

**Q4 2024 (P10, P11, P12, P13)**  
**Go-Ahead Ireland - Outer Dublin Metropolitan Area (ODMA)**  
**Customer Complaints Report**



Bus Route	Complaints per 100,000 passengers*
33B / t	139 complaints per 100,000 passengers
63 / a	120 complaints per 100,000 passengers
185 / t	94 complaints per 100,000 passengers
114	87 complaints per 100,000 passengers
N2	69 complaints per 100,000 passengers
114	58 complaints per 100,000 passengers
S8	57 complaints per 100,000 passengers
S6	57 complaints per 100,000 passengers
L51	56 complaints per 100,000 passengers
45A / b	45 complaints per 100,000 passengers
238	45 complaints per 100,000 passengers
102 /a/c/p/t	43 complaints per 100,000 passengers
184	40 complaints per 100,000 passengers
33A	38 complaints per 100,000 passengers
S4	38 complaints per 100,000 passengers
184	36 complaints per 100,000 passengers
N6	32 complaints per 100,000 passengers
W2	29 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 2024 (P7, P8, P9)**  
**Go-Ahead Ireland - Outer Dublin Metropolitan Area (ODMA)**  
**Customer Complaints Report**



Bus Route	Complaints per 100,000 passengers*
33B / t	32 complaints per 100,000 passengers
63 / a	26 complaints per 100,000 passengers
L52	23 complaints per 100,000 passengers
111	18 complaints per 100,000 passengers
220 / a / t	15 complaints per 100,000 passengers
184	12 complaints per 100,000 passengers
102 /a/c/p/t	11 complaints per 100,000 passengers
33A	11 complaints per 100,000 passengers
S8	10 complaints per 100,000 passengers
W2	7 complaints per 100,000 passengers
S4	6 complaints per 100,000 passengers
N6	6 complaints per 100,000 passengers
S6	5 complaints per 100,000 passengers
45A / b	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 2024 (P4, P5, P6)  
Go-Ahead Ireland - Outer Dublin Metropolitan Area (ODMA)  
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
33B / t	26 complaints per 100,000 passengers
185 / t	26 complaints per 100,000 passengers
114	19 complaints per 100,000 passengers
63 / a	15 complaints per 100,000 passengers
45A / b	9 complaints per 100,000 passengers
184	9 complaints per 100,000 passengers
S4	7 complaints per 100,000 passengers
33A	7 complaints per 100,000 passengers
S6	7 complaints per 100,000 passengers
N6	7 complaints per 100,000 passengers
102 /a/c/p/t	6 complaints per 100,000 passengers
S8	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 2024 (P1, P2, P3)  
Go-Ahead Ireland - Outer Dublin Metropolitan Area (ODMA)  
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
33B / t	26 complaints per 100,000 passengers
220 / a / t	14 complaints per 100,000 passengers
33A	13 complaints per 100,000 passengers
S8	9 complaints per 100,000 passengers
102 /a/c/p/t	9 complaints per 100,000 passengers
N6	8 complaints per 100,000 passengers
45A / b	8 complaints per 100,000 passengers
S6	7 complaints per 100,000 passengers
S4	6 complaints per 100,000 passengers
184	6 complaints per 100,000 passengers
W2	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 2023 (P10, P11, P12, P13)

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

#### Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
76A	40 complaints per 100,000 passengers
33B / t	37 complaints per 100,000 passengers
185 / t	35 complaints per 100,000 passengers
114	34 complaints per 100,000 passengers
S8	33 complaints per 100,000 passengers
63 / a	23 complaints per 100,000 passengers
S6	19 complaints per 100,000 passengers
76	18 complaints per 100,000 passengers
S4	16 complaints per 100,000 passengers
18	15 complaints per 100,000 passengers
33A	15 complaints per 100,000 passengers
111	15 complaints per 100,000 passengers
45A / b	15 complaints per 100,000 passengers
238	14 complaints per 100,000 passengers
75 / a	13 complaints per 100,000 passengers
175	12 complaints per 100,000 passengers
102 /a/c/p/t	11 complaints per 100,000 passengers
17 / d	10 complaints per 100,000 passengers
184	7 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 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.