

Total Number of
Survey Responses

19K

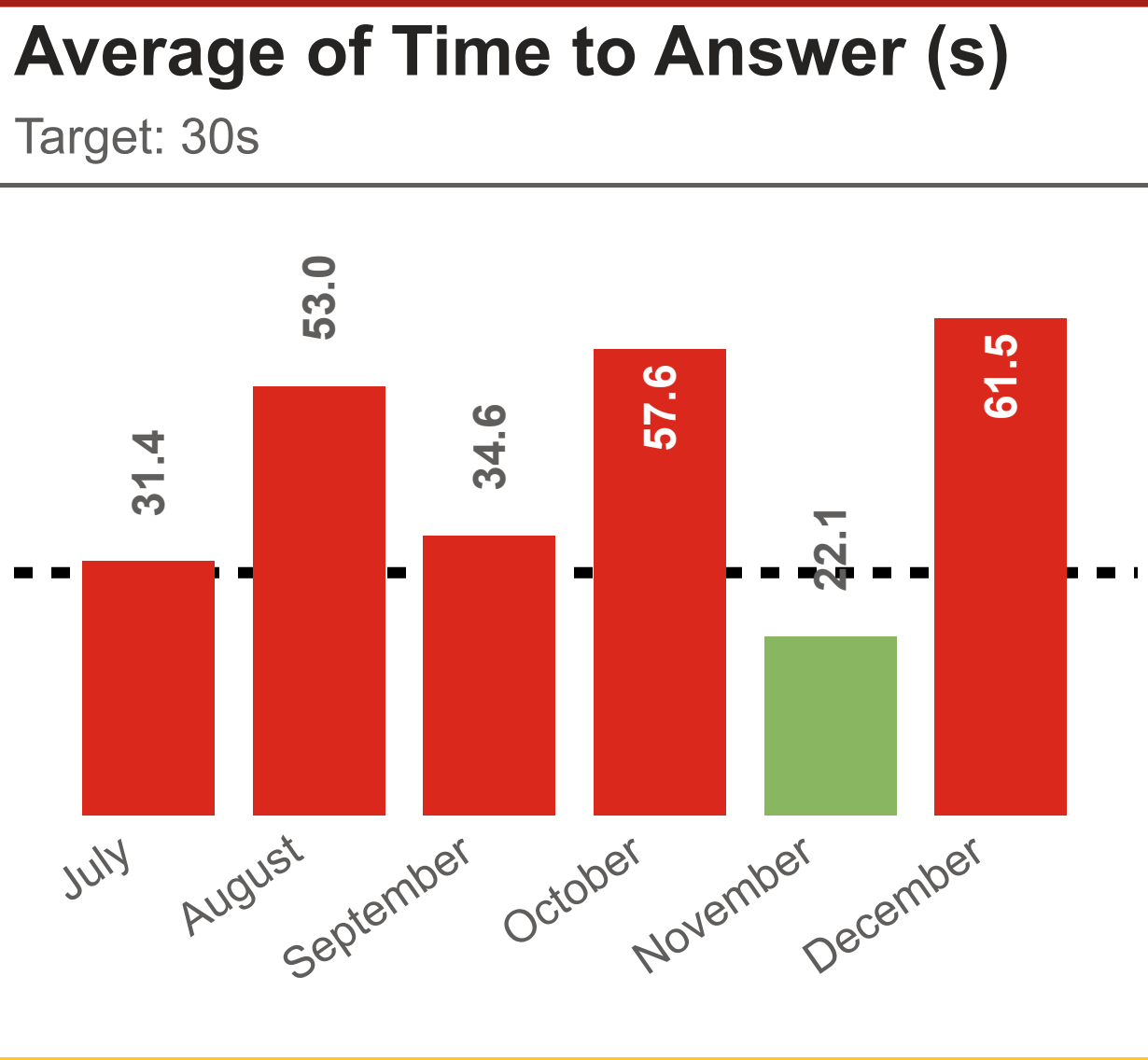
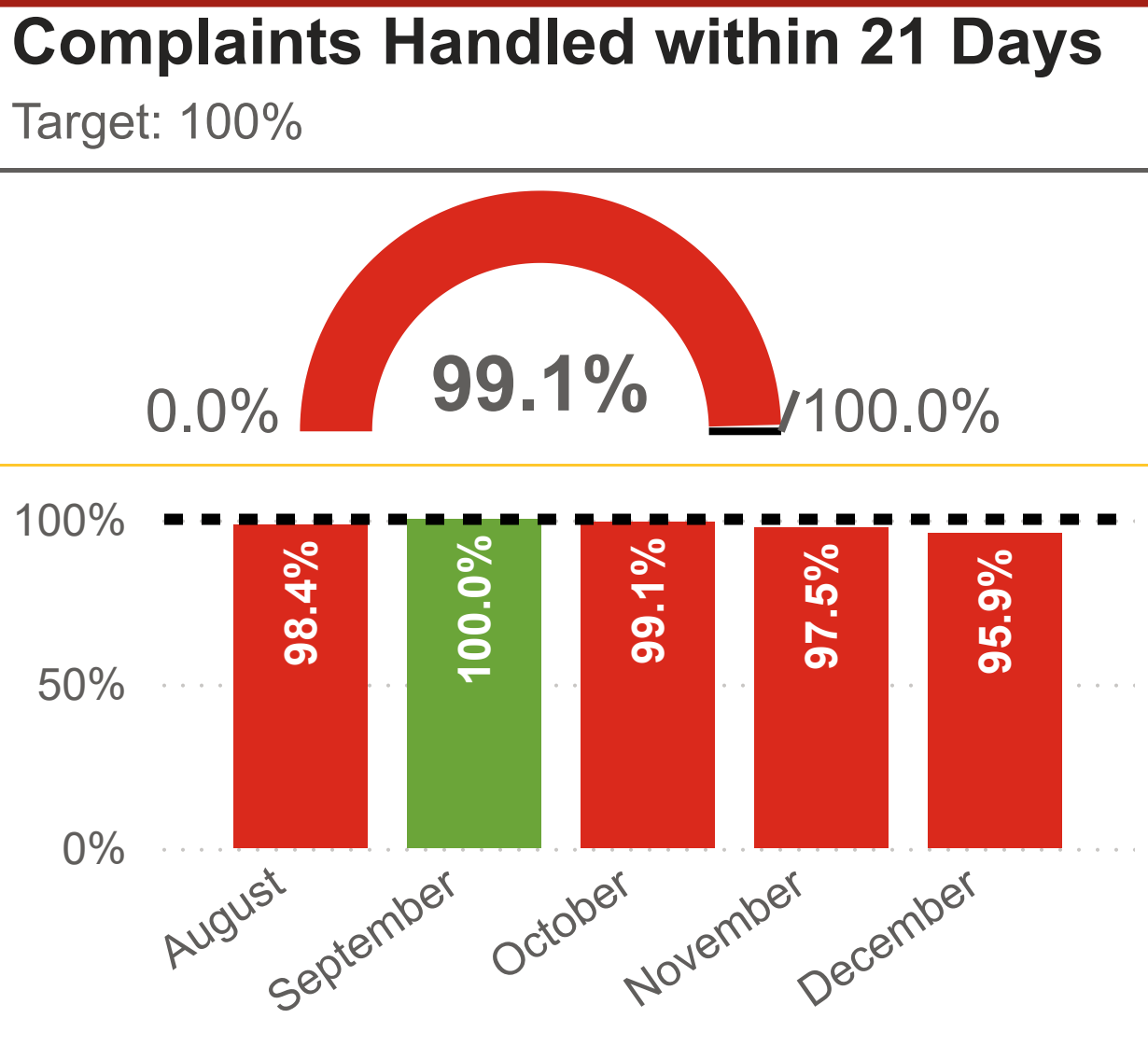
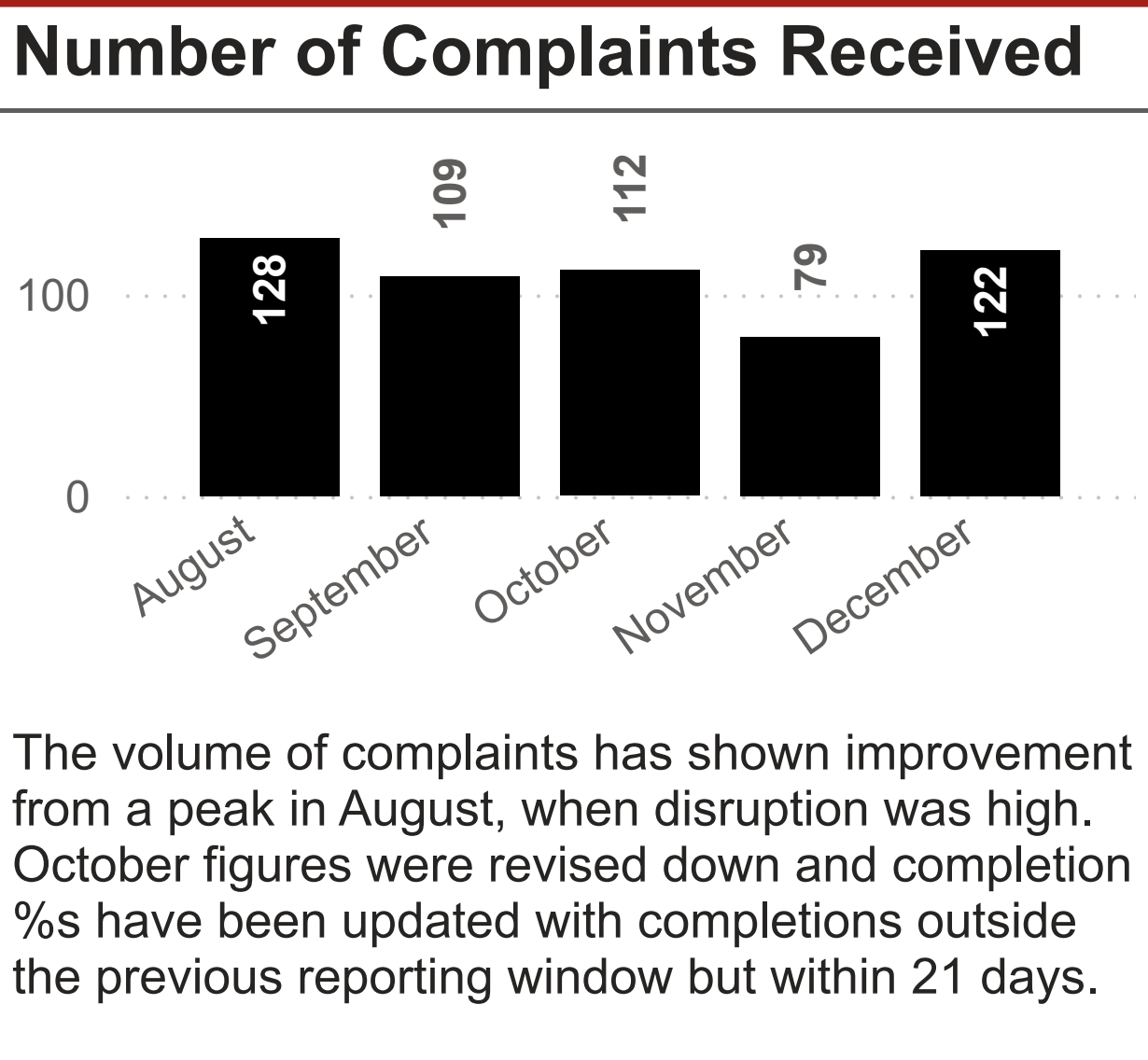
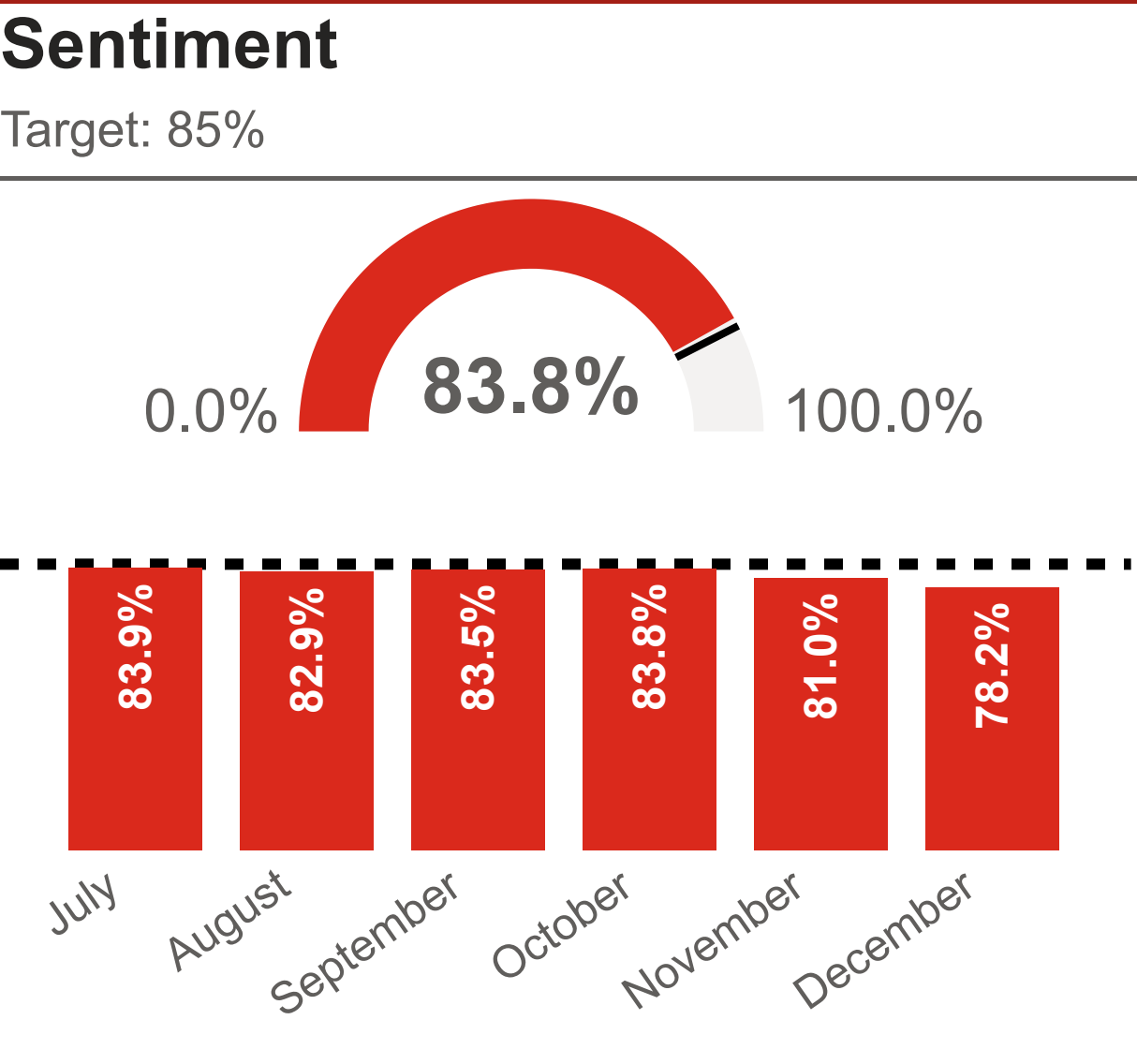
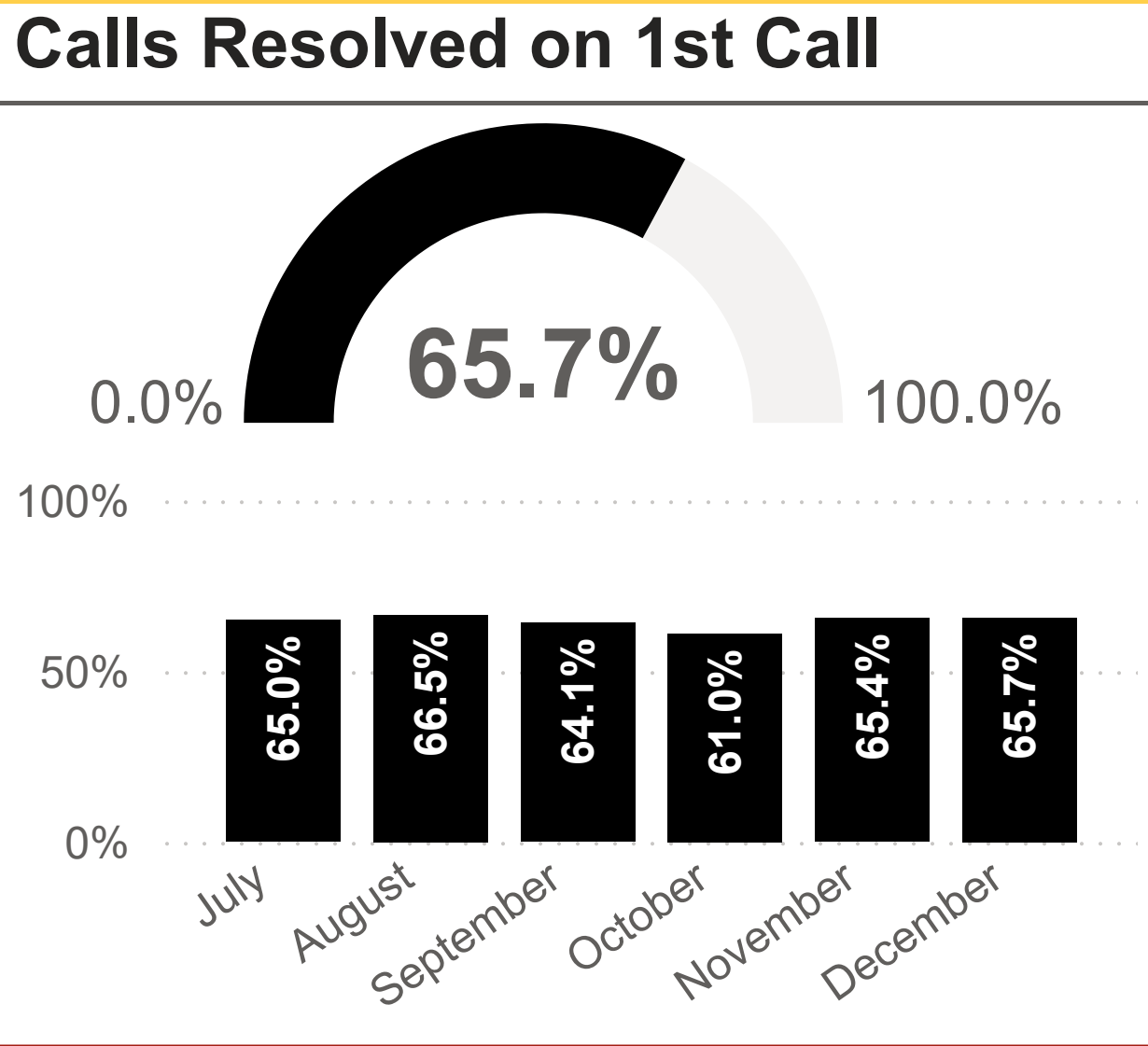
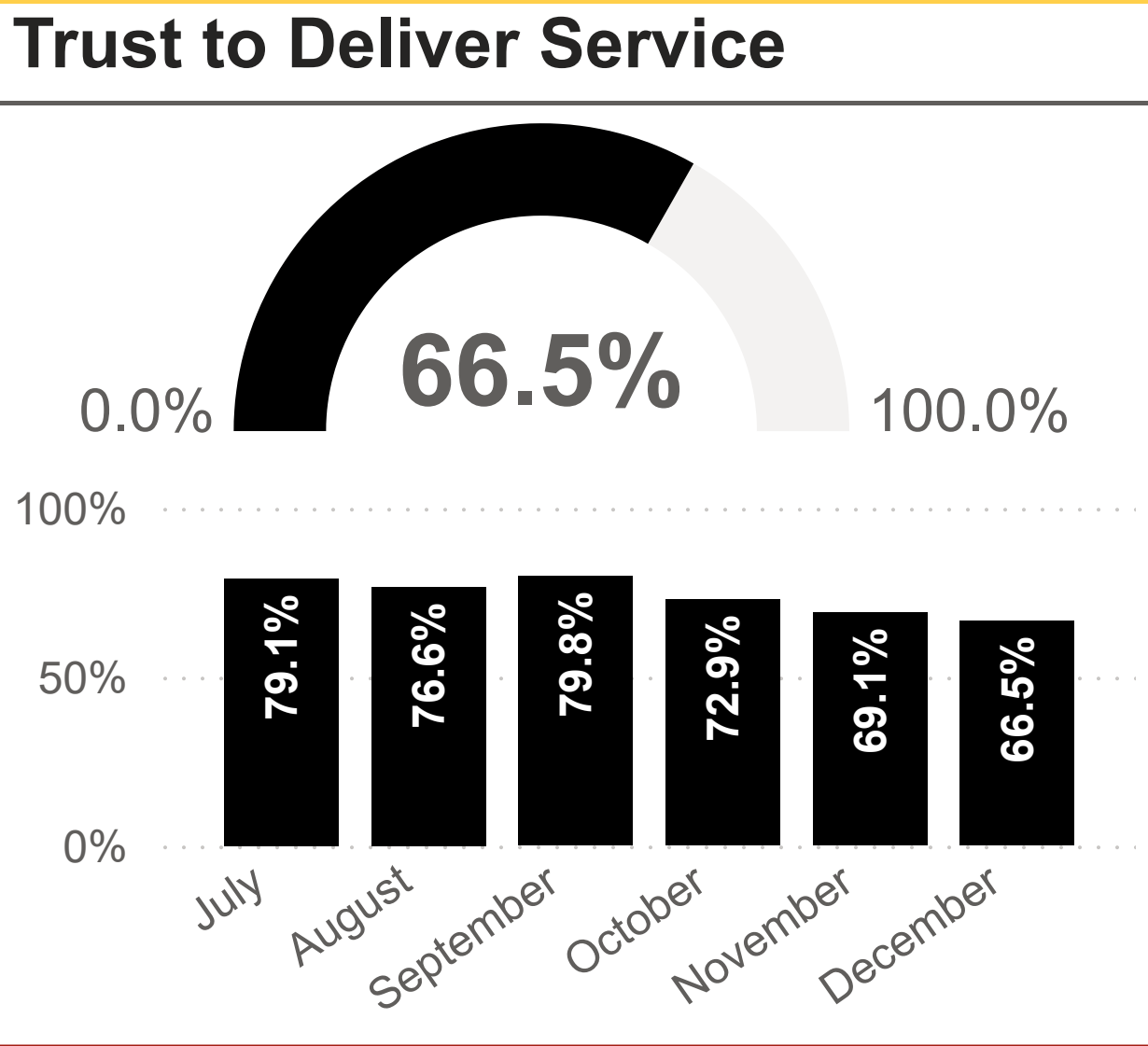
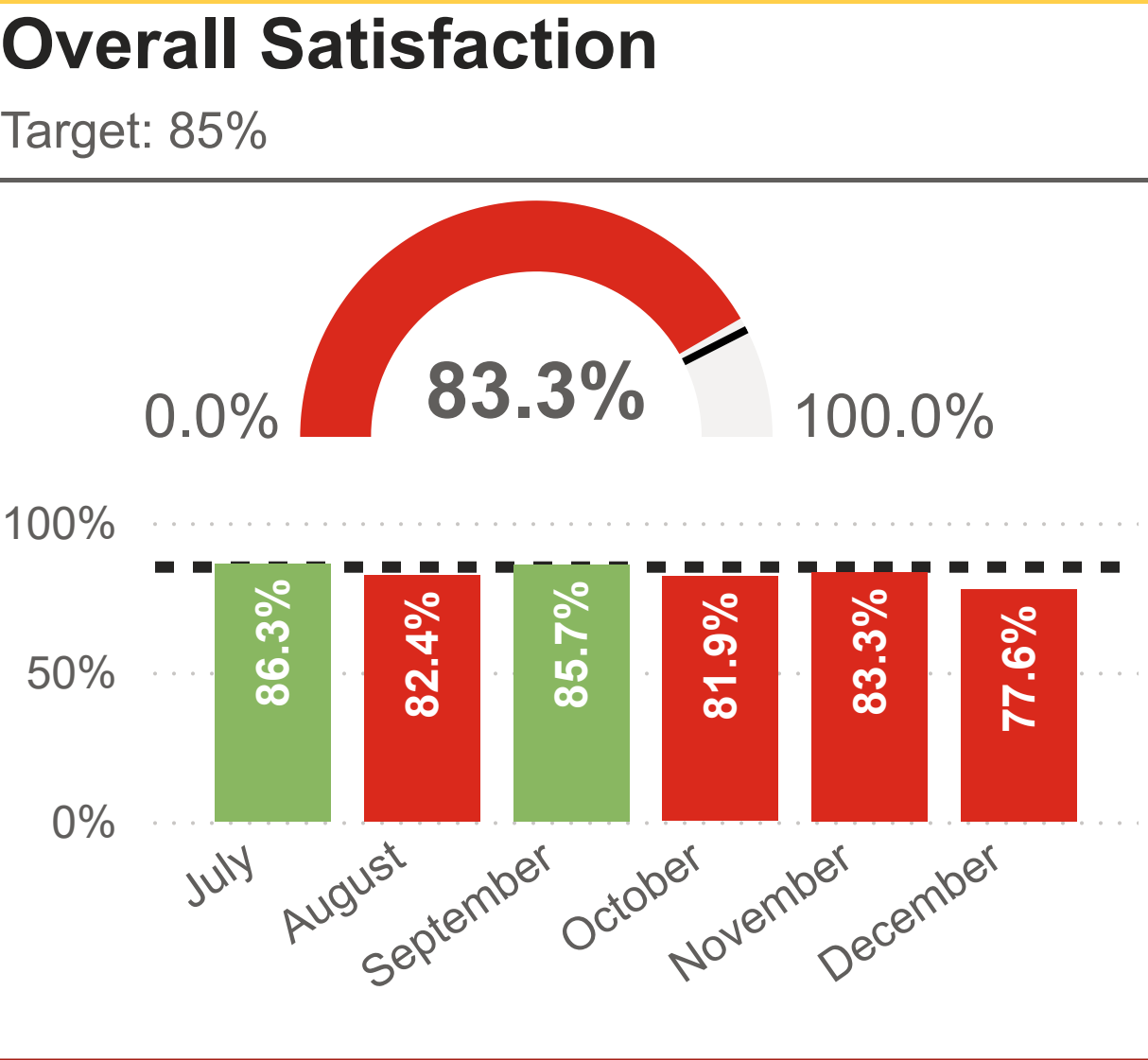
Our Performance in December 2024

Customer Feedback Metrics

Network Wide



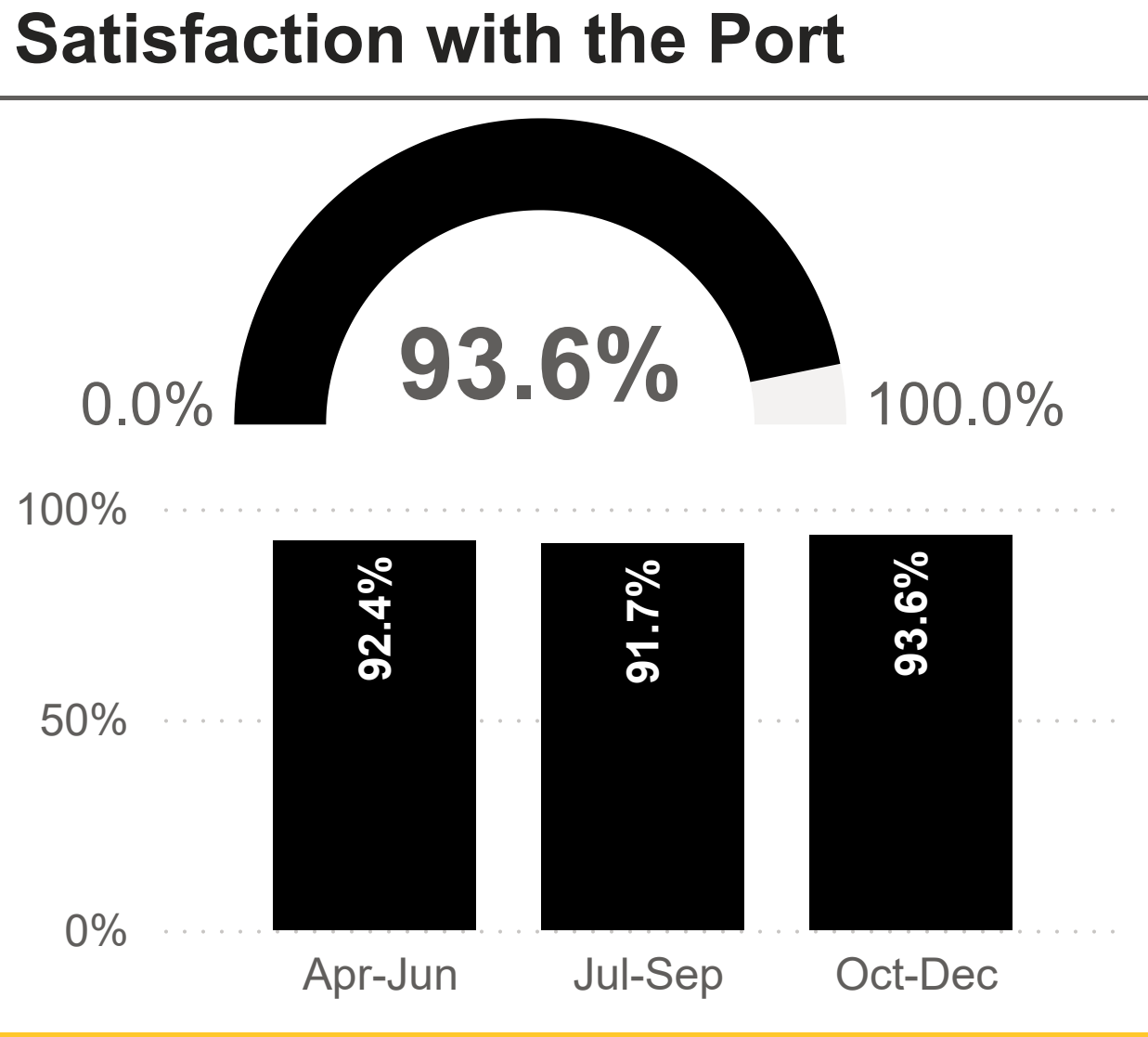
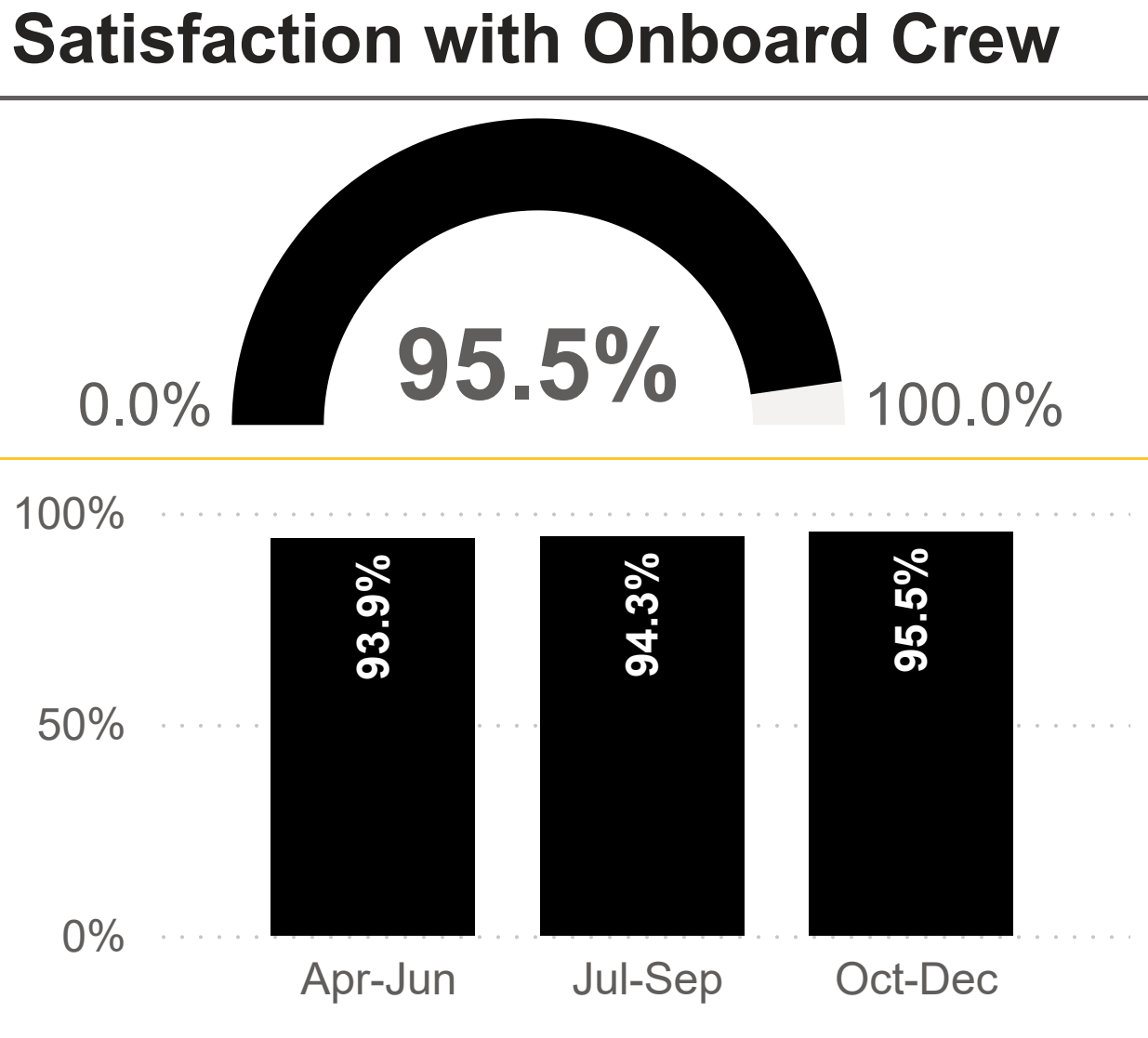
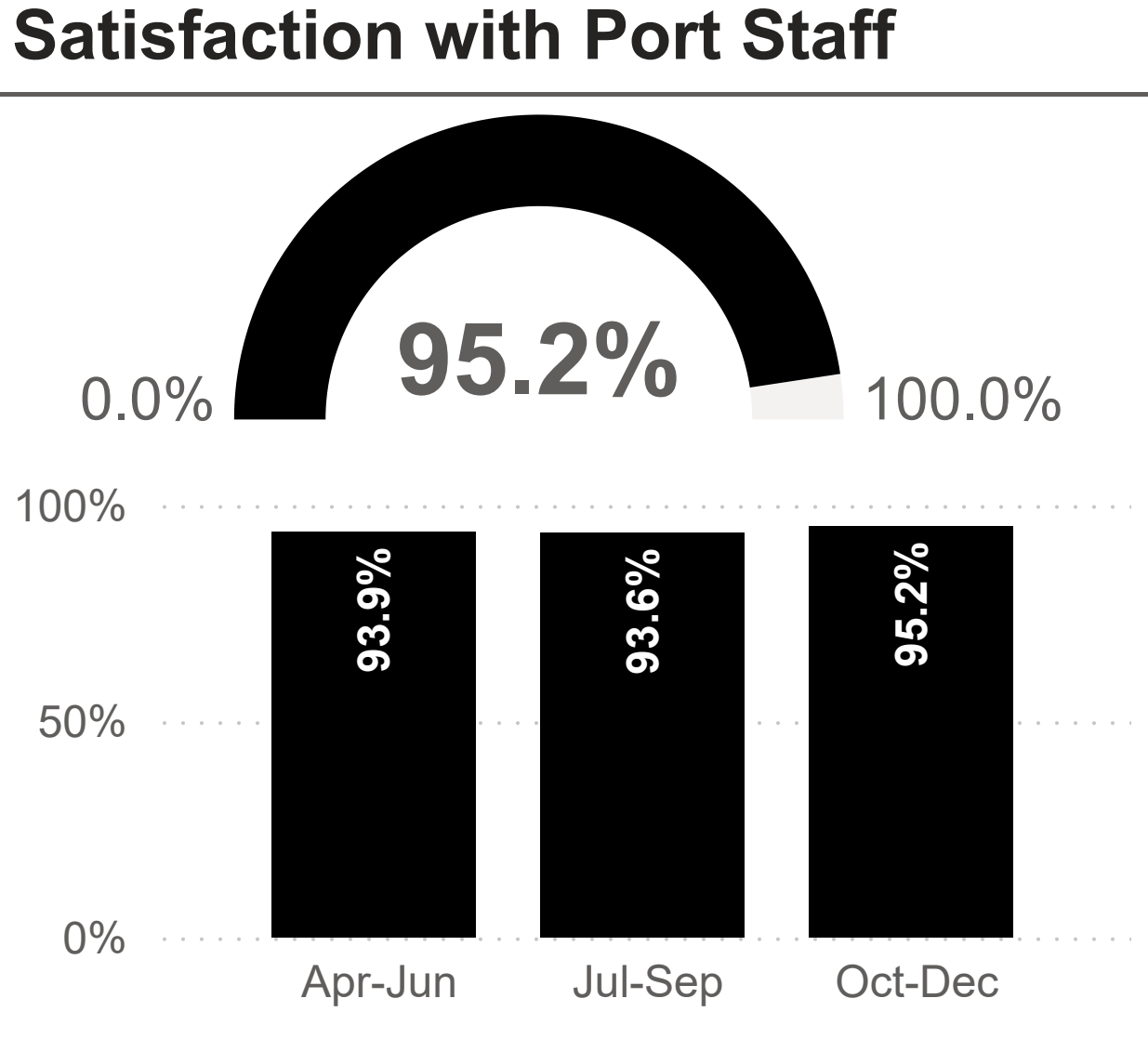
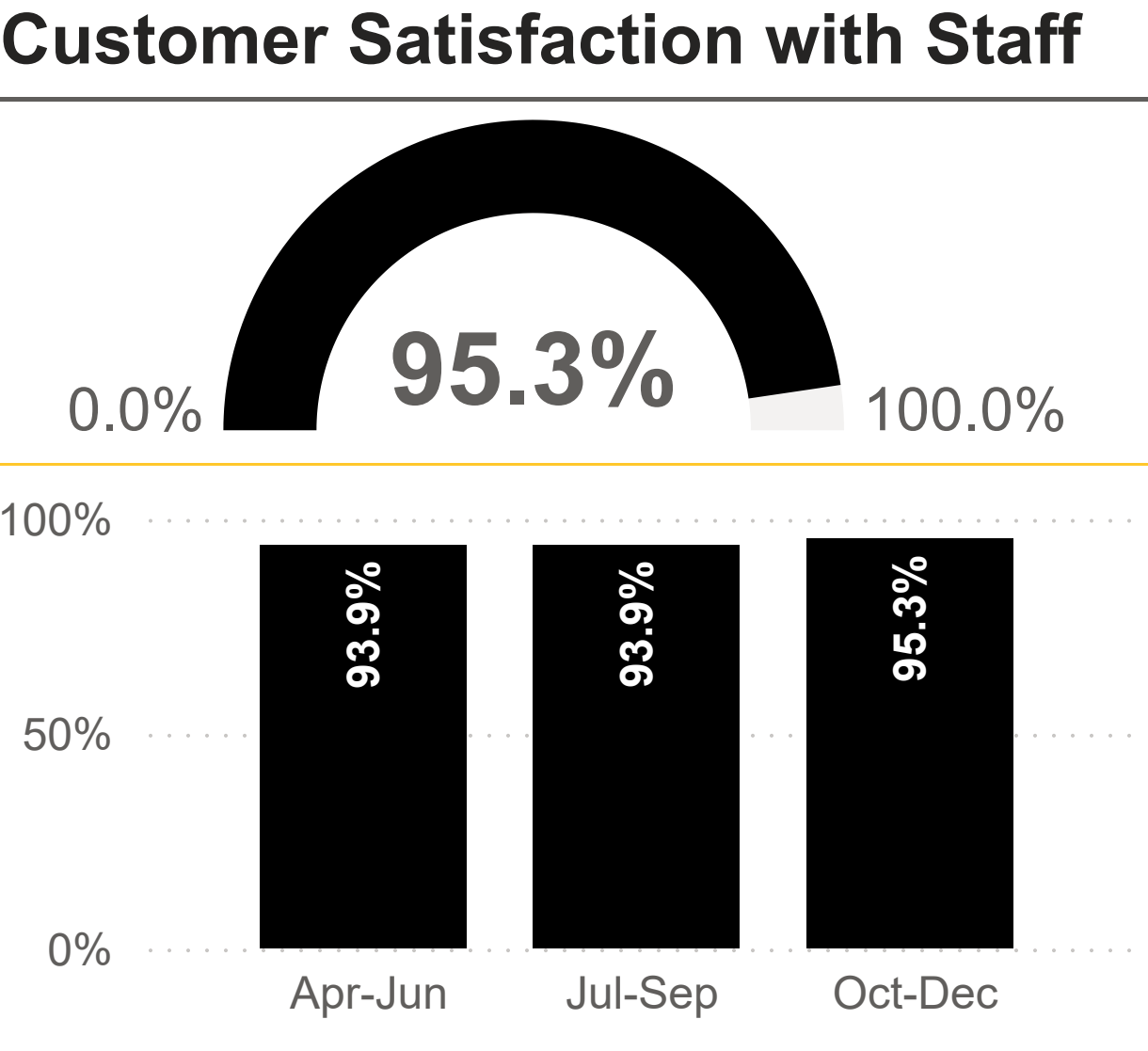
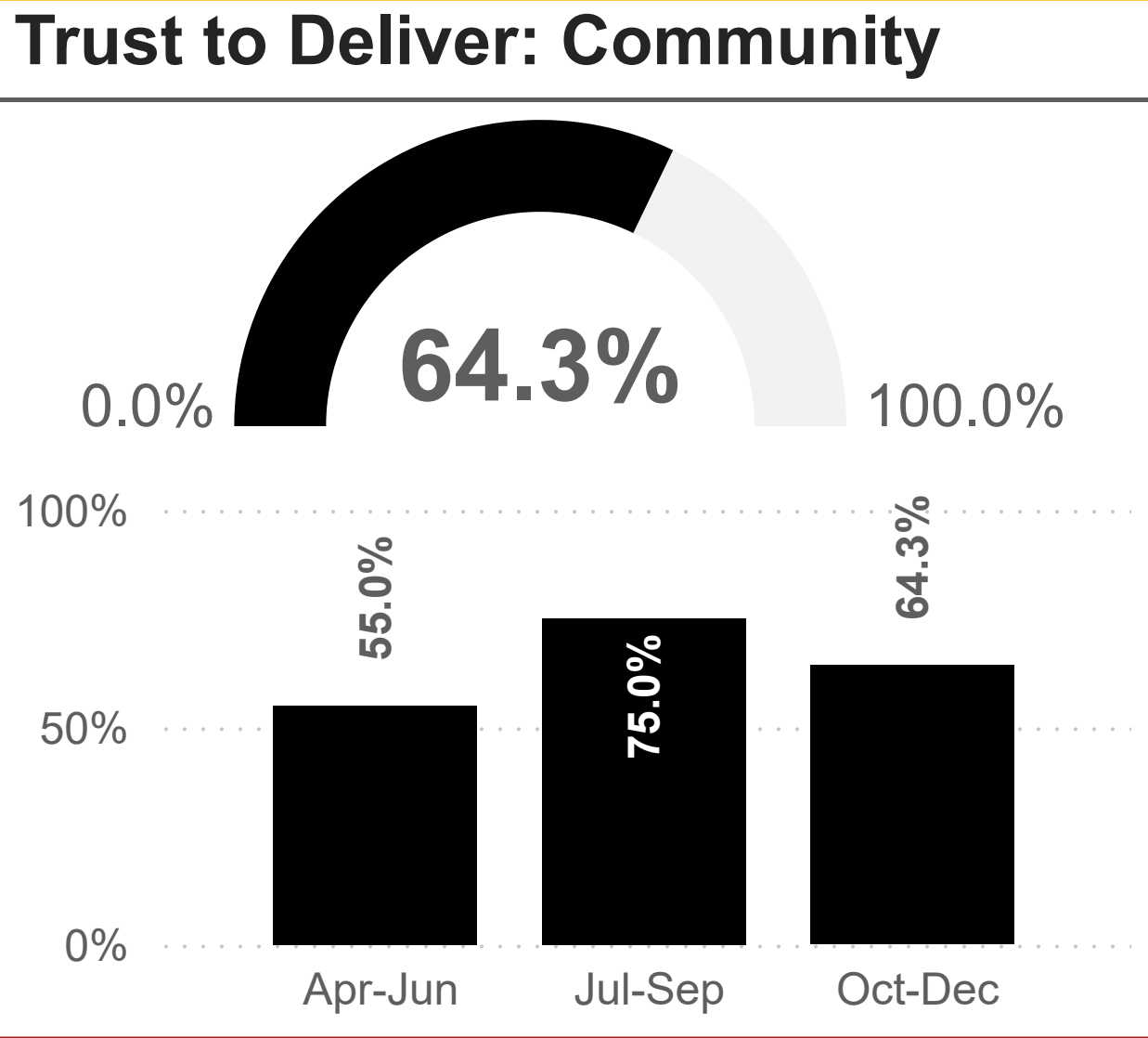
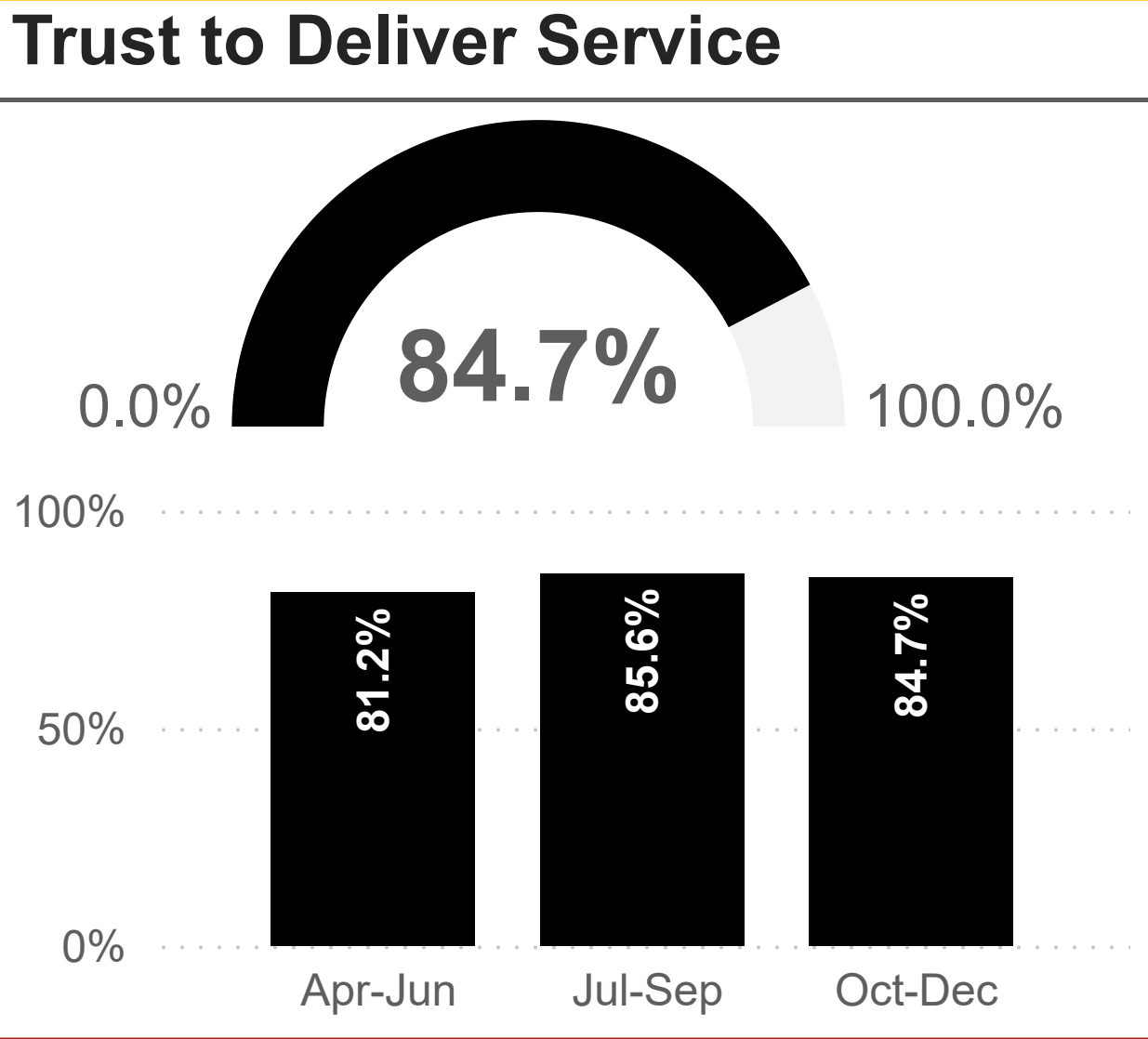
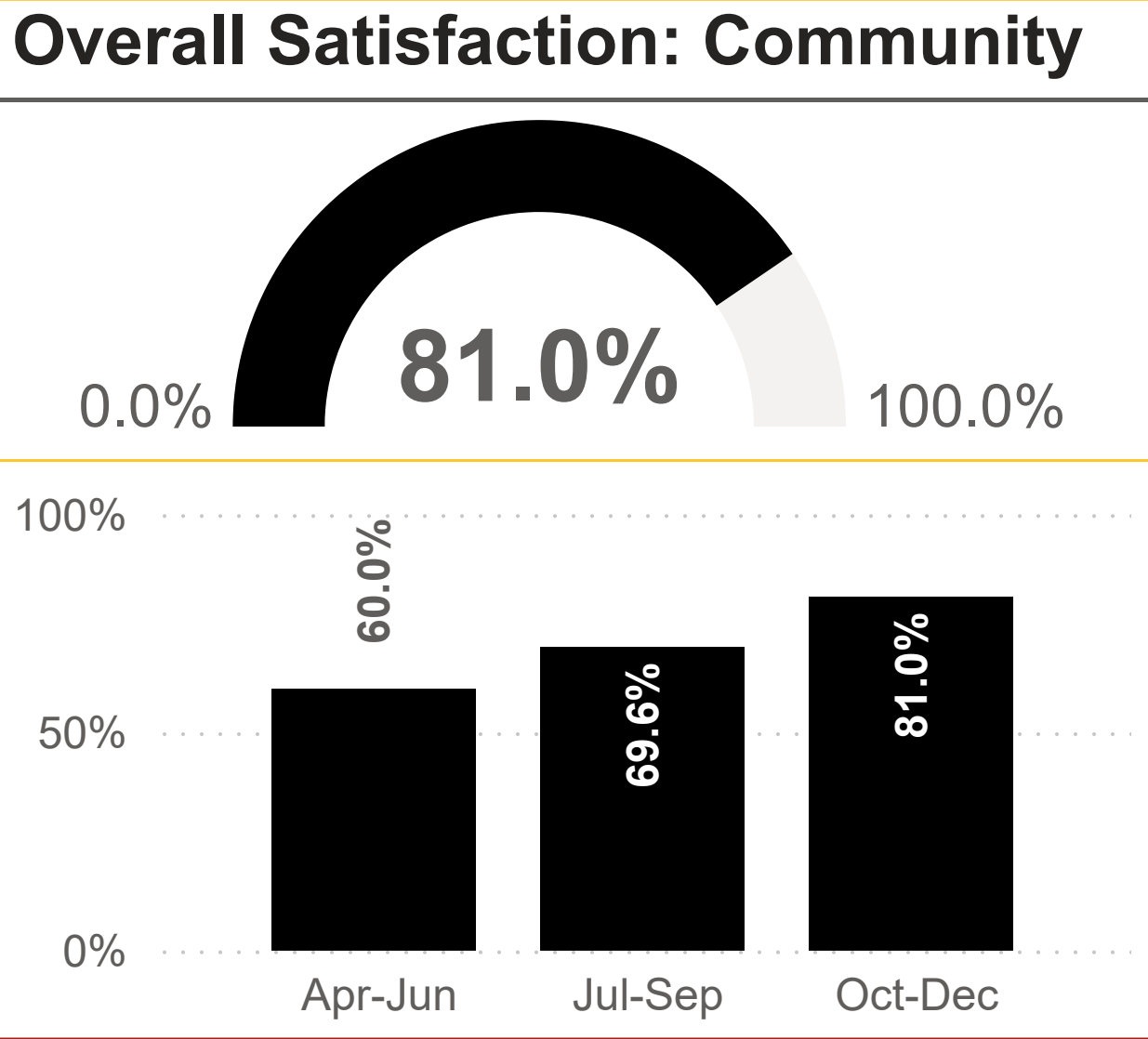
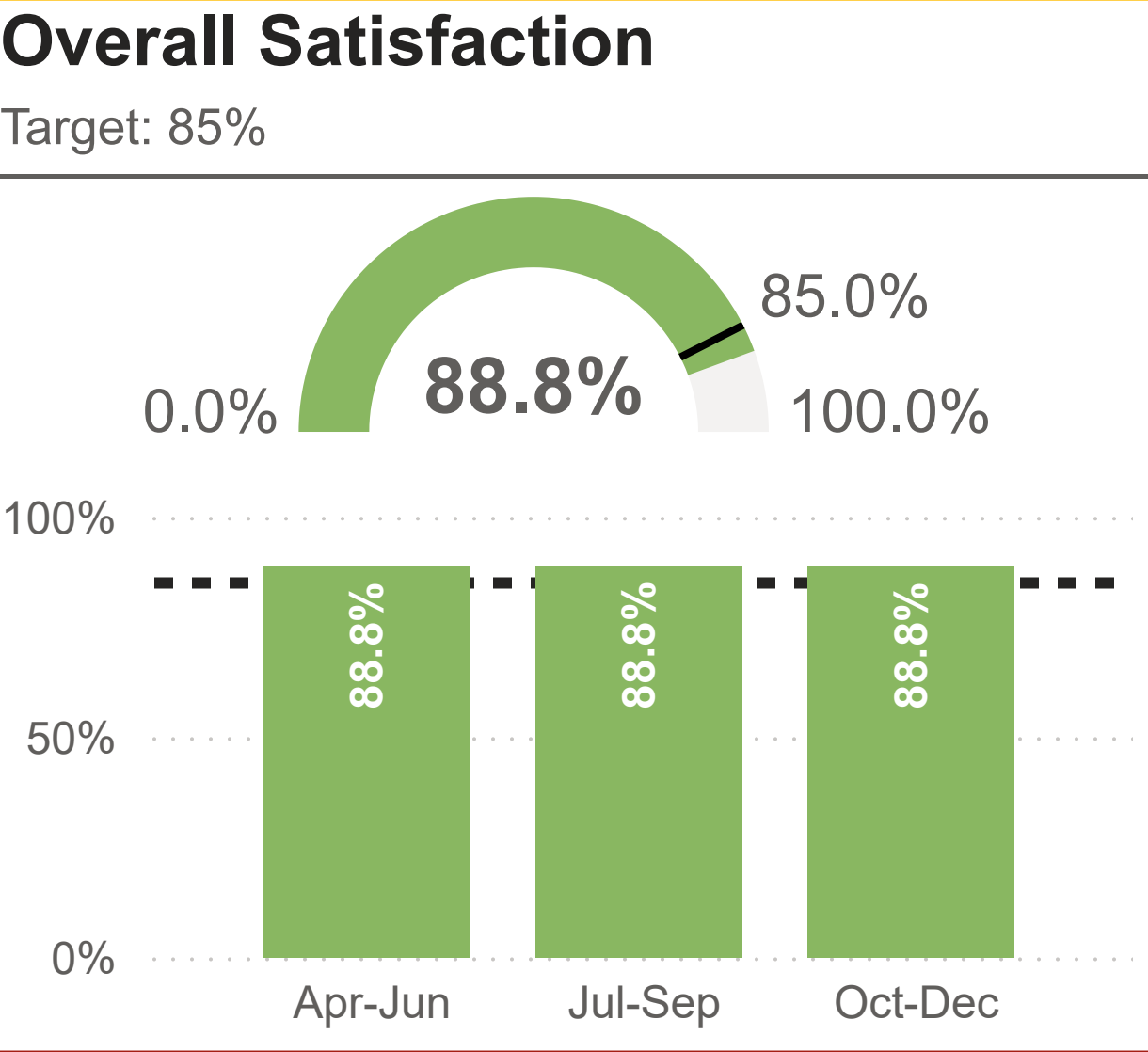
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.



Our Performance in December 2024
Customer Feedback Metrics
Clyde North



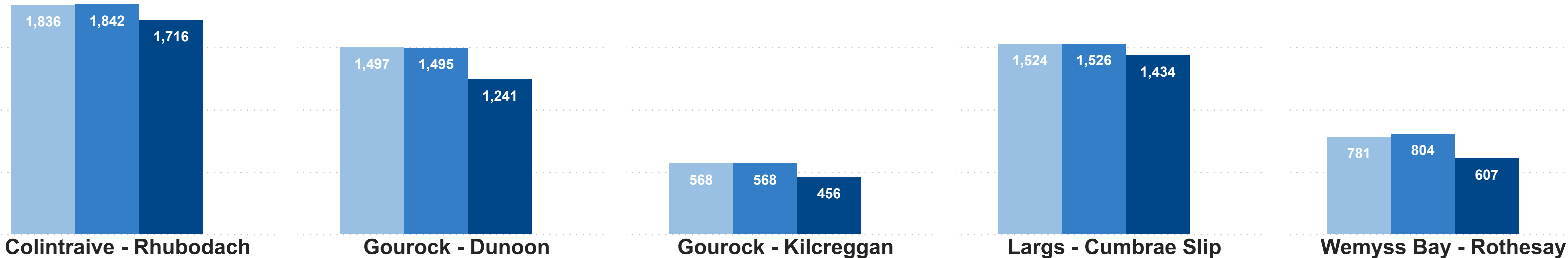
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.
Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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





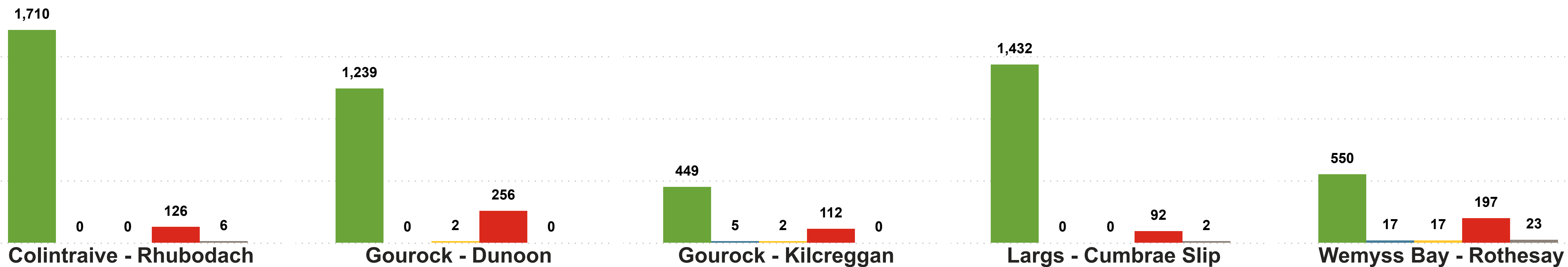
Sailings Timetabled, Amended & Actual

Timetabled Amended Actual



Punctuality & Reliability

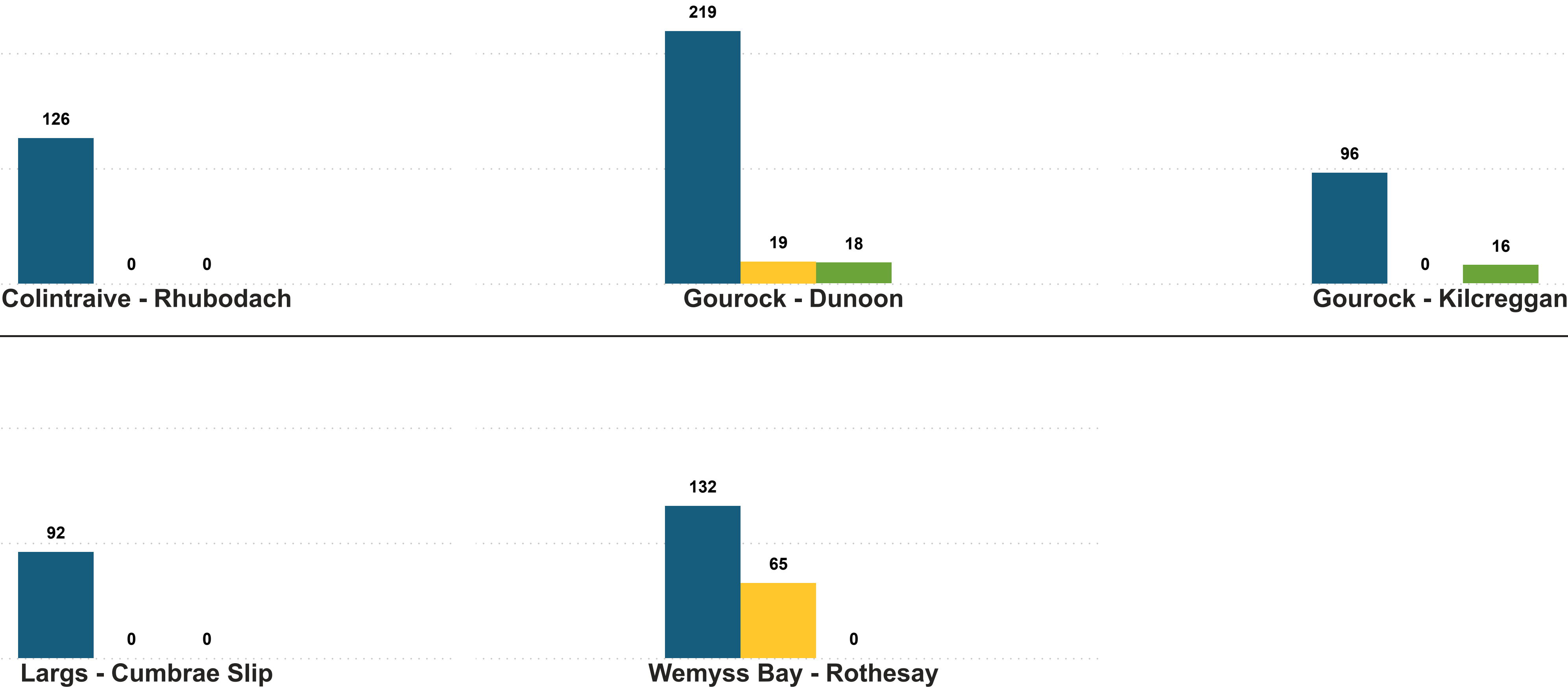
On Time Level 1 Lateness Level 2 Lateness Cancelled Additional





Cancelled Sailings (By Reason)

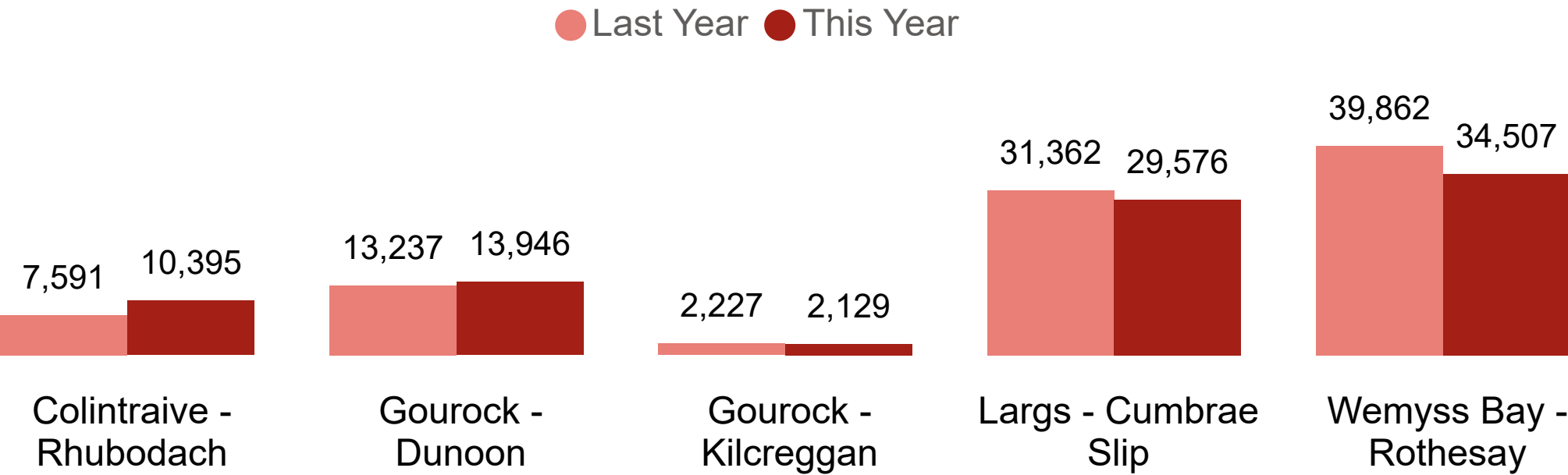
Weather Technical Other



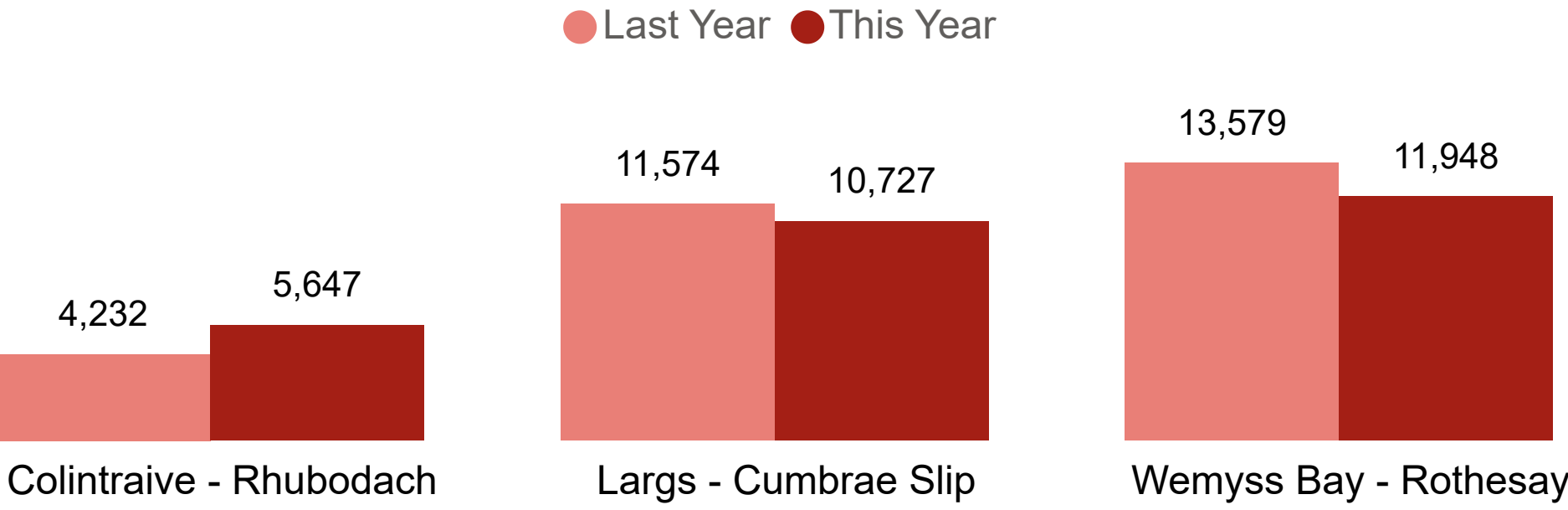
"Other" refers to any cancellations not resulting from weather and technical disruption. This includes cancellations due to reasons such as bunkering issues, berth unavailability etc.



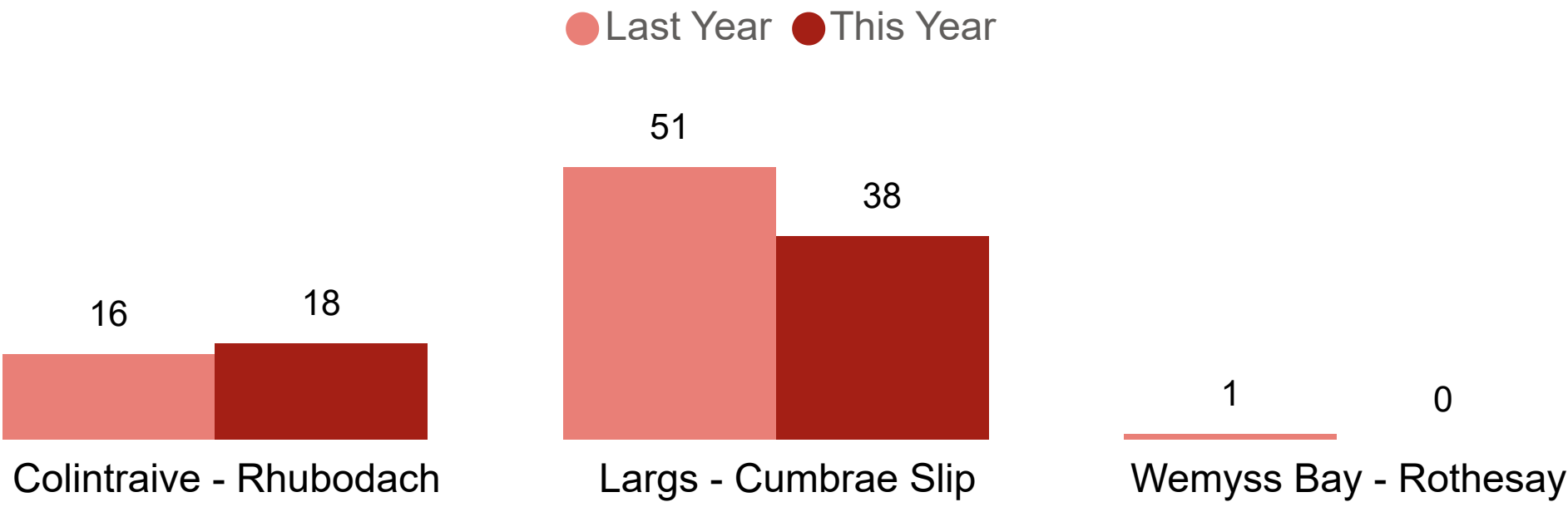
Shipped Passengers



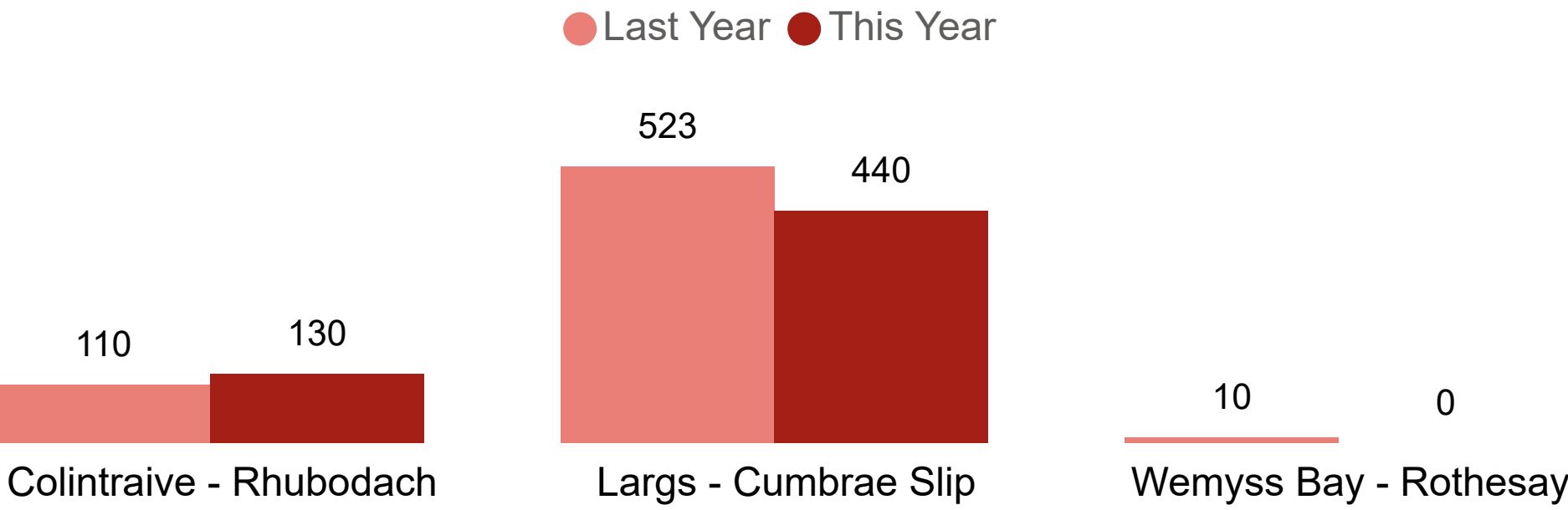
Shipped Cars



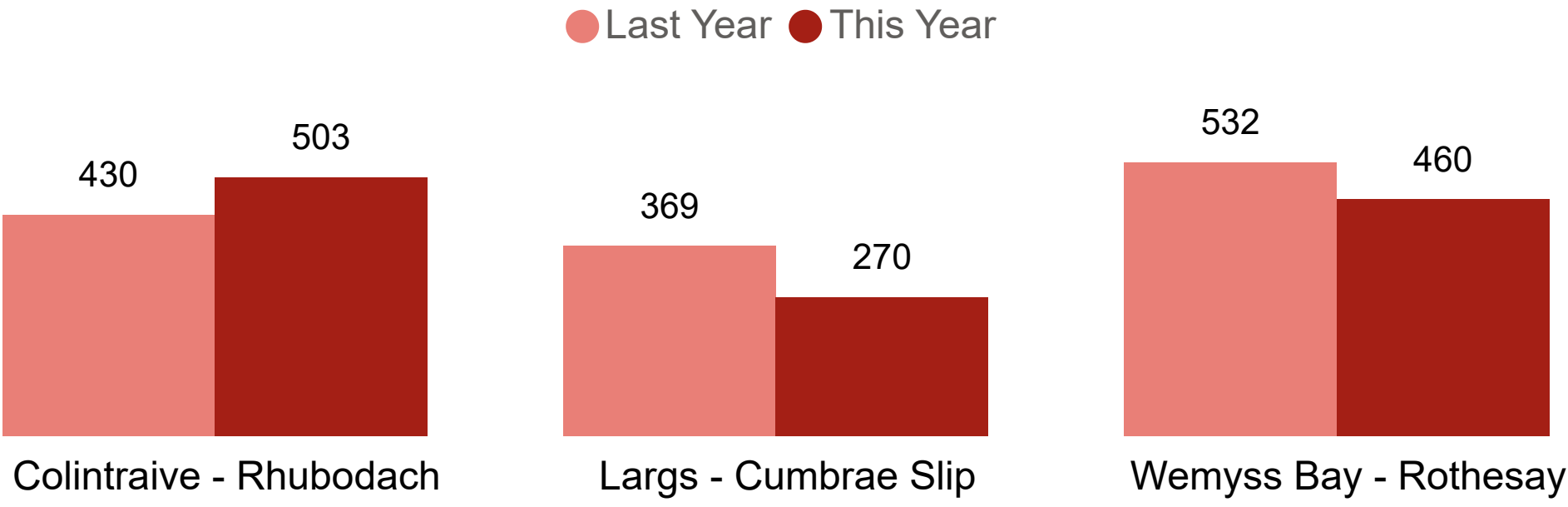
Shipped Coaches



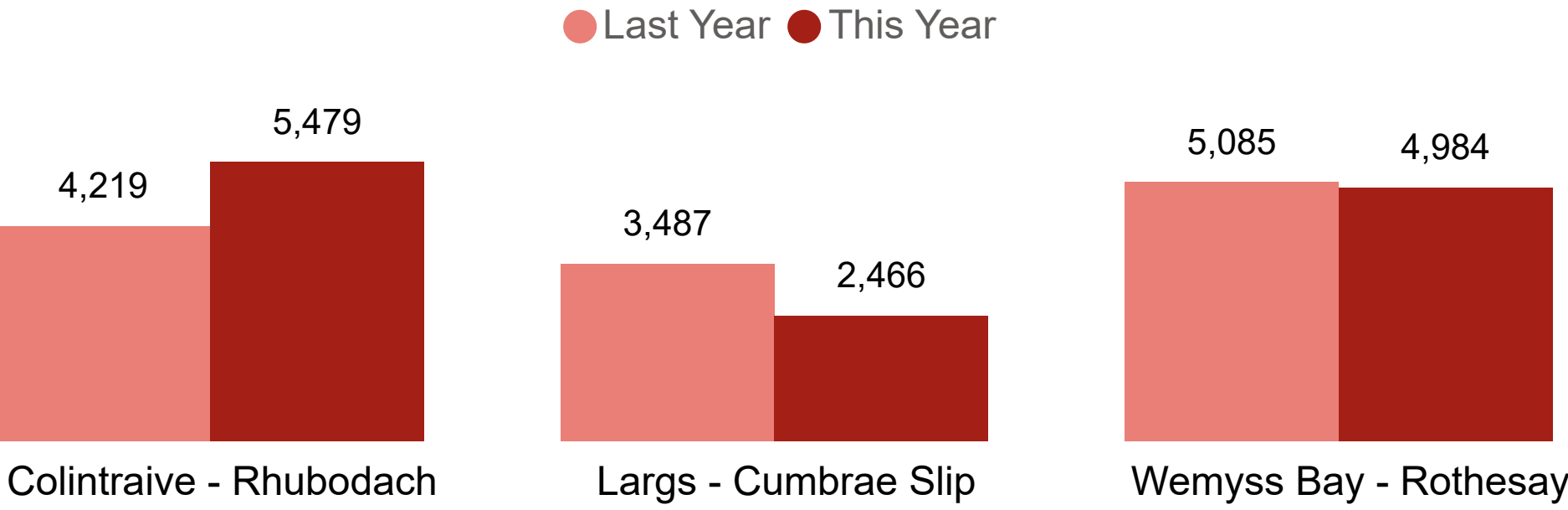
Shipped Coach Metres



Shipped Commercial Vehicles



Shipped Commercial Vehicle Metres

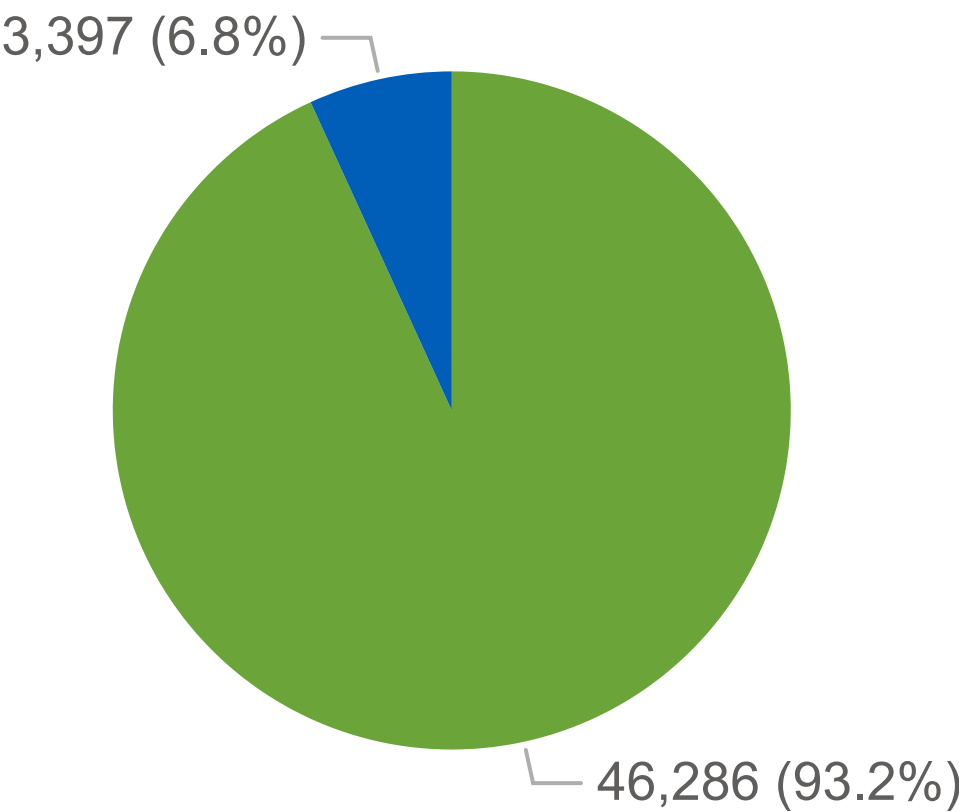




- 1 Car Equivalent Space is equal to 4.6 General Lane Metres
- Below visuals represent car equivalent spaces offered vs car equivalent space made unavailable as a result of technical, weather and all other cancellations

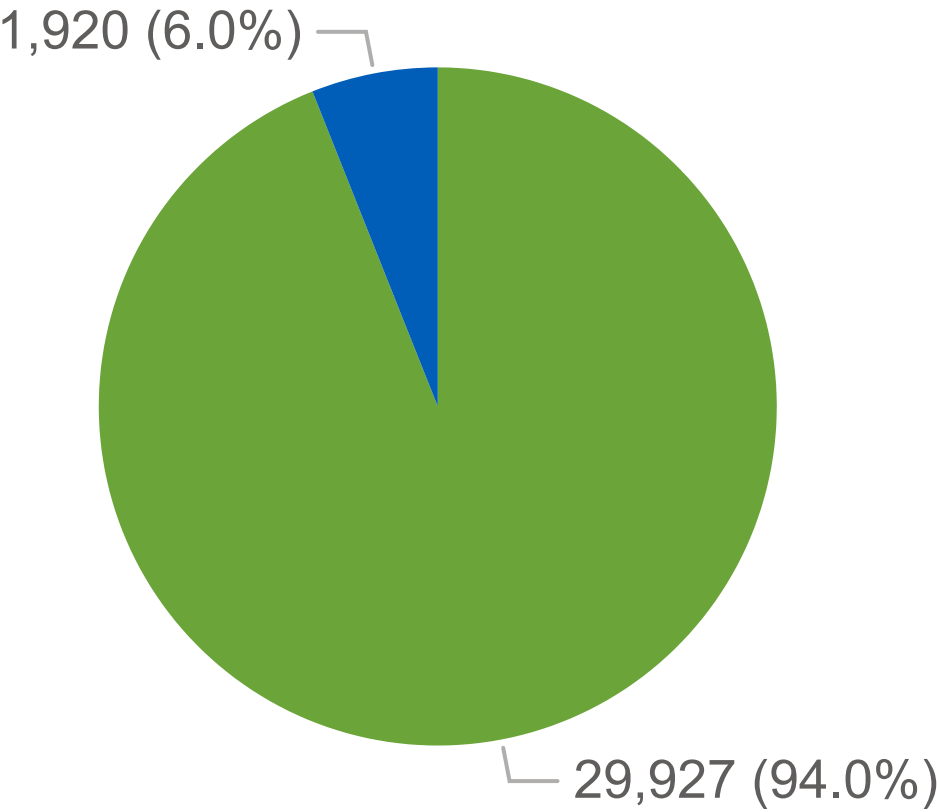
Colintraive - Rhubodach

Offered Weather Other Technical



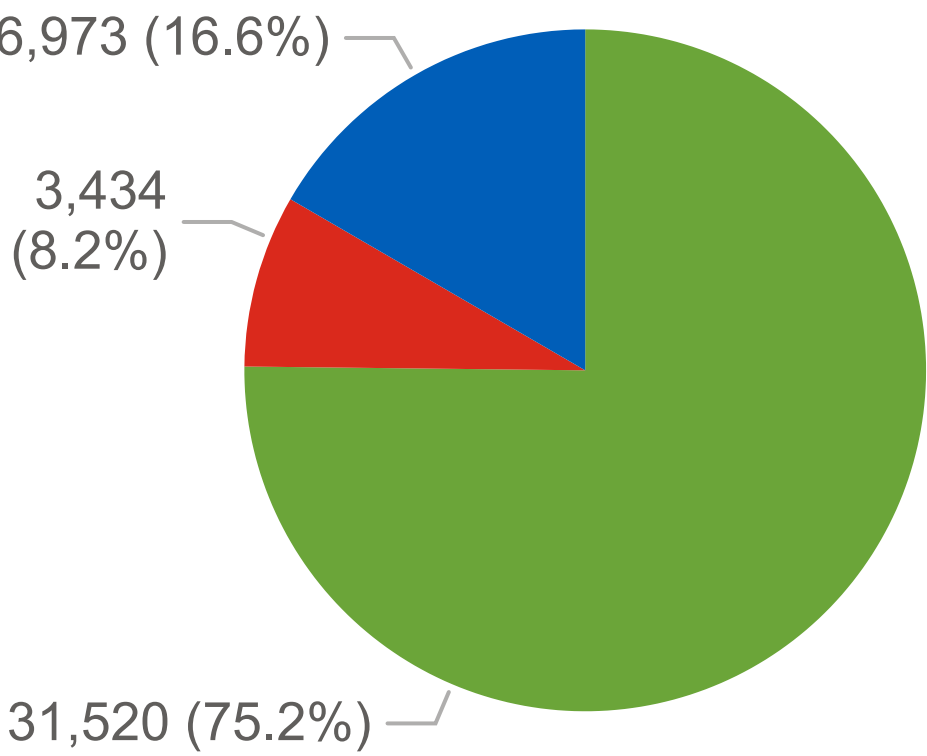
Largs - Cumbrae Slip

Offered Weather Other Technical



Wemyss Bay - Rothesay

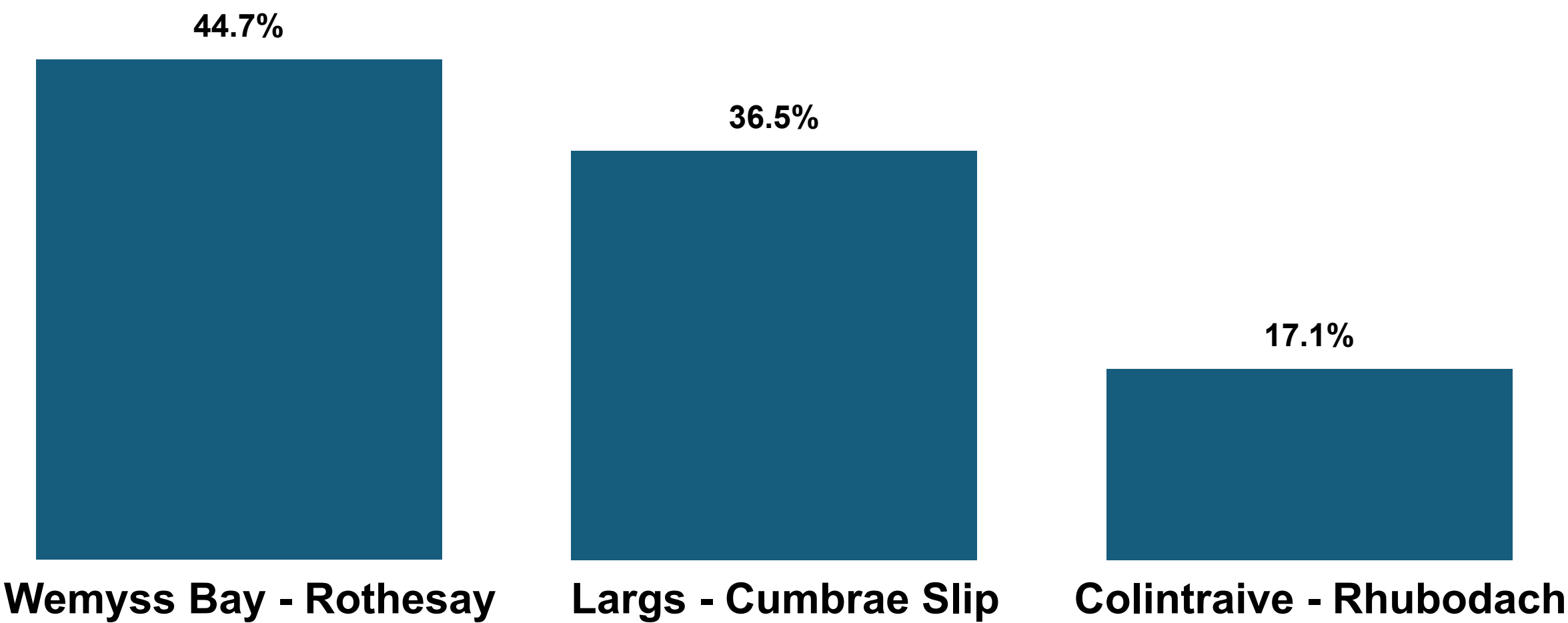
Offered Technical Weather Other



Route	Offered	Weather	Technical	Other
Colintraive - Rhubodach	46,286	3,397		
Largs - Cumbrae Slip	29,927	1,920		
Wemyss Bay - Rothesay	31,520	6,973	3,434	



Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Wemyss Bay - Rothesay	145.0K	64.8K	14,080	44.7%
Largs - Cumbrae Slip	137.7K	50.3K	10,937	36.5%
Colintraiive - Rhubodach	212.9K	36.3K	7,894	17.1%
Total	495.6K	151.4K	32,911	30.5%

Overall Utilisation of Sailings

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

