

## Q4 2019 (P10, P11, P12 & P13)

### Go-Ahead Ireland - Outer Dublin Metropolitan Area (ODMA)

#### Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
270	36 complaints per 100,000 passengers
104	36 complaints per 100,000 passengers
185	32 complaints per 100,000 passengers
76A	25 complaints per 100,000 passengers
33B	23 complaints per 100,000 passengers
18	21 complaints per 100,000 passengers
114	16 complaints per 100,000 passengers
239	15 complaints per 100,000 passengers
102	14 complaints per 100,000 passengers
17/D	14 complaints per 100,000 passengers
238	14 complaints per 100,000 passengers
175	14 complaints per 100,000 passengers
63/A	14 complaints per 100,000 passengers
75/A	12 complaints per 100,000 passengers
184	11 complaints per 100,000 passengers
76	9 complaints per 100,000 passengers
33A	8 complaints per 100,000 passengers
17A	7 complaints per 100,000 passengers
45A/B	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 2019 (P7, P8 & P9)

## Go-Ahead Ireland - Outer Dublin Metropolitan Area (ODMA)

### Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
114	85 complaints per 100,000 passengers
104	81 complaints per 100,000 passengers
59	63 complaints per 100,000 passengers
76A	58 complaints per 100,000 passengers
270	58 complaints per 100,000 passengers
239	51 complaints per 100,000 passengers
238	40 complaints per 100,000 passengers
33B	36 complaints per 100,000 passengers
185	36 complaints per 100,000 passengers
102	34 complaints per 100,000 passengers
17/C/D	34 complaints per 100,000 passengers
220/A	30 complaints per 100,000 passengers
18	26 complaints per 100,000 passengers
175	25 complaints per 100,000 passengers
33A	24 complaints per 100,000 passengers
63/A	22 complaints per 100,000 passengers
75/A	19 complaints per 100,000 passengers
184	12 complaints per 100,000 passengers
76	11 complaints per 100,000 passengers
45A/B	10 complaints per 100,000 passengers
17A	10 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 (P4, P5 & P6)

### Go-Ahead Ireland - Outer Dublin Metropolitan Area (ODMA)

#### Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
104	155 complaints per 100,000 passengers
114	142 complaints per 100,000 passengers
76A	117 complaints per 100,000 passengers
33B	89 complaints per 100,000 passengers
18	75 complaints per 100,000 passengers
239	69 complaints per 100,000 passengers
59	56 complaints per 100,000 passengers
17/C/D	49 complaints per 100,000 passengers
33A	43 complaints per 100,000 passengers
185	39 complaints per 100,000 passengers
63/A	36 complaints per 100,000 passengers
102	33 complaints per 100,000 passengers
270	32 complaints per 100,000 passengers
75/A	31 complaints per 100,000 passengers
175	28 complaints per 100,000 passengers
238	23 complaints per 100,000 passengers
17A	22 complaints per 100,000 passengers
184	19 complaints per 100,000 passengers
76	15 complaints per 100,000 passengers
45A/B	13 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 (P2 & P3)

### Go-Ahead Ireland - Outer Dublin Metropolitan Area (ODMA)

#### Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
104	196 complaints per 100,000 passengers
114	149 complaints per 100,000 passengers
239	88 complaints per 100,000 passengers
270	76 complaints per 100,000 passengers
59	57 complaints per 100,000 passengers
17/C/D	42 complaints per 100,000 passengers
238	41 complaints per 100,000 passengers
220/A	33 complaints per 100,000 passengers
33B	31 complaints per 100,000 passengers
175	26 complaints per 100,000 passengers
102	23 complaints per 100,000 passengers
33A	22 complaints per 100,000 passengers
75/A	21 complaints per 100,000 passengers
184	21 complaints per 100,000 passengers
63/A	17 complaints per 100,000 passengers
17A	14 complaints per 100,000 passengers
45A/B	11 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