

Total Number of
Survey Responses
Last 6 Months

20K

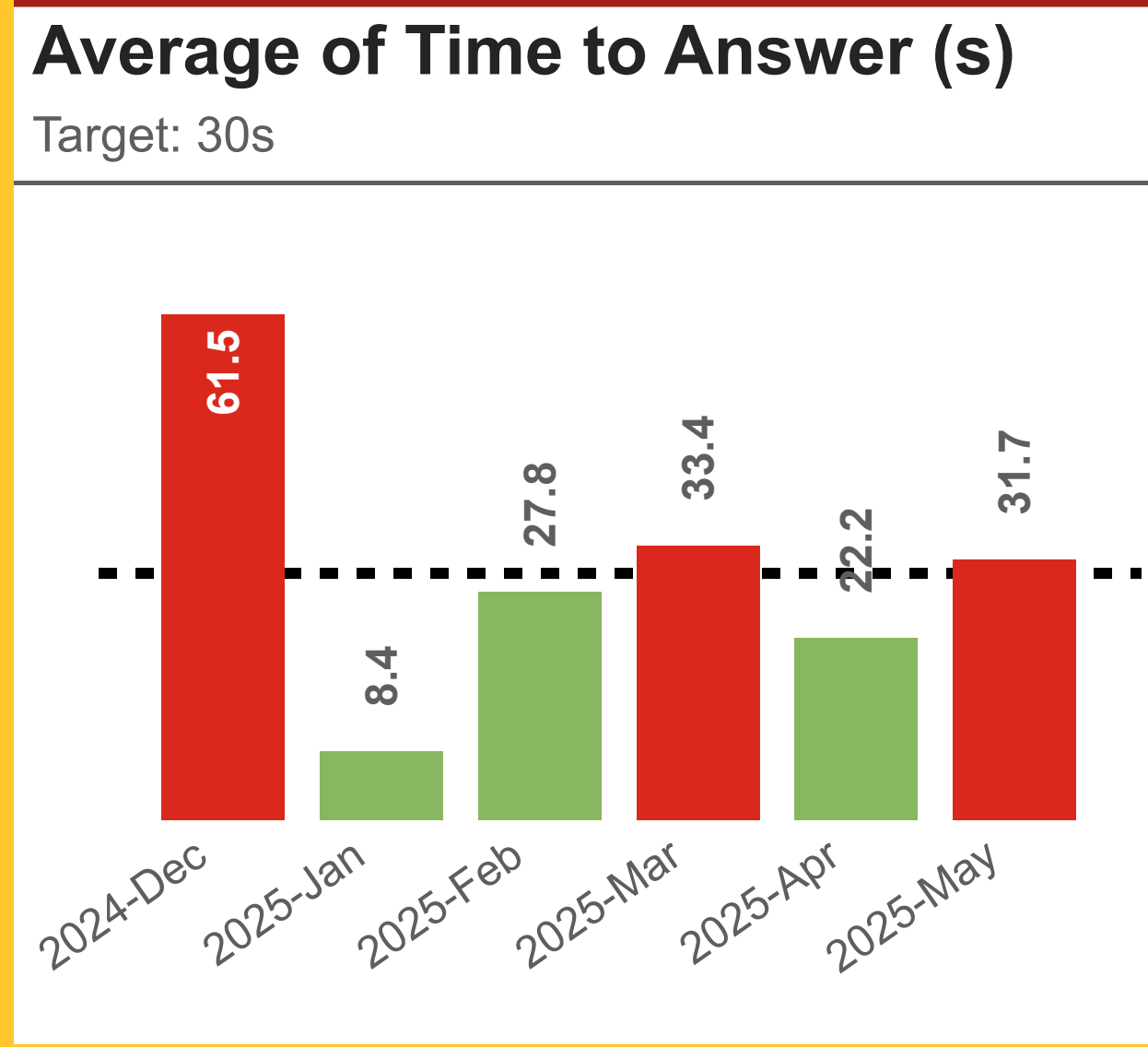
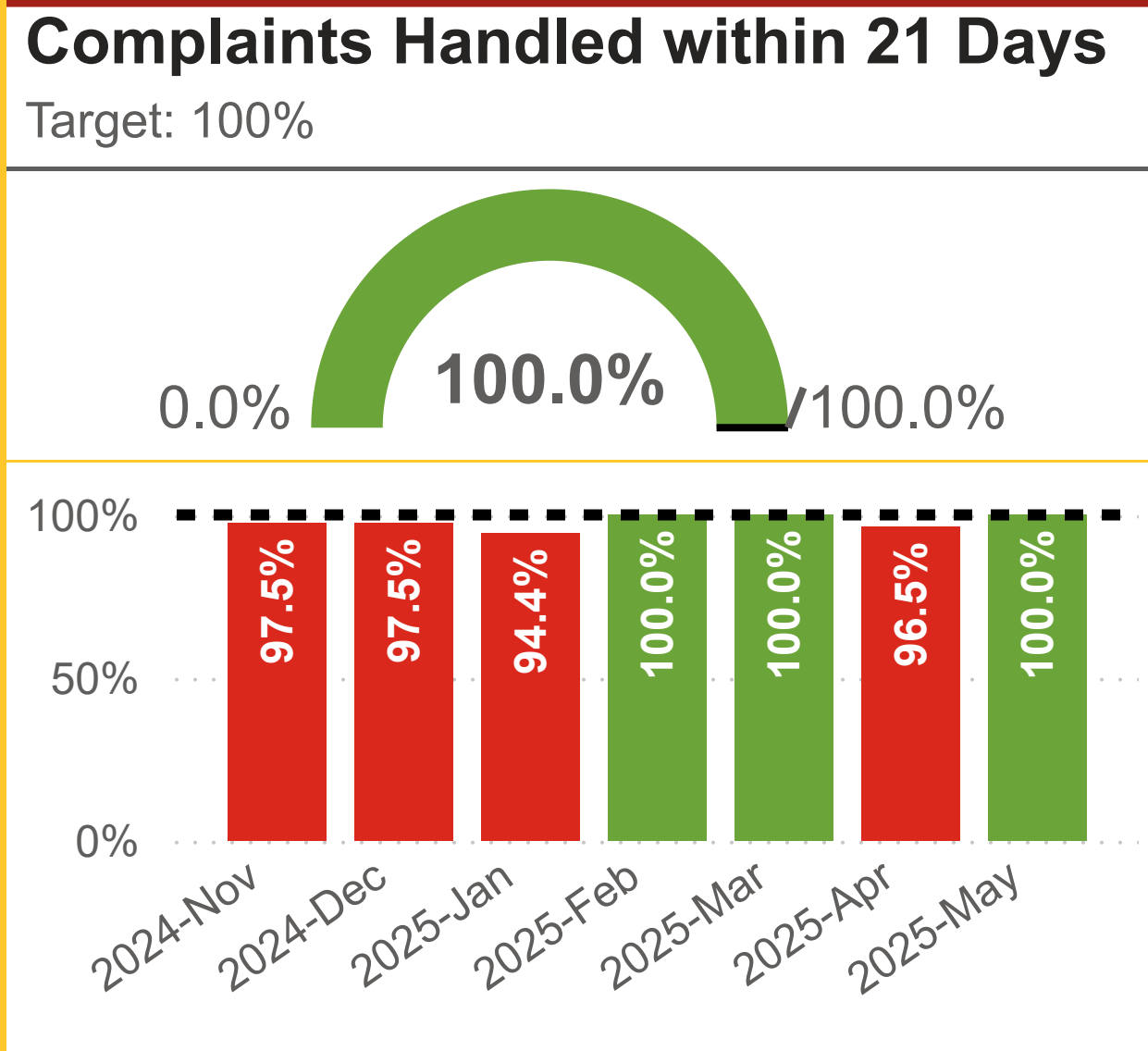
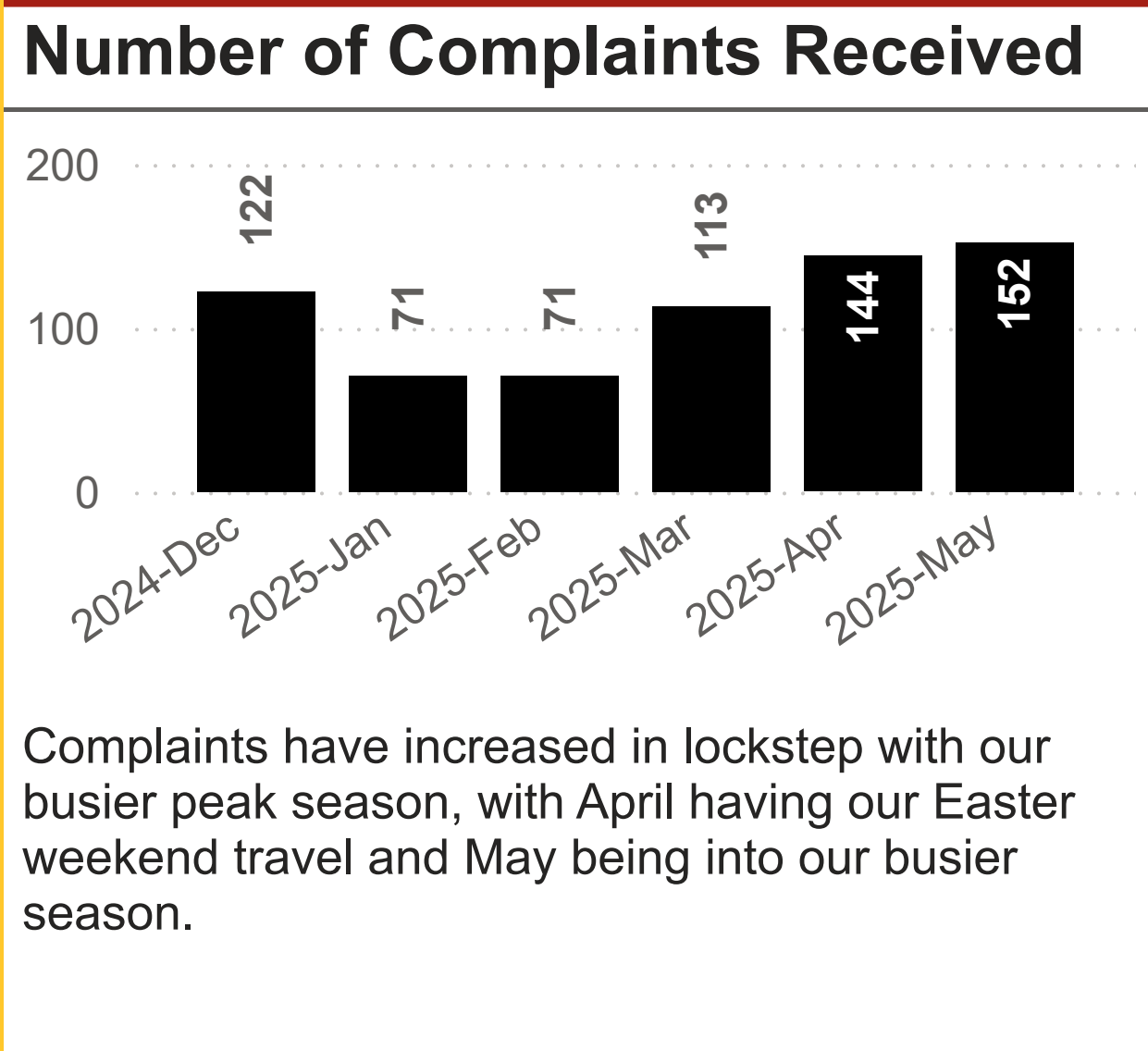
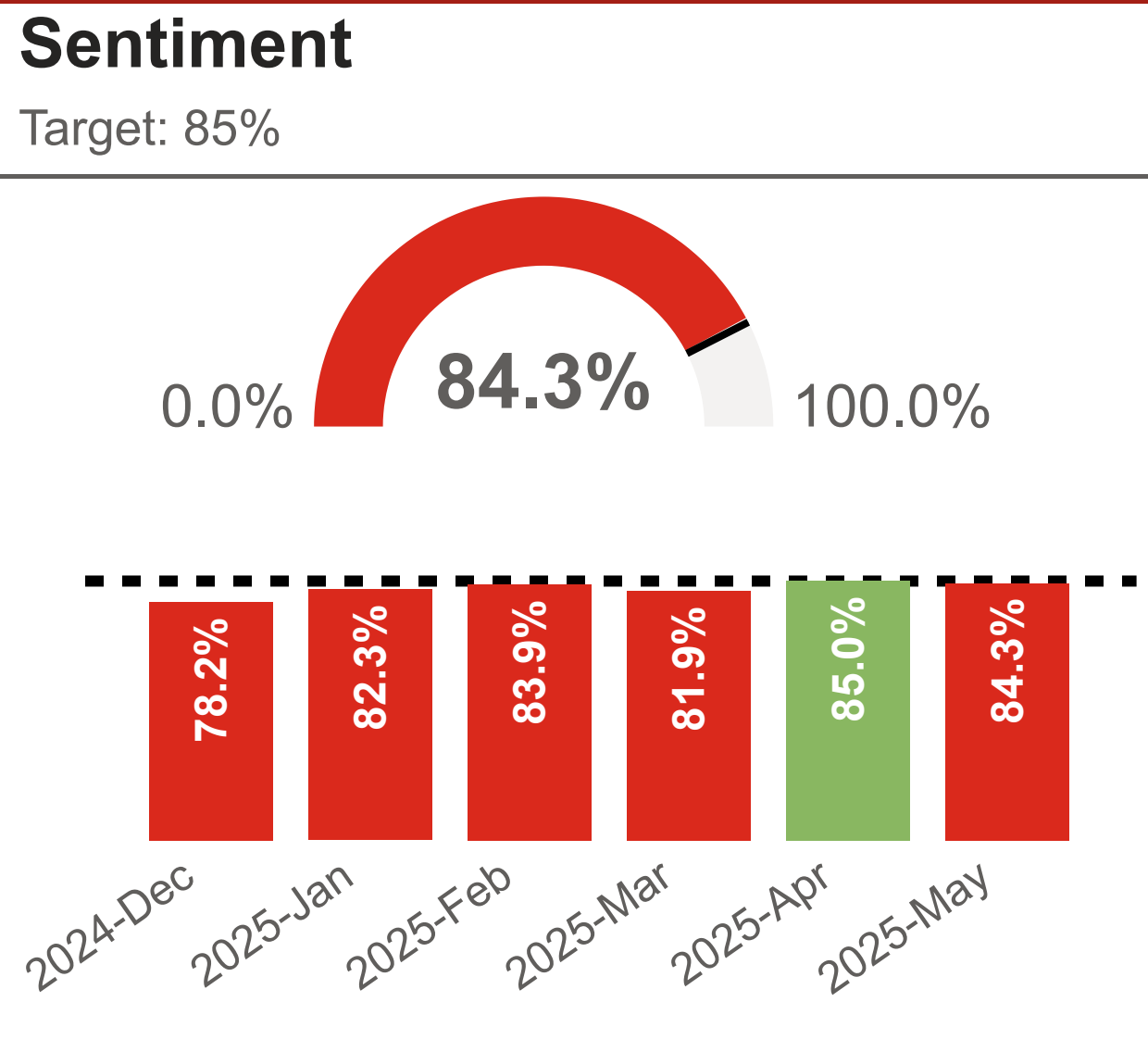
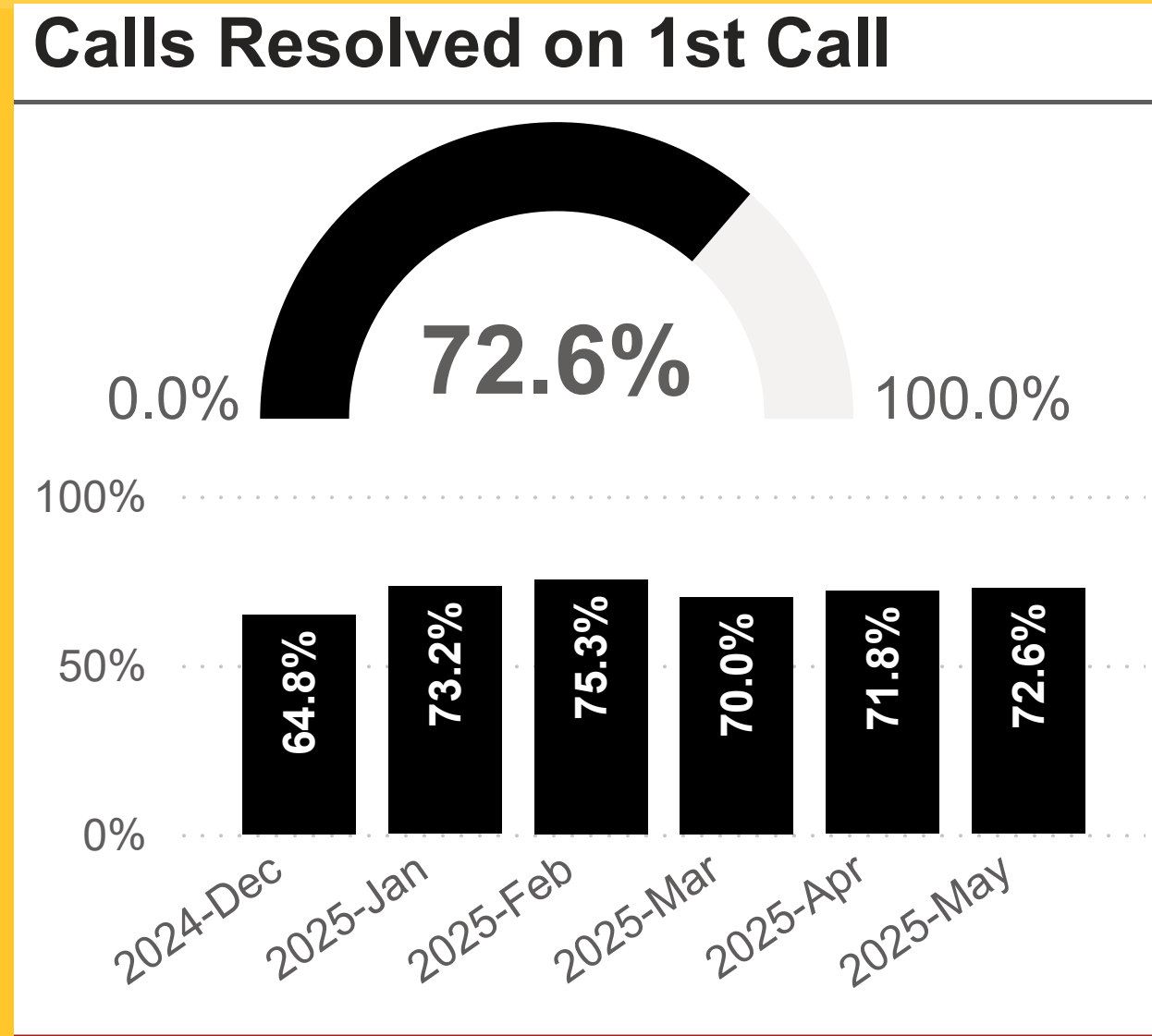
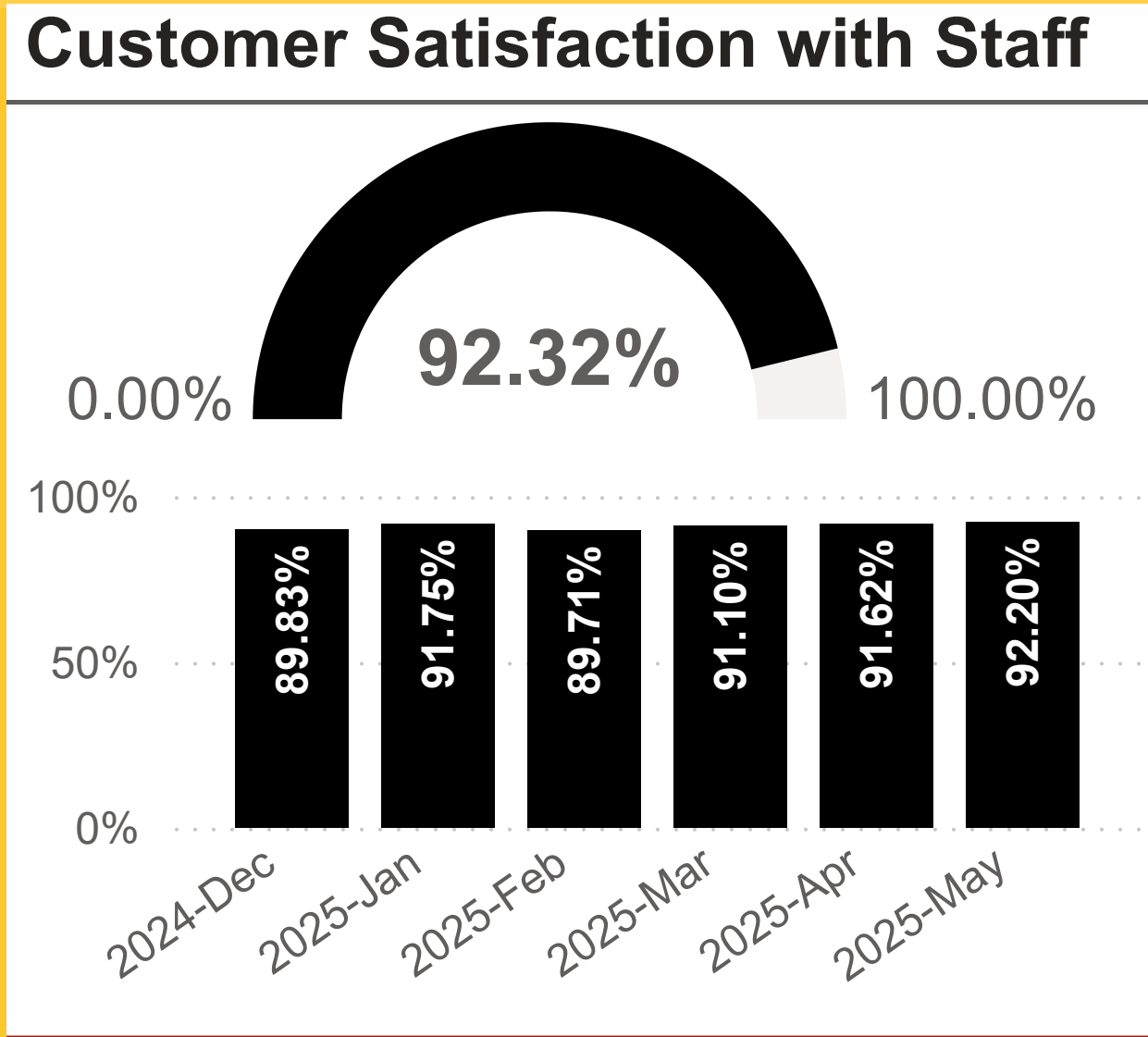
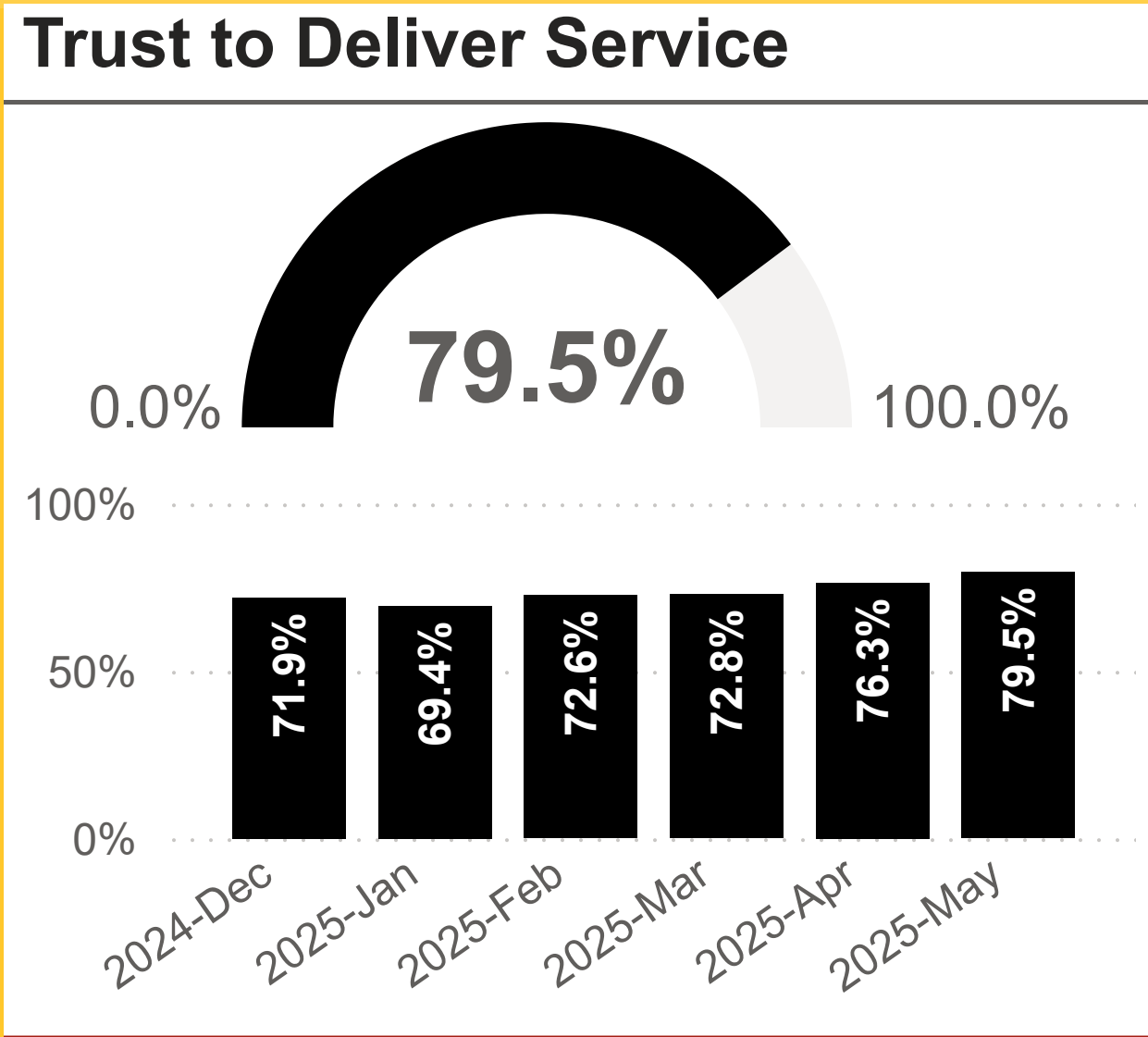
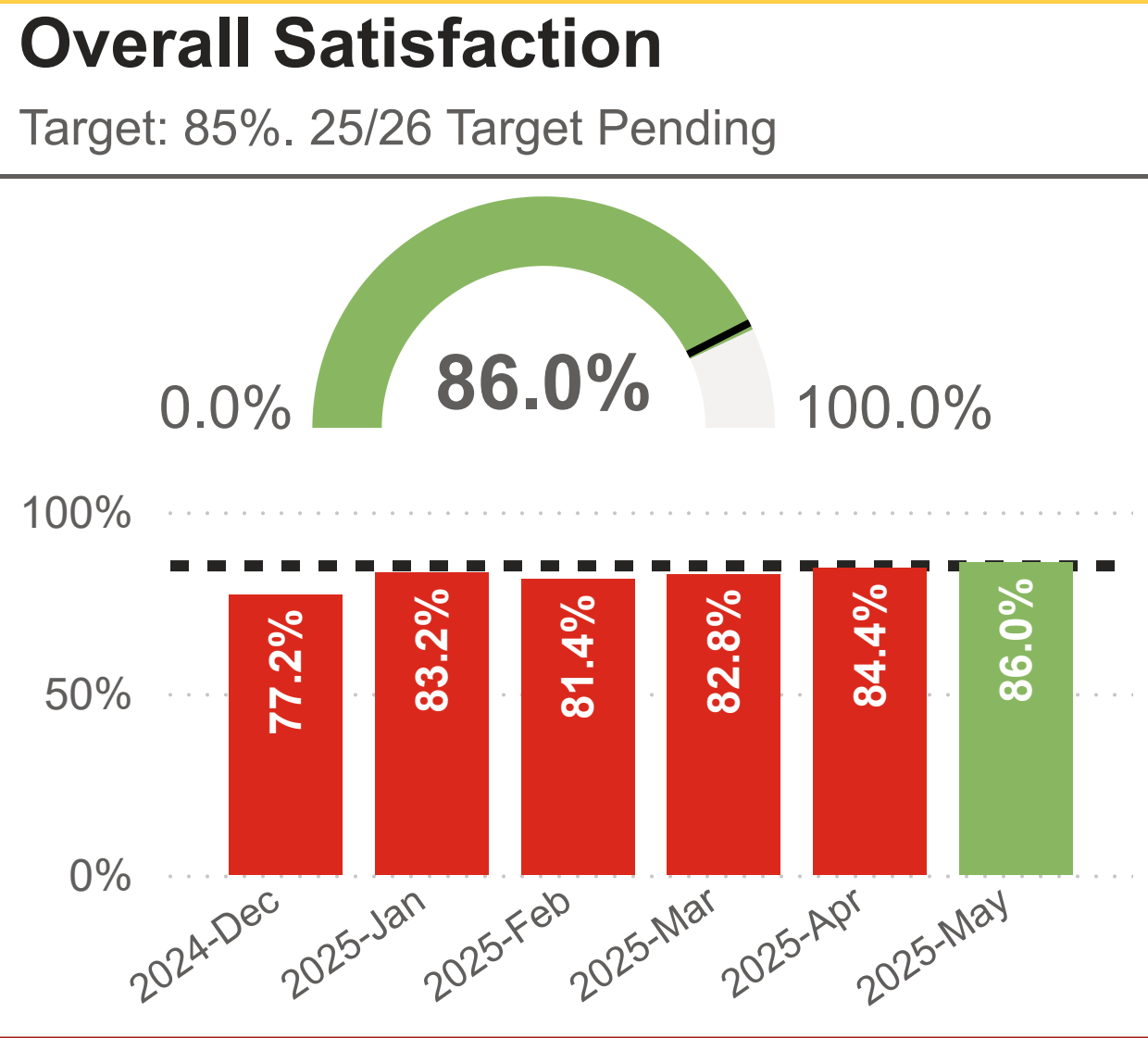
Our Performance in May 2025

Customer Feedback Metrics

Network Wide



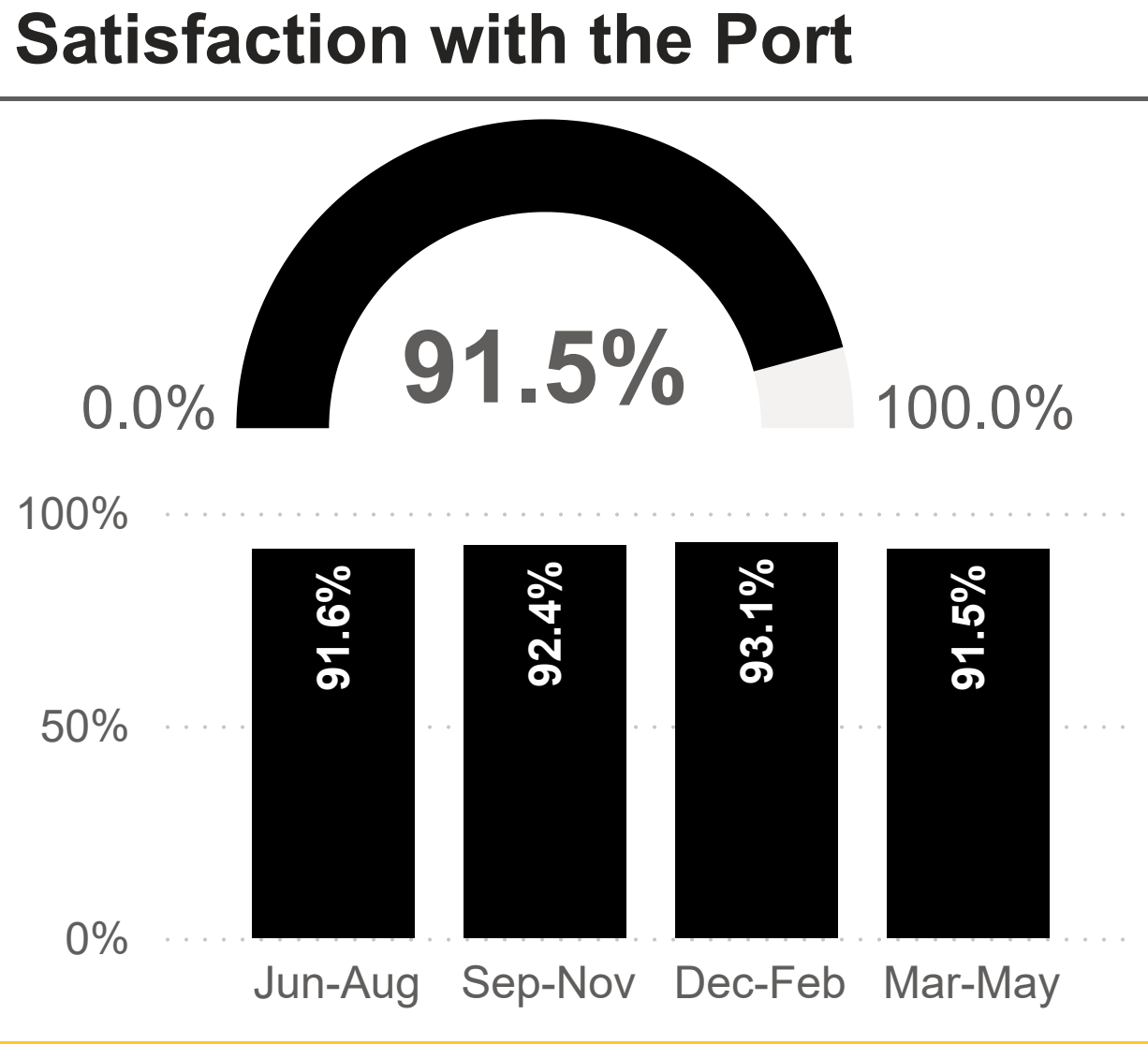
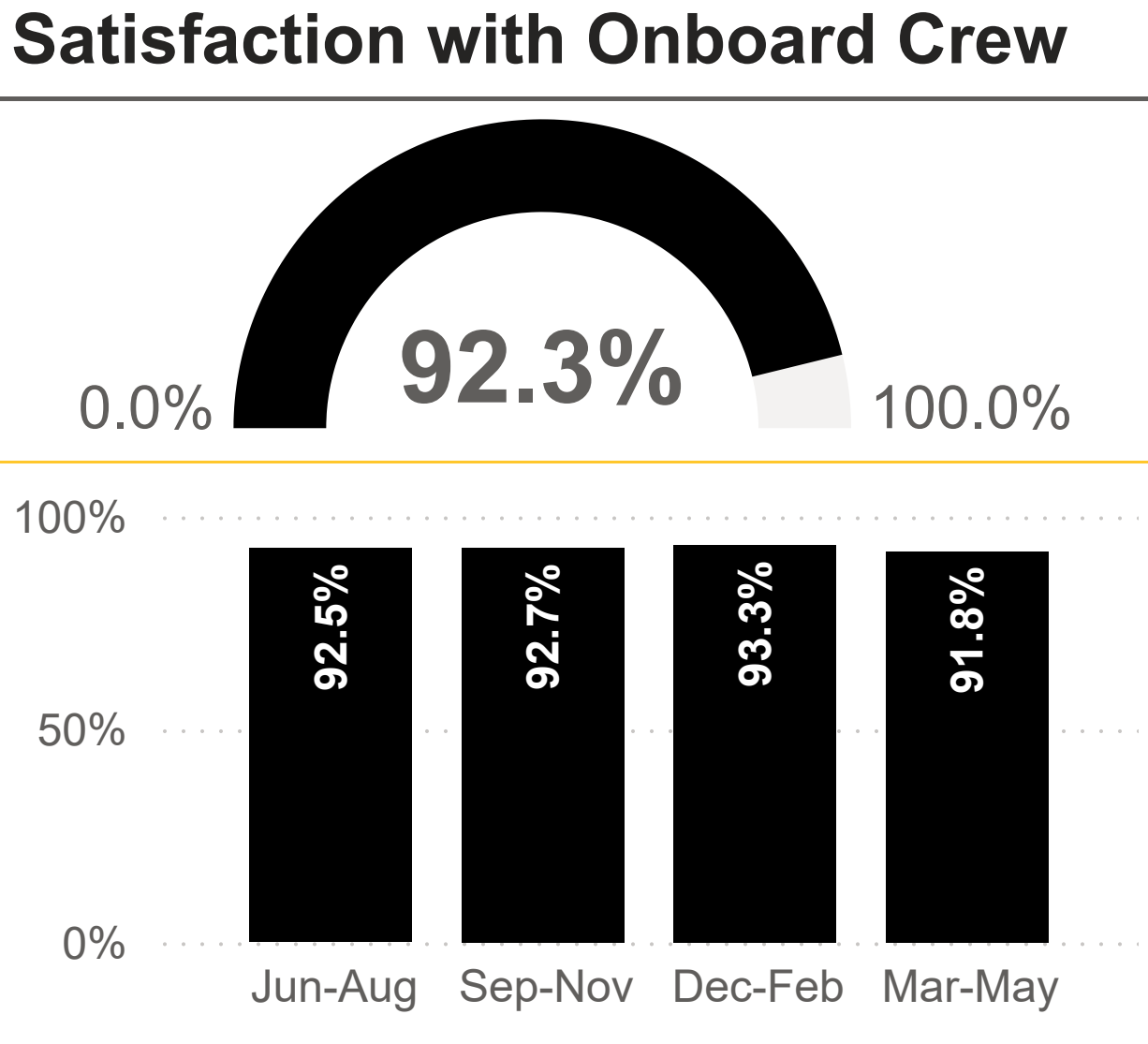
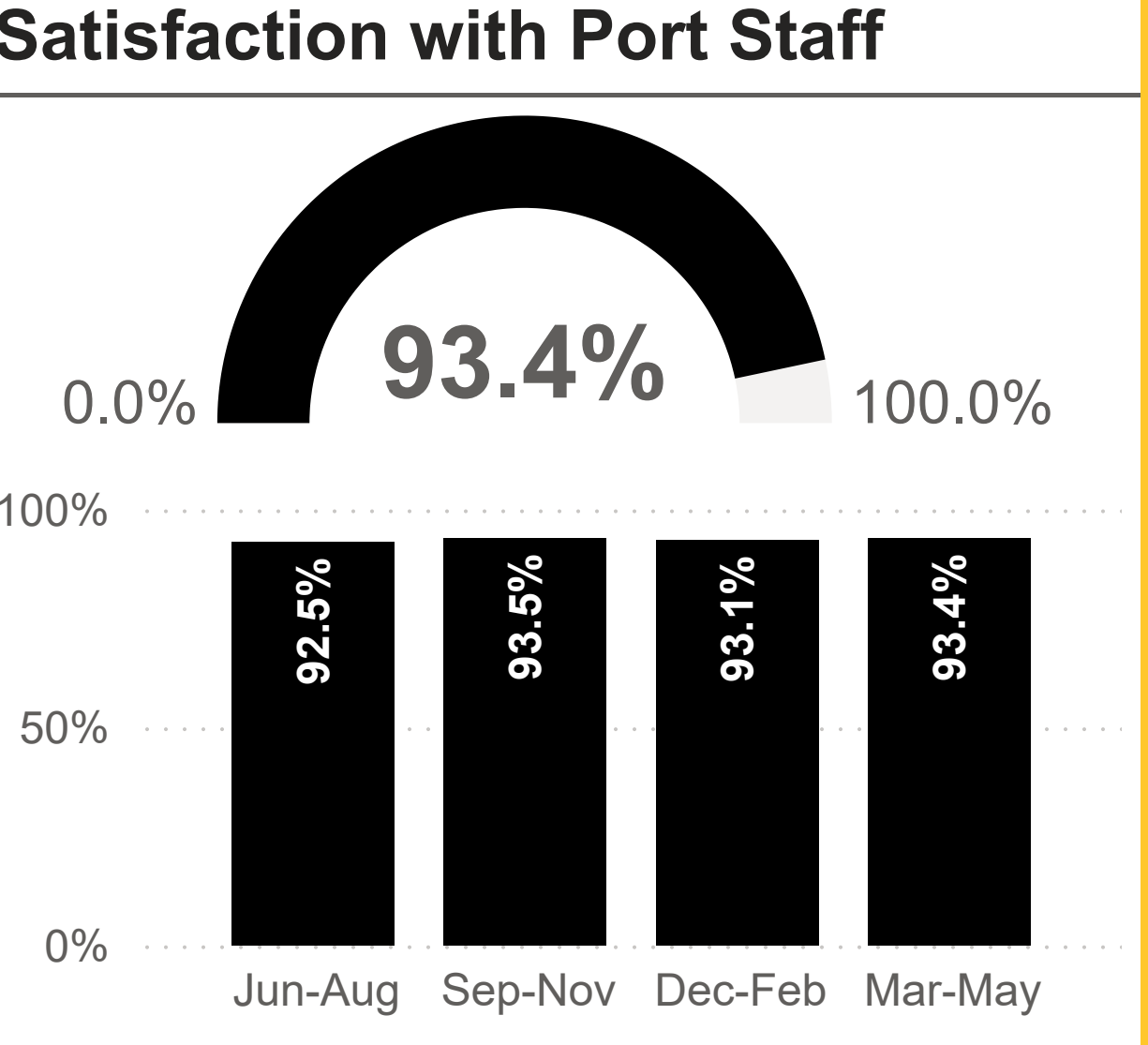
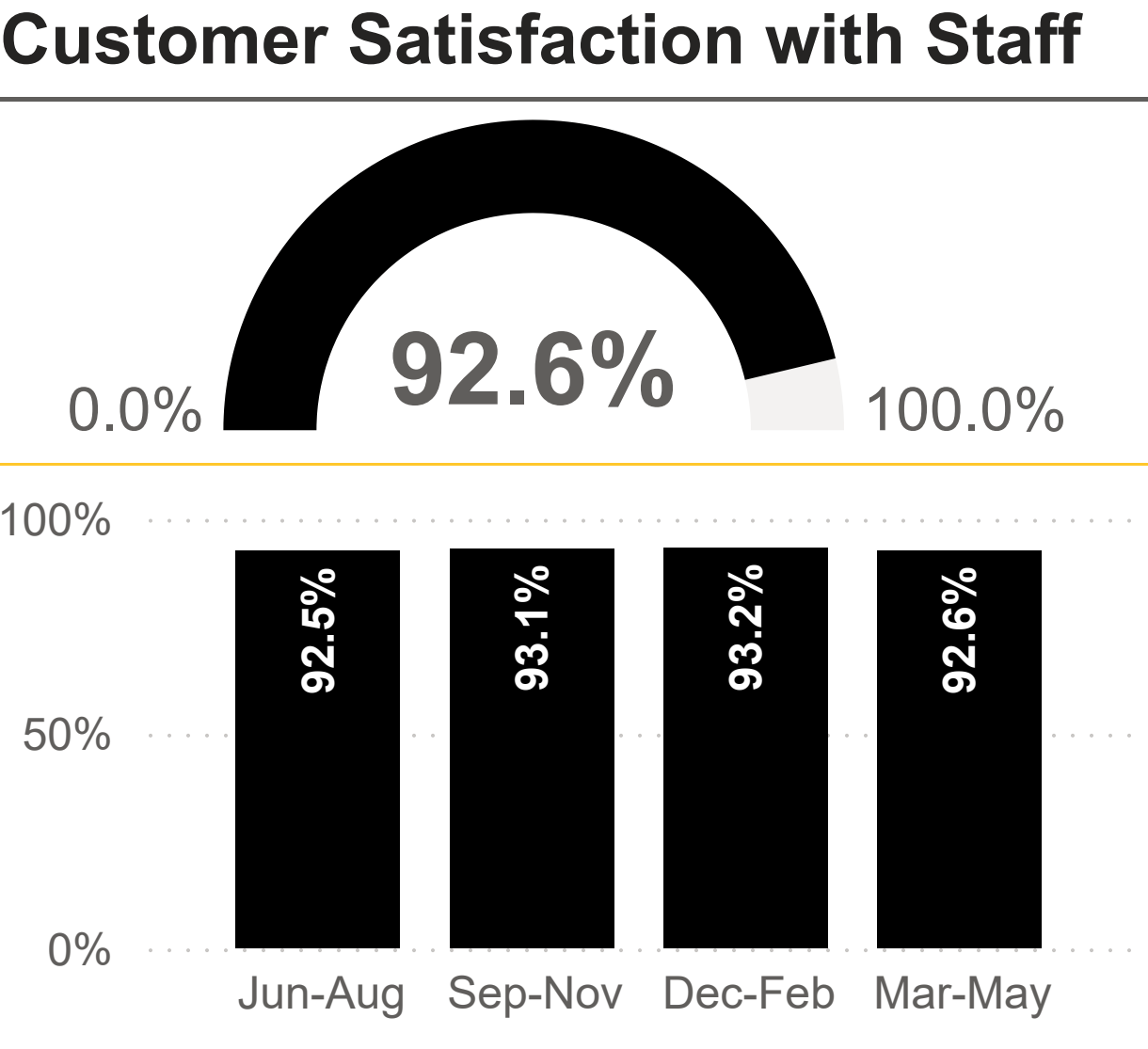
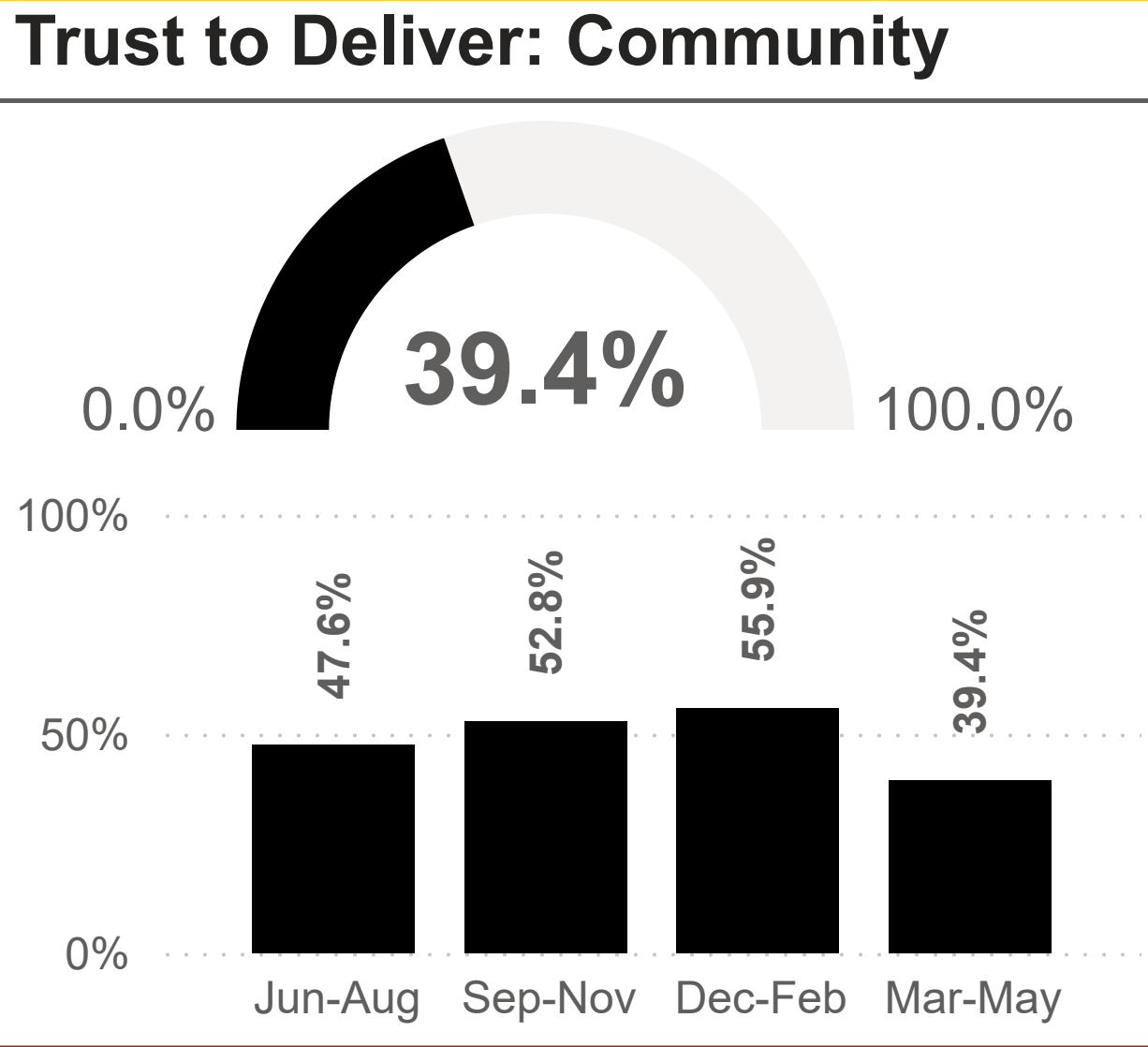
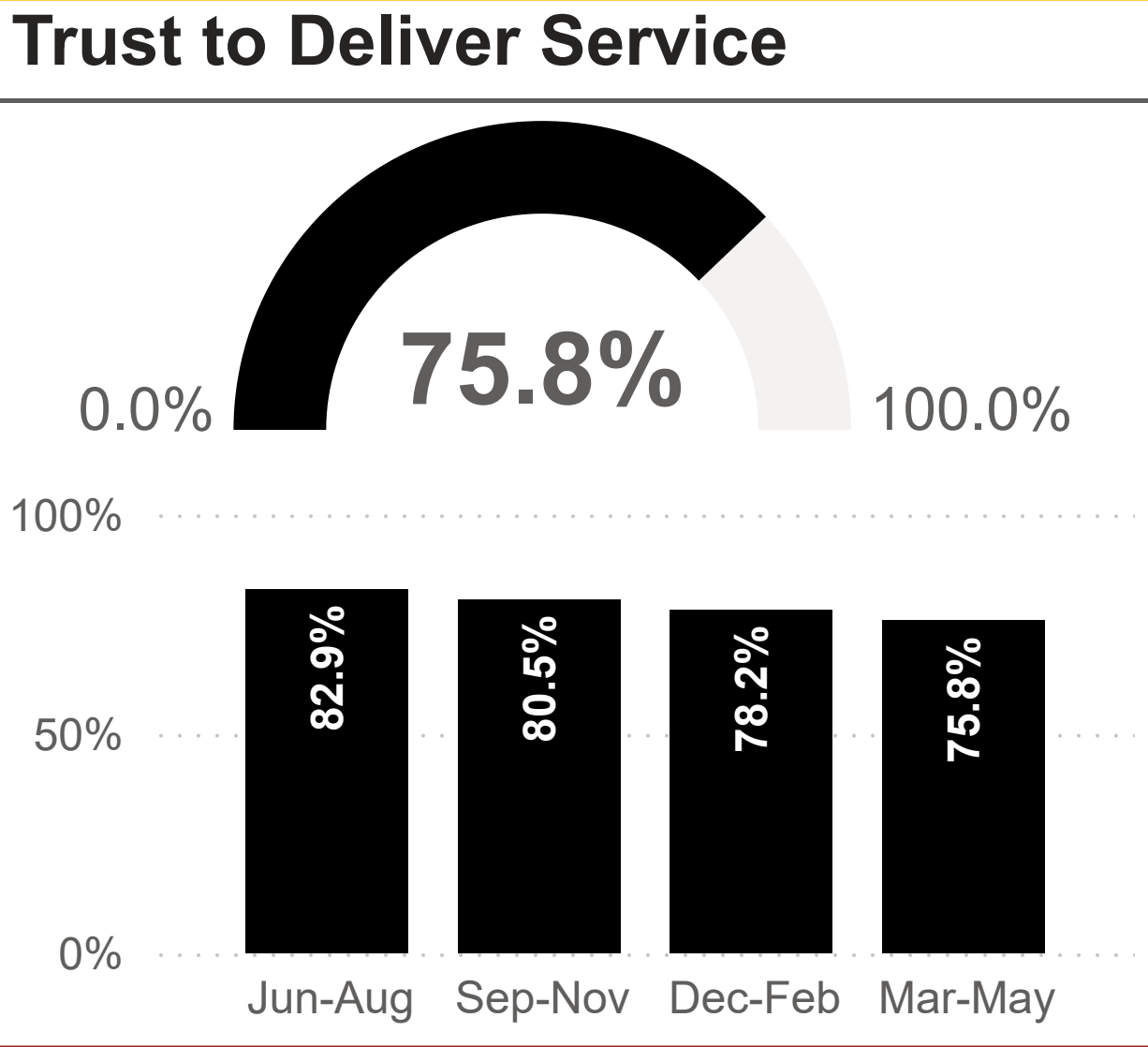
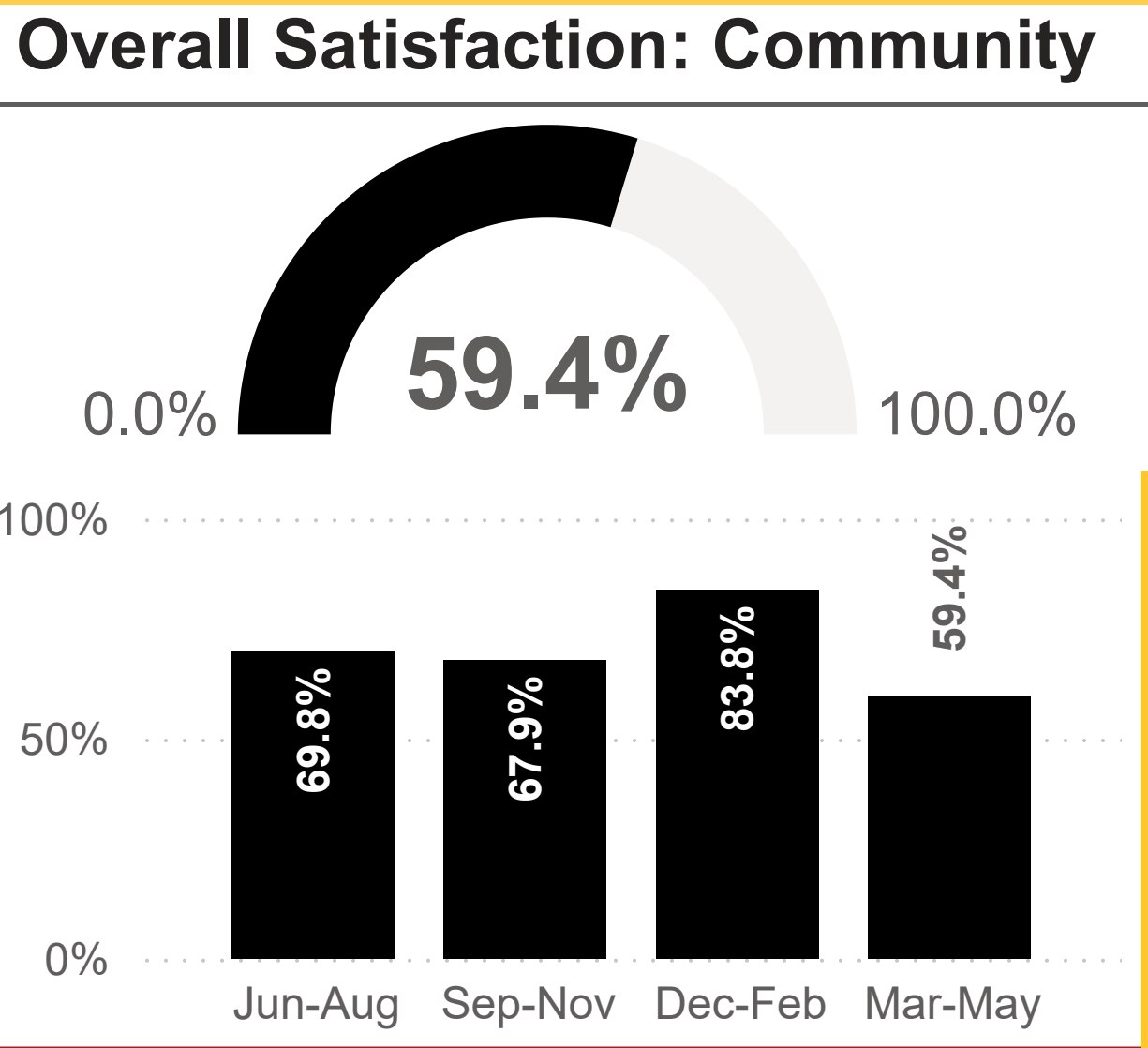
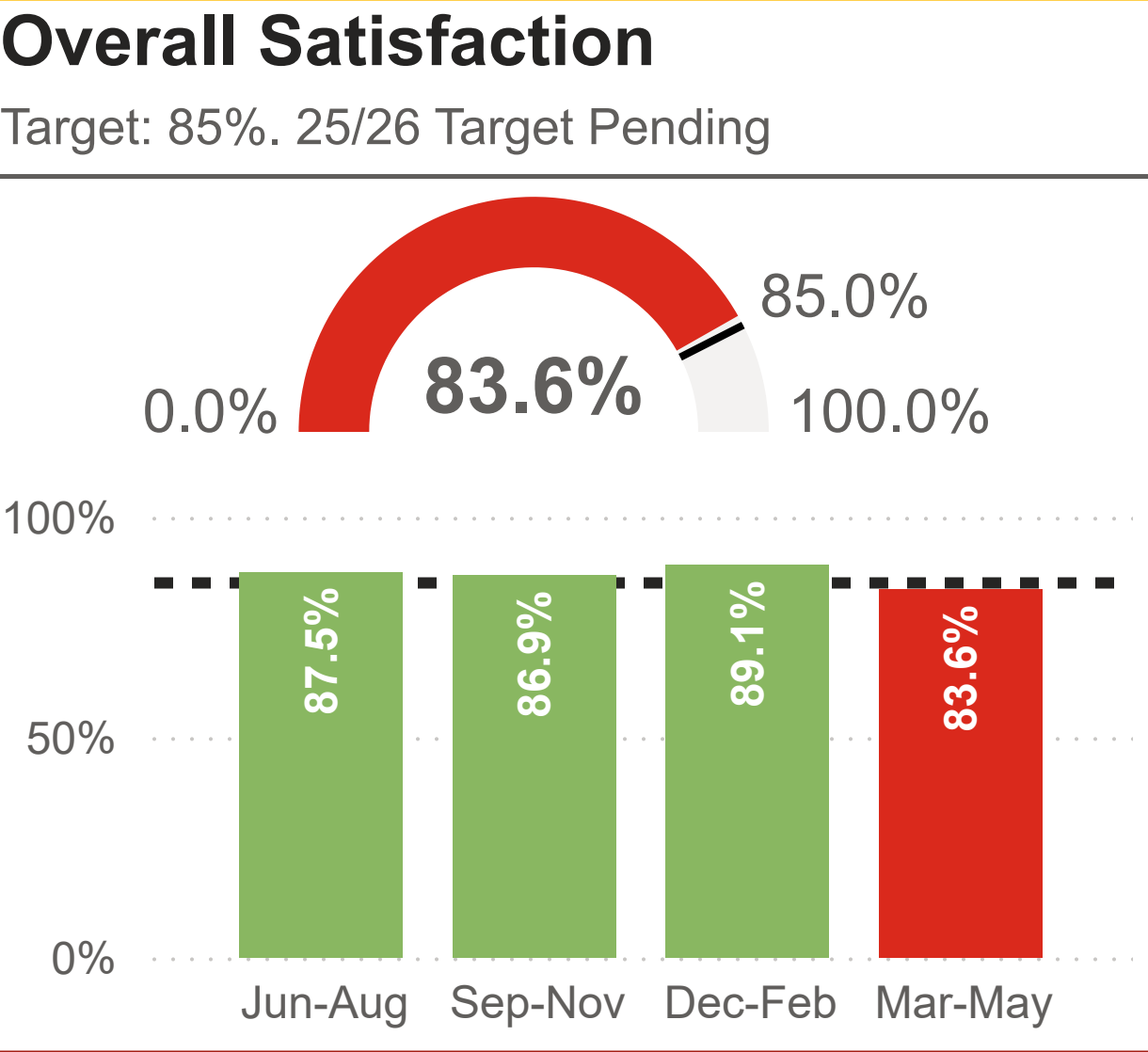
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.



Our Performance in May 2025
Customer Feedback Metrics
Argyll



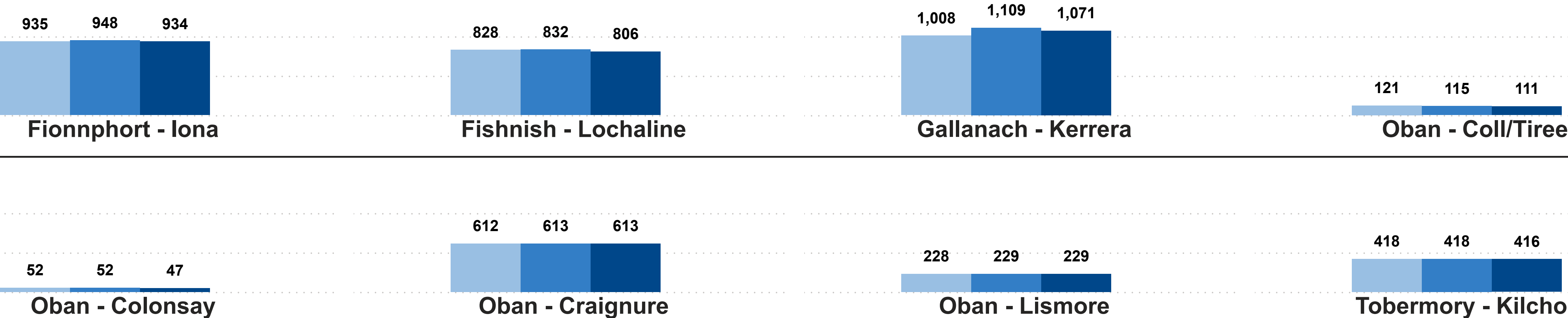
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.
Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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





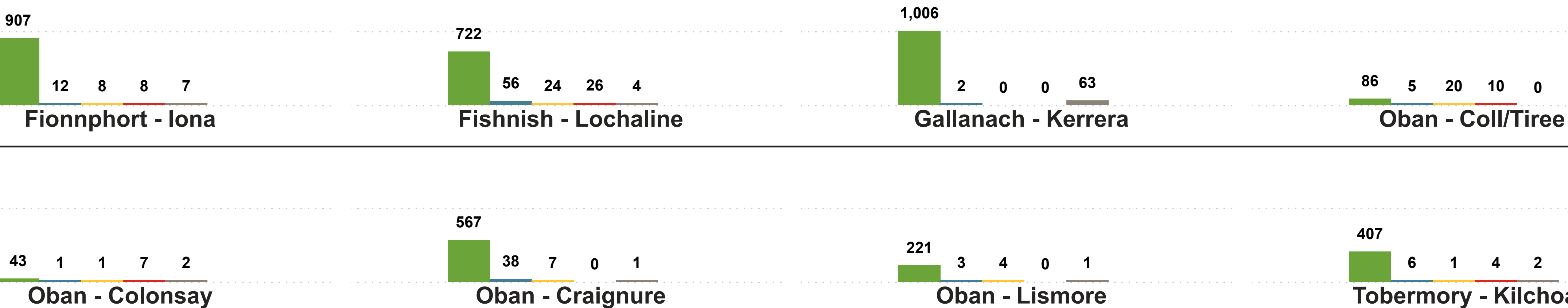
Sailings Timetabled, Amended & Actual

Timetabled Amended Actual



Punctuality & Reliability

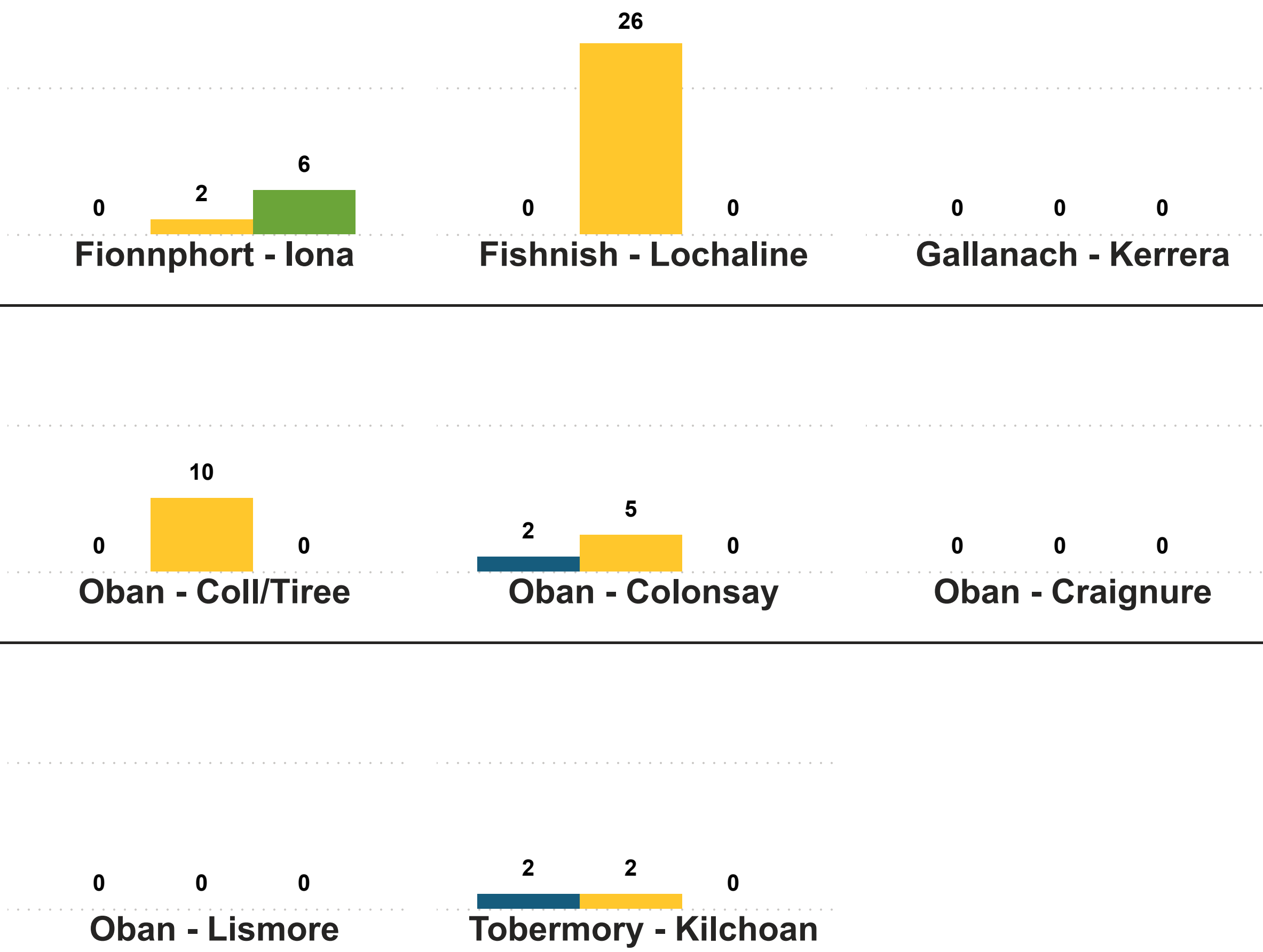
On Time Level 1 Lateness Level 2 Lateness Cancelled Additional





Cancelled Sailings (By Reason)

Weather Technical Other

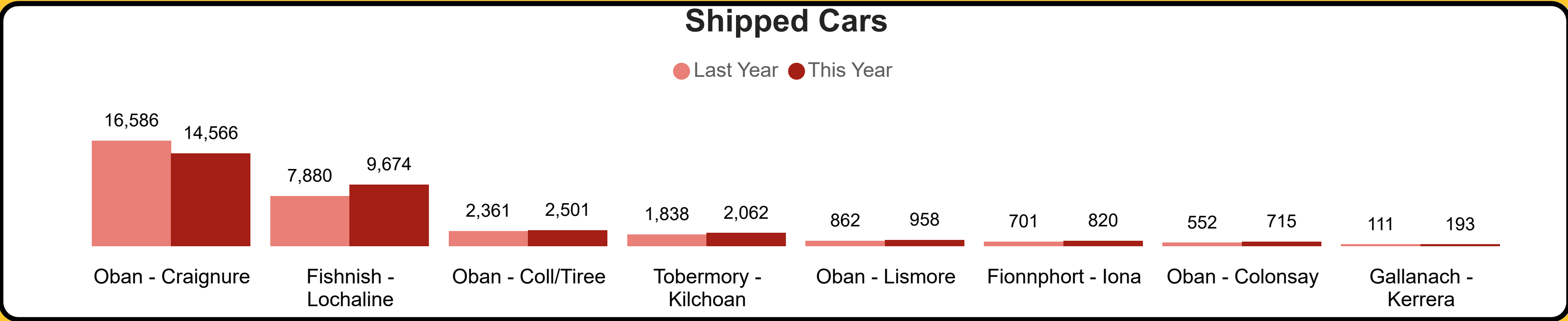
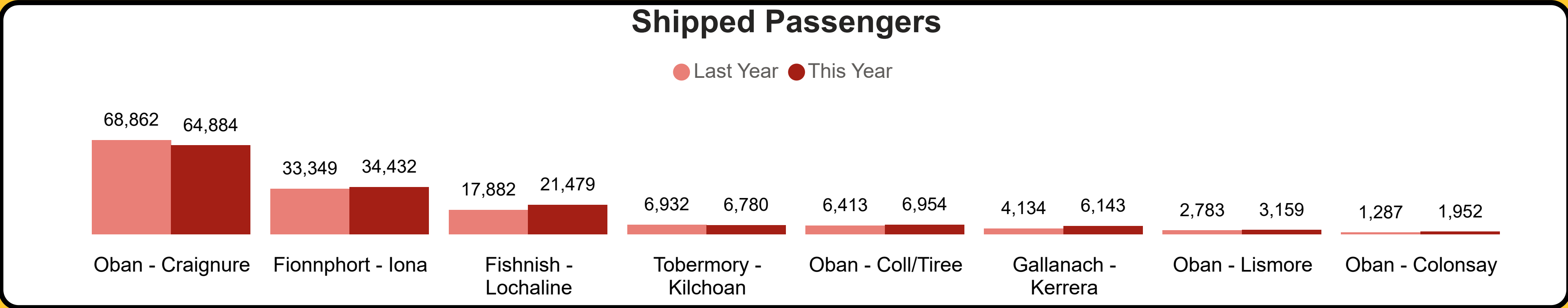


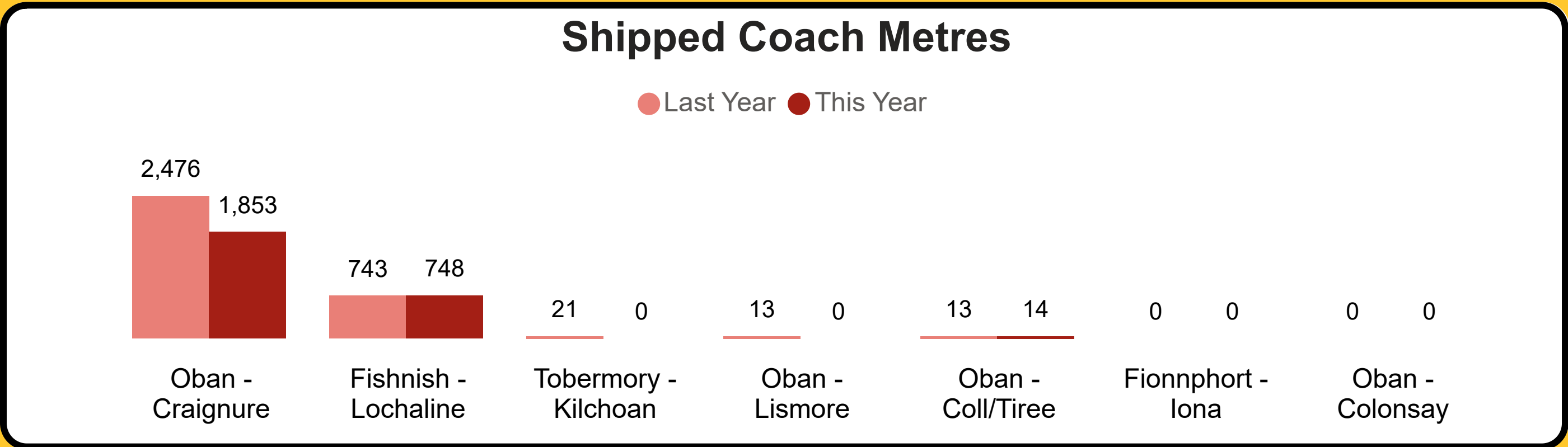
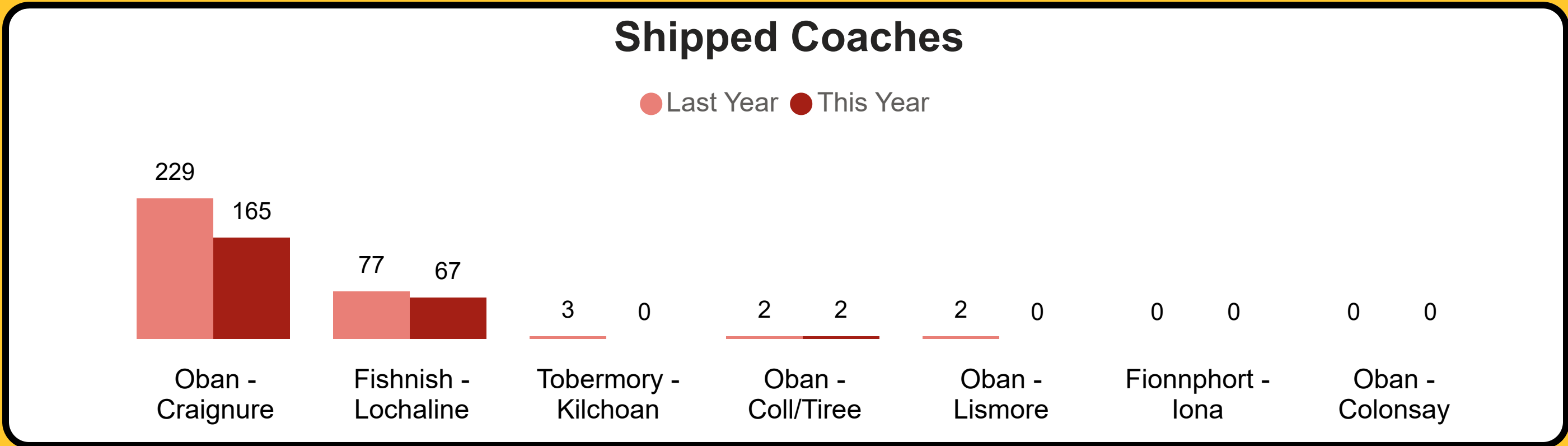
Missed Train Connections

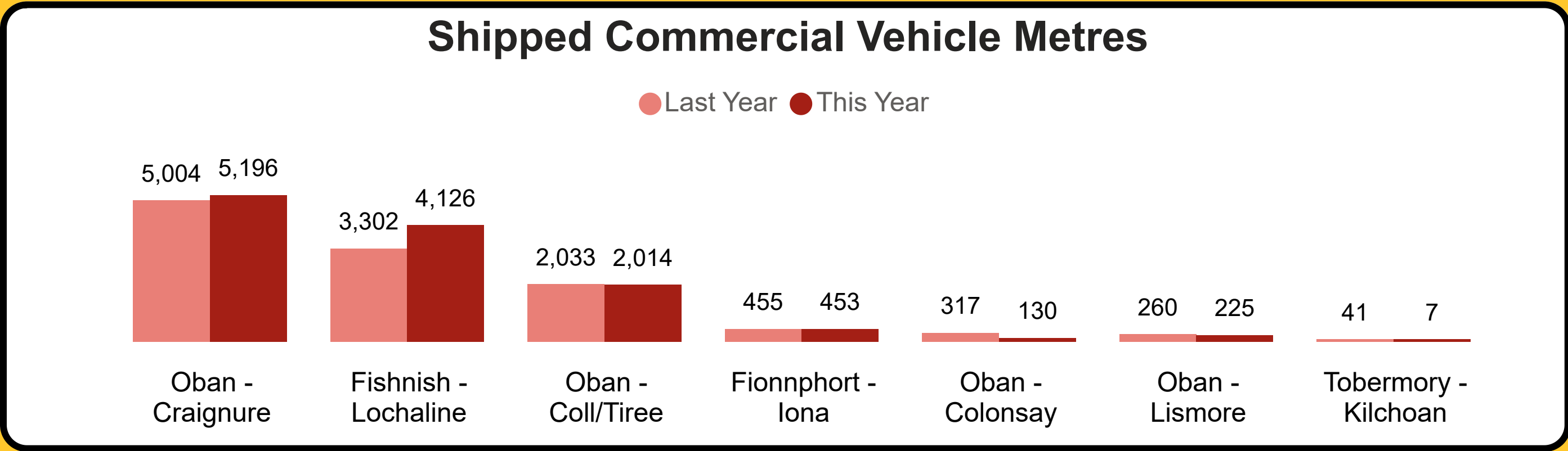
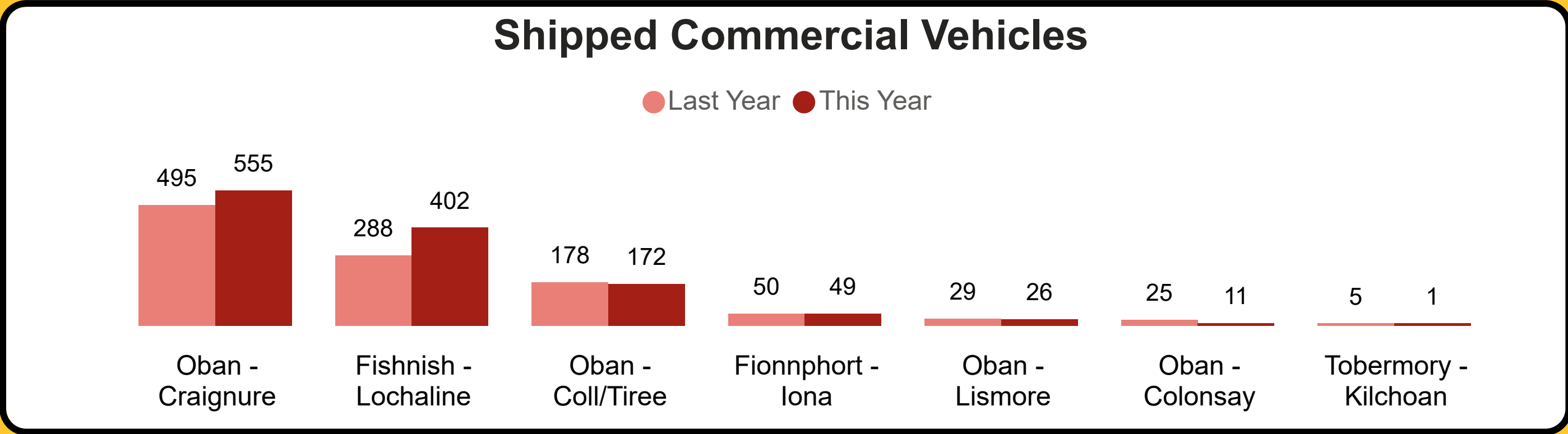
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There were no missed advertised connections for Band C sailings this month.

"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.







Argyll

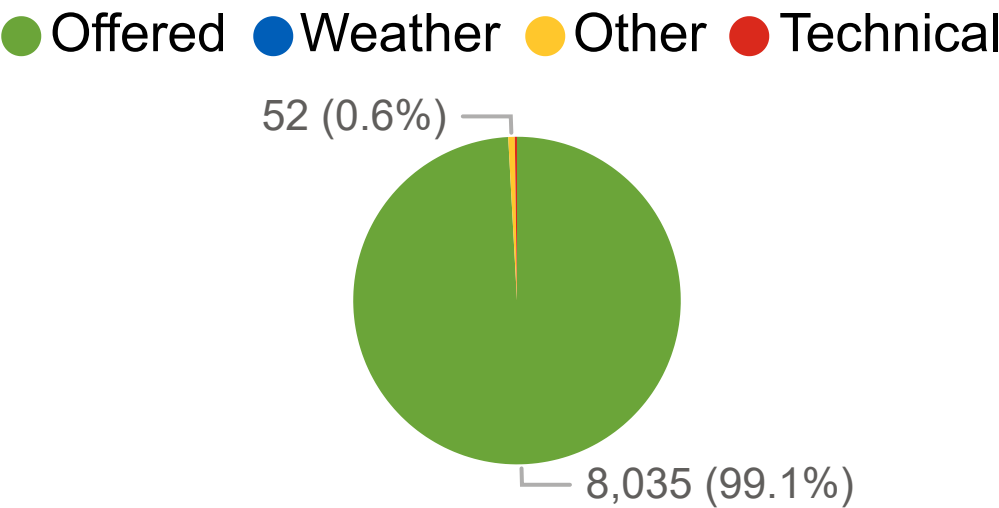
Our Performance in May 2025

Car Equivalent Spaces Offered vs Cancelled

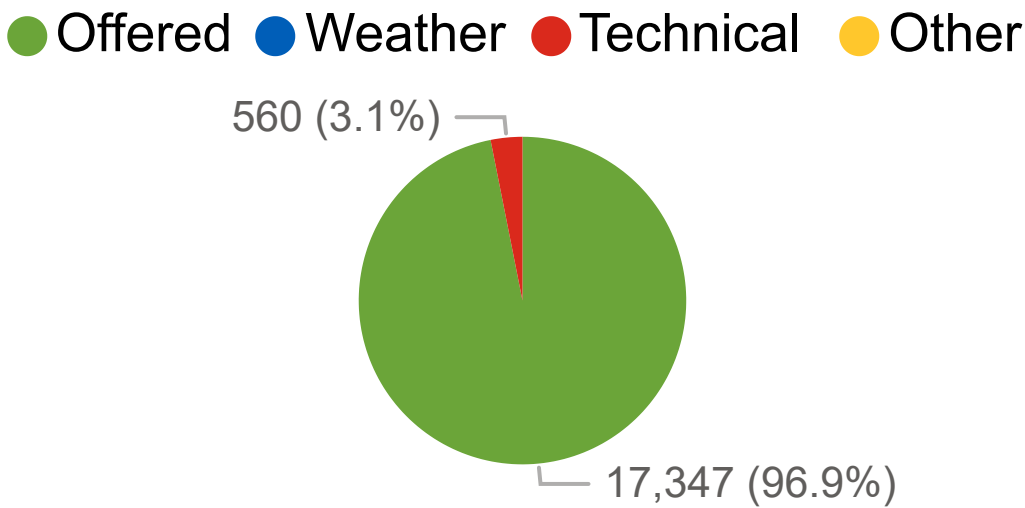


- 1 Car Equivalent Space is equal to 4.6 General Lane Metres
- Below visuals represent car equivalent spaces offered vs car equivalent space made unavailable as a result of technical, weather and all other cancellations.

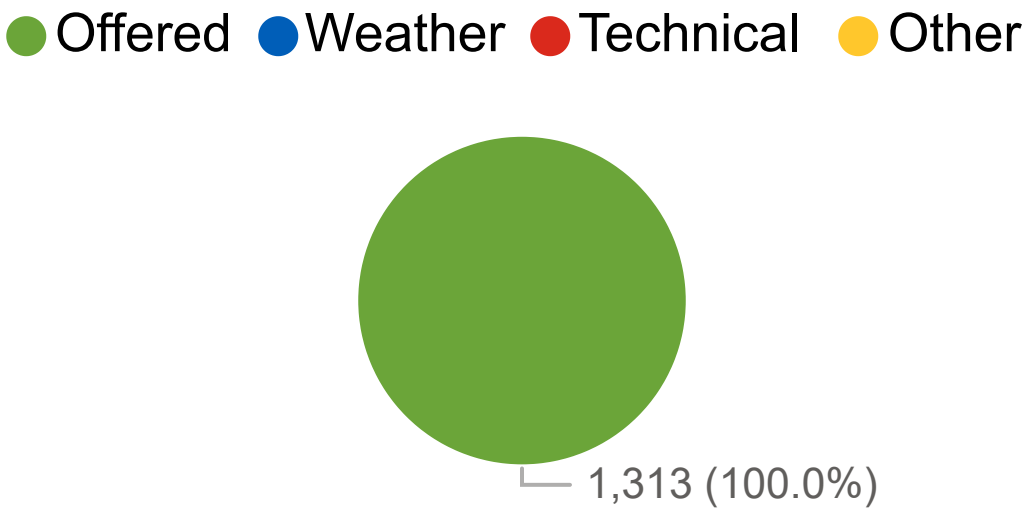
Fionnphort - Iona



Fishnish - Lochaline

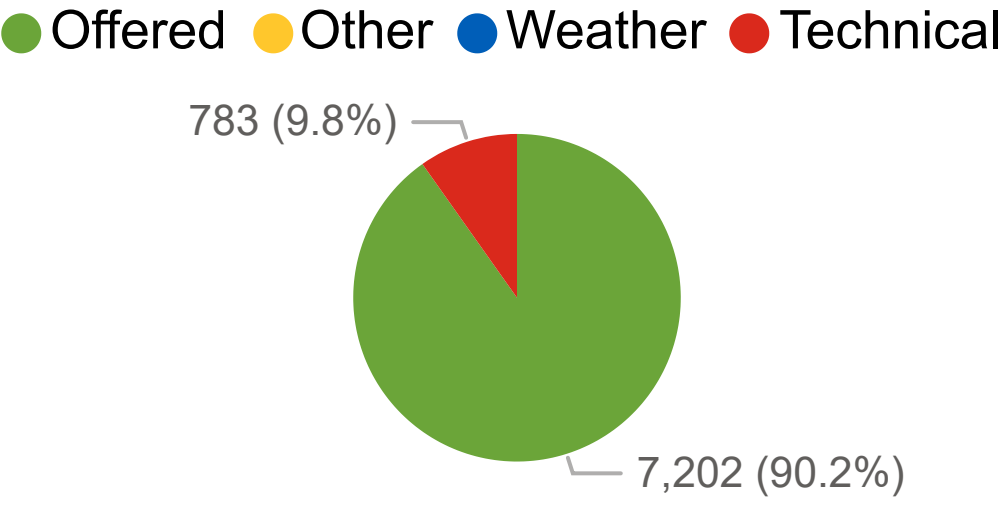


Gallanach - Kerrera

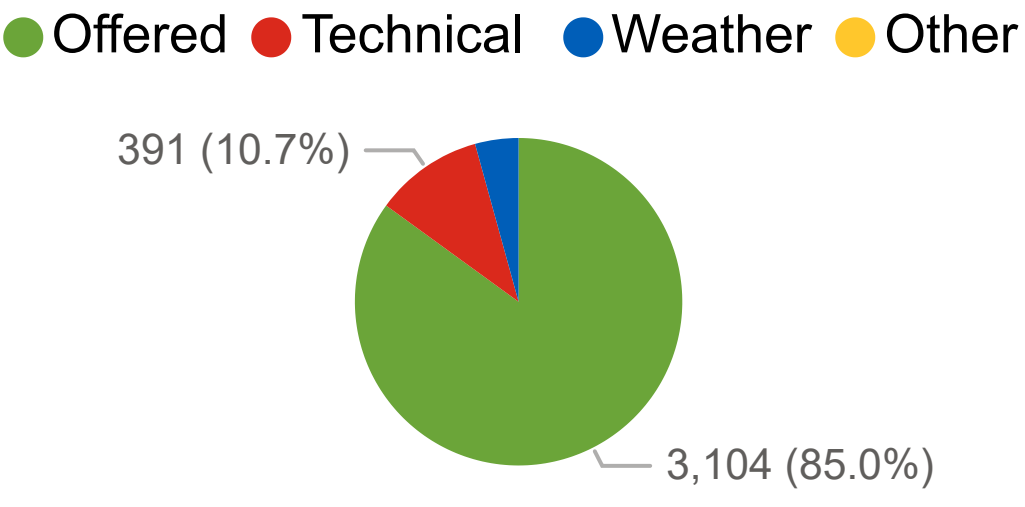


Route	Offered	Weather	Tech	Other
Oban - Craignure	20,463			
Fishnish - Lochaline	17,347		560	
Fionnphort - Iona	8,035		17	52
Oban - Coll/Tiree	7,202		783	
Tobermory - Kilchoan	4,341	21	21	
Oban - Colonsay	3,104	157	391	
Oban - Lismore	1,993			
Gallanach - Kerrera	1,313			

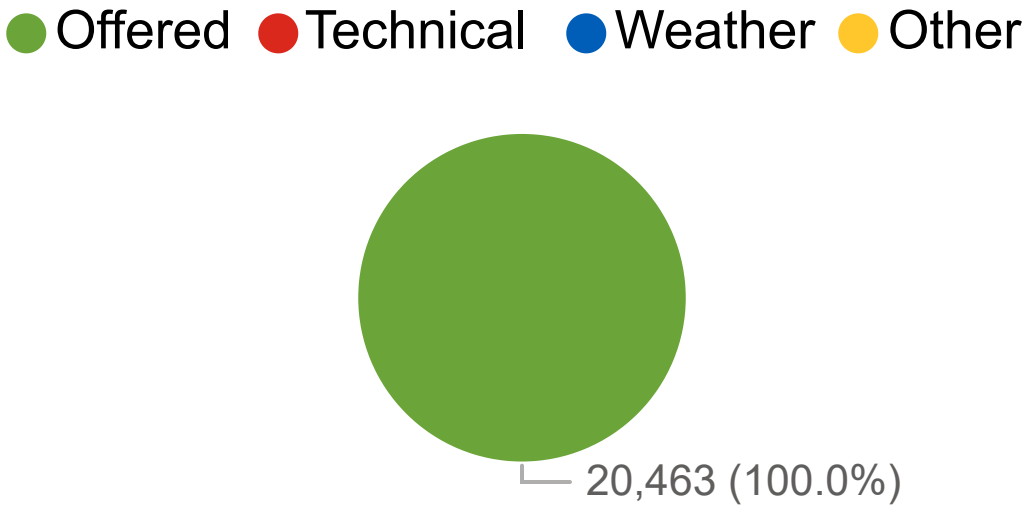
Oban - Coll/Tiree



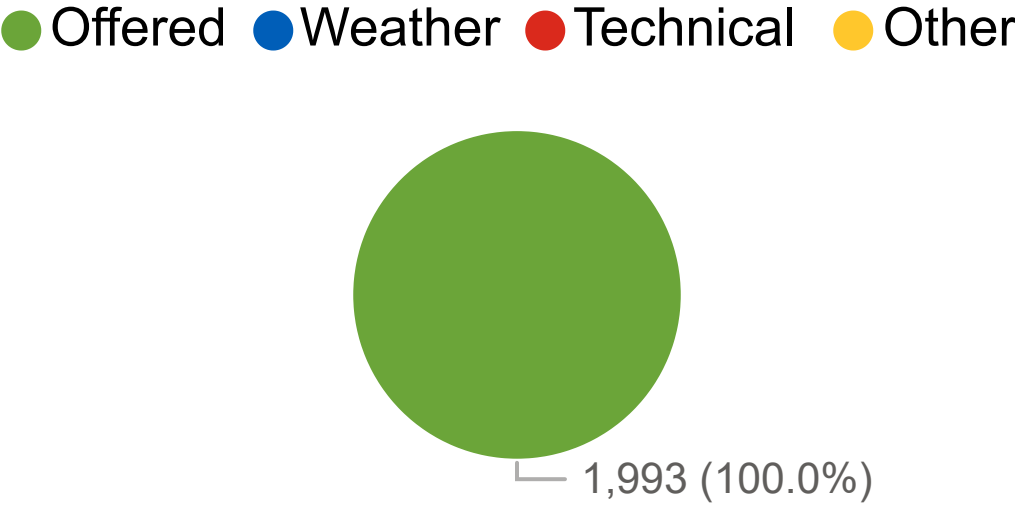
Oban - Colonsay



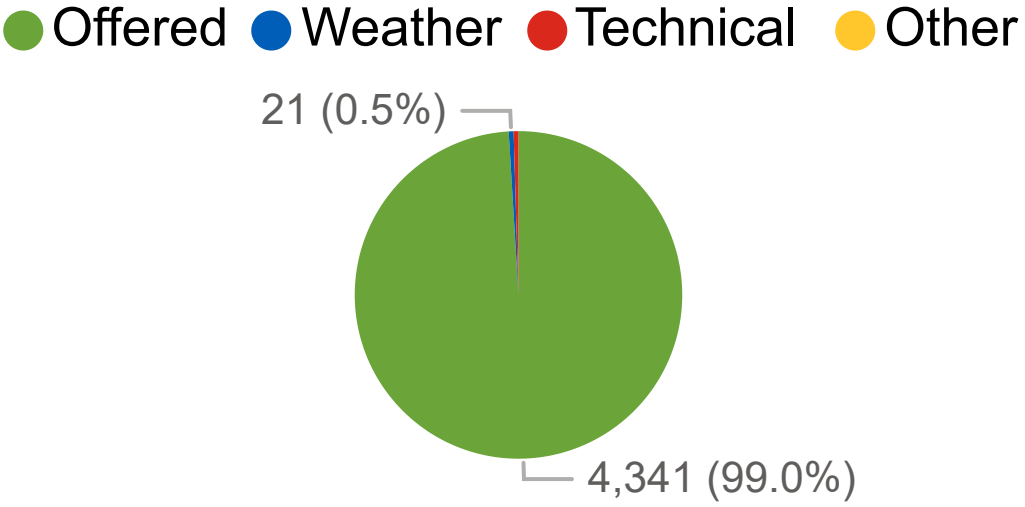
Oban - Craignure



Oban - Lismore

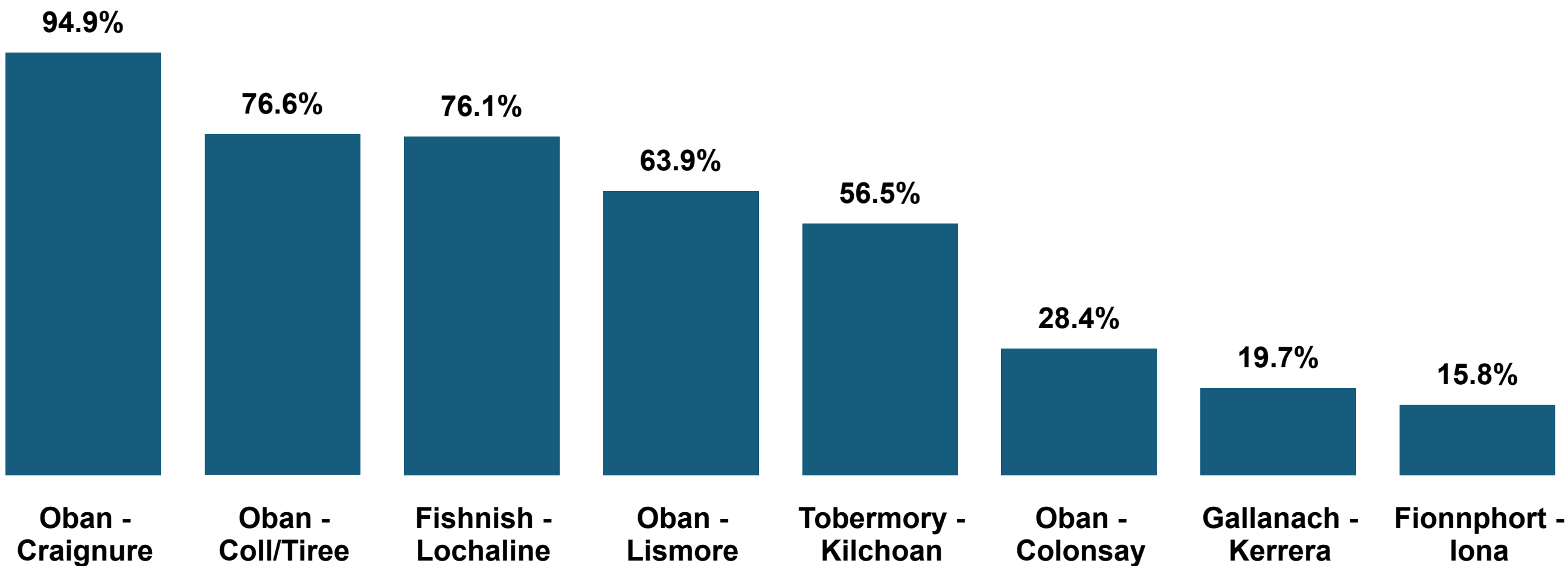


Tobermory - Kilchoan





Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Oban - Craignure	94.1K	89.4K	19,425	94.9%
Oban - Coll/Tiree	33.1K	25.4K	5,514	76.6%
Fishnish - Lochaline	79.8K	60.7K	13,194	76.1%
Oban - Lismore	9.2K	5.9K	1,274	63.9%
Tobermory - Kilchoan	20.0K	11.3K	2,453	56.5%
Oban - Colonsay	14.3K	4.1K	882	28.4%
Gallanach - Kerrera	6.0K	1.2K	258	19.7%
Fionnphort - Iona	37.0K	5.9K	1,273	15.8%
Total	293.5K	203.7K	44,272	69.4%

Overall Utilisation of Sailings

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

