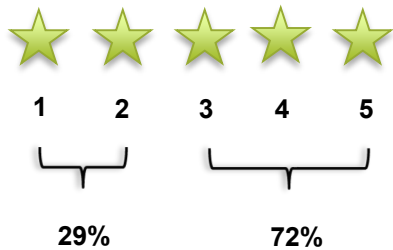


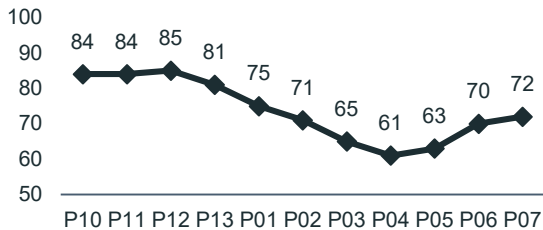
Caledonian Sleeper Passenger Satisfaction

Rail Period 07: 15th September – 12th October

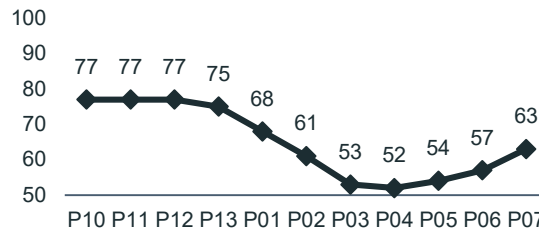
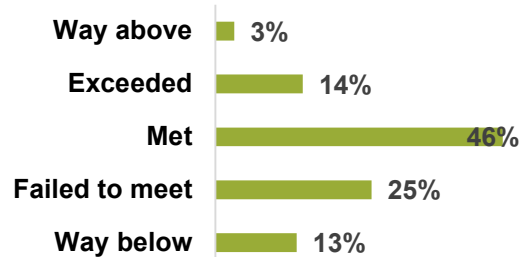
Overall journey experience



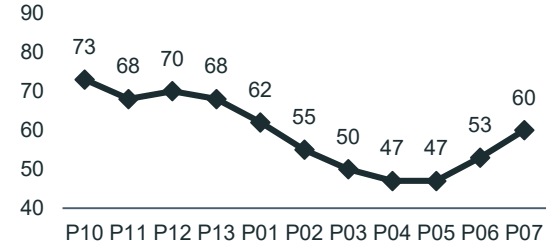
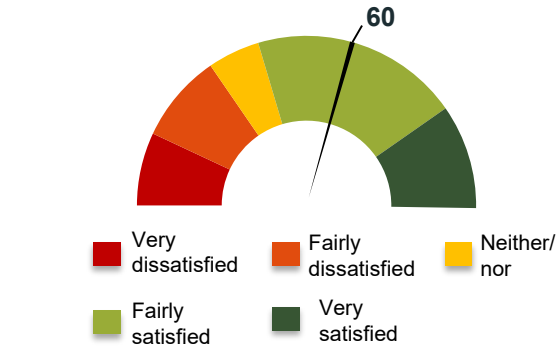
Ave – 3.11



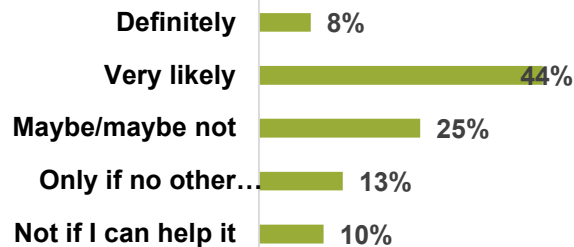
Expectation



Overall satisfaction



Likelihood of future use



	Lowlander	Highlander
Journey experience	79%	65%
Met / Above expectation	67%	59%
Overall satisfaction	64%	56%
Net Promoter Score	-17	-23
Future Use	48%	49%

	Lowlander	Highlander
Journey experience	79%	65%
Met / Above expectation	67%	59%
Overall satisfaction	64%	56%
Net Promoter Score	-17	-23
Future Use	48%	49%

Sample size: 206 (Lowlander 101, Highlander 105)

-20

Net Promoter Score

