

# West of England and North Somerset Your Bus Journey 2025 survey results

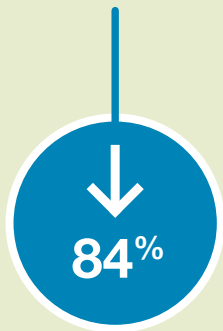


Time the journey took



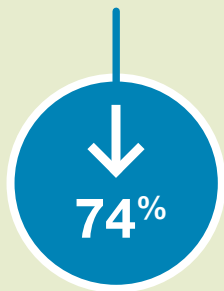
2024 - 81%  
2023 - 78%

The bus driver



2024 - 86%  
2023 - 83%

Punctuality of the bus at the stop



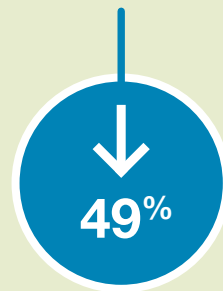
2024 - 75%  
2023 - 70%

Overall satisfaction with journey on the day



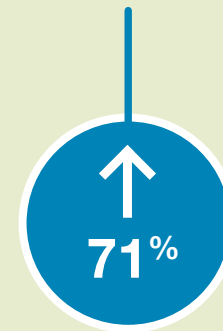
2024 - 81%  
2023 - 77%

Value for money for fare payers



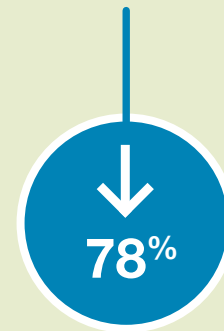
2024 - 60%  
2023 - 55%

Waiting time at bus stop



2024 - 70%  
2023 - 64%

The bus stop



2024 - 79%  
2023 - 77%



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Bus passenger satisfaction compared to all England areas

		Urban other	All England areas	Rank
<b>Total satisfied %</b>				
Overall satisfaction	82	87	85	38
Value for money	49	61	63	41
Bus stop where you caught bus	78	82	81	37
Length of time you had to wait for bus	71	77	74	38
Punctuality of bus at stop (arriving on time)	74	80	77	38
Bus driver	84	88	87	42
Length of time journey on bus took	80	85	83	40
<b>Total rating good (very/fairly) %</b>				
Information provided at bus stop	75	79	76	
Personal security at bus stop	66	69	67	
Personal security on bus	77	83	80	