

Derbyshire Your Bus Journey 2025 survey results

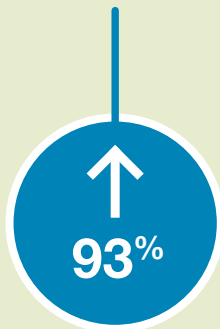


Time the journey took



2024 - 89%
2023 - 86%

The bus driver



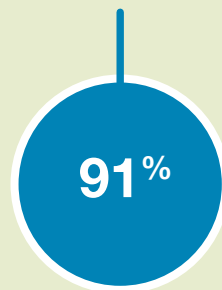
2024 - 92%
2023 - 90%

Punctuality of the bus at the stop



2024 - 86%
2023 - 77%

Overall satisfaction with journey on the day



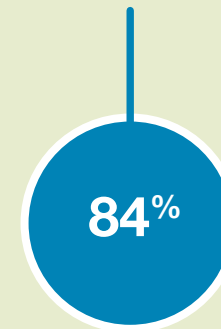
2024 - 91%
2023 - 83%

Value for money for fare payers



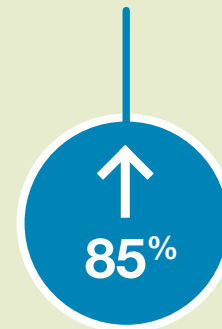
2024 - 87%
2023 - 79%

Waiting time at bus stop



2024 - 84%
2023 - 74%

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	91	88	85	6
Value for money	75	68	63	6
Bus stop where you caught bus	85	83	81	9
Length of time you had to wait for bus	84	79	74	6
Punctuality of bus at stop (arriving on time)	85	82	77	9
Bus driver	93	91	87	2
Length of time journey on bus took	90	87	83	2

Total rating good (very/fairly) %

Information provided at bus stop	83	78	76	
Personal security at bus stop	76	73	67	
Personal security on bus	89	86	80	