

**Q4 2024**

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



| Bus Route | Complaints per 100,000 passengers*    |
|-----------|---------------------------------------|
| 69X       | 249 complaints per 100,000 passengers |
| 118       | 163 complaints per 100,000 passengers |
| 27X       | 67 complaints per 100,000 passengers  |
| X30       | 62 complaints per 100,000 passengers  |
| 33X       | 46 complaints per 100,000 passengers  |
| 44        | 37 complaints per 100,000 passengers  |
| 56A       | 36 complaints per 100,000 passengers  |
| L59       | 34 complaints per 100,000 passengers  |
| 142       | 34 complaints per 100,000 passengers  |
| 41X       | 33 complaints per 100,000 passengers  |
| 84X       | 33 complaints per 100,000 passengers  |
| X27       | 32 complaints per 100,000 passengers  |
| 120       | 30 complaints per 100,000 passengers  |
| X28       | 29 complaints per 100,000 passengers  |
| X25       | 28 complaints per 100,000 passengers  |
| 6         | 26 complaints per 100,000 passengers  |
| 65        | 26 complaints per 100,000 passengers  |
| 70        | 25 complaints per 100,000 passengers  |
| 47        | 23 complaints per 100,000 passengers  |
| 65B       | 22 complaints per 100,000 passengers  |
| 27B       | 21 complaints per 100,000 passengers  |
| 84        | 21 complaints per 100,000 passengers  |
| 49        | 20 complaints per 100,000 passengers  |
| 151       | 19 complaints per 100,000 passengers  |
| 15B       | 19 complaints per 100,000 passengers  |
| 43        | 18 complaints per 100,000 passengers  |
| 52        | 18 complaints per 100,000 passengers  |
| 69        | 14 complaints per 100,000 passengers  |
| 68        | 14 complaints per 100,000 passengers  |
| 41        | 14 complaints per 100,000 passengers  |
| 37        | 13 complaints per 100,000 passengers  |
| 33        | 13 complaints per 100,000 passengers  |
| 60        | 13 complaints per 100,000 passengers  |
| 15A       | 12 complaints per 100,000 passengers  |
| L54       | 12 complaints per 100,000 passengers  |
| 41C       | 12 complaints per 100,000 passengers  |
| 140       | 12 complaints per 100,000 passengers  |
| 83        | 12 complaints per 100,000 passengers  |
| 26        | 12 complaints per 100,000 passengers  |
| 11        | 12 complaints per 100,000 passengers  |
| 54A       | 12 complaints per 100,000 passengers  |
| 40E       | 12 complaints per 100,000 passengers  |
| 74        | 11 complaints per 100,000 passengers  |
| 7         | 11 complaints per 100,000 passengers  |
| 130       | 10 complaints per 100,000 passengers  |
| 40D       | 10 complaints per 100,000 passengers  |
| H2        | 9 complaints per 100,000 passengers   |
| 123       | 9 complaints per 100,000 passengers   |
| C3        | 9 complaints per 100,000 passengers   |
| 42        | 8 complaints per 100,000 passengers   |
| 38        | 8 complaints per 100,000 passengers   |
| 7A        | 8 complaints per 100,000 passengers   |
| 13        | 8 complaints per 100,000 passengers   |
| 27A       | 8 complaints per 100,000 passengers   |
| C4        | 7 complaints per 100,000 passengers   |
| S2        | 7 complaints per 100,000 passengers   |
| 15        | 7 complaints per 100,000 passengers   |
| 77A       | 7 complaints per 100,000 passengers   |
| L25       | 7 complaints per 100,000 passengers   |
| 14        | 7 complaints per 100,000 passengers   |
| 16        | 7 complaints per 100,000 passengers   |
| 4         | 6 complaints per 100,000 passengers   |
| H3        | 6 complaints per 100,000 passengers   |
| H1        | 6 complaints per 100,000 passengers   |
| 145       | 6 complaints per 100,000 passengers   |
| 38A       | 6 complaints per 100,000 passengers   |
| 150       | 6 complaints per 100,000 passengers   |
| C1        | 6 complaints per 100,000 passengers   |
| G1        | 5 complaints per 100,000 passengers   |
| 46A       | 5 complaints per 100,000 passengers   |
| 9         | 5 complaints per 100,000 passengers   |
| 122       | 5 complaints per 100,000 passengers   |
| C2        | 5 complaints per 100,000 passengers   |
| 39A       | 5 complaints per 100,000 passengers   |
| 27        | 5 complaints per 100,000 passengers   |
| N4        | 5 complaints per 100,000 passengers   |
| 39        | 5 complaints per 100,000 passengers   |
| 1         | 5 complaints per 100,000 passengers   |
| 155       | 4 complaints per 100,000 passengers   |
| 40        | 4 complaints per 100,000 passengers   |
| G2        | 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

**Q3 2024**

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



| Bus Route | Complaints per 100,000 passengers*   |
|-----------|--------------------------------------|
| 65        | 58 complaints per 100,000 passengers |
| 56A       | 31 complaints per 100,000 passengers |
| 142       | 26 complaints per 100,000 passengers |
| 84X       | 24 complaints per 100,000 passengers |
| 120       | 23 complaints per 100,000 passengers |
| 44        | 21 complaints per 100,000 passengers |
| 70        | 19 complaints per 100,000 passengers |
| 68        | 18 complaints per 100,000 passengers |
| 27A       | 17 complaints per 100,000 passengers |
| 52        | 17 complaints per 100,000 passengers |
| 27B       | 16 complaints per 100,000 passengers |
| 41        | 14 complaints per 100,000 passengers |
| 65B       | 13 complaints per 100,000 passengers |
| 37        | 13 complaints per 100,000 passengers |
| 49        | 13 complaints per 100,000 passengers |
| 6         | 12 complaints per 100,000 passengers |
| 15B       | 12 complaints per 100,000 passengers |
| 74        | 12 complaints per 100,000 passengers |
| 38        | 12 complaints per 100,000 passengers |
| 69        | 12 complaints per 100,000 passengers |
| 150       | 11 complaints per 100,000 passengers |
| 151       | 11 complaints per 100,000 passengers |
| 84        | 11 complaints per 100,000 passengers |
| 7         | 10 complaints per 100,000 passengers |
| 130       | 10 complaints per 100,000 passengers |
| 47        | 10 complaints per 100,000 passengers |
| 43        | 10 complaints per 100,000 passengers |
| 33        | 10 complaints per 100,000 passengers |
| 60        | 10 complaints per 100,000 passengers |
| 26        | 9 complaints per 100,000 passengers  |
| 41C       | 9 complaints per 100,000 passengers  |
| H2        | 9 complaints per 100,000 passengers  |
| 83        | 8 complaints per 100,000 passengers  |
| 15A       | 8 complaints per 100,000 passengers  |
| 54A       | 8 complaints per 100,000 passengers  |
| 16        | 8 complaints per 100,000 passengers  |
| C3        | 7 complaints per 100,000 passengers  |
| 123       | 7 complaints per 100,000 passengers  |
| 38A       | 7 complaints per 100,000 passengers  |
| 140       | 6 complaints per 100,000 passengers  |
| S2        | 6 complaints per 100,000 passengers  |
| H1        | 6 complaints per 100,000 passengers  |
| 11        | 6 complaints per 100,000 passengers  |
| 77A       | 6 complaints per 100,000 passengers  |
| 15        | 6 complaints per 100,000 passengers  |
| 14        | 6 complaints per 100,000 passengers  |
| 40D       | 6 complaints per 100,000 passengers  |
| C1        | 6 complaints per 100,000 passengers  |
| C4        | 6 complaints per 100,000 passengers  |
| H3        | 6 complaints per 100,000 passengers  |
| G2        | 5 complaints per 100,000 passengers  |
| 1         | 5 complaints per 100,000 passengers  |
| 39        | 5 complaints per 100,000 passengers  |
| 13        | 5 complaints per 100,000 passengers  |
| 4         | 5 complaints per 100,000 passengers  |
| 27        | 5 complaints per 100,000 passengers  |
| 145       | 5 complaints per 100,000 passengers  |
| N4        | 5 complaints per 100,000 passengers  |
| 122       | 5 complaints per 100,000 passengers  |
| 46A       | 5 complaints per 100,000 passengers  |
| 7A        | 4 complaints per 100,000 passengers  |
| 39A       | 4 complaints per 100,000 passengers  |
| C2        | 4 complaints per 100,000 passengers  |
| 42        | 4 complaints per 100,000 passengers  |
| L25       | 4 complaints per 100,000 passengers  |
| 40        | 4 complaints per 100,000 passengers  |
| 9         | 4 complaints per 100,000 passengers  |
| 155       | 3 complaints per 100,000 passengers  |
| G1        | 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.

**Q2 2024**

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



| Bus Route | Complaints per 100,000 passengers*   |
|-----------|--------------------------------------|
| 56A       | 31 complaints per 100,000 passengers |
| 65        | 28 complaints per 100,000 passengers |
| 47        | 23 complaints per 100,000 passengers |
| 150       | 23 complaints per 100,000 passengers |
| 70        | 22 complaints per 100,000 passengers |
| 44        | 22 complaints per 100,000 passengers |
| 84X       | 22 complaints per 100,000 passengers |
| 65B       | 18 complaints per 100,000 passengers |
| 27B       | 17 complaints per 100,000 passengers |
| 120       | 16 complaints per 100,000 passengers |
| 15B       | 16 complaints per 100,000 passengers |
| 84        | 15 complaints per 100,000 passengers |
| 33        | 14 complaints per 100,000 passengers |
| 151       | 14 complaints per 100,000 passengers |
| 37        | 14 complaints per 100,000 passengers |
| 15A       | 13 complaints per 100,000 passengers |
| 60        | 13 complaints per 100,000 passengers |
| 52        | 13 complaints per 100,000 passengers |
| 68        | 11 complaints per 100,000 passengers |
| 43        | 11 complaints per 100,000 passengers |
| H2        | 11 complaints per 100,000 passengers |
| 83        | 11 complaints per 100,000 passengers |
| 74        | 11 complaints per 100,000 passengers |
| 26        | 11 complaints per 100,000 passengers |
| 49        | 11 complaints per 100,000 passengers |
| 42        | 10 complaints per 100,000 passengers |
| 41        | 10 complaints per 100,000 passengers |
| 69        | 10 complaints per 100,000 passengers |
| L54       | 9 complaints per 100,000 passengers  |
| 130       | 9 complaints per 100,000 passengers  |
| 41C       | 9 complaints per 100,000 passengers  |
| 123       | 9 complaints per 100,000 passengers  |
| 6         | 9 complaints per 100,000 passengers  |
| 38A       | 9 complaints per 100,000 passengers  |
| H1        | 9 complaints per 100,000 passengers  |
| S2        | 9 complaints per 100,000 passengers  |
| 54A       | 8 complaints per 100,000 passengers  |
| C3        | 8 complaints per 100,000 passengers  |
| H3        | 8 complaints per 100,000 passengers  |
| 38        | 8 complaints per 100,000 passengers  |
| C4        | 8 complaints per 100,000 passengers  |
| 4         | 8 complaints per 100,000 passengers  |
| 39        | 7 complaints per 100,000 passengers  |
| 40D       | 7 complaints per 100,000 passengers  |
| 7         | 7 complaints per 100,000 passengers  |
| 15        | 7 complaints per 100,000 passengers  |
| 16        | 7 complaints per 100,000 passengers  |
| N4        | 6 complaints per 100,000 passengers  |
| 27        | 6 complaints per 100,000 passengers  |
| 11        | 6 complaints per 100,000 passengers  |
| 14        | 6 complaints per 100,000 passengers  |
| 1         | 6 complaints per 100,000 passengers  |
| 140       | 6 complaints per 100,000 passengers  |
| 155       | 5 complaints per 100,000 passengers  |
| 145       | 5 complaints per 100,000 passengers  |
| 7A        | 5 complaints per 100,000 passengers  |
| G2        | 5 complaints per 100,000 passengers  |
| 39A       | 4 complaints per 100,000 passengers  |
| 13        | 4 complaints per 100,000 passengers  |
| C1        | 4 complaints per 100,000 passengers  |
| G1        | 4 complaints per 100,000 passengers  |
| 122       | 4 complaints per 100,000 passengers  |
| C2        | 4 complaints per 100,000 passengers  |
| 77A       | 4 complaints per 100,000 passengers  |
| 46A       | 4 complaints per 100,000 passengers  |
| 9         | 3 complaints per 100,000 passengers  |
| 40        | 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 2024**

**Dublin Bus Direct Award Contract**

**Customer Complaints Report**



| Bus Route | Complaints per 100,000 passengers*   |
|-----------|--------------------------------------|
| X30       | 70 complaints per 100,000 passengers |
| 120       | 28 complaints per 100,000 passengers |
| 38B       | 27 complaints per 100,000 passengers |
| 84X       | 26 complaints per 100,000 passengers |
| 56A       | 26 complaints per 100,000 passengers |
| 47        | 24 complaints per 100,000 passengers |
| 70        | 23 complaints per 100,000 passengers |
| 68        | 19 complaints per 100,000 passengers |
| 40E       | 19 complaints per 100,000 passengers |
| H2        | 17 complaints per 100,000 passengers |
| 43        | 16 complaints per 100,000 passengers |
| 44        | 15 complaints per 100,000 passengers |
| 65        | 15 complaints per 100,000 passengers |
| 69        | 15 complaints per 100,000 passengers |
| 52        | 14 complaints per 100,000 passengers |
| 27B       | 14 complaints per 100,000 passengers |
| 150       | 14 complaints per 100,000 passengers |
| 74        | 13 complaints per 100,000 passengers |
| 15A       | 13 complaints per 100,000 passengers |
| 60        | 12 complaints per 100,000 passengers |
| 33        | 12 complaints per 100,000 passengers |
| 11        | 11 complaints per 100,000 passengers |
| 65B       | 11 complaints per 100,000 passengers |
| 6         | 10 complaints per 100,000 passengers |
| 54A       | 9 complaints per 100,000 passengers  |
| 49        | 9 complaints per 100,000 passengers  |
| 41        | 9 complaints per 100,000 passengers  |
| H3        | 9 complaints per 100,000 passengers  |
| 83        | 8 complaints per 100,000 passengers  |
| 84        | 8 complaints per 100,000 passengers  |
| 15B       | 8 complaints per 100,000 passengers  |
| N4        | 8 complaints per 100,000 passengers  |
| 123       | 7 complaints per 100,000 passengers  |
| 42        | 7 complaints per 100,000 passengers  |
| 14        | 7 complaints per 100,000 passengers  |
| 130       | 7 complaints per 100,000 passengers  |
| H1        | 7 complaints per 100,000 passengers  |
| C4        | 7 complaints per 100,000 passengers  |
| 151       | 6 complaints per 100,000 passengers  |
| C3        | 6 complaints per 100,000 passengers  |
| 26        | 6 complaints per 100,000 passengers  |
| 13        | 6 complaints per 100,000 passengers  |
| 15        | 6 complaints per 100,000 passengers  |
| 7         | 6 complaints per 100,000 passengers  |
| 140       | 6 complaints per 100,000 passengers  |
| 37        | 6 complaints per 100,000 passengers  |
| 16        | 5 complaints per 100,000 passengers  |
| S2        | 5 complaints per 100,000 passengers  |
| 122       | 5 complaints per 100,000 passengers  |
| 41C       | 5 complaints per 100,000 passengers  |
| 27        | 5 complaints per 100,000 passengers  |
| 4         | 5 complaints per 100,000 passengers  |
| 38        | 5 complaints per 100,000 passengers  |
| 77A       | 5 complaints per 100,000 passengers  |
| C2        | 5 complaints per 100,000 passengers  |
| 39        | 5 complaints per 100,000 passengers  |
| 9         | 4 complaints per 100,000 passengers  |
| 1         | 4 complaints per 100,000 passengers  |
| 145       | 4 complaints per 100,000 passengers  |
| 40D       | 4 complaints per 100,000 passengers  |
| 39A       | 4 complaints per 100,000 passengers  |
| 46A       | 4 complaints per 100,000 passengers  |
| 40        | 3 complaints per 100,000 passengers  |
| G2        | 3 complaints per 100,000 passengers  |
| 7A        | 3 complaints per 100,000 passengers  |
| 155       | 3 complaints per 100,000 passengers  |
| C1        | 3 complaints per 100,000 passengers  |
| G1        | 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.

**Q4 2023**

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



| Bus Route | Complaints per 100,000 passengers*   |
|-----------|--------------------------------------|
| X31       | 97 complaints per 100,000 passengers |
| 27X       | 72 complaints per 100,000 passengers |
| X30       | 50 complaints per 100,000 passengers |
| X27       | 38 complaints per 100,000 passengers |
| 41X       | 37 complaints per 100,000 passengers |
| 84X       | 36 complaints per 100,000 passengers |
| 61        | 29 complaints per 100,000 passengers |
| 65        | 28 complaints per 100,000 passengers |
| 150       | 25 complaints per 100,000 passengers |
| 60        | 25 complaints per 100,000 passengers |
| 70        | 25 complaints per 100,000 passengers |
| 74        | 25 complaints per 100,000 passengers |
| 120       | 23 complaints per 100,000 passengers |
| 7B        | 21 complaints per 100,000 passengers |
| 38B       | 21 complaints per 100,000 passengers |
| 68        | 21 complaints per 100,000 passengers |
| 65B       | 20 complaints per 100,000 passengers |
| 15B       | 20 complaints per 100,000 passengers |
| 56A       | 19 complaints per 100,000 passengers |
| 47        | 19 complaints per 100,000 passengers |
| 151       | 18 complaints per 100,000 passengers |
| 69        | 17 complaints per 100,000 passengers |
| 27B       | 17 complaints per 100,000 passengers |
| 44        | 16 complaints per 100,000 passengers |
| 15A       | 16 complaints per 100,000 passengers |
| 40E       | 16 complaints per 100,000 passengers |
| 27A       | 14 complaints per 100,000 passengers |
| 84        | 13 complaints per 100,000 passengers |
| 11        | 13 complaints per 100,000 passengers |
| 43        | 12 complaints per 100,000 passengers |
| 41        | 12 complaints per 100,000 passengers |
| 52        | 12 complaints per 100,000 passengers |
| 54A       | 12 complaints per 100,000 passengers |
| 83        | 12 complaints per 100,000 passengers |
| 7         | 12 complaints per 100,000 passengers |
| 33        | 11 complaints per 100,000 passengers |
| S2        | 11 complaints per 100,000 passengers |
| 49        | 11 complaints per 100,000 passengers |
| 37        | 10 complaints per 100,000 passengers |
| 6         | 10 complaints per 100,000 passengers |
| L59       | 10 complaints per 100,000 passengers |
| 40D       | 10 complaints per 100,000 passengers |
| H2        | 10 complaints per 100,000 passengers |
| N4        | 9 complaints per 100,000 passengers  |
| 123       | 9 complaints per 100,000 passengers  |
| 122       | 9 complaints per 100,000 passengers  |
| C4        | 9 complaints per 100,000 passengers  |
| 26        | 9 complaints per 100,000 passengers  |
| 39        | 8 complaints per 100,000 passengers  |
| 15        | 8 complaints per 100,000 passengers  |
| 41C       | 8 complaints per 100,000 passengers  |
| 140       | 8 complaints per 100,000 passengers  |
| 38        | 8 complaints per 100,000 passengers  |
| C3        | 7 complaints per 100,000 passengers  |
| H1        | 7 complaints per 100,000 passengers  |
| 39A       | 7 complaints per 100,000 passengers  |
| 77A       | 7 complaints per 100,000 passengers  |
| 9         | 7 complaints per 100,000 passengers  |
| 16        | 7 complaints per 100,000 passengers  |
| C1        | 7 complaints per 100,000 passengers  |
| 4         | 7 complaints per 100,000 passengers  |
| 14        | 7 complaints per 100,000 passengers  |
| C2        | 7 complaints per 100,000 passengers  |
| 130       | 6 complaints per 100,000 passengers  |
| 42        | 6 complaints per 100,000 passengers  |
| L54       | 6 complaints per 100,000 passengers  |
| 7A        | 6 complaints per 100,000 passengers  |
| G1        | 6 complaints per 100,000 passengers  |
| 145       | 6 complaints per 100,000 passengers  |
| H3        | 6 complaints per 100,000 passengers  |
| G2        | 5 complaints per 100,000 passengers  |
| 27        | 5 complaints per 100,000 passengers  |
| 40        | 5 complaints per 100,000 passengers  |
| 13        | 5 complaints per 100,000 passengers  |
| 1         | 5 complaints per 100,000 passengers  |
| 38A       | 5 complaints per 100,000 passengers  |
| 155       | 5 complaints per 100,000 passengers  |
| 46A       | 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

**Q3 2023**

**Dublin Bus Direct Award Contract**

**Customer Complaints Report**



| Bus Route | Complaints per 100,000 passengers*   |
|-----------|--------------------------------------|
| 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**



| Bus Route | Complaints per 100,000 passengers*   |
|-----------|--------------------------------------|
| 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**



| Bus Route | Complaints per 100,000 passengers*   |
|-----------|--------------------------------------|
| 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.