

Dashboard Report

Period 11 2025/26

4th – 31st January 2026



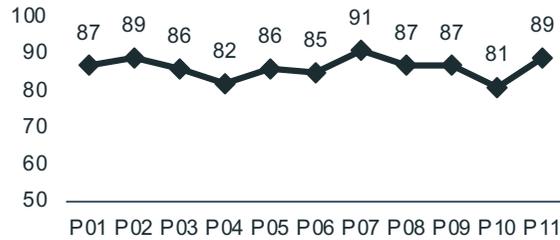
Caledonian Sleeper Passenger Satisfaction

Rail Period 11: 4th – 31st January 2026

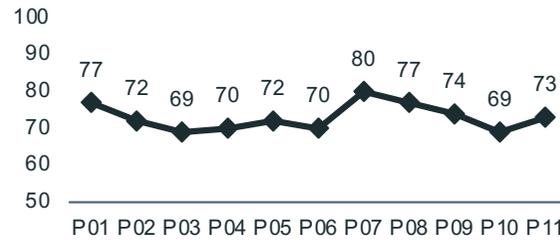
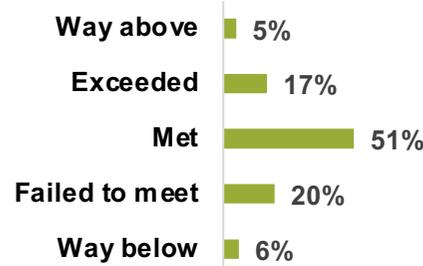
Overall journey experience



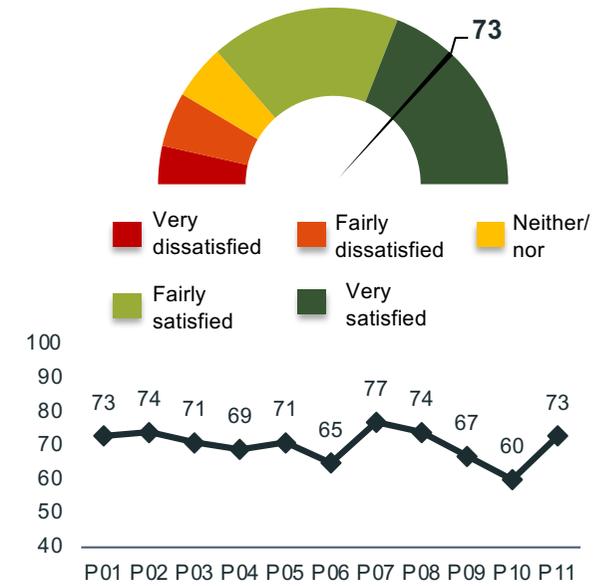
Ave – 3.8



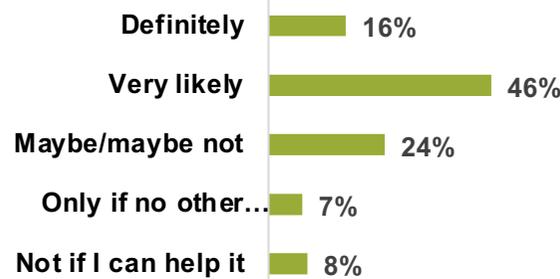
Expectation



Overall satisfaction



Likelihood of future use



14

Net Promoter Score

👍
45

👎
31

	Lowlander	Highlander
Journey experience	92%	87%
Met / Above expectation	79%	69%
Overall satisfaction	78%	70%
Net Promoter Score	18	11
Future Use	61%	62%

Sample size: 206 (Lowlander 85, Highlander 121)



Caledonian Sleeper Passenger Satisfaction

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Expectations of the journey

Top five:

- 58% Looking forward to the experience
- 41% Relaxed
- 38% Sufficiently well informed about the journey ahead
- 34% Looking forward to bed
- 31% Excited

Bottom five:

- 5% Anxious or nervous
- 5% Concerned I might have someone sharing my room/in the next seat
- 5% Unsure about the toilets
- 5% Anticipating a sociable evening
- 4% Concerned about other passengers' possible bad behaviour

Journey Experience

(% 3-5 star rating)

89% **Experience overall**

Making me feel...

- 91% welcomed
- 88% looked after
- 87% relaxed
- 84% comfortable
- 72% I had a good night's sleep
- 87% Room rating
- 94% Club Car rating

Summing up the experience

Top five:

- 48% Efficient
- 46% Practical
- 35% Relaxing
- 34% Functional
- 28% Memorable

Bottom five:

- 5% Chaotic
- 3% Distressing
- 1% Reviving
- 1% World Class
- Boring

Sample size: 206

