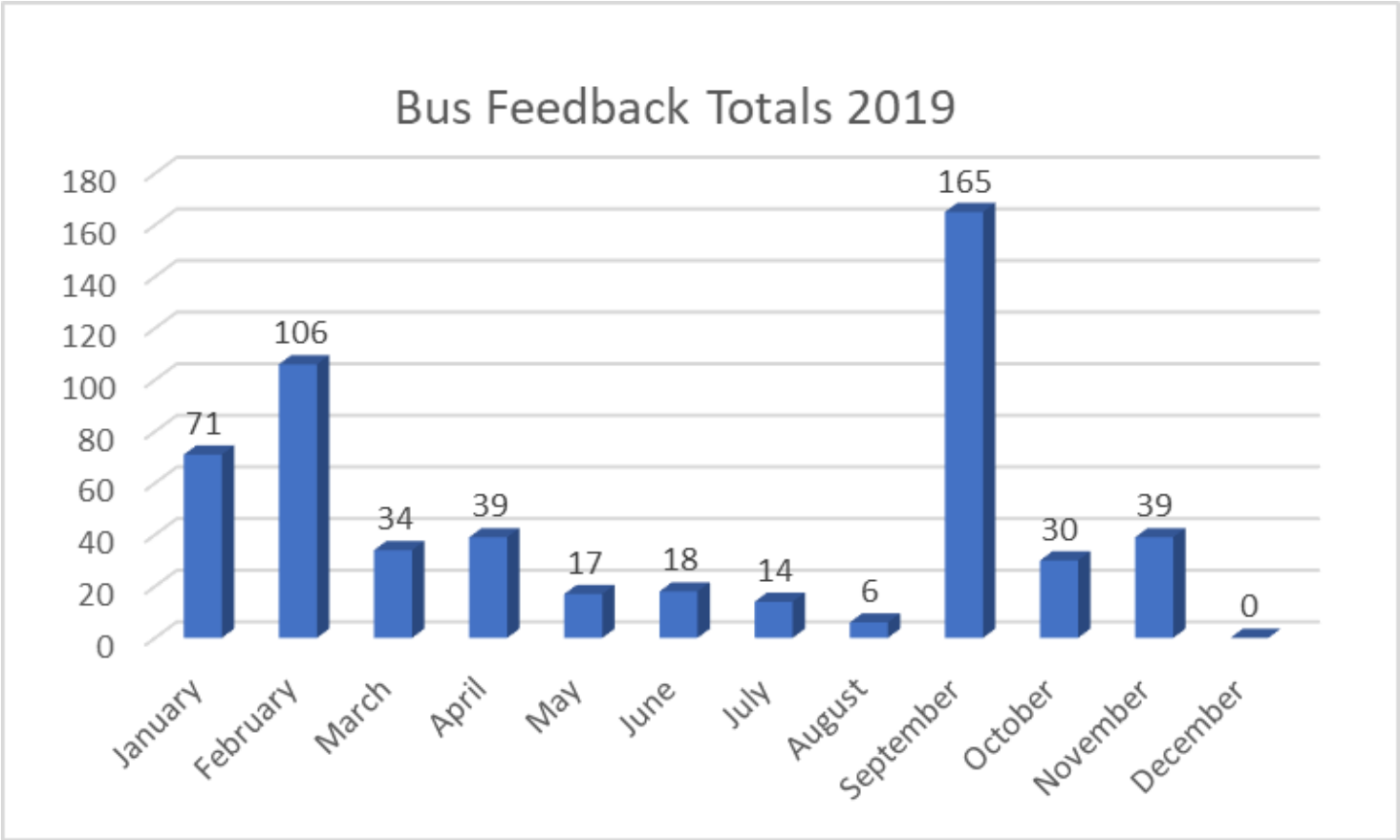


KCC Bus Feedback Portal

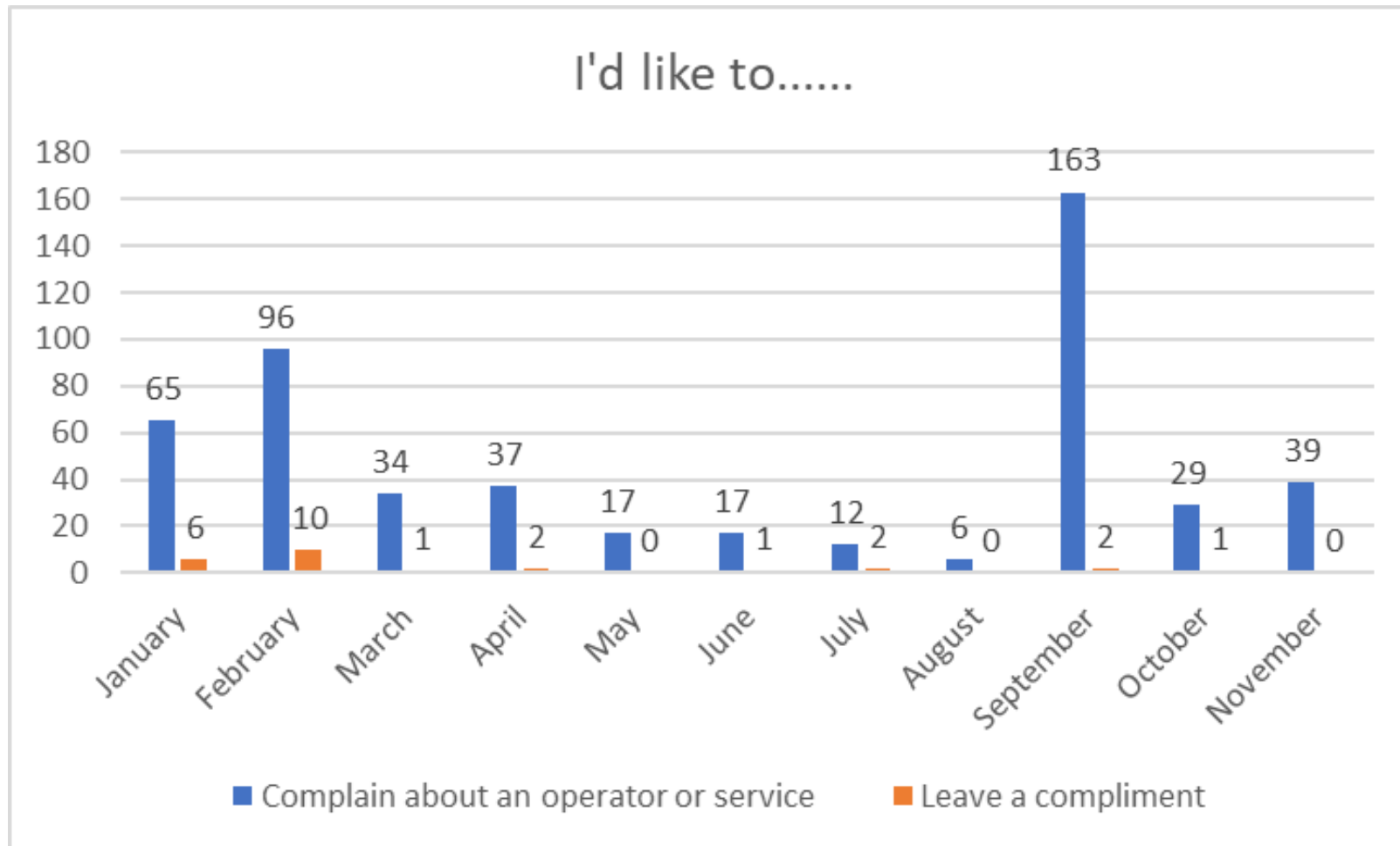
Summary of Feedback (January – November 2019)



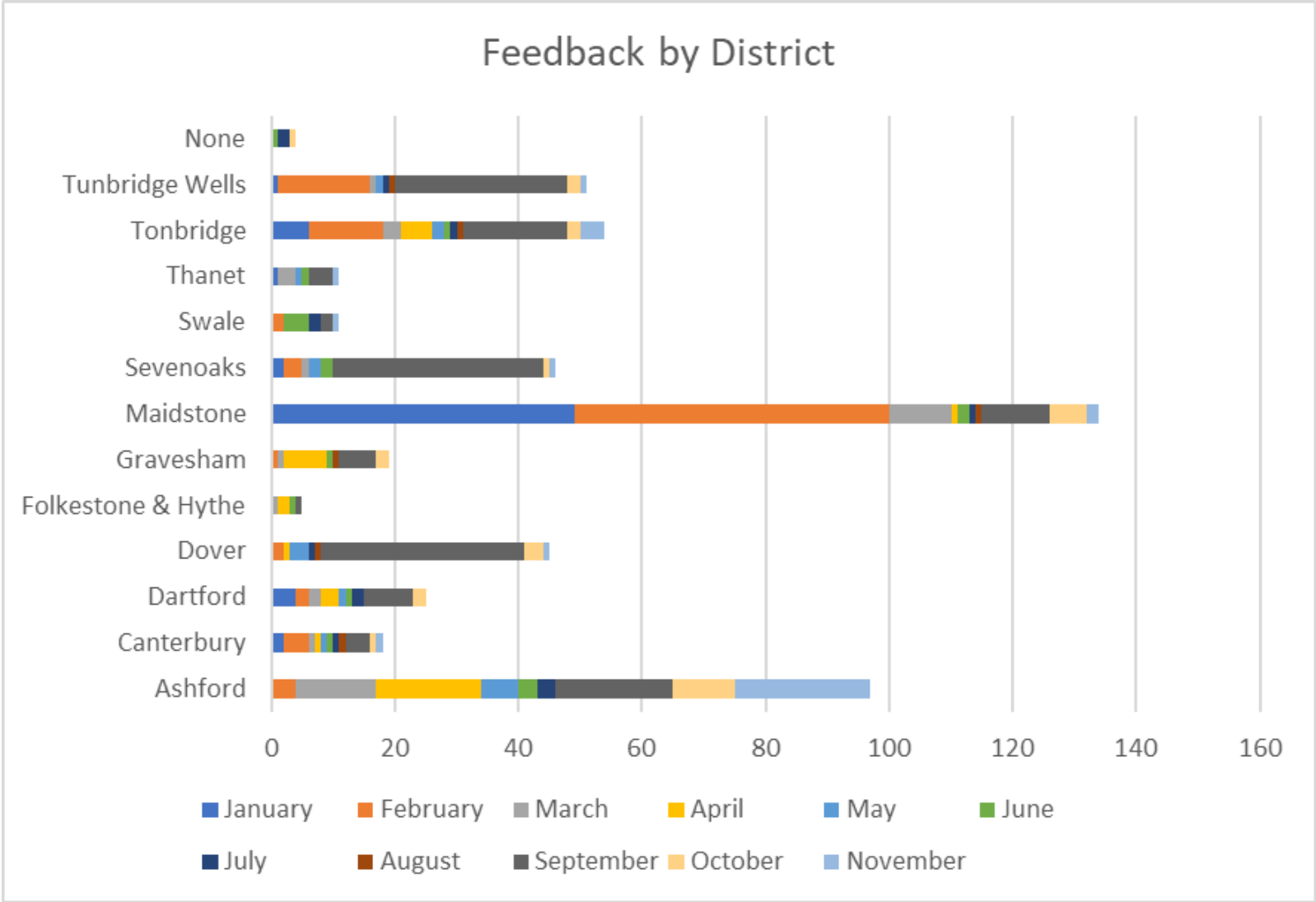
Total Feedback Received by Month



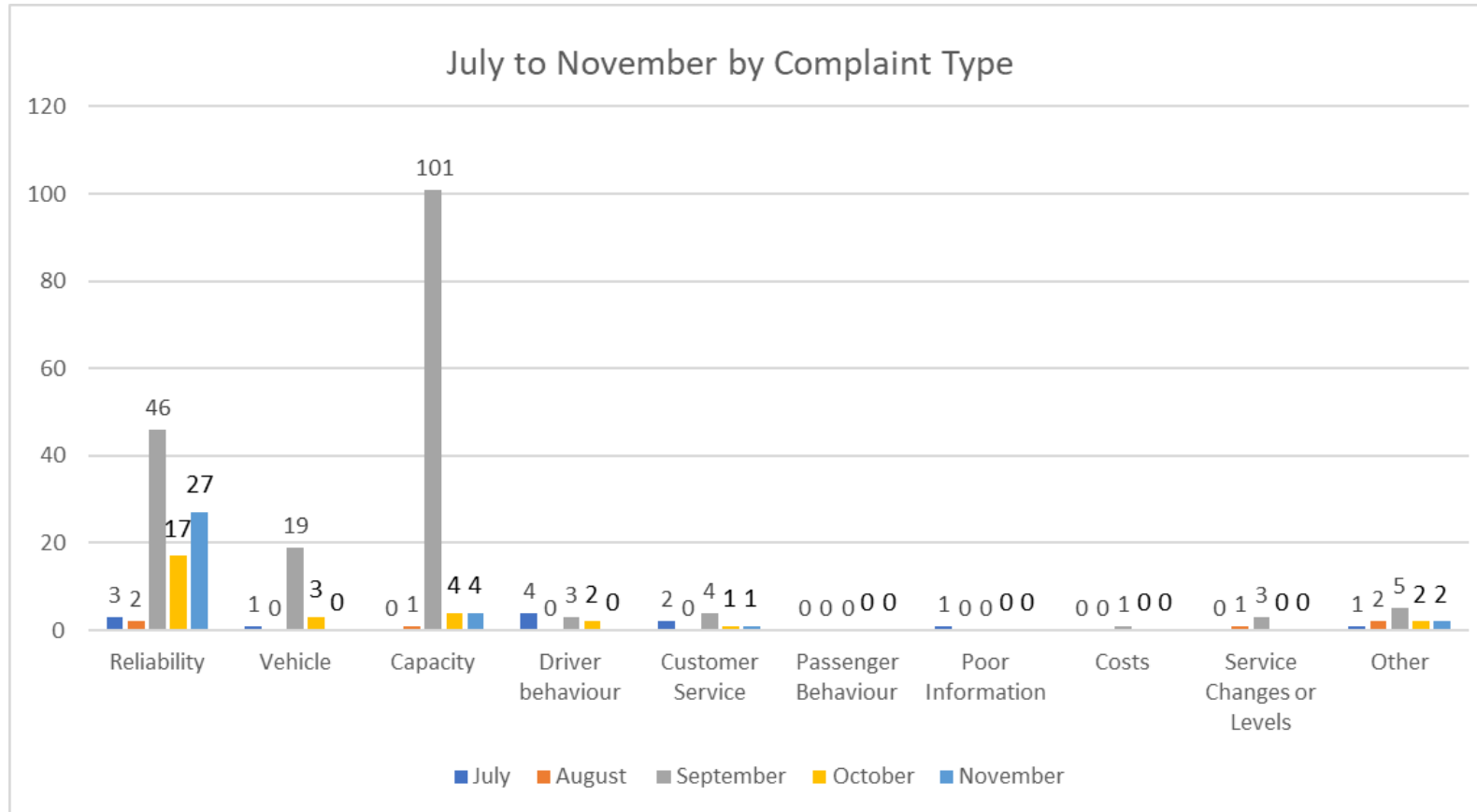
Complaints vs Compliments



Feedback by District



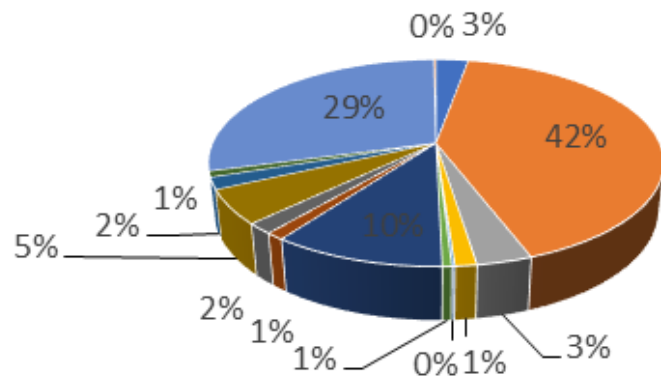
Feedback by Complaint Type



Themes with 'Other' includes; Individual retiming requests, lack of integration with rail, Empty vehicles and objections to services on residential streets.....

Feedback by Operator : Year to Date

Feedbacks by Operator : Jan. to Nov. 19

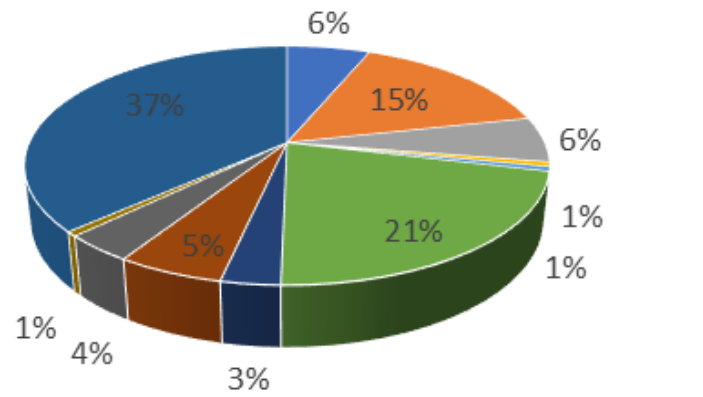


- 1st Bus Stop
- Arriva
- Autocar
- Chalkwell
- Compass Travel
- Farleigh Coaches
- Go Coachhire
- Hams Travel
- Metrobus
- Nu-Venture
- Redroute Buses
- Regent Coaches
- Stagecoach in East Kent
- Starline

| | |
|--------------------------------|-----|
| 1st Bus Stop | 15 |
| Arriva | 227 |
| Autocar | 18 |
| Chalkwell | 7 |
| Compass Travel | 1 |
| Farleigh Coaches | 3 |
| Go Coachhire | 56 |
| Hams Travel | 6 |
| Metrobus | 9 |
| Nu-Venture | 29 |
| Redroute Buses | 10 |
| Regent Coaches | 5 |
| Stagecoach in East Kent | 159 |
| Starline | 1 |

Feedback by Operator : September 19

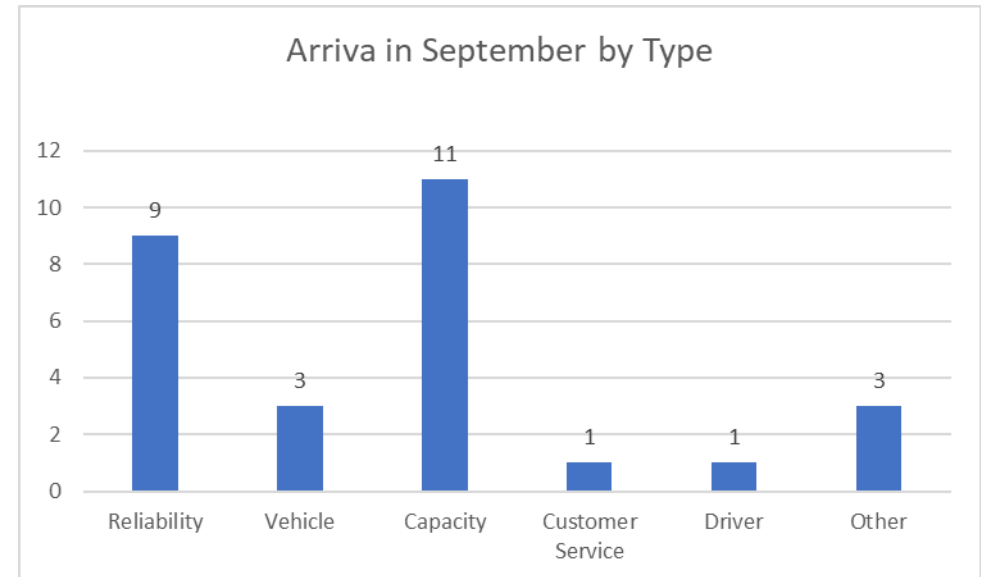
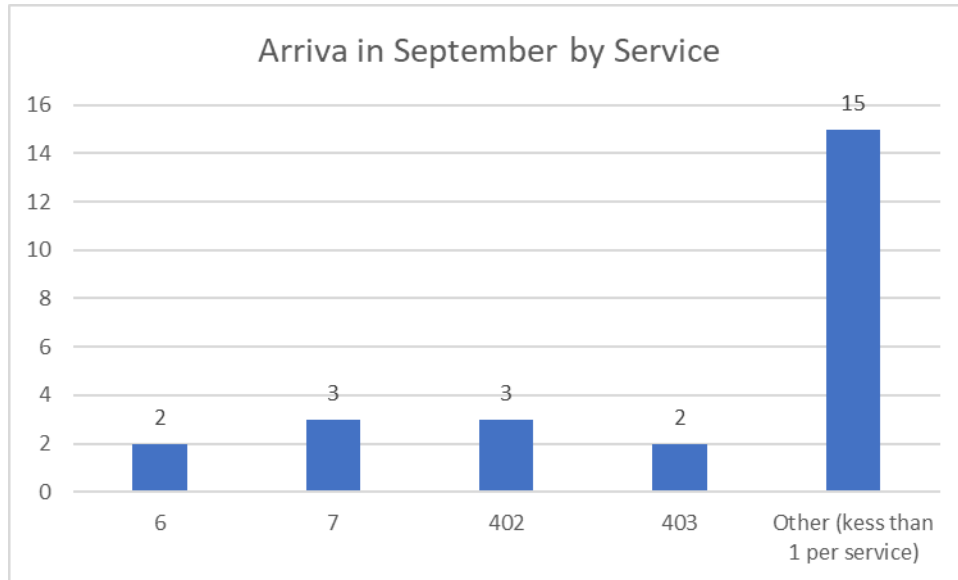
Feedback by Operator : September 19



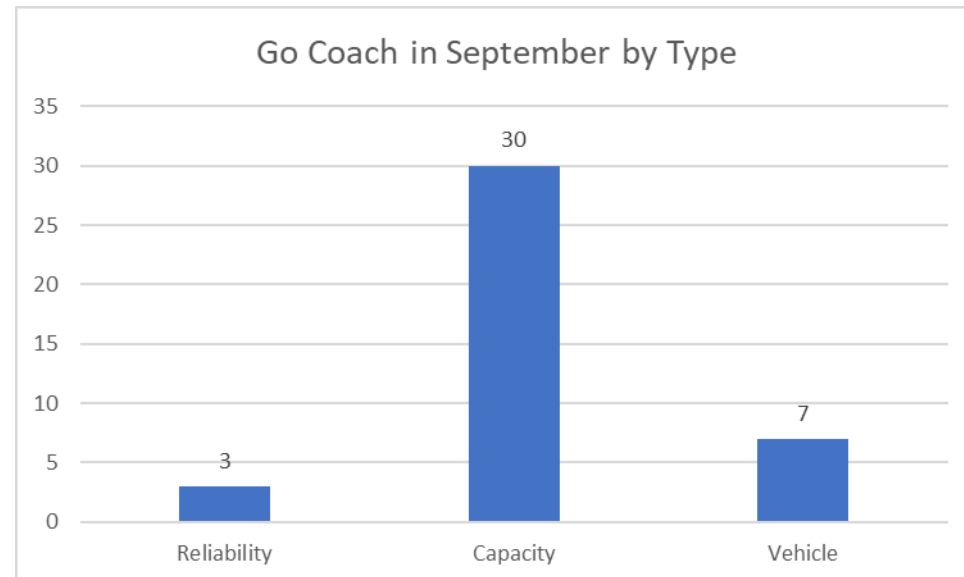
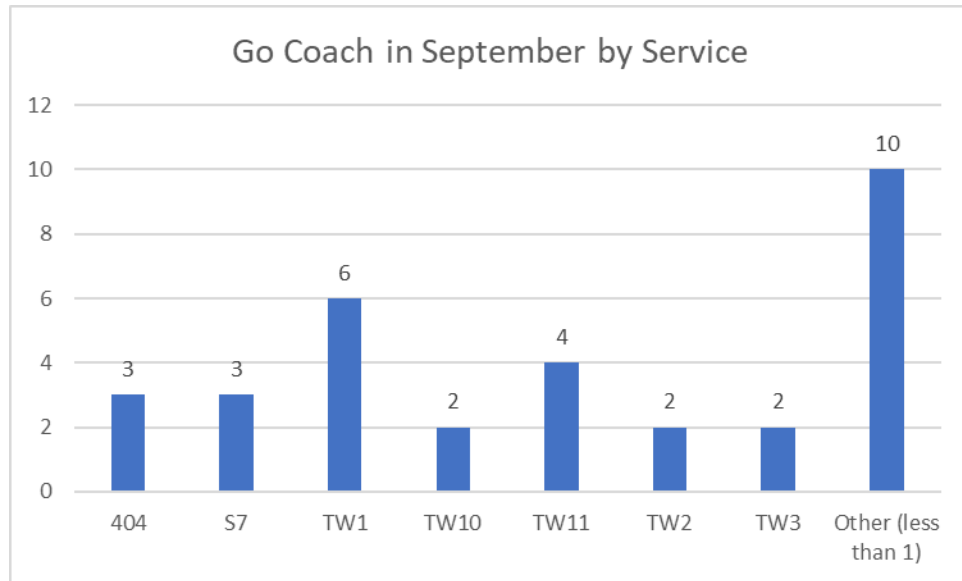
- 1st Bus Stop
- Arriva
- Autocar
- Chalkwell
- Compass Travel
- Go Coachhire
- Hams Travel
- Metrobus
- Nu-Venture
- Redroute Buses
- Stagecoach in East Kent

| | |
|-------------------------|----|
| 1st Bus Stop | 10 |
| Arriva | 25 |
| Autocar | 10 |
| Chalkwell | 1 |
| Compass Travel | 1 |
| Go Coachhire | 35 |
| Hams Travel | 5 |
| Metrobus | 9 |
| Nu-Venture | 6 |
| Redroute Buses | 1 |
| Stagecoach in East Kent | 60 |

Arriva in September



Go Coach in September



Stagecoach in September

