

Key driver analysis - what makes a *great* bus journey for passengers in Brighton and Hove?



Timeliness

52%

Bus driver

11%

Bus environment

16%

Boarding and finding a seat

6%

Value

6%

Bus stop

9%

The percentages relate to each theme's contribution towards the overall journey satisfaction rating.



Brighton and Hove Your Bus Journey 2023 survey results

Bus passenger satisfaction compared to all England areas

Total satisfied %

