

Barbara Reilly

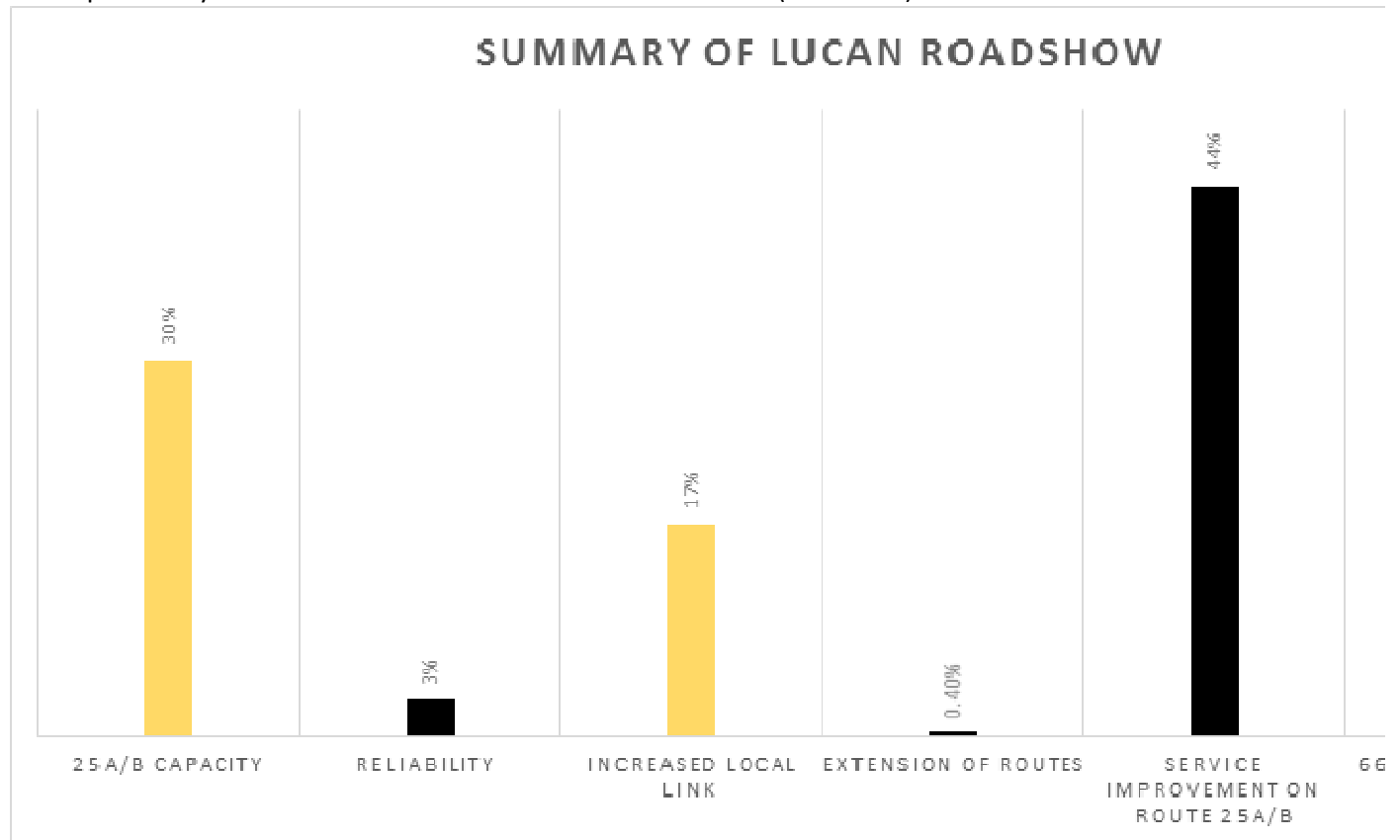
From: Saunders John <John.Saunders@dublinbus.ie>
Sent: 14 December 2017 09:14
To: Barbara Reilly
Cc: Beegan Mark
Subject: FW: Lucan Roadshow

Hi Barbara,

Thank you for the email regarding our customer engagement roadshow in Lucan Shopping Centre. I am unable to attend before the committee at present but I am happy to provide you with some of the feedback received on the day.

At Dublin Bus, our 128 million customers are at the heart of everything we do. We value their feedback and use information from them to help us improve our services. As such we decided to host a customer roadshow in Lucan Shopping Centre. Dublin Bus employees staffed this roadshow for 7 hours from 10.00-17.00, engaging with customers and political representatives throughout the day. The roadshow was well received on the day with over 500 feedback forms submitted by customers who use our services on regular basis. We also received a large amount of feedback from customers who couldn't attend on the day via our Customer Comment team.

I have provided you with a breakdown of the customer feedback (see below).



The information gathered from the event and from our customer comment channels will be considered when reviewing services in the Lucan area.

Thank you for your email and please don't hesitate to contact me if you have any further queries.

Yours sincerely,

Stiúrthóirí Directors: Mr U Courtney – Cathaoirleach Chairman, Prof P Barker, Prof K Rafter, G Joyce, S Madden, J Quinn, T O'Connor.

Bus Átha Cliath-Dublin Bus, a designated activity company, limited by shares, registered in Ireland at 59 Upper O'Connell St, Dublin 1. No 119569

Bus Átha Cliath-Dublin Bus, cuideachta ghníomhaíochta ainmnithe, faoi theorainn scaireanna, cláraithe in Éirinn ag 59 Sráid Uí Chonaill Uachtarach, Baile Átha Cliath 1. Uimhir 119569