

**Q2 2024**

**Bus Éireann East Coast Commuter Corridor Contract  
Customer Complaints Report**



<b>Bus Route</b>	<b>Complaints per 100,000 passengers*</b>
133	49 complaints per 100,000 passengers
101	34 complaints per 100,000 passengers
131	32 complaints per 100,000 passengers
101X	18 complaints per 100,000 passengers

\*where 10 or more complaints received

**Q1 2024**

**Bus Éireann East Coast Commuter Corridor Contract  
Customer Complaints Report**



<b>Bus Route</b>	<b>Complaints per 100,000 passengers*</b>
101X	141 complaints per 100,000 passengers
133	60 complaints per 100,000 passengers
101	39 complaints per 100,000 passengers
131	30 complaints per 100,000 passengers

\*where 10 or more complaints received

**Q4 2023**

**Bus Éireann East Coast Commuter Corridor Contract  
Customer Complaints Report**



<b>Bus Route</b>	<b>Complaints per 100,000 passengers*</b>
101X	206 complaints per 100,000 passengers
133	104 complaints per 100,000 passengers
101	57 complaints per 100,000 passengers
131	55 complaints per 100,000 passengers

\*where 10 or more complaints received

**Q3 2023**

**Bus Éireann East Coast Commuter Corridor Contract  
Customer Complaints Report**



<b>Bus Route</b>	<b>Complaints per 100,000 passengers*</b>
101X	118 complaints per 100,000 passengers
131	60 complaints per 100,000 passengers
133	60 complaints per 100,000 passengers
101	33 complaints per 100,000 passengers

\*where 10 or more complaints received