

Norfolk Your Bus Journey 2025 survey results

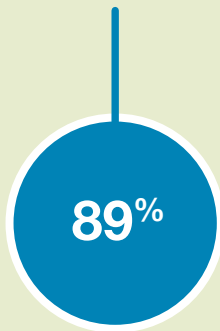


Time the journey took



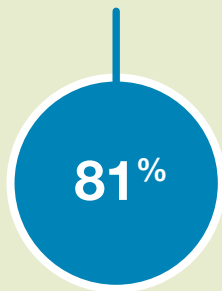
2024 - 85%
2023 - 82%

The bus driver



2024 - 89%
2023 - 86%

Punctuality of the bus at the stop



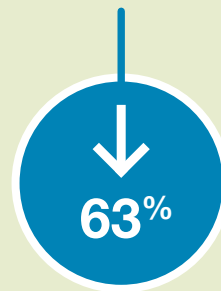
2024 - 81%
2023 - 76%

Overall satisfaction with journey on the day



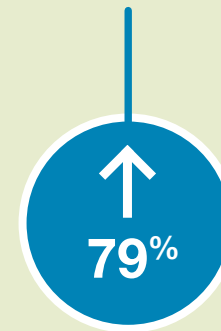
2024 - 86%
2023 - 81%

Value for money for fare payers



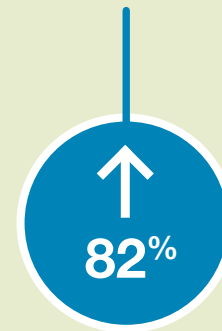
2024 - 77%
2023 - 67%

Waiting time at bus stop



2024 - 78%
2023 - 74%

The bus stop



2024 - 80%
2023 - 78%



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Bus passenger satisfaction compared to all England areas

Total satisfied %

		Rural	All England areas	Rank
Overall satisfaction	88	86	85	17
Value for money	63	63	63	26
Bus stop where you caught bus	82	80	81	19
Length of time you had to wait for bus	79	76	74	14
Punctuality of bus at stop (arriving on time)	81	80	77	18
Bus driver	89	89	87	17
Length of time journey on bus took	88	85	83	13

Total rating good (very/fairly) %

Information provided at bus stop	74	72	76	
Personal security at bus stop	66	66	67	
Personal security on bus	85	84	80	