

Derby City Your Bus Journey 2025 survey results

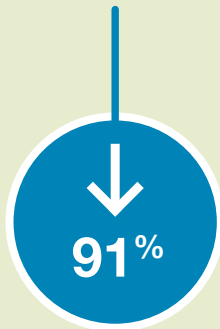


Time the journey took



2024 - 92%

The bus driver



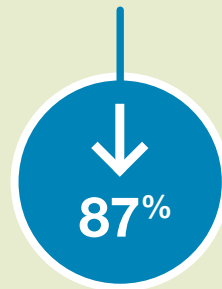
2024 - 92%

Punctuality of the bus at the stop



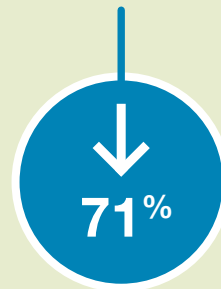
2024 - 88%

Overall satisfaction with journey on the day



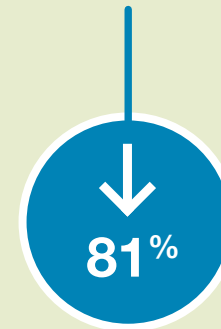
2024 - 92%

Value for money for fare payers



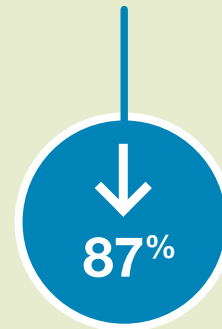
2024 - 82%

Waiting time at bus stop



2024 - 88%

The bus stop



2024 - 89%



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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	21
Value for money	71	61	63	10
Bus stop where you caught bus	87	82	81	4
Length of time you had to wait for bus	81	77	74	10
Punctuality of bus at stop (arriving on time)	83	80	77	12
Bus driver	91	88	87	7
Length of time journey on bus took	90	85	83	3

Total rating good (very/fairly) %

Information provided at bus stop	85	79	76	
Personal security at bus stop	78	69	67	
Personal security on bus	88	83	80	