

Liverpool City Region Your Bus Journey 2025 survey results

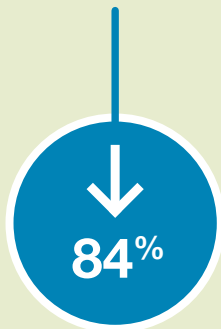


Time the journey took



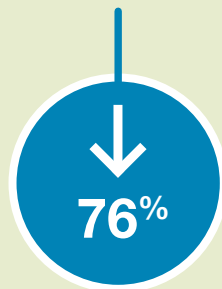
2024 - 84%
2023 - 83%

The bus driver



2024 - 88%
2023 - 86%

Punctuality of the bus at the stop



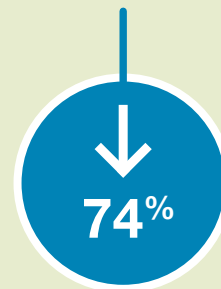
2024 - 80%
2023 - 74%

Overall satisfaction with journey on the day



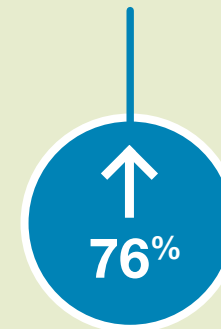
2024 - 84%
2023 - 83%

Value for money for fare payers



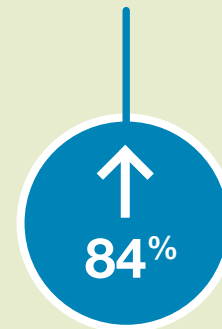
2024 - 78%
2023 - 75%

Waiting time at bus stop



2024 - 75%
2023 - 71%

The bus stop



2024 - 81%
2023 - 78%



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Bus passenger satisfaction compared to all England areas

		Urban metropolitan	All England areas	Rank
Total satisfied %				
Overall satisfaction	88	84	85	14
Value for money	74	63	63	7
Bus stop where you caught bus	84	80	81	13
Length of time you had to wait for bus	76	71	74	21
Punctuality of bus at stop (arriving on time)	76	74	77	33
Bus driver	84	85	87	40
Length of time journey on bus took	85	82	83	28
Total rating good (very/fairly) %				
Information provided at bus stop	80	76	76	
Personal security at bus stop	69	65	67	
Personal security on bus	78	77	80	