

West Midlands Your Bus Journey 2025 survey results

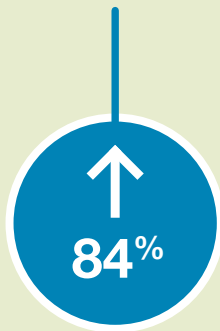


Time the journey took



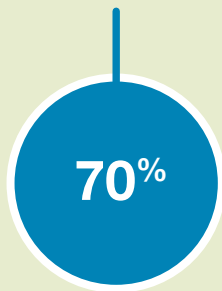
2024 - 79%
2023 - 80%

The bus driver



2024 - 82%
2023 - 81%

Punctuality of the bus at the stop



2024 - 70%
2023 - 62%

Overall satisfaction with journey on the day



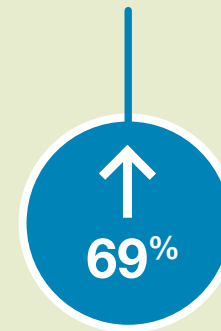
2024 - 79%
2023 - 76%

Value for money for fare payers



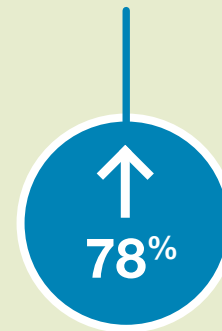
2024 - 65%
2023 - 58%

Waiting time at bus stop



2024 - 67%
2023 - 63%

The bus stop



2024 - 76%
2023 - 74%



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Bus passenger satisfaction compared to all England areas

Total satisfied %

		Urban metropolitan	All England areas	Rank
Overall satisfaction	81	84	85	41
Value for money	53	63	63	39
Bus stop where you caught bus	78	80	81	34
Length of time you had to wait for bus	69	71	74	42
Punctuality of bus at stop (arriving on time)	70	74	77	42
Bus driver	84	85	87	41
Length of time journey on bus took	80	82	83	41

Total rating good (very/fairly) %

Information provided at bus stop	75	76	76	
Personal security at bus stop	61	65	67	
Personal security on bus	73	77	80	