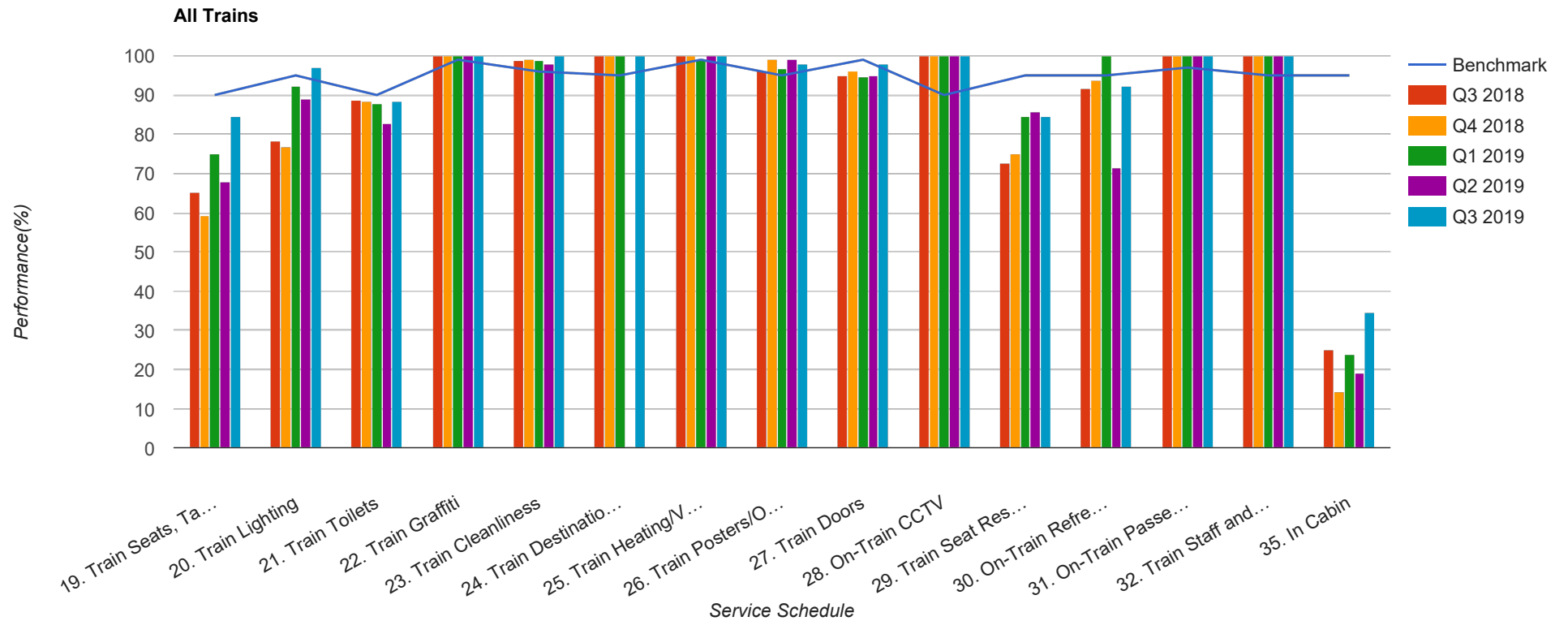


Quarter 3 2018 - Quarter 3 2019
Caledonian Sleeper



Table

Service Schedule	Benchmark	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
19. Train Seats, Tables, Racks and other Passenger Facilities	90	65.22	59.38	75	67.86	84.62
20. Train Lighting	95	78.21	76.77	92.22	88.89	96.88
21. Train Toilets	90	88.57	88.37	87.95	82.8	88.42
22. Train Graffiti	99	100	100	100	100	100
23. Train Cleanliness	96	98.72	98.98	98.88	97.98	100
24. Train Destination Boards and Passenger	95	100	100	100	0	100
25. Train Heating/Ventilation	99	100	100	98.89	100	100
26. Train Posters/On Train Information	95	96.15	98.98	96.67	98.99	97.92
27. Train Doors	99	94.94	96.08	94.57	95.05	97.94
28. On-Train CCTV	90	100	100	100	100	100
29. Train Seat Reservation System	95	72.73	75	84.62	85.71	84.62
30. On-Train Refreshment and Food Facilities	95	91.67	93.75	100	71.43	92.31
31. On-Train Passenger Entertainment Systems and WiFi	97	100	100	100	100	100
32. Train Staff and Customer Care	95	100	100	100	100	100
35. In Cabin	95	25	14.29	23.81	19.18	34.72