

Cornwall Your Bus Journey 2025 survey results



Time the journey took



2024 - 83%
2023 - 83%

The bus driver



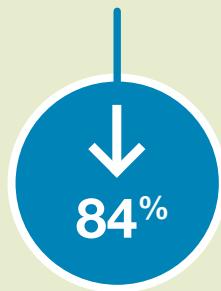
2024 - 91%
2023 - 90%

Punctuality of the bus at the stop



2024 - 76%
2023 - 75%

Overall satisfaction with journey on the day



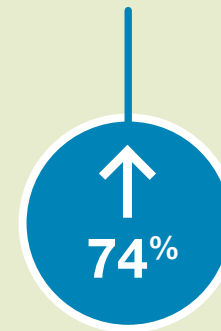
2024 - 86%
2023 - 85%

Value for money for fare payers



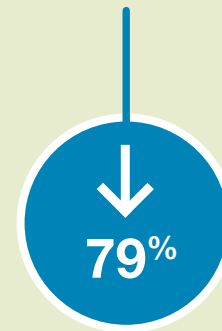
2024 - 72%
2023 - 75%

Waiting time at bus stop



2024 - 72%
2023 - 71%

The bus stop



2024 - 80%
2023 - 76%



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Bus passenger satisfaction compared to all England areas

Total satisfied %

		Rural	All England areas	Rank
Overall satisfaction	84	86	85	35
Value for money	51	63	63	40
Bus stop where you caught bus	79	80	81	33
Length of time you had to wait for bus	74	76	74	30
Punctuality of bus at stop (arriving on time)	78	80	77	29
Bus driver	90	89	87	14
Length of time journey on bus took	84	85	83	31

Total rating good (very/fairly) %

Information provided at bus stop	74	72	76	
Personal security at bus stop	66	66	67	
Personal security on bus	83	84	80	