

North East Lincolnshire Your Bus Journey 2025 survey results

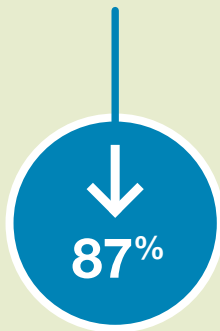


Time the journey took



2024 - 84%
2023 - 84%

The bus driver



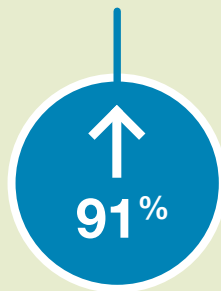
2024 - 88%
2023 - 87%

Punctuality of the bus at the stop



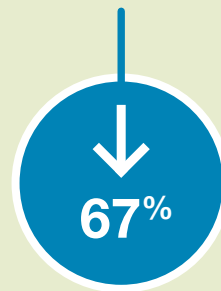
2024 - 81%
2023 - 78%

Overall satisfaction with journey on the day



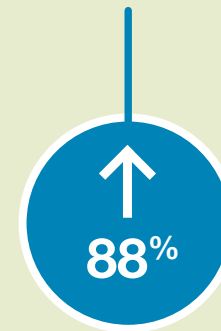
2024 - 87%
2023 - 83%

Value for money for fare payers



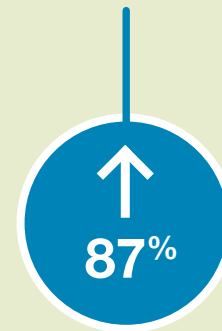
2024 - 77%
2023 - 70%

Waiting time at bus stop



2024 - 78%
2023 - 72%

The bus stop



2024 - 77%
2023 - 76%

North East Lincolnshire Your Bus Journey 2025 survey results

Bus passenger satisfaction compared to all England areas

Total satisfied %		Urban other	All England areas	Rank
Overall satisfaction	91	87	85	5
Value for money	67	61	63	17
Bus stop where you caught bus	87	82	81	5
Length of time you had to wait for bus	88	77	74	1
Punctuality of bus at stop (arriving on time)	86	80	77	6
Bus driver	87	88	87	32
Length of time journey on bus took	90	85	83	5
Total rating good (very/fairly) %				
Information provided at bus stop	81	79	76	
Personal security at bus stop	70	69	67	
Personal security on bus	86	83	80	