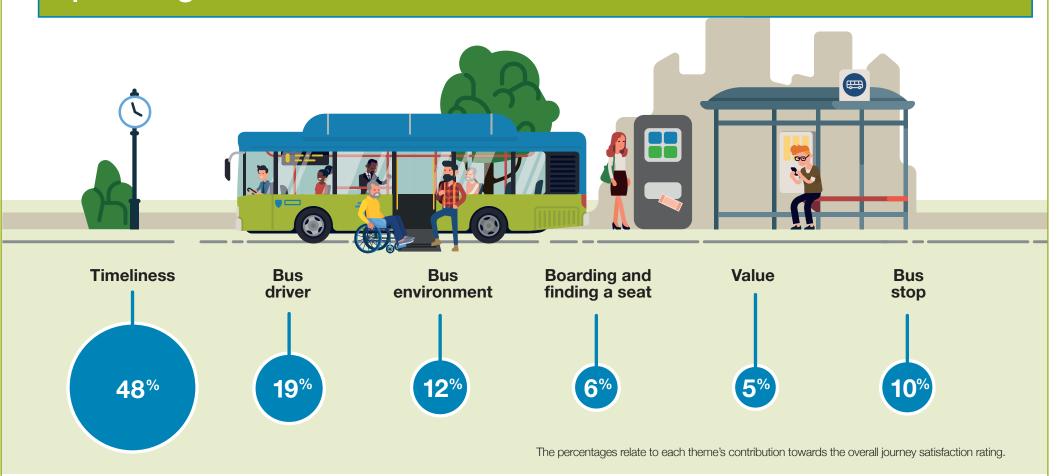


## Key driver analysis - what makes a *great* bus journey for passengers in Thurrock?







## Thurrock Your Bus Journey 2023 survey results

Bus passenger satisfaction compared to all England areas

Total satisfied %		
Overall satisfaction		All England areas
	84	80
Value for money		
64		67
Bus stop where you caught bus		
	79	76
Length of time you had to wait for bus		
72		68
Punctuality of bus at stop (arriving on time)		
74		70
Bus driver		
	84	85
Length of time journey on bus took		
	85	81

