

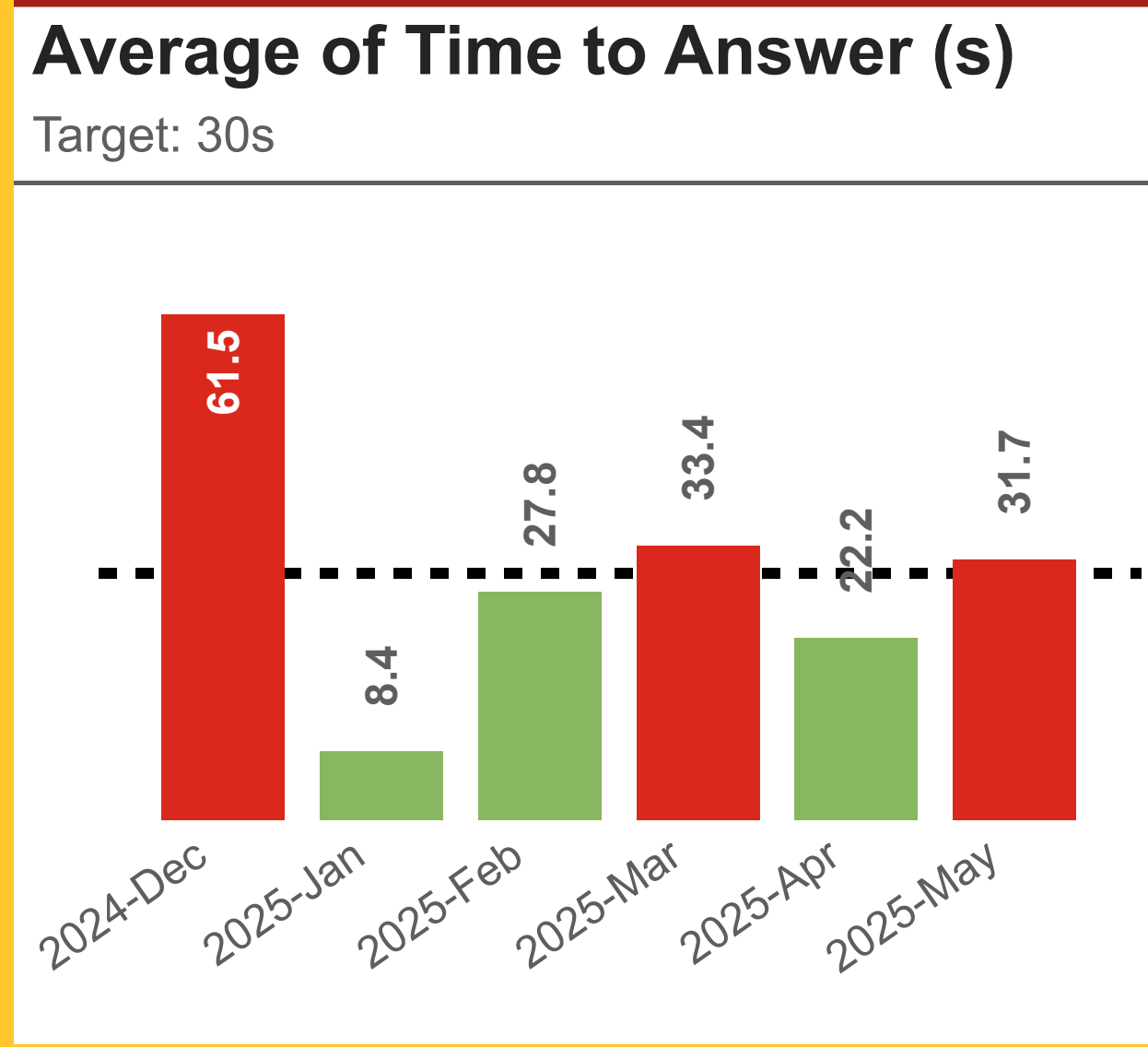
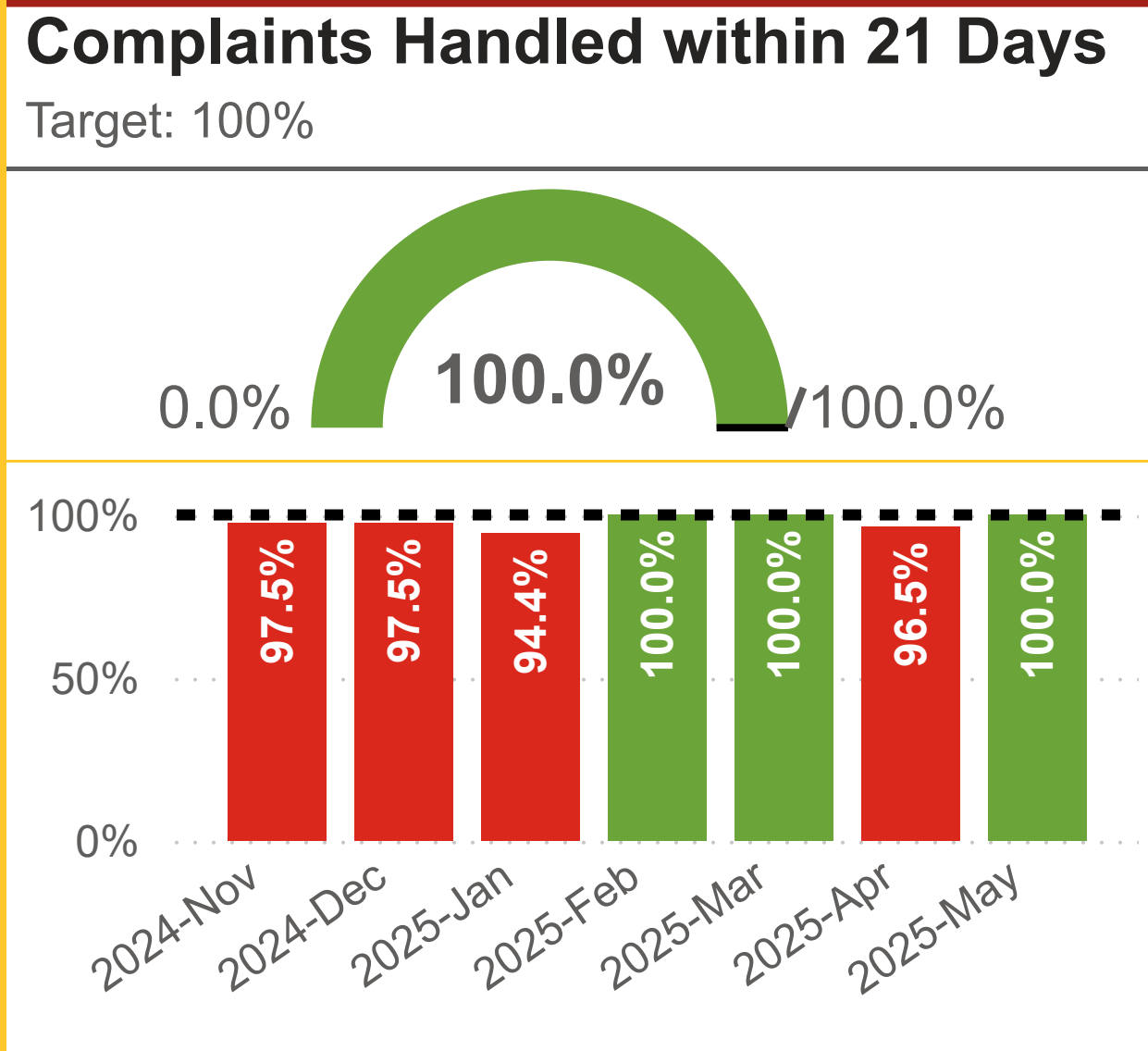
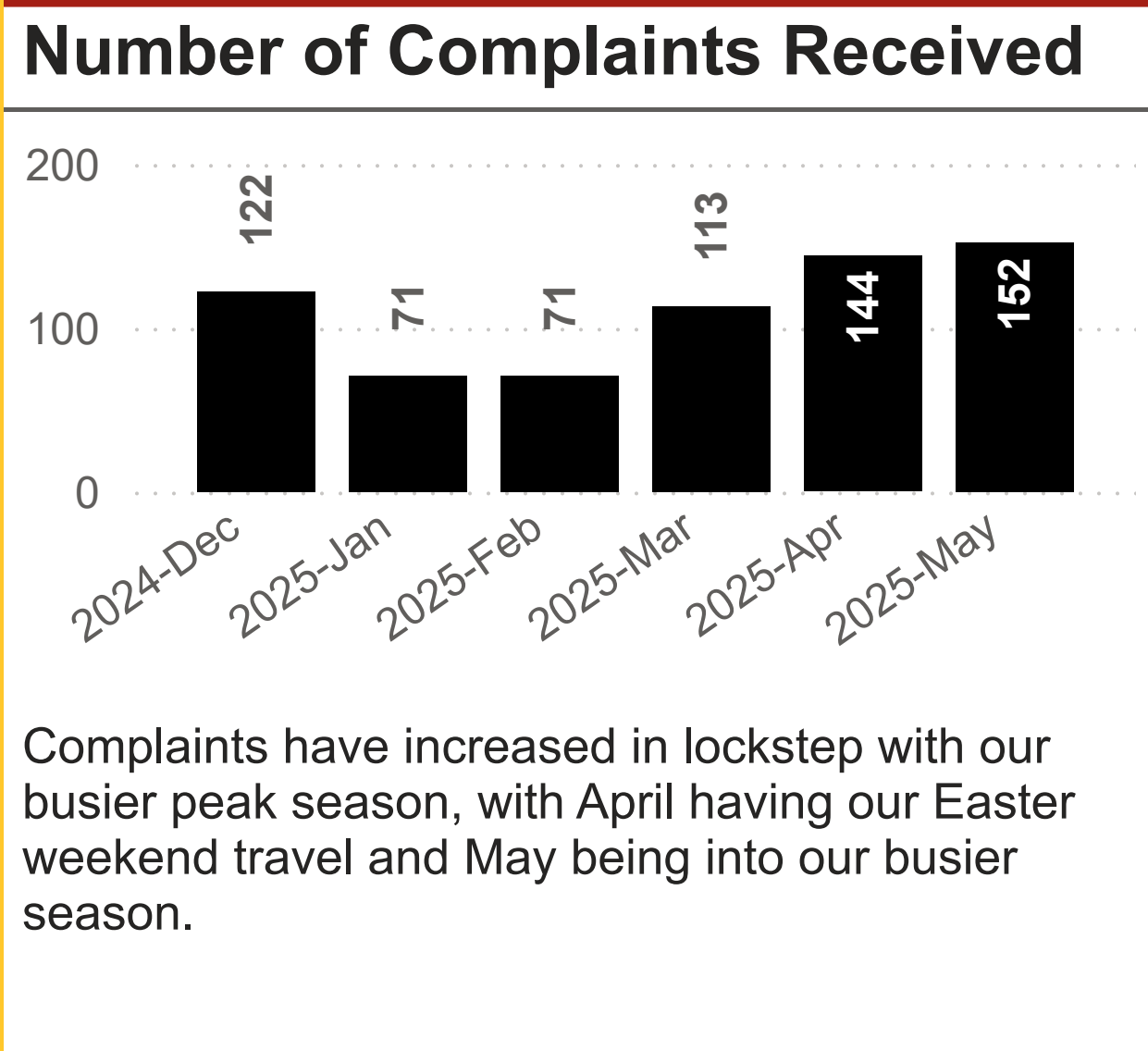
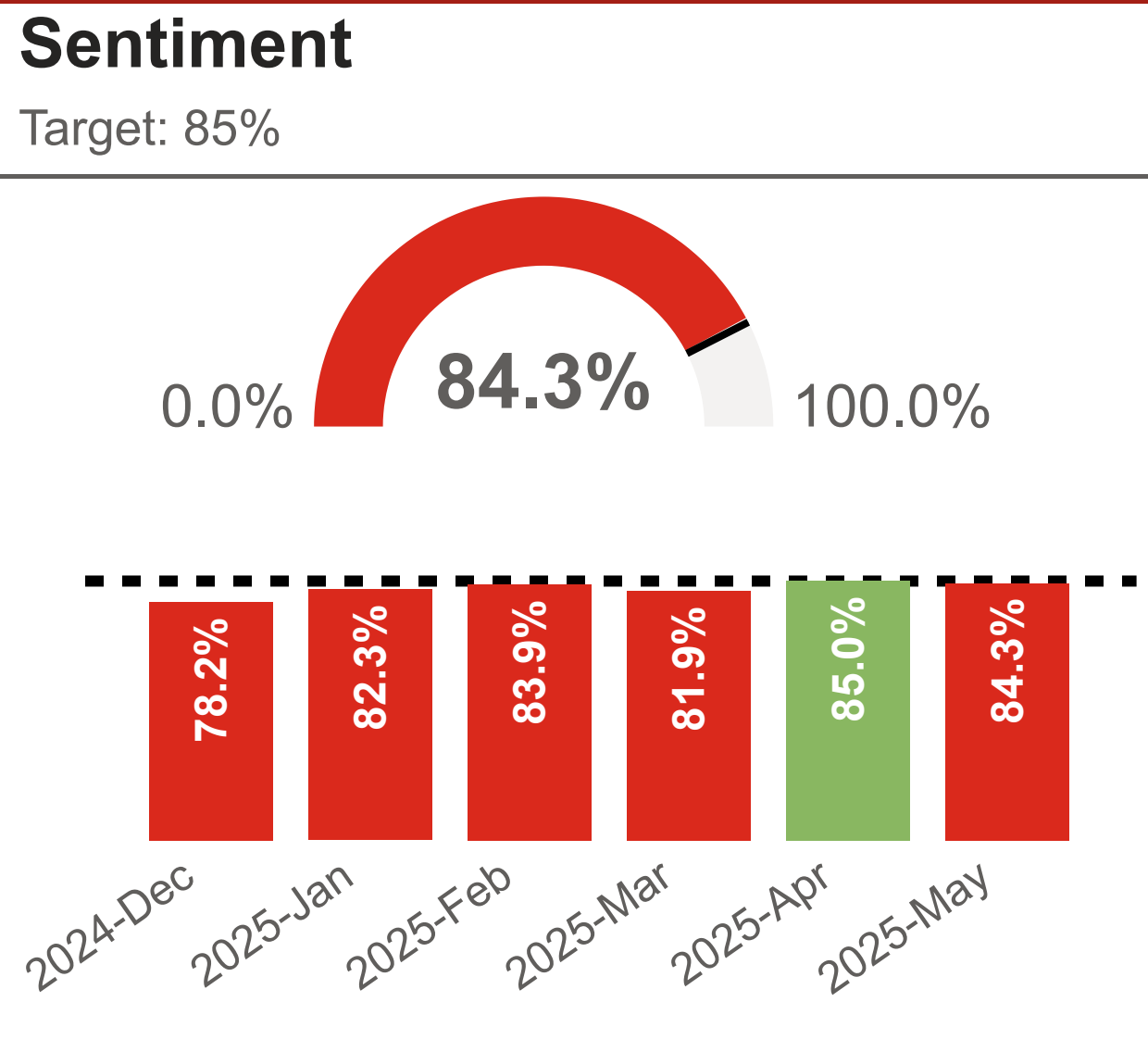
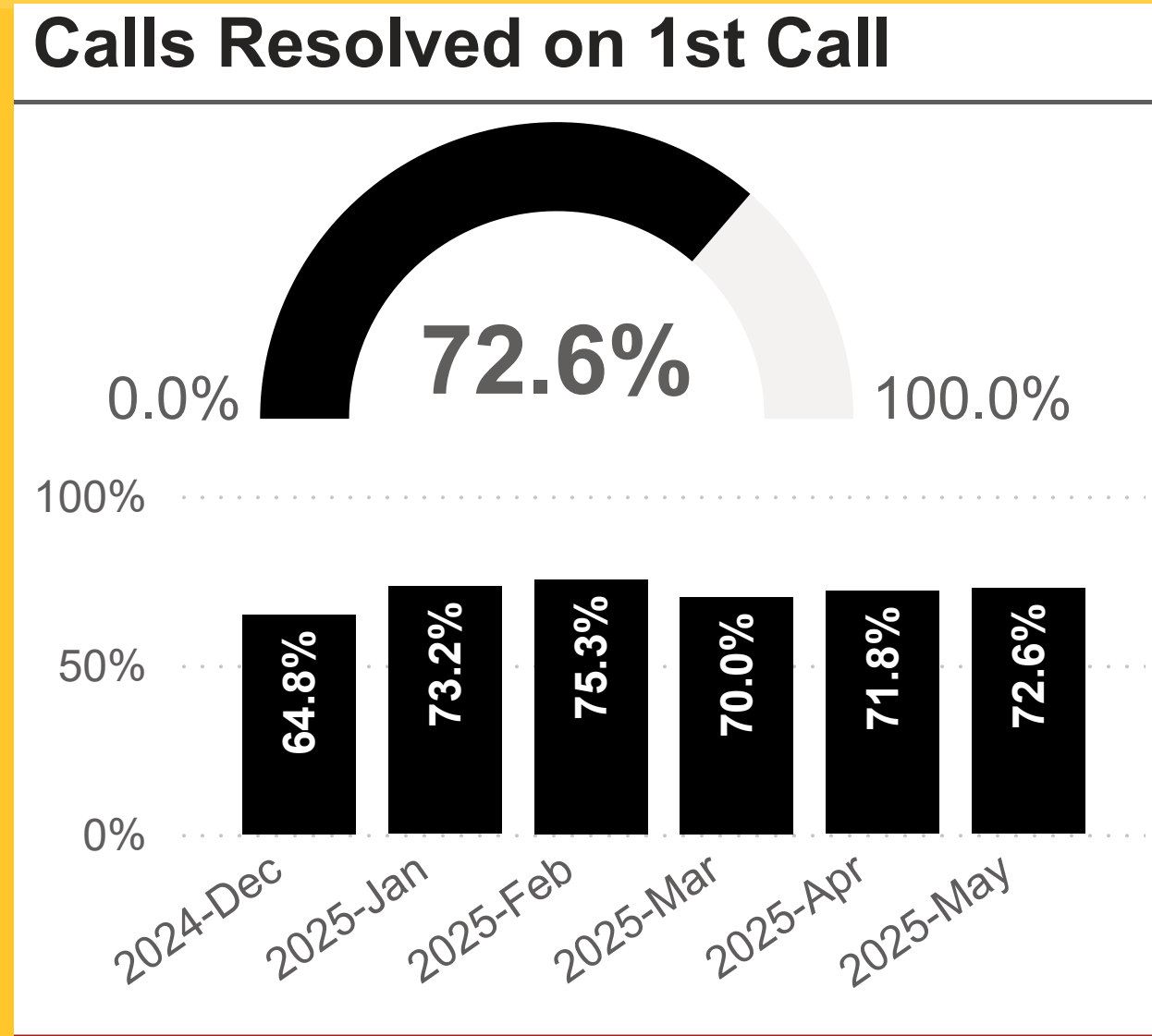
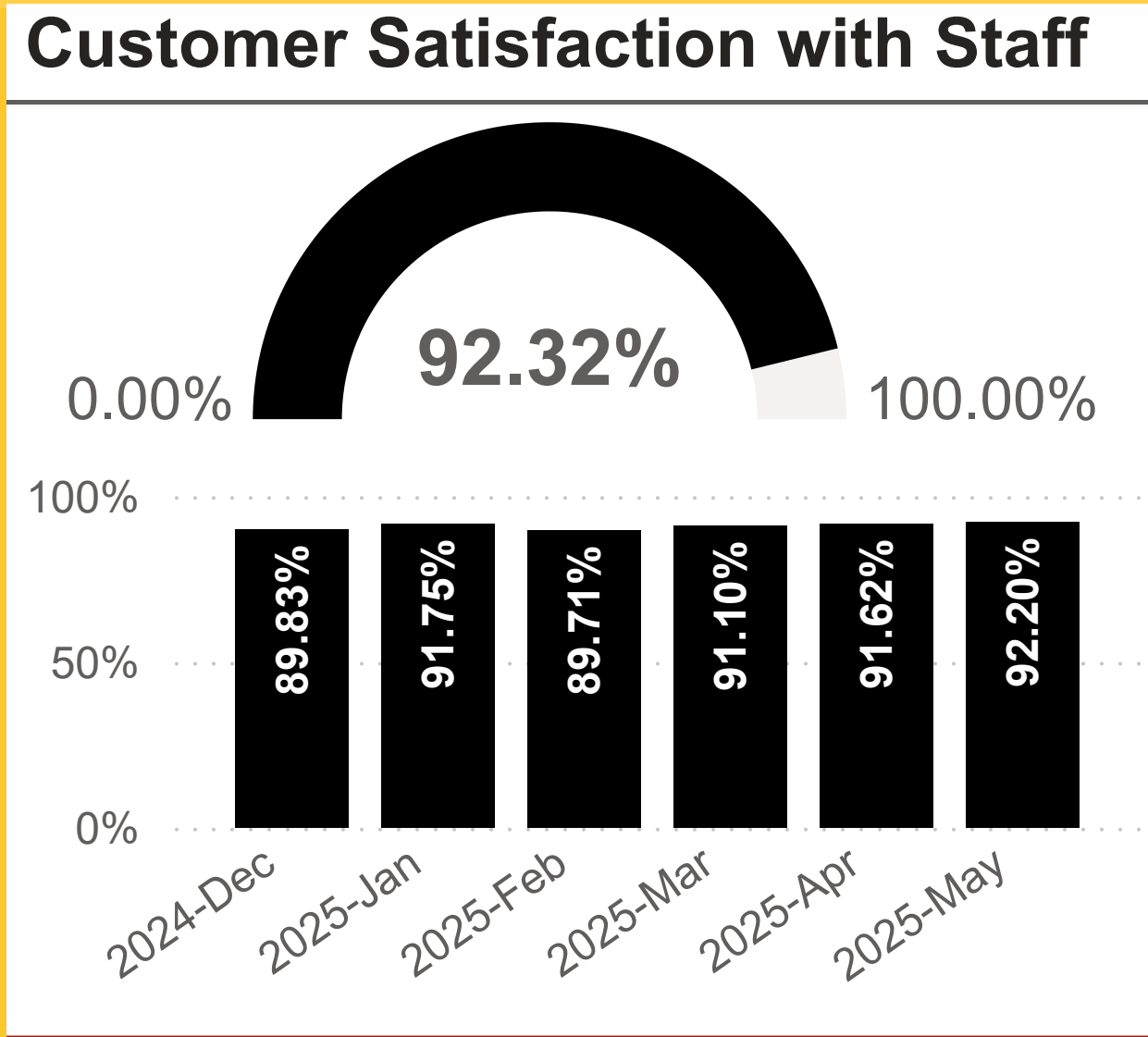
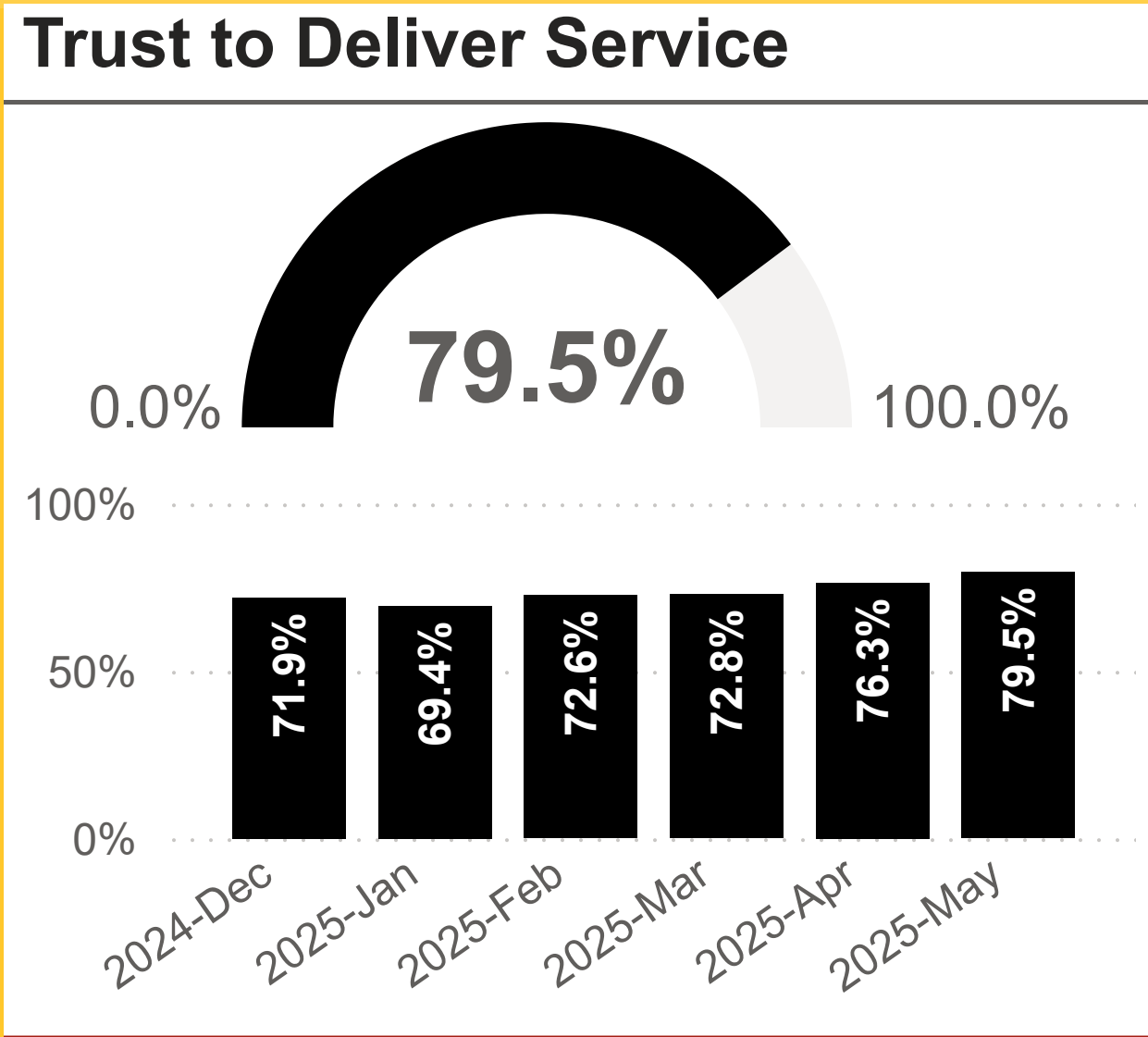
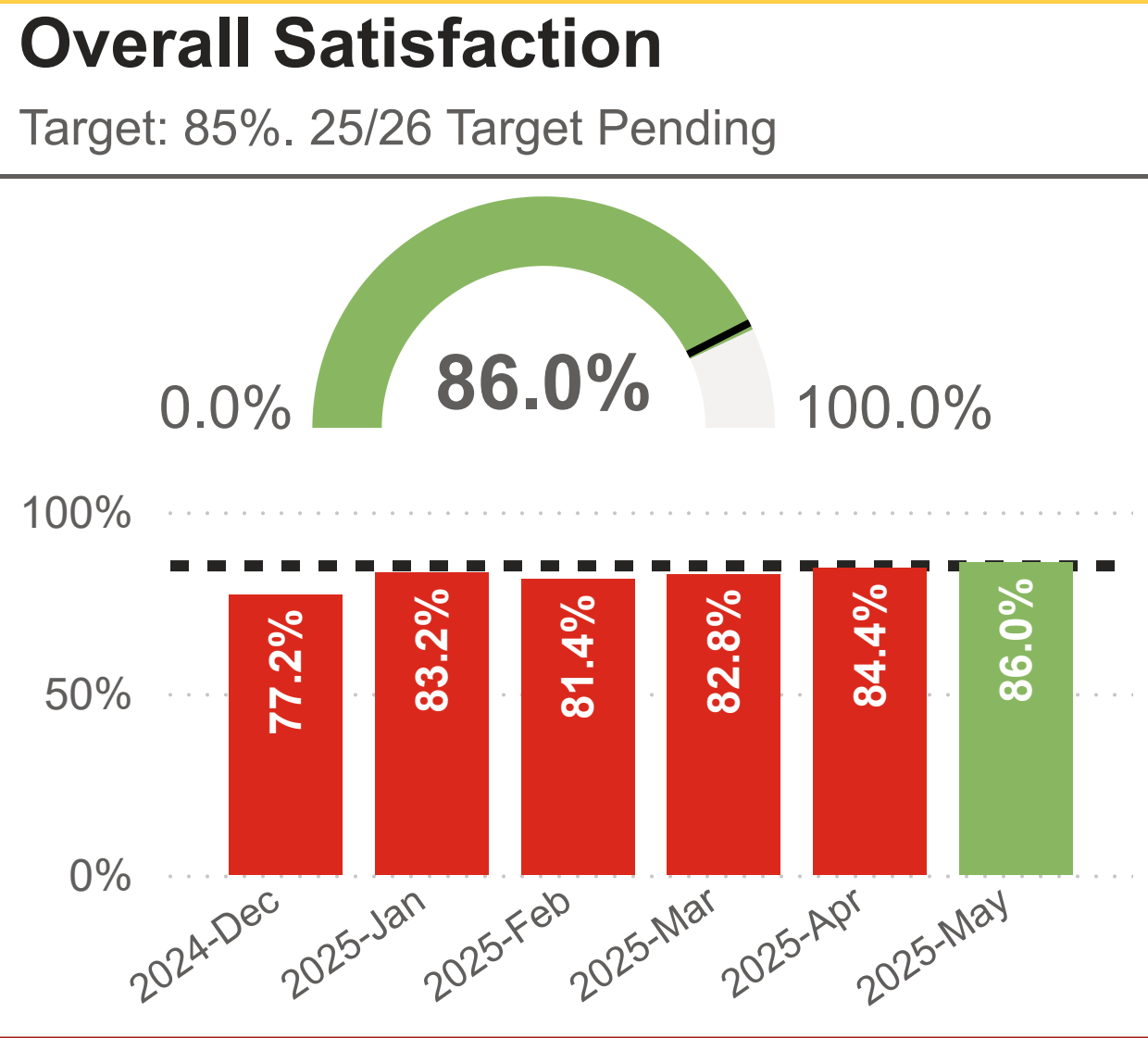
Total Number of
Survey Responses
Last 6 Months

20K

Our Performance in May 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 North

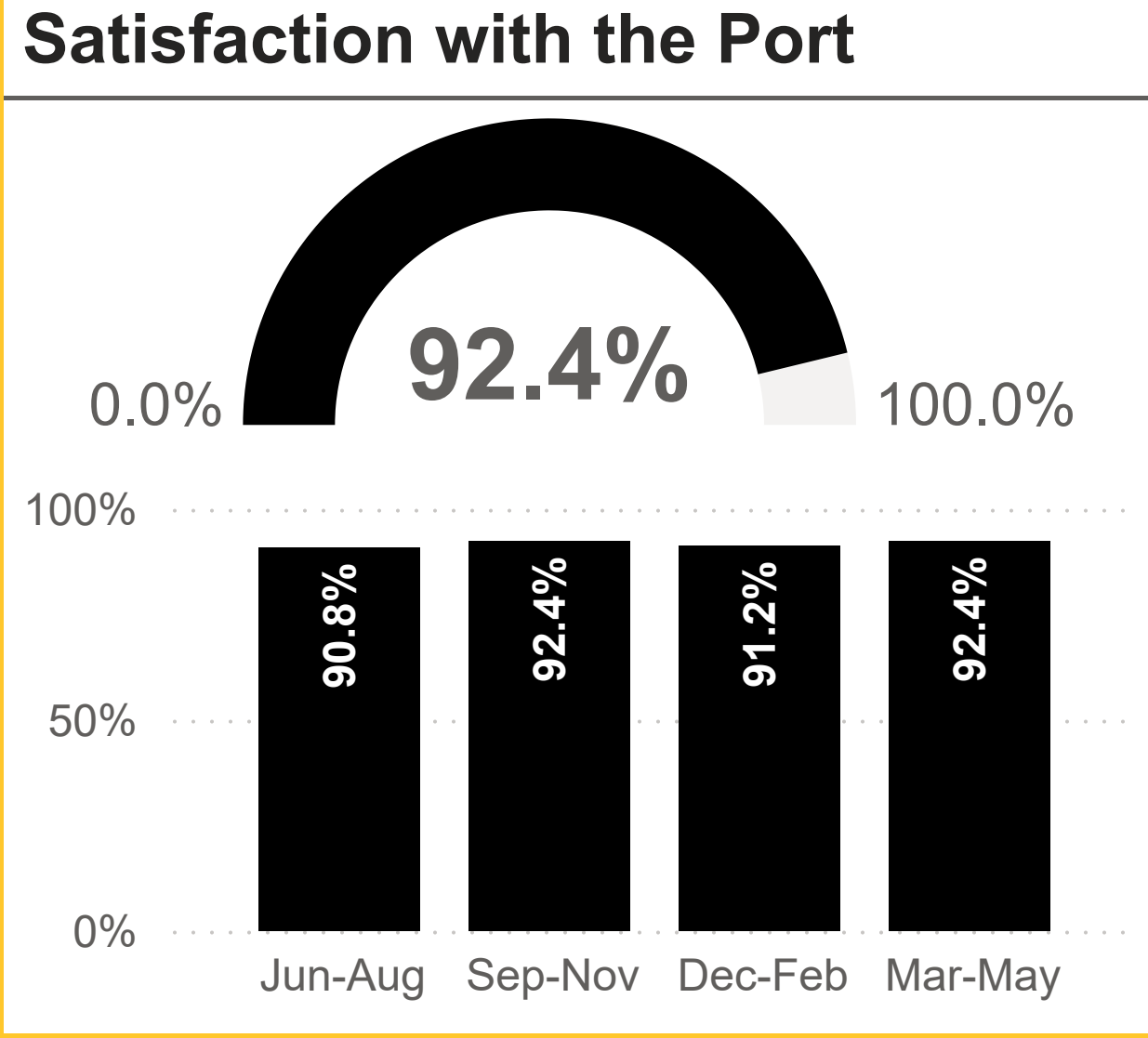
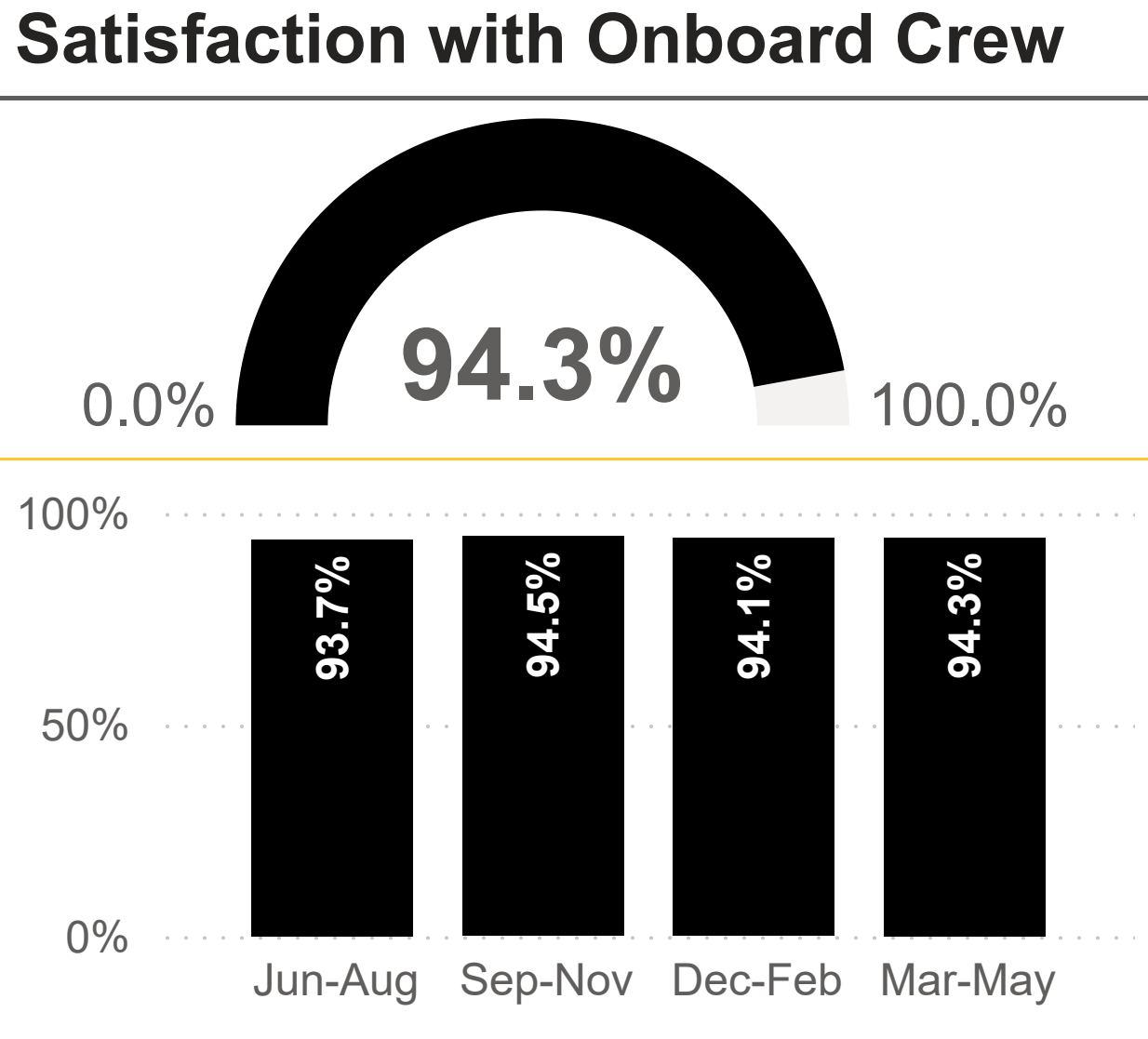
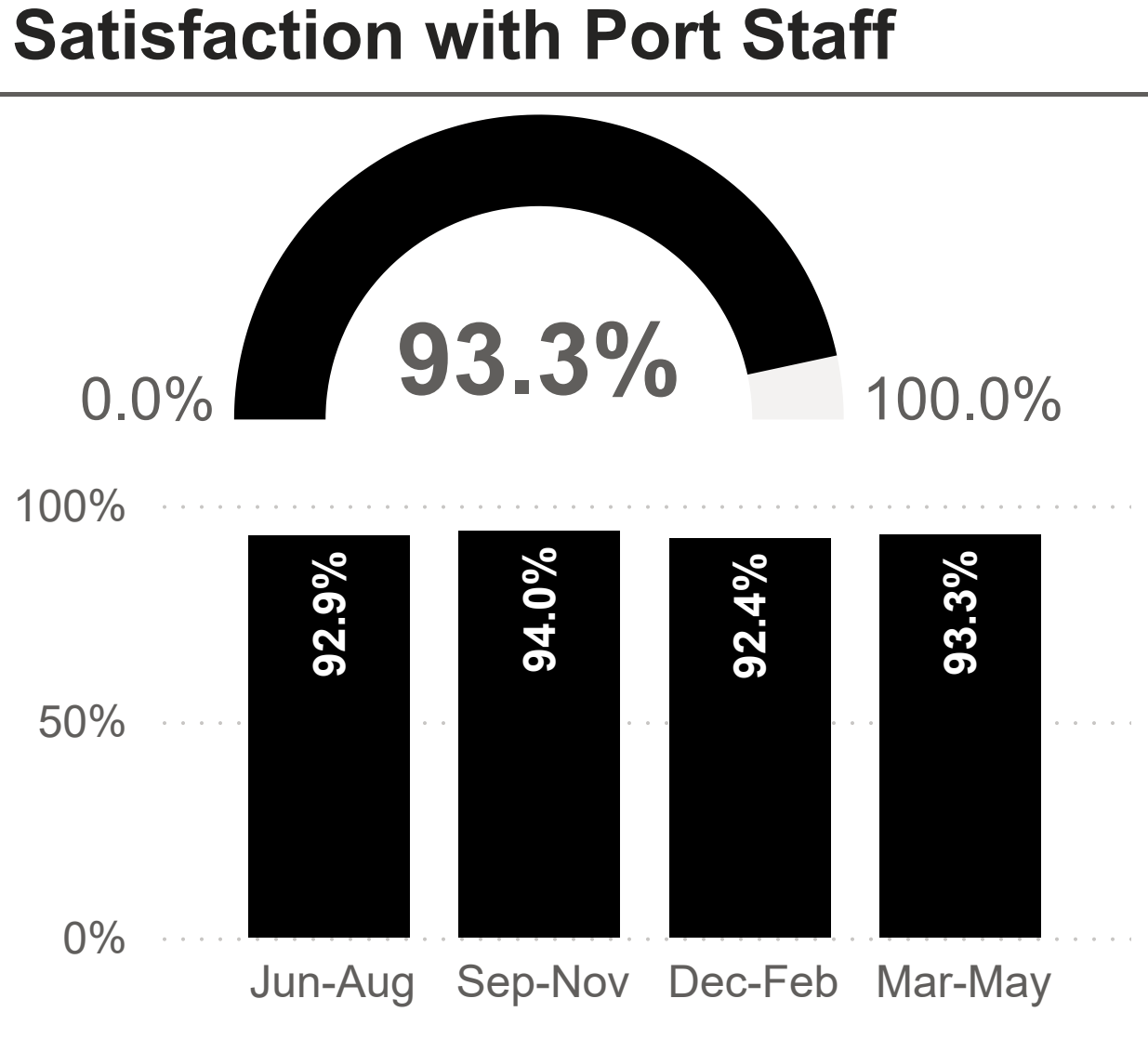
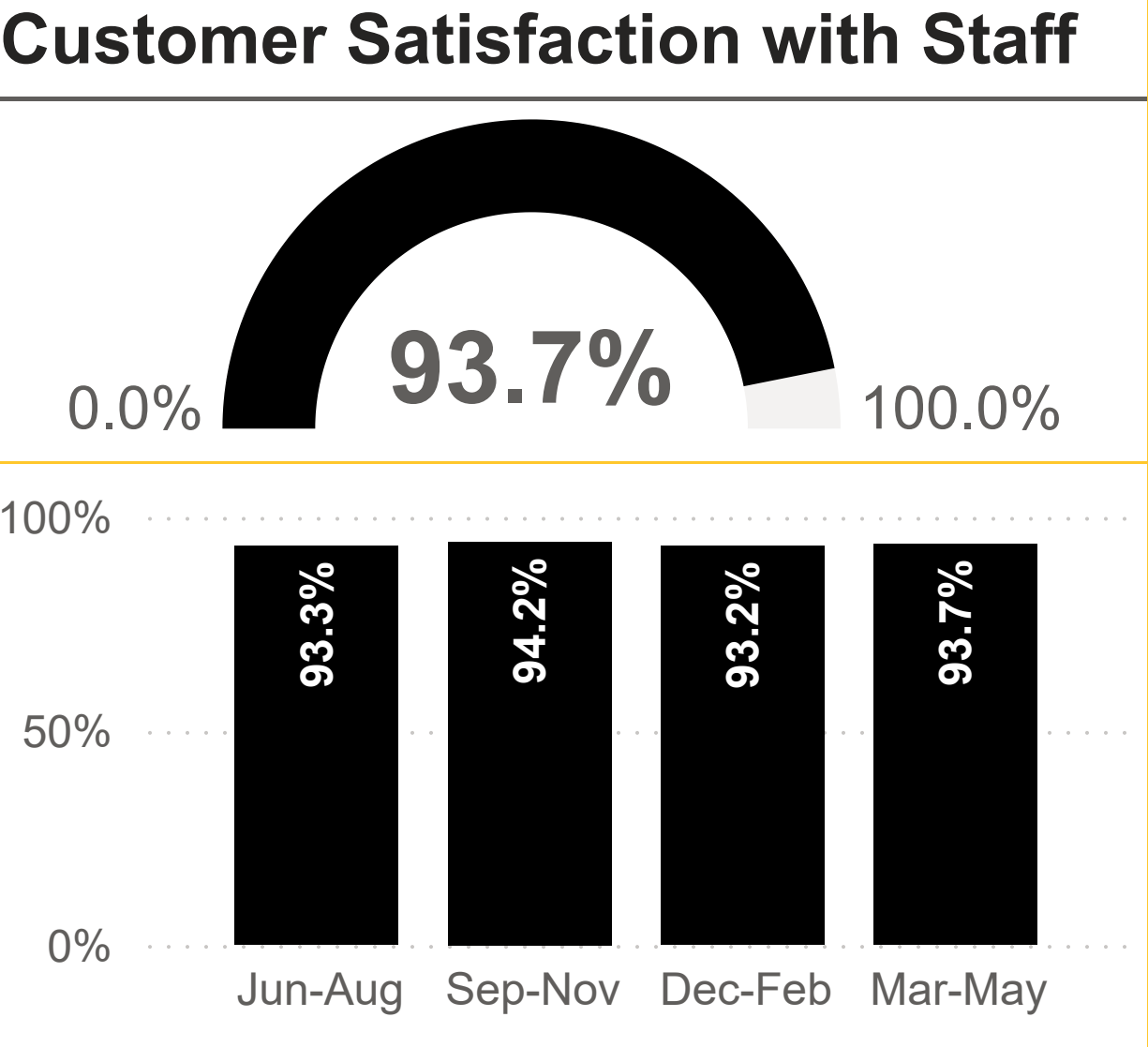
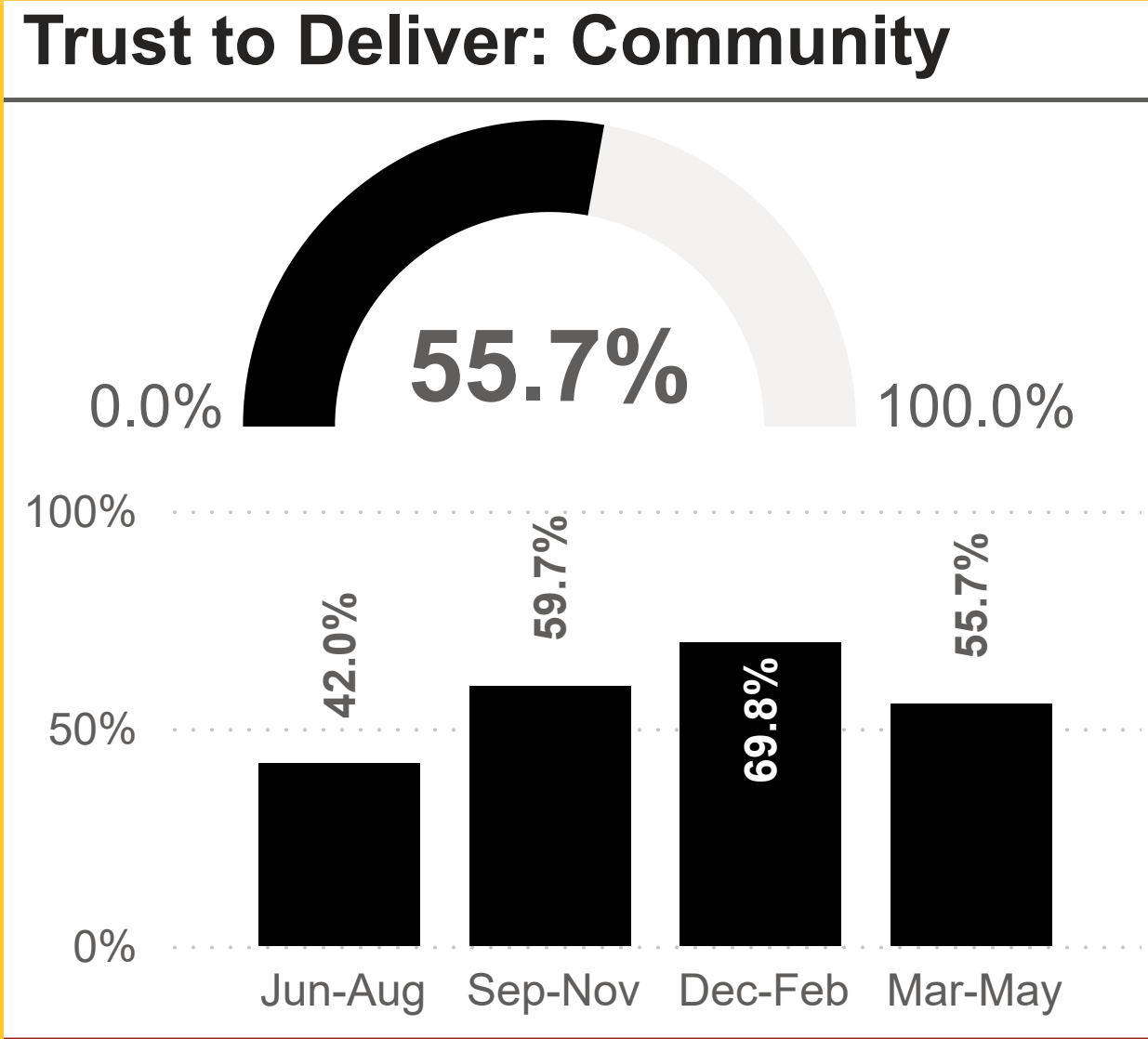
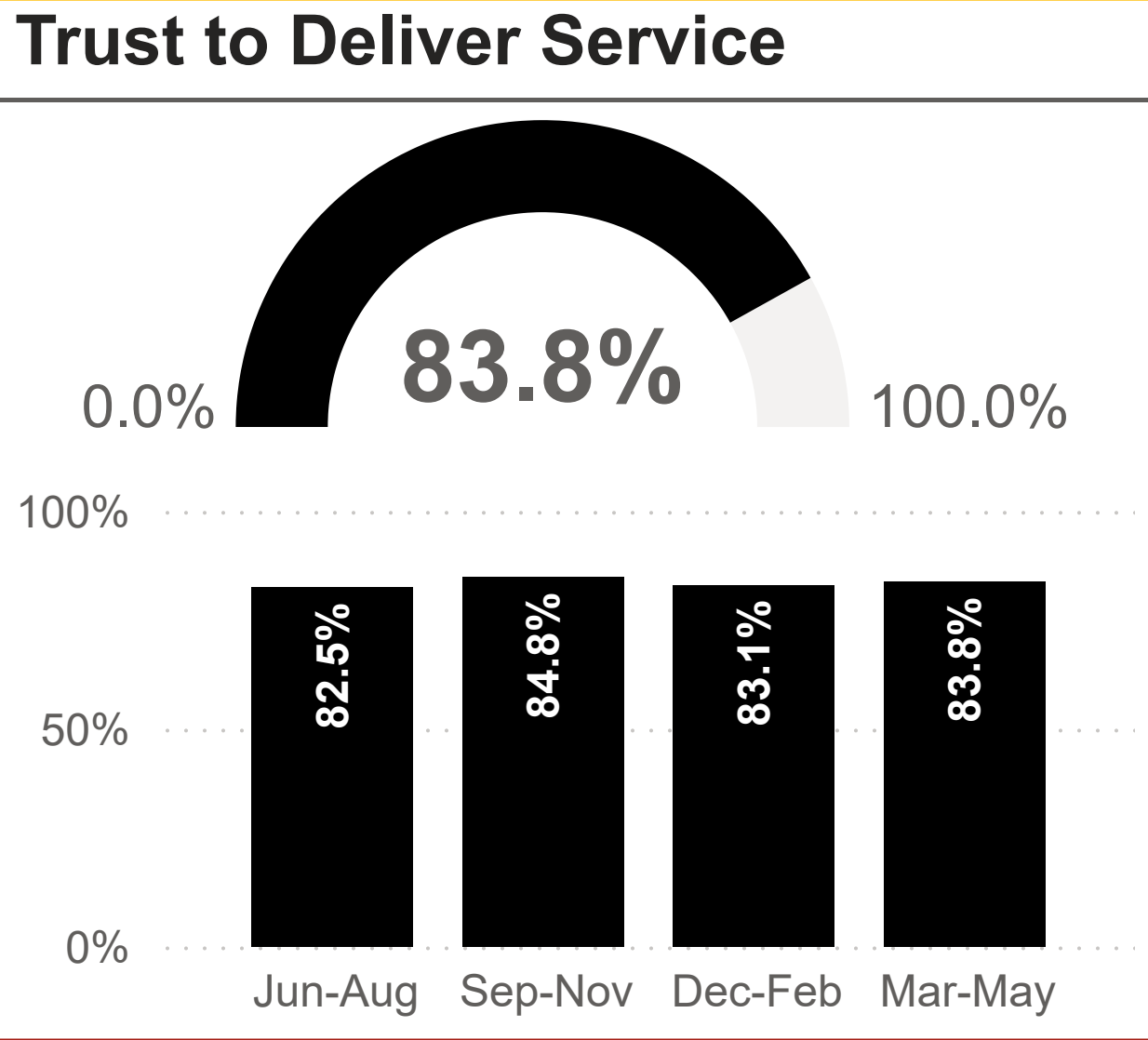
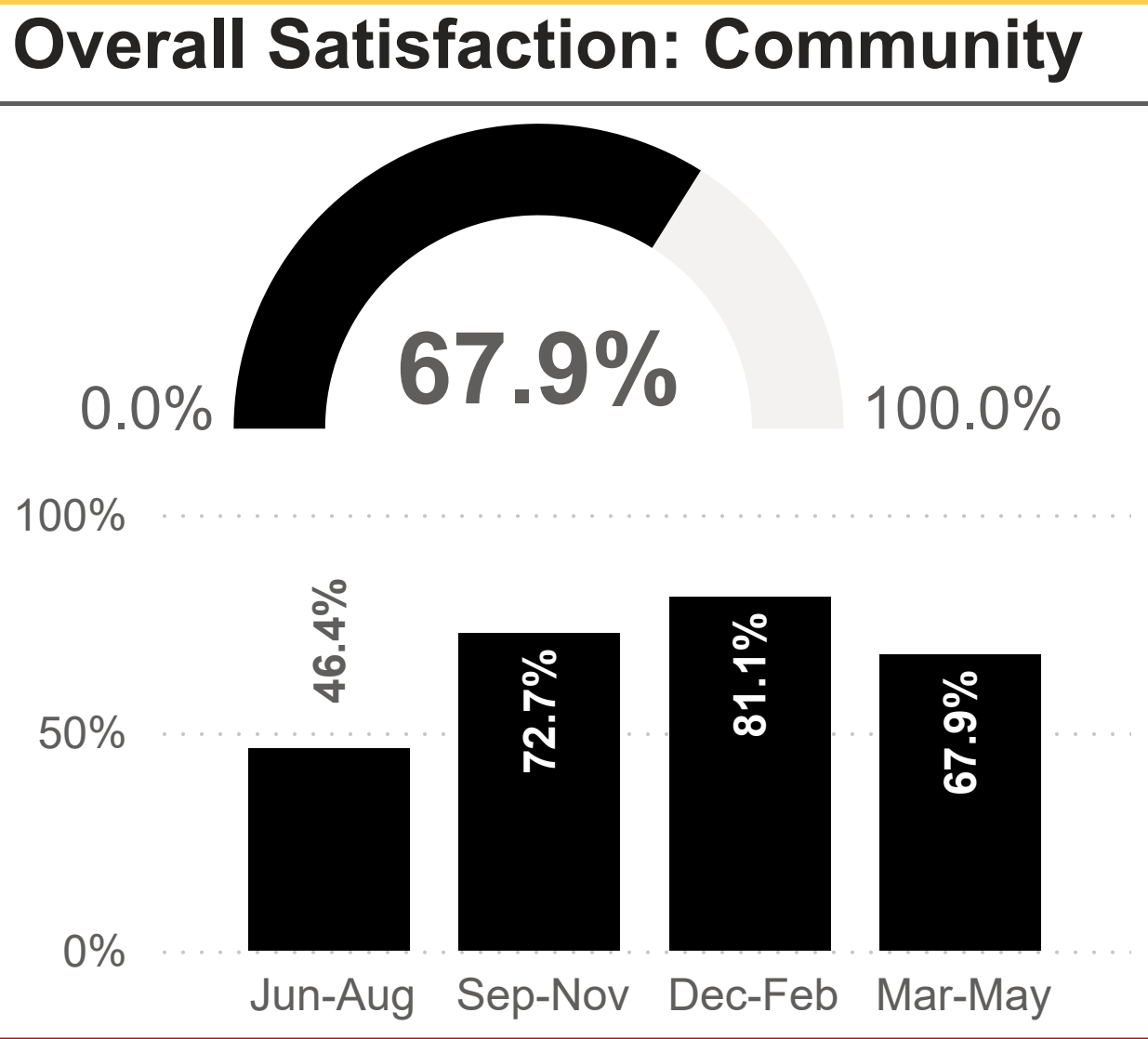
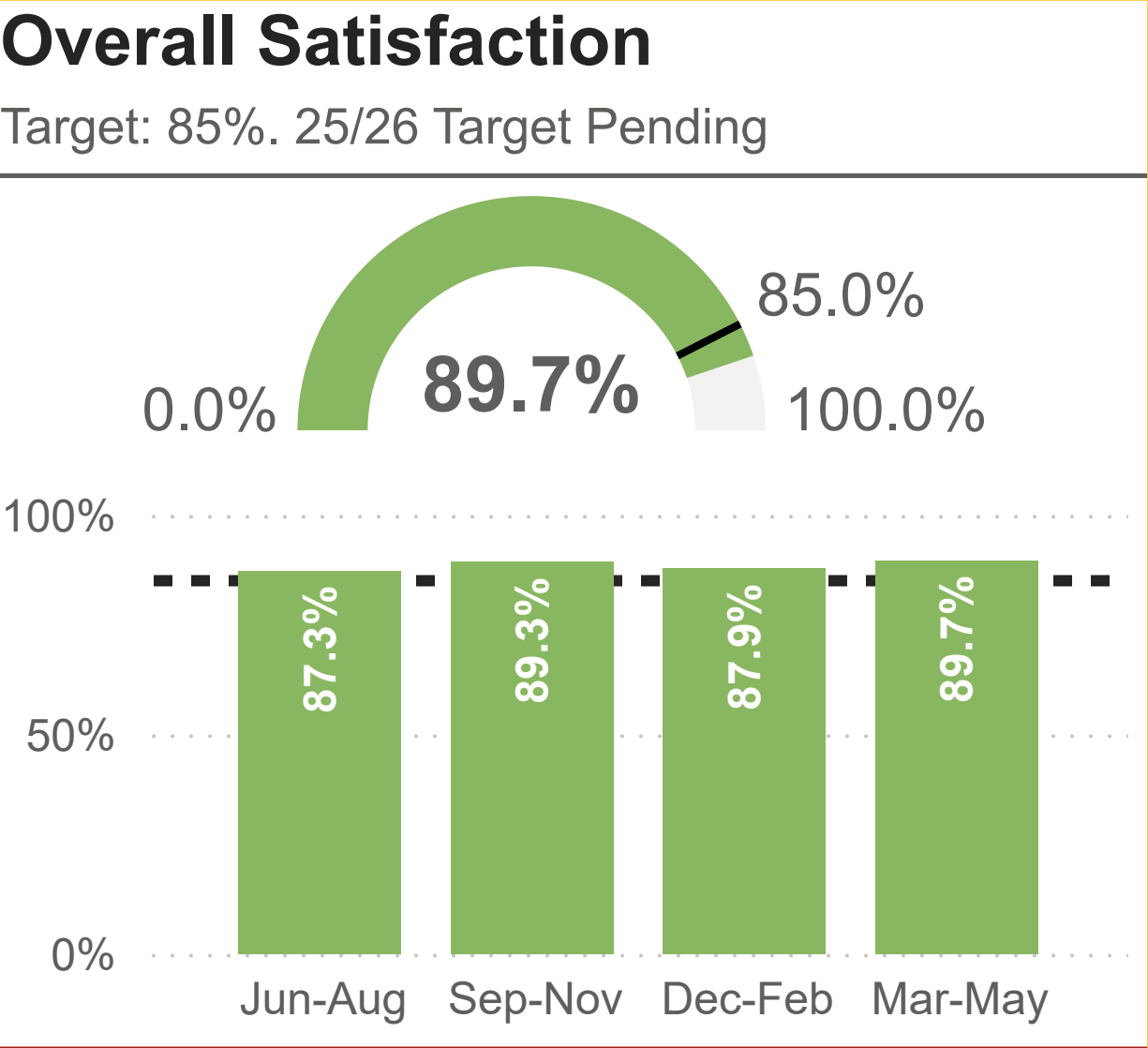
Total Number of Survey Responses

1753

Our Performance in May 2025
Customer Feedback Metrics
Clyde North



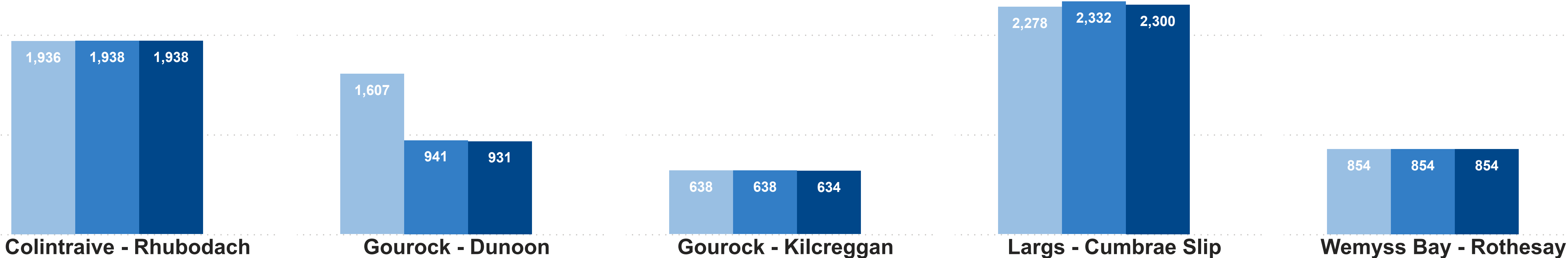
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.
Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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





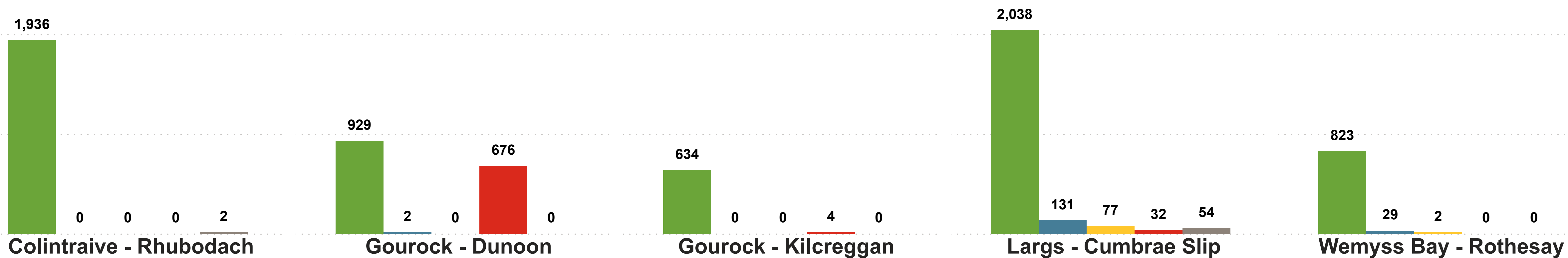
Sailings Timetabled, Amended & Actual

Timetabled Amended Actual



Punctuality & Reliability

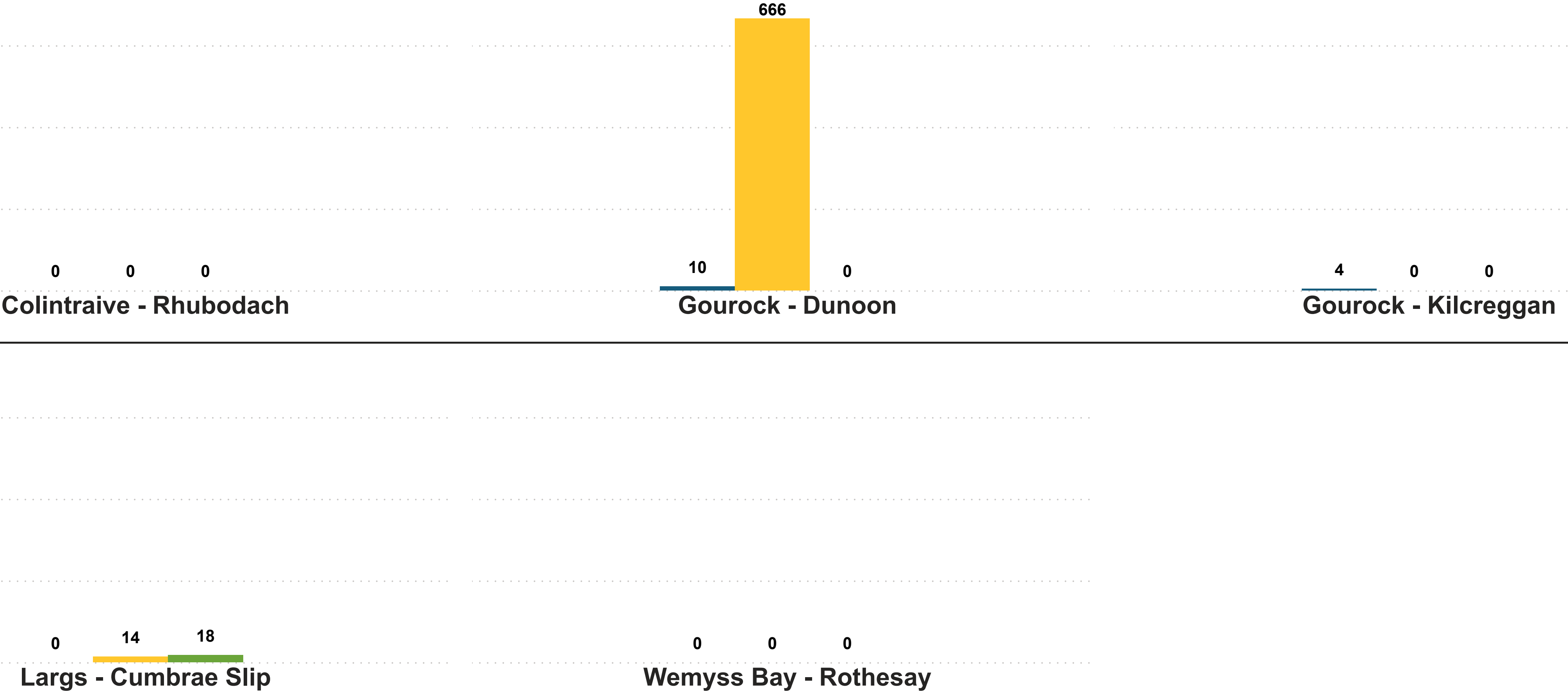
On Time Level 1 Lateness Level 2 Lateness Cancelled Additional





Cancelled Sailings (By Reason)

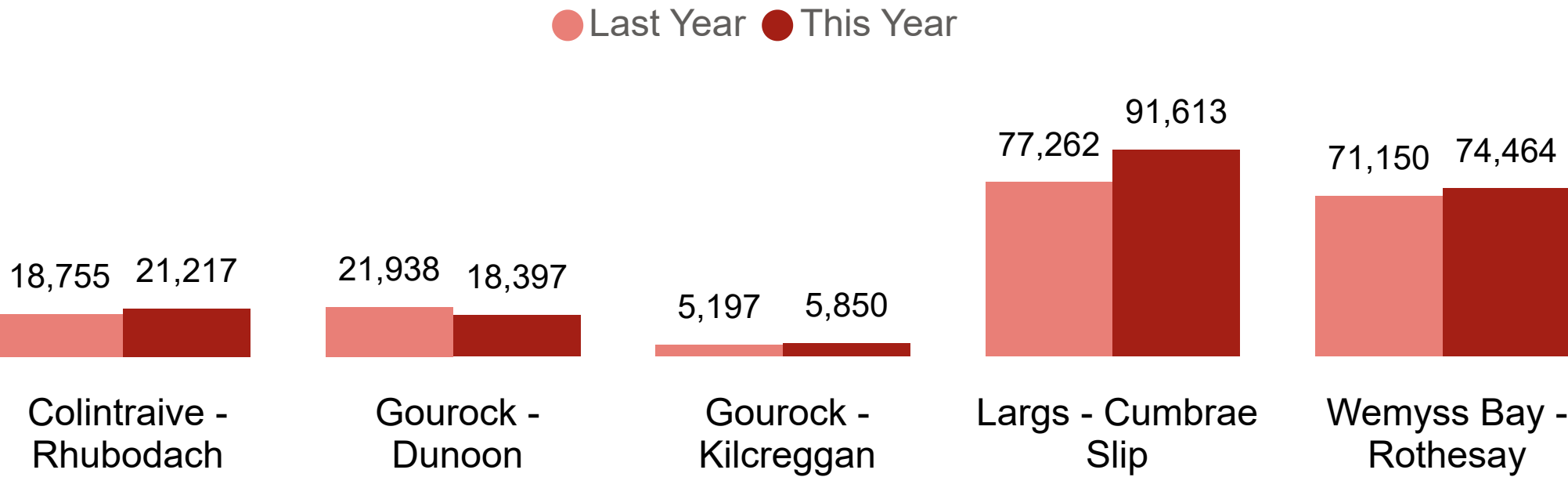
Weather Technical Other



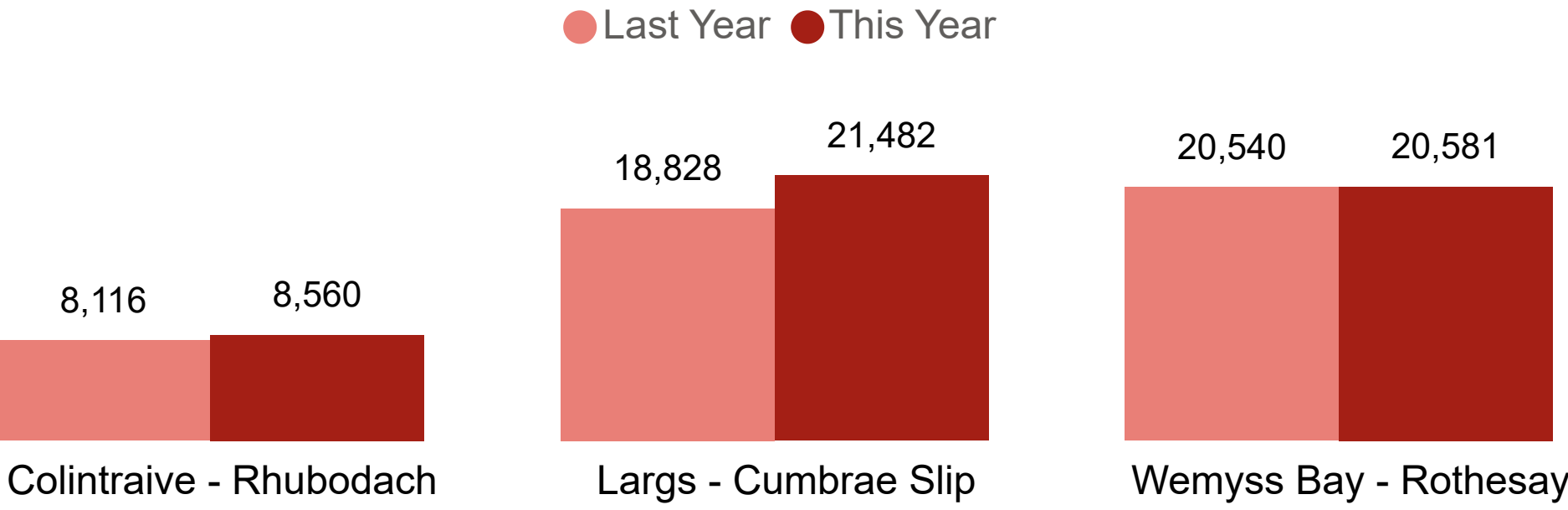
"Other" refers to any cancellations not resulting from weather and technical disruption. This includes cancellations due to reasons such as bunkering issues, berth unavailability etc.



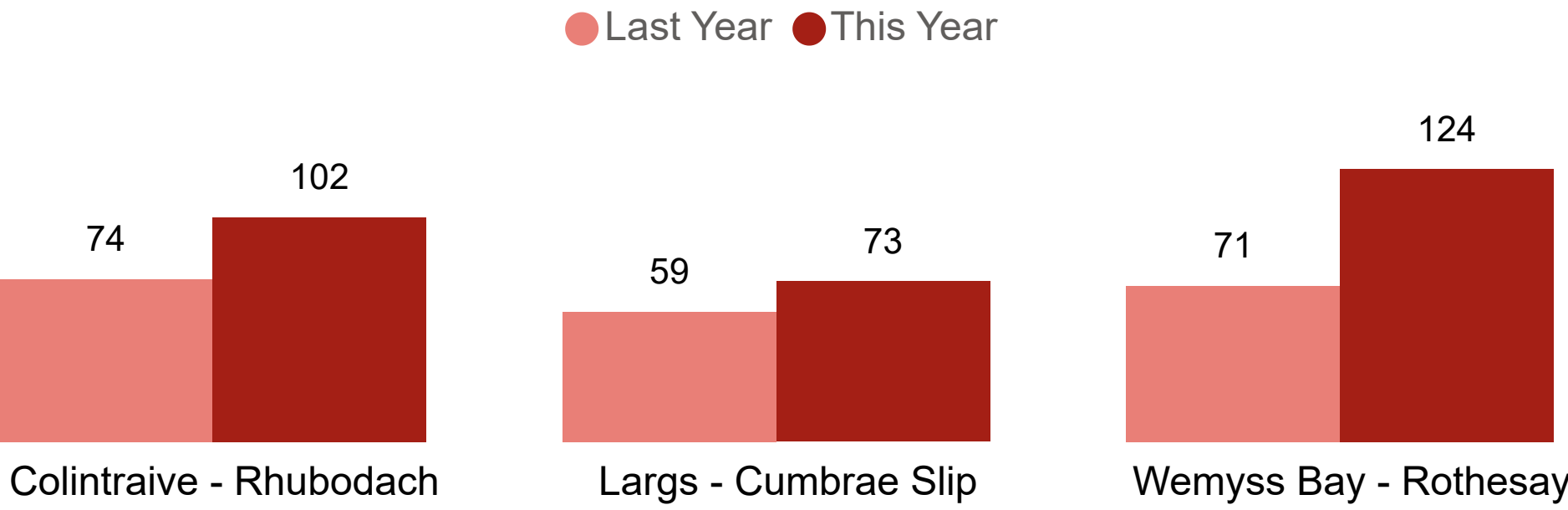
Shipped Passengers



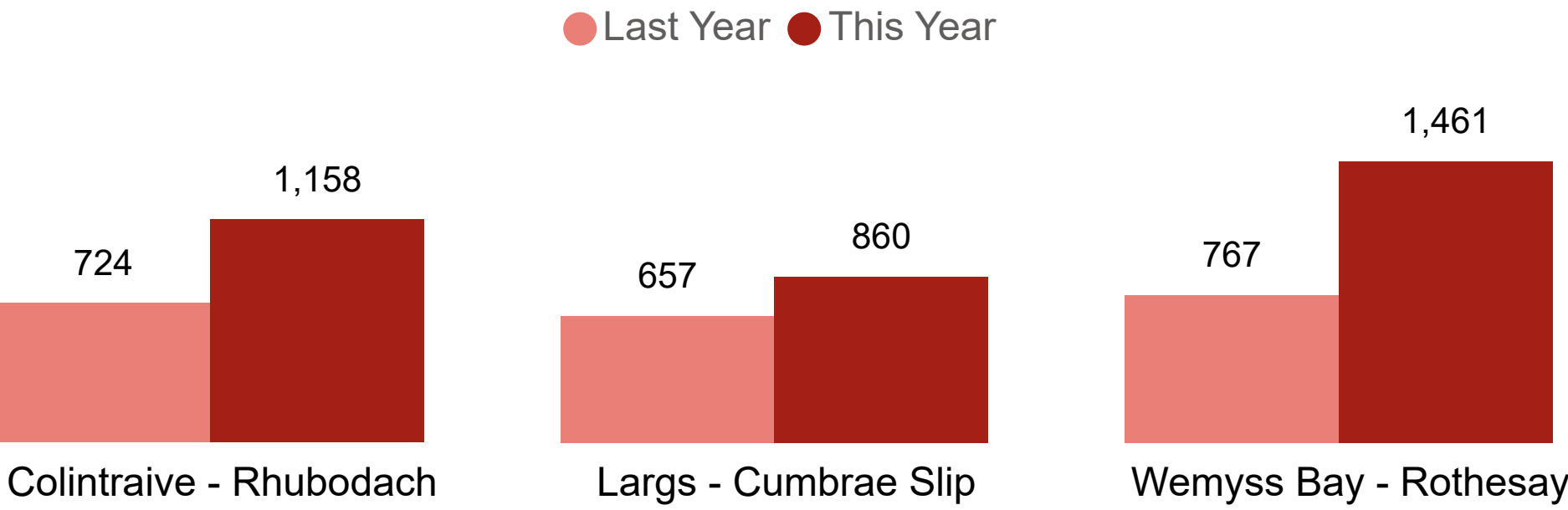
Shipped Cars



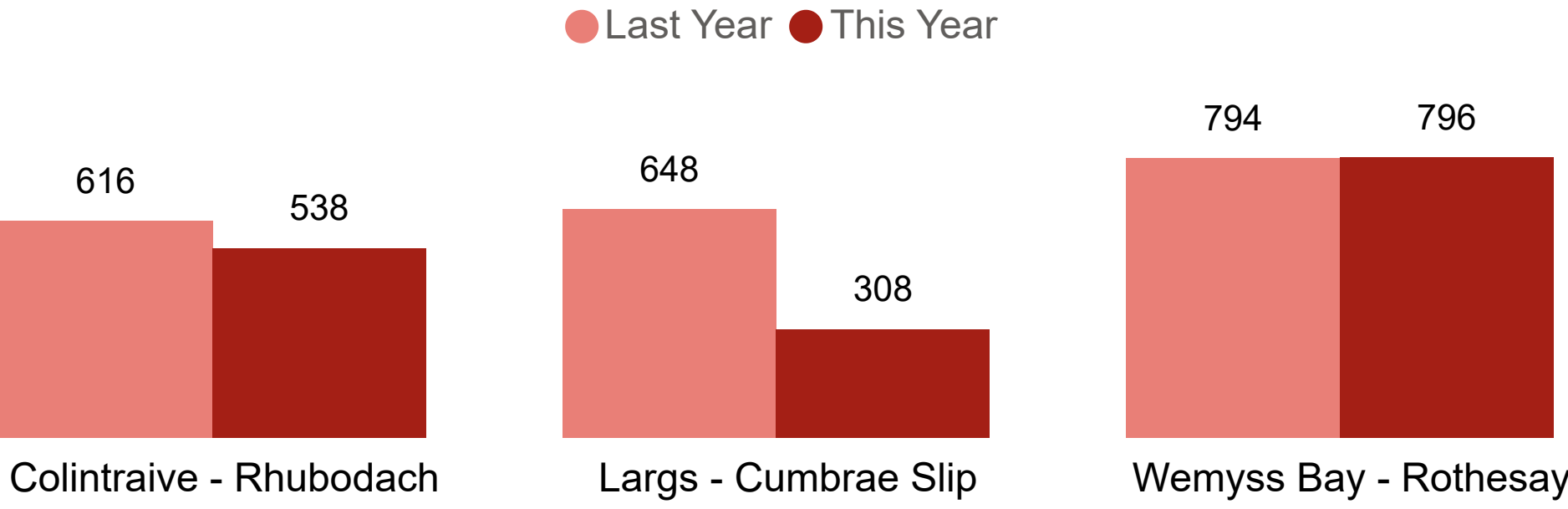
Shipped Coaches



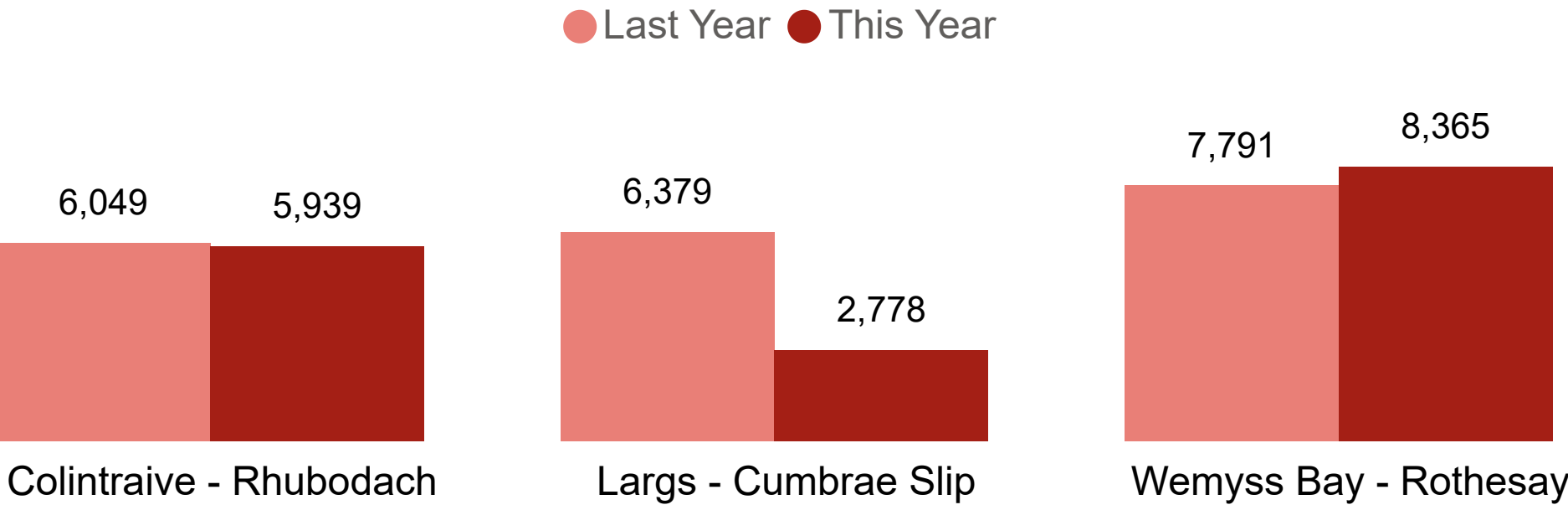
Shipped Coach Metres



Shipped Commercial Vehicles



Shipped Commercial Vehicle Metres

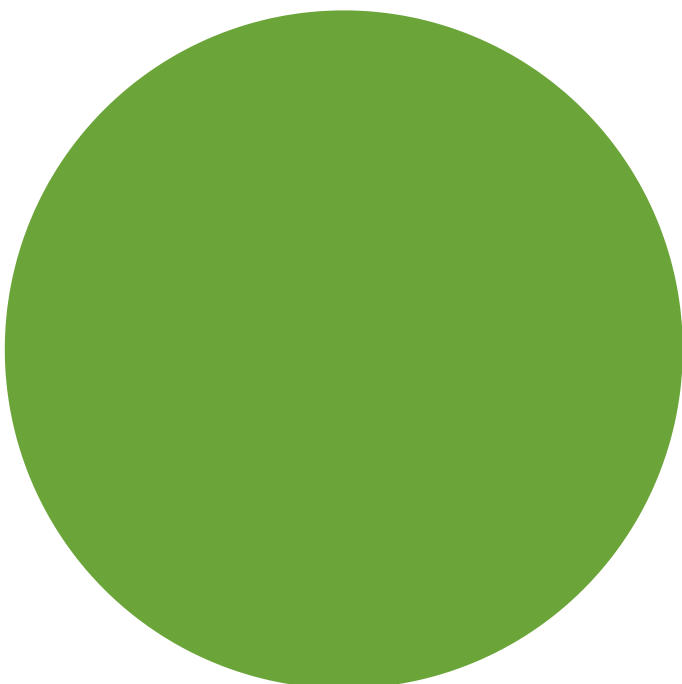




- 1 Car Equivalent Space is equal to 4.6 General Lane Metres
- Below visuals represent car equivalent spaces offered vs car equivalent space made unavailable as a result of technical, weather and all other cancellations

Colintraive - Rhubodach

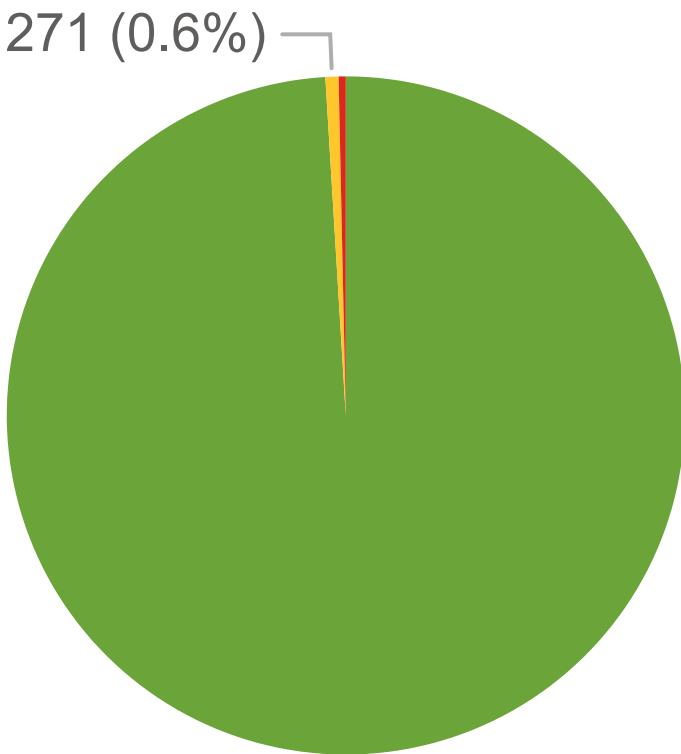
Offered Weather Other Technical



52,242 (100.0%)

Largs - Cumbrae Slip

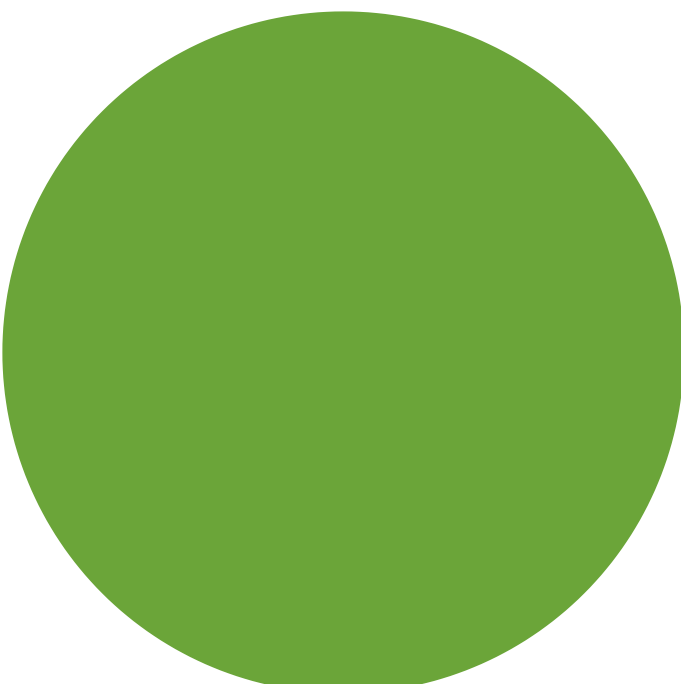
Offered Weather Other Technical



42,991 (99.0%)

Wemyss Bay - Rothesay

Offered Technical Weather Other

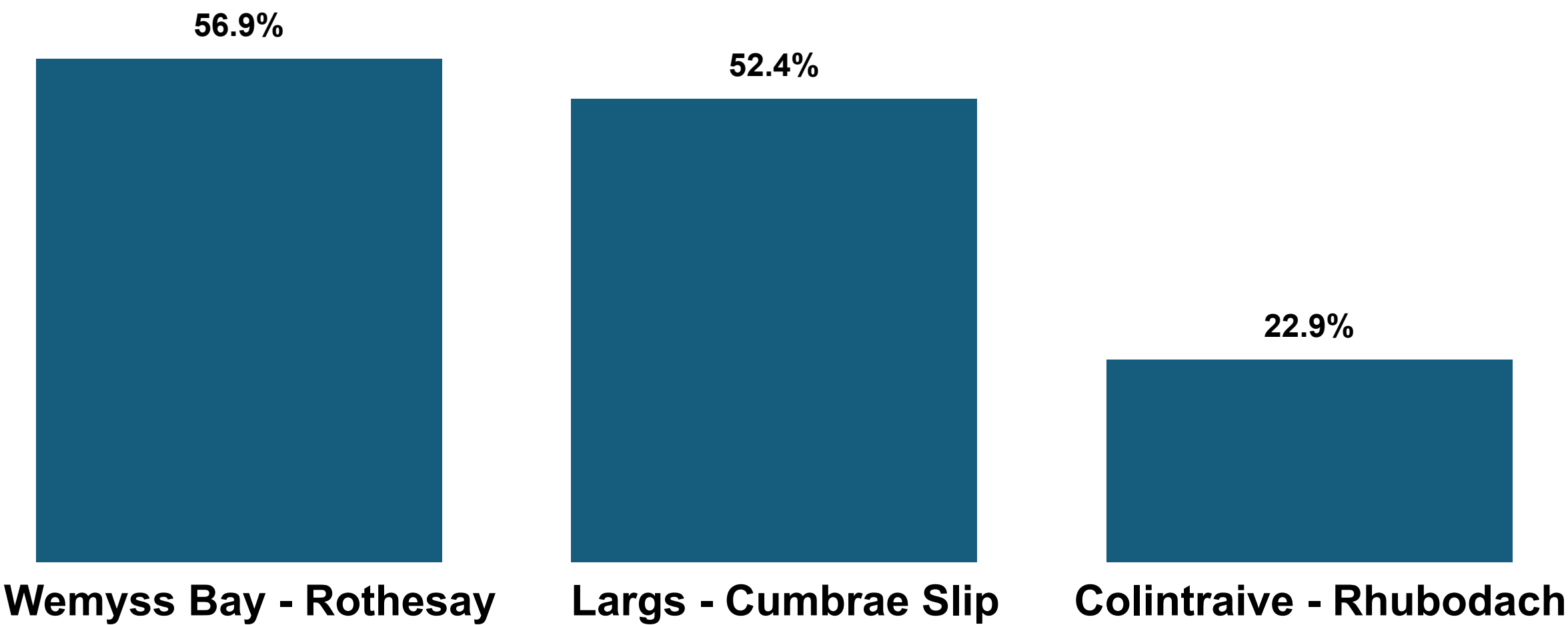


45,113 (100.0%)

Route	Offered	Weather	Technical	Other
Colintraive - Rhubodach	52,242			
Largs - Cumbrae Slip	42,991		146	271
Wemyss Bay - Rothesay	45,113			



Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Wemyss Bay - Rothesay	207.5K	118.2K	25,689	56.9%
Largs - Cumbrae Slip	197.8K	103.7K	22,540	52.4%
Colintraiive - Rhubodach	240.3K	55.0K	11,951	22.9%
Total	645.6K	276.8K	60,179	42.9%

Overall Utilisation of Sailings

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

