

Q4 2021

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



Bus Route	Complaints per 100,000 passengers*
314	256 complaints per 100,000 passengers
73	228 complaints per 100,000 passengers
336	215 complaints per 100,000 passengers
70	193 complaints per 100,000 passengers
239	138 complaints per 100,000 passengers
132	113 complaints per 100,000 passengers
245X	98 complaints per 100,000 passengers
370	89 complaints per 100,000 passengers
101X	86 complaints per 100,000 passengers
115 / 115a	79 complaints per 100,000 passengers
133	78 complaints per 100,000 passengers
72	78 complaints per 100,000 passengers
212	76 complaints per 100,000 passengers
323	76 complaints per 100,000 passengers
225	76 complaints per 100,000 passengers
260	75 complaints per 100,000 passengers
458	67 complaints per 100,000 passengers
245	63 complaints per 100,000 passengers
190	61 complaints per 100,000 passengers
109x	60 complaints per 100,000 passengers
343	57 complaints per 100,000 passengers
109A	56 complaints per 100,000 passengers
105	55 complaints per 100,000 passengers
109	54 complaints per 100,000 passengers
237	52 complaints per 100,000 passengers
440	48 complaints per 100,000 passengers
226	46 complaints per 100,000 passengers
NX	42 complaints per 100,000 passengers
101	41 complaints per 100,000 passengers
111	39 complaints per 100,000 passengers
350	37 complaints per 100,000 passengers
223	36 complaints per 100,000 passengers
100	36 complaints per 100,000 passengers
103	35 complaints per 100,000 passengers
214	27 complaints per 100,000 passengers
220	26 complaints per 100,000 passengers
424	26 complaints per 100,000 passengers
360	22 complaints per 100,000 passengers
301	21 complaints per 100,000 passengers
304A	19 complaints per 100,000 passengers
216	18 complaints per 100,000 passengers
215	15 complaints per 100,000 passengers
407	14 complaints per 100,000 passengers
207	12 complaints per 100,000 passengers
404	12 complaints per 100,000 passengers
203	11 complaints per 100,000 passengers
206	11 complaints per 100,000 passengers
402	10 complaints per 100,000 passengers
205	10 complaints per 100,000 passengers
304	10 complaints per 100,000 passengers
303	9 complaints per 100,000 passengers
202	8 complaints per 100,000 passengers
401	7 complaints per 100,000 passengers
405	6 complaints per 100,000 passengers
208	6 complaints per 100,000 passengers
409	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 2021

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



Bus Route	Complaints per 100,000 passengers*
314	397 complaints per 100,000 passengers
73	330 complaints per 100,000 passengers
275	117 complaints per 100,000 passengers
133	111 complaints per 100,000 passengers
456	110 complaints per 100,000 passengers
260	101 complaints per 100,000 passengers
115 / 115a	98 complaints per 100,000 passengers
450	94 complaints per 100,000 passengers
168	87 complaints per 100,000 passengers
350	83 complaints per 100,000 passengers
111	70 complaints per 100,000 passengers
343	62 complaints per 100,000 passengers
109	62 complaints per 100,000 passengers
225	60 complaints per 100,000 passengers
424	58 complaints per 100,000 passengers
109x	58 complaints per 100,000 passengers
236	57 complaints per 100,000 passengers
190	51 complaints per 100,000 passengers
105	46 complaints per 100,000 passengers
109A	45 complaints per 100,000 passengers
226	38 complaints per 100,000 passengers
458	37 complaints per 100,000 passengers
237	37 complaints per 100,000 passengers
103	37 complaints per 100,000 passengers
NX	33 complaints per 100,000 passengers
245	31 complaints per 100,000 passengers
100	30 complaints per 100,000 passengers
101	29 complaints per 100,000 passengers
223	25 complaints per 100,000 passengers
220	24 complaints per 100,000 passengers
360	18 complaints per 100,000 passengers
216	16 complaints per 100,000 passengers
215	16 complaints per 100,000 passengers
405	13 complaints per 100,000 passengers
203	13 complaints per 100,000 passengers
404	11 complaints per 100,000 passengers
214	11 complaints per 100,000 passengers
202	10 complaints per 100,000 passengers
401	10 complaints per 100,000 passengers
304	9 complaints per 100,000 passengers
303	9 complaints per 100,000 passengers
409	5 complaints per 100,000 passengers
208	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.

Q2 2021

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



Bus Route	Complaints per 100,000 passengers*
314	662 complaints per 100,000 passengers
333	385 complaints per 100,000 passengers
350	355 complaints per 100,000 passengers
275	138 complaints per 100,000 passengers
133/X	125 complaints per 100,000 passengers
279	122 complaints per 100,000 passengers
260	121 complaints per 100,000 passengers
111	115 complaints per 100,000 passengers
115 / 115A	114 complaints per 100,000 passengers
109x	97 complaints per 100,000 passengers
236	96 complaints per 100,000 passengers
458	85 complaints per 100,000 passengers
237	67 complaints per 100,000 passengers
109A	66 complaints per 100,000 passengers
NX	56 complaints per 100,000 passengers
226	56 complaints per 100,000 passengers
245	54 complaints per 100,000 passengers
109	50 complaints per 100,000 passengers
105	46 complaints per 100,000 passengers
190	41 complaints per 100,000 passengers
101	41 complaints per 100,000 passengers
360	40 complaints per 100,000 passengers
343	37 complaints per 100,000 passengers
223	35 complaints per 100,000 passengers
103	32 complaints per 100,000 passengers
216	18 complaints per 100,000 passengers
220	18 complaints per 100,000 passengers
402	17 complaints per 100,000 passengers
301	16 complaints per 100,000 passengers
304	15 complaints per 100,000 passengers
404	15 complaints per 100,000 passengers
214	14 complaints per 100,000 passengers
303	13 complaints per 100,000 passengers
215	11 complaints per 100,000 passengers
202	11 complaints per 100,000 passengers
203	10 complaints per 100,000 passengers
405	10 complaints per 100,000 passengers
401	9 complaints per 100,000 passengers
409	8 complaints per 100,000 passengers
208	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
Bus Éireann Direct Award Contract
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
73	693 complaints per 100,000 passengers
72	280 complaints per 100,000 passengers
323	265 complaints per 100,000 passengers
225	153 complaints per 100,000 passengers
133/X	132 complaints per 100,000 passengers
458	129 complaints per 100,000 passengers
109	125 complaints per 100,000 passengers
115 / 115A	109 complaints per 100,000 passengers
226	100 complaints per 100,000 passengers
237	92 complaints per 100,000 passengers
109A	91 complaints per 100,000 passengers
111	89 complaints per 100,000 passengers
223	72 complaints per 100,000 passengers
NX	68 complaints per 100,000 passengers
109x	61 complaints per 100,000 passengers
343	61 complaints per 100,000 passengers
245	52 complaints per 100,000 passengers
101	42 complaints per 100,000 passengers
103	38 complaints per 100,000 passengers
405	25 complaints per 100,000 passengers
220	22 complaints per 100,000 passengers
303	20 complaints per 100,000 passengers
304	20 complaints per 100,000 passengers
401	18 complaints per 100,000 passengers
202	15 complaints per 100,000 passengers
214	14 complaints per 100,000 passengers
208	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.

Q4 2020
Bus Éireann Direct Award Contract
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
314	255 complaints per 100,000 passengers
72	235 complaints per 100,000 passengers
73	198 complaints per 100,000 passengers
111	124 complaints per 100,000 passengers
109	123 complaints per 100,000 passengers
245	93 complaints per 100,000 passengers
458	88 complaints per 100,000 passengers
115/C	87 complaints per 100,000 passengers
109x	82 complaints per 100,000 passengers
133	74 complaints per 100,000 passengers
236	65 complaints per 100,000 passengers
109A	65 complaints per 100,000 passengers
343	63 complaints per 100,000 passengers
350	62 complaints per 100,000 passengers
223	59 complaints per 100,000 passengers
260	52 complaints per 100,000 passengers
105	51 complaints per 100,000 passengers
NX	46 complaints per 100,000 passengers
237	45 complaints per 100,000 passengers
103	43 complaints per 100,000 passengers
101	41 complaints per 100,000 passengers
190	40 complaints per 100,000 passengers
424	31 complaints per 100,000 passengers
226	30 complaints per 100,000 passengers
304A	24 complaints per 100,000 passengers
100	24 complaints per 100,000 passengers
407	23 complaints per 100,000 passengers
301	20 complaints per 100,000 passengers
402	19 complaints per 100,000 passengers
220	17 complaints per 100,000 passengers
207	17 complaints per 100,000 passengers
401	16 complaints per 100,000 passengers
360	16 complaints per 100,000 passengers
203	16 complaints per 100,000 passengers
221	15 complaints per 100,000 passengers
215	14 complaints per 100,000 passengers
216	13 complaints per 100,000 passengers
405	12 complaints per 100,000 passengers
404	10 complaints per 100,000 passengers
202	9 complaints per 100,000 passengers
304	7 complaints per 100,000 passengers
409	6 complaints per 100,000 passengers
208	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.

Q3 2020
Bus Éireann Direct Award Contract
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
132	220 complaints per 100,000 passengers
419	185 complaints per 100,000 passengers
456	167 complaints per 100,000 passengers
73	162 complaints per 100,000 passengers
279/A	154 complaints per 100,000 passengers
72	149 complaints per 100,000 passengers
350	140 complaints per 100,000 passengers
109A	114 complaints per 100,000 passengers
133/X	113 complaints per 100,000 passengers
440	111 complaints per 100,000 passengers
115/C	102 complaints per 100,000 passengers
111	102 complaints per 100,000 passengers
458	91 complaints per 100,000 passengers
237	89 complaints per 100,000 passengers
109	84 complaints per 100,000 passengers
260	81 complaints per 100,000 passengers
S2	79 complaints per 100,000 passengers
236	62 complaints per 100,000 passengers
223	55 complaints per 100,000 passengers
103	54 complaints per 100,000 passengers
NX	51 complaints per 100,000 passengers
109x	50 complaints per 100,000 passengers
245	49 complaints per 100,000 passengers
101	45 complaints per 100,000 passengers
105	42 complaints per 100,000 passengers
343	42 complaints per 100,000 passengers
226	38 complaints per 100,000 passengers
304A	33 complaints per 100,000 passengers
302	22 complaints per 100,000 passengers
220	20 complaints per 100,000 passengers
360	18 complaints per 100,000 passengers
216	18 complaints per 100,000 passengers
404	11 complaints per 100,000 passengers
215	10 complaints per 100,000 passengers
203	10 complaints per 100,000 passengers
401	10 complaints per 100,000 passengers
409	10 complaints per 100,000 passengers
405	9 complaints per 100,000 passengers
304	9 complaints per 100,000 passengers
202	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.

Q2 2020

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



Bus Route	Complaints per 100,000 passengers*
133	178 complaints per 100,000 passengers
111	171 complaints per 100,000 passengers
223	155 complaints per 100,000 passengers
109	137 complaints per 100,000 passengers
109x	137 complaints per 100,000 passengers
NX	130 complaints per 100,000 passengers
115	128 complaints per 100,000 passengers
109A	124 complaints per 100,000 passengers
103	73 complaints per 100,000 passengers
343	58 complaints per 100,000 passengers
101	49 complaints per 100,000 passengers
215	23 complaints per 100,000 passengers
220	20 complaints per 100,000 passengers
202	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, issues at certain bus stops that the operator has no responsibility to maintain or complaints relating to COVID-19 related measures.

Q1 2020

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



Bus Route	Complaints per 100,000 passengers*
101X	179 complaints per 100,000 passengers
132	167 complaints per 100,000 passengers
103X	157 complaints per 100,000 passengers
72	154 complaints per 100,000 passengers
133	128 complaints per 100,000 passengers
115 / 115C	99 complaints per 100,000 passengers
120	95 complaints per 100,000 passengers
419	94 complaints per 100,000 passengers
225	93 complaints per 100,000 passengers
233	75 complaints per 100,000 passengers
109A	73 complaints per 100,000 passengers
109	63 complaints per 100,000 passengers
440	52 complaints per 100,000 passengers
103	51 complaints per 100,000 passengers
236	50 complaints per 100,000 passengers
109x	48 complaints per 100,000 passengers
456	46 complaints per 100,000 passengers
105	46 complaints per 100,000 passengers
350	43 complaints per 100,000 passengers
NX	42 complaints per 100,000 passengers
101	41 complaints per 100,000 passengers
100	39 complaints per 100,000 passengers
190	39 complaints per 100,000 passengers
343	38 complaints per 100,000 passengers
458	37 complaints per 100,000 passengers
245	35 complaints per 100,000 passengers
223	32 complaints per 100,000 passengers
219	30 complaints per 100,000 passengers
215A	30 complaints per 100,000 passengers
226	30 complaints per 100,000 passengers
424	29 complaints per 100,000 passengers
237	27 complaints per 100,000 passengers
215	27 complaints per 100,000 passengers
220	27 complaints per 100,000 passengers
111	26 complaints per 100,000 passengers
216	24 complaints per 100,000 passengers
A1	22 complaints per 100,000 passengers
221	20 complaints per 100,000 passengers
404	16 complaints per 100,000 passengers
D1 / 174	15 complaints per 100,000 passengers
207	15 complaints per 100,000 passengers
301	14 complaints per 100,000 passengers
304A	14 complaints per 100,000 passengers
208	13 complaints per 100,000 passengers
203	13 complaints per 100,000 passengers
409	13 complaints per 100,000 passengers
405	12 complaints per 100,000 passengers
214	12 complaints per 100,000 passengers
205	10 complaints per 100,000 passengers
202	9 complaints per 100,000 passengers
302	9 complaints per 100,000 passengers
206	7 complaints per 100,000 passengers
401	7 complaints per 100,000 passengers
304	6 complaints per 100,000 passengers

*where 10 or more complaints received

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