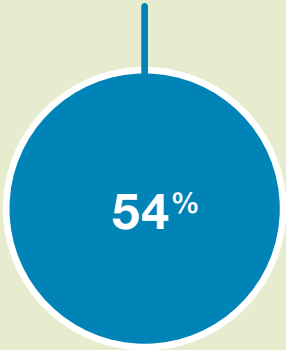


# Key driver analysis - what makes a *great* bus journey for passengers in Durham?



Timeliness



Bus driver



Bus environment



Boarding and finding a seat



Value



Bus stop



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



# Durham Your Bus Journey 2023 survey results

Bus passenger satisfaction compared to all England areas

## Total satisfied %

