

Dublin Bus Customer Comn

Customer Comments Period 1, 2017

Category	Grand Total
Anti Social Behaviour Total	12
Apps Total	6
Boarding & Onboard Total	154
Claim Total	2
Customer Service Total	79
Environmental Total	3
Fares & Ticketing Total	97
RTPI Issues Total	17
Service Issues Total	515
Staff Issues Total	274
Stop / Shelter issues Total	22
Suggestion Total	57
Timetabling / Service Changes Total	94
Website Total	1
Grand Total	1333

Customer Comments Period 2, 2017

Category	Grand Total
Anti Social Behaviour Total	17
Apps Total	5
Boarding & Onboard Total	188
Claim Total	
Customer Service Total	96
Environmental Total	5
Fares & Ticketing Total	110
RTPI Issues Total	21
Service Issues Total	616
Staff Issues Total	359
Stop / Shelter issues Total	34
Suggestion Total	71
Timetabling / Service Changes Total	95
Website Total	7
Grand Total	1624

Customer Comments Period 3, 2017

Category	Grand Total
Anti Social Behaviour Total	4
Apps Total	3
Boarding & Onboard Total	237
Claim Total	1
Customer Service Total	134

Environmental Total	2
Fares & Ticketing Total	92
RTPI Issues Total	17
Service Issues Total	651
Staff Issues Total	348
Stop / Shelter issues Total	21
Suggestion Total	52
Timetabling / Service Changes Total	111
Website Total	3
Grand Total	1676

Customer Comments Q4 2017	
	Grand Total
Anti Social Behaviour Total	33
Apps Total	14
Boarding & Onboard Total	579
Claim Total	3
Customer Service Total	309
Environmental Total	10
Fares & Ticketing Total	299
RTPI Issues Total	55
Service Issues Total	1782
Staff Issues Total	981
Stop / Shelter issues Total	77
Suggestion Total	180
Timetabling / Service Changes Total	300
Website Total	11
	4633