

Total Number of Survey Responses

19K

Our Performance in December 2024

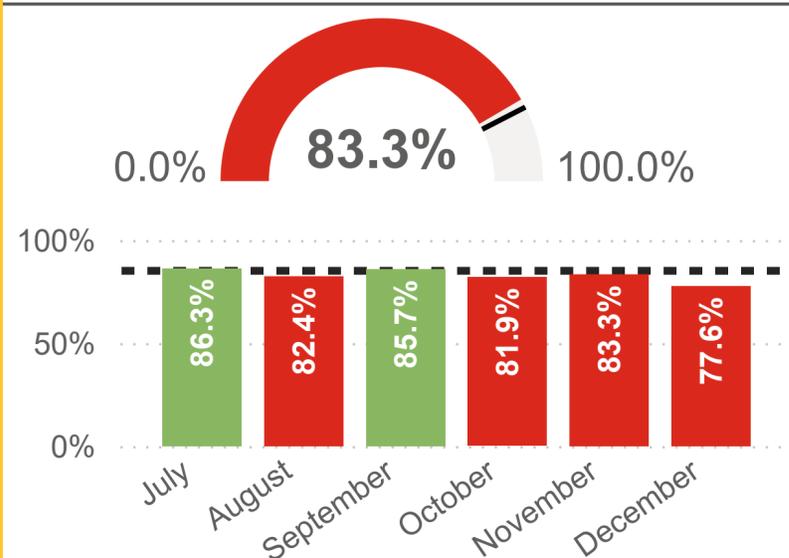
Customer Feedback Metrics Network Wide



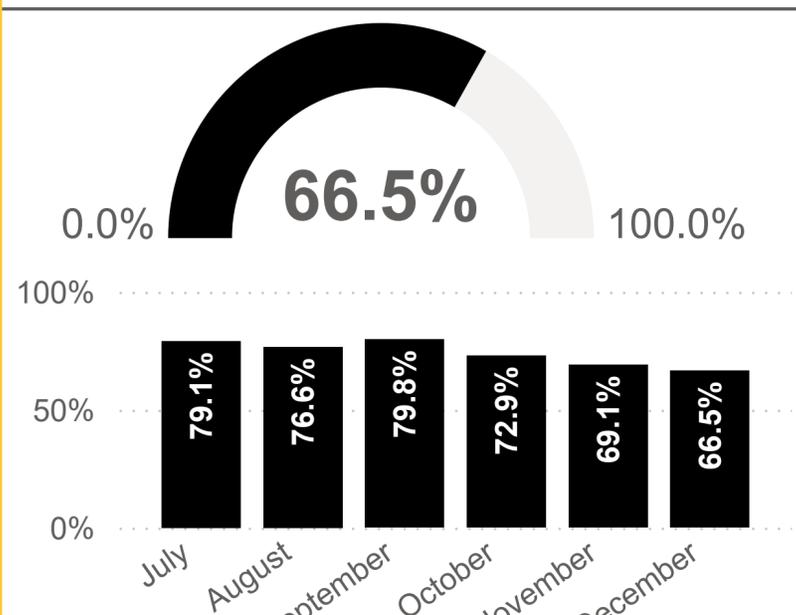
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.

Overall Satisfaction

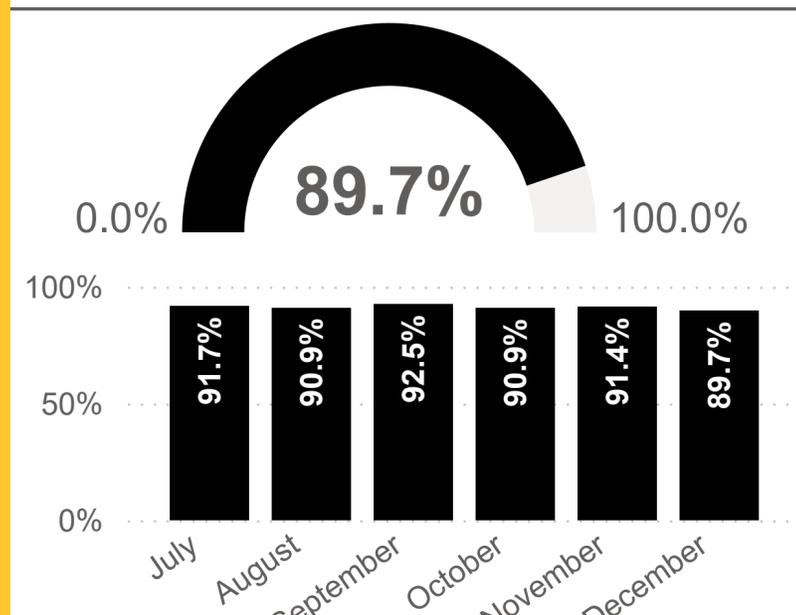
Target: 85%



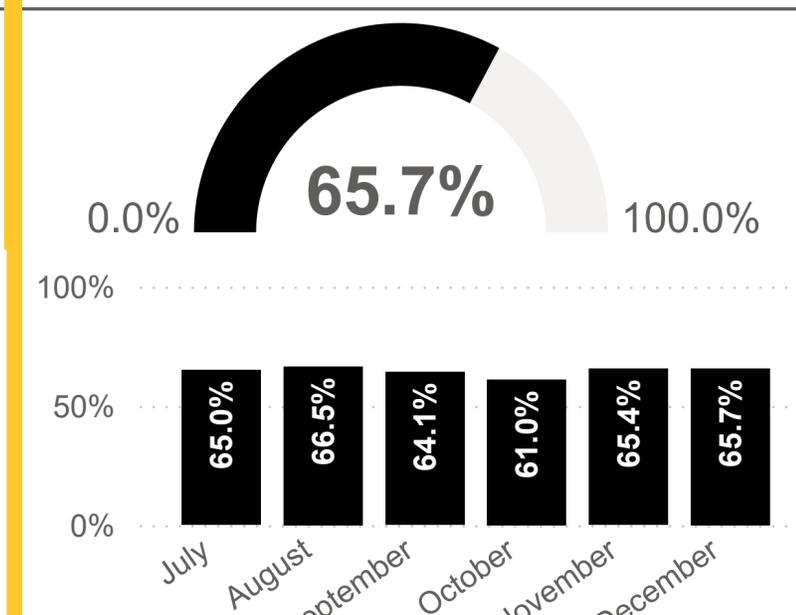
Trust to Deliver Service



Customer Satisfaction with Staff

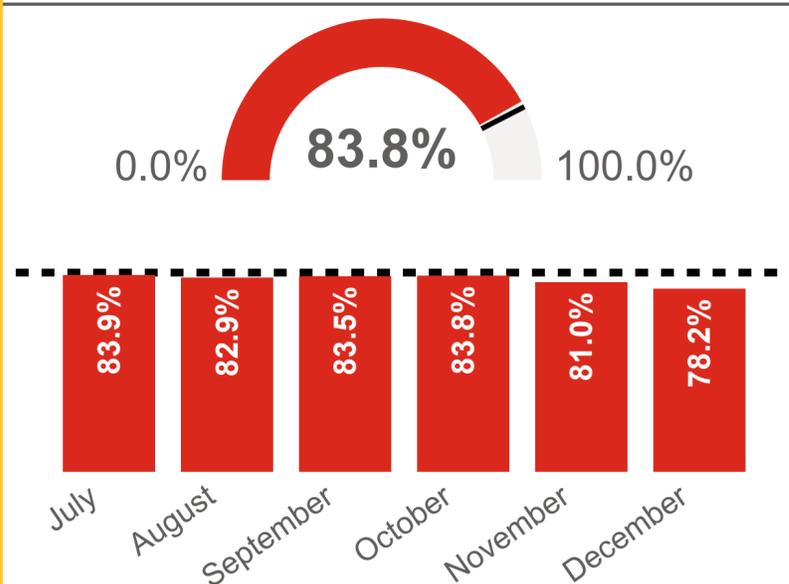


Calls Resolved on 1st Call

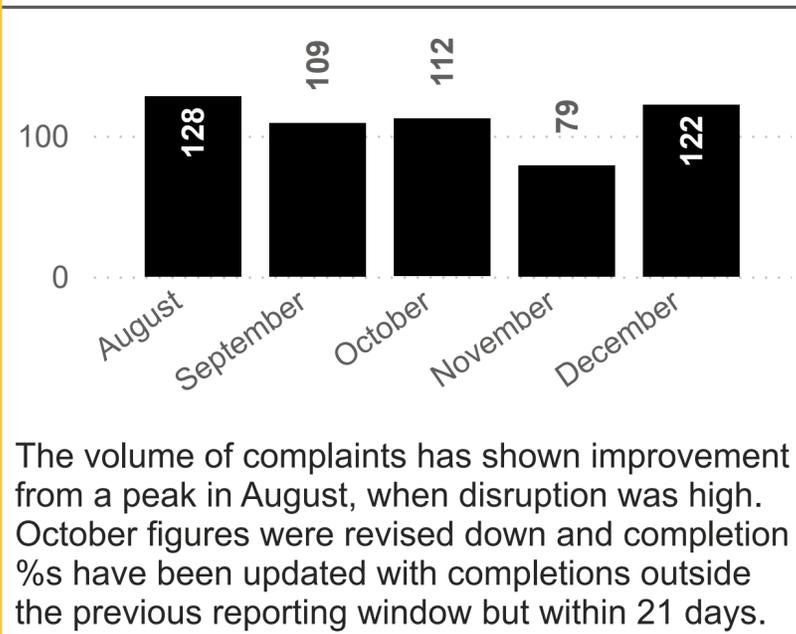


Sentiment

Target: 85%

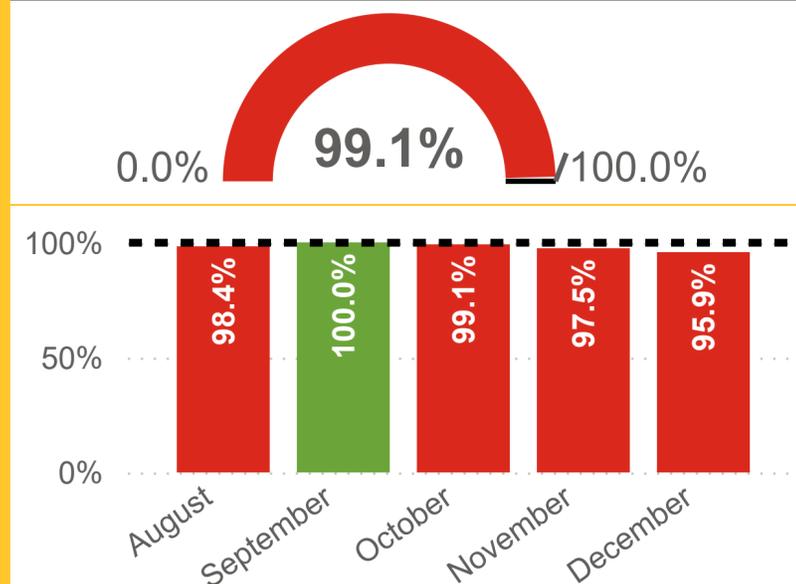


Number of Complaints Received



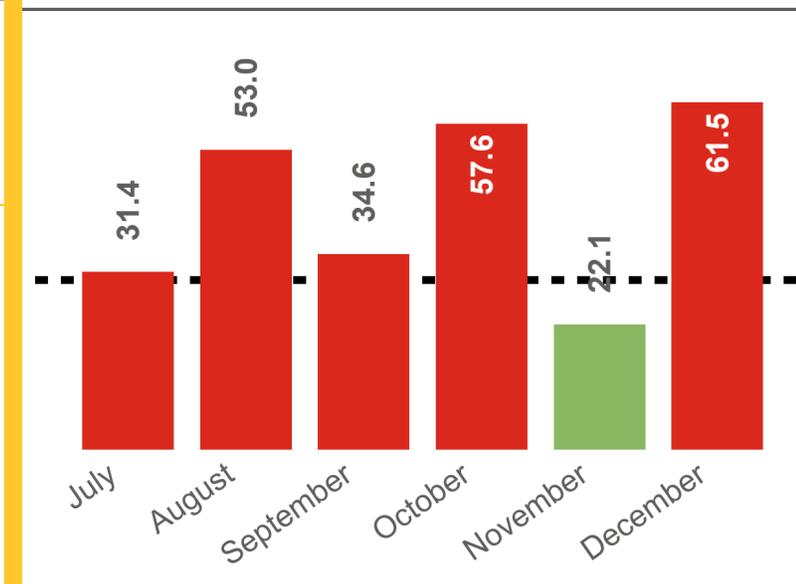
Complaints Handled within 21 Days

Target: 100%



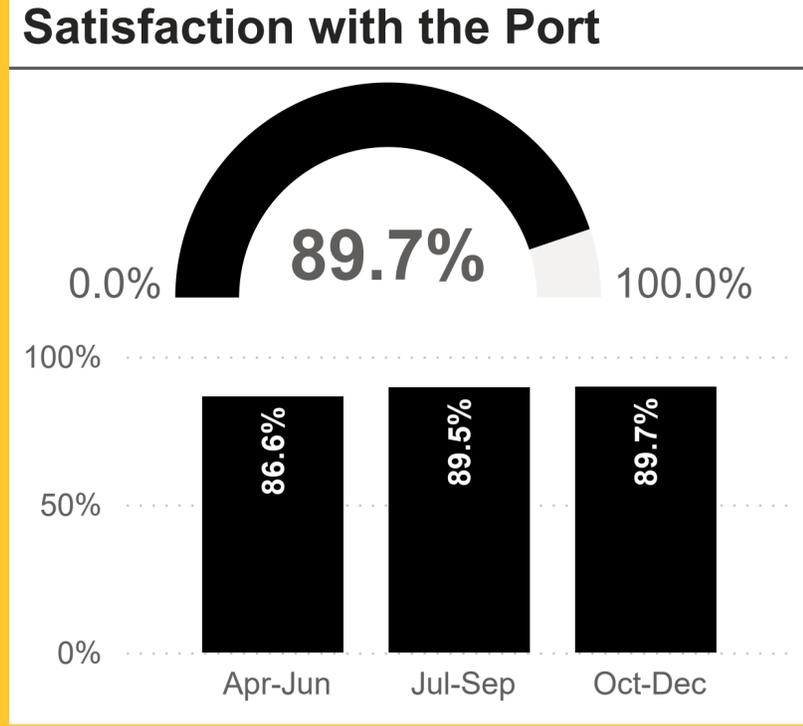
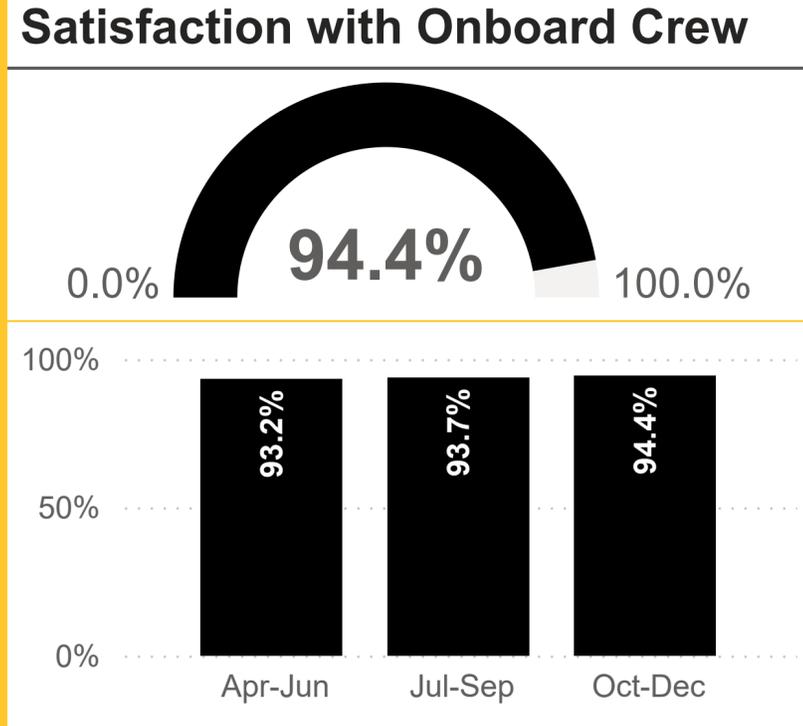
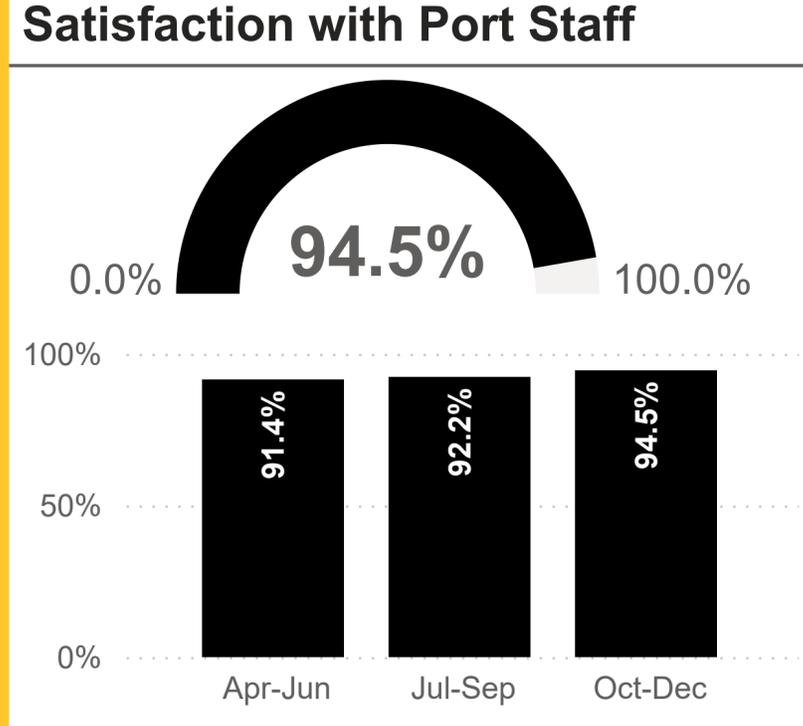
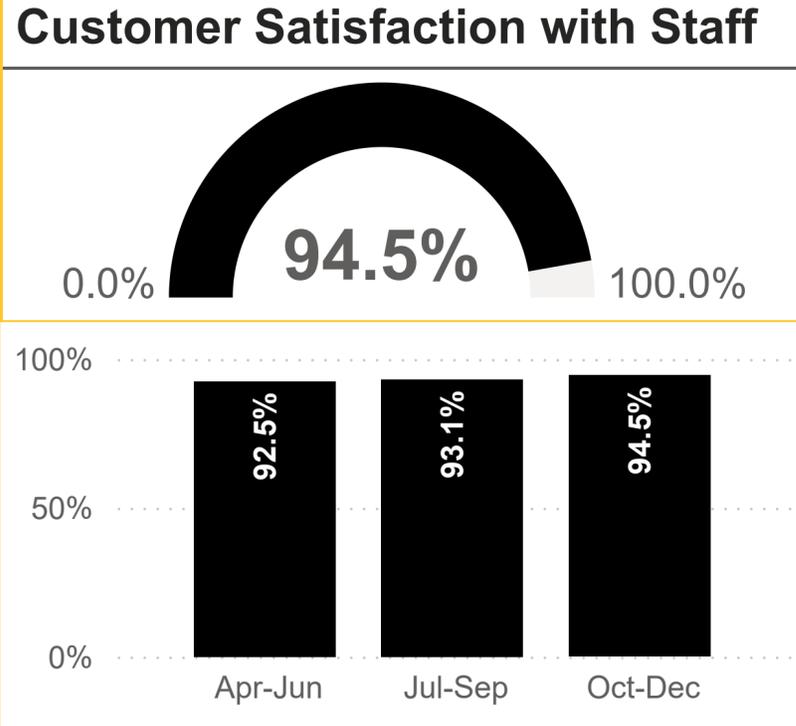
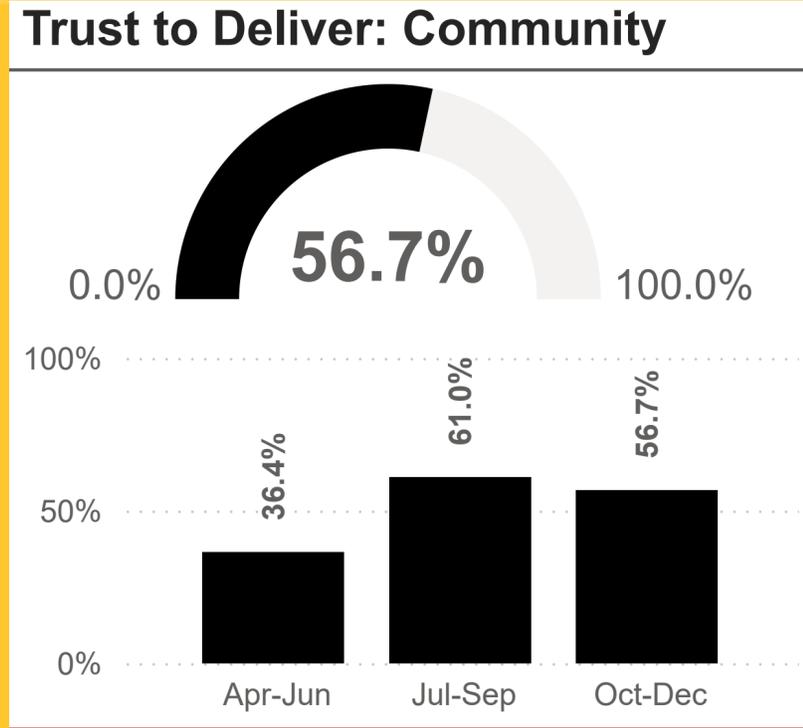
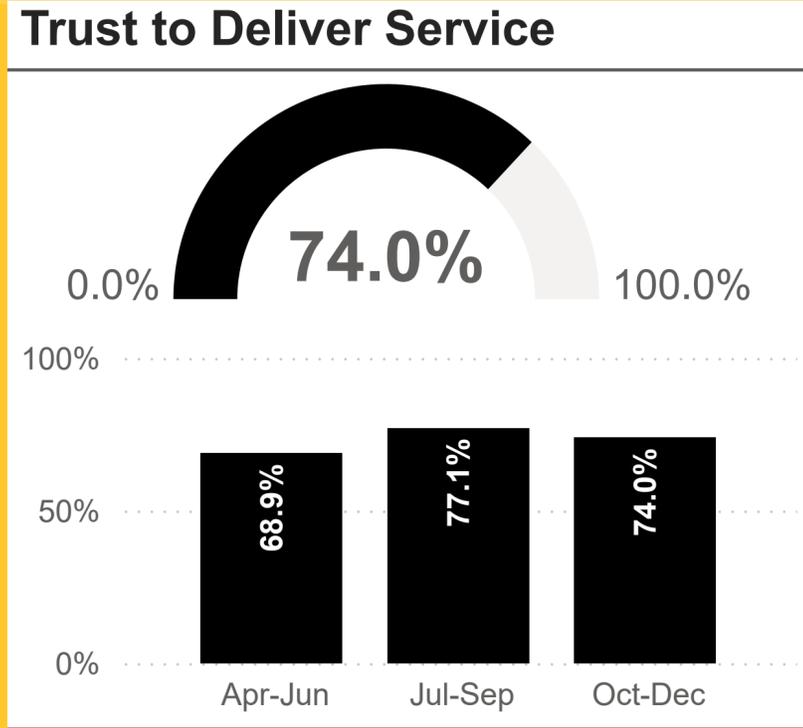
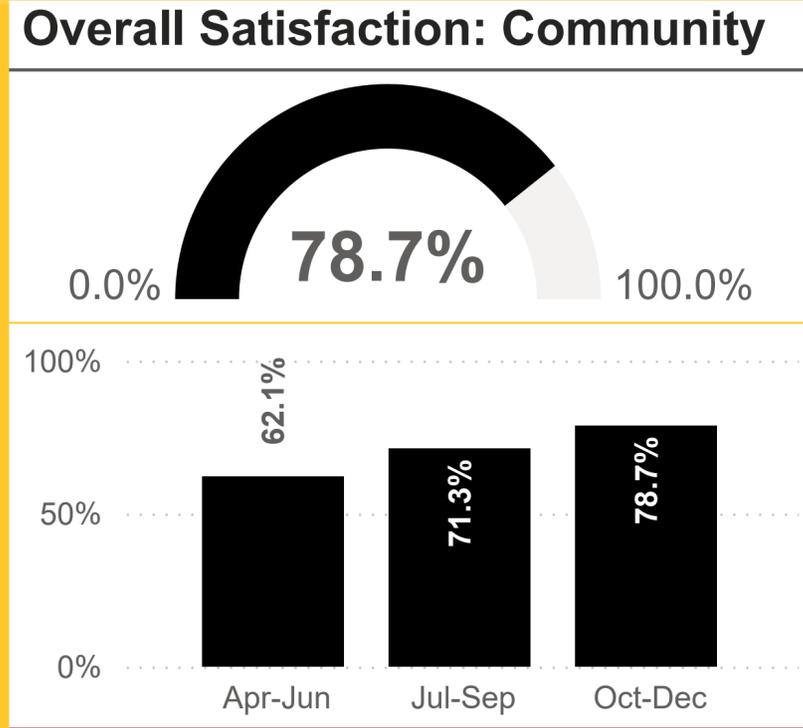
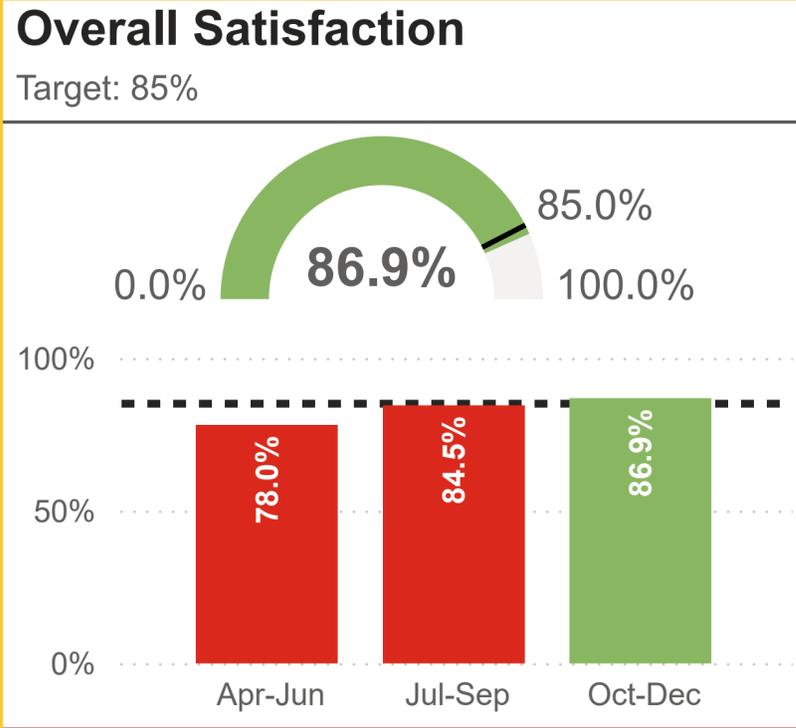
Average of Time to Answer (s)

Target: 30s





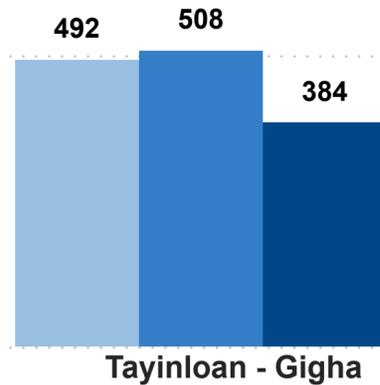
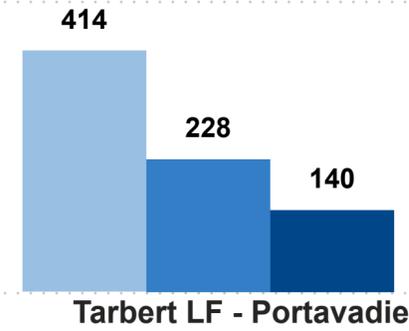
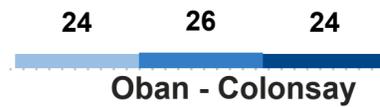
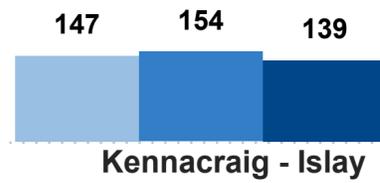
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending. Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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





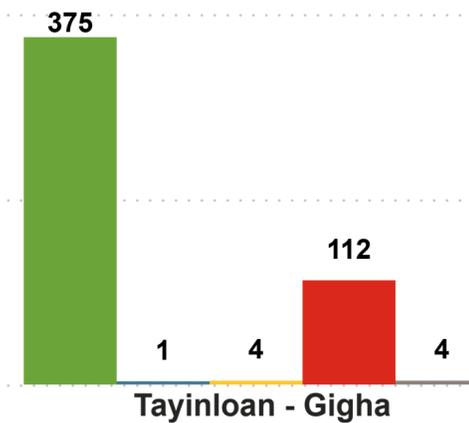
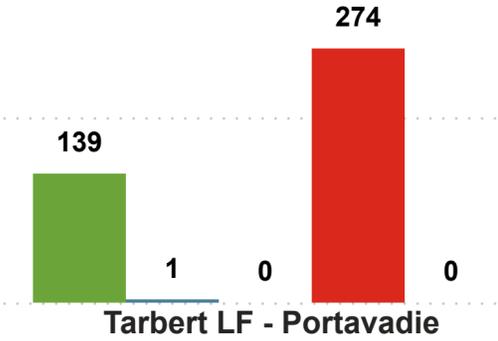
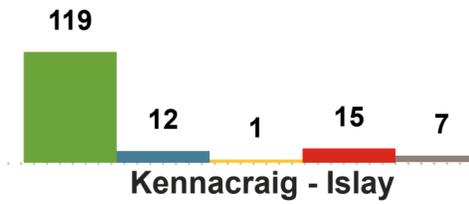
Sailings Timetabled, Amended & Actual

● Timetabled ● Amended ● Actual



Punctuality & Reliability

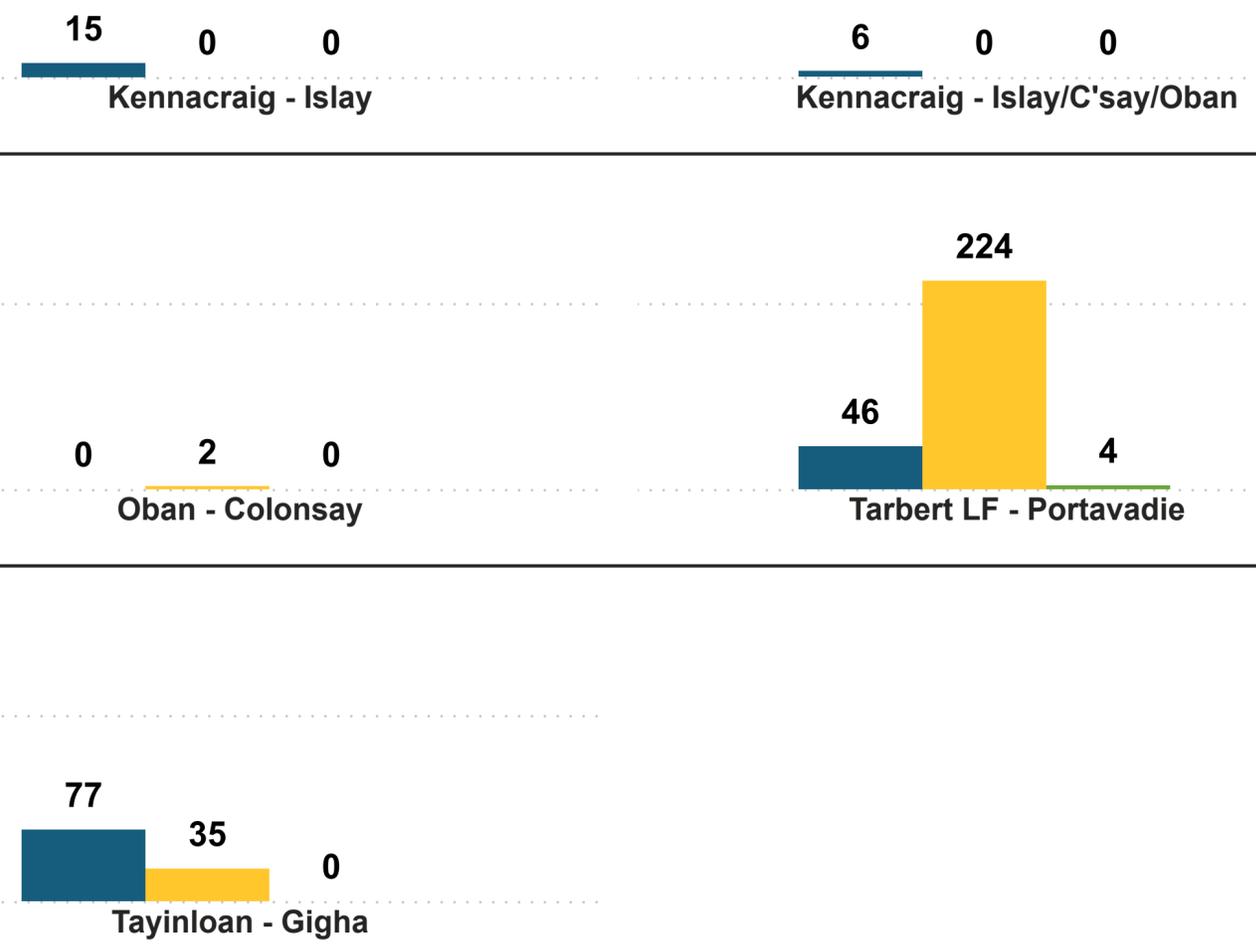
● On Time ● Level 1 Lateness ● Level 2 Lateness ● Cancelled ● Additional





Cancelled Sailings (By Reason)

● Weather ● Technical ● Other



Missed Train Connections

0

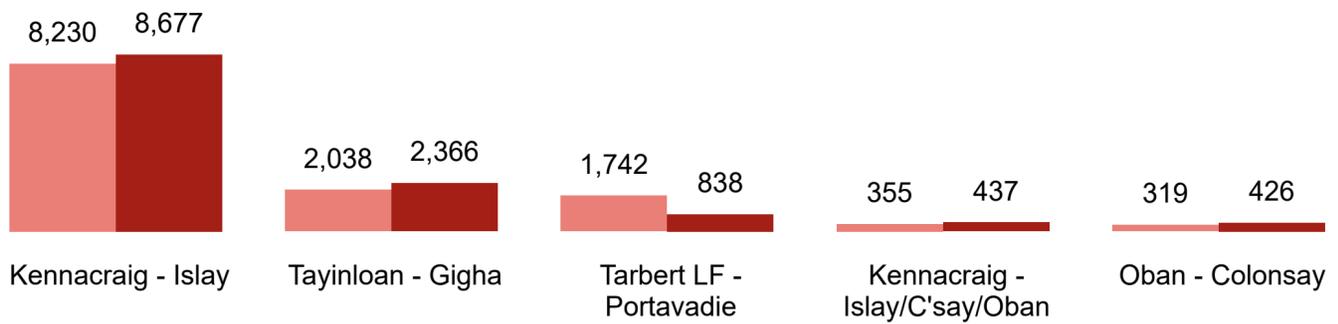
There were no missed advertised connections for Band C sailings this month.

"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.



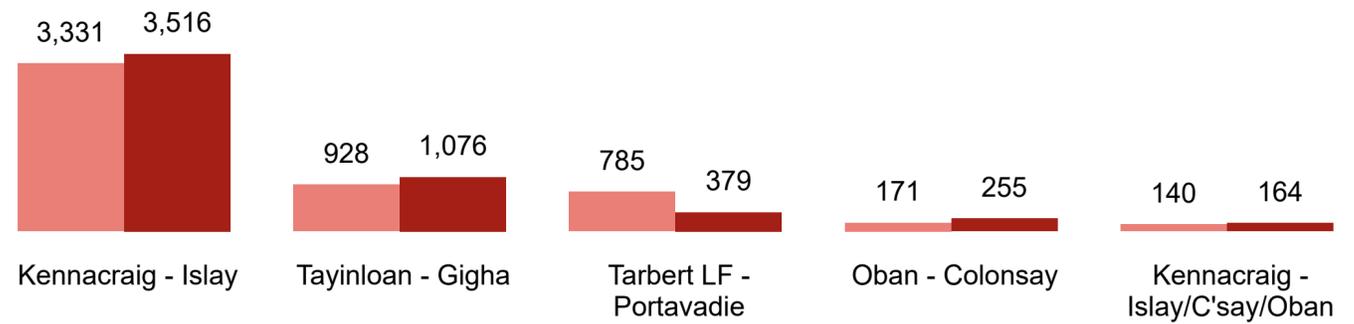
Shipped Passengers

● Last Year ● This Year



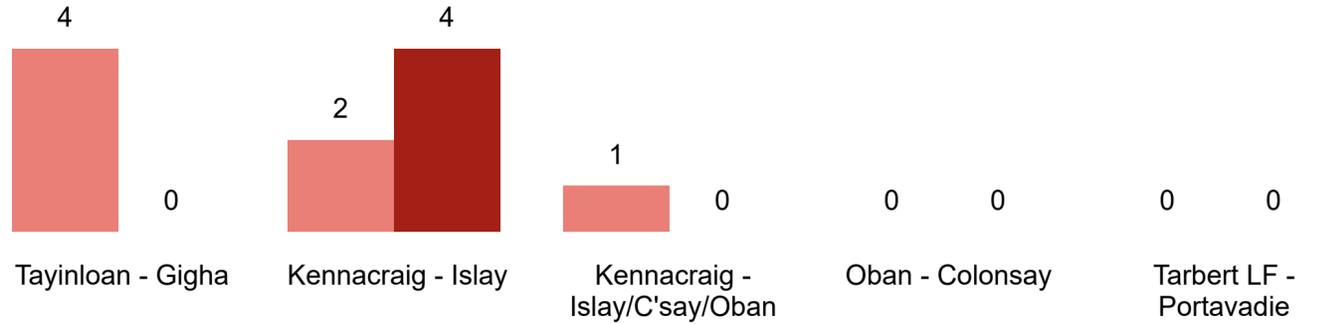
Shipped Cars

● Last Year ● This Year



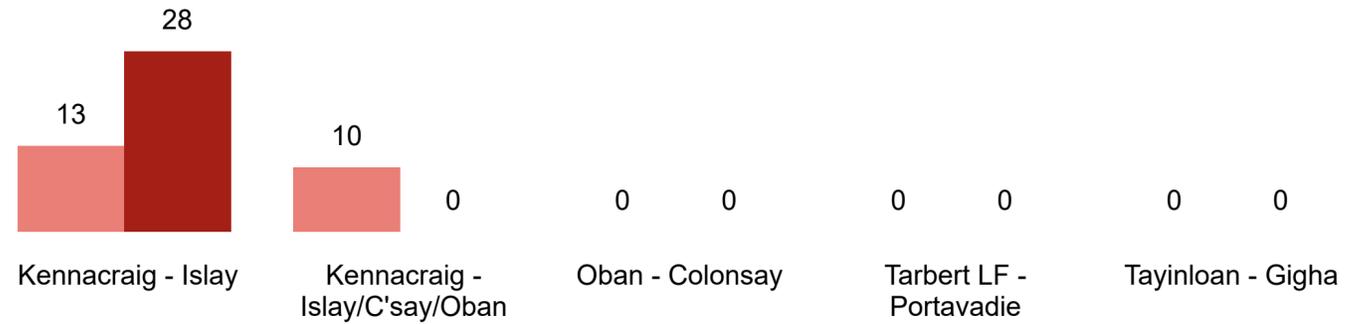
Shipped Coaches

● Last Year ● This Year



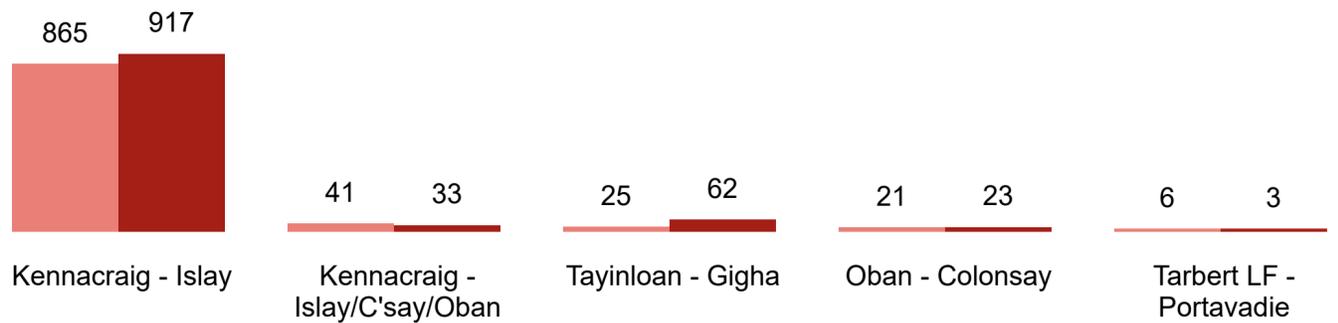
Shipped Coach Metres

● Last Year ● This Year



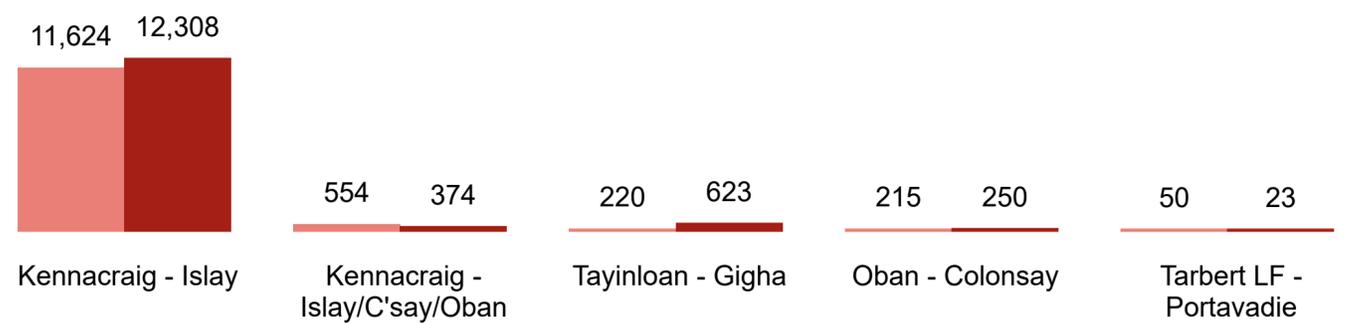
Shipped Commercial Vehicles

● Last Year ● This Year



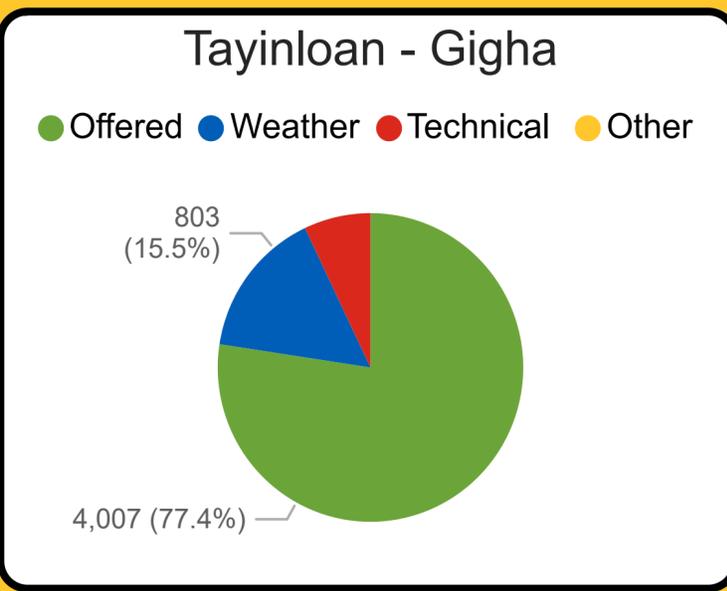
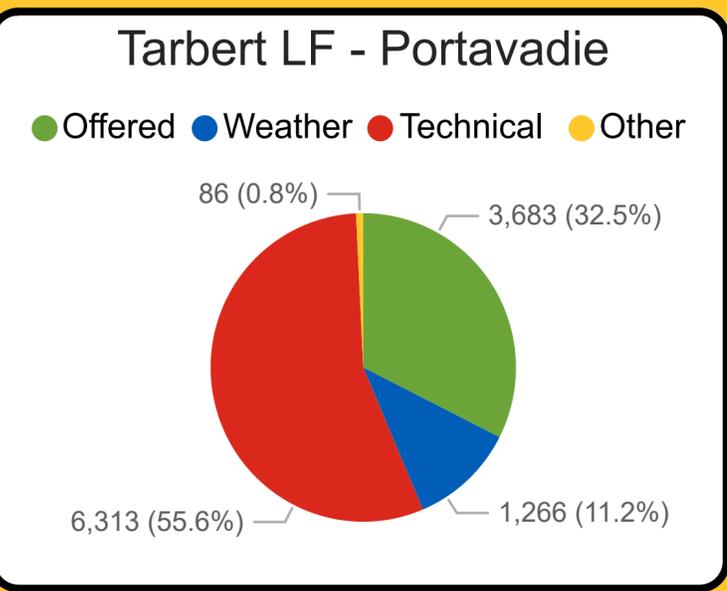
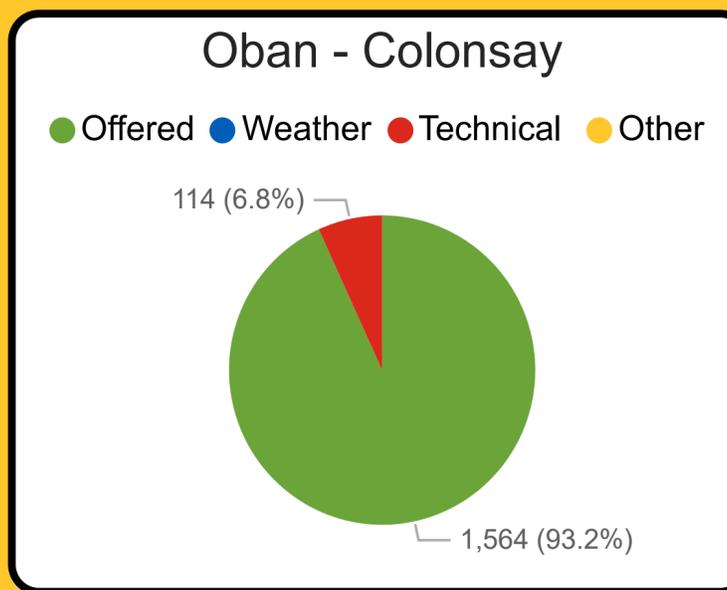
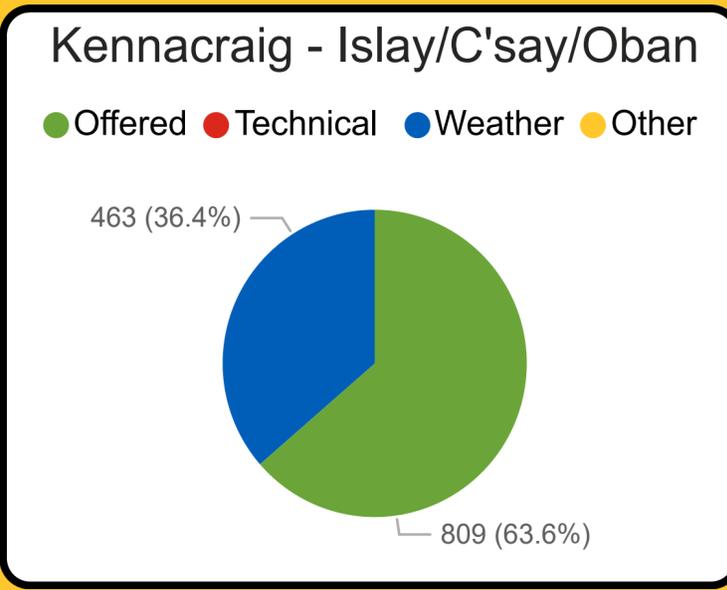
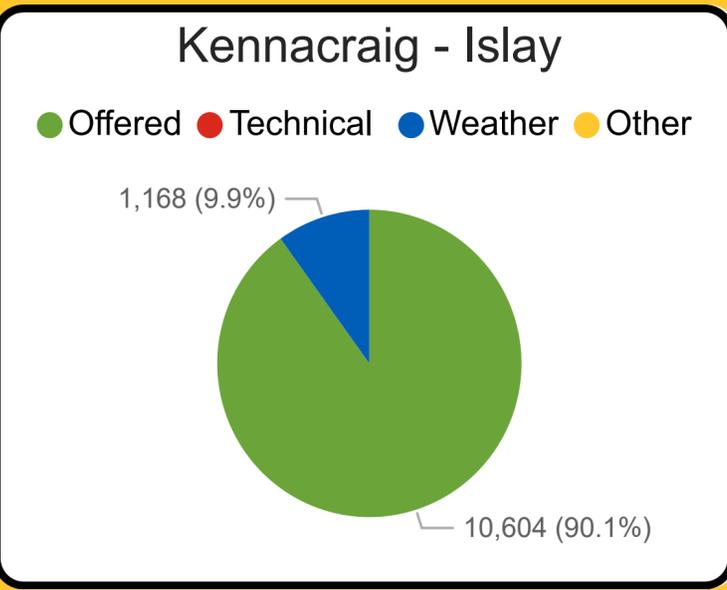
Shipped Commercial Vehicle Metres

● Last Year ● This Year





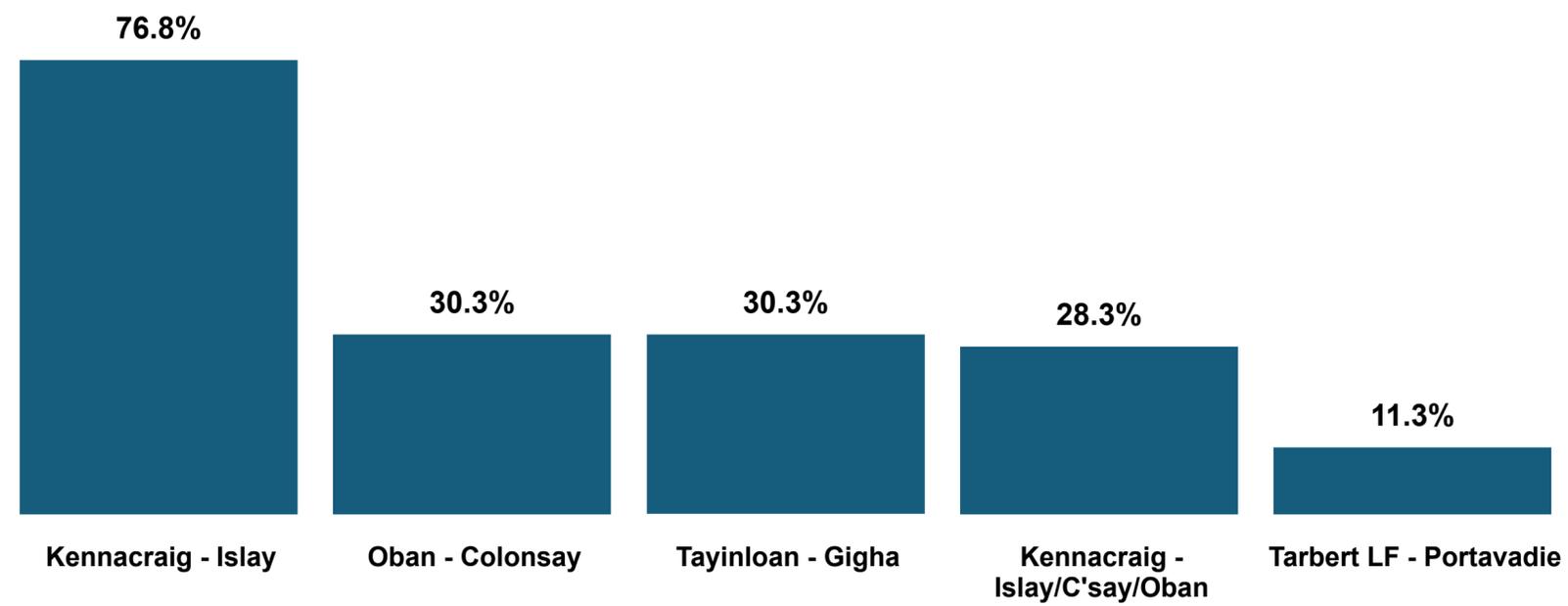
- 1 Car Equivalent Space is equal to 4.6 General Lane Metres
- Below visuals represent car equivalent spaces offered vs car equivalent space made unavailable as a result of technical, weather and all other cancellations



Route	Offered	Weather	Tech	Other
Kennacraig - Islay	10,604	1,168		
Tayinloan - Gigha	4,007	803	365	
Tarbert LF - Portavadie	3,683	1,266	6,313	86
Oban - Colonsay	1,564		114	
Kennacraig - Islay/C'say/Oban	809	463		



Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Kennacraig - Islay	48.8K	37.4K	8,141	76.8%
Oban - Colonsay	7.2K	2.2K	474	30.3%
Tayinloan - Gigha	18.4K	5.6K	1,214	30.3%
Kennacraig - Islay/C'say/Oban	3.7K	1.1K	229	28.3%
Tarbert LF - Portavadie	16.9K	1.9K	415	11.3%
Total	95.1K	48.2K	10,472	50.7%

Overall Utilisation of Sailings

● >90% ● 75-89% ● 50-74% ● <50%

