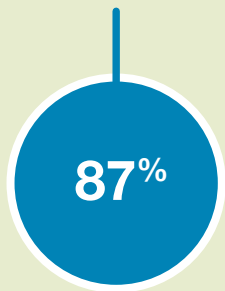


# Suffolk Your Bus Journey 2025 survey results

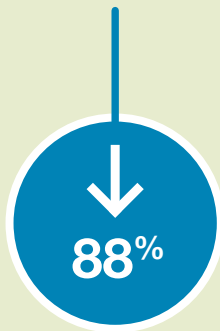


Time the journey took



2024 - 87%  
2023 - 85%

The bus driver



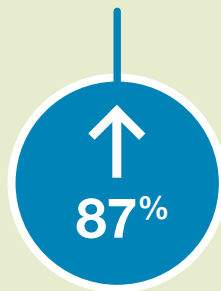
2024 - 89%  
2023 - 87%

Punctuality of the bus at the stop



2024 - 79%  
2023 - 78%

Overall satisfaction with journey on the day



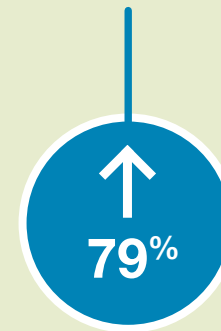
2024 - 86%  
2023 - 85%

Value for money for fare payers



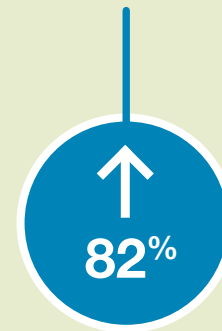
2024 - 82%  
2023 - 73%

Waiting time at bus stop



2024 - 76%  
2023 - 73%

The bus stop



2024 - 78%  
2023 - 76%



# Suffolk Your Bus Journey 2025 survey results

Bus passenger satisfaction compared to all England areas

## Total satisfied %

		Rural	All England areas	Rank
Overall satisfaction	87	86	85	22
Value for money	60	63	63	32
Bus stop where you caught bus	82	80	81	20
Length of time you had to wait for bus	79	76	74	13
Punctuality of bus at stop (arriving on time)	82	80	77	14
Bus driver	88	89	87	24
Length of time journey on bus took	87	85	83	18

## Total rating good (very/fairly) %

Information provided at bus stop	69	72	76	
Personal security at bus stop	64	66	67	
Personal security on bus	81	84	80	