

# Performance Scorecard

14<sup>th</sup> September 2019- 12<sup>th</sup> October 2019

# 80.4%

on time

Our performance is measured against our Guest Charter, available at sleeper.scot and from our Guest Service Centre in Inverness. Arrival before or within 59 seconds of the stipulated arrival time is defined as 'on time' under guidelines of the Association of Train Operating Companies (ATOC.org). Our Franchise Target is 80%.

We also measure our performance against a Public Performance Measure (PPM), which takes into account all the factors that impact your journey. On this measure, arrival within 9 minutes and 59 seconds of the stipulated arrival time is defined as 'on time'. Our PPM figure for Period 1 was 88.6%.

	How we performed on your route						
	Fort William, Inverness & Aberdeen - London Euston	London Euston - Aberdeen	London Euston - Inverness	London Euston - Fort William	Glasgow & Edinburgh - London Euston	London Euston - Edinburgh	London Euston - Glasgow
Trains on time in four week period	72.7%	77.3%	86.4%	81.8%	95.5%	63.6%	86.4%
Moving Annual Average	74.7%	81.7%	82%	74.8%	87.6%	75.8%	80.2



**CALEDONIAN  
SLEEPER**