

**Q3 2023**

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



<b>Bus Route</b>	<b>Complaints per 100,000 passengers*</b>
53	78 complaints per 100,000 passengers
P29	70 complaints per 100,000 passengers
X27	53 complaints per 100,000 passengers
33X	40 complaints per 100,000 passengers
65	24 complaints per 100,000 passengers
61	23 complaints per 100,000 passengers
27B	20 complaints per 100,000 passengers
44	19 complaints per 100,000 passengers
40E	18 complaints per 100,000 passengers
84X	18 complaints per 100,000 passengers
47	16 complaints per 100,000 passengers
151	16 complaints per 100,000 passengers
56A	15 complaints per 100,000 passengers
70	15 complaints per 100,000 passengers
H2	15 complaints per 100,000 passengers
11	13 complaints per 100,000 passengers
150	11 complaints per 100,000 passengers
6	11 complaints per 100,000 passengers
26	11 complaints per 100,000 passengers
84	11 complaints per 100,000 passengers
60	11 complaints per 100,000 passengers
27A	11 complaints per 100,000 passengers
52	10 complaints per 100,000 passengers
7	10 complaints per 100,000 passengers
H3	10 complaints per 100,000 passengers
7A	10 complaints per 100,000 passengers
C4	10 complaints per 100,000 passengers
37	10 complaints per 100,000 passengers
130	10 complaints per 100,000 passengers
33	10 complaints per 100,000 passengers
43	10 complaints per 100,000 passengers
65B	9 complaints per 100,000 passengers
15	9 complaints per 100,000 passengers
H1	9 complaints per 100,000 passengers
41	9 complaints per 100,000 passengers
49	9 complaints per 100,000 passengers
15B	8 complaints per 100,000 passengers
14	8 complaints per 100,000 passengers
54A	8 complaints per 100,000 passengers
L54	8 complaints per 100,000 passengers
120	8 complaints per 100,000 passengers
83	8 complaints per 100,000 passengers
123	8 complaints per 100,000 passengers
69	7 complaints per 100,000 passengers
13	7 complaints per 100,000 passengers
C1	7 complaints per 100,000 passengers
15A	7 complaints per 100,000 passengers
C3	6 complaints per 100,000 passengers
N4	6 complaints per 100,000 passengers
C2	6 complaints per 100,000 passengers
122	6 complaints per 100,000 passengers
77A	6 complaints per 100,000 passengers
41C	6 complaints per 100,000 passengers
155	6 complaints per 100,000 passengers
G2	6 complaints per 100,000 passengers
16	6 complaints per 100,000 passengers
140	5 complaints per 100,000 passengers
G1	5 complaints per 100,000 passengers
46A	5 complaints per 100,000 passengers
39	5 complaints per 100,000 passengers
9	5 complaints per 100,000 passengers
4	5 complaints per 100,000 passengers
42	5 complaints per 100,000 passengers
145	5 complaints per 100,000 passengers
27	5 complaints per 100,000 passengers
39A	4 complaints per 100,000 passengers
38	4 complaints per 100,000 passengers
40	4 complaints per 100,000 passengers
1	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 2023**

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



<b>Bus Route</b>	<b>Complaints per 100,000 passengers*</b>
P29	66 complaints per 100,000 passengers
X31	49 complaints per 100,000 passengers
41X	35 complaints per 100,000 passengers
X27	26 complaints per 100,000 passengers
43	18 complaints per 100,000 passengers
151	18 complaints per 100,000 passengers
27B	18 complaints per 100,000 passengers
L59	15 complaints per 100,000 passengers
44	14 complaints per 100,000 passengers
65B	14 complaints per 100,000 passengers
47	13 complaints per 100,000 passengers
150	13 complaints per 100,000 passengers
H2	13 complaints per 100,000 passengers
6	13 complaints per 100,000 passengers
84X	13 complaints per 100,000 passengers
130	11 complaints per 100,000 passengers
70	11 complaints per 100,000 passengers
37	10 complaints per 100,000 passengers
11	10 complaints per 100,000 passengers
26	10 complaints per 100,000 passengers
C4	10 complaints per 100,000 passengers
65	10 complaints per 100,000 passengers
54A	10 complaints per 100,000 passengers
33	9 complaints per 100,000 passengers
68	9 complaints per 100,000 passengers
69	9 complaints per 100,000 passengers
15	9 complaints per 100,000 passengers
52	9 complaints per 100,000 passengers
84	9 complaints per 100,000 passengers
H3	9 complaints per 100,000 passengers
49	8 complaints per 100,000 passengers
H1	8 complaints per 100,000 passengers
7	8 complaints per 100,000 passengers
15B	7 complaints per 100,000 passengers
42	7 complaints per 100,000 passengers
C3	7 complaints per 100,000 passengers
39	7 complaints per 100,000 passengers
15A	7 complaints per 100,000 passengers
120	7 complaints per 100,000 passengers
83	7 complaints per 100,000 passengers
G2	6 complaints per 100,000 passengers
G1	6 complaints per 100,000 passengers
41	6 complaints per 100,000 passengers
123	6 complaints per 100,000 passengers
16	6 complaints per 100,000 passengers
4	6 complaints per 100,000 passengers
41C	6 complaints per 100,000 passengers
77A	5 complaints per 100,000 passengers
C1	5 complaints per 100,000 passengers
145	5 complaints per 100,000 passengers
27	5 complaints per 100,000 passengers
1	5 complaints per 100,000 passengers
40	5 complaints per 100,000 passengers
14	5 complaints per 100,000 passengers
13	5 complaints per 100,000 passengers
7A	4 complaints per 100,000 passengers
140	4 complaints per 100,000 passengers
39A	4 complaints per 100,000 passengers
46A	4 complaints per 100,000 passengers
9	4 complaints per 100,000 passengers
N4	4 complaints per 100,000 passengers
C2	4 complaints per 100,000 passengers
155	3 complaints per 100,000 passengers
122	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.

**Q1 2023**

**Dublin Bus Direct Award Contract**

**Customer Complaints Report**



<b>Bus Route</b>	<b>Complaints per 100,000 passengers*</b>
41X	42 complaints per 100,000 passengers
33X	27 complaints per 100,000 passengers
60	25 complaints per 100,000 passengers
H2	17 complaints per 100,000 passengers
68	14 complaints per 100,000 passengers
56A	14 complaints per 100,000 passengers
151	14 complaints per 100,000 passengers
70	13 complaints per 100,000 passengers
L59	13 complaints per 100,000 passengers
15B	12 complaints per 100,000 passengers
47	12 complaints per 100,000 passengers
52	11 complaints per 100,000 passengers
6	11 complaints per 100,000 passengers
44	11 complaints per 100,000 passengers
42	11 complaints per 100,000 passengers
27B	10 complaints per 100,000 passengers
65	10 complaints per 100,000 passengers
37	10 complaints per 100,000 passengers
84X	9 complaints per 100,000 passengers
69	9 complaints per 100,000 passengers
C4	9 complaints per 100,000 passengers
150	9 complaints per 100,000 passengers
33	8 complaints per 100,000 passengers
41	8 complaints per 100,000 passengers
120	8 complaints per 100,000 passengers
84	8 complaints per 100,000 passengers
54A	7 complaints per 100,000 passengers
26	7 complaints per 100,000 passengers
11	7 complaints per 100,000 passengers
H1	7 complaints per 100,000 passengers
15A	7 complaints per 100,000 passengers
39	7 complaints per 100,000 passengers
123	7 complaints per 100,000 passengers
14	7 complaints per 100,000 passengers
130	6 complaints per 100,000 passengers
43	6 complaints per 100,000 passengers
C1	6 complaints per 100,000 passengers
145	6 complaints per 100,000 passengers
C3	6 complaints per 100,000 passengers
15	5 complaints per 100,000 passengers
N4	5 complaints per 100,000 passengers
16	5 complaints per 100,000 passengers
7	5 complaints per 100,000 passengers
13	5 complaints per 100,000 passengers
41C	5 complaints per 100,000 passengers
1	5 complaints per 100,000 passengers
83	4 complaints per 100,000 passengers
9	4 complaints per 100,000 passengers
G1	4 complaints per 100,000 passengers
40D	4 complaints per 100,000 passengers
140	4 complaints per 100,000 passengers
H3	4 complaints per 100,000 passengers
7A	4 complaints per 100,000 passengers
G2	4 complaints per 100,000 passengers
122	4 complaints per 100,000 passengers
27	4 complaints per 100,000 passengers
46A	4 complaints per 100,000 passengers
39A	3 complaints per 100,000 passengers
4	3 complaints per 100,000 passengers
40	3 complaints per 100,000 passengers
77A	3 complaints per 100,000 passengers
155	3 complaints per 100,000 passengers
C2	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.

Q4 2022

Dublin Bus Direct Award Contract  
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
40B	77 complaints per 100,000 passengers
60	56 complaints per 100,000 passengers
33X	46 complaints per 100,000 passengers
X27	29 complaints per 100,000 passengers
44	28 complaints per 100,000 passengers
L59	26 complaints per 100,000 passengers
X28	24 complaints per 100,000 passengers
84X	22 complaints per 100,000 passengers
142	22 complaints per 100,000 passengers
40E	21 complaints per 100,000 passengers
G2	21 complaints per 100,000 passengers
G1	21 complaints per 100,000 passengers
41X	20 complaints per 100,000 passengers
47	19 complaints per 100,000 passengers
70	19 complaints per 100,000 passengers
68	18 complaints per 100,000 passengers
151	18 complaints per 100,000 passengers
150	17 complaints per 100,000 passengers
6	17 complaints per 100,000 passengers
61	15 complaints per 100,000 passengers
65B	15 complaints per 100,000 passengers
L54	15 complaints per 100,000 passengers
H2	15 complaints per 100,000 passengers
65	15 complaints per 100,000 passengers
79	15 complaints per 100,000 passengers
27B	14 complaints per 100,000 passengers
69	13 complaints per 100,000 passengers
40D	13 complaints per 100,000 passengers
130	13 complaints per 100,000 passengers
56A	13 complaints per 100,000 passengers
84	12 complaints per 100,000 passengers
54A	12 complaints per 100,000 passengers
15B	12 complaints per 100,000 passengers
C3	11 complaints per 100,000 passengers
43	11 complaints per 100,000 passengers
49	11 complaints per 100,000 passengers
83	11 complaints per 100,000 passengers
123	11 complaints per 100,000 passengers
42	11 complaints per 100,000 passengers
37	10 complaints per 100,000 passengers
33	10 complaints per 100,000 passengers
120	10 complaints per 100,000 passengers
26	10 complaints per 100,000 passengers
L53	10 complaints per 100,000 passengers
H1	9 complaints per 100,000 passengers
41	9 complaints per 100,000 passengers
39	8 complaints per 100,000 passengers
13	8 complaints per 100,000 passengers
N4	8 complaints per 100,000 passengers
H3	8 complaints per 100,000 passengers
C4	8 complaints per 100,000 passengers
C1	8 complaints per 100,000 passengers
27A	8 complaints per 100,000 passengers
38	7 complaints per 100,000 passengers
11	7 complaints per 100,000 passengers
15A	7 complaints per 100,000 passengers
145	7 complaints per 100,000 passengers
16	7 complaints per 100,000 passengers
15	6 complaints per 100,000 passengers
40	6 complaints per 100,000 passengers
7	6 complaints per 100,000 passengers
14	6 complaints per 100,000 passengers
155	5 complaints per 100,000 passengers
4	5 complaints per 100,000 passengers
46A	5 complaints per 100,000 passengers
27	5 complaints per 100,000 passengers
39A	5 complaints per 100,000 passengers
9	5 complaints per 100,000 passengers
41C	5 complaints per 100,000 passengers
38A	5 complaints per 100,000 passengers
122	5 complaints per 100,000 passengers
140	4 complaints per 100,000 passengers
77A	4 complaints per 100,000 passengers
C2	4 complaints per 100,000 passengers
1	2 complaints per 100,000 passengers
7A	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.



Q3 2022

Dublin Bus Direct Award Contract  
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
33X	57 complaints per 100,000 passengers
6	44 complaints per 100,000 passengers
84X	31 complaints per 100,000 passengers
44	25 complaints per 100,000 passengers
15B	18 complaints per 100,000 passengers
68	17 complaints per 100,000 passengers
H2	17 complaints per 100,000 passengers
C3	16 complaints per 100,000 passengers
40E	16 complaints per 100,000 passengers
65	15 complaints per 100,000 passengers
56A	14 complaints per 100,000 passengers
52	14 complaints per 100,000 passengers
79	14 complaints per 100,000 passengers
H3	14 complaints per 100,000 passengers
150	14 complaints per 100,000 passengers
130	13 complaints per 100,000 passengers
27B	12 complaints per 100,000 passengers
L54	12 complaints per 100,000 passengers
43	12 complaints per 100,000 passengers
40D	12 complaints per 100,000 passengers
41C	12 complaints per 100,000 passengers
C4	12 complaints per 100,000 passengers
70	12 complaints per 100,000 passengers
27A	12 complaints per 100,000 passengers
41	11 complaints per 100,000 passengers
16	11 complaints per 100,000 passengers
33	11 complaints per 100,000 passengers
69	11 complaints per 100,000 passengers
42	11 complaints per 100,000 passengers
151	10 complaints per 100,000 passengers
26	10 complaints per 100,000 passengers
49	10 complaints per 100,000 passengers
79A	10 complaints per 100,000 passengers
47	9 complaints per 100,000 passengers
H1	9 complaints per 100,000 passengers
C1	9 complaints per 100,000 passengers
15A	9 complaints per 100,000 passengers
77A	8 complaints per 100,000 passengers
84	8 complaints per 100,000 passengers
11	7 complaints per 100,000 passengers
15	7 complaints per 100,000 passengers
27	7 complaints per 100,000 passengers
37	7 complaints per 100,000 passengers
39	7 complaints per 100,000 passengers
40	7 complaints per 100,000 passengers
122	6 complaints per 100,000 passengers
7	6 complaints per 100,000 passengers
1	6 complaints per 100,000 passengers
C2	6 complaints per 100,000 passengers
145	6 complaints per 100,000 passengers
155	6 complaints per 100,000 passengers
54A	5 complaints per 100,000 passengers
123	5 complaints per 100,000 passengers
7A	5 complaints per 100,000 passengers
13	5 complaints per 100,000 passengers
39A	5 complaints per 100,000 passengers
83	5 complaints per 100,000 passengers
14	5 complaints per 100,000 passengers
46A	5 complaints per 100,000 passengers
4	4 complaints per 100,000 passengers
38	4 complaints per 100,000 passengers
140	3 complaints per 100,000 passengers
9	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 2022

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



<b>Bus Route</b>	<b>Complaints per 100,000 passengers*</b>
X27	92 complaints per 100,000 passengers
X28	70 complaints per 100,000 passengers
68	29 complaints per 100,000 passengers
79	24 complaints per 100,000 passengers
40D	21 complaints per 100,000 passengers
151	21 complaints per 100,000 passengers
26	20 complaints per 100,000 passengers
40E	19 complaints per 100,000 passengers
15B	18 complaints per 100,000 passengers
65B	17 complaints per 100,000 passengers
H2	16 complaints per 100,000 passengers
70	16 complaints per 100,000 passengers
56A	16 complaints per 100,000 passengers
44	15 complaints per 100,000 passengers
69	13 complaints per 100,000 passengers
37	13 complaints per 100,000 passengers
54A	12 complaints per 100,000 passengers
6	12 complaints per 100,000 passengers
L54	12 complaints per 100,000 passengers
C4	12 complaints per 100,000 passengers
47	11 complaints per 100,000 passengers
43	11 complaints per 100,000 passengers
27B	11 complaints per 100,000 passengers
H3	11 complaints per 100,000 passengers
49	11 complaints per 100,000 passengers
65	11 complaints per 100,000 passengers
C3	10 complaints per 100,000 passengers
41C	10 complaints per 100,000 passengers
41	10 complaints per 100,000 passengers
79A	10 complaints per 100,000 passengers
15A	10 complaints per 100,000 passengers
150	9 complaints per 100,000 passengers
C1	9 complaints per 100,000 passengers
16	9 complaints per 100,000 passengers
84	9 complaints per 100,000 passengers
33	8 complaints per 100,000 passengers
42	8 complaints per 100,000 passengers
77A	8 complaints per 100,000 passengers
130	8 complaints per 100,000 passengers
39	8 complaints per 100,000 passengers
123	8 complaints per 100,000 passengers
122	7 complaints per 100,000 passengers
H1	7 complaints per 100,000 passengers
40	6 complaints per 100,000 passengers
1	6 complaints per 100,000 passengers
145	6 complaints per 100,000 passengers
83	6 complaints per 100,000 passengers
15	6 complaints per 100,000 passengers
4	6 complaints per 100,000 passengers
13	6 complaints per 100,000 passengers
27	6 complaints per 100,000 passengers
39A	5 complaints per 100,000 passengers
14	5 complaints per 100,000 passengers
11	5 complaints per 100,000 passengers
7	5 complaints per 100,000 passengers
46A	5 complaints per 100,000 passengers
38	4 complaints per 100,000 passengers
C2	4 complaints per 100,000 passengers
155	4 complaints per 100,000 passengers
7A	3 complaints per 100,000 passengers
140	3 complaints per 100,000 passengers
9	3 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 2022

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



<b>Bus Route</b>	<b>Complaints per 100,000 passengers*</b>
X28	154 complaints per 100,000 passengers
X25	82 complaints per 100,000 passengers
84X	25 complaints per 100,000 passengers
56A	22 complaints per 100,000 passengers
68	22 complaints per 100,000 passengers
26	22 complaints per 100,000 passengers
6	21 complaints per 100,000 passengers
70	19 complaints per 100,000 passengers
C3	18 complaints per 100,000 passengers
84	17 complaints per 100,000 passengers
40E	17 complaints per 100,000 passengers
H2	17 complaints per 100,000 passengers
L54	16 complaints per 100,000 passengers
44	15 complaints per 100,000 passengers
C4	14 complaints per 100,000 passengers
40D	14 complaints per 100,000 passengers
151	14 complaints per 100,000 passengers
33	13 complaints per 100,000 passengers
54A	13 complaints per 100,000 passengers
27B	13 complaints per 100,000 passengers
65B	12 complaints per 100,000 passengers
69	12 complaints per 100,000 passengers
150	12 complaints per 100,000 passengers
130	12 complaints per 100,000 passengers
79A	11 complaints per 100,000 passengers
15B	11 complaints per 100,000 passengers
41	10 complaints per 100,000 passengers
42	10 complaints per 100,000 passengers
C1	10 complaints per 100,000 passengers
43	10 complaints per 100,000 passengers
H3	10 complaints per 100,000 passengers
49	10 complaints per 100,000 passengers
H1	9 complaints per 100,000 passengers
79	9 complaints per 100,000 passengers
40	9 complaints per 100,000 passengers
13	8 complaints per 100,000 passengers
11	8 complaints per 100,000 passengers
15A	7 complaints per 100,000 passengers
7	7 complaints per 100,000 passengers
38	7 complaints per 100,000 passengers
27	6 complaints per 100,000 passengers
77A	6 complaints per 100,000 passengers
145	6 complaints per 100,000 passengers
41C	6 complaints per 100,000 passengers
140	6 complaints per 100,000 passengers
15	6 complaints per 100,000 passengers
16	6 complaints per 100,000 passengers
14	6 complaints per 100,000 passengers
39	5 complaints per 100,000 passengers
7A	5 complaints per 100,000 passengers
155	5 complaints per 100,000 passengers
83	5 complaints per 100,000 passengers
123	5 complaints per 100,000 passengers
4	5 complaints per 100,000 passengers
C2	5 complaints per 100,000 passengers
122	5 complaints per 100,000 passengers
37	5 complaints per 100,000 passengers
46A	5 complaints per 100,000 passengers
39A	4 complaints per 100,000 passengers
9	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.

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