

Thurrock Your Bus Journey 2025 survey results

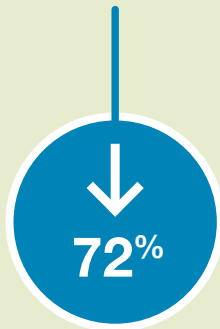


Time the journey took



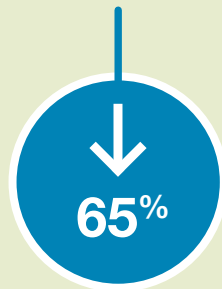
2023 - 85%

The bus driver



2023 - 84%

Punctuality of the bus at the stop



2023 - 74%

Overall satisfaction with journey on the day



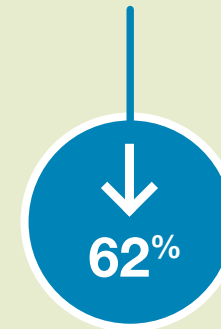
2023 - 84%

Value for money for fare payers



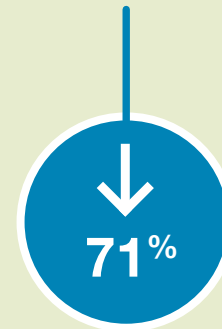
2023 - 64%

Waiting time at bus stop



2023 - 72%

The bus stop



2023 - 79%



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Bus passenger satisfaction compared to all England areas

Total satisfied %

		Urban other	All England areas	Rank
Overall satisfaction	73	87	85	43
Value for money	46	61	63	42
Bus stop where you caught bus	71	82	81	43
Length of time you had to wait for bus	62	77	74	43
Punctuality of bus at stop (arriving on time)	65	80	77	43
Bus driver	72	88	87	43
Length of time journey on bus took	70	85	83	43

Total rating good (very/fairly) %

Information provided at bus stop	62	79	76	
Personal security at bus stop	57	69	67	
Personal security on bus	64	83	80	