

Key driver analysis - what makes a *great* bus journey for passengers in Liverpool City Region?



Timeliness

52%

Bus driver

17%

Bus environment

15%

Boarding and finding a seat

4%

Value

2%

Bus stop

9%

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



Liverpool City Region Your Bus Journey 2023 survey results

Bus passenger satisfaction compared to all England areas

Total satisfied %

