

# South West of Scotland Transport Partnership Your Bus Journey 2025 survey results



Time the journey took



2024 - 82%  
2023 - 85%

The bus driver



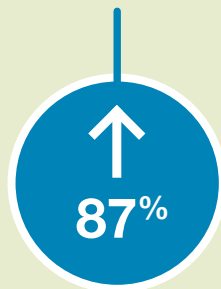
2024 - 89%  
2023 - 91%

Punctuality of the bus at the stop



2024 - 80%  
2023 - 81%

Overall satisfaction with journey on the day



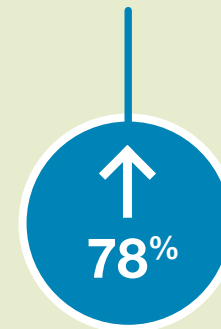
2024 - 82%  
2023 - 87%

Value for money for fare payers



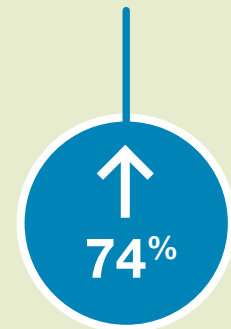
2024 - 68%  
2023 - 71%

Waiting time at bus stop



2024 - 74%  
2023 - 79%

The bus stop



2024 - 72%  
2023 - 81%



# South West 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	87	91	4
Value for money	55	75	4
Bus stop where you caught bus	74	84	6
Length of time you had to wait for bus	78	84	5
Punctuality of bus at stop (arriving on time)	85	86	2
Bus driver	92	92	2
Length of time journey on bus took	86	88	2

## Total rating good (very/fairly) %

Information provided at bus stop	36	80	
Personal security at bus stop	61	77	
Personal security on bus	87	88	