

Total Number of
Survey Responses
Last 6 Months

12K

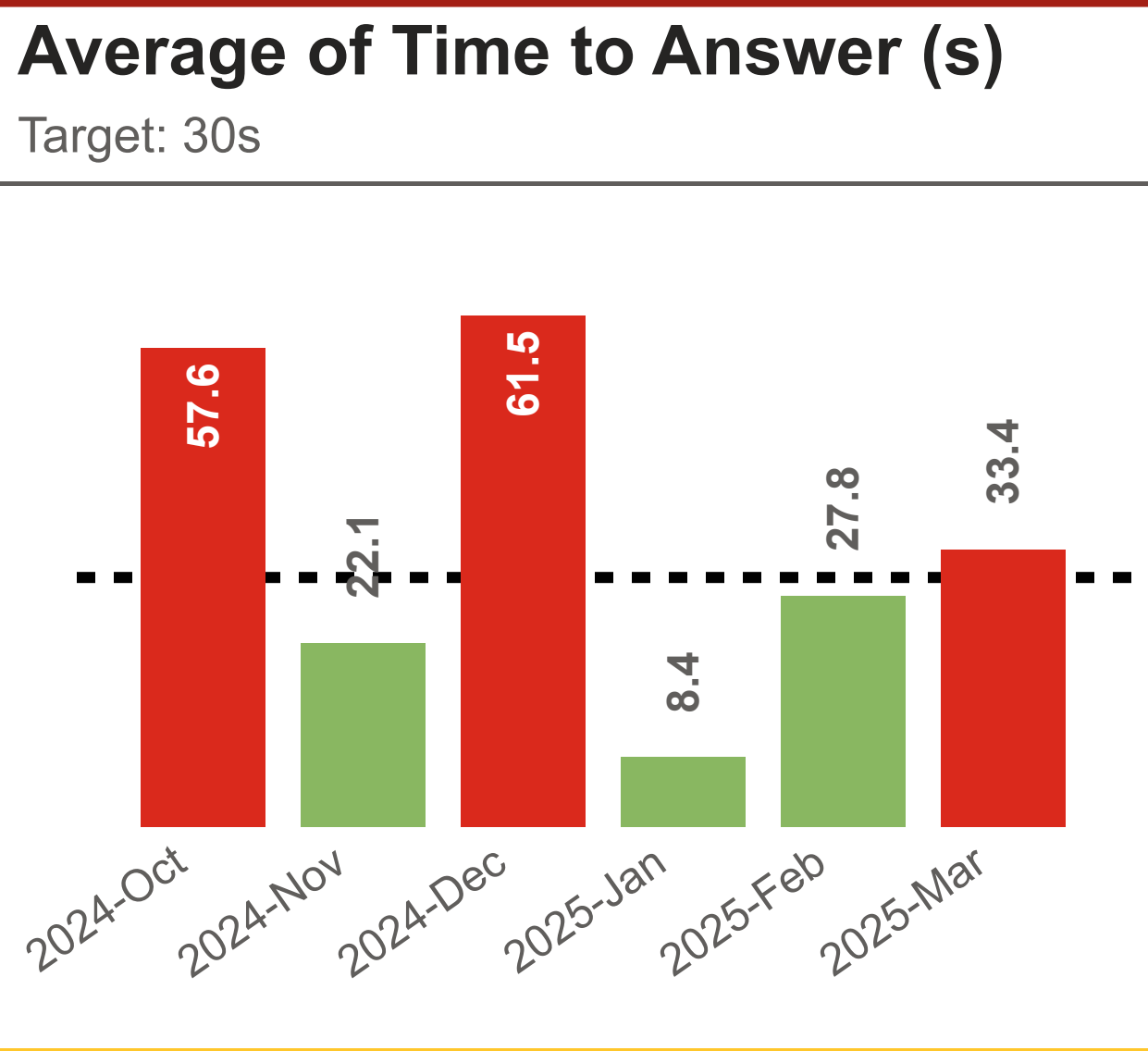
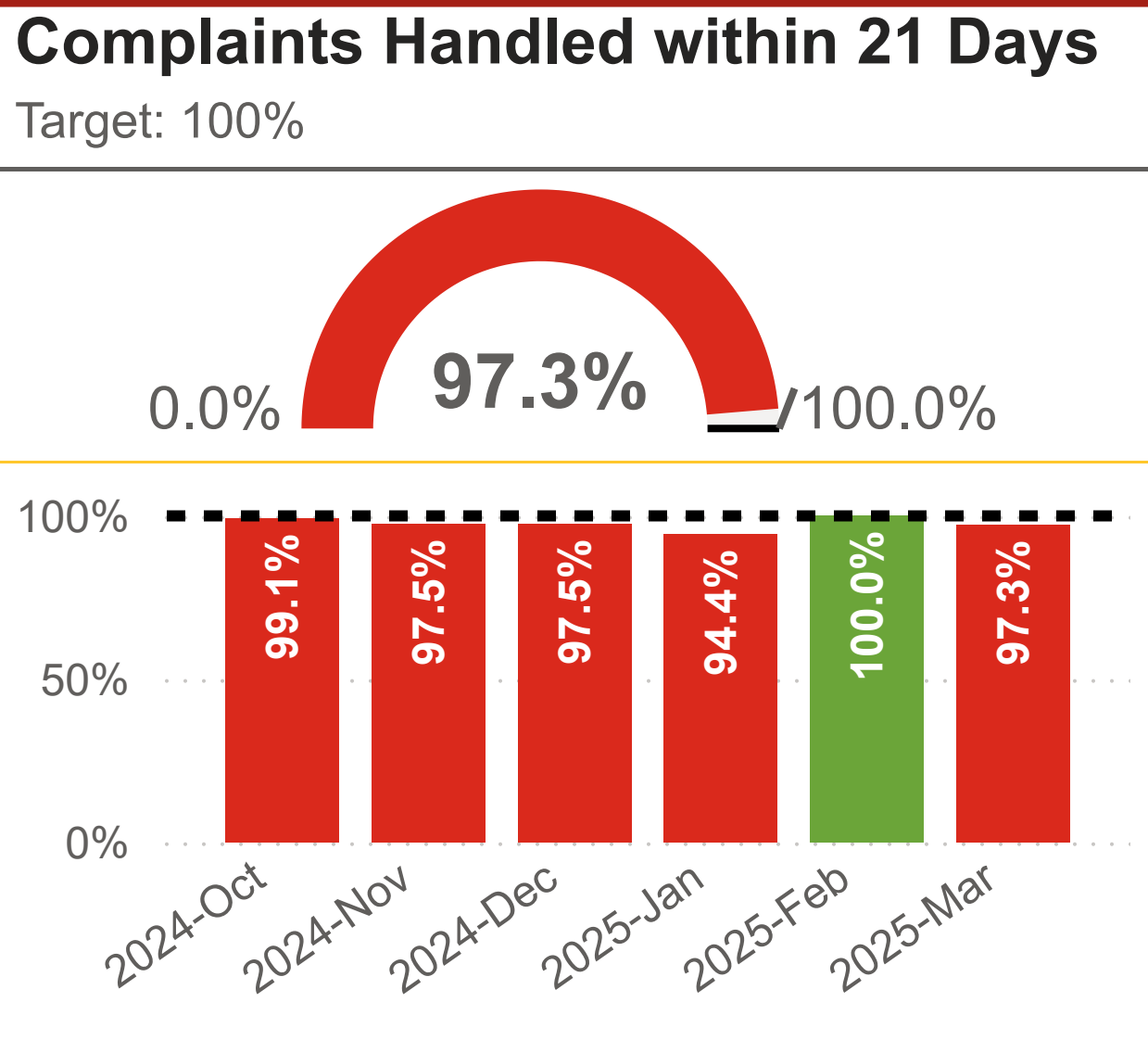
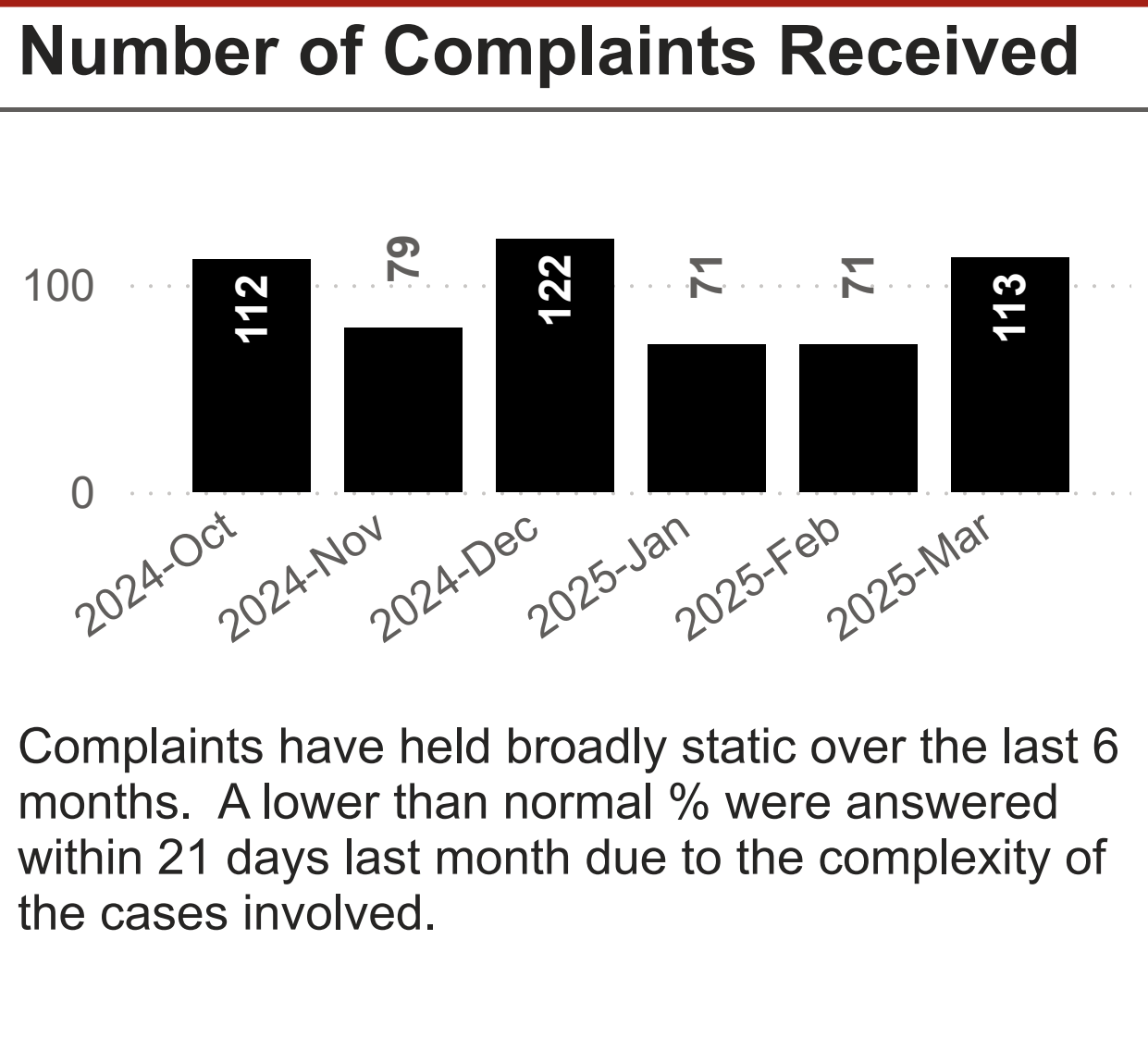
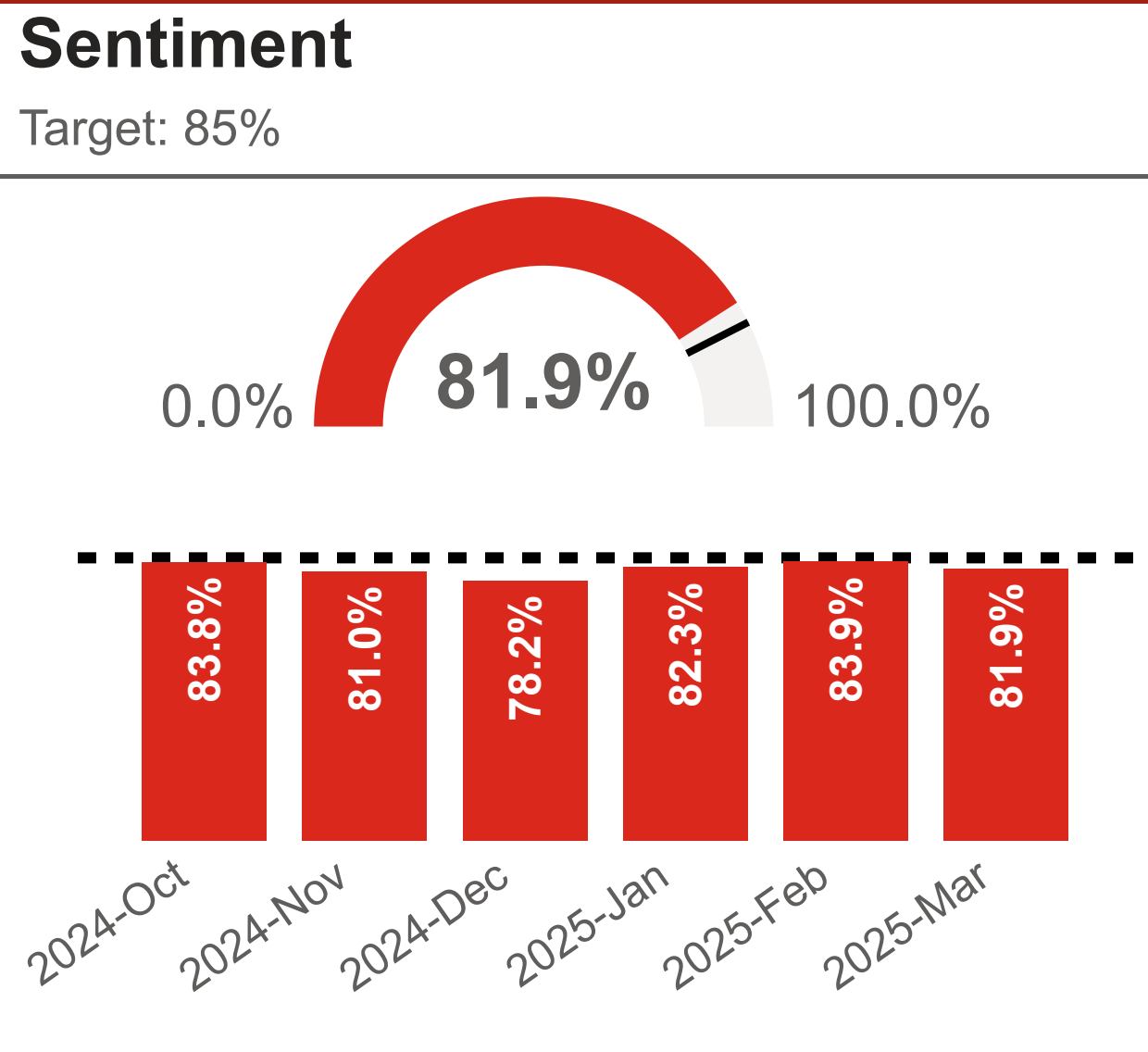
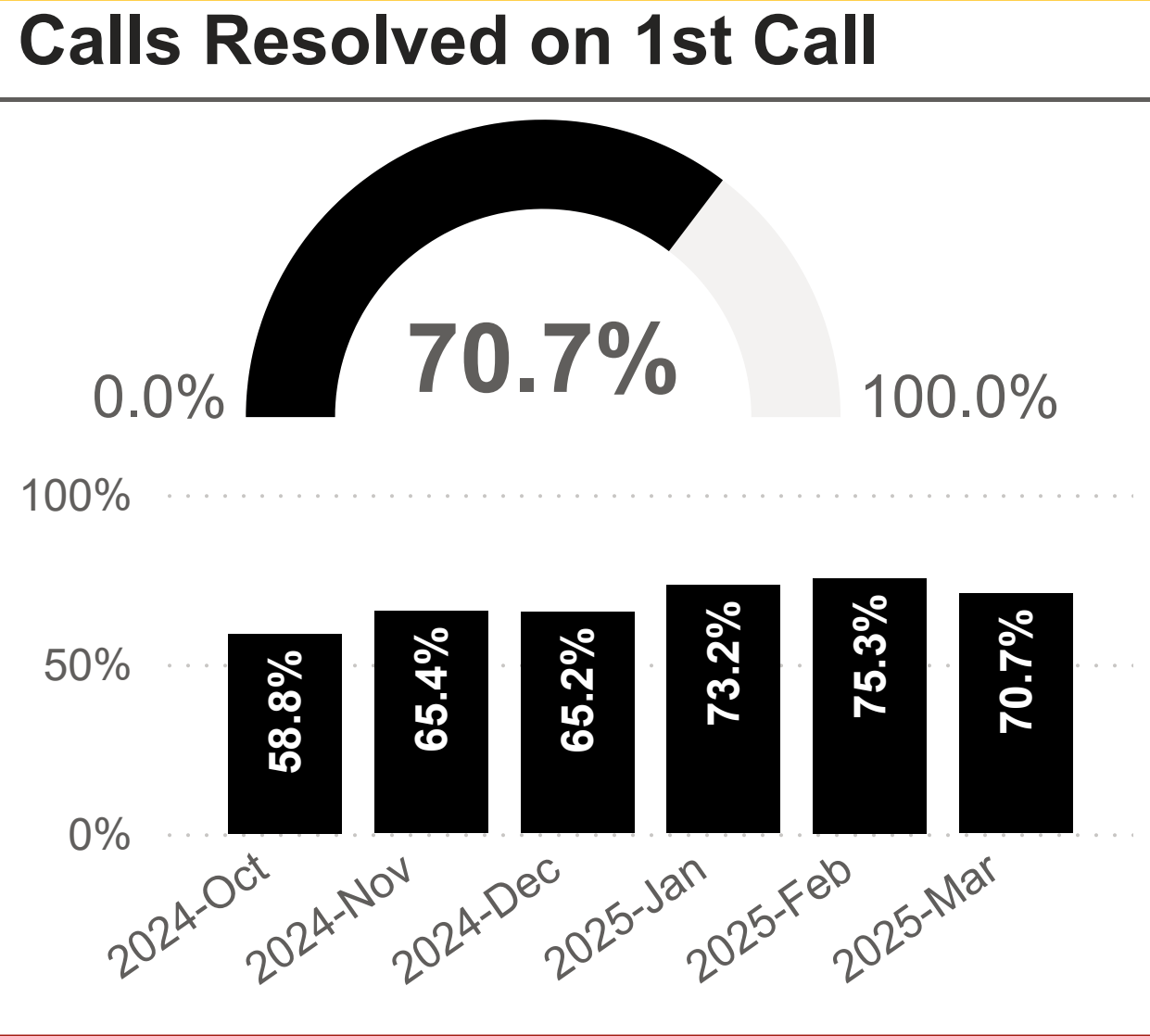
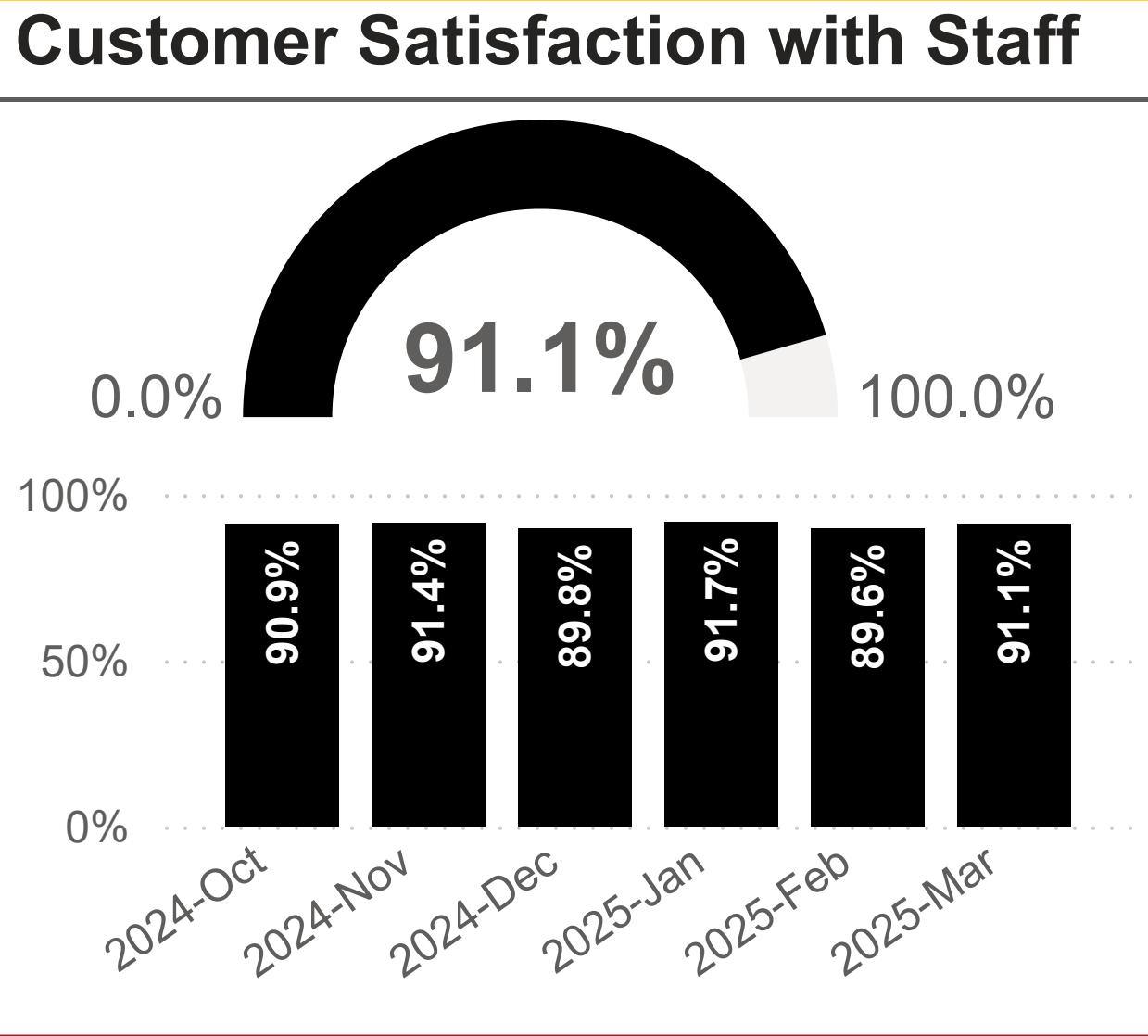
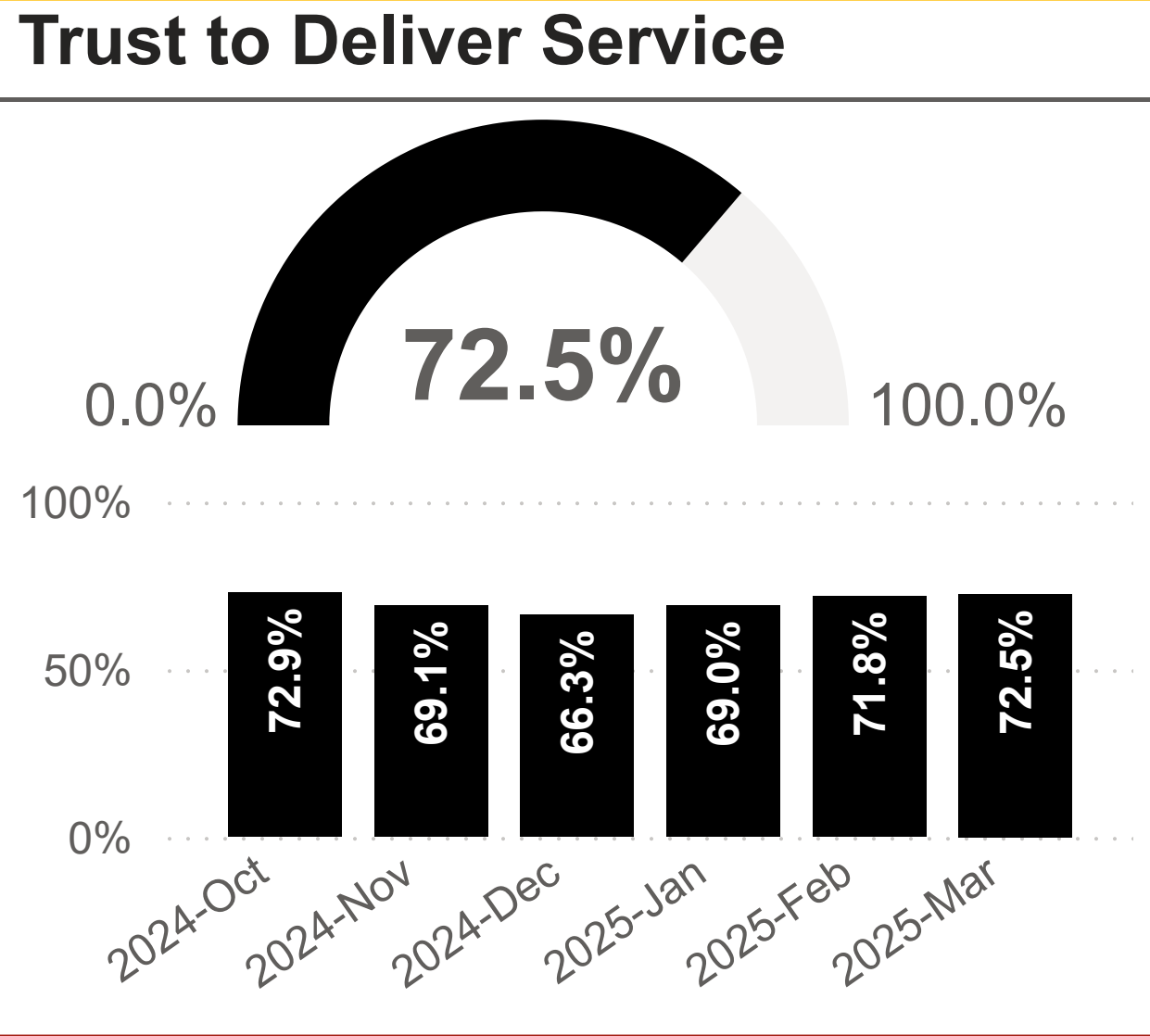
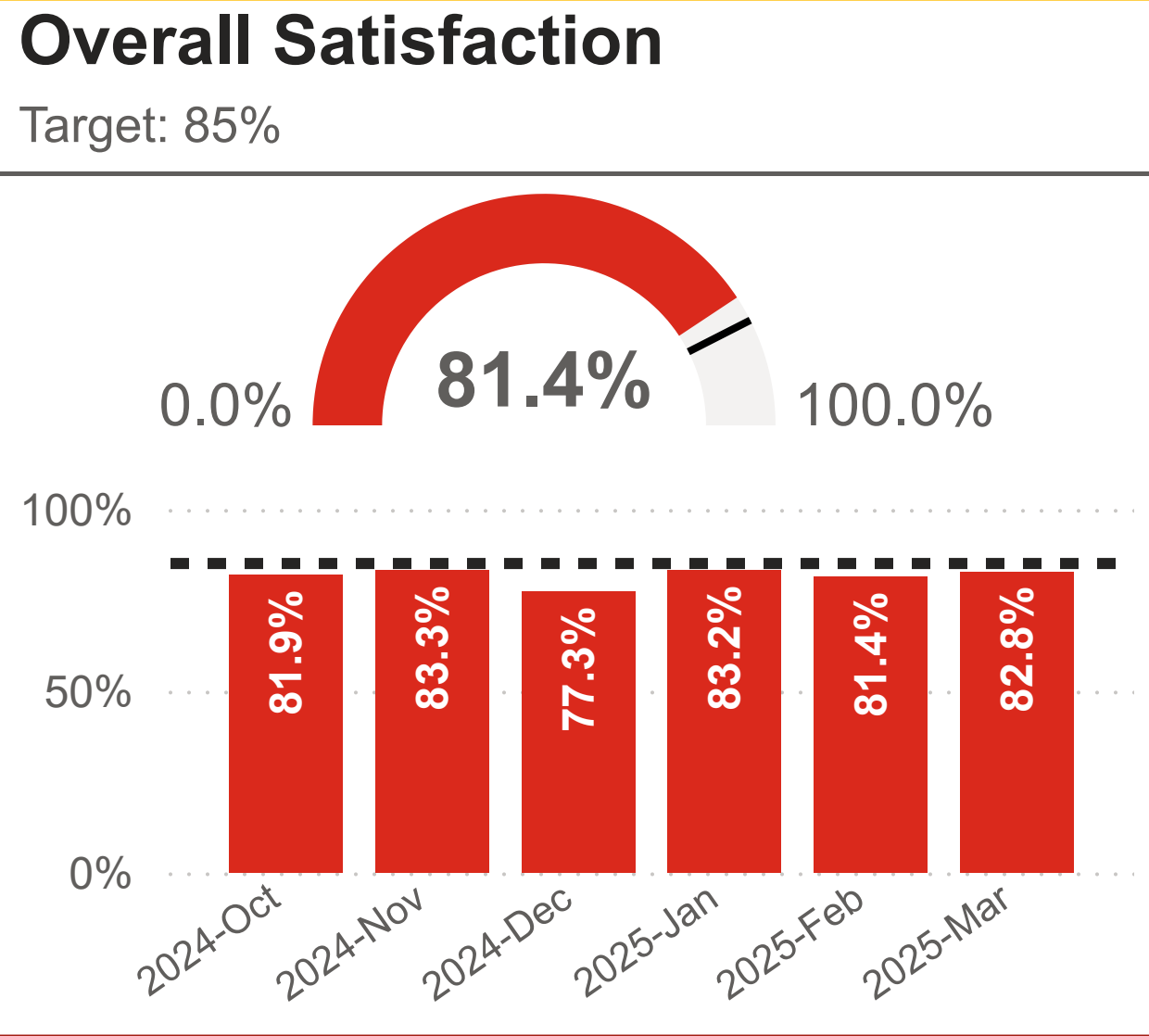
Our Performance in March 2025

Customer Feedback Metrics

Network Wide



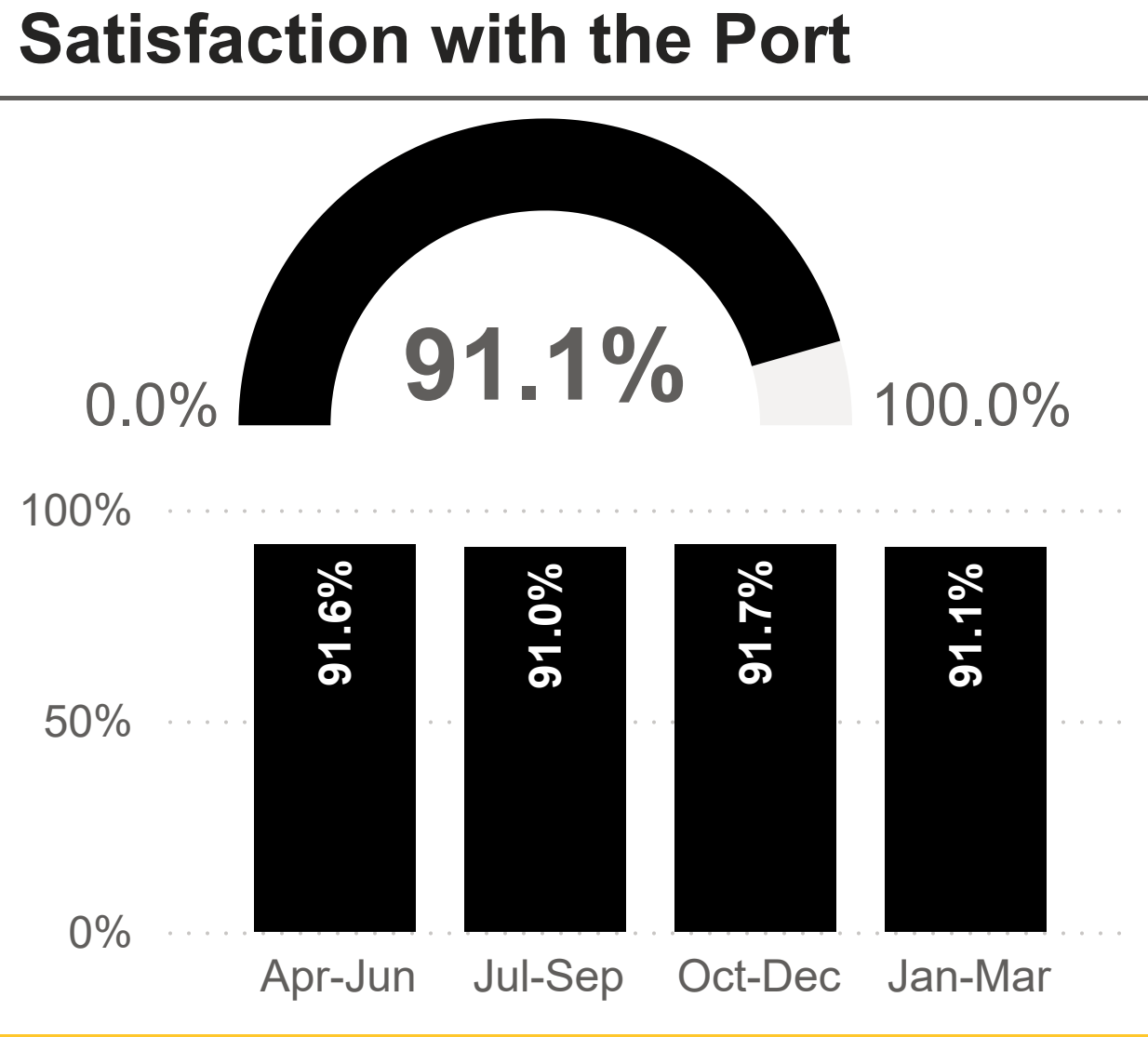
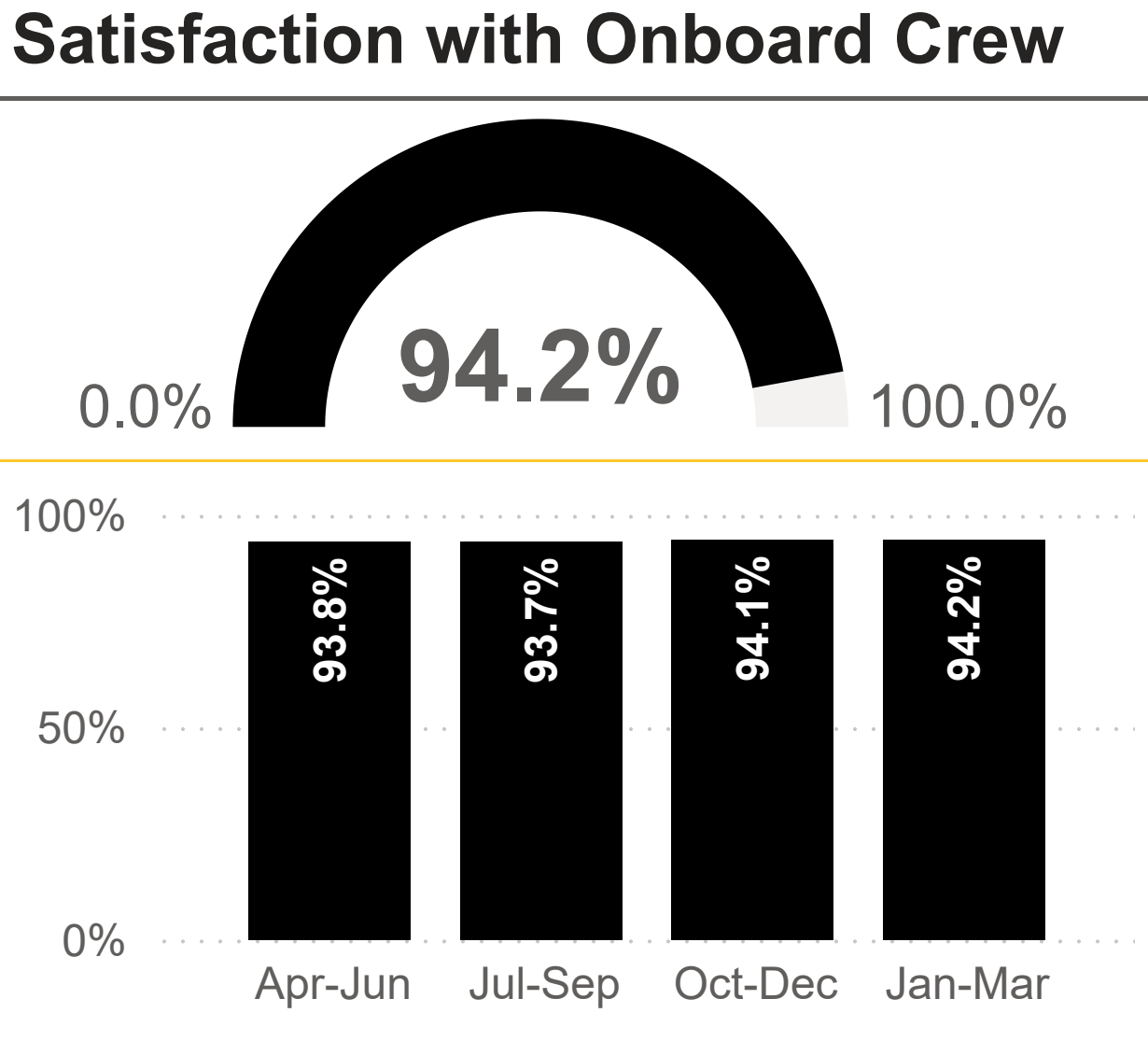
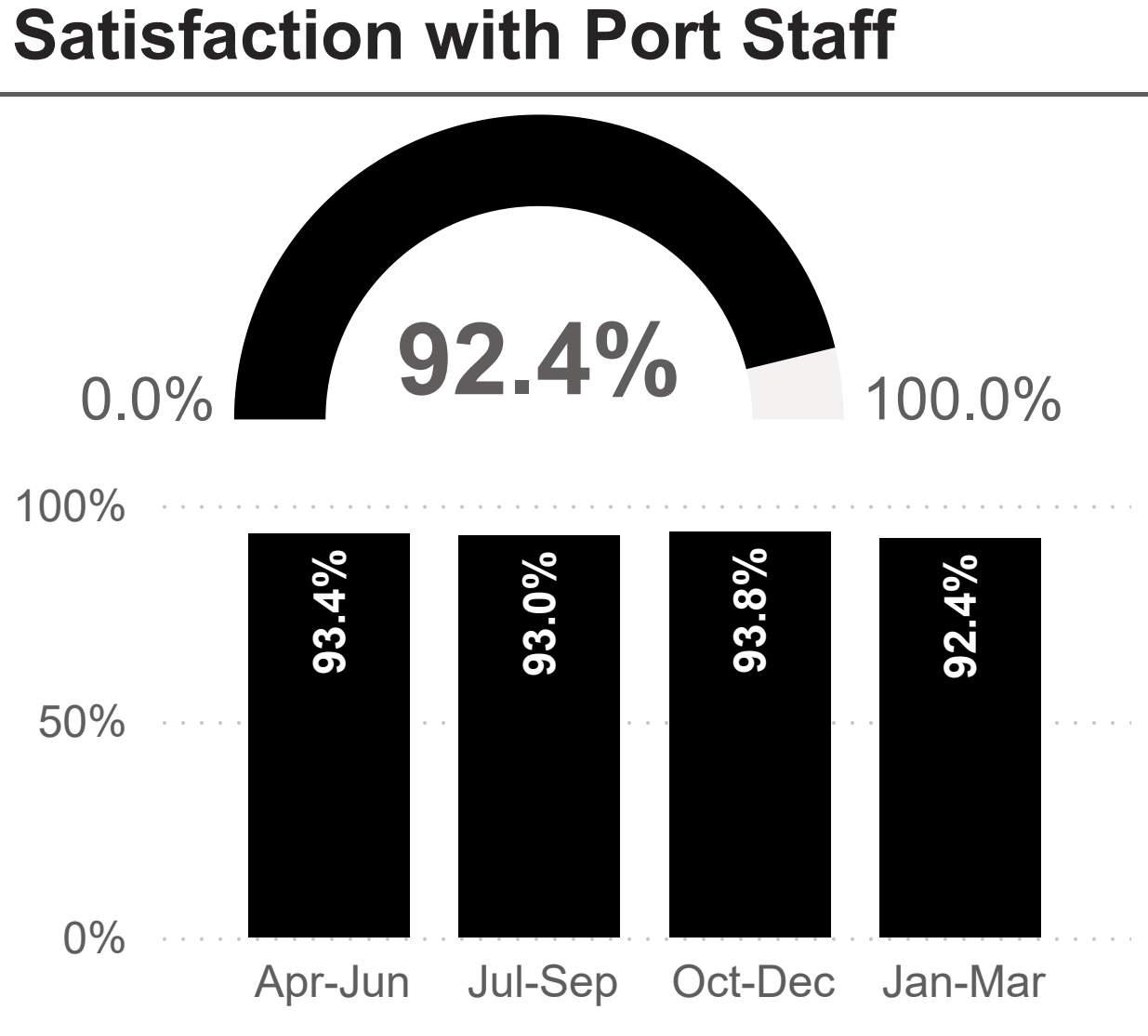
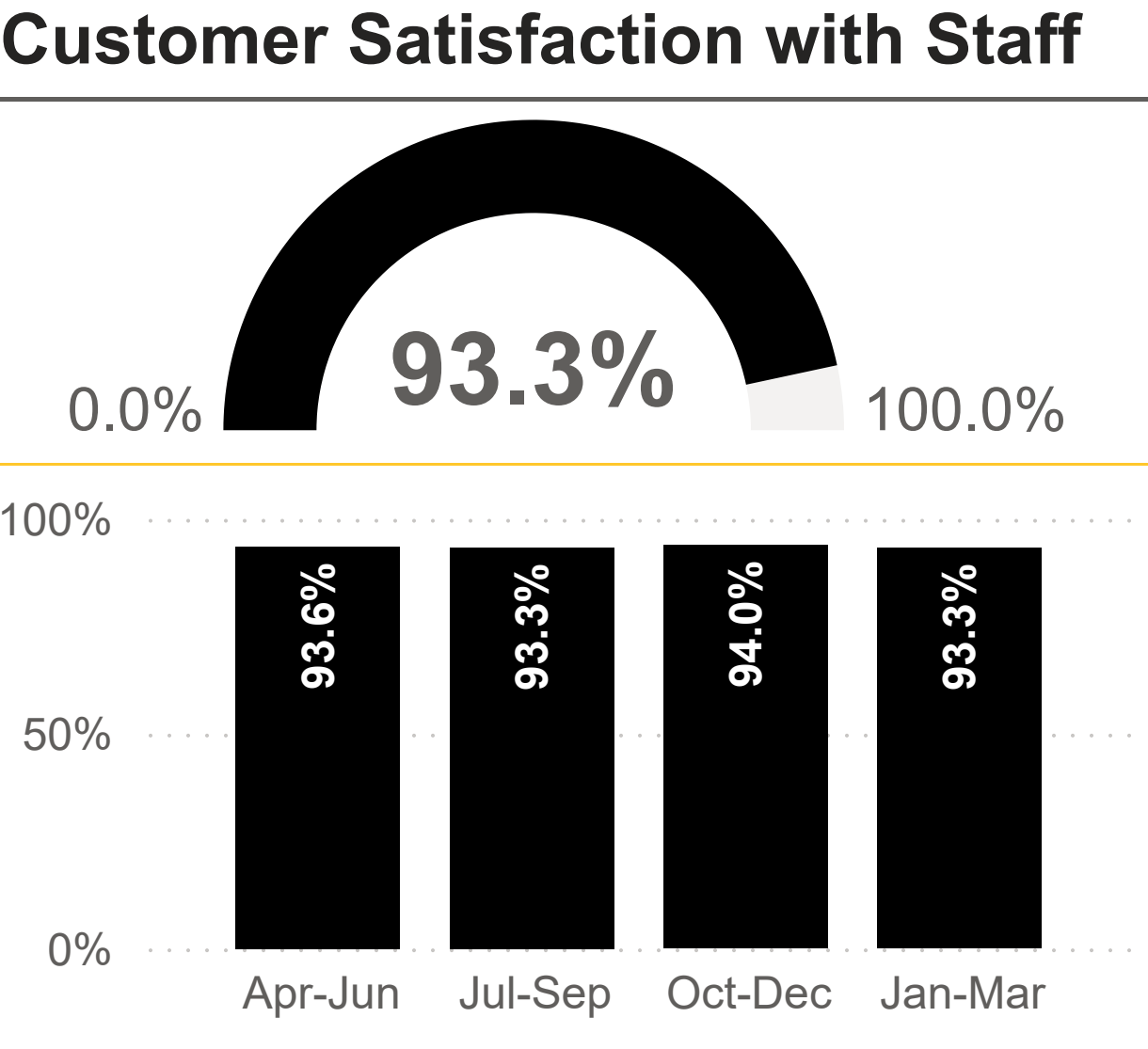
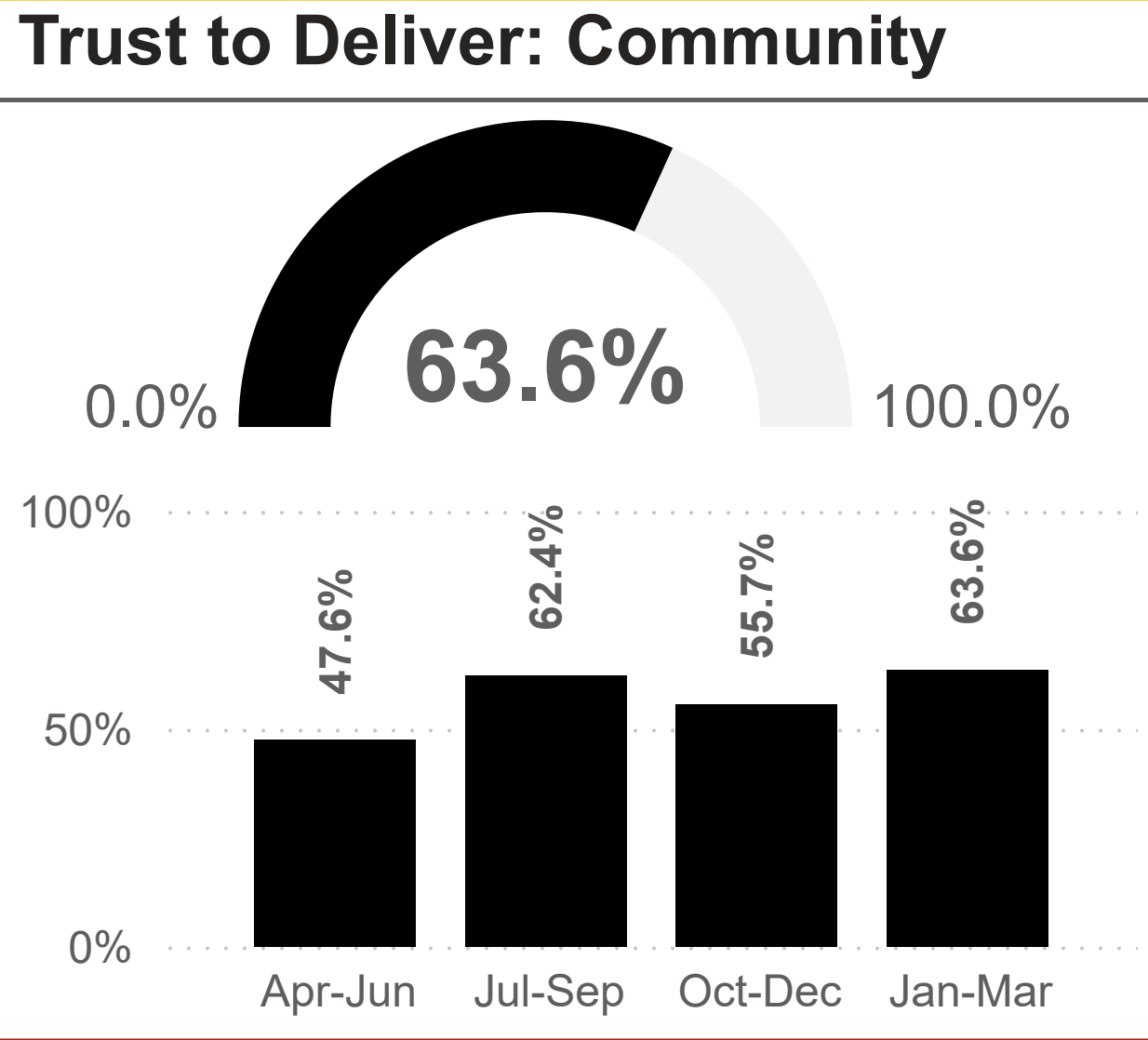
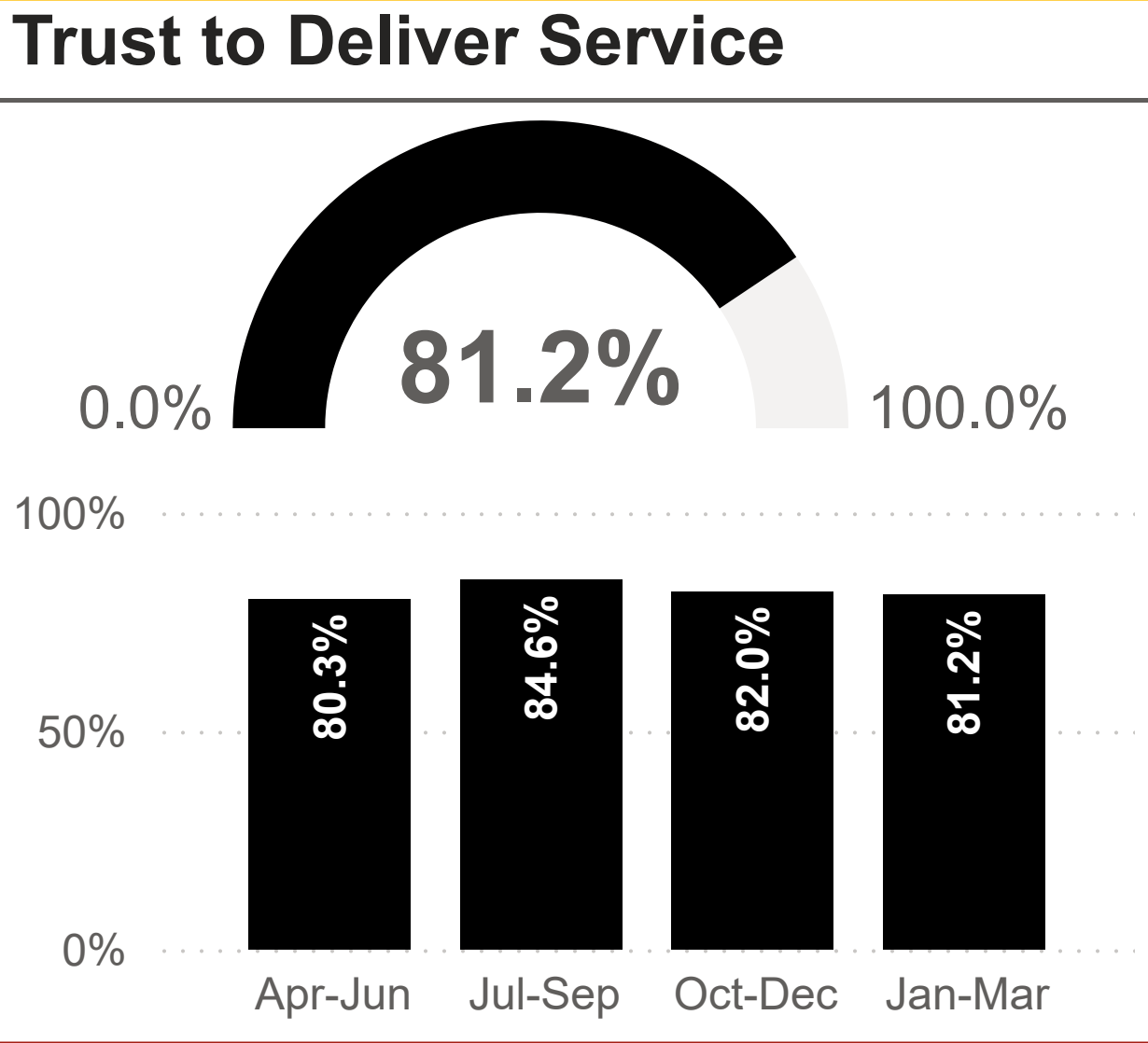
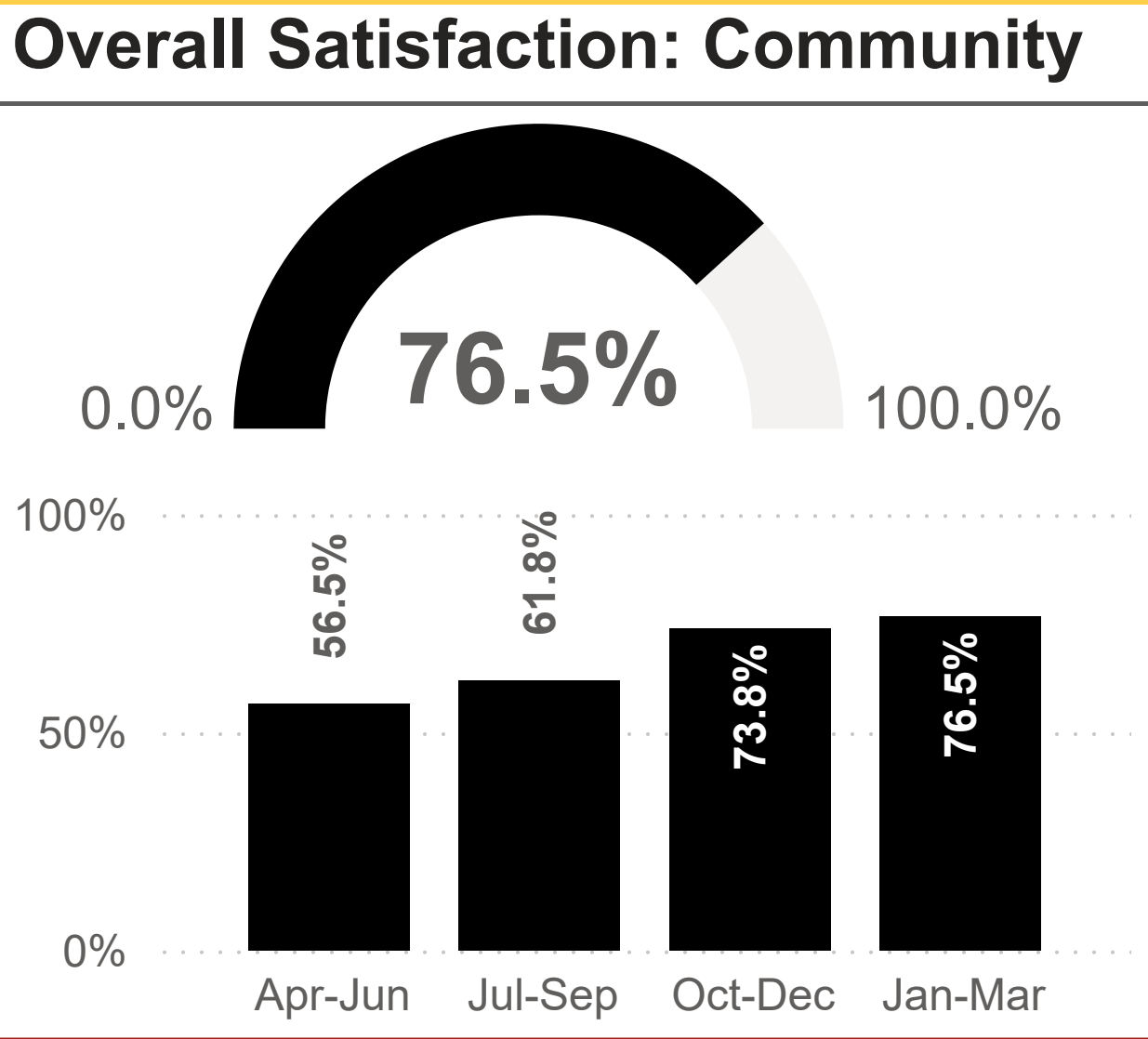
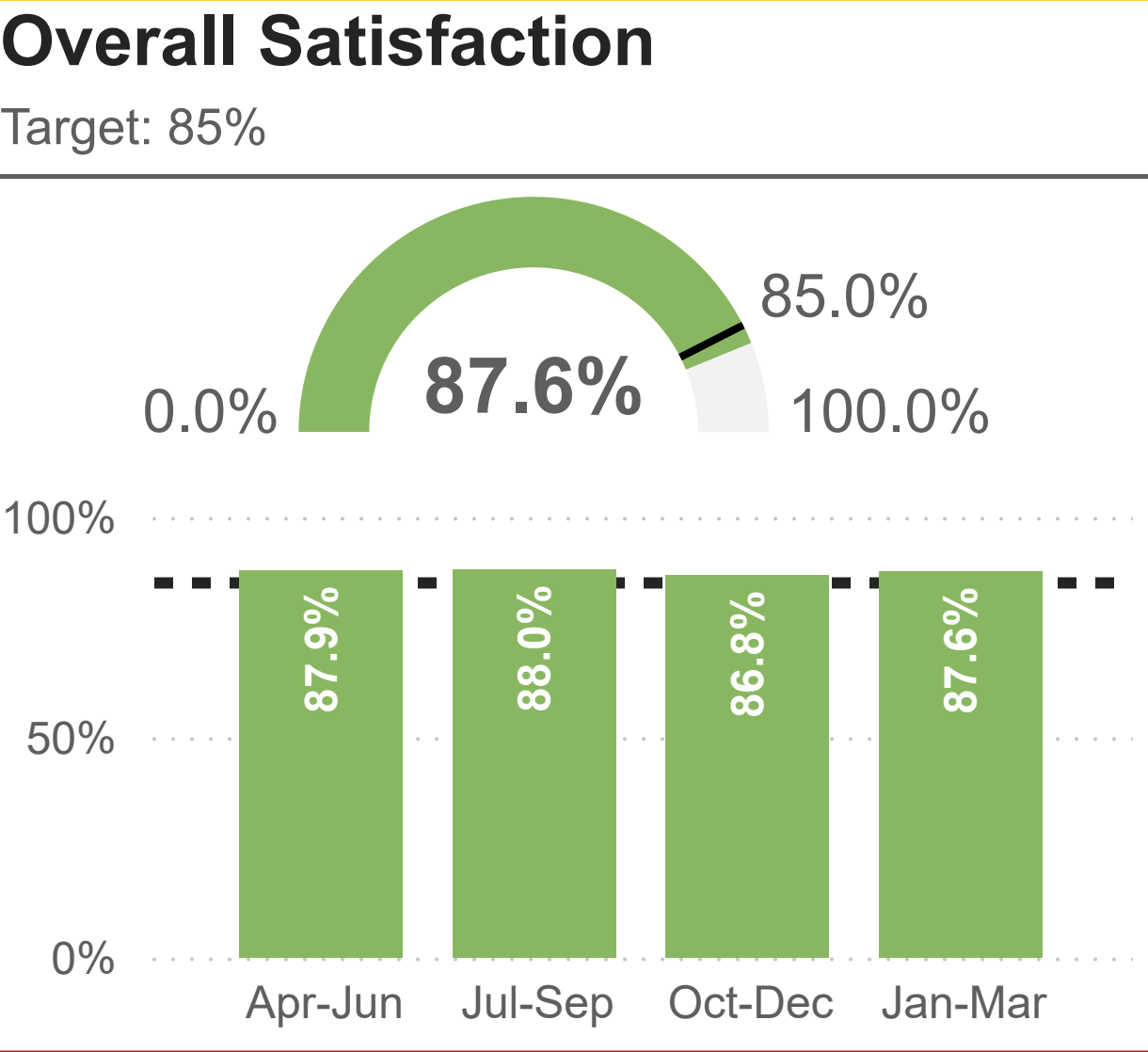
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.



Our Performance in March 2025
Customer Feedback Metrics
Clyde North



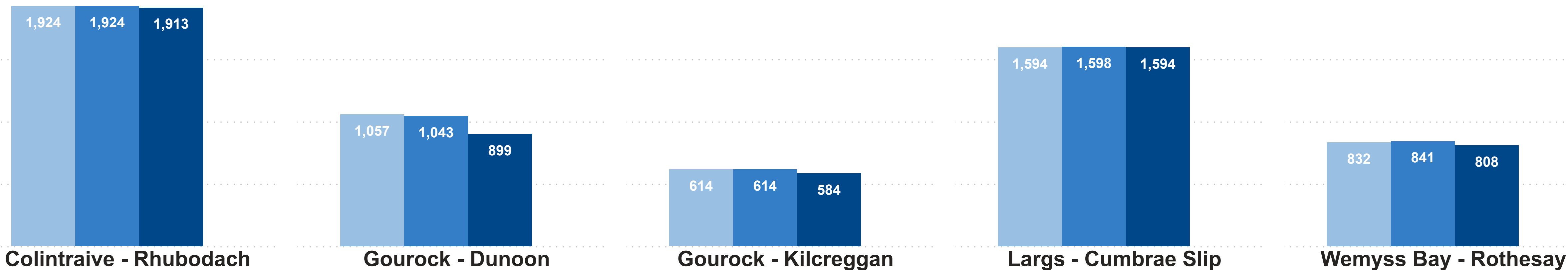
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.
Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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





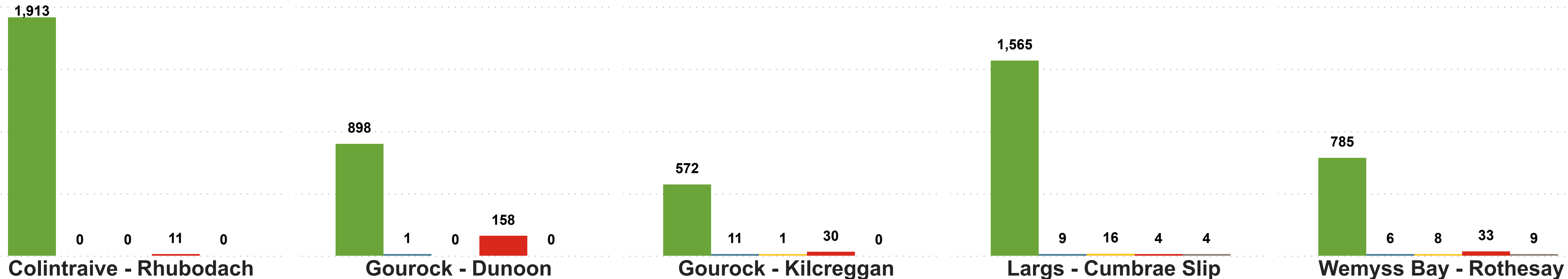
Sailings Timetabled, Amended & Actual

Timetabled Amended Actual



Punctuality & Reliability

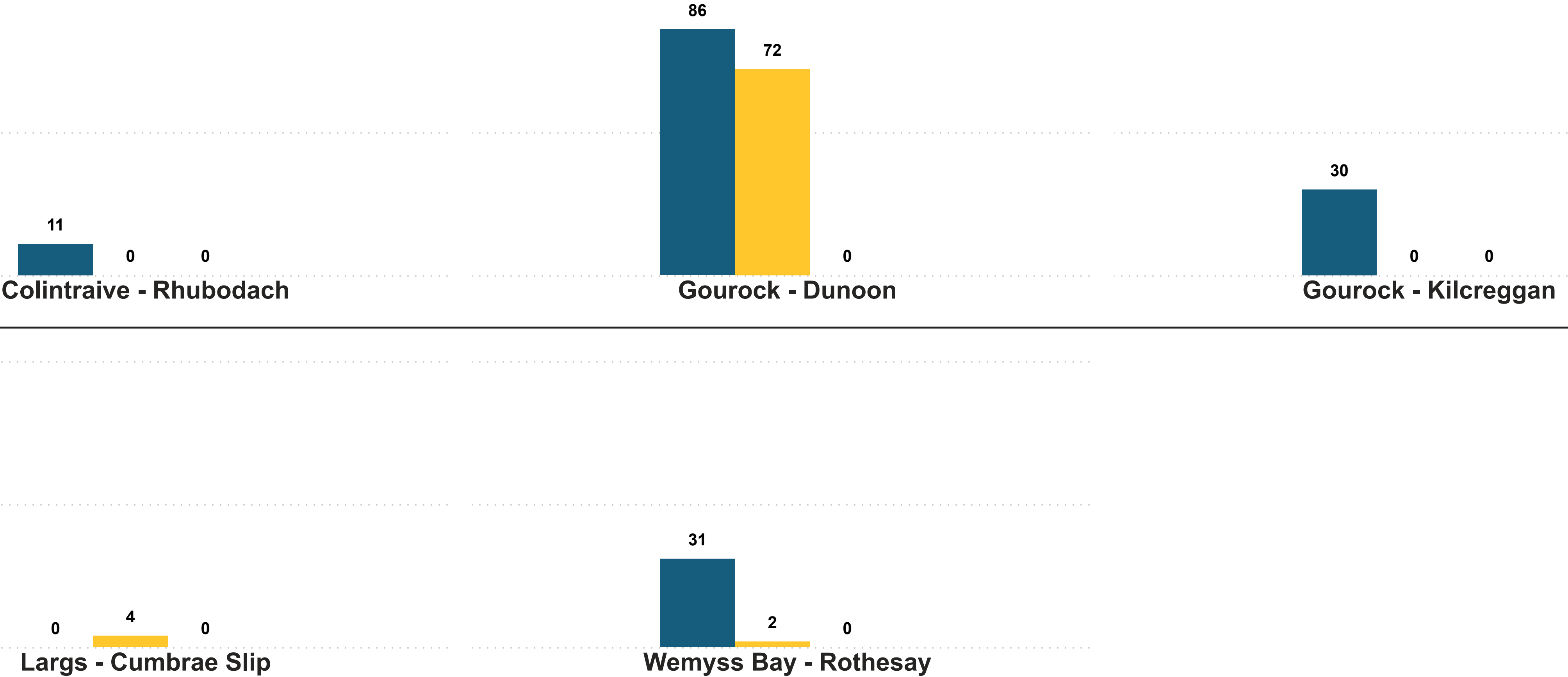
On Time Level 1 Lateness Level 2 Lateness Cancelled Additional





Cancelled Sailings (By Reason)

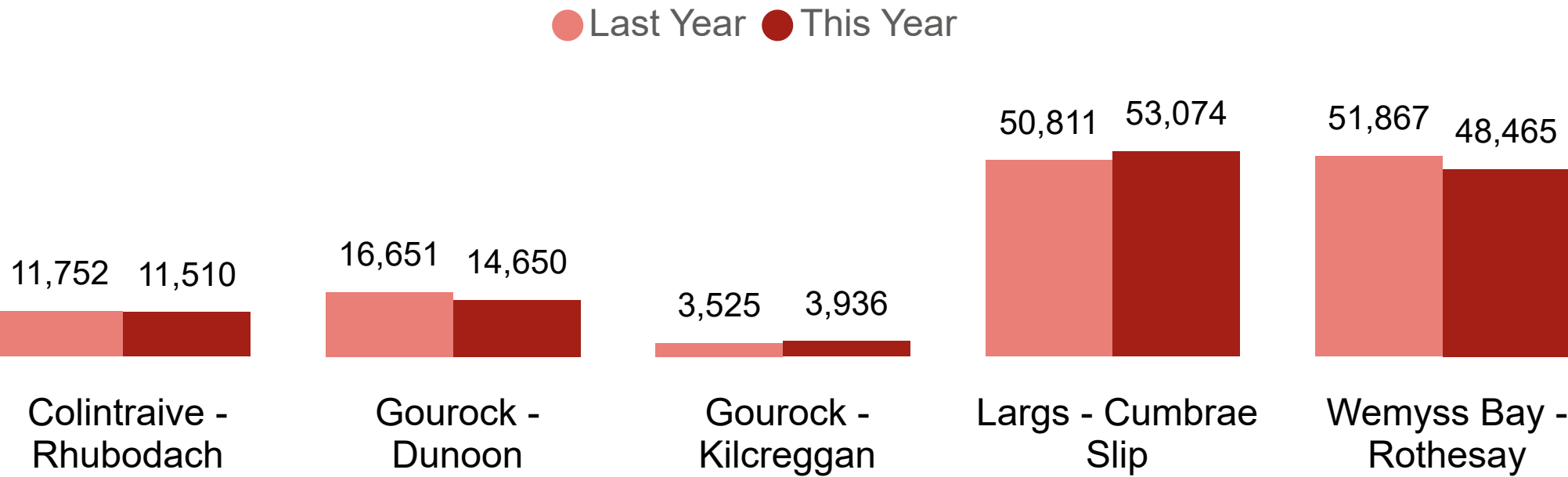
Weather Technical Other



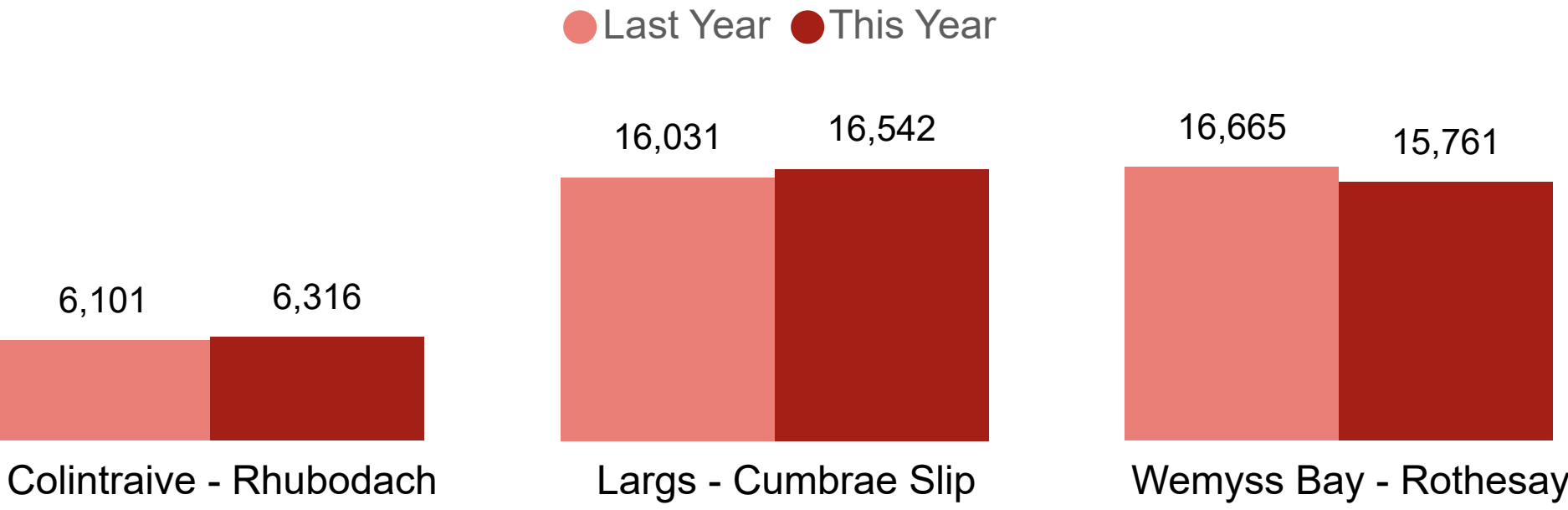
"Other" refers to any cancellations not resulting from weather and technical disruption. This includes cancellations due to reasons such as bunkering issues, berth unavailability etc.



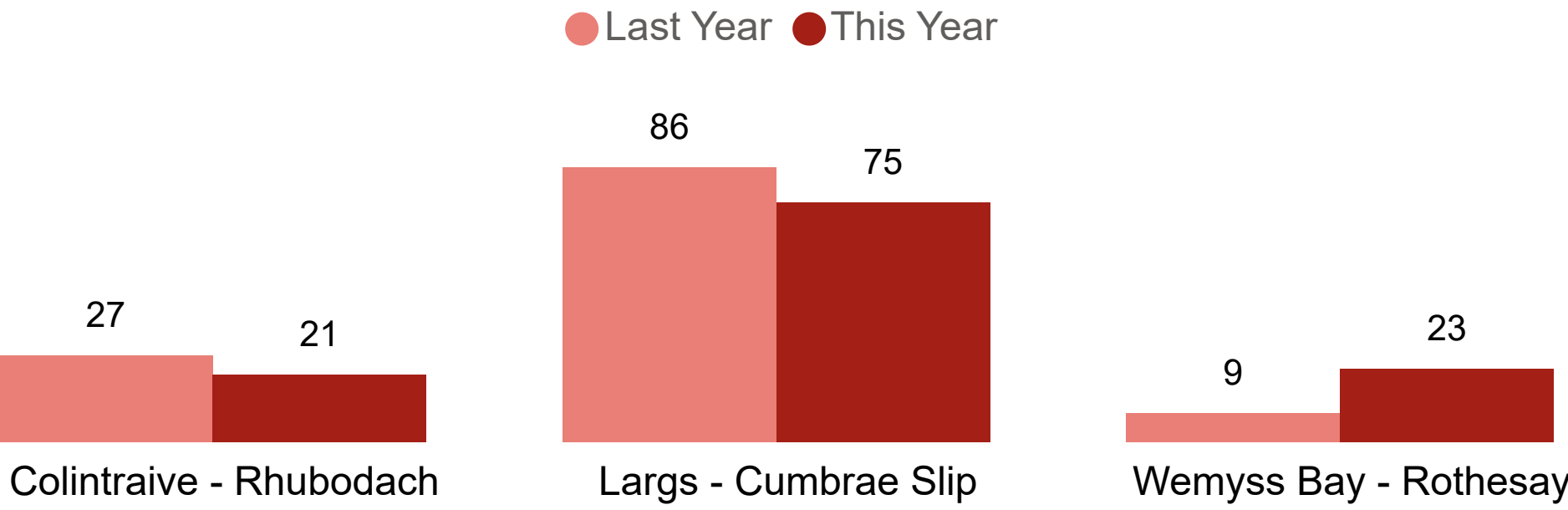
Shipped Passengers



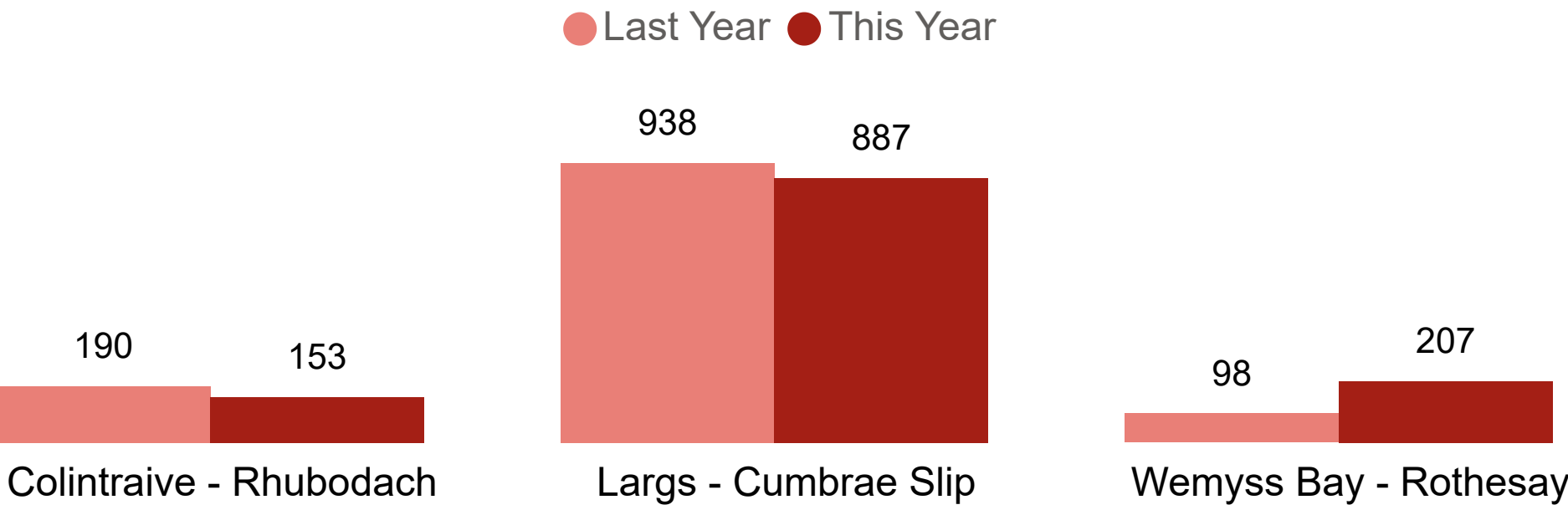
Shipped Cars



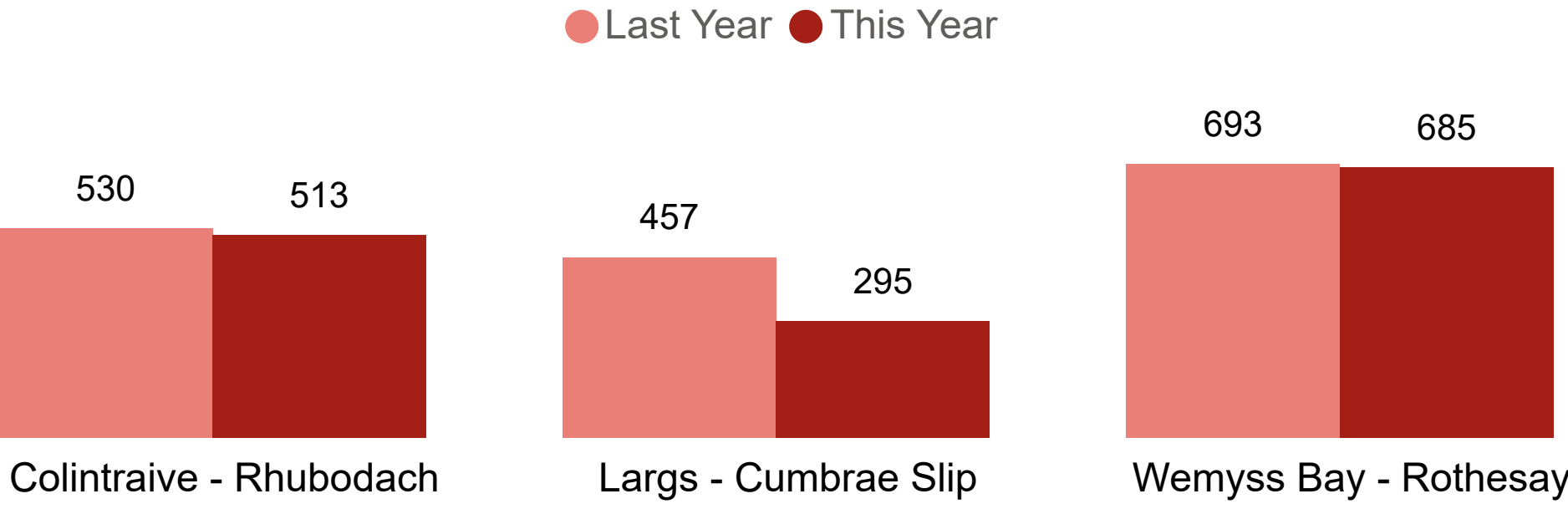
Shipped Coaches



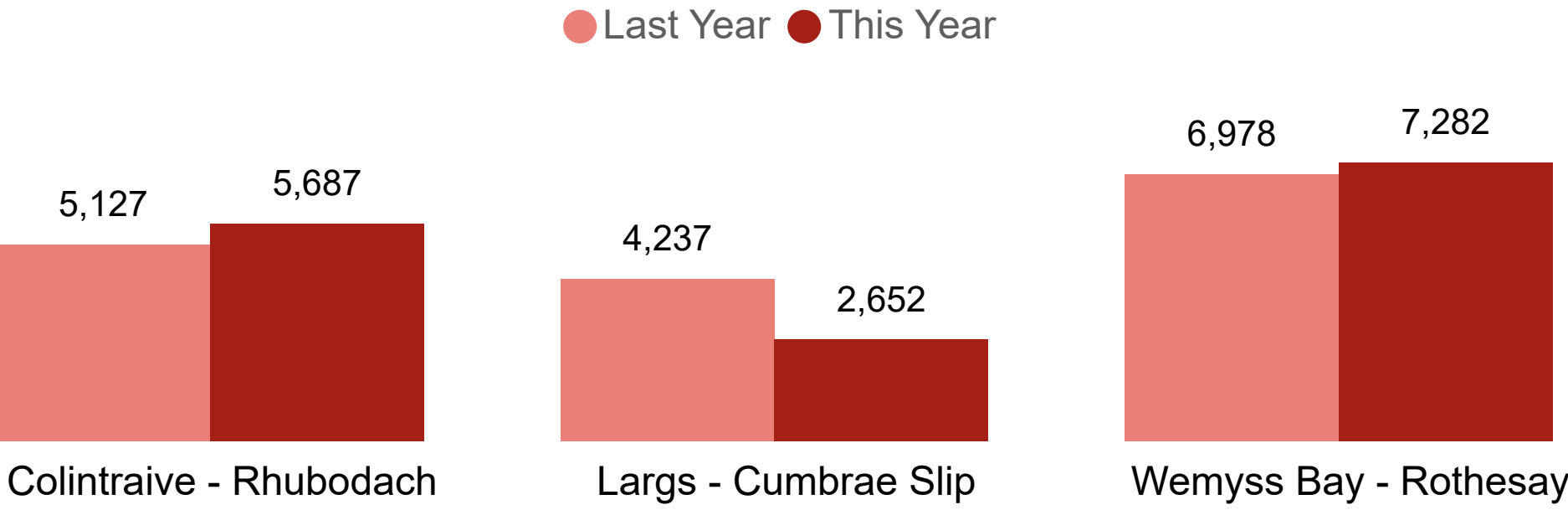
Shipped Coach Metres



Shipped Commercial Vehicles



Shipped Commercial Vehicle Metres

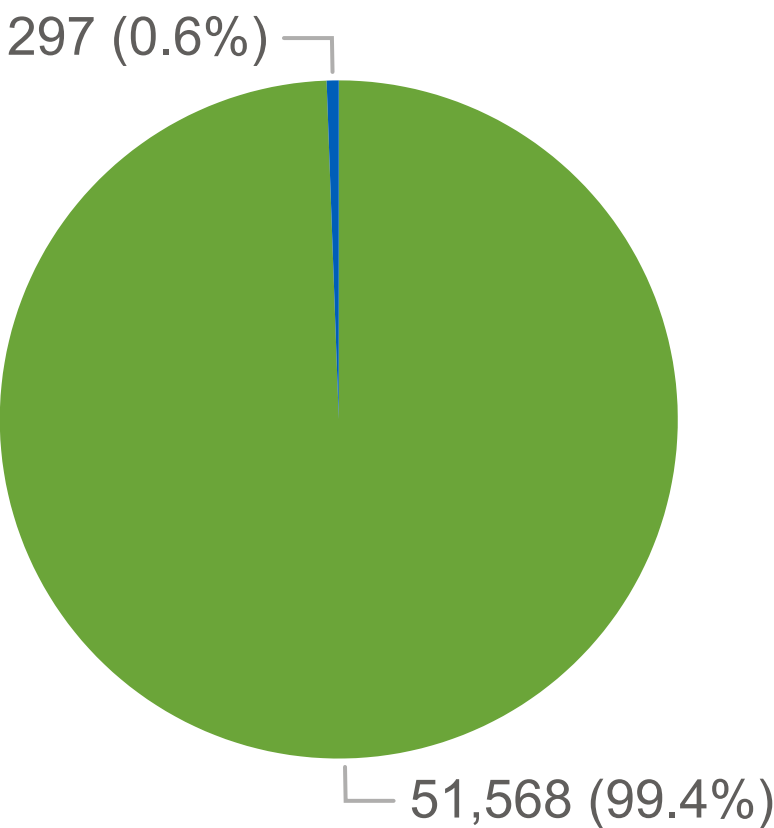




- 1 Car Equivalent Space is equal to 4.6 General Lane Metres
- Below visuals represent car equivalent spaces offered vs car equivalent space made unavailable as a result of technical, weather and all other cancellations

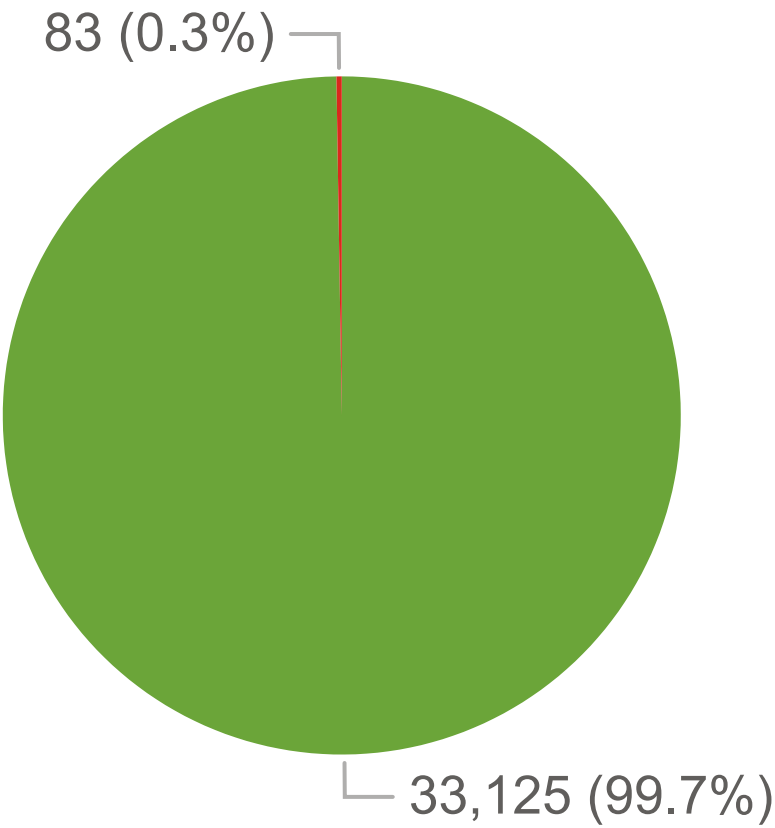
Colintraive - Rhubodach

Offered Weather Other Technical



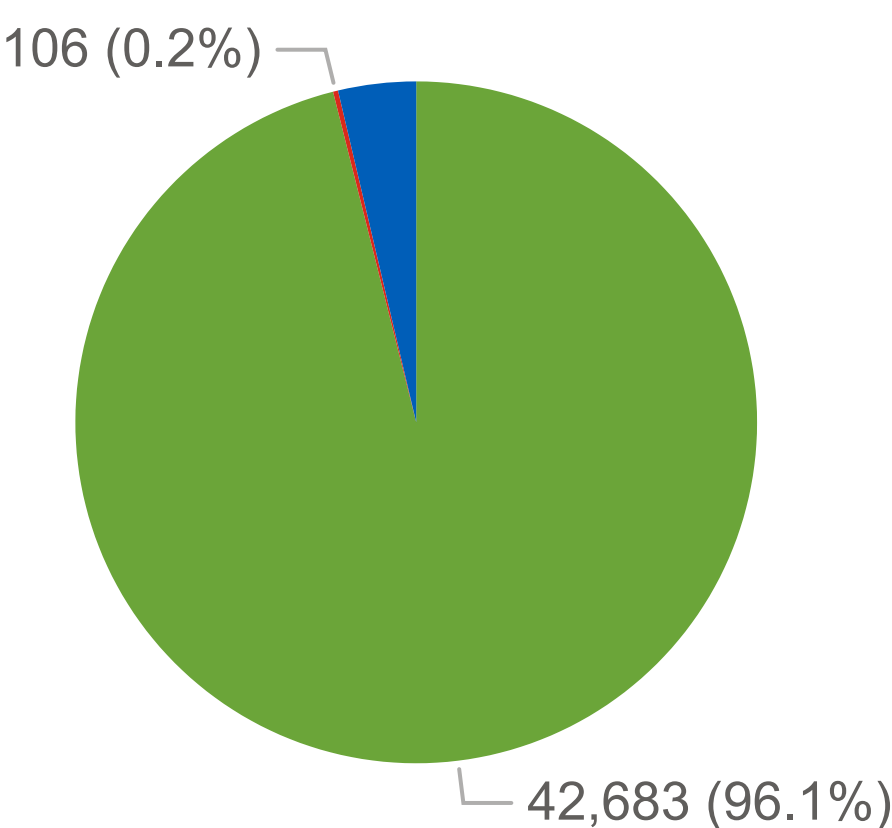
Largs - Cumbrae Slip

Offered Weather Other Technical



Wemyss Bay - Rothesay

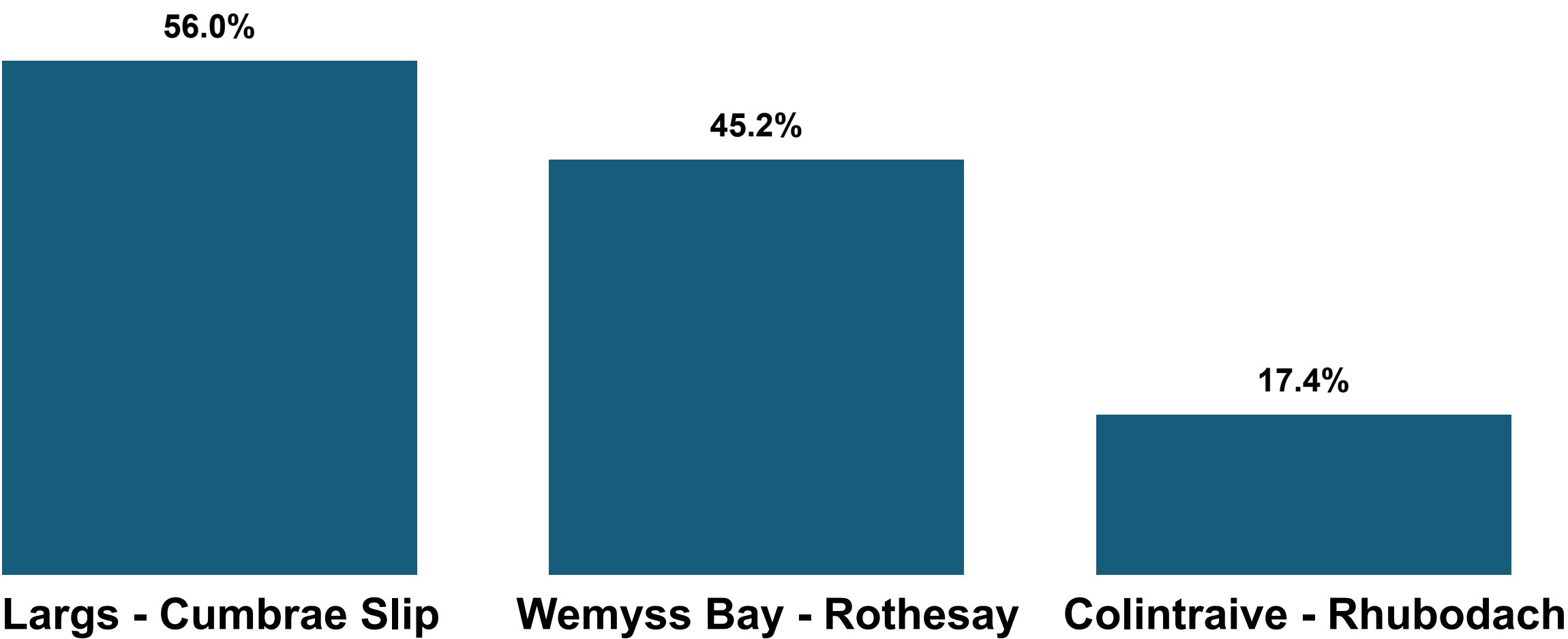
Offered Technical Weather Other



Route	Offered	Weather	Technical	Other
Colintraive - Rhubodach	51,568	297		
Largs - Cumbrae Slip	33,125		83	
Wemyss Bay - Rothesay	42,683	1,638	106	



Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Largs - Cumbrae Slip	152.4K	85.3K	18,543	56.0%
Wemyss Bay - Rothesay	196.3K	88.7K	19,291	45.2%
Colintraiive - Rhubodach	237.2K	41.3K	8,971	17.4%
Total	585.9K	215.3K	46,805	36.7%

Overall Utilisation of Sailings

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

