

Q2 2024 (P4, P5, P6)
Bus Éireann (Waterford City)
Customer Complaints Report



| Bus Route | Complaints per 100,000 passengers* |
|------------------|---|
| W1 | 12 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

Q1 2024 (P1, P2, P3)
Bus Éireann (Waterford City)
Customer Complaints Report



| Bus Route | Complaints per 100,000 passengers* |
|------------------|---|
| W3 | 22 complaints per 100,000 passengers |
| W5 | 20 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

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)
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| 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

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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**