Caledonian Sleeper			Period 7	Period 8	Period 9	Q3
SQUIRE QUARTER 3 2019/20		Benchmark	Actual %	Actual %	Actual %	Average
			Level	Level	Level	Perf
Stations						
8	Station Timetables and Information	99	65	40	46	50.3
10	Station Posters	85	60	42	44	48.7
16	Information Totems	90	85	95	93	91.0
		Benchmark	Actual %	Actual %	Actual %	Average
Rolling Stock			Level	Level	Level	Perf
18A	Station Lounges / Waiting Areas	95	80	60	70	70.0
18B	Washing Facilities	95	60	60	70	63.3
18C	Catering Facilities	95	100	100	100	100.0
19	Train Seats, Racks and other Passenger Facilities	90	60	100	100	100.0
20	Train Lighting	95	92	100	100	70.0
21	Train Toilets	90	91	86	87	63.3
22	Train Graffiti	99	100	100	100	100.0
23	Train Cleanliness	95	100	100	100	86.7
24	Destination Boards and Passenger Information Displays	95	100	100	100	97.3
25	Train Heating/Ventilation	99	100	100	100	88.0
26	Train Posters/On - Train Information	99	86	79	97	100.0
27	Train Doors	99	95	100	100	100.0
29	On - train CCTV	90				
29	Seat Reservation System	95	80	75	100	85.0
30	On - Train Refreshment and Food Facilities	95	80	100	100	93.3
31	Passenger entertainment systems	85	100	100	100	100.0
32	Train staff and Customer Care	95	100	100	100	100.0
35	In Cabin	95	47	71	50	56.0
Average overall percentage		94.0	83.5	83.8	86.8	84.7
			P7	P8	P9	Q3
FINANCIAL RESULTS		before RPI	-11,735	-1,335	-988	-14,058
		after RPI	-13,003	-1,479	-1,095	-15,577