

Total Number of  
Survey Responses  
Last 6 Months

32K

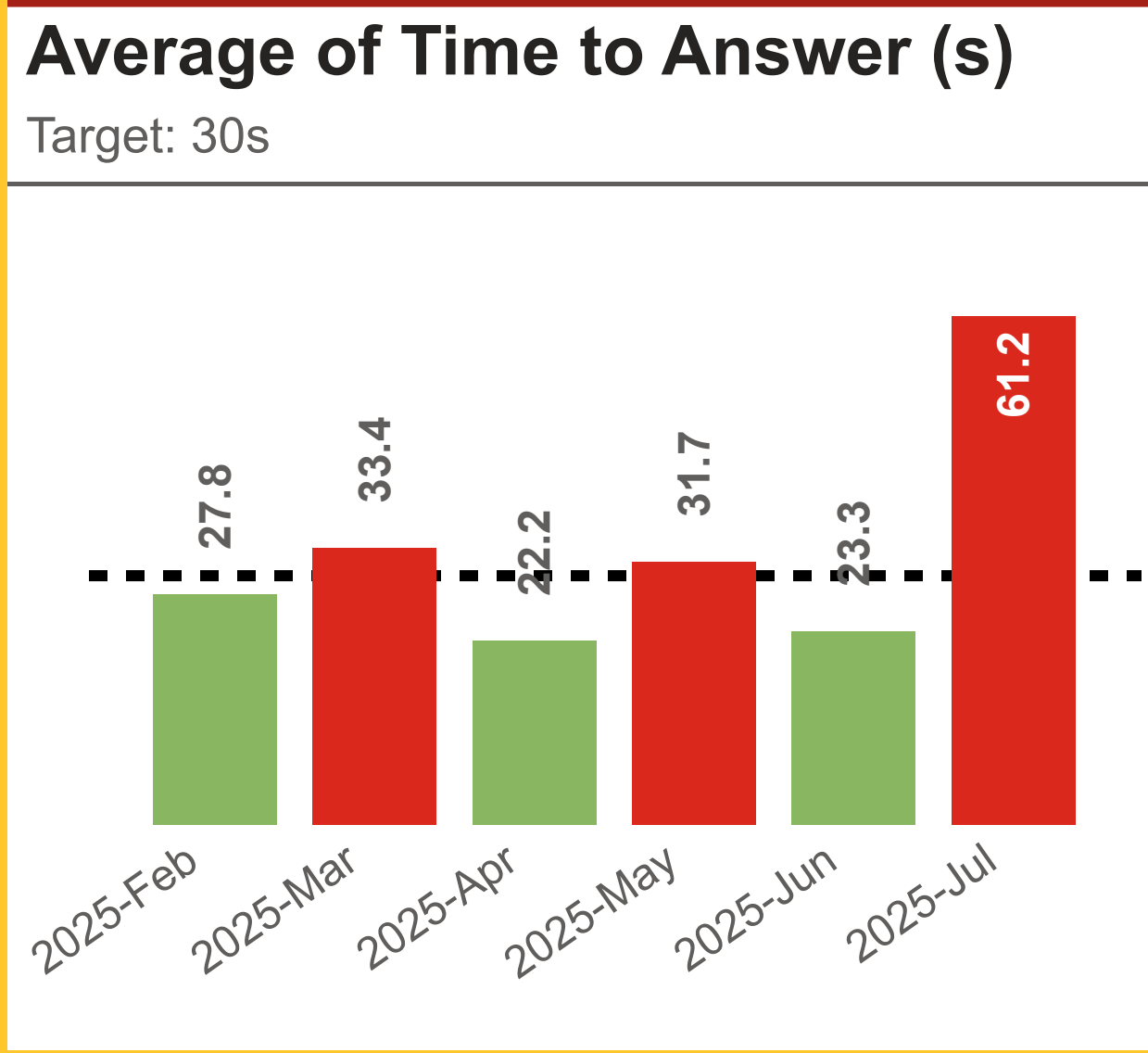
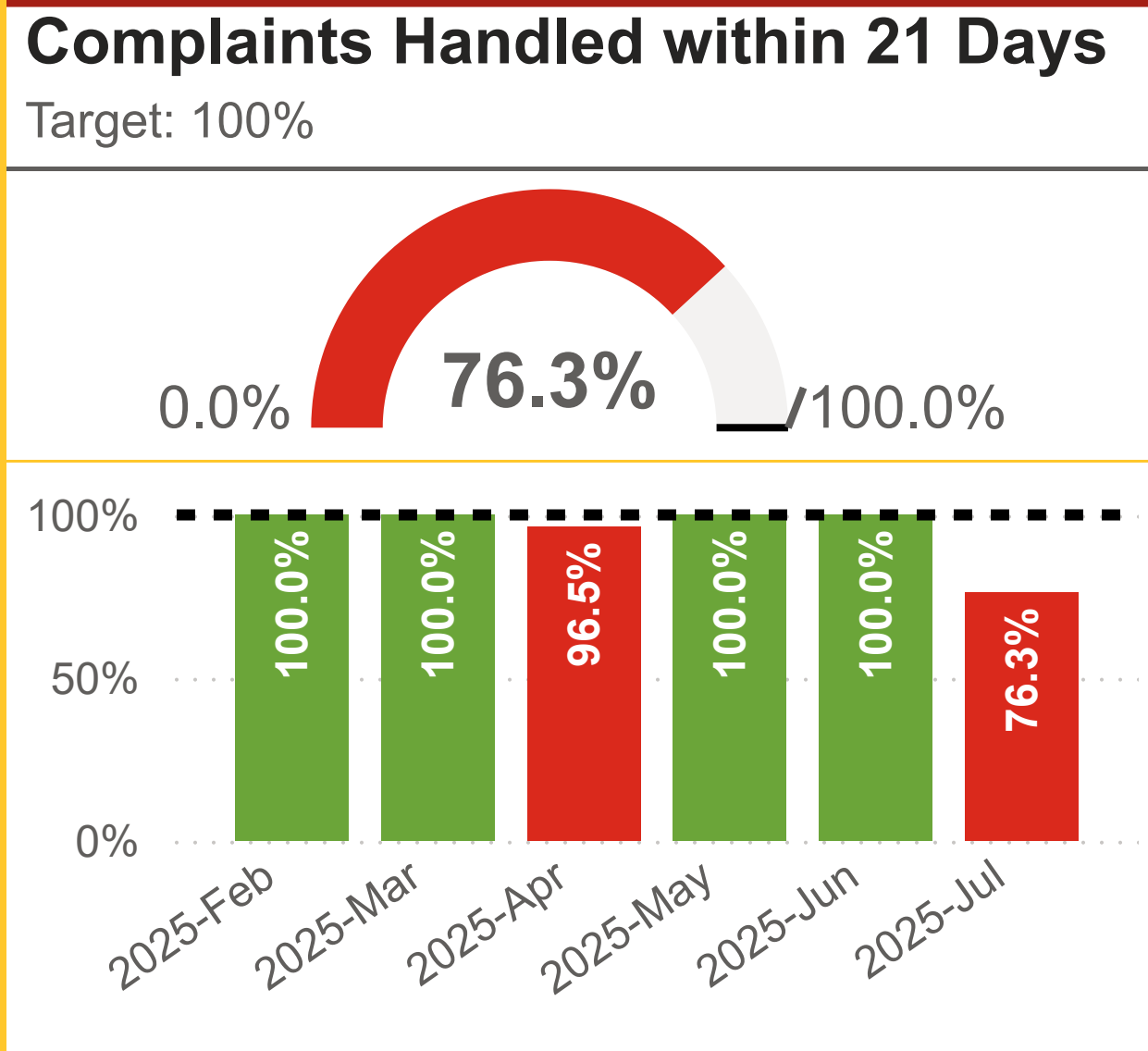
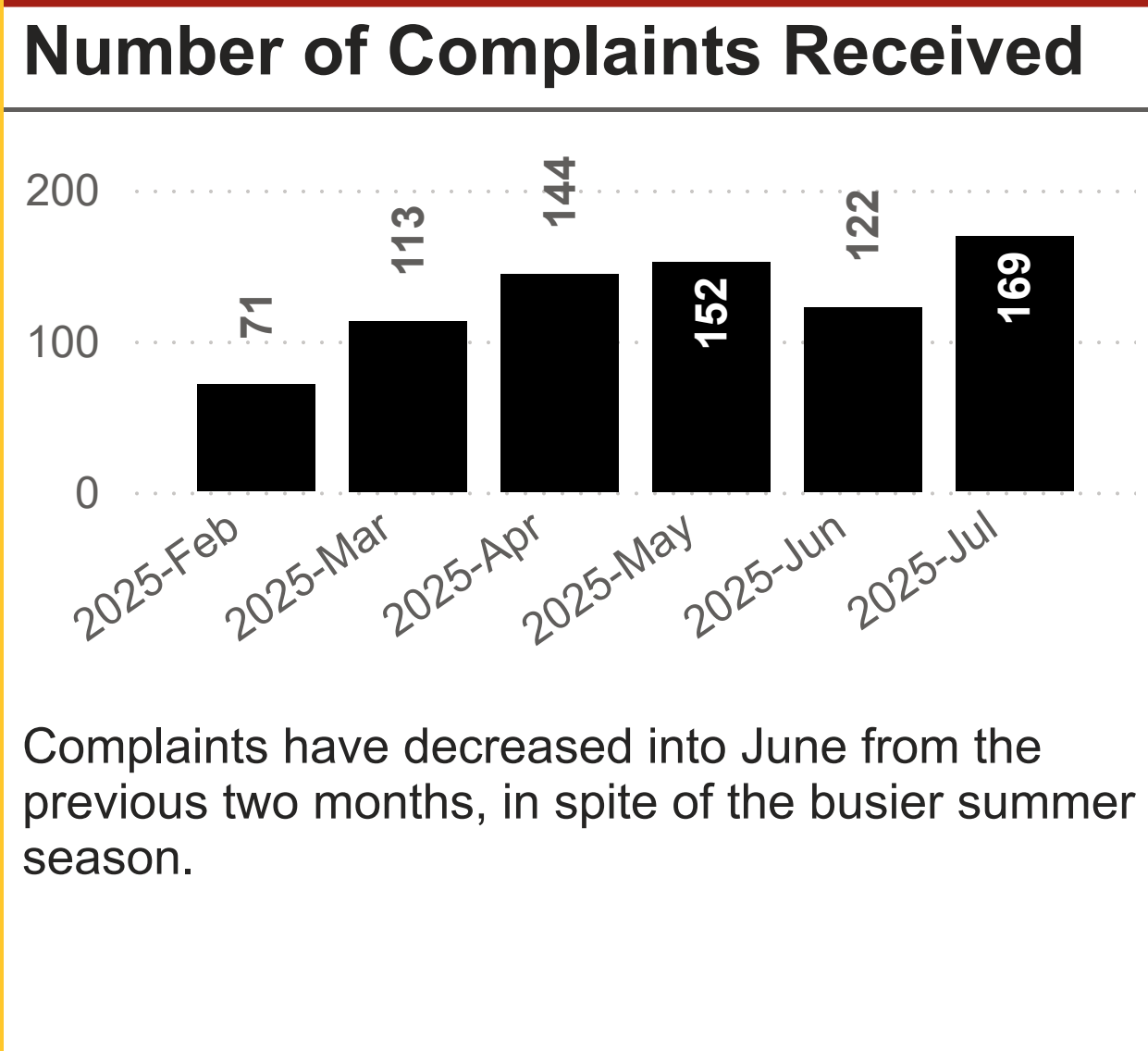
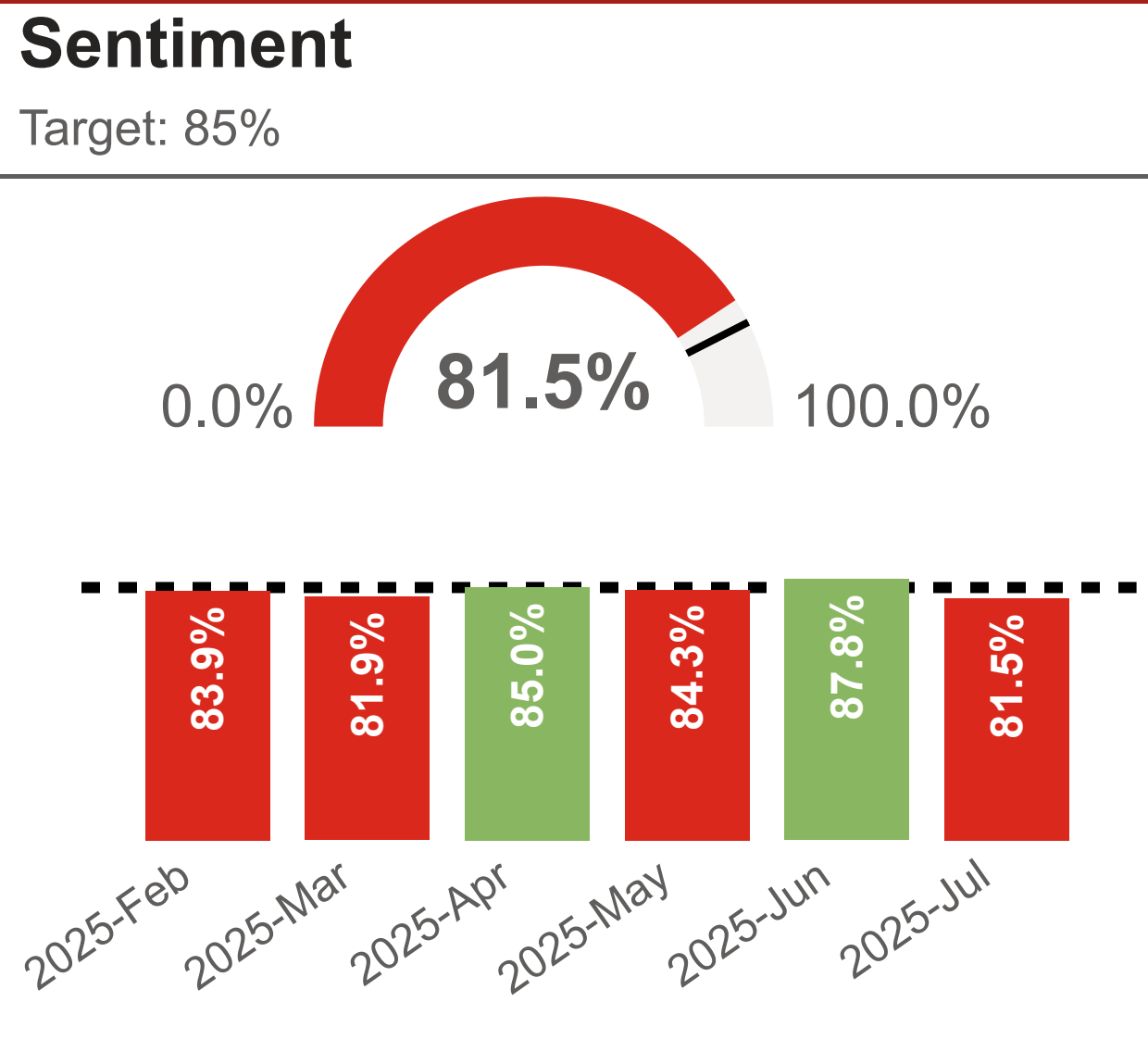
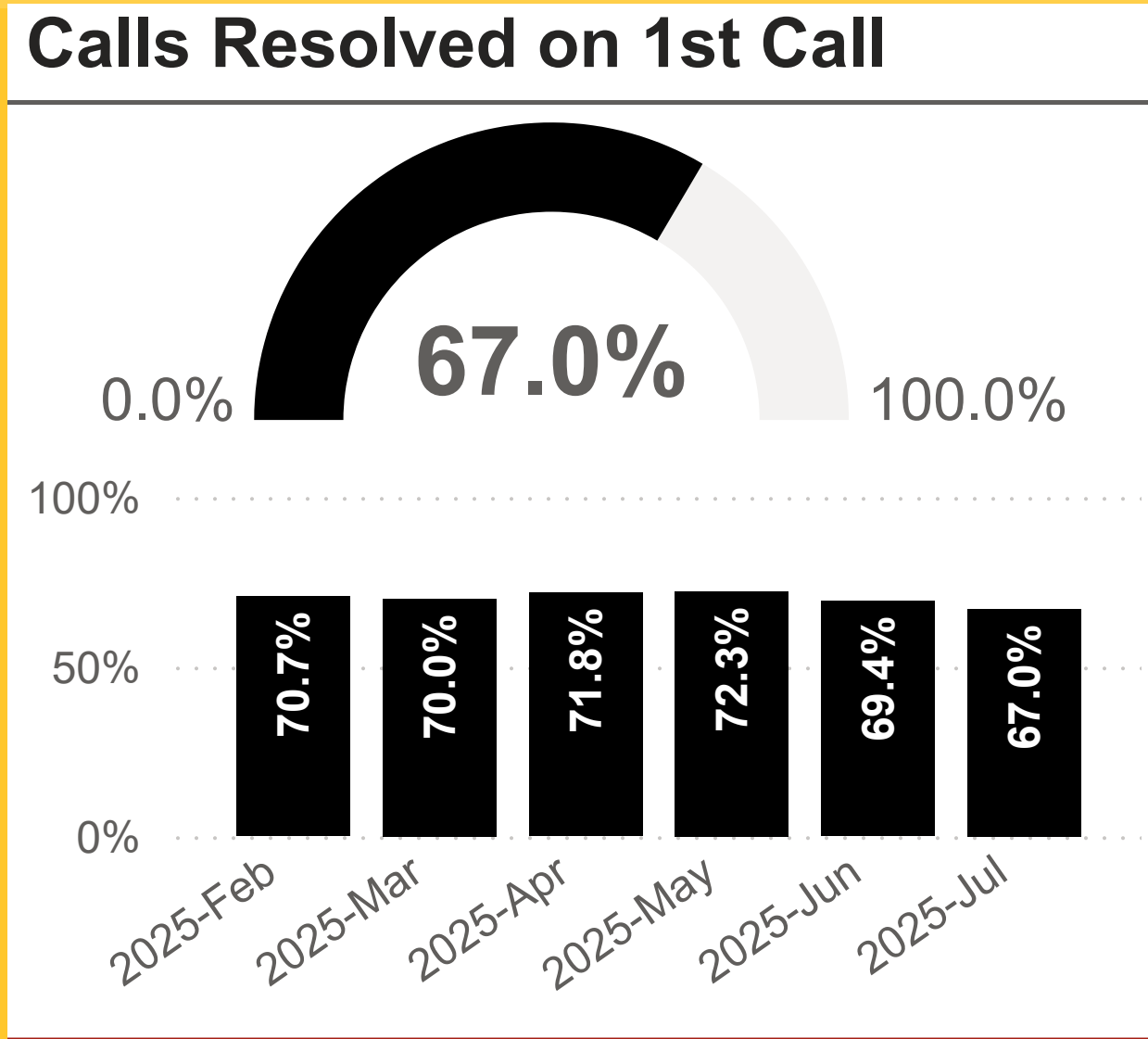
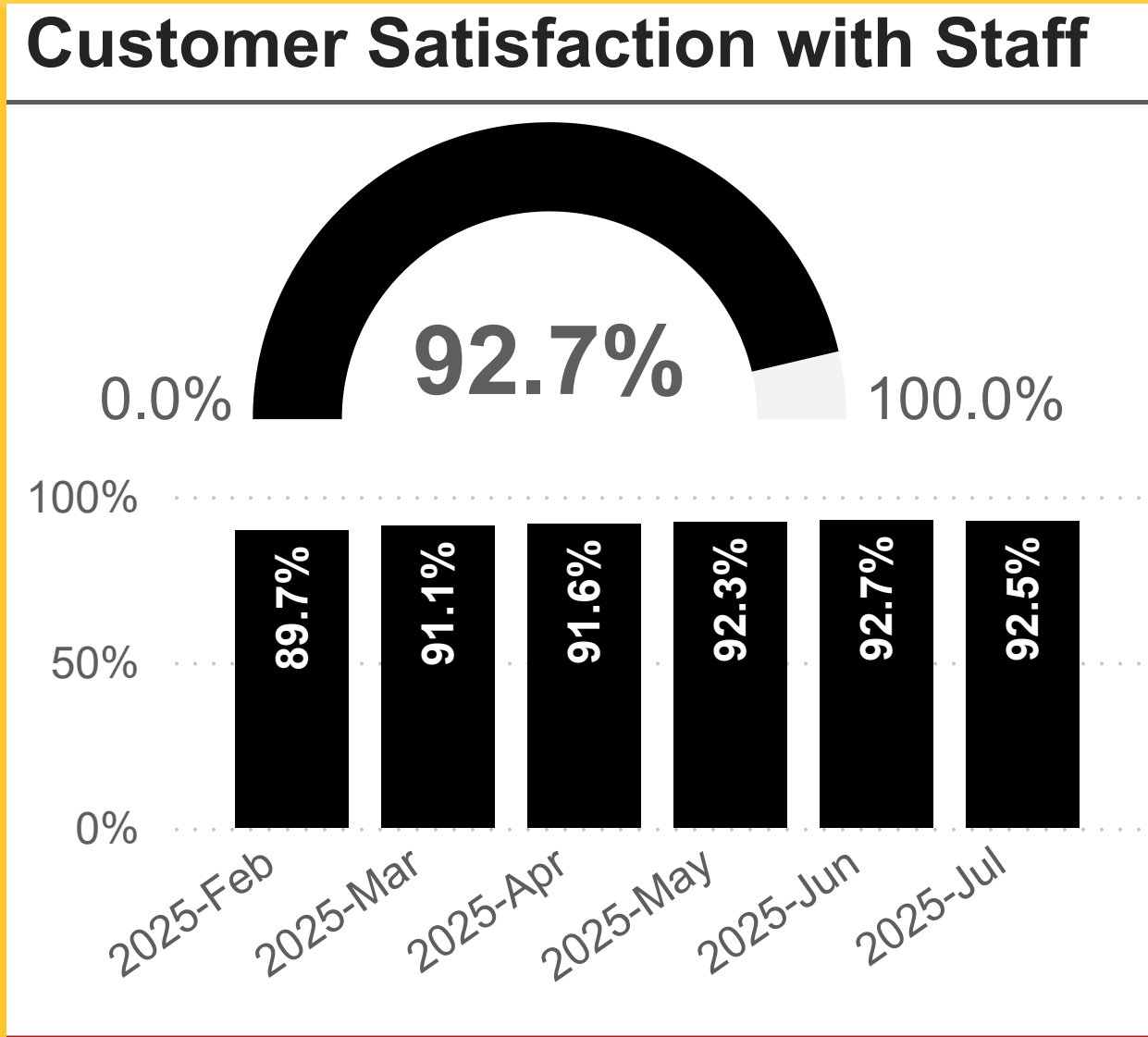
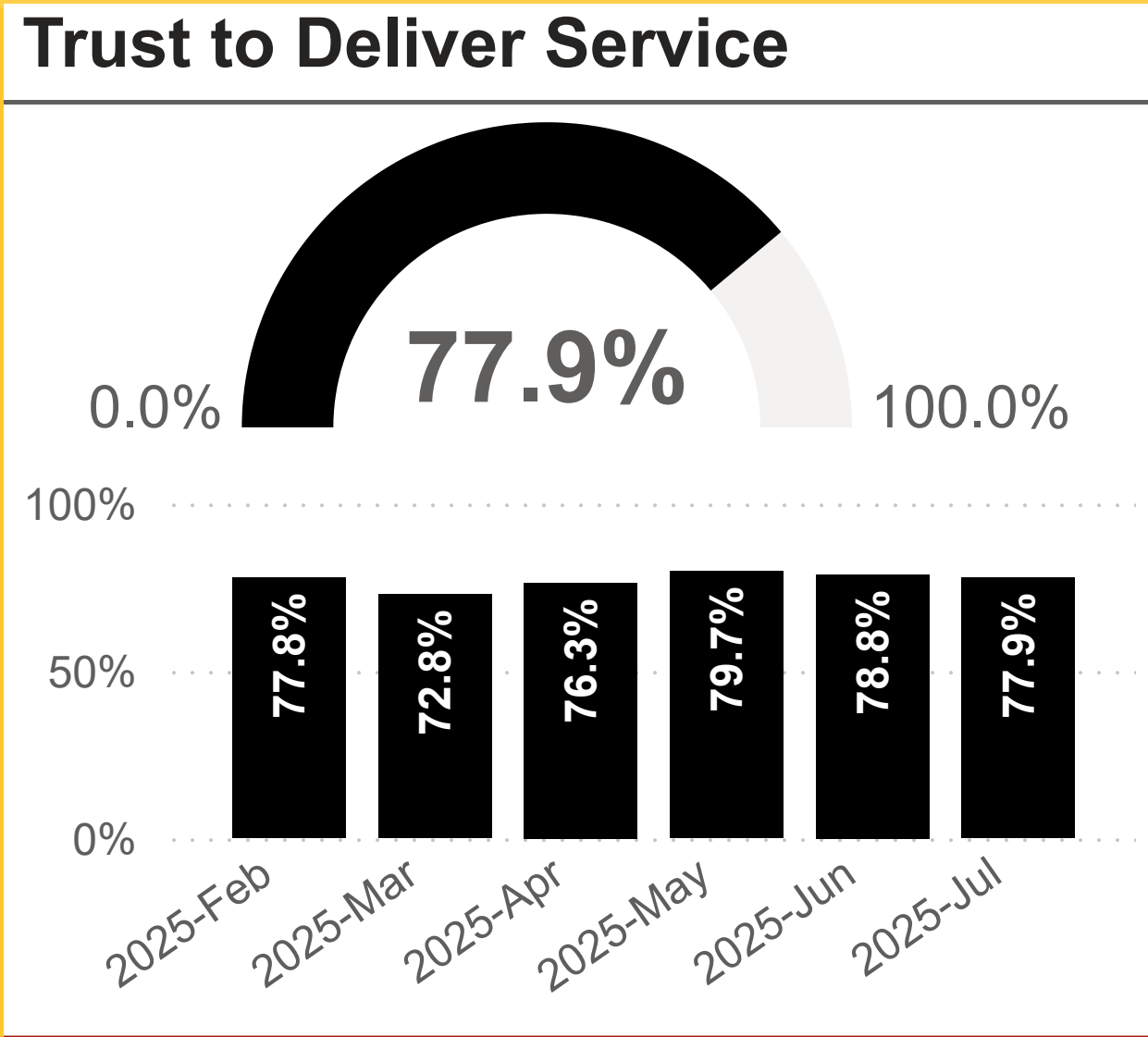
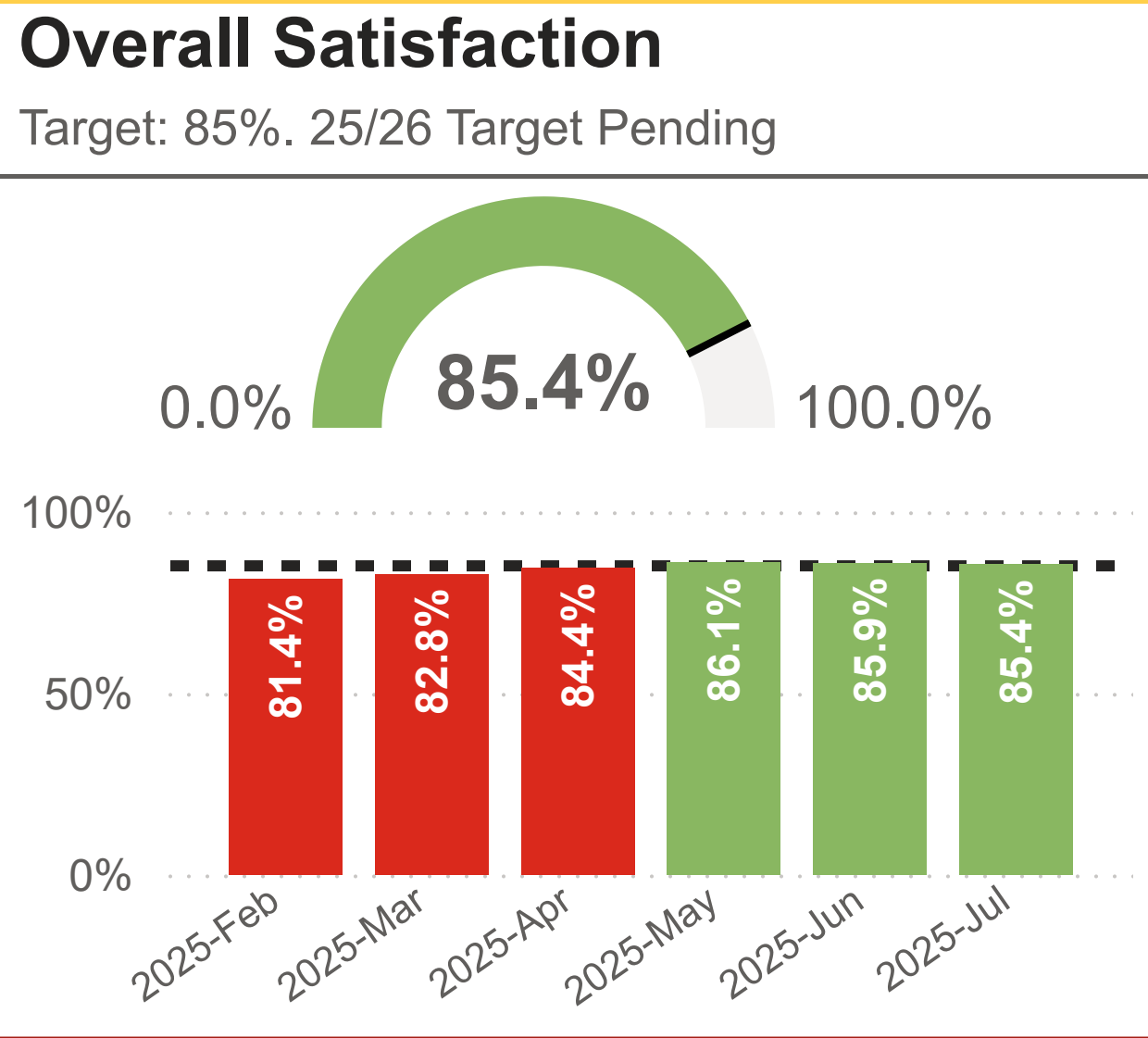
# Our Performance in July 2025

## Customer Feedback Metrics

### Network Wide



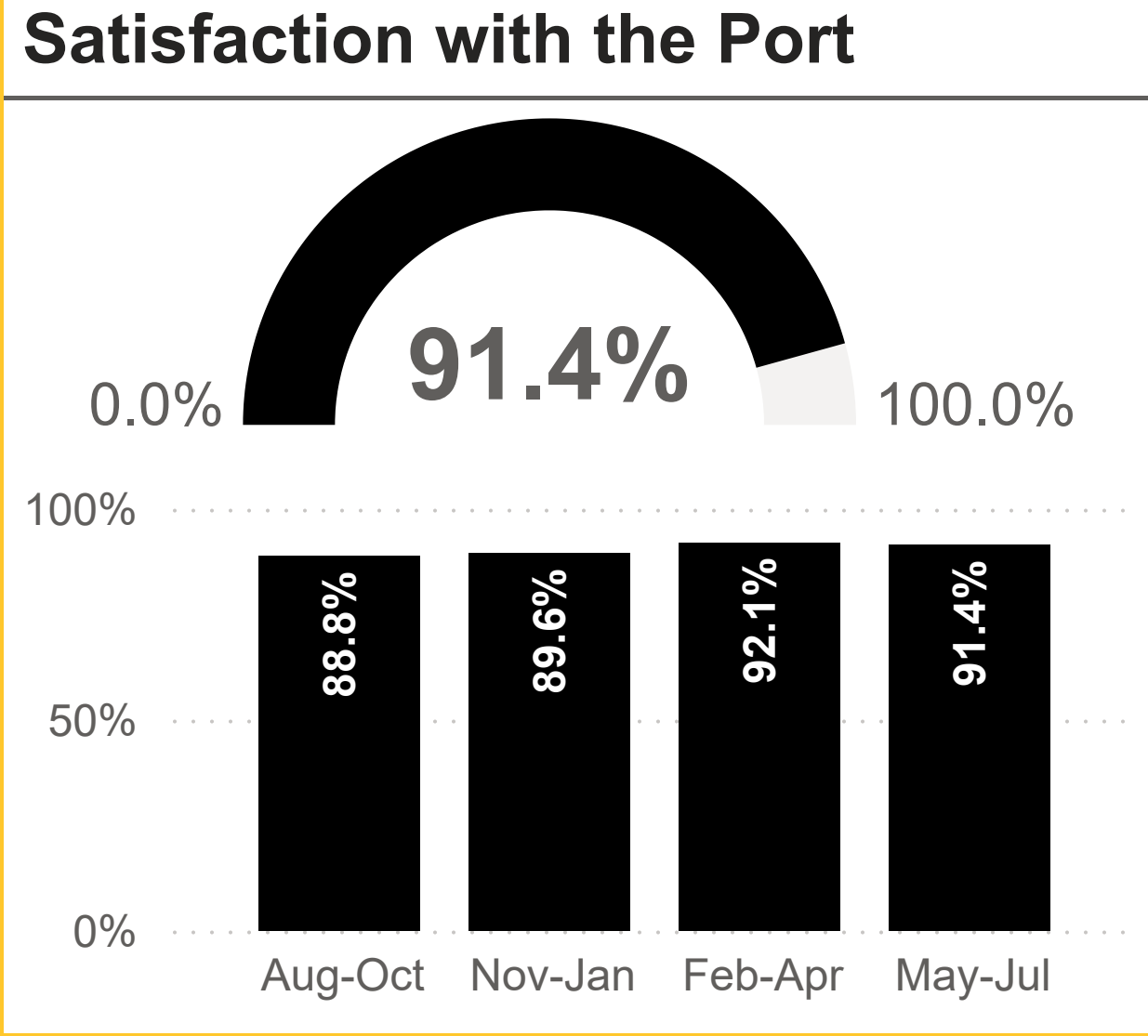
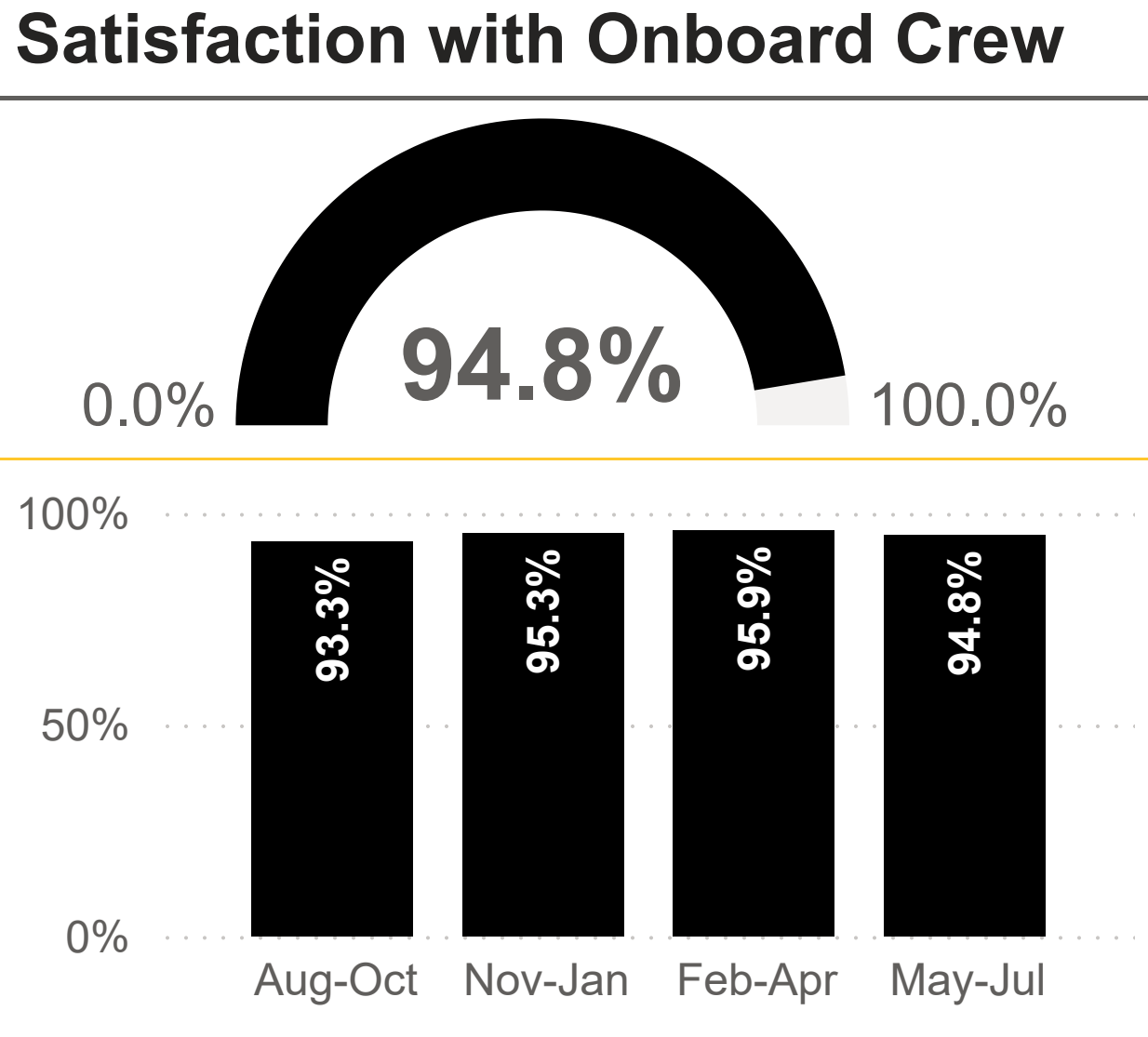
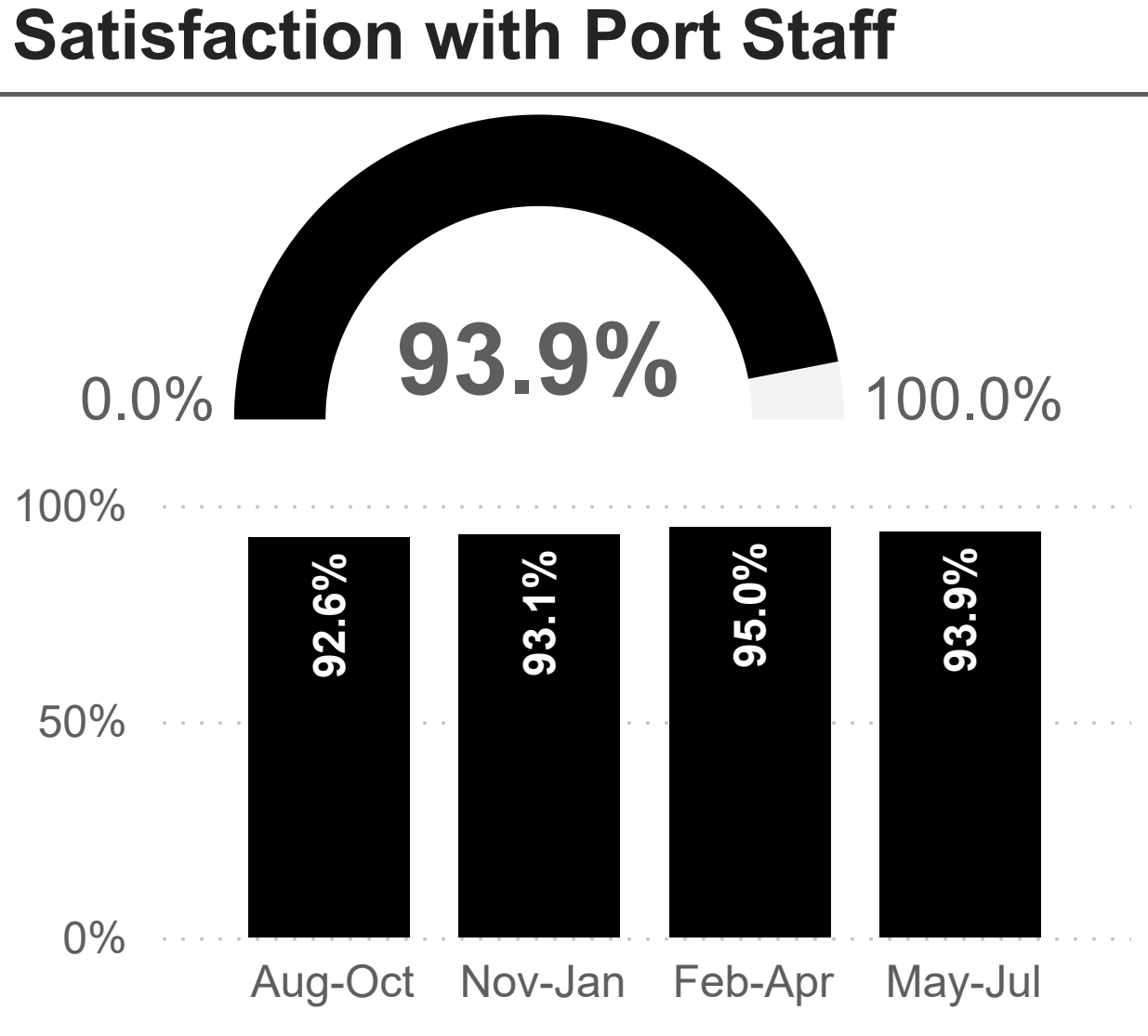
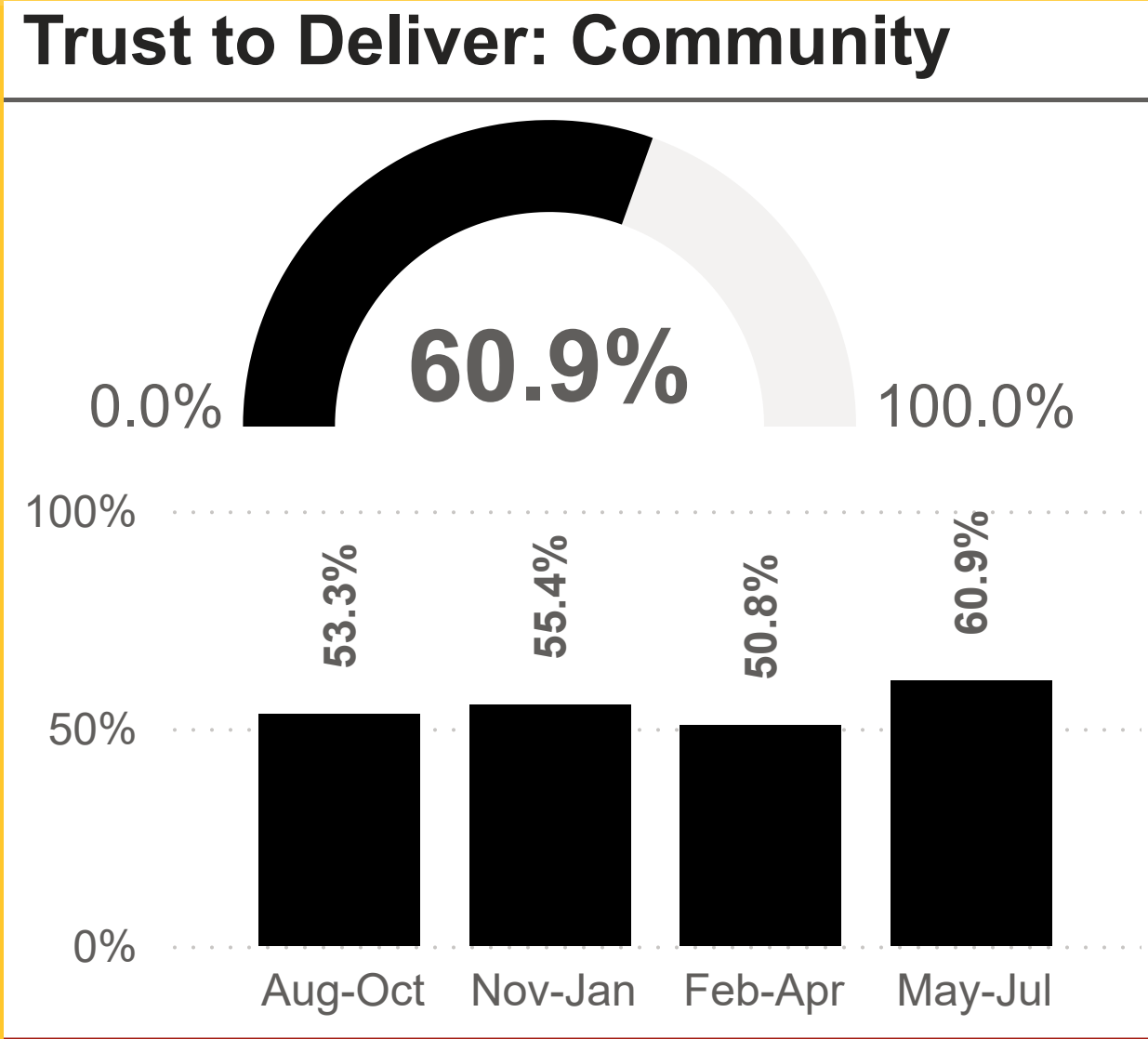
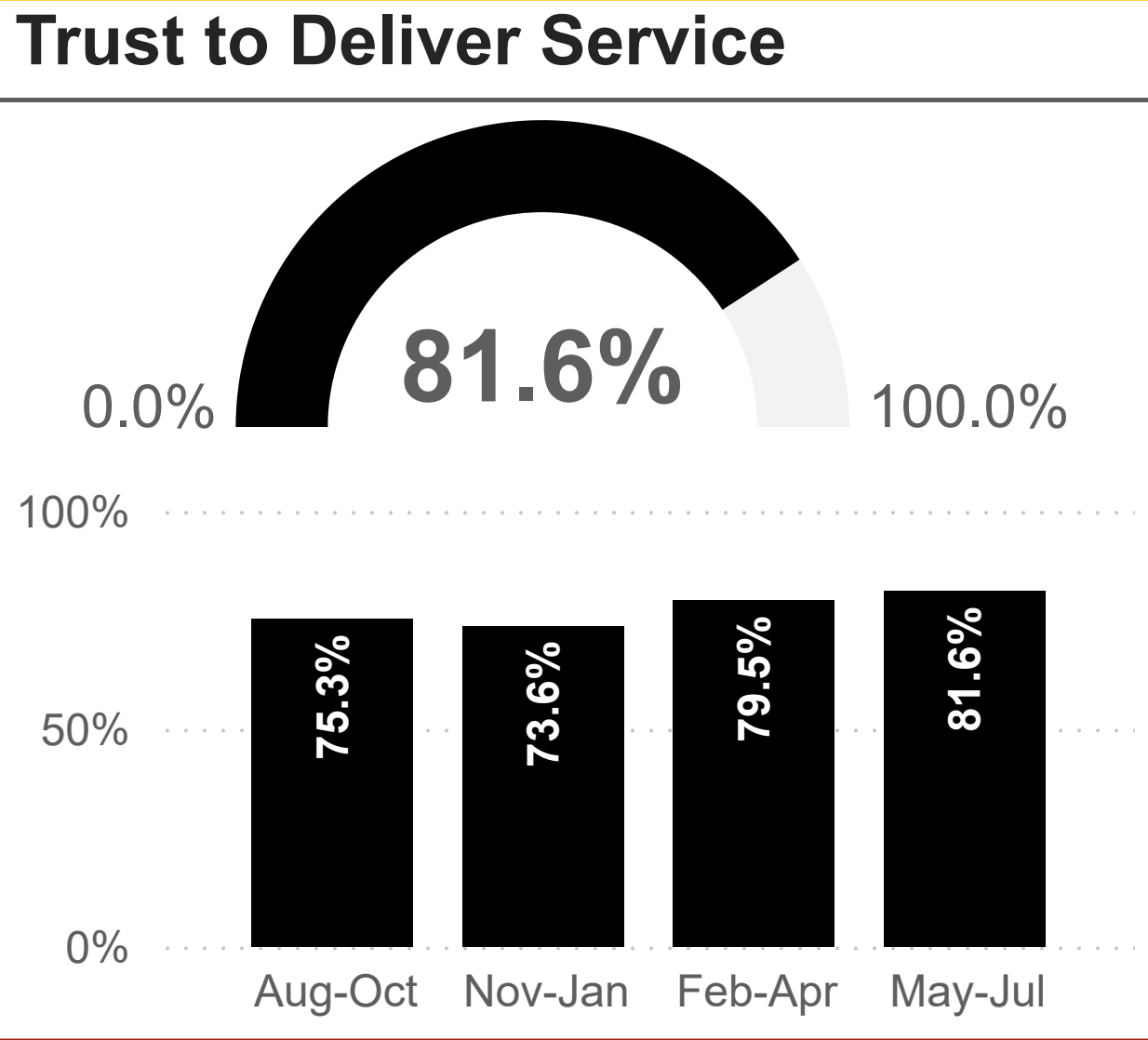
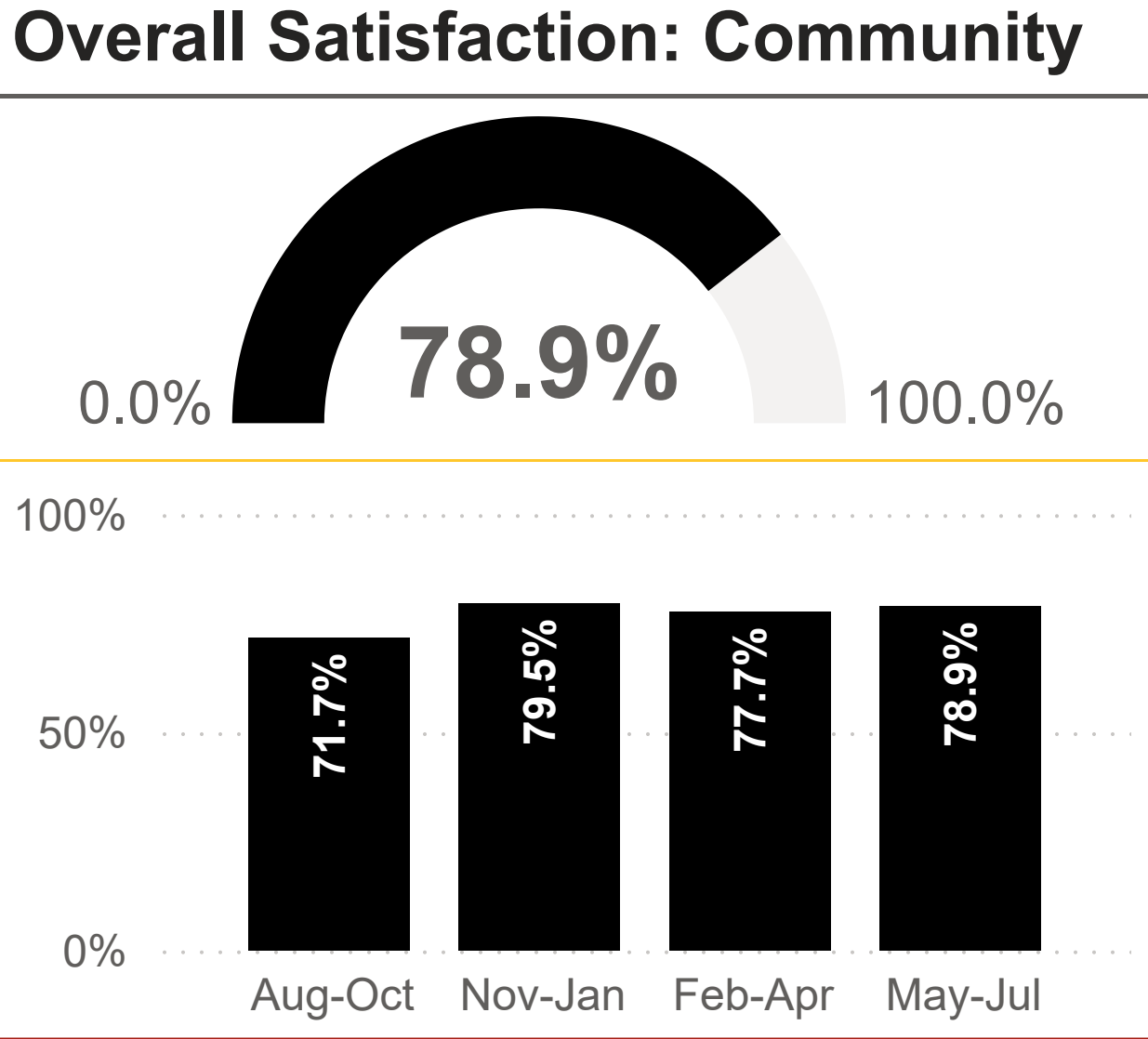
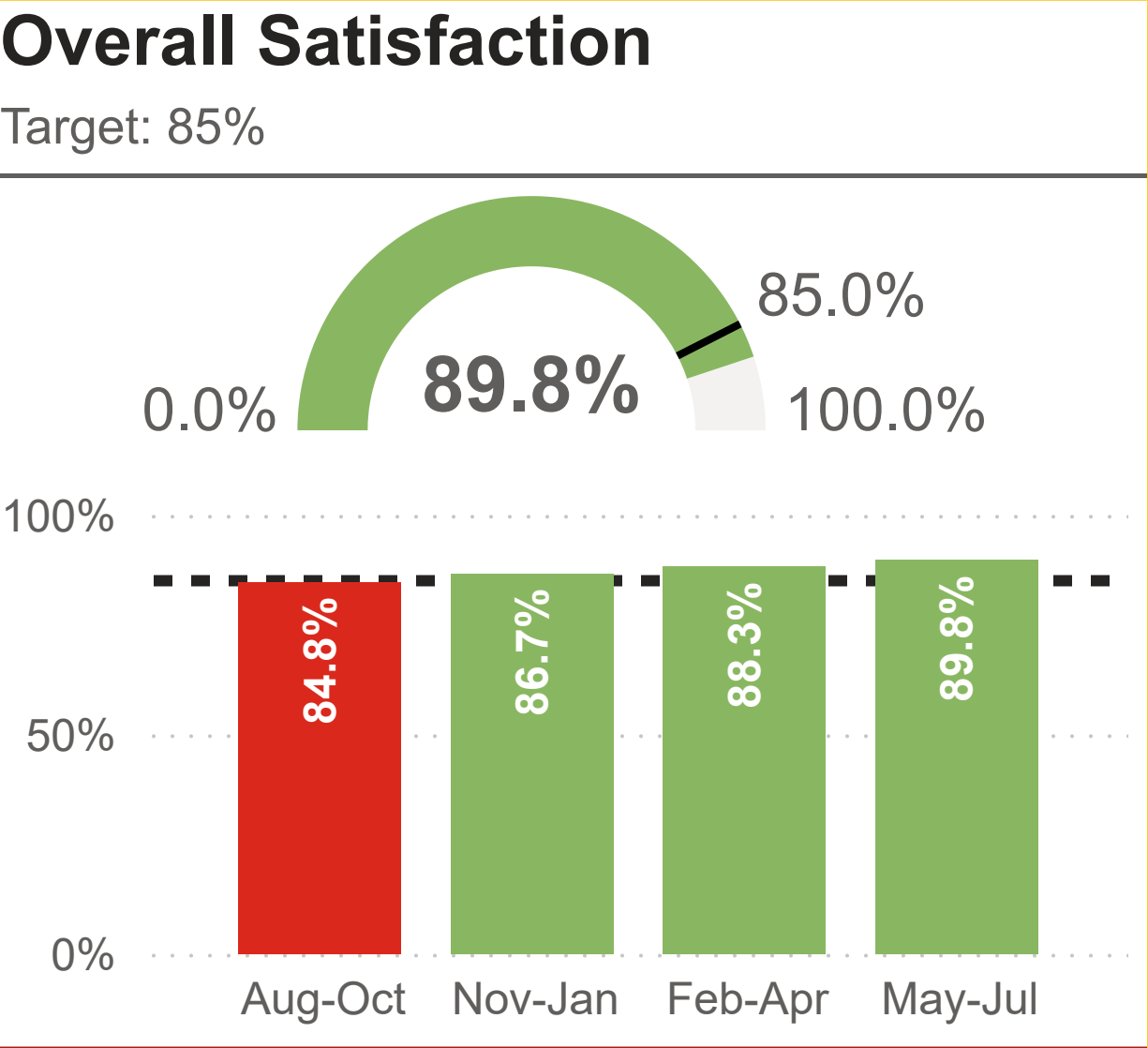
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.



Our Performance in July 2025  
Customer Feedback Metrics  
Kintyre



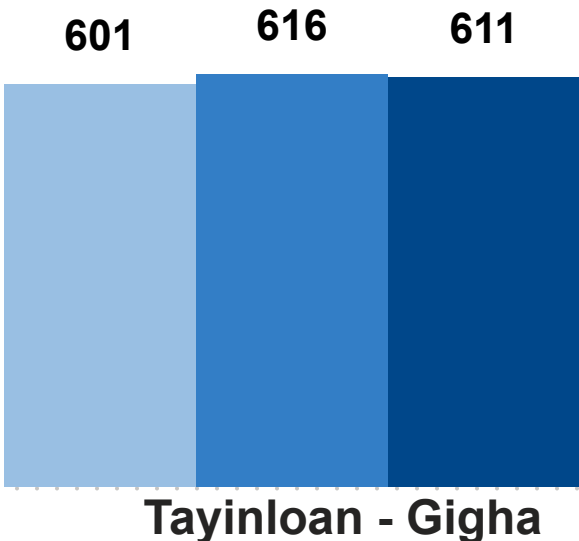
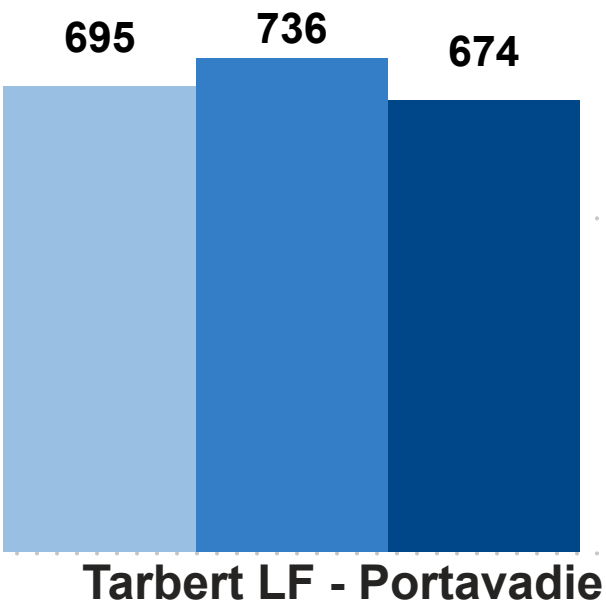
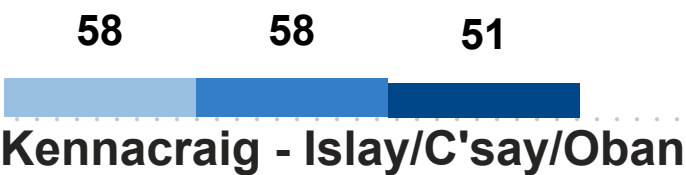
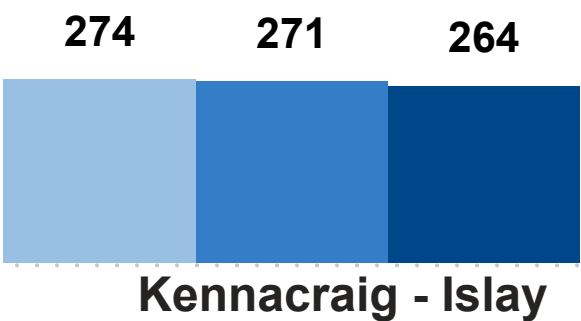
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.  
Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response rate.





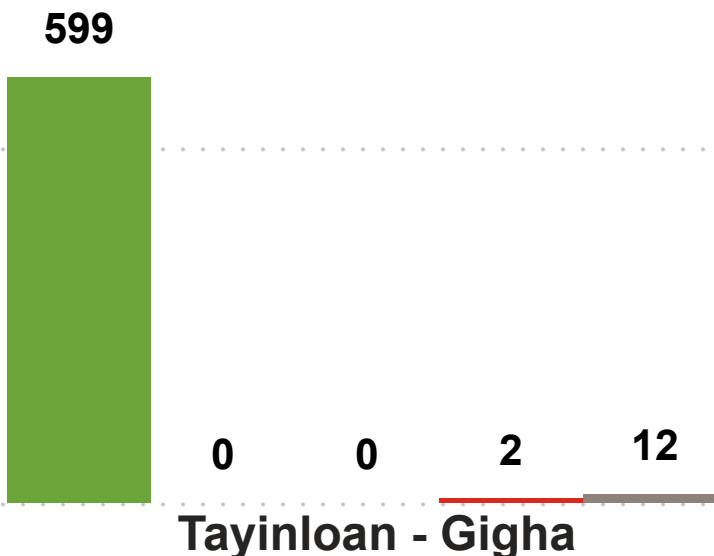
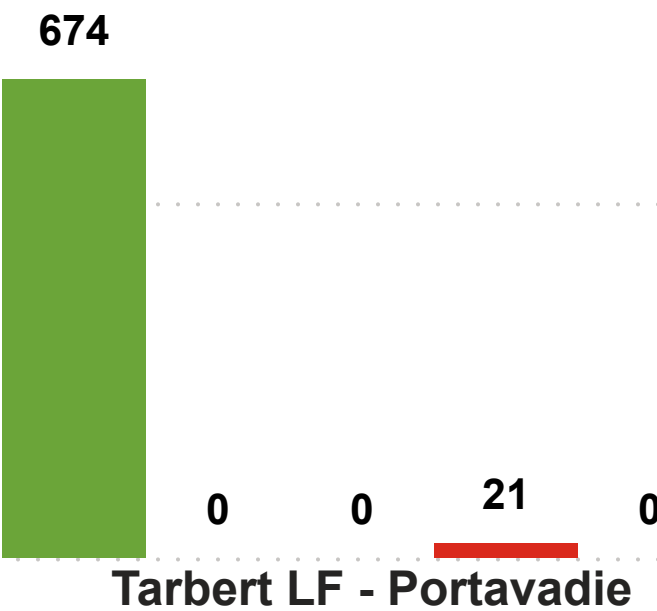
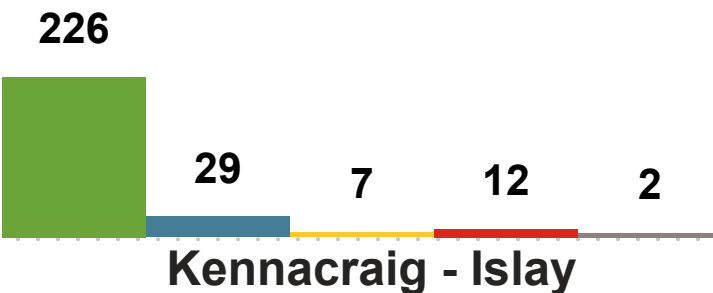
Sailings Timetabled, Amended & Actual

● Timetabled ● Amended ● Actual



Punctuality & Reliability

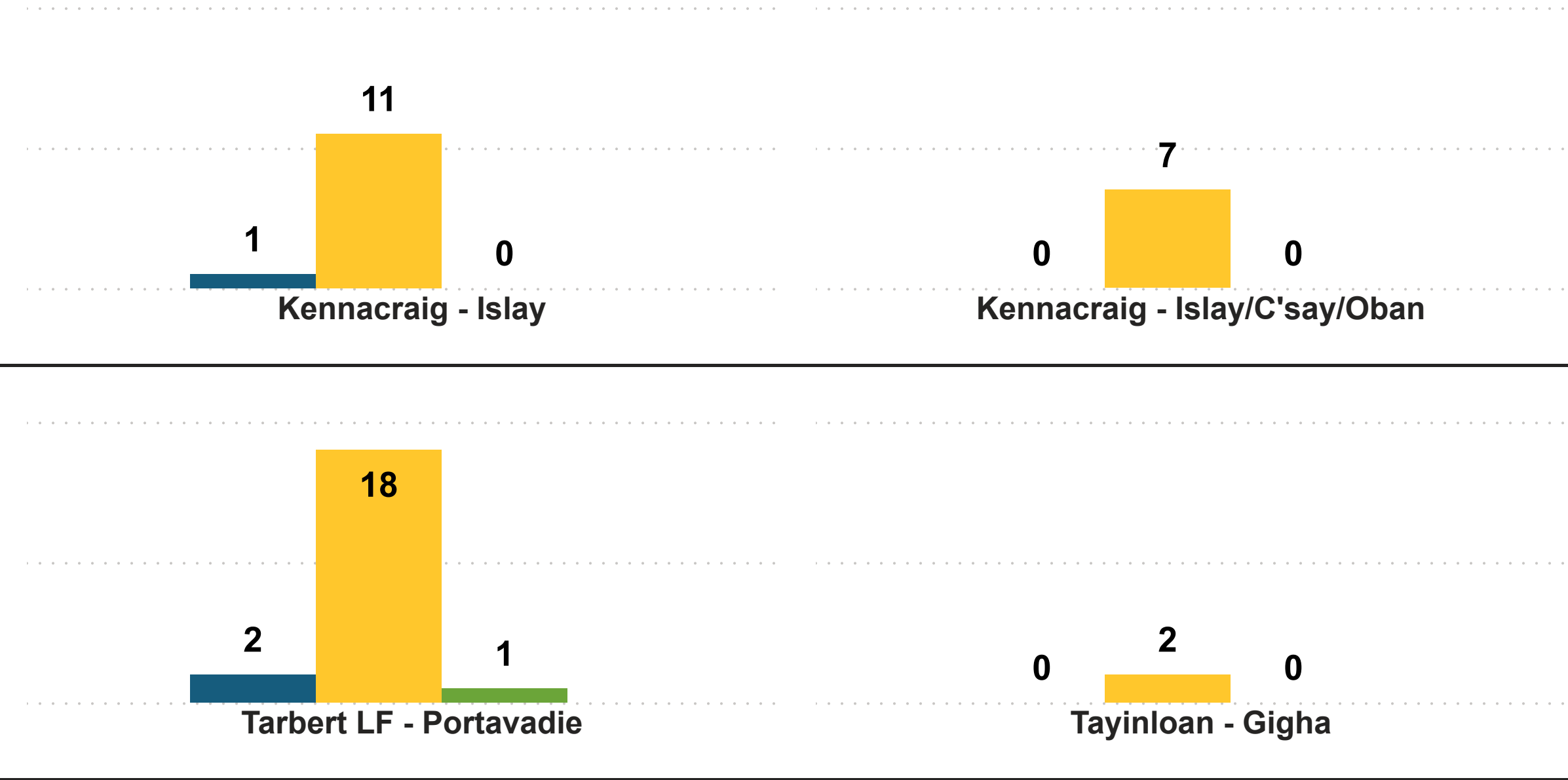
● On Time ● Level 1 Lateness ● Level 2 Lateness ● Cancelled ● Additional





Cancelled Sailings (By Reason)

● Weather ● Technical ● Other



Missed Train Connections

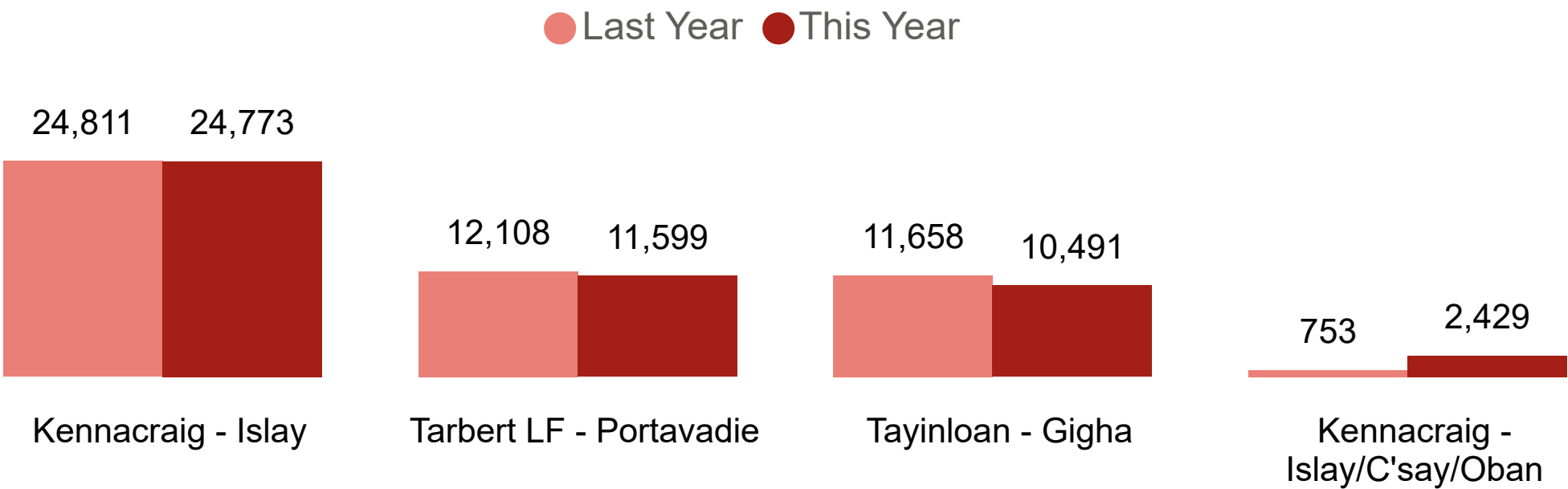
0

There were no missed advertised connections for Band C sailings this month.

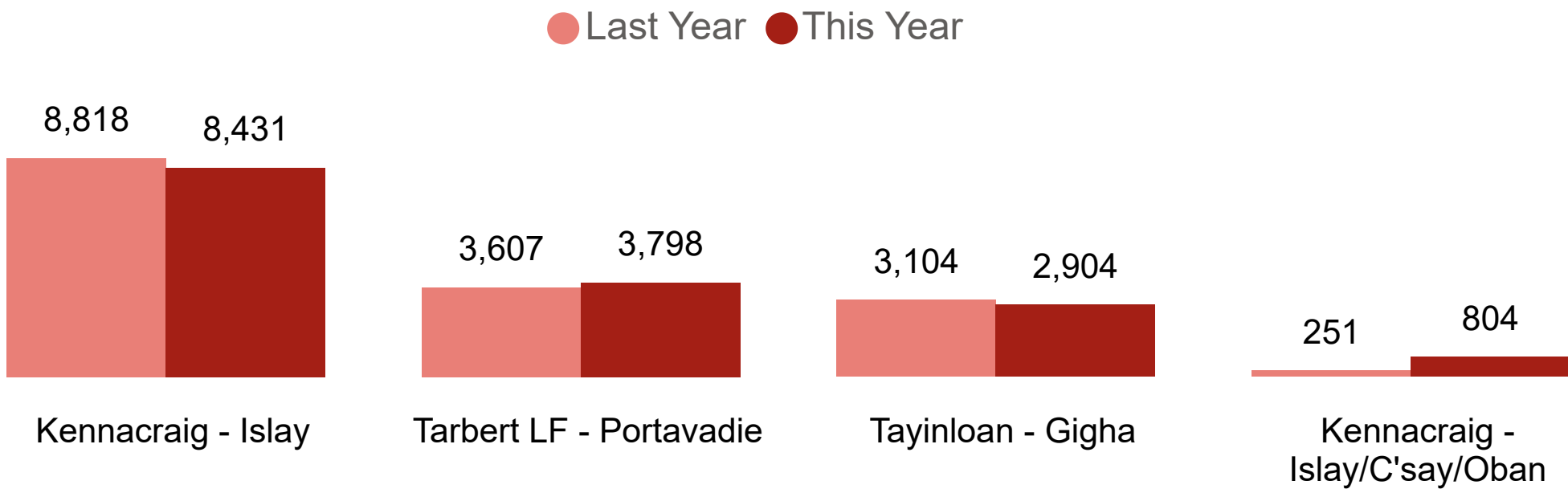
"Other" refers to any cancellations not resulting from weather and technical disruption. This includes cancellations due to reasons such as bunkering issues, berth unavailability etc.



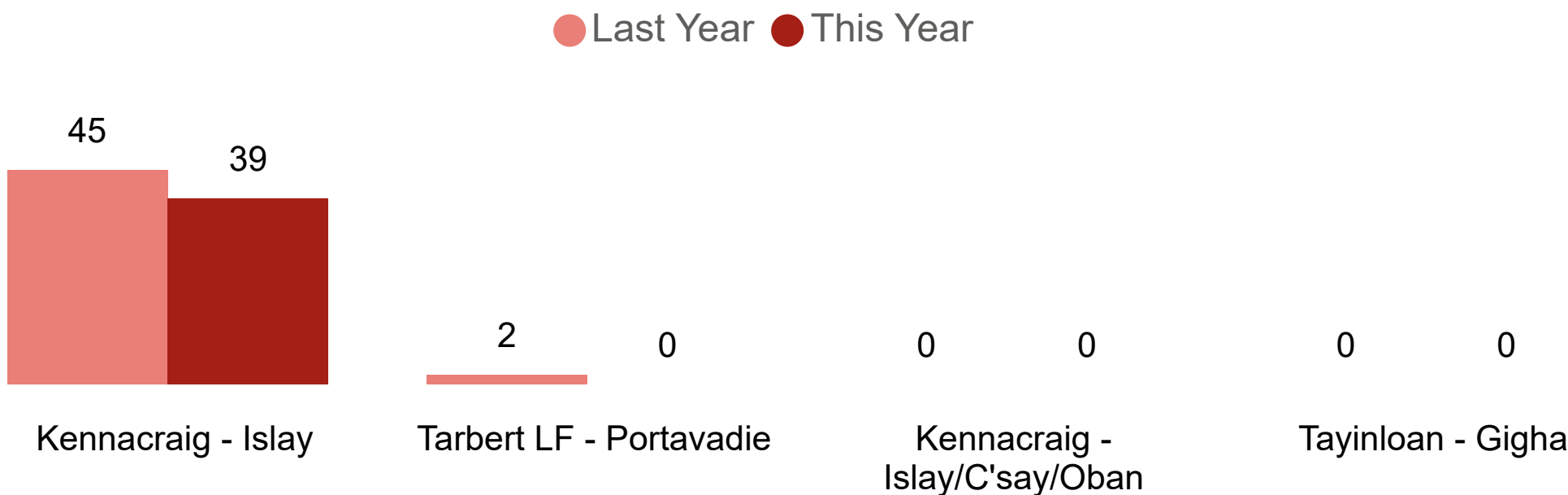
Shipped Passengers



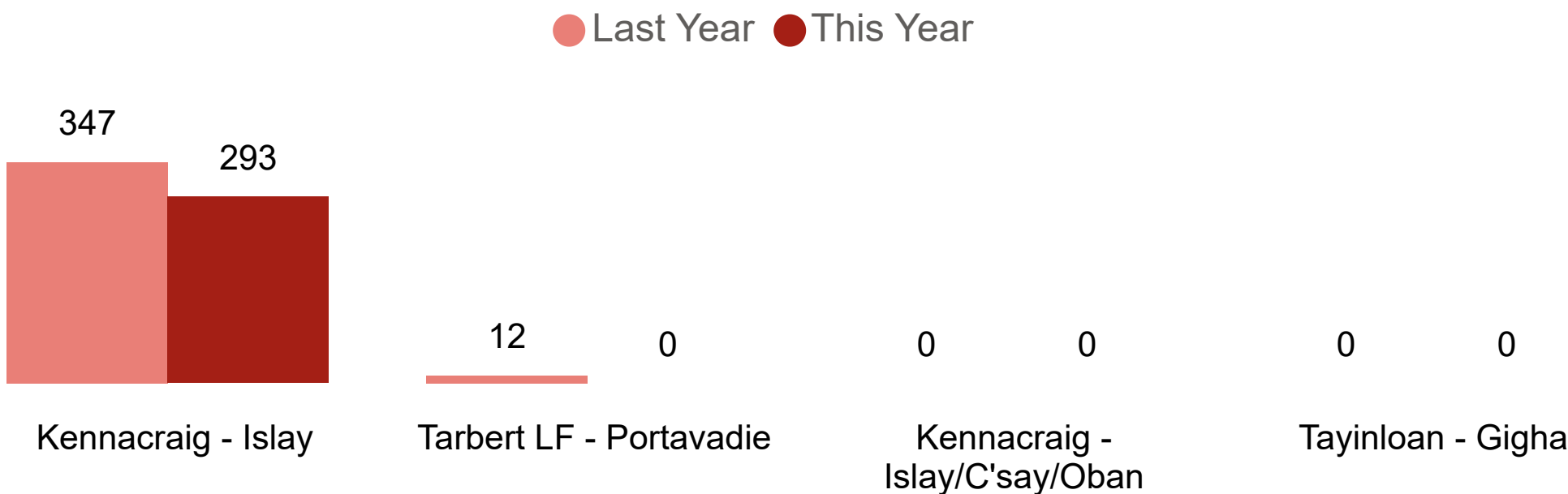
Shipped Cars



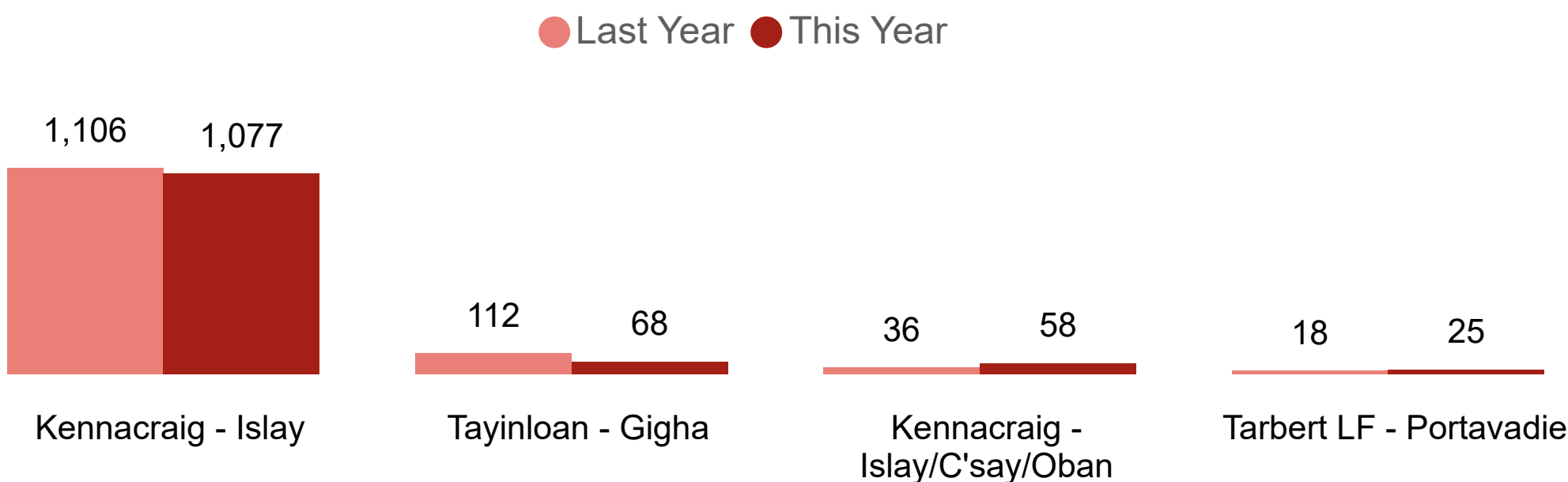
Shipped Coaches



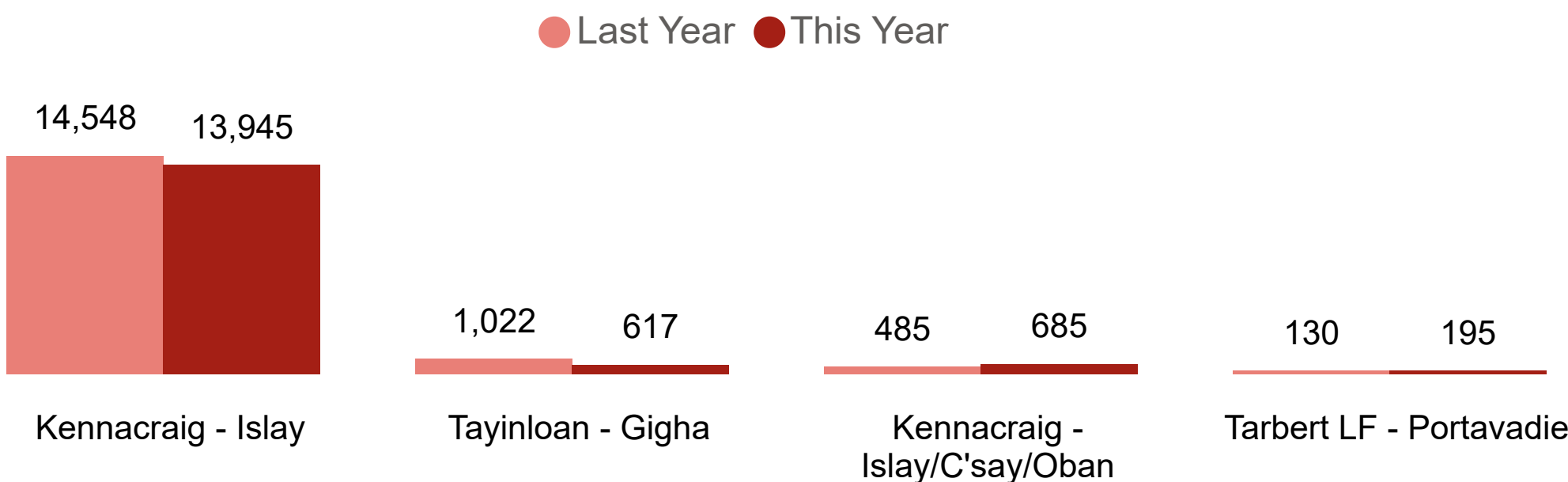
Shipped Coach Metres



Shipped Commercial Vehicles



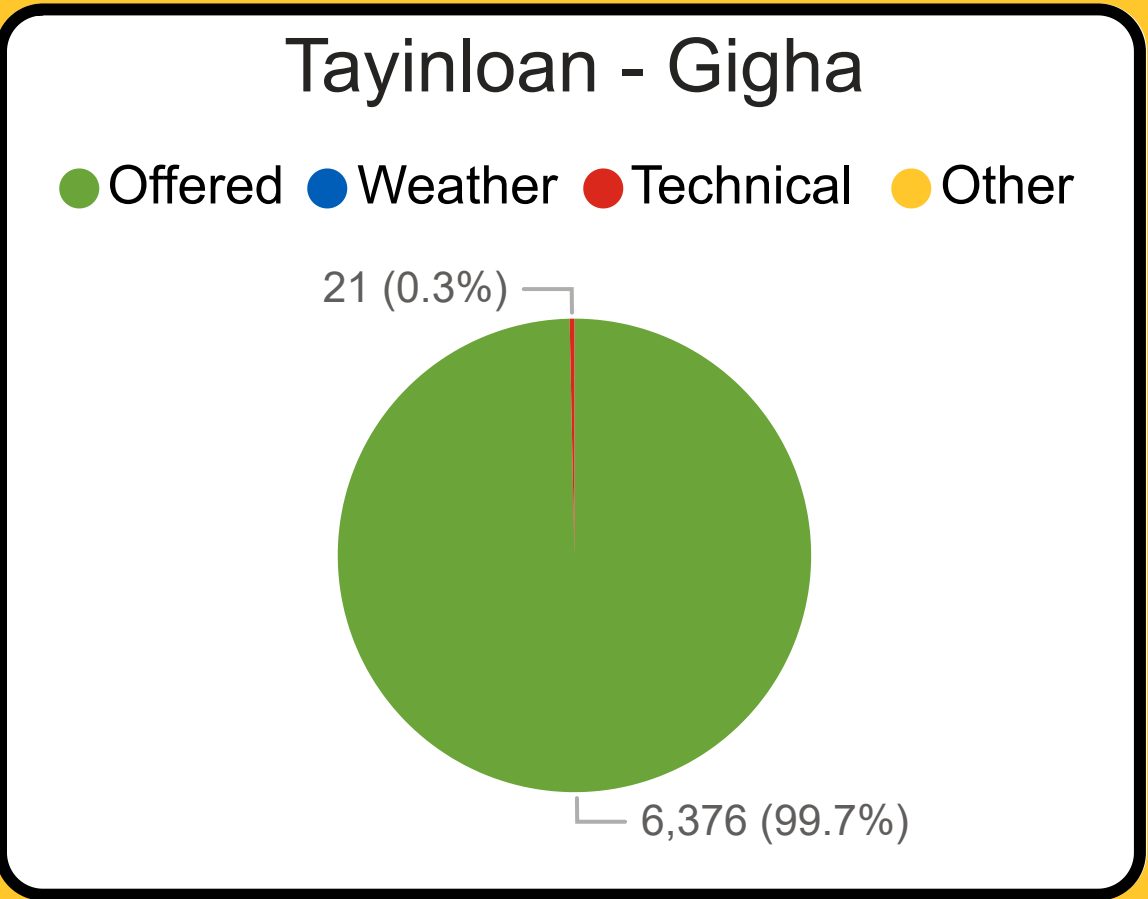
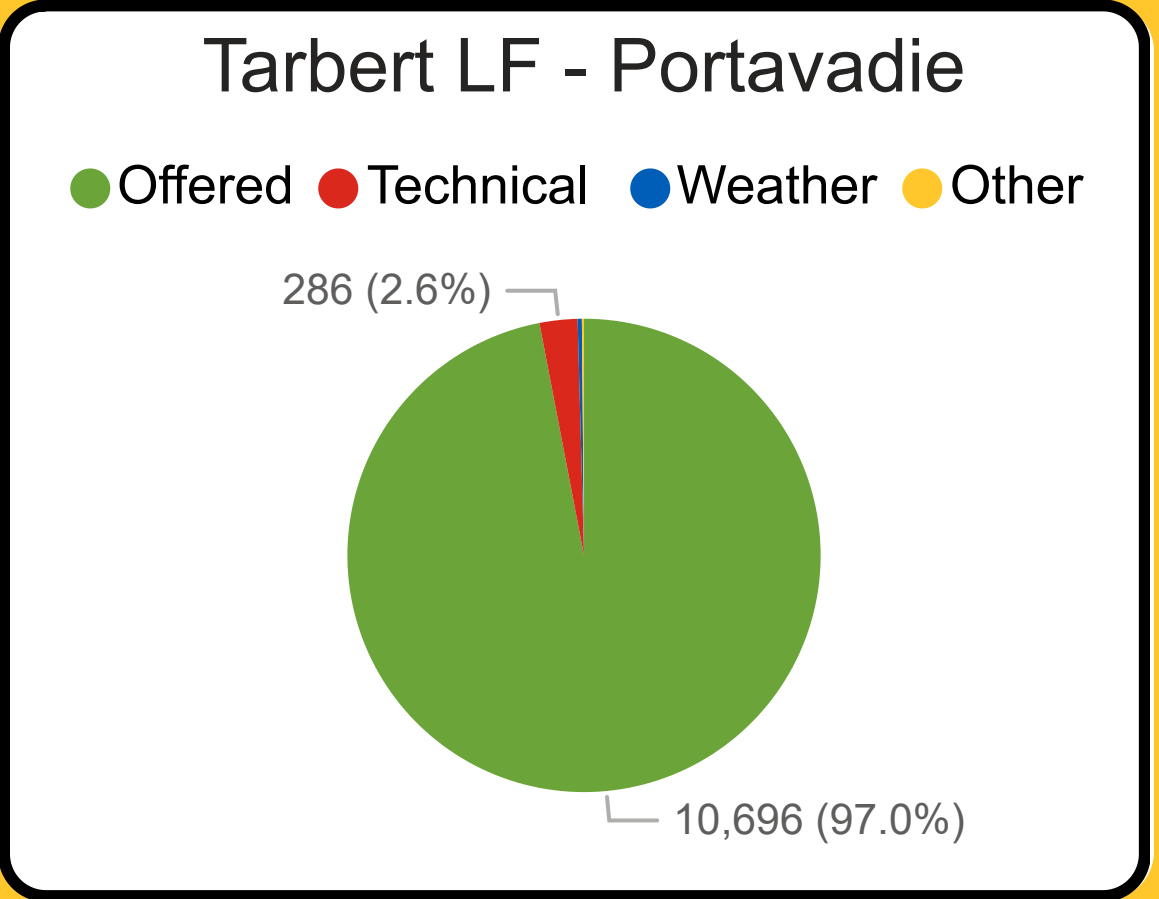
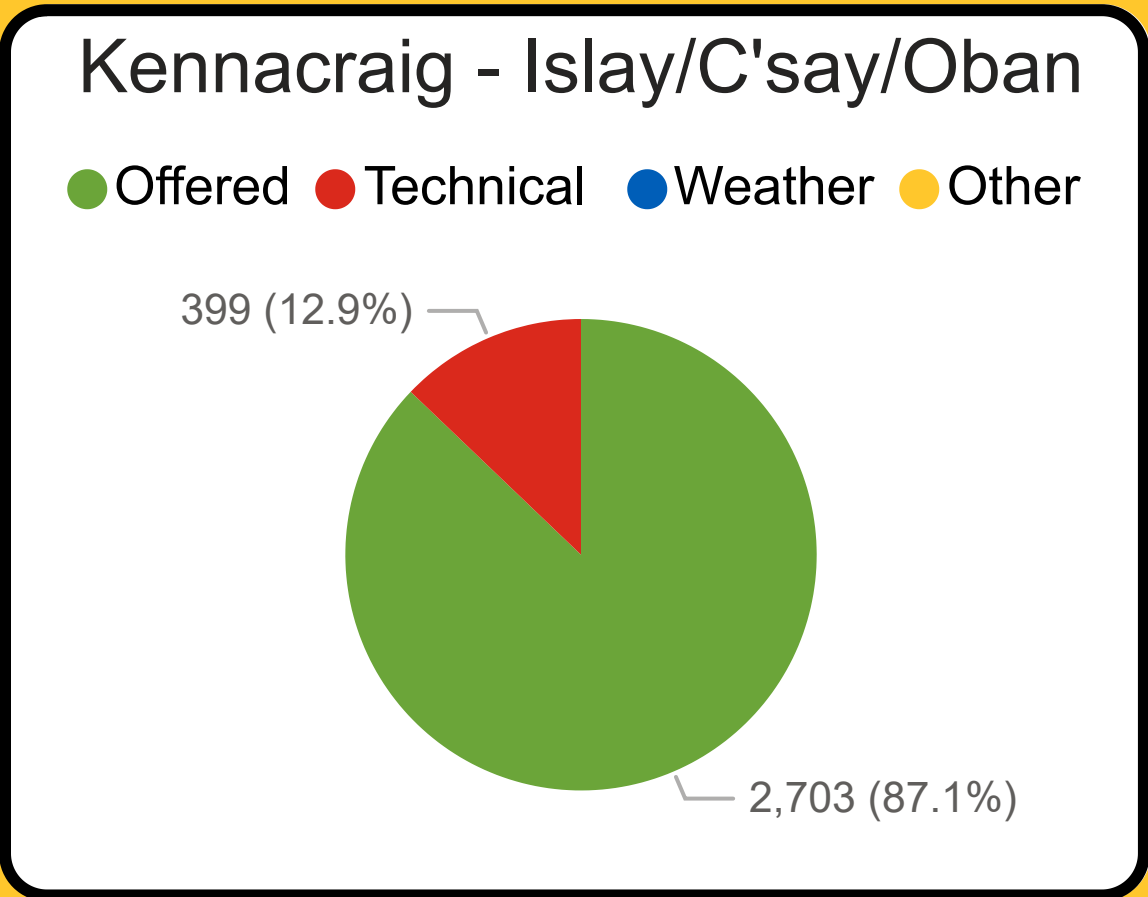
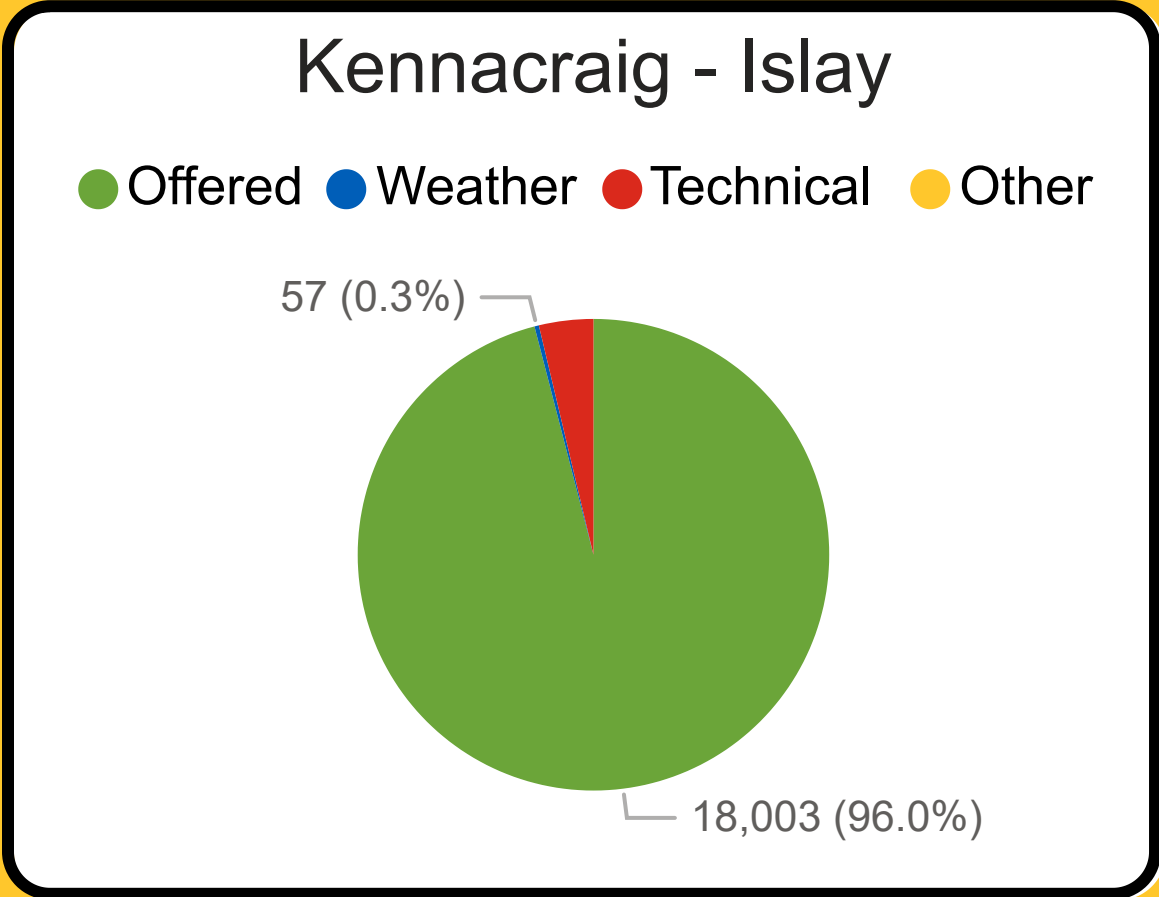
Shipped Commercial Vehicle Metres







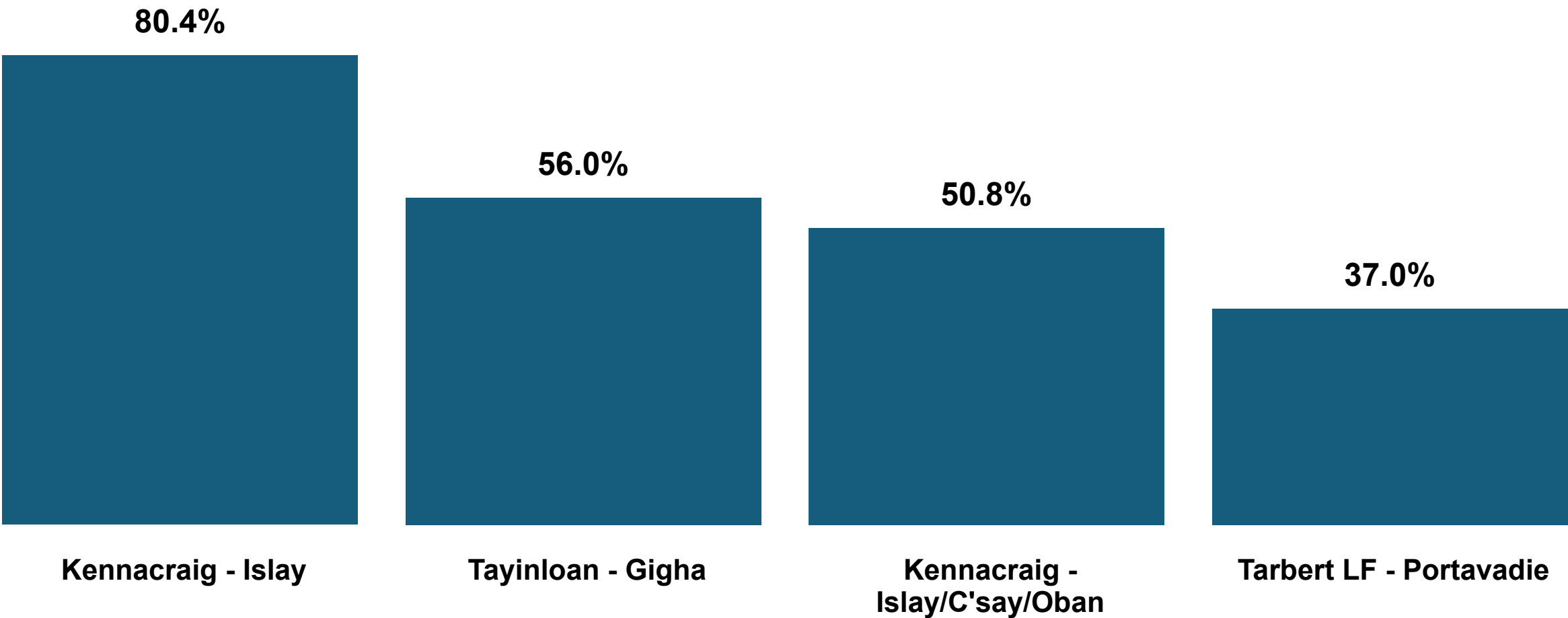
- 1 Car Equivalent Space is equal to 4.6 General Lane Metres
- Below visuals represent car equivalent spaces offered vs car equivalent space made unavailable as a result of technical, weather and all other cancellations



| Route                         | Offered | Weather | Tech | Other |
|-------------------------------|---------|---------|------|-------|
| Kennacraig - Islay            | 18,003  | 57      | 698  |       |
| Tarbert LF - Portavadie       | 10,696  | 32      | 286  | 16    |
| Tayinloan - Gigha             | 6,376   |         | 21   |       |
| Kennacraig - Islay/C'say/Oban | 2,703   |         | 399  |       |



Average Deck Utilisation



| Route                         | GLM Offered | GLM Used | Car Equiv. Spaces Used | % Used |
|-------------------------------|-------------|----------|------------------------|--------|
| Kennacraig - Islay            | 82.8K       | 66.6K    | 14,468                 | 80.4%  |
| Tayinloan - Gigha             | 29.3K       | 16.4K    | 3,573                  | 56.0%  |
| Kennacraig - Islay/C'say/Oban | 12.4K       | 6.3K     | 1,373                  | 50.8%  |
| Tarbert LF - Portavadie       | 49.2K       | 18.2K    | 3,956                  | 37.0%  |
| Total                         | 173.8K      | 107.5K   | 23,370                 | 61.9%  |

Overall Utilisation of Sailings

Legend: ● >90% ● 75-89% ● 50-74% ● <50%

