

Your Bus Journey

The independent bus user survey - 2025 results

March 2026





Foreword - England

Buses remain a vital part of daily life across England, connecting people and communities to jobs, education, healthcare and leisure.

Now in its third year, Transport Focus's Your Bus Journey survey continues to provide an independent, evidence-based assessment of the passenger experience. In 2025, more than 50,000 journeys across England and Scotland were evaluated, offering a detailed picture of satisfaction levels and the factors that shape them.

This year's results come at a moment of major change for buses. The Bus Services Act 2025 gives local authorities stronger tools to plan, manage and franchise services, including powers to run their own bus companies and protect socially necessary routes. It marks a decisive shift toward local leadership and services shaped around what communities need. Progress varies across England, some areas are already moving at pace, while others are just beginning their journey.

To make sure that these changes are delivering as intended we need a much clearer line of sight between the funding government provides and the improvements passengers actually experience. That's where Your Bus Journey comes in. By capturing satisfaction from people on real journeys, out on the network and across a representative mix of passengers, it gives local authorities the grounded evidence they need to see what's working and what isn't. Its consistent national approach means places can compare themselves fairly, track progress over time, and understand whether public investment is genuinely driving better, more reliable services. In a world where expectations are rising and accountability is tightening, this survey provides the insight that keeps attention on delivering the improvements that passengers notice.

This year's results underline why all this matters. We've seen real improvements in the basics that passengers consistently tell us are make-or-break. Satisfaction during peak times is up, driven largely by better punctuality and shorter, more predictable waits at stops. It's also encouraging to see improvements at the bus stop being recognised by passengers, following significant focus from local authorities. Upgrades to shelters, clearer information and better maintenance are making a real difference to people's experience before they even step on board. Several of the large urban areas have made good progress too, with places like Greater Manchester and Liverpool City Region showing that focused investment and strong local decision-making can turn the dial for passengers.

But the picture isn't universally positive: some areas are still lagging behind, and understanding what differentiates the improvers from the rest will be crucial as more powers and funding flow to local authorities. Value for money remains a particular challenge. After the sharp uplift in 2024 linked to the £2 single fare, satisfaction has now dropped below 2023 levels. That's not unexpected, but the variation between areas shows that local decisions really do shape passenger experience.

Overall satisfaction is rising, but satisfaction has increased by less for disabled passengers than non-disabled passengers, meaning the gap between the two groups is widening. And while perceptions of safety on board have nudged upwards, passengers tell us they feel less safe waiting at stops than they did last year. These must be key areas of focus for the industry over the coming months.

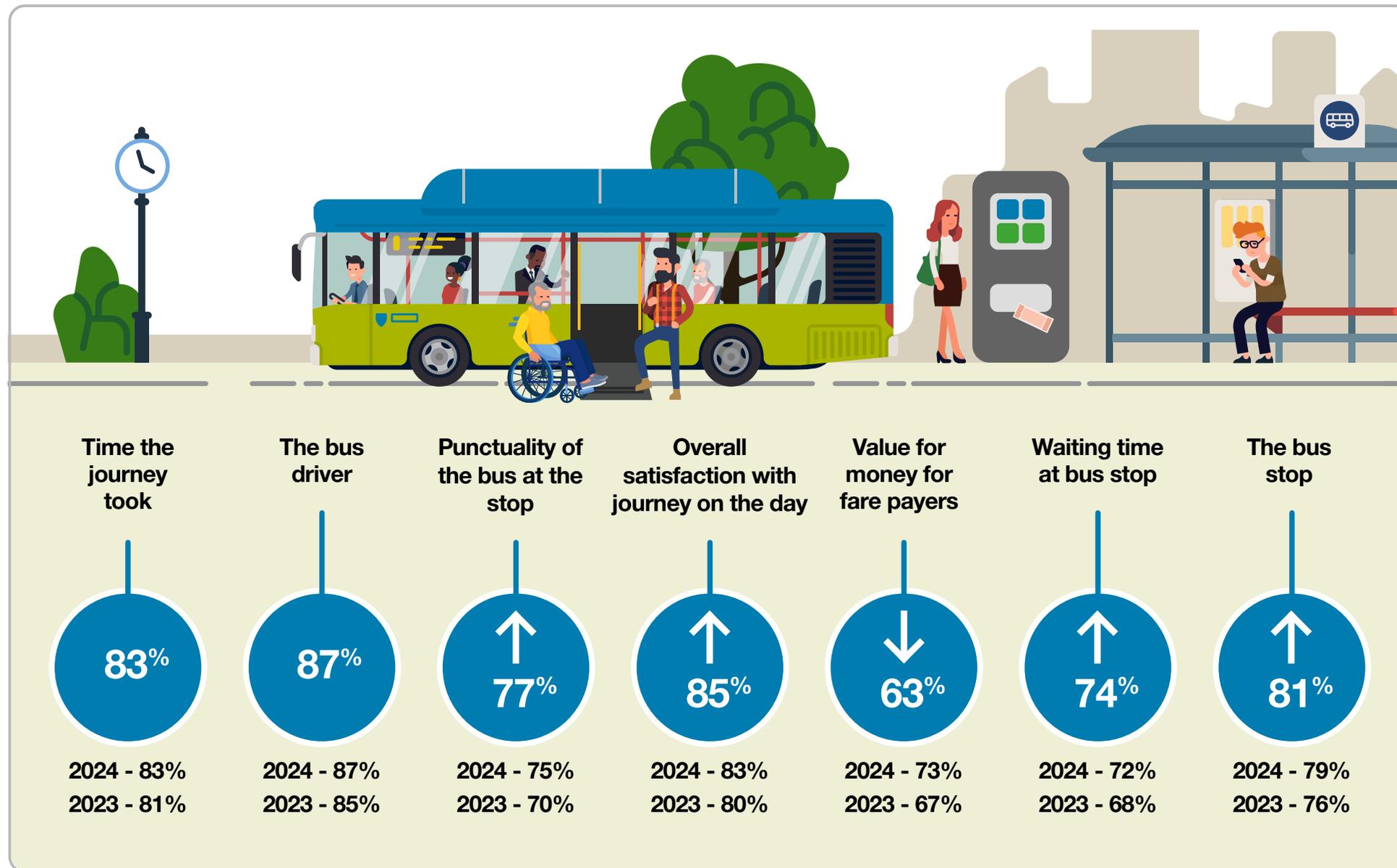
Amid these challenges, the case studies in this report show how authorities and operators are using Your Bus Journey insights to prioritise the right improvements - from better stop infrastructure and real-time information to more consistent services - and seeing clear gains in satisfaction as a result. They're a powerful reminder that when evidence guides investment, passengers notice the difference.

This report summarises the findings from 2025 and highlights the key themes emerging from the data. Over the coming months, Transport Focus will host a series of events and publish deeper dives into the data to explore these results in more detail, examining what matters most to passengers and why. We will also shine a spotlight on areas and operators delivering strong performance and demonstrating what effective improvement looks like in practice. We enter an exciting transformation for Your Bus Journey in 2026 as all areas in England (excluding London), as well as Scotland and Wales, come onboard. This means we'll be able to provide an unparalleled picture of bus passenger satisfaction across nations to monitor and support bus improvements.

Louise Collins
Director
Transport Focus

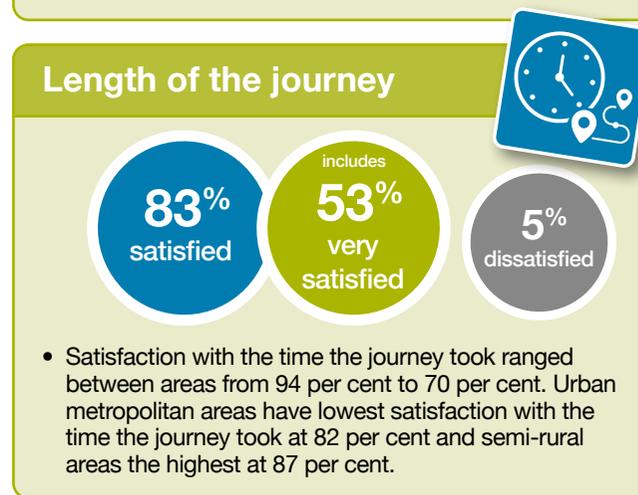
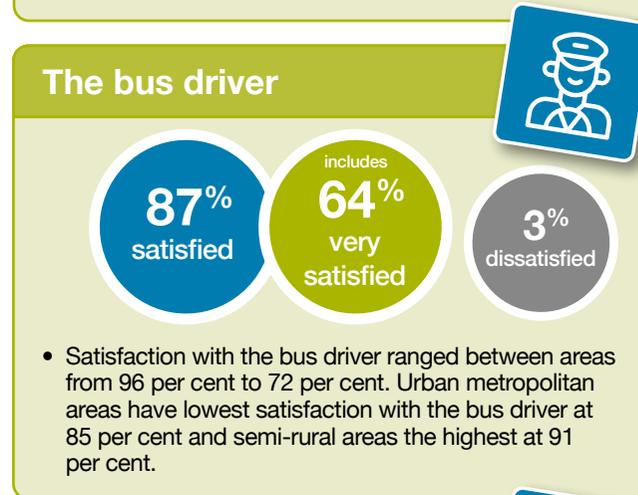
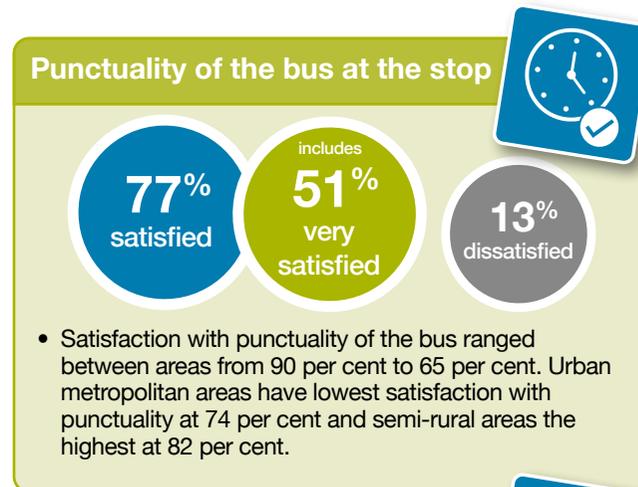
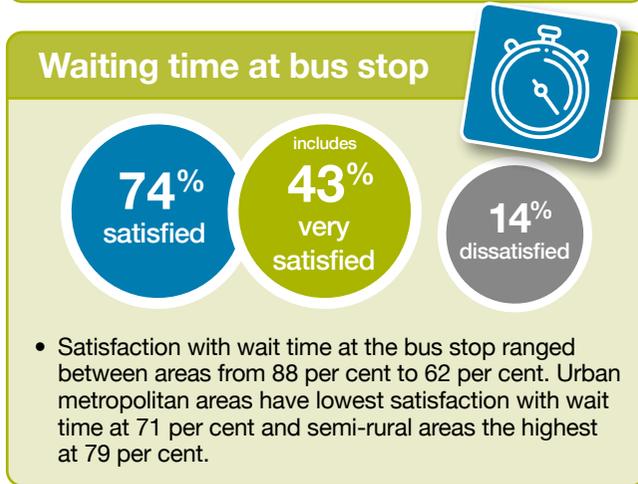
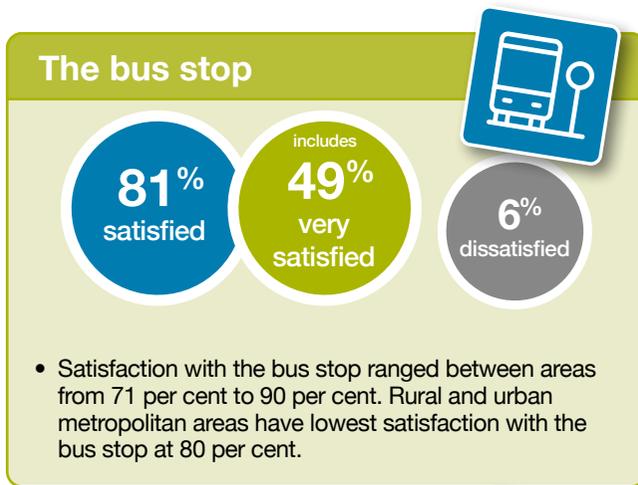
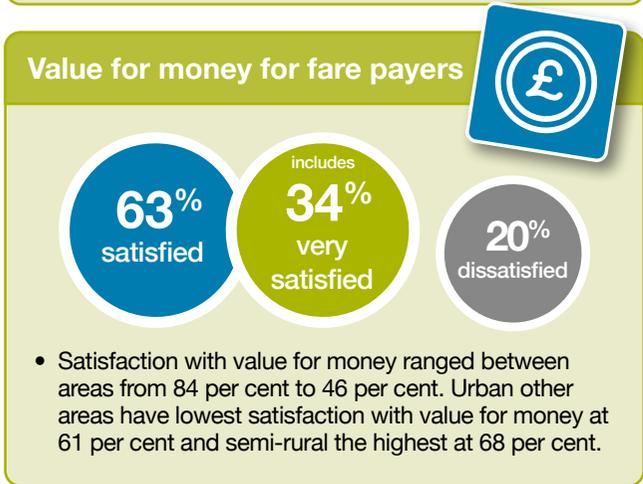
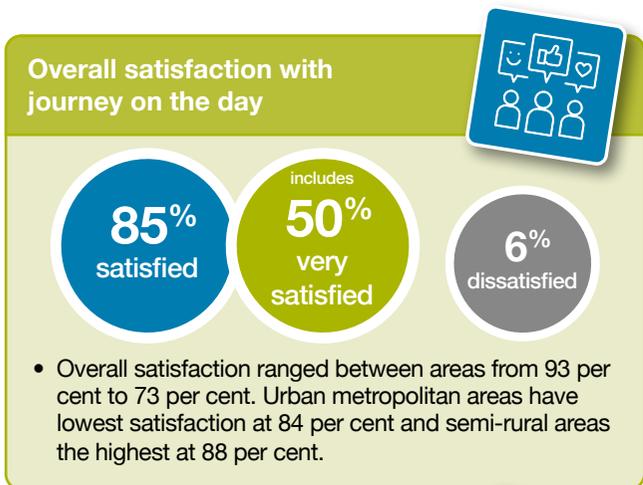


England 2025 satisfaction results





Headline results in England





Foreword - Scotland

In March 2025 there were 334 million bus journeys in Scotland (up 1.5 per cent from 329 million in 2024). Scotland's bus sector in 2025 was shaped by a combination of structural reform, targeted investment and continued efforts to improve data, accessibility and the overall passenger experience. Together, these developments signalled a shift toward a more coordinated, publicly accountable and infrastructure-focused approach to bus services, reflecting Scotland's wider ambitions for a reliable, inclusive and sustainable transport system.

A major development during the year was the launch of the Bus Infrastructure Fund (BIF), which replaced both the Bus Partnership Fund and the Community Bus Fund. The BIF became the Scottish Government's primary mechanism for planning, designing and delivering bus infrastructure improvements. With £20 million allocated for 2025-26, the Fund focused on measures to improve accessibility, reduce congestion and shorten journey times. These are interventions that directly support a more dependable and passenger-friendly network.

Debate about the future of Scotland's bus market also gained momentum. A significant report by Transport Scotland 'Connecting Scotland - The Value of Transport' examined the role of transport and the impact it has on Scotland's economy. The report noted that bus services contribute significantly to Scotland's economy, with wider benefits estimated at £1.385 billion annually and that buses play a crucial role in reducing inequalities by providing mobility to those without access to private vehicles, enabling access to jobs, education, and services.

Progress continued on implementing elements of the Transport (Scotland) Act 2019, especially around open data. Transport Scotland's Bus Open Data Analysis 2025 summarised responses to a national consultation on new regulations designed to improve access to bus service information. Stakeholders emphasised the importance of accurate, consistent and accessible data to support better journey planning and enhance the passenger experience. This work is expected to shape future regulatory requirements and strengthen the quality of information available to the public.

Like the rest of the UK, Scotland's bus sector faced wider pressures in 2025. Rising operating costs, changing post-pandemic travel patterns, the need to accelerate fleet decarbonisation and the challenge of maintaining rural connectivity all placed demands on operators and authorities. However, Scotland's policy environment, particularly its emphasis on developing regionally equitable levels of service, infrastructure investment and the potential for changes on how bus services are provided, continues to set a positive approach.

These developments form the backdrop to understanding passenger satisfaction which has risen once again in 2025, now passengers are satisfied with over nine in ten journeys in Scotland. As Scotland works to modernise its bus network, the views and experiences of passengers remain central to shaping a system that is reliable, accessible and responsive to the needs of the communities it serves.

Robert Samson
Senior Engagement Manager
Transport Focus

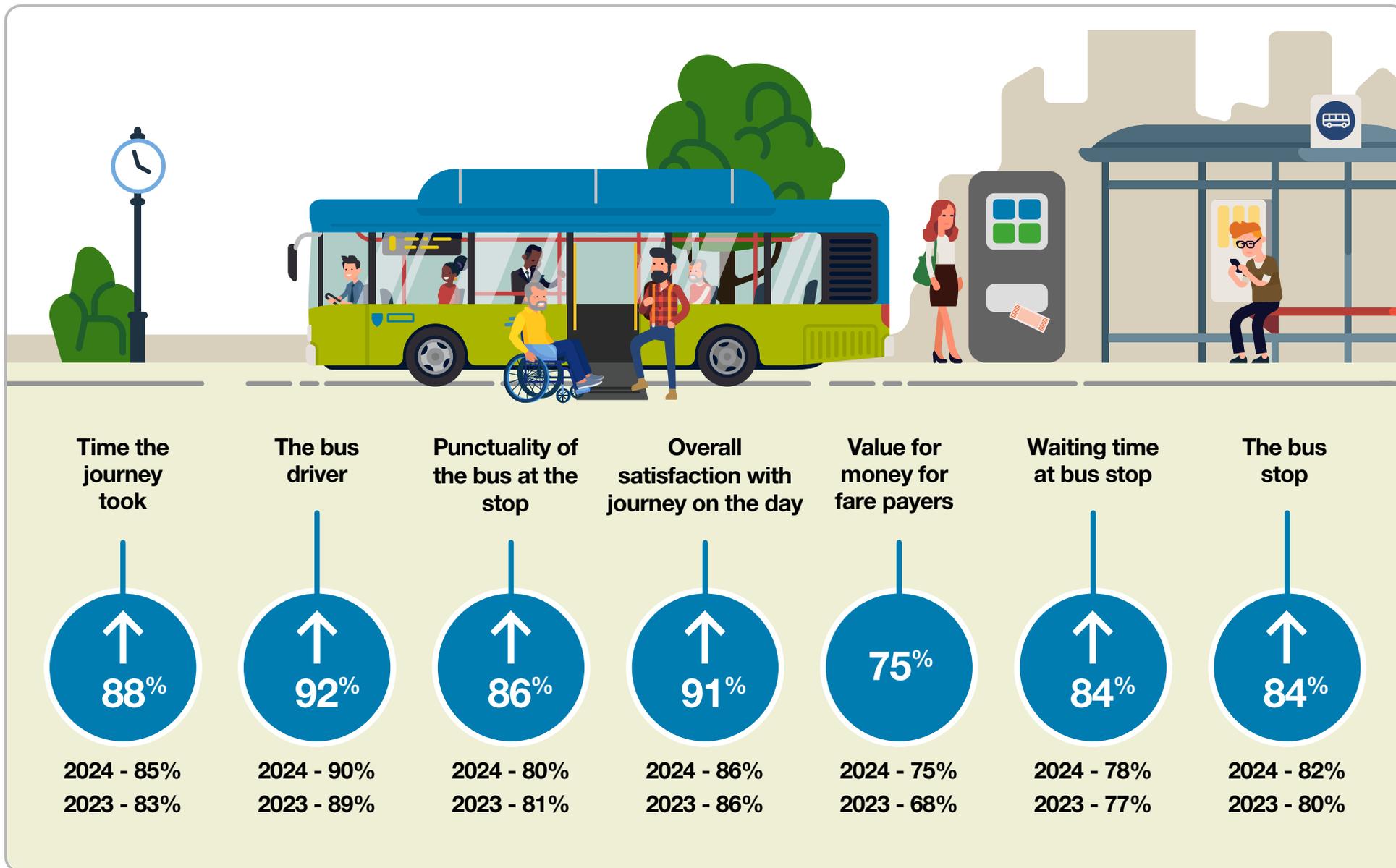
Understanding the experience of bus passengers is fundamental in encouraging more people to travel by public transport for work, study and leisure.

The Your Bus Journey Survey continues to provide valuable insights for Transport Scotland and the bus sector in Scotland more generally. The breadth of issues covered provides extensive analysis which is used within Transport Scotland to inform our policy approach to bus travel and is shared with our Regional Transport Partnerships and the sector as a whole.

Transport Scotland welcomes the results of the Your Bus Journey Survey for 2025 and this report.

Paul Sloan
Transport Analytical Services
Transport Scotland

Scotland 2025 satisfaction results





Headline results in Scotland

Overall satisfaction with journey on the day



91% satisfied

includes 51% very satisfied

3% dissatisfied

- Overall satisfaction ranged between areas from 93 per cent Strathclyde Partnership for Transport (STP) to 82 per cent Regional Transport Partnership for Aberdeen and Aberdeenshire (NEStrans).

The bus stop



84% satisfied

includes 48% very satisfied

4% dissatisfied

- Satisfaction with the bus stop ranged from 90 per cent Strathclyde Partnership for Transport (STP) to 74 per cent South West Scotland Transport Partnership (SWESTRANS).

Punctuality of the bus at the stop



86% satisfied

includes 59% very satisfied

8% dissatisfied

- Satisfaction with punctuality of the bus ranged between areas from 91 per cent Strathclyde Partnership for Transport (STP) to 77 per cent Regional Transport Partnership for Aberdeen and Aberdeenshire (NEStrans).

Value for money for fare payers



75% satisfied

includes 29% very satisfied

14% dissatisfied

- Satisfaction with value for money ranged from 87 per cent Strathclyde Partnership for Transport (STP) to 44 per cent Regional Transport Partnership for Aberdeen and Aberdeenshire (NEStrans).

Waiting time at bus stop



84% satisfied

includes 53% very satisfied

8% dissatisfied

- Satisfaction with wait time at the bus stop ranged from 88 per cent Strathclyde Partnership for Transport (STP) to 73 per cent Regional Transport Partnership for Aberdeen and Aberdeenshire (NEStrans).

The bus driver



92% satisfied

includes 72% very satisfied

1% dissatisfied

- Satisfaction with the bus driver ranged from 95 per cent Strathclyde Partnership for Transport (STP) to 85 per cent Regional Transport Partnership for Aberdeen and Aberdeenshire (NEStrans).

Length of the journey



88% satisfied

includes 53% very satisfied

4% dissatisfied

- Satisfaction with the time the journey took ranged from 92 per cent Strathclyde Partnership for Transport (STP) to 81 per cent Regional Transport Partnership for Aberdeen and Aberdeenshire (NEStrans).



What next? Our actions and how partners can use these results

Transport Focus

- Identify national patterns that require investigation and publish deep dives (e.g., value for money, personal security, disabled passenger experience)
- Hold workshops/webinars to increase understanding of the learnings emerging from the 2025 data
- Work collaboratively with operators and authorities, to understand more about how areas have achieved improvements and to explore the issues and provide support in areas where performance has been disappointing
- Share good practice and case studies to help other areas as they design interventions that will improve passenger satisfaction
- Expand Your Bus Journey to all areas across England (outside London), while strengthening analysis by combining survey results with wider evidence to help understand which interventions and investments most improve the passenger experience.

Local authorities and operators

- Review the findings and share analysis with partners for a shared understanding of what is or isn't working for passengers
- Use year-on-year trends to evaluate whether improvements and investment are delivering tangible results for passengers and to inform future investment decisions
- Incorporate a passenger satisfaction target measured by Your Bus Journey into bus service improvement plans
- Use benchmarking data to compare performance across similar areas and operators, looking for opportunities to learn from the experience of others
- Work together on targeted initiatives to improve the experience for groups with lower satisfaction, especially young people and disabled passengers.

Department for Transport and Transport Scotland

- Use the findings to understand how funding at a local level is translating into improvements for passengers
- Use national level insights to inform future policy, guidance or standards that will impact affordability, accessibility and personal security, ensuring passengers' lived experience is reflected in decision making
- Continue to support Your Bus Journey as the national measure of passenger satisfaction.

Case study

Surrey listens to passengers to shape bus improvement strategy

Surrey County Council has been working with Transport Focus since the Your Bus Journey survey launched in 2023. Getting involved wasn't just a nice extra, it was an important part of bringing our Bus Service Improvement Plan (BSIP) to life. Hearing directly from bus users about their experiences turned out to be a good-value way to use some of our BSIP funding. One of the biggest benefits has been having benchmarked data. Being able to see how Surrey compares with top performing areas and track our own progress year on year has made it easier to decide where to focus our efforts within the Surrey Enhanced Partnership.

Every time we receive new Your Bus Journey results, we share them with our operators and key stakeholders. The insights have helped to shape decisions at the EP Board, including putting the emphasis on bus infrastructure, improving bus priority and bus stops, and looking at developing a simpler, more user-friendly fares and ticketing offer.

The results highlight how socially important buses are in Surrey. More than a third of respondents told us they have no other way to travel, and that figure rises to over 40 per cent for disabled people. The survey has shed light on fascinating details like the huge impact that friendly, helpful driver interactions can have on overall satisfaction.

We're pleased to continue working with Transport Focus, especially now that the Government is supporting the wider rollout of the survey across England. For us, it's become an essential tool in shaping bus services that truly work for the people who rely on them.

→ England 2025 results - what do they tell us?

Your Bus Journey provides an independent evaluation of over 50,000 bus journeys made across England and Scotland in 2025. Passengers provide feedback on the bus journey they complete on the day they are recruited. Passengers aged 16 or over are recruited at bus stops and on board buses. They give feedback on all aspects of their journey from waiting at the stop to being on board. Surveys are carried out throughout the year, from March to December 2025, on every day of the week.

Overall satisfaction

In 2025, passengers in England were satisfied with 85 per cent of bus journeys, continuing the upward trend in satisfaction over the last two years. Passengers in 2024 had been satisfied with 83 per cent of bus journeys which had risen from 80 per cent in 2023.

Passengers in urban metropolitan areas are least likely to be satisfied with their journey (84 per cent) and those in semi-rural areas the most (88 per cent). Passengers travelling in peak hours are less likely to be satisfied with their bus journey than those travelling off-peak (82 per cent vs 86 per cent). But peak time travellers are more satisfied this year compared to last year (82 per cent vs 78 per cent) suggesting improvements are being made at the busiest times of the day.

“Quick and efficient. A much better option than driving to the airport. Dropped right outside the terminal so no lengthy walk, no car parking charges.”

“Bus nice and clean, bus lanes through major parts of Plymouth help the traffic immensely. Bus driver friendly, no complaints here!”

Passengers travelling on a free pass are more likely to be satisfied with their bus journey than those who had to pay (89 per cent vs 83 per cent). Journeys in semi-rural areas are more likely to be made on a free pass than in other areas and journeys in urban metropolitan areas the least.

Semi-rural areas saw some of the highest satisfaction scores in 2025, just as they had in 2024, but few of them had year-on-year increases. Several urban metropolitan areas, in comparison, whilst scoring lower on satisfaction, saw increases in 2025 compared to last year (84 per cent vs 80 per cent). In Liverpool City Region, passengers were satisfied with 88 per cent of journeys this year compared to 84 per cent the year before. Similarly, Greater Manchester saw a seven percentage point increase to 86 per cent from 79 per cent. Whilst West Yorkshire is still below average for overall satisfaction, the trend is going in a positive direction, and they increased by four percentage points this year. Other urban metropolitan areas, whilst still average or below average, are still moving in the right positive direction.

Plus, several other urban areas have increased their overall passenger satisfaction, notably Lancashire and Blackburn with Darwen, North East Lincolnshire and Portsmouth.

Younger bus passengers are less likely to say they are satisfied with their bus journey than older passengers. Passengers aged 16-25 were satisfied with 80 per cent of their bus journeys whereas those aged over 65 were satisfied 90 per cent of bus journeys. Satisfaction is increasing across all age groups although most notably for the youngest group, as last year it was 77 per cent for 16-25 year olds and 89 per cent for those aged 65+.



Case study

Norfolk improves real time information at bus stops to drive up passenger satisfaction

Since 2023, the Norfolk Enhanced Partnership (EP) has used Transport Focus's Your Bus Journey survey to understand how passengers feel about using local bus services in their area. Feedback showed that passengers wanted better maintained stops, clearer information while waiting and improvements to help them feel safer. Passengers told us they wanted better facilities at their bus stop, that they would like more information at their stop, and that sometimes they didn't feel completely safe whilst waiting for the bus. Alongside this, passengers were asking for more real time information so they could plan their journeys with confidence, and they made it clear that more shelters and seating would make a big difference.

In response, the EP directed BSIP funding towards upgrading stops across the county. More than 180 bus shelters were installed or improved in 2025 through a programme delivered with parish and town councils, who contributed 20 per cent of costs and committed to long term maintenance. In some areas the improvements were quite simple, such as adding extra seating or installing cycle racks to support people combining bus and bike travel.

To improve access to information, QR boards were introduced at stops, allowing passengers to view real time and scheduled information on their smartphones. This sits alongside the physical timetables already in place and gives people another convenient way to check their journey. We have also installed real-time information screens at the busiest stops in the county and in rural and coastal areas, where electrical infrastructure is more difficult to install, solar powered real time information screens were installed to broaden coverage.

Thanks to these improvements, satisfaction with journeys in Norfolk has continued to rise year on year, from 81 per cent in 2023, to 86 per cent in 2024 and 88 per cent in 2025 to be one of the highest ranking rural areas in 2025.

Punctuality

Punctuality is a key reason passengers are satisfied, or dissatisfied, with their bus journey. Across England, passenger satisfaction with waiting time at the bus stop and punctuality of the bus at the stop have both improved in 2025 compared to 2024. Satisfaction with wait time at stop increased from 72 per cent in 2024 to 74 per cent in 2025. Satisfaction with punctuality also rose by two percentage points to 77 per cent. Urban metropolitan areas saw a two percentage point rise in both of these measures in 2025 compared to 2024.

"The bus was on time and the driver was not speeding or braking all of sudden."

64 per cent of passengers say they waited less than 10 minutes at the stop for their bus to arrive (63 per cent in 2024). Since last year, however, wait time has decreased in peak periods and in city/town suburbs. Expectations in wait time have improved, with 56 per cent of wait times being what the passenger expected and 16 per cent being less time than expected (54 per cent and 16 per cent in 2024). Ratings of information provided at the bus stop are edging up, with 76 per cent saying the information provided at the bus stop was good (75 per cent in 2024). The proportion of journeys starting at a bus stop with a timetable and electronic display showing bus arrival times have increased since last year and providing this information should be improving passengers' expectations.

"The bus was 20 minutes late and there was no way of knowing if it would turn up or not. The bus departure board at the Victoria Centre was 10 minutes behind the actual time, and therefore all the buses listed on the board included times that had already passed."



Satisfaction with journey time is the same as last year at 83 per cent however it has risen by one percentage point in rural and urban metropolitan areas. Fewer journeys are reported as delayed this year compared to 2024 (31 per cent vs 33 per cent). The main reasons for journey delays are congestion/ traffic jams and road works. Journeys in urban metropolitan areas are more likely to be delayed (34 per cent) and those in semi-rural areas the least likely (26 per cent).

Value for money

There has been a noticeable decrease this year in satisfaction with value for money. Amongst those that pay for their bus fares, there has been a drop of ten percentage points in England since last year to 63 per cent. In 2024, when the £2 cap was in place, there was a six per cent increase in satisfaction with value for money from 2023. It is therefore not surprising to see a fall in satisfaction in 2025, indicating that passengers have felt fare rises more acutely following the end of the £2 cap.

Whilst 63 per cent are satisfied with value for money, this drops to 57 per cent of those with a day pass or daily capped fare. Last year this was 65 per cent. This year 68 per cent of passengers are satisfied with the value for money of their single fare, whereas last year it was 79 per cent. Although satisfaction with value for money dropped for those travelling on a longer pass such as weekly or monthly, it did not drop to the same extent; from 62 per cent in 2024 to 60 per cent in 2025.

Passengers taking journeys in semi-rural areas are most likely to be satisfied with value for money (68 per cent) and those in urban other areas the least (61 per cent). But the areas that are below the England average on value for money are a mix of rural, semi-rural, urban other and urban metropolitan and are spread out across the country. There must be other factors at play, and it may not be a simple answer to unpick.

All but one English area saw a drop in value for money. Greater Manchester bucked the trend with an increase of six per cent to 79 per cent of passengers saying they were satisfied with the value for money for their journey. In contrast, in some urban other areas less than half of journeys had passengers who were satisfied with value for money. Urban metropolitan areas had a smaller decrease in value for money compared to last year, whilst the largest drop was amongst rural areas. In areas where there are infrequent services plus congestion in towns, passengers can feel that the service is poor value. Capped fares and bus improvement plans may raise expectations so that if they are taken away or don't materialise quickly enough it might be leading to poor perception of value for money. This is an issue Transport Focus will continue to explore in the 2026 Your Bus Journey Survey.

Case study

Greater Manchester – delivering better value through the Bee Network

Greater Manchester has seen significant improvements in bus passengers' experiences in 2025. Overall satisfaction with bus journeys now stands at 86 per cent and has risen by seven percentage points compared to 2024, and satisfaction with value for money has increased by six percentage points to 79 per cent.

Over the last year, Transport for Greater Manchester (TfGM) has delivered a wide range of improvements to bus services as part of the Bee Network, following the completion of bus franchising in January 2025. Bringing buses under local control has enabled more coordinated planning, clearer accountability and more consistent standards across the network. This has allowed TfGM to deliver improvements to the network more quickly, including new routes, new fleet and improved timetables.

Additional buses have been introduced to increase reliability and support smoother journeys. Newer vehicles have helped strengthen operational reliability, and many passengers are benefiting from more frequent services, earlier and later departures, and better connected routes.

Integrated "Tap and go" ticketing across bus and tram has been rolled out, simplifying travel and making journeys easier. New weekly, monthly and annual value tickets are helping reduce financial pressure for regular passengers. Single fares have been held at £2, and day tickets at £5, improving affordability. As of September 2025, 18–21 year olds can buy a 28 day Bee Network bus travelcard for £40, which is half the adult fare. This provides unlimited bus travel, including night services.

These changes have contributed to improvement across all key satisfaction measures in Greater Manchester in 2025, demonstrating the positive impact of a coordinated and customer focused bus system.

Passengers paying for a single or return fare were more satisfied with value for money than passengers paying for a day pass, season ticket or capped fare.

“The journey was quick and convenient. The stop is close to my home and the return stop is close to my office. In my opinion the fare is good value for money.”

Amongst those fare payers who were dissatisfied with value for money, the main reason they gave was ‘the cost of bus fares now compared to what they were 12 months ago’ (35 per cent) followed by ‘the cost for the distance travelled’ (16 per cent). Those that were satisfied were most likely to say that ‘the cost for the distance travelled’ (21 per cent) was the biggest influence on their rating for value for money.

Young people are particularly unlikely to be satisfied with value for money. Just 55 per cent of 16-25 year olds are satisfied with value for money, compared to 68 per cent of 26-64 year olds and 80 per cent of over 65s. (In all cases, these are the views of people who paid for their journey and excludes those who may have benefited from free bus travel). Disabled passengers are less likely to be satisfied with value for money than those who are not (56 per cent v 66 per cent). The rating of bus fares more generally as good (very or fairly good), as opposed to for that particular journey, has dropped from 65 per cent in 2024 to 56 per cent in 2025 - again highlighting that this is a national issue.

“I cannot believe it just cost me £10 for 2 returns for a journey that’s less than a mile. I don’t use the bus often but having a bad leg I now need to. I won’t be doing it again as it’s much cheaper to get an uber! appalled at the cost!”

“I use it daily and I’m a student. It costs me £150 a month. I hope I could get a student discount.”

Satisfaction of disabled passengers

Whilst satisfaction with bus journeys has increased overall in 2025, this is less so for disabled passengers, who make about a quarter of the journeys in England.

Disabled passengers are satisfied with 83 per cent of their journeys compared to 87 per cent of non-disabled (82 per cent and 85 per cent last year). For these people, half are taking the bus because they don’t have the option of travelling by other means (50 per cent compared to 40 per cent of non-disabled passengers). 43 per cent of disabled passengers used a free pass for their journey, yet over half (56 per cent) did not. Satisfaction with value for money of the journey is even lower for fare paying disabled passengers than in England overall with 56 per cent being satisfied and 25 per cent being dissatisfied.

Disabled passengers are particularly less likely than non-disabled passengers to be satisfied with the bus stop (78 per cent vs 83 per cent) so there is still work to do to improve bus stops for all passengers. Disabled passengers are also less satisfied than non-disabled passengers about other aspects of the bus journey such as wait time (72 per cent vs 76 per cent), punctuality (75 per cent vs 79 per cent) and the bus driver (85 per cent vs 89 per cent) but there is the opportunity for the driver to make a difference in satisfaction, as the comments passengers give about why a journey is good demonstrate.

“This was a good journey it was a lady driver who I regularly board on with she often chats to me as she drives as I support men with learning difficulties and she has always been lovely to them as they also board a lot.”

“I am elderly and use a walking stick. The driver was patient and friendly. I like to use the disabled seat near front.

This particular route takes me straight to stop close to the shopping centre.”

Personal security

Perceptions of personal security at the bus stop have reduced since last year (67 per cent down from 75 per cent). They are worst in urban metropolitan areas and rural areas, whilst passengers feel most safe at the bus stop in semi-rural areas. Perceptions of personal security whilst on the bus is much higher than at the bus stop (80 per cent) but has dipped from last year (82 per cent).

Fewer than one in ten passengers in England say that other passengers' behaviour makes them feel worried or uncomfortable at the bus stop (8 per cent) or on the bus (9 per cent), but this is more likely to happen on journeys in urban metropolitan areas (10 per cent at stop and 11 per cent on board). The type of behaviour that makes passengers uncomfortable is when others have their feet on the seats, rowdy behaviour, music is played loudly and smoking/vaping.

"The bus station is a haunt of undesirables and young yobs cycling around fast on bikes. There is no enforcement of the rules, no security, the police rarely seen. A thoroughly unpleasant place."

Disabled passengers are more likely to say they feel worried or uncomfortable during their journey on the bus than non-disabled passengers. Young people feel more unsafe at bus stops than older people, especially in urban metropolitan areas.

Perhaps surprisingly there are no gender differences. If anything, males are slightly more likely to feel worried on buses than females. In 2026 Your Bus Journey will be looking in more depth at anti-social behaviour on buses and at bus stops.



Case study

Bournemouth, Christchurch and Poole Council - Better, Safer Bus Stops

At Bournemouth, Christchurch and Poole (BCP) Council, partnership sits at the heart of our Enhanced Partnership. By working closely with morebus (part of the Go-Ahead Group), we have combined investment in infrastructure with improved service delivery. This joint approach is paying off. In 2024, BCP was rated third in England for overall satisfaction, and in 2025 we maintained 90 per cent satisfaction and a top-ten national position.

To help keep buses running smoothly, BCP has introduced a range of bus priority improvements, including new bus lanes, changes to on-street parking at known pinch points, and giving buses priority at key traffic signals across the area. All of this helps buses stay punctual and reliable - exactly what passengers want.

Bus stop clearways are being extended to 27 metres, following trials with different buses to find the optimum length. This gives buses the space they need to pull in neatly alongside the raised kerb, making boarding safer and easier. These changes have helped reduce problems for drivers, including vehicle damage, and cut down the time buses spend at stops. Bus stops have been upgraded to make them safer, more accessible and more comfortable. Improvements include better lighting and glass roofs, and where possible shelters have been oriented towards the road to make it easier for passengers to see approaching buses. At the busiest stops, we have added full-width seating, dedicated wheelchair or buggy space and CCTV. Passenger satisfaction with bus stops reached 85 per cent in 2025, placing BCP among England's top-performing areas.

BCP has introduced two Transport Safety Officers (TSOs) who work across buses and main interchanges to tackle antisocial behaviour. Passengers can also use a discreet text service to report concerns while travelling or waiting.

Real-time information has been enhanced with live displays at busy stops, hospitals, leisure centres and student campuses. Operators can update these screens instantly to share diversion details or service alerts, helping passengers make informed decisions. In 2025, 83 per cent of passengers rated bus stop information as very or fairly good, compared with 76 per cent across England.

→ Scotland 2025 results - what do they tell us?

Over 3300 bus journeys were evaluated by Your Bus Journey in Scotland in 2025. Passengers provided feedback about the bus journey they made on the day they were recruited. Passengers aged 16 or over were recruited at bus stops, and on-board buses across six transport areas in Scotland between March and December 2025.

Overall satisfaction

In 2025, passengers in Scotland were satisfied with 91 per cent of bus journeys, a notable increase in satisfaction from 86 per cent in 2024. All areas in Scotland have seen an increase in overall satisfaction in 2025 compared with the year before. The South East of Scotland Transport Partnership (SEStran) has increased seven percentage points to 92 per cent and Tayside and Central Scotland Transport Partnership (TaCtran) has increased six percentage points to 88 per cent. Strathclyde Partnership for Transport (SPT) has the highest overall satisfaction of the Scottish areas at 93 per cent.

Positive comments from passengers satisfied with their journey are often about punctuality and the bus driver.

“Bus arrived on time, very polite and pleasant driver. Arrived at my destination, no bother.”

Punctuality

As in England, there are increases in satisfaction with punctuality and wait time at the bus stop, but these are even more pronounced in Scotland than England. Satisfaction with the length of time waiting for the bus increases from 78 per cent in 2024 to 84 per cent in 2025. The South East of Scotland Transport Partnership has a ten percentage point increase to 84 per cent and Tayside and Central Scotland Transport Partnership increases nine percentage points to 79 per cent. Overall, in Scotland, satisfaction with punctuality increases from 80 per cent to 86 per cent. The biggest rise is in Tayside and Central Scotland (72 per cent to 83 per cent).

For almost three quarters of journeys (74 per cent), wait time is less than 10 minutes and in general this is about the length of time expected (63 per cent). The proportion of passengers saying the wait is longer than expected has reduced since 2024 from 24 per cent to 18 per cent.

Journey delays have reduced in Scotland this year compared to 2024. Just over a quarter of journeys (26 per cent) are reported as delayed in 2025, mainly due to congestion/ traffic jams and road works.

“The journey was fine but was late. Electronic notice board at bus stop wasn’t working.”

“It is always on time and clean and comfortable.”

At the bus stop

Satisfaction with the bus stop overall shows a steady increase year on year in Scotland, to 84 per cent in 2025. The South East of Scotland Transport Partnership and Tayside and Central Scotland Transport Partnership both have a three percentage point increase in satisfaction with the bus stop compared to 2024. At the bus stop, the information provided is rated as good (fairly/ very) for 80 per cent of journeys, being clear of litter for 77 per cent, and general condition or maintenance for 75 per cent. All these measures have improved since 2024.

The bus driver

Positive comments given by those satisfied with the journey often mention the bus driver. For nine in ten journeys (91 per cent) the driver’s helpfulness and attitude is rated as fairly/ very good. Bus drivers are also rated very positively for where they stop (96 per cent), time given to passengers to get to their seat (90 per cent) and smoothness of the ride (87 per cent). All of these metrics are on an upward trend in Scotland.

Personal security

Personal safety whilst at the bus stop is rated as fairly/ very good by 77 per cent of passengers and personal security on board the bus at 88 per cent. These measures of personal safety have declined since 2024. Six per cent of passengers say that other passengers' behaviour makes them feel worried or uncomfortable at the bus stop, and this is mainly because of smoking/vaping or rowdy behaviour. The same proportion (6 per cent) say other passengers' behaviour makes them feel worried or uncomfortable on the bus and this is also mainly because of rowdy behaviour.

Disabled passengers are more likely than non-disabled passengers to say other passengers' behaviour makes them feel worried or uncomfortable. People aged 16-25 are more likely than other age groups to feel their personal safety is impacted by the behaviour of other passengers.

“Some passengers at the back of the upstairs were using bad language and talking about drug use. I was travelling with my child and felt very uncomfortable.”

Disabled passengers

Whilst overall satisfaction has increased in Scotland, it has not increased to the same extent for all passengers. Disabled passengers are satisfied with 88 per cent of their journeys compared to 94 per cent non-disabled passengers (87 and 87 per cent in 2024).

“The bus was modern and clean, however accessibility was poor for those with prams, buggies, or limited mobility due to age or disability. The fleet of vehicles in this region tend to be step entrance coaches.”

“The bus journey was fine. Driver polite. Have mobility problems and she waited for me to sit down before driving away.”

A fifth (22 per cent) of journeys are made by disabled passengers in Scotland. For these people, just over half are taking the bus because they don't have the option of travelling by other means (52 per cent compared to 35 per cent of non-disabled passengers). Fare paying disabled passengers are far less likely than non-disabled passengers to be satisfied with the value for money of their journey (47 per cent vs 75 per cent).

Value for money

Overall, satisfaction with value for money for bus journeys is the same in Scotland in 2025 as it was in 2024 (75 per cent). However, underneath this overall figure, there is only one area of Scotland that had seen an improvement in value perceptions which is Strathclyde Partnership for Transport (SPT). In all other areas of Scotland, value for money has decreased in 2025 compared to 2024. As in England, amongst Scottish fare payers who are dissatisfied with the value for money the main reason is the cost of bus fares now, compared to what they were 12 months ago followed by the cost for the distance travelled.

“Far cheaper by bus than getting the train and more services than them as well.”



England – overall satisfaction by area

		Overall journey satisfaction				
		Rank - 2025	2025	2024	2023	% difference 2025-2024
England	Area type		85%	83%	80%	2%
Warwickshire	Semi-rural	1	93%	-	-	-
Greater Nottingham	Urban other	2	93%	90%	87%	3%
Reading Buses	Urban other	3	92%	89%	86%	3%
Portsmouth	Urban other	4	92%	88%	83%	4%
North East Lincolnshire	Urban other	5	91%	87%	83%	4%
Derbyshire	Semi-rural	6	91%	91%	83%	0%
Nottinghamshire	Semi-rural	7	90%	90%	85%	0%
Cheshire East	Semi-rural	8	90%	88%	83%	2%
Hampshire	Semi-rural	9	90%	86%	-	4%
Bournemouth Christchurch and Poole	Urban other	10	90%	91%	90%	-1%
Worcestershire	Semi-rural	11	89%	-	-	-
Cheshire West and Chester	Semi-rural	12	89%	87%	81%	2%
Lancashire and Blackburn with Darwen	Urban other	13	89%	83%	80%	6%
Liverpool City Region	Urban metropolitan	14	88%	84%	83%	4%
East Riding of Yorkshire	Rural	15	88%	91%	90%	-3%
Leicester City	Urban other	16	88%	87%	82%	1%
Norfolk	Rural	17	88%	86%	81%	2%
Blackpool	Urban other	18	87%	86%	-	1%
East Sussex	Semi-rural	19	87%	87%	79%	0%
City of York	Urban other	20	87%	88%	84%	-1%
Derby City	Urban other	21	87%	92%	-	-5%
Suffolk	Rural	22	87%	86%	85%	1%
North Yorkshire	Rural	23	87%	86%	-	1%
Surrey	Urban other	24	86%	88%	83%	-2%
Plymouth	Urban other	25	86%	-	-	-

England – overall satisfaction by area (continued)

		Overall journey satisfaction				
		Rank - 2025	2025	2024	2023	% difference 2025-2024
England	Area type		85%	83%	80%	2%
Greater Manchester	Urban metropolitan	26	86%	79%	79%	7%
Oxfordshire	Rural	27	86%	84%	78%	2%
Staffordshire	Semi-rural	28	86%	-	-	-
West Sussex	Urban other	29	85%	86%	81%	-1%
Stoke-on-Trent	Urban other	30	85%	82%	85%	3%
Tyne & Wear	Urban metropolitan	31	85%	85%	83%	0%
County Durham	Rural	32	85%	82%	75%	3%
Northumberland	Rural	33	85%	80%	83%	5%
Warrington	Urban other	34	84%	85%	76%	-1%
Cornwall	Rural	35	84%	86%	85%	-2%
Cambridgeshire & Peterborough	Semi-rural	36	84%	-	-	-
Luton	Urban other	37	82%	80%	80%	2%
West of England and North Somerset	Urban other	38	82%	81%	77%	1%
West Yorkshire	Urban metropolitan	39	81%	77%	73%	4%
South Yorkshire	Urban metropolitan	40	81%	79%	81%	2%
West Midlands	Urban metropolitan	41	81%	79%	76%	2%
Tees Valley	Urban other	42	79%	80%	76%	-1%
Thurrock	Urban other	43	73%	-	84%	-

→ Scotland – overall satisfaction by area

		Overall journey satisfaction				
		Rank - 2025	2025	2024	2023	% difference 2025-2024
Scotland			91%	86%	86%	5%
Strathclyde Partnership for Transport	(SPT)	1	93%	88%	89%	5%
The South East of Scotland Transport Partnership	(SEStran)	2	92%	85%	86%	7%
Tayside and Central Scotland Transport Partnership	(TaCtran)	3	88%	82%	80%	6%
South West of Scotland Transport Partnership	(SWestrans)	4	87%	82%	87%	5%
Highlands and Islands Transport Partnership	(HITRANS)	5	87%	84%	83%	3%
North East of Scotland Transport Partnership	(NEstrans)	6	82%	81%	80%	1%



→ England – overall satisfaction by operator

Operators in each area in England with over 150 journeys are included in this league table.

Rank	England Operators	Overall satisfaction
1	Nottingham City Transport	94%
2	Stagecoach in Warwickshire	93%
3	First in Hampshire	92%
4	Notts & Derby Buses	92%
5	Reading Buses	92%
6	First in Leicester City	92%
7	First in Portsmouth	92%
8	Stagecoach in Portsmouth	91%
9	Stagecoach in Liverpool City Region	91%
10	Stagecoach in North East Lincolnshire	91%
11	trentbarton	91%
12	Stagecoach in Cheshire West and Chester	91%
13	Ipswich Buses	90%
14	Blackpool Transport	90%
15	Brighton & Hove Bus Company	90%
16	The Blackburn Bus Company	90%
17	morebus	90%
18	First in Worcestershire	90%
19	Stagecoach in Derbyshire	89%
20	D & G Bus	89%
21	Stagecoach in Nottinghamshire	89%
22	East Yorkshire	88%
23	Stagecoach in Oxfordshire	88%
24	First in Suffolk	88%
25	Stagecoach in Lancashire and Blackburn with Darwen	88%

Rank	England Operators	Overall satisfaction
26	First in Norfolk	87%
27	Arriva in Liverpool City Region	87%
28	Arriva in Cheshire West and Chester	87%
29	Stagecoach in Hampshire	87%
30	First in City of York	87%
31	Bee Network - Metroline	87%
32	Metrobus	87%
33	Stagecoach in Plymouth	87%
34	Plymouth Citybus	86%
35	Warrington's Own Buses	86%
36	Arriva in Staffordshire	86%
37	The Keighley Bus Company	86%
38	Stagecoach in Surrey	86%
39	Arriva in Leicester City	85%
40	Go North East	85%
41	Bee Network - Stagecoach Manchester	85%
42	Stagecoach in Tyne & Wear	85%
43	First in Stoke-on-Trent	85%
44	Go Cornwall	84%
45	Coastliner	84%
46	The Harrogate Bus Company	84%
47	Stagecoach in East Sussex	84%
48	Bee Network - Go North West	84%
49	Arriva in Derby City	84%
50	Arriva in Tyne & Wear	84%

Rank	England Operators	Overall satisfaction
51	Oxford Bus Company	84%
52	Stephensons	83%
53	Stagecoach in Cambridgeshire & Peterborough	83%
54	Stagecoach in Tees Valley	83%
55	Arriva in North Yorkshire	83%
56	Diamond Bus	83%
57	Centrebus	83%
58	First Kernow	83%
59	First in Staffordshire	82%
60	Arriva in Luton	82%
61	Arriva in Northumberland	82%
62	First in West Yorkshire	82%
63	Stagecoach in West Sussex	81%
64	Stagecoach in South Yorkshire	81%
65	First in West of England and North Somerset	81%
66	National Express	80%
67	Arriva in Warrington	80%
68	First in South Yorkshire	80%
69	Arriva in County Durham	77%
70	Ensign Bus	76%
71	Arriva in West Yorkshire	76%
72	Arriva in Tees Valley	75%



→ Scotland – overall satisfaction by operator

Operators in Scotland with over 150 journeys are included in this league table.

Rank	Scotland Operators	Overall satisfaction
1	McGills Bus Service	97%
2	Lothian Buses	94%
3	First in SPT	90%
4	Xplore Dundee	89%
5	Stagecoach in SWestrans	87%
6	Stagecoach in TaCtran	86%
7	Stagecoach in HITRANS	84%
8	First in NEstrans	84%
9	Stagecoach in NEstrans	80%



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