

Q4 2019

Bus Éireann - PSO Services
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
101X	411 complaints per 100,000 passengers
133/133X	256 complaints per 100,000 passengers
201	230 complaints per 100,000 passengers
115 / 115A / 115C	175 complaints per 100,000 passengers
109B	160 complaints per 100,000 passengers
126	159 complaints per 100,000 passengers
73	145 complaints per 100,000 passengers
213	141 complaints per 100,000 passengers
120 / 121	138 complaints per 100,000 passengers
111X	120 complaints per 100,000 passengers
109	118 complaints per 100,000 passengers
109A	118 complaints per 100,000 passengers
123	115 complaints per 100,000 passengers
132	115 complaints per 100,000 passengers
72	114 complaints per 100,000 passengers
103X	102 complaints per 100,000 passengers
323	101 complaints per 100,000 passengers
239	97 complaints per 100,000 passengers
NX	96 complaints per 100,000 passengers
111	83 complaints per 100,000 passengers
70	83 complaints per 100,000 passengers
105	74 complaints per 100,000 passengers
109x	72 complaints per 100,000 passengers
245	71 complaints per 100,000 passengers
103	67 complaints per 100,000 passengers
343	63 complaints per 100,000 passengers
236	55 complaints per 100,000 passengers
190	50 complaints per 100,000 passengers
223	50 complaints per 100,000 passengers
350	49 complaints per 100,000 passengers
233	48 complaints per 100,000 passengers
101	48 complaints per 100,000 passengers
237	47 complaints per 100,000 passengers
100	45 complaints per 100,000 passengers
440	44 complaints per 100,000 passengers
456	43 complaints per 100,000 passengers
260	42 complaints per 100,000 passengers
424	38 complaints per 100,000 passengers
B1	38 complaints per 100,000 passengers
216	37 complaints per 100,000 passengers
221	36 complaints per 100,000 passengers
A2	35 complaints per 100,000 passengers
240	31 complaints per 100,000 passengers
226	29 complaints per 100,000 passengers
215	29 complaints per 100,000 passengers
219	27 complaints per 100,000 passengers
220	27 complaints per 100,000 passengers
458	27 complaints per 100,000 passengers
182	23 complaints per 100,000 passengers
203	19 complaints per 100,000 passengers
D1 / 174	19 complaints per 100,000 passengers
301	18 complaints per 100,000 passengers
401	17 complaints per 100,000 passengers
215A	17 complaints per 100,000 passengers
404	17 complaints per 100,000 passengers
304A	17 complaints per 100,000 passengers
302	16 complaints per 100,000 passengers
A1	16 complaints per 100,000 passengers
205	16 complaints per 100,000 passengers
208	15 complaints per 100,000 passengers
405	14 complaints per 100,000 passengers
220X	14 complaints per 100,000 passengers
214	13 complaints per 100,000 passengers
360	13 complaints per 100,000 passengers
207	12 complaints per 100,000 passengers
202	12 complaints per 100,000 passengers
402	10 complaints per 100,000 passengers
206	10 complaints per 100,000 passengers
409	9 complaints per 100,000 passengers
304	8 complaints per 100,000 passengers

*Where 10 or more complaints received

**Note - Some complaints included in these figures may not be fully attributable to the operator. E.G. complaints regarding frequency on a bus route or issues at certain bus stops that the operator has no responsibility to maintain

Q3 2019 Bus Éireann - PSO Services



Bus Route	Complaints per 100,000 passengers*
101X	266 complaints per 100,000 passengers
133/133X	184 complaints per 100,000 passengers
73	141 complaints per 100,000 passengers
123	138 complaints per 100,000 passengers
72	130 complaints per 100,000 passengers
213	125 complaints per 100,000 passengers
132	113 complaints per 100,000 passengers
126	108 complaints per 100,000 passengers
103X	107 complaints per 100,000 passengers
109	99 complaints per 100,000 passengers
109B	97 complaints per 100,000 passengers
350	87 complaints per 100,000 passengers
115/115A/115C	86 complaints per 100,000 passengers
NX	80 complaints per 100,000 passengers
109A	75 complaints per 100,000 passengers
120/121	74 complaints per 100,000 passengers
419	68 complaints per 100,000 passengers
109x	65 complaints per 100,000 passengers
111	60 complaints per 100,000 passengers
236	56 complaints per 100,000 passengers
105	51 complaints per 100,000 passengers
226	51 complaints per 100,000 passengers
103	45 complaints per 100,000 passengers
D1	43 complaints per 100,000 passengers
440	41 complaints per 100,000 passengers
456	39 complaints per 100,000 passengers
223	38 complaints per 100,000 passengers
101	38 complaints per 100,000 passengers
245	38 complaints per 100,000 passengers
343	37 complaints per 100,000 passengers
190	35 complaints per 100,000 passengers
424	29 complaints per 100,000 passengers
237	29 complaints per 100,000 passengers
A2	24 complaints per 100,000 passengers
220X	20 complaints per 100,000 passengers
221	18 complaints per 100,000 passengers
402	16 complaints per 100,000 passengers
215	15 complaints per 100,000 passengers
304A	14 complaints per 100,000 passengers
405	12 complaints per 100,000 passengers
404	12 complaints per 100,000 passengers
303	11 complaints per 100,000 passengers
360	10 complaints per 100,000 passengers
220	10 complaints per 100,000 passengers
401	9 complaints per 100,000 passengers
304	9 complaints per 100,000 passengers
409	9 complaints per 100,000 passengers
207	9 complaints per 100,000 passengers
205	8 complaints per 100,000 passengers
203	8 complaints per 100,000 passengers
206	7 complaints per 100,000 passengers
202	6 complaints per 100,000 passengers
208	3 complaints per 100,000 passengers

*where 10 or more complaints received

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Q2 2019
Bus Éireann - PSO Services
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
101X	234 complaints per 100,000 passengers
133/133X	120 complaints per 100,000 passengers
72	116 complaints per 100,000 passengers
103X	113 complaints per 100,000 passengers
132	112 complaints per 100,000 passengers
115 / 115A / 115C	111 complaints per 100,000 passengers
109B	97 complaints per 100,000 passengers
109A	94 complaints per 100,000 passengers
109	91 complaints per 100,000 passengers
111	76 complaints per 100,000 passengers
120/121	74 complaints per 100,000 passengers
103	73 complaints per 100,000 passengers
126	70 complaints per 100,000 passengers
275	68 complaints per 100,000 passengers
105	61 complaints per 100,000 passengers
109x	48 complaints per 100,000 passengers
245	46 complaints per 100,000 passengers
440	46 complaints per 100,000 passengers
343	41 complaints per 100,000 passengers
260	40 complaints per 100,000 passengers
NX	38 complaints per 100,000 passengers
350	38 complaints per 100,000 passengers
223	36 complaints per 100,000 passengers
W4	35 complaints per 100,000 passengers
301	35 complaints per 100,000 passengers
237	32 complaints per 100,000 passengers
A2	29 complaints per 100,000 passengers
215	28 complaints per 100,000 passengers
101	27 complaints per 100,000 passengers
219	27 complaints per 100,000 passengers
304A	26 complaints per 100,000 passengers
226	25 complaints per 100,000 passengers
236	25 complaints per 100,000 passengers
A1	23 complaints per 100,000 passengers
D1	22 complaints per 100,000 passengers
304	15 complaints per 100,000 passengers
206	15 complaints per 100,000 passengers
360	13 complaints per 100,000 passengers
220	13 complaints per 100,000 passengers
216	12 complaints per 100,000 passengers
207	12 complaints per 100,000 passengers
302	10 complaints per 100,000 passengers
404	10 complaints per 100,000 passengers
401	8 complaints per 100,000 passengers
405	8 complaints per 100,000 passengers
402	7 complaints per 100,000 passengers
409	7 complaints per 100,000 passengers
208	7 complaints per 100,000 passengers
203	6 complaints per 100,000 passengers
202	6 complaints per 100,000 passengers

*where 10 or more complaints received

**Note - Some complaints included in these figures may not be fully attributable to the operator. E.G. complaints regarding frequency on a bus route or issues at certain bus stops that the operator has no responsibility to maintain

Q1 2019
Bus Éireann - PSO Services
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
103X	332 complaints per 100,000 passengers
73	263 complaints per 100,000 passengers
101X	245 complaints per 100,000 passengers
111X	156 complaints per 100,000 passengers
133/133X	153 complaints per 100,000 passengers
123	142 complaints per 100,000 passengers
115 / 115A / 115C	133 complaints per 100,000 passengers
72	123 complaints per 100,000 passengers
130	121 complaints per 100,000 passengers
126	114 complaints per 100,000 passengers
109B	113 complaints per 100,000 passengers
109	112 complaints per 100,000 passengers
109A	108 complaints per 100,000 passengers
243	104 complaints per 100,000 passengers
440	102 complaints per 100,000 passengers
120/121	100 complaints per 100,000 passengers
111	92 complaints per 100,000 passengers
223	85 complaints per 100,000 passengers
456	73 complaints per 100,000 passengers
343	65 complaints per 100,000 passengers
109x	63 complaints per 100,000 passengers
NX	57 complaints per 100,000 passengers
236	52 complaints per 100,000 passengers
260	49 complaints per 100,000 passengers
105	48 complaints per 100,000 passengers
245	48 complaints per 100,000 passengers
233	48 complaints per 100,000 passengers
458	46 complaints per 100,000 passengers
103	45 complaints per 100,000 passengers
350	36 complaints per 100,000 passengers
215	33 complaints per 100,000 passengers
304A	33 complaints per 100,000 passengers
216	31 complaints per 100,000 passengers
219	30 complaints per 100,000 passengers
101	28 complaints per 100,000 passengers
190	27 complaints per 100,000 passengers
A2	26 complaints per 100,000 passengers
237	24 complaints per 100,000 passengers
226	24 complaints per 100,000 passengers
100	23 complaints per 100,000 passengers
220X	23 complaints per 100,000 passengers
220	22 complaints per 100,000 passengers
301	21 complaints per 100,000 passengers
D1	19 complaints per 100,000 passengers
304	16 complaints per 100,000 passengers
404	15 complaints per 100,000 passengers
360	15 complaints per 100,000 passengers
221	12 complaints per 100,000 passengers
402	12 complaints per 100,000 passengers
205	12 complaints per 100,000 passengers
302	11 complaints per 100,000 passengers
206	11 complaints per 100,000 passengers
303	11 complaints per 100,000 passengers
202	10 complaints per 100,000 passengers
401	10 complaints per 100,000 passengers
208	9 complaints per 100,000 passengers
203	9 complaints per 100,000 passengers
214	9 complaints per 100,000 passengers
207	8 complaints per 100,000 passengers
405	8 complaints per 100,000 passengers
409	6 complaints per 100,000 passengers

*where 10 or more complaints received

**Note - Some complaints included in these figures may not be fully attributable to the operator. E.G. complaints regarding frequency on a bus route or issues at certain bus stops that the operator has no responsibility to maintain

Q4 2018
Bus Éireann - PSO Services
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
109B	292 complaints per 100,000 passengers
103X	243 complaints per 100,000 passengers
133	230 complaints per 100,000 passengers
115 / 115A	203 complaints per 100,000 passengers
201	189 complaints per 100,000 passengers
101X	184 complaints per 100,000 passengers
120	181 complaints per 100,000 passengers
126	142 complaints per 100,000 passengers
132	135 complaints per 100,000 passengers
109A	110 complaints per 100,000 passengers
111	109 complaints per 100,000 passengers
109	106 complaints per 100,000 passengers
72	105 complaints per 100,000 passengers
440	95 complaints per 100,000 passengers
130	91 complaints per 100,000 passengers
343	82 complaints per 100,000 passengers
NX	79 complaints per 100,000 passengers
260	73 complaints per 100,000 passengers
103	69 complaints per 100,000 passengers
419	64 complaints per 100,000 passengers
245	63 complaints per 100,000 passengers
123	63 complaints per 100,000 passengers
105	60 complaints per 100,000 passengers
233	60 complaints per 100,000 passengers
109x	58 complaints per 100,000 passengers
456	57 complaints per 100,000 passengers
219	56 complaints per 100,000 passengers
236	53 complaints per 100,000 passengers
101	50 complaints per 100,000 passengers
220X	49 complaints per 100,000 passengers
602	46 complaints per 100,000 passengers
223	46 complaints per 100,000 passengers
350	46 complaints per 100,000 passengers
424	43 complaints per 100,000 passengers
220	43 complaints per 100,000 passengers
237	38 complaints per 100,000 passengers
215	34 complaints per 100,000 passengers
226	34 complaints per 100,000 passengers
304A	27 complaints per 100,000 passengers
190	27 complaints per 100,000 passengers
302	26 complaints per 100,000 passengers
221	25 complaints per 100,000 passengers
301	25 complaints per 100,000 passengers
182	24 complaints per 100,000 passengers
100	24 complaints per 100,000 passengers
304	22 complaints per 100,000 passengers
216	22 complaints per 100,000 passengers
405	22 complaints per 100,000 passengers
404	19 complaints per 100,000 passengers
402	19 complaints per 100,000 passengers
401	18 complaints per 100,000 passengers
360	17 complaints per 100,000 passengers
206	17 complaints per 100,000 passengers
205	16 complaints per 100,000 passengers
601	16 complaints per 100,000 passengers
203	16 complaints per 100,000 passengers
407	16 complaints per 100,000 passengers
605	13 complaints per 100,000 passengers
409	12 complaints per 100,000 passengers
207	11 complaints per 100,000 passengers
208	10 complaints per 100,000 passengers
303	8 complaints per 100,000 passengers
202	8 complaints per 100,000 passengers
214	7 complaints per 100,000 passengers

*where 10 or more complaints received

**Note - Some complaints included in these figures may not be fully attributable to the operator. E.G. complaints

Q3 2018 Bus Éireann - PSO Services



Bus Route	Complaints per 100,000 passengers*
103X	255 complaints per 100,000 passengers
133	217 complaints per 100,000 passengers
132	149 complaints per 100,000 passengers
101X	136 complaints per 100,000 passengers
73	114 complaints per 100,000 passengers
123	112 complaints per 100,000 passengers
72	108 complaints per 100,000 passengers
126	99 complaints per 100,000 passengers
350	96 complaints per 100,000 passengers
109	94 complaints per 100,000 passengers
109A	94 complaints per 100,000 passengers
440	90 complaints per 100,000 passengers
111	83 complaints per 100,000 passengers
103	69 complaints per 100,000 passengers
109x	66 complaints per 100,000 passengers
120	66 complaints per 100,000 passengers
NX	65 complaints per 100,000 passengers
456	63 complaints per 100,000 passengers
260	57 complaints per 100,000 passengers
105	54 complaints per 100,000 passengers
343	54 complaints per 100,000 passengers
237	53 complaints per 100,000 passengers
101	48 complaints per 100,000 passengers
190	41 complaints per 100,000 passengers
233	40 complaints per 100,000 passengers
226	34 complaints per 100,000 passengers
182	34 complaints per 100,000 passengers
245	32 complaints per 100,000 passengers
301	27 complaints per 100,000 passengers
223	25 complaints per 100,000 passengers
115 / 115A	23 complaints per 100,000 passengers
100	22 complaints per 100,000 passengers
424	22 complaints per 100,000 passengers
220X	22 complaints per 100,000 passengers
304A	19 complaints per 100,000 passengers
407	17 complaints per 100,000 passengers
220	16 complaints per 100,000 passengers
360	15 complaints per 100,000 passengers
215	15 complaints per 100,000 passengers
403	15 complaints per 100,000 passengers
405	14 complaints per 100,000 passengers
203	14 complaints per 100,000 passengers
302	13 complaints per 100,000 passengers
409	13 complaints per 100,000 passengers
401	11 complaints per 100,000 passengers
404	11 complaints per 100,000 passengers
304	10 complaints per 100,000 passengers
207	8 complaints per 100,000 passengers
202	8 complaints per 100,000 passengers
206	8 complaints per 100,000 passengers
205	8 complaints per 100,000 passengers
214	6 complaints per 100,000 passengers
208	4 complaints per 100,000 passengers

*where 10 or more complaints received

**Note - Some complaints included in these figures may not be fully attributable to the operator. E.G. complaints regarding frequency on a bus route or issues at certain bus stops that the operator has no responsibility to maintain

Q2 2018

**Bus Éireann - PSO Services
Customer Complaints Report**



Bus Route	Complaints per 100,000 passengers*
101X	257 complaints per 100,000 passengers
103X	238 complaints per 100,000 passengers
133	235 complaints per 100,000 passengers
115 / 115A	198 complaints per 100,000 passengers
109B	147 complaints per 100,000 passengers
201	141 complaints per 100,000 passengers
72	139 complaints per 100,000 passengers
132	135 complaints per 100,000 passengers
126	129 complaints per 100,000 passengers
111	128 complaints per 100,000 passengers
130	125 complaints per 100,000 passengers
NX	119 complaints per 100,000 passengers
109	110 complaints per 100,000 passengers
370	93 complaints per 100,000 passengers
109A	91 complaints per 100,000 passengers
123	87 complaints per 100,000 passengers
120	78 complaints per 100,000 passengers
109x	74 complaints per 100,000 passengers
343	73 complaints per 100,000 passengers
602	72 complaints per 100,000 passengers
103	70 complaints per 100,000 passengers
440	64 complaints per 100,000 passengers
350	64 complaints per 100,000 passengers
245	64 complaints per 100,000 passengers
190	56 complaints per 100,000 passengers
101	53 complaints per 100,000 passengers
105	49 complaints per 100,000 passengers
260	46 complaints per 100,000 passengers
219	46 complaints per 100,000 passengers
236	44 complaints per 100,000 passengers
237	38 complaints per 100,000 passengers
226	36 complaints per 100,000 passengers
220X	30 complaints per 100,000 passengers
100	28 complaints per 100,000 passengers
223	24 complaints per 100,000 passengers
221	22 complaints per 100,000 passengers
220	20 complaints per 100,000 passengers
304	19 complaints per 100,000 passengers
215	18 complaints per 100,000 passengers
301	18 complaints per 100,000 passengers
404	17 complaints per 100,000 passengers
401	15 complaints per 100,000 passengers
302	15 complaints per 100,000 passengers
303	13 complaints per 100,000 passengers
206	13 complaints per 100,000 passengers
203	12 complaints per 100,000 passengers
207	12 complaints per 100,000 passengers
360	11 complaints per 100,000 passengers
214	9 complaints per 100,000 passengers
405	9 complaints per 100,000 passengers
409	9 complaints per 100,000 passengers
202	9 complaints per 100,000 passengers
216	8 complaints per 100,000 passengers
208	8 complaints per 100,000 passengers
402	7 complaints per 100,000 passengers

*where 10 or more complaints received

**Note - Some complaints included in these figures may not be fully attributable to the operator. E.G. complaints regarding frequency on a bus route or issues at certain bus stops that the operator has no responsibility to maintain

Q1 2018
Bus Éireann - PSO Services
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
72	279 complaints per 100,000 passengers
201	239 complaints per 100,000 passengers
73	238 complaints per 100,000 passengers
133	217 complaints per 100,000 passengers
101X	185 complaints per 100,000 passengers
132	172 complaints per 100,000 passengers
103X	169 complaints per 100,000 passengers
115 / 115A	163 complaints per 100,000 passengers
111	155 complaints per 100,000 passengers
126	139 complaints per 100,000 passengers
243	136 complaints per 100,000 passengers
239	133 complaints per 100,000 passengers
123	126 complaints per 100,000 passengers
NX	117 complaints per 100,000 passengers
130	117 complaints per 100,000 passengers
109	110 complaints per 100,000 passengers
440	106 complaints per 100,000 passengers
120	96 complaints per 100,000 passengers
103	86 complaints per 100,000 passengers
233	84 complaints per 100,000 passengers
109A	79 complaints per 100,000 passengers
350	68 complaints per 100,000 passengers
109x	66 complaints per 100,000 passengers
190	65 complaints per 100,000 passengers
236	58 complaints per 100,000 passengers
226	54 complaints per 100,000 passengers
602	54 complaints per 100,000 passengers
245	52 complaints per 100,000 passengers
237	51 complaints per 100,000 passengers
223	51 complaints per 100,000 passengers
343	47 complaints per 100,000 passengers
219	39 complaints per 100,000 passengers
220	35 complaints per 100,000 passengers
240	34 complaints per 100,000 passengers
105	34 complaints per 100,000 passengers
101	33 complaints per 100,000 passengers
220X	33 complaints per 100,000 passengers
301	32 complaints per 100,000 passengers
304	28 complaints per 100,000 passengers
221	26 complaints per 100,000 passengers
215	23 complaints per 100,000 passengers
404	22 complaints per 100,000 passengers
216	22 complaints per 100,000 passengers
302	20 complaints per 100,000 passengers
409	19 complaints per 100,000 passengers
207	19 complaints per 100,000 passengers
405	17 complaints per 100,000 passengers
360	14 complaints per 100,000 passengers
206	13 complaints per 100,000 passengers
401	12 complaints per 100,000 passengers
403	12 complaints per 100,000 passengers
214	11 complaints per 100,000 passengers
205	11 complaints per 100,000 passengers
208	11 complaints per 100,000 passengers
202	10 complaints per 100,000 passengers
203	8 complaints per 100,000 passengers
402	7 complaints per 100,000 passengers

*where 10 or more complaints received

**Note - Some complaints included in these figures may not be fully attributable to the operator. E.G. complaints regarding frequency on a bus route or issues at certain bus stops that the operator has no responsibility to maintain