

Caledonian Sleeper			Period 10	Period 11	Period 12	Period 13	Q4
SQUIRE QUARTER 4 2019/20		Benchmark	Actual %	Actual %	Actual %	Actual %	Average
			Level	Level	Level	Level	Perf
Stations							
8	Station Timetables and Information	99	60	91	98	N/A	83.0
10	Station Posters	85	58	84	93	N/A	78.3
16	Information Totems	90	90	88	83	N/A	87.0
		Benchmark	Actual %	Actual %	Actual %	Actual %	Average
Rolling Stock			Level	Level	Level	Level	Perf
18A	Station Lounges / Waiting Areas	95	60	40	60	N/A	53.3
18B	Washing Facilities	95	60	60	80	N/A	66.7
18C	Catering Facilities	95	100	100	100	N/A	100.0
19	Train Seats, Racks and other Passenger Facilities	90	100	90	90	N/A	93.3
20	Train Lighting	95	97	97	97	N/A	97.0
21	Train Toilets	90	97	88	88	N/A	91.0
22	Train Graffiti	99	100	100	100	N/A	100.0
23	Train Cleanliness	95	100	100	100	N/A	100.0
24	Destination Boards and Passenger Information Displays	95	100	100	100	N/A	100.0
25	Train Heating/Ventilation	99	100	100	100	N/A	100.0
26	Train Posters/On - Train Information	99	97	97	97	N/A	97.0
27	Train Doors	99	97	100	100	N/A	99.0
29	On - train CCTV	90					
29	Seat Reservation System	95	100	100	100	N/A	100.0
30	On - Train Refreshment and Food Facilities	95	100	100	100	N/A	100.0
31	Passenger entertainment systems	85	100	100	100	N/A	100.0
32	Train staff and Customer Care	95	100	100	100	N/A	48.7
35	In Cabin	95	54	41	51	N/A	93.3
Average overall percentage		94.0	88.5	88.8	91.9	N/A	89.7
			P10	P11	P12	P13	Q4
FINANCIAL RESULTS		before RPI	-120	-2,070	-2,027	N/A	-4,217
		after RPI	-133	-2,294	-2,245	N/A	-4,672