

Q3 2023 (P7, P8, P9)

Go-Ahead Ireland - Outer Dublin Metropolitan Area (ODMA) Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
185 / t	34 complaints per 100,000 passengers
63 / a	23 complaints per 100,000 passengers
33A	14 complaints per 100,000 passengers
184	13 complaints per 100,000 passengers
102 /a/c/p/t	13 complaints per 100,000 passengers
45A / b	11 complaints per 100,000 passengers
75 / a	9 complaints per 100,000 passengers
N6	8 complaints per 100,000 passengers
18	8 complaints per 100,000 passengers
76	8 complaints per 100,000 passengers
17 / d	7 complaints per 100,000 passengers
175	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.

Q2 2023 (P4, P5, P6)

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

Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
185 / t	31 complaints per 100,000 passengers
76A	27 complaints per 100,000 passengers
33A	22 complaints per 100,000 passengers
17 / d	11 complaints per 100,000 passengers
184	11 complaints per 100,000 passengers
76	10 complaints per 100,000 passengers
75 / a	8 complaints per 100,000 passengers
N6	8 complaints per 100,000 passengers
45A / b	8 complaints per 100,000 passengers
18	7 complaints per 100,000 passengers
175	5 complaints per 100,000 passengers
102 /a/c/p/t	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.

Q1 2023 (P1, P2, P3)

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

Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
L52	38 complaints per 100,000 passengers
59	38 complaints per 100,000 passengers
63 / a	36 complaints per 100,000 passengers
114	25 complaints per 100,000 passengers
220 / a / t	24 complaints per 100,000 passengers
33B / t	22 complaints per 100,000 passengers
76	20 complaints per 100,000 passengers
33A	19 complaints per 100,000 passengers
17 / d	16 complaints per 100,000 passengers
102 /a/c/p/t	15 complaints per 100,000 passengers
184	14 complaints per 100,000 passengers
75 / a	13 complaints per 100,000 passengers
18	13 complaints per 100,000 passengers
45A / b	12 complaints per 100,000 passengers
175	11 complaints per 100,000 passengers
N6	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 2022 (P10, P11, P12, P13)

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

Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
76A	113 complaints per 100,000 passengers
114	50 complaints per 100,000 passengers
L52	40 complaints per 100,000 passengers
175	37 complaints per 100,000 passengers
17 / d	36 complaints per 100,000 passengers
270 / t	31 complaints per 100,000 passengers
18	28 complaints per 100,000 passengers
75 / a	25 complaints per 100,000 passengers
238	24 complaints per 100,000 passengers
111	24 complaints per 100,000 passengers
63 / a	23 complaints per 100,000 passengers
102 /a/c/p/t	20 complaints per 100,000 passengers
184	19 complaints per 100,000 passengers
33B / t	18 complaints per 100,000 passengers
45A / b	18 complaints per 100,000 passengers
76	15 complaints per 100,000 passengers
33A	8 complaints per 100,000 passengers
N6	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.

Q3 2022 (P7, P8, P9)

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

Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
L52	171 complaints per 100,000 passengers
76A	84 complaints per 100,000 passengers
270 / t	46 complaints per 100,000 passengers
185 / t	45 complaints per 100,000 passengers
33B / t	41 complaints per 100,000 passengers
63 / a	38 complaints per 100,000 passengers
114	38 complaints per 100,000 passengers
18	36 complaints per 100,000 passengers
238	35 complaints per 100,000 passengers
17 / d	28 complaints per 100,000 passengers
111	27 complaints per 100,000 passengers
102 /a/c/p/t	23 complaints per 100,000 passengers
33A	23 complaints per 100,000 passengers
184	21 complaints per 100,000 passengers
175	21 complaints per 100,000 passengers
76	20 complaints per 100,000 passengers
75 / a	19 complaints per 100,000 passengers
45A / b	17 complaints per 100,000 passengers
N6	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 2022 (P4, P5, P6)

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

Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
L52	105 complaints per 100,000 passengers
104	62 complaints per 100,000 passengers
114	50 complaints per 100,000 passengers
76A	39 complaints per 100,000 passengers
18	19 complaints per 100,000 passengers
238	17 complaints per 100,000 passengers
17 / d	17 complaints per 100,000 passengers
33B / t	17 complaints per 100,000 passengers
184	17 complaints per 100,000 passengers
63 / a	16 complaints per 100,000 passengers
75 / a	11 complaints per 100,000 passengers
76	11 complaints per 100,000 passengers
33A	11 complaints per 100,000 passengers
175	11 complaints per 100,000 passengers
102 /a/c/p/t	9 complaints per 100,000 passengers
45A / b	6 complaints per 100,000 passengers
17A	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.

Q1 2022 (P1, P2, P3)

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

Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
175	27 complaints per 100,000 passengers
33B / t	22 complaints per 100,000 passengers
17 / d	15 complaints per 100,000 passengers
76	13 complaints per 100,000 passengers
18	13 complaints per 100,000 passengers
33A	12 complaints per 100,000 passengers
45A / b	8 complaints per 100,000 passengers
102 /a/c/p/t	7 complaints per 100,000 passengers
75 / a	6 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 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.