

Greater Nottingham Your Bus Journey 2025 survey results



Time the journey took



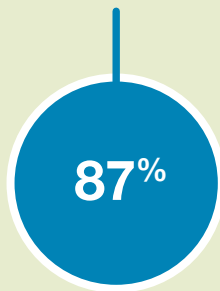
2024 - 91%
2023 - 86%

The bus driver



2024 - 93%
2023 - 88%

Punctuality of the bus at the stop



2024 - 87%
2023 - 85%

Overall satisfaction with journey on the day



2024 - 90%
2023 - 87%

Value for money for fare payers



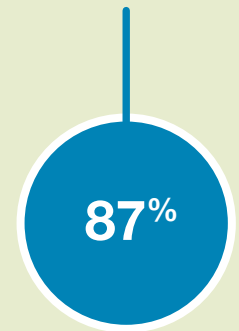
2024 - 81%
2023 - 74%

Waiting time at bus stop



2024 - 85%
2023 - 82%

The bus stop



2024 - 87%
2023 - 85%



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Bus passenger satisfaction compared to all England areas

Total satisfied %		Urban other	All England areas	Rank
Overall satisfaction	93	87	85	2
Value for money	73	61	63	9
Bus stop where you caught bus	87	82	81	7
Length of time you had to wait for bus	86	77	74	3
Punctuality of bus at stop (arriving on time)	87	80	77	4
Bus driver	90	88	87	12
Length of time journey on bus took	90	85	83	6
Total rating good (very/fairly) %				
Information provided at bus stop	87	79	76	
Personal security at bus stop	79	69	67	
Personal security on bus	89	83	80	