

County Durham Your Bus Journey 2025 survey results



Time the journey took



2024 - 83%
2023 - 80%

The bus driver



2024 - 87%
2023 - 84%

Punctuality of the bus at the stop



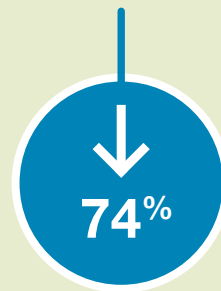
2024 - 74%
2023 - 64%

Overall satisfaction with journey on the day



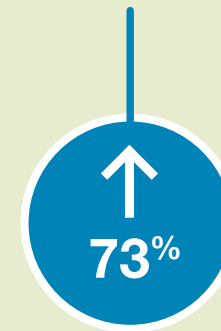
2024 - 82%
2023 - 75%

Value for money for fare payers



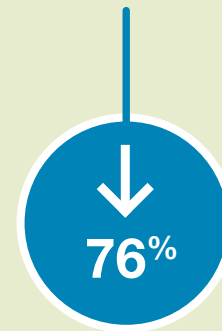
2024 - 86%
2023 - 74%

Waiting time at bus stop



2024 - 71%
2023 - 60%

The bus stop



2024 - 77%
2023 - 69%



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Bus passenger satisfaction compared to all England areas

Total satisfied %

		Rural	All England areas	Rank
Overall satisfaction	85	86	85	32
Value for money	74	63	63	8
Bus stop where you caught bus	76	80	81	40
Length of time you had to wait for bus	73	76	74	33
Punctuality of bus at stop (arriving on time)	78	80	77	28
Bus driver	90	89	87	13
Length of time journey on bus took	87	85	83	15

Total rating good (very/fairly) %

Information provided at bus stop	78	72	76
Personal security at bus stop	65	66	67
Personal security on bus	80	84	80