

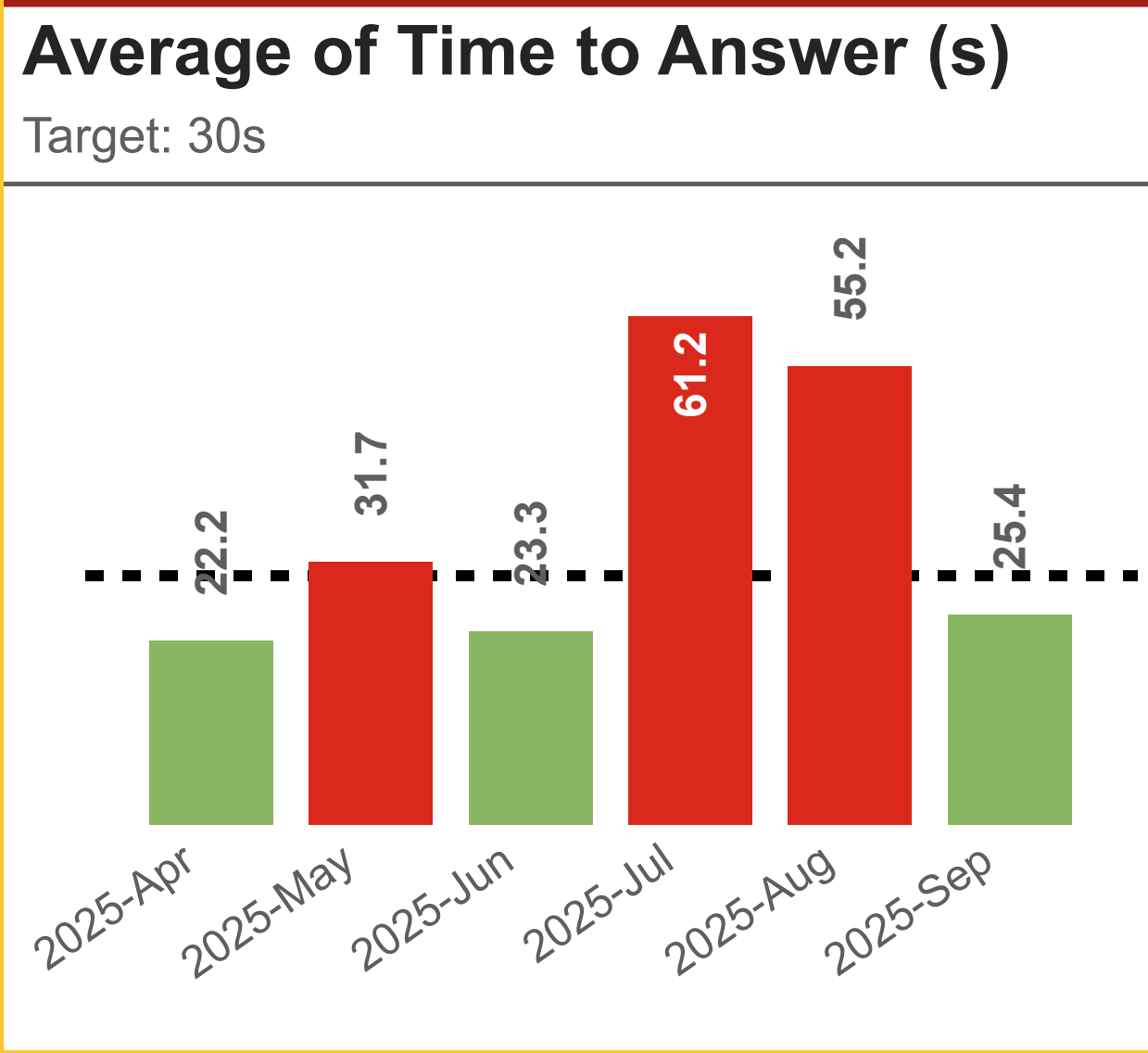
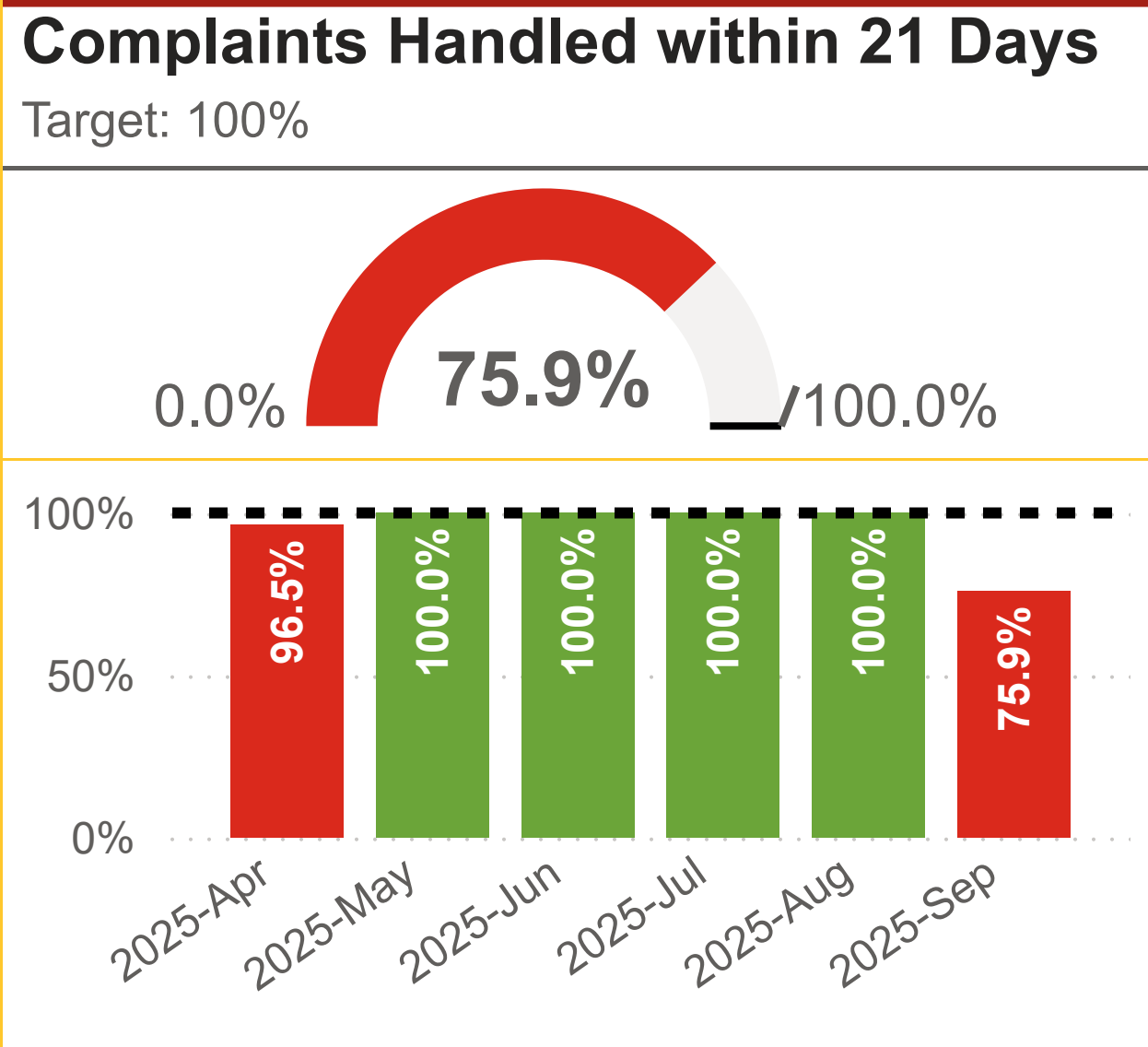
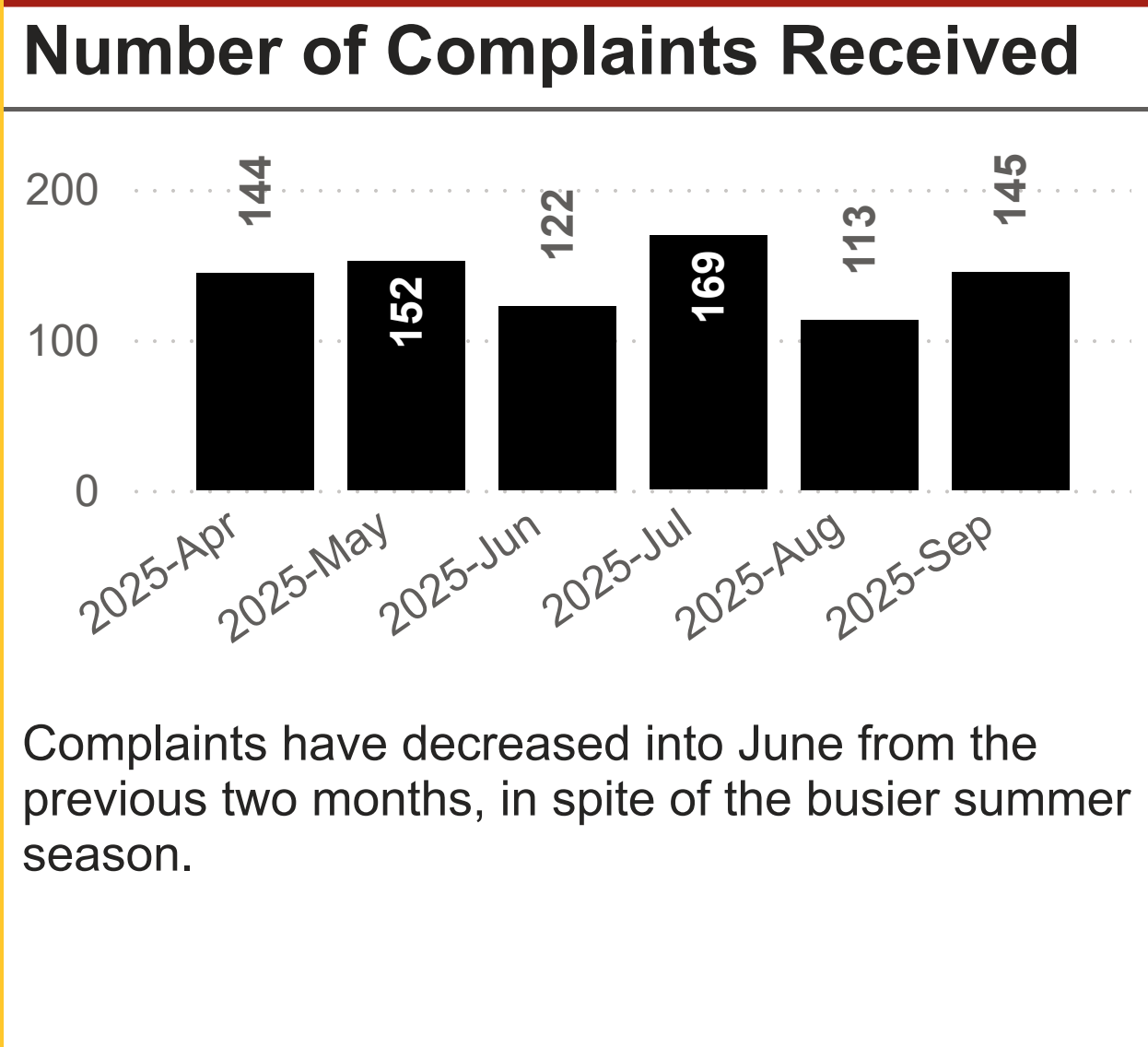
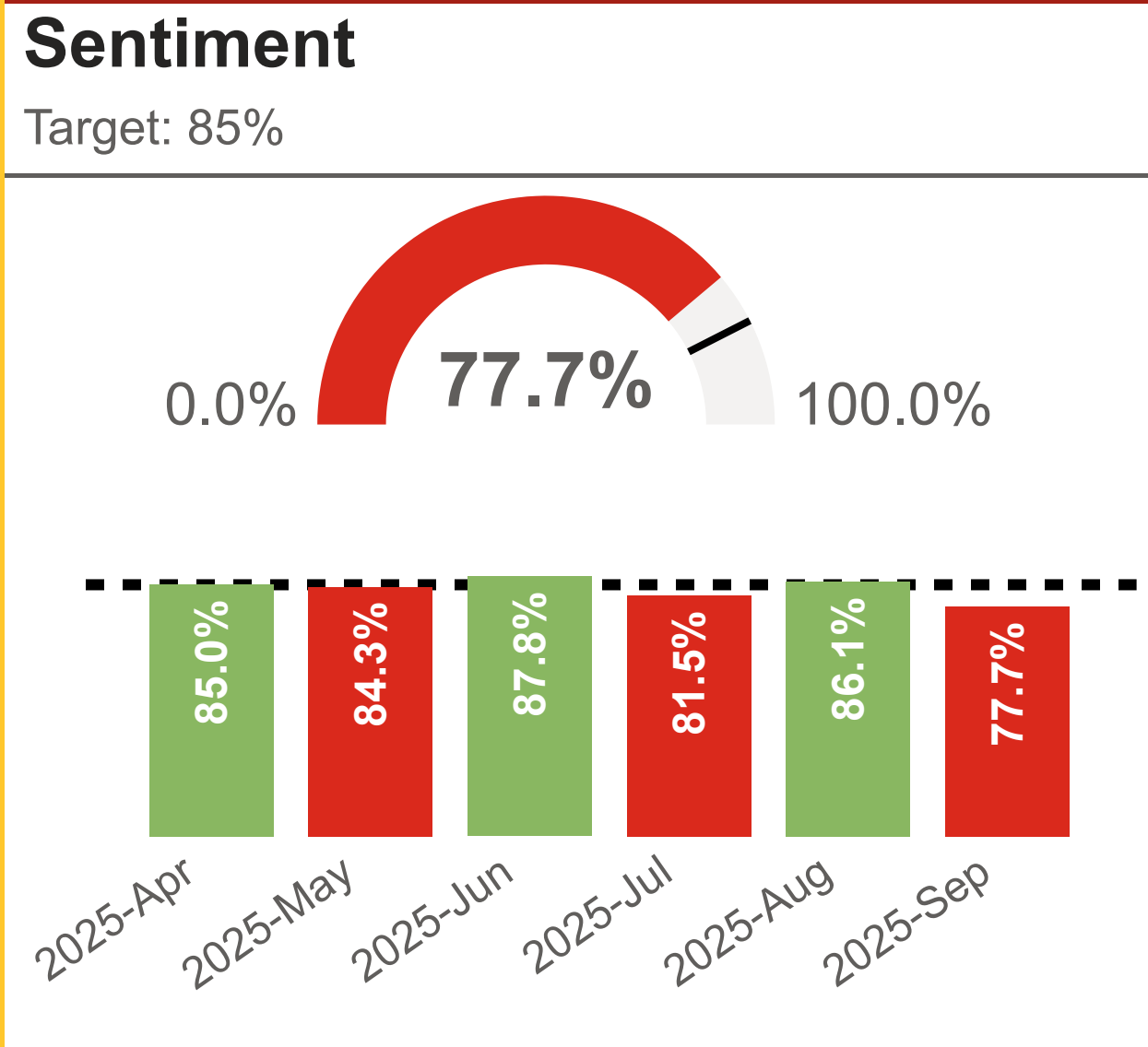
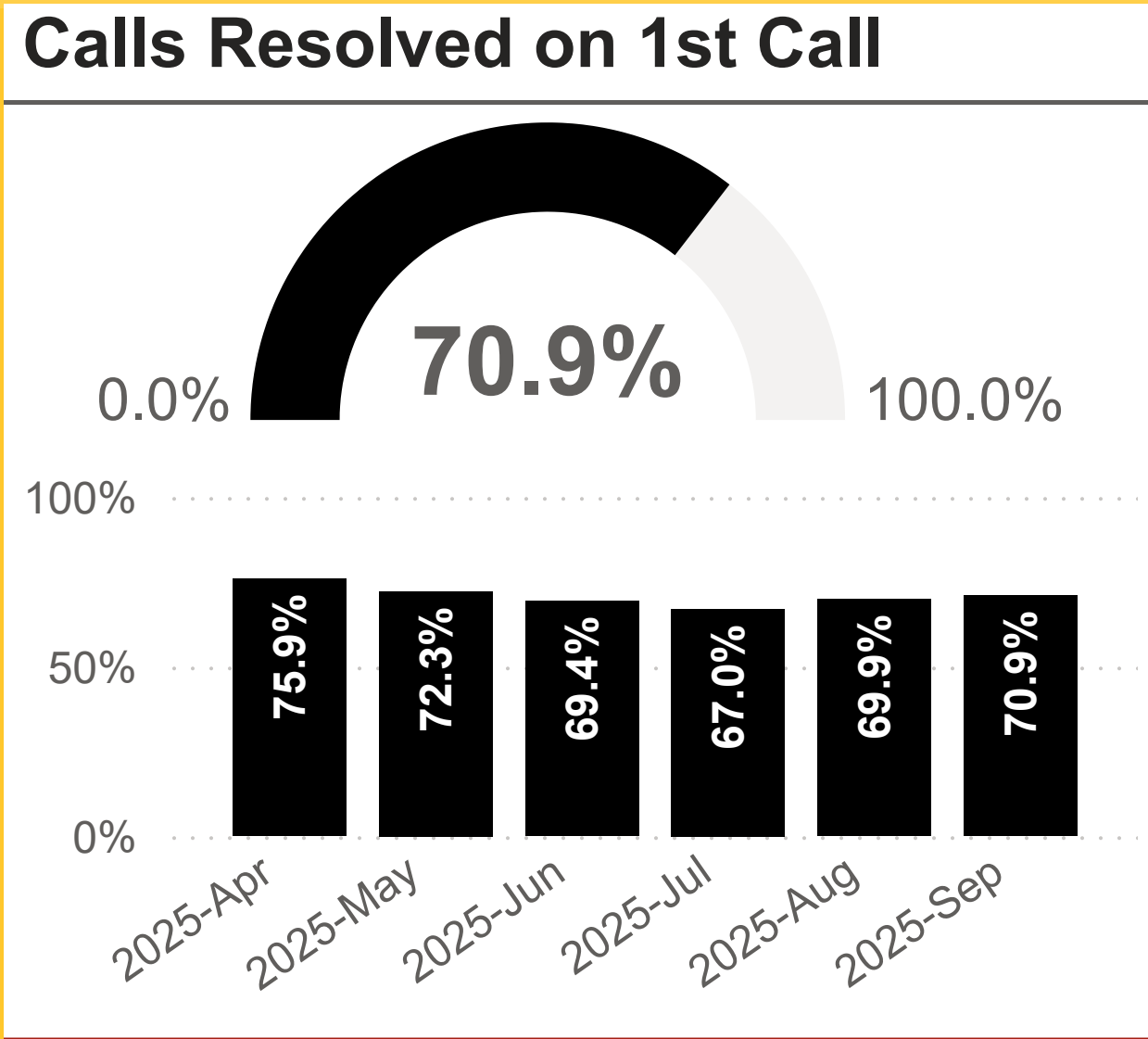
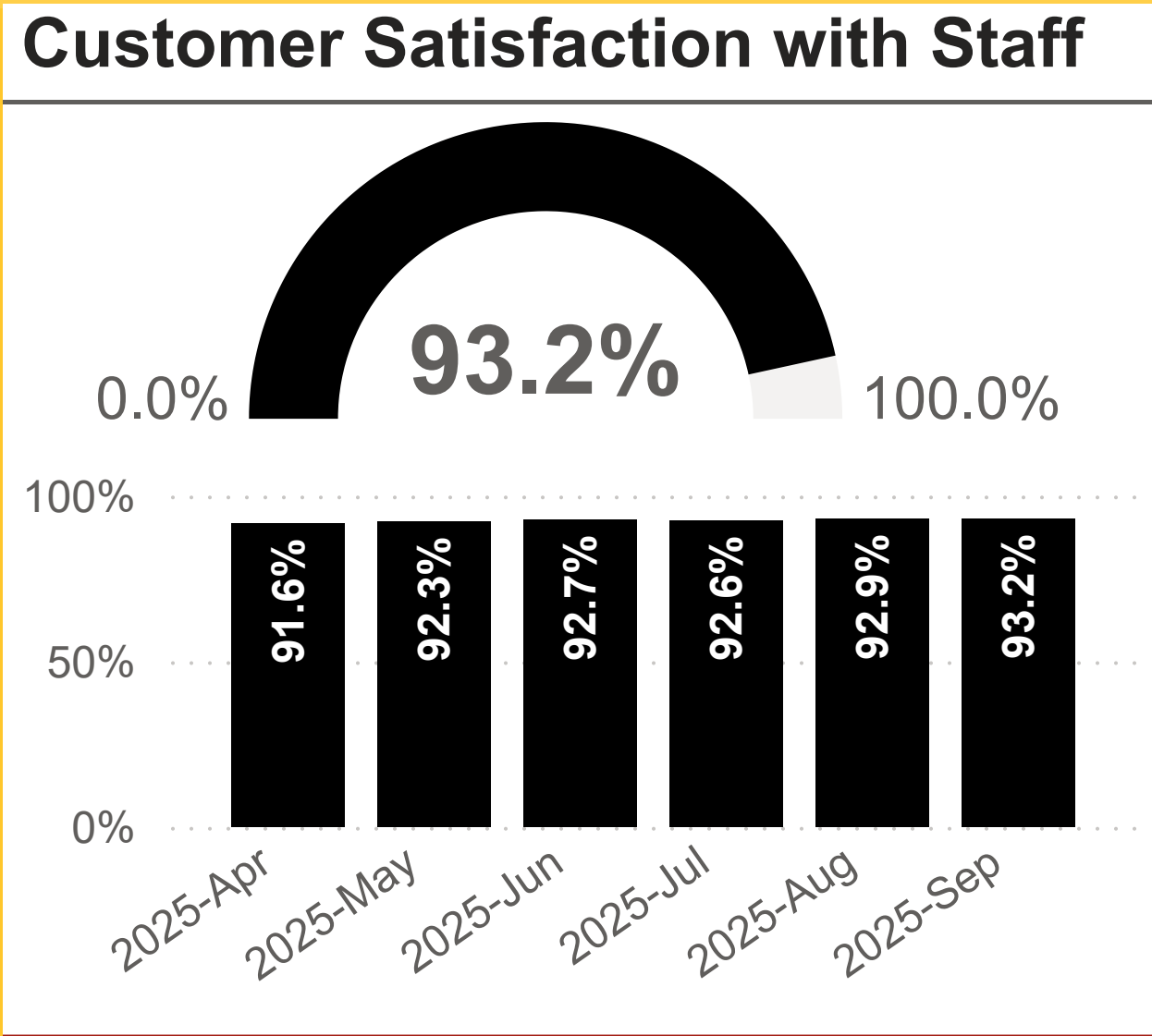
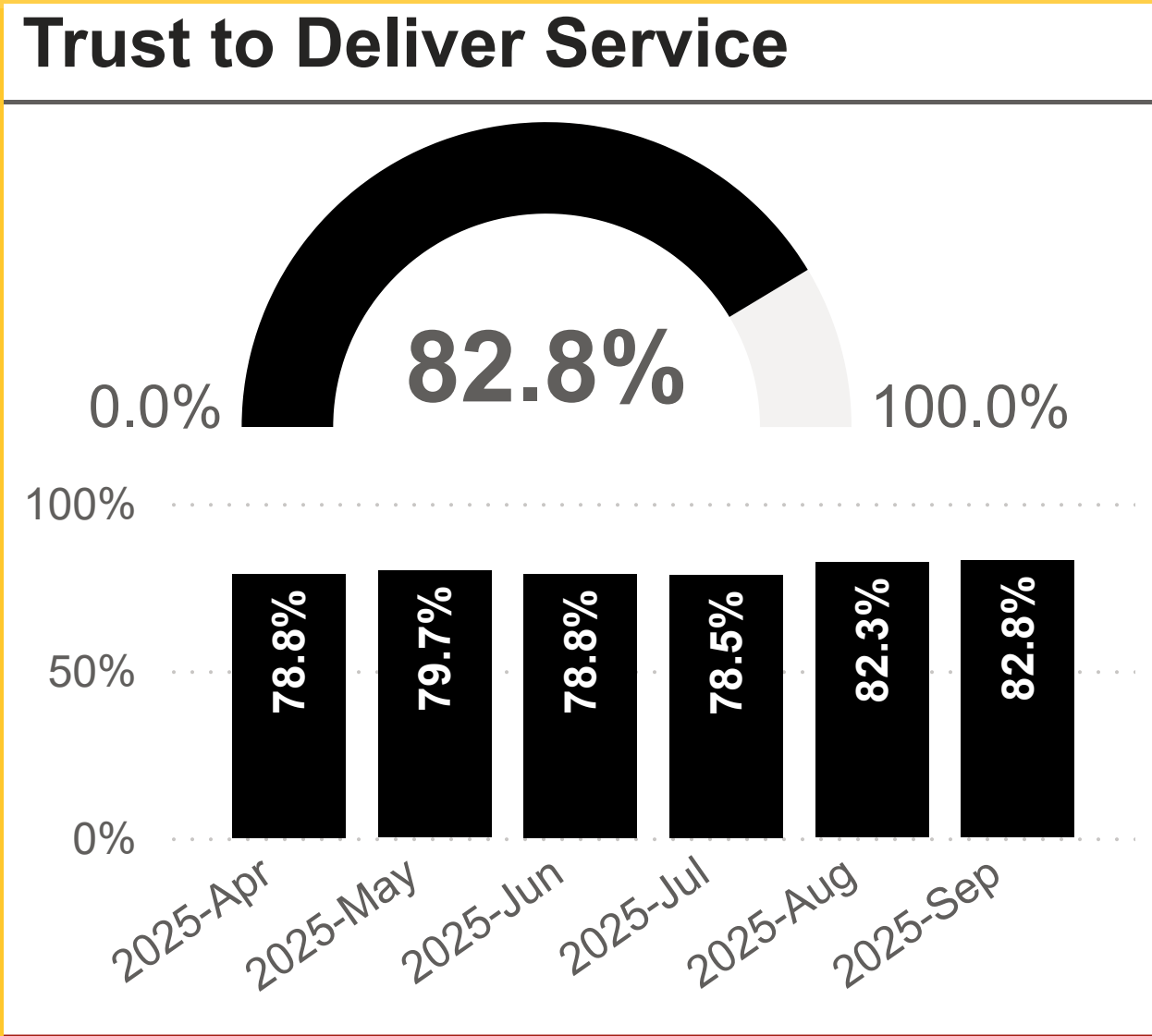
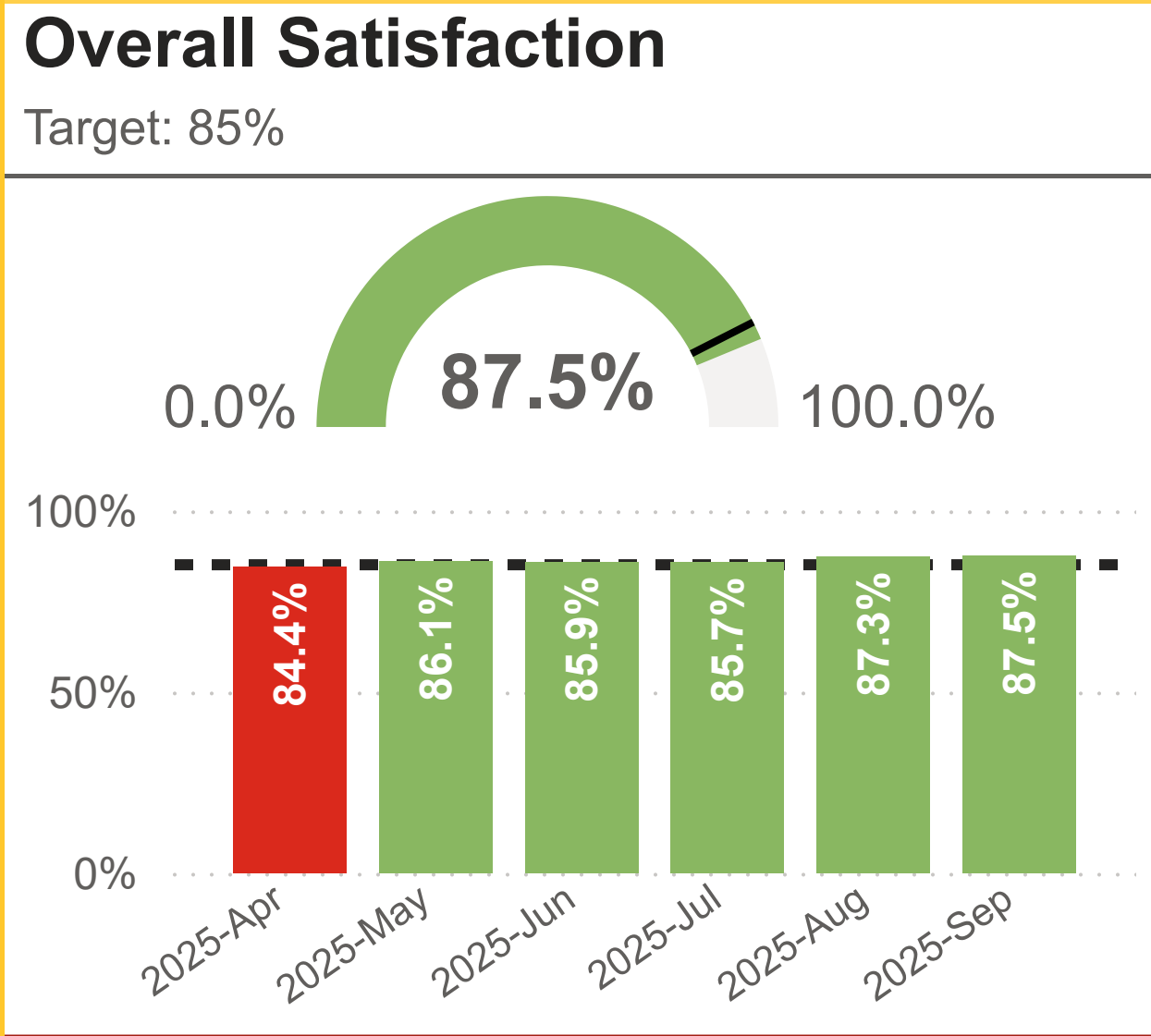
Total Number of
Survey Responses
Last 6 Months

41K

Our Performance in September 2025
Customer Feedback Metrics
Network Wide

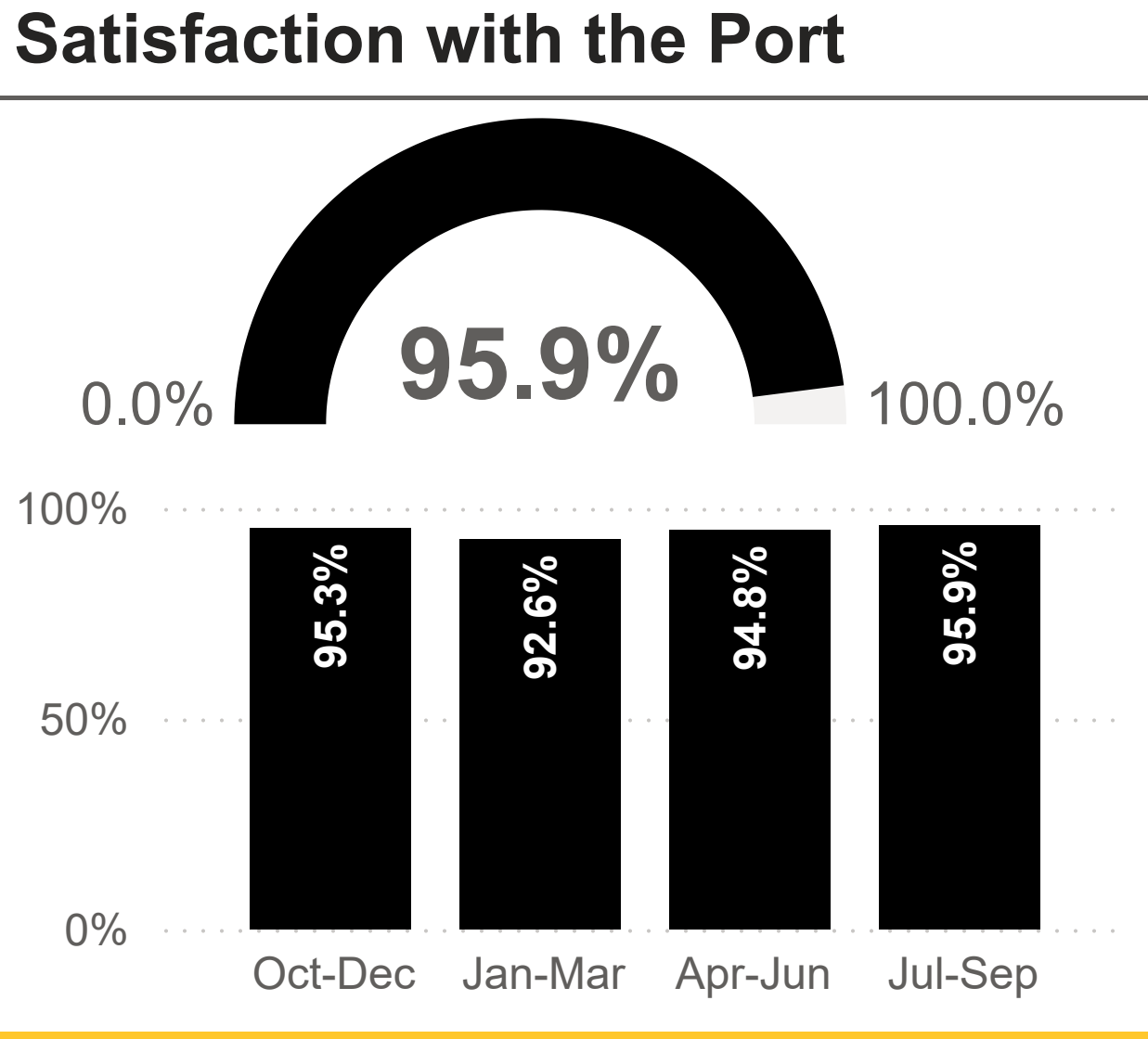
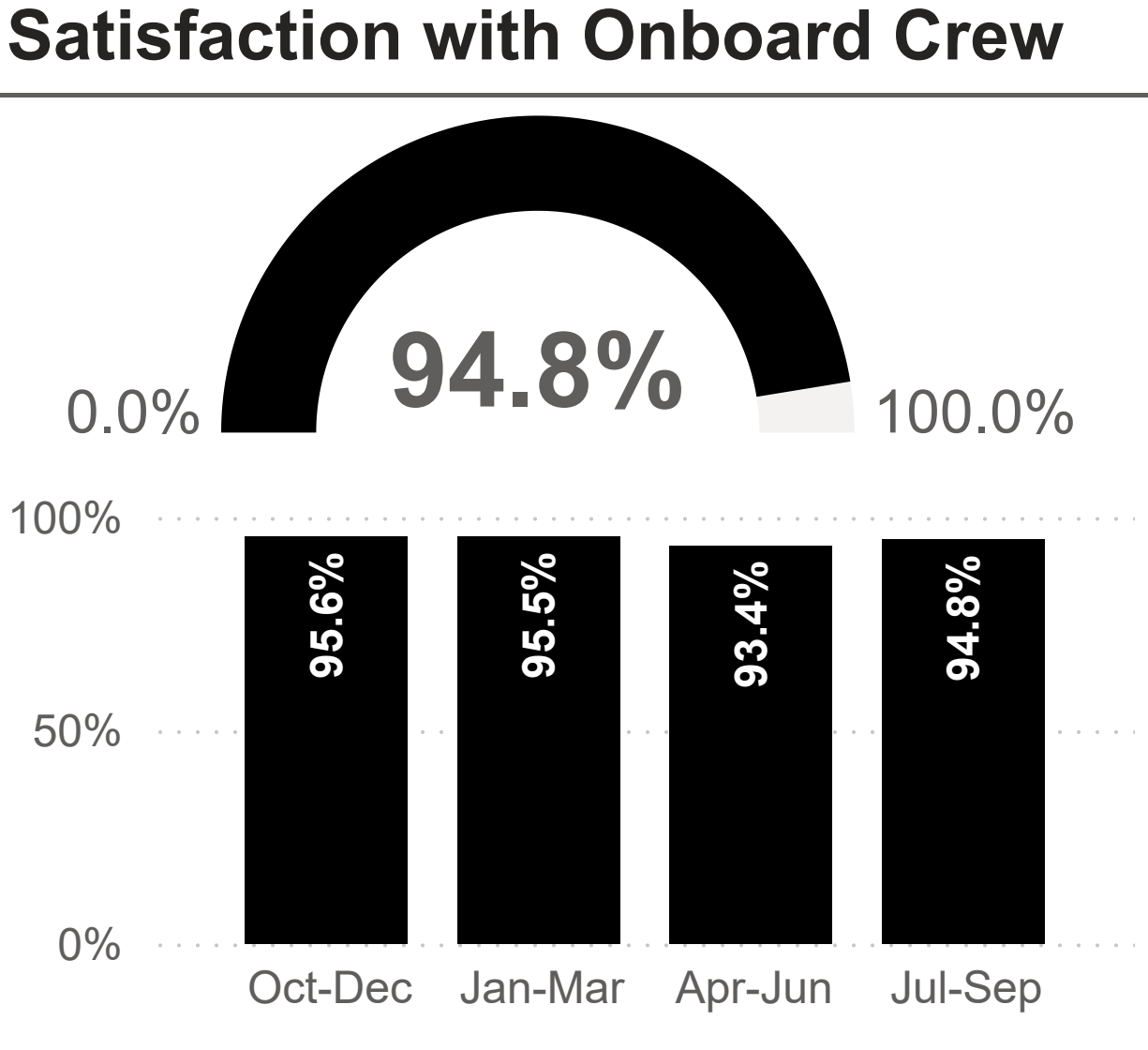
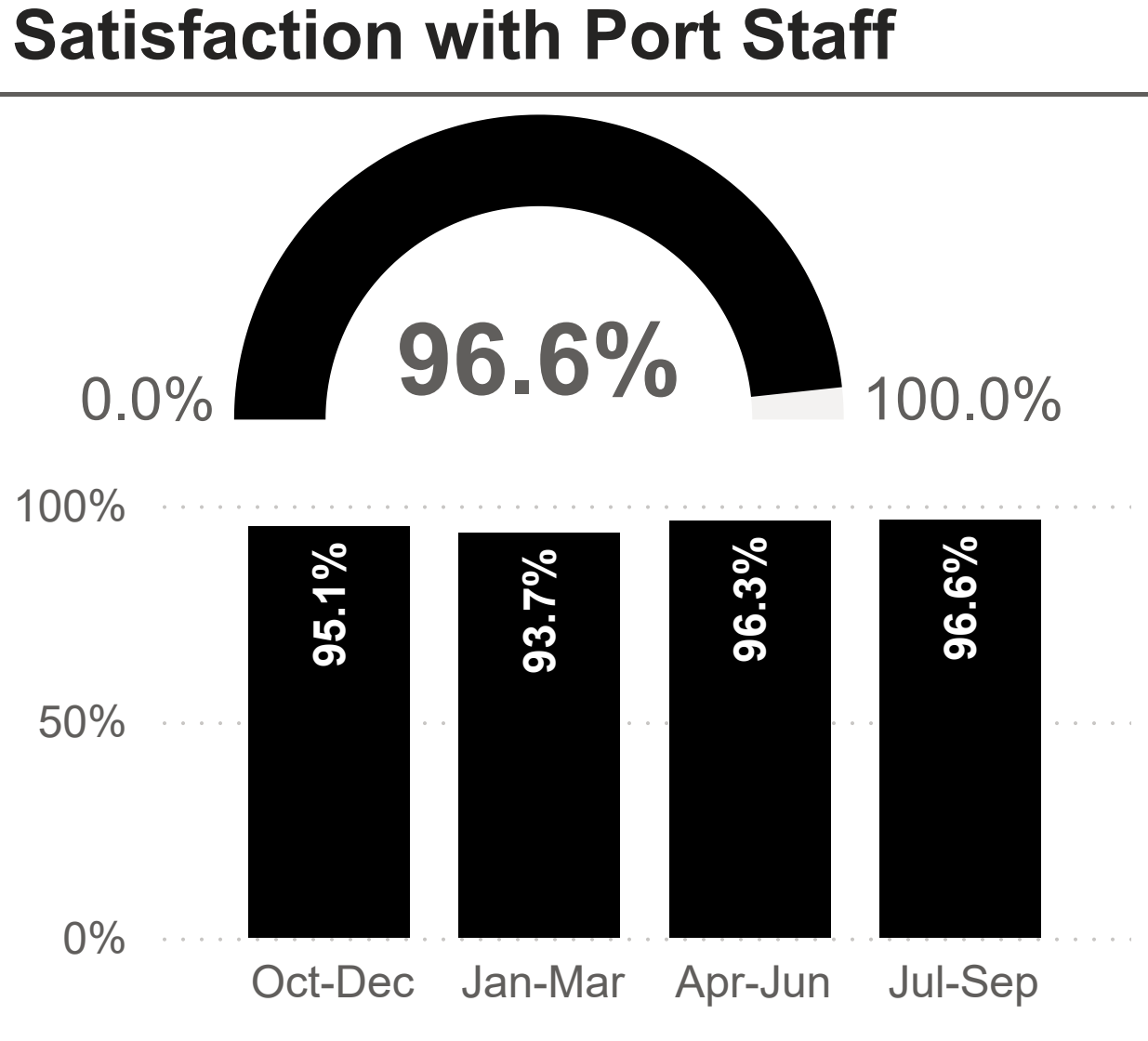
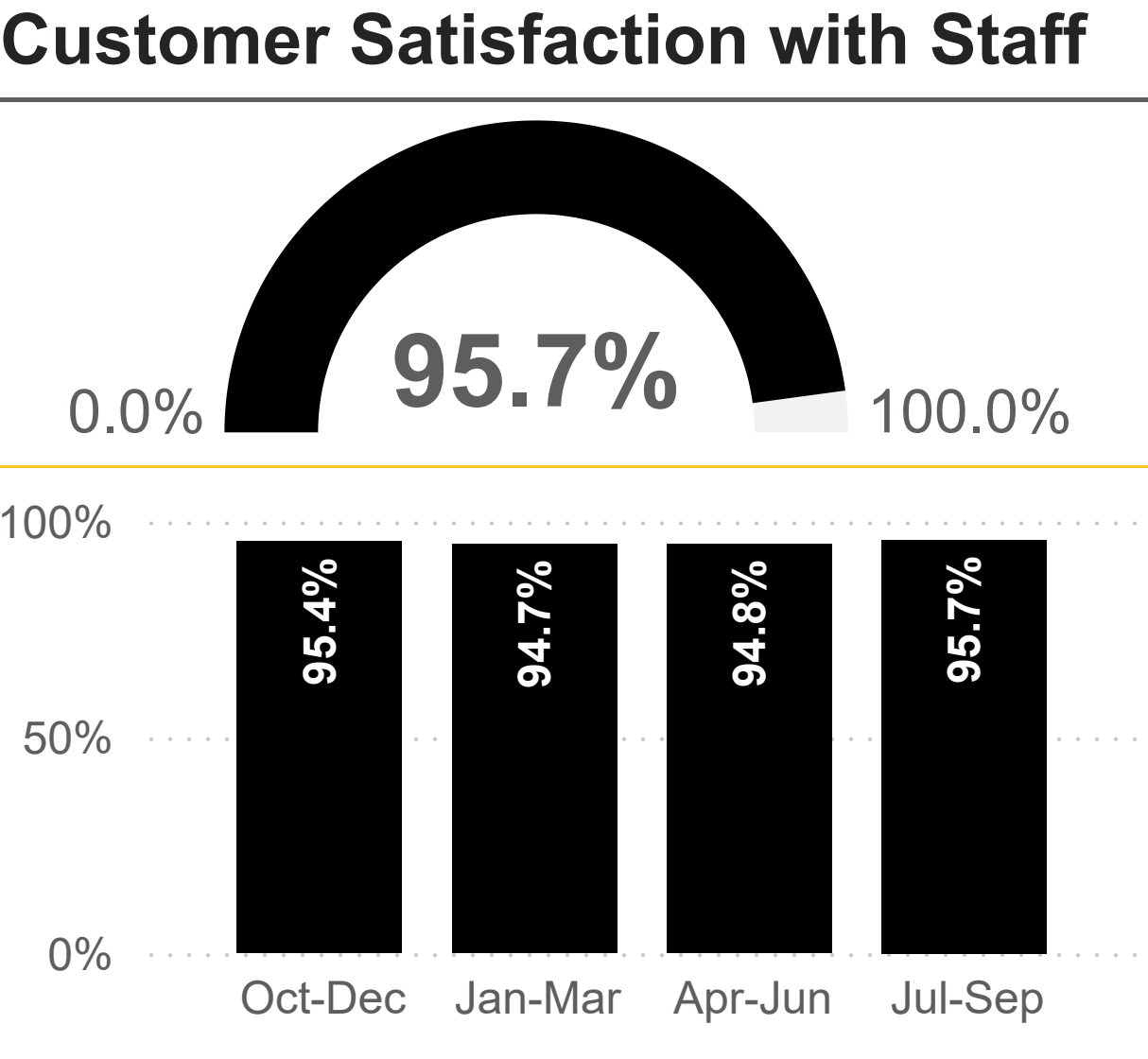
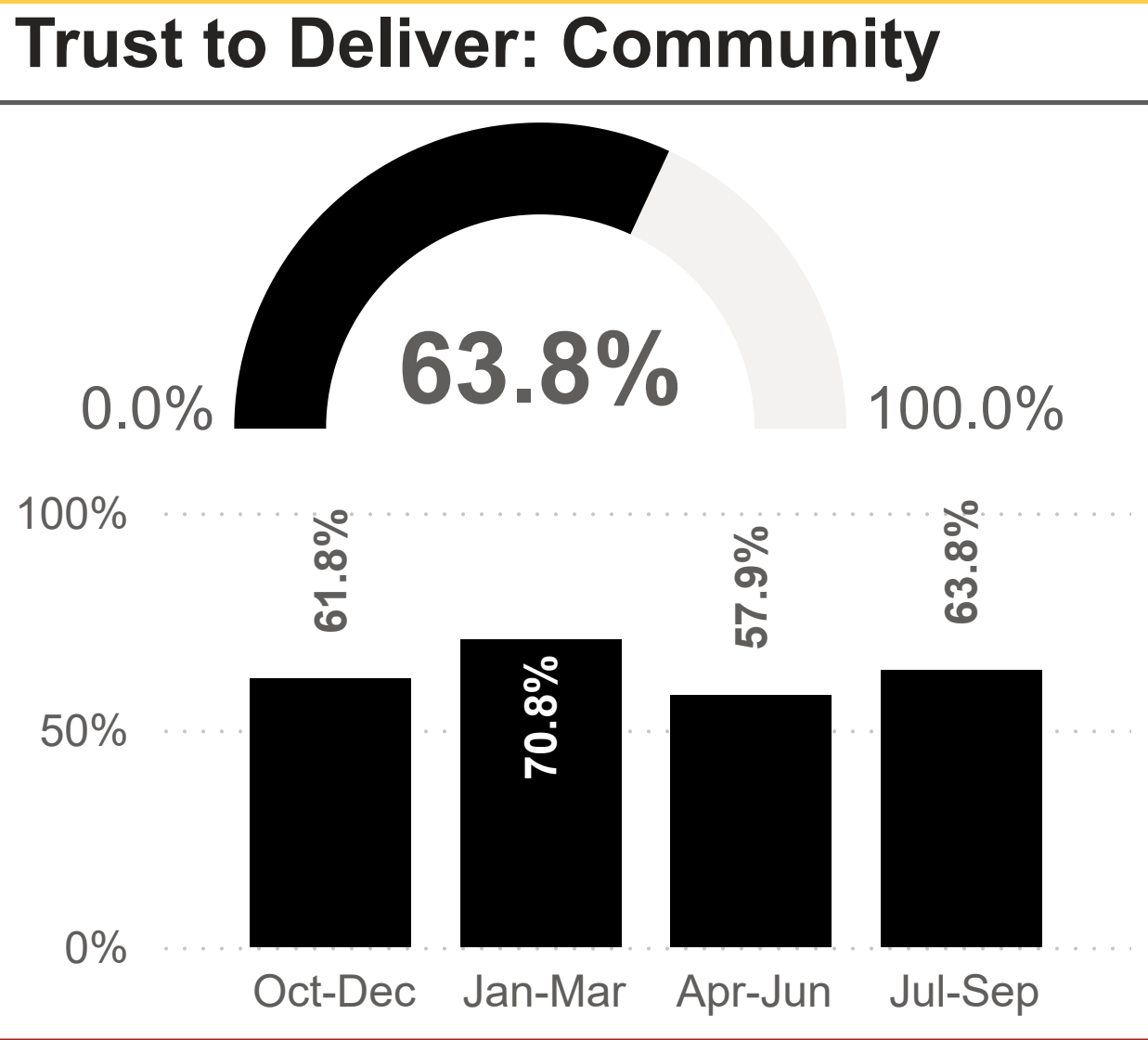
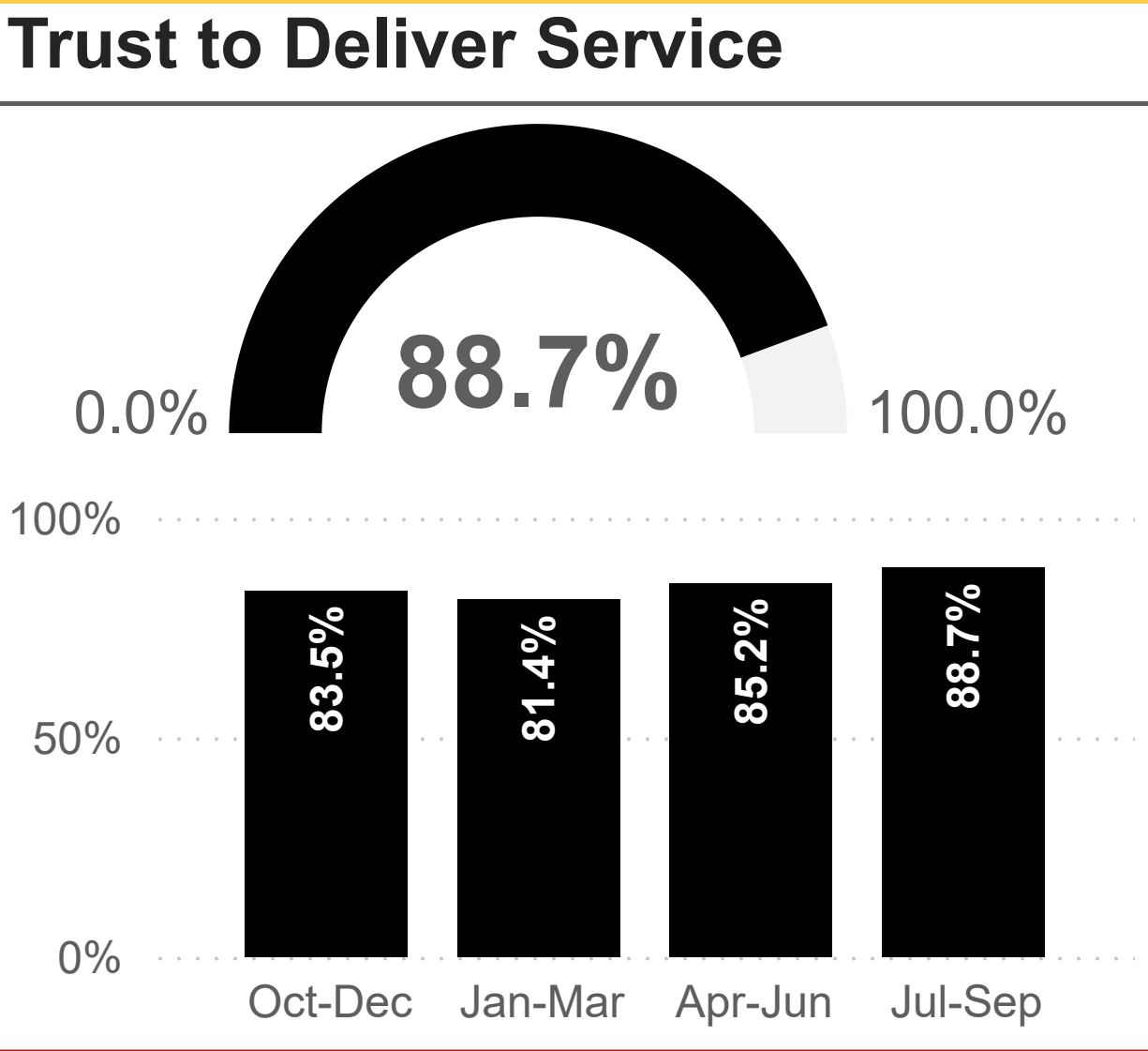
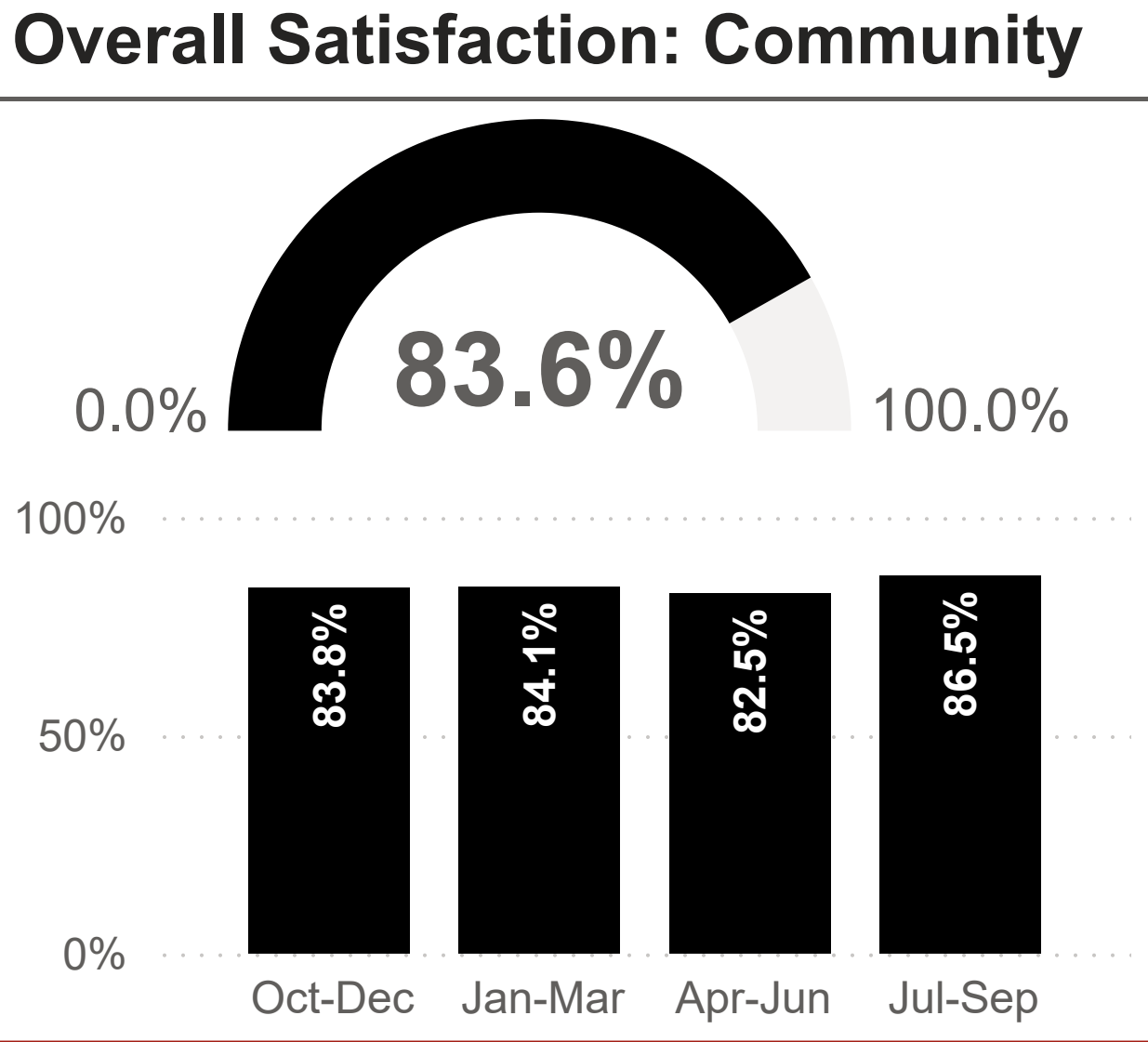
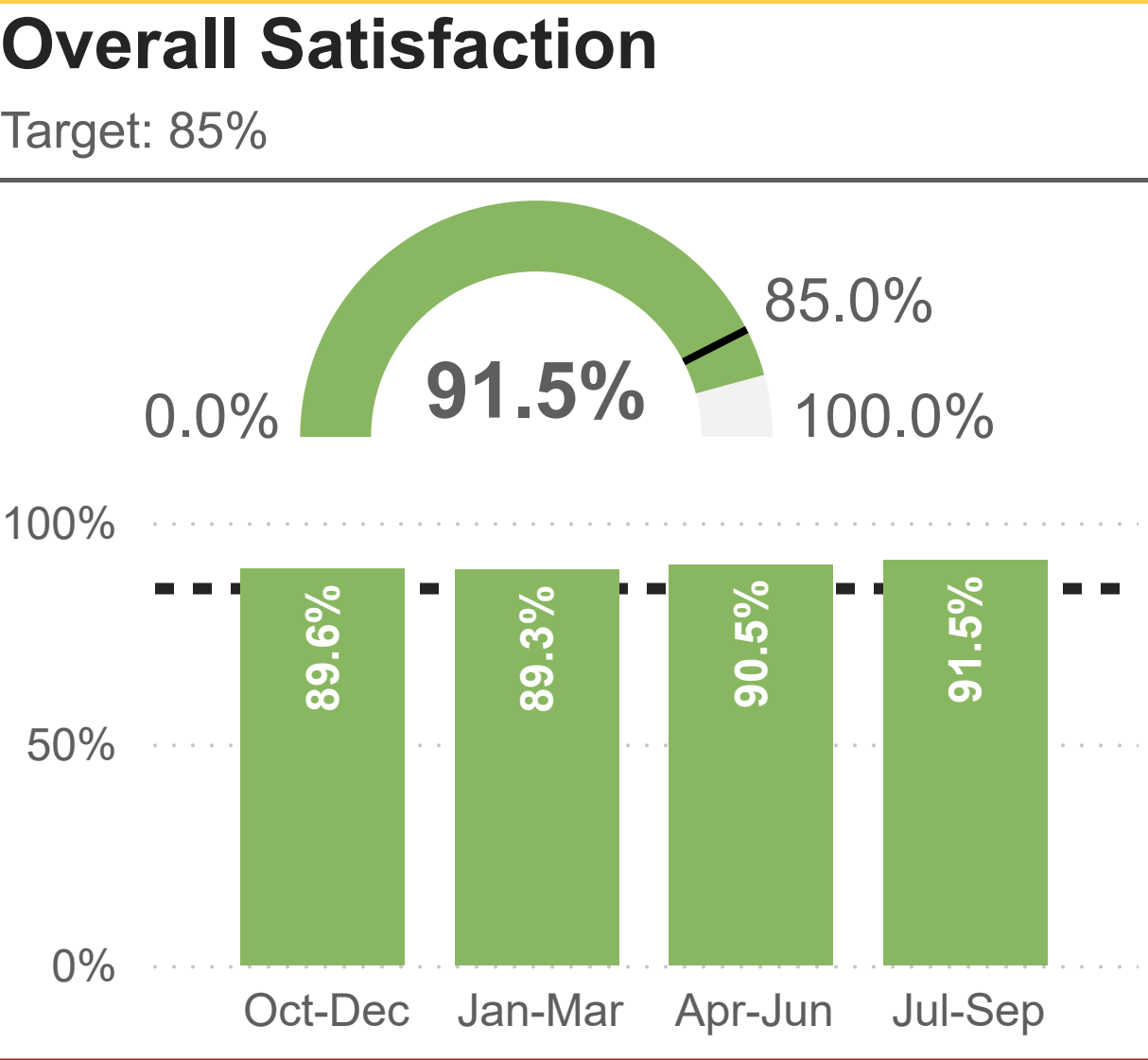


For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.





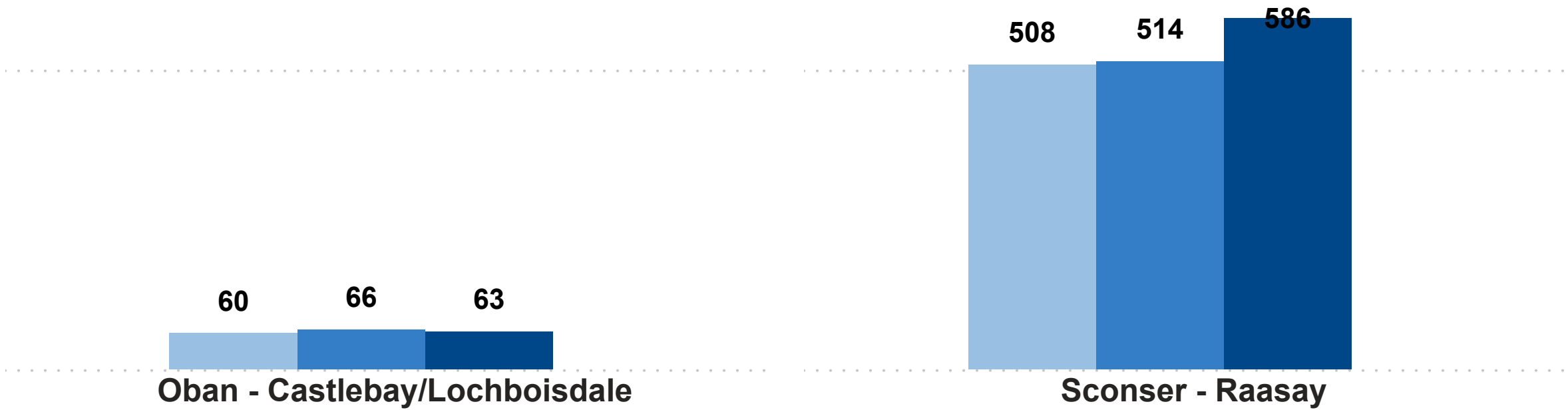
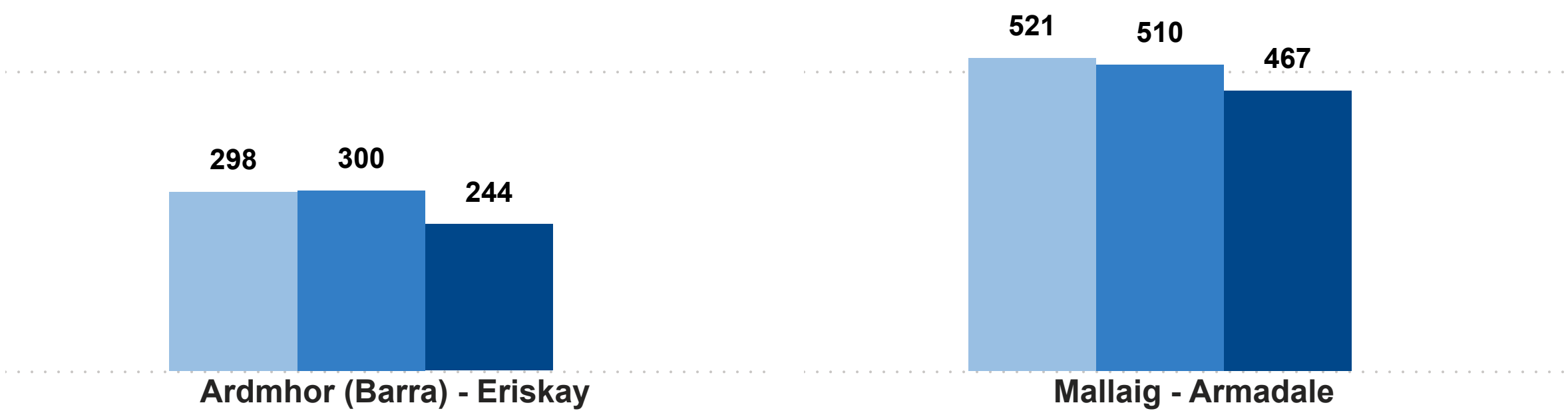
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.
Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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





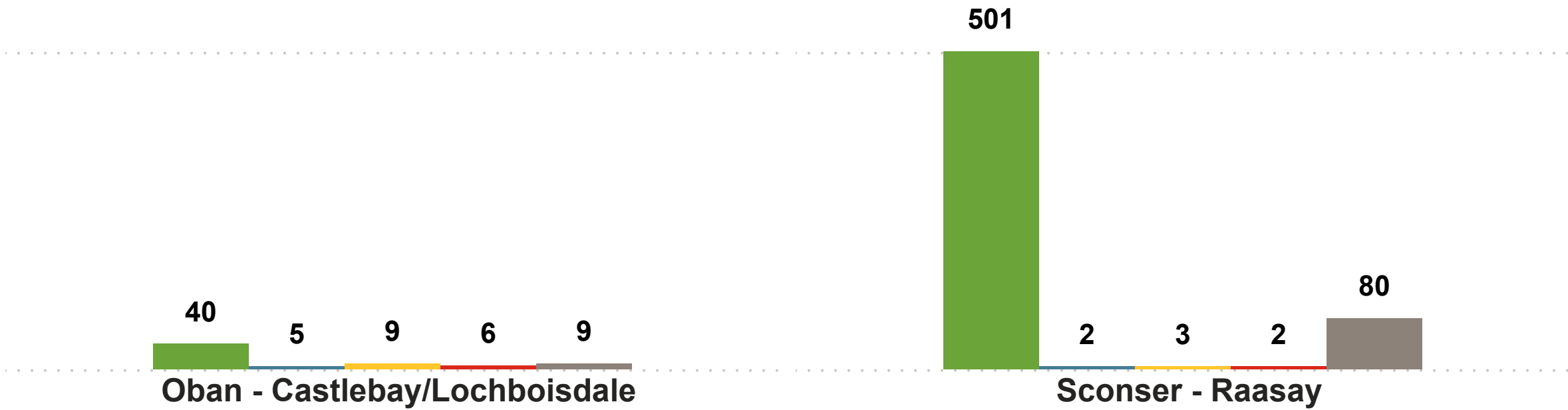
Sailings Timetabled, Amended & Actual

● Timetabled ● Amended ● Actual



Punctuality & Reliability

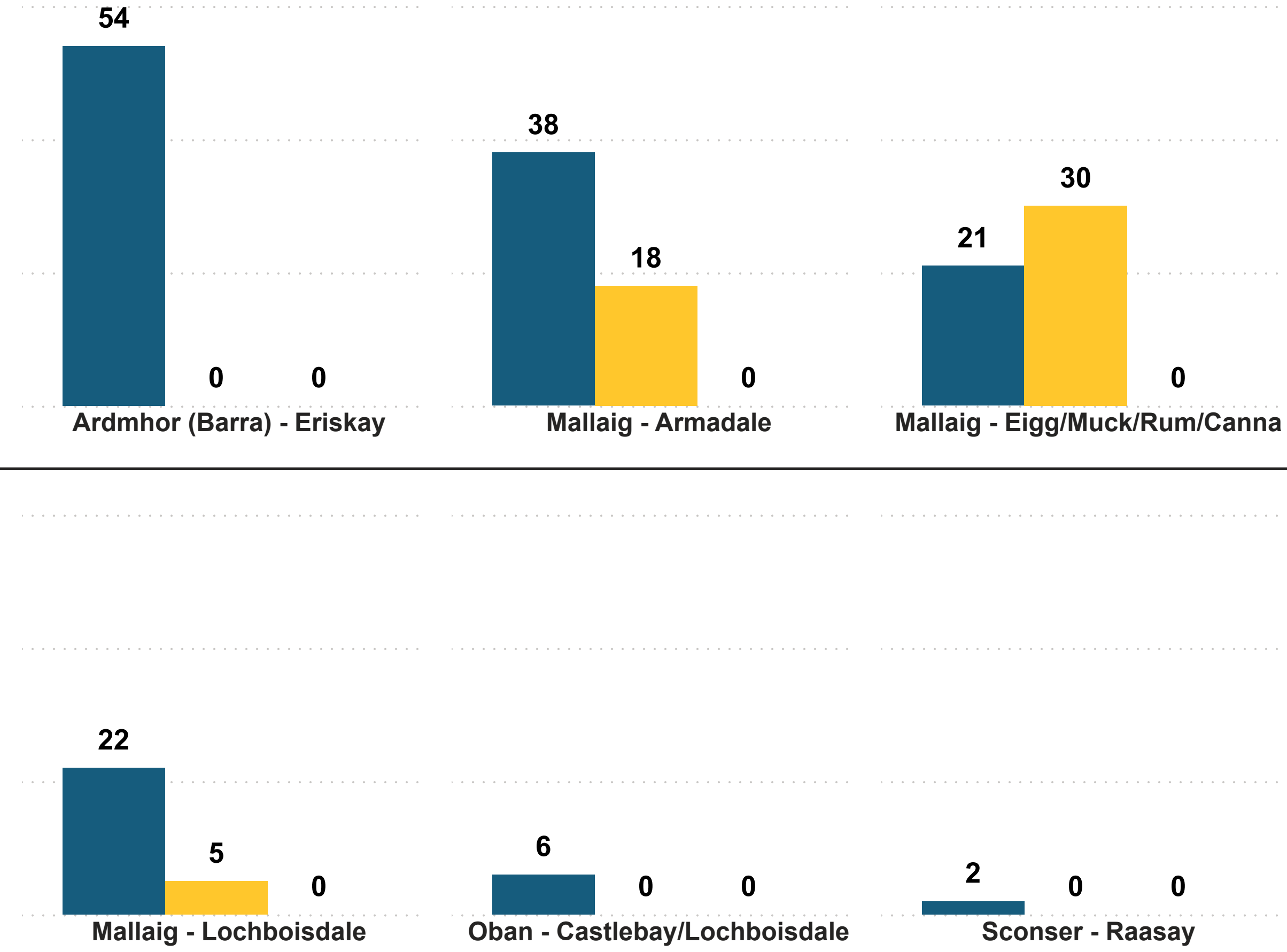
● On Time ● Level 1 Lateness ● Level 2 Lateness ● Cancelled ● Additional





Cancelled Sailings (By Reason)

Weather Technical Other



Missed Train Connections

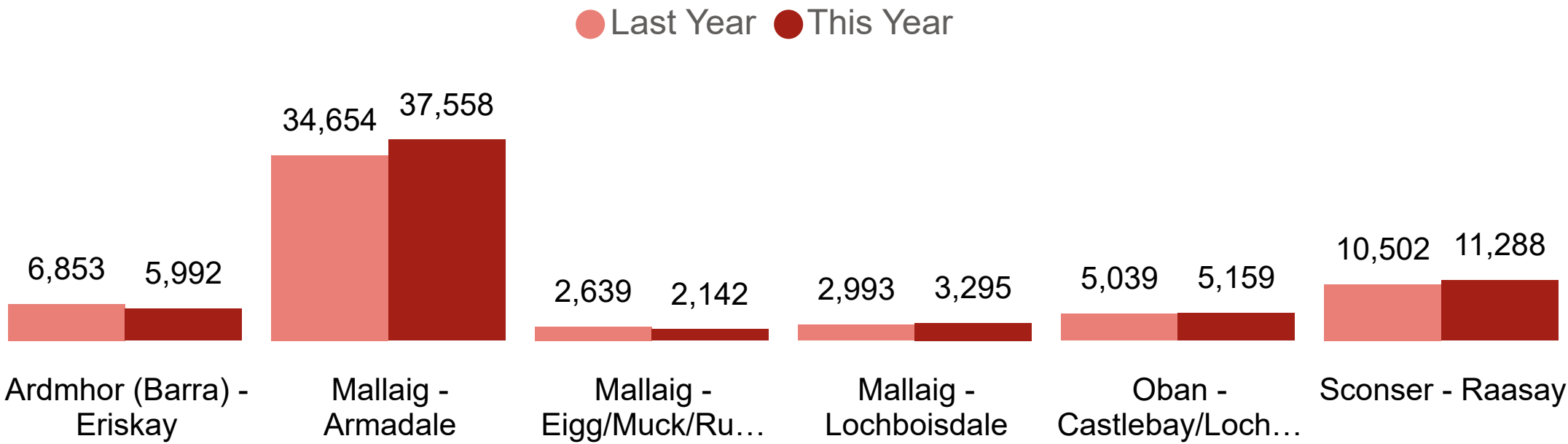
0

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

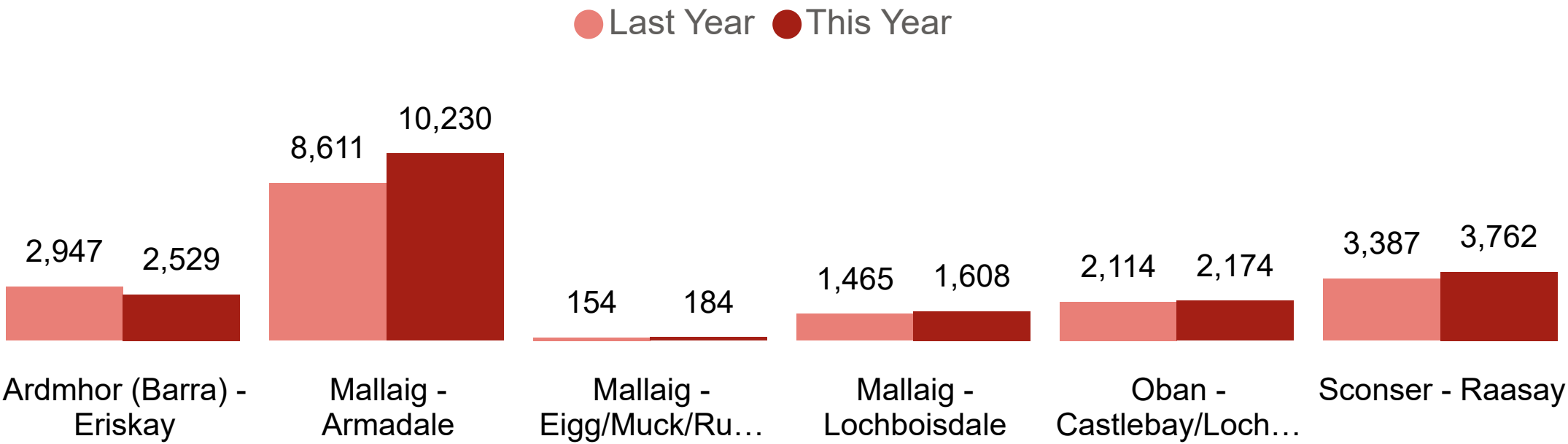
"Other" refers to any cancellations not resulting from weather and technical disruption. This includes cancellations due to reasons such as bunkering issues, berth unavailability etc.



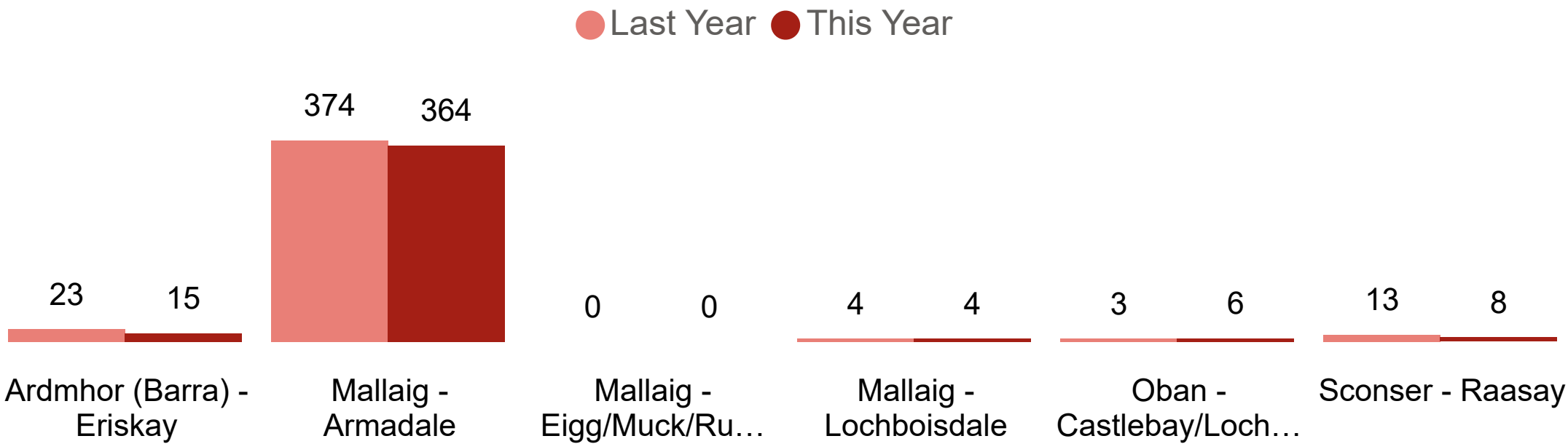
Shipped Passengers



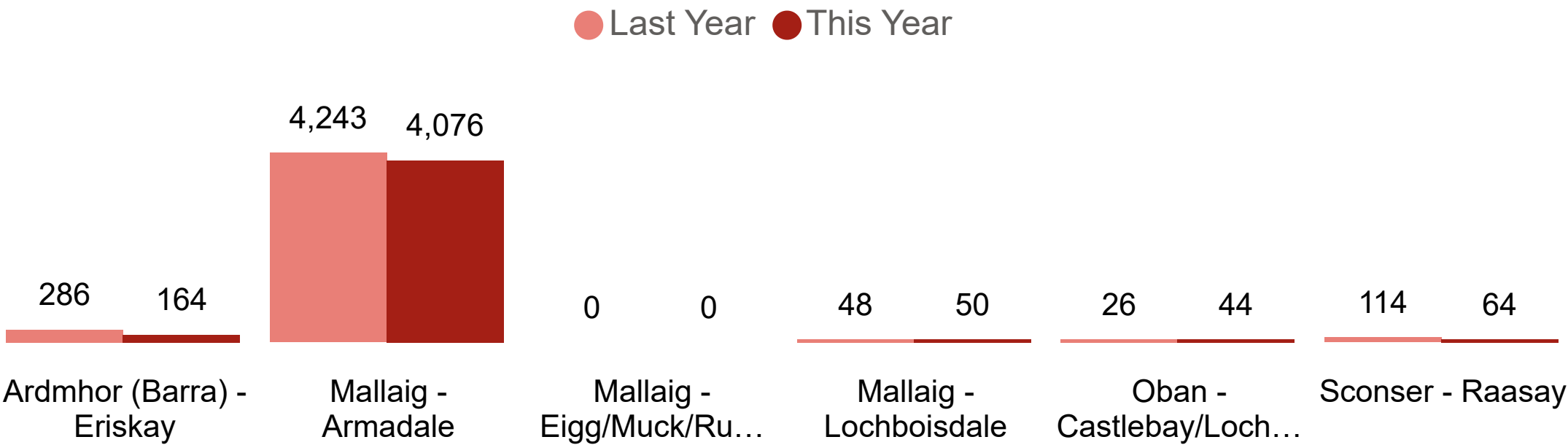
Shipped Cars



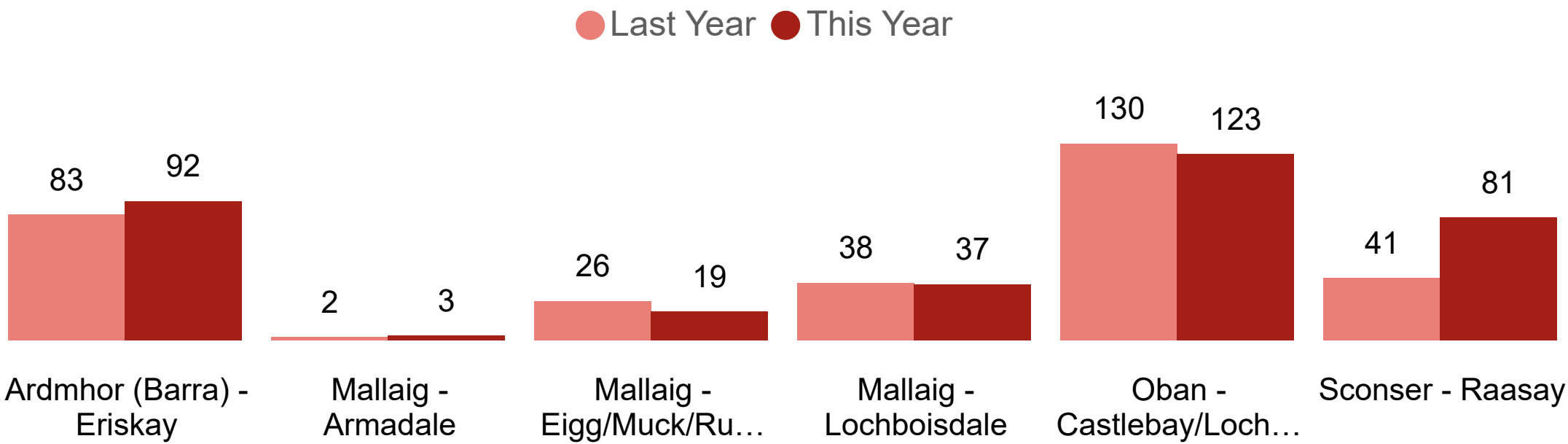
Shipped Coaches



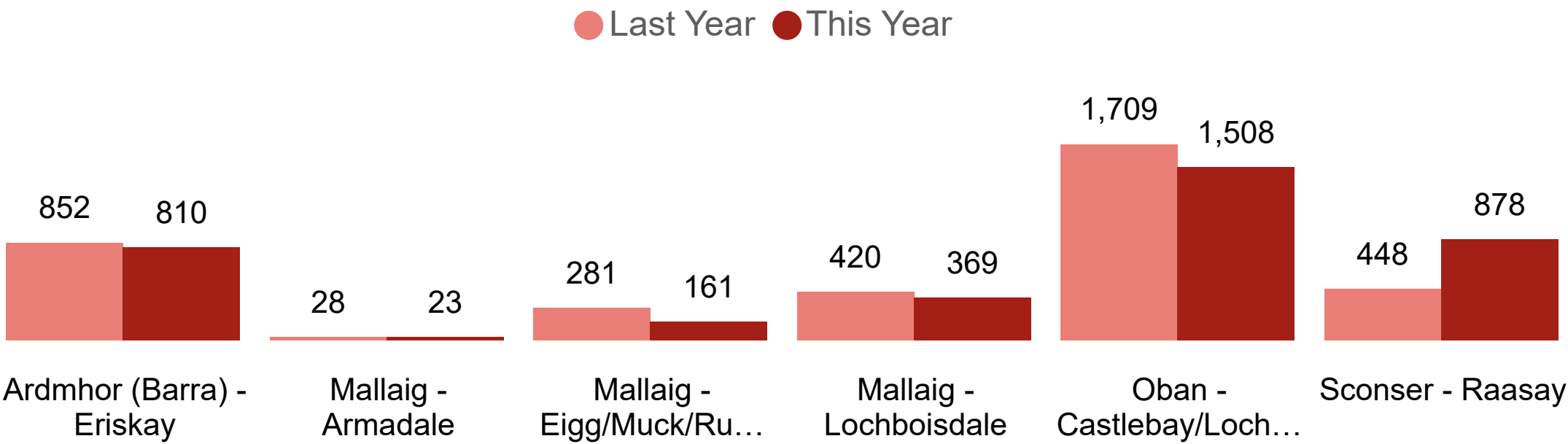
Shipped Coach Metres



Shipped Commercial Vehicles

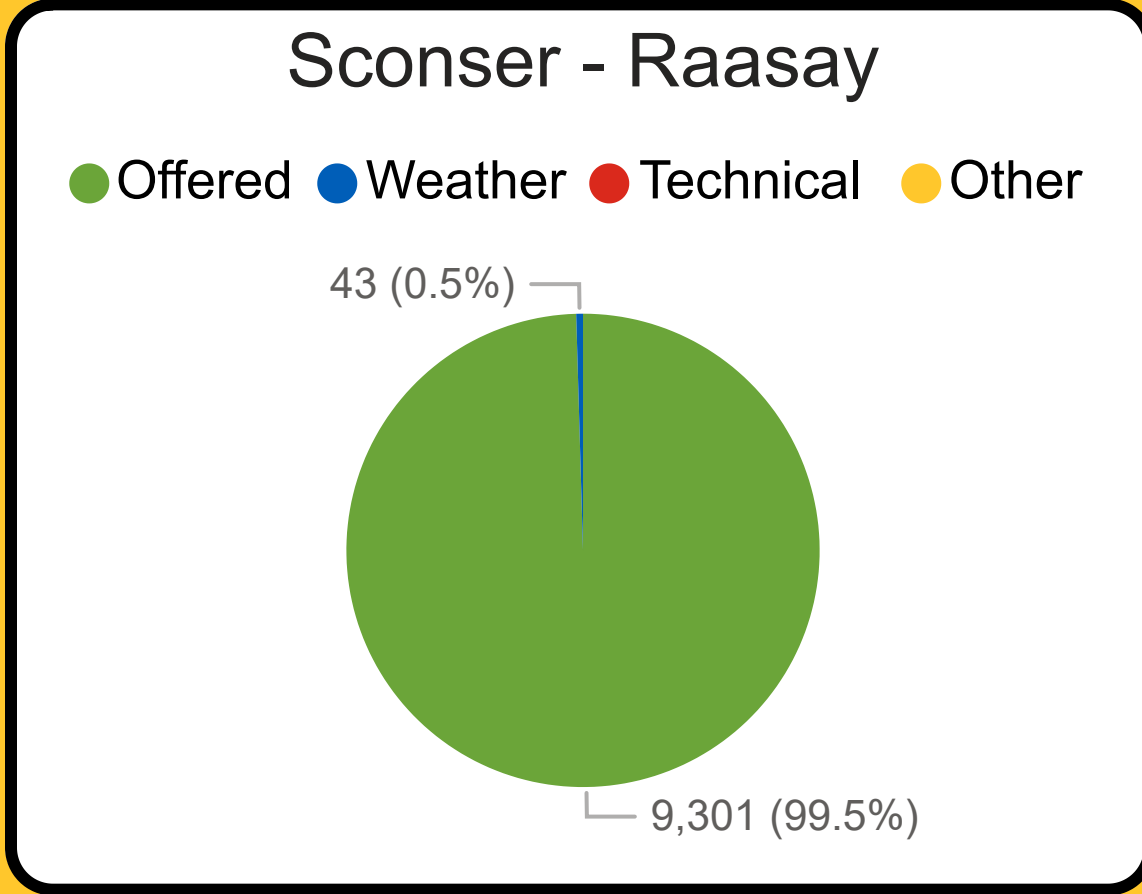
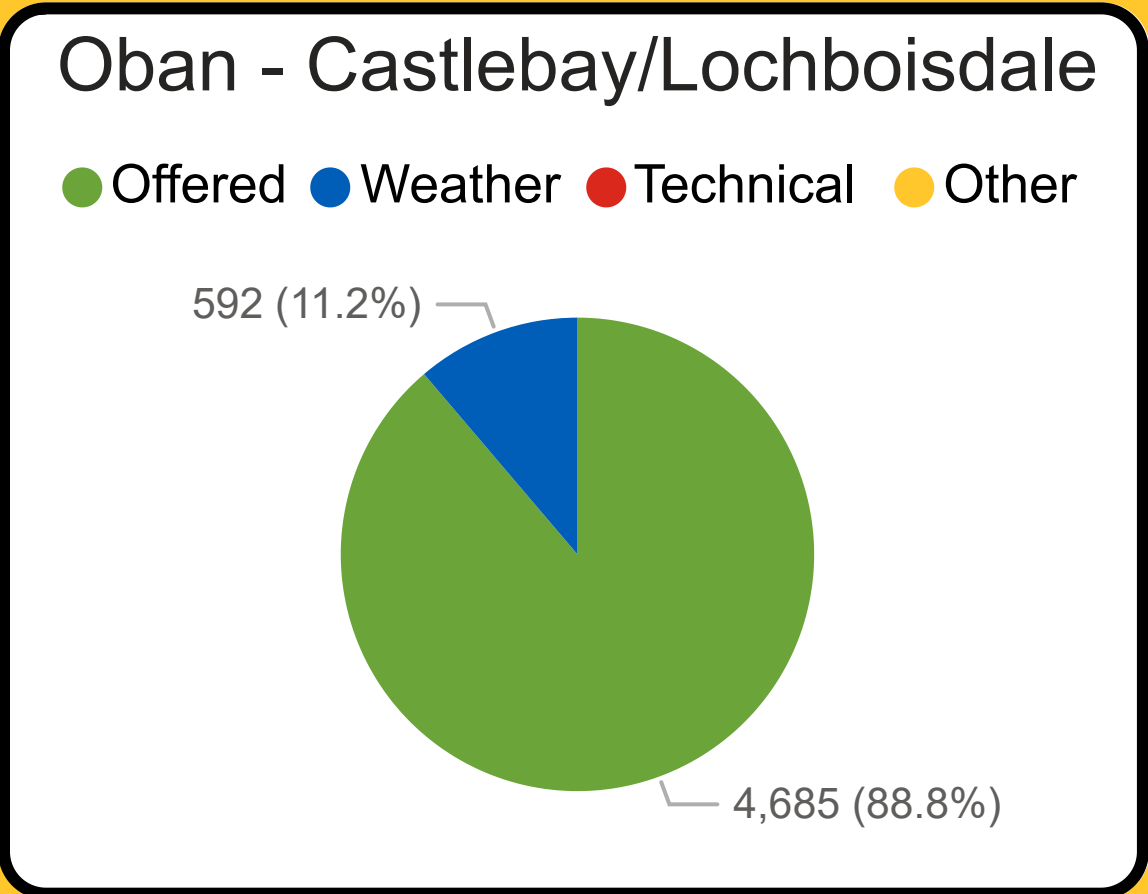
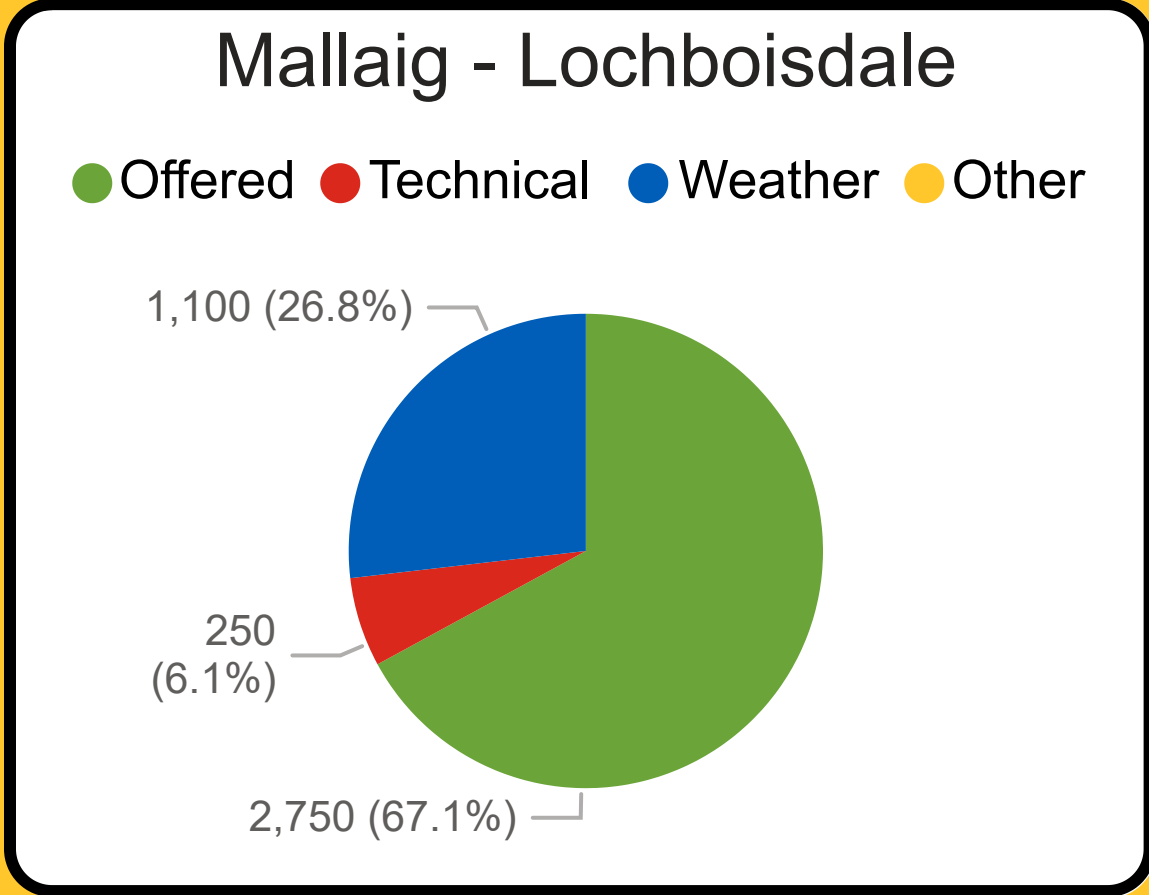
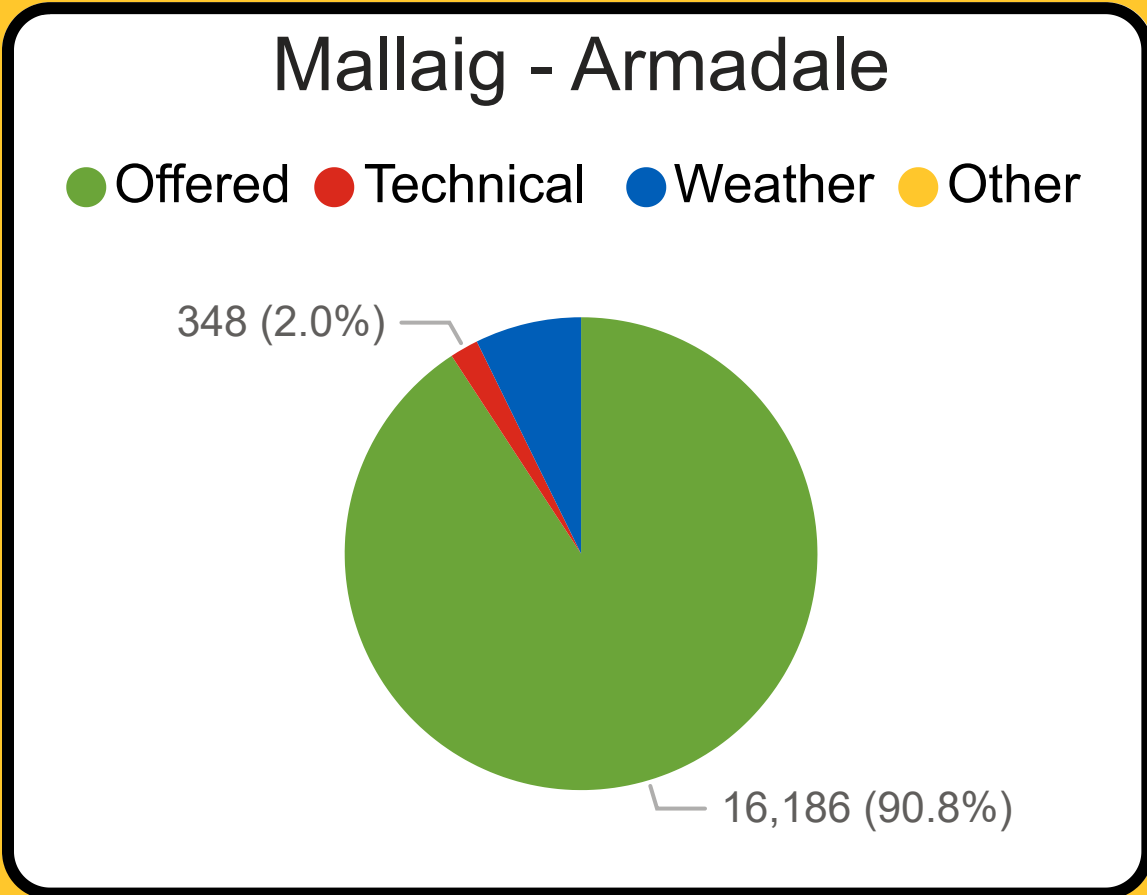
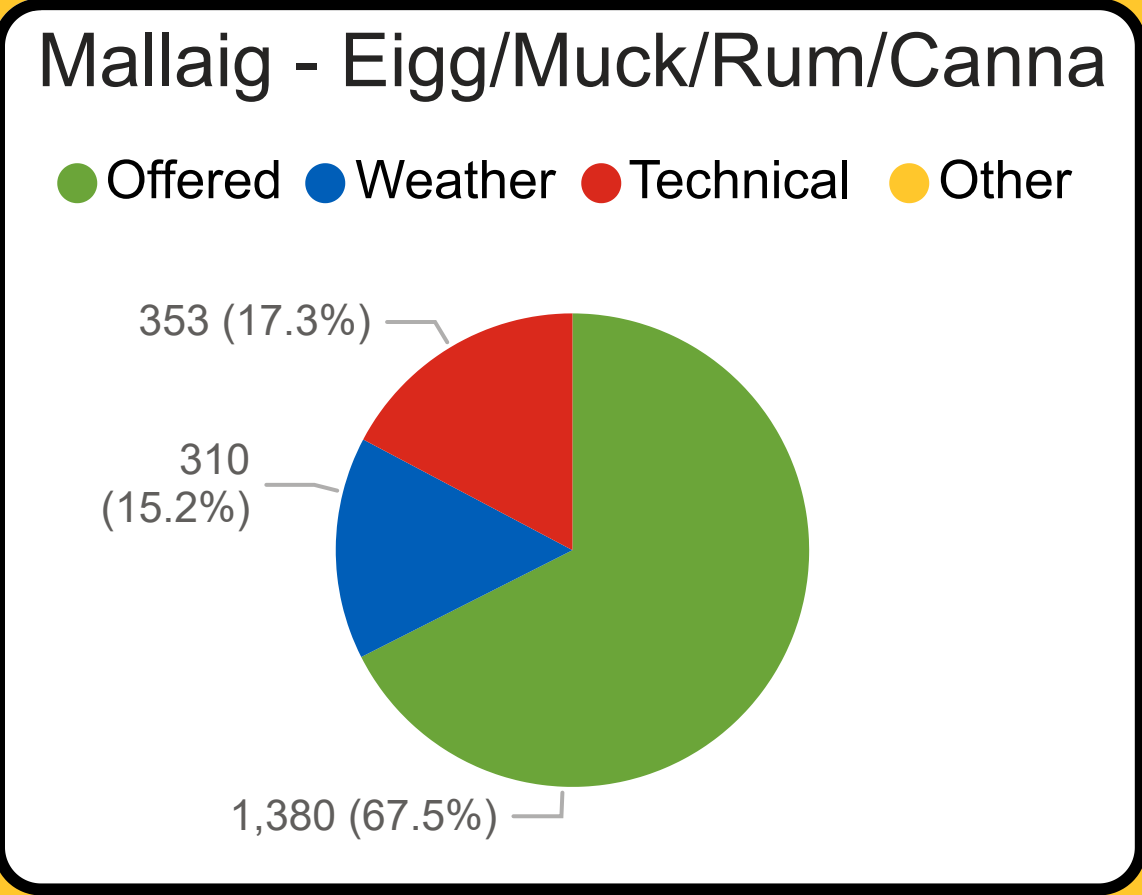
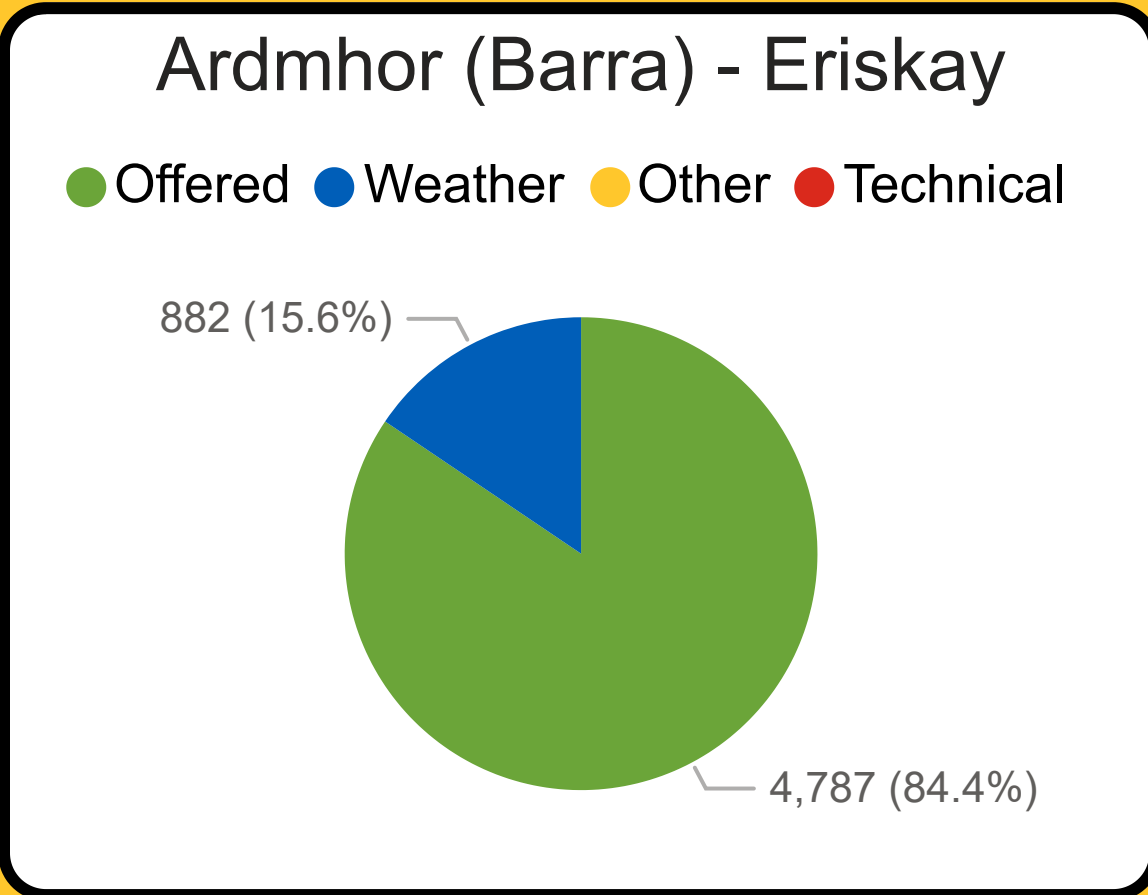


Shipped Commercial Vehicle Metres





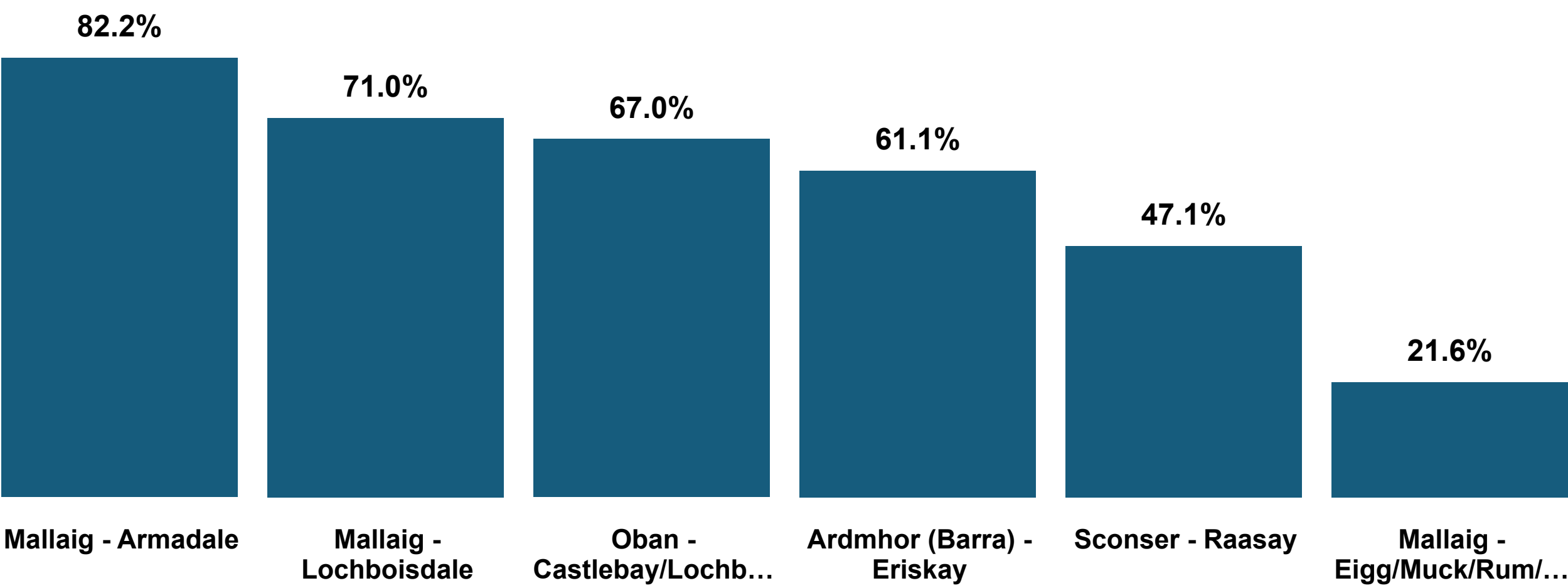
- 1 Car Equivalent Space is equal to 4.6 General Lane Metres
- Below visuals represent car equivalent spaces offered vs car equivalent space made unavailable as a result of technical, weather and all other cancellations



Route	Offered	Weather	Tech	Other
Mallaig - Armadale	16,186	1,297	348	
Sconser - Raasay	9,301	43		
Ardmhor (Barra) - Eriskay	4,787	882		
Oban - Castlebay/Lochboisdale	4,685	592		
Mallaig - Lochboisdale	2,750	1,100	250	
Mallaig - Eigg/Muck/Rum/Canna	1,380	310	353	



Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Mallaig - Armadale	74.5K	61.2K	13,304	82.2%
Mallaig - Lochboisdale	12.7K	9.0K	1,953	71.0%
Oban - Castlebay/Lochboisdale	21.6K	14.4K	3,141	67.0%
Ardmhor (Barra) - Eriskay	22.0K	13.5K	2,926	61.1%
Sconser - Raasay	42.8K	20.1K	4,376	47.1%
Mallaig - Eigg/Muck/Rum/Canna	6.3K	1.4K	297	21.6%
Total	179.8K	119.6K	25,998	66.5%

Overall Utilisation of Sailings

● >90% ● 75-89% ● 50-74% ● <50%

