

## Dublin Bus Customer Comment Report Period 7 / 2016

Category	Grand Total
Anti Social Behaviour Total	15
Apps Total	6
Boarding & Onboard Total	163
Claim Total	1
Customer Service Total	90
Environmental Total	4
Fares & Ticketing Total	89
Service Issues Total	615
Staff Issues Total	344
Stop / Shelter issues Total	33
Timetabling / Service Changes Total	138
Website Total	8
<b>Grand Total</b>	<b>1506</b>

## Period 8 / 2016

Category	Grand Total
Anti Social Behaviour Total	21
Apps Total	8
Boarding & Onboard Total	170
Claim Total	2
Customer Service Total	70
Environmental Total	1
Fares & Ticketing Total	97
Service Issues Total	569
Staff Issues Total	312
Stop / Shelter issues Total	25
Timetabling / Service Changes Total	118
Website Total	6
<b>Grand Total</b>	<b>1399</b>

## Period 9 / 2016

Category	Grand Total
Anti Social Behaviour Total	12
Apps Total	4
Boarding & Onboard Total	149
Claim Total	
Customer Service Total	120
Environmental Total	4
Fares & Ticketing Total	119
Service Issues Total	550
Staff Issues Total	287
Stop / Shelter issues Total	34
Timetabling / Service Changes Total	129
Website Total	6
<b>Grand Total</b>	<b>1414</b>

## Quarter 3 2016

Category	Grand Total
Anti Social Behaviour Total	48
Apps Total	18
Boarding & Onboard Total	482
Claim Total	3
Customer Service Total	280
Environmental Total	9
Fares & Ticketing Total	305
Service Issues Total	1734
Staff Issues Total	943
Stop / Shelter issues Total	92
Timetabling / Service Changes Total	385
Website Total	20
<b>Grand Total</b>	<b>4319</b>