

DUBLIN RATHDOWN BUS SURVEY 2026

Left Waiting

What residents of Dublin Rathdown say about
their bus service

A report to the National Transport Authority, Dublin Bus and Go-Ahead Ireland



Shay Brennan TD, Fianna Fáil, Dublin Rathdown

September 2026

Contents

	Section
	PART ONE – CONSTITUENCY WIDE
1	Foreword
2	Executive summary
3	Consolidated actions register
4	Introduction and methodology
5	Survey-wide findings
5.1	Reliability: the buses that never come
5.2	Frequency, and the trap of the hourly route
5.3	Real-time information
5.4	Network gaps: where people cannot get to
5.5	The network redesign and the routes that were withdrawn
5.6	Overcrowding and full buses passing stops
5.7	Who is being let down
5.8	Modal shift: the constituents who have given up
6	Geographic analysis
7	Next steps
	PART TWO - ROUTE REPORTS
8	Dublin Bus - overview and route reports
9	Go-Ahead Ireland - overview and route reports
	Appendix A: Survey questions
	Appendix B: Actions register by responsible body

1. Foreword

In my role as TD for Dublin Rathdown I spend much time on the doorsteps listening to the concerns of local residents, these are across a wide range of areas that affect their everyday lives. One such issue that impacts people across the generations in our area in suburban south Dublin is public transport. Many residents in Dublin Rathdown clearly benefit from having ready access to the LUAS green line, but many more depend on the bus network for their everyday commutes. And from the ample feedback I am receiving the bus network in the area is failing these residents. Ghost buses, schedule gaps, areas not served, inaccessible destinations and other problems render the bus an unviable option for many commuters who rightly deserve more. If I was to encapsulate the feedback in one short phrase it would be the following - **The buses don't come!** - Not that they are just late but that they appear on the app, count down, and then vanish. Residents have just stopped planning around it, some have bought cars they do not want and cannot easily afford.

I want to tackle this issue for my constituents. The first step is to get a clear overview of the problems commuters are facing. A leaflet went to households in the constituency inviting people to fill in a short online form about the bus services in their area. 852 people replied, many of them wrote at length, thoughtfully and in detail, with times and stop names and dates, in the evident hope that somebody would finally read it.

I have read all of it and this report is what it says.

I want to be clear at the outset about what this document is not. It is not a reflection on bus drivers, who are mentioned warmly far more often than critically, and who are frequently described as doing their best inside a system that is failing them too. **It is not a claim that nothing works, for example the L25 and the S4 draw real praise, and there are routes and areas where people are very satisfied.** And it is not a technical critique. I am not attempting to tell the National Transport Authority how to plan a network or either bus operator how to run a depot.

What it is, is testimony. It is the direct, first-hand account of over 850 people who live in this constituency and depend on these services, gathered in one place and organised so that it can be acted on. Where the responses point clearly at something such as a missing morning departure, a hospital nobody can reach, a road with thousands of new homes and the same hourly bus it had twenty years ago, I have set that out plainly and asked for a response and action.

I have not divided this report according to who is responsible for what. Passengers do not experience the service that way. A person standing in the rain watching a bus disappear from a display does not know, and should not need to know, whether the fault lies with the operator's roster, the Authority's specification of the route, or the local authority's traffic management. I have set out what people said, and indicated where I expect the lead to sit, so that nothing falls between the various bodies, companies and agencies responsible.

Every action in this report is numbered. I intend to return to those numbers, publicly and repeatedly, until they are answered.

Shay Brennan TD

Dublin Rathdown

2. Executive summary

852 residents of Dublin Rathdown responded to an open survey on their bus services conducted over recent months. A significant body of direct passenger feedback assembled for this constituency. It is self-selecting rather than statistically representative, but its scale, its consistency across areas and routes, and the precision of much of the detail make it difficult to set aside.

The headline finding

54% of respondents told us they have switched to a car, a taxi or a lift because of problems with the bus service. That is 447 people. It is not a marginal group of the dissatisfied: it is the majority of everyone who answered the question. A further 23% now walk or cycle journeys they would previously have made by bus. The single clearest outcome of the current service is that it is putting people into cars in a suburban constituency with a Luas line.

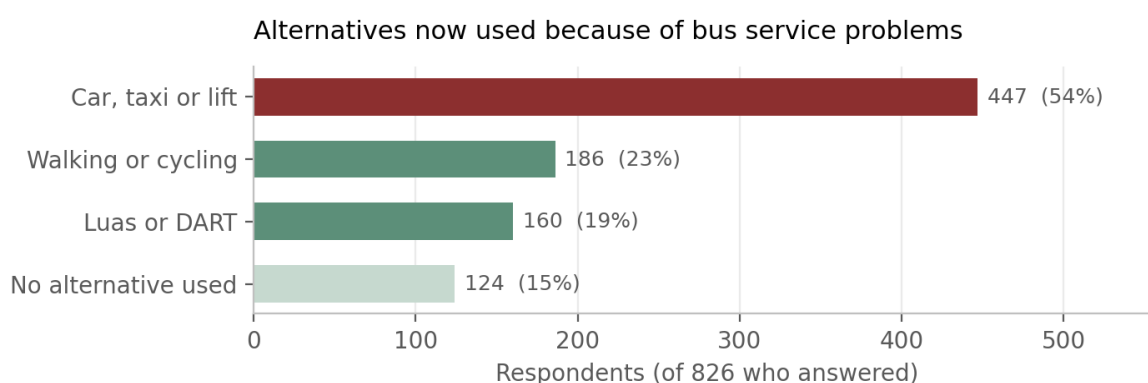


Figure 1. What respondents now use instead of the bus. Respondents could name more than one alternative.

The numbers

Measure	Result
Total responses	852
Average satisfaction (1 = lowest, 5 = highest)	2.3
Rated their service 1 or 2 out of 5	474 of 832 (57%)
Rated their service 4 or 5 out of 5	133 of 832 (16%)
Named reliability and punctuality as their main issue	393 (47%)
Named frequency and timetabling as their main issue	298 (36%)
Described buses shown as due that never arrived	251 (29%)
Named at least one destination they cannot reach by bus	589 (69%)
Referred to a route withdrawn under the network redesign	123 (14%)

Measure	Result
Described an effect on a child's journey to school or college	145 (17%)
Now using a car, taxi or lift instead of the bus	447 (54% of those who answered)

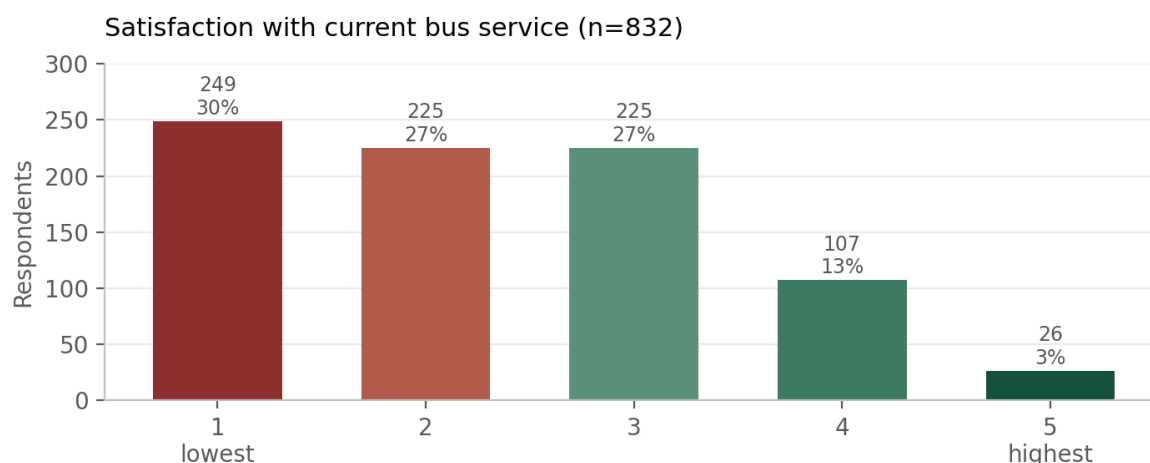


Figure 2. Satisfaction ratings across all routes. 57% rated their service in the lowest two bands.

Six key findings

1. The dominant complaint is not delay, it is non-arrival.

251 respondents described the same phenomenon in near-identical language: a bus appears on the TFI Live app and on the display at the stop, counts down, and then disappears without arriving and without notice. Passengers have a name for it, **the ghost bus**, and they distinguish it sharply from lateness. A late bus is an inconvenience. A bus that is promised and does not come is information they acted on that turned out to be false, and it is the reason many of them have given up.

2. On hourly routes, unreliability is not an inconvenience, it ends the journey.

418 respondents raised frequency. But the responses show that frequency and reliability are not two problems, on the constituency's hourly routes they are one. Respondents on the 44, 47, 114 and L26 did the maths themselves: if the service is hourly and one bus fails, the wait is two hours, so the journey does not happen. These routes serve Kilternan, Stepside, Ticknock, Belarmine, Sandyford and the Glenamuck Road, these are the areas of some of the heaviest recent housing construction in Dublin.

3. Large parts of the constituency cannot reach basic destinations at all.

69% of respondents named somewhere they cannot get to. The most frequently named single destination was St Vincent's University Hospital, cited by 51 respondents, several of them attending it for treatment and reporting journeys requiring three buses or a taxi they cannot readily afford. Dundrum, Dún Laoghaire, Stillorgan, Blackrock, Nutgrove, UCD and the Luas itself were all named repeatedly. The pattern is orbital: radial journeys into the city are largely provided for, while local journeys of four or five kilometres frequently require two or three buses, or are impossible.

4. The network redesign has left identifiable communities worse off.

123 respondents referred to a withdrawn route, principally the 75, 175, 17, 16A, 48A and 61. The recurring complaint is not nostalgia but the loss of redundancy and of direct links: where two or three services once overlapped, one now runs alone, so a single failure strands the passenger. Specific losses named again and again were the direct school services to Stillorgan and Coláiste Eoin/Íosagáin, direct

access to UCD from Ballinteer, the Nutgrove and Blackrock links from the Dundrum Road, and hospital access from Churchtown and Windy Arbour.

5. The worst-served areas are the newest and fastest-growing.

Satisfaction translates cleanly onto geography. Ticknock (1.1), Kilternan (1.6), Carrickmines (1.7), Glenamuck (1.8), Simonsridge (1.8) and Stepside (1.8) sit at the bottom. Churchtown (3.0), Stillorgan (3.0), Kilmacud (3.2) and Dundrum (2.7) sit at the top. The low-scoring areas are precisely those that have absorbed the largest volume of new housing over the past twenty years, and in several cases respondents state that the bus provision has not changed in that period. **Two thirds of respondents in these areas have gone back to the car.**

6. The people worst affected are those with the fewest alternatives.

Running through the responses is a group who cannot simply drive instead: schoolchildren travelling alone, older residents, people with mobility impairments, people who do not hold a licence, people attending hospital appointments, and low-income households for whom a €25+ taxi is not a fallback. Respondents described a 13-year-old walking 45 minutes to school, a parent walking to the Luas in the torrential rain with a 7-year-old, a wheelchair user unable to board, a person in cancer treatment reliant on lifts from family, and a free travel pass holder who now runs a car because the bus cannot be relied on.

What Dublin Rathdown is asking for

Section 3 sets out a numbered register of actions. The five most important are:

- ***Publish route-level operated-versus-scheduled performance data for every route in the constituency, monthly, by time of day. Nothing else in this report can be verified or tracked without it. (A1)***
- ***Fix real-time information so that a cancelled bus is removed from the app and the stop display promptly, with a reason given. (A4)***
- ***Move the constituency's hourly routes, 44, 47, 114 and L26, to a minimum 30-minute frequency, and set service levels against housing completions rather than historic demand. (A6, A7)***
- ***Commission a review of orbital and hospital access across Dublin Rathdown, with St Vincent's Hospital as the priority. (A9)***
- ***Publish a clear statement of what is planned for each constituency route under the remaining phases of the network redesign. (A13)***

This report is being issued to the National Transport Authority, Dublin Bus, Go-Ahead Ireland and Dun Laoghaire Rathdown County Council. Responses received will be published in full on my website shaybrennan.ie.

3. Consolidated actions register

Every request made in this report is numbered here. The numbering is permanent as it is intended to be used in correspondence, in parliamentary questions and in follow-up, so that each item can be tracked to a response. The final column indicates where I expect the lead to sit; it is not an allocation of blame, and in most cases delivery will require the various stakeholders to work together.

Network-wide

Ref	Action	Route(s)	Expected lead
A1	Publish monthly operated-versus-scheduled performance data for every route serving Dublin Rathdown, broken down by time of day and day of week	All	NTA
A2	Publish the reasons for non-operation (driver availability, vehicle availability, traffic, other) in the same dataset	All	NTA with operators
A3	Set out what contractual consequences apply to persistent non-operation, and whether they have been applied	All	NTA
A4	Remove cancelled services from the TFI Live app and bus stop displays promptly, and show a reason	All	NTA with operators
A5	Stop displaying services as “scheduled” where no vehicle is assigned	All	NTA with operators
A6	Move all remaining hourly routes in the constituency to a minimum 30-minute frequency	44, 47, 114, L26	NTA
A7	Rebase service levels on completed and permitted housing rather than historic demand, and publish the assessment	All	NTA with DLR County Council
A8	Set out driver establishment, current vacancies and relief cover arrangements for constituency routes	All	Both operators
A9	Commission a review of orbital and hospital access across Dublin Rathdown, prioritising St Vincent’s Hospital	All	NTA
A10	Review school-journey provision following the withdrawal of direct services, in consultation with the schools concerned	All	NTA
A11	Audit bus stop infrastructure across the constituency and provide shelters, seating and real-time displays where absent	All	NTA with DLR County Council
A12	Review bus priority and signal sequencing at the junctions identified in this report	All	DLR County Council with NTA

Ref	Action	Route(s)	Expected lead
A13	Publish a clear statement of what is planned for each constituency route under the remaining phases of the network redesign	All	NTA
A14	Establish a standing engagement mechanism with public representatives and residents' groups in the constituency	All	NTA with operators
A15	Report on the accessibility issues raised: kerbside stopping practice, wheelchair space, and stops that cannot be reached on foot	All	Both operators

Dublin Bus routes (refer to individual route documents in section 8 for more details)

Ref	Action	Route(s)	Expected lead
A16	Report on cancellation and non-arrival rates by time of day, and on causes	14	Dublin Bus
A17	Examine the reported absence of a departure from Ballinteer Avenue towards Dundrum between roughly 06:35 and 07:25	14	Dublin Bus with NTA
A18	Address bunching and headway regulation, particularly in the evening peak	14	Dublin Bus
A19	Consider mid-route peak departures to relieve loading before Churchtown	14	Dublin Bus
A20	Assess the case for a 24-hour or late-night service serving Ballinteer and Churchtown	14, 16	NTA
A21	Convert the route to a high-frequency Dundrum–Enniskerry shuttle, or otherwise deliver a 15–20 minute service on the Kilternan–Sandyford–Dundrum section	44	NTA
A22	Address buses reaching capacity at Sandyford and passing waiting passengers in Stepside and Kilternan	44	Dublin Bus with NTA
A23	Provide an earlier first departure from Sandyford Village and Stepside, before 07:00	44	Dublin Bus with NTA
A24	Restore a service to Nutgrove and Blackrock from the Dundrum Road following the withdrawal of the 17	44 corridor	NTA
A25	Explain the reduction in scheduled frequency and set out a timetable for restoring and increasing it	47	NTA with Dublin Bus
A26	Investigate reports of buses passing stops displaying “Out of Service” while running late	47	Dublin Bus

Ref	Action	Route(s)	Expected lead
A27	Confirm the future of the route under the network redesign, given its role as the only direct link from Stepside and Belarmine to UCD	47	NTA
A28	Increase peak frequency on the Sandyford–Goatstown–Clonskeagh–Ranelagh corridor	11	NTA with Dublin Bus
A29	Address overcrowding and buses passing full at Goatstown and Clonskeagh, particularly during Luas disruptions	11	Dublin Bus
A30	Review the removal of stops on Roebuck Road and the walking distances this created	11	NTA
A31	Address overcrowding at the UCD and Stillorgan stops where full buses pass waiting passengers	E1, E2	Dublin Bus
A32	Address buses running “Not in Service” past stops between Donnybrook and Dún Laoghaire	E2	Dublin Bus
A33	Review journey times and stop spacing on the E spine following the removal of the 46A, 145 and 155	E1, E2	NTA
A34	Address the pattern of cancellations on late-afternoon Dundrum departures	L25	Dublin Bus
A35	Examine extending the route to Blackrock DART station and westward towards Ballinteer	L25	NTA
A36	Address early-morning non-arrival on departures between 06:00 and 06:45	16	Dublin Bus
A37	Provide a service or stop serving Harold’s Grange Road and Grange Hill	16 corridor	NTA
A38	Examine extending or diverting the route to serve Simonsridge and Ticknock, which it already passes close to	44B	NTA
A39	Examine the reported absence of a service from Kingston and Grange Hall towards Dundrum between roughly 06:45 and 07:45	74	Dublin Bus with NTA
A40	Provide an earlier first morning departure	116	NTA with Dublin Bus
A41	Confirm the scheduled frequency, and address reports of non-operation on a service running approximately once a day	118	Dublin Bus

Go-Ahead Ireland routes (refer to individual route documents in section 9 for more details)

Ref	Action	Route(s)	Expected lead
A42	Provide operated-versus-scheduled figures for the past six months by time of day and day of week	114	Go-Ahead

Ref	Action	Route(s)	Expected lead
A43	Investigate reports of buses departing the terminus and passing waiting passengers	114	Go-Ahead
A44	Extend the last inbound departure from Ticknock beyond 20:30 and review the Sunday span	114	NTA with Go-Ahead
A45	Examine a westward extension or complementary local service linking Ticknock and Simonsridge to Ballinteer, Marlay Park, Nutgrove and Dundrum	114	NTA
A46	Install real-time displays on the corridor, beginning at Rockview and Sandyford View	114	NTA
A47	Address the cancellation rate on peak and school-time departures, including the reported 09:15 first departure and the 17:12 return	L26	Go-Ahead
A48	Restore a direct link from Kilternan and the Glenamuck Road to Dún Laoghaire, lost with the withdrawal of the 63	L26	NTA
A49	Examine originating the L26 and L27 in Kilternan, and a 15-minute frequency at peak	L26, L27	NTA
A50	Address bunching, and buses reaching capacity before Taney Road during UCD term	S6	Go-Ahead
A51	Review the school-time timetable in consultation with Coláiste Eoin and Coláiste Íosagáin	S6	NTA with Go-Ahead
A52	Confirm whether S8 vehicles are being reallocated to other routes, and stop the practice if so	S8	Go-Ahead
A53	Provide a stop on the S8 between the Beacon Hospital and Kingston, a gap of approximately five kilometres	S8	NTA
A54	Restore a weekend and evening service	161	NTA
A55	Provide an early-morning departure timed to connect with the first inbound 11 from Goatstown, or bring the first 11 forward so the connection can be made	S2, 11	Dublin Bus with NTA
A56	Address bunching on services from the Terenure direction, where two or three buses arrive together followed by a long gap	S4	Go-Ahead Ireland
A57	Provide a pedestrian crossing near the westbound S4 stop at Milltown Luas, close to Richmond Avenue South, to make the bus and tram interchange usable	S4	DLR County Council
A58	Set the L26 and L27 timetables against each other so that the two services are spaced rather than arriving within minutes and leaving a half-hour gap	L26, L27	NTA with Go-Ahead Ireland

4. Introduction and methodology

A leaflet was delivered to households across Dublin Rathdown inviting residents to complete a short online form about the bus services they use. The survey ran over recent months and closed with 852 responses.

Respondents were asked which bus they take, which single issue affects them most, what problems they experience, what they would recommend, how satisfied they are on a five-point scale, how often they travel, whether they now use an alternative, which destinations they cannot reach, and where they live. Only the satisfaction question was closed-response in a way that permits precise statistical treatment; the remainder invited free text, and most respondents used it generously. The full question set appears in the appendix.

How responses were attributed to routes

486 respondents named a single route. A further 291 selected “Multiple”, 51 selected “Other”, and 24 left the question blank. Every one of those 366 responses has been read in full and attributed to each route it discusses. A response raising three routes therefore appears in three route reports, in each case only in respect of what it says about that route.

This produces the two categories used throughout Part Two:

- Primary respondent named the route as their main service and answered the full structured question set. Satisfaction scores, usage frequency and modal-switching percentages are calculated on primary respondents only.
- Secondary mention is a respondent who raised the route within a wider response. These are included in theme counts and quoted where relevant, but their satisfaction scores are attributed to their own primary route rather than counted twice.

117 responses discussed the service in general terms without identifying any current route. These are not overlooked, they inform Part One, and they are drawn on particularly in the sections on network gaps and modal shift.

How themes were counted

Theme counts are derived from a full reading of the free-text responses, assisted by systematic keyword analysis to ensure consistency across 850 records. Where a count is given, for example that 251 respondents described buses shown as due that never arrived, it means that number of separate respondents described that specific experience, not that number of mentions. Counts are conservative meaning where a response was ambiguous it was not counted.

Quotation and privacy

Comments are quoted as submitted, including spelling and grammar, and are attributed by area only. No names, contact details, stop numbers, workplaces or other identifying information appear anywhere in this report. A small number of respondents disclosed medical conditions or personal circumstances in the course of explaining their dependence on the bus, those responses have been summarised rather than quoted, and no medical detail is attributed to an identifiable area.

A small number of respondents used the survey to make political points for or against public representatives. These have been excluded as not bearing on the bus service. Nothing else has been filtered.

Limitations

This is a self-selecting sample. People who are dissatisfied are more likely to respond to a survey about a service than people who are content, and the results should be read with that in mind. The satisfaction figures in this report should not be treated as equivalent to a representative customer satisfaction survey.

Two things nonetheless give the findings legitimacy. The first is scale, 852 responses from a single constituency is a very large sample by the standards of any public consultation on transport in this country. The second is convergence. Respondents who have never met, living in different areas and using different routes operated by different companies, described the same specific phenomena in the same words, and in many cases supplied times, dates, stop locations and route numbers that can be checked. Several of the findings in this report are stated precisely enough that the Authority or the operators can confirm or refute them from their own records within a short period of time and I would ask that they do so.

Part One

Constituency-wide findings and actions

5. Survey-wide findings

The findings below are drawn from all 852 substantive responses, across every route and every area of the constituency. They are ordered by the weight of evidence behind them.

5.1 Reliability: the buses that never come

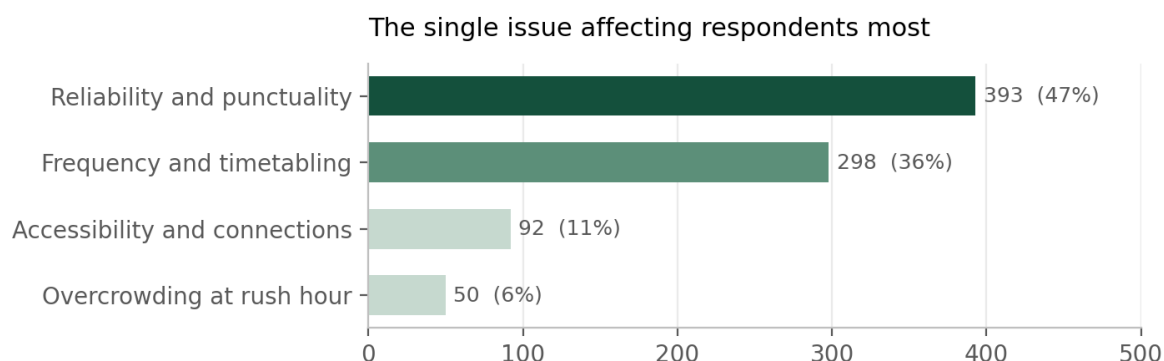


Figure 3. The single issue respondents said affects them most.

393 respondents (47%) named reliability and punctuality as the single issue affecting them most, more than any other category. But the responses show that “reliability” understates what is being described. 251 respondents, 29% of everyone who responded, described a specific and consistent phenomenon, that a bus is displayed as coming and then does not come.

The description is remarkably uniform. The bus appears on the TFI Live app and on the electronic display at the stop, it counts down, and at or near zero it disappears, or the countdown resets to the next service an hour later. No cancellation is announced and no reason is given. Passengers across the constituency use the same [ghost bus] term for it.

“The bus will appear on the real-time app and on the bus stop and then it just disappears. With no alternative, it leaves commuters late for work, medical appointments, etc. Public transport has to be reliable, safe, clean. Which our current service lacks.”

— Churchtown resident, Route 14

“Buses not reliable. It frequently disappears from timetable or listed as scheduled which normally means it’s not coming. At this point bus timetable is a work of fiction.”

— Ballinteer resident

“47 ghost buses. These are buses on the timetable, and the app says that they are on the way. But they just don’t arrive.”

— Kilmacud resident

“Ghost buses. The TFI Live app has to get more accurate. Far too often buses just disappear and then reappear 10 minutes later.”

— Dundrum resident

Respondents draw a sharp distinction between this and ordinary lateness, and they are consistently clear about why it affects them more. A late bus costs time, but a bus that is promised and does not arrive is information they relied on, and it converts a planned journey into a failed one. It is the single most common reason given in this survey for abandoning the bus.

A further 137 respondents raised cancellations as such. Where a reason was ever offered, respondents report being told it was driver availability or vehicle availability. Several noted with frustration that they had been given the same explanation for years.

"I want to not hear anymore the same answer "not enough drivers or mechanics to repair the broken buses". I want a public transport in Dublin to reflect the image of the modern, reliable city we are told we live in."

— Stepside resident

There is a strong and repeated call for accountability, expressed independently by respondents with no apparent connection to one another, that is to publish the figures, and attach consequences to them.

"Request bus operators to publish weekly or fortnightly statistics on actual frequency and reliability of each route and ask operators to provide reasons for no-shows."

— Stepside resident

Actions arising: A1, A2, A3, A8.

5.2 Frequency, particularly the problems of the hourly route

418 respondents raised frequency. Taken alone that would be an unremarkable finding, passengers everywhere want more buses. What makes it significant here is the interaction that respondents themselves identified, unprompted and repeatedly, between low frequency and unreliability.

On a route running every ten minutes, a missed bus costs ten minutes. On a route running hourly, a missed bus costs an hour, and a bus that does not arrive costs two. Respondents on the 44, 47, 114 and L26 (the constituency's hourly routes) performed this calculation in their survey responses again and again, in almost identical terms.

"It has two problems. It's hourly and we can't rely on it. Sometimes it just doesn't show up and in the end, the frequency ends being 2 hours. That's crazy. We never wanted to buy a car, but we had to because that's the only bus near us."

— Sandyford resident, Route 114

"Many times the bus doesn't show up. It is an hourly bus, so if one doesn't show up you can lose up to 2 hours!"

— Simonsridge resident

"Once an hour is not enough, trying to time it coming home from the city is almost impossible."

— Kilternan resident, Route 44

"The 47 being once an hour is an absolute farce, and even then there's the very nice possibility that it won't even show."

— Glencairn resident

This is the mechanism by which the two headline complaints in this survey become one problem. It also explains the geographic pattern set out in Section 6: the areas reporting the lowest satisfaction are precisely those served by hourly routes. Where frequency is high, unreliability is survivable, but where frequency is hourly, it is not.

The near universal request is for a 30 minute frequency as a floor, with 15 minutes at peak on the busiest corridors. A number of respondents volunteered that they would accept smaller vehicles to achieve it, and several observed that they would return to the bus at the current frequency if it simply ran.

Actions arising: A6, A7.

5.3 Real-time information

180 respondents raised the accuracy of real-time information. This is worth separating from reliability because respondents themselves separate it, many said explicitly that they could live with a reduced service if they could trust the information about it.

Three distinct failures are described. First, buses shown as due that never arrive, addressed above. Second, the status “scheduled”, which respondents have learned to read as meaning no vehicle exists. Third, the absence of any real-time display at many stops in the constituency, which leaves passengers wholly dependent on the app.

“If the TFI app was at least consistent, you could make alternative plans. But at the moment, a bus that is ‘due’ frequently disappears leaving commuters stuck.”

— Ballinteer resident

“Do not show a bus on the app or display screen unless it is physically en route.”

— Ballinteer resident

“There are no real time displays around Sandyford so without an app it is impossible to know if the bus has gone early, is due or is late.”

— Simonsridge resident

A number of respondents contrasted the current TFI app unfavourably with the former Dublin Bus app, and several noted that Google Maps and the official app frequently disagree. One respondent pointed out that the app’s own history subsequently recorded as “on time” a bus that had not come.

Requests here are specific, modest and technically achievable, remove cancelled services promptly, show a reason, stop using “scheduled” as a placeholder, and install displays where none exist.

Actions arising: A4, A5, A11.

5.4 Network gaps, places people cannot get to

This section is, in my view, the most important in the report, and the one least likely to be captured by any performance metric. 589 respondents representing 69% of everyone who replied named at least one destination they cannot reach by bus from where they live.

These are not exotic requests, they are hospitals, schools, shopping centres, Luas and DART stations, and neighbouring villages three or four kilometres away. The destinations named most frequently were:

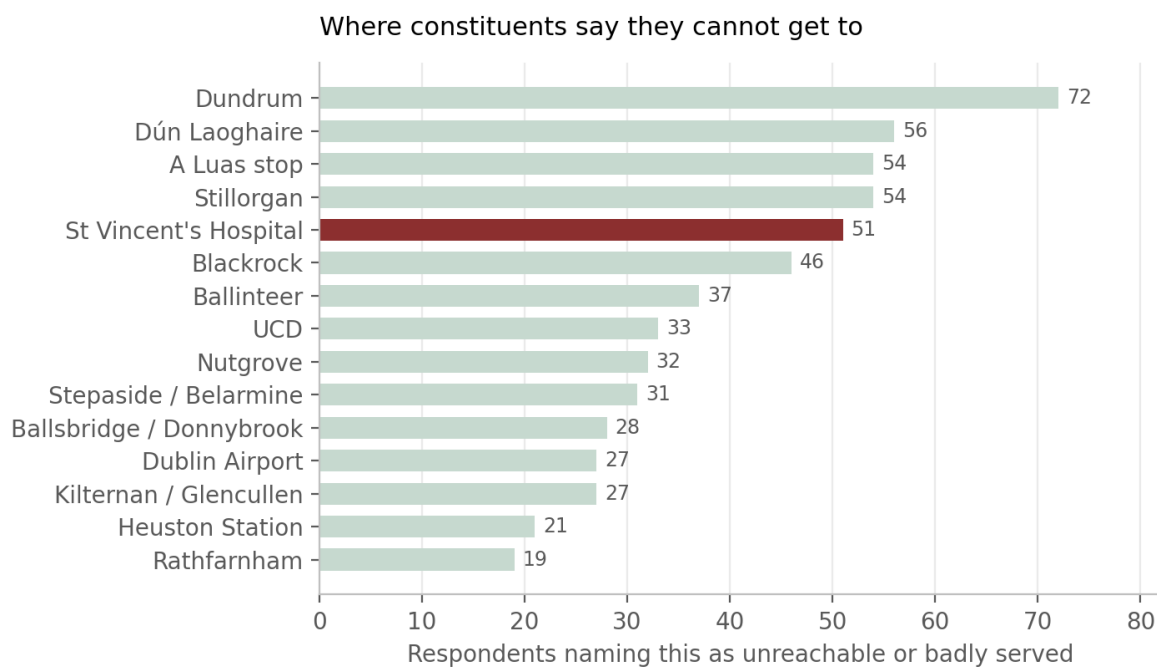


Figure 4. Destinations named by respondents as unreachable or badly served from where they live.

Several of these relate to previous services no longer running. Dundrum was named from Ticknock, Simonsridge, Stepside and Kilternan, all within a few kilometres of it. Direct access to Dún Laoghaire was lost from Ballinteer with the 75 and from Kilternan with the 63. UCD access was lost from Ballinteer with the 175, Nutgrove access from the Dundrum Road with the 17, and the Heuston link from the E spine.

Hospital access

St Vincent's Hospital is the single most frequently named destination in the survey. It is the local public hospital for a large part of this constituency, and respondents from Ballinteer, Churchtown, Rathfarnham, Kilmacud, Dundrum and Goatstown reported that they cannot reach it by public transport in any reasonable way. Journeys of two and three buses were described repeatedly, as were journeys of an hour and a half for a distance of a few kilometres. Several respondents attending regular treatment described relying on family, or on taxis they cannot readily afford.

"I cannot get to St Vincent's Hospital, Donnybrook, Ballsbridge or Dublin Docklands from where I live near Marlay Park, without getting 2 or 3 buses."

— Rathfarnham resident

"You can get to Ballymun easier than you can get to St Vincent's hospital from Dundrum."

— Dundrum resident

"It takes 3 busses to get to the nearest public hospital, which is Vincent's. This is too much so I've started using the car more."

— Dundrum/Ballinteer resident

One respondent, who does not drive and attends hospital regularly, described a return journey of an hour and a half each week. Others named St James's, Crumlin, the Beacon and St Columcille's in

Loughlinstown. This is a public health access issue as much as a transport one, and I would ask that it be treated as such.

Orbital journeys

The clearest structural pattern in the responses is that the network is built for radial travel into the city and does not serve local movement. Respondents repeatedly described short journeys, four kilometres, five kilometres, sometimes less, that require two or three buses, or that are quicker on foot.

"It would be great to be able to get to Belarmine, Stepside Educate Together NS, Nutgrove or Stillorgan Village without having to take 2 buses to go 4km."

— Simonsridge resident

"The idea that you wait on the bus to get to a hub in Dundrum and then wait possibly another 20 to 30 minutes on Taney Road either to get to Blackrock or Rathfarnham is nonsense. Best to just buy a car."

— Ballinteer resident

"Despite living only 12 km from my workplace, my commute takes an average of 1.5 hours each way on a good day."

— Belarmine resident

The interchange model on which the redesigned network depends assumes that connections work. Where two infrequent services meet, they do not. The 14 and the S6 at Dundrum were named several times as a connection that can involve a 30-minute wait for a journey to UCD.

School journeys

145 respondents described an effect on a child's journey to school or college. The pattern is that direct school services have been replaced by two-bus journeys or by nothing, with the result that parents drive. Coláiste Eoin and Coláiste Íosagáin were named repeatedly by Ballinteer families, one respondent estimates around 120 pupils travel there from Ballinteer, as were secondary schools in Stillorgan, St Benildus, and schools in Bray reached from Kilternan.

"My children attend Coláiste Eoin and Íosagáin. Around 120 students from Ballinteer go to school there. We have to drive to the S6 as there is no longer a direct service."

— Ballinteer resident

"There are no public secondary boy schools in the area and no means of them travelling to school on a frequent reliable bus service. This means as a single parent I have to juggle work and school runs for a teenager who is well capable of getting to school on his own."

— Simonsridge resident

"When I was in secondary school, the only bus route that I, and many others, could use was the 75. When that was cancelled, no suitable alternative was made and many others that still attend St Benildus have no public transport option."

— Dundrum resident

Actions arising: A9, A10, A45, A48.

5.5 The network redesign and the routes that were withdrawn

123 respondents referred to a route withdrawn under the BusConnects network redesign. The most frequently named were the 75 (39 respondents), the 17 (43), the 175 (15), the 63 (16), the 61 (11), the 46A (8) and the 16A (6).

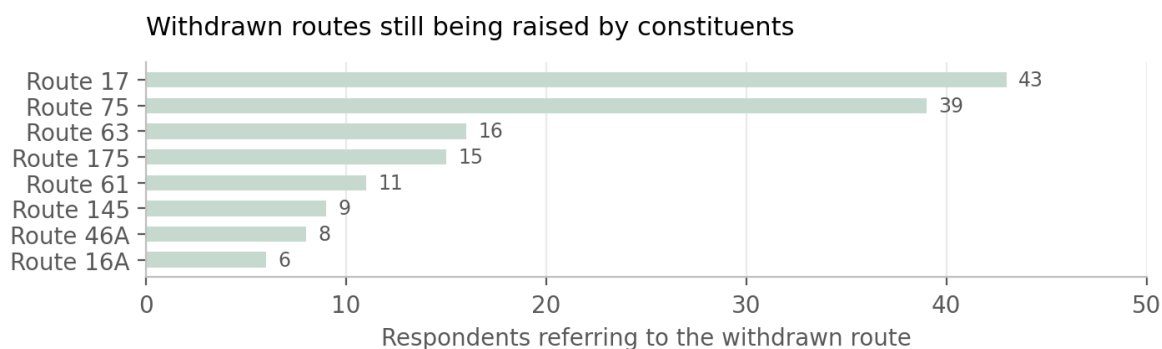


Figure 5. Withdrawn routes still being raised by name, years after their removal.

It would be easy to read this as resistance to change, and I do not think that is what it is. Very few respondents argued for the old network as a whole. What they described was specific and structural, and it falls into two categories.

Loss of redundancy

Where an area previously had two or three overlapping services, it now has one. The consequence is that a single non-arrival is no longer an inconvenience but a stranding. This is the mechanism that connects Section 5.1 to Section 5.2 and explains why unreliability has become intolerable rather than merely irritating.

"We used to have 3 bus services, 175, 75 and the 14, but now we just have the 14 and for everything we have to go to Dundrum."

— Ballinteer resident

"We had multiple buses, 48a, 75, 14a and 14. Now we have one with quite large gaps between them and if one drops off, an even longer wait."

— Ballinteer resident

Loss of direct links

The second category is destinations that were formerly reachable directly and now are not. The 17 provided the Dundrum Road and Windy Arbour with access to Nutgrove, Blackrock DART, Crumlin, St James's and Vincent's; its withdrawal was raised by 43 respondents. The 75 provided Ballinteer with a direct link to Dún Laoghaire and Tallaght. The 175 provided direct access to UCD. The 63 connected Kilternan to Dún Laoghaire, a link its replacement does not provide.

"We have lost the 17 bus which brought us to James Hospital, Crumlin, Vincents Hospital and Nutgrove Shopping Centre. We have a very poor bus service on the Dundrum Road."

— Dundrum Road resident

"L26 replaced the 63 and does not allow access from Kilternan to Dún Laoghaire which the 63 did."

— Kilternan resident

Finally, a number of respondents raised anxiety about the phases still to come, and in particular about the future of routes on which whole communities now depend. Several asked simply to be told what is planned. I strongly feel that this is not an unreasonable request and it costs little or nothing to answer.

"Generally very good service. Very upset at some rumours going around that this service might go or be significantly altered. Would like this clarified."

— Ballinteer resident

Actions arising: A13, A24, A27, A48.

5.6 Overcrowding and full buses passing stops

50 respondents named overcrowding as the single issue affecting them most, but 135 raised it somewhere in their response. Overcrowding is rarely anyone's primary complaint, but it is a widespread secondary consequence of the first two findings. When a bus fails to run, the following bus carries two loads, fills before the middle of the route, and passes the stops beyond it.

"Have waited at Dundrum for 3 timetabled buses that did not arrive which led to the bus being full when it left."

— Ballinteer resident

"By the time it gets to Churchtown it's usually full. Start some of the buses midway through the line, not from the terminus."

— Churchtown resident

"It is often full before it gets to Taney Road due to UCD students going to the Luas. There is often 30 to 40 people on both sides of the road."

— Goatstown resident, Route S6

"Buses being packed and don't stop at the bus stop and then having to wait over 10 minutes for the next bus which could also be overcrowded."

— Cabinteely resident, E spine

The E spine at UCD and Stillorgan, the S6 at Taney Road, the 11 at Goatstown, the 44 at Sandyford and the 14 at Churchtown were all named as points where buses arrive full. Several respondents described school groups repeatedly unable to board. Others described buses passing displaying "Out of Service" or "Not in Service", which respondents interpret as drivers running late attempting to recover time.

Actions arising: A19, A22, A26, A29, A31, A32, A50.

5.7 Who is being let down

Much of this report can be read as a service quality problem. This section is about something narrower and more serious, the people for whom there is no alternative, and for whom the failures described above are not an inconvenience but a constraint on ordinary life.

Children travelling alone

Repeatedly, respondents described children waiting alone at stops for buses that do not come, arriving late to school, or walking distances that parents consider unsafe. The consequence is that parents drive, which is precisely the outcome the network is intended to avoid.

"We rely on this bus for commute to school. The 8.10am bus regularly does not run and as a result my daughter is waiting at the bus stop for long periods of time which causes high stress and fear of being late to school."

— Dundrum resident

"Bus is a constant no show. I rely on it for work and my daughter for school. We have both been very late at least twice a week."

— Sandyford resident, who reports walking 45 minutes with a 13-year-old

Older residents and people with mobility impairments

41 respondents raised accessibility or mobility. The issues named were an hourly service that cannot be relied on by someone who cannot stand for long or walk far; stops without shelter or seating; walking distances to the nearest stop of 15 to 30 minutes; buses stopping away from the kerb so that boarding requires stepping into the road; and wheelchair spaces occupied by standing passengers.

"I find that a lot of bus drivers stop a good distance from the footpath so that it is not possible to get from the footpath onto the bus without stepping onto the road. Resolving this would make the buses a lot more accessible for people that have mobility needs, or for the older generation."

— Dundrum resident

"I am a wheelchair user and space sometimes filled by people standing. It could be more frequent."

— Churchtown resident

"Elderly, no bus to take me into Stillorgan Village and no bus shelters on the left hand side going towards the village."

— Lower Kilmacud Road resident

One respondent holding a free travel pass reported running a car because the service could not be relied upon, a direct public cost arising from a service failure.

People without a licence, and people who cannot afford the alternative

65 respondents referred to the cost of taxis. Several described spending €24 to €30 on a journey they had budgeted to make by bus, and doing so repeatedly. Students described taxi fares home after a night out because no night service exists. For low-income households this is not a fallback, it is a barrier.

"Endless ghost buses. Have had to get numerous taxis to get to college at great cost because the bus is constantly cancelled."

— Ballinteer resident

Personal safety

23 respondents raised safety. Two distinct concerns emerge. The first is waiting, long, unlit waits in industrial estates and at unsheltered stops in winter, described particularly by women and older respondents. The second is antisocial behaviour on board, raised most often in relation to the S8, including reports of assaults witnessed and of smoking on board, with respondents saying they do not expect a driver to manage this alone.

Actions arising: A10, A11, A15, A20.

5.8 Modal shift and the constituents who have given up

826 respondents answered the question about whether they now use an alternative to the bus because of service issues. 447 of them (54%) named a car, a taxi or a lift. A further 186 now walk or cycle journeys they would otherwise have made by bus, and 160 use the Luas or DART instead, in several cases walking 20 to 30 minutes to reach it because that walk is more predictable than the bus.

This is the finding I would most want the NTA and the Department to deal with. Public transport policy in this State rests on persuading people out of cars. In this constituency, on this evidence, the bus service is achieving the opposite, and it is doing so among people who wanted to use it. Respondents did not describe a preference for driving, instead they described giving up.

"We never wanted to buy a car, but we had to because that's the only bus near us."

— Sandyford resident

"Yes we have bought a second car after 20 years of managing with one."

— Kilternan resident

"I have to cycle, no matter what, lashing rain, snow, freezing cold, as otherwise I cannot get to work in time. I risk losing my job if I keep turning up late because of the bus."

— Ballinteer/Dundrum resident

"I was trying to make use of buses more and use my car less. Three times I've tried and twice the buses did not turn up, and the third time it arrived late and drove past my stop with 'Out of Service'."

— Stepside resident

This pattern is consistent and significant as it reverses the usual assumption. These are not people who need to be persuaded of the case for public transport. They are people who tried repeatedly and ultimately stopped. Winning them back will be harder than keeping them would have been.

Actions arising: All.

6. Geographic analysis

Because respondents told me where they live, the survey supports a view that route-level analysis cannot give, that is which parts of the constituency are being served and which are not. The result is the starkest pattern in the entire dataset.

Satisfaction varies by a factor of three across the constituency, and it tracks geography almost exactly. The figure below shows every area with eight or more respondents, ranked from lowest satisfaction to highest, alongside the proportion in each area who have switched to a car, taxi or lift.

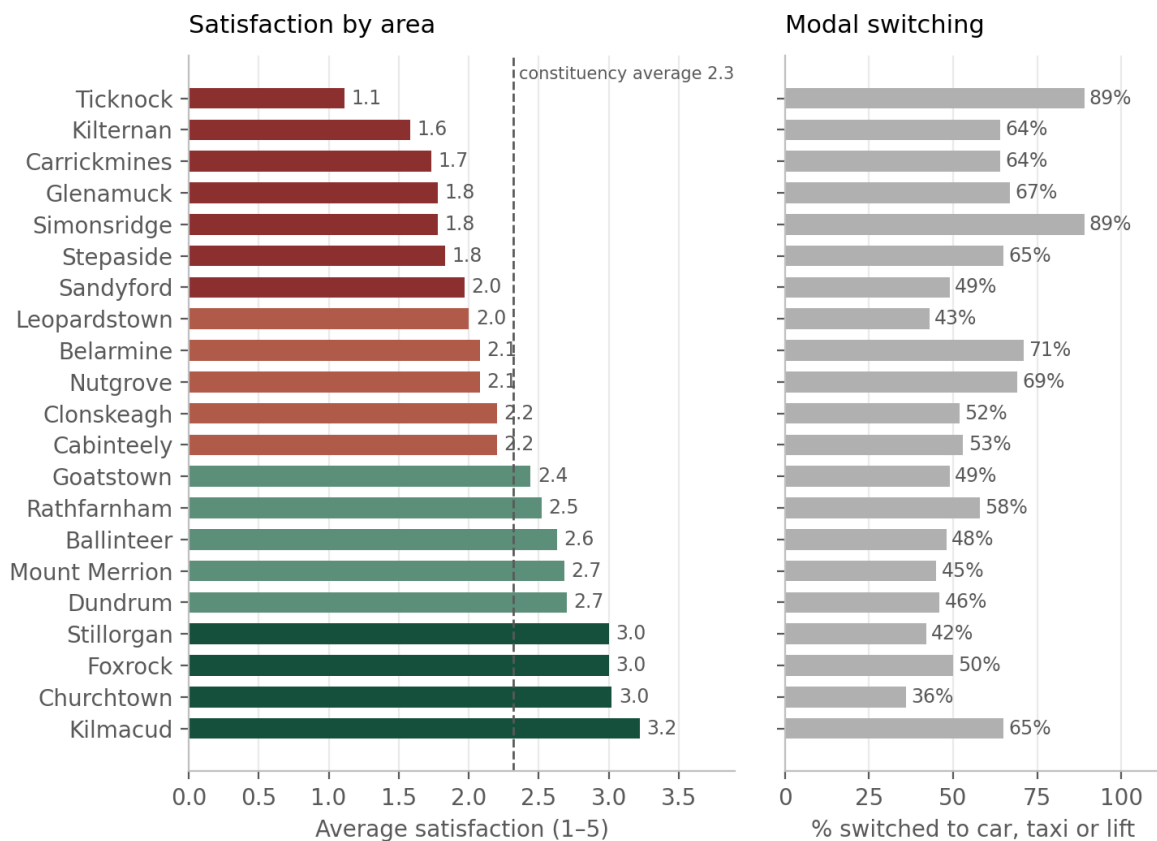


Figure 6. Satisfaction and modal switching by area.

The underlying figures are set out below.

Area	Responses	Avg satisfaction	Switched	% switched
Ticknock	9	1.1	8	89%
Kilternan	66	1.6	41	64%
Carrickmines	11	1.7	7	64%
Glenamuck	9	1.8	6	67%
Simonsridge	9	1.8	8	89%
Stepaside	93	1.8	60	65%
Sandyford	64	2.0	31	49%
Leopardstown	14	2.0	6	43%

Area	Responses	Avg satisfaction	Switched	% switched
Belarmine	14	2.1	10	71%
Nutgrove	13	2.1	9	69%
Clonskeagh	50	2.2	25	52%
Cabinteely	15	2.2	8	53%
Goatstown	49	2.4	23	49%
Rathfarnham	24	2.5	14	58%
Ballinteer	128	2.6	60	48%
Mount Merrion	23	2.7	10	45%
Dundrum	59	2.7	26	46%
Stillorgan	27	3.0	11	42%
Foxrock	12	3.0	6	50%
Churchtown	57	3.0	20	36%
Kilmacud	27	3.2	17	65%

What the pattern shows

The constituency divides cleanly. At the bottom sit Ticknock, Kilternan, Carrickmines, Glenamuck, Simonsridge, Stepside and Belarmine, in essence the uplands and the southern edge, running from the Blackglan Road across to the Enniskerry Road. At the top sit Churchtown, Stillorgan, Kilmacud, Dundrum and Mount Merrion, these are the older, established suburbs closer to the city and to the Luas Green Line.

Three things distinguish the low-scoring areas.

- They are served by hourly routes, the 44, 47, 114 and L26, and in most cases by only one of them.
- They have absorbed the overwhelming majority of new housing built in this constituency over the past two decades. Respondents in Kilternan, Stepside, Sandyford and Ticknock stated repeatedly, and independently, that the bus provision has not changed while thousands of homes were added around it.
- They are generally furthest from the Luas, so the Green Line does not compensate.

“There are several thousand extra people that now live along a line that has been serviced by just an hourly bus for over 20 years. It’s not good enough.”

— Kilternan resident

“We are not an out of the way tiny village, we live in the fastest growing area in Dublin.”

— Aiken’s Village resident

“Stop the excessive building in this area and not putting in the necessary infrastructure.”

— Stepside resident

The modal shift column makes the consequence explicit. In Ticknock and Simonsridge, close to nine in ten respondents have gone to the car. In Kilternan, Stepside and Belarmine, roughly two in three. In Churchtown, just over one in three. The areas with the worst service are converting their residents into

drivers at nearly twice the rate of the best-served areas, and they are the areas where the housing is still being built.

One qualification is worth noting for accuracy. Kilmacud records both high satisfaction and high modal switching. Reading those responses, the explanation appears to be the Luas, residents are satisfied overall because they have good alternatives, and switch away from the bus readily for the same reason. The pattern elsewhere does not have that characteristic.

The implication

If this report contains one finding for the National Transport Authority and for Dún Laoghaire-Rathdown County Council jointly, it is this. Bus provision in the south and east of this constituency has not kept pace with the housing that has been permitted and built there. The result is measurable, the lowest satisfaction in the constituency, and the highest rate of abandonment of public transport, in precisely the areas where the population is growing fastest.

Actions arising: A6, A7, A9, A45, A48, A49.

7. Next steps

This report is being issued simultaneously to the National Transport Authority, Dublin Bus and Go-Ahead Ireland, and to Dún Laoghaire-Rathdown County Council and the Department of Transport for the matters that fall to them. It is being published at the same time, so that the constituents who took the time to respond can see what was done with what they said.

I am asking each recipient for a written response to the actions in Section 3 that are marked to them, within eight weeks. Those responses will be published in full. Where no response is received, that will be recorded and followed-up through all available means.

Several of the findings here can be confirmed or refuted quickly from records the recipients already hold e.g. whether a departure exists at a given time, whether a run was operated, whether a stop has a display. I would ask that those be dealt with directly rather than in general terms.

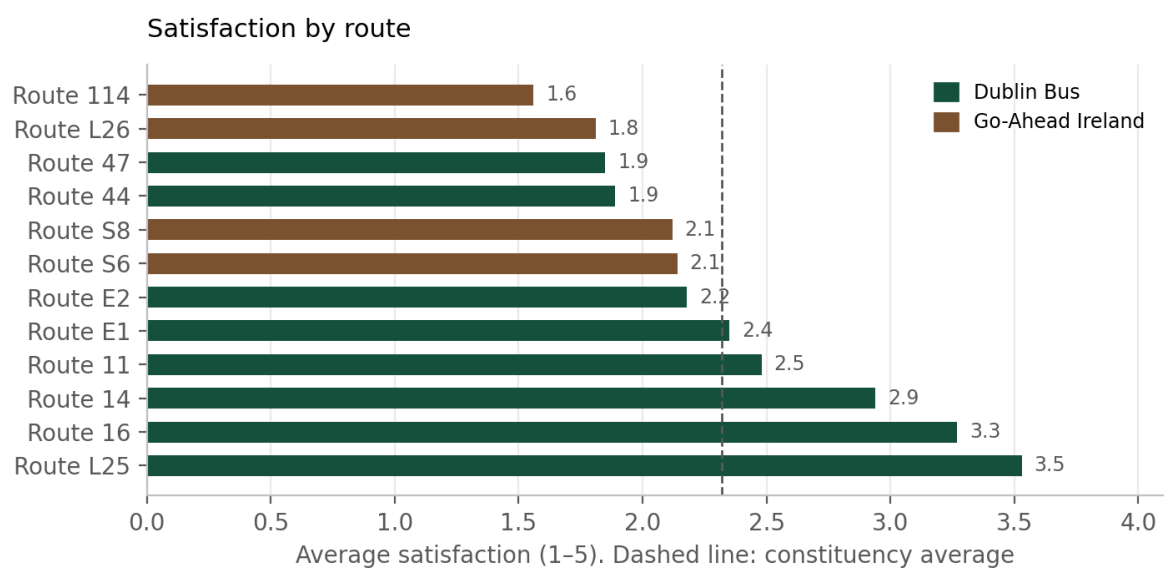
I intend to return to the numbered actions in this report in the Dáil, in correspondence and publicly, and to report back to constituents on what has changed. The 852 people who responded did so on the understanding that their views would be conveyed to the people who run these services. This document discharges that undertaking. What happens next is a matter for the recipients, and I will make sure it is visible.

Part Two

Route-by-route reports

Part Two sets out the findings for each route individually. Each report follows the same structure: who responded, what they reported, and the actions sought. Methodology is not repeated, it is set out once in Section 4, and the same conventions apply throughout, primary respondents are those who named the route as their main service, secondary mentions are those who raised it within a wider response, and comments are quoted as submitted and attributed by area only.

Routes are grouped by operator for ease of reference and reply. That grouping is administrative only. As Part One sets out, the largest problems in this survey do not respect the boundary between the two companies, and several of them are not within either company's sole control.



8. Dublin Bus — overview

Dublin Bus operates the majority of services in Dublin Rathdown, including routes 11, 14, 16, 44, 44B, 47, 74, E1, E2, S2 and L25. 597 respondents (70% of everyone who replied) raised at least one Dublin Bus route.

Figure 7. Satisfaction by route across both operators, for routes with eight or more primary respondents.

Route	Responses	Primary	Avg satisfaction	Principal areas
14	153	89	2.9	Ballinteer, Churchtown
44	155	73	1.9	Kilternan, Stepside, Sandyford, Dundrum Rd

Route	Responses	Primary	Avg satisfaction	Principal areas
47	131	76	1.9	Stepaside, Belarmine, Leopardstown
11	129	60	2.5	Clonskeagh, Goatstown
E1 / E2	104	28	2.3	Stillorgan, Cabinteely, Dún Laoghaire
L25	48	18	3.5	Kilmacud, Stillorgan, Dundrum
16	45	16	3.3	Ballinteer, Rathfarnham
Other (44B, 74, 116, 118, S2)	39	5	—	Various

Three observations apply across the Dublin Bus network in this constituency.

First, the range is wide. The L25 records the highest satisfaction of any route in the survey at 3.5, and draws unprompted praise. The 44 and 47 record 1.9.

Second, the two lowest-scoring routes are the two hourly ones. The 44 and 47 serve the fastest-growing parts of the constituency at a frequency that respondents describe as unusable, and the majority of their users have gone to the car.

Third, ghost buses are reported on every Dublin Bus route in the constituency without exception, including on the routes that otherwise score well. This appears to be a network-level issue rather than a route-level one, and is addressed in actions A1 to A5.

8.1 Route 14

Beaumont · Churchtown · Ballinteer · Dundrum · City Centre

Operator: Dublin Bus · 153 responses · 89 primary · average satisfaction 2.9

Route 14 drew the largest response of any single route in the survey, and the most positive of the four largest. Respondents were predominantly from Ballinteer and Churchtown, and a high proportion are dependent, for much of this area the 14 is the only bus to the city centre and the only connection to the Luas at Dundrum.

Measure	Result
Rated satisfaction 1 or 2	27 of 86 (31%)
Rated satisfaction 4 or 5	26 of 86 (30%)
Named reliability as their main issue	59 of 88 (68%)
Now using a car, taxi or lift	32 of 88 (36%)
Now walking or cycling	19 of 88 (22%)

The distribution is distinctive. On most routes in this survey the complaint is that there are not enough buses. On the 14, 68% named reliability, well above the survey average of 47%, and respondents repeatedly described the timetable itself as adequate or good, the problem appears to be delivery of it.

What respondents reported

Buses shown as due that do not arrive — 73 of 153

The dominant issue, raised in almost identical terms across every area served, and distinguished sharply by respondents from ordinary lateness.

“The 14 service is the only bus serving a large area in Dundrum Churchtown area. As a result, it is important that it is reliable. The amount of no shows is quite high.”

— Churchtown resident

“This is a ghost bus, sometimes shows up, most of the times it doesn’t... when you have to wait for one bus to arrive after 3 previous busses were cancelled or delayed 30 minutes and then two or three busses show up one after another, empty, something is not right.”

— Ballinteer/Dundrum resident

Peak-time reliability, and school journeys

Respondents were consistent about when the service fails, morning departures from Ballinteer towards Dundrum, and city-centre departures from around 15:30.

“We rely on this bus for commute to school. The 8.10am bus regularly does not run and as a result my daughter is waiting at the bus stop for long periods of time.”

— Dundrum resident

“Leaving the city centre for Dundrum from 3.30 pm onwards is a total gamble... This is a constant occurrence.”

— Rockfield, Dundrum resident

The early-morning gap from Ballinteer

A specific and checkable point raised independently by several Ballinteer respondents is that there is effectively no northbound service from Ballinteer Avenue towards Dundrum between roughly 06:35 and

07:25. One reported observing buses running from the garage to Bottle Tower to begin the route while all timetabled departures start from Dundrum.

“Currently, there does not appear to be a 14 service operating from Ballinteer Avenue to Dundrum between 06:30 and 07:30, which would be considered peak commuting time.”

— Woodpark, Ballinteer resident

Bunching, overcrowding and journey time

Long gaps followed by two or three arrivals were widely reported, with the consequence that buses reach Churchtown full. A distinct group of respondents are satisfied with reliability but find the route slow, citing the indirect alignment via Ballinteer to Dundrum Luas, closely spaced stops, and traffic management around Dundrum and the Wesley College roundabout.

“Review the number of stops on the route to keep busses moving — on one stretch of road in Ballinteer the 14 has three stops that are all close to each other.”

— Churchtown resident

Night service, and what is working

14 respondents asked for a 24-hour or late-night 14, noting that the 15 and 16 run through the night but are a half-hour walk from much of Ballinteer and Churchtown. It should also be recorded that 26 respondents rated the route 4 or 5, several going out of their way to praise it, and that a number asked to be reassured that it will not be altered.

“Positive experience with 14 route regarding frequency and reliability... Retain current 14 route to Dundrum in any future plans. No other route provides this essential service.”

— Churchtown resident

Actions: A16, A17, A18, A19, A20 — and network-wide A1 to A5.

8.2 Route 44

Enniskerry · Kilternan · Stepside · Sandyford · Dundrum · City Centre

Operator: Dublin Bus · 155 responses · 73 primary · average satisfaction 1.9

The 44 attracted more total responses than any other route in the survey and the second-lowest satisfaction score of any major route. It serves a corridor that has absorbed an extraordinary volume of new housing, one respondent cites population growth of almost 19,000 between Dundrum and Enniskerry over twenty years, at an hourly frequency that respondents state has not changed in that period.

Measure	Result
Named frequency and timetabling as their main issue	46 of 73 (63%)
Rated satisfaction 1 or 2	46 of 71 (65%)
Now using a car, taxi or lift	44 of 73 (60%)

What respondents reported

An hourly service on a corridor that has outgrown it

This is overwhelmingly the finding. Respondent after respondent made the same point, that there is just one bus an hour, on the only route serving their area, with a population that has multiplied.

“There is only one 44 bus an hour which is the only connection from Kilternan to the Luas or city centre.”

— Kilternan resident

“There are several thousand extra people that now live along a line that has been serviced by just an hourly bus for over 20 years. It’s not good enough.”

— Kilternan resident

“Despite all the new homes being built in the Sandyford, Kilternan and Dundrum areas, this bus is still only scheduled once an hour. It is also very unreliable and often does not arrive at all.”

— Sandyford resident

The route is too long for the job it is being asked to do

A striking number of respondents proposed the same structural solution independently: separate the local function from the cross-city one, and run a high-frequency shuttle between Dundrum and Enniskerry.

“I would like to see the 44 route converted to a frequent shuttle service between Dundrum, as transport hub, and Enniskerry. Say every 15 to 20 minutes. There is no need for it to go across the city.”

— Stepside resident

“The 44 route itself is excellent but the service is very deficient because of unsatisfactory frequency.”

— Dundrum/Windy Arbour resident

Full by Sandyford, and no early departure

Respondents in Kilternan and Stepside report the bus arriving full and passing stops, and there is a specific request for an earlier first departure: the earliest through Sandyford Village is reported at 07:00, and through Stepside at 07:00 followed by 07:45.

“The 44 comes once per hour and is frequently late. In the mornings it is full by Sandyford.”

— Kilternan resident

“No bus in Stepside in mornings. 7am bus and then a 7.45am bus. Need bus 7.15am, 7.30am.”

— Stepside resident

The Dundrum Road and Windy Arbour

A separate group of respondents, at the northern end of the route, describe the 44 as the only service on the Dundrum Road following the withdrawal of the 17, leaving no access to Nutgrove, Blackrock DART or the hospitals the 17 served. Several are older residents for whom an hourly service is not usable.

“The 44 runs once an hour and we have lost the 17 bus which brought us to James Hospital, Crumlin, Vincents Hospital and Nutgrove Shopping Centre.”

— Dundrum Road resident

Actions: A21, A22, A23, A24 — and network-wide A1 to A7.

8.3 Route 47

Belarmine · Stepside · Sandyford · Leopardstown · UCD · City Centre

Operator: Dublin Bus · 131 responses · 76 primary · average satisfaction 1.9

The 47 serves Stepside, Belarmine, Aiken's Village, Leopardstown and the Gallops (some of the areas of heaviest residential construction in the constituency) and is the only direct link from them to UCD and the eastern part of the county. It records the joint-lowest satisfaction of the major Dublin Bus routes.

Measure	Result
Rated satisfaction 1 or 2	48 of 75 (64%)
Now using a car, taxi or lift	45 of 76 (59%)
Principal areas	Stepside, Belarmine, Leopardstown, Sandyford

What respondents reported

A frequency that was reduced, on a corridor that was growing

The most serious specific allegation on this route is that the scheduled frequency was reduced, and that this was done in response to reliability problems rather than to demand. Several respondents raised it independently.

"The bus regularly disappears. To fix the problem, the frequency on the timetable was reduced, and this has only compounded the problem. The area is extremely underserved given the size of the still growing population."

— Belarmine, Stepside resident

"Increase the frequency and reliability of this route. It was recently decreased which is baffling given the need for it in the Sandyford/Belarmine area."

— Aiken's Village resident

Ghost buses and stranding

"No shows, ghost buses, and cancellations. Can't rely on the public transport at all. My children use the bus to get to school and are often stranded with no bus."

— Stepside resident

"Ghost buses, very unreliable on weekends. TFI app says it's due then no bus shows up but the app history says it was on time."

— Stepside resident

Buses passing stops

Reported repeatedly and in two forms: buses too full to board, and buses passing displaying "Out of Service", which respondents attribute to drivers attempting to recover time.

"It doesn't show up or it arrives but drives past the stop and doesn't pick up passengers. These are regular occurrences."

— Stepside resident

"Often does not show up for service and coming home from the N11 often overbooked so can't get on."

— Stepside/Aiken's Village resident

UCD access, and the future of the route

For students in Stepside and Belarmine the 47 is the only direct bus to UCD, and several respondents reported that a timetable change removed the arrival that allowed an 11am start. More seriously, several understand the route to be scheduled for withdrawal under the network redesign and asked for clarity.

“This route is scheduled to be cut once BusConnects is rolled out. This is a very short sighted plan given it serves UCD. It is not a solution to expect people to take multiple buses to relatively near but still inaccessible places.”

— Stepside/Sandyford resident

Actions: A25, A26, A27 — and network-wide A1 to A7.

8.4 Route 11

Sandyford · Goatstown · Clonskeagh · Milltown · Ranelagh · City Centre

Operator: Dublin Bus · 129 responses · 60 primary · average satisfaction 2.5

The 11 is the principal service for Clonskeagh and Goatstown, and respondents describe it as serving a main radial artery at a frequency (20 to 30 minutes) that they regard as inadequate for the corridor. Unusually in this survey, respondents on the 11 frequently praised a neighbouring route, the S4, while criticising their own.

Measure	Result
Rated satisfaction 1 or 2	25 of 56 (45%)
Now using a car, taxi or lift	27 of 60 (45%)
Principal areas	Clonskeagh, Goatstown, Kilmacud, Stillorgan

What respondents reported

Frequency insufficient for a main corridor

“The 11 bus is the only bus that travels down one of the main routes into Dublin city, Sandyford to Goatstown to Clonskeagh to Milltown to Ranelagh.”

— Clonskeagh resident

“The 11 is a dreadful route, one every half hour most of the time. If one misses it there is a half hour wait for the next one. Surely there should be one every 20 minutes, if not every 15.”

— Clonskeagh resident

Ghost buses on an infrequent service

“The number of times there’s been a ghost bus that just disappeared from schedule — you could manage it disappearing if buses were every 10 minutes, but once every half hour it is different.”

— Clonskeagh resident

“Even though close to the 11 terminus we still have ghost buses. Once there is awareness of a no show they should push it into the system so TFI and Google Maps are updated.”

— Goatstown resident

Overcrowding, and the Luas relationship

Respondents describe the 11 filling at Goatstown and Clonskeagh, with new schools and apartment development cited as the cause. Several noted that when the Luas Green Line is disrupted the 11 is the only alternative and is immediately overwhelmed.

“When the Luas broke down I couldn’t get to work because they were so packed they just drove past the bus stop.”

— Goatstown/Roebuck resident

Stops removed on Roebuck Road, and route duplication

Respondents reported the removal of stops on Roebuck Road, creating longer walks for commuters and for a nursing home in the area. Separately, one detailed response questioned the relationship between the 11, the 11B and the E spine, which share alignment for a substantial section, and suggested the 11 and 11B be combined to improve frequency on the Goatstown and Sandyford section.

Actions: A28, A29, A30 — and network-wide A1 to A5.

8.5 Routes E1 and E2

The E spine · Bray · Dún Laoghaire · Cabinteely · Stillorgan · UCD · City Centre

Operator: Dublin Bus · 104 responses · 28 primary · average satisfaction 2.3

The E spine is a high-frequency corridor, and the complaints on it are correspondingly different from those on the hourly routes. Respondents rarely say there are too few buses in principle; they say the buses that come are full, and that the promised frequency is not delivered in practice.

What respondents reported

Overcrowding at UCD and Stillorgan

This is the dominant theme. Respondents in Cabinteely, Stillorgan and Dún Laoghaire describe buses arriving full from UCD in the afternoon and passing waiting passengers, with school groups repeatedly unable to board.

“Difficult if not impossible at times to get on at Stillorgan stop during rush hour. More inserted busses upstream.”

— Stillorgan resident

“Overcrowding particularly outside UCD during peak hours where busses drive past full, and frequency of busses where two come at the same time and then there’s none for 20 minutes.”

— Cabinteely resident

“Buses scheduled but do not exist. Busses with space do not stop. Particular issue for groups of school children.”

— Cabinteely resident

Headway not delivered

“The E2 is supposed to come every 10 minutes but there are often intervals of 40 minutes between busses.”

— Dún Laoghaire resident

Buses running “Not in Service”

“Coming towards Deansgrange and Dún Laoghaire from Donnybrook, the busses very often skip the stop with a “not in service” banner.”

— Dún Laoghaire resident

Journey time, and the loss of the 46A, 145 and 155

Respondents report that the spine is slower than the services it replaced, attributing this to stop spacing, boarding times and instructions to drivers to hold to schedule. The loss of the direct link to Heuston was raised several times.

“Since the implementation of the E spine and the discontinuation of the 46a, 145 and 155, taking the bus into town has gotten far less convenient. Coming from Stillorgan, it can now take over an hour to get into town.”

— Stillorgan resident

Actions: A31, A32, A33 — and network-wide A1 to A5.

8.6 Route L25

Dundrum · Kilmacud · Stillorgan · Blackrock · Dún Laoghaire

Operator: Dublin Bus · 48 responses · 18 primary · average satisfaction 3.5

The L25 records the highest satisfaction of any route in this survey, and it is important to outline why, because it is the clearest evidence in the dataset that the redesigned network can work well when it is delivered.

Respondents describe it as frequent, fast and reliable, and several volunteered comparisons with the service it replaced. It is included here not as a complaint but as a benchmark, and because even on this route the same underlying issues appear in milder form.

“None. It’s a fantastic service, punctual and reliable.”

— Stillorgan resident

“The L25 is a vast improvement on the 75 for travel to Dún Laoghaire: faster, more frequent and more reliable.”

— Dundrum resident

“Love the L25. Great bus service. Sometimes it’s not on time or it’s too early. Occasionally there’s a ghost bus. Would be lost without it.”

— Kilmacud resident

Where it falls short

Two specific issues recur. The first is a pattern of cancellations on late-afternoon departures from Dundrum, reported by more than one respondent as happening two or three times a month around 17:00. The second is on Saturdays, where the same disappearing-bus behaviour is described.

“Buses leaving Dundrum around 5pm are frequently cancelled, around 2 to 3 times a month.”

— Kilmacud resident

Separately, respondents asked for the route to be extended, to Blackrock DART station, and westward towards Ballinteer, Nutgrove or Rathfarnham, and noted that it does not connect to St Vincent’s Hospital.

Actions: A34, A35 — and network-wide A4, A5.

8.7 Route 16

Ballinteer · Rathfarnham · Terenure · City Centre · Dublin Airport

Operator: Dublin Bus · 45 responses · 16 primary · average satisfaction 3.3

The 16 scores comparatively well and is valued particularly for its 24-hour operation and airport link. The issues raised are narrower than on other routes and fall into three groups.

Early-morning reliability

“Have raised issues with TFI and Dublin Bus with the 16 bus route from 06:00 to 06:45 having frequent tardiness and/or not arriving at all. Busses at the terminus appear to open doors and then depart.”

— Rathfarnham resident

Access on foot — Harold’s Grange Road

The most consistent finding on this route is not about the buses but about who can reach them. Several respondents from Harold’s Grange Road and Grange Hill describe walks of 15 to 30 minutes to the nearest stop on Brehon Field Road, on a road they describe as narrow, unlit in parts and without continuous footpath. The effect described is that children cannot travel independently and every school journey is driven.

“The walk to the 16 bus stop from Harold’s Grange Road is prohibitive for children commuting to schools, the elderly, pregnant women or those with mobility issues.”

— Harold’s Grange Road resident

“A local bus that serves local schools and maybe Nutgrove shopping centre for senior citizens would be absolutely game changing.”

— Harold’s Grange Road resident

Journey time and stop spacing

Respondents on the Grange Road describe the route as slowed by closely spaced stops, with one suggesting limited-stop journeys at peak.

Actions: A36, A37, A20 — and network-wide A11.

8.8 Route 44B

Dundrum · Sandyford · Stepside · Kilternan · Glencullen

Operator: Dublin Bus · 7 responses · 4 primary

The 44B is a peak-only variant of the 44 serving the upper reaches of the constituency towards Glencullen. It attracted few responses, but those it did attract are consistent, and they come from precisely the areas identified in Section 6 as the worst served in Dublin Rathdown.

What respondents reported

A service that runs at the margins of the day

Respondents describe a route that operates first thing in the morning and once or twice in the evening, with nothing in between and nothing at weekends. For a semi rural community without alternatives, a service of that shape is available only to a narrow band of commuters and to nobody else.

“Routes 44, 44B, 114. Issues with reliability, punctuality and no shows, which is frustrating given that these buses do not run regularly during the day — there may be one an hour or some only operate first thing in the morning and once or twice in the evening.”

— Blackglen Road resident

“The main issue is the frequency of the bus services that I take — buses 114, 44 and less often the rare 44B.”

— Simonsridge/Ticknock resident

The route already passes the communities it does not serve

The most actionable point on this route is one of alignment rather than frequency. Respondents in Simonsridge and Ticknock note that the 44B passes close to them without serving them, and that a minor diversion would give the area a second option towards Dundrum at the times when the 114 is least dependable.

No weekend service, and access to the mountains

One respondent raised a distinct point of interest, because it concerns amenity access rather than commuting. The absence of any weekend 44B leaves the Dublin Mountains and Glencullen effectively unreachable by public transport from the constituency, and even a small number of weekend journeys would change that.

“Ticknock mountains, especially the 44B route which does not run on weekends, which would be great for getting to the Dublin mountains, even with a couple of services a day, as well as getting to Glencullen.”

— Belarmine resident

Actions: A38 and network-wide A1 to A7.

8.9 Route 74

Kingston · Ballinteer · Dundrum · Sandyford · Blackrock

Operator: Dublin Bus · 18 responses · 1 primary · 17 secondary mentions

Almost all of the 74 material came from respondents whose main service is the 14, 16 or S6. That is itself the finding, that in Ballinteer and Rathfarnham the 74 functions as the fallback, the route people turn to when their first choice fails.

What respondents reported

Valued as the dependable option — to a point

Several respondents named the 74 as the more reliable of their available services, and as the faster way to reach the Luas at Dundrum than travelling the full length of the 16.

“The 16 takes 60 minutes plus to get into the city even off-peak; subsequently I prefer to use the punctual 74 to Dundrum Luas to get into the city.”

— Pine Valley resident

“The 74 and 14 sometimes disappear from the schedule, but they’re more reliable and it’s usually safe onboard.”

— Ballinteer resident

Late, cancelled, and sometimes early

The criticism that recurs is not severity but unpredictability, respondents report the 74 arriving early without warning, which is harder to plan around than lateness because the bus is missed entirely.

“The 74 rarely comes on time if even at all.”

— Dundrum resident

“The 16 will be late or will disappear off the app, same for the 74 towards Dundrum — it’s late or it comes ten minutes early with no warning, very frustrating for getting into work early in the morning.”

— Ballinteer resident

The morning gap from Kingston and Grange Hall

The most specific and checkable point on this route was raised alongside the equivalent finding on the 14. A Woodpark resident reports that there is no 74 service from Kingston or Grange Hall towards Dundrum between roughly 06:45 and 07:45, a gap falling squarely inside the morning peak, on a route whose principal purpose is reaching the Luas.

Connections at Dundrum, and coverage at Whitechurch

Two further points recur. The first is that the 74 and the S6 are not timed to connect at Dundrum, so a journey towards UCD or Nutgrove can involve a substantial second wait. The second is a request to extend the route closer to Whitechurch, raised on behalf of older residents for whom the current walk to the stop is prohibitive.

“The connecting times don’t match up from the 14/74 to the S6.”

— Ballinteer resident

One respondent set out a detailed proposal for using the 74 as the first leg of a hospital journey from Kingston to Dundrum with an onward connection towards St Vincent’s. That response is summarised rather than quoted because it contains personal medical detail, but the underlying point stands and is reflected in action A9.

Actions: A39 and network-wide A1 to A5, and A9.

8.10 Route 116

Ballinteer · Dundrum · Stillorgan · Booterstown · Donnybrook

Operator: Dublin Bus · 6 responses · all secondary mentions

Six respondents raised the 116, and all six made effectively the same point that the route goes somewhere useful that nothing else goes, and it runs approximately once in each direction per day.

What respondents reported

A single daily journey on a link with no alternative

"The only bus which connects directly D16 to Donnybrook is the 116. It's a shame that this bus runs once in the morning and a second time in the afternoon. It should be more frequent, facilitating the commuters to the Donnybrook area."

— Sandyford resident

School access to Booterstown

The clearest illustration of the cost concerns school journeys. A Ballinteer respondent describes the 116 as the only direct service to Coláiste Eoin in Booterstown, running once a day and timed too late to arrive for the start of the school day, so that a journey of twelve minutes by bicycle takes over an hour by bus.

"There is no good service from Ballinteer to Coláiste Eoin in Booterstown. There is a single 116 bus per day and it's often too late to arrive on time. Other connections are possible but take a long time."

— Ballinteer resident

The same respondent notes that hundreds of pupils have made this journey daily for decades and that the service available to them is worse now than it was.

What is asked for

The requests are modest and specific: an earlier morning departure, and return journeys spread across the evening peak rather than a single afternoon service.

"The 116 needs to be earlier in the morning."

— Ballinteer resident

"More frequency of the 116 required, especially after work hours — 5, 5:30, 6:00, 6:30 pm."

— Sandyford resident

Actions: A40 and A10.

8.11 Route 118

Kilternan · Enniskerry Road · Sandyford · City Centre

Operator: Dublin Bus · 6 responses · all secondary mentions

The 118 was raised by six Kilternan and Belarmine respondents, always alongside the 44 and the L26, and always in the same terms: a service that exists on paper, runs once a day, and cannot be relied on to do even that.

What respondents reported

Once a day, and not always then

"118: only comes once a day and sometimes does not arrive. Should be more frequent as it allows connection from Kilternan to Sandyford Business District."

— Kilternan resident

"I take the 44, 118, and at times the L26. Punctuality is really poor, especially for the 44. And of course frequency is poor for both the 44 and 118, which is only once a day."

— Kilternan resident

Oversubscribed, and out of reach

Two structural problems compound the frequency. The first is capacity, respondents describe the single daily journey as oversubscribed. The second is access, one respondent reports the nearest 118 stop being some three kilometres from the Kilternan road, which for a once-daily service means that missing it requires a chain of other buses.

"Having multiple trips of the 118 would help children and people to go to school or the office. The 118 bus stop is 3 km from the Kilternan road. If this gets missed, commuters need to take multiple busses."

— Kilternan resident

"From Kilternan there is no direct bus to the local health centre in Ballyogan, to hospitals, St Vincent's or St Michael's. No direct bus to local schools in Stillorgan. The 118 bus is once a day and oversubscribed."

— Glenamuck Manor, Carrickmines resident

This route illustrates a point made throughout Part One. A service of one journey a day is not a low-frequency service; for most purposes it is not a service at all, and it should not be counted as provision when the adequacy of Kilternan's bus network is assessed.

Actions: A41 and network-wide A6, A7, A9.

8.12 Route S2

Sean Moore Road · Ballsbridge · Ranelagh · Rathmines · Terenure · Greenhills

Operator: Dublin Bus · **2 responses** · **both secondary mentions**

Only two respondents raised the S2, and neither criticised the route itself. It is included here for completeness, and because what those two respondents said is a small illustration of a network-wide problem.

What respondents reported

The S2 was raised as a connection that cannot be made. A Goatstown respondent reports that the first 11 from the end of Willowfield Avenue does not depart until 06:45, which means the connection to both the S2 and the S4 is missed every morning, and arrival into the city is not until around 07:15 to 07:20 which is too late for a 07:30 start.

“Number 11 doesn’t start till 6.45 from the end of Willowfield Avenue, misses connection to the S2 and S4 each morning, not arriving into town till 7.15–7.20. Too late for a 7.30 start.”

— Goatstown resident

The second respondent raised it only in passing, alongside comments on the 11 and the S4.

The overall point here is where the network relies on interchange, a single early departure that is set fifteen minutes too late does not degrade one journey, it removes an entire travel option for everyone making that connection.

Actions: A55, A28, A4.

9. Go-Ahead Ireland — overview

Go-Ahead Ireland operates routes 114, 161, S4, S6, S8, L26 and L27 in this constituency, 293 respondents raised at least one of them, and 155 respondents raised routes operated by both companies, a reminder that most passengers here use the network rather than a company.

Route	Responses	Primary	Avg satisfaction	Principal areas
S6	94	35	2.1	Ballinteer, Churchtown, Goatstown
L26	85	36	1.8	Kilternan, Carrickmines, Glenamuck
114	58	36	1.6	Ticknock, Simonsridge, Sandyford
S8	42	8	2.1	Ballinteer, Sandyford, Leopardstown
S4	31	2	—	Clonskeagh, Windy Arbour
L27	24	0	—	Kilternan, Carrickmines
161	10	4	—	Ballinteer, Rathfarnham

Two observations apply across these routes.

First, cancellation is reported more frequently, and more specifically, than on the Dublin Bus routes. Where Dublin Bus respondents overwhelmingly describe buses vanishing from the app, Go-Ahead respondents frequently describe named services being cancelled repeatedly, a particular morning departure, a particular evening return. Several respondents attributed this to the absence of relief drivers, and one route's respondents reported vehicles displaying recruitment messaging. Whatever the cause, the pattern is specific enough to be checked and rectified.

Second, the two lowest-satisfaction routes in the entire survey, the 114 at 1.6 and the L26 at 1.8, are both Go-Ahead routes serving the constituency's upland fringe. Both are effectively sole services for the communities they carry, and both are hourly or close to it. As Part One sets out, that combination is the most damaging in the network, and responsibility for it is shared with the NTA that specifies the frequency.

It should also be recorded that the S4 draws consistent praise for frequency from Clonskeagh respondents, and that several respondents took care to direct criticism at the service commissioned rather than at drivers.

9.1 Route 114

Blackrock Station · Stillorgan · Sandyford · Lamb's Cross · Blackglen Road · Ticknock

Operator: Go-Ahead Ireland · 58 responses · 36 primary · average satisfaction 1.6

Route 114 recorded the lowest satisfaction score of any route in this survey. Against a survey-wide average of 2.3, it averaged 1.6, with 23 of its 36 primary respondents giving the lowest score available and a single respondent rating it above 3. For residents of Ticknock, Simonsridge, Rockview, Sandyford View and the Blackglen Road it is the only bus, and its purpose for most of them is to reach the Luas at Sandyford.

Measure	Result
Rated satisfaction 1 out of 5	23 of 36 (64%)
Rated satisfaction 4 or 5	1 of 36 (3%)
Now using a car or taxi	21 of 36 (58%)
Now walking, in several cases 25–45 minutes	11 of 36 (31%)

What respondents reported

An hourly service that cannot be relied on

43 of 58 raised frequency and 31 raised non-arrival. These are not separate complaints: on an hourly route a single missed departure is a two-hour gap.

“The 114 has two problems. It’s hourly and we can’t rely on it. Sometimes it just doesn’t show up and in the end, the frequency ends being 2 hours. That’s crazy.”

— Sandyford resident

“Reliability is awful... The area I live in only has one bus so we rely heavily on it to turn up and to be on time.”

— Simonsridge/Ticknock resident

The morning peak and school journeys

“The 7.40 am bus doesn’t show up most of the days especially when it’s raining... There are lots of people waiting for this bus every morning and I see their frustration every time it doesn’t show up.”

— Sandyford View/Rockview resident, who travels with a 7-year-old

“Children late to school multiple times and having to walk from Lambs Cross to Glencairn, to get the Luas to Sandyford and then S8.”

— Stepside resident

Buses passing waiting passengers

Two respondents, writing separately, described a 114 leaving the terminus and passing waiting passengers at Sandyford View without stopping, displaying a staff recruitment message. This is precise, was reported twice without collusion, and should be checkable against company records.

“The bus was due. I checked that the bus was at the terminus. It then went by our stop leaving us all there with the message on the front that they were recruiting staff on it.”

— Ticknock resident, who holds a free travel pass but now runs a car

Real-time information, safety and hours

Respondents report no real-time displays at all in the Sandyford area, leaving them dependent on an app they describe as unreliable. On the return leg, the wait for the feeder bus in Sandyford Industrial Estate

was described as unsafe after dark in winter. The last inbound departure is reported at around 20:30, and earlier on Sundays.

“There are no real time displays around Sandyford so without an app it is impossible to know if the bus has gone early, is due or is late.”

— Simonsridge resident

Route alignment and growth

Respondents are positive about where the route goes and critical of what it does not connect to, the daily demand lies west and north, towards Dundrum, Ballinteer and Nutgrove. Several connected the service level to continuing construction on the Blackglen Road, noting the road has been widened without any increase in service.

“The existing 114 bus service should be extended to Marlay Park, ideally to allow connections to the bus spine buses at Ballinteer.”

— Simonsridge/Ticknock resident

Views on the operator

Recorded here to genuinely reflect the views of constituents, a number of respondents attributed the route’s reliability to the operator specifically and asked that it be transferred back to Dublin Bus. Others were more measured, raising driver cover, driver pay and retention.

“It’s unreliable and should not have been given to an operator who cannot supply back-up drivers if the regular one is not available.”

— Rockview resident

Actions: A42, A43, A44, A45, A46 — and network-wide A1 to A8.

9.2 Route L26

Kilternan Village · Glenamuck Road · Carrickmines · Blackrock Station

Operator: Go-Ahead Ireland · 85 responses · 36 primary · average satisfaction 1.8

The L26 records the second-lowest satisfaction in the survey and produced the highest concentration of cancellation reports of any route. It serves Kilternan, the Glenamuck Road, Carrickmines and Stepside — an area of intensive ongoing housing development — and it replaced the 63.

What respondents reported

Cancellation as the defining problem

Where other routes report vanishing buses, L26 respondents report cancellation, repeatedly and by name. Several identified particular services that are cancelled habitually.

“Bus cancelling all the time. I am bringing my kid to school in Kilternan. The bus which should start at 9:15am from the first stop is cancelling most of the time.”

— Carrickmines resident

“The 5:12 pm bus gets cancelled very often and if not cancelled it is usually late.”

— Honeypark resident

“Never comes on time. Always getting cancelled. The other day the morning 7.45am service got cancelled, which is quite crazy because myself and a lot of people rely on that time to get to college and work.”

— Kilternan resident

“Constant issues with cancellations and no shows. A lot of problems are due to issues with the reliability of some vehicles and staffing.”

— Kilternan resident

The loss of the Dún Laoghaire link

The most consistent structural complaint is that the L26 does not do what the 63 did. Kilternan and Glenamuck respondents report that they have no direct access to Dún Laoghaire, to Cabinteely, or to their nearest supermarket, and that reaching the DART now requires an interchange that frequently fails.

“The L26 replaced the 63 and does not allow access from Kilternan to Dún Laoghaire which the 63 did.”

— Kilternan resident

“The L26 should service Cabinteely as the old 63 route did.”

— Kilternan resident

Journey time to the Luas, and where the route starts

Respondents using the L26 as a Luas feeder to Carrickmines describe the journey as slow and roundabout for a short distance. A number proposed, independently, that both the L26 and the L27 should originate in Kilternan at a 15-minute frequency.

“I would recommend starting the L26 and L27 from Kilternan with a frequency of 15 minutes.”

— Glenamuck Road resident

Development without infrastructure

“Stop the excessive building in this area and not putting in the necessary infrastructure. The building in the Kilternan and Stepside area has been extensive.”

— Stepside resident

Actions: A47, A48, A49 — and network-wide A1 to A8.

9.3 Route S6

Tallaght · Rathfarnham · Nutgrove · Dundrum · Goatstown · UCD · Blackrock

Operator: Go-Ahead Ireland · 94 responses · 35 primary · average satisfaction 2.1

The S6 is one of the busiest orbital services in the constituency and the one on which the gap between design and delivery is most visible. Respondents describe the route itself as valuable and necessary, it is the principal link to UCD, to the schools at Stillorgan and to Tallaght Hospital, and its execution as unreliable at precisely the times it is most needed.

What respondents reported

Peak overcrowding and buses full before Taney Road

"It often doesn't show up and it is often full before it gets to Taney Road due to UCD students going to the Luas. It needs to be more frequent as well. There is often 30 to 40 people on both sides of the road."

— Goatstown resident

"Unable to get on during rush hour in the morning and there being a thirty to forty minute gap between two buses while other times having buses with ten minute gaps."

— Churchtown resident

Bunching, and buses arriving early

A distinctive complaint on the S6 is buses arriving before their scheduled time, which respondents find harder to manage than lateness because it means the bus is missed entirely.

"They are frequently very late, sometimes they come in pairs because they have caught up with each other during the day."

— Ballinteer resident

"The bus arrives either too early resulting in me missing the bus, or too late meaning I have to wait at the stop for ages."

— Goatstown resident

School journeys — Coláiste Eoin and Coláiste Íosagáin

This is the most specific cluster on the route. Ballinteer families report that the S6 is now the only public transport option to these schools following the loss of direct services, that the morning timing does not permit a reliable arrival, and that the afternoon departure coincides with the end of the school day so that pupils miss it. One respondent estimates around 120 pupils travel from Ballinteer.

"It's timetabled to come at 7.25 to 7.30am but often two come together at 7.10 or 7.15 and the next one at 7.45 is too late to get to Coláiste Íosagáin on time for classes."

— Dundrum resident

"My kids go to Coláiste Eoin and Íosagáin and the timing of the bus in the afternoon means they finish at 3:30 and the bus comes around then so they miss it."

— Barton Road East resident

"We lost faith a while ago as it was so bad, so now, as he was late for school, we couldn't depend on it, which means my husband now drives him every morning."

— Grange Road, Rathfarnham resident

Hospital access, and what works

The S6 is the connection to Tallaght Hospital for part of the constituency, and one respondent described cancellations of the 17:00 and 17:15 return services leaving an hour's wait. It should also be recorded that several respondents describe the S6 as a good service undermined by reliability rather than as a bad route, and that one rated it 5 out of 5.

“The S6 would be an amazing service if the buses that are scheduled arrived.”

— Churchtown resident

Actions: A50, A51 — and network-wide A1 to A8.

9.4 Route S8

Kingswood · Tallaght · Ballinteer · Sandyford · Leopardstown · Dún Laoghaire

Operator: Go-Ahead Ireland · 42 responses · 8 primary · average satisfaction 2.1

Most S8 material came from respondents whose main service is another route, which makes the consistency of it notable. Four distinct issues emerge.

Cancellation and vehicle reallocation

The most specific allegation on this route, made by a respondent who appears to understand the operation, is that S8 vehicles are drawn off to cover other services.

“The S8 needs to stop being used as a pool that other services can pull buses from, as it ends up being severely delayed.”

— Leopardstown resident

“Endless ghost buses. Have had to get numerous taxis to get to college at great cost because the bus is constantly cancelled.”

— Ballinteer resident

Driver changeover at The Square

Several respondents described extended waits at The Square for a driver change, and in some cases being asked to leave the bus and board a following service.

Personal safety

The S8 attracted the most serious safety comments in the survey, including reports of witnessed assaults and of smoking on board. Respondents were clear that they do not regard this as something a driver should be expected to manage alone.

“I’ve witnessed all kinds of antisocial behavior over the past two years and I don’t expect the driver to handle this alone, so there absolutely must be security guards available.”

— Ballinteer resident

A five-kilometre gap without a stop

“There is no bus stop for almost five kilometres between the Beacon Hospital and Kingston, near Marlay Park, as it travels on an M50 side road rather than servicing the intervening local areas.”

— Simonsridge/Ticknock resident

Actions: A52, A53 — and network-wide A1 to A5, A11.

9.5 Route S4

Monkstown · Blackrock · UCD · Clonskeagh · Milltown · Rathmines · Terenure · Tallaght

Operator: Go-Ahead Ireland · 31 responses · 2 primary · 29 secondary mentions

The S4 occupies an unusual position in this survey. Almost nobody named it as their main service, yet it was raised by 31 respondents, overwhelmingly by Clonskeagh and Goatstown residents introducing it as a favourable comparison against their own route. It is, on this evidence, the most admired Go-Ahead service in the constituency, and the criticisms of it are correspondingly narrow.

What respondents reported

Frequency that works

Respondents describe the S4 as the service that demonstrates what an adequate frequency feels like, and several used it explicitly to argue for improvements elsewhere.

"In fairness the S4 is a cracker, but it doesn't go to the areas I most frequent."

— Clonskeagh resident

"The frequency of the S4 is good, but it can be unreliable and sometimes never arrives."

— Clonskeagh resident

"The S4 is so much more frequent it pushes the times for the 11 off when the next one is coming."

— Clonskeagh resident

Ghost buses, including late at night

The principal criticism is the same network-wide failure documented in Section 5.1, and one respondent set out a consequence of it that deserves particular attention: leaving the Luas early on the strength of an S4 shown as approaching, only for it to disappear, leaving them waiting alone at night.

"I get off the Luas further away from my house as I see an S4 bus coming in Milltown and then it disappears. I've done this late at night too and it's dangerous for me waiting for buses that never come."

— Clonskeagh resident

"Buses disappearing or not coming for time slots. Notably the 11 and S4."

— Clonskeagh resident

"Also take the S4 — real-time info bears little relation to reality."

— Clonskeagh resident

Bunching from the Terenure direction

A specific and repeatable operational point is that respondents report that the S4 runs well from the Clonskeagh direction but bunches badly from the Terenure direction, with two or three arriving together followed by a long gap. On a route otherwise praised for frequency, this one aspect would be worth addressing.

"I also use the S4. While it is usually good going from the Clonskeagh direction, coming from the Terenure direction they often get bunched, so you get 2 or even three coming together with a very long wait."

— Clonskeagh resident

Capacity, stop spacing and a crossing at Milltown

Respondents report the S4 arriving full at the Luas, and several raised stop spacing on the Clonskeagh section as a cause of slow running. One respondent made a small, concrete infrastructure request that is entirely within the local authority's remit that is a pedestrian crossing near the westbound S4 stop at Milltown Luas, close to Richmond Avenue South, which would make the bus-to-tram interchange usable.

"The S4 is a good service but the Luas is always packed."

— Clonskeagh resident

“Stops are located too near to each other for bus S4. Adjust frequency of bus stops, make them every 500 to 800 metres — this will have a knock-on effect on bus speed.”

— Goatstown resident

Actions: A56, A57 and network-wide A1 to A5.

9.6 Route L27

Leopardstown Valley · Carrickmines · Cabinteely · Cornelscourt · Dún Laoghaire

Operator: Go-Ahead Ireland · 24 responses · 0 primary · 24 secondary mentions

No respondent named the L27 as their main service, but 24 raised it, from two distinct communities with two distinct concerns. Cabinteely, Cornelscourt and Ballyogan respondents discuss it as a service they use and largely value. Kilternan respondents discuss it as a service they cannot use and want extended to them.

What respondents reported

The L26 and L27 arriving together

This is the clearest and most specific finding on the route, raised independently by several Cabinteely respondents. The two local routes are timetabled so that they arrive within minutes of one another and are then followed by a half-hour gap. Between them the two services could deliver a usable combined frequency; as scheduled, they deliver one bus and a long wait.

“The L26 and L27 come within minutes of each other and then there’s a half hour gap. Please give better timetabling. Look at bus timetables relative to each other, space them out properly.”

— Cabinteely resident

“Frequency, reliability, timing, and both the L26 and L27 coming at the same time and big gaps until the next bus arrives.”

— Cabinteely resident

Correcting this requires only that the two timetables be set against each other rather than separately, and it would materially improve the effective service for Cabinteely and Cornelscourt without a single additional vehicle.

Reliability, and the evening return

“The buses, the L26 and L27 in particular, rarely show up on time. Sometimes they have gone by early but usually they will show up 10 minutes late. Frequently these buses will be cancelled altogether.”

— Cabinteely resident

“I use the E1, E2, L26 and L27 several times a week. For the E1 and E2, service is good, but more frequency would be good. For the L26 and L27, reliability and punctuality are dreadful, with many ghost buses. In addition, these are the only links to Blackrock and Dún Laoghaire.”

— Cornelscourt resident

“The biggest issue is the amount of ghost buses. They are on the schedule and then just don’t turn up. The apps should be able to notify us in advance if a bus is not going to arrive.”

— Ballyogan resident

The case for originating the L27 in Kilternan

Kilternan respondents made a structural argument for the route. The L27 currently begins at Leopardstown Shopping Centre, immediately beside the Luas. Respondents argue that passengers there already have the tram to Carrickmines, and that the same vehicles originating in Kilternan, which has no such alternative, would give the area a combined L26 and L27 frequency of roughly fifteen minutes and a second option when the L26 fails.

“If the L26 and L27 both start from Kilternan with a combined 15-minute frequency, it could be a more efficient solution. Currently the L27 starts from Leopardstown Shopping Centre, which is adjacent to the Luas.”

— Kilternan resident

“We used to have the 63, replaced with the L26, so a different route. It would help so many people of the area if the L27 could start up here as well, so that way at least if the L26 does not show, the L27 could be a few minutes behind.”

— Kiltarnan resident

Several Kiltarnan respondents also cited the County Council’s own Local Area Plan as providing for a fifteen-minute L26.

What is working

It should be recorded that the L27 drew the most unreservedly positive response of any Go-Ahead route in the survey, from a Ballyogan resident who rated it 5 out of 5. The only change asked for was that the weekend departure times from Leopardstown match the weekday ones.

“The new L27 Leopardstown to Dún Laoghaire is a great service. Much more reliable than the 63 and the drivers are so friendly and helpful. I have no issues with it, it’s a great service.”

— Ballyogan resident

Actions: A49, A58 and network-wide A1 to A5.

9.7 Route 161

Rockbrook · Ballinteer · Dundrum Luas

Operator: Go-Ahead Ireland · 10 responses · 4 primary

The 161 is a short local feeder to the Luas at Dundrum, and the responses about it are unusually coherent for a route of its size. In general respondents like it and their complaint is not about how it runs but about when it does not run at all.

What respondents reported

Punctual, and too limited to use

The constraint respondents describe is the limited running of the service as it is weekdays only, no weekend operation, and no evening return from Dundrum Luas, which means it cannot cover a normal working day.

"It's very punctual but could do with being more frequent as it limits when I can commute to work via the Luas."

— Ballinteer resident

"161 service totally inadequate as weekdays only and not a reliable service. A weekend limited service would help, and a weekday evening service from Dundrum Luas should also be provided."

— Ballinteer resident

"More 161 buses and a weekend service."

— Rathfarnham resident

Overcrowding at peak

On so small a route, capacity is a real constraint, and respondents report being unable to board at peak times.

"161 not frequent enough and often overcrowded, no room to even get on. More buses at its peak time."

— Ballinteer resident

Cancellations without notice

Where the 161 does fail, respondents describe the same information failure documented across the network: the bus is shown, does not arrive, and nothing on the app records that it was cancelled.

"Bus on the app, not turning up and nothing on the app to say the bus is cancelled. Put on the app if the bus is cancelled."

— Rathfarnham resident

Vehicle size, and the future of the route

Two constructive suggestions were made. The first was that the 161 might be operated with a smaller vehicle, which respondents saw as a way of justifying a more frequent service on a short local link. The second was a caution: one respondent asked that if the route were ever removed, a replacement be put in place first, since it is the only bus serving part of its catchment.

"Could the 161 be a smaller bus."

— Dundrum resident

"If the 161 is removed, a replacement route would need to be provided."

— Ballinteer resident

Actions: A54 and network-wide A4, A5, A11.

Appendix A: Survey Questions

Respondents were asked the following. All questions other than the satisfaction scale invited free text.

- What bus do you take?
- In relation to the bus service, which of these issues affects you the most? (Reliability and punctuality / Frequency and timetabling / Accessibility and connections / Overcrowding during rush hours)
- What issues are you experiencing with the current bus service?
- If you have thoughts or recommendations you would like to share regarding these issues?
- How satisfied are you with your current bus service? (1 to 5)
- How many days per week do you use the bus service?
- Are you using an alternative (car/bike/escooter etc. instead of the bus) due to issues with the bus service?
- What destinations that are not serviced by the bus service in your area do you feel should be included?
- What area do you live in?

Appendix B: Actions by Recipient

The 58 actions of the register, restated in full for each body they are addressed to

The consolidated actions register in Section 3 of the main report is organised by route, because that is how passengers experience the network. This appendix presents the same 58 actions the other way round, organised by the body being asked to act, and then by route within that.

Every action carries the same reference number it has in the register, and no action has been reworded, added or dropped. The purpose is practical, so that each section that follows is complete in itself and can be extracted and sent to a single recipient, used as the agenda for a meeting with them, or worked through line by line in correspondence, without requiring them to read the whole report again to find what is being asked of them.

Because many actions require two bodies to act together, the same reference number appears in more than one section. The “Working with” column in each table names the other parties to that action, so that no item can be left to somebody else by default. The full distribution is as follows:

Recipient	Actions	Sole lead	Shared
National Transport Authority	39	20	19
Dublin Bus	24	14	10
Go-Ahead Ireland	15	8	7
Dún Laoghaire-Rathdown County Council	4	1	3
Department of Transport	Oversight	—	—

The totals exceed 58 because shared actions are counted once for each body named. Every action from A1 to A58 appears at least once in the sections that follow.

The Department of Transport is not the lead on any individual action. A short closing section sets out the findings in this survey that bear on national transport policy rather than on the operation of any particular route.

Appendix B1: ACTIONS SOUGHT FROM

The National Transport Authority

Dublin Rathdown Bus Survey 2026 · 39 of 58 actions

Measure	Detail
Total actions addressed to you	39 of 58
Of which you are sole lead	21
Of which shared	18
Grouped under	20 headings

This section extracts every action addressed to the NTA, whether as sole lead or jointly with an operator or the local authority.

The Authority is the lead on more actions than any other recipient, and that reflects what the survey found rather than any editorial choice. The two problems raised most often 1) that services do not run, and 2) that there are too few of them, meet in the Authority's remit. Frequency, route alignment, network design and the specification against which operators are contracted are all matters the Authority determines.

Three items in particular are key requirement. A1 and A2 are the foundation, without published performance data broken down by time of day, nothing else in this report can be verified or tracked. A6 addresses the single most consistent request in the survey, on the four routes where an hourly frequency and an unreliable service combine to end journeys altogether. A9 concerns access to St Vincent's Hospital, which was the most frequently named unreachable destination in the entire survey.

Network-wide

Ref	Action required	Basis in the survey	Working with
A1	Publish monthly operated-versus-scheduled performance data for every route serving Dublin Rathdown, broken down by time of day and day of week	Reliability was the single most-named issue, chosen by 393 respondents (47%). Nothing else in the report can be verified or tracked without this data.	—
A2	Publish the reasons for non-operation — driver availability, vehicle availability, traffic, other — in the same dataset	Respondents report being given the same explanations for years without evidence.	Dublin Bus, Go-Ahead
A3	Set out what contractual consequences apply to persistent non-operation, and whether they have been applied	Respondents in several areas independently asked for published figures with consequences attached.	—
A4	Remove cancelled services from the TFI Live app and from stop displays promptly, and show a reason	180 respondents criticised real-time information. The objection is being given information they act on that proves untrue.	Dublin Bus, Go-Ahead

Ref	Action required	Basis in the survey	Working with
A5	Stop displaying services as “scheduled” where no vehicle is assigned	Respondents across every route report having learned that “scheduled” means no bus exists.	Dublin Bus, Go-Ahead
A6	Move all remaining hourly routes in the constituency to a minimum 30-minute frequency	418 respondents raised frequency. On hourly routes a single failure creates a two-hour gap, which respondents describe as ending the journey.	—
A7	Rebase service levels on completed and permitted housing rather than historic demand, and publish the assessment	The lowest-satisfaction areas are those with the heaviest recent housing construction. Respondents state provision has not changed in twenty years.	DLR
A9	Commission a review of orbital and hospital access across Dublin Rathdown, prioritising St Vincent’s University Hospital	69% named a destination they cannot reach. St Vincent’s was the most-named single destination in the survey, cited by 51 respondents.	—
A10	Review school-journey provision following the withdrawal of direct services, in consultation with the schools concerned	145 respondents described an effect on a child’s journey to school or college.	—
A11	Audit bus stop infrastructure across the constituency and programme shelters, seating and real-time displays where absent	Respondents report stops with no shelter, no seating and no display, and walks of 15 to 30 minutes to reach a stop.	DLR
A12	Review bus priority and signal sequencing at the junctions identified in this report	Respondents named the Dundrum one-way system, the Wesley College roundabout and the approach to the M50 as causes of delay, several noting this is a roads issue rather than an operator failing.	DLR
A13	Publish a clear statement of what is planned for each constituency route under the remaining phases of the network redesign	Respondents on several routes asked to be told what is planned, including on routes they depend on entirely.	—
A14	Establish a standing engagement mechanism with public representatives and residents’ groups in the constituency	Respondents report raising issues repeatedly without response.	Dublin Bus, Go-Ahead

Route 14

Ref	Action required	Basis in the survey	Working with
A17	Examine the reported absence of a departure from Ballinteer Avenue towards Dundrum between roughly 06:35 and 07:25	Raised independently and in near-identical terms by several Ballinteer respondents. Checkable directly against the timetable.	Dublin Bus

Routes 14 and 16

Ref	Action required	Basis in the survey	Working with
A20	Assess the case for a 24-hour or late-night service serving Ballinteer and Churchtown	14 respondents requested it. The nearest night services are a 30-minute walk from much of the area.	—

Route 44

Ref	Action required	Basis in the survey	Working with
A21	Convert the route to a high-frequency Dundrum–Enniskerry shuttle, or otherwise deliver a 15–20 minute service on the Kilternan–Sandyford–Dundrum section	Proposed independently by multiple respondents. 46 of 73 named frequency as their main issue.	—
A22	Address buses reaching capacity at Sandyford and passing waiting passengers in Stepside and Kilternan	Reported repeatedly by Kilternan and Stepside respondents.	Dublin Bus
A23	Provide an earlier first departure from Sandyford Village and Stepside, before 07:00	Earliest reported departures are 07:00, then 07:45.	Dublin Bus

Route 44 corridor

Ref	Action required	Basis in the survey	Working with
A24	Restore a service to Nutgrove and Blackrock from the Dundrum Road following the withdrawal of the 17	43 respondents referred to the loss of the 17, which served Nutgrove, Blackrock DART, Crumlin, St James's and St Vincent's.	—

Route 47

Ref	Action required	Basis in the survey	Working with
A25	Explain the reduction in scheduled frequency and set out a timetable for restoring and increasing it	Raised independently by several respondents, who state frequency was reduced in response to reliability problems rather than demand.	Dublin Bus
A27	Confirm the future of the route under the network redesign, given its role as the only direct link from Stepside and Belarmine to UCD	Several respondents understand the route to be scheduled for withdrawal and asked for clarity.	—

Route 11

Ref	Action required	Basis in the survey	Working with
A28	Increase peak frequency on the Sandyford–Goatstown–Clonskeagh–Ranelagh corridor	Respondents describe a 20 to 30 minute frequency as inadequate for a main radial artery.	Dublin Bus
A30	Review the removal of stops on Roebuck Road and the walking distances this created	Raised by respondents including on behalf of a nursing home in the area.	—

Routes E1 and E2

Ref	Action required	Basis in the survey	Working with
A33	Review journey times and stop spacing on the E spine following the removal of the 46A, 145 and 155	Respondents report journeys from Stillorgan into the city now taking over an hour, and the loss of the direct Heuston link.	—

Route L25

Ref	Action required	Basis in the survey	Working with
A35	Examine extending the route to Blackrock DART station and westward towards Ballinteer	Requested by respondents who also note it does not serve St Vincent's Hospital.	—

Route 16 corridor

Ref	Action required	Basis in the survey	Working with
A37	Provide a service or stop serving Harold's Grange Road and Grange Hill	Respondents describe walks of 15 to 30 minutes on a narrow road without continuous footpath, with the result that all school journeys are driven.	—

Route 44B

Ref	Action required	Basis in the survey	Working with
A38	Examine extending or diverting the route to serve Simonsridge and Ticknock, which it already passes close to	Raised by Simonsridge and Ticknock respondents as a second option towards Dundrum when the 114 fails.	—

Route 74

Ref	Action required	Basis in the survey	Working with
A39	Examine the reported absence of a service from Kingston and Grange Hall towards Dundrum between roughly 06:45 and 07:45	Raised alongside the equivalent finding on Route 14. Checkable directly against the timetable.	Dublin Bus

Route 116

Ref	Action required	Basis in the survey	Working with
A40	Provide an earlier first morning departure, and return journeys across the evening peak	The route runs approximately once each way per day and is the only direct D16 to Donnybrook link. The single daily service arrives too late for the start of the school day at Coláiste Eoin.	Dublin Bus

Route 114

Ref	Action required	Basis in the survey	Working with
A44	Extend the last inbound departure from Ticknock beyond 20:30 and review the Sunday span	Respondents report being unable to make return journeys in the evening.	Go-Ahead

Ref	Action required	Basis in the survey	Working with
A45	Examine a westward extension or complementary local service linking Ticknock and Simonsridge to Ballinteer, Marlay Park, Nutgrove and Dundrum	Daily demand lies west and north; local journeys of four kilometres currently require two buses.	—
A46	Install real-time displays on the corridor, beginning at Rockview and Sandyford View	Respondents report no real-time displays at all in the Sandyford area, leaving them dependent on an app they describe as unreliable.	—

Route L26

Ref	Action required	Basis in the survey	Working with
A48	Restore a direct link from Kilternan and the Glenamuck Road to Dún Laoghaire, lost with the withdrawal of the 63	Raised repeatedly. Respondents report no direct access to Dún Laoghaire, Cabinteely or their nearest supermarket.	—

Routes L26 and L27

Ref	Action required	Basis in the survey	Working with
A49	Examine originating the L26 and L27 in Kilternan, and a 15-minute frequency at peak	Proposed independently by several respondents, who note the L27 currently begins beside the Luas at Leopardstown. Respondents also cite the County Council's Local Area Plan as providing for a 15-minute L26.	—
A58	Set the L26 and L27 timetables against each other so that the two services are spaced rather than arriving within minutes and leaving a half-hour gap	Raised independently by several Cabinteely respondents. Deliverable without additional vehicles.	Go-Ahead

Route S6

Ref	Action required	Basis in the survey	Working with
A51	Review the school-time timetable in consultation with Coláiste Eoin and Coláiste Íosagáin	Around 120 pupils travel from Ballinteer. Morning timing does not permit reliable arrival and the afternoon departure coincides with the end of the school day.	Go-Ahead

Route S8

Ref	Action required	Basis in the survey	Working with
A53	Provide a stop between the Beacon Hospital and Kingston, a gap of approximately five kilometres	The route runs on an M50 side road rather than serving the intervening local areas.	—

Route 161

Ref	Action required	Basis in the survey	Working with
A54	Restore a weekend service and provide a weekday evening service from Dundrum Luas	Respondents describe the route as punctual but weekday-daytime only, which limits its usefulness as a Luas feeder.	—

Routes S2 and 11

Ref	Action required	Basis in the survey	Working with
A55	Provide an early-morning departure timed to connect with the first inbound 11 from Goatstown, or bring the first 11 forward so the connection can be made	The first 11 from Willowfield Avenue departs at 06:45, missing the connection to both the S2 and S4 every morning.	Dublin Bus

In summary

The survey found average satisfaction of 2.3 out of 5 across the constituency, 57% of respondents rating their service in the lowest two bands, and 54% now using a car, taxi or lift because of the bus service. It also found that dissatisfaction tracks housing growth almost exactly i.e. the areas with the heaviest recent residential construction record the lowest satisfaction and the highest rate of abandonment of public transport.

A written response to each numbered action is requested. Responses will be published in full.

References in the form A1 to A58 correspond to the consolidated actions register in Section 3 of the main report. Quoting the reference number in any reply will allow the response to be tracked directly against the request.

Appendix B2: ACTIONS SOUGHT FROM

Dublin Bus

Dublin Rathdown Bus Survey 2026 · 24 of 58 actions

Measure	Detail
Total actions addressed to you	24 of 58
Of which you are sole lead	10
Of which shared	14
Grouped under	13 headings

This section extracts every action addressed to Dublin Bus, whether as sole lead or jointly with the National Transport Authority.

597 respondents, 70% of everyone who replied, raised at least one Dublin Bus route. The picture is not uniform and should not be answered as one. The L25 records the highest satisfaction of any route in the survey at 3.5 out of 5 and draws unprompted praise, the 44 and 47 record 1.9. Where frequency is the problem, the solution lies largely with the NTA and the action is marked accordingly. Where the timetabled service simply does not operate, the solution lies with Dublin Bus.

Several actions in this section are stated precisely enough to be confirmed or refuted from records already held, whether a departure exists at a given time, whether a particular run was operated, whether a bus passed a stop displaying an out-of-service message. A17, A26, A36 and A39 are of that kind, and a direct answer to them would be more useful than a general one.

Network-wide

Ref	Action required	Basis in the survey	Working with
A2	Publish the reasons for non-operation - driver availability, vehicle availability, traffic, other - in the same dataset	Respondents report being given the same explanations for years without evidence.	NTA, Go-Ahead
A4	Remove cancelled services from the TFI Live app and from stop displays promptly, and show a reason	180 respondents criticised real-time information. The objection is being given information they act on that proves untrue.	NTA, Go-Ahead
A5	Stop displaying services as “scheduled” where no vehicle is assigned	Respondents across every route report having learned that “scheduled” means no bus exists.	NTA, Go-Ahead
A8	Set out driver establishment, current vacancies and relief cover arrangements for constituency routes	Respondents attribute repeated non-operation to the absence of relief drivers, and raised driver pay and retention.	Go-Ahead
A14	Establish a standing engagement mechanism with public representatives and residents’ groups in the constituency	Respondents report raising issues repeatedly without response.	NTA, Go-Ahead

Ref	Action required	Basis in the survey	Working with
A15	Report on the accessibility issues raised: kerbside stopping practice, wheelchair space, and stops that cannot be reached on foot	41 respondents raised accessibility or mobility, including a wheelchair user unable to use the designated space and buses stopping away from the kerb.	Go-Ahead

Route 14

Ref	Action required	Basis in the survey	Working with
A16	Report on cancellation and non-arrival rates by time of day, and on the causes	73 of 153 Route 14 respondents raised non-arriving buses as their principal complaint.	—
A17	Examine the reported absence of a departure from Ballinteer Avenue towards Dundrum between roughly 06:35 and 07:25	Raised independently and in near-identical terms by several Ballinteer respondents. Checkable directly against the timetable.	NTA
A18	Address bunching and headway regulation, particularly in the evening peak	Long gaps followed by two or three arrivals reported across all areas served.	—
A19	Consider mid-route peak departures to relieve loading before Churchtown	Buses reported arriving full before Churchtown, with a wheelchair user unable to board.	—

Route 44

Ref	Action required	Basis in the survey	Working with
A22	Address buses reaching capacity at Sandyford and passing waiting passengers in Stepside and Kilternan	Reported repeatedly by Kilternan and Stepside respondents.	NTA
A23	Provide an earlier first departure from Sandyford Village and Stepside, before 07:00	Earliest reported departures are 07:00, then 07:45.	NTA

Route 47

Ref	Action required	Basis in the survey	Working with
A25	Explain the reduction in scheduled frequency and set out a timetable for restoring and increasing it	Raised independently by several respondents, who state frequency was reduced in response to	NTA

Ref	Action required	Basis in the survey	Working with
		reliability problems rather than demand.	
A26	Investigate reports of buses passing stops displaying “Out of Service” while running late	Reported repeatedly by Stepside and Belarmine respondents.	—

Route 11

Ref	Action required	Basis in the survey	Working with
A28	Increase peak frequency on the Sandyford–Goatstown–Clonskeagh–Ranelagh corridor	Respondents describe a 20 to 30 minute frequency as inadequate for a main radial artery.	NTA
A29	Address overcrowding and buses passing full at Goatstown and Clonskeagh, particularly during Luas disruption	Respondents report being unable to board, with new schools and apartment development cited as the cause.	—

Routes E1 and E2

Ref	Action required	Basis in the survey	Working with
A31	Address overcrowding at the UCD and Stillorgan stops where full buses pass waiting passengers	Reported by Cabinteely, Stillorgan and Dún Laoghaire respondents, including groups of schoolchildren repeatedly unable to board.	—

Route E2

Ref	Action required	Basis in the survey	Working with
A32	Address buses running “Not in Service” past stops between Donnybrook and Dún Laoghaire	Reported as a frequent occurrence.	—

Route L25

Ref	Action required	Basis in the survey	Working with
A34	Address the pattern of cancellations on late-afternoon Dundrum departures	Reported as occurring two to three times a month around 17:00, on the highest-rated route in the survey.	—

Route 16

Ref	Action required	Basis in the survey	Working with
A36	Address early-morning non-arrival on departures between 06:00 and 06:45	Reported by a respondent who has already raised it with TFI and Dublin Bus, including buses opening doors at the terminus and departing.	—

Route 74

Ref	Action required	Basis in the survey	Working with
A39	Examine the reported absence of a service from Kingston and Grange Hall towards Dundrum between roughly 06:45 and 07:45	Raised alongside the equivalent finding on Route 14. Checkable directly against the timetable.	NTA

Route 116

Ref	Action required	Basis in the survey	Working with
A40	Provide an earlier first morning departure, and return journeys across the evening peak	The route runs approximately once each way per day and is the only direct D16 to Donnybrook link. The single daily service arrives too late for the start of the school day at Coláiste Eoin.	NTA

Route 118

Ref	Action required	Basis in the survey	Working with
A41	Confirm the scheduled frequency, and address reports of non-operation on a service running approximately once a day	Kiltarnan and Carrickmines respondents report a single daily journey, oversubscribed, that does not always operate.	—

Routes S2 and 11

Ref	Action required	Basis in the survey	Working with
A55	Provide an early-morning departure timed to connect with the first inbound 11 from Goatstown, or bring the first 11 forward so the connection can be made	The first 11 from Willowfield Avenue departs at 06:45, missing the connection to both the S2 and S4 every morning.	NTA

In summary

It should be recorded that comment on drivers in this survey was more often warm than critical, and that a number of respondents were careful to direct their criticism at the level of service commissioned rather than at the people operating it. The reliability actions in this section are put on that basis.

A written response to each numbered action is requested. Responses will be published in full.

References in the form A1 to A58 correspond to the consolidated actions register in Section 3 of the main report. Quoting the reference number in any reply will allow the response to be tracked directly against the request.

Appendix B3: ACTIONS SOUGHT FROM

Go-Ahead Ireland

Dublin Rathdown Bus Survey 2026 · 15 of 58 actions

Measure	Detail
Total actions addressed to you	15 of 58
Of which you are sole lead	6
Of which shared	9
Grouped under	7 headings

This section extracts every action addressed to Go-Ahead Ireland, whether as sole lead or jointly with the National Transport Authority.

293 respondents raised at least one Go-Ahead route, and 155 respondents raised routes operated by both companies, a reminder that passengers here use the network rather than a company. Two observations from the survey bear directly on this section. First, cancellation is reported more frequently and more specifically on these routes than on the Dublin Bus routes: respondents name particular services cancelled habitually, which makes several of these actions straightforward to check. Second, the two lowest-satisfaction routes in the entire survey, the 114 at 1.6 and the L26 at 1.8, are both Go-Ahead routes serving communities for which they are effectively the only service. Both are hourly or close to it, and responsibility for that frequency lies with the NTA.

It should also be recorded that the S4 draws consistent and unprompted praise from Clonskeagh respondents, and that the L27 produced the single most positive response about any route in the survey.

Network-wide

Ref	Action required	Basis in the survey	Working with
A2	Publish the reasons for non-operation - driver availability, vehicle availability, traffic, other - in the same dataset	Respondents report being given the same explanations for years without evidence.	NTA, Dublin Bus
A4	Remove cancelled services from the TFI Live app and from stop displays promptly, and show a reason	180 respondents criticised real-time information. The objection is being given information they act on that proves untrue.	NTA, Dublin Bus
A5	Stop displaying services as “scheduled” where no vehicle is assigned	Respondents across every route report having learned that “scheduled” means no bus exists.	NTA, Dublin Bus
A8	Set out driver establishment, current vacancies and relief cover arrangements for constituency routes	Respondents attribute repeated non-operation to the absence of relief drivers, and raised driver pay and retention.	Dublin Bus

Ref	Action required	Basis in the survey	Working with
A14	Establish a standing engagement mechanism with public representatives and residents' groups in the constituency	Respondents report raising issues repeatedly without response.	NTA, Dublin Bus
A15	Report on the accessibility issues raised: kerbside stopping practice, wheelchair space, and stops that cannot be reached on foot	41 respondents raised accessibility or mobility, including a wheelchair user unable to use the designated space and buses stopping away from the kerb.	Dublin Bus

Route 114

Ref	Action required	Basis in the survey	Working with
A42	Provide operated-versus-scheduled figures for the past six months, by time of day and day of week	Route 114 recorded the lowest satisfaction of any route in the survey at 1.6 out of 5. 31 of 58 respondents raised non-arrival.	—
A43	Investigate reports of buses departing the terminus and passing waiting passengers while displaying a recruitment message	Reported separately by two respondents at Sandyford View. Checkable against company records.	—
A44	Extend the last inbound departure from Ticknock beyond 20:30 and review the Sunday span	Respondents report being unable to make return journeys in the evening.	NTA

Route L26

Ref	Action required	Basis in the survey	Working with
A47	Address the cancellation rate on peak and school-time departures, including the reported 09:15 first departure and the 17:12 return	L26 produced the highest concentration of cancellation reports of any route, with respondents naming particular services cancelled habitually.	—

Route S6

Ref	Action required	Basis in the survey	Working with
A50	Address bunching, and buses reaching capacity before Taney Road during UCD term	Respondents report 30 to 40 people waiting on both sides of the road and being unable to board.	—

Ref	Action required	Basis in the survey	Working with
A51	Review the school-time timetable in consultation with Coláiste Eoin and Coláiste Íosagáin	Around 120 pupils travel from Ballinteer. Morning timing does not permit reliable arrival and the afternoon departure coincides with the end of the school day.	NTA

Route S8

Ref	Action required	Basis in the survey	Working with
A52	Confirm whether S8 vehicles are being reallocated to other routes, and stop the practice if so	Raised specifically by a Leopardstown respondent, alongside reports of extended driver changeover waits at The Square.	—

Route S4

Ref	Action required	Basis in the survey	Working with
A56	Address bunching on services from the Terenure direction, where two or three buses arrive together followed by a long gap	Reported on a route otherwise consistently praised for frequency.	—

Routes L26 and L27

Ref	Action required	Basis in the survey	Working with
A58	Set the L26 and L27 timetables against each other so that the two services are spaced rather than arriving within minutes and leaving a half-hour gap	Raised independently by several Cabinteely respondents. Deliverable without additional vehicles.	NTA

In summary

A number of respondents raised the operator directly, including some who asked that routes be returned to Dublin Bus, and others who attributed repeated non-operation to the absence of relief drivers. Those views are recorded in the main report as they were expressed. Action A8 is the address that question, and a substantive answer to it would do more than anything else in this section to address the perception.

A written response to each numbered action is requested. Responses will be published in full.

References in the form A1 to A58 correspond to the consolidated actions register in Section 3 of the main report. Quoting the reference number in any reply will allow the response to be tracked directly against the request.

Appendix B4: ACTIONS SOUGHT FROM

Dún Laoghaire-Rathdown County Council

Dublin Rathdown Bus Survey 2026 · 4 of 58 actions

Measure	Detail
Total actions addressed to you	4 of 58
Of which you are sole lead	1
Of which shared	3
Grouped under	2 headings

This section extracts every action in which the County Council has a role.

The Council is named on far fewer actions than the NTA or the operators, but two of them go to the heart of what the survey found. Respondents repeatedly and independently connected the quality of their bus service to the volume of housing built around them, most sharply in Kilternan, Stepside, Sandyford and Ticknock. The areas recording the lowest satisfaction in the constituency - Ticknock at 1.1, Kilternan at 1.6, Carrickmines at 1.7 and Stepside at 1.8 - are precisely those that have absorbed the largest volume of new development, and in several cases respondents state that the bus provision has not changed while thousands of homes went up around it.

Several respondents also cite the Council's own Local Area Plan as providing for a fifteen-minute service on the L26. That is referenced at A49. It is an existing commitment rather than a new request, and a clear answer either way would settle a question a number of constituents have raised.

Network-wide

Ref	Action required	Basis in the survey	Working with
A7	Rebase service levels on completed and permitted housing rather than historic demand, and publish the assessment	The lowest-satisfaction areas are those with the heaviest recent housing construction. Respondents state provision has not changed in twenty years.	NTA
A11	Audit bus stop infrastructure across the constituency and programme shelters, seating and real-time displays where absent	Respondents report stops with no shelter, no seating and no display, and walks of 15 to 30 minutes to reach a stop.	NTA
A12	Review bus priority and signal sequencing at the junctions identified in this report	Respondents named the Dundrum one-way system, the Wesley College roundabout and the approach to the M50 as causes of delay, several noting this is a roads issue rather than an operator failing.	NTA

Route S4

Ref	Action required	Basis in the survey	Working with
A57	Provide a pedestrian crossing near the westbound S4 stop at Milltown Luas, close to Richmond Avenue South, to make the bus and tram interchange usable	A specific infrastructure request from a Clonskeagh respondent.	—

In summary

Two of the actions here concern physical infrastructure rather than service levels: bus stop provision across the constituency, and a single pedestrian crossing at Milltown Luas that would make a bus and tram interchange usable. Both are within the Council's direct remit.

A written response to each numbered action is requested. Responses will be published in full.

References in the form A1 to A58 correspond to the consolidated actions register in Section 3 of the main report. Quoting the reference number in any reply will allow the response to be tracked directly against the request.

Appendix B5: FOR THE ATTENTION OF

The Department of Transport

Dublin Rathdown Bus Survey 2026 · policy-level findings

The Department is not the lead on any individual action in the register. It is included here because three findings in this survey bear on national transport policy rather than on the operation of any particular route, and because the actions that follow from them are matters of resourcing and policy direction rather than scheduling.

1. The service is producing modal shift in the wrong direction

54% of respondents (447 people) claim to have switched to a car, a taxi or a lift because of problems with the bus service. A further 23% now walk or cycle journeys they previously made by bus, and 19% use the Luas or DART instead, in several cases walking 20 to 30 minutes to reach it because that walk is more predictable than the bus.

Respondents did not describe a preference for driving. They described giving up after repeated attempts, and several described buying a car they did not want and had managed without for years. This is a constituency a Luas line and a stated policy objective of shifting journeys away from private vehicles. On this evidence the bus service is achieving the opposite, among people who wanted to use it.

Relevant actions: A1, A3, A6 — performance transparency, contractual consequence, and frequency on the routes where the failure is most acute.

2. Transport provision is not keeping pace with permitted housing

Satisfaction across the constituency varies by a factor of three and tracks housing growth almost exactly. Ticknock (1.1), Kilternan (1.6), Carrickmines (1.7), Glenamuck (1.8), Simonsridge (1.8) and Stepside (1.8) sit at the bottom; Churchtown (3.0), Stillorgan (3.0) and Kilmacud (3.2) at the top. The low-scoring areas are those that have absorbed the overwhelming majority of new housing built in this constituency over the past two decades, and in several of them respondents state that the bus provision has not changed in that period. In Ticknock and Simonsridge close to nine in ten respondents have gone back to the car; in Churchtown, just over one in three.

This is a sequencing problem rather than a local one. Development is permitted, delivered and occupied, and the transport is expected to catch up afterwards. On this evidence it does not catch up, and the residents make other arrangements in the meantime.

Relevant actions: A7 - rebasing service levels on completed and permitted housing rather than historic demand, jointly with Dún Laoghaire-Rathdown County Council.

3. Public transport access to hospitals and schools is failing for people without cars

69% of respondents named at least one destination they cannot reach by bus. St Vincent's Hospital was the most frequently named single destination in the entire survey, cited by 51 respondents, several attending regular treatment and describing journeys of three buses or a taxi they cannot readily afford. 145 respondents described an effect on a child's journey to school or college.

The people affected are those with the fewest alternatives: children travelling alone, older residents, people with mobility impairments, people who do not hold a licence, and low-income households for whom a €25 taxi is not a fallback. One respondent holding a free travel pass now runs a car because the service could not be relied on - a direct public cost arising from a service failure.

Relevant actions: A9, A10, A15 - hospital and orbital access, school journey provision, and accessibility.

In summary

The findings above are drawn from the a large body of direct passenger feedback assembled for this constituency. The survey is self-selecting and is presented as such, but respondents in different areas, using different routes operated by different companies, described the same specific problems in very similar terms, and much of the detail is precise enough to be verified from records the NTA and the operators already hold.

References in the form A1 to A58 correspond to the consolidated actions register in Section 3 of the main report.
