

City of York Your Bus Journey 2025 survey results



Time the journey took



2024 - 89%
2023 - 82%

The bus driver



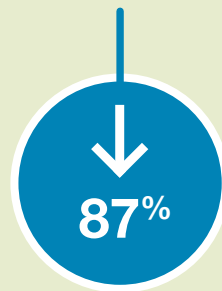
2024 - 90%
2023 - 87%

Punctuality of the bus at the stop



2024 - 79%
2023 - 76%

Overall satisfaction with journey on the day



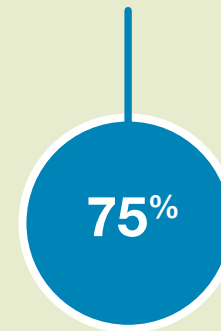
2024 - 88%
2023 - 84%

Value for money for fare payers



2024 - 76%
2023 - 66%

Waiting time at bus stop



2024 - 75%
2023 - 72%

The bus stop



2024 - 84%
2023 - 80%



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Bus passenger satisfaction compared to all England areas

Total satisfied %

		Urban other	All England areas	Rank
Overall satisfaction	87	87	85	20
Value for money	63	61	63	25
Bus stop where you caught bus	80	82	81	29
Length of time you had to wait for bus	75	77	74	27
Punctuality of bus at stop (arriving on time)	80	80	77	22
Bus driver	89	88	87	18
Length of time journey on bus took	83	85	83	34

Total rating good (very/fairly) %

Information provided at bus stop	78	79	76	
Personal security at bus stop	73	69	67	
Personal security on bus	86	83	80	