

Caledonian Sleeper

Quarterly Report

Quarter 3, 2021/22

Rail Periods 7, 8, and 9



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SLEEPER

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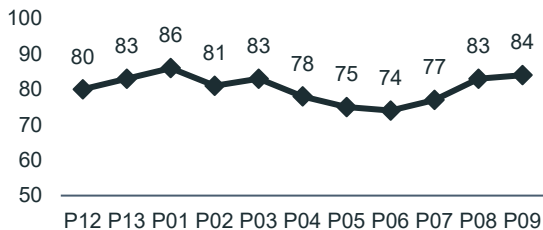
Caledonian Sleeper Passenger Satisfaction

Quarter 3: 19 September – 11 December 2021

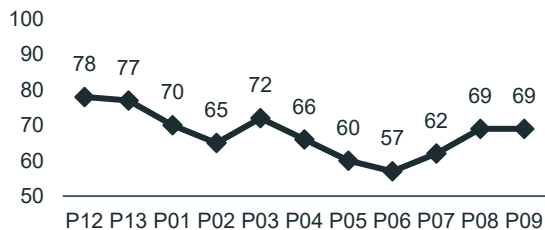
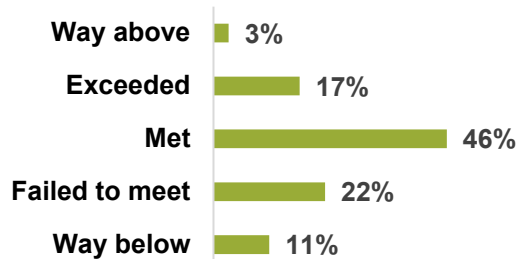
Overall journey experience



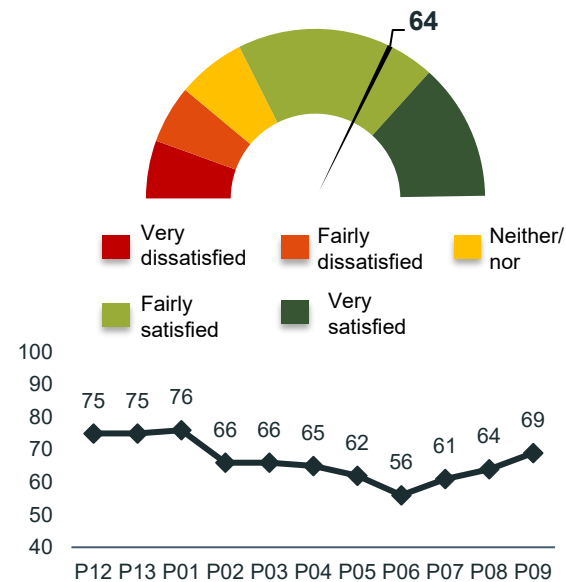
Ave – 3.5



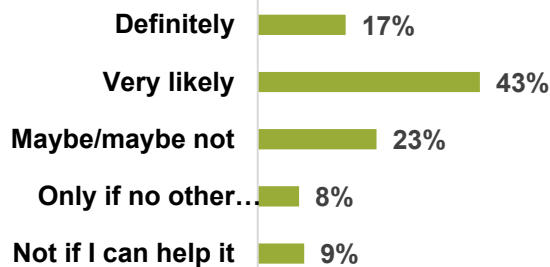
Expectation



Overall satisfaction



Likelihood of future use



Net Promoter Score

1

👍 37
👎 37

	Lowlander	Highlander
Journey experience	82%	81%
Met / Above expectation	67%	67%
Overall satisfaction	63%	65%
Net Promoter Score	1%	1%
Future Use	58%	62%

Sample size: 613 (Lowlander 302, Highlander 311)



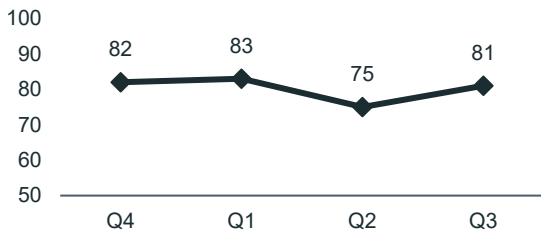
Caledonian Sleeper Passenger Satisfaction

Quarter 3: 19 September – 11 December 2021

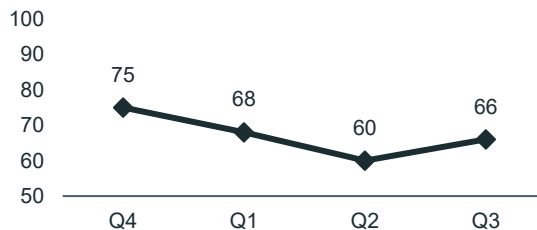
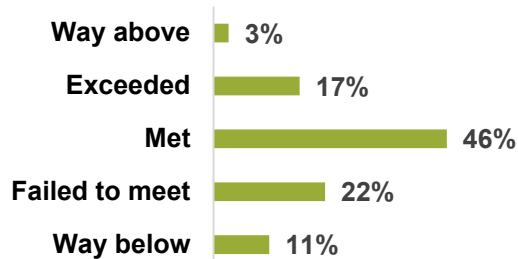
Overall journey experience



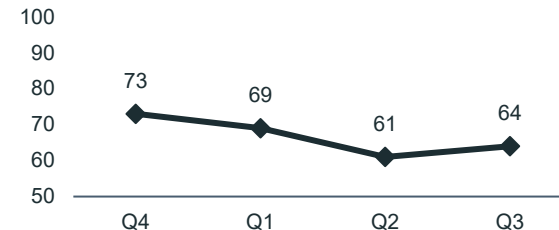
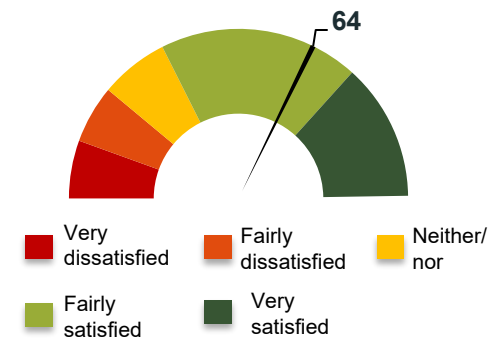
Ave – 3.5



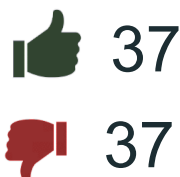
Expectation



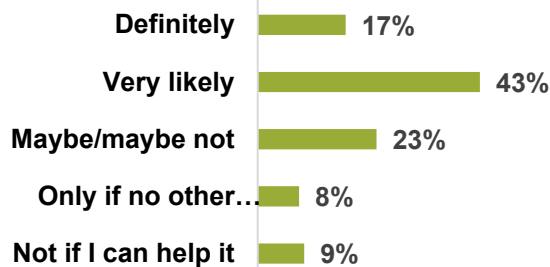
Overall satisfaction



Net Promoter Score



Likelihood of future use



	Lowlander	Highlander
Journey experience	82%	81%
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Sample size: 613 (Lowlander 302, Highlander 311)



Caledonian Sleeper Passenger Satisfaction

Quarter 3: 19th September – 11th December 2021

Expectations of the journey

Top five:

- 57% Looking forward to the experience
- 36% Looking forward to bed
- 34% Sufficiently well informed about the journey ahead
- 32% Relaxed
- 30% Not expecting a good night's sleep

Bottom five:

- 8% Carefree
- 6% Anticipating a sociable evening
- 6% Anxious or nervous
- 5% Concerned I might have someone sharing my room/in the next seat
- 4% Concerned about other passengers' possible bad behaviour

Journey experience

(% 3 - 5 star rating)

81% **Experience overall**

Making me feel...

- 87% welcomed
- 81% looked after
- 82% relaxed
- 79% comfortable
- 67% I had a good night's sleep

83% Room rating

82% Club Car rating

Summing up the experience

Top five:

- 43% Practical
- 37% Efficient
- 36% Functional
- 26% Memorable
- 26% Disappointing

Bottom five:

- 6% Distressing
- 5% Chaotic
- 2% World Class
- 1% Boring
- 1% Reviving

Sample size: 613



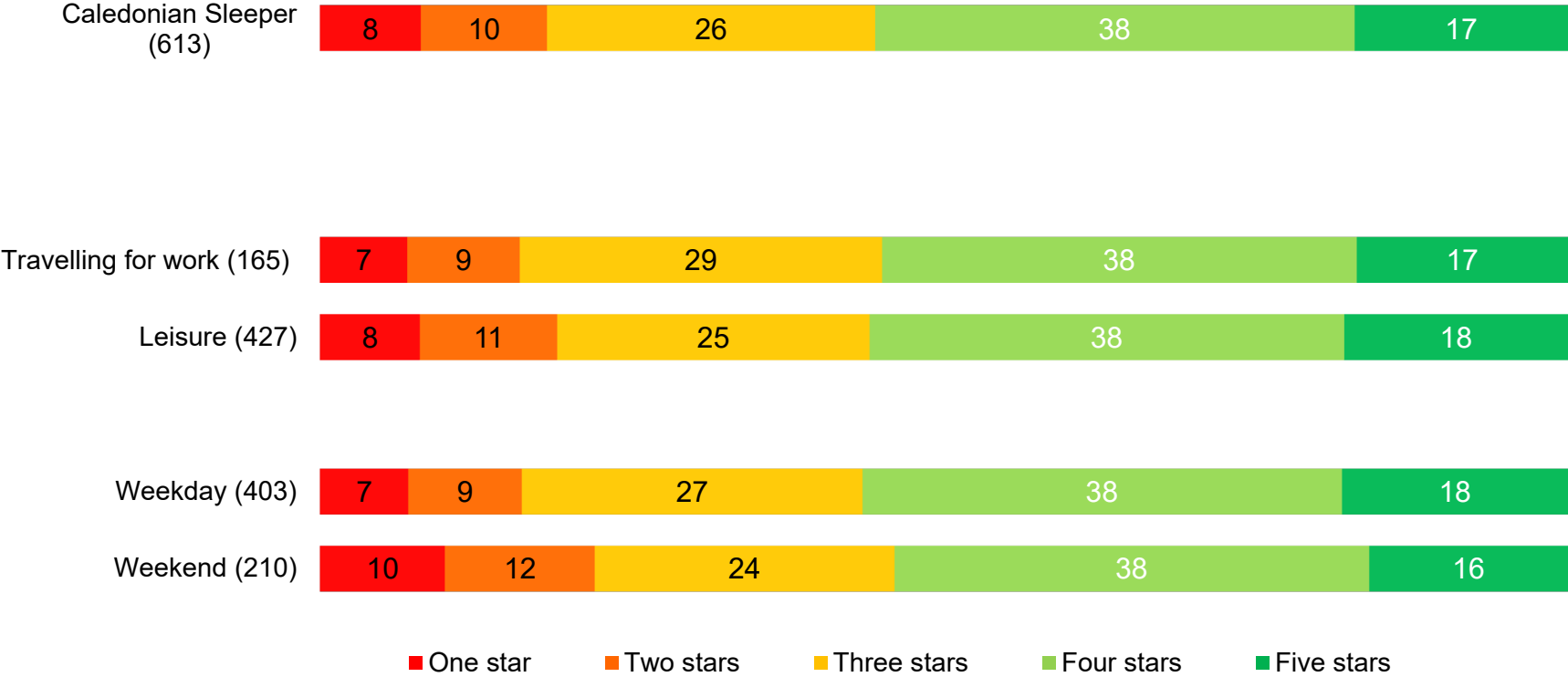
Caledonian Sleeper

On-board experience



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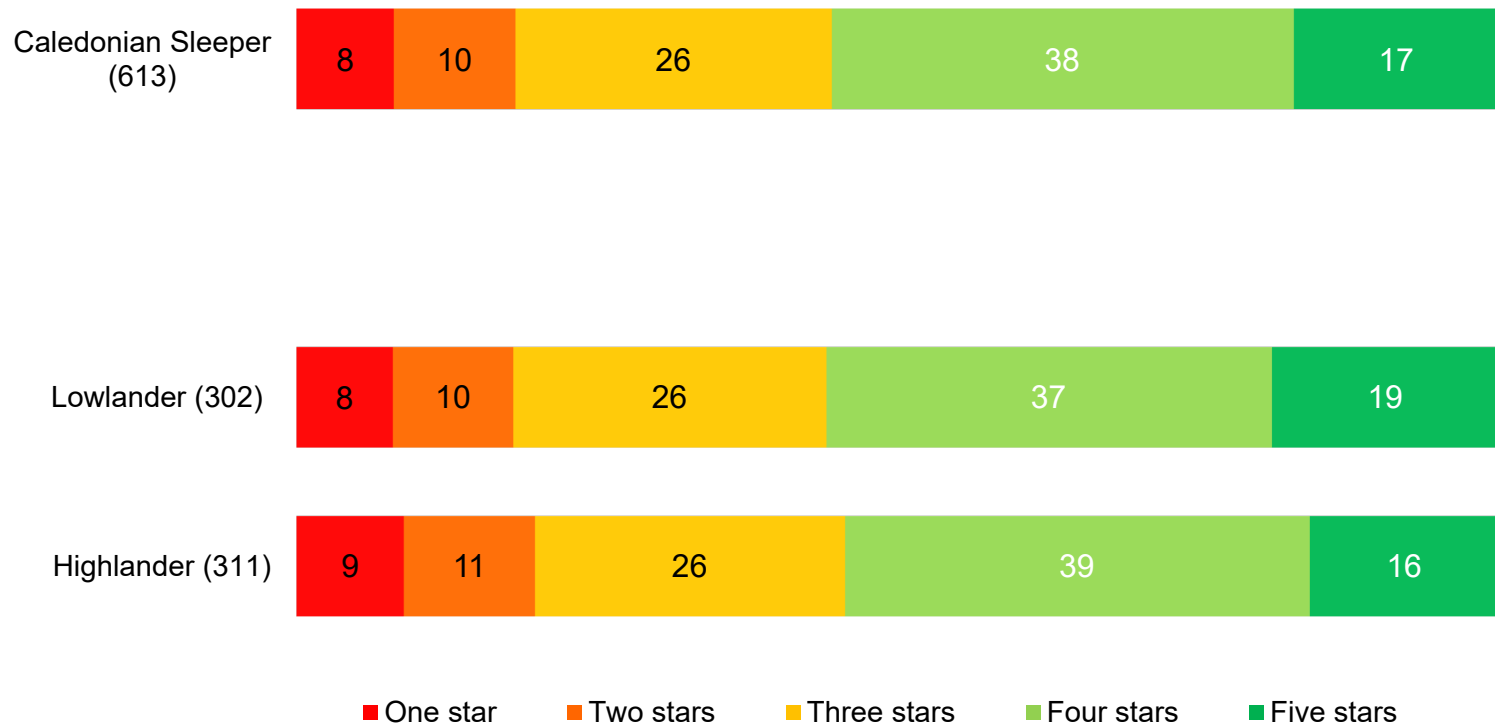
Overall rating of experience by passenger group



Q11a. How many stars do you give the Caledonian Sleeper for the experience overall?
 Base: in brackets above



Overall rating of experience by route



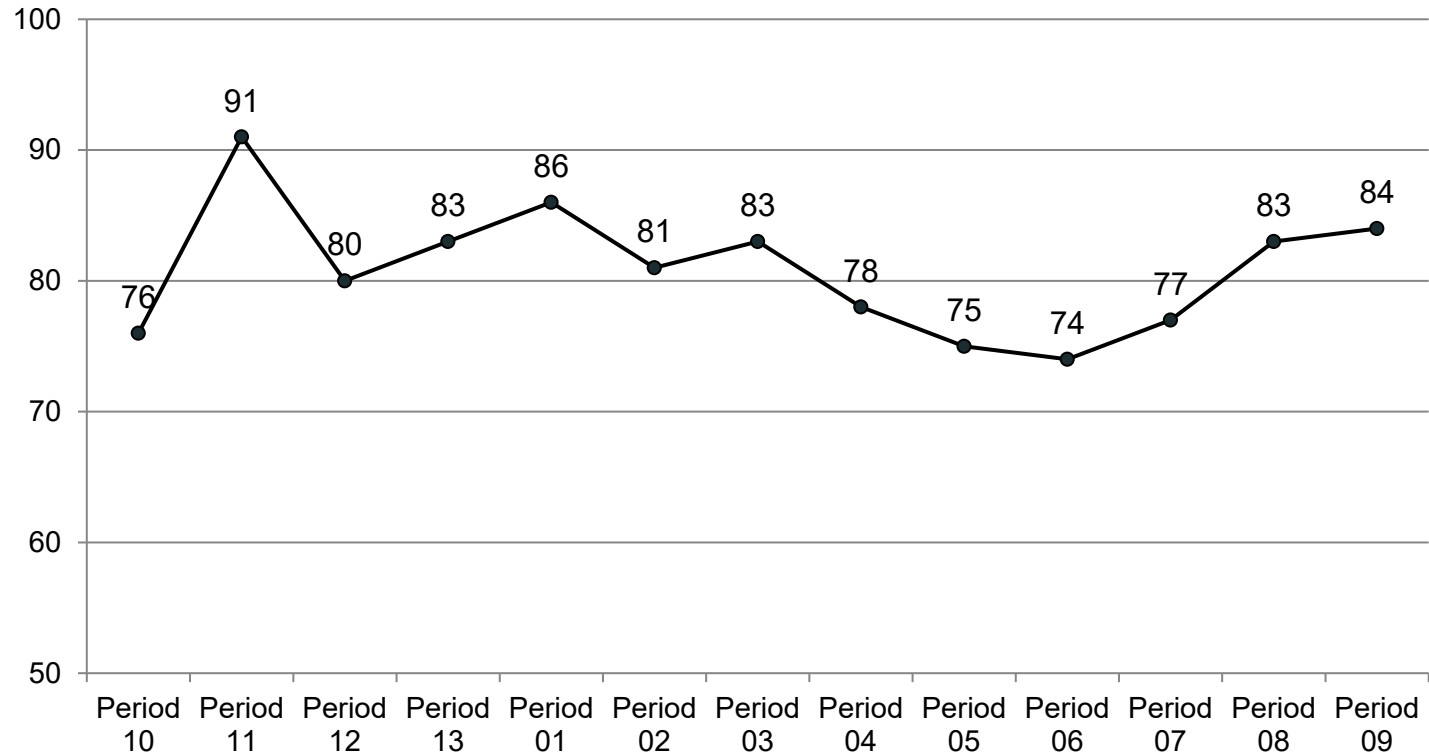
Q11a. How many stars do you give the Caledonian Sleeper for the experience overall?
Base: in brackets above



Overall rating of experience - trend

Rating of experience

Trend: % Three, four or five stars



Q11a. How many stars do you give the Caledonian Sleeper for the experience overall?



Overall rating of experience – customer comments

This is the second time we have used the sleeper to Stonehaven, The first time, just after lockdown, the staff couldn't have done enough for us, polite, charming Scottish gentlemen, both ways. This time we felt the staff did their job but maybe didn't go the extra bit. The cabin was a bit chilly on Thursday night but we didn't report it. On a plus note we needed to return home quickly as my mother was very ill and the booking was changed for us after the 48 hour flexible booking expired and we really appreciated that. Thank you.

Getting a table in the dining car felt a bit stressful. It would be nice if there were maybe two bookable sittings per evening so that we didn't feel the need to rush to grab a table as soon as we'd checked in. I would like to add though that every single member of staff we encountered, whether at the stations or on board, was amazing and so friendly.

The key point of the sleeper is to get a good nights sleep. I had the dreaded bunk over the wheels and it was very hard to sleep at all. In addition, it is still impossible to get the cabins cool enough and there is no way of reducing the glare from the light button above the bunk, which is so obvious and so annoying. Staff etc are great but the design of the bunks is poor at best.

This trip the train left on time AND the MOST IMPORTANT thing was allowing us to board early. This is a HUGE advantage because we got to Euston one hour early and were able to board. Just like that we were in our room, in our beds and ready to go. Some of our earlier journeys the train left several hours late and we just waited and waited in the station and it was terrible.

Better communication. The guard was very good although he was the only person who spoke to the passengers. There was considerable interruption caused by extra unexpected passengers which meant I was forced to sit next to a complete stranger which did not make me feel safe. As a woman travelling alone I was concerned.

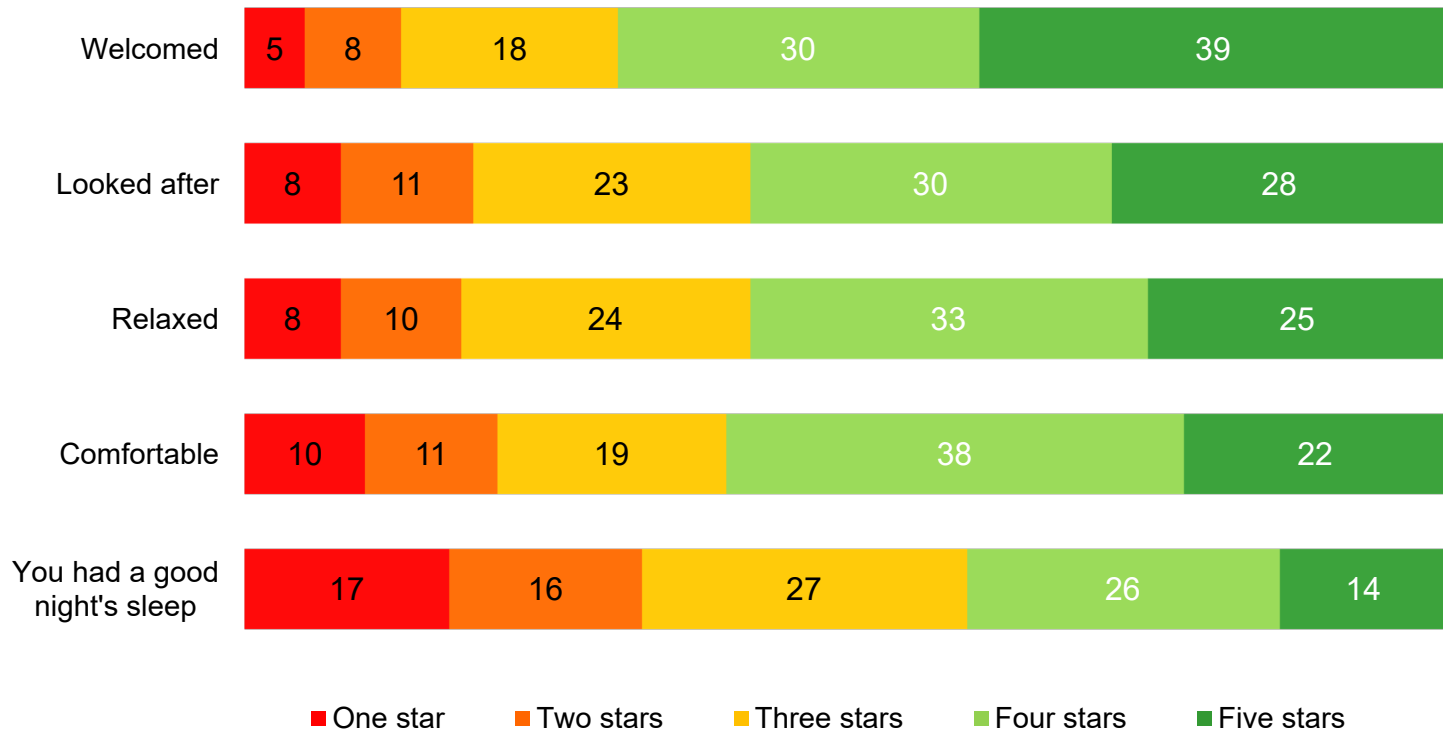
The train was almost 2 hours late arriving at the station - be on time! The water was not working in our Club Room - the toilet would not flush and we could not use the sink!

Explain the journey (where we will stop and when) and the disembarking process - ie. What time passengers are asked to leave. I found we arrived earlier than expected and so wasn't sure when I would have to leave.

Q11c. You gave just a single/two stars overall, what should Caledonian Sleeper do to improve this rating
Q11e. What, if anything, could Caledonian Sleeper do to improve the experience on board?



Rating for making guests feel...



Q11b. And how many stars do you give the Caledonian Sleeper for making you feel...?
Base: All (613)



Rating of features of the journey – customer comments

We would have appreciated to have the lounge open. The train was here. Why not to allow us to go inside. 11h30 to 6h30 is short night. Would be much more better to be able to go on board 1h before. There was not explanation and we had to wait on the platform. I did not feel welcome at all. Nobody welcome us sorry. Open lounge before to welcome customers and let them go on the train before. Too long to wait and too short to sleep.

Lights could be dimmed further. Other passengers were chatty when we set off, although it was obvious some of us were trying to sleep. Not easy to work out how the seats reclined, cleared instructions required (slide seat forward, not push back). Many hours into the journey I overheard another passenger explaining this, which was a huge help. The smell off passengers late night picnics was unpleasant, especially crisps and snacks, which stink. Is food in seated area a good idea on an overnight train? It wont help the carriages stay clean. The carriage was however much cleaner than I expected.

Space is at a premium! But it is a train after all. once in the bunk space (after negotiating around the ladder) it is very comfortable & warm under the duvet but you do need your ear plugs!

I gave this score because the air conditioning was too noisy and because the carriages lack decent suspension systems. The compartment itself was comfortable, but the two issues significantly disturbed my sleep.

We weren't welcomed on the platform as I always recall from past Sleeper voyages. That's a nice touch and makes one feel welcomed. Simply saying 'welcome aboard' and asking about our travel plans would be nice too.

It's quite a long walk along the platform to coach M, it would be more relaxing if I could drop off my bags before travelling (say within 1.5 hours before departure) and the baggage is taken to the cabin for me just to step aboard. It would be a really nice touch of service - similar to many airlines.

Room was too hot and turning the dial to the minimum temp didn't help much.

I am always rushing to make sure I get a space in the lounge car. I feel service is quite rushed and for £600 return it should feel more special.

The first time around we offered blankets but not on our return trip. also, we didn't see any employees the entirety of our trip.

Beds are slightly narrow, they feel narrower in the classic cabin as opposed club cabin, but that may just be illusions? With the current approach of having the upper bunk down as opposed to latched, the room feels a lot more smaller and claustrophobic. Would prefer the option to have upper bunk latched when not required.

Q11d. You gave just a single/two stars for making you feel welcomed / looked after / relaxed / comfortable / you had a good night's sleep, What should Caledonian Sleeper do to improve this rating?



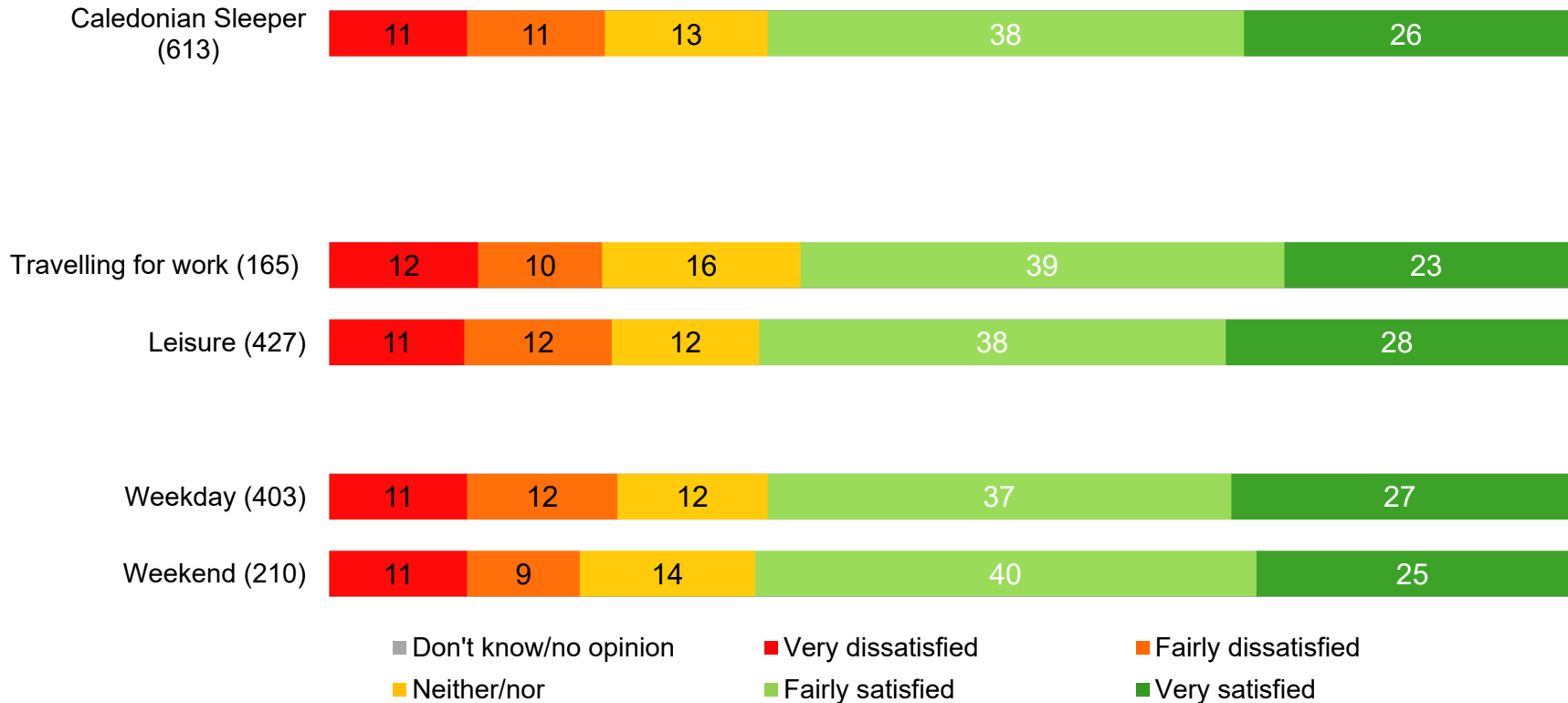
Caledonian Sleeper

Overall opinion of the Caledonian Sleeper



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Overall journey satisfaction by passenger group

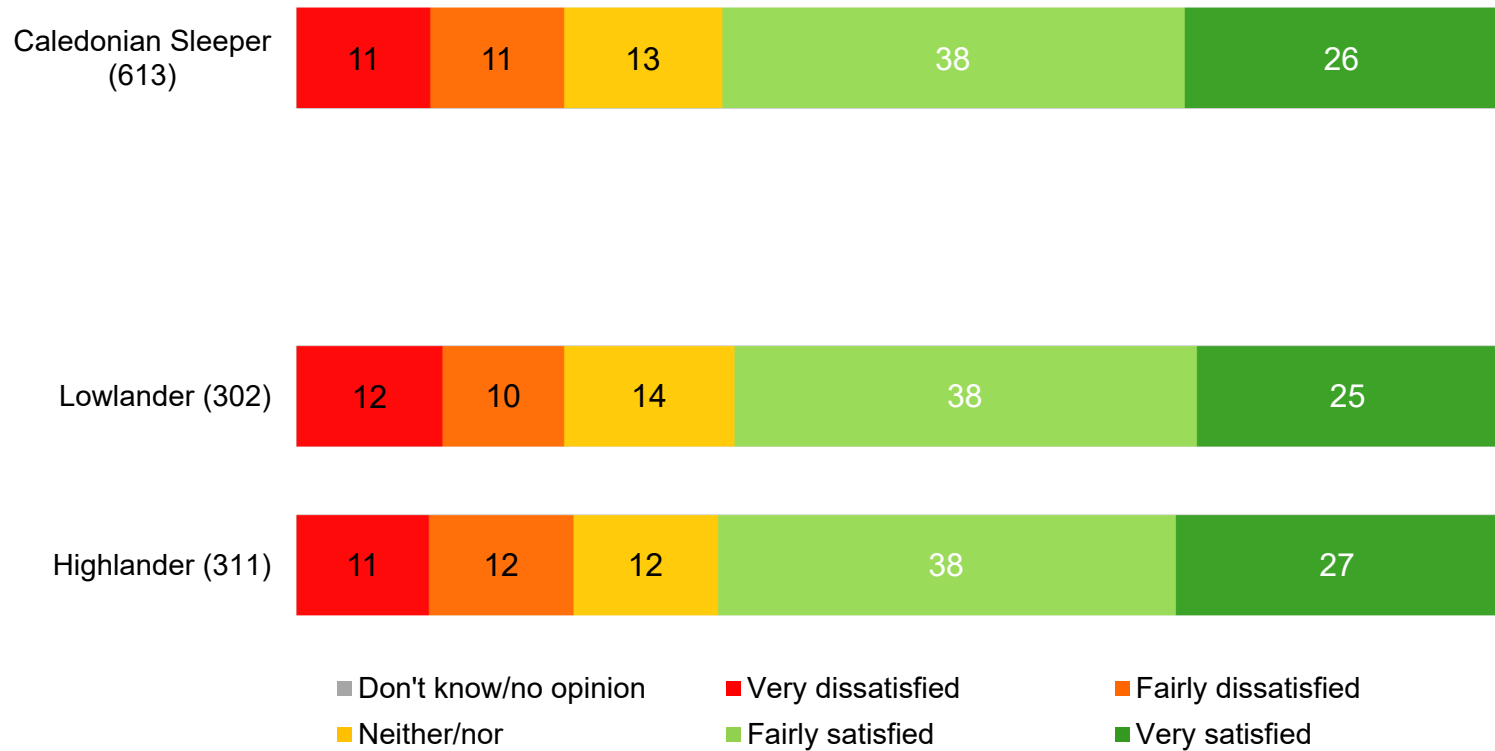


Q30. Taking everything into account about your journey from x to y, how satisfied were you with your journey?

Base: in brackets above



Overall journey satisfaction by route



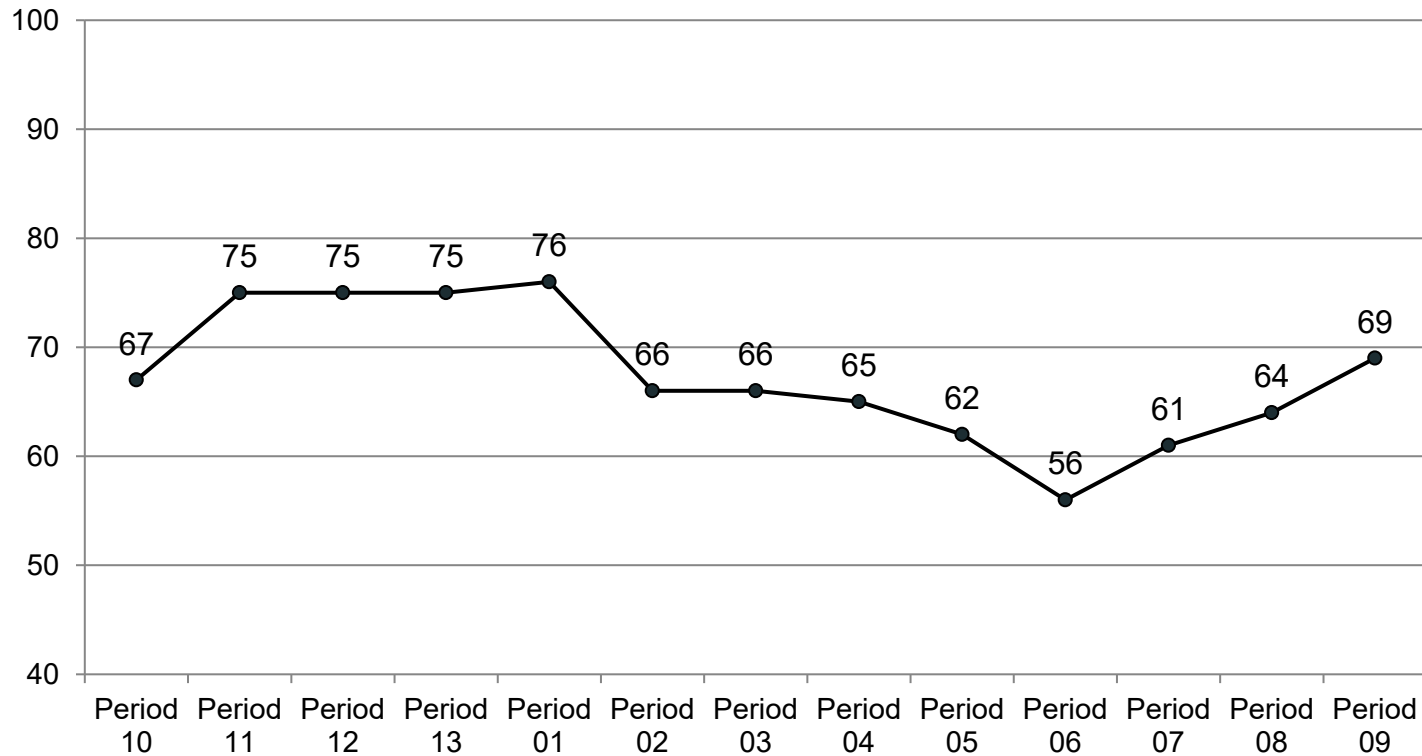
Q30. Taking everything into account about your journey from x to y, how satisfied were you with your journey?
Base: in brackets above



Overall journey satisfaction - trend

Overall journey satisfaction

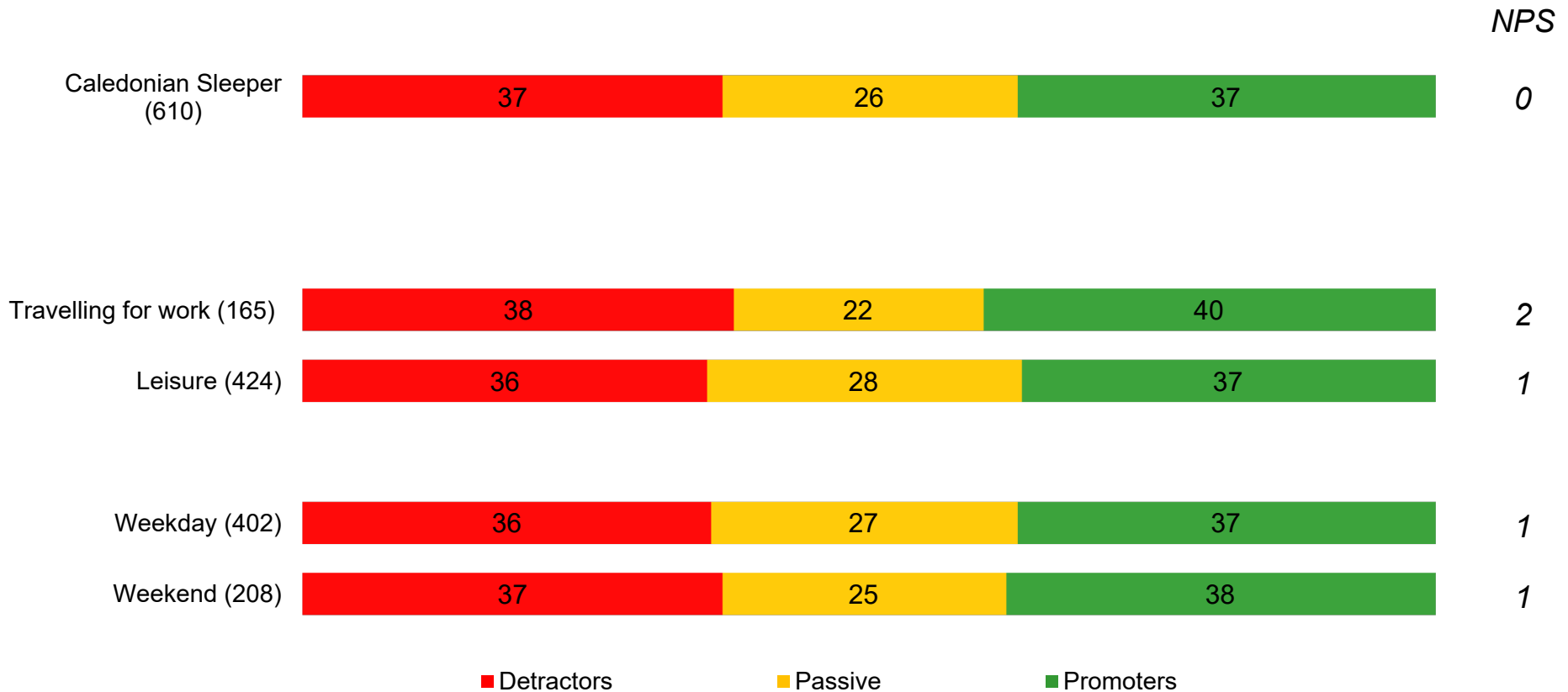
Trend: % very/fairly satisfied



Q30. Taking everything into account about your journey from x to y, how satisfied were you with your journey?



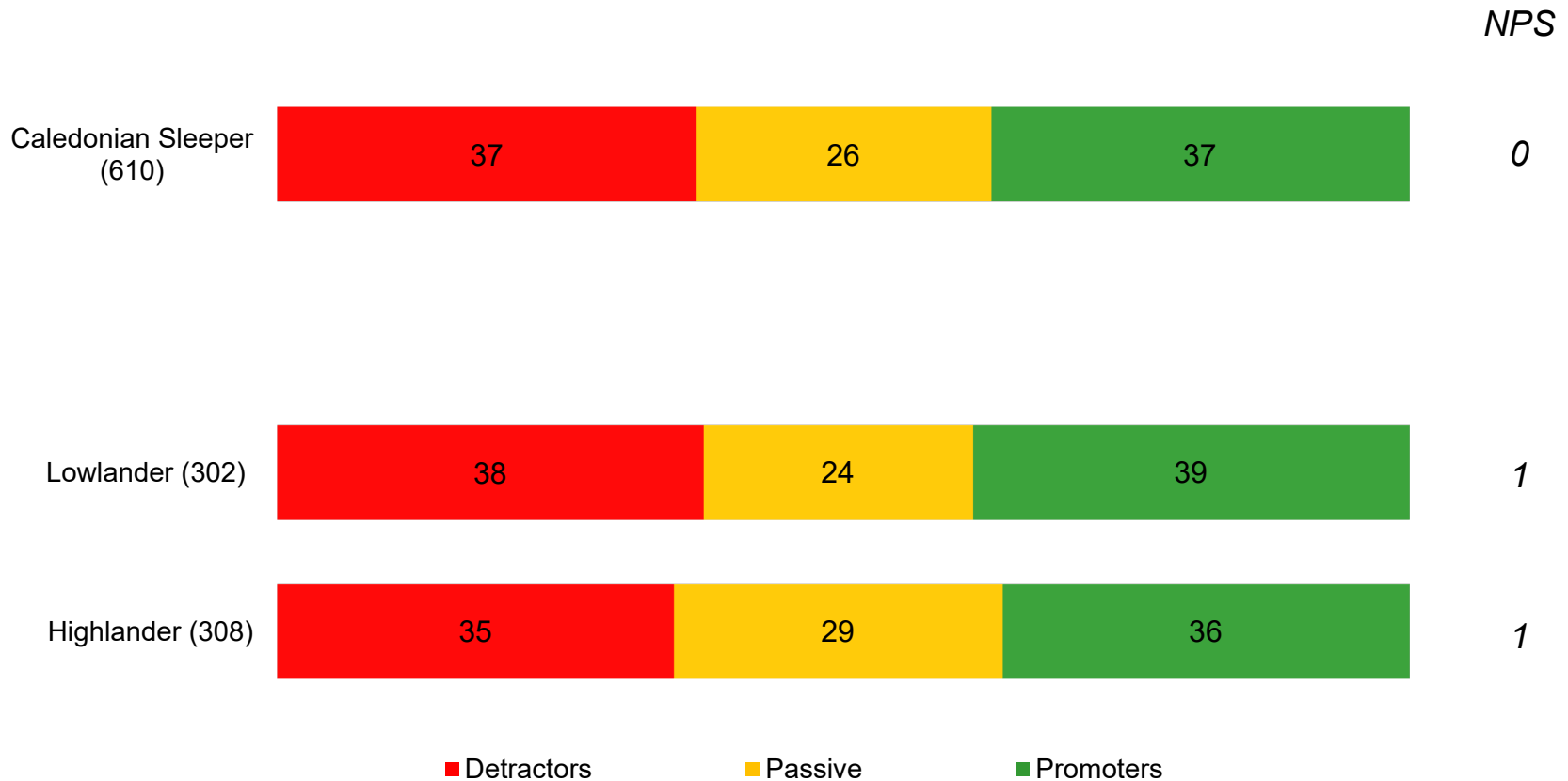
Net Promoter Score by passenger group



Q31a. On a scale of 0-10 where 0 means 'not at all likely' and 10 means 'extremely likely' how likely are you to recommend the Caledonian Sleeper to a friend or colleague?
 Base: in brackets above – those with an opinion



Net Promoter Score by passenger group



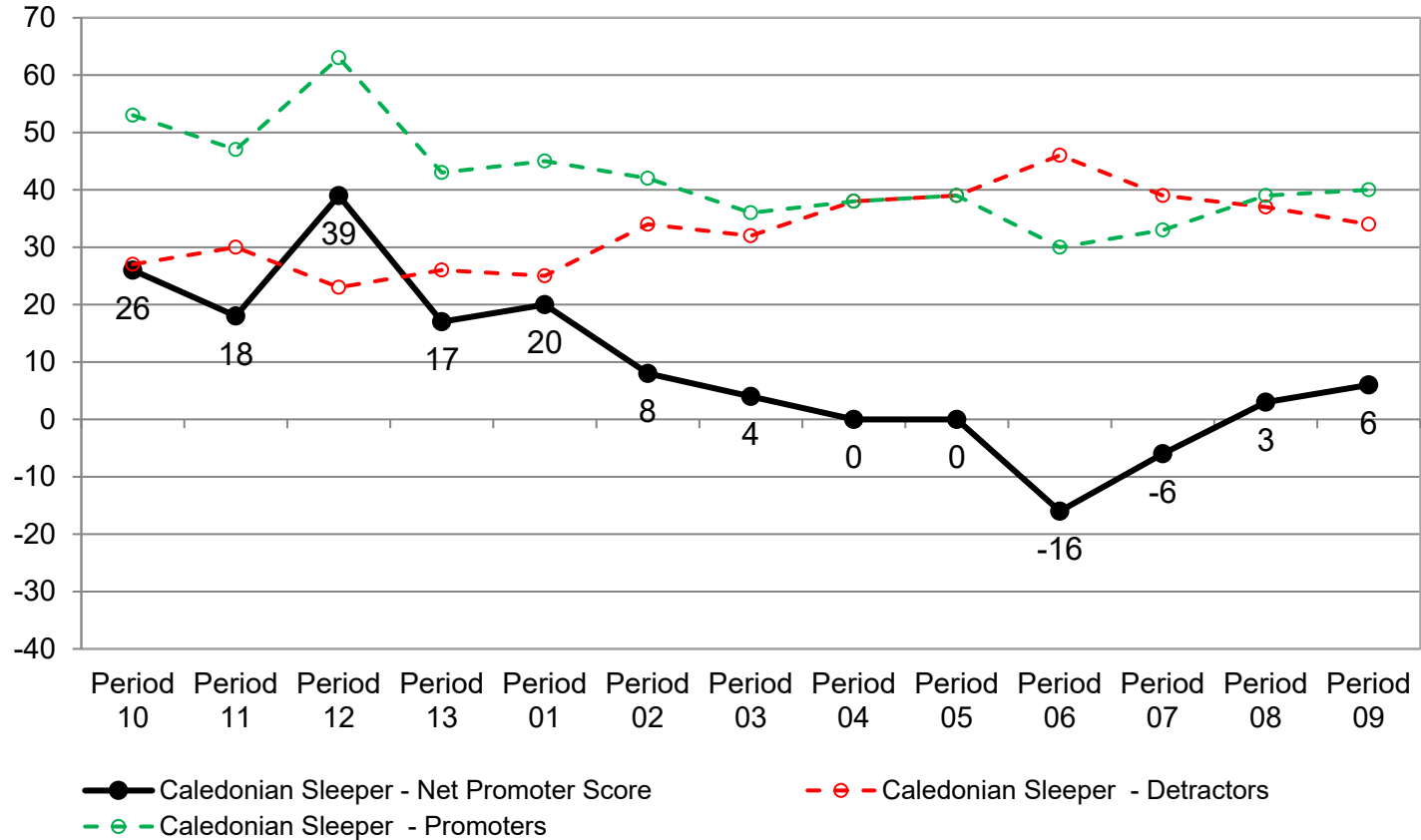
Q31a. On a scale of 0-10 where 0 means 'not at all likely' and 10 means 'extremely likely' how likely are you to recommend the Caledonian Sleeper to a friend or colleague?
Base: in brackets above – those with an opinion



Net Promoter Score trend

Net promoter score

Trend: % promoters, detractors & Net Promoter Score



Q31a. On a scale of 0-10 where 0 means 'not at all likely' and 10 means 'extremely likely' how likely are you to recommend the Caledonian Sleeper to a friend or colleague?
 Promoters(9-10) Detractors (0-6)



Reason for Net Promoter Score – customer comments

Promoters (9-10)

I've always driven to Scotland and this was my first time on a sleeper train. It's a no brainer to forgo the driving. The train is super well fitted, comfortable and efficient. I will use it again whenever I can. I was so impressed that I'm now considering a family holiday with the train and rent a car upon arrival to Scotland.

It was a unique way to travel to and from Glasgow. We picked up our hire car close to the station and got a terrific early start to our journey to the Highlands (which are AMAZING).

This is an excellent way to travel between London and Scotland because the long journey is completed whilst you relax/sleep. The new cabins with en-suite showers and toilets are superb, we slept well and arrived feeling refreshed. The team onboard was lovely, so welcoming and helpful. Also the availability of a separate luggage car was much appreciated. Super experience!

Passive (7-8)

It was efficient with good staff, and the beds looked comfortable. However, I did not sleep well in the seats, had to change carriages in the middle of the night, the carriage was very noisy (not sure if that's the carriage or the track!), the lights stayed on all night, and it is pretty expensive. But it got the job done and if it was convenient to travel overnight for someone, I'd say go for it.

I am a regular traveller and know what to expect. If they are first time they may expect more going by the advertising, marketing and the price.

It is a really practical way to travel between the highlands and London, and I live near a sleeper station. It can also be good value if you get the right price. But I wouldn't call it restful or luxurious.

Detractors (0-6)

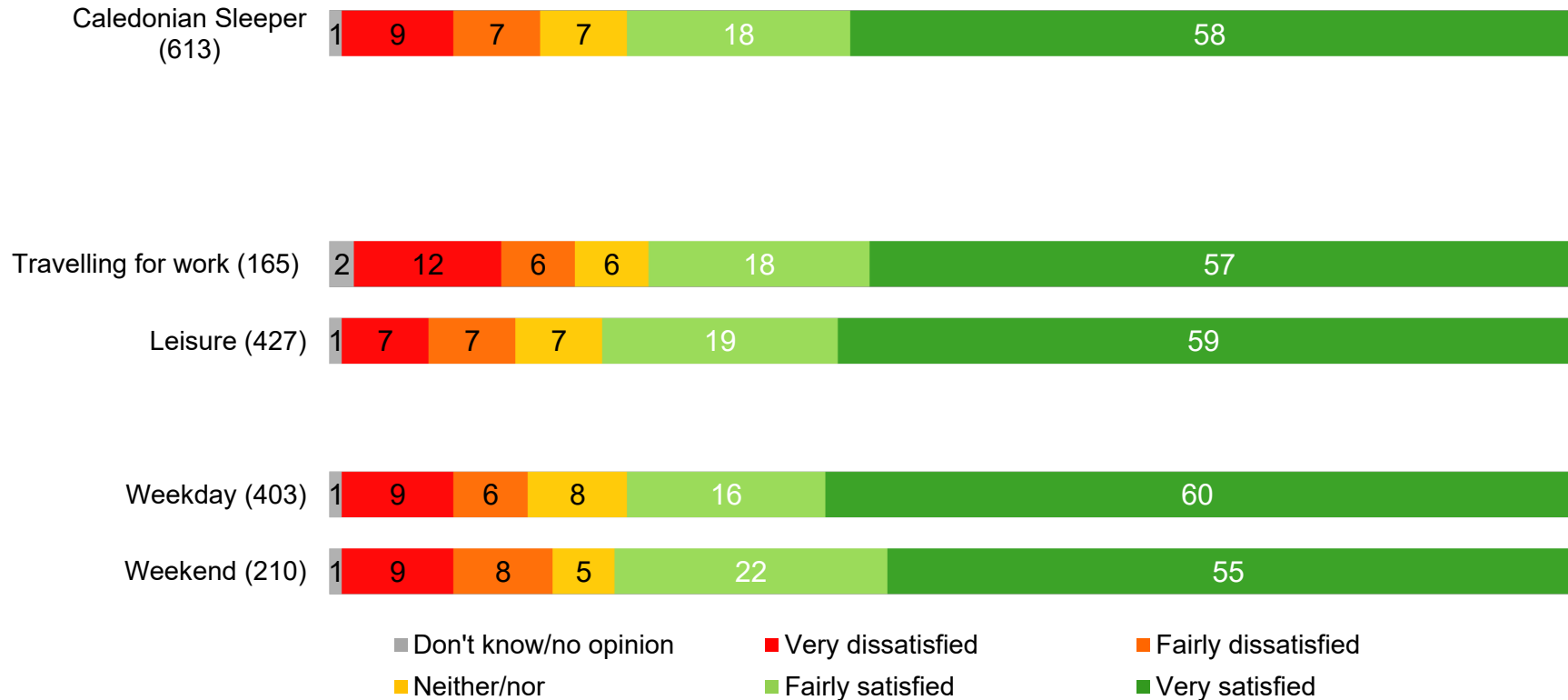
The whole experience was a nightmare. Train arrived two hours late so long wait at a station with no facilities. We were cold, nowhere to sit. There was no food being served on the train we had been notified earlier about that. Our cabin had issues, banging and ill fitting toilet door, toilet that didn't flush and no water supply to the sink.

This was the most disappointing travel experience I have ever had. I would never use the sleeper again. Departure station changed with 2 days notice. Bar and restaurant closed with 2 hours notice, and paid for an ensuite room, that had no running water or flushing toilet. this was an absolute disgrace. I have emailed a complaint and have to wait 15 days for a reply. Not only did our room not have running water, neither did other rooms. We were offered 3 other rooms to try and use toilets and showers. None of these worked either. That train was not fit to leave Waverly station. I am actually disgusted.

Q31a. On a scale of 0-10 where 0 means 'not at all likely' and 10 means 'extremely likely' how likely are you to recommend the Caledonian Sleeper to a friend or colleague?



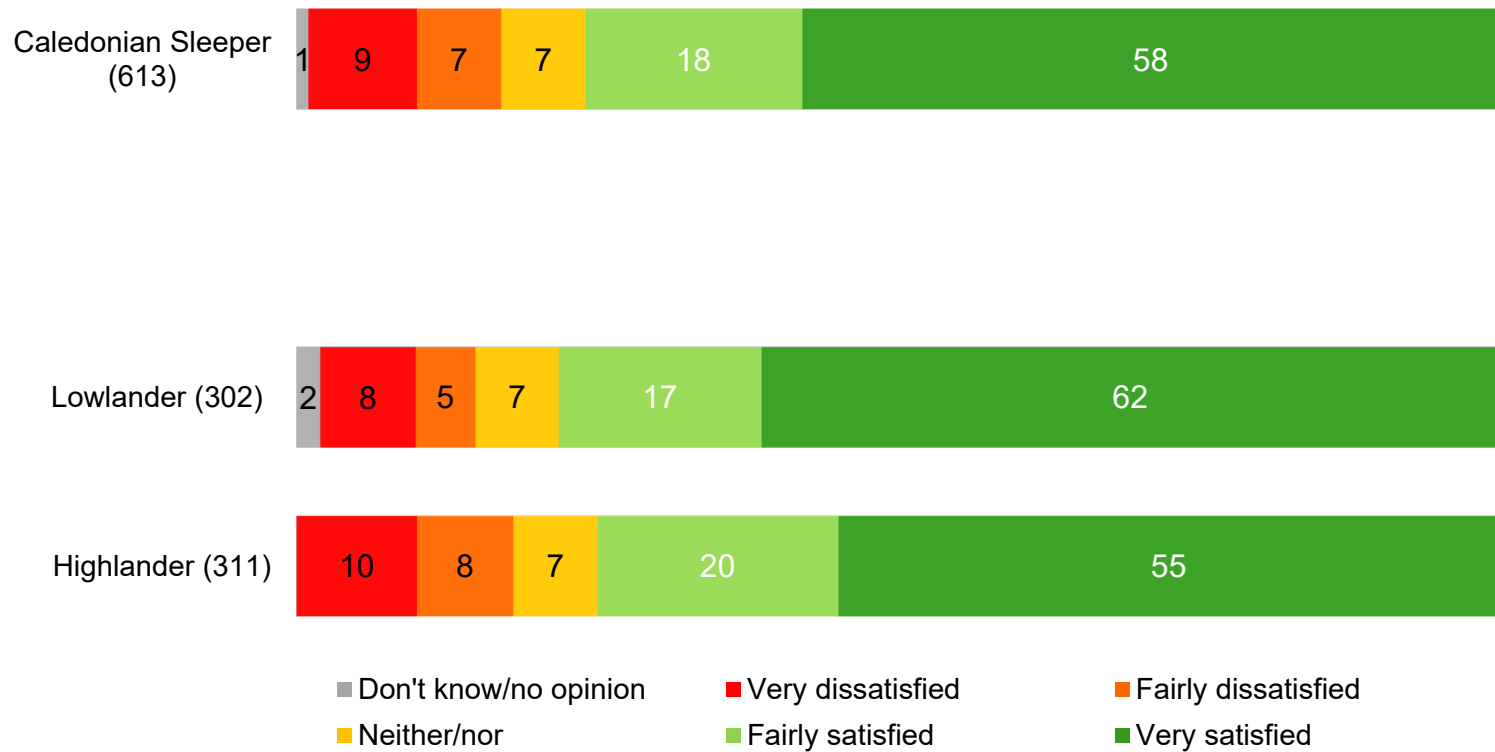
Punctuality and reliability by passenger group



Q33a. Based on your recent journey on the Caledonian Sleeper how satisfied were you with the punctuality/reliability (i.e. the service departing/arriving on time)?
 Base: in brackets above



Punctuality and reliability by route



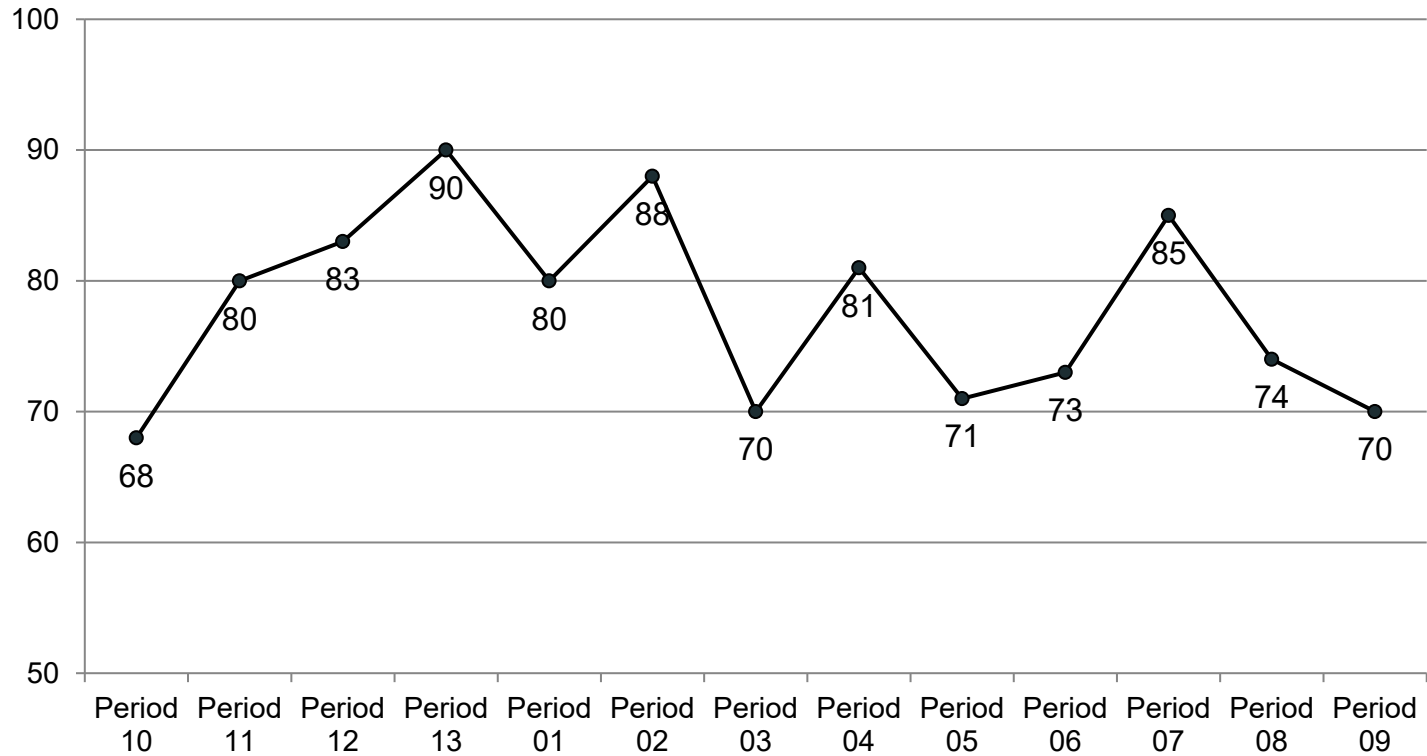
Q33a. Based on your recent journey on the Caledonian Sleeper how satisfied were you with the punctuality/reliability (i.e. the service departing/arriving on time)?
Base: in brackets above



Punctuality and reliability - trend

Punctuality and reliability

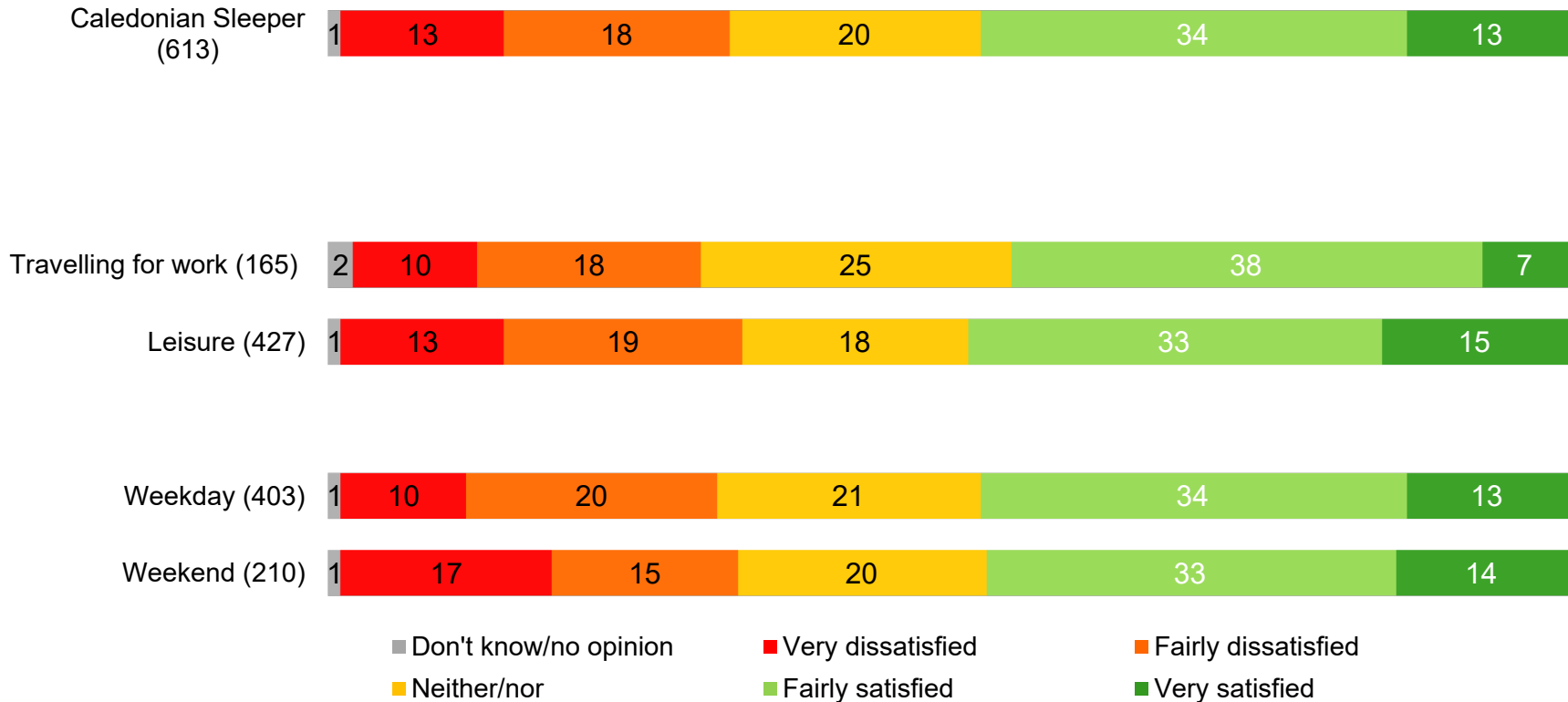
Trend: % very/fairly satisfied



Q33a. Based on your recent journey on the Caledonian Sleeper how satisfied were you with the punctuality/reliability (i.e. the service departing/arriving on time)?



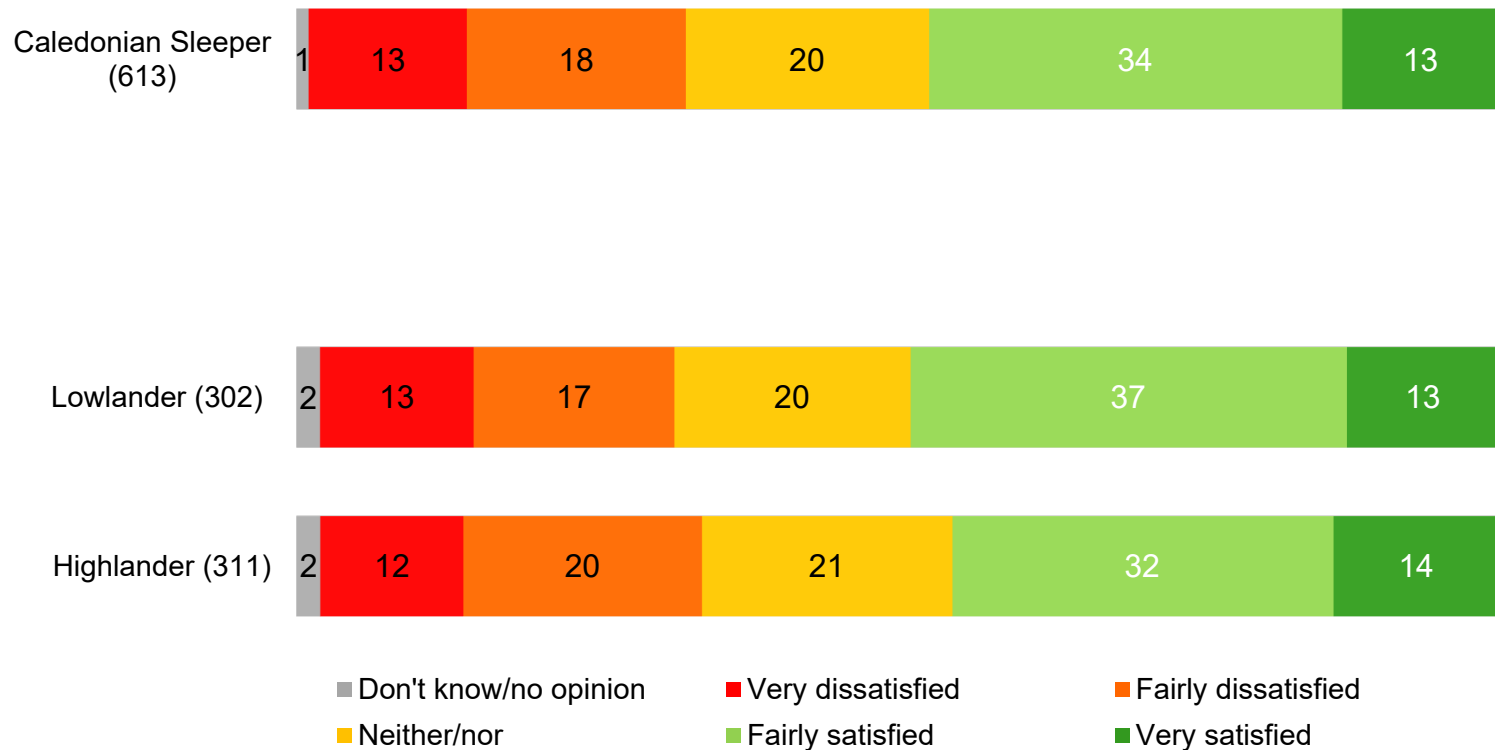
Value for money by passenger group



Q33a. Based on your recent journey on the Caledonian Sleeper how satisfied were you with the value for money of the price you paid?
 Base: in brackets above



Value for money by route



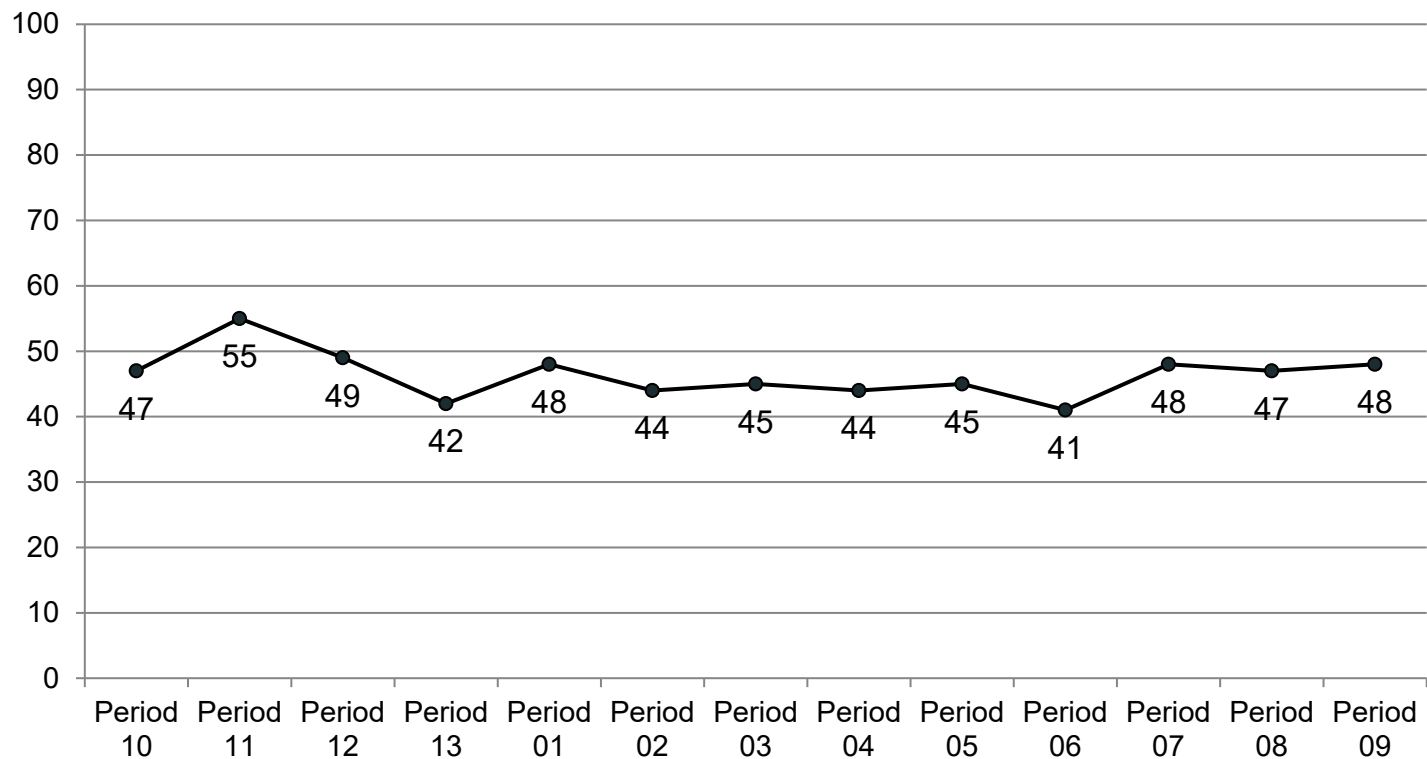
Q33a. Based on your recent journey on the Caledonian Sleeper how satisfied were you with the value for money of the price you paid?
Base: in brackets above



Value for money - trend

Value for money

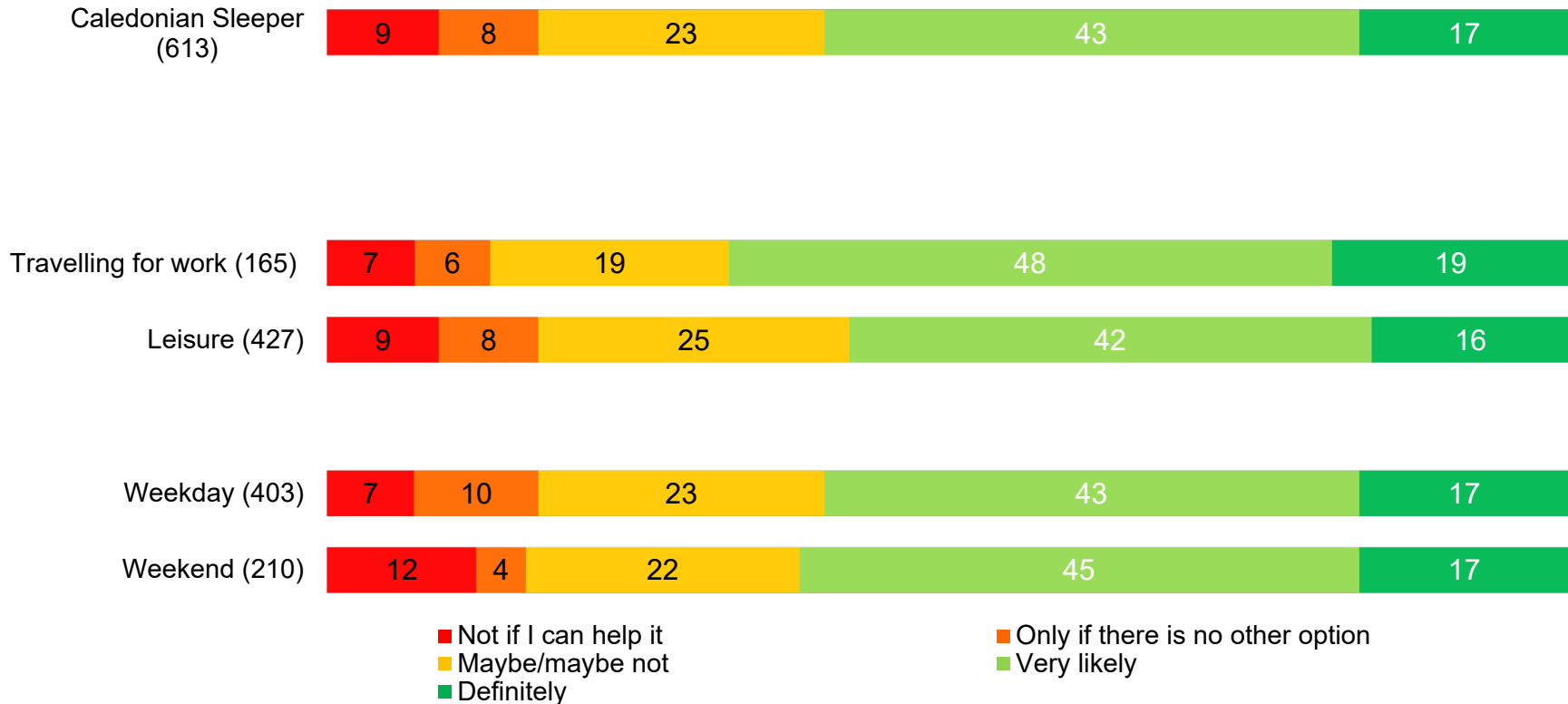
Trend: % very/fairly satisfied



Q33a. Based on your recent journey on the Caledonian Sleeper how satisfied were you with the value for money of the price you paid?



Likelihood to use in the future by passenger group

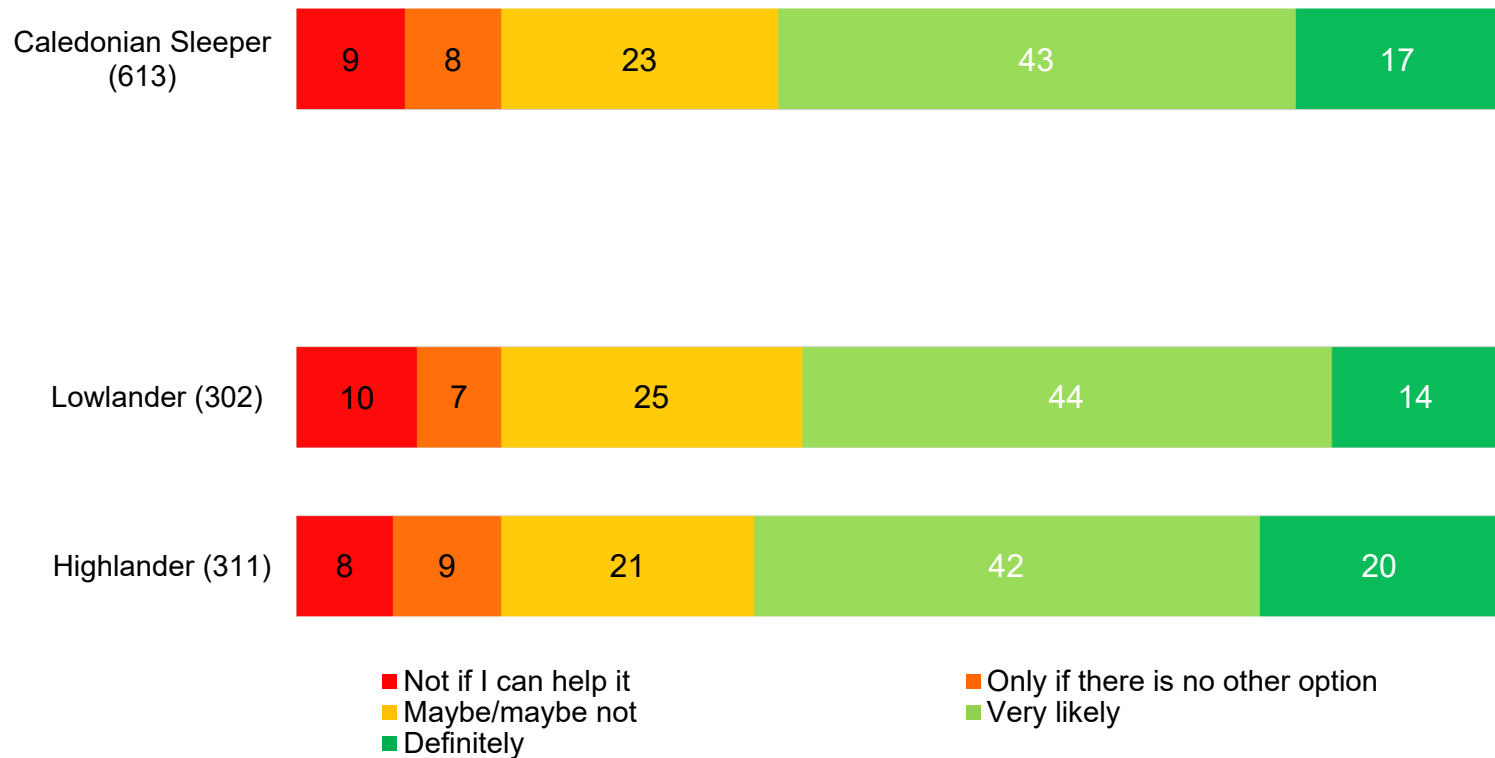


Q32a. How likely are you personally to choose the Caledonian Sleeper when travelling between Scotland and the London area (or vice versa) in the future?

Base: in brackets above



Likelihood to use in the future by route



Q32a. How likely are you personally to choose the Caledonian Sleeper when travelling between Scotland and the London area (or vice versa) in the future?

Base: in brackets above



Reason for doubt – customer comments

I think the staff was very welcoming and there were really classy and memorable aspects to the journey. The seat was not comfortable at all and in my eyes this is the most important aspect of the trip. So I might consider booking a room instead another time but this is a lot of money so I'm not sure.

I'm in favour of greener transport and reducing carbon emissions, however I can understand why people opt to fly between London and Scotland and vice versa. At the moment I really don't think long distance rail travel offers value for money, especially compared to long distance rail travel in other countries around the world.

It was not the relaxing/refreshing option I thought it might potentially be - I knew it wouldn't be like sleeping in a hotel but I got a lot less sleep than I had hoped (about four hours in total) and although it meant I wasn't losing a day travelling, I was not at my best on arrival.

I have travelled on the Caledonian Sleeper twice and on both occasions have encountered significant issues therefore I am not convinced that the service is capable of providing the level of service that it claims so I would be unlikely to use it again unless it was the only viable way of travelling.

We paid £405 for a single journey in a Club Room and looked forward to the experience. The room and facilities were as expected, but the lack of evening food and the chance to enjoy travelling in the Club Car while having dinner was a big disappointment.

For the price of even a discounted sleeper ticket, I can get a comfortable BA flight AND a proper night's sleep in a chain hotel. There has been a definite deterioration in service level and travel comfort since the "re-vamped" sleeper started operation.

I really like the idea of the service, and if not travelling with a bike, I would seriously consider this as an option. If travelling with a bike again, I would think twice.

Going by plane is cheaper, quicker, more availability of food in airport.

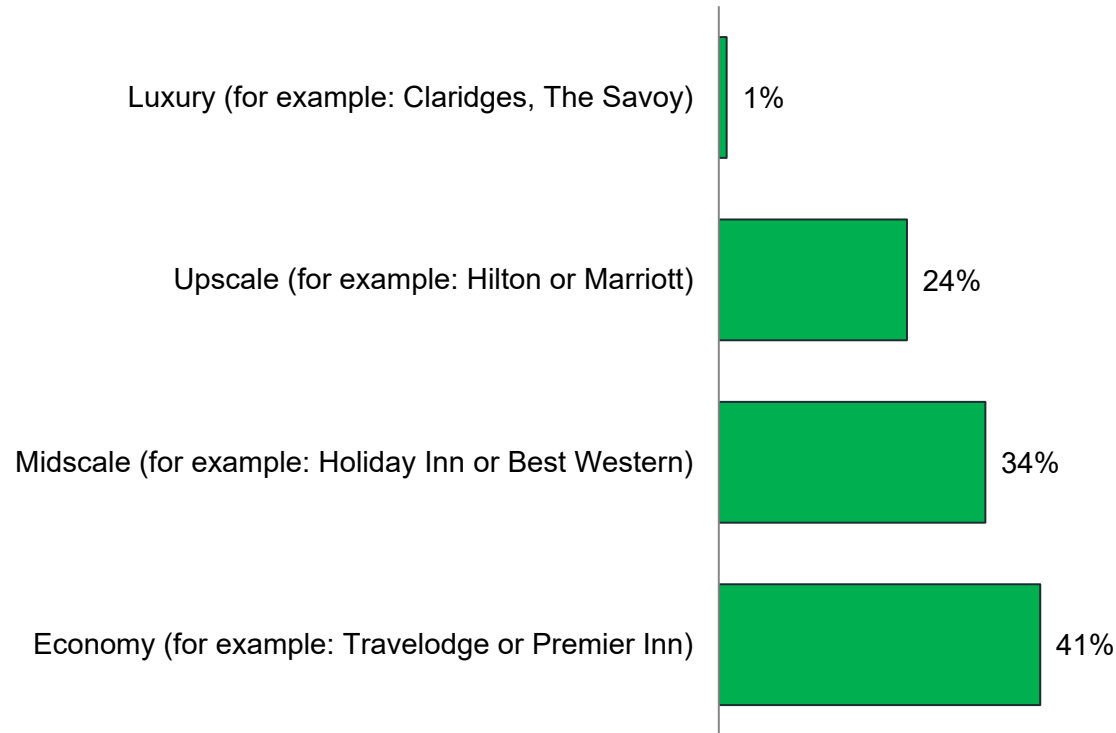
I have tried to come off air travel in order to be more environmentally-responsible, but you make it almost impossible to choose Caledonian Sleeper over flying. If the standards were consistently higher and the experience was more rewarding, then yet the extra costs would be worth it. But I cannot justify paying 3-4 times the cost of flying when your whole offering is shoddy, embarrassing, and totally unreliable. When I turn up now I am always expecting something to be broken or missing.

Q32b. Why do you say that?



If Caledonian Sleeper were hotel chain

Quarter 3 2021/22 %



Q34. And just for fun, if Caledonian Sleeper were a hotel chain, what category would you put it into?

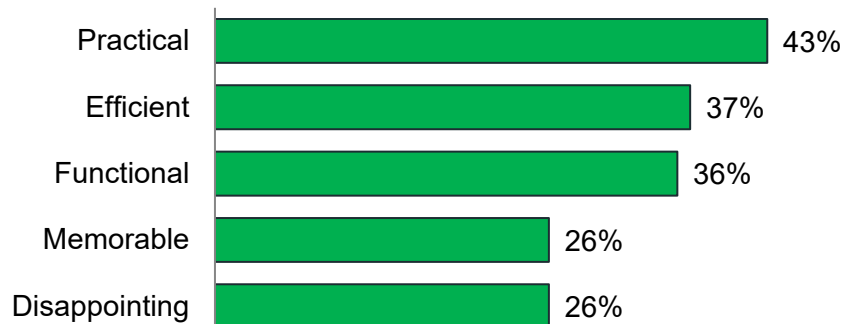
Base: All with an opinion (581)



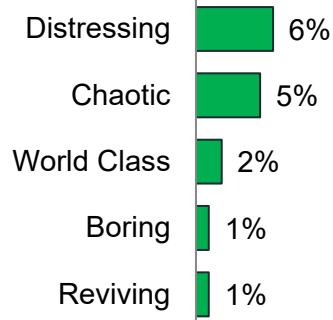
Overall description of journey

Quarter 3 2021/22 %

Top five



Bottom five



Q29. Thinking back how would you sum up your experience of the Caledonian Sleeper? What words best describe your journey?

Base: All (613)



Caledonian Sleeper

Journey expectations

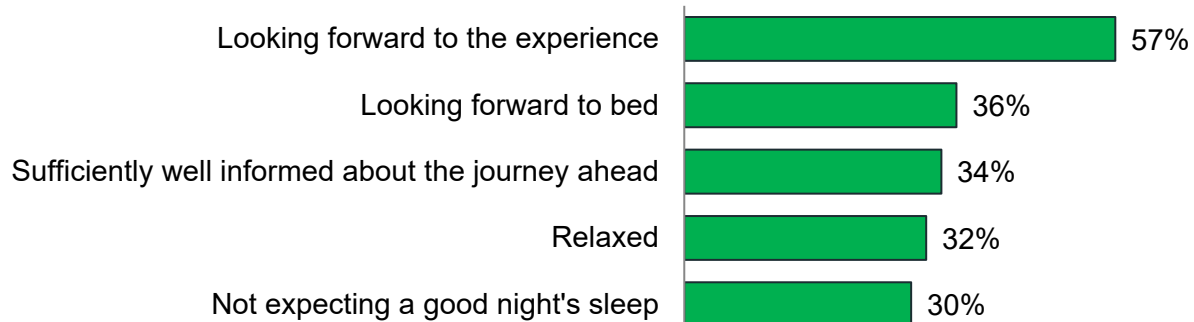


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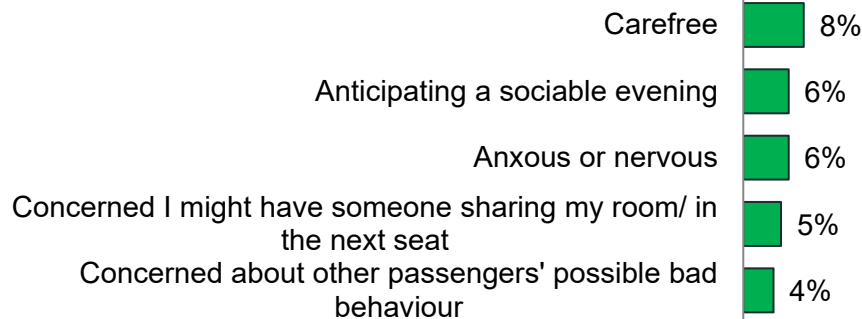
Thoughts and feelings pre-journey

Quarter 3 2021/22 %

Top five



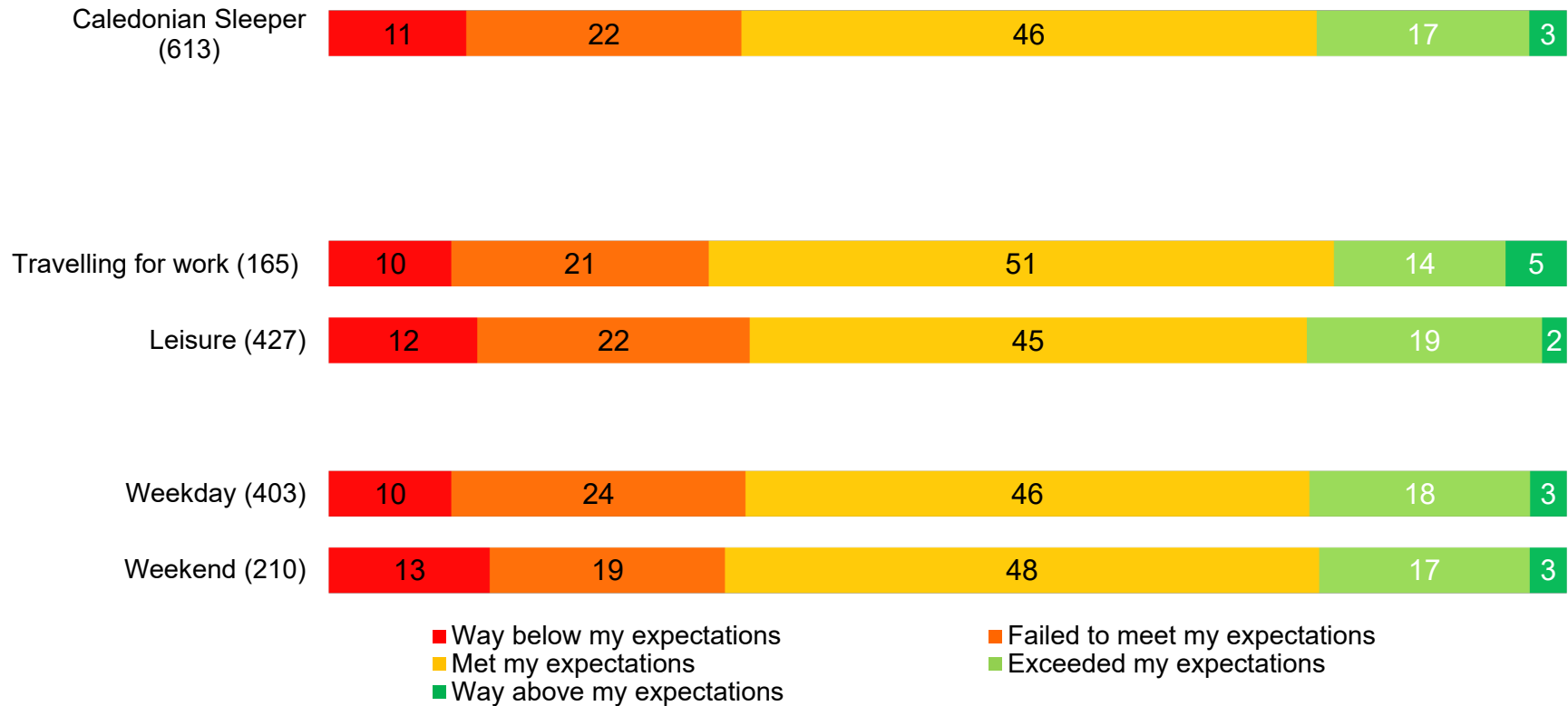
Bottom five



Q4. Thinking about the day you travelled, what were your feelings or thoughts before your journey on the Caledonian Sleeper?
Base: All (613)



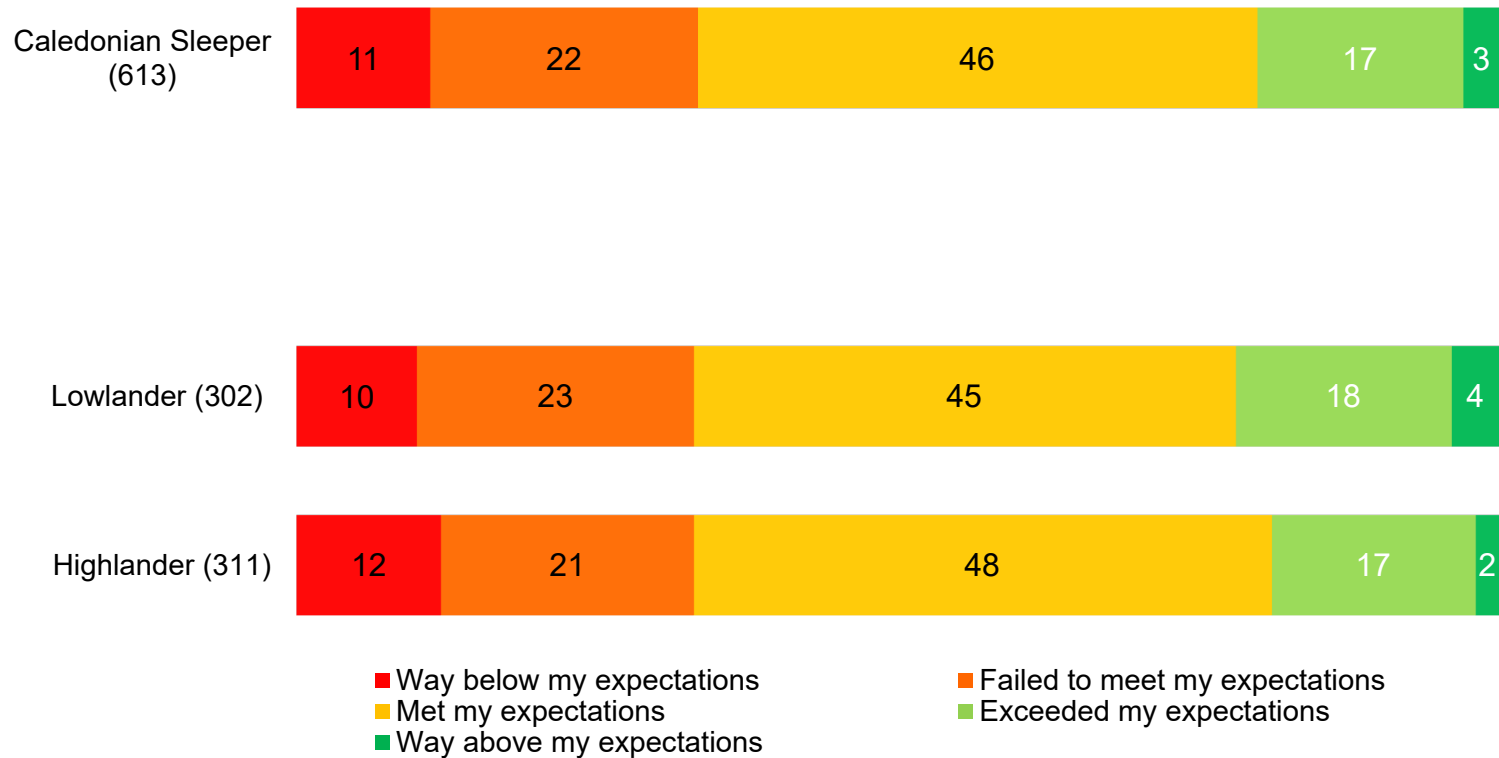
Met expectations by passenger group



Q5. Overall, taking everything into account, how well did your journey on the Caledonian Sleeper live up to your expectations?
 Base: in brackets above



Met expectations by route



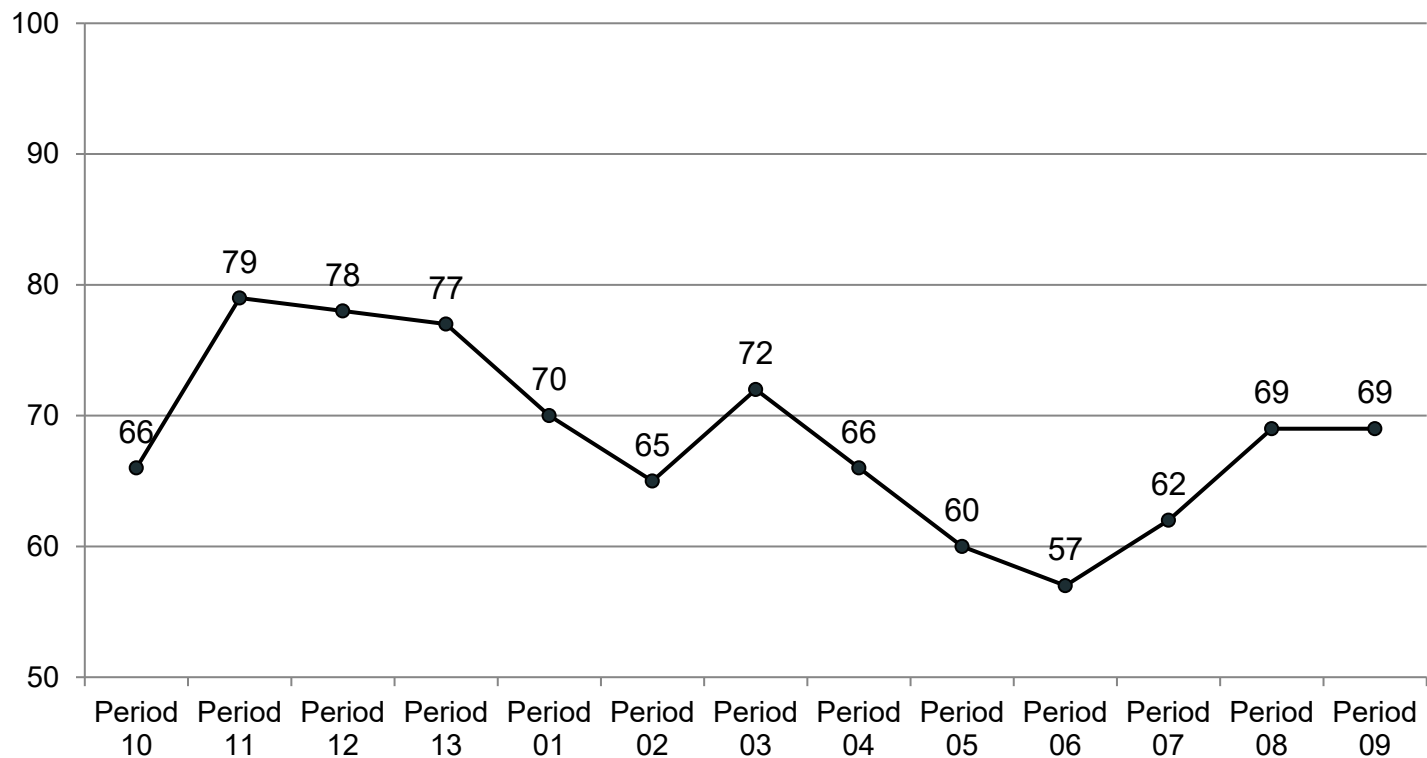
Q5. Overall, taking everything into account, how well did your journey on the Caledonian Sleeper live up to your expectations?
Base: in brackets above



Met expectations - trend

Met expectations

Trend: % Way above/Exceeded/Met my expectations



Q5. Overall, taking everything into account, how well did your journey on the Caledonian Sleeper live up to your expectations?



Caledonian Sleeper

Making bookings

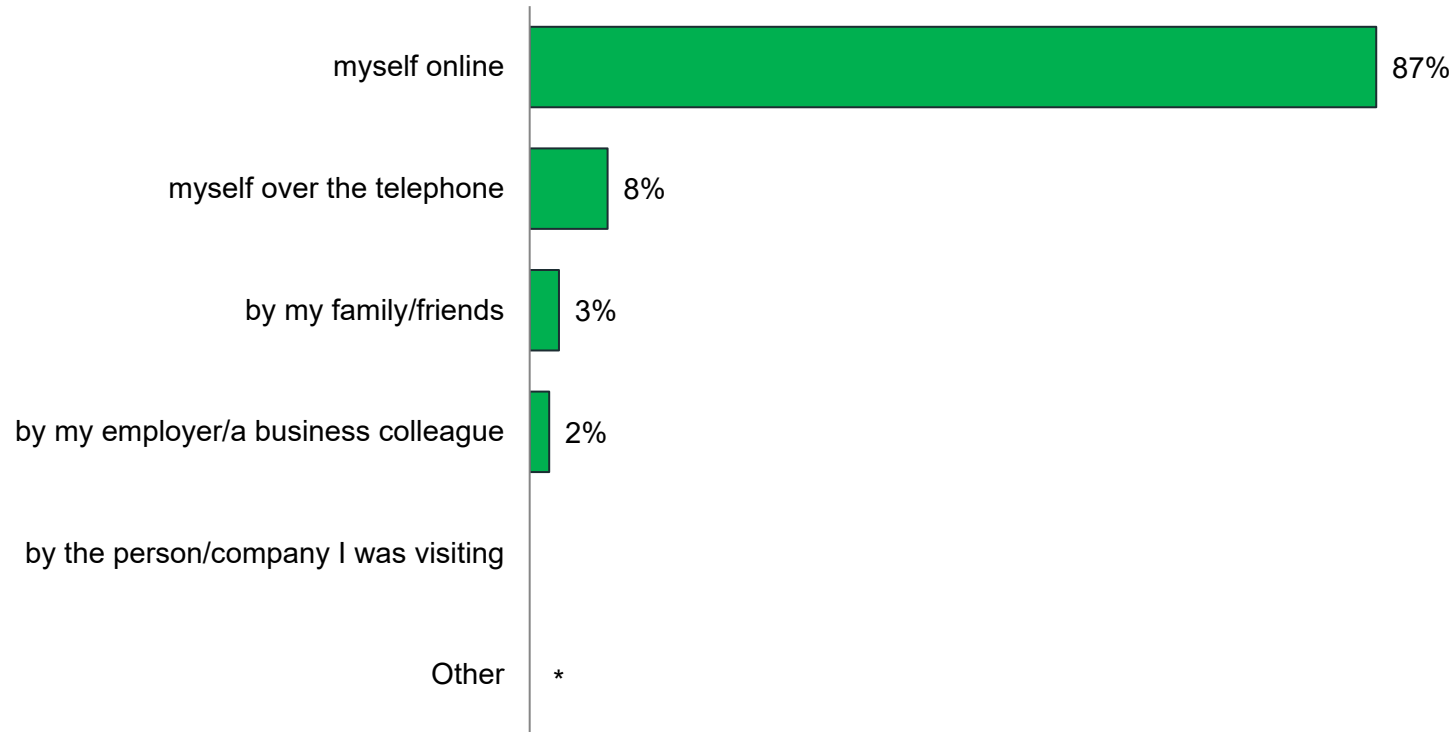


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How booking was made

Quarter 3 2021/22 %

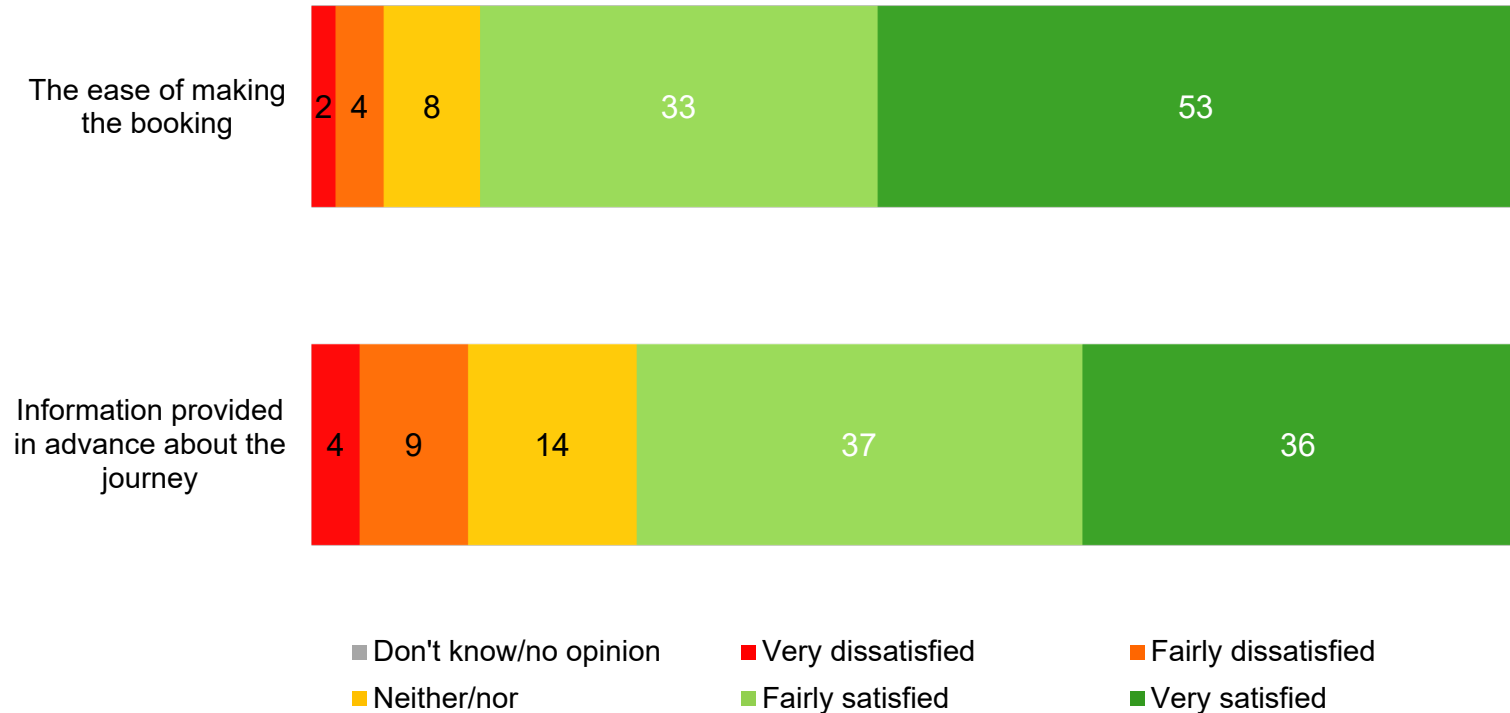
It was booked/I booked it...



Q12 Thinking about the process for booking this journey on the Caledonian Sleeper, who made this booking?
Base: All (613) * Less than 1%



Satisfaction with booking process



Q13a. How satisfied were you with..?
Base: All who booked themselves (580)



Improvements to information provided about the journey – customer comments

I wasn't sure what to expect. I couldn't find much information on when I would be able to board the train. And it wasn't totally clear what I had in a 'flexible club solo room' - the actual names of the room types are different on the website.

Information about the make up of the train, the departure cities and indeed the route would be interesting. Virtually no info was provided either outward or return.

Text updates for delays and/or early arrivals. Indication of where bicycle car is prior to boarding. Indication of how long stops at each station are.

The kicking out time in the morning MUST be shown on the ticket, for this was what caused an unexpected barge in by the staff member. We did not know this information.

Clearly explain, and show (ideally with a diagram) the layout of the cabins. The different layouts for the classes (Club etc) should also be shown comparatively, so it is easier to see what each different price gets you.

Explain the experience in advance. I didn't know I needed to check in (still have no idea where this was supposed to happen as there were no staff visible). Explain that breakfast needed to be confirmed within half an hour of being on the train. Educate train staff that when asking about the menu it may be because someone has allergies. I wasn't welcomed on board by anyone - Literally had no idea what was going on.

No catering was available on either leg of my journey - not even drinks or snacks. They send plenty of reminder emails about the journey so it would have been easy to inform passengers of this in advance. As it was I had been hoping to get something to eat and ended up being hungry all night. Also the information given about opening hours for shops etc at the station was wrong so I couldn't even pick something up in the station before boarding.

This was the first time I used a sleeper train in my life, I did not really know what to expect. I wish Caledonian sleeper had provided more extensive pre-trip information about the trip experience.

The information about cancellation /rebooking is not clear or prominent. The booking experience and working out when outward and return journeys are available is not very clear either. Finally the website suggested the club car was not operating normally, when in fact it was as far as I could see (and the food on the return was superb).

Q13b. What should Caledonian Sleeper do to improve the information provided?



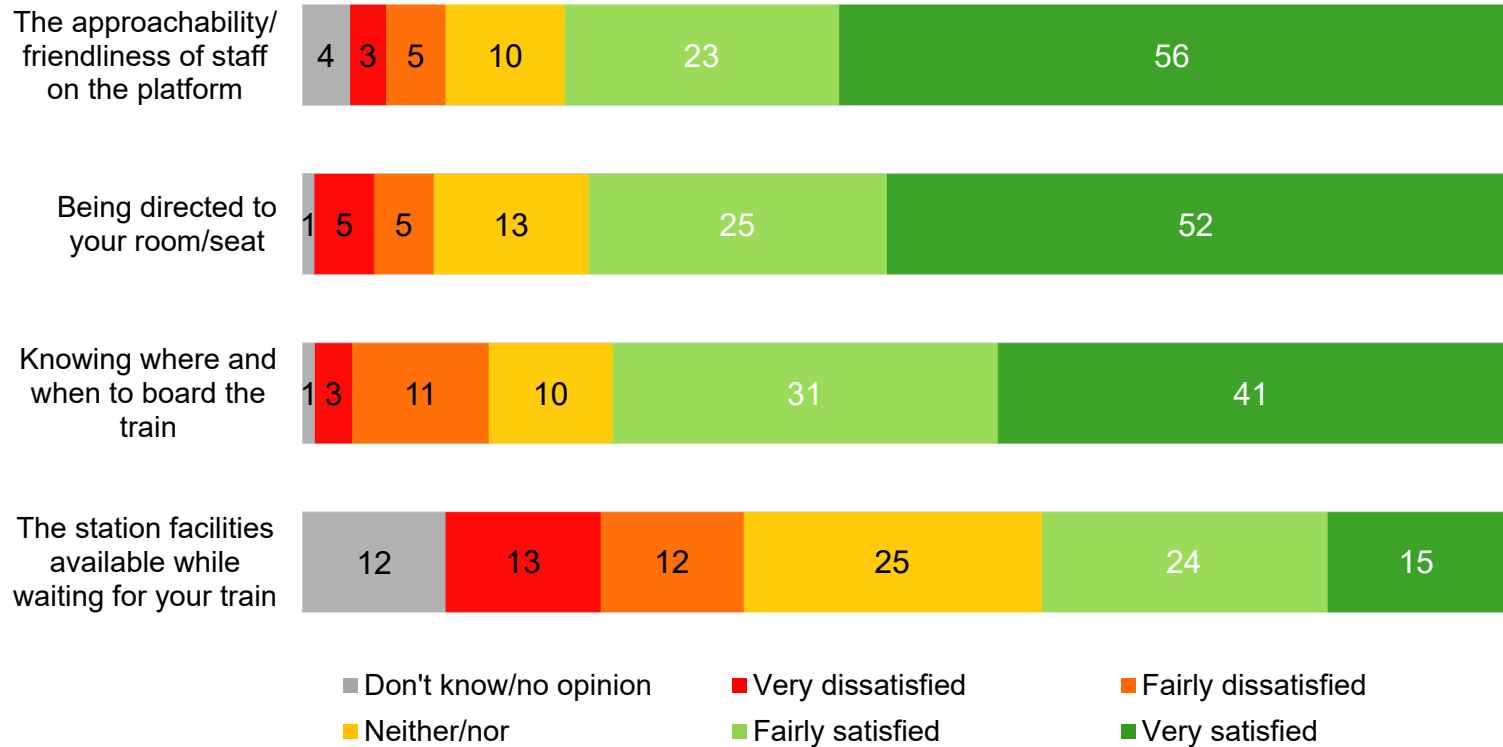
Caledonian Sleeper

Boarding and station facilities



CALEDONIAN
SLEEPER

Satisfaction with boarding process



Q14a. How satisfied were you with...?
 Base: All (613)



How might staff have provided a better service? – customer comments

There was very little staff on the platform and onboarding was chaotic. People would just gather around the staff and try to get in front of the queue. The whole experience felt hurried and unfriendly. All of that while I was supposed to travel "first class".

There were no staff, and when they did appear they gave no direction.

Explain the issue and delays. Keep open the lounge so we have somewhere comfortable to wait. Don't explain the issues with massive smiles on faces - we were told "there is an issue, don't know what it is, its going to be hours" in a very joking manor.

To try to tell us what time we could board. I got to station early at 4pm, nothing much there, when I asked about where we would get train no one knew, they never mentioned the lounge. We finally found it at about an hour before the boarding. Had we known we would have been more comfy, instead we sat outside on the seats in the rain as we couldn't find seats inside. Used cafe for a while. When we did find lounge we were nicely looked after. There def needs to be more communication.

[The staff could have] actually shown us to our carriage. Explained where to put luggage. explained how to get into the room and lock the doors.

No facilities, no welcome or even staff. We had to find our room ourselves, Tickets were inspected AFTER the train had left the station when I was already in bed!

[Be] More friendly. We have never done this before. The gentleman who checked out tickets said to go to the correct carriage. We started to do this to only by shouted out by a member of staff because we needed to check in with someone else first.

Bike reservations - can it be made very clear when making a bike reservation what kind of booking has been made and what to do on the platform. On my journey we had 9 full size bikes turn up for 6 spaces on the train (some passengers had made bookings for a bike "in a bag/box"). This wastes time on the platform for train staff and increases stress for passengers.

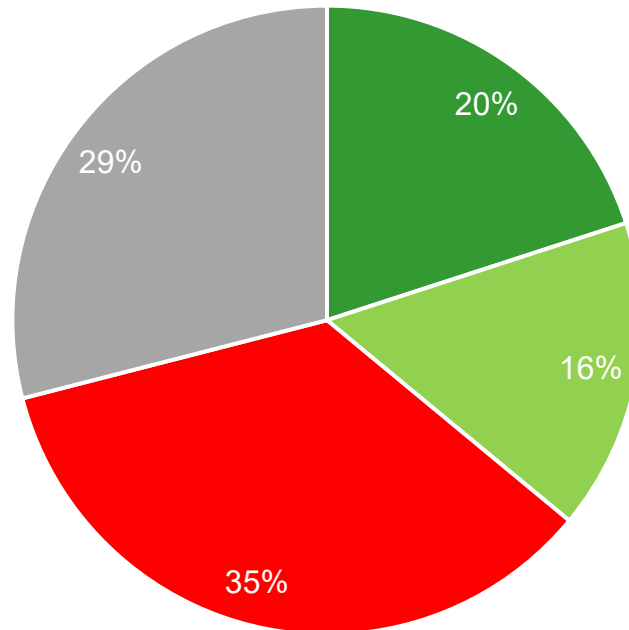
The Sleeper is a long train. There is no indication provided in advance to passengers about where on the platform their carriage might be. This is particularly important for the sleeper as people often have a lot of luggage. This service is common practice elsewhere on the railway network – i.e. information on CIS screens/station announcements, info in the app. Why can't it be done here?

Q14b. How might the staff on the platform have provided a better service to you?



Use of customer lounge

Quarter 3 2021/22 %



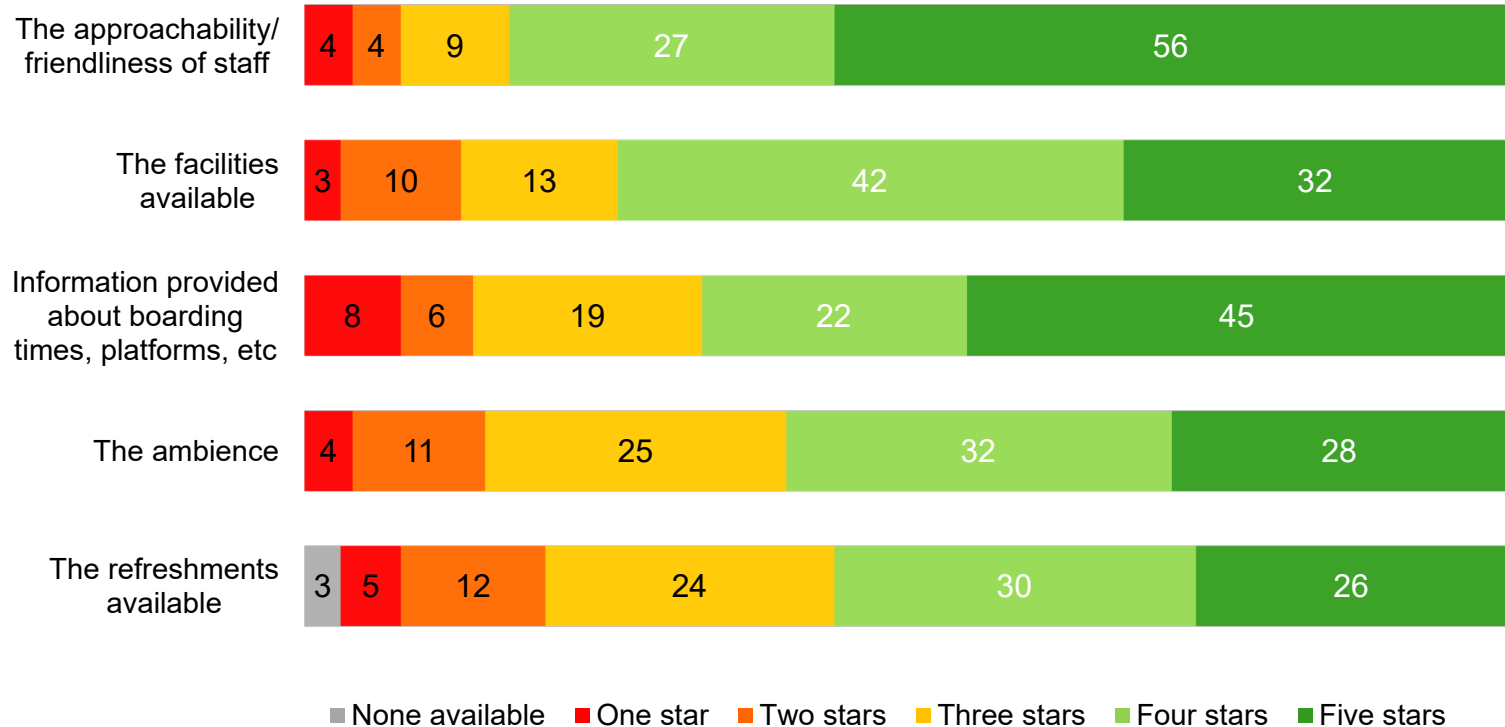
■ Yes - and I did ■ Yes - but I did not ■ No ■ Don't know

Q15. Were you entitled to use the customer lounge at the station in x?

Base: All travelling from Aberdeen, Dundee, Edinburgh, Fort William, Glasgow, Inverness, Leuchars, London, Perth or Stirling (561)



Rating of customer lounge at the station



Q16a. Thinking about your experience in the lounge at the station in x, how many stars do you give it for...?
 Base: All who used the customer lounge at the station (55)



Additional information required in the Customer Lounge – customer comments

Boarding notification or train times on screen.

Clear instructions about when the train was boarding rather than just "wait here until you are told" - which then went 45 minutes after the boarding time on the ticket. Could have easily missed the boarding if I had gone to the toilet etc.

Where the train was going to be, and our compartments.

An idea of when boarding would take place. 10pm came and went but no update and nowhere to wait.

Not having to strain to hear one poor attendant trying to vocalise the information in a too crowded room and who was also expected to pass on apologies for lack of onboard services during the trip as well.

Someone to tell us that there was a lounge for us, as spending most of the time in the station and outside in rain not a good start to journey. A sign to say about lounge. It wasn't at all clear.

Correct information about when to go the platform for actually boarding the train, not to hang around on a wet platform for about an hour.

Explanations on the issue. Explanation of what is causing the delay - guidelines for when we can expect to board.

There was no information given about where the Guest Lounge was - I didn't know it wasn't located in the station. No information was given about boarding times.

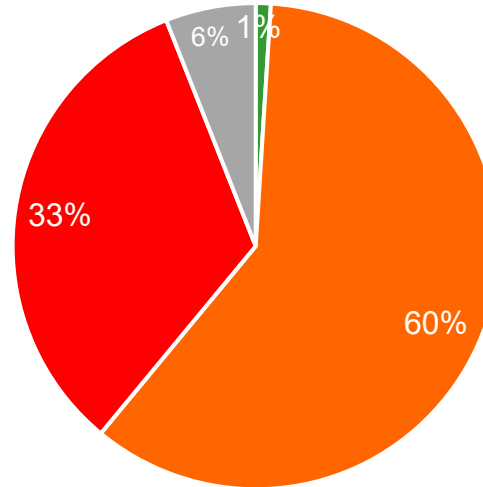
Q16b. What additional/better information would you like to have received?



Use of shower facilities on arrival

Quarter 3 2021/22 %

- Yes
- No, I did not know that shower facilities were available
- No, I knew that shower facilities were available and chose not to use them
- Shower facilities were not available



Q28a. Did you use the shower facilities at the station on arrival that morning?

Base: All travelling to Aberdeen, Crianlarich, Dundee, Edinburgh, Fort William, Glasgow, Inverness, Leuchars, London, Perth, or Stirling (572)



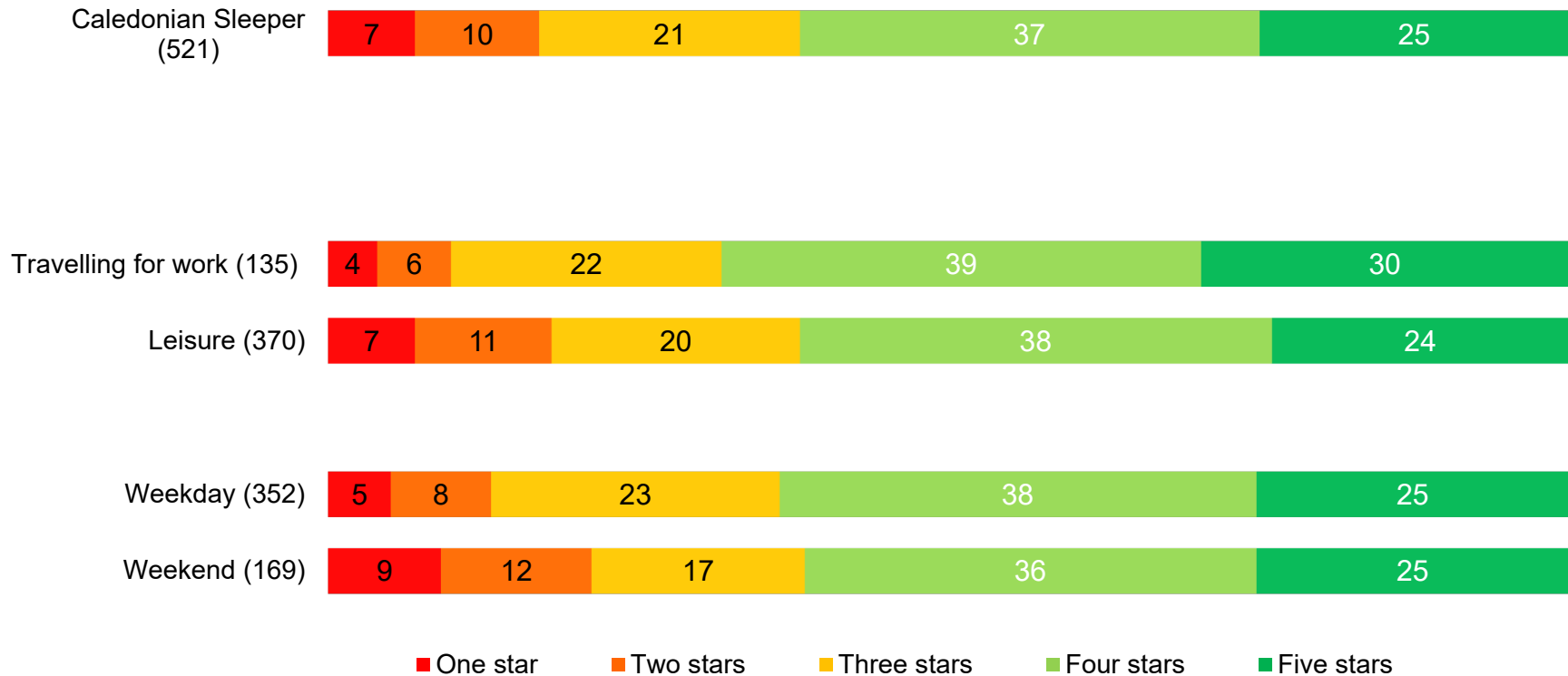
Caledonian Sleeper

Accommodation and train facilities



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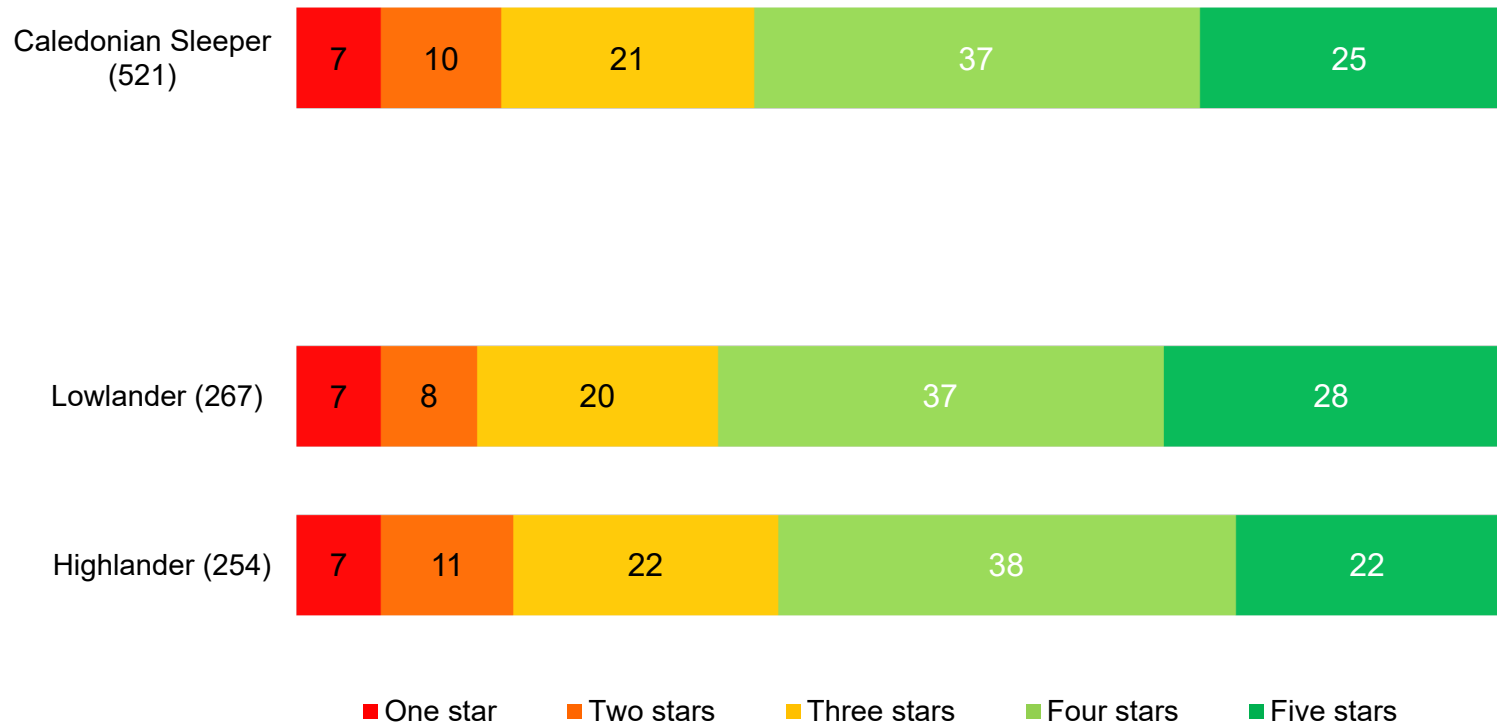
Overall rating of room by passenger group



Q17a. How many stars do you give your room on the Caledonian Sleeper?
 Base: All guests staying in a room/suite (in brackets above)



Overall rating of room by route



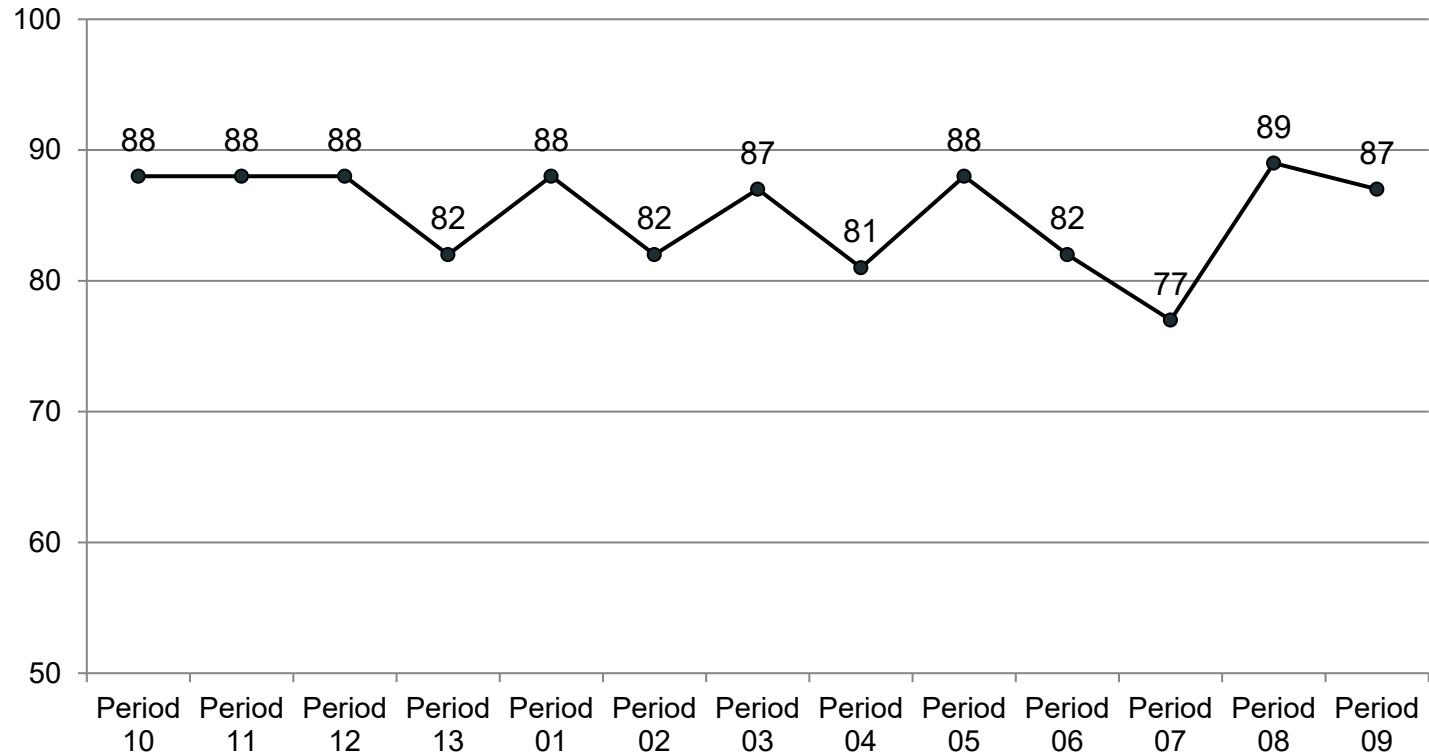
Q17a. How many stars do you give your room on the Caledonian Sleeper?
Base: All guests staying in a room/suite (in brackets above)



Overall rating of room - trend

Rating of room

Trend: % Three/Four/Five stars



Q17a. How many stars do you give your room on the Caledonian Sleeper?



Overall rating of room – customer comments

Fixed ladder obstructs bunk... needs to be removeable. Lack of luggage space. Had airline-sized bag but anything bigger, no place to stow. Cushion on back wall uncomfortable.

Better stowage, more flip down shelves. A removable ladder for upper bunk. There was nowhere to put anything.

Clean, comfortable. But feels claustrophobic. Very small space to move and on top bed.

It's too cramped! Nowhere to store information leaflets, fixed ladder, ladder in wrong place, no space to get changed, would have been nice to have indication of where the toilets were in the information given in the room, would have been nice to have had access to a flat sheet too for those who run hot and a very, very uncomfortable mattress that also felt too thin.

Soundproofing is poor. The outside often felt it was inside. Wind noise especially very obvious around the window seals. Mattress/linen didn't feel particular fresh. Toilet door was malfunctioning, needed force to open/close.

*Better sound proofing, better suspension on the coaches
Remove the trains livery from the window so we can see the scenery*

Not sure what can be done - cabin was right over a bogie, felt every bump and jolt on the way - shockingly bad ride.

Make it bigger. Warn me first that it's tiny and bring a small case only. The light switch behind my head was illuminated and this was just annoying during the night. I had to cover it with a pillow.

The room was simply too narrow. My husband noticed that when he laid flat on his back his shoulders touched both sides of the bed frame, i.e. the wall and the front frame of the bed. The room space was far too tight, one person had to be on a bunk to make movement possible. The bed linen was immaculate. The room was spotless. It was just too small and the bed wasn't terribly comfortable.

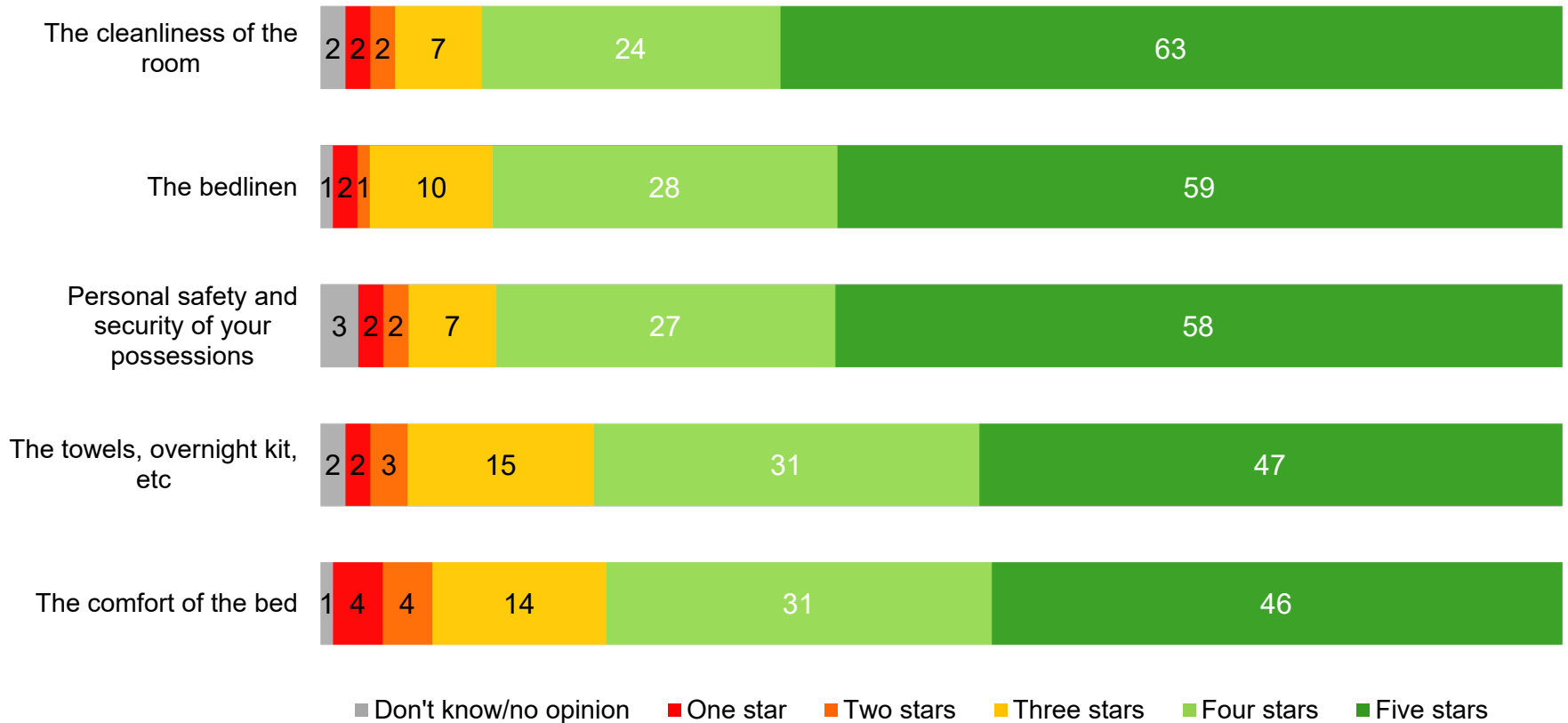
I appreciate room size has an economic impact but the rooms are incredibly small. Two people in a Club room would be very tight and without the top bunk as I was on my own there would have been almost nowhere to leave my possessions overnight.

The rooms are just so cramped if there are two people in it - not quite sure what you might do to resolve that...

Q17c. You gave just a single/two stars overall for your room, what should Caledonian Sleeper do to improve this rating
Q17e. What, if anything, could Caledonian Sleeper do to improve the experience of your room?



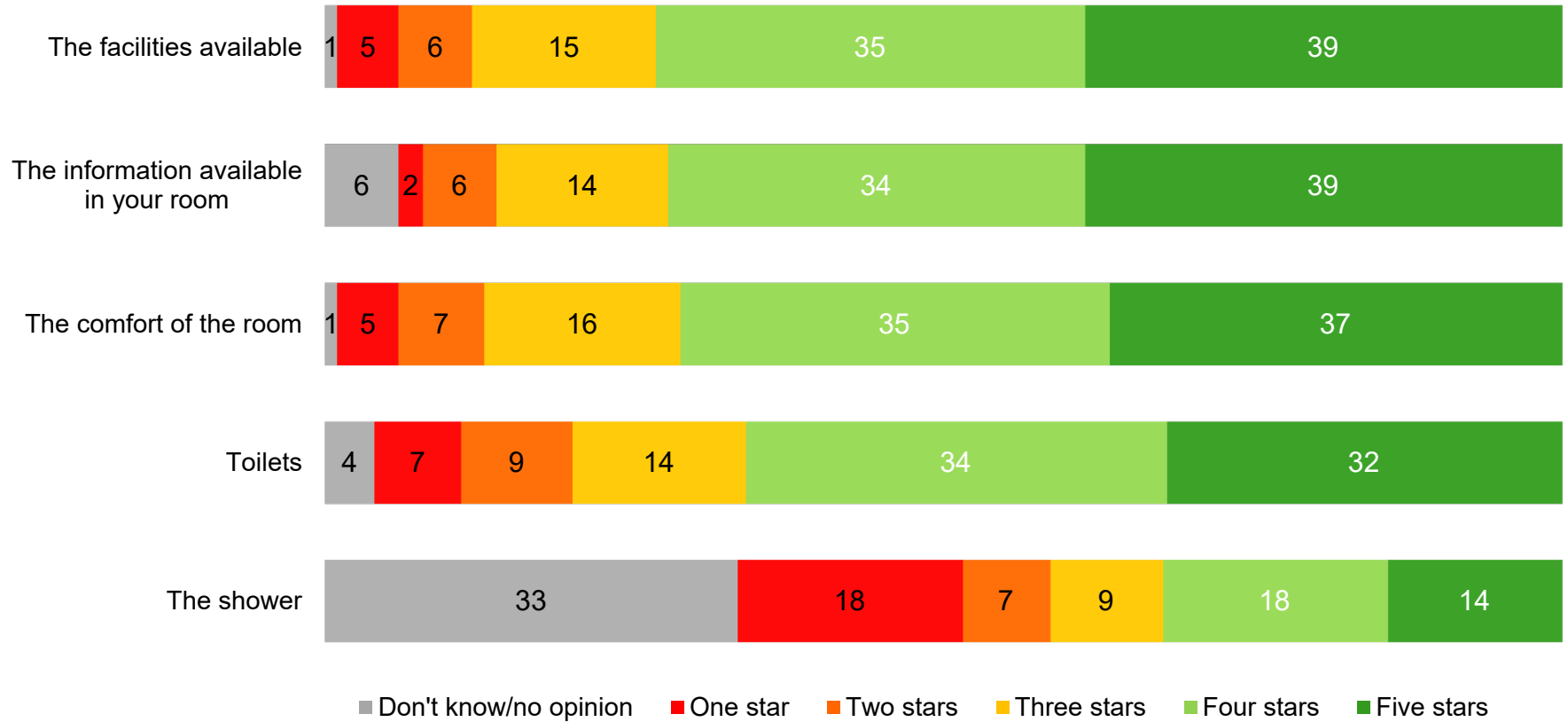
Rating of the features of the room – top 5



Q17b. And how many stars do you give the room for..?
 Base: All guests staying in a room/suite (521)



Rating of the features of the room – bottom 5



Q17b. And how many stars do you give the room for..?
 Base: All guests staying in a room/suite (556), room with en-suite shower (307)



Rating of features of the room – customer comments

Provide information on where to go for club car. Provide information on what you can do with no club car. Provide information about possibility to view scenery

Improve the heating control - it often does not work, and did not do so on this occasion. Provide hot water from the tap - it never gets above lukewarm and on this occasion was completely cold.

Make the water and heating work (neither did, which was a major blow to an otherwise very comfortable cabin!).

The led ring around the light switches are way too bright. I resorted to bringing stickers to place over them.

Carpet was stained. Dust on window ledge.

Nowhere to put things by sink, not enough hanging space.

The return journey the linen was not as comfortable and quite scratchy.

Our door didn't lock, had a key card but we didn't need it. Just walked right in after having a wander down the train, as anybody could have done.

Again, a tiny space to even provide a shower, but the water was only lukewarm.

There was no running water in the toilet so you couldn't wash your hands, I didn't know where to find staff to alert them to this. It was never resolved and felt unclean not being able to wash after being to the toilet. I would also say putting cleaning products in the toilet so you can clean before use as there were a lot of people using this facility.

I found it [the mattress] very hard. I had to use the spare duvet from top bunk to pad it out. But other than that was fine.

It's all too cluttered. Make better use of what space there is to hold the items provided and the travellers own kit.

The shower is a gimmick. The pressure is lousy and it's a meaningless facility. Much better for you to provide decent showers with proper water pressure at the arrival station.

The mattress on the new rolling stock was touted as a real improvement on the old mattresses. Honestly, it does not feel that different.

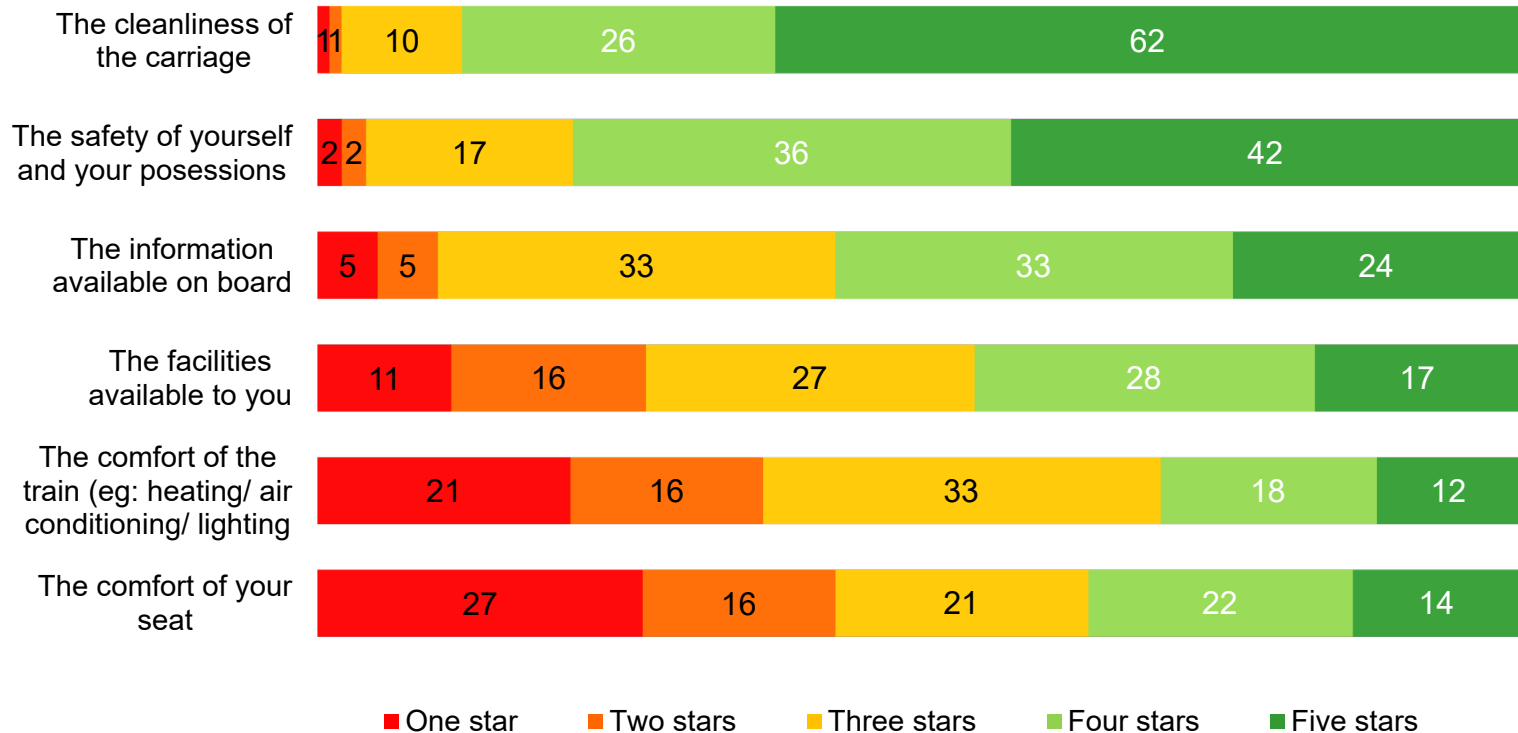
Ensure the toilet at the end of the carriage has a functioning toilet roll holder; it has no pin for the roll to slide onto, as a consequence the toilet roll was wet from sitting on the ledge at the side of the toilet.

Already suggested toothbrush/toothpaste on request. Would prefer less plastic for toiletries e.g. a small bar of soap wrapped in paper.

Q17d. You gave just a single/two stars for the facilities available / information provided / comfort of the room / cleanliness of the room / personal safety and security of your possessions / bedlinen / comfort of the bed / towels and toiletries / toilets / shower, what should Caledonian Sleeper do to improve this rating?



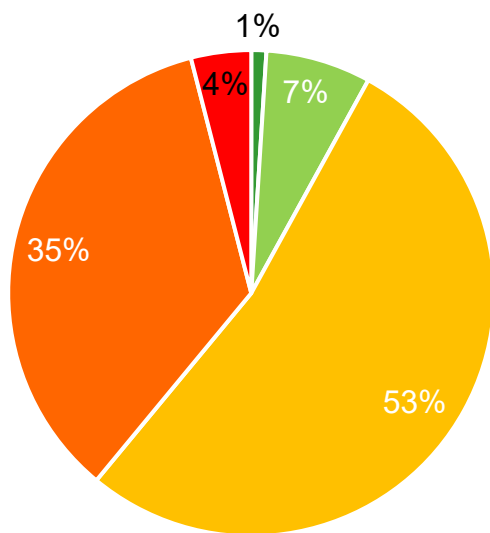
Rating of on-board features among seated guests



Q19. How many stars do you give the Caledonian Sleeper for..?
Base: All seated guests (92)

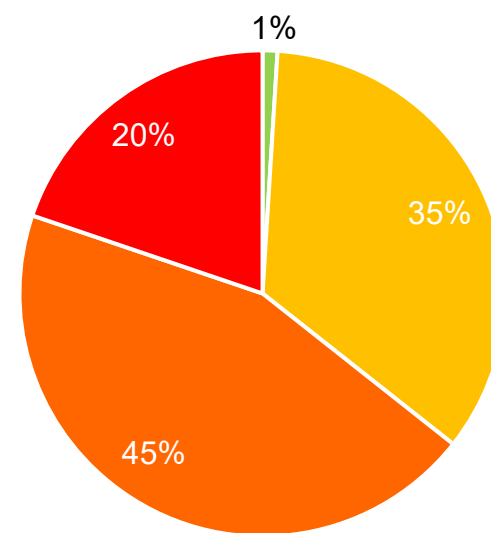


Quality of sleep



Room/Suite

- Better than being at home
- As good as being at home
- Pretty normal for a night in a strange bed / As good as can be expected
- Not good/restless
- I wasn't able to sleep at all



Seated guests

Q18 / Q20. How would you describe the quality of sleep that you enjoyed on board the Caledonian Sleeper?
Base: Those in a room/suite (521), seated guests (92)



Improving quality of sleep – customer comments

Sound proofing or a polite notice in the rooms that other people are trying to sleep and try not to disturb them. My neighbours were drunk and noisy and woke me at midnight. I couldn't get back to sleep.

Lowered lighting to just walkway lighting. We have lamps on our seats if we need to read but there was no need for them as the lights were so bright. Pillows. Seating everyone on double seats as there were enough that everyone could have had a lie down.

Some in-room information on the progress of the journey, particularly given the delayed start. We had no idea what time we were leaving nor what time we might arrive in Glasgow.

Better control heating. Access to a loo (or bed pan!). Knowing where the train was in its journey and if the train is on time for my destination. I recognise that more journeys will likely mean easier to sleep. The newer carriages are smoother and quieter than the old ones.

I was unaware that there are temperature controls in the room - it would have helped to have had these pointed out or explained on a card in the room.

Probably nothing - I got woken up every time the train went over points or the carriages were jolted.

The staff are lovely. Turn off the window lighting and make the seats more reclining.

Nothing. It's a badly designed seat.. no folding armrest at window. Foot rest that just gets in the way. A pillow would have helped markedly. Stopping announcing the toilet door was opening and closing each time. Understandable that hard of sight need guidance, but continued disturbance during night from the announcements.

We were stressed and distressed at the thought of them not being able to fix the water by the morning.

Sort out the rattles and vibrations. Make it so I can have the room darker, (the light from the buttons is actually quite bright).

There was a lot of noise and disturbances during the journey. I feel that a lot of it was due to the railway line itself, however these was also a lot of noise on board the carriage itself, as if things were being loaded on or the carriage had been unhitched and re hitched to another carriage. So less overall noise and disturbances!

Q21. What, if anything, could Caledonian Sleeper or their staff have done to improve the quality of your sleep?



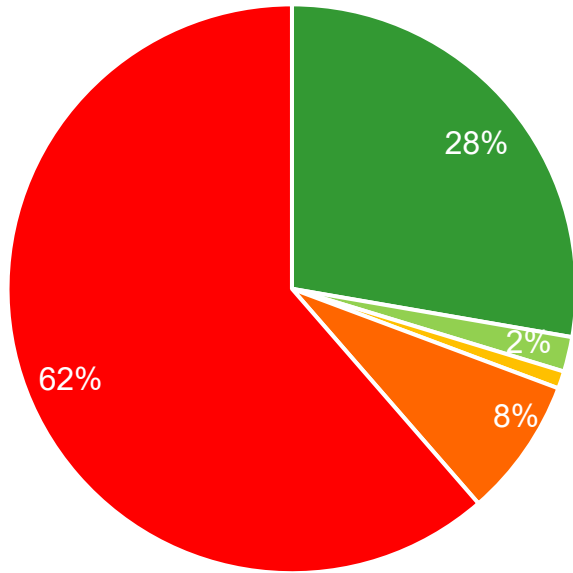
Caledonian Sleeper

Club car and catering



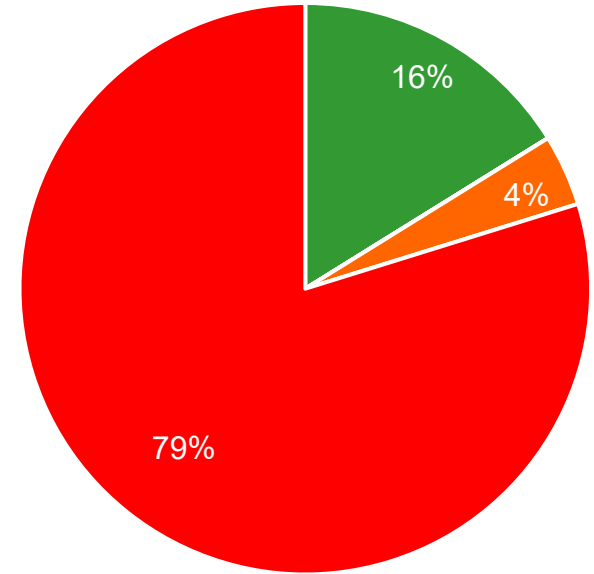
CALEDONIAN
SLEEPER

Visiting the Club Car



Evening Use

- Yes, to sit/ spend time there
- Yes, to buy something to take away
- I was unable to get a seat, so I just took away something
- I wasn't able to get a seat, so I went away without buying anything
- No, I didn't visit the lounge car

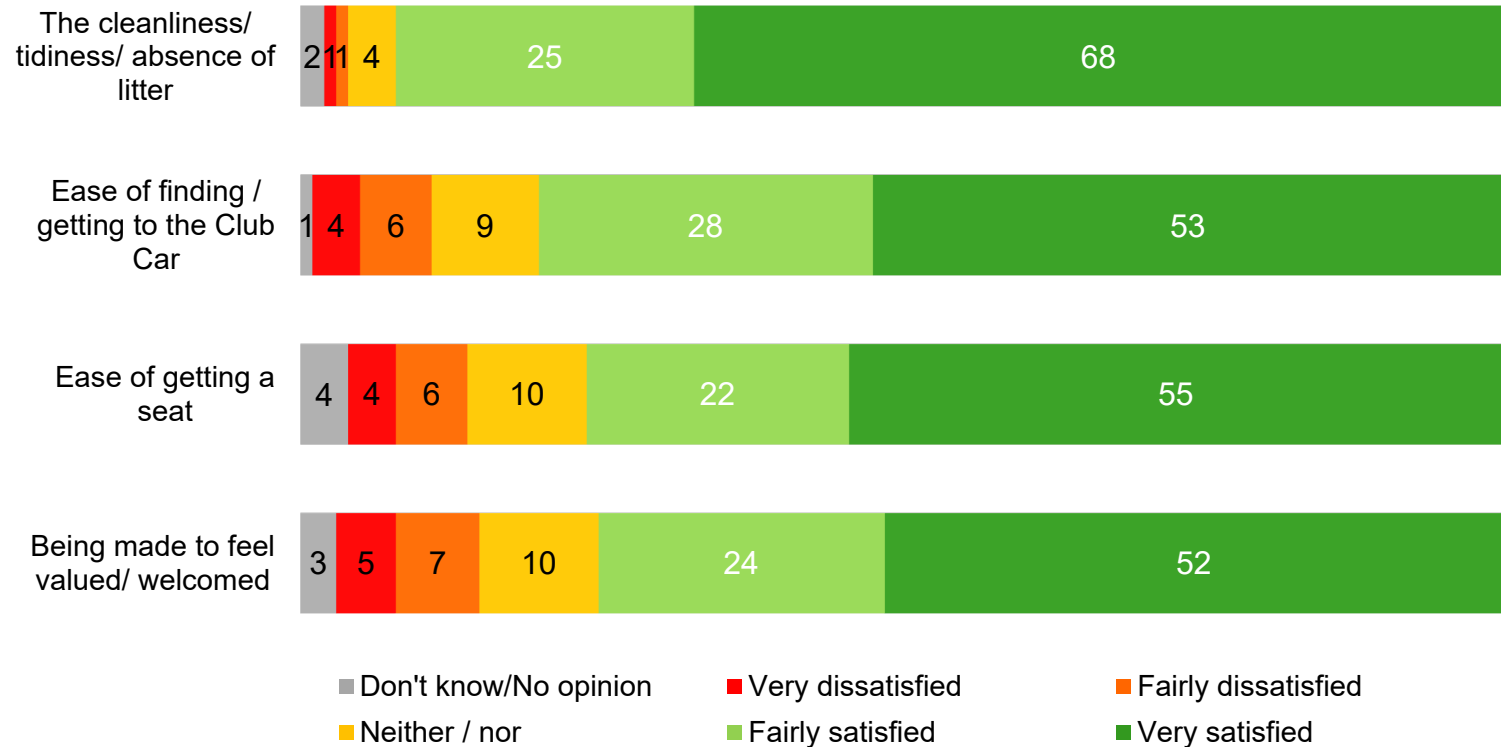


Morning Use

Q22a/b. Thinking about the evening/morning of your trip on the Caledonian Sleeper, did you visit the Club Car?
Base: All (521)



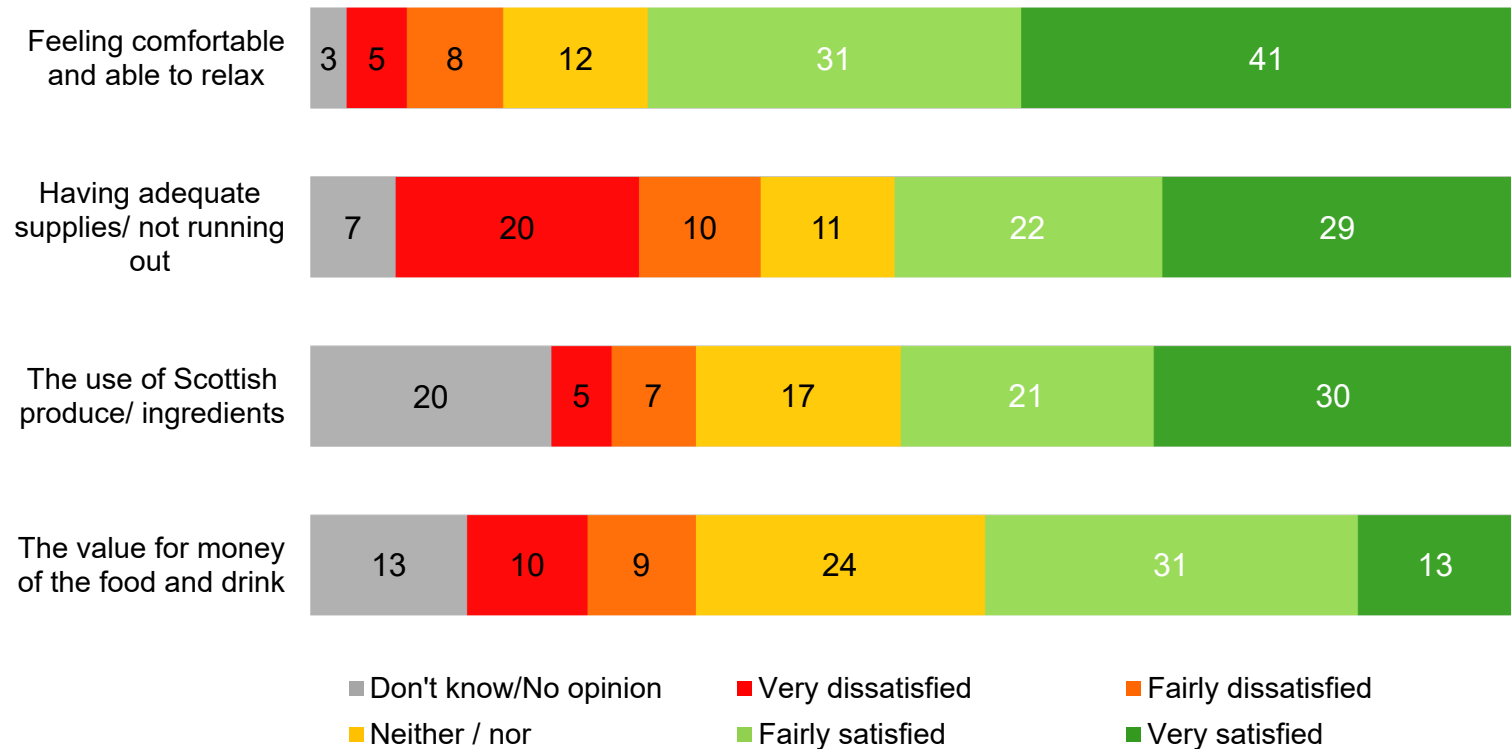
Satisfaction with features of the Lounge Car – top 4



Q23. Thinking about your experience of the Club Car on the Caledonian Sleeper, how satisfied were you with..?
 Base: All those using the Club Car (194)



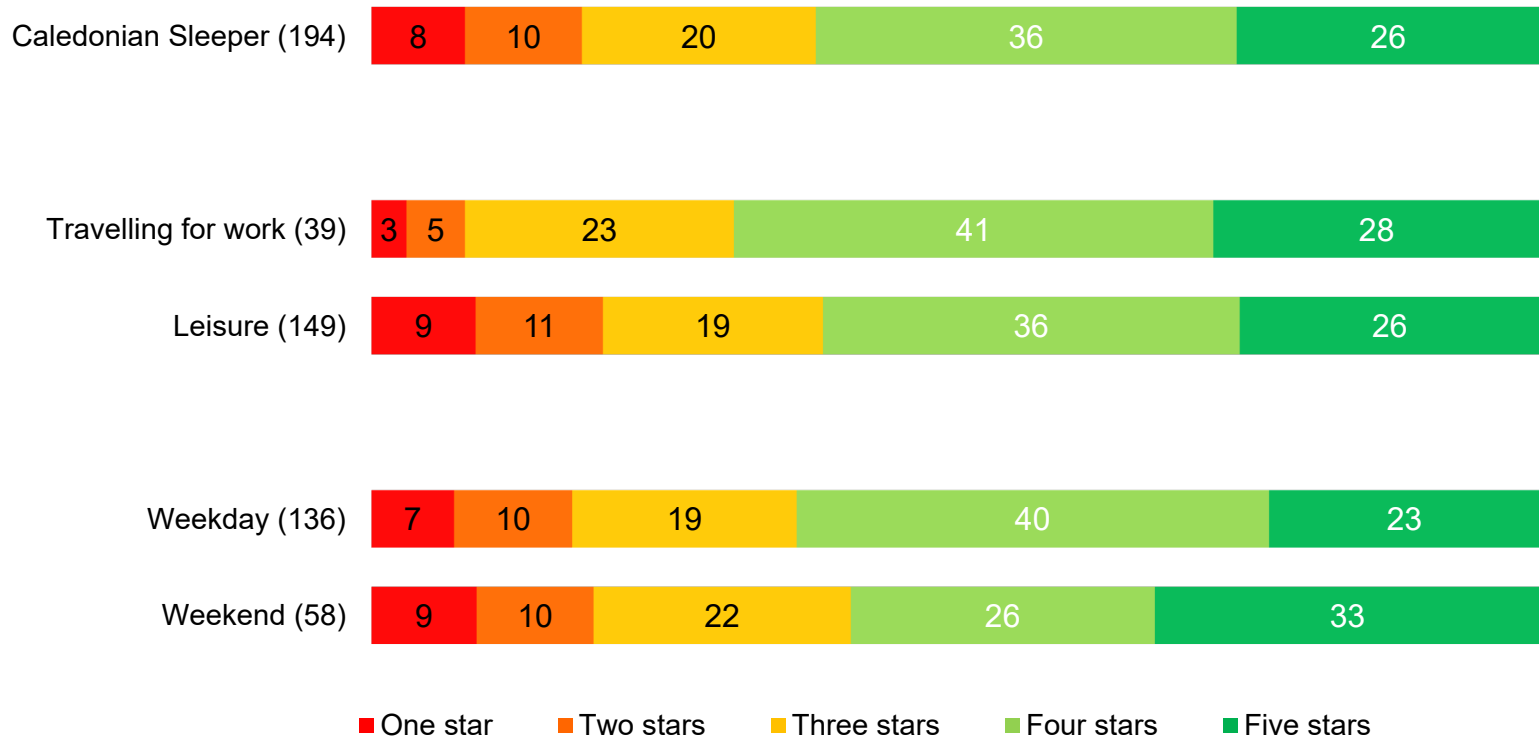
Satisfaction with features of the Club Car – bottom 4



Q23. Thinking about your experience of the Club Car on the Caledonian Sleeper, how satisfied were you with..?
 Base: All those using the Club Car (194)



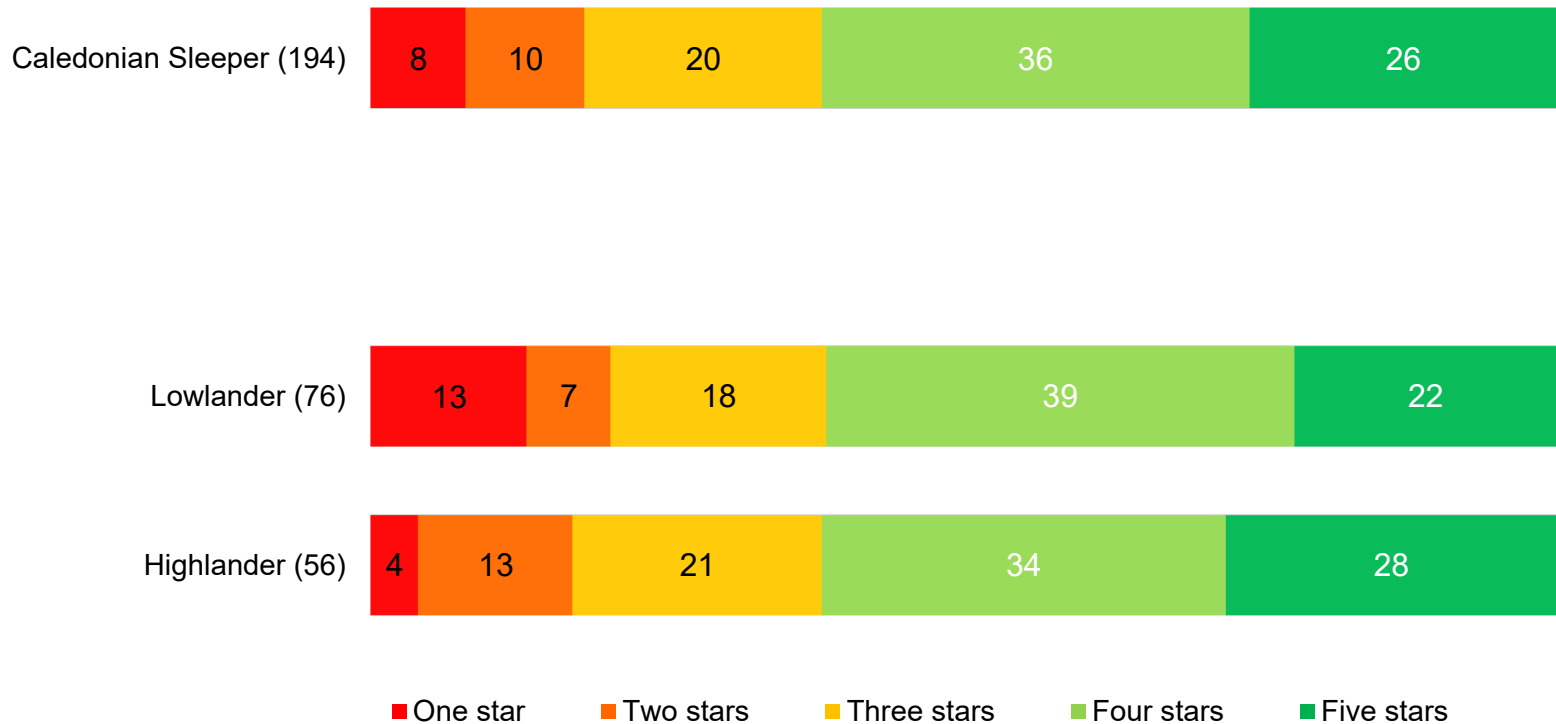
Overall rating of Club Car by passenger group



Q24a. How many stars overall do you give the Club Car on the Caledonian Sleeper?
Base: All users of the Club Car (in brackets above).



Overall rating of Club Car by route



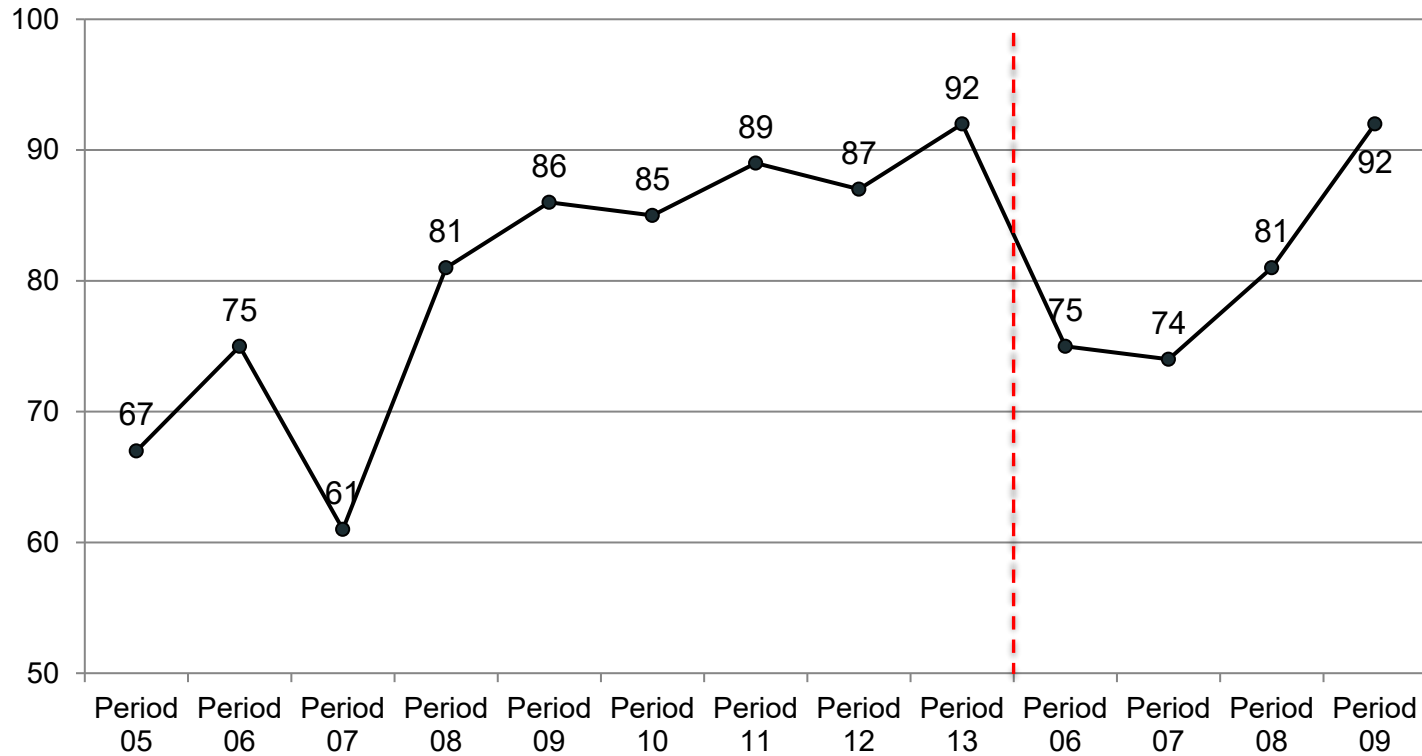
Q24a. How many stars overall do you give the Club Car on the Caledonian Sleeper?
Base: All users of the Club Car (in brackets above).



Overall rating of Club Car - trend

Rating of lounge car

Trend: % Three/Four/Five stars



Q24a. How many stars overall do you give the Lounge Car on the Caledonian Sleeper?

--- Club Car closed due to Covid



Rating of the Lounge Car overall – customer comments

We were told that the club car would be open but it was not. There was no information displayed indicating any opening times or whether it was just closed and not available on this journey.

Provide some form of signage in the other coaches to indicate where on the train the club car is located. Improve the customer service skills of the staff working in the club car.

The single seat stools are terrible. The tables are great but the stools just aren't comfortable at all to relax and unwind in. I realise there has to be a compromise between no of seats available and not making them too big but I wonder whether something better could be done for those.

Manage access to it like what used to happen. The breakfast was huge disappointment. Airline style presentation and content.

Staff member seated us then ignored us until the club car closed. At least I assume it closed as everyone left and we had no information regarding service hours. So we left having been completely ignored.

I am not able to eat dairy, and while I was pleased that the soy granola and bean chilli options were there, I did feel disappointed that there was nothing Scottish for me to eat! The staff kindly pulled up the allergy menu, but weren't able to suggest adaptations.

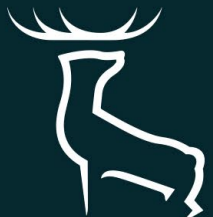
In my humble opinion, the Club Car needs to be more Scottish in decoration, pictures and even consideration for some low level Scottish music in the evening. I realise that the train then heads back to London, but an increase in tourist info relevant to the direction of travel would be of interest.

Have enough supplies of the advertised menu and not running out before the train has even left Euston station! Can I suggest you enable online, pre-ordering of a table and menu in the dining car to ensure you have sufficient of everything wanted and no 'mad dash' to get a table!

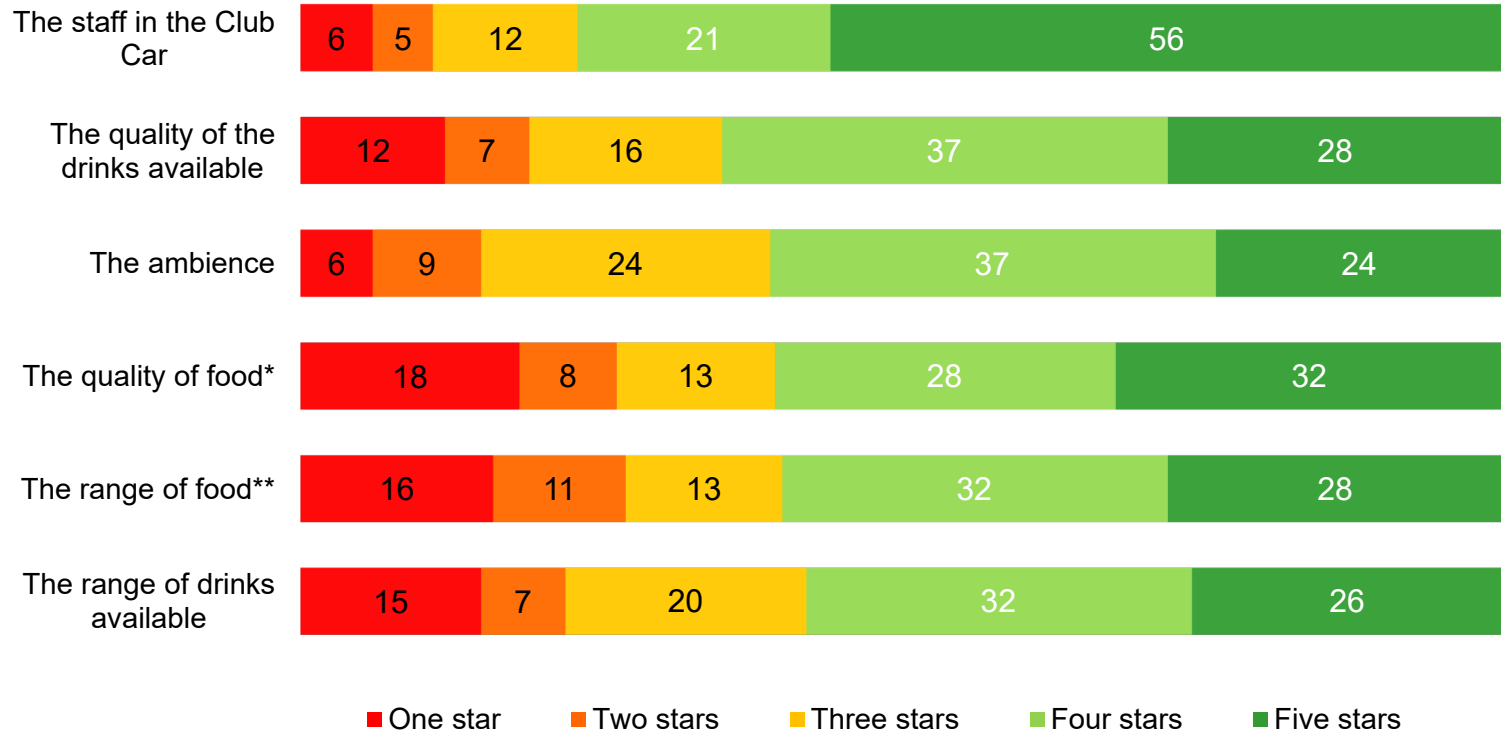
[Have] two bookable sittings, to take away the stress of having to check in and then practically run down the train to secure our seats!

It was ok but they had no food to serve. We tried to order 6 different menu items but each one was sold out. We were told everything comes up from London the night before, no replenishment in Inverness. So nothing is fresh, nor is anything Scottish.

Q24c. You gave just a single/two stars overall for the Club Car, what should Caledonian Sleeper do to improve this rating
Q24e. What, if anything, could Caledonian Sleeper do to improve the experience of the Club Car?



Rating of features of the Club Car



Q24b. How many stars do you give the Club Car for..?
 Base: All using the Club Car (194), *those who looked at the menu (110), **those who ate a meal (60)



Rating of features of the Club Car – customer comments

[The ambience in the Club Car] isn't bad, but it's all a bit plasticky. Always going to be a disappointment after the old Club coach - but the staff do work hard to make you feel at home.

Not as nice as the old sleeper. Not very sociable being stuck in an isolated area with high backed seats. The old sleepers were far more open with seats that were not fixed in place. More like a bar should feel.

Full range of food on the menu.

It was very difficult to attract [the staff's] attention to order.

Staff seemed very busy. In the morning, no offer of more toast, coffee etc.

There was no food available at all! Also the range of wine on the menu which was actually in stock was very low.

Breakfast was poor, potato scone not cooked properly and breakfast was cool, not warm.

Several of the whiskies and other alcoholic drinks my partner tried to order from the menu were not available, apparently due to a busy night the night before - I don't know why it was not restocked properly. However the staff were very helpful at finding me something vegan to eat (chocolate cake).

Menu was about ok if a bit limited, but almost nothing was available even before we left the station. Liked the look of the half bottles of wine but again none in stock. Wine selection could be a lot better value and a bit more varied. Heineken so called beer doesn't belong anywhere but in the recycling.

All that was available was cold bar snacks (crisps, nuts etc). We had envisaged a meal as part of the experience and did not know of this restriction until we boarded (no mention on social media or the info screen at Euston).

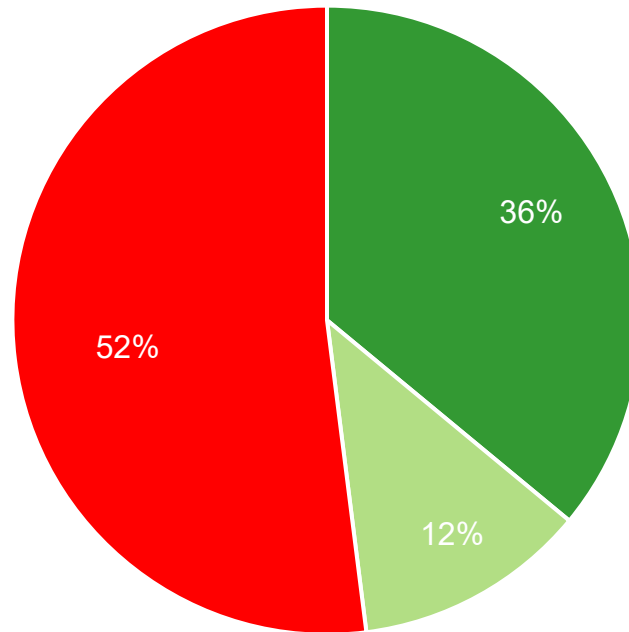
The range of drinks on the menu was fine, but not many of them were actually available. Very poor considering they can be stored for ages and don't go off quickly.

Q24d. You gave just a single/two stars for the ambience of the Club Car / staff in the Club Car / range of hot and cold drinks available / quality of the drinks available / range of food available / quality of food available, what could Caledonian Sleeper do to improve this rating?



Breakfast

Quarter 3 2021/22 %

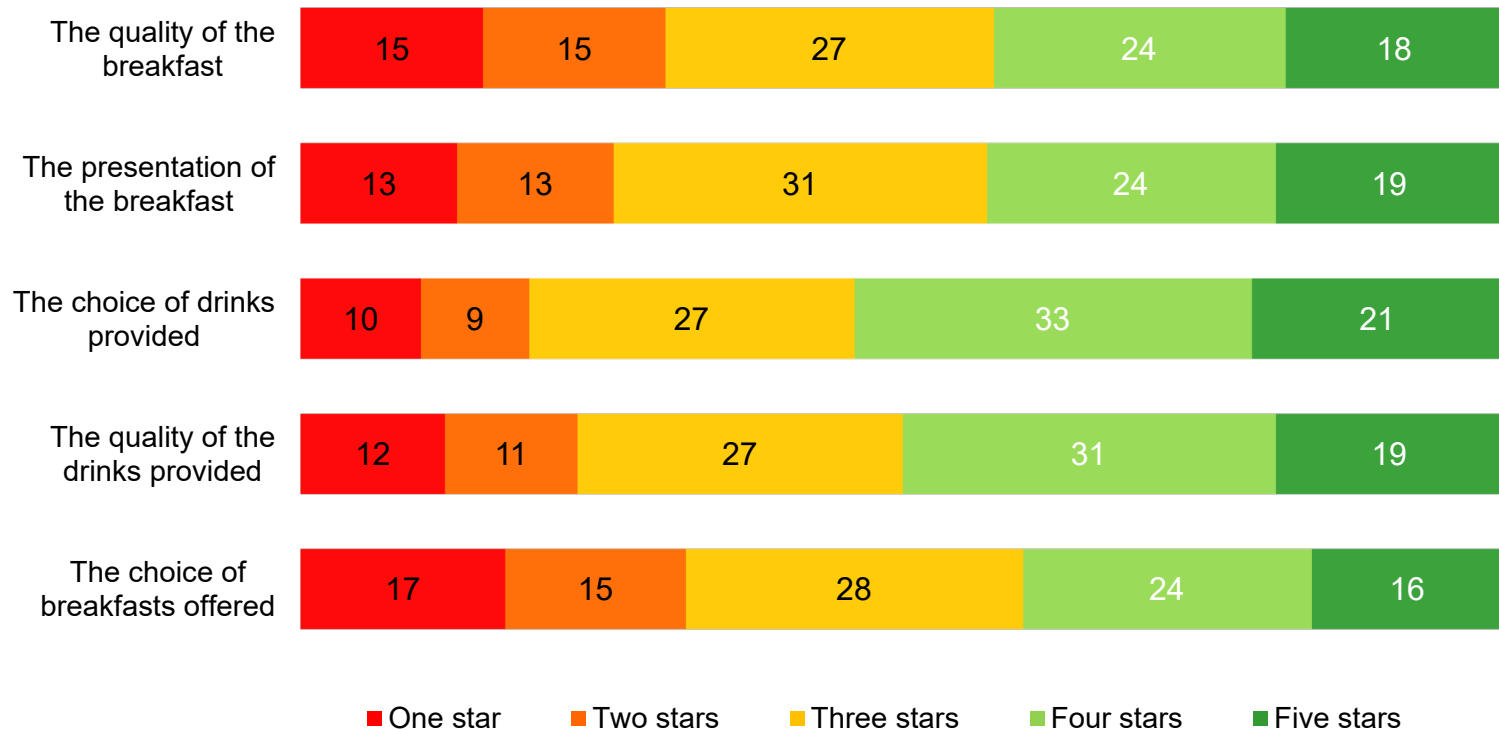


■ Yes - in my room ■ Yes - in the Club Car ■ No

Q25a. Did you eat a Caledonian Sleeper Breakfast on the train?
Base: All (640)



Rating of features of breakfast



Q25b. How many stars would you give for..?
Base: All eating a Caledonian Sleeper breakfast on the train (294)



Rating of features of the breakfast – customer comments

It's supplied in takeaway containers, which are not environmentally friendly, and far from in keeping with the first class service.

Disposable single use packaging is no longer acceptable. We need to act to stop it before we all drown in plastic and other waste.

A proper coffee would be welcome rather than instant coffee sachets. I'm sure the onboard catering could have proper coffee making facilities (e.g. latte, flat white, americana, etc) for room service.

Not as advertised but we didn't know until boarding the train when the host said we will only be offered a bacon roll, so let us know before so we can bring our own food.

Get rid of awful instant coffee. Taylors make fab real coffee bags both caffeinated and decaf. You use tea bags why not coffee bags. Huge improvement in your offer for 15 pence per customer?

Generic orange juice in a plastic bottle isn't great. Coffee which is just got water, plus Nescafé (overly full and spilling) is not what you'd expect.

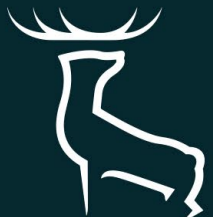
Improve the vegan options.

The vegan breakfast offering was limited to a single item, so not great. On the otherhand, you actually have one and it was very nice, so well done on that bit.

The bacon roll was nice, but a far cry from the pictures of the food on the website. The coffee was not very good. The juice was OK. I paid extra for a Club room and don't feel like the meal was worth it.

Hot water and a coffee sachet for breakfast is the worst I have experienced. A nicer coffee would be a lot better.

Q25c. You gave just a single/two stars for the choice of the breakfast offered / quality of the breakfast / choice of drinks offered / quality of the drinks provided / presentation of the breakfast, what could Caledonian Sleeper do to improve this rating?



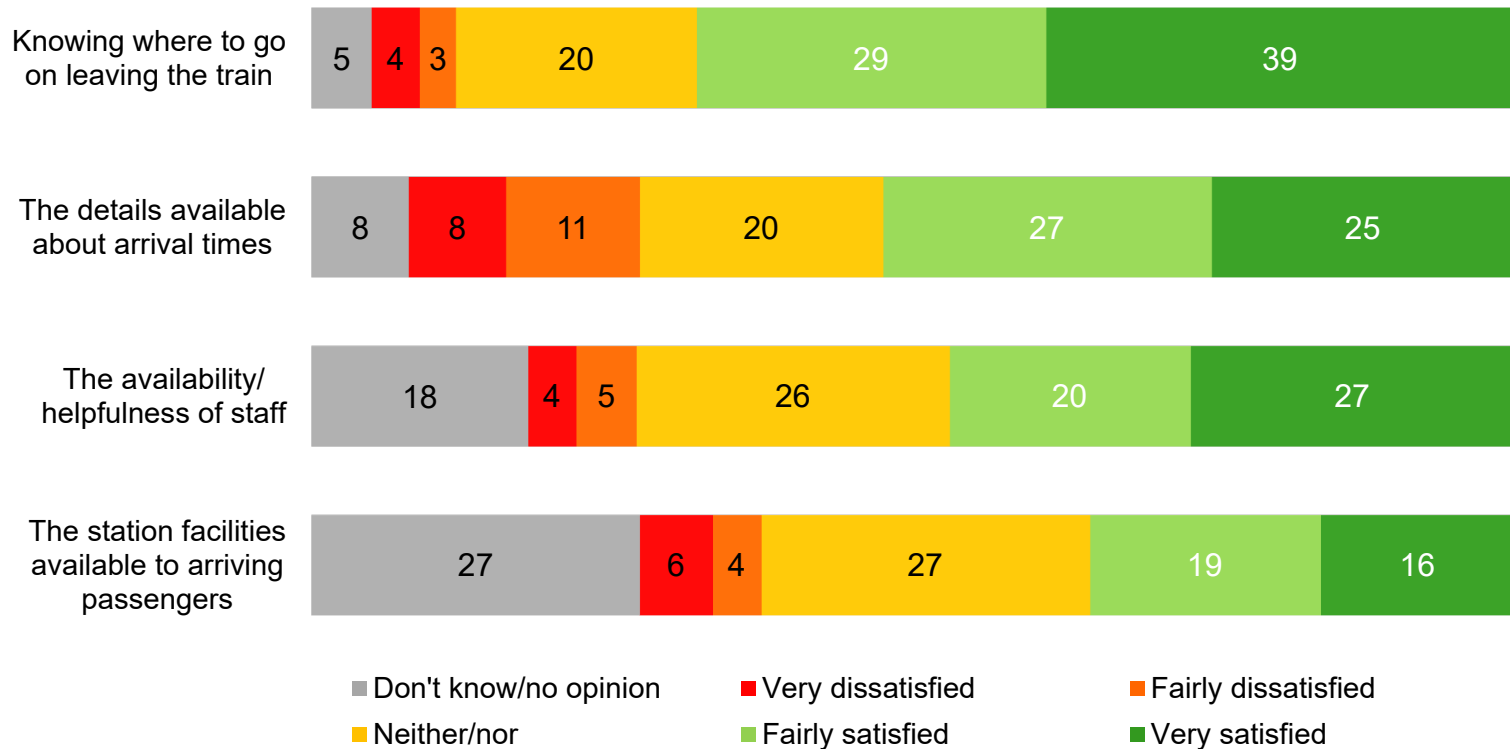
Caledonian Sleeper

Arrival



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Satisfaction with features of arrival at the destination



Q26. Thinking about arrival in x in the morning, how satisfied were you with..?
 Base: All (613)



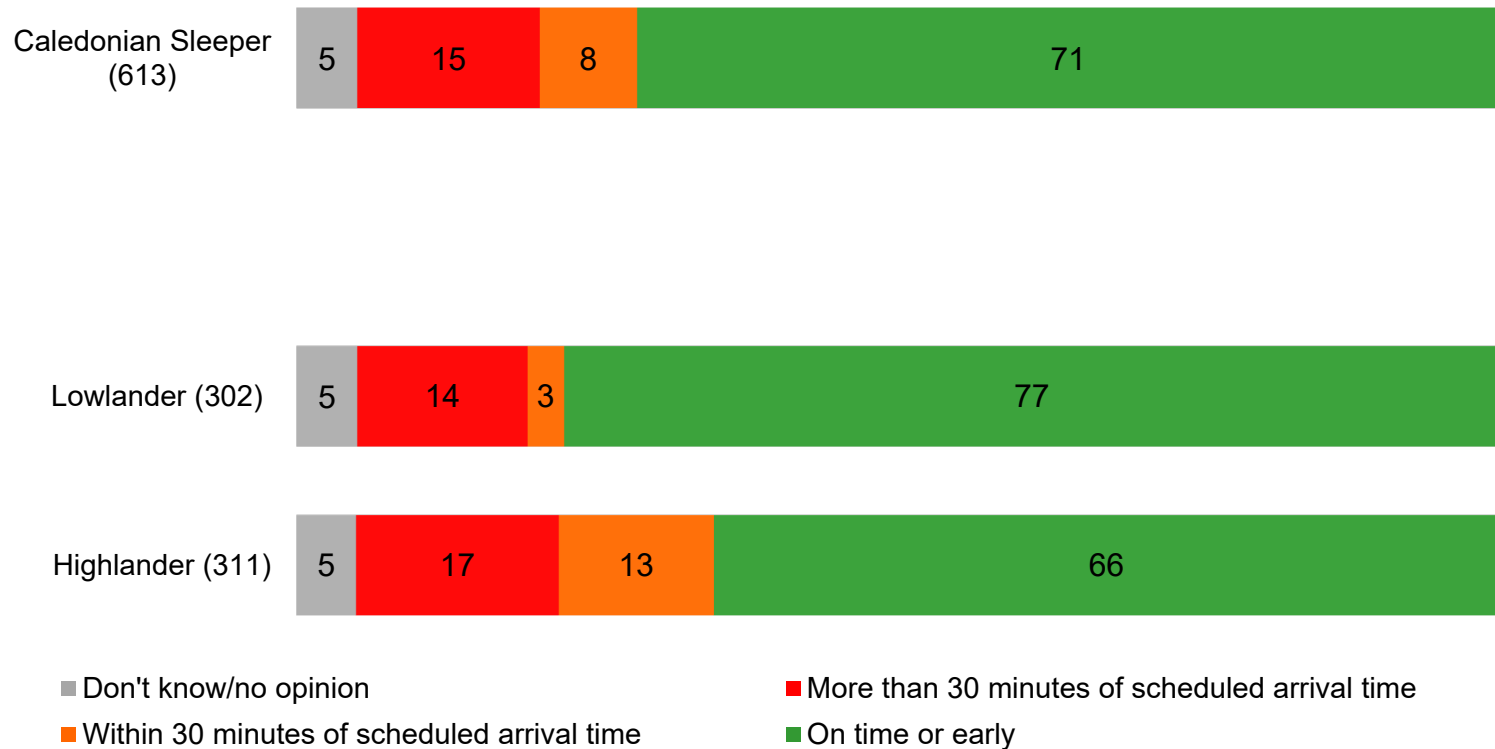
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Delay



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Punctuality of service by route



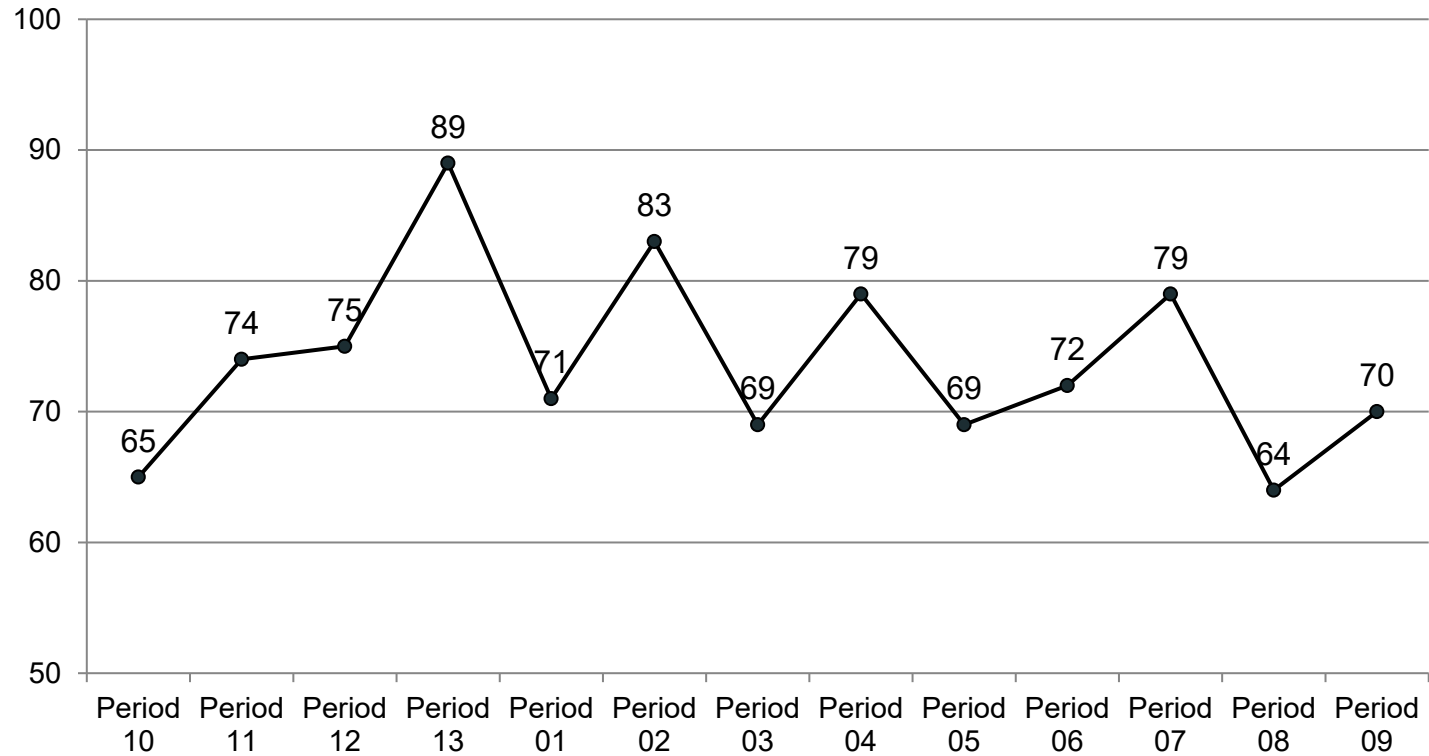
Q27a. Did your train arrive on time?
Base: in brackets above



Punctuality of service - trend

Rating of experience

Trend: On time or early



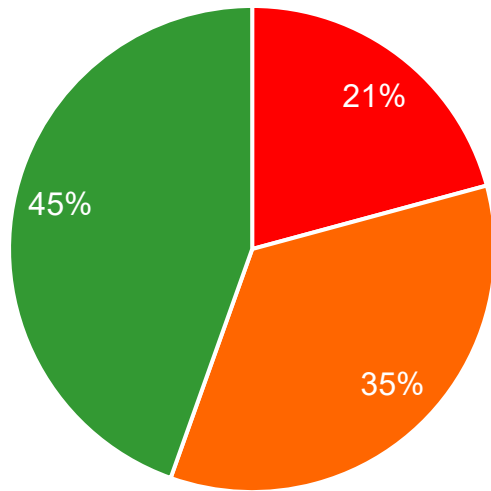
Q27a Did your train arrive on time?



Impact of delay

Quarter 3 2021/22 %

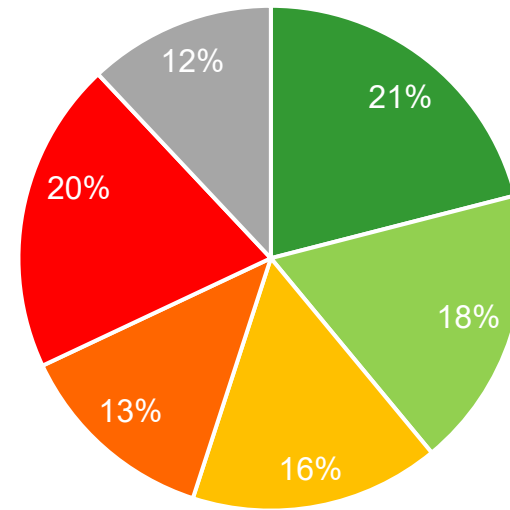
- Yes, it was a serious inconvenience
- Yes, it was a minor inconvenience
- No, it did not inconvenience me



Impact of the delay

Q27b. Did this affect your plans for the day?
Base: All who experienced a delay (146)

- Very well
- Neither/nor
- Very poorly
- Fairly well
- Fairly poorly
- Don't know/no opinion



How well delay was dealt with

Q27c. How well did Caledonian Sleeper deal with this delay in terms of keeping you informed and providing any assistance needed?
Base: All who experienced a delay (146)



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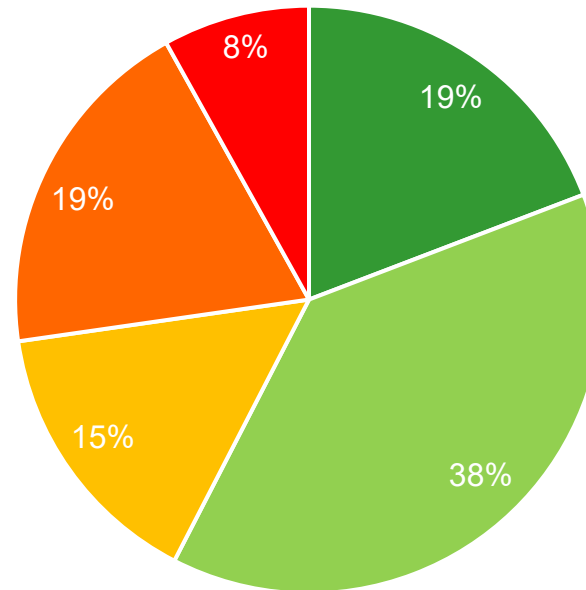
Facilities for those with a disability or illness



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Satisfaction that Caledonian Sleeper provides a service suitable to needs

Quarter 3 2021/22 %



- Very satisfied
- Fairly satisfied
- Neither/nor
- Fairly dissatisfied
- Very dissatisfied
- Don't know/no opinion

Q40b. How satisfied are you that Caledonian Sleeper provides a service which is suitable to your personal needs?
Base: All those who have a disability or illness that affects their ability to travel on the Caledonian Sleeper (26*) *Caution – low base



Providing a service suitable to needs – customer comments

As someone with a slight mobility problem, the width and height of the steps on entry to the train are an issue. This also made it difficult to get into the bottom bunk without removing the ladder. However, as I am not registered disabled, the accessible room would not be something I would take, in case someone who was needed it.

Increase awareness of access beyond physical access of wheelchair users and those travelling with supporters only; and to make accessible facilities easier to book online and/or discreetly request.

Enable bunk ladder to be moved (as in previous sleeper).

Maintain electricity supply - necessary for medical equipment.

Q40c. What could Caledonian Sleeper do to improve its service to you?



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Appendix



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Sample profile – journey details

<i>Sample size</i>	<i>613 %</i>	<i>Sample size</i>	<i>613 %</i>	<i>Sample size</i>	<i>613 %</i>
<u>Age</u>		<u>Journey Purpose</u>		<u>Disability or Illness</u>	
16-34	13	Travelling for work	26	None	94
35-54	40	Company business	19	Vision	>1
55+	43	Personal Business	5	Hearing	>1
Not stated	3	Regular travel between home and workplace	2	Mobility	2
<u>Gender</u>		Leisure	70	Hidden disability	1
Male	55	Visiting friends/ relatives	21	Speech or language impairment	>1
Female	42	Holiday/ short break	45	Mental health	>1
Not stated	2	Attending a sporting/ musical/ theatrical/ charity event	4	Other	>1
<u>Working status</u>		Other	3		
Full time	60				
Part time	15				
Not working	3				
Retired	17				
Student	1				
Not stated	5				
<u>Residence</u>					
UK	97				
Non-UK	3				



Sample profile – journey details

Sample size	613 %	Sample size	613 %	Sample size	613 %
<u>Travelling party</u>		<u>Return journey mode</u> (those making outward journey) (363)		<u>Travel to departure station</u>	
Alone	49	Caledonian Sleeper	41	Train	32
With a business colleagues(s)	2	Daytime train	39	Underground/ Tram/ Subway	21
With family (adults only)	32	Plane	12	Bus/ Coach	7
With family (adults/children)	11	Coach	1	Taxi	15
With friends	7	Own Car	2	Own car/ Dropped off	16
<u>Accommodation</u>		Hire car	1	Hire car	4
Seat only	15	Other	3	On foot	21
Room	38	Don't know	2	Bicycle	1
En-suite room (with shower)	46	<u>Outward journey mode</u> (those making return journey) (250)		Other	1
<u>Journey direction</u>		Caledonian Sleeper	58	<u>Travel from arrival station</u>	
Outward	59	Daytime train	30	Train	33
Return	41	Plane	11	Underground/ Tram/ Subway	21
One way	-	Coach	>1	Bus/ Coach	7
		Own Car	-	Taxi	16
		Hire car	>1	Own car/ Dropped off	11
		Other	>1	Hire car	6
				On foot	22
				Bicycle	2
				Other	3



Sample profile – journey details

<i>Sample size</i>	<i>613 %</i>	<i>Sample size</i>	<i>613 %</i>	<i>Sample size</i>	<i>613 %</i>
<u>Service Day</u>		<u>Accommodation type</u>		<u>Transaction value</u>	
Weekday	66	1 st class	47	£0-£49.99	4
Weekend	34	Standard	38	£50-£99.99	15
<u>Direction</u>		<u>Party size</u>		<u>Transaction value by quest</u>	
Northbound	47	Seated	15	£100-£149.99	13
Southbound	53	Single traveller	52	£150-£199.99	19
<u>Train Type</u>				£200-£249.99	
Highlander	51	Two people		40	12
Lowlander	49	Three or more people		8	20
<u>Crew</u>				<u>Transaction value by quest</u>	
Aberdeen	5			£0-£49.99	
Edinburgh	16			£50-£99.99	
Fort William	7			£100-£149.99	
Glasgow	10			£150-£199.99	
Inverness	12			£200-£249.99	
London	49				



Sample profile – journey details

<i>Sample size</i>	<i>613 %</i>	<i>Sample size</i>	<i>613 %</i>	<i>Sample size</i>	<i>613 %</i>
<u>Return journeys between Scotland and London</u>		<u>Number of journeys using Caledonian Sleeper</u> (making at least 2 journeys between Scotland and London)		<u>When first travelled on Caledonian Sleeper</u> (previously travelling by Caledonian sleeper)	
12 or more	5	12 or more	(265) 4	More than 20 years ago	(533) 35
4-11	17	4-11	15	15-19 years ago	6
2-3	21	2-3	30	10-14 years ago	8
First journey in last 12 months	44	1 Journey	39	5-9 years ago	8
First ever journey	9	None	13	3-4 years ago	8
Have never made a journey between Scotland and the London area	3			In the last 1-2 years	35



Methodology overview

The Caledonian Sleeper Customer Satisfaction Survey provides feedback about customer experience and opinions of the Caledonian Sleeper. The survey is carried out as an online survey.

Passengers who have recently travelled on the Caledonian Sleeper are invited to take part in the online survey. Fieldwork is continuous and started 13 July 2017. A dashboard report is provided at the end of every Rail Period, and a more detailed report is provided every quarter.

This report contains results for the second quarter of fieldwork for the year 2021/22, combining Rail Periods 7, 8, and 9.

Fieldwork for quarter 3 2021/22 took place between 22 September and 28 December 2021. This covered journeys made between 19 September and 11 December 2021.

613 questionnaires were completed in total.



Caledonian Sleeper

Quarterly Report

Quarter 3, 2021/22

Rail Periods 7, 8, and 9



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