



Members' Desk

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Your Ref:
Our Ref:

Date: 04 September 2019

Dear Headteachers,

Despite our extensive preparations, and based on experience from previous years, I know that the new school term will result in school bus issues across the county. In order to be as informed as possible in our meetings with the bus operators we wanted to remind you that Kent County Council has set up a Bus Feedback Portal which is designed to support all bus users in providing us with vital intelligence about their experiences using bus services in Kent.

The Portal has been developed following feedback that we received from users who were frustrated about getting issues resolved and wanting to have their concerns heard. The Portal includes information about how to make a formal complaint or indeed a compliment about bus services and who to contact if you experience problems with bus services. It also includes a short feedback form for residents to let us know about their experiences of using buses and the quality of service provided.

Whilst KCC does not run bus services in Kent, we can use the feedback that we get to gain a better understanding of the types of problems and to spot trends about the areas or on which services they arise. We will use this information to inform the conversations that we have with bus operators through our Quality Bus Partnerships or more generally to help improve services. To help us to help our residents, we need to know when service falls below acceptable standards, so that we act when services fails.

I would encourage you to take a look at the website and promote this to your pupils and their parents. The link is www.kent.gov.uk/busfeedback

I appreciate the importance of transport operating effectively to get pupils to school on time and home safely. I therefore hope that you find the feedback portal helpful and wish you a successful start to the new school year.

Yours Sincerely



MIKE WHITING
Member serving Swale West

**Cabinet Member for Planning,
Highways, Transport and Waste**



ROGER GOUGH
Member serving Sevenoaks North
and Darent Valley

**Cabinet Member for Children,
Education and Young People**