

Q4 2021 (P10, P11, P12, P13)

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

Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
114	54 complaints per 100,000 passengers
33B / t	33 complaints per 100,000 passengers
239	33 complaints per 100,000 passengers
18	22 complaints per 100,000 passengers
17 / d	22 complaints per 100,000 passengers
63 / a	21 complaints per 100,000 passengers
75 / a	20 complaints per 100,000 passengers
102 /a/c/p/t	15 complaints per 100,000 passengers
33A	13 complaints per 100,000 passengers
17A	12 complaints per 100,000 passengers
175	11 complaints per 100,000 passengers
76	11 complaints per 100,000 passengers
45A / b	8 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 (P4, P5, P6)

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

Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
76A	49 complaints per 100,000 passengers
33B / t	27 complaints per 100,000 passengers
63 / a	22 complaints per 100,000 passengers
102 a/c/p/t	18 complaints per 100,000 passengers
17 / d	15 complaints per 100,000 passengers
76	13 complaints per 100,000 passengers
18	11 complaints per 100,000 passengers
75 / a	10 complaints per 100,000 passengers
17A	9 complaints per 100,000 passengers
45A / b	9 complaints per 100,000 passengers
175	8 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 (P4, P5, P6)

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

Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
220 / a / t	37 complaints per 100,000 passengers
63 / a	29 complaints per 100,000 passengers
238	28 complaints per 100,000 passengers
33A	26 complaints per 100,000 passengers
45A / b	18 complaints per 100,000 passengers
18	17 complaints per 100,000 passengers
102 a/c/p/t	15 complaints per 100,000 passengers
75 / a	15 complaints per 100,000 passengers
17 / d	13 complaints per 100,000 passengers
17A	13 complaints per 100,000 passengers
175	11 complaints per 100,000 passengers
76	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 2021 (P1, P2, P3)

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

Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
17 / D	15 complaints per 100,000 passengers
18	10 complaints per 100,000 passengers
17A	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 (P10, P11, P12 & P13)

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

Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
76A	42 complaints per 100,000 passengers
18	17 complaints per 100,000 passengers
63/63A	15 complaints per 100,000 passengers
102 and variants A/C/P/T	14 complaints per 100,000 passengers
33A	13 complaints per 100,000 passengers
75/75A	10 complaints per 100,000 passengers
17A	9 complaints per 100,000 passengers
17/17D	8 complaints per 100,000 passengers
76	8 complaints per 100,000 passengers
175	7 complaints per 100,000 passengers
45A/45B	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 (P7, P8, & P9)

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

Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
239	28 complaints per 100,000 passengers
33A	19 complaints per 100,000 passengers
76	12 complaints per 100,000 passengers
18	12 complaints per 100,000 passengers
102	11 complaints per 100,000 passengers
75/A	8 complaints per 100,000 passengers
45A/B	6 complaints per 100,000 passengers
17A	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 2020 (P4, P5, & P6)
Go-Ahead Ireland - Outer Dublin Metropolitan Area (ODMA)
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
17A	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 (P1, P2, & P3)
Go-Ahead Ireland - Outer Dublin Metropolitan Area (ODMA)
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
238	27 complaints per 100,000 passengers
33A	11 complaints per 100,000 passengers
63/A	11 complaints per 100,000 passengers
17/D	10 complaints per 100,000 passengers
18	9 complaints per 100,000 passengers
184	8 complaints per 100,000 passengers
76	8 complaints per 100,000 passengers
17A	8 complaints per 100,000 passengers
102	8 complaints per 100,000 passengers
75/A	6 complaints per 100,000 passengers
45A/B	5 complaints per 100,000 passengers
175	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.