

Tees Valley Your Bus Journey 2025 survey results

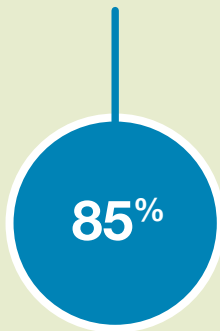


Time the journey took



2024 - 82%
2023 - 79%

The bus driver



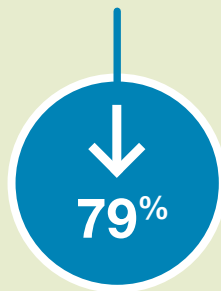
2024 - 85%
2023 - 85%

Punctuality of the bus at the stop



2024 - 69%
2023 - 63%

Overall satisfaction with journey on the day



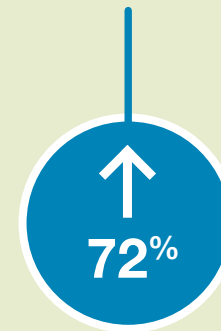
2024 - 80%
2023 - 76%

Value for money for fare payers



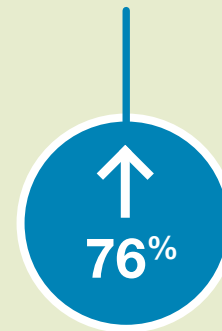
2024 - 77%
2023 - 73%

Waiting time at bus stop



2024 - 67%
2023 - 60%

The bus stop



2024 - 74%
2023 - 70%



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Bus passenger satisfaction compared to all England areas

Total satisfied %

		Urban other	All England areas	Rank
Overall satisfaction	79	87	85	42
Value for money	68	61	63	16
Bus stop where you caught bus	76	82	81	41
Length of time you had to wait for bus	72	77	74	35
Punctuality of bus at stop (arriving on time)	75	80	77	37
Bus driver	85	88	87	37
Length of time journey on bus took	81	85	83	39

Total rating good (very/fairly) %

Information provided at bus stop	69	79	76	
Personal security at bus stop	62	69	67	
Personal security on bus	81	83	80	