

Greater Manchester Your Bus Journey 2025 survey results

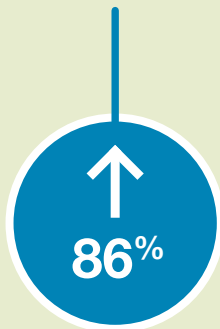


Time the journey took



2024 - 80%
2023 - 79%

The bus driver



2024 - 85%
2023 - 80%

Punctuality of the bus at the stop



2024 - 67%
2023 - 68%

Overall satisfaction with journey on the day



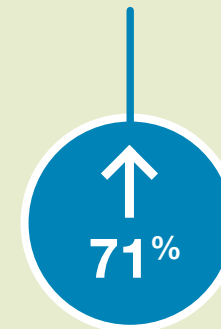
2024 - 79%
2023 - 79%

Value for money for fare payers



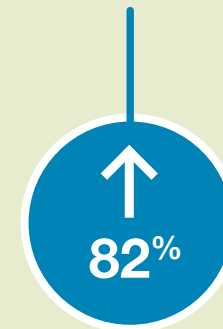
2024 - 73%
2023 - 72%

Waiting time at bus stop



2024 - 66%
2023 - 67%

The bus stop



2024 - 77%
2023 - 74%



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Bus passenger satisfaction compared to all England areas

		Urban metropolitan	All England areas	Rank
Total satisfied %				
Overall satisfaction	86	84	85	26
Value for money	79	63	63	2
Bus stop where you caught bus	82	80	81	18
Length of time you had to wait for bus	71	71	74	39
Punctuality of bus at stop (arriving on time)	76	74	77	35
Bus driver	86	85	87	34
Length of time journey on bus took	84	82	83	30
Total rating good (very/fairly) %				
Information provided at bus stop	75	76	76	
Personal security at bus stop	67	65	67	
Personal security on bus	80	77	80	