

Lancashire and Blackburn with Darwen Your Bus Journey 2025 survey results

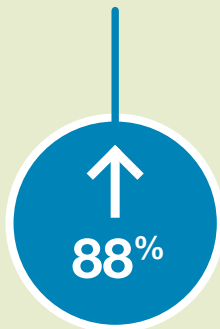


Time the journey took



2024 - 84%
2023 - 82%

The bus driver



2024 - 87%
2023 - 86%

Punctuality of the bus at the stop



2024 - 76%
2023 - 71%

Overall satisfaction with journey on the day



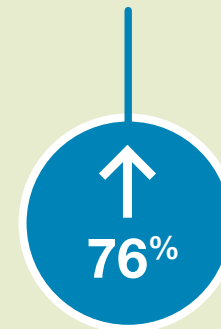
2024 - 83%
2023 - 80%

Value for money for fare payers



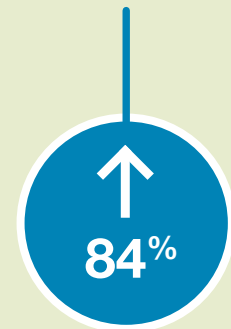
2024 - 76%
2023 - 69%

Waiting time at bus stop



2024 - 73%
2023 - 68%

The bus stop



2024 - 78%
2023 - 77%



Lancashire and Blackburn with Darwen Your Bus Journey 2025 survey results

Bus passenger satisfaction compared to all England areas

| | | Urban other | All England areas | Rank |
|-----------------------------------------------|----|-------------|-------------------|------|
| Total satisfied % | | | | |
| Overall satisfaction | 89 | 87 | 85 | 13 |
| Value for money | 64 | 61 | 63 | 21 |
| Bus stop where you caught bus | 84 | 82 | 81 | 14 |
| Length of time you had to wait for bus | 76 | 77 | 74 | 23 |
| Punctuality of bus at stop (arriving on time) | 80 | 80 | 77 | 23 |
| Bus driver | 88 | 88 | 87 | 30 |
| Length of time journey on bus took | 86 | 85 | 83 | 23 |
| Total rating good (very/fairly) % | | | | |
| Information provided at bus stop | 76 | 79 | 76 | |
| Personal security at bus stop | 70 | 69 | 67 | |
| Personal security on bus | 86 | 83 | 80 | |