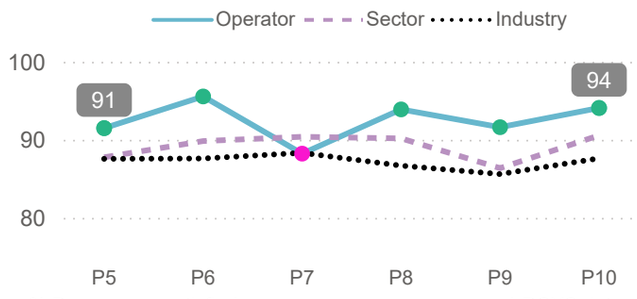
Merseyrail

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	87	59	83	88	89	82	79	86	78	85	79
Regional	89	68	86	89	91	84	80	88	80	88	80
London and South East	86	57	84	87	89	82	79	86	78	84	79
Long distance	84	56	79	88	90	84	79	84	75	88	81
Hull Trains	94	73	90	91	90	84	83	93	83	92	89
Merseyrail	93	70	90	92	93	89	86	92	80	93	93
LNER	93	60	92	94	94	88	84	92	83	93	90
Transport for Wales	91	69	88	89	91	85	80	91	83	91	84
ScotRail	90	71	89	91	93	87	84	90	81	90	80
Heathrow Express	90	70	89	90	88	92	87	93	89	94	91
Elizabeth Line	90	66	89	90	91	85	85	91	77	84	89
Gatwick Express	90	49	88	90	91	82	76	90	85	90	81
Greater Anglia	88	52	89	87	90	79	76	88	81	86	86
West Midlands Railway	88	63	82	86	88	78	77	88	77	83	79
London Overground	88	66	84	86	86	81	78	87	77	82	82
Lumo	87	68	83	92	90	90	85	87	68	93	81
Stansted Express	87	53	88	89	90	85	80	89	85	90	90
Southeastern	86	52	83	87	90	79	76	84	80	80	70
Northern Trains	86	65	82	87	90	82	75	85	79	87	77
Great Western Railway	86	51	79	87	88	85	80	86	77	89	82
Grand Central	86	68	89	85	89	81	80	85	65	87	82
Avanti West Coast	85	49	77	84	90	79	75	86	80	90	87
Southern	85	55	82	87	89	81	80	84	77	82	68
c2c	84	59	85	84	86	79	71	83	77	78	72
London Northwestern	84	57	79	84	85	76	73	84	79	85	78
TransPennine Express	84	64	77	88	90	84	78	86	78	89	84
Great Northern	83	45	80	86	87	82	77	85	76	83	75
South Western Railway	83	53	78	85	88	81	76	85	82	87	77
Thameslink	83	53	80	87	88	79	76	84	79	79	69
East Midlands Railway	82	55	79	88	89	85	80	81	73	86	73
Chiltern Railways	80	51	85	87	88	84	81	78	69	83	74
CrossCountry	78	53	71	87	88	84	77	77	65	86	73

Rail Customer Experience Survey (RCXS) 2025-2026 Rail Periods 8-10

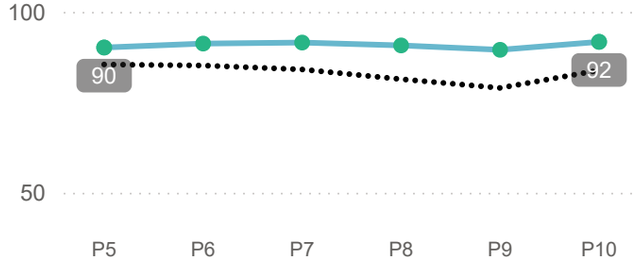
Overall journey satisfaction



% Passengers satisfied

* RCXS data

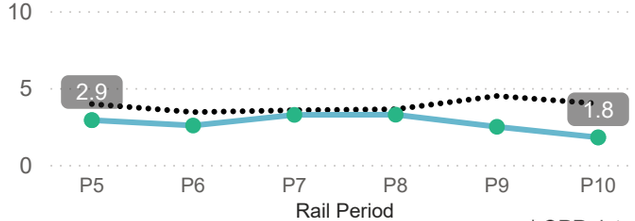
Punctuality



% Trains on time

* ORR data (Tt3)

Cancellations



% Trains cancelled

* ORR data

transportfocus