

1. The number of complaints received by the Transport Info Line relating to Newcastle Transport since 1 July 2017 and 13 January 2018, broken down into months

	Complaints
Jul 17	181
Aug 17	189
Sep 17	192
Oct 17	199
Nov 17	247
Dec 17	216
Jan 18	172

2. The number of complaints received by the Transport Info line relating to Newcastle Transport since 14 January 2018, broken down by month

	Complaints
Jan 18	565
Feb 18	791
Mar 18	165

3. The nature of the complaints received by the Transport Info Line relating to Newcastle Transport since 1 July 2017, broken down by month

Issue Level 3	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18
Bus Late	77	52	39	41	48	35	122	219	48
Old Timetable Better						13	229	82	10
Staff Conduct - negative	22	28	35	30	26	28	27	51	19
Failed to Stop	16	14	21	20	20	21	22	43	13
Unhappy with Route	1		3	3	2	28	78	31	2
Bus Unreliable	3	18	11	14	19	5	11	34	8
Unsafe Driving	6	17	16	14	21	8	9	22	8
Bus Early	6	10	11	13	9	9	13	15	3
Bus Cancelled	5	7	4	9	6	2	13	33	4
Bus Infrequent/Excess Wait	1	3	1	3	5	1	29	31	
Graffiti	3		3	2	32	18	2	5	2
School Bus Late	1	1	3		2	1	5	42	10
Running Wrong Route	3	2		6	4	5	10	16	1
Timetable Suggestion			2	3	1	3	26	6	1
Stop Location/Access Poor	3	1	4	1	6	4	16	2	1
Missed Stop	1	3	2	5	3	4	7	10	1
Overcrowded		2		2	1		9	15	1
Bus Reliability		1	2	3	5	4	2	9	3
Rough Driving	3	4	1	3	5	3		4	2
Litter and Cleanliness	3	2	2		1		8	6	1
Anti-Social Behaviour	2	2	2	3	2	2	3	5	
Wrong Information				2		1	11	7	

Accessibility			2	2		1	9	7	
Stop Missing	3	1	2	2	2	2	3	5	
No Stop Timetable	1	2		2	1	3	5	5	1
Bus in Restricted Area			3	2	1	1	7	3	2
Accident with Bus	3	1	2	3	3		1	2	2
Connection Intermodal			2	1	3		7	2	2
School Service Request				1	1		3	10	2
Passenger Injury	2	1	1	1	3	5	1	2	
Exhaust fumes/Prolonged Idling		1	1	1			4	8	1
School Bus Cancelled	1		1	1	1		3	9	
Newcastle Bus and Ferry Services					2	1	5	5	1
Ticket Dispute	1	2			4		3		
Wrong Destination Head Sign					1		3	4	
Slow Between Stops		1	1					4	1
Hard to Understand	1		1	1			3		1
Stop Info Wrong							4	2	1
Timetable Request			1				1	3	2
Doors Not Open	2	1	1					1	1
Air Conditioning - not working	2					1	3		
Not Enough Bus Stops						1	3	2	
Service Disruptions (planned/unplanned)		1	2		2				1
S/children Taking Seats			1				1	2	2
Noise from Bus							2	3	
Boarding Rules	2				1	1			1
Felt Unsafe	1		2	1				1	
Staff Playing Radio		1		1		2			
Bus Terminated				1	1	1		1	
Unhappy with Complaint Response	1	1	1				1		
Bus Bunching	1	1					1	1	
Staff Conduct - positive				1			1	1	1
School Bus Overshot		1						2	1
Stop Info Poor		1	1					1	
Advertisements Bad			1				1	1	
Information Inadequate			1		1			1	
Shelter Inadequate/Not Provided							2	1	
Apps wrong information						1	1		
Bus Overshot								2	
Staff Smoking	1	1							
Corporate Policy		1						1	
Broken Seats/Stopping Bell			1						1
Service Bad	1						1		
Caught in Doors		1							1
Air Conditioning - too hot				1		1			
New Timetable Better							2		
Lost Property							1	1	
Transport for NSW								2	
Staff Conduct			1					1	
Air Conditioning - Too Cold	2								
Damage to Clothing/Property					1			1	

Not Categorised (N/A)					1			1	
Travel Rules		1							
Website - No Information							1		
School Bus Early									1
Depot Noise and Pollution							1		
Not Enough Ferries								1	
Distance from Kerb									1
Apps not working								1	
Accident with Vehicle (not bus)			1						
Building Works		1							
On Board Information - bad							1		
Ferry Late								1	
Lighting		1							
Spillage from Bus								1	
School Bus Terminated								1	

Released Under NSW GIPA Act 2009