

**Q4 2021 (P10, P11, P12, P13)**  
**Bus Éireann (Waterford City)**  
**Customer Complaints Report**



<b>Bus Route</b>	<b>Complaints per 100,000 passengers*</b>
W1	17 complaints per 100,000 passengers
W5	12 complaints per 100,000 passengers

**Q3 2021 (P7, P8, P9)**  
**Bus Éireann (Waterford City)**  
**Customer Complaints Report**



**There were no routes with more than 10 complaints in  
Waterford City in Q3 2021**

**Q2 2021 (P4, P5, P6)**  
**Bus Éireann (Waterford City)**  
**Customer Complaints Report**



**There were no routes with more than 10 complaints in  
Waterford City in Q2 2021**

**Q1 2021 (P1, P2, P3)**  
**Bus Éireann (Waterford City)**  
**Customer Complaints Report**



**There were no routes with more than 10 complaints in  
Waterford City in Q1 2021**

**Q4 2020 (P10, P11, P12 & P13)**  
**Bus Éireann (Waterford City)**  
**Customer Complaints Report**



**There were no routes with more than 10 complaints in  
Waterford City in Q4 2020**

**Q3 2020 (P7, P8, & P9)**  
**Bus Éireann (Waterford City)**  
**Customer Complaints Report**



**There were no routes with more than 10 complaints in  
Waterford City in Q3 2020**

**Q2 2020 (P4, P5, & P6)**  
**Bus Éireann (Waterford City)**  
**Customer Complaints Report**



**There were no routes with more than 10 complaints in  
Waterford City in Q2 2020**

**Q1 2020 (P1, P2, & P3)**  
**Bus Éireann (Waterford City)**  
**Customer Complaints Report**



**There were no routes with more than 10 complaints in  
Waterford City in Q1 2020**