

Southern

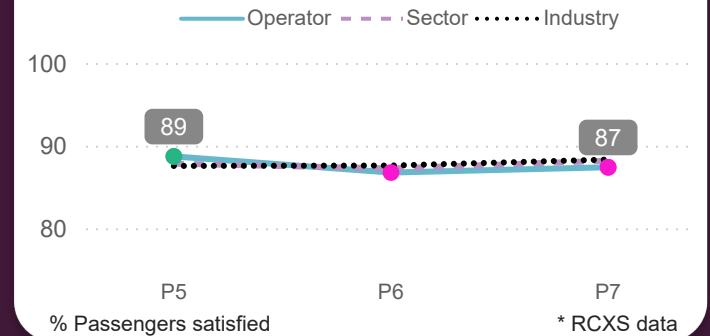
Passenger satisfaction



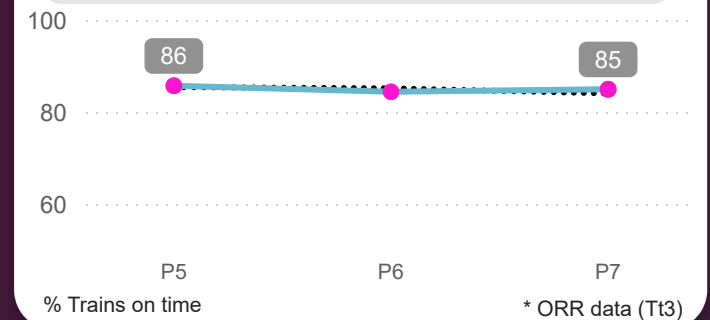
| | Journey overall | | | Station | | | | Train | | | |
|-----------------------|----------------------|-----------------|-------------|-----------------|-------------|-----------------|-------------|---------------|----------|-----------------|-------------|
| | Overall satisfaction | Value for money | 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



Punctuality



Cancellations

