

Period 10 / 2015

Category	Grand Total
Accessibility	297
Availability	62
Comfort	154
Compliment	26
Customer Care	213
Enquiry	24
Environmental Impact	2
Information	18
Security	50
Suggestion	12
Time	338
Grand Total	1196

Period 11/ 2015

Category	Grand Total
Accessibility	135
Availability	30
Claim	1
Comfort	75
Compliment	13
Customer Care	84
Enquiry	21
Information	12
Security	22
Suggestion	5
Time	159
Grand Total	557

Period 12/ 2015

Category	Grand Total
Anti Social Behaviour	6
Apps	7
Boarding & Onboard	199
Customer Service	23
Environmental	8
Fares & Ticketing	39
Service Issues	817
Staff Issues	381
Stop / Shelter issues	41
Timetabling / Service Changes	65
Website	1
Grand Total	1587

Period 13/ 2015

Category	Grand Total
Anti Social Behaviour	9
Apps	3
Boarding & Onboard	126
Claim	4
Customer Service	26
Environmental	6
Fares & Ticketing	27
Service Issues	682
Staff Issues	324
Stop / Shelter issues	27
Timetabling / Service Changes	55
Website	3
Grand Total	1292