

Nations and regions

Passenger satisfaction



Journey overall

Journey aspects

Purpose

Region

Route

	Overall satisfaction	Value for money	Punctuality	Frequency	Station overall	Train overall	Ticket Buying	Personal safety (station)	Personal safety (train)	Delay handling	Passenger assistance
Great Britain	88	61	85	76	89	88	88	85	88	48	88.86
Leisure	90	68	88	80	91	90	90	87	89	53	-
Business	87	60	85	78	89	88	87	85	89	44	-
Commuter	85	51	82	71	87	85	85	83	85	41	-
Scotland's Railway	91	69	90	79	90	90	92	88	91	47	-
Eastern	88	62	86	79	89	88	88	85	88	47	-
Wales & Western	88	61	84	77	89	88	88	87	89	49	-
Southern	87	59	84	73	88	87	86	84	87	48	-
North West & Central	86	63	83	76	88	87	89	84	88	47	-
Scotland	91	69	90	79	90	90	92	88	91	47	-
Wales	91	70	89	79	90	90	92	86	91	58	-
North & East	89	70	87	80	90	89	92	86	91	48	-
Anglia	89	63	88	80	89	89	87	85	87	46	-
Sussex	88	58	84	73	89	87	86	83	85	46	-
Western	88	59	83	76	89	88	87	87	88	48	-
Kent	87	59	86	77	88	87	86	85	86	49	-
North West	87	67	85	78	90	87	91	87	89	51	-
East Coast	87	57	84	75	89	87	87	86	90	49	-
Wessex	87	59	83	71	88	88	86	85	89	49	-
East Midlands	86	54	81	79	89	85	88	85	87	44	-
Central	86	64	84	75	89	87	89	86	87	47	-
West Coast South	86	57	80	74	84	87	86	77	87	42	-

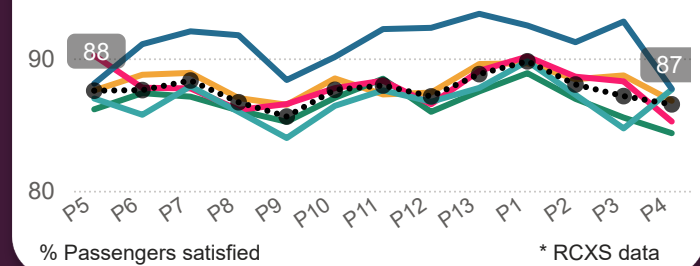
Using Network Rail routes and regions

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

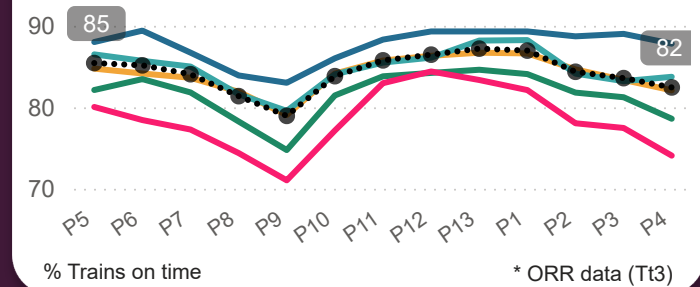
Overall journey satisfaction



East NW&C W&W South Scot Nat



Punctuality



Cancellations

