

Total Number of Survey Responses

19K

# Our Performance in December 2024

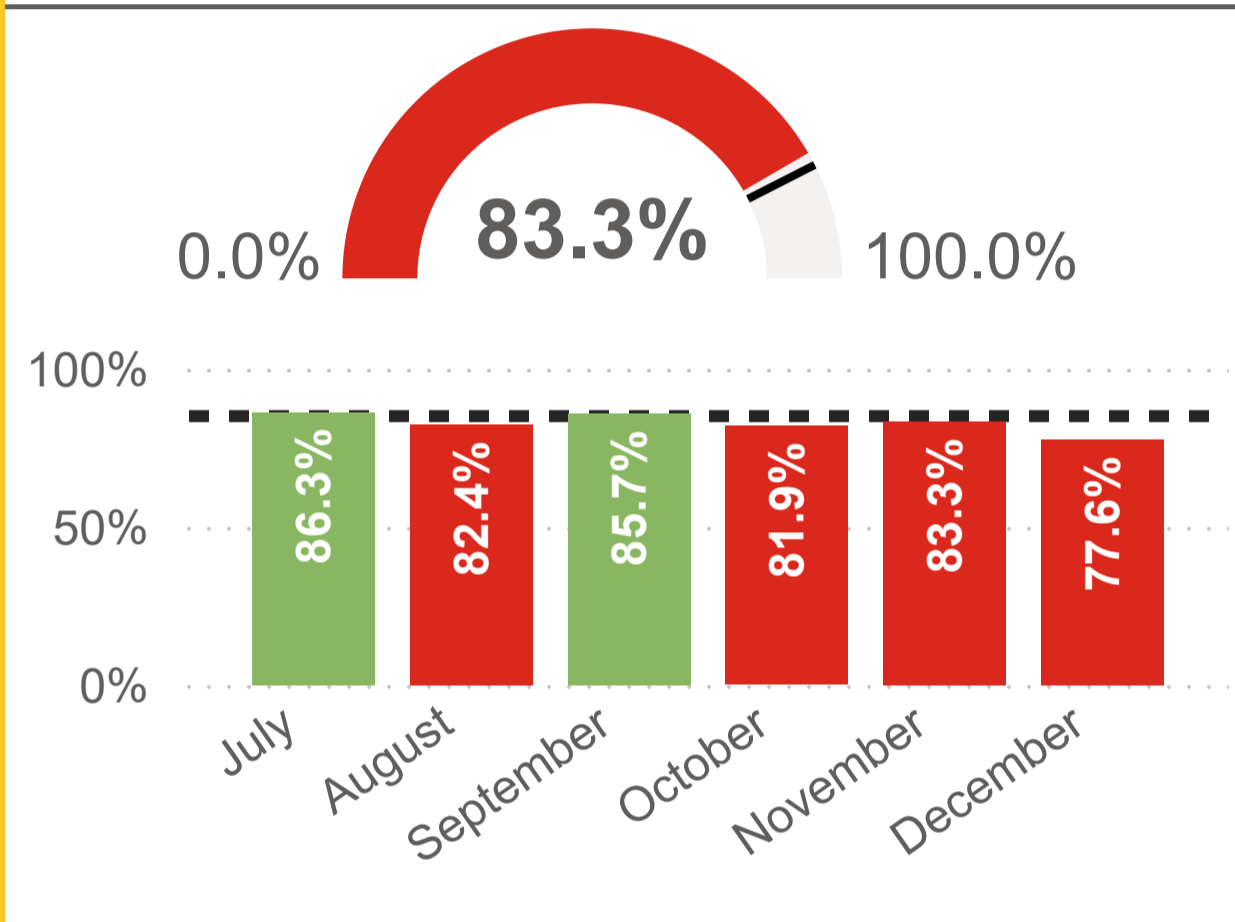
## Customer Feedback Metrics Network Wide



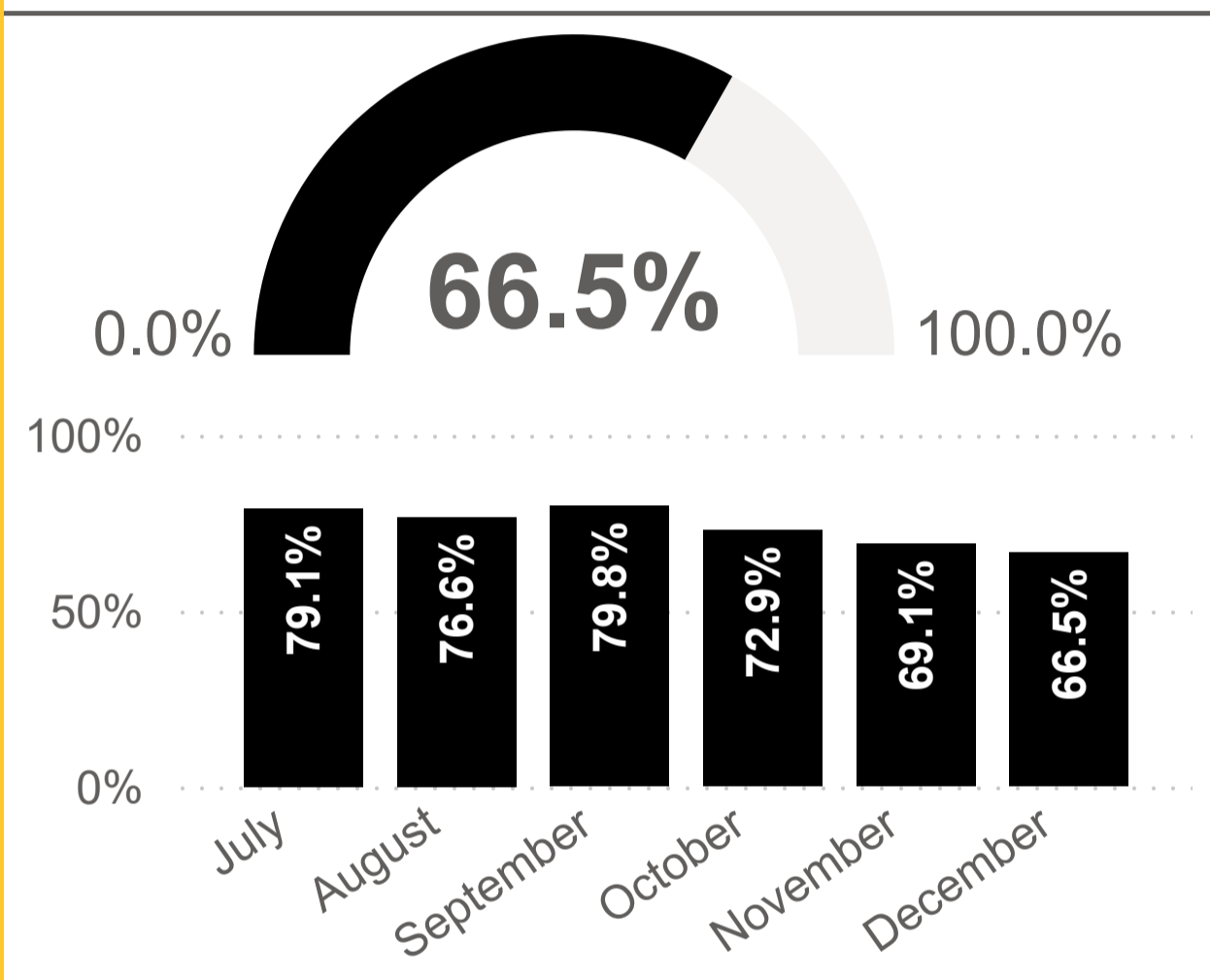
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.

### Overall Satisfaction

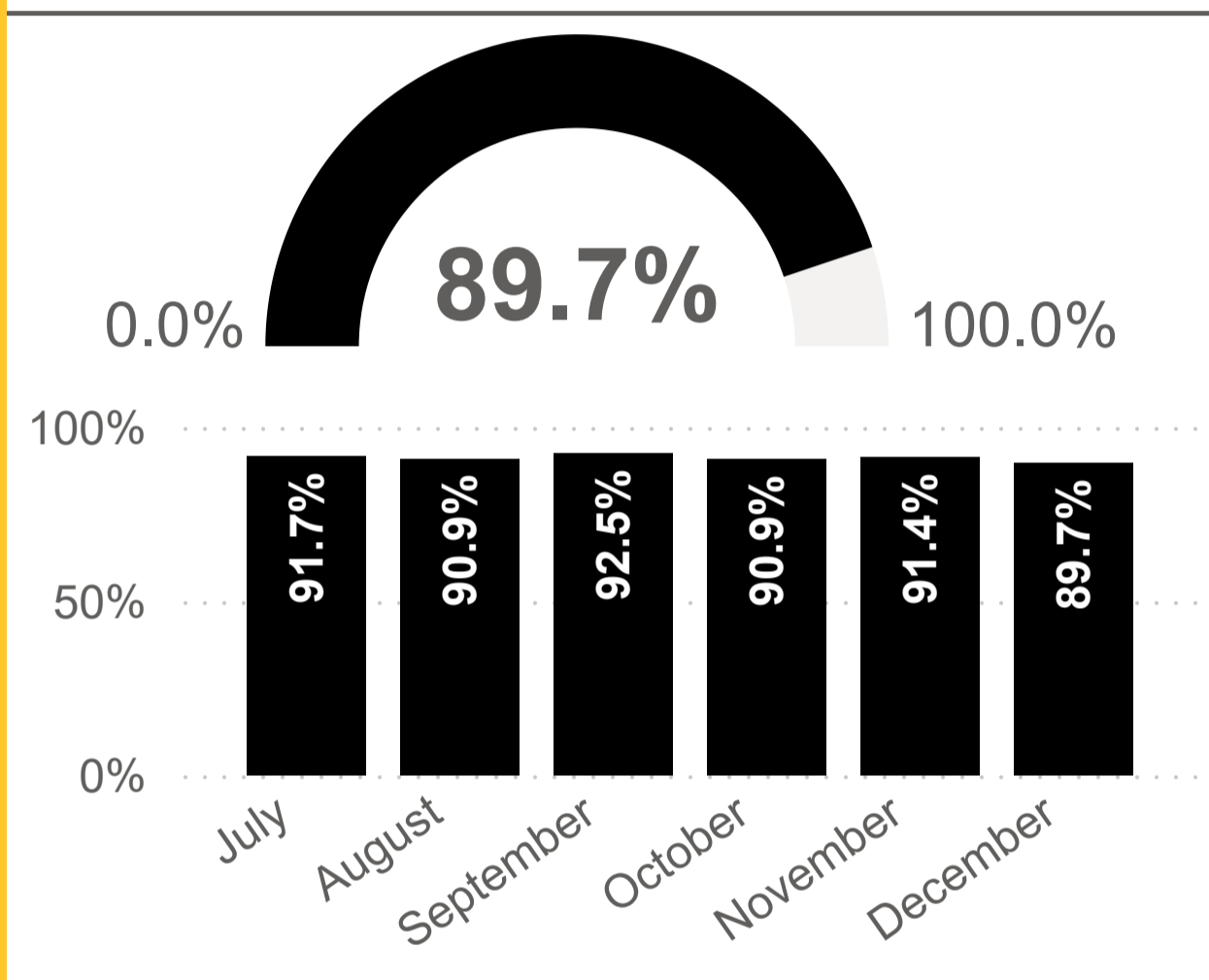
Target: 85%



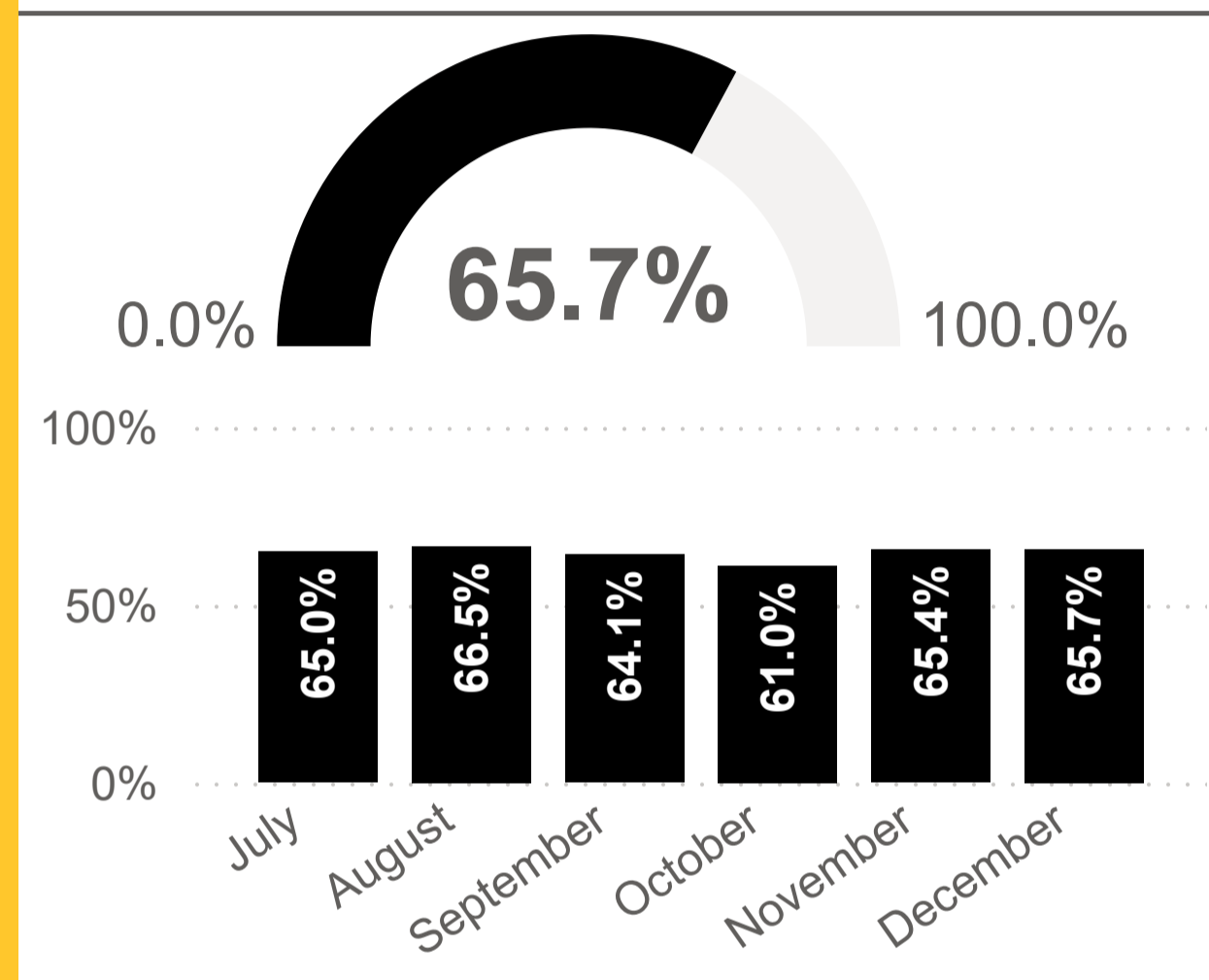
### Trust to Deliver Service



### Customer Satisfaction with Staff

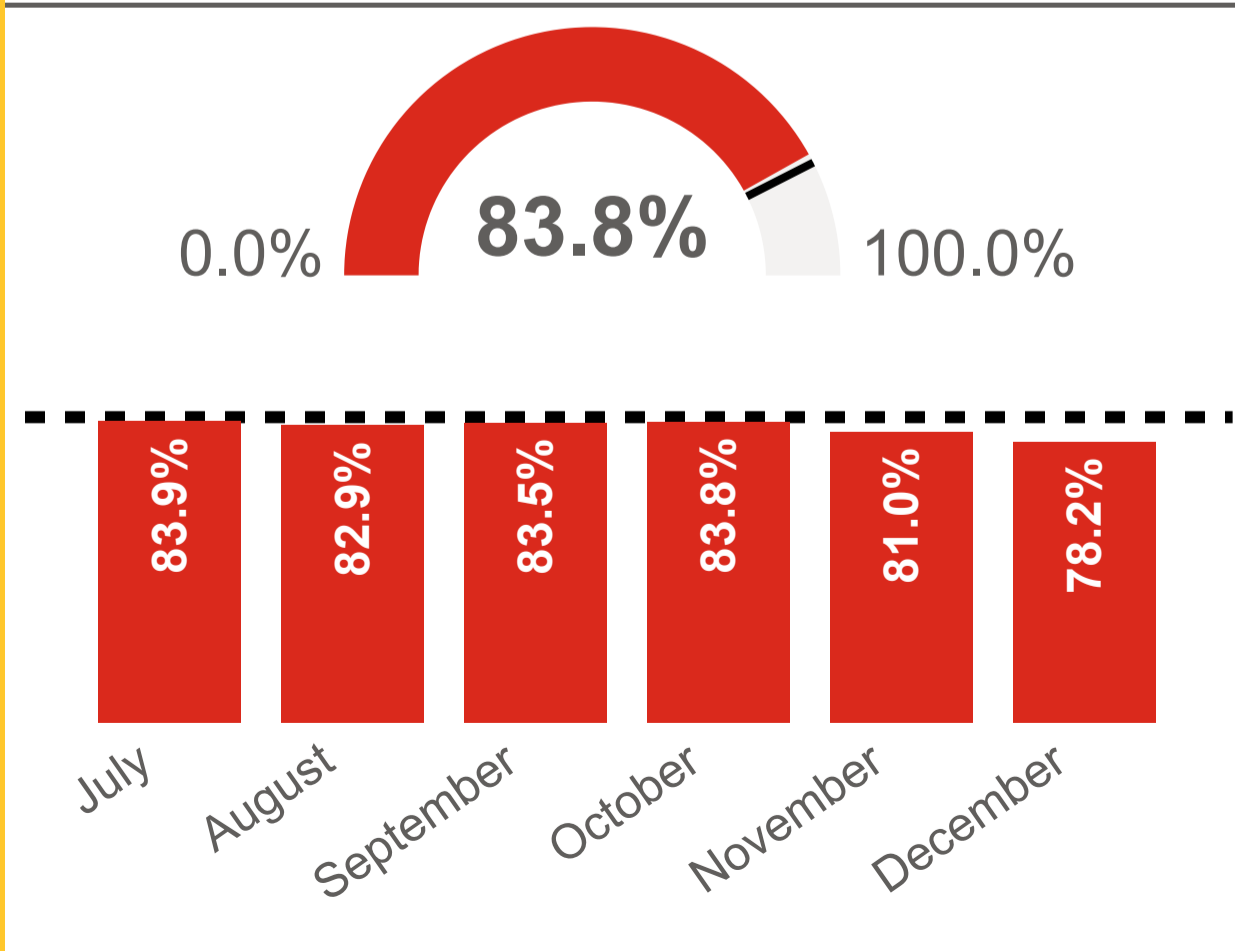


### Calls Resolved on 1st Call

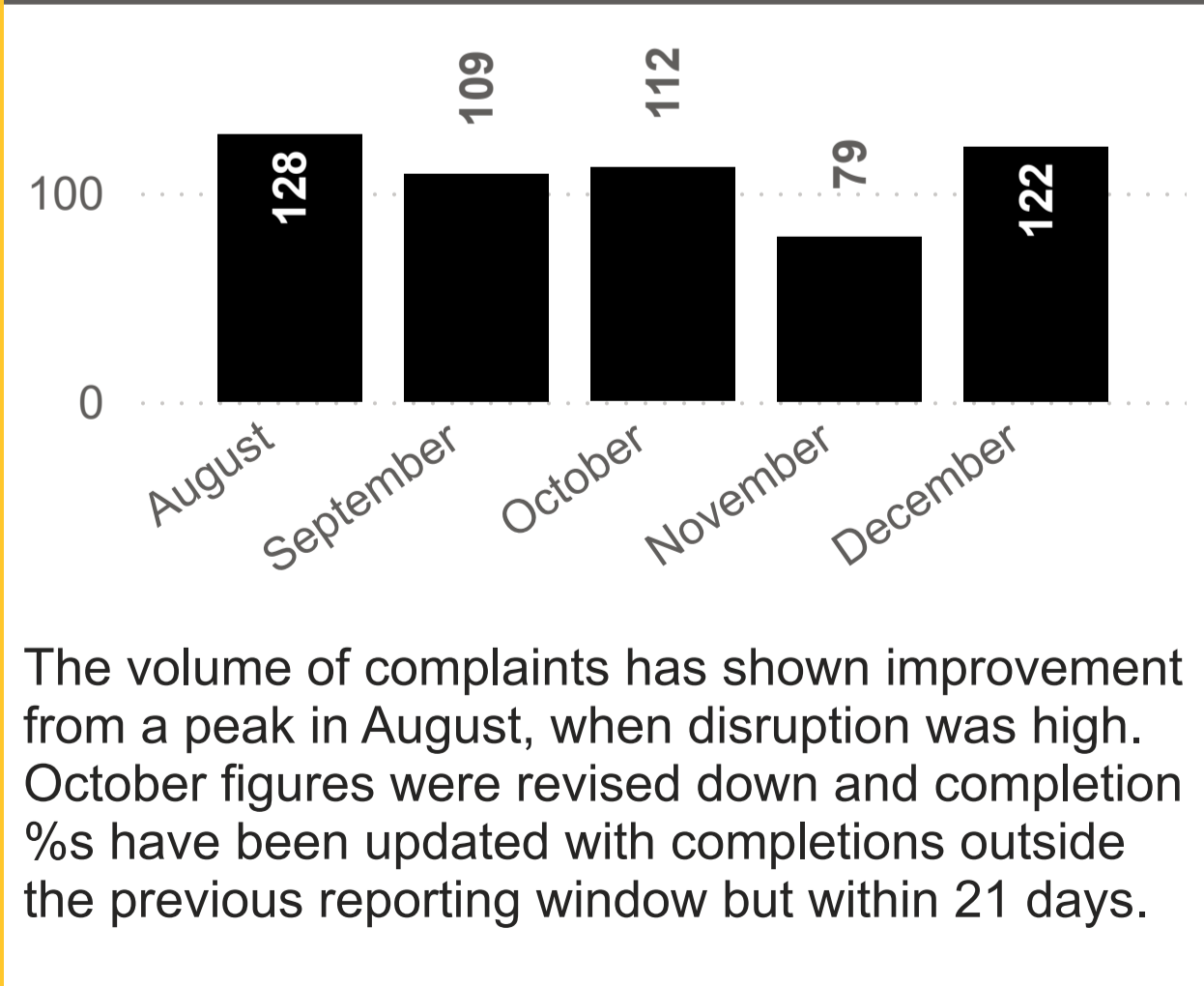


### Sentiment

Target: 85%

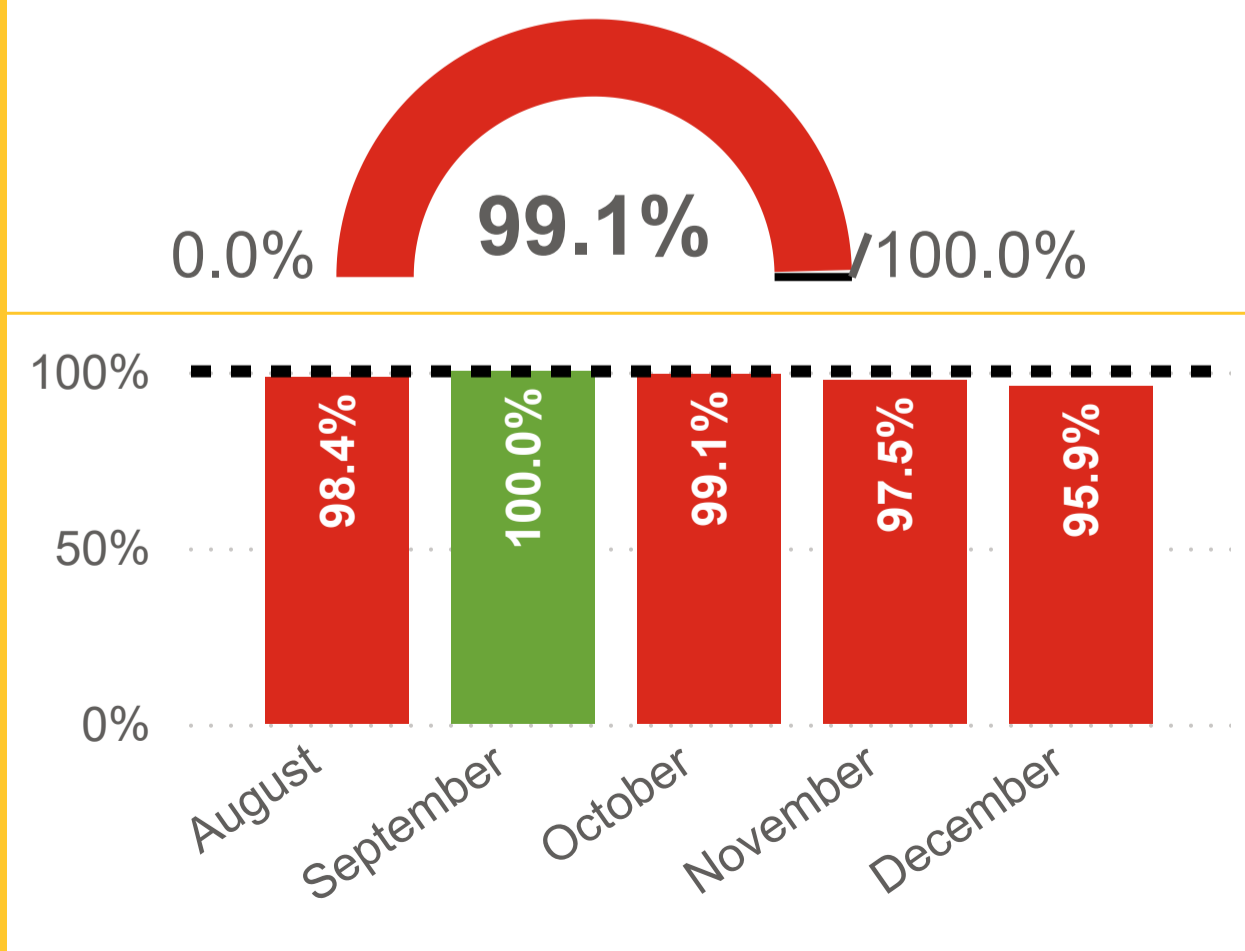


### Number of Complaints Received



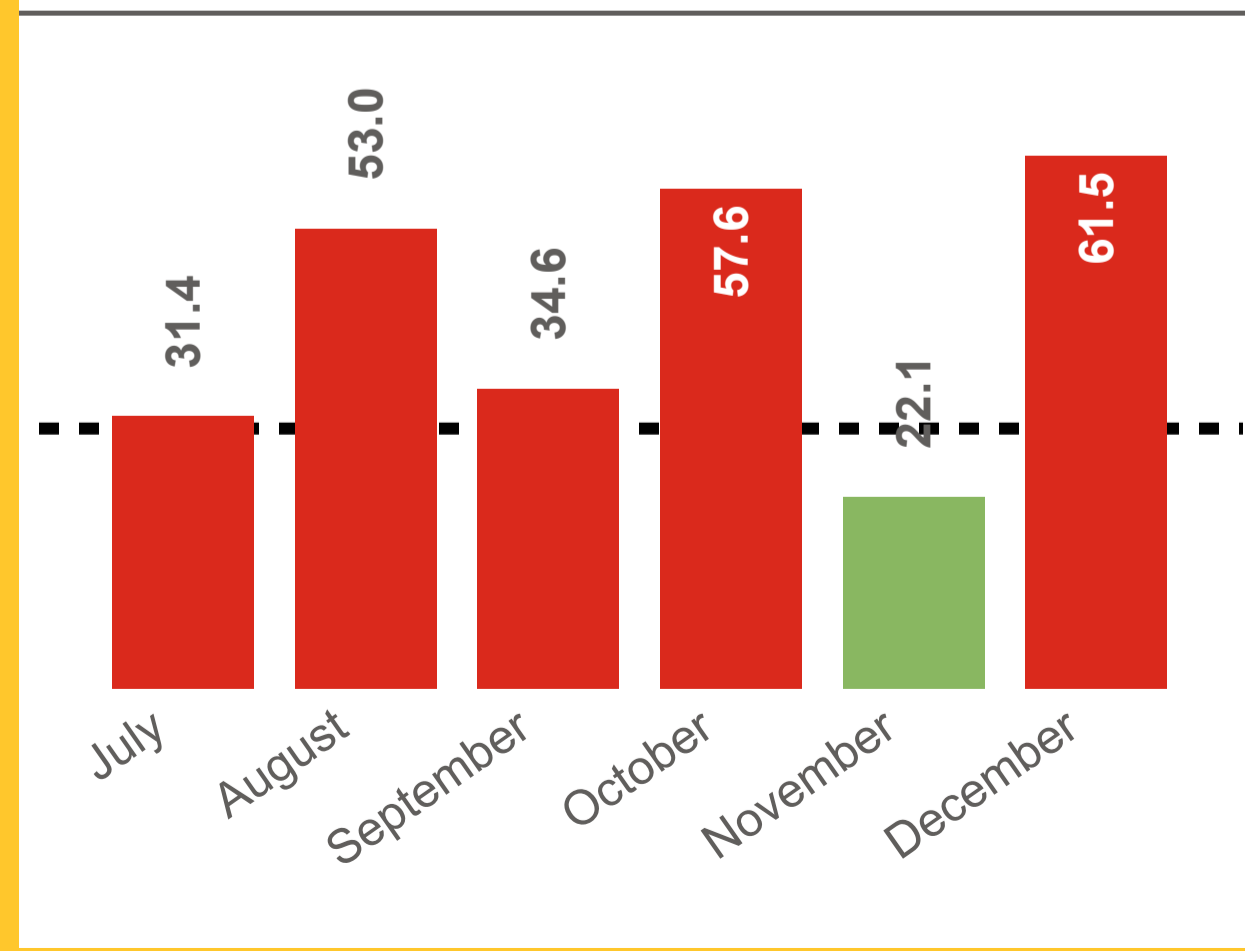
### Complaints Handled within 21 Days

Target: 100%



### Average of Time to Answer (s)

Target: 30s



# Hebrides North

Total Number of Survey Responses

# 1031

## Our Performance in December 2024

### Customer Feedback Metrics

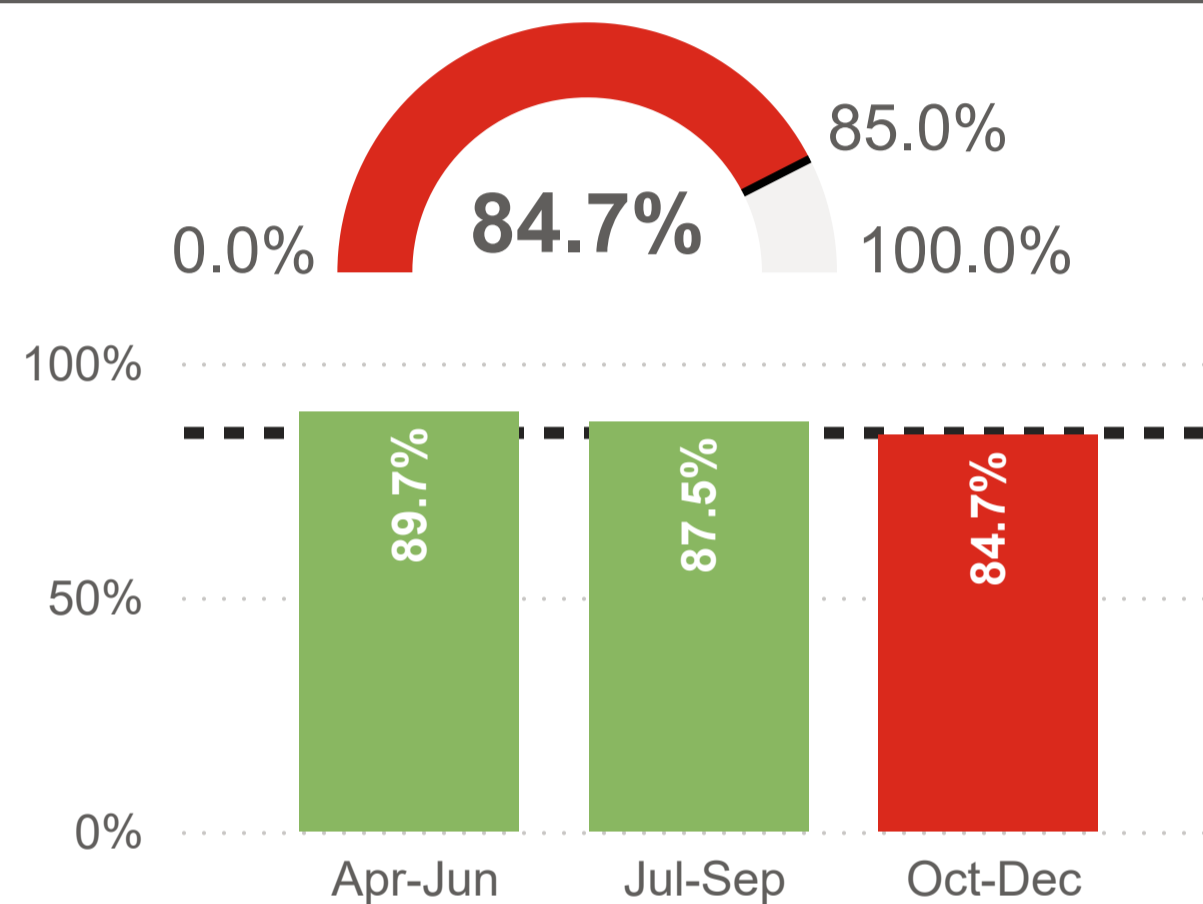
### Hebrides North



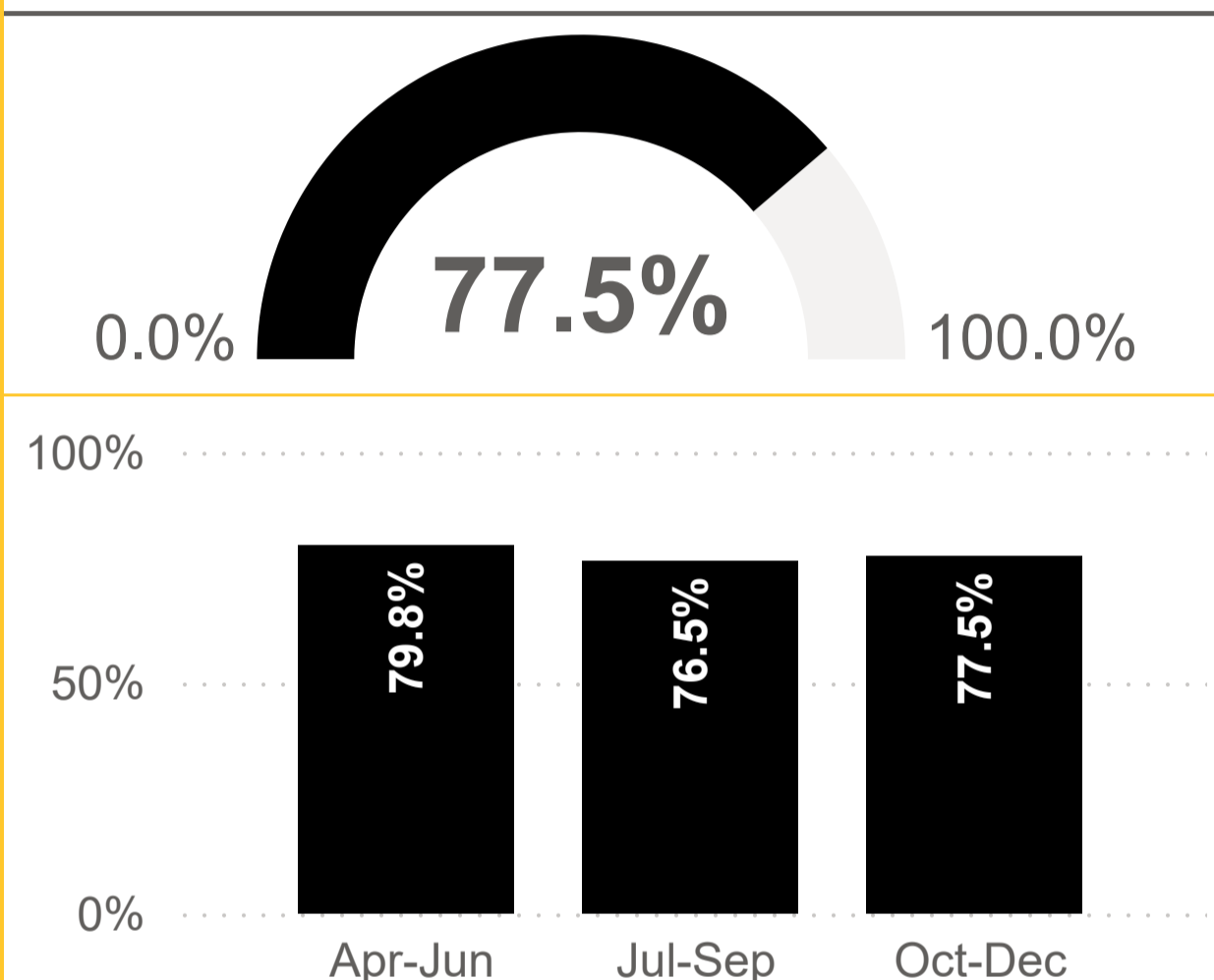
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending. Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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

#### Overall Satisfaction

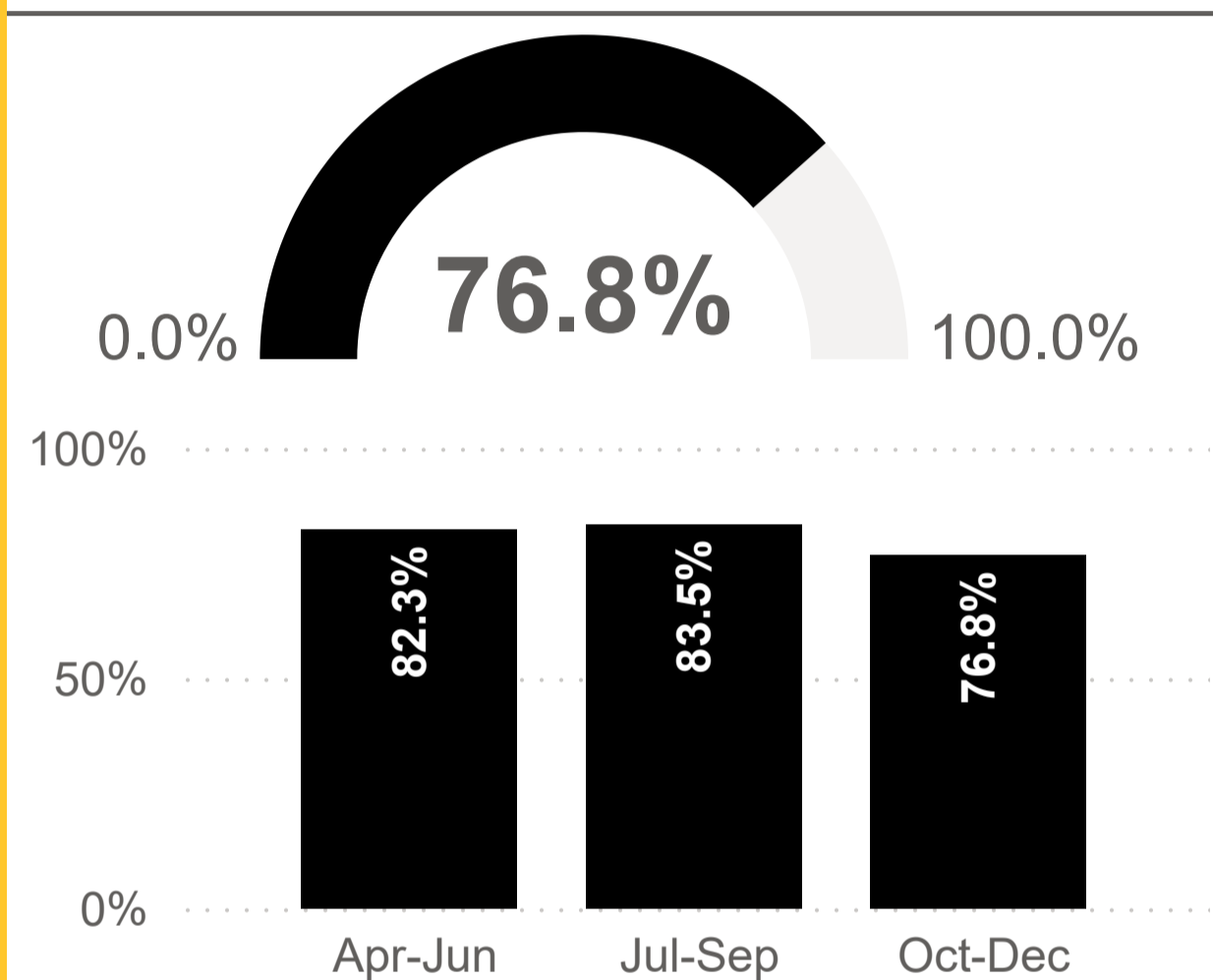
Target: 85%



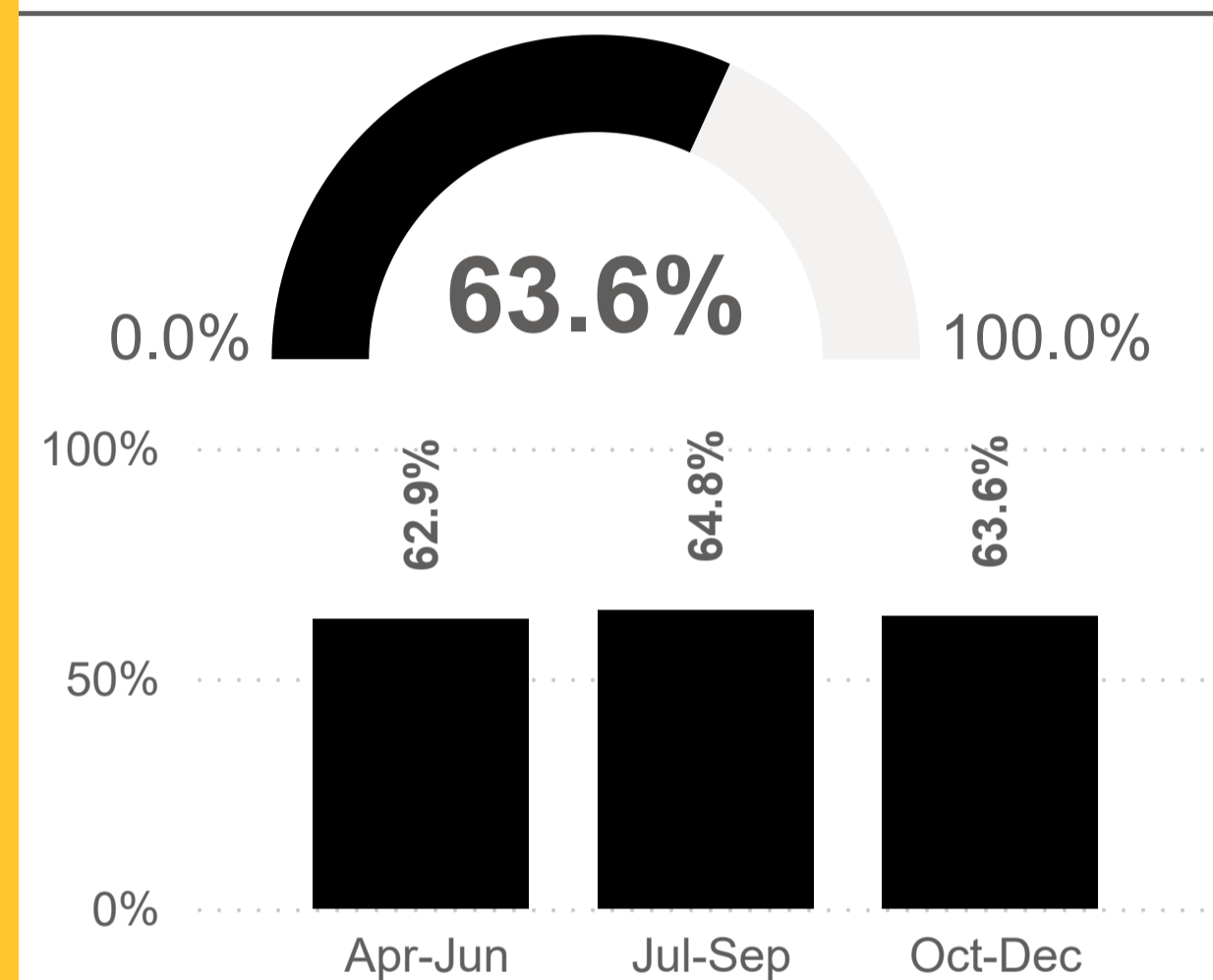
#### Overall Satisfaction: Community



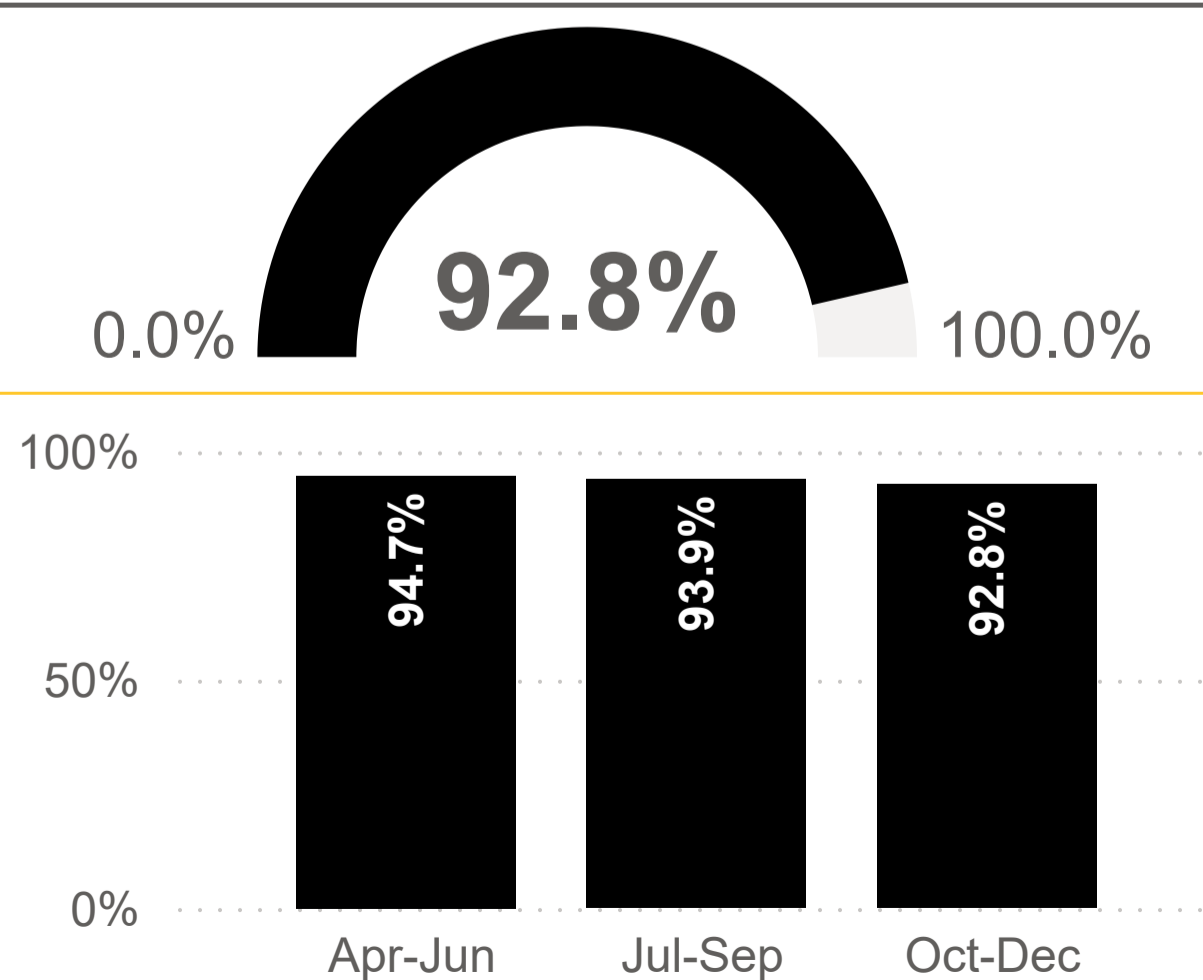
#### Trust to Deliver Service



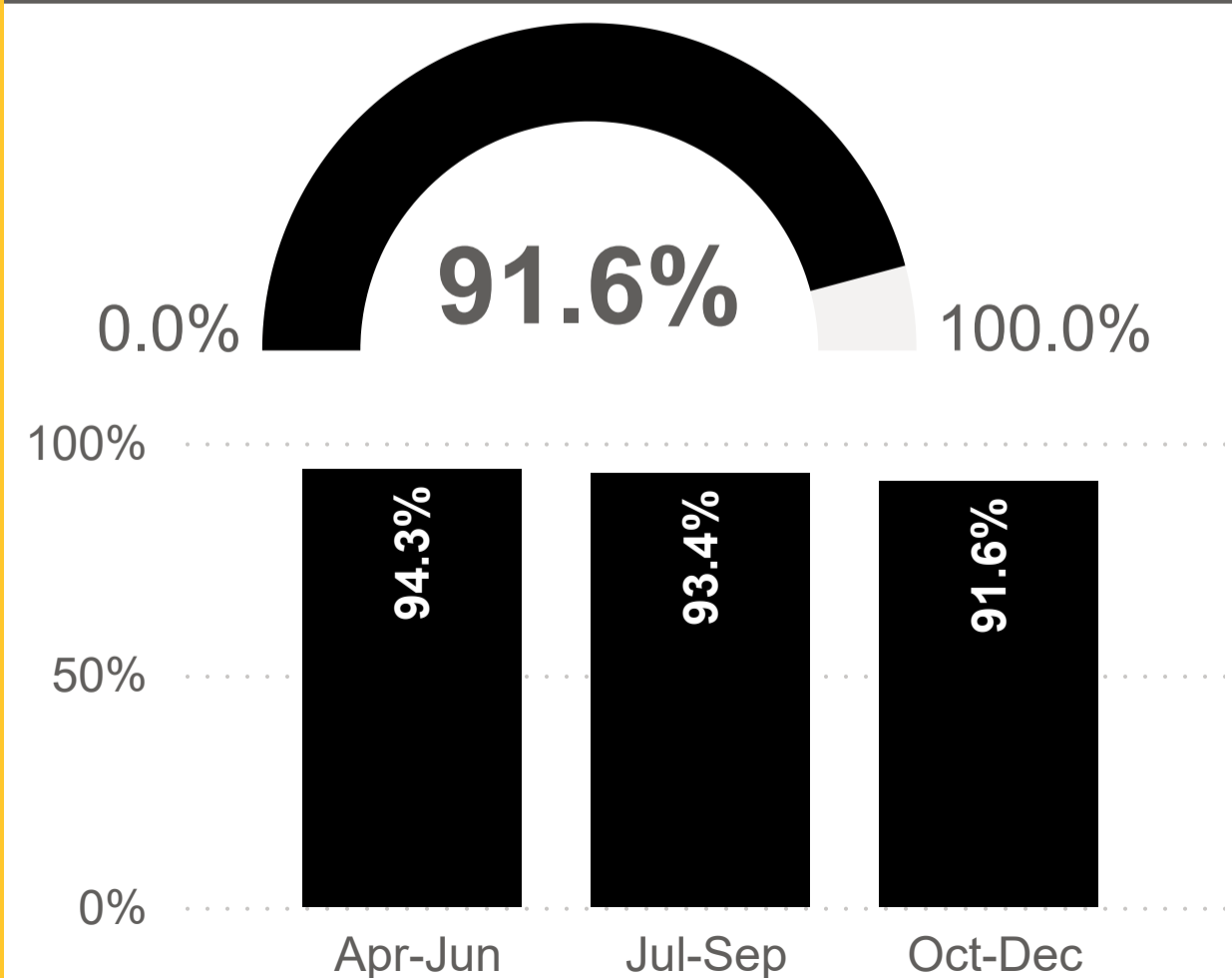
#### Trust to Deliver: Community



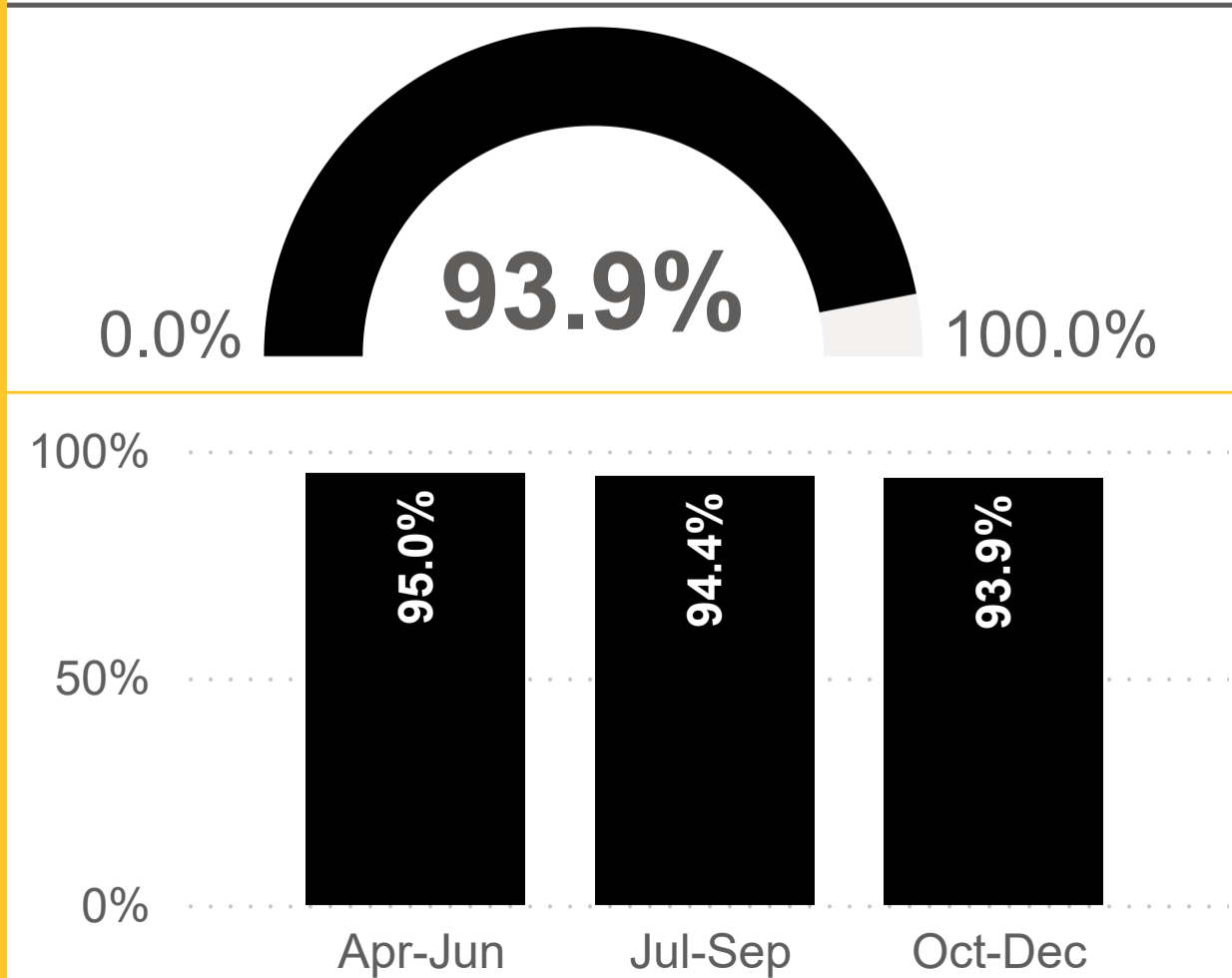
#### Customer Satisfaction with Staff



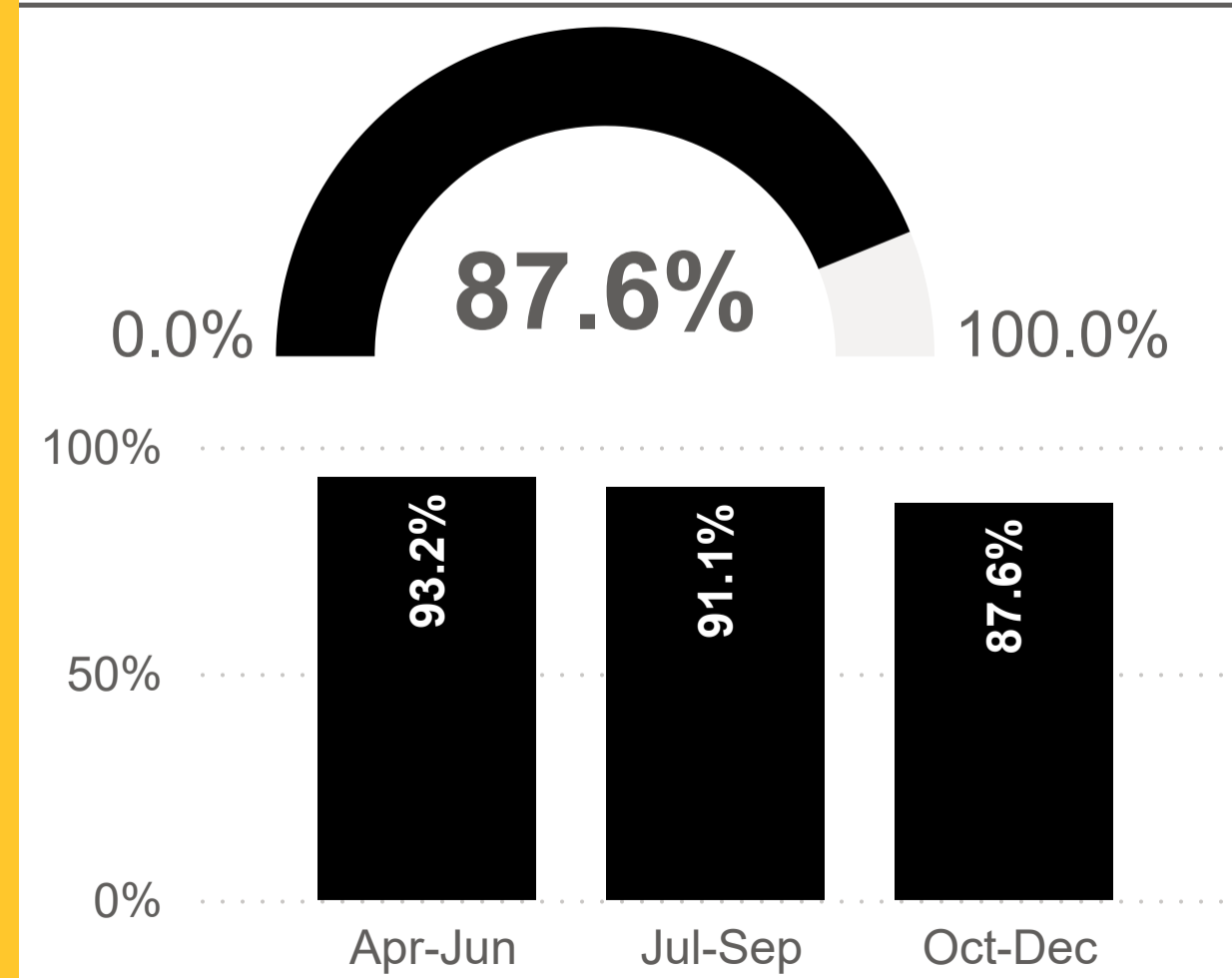
#### Satisfaction with Port Staff



#### Satisfaction with Onboard Crew



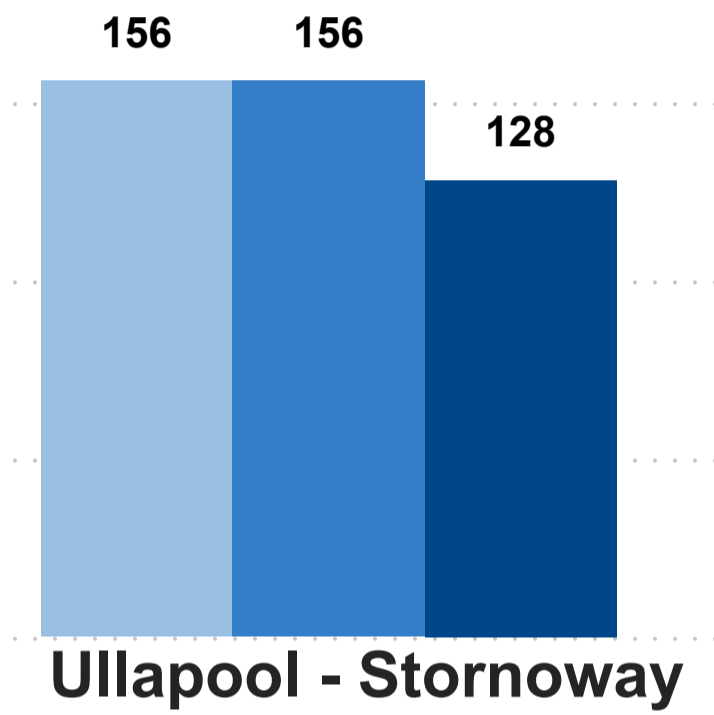
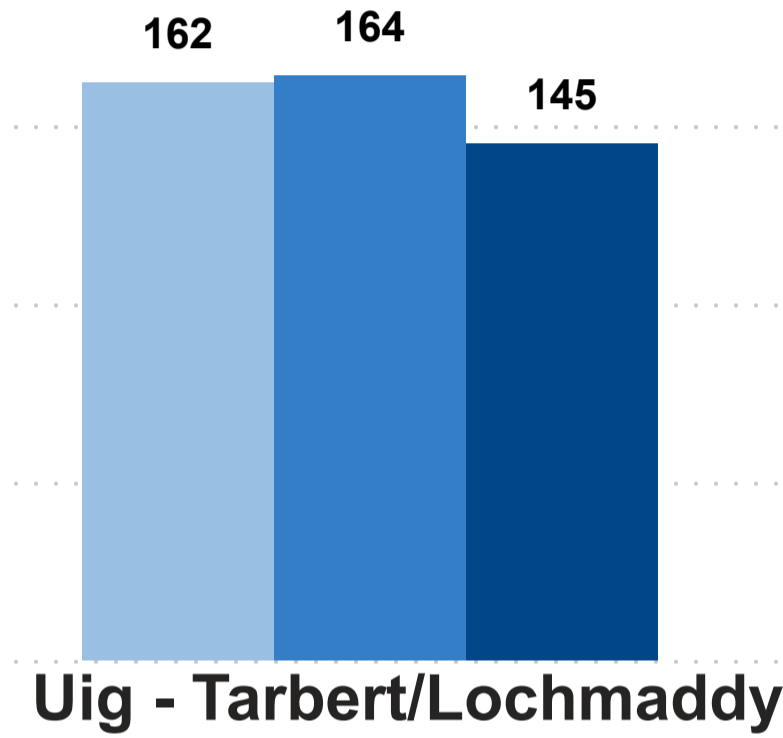
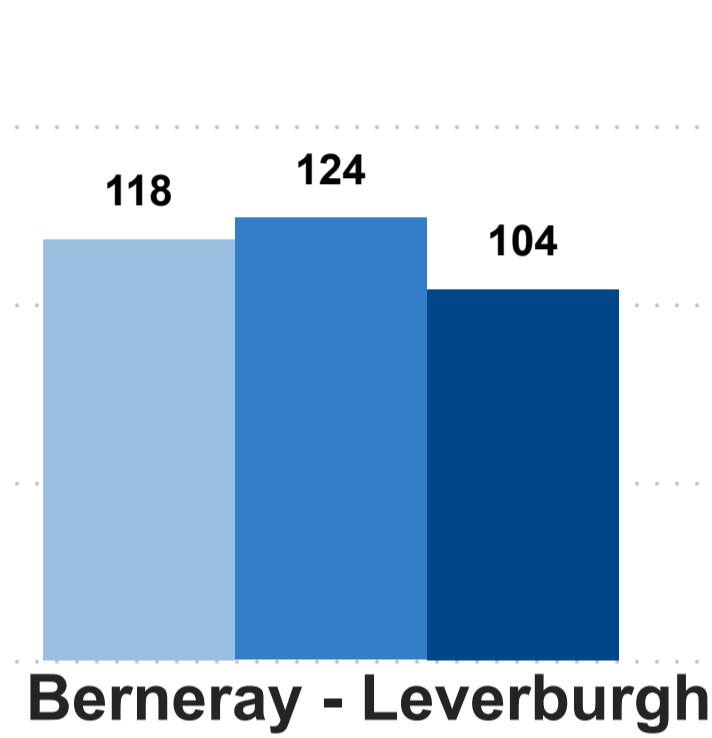
#### Satisfaction with the Port





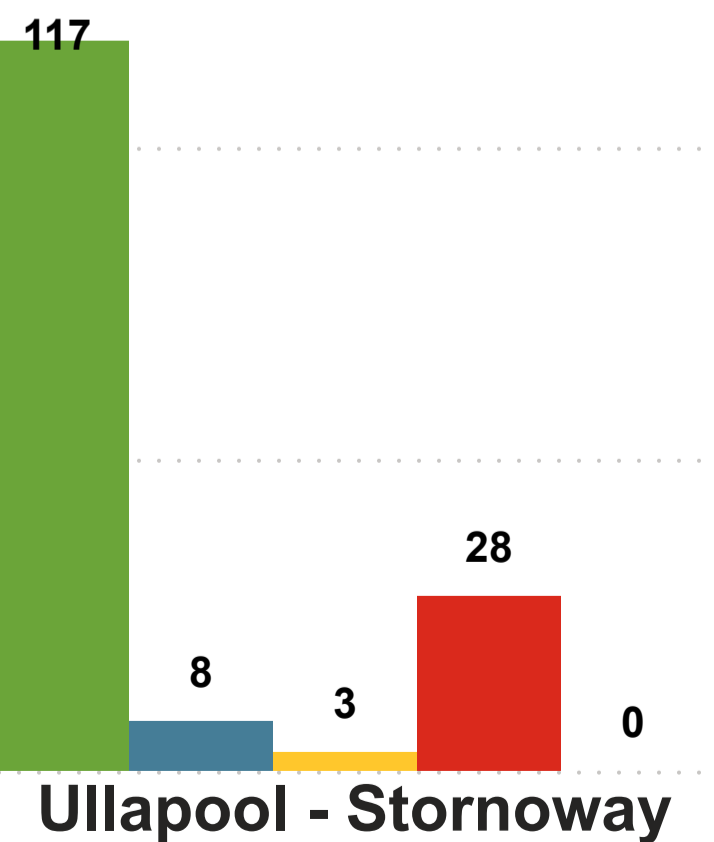
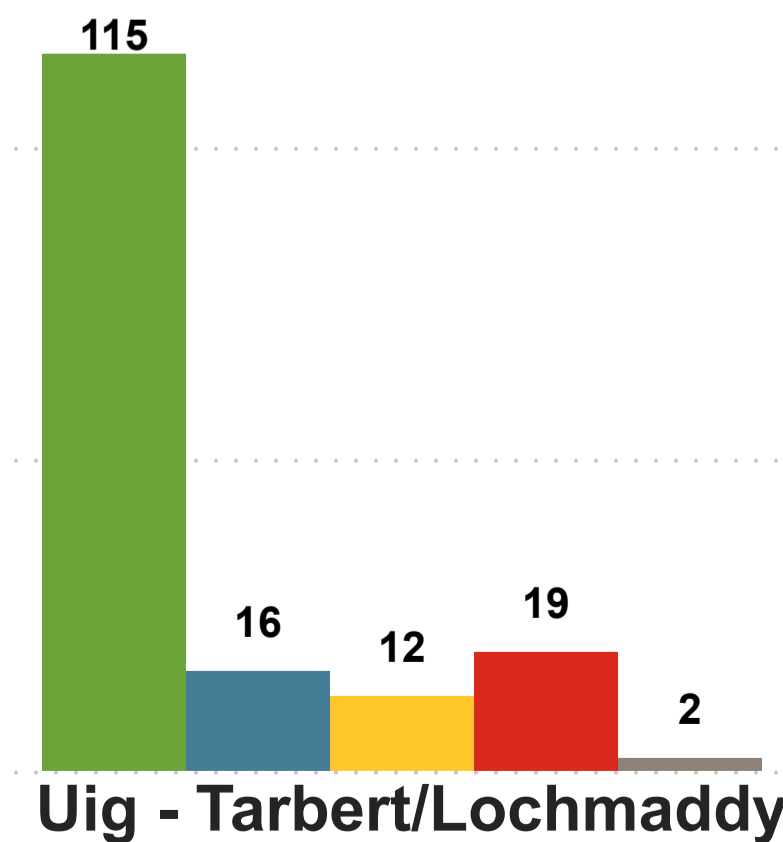
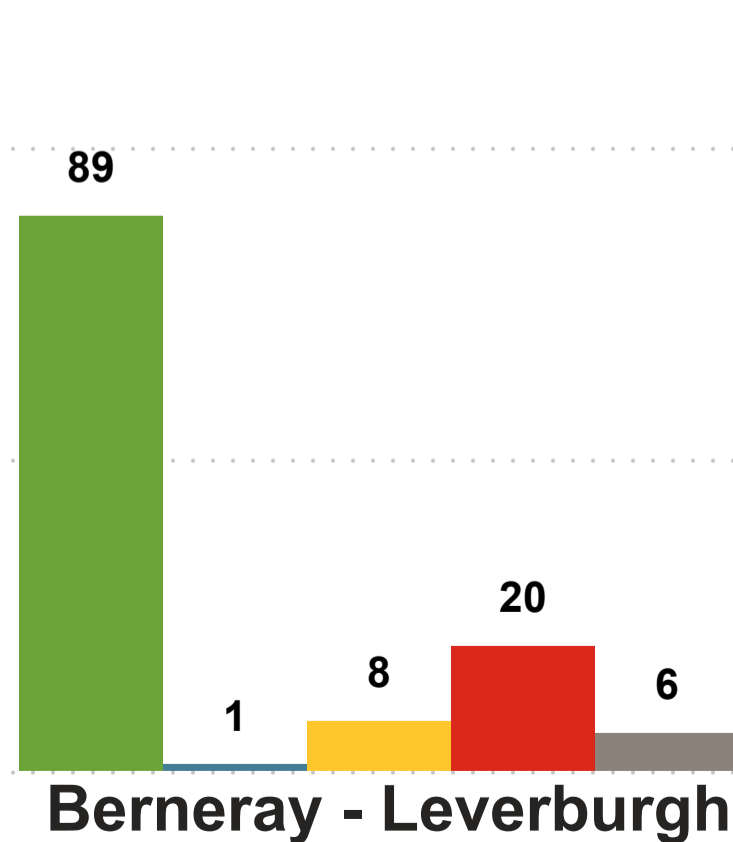
### Sailings Timetabled, Amended & Actual

● Timetabled ● Amended ● Actual



### Punctuality & Reliability

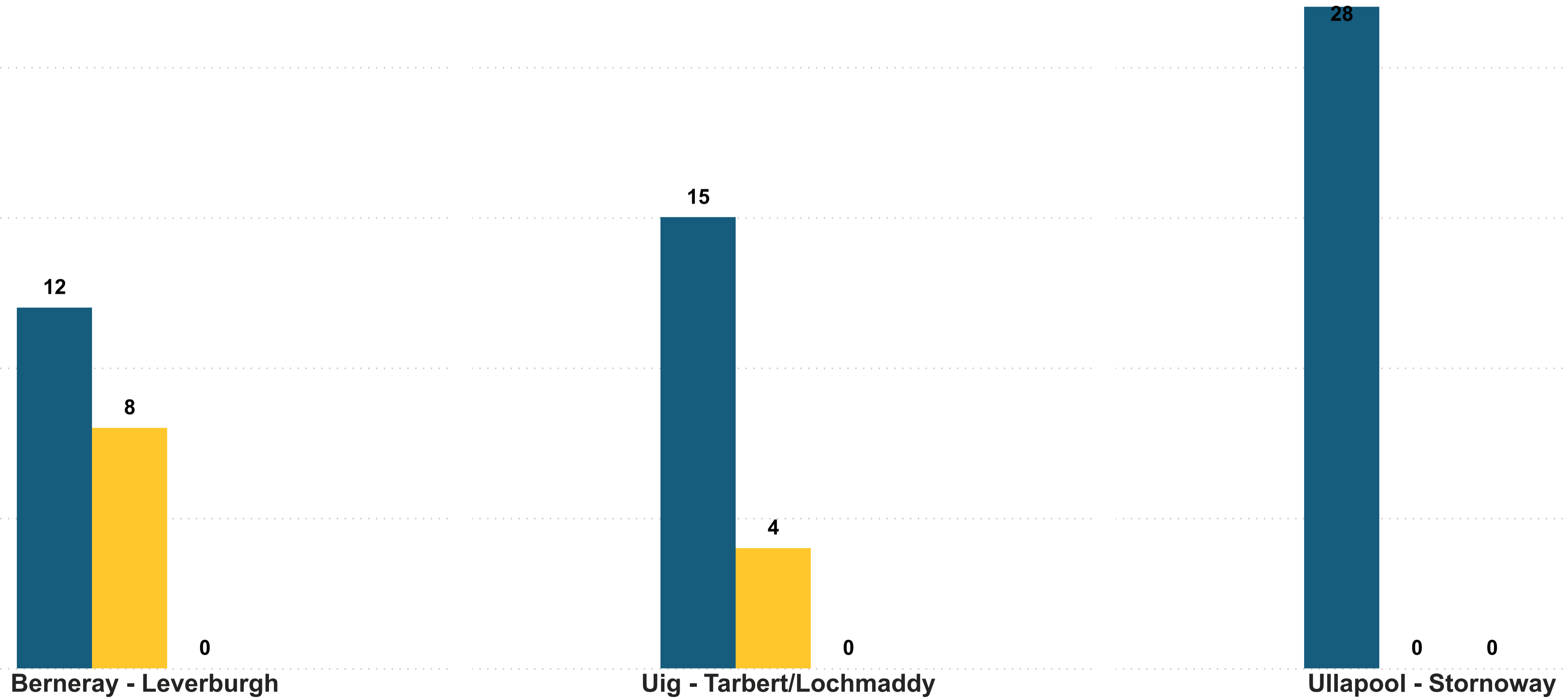
● On Time ● Level 1 Lateness ● Level 2 Lateness ● Cancelled ● Additional





Cancelled Sailings (By Reason)

● Weather ● Technical ● Other

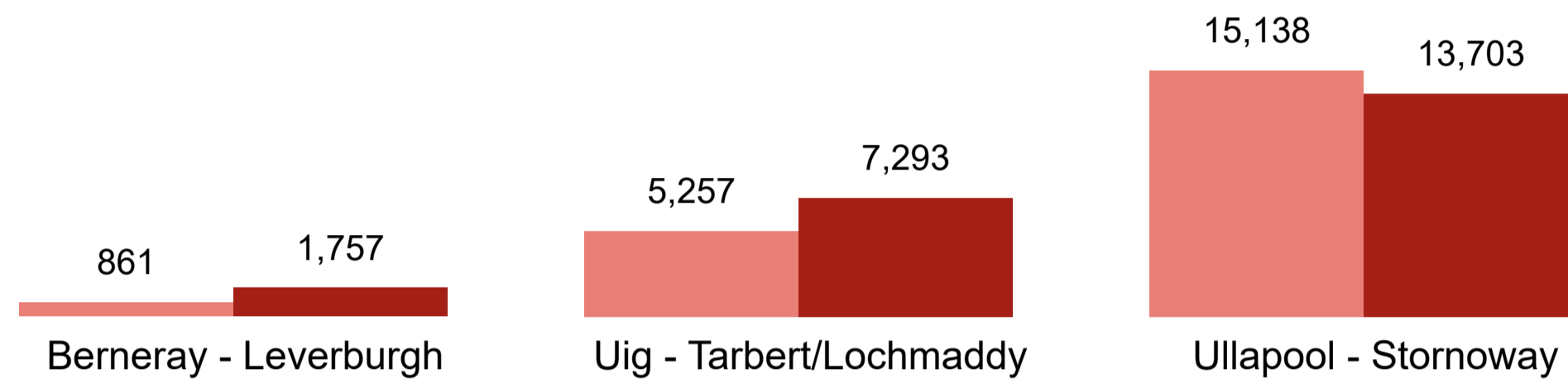


"Other" refers to any cancellations not resulting from weather and technical disruption. This includes cancellations due to reasons such as bunkering issues, berth unavailability etc.



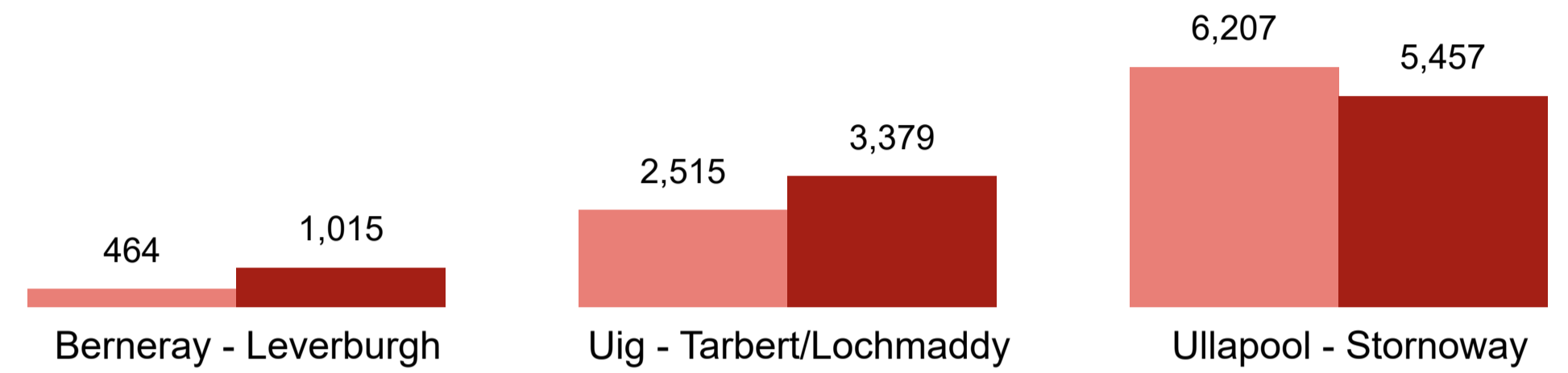
### Shipped Passengers

● Last Year ● This Year



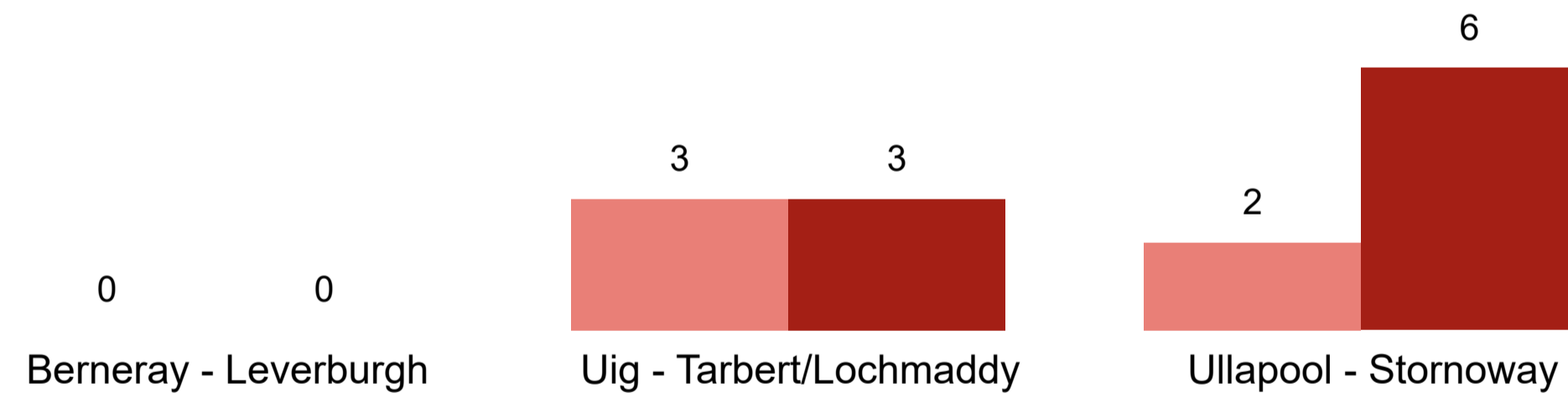
### Shipped Cars

● Last Year ● This Year



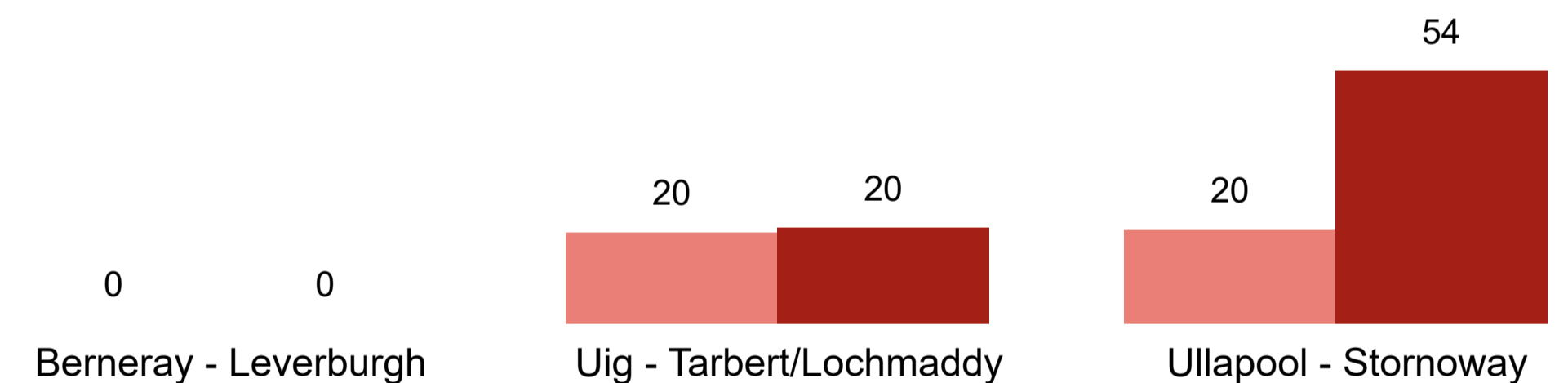
### Shipped Coaches

● Last Year ● This Year



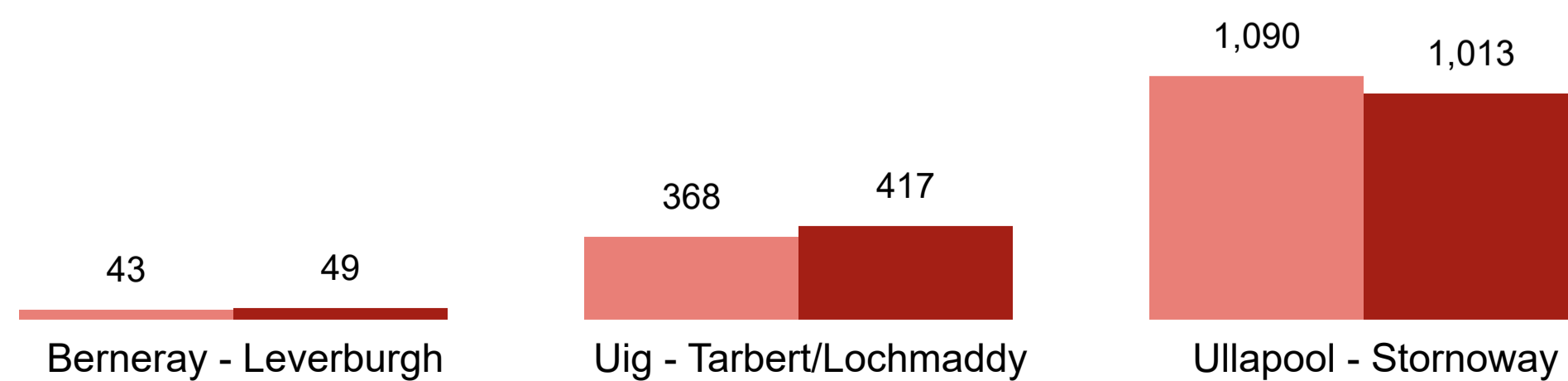
### Shipped Coach Metres

● Last Year ● This Year



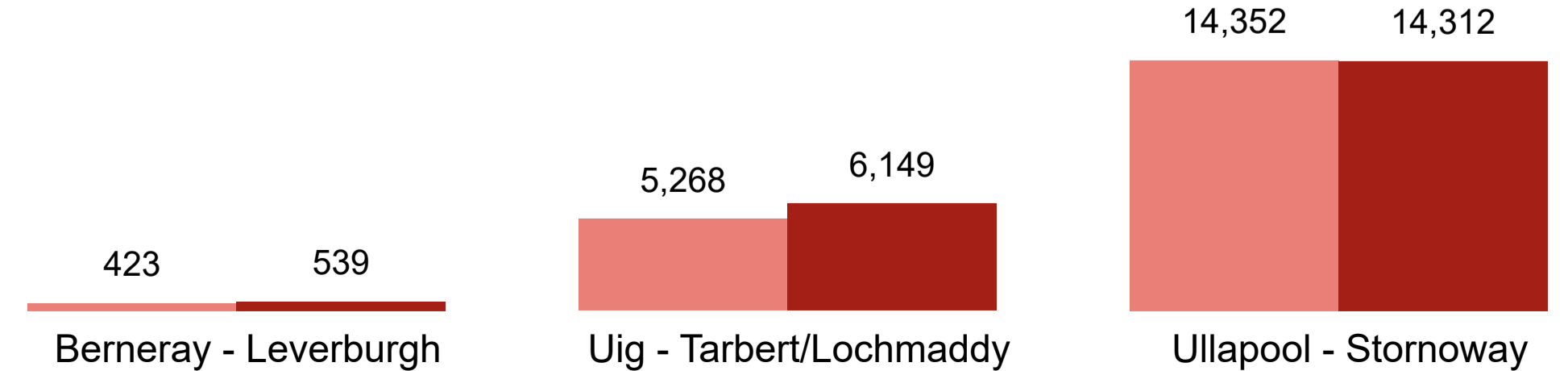
### Shipped Commercial Vehicles

● Last Year ● This Year



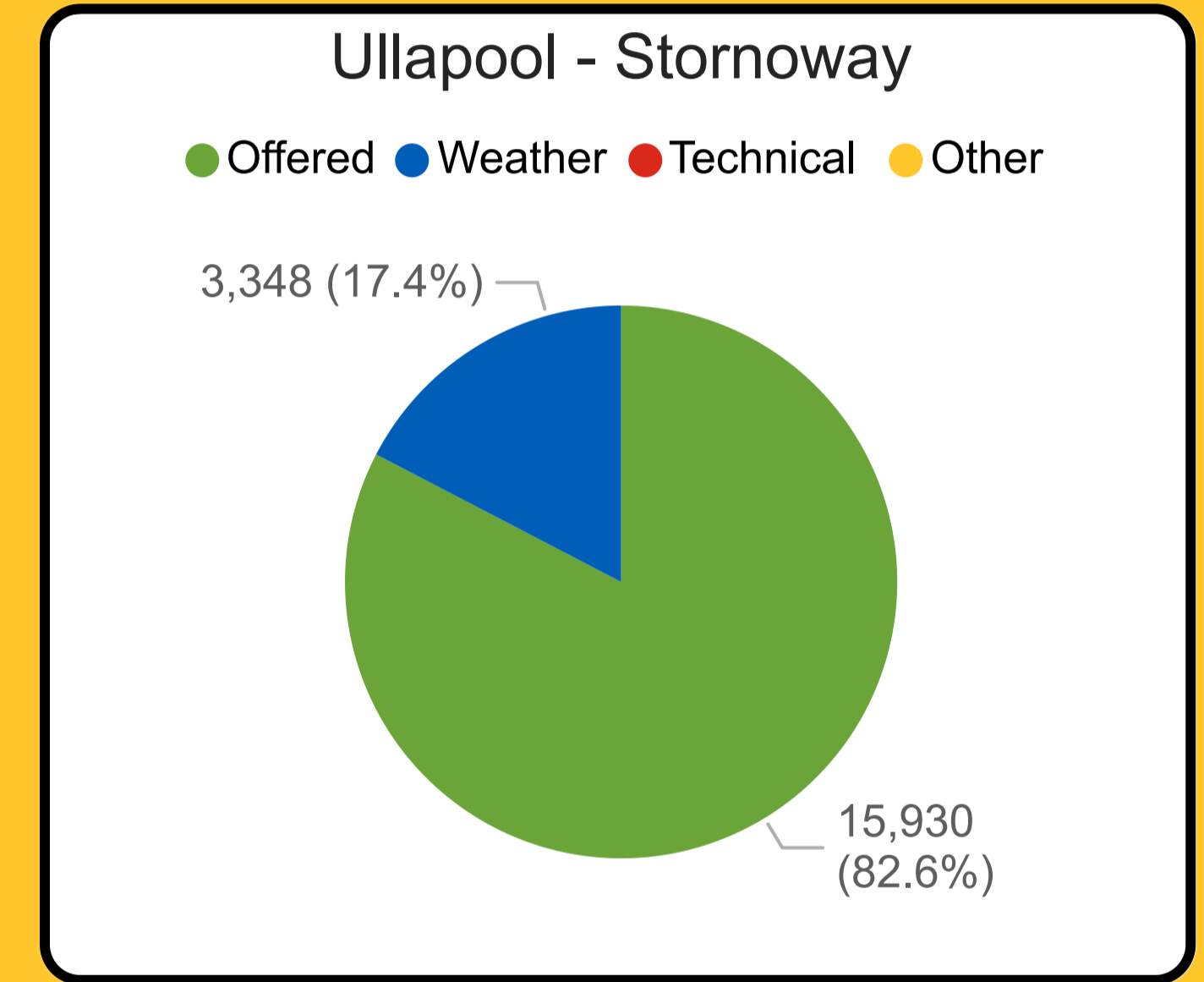
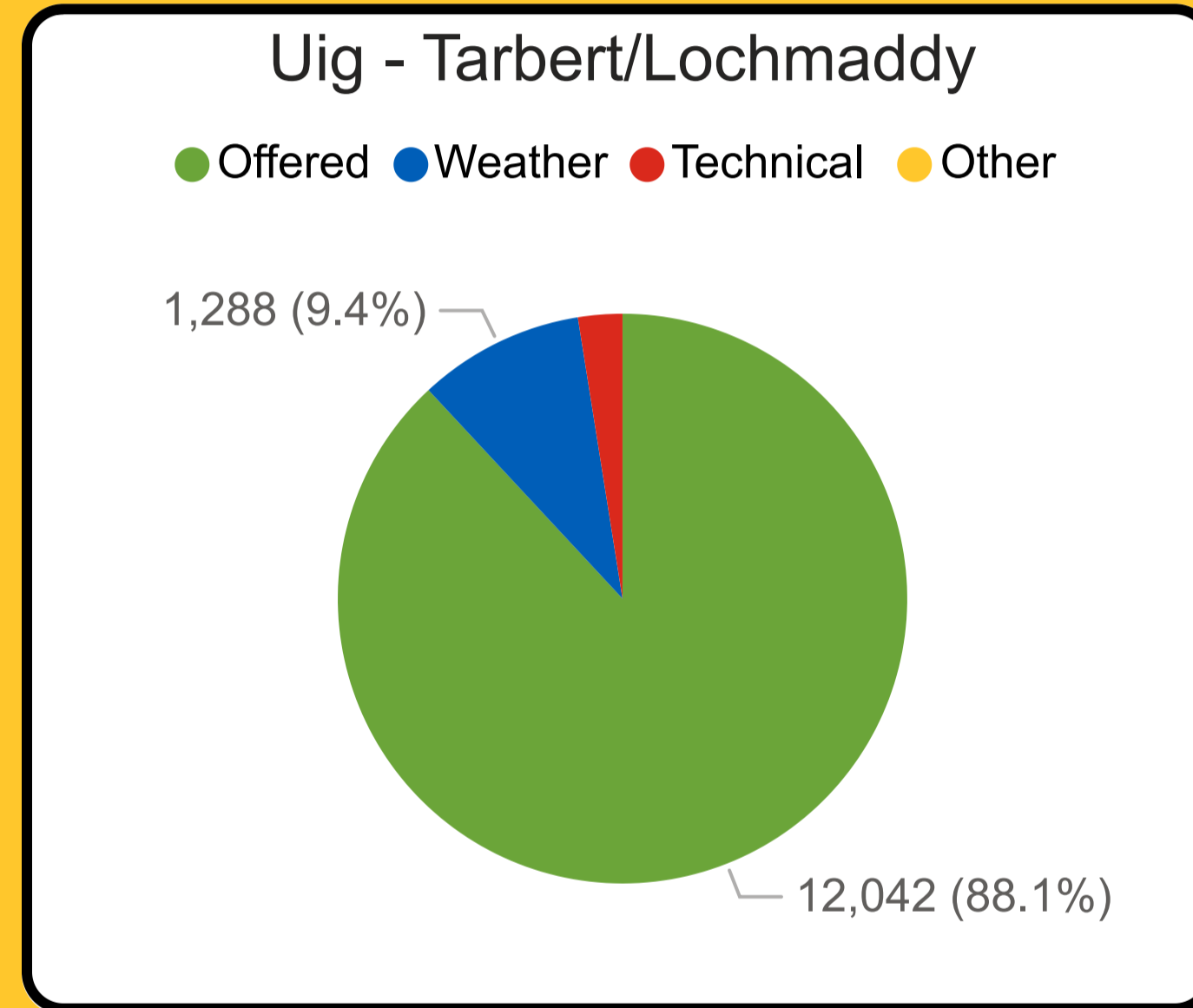
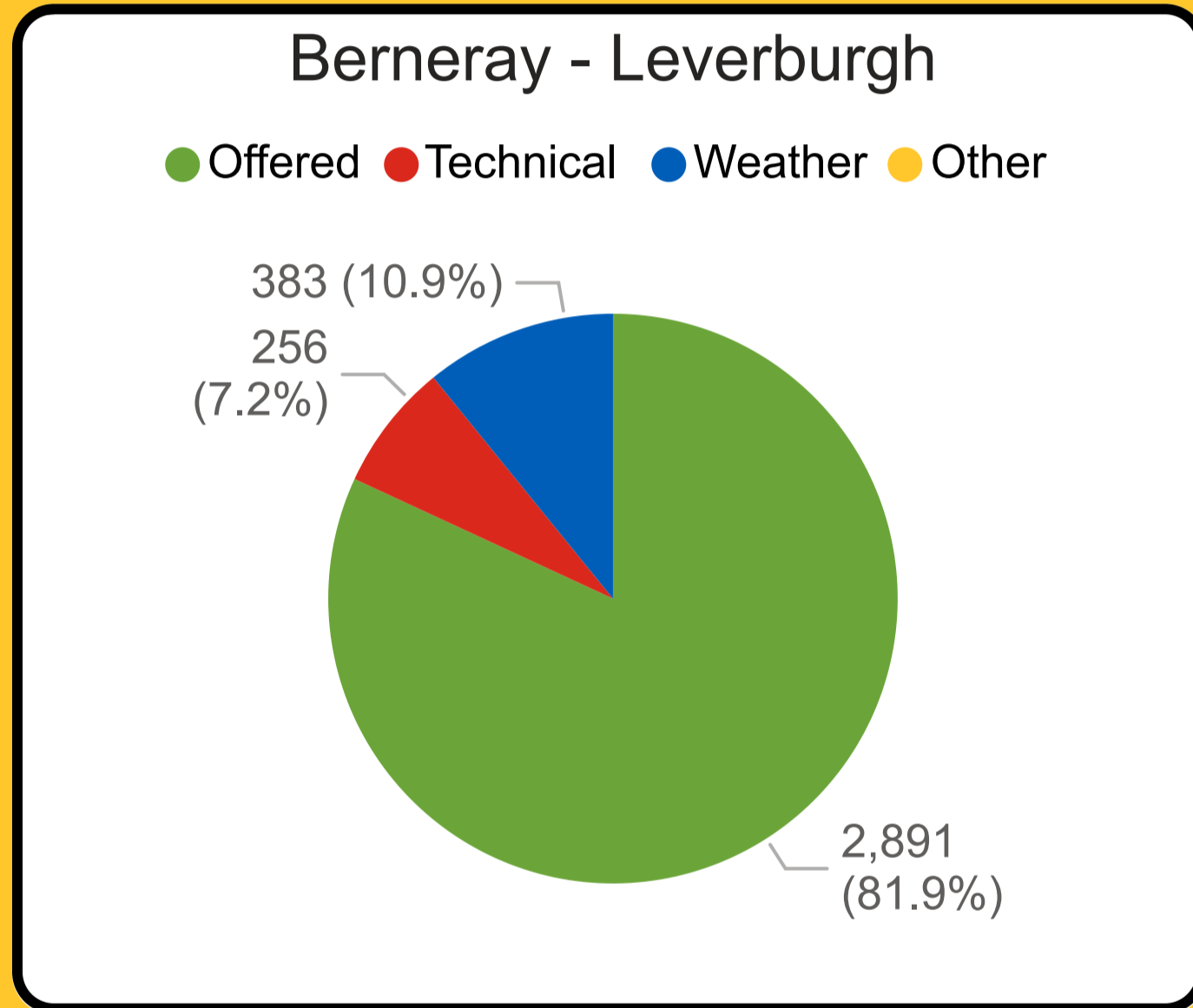
### Shipped Commercial Vehicle Metres

● Last Year ● This Year





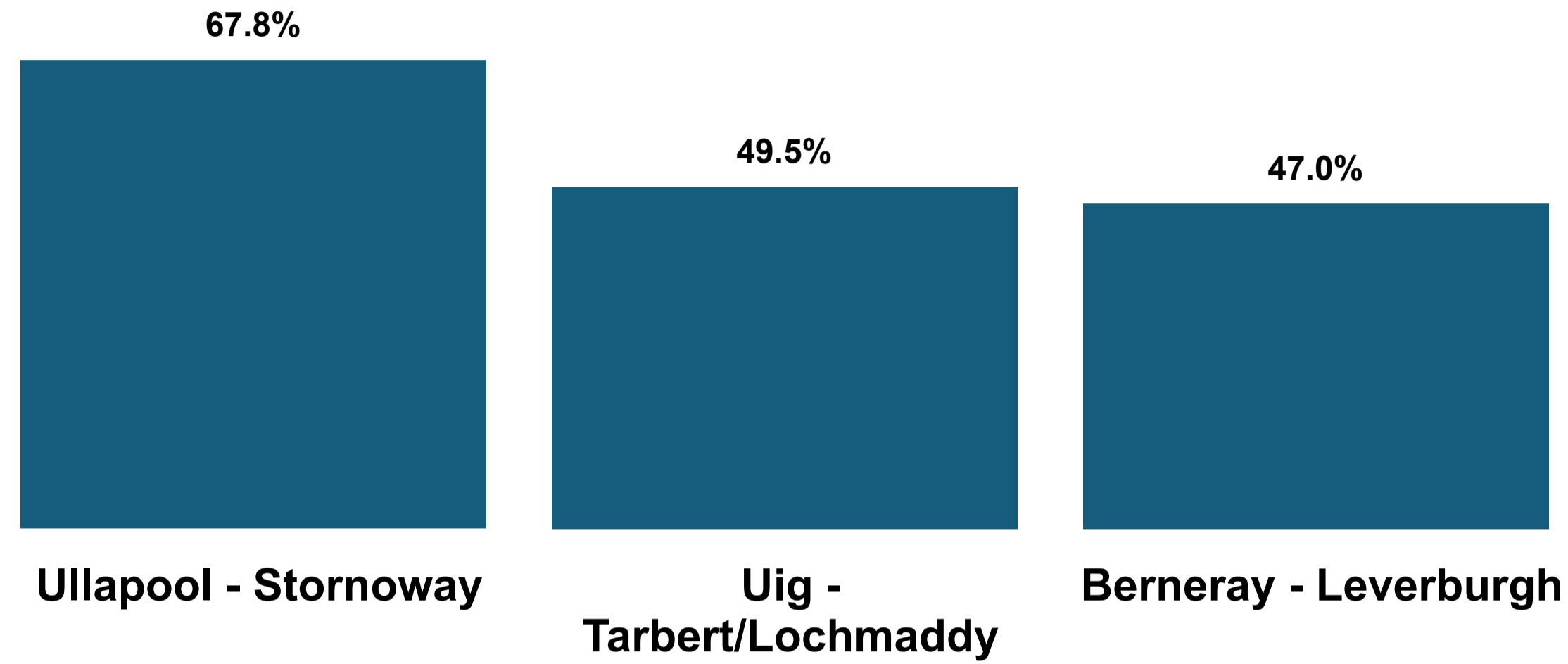
- 1 Car Equivalent Space is equal to 4.6 General Lane Metres
- Below visuals represent car equivalent spaces offered vs car equivalent space made unavailable as a result of technical, weather and all other cancellations



Route	Offered	Weather	Technical	Other
Berneray - Leverburgh	2,891	383	256	0
Uig - Tarbert/Lochmaddy	12,042	1,288	343	0
Ullapool - Stornoway	15,930	3,348	0	0



### Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Ullapool - Stornoway	73.3K	49.7K	10,805	67.8%
Uig - Tarbert/Lochmaddy	55.4K	27.4K	5,965	49.5%
Berneray - Leverburgh	13.3K	6.3K	1,360	47.0%
<b>Total</b>	<b>142.0K</b>	<b>83.4K</b>	<b>18,131</b>	<b>58.7%</b>

### Overall Utilisation of Sailings

● >90% ● 75-89% ● 50-74% ● <50%

