

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
246	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.

Q3 2022

Bus Éireann Direct Award Contract Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
422	341 complaints per 100,000 passengers
132	321 complaints per 100,000 passengers
314	278 complaints per 100,000 passengers
329	251 complaints per 100,000 passengers
73	191 complaints per 100,000 passengers
333	142 complaints per 100,000 passengers
101X	121 complaints per 100,000 passengers
323	106 complaints per 100,000 passengers
480	106 complaints per 100,000 passengers
350	97 complaints per 100,000 passengers
458	89 complaints per 100,000 passengers
450	82 complaints per 100,000 passengers
109x	73 complaints per 100,000 passengers
245X	73 complaints per 100,000 passengers
233	70 complaints per 100,000 passengers
355	70 complaints per 100,000 passengers
115 / 115a	69 complaints per 100,000 passengers
236	66 complaints per 100,000 passengers
261	65 complaints per 100,000 passengers
190	61 complaints per 100,000 passengers
225	61 complaints per 100,000 passengers
212	57 complaints per 100,000 passengers
245	56 complaints per 100,000 passengers
133	50 complaints per 100,000 passengers
456	48 complaints per 100,000 passengers
440	46 complaints per 100,000 passengers
109	46 complaints per 100,000 passengers
424	45 complaints per 100,000 passengers
223	45 complaints per 100,000 passengers
237	42 complaints per 100,000 passengers
105	42 complaints per 100,000 passengers
101	41 complaints per 100,000 passengers
226	40 complaints per 100,000 passengers
109A	36 complaints per 100,000 passengers
111	35 complaints per 100,000 passengers
NX	33 complaints per 100,000 passengers
343	32 complaints per 100,000 passengers
103	26 complaints per 100,000 passengers
220	25 complaints per 100,000 passengers
214	22 complaints per 100,000 passengers
207	18 complaints per 100,000 passengers
216	18 complaints per 100,000 passengers
S2	18 complaints per 100,000 passengers
304A	15 complaints per 100,000 passengers
205	14 complaints per 100,000 passengers
215	14 complaints per 100,000 passengers
203	14 complaints per 100,000 passengers
301	13 complaints per 100,000 passengers
360	13 complaints per 100,000 passengers
401	11 complaints per 100,000 passengers
206	8 complaints per 100,000 passengers
404	8 complaints per 100,000 passengers
402	8 complaints per 100,000 passengers
304	7 complaints per 100,000 passengers
208	7 complaints per 100,000 passengers
405	7 complaints per 100,000 passengers
202	6 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.

Q2 2022

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



Bus Route	Complaints per 100,000 passengers*
446	454 complaints per 100,000 passengers
422	362 complaints per 100,000 passengers
70	266 complaints per 100,000 passengers
314	171 complaints per 100,000 passengers
72	164 complaints per 100,000 passengers
101X	158 complaints per 100,000 passengers
132	137 complaints per 100,000 passengers
458	120 complaints per 100,000 passengers
456	111 complaints per 100,000 passengers
450	105 complaints per 100,000 passengers
350	82 complaints per 100,000 passengers
440	79 complaints per 100,000 passengers
245X	76 complaints per 100,000 passengers
115 / 115a	64 complaints per 100,000 passengers
111	61 complaints per 100,000 passengers
260	60 complaints per 100,000 passengers
133	58 complaints per 100,000 passengers
225	58 complaints per 100,000 passengers
236	54 complaints per 100,000 passengers
226	50 complaints per 100,000 passengers
245	49 complaints per 100,000 passengers
105	47 complaints per 100,000 passengers
109x	46 complaints per 100,000 passengers
109A	45 complaints per 100,000 passengers
109	42 complaints per 100,000 passengers
101	41 complaints per 100,000 passengers
NX	37 complaints per 100,000 passengers
343	35 complaints per 100,000 passengers
424	33 complaints per 100,000 passengers
237	32 complaints per 100,000 passengers
103	28 complaints per 100,000 passengers
215	24 complaints per 100,000 passengers
360	23 complaints per 100,000 passengers
301	20 complaints per 100,000 passengers
214	18 complaints per 100,000 passengers
220	16 complaints per 100,000 passengers
216	14 complaints per 100,000 passengers
304A	13 complaints per 100,000 passengers
401	11 complaints per 100,000 passengers
303	10 complaints per 100,000 passengers
304	8 complaints per 100,000 passengers
404	8 complaints per 100,000 passengers
206	8 complaints per 100,000 passengers
202	8 complaints per 100,000 passengers
203	7 complaints per 100,000 passengers
208	6 complaints per 100,000 passengers
405	6 complaints per 100,000 passengers
409	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

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



Bus Route	Complaints per 100,000 passengers*
73	334 complaints per 100,000 passengers
70	280 complaints per 100,000 passengers
245X	121 complaints per 100,000 passengers
236	92 complaints per 100,000 passengers
133	81 complaints per 100,000 passengers
260	76 complaints per 100,000 passengers
109x	76 complaints per 100,000 passengers
458	75 complaints per 100,000 passengers
168	72 complaints per 100,000 passengers
350	69 complaints per 100,000 passengers
115 / 115A	67 complaints per 100,000 passengers
237	65 complaints per 100,000 passengers
261	64 complaints per 100,000 passengers
225	59 complaints per 100,000 passengers
219	57 complaints per 100,000 passengers
111	55 complaints per 100,000 passengers
105	54 complaints per 100,000 passengers
190	50 complaints per 100,000 passengers
NX	48 complaints per 100,000 passengers
109	45 complaints per 100,000 passengers
109A	44 complaints per 100,000 passengers
101	36 complaints per 100,000 passengers
226	32 complaints per 100,000 passengers
245	29 complaints per 100,000 passengers
424	28 complaints per 100,000 passengers
343	25 complaints per 100,000 passengers
223	24 complaints per 100,000 passengers
103	21 complaints per 100,000 passengers
301	16 complaints per 100,000 passengers
220	15 complaints per 100,000 passengers
214	14 complaints per 100,000 passengers
304A	12 complaints per 100,000 passengers
401	11 complaints per 100,000 passengers
405	11 complaints per 100,000 passengers
205	9 complaints per 100,000 passengers
215	9 complaints per 100,000 passengers
202	8 complaints per 100,000 passengers
404	7 complaints per 100,000 passengers
208	5 complaints per 100,000 passengers
304	5 complaints per 100,000 passengers
409	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.