



NTA Mystery Passenger Survey

Irish Rail

2025 Quarter 1

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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 1 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 1, 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.

2025 Quarter 1 took place between January 1st and March 23rd 2025.

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

Station Performance

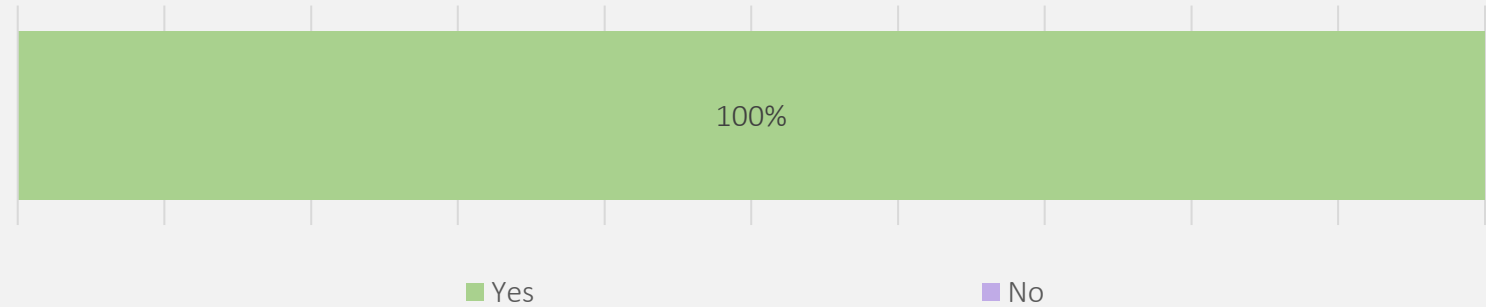
This sections contains questions relating to Station performance.

Station Performance

Customer Information Panels

9a Were all customer information posters correct and up-to-date? *44

2025 Q1

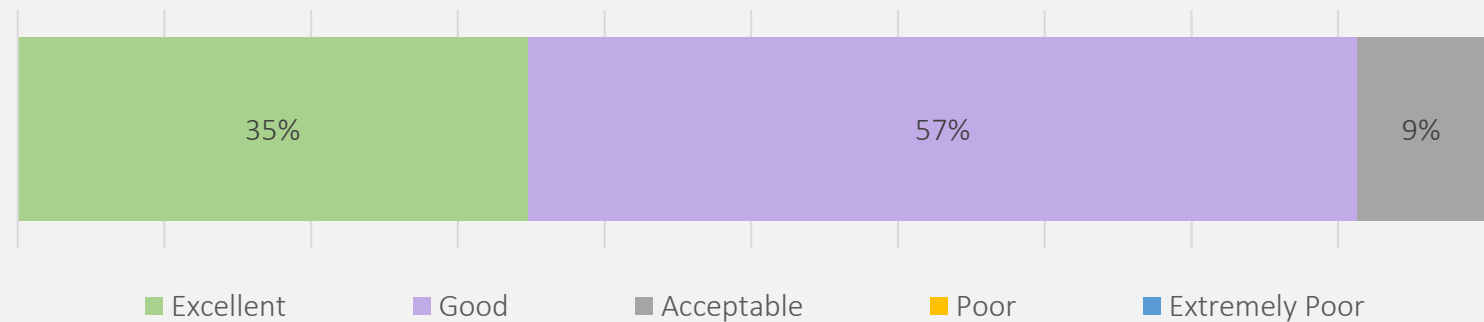


Station Performance

Station Staff

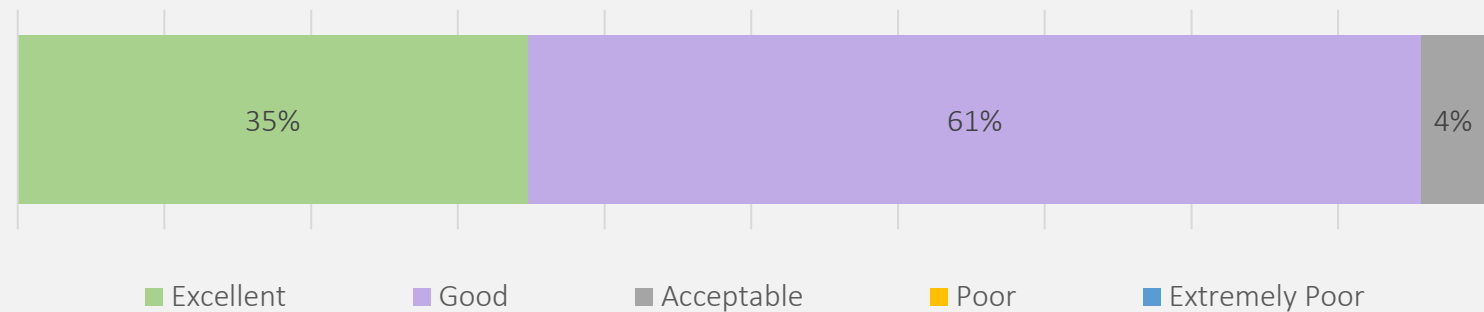
12 Please rate the helpfulness of the member of staff you interacted with *23

2025 Q1



13 Please rate the politeness of the member of staff you interacted with *23

2025 Q1

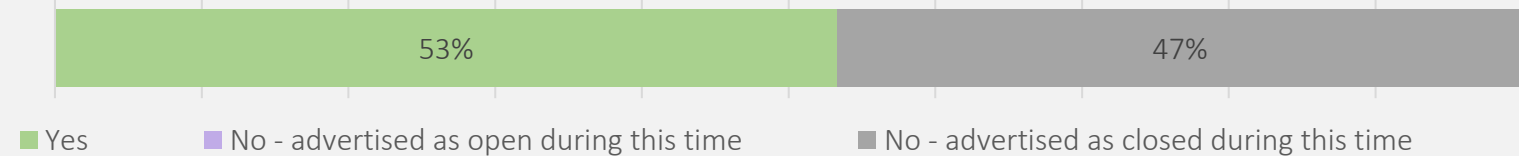


Station Performance

Ticket Office Services

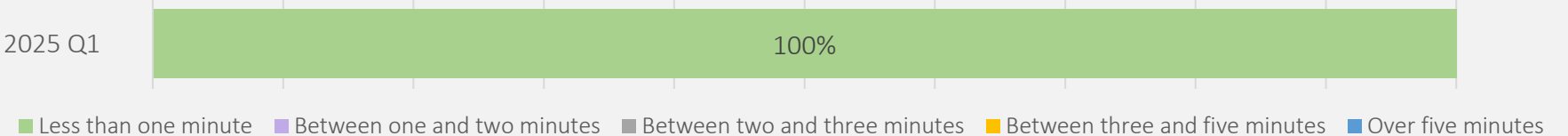
15 Is the ticket office open?
*30

2025 Q1



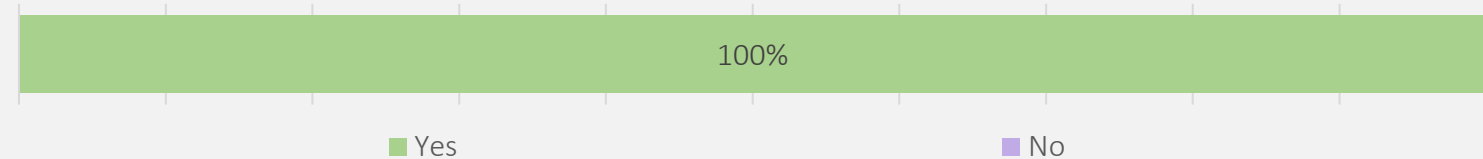
17 How long did you wait to
be served by ticket office
staff? *13

2025 Q1



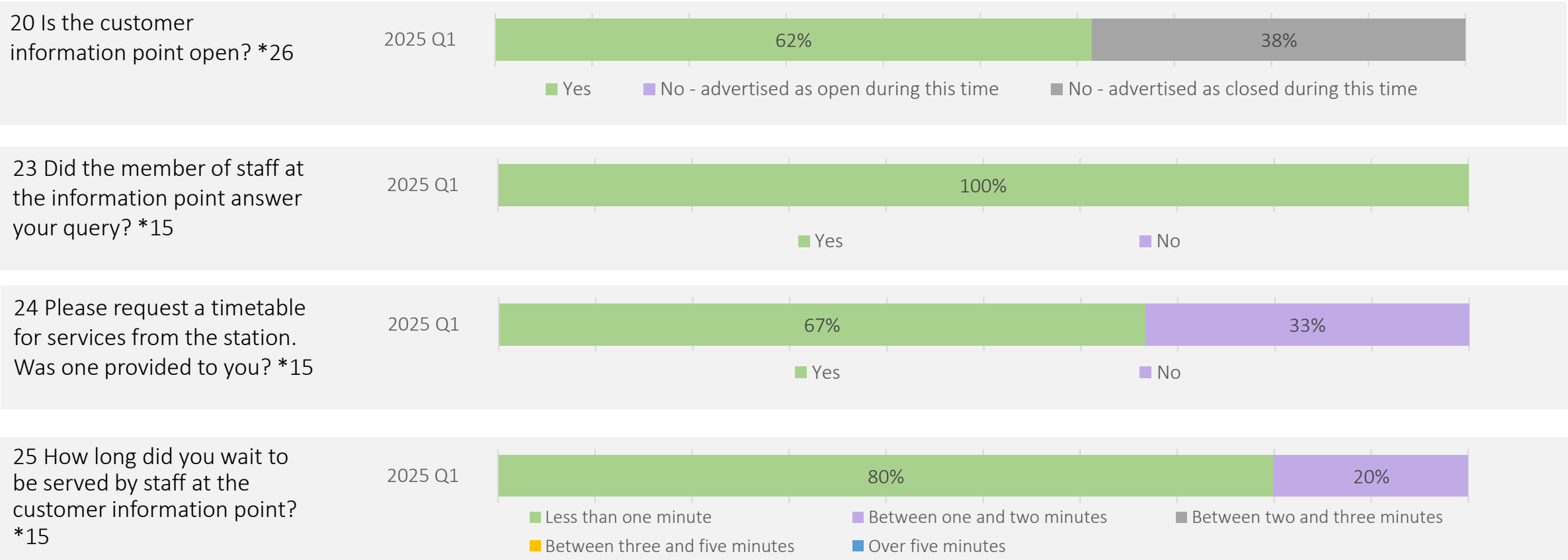
18 Is the ticket office able to
accept both cash and card
transactions? *12

2025 Q1



Station Performance

Customer Information Point Services

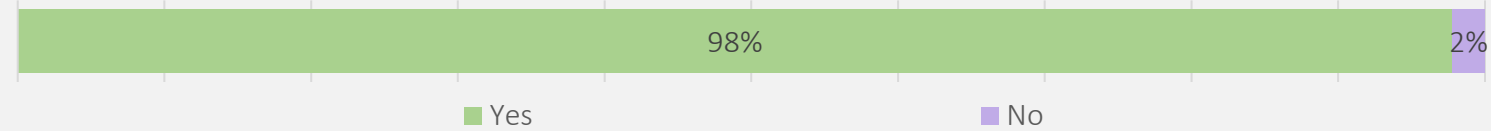


Station Performance

Ticket Machines

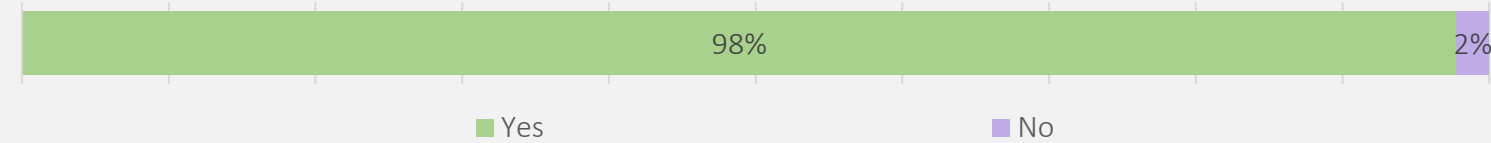
27 Please select one TVM at random. Is the TVM working and fully functional? *45

2025 Q1



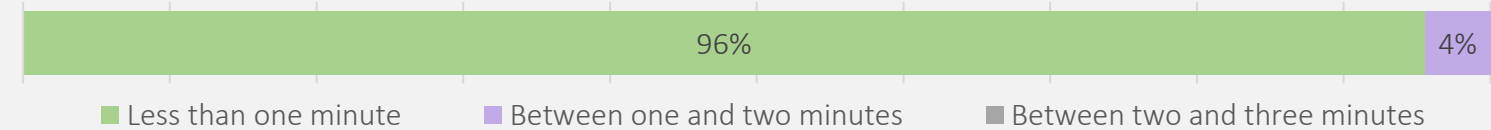
28 Does this TVM accept both cash and card? *45

2025 Q1



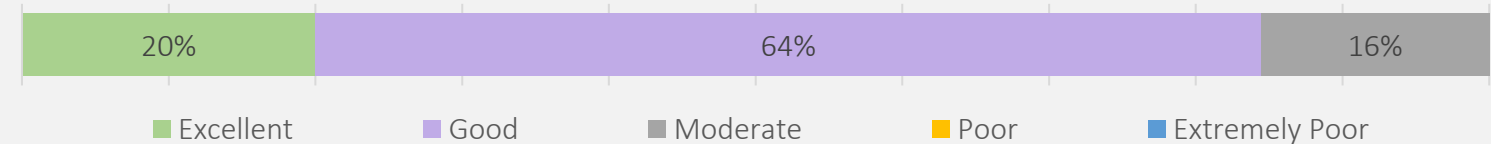
29 How long did you wait in the queue to use the TVM? *45

2025 Q1



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

2025 Q1

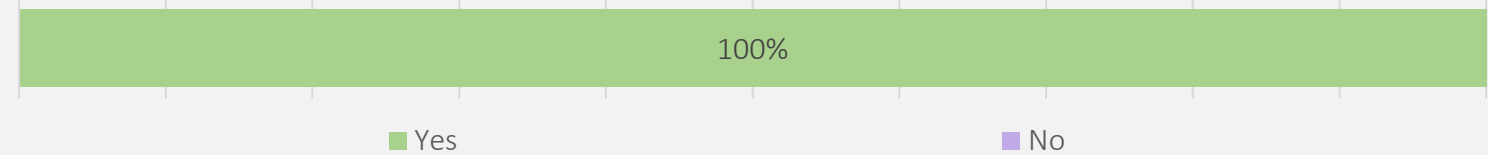


Station Performance

Electronic Passenger Information

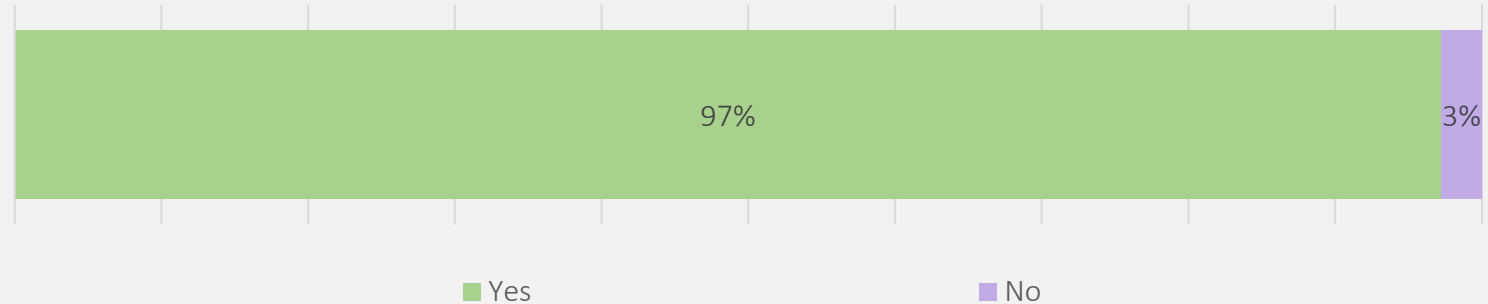
37 Are customer information screens in the concourse showing scheduled arrival and departure information? *12

2025 Q1



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

2025 Q1

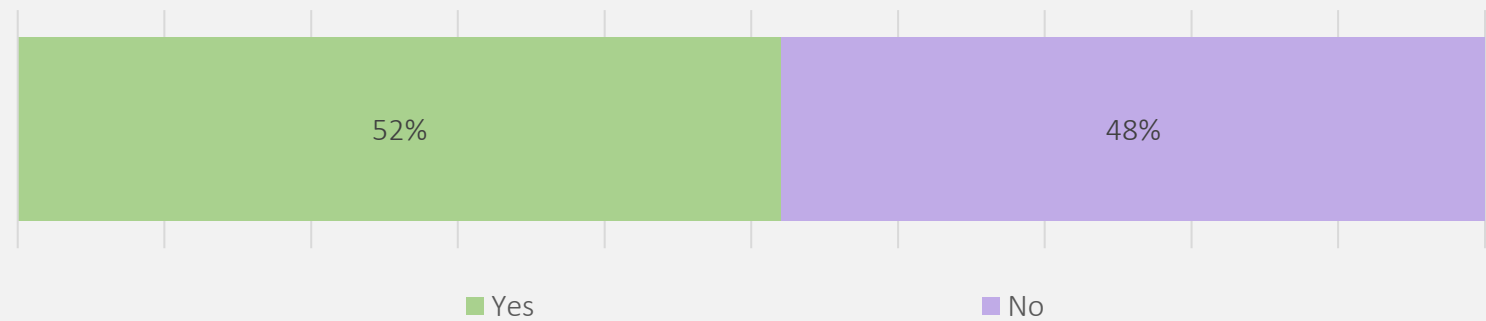


Station Performance

Station Toilets

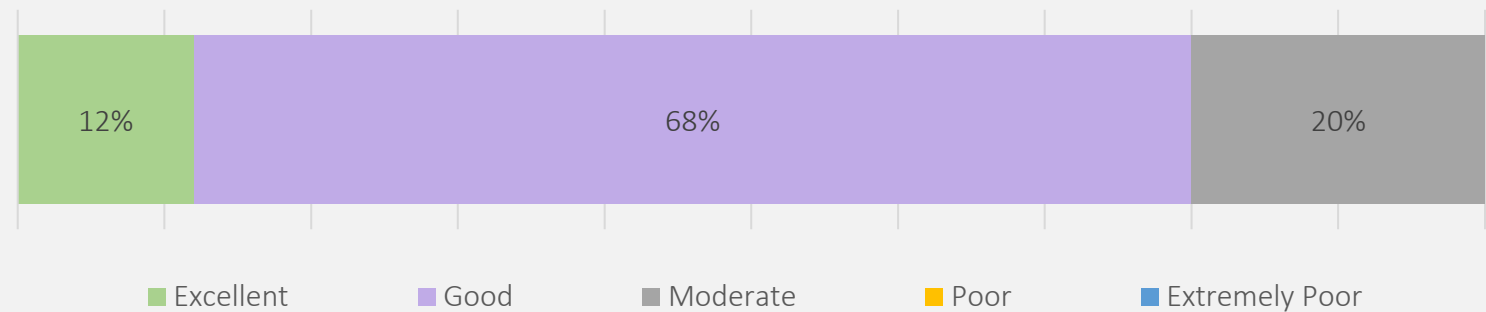
44 Is there a toilet at this station that you could assess?
*48

2025 Q1



45 What best describes the level of cleanliness of the toilet? *25

2025 Q1

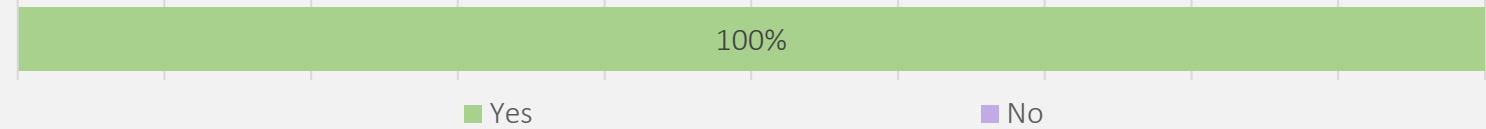


Station Performance

Station Toilets (Continued)

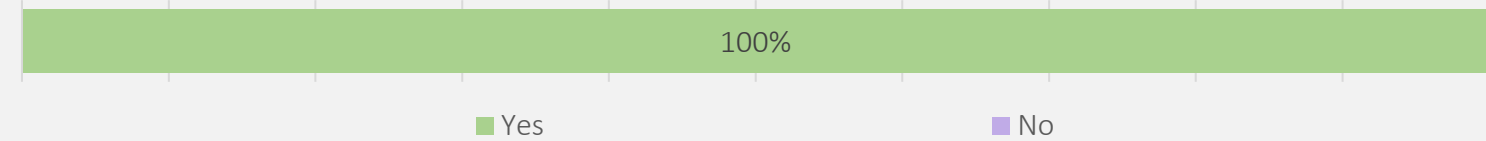
46 Does the lock work? *25

2025 Q1



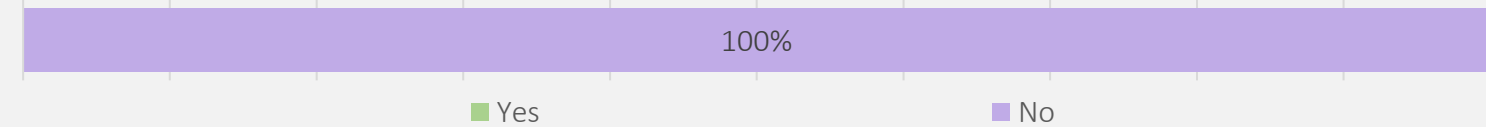
47 Is the toilet seat in place? *25

2025 Q1



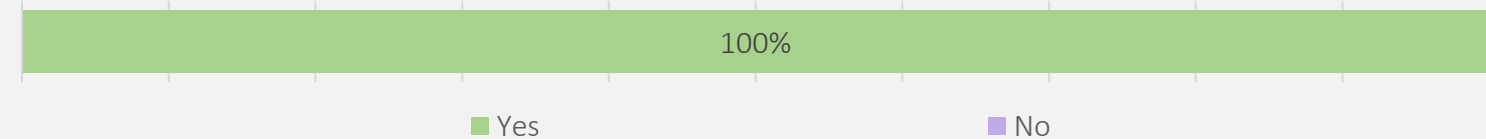
48 Is the toilet blocked? *25

2025 Q1



49 Is the flush working? *25

2025 Q1

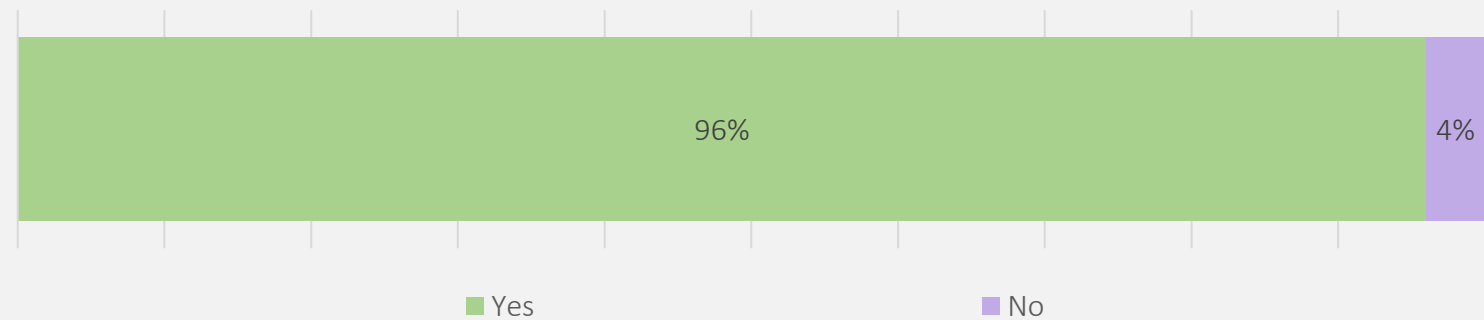


Station Performance

Station Toilets (Continued)

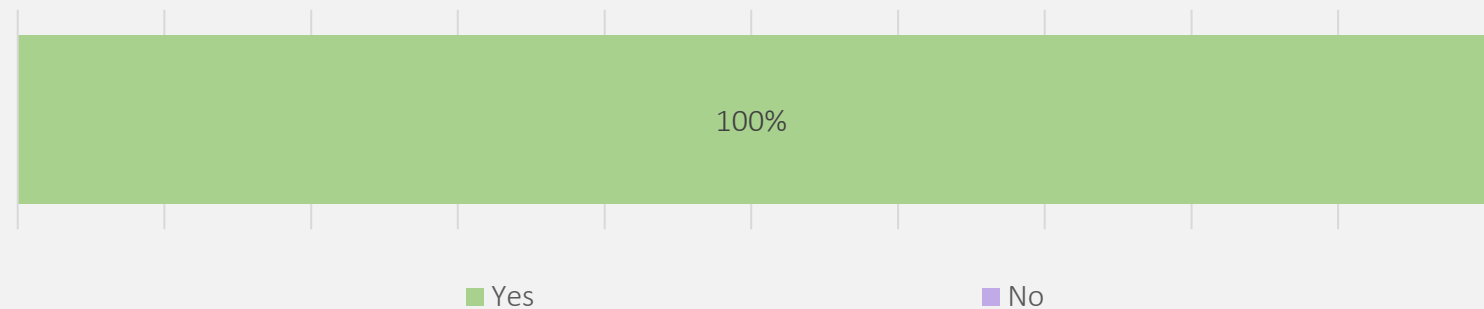
50 Is the hand wash working properly, including hot and cold water? *25

2025 Q1



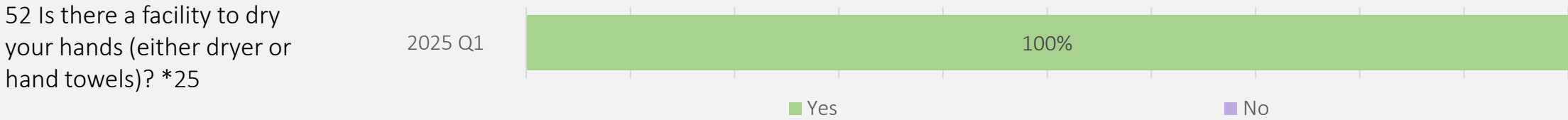
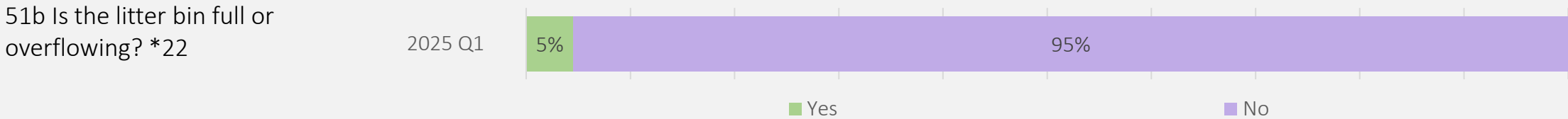
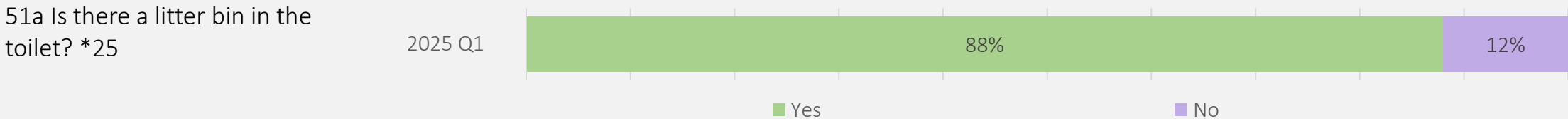
51 Is there toilet tissue available? *25

2025 Q1



Station Performance

Station Toilets (Continued)

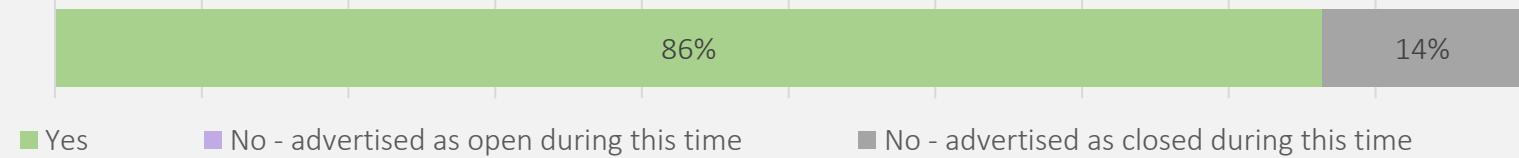


Station Performance

Passenger Waiting Room

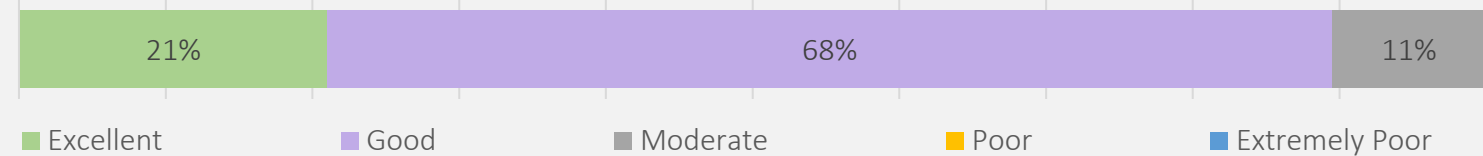
54 Is the waiting room open?
*22

2025 Q1



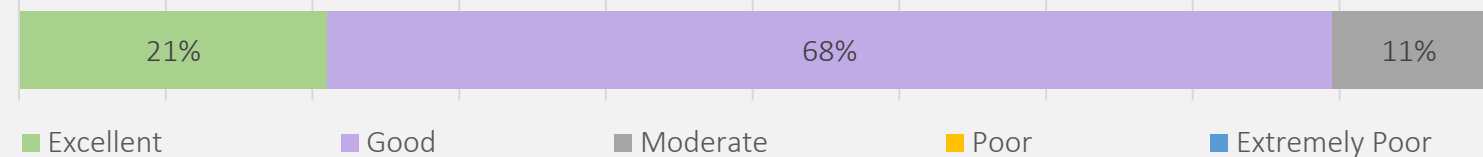
55 What best describes the
level of cleanliness of the
waiting room seating? *19

2025 Q1



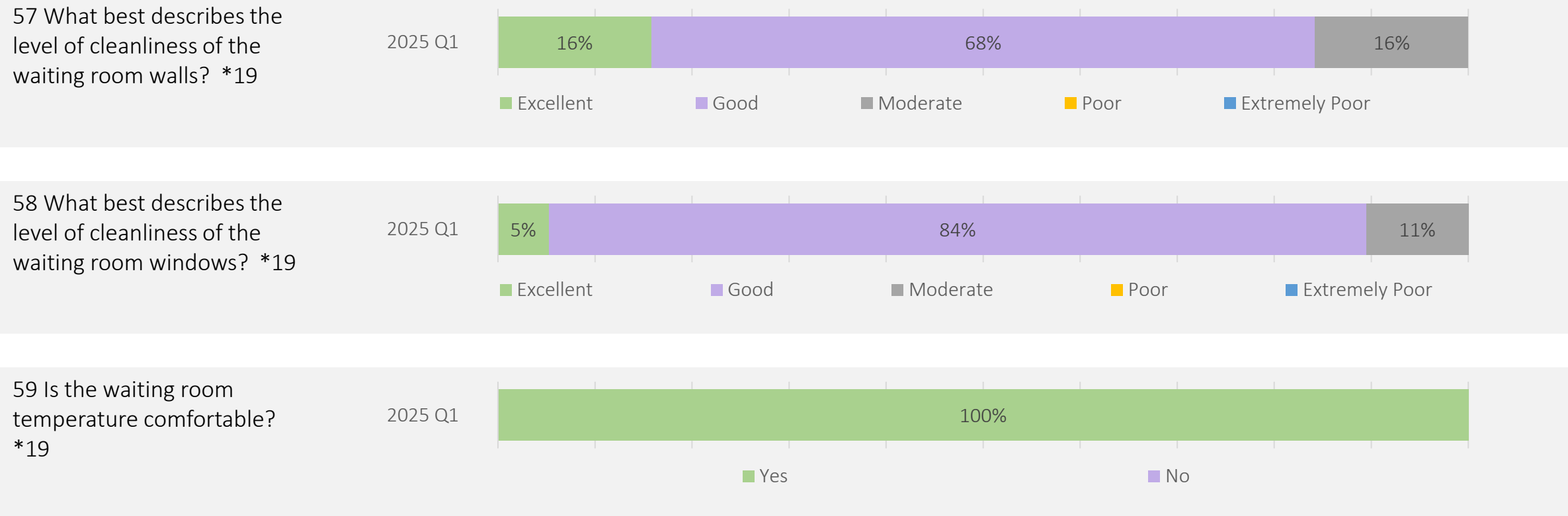
56 What best describes the
level of cleanliness of the
waiting room floors? *19

2025 Q1



Station Performance

Passenger Waiting Room (Continued)

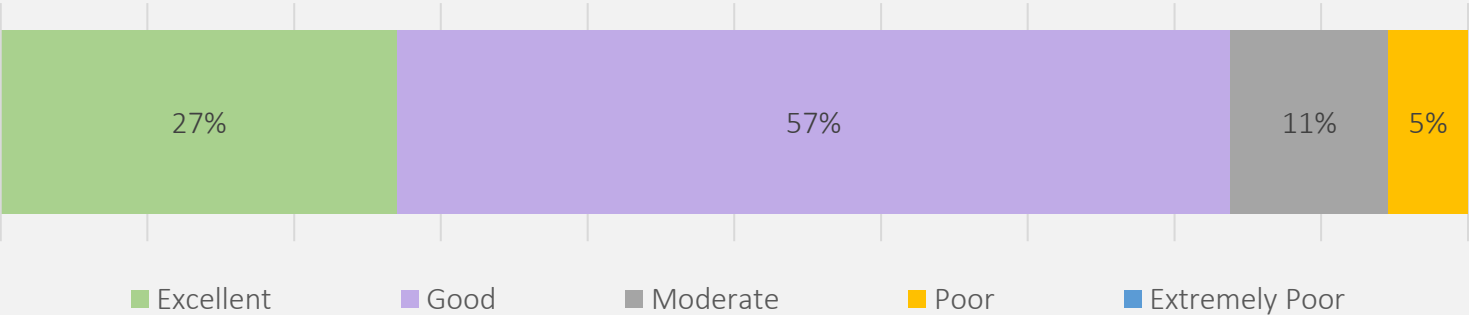


Station Performance

Passenger Shelters & Platforms

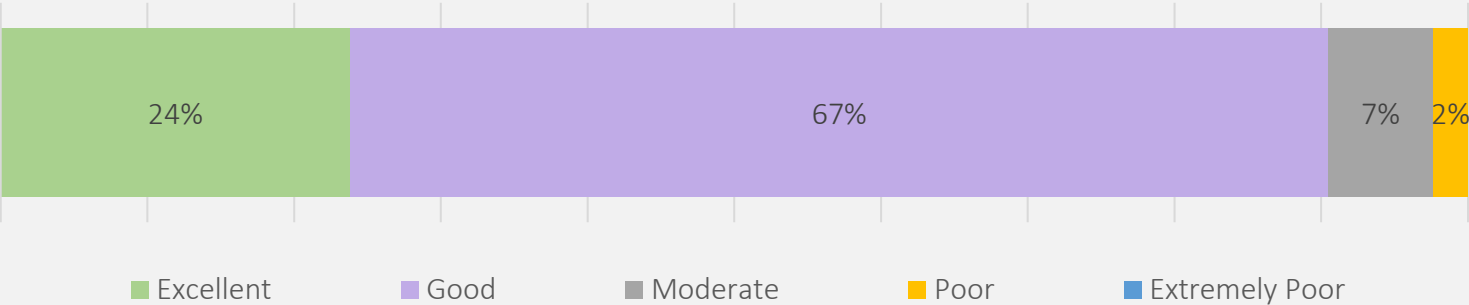
61 What best describes the level of cleanliness of the shelters? *37

2025 Q1



62 What best describes the level of cleanliness of the platforms? *42

2025 Q1

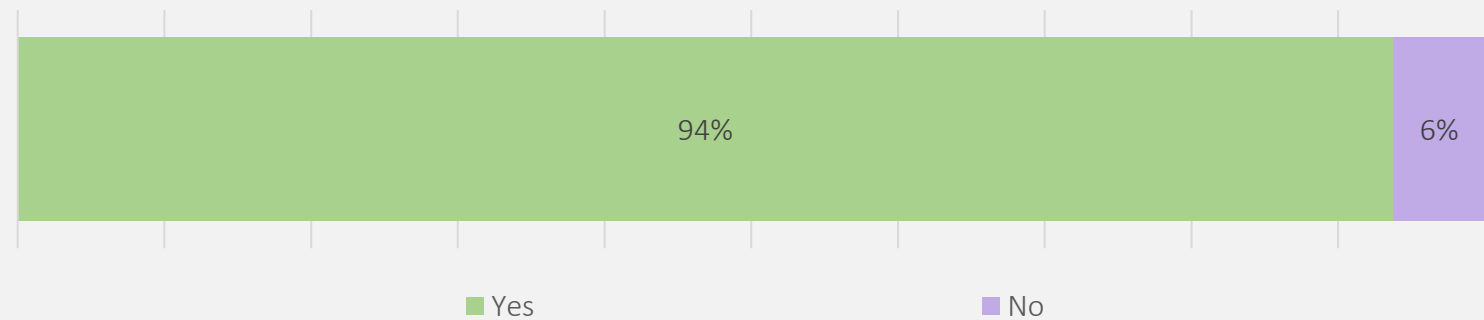


Station Performance

Audio Announcements

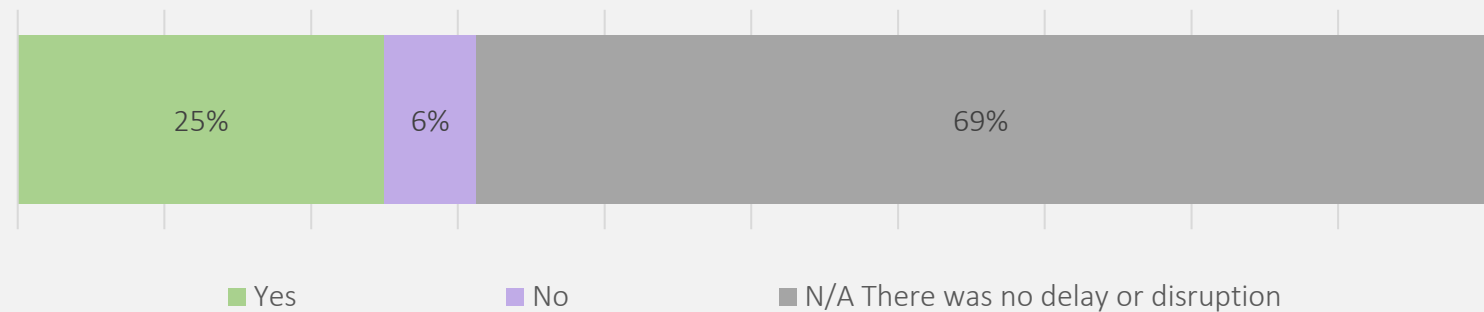
70 Were all PAs clear and fully audible? *16

2025 Q1



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

2025 Q1



Train Performance

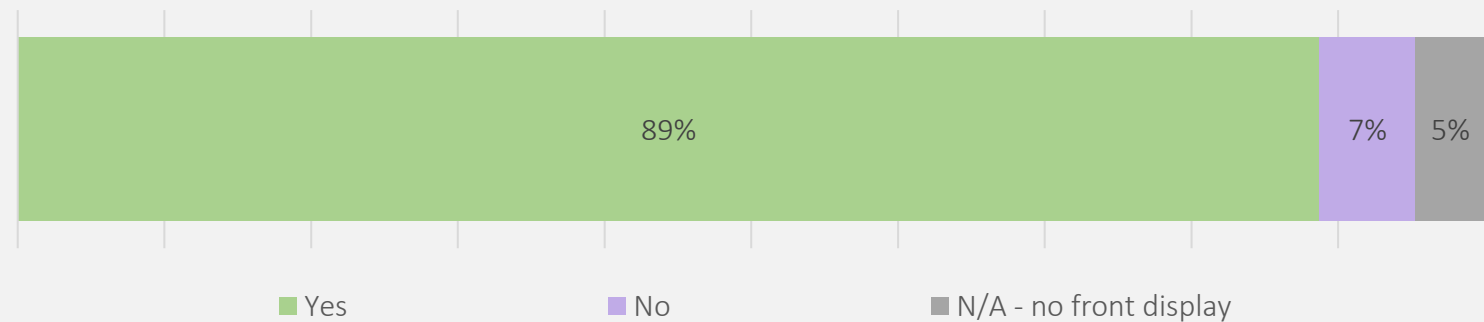
This sections contains questions relating to Train performance.

Train Performance

Destination Display

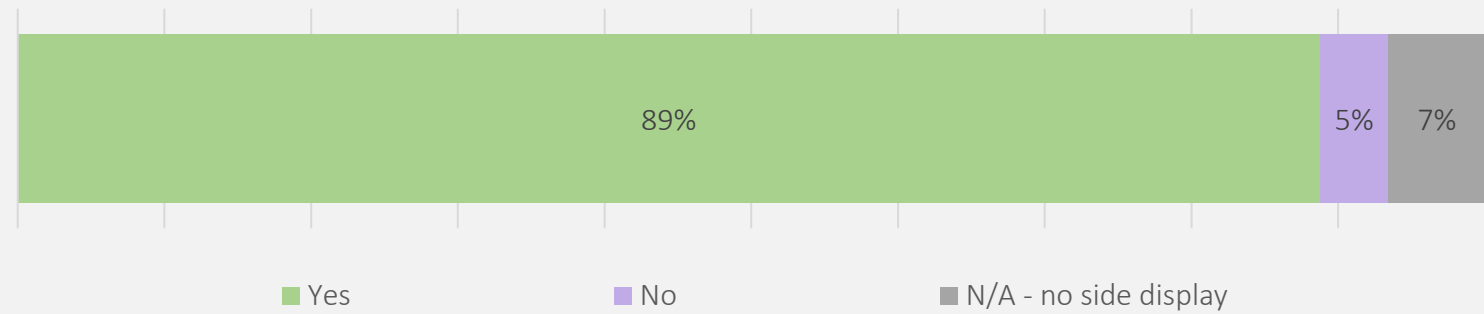
77 Is the destination displayed correctly on the front of the train? *319

2025 Q1



78 Is the destination displayed correctly on the side of the carriage you have boarded? *320

2025 Q1

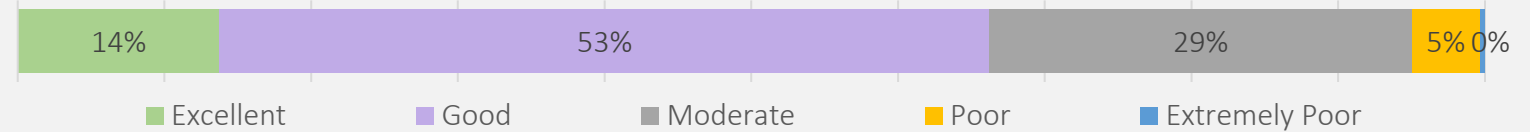


Train Performance

Carriage Cleanliness

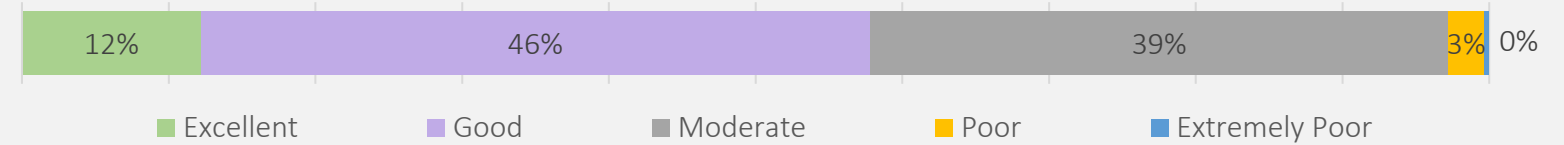
79 What best describes the cleanliness of the exterior of the carriage? Exclude windows. *320

2025 Q1



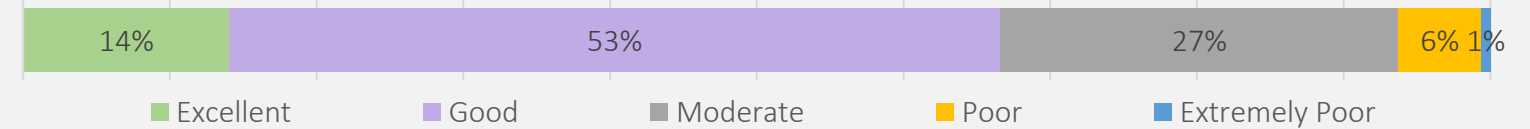
80 What best describes the level of cleanliness of the windows of the carriage? *320

2025 Q1



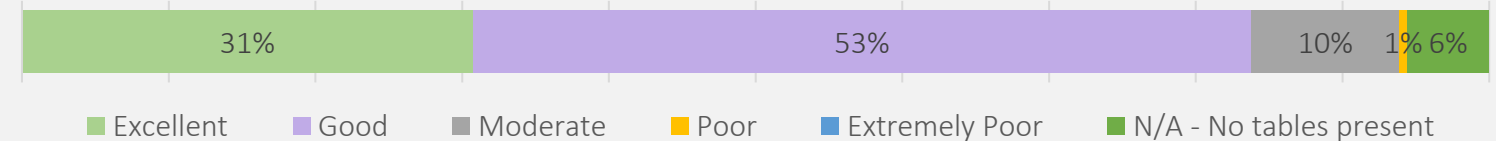
81 What best describes the level of cleanliness of the carriage floors? *320

2025 Q1



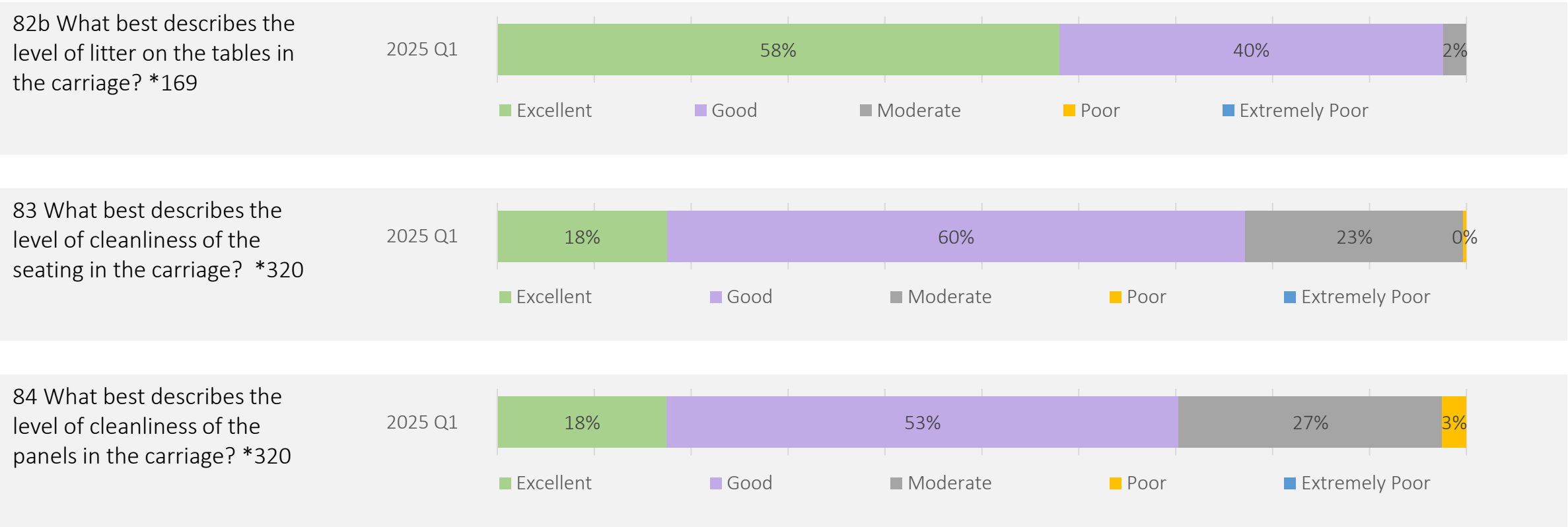
82 What best describes the level of cleanliness of the tables in the carriage? *179

2025 Q1



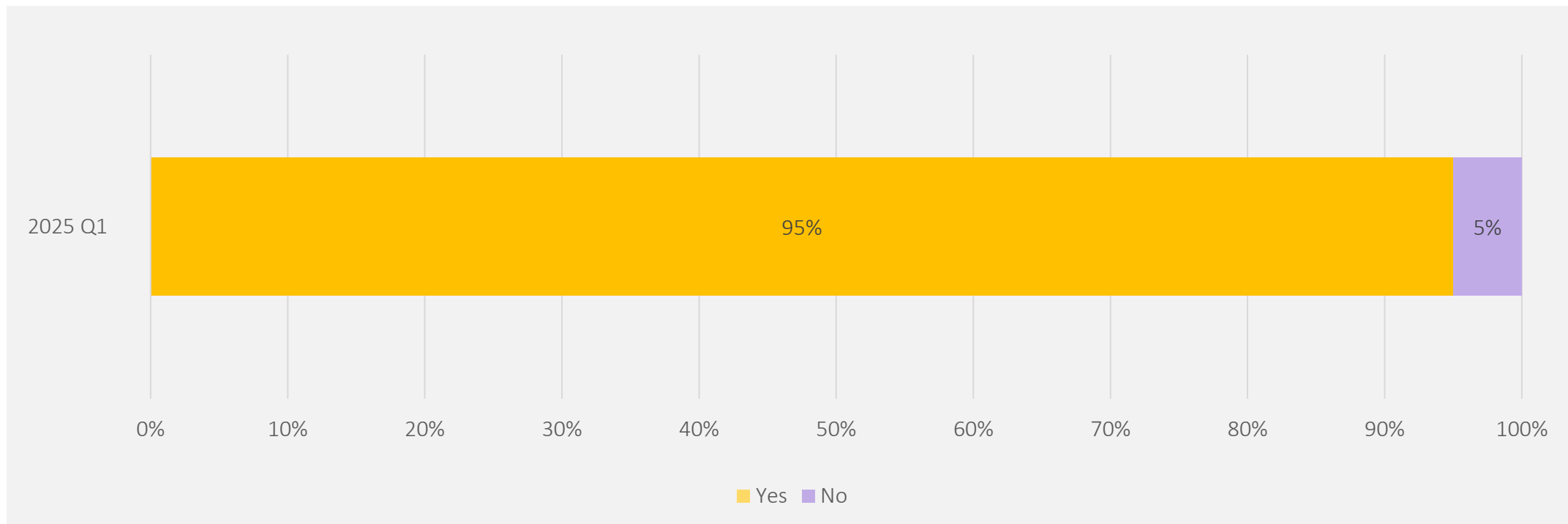
Train Performance

Carriage Cleanliness (Continued)



Train Performance

86 Is the reservation seat number displayed correctly at booked seats? *60

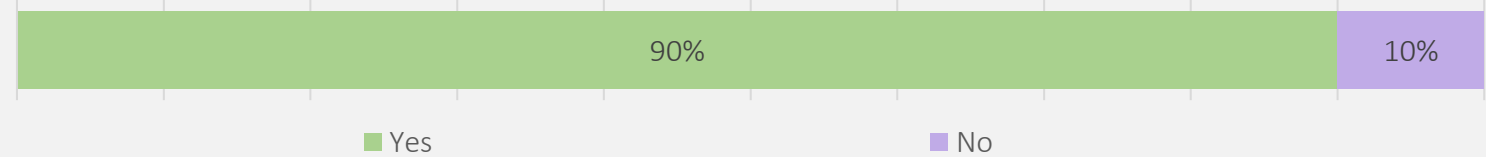


Train Performance

Next Stop Announcements

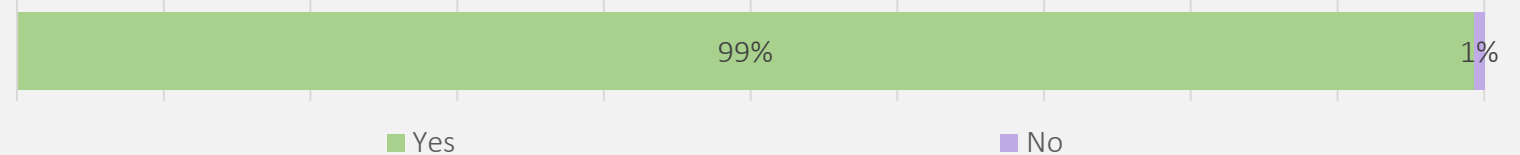
87 Was a next stop announcement made upon approach to the next station? *320

2025 Q1



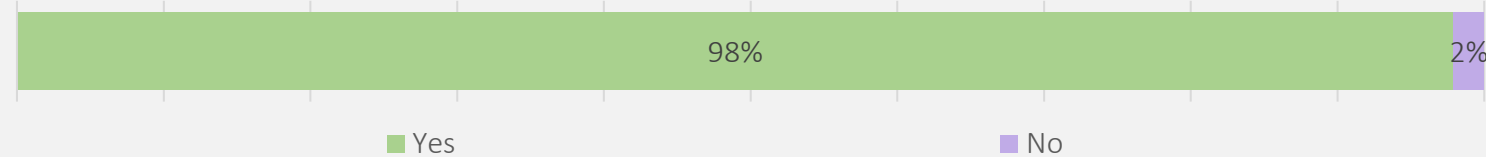
88 Was this announcement correct? *288

2025 Q1



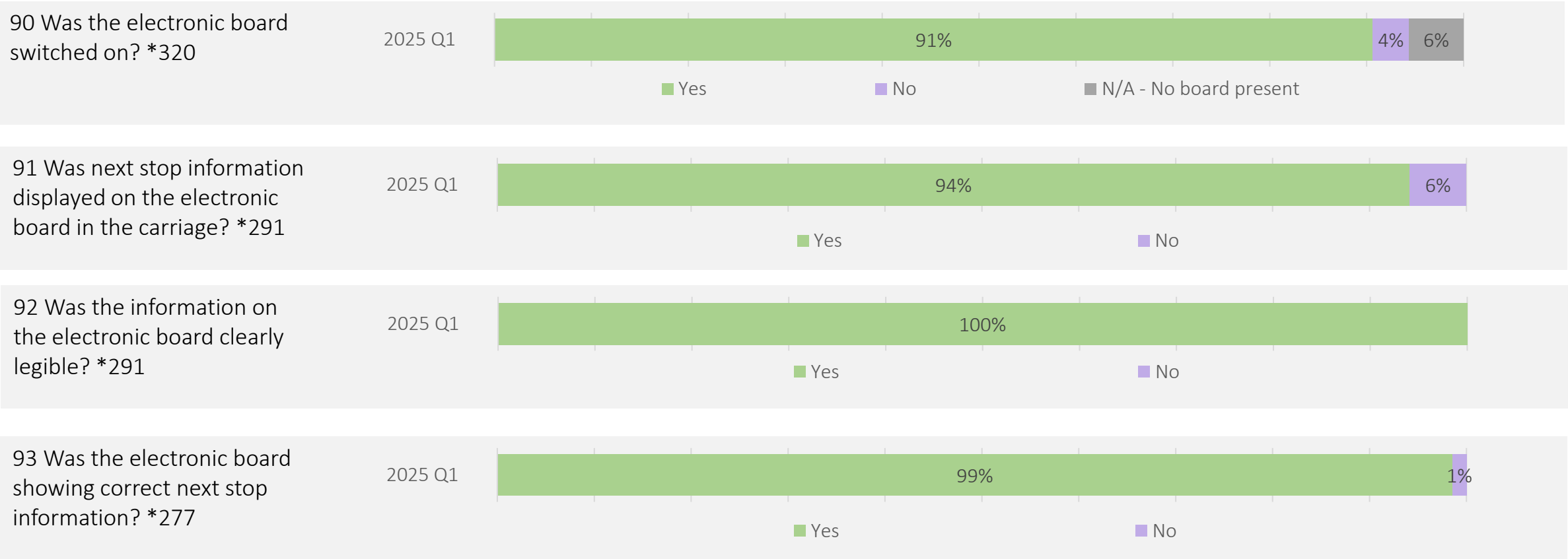
89 Was this announcement clearly audible? *288

2025 Q1



Train Performance

Next Stop Display

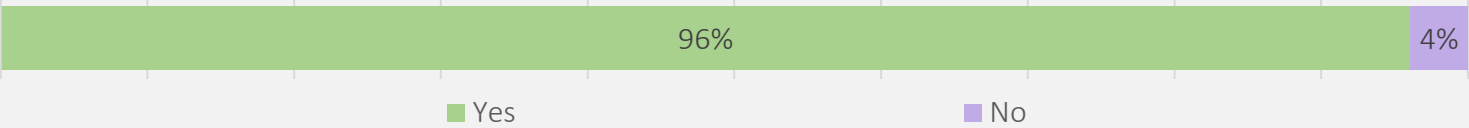


Train Performance

Toilet Facilities On Board

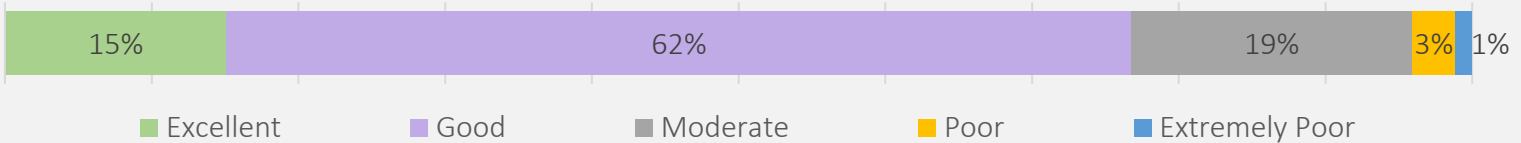
94 Is there a toilet in your carriage that you are able to assess? *179

2025 Q1



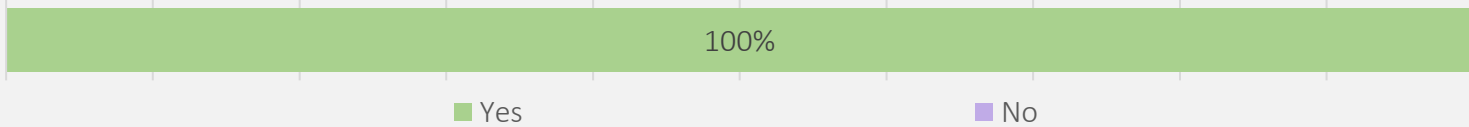
95 What would best describe the level of cleanliness of the toilet? *172

2025 Q1



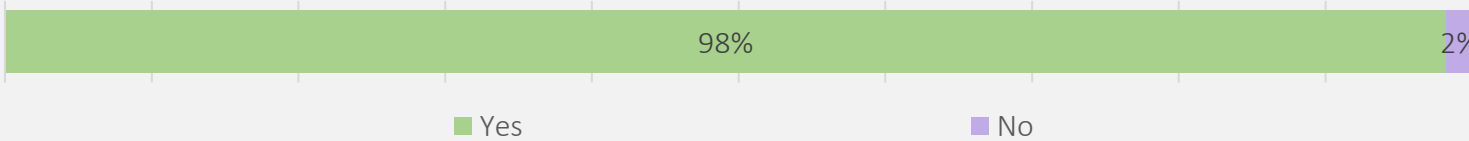
96 Does the lock work? *172

2025 Q1



97 Is the toilet seat in place? *172

2025 Q1

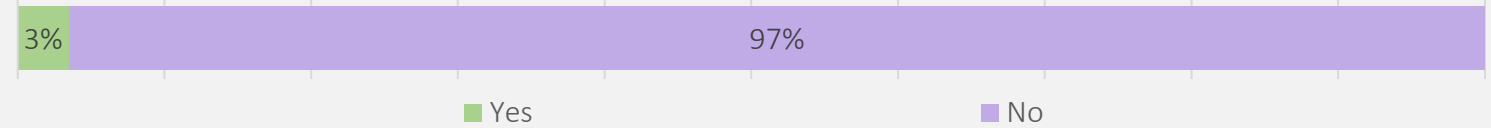


Train Performance

Toilet Facilities On Board (Continued)

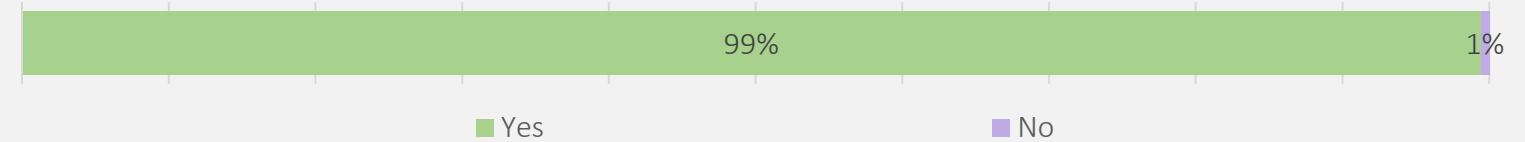
98 Is the toilet blocked? *172

2025 Q1



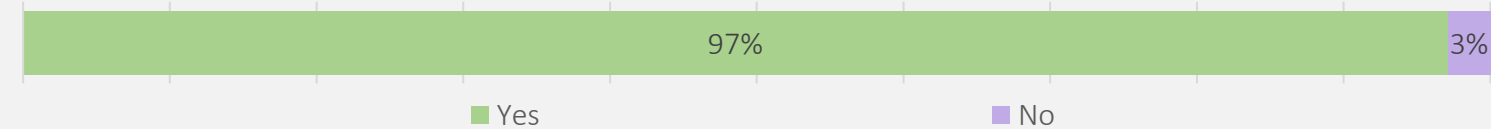
99 Is the flush working? *172

2025 Q1



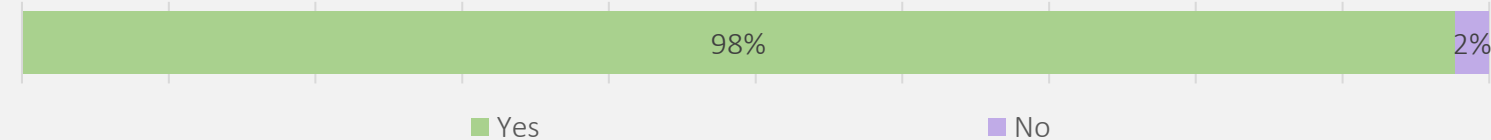
100 Is the hand wash working properly, including hot and cold water? *172

2025 Q1



101 Is there toilet tissue available? *172

2025 Q1

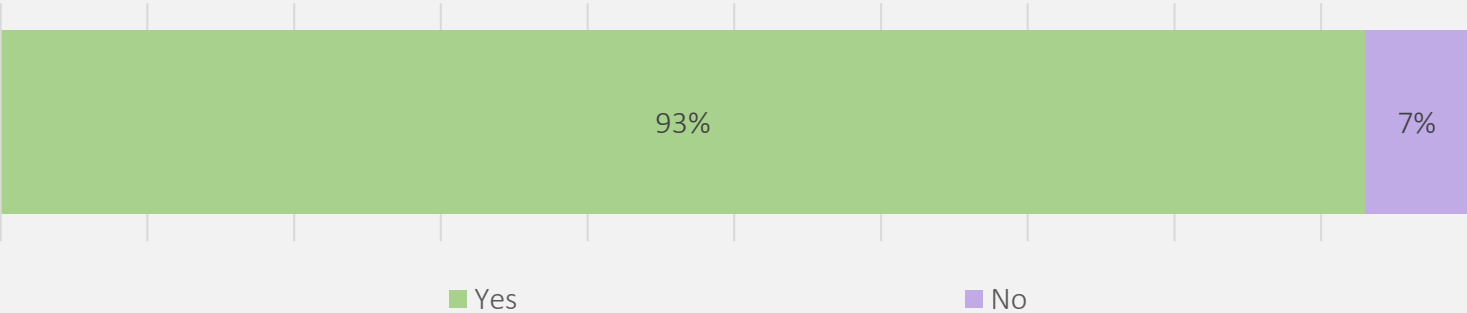


Train Performance

Toilet Facilities On Board (Continued)

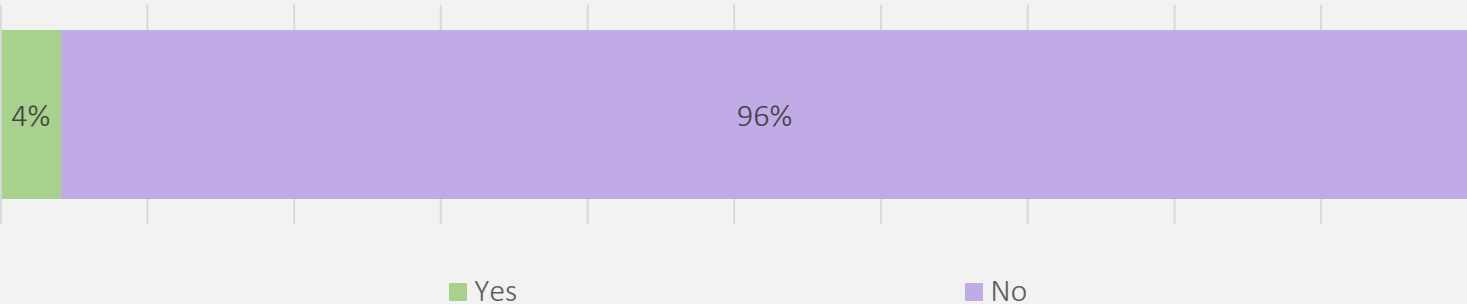
102 Is there a facility to dry your hands (either dryer or hand towels)? *172

2025 Q1



102b Is the litter bin full or overflowing? *169

2025 Q1



Train Performance

Carriage Lighting / Heating

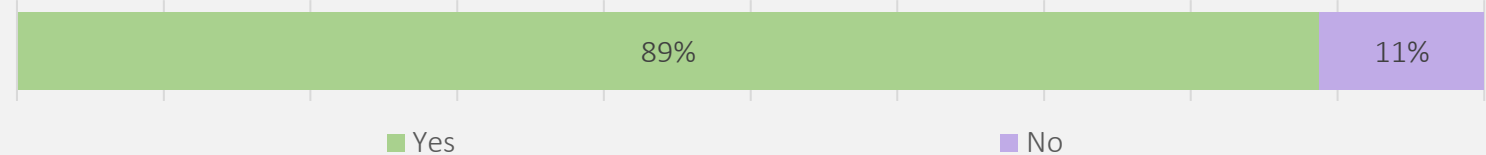
106 Is all lighting in the carriage on? *320

2025 Q1



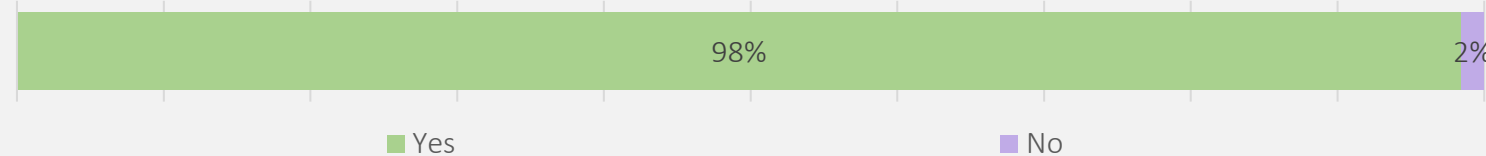
106a Is all lighting in the carriage functioning correctly? *116

2025 Q1



107 Is the temperature in the carriage at a comfortable level? *320

2025 Q1

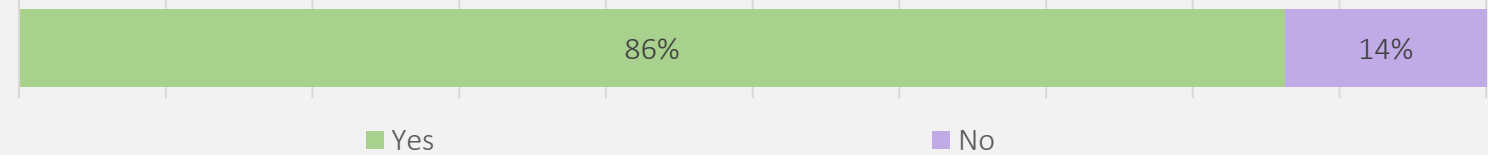


Train Performance

Staff Interaction

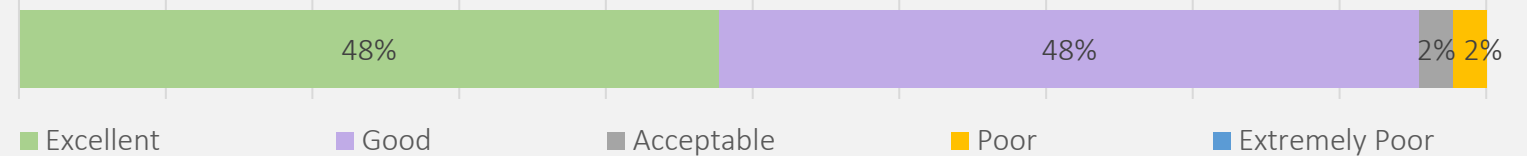
109 Was there a member of staff you were able to interact with? *51

2025 Q1



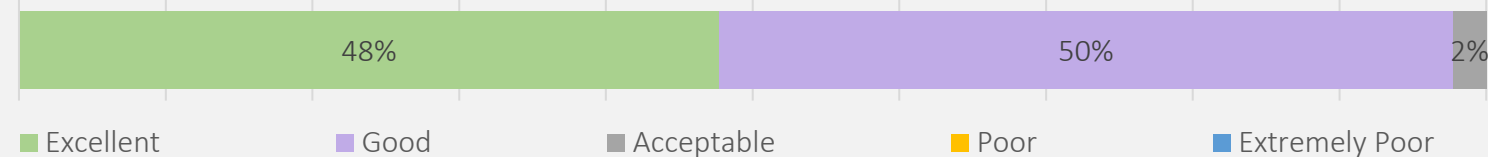
110 Please rate the helpfulness of the member of staff you interacted with: *44

2025 Q1



111 Please rate the politeness of the member of staff you interacted with: *44

2025 Q1



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

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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.