

Leicester City Your Bus Journey 2025 survey results



Time the journey took



2024 - 83%
2023 - 82%

The bus driver



2024 - 83%
2023 - 84%

Punctuality of the bus at the stop



2024 - 80%
2023 - 76%

Overall satisfaction with journey on the day



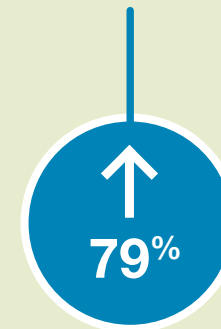
2024 - 87%
2023 - 82%

Value for money for fare payers



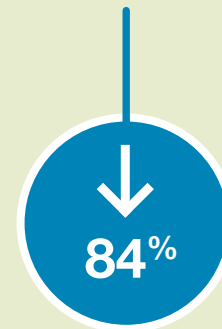
2024 - 73%
2023 - 68%

Waiting time at bus stop



2024 - 77%
2023 - 73%

The bus stop



2024 - 85%
2023 - 81%



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Bus passenger satisfaction compared to all England areas

Total satisfied %		Urban other	All England areas	Rank
Overall satisfaction	88	87	85	16
Value for money	63	61	63	24
Bus stop where you caught bus	84	82	81	11
Length of time you had to wait for bus	79	77	74	16
Punctuality of bus at stop (arriving on time)	81	80	77	19
Bus driver	89	88	87	19
Length of time journey on bus took	86	85	83	21
Total rating good (very/fairly) %				
Information provided at bus stop	83	79	76	
Personal security at bus stop	75	69	67	
Personal security on bus	83	83	80	