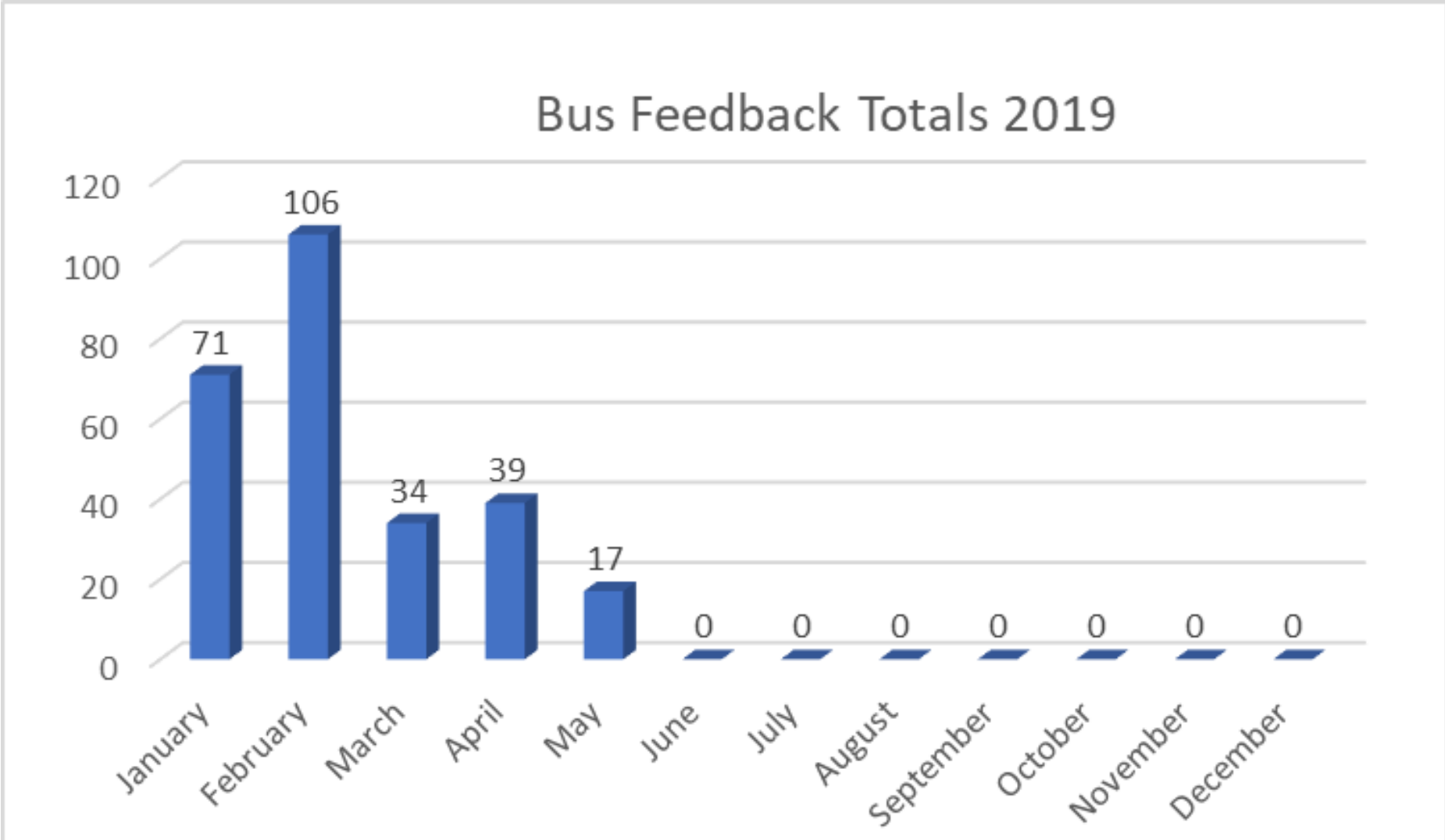


KCC Bus Feedback Portal

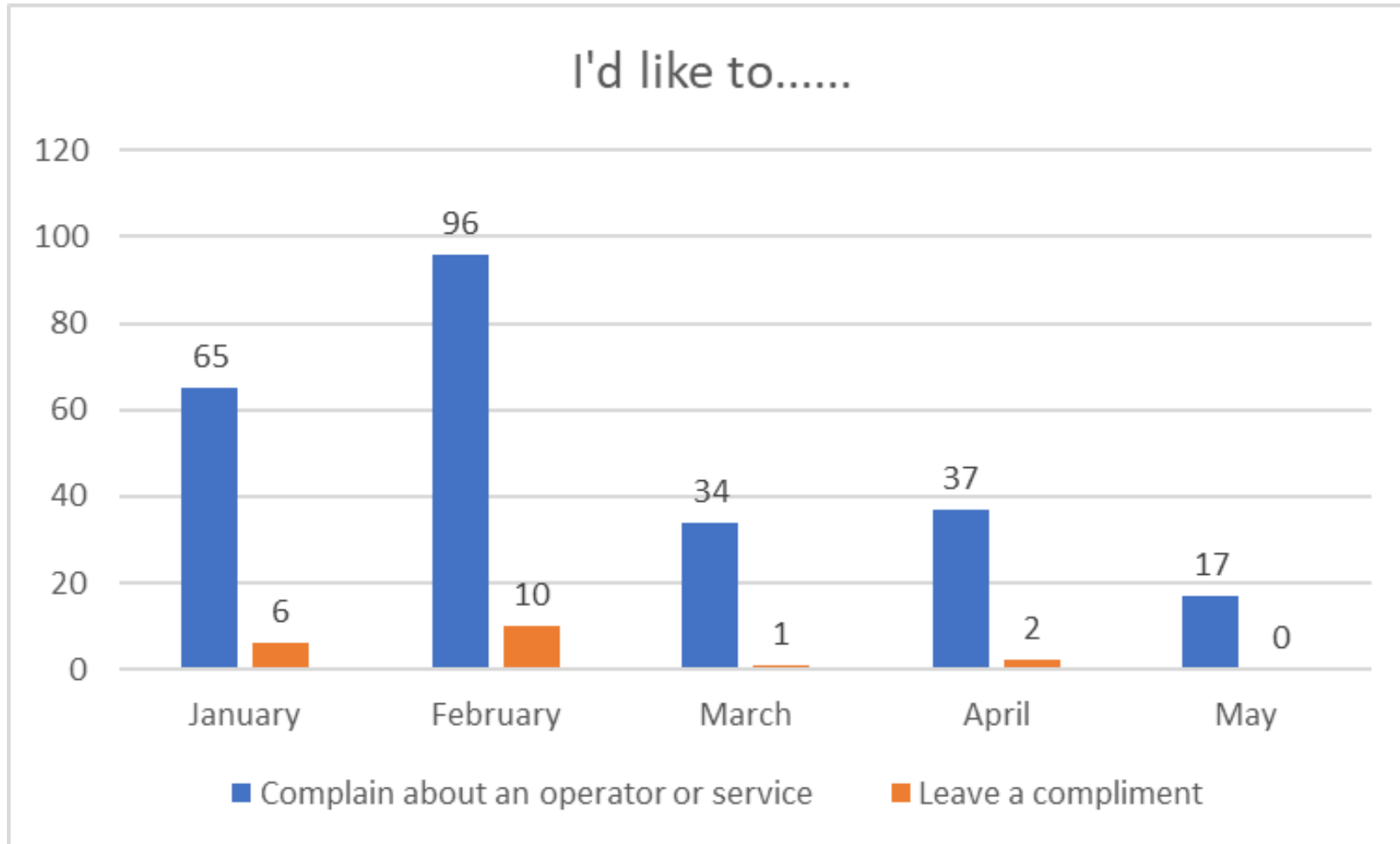
Summary of Feedback (January – May 2019)



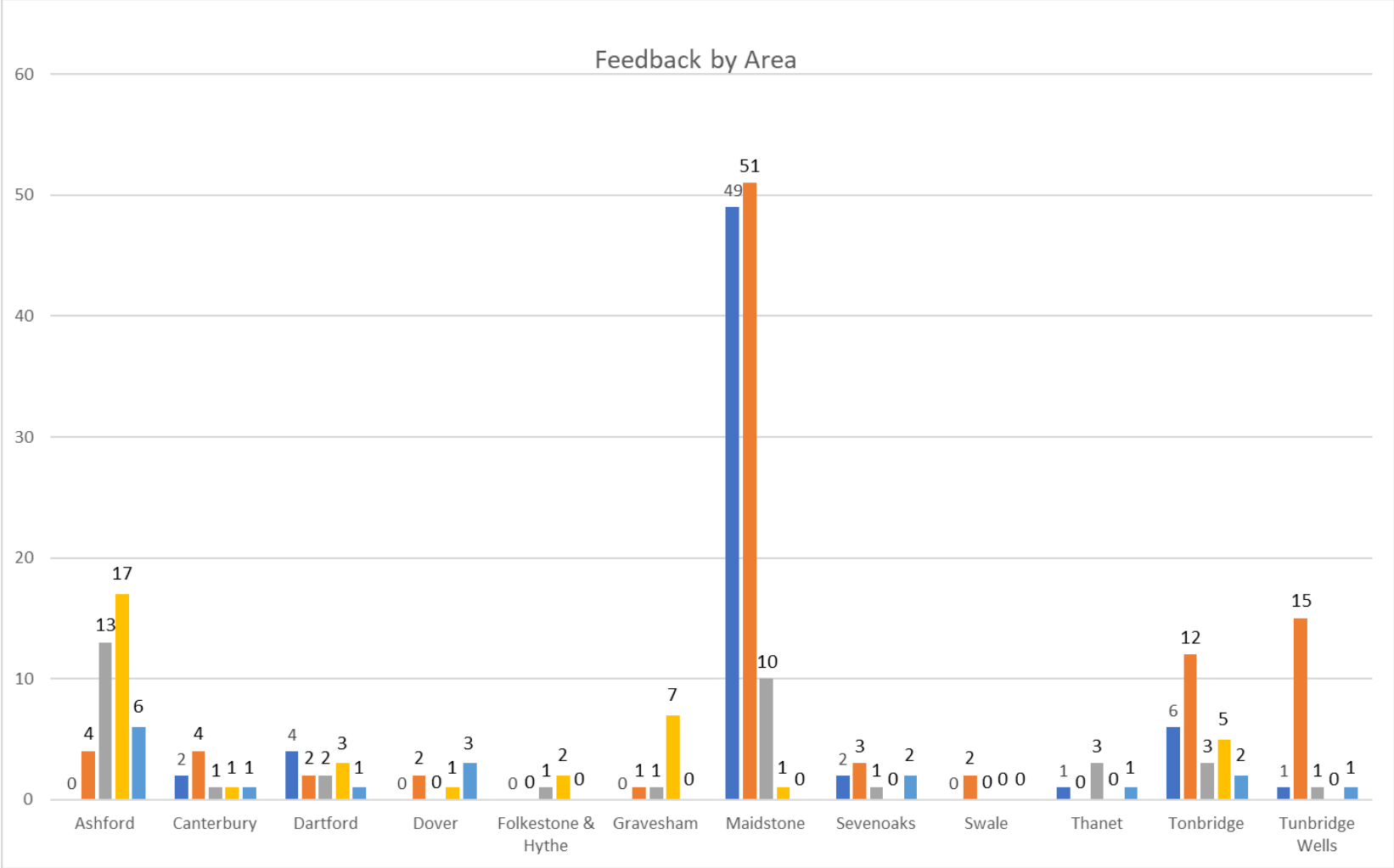
Total Feedbacks Received by Month



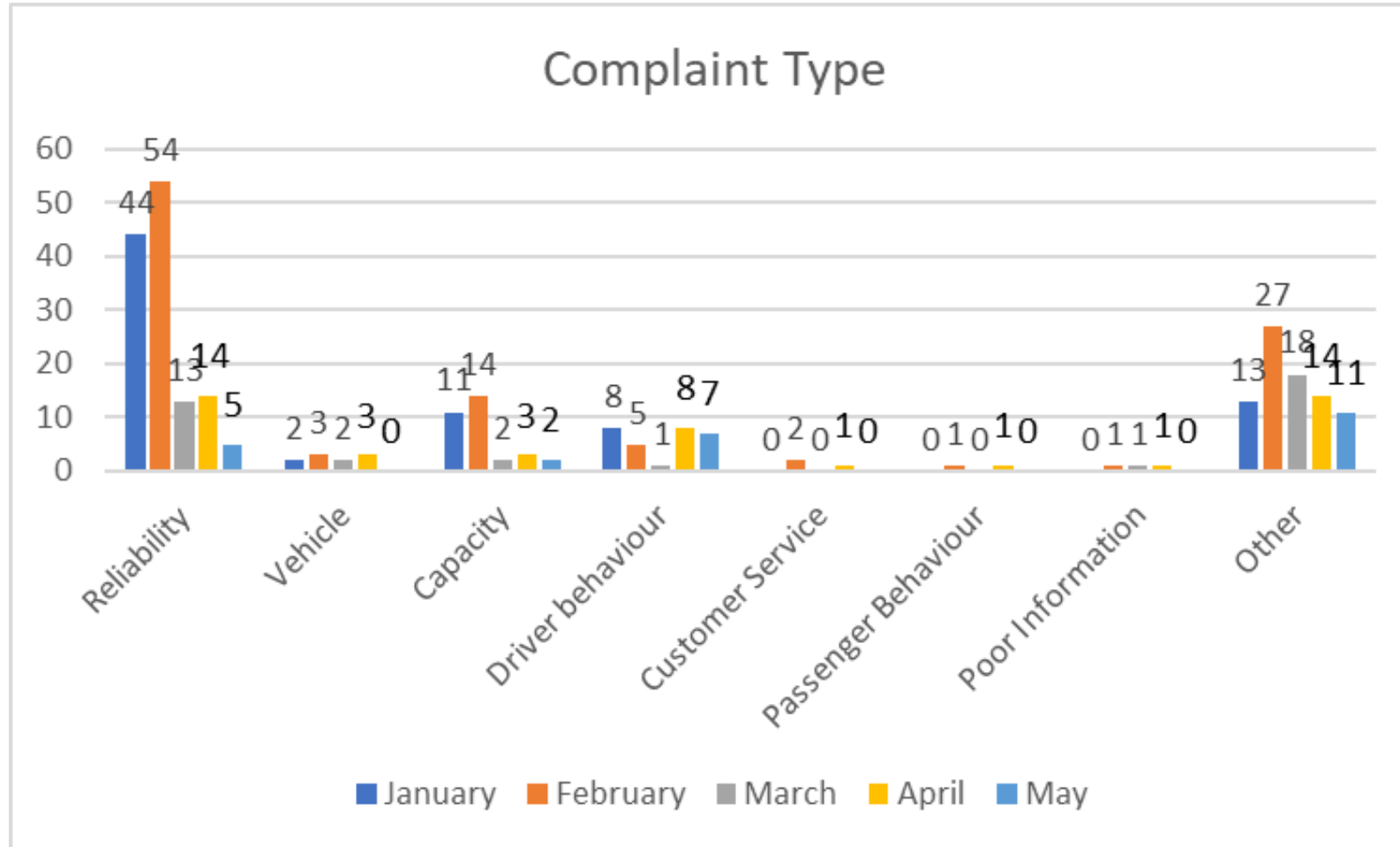
Feedbacks by Type



Feedbacks by District

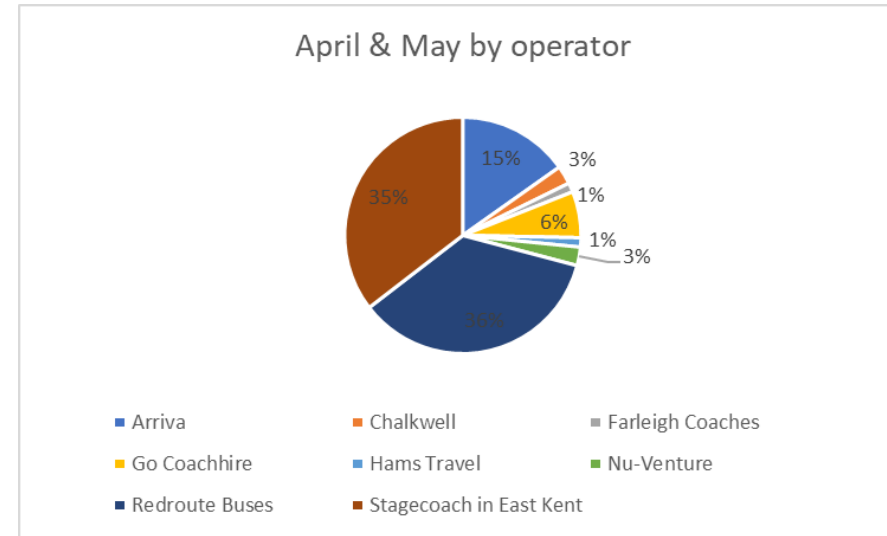
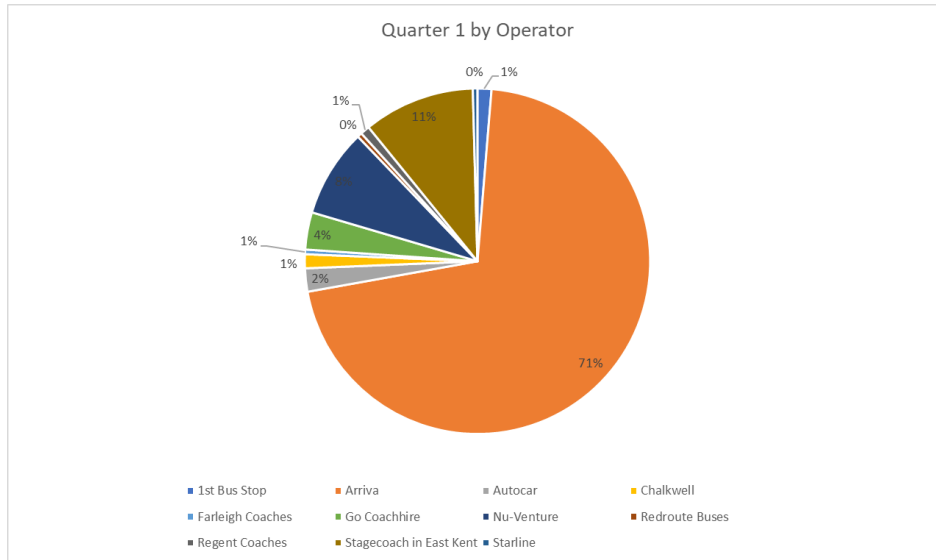


Feedbacks by Complaint Type



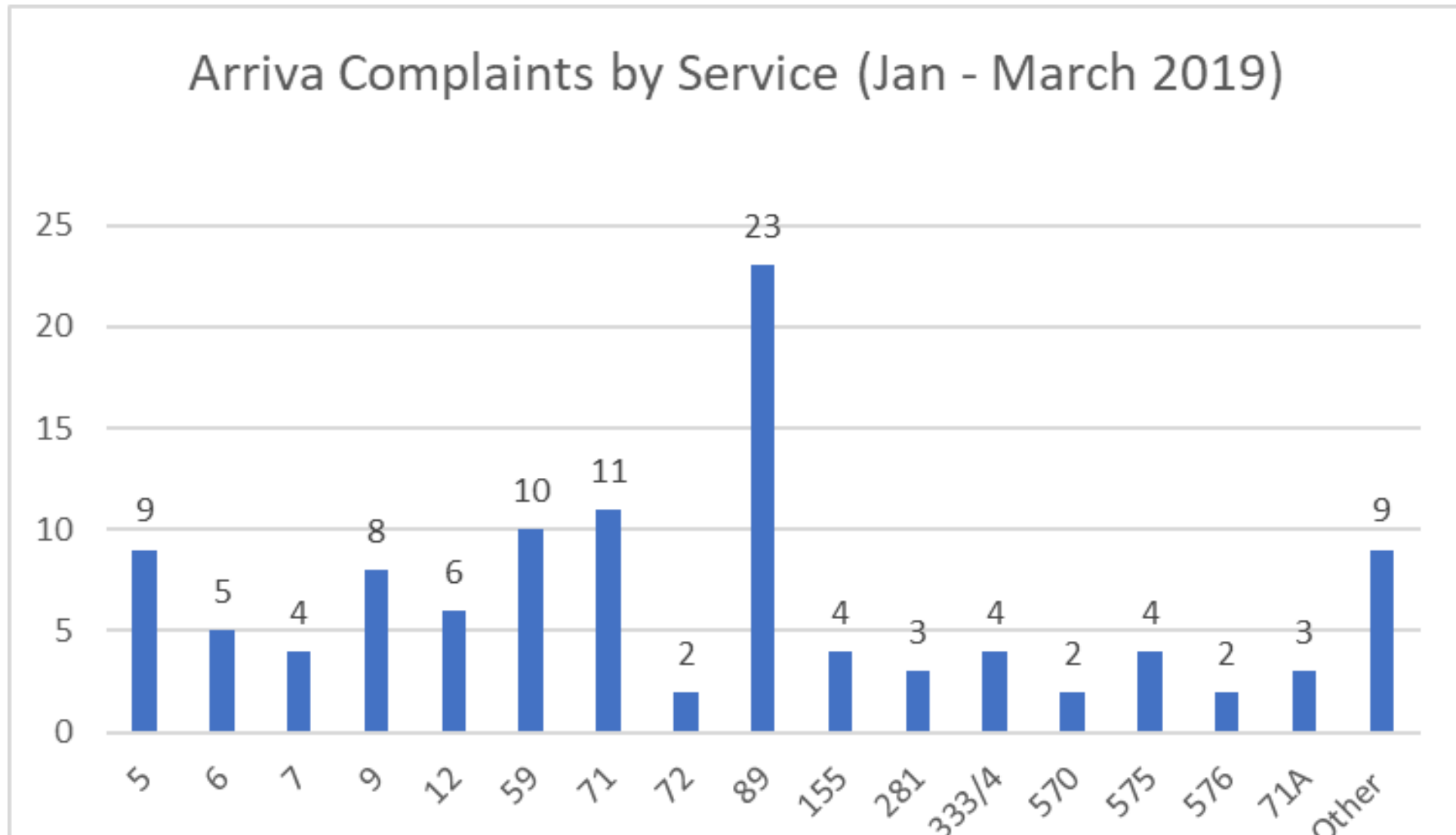
Themes with 'Other' includes; Service Levels, Cost, Fares and Speeding

Feedbacks by Operator

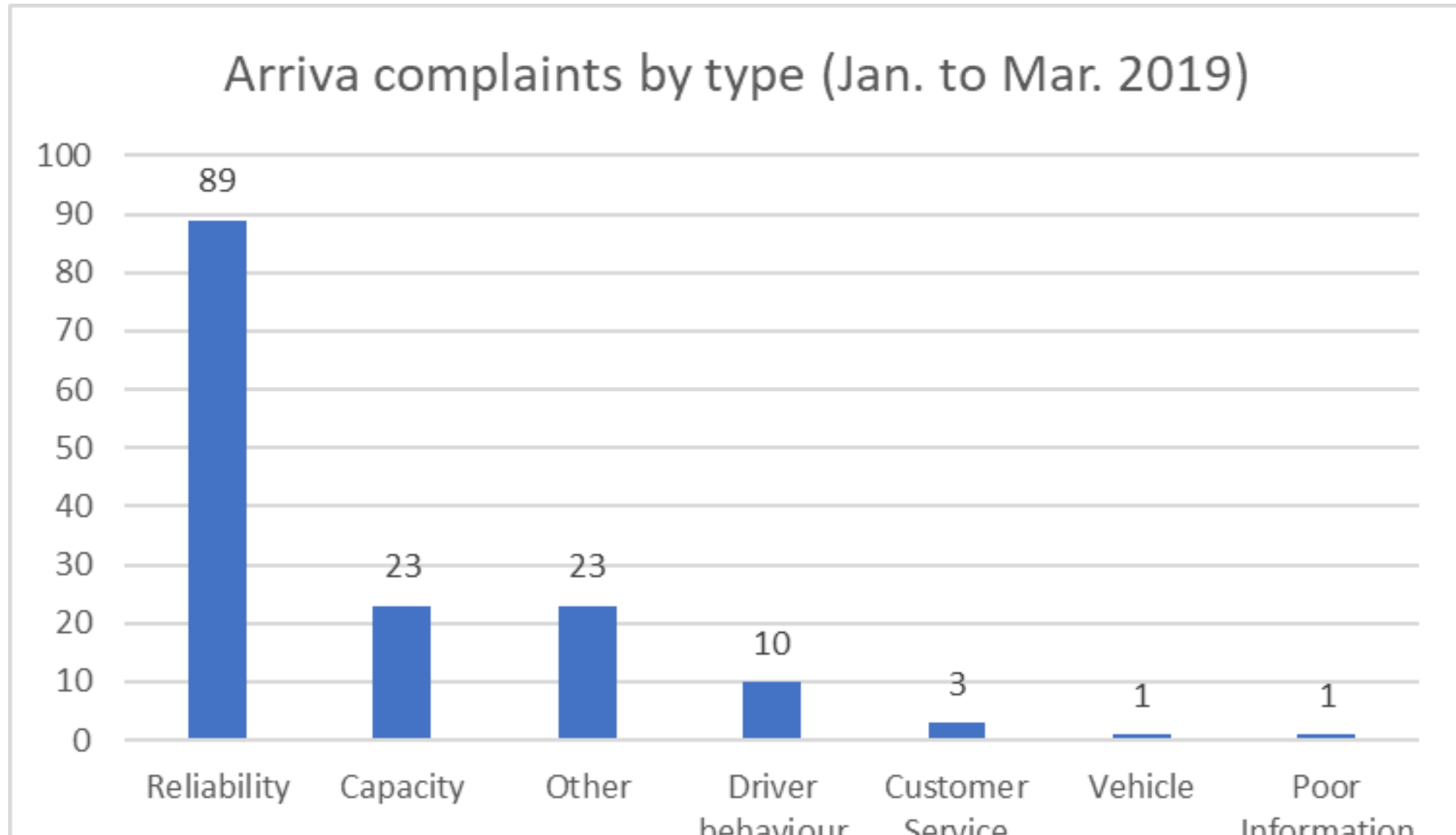


	January	February	March	April	May
1st Bus Stop	1	0	2	0	0
Arriva	48	106	9	8	4
Autocar	1	1	3	0	0
Chalkwell	0	1	2	2	0
Farleigh Coaches	1	0	0	1	0
Go Coachhire	1	6	1	3	2
Hams Travel	0	0	0	0	1
Nu-Venture	9	9	1	2	0
Redroute Buses	0	0	1	1	2
Regent Coaches	1	1	0	0	0
Stagecoach in East Kent	2	8	14	20	8
Starline	1	0	0	0	0

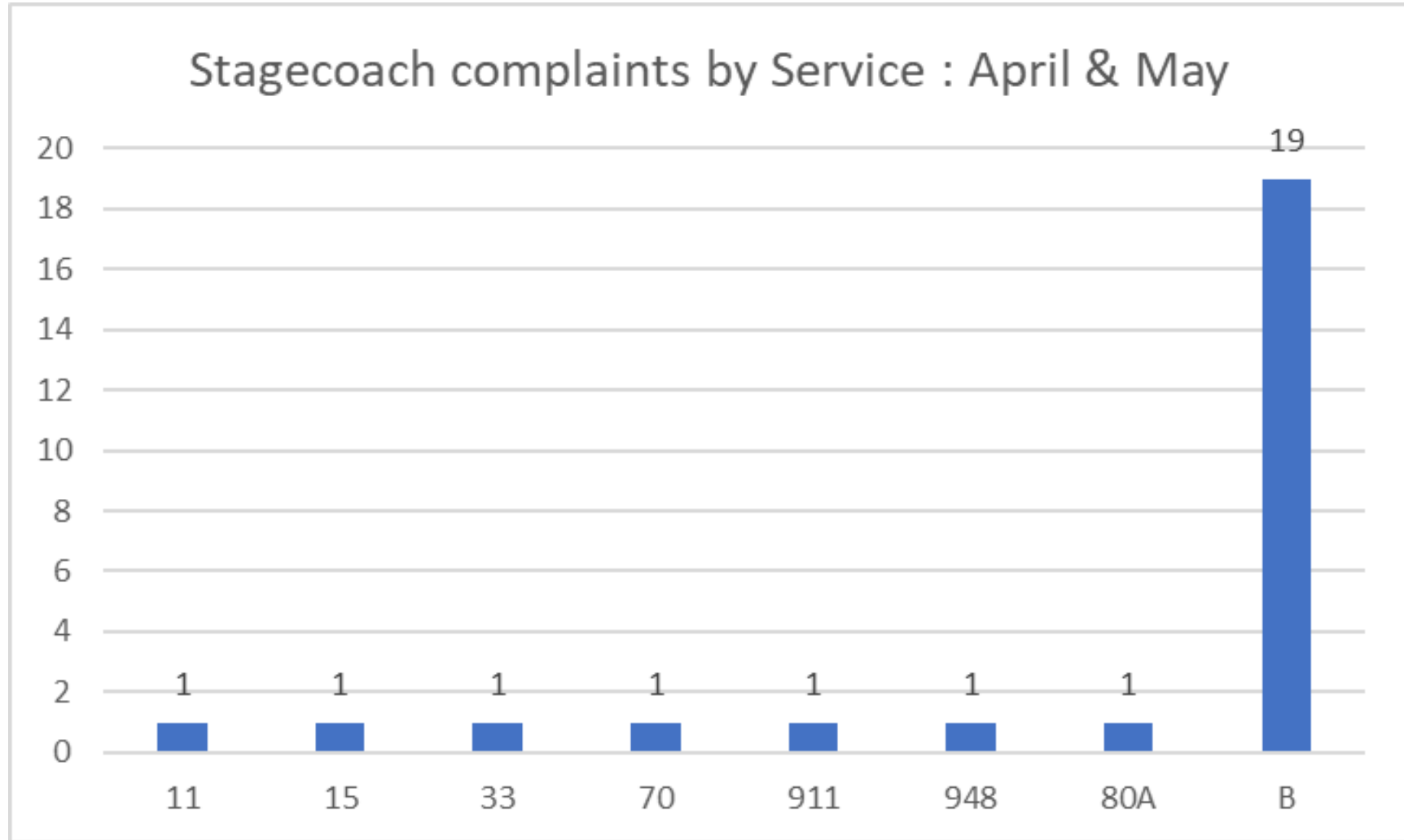
Arriva Complaints by Service



Arriva Complaints by Type



Stagecoach Complaints by Service



Stagecoach Complaints by Type

