

# Gatwick Express

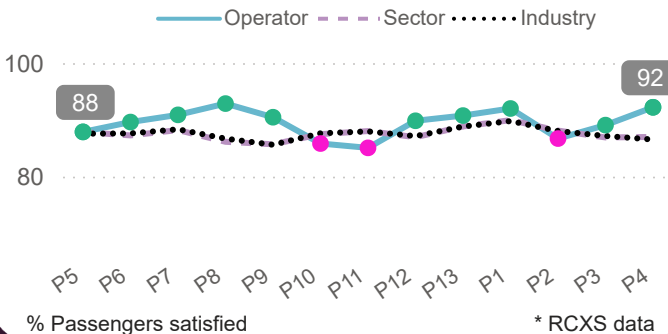
## Passenger satisfaction



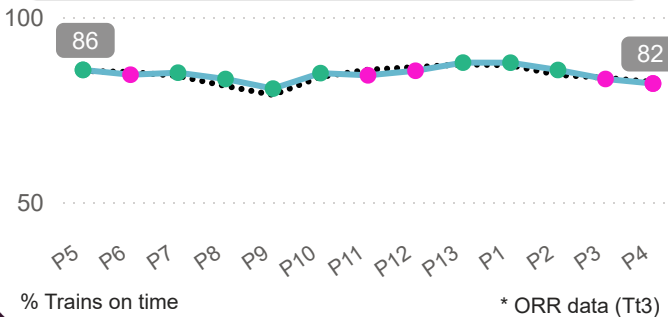
|                       | Journey overall      |                 |             | Station         |             |                 |             | Train         |          |                 |             |
|-----------------------|----------------------|-----------------|-------------|-----------------|-------------|-----------------|-------------|---------------|----------|-----------------|-------------|
|                       | Overall satisfaction | Value for money | Punctuality | Station overall | Information | Personal safety | Cleanliness | Train overall | Crowding | Personal safety | Cleanliness |
| Great Britain         | 88                   | 61              | 85          | 89              | 89          | 85              | 81          | 88            | 79       | 88              | 82          |
| Regional              | 90                   | 71              | 89          | 90              | 91          | 86              | 81          | 89            | 81       | 90              | 80          |
| London and South East | 88                   | 60              | 85          | 89              | 89          | 85              | 81          | 88            | 80       | 87              | 82          |
| Long distance         | 83                   | 58              | 80          | 88              | 89          | 86              | 81          | 84            | 75       | 90              | 82          |
| Merseyrail            | 92                   | 75              | 91          | 93              | 91          | 90              | 84          | 92            | 83       | 91              | 90          |
| Stansted Express      | 92                   | 60              | 92          | 88              | 90          | 86              | 78          | 91            | 86       | 93              | 91          |
| Transport for Wales   | 92                   | 75              | 90          | 90              | 89          | 85              | 79          | 91            | 82       | 91              | 84          |
| Elizabeth Line        | 92                   | 67              | 88          | 92              | 90          | 88              | 88          | 92            | 76       | 87              | 92          |
| ScotRail              | 92                   | 70              | 91          | 90              | 92          | 87              | 82          | 90            | 81       | 90              | 77          |
| Hull Trains           | 91                   | 73              | 90          | 89              | 90          | 87              | 85          | 92            | 81       | 92              | 89          |
| Heathrow Express      | 91                   | 68              | 88          | 88              | 88          | 88              | 82          | 91            | 88       | 95              | 93          |
| Lumo                  | 91                   | 73              | 88          | 93              | 93          | 88              | 83          | 88            | 70       | 93              | 83          |
| Gatwick Express       | 90                   | 57              | 90          | 87              | 89          | 84              | 78          | 91            | 88       | 91              | 81          |
| Greater Anglia        | 90                   | 55              | 90          | 88              | 89          | 84              | 80          | 89            | 81       | 88              | 86          |
| LNER                  | 89                   | 60              | 88          | 91              | 91          | 87              | 84          | 90            | 84       | 93              | 89          |
| Northern Trains       | 89                   | 70              | 87          | 90              | 92          | 87              | 81          | 88            | 79       | 89              | 79          |
| London Overground     | 89                   | 68              | 87          | 88              | 88          | 84              | 82          | 89            | 80       | 86              | 84          |
| TransPennine Express  | 88                   | 66              | 84          | 90              | 92          | 88              | 81          | 90            | 79       | 92              | 88          |
| South Western Railway | 88                   | 59              | 84          | 88              | 89          | 85              | 79          | 88            | 82       | 89              | 82          |
| Southern              | 88                   | 57              | 84          | 89              | 90          | 84              | 80          | 88            | 81       | 87              | 75          |
| West Midlands Railway | 87                   | 67              | 82          | 87              | 88          | 82              | 79          | 89            | 80       | 86              | 81          |
| Southeastern          | 86                   | 54              | 85          | 88              | 89          | 83              | 79          | 86            | 83       | 86              | 74          |
| Thameslink            | 86                   | 54              | 81          | 88              | 90          | 84              | 78          | 85            | 79       | 84              | 75          |
| c2c                   | 86                   | 62              | 90          | 85              | 87          | 79              | 73          | 85            | 81       | 82              | 71          |
| Grand Central         | 85                   | 69              | 82          | 91              | 92          | 89              | 84          | 86            | 78       | 92              | 85          |
| London Northwestern   | 85                   | 58              | 78          | 83              | 85          | 80              | 76          | 86            | 83       | 87              | 83          |
| Avanti West Coast     | 84                   | 53              | 77          | 86              | 88          | 82              | 77          | 87            | 81       | 92              | 89          |
| Great Western Railway | 84                   | 52              | 80          | 87              | 88          | 85              | 79          | 85            | 77       | 89              | 82          |
| Great Northern        | 84                   | 50              | 79          | 86              | 87          | 85              | 80          | 85            | 79       | 87              | 76          |
| Chiltern Railways     | 83                   | 58              | 88          | 90              | 85          | 87              | 82          | 82            | 75       | 87              | 76          |
| East Midlands Railway | 82                   | 54              | 81          | 89              | 89          | 88              | 84          | 81            | 76       | 90              | 76          |
| CrossCountry          | 75                   | 57              | 72          | 86              | 87          | 84              | 79          | 75            | 60       | 85              | 73          |

Rail Customer Experience Survey (RCXS) 2026-2027 Rail Periods 1-4

## Overall journey satisfaction



## Punctuality



## Cancellations

