

Nations and regions

Passenger satisfaction



Journey overall

Journey aspects

Purpose

Region

Route

	Overall satisfaction	Value for money	Punctuality	Frequency	Station overall	Train overall	Ticket Buying	Personal safety (station)	Personal safety (train)	Delay handling	Passenger assistance
Great Britain	88	59	86	76	88	87	86	83	86	48	87
Leisure	91	67	89	81	90	90	89	85	89	56	-
Business	87	58	86	78	88	86	85	84	87	45	-
Commuter	85	49	82	70	86	84	83	81	83	41	-
Scotland's Railway	93	70	91	79	91	91	92	88	92	61	-
Eastern	88	60	87	78	88	88	86	83	86	49	-
Wales & Western	88	60	86	78	90	88	86	85	88	49	-
Southern	87	56	84	72	88	87	85	82	85	45	-
North West & Central	87	61	85	76	87	86	88	84	86	50	-
Scotland	93	70	91	79	91	91	92	88	92	61	-
Anglia	89	61	88	79	88	89	85	83	85	45	-
Wales	88	68	87	77	88	87	87	83	88	54	-
Kent	88	57	85	74	88	87	86	82	84	44	-
East Coast	88	58	87	77	90	88	87	85	87	49	-
Western	88	58	86	78	90	88	85	86	88	48	-
North West	88	63	84	76	88	86	89	86	88	54	-
Sussex	87	57	85	72	87	87	85	82	84	42	-
Central	87	61	86	77	88	86	87	84	85	46	-
North & East	87	65	83	75	88	87	89	84	89	60	-
West Coast South	87	57	84	75	84	87	87	78	86	49	-
Wessex	86	54	83	70	87	87	83	82	87	49	-
East Midlands	84	55	83	78	86	84	86	83	85	49	-

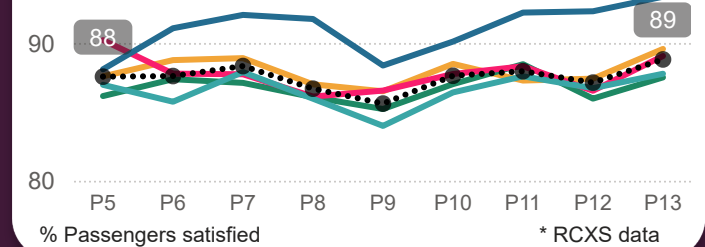
Using Network Rail routes and regions

Rail Customer Experience Survey (RCXS) 2025-2026 Rail Periods 11-13

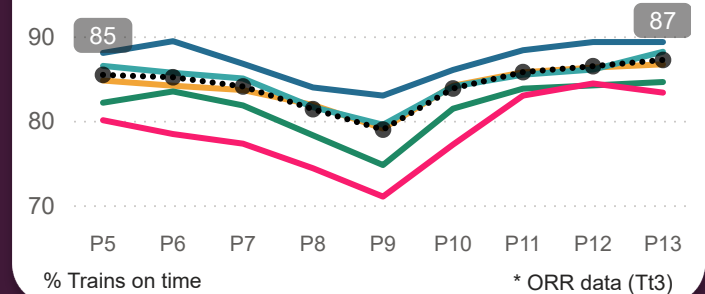
Overall journey satisfaction



East NW&C W&W South Scot Nat



Punctuality



Cancellations

