

Portsmouth Your Bus Journey 2025 survey results



Time the journey took



2024 - 83%
2023 - 80%

The bus driver



2024 - 88%
2023 - 86%

Punctuality of the bus at the stop



2024 - 80%
2023 - 77%

Overall satisfaction with journey on the day



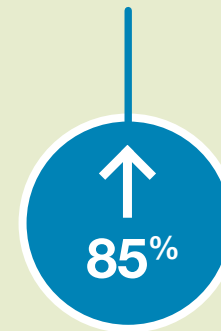
2024 - 88%
2023 - 83%

Value for money for fare payers



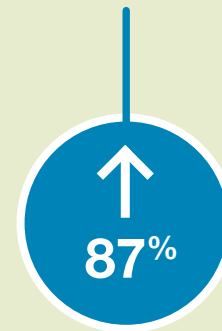
2024 - 77%
2023 - 66%

Waiting time at bus stop



2024 - 77%
2023 - 74%

The bus stop



2024 - 80%
2023 - 81%



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Bus passenger satisfaction compared to all England areas

Total satisfied %		Urban other	All England areas	Rank
Overall satisfaction	92	87	85	4
Value for money	65	61	63	20
Bus stop where you caught bus	87	82	81	6
Length of time you had to wait for bus	85	77	74	5
Punctuality of bus at stop (arriving on time)	89	80	77	3
Bus driver	89	88	87	20
Length of time journey on bus took	88	85	83	12
Total rating good (very/fairly) %				
Information provided at bus stop	84	79	76	
Personal security at bus stop	76	69	67	
Personal security on bus	85	83	80	