

CUSTOMER SATISFACTION 2025

On location survey

Quantitative findings

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December 2025



Research Objectives & Methodology

Objectives

The key objectives of this piece of research are to :

- Evaluate customers' satisfaction with public transport;
- Monitor safety perceptions among customers;

Fieldwork dates

2025:

Wave 1: 4th – 24th Feb

Wave 2: 8th – 29th May

Wave 3: 8th – 27th Sept

Wave 4: 7th – 27th Nov

2024:

Wave 1: 15th Jul- 18th Aug

Wave 2: 28th Sept- 2nd Nov

2023:

Wave 1: 4th Jul – 2nd Aug

Wave 2: 28th Sept – 2nd Nov

2022:

Wave 1: 7th Jul – 8th Aug

Wave 2: 26th Sept – 31st Oct

2021:

20th Sept – 3rd Nov

2019:

Wave 1: 13th Jun – 6th Jul

Wave 2: 8th Sept – 1st Oct

Sampling

Face-to-face interviews undertaken on location

Total sample size

2025 = 6,125

2024 = 6,139

2023 = 6,105

2022 = 6,069

2021 = 2,513

2019 = 5,015

Quotas applied at the operator level to provide a robust sample size for each operator. No attempt made to weight data to trip volumes.

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

No. of interviews by operator

	2025	MOE @95% CL	2024	2023	2022	2021
Bus Éireann	1,613	+/-3%	1,619	1,614	1,632	800
Dublin Bus	919	+/-5%	913	934	912	398
Go Ahead Dublin	622	+/-6%	622	606	603	198
Go Ahead Kildare	203	+/-10%	220	205	210	0
Kilkenny Buses	209	+/-10%	200	200	200	102
TFI local link	421	+/-7%	407	413	387	0
Iarnród Éireann	920	+/-6%	940	906	902	401
Iarnród Éireann DART	617	+/-6%	602	622	612	200
LUAS	601	+/-6%	616	605	611	210
Total	6,125	+/-2%	6,139	6,105	6,069	2,513*

*Private bus adds N=202

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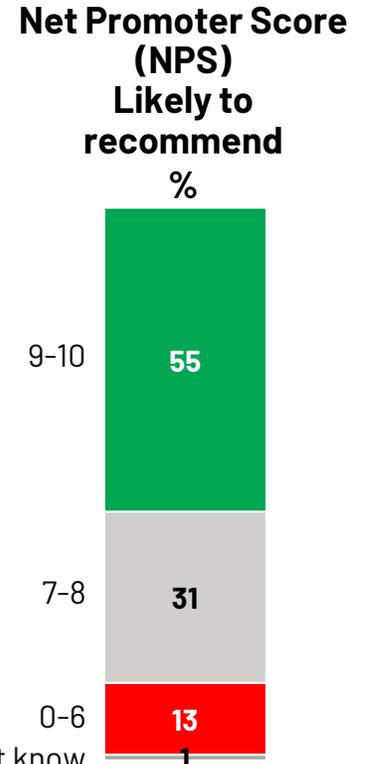
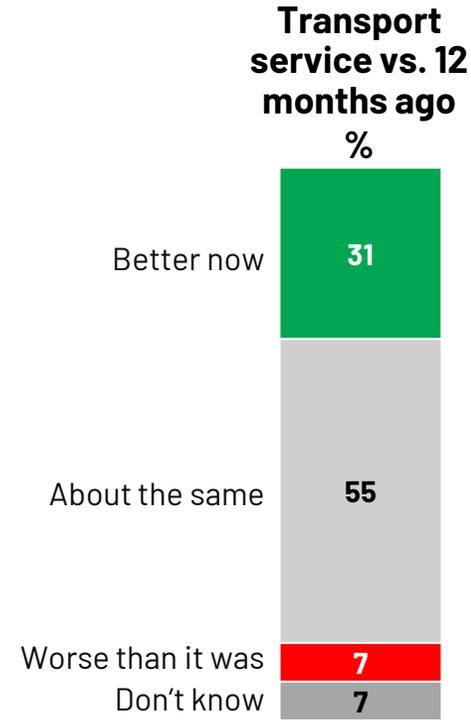
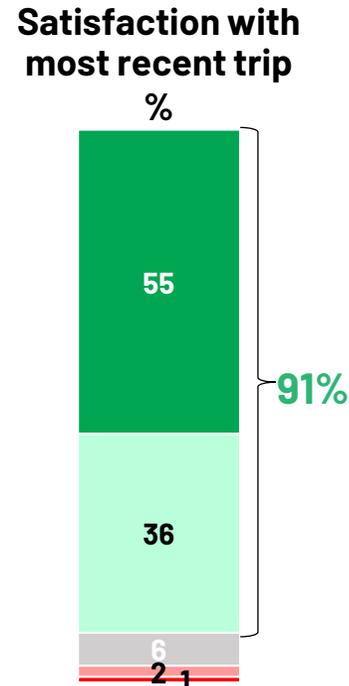
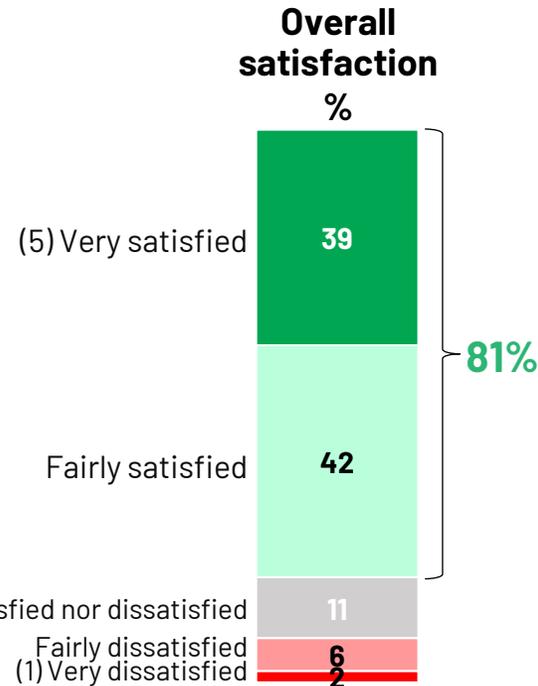
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Key Learnings

OVERALL SENTIMENT TOWARDS PUBLIC TRANSPORT

2

Overall Sentiment Towards Public Transport

Eight in ten are satisfied. Satisfaction is stable since 2022. Further decline in perceiving the service as better now than what it was 12 months ago.



Very + fairly satisfied 2025 %	81 (-1)	91 (-2)
Very + fairly satisfied 2024 %	82	93
Very + fairly satisfied 2023 %	83	91
Very + fairly satisfied 2022 %	82	90

Net Better 2025 %	+24 (-3)
Net Better 2024 %	+27
Net Better 2023 %	+30
Net Better 2022 %	+29

NPS 2024:	+42 (=)
NPS 2024:	+42
NPS 2023:	+35
NPS 2022:	+34

Q.2 How satisfied or dissatisfied are you with the service provided by [TRANSPORT PROVIDER] overall?
 Q.18d How satisfied were you with your most recent trip on [TRANSPORT PROVIDER]?
 Q.17 In your opinion is the service better now, worse or about the same as it was versus 12 months ago?
 Q.16 How likely are you to recommend the [TRANSPORT PROVIDER] service to someone else in this area? Please use a scale of 0 to 10 where 10 is extremely likely and 0 is not at all likely to recommend.

Base: All Public Transport users N= 6,125
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() +/- vs. 2024



Sentiment Towards Operators

Overall satisfaction is strongest for Go Ahead Kildare, Local Link and Iarnród Éireann.

	 Bus Éireann	 Dublin Bus	 GoAhead IRELAND Dublin Kildare		 KILKENNY BUSES operated by City Direct	 TFI local link	 Iarnród Éireann	 DART	 LUAS
Base:	1,613	919	622	203	209	421	920	617	601
	%	%	%	%	%	%	%	%	%
Overall satisfaction (very+ fairly satisfied)	75	77	74	86	83	96	90	82	86
Satisfaction most recent trip (very+ fairly satisfied)	88	87	83	96	88	99	92	95	96
Net better (Better now minus worse than it was)	+22	+36	+20	+51	+25	+36	+26	+13	+9
NPS (net promoter score) (Likely to recommend)	+15	+18	+6	+32	+52	+86	+63	+71	+85

Q.2 How satisfied or dissatisfied are you with the service provided by [TRANSPORT PROVIDER] overall?

Q.18d How satisfied were you with your most recent trip on [TRANSPORT PROVIDER]?

Q.17 In your opinion is the service better now, worse or about the same as it was versus 12 months ago?

Q.16 How likely are you to recommend the [TRANSPORT PROVIDER] service to someone else in this area? Please use a scale of 0 to 10 where 10 is extremely likely and 0 is not at all likely to recommend.

Base: All Public Transport users – 6,125

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Sentiment Towards Operators: Difference Vs 2024

Declines most acute for Dublin Bus, Kilkenny Buses and Go Ahead Dublin.

	 Bus Éireann	 Dublin Bus	 GoAhead IRELAND Dublin Kildare		 KILKENNY BUSES operated by City Direct	 TFI local link	 Iarnród Éireann	 DART	 LUAS
Base:	1,613	919	622	203	209	421	920	617	601
	%	%	%	%	%	%	%	%	%
Overall satisfaction (very+ fairly satisfied)	-2	+8	-8	-4	-17	=	-3	+1	-3
Satisfaction most recent trip (very+ fairly satisfied)	+1	-4	-7	+3	-9	=	-2	+1	-1
Net better (Better now minus worse than it was)	+4	-11	-7	+5	-22	-8	-3	=	-1
NPS (net promoter score) (Likely to recommend)	+5	-21	-8	-6	-36	+18	+7	+1	+3

Q.2 How satisfied or dissatisfied are you with the service provided by [TRANSPORT PROVIDER] overall?

Q.18d How satisfied were you with your most recent trip on [TRANSPORT PROVIDER]?

Q.17 In your opinion is the service better now, worse or about the same as it was versus 12 months ago?

Q.16 How likely are you to recommend the [TRANSPORT PROVIDER] service to someone else in this area? Please use a scale of 0 to 10 where 10 is extremely likely and 0 is not at all likely to recommend.

Base: All Public Transport users - 6,125

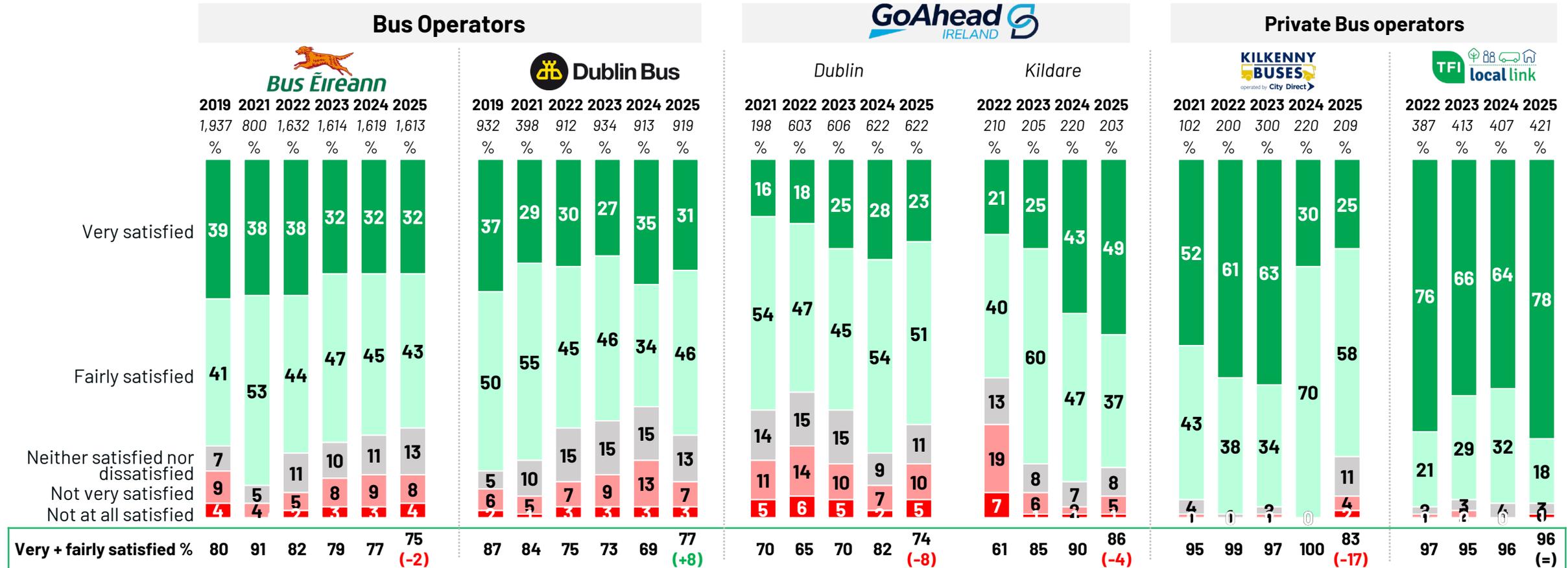
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A DEEP DIVE INTO OVERALL SATISFACTION

3

Satisfaction with Bus Modes Over Time

Local Link continues to outperform. Declines registered for Go Ahead Dublin and Kilkenny Buses, while Bus Eireann remains stable and Dublin Bus on the rise.



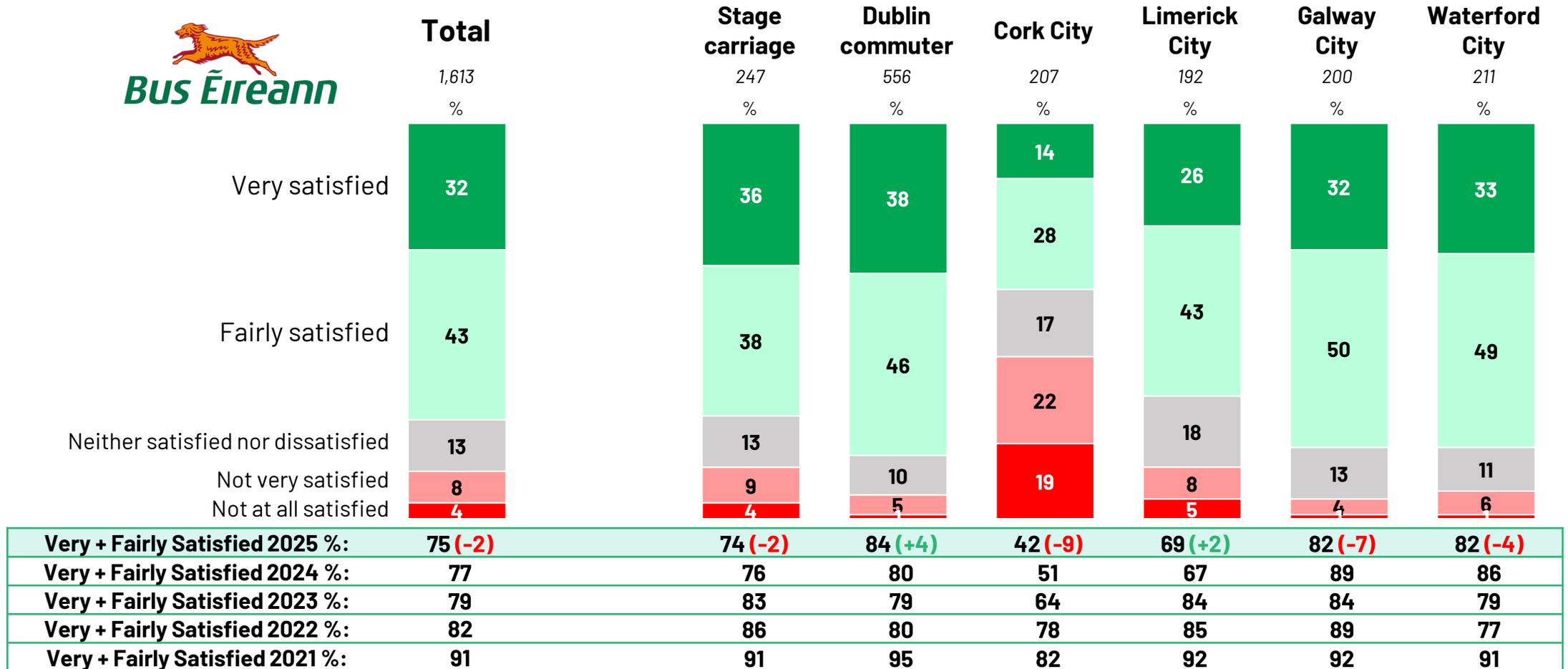
() +/- vs. 2024

Q.2 How satisfied or dissatisfied are you with the service provided by [TRANSPORT PROVIDER] overall?

Base: All Bus Users - N=3,987

Satisfaction with Bus Modes by Area

Satisfaction is at the lowest in Cork City with a further decline in comparison to last year. Declines evident for urban regions outside of Dublin, excluding Limerick. Dublin commuter sees highest satisfaction score in 2021.



Q.2 How satisfied or dissatisfied are you with the service provided by [TRANSPORT PROVIDER] overall?

Base: All Bus Éireann users N=1,613

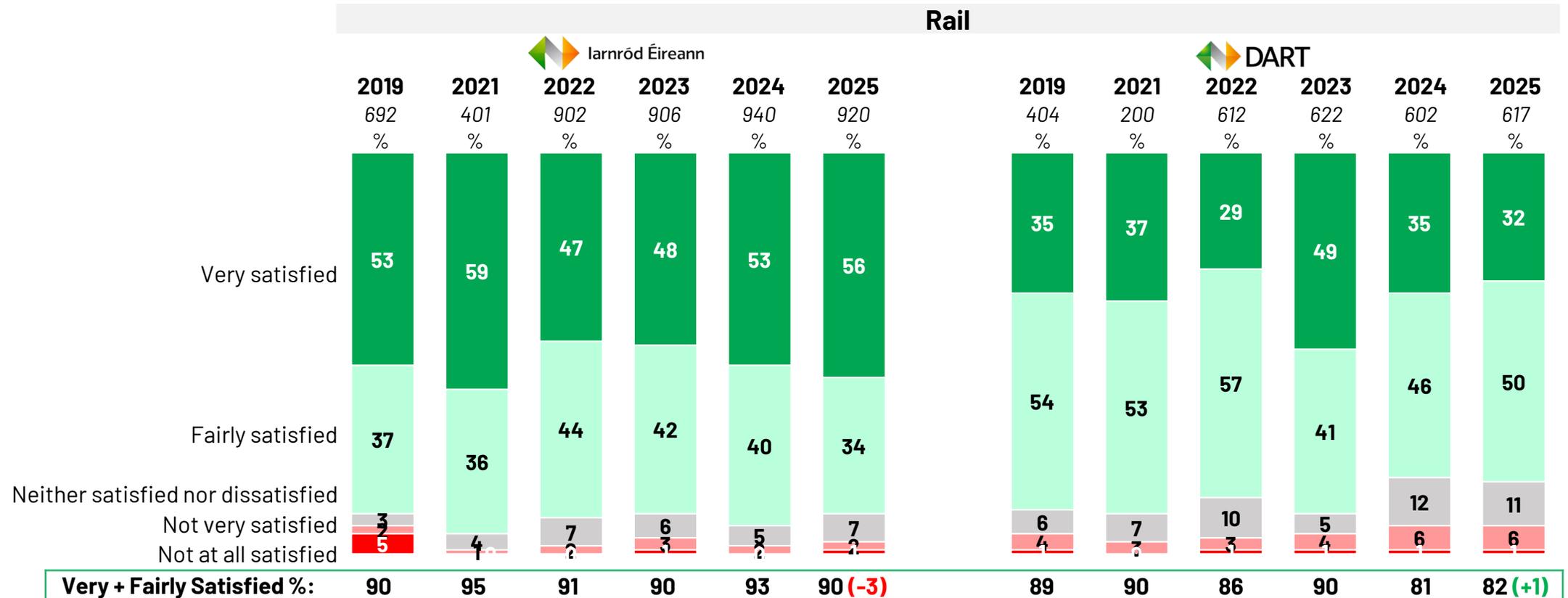
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() +/- vs. 2024



Satisfaction with Iarnród Éireann and Iarnród Éireann DART

9 in 10 satisfied with Iarnród Éireann and 8 in 10 with DART.



() +/- vs. 2024

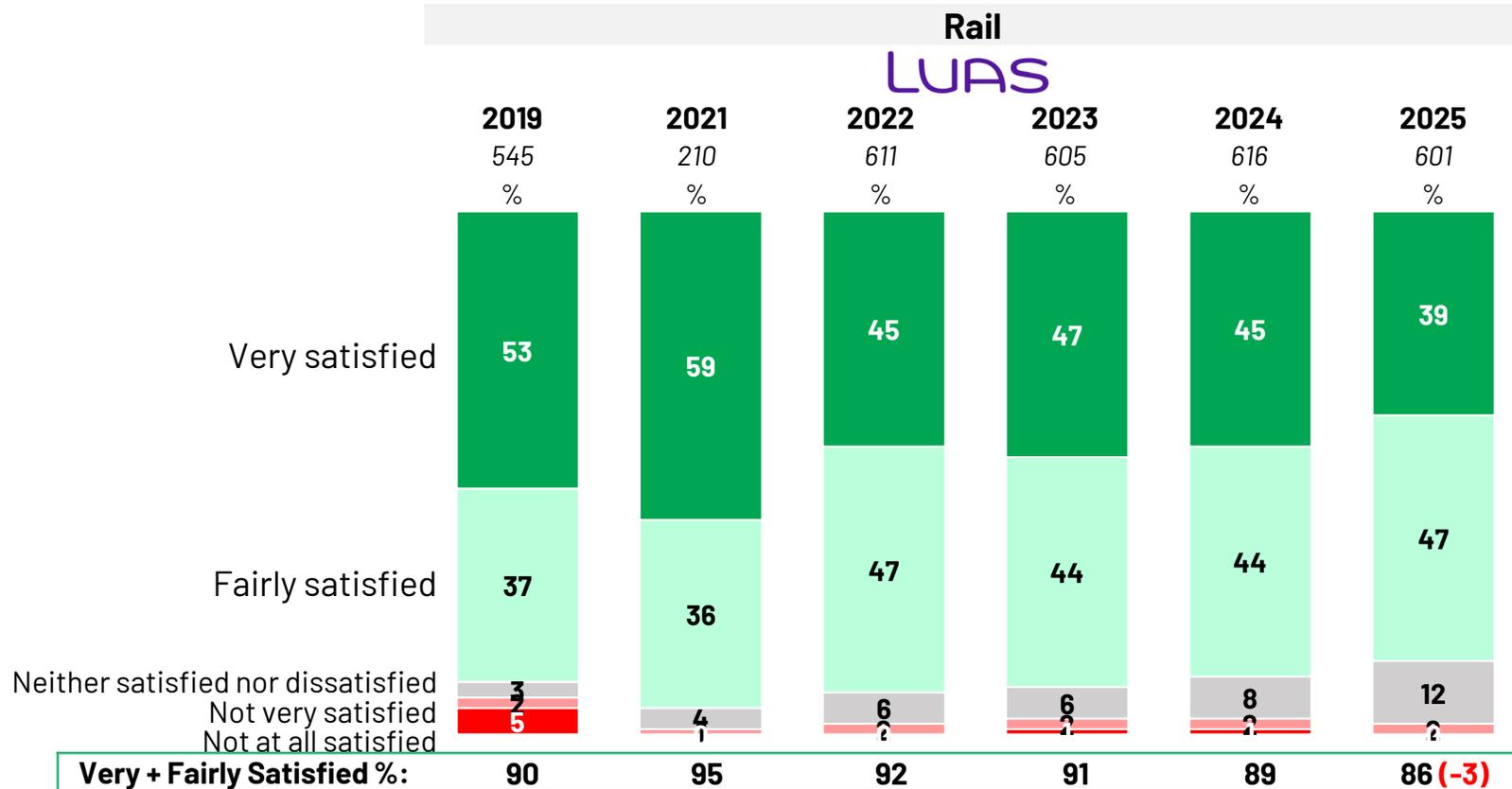
Q.2 How satisfied or dissatisfied are you with the service provided by [TRANSPORT PROVIDER] overall?

Base: All Rail Users - N = 1,537

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Satisfaction with Luas

Decline continues in 2025.



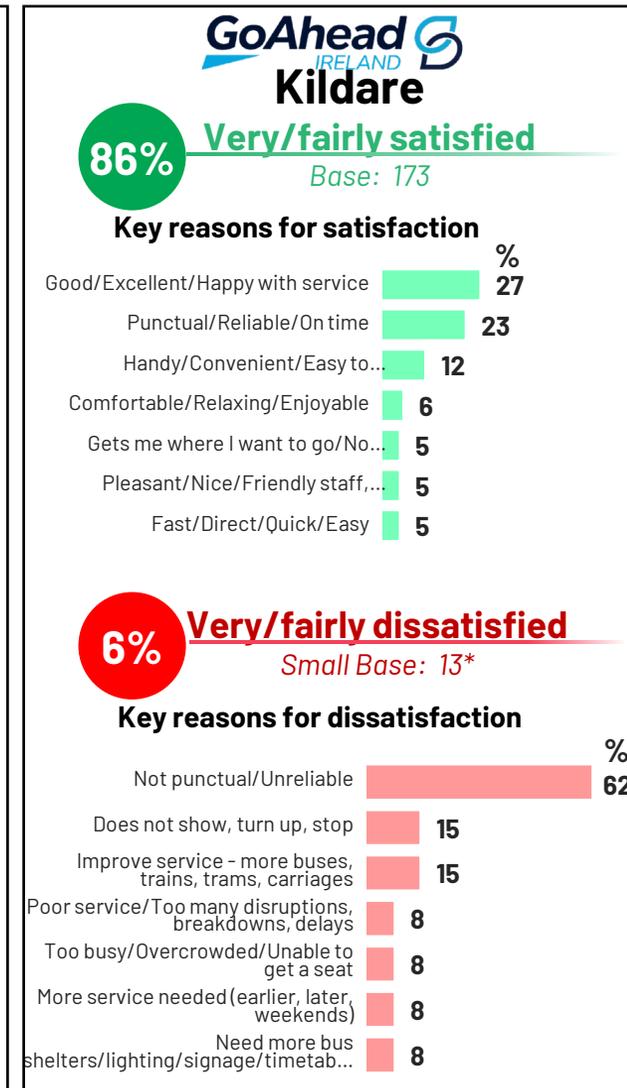
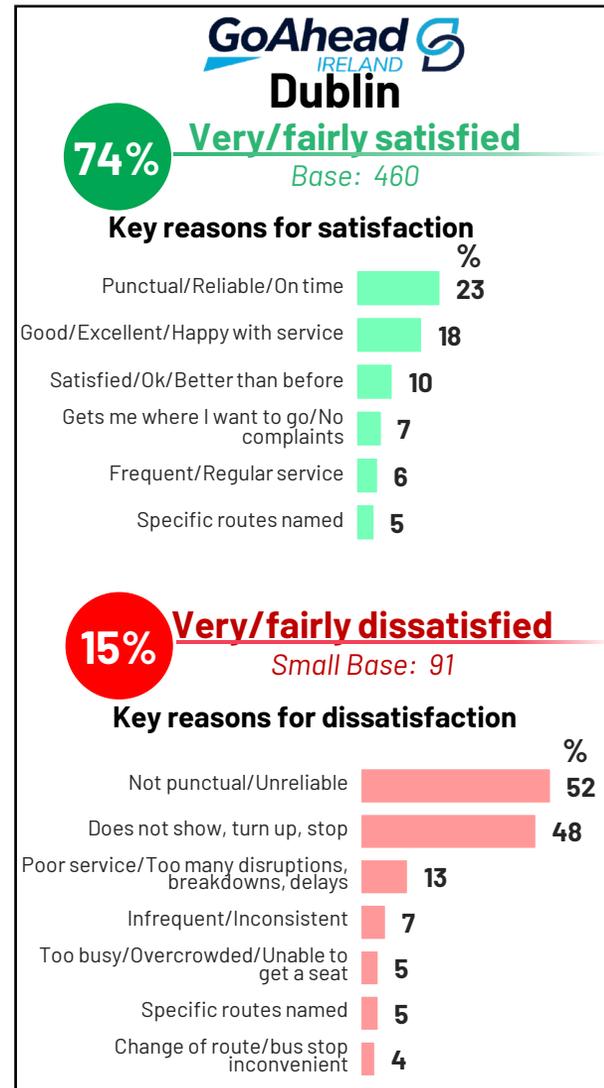
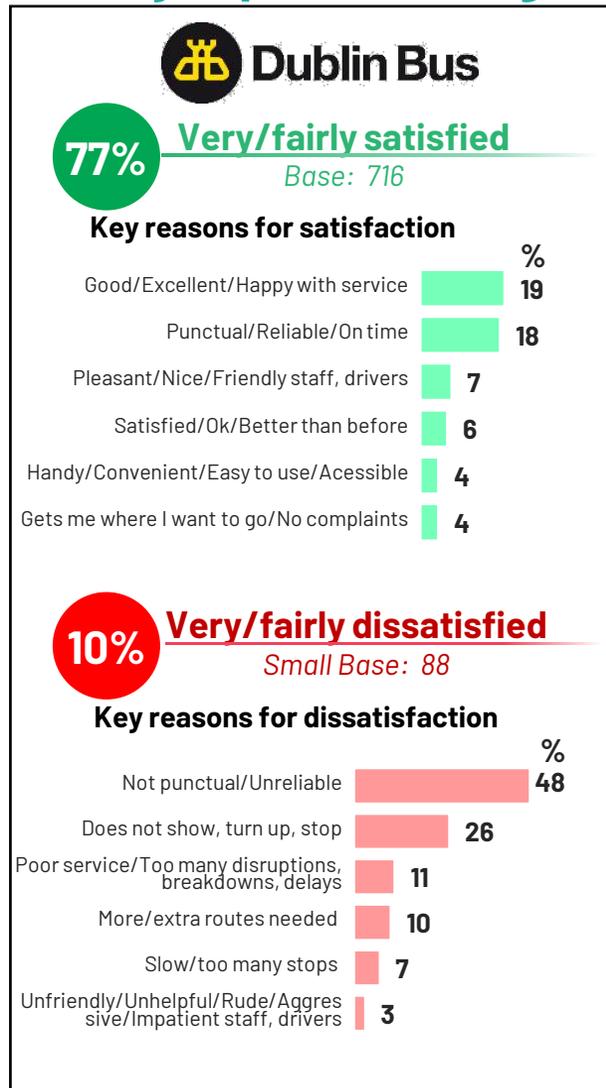
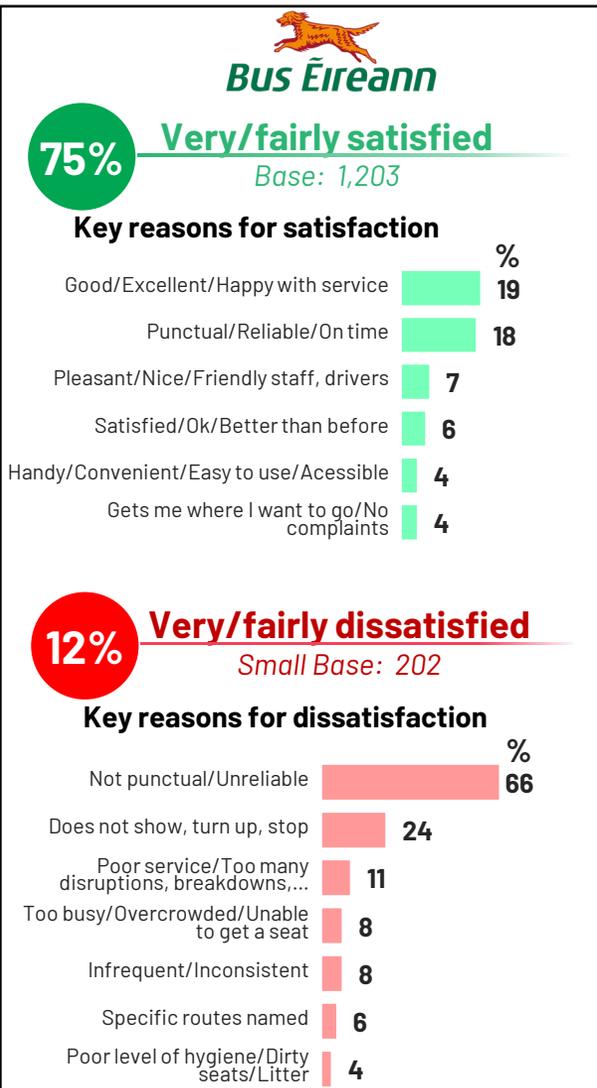
() +/- vs. 2024

Q.2 How satisfied or dissatisfied are you with the service provided by [TRANSPORT PROVIDER] overall?

Base: All LUAS Users N= 601

Key Reasons for Satisfaction and Dissatisfaction with NTA Buses

Excellent service and reliability top influencing factors of satisfaction.



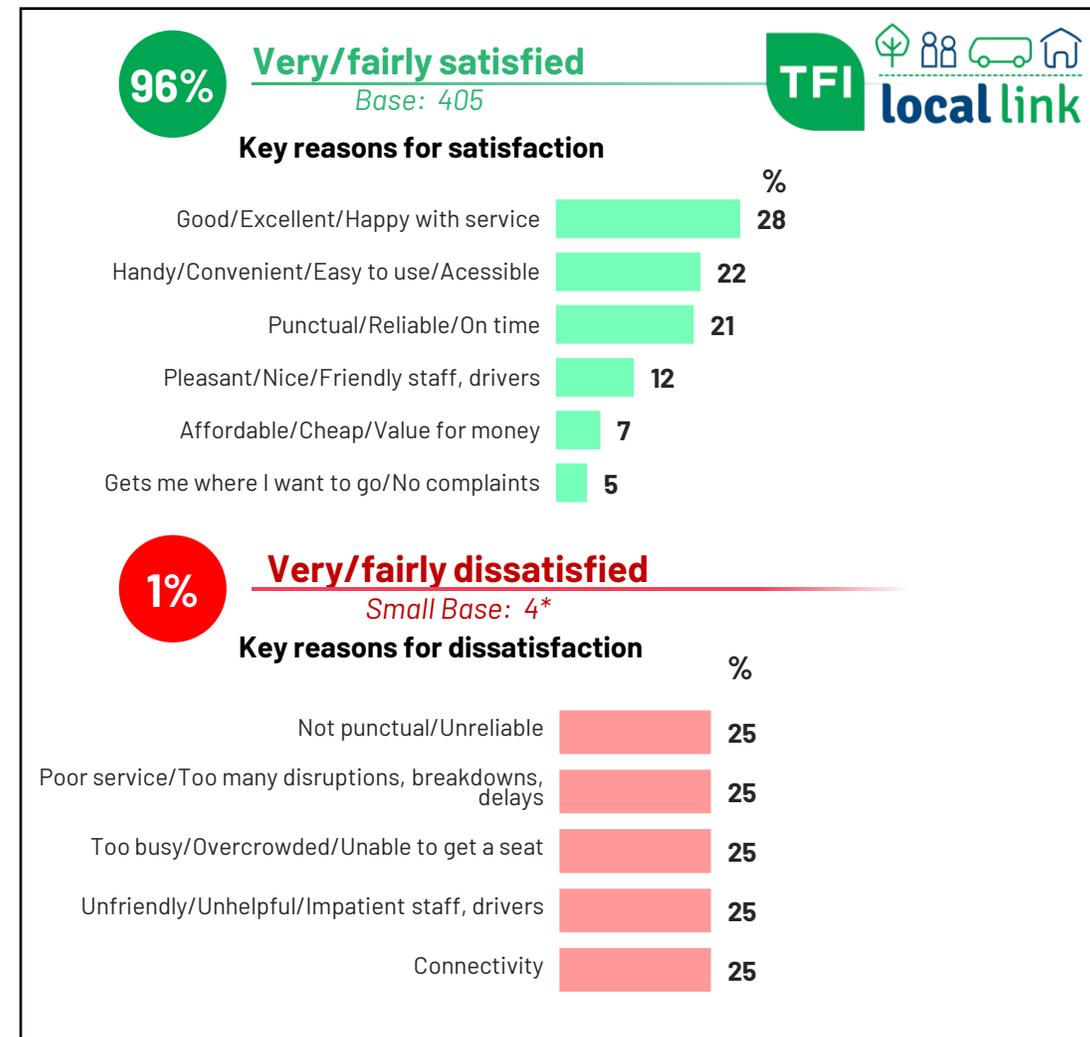
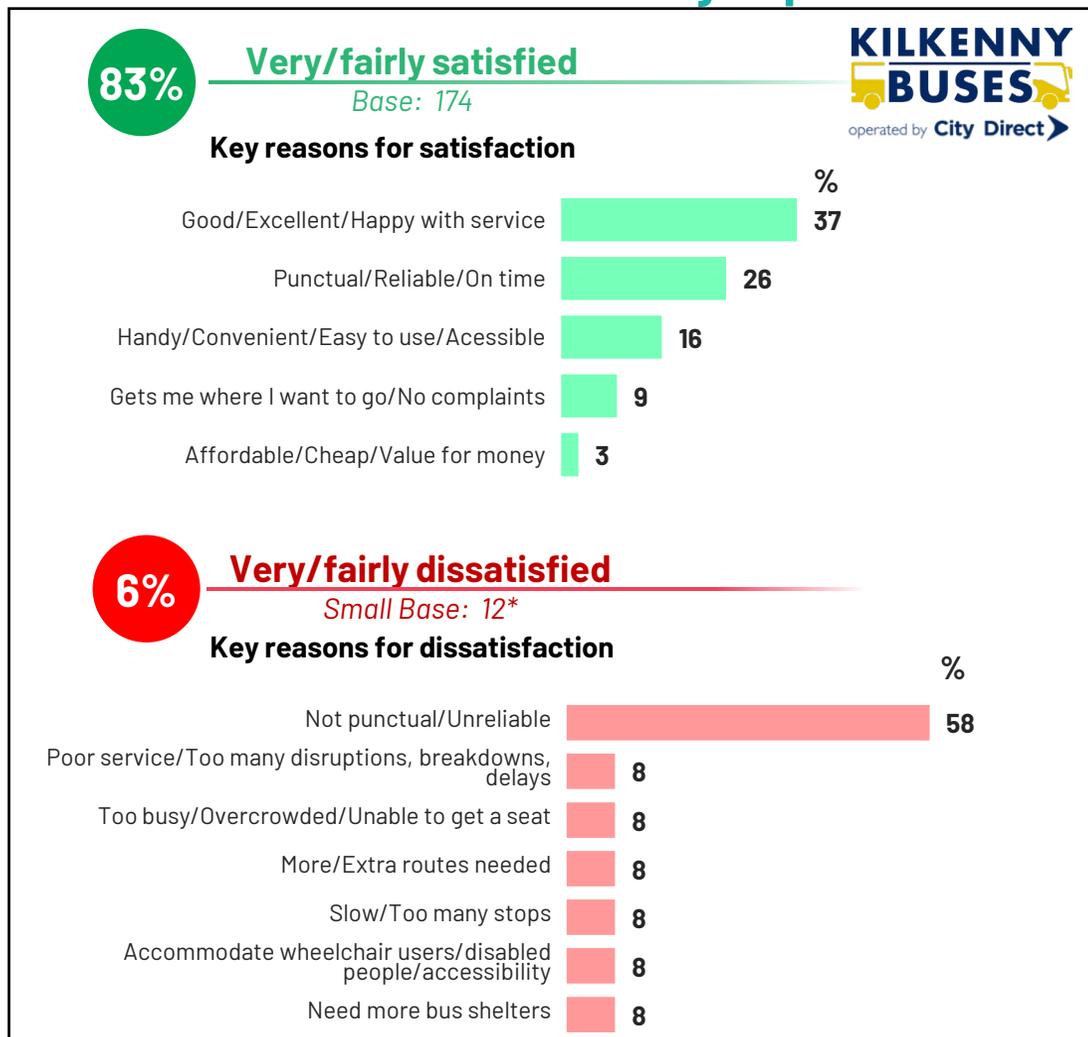
Q3 You said you were [SATISFACTION RESPONSE] overall with the service provided. Please could you tell us the main reasons for this?

Base: Bus Users N=3,987

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Key Reasons for Satisfaction and Dissatisfaction with Other Buses

Excellent service and reliability top satisfaction drivers.



Q3 You said you were [SATISFACTION RESPONSE] overall with the service provided. Please could you tell us the main reasons for this?

Base: Bus users N= 3,987

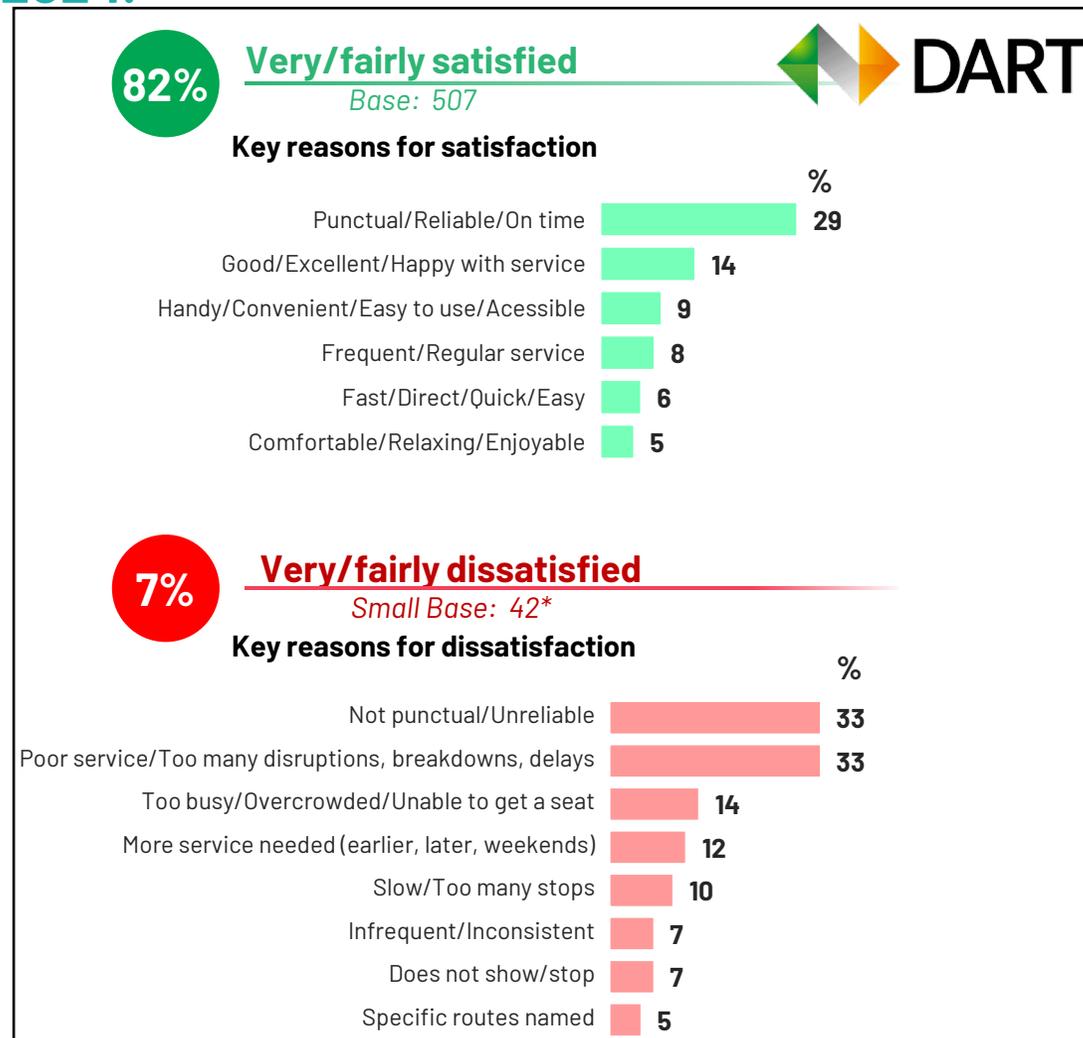
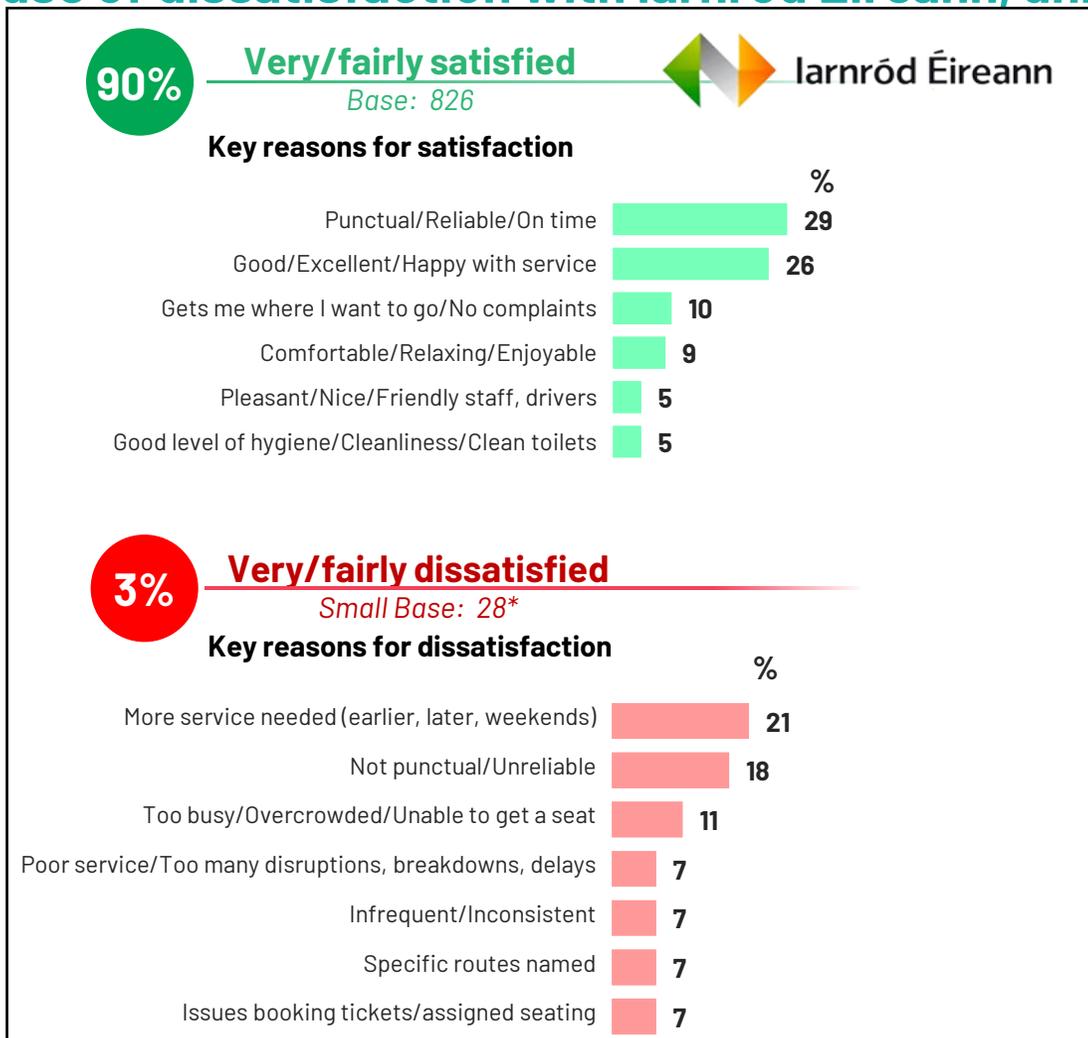
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Other mentions 3% or less



Key Reasons for Satisfaction and Dissatisfaction with Rail Modes

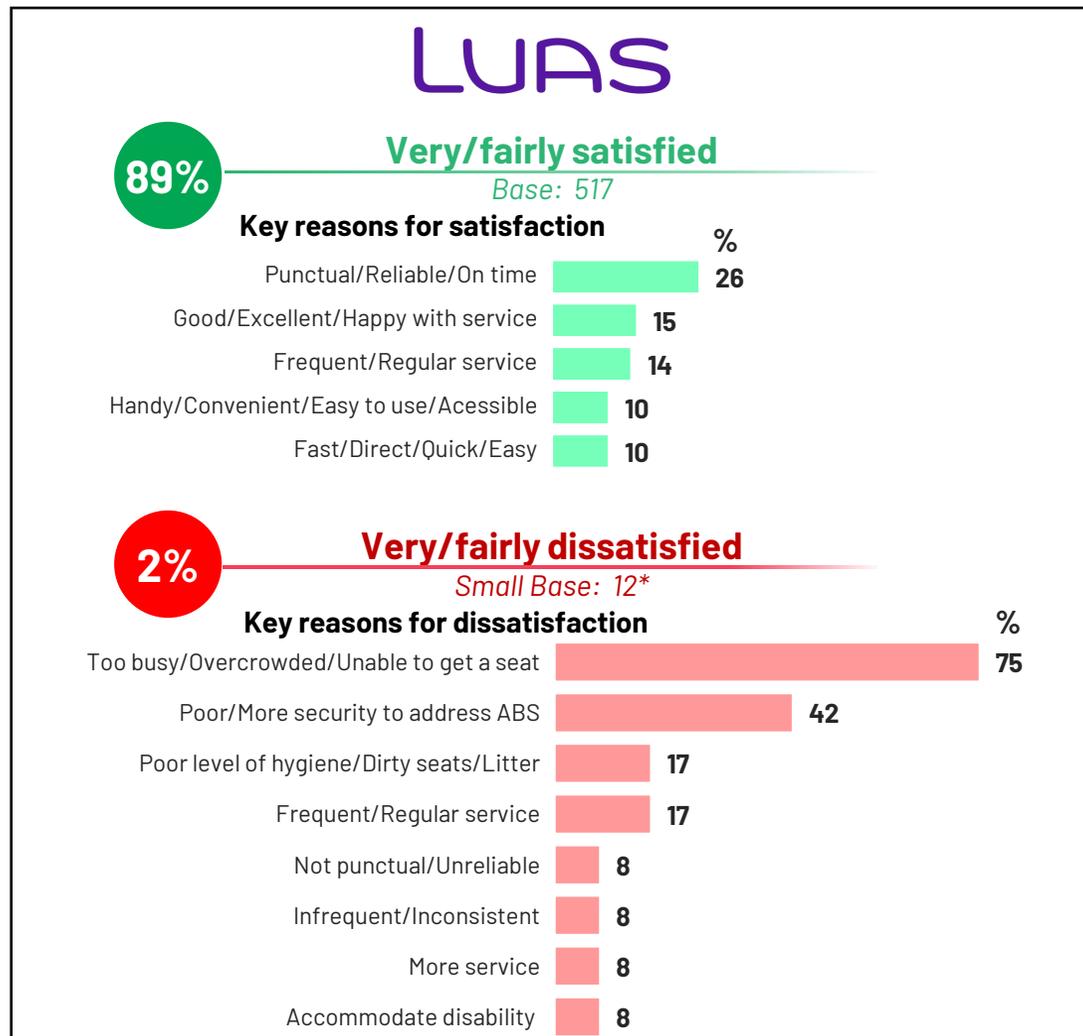
Punctuality and reliability top reasons for satisfaction. Increased demand for service was a frequent cause of dissatisfaction with Iarnród Éireann, unlike in 2024.



Q3 You said you were [SATISFACTION RESPONSE] overall with the service provided. Please could you tell us the main reasons for this?
Base: Rail Users N=1,537

Key reasons for Satisfaction and Dissatisfaction with Luas

Punctuality and reliability are the top reasons for satisfaction for Luas. The small number that are dissatisfied with the service, mentioned overcrowding and security issues as key reasons.



Q3 You said you were [SATISFACTION RESPONSE] overall with the service provided. Please could you tell us the main reasons for this?

Base: Luas Users N=601

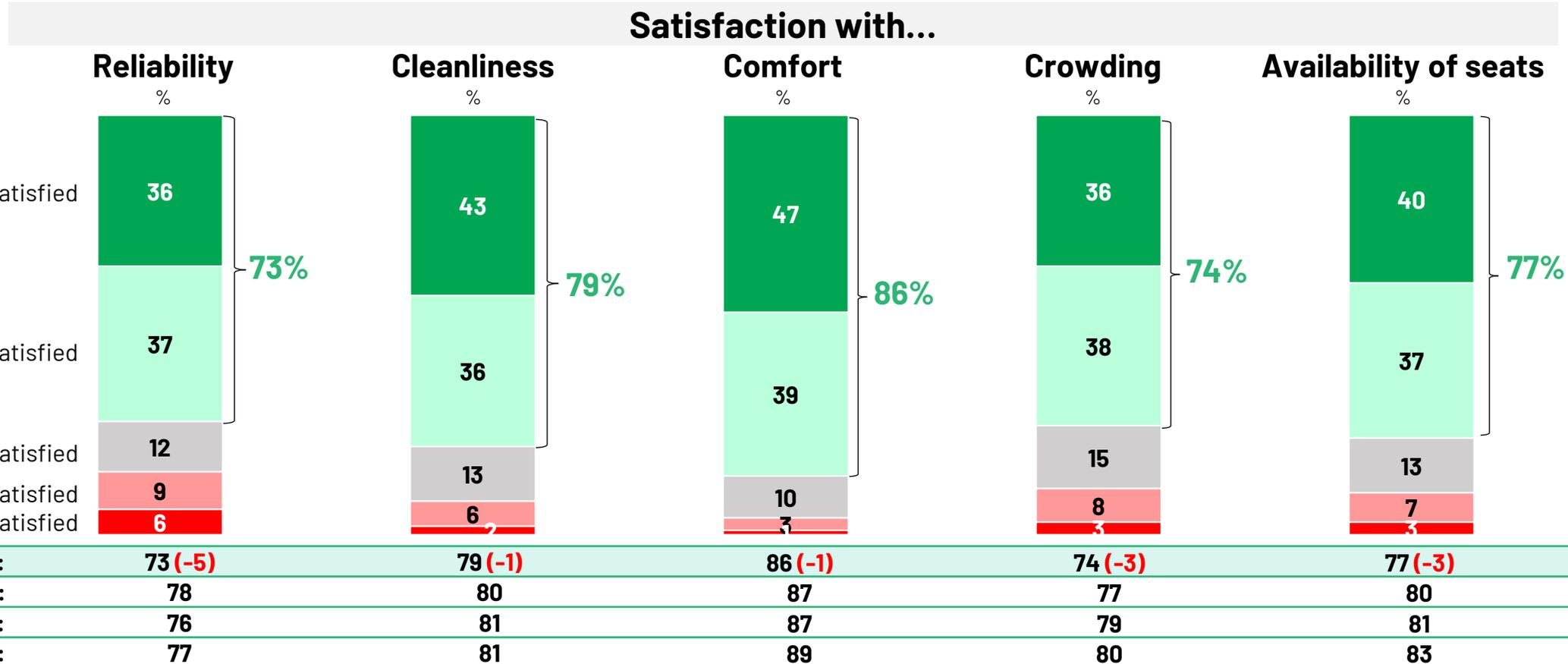
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OVERALL SATISFACTION WITH KEY TRAVEL ATTRIBUTES

4

Overall Satisfaction with Key Travel Attributes

In 2025, overall satisfaction with all attributes has decreased. Satisfaction with reliability has seen the largest decline, while comfort satisfaction remains the highest.



Q.8A How satisfied or dissatisfied are you with the reliability of the bus/train/tram arriving on time?

Q.6 Thinking about the train/bus/tram you normally travel on, how satisfied or dissatisfied are you with cleanliness

Q.6 Thinking about the train/bus/tram you normally travel on, how satisfied or dissatisfied are you with comfort of the vehicle

Q.6 Thinking about the train/bus/tram you normally travel on, how satisfied or dissatisfied are you with the level of crowding inside

Q.6 Thinking about the train/bus/tram you normally travel on, how satisfied or dissatisfied are you with the availability of seats

Base: All Public Transport users - N= 6,125

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() +/- vs. 2024



Satisfaction with Key Travel Attributes by Bus Modes

Satisfaction is generally strong across attributes and operators. TFI Local Link best rated, while the lowest score is registered for the reliability of Go Ahead Dublin service.

	 Bus Éireann	 Dublin Bus	 Go Ahead Ireland Dublin Kildare		 KILKENNY BUSES operated by City Direct	 TFI local link
	1,613	919	622	203	209	421
	%	%	%	%	%	%
Reliability (very+ fairly satisfied)	62	68	54	88	72	93
Cleanliness (very+ fairly satisfied)	75	79	76	92	92	99
Comfort (very+ fairly satisfied)	87	87	87	97	82	99
Crowding (very+ fairly satisfied)	80	71	77	88	75	96
Availability of seats (very+ fairly satisfied)	83	79	81	88	77	96

Q.8A How satisfied or dissatisfied are you with the reliability of the bus/train/tram arriving on time?

Q.6 Thinking about the train/bus/tram you normally travel on, how satisfied or dissatisfied are you with cleanliness

Q.6 Thinking about the train/bus/tram you normally travel on, how satisfied or dissatisfied are you with comfort of the vehicle

Q.6 Thinking about the train/bus/tram you normally travel on, how satisfied or dissatisfied are you with the level of crowding inside

Q.6 Thinking about the train/bus/tram you normally travel on, how satisfied or dissatisfied are you with the availability of seats

Base: Bus Users - N = 3,987

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Satisfaction with Key Travel Attributes by Bus Modes: Differences Vs 2024

Go Ahead Dublin, Kilkenny Buses, and Dublin Bus services see significant decrease in reliability.

	 Bus Éireann	 Dublin Bus	 Go Ahead Ireland Dublin Kildare		 KILKENNY BUSES operated by City Direct	 TFI local link
	1,613	919	622	203	209	421
	%	%	%	%	%	%
Reliability (very+ fairly satisfied)	=	-7	-18	6	-18	-1
Cleanliness (very+ fairly satisfied)	-4	2	-2	2	-7	2
Comfort (very+ fairly satisfied)	=	1	-1	2	-17	1
Crowding (very+ fairly satisfied)	-1	-9	-2	-4	-11	4
Availability of seats (very+ fairly satisfied)	-2	-1	-4	-4	-17	2

Q.8A How satisfied or dissatisfied are you with the reliability of the bus/train/tram arriving on time?

Q.6 Thinking about the train/bus/tram you normally travel on, how satisfied or dissatisfied are you with cleanliness

Q.6 Thinking about the train/bus/tram you normally travel on, how satisfied or dissatisfied are you with comfort of the vehicle

Q.6 Thinking about the train/bus/tram you normally travel on, how satisfied or dissatisfied are you with the level of crowding inside

Q.6 Thinking about the train/bus/tram you normally travel on, how satisfied or dissatisfied are you with the availability of seats

Base: Bus Users N=3,987

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Satisfaction with Key Travel Attributes by Rail Modes

DART rated less well for all aspects in comparison to Iarnród Éireann, but satisfaction levels remain positive.

	 Iarnród Éireann	 DART
	920	617
	%	%
Reliability (very+ fairly satisfied)	89	79
Cleanliness (very+ fairly satisfied)	84	67
Comfort (very+ fairly satisfied)	89	82
Crowding (very+ fairly satisfied)	66	72
Availability of seats (very+ fairly satisfied)	74	74

Q.8A How satisfied or dissatisfied are you with the reliability of the bus/train/tram arriving on time?

Q.6 Thinking about the train/bus/tram you normally travel on, how satisfied or dissatisfied are you with cleanliness

Q.6 Thinking about the train/bus/tram you normally travel on, how satisfied or dissatisfied are you with comfort of the vehicle

Q.6 Thinking about the train/bus/tram you normally travel on, how satisfied or dissatisfied are you with the level of crowding inside

Q.6 Thinking about the train/bus/tram you normally travel on, how satisfied or dissatisfied are you with the availability of seats

Base: Rail Users N=1,537

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Satisfaction with Key Travel Attributes by Rail Modes: Differences Vs 2024

Both Iarnród Éireann and DART register reduced satisfaction with reliability, crowding and availability of seats. Dart also shows decline in satisfaction re cleanliness.

	 Iarnród Éireann	 DART
	940	602
	%	%
Reliability (very+ fairly satisfied)	-5	-3
Cleanliness (very+ fairly satisfied)	=	=
Comfort (very+ fairly satisfied)	-1	+5
Crowding (very+ fairly satisfied)	-10	+3
Availability of seats (very+ fairly satisfied)	-5	+5

Q.8A How satisfied or dissatisfied are you with the reliability of the bus/train/tram arriving on time?

Q.6 Thinking about the train/bus/tram you normally travel on, how satisfied or dissatisfied are you with cleanliness

Q.6 Thinking about the train/bus/tram you normally travel on, how satisfied or dissatisfied are you with comfort of the vehicle

Q.6 Thinking about the train/bus/tram you normally travel on, how satisfied or dissatisfied are you with the level of crowding inside

Q.6 Thinking about the train/bus/tram you normally travel on, how satisfied or dissatisfied are you with the availability of seats

Base: Rail Users N=1,537

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Satisfaction with Key Travel Attributes by Luas

Strong satisfaction with the reliability of Luas, while crowding and availability of seats are significant issues.

	LUAS
	601
	%
Reliability (very+ fairly satisfied)	93
Cleanliness (very+ fairly satisfied)	76
Comfort (very+ fairly satisfied)	73
Crowding (very+ fairly satisfied)	46
Availability of seats (very+ fairly satisfied)	44

Q.8A How satisfied or dissatisfied are you with the reliability of the bus/train/tram arriving on time?

Q.6 Thinking about the train/bus/tram you normally travel on, how satisfied or dissatisfied are you with cleanliness

Q.6 Thinking about the train/bus/tram you normally travel on, how satisfied or dissatisfied are you with comfort of the vehicle

Q.6 Thinking about the train/bus/tram you normally travel on, how satisfied or dissatisfied are you with the level of crowding inside

Q.6 Thinking about the train/bus/tram you normally travel on, how satisfied or dissatisfied are you with the availability of seats

Base: Luas Users N=601

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Satisfaction with Key Travel Attributes by Luas: Differences Vs 2024

Although the Luas remains reliable, the experience onboard has become less satisfactory.

	LUAS
	601
	%
Reliability (very+ fairly satisfied)	+3
Cleanliness (very+ fairly satisfied)	-1
Comfort (very+ fairly satisfied)	-7
Crowding (very+ fairly satisfied)	-5
Availability of seats (very+ fairly satisfied)	-7

Q.8A How satisfied or dissatisfied are you with the reliability of the bus/train/tram arriving on time?

Q.6 Thinking about the train/bus/tram you normally travel on, how satisfied or dissatisfied are you with cleanliness

Q.6 Thinking about the train/bus/tram you normally travel on, how satisfied or dissatisfied are you with comfort of the vehicle

Q.6 Thinking about the train/bus/tram you normally travel on, how satisfied or dissatisfied are you with the level of crowding inside

Q.6 Thinking about the train/bus/tram you normally travel on, how satisfied or dissatisfied are you with the availability of seats

Base: Luas Users N=601

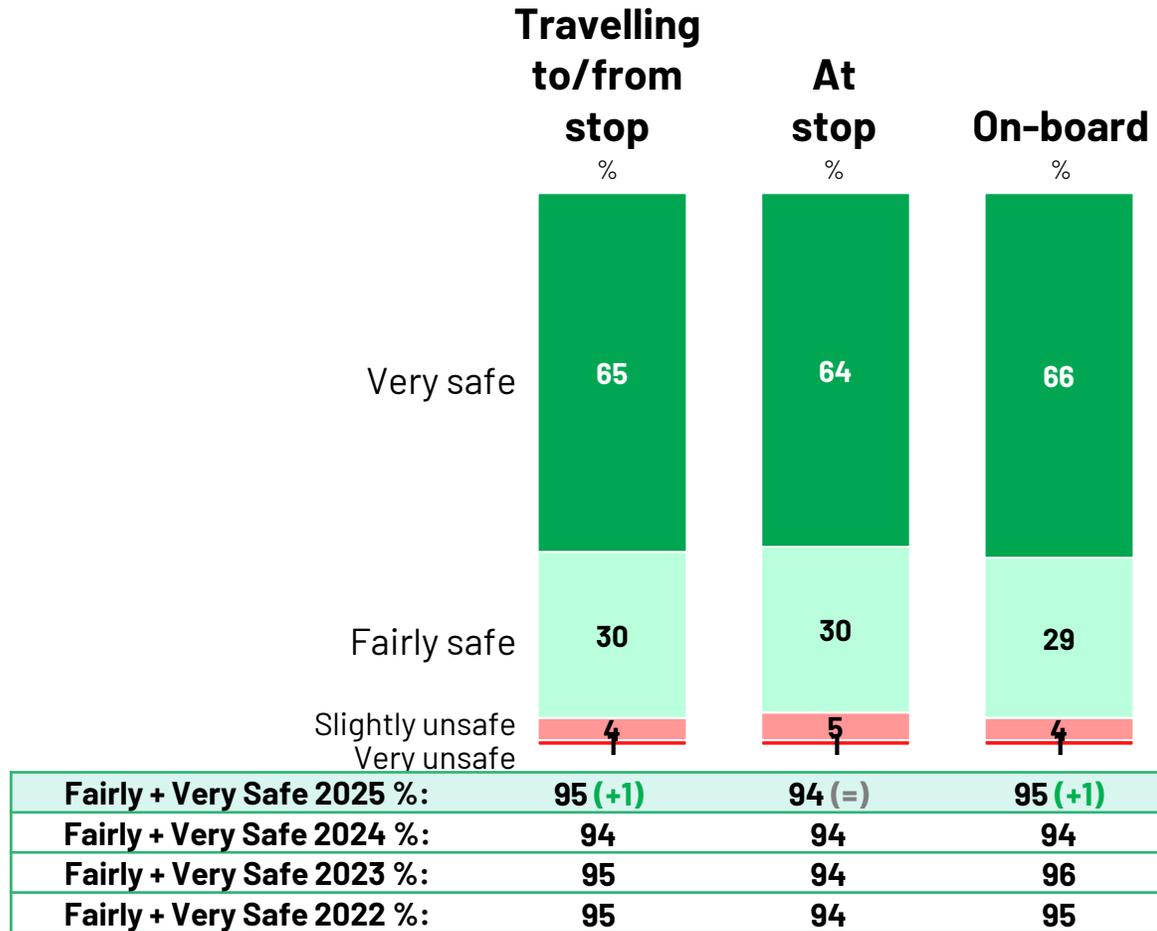
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SAFETY

5

Feeling Safe

Safety remains stable or has improved in 2025, averaging 95% of all passengers feeling safe. About 2 in 3 feel very safe across all the stages of their journey.



Note: Question not asked in 2021

Q.7 Thinking about the bus/train/tram you usually use how safe do you feel in the following situations?
 a) Walking to and from the transport stop; b) While waiting at the transport stop; c) While on board the transport
 Base: All Public Transport users - 6,125

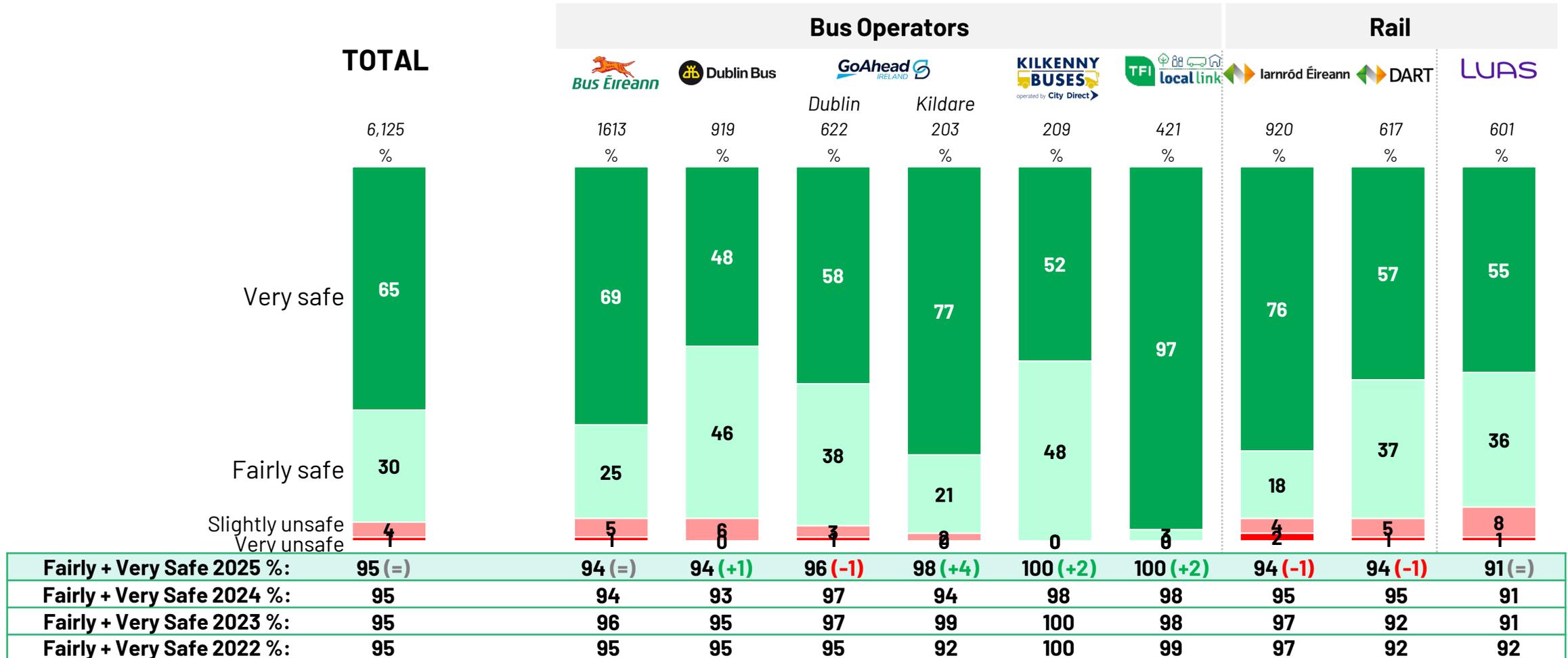
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() +/- vs. 2024



Safety Walking To and From the Stop: All Operators

High incidences of feeling 'very safe' walking to and from stops across operators.



Note: Question not asked in 2021

Q.7 Thinking about the bus/train/tram you usually use how safe do you feel in the following situations?

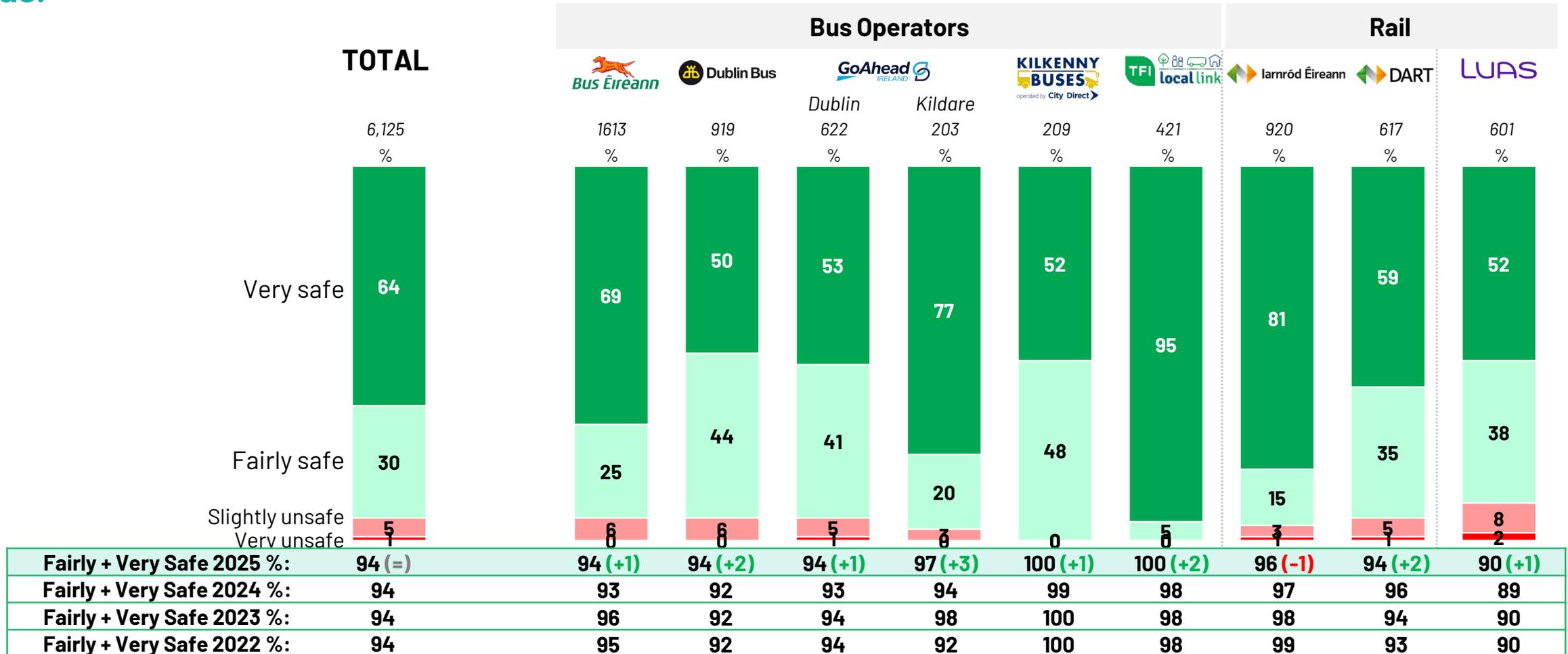
a) Walking to and from the transport stop

Base: All Public Transport users N=6,125

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Safety at the Stop: All Operators

Incidence of feeling 'very safe' is at the lowest for Dublin Bus, Go-Ahead Dublin, Kilkenny Buses and Luas.



Note: Question not asked in 2021

Q.7 Thinking about the bus/train/tram you usually use how safe do you feel in the following situations?

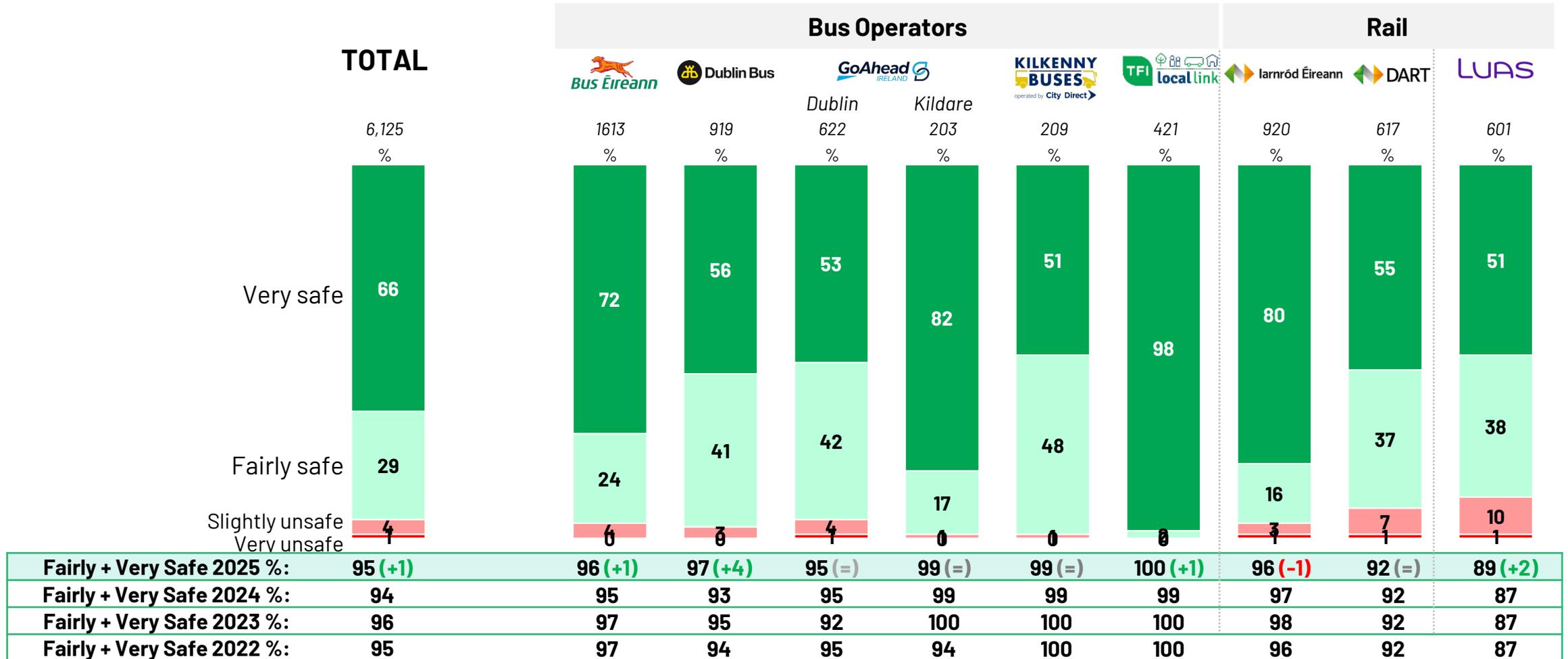
b) While waiting at the transport stop

Base: All Public Transport users N=6,125

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Safety on Board: All Operators

Good increases of feelings of safety onboard for Dublin Bus. Lower feelings of 'very safe' onboard for Dublin Bus, Go Ahead Dublin, Kilkenny Buses and Luas.



Note: Question not asked in 2021

Q.7 Thinking about the bus/train/tram you usually use how safe do you feel in the following situations?

c) While on board the transport

Base: All Public Transport users N=6,125

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() +/- vs. 2024

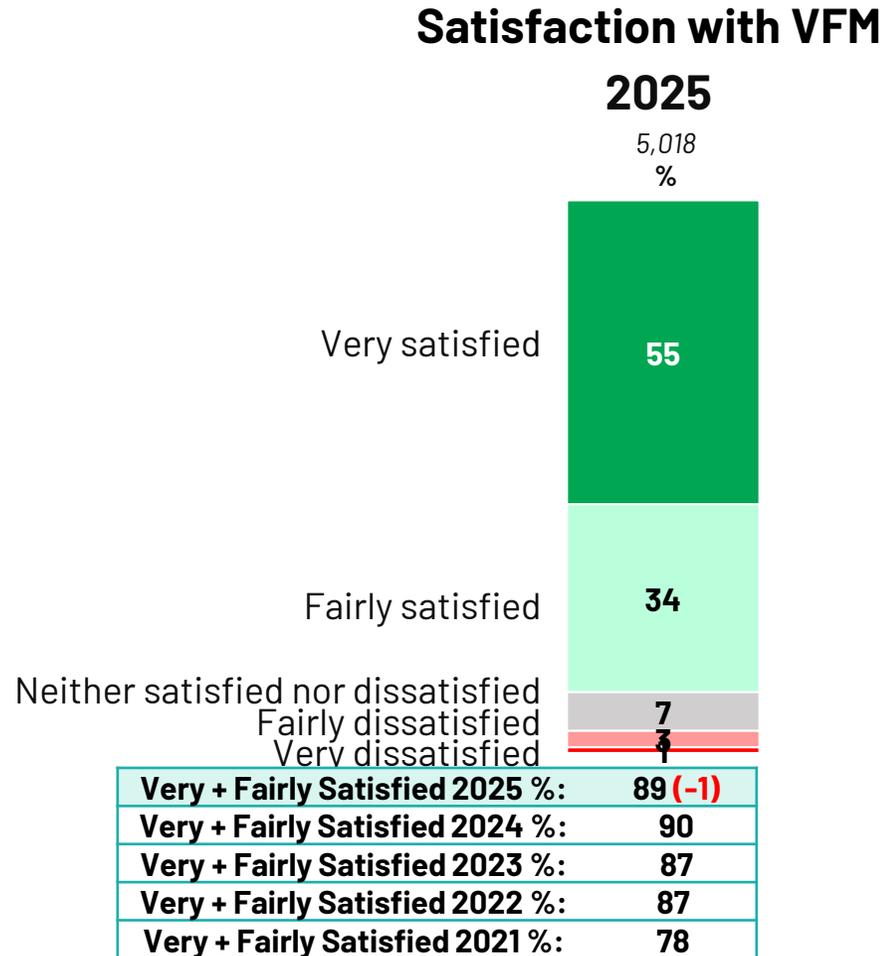


TICKETING

6

Value for Money (VFM)

Just under 9 in 10 are satisfied with value for money, which is a slight decrease on 2024.



() +/- vs. 2024

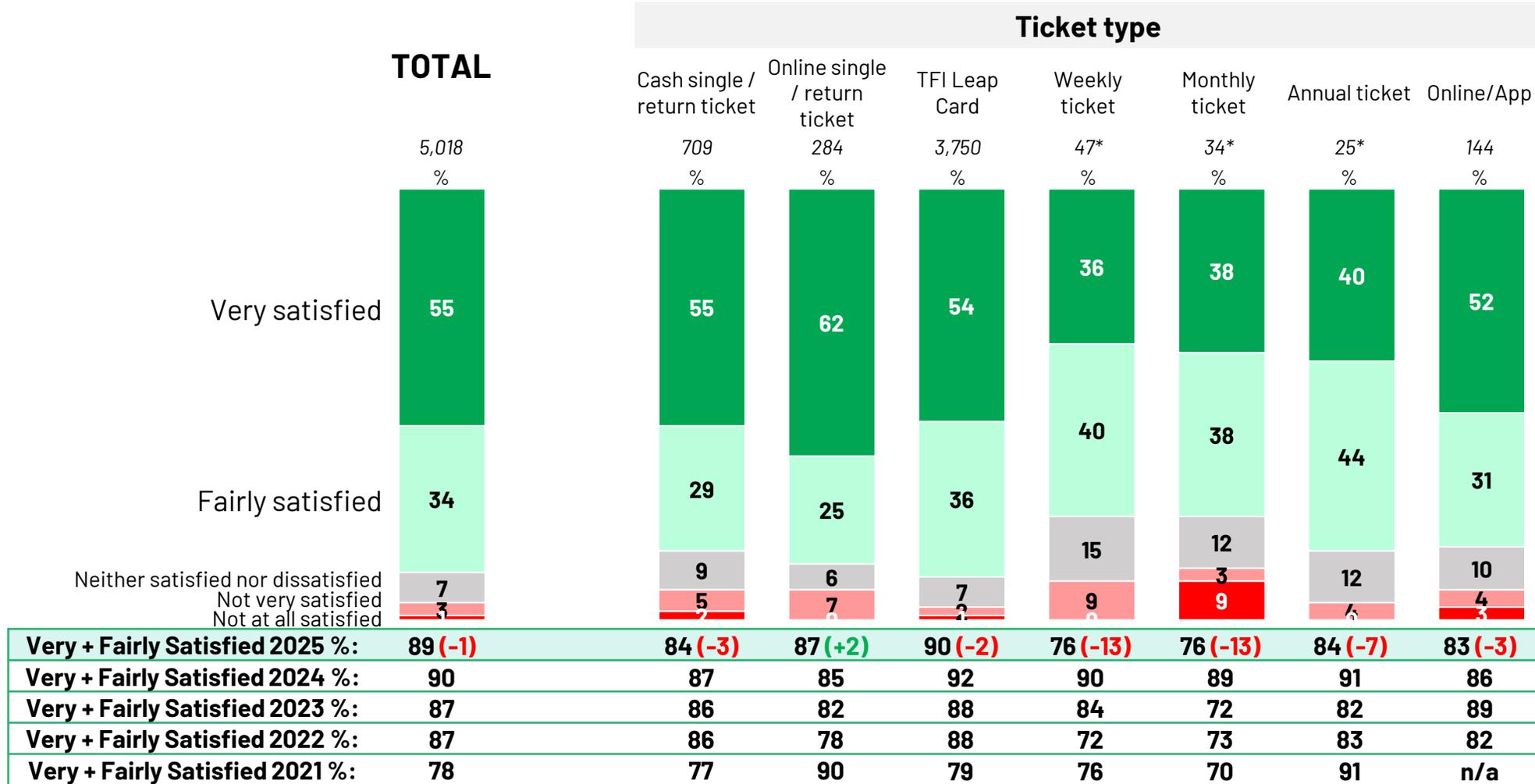
Q.11 How satisfied or dissatisfied are you with [TRANSPORT PROVIDER] services in terms of value for money?

Base: All public transport users ex those with free travel pass N= 5,018

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Value for Money (VFM) by Ticket Type:

Very satisfied with VFM was highest for online tickets, cash tickets and TFI Leap Cards. Longer term tickets, (weekly, monthly and annual) see significant reductions in perceived VFM.



() +/- vs. 2024

Note: Online/App and Student ticket answer options added in 2022

*Caution: Extremely low base size

Q.11 How satisfied or dissatisfied are you with [TRANSPORT PROVIDER] services in terms of value for money?

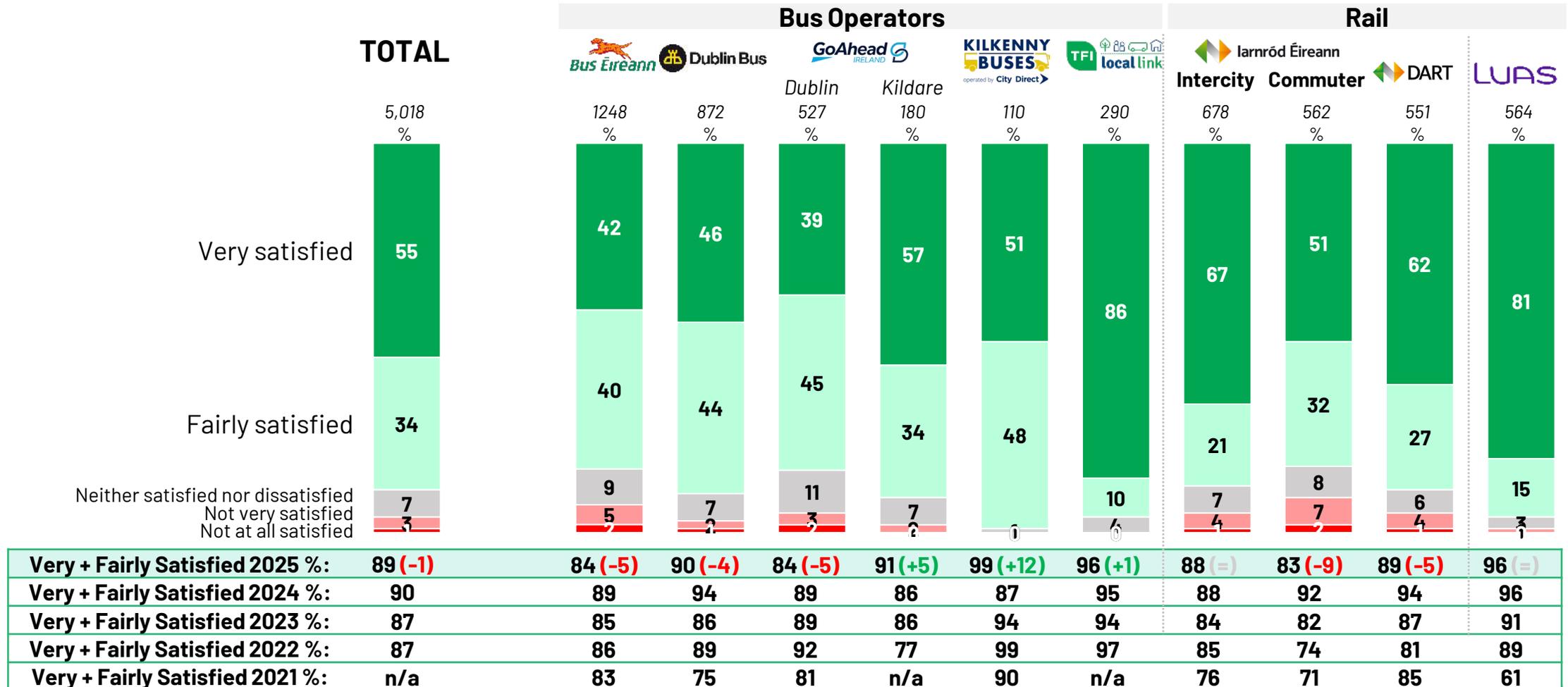
Base: All public transport users ex those with free travel pass N= 5,018

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Value for Money (VFM) by Mode

Overall satisfaction with VFM remains high across most operators, but reductions observed for Bus Eireann, Dublin Bus and Go Ahead Dublin.



Q.11 How satisfied or dissatisfied are you with [TRANSPORT PROVIDER] services in terms of value for money?

Base: All public transport users ex those with free travel pass N= 5,018

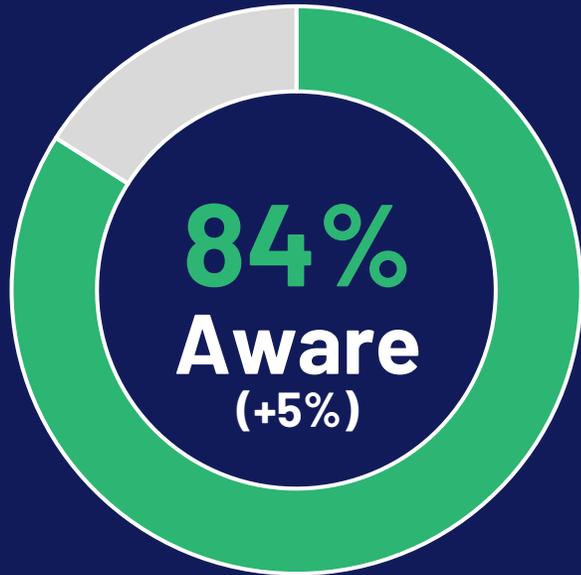
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Note: Local Link added in 2022, sample structure changed for Go Ahead in 2022

() +/- vs. 2024



Awareness Among all Public Transport Users in Dublin



Awareness of TFI 90 minute fare:

84% are aware of TFI 90 minute fare. Awareness peaks among bus users in Dublin and TFI Leap Card holders.

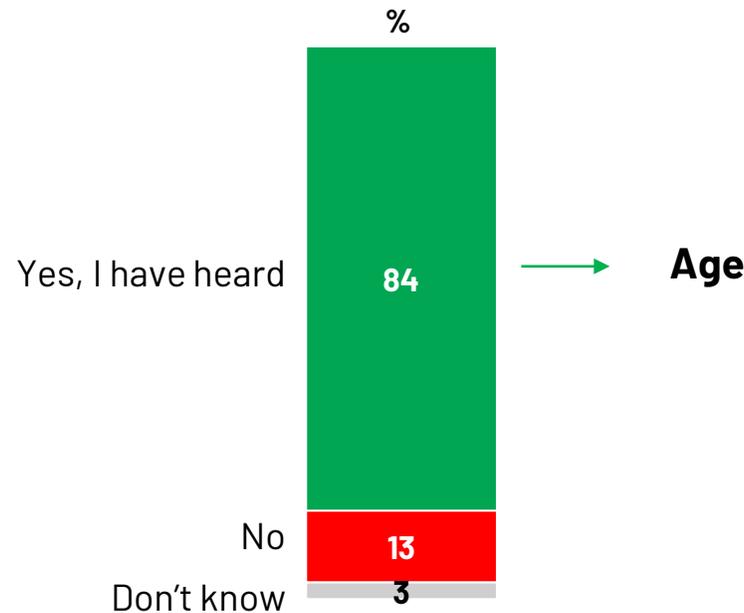
	Bus		Rail	Tram
	Dublin Bus	GoAhead Dublin	DART	LUAS
Base:	872	527	562	551
	%	%	%	%
Yes	85	85	83	82
No	9	10	16	18
Don't know	6	5	1	-

	Ticket Type	
	Cash single / return ticket	TFI Leap Card
Base:	143	2,321
	%	%
Yes	57	86
No	39	11
Don't know	4	3

Awareness of TFI 90 minute fare:

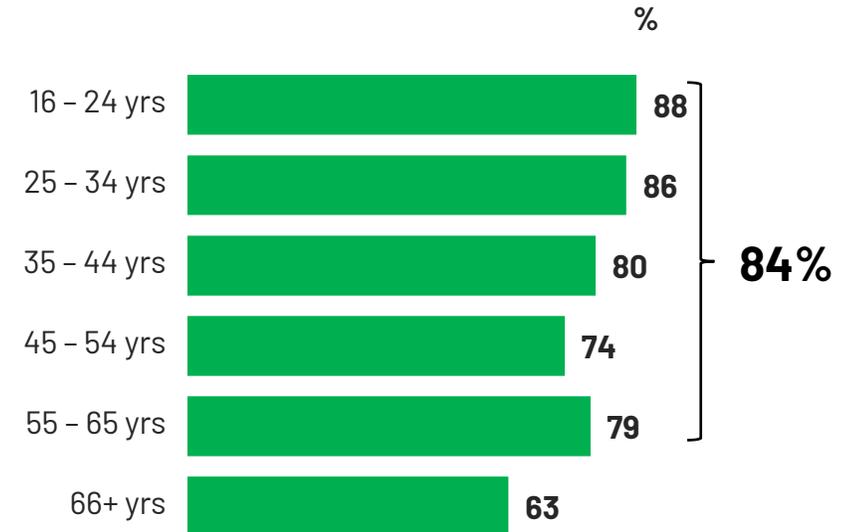
More users are aware of the TFI 90 min fare than in 2024.

Awareness of TFI 90 Minute Fare



Yes 2025 %:	84 (+5)
Yes 2024 %:	79
Yes 2023 %:	76

Yes, I have heard



Note: Question added in 2023

Q.12 Have you heard of the TFI 90 minute fare on TFI Leap Card?

Base: All public transport users in Dublin N= 2,512

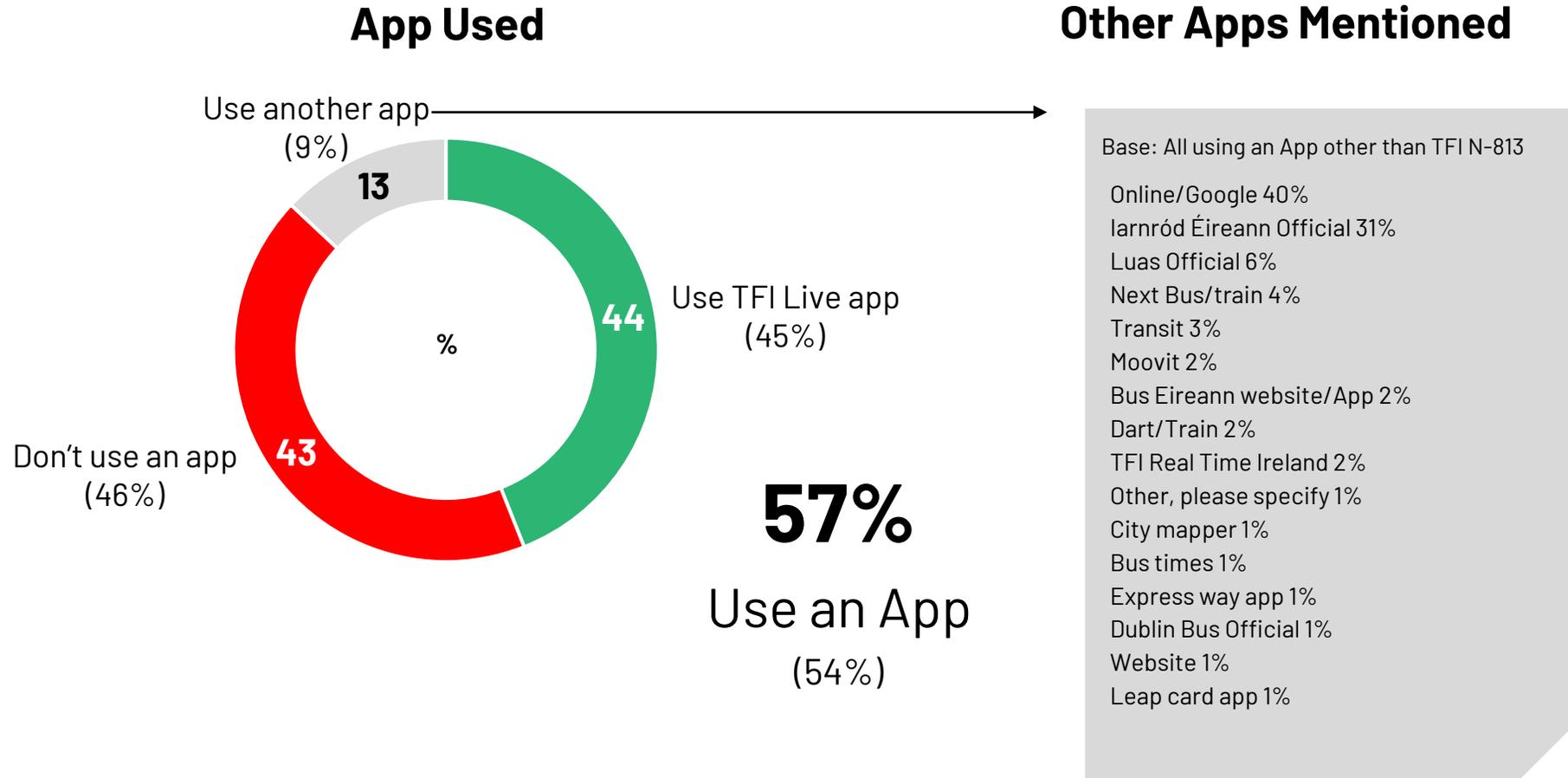
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TRANSPORT APPS AND REAL TIME INFORMATION

7

Use of Apps

App usage is steadily increasing, with 57% utilizing apps for real-time or journey planning up 3pps vs 2024. TFI Live dominates with 44% of passengers using.



Q.5 Which App, if any, do you use to get real time/live/journey planning [TRANSPORT PROVIDER] information from?

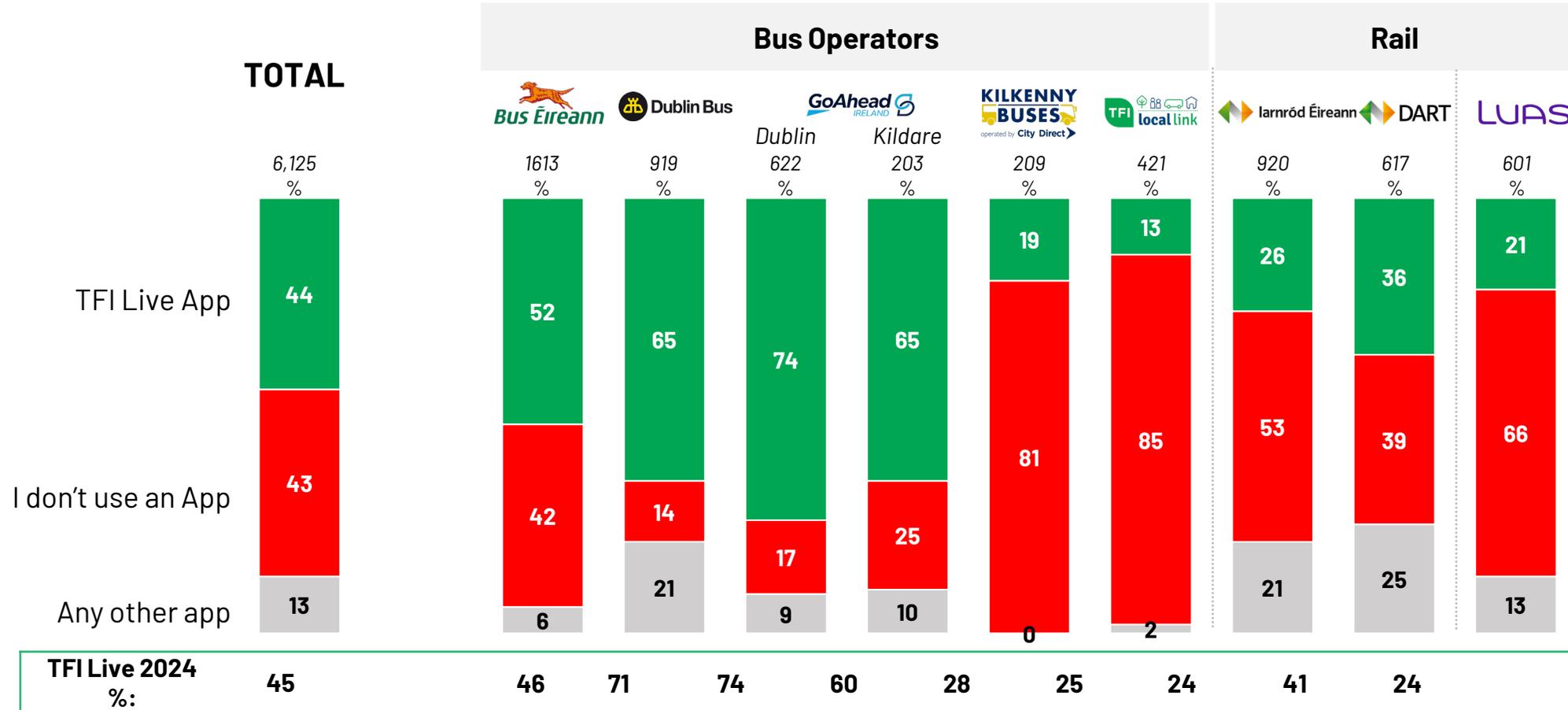
Base: All Public Transport users N= 6,125
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() = 2024



Use of Apps: All Operators

Usage of TFI Live App peaks among Go-Ahead Dublin.



Q.5 Which App, if any, do you use to get real time/live/journey planning [TRANSPORT PROVIDER] information from?

Base: All Public Transport users N=6,125

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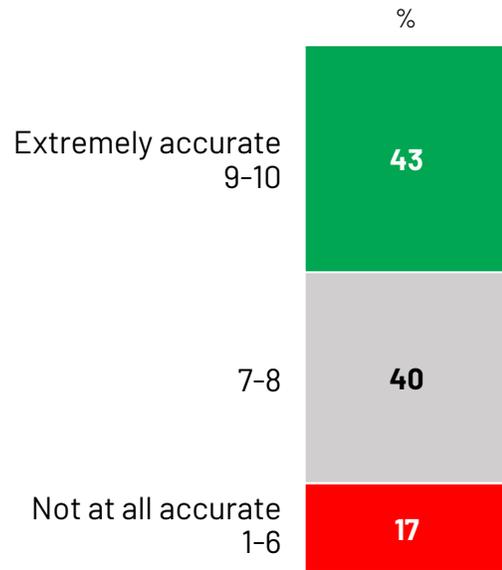
Accuracy of online and Apps vs. Real time at stop:

Of those who expressed an opinion, 43% find online/app info extremely accurate while 47% find real time information at the stop extremely accurate.

Accuracy: online and on App

Base: N - 4,159

All expressed an opinion

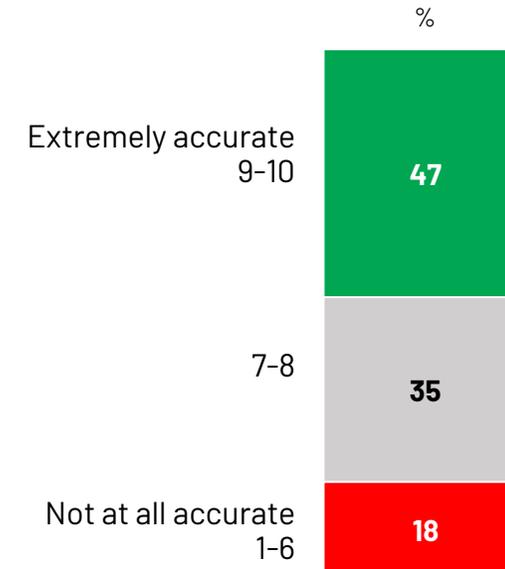


Extremely accurate 2025 (%):	43 (+1)
Extremely accurate 2024 (%):	42
Extremely accurate 2023 (%):	40
Extremely accurate 2022 (%):	35

Accuracy: Real time at stop

Base: N - 5,078

All expressed an opinion



Extremely accurate 2025 (%):	47 (+1)
Extremely accurate 2024 (%):	46
Extremely accurate 2023 (%):	44
Extremely accurate 2022 (%):	40

Q5a How accurate or inaccurate do you think the Real Time/Live information online or on your App is? Please use a scale of 1 to 10, where 1 is not at all accurate and 10 is extremely accurate.

Q.5b How accurate or inaccurate do you think the Real Time/Live Information on the sign at the stop is? Please use a scale of 1 to 10, where 1 is not at all accurate and 10 is extremely accurate.

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

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SATISFACTION WITH TFI HELP CENTRE

8

TFI Help Centre Usage

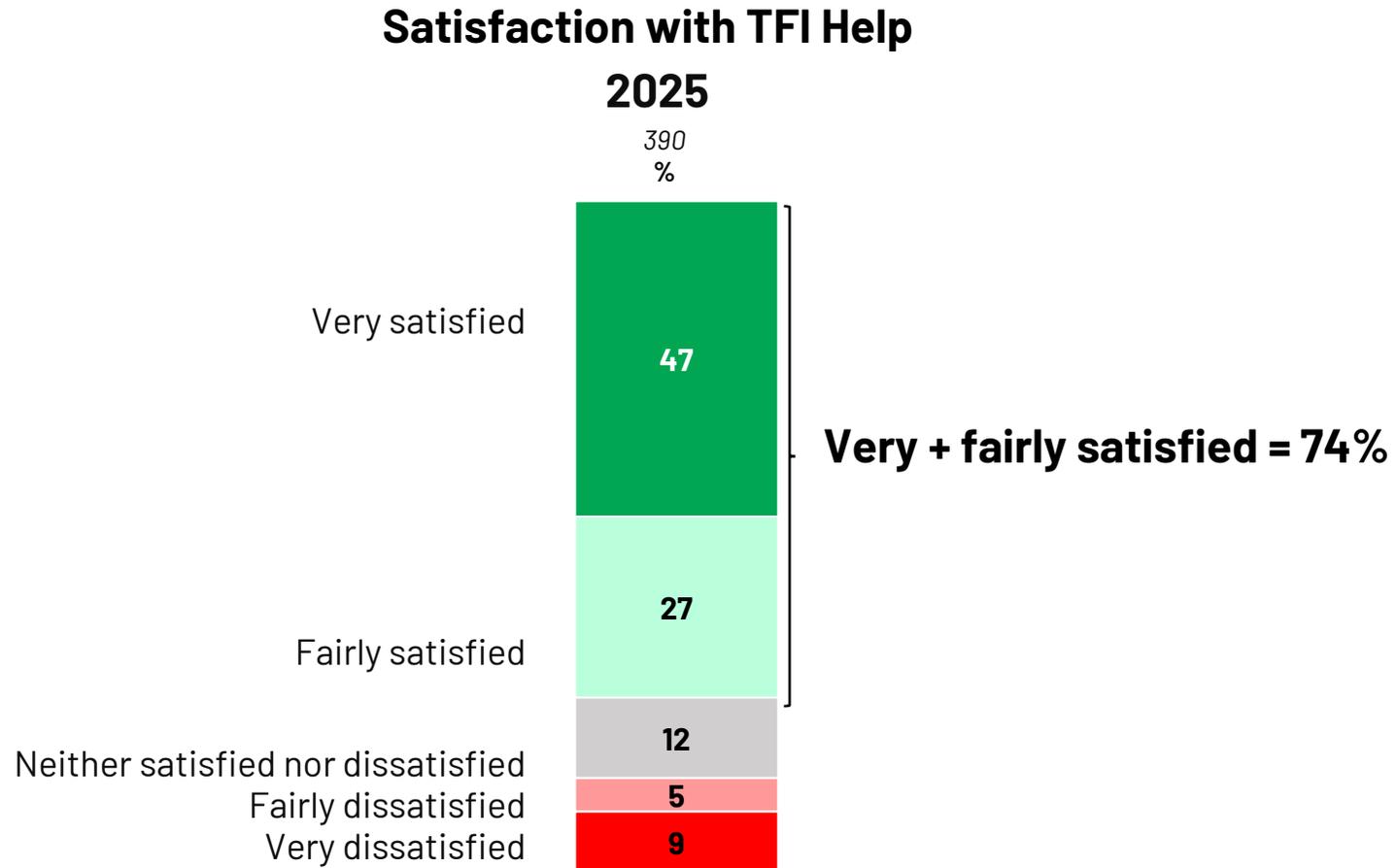
8% claim to have contacted the TFI help centre. Higher incidence of contact on Dublin Bus.

		Bus Operators				Rail		
	Total	 Bus Éireann	 Dublin Bus	 GoAhead Dublin Kildare		 Iarnród Éireann	 DART	 LUAS
	4618	1,248	872	527	180	678	562	551
	%	%	%	%	%	%	%	%
Yes	8	8	15	9	7	6	6	5
No	92	92	85	91	93	94	94	95

Q13. TFI Transport for Ireland runs the TFI Help Centre which can be contacted via phone, email, social media or webchat. Have you contacted the TFI Help Centre recently?
Base: All Public Transport users excluding private bus operators TFI Local Link and Kilkenny Buses users N=4618

TFI Help Centre Satisfaction

Of those who did contact the TFI Help Centre, just under 3 in 4 were satisfied.



Q13. TFI Transport for Ireland runs the TFI Help Centre which can be contacted via phone, email, social media or webchat. Have you contacted the TFI Help Centre recently?

Q14. How satisfied are you with how your query was handled?

Base: All Public Transport users excluding private bus operators TFI Local Link and Kilkenny Buses users who answered YES to Q13 N=390

SUGGESTED AREAS FOR IMPROVEMENT

10

Suggested areas for improvement:

Frequency, punctuality and more security are most popular suggestions. Frequency most pronounced for TFI Local Link and Luas.

	TOTAL	Bus Operators						Rail		
		 Bus Éireann	 Dublin Bus	 GoAhead Ireland Dublin Kildare		 KILKENNY BUSES <small>operated by City Direct</small>	 TFI local link	 Iarnród Éireann	 DART	 LUAS
Base: All specified areas for improvement – 2,973	2,973	784	373	231	75	180	175	582	330	243
	%	%	%	%	%	%	%	%	%	%
More/improve frequency trains/buses/darts/Luas	26	25	22	24	28	16	50	20	32	37
Improve punctuality/time management	18	24	28	34	23	21	9	6	13	4
More security	7	2	6	2	1	-	1	7	18	26
Improve overcrowding	6	3	1	3	3	9	1	11	5	14
More routes	5	4	3	5	4	30	12	2	2	4
Improve cleanliness	5	4	5	6	-	1	1	5	9	4
More/improved shelters/waiting area/bus stop/seating	4	4	1	4	8	19	7	1	1	2
Improve accuracy of Real Time signs/app	4	5	6	4	3	1	4	2	2	2
Resume/improve catering service	4	0	-	-	-	-	-	18	-	-
Cheaper fares	3	4	1	1	1	-	3	5	2	0
Fewer cancelled buses/trains	3	3	5	9	3	5	-	0	1	0
Improve update app	2	3	3	3	1	1	2	2	3	2
Specific routes named for improving	2	4	3	5	3	-	3	2	1	-
Improve seating/leg room	2	3	1	2	5	-	1	3	4	1
Improve toilet facilities	2	2	-	-	-	1	-	5	3	1
Communicate delays/cancelled services with customers	2	2	1	3	-	2	-	2	3	-
Fewer delays/traffic	2	2	3	0	1	2	-	1	3	-
Charging points that work	2	4	0	-	1	-	-	2	2	1
Improve payment options- debit/credit card/cash/contactless	2	1	3	-	1	1	3	2	1	1
Improve booking system/display names over booked seats	2	1	-	-	-	-	-	7	-	-
Modernise/update	2	1	2	-	-	3	1	2	3	-
Other (all 1% or less)	17	20	18	14	22	15	15	19	11	2
None/DK	1	1	6	0	-	-	-	0	2	0

Q.20 Do you have any suggested areas for improvement for [TRANSPORT PROVIDER]? - Specified. Multicode
Base: All specified areas for improvement N= 2,973

KEY LEARNINGS

11

81%

are very or fairly satisfied with public transport

(-1% vs. 2024)

4 Key Take-outs

1

Satisfaction remains stable at 81% for all public transport operators. Recent trip satisfaction exceeds general satisfaction at 91%, and the likelihood to recommend stands at +42. A majority (55%) see no change in service quality over the past year, and improvements are noted by four times as many users as those who see declines, although the net positive percentage has decreased for two consecutive years.

2

TFI Local Link has the highest satisfaction (96%), followed by Iarnród Éireann (90%). The lowest satisfaction ratings are for Go Ahead Dublin (74%), Bus Éireann (75%), and Dublin Bus (77%), with Dublin Bus showing an 8% improvement over 2024. Dart (82%), Luas (86%), and Go-ahead Kildare (86%) have stable satisfaction ratings. Kilkenny Buses satisfaction has moderated to 83%.

3

Crowding, reliability, and seat availability are major issues, with satisfaction in these areas dropping by 3% to 5% since 2024. Comfort satisfaction remains high, with 86% satisfied. Luas has lower satisfaction in crowding and seat availability. Feeling safe is high, with almost all users, similar to 2024 feeling very or fairly safe across modes.

4

Value for money satisfaction is consistently high, with Kilkenny Buses (99%) and TFI Local Link and Luas (96%) leading. Satisfaction with long-term tickets has decreased. App usage is growing, with 57% using them for real-time updates, led by TFI Live at 44%. Contact with TFI help centre is at 8%, with high satisfaction (74%) among those who did.

THANK YOU

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