

Dashboard Report

Period 14

31st March – 30th April 2017

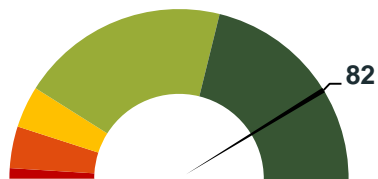


CALEDONIAN
SLEEPER

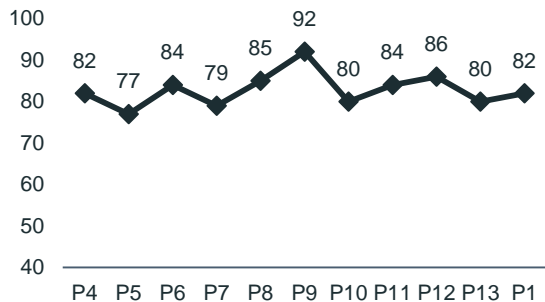
Caledonian Sleeper Passenger Satisfaction

31st March – 30th April 2017

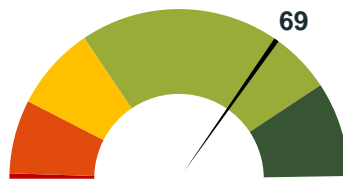
Overall satisfaction



Very dissatisfied



Overall station satisfaction

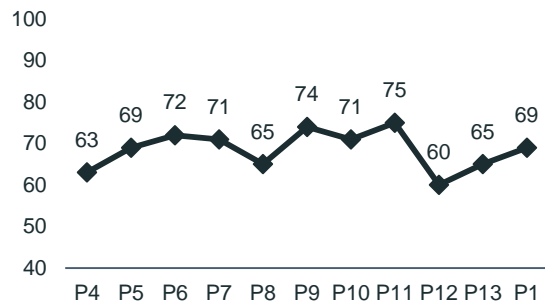


Fairly dissatisfied

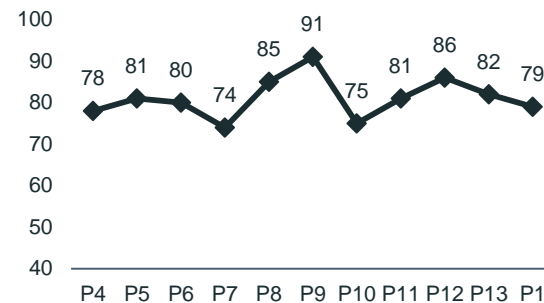
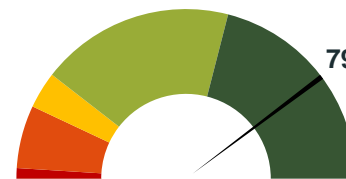
Neither/nor

Fairly satisfied

Very satisfied



Overall train satisfaction



Net Promoter Score

23

👍 47

👎 25

	Lowlander	Highlander
Overall satisfaction	81%	83%
Station satisfaction	75%	65%
Train satisfaction	81%	78%
Net Promoter Score	25	22

Sample size: 122



Caledonian Sleeper Passenger Satisfaction

31st March – 30th April 2017

Station satisfaction

(% very/fairly satisfied)

69%	Overall station satisfaction
79%	Provision of information about train times/platforms
52%	The facilities and services at the station
63%	Personal security at the station
57%	Overall station environment
53%	Choice of shops/eating/drinking facilities

Train satisfaction

(% very/fairly satisfied)

79%	Overall train satisfaction
76%	The quality of the journey experience
81%	Punctuality/reliability
74%	Value for money
85%	Cleanliness of the sleeping accommodation
72%	Comfort of the bed/seat
59%	Getting a good night's sleep

Customer service satisfaction

(% very/fairly satisfied)

90%	Attitudes and helpfulness of staff on the train
56%	The availability of staff at the station
N/A*	How train company dealt with delays

*base too low for analysis

Sample size: 122

