Great Western Railway

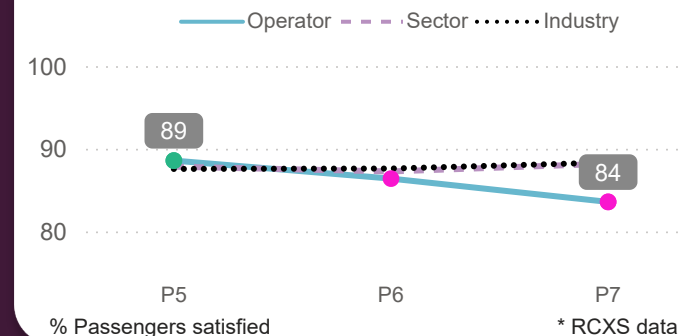## Passenger satisfaction
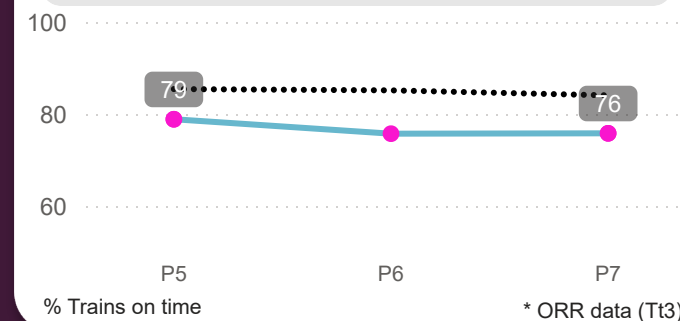
	Journey overall			Station				Train			
	Overall satisfaction	Value for money	Punctuality	Station overall	Information	Personal safety	Cleanliness	Train overall	Crowding	Personal safety	Cleanliness
Great Britain	88	59	86	88	89	84	80	87	79	87	80
Regional	89	65	87	88	90	85	81	88	81	89	80
London and South East	88	57	86	88	89	83	79	87	79	86	80
Long distance	86	57	83	90	90	86	81	86	76	91	81
Stansted Express	95	55	95	92	92	90	81	94	86	94	90
Heathrow Express	94	73	93	92	94	87	84	93	90	94	91
Greater Anglia	92	53	91	88	90	82	81	92	84	89	88
Merseyrail	92	67	89	92	91	89	83	91	84	91	89
Hull Trains	92	68	86	89	87	84	83	92	83	92	89
LNER	91	56	88	92	93	88	84	92	82	94	90
Elizabeth Line	91	65	88	90	92	86	86	91	76	87	90
ScotRail	90	65	91	90	91	86	83	89	80	90	77
Lumo	90	65	92	95	92	86	84	91	66	93	81
West Midlands Railway	90	61	84	88	89	81	79	90	83	85	84
London Overground	90	67	88	88	89	81	78	89	79	84	84
Gatwick Express	89	53	88	90	90	82	78	91	84	91	84
Transport for Wales	88	70	82	87	88	84	77	88	83	91	81
Northern Trains	88	65	86	87	89	85	79	87	81	89	79
Southern	88	56	86	87	89	83	78	86	79	85	73
South Western Railway	87	55	84	86	87	82	75	86	79	88	78
Avanti West Coast	87	55	82	89	91	82	77	88	79	92	88
TransPennine Express	87	63	82	89	90	88	81	87	80	91	84
c2c	87	58	87	86	88	78	72	84	79	81	71
Grand Central	86	65	89	89	91	85	83	83	73	92	84
Great Western Railway	86	54	83	89	89	86	80	86	79	90	83
Southeastern	85	51	83	86	88	80	76	84	81	83	72
Chiltern Railways	85	55	86	89	88	87	82	82	75	88	77
Great Northern	83	50	83	85	90	83	77	85	81	85	77
London Northwestern	83	54	85	83	85	77	74	83	77	85	79
East Midlands Railway	83	55	81	89	89	87	82	82	77	88	74
CrossCountry	82	56	82	88	90	85	79	81	67	88	73
Thameslink	82	46	77	87	85	82	75	83	76	84	69

Rail Customer Experience Survey (RCXS) 2025-2026 Rail Periods 5-7

Overall journey satisfaction

Operator — Sector - - - Industry ·······

100

90 — 89 ... 84

80

P5 P6 P7

% Passengers satisfied
* RCXS data

Punctuality

100

80 — 79 ... 76

60

P5 P6 P7

% Trains on time
* ORR data (Tt3)

Cancellations

5 — 3.3 ... 3.0

0

P5 P6 P7
Rail Period

% Trains cancelled
* ORR data

transportfocus