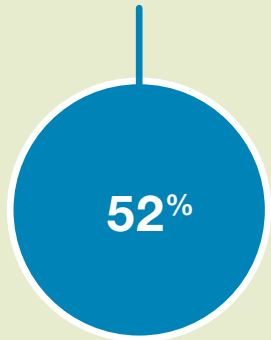


Key driver analysis - what makes a *great* bus journey for passengers in Norfolk?



Timeliness



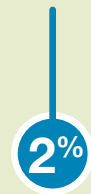
Bus driver



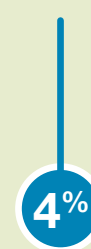
Bus environment



Boarding and finding a seat



Value



Bus stop



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



Norfolk Your Bus Journey 2023 survey results

Bus passenger satisfaction compared to all England areas

Total satisfied %

