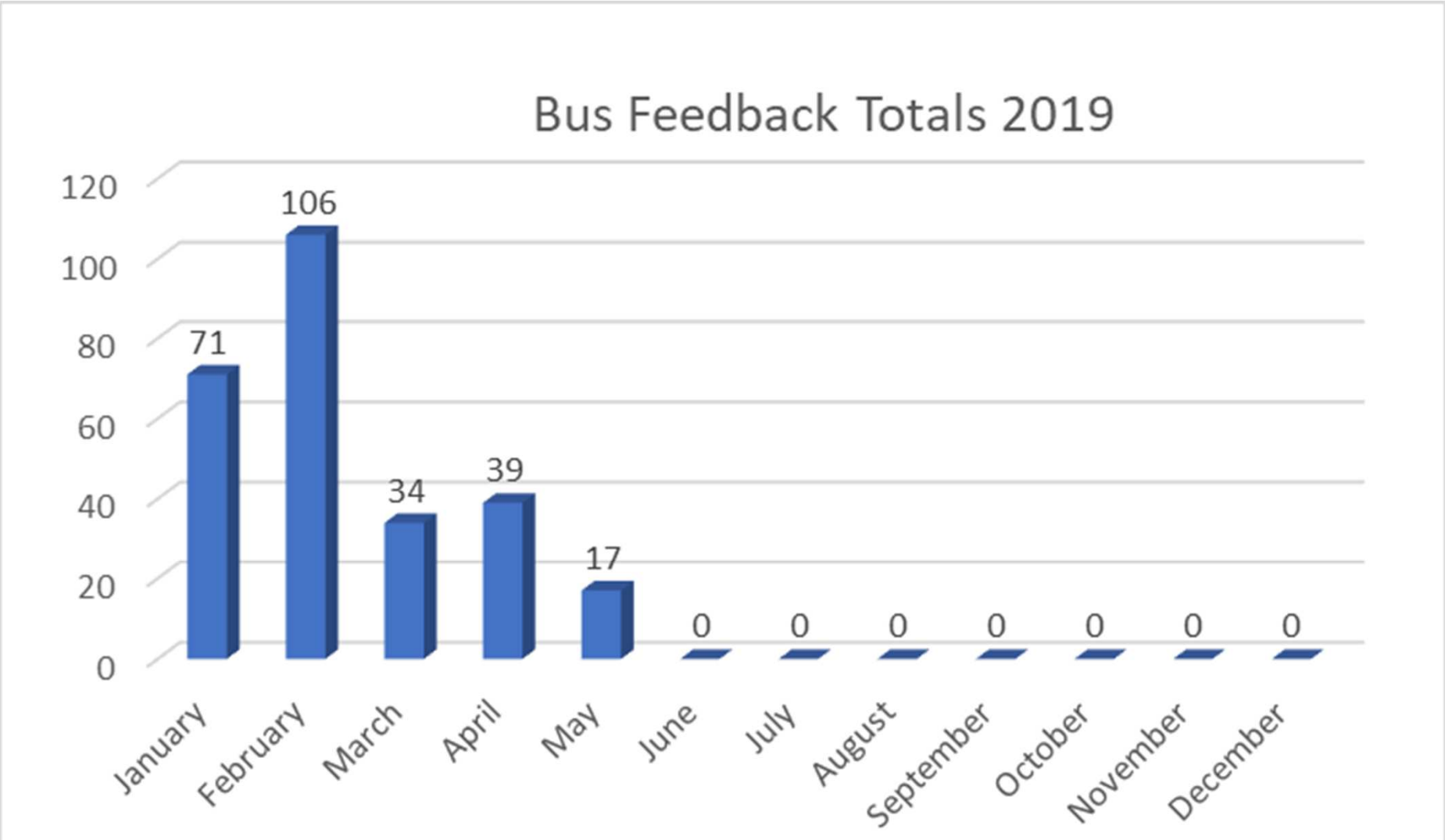


# KCC Bus Feedback Portal

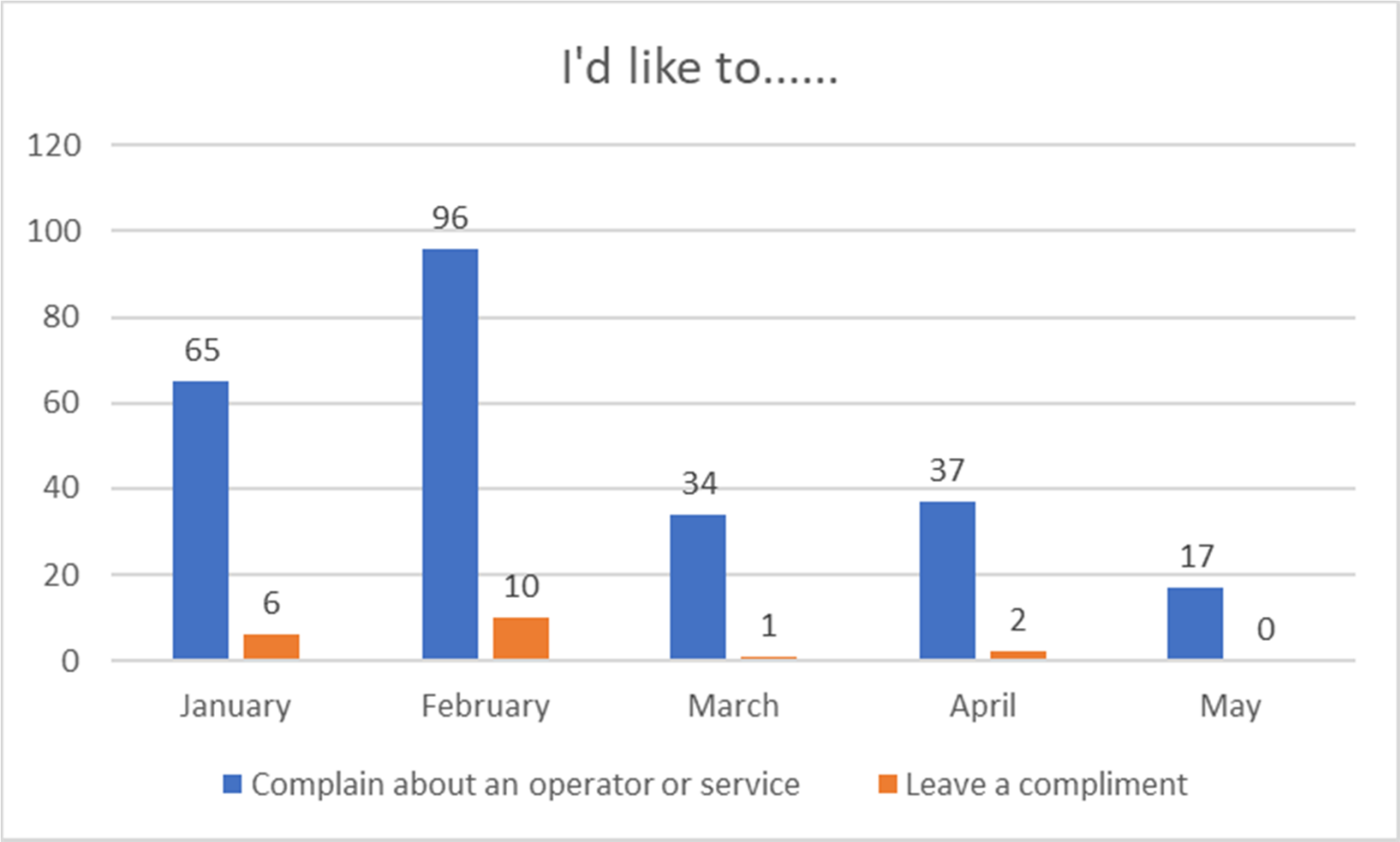
Summary of Feedback (January – May 2019)



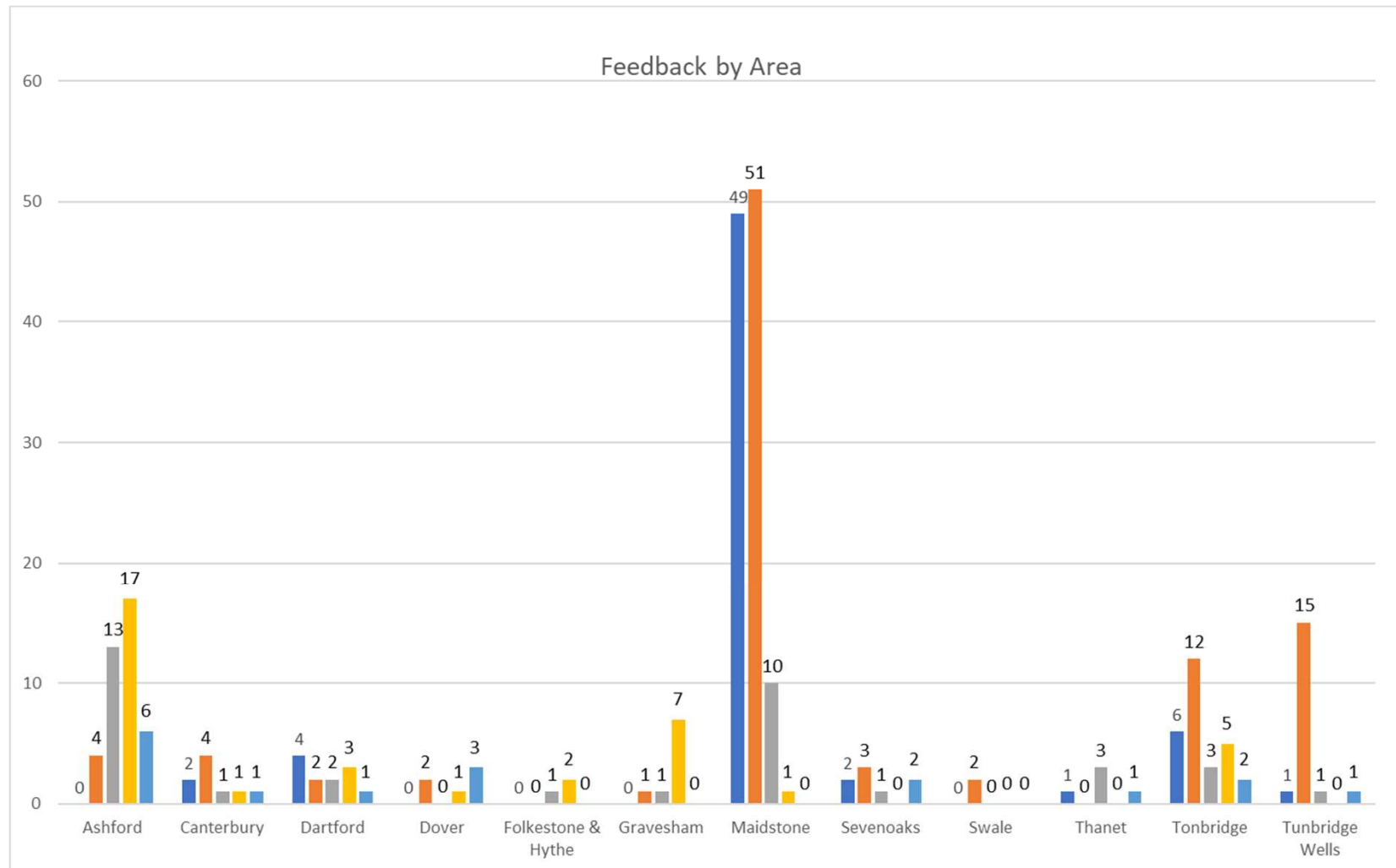
# Total Feedbacks Received by Month



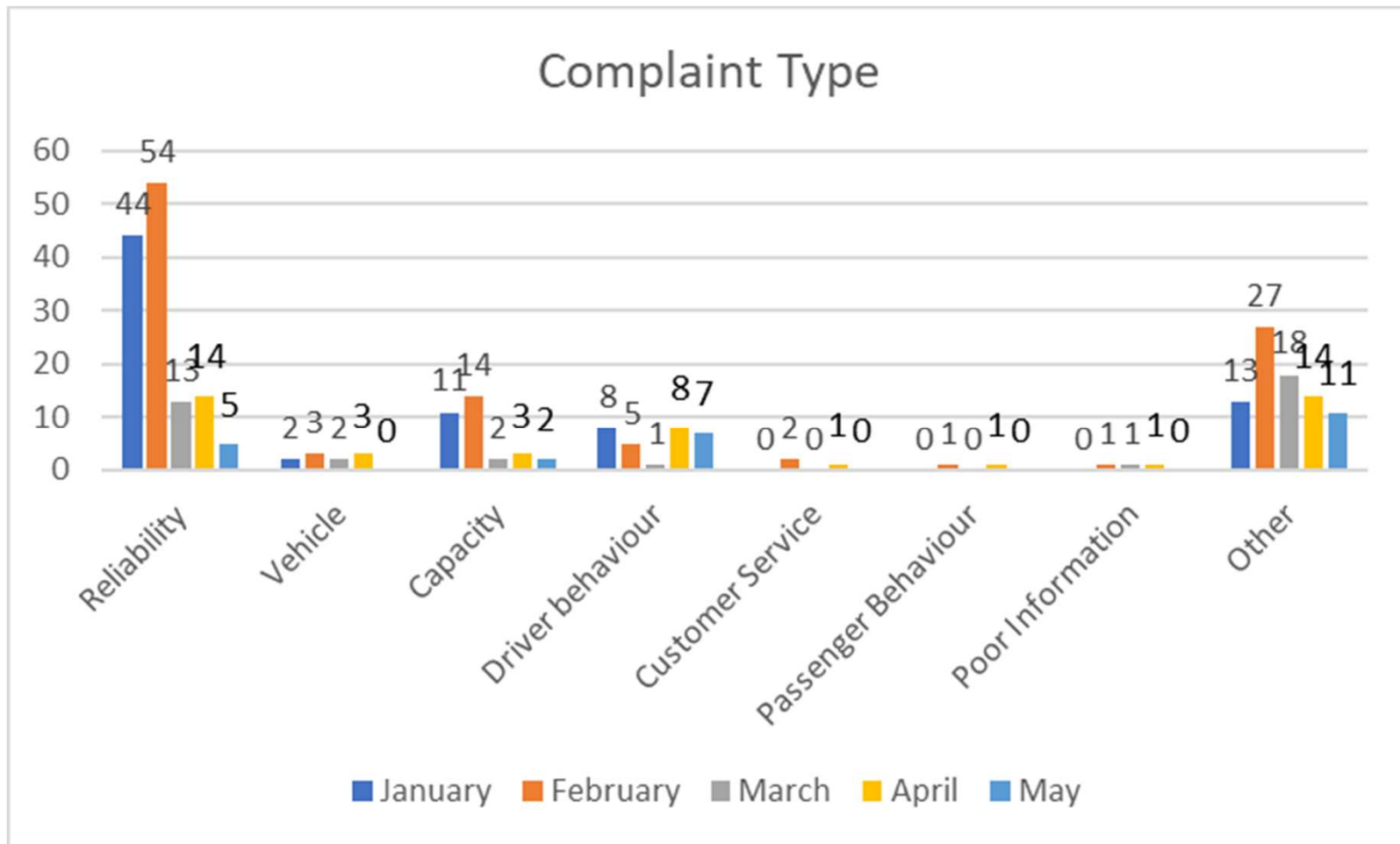
# Feedbacks by Type



# Feedbacks by District

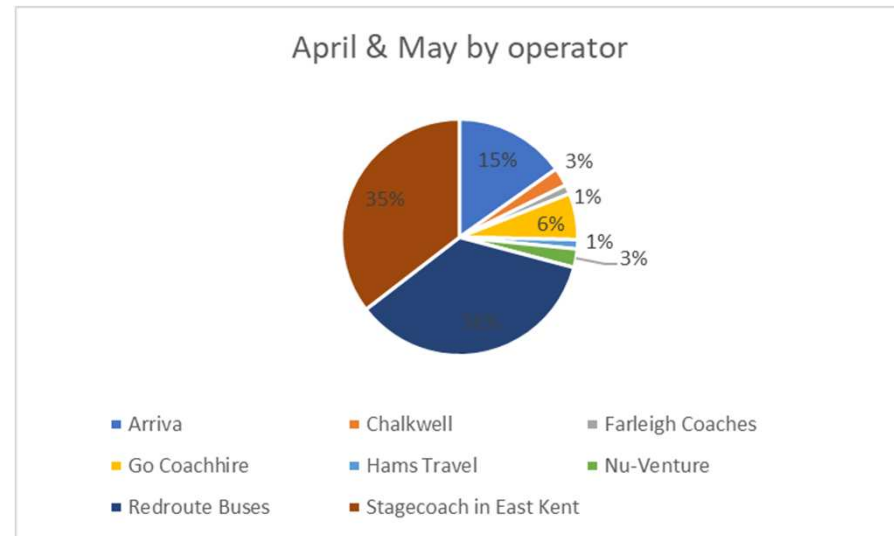
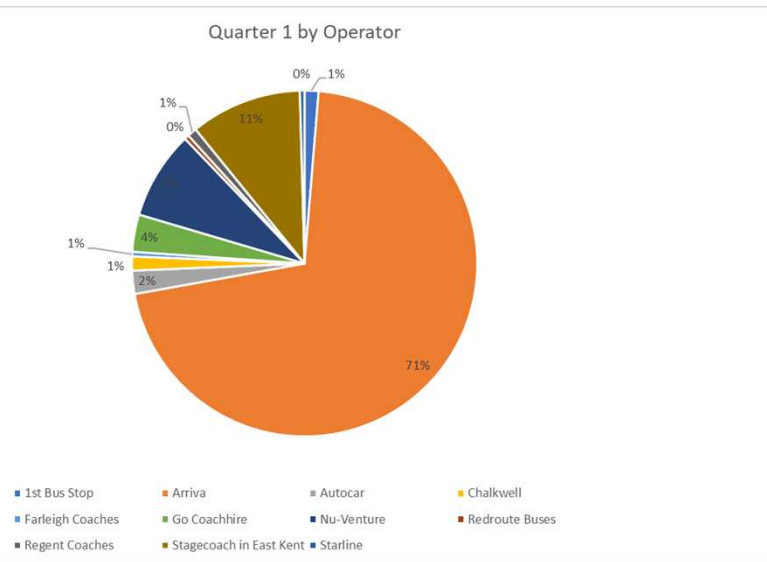


# Feedbacks by Complaint Type



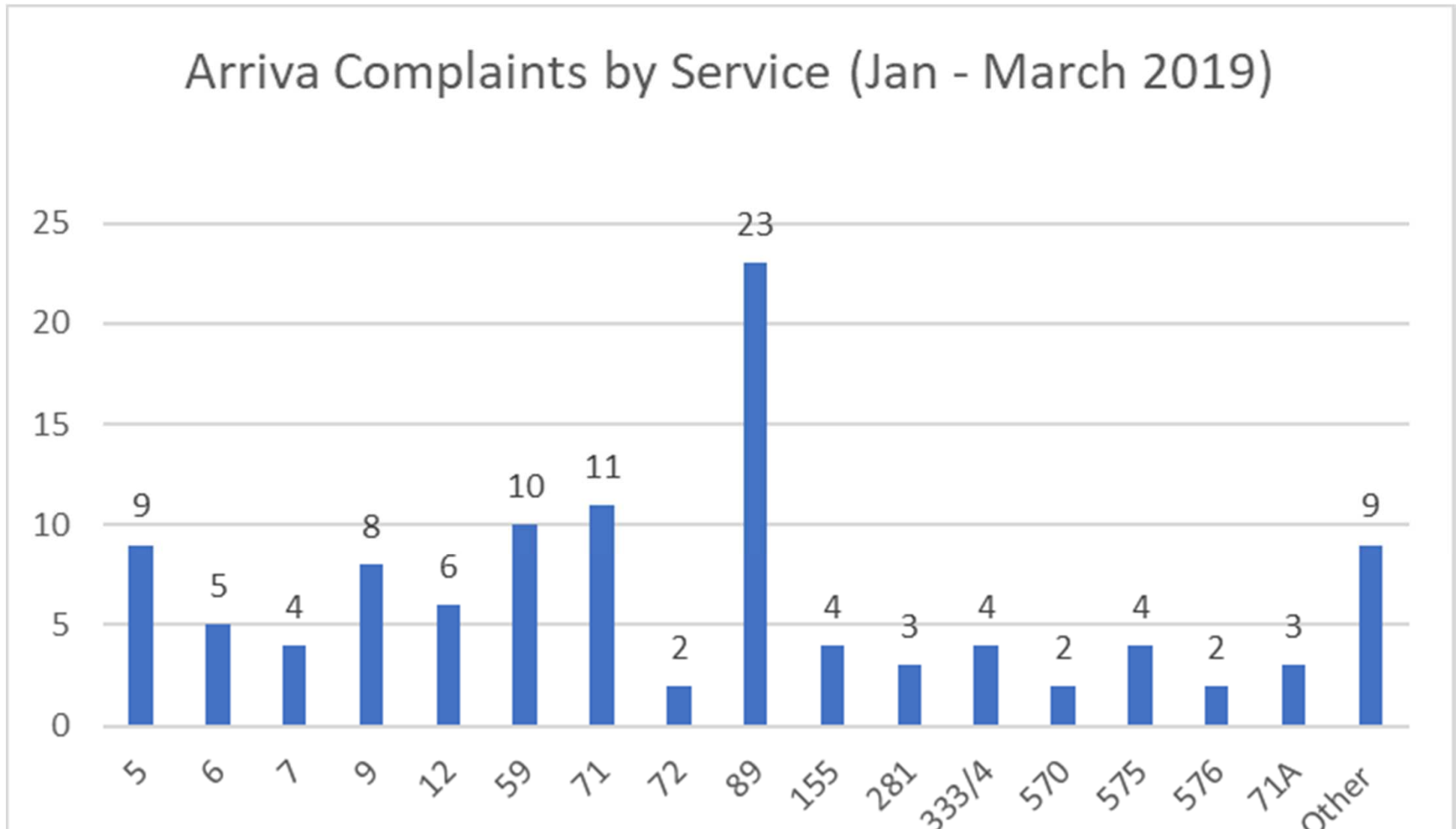
Themes with 'Other' includes; Service Levels, Cost, Fares and Speeding

# Feedbacks by Operator

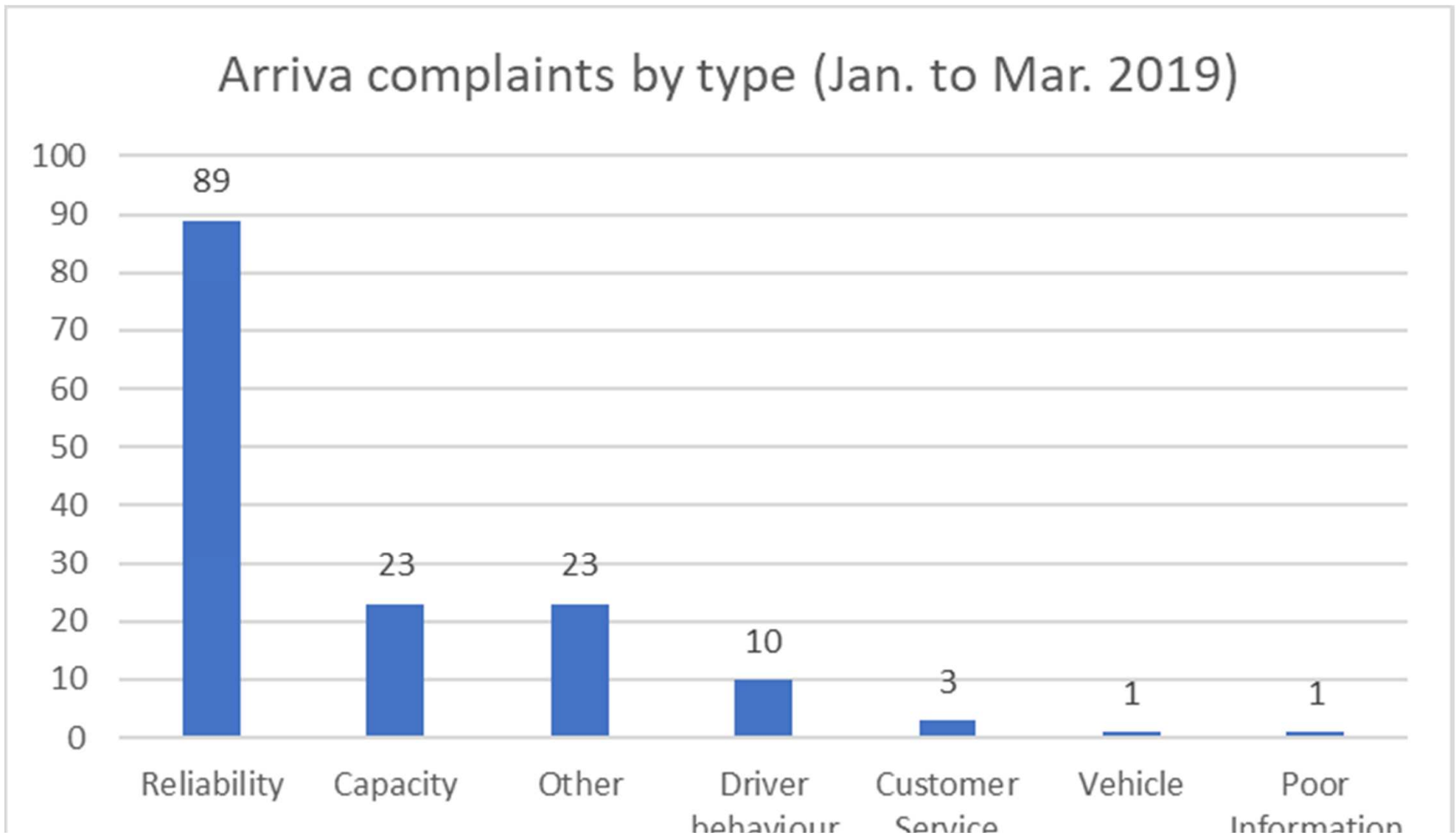


	January	February	March	April	May
<b>1st Bus Stop</b>	1	0	2	0	0
<b>Arriva</b>	48	106	9	8	4
<b>Autocar</b>	1	1	3	0	0
<b>Chalkwell</b>	0	1	2	2	0
<b>Farleigh Coaches</b>	1	0	0	1	0
<b>Go Coachhire</b>	1	6	1	3	2
<b>Hams Travel</b>	0	0	0	0	1
<b>Nu-Venture</b>	9	9	1	2	0
<b>Redroute Buses</b>	0	0	1	1	2
<b>Regent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

# Arriva Complaints by Service

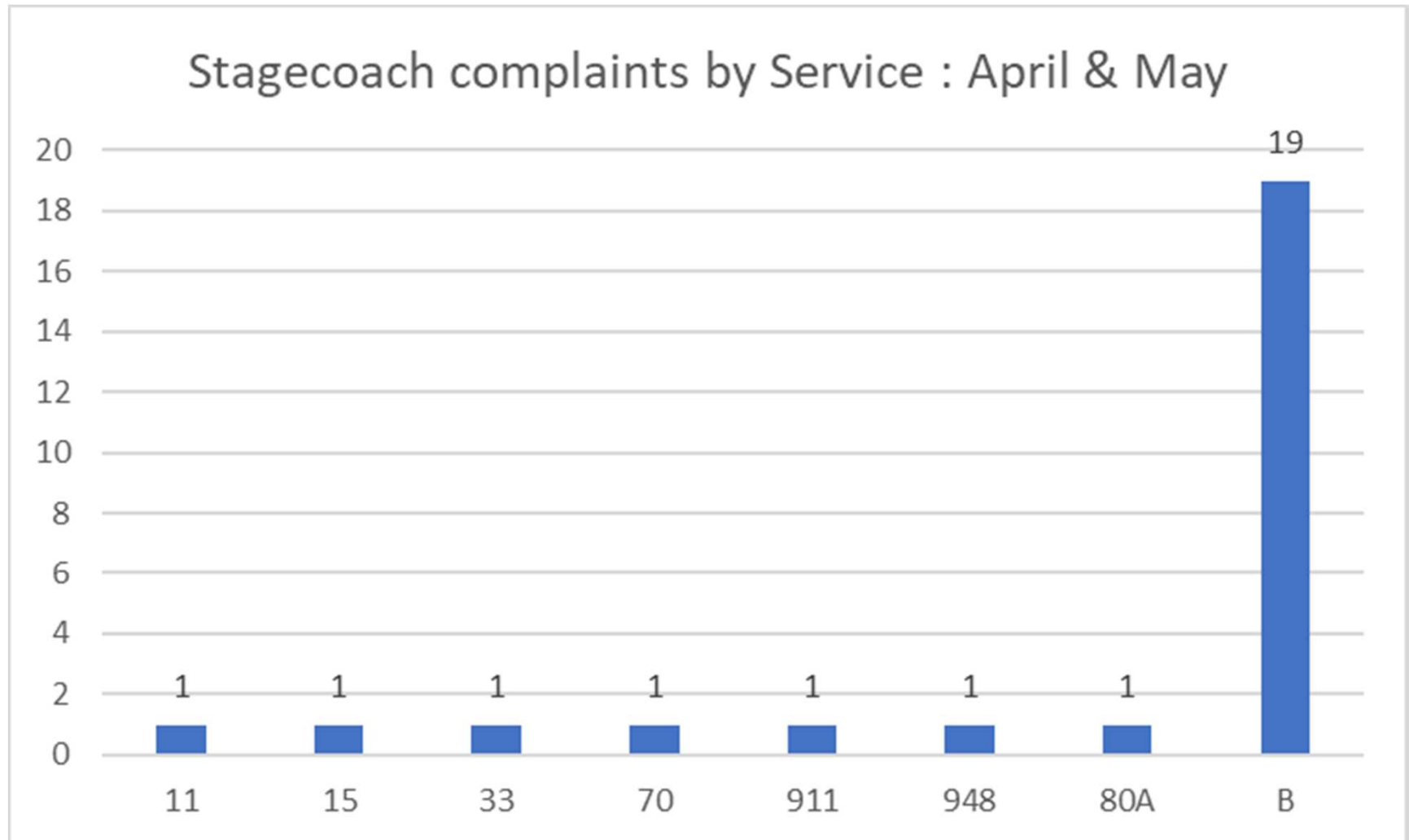


# Arriva Complaints by Type





# Stagecoach Complaints by Service



# Stagecoach Complaints by Type

