

Heathrow Express

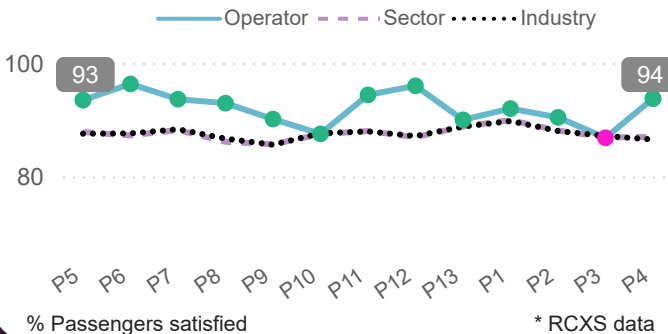
Passenger satisfaction



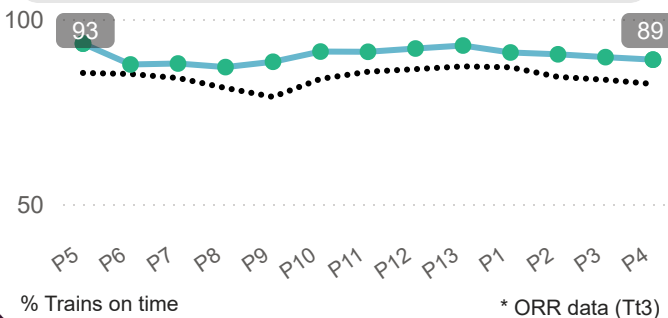
	Journey overall			Station				Train			
	Overall satisfaction	Value for money	Punctuality	Station overall	Information	Personal safety	Cleanliness	Train overall	Crowding	Personal safety	Cleanliness
Great Britain	88	61	85	89	89	85	81	88	79	88	82
Regional	90	71	89	90	91	86	81	89	81	90	80
London and South 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

