



## NTA Mystery Passenger Survey Eastern Coastal Commuter Quarter 4 2023 & Quarter 1 2024

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## Research Background:

This research programme monitors service, quality and compliance with contractual Bus Éireann 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 Bus Éireann through the eyes of ‘customers’.

60 mystery shops were conducted during Quarter 4 2023 and Quarter 1 2024, with mystery shoppers acting as passengers while waiting for and on-board selected routes. A broad spread of bus routes were covered across different days of the week and times of the day.

The mystery shops were carried out by trained Ipsos assessors. These interviewers use mobile devices which enable both discreet and effective captures of location, bus and driver details at stops, when boarding, on board and after alighting buses.

Quarter 4 2023 took place between September 11<sup>th</sup> 2023 and December 31<sup>st</sup> 2023, with Quarter 1 2024 taking place between 1st Jan to 24th March 2024.

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

## Bus Equipment Performance

Contains questions relating to the following Bus Equipment Performance:

- Centre Doors
- Information Displays / Audio Announcements
- Interior Lighting / On-board Temperature
- CCTV
- WIFI

## Bus Equipment Performance

### Bus Centre Doors

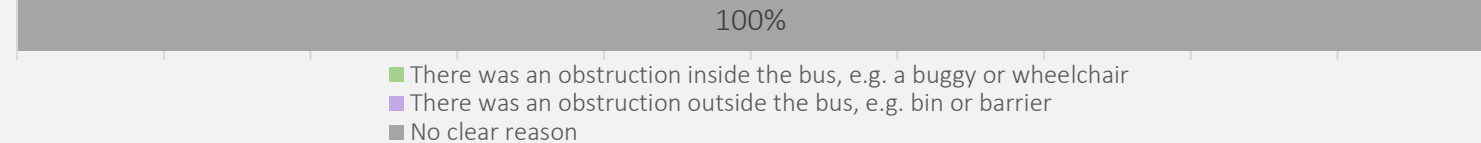
30A. When you were boarding the bus, did the driver open the centre doors for passengers who were getting off the bus?  
(IF YES TO CENTRE DOORS Q30/1) \*11

Q4-Q1



30B. If "No" What were the reasons? \*3

Q4-Q1



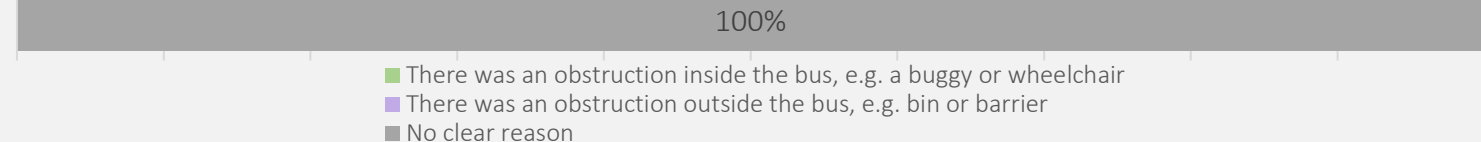
66. When alighting, did the driver open the centre doors for you to alight?  
(IF YES TO CENTRE DOORS Q30/1) \*11

Q4-Q1



66A. If "No" What were the reasons? \*9

Q4-Q1

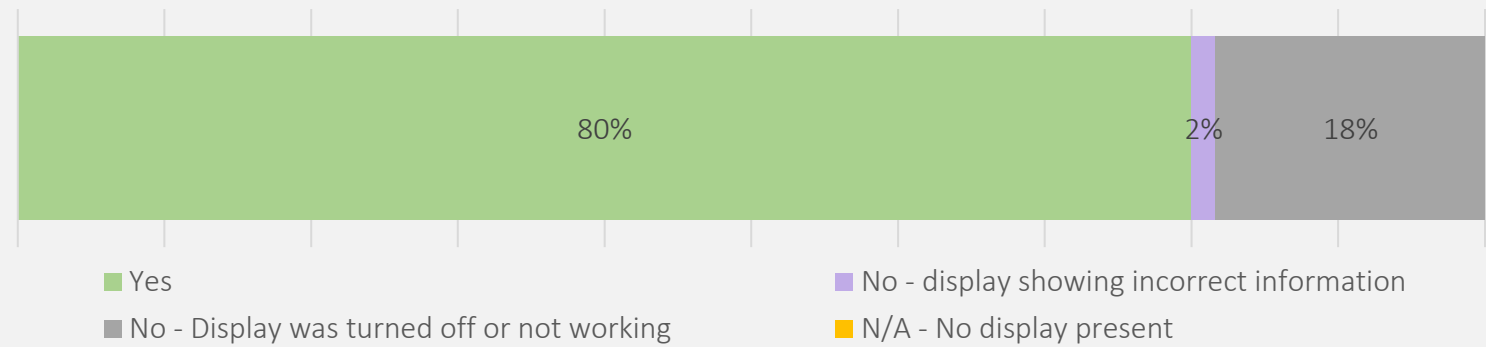


## Bus Equipment Performance

### Bus Electronic Board Performance

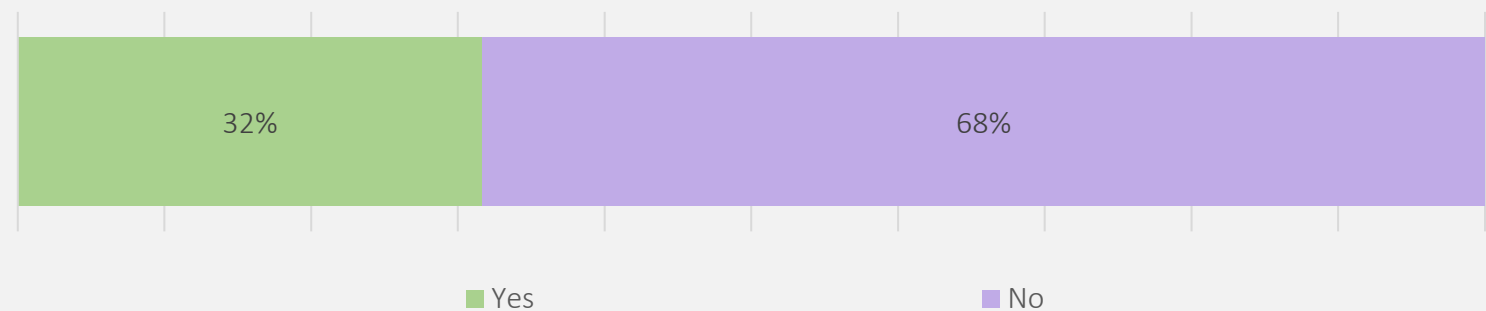
60. Was the information displayed on the electronic board showing correct 'next stop' information? \*60

Q4-Q1



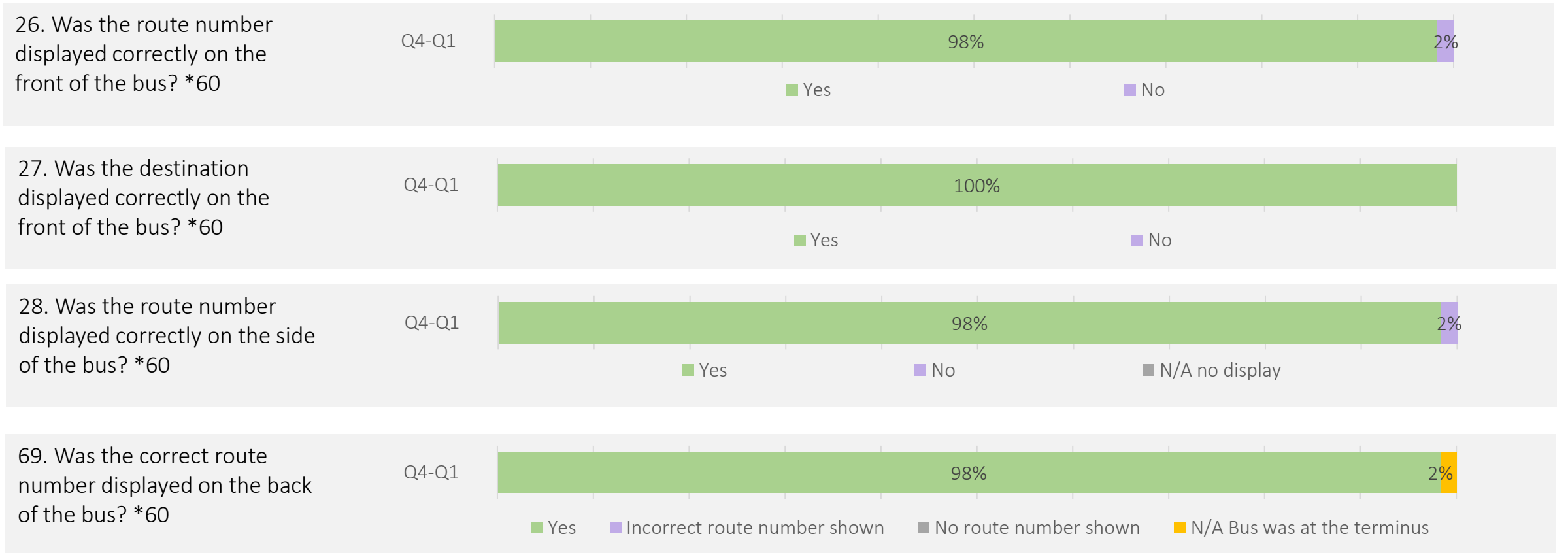
61. Was there an automatic next stop audio announcement? \*60

Q4-Q1



## Bus Equipment Performance

### Bus Route & Destination Display

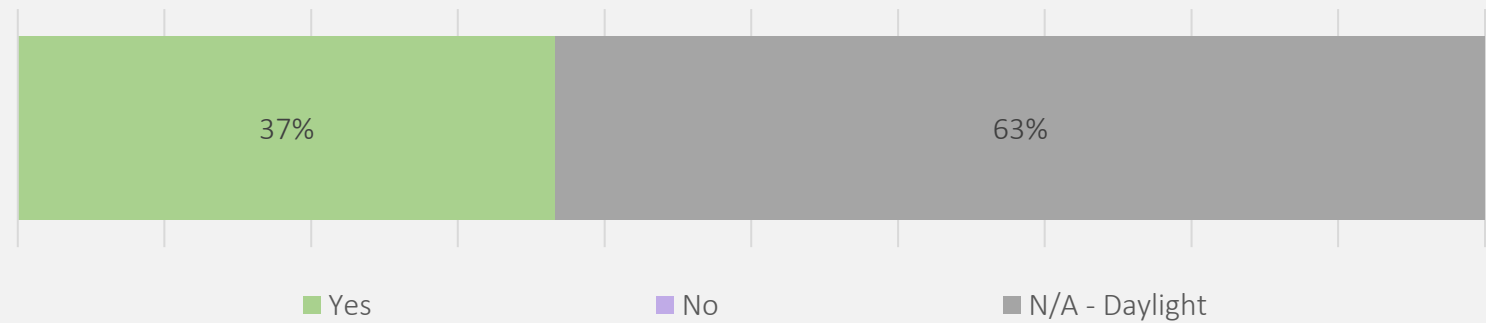


## Bus Equipment Performance

### Interior Lighting / On-Board Temperature

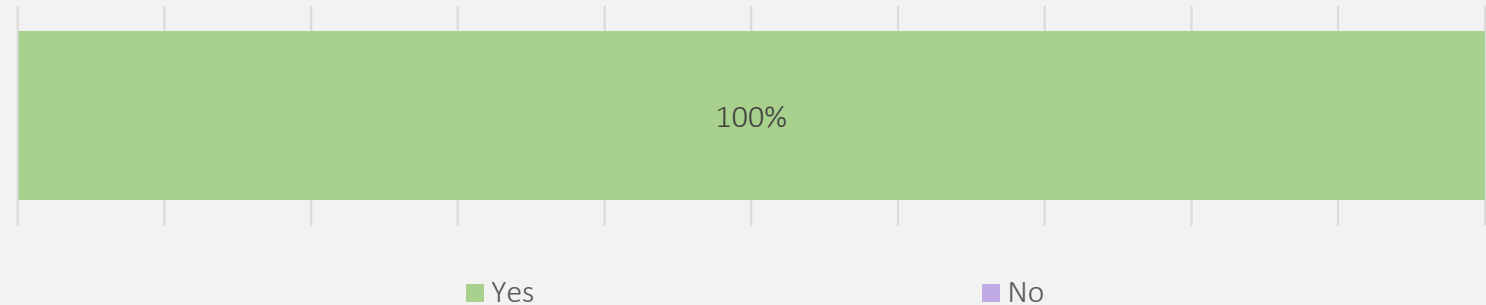
63. Was interior lighting on when required? If daylight, mark N/A. \*60

Q4-Q1



64. Did you consider the temperature on board the bus was appropriate given the weather conditions? \*60

Q4-Q1

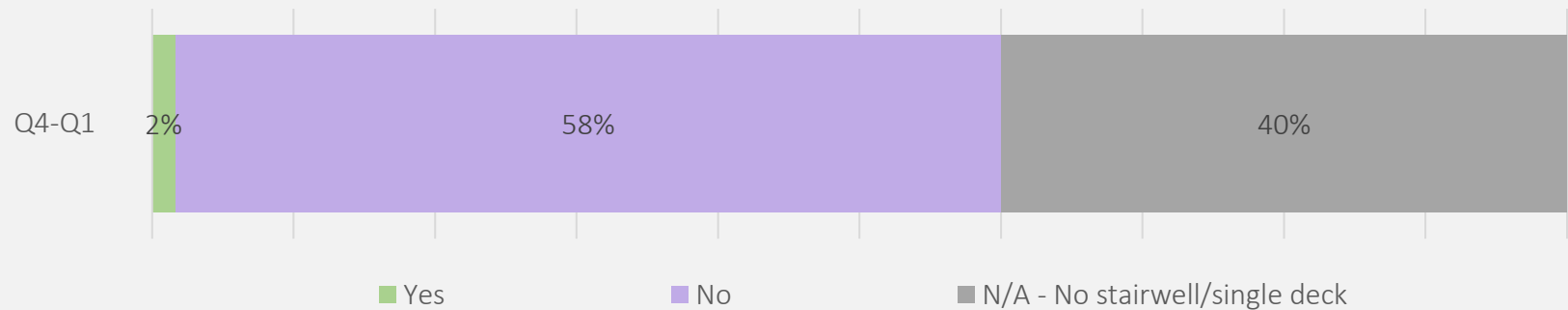




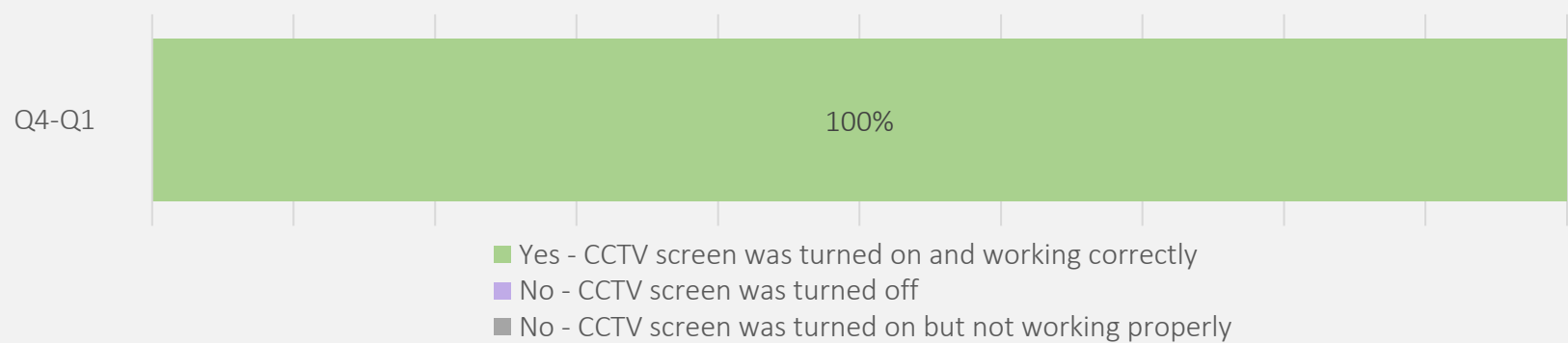
## Bus Equipment Performance

### Bus CCTV

62. Was there a CCTV screen in stairwell on the bus? \*60



62A. Was the CCTV screen in the stairwell working correctly? \*1

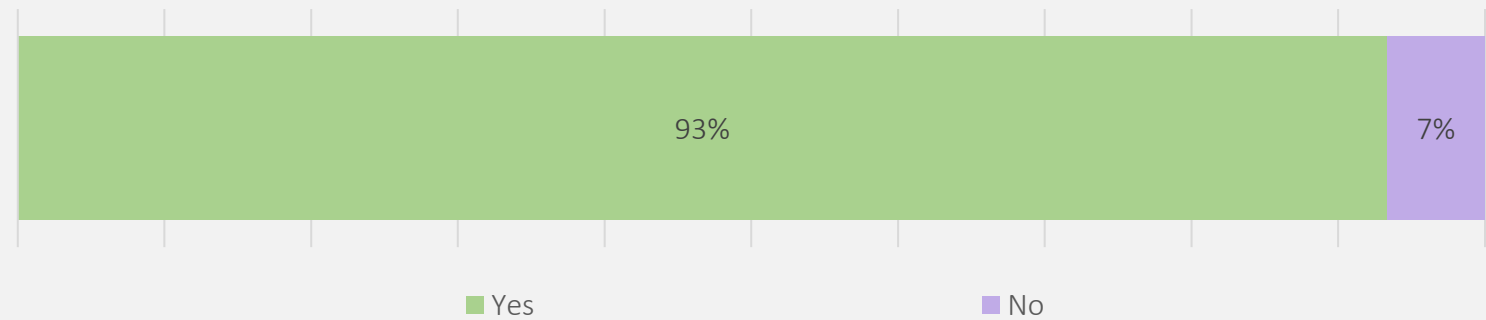


## Bus Equipment Performance

### On Board WIFI

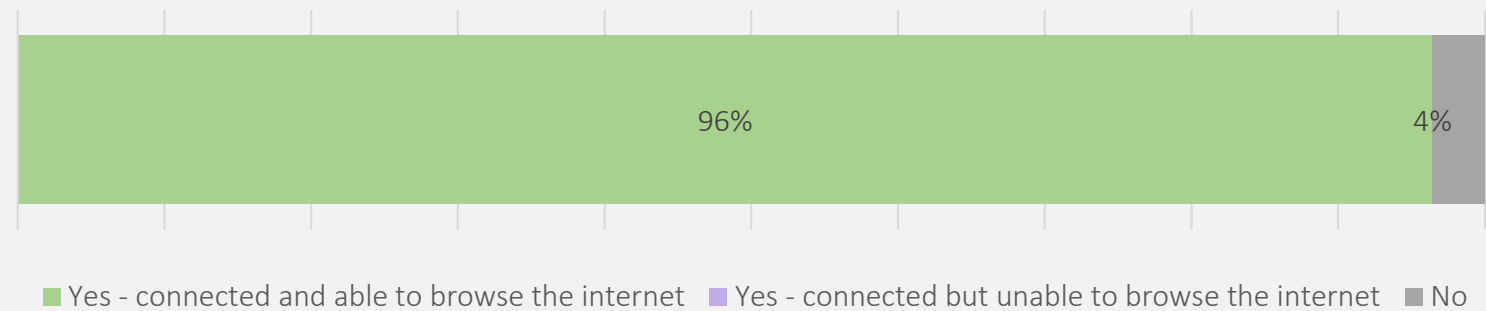
65. Was the operator Wi-Fi available on board the bus?  
\*60

Q4-Q1



65A. Were you able to connect to the operator Wi-Fi network? \*56

Q4-Q1



## Bus Driver Performance

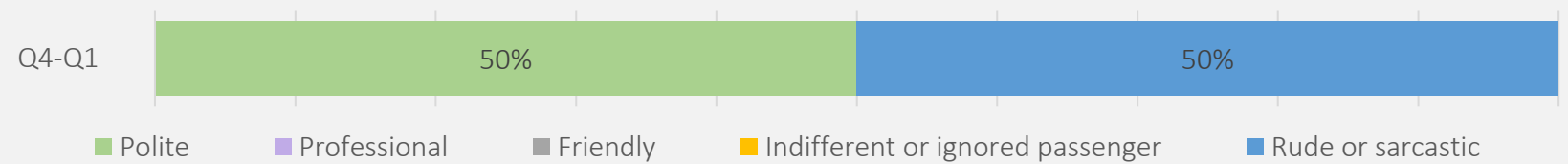
Contains questions relating to the following Bus Driver Performance:

- Driver Attitude
- Driver Presentation
- Bus Ride Quality
- Serving the Stop
- Other Driver Behaviours
- Route Diversion

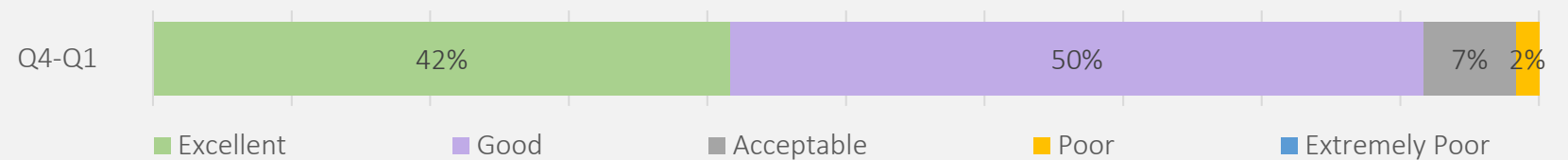
## Bus Driver Performance

### Driver Attitude

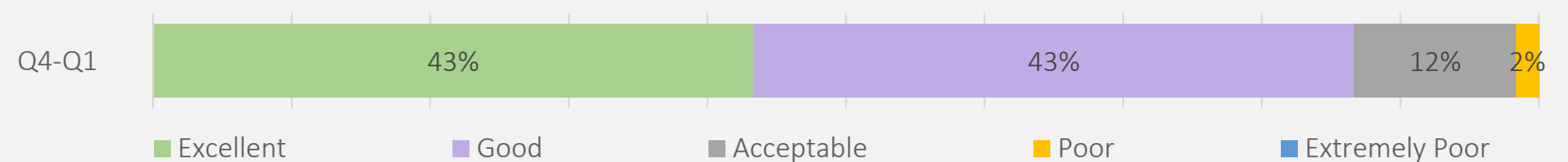
85A. How did the driver handle the situation?  
(If yes to DRIVER DISPUTE Q85/2 to Q85/7) \*2



33. What best describes the helpfulness of the driver? \*60



34. What best describes the politeness of the driver? \*60

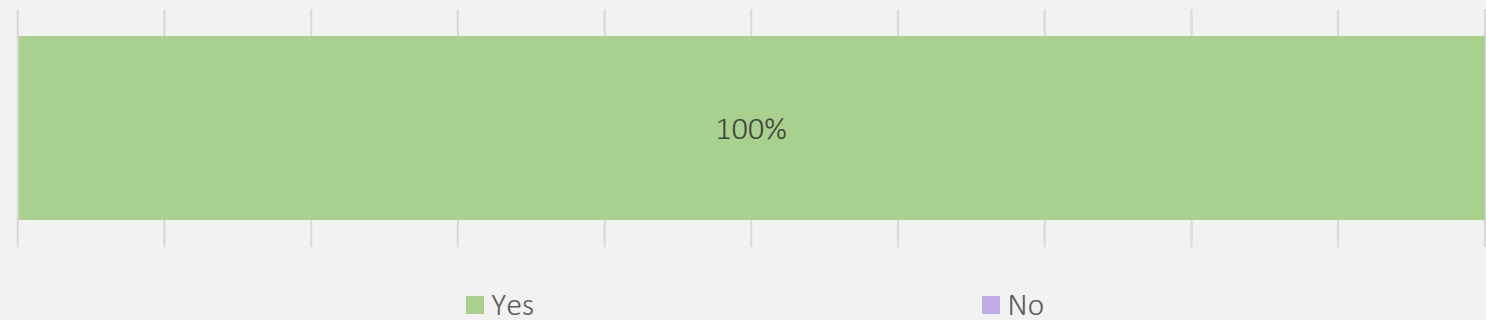


## Bus Driver Performance

### Driver Presentation

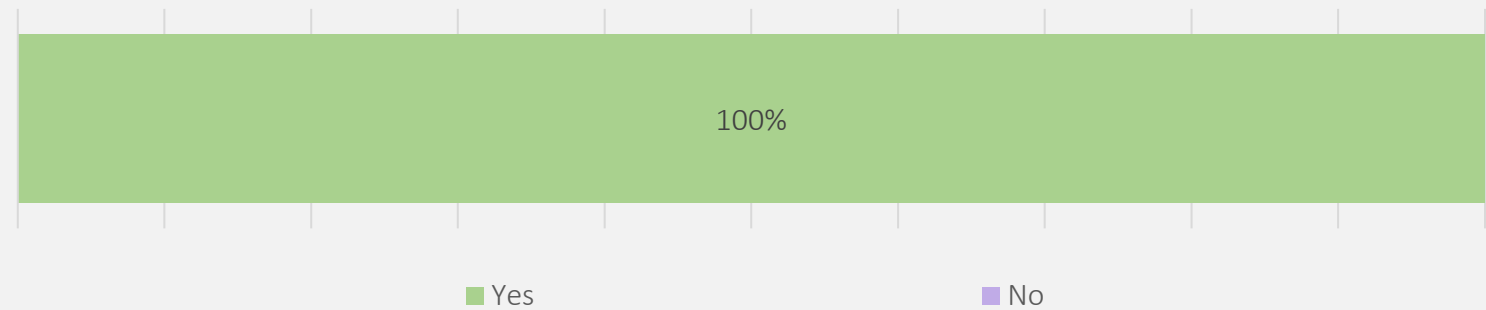
36. Was the driver wearing uniform? \*60

Q4-Q1



37. Was the driver well presented? \*60

Q4-Q1

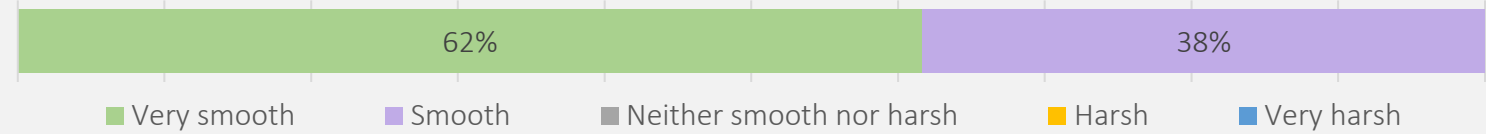


## Bus Driver Performance

### Bus Ride Quality

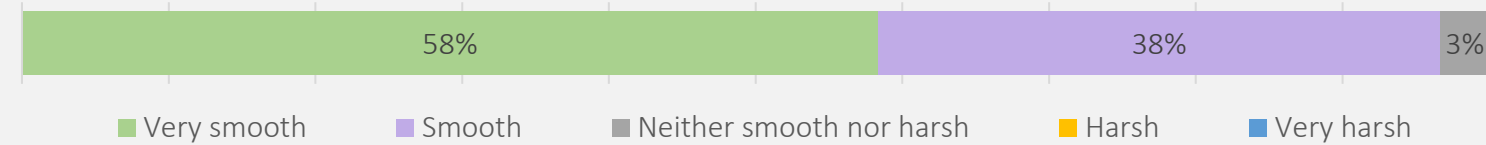
76. How would you rate the smoothness of acceleration based on your journey overall? (ASK ALL) \*60

Q4-Q1



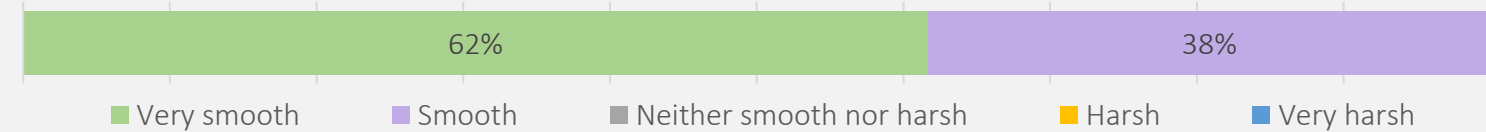
77. How would you rate the smoothness of braking based on your journey overall? \*60

Q4-Q1



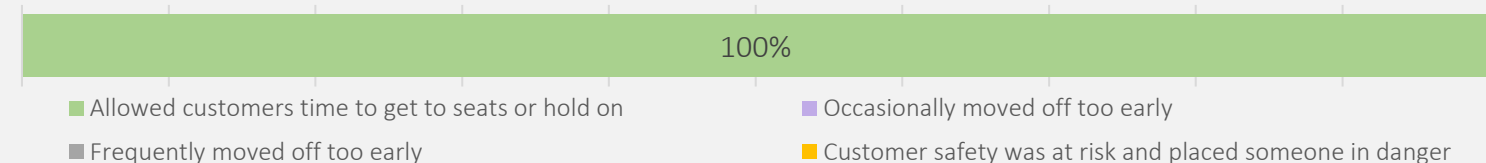
78. How would you rate the smoothness of steering based on your journey overall? \*60

Q4-Q1



79. Did the driver give passengers adequate time to find their seats or hold on when moving off? \*60

Q4-Q1

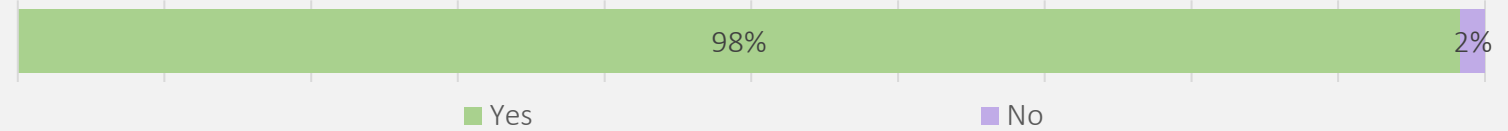


## Bus Driver Performance

### Serving the Stop

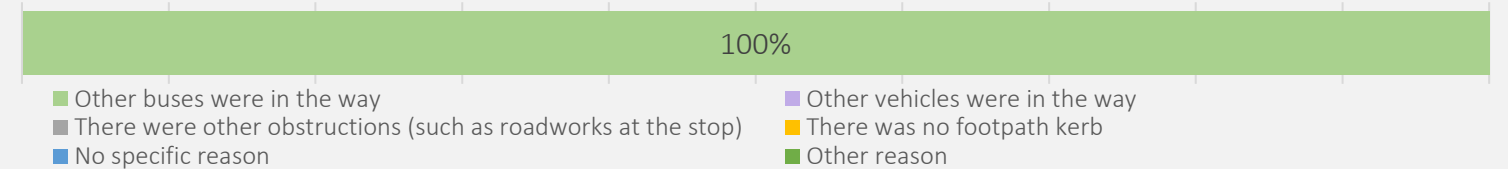
73. When you were getting off, did the bus pull up to the footpath kerb at the bus stop sufficiently to allow passengers board and alight from the bus without walking on the road? \*60

Q4-Q1



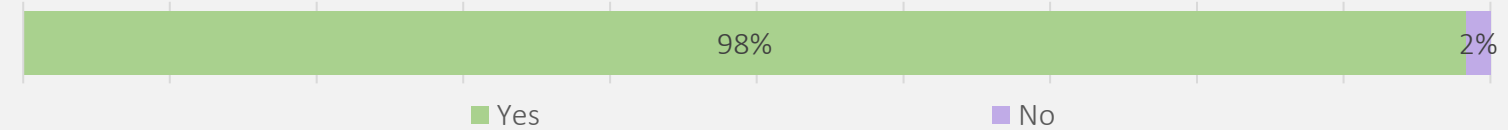
73A. Why did the bus not pull up to the kerb? \*1

Q4-Q1



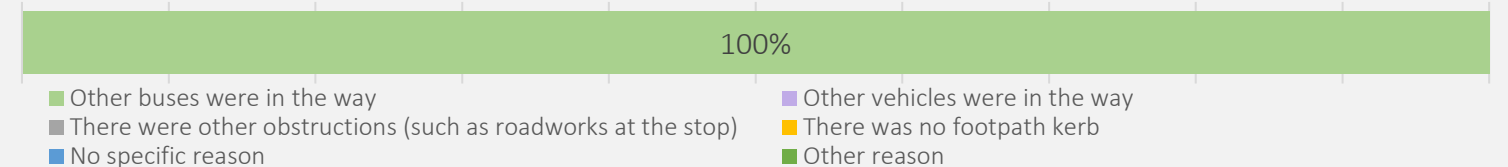
29. When you were getting on, did the bus pull up to the footpath kerb at the bus stop sufficiently to allow passengers board and alight from the bus without walking on the road? \*60

Q4-Q1



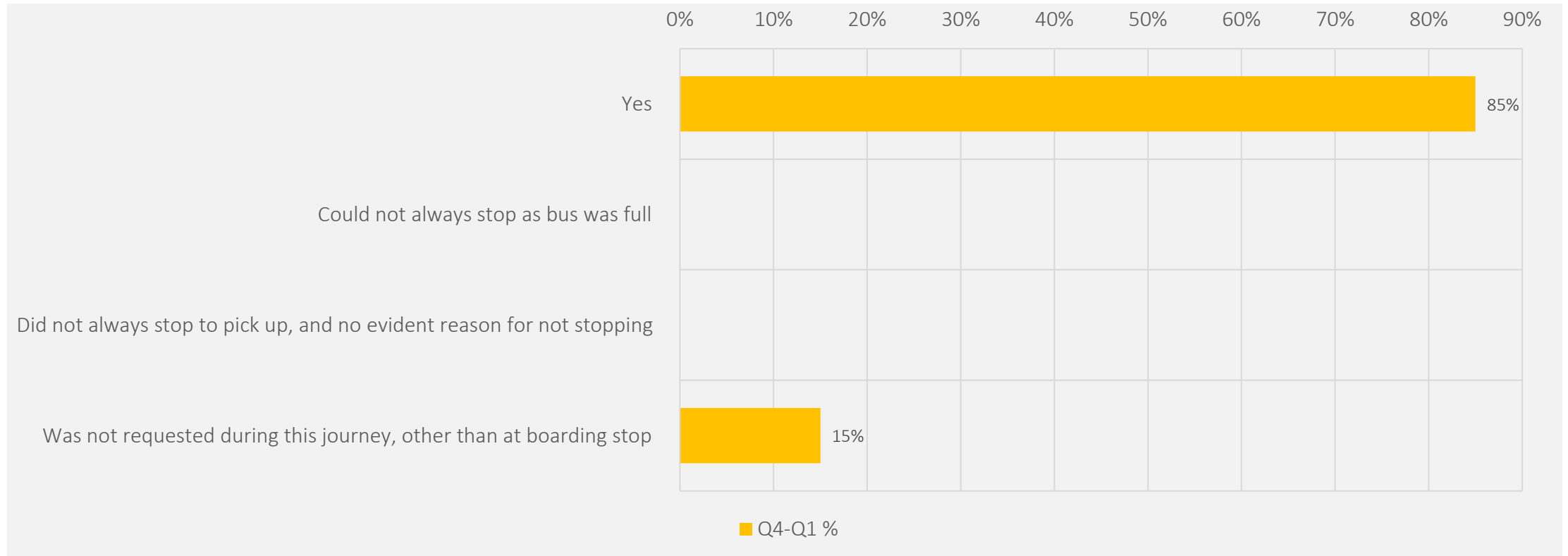
29A. Why did the bus not pull up to the footpath kerb? \*1

Q4-Q1



## Bus Driver Performance

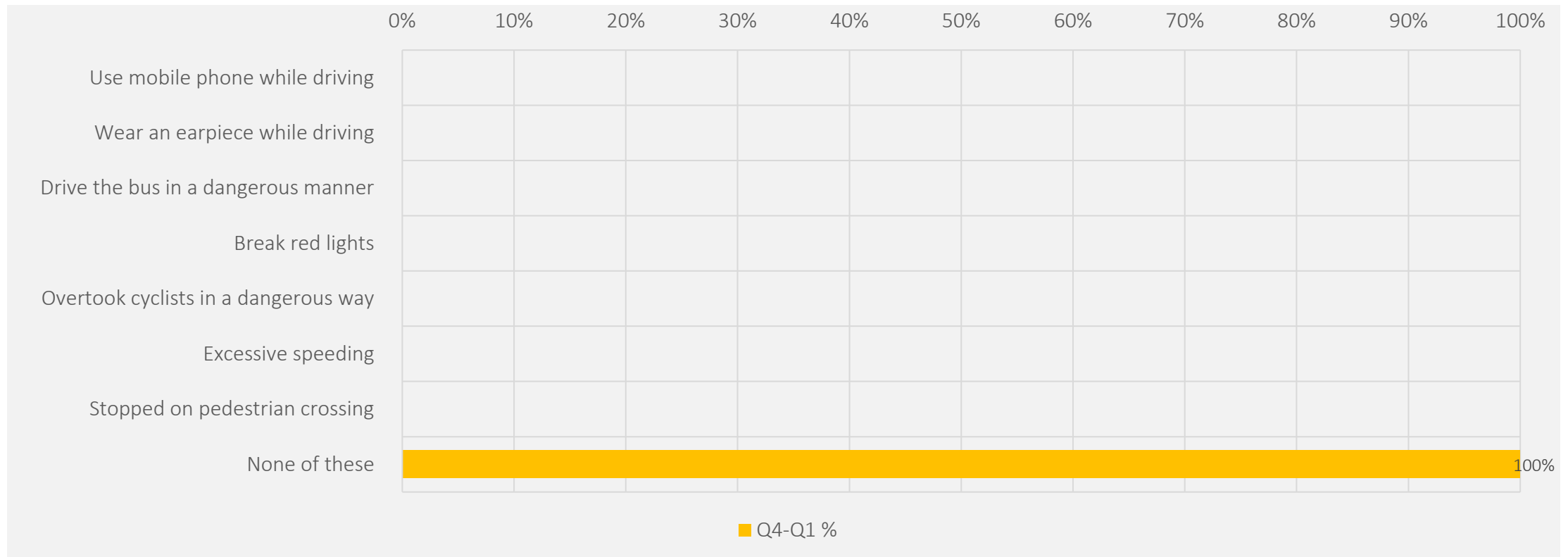
84. So far as you could tell, did the driver always stop to pick up passengers when requested? \*60





## Bus Driver Performance

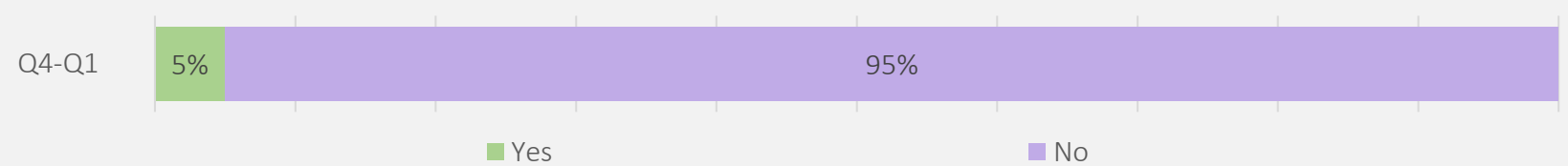
80. Did the bus driver do any of the following while driving?  
(NB Base size may be greater than the total number of assessments as one or more may be selected.) \*60



## Bus Driver Performance

### Other Driver Behaviours

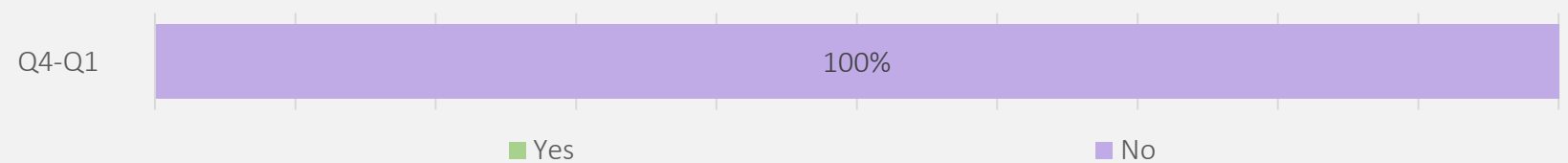
81. Did the driver listen to music or the radio whilst driving?  
(Only relevant for city routes)  
\*60



82. Did the driver hold long conversations with other people on the bus while driving? \*60

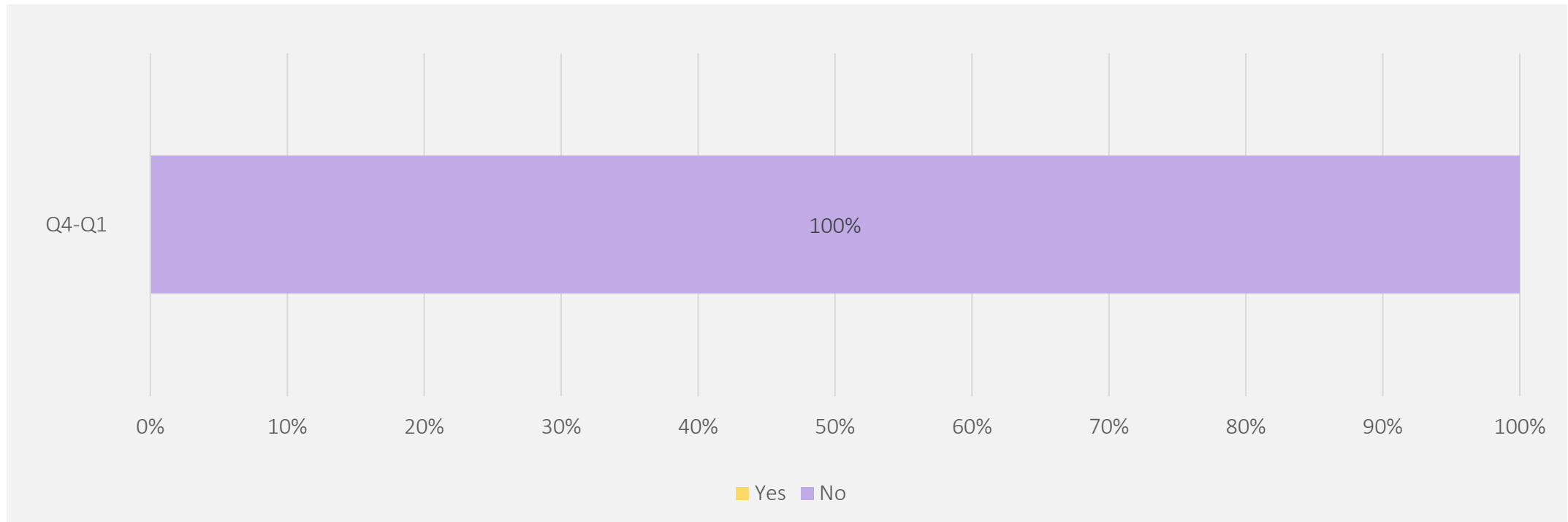


83. Did the driver leave the bus unattended at any time?  
\*60



## Bus Driver Performance

86. Did bus terminate early or divert off course? \*60



## Cleanliness Performance - Bus Cleanliness

Contains questions relating to the following Bus Cleanliness Performance:

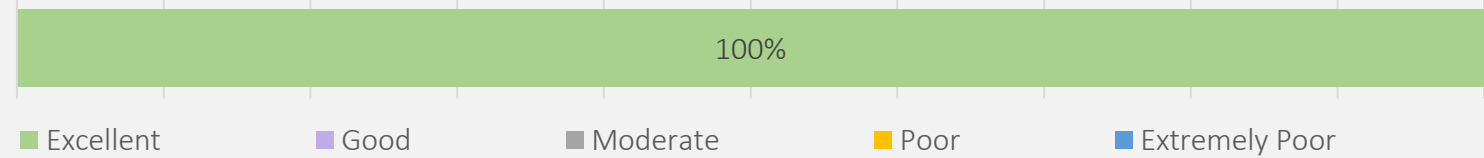
- Seat Cleanliness and Condition
- Floors and Stairs Cleanliness and Level of Litter
- Panels, Ceilings, Stairs and Other Fixtures and Fittings Cleanliness and Condition
- Window Cleanliness and Condition
- External Bus Cleanliness and Condition

## Cleanliness Performance - Bus Cleanliness

### Seat Cleanliness and Condition

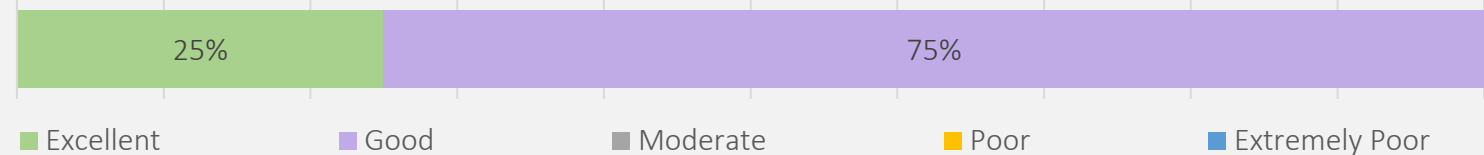
47. How would you best describe the level of non-scratched graffiti on seating?  
\*60

Q4-Q1



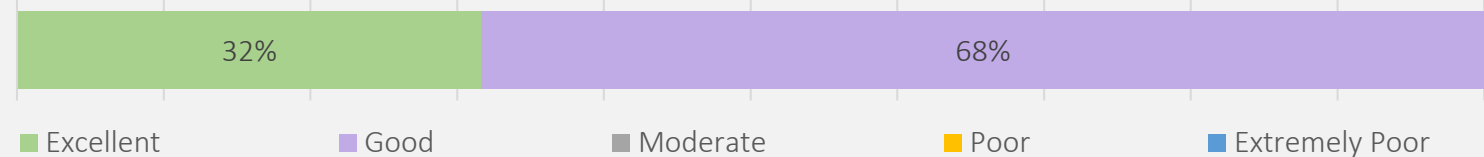
49. What best describes level of cleanliness of seat upholstery?  
\*60

Q4-Q1



50. What best describes the condition of the seat upholstery?  
\*60

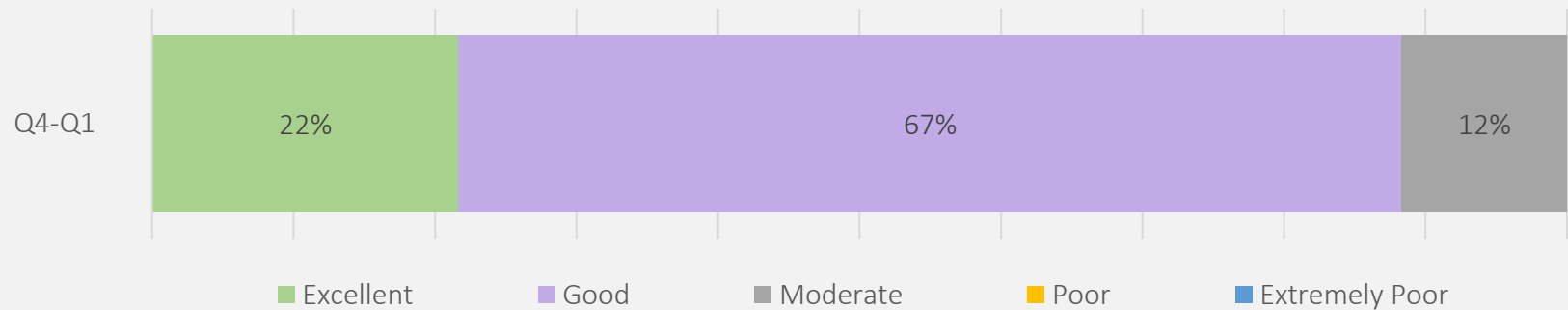
Q4-Q1



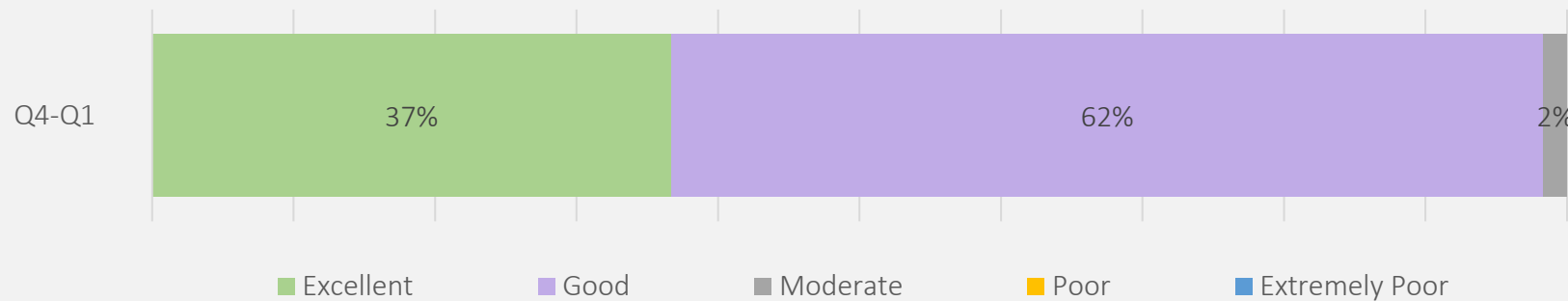
## Cleanliness Performance - Bus Cleanliness

### Floors and Stairs Cleanliness and Level of Litter

54. What best describes level of cleanliness of floors and stairs? \*60



55. What best describes level of litter of floors and stairs? \*60

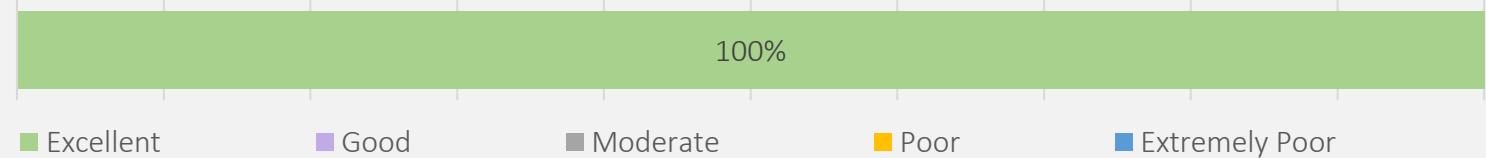


## Cleanliness Performance - Bus Cleanliness

### Panels, Ceilings, Stairs and Other Fixtures and Fittings Cleanliness

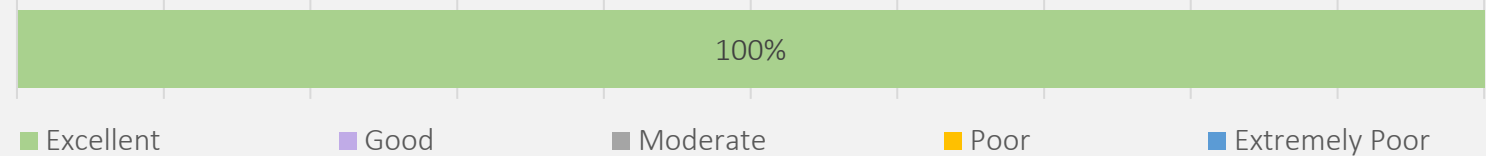
56. What best describes the level of non-scratched graffiti on panels, ceilings, stairs and other fixtures and fittings? \*60

Q4-Q1



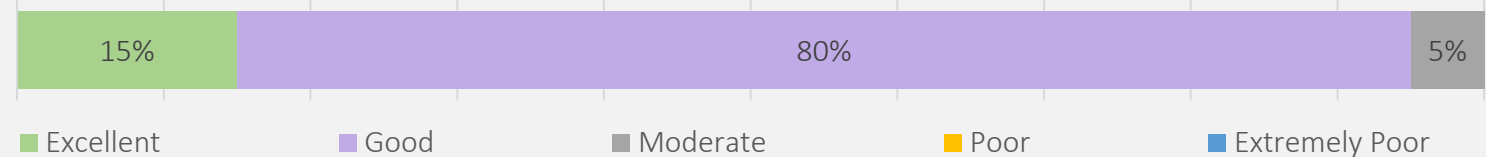
57. What best describes the level of etching on panels, ceilings, stairs and other fixtures and fittings? \*60

Q4-Q1



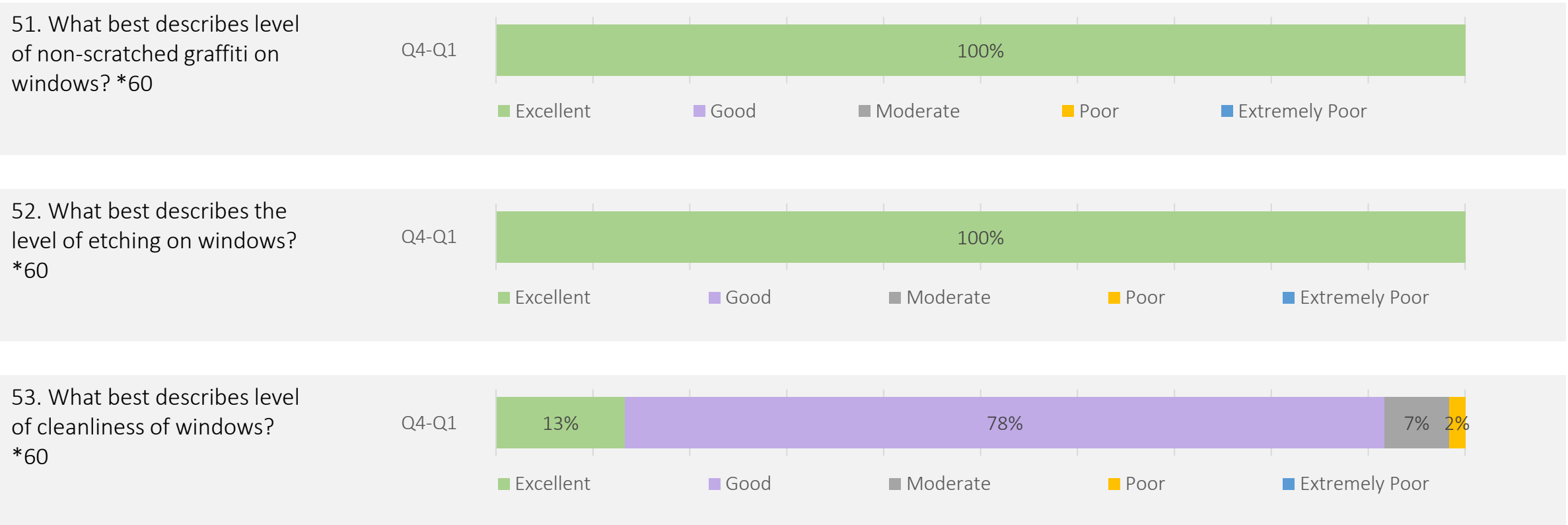
58. What best describes level of cleanliness of panels, ceilings and other fixtures and fittings? \*60

Q4-Q1



## Cleanliness Performance - Bus Cleanliness

### Window Cleanliness and Condition

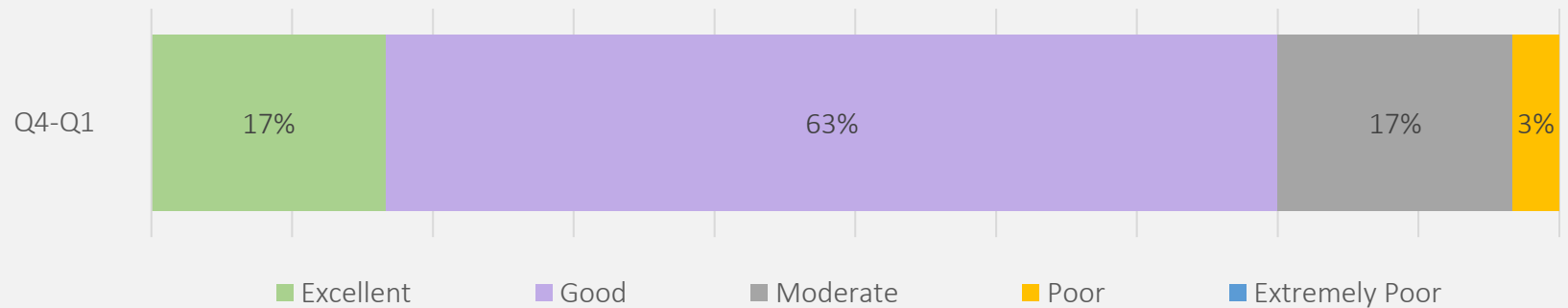




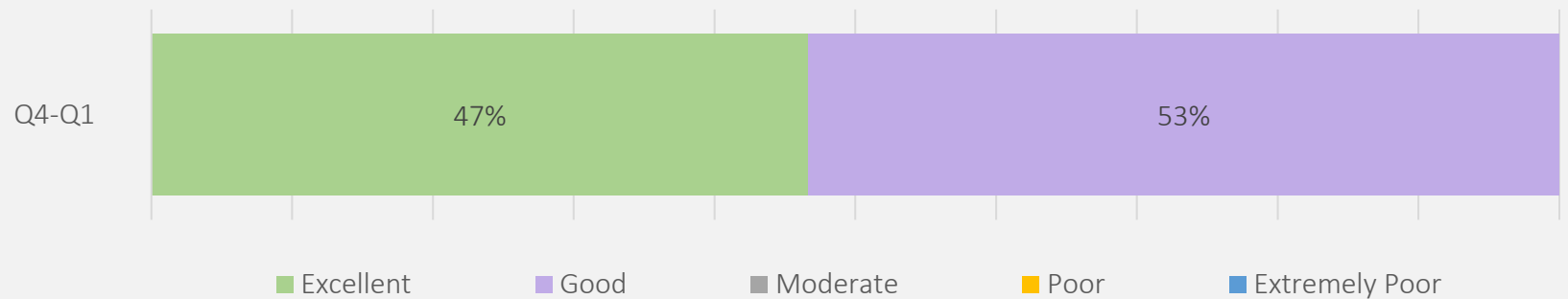
## Cleanliness Performance - Bus Cleanliness

### External Bus Cleanliness and Condition

74. Please rate the overall external cleanliness of the bus  
\*60



75. Please rate the overall external condition of the bus  
\*60



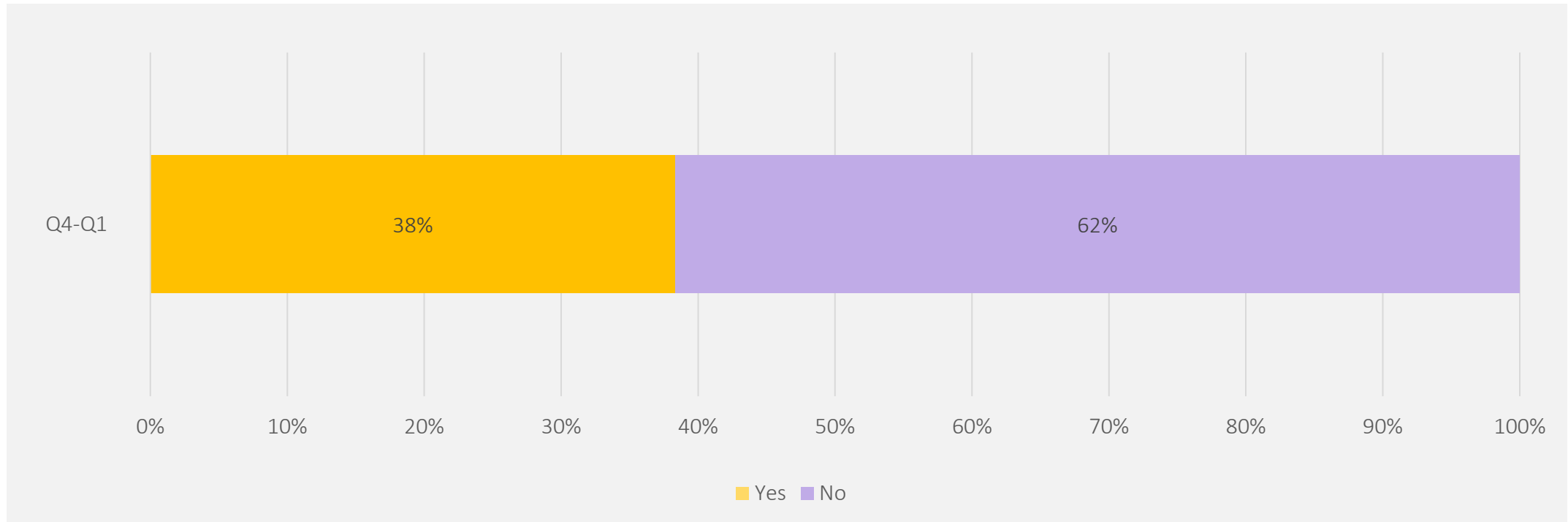
## Customer Information Performance

Contains questions relating to the following Customer Information Performance:

- External Bus Customer Information Display

## Customer Information Performance

31. Were the fares displayed clearly at the entrance? \*60



## 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
<b>Excellent</b> - no evidence of dirt, dust, staining, marks or fluids	<b>Excellent</b> - no visible damage / wear and tear	<b>Excellent</b> - no sign of graffiti	<b>Excellent</b> - no litter whatsoever
<b>Good</b> - very little evidence of dirt, dust, staining, marks or fluids	<b>Good</b> - very little damage / wear and tear	<b>Good</b> - a very small amount of graffiti	<b>Good</b> - very small amount of litter
<b>Moderate</b> - some evidence of dirt, dust, staining, marks or fluids building up	<b>Moderate</b> - some damage / wear and tear, but not in need of repair	<b>Moderate</b> - some evidence of graffiti	<b>Moderate</b> - litter beginning to build up
<b>Poor</b> - large amount of dirt, dust, staining, marks or fluids built up	<b>Poor</b> - large amount of damage, non-urgent attention recommended	<b>Poor</b> - a large amount of graffiti	<b>Poor</b> - large amounts of litter
<b>Extremely Poor</b> - extensive amount of dirt, dust, staining, marks or fluids built up	<b>Extremely Poor</b> - extensive damage, repair urgently needed	<b>Extremely Poor</b> - very heavy graffiti	<b>Extremely Poor</b> - very heavily littered

## Ipsos Standards & Accreditations

Ipsos's standards & accreditations provide our clients with the peace of mind that they can always depend on us to deliver reliable, sustainable findings. Moreover, our focus on quality and continuous improvement means we have embedded a 'right first time' approach throughout our organisation.



**ISO 20252** – is the international market research specific standard that supersedes BS 7911 / MRQSA & incorporates IQCS (Interviewer Quality Control Scheme); it covers the 5 stages of a Market Research project. Ipsos UK was the first company in the world to gain this accreditation.



**MRS Company Partnership** – By being an MRS Company Partner, Ipsos UK endorse and support the core MRS brand values of professionalism, research excellence and business effectiveness, and commit to comply with the MRS Code of Conduct throughout the organisation & we were the first company to sign our organisation up to the requirements & self regulation of the MRS Code; more than 350 companies have followed our lead.



**ISO 9001** – International general company standard with a focus on continual improvement through quality management systems. In 1994 we became one of the early adopters of the ISO 9001 business standard.



**ISO 27001** – International standard for information security designed to ensure the selection of adequate and proportionate security controls. Ipsos UK was the first research company in the UK to be awarded this in August 2008.



**The UK General Data Protection Regulation (UK GDPR) & the UK Data Protection Act 2018 (DPA)** – Ipsos UK is required to comply with the UK General Data Protection Regulation and the UK Data Protection Act; it covers the processing of personal data and the protection of privacy.



**HMG Cyber Essentials** – A government backed and key deliverable of the UK's National Cyber Security Programme. Ipsos UK was assessment validated for certification in 2016. Cyber Essentials defines a set of controls which, when properly implemented, provide organisations with basic protection from the most prevalent forms of threat coming from the internet.



**Fair Data** – Ipsos UK is signed up as a 'Fair Data' Company by agreeing to adhere to ten core principles. The principles support and complement other standards such as ISOs, and the requirements of Data Protection legislation.

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**This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252.**