



NTA Mystery Passenger Survey

Irish Rail

2024 Quarter 4

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’.

319 mystery shops were conducted during Quarter 4 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. 46 Station assessments were also completed in Quarter 4, 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 4 took place between 9th September to 31st December 2024

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

Station Performance

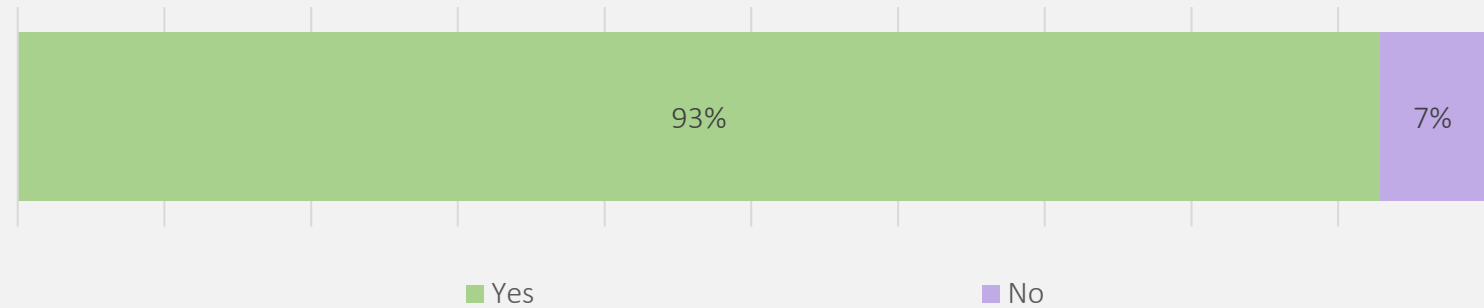
This sections contains questions relating to Station performance.

Station Performance

Customer Information Panels

9a Were all customer information posters correct and up-to-date? *42

2024 Q4

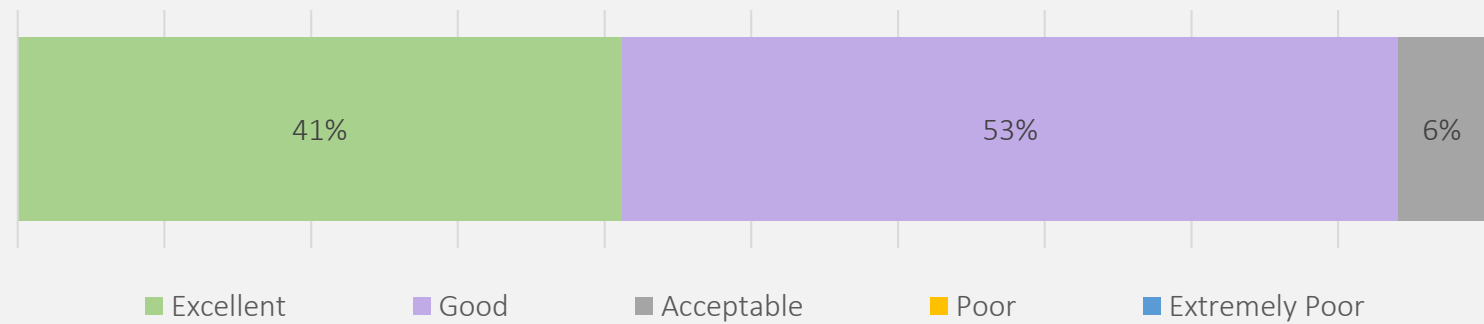


Station Performance

Station Staff

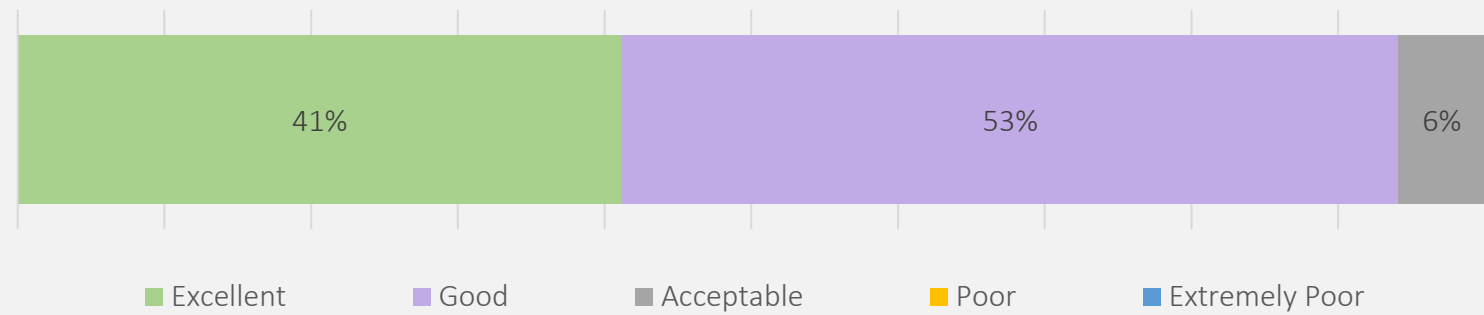
12 Please rate the helpfulness of the member of staff you interacted with *17

2024 Q4



13 Please rate the politeness of the member of staff you interacted with *17

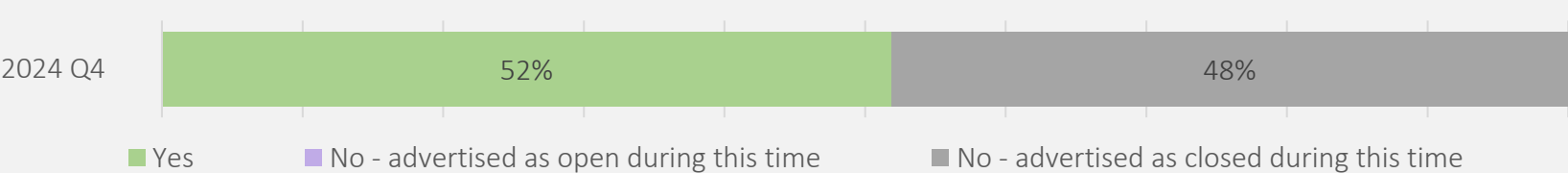
2024 Q4



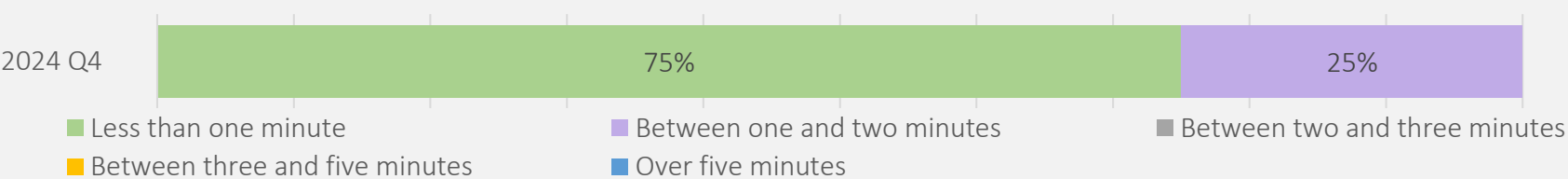
Station Performance

Ticket Office Services

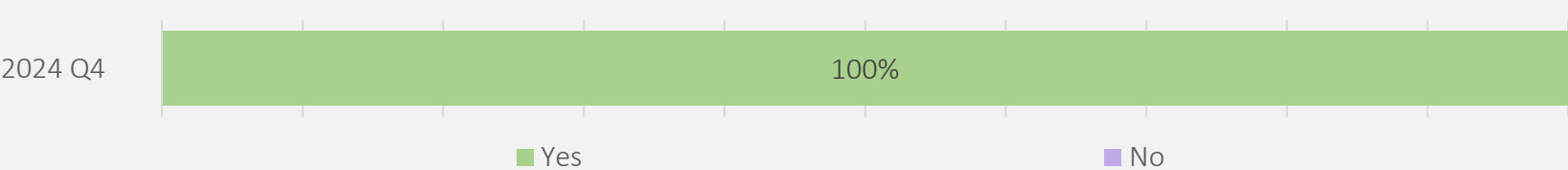
15 Is the ticket office open?
*27



17 How long did you wait to
be served by ticket office
staff? *8

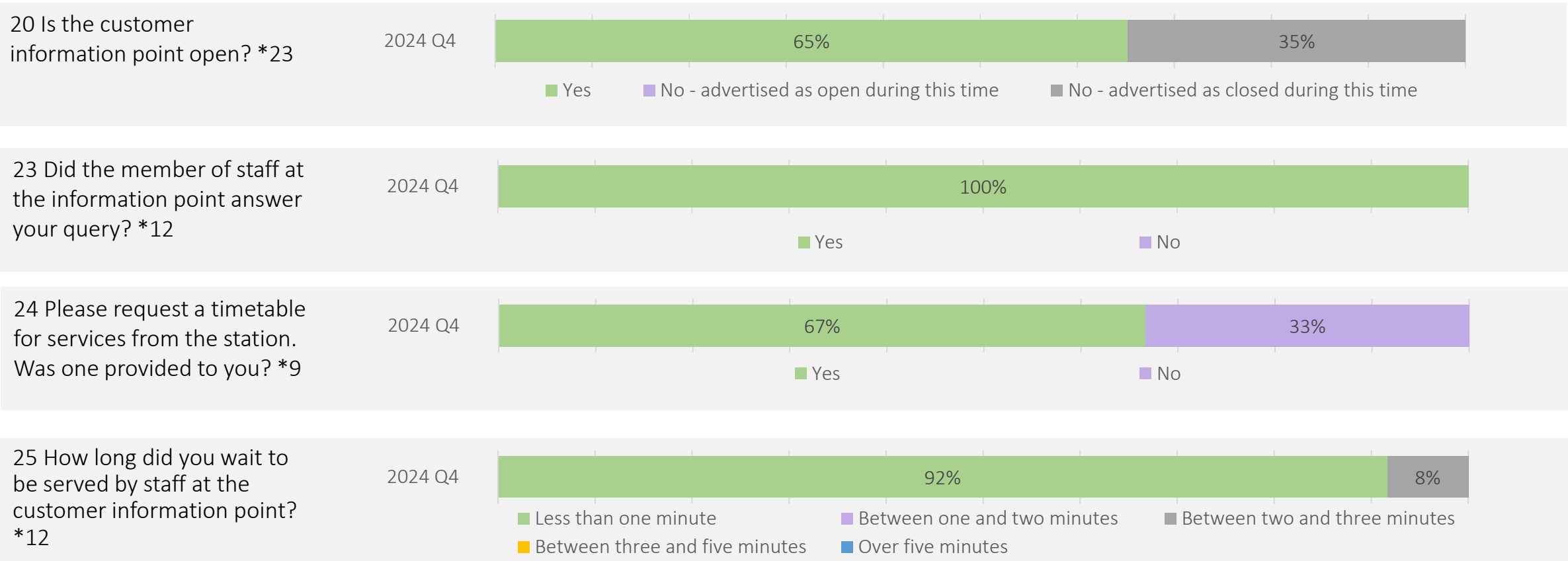


18 Is the ticket office able to
accept both cash and card
transactions? *8



Station Performance

Customer Information Point Services

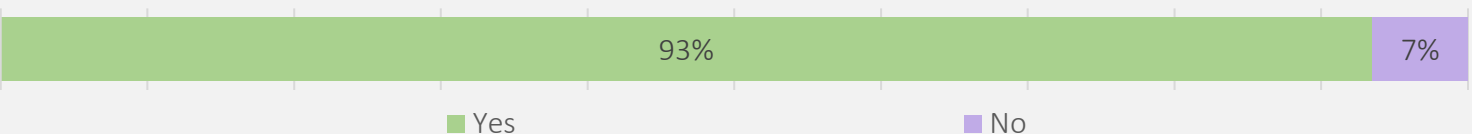


Station Performance

Ticket Machines

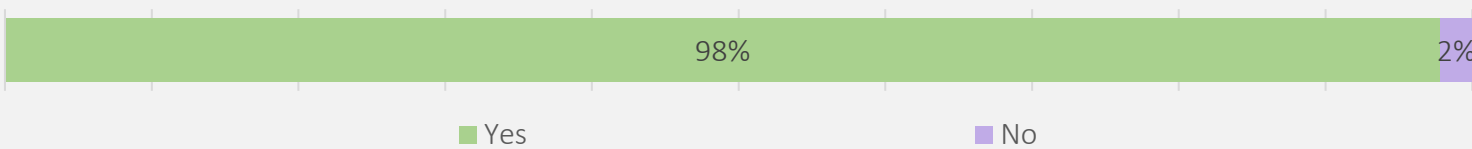
27 Please select one TVM at random. Is the TVM working and fully functional? *46

2024 Q4



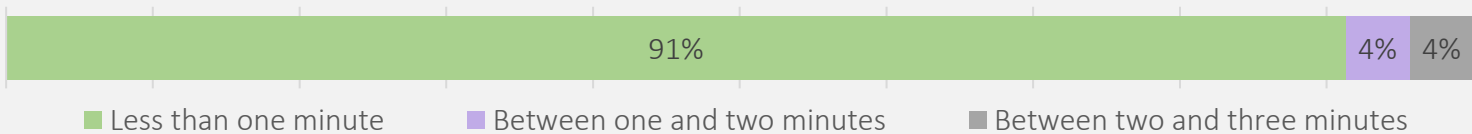
28 Does this TVM accept both cash and card? *46

2024 Q4



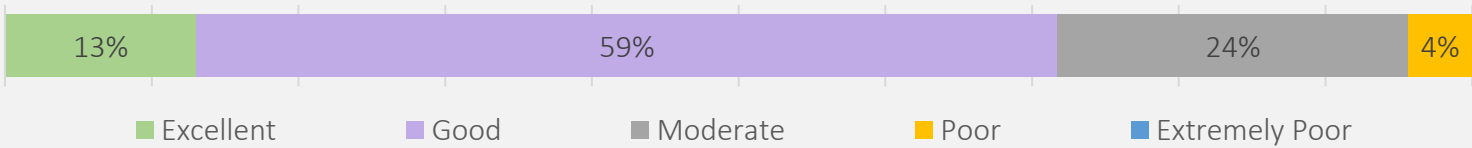
29 How long did you wait in the queue to use the TVM? *46

2024 Q4



30 What best describes the level of cleanliness of the TVM? *46

2024 Q4

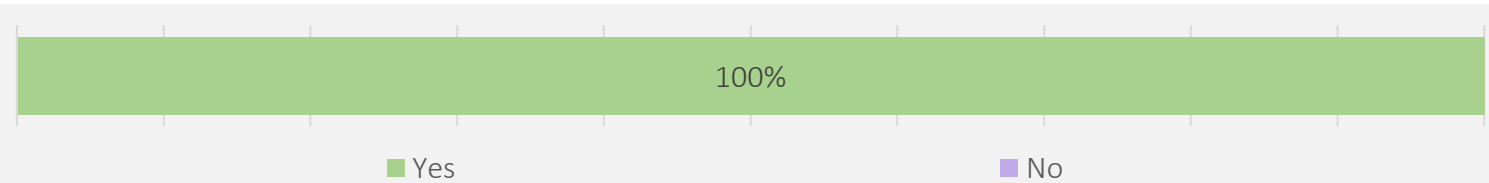


Station Performance

Electronic Passenger Information

37 Are customer information screens in the concourse showing scheduled arrival and departure information? *11

2024 Q4

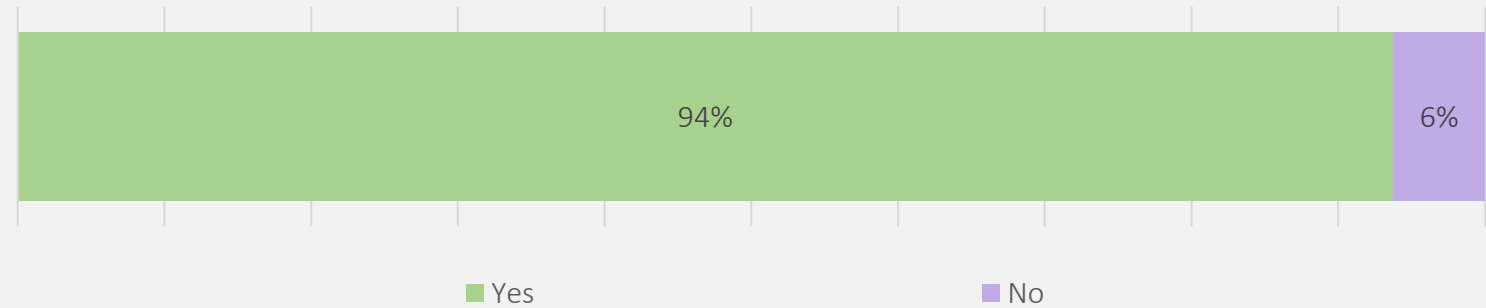


Station Performance

Electronic Passenger Information (Continued)

42 Are customer information screens on the platform showing real time arrival and departure information? *32

2024 Q4

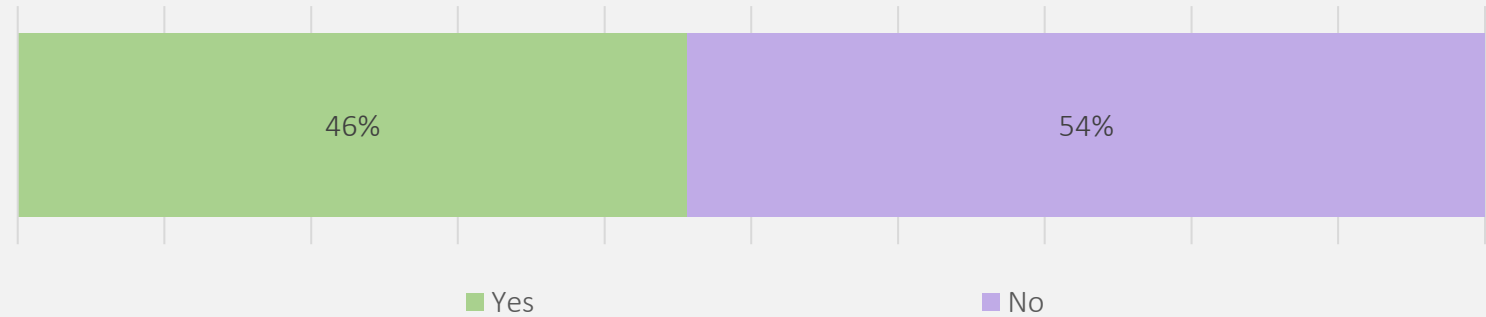


Station Performance

Station Toilets

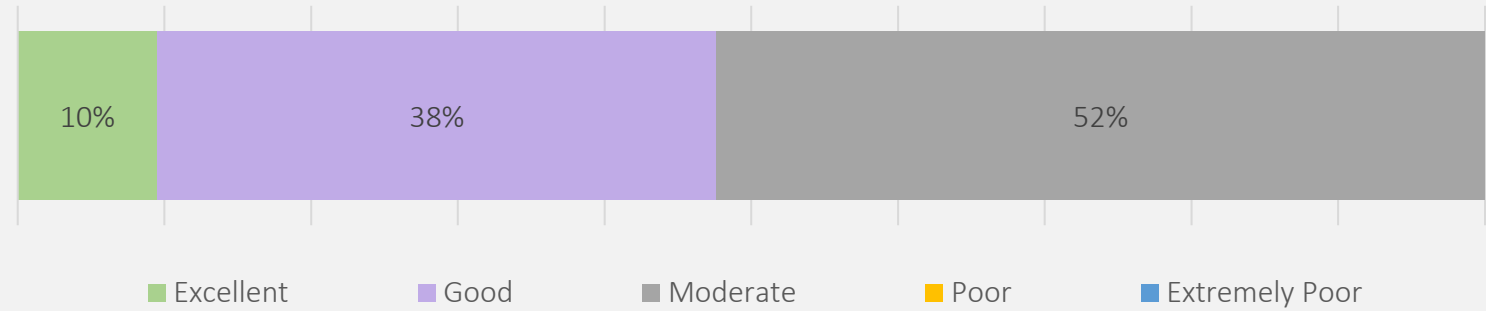
44 Is there a toilet at this station that you could assess?
*46

2024 Q4



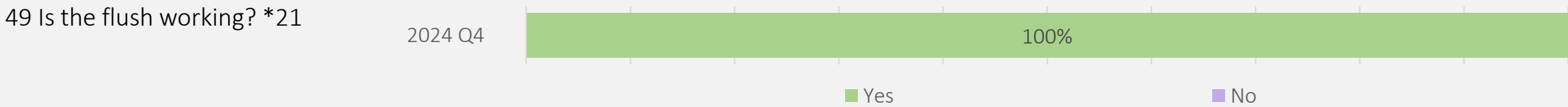
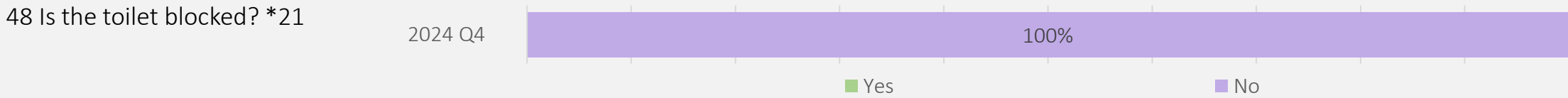
45 What best describes the level of cleanliness of the toilet? *21

2024 Q4



Station Performance

Station Toilets (Continued)

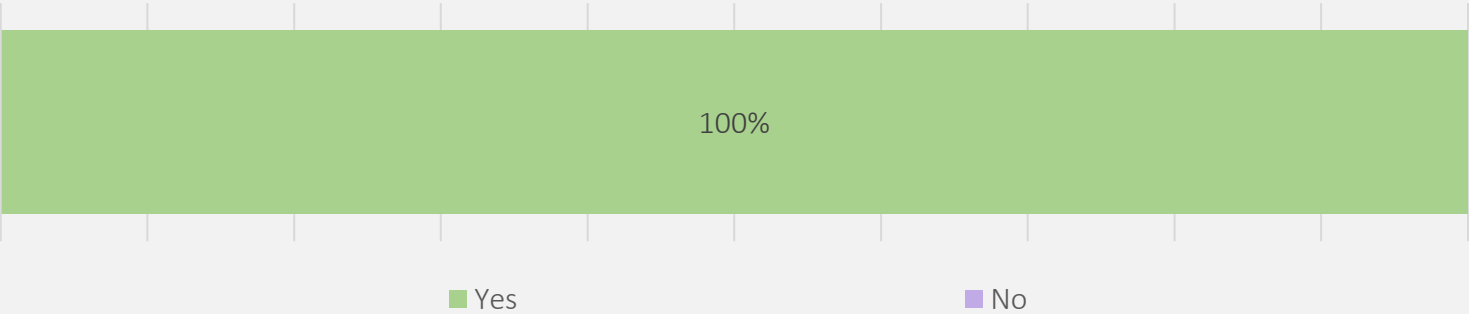


Station Performance

Station Toilets (Continued)

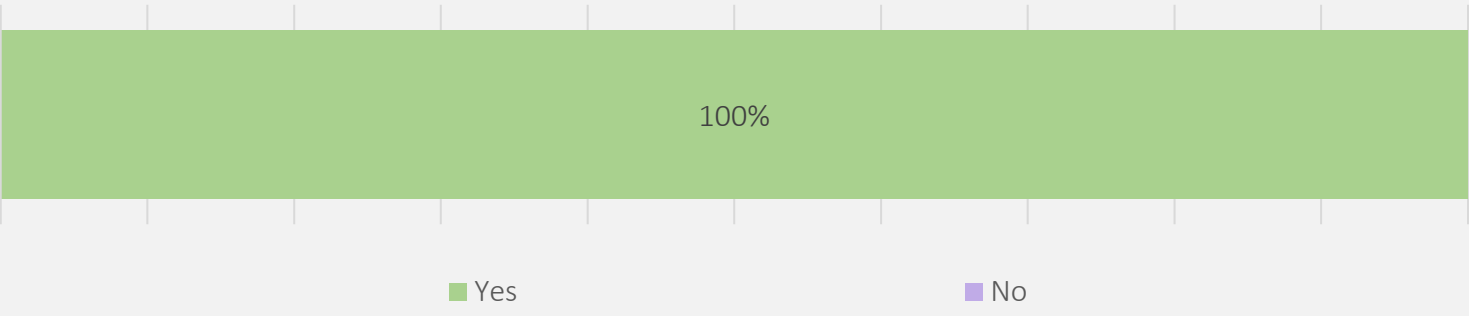
50 Is the hand wash working properly, including hot and cold water? *21

2024 Q4



51 Is there toilet tissue available? *21

2024 Q4

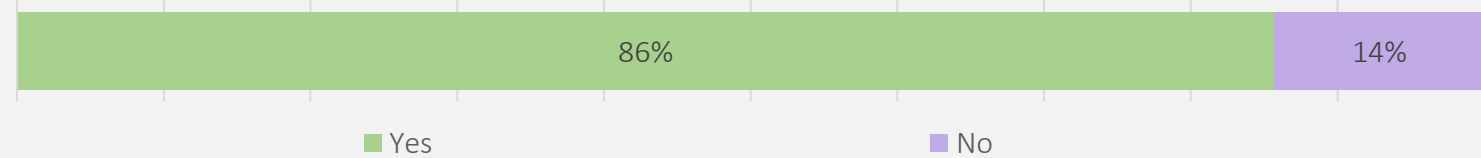


Station Performance

Station Toilets (Continued)

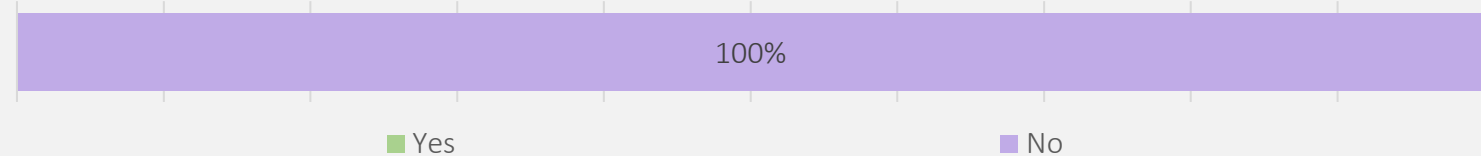
51a Is there a litter bin in the toilet? *21

2024 Q4



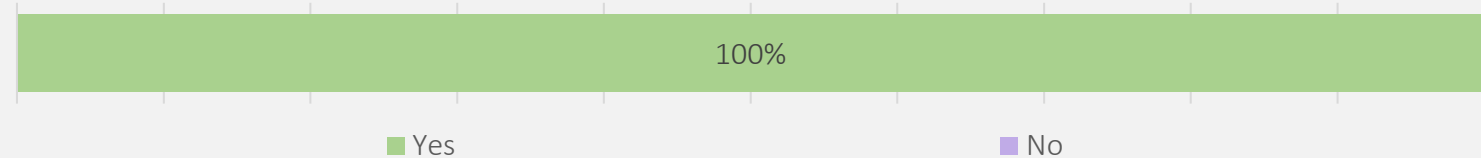
51b Is the litter bin full or overflowing? *18

2024 Q4



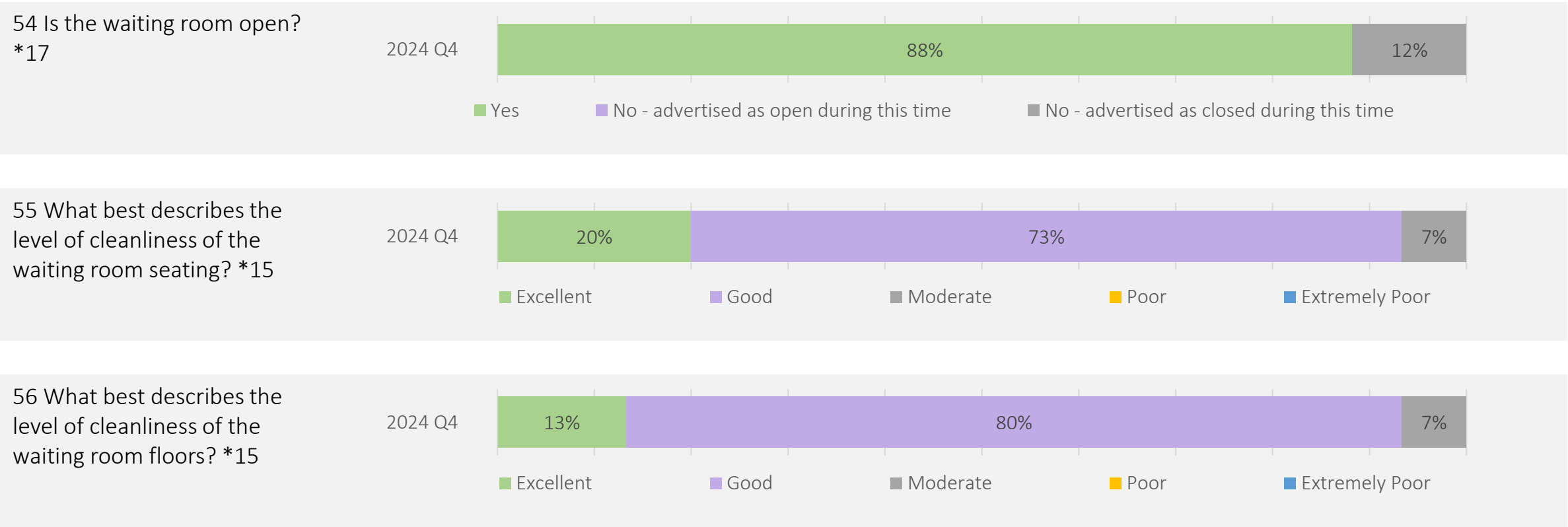
52 Is there a facility to dry your hands (either dryer or hand towels)? *21

2024 Q4



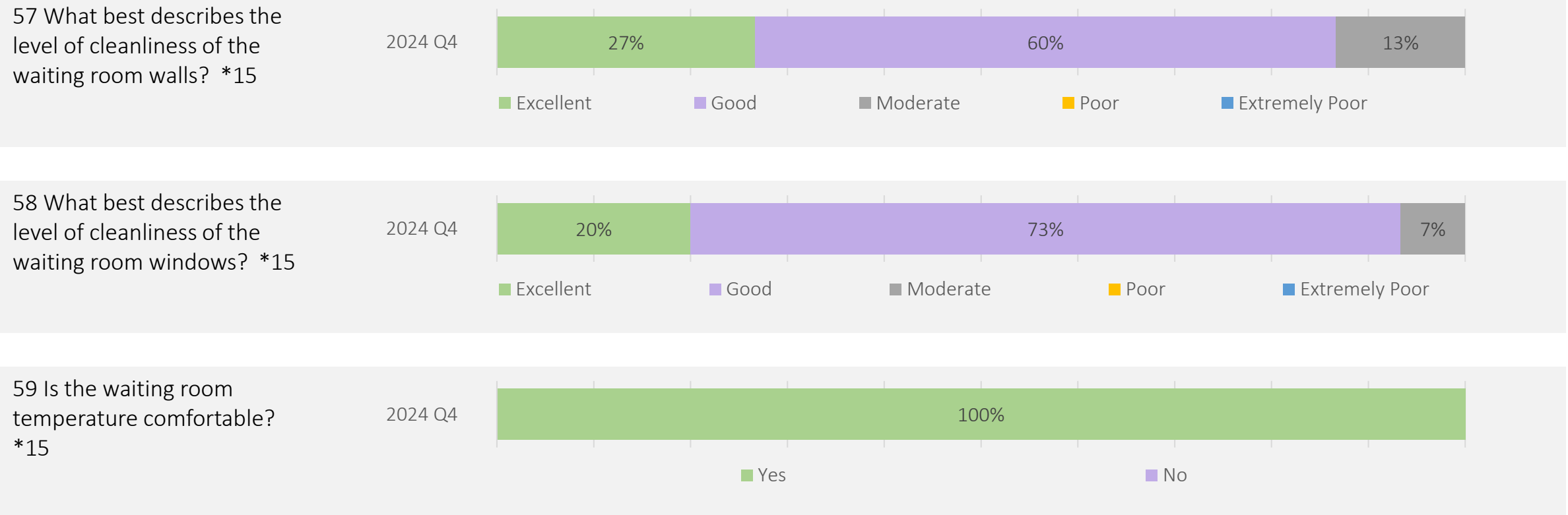
Station Performance

Passenger Waiting Room



Station Performance

Passenger Waiting Room (Continued)

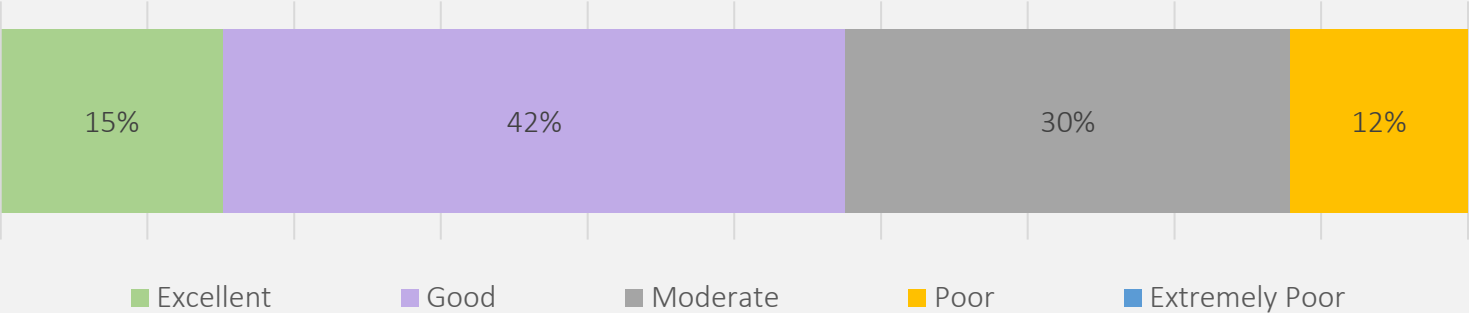


Station Performance

Passenger Shelters & Platforms

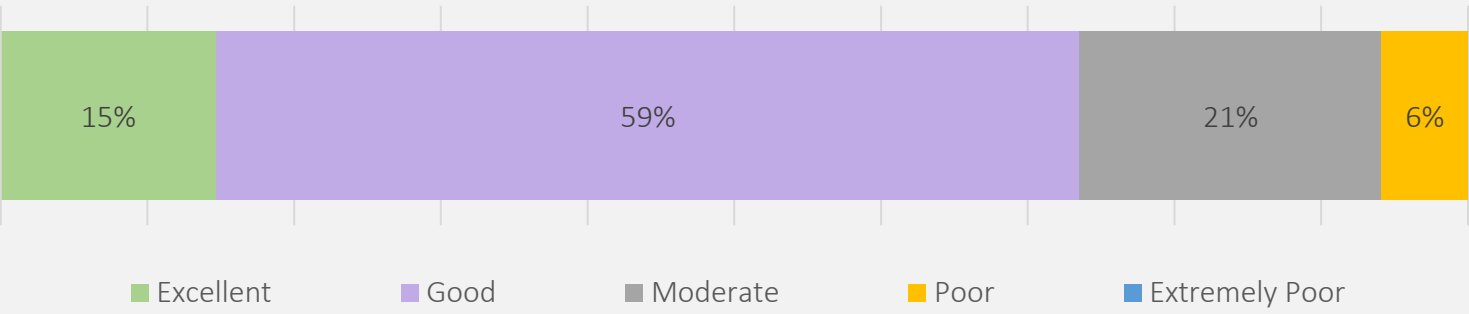
61 What best describes the level of cleanliness of the shelters? *33

2024 Q4



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

2024 Q4

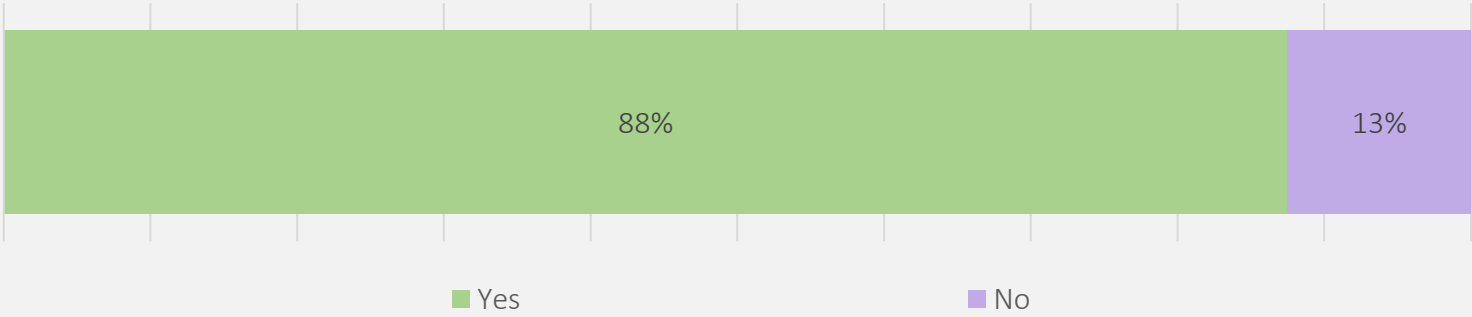


Station Performance

Audio Announcements

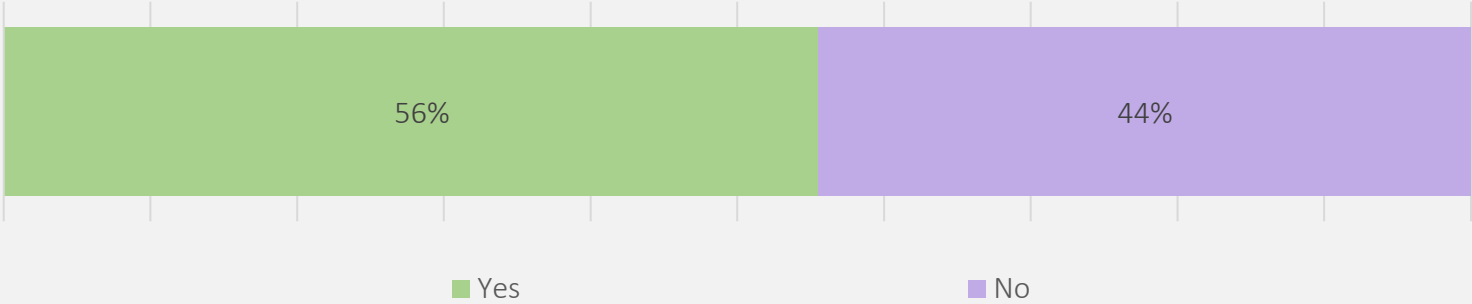
70 Were all PAs clear and fully audible? *16

2024 Q4



71 In the event of delays/disruption (5 minutes for DART/Commuter, 10 for Intercity), was this announced over the PA? *9

2024 Q4



Train Performance

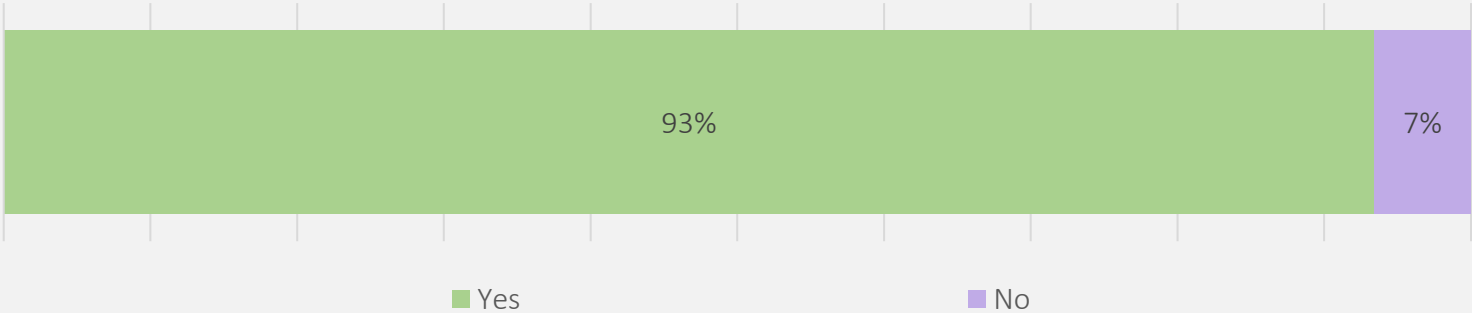
This sections contains questions relating to Train performance.

Train Performance

Destination Display

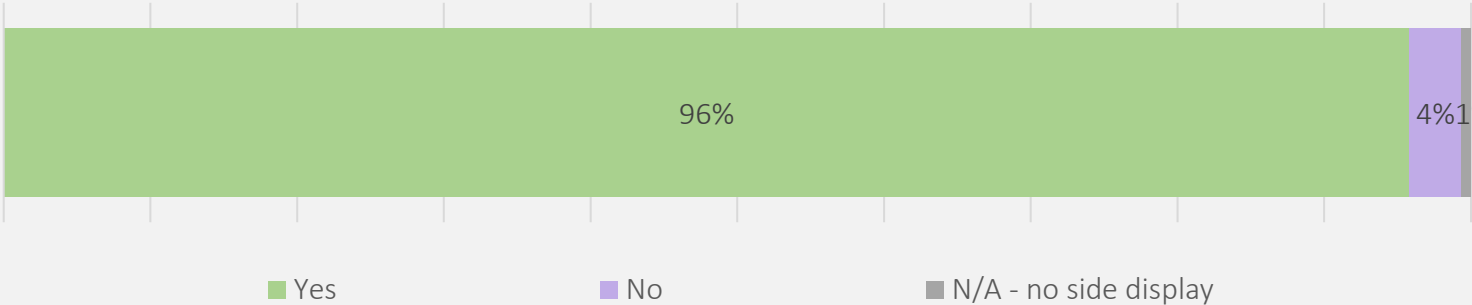
77 Is the destination displayed correctly on the front of the train? *319

2024 Q4



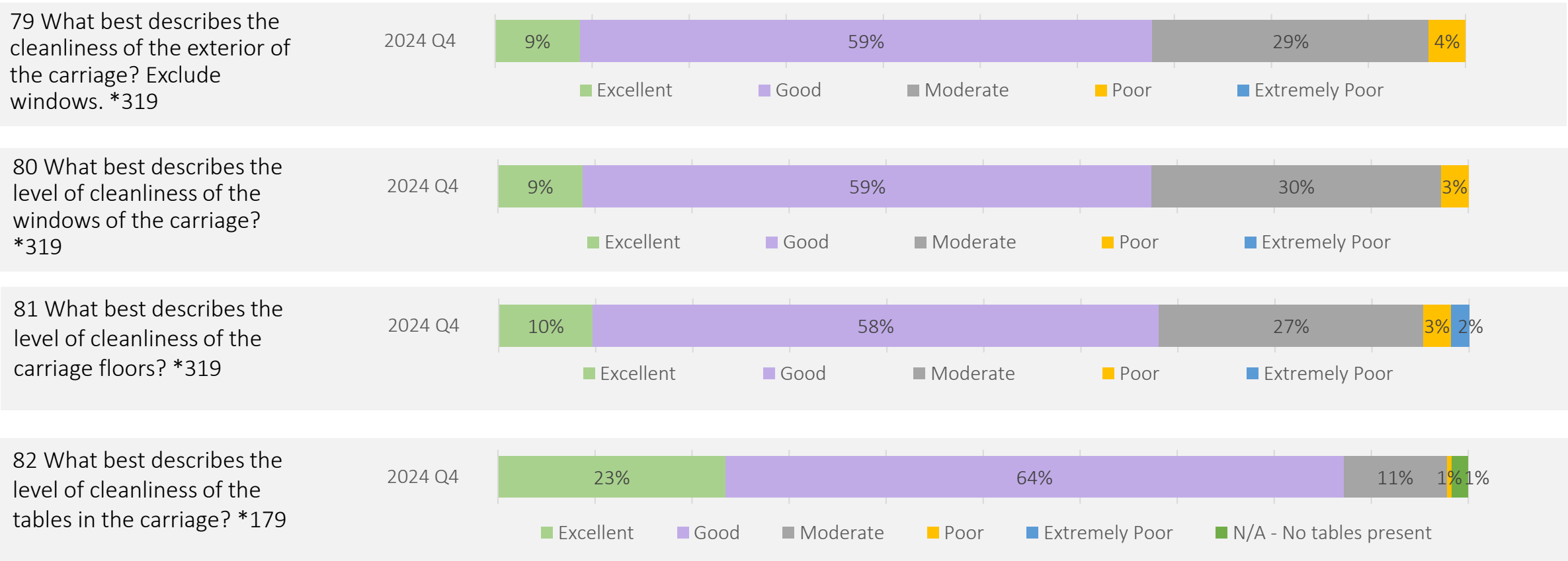
78 Is the destination displayed correctly on the side of the carriage you have boarded? *310

2024 Q4



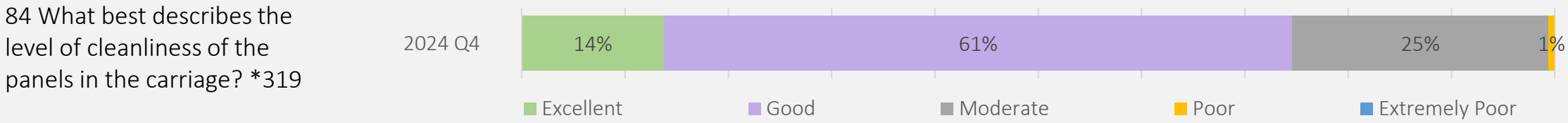
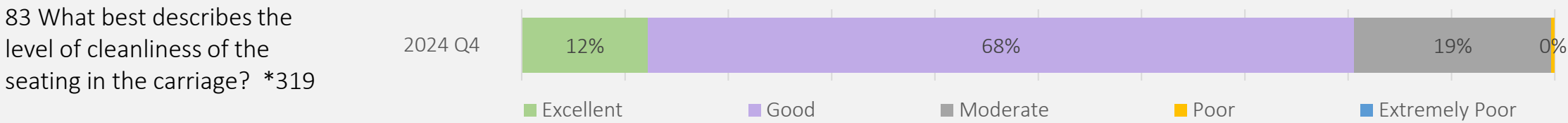
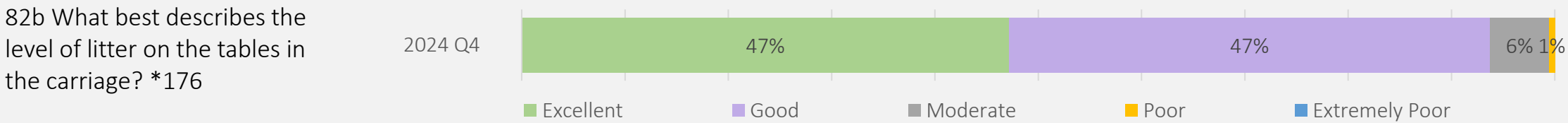
Train Performance

Carriage Cleanliness



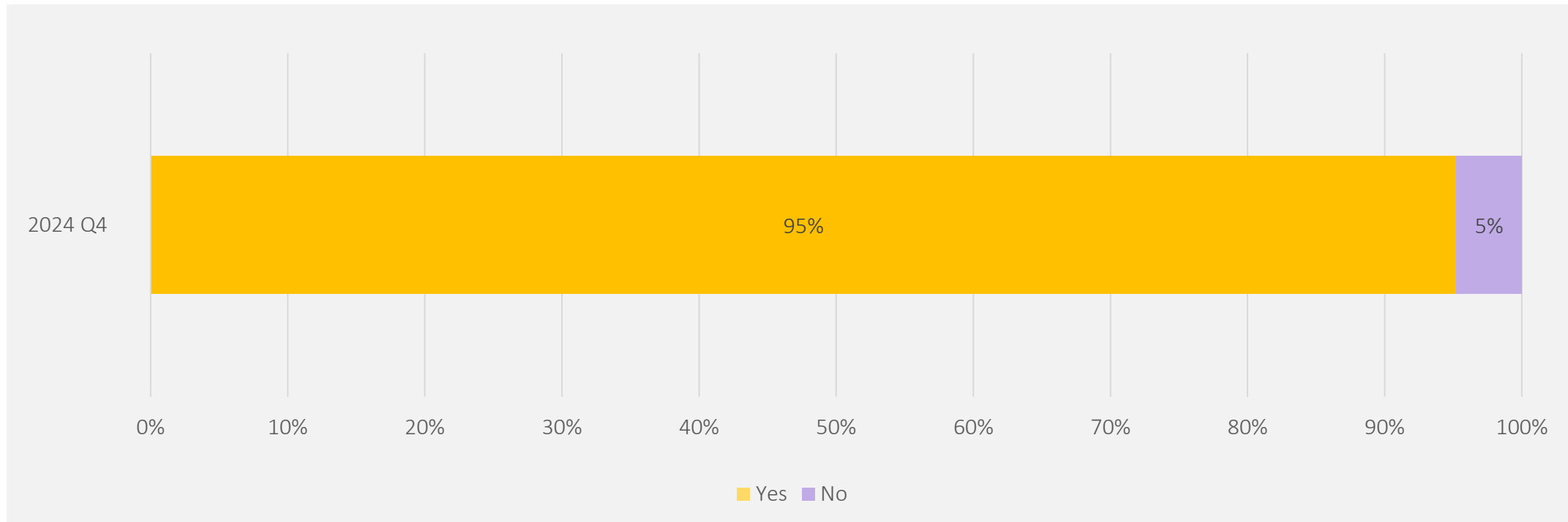
Train Performance

Carriage Cleanliness (Continued)



Train Performance

86 Is the reservation seat number displayed correctly at booked seats? *63

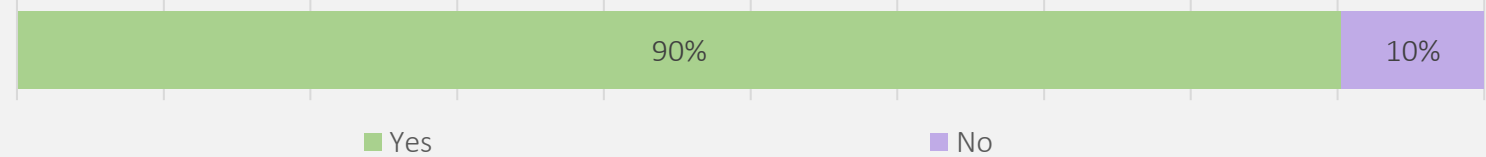


Train Performance

Next Stop Announcements

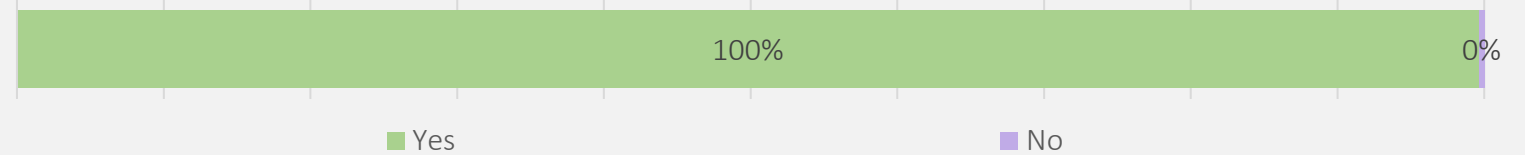
87 Was a next stop announcement made upon approach to the next station? *319

2024 Q4



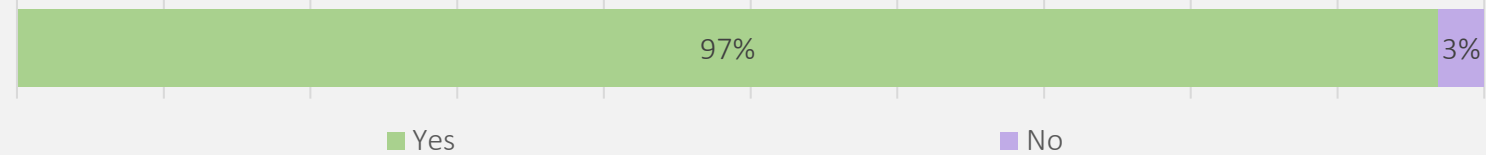
88 Was this announcement correct? *288

2024 Q4



89 Was this announcement clearly audible? *288

2024 Q4

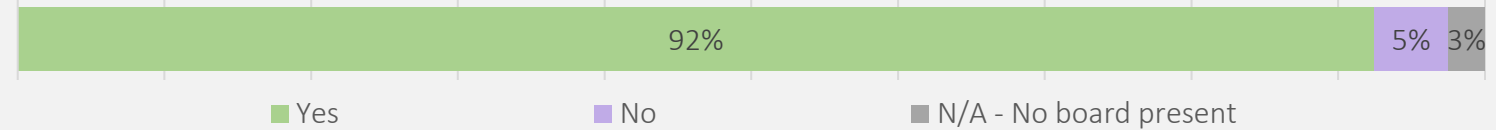


Train Performance

Next Stop Display

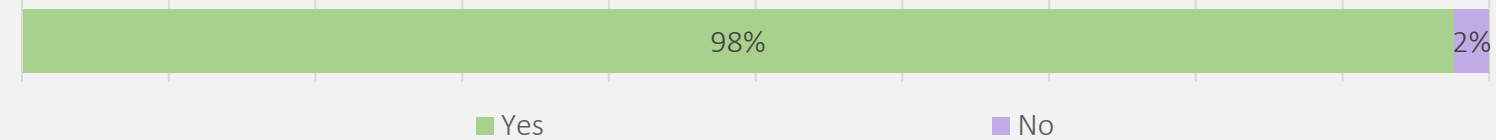
90 Was the electronic board switched on? *318

2024 Q4



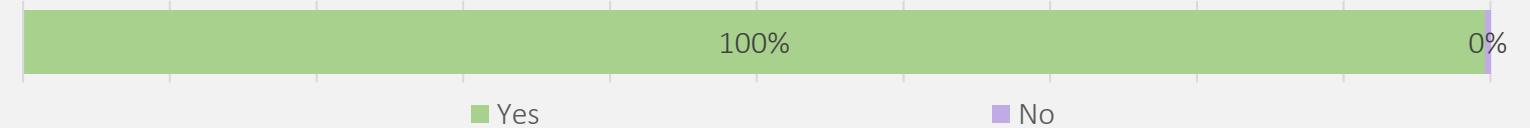
91 Was next stop information displayed on the electronic board in the carriage? *294

2024 Q4



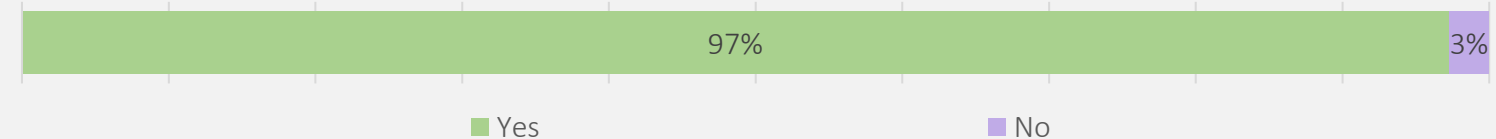
92 Was the information on the electronic board clearly legible? *294

2024 Q4



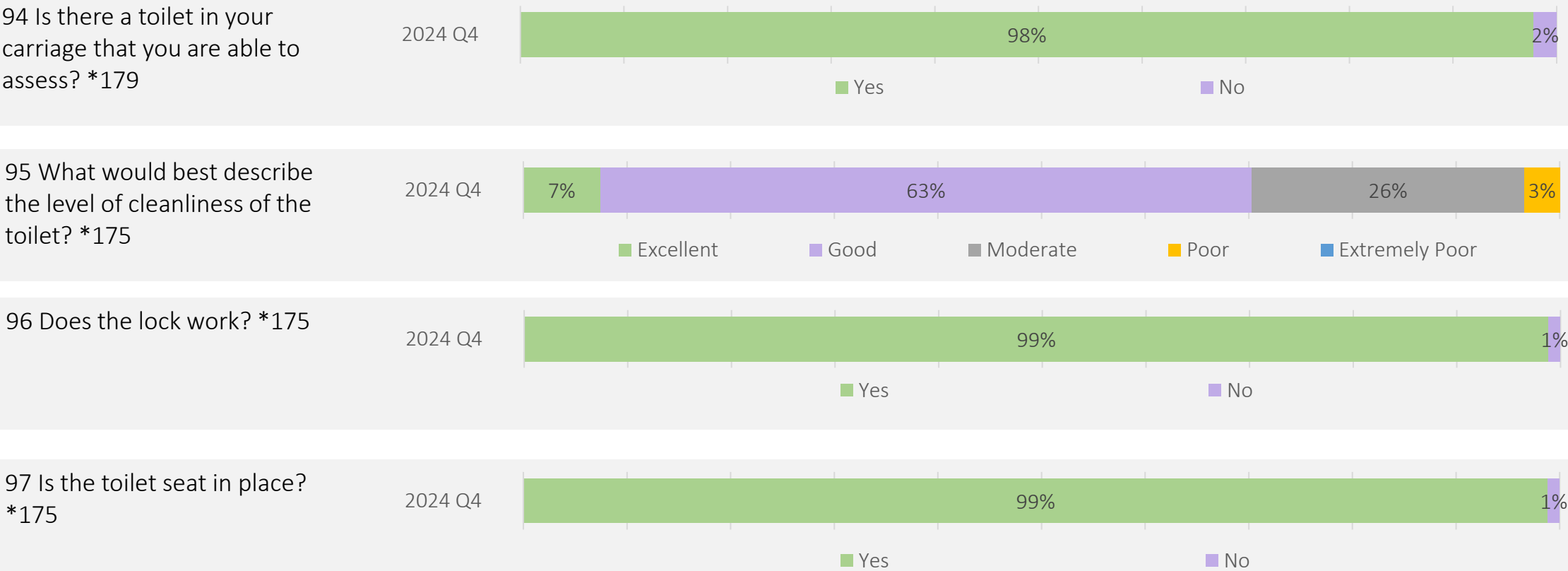
93 Was the electronic board showing correct next stop information? *292

2024 Q4



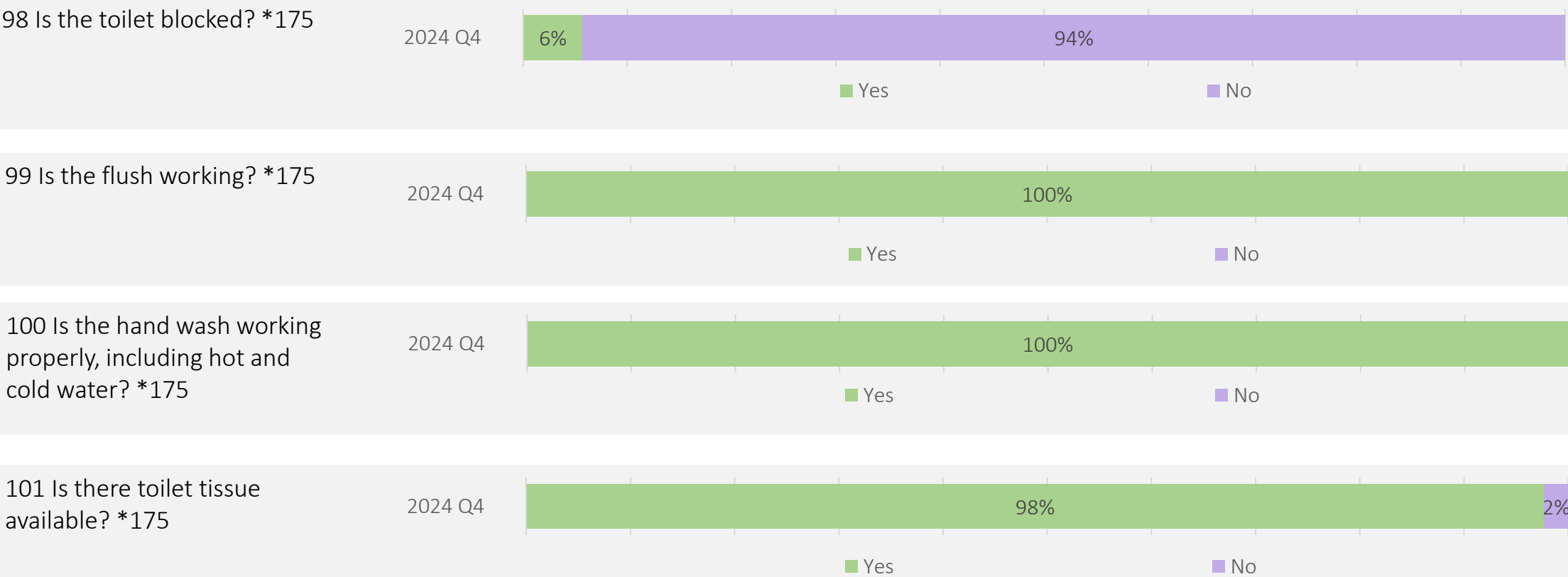
Train Performance

Toilet Facilities On Board



Train Performance

Toilet Facilities On Board (Continued)

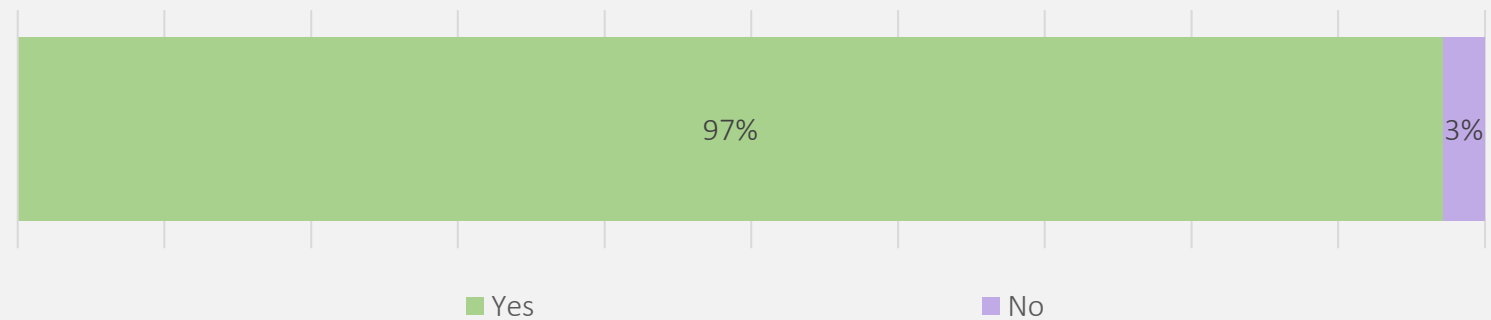


Train Performance

Toilet Facilities On Board (Continued)

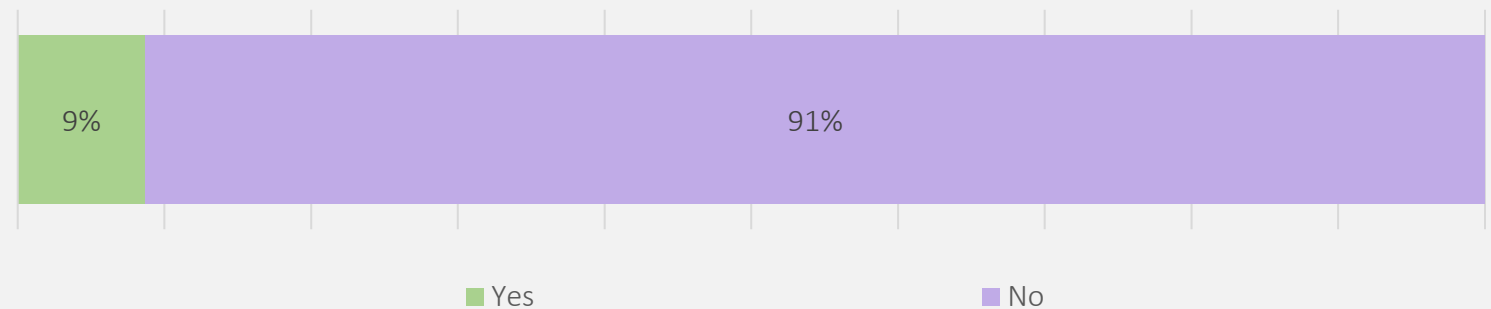
102 Is there a facility to dry your hands (either dryer or hand towels)? *175

2024 Q4



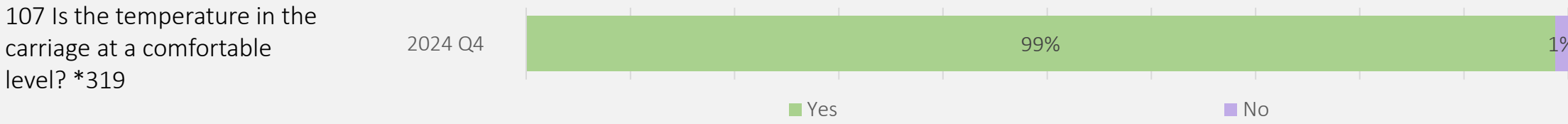
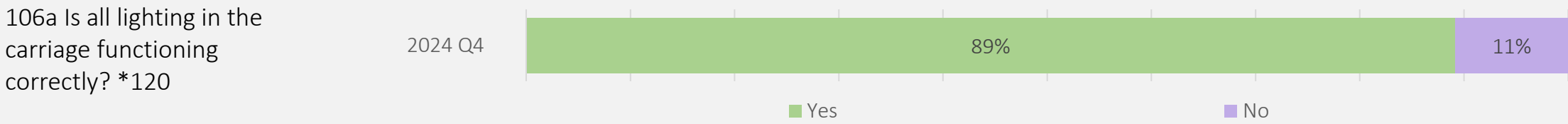
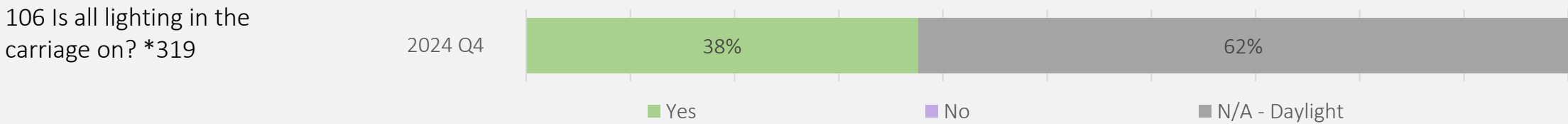
102b Is the litter bin full or overflowing? *172

2024 Q4



Train Performance

Carriage Lighting / Heating

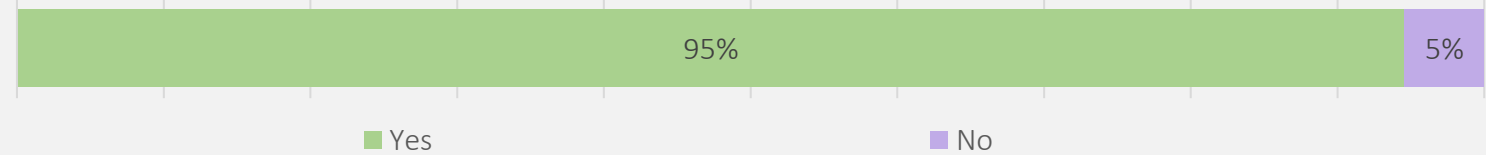


Train Performance

Staff Interaction

109 Was there a member of staff you were able to interact with? *37

2024 Q4



110 Please rate the helpfulness of the member of staff you interacted with: *35

2024 Q4



111 Please rate the politeness of the member of staff you interacted with: *35

2024 Q4



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

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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.



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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.



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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.