

# Cheshire East Your Bus Journey 2025 survey results

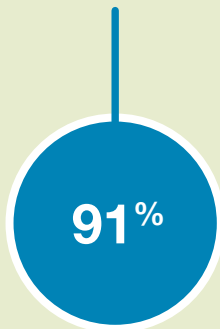


Time the journey took



2024 - 88%  
2023 - 84%

The bus driver



2024 - 91%  
2023 - 88%

Punctuality of the bus at the stop



2024 - 82%  
2023 - 77%

Overall satisfaction with journey on the day



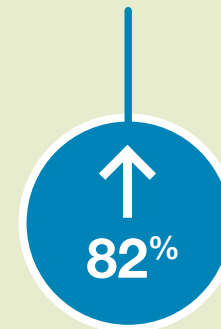
2024 - 88%  
2023 - 83%

Value for money for fare payers



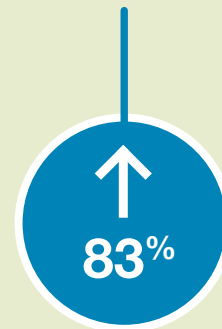
2024 - 88%  
2023 - 79%

Waiting time at bus stop



2024 - 77%  
2023 - 72%

The bus stop



2024 - 80%  
2023 - 73%



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Bus passenger satisfaction compared to all England areas

Total satisfied %		Semi-rural	All England areas	Rank
Overall satisfaction	90	88	85	8
Value for money	71	68	63	11
Bus stop where you caught bus	83	83	81	17
Length of time you had to wait for bus	82	79	74	8
Punctuality of bus at stop (arriving on time)	85	82	77	7
Bus driver	91	91	87	9
Length of time journey on bus took	89	87	83	9
Total rating good (very/fairly) %				
Information provided at bus stop	74	78	76	
Personal security at bus stop	70	73	67	
Personal security on bus	86	86	80	