

# London Northwestern

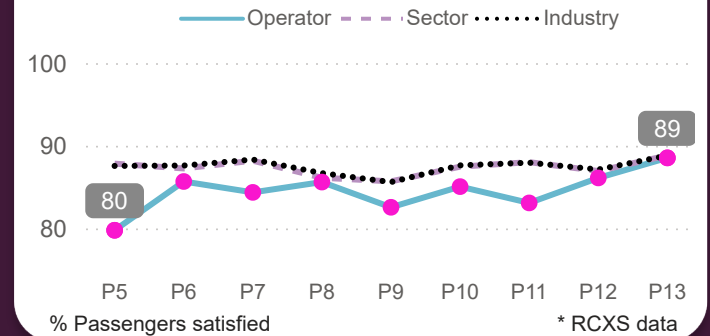
## Passenger satisfaction



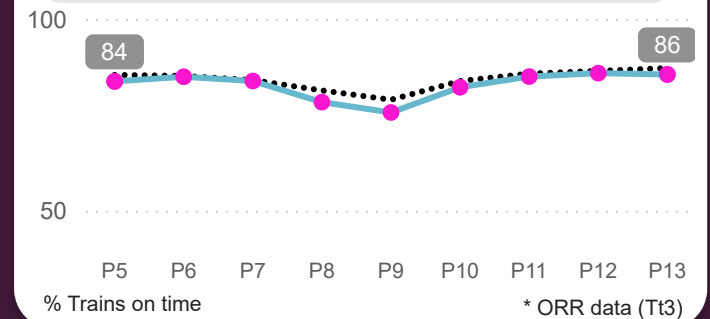
|                       | Journey overall      |                 |             | Station         |             |                 |             | Train         |          |                 |             |
|-----------------------|----------------------|-----------------|-------------|-----------------|-------------|-----------------|-------------|---------------|----------|-----------------|-------------|
|                       | 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

