

Dublin Bus Customer Comment Report Period 4 / 2016

Category	Grand Total
Anti Social Behaviour Total	17
Apps Total	19
Boarding & Onboard Total	252
Claim Total	1
Customer Service Total	105
Environmental Total	9
Fares & Ticketing Total	252
Service Issues Total	575
Staff Issues Total	371
Stop / Shelter issues Total	52
Timetabling / Service Changes Total	174
Website Total	29
	1856

Period 5 / 2016

Category	Grand Total
Anti Social Behaviour Total	19
Apps Total	10
Boarding & Onboard Total	193
Claim Total	1
Customer Service Total	67
Environmental Total	6
Fares & Ticketing Total	147
Service Issues Total	580
Staff Issues Total	400
Stop / Shelter issues Total	40
Timetabling / Service Changes Total	158
Website Total	31
	1652

Period 6 / 2016

Category	Grand Total
Anti Social Behaviour Total	16
Apps Total	18
Boarding & Onboard Total	114
Claim Total	0
Customer Service Total	117
Environmental Total	5
Fares & Ticketing Total	119
Service Issues Total	625
Staff Issues Total	325
Stop / Shelter issues Total	49
Timetabling / Service Changes Total	121
Website Total	5
	1514

Quarter 2 2016 Total

Category	Grand Total
Anti Social Behaviour Total	52
Apps Total	47
Boarding & Onboard Total	559
Claim Total	2
Customer Service Total	289
Environmental Total	20
Fares & Ticketing Total	518
Service Issues Total	1780
Staff Issues Total	1096
Stop / Shelter issues Total	141
Timetabling / Service Changes Total	453
Website Total	65
	5022
Customer	29,443,537
Customer Comments per 100,000 customers	17.1