

Total Number of
Survey Responses
Last 6 Months

27K

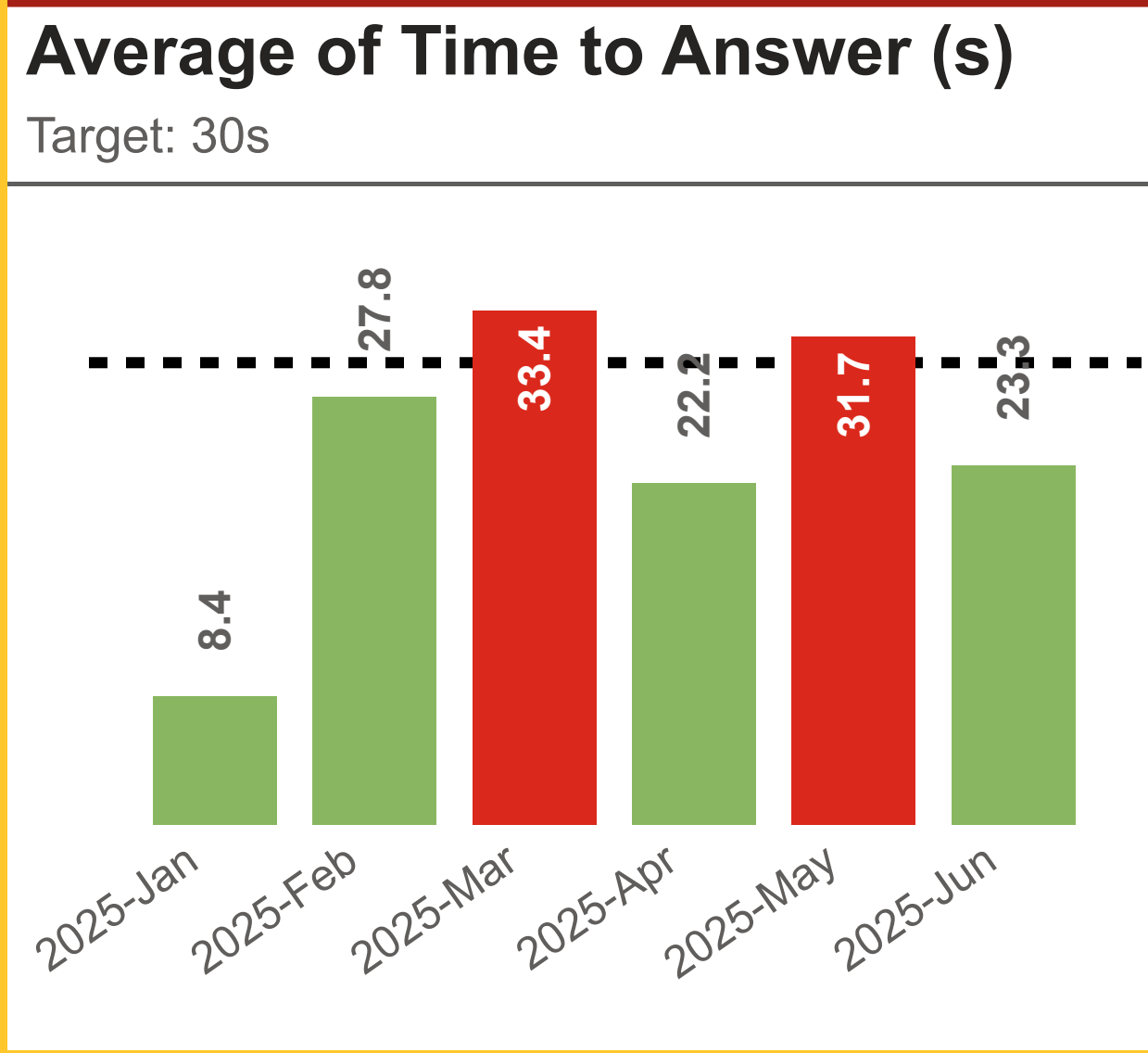
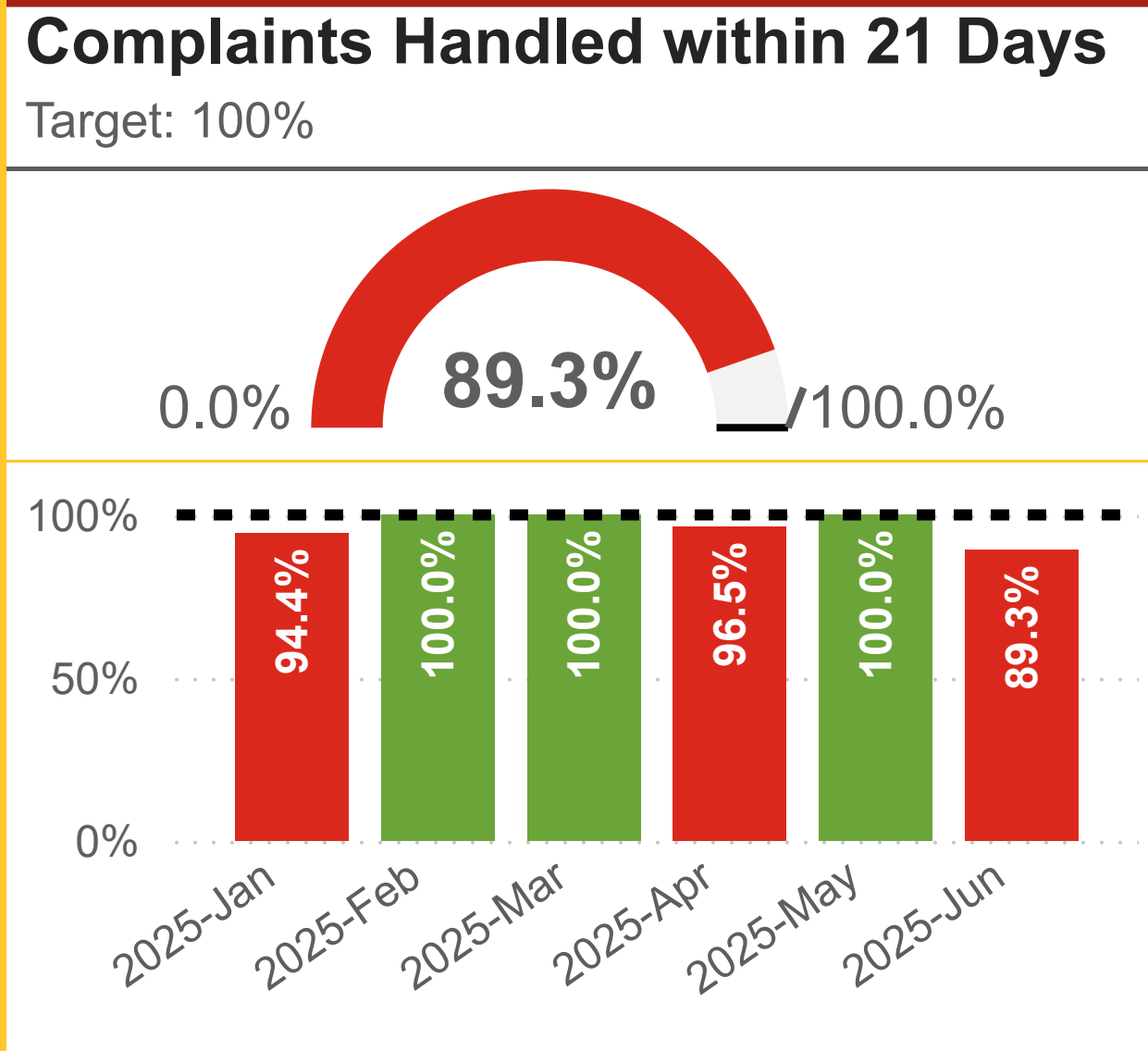
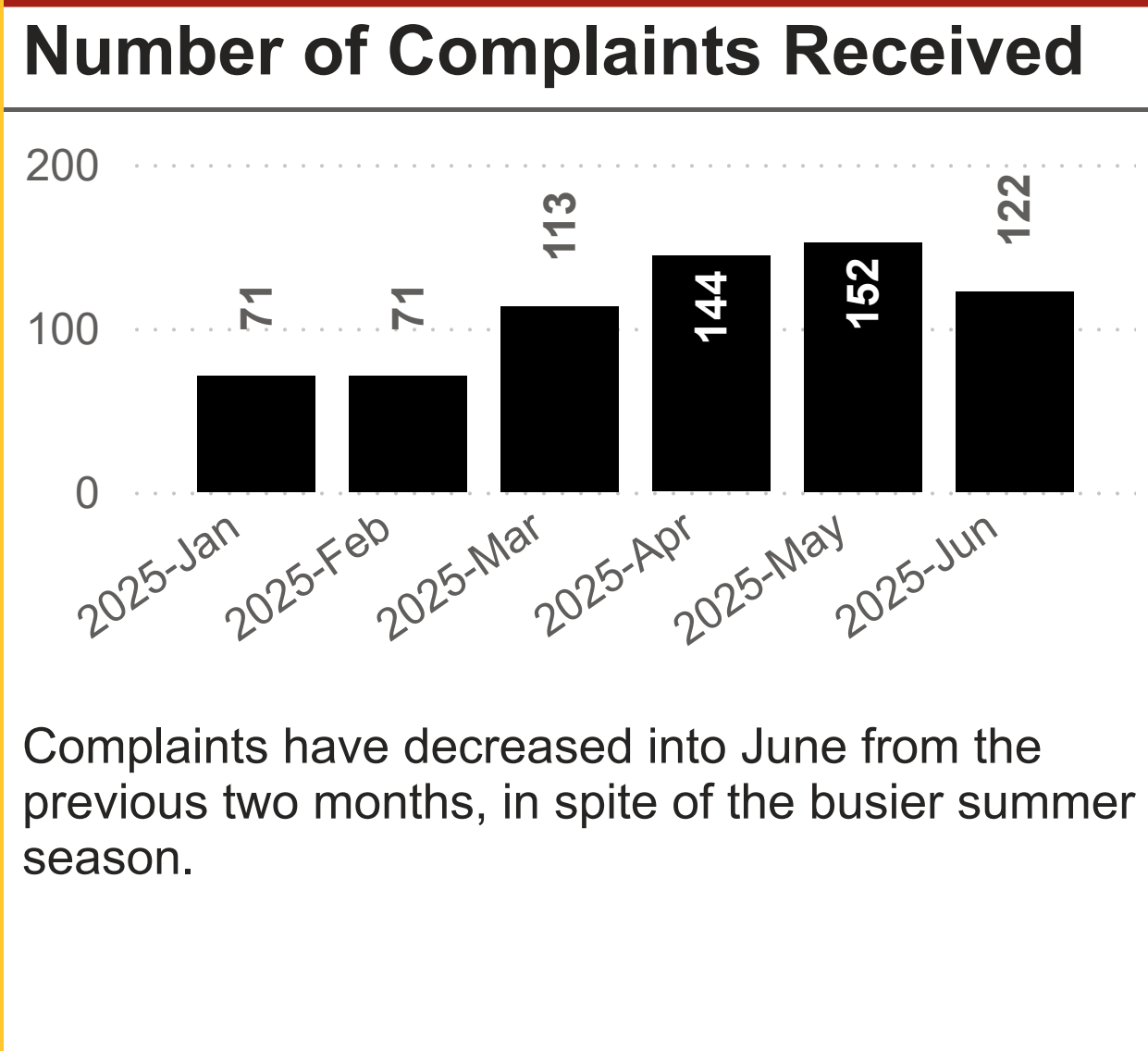
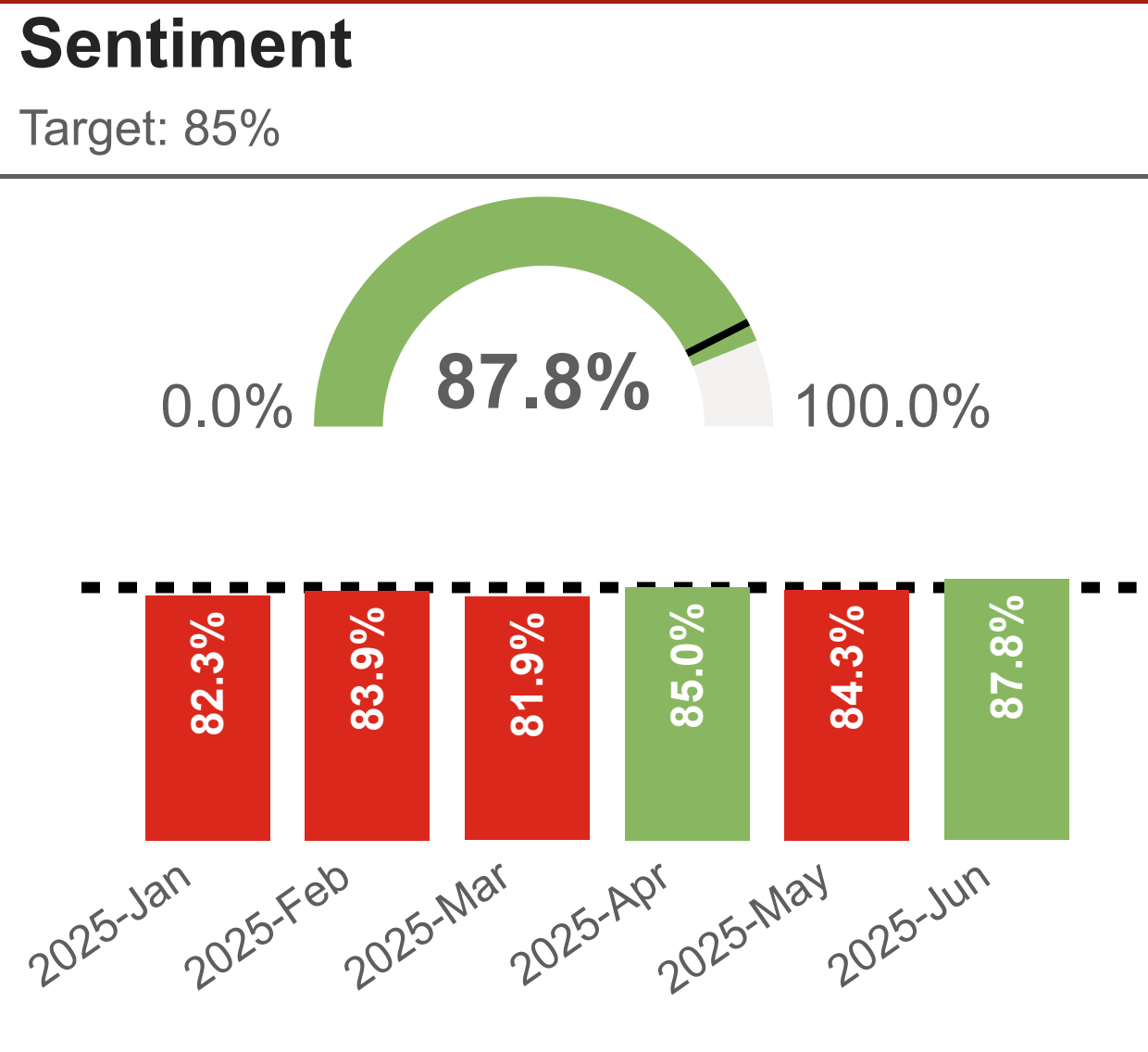
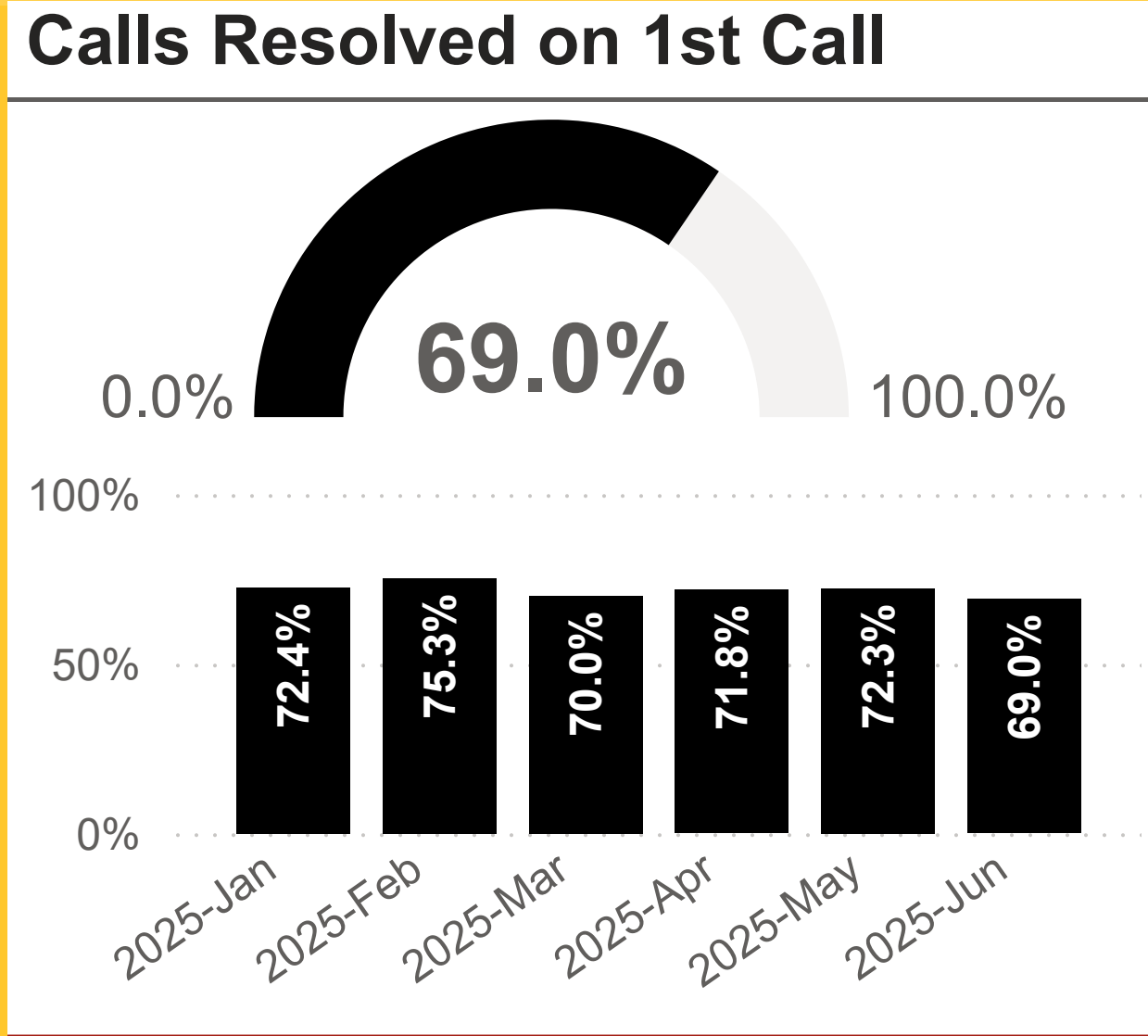
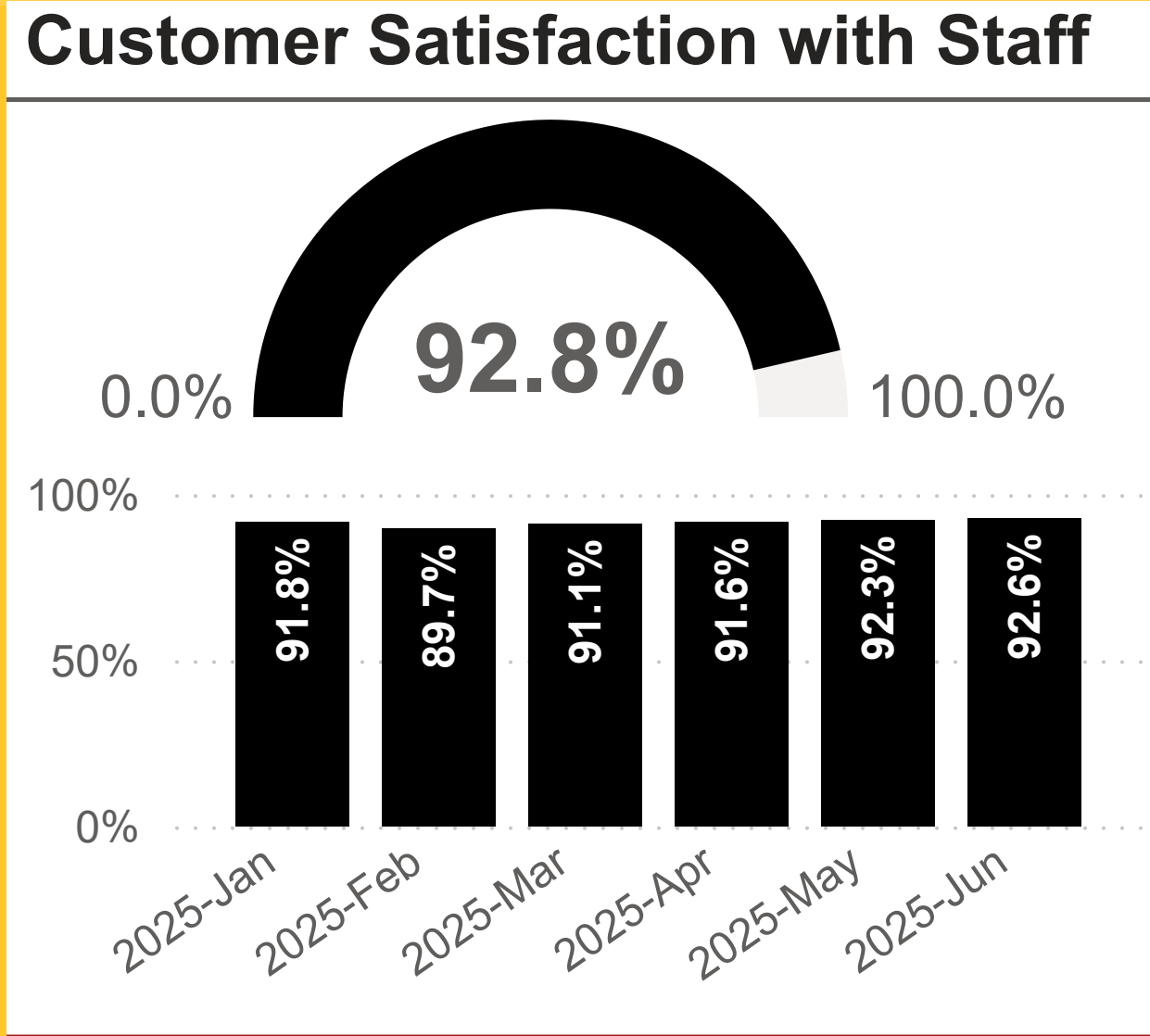
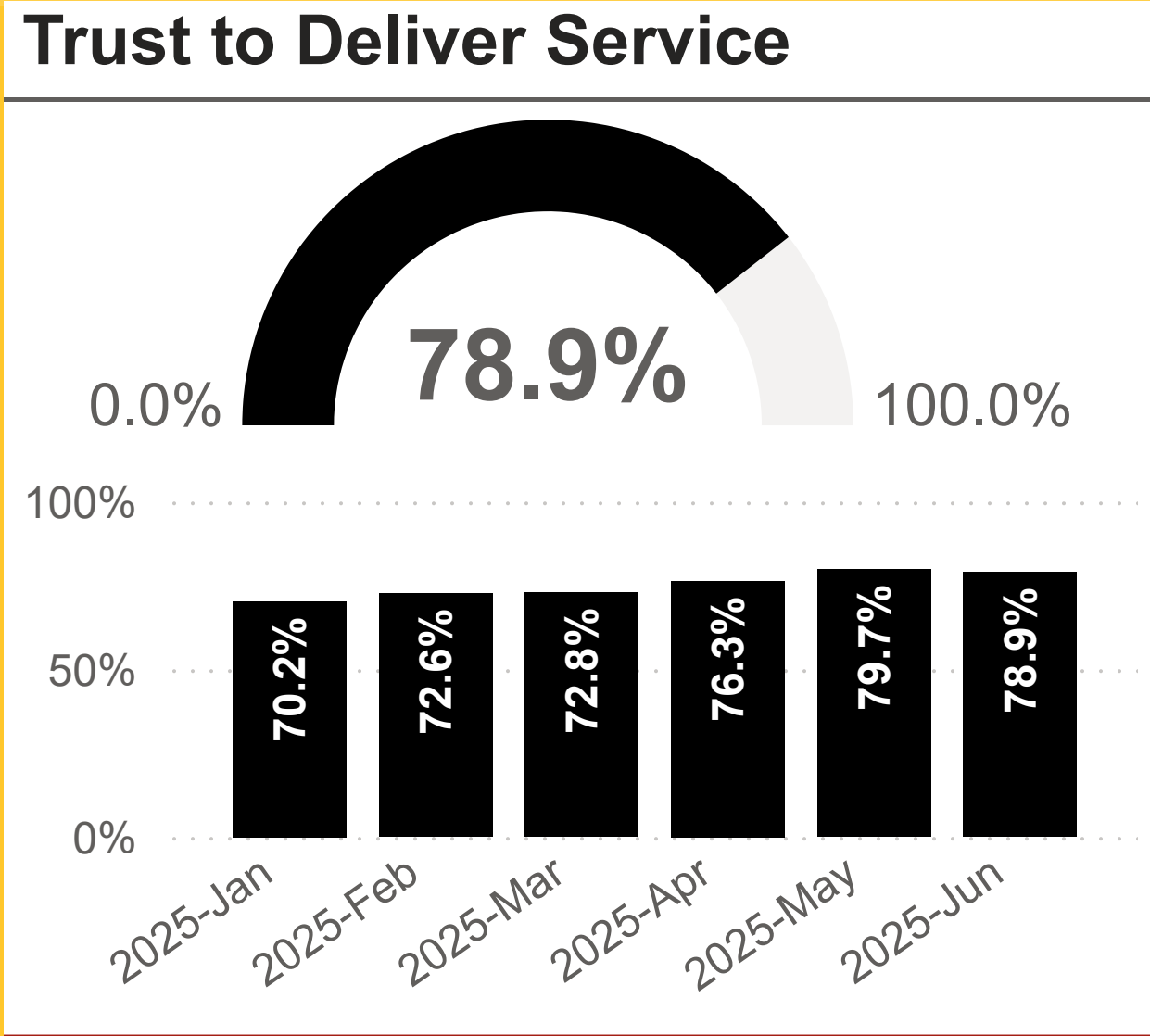
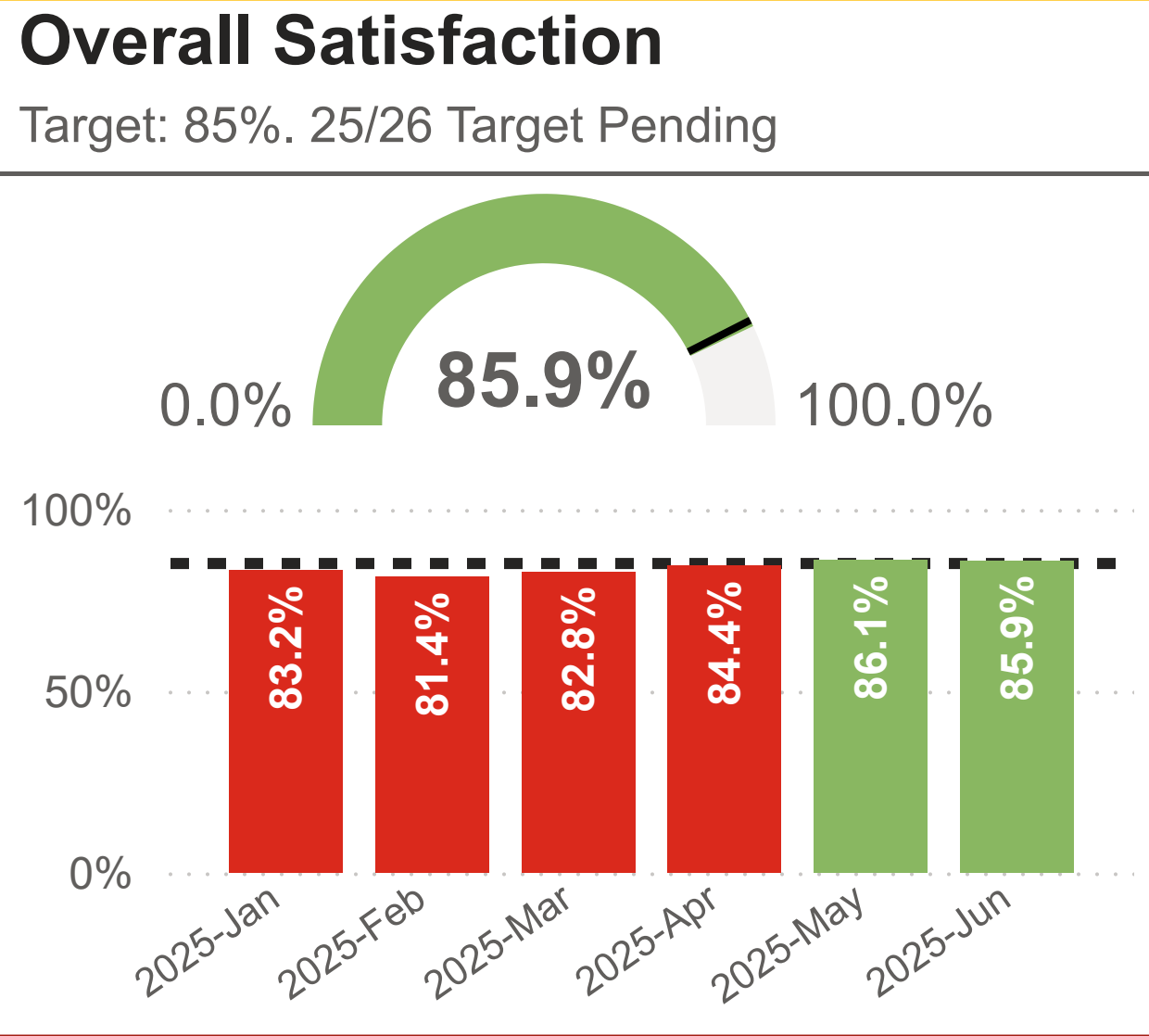
Our Performance in June 2025

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.



Clyde South

Total Number of Survey Responses

4656

Our Performance in June 2025

Customer Feedback Metrics

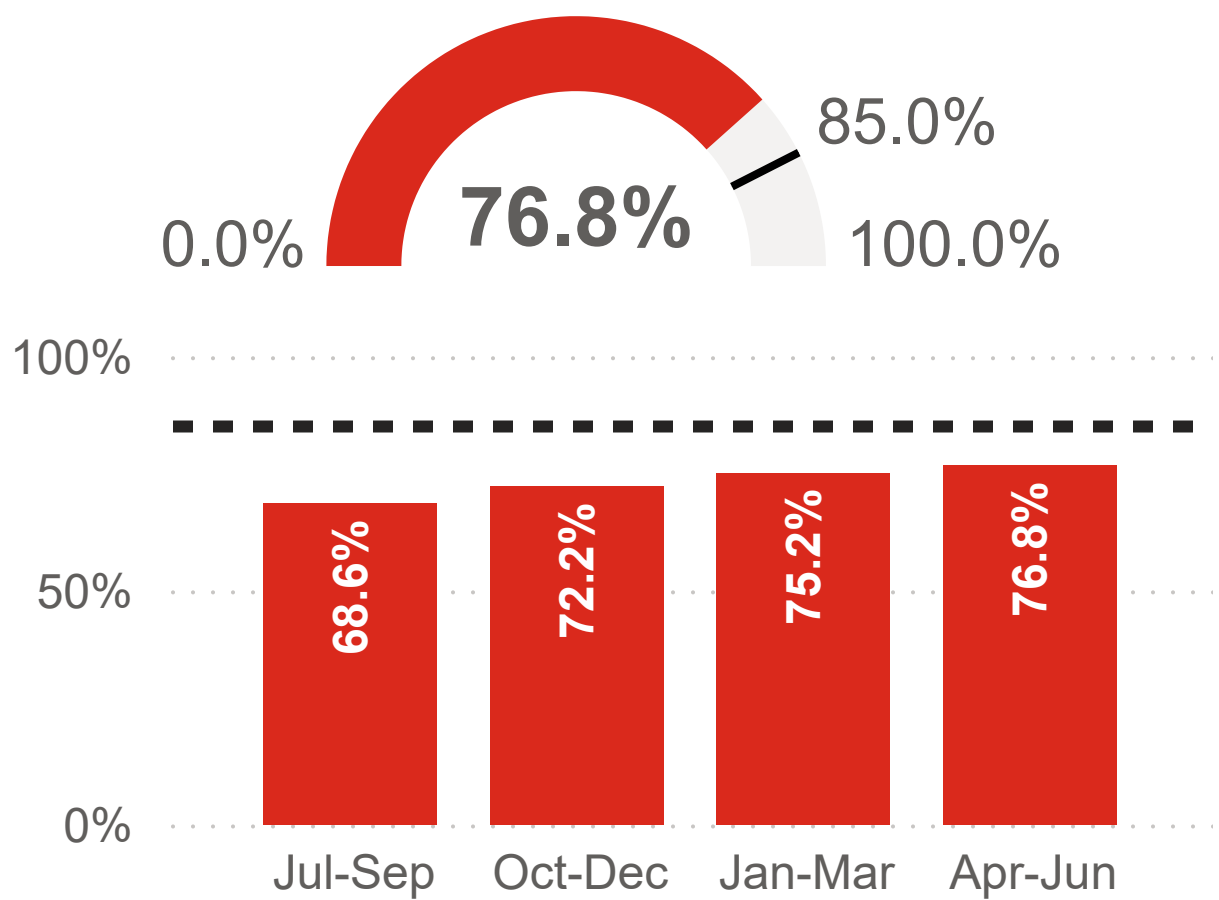
Clyde South



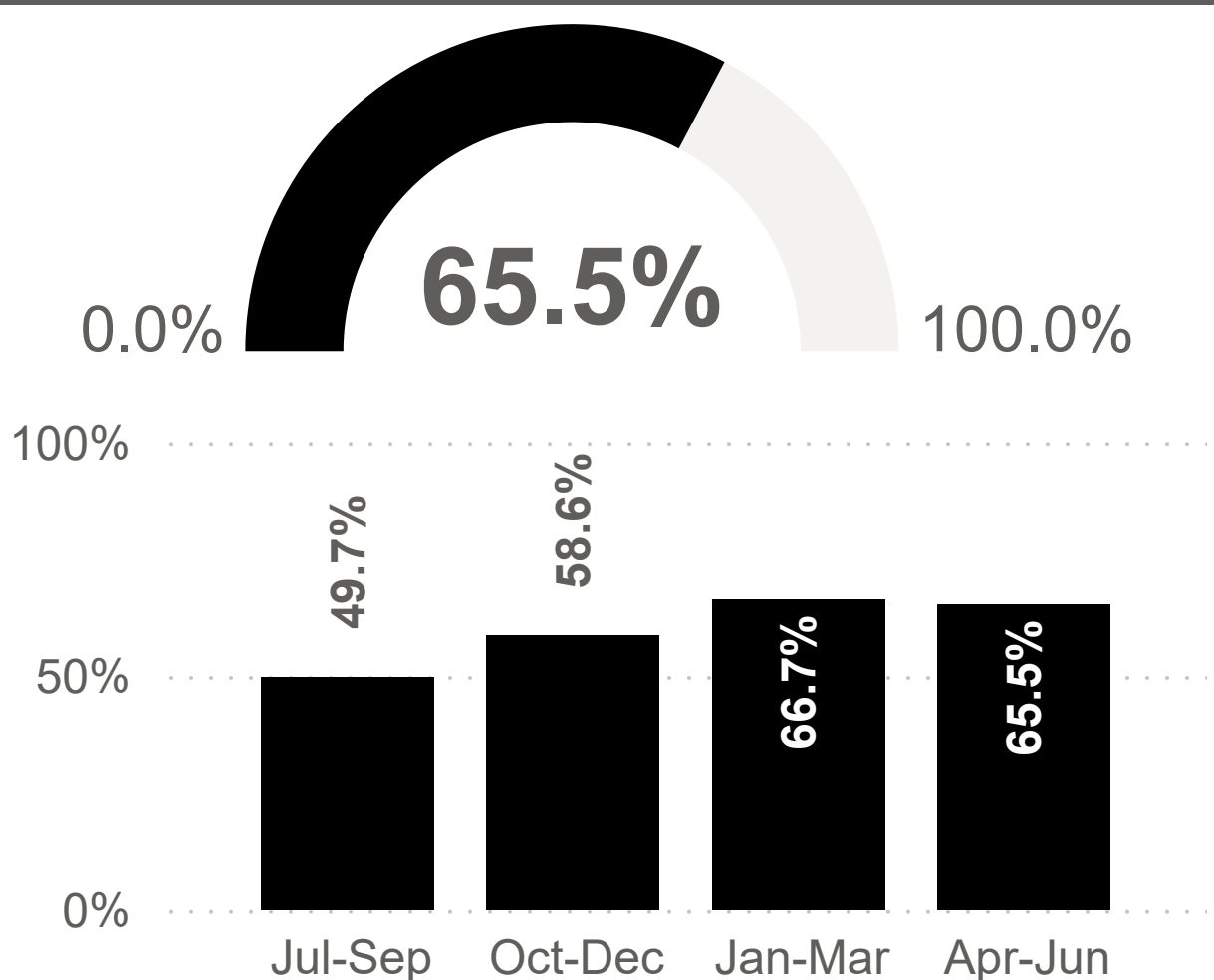
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.
Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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

Overall Satisfaction

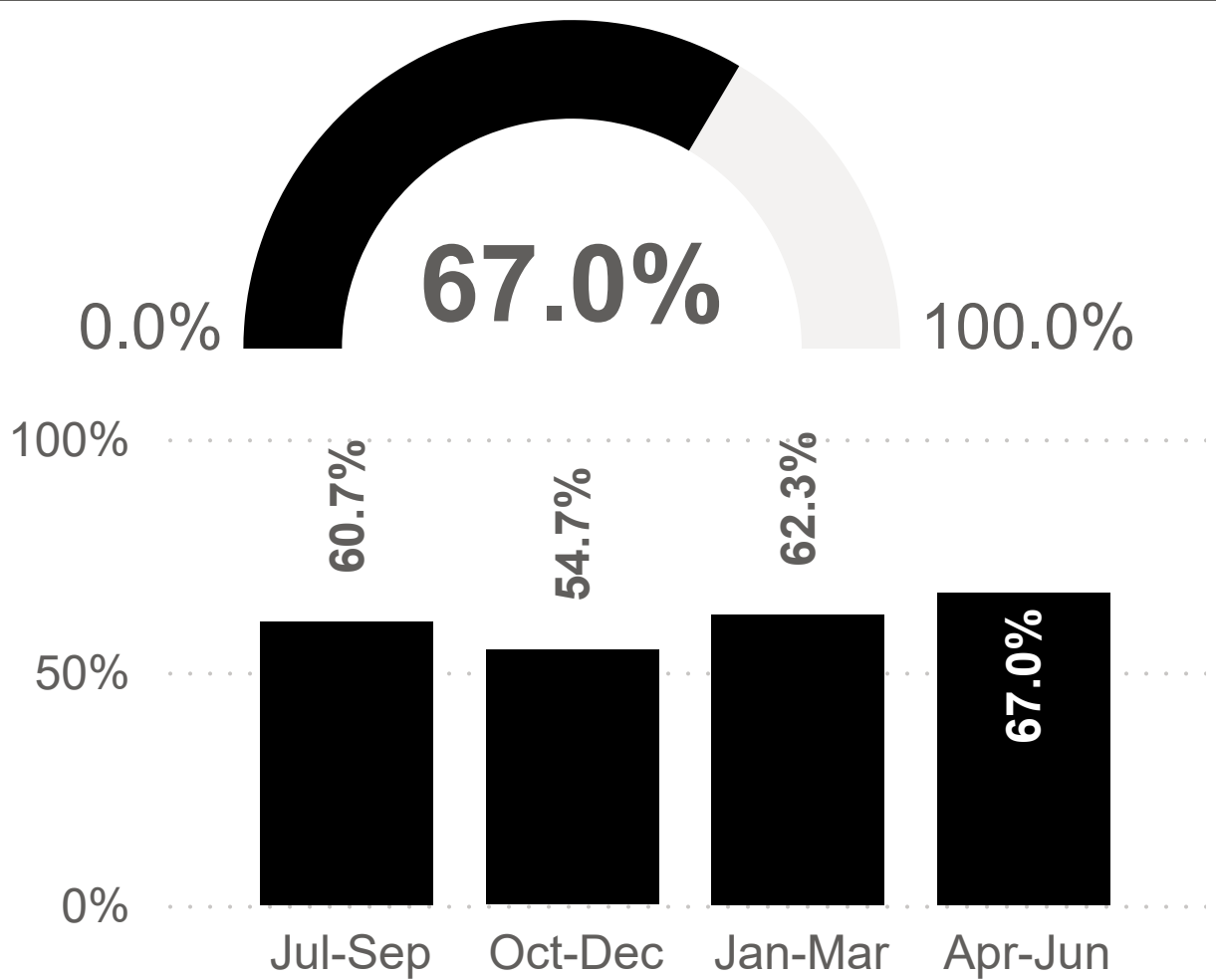
Target: 85%. 25/26 Target Pending



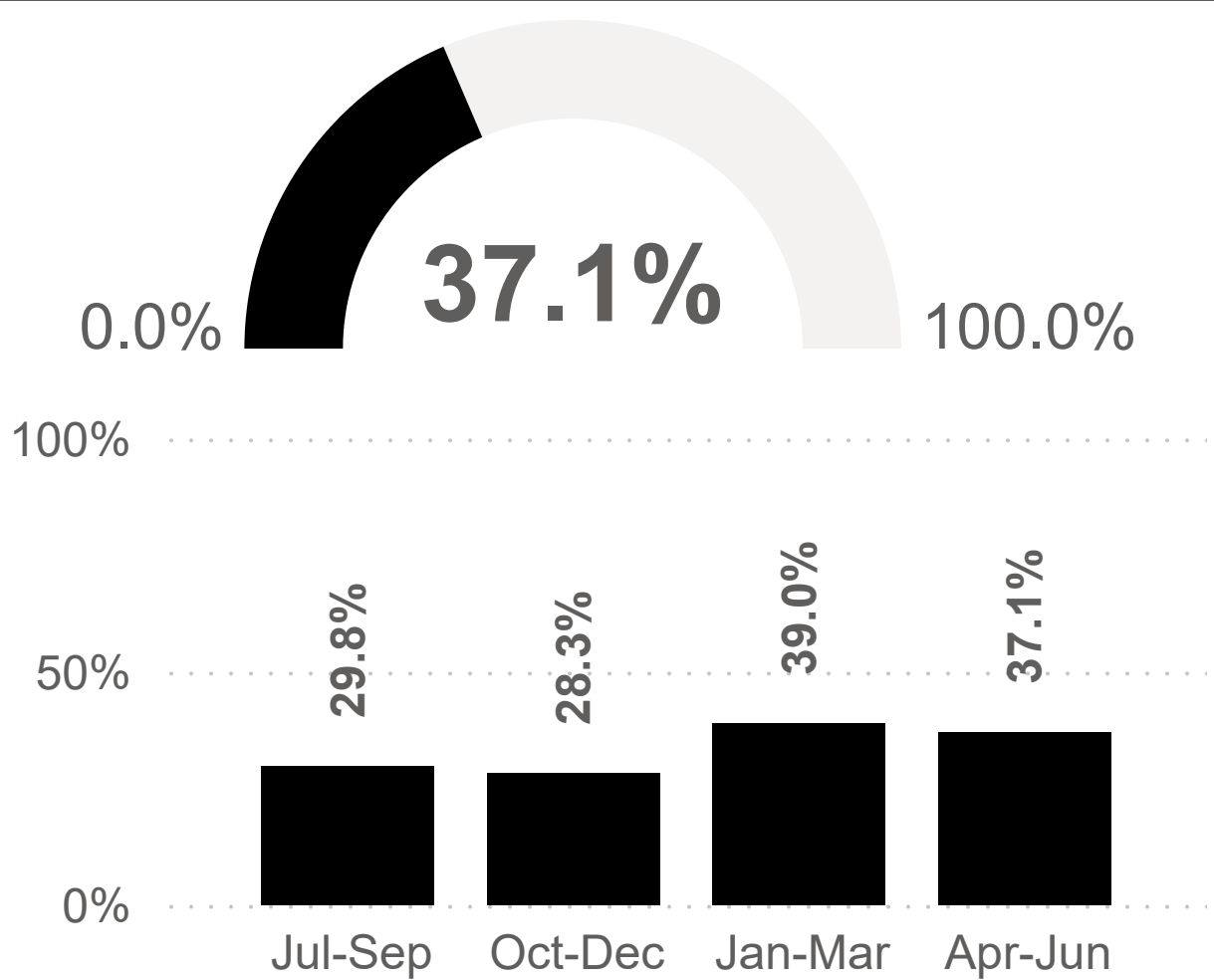
Overall Satisfaction: Community



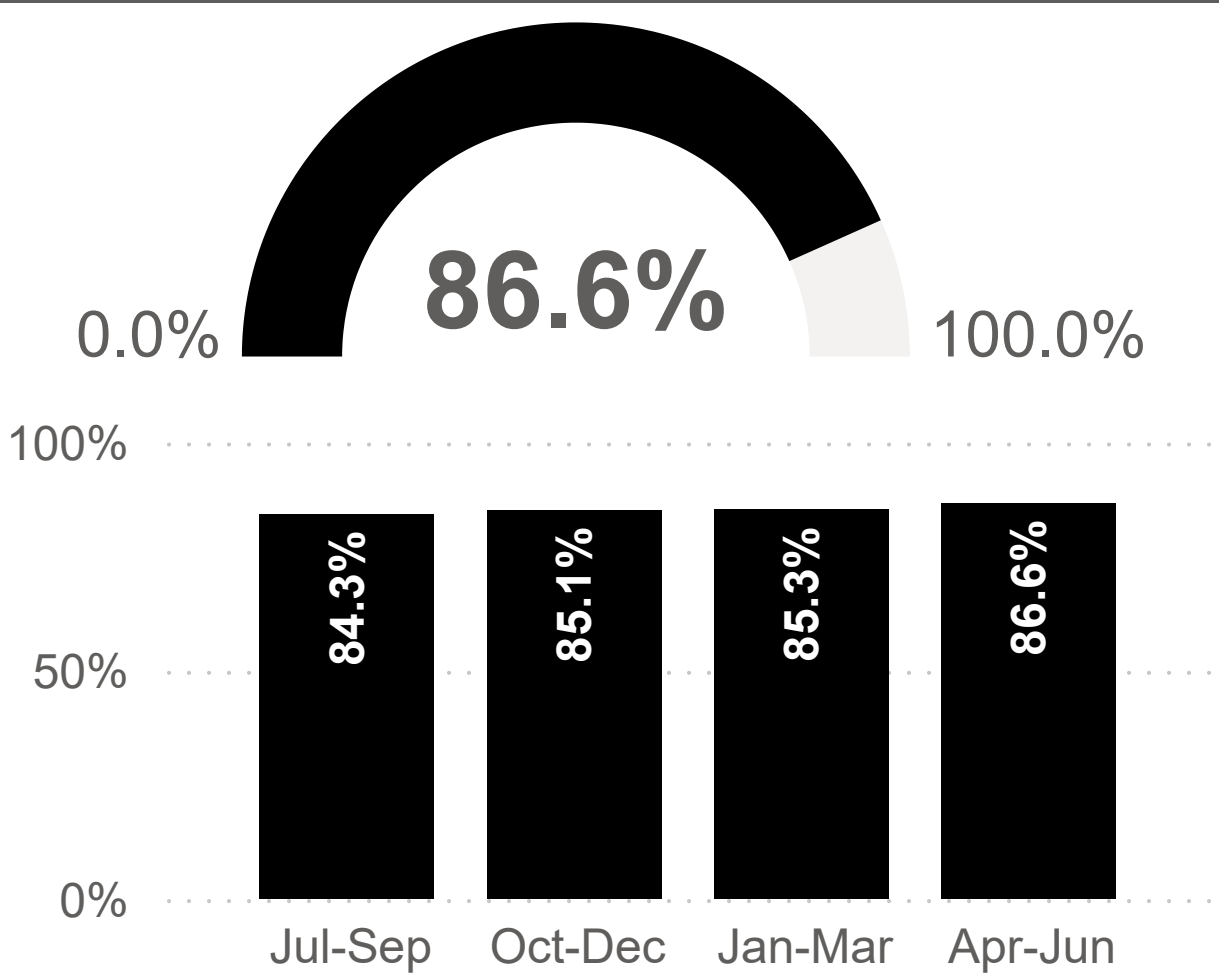
Trust to Deliver Service



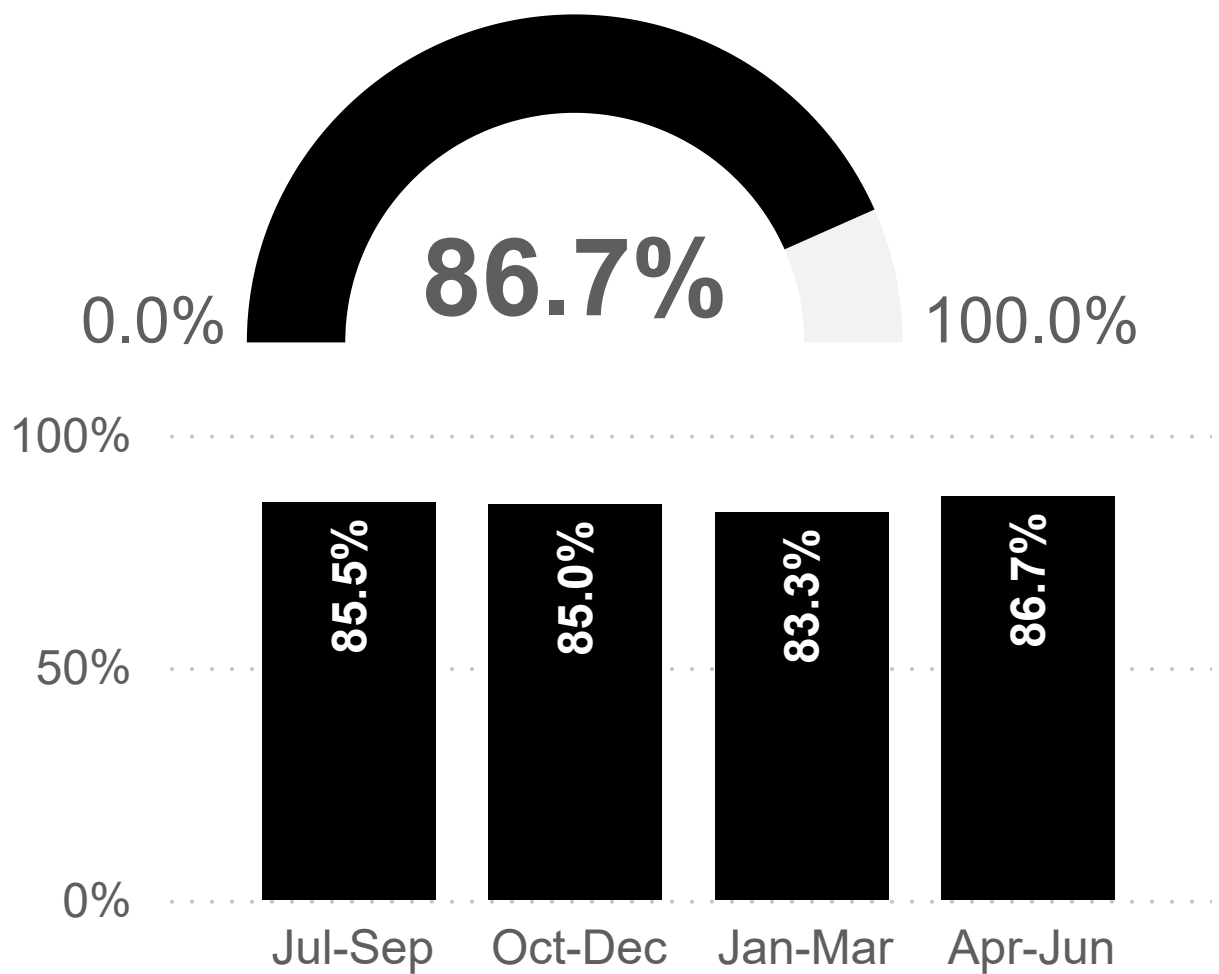
Trust to Deliver: Community



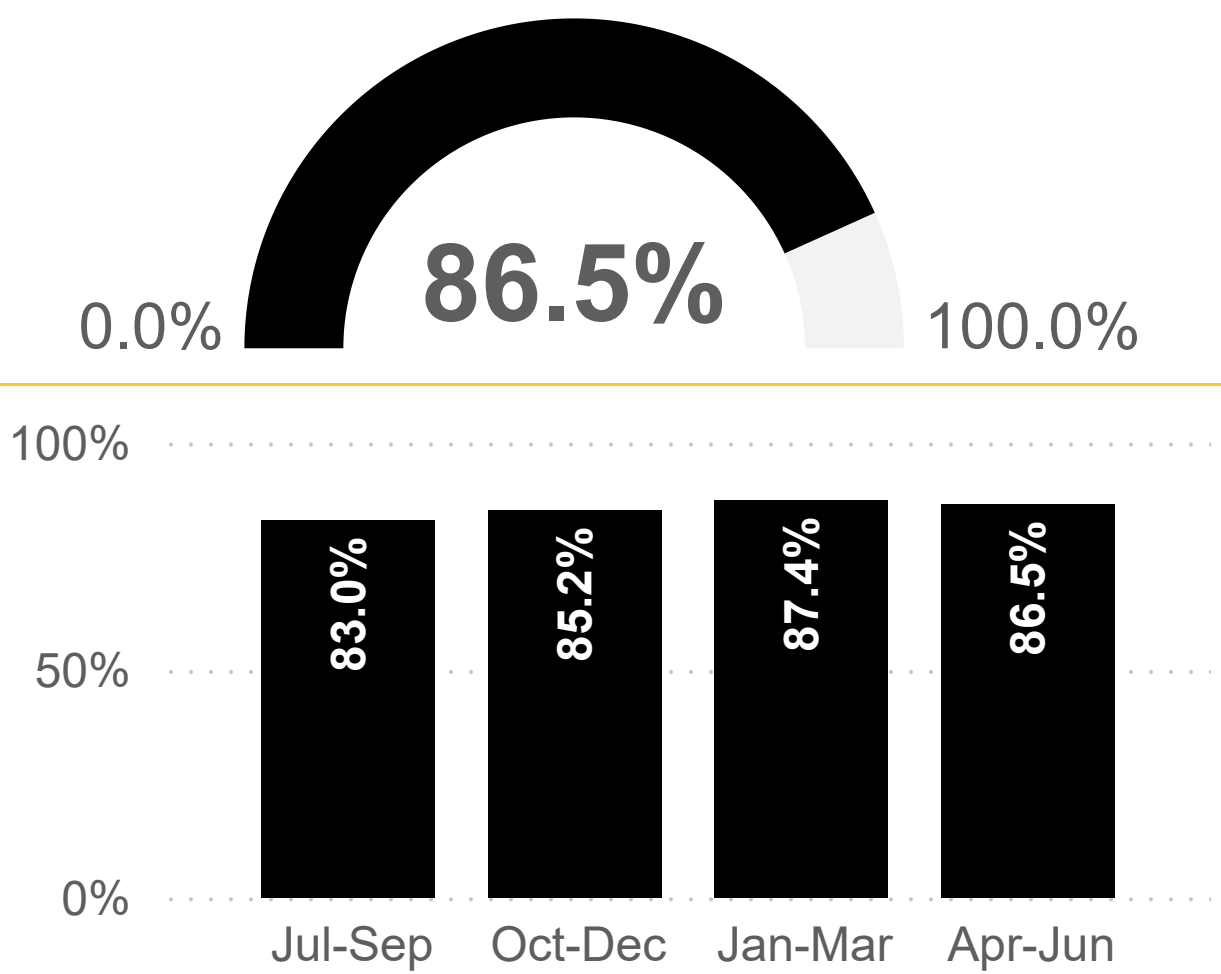
Customer Satisfaction with Staff



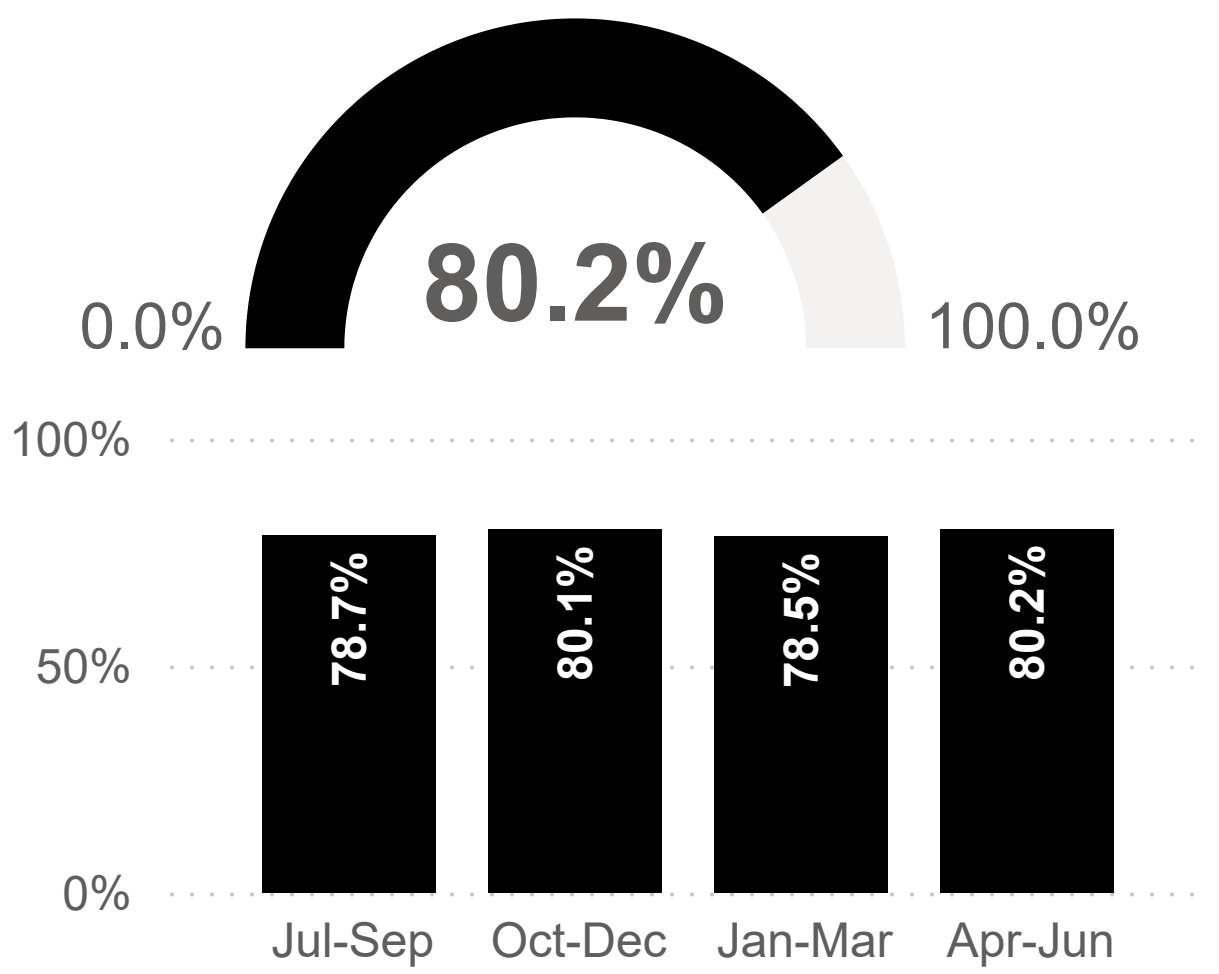
Satisfaction with Port Staff



Satisfaction with Onboard Crew

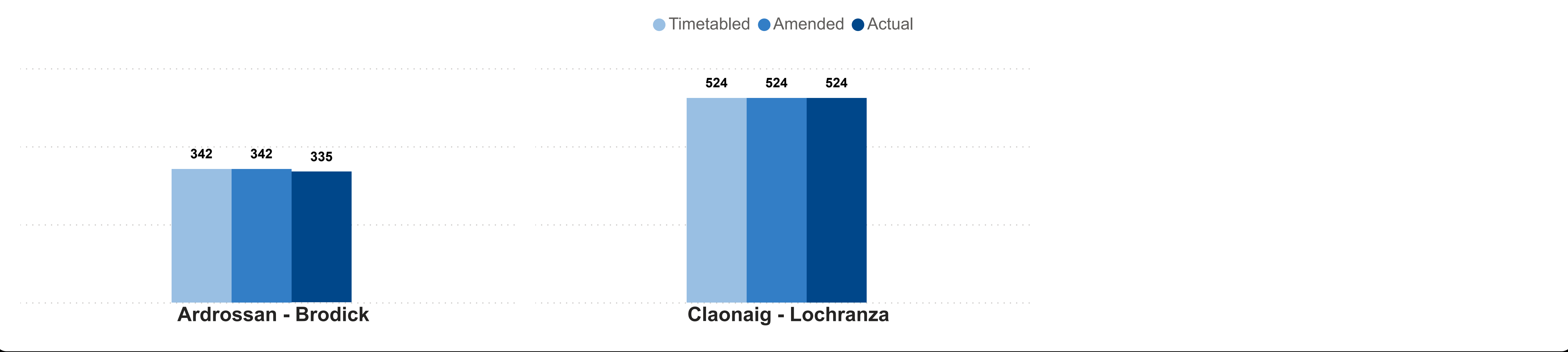


Satisfaction with the Port

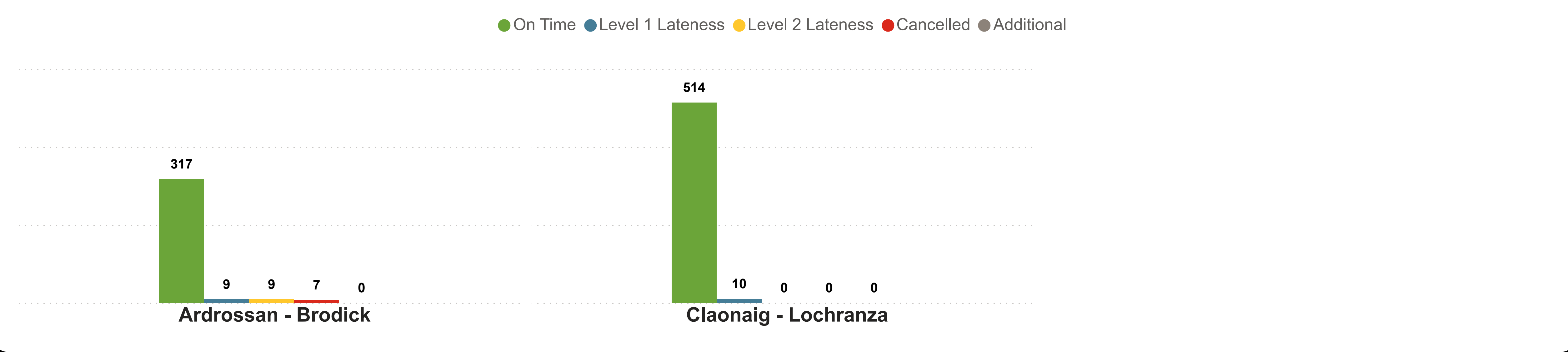




Sailings Timetabled, Amended & Actual



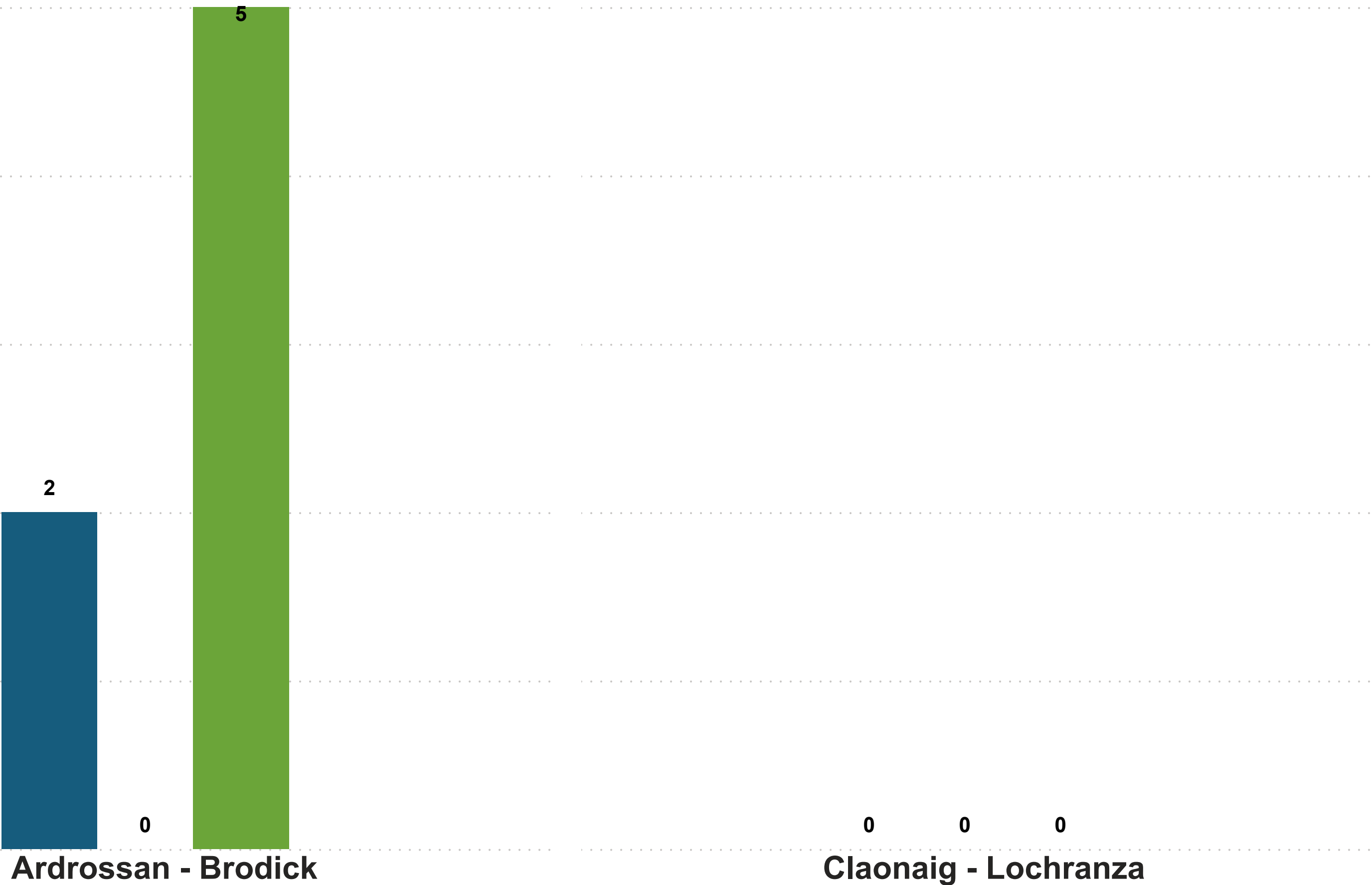
Punctuality & Reliability





Cancelled Sailings (By Reason)

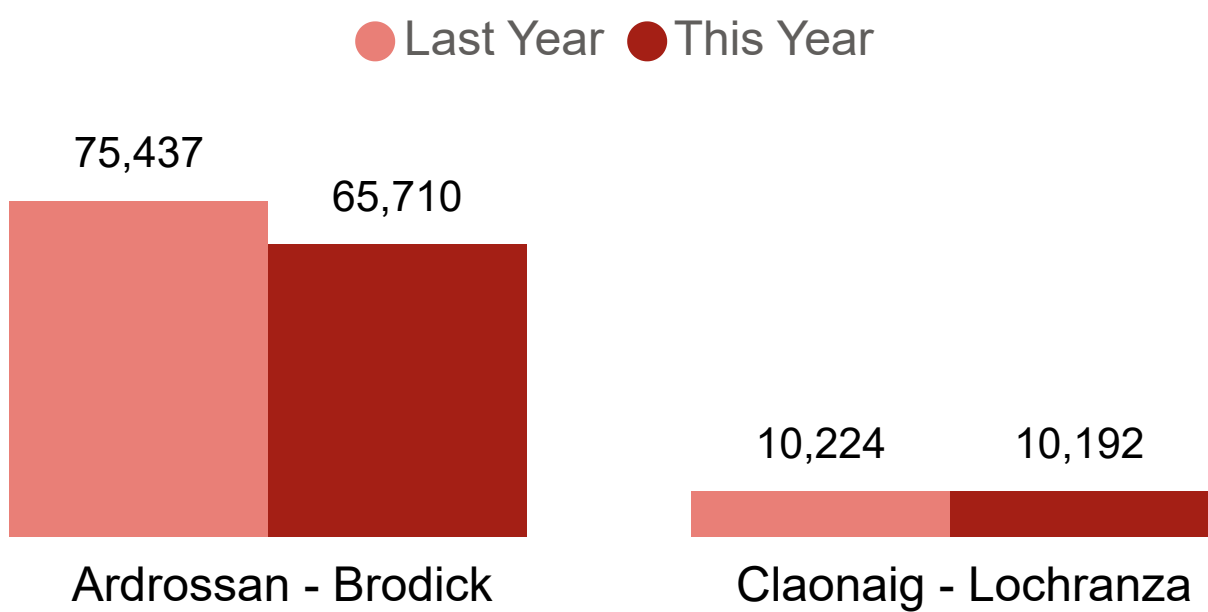
Weather Technical Other



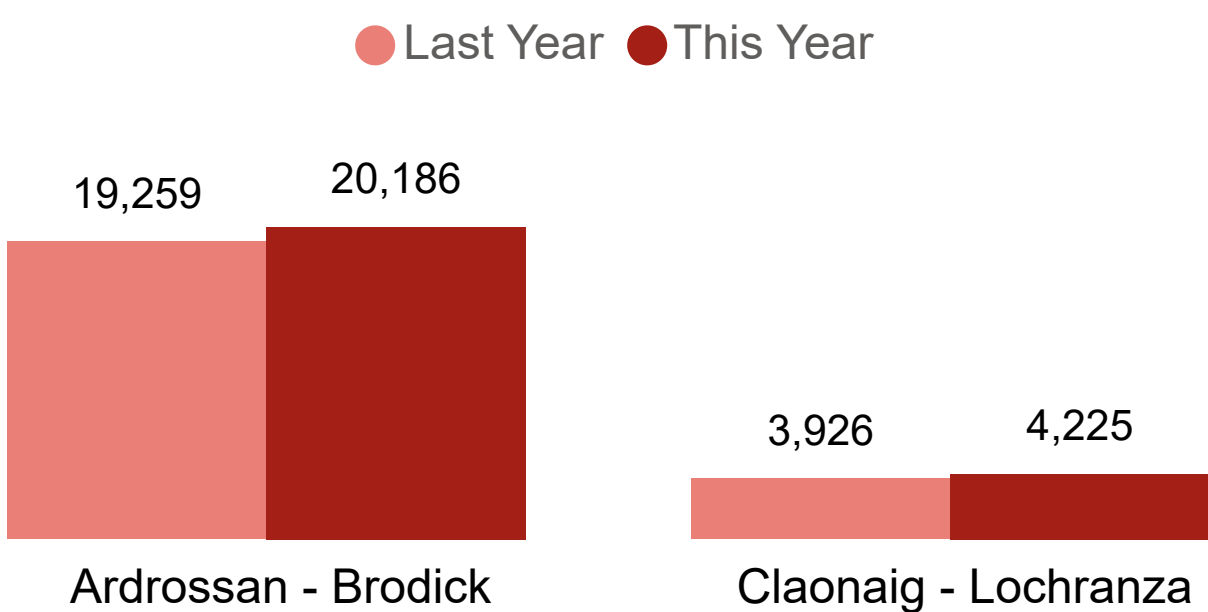
"Other" refers to any cancellations not resulting from weather and technical disruption. This includes cancellations due to reasons such as bunkering issues, berth unavailability etc.



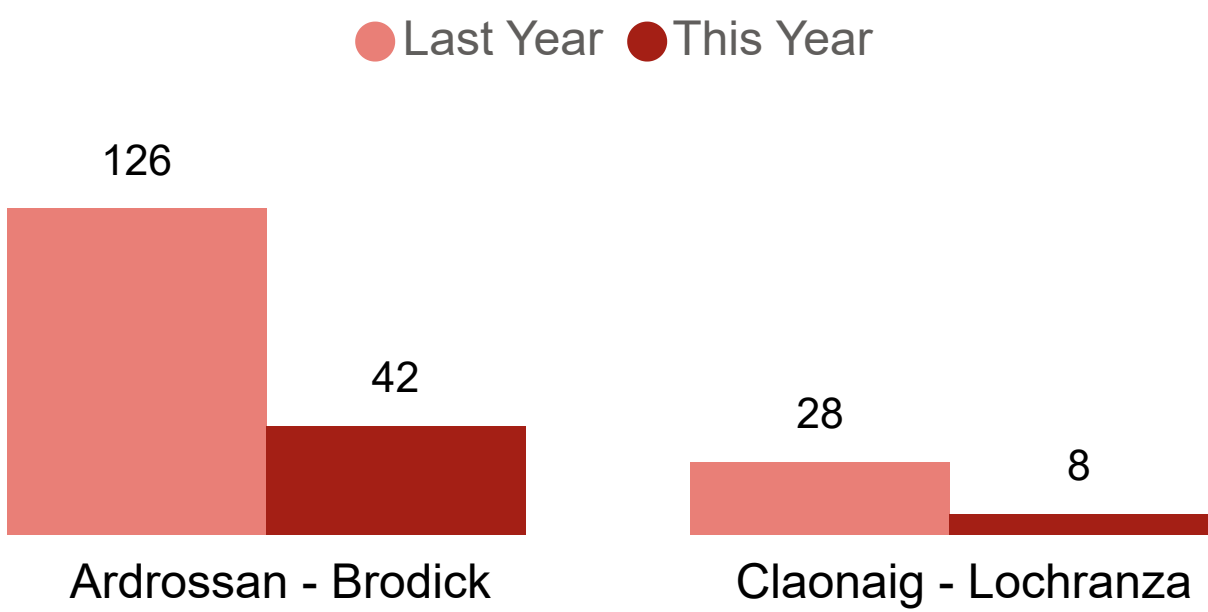
Shipped Passengers



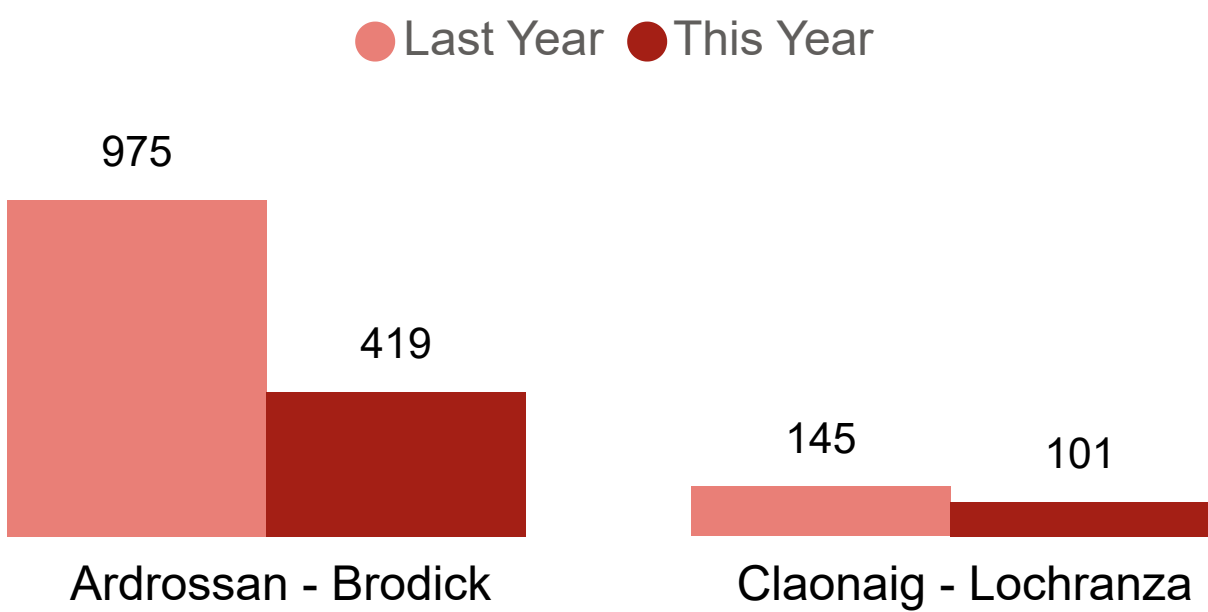
Shipped Cars



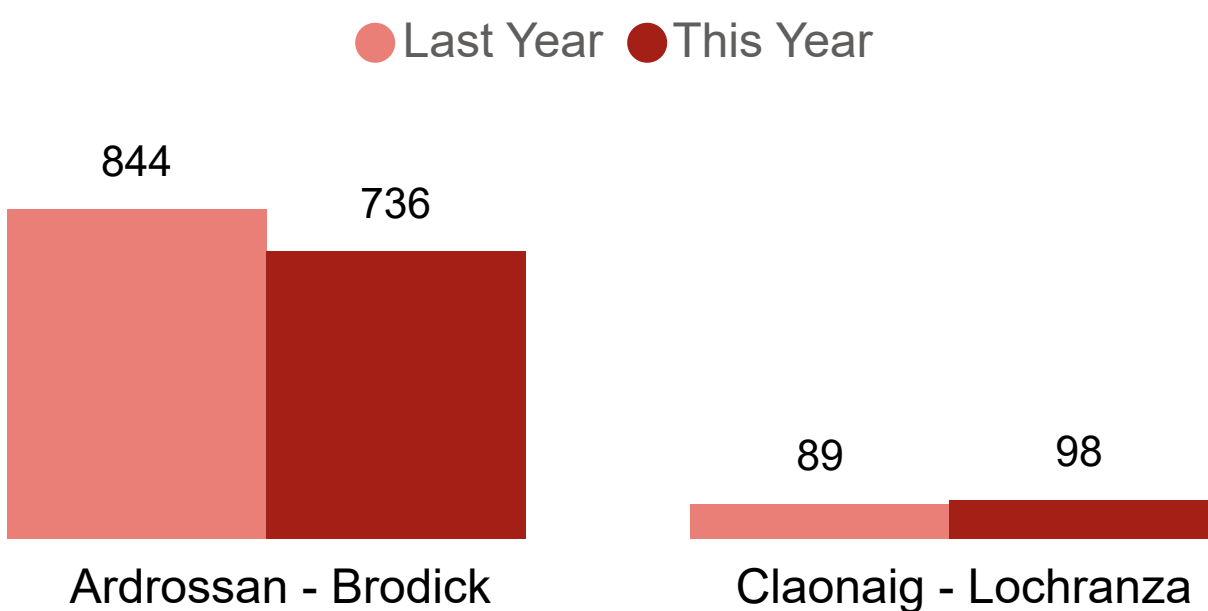
Shipped Coaches



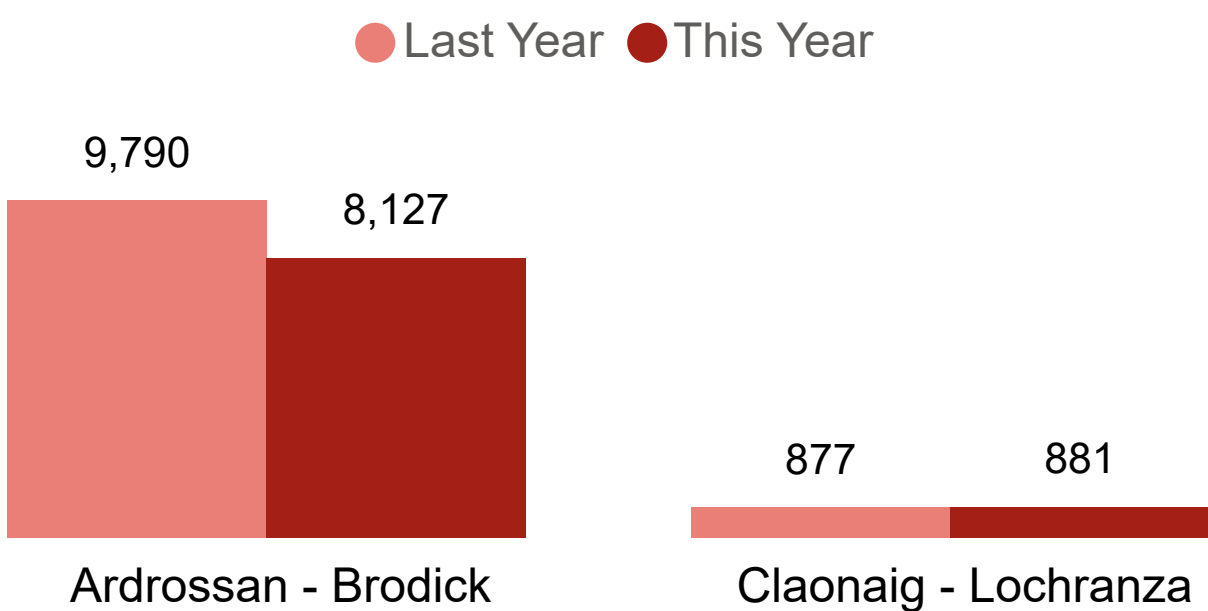
Shipped Coach Metres



Shipped Commercial Vehicles



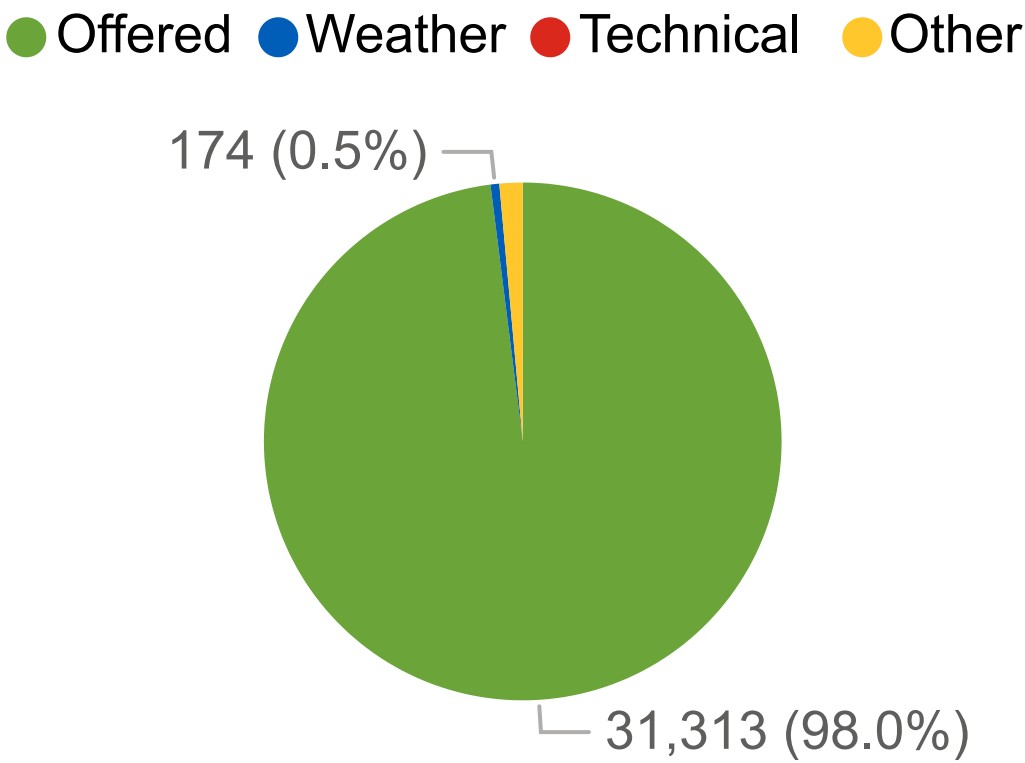
Shipped Commercial Vehicle Metres



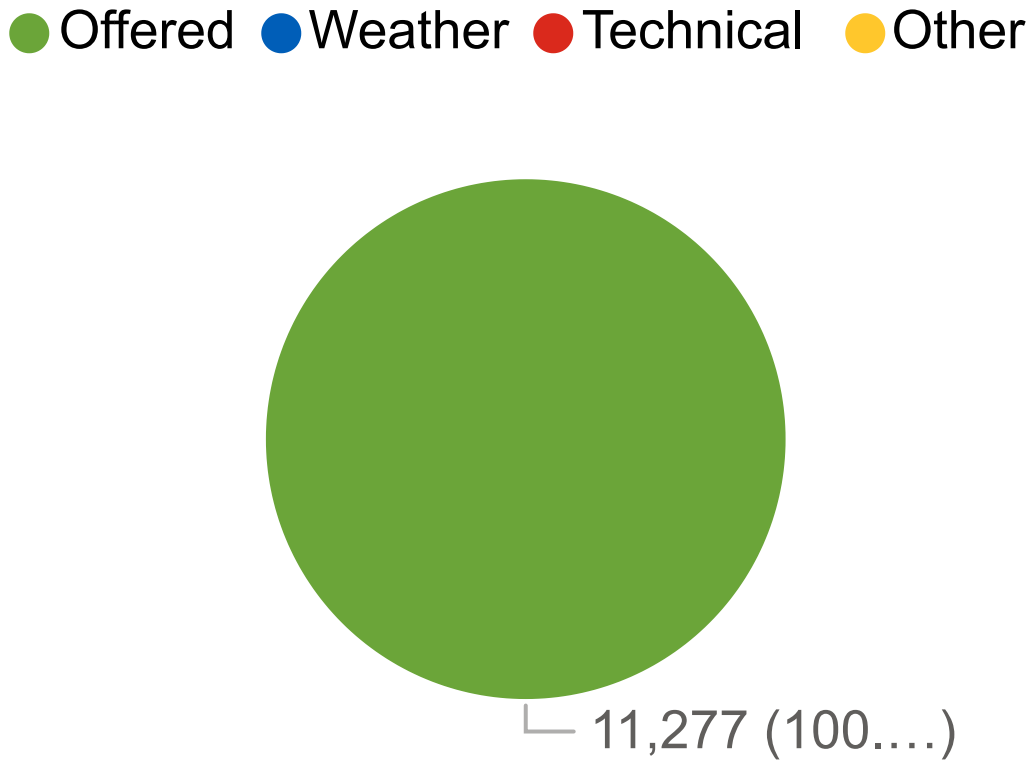


- 1 Car Equivalent Space is equal to 4.6 General Lane Metres
- Below visuals represent car equivalent spaces offered vs car equivalent space made unavailable as a result of technical, weather and all other cancellations

Ardrossan - Brodick



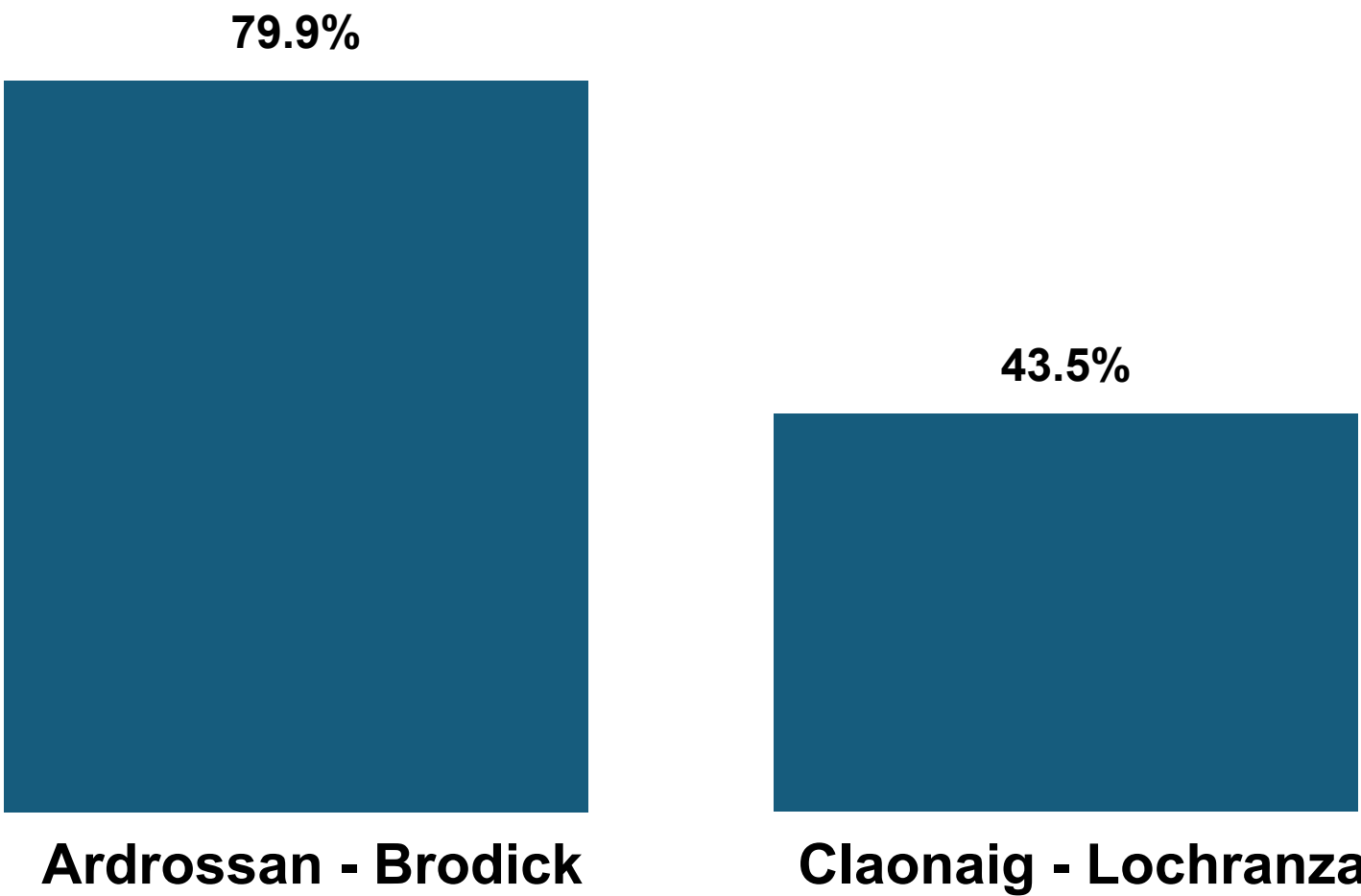
Claonaig - Lochranza



Route	Offered	Weather	Technical	Other
Ardrossan - Brodick	31,313	174		462
Claonaig - Lochranza	11,277			



Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Ardrossan - Brodick	144.0K	115.1K	25,013	79.9%
Claonaig - Lochranza	51.9K	22.6K	4,904	43.5%
Total	195.9K	137.6K	29,917	70.2%

Overall Utilisation of Sailings

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

