

## Dublin Bus Customer Comments Period 1 / 2016

Category	Grand Total
Anti Social Behaviour Total	14
Apps Total	11
Boarding & Onboard Total	191
Claim Total	2
Customer Service Total	116
Environmental Total	1
Fares & Ticketing Total	133
Service Issues Total	501
Staff Issues Total	310
Stop / Shelter issues Total	36
Timetabling / Service Changes Total	76
Website Total	10
Grand Total	1401

## Period 2 / 2016

Category	Grand Total
Anti Social Behaviour Total	9
Apps Total	10
Boarding & Onboard Total	188
Claim Total	1
Customer Service Total	122
Environmental Total	8
Fares & Ticketing Total	130
Service Issues Total	695
Staff Issues Total	357
Stop / Shelter issues	31
Timetabling / Service Changes Total	106
Website Total	19
Grand Total	1676

## Period 3 / 2016

Category	Grand Total
Anti Social Behaviour Total	3
Apps Total	11
Boarding & Onboard Total	211
Customer Service Total	158
Environmental Total	4
Fares & Ticketing Total	115
Service Issues Total	541
Staff Issues Total	299
Stop / Shelter issues Total	30
Timetabling / Service Changes Total	98
Website Total	19
Grand Total	1489

## Quarter 1 / 2016

Category	Grand Total
Anti Social Behaviour Total	26
Apps Total	32
Boarding & Onboard Total	590
Claim Total	3
Customer Service Total	396
Environmental Total	13
Fares & Ticketing Total	378
Service Issues Total	1737
Staff Issues Total	966
Stop / Shelter issues Total	97
Timetabling / Service Changes Total	280
Website Total	48
Grand Total	4566