	Caledonian Sleeper 2018/19		Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	
No.	Stations	Benchmark	period 1	period 2	period 3	period 4	period 5	period 6	period 7	period 8	period 9	period 10	period 11	period 12	period 13	
8	Station Timetables and Information	99	96	92	85	85	95	73	77	79	85	81	88	100	98	
10	Station Posters	85	96	94	79	79	95	74	81	79	88	83	86	98	98	
16	Information Totems	90	83	93	93	93	94	92	85	95	82	92	89	84	79	
	Rolling Stock															
a 18	Station Lounges / Waiting Areas	95	70	80	90	90	80	67	80	60	100	60	60	60	60	
b 18	Washing Facilities	95	90	90	90	90	80	83	100	80	100	60	60	60	60	
c 18	Catering Facilities	95	100	100	100	100	100	100	100	60	100	100	100	100	100	
19	Train Seats, Racks etc per non sleeper carriage	90	88	60	82	75	75	50	88	67	33	50	75	50	63	
20	Train Lighting per c	95	90	74	78	79	84	85	77	84	81	96	65	91	65	
21	Train Toilets per c	90	100	90	85	83	86	82	92	87	86	88	95	80	91	
22	Train Graffiti per c	99	100	100	100	100	100	100	100	100	100	100	100	100	100	
23	Train Cleanliness per c	96	100	100	94	96	97	95	100	100	94	100	100	95	100	
24	Destination Boards and PIDs	95														
25	Train Heating/Ventilation per c	99	100	100	100	100	100	100	100	100	100	100	100	100	100	
26	Train Posters/On Train Information nil	99	100	82	74	74	100	70	96	97	100	100	100	95	96	
27	Train Doors per c	99	97	94	97	96	96	100	93	97	94	96	96	92	96	
28	On-Train CCTV nil	90														
29	Reservation System per per train	95	100	100	83	75	50	100	100	60	50	100	100	50	67	
30	On-Train Refreshment and Food Facilities per train	95	100	100	83	75	100	100	100	80	100	100	100	100	75	
31	Passenger Entertainmet systems and WIFI - nil	85														
32	Train staff and Customer Care - per train	95	100	100	100	100	100	100	100	100	100	100	100	100	100	
35	In cabin (per sleeper carriage)	95	77	83	73	62	81	81	75	70	83	75	45	74	73	
																Totals
	Penalty before RPI		-3918	-12146	-21255	-19590	-11714	-14927	-7143	-18447	-9948	-5416	-10701	-13130	-16044	**-164379**
	Penalty after RPI		-4233	-13126	-22969	-21170	-12659	-16131	-7719	-19935	-10750	-5853	-11564	-14189.03	-17338	**-177636.4**