

Heathrow Express

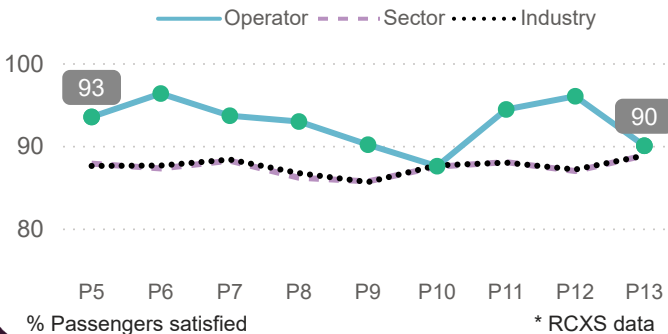
Passenger satisfaction



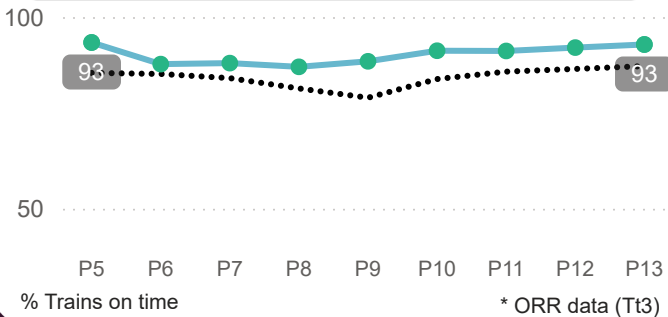
	Journey overall			Station				Train			
	Overall satisfaction	Value for money	Punctuality	Station overall	Information	Personal safety	Cleanliness	Train overall	Crowding	Personal safety	Cleanliness
Great Britain	88	59	86	88	89	83	79	87	78	86	80
Regional	90	68	87	89	90	85	80	88	78	88	79
London and South East	88	58	86	88	89	83	79	87	78	85	80
Long distance	85	58	84	89	90	85	80	85	76	89	80
Hull Trains	95	73	96	94	93	87	85	94	83	93	87
Heathrow Express	93	66	92	94	93	89	86	94	89	94	89
LNER	93	62	89	93	93	89	84	93	89	95	91
ScotRail	93	70	92	91	92	87	83	91	81	92	78
Stansted Express	92	59	91	91	92	84	77	91	84	91	88
Lumo	92	81	92	94	90	88	84	91	71	93	84
Merseyrail	91	70	88	91	91	89	83	91	80	90	88
Elizabeth Line	91	63	89	92	92	87	86	90	75	86	89
London Overground	90	67	89	87	89	81	78	90	78	84	83
Transport for Wales	89	70	88	87	89	83	76	88	79	87	79
TransPennine Express	89	67	88	90	93	87	81	89	81	91	86
Grand Central	89	69	90	90	93	84	84	89	78	92	86
Gatwick Express	89	52	86	89	90	82	74	90	87	90	79
Greater Anglia	88	55	91	88	90	83	79	88	82	88	84
Northern Trains	88	66	84	87	89	84	79	86	77	87	77
Great Northern	88	53	85	87	88	82	76	87	81	85	77
Southeastern	87	53	85	88	90	80	77	86	81	83	72
Southern	87	55	87	87	88	81	79	85	79	84	71
West Midlands Railway	87	63	82	87	88	81	77	87	73	84	77
South Western Railway	87	52	82	88	88	83	77	87	81	88	80
Avanti West Coast	87	52	81	87	90	81	74	88	82	91	87
Great Western Railway	86	54	84	88	88	85	79	85	78	89	79
London Northwestern	86	58	83	84	86	77	73	86	81	84	80
c2c	86	55	88	83	88	79	72	83	74	79	69
Chiltern Railways	85	55	89	87	87	84	79	83	74	85	75
Thameslink	83	51	78	86	86	82	76	83	78	81	71
East Midlands Railway	82	56	82	88	89	85	82	80	73	87	71
CrossCountry	79	56	81	87	88	84	77	77	62	85	71

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

Overall journey satisfaction



Punctuality



Cancellations

