

Bournemouth, Christchurch & Poole Your Bus Journey 2025 survey results

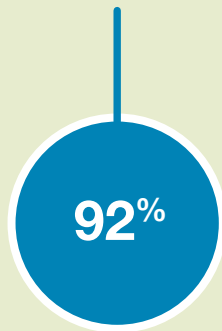


Time the journey took



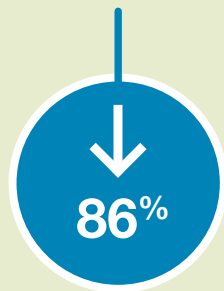
2024 - 88%
2023 - 86%

The bus driver



2024 - 92%
2023 - 91%

Punctuality of the bus at the stop



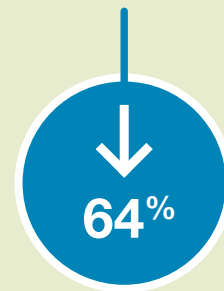
2024 - 88%
2023 - 86%

Overall satisfaction with journey on the day



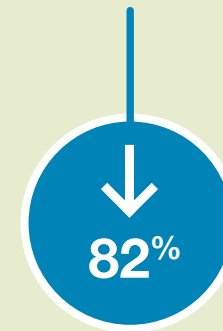
2024 - 91%
2023 - 90%

Value for money for fare payers



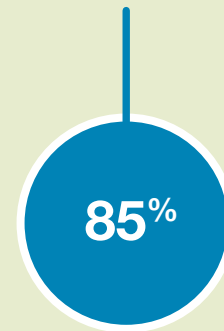
2024 - 80%
2023 - 69%

Waiting time at bus stop



2024 - 85%
2023 - 81%

The bus stop



2024 - 85%
2023 - 83%



Bournemouth, Christchurch & Poole Your Bus Journey 2025 survey results

Bus passenger satisfaction compared to all England areas

| | | Urban other | All England areas | Rank |
|---|----|-------------|-------------------|------|
| Total satisfied % | | | | |
| Overall satisfaction | 90 | 87 | 85 | 10 |
| Value for money | 64 | 61 | 63 | 22 |
| Bus stop where you caught bus | 85 | 82 | 81 | 10 |
| Length of time you had to wait for bus | 82 | 77 | 74 | 9 |
| Punctuality of bus at stop (arriving on time) | 86 | 80 | 77 | 5 |
| Bus driver | 92 | 88 | 87 | 6 |
| Length of time journey on bus took | 87 | 85 | 83 | 20 |
| Total rating good (very/fairly) % | | | | |
| Information provided at bus stop | 83 | 79 | 76 | |
| Personal security at bus stop | 72 | 69 | 67 | |
| Personal security on bus | 86 | 83 | 80 | |