

Q2 2021

**Dublin Bus Direct Award Contract
Customer Complaints Report**



| Bus Route | Complaints per 100,000 passengers* |
|------------------|---|
| 66X | 90 complaints per 100,000 passengers |
| 65 | 43 complaints per 100,000 passengers |
| 84 | 32 complaints per 100,000 passengers |
| 44 | 26 complaints per 100,000 passengers |
| 32 | 23 complaints per 100,000 passengers |
| 69 | 23 complaints per 100,000 passengers |
| 68 | 20 complaints per 100,000 passengers |
| 33 | 20 complaints per 100,000 passengers |
| 31 | 18 complaints per 100,000 passengers |
| 66 | 18 complaints per 100,000 passengers |
| 27B | 18 complaints per 100,000 passengers |
| 151 | 17 complaints per 100,000 passengers |
| 54A | 15 complaints per 100,000 passengers |
| 37 | 15 complaints per 100,000 passengers |
| 42 | 15 complaints per 100,000 passengers |
| 25A | 15 complaints per 100,000 passengers |
| 79 | 15 complaints per 100,000 passengers |
| 7 | 15 complaints per 100,000 passengers |
| 11 | 14 complaints per 100,000 passengers |
| 29A | 14 complaints per 100,000 passengers |
| 43 | 13 complaints per 100,000 passengers |
| 15A | 13 complaints per 100,000 passengers |
| 145 | 12 complaints per 100,000 passengers |
| 79A | 12 complaints per 100,000 passengers |
| 40D | 12 complaints per 100,000 passengers |
| 38A | 11 complaints per 100,000 passengers |
| 130 | 11 complaints per 100,000 passengers |
| 67 | 11 complaints per 100,000 passengers |
| 41 | 11 complaints per 100,000 passengers |
| 41C | 11 complaints per 100,000 passengers |
| 7A | 10 complaints per 100,000 passengers |
| 15B | 10 complaints per 100,000 passengers |
| 46A | 10 complaints per 100,000 passengers |
| 4 | 9 complaints per 100,000 passengers |
| 13 | 9 complaints per 100,000 passengers |
| 155 | 9 complaints per 100,000 passengers |
| 25B | 9 complaints per 100,000 passengers |
| 140 | 9 complaints per 100,000 passengers |
| 39A | 9 complaints per 100,000 passengers |
| 1 | 9 complaints per 100,000 passengers |
| 40 | 9 complaints per 100,000 passengers |
| 15 | 8 complaints per 100,000 passengers |
| 9 | 8 complaints per 100,000 passengers |
| 16 | 8 complaints per 100,000 passengers |
| 38 | 8 complaints per 100,000 passengers |
| 83 | 8 complaints per 100,000 passengers |
| 14 | 7 complaints per 100,000 passengers |
| 27 | 7 complaints per 100,000 passengers |
| 77A | 7 complaints per 100,000 passengers |
| 122 | 6 complaints per 100,000 passengers |
| 39 | 6 complaints per 100,000 passengers |
| 123 | 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, issues at certain bus stops that the operator has no responsibility to maintain or complaints relating to COVID-19 related measures.

Q1 2021

Dublin Bus Direct Award Contract

Customer Complaints Report



| Bus Route | Complaints per 100,000 passengers* |
|------------------|---|
| 33 | 35 complaints per 100,000 passengers |
| 43 | 27 complaints per 100,000 passengers |
| 66 | 24 complaints per 100,000 passengers |
| 151 | 22 complaints per 100,000 passengers |
| 37 | 21 complaints per 100,000 passengers |
| 38 | 20 complaints per 100,000 passengers |
| 41C | 18 complaints per 100,000 passengers |
| 41 | 15 complaints per 100,000 passengers |
| 13 | 13 complaints per 100,000 passengers |
| 145 | 13 complaints per 100,000 passengers |
| 40 | 11 complaints per 100,000 passengers |
| 16 | 11 complaints per 100,000 passengers |
| 4 | 10 complaints per 100,000 passengers |
| 15 | 10 complaints per 100,000 passengers |
| 27 | 10 complaints per 100,000 passengers |
| 7A | 9 complaints per 100,000 passengers |
| 83 | 9 complaints per 100,000 passengers |
| 46A | 9 complaints per 100,000 passengers |
| 9 | 9 complaints per 100,000 passengers |
| 39A | 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, issues at certain bus stops that the operator has no responsibility to maintain or complaints relating to COVID-19 related measures.

Q4 2020

**Dublin Bus Direct Award Contract
Customer Complaints Report**



| Bus Route | Complaints per 100,000 passengers* |
|-----------|---------------------------------------|
| 41X | 111 complaints per 100,000 passengers |
| 40B | 70 complaints per 100,000 passengers |
| 67X | 57 complaints per 100,000 passengers |
| 38B | 43 complaints per 100,000 passengers |
| 68 | 38 complaints per 100,000 passengers |
| 47 | 36 complaints per 100,000 passengers |
| 40E | 30 complaints per 100,000 passengers |
| 32 | 28 complaints per 100,000 passengers |
| 66A | 25 complaints per 100,000 passengers |
| 33 | 24 complaints per 100,000 passengers |
| 65 | 23 complaints per 100,000 passengers |
| 66 | 22 complaints per 100,000 passengers |
| 69 | 22 complaints per 100,000 passengers |
| 54A | 22 complaints per 100,000 passengers |
| 49 | 19 complaints per 100,000 passengers |
| 65B | 19 complaints per 100,000 passengers |
| 151 | 17 complaints per 100,000 passengers |
| 43 | 14 complaints per 100,000 passengers |
| 130 | 14 complaints per 100,000 passengers |
| 25B | 14 complaints per 100,000 passengers |
| 25A | 14 complaints per 100,000 passengers |
| 67 | 14 complaints per 100,000 passengers |
| 70 | 13 complaints per 100,000 passengers |
| 84 | 13 complaints per 100,000 passengers |
| 145 | 13 complaints per 100,000 passengers |
| 41 | 12 complaints per 100,000 passengers |
| 27B | 12 complaints per 100,000 passengers |
| 150 | 12 complaints per 100,000 passengers |
| 13 | 11 complaints per 100,000 passengers |
| 39 | 11 complaints per 100,000 passengers |
| 77A | 11 complaints per 100,000 passengers |
| 155 | 11 complaints per 100,000 passengers |
| 123 | 10 complaints per 100,000 passengers |
| 41C | 10 complaints per 100,000 passengers |
| 7 | 10 complaints per 100,000 passengers |
| 37 | 10 complaints per 100,000 passengers |
| 31 | 10 complaints per 100,000 passengers |
| 11 | 10 complaints per 100,000 passengers |
| 7A | 9 complaints per 100,000 passengers |
| 79 | 9 complaints per 100,000 passengers |
| 4 | 9 complaints per 100,000 passengers |
| 79A | 9 complaints per 100,000 passengers |
| 120 | 9 complaints per 100,000 passengers |
| 27 | 9 complaints per 100,000 passengers |
| 29A | 9 complaints per 100,000 passengers |
| 140 | 9 complaints per 100,000 passengers |
| 40 | 9 complaints per 100,000 passengers |
| 40D | 9 complaints per 100,000 passengers |
| 39A | 8 complaints per 100,000 passengers |
| 38 | 8 complaints per 100,000 passengers |
| 15 | 8 complaints per 100,000 passengers |
| 15B | 8 complaints per 100,000 passengers |
| 42 | 8 complaints per 100,000 passengers |
| 16 | 8 complaints per 100,000 passengers |
| 46A | 8 complaints per 100,000 passengers |
| 9 | 8 complaints per 100,000 passengers |
| 83 | 8 complaints per 100,000 passengers |
| 15A | 7 complaints per 100,000 passengers |
| 38A | 7 complaints per 100,000 passengers |
| 122 | 5 complaints per 100,000 passengers |
| 14 | 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, issues at certain bus stops that the operator has no responsibility to maintain or complaints relating to COVID-19 related measures.

Q3 2020

**Dublin Bus Direct Award Contract
Customer Complaints Report**



| Bus Route | Complaints per 100,000 passengers* |
|------------------|---|
| 65 | 26 complaints per 100,000 passengers |
| 33 | 26 complaints per 100,000 passengers |
| 69 | 24 complaints per 100,000 passengers |
| 68 | 24 complaints per 100,000 passengers |
| 54A | 21 complaints per 100,000 passengers |
| 66 | 20 complaints per 100,000 passengers |
| 84 | 19 complaints per 100,000 passengers |
| 44 | 17 complaints per 100,000 passengers |
| 79 | 16 complaints per 100,000 passengers |
| 25A | 16 complaints per 100,000 passengers |
| 70 | 16 complaints per 100,000 passengers |
| 151 | 15 complaints per 100,000 passengers |
| 31 | 15 complaints per 100,000 passengers |
| 27B | 13 complaints per 100,000 passengers |
| 40D | 12 complaints per 100,000 passengers |
| 79A | 12 complaints per 100,000 passengers |
| 40 | 12 complaints per 100,000 passengers |
| 145 | 12 complaints per 100,000 passengers |
| 15A | 12 complaints per 100,000 passengers |
| 41C | 12 complaints per 100,000 passengers |
| 13 | 12 complaints per 100,000 passengers |
| 11 | 10 complaints per 100,000 passengers |
| 25B | 9 complaints per 100,000 passengers |
| 16 | 9 complaints per 100,000 passengers |
| 7 | 9 complaints per 100,000 passengers |
| 37 | 9 complaints per 100,000 passengers |
| 41 | 8 complaints per 100,000 passengers |
| 67 | 8 complaints per 100,000 passengers |
| 130 | 8 complaints per 100,000 passengers |
| 15B | 8 complaints per 100,000 passengers |
| 27 | 7 complaints per 100,000 passengers |
| 39A | 7 complaints per 100,000 passengers |
| 14 | 7 complaints per 100,000 passengers |
| 83 | 7 complaints per 100,000 passengers |
| 15 | 7 complaints per 100,000 passengers |
| 39 | 7 complaints per 100,000 passengers |
| 123 | 7 complaints per 100,000 passengers |
| 9 | 7 complaints per 100,000 passengers |
| 140 | 6 complaints per 100,000 passengers |
| 155 | 6 complaints per 100,000 passengers |
| 4 | 6 complaints per 100,000 passengers |
| 46A | 5 complaints per 100,000 passengers |
| 122 | 5 complaints per 100,000 passengers |
| 77A | 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, issues at certain bus stops that the operator has no responsibility to maintain or complaints relating to COVID-19 related measures.

Q2 2020

Dublin Bus Direct Award Contract



| Bus Route | Complaints per 100,000 passengers* |
|------------------|---|
| 67 | 33 complaints per 100,000 passengers |
| 40D | 31 complaints per 100,000 passengers |
| 31 | 28 complaints per 100,000 passengers |
| 151 | 26 complaints per 100,000 passengers |
| 66 | 26 complaints per 100,000 passengers |
| 33 | 26 complaints per 100,000 passengers |
| 25A | 21 complaints per 100,000 passengers |
| 39 | 19 complaints per 100,000 passengers |
| 27B | 19 complaints per 100,000 passengers |
| 140 | 16 complaints per 100,000 passengers |
| 42 | 16 complaints per 100,000 passengers |
| 145 | 14 complaints per 100,000 passengers |
| 39A | 13 complaints per 100,000 passengers |
| 41C | 13 complaints per 100,000 passengers |
| 83 | 12 complaints per 100,000 passengers |
| 41 | 12 complaints per 100,000 passengers |
| 40 | 12 complaints per 100,000 passengers |
| 155 | 11 complaints per 100,000 passengers |
| 27 | 11 complaints per 100,000 passengers |
| 16 | 10 complaints per 100,000 passengers |
| 15 | 10 complaints per 100,000 passengers |
| 4 | 9 complaints per 100,000 passengers |
| 13 | 9 complaints per 100,000 passengers |
| 46A | 9 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, issues at certain bus stops that the operator has no responsibility to maintain or complaints relating to COVID-19 related measures.

Q1 2020

Dublin Bus Direct Award Contract

Customer Complaints Report



| Bus Route | Complaints per 100,000 passengers* |
|------------------|---|
| 27X | 57 complaints per 100,000 passengers |
| 84X | 29 complaints per 100,000 passengers |
| 67X | 27 complaints per 100,000 passengers |
| 66X | 25 complaints per 100,000 passengers |
| 47 | 24 complaints per 100,000 passengers |
| 40E | 23 complaints per 100,000 passengers |
| 38B | 21 complaints per 100,000 passengers |
| 68 | 21 complaints per 100,000 passengers |
| 56A | 20 complaints per 100,000 passengers |
| 65B | 18 complaints per 100,000 passengers |
| 150 | 17 complaints per 100,000 passengers |
| 33 | 17 complaints per 100,000 passengers |
| 27B | 16 complaints per 100,000 passengers |
| 44 | 15 complaints per 100,000 passengers |
| 70 | 14 complaints per 100,000 passengers |
| 66B | 14 complaints per 100,000 passengers |
| 40D | 14 complaints per 100,000 passengers |
| 27A | 13 complaints per 100,000 passengers |
| 69 | 13 complaints per 100,000 passengers |
| 84 | 13 complaints per 100,000 passengers |
| 151 | 13 complaints per 100,000 passengers |
| 26 | 13 complaints per 100,000 passengers |
| 32 | 13 complaints per 100,000 passengers |
| 65 | 12 complaints per 100,000 passengers |
| 66A | 12 complaints per 100,000 passengers |
| 54A | 11 complaints per 100,000 passengers |
| 66 | 11 complaints per 100,000 passengers |
| 15A | 11 complaints per 100,000 passengers |
| 49 | 10 complaints per 100,000 passengers |
| 43 | 10 complaints per 100,000 passengers |
| 67 | 10 complaints per 100,000 passengers |
| 120 | 9 complaints per 100,000 passengers |
| 11 | 9 complaints per 100,000 passengers |
| 130 | 9 complaints per 100,000 passengers |
| 41 | 9 complaints per 100,000 passengers |
| 41C | 9 complaints per 100,000 passengers |
| 31 | 9 complaints per 100,000 passengers |
| 145 | 8 complaints per 100,000 passengers |
| 25A | 8 complaints per 100,000 passengers |
| 7 | 8 complaints per 100,000 passengers |
| 38 | 7 complaints per 100,000 passengers |
| 79 | 7 complaints per 100,000 passengers |
| 15 | 7 complaints per 100,000 passengers |
| 14 | 7 complaints per 100,000 passengers |
| 9 | 7 complaints per 100,000 passengers |
| 123 | 6 complaints per 100,000 passengers |
| 25B | 6 complaints per 100,000 passengers |
| 42 | 6 complaints per 100,000 passengers |
| 13 | 6 complaints per 100,000 passengers |
| 15B | 6 complaints per 100,000 passengers |
| 77A | 6 complaints per 100,000 passengers |
| 37 | 5 complaints per 100,000 passengers |
| 39 | 5 complaints per 100,000 passengers |
| 155 | 5 complaints per 100,000 passengers |
| 29A | 5 complaints per 100,000 passengers |
| 4 | 5 complaints per 100,000 passengers |
| 16 | 5 complaints per 100,000 passengers |
| 140 | 5 complaints per 100,000 passengers |
| 27 | 4 complaints per 100,000 passengers |
| 39A | 4 complaints per 100,000 passengers |
| 83 | 4 complaints per 100,000 passengers |
| 40 | 4 complaints per 100,000 passengers |
| 122 | 4 complaints per 100,000 passengers |
| 46A | 4 complaints per 100,000 passengers |
| 7A | 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, issues at certain bus stops that the operator has no responsibility to maintain or complaints relating to COVID-19 related measures.

Q4 2019

Dublin Bus Direct Award Contract
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 Direct Award Contract
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