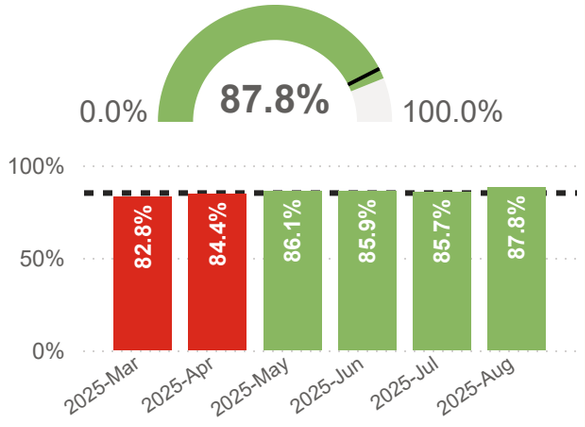
Total Number of Survey Responses
Last 6 Months
38K

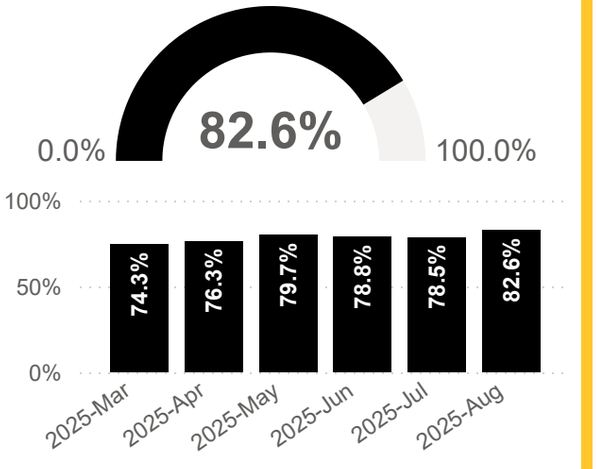
Our Performance in August 2025
Customer Feedback Metrics
Network Wide

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.

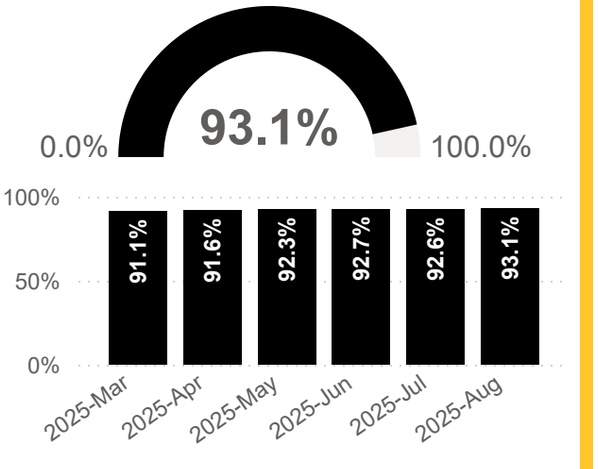
Overall Satisfaction
Target: 85%



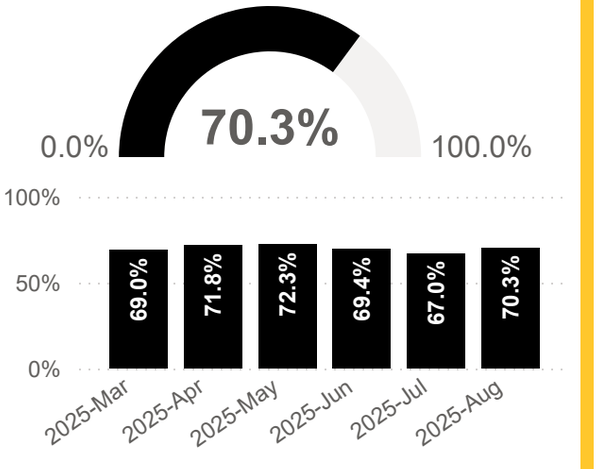
Trust to Deliver Service



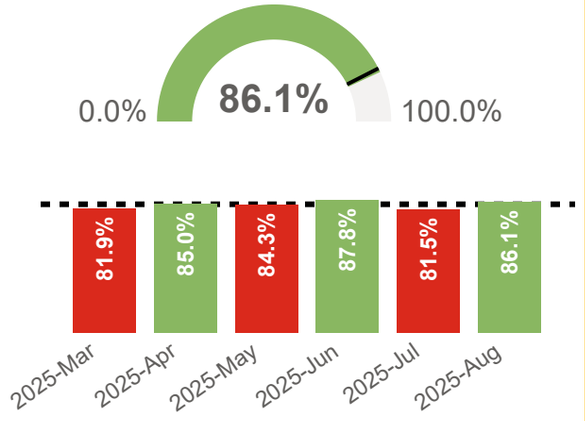
Customer Satisfaction with Staff



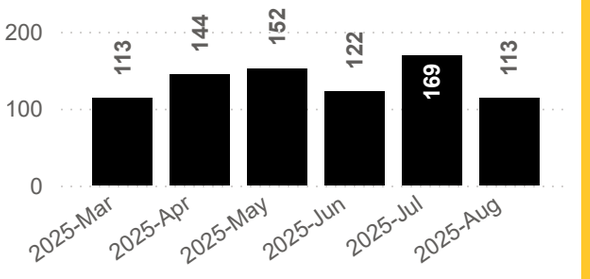
Calls Resolved on 1st Call



Sentiment
Target: 85%

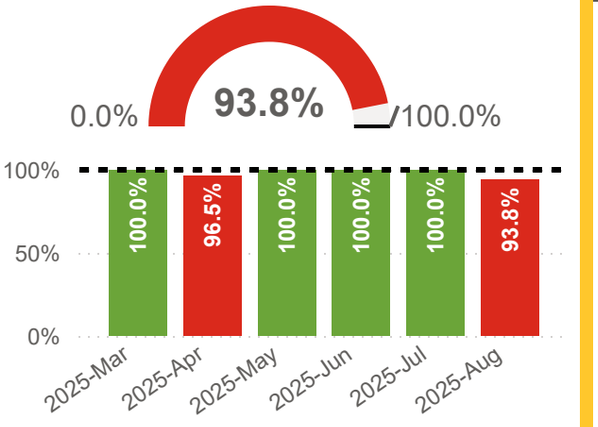


Number of Complaints Received

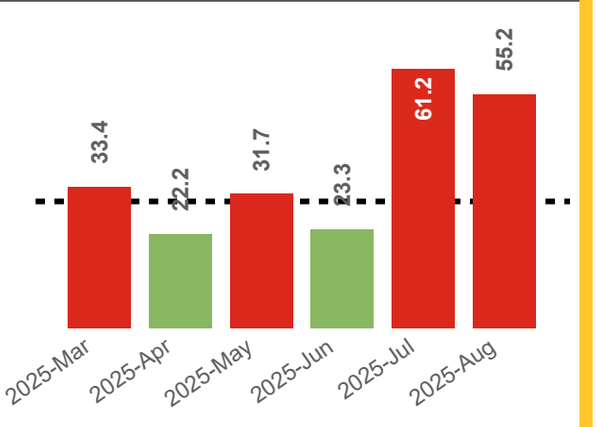


Complaints have decreased into June from the previous two months, in spite of the busier summer season.

Complaints Handled within 21 Days
Target: 100%



Average of Time to Answer (s)
Target: 30s

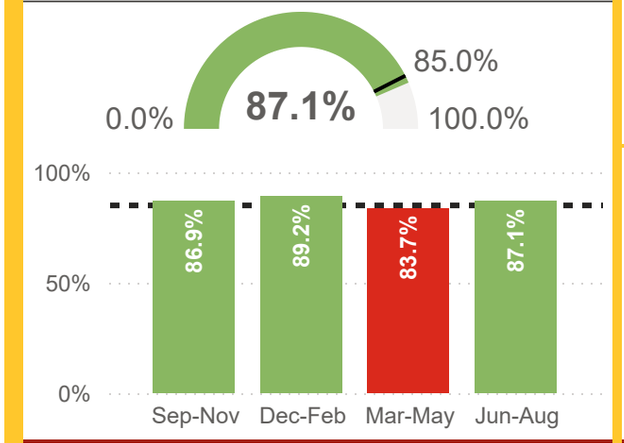


Argyll
Total Number of Survey Responses
5399

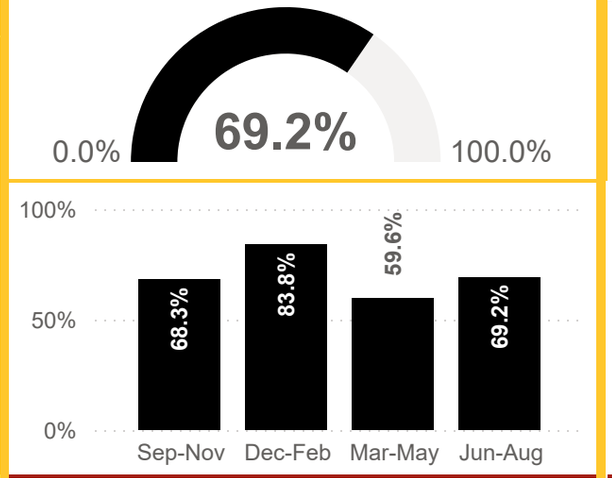
Our Performance in August 2025
Customer Feedback Metrics
Argyll

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.

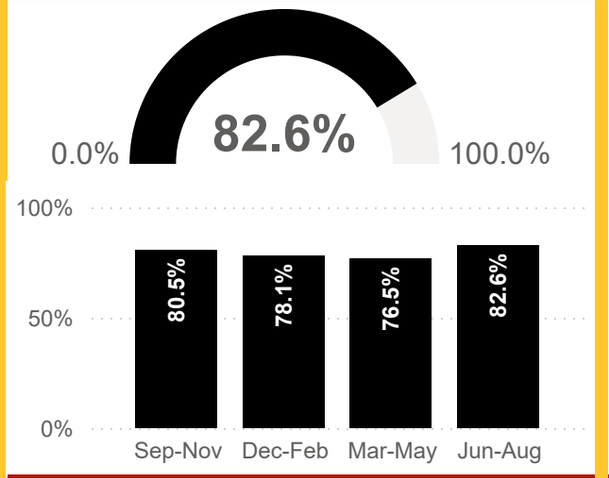
Overall Satisfaction
Target: 85%



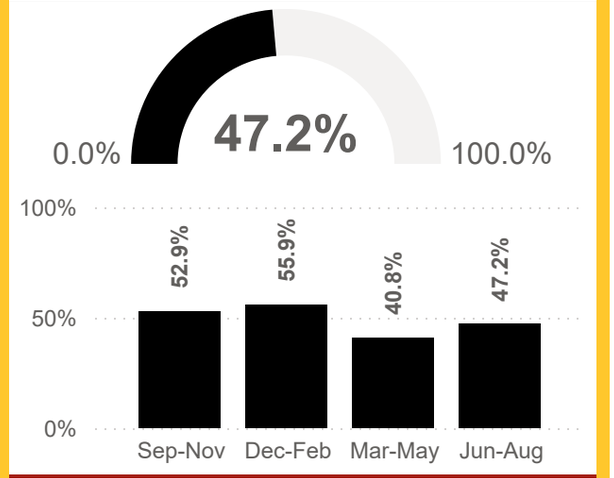
Overall Satisfaction: Community



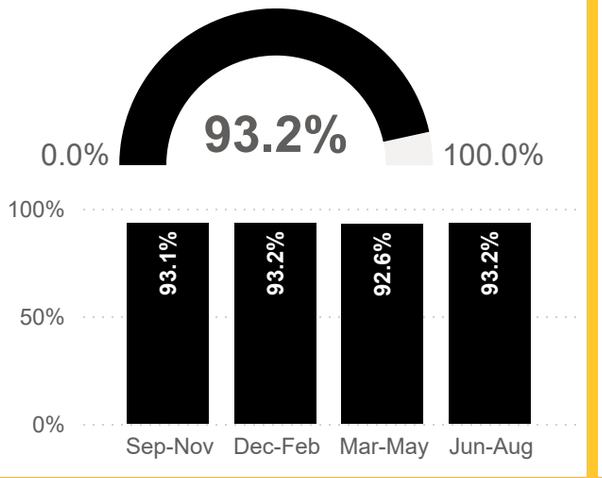
Trust to Deliver Service



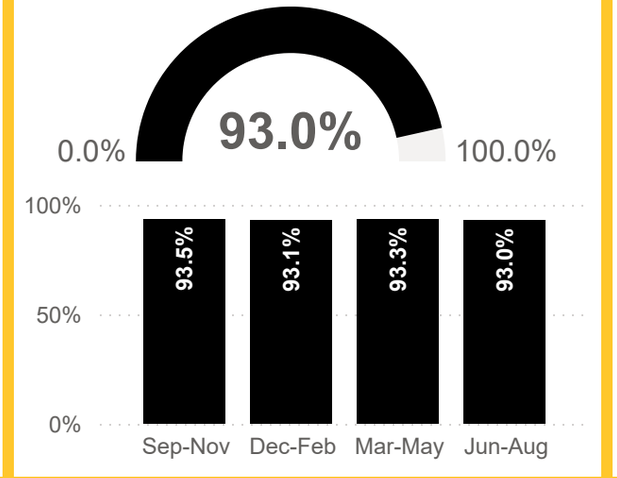
Trust to Deliver: Community



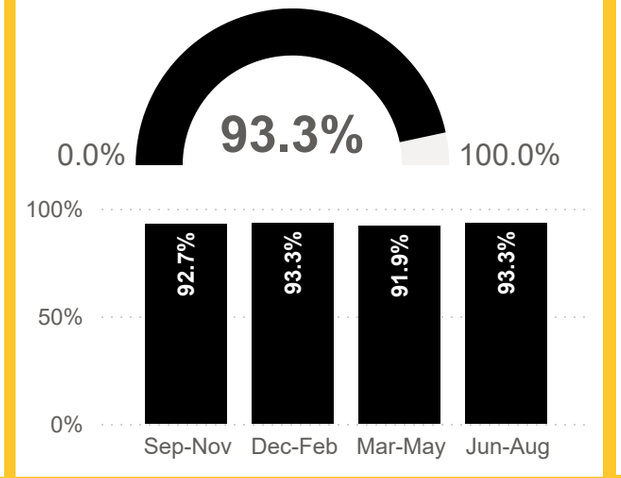
Customer Satisfaction with Staff



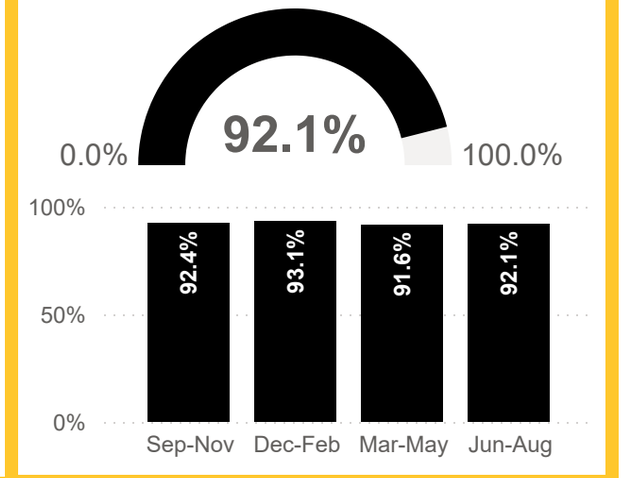
Satisfaction with Port Staff



Satisfaction with Onboard Crew



Satisfaction with the Port

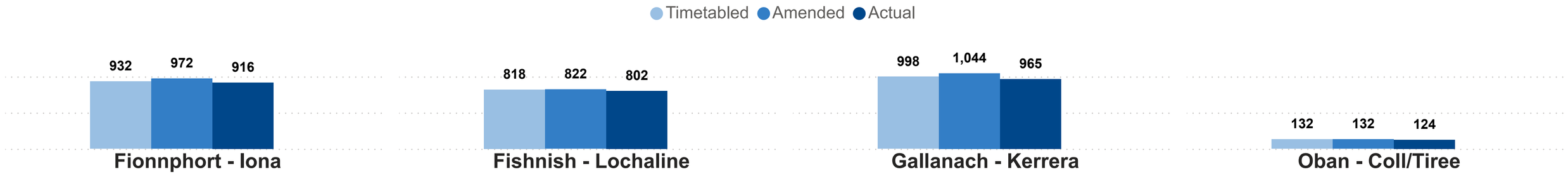


Argyll

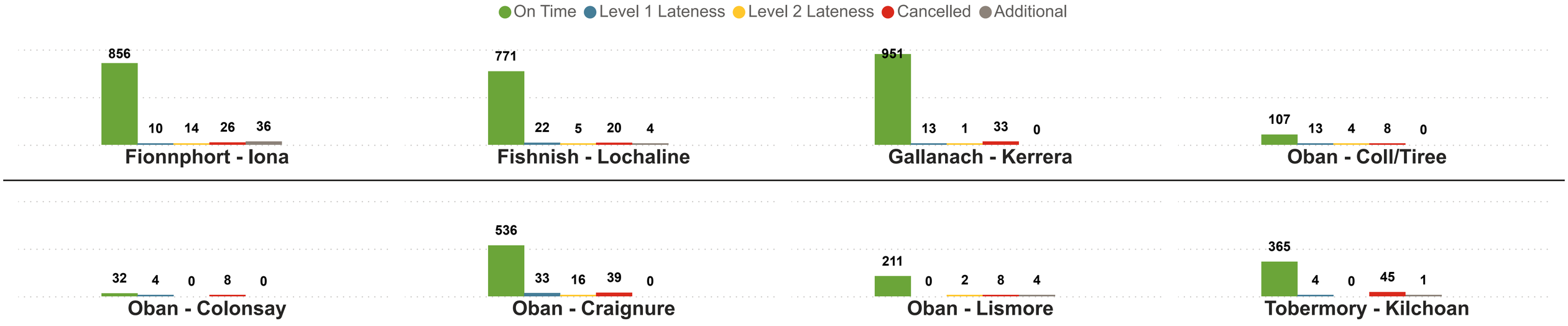
Our Performance in August 2025

Sailing Performance & Capacity

Sailings Timetabled, Amended & Actual



Punctuality & Reliability



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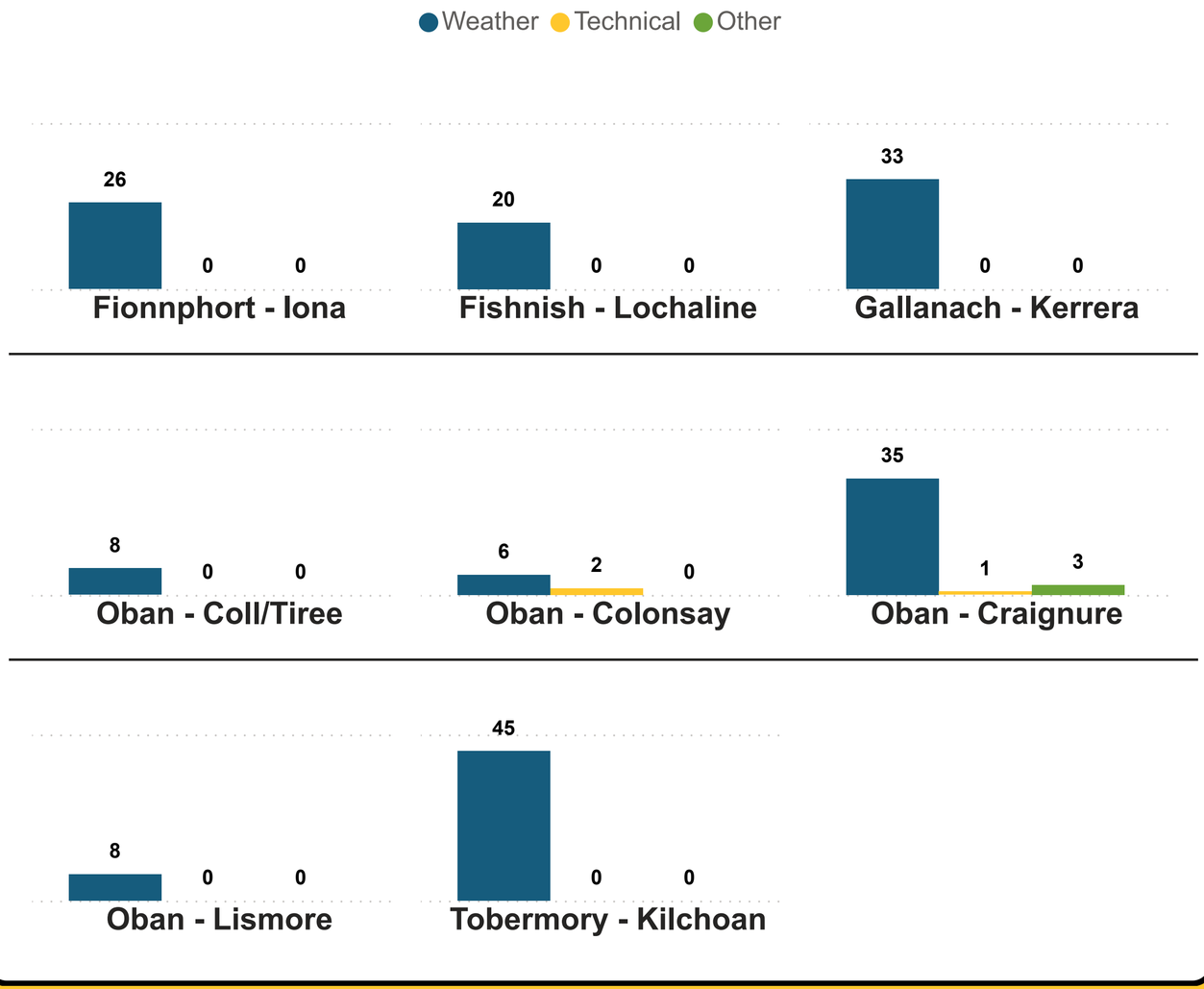
Our Performance in August 2025

Sailing Performance & Capacity

Cancelled Sailings (By Reason)



"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.

Missed Train Connections

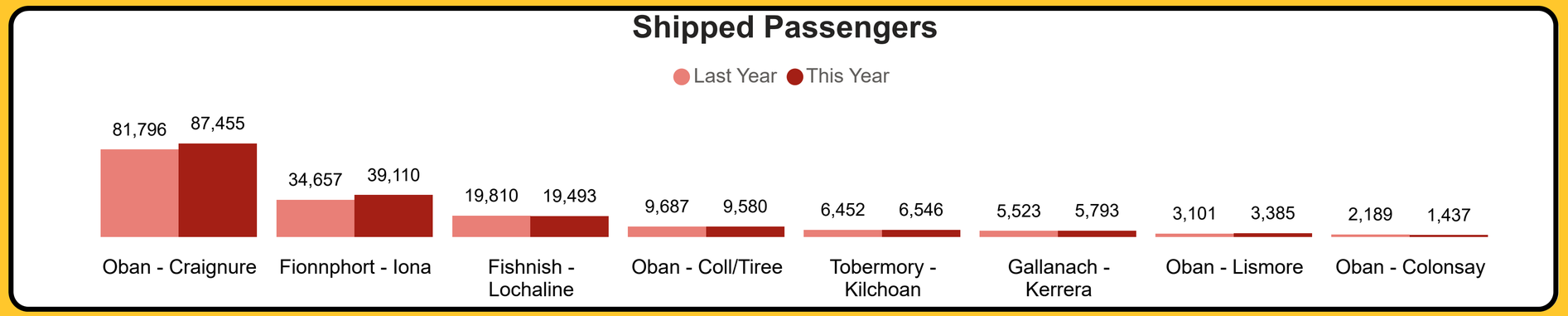
0

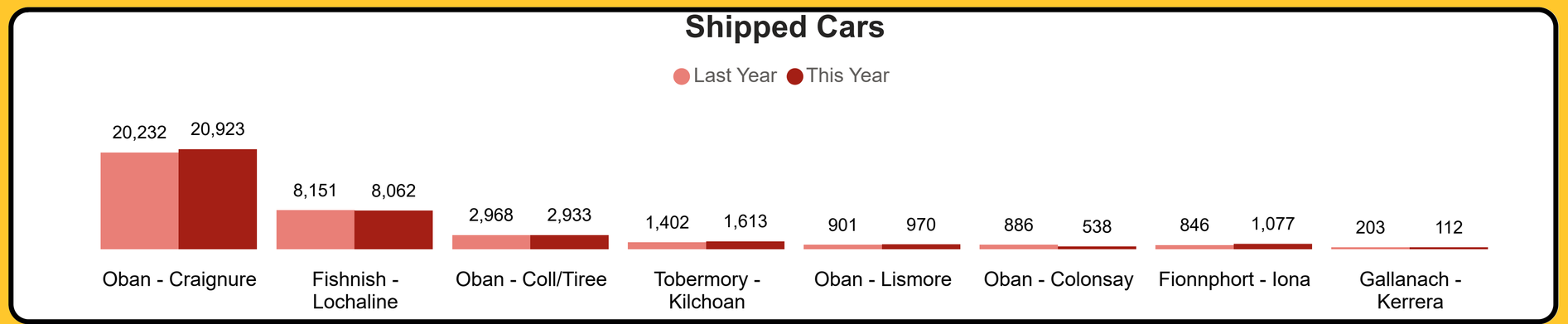
There were no missed advertised connections for Band C sailings this month.

Argyll

Our Performance in August 2025

Carryings





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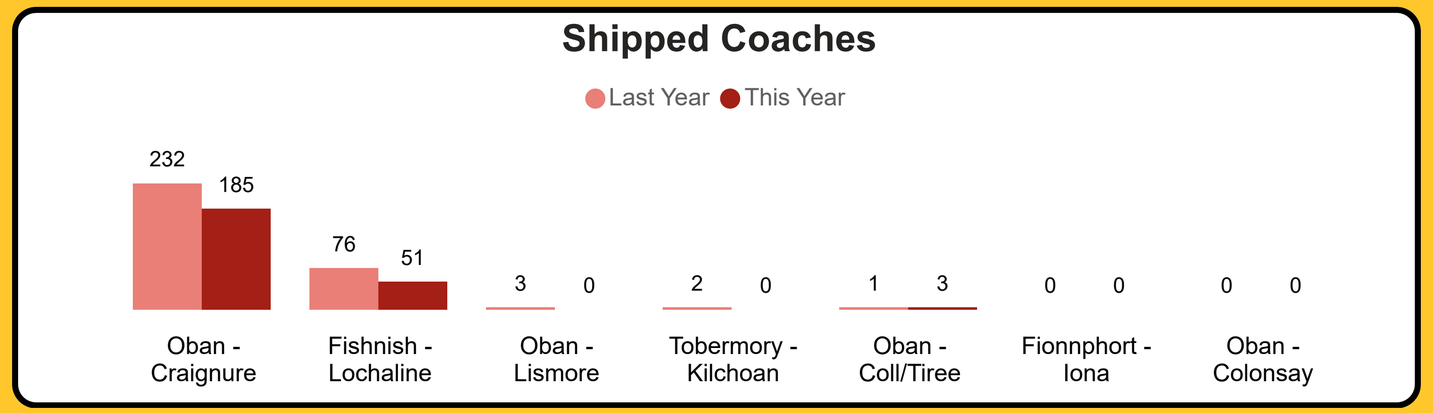
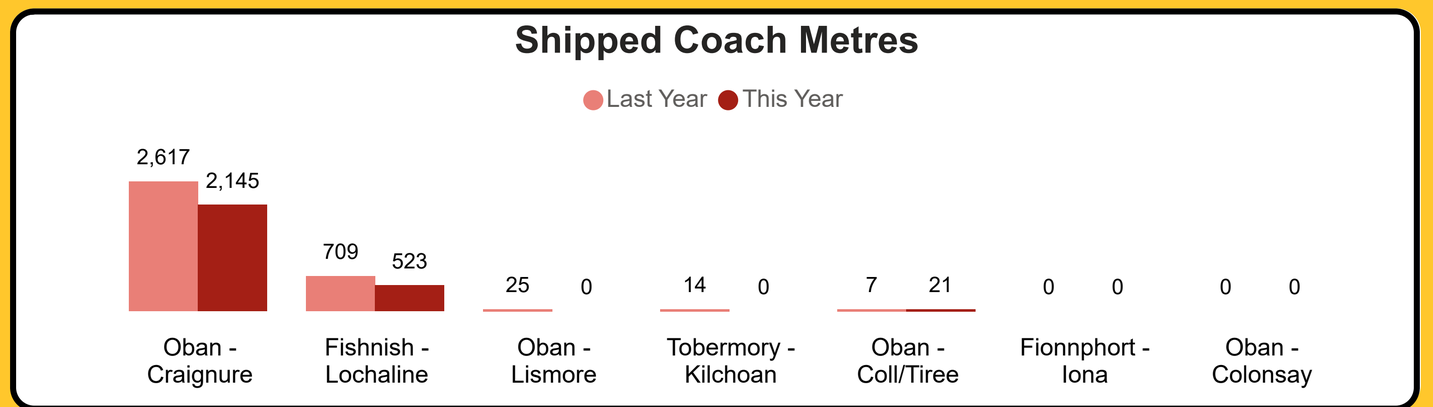
Our Performance in August 2025

Carryings





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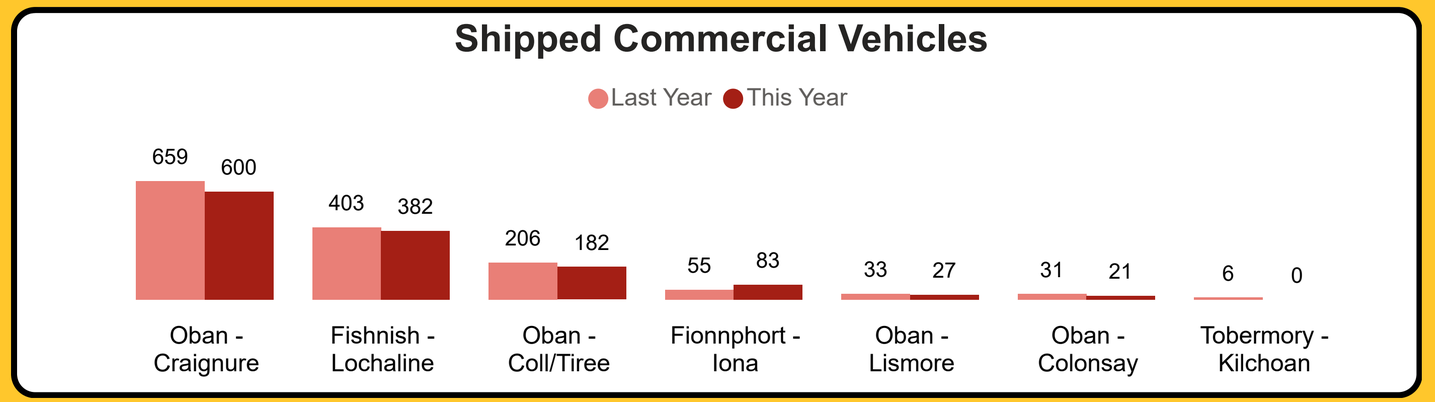
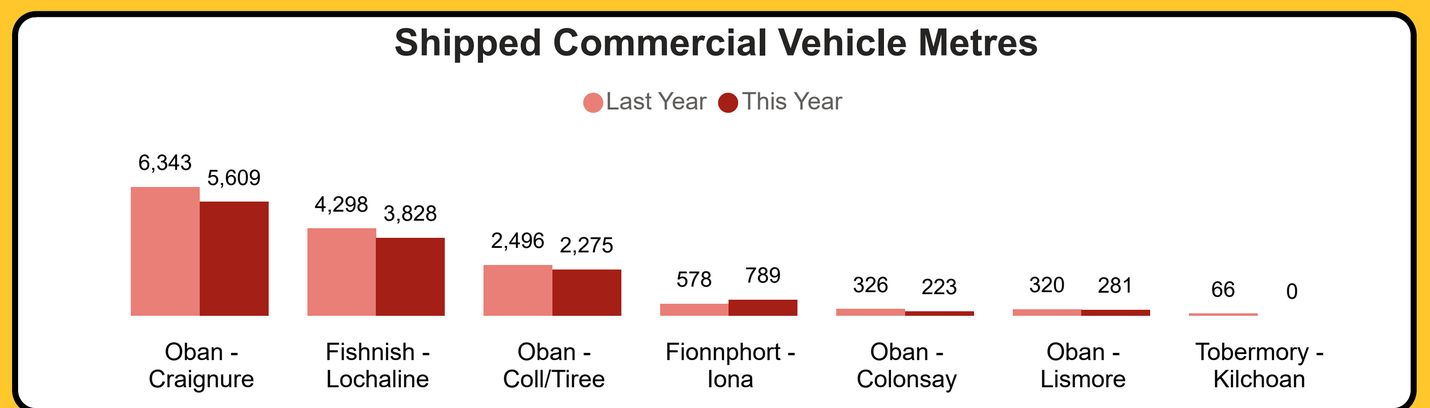
Our Performance in August 2025

Carryings





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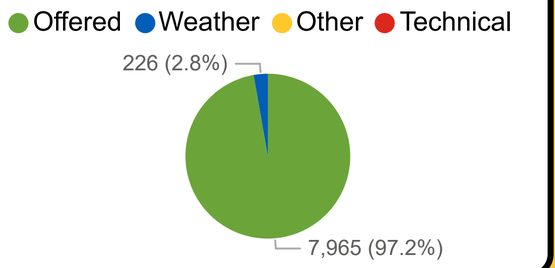
Our Performance in August 2025

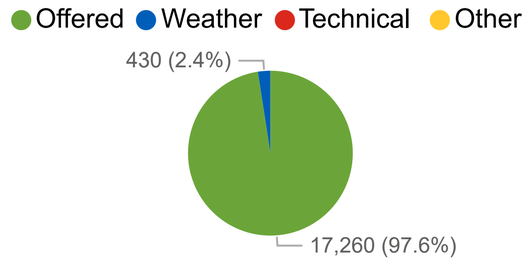
Car Equivalent Spaces Offered vs Cancelled

- 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.

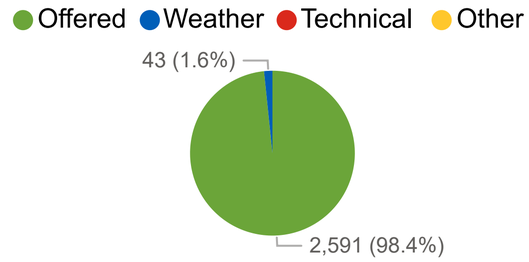
Fionnphort - Iona



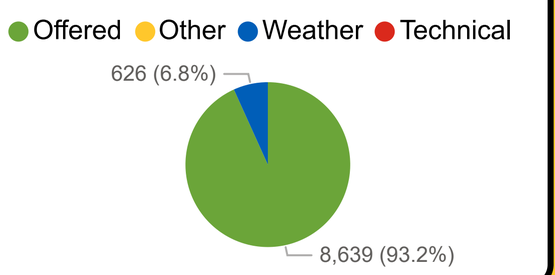
Fishnish - Lochaline



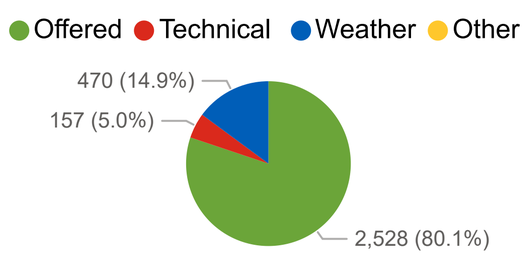
Gallanach - Kerrera



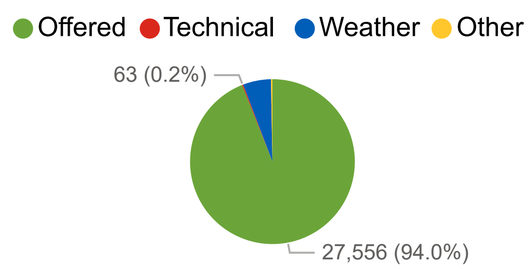
Oban - Coll/Tiree



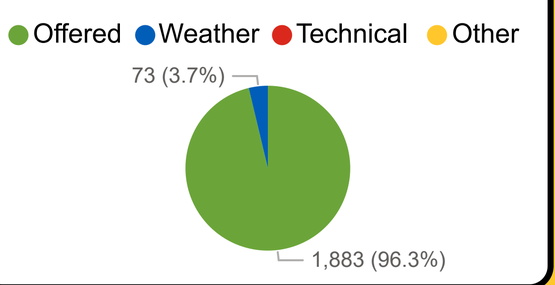
Oban - Colonsay



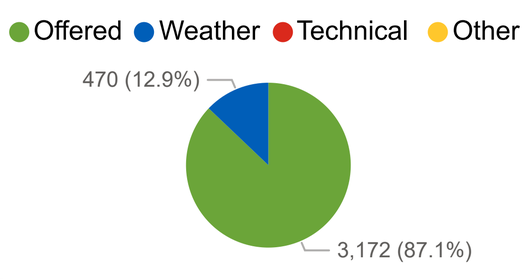
Oban - Craignure



Oban - Lismore



Tobermory - Kilchoan



Route	Offered	Weather	Tech	Other
Oban - Craignure	27,556	1,612	63	84
Fishnish - Lochaline	17,260	430		
Oban - Coll/Tiree	8,639	626		
Fionnphort - Iona	7,965	226		
Tobermory - Kilchoan	3,172	470		
Gallanach - Kerrera	2,591	43		
Oban - Colonsay	2,528	470	157	
Oban - Lismore	1,883	73		

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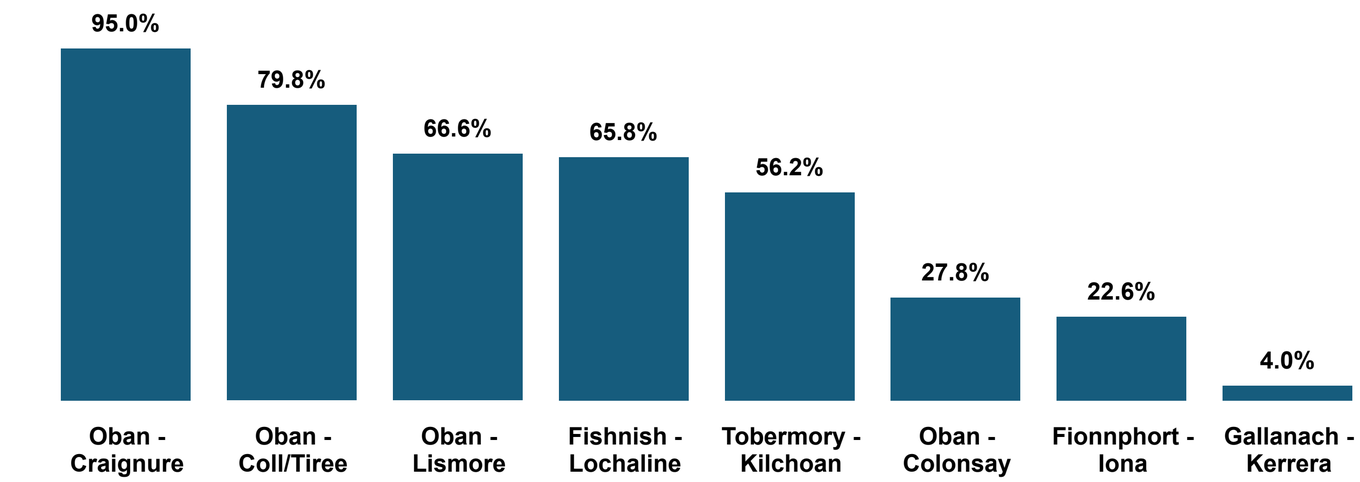
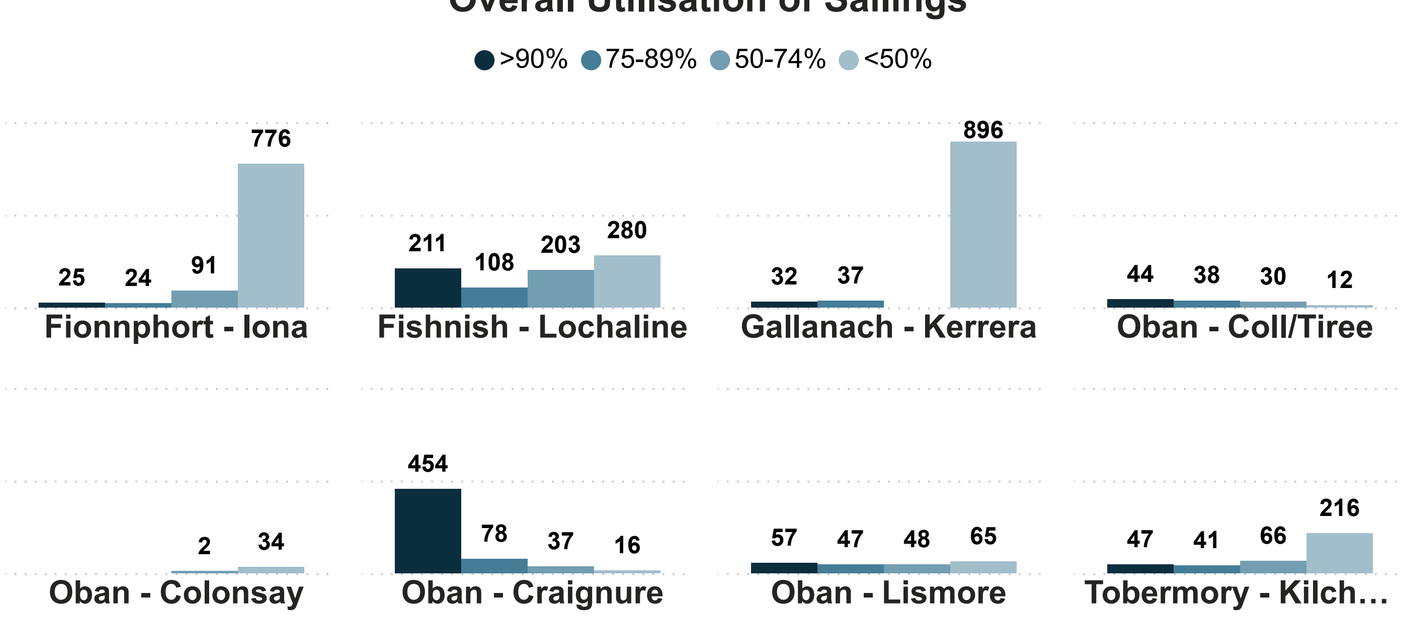
Our Performance in August 2025

Vehicle Deck Utilisation

Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Oban - Craignure	126.8K	120.5K	26,188	95.0%
Oban - Coll/Tiree	39.7K	31.7K	6,892	79.8%
Oban - Lismore	8.7K	5.8K	1,254	66.6%
Fishnish - Lochaline	79.4K	52.2K	11,349	65.8%
Tobermory - Kilchoan	14.6K	8.2K	1,782	56.2%
Oban - Colonsay	11.6K	3.2K	702	27.8%
Fionnphort - Iona	36.6K	8.3K	1,799	22.6%
Gallanach - Kerrera	11.9K	0.5K	104	4.0%
Total	**329.3K**	**230.3K**	**50,070**	**69.9%**

Overall Utilisation of Sailings