

Cheshire West & Chester Your Bus Journey 2025 survey results

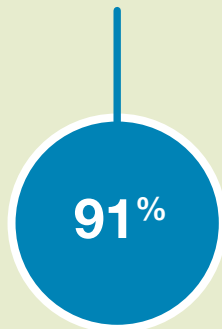


Time the journey took



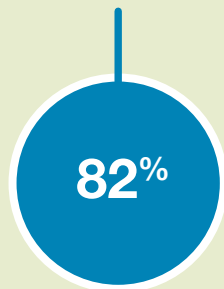
2024 - 86%
2023 - 84%

The bus driver



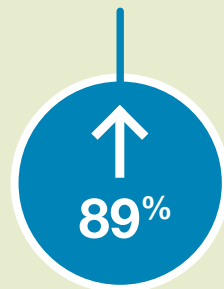
2024 - 91%
2023 - 88%

Punctuality of the bus at the stop



2024 - 82%
2023 - 72%

Overall satisfaction with journey on the day



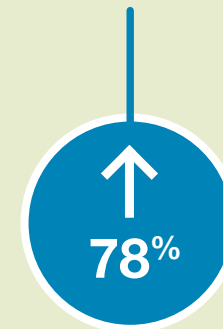
2024 - 87%
2023 - 81%

Value for money for fare payers



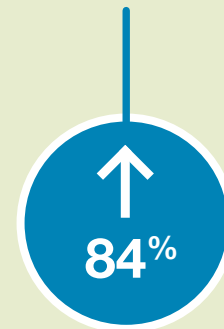
2024 - 77%
2023 - 73%

Waiting time at bus stop



2024 - 79%
2023 - 69%

The bus stop



2024 - 83%
2023 - 80%

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Bus passenger satisfaction compared to all England areas

Total satisfied %		Semi-rural	All England areas	Rank
Overall satisfaction	89	88	85	12
Value for money	69	68	63	14
Bus stop where you caught bus	84	83	81	12
Length of time you had to wait for bus	78	79	74	19
Punctuality of bus at stop (arriving on time)	82	82	77	17
Bus driver	91	91	87	11
Length of time journey on bus took	88	87	83	11
Total rating good (very/fairly) %				
Information provided at bus stop	78	78	76	
Personal security at bus stop	71	73	67	
Personal security on bus	87	86	80	