

West Yorkshire Your Bus Journey 2025 survey results

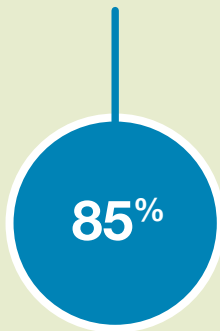


Time the journey took



2024 - 80%
2023 - 78%

The bus driver



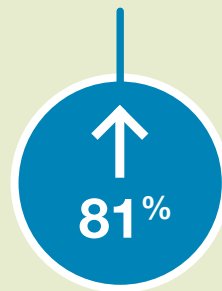
2024 - 85%
2023 - 84%

Punctuality of the bus at the stop



2024 - 70%
2023 - 66%

Overall satisfaction with journey on the day



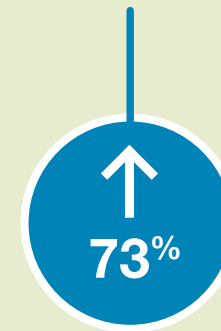
2024 - 77%
2023 - 73%

Value for money for fare payers



2024 - 66%
2023 - 69%

Waiting time at bus stop



2024 - 69%
2023 - 61%

The bus stop



2024 - 76%
2023 - 73%



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Bus passenger satisfaction compared to all England areas

		Urban metropolitan	All England areas	Rank
Total satisfied %				
Overall satisfaction	81	84	85	39
Value for money	58	63	63	35
Bus stop where you caught bus	80	80	81	28
Length of time you had to wait for bus	73	71	74	34
Punctuality of bus at stop (arriving on time)	75	74	77	36
Bus driver	85	85	87	36
Length of time journey on bus took	79	82	83	42
Total rating good (very/fairly) %				
Information provided at bus stop	78	76	76	
Personal security at bus stop	68	65	67	
Personal security on bus	77	77	80	