

# Tyne & Wear Your Bus Journey 2025 survey results

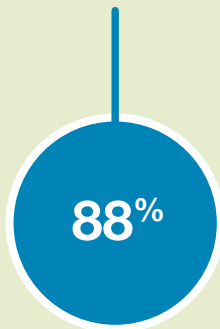


Time the journey took



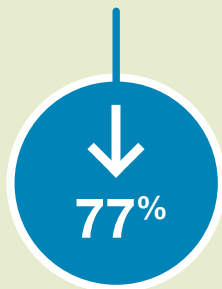
2024 - 85%  
2023 - 84%

The bus driver



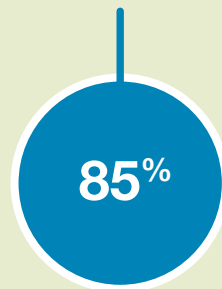
2024 - 88%  
2023 - 88%

Punctuality of the bus at the stop



2024 - 78%  
2023 - 76%

Overall satisfaction with journey on the day



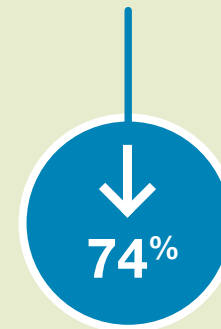
2024 - 85%  
2023 - 83%

Value for money for fare payers



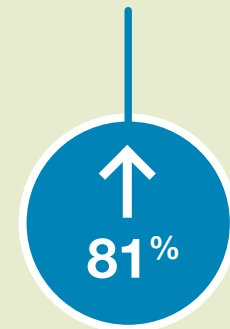
2024 - 79%  
2023 - 72%

Waiting time at bus stop



2024 - 75%  
2023 - 74%

The bus stop



2024 - 80%  
2023 - 80%



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Bus passenger satisfaction compared to all England areas

## Total satisfied %

		Urban metropolitan	All England areas	Rank
Overall satisfaction	85	84	85	31
Value for money	70	63	63	12
Bus stop where you caught bus	81	80	81	25
Length of time you had to wait for bus	74	71	74	32
Punctuality of bus at stop (arriving on time)	77	74	77	31
Bus driver	88	85	87	25
Length of time journey on bus took	83	82	83	32

## Total rating good (very/fairly) %

Information provided at bus stop	79	76	76	
Personal security at bus stop	68	65	67	
Personal security on bus	79	77	80	