

Q3 2024

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



| Bus Route | Complaints per 100,000 passengers*    |
|-----------|---------------------------------------|
| 105X      | 218 complaints per 100,000 passengers |
| 73        | 161 complaints per 100,000 passengers |
| 132       | 155 complaints per 100,000 passengers |
| 423       | 140 complaints per 100,000 passengers |
| 245X      | 117 complaints per 100,000 passengers |
| 458       | 111 complaints per 100,000 passengers |
| 350       | 102 complaints per 100,000 passengers |
| 345       | 98 complaints per 100,000 passengers  |
| 109B      | 98 complaints per 100,000 passengers  |
| 314       | 96 complaints per 100,000 passengers  |
| 450       | 95 complaints per 100,000 passengers  |
| 237       | 84 complaints per 100,000 passengers  |
| 323       | 80 complaints per 100,000 passengers  |
| 270       | 77 complaints per 100,000 passengers  |
| 354       | 76 complaints per 100,000 passengers  |
| 105       | 72 complaints per 100,000 passengers  |
| 213       | 71 complaints per 100,000 passengers  |
| 260       | 70 complaints per 100,000 passengers  |
| 332       | 67 complaints per 100,000 passengers  |
| NX        | 64 complaints per 100,000 passengers  |
| 115       | 64 complaints per 100,000 passengers  |
| 456       | 60 complaints per 100,000 passengers  |
| 103       | 60 complaints per 100,000 passengers  |
| 440       | 60 complaints per 100,000 passengers  |
| 355       | 55 complaints per 100,000 passengers  |
| 466       | 53 complaints per 100,000 passengers  |
| 261       | 53 complaints per 100,000 passengers  |
| 190       | 52 complaints per 100,000 passengers  |
| 109       | 50 complaints per 100,000 passengers  |
| 223       | 50 complaints per 100,000 passengers  |
| 279       | 49 complaints per 100,000 passengers  |
| 236       | 48 complaints per 100,000 passengers  |
| 111       | 46 complaints per 100,000 passengers  |
| 225       | 45 complaints per 100,000 passengers  |
| 168       | 45 complaints per 100,000 passengers  |
| 212       | 41 complaints per 100,000 passengers  |
| 214       | 37 complaints per 100,000 passengers  |
| 424       | 37 complaints per 100,000 passengers  |
| 343       | 34 complaints per 100,000 passengers  |
| 245       | 34 complaints per 100,000 passengers  |
| 226       | 33 complaints per 100,000 passengers  |
| 100       | 33 complaints per 100,000 passengers  |
| 109A      | 32 complaints per 100,000 passengers  |
| 216       | 32 complaints per 100,000 passengers  |
| 109x      | 30 complaints per 100,000 passengers  |
| 203       | 26 complaints per 100,000 passengers  |
| 220X      | 25 complaints per 100,000 passengers  |
| 407       | 21 complaints per 100,000 passengers  |
| 301       | 19 complaints per 100,000 passengers  |
| 207       | 19 complaints per 100,000 passengers  |
| 220       | 19 complaints per 100,000 passengers  |
| 304A      | 18 complaints per 100,000 passengers  |
| D1        | 18 complaints per 100,000 passengers  |
| 360       | 18 complaints per 100,000 passengers  |
| 215       | 17 complaints per 100,000 passengers  |
| 208       | 15 complaints per 100,000 passengers  |
| 206       | 15 complaints per 100,000 passengers  |
| 52        | 14 complaints per 100,000 passengers  |
| 401       | 14 complaints per 100,000 passengers  |
| 405       | 12 complaints per 100,000 passengers  |
| 303       | 12 complaints per 100,000 passengers  |
| 202       | 10 complaints per 100,000 passengers  |
| 205       | 9 complaints per 100,000 passengers   |
| 409       | 9 complaints per 100,000 passengers   |
| 304       | 7 complaints per 100,000 passengers   |
| 402       | 7 complaints per 100,000 passengers   |
| 404       | 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 2024**

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



| Bus Route | Complaints per 100,000 passengers*    |
|-----------|---------------------------------------|
| 423       | 155 complaints per 100,000 passengers |
| 345       | 135 complaints per 100,000 passengers |
| 72        | 122 complaints per 100,000 passengers |
| 350       | 114 complaints per 100,000 passengers |
| 212       | 113 complaints per 100,000 passengers |
| 132       | 104 complaints per 100,000 passengers |
| 440       | 98 complaints per 100,000 passengers  |
| 223       | 93 complaints per 100,000 passengers  |
| 323       | 93 complaints per 100,000 passengers  |
| 355       | 88 complaints per 100,000 passengers  |
| 314       | 86 complaints per 100,000 passengers  |
| 450       | 76 complaints per 100,000 passengers  |
| 109B      | 75 complaints per 100,000 passengers  |
| 105       | 75 complaints per 100,000 passengers  |
| 103       | 68 complaints per 100,000 passengers  |
| 354       | 67 complaints per 100,000 passengers  |
| 270       | 66 complaints per 100,000 passengers  |
| 245       | 60 complaints per 100,000 passengers  |
| 466       | 60 complaints per 100,000 passengers  |
| 237       | 60 complaints per 100,000 passengers  |
| 109x      | 55 complaints per 100,000 passengers  |
| 190       | 54 complaints per 100,000 passengers  |
| 115       | 53 complaints per 100,000 passengers  |
| 213       | 53 complaints per 100,000 passengers  |
| 245X      | 52 complaints per 100,000 passengers  |
| NX        | 52 complaints per 100,000 passengers  |
| 236       | 51 complaints per 100,000 passengers  |
| 214       | 46 complaints per 100,000 passengers  |
| 458       | 42 complaints per 100,000 passengers  |
| 261       | 40 complaints per 100,000 passengers  |
| 109       | 37 complaints per 100,000 passengers  |
| 168       | 37 complaints per 100,000 passengers  |
| 343       | 37 complaints per 100,000 passengers  |
| 111       | 36 complaints per 100,000 passengers  |
| 167       | 35 complaints per 100,000 passengers  |
| 424       | 35 complaints per 100,000 passengers  |
| 109A      | 32 complaints per 100,000 passengers  |
| 225       | 32 complaints per 100,000 passengers  |
| 206       | 30 complaints per 100,000 passengers  |
| 279       | 30 complaints per 100,000 passengers  |
| 456       | 29 complaints per 100,000 passengers  |
| 226       | 28 complaints per 100,000 passengers  |
| 215       | 24 complaints per 100,000 passengers  |
| 203       | 23 complaints per 100,000 passengers  |
| 216       | 22 complaints per 100,000 passengers  |
| 207       | 22 complaints per 100,000 passengers  |
| 220       | 20 complaints per 100,000 passengers  |
| 220X      | 18 complaints per 100,000 passengers  |
| D1        | 18 complaints per 100,000 passengers  |
| 208       | 17 complaints per 100,000 passengers  |
| 401       | 16 complaints per 100,000 passengers  |
| 360       | 16 complaints per 100,000 passengers  |
| 404       | 13 complaints per 100,000 passengers  |
| 301       | 13 complaints per 100,000 passengers  |
| 205       | 13 complaints per 100,000 passengers  |
| 405       | 12 complaints per 100,000 passengers  |
| S2        | 12 complaints per 100,000 passengers  |
| 304A      | 10 complaints per 100,000 passengers  |
| 402       | 10 complaints per 100,000 passengers  |
| 409       | 8 complaints per 100,000 passengers   |
| 202       | 7 complaints per 100,000 passengers   |
| 304       | 7 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**

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



| Bus Route | Complaints per 100,000 passengers*    |
|-----------|---------------------------------------|
| 423       | 269 complaints per 100,000 passengers |
| 105X      | 243 complaints per 100,000 passengers |
| 245X      | 160 complaints per 100,000 passengers |
| 111X      | 159 complaints per 100,000 passengers |
| 72        | 153 complaints per 100,000 passengers |
| 103X      | 130 complaints per 100,000 passengers |
| 109B      | 124 complaints per 100,000 passengers |
| 440       | 110 complaints per 100,000 passengers |
| 466       | 99 complaints per 100,000 passengers  |
| 480       | 97 complaints per 100,000 passengers  |
| 458       | 88 complaints per 100,000 passengers  |
| 236       | 88 complaints per 100,000 passengers  |
| 323       | 85 complaints per 100,000 passengers  |
| 223       | 83 complaints per 100,000 passengers  |
| 350       | 79 complaints per 100,000 passengers  |
| 354       | 78 complaints per 100,000 passengers  |
| 109       | 75 complaints per 100,000 passengers  |
| 456       | 72 complaints per 100,000 passengers  |
| 260       | 71 complaints per 100,000 passengers  |
| NX        | 70 complaints per 100,000 passengers  |
| 233       | 66 complaints per 100,000 passengers  |
| 103       | 66 complaints per 100,000 passengers  |
| 105       | 63 complaints per 100,000 passengers  |
| 225       | 61 complaints per 100,000 passengers  |
| 190       | 59 complaints per 100,000 passengers  |
| 270       | 56 complaints per 100,000 passengers  |
| 314       | 55 complaints per 100,000 passengers  |
| 109x      | 54 complaints per 100,000 passengers  |
| 419       | 51 complaints per 100,000 passengers  |
| 115       | 50 complaints per 100,000 passengers  |
| 167       | 49 complaints per 100,000 passengers  |
| 111       | 48 complaints per 100,000 passengers  |
| 424       | 47 complaints per 100,000 passengers  |
| 100       | 44 complaints per 100,000 passengers  |
| 245       | 42 complaints per 100,000 passengers  |
| N2        | 41 complaints per 100,000 passengers  |
| 214       | 39 complaints per 100,000 passengers  |
| 168       | 38 complaints per 100,000 passengers  |
| 237       | 35 complaints per 100,000 passengers  |
| S1        | 34 complaints per 100,000 passengers  |
| 343       | 33 complaints per 100,000 passengers  |
| 226       | 32 complaints per 100,000 passengers  |
| A1        | 30 complaints per 100,000 passengers  |
| S2        | 29 complaints per 100,000 passengers  |
| 304A      | 27 complaints per 100,000 passengers  |
| D4        | 26 complaints per 100,000 passengers  |
| 109A      | 25 complaints per 100,000 passengers  |
| 360       | 25 complaints per 100,000 passengers  |
| 216       | 24 complaints per 100,000 passengers  |
| 215       | 24 complaints per 100,000 passengers  |
| 207       | 22 complaints per 100,000 passengers  |
| 407       | 19 complaints per 100,000 passengers  |
| D1        | 17 complaints per 100,000 passengers  |
| 220       | 17 complaints per 100,000 passengers  |
| 405       | 16 complaints per 100,000 passengers  |
| 203       | 16 complaints per 100,000 passengers  |
| 208       | 15 complaints per 100,000 passengers  |
| 206       | 15 complaints per 100,000 passengers  |
| 303       | 14 complaints per 100,000 passengers  |
| A2        | 14 complaints per 100,000 passengers  |
| 301       | 13 complaints per 100,000 passengers  |
| 404       | 12 complaints per 100,000 passengers  |
| 402       | 12 complaints per 100,000 passengers  |
| 205       | 12 complaints per 100,000 passengers  |
| 302       | 10 complaints per 100,000 passengers  |
| 202       | 9 complaints per 100,000 passengers   |
| 401       | 9 complaints per 100,000 passengers   |
| 304       | 7 complaints per 100,000 passengers   |
| 409       | 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

Bus Éireann Direct Award Contract  
Customer Complaints Report



| Bus Route | Complaints per 100,000 passengers*    |
|-----------|---------------------------------------|
| 103X      | 366 complaints per 100,000 passengers |
| 72        | 257 complaints per 100,000 passengers |
| 111X      | 254 complaints per 100,000 passengers |
| 201       | 248 complaints per 100,000 passengers |
| 105X      | 225 complaints per 100,000 passengers |
| 187       | 174 complaints per 100,000 passengers |
| 320       | 172 complaints per 100,000 passengers |
| 345       | 158 complaints per 100,000 passengers |
| 115       | 157 complaints per 100,000 passengers |
| 103       | 133 complaints per 100,000 passengers |
| 73        | 119 complaints per 100,000 passengers |
| 355       | 116 complaints per 100,000 passengers |
| 245       | 114 complaints per 100,000 passengers |
| 272       | 114 complaints per 100,000 passengers |
| 109x      | 112 complaints per 100,000 passengers |
| 233       | 111 complaints per 100,000 passengers |
| 132       | 111 complaints per 100,000 passengers |
| 323       | 110 complaints per 100,000 passengers |
| 245X      | 108 complaints per 100,000 passengers |
| 480       | 104 complaints per 100,000 passengers |
| 332       | 104 complaints per 100,000 passengers |
| NX        | 104 complaints per 100,000 passengers |
| 170       | 103 complaints per 100,000 passengers |
| 336       | 102 complaints per 100,000 passengers |
| 466       | 93 complaints per 100,000 passengers  |
| 109B      | 92 complaints per 100,000 passengers  |
| 239       | 92 complaints per 100,000 passengers  |
| 105       | 88 complaints per 100,000 passengers  |
| 279       | 87 complaints per 100,000 passengers  |
| 190       | 86 complaints per 100,000 passengers  |
| 354       | 84 complaints per 100,000 passengers  |
| 424       | 82 complaints per 100,000 passengers  |
| 419       | 80 complaints per 100,000 passengers  |
| 270       | 79 complaints per 100,000 passengers  |
| 260       | 79 complaints per 100,000 passengers  |
| 458       | 78 complaints per 100,000 passengers  |
| 440       | 78 complaints per 100,000 passengers  |
| 370       | 77 complaints per 100,000 passengers  |
| 111       | 74 complaints per 100,000 passengers  |
| 237       | 72 complaints per 100,000 passengers  |
| 350       | 68 complaints per 100,000 passengers  |
| 168       | 64 complaints per 100,000 passengers  |
| 109       | 64 complaints per 100,000 passengers  |
| 212       | 63 complaints per 100,000 passengers  |
| 223       | 63 complaints per 100,000 passengers  |
| 226       | 61 complaints per 100,000 passengers  |
| 225       | 60 complaints per 100,000 passengers  |
| 109A      | 57 complaints per 100,000 passengers  |
| 314       | 54 complaints per 100,000 passengers  |
| 275       | 52 complaints per 100,000 passengers  |
| 456       | 52 complaints per 100,000 passengers  |
| 173       | 51 complaints per 100,000 passengers  |
| 329       | 50 complaints per 100,000 passengers  |
| 241       | 50 complaints per 100,000 passengers  |
| A1        | 48 complaints per 100,000 passengers  |
| 236       | 47 complaints per 100,000 passengers  |
| D1        | 46 complaints per 100,000 passengers  |
| 240       | 44 complaints per 100,000 passengers  |
| 214       | 43 complaints per 100,000 passengers  |
| 305       | 42 complaints per 100,000 passengers  |
| 343       | 41 complaints per 100,000 passengers  |
| 100       | 41 complaints per 100,000 passengers  |
| 215       | 40 complaints per 100,000 passengers  |
| 261       | 39 complaints per 100,000 passengers  |
| 360       | 39 complaints per 100,000 passengers  |
| 213       | 37 complaints per 100,000 passengers  |
| 207A      | 36 complaints per 100,000 passengers  |
| 304A      | 35 complaints per 100,000 passengers  |
| 216       | 31 complaints per 100,000 passengers  |
| 167       | 30 complaints per 100,000 passengers  |
| 51        | 30 complaints per 100,000 passengers  |
| 174       | 27 complaints per 100,000 passengers  |
| 220       | 25 complaints per 100,000 passengers  |
| 207       | 23 complaints per 100,000 passengers  |
| N1        | 23 complaints per 100,000 passengers  |
| 203       | 22 complaints per 100,000 passengers  |
| 301       | 21 complaints per 100,000 passengers  |
| 220X      | 20 complaints per 100,000 passengers  |
| 208       | 19 complaints per 100,000 passengers  |
| 219       | 19 complaints per 100,000 passengers  |
| D2        | 19 complaints per 100,000 passengers  |
| D5        | 18 complaints per 100,000 passengers  |
| D4        | 18 complaints per 100,000 passengers  |
| 205       | 18 complaints per 100,000 passengers  |
| 407       | 17 complaints per 100,000 passengers  |
| 206       | 17 complaints per 100,000 passengers  |
| 404       | 17 complaints per 100,000 passengers  |
| 202       | 16 complaints per 100,000 passengers  |
| 405       | 16 complaints per 100,000 passengers  |
| 52        | 14 complaints per 100,000 passengers  |
| 401       | 13 complaints per 100,000 passengers  |
| 302       | 13 complaints per 100,000 passengers  |
| 402       | 13 complaints per 100,000 passengers  |
| 304       | 13 complaints per 100,000 passengers  |
| 303       | 9 complaints per 100,000 passengers   |
| 409       | 7 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**

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



| Bus Route | Complaints per 100,000 passengers*    |
|-----------|---------------------------------------|
| 423       | 162 complaints per 100,000 passengers |
| 270       | 157 complaints per 100,000 passengers |
| 73        | 130 complaints per 100,000 passengers |
| 332       | 110 complaints per 100,000 passengers |
| 440       | 104 complaints per 100,000 passengers |
| 132       | 99 complaints per 100,000 passengers  |
| 115       | 98 complaints per 100,000 passengers  |
| 350       | 96 complaints per 100,000 passengers  |
| 279A      | 96 complaints per 100,000 passengers  |
| 245X      | 91 complaints per 100,000 passengers  |
| 450       | 86 complaints per 100,000 passengers  |
| 355       | 84 complaints per 100,000 passengers  |
| 237       | 79 complaints per 100,000 passengers  |
| 105       | 79 complaints per 100,000 passengers  |
| 456       | 75 complaints per 100,000 passengers  |
| 168       | 73 complaints per 100,000 passengers  |
| 109       | 66 complaints per 100,000 passengers  |
| 161       | 66 complaints per 100,000 passengers  |
| 225       | 64 complaints per 100,000 passengers  |
| 190       | 62 complaints per 100,000 passengers  |
| 260       | 61 complaints per 100,000 passengers  |
| NX        | 58 complaints per 100,000 passengers  |
| 109A      | 55 complaints per 100,000 passengers  |
| 103       | 54 complaints per 100,000 passengers  |
| 314       | 52 complaints per 100,000 passengers  |
| 233       | 51 complaints per 100,000 passengers  |
| 167       | 50 complaints per 100,000 passengers  |
| 245       | 49 complaints per 100,000 passengers  |
| 109x      | 49 complaints per 100,000 passengers  |
| 100       | 49 complaints per 100,000 passengers  |
| 419       | 48 complaints per 100,000 passengers  |
| 226       | 48 complaints per 100,000 passengers  |
| 111       | 47 complaints per 100,000 passengers  |
| 424       | 47 complaints per 100,000 passengers  |
| 458       | 43 complaints per 100,000 passengers  |
| 236       | 40 complaints per 100,000 passengers  |
| 223       | 33 complaints per 100,000 passengers  |
| 343       | 31 complaints per 100,000 passengers  |
| D1        | 30 complaints per 100,000 passengers  |
| 360       | 30 complaints per 100,000 passengers  |
| A1        | 29 complaints per 100,000 passengers  |
| D5        | 23 complaints per 100,000 passengers  |
| 202       | 19 complaints per 100,000 passengers  |
| 401       | 17 complaints per 100,000 passengers  |
| 220       | 17 complaints per 100,000 passengers  |
| S2        | 16 complaints per 100,000 passengers  |
| 304A      | 15 complaints per 100,000 passengers  |
| 203       | 15 complaints per 100,000 passengers  |
| 301       | 15 complaints per 100,000 passengers  |
| 216       | 14 complaints per 100,000 passengers  |
| 215       | 14 complaints per 100,000 passengers  |
| 404       | 13 complaints per 100,000 passengers  |
| 402       | 13 complaints per 100,000 passengers  |
| 214       | 12 complaints per 100,000 passengers  |
| 302       | 11 complaints per 100,000 passengers  |
| 205       | 11 complaints per 100,000 passengers  |
| 405       | 10 complaints per 100,000 passengers  |
| 303       | 9 complaints per 100,000 passengers   |
| 409       | 8 complaints per 100,000 passengers   |
| 206       | 8 complaints per 100,000 passengers   |
| 207       | 8 complaints per 100,000 passengers   |
| 208       | 7 complaints per 100,000 passengers   |
| 304       | 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**

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



| Bus Route | Complaints per 100,000 passengers*    |
|-----------|---------------------------------------|
| 73        | 277 complaints per 100,000 passengers |
| 314       | 156 complaints per 100,000 passengers |
| 332       | 143 complaints per 100,000 passengers |
| 350       | 140 complaints per 100,000 passengers |
| 333       | 128 complaints per 100,000 passengers |
| 115       | 97 complaints per 100,000 passengers  |
| 440       | 96 complaints per 100,000 passengers  |
| 245X      | 91 complaints per 100,000 passengers  |
| 190       | 81 complaints per 100,000 passengers  |
| 109x      | 70 complaints per 100,000 passengers  |
| 168       | 66 complaints per 100,000 passengers  |
| 233       | 65 complaints per 100,000 passengers  |
| 458       | 64 complaints per 100,000 passengers  |
| 109       | 63 complaints per 100,000 passengers  |
| 105       | 62 complaints per 100,000 passengers  |
| 456       | 61 complaints per 100,000 passengers  |
| 323       | 57 complaints per 100,000 passengers  |
| 354       | 55 complaints per 100,000 passengers  |
| 237       | 47 complaints per 100,000 passengers  |
| 109A      | 44 complaints per 100,000 passengers  |
| 236       | 43 complaints per 100,000 passengers  |
| 424       | 42 complaints per 100,000 passengers  |
| NX        | 41 complaints per 100,000 passengers  |
| 225       | 40 complaints per 100,000 passengers  |
| 260       | 40 complaints per 100,000 passengers  |
| 245       | 40 complaints per 100,000 passengers  |
| 133       | 39 complaints per 100,000 passengers  |
| 343       | 39 complaints per 100,000 passengers  |
| 101       | 39 complaints per 100,000 passengers  |
| 100       | 38 complaints per 100,000 passengers  |
| 111       | 36 complaints per 100,000 passengers  |
| 226       | 36 complaints per 100,000 passengers  |
| 103       | 33 complaints per 100,000 passengers  |
| D4        | 32 complaints per 100,000 passengers  |
| 223       | 23 complaints per 100,000 passengers  |
| 220X      | 23 complaints per 100,000 passengers  |
| D1        | 22 complaints per 100,000 passengers  |
| S2        | 22 complaints per 100,000 passengers  |
| A1        | 20 complaints per 100,000 passengers  |
| 215       | 19 complaints per 100,000 passengers  |
| 360       | 18 complaints per 100,000 passengers  |
| 214       | 15 complaints per 100,000 passengers  |
| 202       | 15 complaints per 100,000 passengers  |
| 203       | 14 complaints per 100,000 passengers  |
| 220       | 14 complaints per 100,000 passengers  |
| 402       | 13 complaints per 100,000 passengers  |
| 401       | 13 complaints per 100,000 passengers  |
| 404       | 11 complaints per 100,000 passengers  |
| 302       | 11 complaints per 100,000 passengers  |
| 304A      | 10 complaints per 100,000 passengers  |
| 207       | 9 complaints per 100,000 passengers   |
| 301       | 9 complaints per 100,000 passengers   |
| 405       | 9 complaints per 100,000 passengers   |
| 206       | 8 complaints per 100,000 passengers   |
| 216       | 8 complaints per 100,000 passengers   |
| 208       | 8 complaints per 100,000 passengers   |
| 205       | 7 complaints per 100,000 passengers   |
| 304       | 7 complaints per 100,000 passengers   |
| 409       | 5 complaints per 100,000 passengers   |
| 205       | 5 complaints per 100,000 passengers   |
| 409       | 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****Bus Éireann Direct Award Contract  
Customer Complaints Report**

| Bus Route | Complaints per 100,000 passengers*    |
|-----------|---------------------------------------|
| 329       | 383 complaints per 100,000 passengers |
| 466       | 203 complaints per 100,000 passengers |
| 105X      | 178 complaints per 100,000 passengers |
| 239       | 177 complaints per 100,000 passengers |
| 201       | 169 complaints per 100,000 passengers |
| 245X      | 136 complaints per 100,000 passengers |
| 190       | 131 complaints per 100,000 passengers |
| 101X      | 127 complaints per 100,000 passengers |
| 168       | 110 complaints per 100,000 passengers |
| 314       | 110 complaints per 100,000 passengers |
| 440       | 98 complaints per 100,000 passengers  |
| 332       | 92 complaints per 100,000 passengers  |
| 132       | 92 complaints per 100,000 passengers  |
| 167       | 91 complaints per 100,000 passengers  |
| 350       | 87 complaints per 100,000 passengers  |
| 458       | 85 complaints per 100,000 passengers  |
| 233       | 78 complaints per 100,000 passengers  |
| 424       | 76 complaints per 100,000 passengers  |
| 115       | 75 complaints per 100,000 passengers  |
| 105       | 71 complaints per 100,000 passengers  |
| 245       | 70 complaints per 100,000 passengers  |
| 173       | 70 complaints per 100,000 passengers  |
| 261       | 69 complaints per 100,000 passengers  |
| 174       | 66 complaints per 100,000 passengers  |
| 101       | 63 complaints per 100,000 passengers  |
| 109x      | 51 complaints per 100,000 passengers  |
| NX        | 45 complaints per 100,000 passengers  |
| 109       | 45 complaints per 100,000 passengers  |
| 103       | 44 complaints per 100,000 passengers  |
| 133       | 43 complaints per 100,000 passengers  |
| 111       | 43 complaints per 100,000 passengers  |
| 225       | 42 complaints per 100,000 passengers  |
| 100       | 39 complaints per 100,000 passengers  |
| 236       | 37 complaints per 100,000 passengers  |
| A1        | 36 complaints per 100,000 passengers  |
| 223       | 36 complaints per 100,000 passengers  |
| 343       | 36 complaints per 100,000 passengers  |
| 226       | 35 complaints per 100,000 passengers  |
| D5        | 34 complaints per 100,000 passengers  |
| 237       | 32 complaints per 100,000 passengers  |
| D4        | 28 complaints per 100,000 passengers  |
| 301       | 27 complaints per 100,000 passengers  |
| D1        | 21 complaints per 100,000 passengers  |
| 214       | 15 complaints per 100,000 passengers  |
| 109A      | 15 complaints per 100,000 passengers  |
| 220       | 13 complaints per 100,000 passengers  |
| 215       | 13 complaints per 100,000 passengers  |
| 216       | 11 complaints per 100,000 passengers  |
| 304A      | 10 complaints per 100,000 passengers  |
| 206       | 9 complaints per 100,000 passengers   |
| 402       | 9 complaints per 100,000 passengers   |
| 404       | 9 complaints per 100,000 passengers   |
| 304       | 9 complaints per 100,000 passengers   |
| 203       | 9 complaints per 100,000 passengers   |
| 202       | 7 complaints per 100,000 passengers   |
| 303       | 7 complaints per 100,000 passengers   |
| 405       | 6 complaints per 100,000 passengers   |
| 401       | 6 complaints per 100,000 passengers   |
| 208       | 5 complaints per 100,000 passengers   |
| 205       | 5 complaints per 100,000 passengers   |
| 409       | 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.

Q4 2022

Bus Éireann Direct Award Contract  
Customer Complaints Report



| Bus Route  | Complaints per 100,000 passengers*    |
|------------|---------------------------------------|
| 105X       | 150 complaints per 100,000 passengers |
| 201        | 149 complaints per 100,000 passengers |
| 329        | 135 complaints per 100,000 passengers |
| 167        | 127 complaints per 100,000 passengers |
| 466        | 125 complaints per 100,000 passengers |
| 332        | 117 complaints per 100,000 passengers |
| 103X       | 114 complaints per 100,000 passengers |
| 314        | 105 complaints per 100,000 passengers |
| 73         | 100 complaints per 100,000 passengers |
| 279A       | 96 complaints per 100,000 passengers  |
| 245X       | 91 complaints per 100,000 passengers  |
| 115 / 115a | 90 complaints per 100,000 passengers  |
| 190        | 84 complaints per 100,000 passengers  |
| 456        | 81 complaints per 100,000 passengers  |
| 109x       | 79 complaints per 100,000 passengers  |
| 168        | 77 complaints per 100,000 passengers  |
| 132        | 74 complaints per 100,000 passengers  |
| 370        | 72 complaints per 100,000 passengers  |
| NX         | 68 complaints per 100,000 passengers  |
| 350        | 67 complaints per 100,000 passengers  |
| 458        | 65 complaints per 100,000 passengers  |
| 260        | 61 complaints per 100,000 passengers  |
| 323        | 58 complaints per 100,000 passengers  |
| 226        | 54 complaints per 100,000 passengers  |
| 109B       | 54 complaints per 100,000 passengers  |
| 101X       | 53 complaints per 100,000 passengers  |
| 237        | 52 complaints per 100,000 passengers  |
| 343        | 51 complaints per 100,000 passengers  |
| 105        | 51 complaints per 100,000 passengers  |
| 233        | 45 complaints per 100,000 passengers  |
| 133        | 43 complaints per 100,000 passengers  |
| 419        | 43 complaints per 100,000 passengers  |
| 111        | 38 complaints per 100,000 passengers  |
| 101        | 38 complaints per 100,000 passengers  |
| 182        | 37 complaints per 100,000 passengers  |
| 212        | 37 complaints per 100,000 passengers  |
| 103        | 35 complaints per 100,000 passengers  |
| 100        | 34 complaints per 100,000 passengers  |
| 440        | 33 complaints per 100,000 passengers  |
| 109A       | 31 complaints per 100,000 passengers  |
| 109        | 30 complaints per 100,000 passengers  |
| 225        | 30 complaints per 100,000 passengers  |
| 261        | 29 complaints per 100,000 passengers  |
| 424        | 28 complaints per 100,000 passengers  |
| 223        | 27 complaints per 100,000 passengers  |
| 360        | 25 complaints per 100,000 passengers  |
| 219        | 24 complaints per 100,000 passengers  |
| 236        | 23 complaints per 100,000 passengers  |
| 245        | 23 complaints per 100,000 passengers  |
| 190        | 21 complaints per 100,000 passengers  |
| 301        | 21 complaints per 100,000 passengers  |
| 105        | 21 complaints per 100,000 passengers  |
| 219        | 20 complaints per 100,000 passengers  |
| 225        | 19 complaints per 100,000 passengers  |
| 215        | 19 complaints per 100,000 passengers  |
| 220X       | 19 complaints per 100,000 passengers  |
| 214        | 17 complaints per 100,000 passengers  |
| 203        | 17 complaints per 100,000 passengers  |
| 343        | 16 complaints per 100,000 passengers  |
| 216        | 16 complaints per 100,000 passengers  |
| 133        | 16 complaints per 100,000 passengers  |
| 220        | 14 complaints per 100,000 passengers  |
| 103        | 14 complaints per 100,000 passengers  |
| 401        | 13 complaints per 100,000 passengers  |
| 207        | 13 complaints per 100,000 passengers  |
| 424        | 13 complaints per 100,000 passengers  |
| 52         | 13 complaints per 100,000 passengers  |
| 214        | 12 complaints per 100,000 passengers  |
| 407        | 12 complaints per 100,000 passengers  |
| 109        | 11 complaints per 100,000 passengers  |
| 223        | 11 complaints per 100,000 passengers  |
| 208        | 11 complaints per 100,000 passengers  |
| 202        | 9 complaints per 100,000 passengers   |
| 304A       | 9 complaints per 100,000 passengers   |
| 404        | 9 complaints per 100,000 passengers   |
| 101        | 9 complaints per 100,000 passengers   |
| 304        | 8 complaints per 100,000 passengers   |
| 303        | 8 complaints per 100,000 passengers   |
| 401        | 8 complaints per 100,000 passengers   |
| 405        | 8 complaints per 100,000 passengers   |
| 215        | 8 complaints per 100,000 passengers   |
| 302        | 8 complaints per 100,000 passengers   |
| 206        | 8 complaints per 100,000 passengers   |
| 207        | 7 complaints per 100,000 passengers   |
| 402        | 7 complaints per 100,000 passengers   |
| 409        | 7 complaints per 100,000 passengers   |
| 220        | 7 complaints per 100,000 passengers   |
| 216        | 6 complaints per 100,000 passengers   |
| 203        | 6 complaints per 100,000 passengers   |
| 205        | 5 complaints per 100,000 passengers   |
| 404        | 5 complaints per 100,000 passengers   |
| 405        | 5 complaints per 100,000 passengers   |
| 304        | 3 complaints per 100,000 passengers   |
| 202        | 2 complaints per 100,000 passengers   |
| 208        | 2 complaints per 100,000 passengers   |
| 409        | 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.