

Highlands and Islands Transport Partnership Your Bus Journey 2025 survey results



Time the journey took



2024 - 82%
2023 - 84%

The bus driver



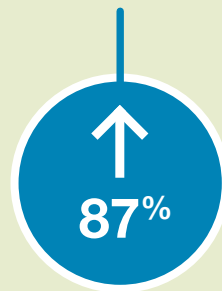
2024 - 91%
2023 - 88%

Punctuality of the bus at the stop



2024 - 79%
2023 - 79%

Overall satisfaction with journey on the day



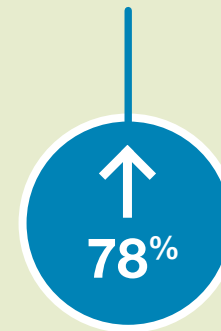
2024 - 84%
2023 - 83%

Value for money for fare payers



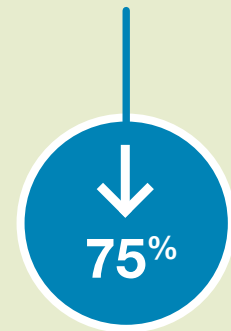
2024 - 73%
2023 - 54%

Waiting time at bus stop



2024 - 77%
2023 - 74%

The bus stop



2024 - 76%
2023 - 75%



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Bus passenger satisfaction compared to all Scotland areas

Total satisfied %

		All Scotland areas	Rank
Overall satisfaction	87	91	5
Value for money	60	75	3
Bus stop where you caught bus	75	84	4
Length of time you had to wait for bus	78	84	4
Punctuality of bus at stop (arriving on time)	81	86	5
Bus driver	92	92	3
Length of time journey on bus took	85	88	4

Total rating good (very/fairly) %

Information provided at bus stop	54	80	
Personal security at bus stop	62	77	
Personal security on bus	88	88	