

Total Number of
Survey Responses
Last 6 Months

14K

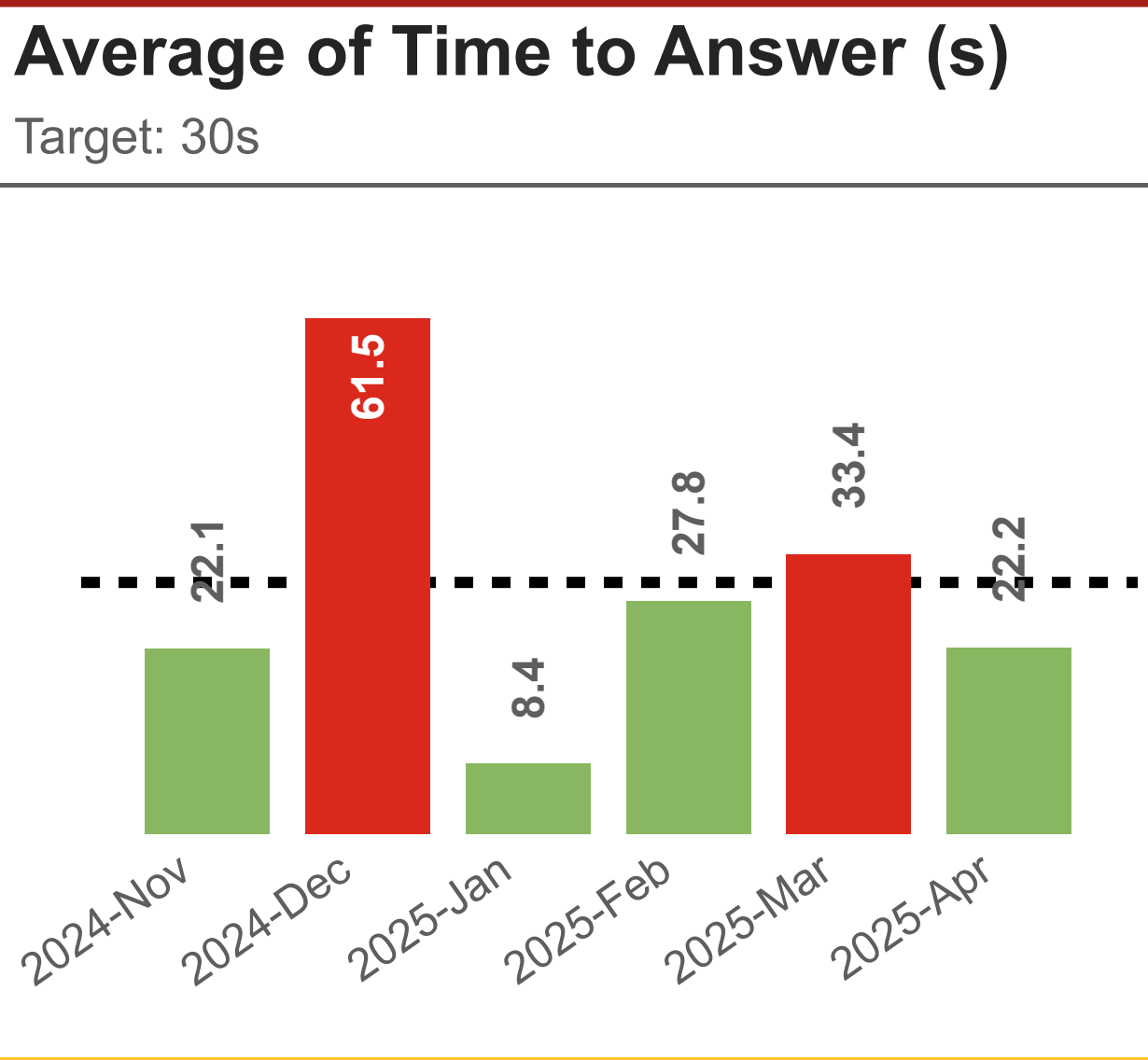
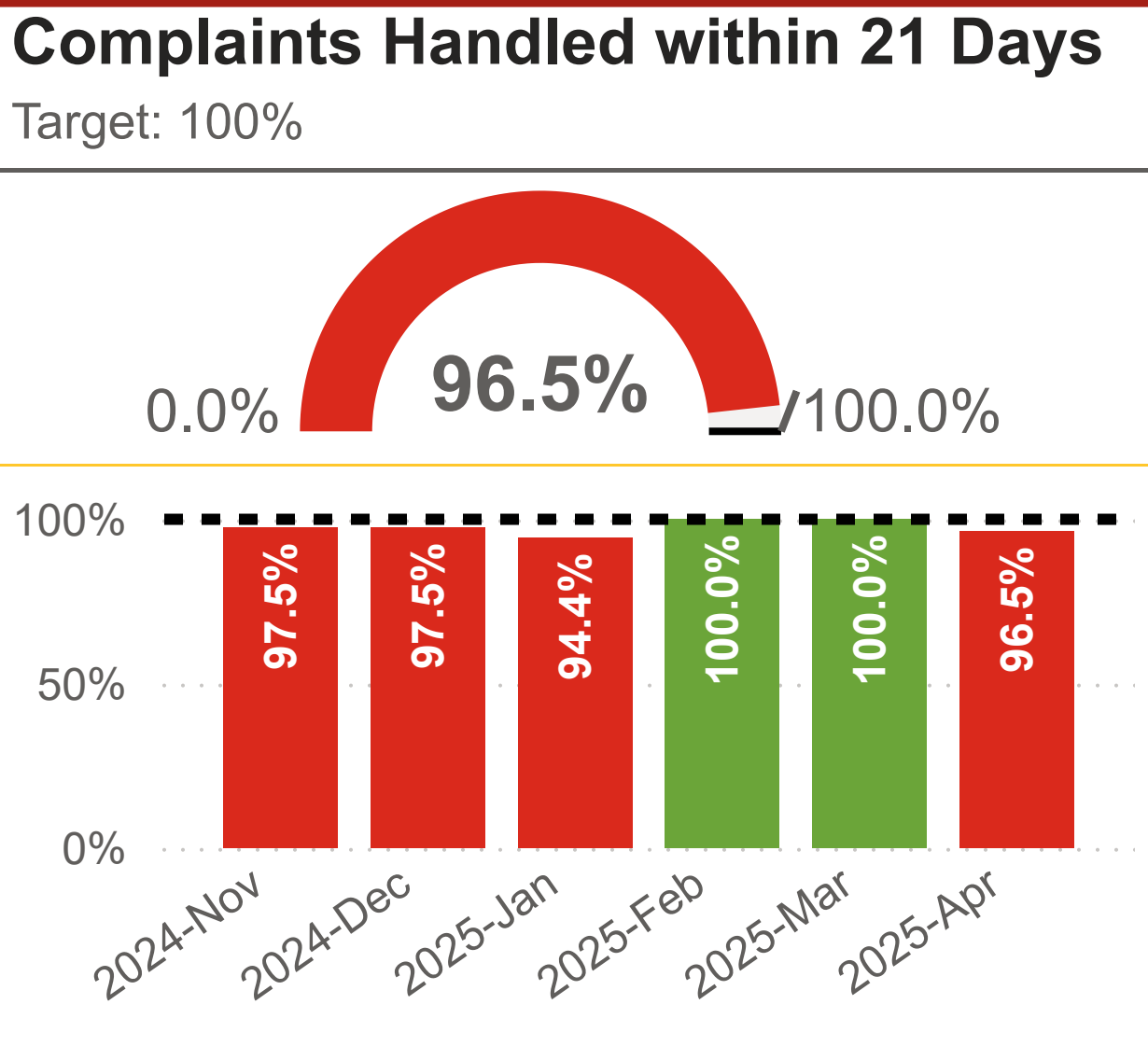
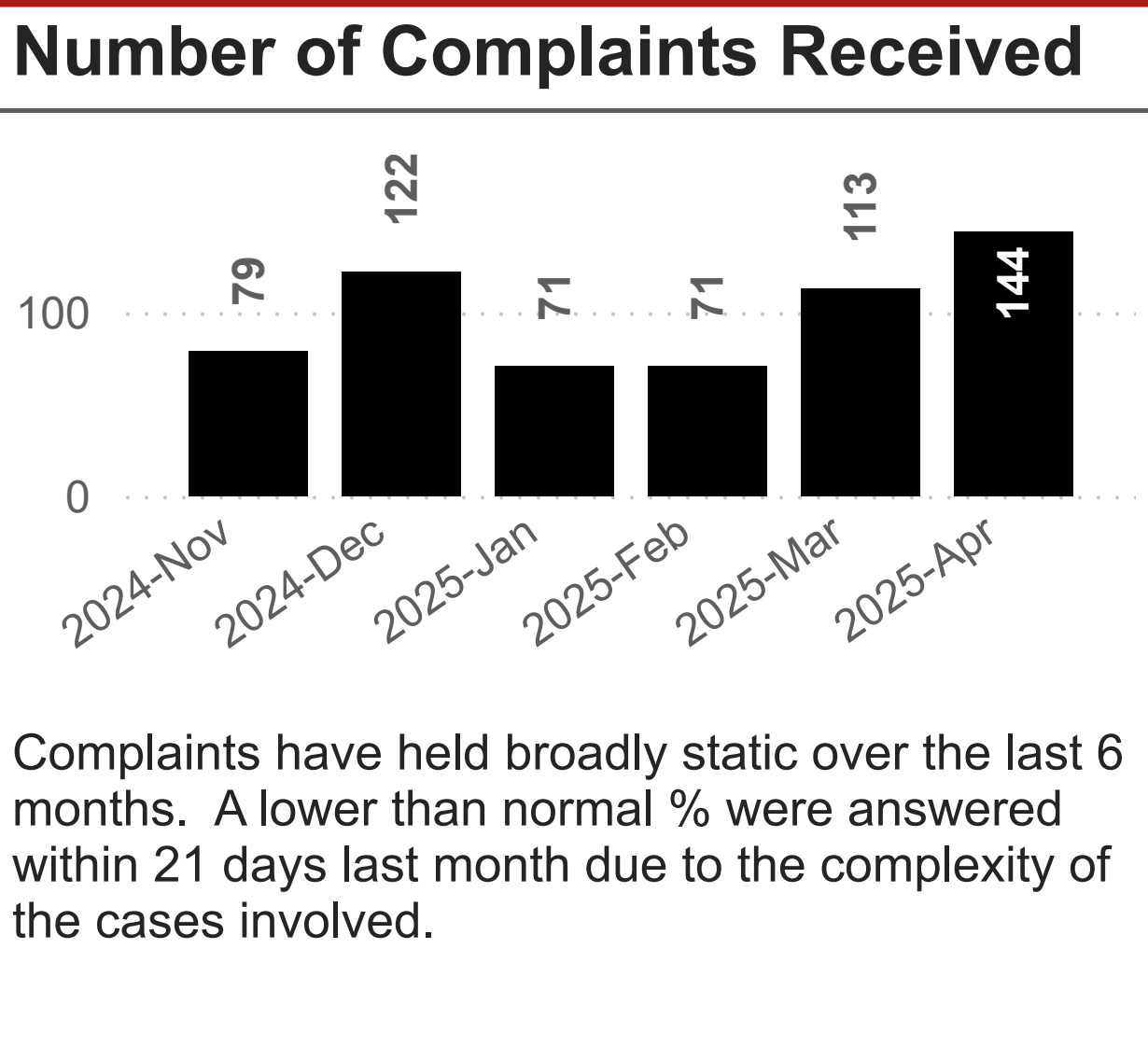
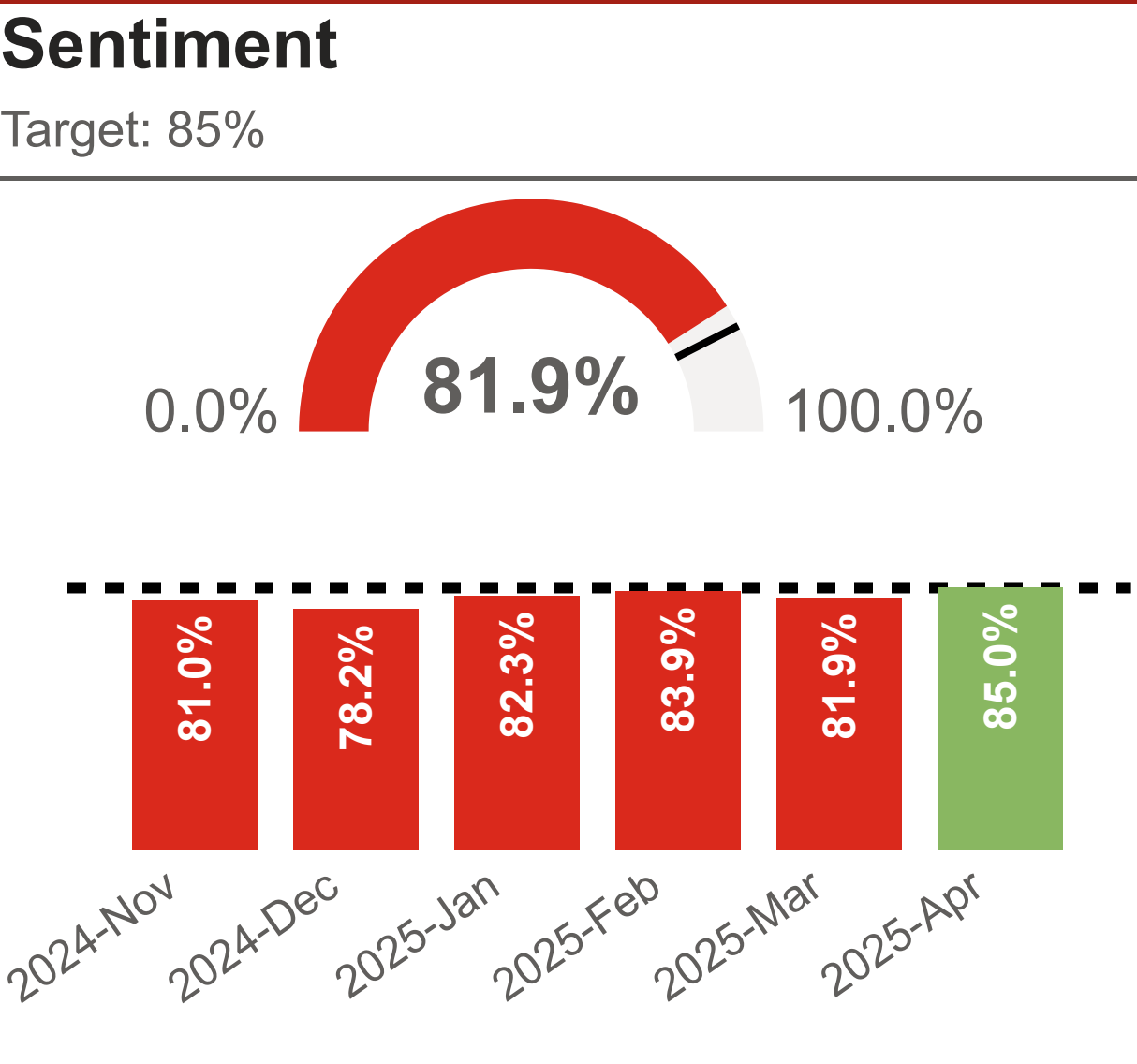
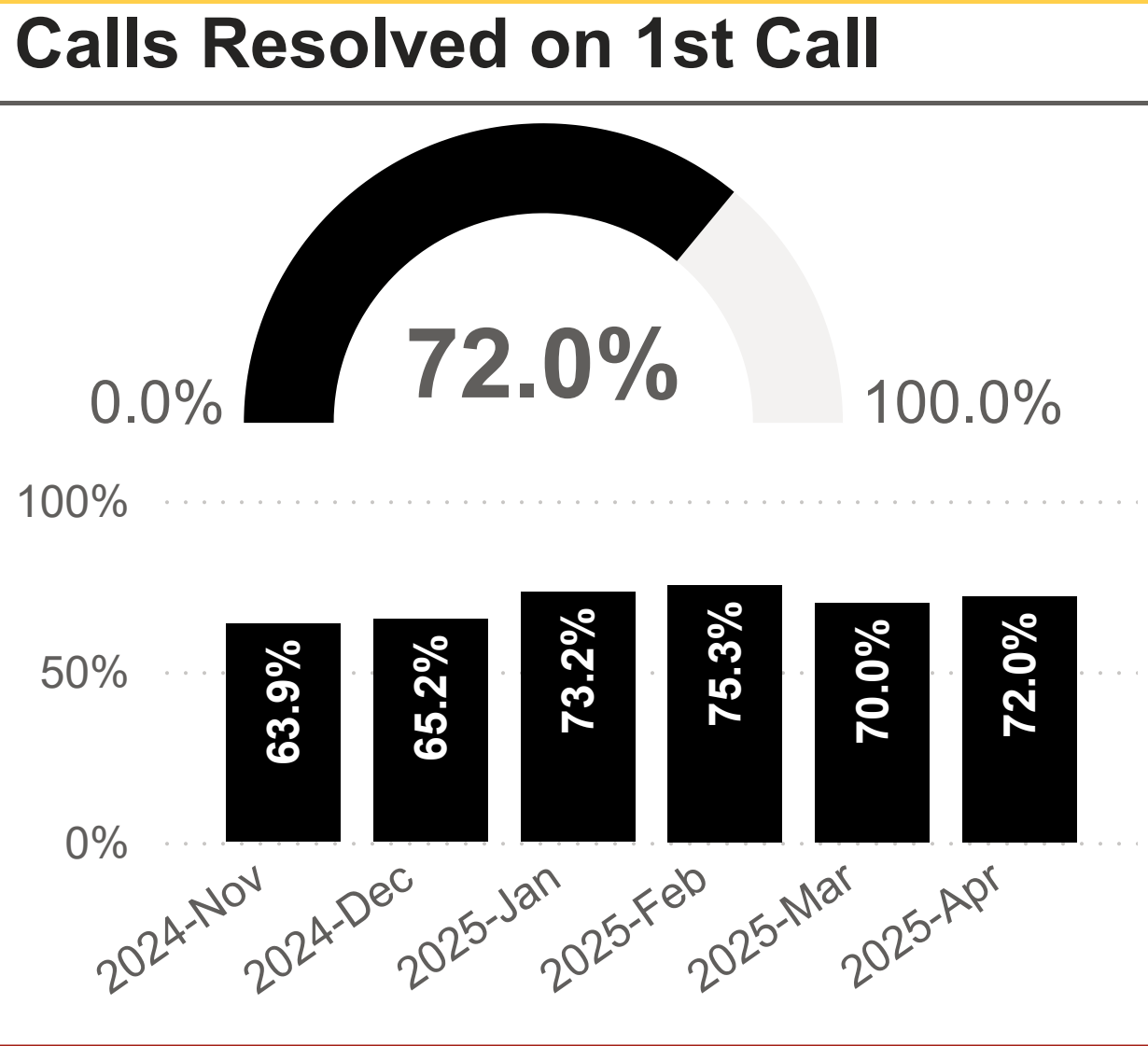
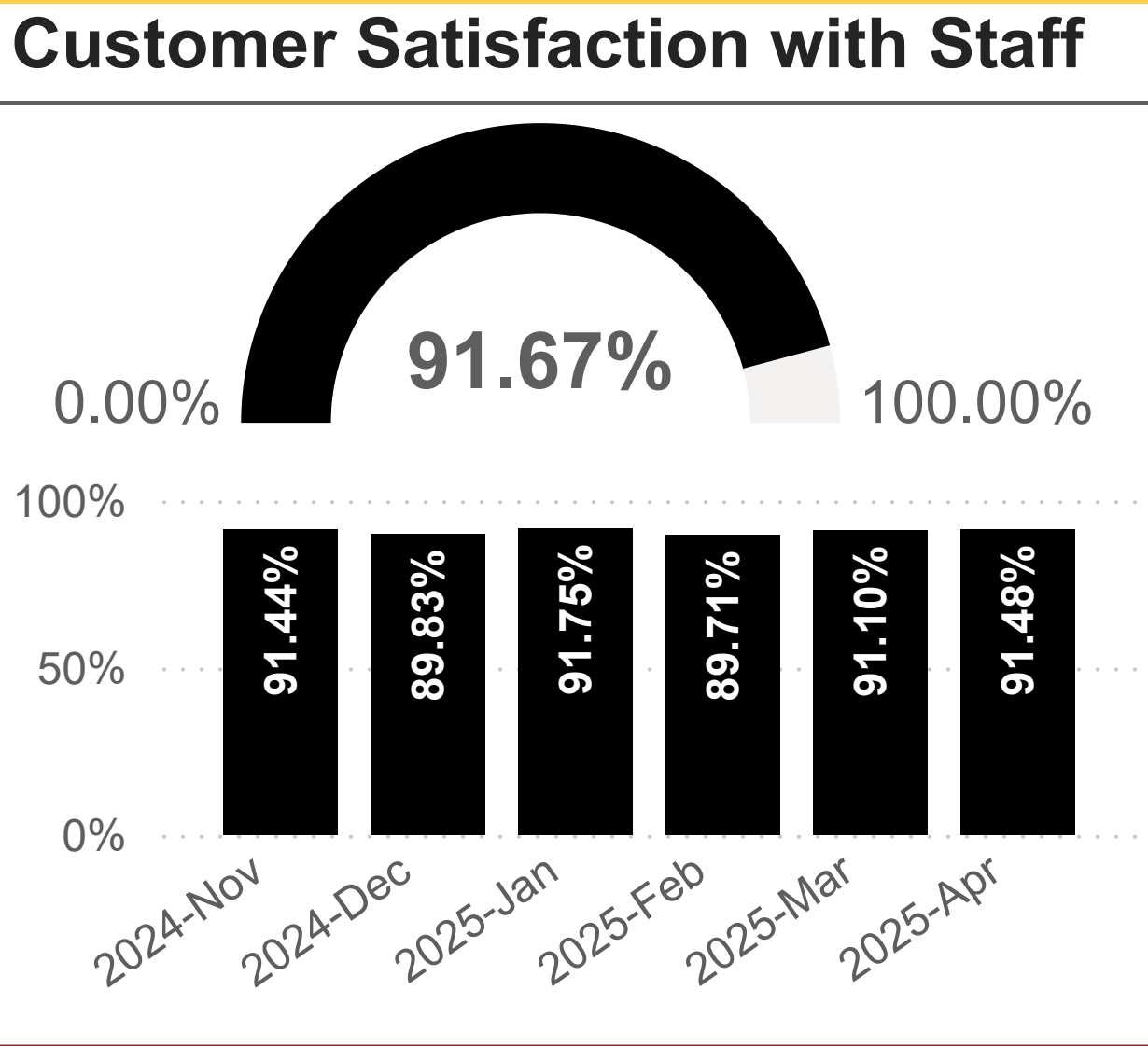
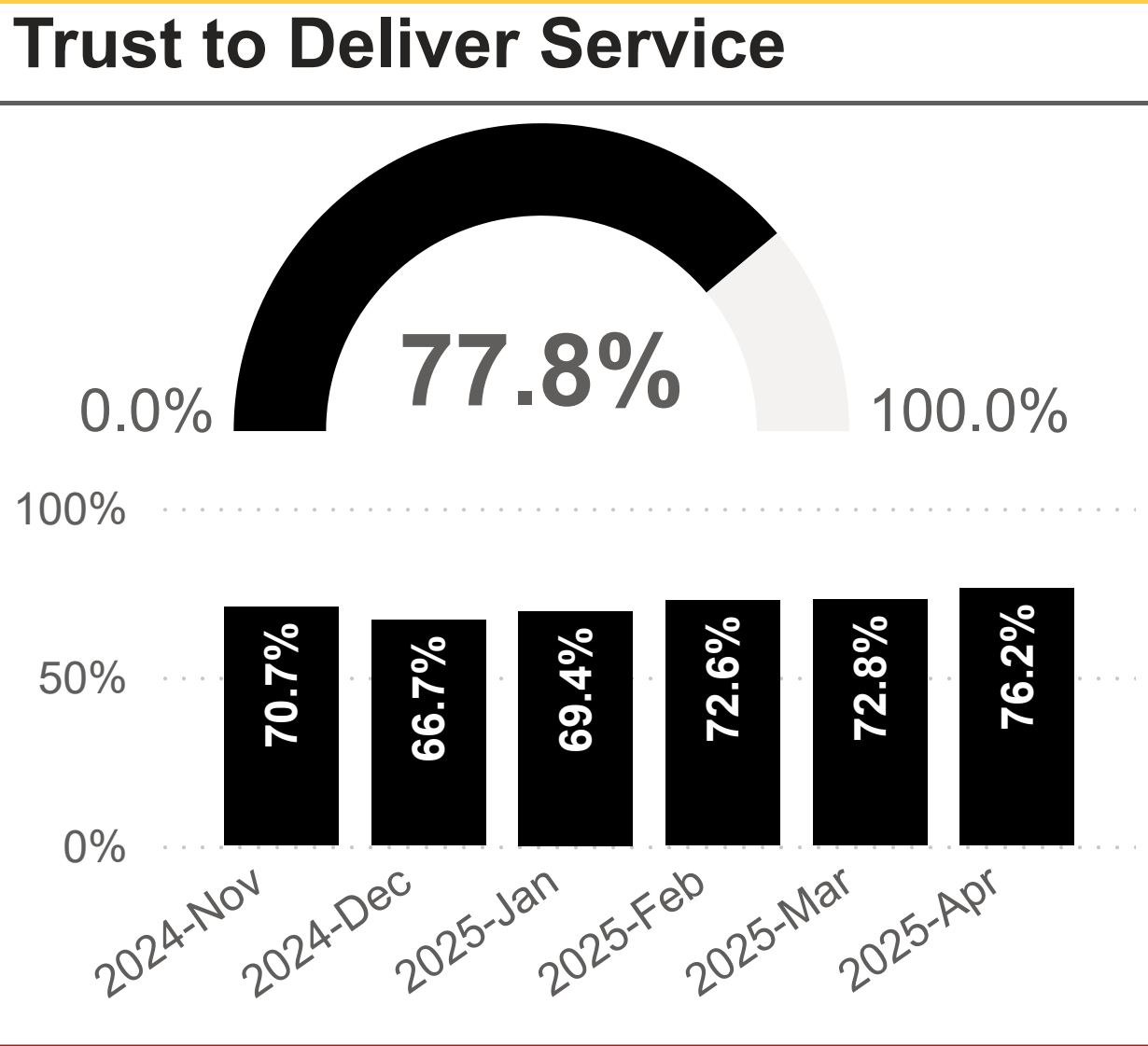
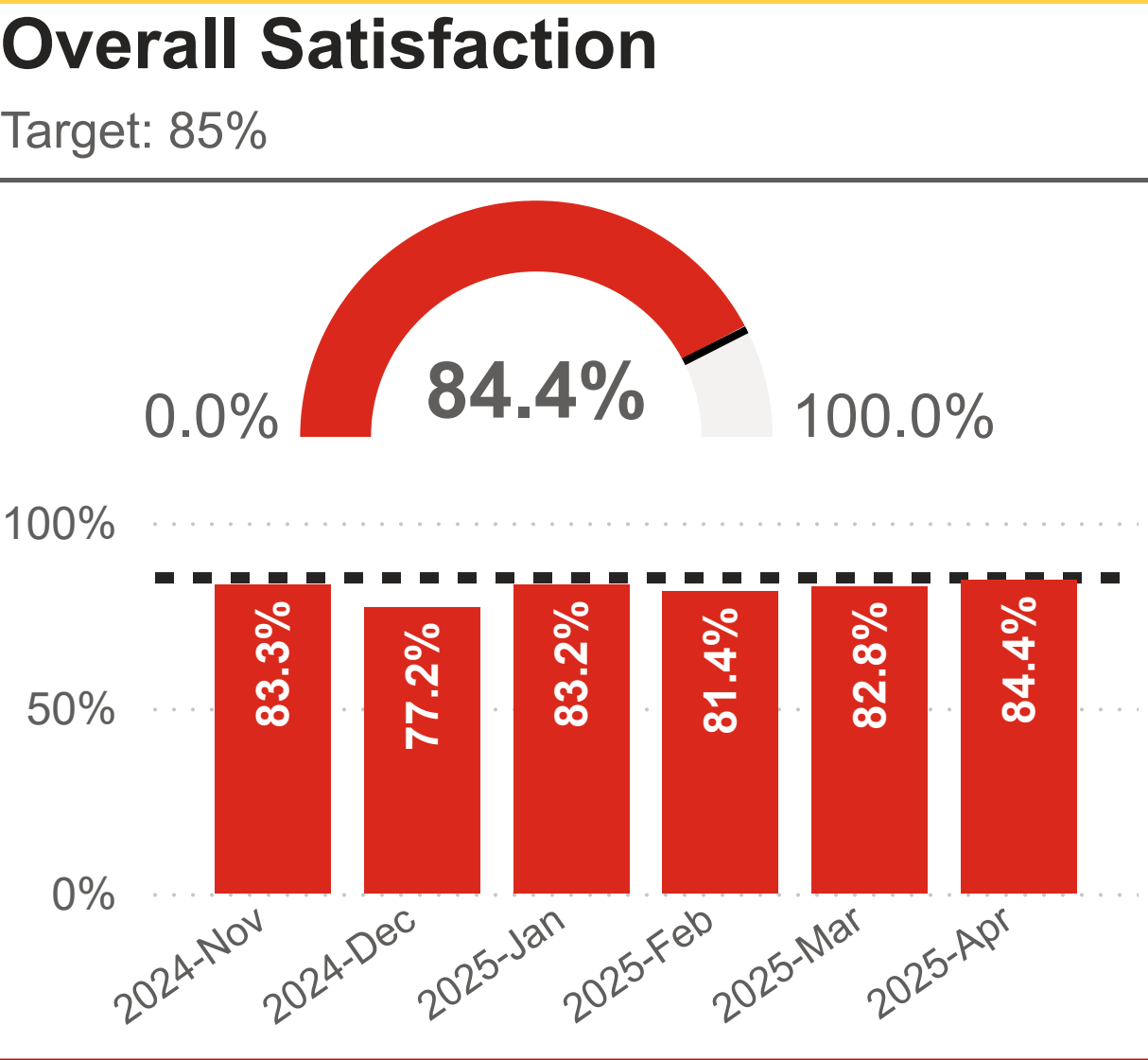
Our Performance in April 2025

Customer Feedback Metrics

Network Wide



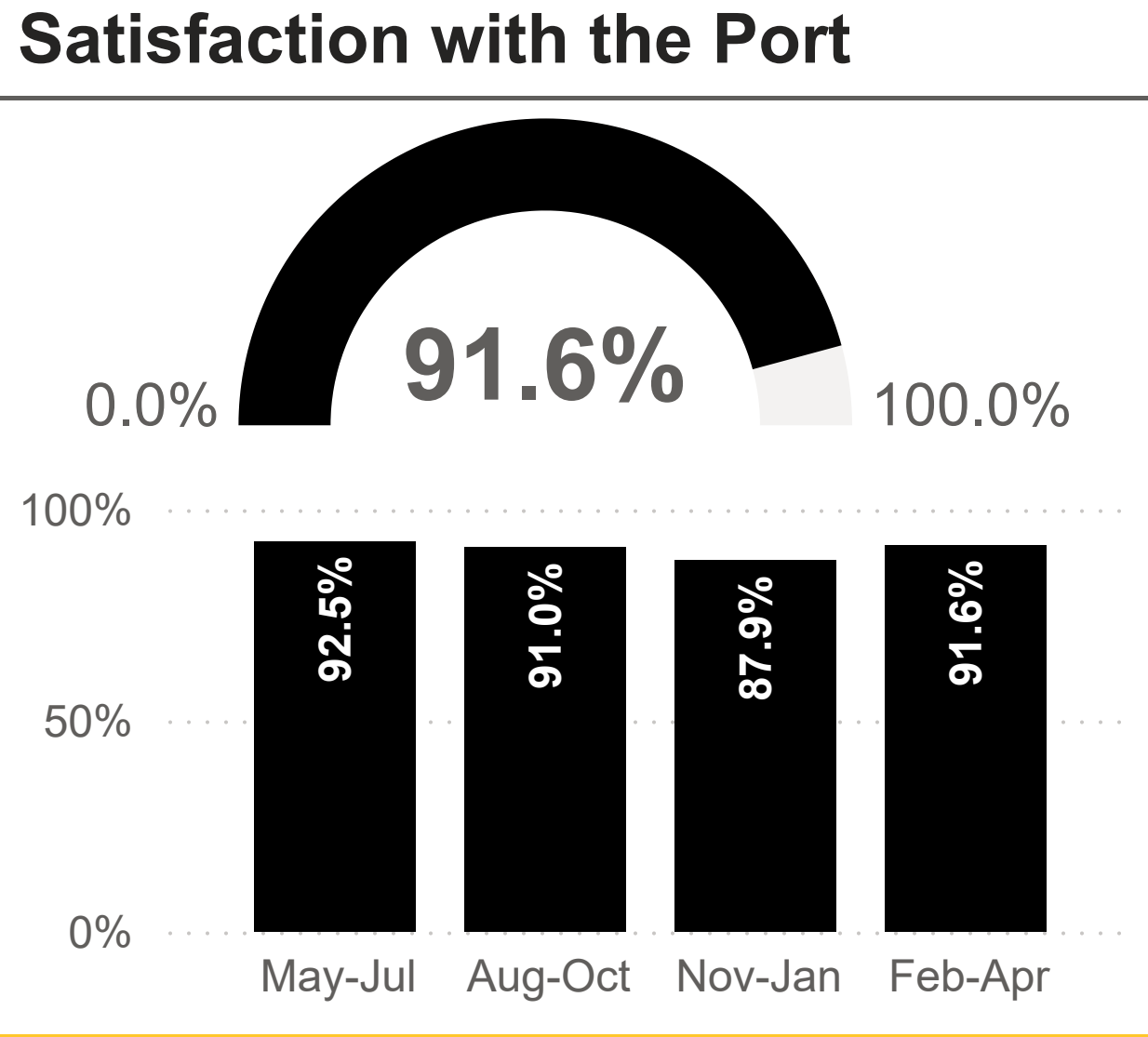
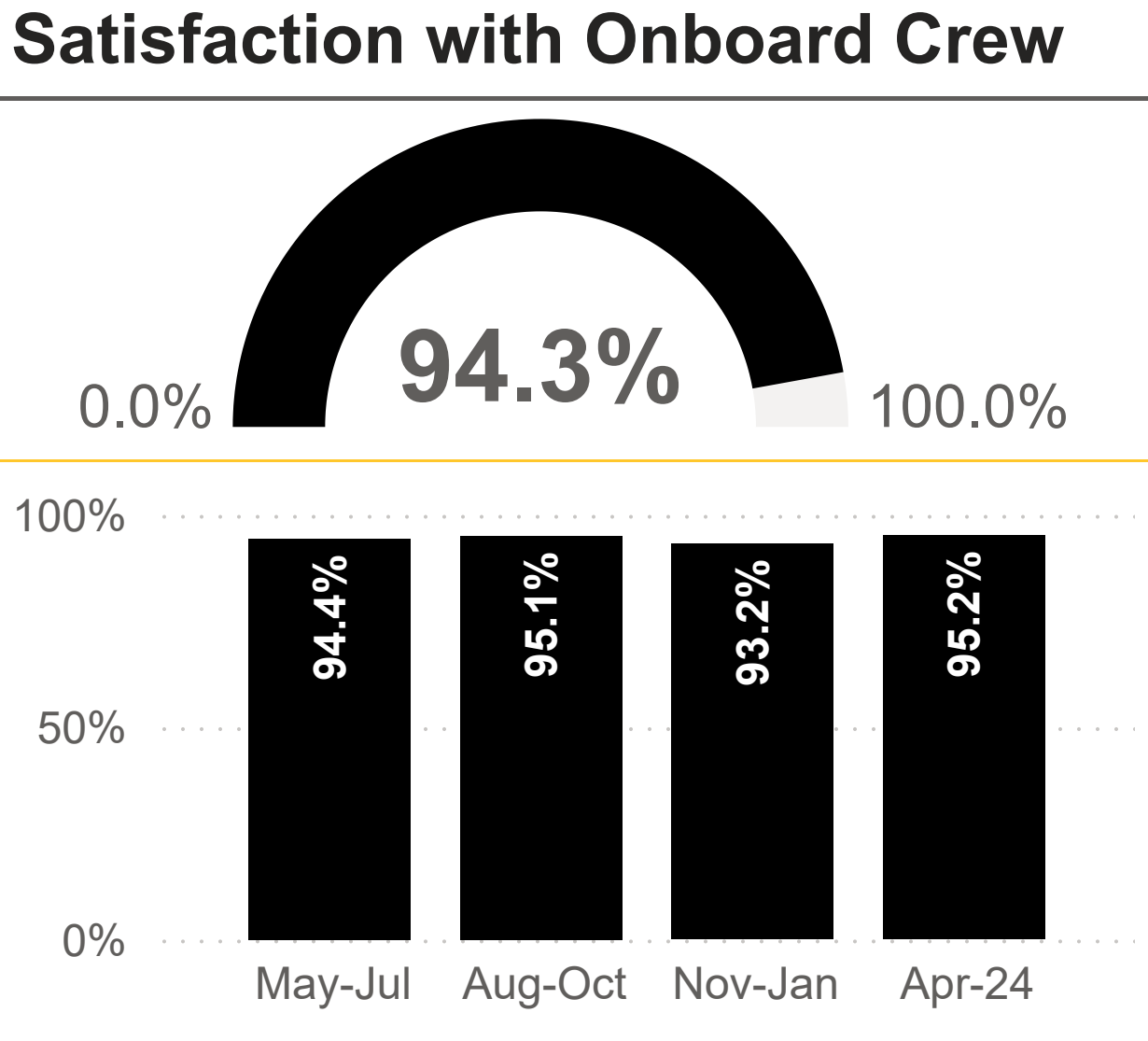
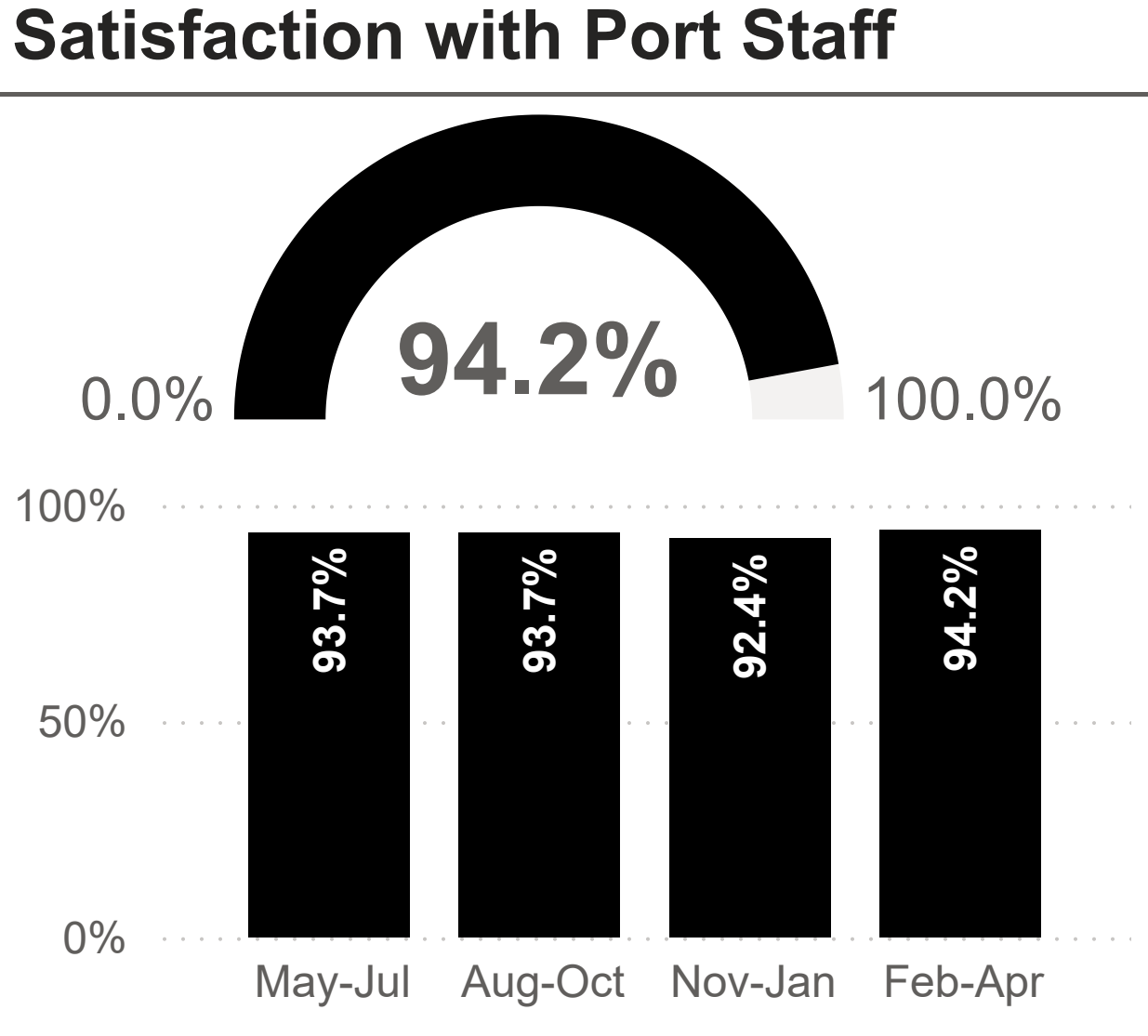
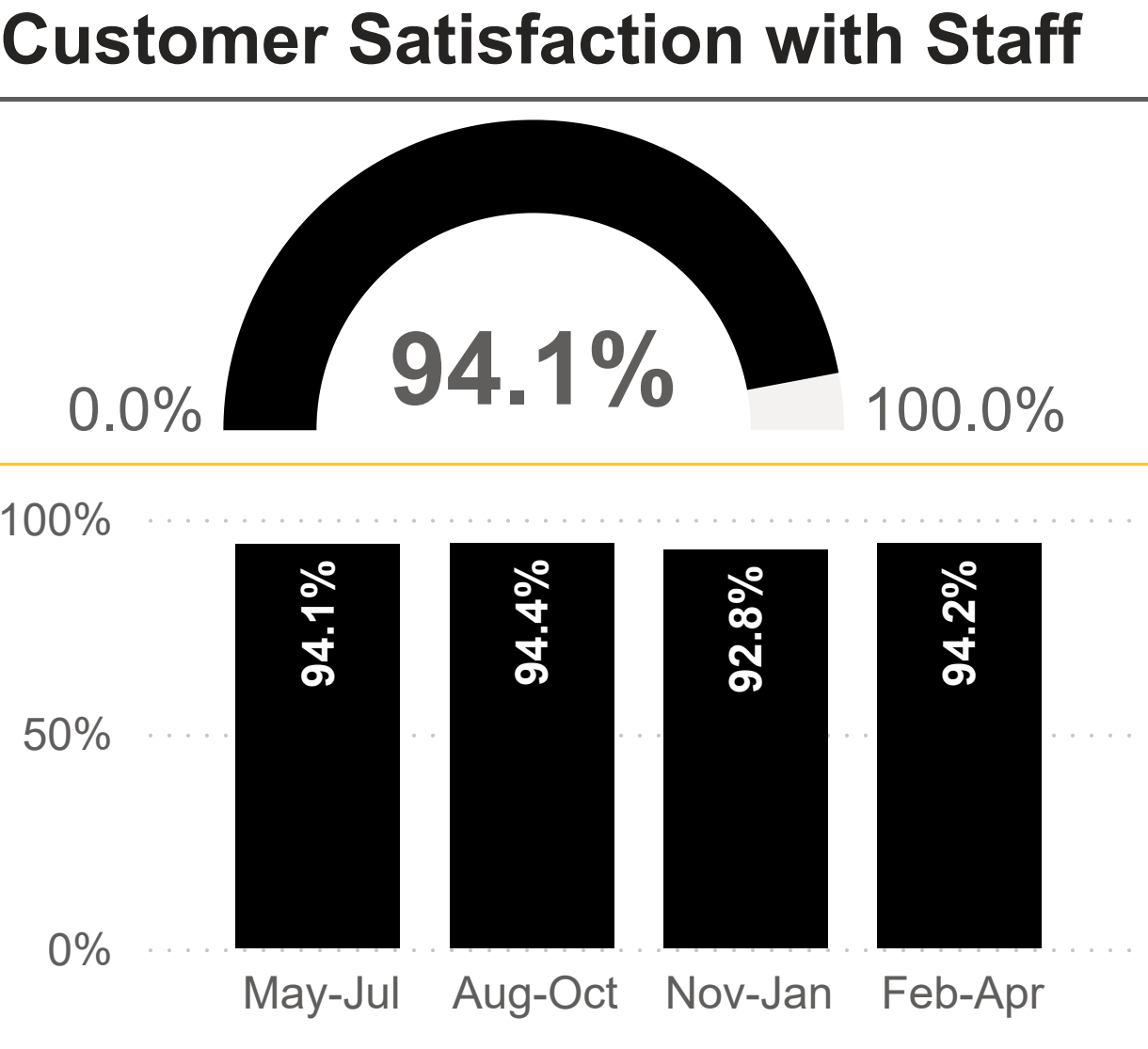
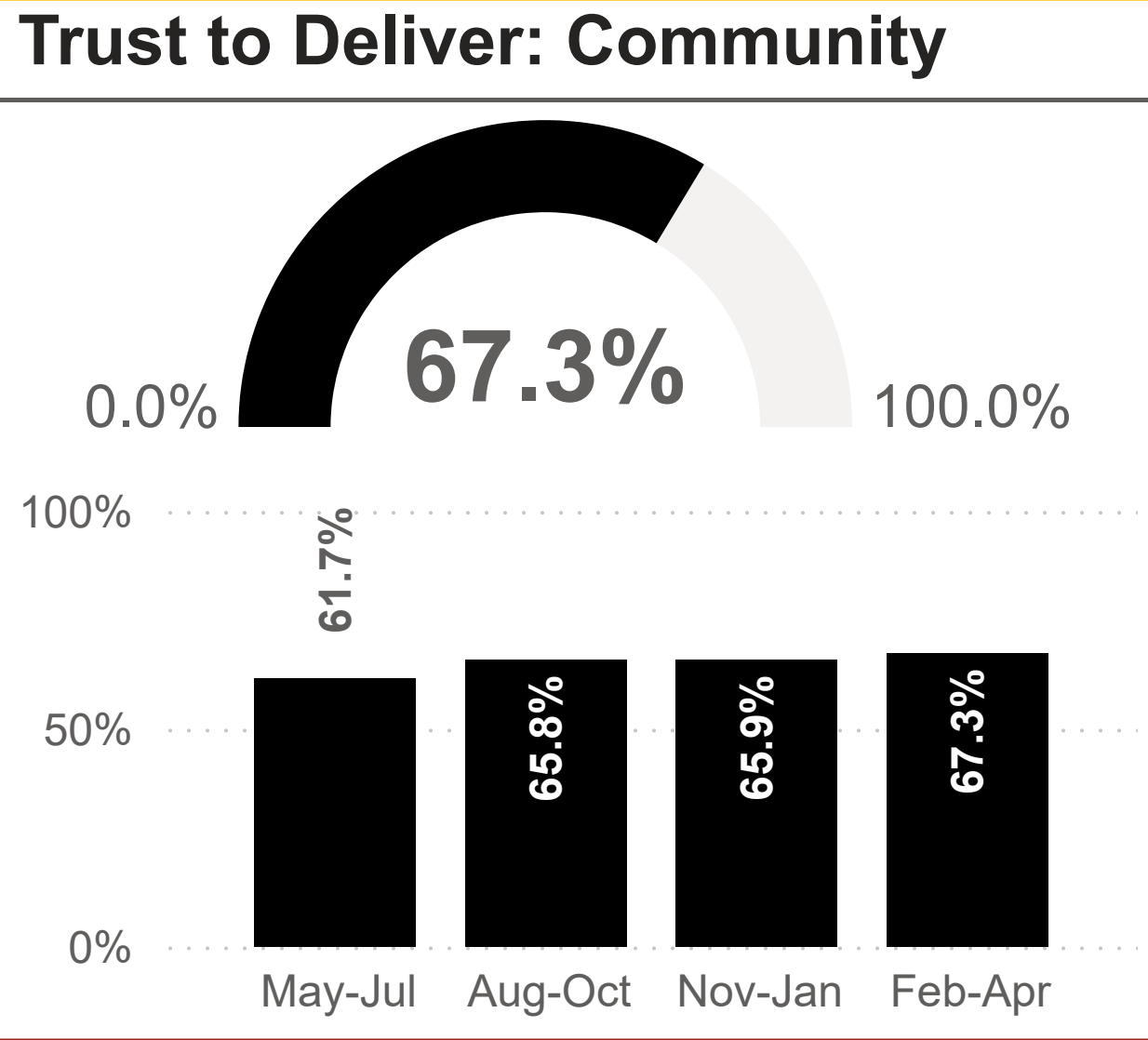
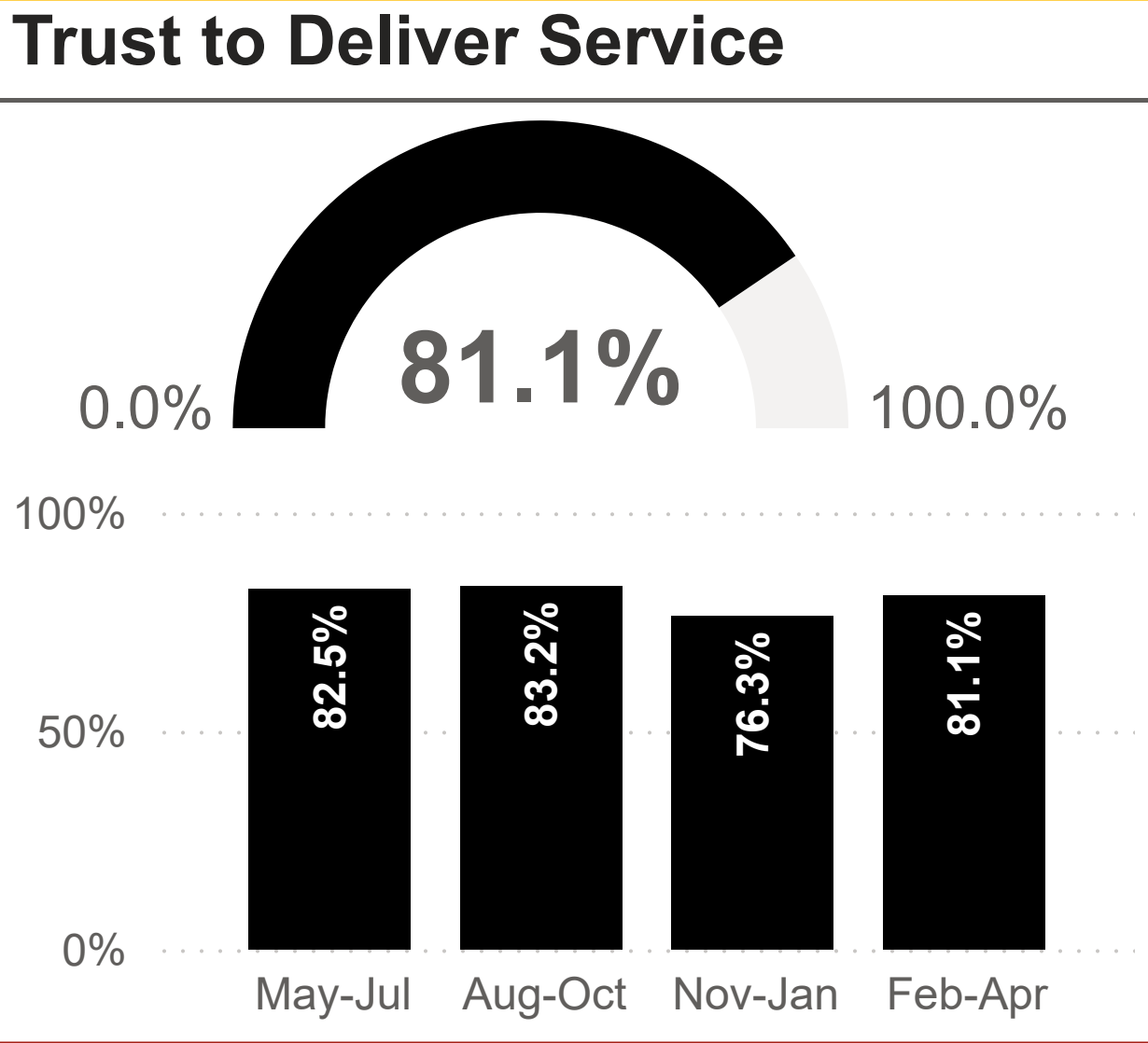
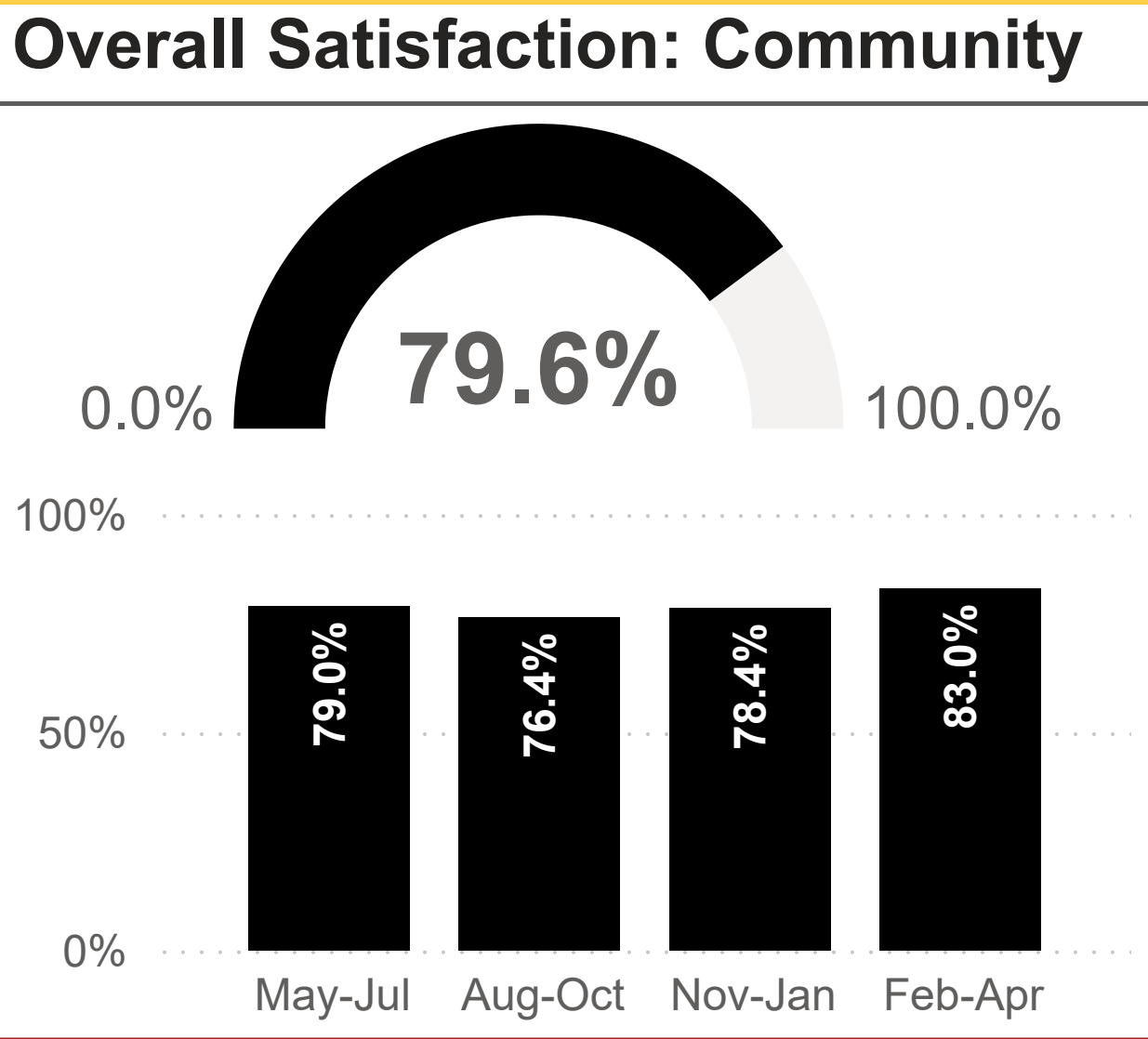
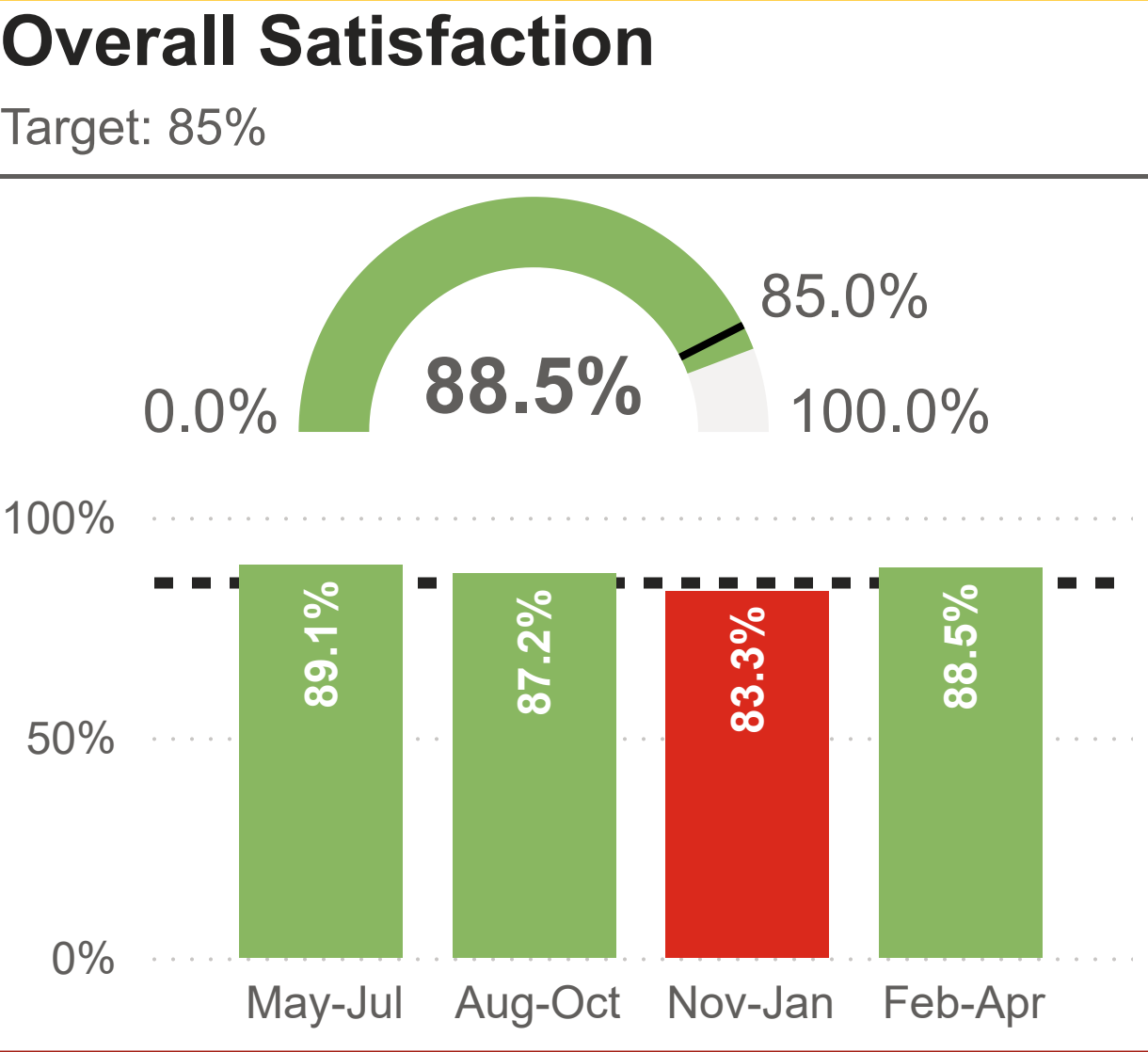
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.



Our Performance in April 2025
Customer Feedback Metrics
Hebrides North



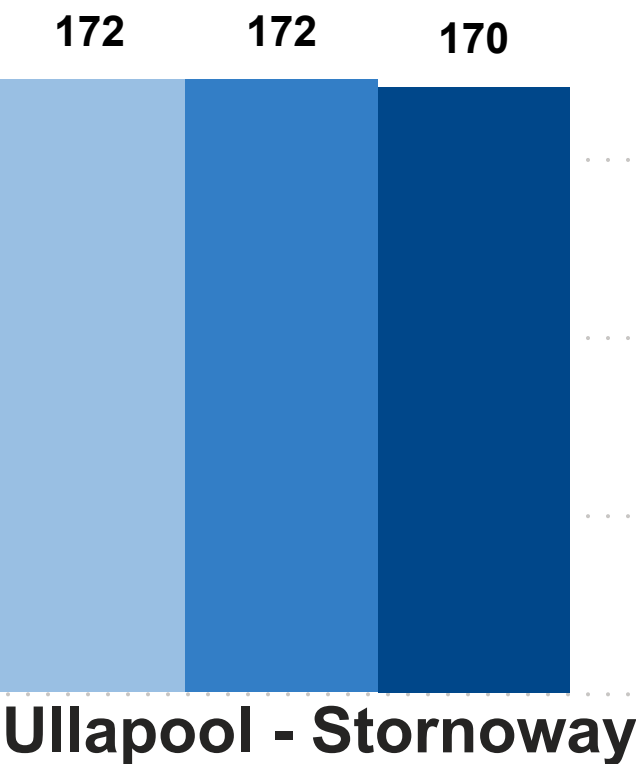
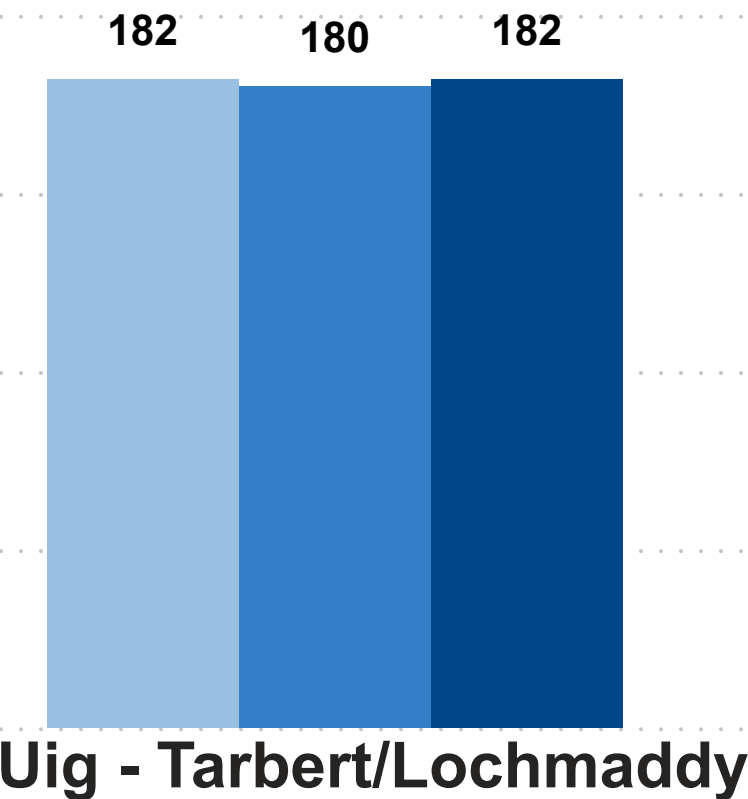
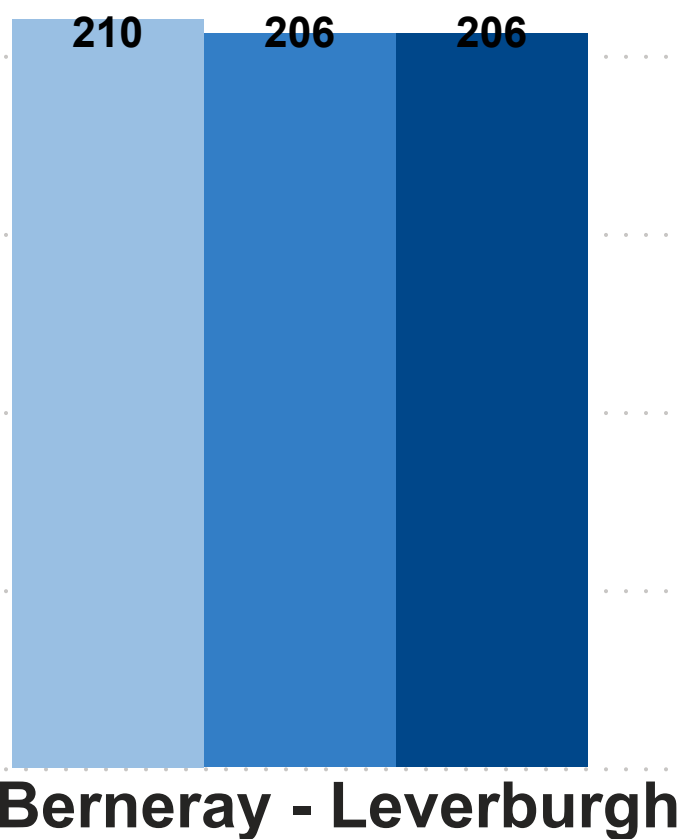
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.
Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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





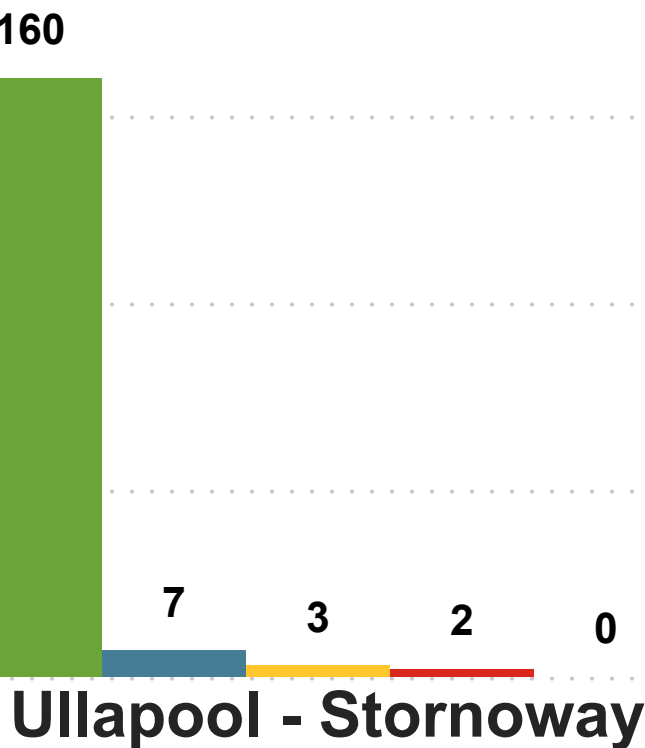
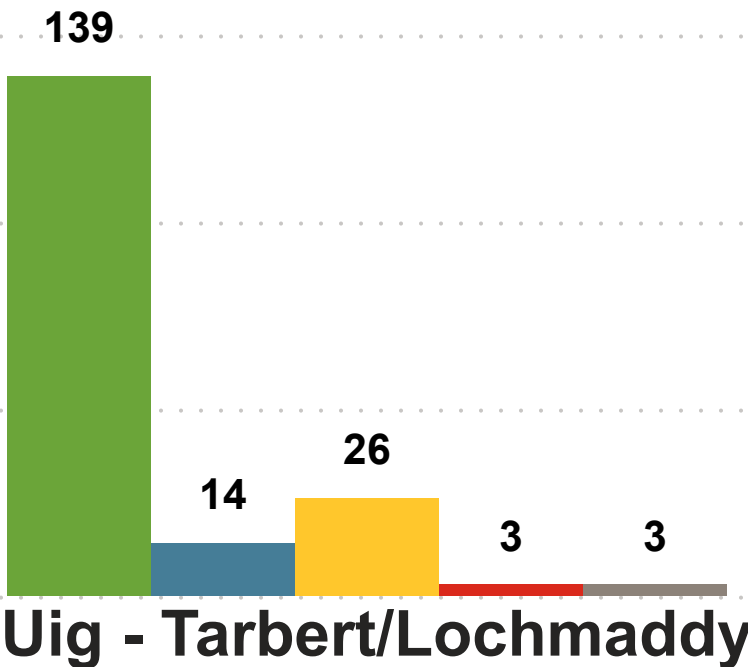
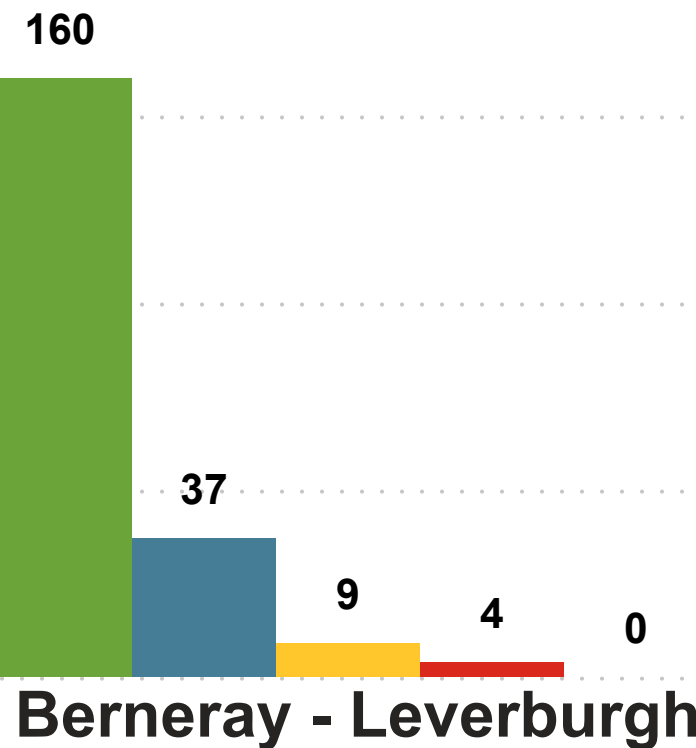
Sailings Timetabled, Amended & Actual

Timetabled Amended Actual



Punctuality & Reliability

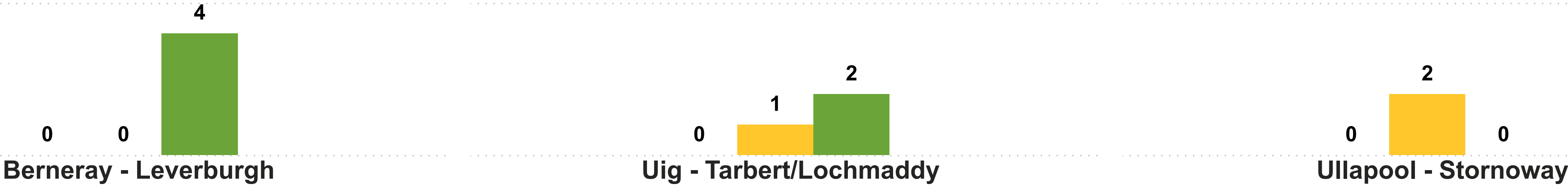
On Time Level 1 Lateness Level 2 Lateness Cancelled Additional





Cancelled Sailings (By Reason)

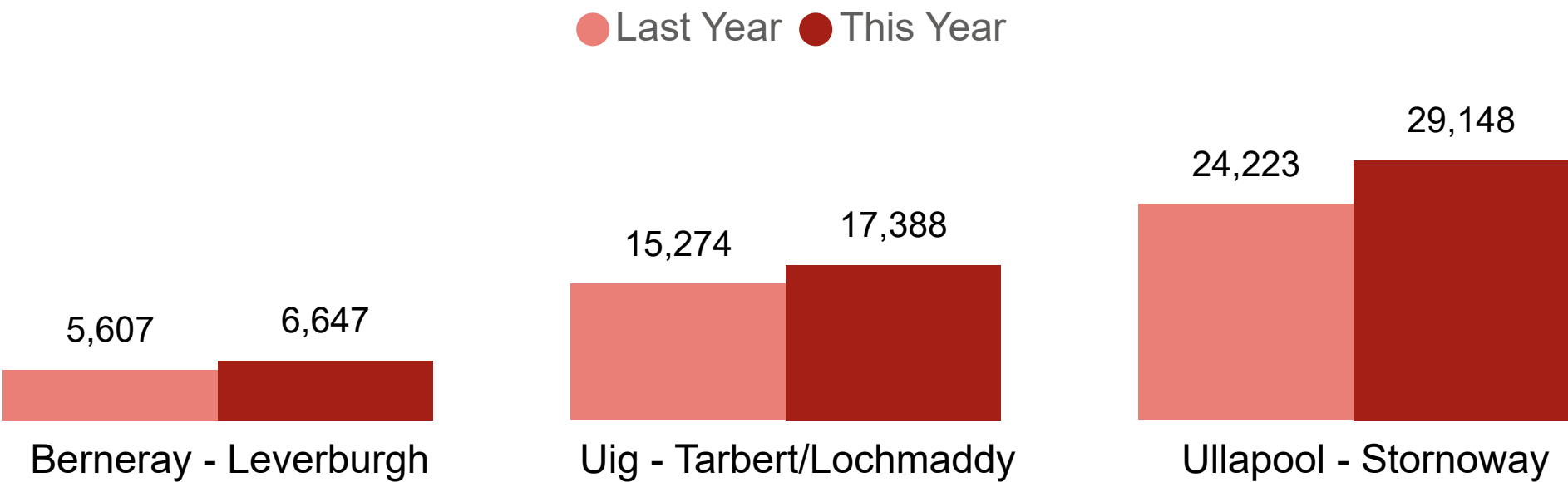
Weather Technical Other



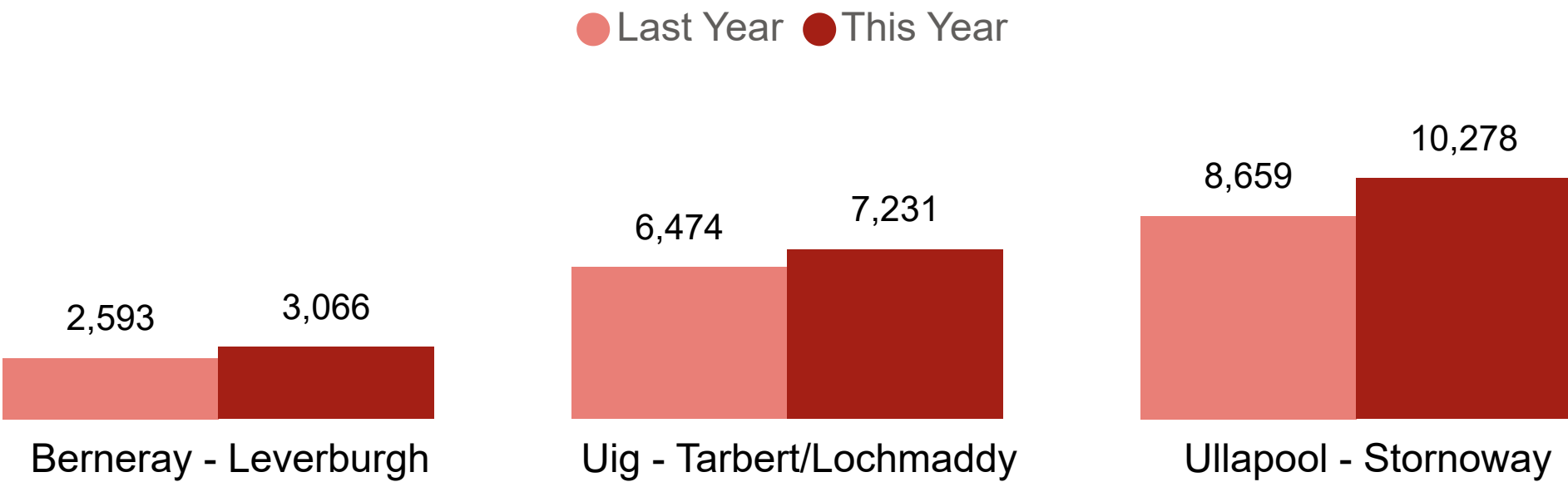
"Other" refers to any cancellations not resulting from weather and technical disruption. This includes cancellations due to reasons such as bunkering issues, berth unavailability etc.



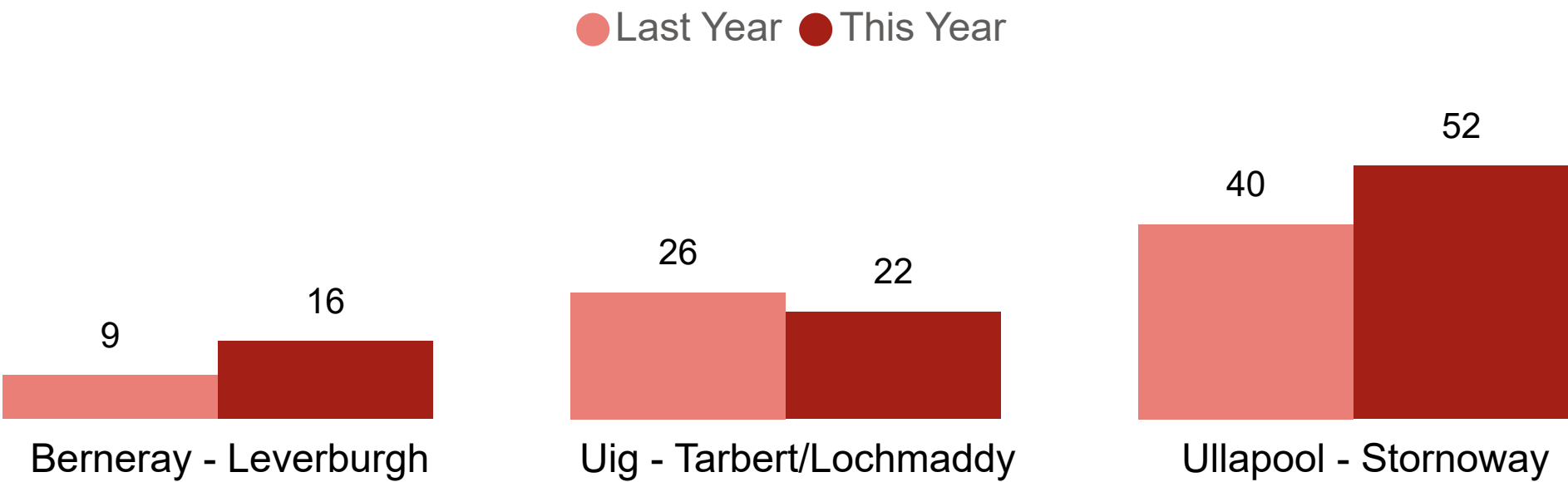
Shipped Passengers



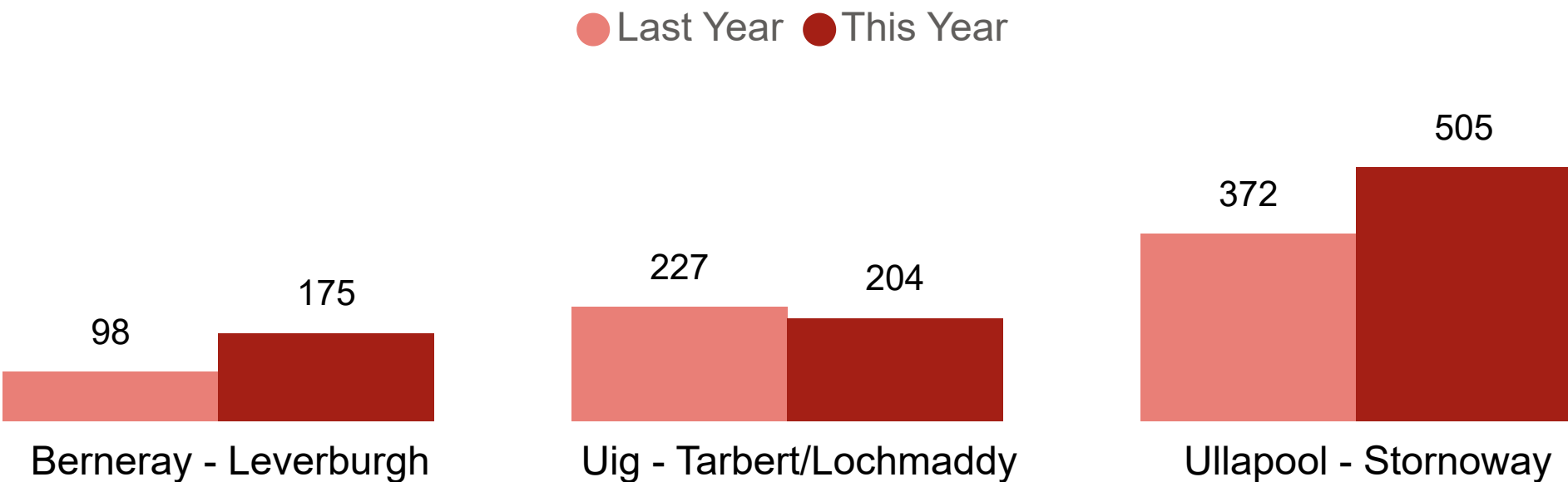
Shipped Cars



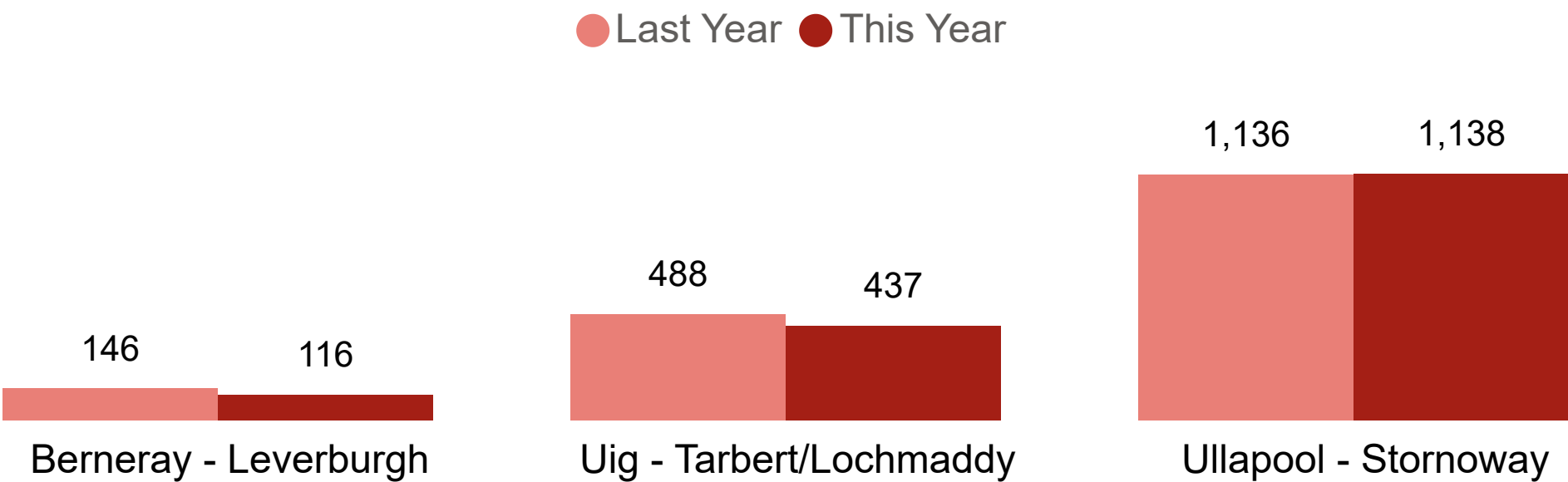
Shipped Coaches



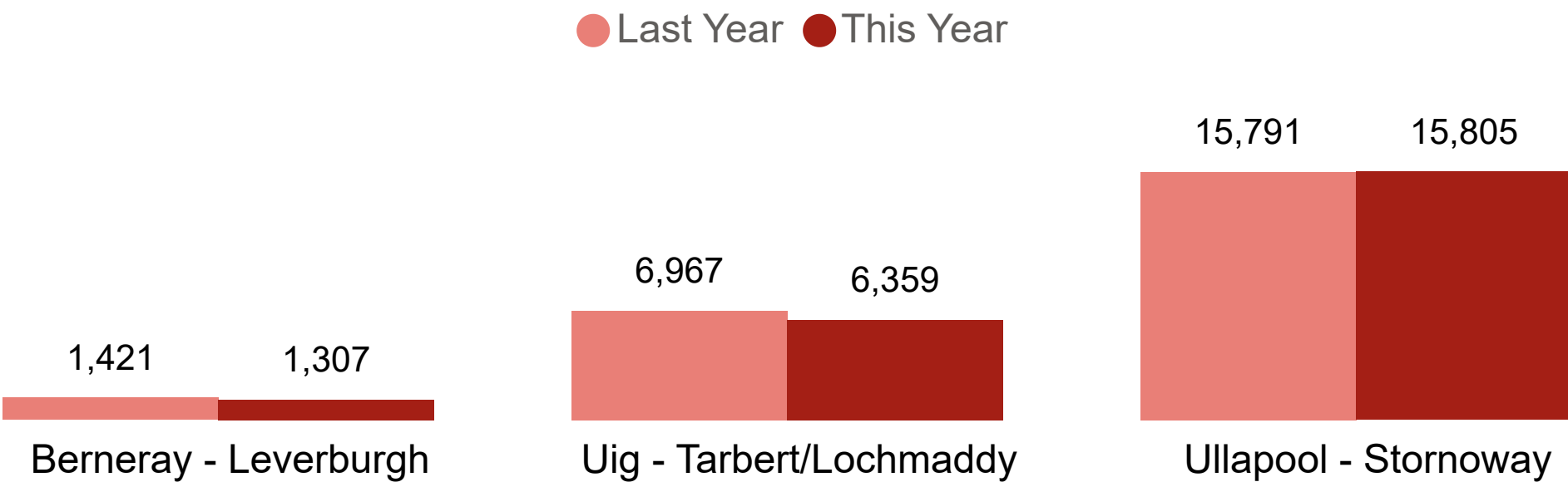
Shipped Coach Metres



Shipped Commercial Vehicles



Shipped Commercial Vehicle Metres

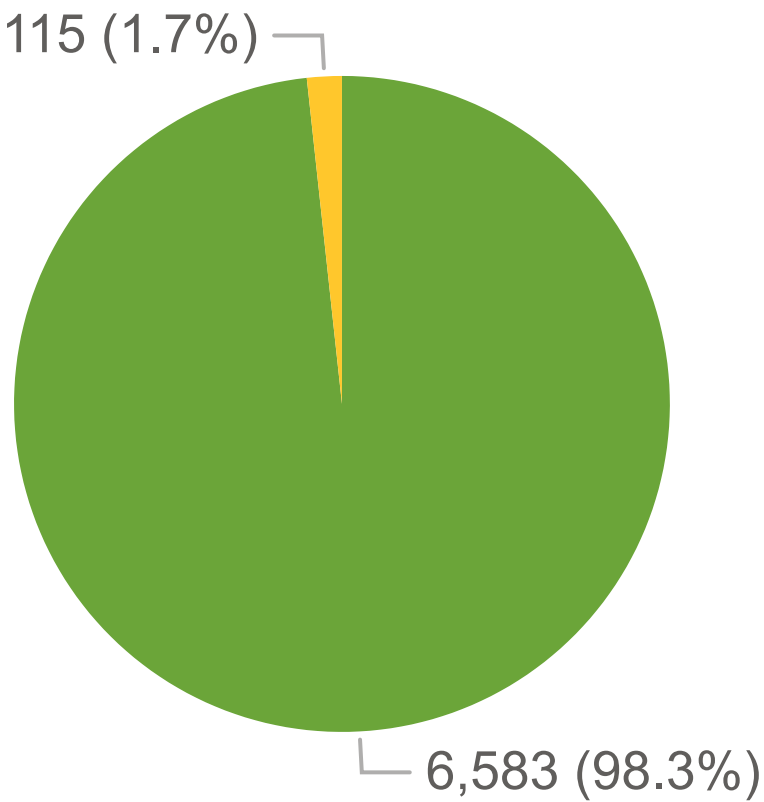




- 1 Car Equivalent Space is equal to 4.6 General Lane Metres
- Below visuals represent car equivalent spaces offered vs car equivalent space made unavailable as a result of technical, weather and all other cancellations

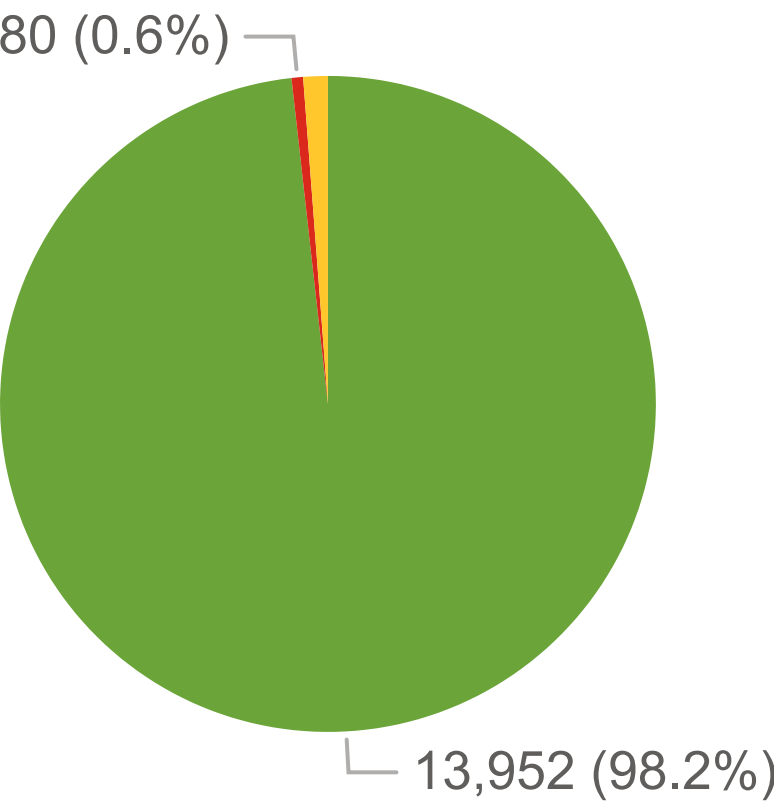
Berneray - Leverburgh

Offered Technical Weather Other



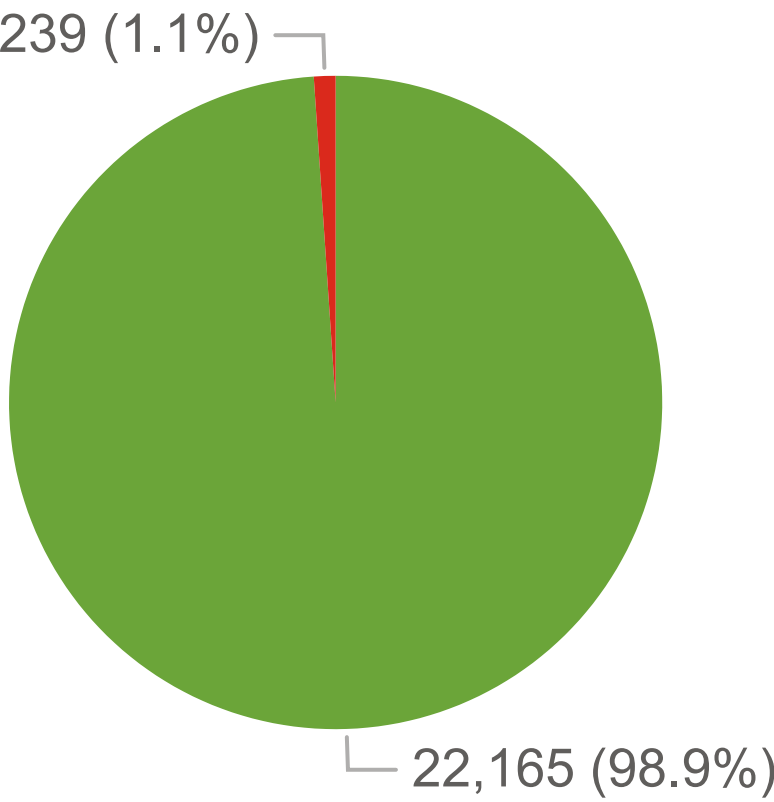
Uig - Tarbert/Lochmaddy

Offered Weather Technical Other



Ullapool - Stornoway

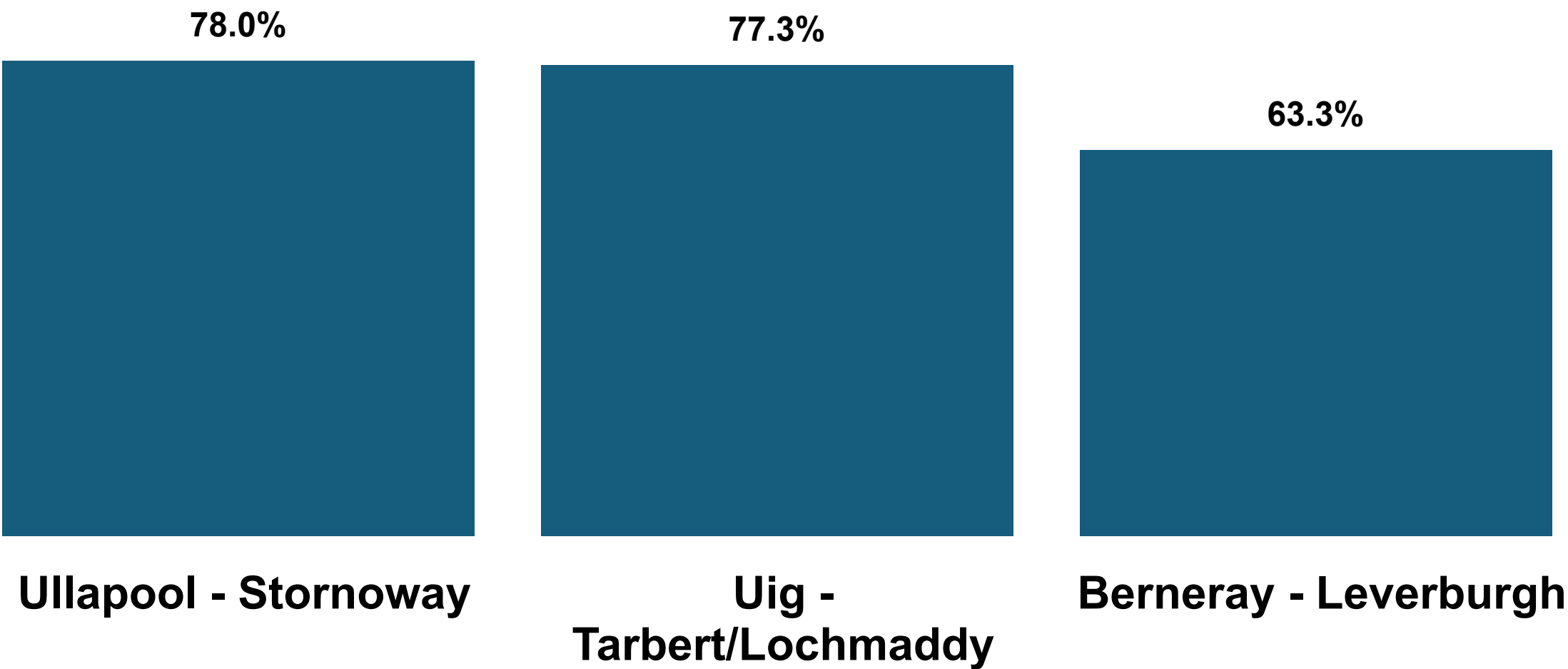
Offered Weather Technical Other



Route	Offered	Weather	Technical	Other
Berneray - Leverburgh	6,583			115
Uig - Tarbert/Lochmaddy	13,952		80	172
Ullapool - Stornoway	22,165		239	



Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Ullapool - Stornoway	102.0K	79.5K	17,292	78.0%
Uig - Tarbert/Lochmaddy	64.2K	49.6K	10,788	77.3%
Berneray - Leverburgh	30.3K	19.2K	4,169	63.3%
Total	196.4K	148.3K	32,249	75.5%

Overall Utilisation of Sailings

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

