

Total Number of  
Survey Responses  
Last 6 Months

12K

# Our Performance in March 2025

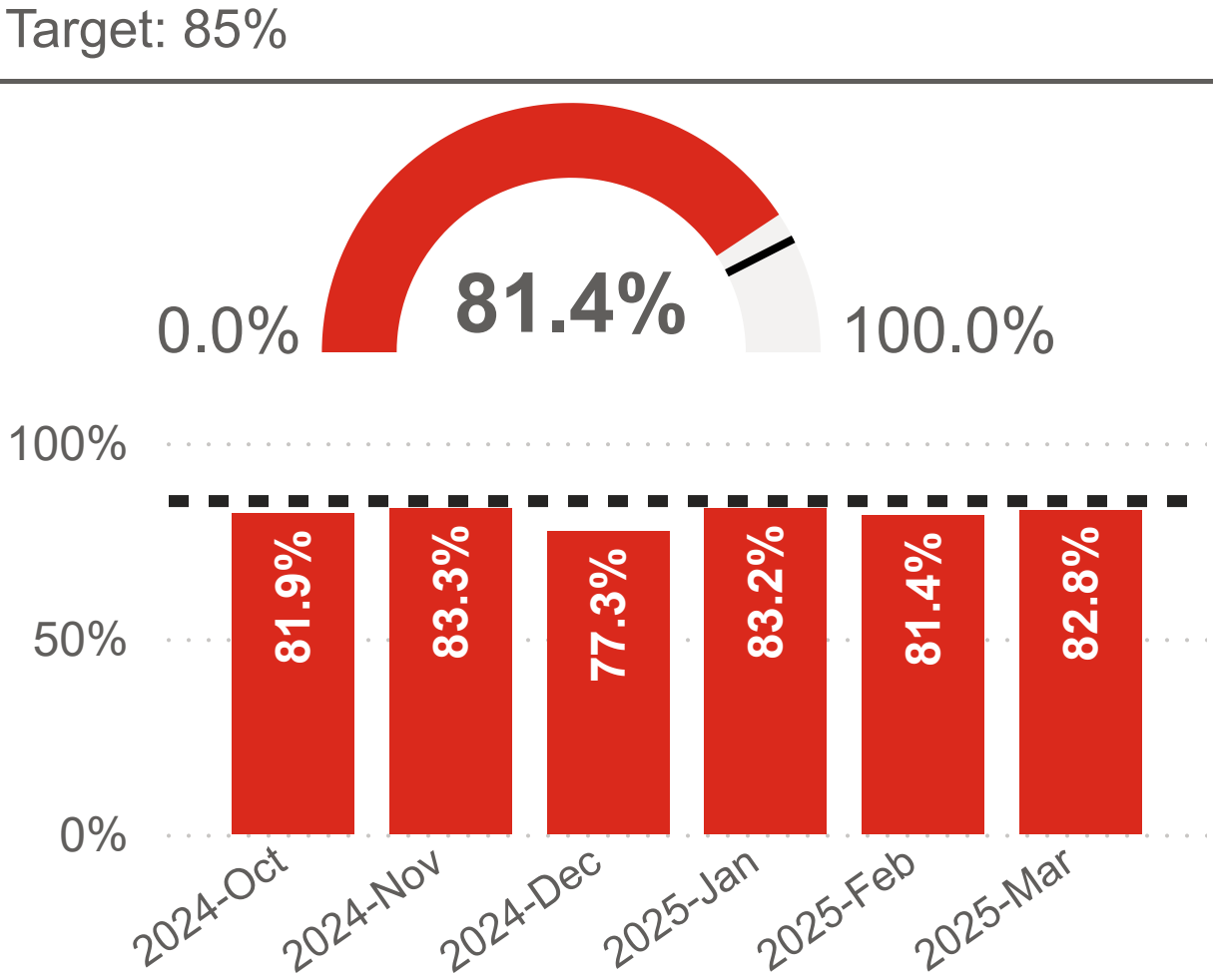
## Customer Feedback Metrics

### Network Wide

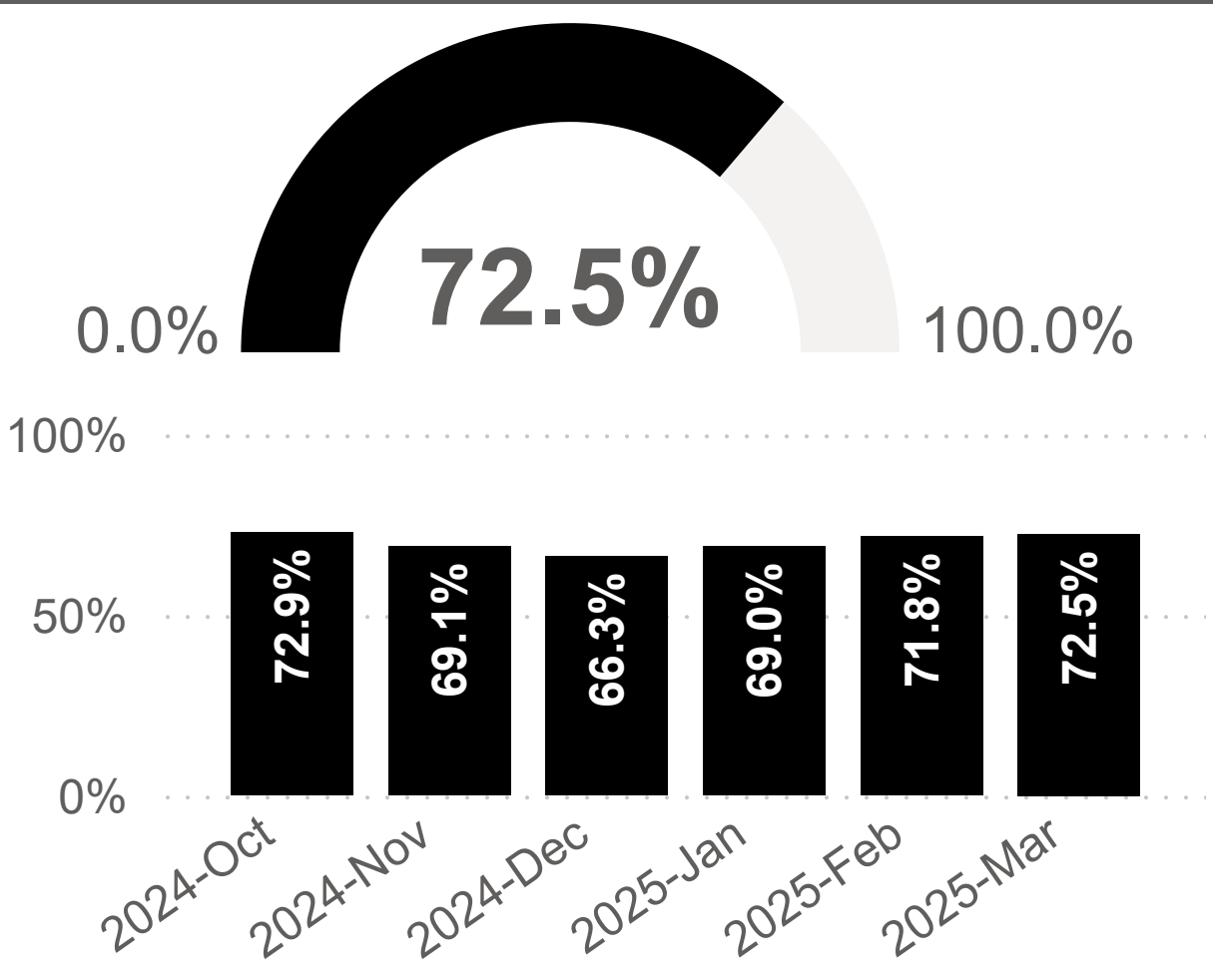


For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.

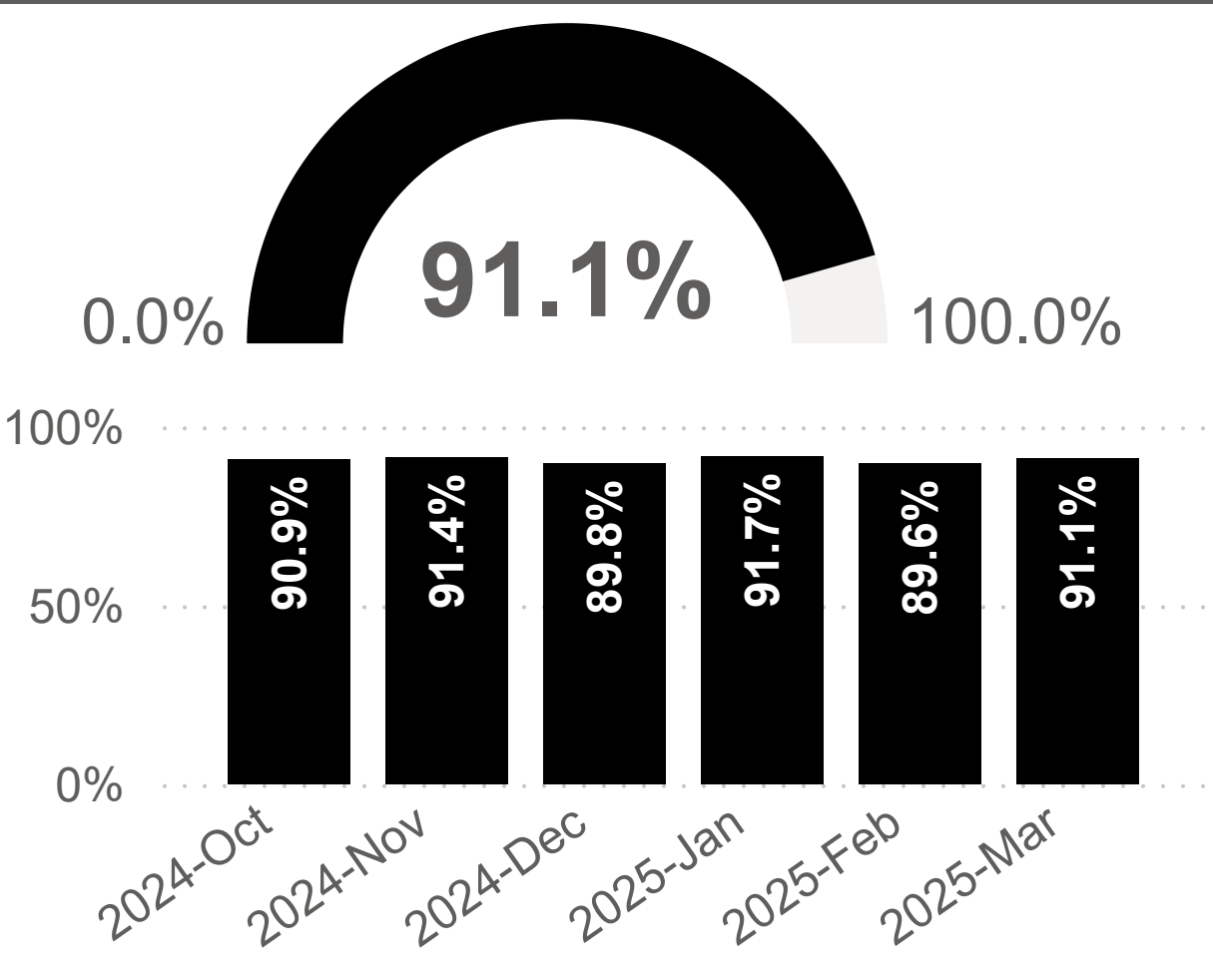
#### Overall Satisfaction



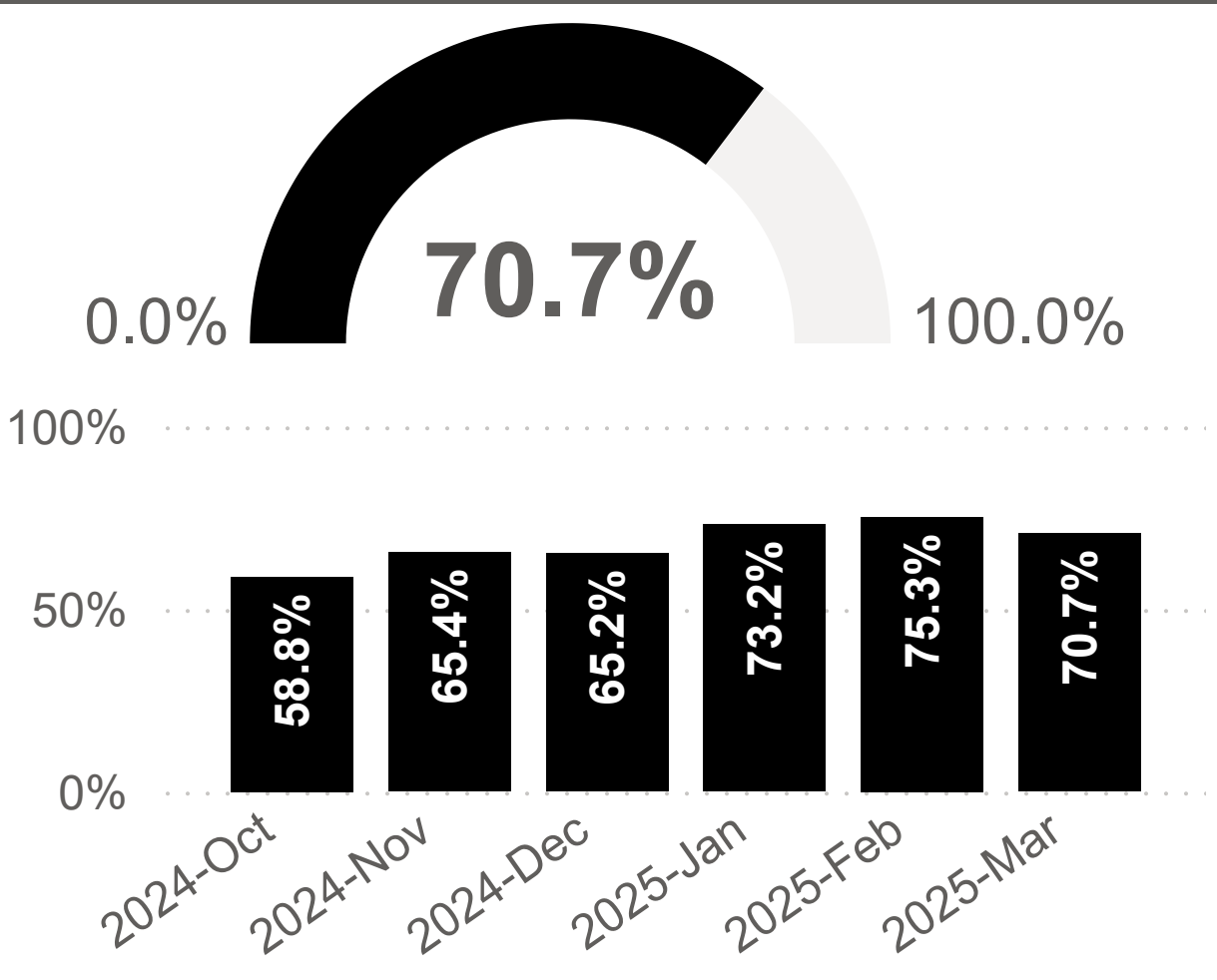
#### Trust to Deliver Service



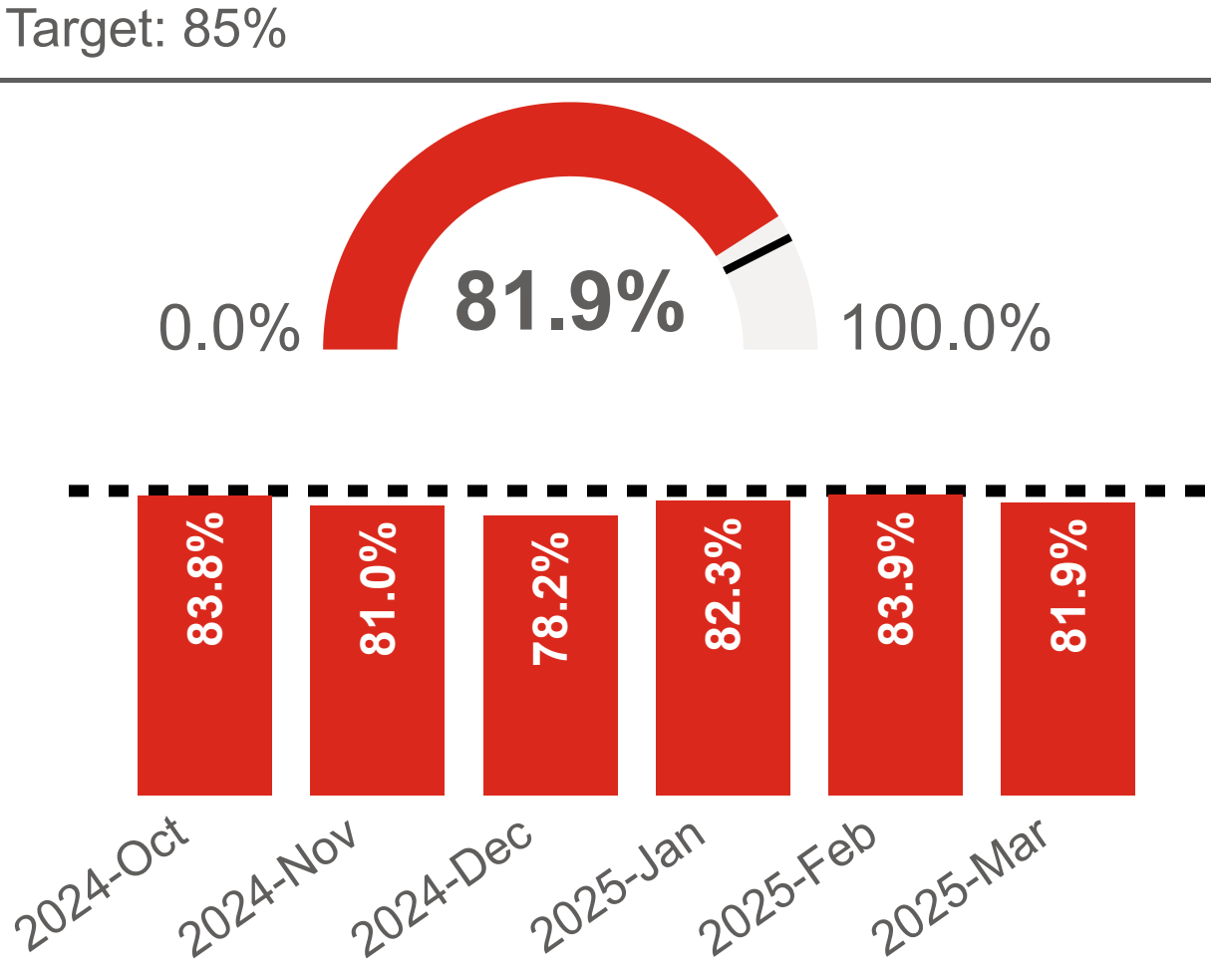
#### Customer Satisfaction with Staff



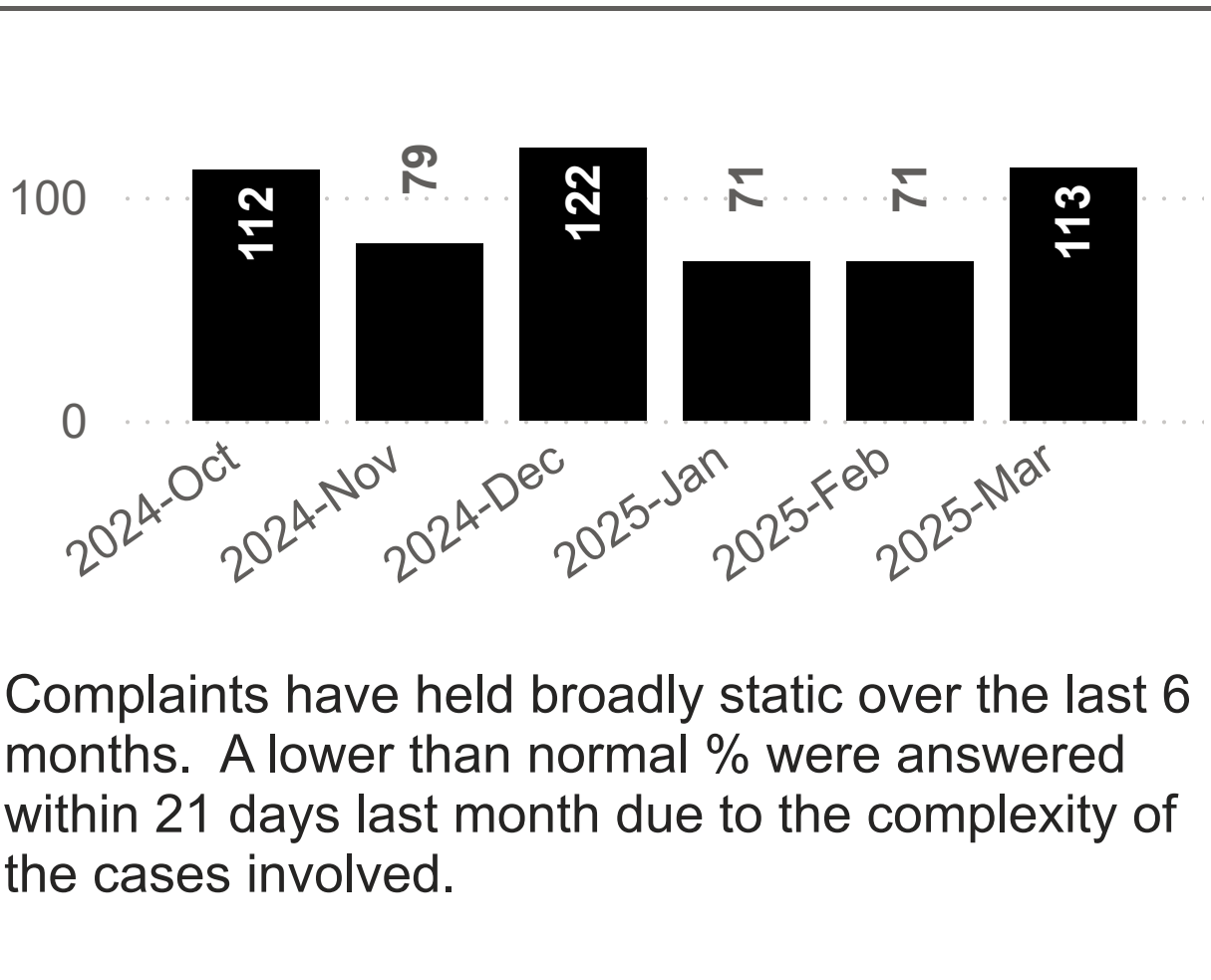
#### Calls Resolved on 1st Call



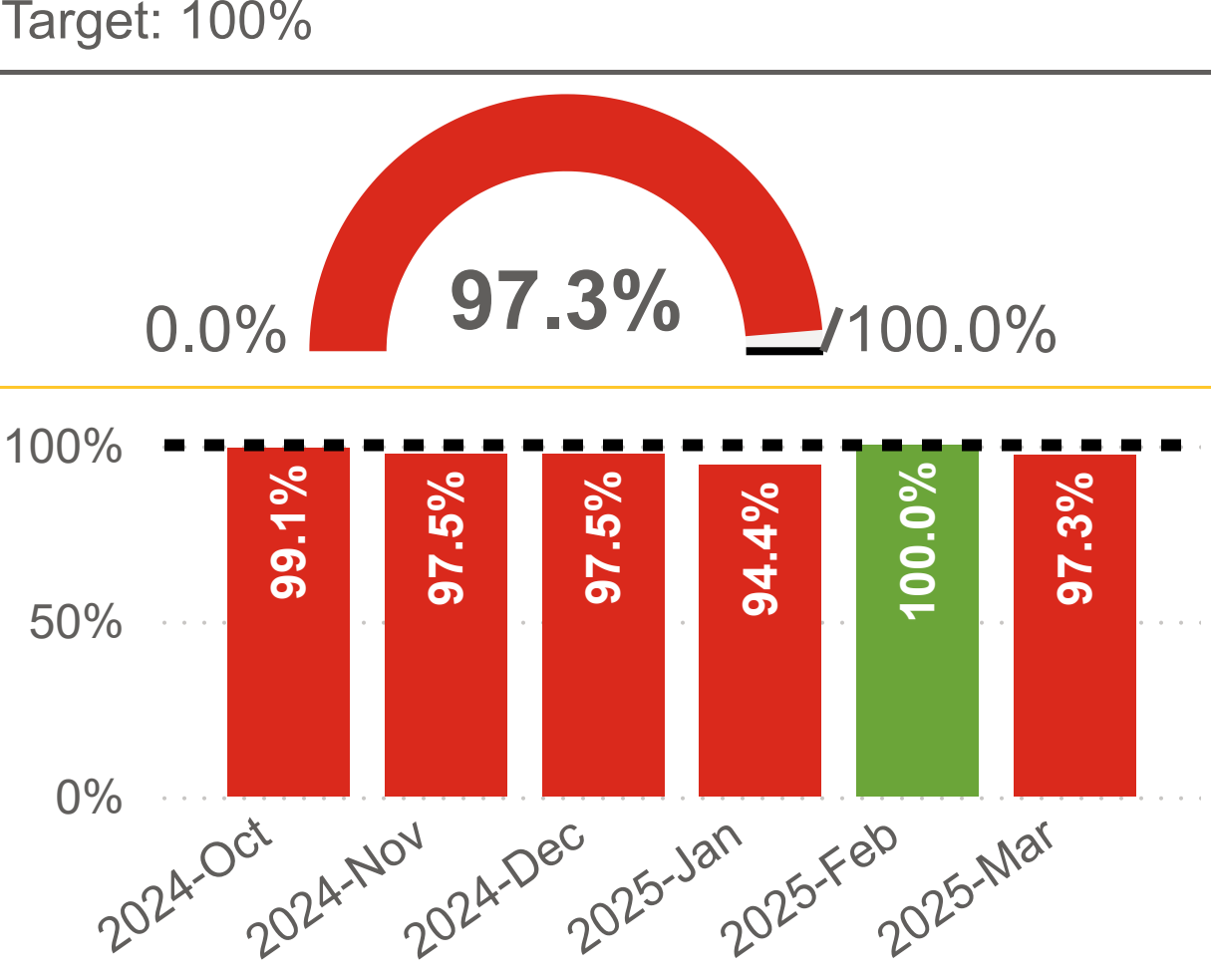
#### Sentiment



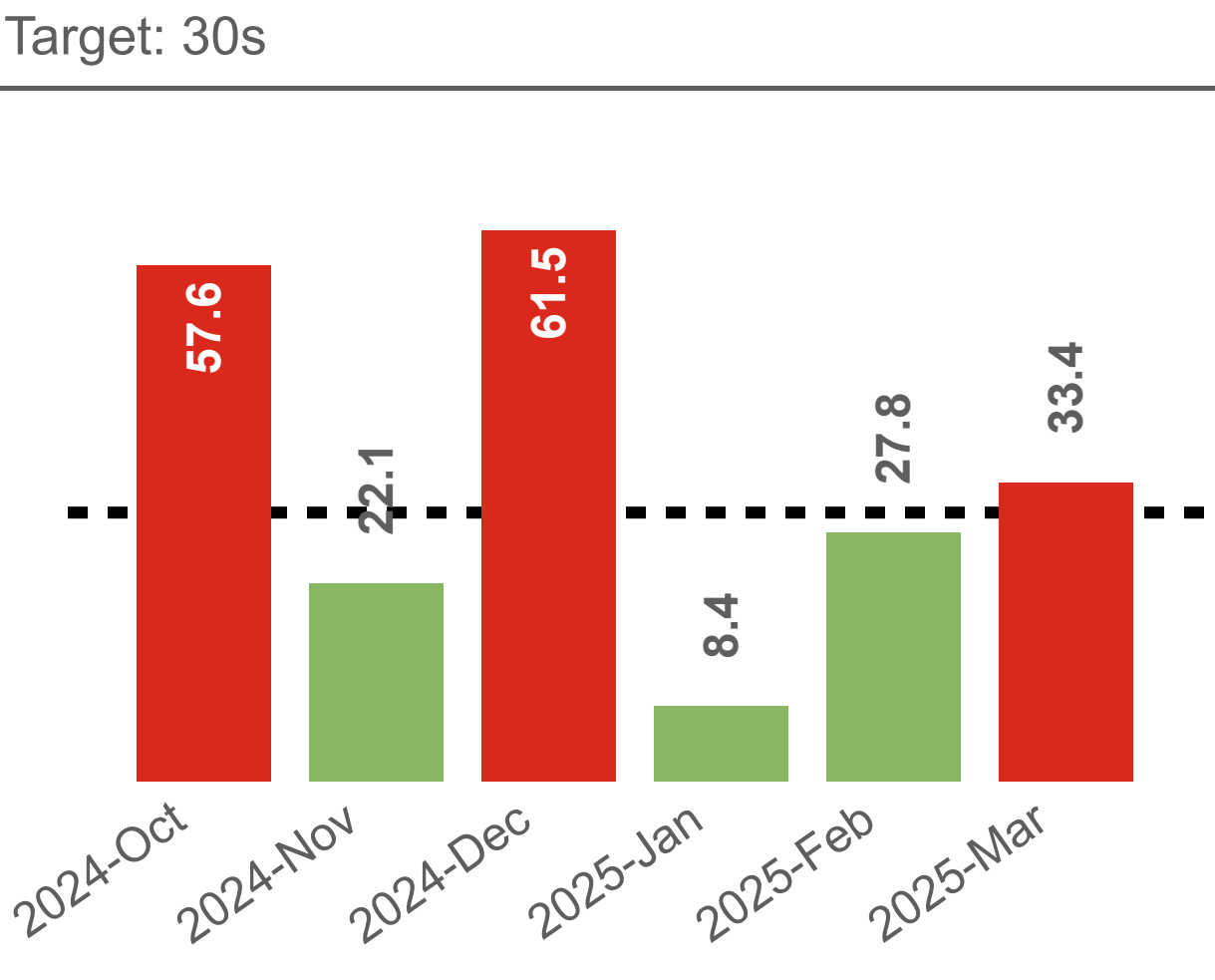
#### Number of Complaints Received



#### Complaints Handled within 21 Days



#### Average of Time to Answer (s)



# Hebrides North

Total Number of Survey Responses

1331

## Our Performance in March 2025

### Customer Feedback Metrics

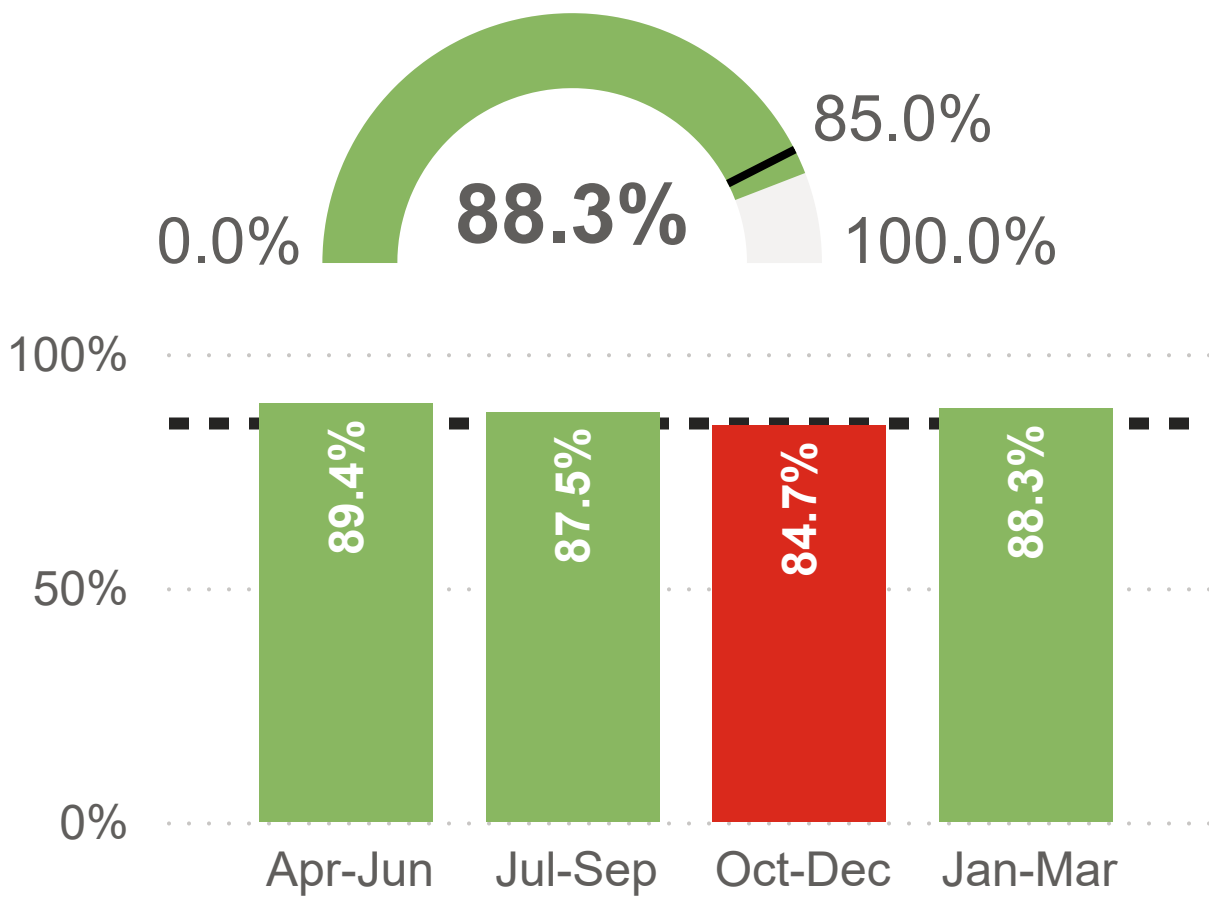
### Hebrides North



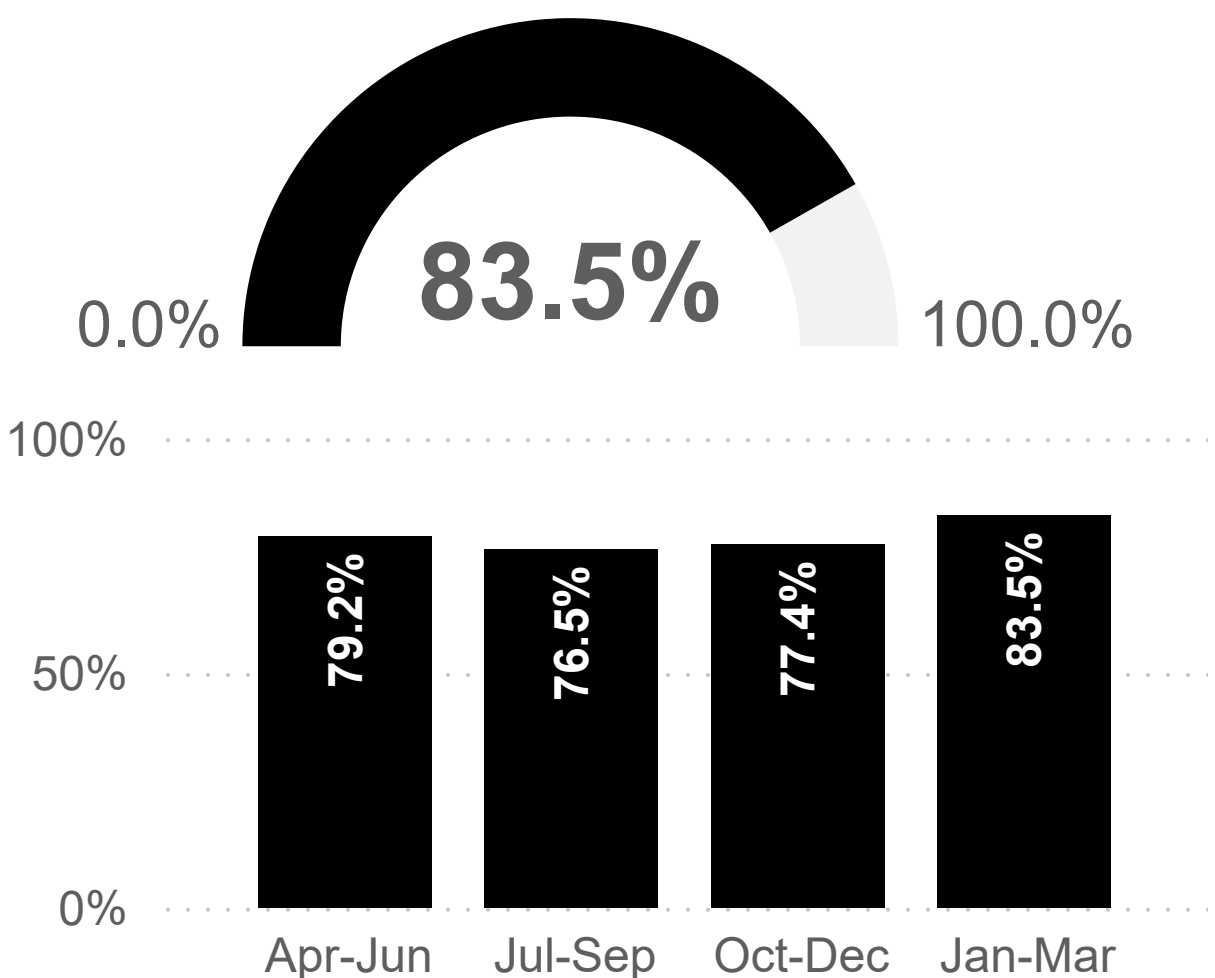
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.  
Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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

#### Overall Satisfaction

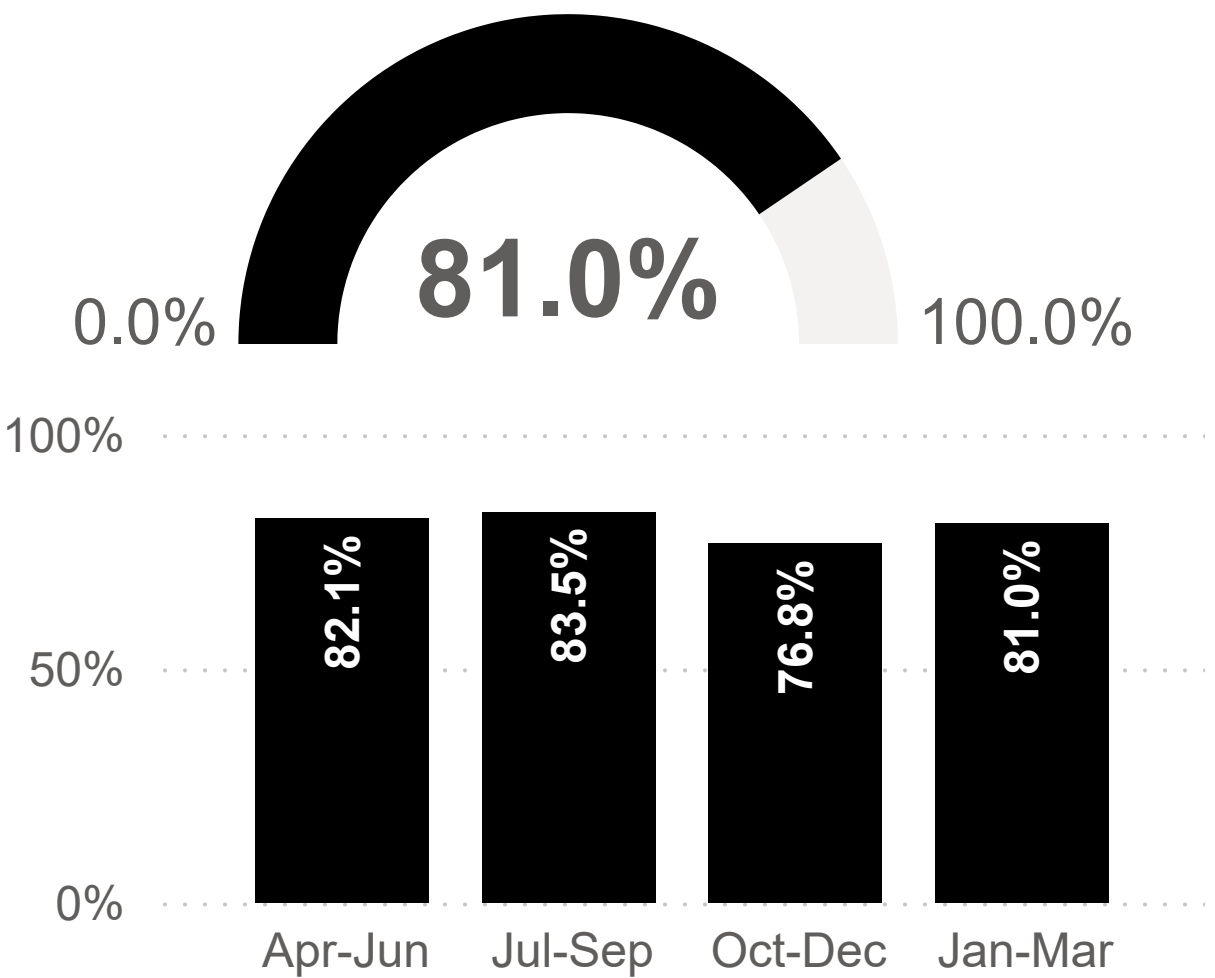
Target: 85%



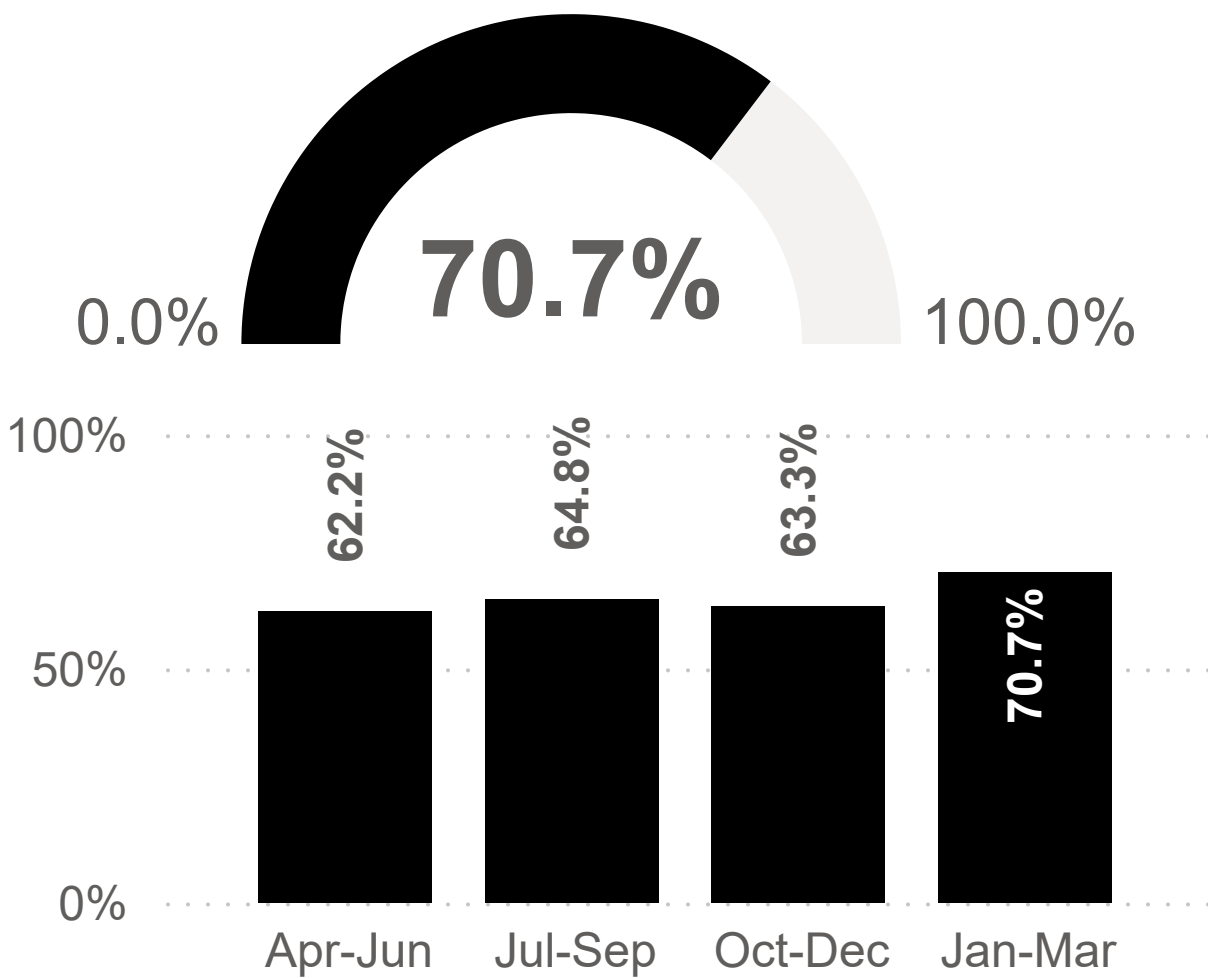
#### Overall Satisfaction: Community



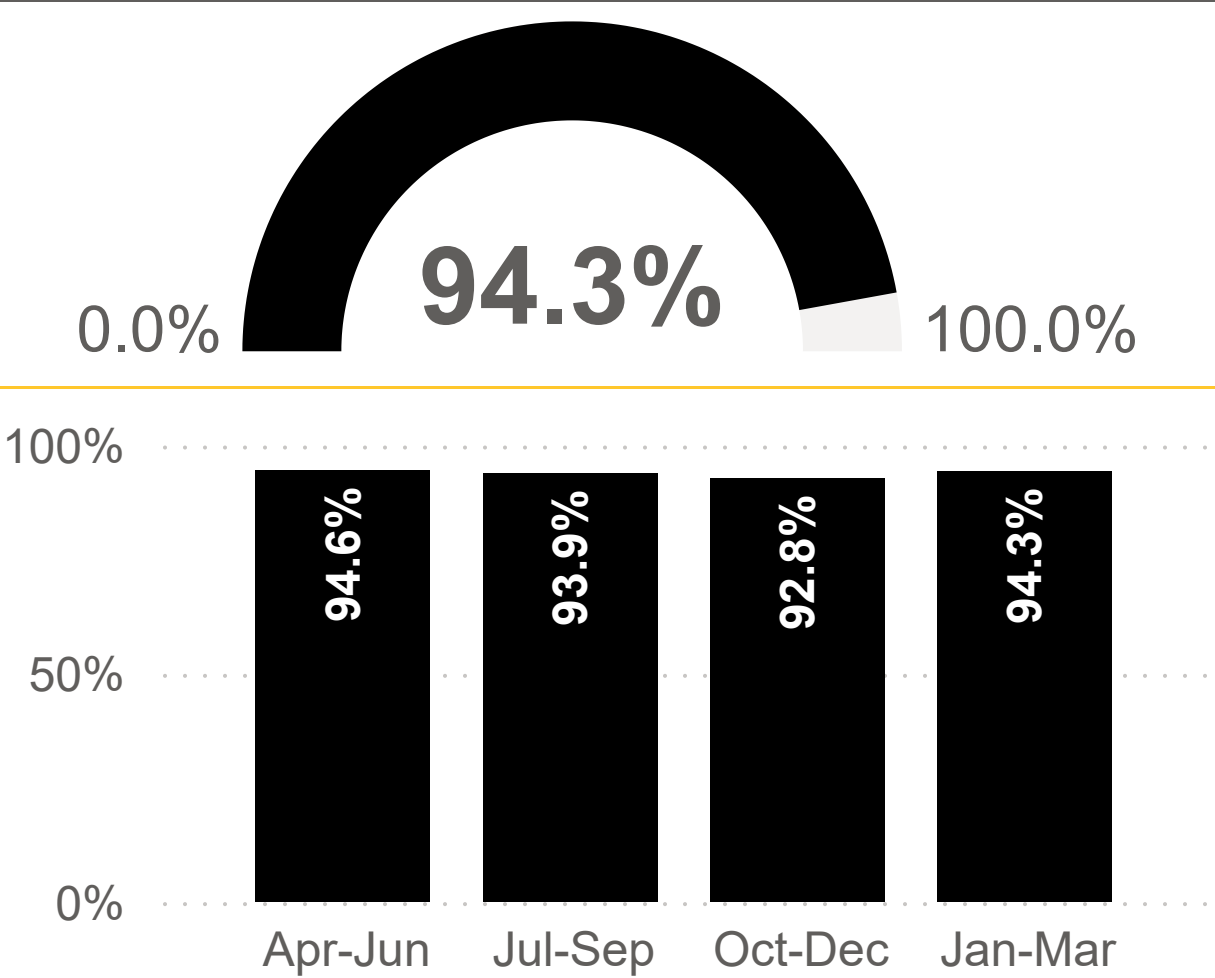
#### Trust to Deliver Service



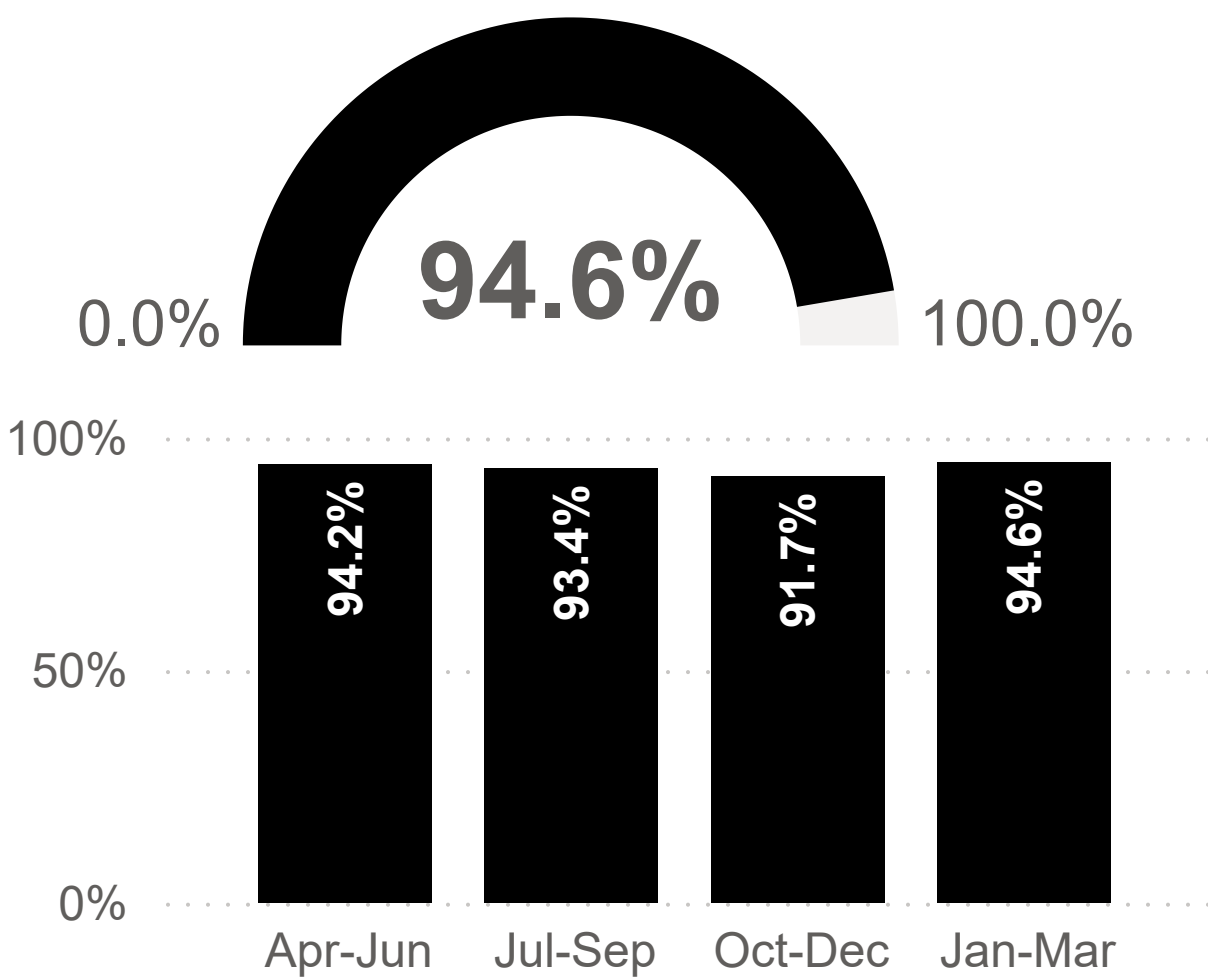
#### Trust to Deliver: Community



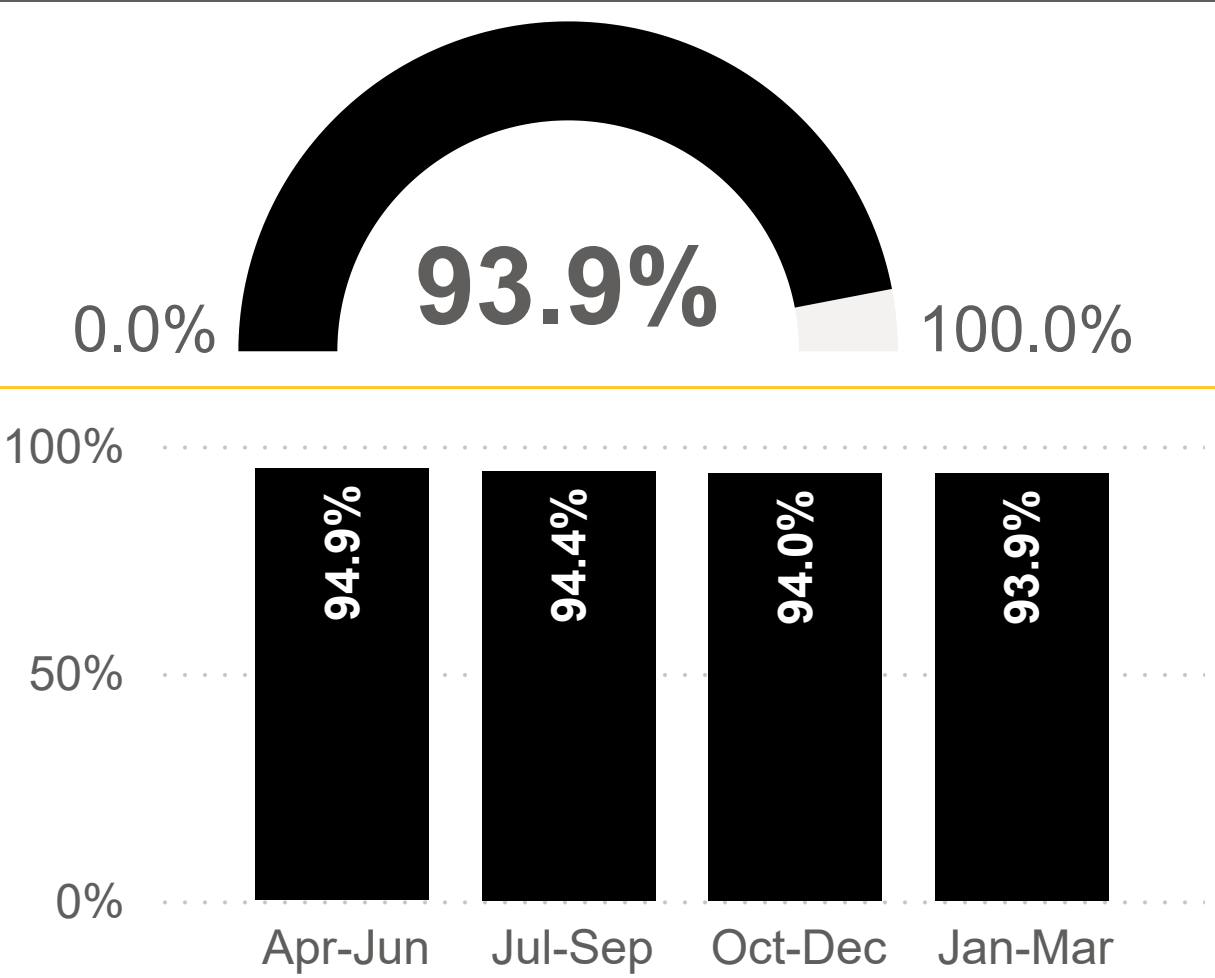
#### Customer Satisfaction with Staff



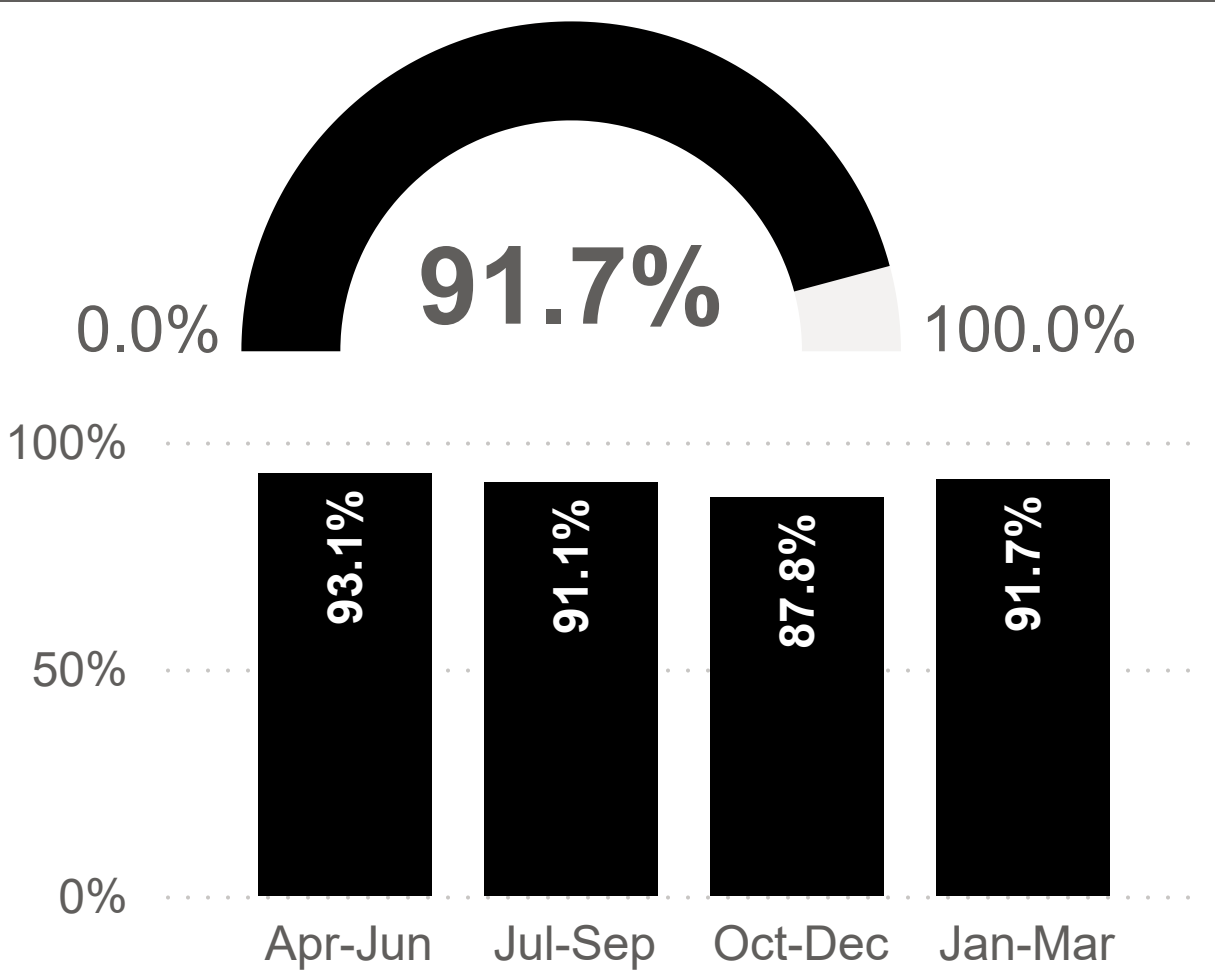
#### Satisfaction with Port Staff



#### Satisfaction with Onboard Crew



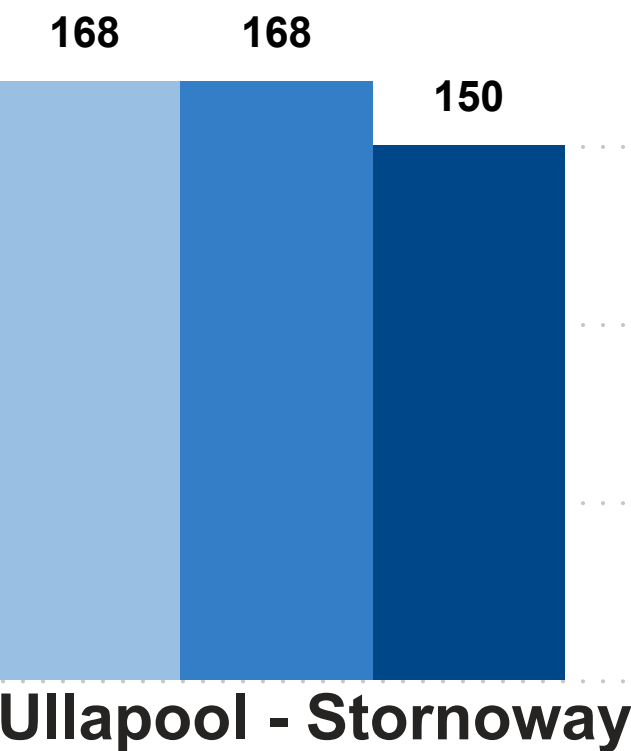
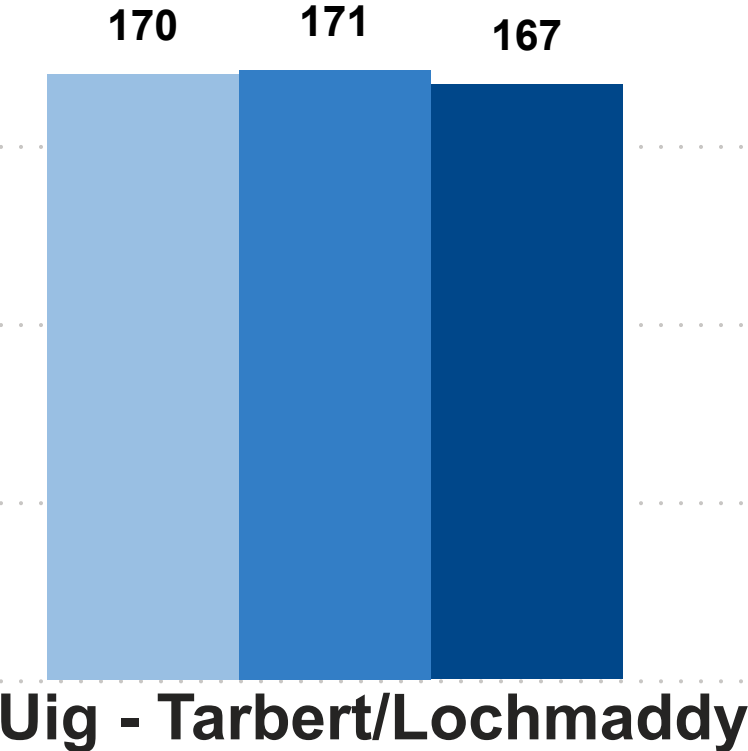
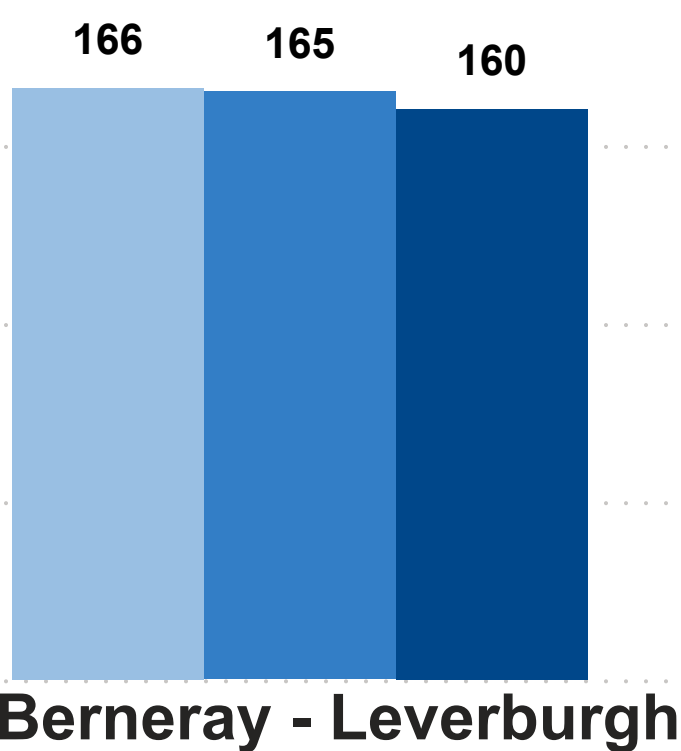
#### Satisfaction with the Port





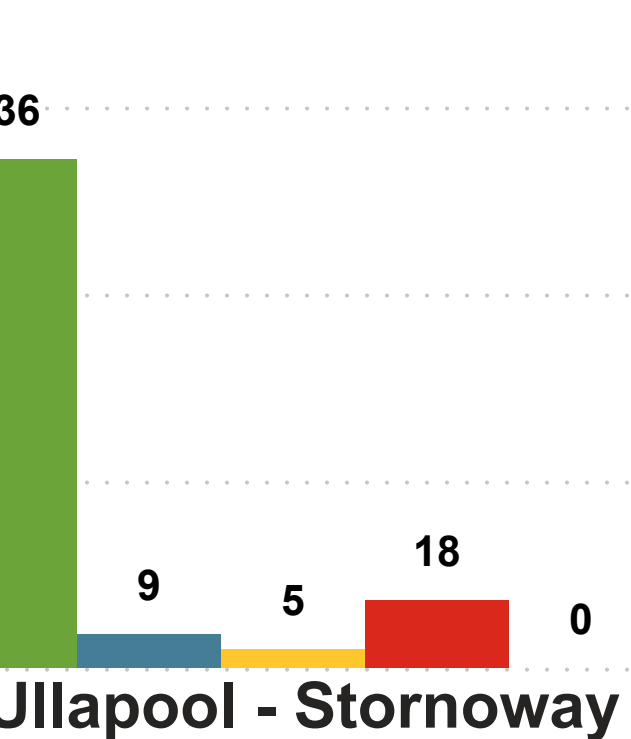
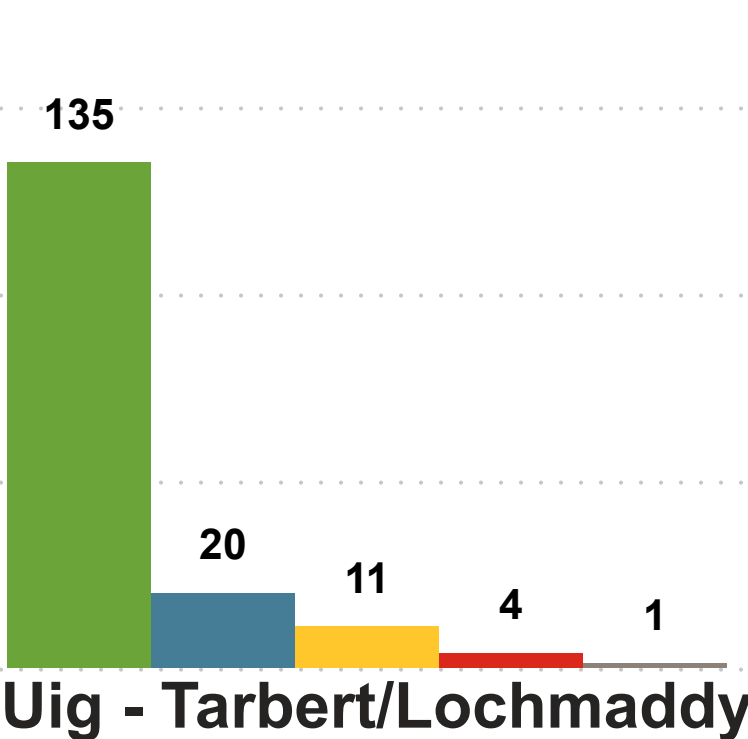
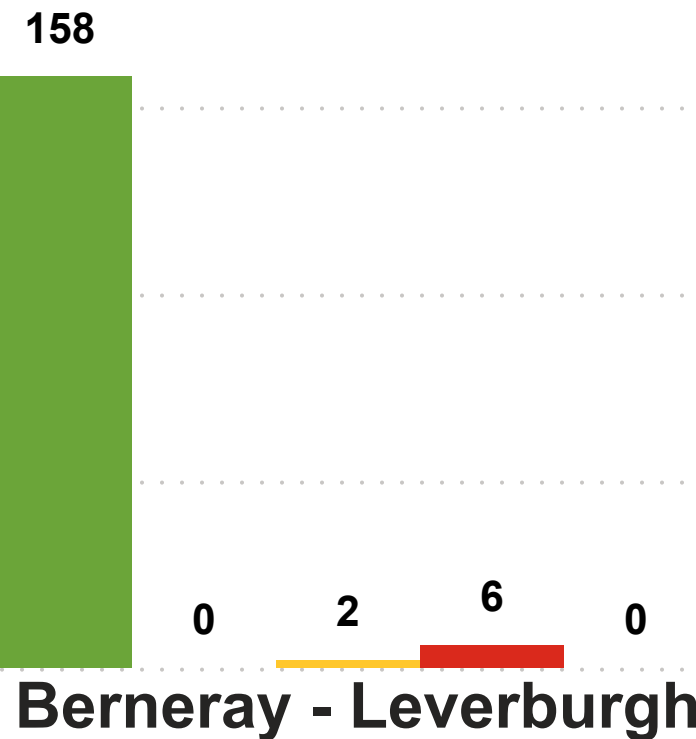
Sailings Timetabled, Amended & Actual

● Timetabled ● Amended ● Actual



Punctuality & Reliability

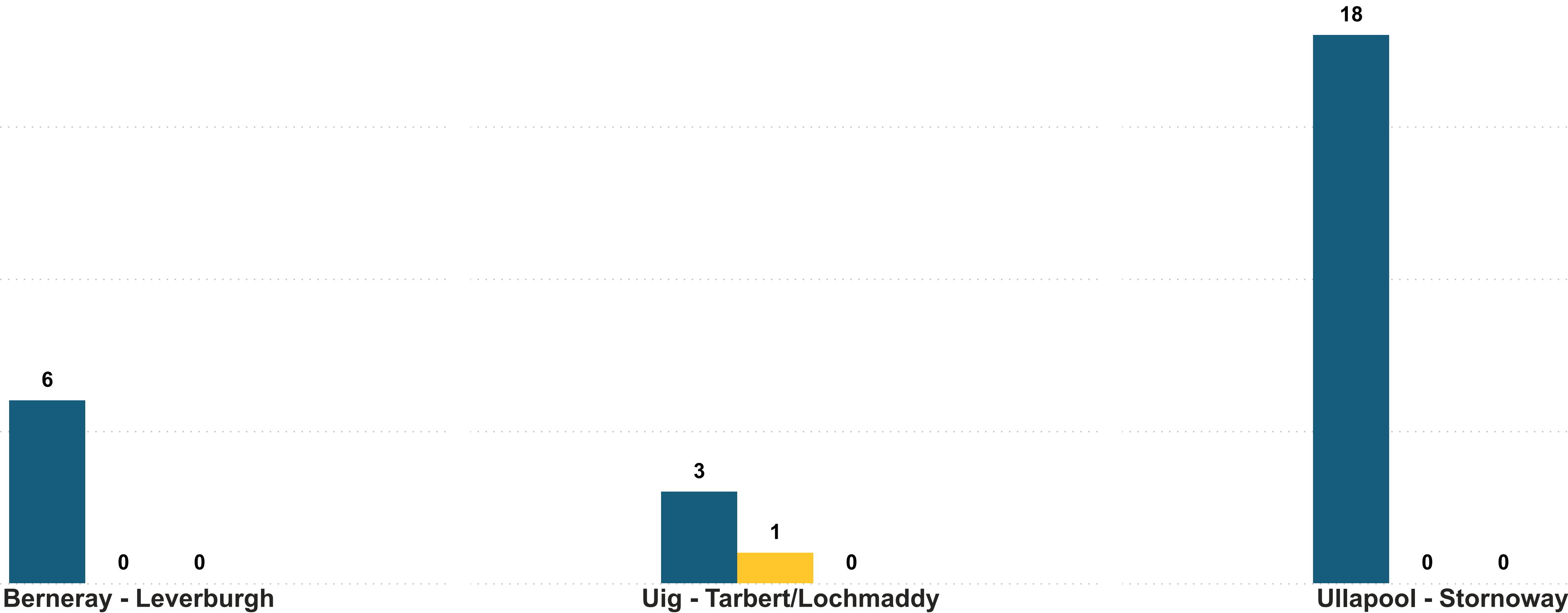
● On Time ● Level 1 Lateness ● Level 2 Lateness ● Cancelled ● Additional





Cancelled Sailings (By Reason)

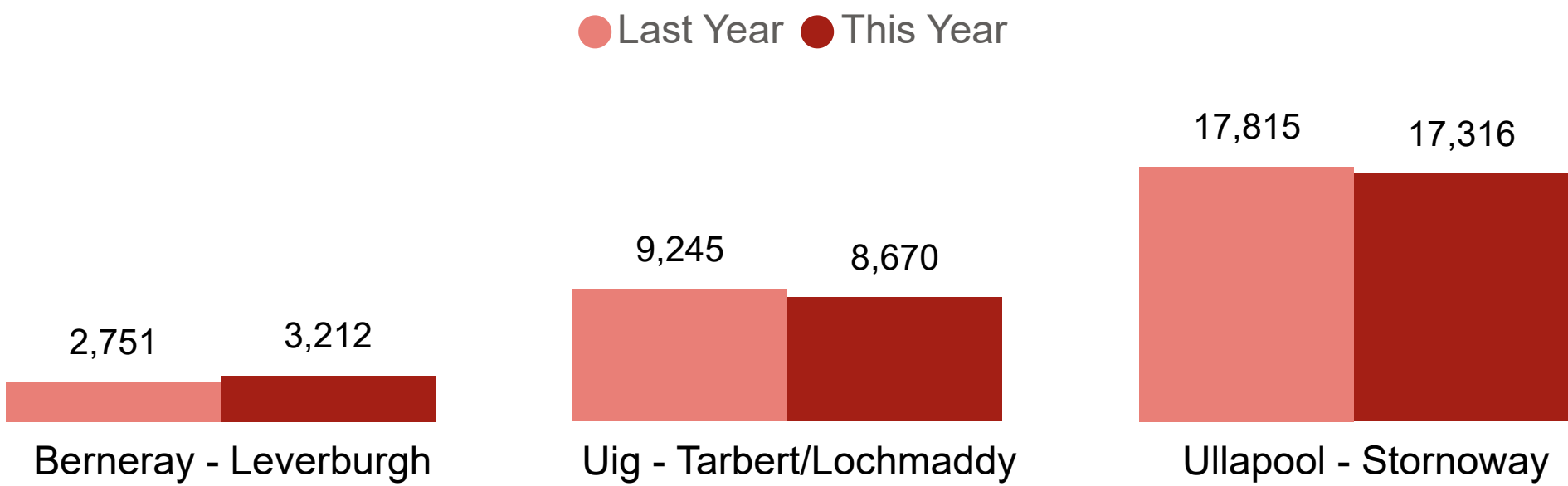
Weather Technical Other



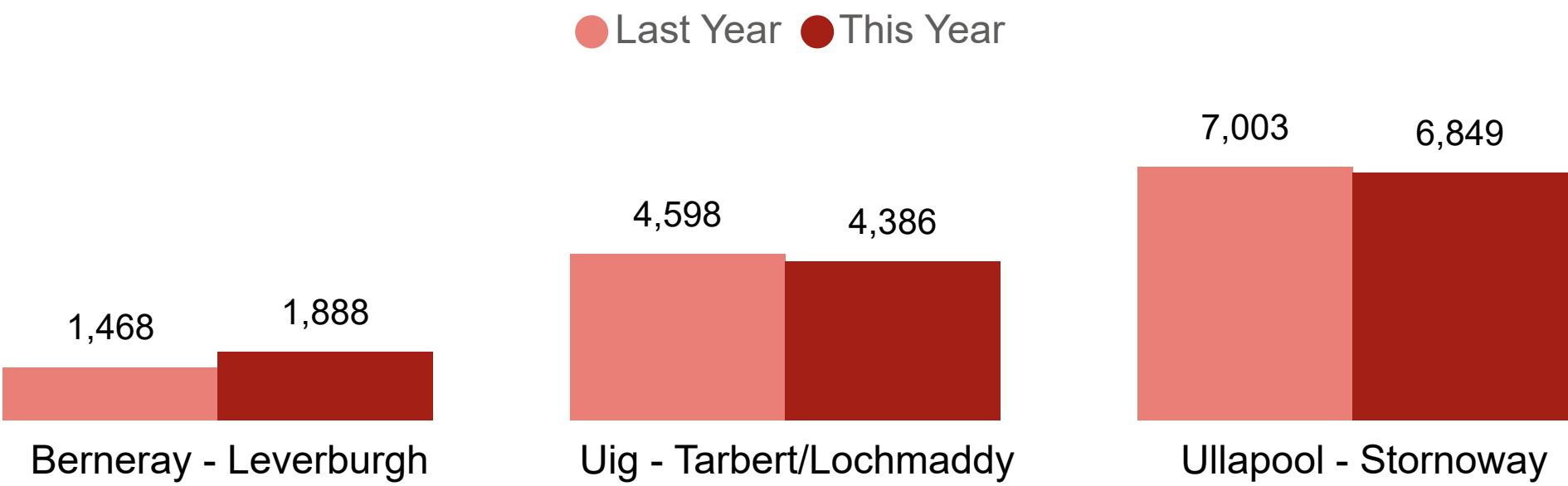
"Other" refers to any cancellations not resulting from weather and technical disruption. This includes cancellations due to reasons such as bunkering issues, berth unavailability etc.



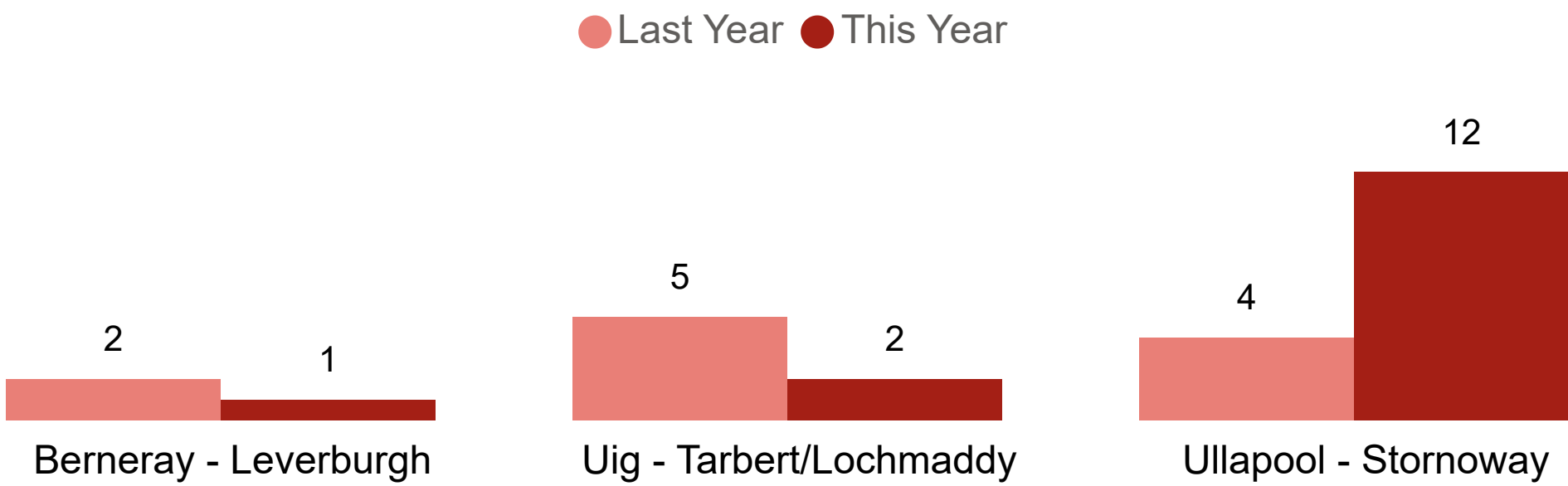
Shipped Passengers



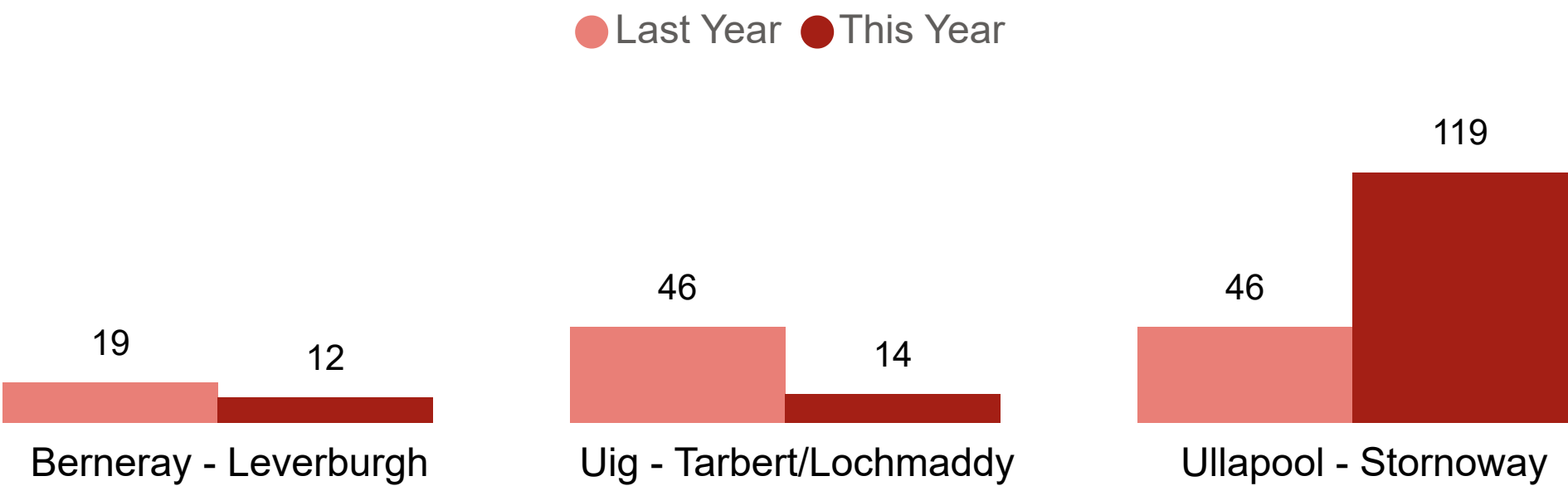
Shipped Cars



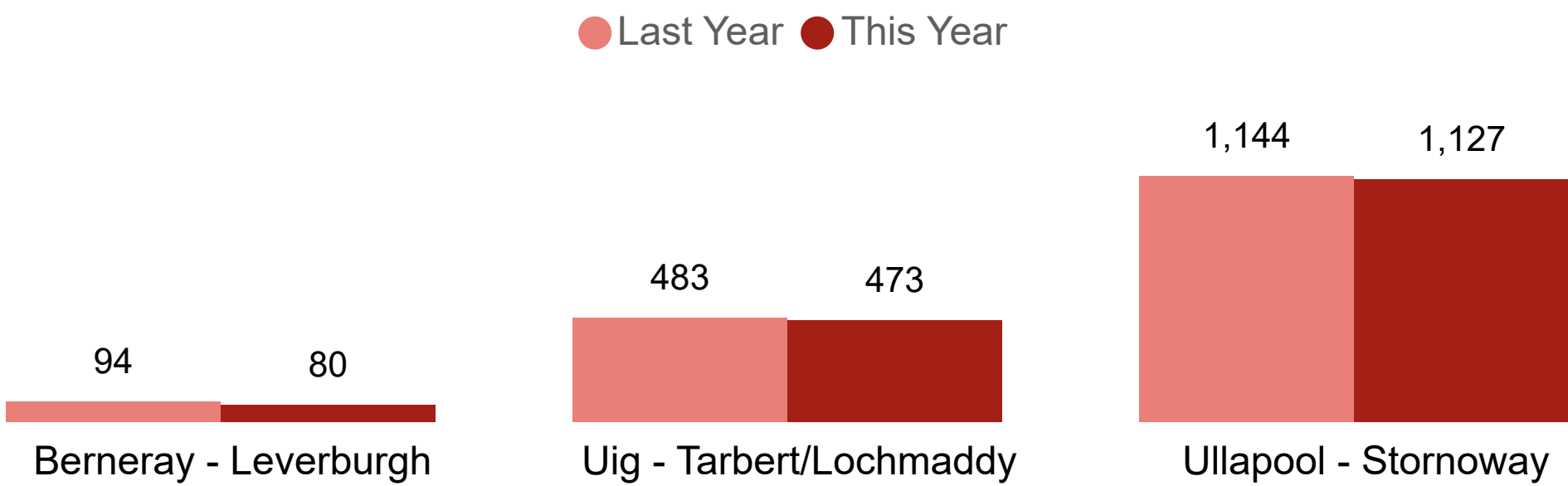
Shipped Coaches



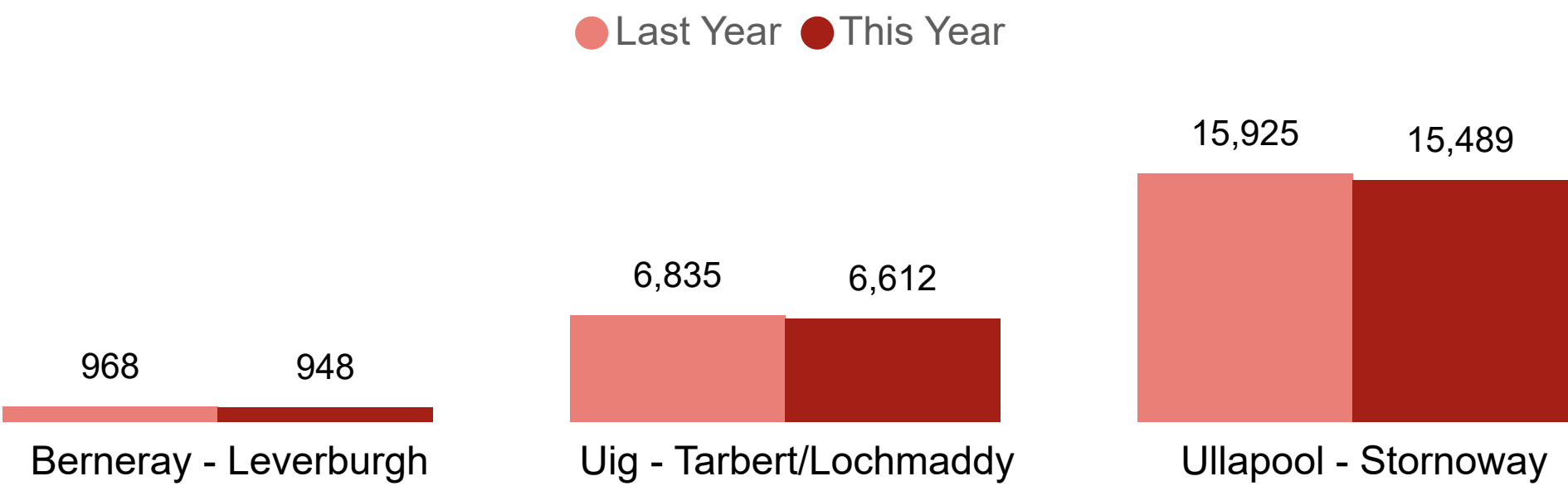
Shipped Coach Metres



Shipped Commercial Vehicles



Shipped Commercial Vehicle Metres

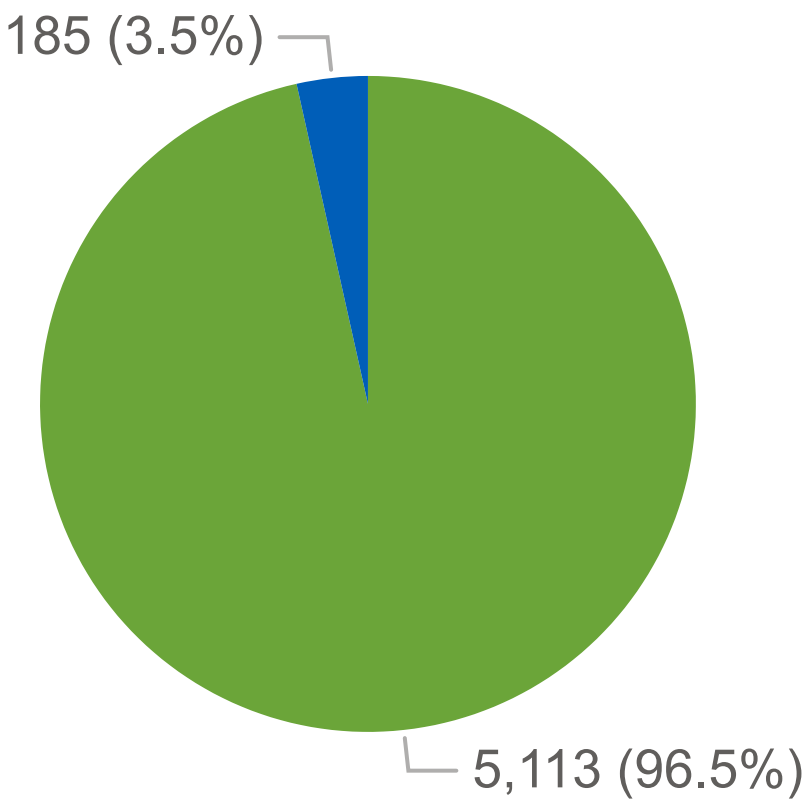




- 1 Car Equivalent Space is equal to 4.6 General Lane Metres
- Below visuals represent car equivalent spaces offered vs car equivalent space made unavailable as a result of technical, weather and all other cancellations

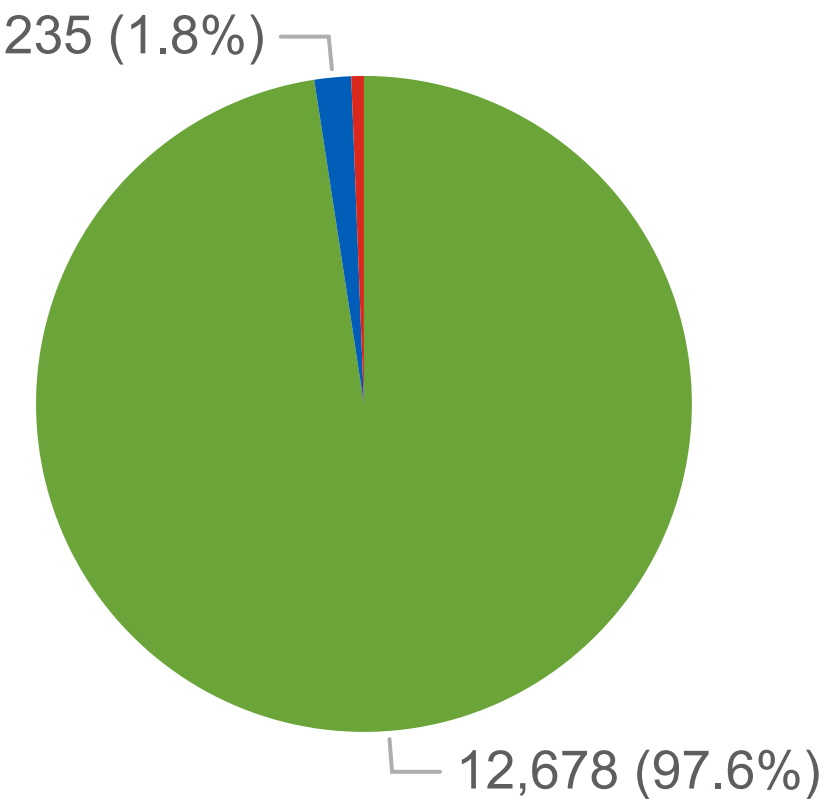
Berneray - Leverburgh

Offered Technical Weather Other



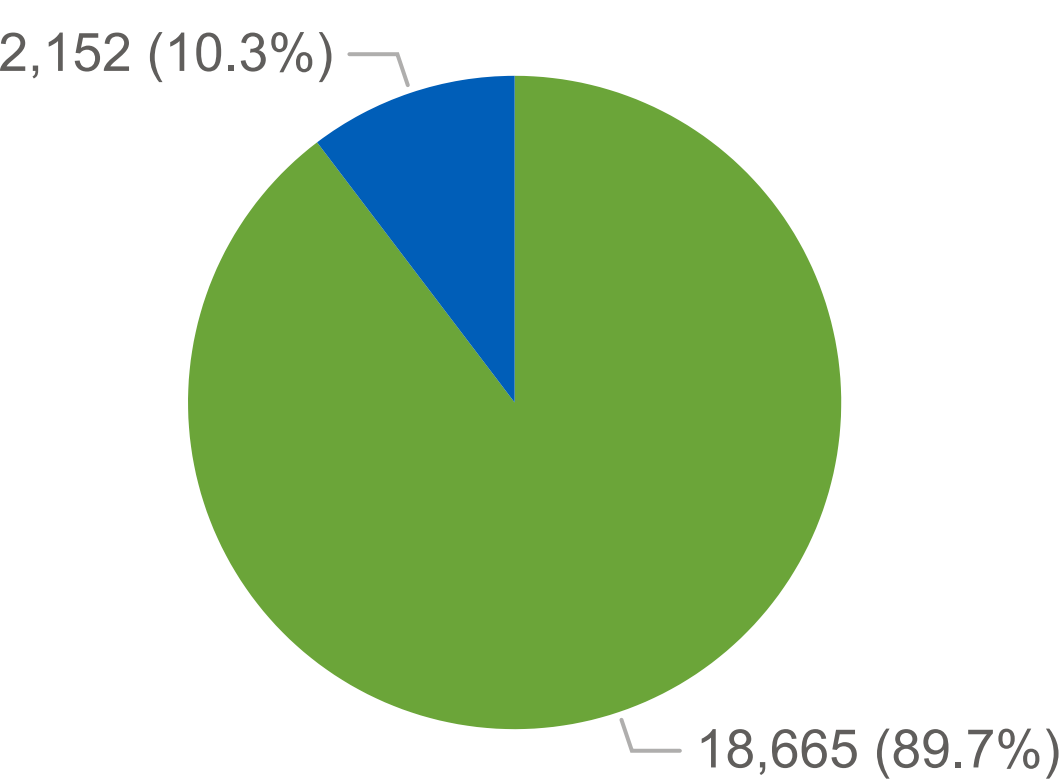
Uig - Tarbert/Lochmaddy

Offered Weather Technical Other



Ullapool - Stornoway

Offered Weather Technical Other

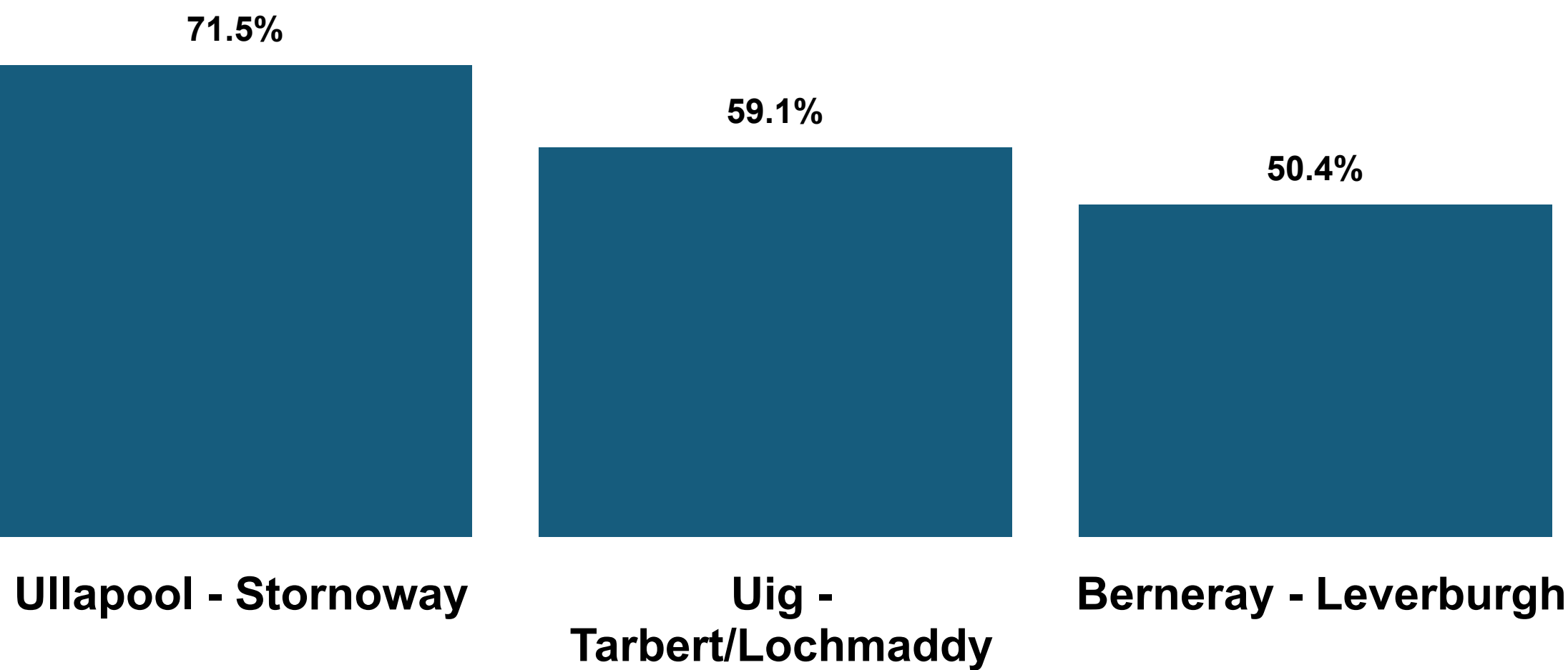


Route	Offered	Weather	Technical	Other
Berneray - Leverburgh	5,113	185		
Uig - Tarbert/Lochmaddy	12,678	235	80	
Ullapool - Stornoway	18,665	2,152		





Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Ullapool - Stornoway	85.9K	61.4K	13,345	71.5%
Uig - Tarbert/Lochmaddy	58.3K	34.5K	7,490	59.1%
Berneray - Leverburgh	23.5K	11.9K	2,576	50.4%
Total	167.7K	107.7K	23,412	64.2%

Overall Utilisation of Sailings

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

