

Q4 2023 (P10, P11, P12, P13)
Bus Éireann (Waterford City)
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
W2	28 complaints per 100,000 passengers
W4	21 complaints per 100,000 passengers
W5	16 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 or issues at certain bus stops that the operator has no responsibility to maintain

Q3 2023 (P7, P8, P9)
Bus Éireann (Waterford City)
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
W5	10 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 or issues at certain bus stops that the operator has no responsibility to maintain

Q2 2023 (P4, P5, P6)
Bus Éireann (Waterford City)
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
W5	15 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 or issues at certain bus stops that the operator has no responsibility to maintain

Q1 2023 (P1, P2, P3)
Bus Éireann (Waterford City)
Customer Complaints Report



**There were no routes with more than 10 complaints in
Waterford City in Q1 2023**

Q4 2022 (P10, P11, P12, P13)
Bus Éireann (Waterford City)
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
W1	18 complaints per 100,000 passengers
W5	8 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 or issues at certain bus stops that the operator has no responsibility to maintain

Q3 2022 (P7, P8, P9)
Bus Éireann (Waterford City)
Customer Complaints Report



**There were no routes with more than 10 complaints in
Waterford City in Q3 2022**

Q2 2022 (P4, P5, P6)
Bus Éireann (Waterford City)
Customer Complaints Report



**There were no routes with more than 10 complaints in
Waterford City in Q2 2022**

Q1 2022 (P1, P2, P3)
Bus Éireann (Waterford City)
Customer Complaints Report



**There were no routes with more than 10 complaints in
Waterford City in Q1 2022**