

Heathrow Express

Passenger satisfaction



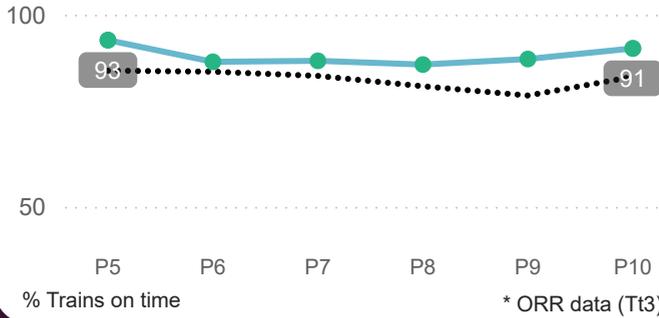
| | Journey overall | | | Station | | | | Train | | | |
|-------------------------|----------------------|-----------------|-------------|-----------------|-------------|-----------------|-------------|---------------|----------|-----------------|-------------|
| | Overall satisfaction | Value for money | Punctuality | Station overall | Information | Personal safety | Cleanliness | Train overall | Crowding | Personal safety | Cleanliness |
| Great Britain | 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



Punctuality



Cancellations

