

Q2 2024 (P4, P5, P6)
Go-Ahead Ireland - Dublin Commuter (DCOM)
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
120 /a/b/e/f/x	19 complaints per 100,000 passengers
126 /a/b/d/e/n/t/u/x	13 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)
Go-Ahead Ireland - Dublin Commuter (DCOM)
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
120 /a/b/e/f/x	19 complaints per 100,000 passengers
126 /a/b/d/e/n/t/u/x	18 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)
Go-Ahead Ireland - Dublin Commuter (DCOM)
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
130 / a	99 complaints per 100,000 passengers
120C / d	92 complaints per 100,000 passengers
120 /a/b/e/f/x	47 complaints per 100,000 passengers
126 /a/b/d/e/n/t/u/x	22 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)
Go-Ahead Ireland - Dublin Commuter (DCOM)
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
120 and variants: a/b/e/f/x	21 complaints per 100,000 passengers
126 and variants: a/b/d/e/n/t/u/x	19 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)
Go-Ahead Ireland - Dublin Commuter (DCOM)
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
120 and variants: a/b/e/f/x	22 complaints per 100,000 passengers
126 and variants: a/b/d/e/n/t/u/x	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)
Go-Ahead Ireland - Dublin Commuter (DCOM)
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
120 and variants: a/b/e/f/x	29 complaints per 100,000 passengers
126 and variants: a/b/d/e/n/t/u/x	23 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 2022 (P10, P11, P12, P13)
Go-Ahead Ireland - Dublin Commuter (DCOM)
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
120 and variants: a/b/e/f/x	53 complaints per 100,000 passengers
126 and variants: a/b/d/e/n/t/u/x	25 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)
Go-Ahead Ireland - Dublin Commuter (DCOM)
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
120 and variants: a/b/e/f/x	55 complaints per 100,000 passengers
126 and variants: a/b/d/e/n/t/u/x	29 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 2022 (P4, P5, P6)
Go-Ahead Ireland - Dublin Commuter (DCOM)
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
120 and variants: a/b/e/f/x	70 complaints per 100,000 passengers
126 and variants: a/b/d/e/n/t/u/x	36 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 2022 (P1, P2, P3)
Go-Ahead Ireland - Dublin Commuter (DCOM)
Customer Complaints Report



Bus Route	Complaints per 100,000 passengers*
120 and variants: a/b/e/f/x	55 complaints per 100,000 passengers
126 and variants: a/b/d/e/n/t/u/x	21 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