

Q4 2021

Dublin Bus Direct Award Contract
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
84X	42 complaints per 100,000 passengers
C4	31 complaints per 100,000 passengers
C3	28 complaints per 100,000 passengers
44	22 complaints per 100,000 passengers
66A	21 complaints per 100,000 passengers
H2	20 complaints per 100,000 passengers
6	17 complaints per 100,000 passengers
C1	17 complaints per 100,000 passengers
70	16 complaints per 100,000 passengers
69	16 complaints per 100,000 passengers
54A	15 complaints per 100,000 passengers
68	15 complaints per 100,000 passengers
79	15 complaints per 100,000 passengers
151	14 complaints per 100,000 passengers
26	13 complaints per 100,000 passengers
66	13 complaints per 100,000 passengers
84	13 complaints per 100,000 passengers
27B	13 complaints per 100,000 passengers
65	13 complaints per 100,000 passengers
49	12 complaints per 100,000 passengers
15B	12 complaints per 100,000 passengers
65B	11 complaints per 100,000 passengers
67	11 complaints per 100,000 passengers
H1	11 complaints per 100,000 passengers
40D	10 complaints per 100,000 passengers
83	10 complaints per 100,000 passengers
123	10 complaints per 100,000 passengers
77A	10 complaints per 100,000 passengers
16	9 complaints per 100,000 passengers
15A	9 complaints per 100,000 passengers
37	9 complaints per 100,000 passengers
11	9 complaints per 100,000 passengers
H3	9 complaints per 100,000 passengers
C2	9 complaints per 100,000 passengers
43	9 complaints per 100,000 passengers
41	9 complaints per 100,000 passengers
33	8 complaints per 100,000 passengers
130	8 complaints per 100,000 passengers
145	8 complaints per 100,000 passengers
42	7 complaints per 100,000 passengers
25B	7 complaints per 100,000 passengers
150	7 complaints per 100,000 passengers
70	7 complaints per 100,000 passengers
13	7 complaints per 100,000 passengers
41C	7 complaints per 100,000 passengers
79A	7 complaints per 100,000 passengers
39	6 complaints per 100,000 passengers
40	6 complaints per 100,000 passengers
150	6 complaints per 100,000 passengers
27	6 complaints per 100,000 passengers
15	6 complaints per 100,000 passengers
122	6 complaints per 100,000 passengers
26	6 complaints per 100,000 passengers
39A	6 complaints per 100,000 passengers
14	6 complaints per 100,000 passengers
155	6 complaints per 100,000 passengers
46A	5 complaints per 100,000 passengers
9	5 complaints per 100,000 passengers
25A	5 complaints per 100,000 passengers
7A	5 complaints per 100,000 passengers
4	4 complaints per 100,000 passengers
1	4 complaints per 100,000 passengers
38	4 complaints per 100,000 passengers
7	4 complaints per 100,000 passengers
140	3 complaints per 100,000 passengers
140	3 complaints per 100,000 passengers
83	3 complaints per 100,000 passengers
151	3 complaints per 100,000 passengers
123	3 complaints per 100,000 passengers
40	2 complaints per 100,000 passengers
27	2 complaints per 100,000 passengers
16	2 complaints per 100,000 passengers
14	2 complaints per 100,000 passengers
9	1 complaints per 100,000 passengers
15	1 complaints per 100,000 passengers
13	1 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

Q3 2021

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



Bus Route	Complaints per 100,000 passengers*
54A	16 complaints per 100,000 passengers
44	12 complaints per 100,000 passengers
27B	12 complaints per 100,000 passengers
41C	11 complaints per 100,000 passengers
79A	11 complaints per 100,000 passengers
13	10 complaints per 100,000 passengers
25B	10 complaints per 100,000 passengers
11	9 complaints per 100,000 passengers
15B	9 complaints per 100,000 passengers
66	9 complaints per 100,000 passengers
41	9 complaints per 100,000 passengers
130	8 complaints per 100,000 passengers
123	7 complaints per 100,000 passengers
83	7 complaints per 100,000 passengers
16	7 complaints per 100,000 passengers
25A	7 complaints per 100,000 passengers
46A	7 complaints per 100,000 passengers
151	6 complaints per 100,000 passengers
7	6 complaints per 100,000 passengers
40D	6 complaints per 100,000 passengers
38	6 complaints per 100,000 passengers
1	6 complaints per 100,000 passengers
145	5 complaints per 100,000 passengers
7A	5 complaints per 100,000 passengers
67	5 complaints per 100,000 passengers
155	5 complaints per 100,000 passengers
77A	5 complaints per 100,000 passengers
41	4 complaints per 100,000 passengers
40	4 complaints per 100,000 passengers
27	4 complaints per 100,000 passengers
151	4 complaints per 100,000 passengers
15	4 complaints per 100,000 passengers
14	4 complaints per 100,000 passengers
39A	4 complaints per 100,000 passengers
4	4 complaints per 100,000 passengers
122	3 complaints per 100,000 passengers
140	3 complaints per 100,000 passengers
9	3 complaints per 100,000 passengers
9	3 complaints per 100,000 passengers
16	2 complaints per 100,000 passengers
4	2 complaints per 100,000 passengers
15	2 complaints per 100,000 passengers
40	2 complaints per 100,000 passengers
27	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.

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.