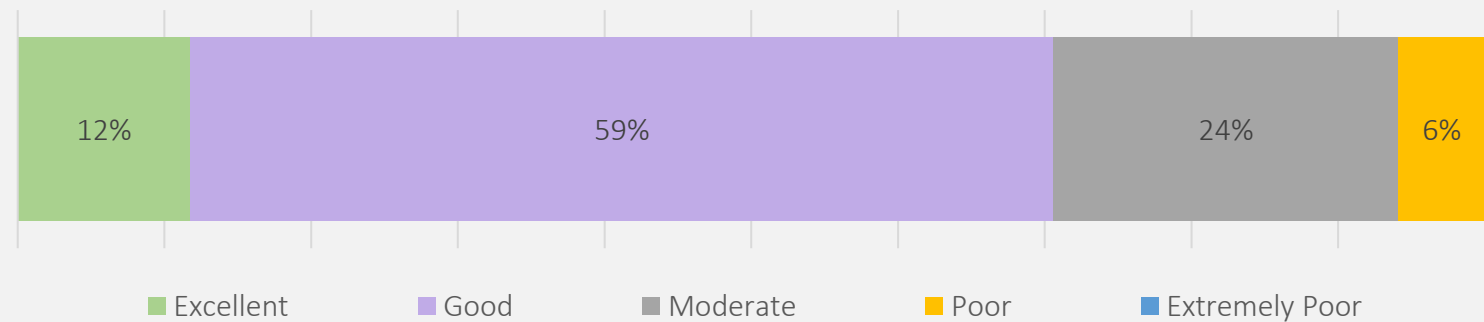


Station Performance

Passenger Shelters & Platforms

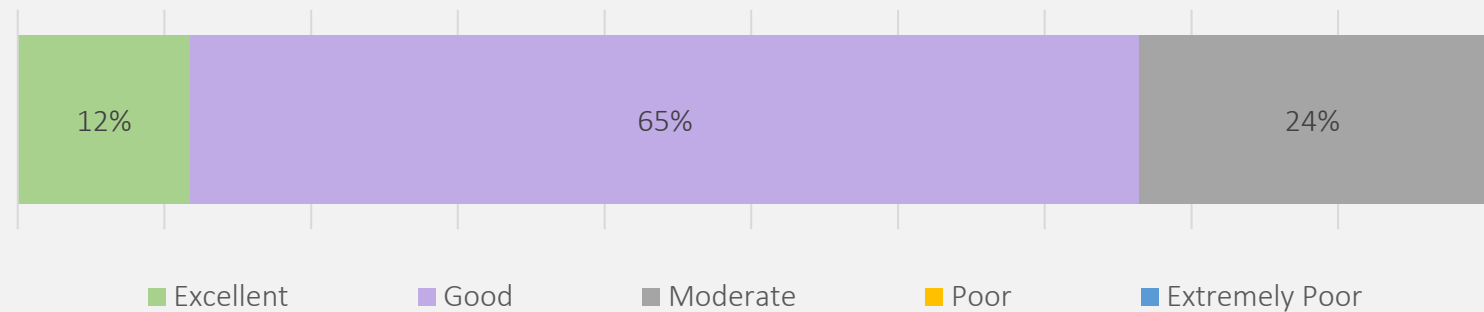
61 What best describes the level of cleanliness of the shelters? *34 (31)

2024 Q3



62 What best describes the level of cleanliness of the platforms? *34 (31)

2024 Q3

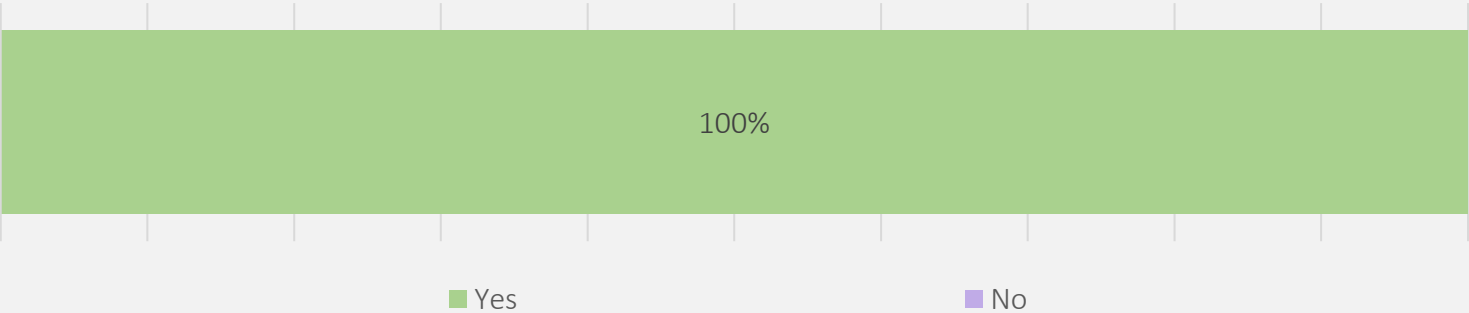


Station Performance

Audio Announcements

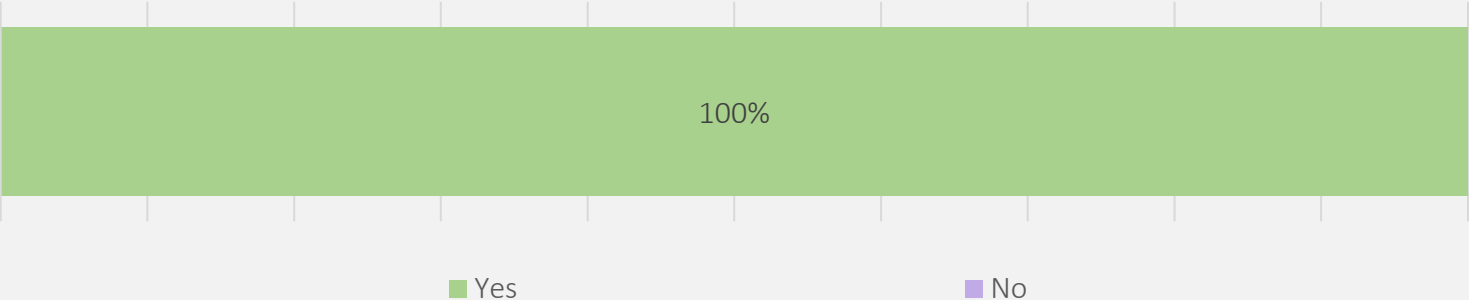
70 Were all PAs clear and fully audible? *17

2024 Q3



71 In the event of delays/disruption (5 minutes for DART/Commuter, 10 for Intercity), was this announced over the PA? *1

2024 Q3



Train Performance

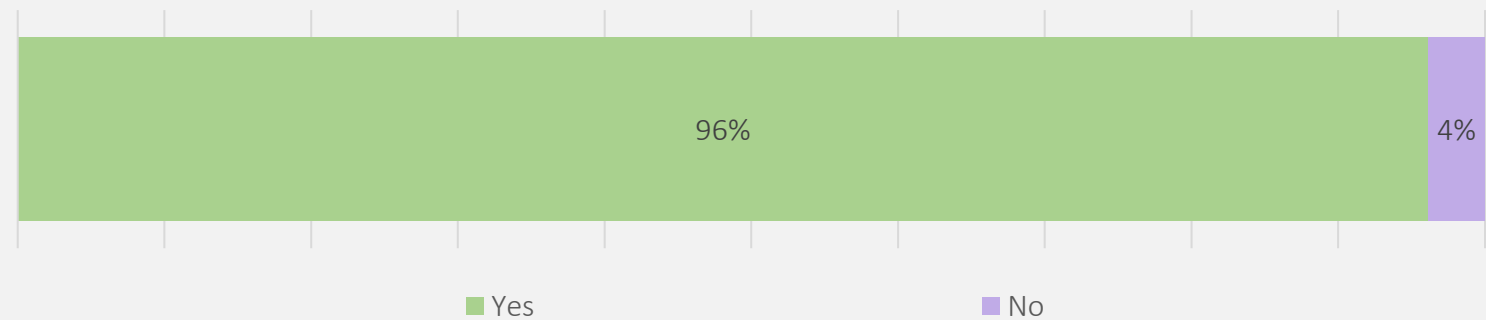
This sections contains questions relating to Train performance.

Train Performance

Destination Display

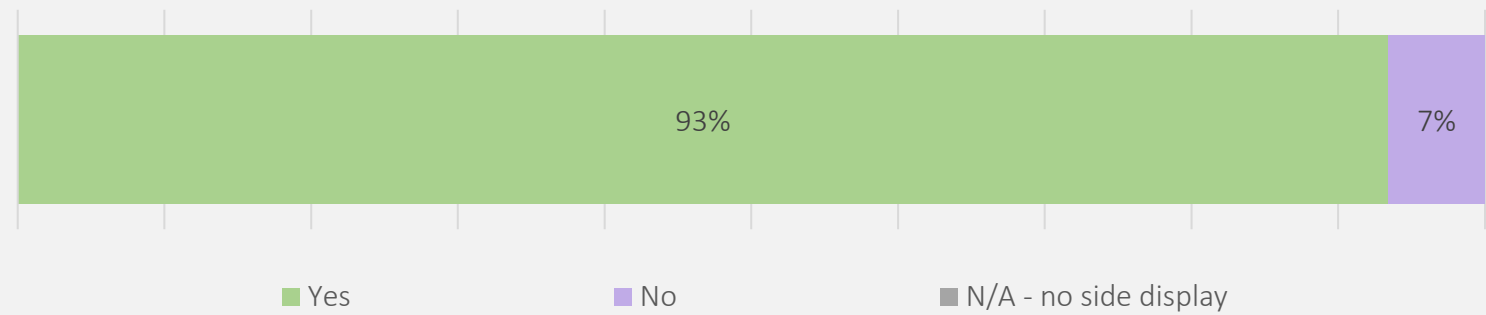
77 Is the destination displayed correctly on the front of the train? *310

2024 Q3



78 Is the destination displayed correctly on the side of the carriage you have boarded? *319

2024 Q3

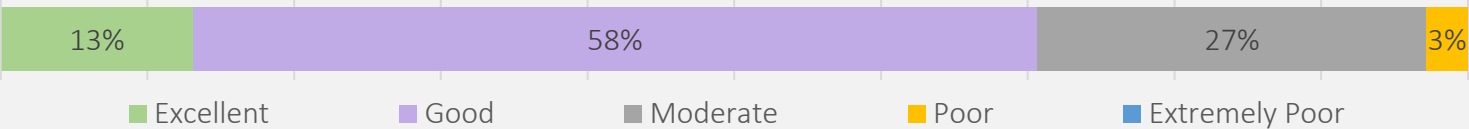


Train Performance

Carriage Cleanliness

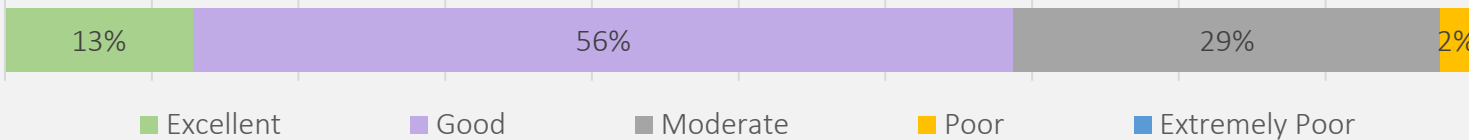
79 What best describes the cleanliness of the exterior of the carriage? Exclude windows. *320

2024 Q3



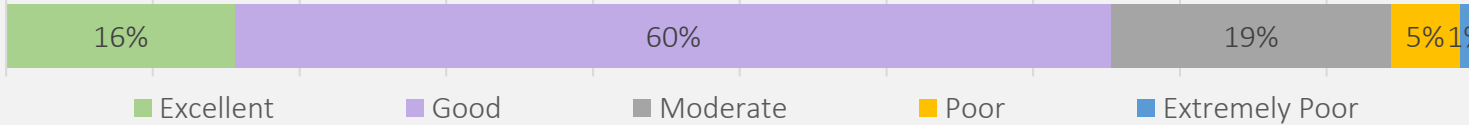
80 What best describes the level of cleanliness of the windows of the carriage? *320

2024 Q3



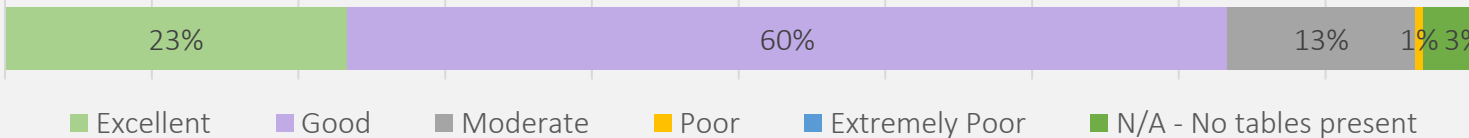
81 What best describes the level of cleanliness of the carriage floors? *320

2024 Q3



82 What best describes the level of cleanliness of the tables in the carriage? *180

2024 Q3

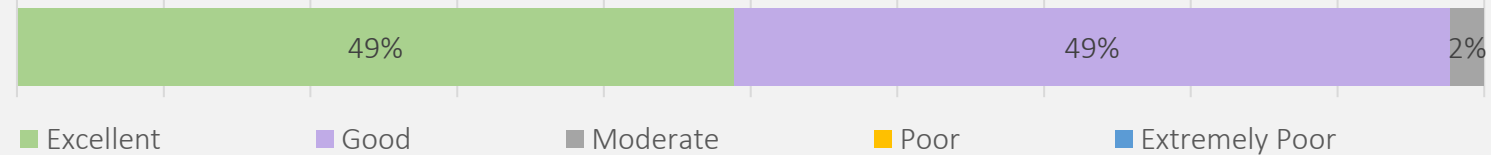


Train Performance

Carriage Cleanliness (Continued)

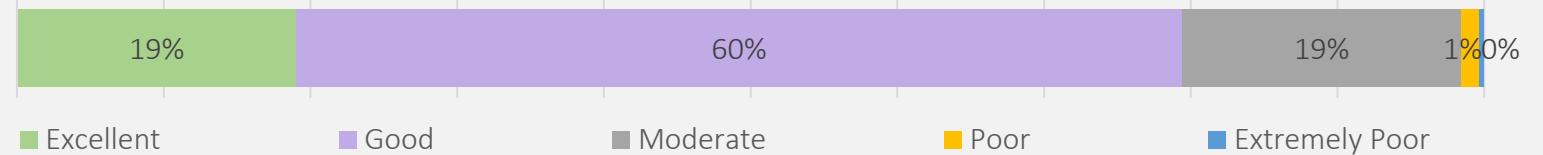
82b What best describes the level of litter on the tables in the carriage? *174

2024 Q3



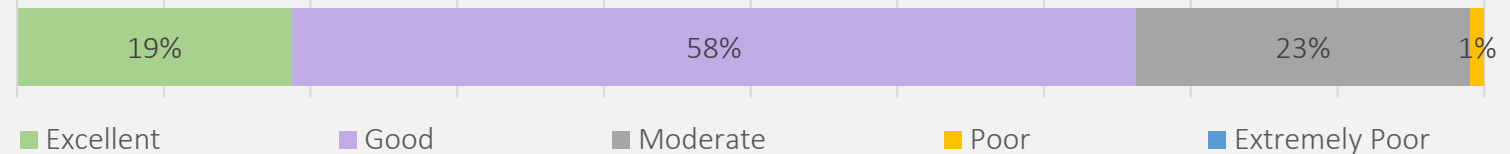
83 What best describes the level of cleanliness of the seating in the carriage? *320

2024 Q3



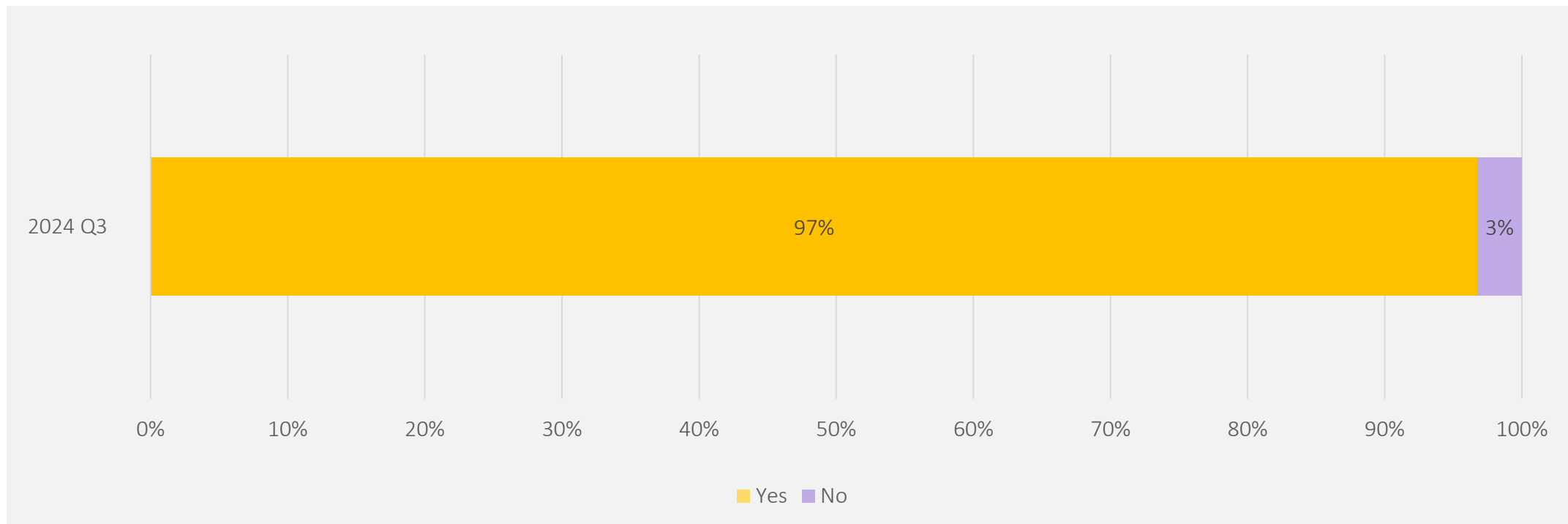
84 What best describes the level of cleanliness of the panels in the carriage? *320

2024 Q3



Train Performance

86 Is the reservation seat number displayed correctly at booked seats? *62

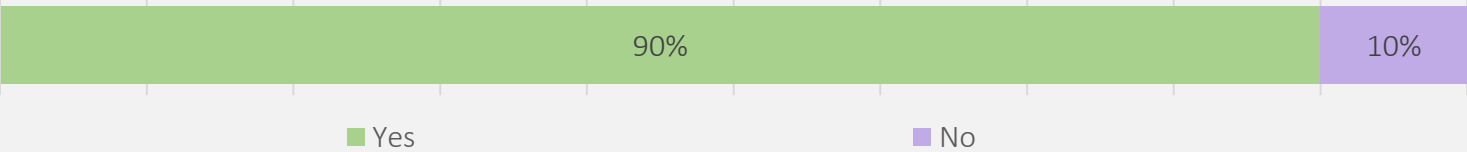


Train Performance

Next Stop Announcements

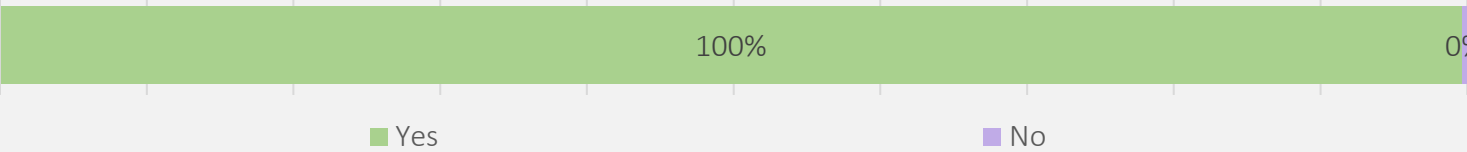
87 Was a next stop announcement made upon approach to the next station? *320

2024 Q3



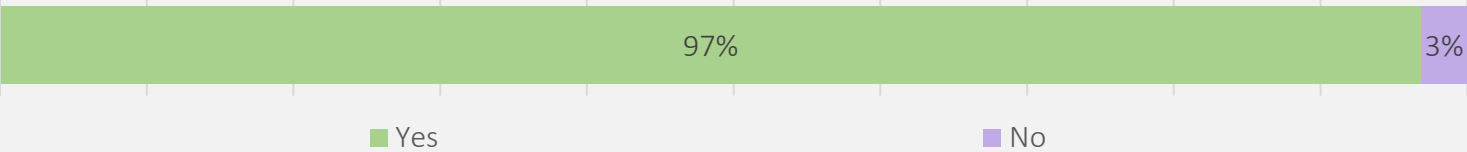
88 Was this announcement correct? *288

2024 Q3



89 Was this announcement clearly audible? *288

2024 Q3

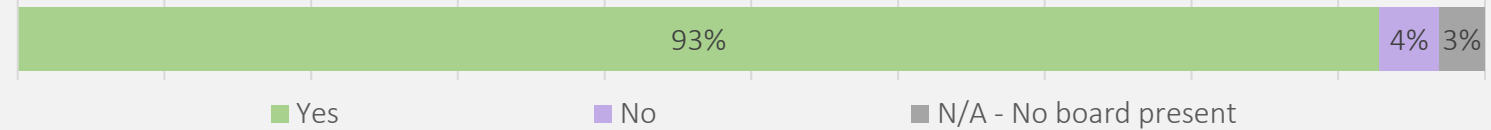


Train Performance

Next Stop Display

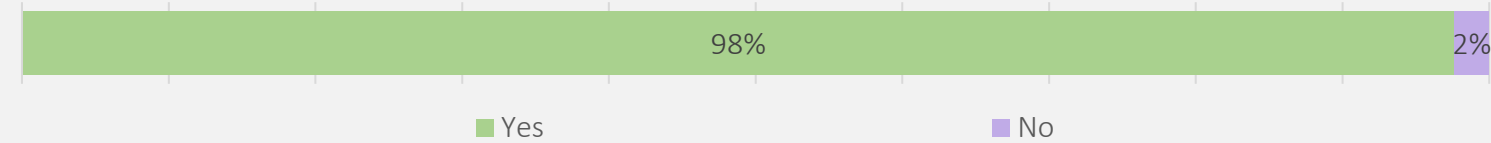
90 Was the electronic board switched on? *320

2024 Q3



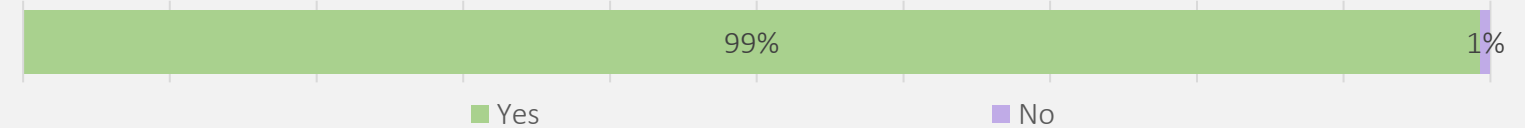
91 Was next stop information displayed on the electronic board in the carriage? *297 (288)

2024 Q3



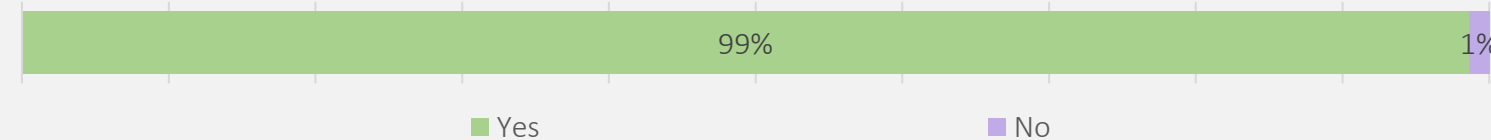
92 Was the information on the electronic board clearly legible? *297 (288)

2024 Q3



93 Was the electronic board showing correct next stop information? *292 (284)

2024 Q3

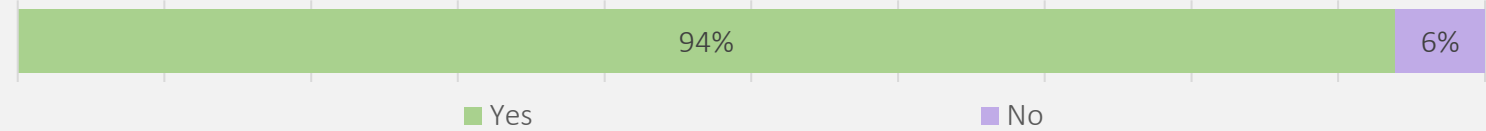


Train Performance

Toilet Facilities On Board

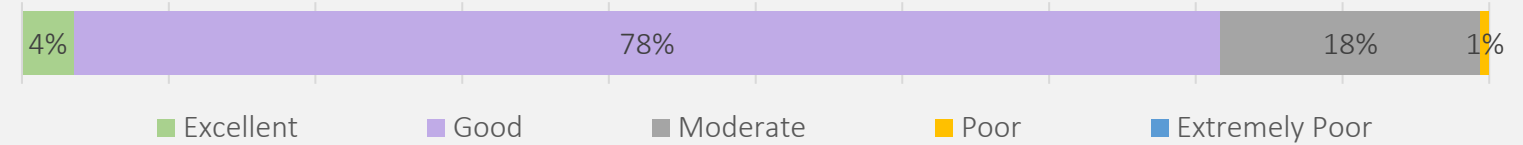
94 Is there a toilet in your carriage that you are able to assess? *180

2024 Q3



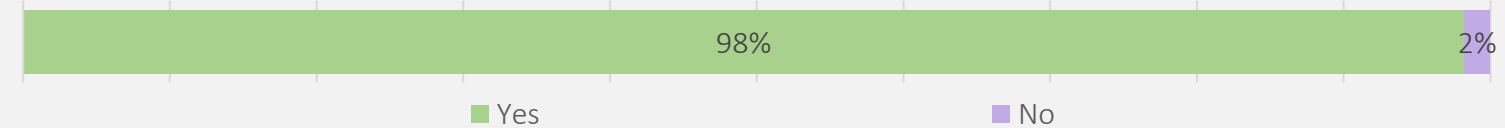
95 What would best describe the level of cleanliness of the toilet? *169

2024 Q3



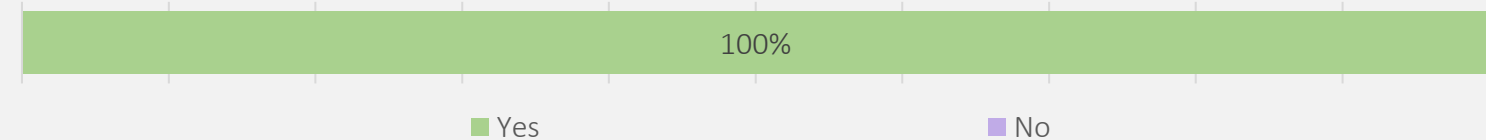
96 Does the lock work? *169

2024 Q3



97 Is the toilet seat in place? *169

2024 Q3

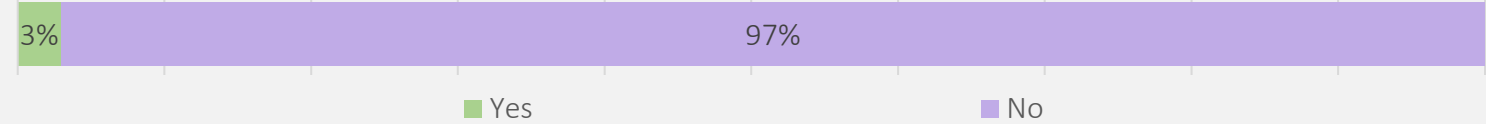


Train Performance

Toilet Facilities On Board (Continued)

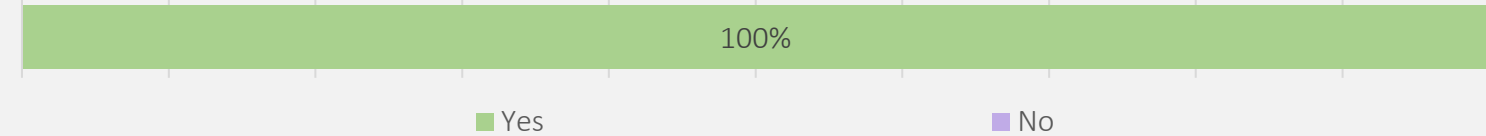
98 Is the toilet blocked? *169

2024 Q3



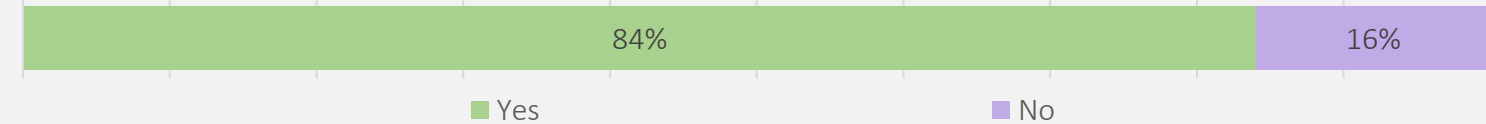
99 Is the flush working? *169

2024 Q3



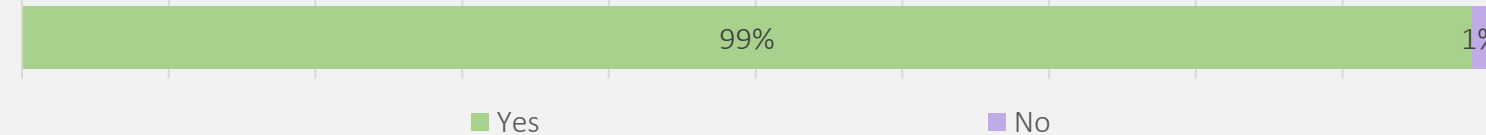
100 Is the hand wash working properly, including hot and cold water? *169

2024 Q3



101 Is there toilet tissue available? *169

2024 Q3

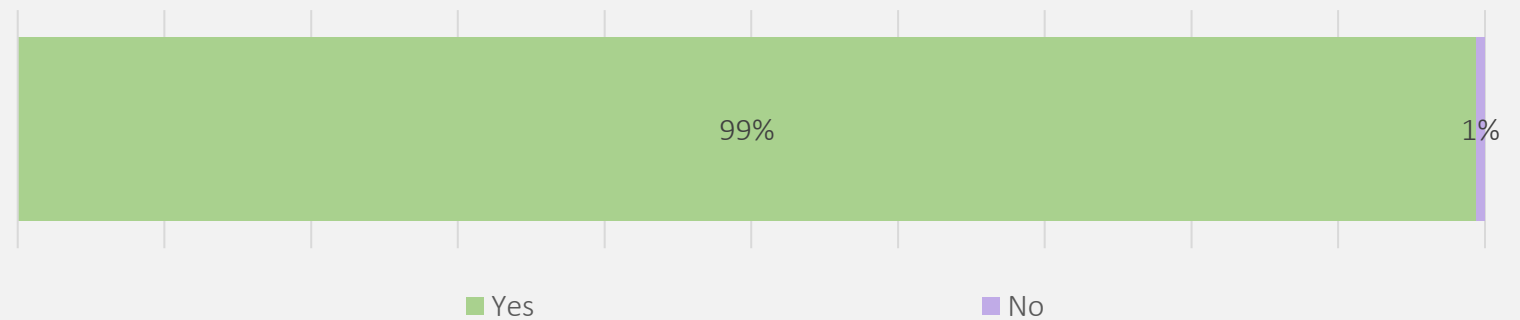


Train Performance

Toilet Facilities On Board (Continued)

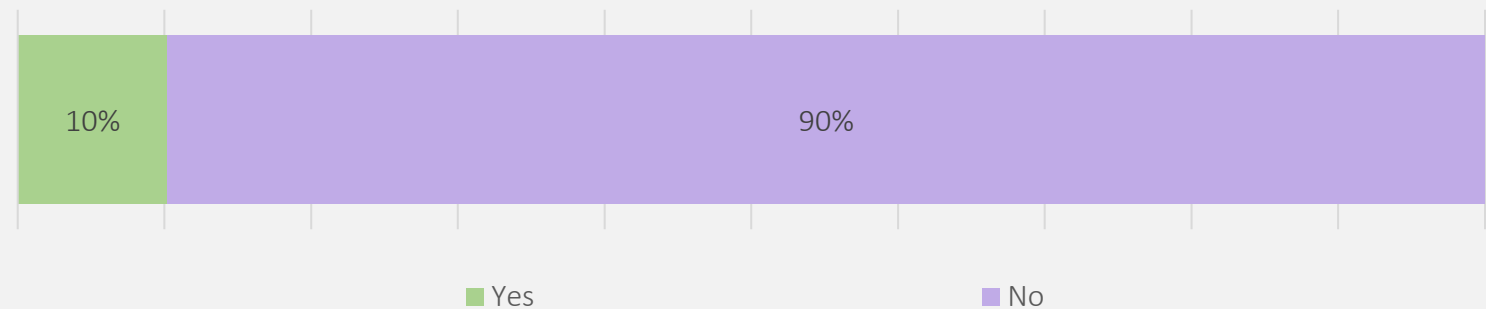
102 Is there a facility to dry your hands (either dryer or hand towels)? *169

2024 Q3



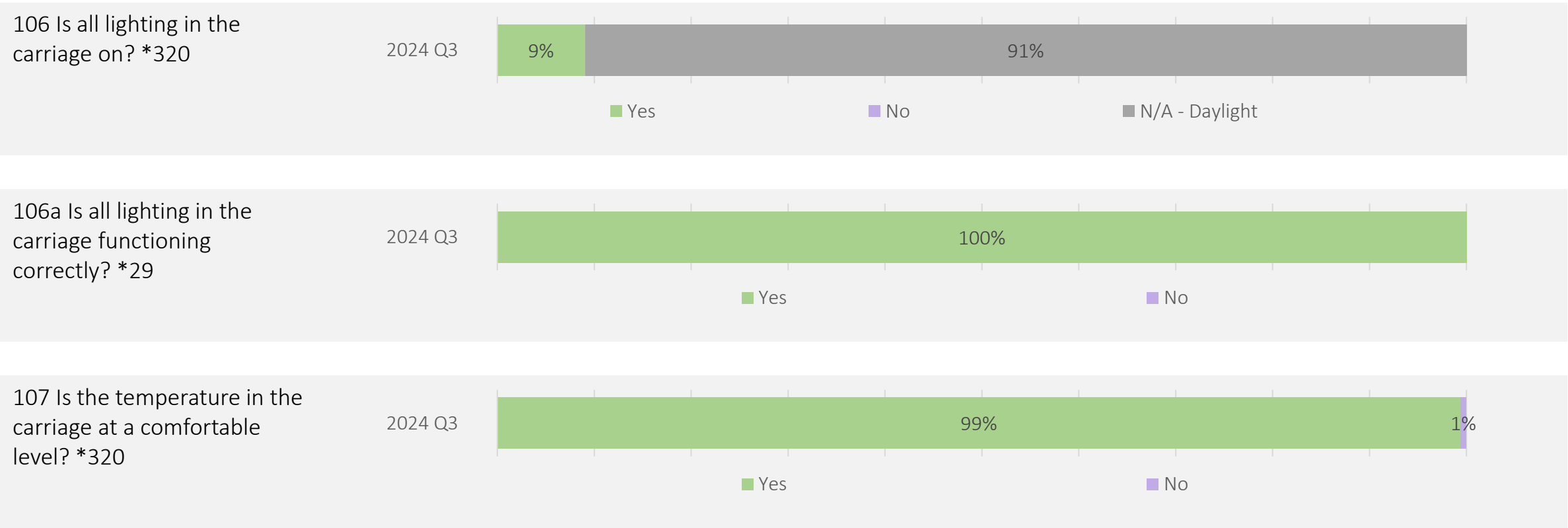
102b Is the litter bin full or overflowing? *166

2024 Q3



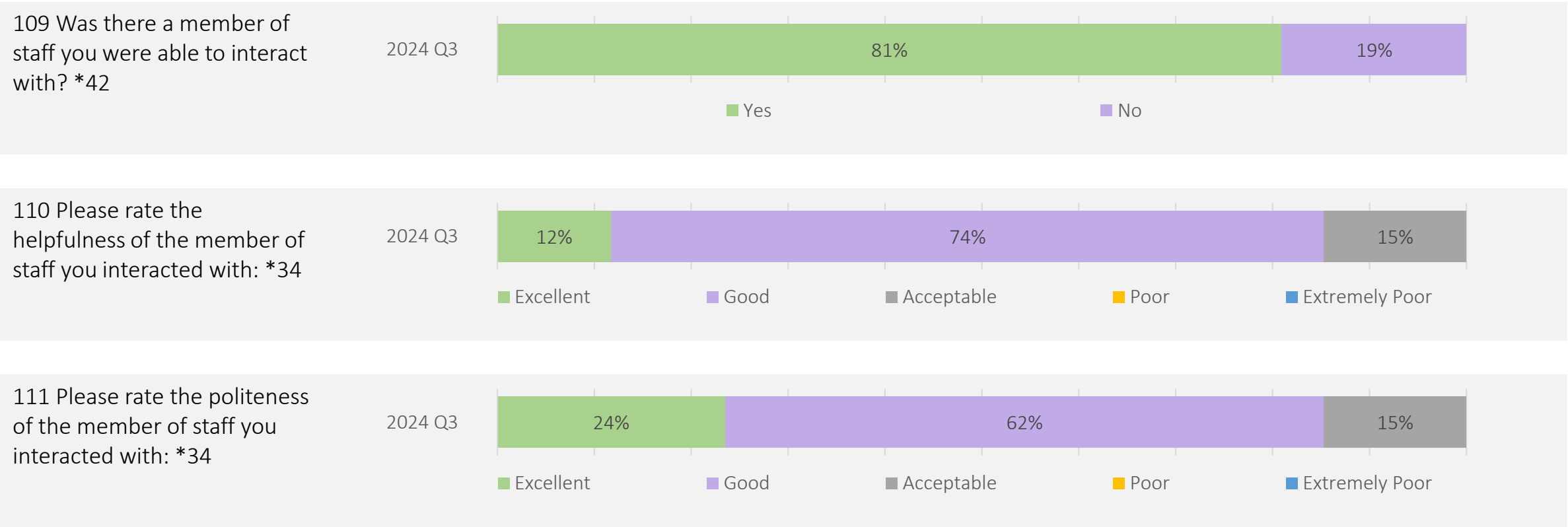
Train Performance

Carriage Lighting / Heating



Train Performance

Staff Interaction



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.