

Q2 2022 (P4, P5, P6)
Go-Ahead Ireland - Dublin Commuter (DCOM)
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
120 and variants: a/b/e/f/x	70 complaints per 100,000 passengers
126 and variants: a/b/d/e/n/t/u/x	36 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

Q1 2022 (P1, P2, P3)
Go-Ahead Ireland - Dublin Commuter (DCOM)
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
120 and variants: a/b/e/f/x	55 complaints per 100,000 passengers
126 and variants: a/b/d/e/n/t/u/x	21 complaints per 100,000 passengers

*where 10 or more complaints received

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Q4 2021 (P10, P11, P12, P13)
Go-Ahead Ireland - Dublin Commuter (DCOM)
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
120 and variants: a/b/e/f/x	30 complaints per 100,000 passengers
126 and variants: a/b/d/e/n/t/u/x	19 complaints per 100,000 passengers

*where 10 or more complaints received

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Q3 2021 (P7, P8, P9)
Go-Ahead Ireland - Dublin Commuter (DCOM)
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
120 and variants: a/b/e/f/x	74 complaints per 100,000 passengers
126 and variants: a/b/d/e/n/t/u/x	27 complaints per 100,000 passengers

*where 10 or more complaints received

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Q2 2021 (P4, P5, P6)
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Bus Route	Complaints per 100,000 passengers*
120 and variants: a/b/e/f/x	58 complaints per 100,000 passengers
126 and variants: a/b/d/e/n/t/u/x	32 complaints per 100,000 passengers

*where 10 or more complaints received

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Q1 2021 (P1, P2, P3)
Go-Ahead Ireland - Dublin Commuter (DCOM)
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
120 and variants: a/b/e/f/x	46 complaints per 100,000 passengers
126 and variants: a/b/d/e/n/t/u/x	39 complaints per 100,000 passengers

*where 10 or more complaints received

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Q4 2020 (P10, P11, P12 & P13)
Go-Ahead Ireland - Dublin Commuter (DCOM)
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
120 and variants: a/b/e/f/x	42 complaints per 100,000 passengers
126 and variants: a/b/d/e/n/t/u/x	17 complaints per 100,000 passengers

*where 10 or more complaints received

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Q3 2020 (P7, P8, & P9)
Go-Ahead Ireland - Dublin Commuter (DCOM)
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
120 and variants: a/b/e/f/x	21 complaints per 100,000 passengers
126 and variants: a/b/d/e/n/t/u/x	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 or issues at certain bus stops that the operator has no responsibility to maintain