NTA
Údarás Náisiúnta Iompair
National Transport Authority

Customer Satisfaction 2019

On location survey

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J.1099 + 9852 ES/CG/LK

B&A
RESEARCH & INSIGHT

Research objectives and methodology

Evaluate customer satisfaction across all public transport types.

Sample

Comparisons with previous results will be shown where possible.

Sample profile

Sample is controlled to provide a robust sample size for each transport type. No weights have been applied.

	Total	Phase 1	Phase 2	Controlled Weights %
Bus Éireann	1937	1103	834	14
Dublin Bus	932	510	422	51
Irish Rail	692	400	292	5
Luas	545	342	203	16
DART	404	202	202	13
Go Ahead	505	206	299	1
Total	5015	2,763	2,252	100
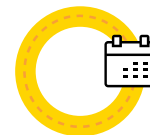
Fieldwork dates

Phase 1:   13th June – 6th July 2019

Phase 2: 8th September – 1st October 2019

The attached is a summary report, find the full list of 2019 Customer Satisfaction survey questions in Appendix 1

Frequency of travel

	Bus	Train	LUAS
Base :	3,374	1,096	545
	%	%	%
Every day/weekdays	**50**	32	**55**
2-4 days a week	**30**	22	18
Once a week	11	15	9
Once a month	6	**17**	9
Once every 2-3 months	2	**9**	4
Once every 4-6 months	1	**5**	2
Less frequently	-	-	1
2019 weekly	*91*	*69*	*82*

1.   Overall Satisfaction levels with public transport

Satisfaction levels with Public Transport

All transport

🚆 🚋 🚌

87%

Bus

🚌

85%

Luas

🚋

93%

Train

🚆

89%

B&A
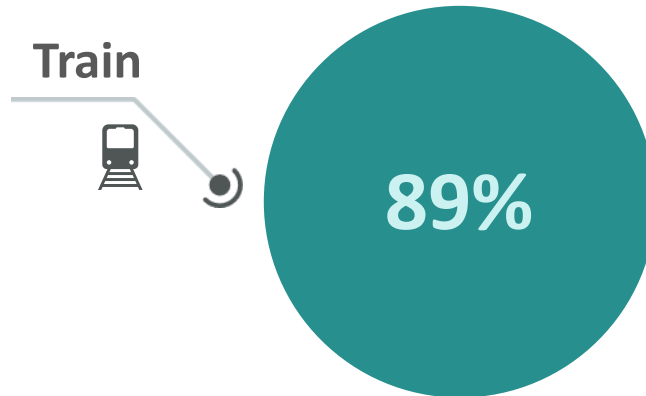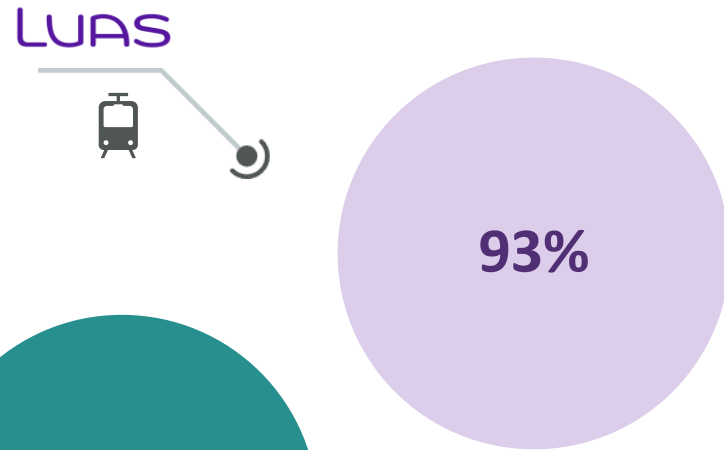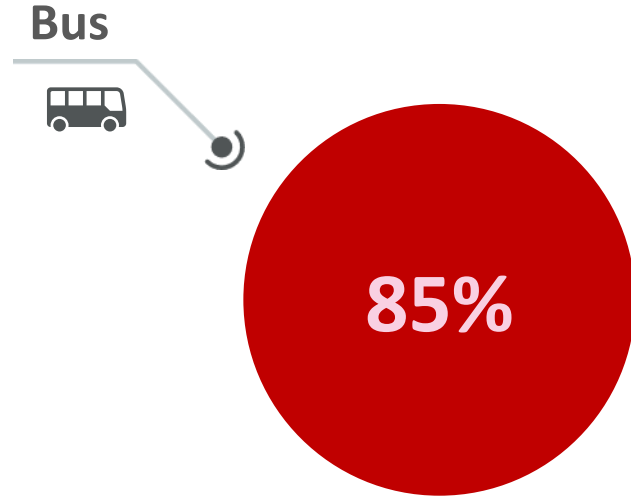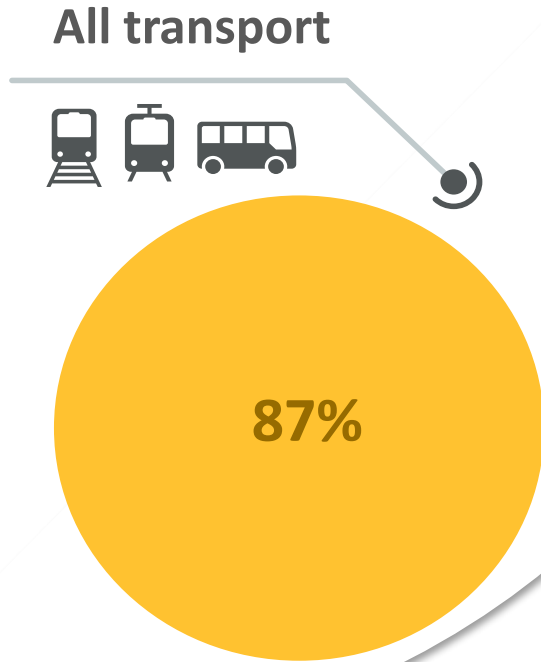
Satisfaction with public transport services is extremely high. Satisfaction highest for Luas users.

Base: All public transport customers - 5015

	Bus	Train	Luas
	3,374	1,096	545
	%	%	%
Very satisfied	38	40	57
Fairly satisfied	47	49	36
Somewhat satisfied			5
Not very satisfied	6	5	
Not at all satisfied	7	3	
	2	2	
Average:	**4.12**	**4.21**	**4.48**
Summary - Satisfied:	**85**	**89**	**93**

Q.2 How satisfied or dissatisfied are you with the service provided by...
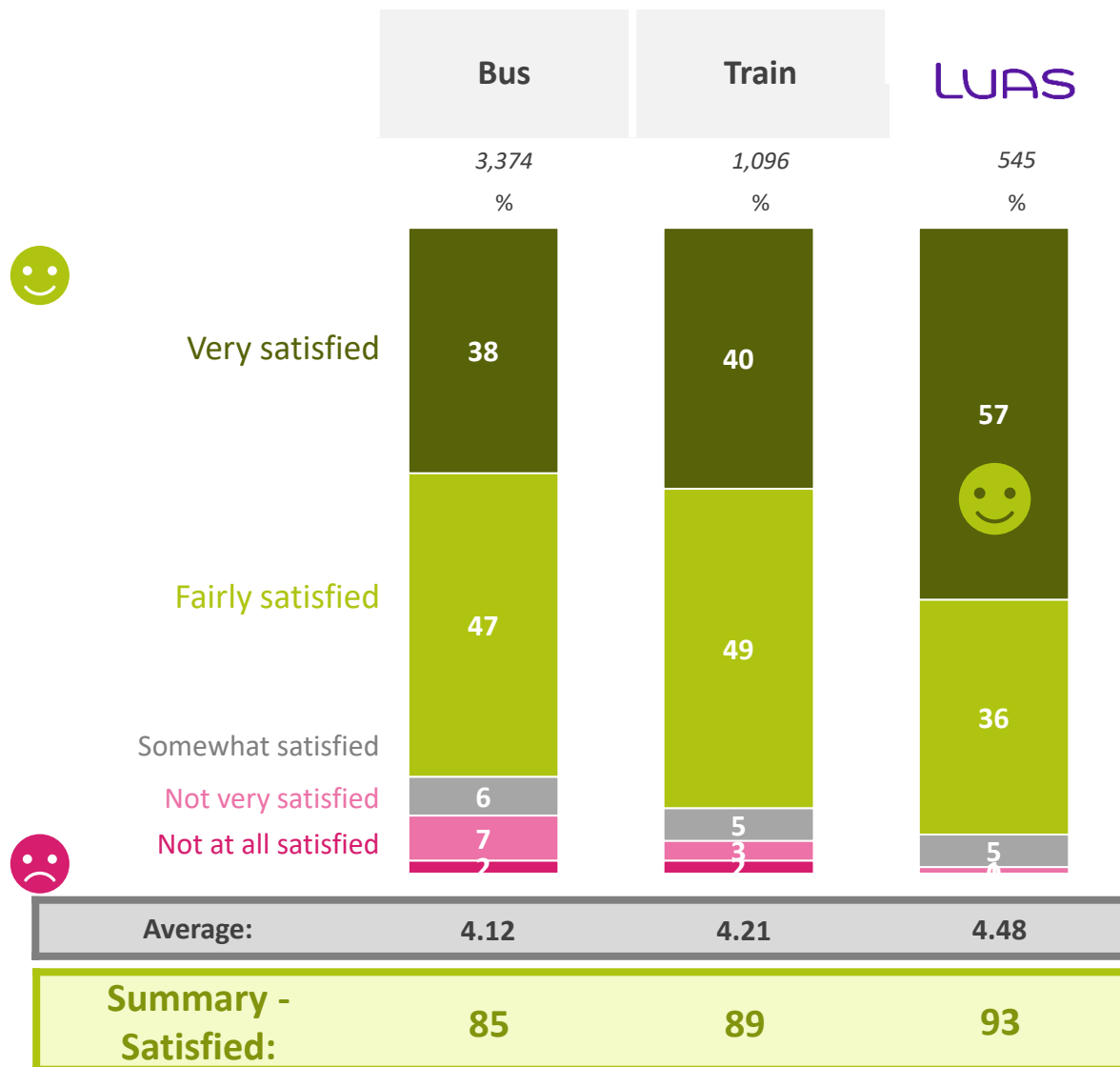
Satisfaction with regional bus services highest for Stage Carriages and lowest in Limerick city.

Base: All regional bus customers – 1,937

	Stage carriages	Dublin commuter	Cork City	Limerick City	Galway City	Waterford City
	273	471	447	248	337	161
	%	%	%	%	%	%
Very satisfied	49	38	45	20	30	32
Fairly satisfied	34	41	34	53	54	53
Somewhat satisfied	8	11	4	11	11	8
Not very satisfied	7	7	12	13	5	4
Not at all satisfied	1	4	6	3	1	2
Summary - Satisfied:	**83**	**79**	**79**	**73**	**84**	**85**

Q.2 How satisfied or dissatisfied are you with the service provided by...
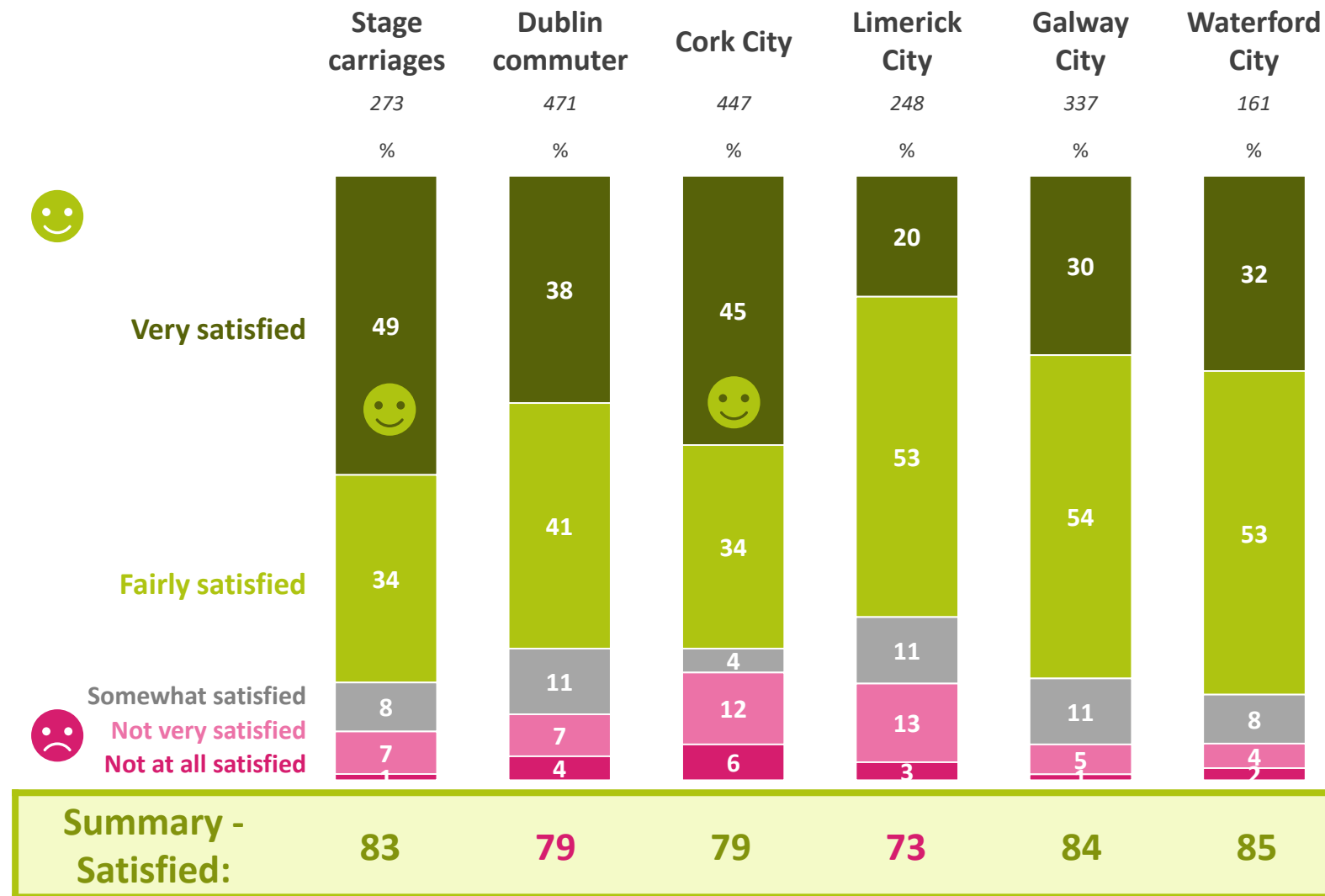
On balance, transport services are perceived as improving

B&A

	TOTAL	Bus	Train	LUAS
	5,015 %	3,374 %	1,096 %	545 %
Better now	27	28	23	28
About the same	59	59	63	52
Worse now	4	4	4	6
Don't know	10	9	10	14

Q18 In your opinion is the service better now, worse or about the same as it was versus 12 months ago?

Satisfaction with most recent journey is also high

Base: All public transport customers - 5015

B&A

	TOTAL	Bus	Train	LUAS
	5,015 %	3,374 %	1,096 %	545 %
Very satisfied 🙂	47	42	57	58
Fairly satisfied	44	48	37	38
Somewhat satisfied ☹️ **Not very satisfied** **Not at all satisfied**	5 / 2	6 / 3	3 / 2	2 / 2
Summary – Most recent Satisfied:	91	90	94	96
Summary – Generally Satisfied:	87	85	89	93

Q16D How satisfied were you with your <u>most recent trip</u> on bus/train/tram?
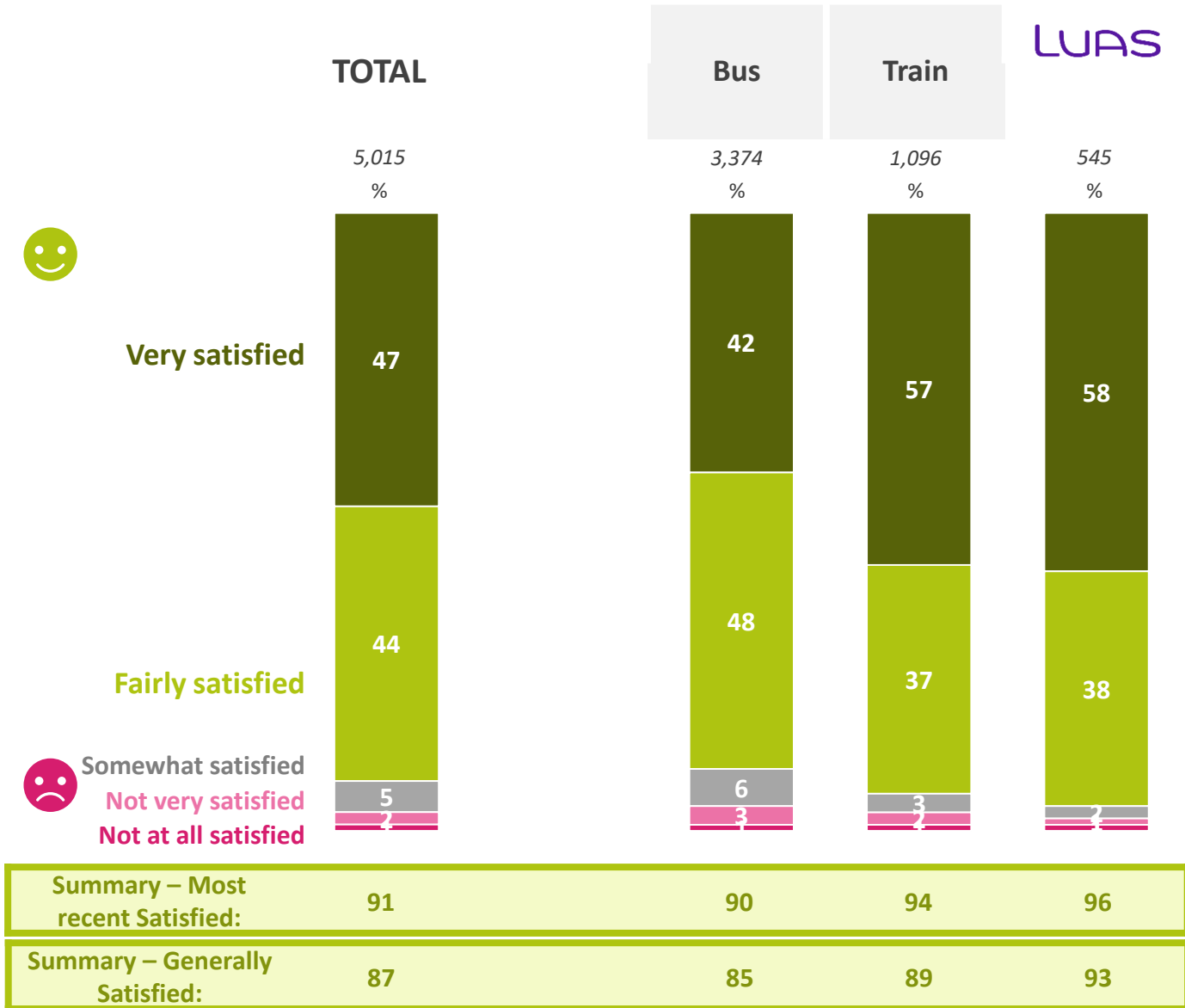
What about NPS? LUAS have the most advocates

Base: All public transport customers - 5015

B&A

	TOTAL		Bus	Train	LUAS
	5,015 %		3,374 %	1,096 %	545 %
9-10 ☺	45		42	44	62
7-8	45		47	47	35
0-6 ☹	9		11	9	3
NPS:	**+36**		**+31**	**+35**	**+59**

Q.17 How likely are you to __recommend__ the bus/train/tram 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
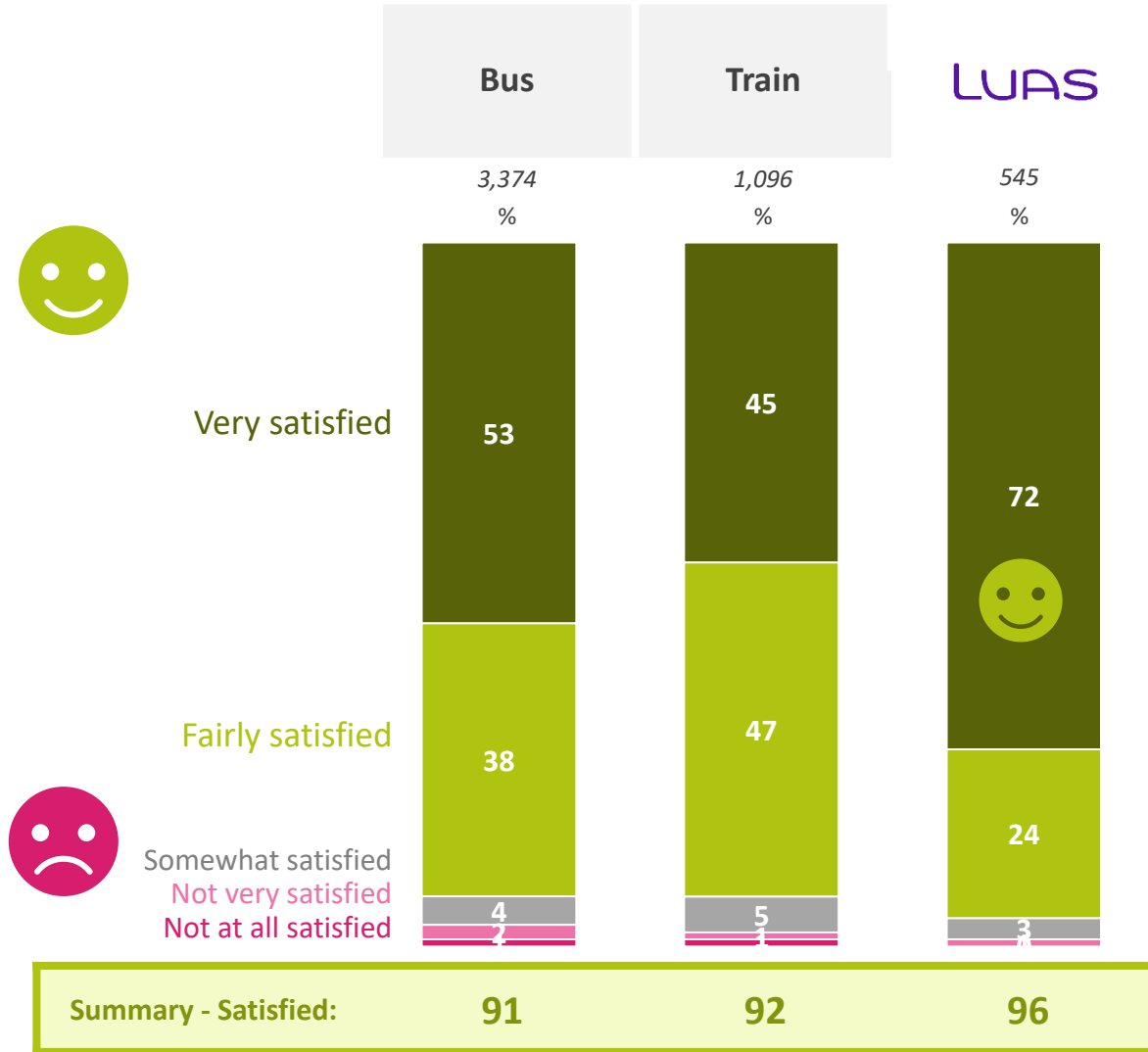
2. A deep dive into overall satisfaction levels

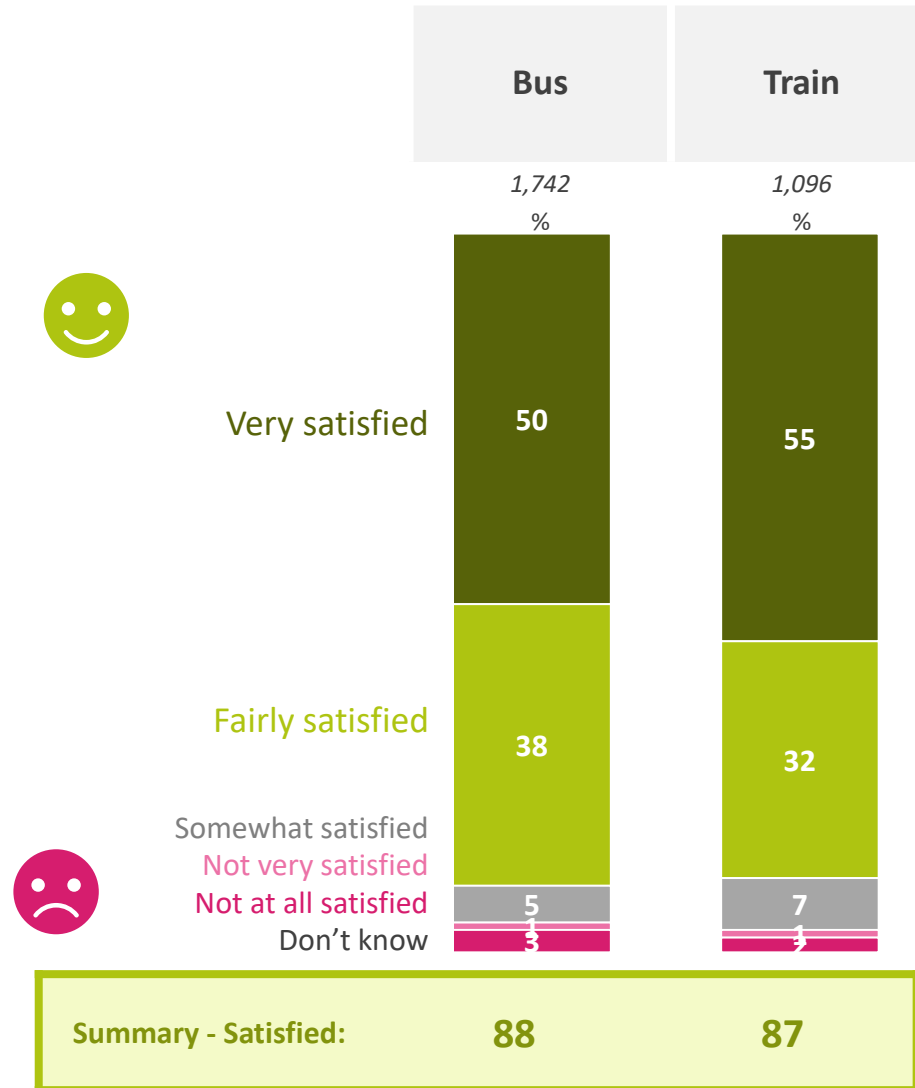**2.1 How are the various modes performing with regard to on-boarding the service?**

1. **Condition at stops/platforms:** Satisfaction is extremely high with the condition of the stops/platforms where customers alight. Luas is clearly significantly ahead of other modes.

B&A

Base: All public transport customers - 5015

	Bus	Train	LUAS
	3,374 %	*1,096* %	*545* %

Very satisfied

Fairly satisfied

Somewhat satisfied
Not very satisfied
Not at all satisfied

	Bus	Train	Luas
Very satisfied	53	45	72
Fairly satisfied	38	47	24
Somewhat satisfied	4	5	3
Not very satisfied	2	1	1
Not at all satisfied			

Summary - Satisfied:	91	92	96

Q.4B Thinking about the STOP where you normally catch your …., how satisfied or dissatisfied are you with…overall condition of the bus stop/platform/shelter
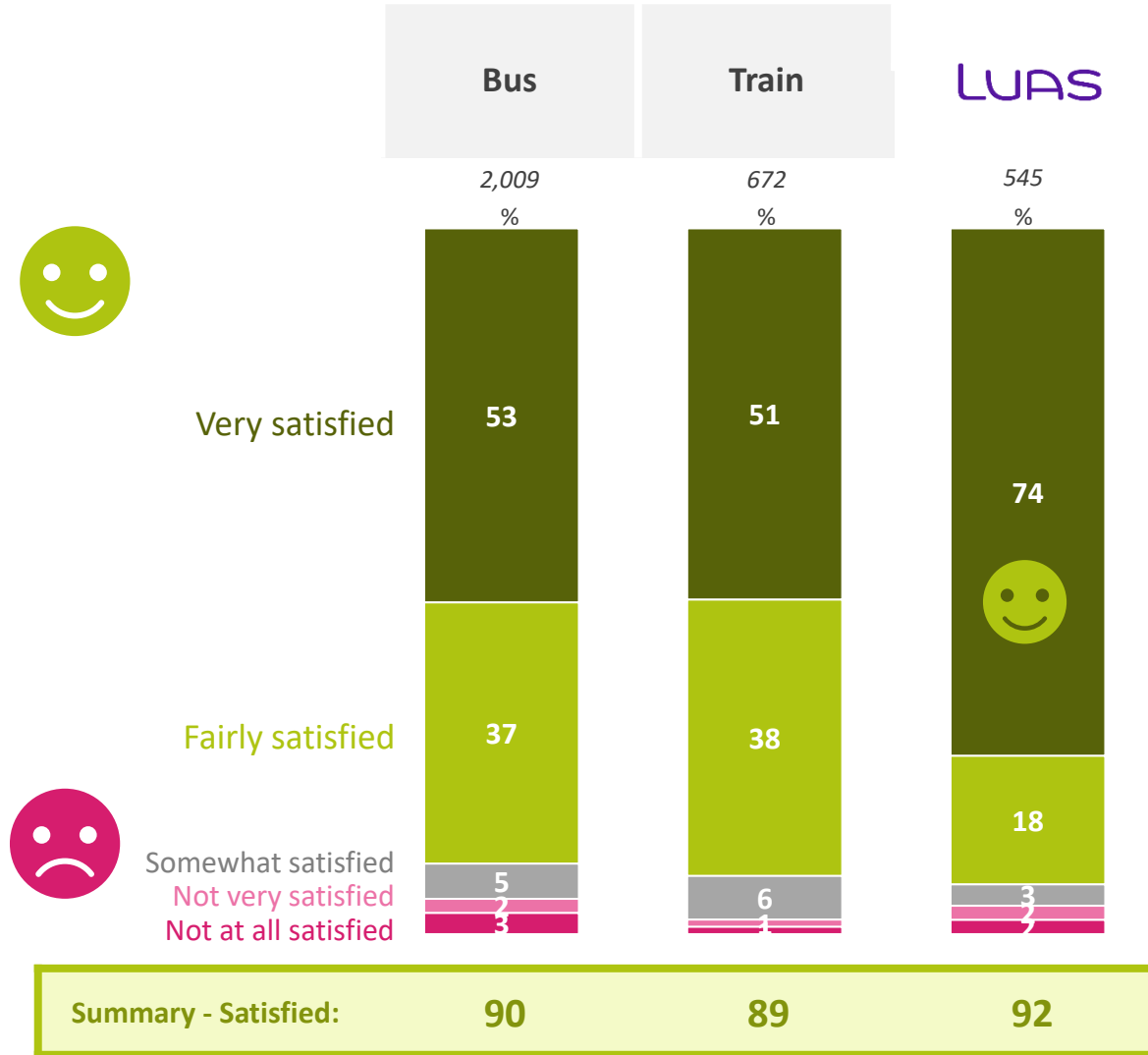
Timetable information: Slightly higher levels of satisfaction evident with timetable information for train than for bus.

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Base: All public transport customers whose stop has a timetable/information panel - 2,838

	Bus	Train
	1,742 %	1,096 %
Very satisfied	50	55
Fairly satisfied	38	32
Somewhat satisfied / Not very satisfied / Not at all satisfied	5	7
Don't know	3	1
Summary - Satisfied:	**88**	**87**

*Q.4B Thinking about the STOP where you normally catch your …., how satisfied or dissatisfied are you with…
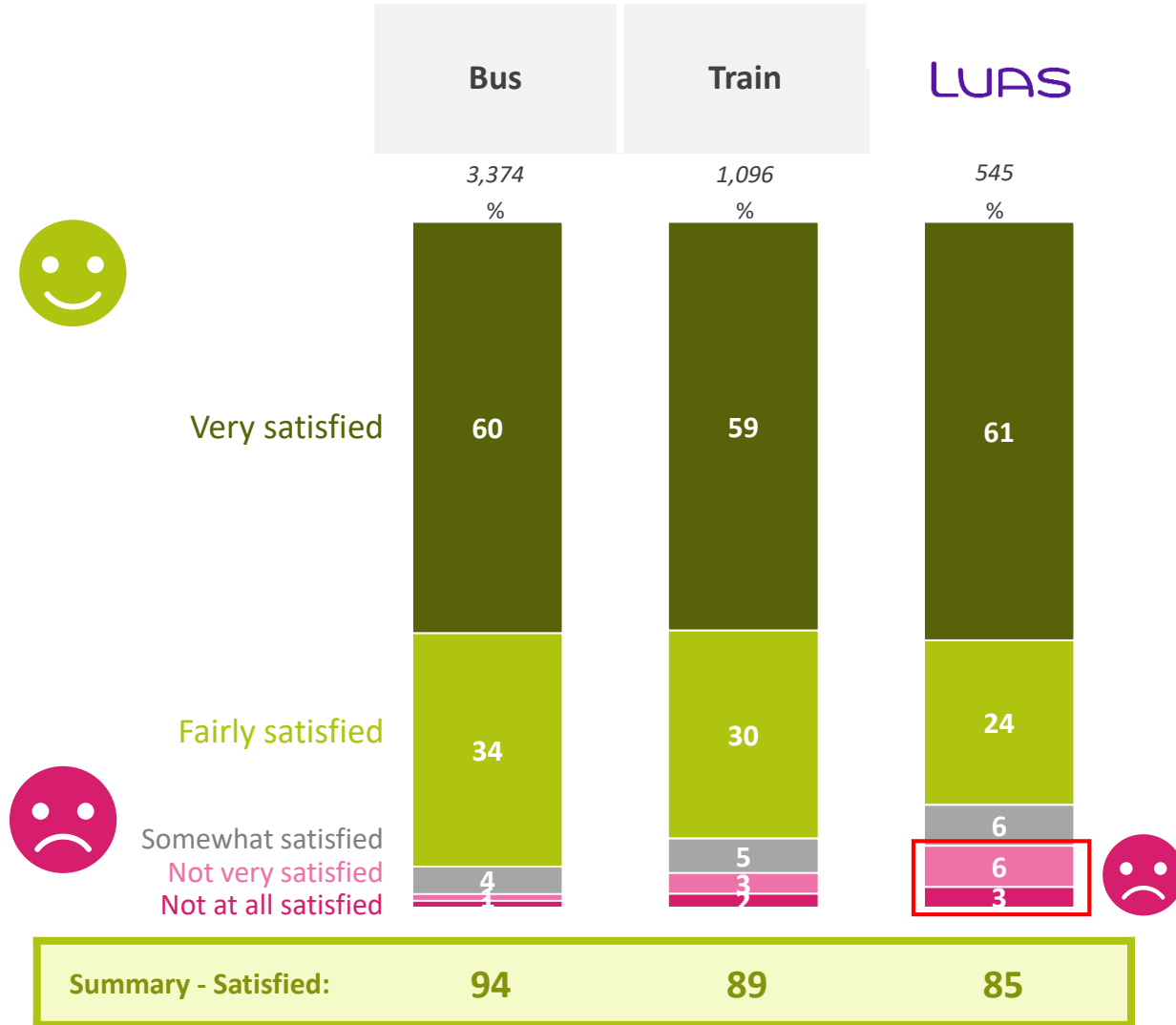the timetable/information panel provided*

3. **Real time information:** Luas rated more highly than bus or train on their real time information.

B&A

Base: All public transport customers whose stop has real time information – 3,226

	Bus	Train	LUAS
	2,009 %	672 %	545 %
Very satisfied	53	51	74
Fairly satisfied	37	38	18
Somewhat satisfied	5	6	3
Not very satisfied	2	2	2
Not at all satisfied	3	1	2
Summary - Satisfied:	**90**	**89**	**92**

Q.4B *Thinking about the STOP where you normally catch your …., how satisfied or dissatisfied are you with… the real time information provided?*

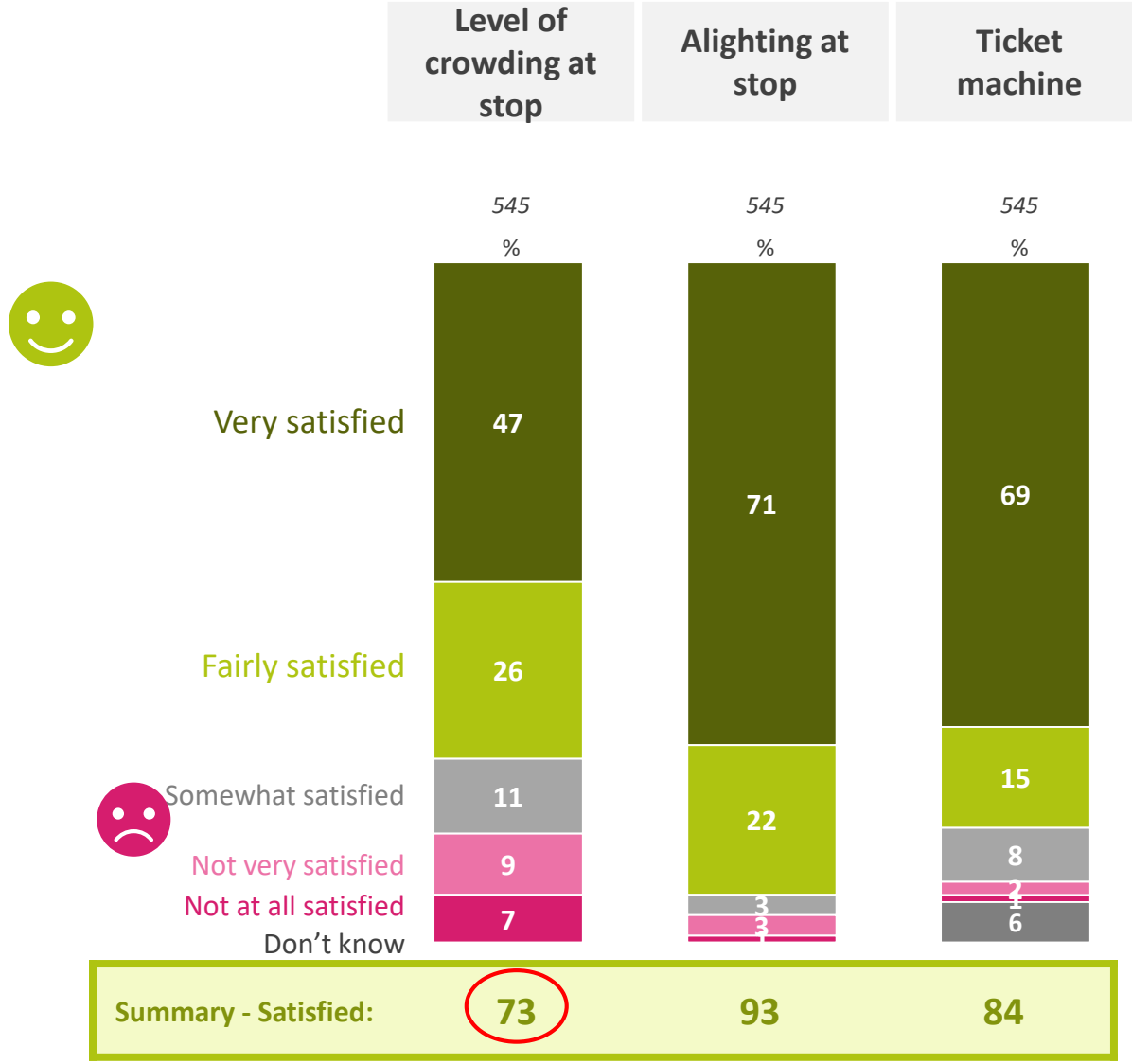J.9852 + J.1099 | NTA | Main Satisfaction Report 2019 | November 2019

4. Personal safety: Higher proportion of LUAS customers with safety concerns than is evident for train or bus. Nevertheless, high satisfaction ratings with safety overall.

Base: All public transport customers - 5015

	Bus	Train	LUAS
	3,374 %	1,096 %	545 %
Very satisfied	60	59	61
Fairly satisfied	34	30	24
Somewhat satisfied	4	5	6
Not very satisfied		3	6
Not at all satisfied	1	3	3
Summary - Satisfied:	**94**	**89**	**85**

Q.4B Thinking about the STOP where you normally catch your …., how satisfied or dissatisfied are you with… the real time information sign

Luas: Crowding at the stop is more of an issue for Luas than other modes

Base: All Luas customers - 545

	Level of crowding at stop	Alighting at stop	Ticket machine
	545 %	545 %	545 %
Very satisfied	47	71	69
Fairly satisfied	26	22	15
Somewhat satisfied	11	3	8
Not very satisfied	9	3	2
Not at all satisfied	7	1	1
Don't know			6
Summary - Satisfied:	73	93	84

Q.4B Thinking about the STOP where you normally catch your tram, how satisfied or dissatisfied are you with... The ticket machine; the level of crowding at the Luas stop; Alighting at the stop?

Rail: Satisfaction with other elements of rail network service

Base: All rail customers with services available
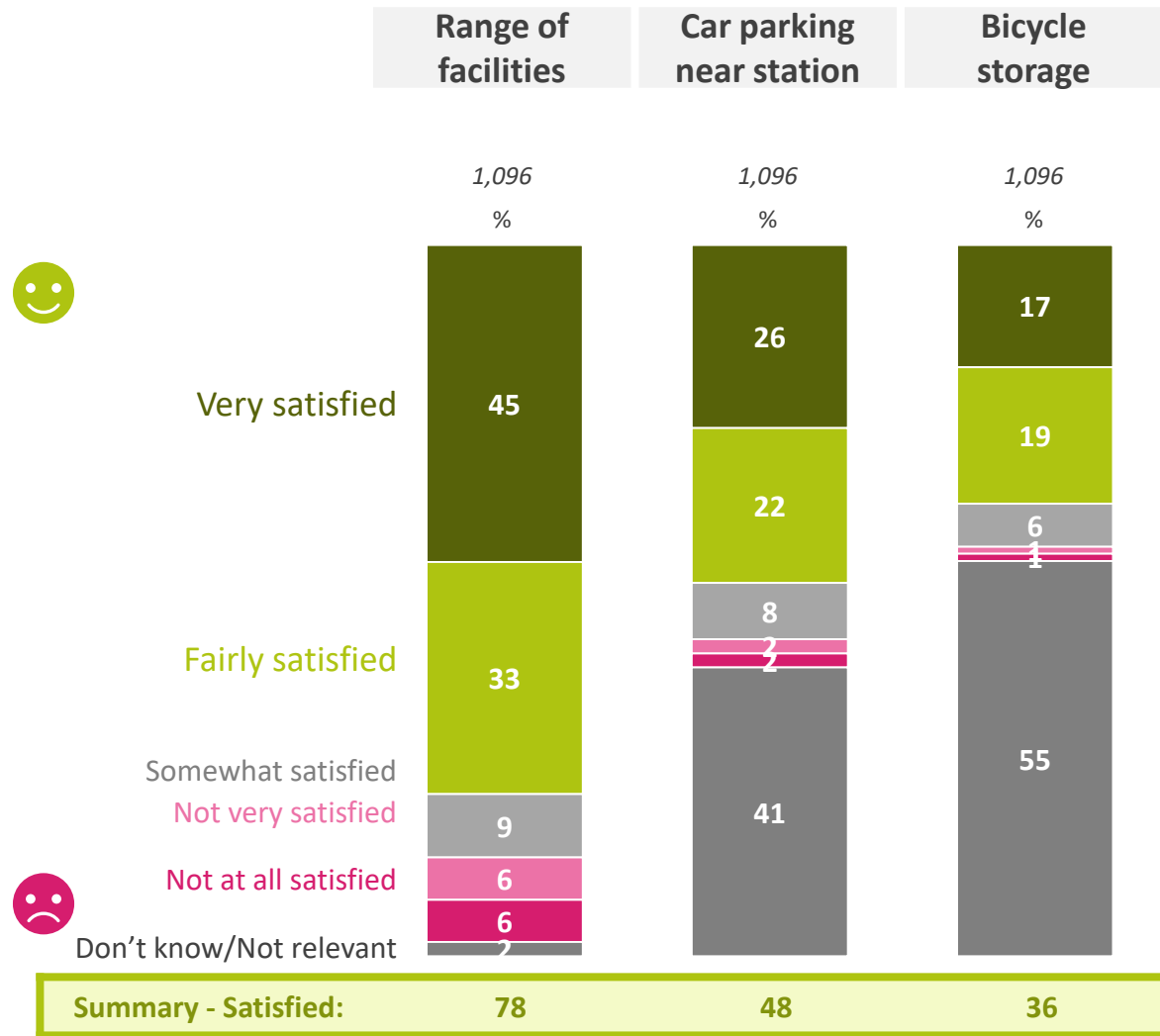
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	Range of facilities	Car parking near station	Bicycle storage
	1,096 %	1,096 %	1,096 %

☺

	Range of facilities	Car parking near station	Bicycle storage
Very satisfied	45	26	17
		22	19
Fairly satisfied	33		6
		8	1
Somewhat satisfied	9	2	
Not very satisfied		2	55
Not at all satisfied	6	41	
	6		
Don't know/Not relevant	2		

☹

Summary - Satisfied:	**78**	**48**	**36**

Q.4B Thinking about the STOP where you normally catch your …., how satisfied or dissatisfied are you with... car parking facilties provided at or nea the station/bicycle storage facilities provided at the station/ range of facilities provided at the station
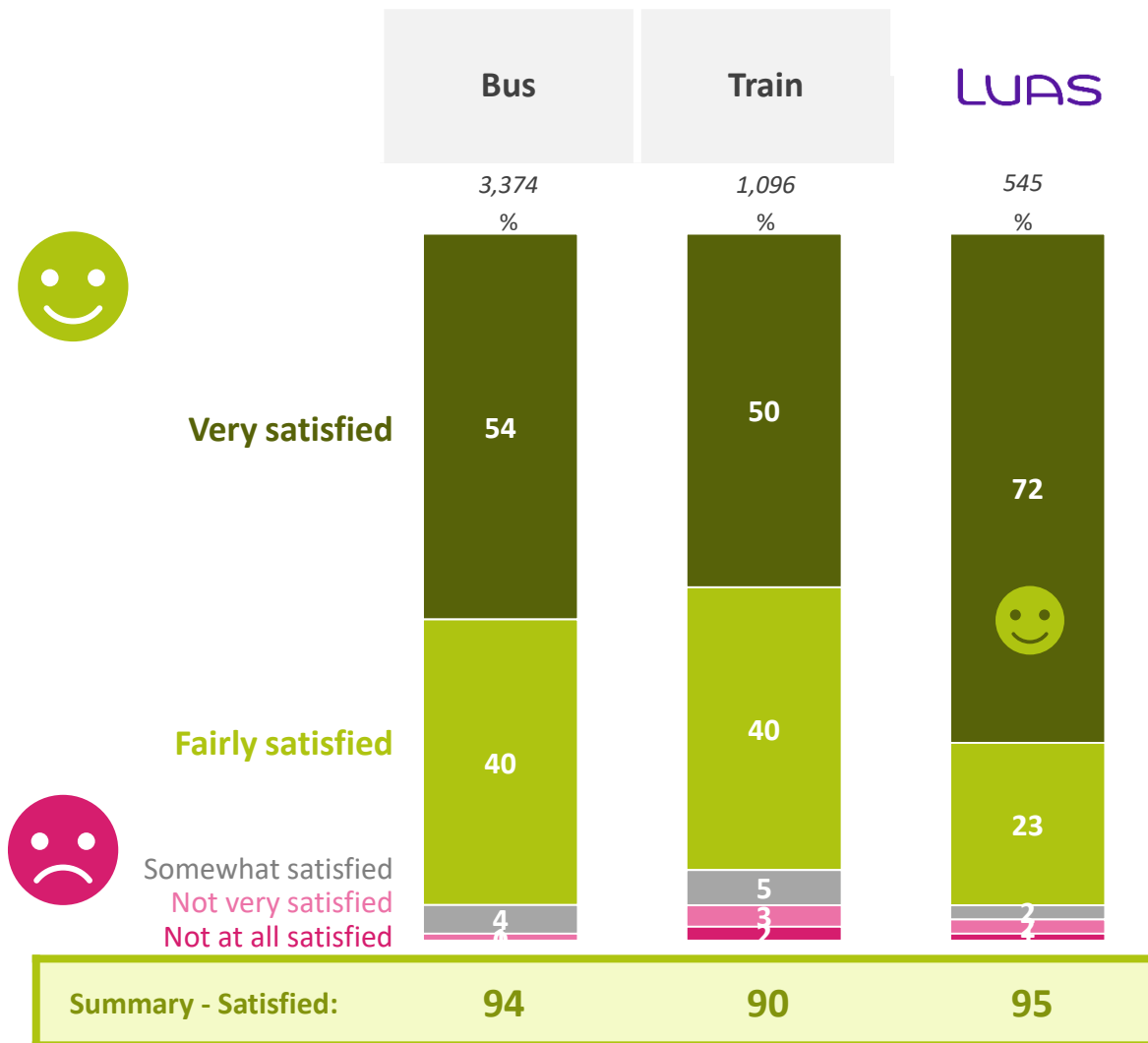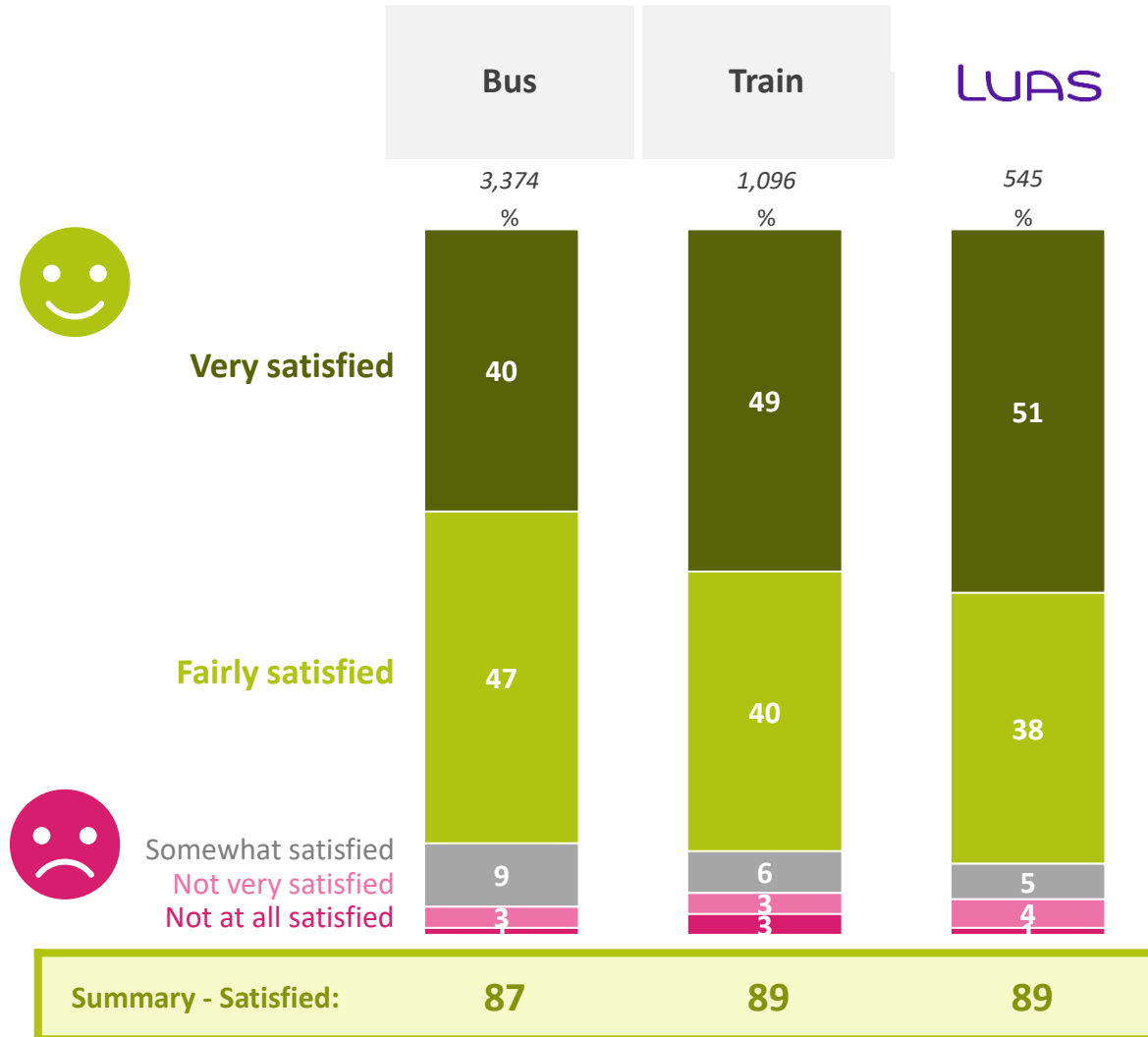
2.2 What's it like when using the service?

Base: All public transport customers - 5015

	Bus	Train	Luas
	3,374 %	1,096 %	545 %
Very satisfied	54	50	72
Fairly satisfied	40	40	23
Somewhat satisfied	4	5	2
Not very satisfied		3	
Not at all satisfied			
Summary - Satisfied:	**94**	**90**	**95**

Q5b Thinking about the train/bus/tram you normally travel on, how satisfied of dissatisfied are you with the overall condition of the ...

Base: All public transport customers - 5015

	Bus	Train	LUAS
	3,374 %	*1,096* %	*545* %
Very satisfied	40	49	51
Fairly satisfied	47	40	38
Somewhat satisfied	9	6	5
Not very satisfied	3	3	4
Not at all satisfied		3	1
Summary - Satisfied:	**87**	**89**	**89**

*Q6 How satisfied or dissatisfied are you with your overall level of comfort on the bus/train/tram you normally **travel on**?*
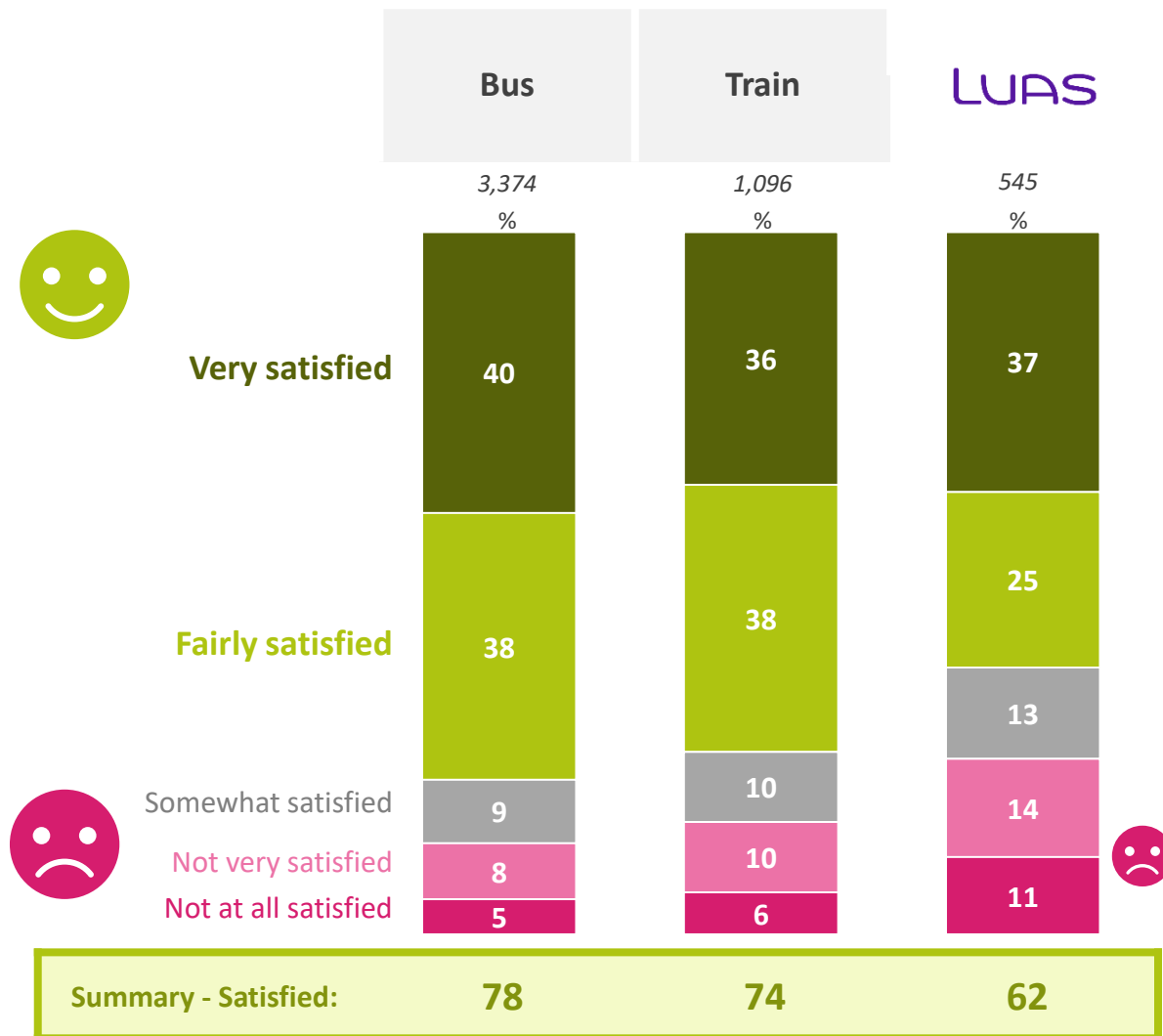
2.2 Comfort of the mode: Cork City fares best in terms of satisfaction with comfort on regional bus routes
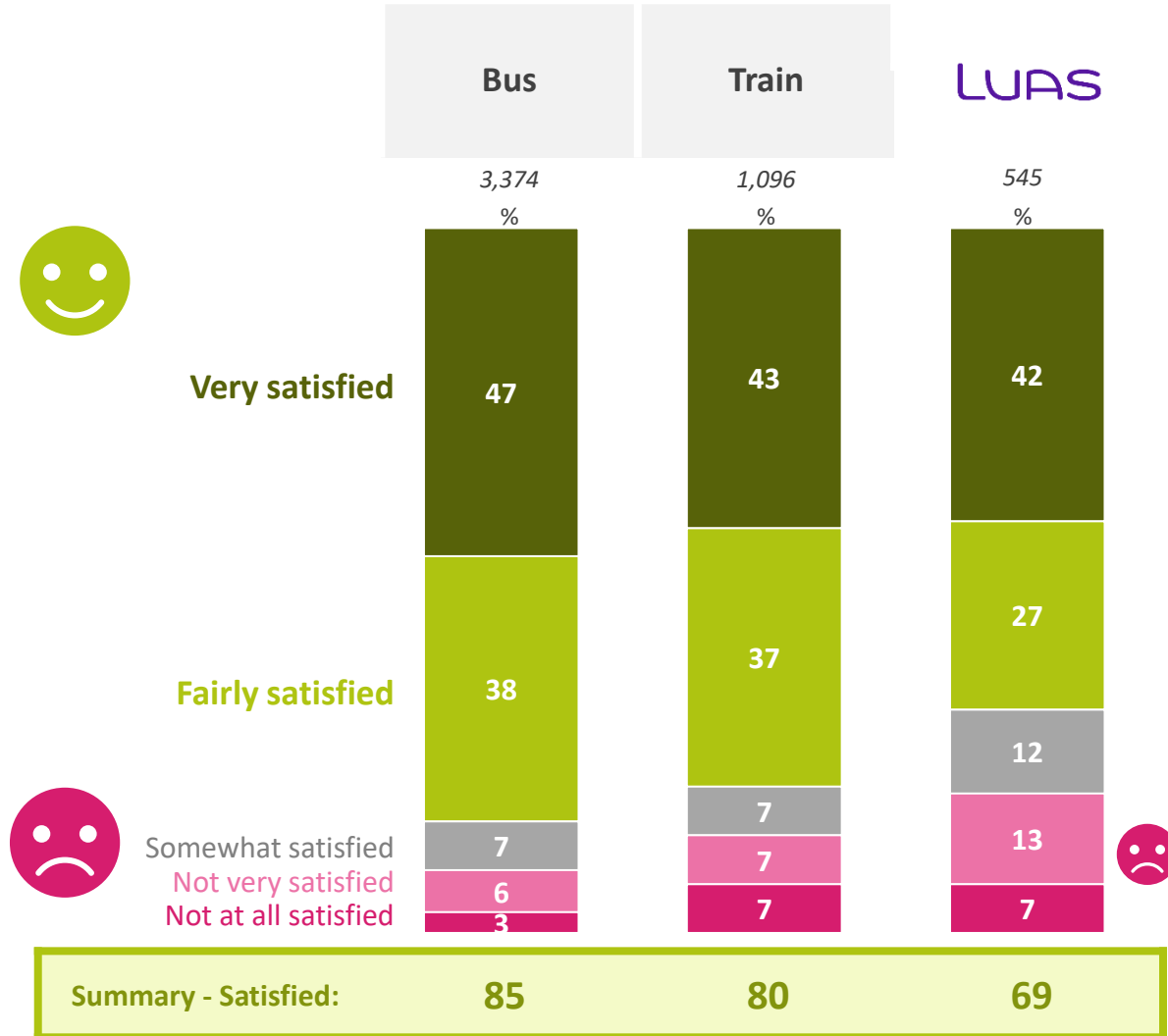
Base: All regional bus customers – 1,937

	Stage carriages	Dublin commuter	Cork City	Limerick City	Galway City	Waterford City
	273	471	447	248	337	161
	%	%	%	%	%	%
Very satisfied	50	51	58	21	39	49
Fairly satisfied	40	41	32	70	54	34
Somewhat satisfied	7	4	5	5	5	17
Not very satisfied	3	3	3	4	1	0
Not at all satisfied						
Summary - Satisfied:	**90**	**92**	**90**	**91**	**93**	**83**

Q6 How satisfied or dissatisfied are you with your overall level of comfort on the bus/train/tram you normally *travel on*?

Base: All public transport customers - 5015

Bus	Train	LUAS
3,374 %	1,096 %	545 %

Very satisfied — Bus: 40, Train: 36, Luas: 37

Fairly satisfied — Bus: 38, Train: 38, Luas: 25

Somewhat satisfied — Bus: 9, Train: 10, Luas: 13

Not very satisfied — Bus: 8, Train: 10, Luas: 14

Not at all satisfied — Bus: 5, Train: 6, Luas: 11

Summary - Satisfied:	78	74	62

*Q5b Thinking about the train/bus/tram you normally **travel on**, how satisfied of dissatisfied are you with the level of crowding inside*

4. Availability of seats: As with the level of crowding, where criticism arises, it is most pronounced for Luas.
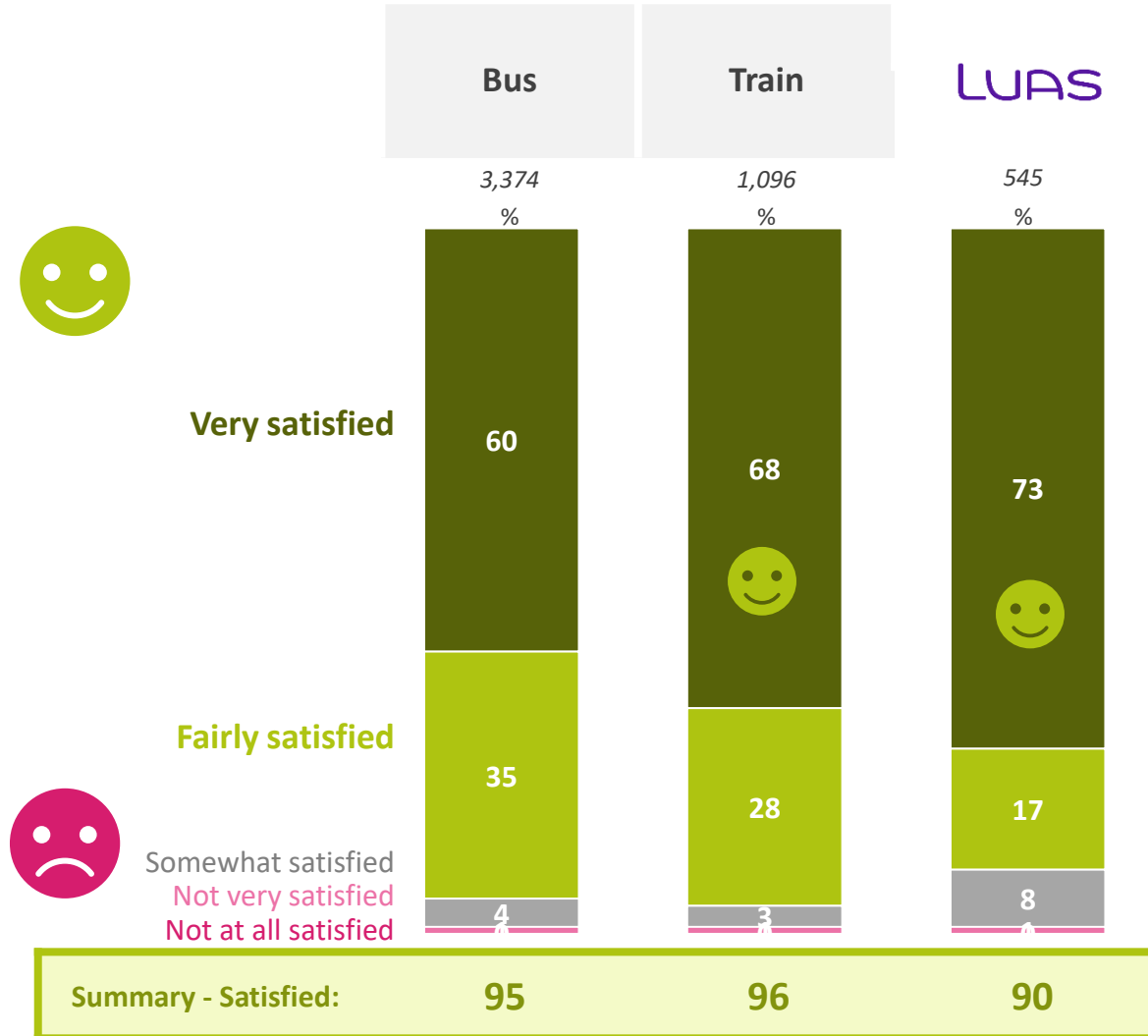
Base: All public transport customers - 5015

	Bus	Train	LUAS
	3,374 %	1,096 %	545 %
Very satisfied	47	43	42
Fairly satisfied	38	37	27
Somewhat satisfied	7	7	12
Not very satisfied	6	7	13
Not at all satisfied	3	7	7
Summary - Satisfied:	**85**	**80**	**69**

Q5b Thinking about the train/bus/tram you normally __travel on__, how satisfied of dissatisfied are you with the availability of seats

5. Personal safety during your journey: Bus performs best here.

Base: All public transport customers - 5015

	Bus	Train	LUAS
	3,374 %	1,096 %	545 %
Very satisfied	58	56	57
Fairly satisfied	37	35	27
Somewhat satisfied		5	7
Not very satisfied	3	2	7
Not at all satisfied			
Summary - Satisfied:	**95**	**91**	**84**

Q5b Thinking about the train/bus/tram you normally __travel on__, how satisfied of dissatisfied are you with your personal safety during your journey
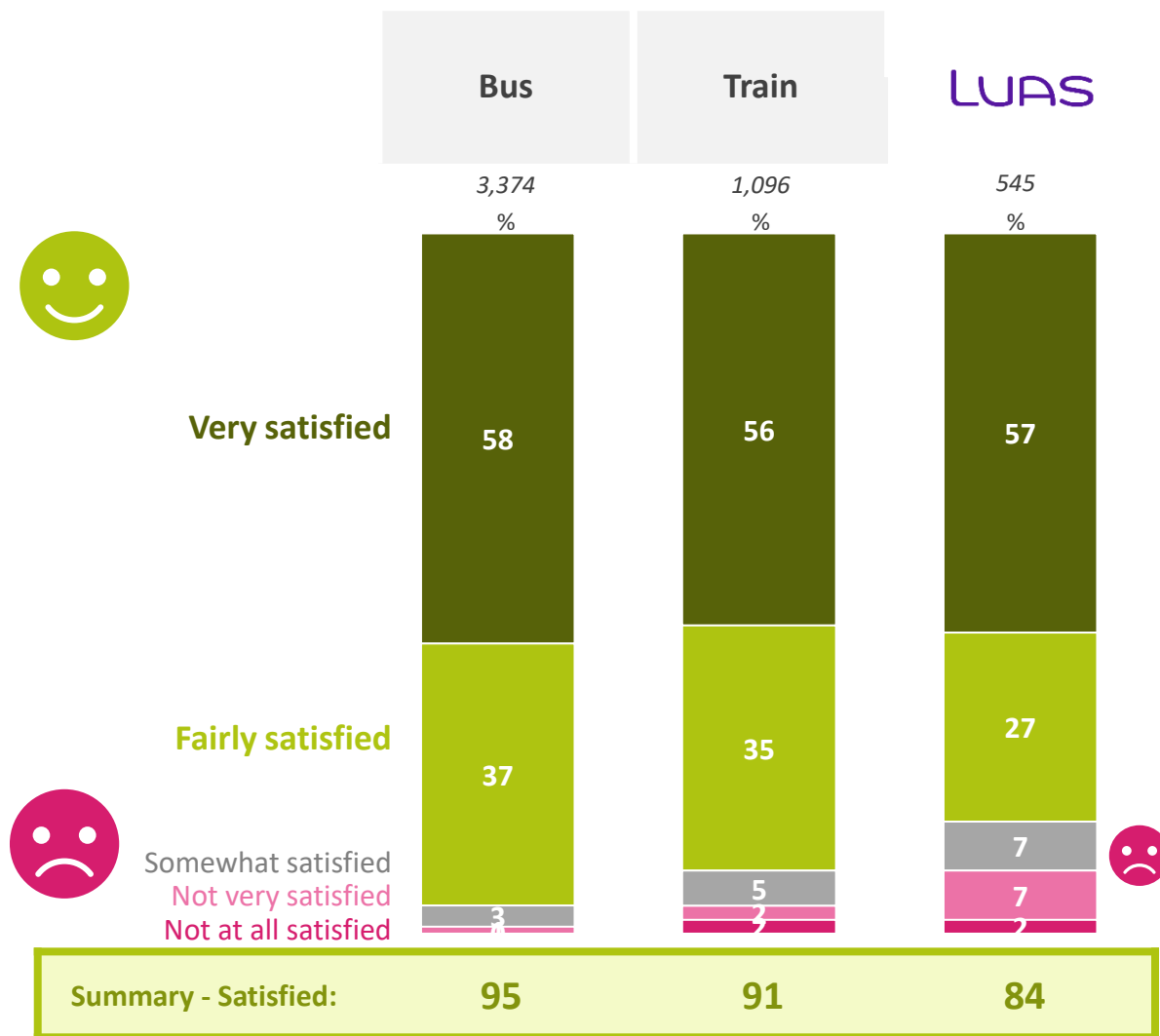
6. Ease of validating tickets: All modes performing well.

Base: All public transport customers - 5015

	Bus	Train	LUAS
	3,374 %	1,096 %	545 %
Very satisfied	60	68	73
Fairly satisfied	35	28	17
Somewhat satisfied / Not very satisfied / Not at all satisfied	4	3	8
Summary - Satisfied:	**95**	**96**	**90**

*Q5b Thinking about the train/bus/tram you normally **travel on**, how satisfied of dissatisfied are you with the ease of paying/validating your ticket*

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Base: All public transport customers - 5015

	Bus	Train	LUAS
	3,374 %	1,096 %	545 %
Very satisfied	53	60	62
Fairly satisfied	38	34	28
Somewhat satisfied	4	5	4
Not very satisfied			4
Not at all satisfied			
Summary - Satisfied:	**91**	**94**	**90**

Q5b Thinking about the train/bus/tram you normally <u>travel on</u>, how satisfied of dissatisfied are you with the ability to get on the first bus that arrives at your stop

8. Time taken for people to get on bus

Base: All bus users - 3374

Bus

3374
%

☺

Very satisfied	52
Fairly satisfied	40
Somewhat satisfied	
Not very satisfied	5
Not at all satisfied	3
Summary - Satisfied:	**92**

☹

*Q5b Thinking about the bus you normally **travel on**, how satisfied of dissatisfied are you with the time taken for people to get on the bus*

2.3 Reliability of the service

1. Reliability of mode arriving on time: Criticism highest for bus services, although the majority broadly satisfied

Base: All public transport customers - 5015

	Bus	Train	LUAS
	3,374 %	1,096 %	545 %
Very satisfied	31	48	64
Fairly satisfied	48	42	30
Somewhat satisfied	11	6	4
Not very satisfied	7	3	
Not at all satisfied	3		
Summary - Satisfied:	**79**	**90**	**94**

Q7A How satisfied or dissatisfied are you with the reliability of the bus/train/tram arriving on time?
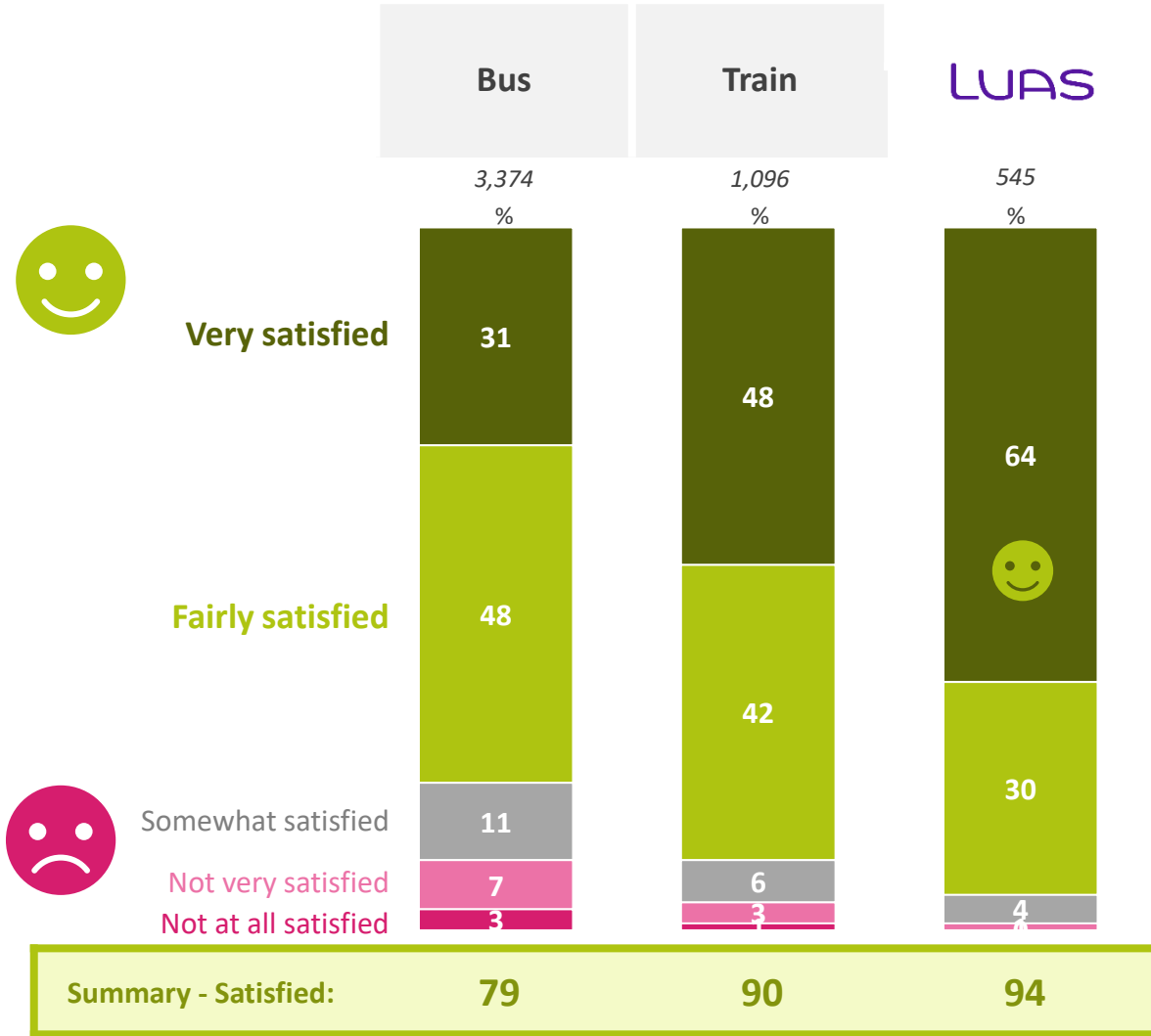
2. Getting to destination on time: Luas and rail fare best, with some minor levels of dissatisfaction evident for bus users.

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Base: All public transport customers - 5015

	Bus	Train	LUAS
	3,374 %	1,096 %	545 %
Very satisfied	34	49	66
Fairly satisfied	51	42	30
Somewhat satisfied	10	6	3
Not very satisfied	4	3	
Not at all satisfied	2		
Summary - Satisfied:	**85**	**91**	**96**

Q8 How satisfied or dissatisfied are you with the bus/train/tram getting you to your destination on time?
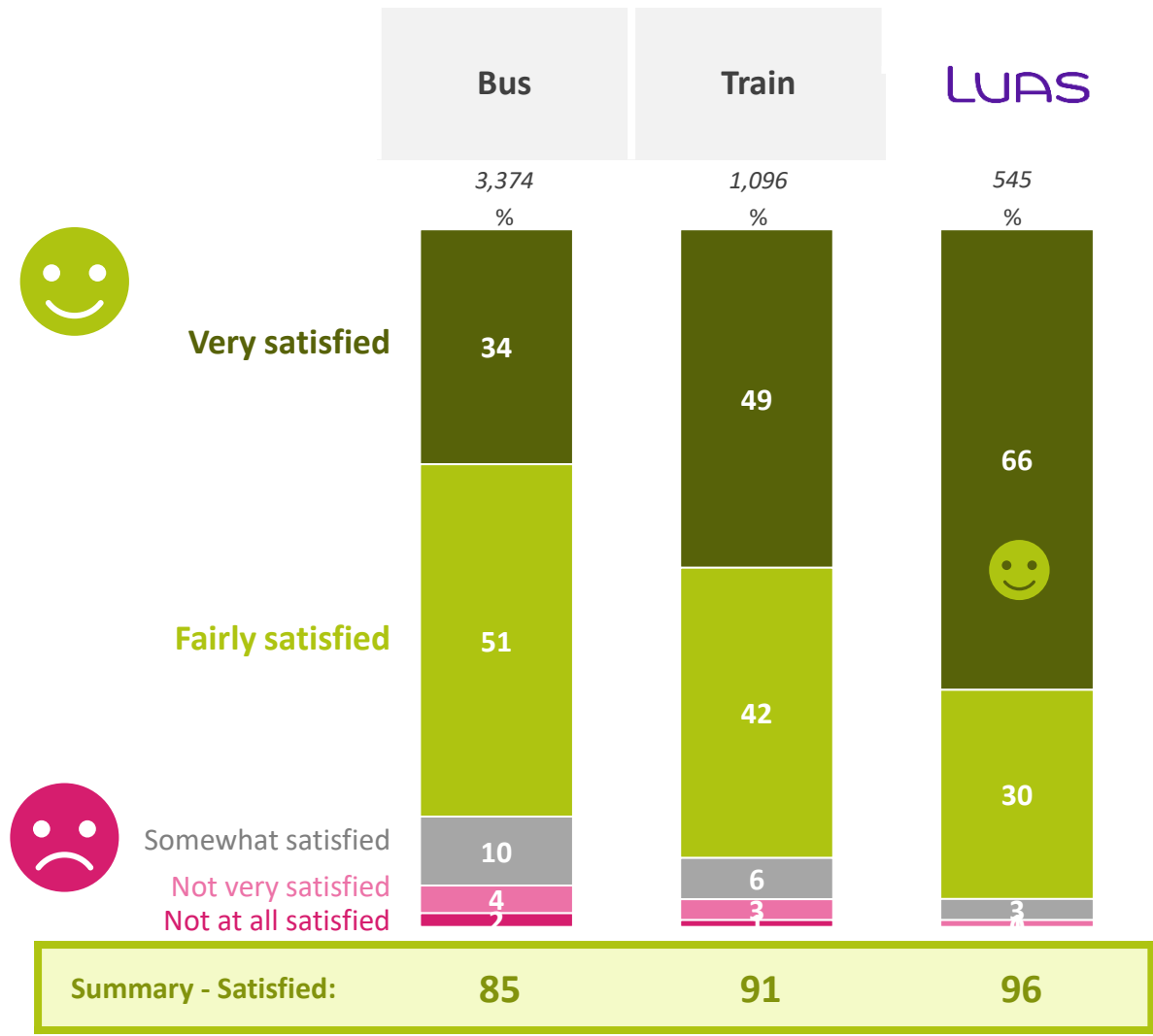
3. Frequency: Length of time between arrivals always better midweek vs weekends

Base: All public transport customers - 5015

	TOTAL		Bus		Train		LUAS	
	Weekday %	Weekend %	Weekday 3,374 %	Weekend 3,374 %	Weekday 1,096 %	Weekend 1,096 %	Weekday 545 %	Weekend 545 %
Very satisfied	50	40	48	39	45	36	64	50
Fairly satisfied	37	35	39	37	38	31	26	28
Somewhat satisfied	7	13	6	12	11	18	4	15
Not very satisfied	5	8	5	8	3	10	5	5
Not at all satisfied	2	4	2	5	3	5	1	1
Summary - Satisfied:	**87**	**75**	**87**	**76**	**83**	**67**	**90**	**78**

Q14 For bus/train/tram, how would you rate your level of satisfaction or dissatisfaction with (a) Length of time between buses on weekdays, (b) Length of time between buses on weekends?

4. Hours of operation: Some criticism across the board with Luas the strongest performer

Base: All public transport customers - 5015

	Any Bus	Any Train	LUAS
	3,374 %	1,096 %	545 %
Very satisfied	44	48	61
Fairly satisfied	40	35	28
Somewhat satisfied	7	8	4
Not very satisfied	6	4	6
Not at all satisfied	3	4	
Summary - Satisfied:	**84**	**83**	**89**

Q14 For bus/train/tram, how would you rate your level of satisfaction or dissatisfaction with the hours of operation of the bus/train/tram services?
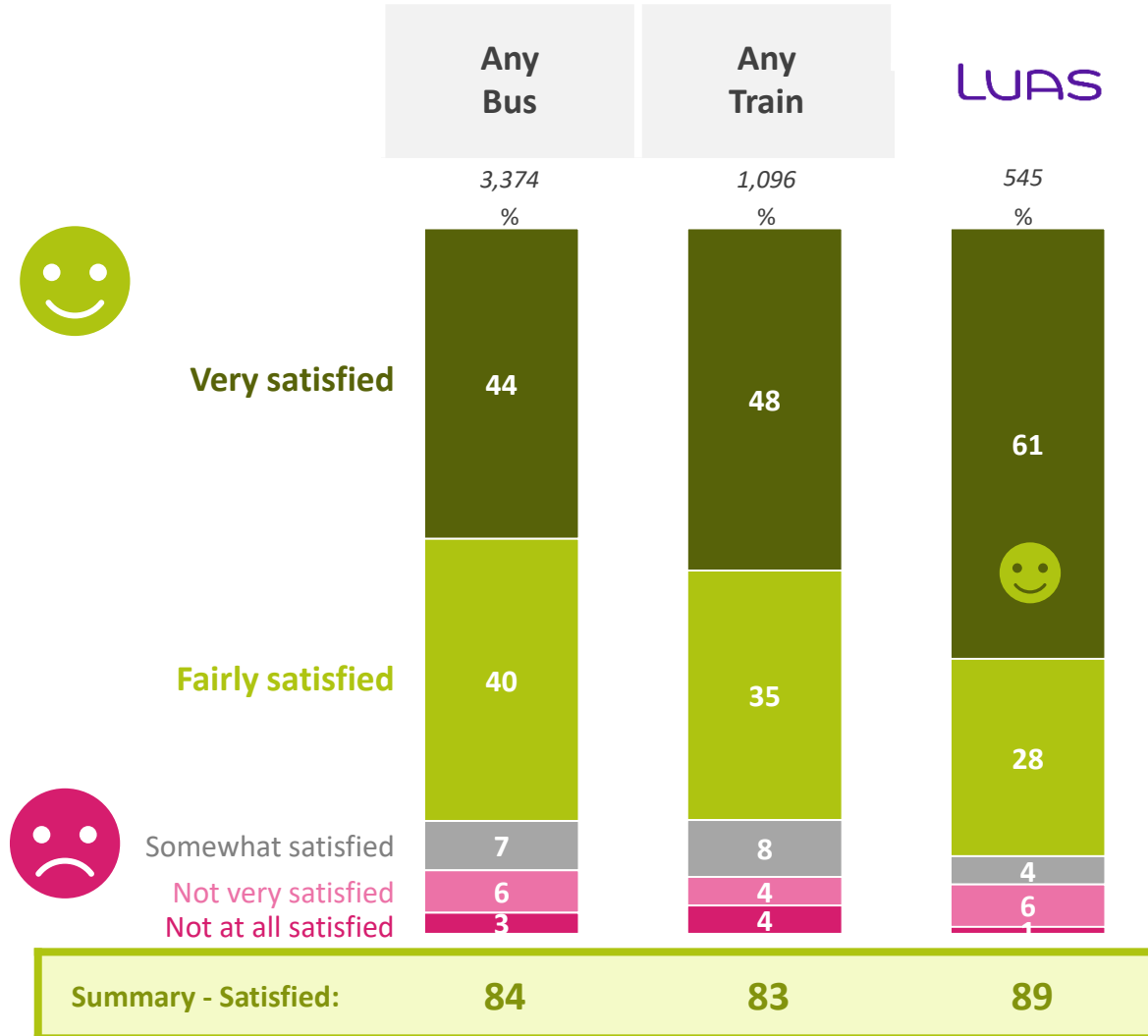
5.   Convenience of BUS route

Base: All bus users: 3,374

Bus

3,374
%

😊

Very satisfied | 49

Fairly satisfied | 42

Somewhat satisfied
Not very satisfied | 5
Not at all satisfied | 3

☹️

Summary - Satisfied: | 91

Q14 For bus services, how would you rate your level of satisfaction or dissatisfaction with bus routes in this area are convenient for your travel needs?
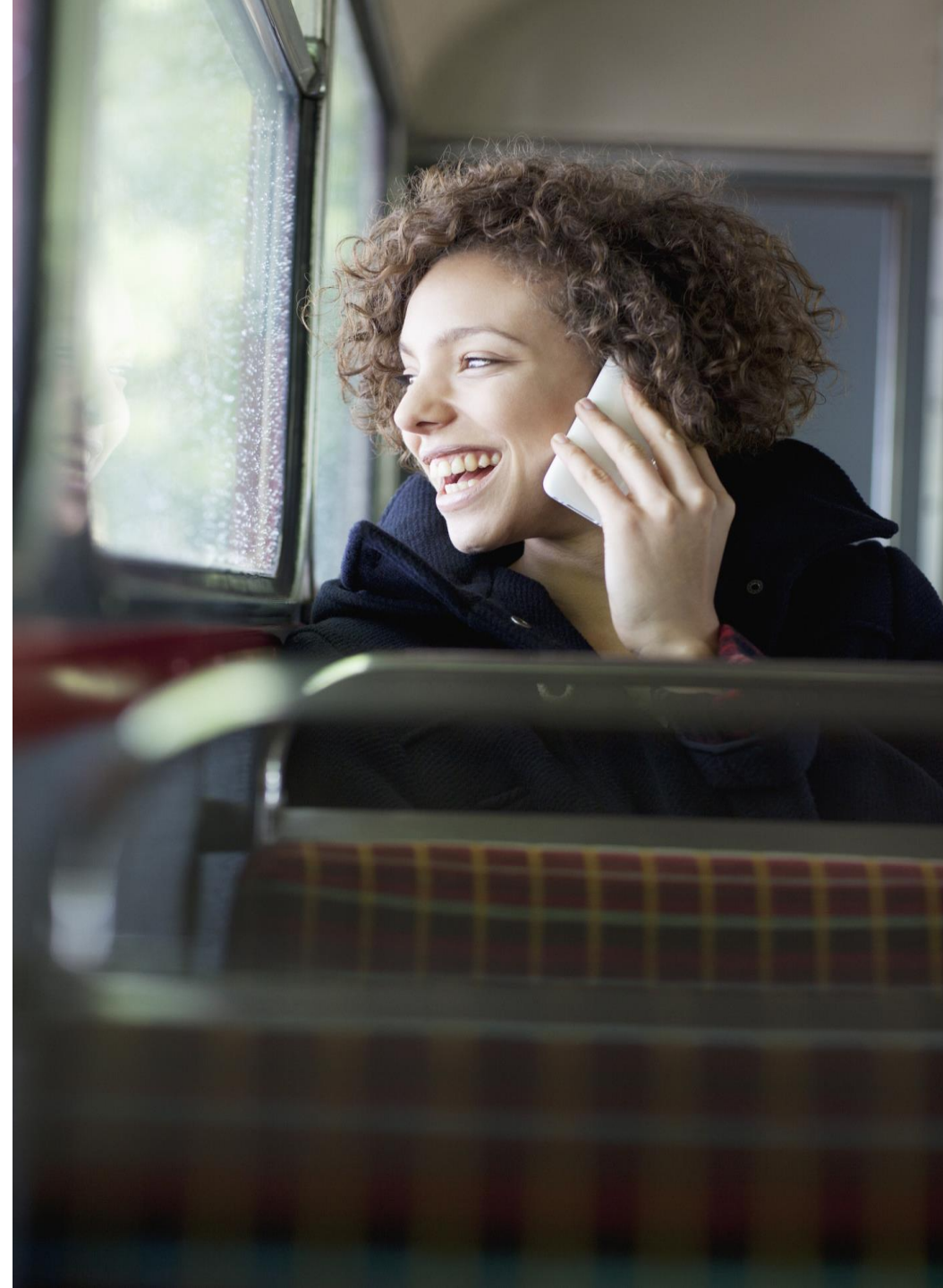
6. Making connections: Customers are broadly satisfied

Base: All public transport customers - 5015

	Bus	Train	LUAS
	3,374 %	1,096 %	545 %

Very satisfied

Bus	Train	LUAS
43	45	62

Fairly satisfied

Bus	Train	LUAS
42	33	27

Somewhat satisfied

Bus	Train	LUAS
10	18	8

Not very satisfied
Not at all satisfied

Bus	Train	LUAS
3	3	2

Summary - Satisfied:	86	78	89

Q14 For bus/train/tram, how would you rate your level of satisfaction or dissatisfaction that you are able to make connections with other public transport services?
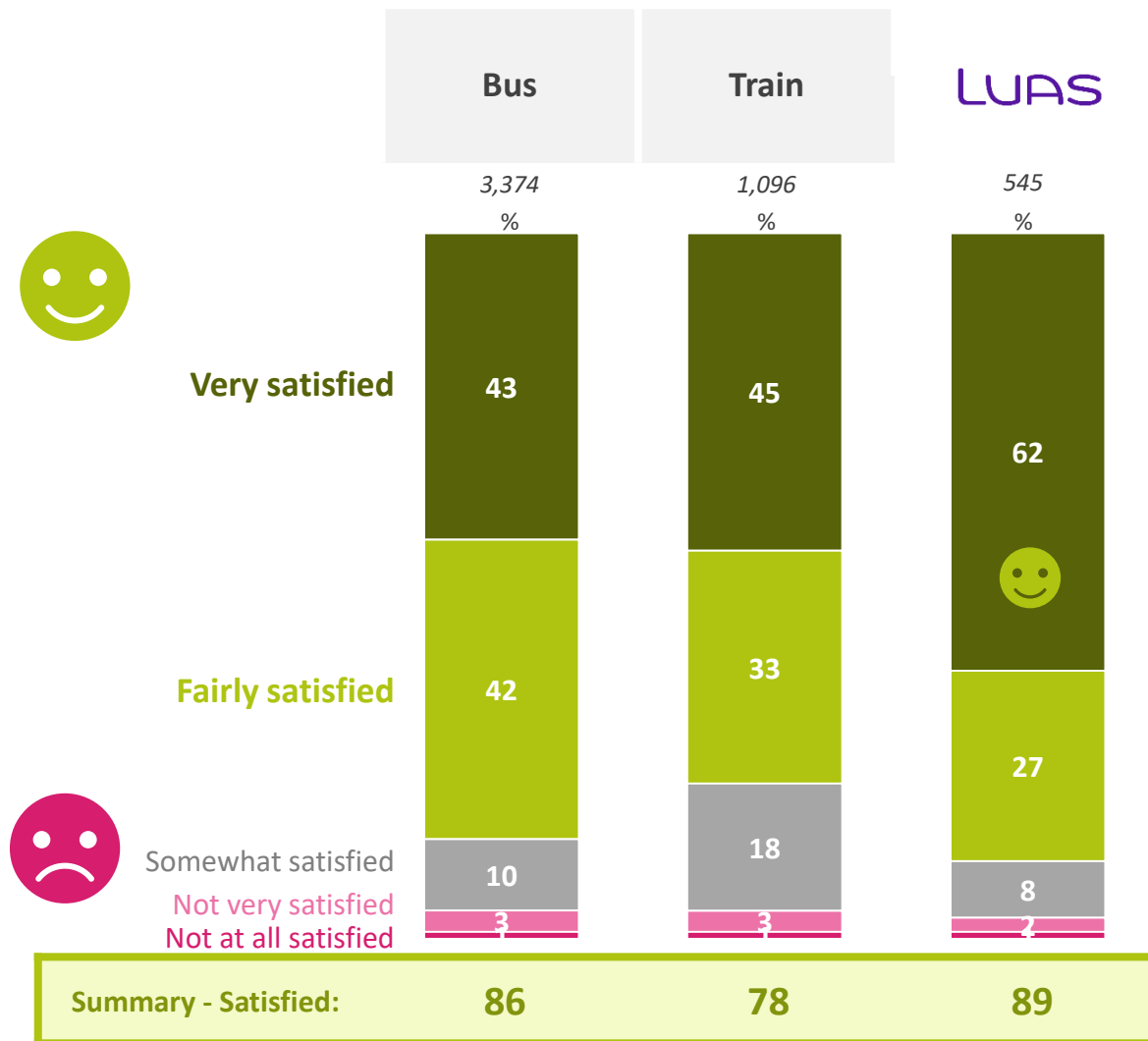
3. Ticketing

Leap Card dominates

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	Any Bus	Any Train	LUAS
	3,374	1,096	545
	%	%	%
Travel credit on Leap card — **62**	**65**	53	**60**
Free travel pass /DSP — **14**	13	**19**	14
Cash single / return ticket — **13**	13	11	16
Annual ticket — **3**	2	5	4
Rambler (on Leap Card) — **3**	4	-	-
Online single / return ticket — **2**	1	9	-
Weekly ticket — **2**	1	1	2
Monthly ticket — **1**	1	1	2

Q10A What type of ticket do you use most often?

Satisfaction with value for money: Generally high although train have about 12% who are somewhat critical.

Base: All customers ex those with free travel pass - 4037

	Bus	Train	LUAS
	2692 %	874 %	471 %
Very satisfied	37	37	46
Fairly satisfied	49	42	40
Somewhat satisfied	6	9	7
Not very satisfied	5	7	6
Not at all satisfied	3	5	
Summary - Satisfied:	86	79	86

Q11 How satisfied or dissatisfied are you with services in terms of __value for money__?
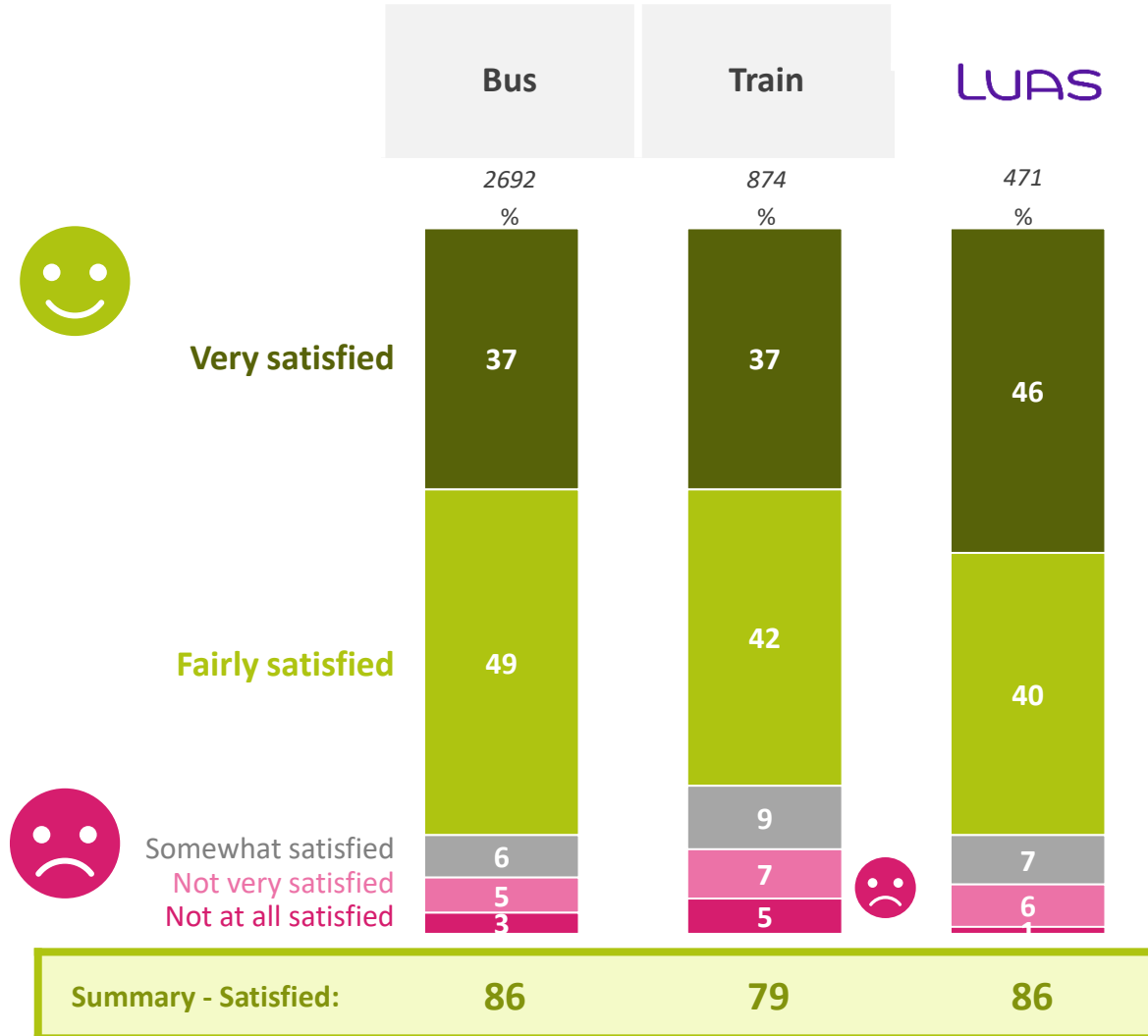
6.   Suggested areas for improvement

Suggested areas for improvement

Base: All who specified areas for improvement – 2,111

	TOTAL	Any Bus	Any Train	LUAS
Base :	2111	1,272	557	282
	%	%	%	%
More/Extra buses	15	25	-	0
Punctual/Reliable – arrive, leave on time/Turn up/Stick to timetable	12	19	6	1
Frequent/Regular service	10	11	12	8
Security staff - on board, stations, car park/Address anti-social behaviour	8	1	14	22
More trains/Extra carriages	7	-	28	5
Cheaper/Lower fares	7	9	6	4
More trams/Extra carriages	6	-	-	27
Provide/Run later at night	5	3	7	8
Better service at weekends (more often, earlier, later)	4	3	8	4
Better standard of hygiene/Cleanliness – cleaner trains, buses, seats	4	5	6	0
Others (all 3% or less)	49	47	52	48

Q.19 Do you have any suggested areas for improvement? - Specified

8.   Summary of satisfaction ratings

All forms of transport: Summary satisfaction scores

NPS **+36**

B&A

% Satisfied

Category	Value
87	92	90	87	92	92	94	83	87	93	87	75	81	93	85	87	75	85	91	85

Overall Sat | On-Boarding | Operations | The Journey | VFM | Frequency Factors

% Dissatisfied

| 7 | 3 | 4 | 4 | 3 | 4 | 1 | 8 | 5 | 2 | 5 | 16 | 11 | 3 | 9 | 7 | 12 | 8 | 4 | 4 |

OVERALL SATISFACTION | Condition of stop | Real time info | Timetables | Personal Safety at stop | First tram to arrive | Ease of paying/validating | Reliability - arrives on time | Getting to destination on time | Condition of the tram | Comfort | Level of crowding | Availability of seats | Personal safety on tram journey | Value for money | Length of time between trams - weekdays | Length of time between trams - weekends | Hours of operation | Convenient routes | Can make connections

Any Bus: Overall satisfaction scores

NPS **+31**

B&A

% Satisfied

% Dissatisfied

Category	
Overall Sat	
On-Boarding	
Operations	
The Journey	
VFM	
Frequency Factors	

% Satisfied values:
- OVERALL SATISFACTION: 85
- Condition of stop: 91
- Real time info: 89
- Timetables: 88
- Time taken to board: 92
- Personal Safety at stop: 94
- First bus to arrive: 91
- Ease of paying/validating: 95
- Reliability - arrives on time: 79
- Getting to destination on time: 84
- Condition on time: 94
- Condition of the bus: 87
- Comfort: 78
- Level of crowding: 85
- Availability of seats: 95
- Personal safety on bus journey: 86
- Value for money: 87
- Length of time between buses - weekdays: 76
- Length of time between buses - weekends: 84
- Hours of operation: 91
- Convenient routes: 86

% Dissatisfied values:
- OVERALL SATISFACTION: 9
- Condition of stop: 4
- Real time info: 5
- Timetables: 4
- Time taken to board: 4
- Personal Safety at stop: 2
- First bus to arrive: 4
- Ease of paying/validating: 1
- Reliability - arrives on time: 10
- Getting to destination on time: 6
- Condition on time: 1
- Condition of the bus: 4
- Comfort: 13
- Level of crowding: 9
- Availability of seats: 1
- Personal safety on bus journey: 8
- Value for money: 7
- Length of time between buses - weekdays: 13
- Length of time between buses - weekends: 9
- Hours of operation: 4
- Convenient routes: 4

Any Train: Overall satisfaction scores

NPS +35

B&A

% Satisfied

89	92	89	87	89	94	95	90	91	90	88	74	79	91	79	83	68	84	78		

Overall Sat | **On-Boarding** | **Operations** | **The Journey** | **VFM** | **Frequency Factors**

% Dissatisfied

| 5 | 2 | 2 | 3 | 5 | 1 | 1 | 4 | 4 | 5 | 6 | 16 | 14 | 4 | 12 | 5 | 15 | 8 | 4 |

OVERALL SATISFACTION
Condition of stop
Real time info
Timetables
Personal Safety at stop
First train to arrive
Ease of paying/validating
Reliability - arrives on time
Getting to destination on time
Condition of the train
Comfort
Level of crowding
Availability of seats
Personal safety on train journey
Value for money
Length of time between trains - weekdays
Length of time between trains - weekends
Hours of operation
Can make connections

LUAS: Summary satisfaction scores

NPS +59

B&A

% Satisfied values (left to right):
93, 96, 73, 92, 84, 85, 90, 91, 95, 96, 95, 89, 62, 69, 84, 93, 86, 90, 78, 89, 89

Categories: Overall Sat | On-Boarding | Operations | The Journey | VFM | Frequency Factors

% Dissatisfied values (left to right):
2, 1, 16, 4, 2, 9, 6, 1, 1, 1, 3, 5, 25, 19, 9, 4, 7, 6, 7, 7, 3

Axis labels (left to right):
OVERALL SATISFACTION, Condition of stop, Level of crowding at stop, Real time info, Ticket machine, Personal Safety at stop, First tram to arrive, Ease of paying/validating, Reliablility - arrives on time, Getting to destination on time, Condition of the tram, Comfort, Level of crowding, Availability of seats, Personal safety on tram journey, Alighting at stop, Value for money, Length of time between trams - weekdays, Length of time between trams - weekends, Hours of operation, Can make connections

2019 NTA Customer Satisfaction Questions

Q1a How often do you travel on a bus?

Q1b How often do you travel on the train?

Q1c How often do you travel on the LUAS?

1.   Every day/weekday
2.   2-4 days per week
3.   Once a week
4.   At least once a month
5.   Once every 2 to 3 months
6.   Once every 4 to 6 months
7.   Less frequently

Q2   How satisfied or dissatisfied are you with the service provided by **(service used)** overall?

1.   Very satisfied
2.   Fairly satisfied
3.   Neither satisfied nor dissatisfied
4.   Fairly dissatisfied
5.   Very dissatisfied

Q3 You said you were **[RESPONSE FROM Q2]** overall with the service provided. Please could you tell us the main reasons for this?

Q4Aa Which of the following are at the bus stop you usually get on at?

Q4Ab Which of the following are at the train station you usually get on at?

1.   a shelter
2.   real time information sign

IF DUBLIN BUS –
3.   timetable/information panel

IF BUS EIREANN OR PRIVATE COACH OR IRISH RAIL OR DART – CODE 2, 3, 4, 5 AT A1
4.   timetable/information panel (which may include a journey map and information on ticketing and the route)

If IRISH RAIL OR DART –
5.   escalators
6.   elevators
7.   public toilets
8.   ticket machine
9.   car parking facilities…(needs to be included as it's referred to in Q4Bc, Train/Dart).
10.   bicycle storage facilities…(needs to be included as it's referred to in Q4Bc, Train/Dart).
11.   None of these

IF ANY BUS: (DUBLIN BUS, BUS EIREANN, PRIVATE BUS)
Q4Ba Thinking about the **STOP** where you normally catch your bus, how satisfied or dissatisfied are you with …

IF ANY TRAIN: (IRISH RAIL, DART)
Q4Bb Thinking about the **STATION** where you normally catch your train, how satisfied or dissatisfied are you with …

IF LUAS:
Q4Bc Thinking about the **STOP** where you normally catch your tram, how satisfied or dissatisfied are you with
INTERVIEWER: SHOW SCREEN WITH SCALE AND READ OUT STATEMENT SCRIPTER: SINGLE CODE. RANDOMISE STATEMENTS

BUS:
1.   overall condition of the bus stop/shelter
2.   the real time information sign IS THIS RULE ACTIVATED?
3.   the timetable/information panel provided
4.   your personal safety at the bus stop

TRAIN/DART:
5.   overall condition of the platform/station

2

6. the real time information sign
7. timetable/information panel
8. your personal safety at the station
9. the range of facilities provided at the station
10. car parking facilities provided at or near the station
11. bicycle storage facilities provided at the station
12. transport links/connections with other modes of transport at the station
13. that the shelter provides sufficient cover during periods of bad

LUAS:
14. overall condition of the stop
15. the real time information sign
16. the ticket machine
17. the level of crowding at the Luas stop
18. alighting at the stop
19. your personal safety at the stop
20. transport links/connections with other modes of transport at the stop

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
6. Don't know/Not applicable (DO NOT READ OUT

ASK ALL BUS USERS (DUBLIN BUS, BUS EIREANN, PRIVATE BUS) N1 Have you ever looked at or used timetable information displayed at most bus stops?

| Yes | 1 |
| No | 2 |

IF YES
N2   Do you think the timetables at your regular stop is displaying information about…

The time the bus is scheduled to arrive at your stop	1
The time at which the **bus leaves its terminus**/Stop 1	2
Don't know	3

IF NO
N3   Why do you not use the timetables?

Times are unreliable	
The service is very frequent and so I just tend to arrive	
Use my app more/use before to guide my timing	
Trust the app more/app is more reliable	
My stop has real time information	
Other specify	

ASK ALL
N4   In the absence of real time information, which timetable would you prefer to see at the stops you use?

The time the bus is **scheduled to arrive at your stop**	1
The time at which the **bus leaves its terminus**/Stop 1	2
Don't know	3

Q.4Baa1 Do you own a mobile phone?

Yes	1
No	2

Q4Ba1 Do you use an App on your phone to give you Real-Time/Live (PIPE THROUGH RELEVANT TRANSPORT TYPE FROM Q,A1) times from?

Yes	1
No	2

Use an App
Q4Ba2 Which App do you use most often? **SINGLE CODE.**

TFI Real Time Ireland	1
Dublin Bus Official (Only show Dub Bus Users)	2
Irish Rail Official (Only show Irish Rail Users)	3
Luas Official (Only show Luas Users)	4
Unofficial App	5
No, I don't know what App I use	6
Other, please specify	7

AWARE OF APP
Q4Ba3 How often, if at all, do you use this app when using the Dublin Bus services? **SINGLE CODE.**

Every time	1
Most of the time	2
Half of the time	3
A quarter of the time	4
Never	

IF EVER USE: CODE 1-4 AT Q.4Ba2
Q4Ba4 How accurate or inaccurate do you think the Real Time information is when you use this app? Please use a scale of 1 to 10, where 1 is not at all accurate and 10 is extremely accurate.

1 – Not at all accurate	2	3	4	5	6	7	8	9	10 – Extremely accurate
1	2	3	4	5	6	7	8	9	10

HAVE REAL TIME AT THEIR STOP
Q4Ba5 I would like you now to think about the real time information sign **at the stop** where you normally catch your bus. Using a scale of 1 to 10 where 1 is not at all accurate and 10 is extremely accurate, how

accurate or inaccurate would you say the information provided on this sign at the stop is?

1 – Not at all accurate	2	3	4	5	6	7	8	9	10 – Extremely accurate
1	2	3	4	5	6	7	8	9	10

ASK ALL

N5   In rank order which of the following sources of information are you most likely to use if you are taking one of your most regular journeys? Which is the first one you are most likely to check? INTERVIEWER COLLECT RANKING.

N6   And if you are making a new or different journey, what might that ranking be like? Which is likely to be the first one you might use? The second…

	Q.N3	Q.N4	
None. Know time and route.			If selected, no ranking required.
	Rank 1 = most likely 0 = never use	Rank 1 = most likely 0 = never use	
Timetable/route planning information published at stops/stations			
A timetable that I printed from the transport website or picked up on a bus or at a bus station			
A transport app.			
A transport website.			
Google maps/Apple maps.			
Other (specify)_____			

ASK IF ANY BUS: (DUBLIN BUS, BUS EIREANN, PRIVATE BUS)
Q5a Thinking about the bus you normally **travel on**, how satisfied of dissatisfied are you with …

ASK IF ANY TRAIN: (IRISH RAIL, DART)
Q5b Thinking about the train you normally **travel on**, how satisfied of dissatisfied are you with …

ASK IF LUAS:
Q5c Thinking about the tram you normally **travel on**, how satisfied of dissatisfied are you with …

1.   the overall condition of the bus
2.   the overall condition of the train
3.   the overall condition of the tram
4.   the level of crowding inside
5.   the availability of seats
6.   your personal safety during your journey
7.   ability to get on the first bus that arrives at your stop
8.   the time taken for people to get on the bus

9.   ease of paying/validating your ticket

1.   Very satisfied
2.   Fairly satisfied
3.   Neither satisfied nor dissatisfied
4.   Fairly dissatisfied
5.   Very dissatisfied

Q6 How satisfied or dissatisfied are you with …

IF BUS
A.   … your overall level of comfort on the bus you normally <u>travel on</u>?

IF TRAIN
B.   … your overall level of comfort on the train you normally **<u>travel on</u>**?

IF LUAS
C.   … your overall level of comfort on the tram you normally **<u>travel on</u>**?

1.   Very satisfied
2.   Fairly satisfied
3.   Neither satisfied nor dissatisfied
4.   Fairly dissatisfied
5.   Very dissatisfied

Q7A How satisfied or dissatisfied are you with …

a)   … the reliability of the bus arriving **<u>on time</u>**?

b)   … the reliability of the train arriving **<u>on time</u>**?

c)   … the reliability of the LUAS arriving **<u>on time</u>**?

1.   Very satisfied
2.   Fairly satisfied
3.   Neither satisfied nor dissatisfied
4.   Fairly dissatisfied
5.   Very dissatisfied

ASK ALL DISSATISFIED ABOUT SERVICE ARRIVING ON TIME:
Q7B Why were you dissatisfied?

- Always late
- Regularly late

- Sometimes late
- Always early
- Regularly early
- Sometimes early
- Service frequently does not show up

Q8   How satisfied or dissatisfied are you with …

SCRIPTER: SHOW IF CODE 1-3 AT A1
a)   … the bus getting you **to your destination on time**?

SCRIPTER: SHOW IF CODE 4-5 AT A1
b)   … the train getting you **to your destination on time**?

SCRIPTER: SHOW IF CODE 6 AT A1
c)   … the tram getting you **to your destination on time**?

1.   Very satisfied
2.   Fairly satisfied
3.   Neither satisfied nor dissatisfied
4.   Fairly dissatisfied
5.   Very dissatisfied

ASK ALL

Q10A What type of ticket do you use most often?

1. Cash single / return ticket
2. Online single / return ticket **[SCRIPTER: SHOW IF CODE 2,4 OR 5 AT A1]**
3. Leap card (using credit you top up) **[SCRIPTER: DO NOT SHOW IF CODE 3 PRIVATE BUS AT A1)]**
4. Weekly ticket
5. Monthly ticket
6. Annual ticket
7. Rambler (on Leap Card) **[SCRIPTER: SHOW IF CODE 1 (DUBLIN BUS AT A1)]**
8. Free travel pass /DSP card
9. Other (specify)_____

Q10B Do you avail of the Taxsaver ticket scheme through your employer?

1. 1 Yes
2. 2 No

Q11 How satisfied or dissatisfied are you with …?

SCRIPTER: SHOW IF CODE 1-3 AT A1
a) … bus services in terms of **value for money**?

SCRIPTER: SHOW IF CODE 4-5 AT A1
b) … train services in terms of **value for money**?

SCRIPTER: SHOW IF CODE 6 AT A1
c) … Luas services in terms of **value for money**?

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied

Q14 how would you rate your level of satisfaction or dissatisfaction with each of the following:

SCRIPTER: SHOW IF (DUBLIN BUS, BUS EIREANN, PRIVATE BUS)
a)   Length of time between buses on weekdays?
b)   Length of time between buses on weekends?
c)   ...already asked in Q5a.7The hours of operation of the bus services?
d)   That you are able to make connections with other public transport services?
e)   bus routes in this area are convenient for your travel needs

SCRIPTER: SHOW IF (IRISH RAIL, DART)
f)   Length of time between trains on weekdays?
g)   Length of time between trains on weekends?
h)   That you are generally able to get on the first train that arrives?
i)   The hours of operation of train services?
j)   That you are able to make connections with other public transport services?

SCRIPTER: SHOW IF (LUAS)
k)   Length of time between trams on weekdays?
l)   Length of time between trams on weekends?
m)   That you are generally able to get on the first tram that arrives?
n)   The hours of operation of tram services?
o)   That you are able to make connections with other public transport services?

INTERVIEWER: SHOW SCREEN WITH SCALE AND READ OUT STATEMENT SCRIPTER: SINGLE CODE. RANDOMISE

1.   Very satisfied
2.   Fairly satisfied
3.   Neither satisfied nor dissatisfied
4.   Fairly dissatisfied
5.   Very dissatisfied
6.   Don't know

Q15a What do you use the bus for? **ALLOW MULTI CODE**

Q15b What do you use the train for?

Q15c What do you use the tram for?

1.   Shopping
2.   Leisure/Sports
3.   Work
4.   School/College
5.   Travelling home at the weekends **[SCRIPTER: SHOW IF CODE 2-4 AT A1]**
6.   Other

Q.17   How likely are you to **recommend** the 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

0 Not at all likely to recommend 1
2
3
4
5
6
7
8
9
10 Extremely likely to recommend
99 Don't know/Refused

Q18 In your opinion is the service better now, worse or about the same as it was versus 12 months ago?

1   Better now
2   About the same
3   Worse than it was
4   Don't know

Q16A Thinking about your <u>most recent journey on bus</u> **,** what was the route number of the bus you travelled on?

Q16B Thinking about your <u>most recent journey</u> on train, what station did you get on at?

Q16C Thinking about your <u>most recent journey</u> on Luas, which line did you travel on?

1.   Red Line
2.   Green Line

Q16D How satisfied were you with your <u>most recent trip</u> ?
1.   Very satisfied
2.   Fairly satisfied
3.   Neither satisfied nor dissatisfied
4.   Fairly dissatisfied
5.   Very dissatisfied

Q.19   Do you have any suggested areas for improvement?

1.   Yes (please specify)
2.   No
3.   Don't know

Thank you.

B&A RESEARCH & INSIGHT

Delve Deeper