

Reading Buses Your Bus Journey 2025 survey results



Time the journey took



2024 - 86%
2023 - 83%

The bus driver



2024 - 91%
2023 - 89%

Punctuality of the bus at the stop



2024 - 83%
2023 - 78%

Overall satisfaction with journey on the day



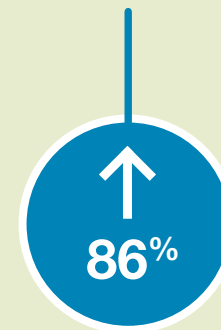
2024 - 89%
2023 - 86%

Value for money for fare payers



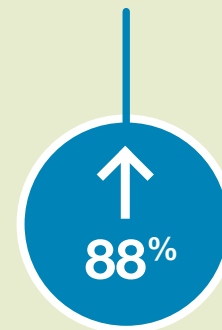
2024 - 69%
2023 - 68%

Waiting time at bus stop



2024 - 81%
2023 - 78%

The bus stop



2024 - 84%
2023 - 80%



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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	3
Value for money	62	61	63	29
Bus stop where you caught bus	88	82	81	2
Length of time you had to wait for bus	86	77	74	4
Punctuality of bus at stop (arriving on time)	89	80	77	2
Bus driver	92	88	87	5
Length of time journey on bus took	89	85	83	7
Total rating good (very/fairly) %				
Information provided at bus stop	84	79	76	
Personal security at bus stop	69	69	67	
Personal security on bus	84	83	80	