

Total Number of  
Survey Responses  
Last 6 Months

27K

# Our Performance in June 2025

## Customer Feedback Metrics

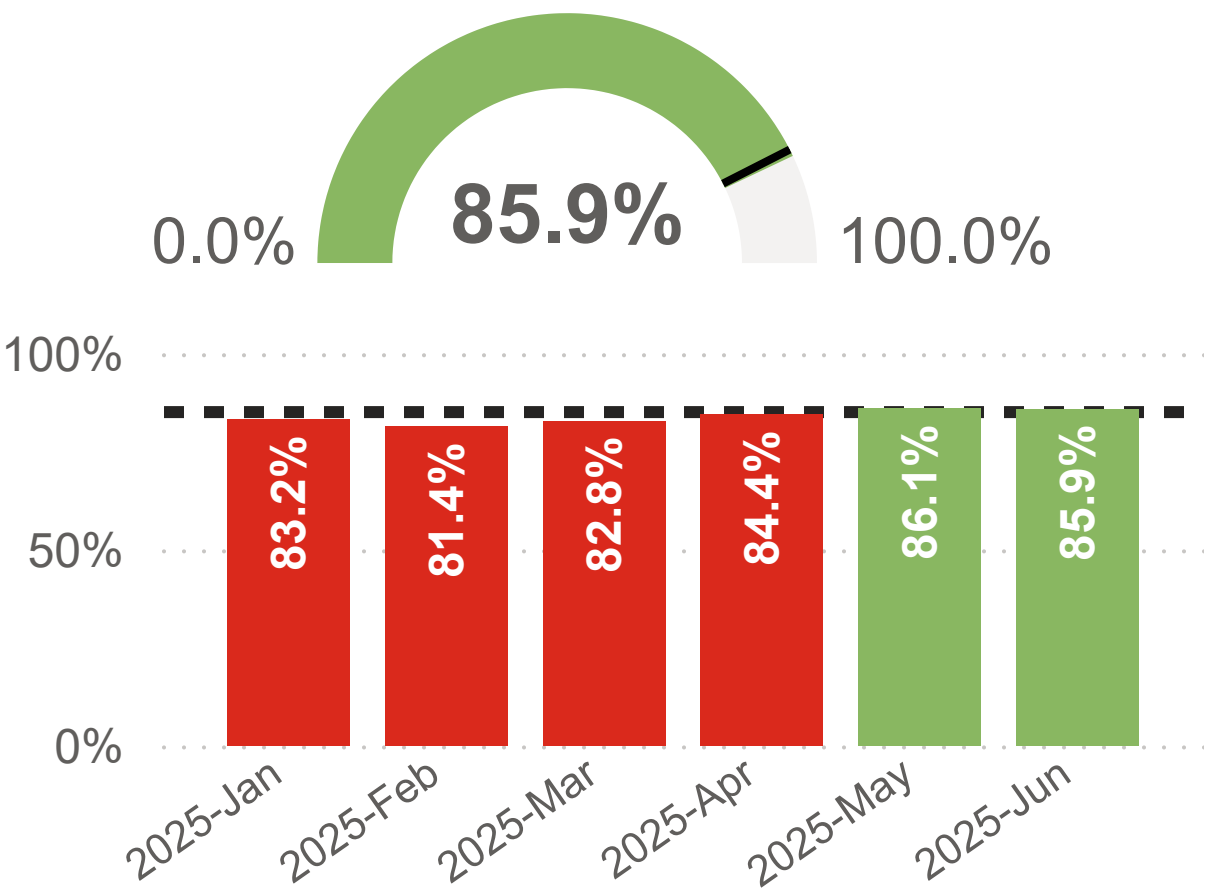
### Network Wide



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.

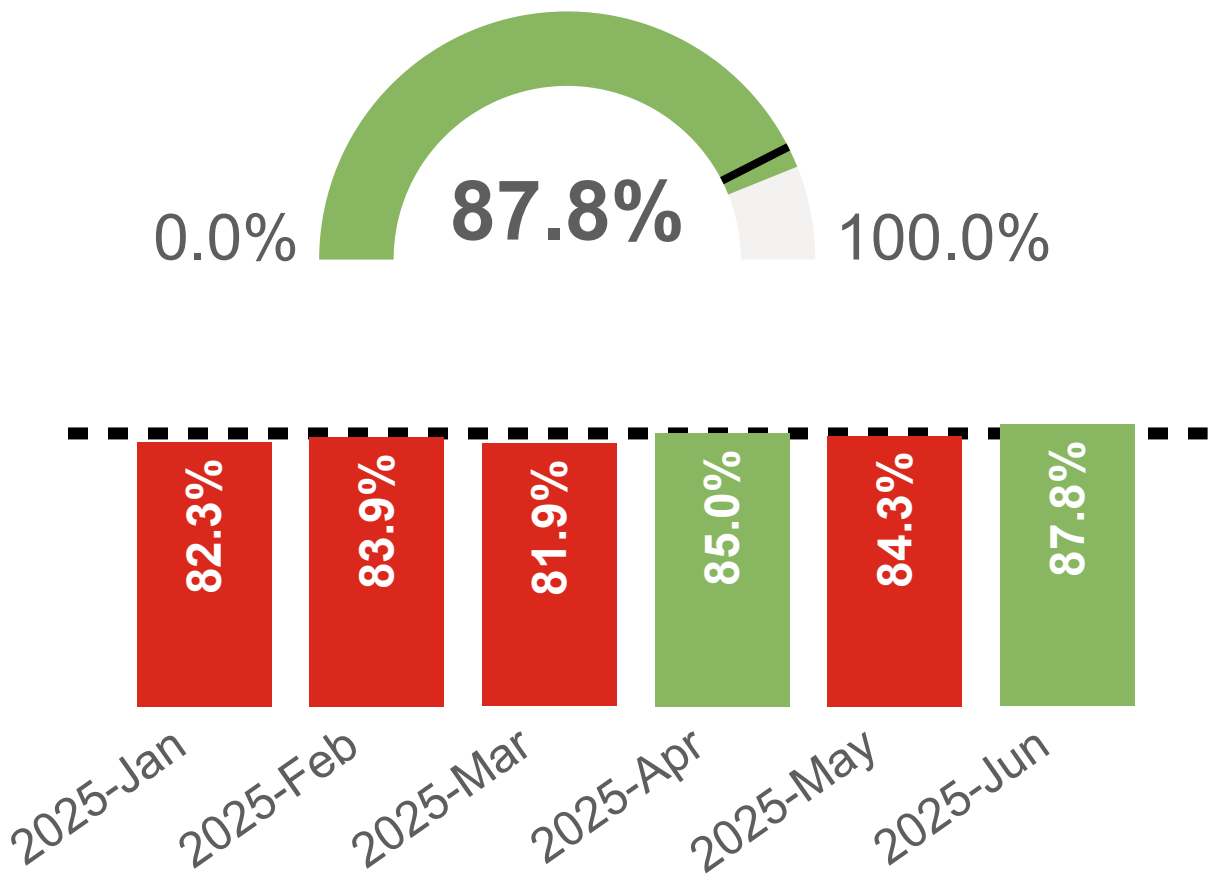
#### Overall Satisfaction

Target: 85%. 25/26 Target Pending

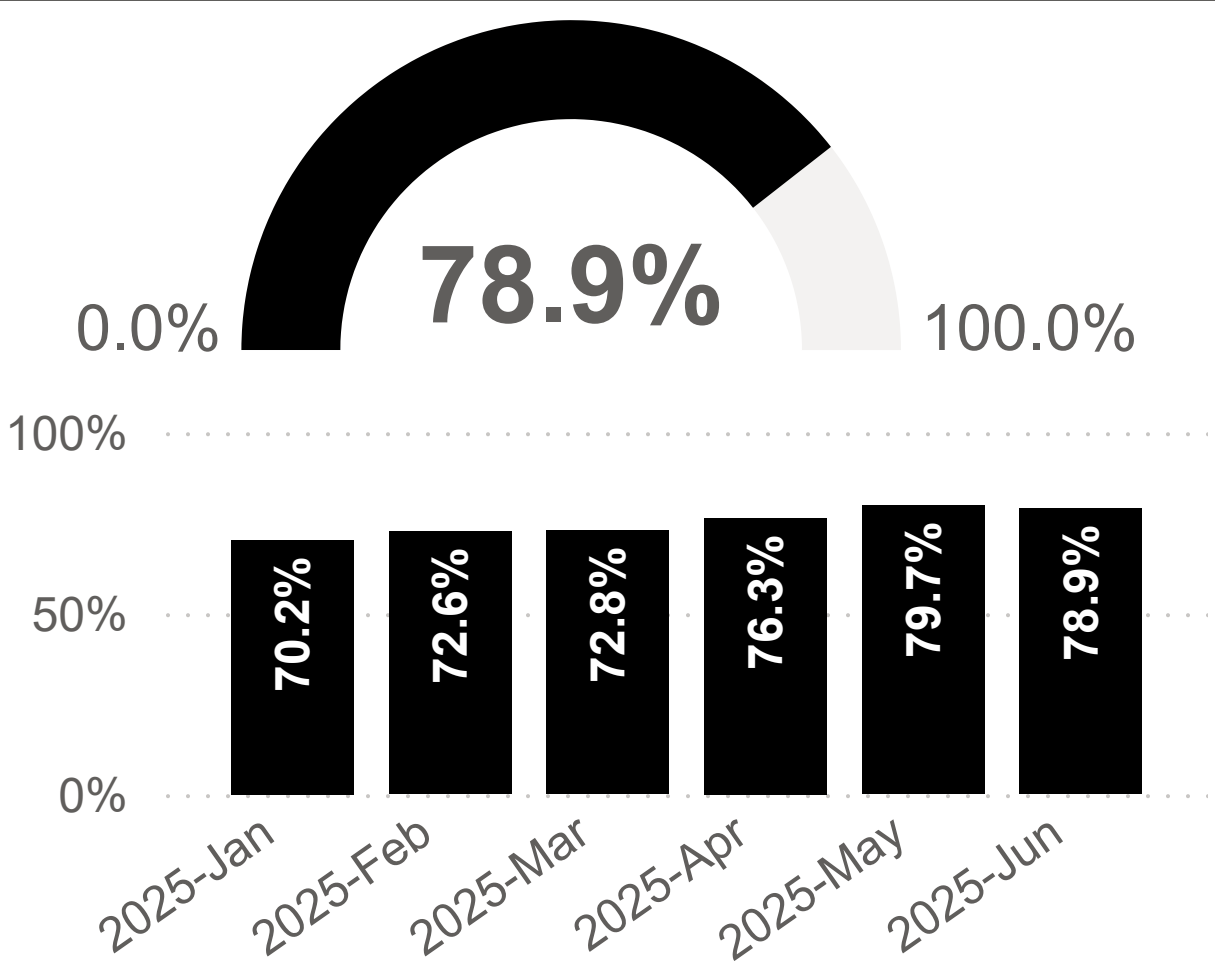


#### Sentiment

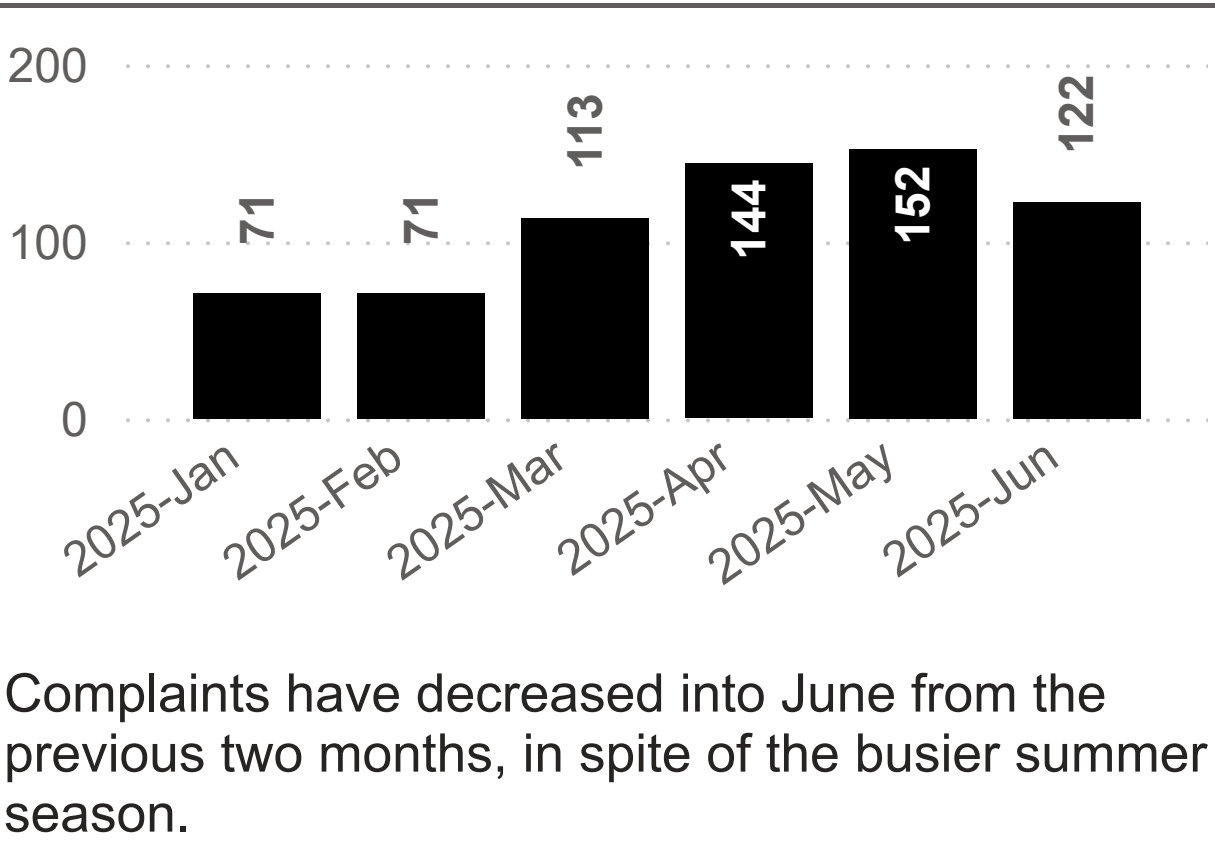
Target: 85%



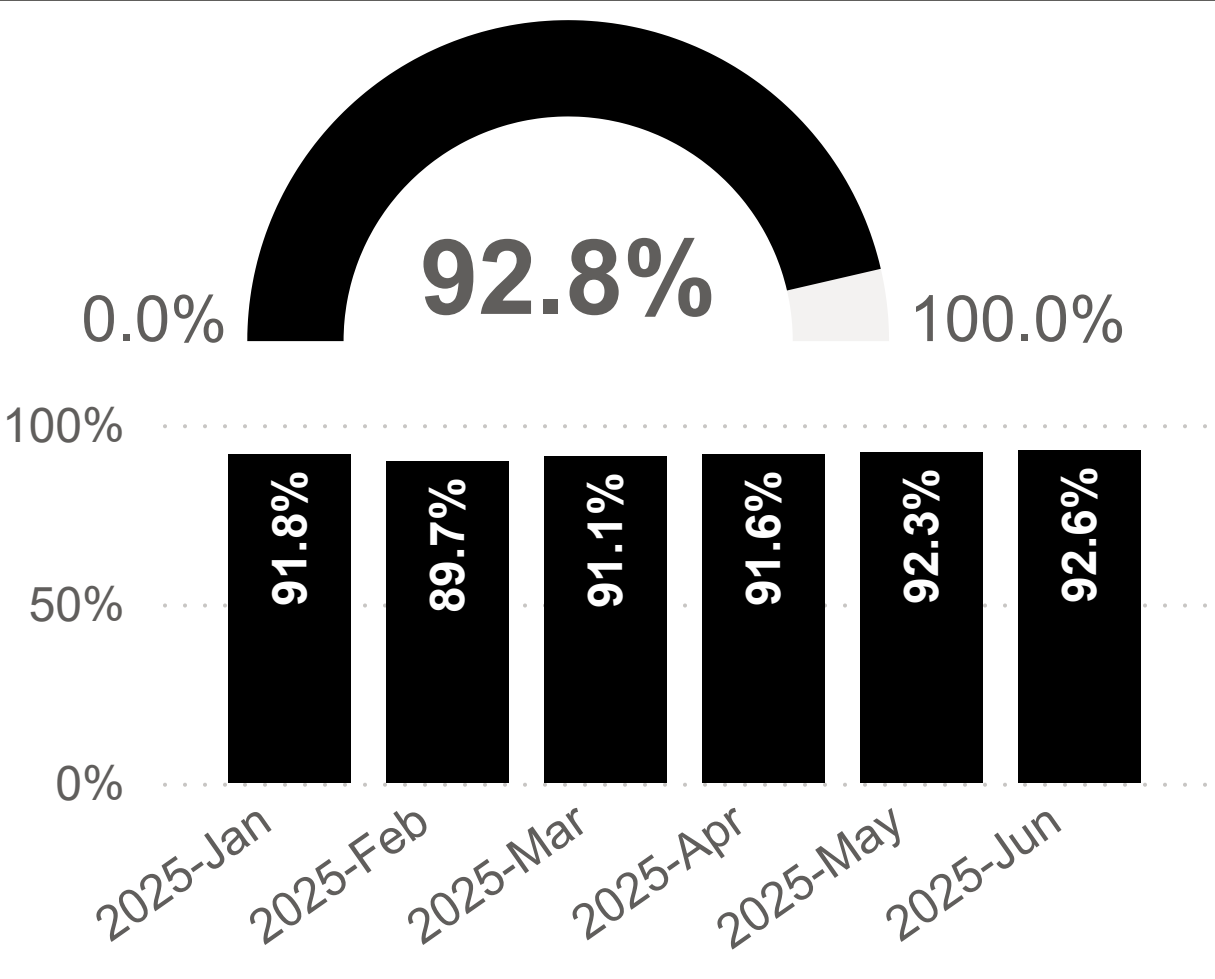
#### Trust to Deliver Service



#### Number of Complaints Received

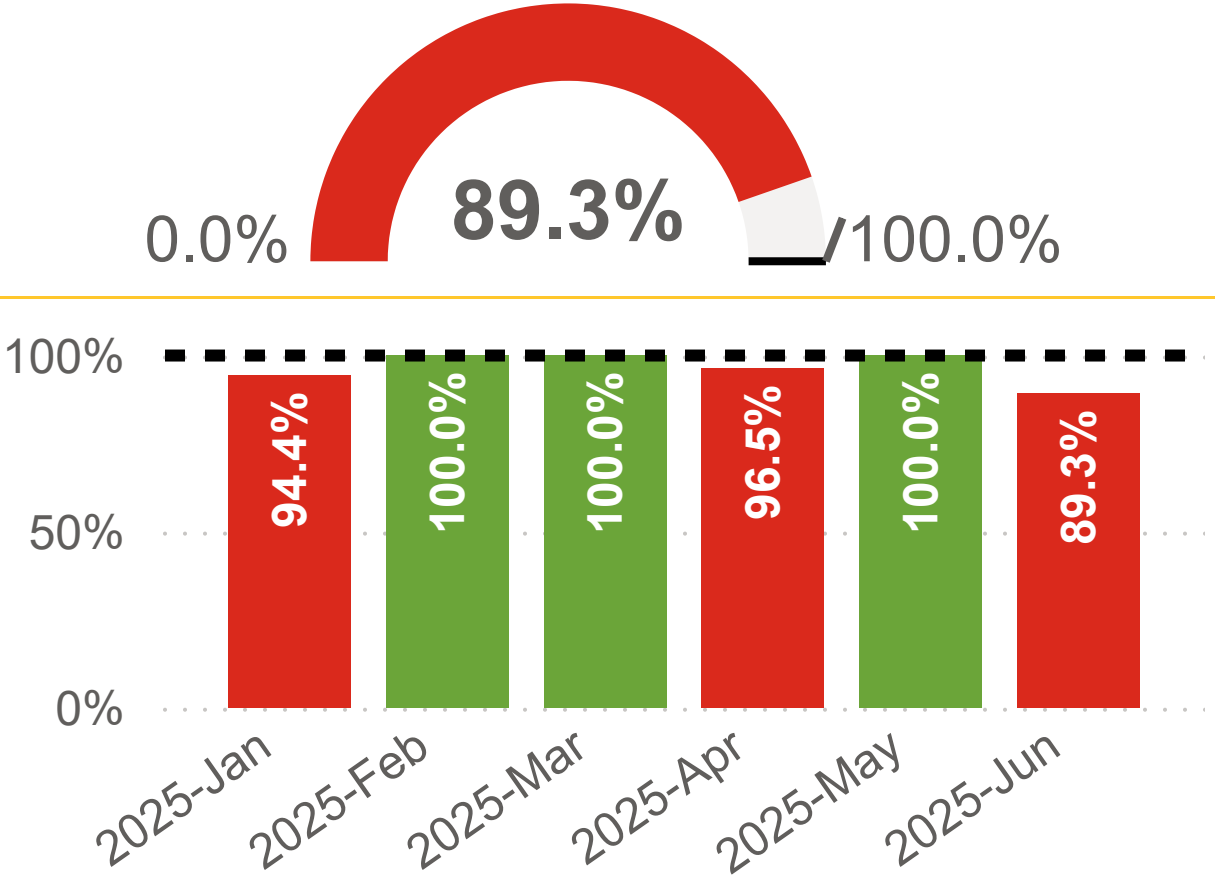


#### Customer Satisfaction with Staff

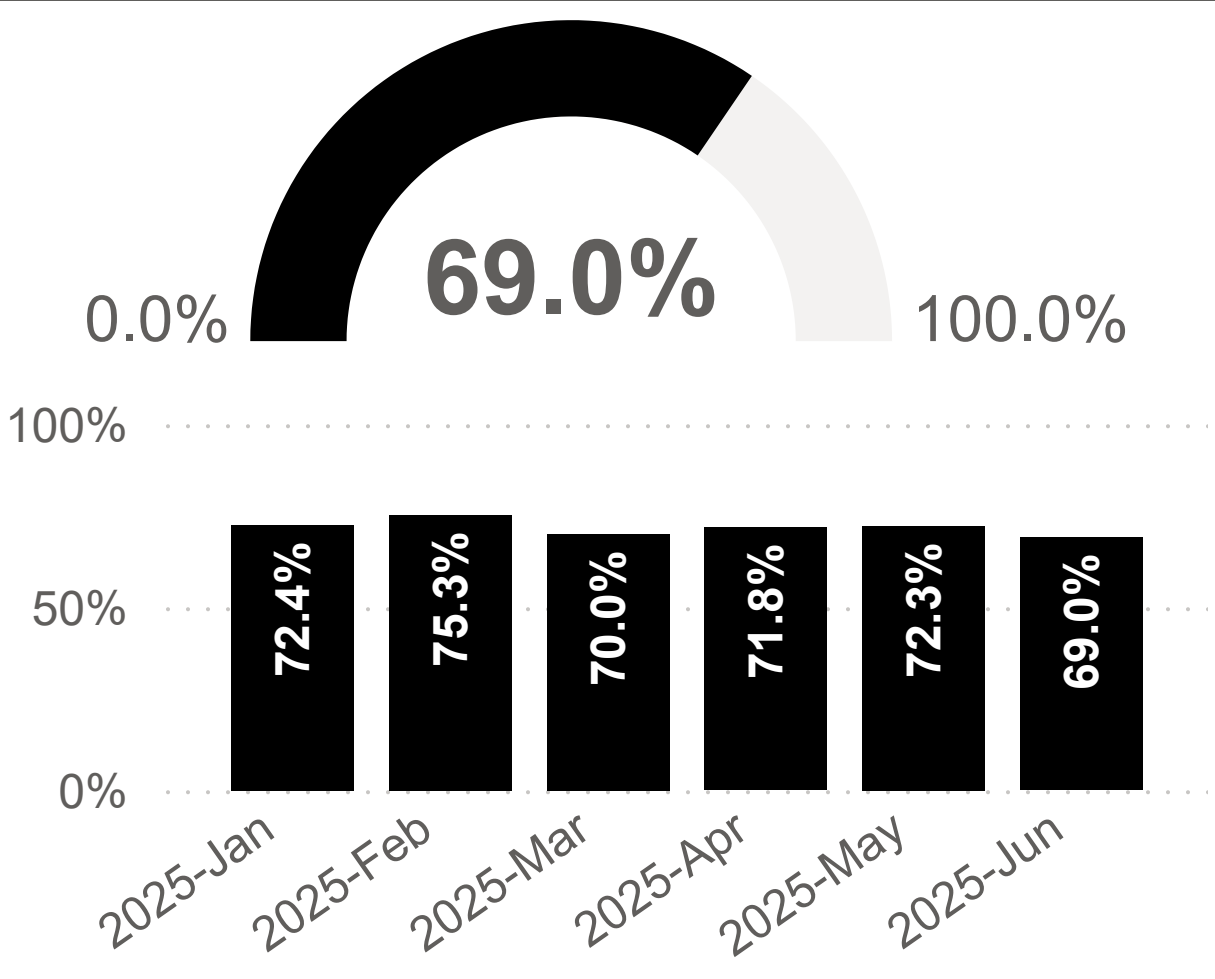


#### Complaints Handled within 21 Days

Target: 100%

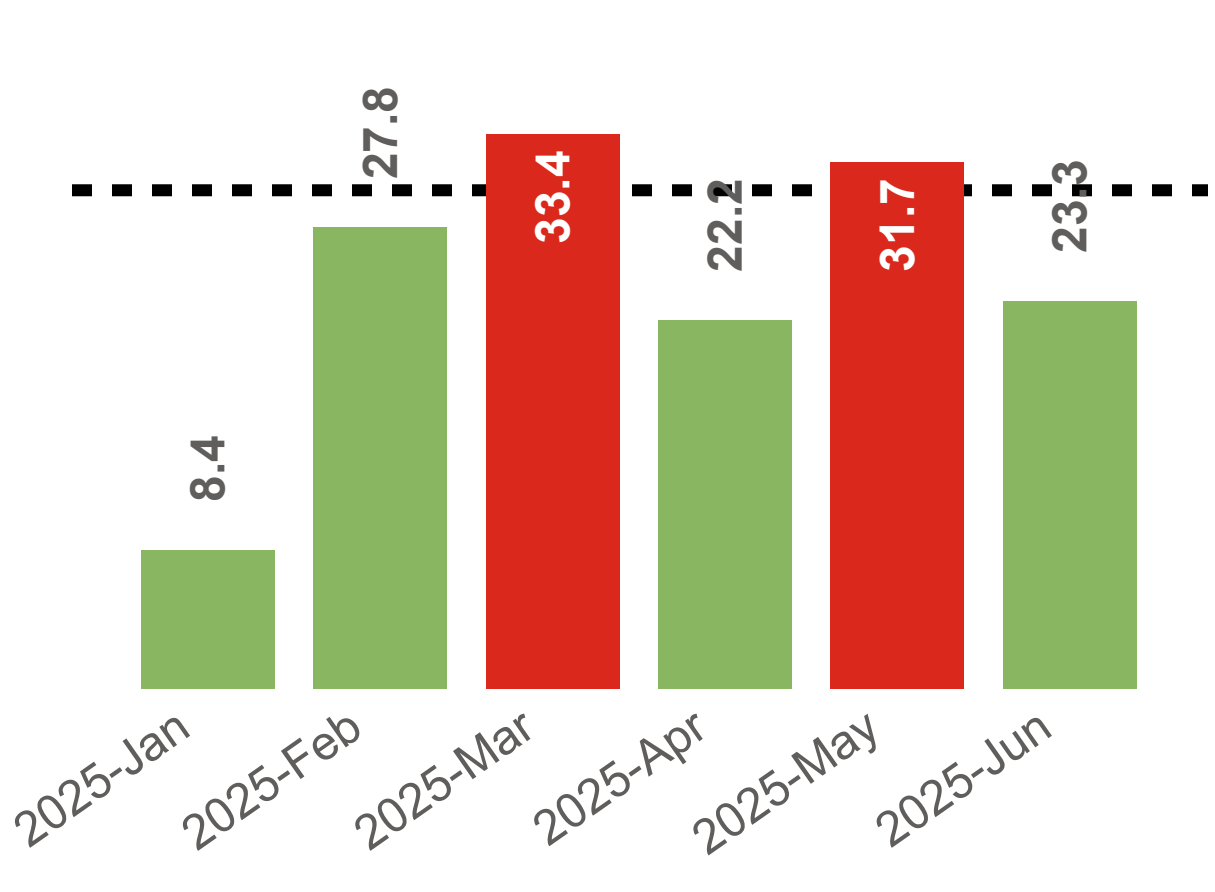


#### Calls Resolved on 1st Call



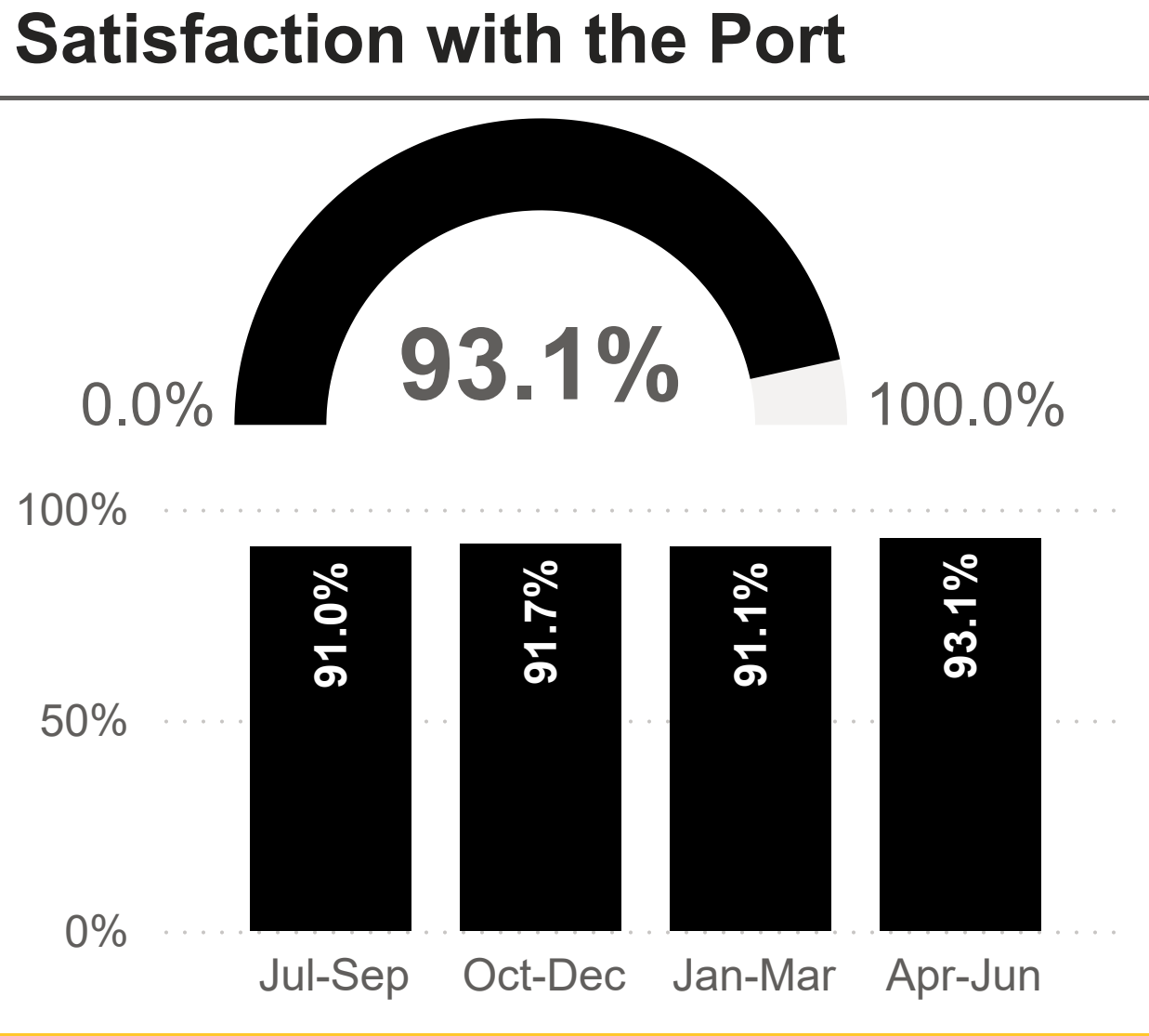
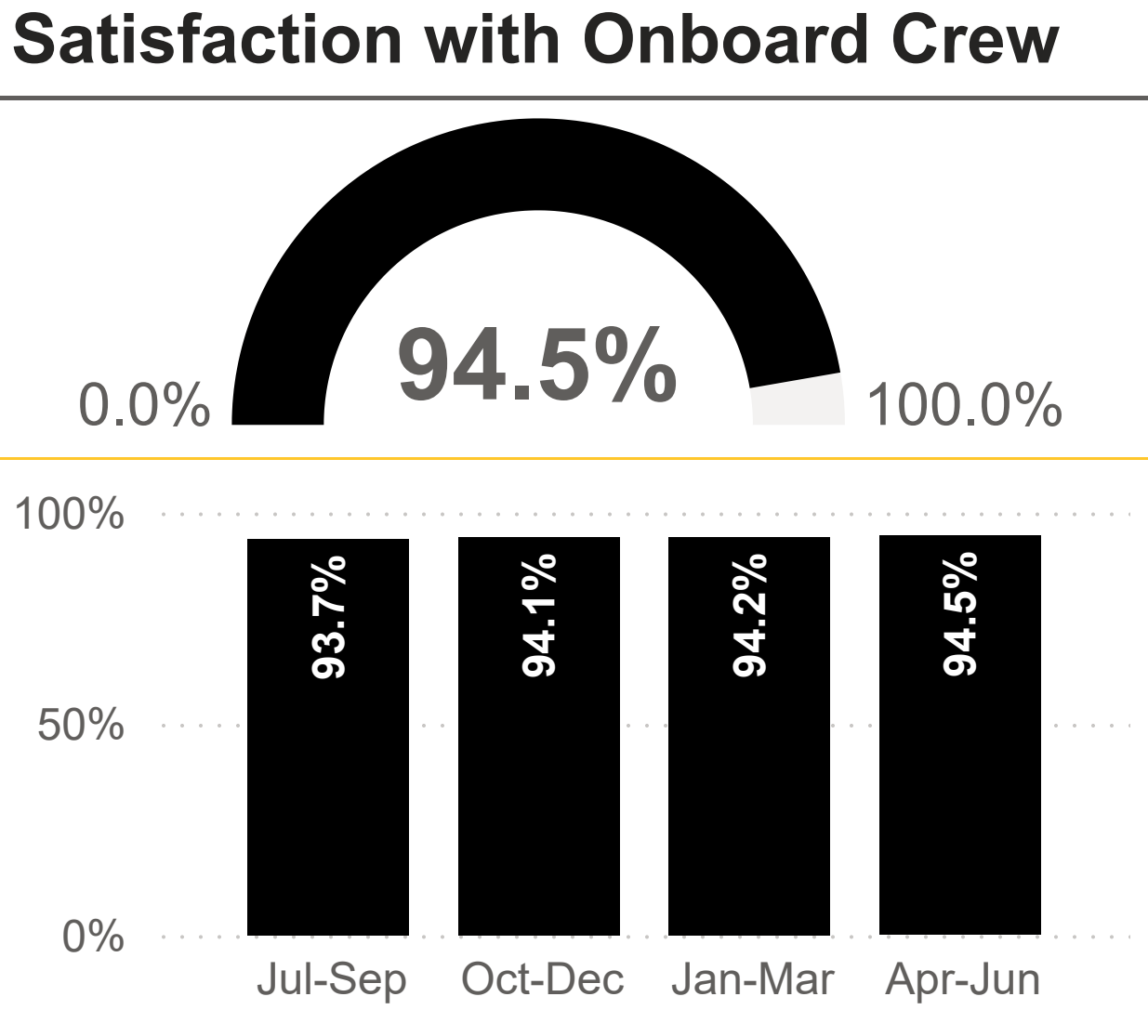
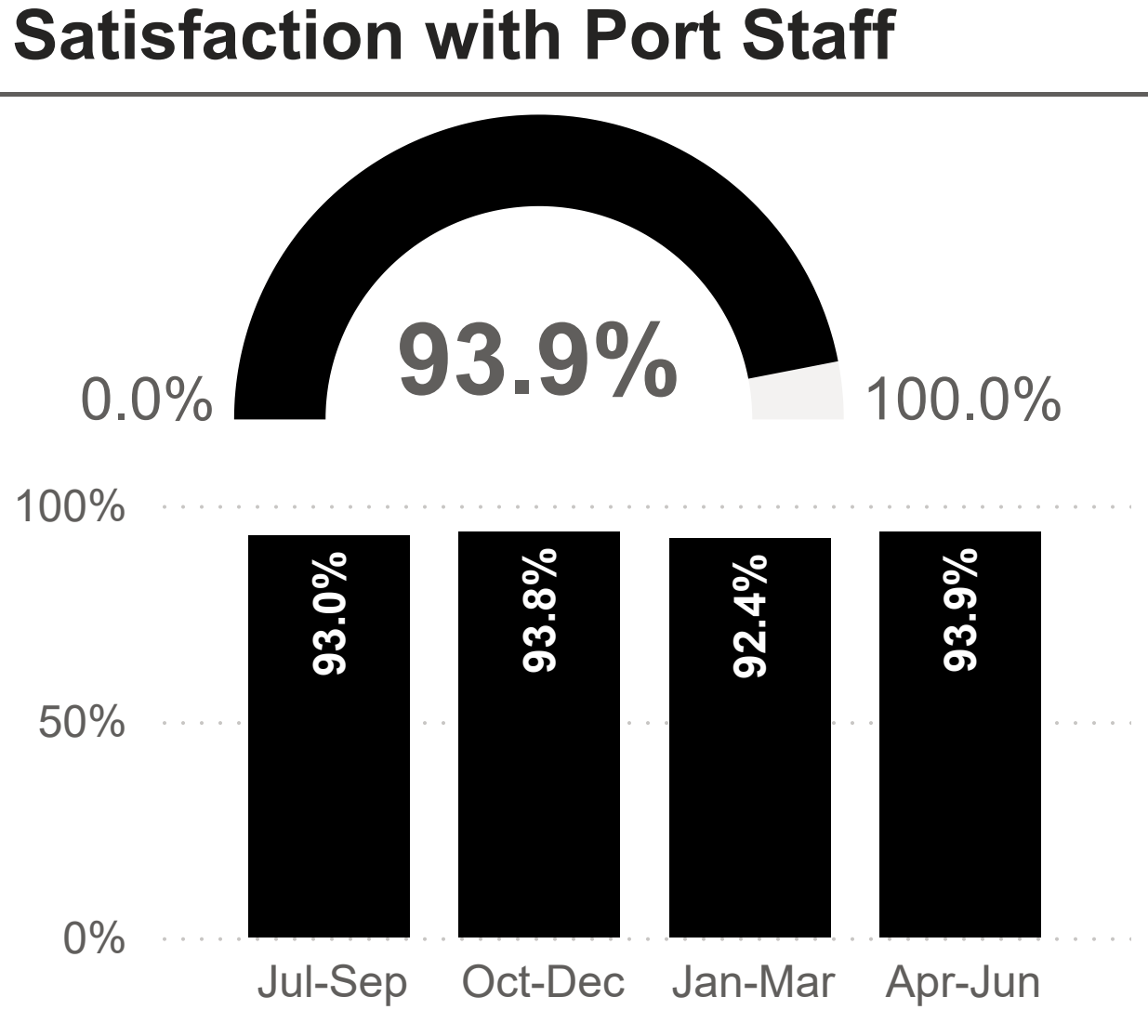
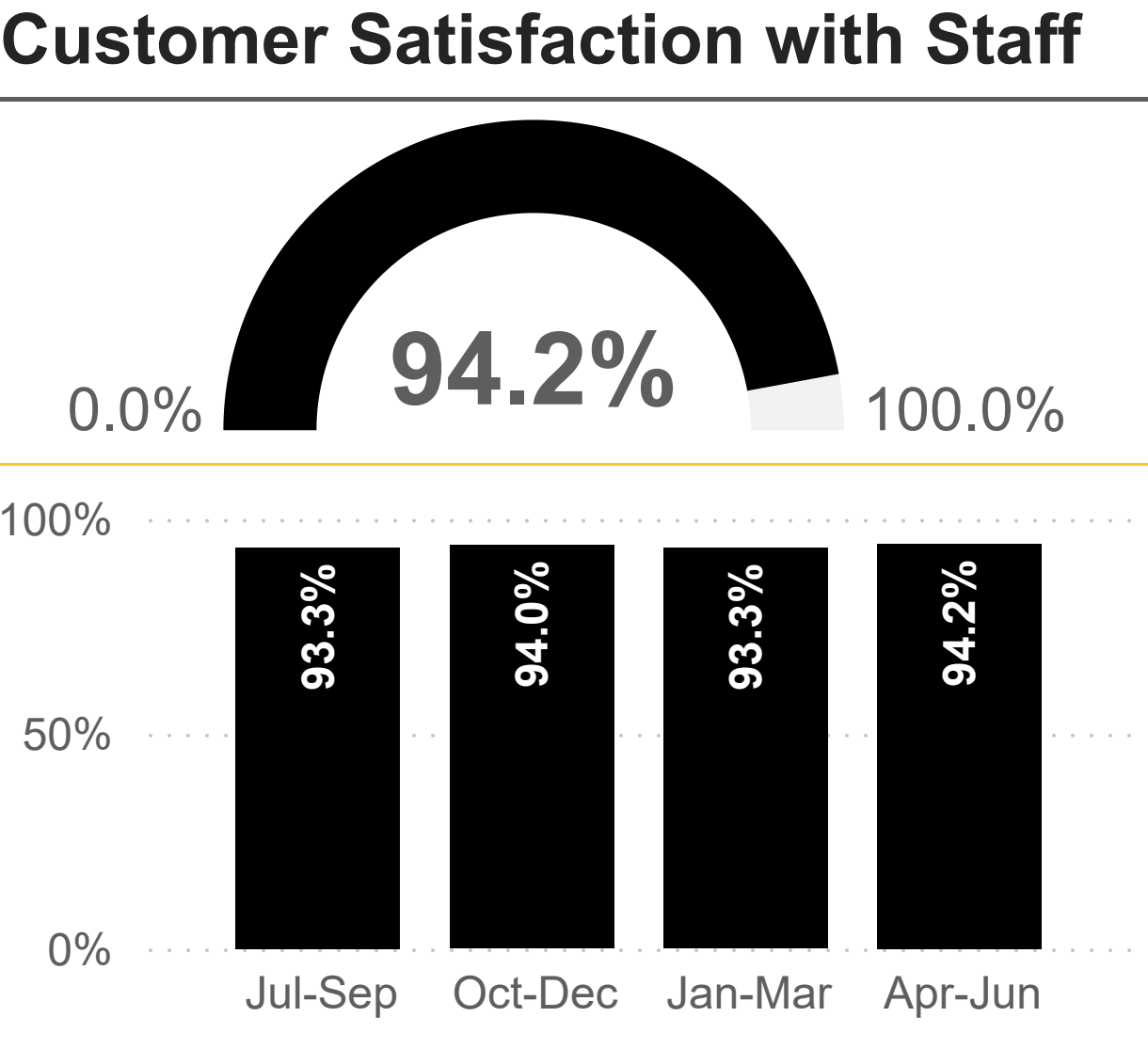
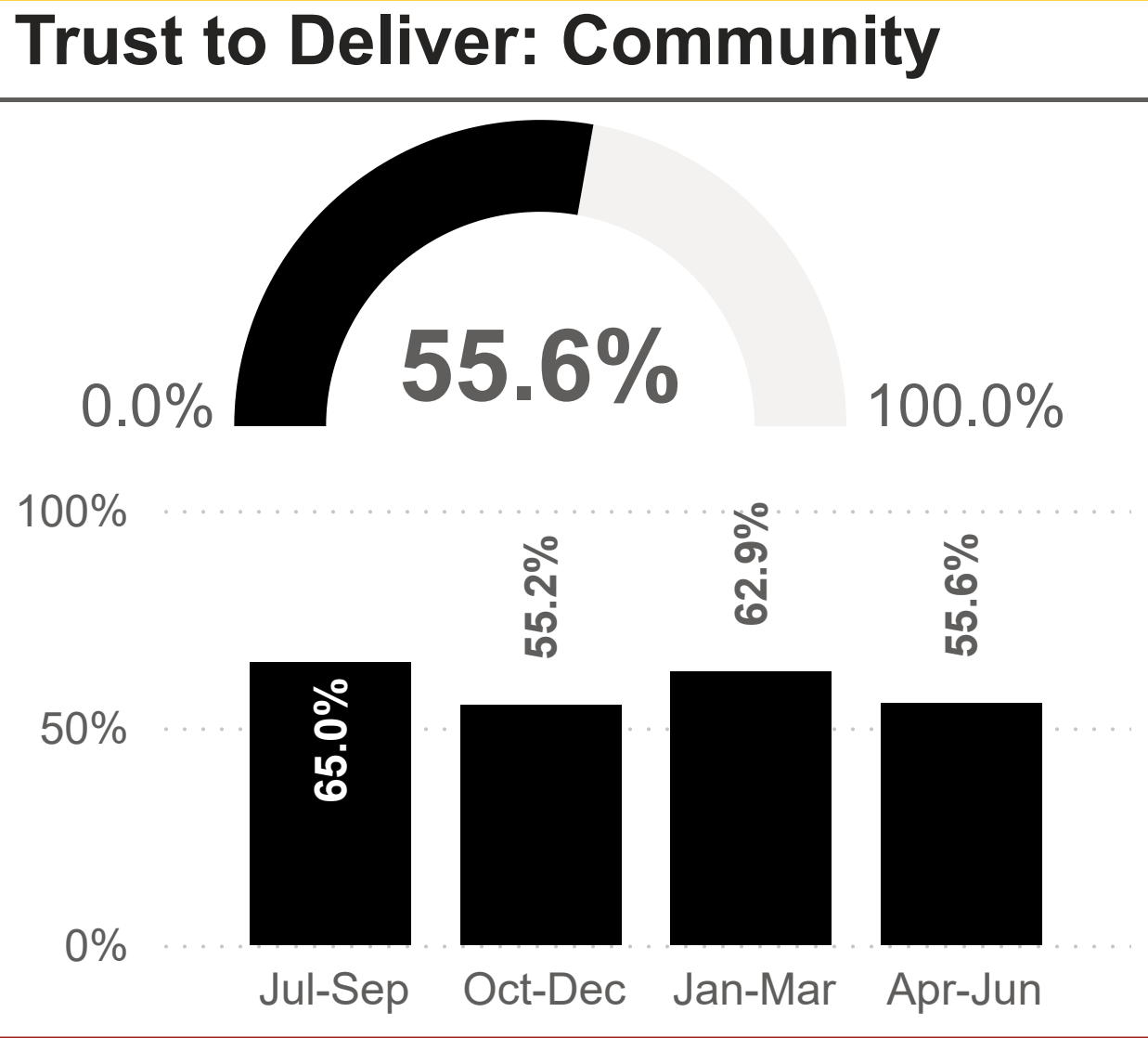
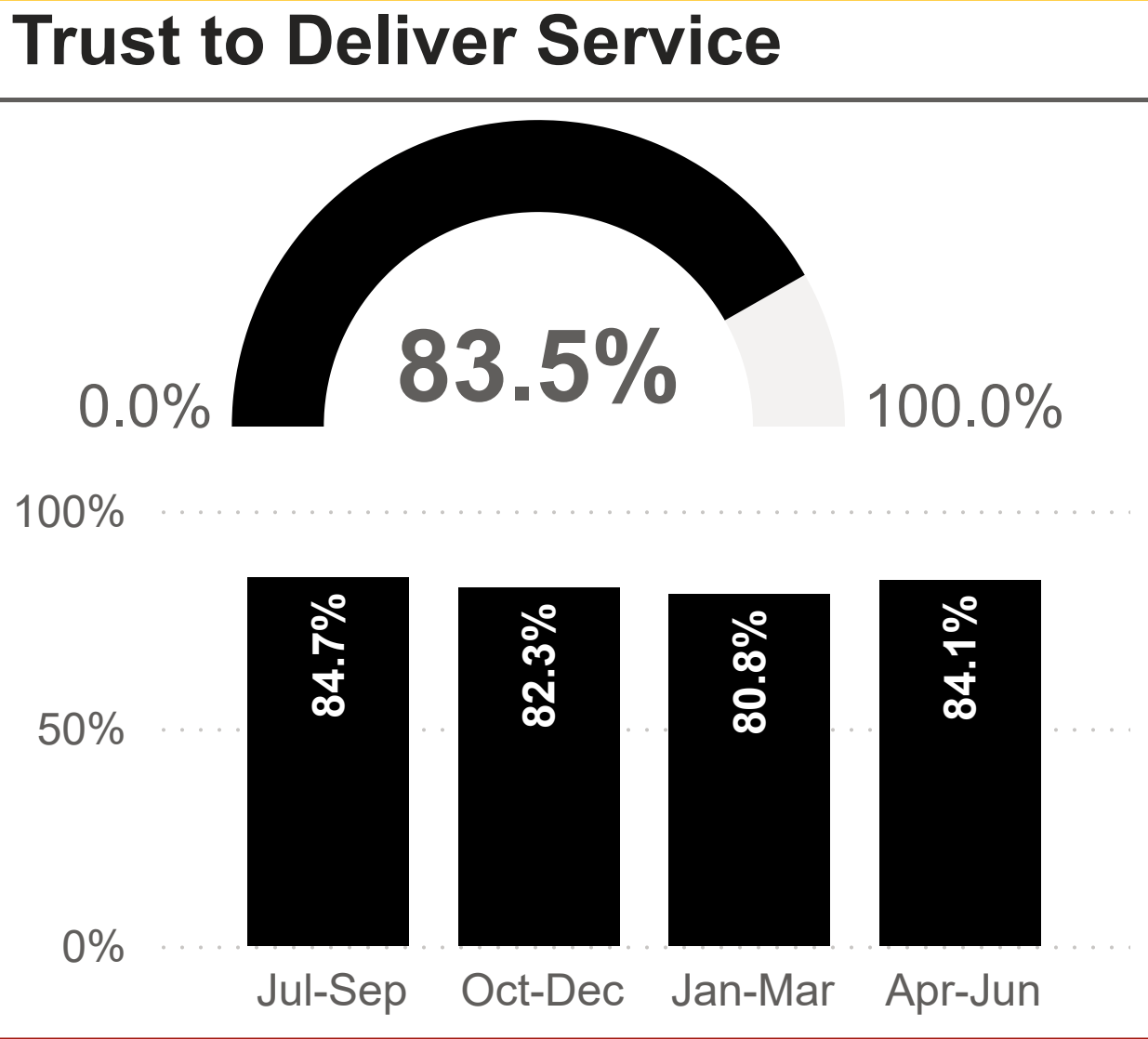
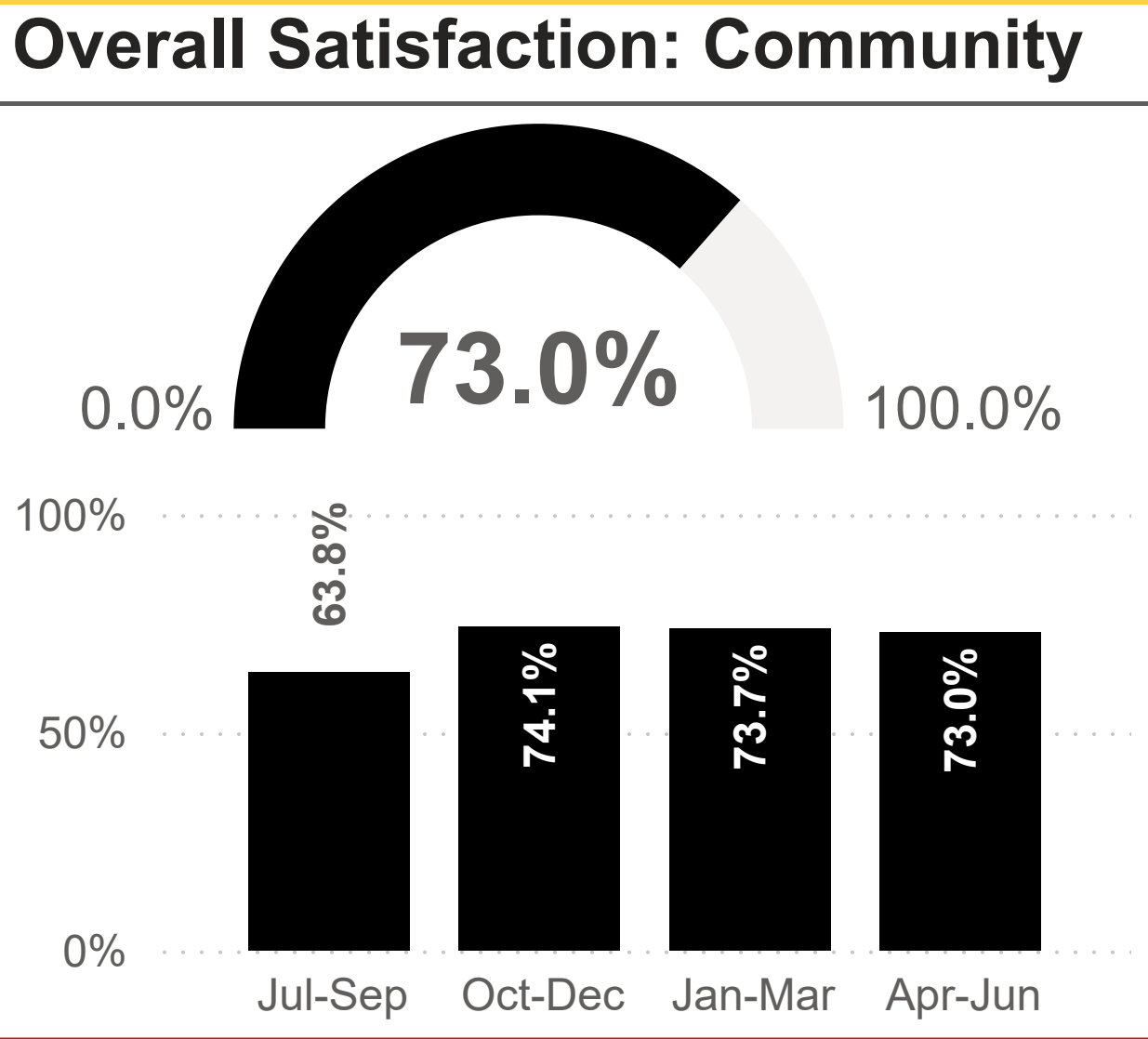
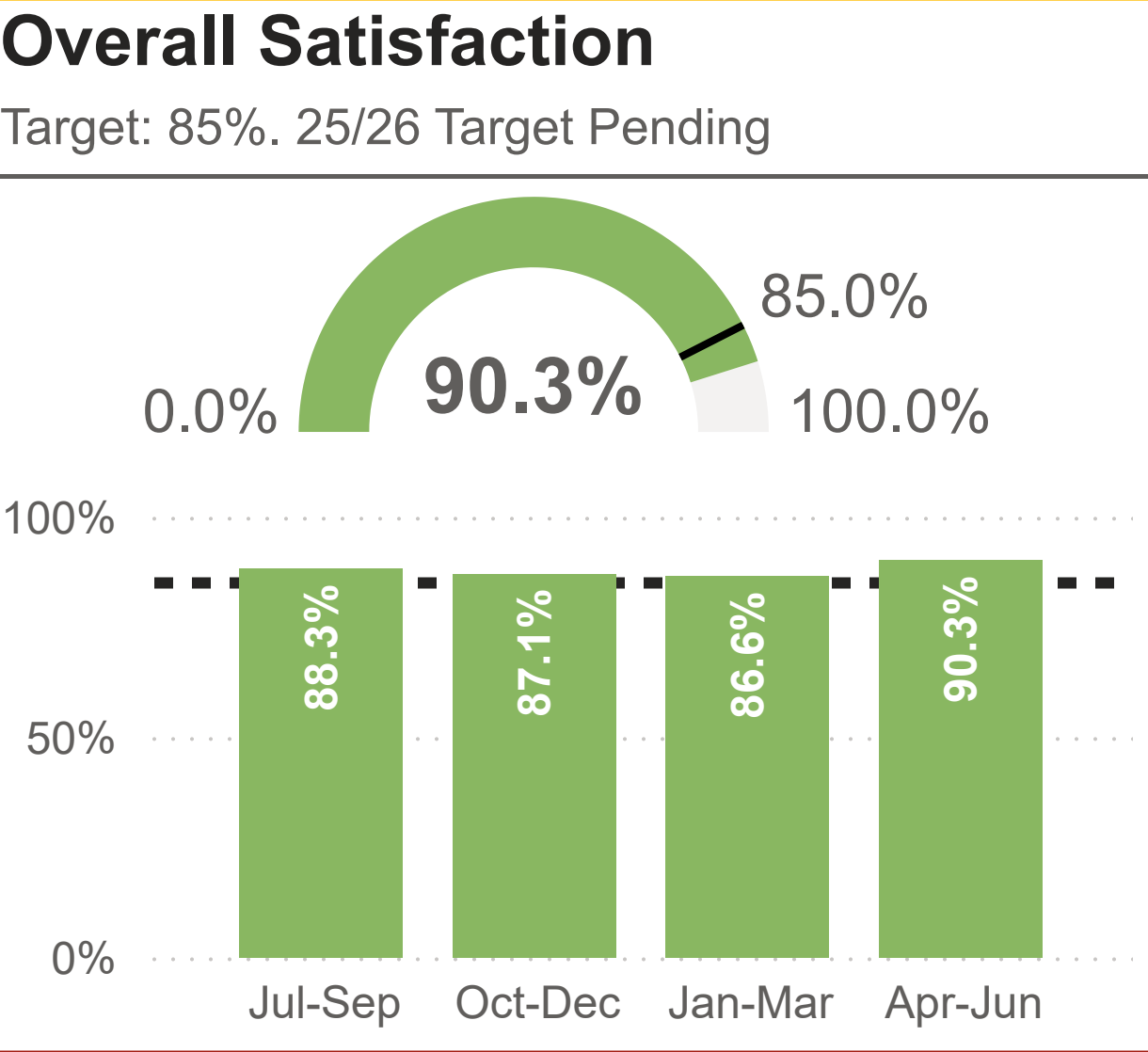
#### Average of Time to Answer (s)

Target: 30s





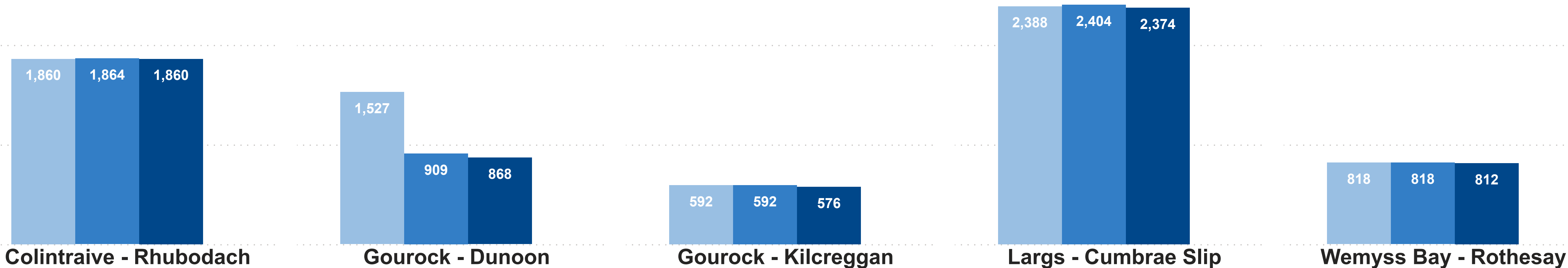
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.  
Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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





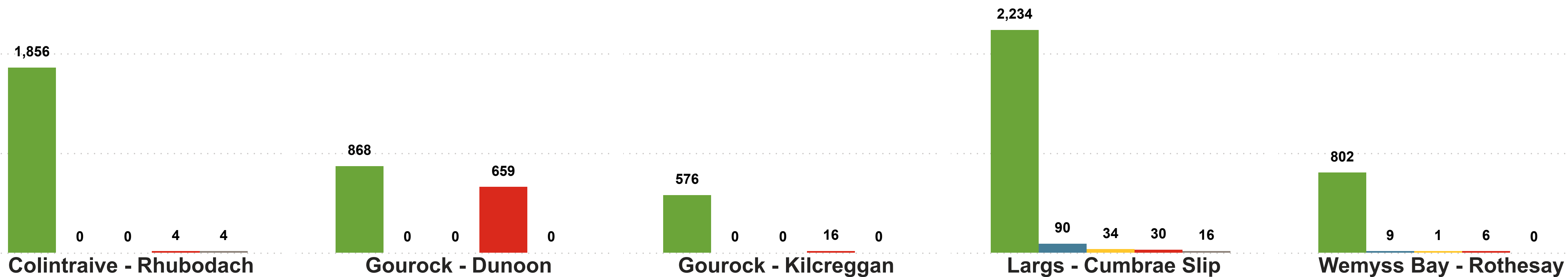
Sailings Timetabled, Amended & Actual

● Timetabled ● Amended ● Actual



Punctuality & Reliability

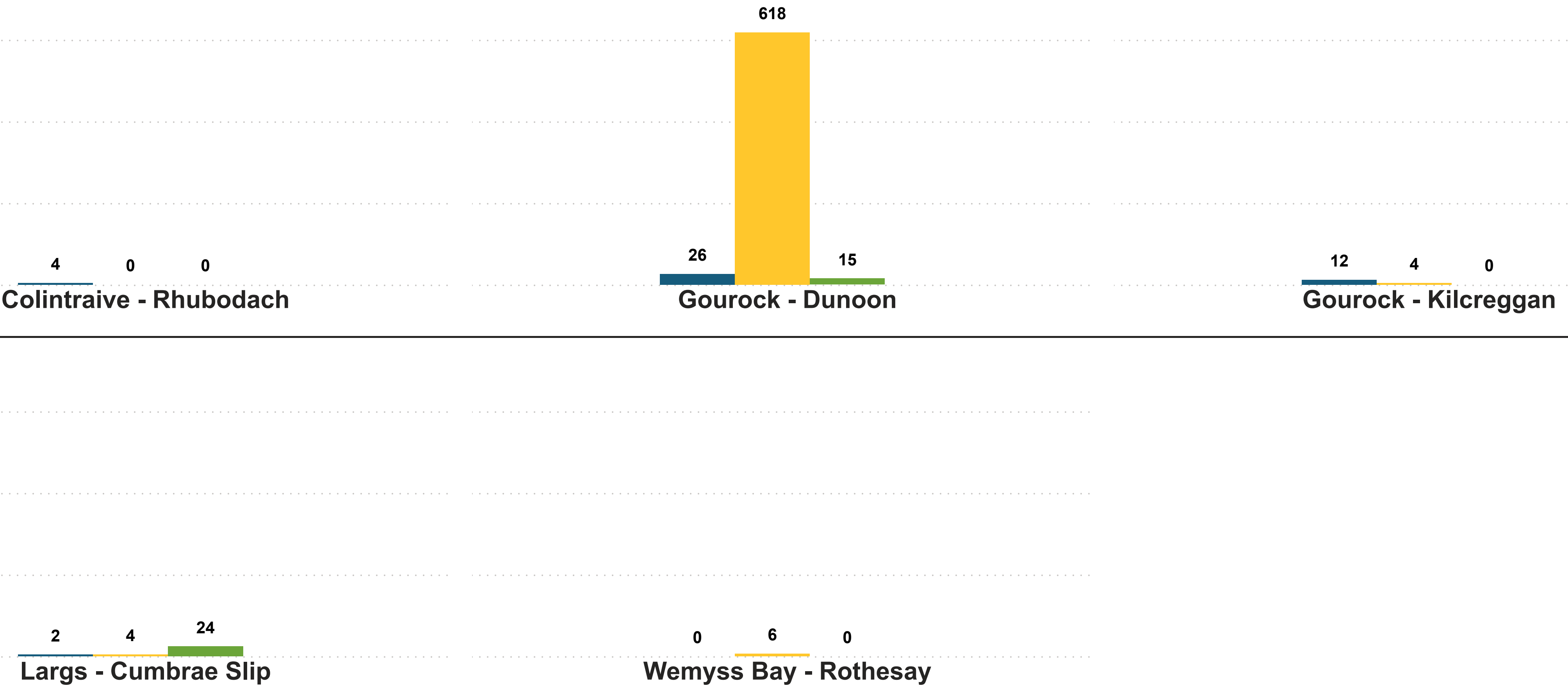
● On Time ● Level 1 Lateness ● Level 2 Lateness ● Cancelled ● Additional





Cancelled Sailings (By Reason)

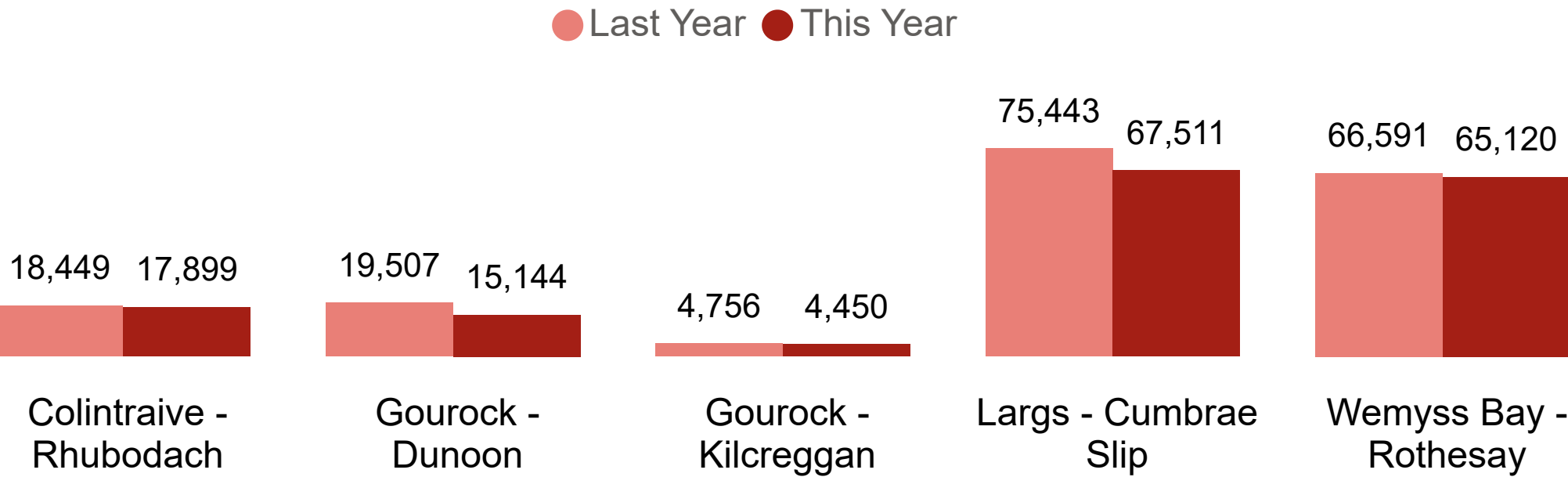
Weather Technical Other



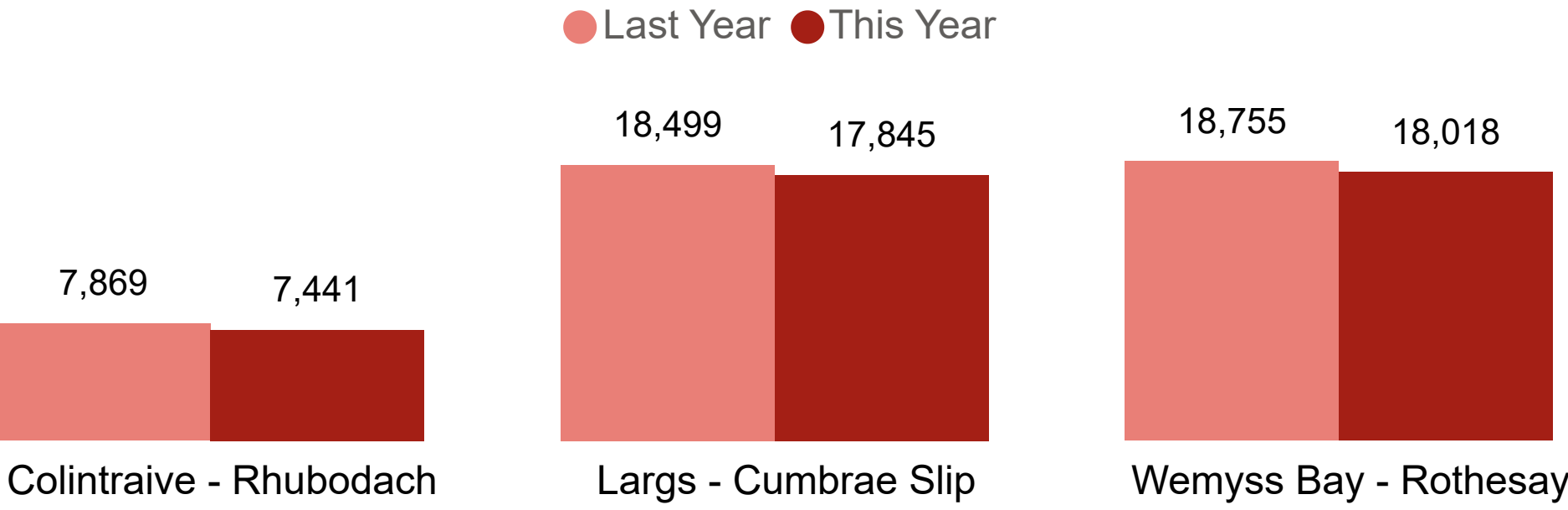
"Other" refers to any cancellations not resulting from weather and technical disruption. This includes cancellations due to reasons such as bunkering issues, berth unavailability etc.



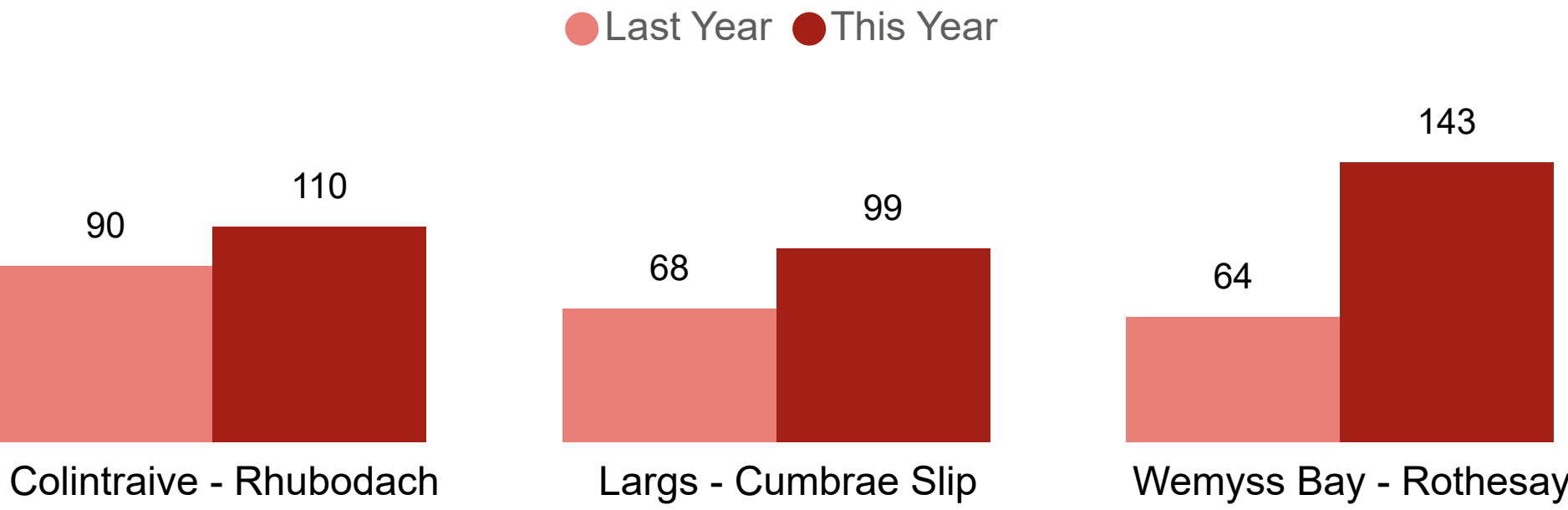
Shipped Passengers



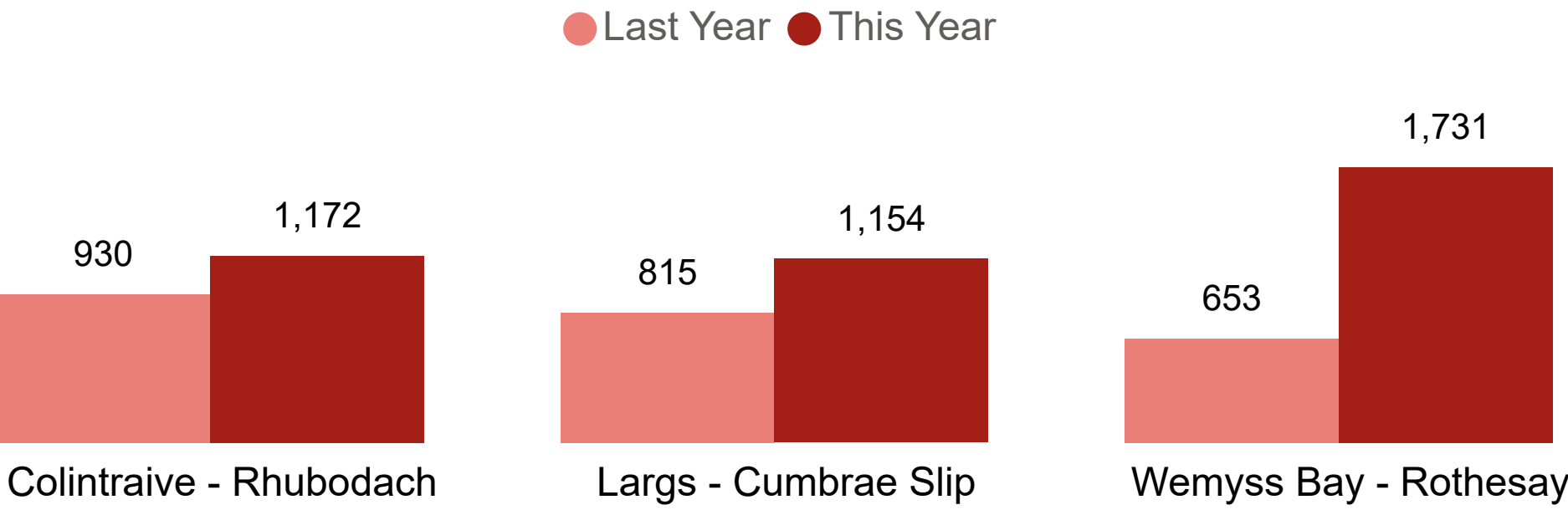
Shipped Cars



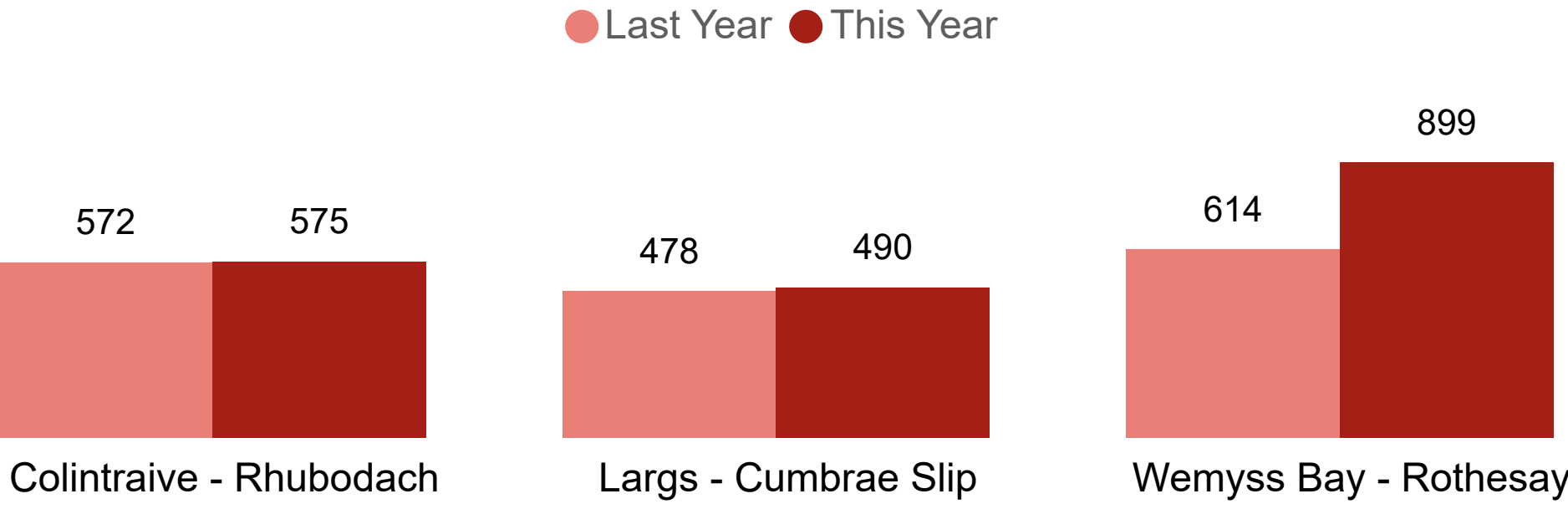
Shipped Coaches



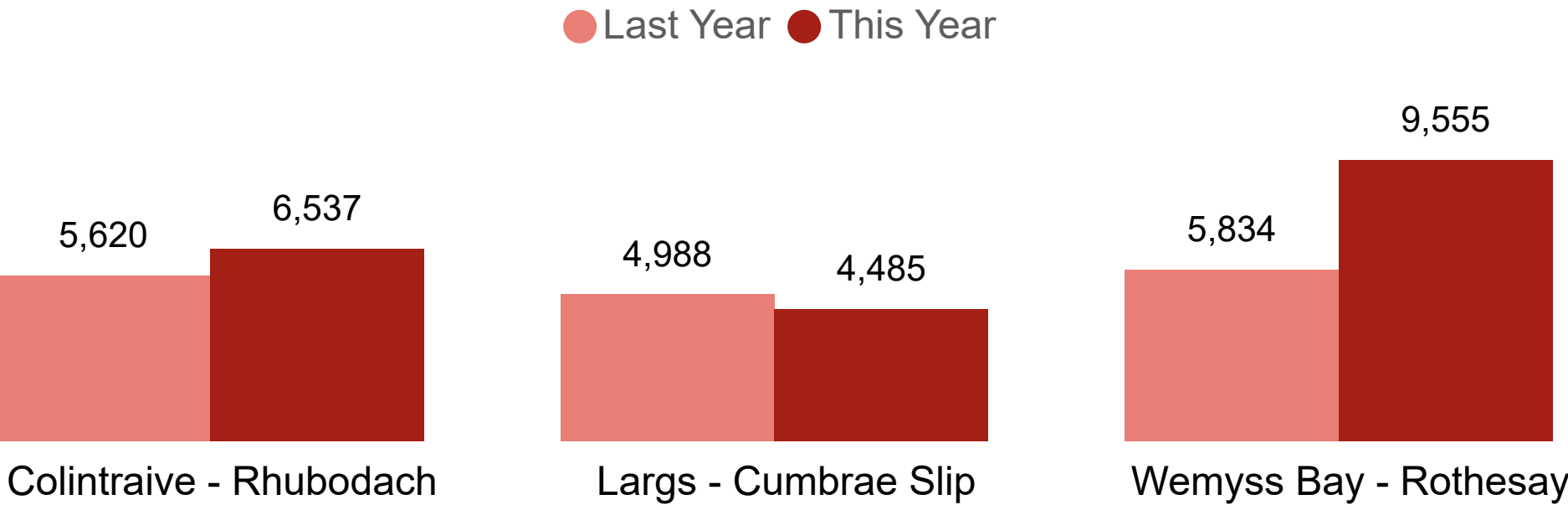
Shipped Coach Metres



Shipped Commercial Vehicles



Shipped Commercial Vehicle Metres



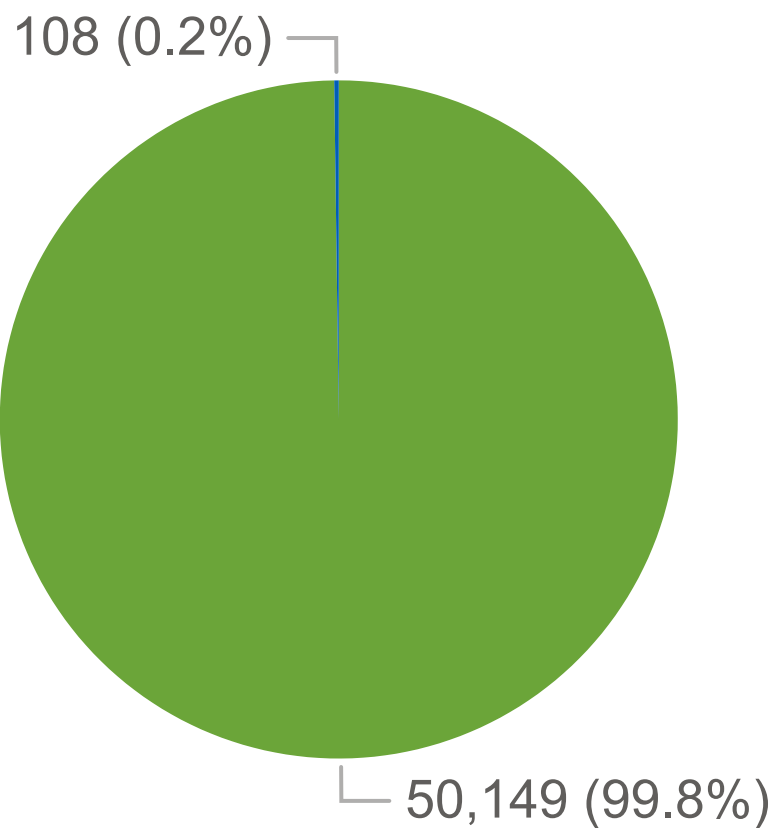




- 1 Car Equivalent Space is equal to 4.6 General Lane Metres
- Below visuals represent car equivalent spaces offered vs car equivalent space made unavailable as a result of technical, weather and all other cancellations

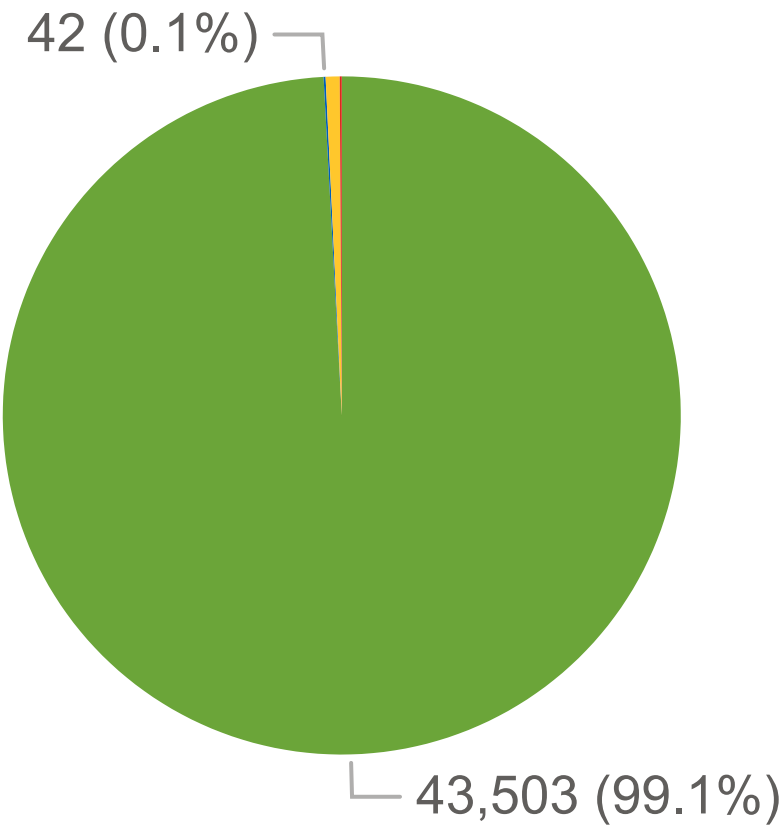
Colintraive - Rhubodach

Offered Weather Other Technical



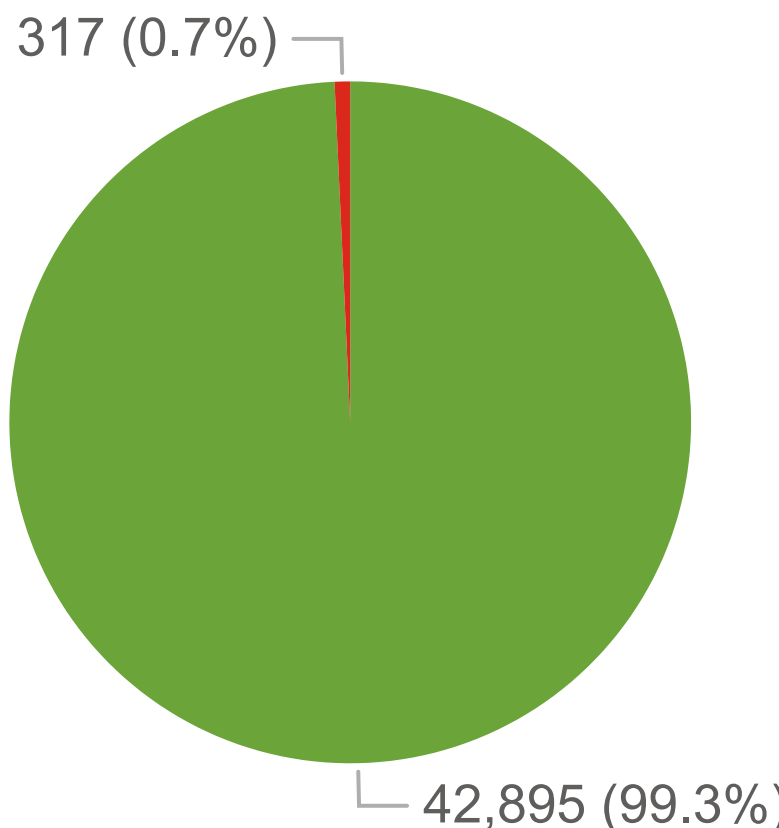
Largs - Cumbrae Slip

Offered Weather Other Technical



Wemyss Bay - Rothesay

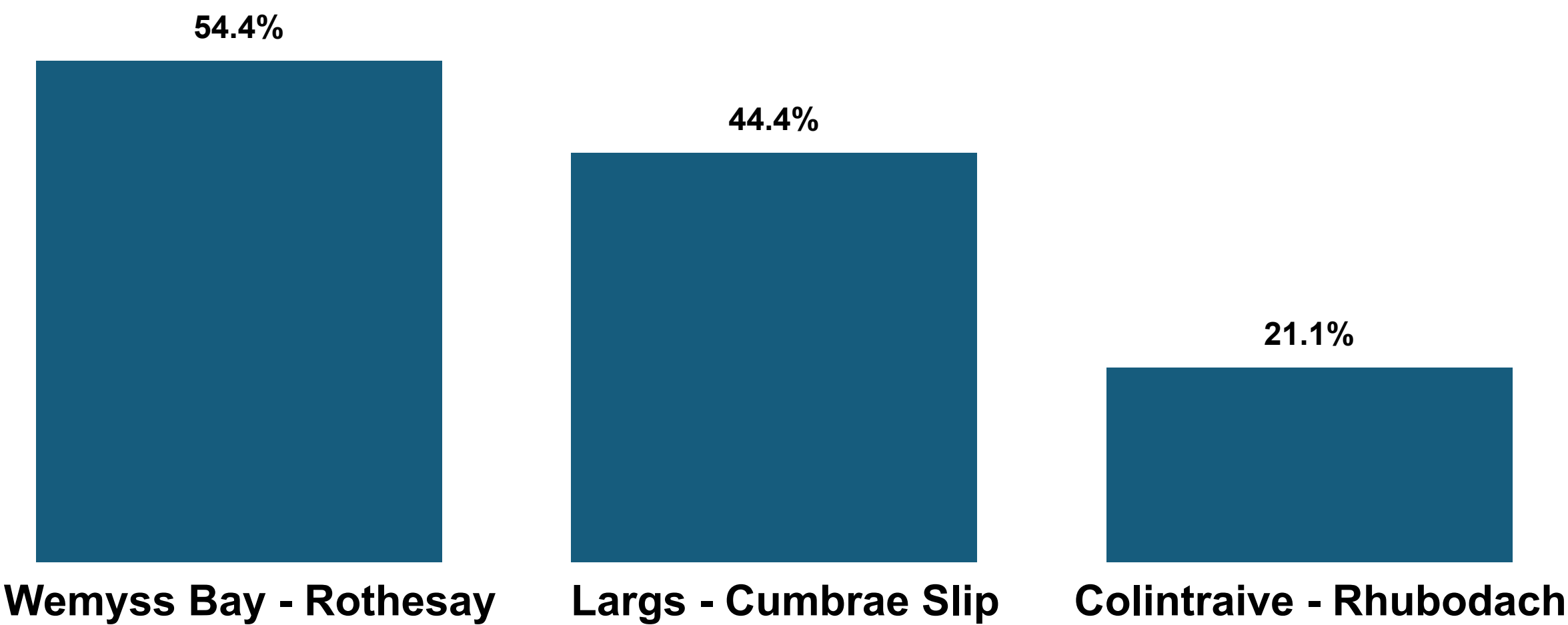
Offered Technical Weather Other



Route	Offered	Weather	Technical	Other
Colintraive - Rhubodach	50,149	108		
Largs - Cumbrae Slip	43,503	42	42	292
Wemyss Bay - Rothesay	42,895		317	



Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Wemyss Bay - Rothesay	197.3K	107.4K	23,355	54.4%
Largs - Cumbrae Slip	200.1K	88.9K	19,332	44.4%
Colintraiive - Rhubodach	230.7K	48.8K	10,603	21.1%
Total	628.1K	245.1K	53,290	39.0%

Overall Utilisation of Sailings

>90% 75-89% 50-74% <50%

