

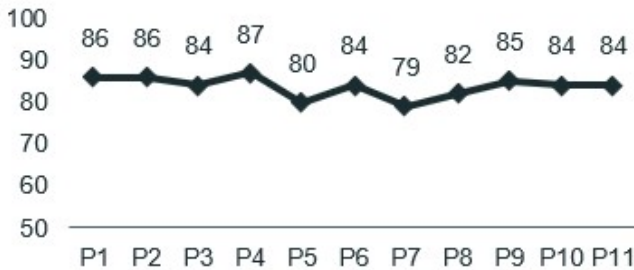
Caledonian Sleeper Passenger Satisfaction

Rail Period 11: 6th January – 2nd February

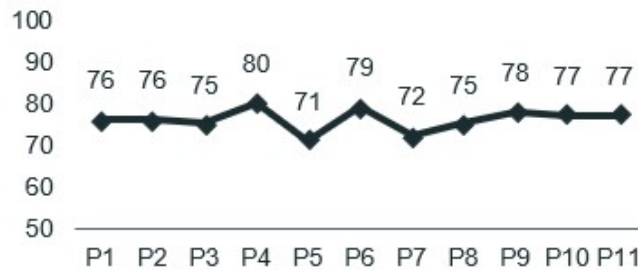
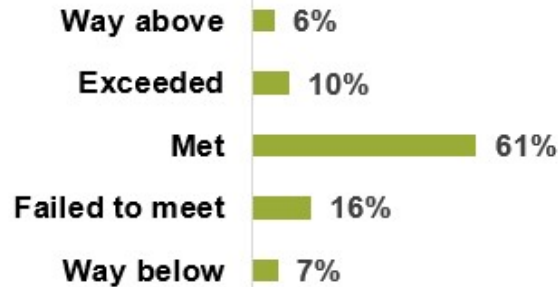
Overall journey experience



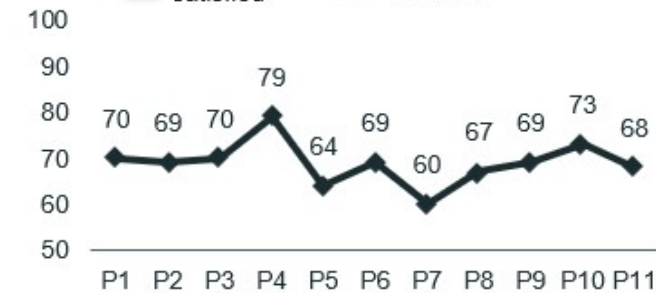
Ave – 3.39



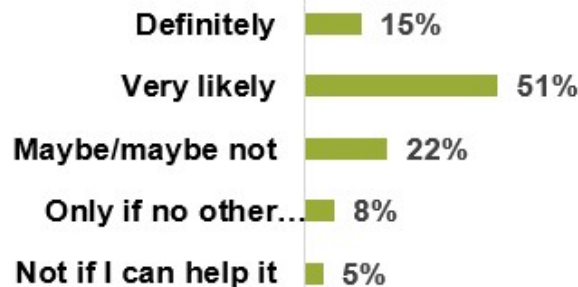
Expectation



Overall satisfaction

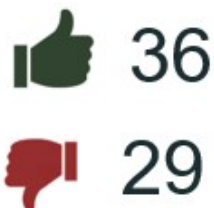


Likelihood of future use



Net Promoter Score

7



	Lowlander	Highlander
Journey experience	81%	85%
Met / Above expectation	78%	76%
Overall satisfaction	68%	68%
Net Promoter Score	0	13
Future Use	62%	70%

Sample size: 197 (Lowlander 97, Highlander 100)