

Caledonian Sleeper

Quarterly Report

Quarter 3, 2022/23

Rail Periods 07, 08 and 09



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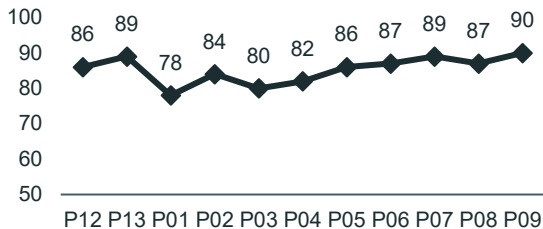
Caledonian Sleeper passenger satisfaction

Quarter 3: 18 September – 10 December 2022

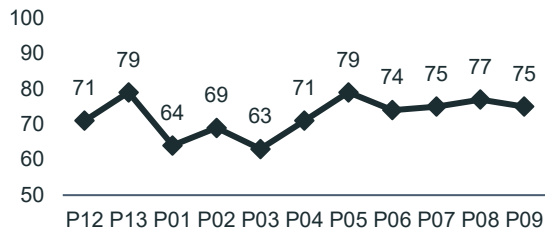
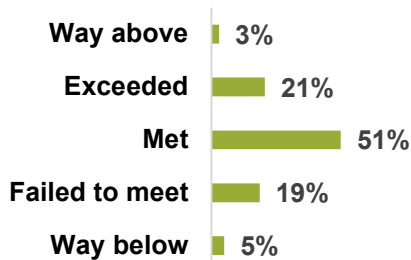
Overall journey experience



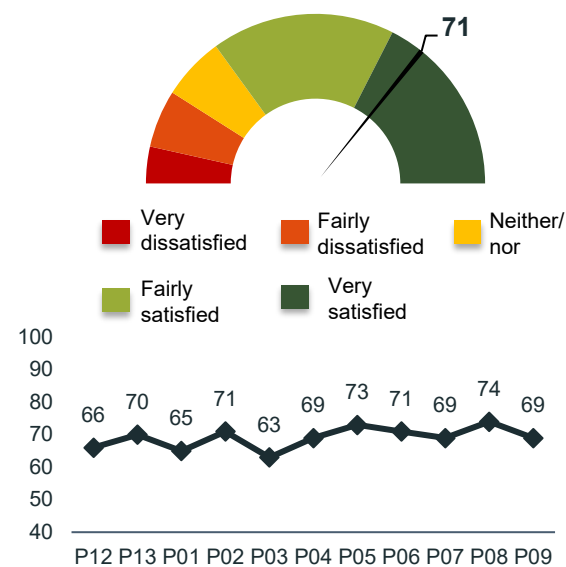
Ave – 3.8



Expectation



Overall satisfaction

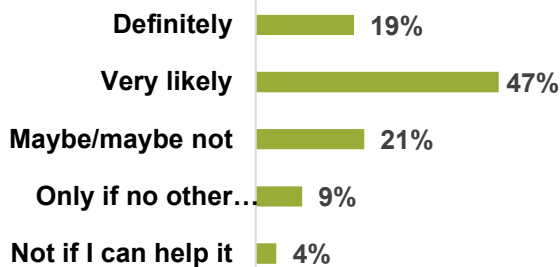


Net Promoter Score

15

45
30

Likelihood of future use



	Lowlander	Highlander
Journey experience	88%	90%
Met / Above expectation	72%	79%
Overall satisfaction	69%	73%
Net Promoter Score	10%	21%
Future Use	63%	68%

Sample size: 640 (Lowlander 327, Highlander 313)



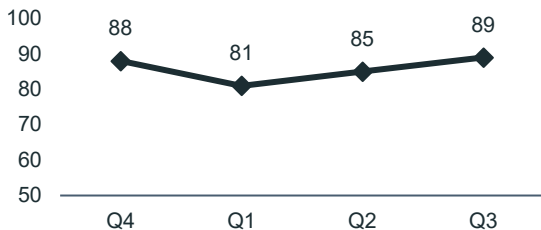
Caledonian Sleeper passenger satisfaction

Quarter 3: 18 September – 10 December 2022

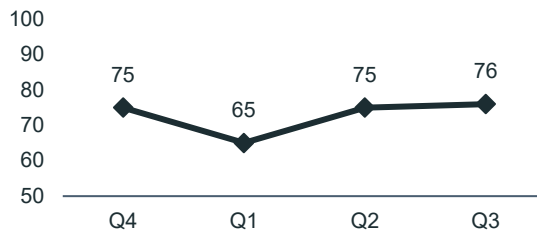
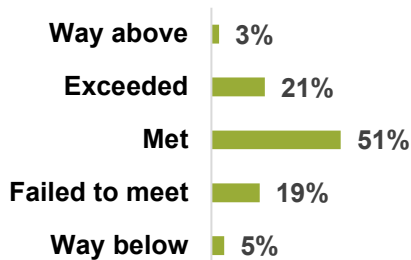
Overall journey experience



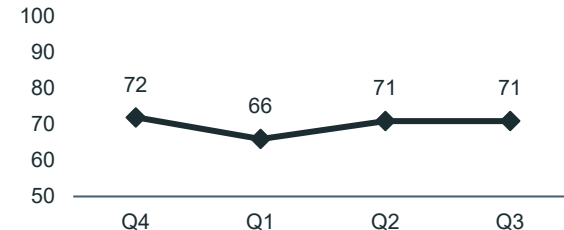
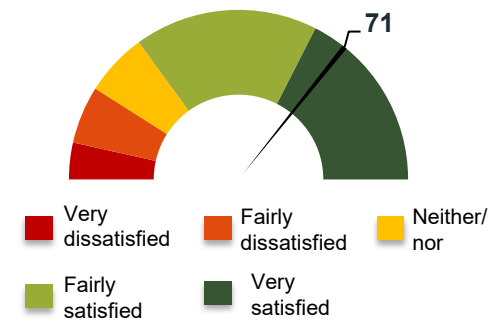
Ave – 3.8



Expectation



Overall satisfaction

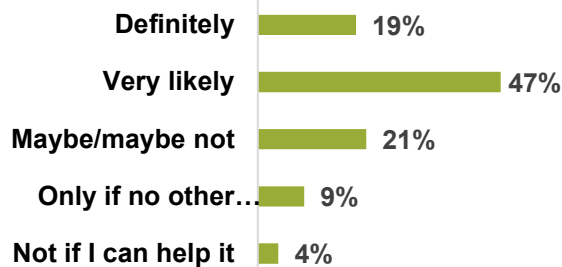


Net Promoter Score

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Likelihood of future use



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Sample size: 640 (Lowlander 327, Highlander 313)



Caledonian Sleeper passenger satisfaction

Quarter 3: 18 September – 10 December 2022

Expectations of the journey

Top five:

- 57% Looking forward to the experience
- 41% Sufficiently well informed about the journey ahead
- 36% Relaxed
- 30% Looking forward to bed
- 30% Excited

Bottom five:

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

Journey experience

(% 3 - 5 star rating)

89% Experience overall

Making me feel...

- 93% welcomed
- 84% looked after
- 85% relaxed
- 81% comfortable
- 67% I had a good night's sleep
- 89% Room rating
- 95% Club Car rating

Summing up the experience

Top five:

- 48% Practical
- 44% Efficient
- 38% Functional
- 27% Memorable
- 26% Relaxing

Bottom five:

- 4% Chaotic
- 3% World Class
- 3% Distressing
- 2% Boring
- 1% Reviving

Sample size: 640



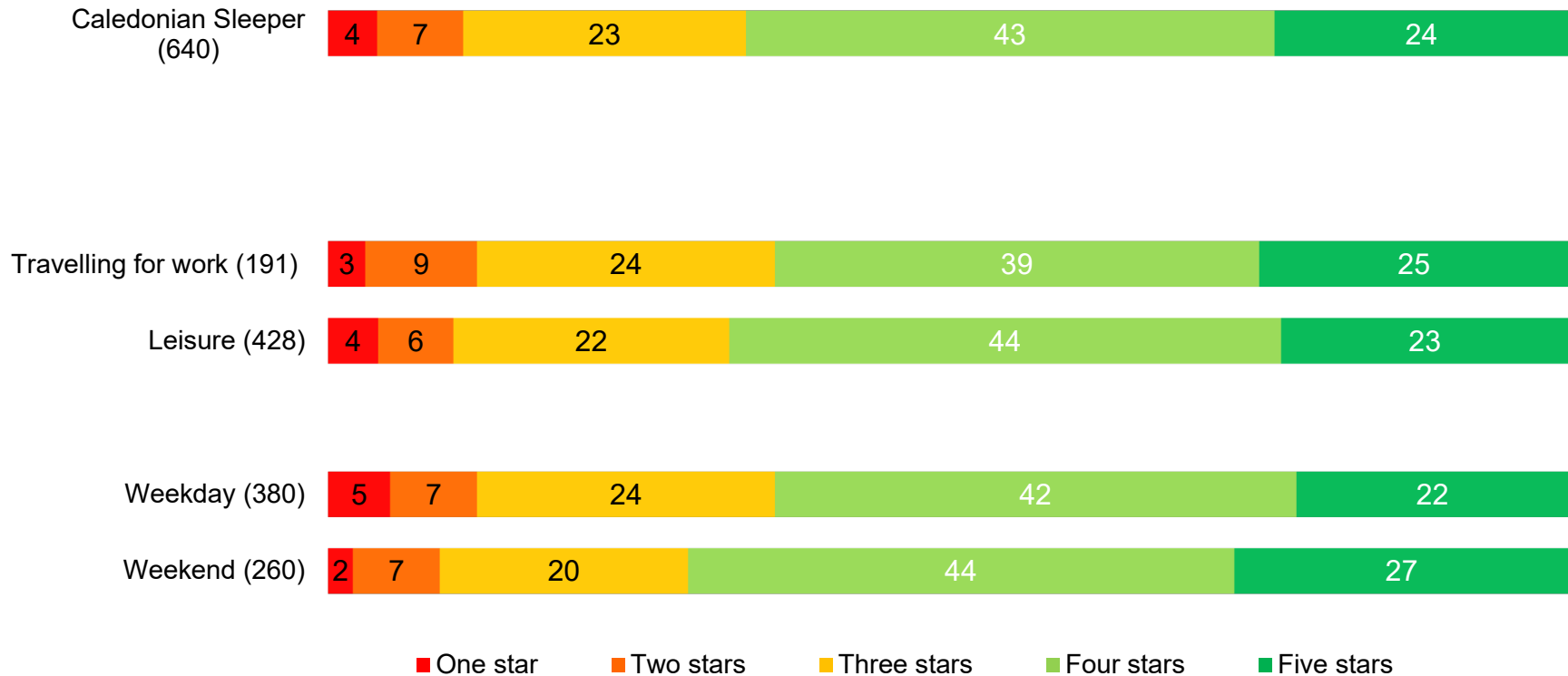
Caledonian Sleeper

On-board experience



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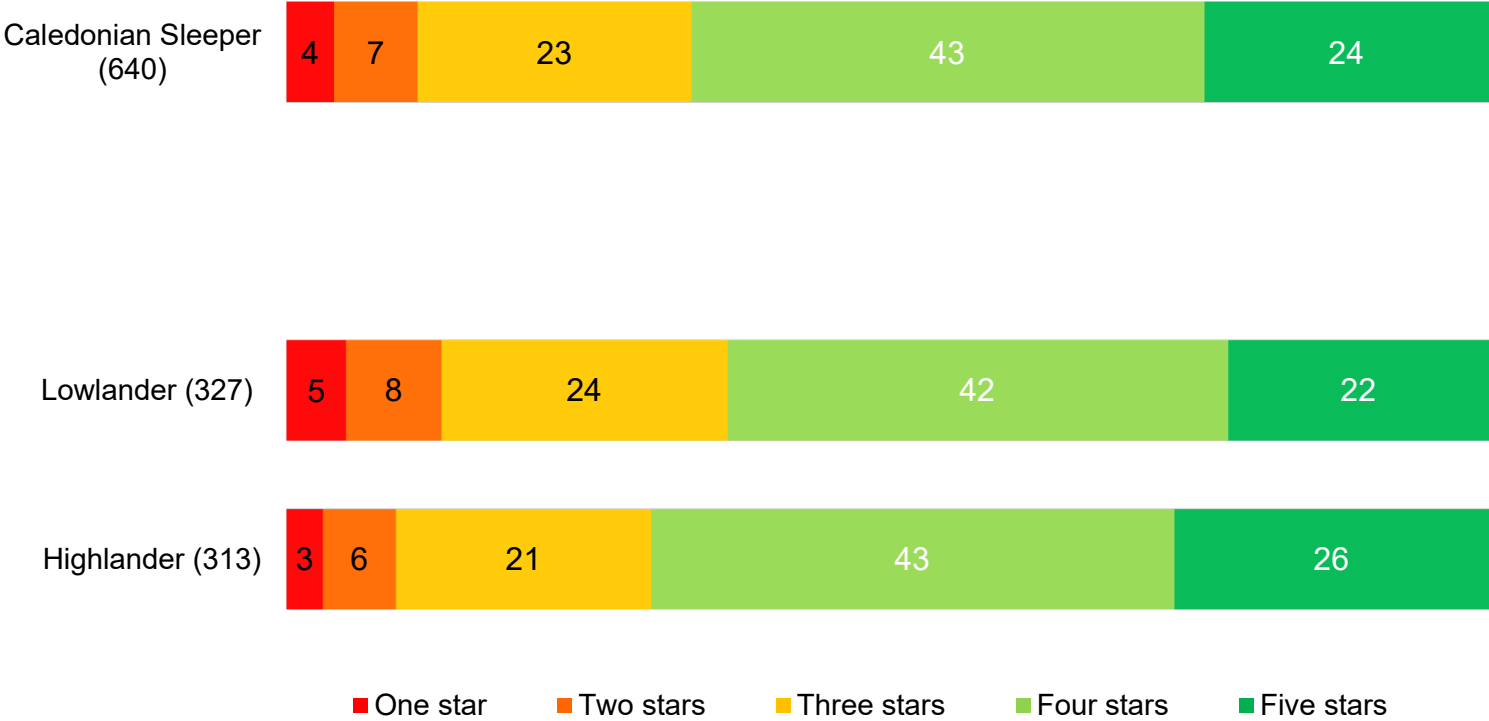
Overall rating of experience by passenger group



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



Overall rating of experience by route



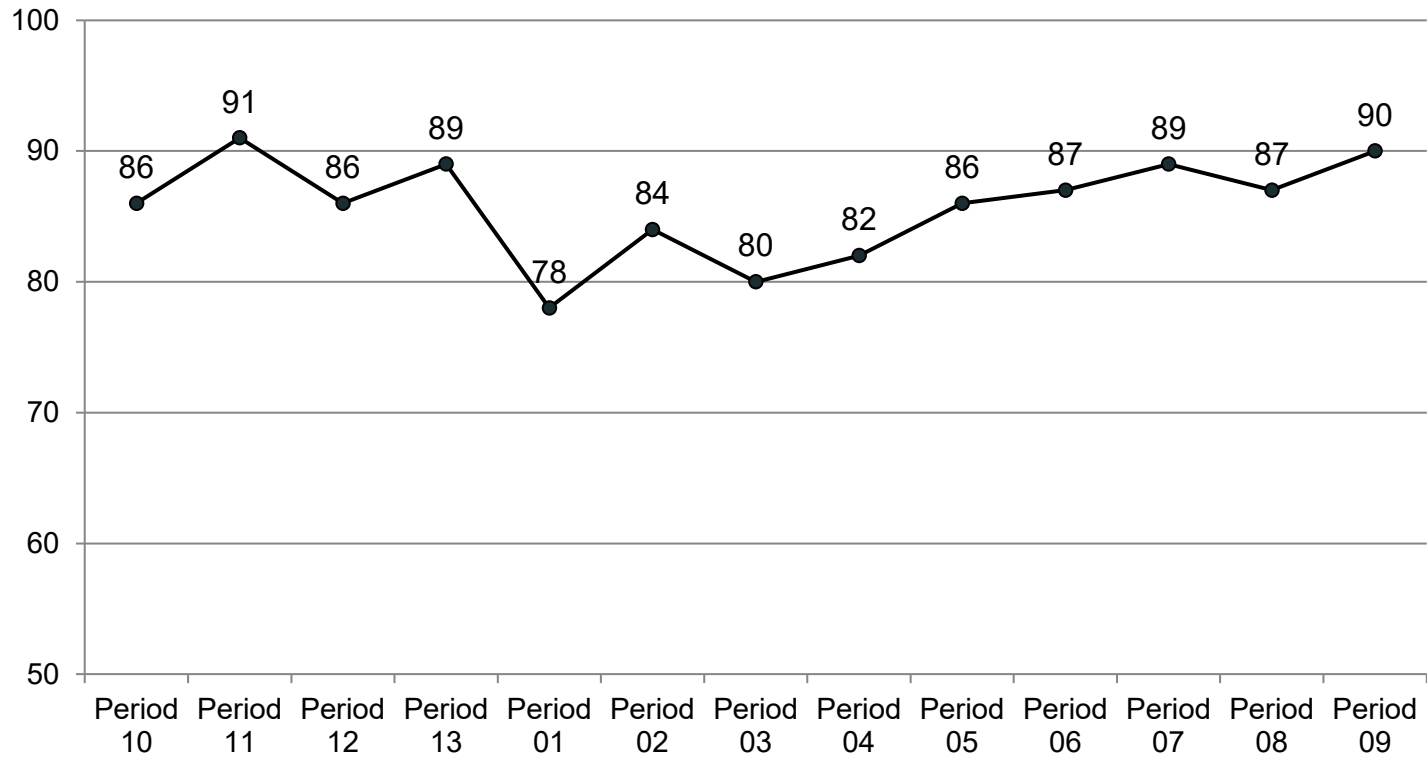
Q11a. How many stars do you give the Caledonian Sleeper for the experience overall?
Base: in brackets above.



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

There is much more train noise than the old coaches, and the ride is rougher than the old coaches. The rooms are extremely cramped and the ladder to the upper berth is in the wrong place. The old first class single berths with a communicating door were much more comfortable, much less noise and a better ride.

We were traveling with friends and booked together, however, on arrival to the station, we found that they have shifted us to another coach. This did not help. The pantry was not available for breakfast due to staff shortages and hence freshly cooked breakfast was not available.

Enjoyed the sleeper but the breakfast was absolutely awful in the morning (full Scottish). A real let down and very disappointed. Also I didn't have any hot water. Slightly warm but that was it. It was turn up fully. Felt this let the sleeper down especially when paying that amount of money.

There were no berths available when I booked so had to have a seat and I was surprised at how uncomfortable they were. They didn't appear to be at all designed to sleep in, even head rests to the side of the head would make a huge difference.

Reduce the rate of rooms next to staff rooms. Make passengers aware staying in these rooms that constant noise from passenger call bells and staff phone calls will be happening.

I was traveling alone. The room was made up as a double with the upper bunk made up and ladder in place. I bumped my head on the upper bunk and the ladder was in the way for stowing luggage under the lower bunk. The ladder also made getting into and out of the lower bunk difficult. On previous journeys several years ago the upper bunk was stowed making the room more spacious and easier to use for a single traveller. The Caledonian Sleeper should go back to stowing the upper bunk when not needed.

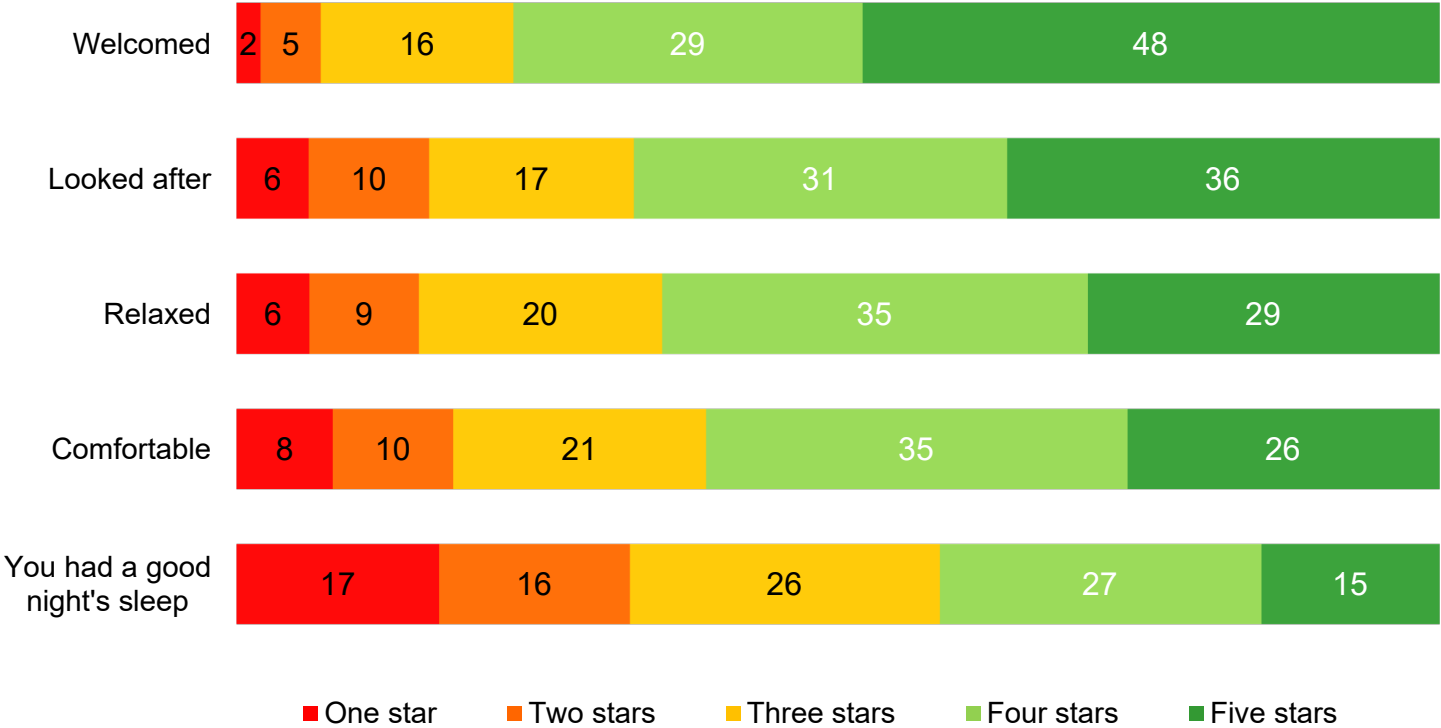
Amenity kit in the room did not match description online.

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 (640).



Rating of features of the journey – customer comments

So many issues on previous journey - late, diversions, no food, no water, cabin changes. I always expect something to go wrong and it usually does. So, never relaxing.

Fundamentally I am on the large side of normal distribution of passengers so was a bit too long and wide for the bunk, but somewhat expected that. This did make everything in the cabin feel very cramped though. The mattress was far too thin and soft to be comfortable.

Having a room right next to the toilet was frustrating! I feel there should be a reduction in price for this room or better sound proofing.

Some of the staff seemed hostile / tired / unwelcoming. We were informed before the journey that there was no food available. This is a big part of choosing the service. We were told by the staff that they had failed to stock up sufficiently in London and the washing machine had broken down. We asked to buy a bottle of red wine and were told that the one we wanted was not available. They had only one bottle of red wine on the whole service and it was cold... We were physically patted down by the staff.

It really was not possible to get comfortable to sleep in the seat. The back is too upright and I did not know to bring a pillow so that I could slump forward with my head on the table (which seems to be the way to do it). The footrest is too close and means that if you use it you are in an even more cramped position.

Ensure all facilities are working properly prior to rooms being occupied by passengers. We had no functioning toilet/shower/water.

Too few staff. Always at least two issues on every journey. Team look harassed.

We couldn't find the lounge advertised as a waiting area and at Euston we were referred to platform 8-10 when the sleeper left from platform 15 causing a rush to board. Also unsure of what was included in the ticket as we had snacks and hot chocolate in the club car.

A designated waiting area within the train station for passengers rather than waiting around in a busy main terminal late in the evening.

Staff on board were disorganised in club car. Gillian at Inverness lounge was however very welcoming.

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?



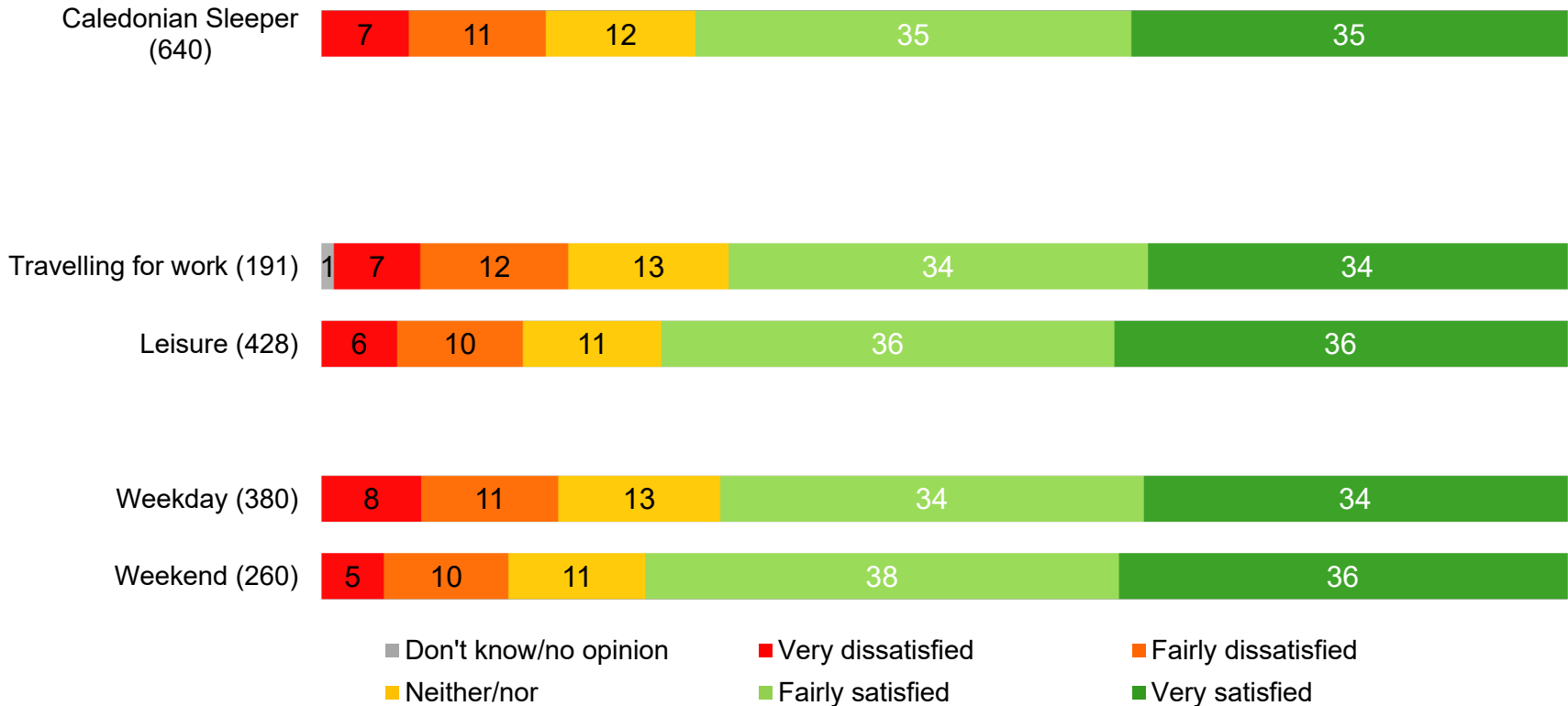
Caledonian Sleeper

Overall opinion of the Caledonian Sleeper



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Overall journey satisfaction by passenger group

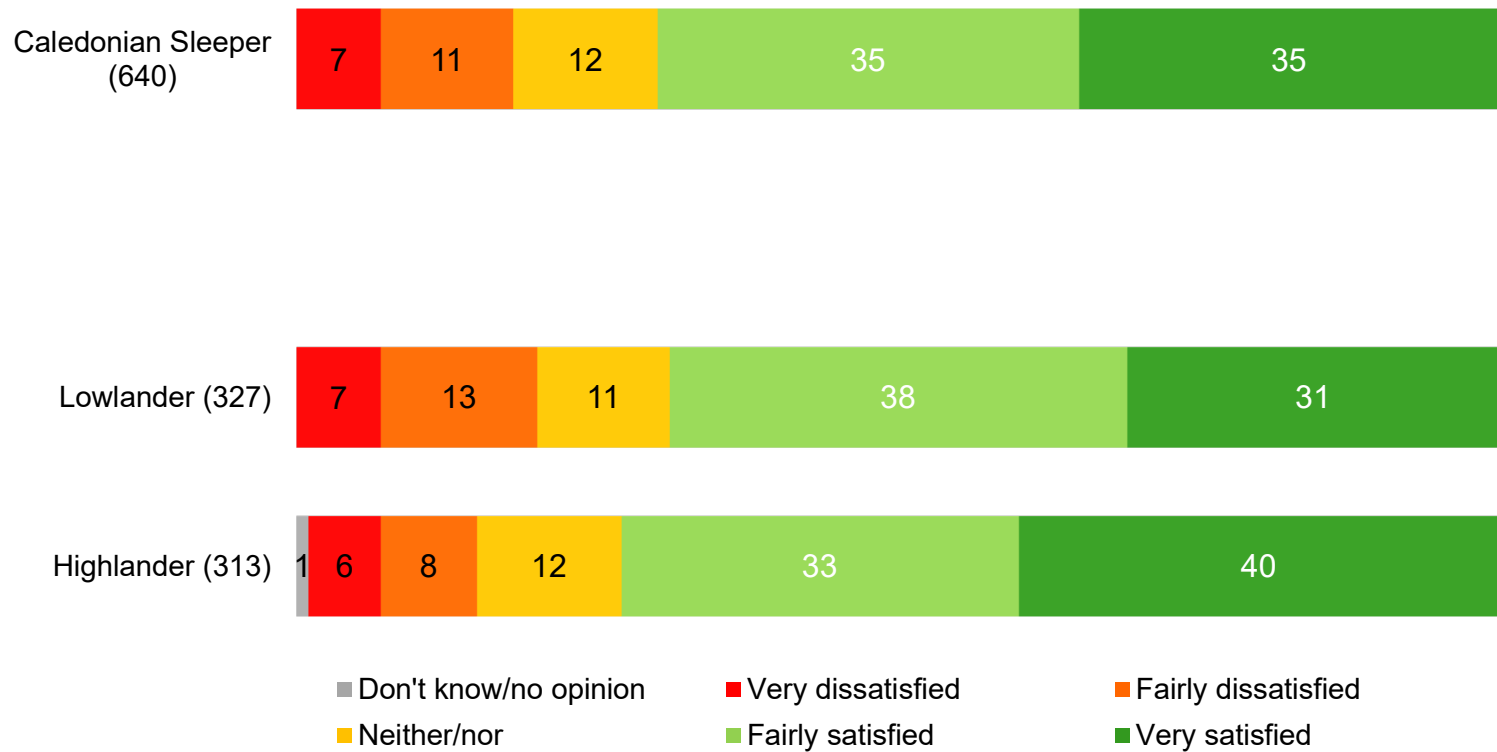


Q30. Taking everything into account about your journey from x to y, how satisfied were you with your journey?

Base: in brackets above.



Overall journey satisfaction by route



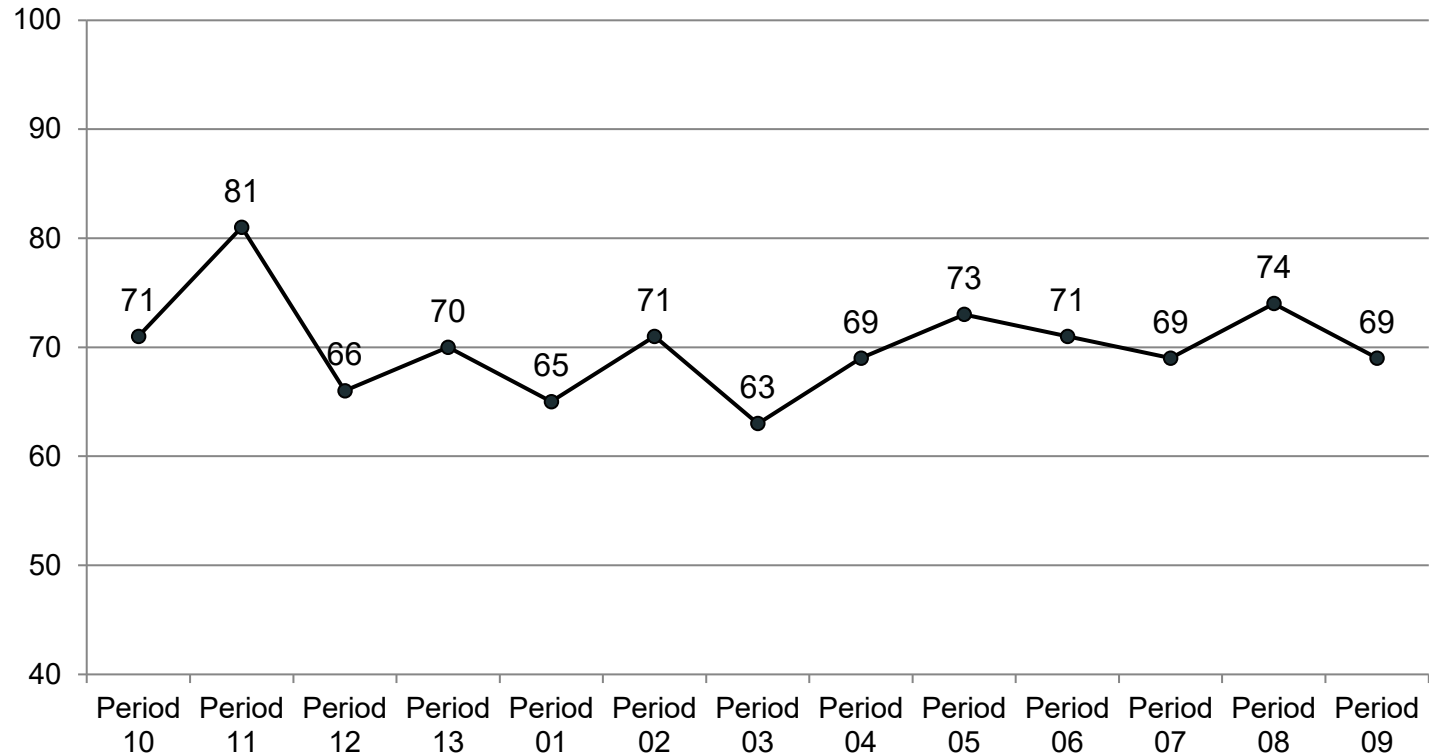
Q30. Taking everything into account about your journey from x to y, how satisfied were you with your journey?
Base: in brackets above.



Overall journey satisfaction - trend

Overall journey satisfaction

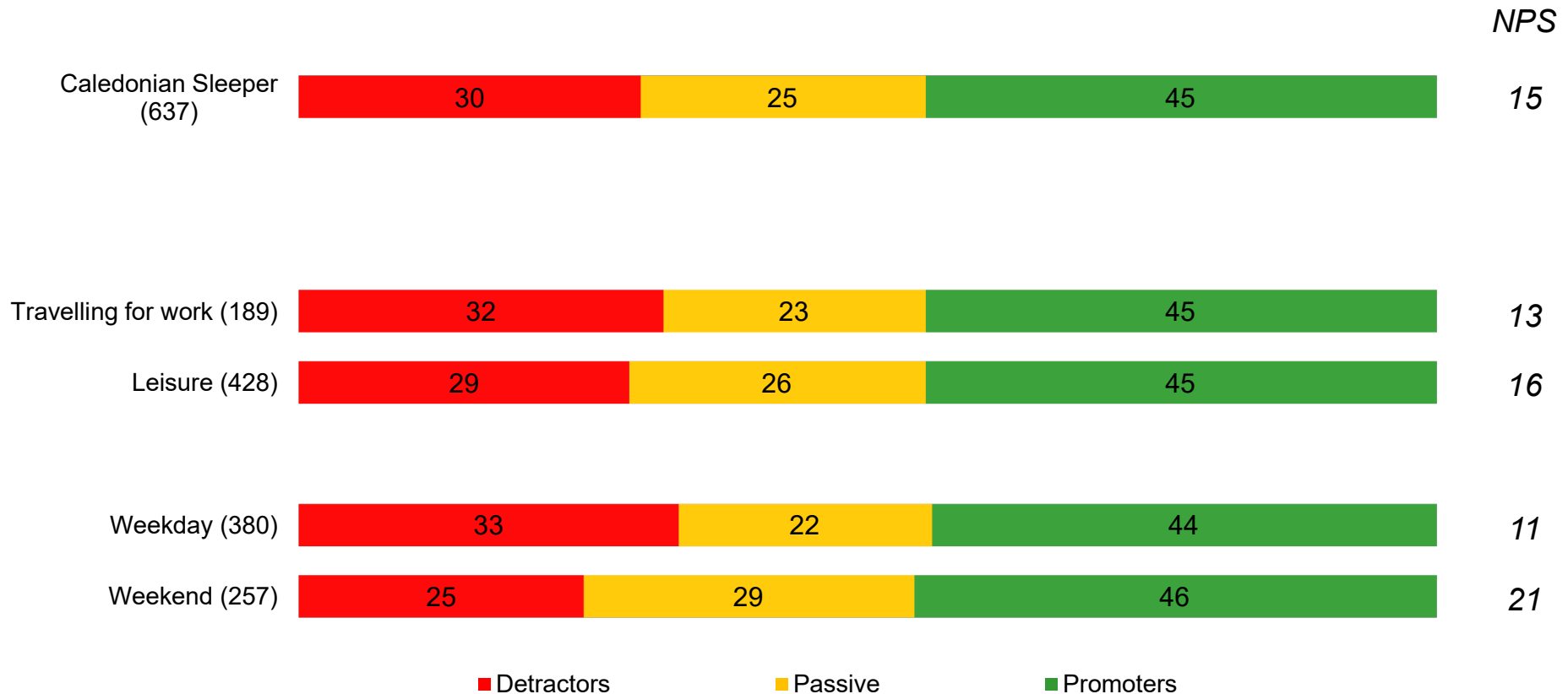
Trend: % very/fairly satisfied



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



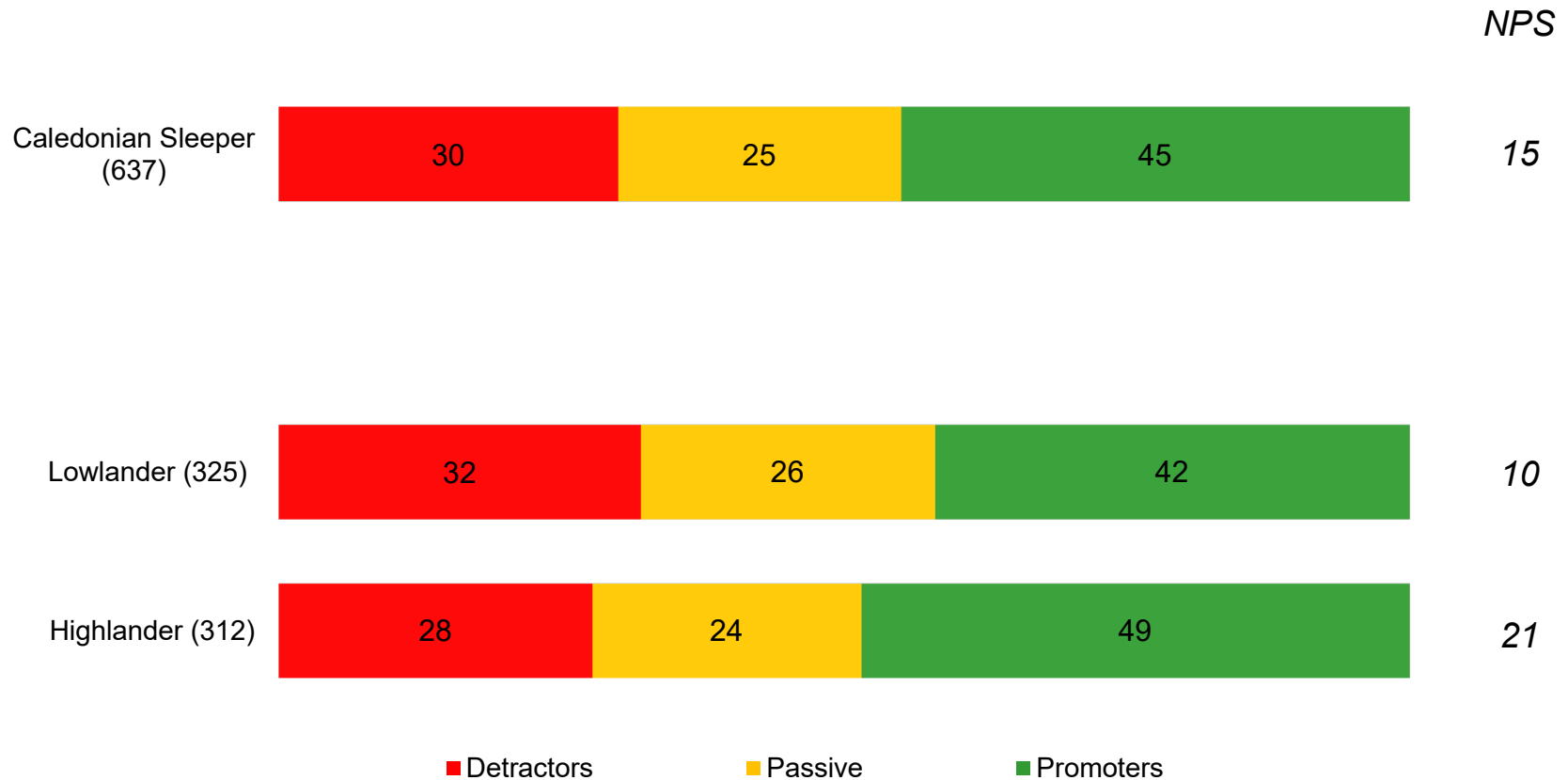
Net Promoter Score by passenger group



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



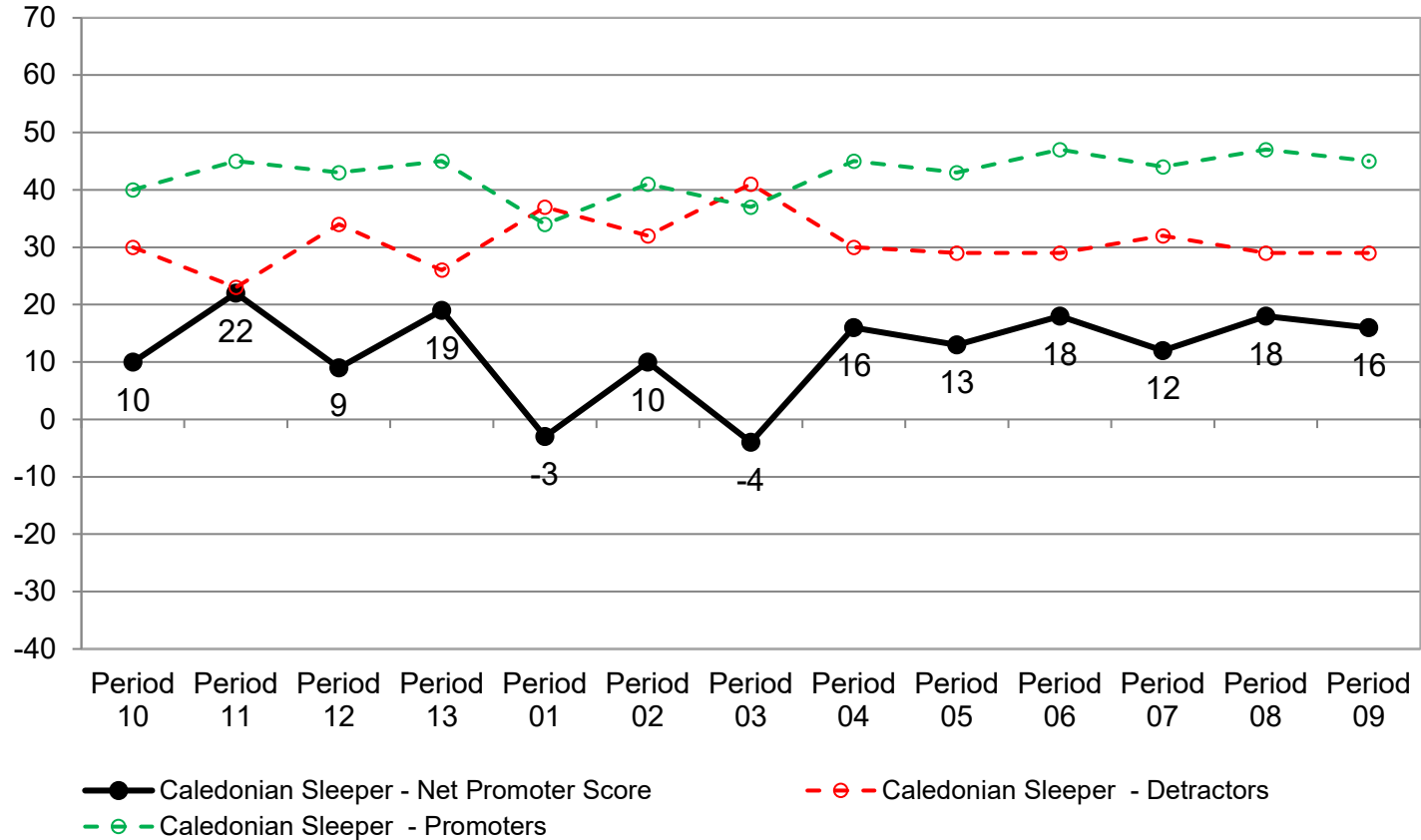
Q31a. On a scale of 0-10 where 0 means 'not at all likely' and 10 means 'extremely likely' how likely are you to recommend the Caledonian Sleeper to a friend or colleague?
Base: in brackets above – those with an opinion.



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)

It was simply the most magical train journey I've ever done in the UK. Waking up in the wilderness of the Highlands was an unforgettable experience. As a rail enthusiast, the sleeper train was also a dream come true.

We use sleeper and regular trains frequently and think that it is a stress free, practical and super efficient way to travel.

Loved the experience, prefer it to a daytime train especially for travelling with children so I think you could capitalise on that appeal to families more.

Sleeper trains are a brilliant way to travel, allowing one to maximise daytime. I set off after work, gained an extra day (both ways).

Passive (7-8)

Great experience, great staff. Only down was the drinks and food offerings that were not in stock..

I think it was interesting as an experience but not sure about suitability for everyone. Some of my friends would not appreciate the cramped cabin or the climb up to the top bunk!

This is an efficient way to travel between Scotland and London.

It is a very large cost when compared to, for example, flights within Europe. I would expect a quality breakfast, probably in a breakfast coach, for such a cost.

Detractors (0-6)

Would recommend a day service train, as wasn't much better time wise travelling through the night for a much higher cost.

No information, no text updates and train cancelled followed by chaos.

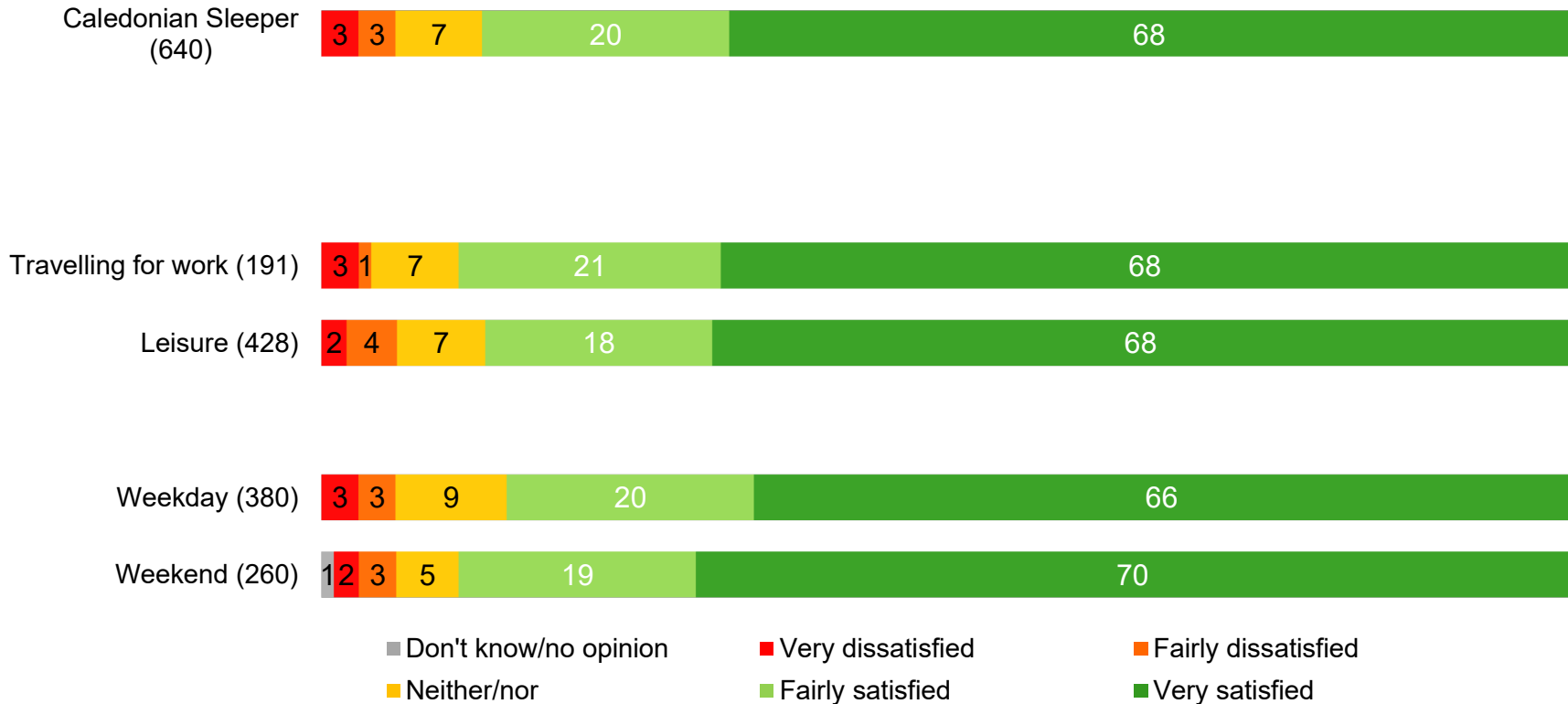
The experience was poor value for money. The ride quality was poor and I did not get a good night's sleep. The cabin was cramped and uncomfortable with a lack of storage space. The breakfast was mediocre. All in all it was a disappointing experience. It cost a lot of money and I didn't feel it delivered anything special or memorable other than feeling tired and restless on arrival at Aberdeen.

I used it because it was the quickest way to arrive where I needed to be but it's very expensive for what it is.

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?



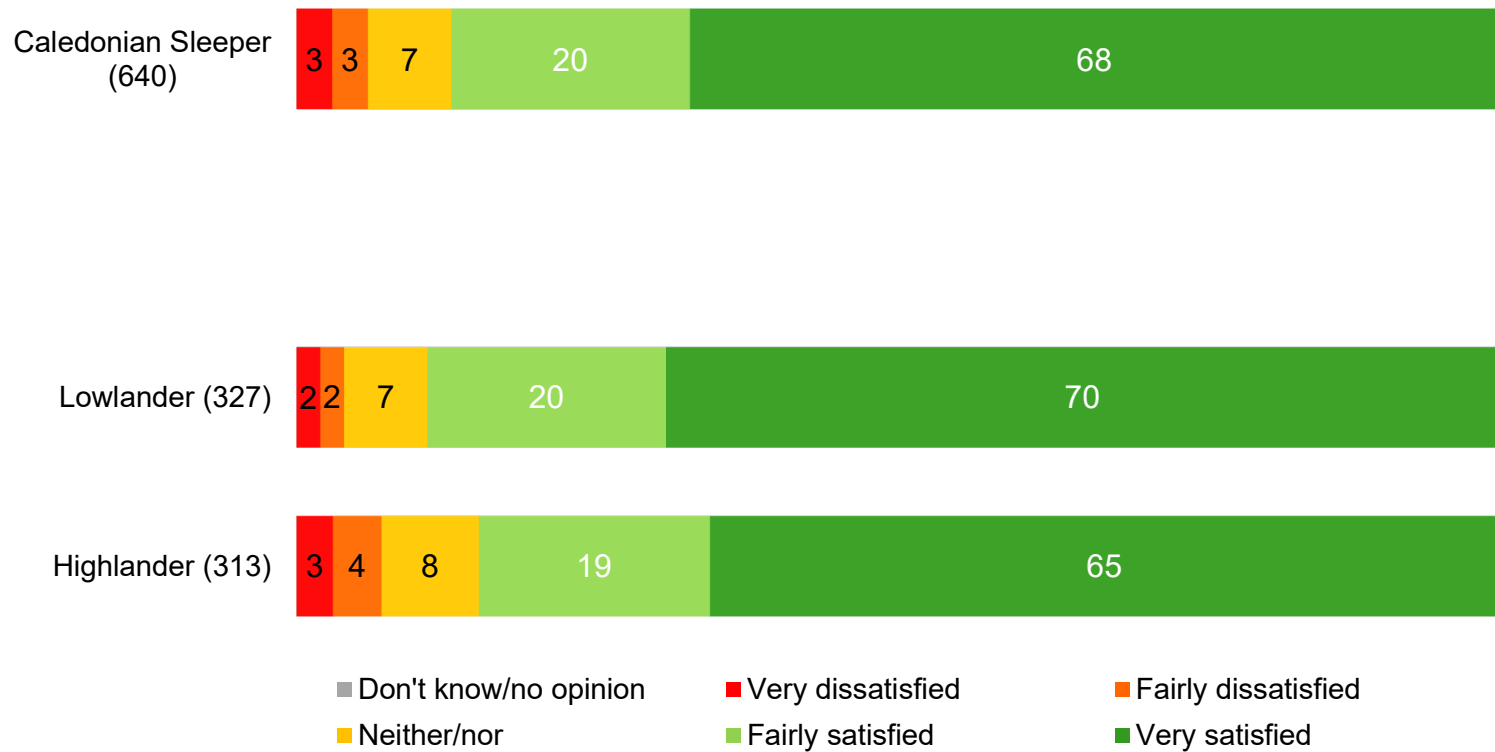
Punctuality and reliability by passenger group



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



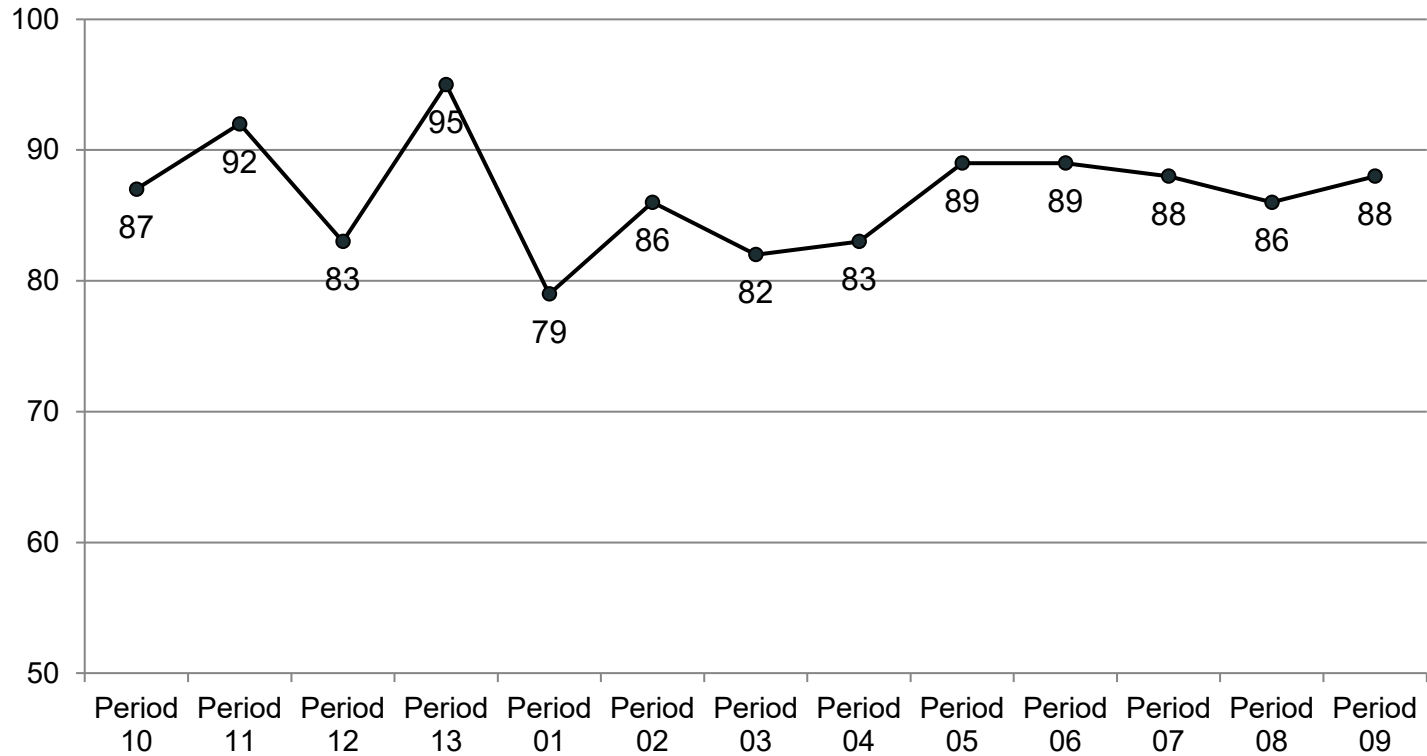
Q33a. Based on your recent journey on the Caledonian Sleeper how satisfied were you with the punctuality/reliability (such as the service departing/arriving on time)?
Base: in brackets above.



Punctuality and reliability - trend

Punctuality and reliability

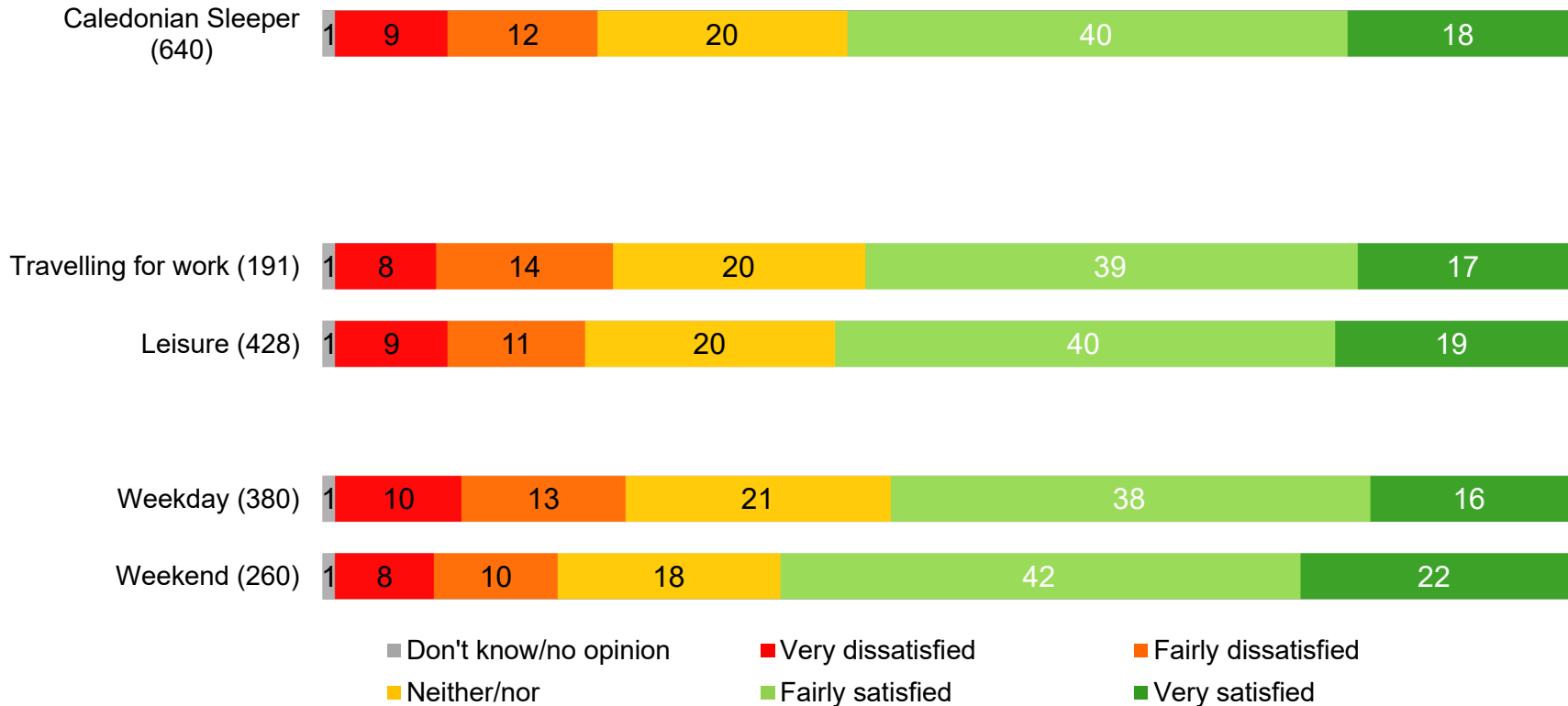
Trend: % very/fairly satisfied



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



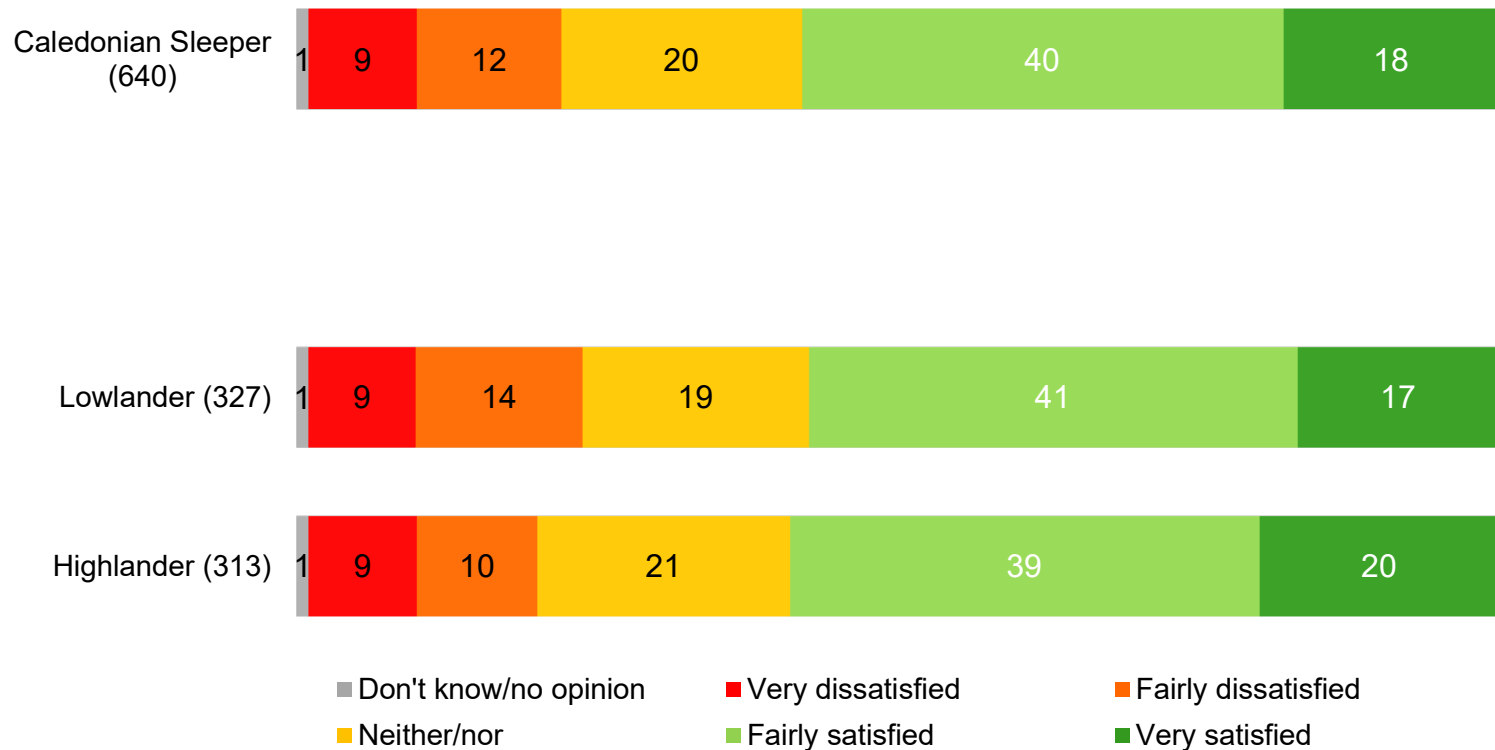
Value for money by passenger group



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

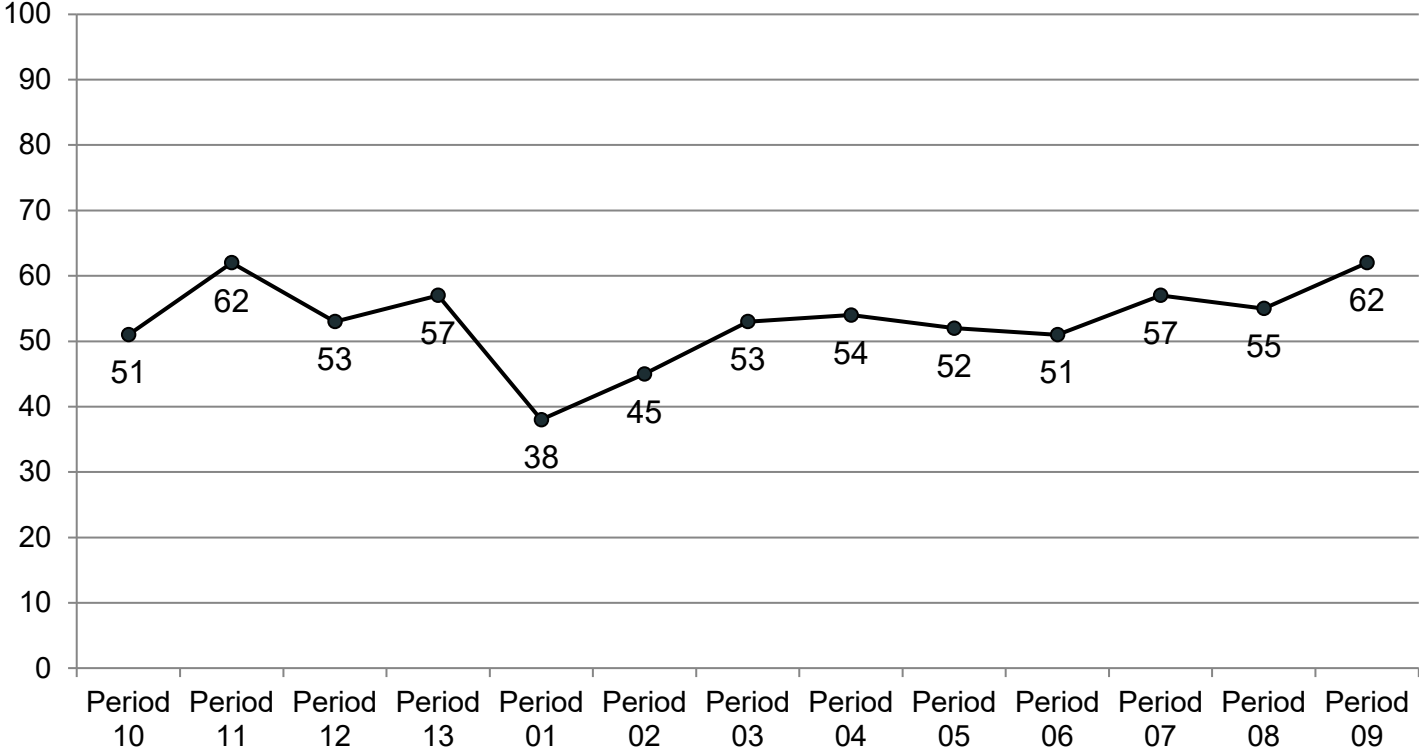


Q33a. Based on your recent journey on the Caledonian Sleeper how satisfied were you with the value for money of the price you paid?
Base: in brackets above.



Value for money - trend

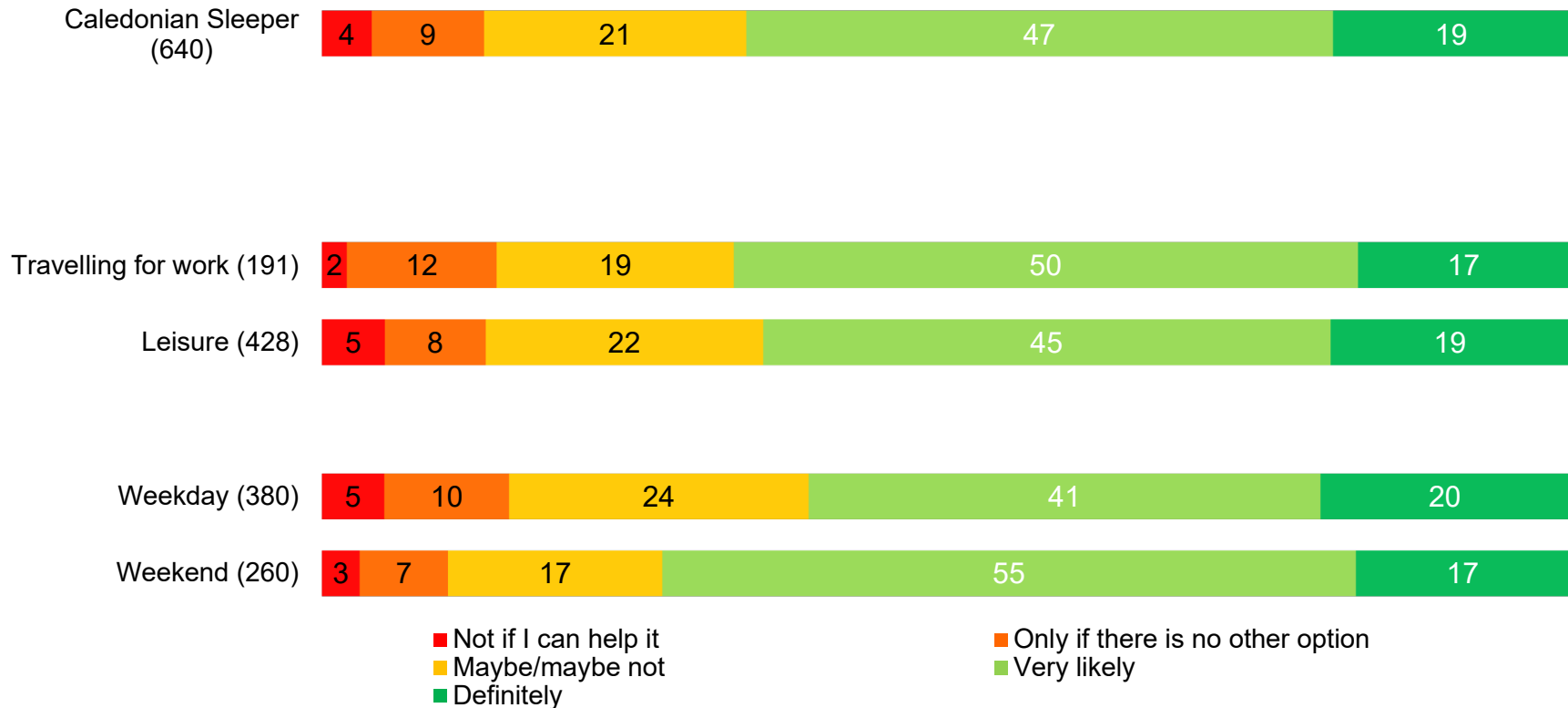
Value for money
Trend: % very/fairly satisfied



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

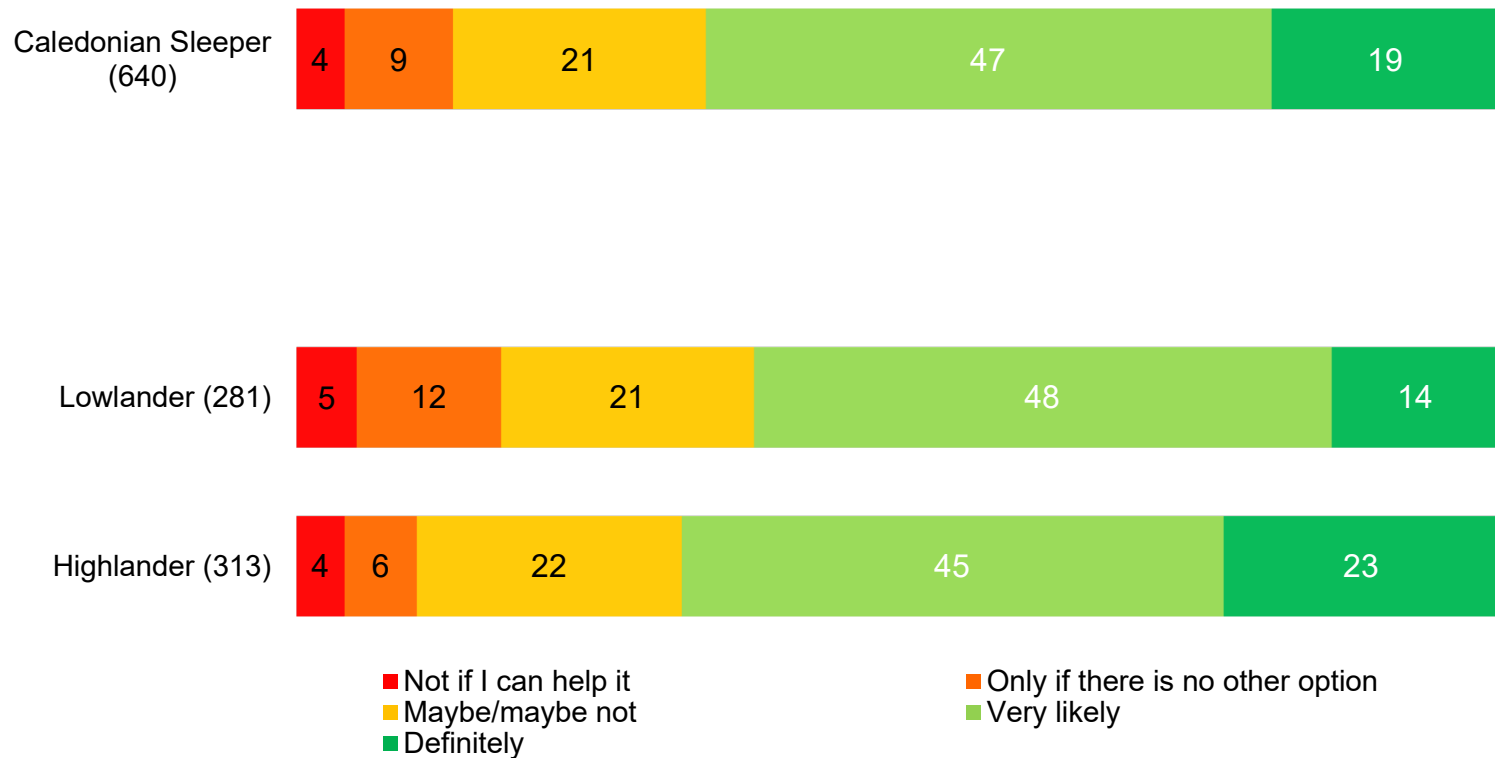


Q32a. How likely are you personally to choose the Caledonian Sleeper when travelling between Scotland and the London area (or vice versa) in the future?

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

Despite the lack of sleep it does remain a somewhat practical option when faced with the alternative with getting up at 5am to catch a redeye flight to London (that doesn't get one to London city centre at 9am) or flying the day before and getting a hotel in London. There is also the added consideration of being a more environmentally friendly (CO2) method of travelling and this is very important to me so I am prepared to endure some relative discomfort to achieve this.

Taking a normal train and travelling during the day might be quicker and cheaper.

We find the cost of the bed cabins too expensive in comparison to other methods of transport plus a hotel stay.

Loved the experience. Would happily do it again but considering the cost I would also look at the options of rail travel with overnight hotel stay in Glasgow or Edinburgh.

I will only choose the sleeper if I need to be in London or back in Scotland earlier than other modes of transport can provide.

Price vs quality of offer, which is a shame as the staff were excellent.

Would only use it if an early start were required.

It depends on the reason for travelling. Using the sleeper there and back gains us at least an extra day in Edinburgh, which is good.

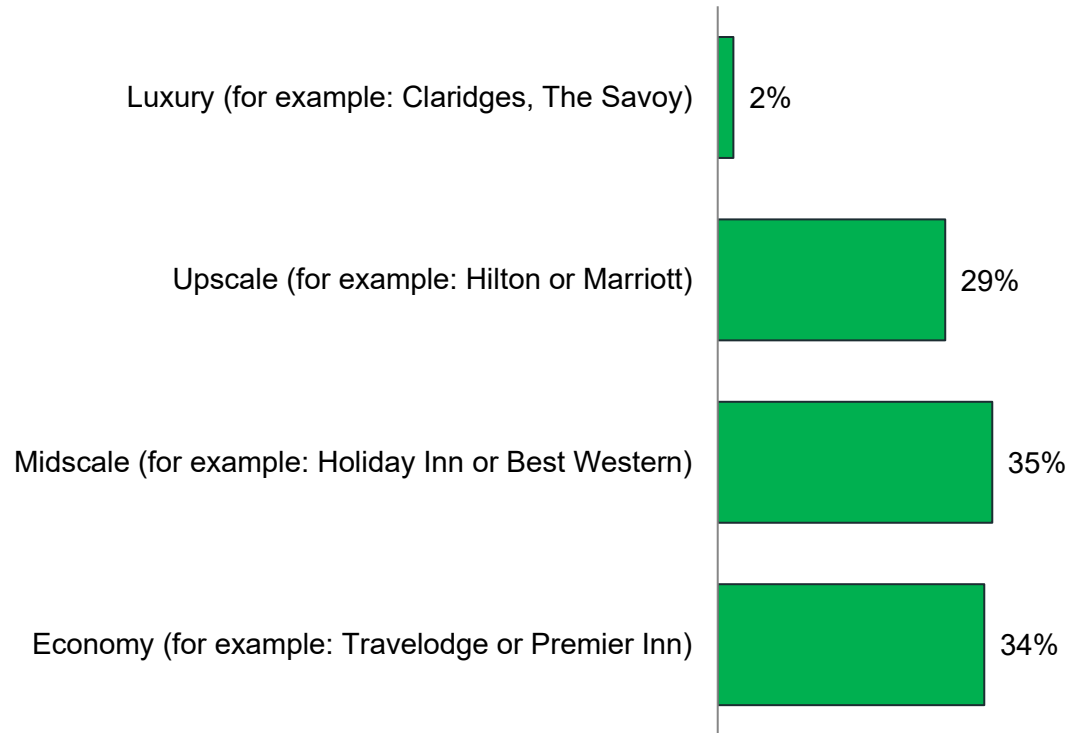
It is far too expensive and I live in another country so can fly direct for way less money.

Q32b. Why do you say that?



If Caledonian Sleeper were hotel chain

Quarter 3 2022/23 %



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

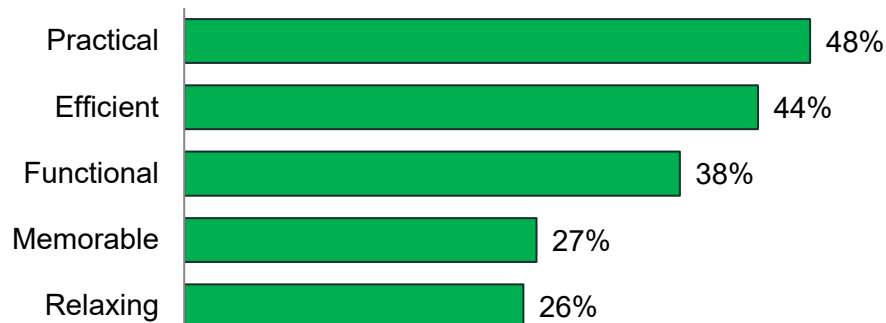
Base: All with an opinion (603)



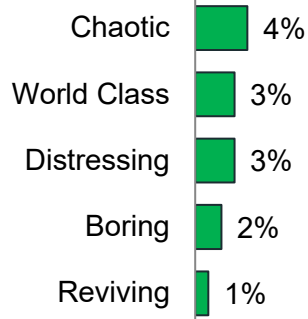
Overall description of journey

Quarter 3 2022/23 %

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 (640).



Caledonian Sleeper

Journey expectations

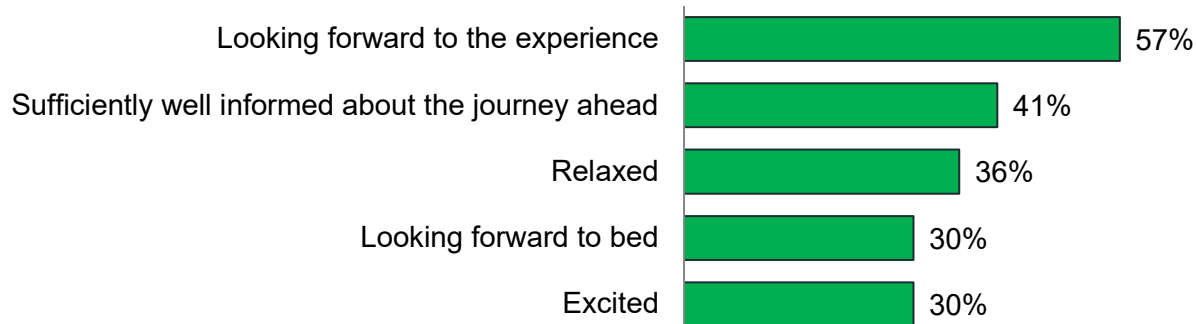


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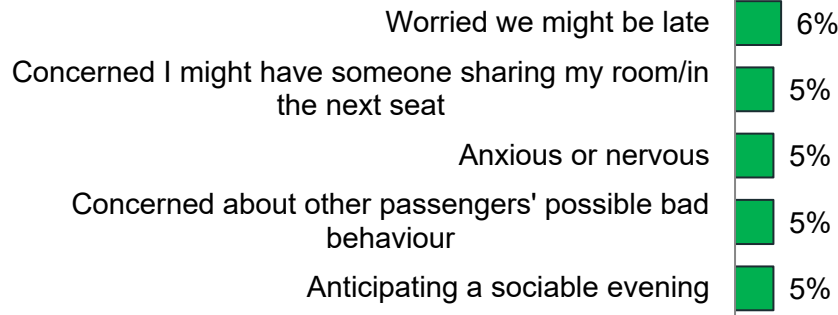
Thoughts and feelings pre-journey

Quarter 3 2022/23 %

Top five



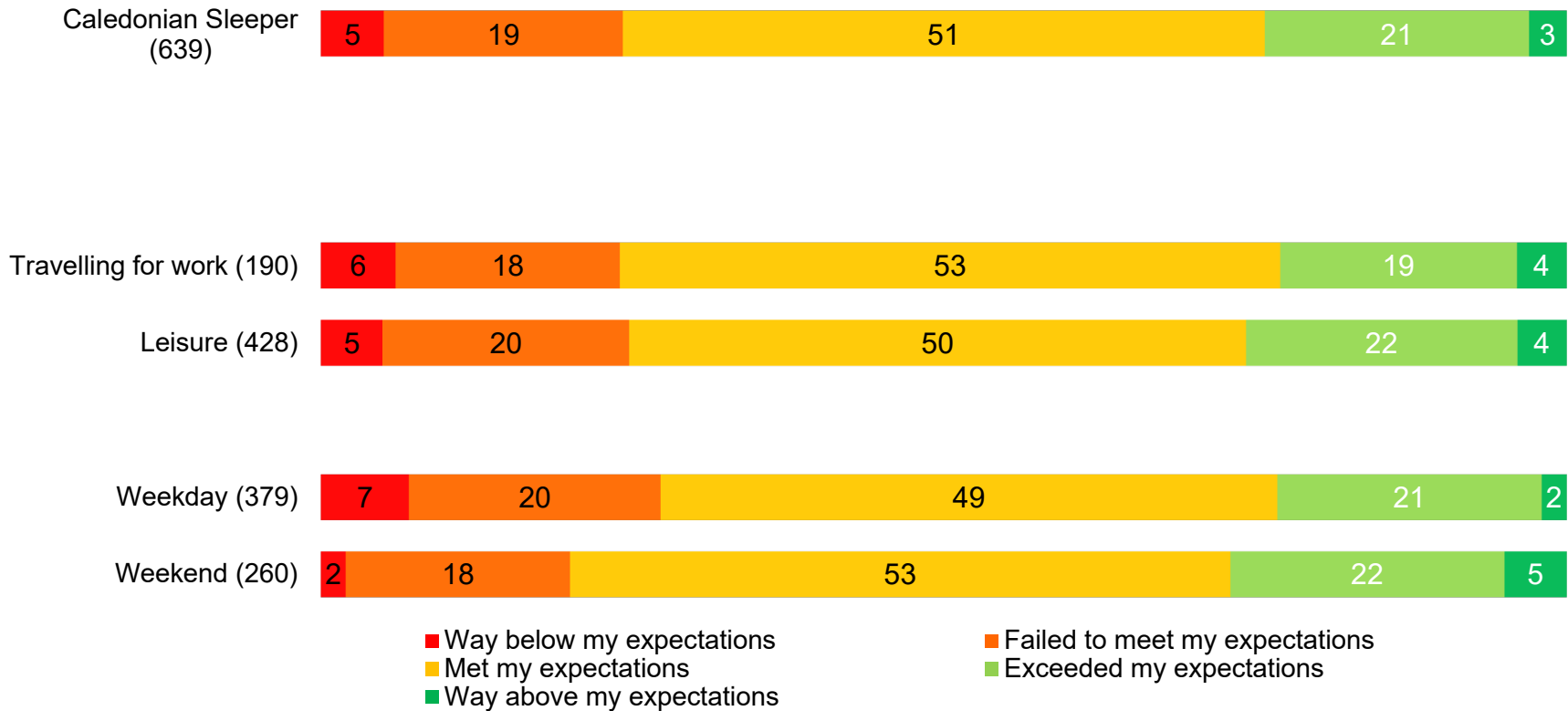
Bottom five



Q4. Thinking about the day you travelled, what were your feelings or thoughts before your journey on the Caledonian Sleeper?
Base: all (640).



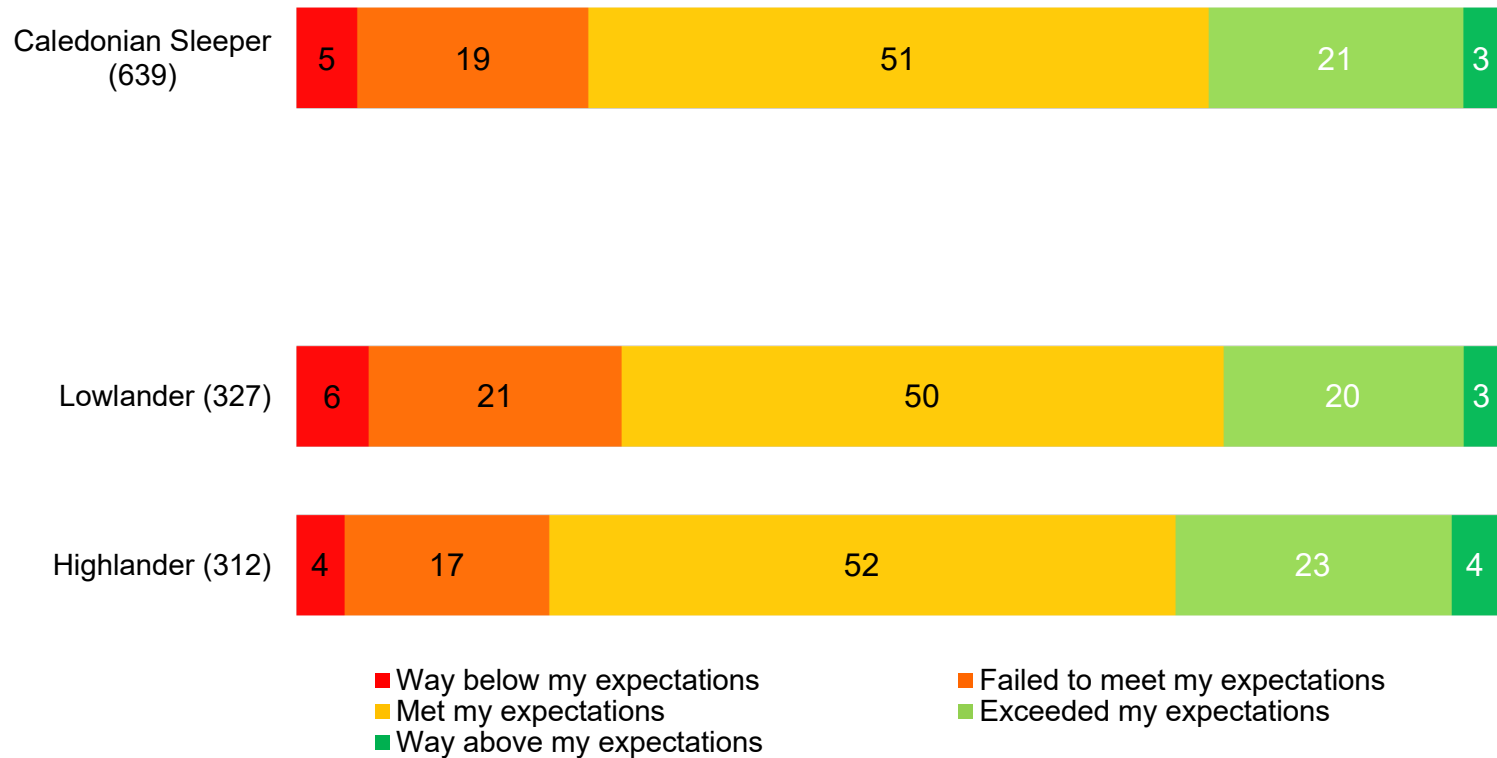
Met expectations by passenger group



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



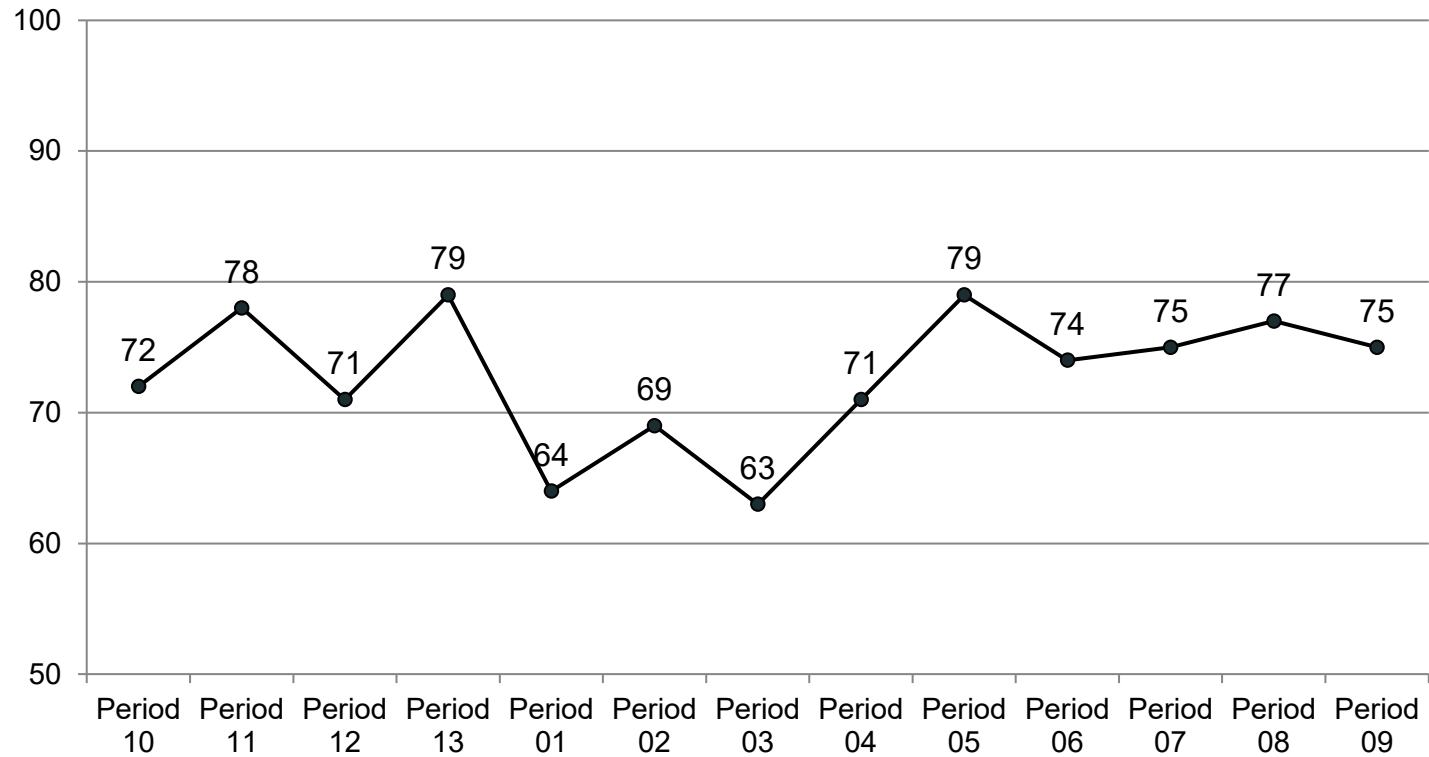
Q5. Overall, taking everything into account, how well did your journey on the Caledonian Sleeper live up to your expectations?
Base: in brackets above.



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

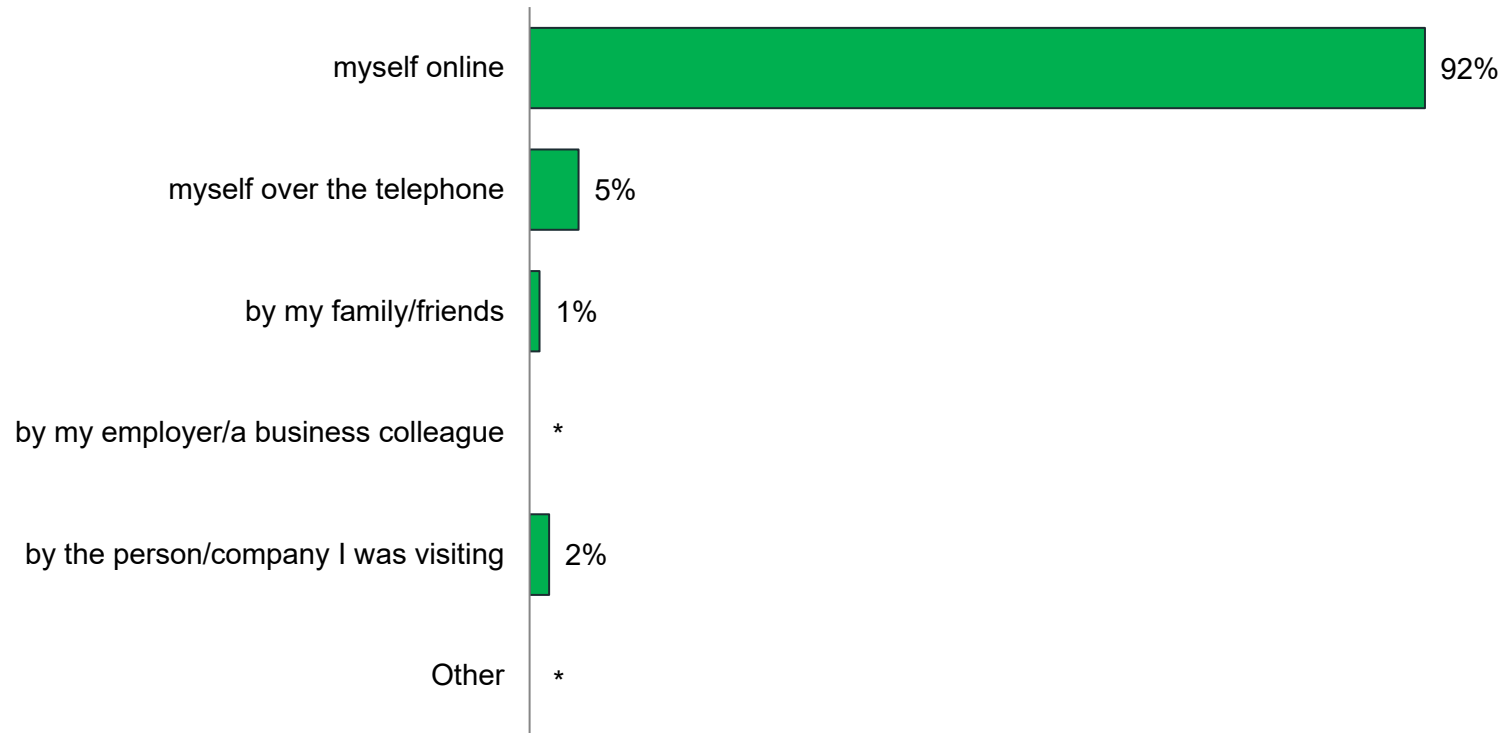


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How booking was made

Quarter 3 2022/23 %

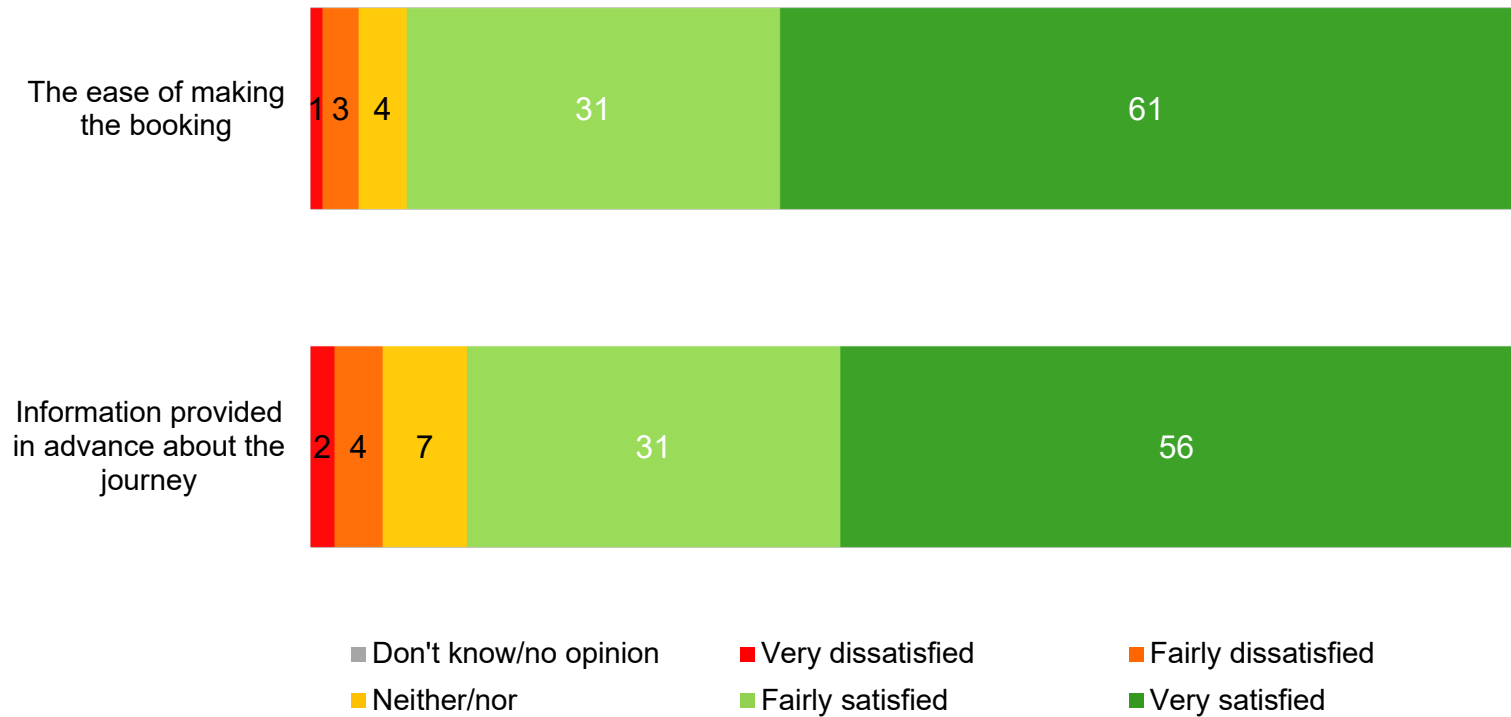
It was booked/I booked it...



Q12 Thinking about the process for booking this journey on the Caledonian Sleeper, who made this booking?
Base: all (640) * Less than 1%.



Satisfaction with booking process



Q13a. How satisfied were you with..?
Base: all who booked themselves (618).



Improvements to information provided about the journey – customer comments

Being clearer about the "experience". In order to see any scenery we had to stand and look out the entry door for several hours. Couldn't see from our room, decal over half the window and hard to sightsee from a bunk. We were told we could buy breakfast from club car but in the morning we were told no so missed breakfast. Poor service.

It is possible to use QR codes to prebook food. All bars use them! You should do this instead of the menus that: a) are bad for the environment to keep printing them; b) have info that is not up to date! c) has more vegan/veggie options (there was zero on my journey). You send too many emails with too much text to read which is not good marketing.

It was completely satisfactory apart from the information about the strike arrangements.

There was not enough information about facilities on the train or in the cabin itself. I had to work out what most of the facilities were myself. The onboard staff didn't seem particularly bothered whether I had a good experience or not.

The Network Rail website says that those travelling on the Caledonian Sleeper can use the showers in the first class lounge. When I got there I was told this was only for those with bedroom tickets. I spent 15 minutes talking with them about this, during which I was told they have 'sometimes 10 people a morning coming in and asking the same'. Yet no one seems to be fixing this problem. I showed the website that said the showers were available for my ticket and this was acknowledged. They couldn't even tell me where I could go to get a shower.

More detailed instructions on exactly what to do to get onto the train, get to your room, exact step by step instructions on when boarding starts, when the train leaves, how the rooms work, how much time we have to get off the train, how the luggage room works etc.

It said online and on twitter that the lights would be dimmed but they were extremely bright for the full journey.

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



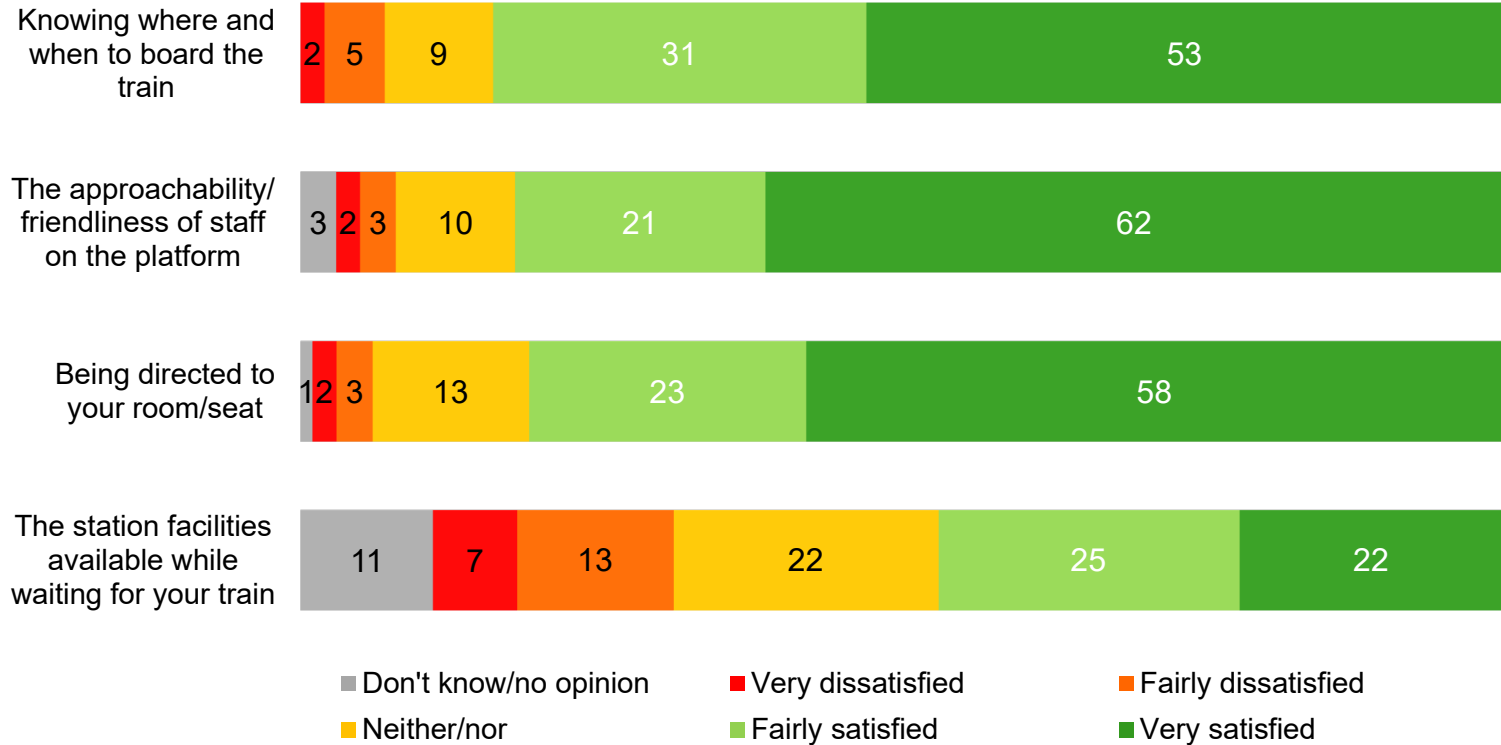
Caledonian Sleeper

Boarding and station facilities



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Satisfaction with boarding process



Q14a. How satisfied were you with...?
Base: all (640).



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

Actually having staff on the platform or at the very least an information office would have been very helpful. I literally had to ask a Tesco employee about boarding time and location! The "lounge" was completely locked. We had to go to wait in a hotel bar so we didn't freeze to death.

Communication is key. More information to us sooner would have been great. The staff were super friendly but could have just talked to us sooner rather than us seeing them just chilling on the train while we waited in the cold. I was very impressed that they explained why there was a delay but I am sure that they knew that a while before they made the effort to tell customers.

Asked for assisted travel with cases as disabled but no one was there.

A few just grunted and nodded to the notice board. I do wear a disability lanyard, and no one pre boarding took the slightest bit of notice.

Let people know that train was cancelled. No info on boards and no announcements that could be heard from platform area.

It seemed very strange we were all called back to form a queue to be directed to our rooms when we'd already been waiting on the platform at the correct place having gone through the ticket barriers. The lounge facilities at Waverley were also unavailable that night.

I think someone needed to meet the passengers a few minutes before boarding considering the lounge was not open and no representative was available to the passengers.

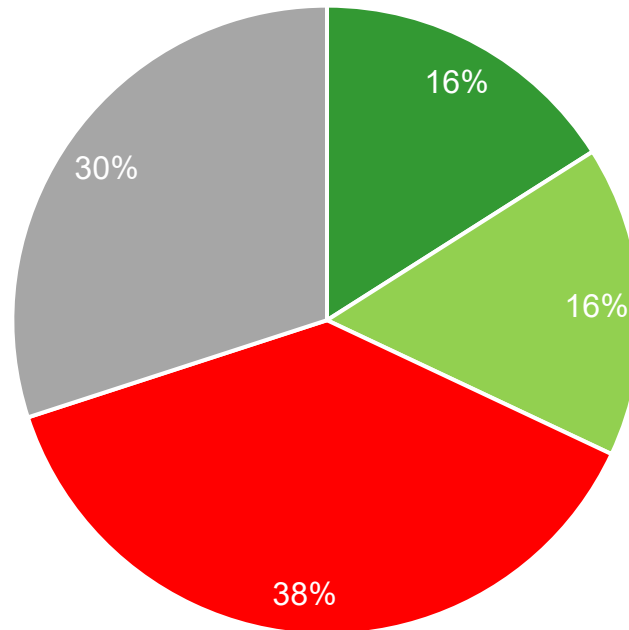
There were no staff at the station and the waiting room was locked. There was a notice saying to contact a control centre using the help point, but no indication of where that was. There was what looked like a disused help point by the waiting room, but it didn't work, so we spent 20 minutes in the cold.

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



Use of customer lounge

Quarter 3 2022/23 %



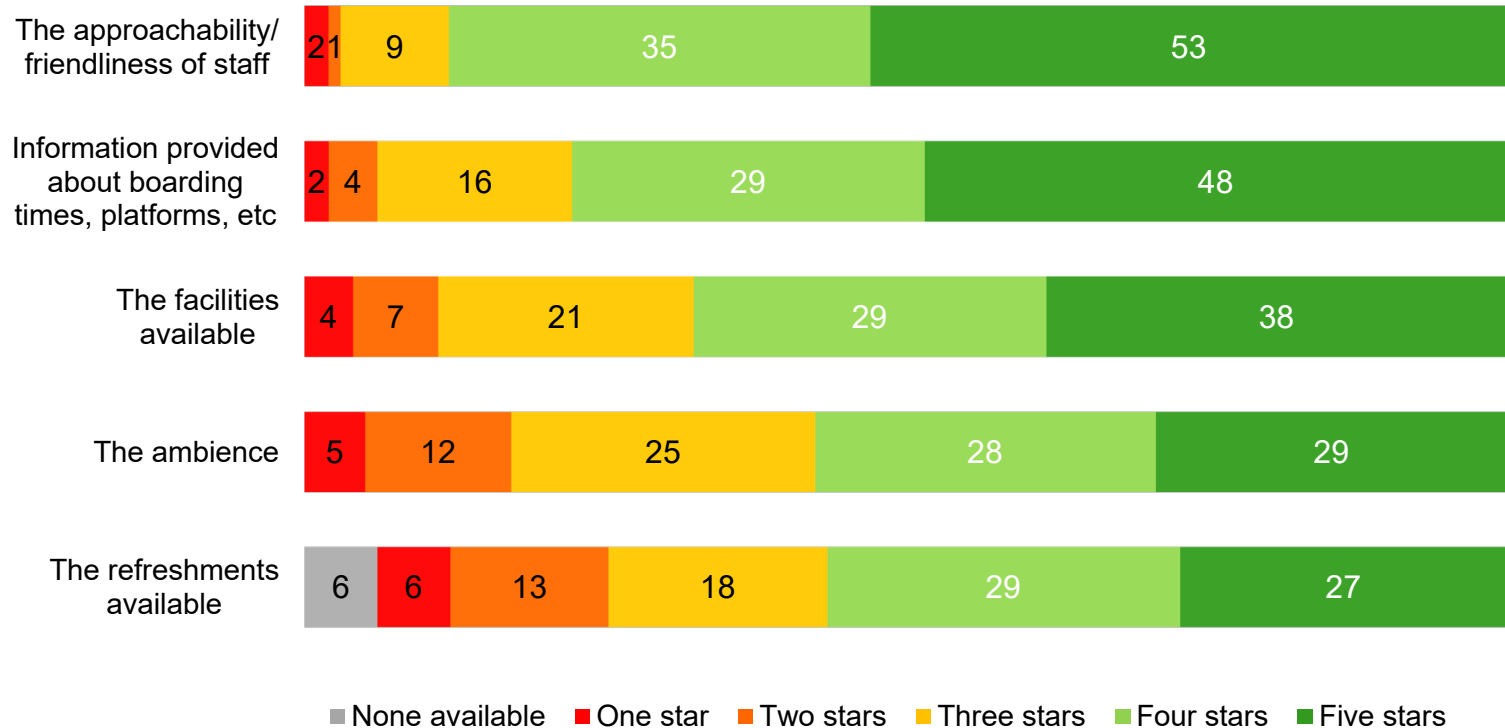
■ Yes - and I did ■ Yes - but I did not ■ No ■ Don't know

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 (586).



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 (95).



Additional information required in the Customer Lounge – customer comments

An information screen.

Despite being allowed to use the lounge, it was too busy and I couldn't access it.

Lounge was uncomfortable, too small for the number of guests and no priority boarding was available.

Platform information wasn't forthcoming in the lounge (to be fair I didn't ask there), but was obtained from platform staff.

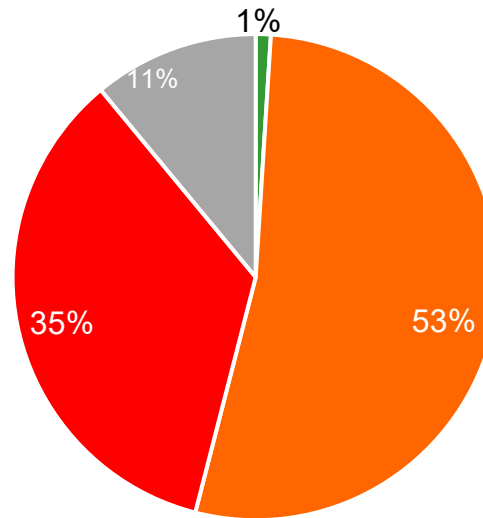
Q16b. What additional/better information would you like to have received?



Use of shower facilities on arrival

Quarter 3 2022/23 %

- 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 (592).



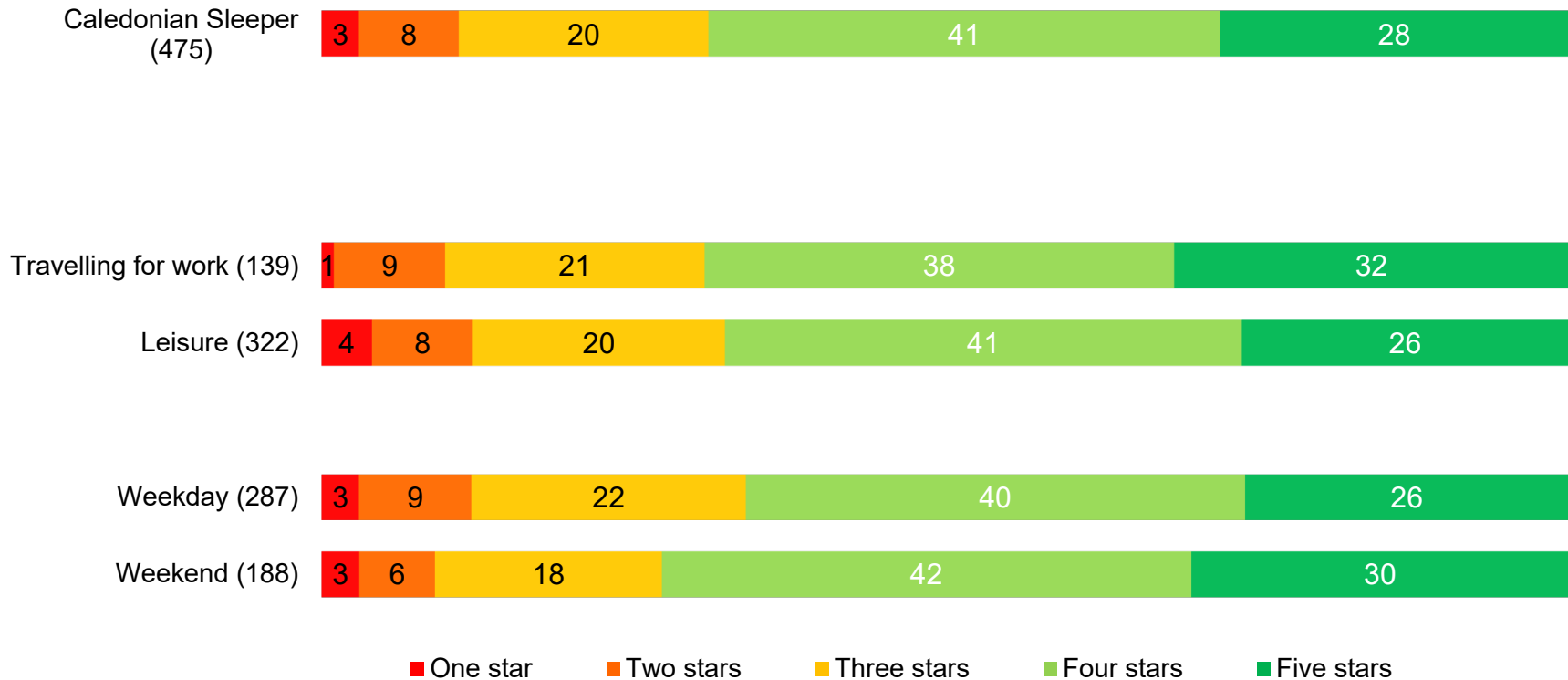
Caledonian Sleeper

Accommodation and train facilities



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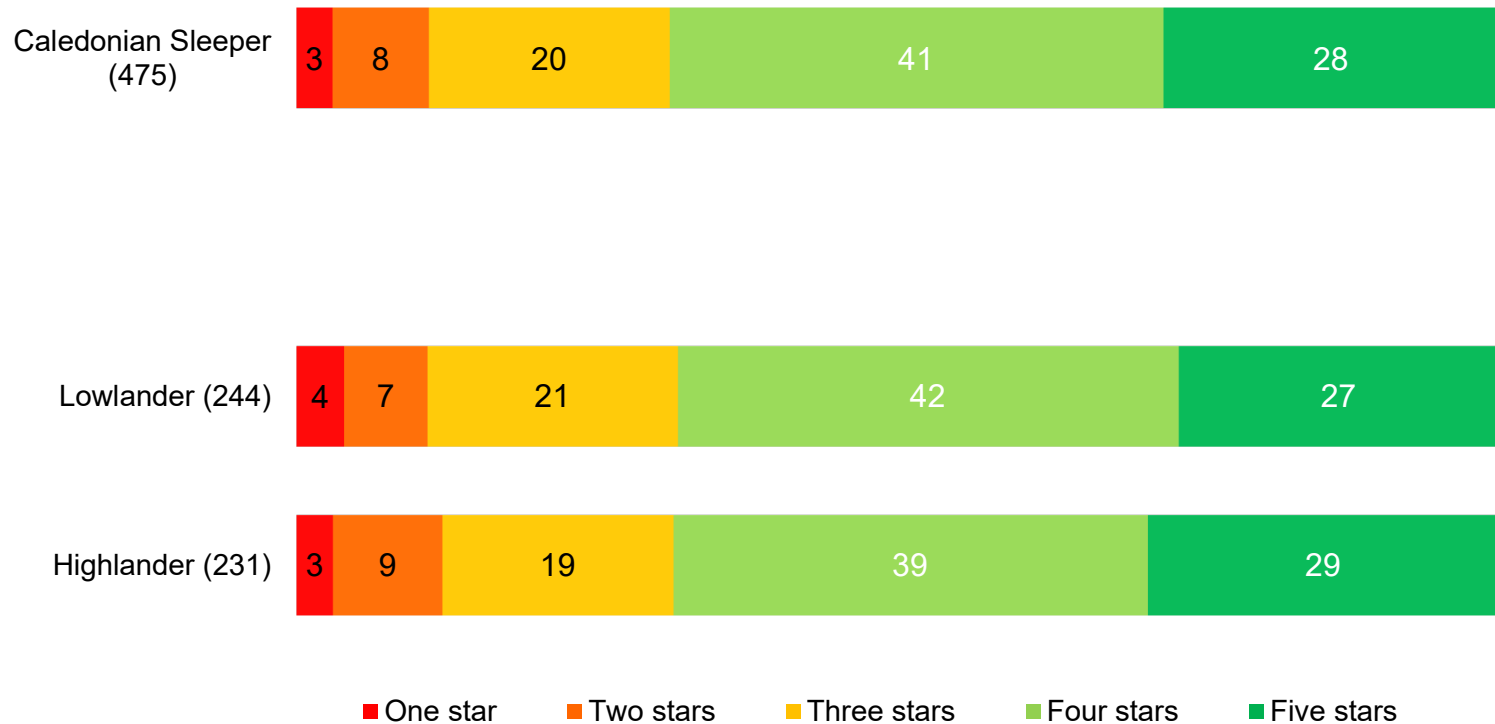
Overall rating of room by passenger group



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



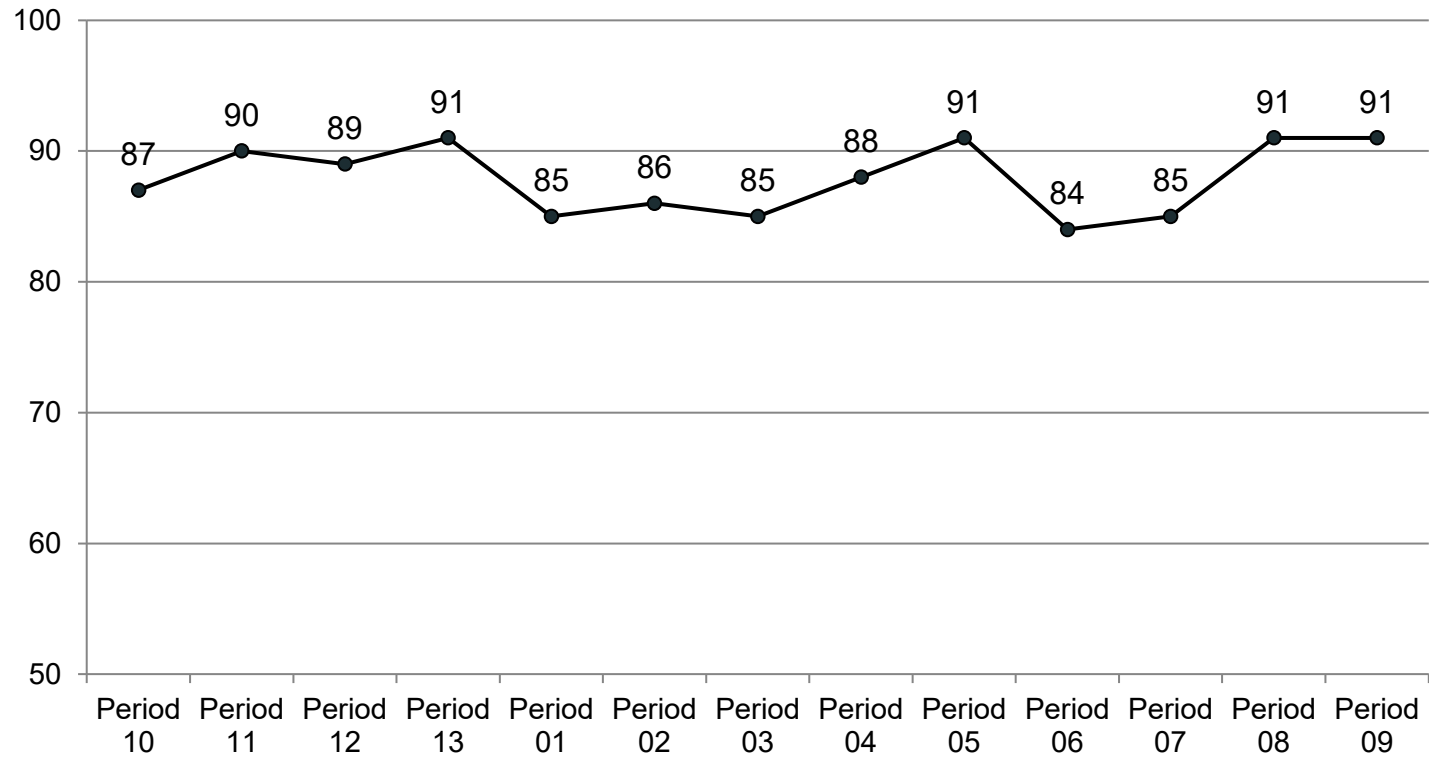
Q17a. How many stars do you give your room on the Caledonian Sleeper?
Base: all guests staying in a room/suite (in brackets above).



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

It is tight on space and you need to put a lot under the bed so maybe a couple of extra pockets or hooks to store stuff that you need access to during the journey, especially for the top bunk. The ladder was a bit uncomfortable on bare foot too - maybe some felt pads to soften the step.

It was not very well cleaned so clean it better. Also there were problems using the locking device on the room on both my two journeys this week. I had to ask for help from the attendant on both journeys. The locking system just does not work easily.

Web marketing oversells actual room. Would have been better prepared about space and quality if marketed more realistically. Zero space for luggage and accessing it in cabin. Can't sit up in upper bunk. No grab bars for going up/down ladder.

There was no room to stow are cases. Thinking about it now we might have been a led to put them somewhere else but no one advised us. We were tired and cold because the first class lounge was not available. I paid for this service and you seemed to think a sorry via text was acceptable. It wasn't. All other outlets (Costa etc) were closed.

Shower was freezing. Toilet was untidy with dirty mirrors and broken toilet roll holder. Power socket not working and door key not working so we couldn't leave our room in case personal items were stolen.

A ridiculously small space for the price paid. It would have been impossible to have two people in the room in any form of comfort. The bed ladder in the club room was in the worst place possible.

Very cramped. Lack of space to store luggage.

The whole experience was excellent.

I don't think it's easily doable, the room was just too small. The bed placement prevented looking through the window. The main light button was backlit and very bright - way too bright.

I found it to be a very comfortable enjoyable room, nothing needed improving for me.

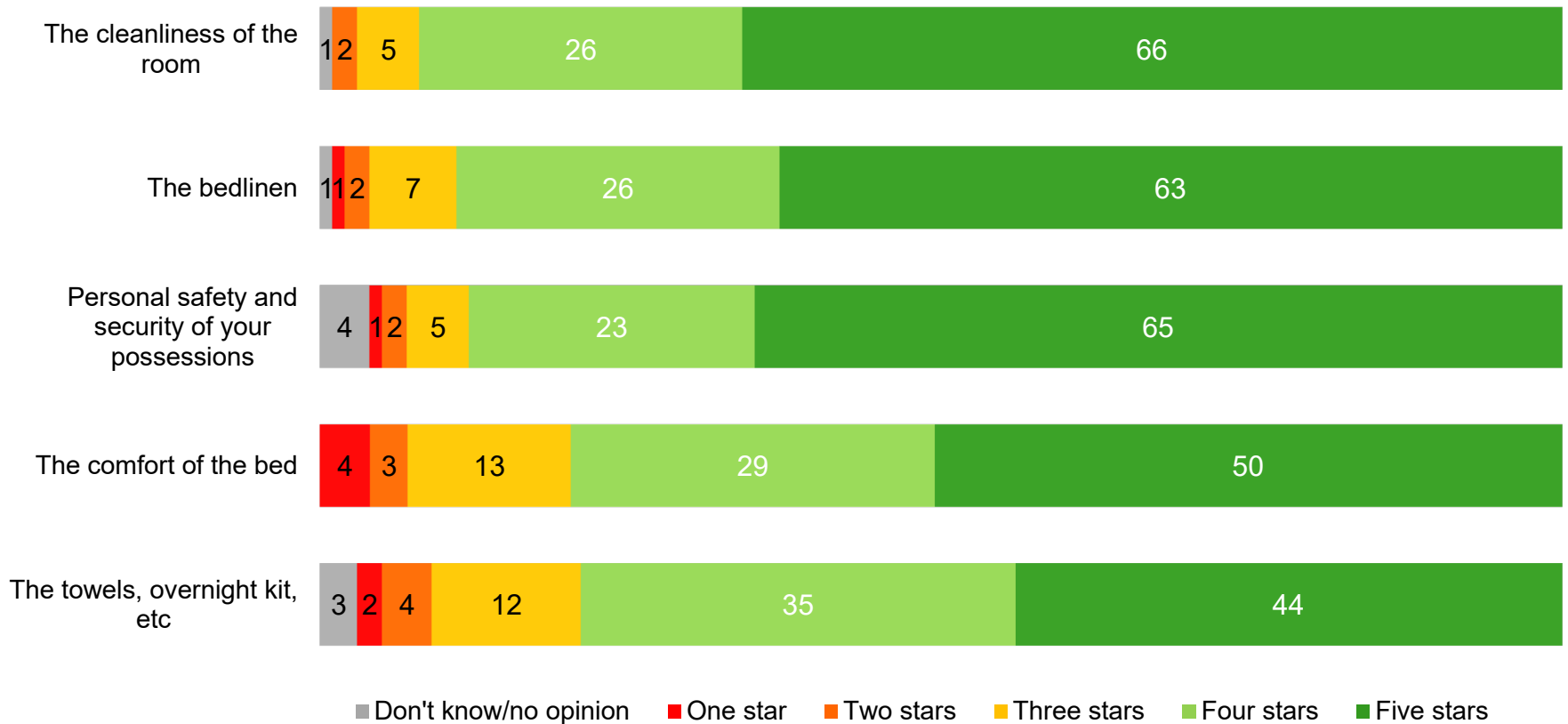
Considering it is a train I can think of no improvements.

Room was too warm even at lowest heat setting (and it was below zero outside!). Everything was a bit tired and tatty and the toilet was not flushing so we had to go down to another coach.

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?



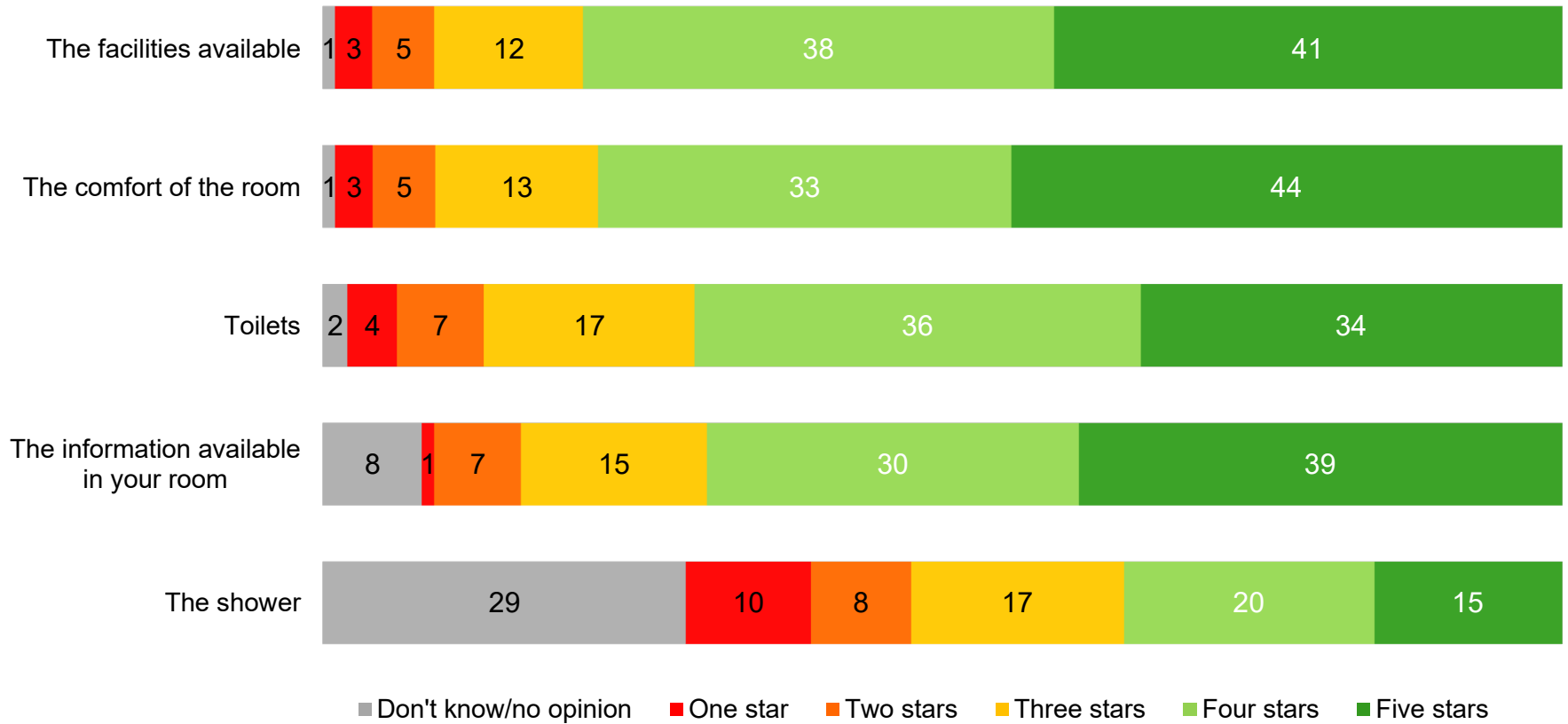
Rating of the features of the room – top 5



Q17b. And how many stars do you give the room for..?
 Base: all guests staying in a room/suite (475).



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 (475), room with en-suite shower (239).



Rating of features of the room – customer comments

More information on location of club car, location of facilities, the hours there is a host available (all night or only during certain hours), hours of club car and room service and how to order room service.

As said before, train staff to state their name and that they are a member of staff when they knock/attempt to enter the room.

I have made three trips so far in the last 12 months and, on two of those trips, the linen had black marks as if stepped on by a shoe.

It was a shared toilet because I couldn't book an ensuite. It was clean and was fine.

Mattress was thin and narrow. Bed not long enough for my husband (6'2).

It was strained and covered in hairs. Had to sleep in an alternate bunk.

Couldn't get any warm water.

Not sure - it's a small shower in a confined space. It does the job, and is great for onboard a train but not great in the context of all showers.

It's probably a minor thing for other people - it's the circular light around the light switch that stays on all night. I would prefer it if the room were dark as I prefer not to wear an eye mask.

There used to be far more in the overnight kit! I feel like as the prices have gone up the service has declined.

Wash basin only had drips coming out so unable to wash in the morning. The other rooms with WC and shower are far better.

Mattress felt a bit thin. Travelled on sleepers in Europe and experienced better.

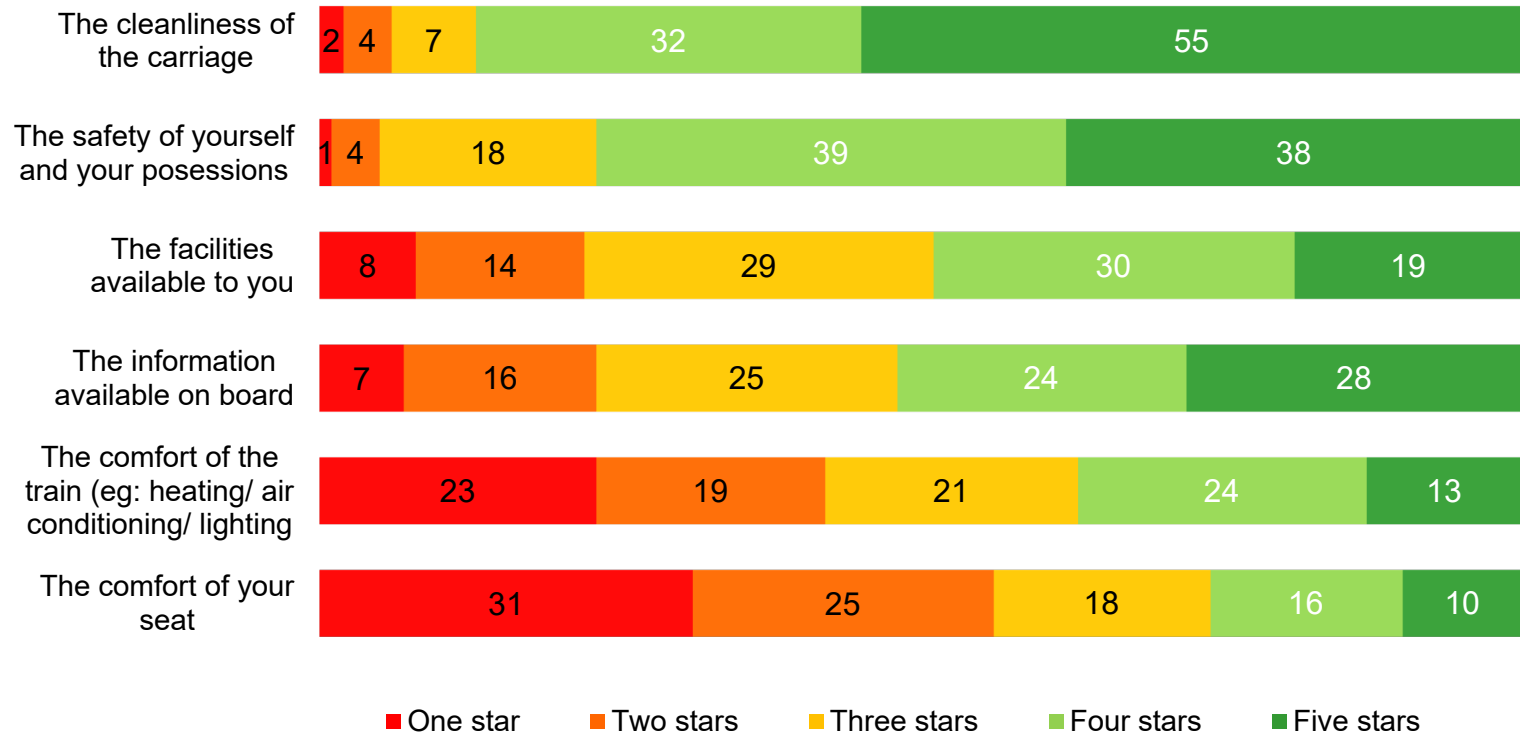
No proper hot water! This is regularly complained about and seems insoluble. There must be a solution.

A peep hole on the door perhaps.

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?



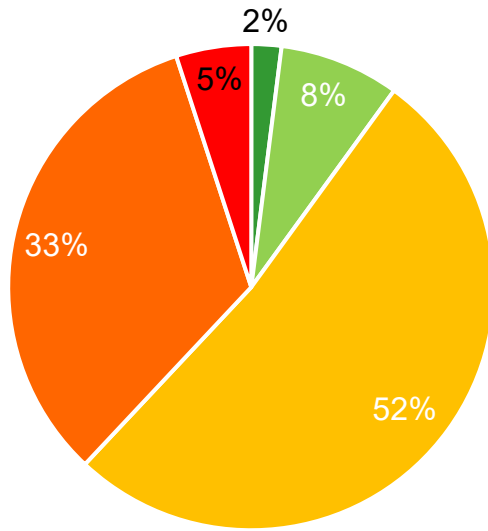
Rating of on-board features among seated guests



Q19. How many stars do you give the Caledonian Sleeper for..?
 Base: all seated guests (165).

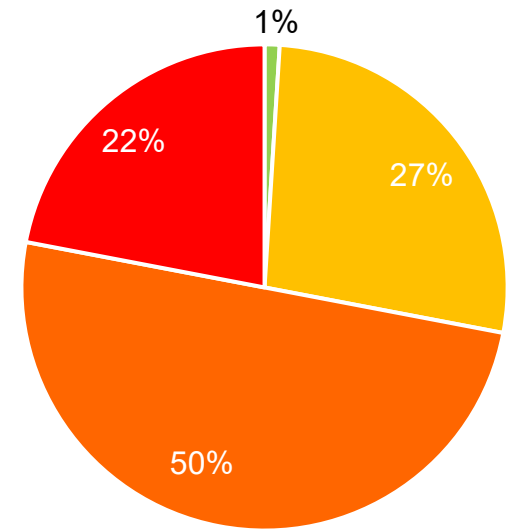


Quality of sleep



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 (475), seated guests (165).



Improving quality of sleep – customer comments

Maintain an appropriate room temperature in the coach, it's the least service offering that's expected from such a reputed train service. There shouldn't be a case like in my first trip with Caledonian that everyone in the coach had to cover themselves up with an extra layer of clothing to keep themselves warm!

The staff couldn't do anything to improve the quality of my sleep, but Caledonian Sleeper should invest in better mattresses for their guests and higher quality bedlinen.

A cushion or pillow would make sleep a little better. Possibly a Caley Sleeper blanket could also be provided.

Told me what time they would be knocking with the coffee as I wasn't sure when to expect it so couldn't relax in the morning.

There was too much light in the carriage and the eye masks did not help that much. The seats were very uncomfortable for sleeping.

Provided a small pillow/cushion and a blanket.

There was also a fair amount of banging going on as staff went in and out of the room adjacent to ours.

Better recline on seat. Dimmed lights and staff being quiet when walking through carriage.

Nothing appreciated the eye mask and ear plugs.

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



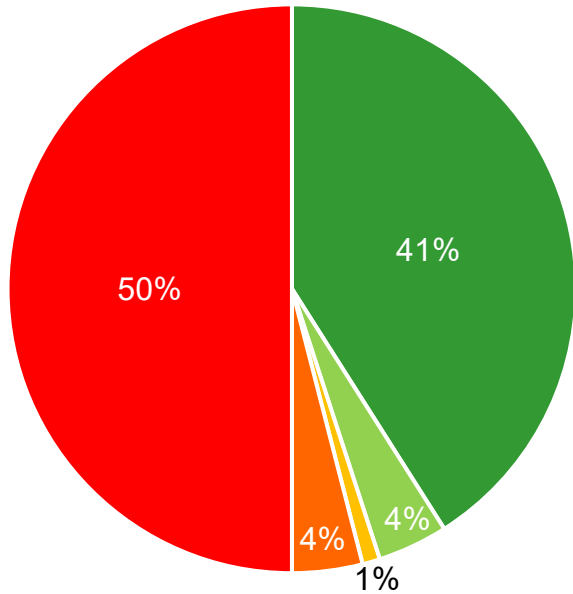
Caledonian Sleeper

Club car and catering



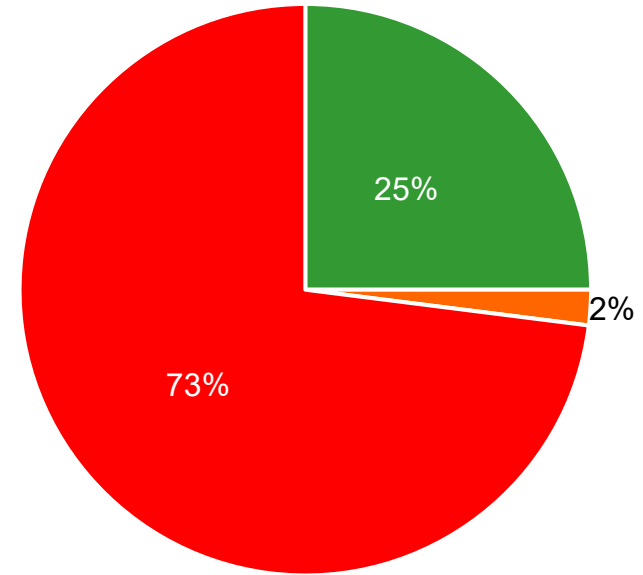
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Visiting the Club Car



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

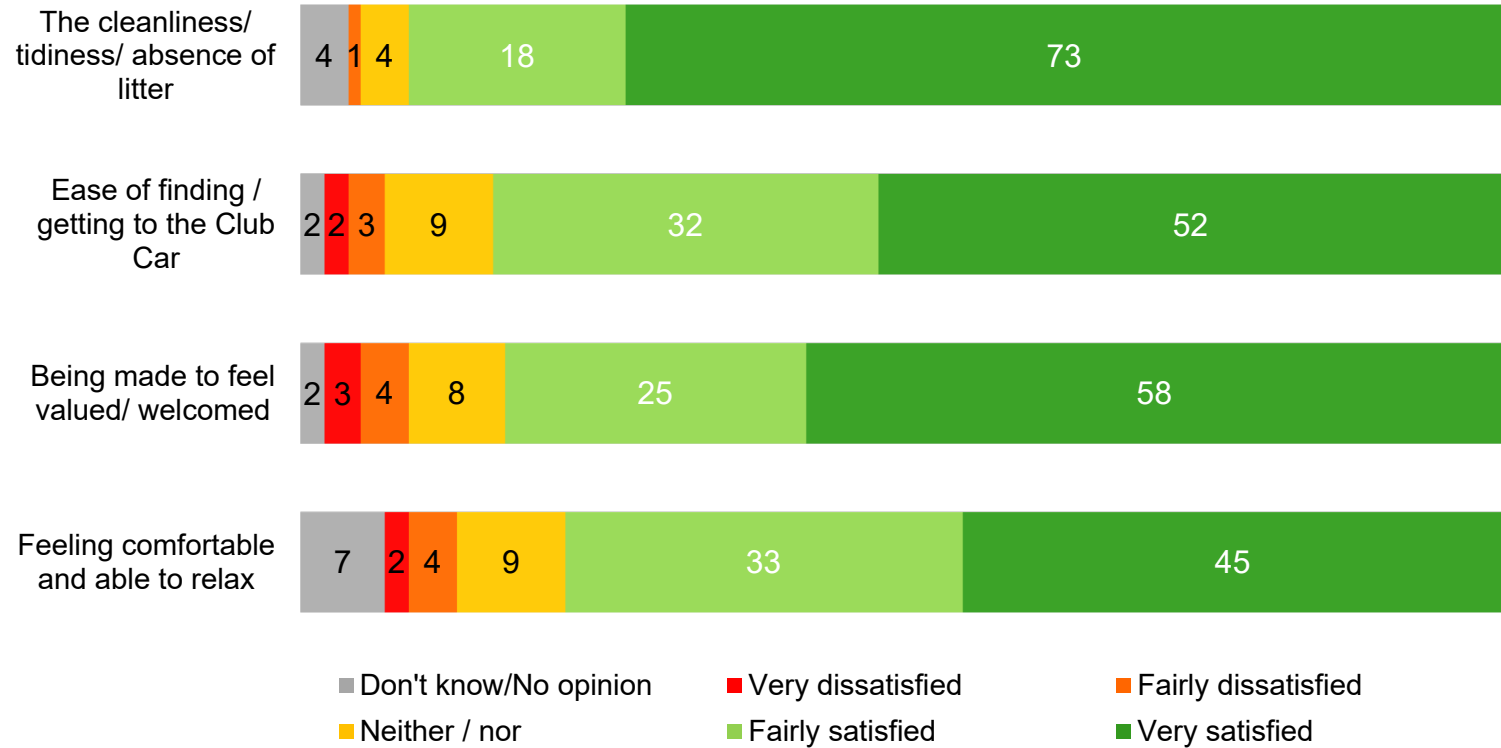


Morning Use

Q22a/b. Thinking about the evening/morning of your trip on the Caledonian Sleeper, did you visit the Club Car?
Base: all (475).



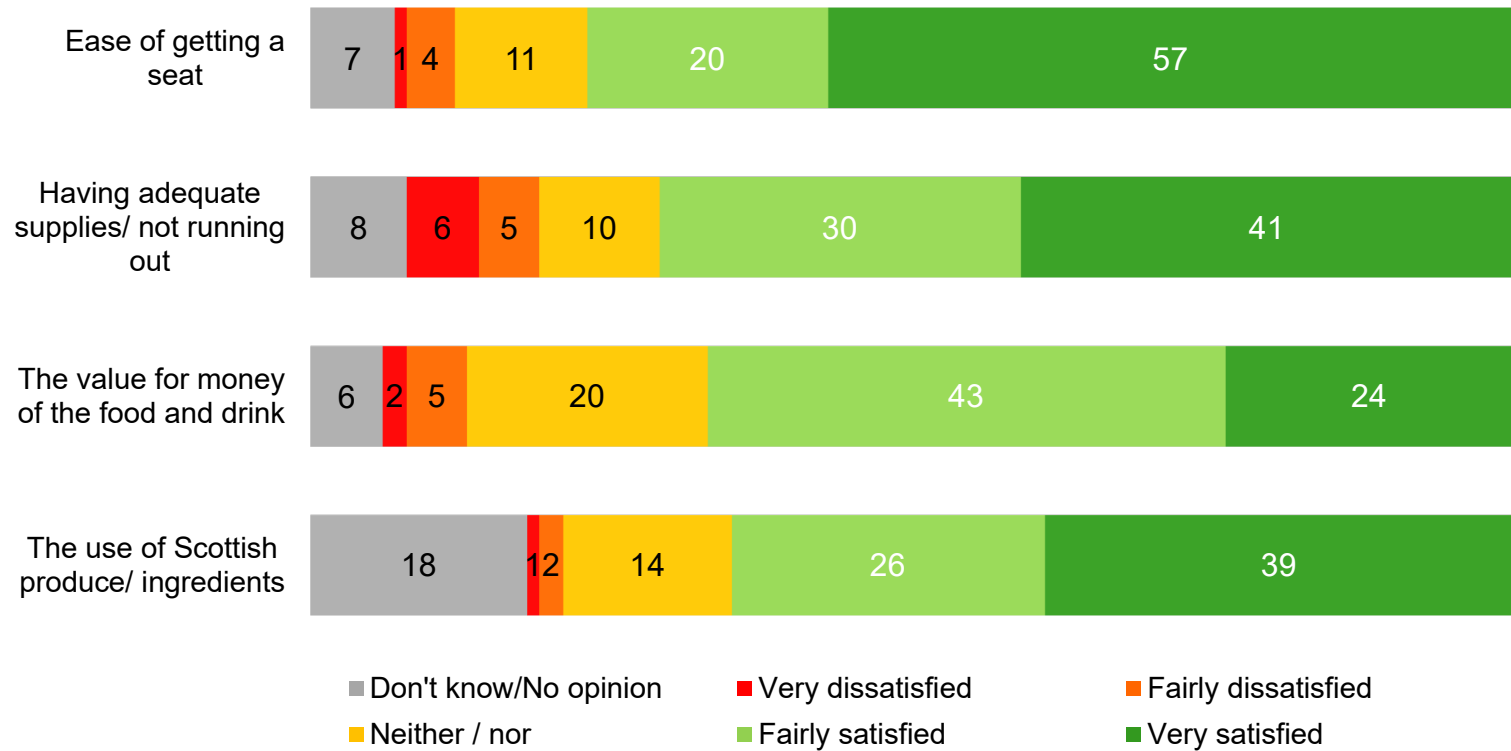
Satisfaction with features of the Lounge Car – top 4



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 (256).



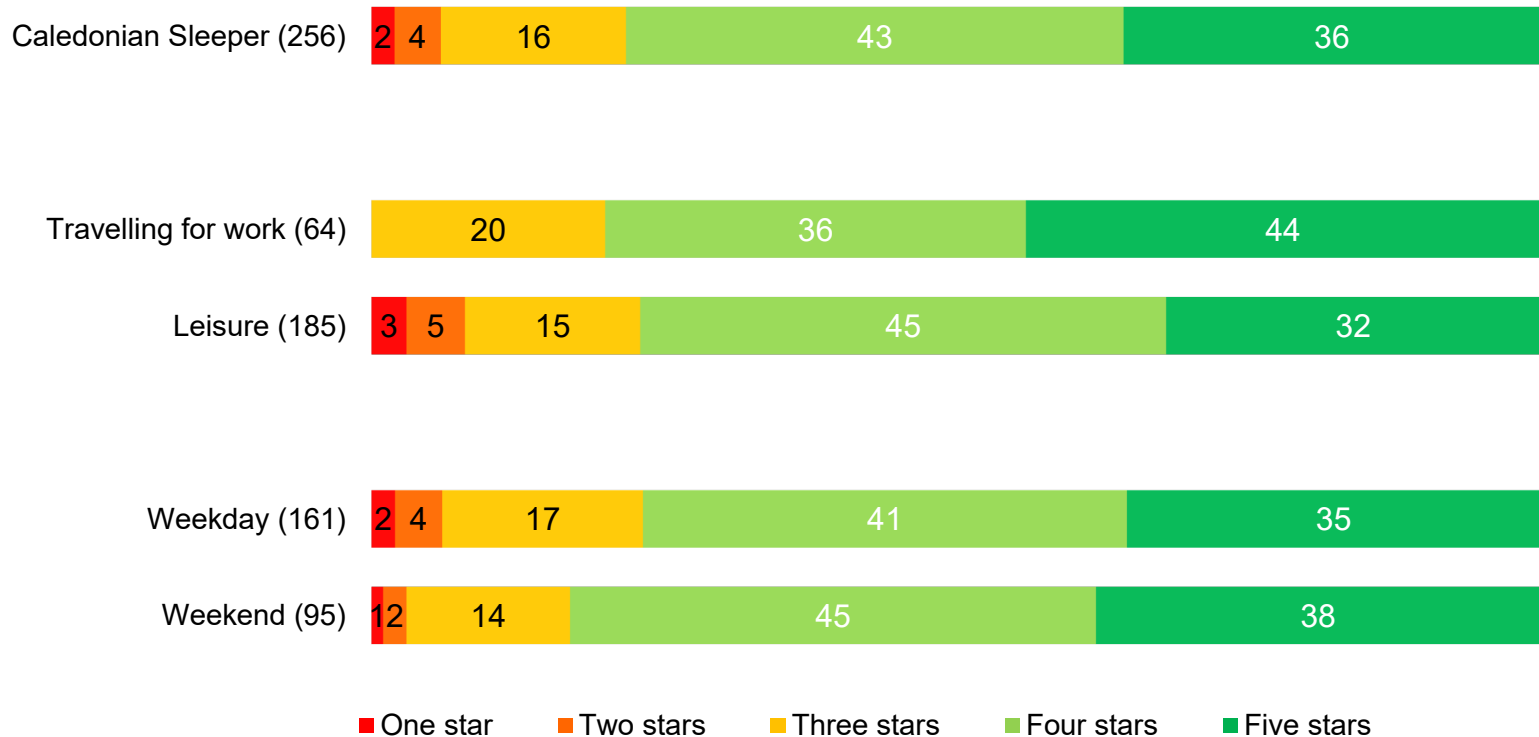
Satisfaction with features of the Club Car – bottom 4



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 (256).



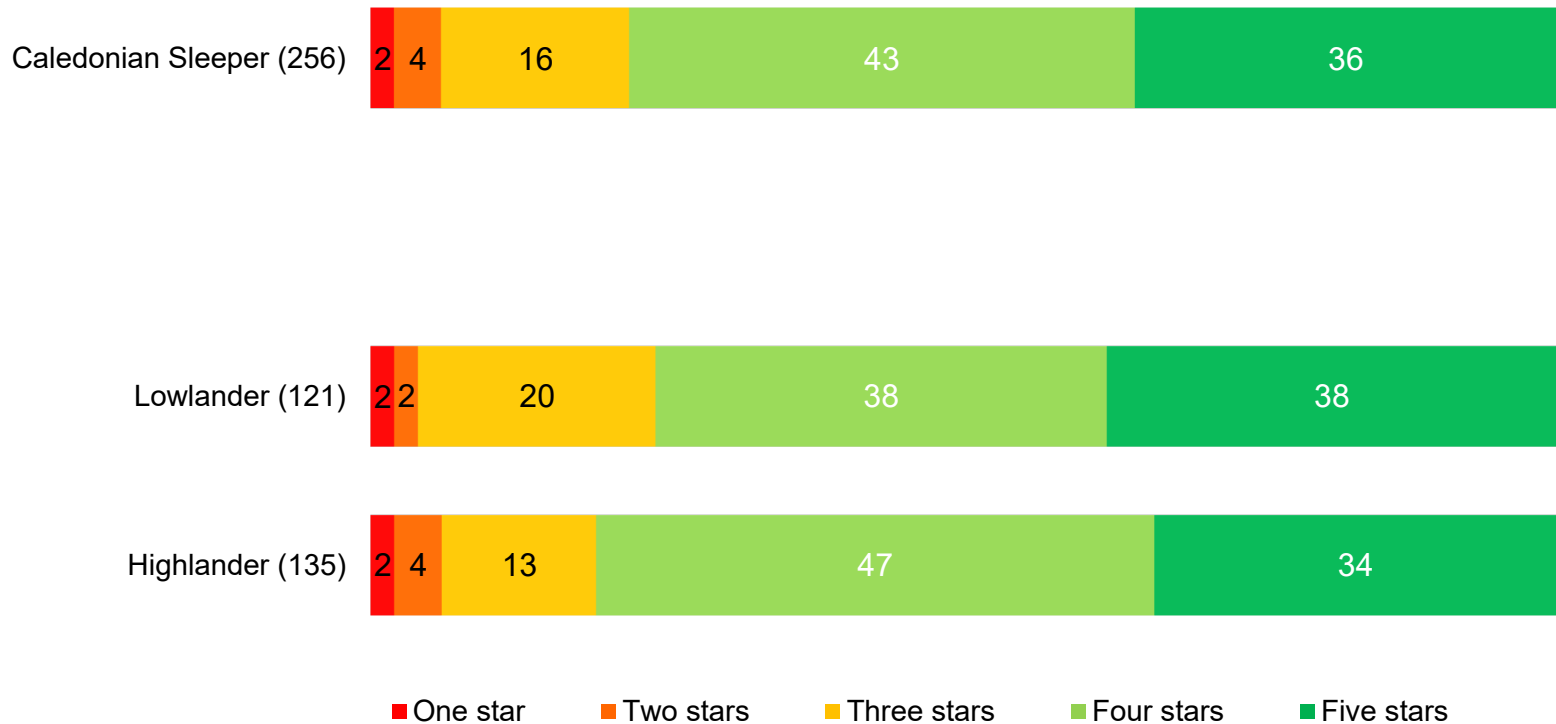
Overall rating of Club Car by passenger group



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



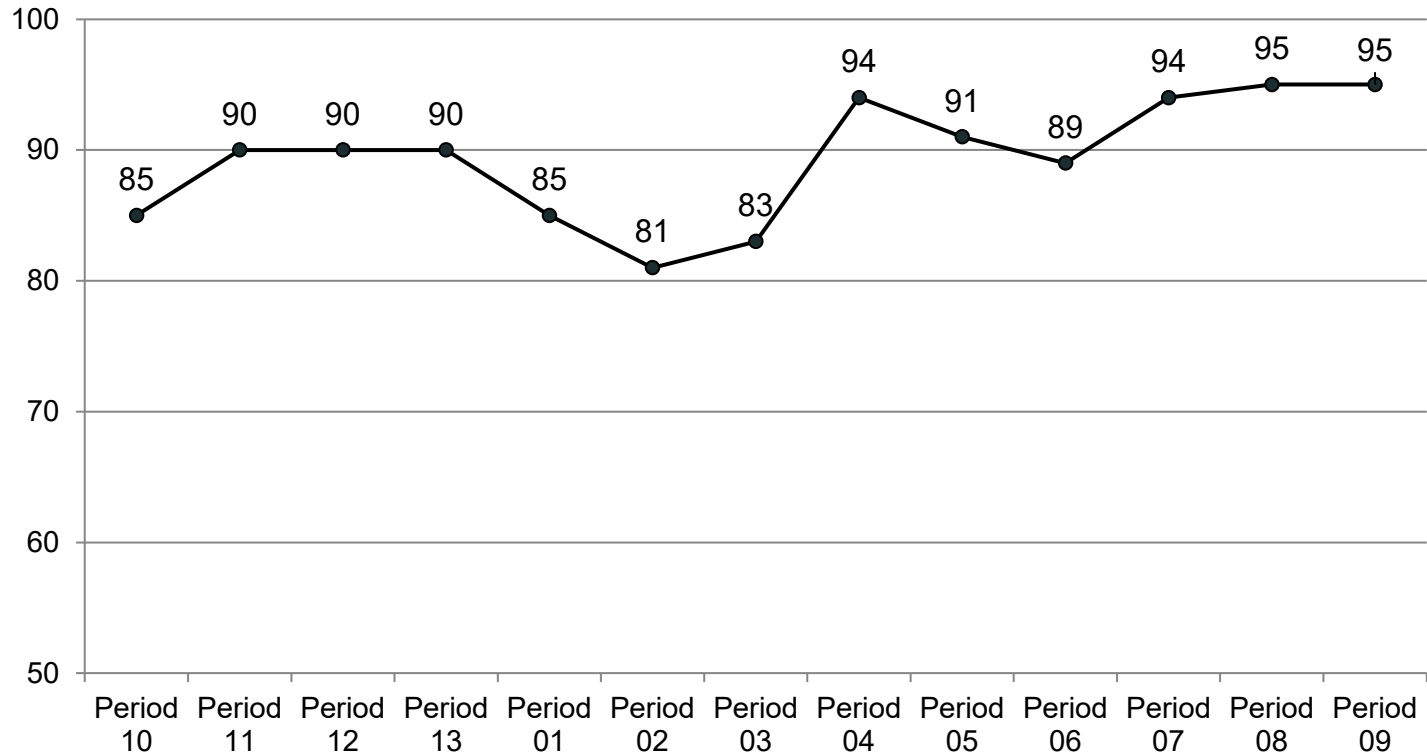
Q24a. How many stars overall do you give the Club Car on the Caledonian Sleeper?
Base: all users of the Club Car (in brackets above).



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?



Rating of the Club Car overall – customer comments

Make sure the provisions are adequate so that all items on the menu are available. More staff - the staff were run of their feet. Perhaps have two club dining cars.

Corridors are too narrow and you have to constantly stand aside or move back to allow other passengers to pass. This made us late for breakfast and when we arrived at the club car the staff were very rude.

The club car was not open for breakfast on the outward journey due to staffing issues. This had a major impact on the enjoyment of the trip.

No hot food was available on this trip. It would have been nice to have the option.

Not enough vegetarian and vegan food options.

Very grumpy restaurant manager. Felt rushed and unwelcome.

Not easy to see the gluten free options.

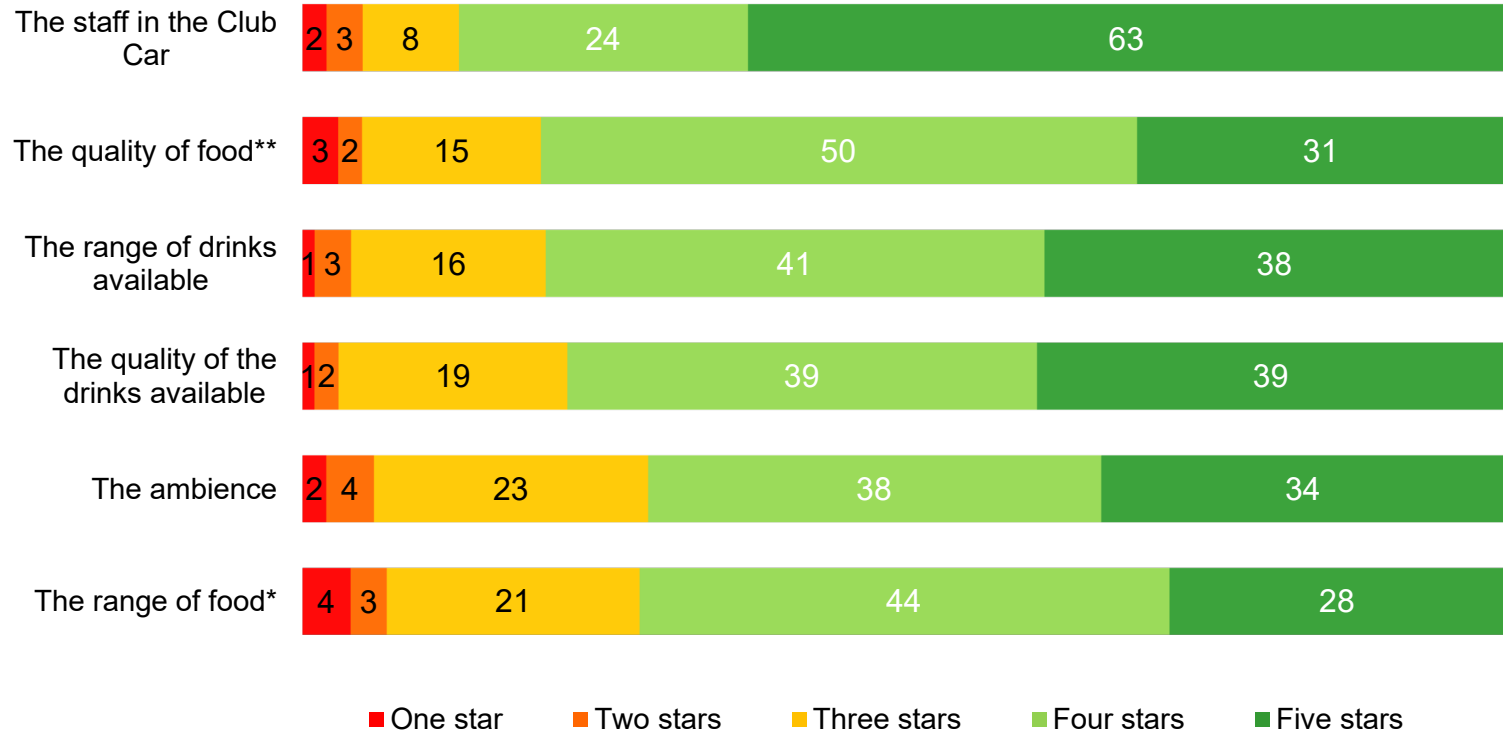
More seating but understand its first come first seated.

There were many things on the menu unavailable being out of stock. This was a bit disappointing.

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 (256), *those who looked at the menu (160), **those who ate a meal (107).



Rating of features of the Club Car – customer comments

I had tried to visit earlier, with my daughter, but we were unable to find any seats. I returned much later when she was asleep to get a drink, and it was OK, but felt that the size/scope of the car made it likely that many others left feeling unable to relax there as hoped for. Those with tables were there for extended periods so blocking turnover.

There was limited seating and the bar stools and space was not particularly comfortable. The staff were very good. The man in charge especially. More comfortable and available seating would improve the service.

The single member of staff was rushed and a little stressed. His manner was a little short (with others but I overheard and felt the effect) as he was having to deal with multiple orders, deliveries and payments alone.

Be more welcoming at breakfast time. The time of breakfast was not entirely clear and we arrived right on the last minute.

I only gave three stars as it was fairly crowded. Other times when it's quieter the ambience is better.

For an overnight travel I do not think they could improve it that much. It is not a hotel it is simply an overnight lounge to sit in rather than sit in a cramped room.

A repeated request for non-alcoholic beer.

For such a high price of the Sleeper, I think it had elevated my expectations. I would have liked to see things like loose leaf tea and perhaps special blends and a more inspired choice of cold drinks.

On both journeys the wine of our choice on the menu was out of stock!.

Better quality coffee.

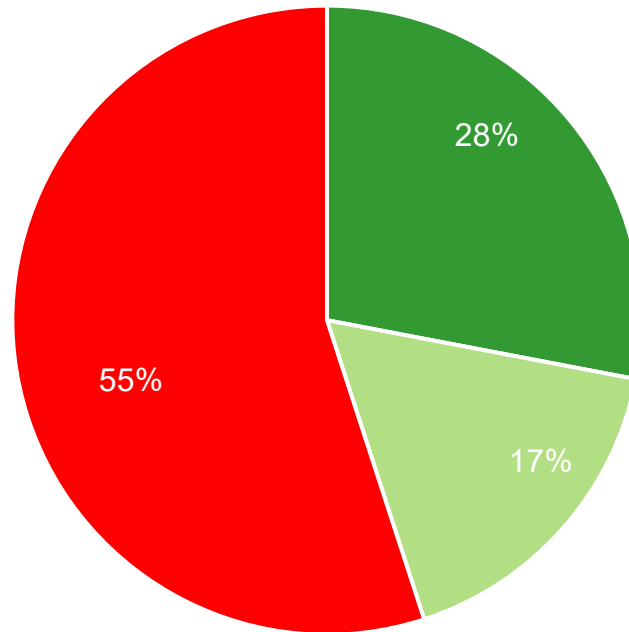
You can't advertise that it's exciting Scottish food and then serve three dishes one of which is macaroni cheese.

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 2022/23 %

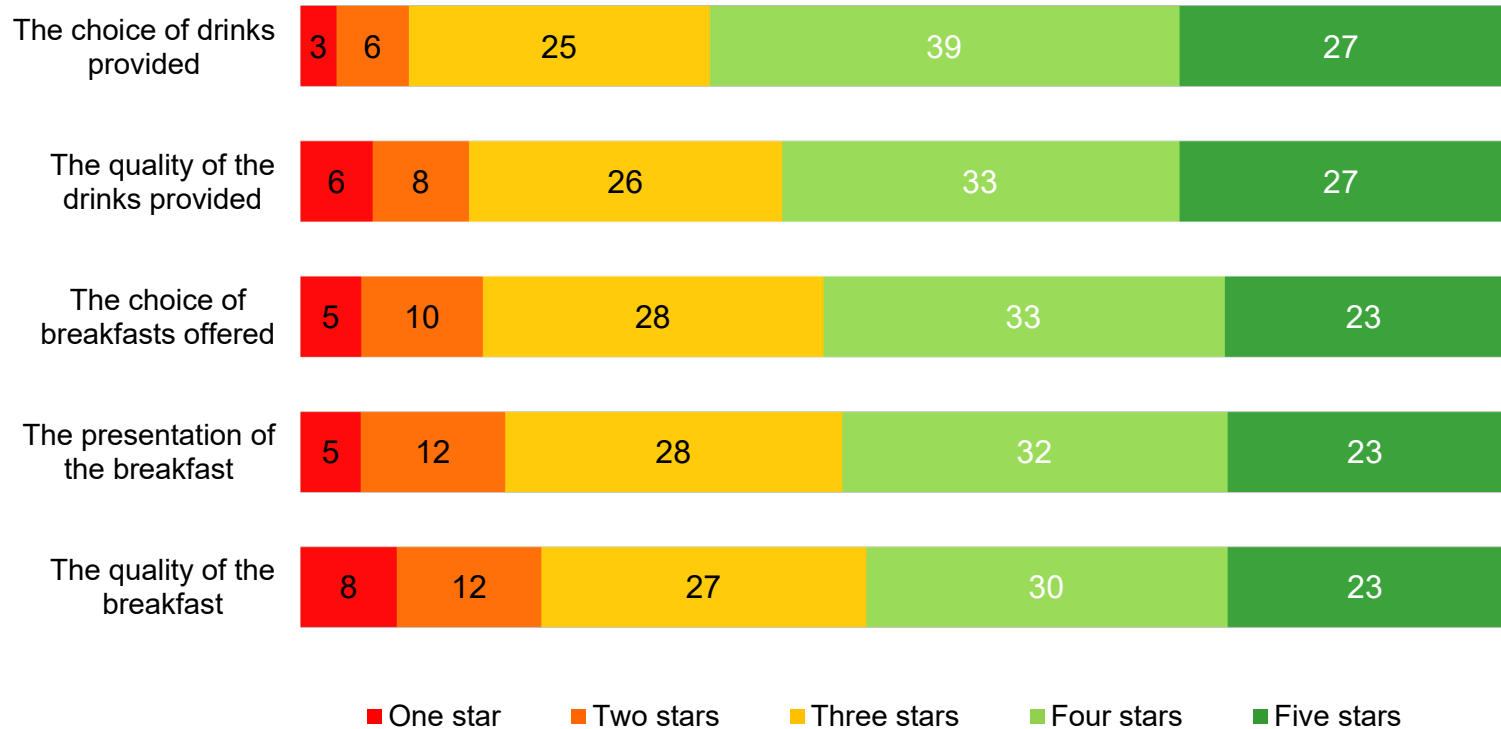


■ Yes - in my room ■ Yes - in the Club Car ■ No

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 (288).



Rating of features of the breakfast – customer comments

I can understand as the train was full however unfortunately they didn't have a number of the items we ordered and so they were replaced with something else similar. Unfortunately not to our tastes. I can understand this is very difficult when not wanting to wake people though and with a full train.

A healthier option would be great.

There were no vegan protein pots or fruit and the only thing I could have was the porridge.

It was just a convenience offering - nothing luxurious at all.

Not really much choice. Would like to see toast or cereals.

No dairy-free alternates offered instead of milk.

Offer better coffee options - have a latte/cappuccino machine.

Orange juice wasn't nice.

Too much plastic in the offering.

It was very basic offering of hot and cold drinks. It was more about the presentation than the choice. Just felt that for a premium price this fell short of expectations. A budget offering on a high price in my opinion.

There was a limited food menu offered on my trip. The coffee was instant coffee and there was no creamer offered. Providing a cup of drip coffee and creamer would be great.

You used to be able to have the full scottish in your room, but now you have to go to the club car. The selection for the room breakfast is poor and unimaginative.

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?



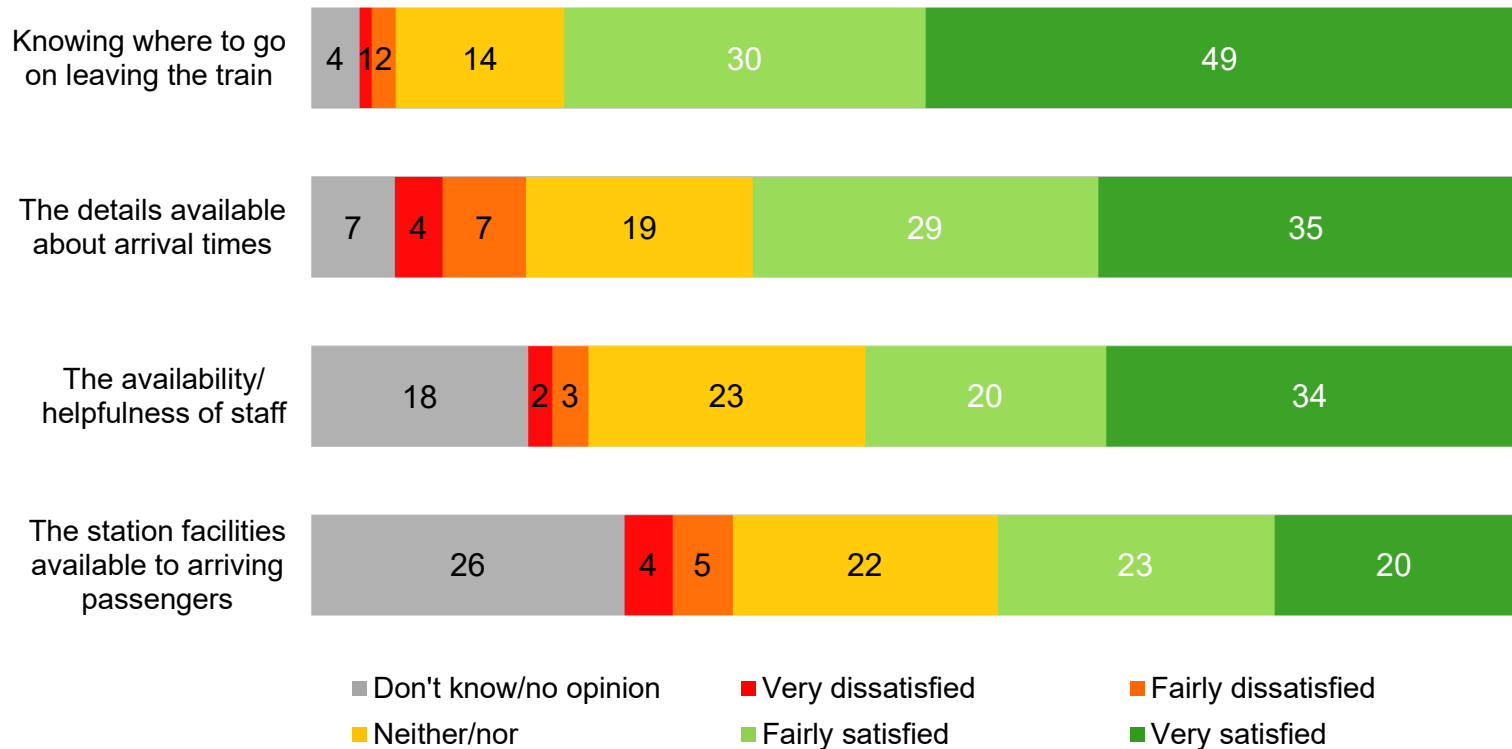
Caledonian Sleeper

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 (640).



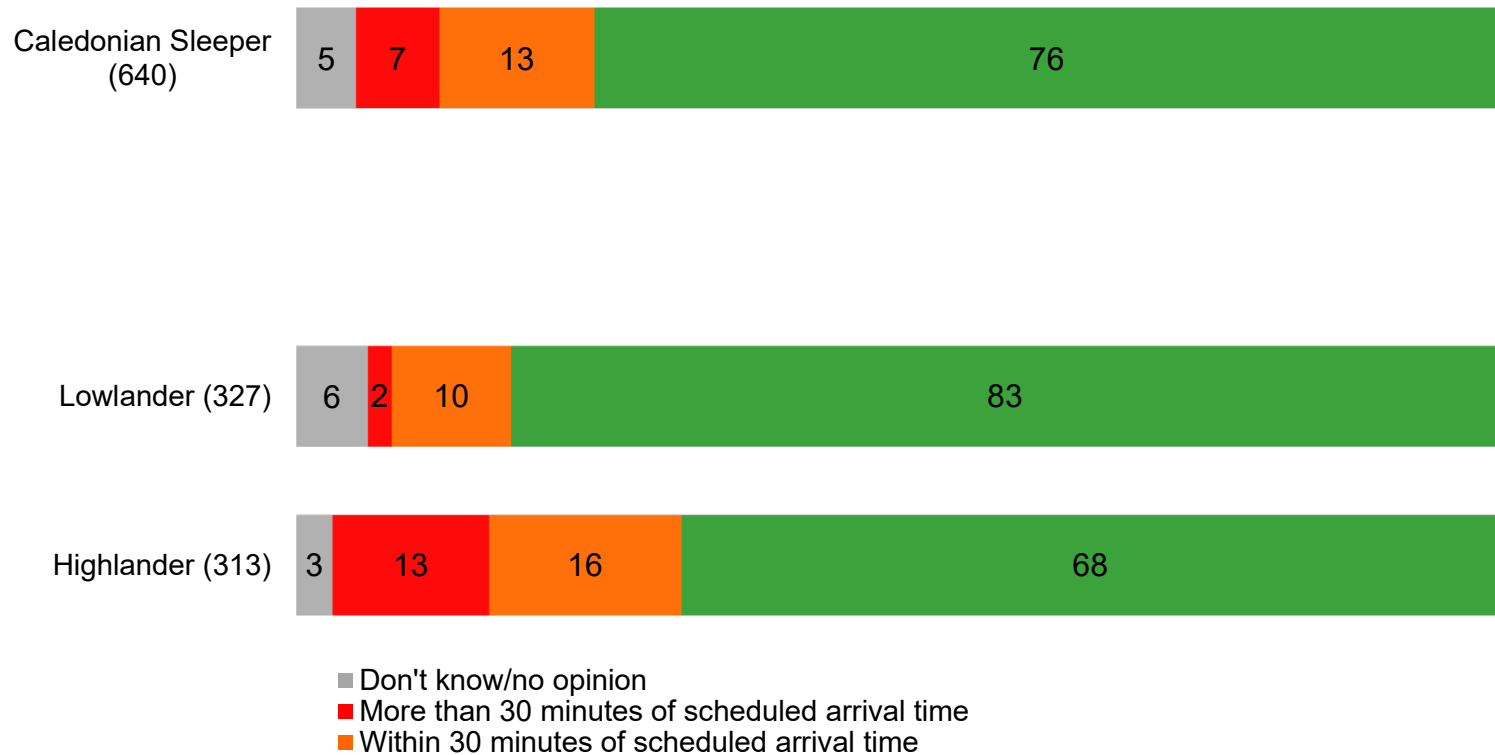
Caledonian Sleeper

Delay



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Punctuality of service by route



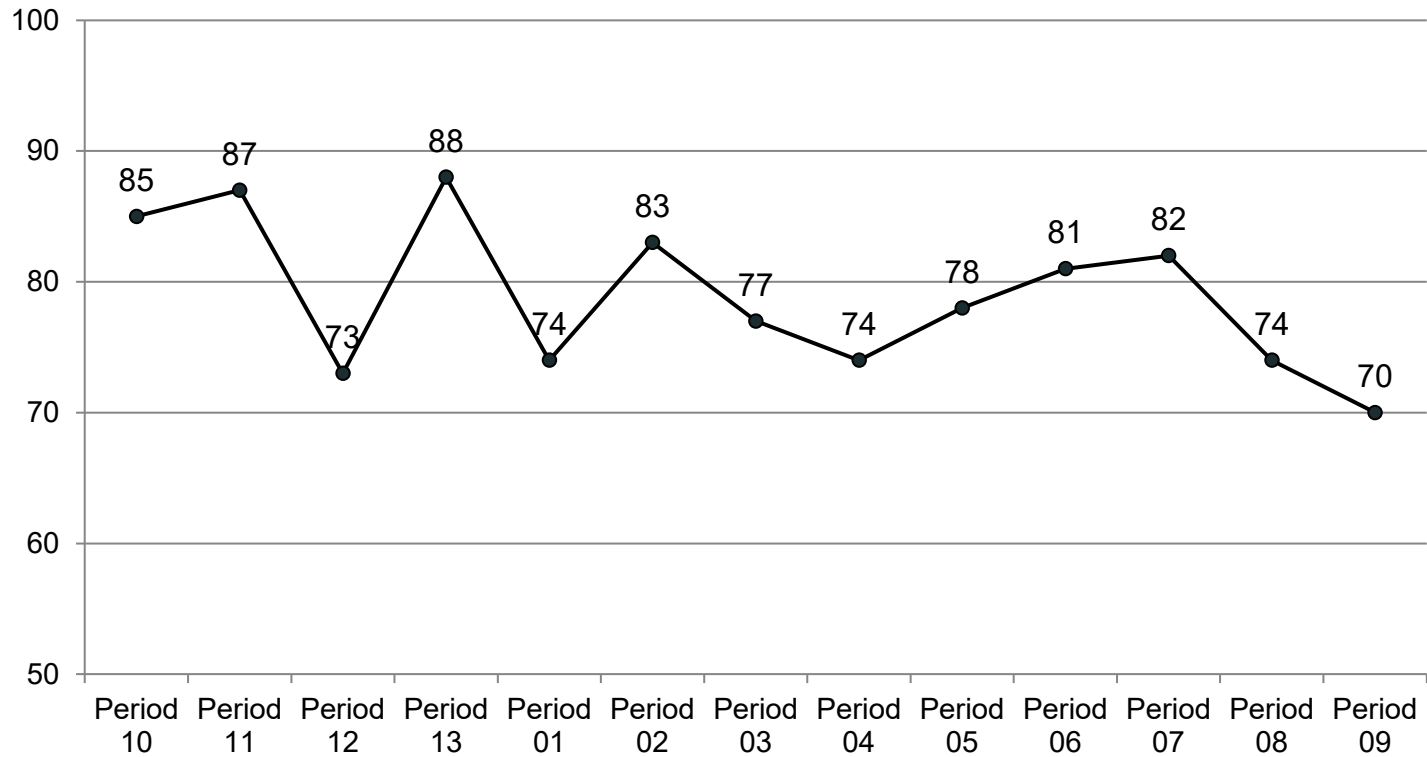
Q27a. Did your train arrive on time?
Base: in brackets above.



Punctuality of service - trend

Rating of experience

Trend: On time or early



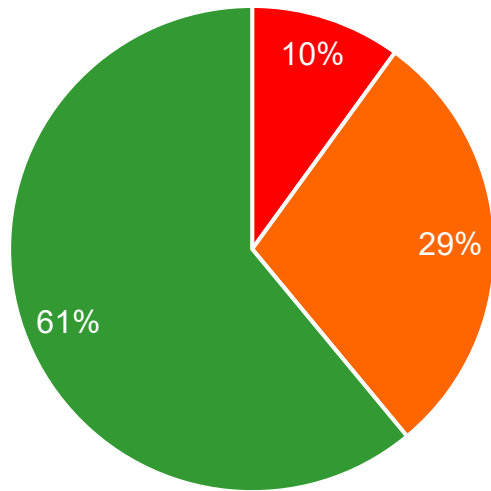
Q27a Did your train arrive on time?



Impact of delay

Quarter 3 2022/23 %

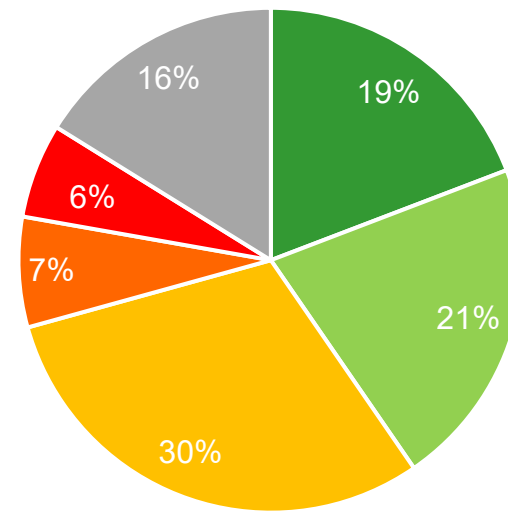
- Yes, it was a serious inconvenience
- Yes, it was a minor inconvenience
- No, it did not inconvenience me



Impact of the delay

Q27b. Did this affect your plans for the day?
Base: all who experienced a delay (126).

- Very well
- Fairly well
- Neither/nor
- Fairly poorly
- Very 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 (126)



Caledonian Sleeper

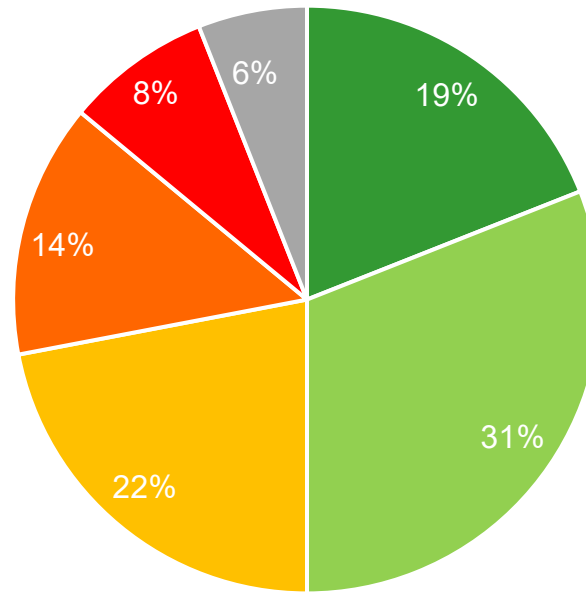
Facilities for those with a disability or illness



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Satisfaction that Caledonian Sleeper provides a service suitable to needs

Quarter 3 2022/23 %



- 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 (36*) *Caution – low base.



Providing a service suitable to needs – customer comments

I suffer with Sleep apnoea and have a CPAP machine. This needs to be powered all night but the power on board through the night regularly goes off and on even for charging phones. This doesn't work for my CPAP machine. It would need to be a more consistent supply.

Fold away top bunk when only one person is in the room to allow for more mobility and better sleep quality.

Provide single room rather than cramped twin.

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



Caledonian Sleeper

Appendix



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Sample profile – journey details

<i>Sample size</i>	<i>640 %</i>	<i>Sample size</i>	<i>640 %</i>	<i>Sample size</i>	<i>640 %</i>
Age		Journey Purpose		Disability or Illness	
16-34	18	Travelling for work	30	None	94
35-54	39	Company business	20	Vision	>1
55+	41	Personal Business	5	Hearing	>1
Not stated	2	Regular travel between home and workplace	5	Mobility	3
Gender		Leisure	67	Hidden disability	1
Male	53	Visiting friends/ relatives	23	Speech or language impairment	>1
Female	43	Holiday/ short break	41	Mental health	>1
Not stated	3	Attending a sporting/ musical/ theatrical/ charity event	3	Other	1
Working status		Other	3		
Full time	63				
Part time	14				
Not working	1				
Retired	15				
Student	2				
Not stated	5				
Residence					
UK	86				
Non-UK	13				



Sample profile – journey details

<i>Sample size</i>	<i>640 %</i>	<i>Sample size</i>	<i>640 %</i>	<i>Sample size</i>	<i>640 %</i>
<u>Travelling party</u>		<u>Return journey mode</u> (those making outward journey)		<u>Travel to departure station</u>	
Alone	55	Caledonian Sleeper	42	Train	30
With a business colleagues(s)	2	Daytime train	36	Underground/ Tram/ Subway	26
With family (adults only)	31	Plane	14	Bus/ Coach	9
With family (adults/children)	8	Coach	1	Taxi	14
With friends	5	Own Car	1	Own car/ Dropped off	12
<u>Accommodation</u>		Hire car	1	Hire car	3
Seat	26	Other	3	On foot	22
Room	37	Don't know	3	Bicycle	2
En-suite room (with shower)	37	<u>Outward journey mode</u> (those making return journey)		Other	1
<u>Journey direction</u>		Caledonian Sleeper	55	<u>Travel from arrival station</u>	
Outward	60	Daytime train	26	Train	31
Return	40	Plane	14	Underground/ Tram/ Subway	20
One way	-	Coach	-	Bus/ Coach	11
		Own Car	-	Taxi	12
		Hire car	1	Own car/ Dropped off	13
		Other	3	Hire car	4
				On foot	25
				Bicycle	1
				Other	2



Sample profile – journey details

<i>Sample size</i>	<i>640 %</i>	<i>Sample size</i>	<i>640 %</i>	<i>Sample size</i>	<i>640 %</i>
<u>Service Day</u>		<u>Accommodation type</u>		<u>Transaction value</u>	
Weekday	59	1 st class	38	£0-£49.99	7
Weekend	41	Standard	37	£50-£99.99	18
<u>Direction</u>		<u>Party size</u>		<u>Transaction value by quest</u>	
Northbound	53	Seated	26	£100-£149.99	7
Southbound	48	Single traveller	59	£150-£199.99	18
<u>Train Type</u>		Two people		£200-£249.99	17
Highlander	49	Three or more people		£250-£299.99	17
Lowlander	51			£300 or more	16
<u>Crew</u>				<u>Transaction value by quest</u>	
Aberdeen	6			£0-£49.99	10
Edinburgh	15			£50-£99.99	23
Fort William	7			£100-£149.99	25
Glasgow	11			£150-£199.99	21
Inverness	12			£200-£249.99	22
London	50				



Sample profile – journey details

<i>Sample size</i>	<i>640 %</i>	<i>Sample size</i>	<i>640 %</i>	<i>Sample size</i>	<i>640 %</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	10	12 or more	(362) 3	More than 20 years ago	28
4-11	21	4-11	19	15-19 years ago	8
2-3	26	2-3	31	10-14 years ago	8
First journey in last 12 months	30	1 Journey	35	5-9 years ago	13
First ever journey	10	None	12	3-4 years ago	8
Have never made a journey between Scotland and the London area	2			In the last 1-2 years	36



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 2022/23, combining Rail Periods 07, 08 and 09. **Fieldwork for quarter 3 2022/23 took place between 21 September and 27 December 2022.** This covered journeys made between 18 September and 10 December 2022.

640 questionnaires were completed in total.



Caledonian Sleeper

Quarterly Report

Quarter 3, 2022/23

Rail Periods 07, 08 and 09



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