

Total Number of
Survey Responses
Last 6 Months

41K

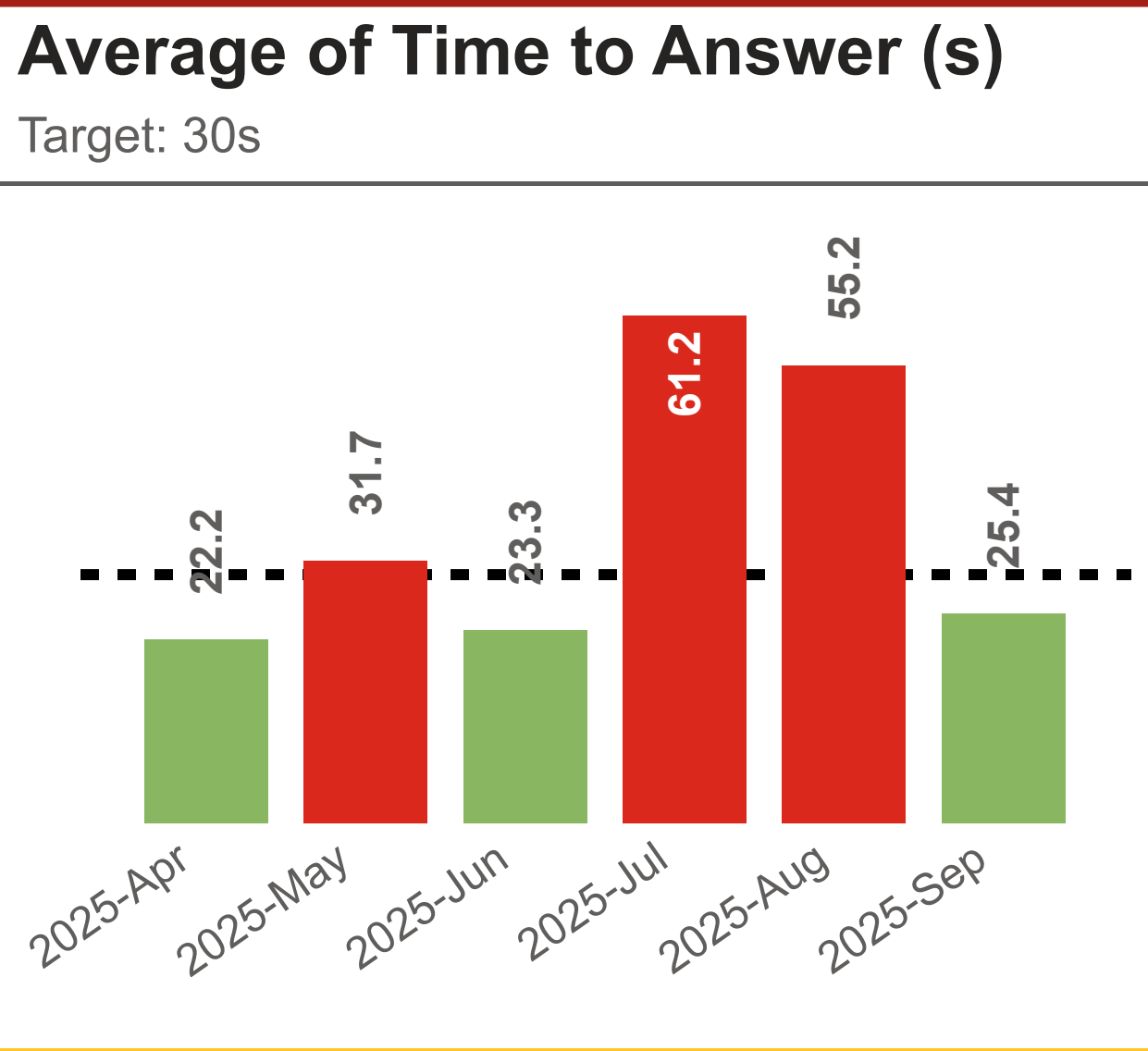
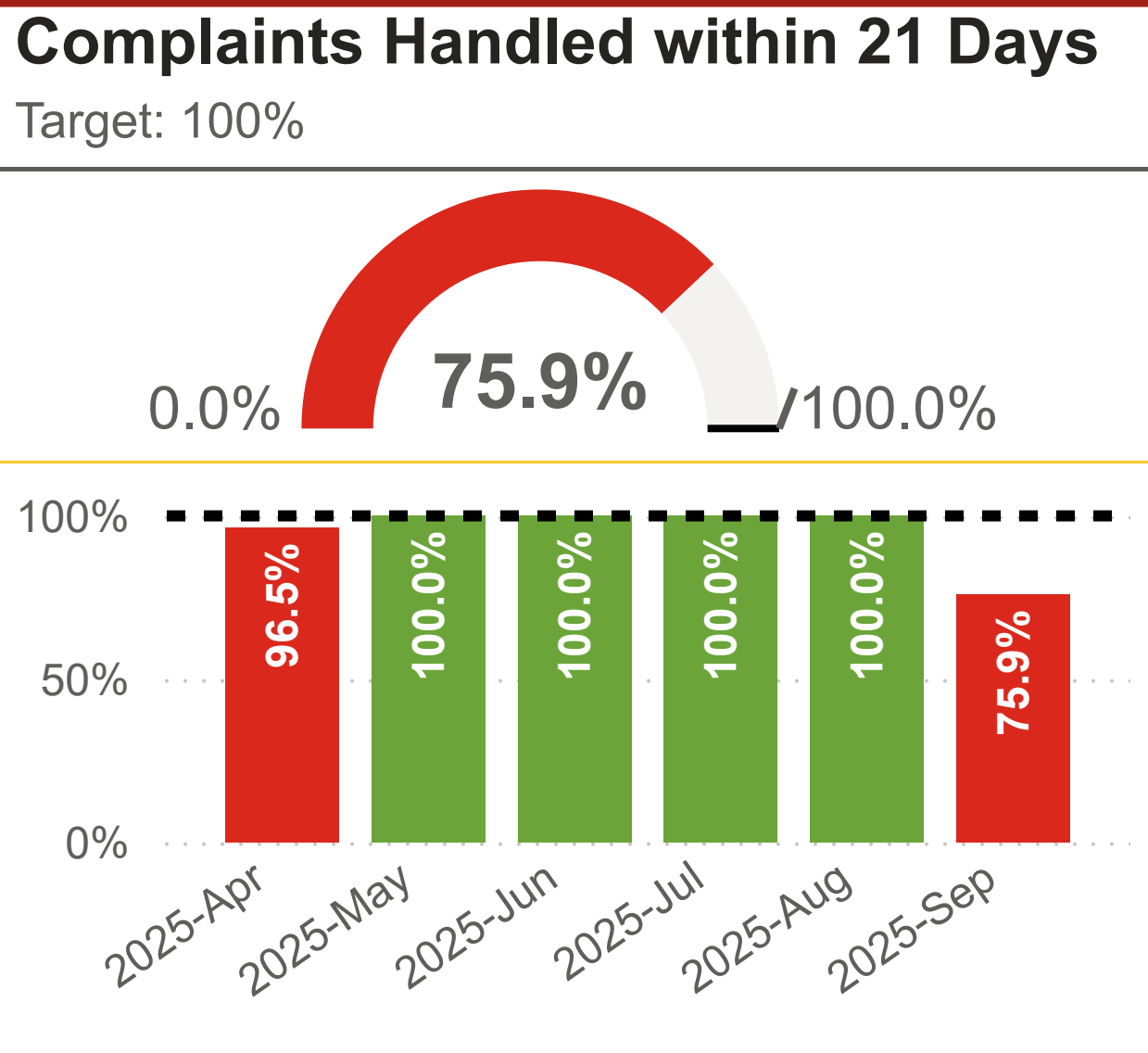
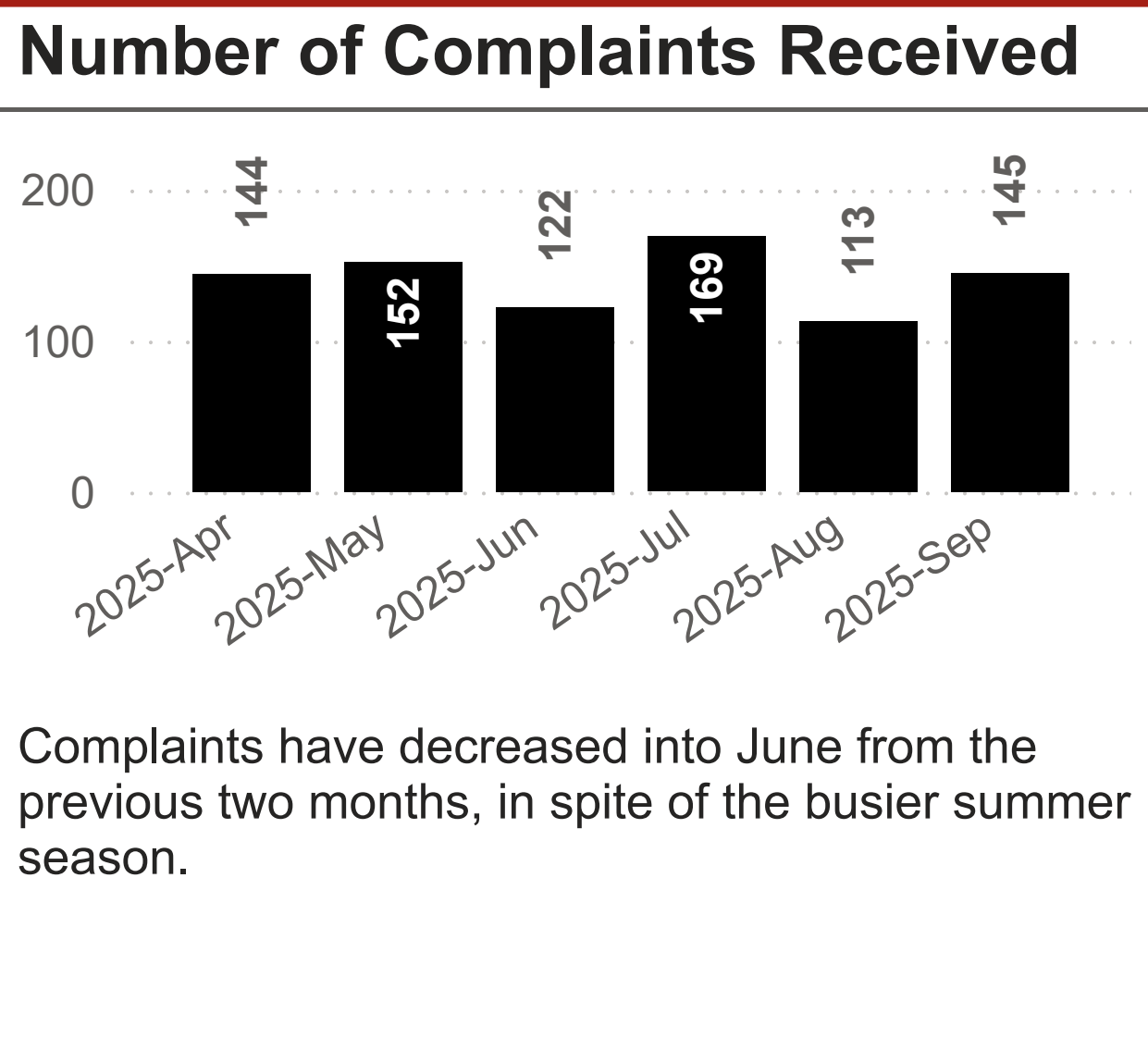
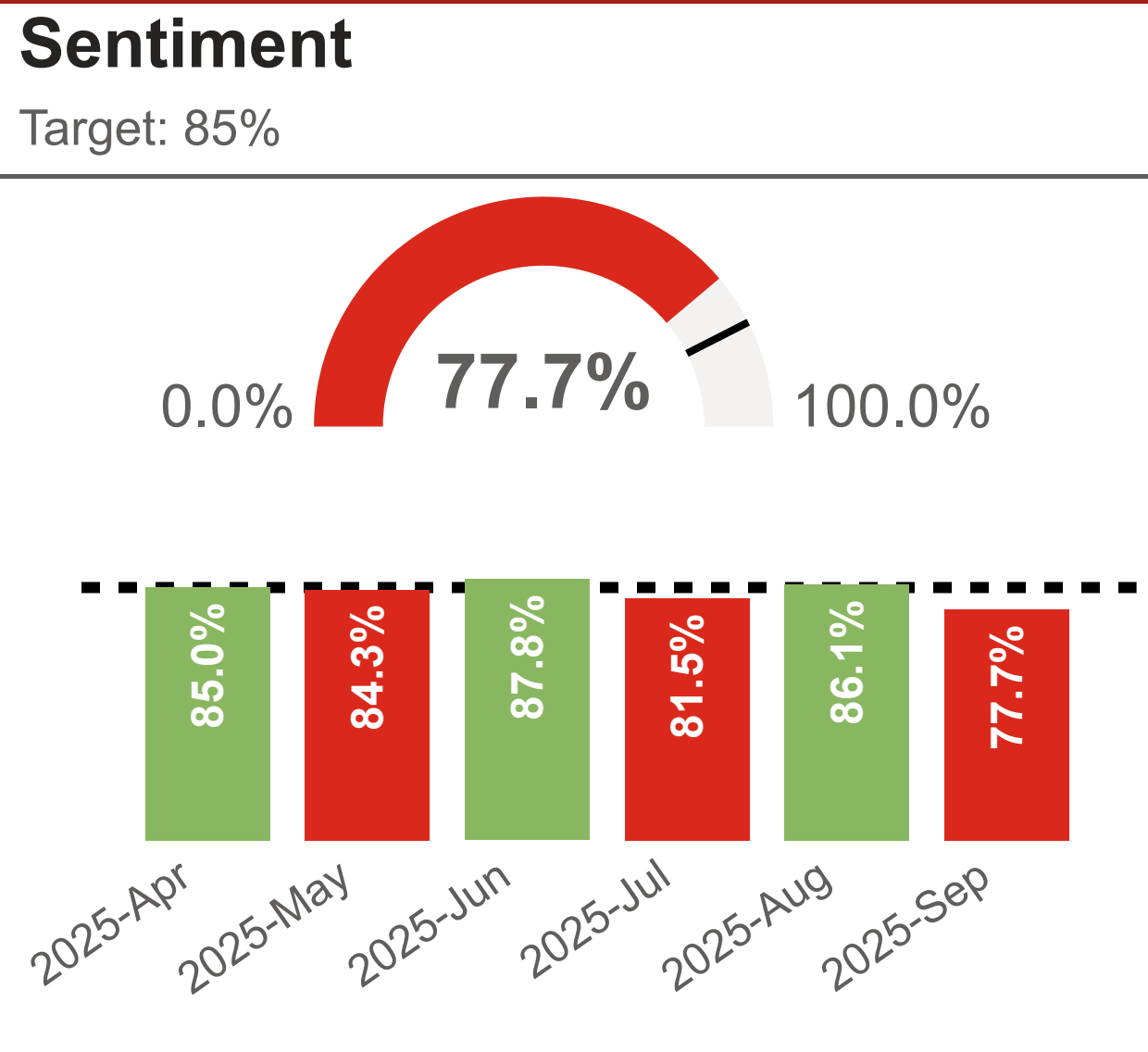
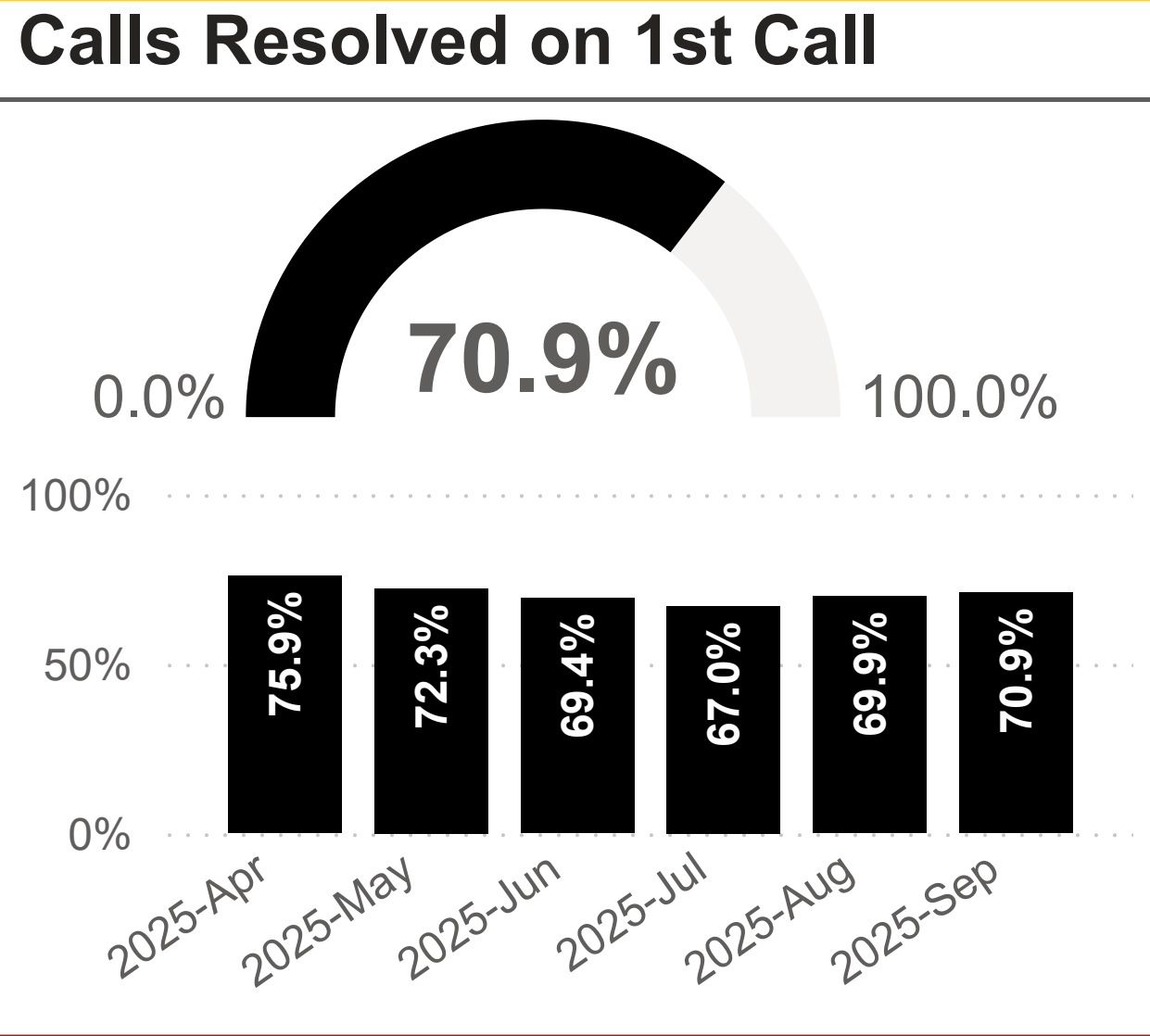
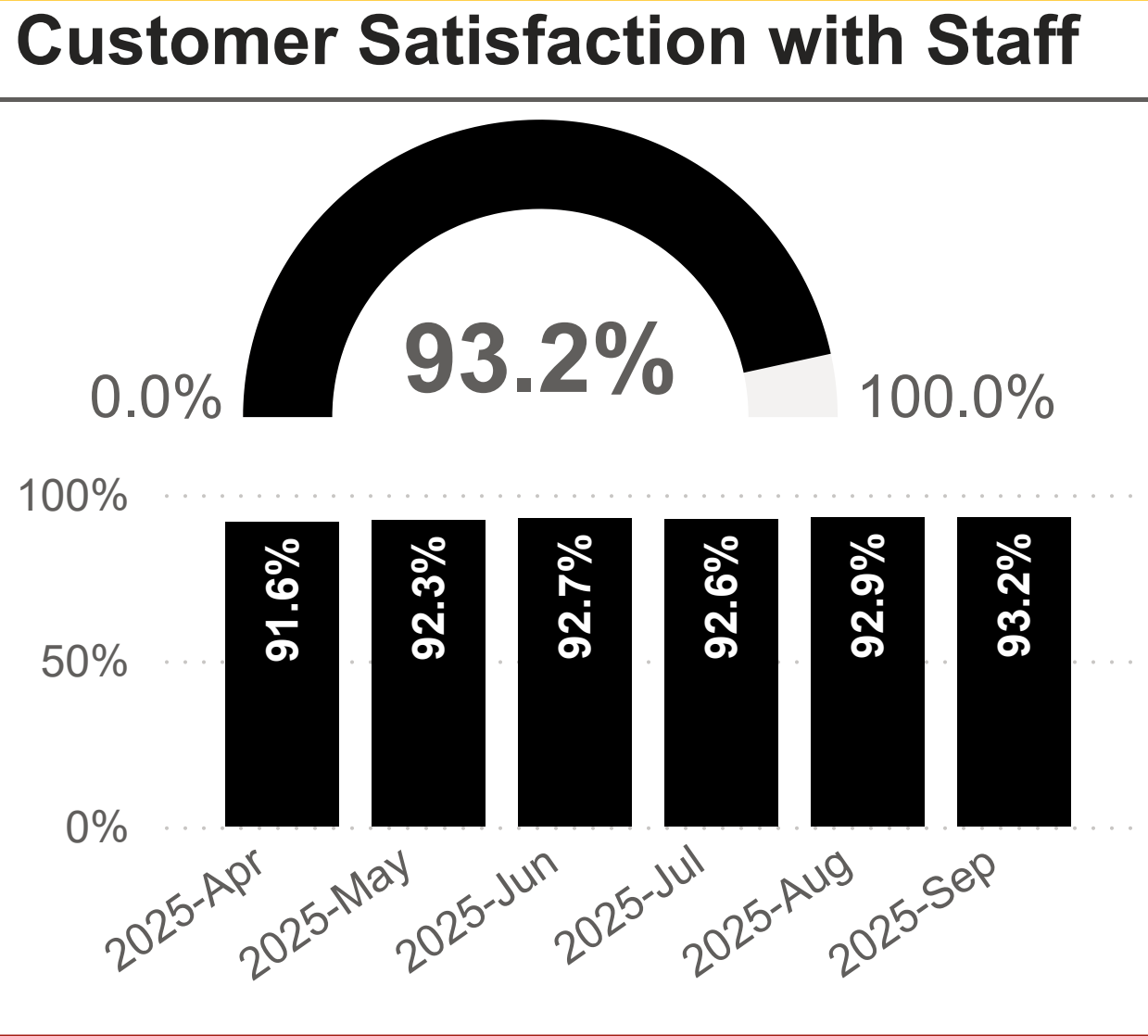
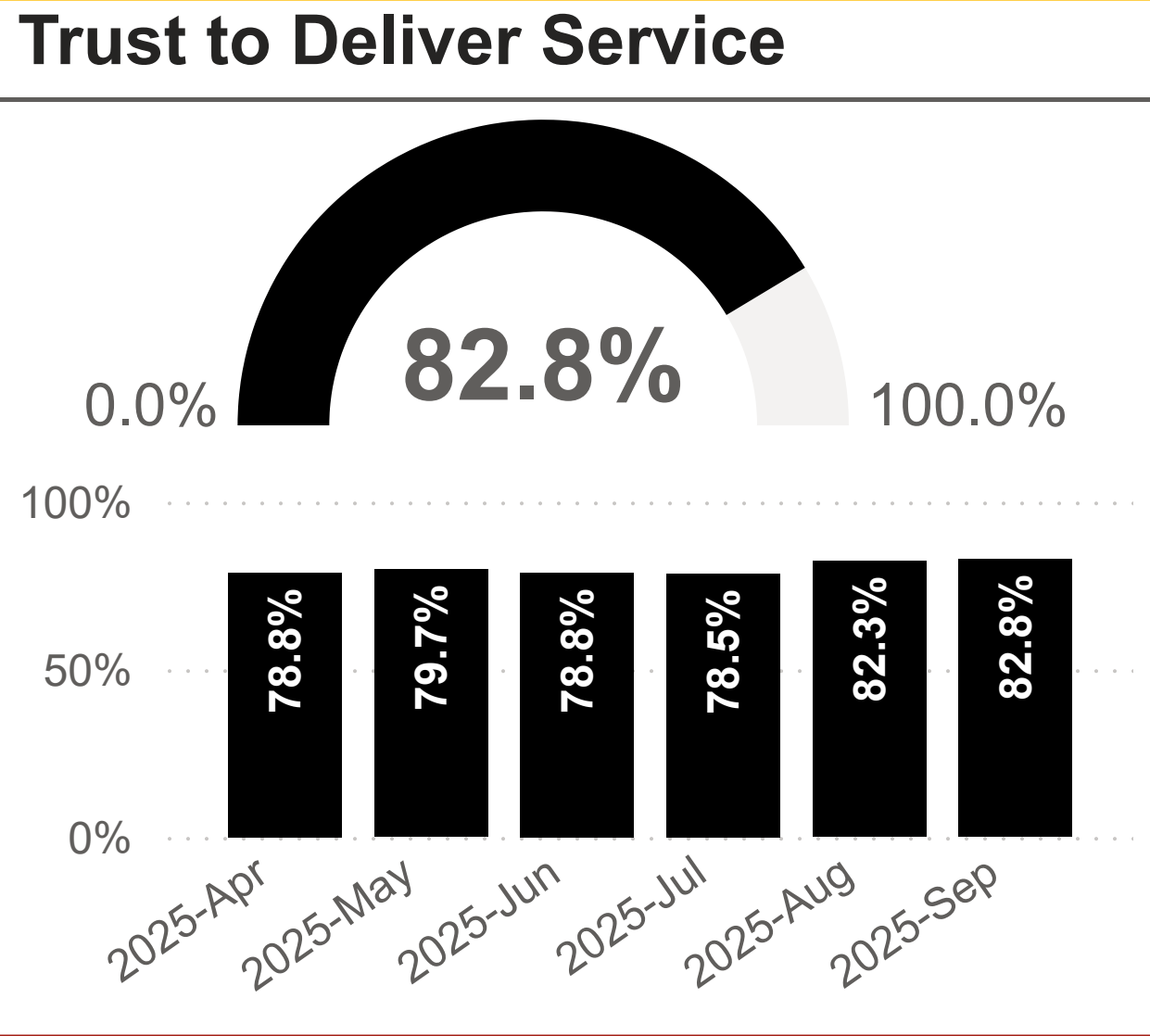
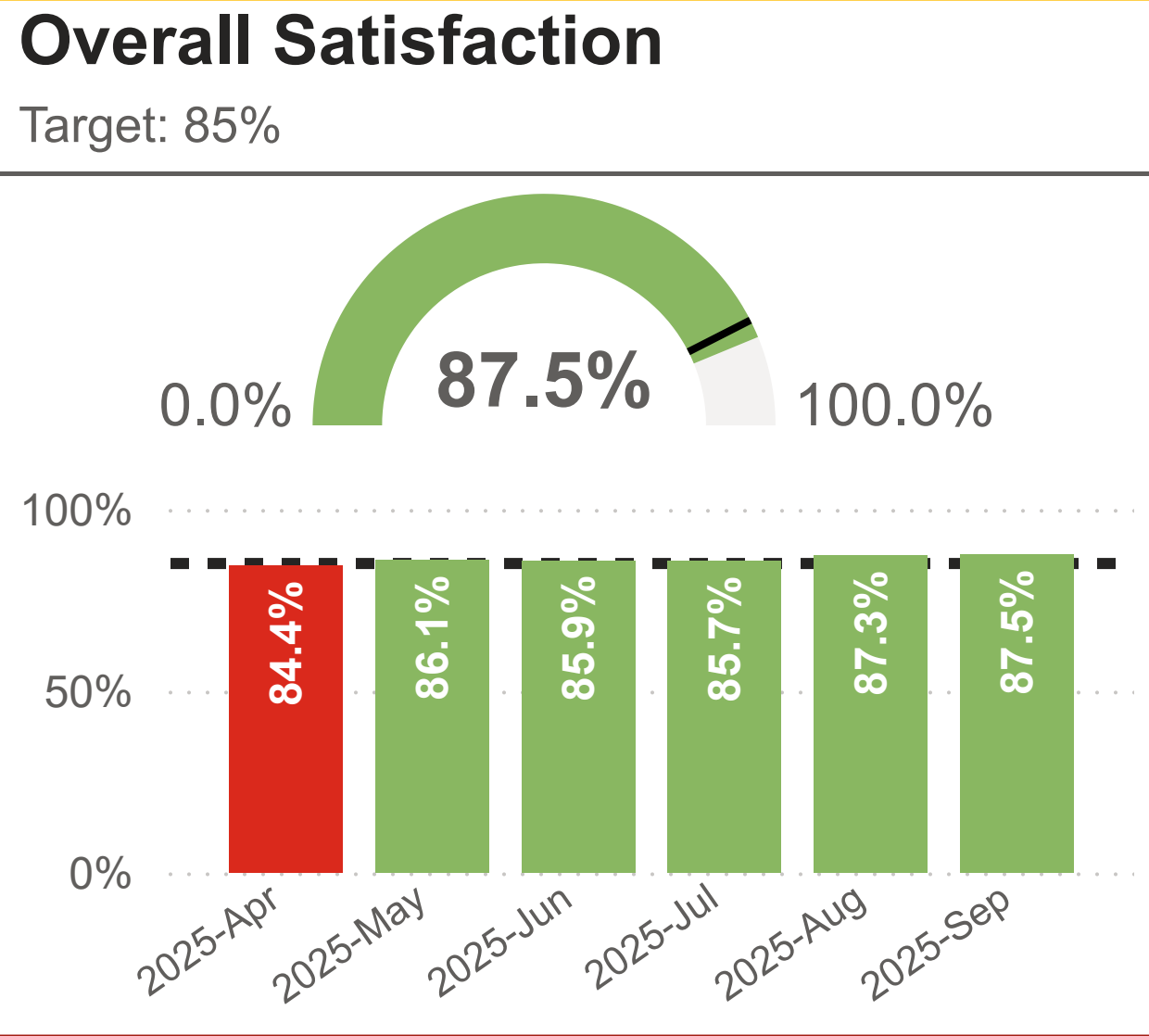
Our Performance in September 2025

Customer Feedback Metrics

Network Wide



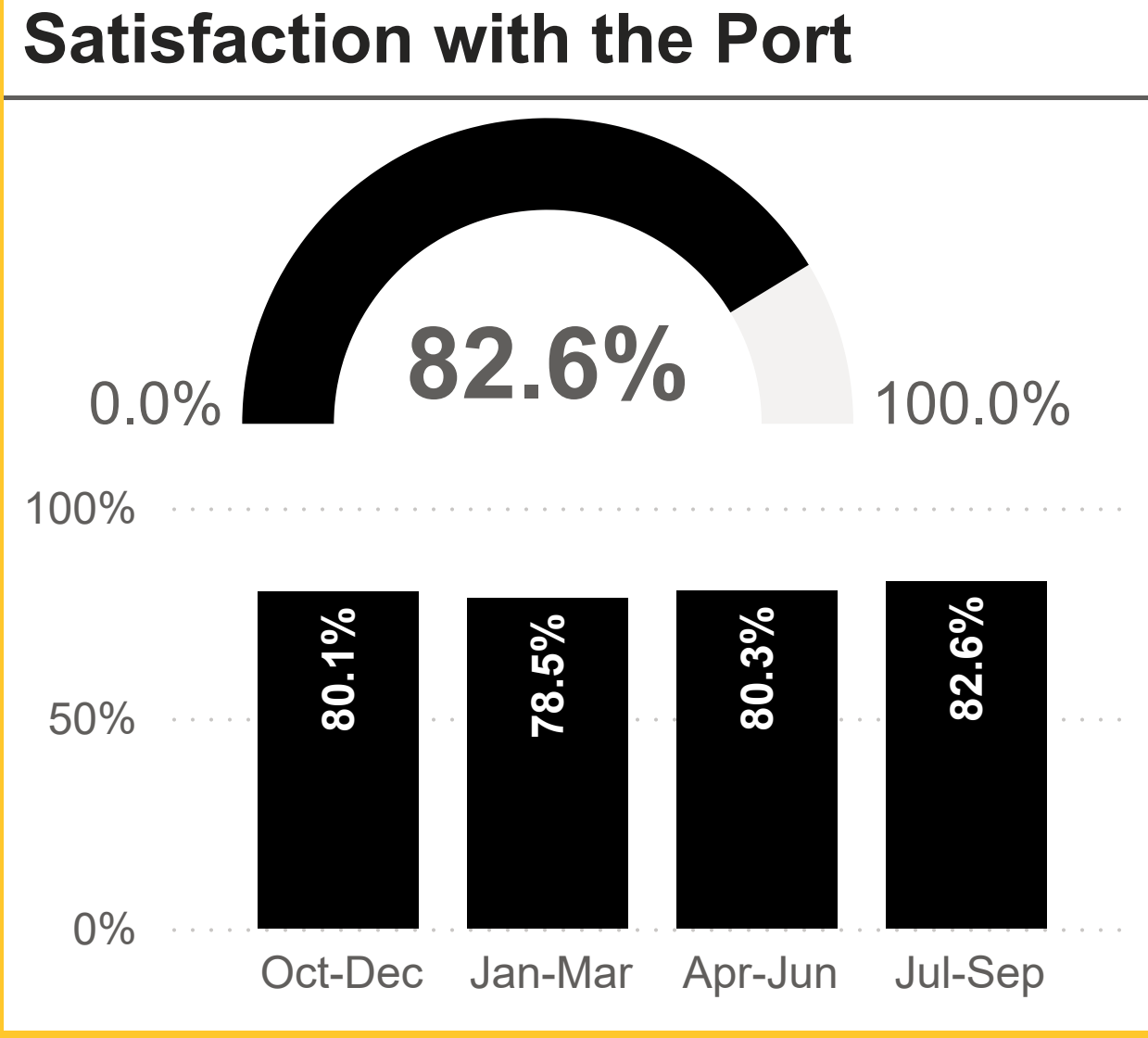
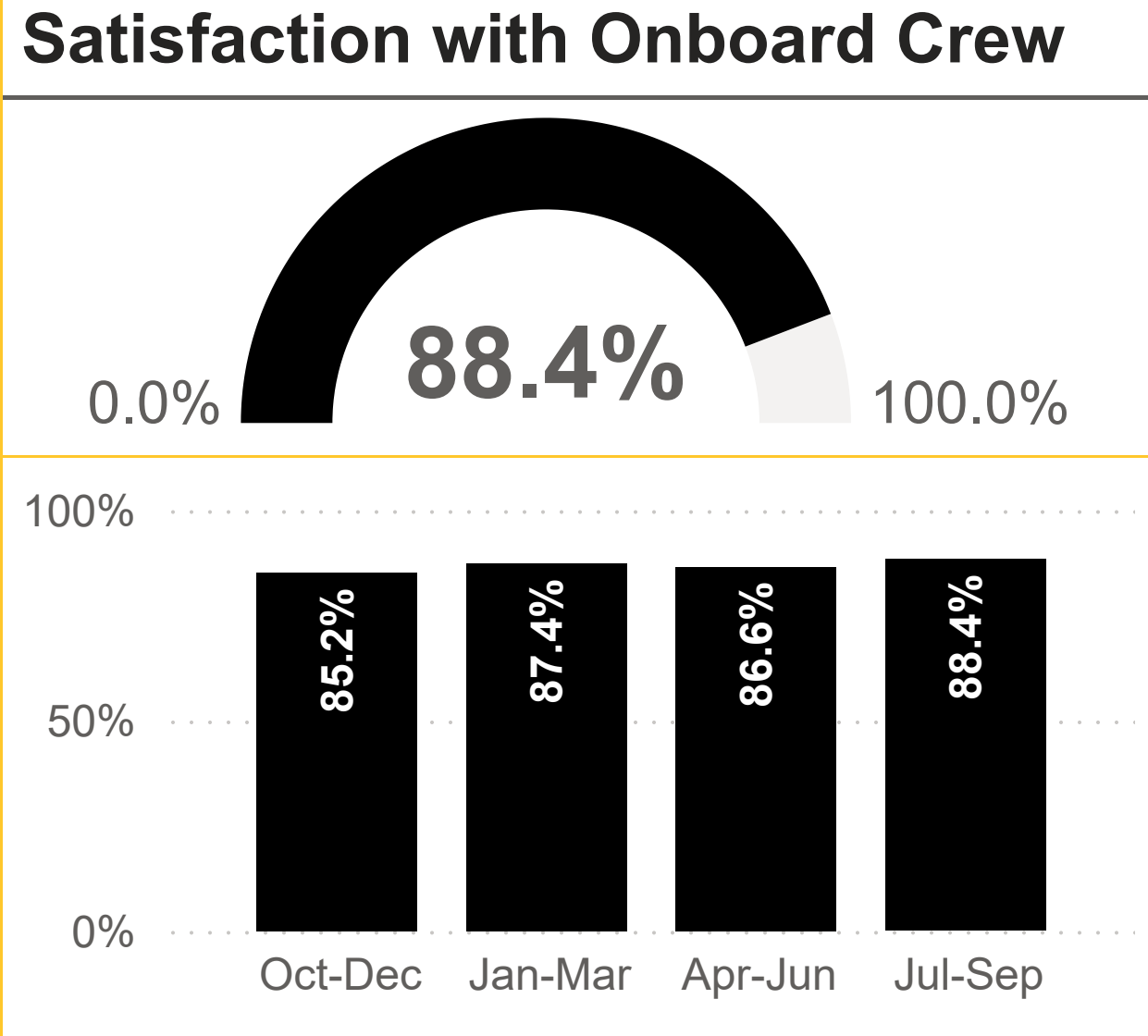
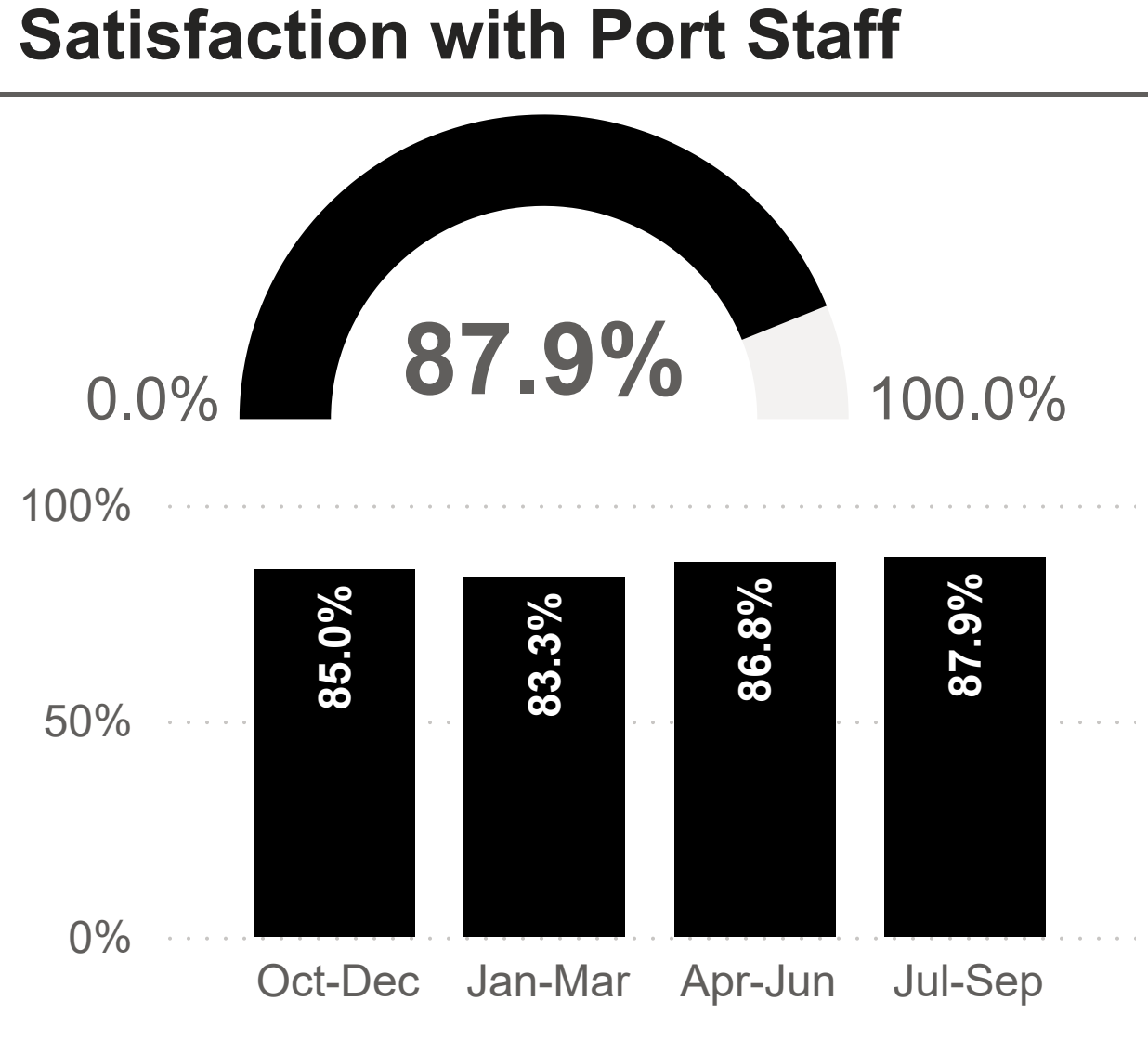
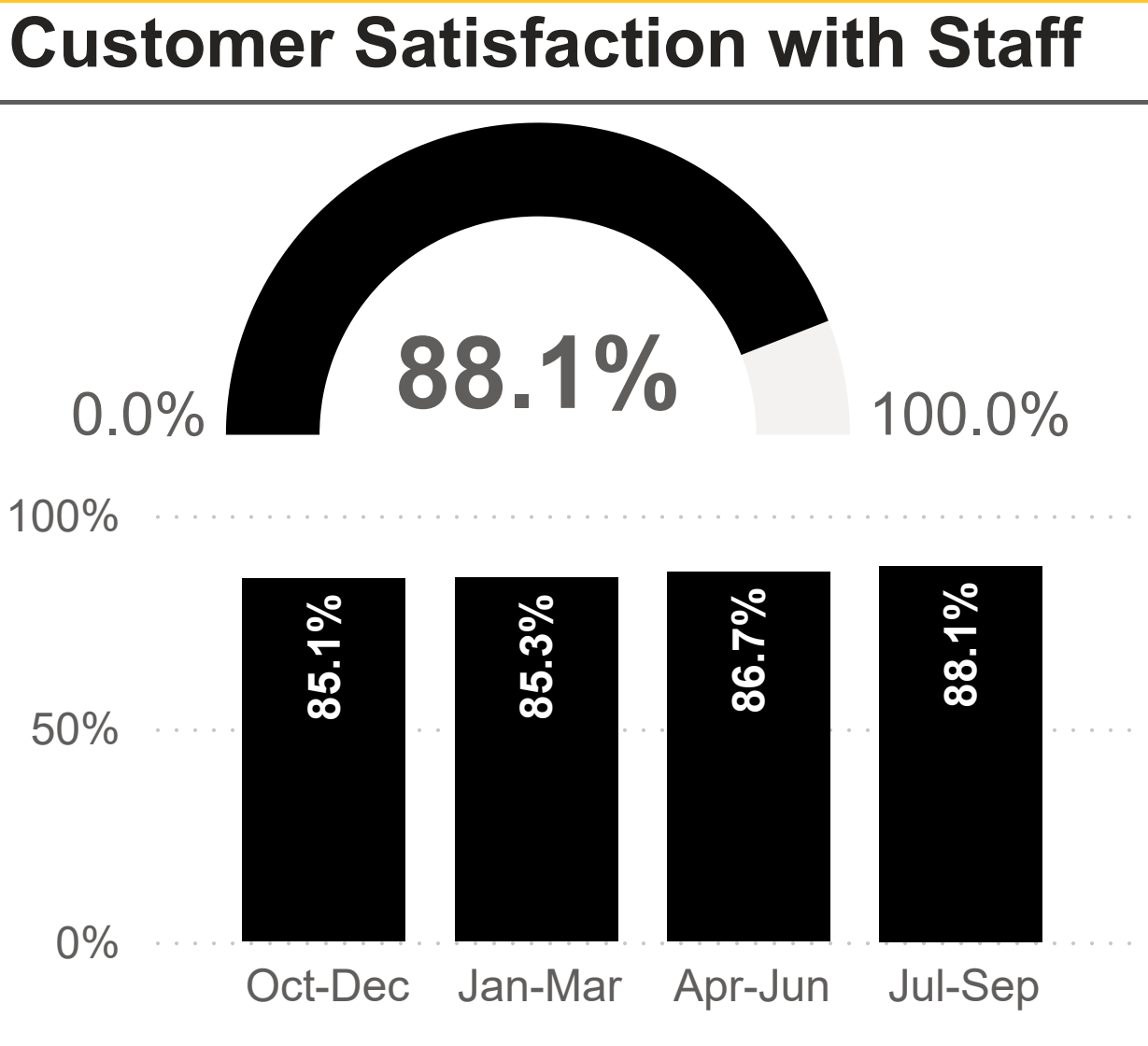
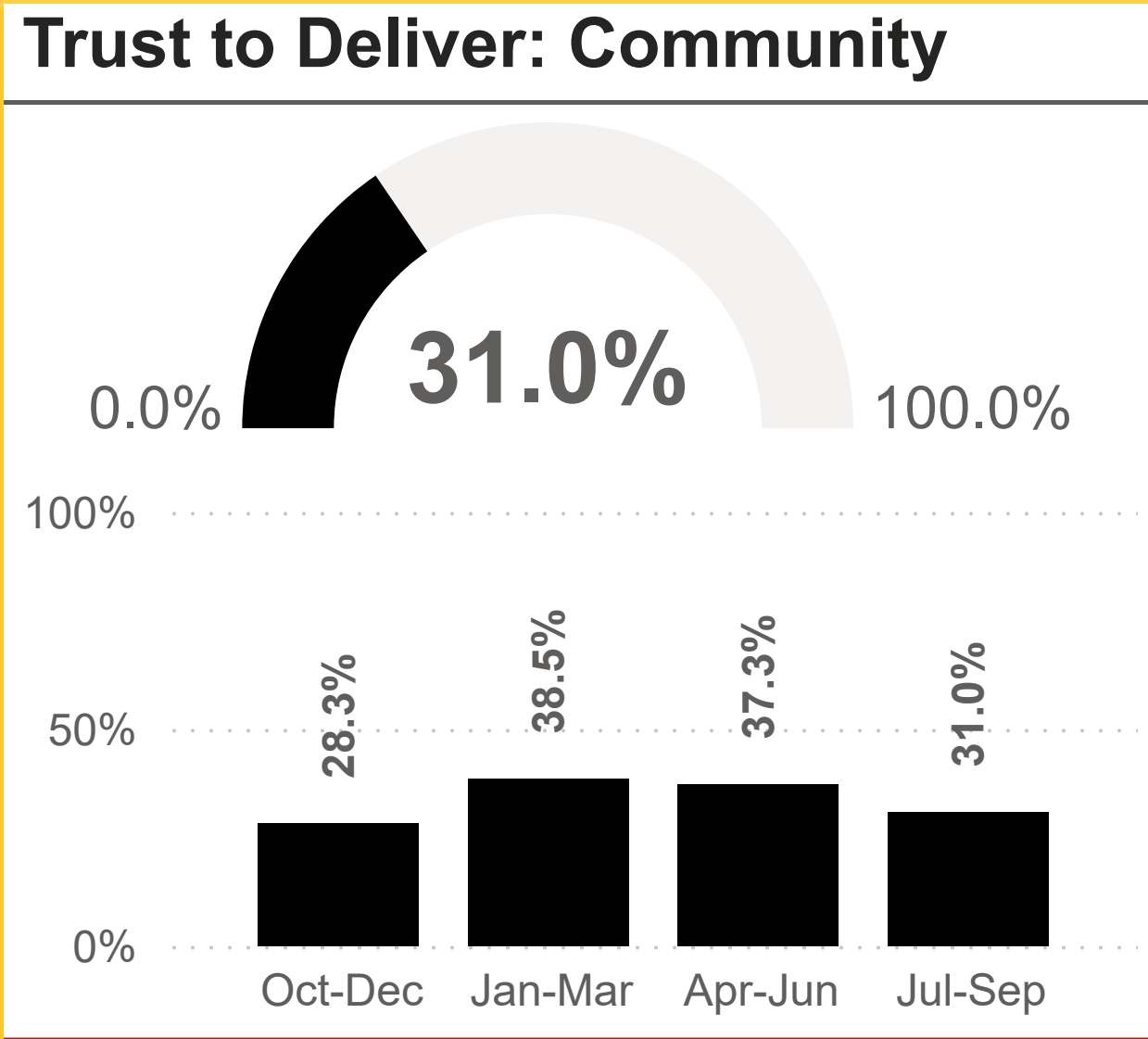
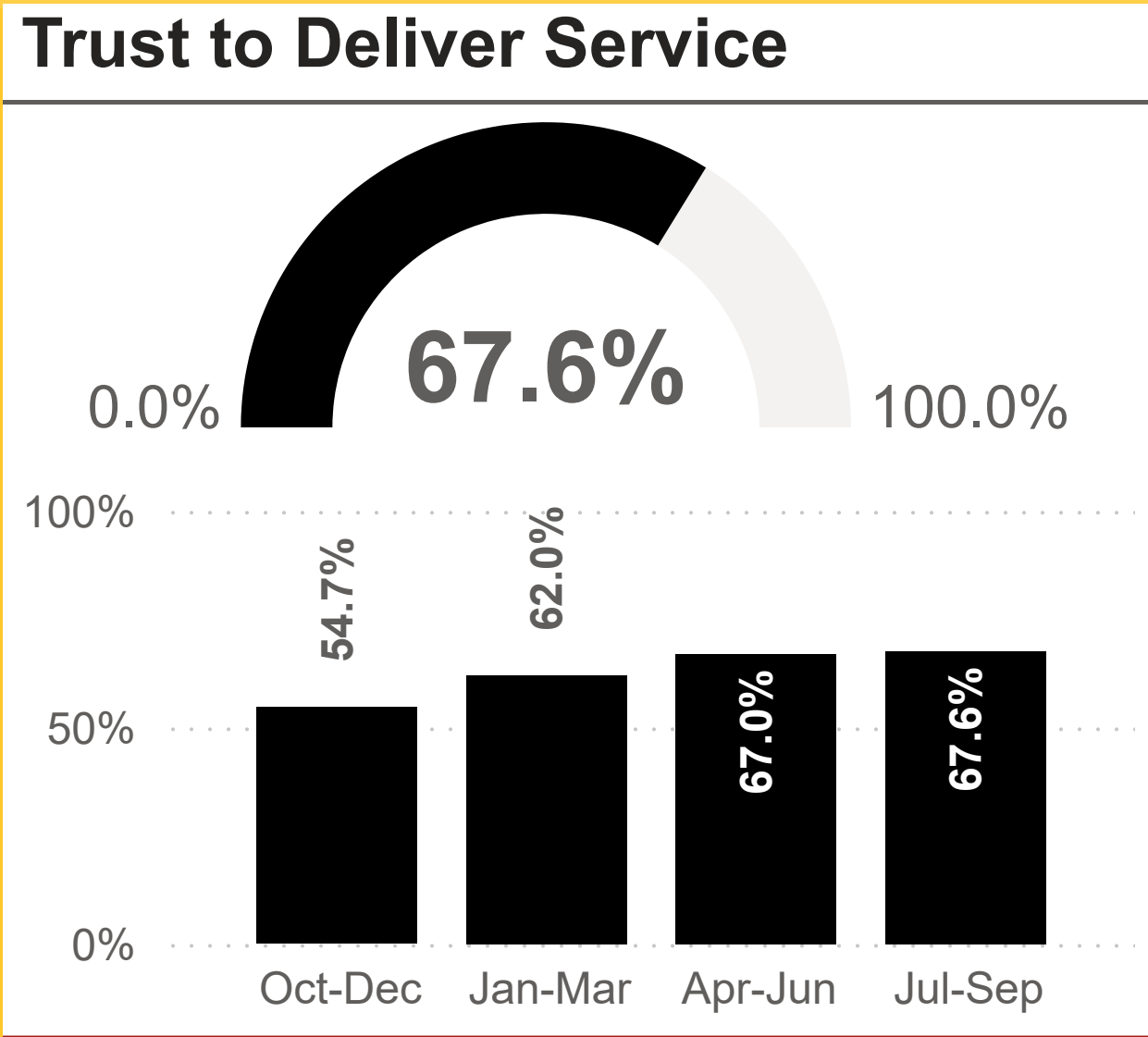
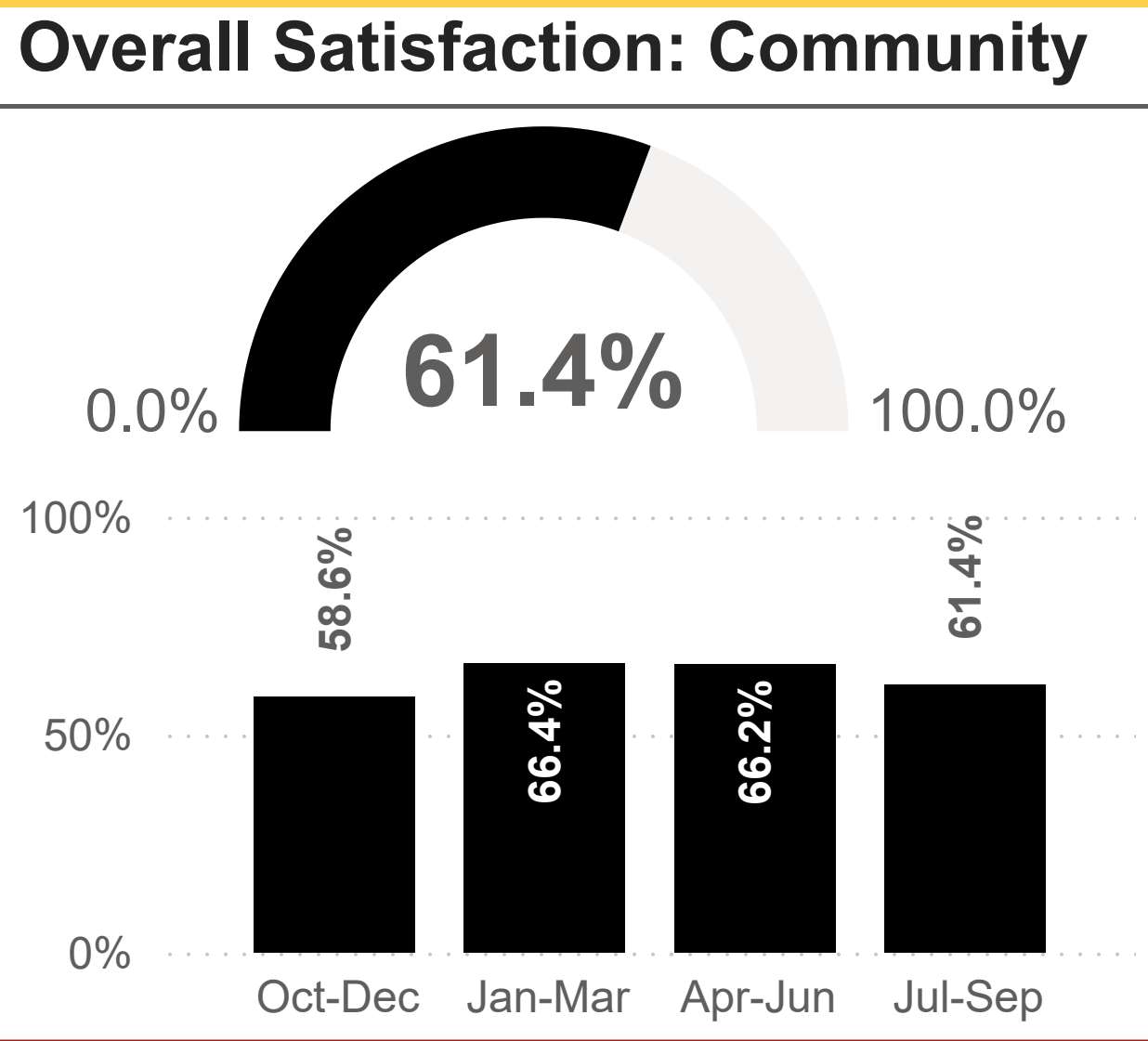
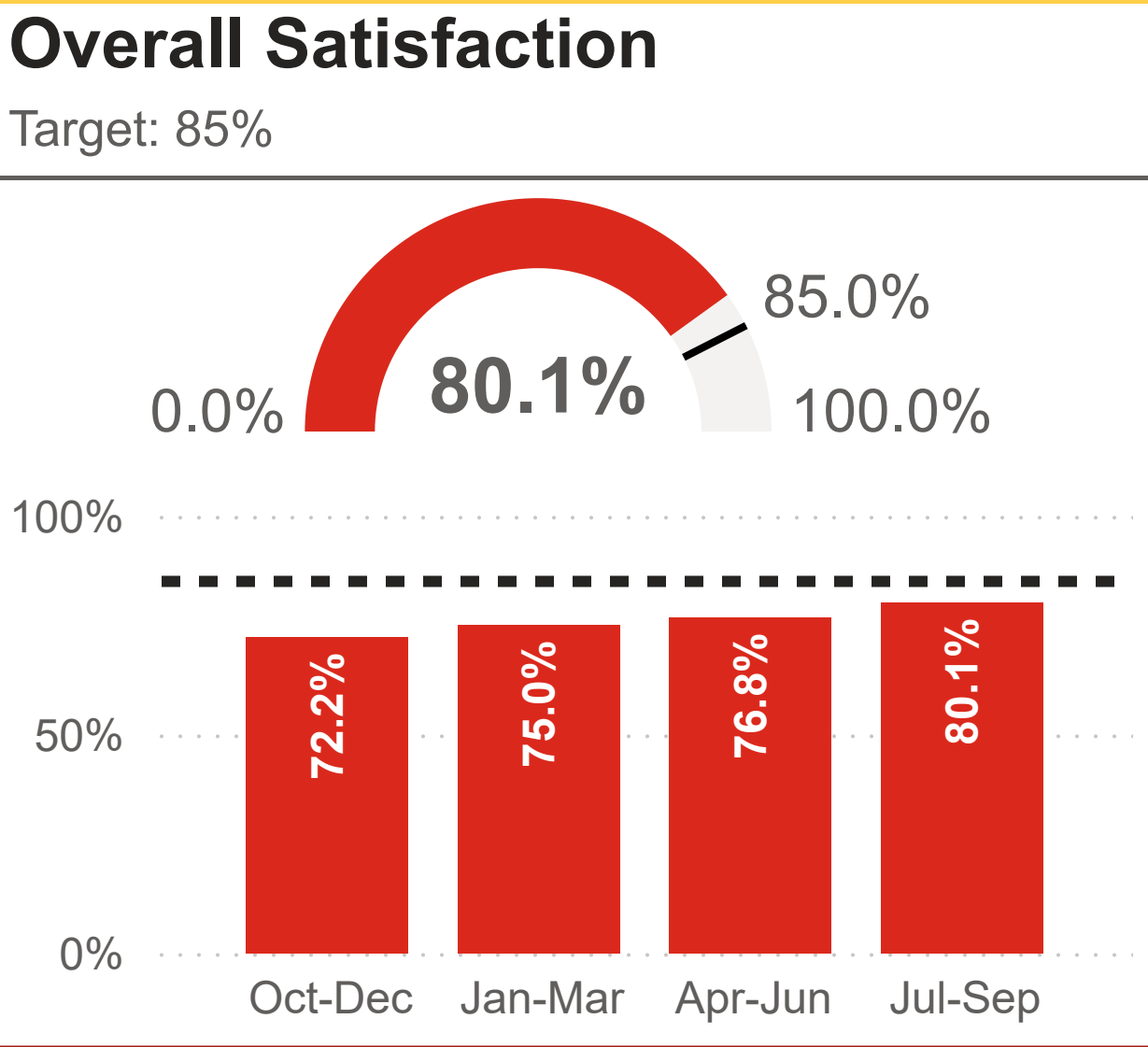
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.



Our Performance in September 2025
Customer Feedback Metrics
Clyde South

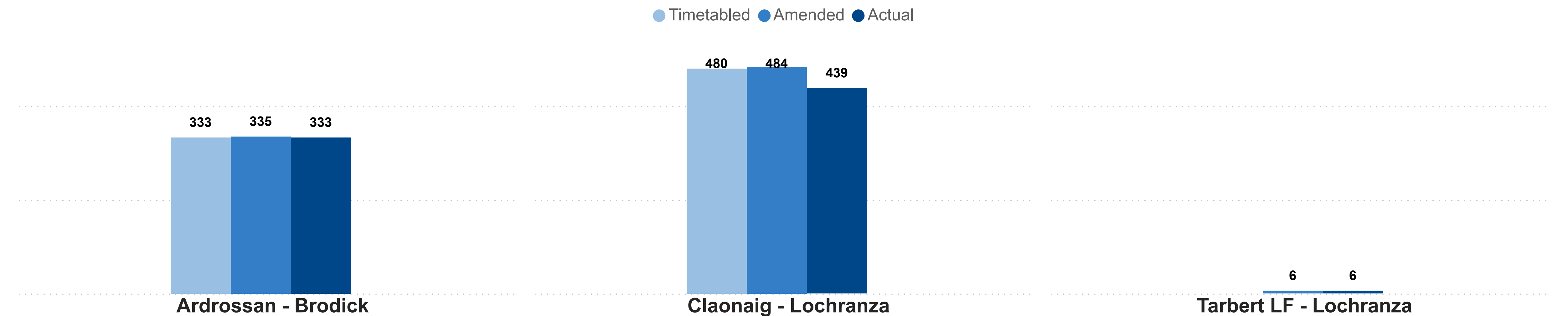


For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.
Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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

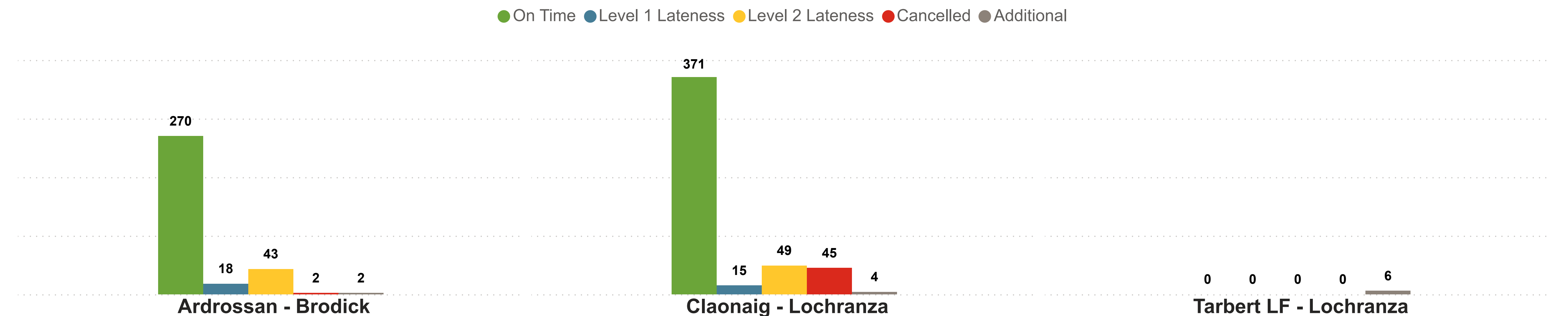




Sailings Timetabled, Amended & Actual



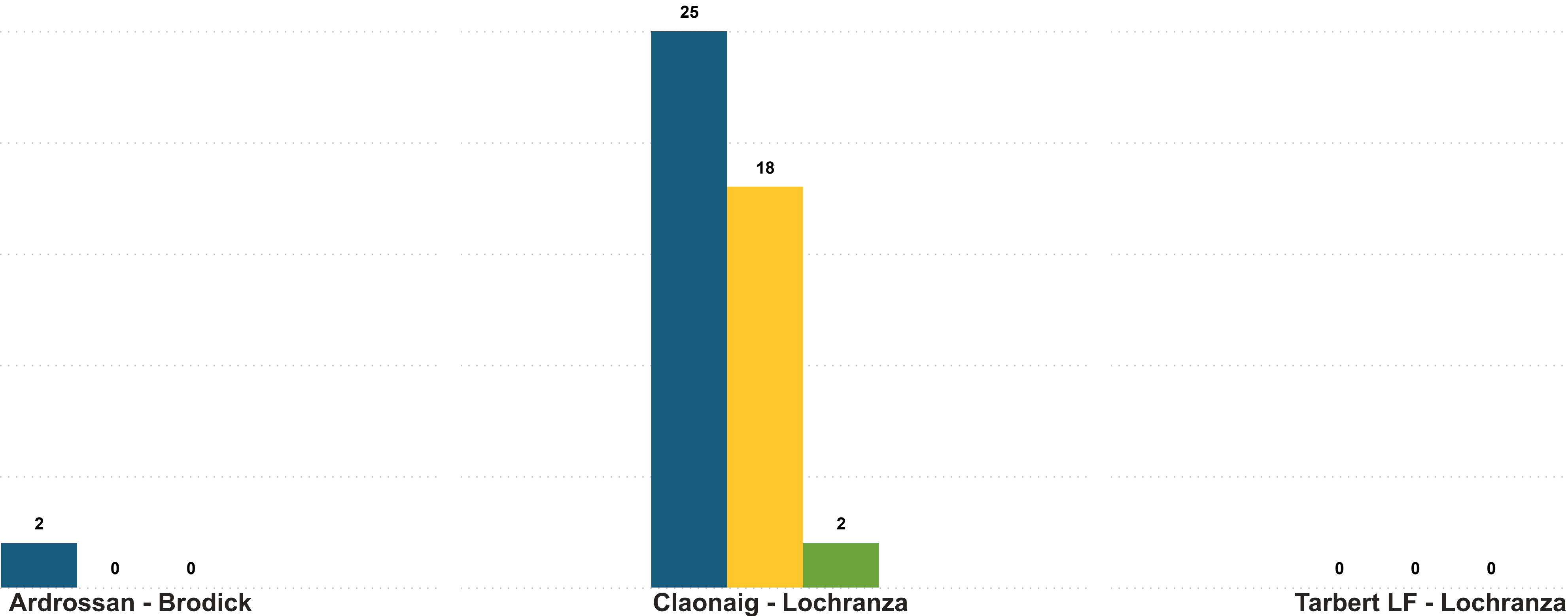
Punctuality & Reliability





Cancelled Sailings (By Reason)

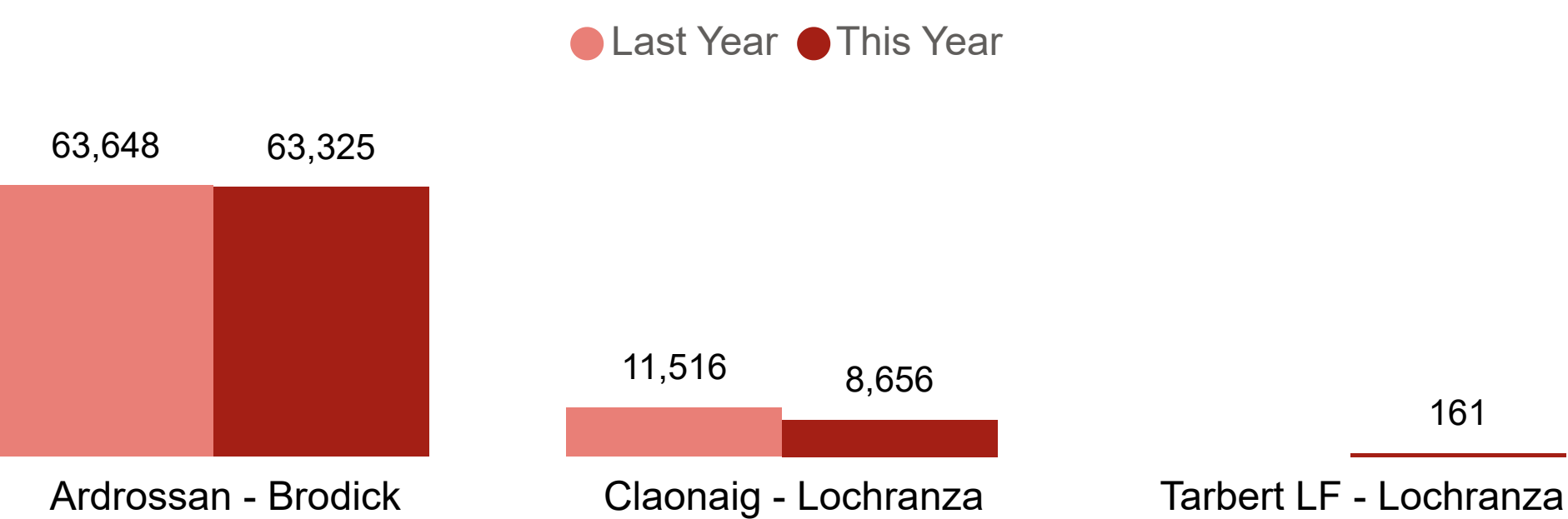
Weather Technical Other



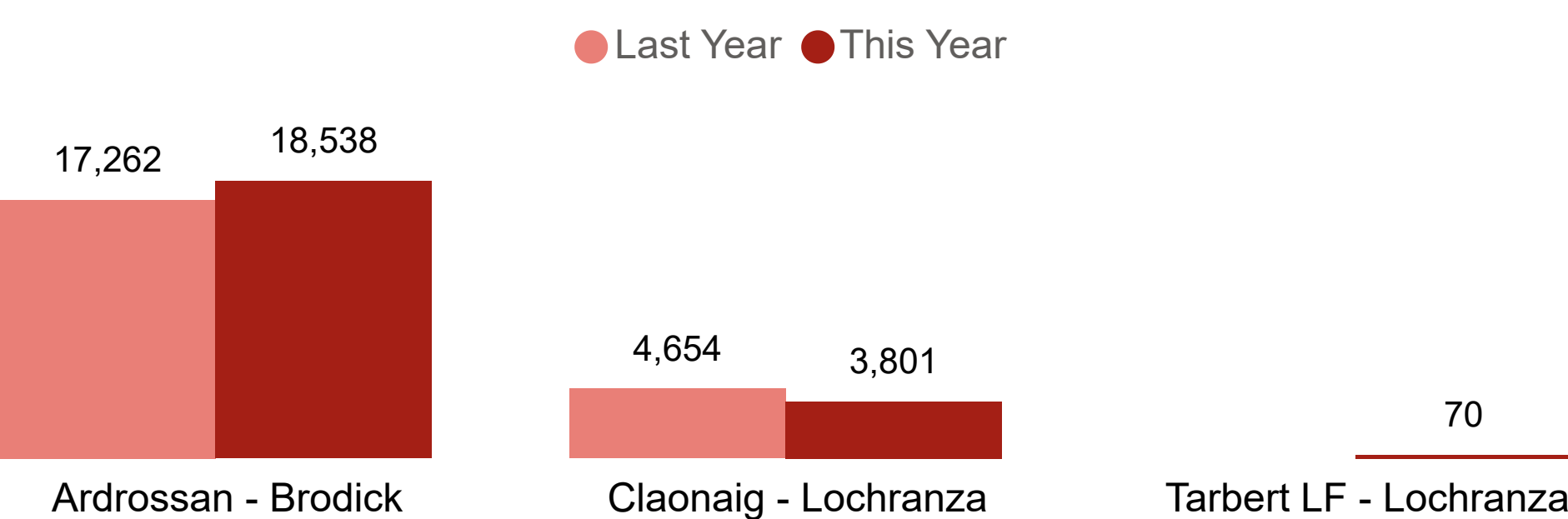
"Other" refers to any cancellations not resulting from weather and technical disruption. This includes cancellations due to reasons such as bunkering issues, berth unavailability etc.



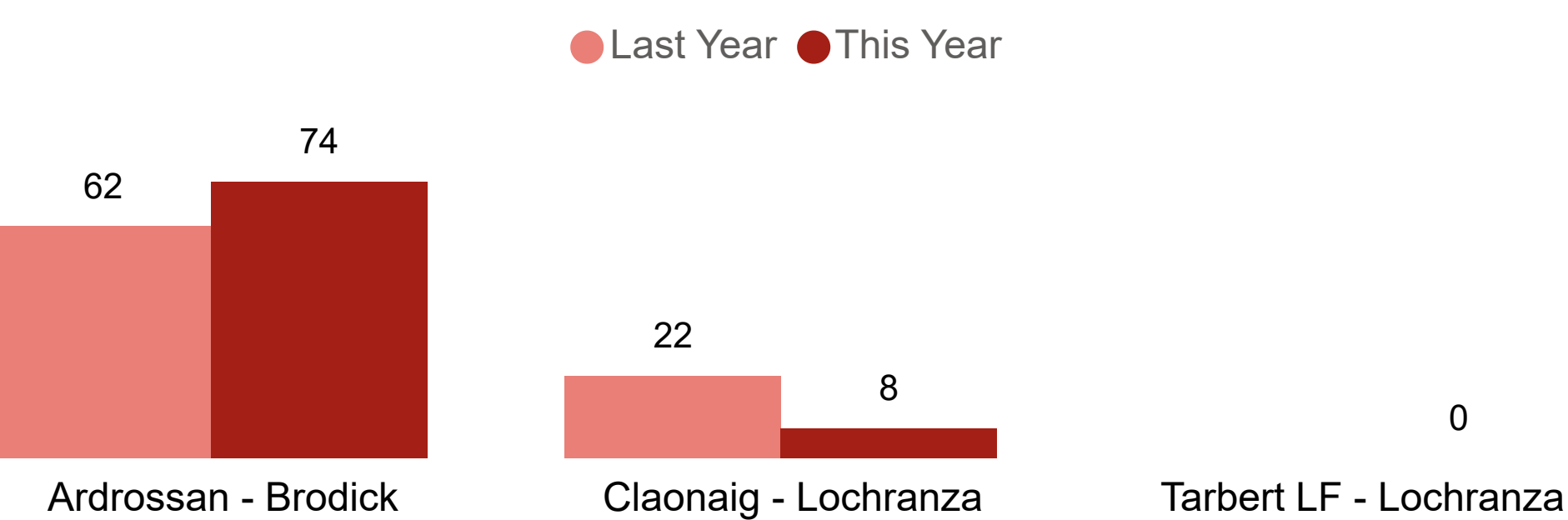
Shipped Passengers



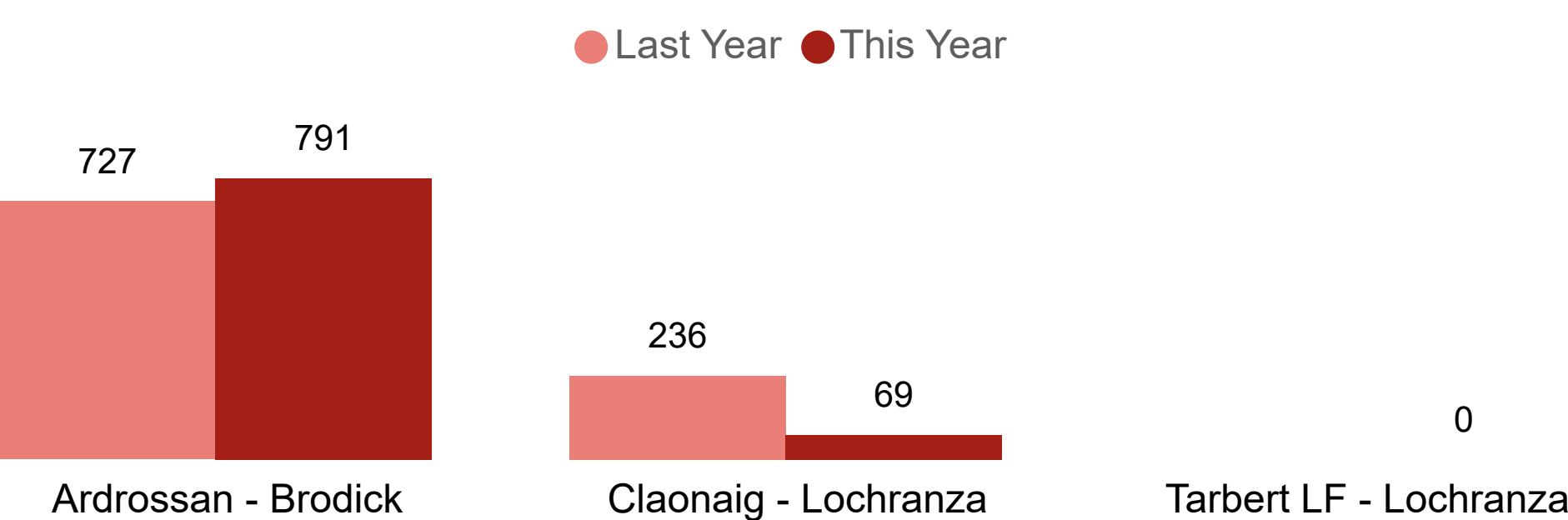
Shipped Cars



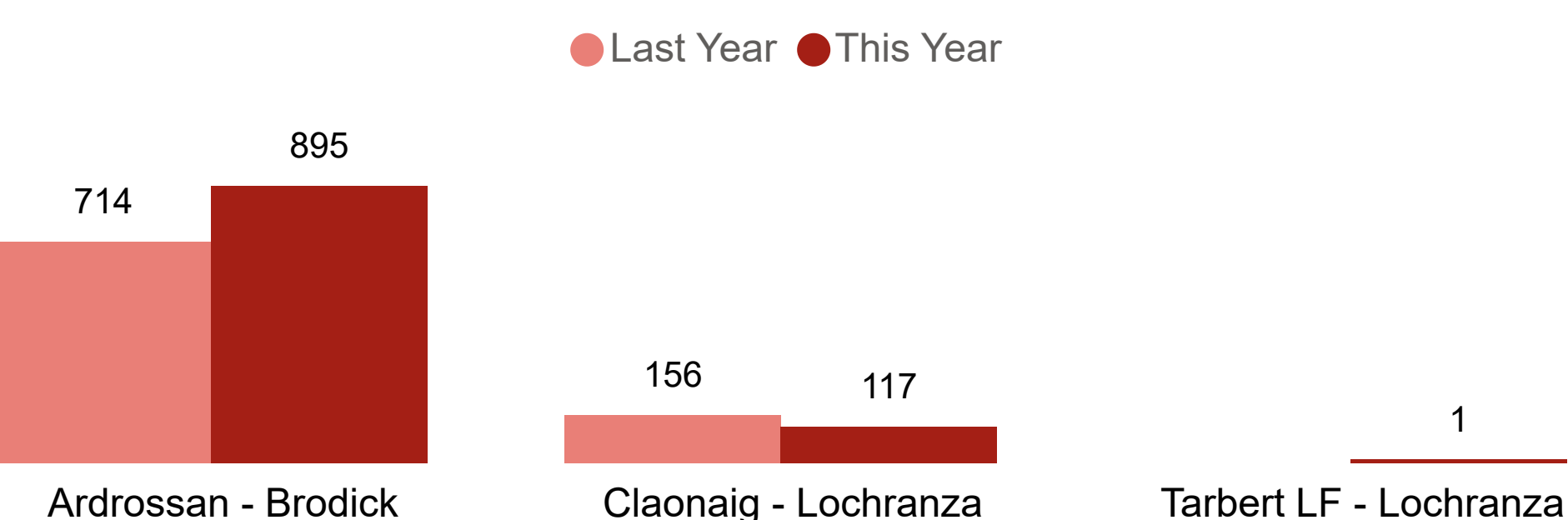
Shipped Coaches



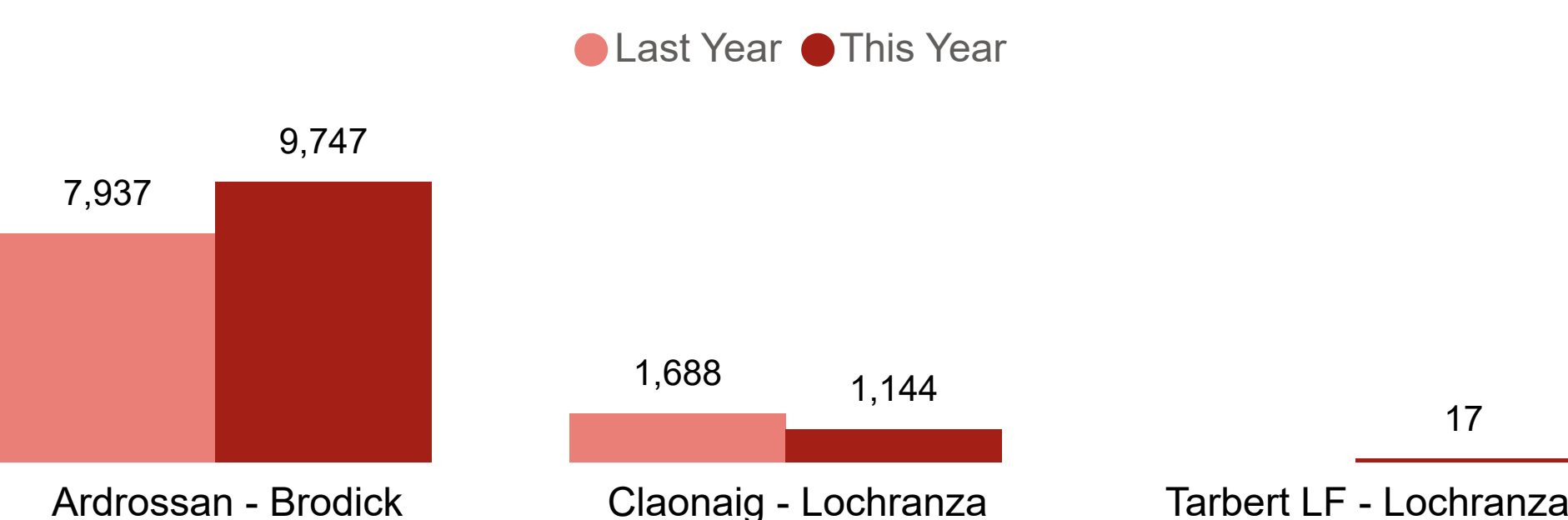
Shipped Coach Metres



Shipped Commercial Vehicles



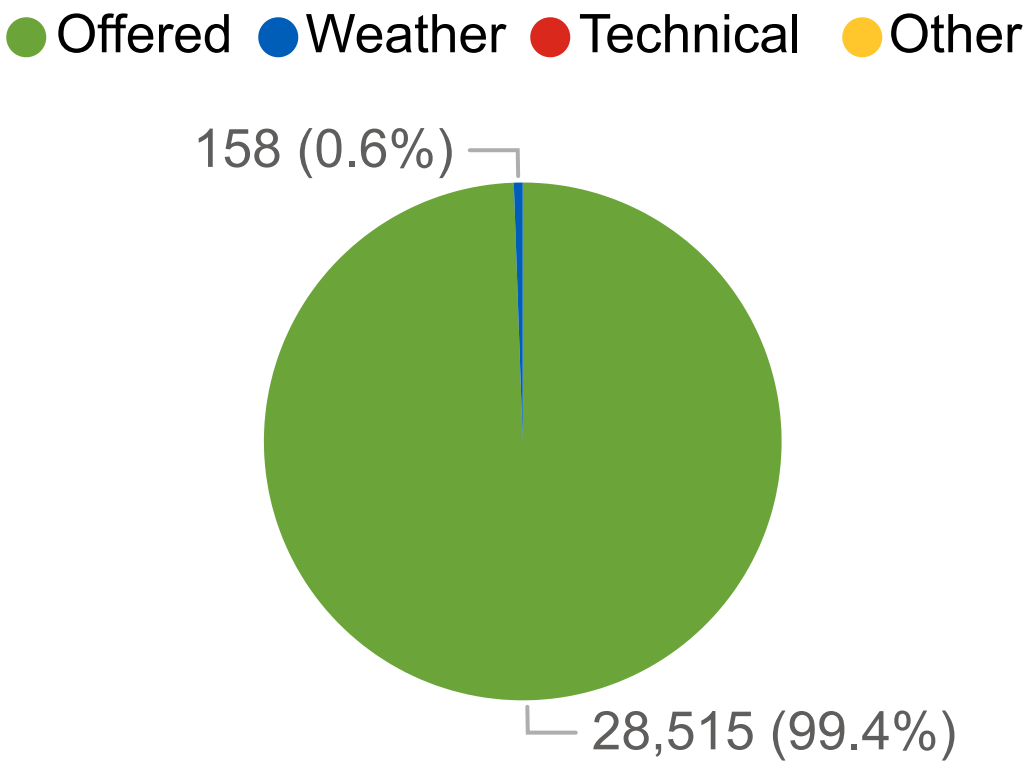
Shipped Commercial Vehicle Metres



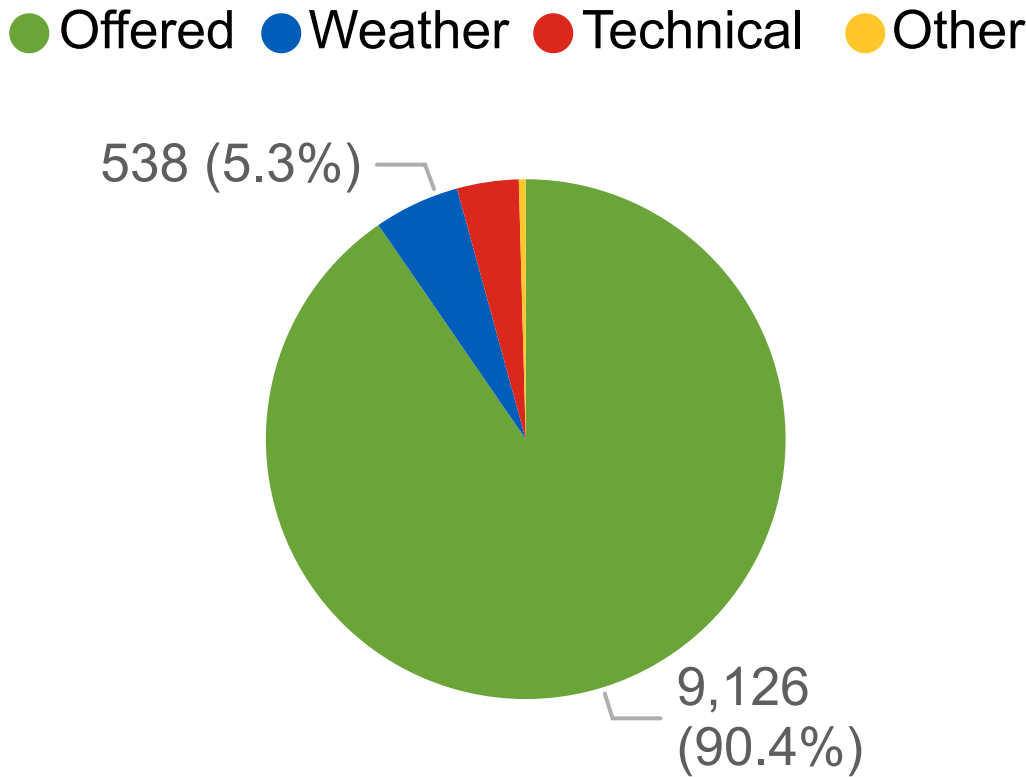


- 1 Car Equivalent Space is equal to 4.6 General Lane Metres
- Below visuals represent car equivalent spaces offered vs car equivalent space made unavailable as a result of technical, weather and all other cancellations

Ardrossan - Brodick



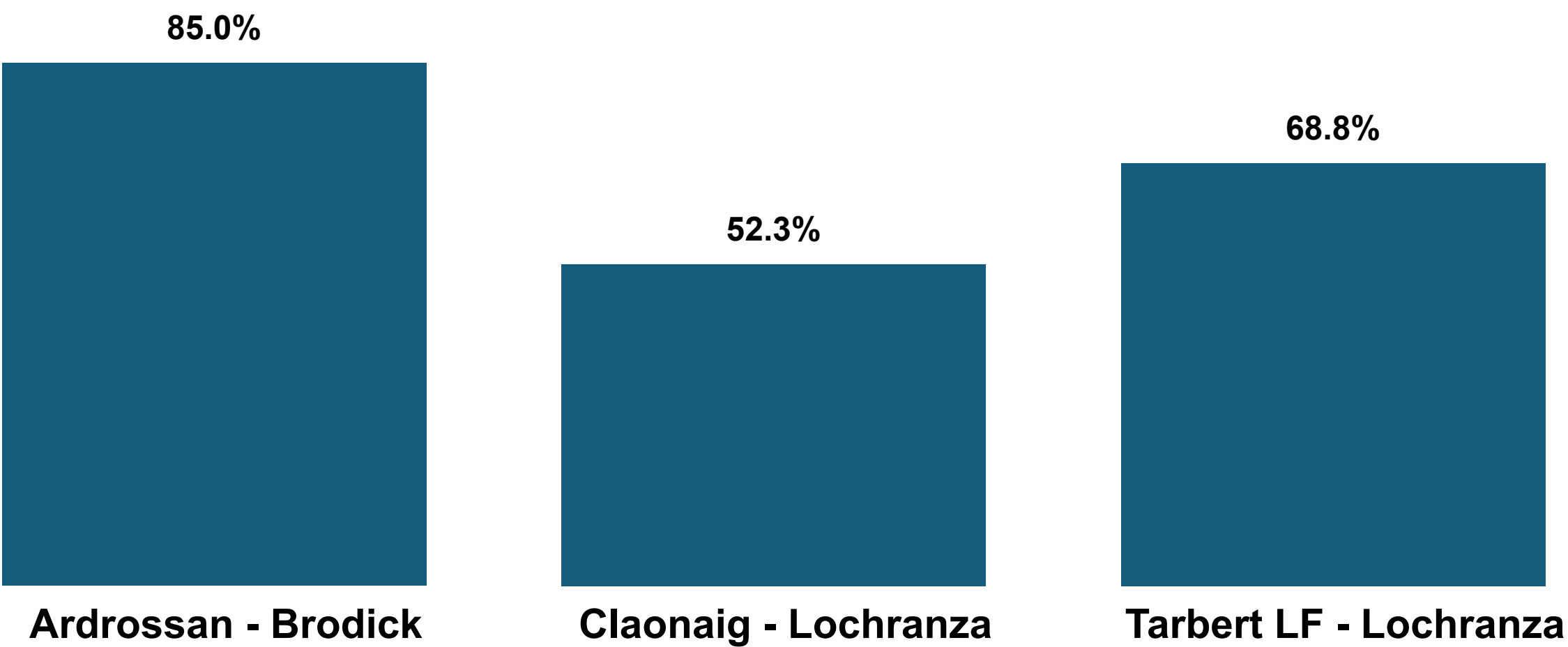
Claonaig - Lochranza



Route	Offered	Weather	Technical	Other
Ardrossan - Brodick	28,515	158		
Claonaig - Lochranza	9,126	538	387	43
Tarbert LF - Lochranza	129			



Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Ardrossan - Brodick	131.2K	111.5K	24,241	85.0%
Claonaig - Lochranza	42.0K	22.0K	4,773	52.3%
Tarbert LF - Lochranza	0.6K	0.4K	89	68.8%
Total	173.7K	133.9K	29,103	77.1%

Overall Utilisation of Sailings

Legend: ● >90% ● 75-89% ● 50-74% ● <50%

