

# Luton Your Bus Journey 2025 survey results



Time the journey took



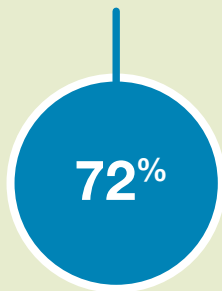
2024 - 80%  
2023 - 82%

The bus driver



2024 - 84%  
2023 - 84%

Punctuality of the bus at the stop



2024 - 72%  
2023 - 65%

Overall satisfaction with journey on the day



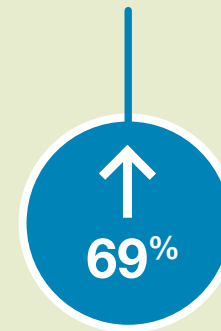
2024 - 80%  
2023 - 80%

Value for money for fare payers



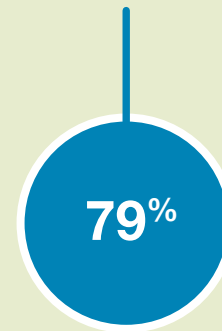
2024 - 79%  
2023 - 71%

Waiting time at bus stop



2024 - 67%  
2023 - 65%

The bus stop



2024 - 79%  
2023 - 76%



# Luton Your Bus Journey 2025 survey results

Bus passenger satisfaction compared to all England areas

## Total satisfied %

		Urban other	All England areas	Rank
Overall satisfaction	82	87	85	37
Value for money	63	61	63	27
Bus stop where you caught bus	79	82	81	31
Length of time you had to wait for bus	69	77	74	41
Punctuality of bus at stop (arriving on time)	72	80	77	41
Bus driver	85	88	87	38
Length of time journey on bus took	81	85	83	36

## Total rating good (very/fairly) %

Information provided at bus stop	71	79	76	
Personal security at bus stop	65	69	67	
Personal security on bus	77	83	80	