

# Northumberland Your Bus Journey 2025 survey results



Time the journey took



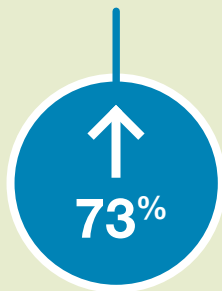
2024 - 81%  
2023 - 84%

The bus driver



2024 - 86%  
2023 - 88%

Punctuality of the bus at the stop



2024 - 71%  
2023 - 72%

Overall satisfaction with journey on the day



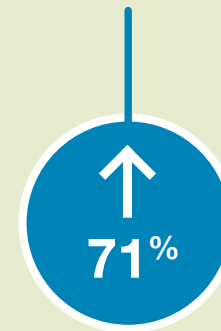
2024 - 80%  
2023 - 83%

Value for money for fare payers



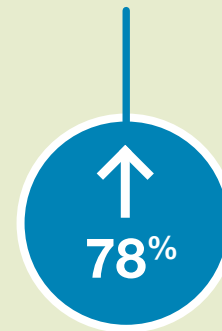
2024 - 89%  
2023 - 75%

Waiting time at bus stop



2024 - 68%  
2023 - 68%

The bus stop



2024 - 72%  
2023 - 73%



# Northumberland Your Bus Journey 2025 survey results

Bus passenger satisfaction compared to all England areas

## Total satisfied %

		Rural	All England areas	Rank
Overall satisfaction	85	86	85	33
Value for money	75	63	63	5
Bus stop where you caught bus	78	80	81	38
Length of time you had to wait for bus	71	76	74	36
Punctuality of bus at stop (arriving on time)	73	80	77	40
Bus driver	88	89	87	29
Length of time journey on bus took	85	85	83	26

## Total rating good (very/fairly) %

Information provided at bus stop	61	72	76
Personal security at bus stop	66	66	67
Personal security on bus	82	84	80