

Q3 2024

**Bus Éireann East Coast Commuter Corridor Contract
Customer Complaints Report**



Bus Route	Complaints per 100,000 passengers*
101X	82 complaints per 100,000 passengers
133	34 complaints per 100,000 passengers
131	30 complaints per 100,000 passengers
101	29 complaints per 100,000 passengers

*where 10 or more complaints received

Q2 2024

**Bus Éireann East Coast Commuter Corridor Contract
Customer Complaints Report**



Bus Route	Complaints per 100,000 passengers*
133	49 complaints per 100,000 passengers
101	34 complaints per 100,000 passengers
131	32 complaints per 100,000 passengers
101X	18 complaints per 100,000 passengers

*where 10 or more complaints received

Q1 2024

**Bus Éireann East Coast Commuter Corridor Contract
Customer Complaints Report**



Bus Route	Complaints per 100,000 passengers*
101X	141 complaints per 100,000 passengers
133	60 complaints per 100,000 passengers
101	39 complaints per 100,000 passengers
131	30 complaints per 100,000 passengers

*where 10 or more complaints received

Q4 2023

**Bus Éireann East Coast Commuter Corridor Contract
Customer Complaints Report**



Bus Route	Complaints per 100,000 passengers*
101X	206 complaints per 100,000 passengers
133	104 complaints per 100,000 passengers
101	57 complaints per 100,000 passengers
131	55 complaints per 100,000 passengers

*where 10 or more complaints received

Q3 2023

**Bus Éireann East Coast Commuter Corridor Contract
Customer Complaints Report**



Bus Route	Complaints per 100,000 passengers*
101X	118 complaints per 100,000 passengers
131	60 complaints per 100,000 passengers
133	60 complaints per 100,000 passengers
101	33 complaints per 100,000 passengers

*where 10 or more complaints received