

**Dublin Bus Customer Comment Report**  
**Period 10 / 2016**

Category	Issue	Grand Total
Anti Social Behaviour Total		17
Apps Total		10
Boarding & Onboard Total		185
Claim Total		1
Customer Service Total		88
Environmental Total		1
Fares & Ticketing Total		150
Service Issues Total		559
Staff Issues Total		306
Stop / Shelter issues Total		46
Timetabling / Service Changes Total		113
Website Total		9
<b>Grand Total</b>		<b>1485</b>

**Period 11 / 2016**

Category	Issue	Grand Total
Anti Social Behaviour Total		18
Apps Total		24
Boarding & Onboard Total		213
Claim Total		1
Customer Service Total		99
Environmental Total		3
Fares & Ticketing Total		151
Service Issues Total		765
Staff Issues Total		308
Stop / Shelter issues Total		49
Timetabling / Service Changes Total		202
Website Total		5
<b>Grand Total</b>		<b>1838</b>

**Period 12 / 2016**

Category	Issue	Grand Total
Anti Social Behaviour Total		18
Apps Total		24
Boarding & Onboard Total		213
Claim Total		1
Customer Service Total		99
Environmental Total		3
Fares & Ticketing Total		151
Service Issues Total		765
Staff Issues Total		308
Stop / Shelter issues Total		49
Timetabling / Service Changes Total		202
Website Total		5
<b>Grand Total</b>		<b>1838</b>

**Period 13 / 2016**

Category	Issue	Grand Total
Anti Social Behaviour Total		17
Apps Total		10
Boarding & Onboard Total		252
Claim Total		2
Customer Service Total		70
Environmental Total		9
Fares & Ticketing Total		147
RTPI Issues Total		22
Service Issues Total		900
Staff Issues Total		344
Stop / Shelter issues Total		58
Suggestion Total		39
Timetabling / Service Changes Total		182
Website Total		4
<b>Grand Total</b>		<b>2056</b>

**Quarter 4 2016**

Category	Issue	Grand Total
Anti Social Behaviour Total		70
Apps Total		68
Boarding & Onboard Total		863
Claim Total		5
Customer Service Total		356
Environmental Total		16
Fares & Ticketing Total		599
RTPI Issues Total		22
Service Issues Total		2989
Staff Issues Total		1266
Stop / Shelter issues Total		202
Suggestion Total		39
Timetabling / Service Changes Total		699
Website Total		7194
<b>Grand Total</b>		<b>7217</b>