

West Sussex Your Bus Journey 2025 survey results

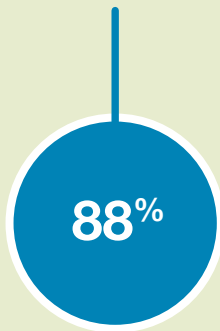


Time the journey took



2024 - 85%
2023 - 85%

The bus driver



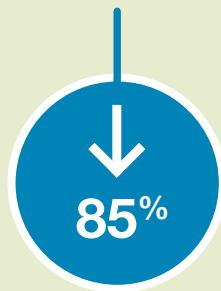
2024 - 88%
2023 - 86%

Punctuality of the bus at the stop



2024 - 77%
2023 - 70%

Overall satisfaction with journey on the day



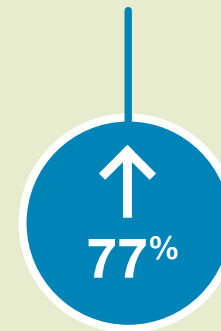
2024 - 86%
2023 - 81%

Value for money for fare payers



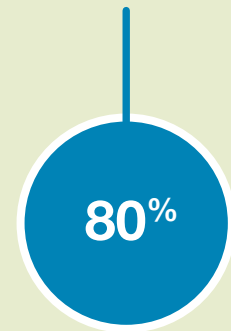
2024 - 79%
2023 - 75%

Waiting time at bus stop



2024 - 74%
2023 - 65%

The bus stop



2024 - 80%
2023 - 74%



West Sussex Your Bus Journey 2025 survey results

Bus passenger satisfaction compared to all England areas

		Urban other	All England areas	Rank
Total satisfied %				
Overall satisfaction	85	87	85	29
Value for money	56	61	63	37
Bus stop where you caught bus	80	82	81	30
Length of time you had to wait for bus	77	77	74	20
Punctuality of bus at stop (arriving on time)	78	80	77	30
Bus driver	88	88	87	28
Length of time journey on bus took	87	85	83	19
Total rating good (very/fairly) %				
Information provided at bus stop	77	79	76	
Personal security at bus stop	64	69	67	
Personal security on bus	83	83	80	