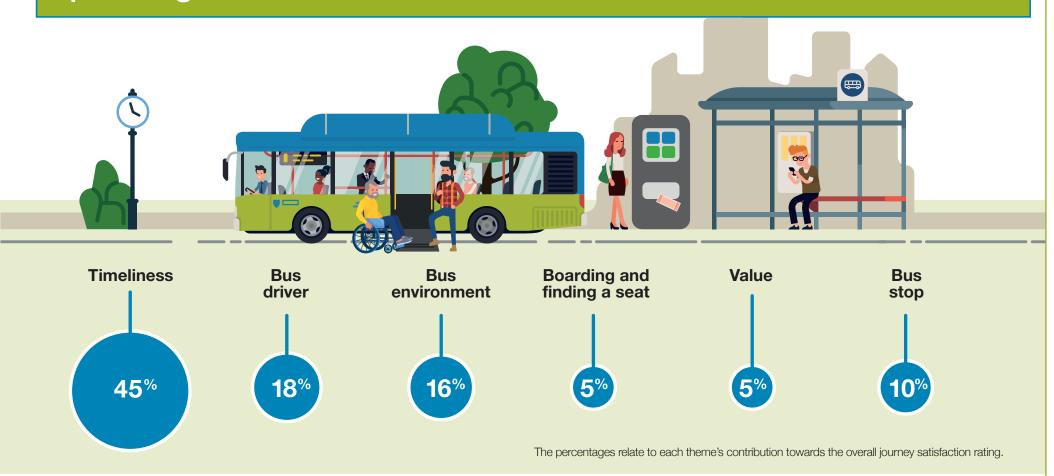


## Key driver analysis - what makes a *great* bus journey for passengers in Suffolk?







## **Suffolk Your Bus Journey 2023 survey results**

Bus passenger satisfaction compared to all England areas

Total satisfied %		
Overall satisfaction		All England areas
	85	80
Value for money		
	73	67
Bus stop where you caught bus		
	76	76
Length of time you had to wait for bus		
	73	68
Punctuality of bus at stop (arriving on time)		
	78	70
Bus driver		
	87	85
Length of time journey on bus took		
	85	81

