

Q4 2019

Dublin Bus - PSO Services  
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
41X	54 complaints per 100,000 passengers
67X	54 complaints per 100,000 passengers
32X	52 complaints per 100,000 passengers
25D	45 complaints per 100,000 passengers
33X	44 complaints per 100,000 passengers
41B	41 complaints per 100,000 passengers
150	36 complaints per 100,000 passengers
47	36 complaints per 100,000 passengers
65	34 complaints per 100,000 passengers
69	34 complaints per 100,000 passengers
84X	34 complaints per 100,000 passengers
25	33 complaints per 100,000 passengers
70	31 complaints per 100,000 passengers
142	28 complaints per 100,000 passengers
66X	27 complaints per 100,000 passengers
68	27 complaints per 100,000 passengers
61	27 complaints per 100,000 passengers
151	25 complaints per 100,000 passengers
39X	25 complaints per 100,000 passengers
49	25 complaints per 100,000 passengers
38B	25 complaints per 100,000 passengers
65B	24 complaints per 100,000 passengers
56A	22 complaints per 100,000 passengers
66E	22 complaints per 100,000 passengers
67	21 complaints per 100,000 passengers
66A	20 complaints per 100,000 passengers
27B	20 complaints per 100,000 passengers
25A	20 complaints per 100,000 passengers
15B	19 complaints per 100,000 passengers
26	19 complaints per 100,000 passengers
79	18 complaints per 100,000 passengers
79A	18 complaints per 100,000 passengers
44	17 complaints per 100,000 passengers
84	17 complaints per 100,000 passengers
40D	17 complaints per 100,000 passengers
32	17 complaints per 100,000 passengers
120	16 complaints per 100,000 passengers
41	14 complaints per 100,000 passengers
15A	14 complaints per 100,000 passengers
27A	14 complaints per 100,000 passengers
7	14 complaints per 100,000 passengers
43	14 complaints per 100,000 passengers
54A	14 complaints per 100,000 passengers
66	14 complaints per 100,000 passengers
33	13 complaints per 100,000 passengers
11	11 complaints per 100,000 passengers
42	11 complaints per 100,000 passengers
66B	11 complaints per 100,000 passengers
123	10 complaints per 100,000 passengers
130	10 complaints per 100,000 passengers
83	10 complaints per 100,000 passengers
37	10 complaints per 100,000 passengers
41C	10 complaints per 100,000 passengers
29A	9 complaints per 100,000 passengers
14	9 complaints per 100,000 passengers
77A	9 complaints per 100,000 passengers
40	9 complaints per 100,000 passengers
25B	9 complaints per 100,000 passengers
140	9 complaints per 100,000 passengers
145	9 complaints per 100,000 passengers
155	8 complaints per 100,000 passengers
39	8 complaints per 100,000 passengers
4	8 complaints per 100,000 passengers
15	8 complaints per 100,000 passengers
31	8 complaints per 100,000 passengers
46A	8 complaints per 100,000 passengers
7A	8 complaints per 100,000 passengers
39A	7 complaints per 100,000 passengers
9	7 complaints per 100,000 passengers
38	7 complaints per 100,000 passengers
1	6 complaints per 100,000 passengers
16	6 complaints per 100,000 passengers
27	6 complaints per 100,000 passengers
38A	5 complaints per 100,000 passengers
13	5 complaints per 100,000 passengers
122	3 complaints per 100,000 passengers

\*where 10 or more

\*\*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

Dublin Bus - PSO Services  
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
66X	35 complaints per 100,000 passengers
49	23 complaints per 100,000 passengers
65B	22 complaints per 100,000 passengers
61	20 complaints per 100,000 passengers
67X	18 complaints per 100,000 passengers
15B	18 complaints per 100,000 passengers
56A	17 complaints per 100,000 passengers
69	16 complaints per 100,000 passengers
84X	16 complaints per 100,000 passengers
47	15 complaints per 100,000 passengers
54A	15 complaints per 100,000 passengers
79	15 complaints per 100,000 passengers
25	14 complaints per 100,000 passengers
70	14 complaints per 100,000 passengers
65	14 complaints per 100,000 passengers
151	13 complaints per 100,000 passengers
33	12 complaints per 100,000 passengers
67	12 complaints per 100,000 passengers
27A	12 complaints per 100,000 passengers
120	12 complaints per 100,000 passengers
31	12 complaints per 100,000 passengers
15A	12 complaints per 100,000 passengers
150	12 complaints per 100,000 passengers
41C	12 complaints per 100,000 passengers
66A	11 complaints per 100,000 passengers
44	11 complaints per 100,000 passengers
27B	11 complaints per 100,000 passengers
40D	10 complaints per 100,000 passengers
41	10 complaints per 100,000 passengers
42	10 complaints per 100,000 passengers
7	10 complaints per 100,000 passengers
79A	9 complaints per 100,000 passengers
26	9 complaints per 100,000 passengers
68	9 complaints per 100,000 passengers
32	9 complaints per 100,000 passengers
43	9 complaints per 100,000 passengers
11	9 complaints per 100,000 passengers
77A	9 complaints per 100,000 passengers
16	8 complaints per 100,000 passengers
130	8 complaints per 100,000 passengers
46A	8 complaints per 100,000 passengers
84	8 complaints per 100,000 passengers
39	7 complaints per 100,000 passengers
140	7 complaints per 100,000 passengers
155	7 complaints per 100,000 passengers
123	7 complaints per 100,000 passengers
29A	7 complaints per 100,000 passengers
145	7 complaints per 100,000 passengers
15	7 complaints per 100,000 passengers
37	7 complaints per 100,000 passengers
25B	7 complaints per 100,000 passengers
66	6 complaints per 100,000 passengers
83	6 complaints per 100,000 passengers
14	6 complaints per 100,000 passengers
9	6 complaints per 100,000 passengers
7A	6 complaints per 100,000 passengers
27	6 complaints per 100,000 passengers
40	6 complaints per 100,000 passengers
25A	6 complaints per 100,000 passengers
4	5 complaints per 100,000 passengers
39A	5 complaints per 100,000 passengers
38A	4 complaints per 100,000 passengers
13	4 complaints per 100,000 passengers
122	4 complaints per 100,000 passengers
38	3 complaints per 100,000 passengers
1	2 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 2019**

**Dublin Bus - PSO Services**

**Customer Complaints Report**



<b>Bus Route</b>	<b>Complaints per 100,000 passengers*</b>
84X	25 complaints per 100,000 passengers
33X	23 complaints per 100,000 passengers
61	23 complaints per 100,000 passengers
67X	21 complaints per 100,000 passengers
47	17 complaints per 100,000 passengers
65	16 complaints per 100,000 passengers
43	16 complaints per 100,000 passengers
69	15 complaints per 100,000 passengers
150	14 complaints per 100,000 passengers
70	14 complaints per 100,000 passengers
66A	13 complaints per 100,000 passengers
33	13 complaints per 100,000 passengers
25	13 complaints per 100,000 passengers
49	13 complaints per 100,000 passengers
26	12 complaints per 100,000 passengers
44	11 complaints per 100,000 passengers
65B	11 complaints per 100,000 passengers
68	11 complaints per 100,000 passengers
54A	11 complaints per 100,000 passengers
40D	11 complaints per 100,000 passengers
15B	11 complaints per 100,000 passengers
27B	10 complaints per 100,000 passengers
39	10 complaints per 100,000 passengers
7	10 complaints per 100,000 passengers
41C	9 complaints per 100,000 passengers
84	9 complaints per 100,000 passengers
79A	8 complaints per 100,000 passengers
66	8 complaints per 100,000 passengers
15A	8 complaints per 100,000 passengers
25A	8 complaints per 100,000 passengers
77A	8 complaints per 100,000 passengers
27A	8 complaints per 100,000 passengers
42	8 complaints per 100,000 passengers
67	8 complaints per 100,000 passengers
41	8 complaints per 100,000 passengers
31	7 complaints per 100,000 passengers
32	6 complaints per 100,000 passengers
7A	6 complaints per 100,000 passengers
29A	6 complaints per 100,000 passengers
123	6 complaints per 100,000 passengers
151	6 complaints per 100,000 passengers
130	6 complaints per 100,000 passengers
11	6 complaints per 100,000 passengers
15	6 complaints per 100,000 passengers
145	6 complaints per 100,000 passengers
16	6 complaints per 100,000 passengers
120	6 complaints per 100,000 passengers
25B	5 complaints per 100,000 passengers
37	5 complaints per 100,000 passengers
14	5 complaints per 100,000 passengers
9	5 complaints per 100,000 passengers
46A	5 complaints per 100,000 passengers
140	4 complaints per 100,000 passengers
4	4 complaints per 100,000 passengers
40	4 complaints per 100,000 passengers
83	4 complaints per 100,000 passengers
38	4 complaints per 100,000 passengers
27	4 complaints per 100,000 passengers
13	3 complaints per 100,000 passengers
122	3 complaints per 100,000 passengers
39A	3 complaints per 100,000 passengers
1	3 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

Dublin Bus - PSO Services  
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
25X	48 complaints per 100,000 passengers
41X	42 complaints per 100,000 passengers
66X	37 complaints per 100,000 passengers
33X	24 complaints per 100,000 passengers
67X	23 complaints per 100,000 passengers
47	22 complaints per 100,000 passengers
70	21 complaints per 100,000 passengers
38B	20 complaints per 100,000 passengers
142	20 complaints per 100,000 passengers
54A	19 complaints per 100,000 passengers
66B	19 complaints per 100,000 passengers
69	18 complaints per 100,000 passengers
84X	17 complaints per 100,000 passengers
25	17 complaints per 100,000 passengers
18	16 complaints per 100,000 passengers
65	16 complaints per 100,000 passengers
120	16 complaints per 100,000 passengers
150	15 complaints per 100,000 passengers
68	15 complaints per 100,000 passengers
56A	15 complaints per 100,000 passengers
61	14 complaints per 100,000 passengers
49	13 complaints per 100,000 passengers
79	12 complaints per 100,000 passengers
66	12 complaints per 100,000 passengers
84	11 complaints per 100,000 passengers
65B	11 complaints per 100,000 passengers
33	11 complaints per 100,000 passengers
44	10 complaints per 100,000 passengers
26	10 complaints per 100,000 passengers
79A	10 complaints per 100,000 passengers
27B	9 complaints per 100,000 passengers
76	9 complaints per 100,000 passengers
7	9 complaints per 100,000 passengers
15B	9 complaints per 100,000 passengers
41C	9 complaints per 100,000 passengers
38	9 complaints per 100,000 passengers
11	9 complaints per 100,000 passengers
43	9 complaints per 100,000 passengers
41	8 complaints per 100,000 passengers
32	8 complaints per 100,000 passengers
15A	8 complaints per 100,000 passengers
38A	8 complaints per 100,000 passengers
40D	7 complaints per 100,000 passengers
77A	7 complaints per 100,000 passengers
67	7 complaints per 100,000 passengers
13	7 complaints per 100,000 passengers
145	7 complaints per 100,000 passengers
151	6 complaints per 100,000 passengers
39A	6 complaints per 100,000 passengers
42	6 complaints per 100,000 passengers
46A	6 complaints per 100,000 passengers
39	6 complaints per 100,000 passengers
123	6 complaints per 100,000 passengers
37	6 complaints per 100,000 passengers
15	5 complaints per 100,000 passengers
25B	5 complaints per 100,000 passengers
25A	5 complaints per 100,000 passengers
31	5 complaints per 100,000 passengers
140	4 complaints per 100,000 passengers
27	4 complaints per 100,000 passengers
83	4 complaints per 100,000 passengers
7A	4 complaints per 100,000 passengers
130	4 complaints per 100,000 passengers
14	4 complaints per 100,000 passengers
40	4 complaints per 100,000 passengers
29A	4 complaints per 100,000 passengers
16	4 complaints per 100,000 passengers
122	4 complaints per 100,000 passengers
9	4 complaints per 100,000 passengers
1	3 complaints per 100,000 passengers
4	3 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

Dublin Bus - PSO Services  
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
41X	63 complaints per 100,000 passengers
39X	59 complaints per 100,000 passengers
114	52 complaints per 100,000 passengers
239	47 complaints per 100,000 passengers
38B	44 complaints per 100,000 passengers
33X	43 complaints per 100,000 passengers
84X	40 complaints per 100,000 passengers
17	40 complaints per 100,000 passengers
66X	37 complaints per 100,000 passengers
61	36 complaints per 100,000 passengers
84	35 complaints per 100,000 passengers
25	33 complaints per 100,000 passengers
47	32 complaints per 100,000 passengers
238	32 complaints per 100,000 passengers
67X	31 complaints per 100,000 passengers
26	30 complaints per 100,000 passengers
220	28 complaints per 100,000 passengers
70	25 complaints per 100,000 passengers
184	24 complaints per 100,000 passengers
76	24 complaints per 100,000 passengers
33	22 complaints per 100,000 passengers
18	22 complaints per 100,000 passengers
65	22 complaints per 100,000 passengers
75	22 complaints per 100,000 passengers
142	21 complaints per 100,000 passengers
66	21 complaints per 100,000 passengers
33B	20 complaints per 100,000 passengers
56A	20 complaints per 100,000 passengers
44	19 complaints per 100,000 passengers
40D	19 complaints per 100,000 passengers
43	19 complaints per 100,000 passengers
54A	18 complaints per 100,000 passengers
151	17 complaints per 100,000 passengers
41	17 complaints per 100,000 passengers
150	16 complaints per 100,000 passengers
270	15 complaints per 100,000 passengers
15B	15 complaints per 100,000 passengers
41C	15 complaints per 100,000 passengers
49	15 complaints per 100,000 passengers
68	15 complaints per 100,000 passengers
25A	13 complaints per 100,000 passengers
120	13 complaints per 100,000 passengers
67	13 complaints per 100,000 passengers
65B	13 complaints per 100,000 passengers
17A	13 complaints per 100,000 passengers
66A	13 complaints per 100,000 passengers
79	13 complaints per 100,000 passengers
66B	12 complaints per 100,000 passengers
145	12 complaints per 100,000 passengers
15A	12 complaints per 100,000 passengers
11	12 complaints per 100,000 passengers
79A	12 complaints per 100,000 passengers
38	11 complaints per 100,000 passengers
7	11 complaints per 100,000 passengers
25B	11 complaints per 100,000 passengers
27A	11 complaints per 100,000 passengers
102	11 complaints per 100,000 passengers
27B	11 complaints per 100,000 passengers
37	11 complaints per 100,000 passengers
39	10 complaints per 100,000 passengers
83	10 complaints per 100,000 passengers
14	10 complaints per 100,000 passengers
16	9 complaints per 100,000 passengers
69	9 complaints per 100,000 passengers
140	9 complaints per 100,000 passengers
32	9 complaints per 100,000 passengers
46A	8 complaints per 100,000 passengers
77A	8 complaints per 100,000 passengers
15	7 complaints per 100,000 passengers
42	7 complaints per 100,000 passengers
130	7 complaints per 100,000 passengers
4	7 complaints per 100,000 passengers
29A	7 complaints per 100,000 passengers
13	7 complaints per 100,000 passengers
39A	7 complaints per 100,000 passengers
27	6 complaints per 100,000 passengers
123	6 complaints per 100,000 passengers
40	6 complaints per 100,000 passengers
38A	6 complaints per 100,000 passengers
7A	6 complaints per 100,000 passengers
31	6 complaints per 100,000 passengers
9	5 complaints per 100,000 passengers
122	5 complaints per 100,000 passengers
1	5 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 2018

Dublin Bus - PSO Services  
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
25X	187 complaints per 100,000 passengers
67X	43 complaints per 100,000 passengers
66X	38 complaints per 100,000 passengers
41B	29 complaints per 100,000 passengers
220	29 complaints per 100,000 passengers
33A	26 complaints per 100,000 passengers
25	26 complaints per 100,000 passengers
47	23 complaints per 100,000 passengers
84	22 complaints per 100,000 passengers
70	21 complaints per 100,000 passengers
238	21 complaints per 100,000 passengers
65B	20 complaints per 100,000 passengers
84X	20 complaints per 100,000 passengers
33	20 complaints per 100,000 passengers
15B	20 complaints per 100,000 passengers
120	19 complaints per 100,000 passengers
102	17 complaints per 100,000 passengers
17	17 complaints per 100,000 passengers
41C	16 complaints per 100,000 passengers
66B	15 complaints per 100,000 passengers
75	14 complaints per 100,000 passengers
41	14 complaints per 100,000 passengers
54A	14 complaints per 100,000 passengers
61	13 complaints per 100,000 passengers
18	13 complaints per 100,000 passengers
67	13 complaints per 100,000 passengers
26	12 complaints per 100,000 passengers
32	12 complaints per 100,000 passengers
44	12 complaints per 100,000 passengers
68	12 complaints per 100,000 passengers
66	12 complaints per 100,000 passengers
43	12 complaints per 100,000 passengers
40D	11 complaints per 100,000 passengers
25B	11 complaints per 100,000 passengers
15A	11 complaints per 100,000 passengers
49	11 complaints per 100,000 passengers
65	11 complaints per 100,000 passengers
69	11 complaints per 100,000 passengers
123	10 complaints per 100,000 passengers
63	10 complaints per 100,000 passengers
27A	10 complaints per 100,000 passengers
16	10 complaints per 100,000 passengers
145	10 complaints per 100,000 passengers
42	10 complaints per 100,000 passengers
150	9 complaints per 100,000 passengers
77A	9 complaints per 100,000 passengers
25A	8 complaints per 100,000 passengers
38	8 complaints per 100,000 passengers
39	8 complaints per 100,000 passengers
27B	8 complaints per 100,000 passengers
76	8 complaints per 100,000 passengers
7	8 complaints per 100,000 passengers
151	8 complaints per 100,000 passengers
79A	8 complaints per 100,000 passengers
29A	7 complaints per 100,000 passengers
11	7 complaints per 100,000 passengers
130	7 complaints per 100,000 passengers
14	7 complaints per 100,000 passengers
17A	7 complaints per 100,000 passengers
37	7 complaints per 100,000 passengers
27	7 complaints per 100,000 passengers
140	7 complaints per 100,000 passengers
38A	7 complaints per 100,000 passengers
79	6 complaints per 100,000 passengers
13	6 complaints per 100,000 passengers
9	6 complaints per 100,000 passengers
31	6 complaints per 100,000 passengers
39A	6 complaints per 100,000 passengers
15	6 complaints per 100,000 passengers
7A	5 complaints per 100,000 passengers
122	5 complaints per 100,000 passengers
40	4 complaints per 100,000 passengers
46A	4 complaints per 100,000 passengers
4	4 complaints per 100,000 passengers
83	3 complaints per 100,000 passengers
1	3 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

Dublin Bus - PSO Services  
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
41X	70 complaints per 100,000 passengers
39X	46 complaints per 100,000 passengers
33A	36 complaints per 100,000 passengers
84X	36 complaints per 100,000 passengers
68	33 complaints per 100,000 passengers
61	33 complaints per 100,000 passengers
239	31 complaints per 100,000 passengers
84	30 complaints per 100,000 passengers
66A	26 complaints per 100,000 passengers
38B	25 complaints per 100,000 passengers
33X	23 complaints per 100,000 passengers
238	23 complaints per 100,000 passengers
47	23 complaints per 100,000 passengers
142	22 complaints per 100,000 passengers
25	21 complaints per 100,000 passengers
66X	21 complaints per 100,000 passengers
63	20 complaints per 100,000 passengers
66B	19 complaints per 100,000 passengers
33	18 complaints per 100,000 passengers
26	16 complaints per 100,000 passengers
67X	16 complaints per 100,000 passengers
70	16 complaints per 100,000 passengers
32	15 complaints per 100,000 passengers
102	15 complaints per 100,000 passengers
17	15 complaints per 100,000 passengers
40D	14 complaints per 100,000 passengers
43	13 complaints per 100,000 passengers
65B	13 complaints per 100,000 passengers
69	13 complaints per 100,000 passengers
15B	12 complaints per 100,000 passengers
41	12 complaints per 100,000 passengers
79A	12 complaints per 100,000 passengers
66	12 complaints per 100,000 passengers
38A	11 complaints per 100,000 passengers
75	11 complaints per 100,000 passengers
41C	11 complaints per 100,000 passengers
67	11 complaints per 100,000 passengers
49	11 complaints per 100,000 passengers
18	10 complaints per 100,000 passengers
120	10 complaints per 100,000 passengers
54A	10 complaints per 100,000 passengers
27B	10 complaints per 100,000 passengers
27A	9 complaints per 100,000 passengers
44	9 complaints per 100,000 passengers
42	9 complaints per 100,000 passengers
83	9 complaints per 100,000 passengers
14	9 complaints per 100,000 passengers
145	9 complaints per 100,000 passengers
39	9 complaints per 100,000 passengers
16	8 complaints per 100,000 passengers
37	8 complaints per 100,000 passengers
76	8 complaints per 100,000 passengers
65	8 complaints per 100,000 passengers
150	8 complaints per 100,000 passengers
151	7 complaints per 100,000 passengers
25A	7 complaints per 100,000 passengers
17A	7 complaints per 100,000 passengers
15	7 complaints per 100,000 passengers
31	7 complaints per 100,000 passengers
123	7 complaints per 100,000 passengers
38	7 complaints per 100,000 passengers
7	6 complaints per 100,000 passengers
15A	6 complaints per 100,000 passengers
7A	6 complaints per 100,000 passengers
122	6 complaints per 100,000 passengers
130	6 complaints per 100,000 passengers
27	5 complaints per 100,000 passengers
25B	5 complaints per 100,000 passengers
39A	5 complaints per 100,000 passengers
11	5 complaints per 100,000 passengers
77A	5 complaints per 100,000 passengers
79	5 complaints per 100,000 passengers
46A	4 complaints per 100,000 passengers
40	4 complaints per 100,000 passengers
29A	4 complaints per 100,000 passengers
140	4 complaints per 100,000 passengers
13	4 complaints per 100,000 passengers
4	4 complaints per 100,000 passengers
1	4 complaints per 100,000 passengers
45A	4 complaints per 100,000 passengers
9	2 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

Dublin Bus - PSO Services  
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
39X	77 complaints per 100,000 passengers
41X	64 complaints per 100,000 passengers
33B	55 complaints per 100,000 passengers
27X	51 complaints per 100,000 passengers
66X	41 complaints per 100,000 passengers
66A	33 complaints per 100,000 passengers
33X	29 complaints per 100,000 passengers
67X	28 complaints per 100,000 passengers
70	27 complaints per 100,000 passengers
114	26 complaints per 100,000 passengers
26	24 complaints per 100,000 passengers
68	23 complaints per 100,000 passengers
84X	23 complaints per 100,000 passengers
40D	23 complaints per 100,000 passengers
220	22 complaints per 100,000 passengers
25	22 complaints per 100,000 passengers
56A	20 complaints per 100,000 passengers
238	19 complaints per 100,000 passengers
27A	19 complaints per 100,000 passengers
142	19 complaints per 100,000 passengers
33	18 complaints per 100,000 passengers
63	18 complaints per 100,000 passengers
61	17 complaints per 100,000 passengers
65B	17 complaints per 100,000 passengers
69	15 complaints per 100,000 passengers
15B	15 complaints per 100,000 passengers
84	14 complaints per 100,000 passengers
150	14 complaints per 100,000 passengers
25A	13 complaints per 100,000 passengers
17	13 complaints per 100,000 passengers
65	13 complaints per 100,000 passengers
66	12 complaints per 100,000 passengers
47	12 complaints per 100,000 passengers
54A	12 complaints per 100,000 passengers
66B	11 complaints per 100,000 passengers
120	11 complaints per 100,000 passengers
41C	11 complaints per 100,000 passengers
79A	11 complaints per 100,000 passengers
17A	11 complaints per 100,000 passengers
18	10 complaints per 100,000 passengers
39	10 complaints per 100,000 passengers
83	10 complaints per 100,000 passengers
45A	10 complaints per 100,000 passengers
102	9 complaints per 100,000 passengers
145	9 complaints per 100,000 passengers
27B	9 complaints per 100,000 passengers
44	9 complaints per 100,000 passengers
7	9 complaints per 100,000 passengers
41	9 complaints per 100,000 passengers
32	9 complaints per 100,000 passengers
16	8 complaints per 100,000 passengers
37	8 complaints per 100,000 passengers
42	8 complaints per 100,000 passengers
49	8 complaints per 100,000 passengers
11	8 complaints per 100,000 passengers
122	8 complaints per 100,000 passengers
123	8 complaints per 100,000 passengers
15	7 complaints per 100,000 passengers
76	7 complaints per 100,000 passengers
7A	7 complaints per 100,000 passengers
79	7 complaints per 100,000 passengers
75	7 complaints per 100,000 passengers
67	7 complaints per 100,000 passengers
38A	6 complaints per 100,000 passengers
4	6 complaints per 100,000 passengers
43	6 complaints per 100,000 passengers
38	6 complaints per 100,000 passengers
77A	6 complaints per 100,000 passengers
14	6 complaints per 100,000 passengers
151	6 complaints per 100,000 passengers
40	6 complaints per 100,000 passengers
25B	6 complaints per 100,000 passengers
15A	5 complaints per 100,000 passengers
140	5 complaints per 100,000 passengers
39A	5 complaints per 100,000 passengers
13	5 complaints per 100,000 passengers
130	5 complaints per 100,000 passengers
27	5 complaints per 100,000 passengers
31	5 complaints per 100,000 passengers
46A	5 complaints per 100,000 passengers
9	4 complaints per 100,000 passengers
1	4 complaints per 100,000 passengers
29A	3 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