

## Dublin Bus Customer Comments

**Customer Comments Period 4, 2017**

Category	Grand Total
Anti Social Behaviour Total	9
Apps Total	7
Boarding & Onboard Total	163
Claim Total	1
Customer Service Total	71
Environmental Total	3
Fares & Ticketing Total	104
RTPI Issues Total	12
Service Issues Total	469
Staff Issues Total	274
Stop / Shelter issues Total	13
Suggestion Total	25
Timetabling / Service Changes Total	83
Website Total	4
<b>Grand Total</b>	<b>1238</b>

**Customer Comments Period 5, 2017**

Category	Grand Total
Anti Social Behaviour Total	9
Apps Total	9
Boarding & Onboard Total	146
Claim Total	0
Customer Service Total	94
Environmental Total	2
Fares & Ticketing Total	100
RTPI Issues Total	12
Service Issues Total	578
Staff Issues Total	315
Stop / Shelter issues Total	12
Suggestion Total	34
Timetabling / Service Changes Total	84
Website Total	3
<b>Grand Total</b>	<b>1398</b>

## Customer Comments Period 6, 2017

Category	Grand Total
Anti Social Behaviour Total	10
Apps Total	8
Boarding & Onboard Total	105
Claim Total	0
Customer Service Total	119
Environmental Total	1
Fares & Ticketing Total	73
RTPI Issues Total	17
Service Issues Total	516
Staff Issues Total	322
Stop / Shelter issues Total	15
Suggestion Total	39
Timetabling / Service Changes Total	86
Website Total	7
<b>Grand Total</b>	<b>1318</b>

Customer Comments Q2 2017	
	Grand Total
Anti Social Behaviour Total	28
Apps Total	24
Boarding & Onboard Total	414
Claim Total	1
Customer Service Total	284
Environmental Total	6
Fares & Ticketing Total	277
RTPI Issues Total	41
Service Issues Total	1563
Staff Issues Total	911
Stop / Shelter issues Total	40
Suggestion Total	98
Timetabling / Service Changes Total	253
Website Total	14
	<b>3954</b>