

# North East of Scotland Transport Partnership Your Bus Journey 2025 survey results



Time the journey took



2024 - 82%  
2023 - 82%

The bus driver



2024 - 84%  
2023 - 85%

Punctuality of the bus at the stop



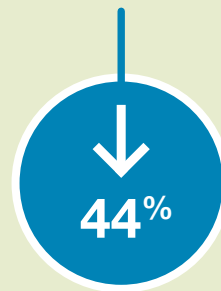
2024 - 75%  
2023 - 72%

Overall satisfaction with journey on the day



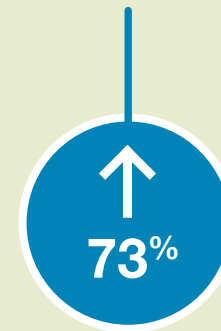
2024 - 81%  
2023 - 80%

Value for money for fare payers



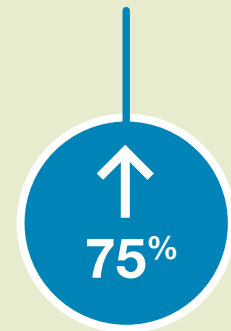
2024 - 48%  
2023 - 38%

Waiting time at bus stop



2024 - 72%  
2023 - 70%

The bus stop



2024 - 74%  
2023 - 75%



# North East of Scotland Transport Partnership Your Bus Journey 2025 survey results

Bus passenger satisfaction compared to all Scotland areas

## Total satisfied %

		All Scotland areas	Rank
Overall satisfaction	82	91	6
Value for money	44	75	6
Bus stop where you caught bus	75	84	5
Length of time you had to wait for bus	73	84	6
Punctuality of bus at stop (arriving on time)	77	86	6
Bus driver	85	92	6
Length of time journey on bus took	81	88	6

## Total rating good (very/fairly) %

Information provided at bus stop	73	80	
Personal security at bus stop	67	77	
Personal security on bus	80	88	