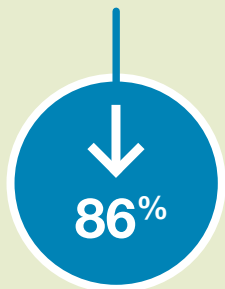


Surrey Your Bus Journey 2025 survey results

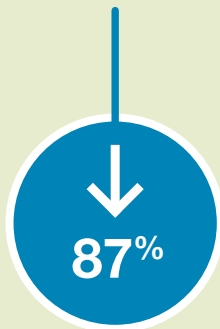


Time the journey took



2024 - 87%
2023 - 85%

The bus driver



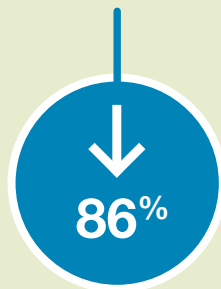
2024 - 90%
2023 - 85%

Punctuality of the bus at the stop



2024 - 78%
2023 - 74%

Overall satisfaction with journey on the day



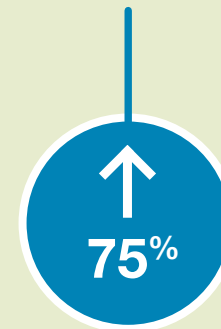
2024 - 88%
2023 - 83%

Value for money for fare payers



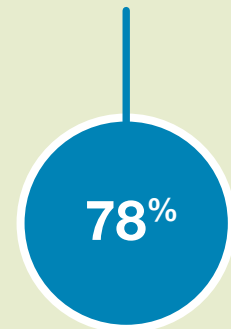
2024 - 71%
2023 - 66%

Waiting time at bus stop



2024 - 73%
2023 - 69%

The bus stop



2024 - 78%
2023 - 77%



Surrey Your Bus Journey 2025 survey results

Bus passenger satisfaction compared to all England areas

Total satisfied %

		Urban other	All England areas	Rank
Overall satisfaction	86	87	85	24
Value for money	60	61	63	31
Bus stop where you caught bus	78	82	81	36
Length of time you had to wait for bus	75	77	74	29
Punctuality of bus at stop (arriving on time)	80	80	77	21
Bus driver	87	88	87	31
Length of time journey on bus took	86	85	83	24

Total rating good (very/fairly) %

Information provided at bus stop	76	79	76	
Personal security at bus stop	65	69	67	
Personal security on bus	82	83	80	