

Total Number of
Survey Responses
Last 6 Months

41K

Our Performance in September 2025

Customer Feedback Metrics

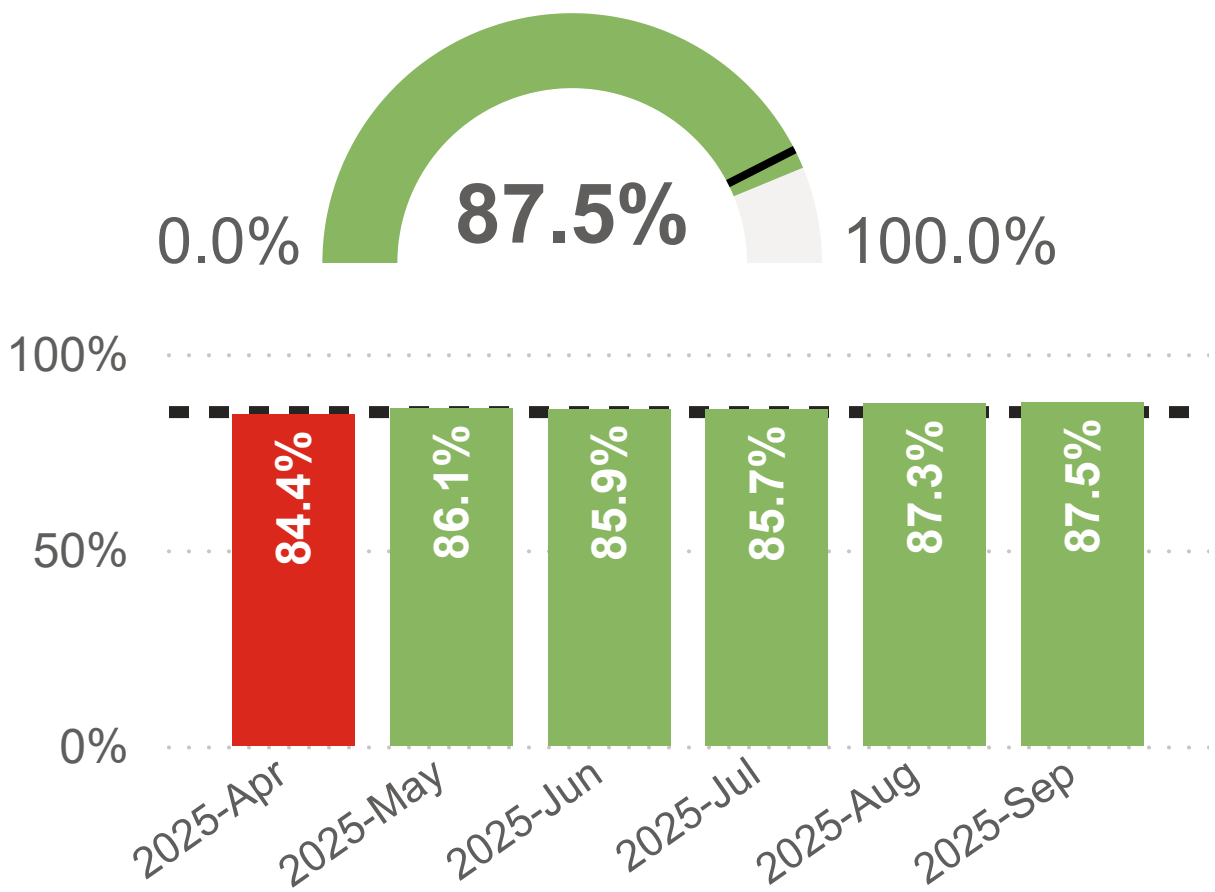
Network Wide



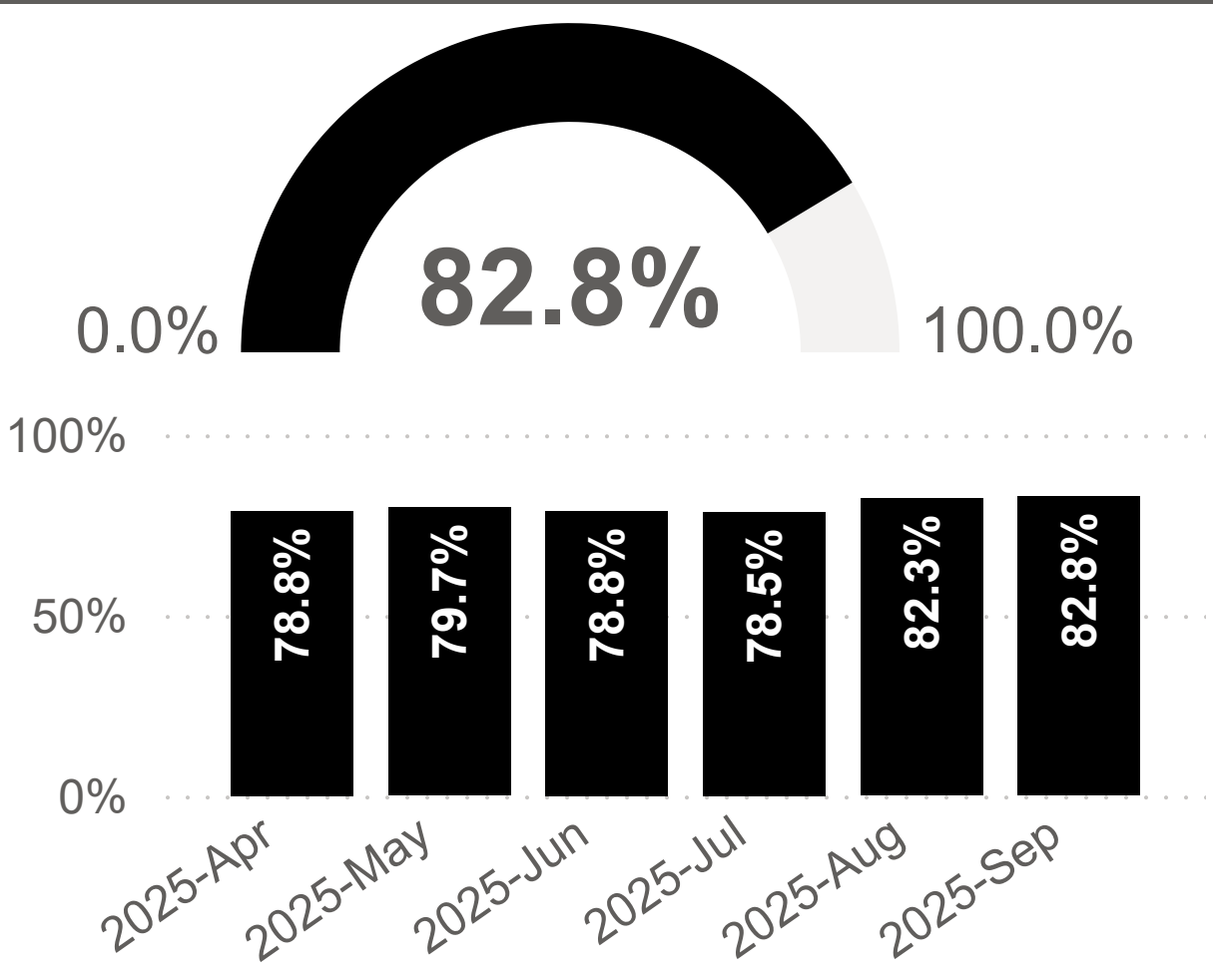
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.

Overall Satisfaction

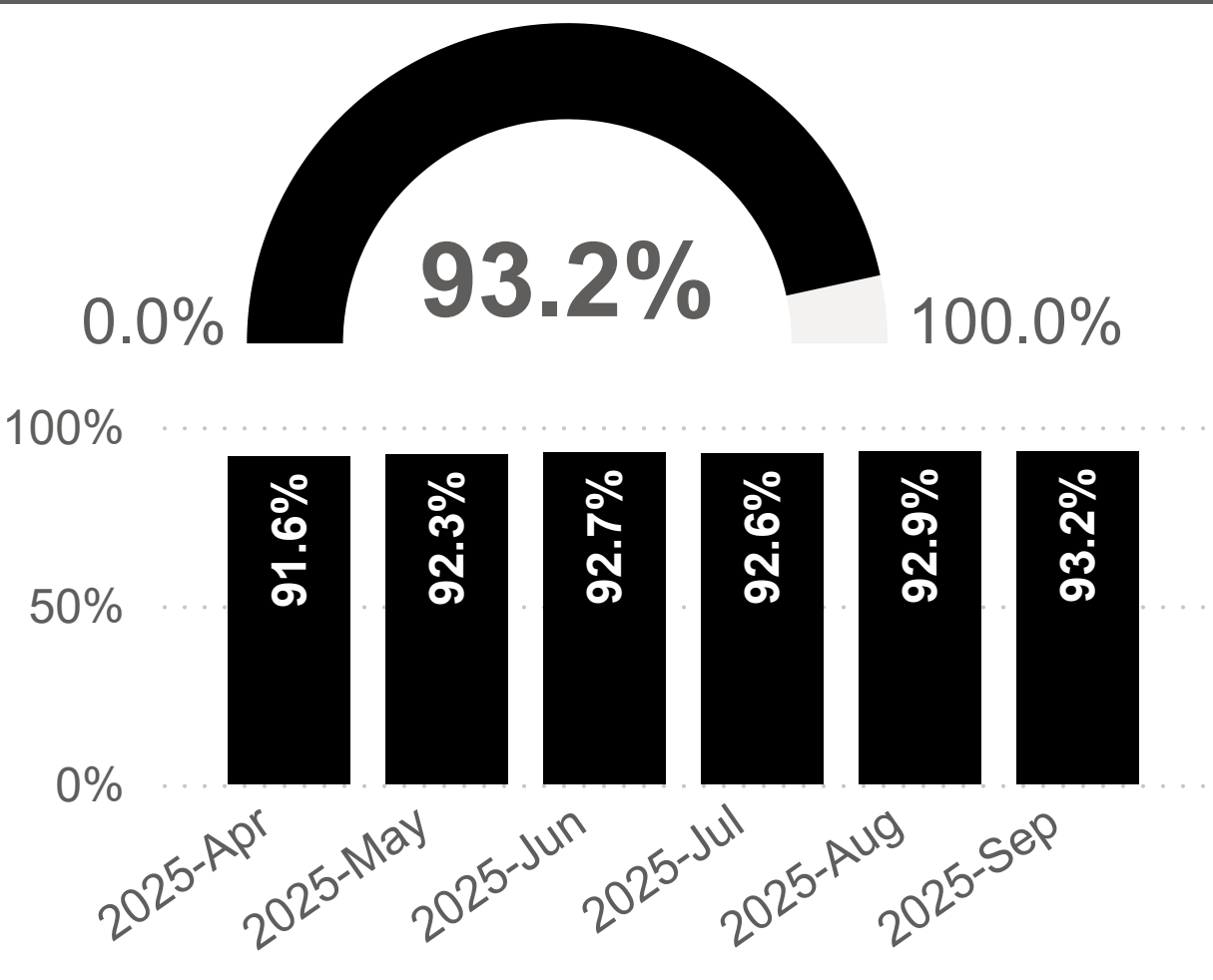
Target: 85%



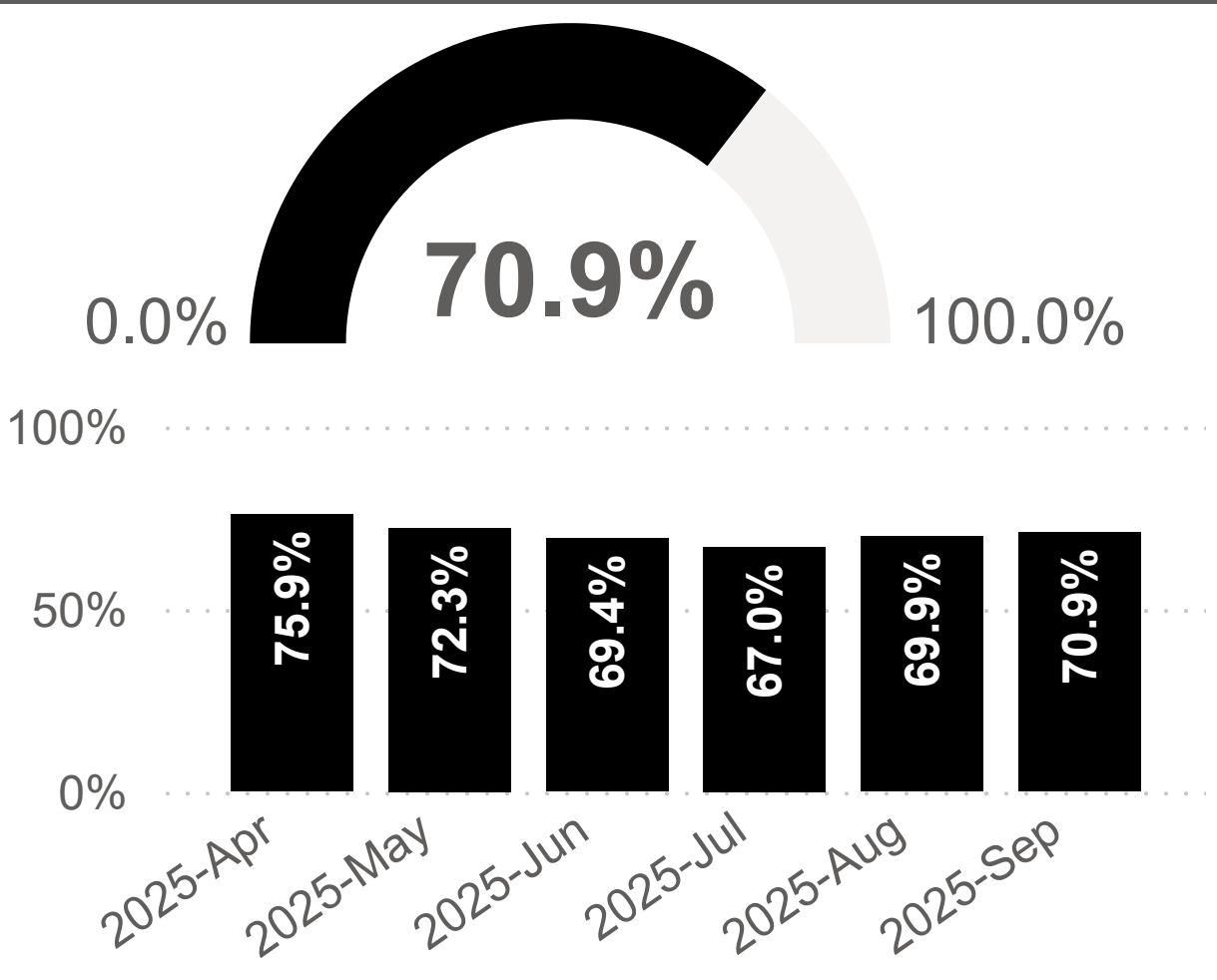
Trust to Deliver Service



Customer Satisfaction with Staff

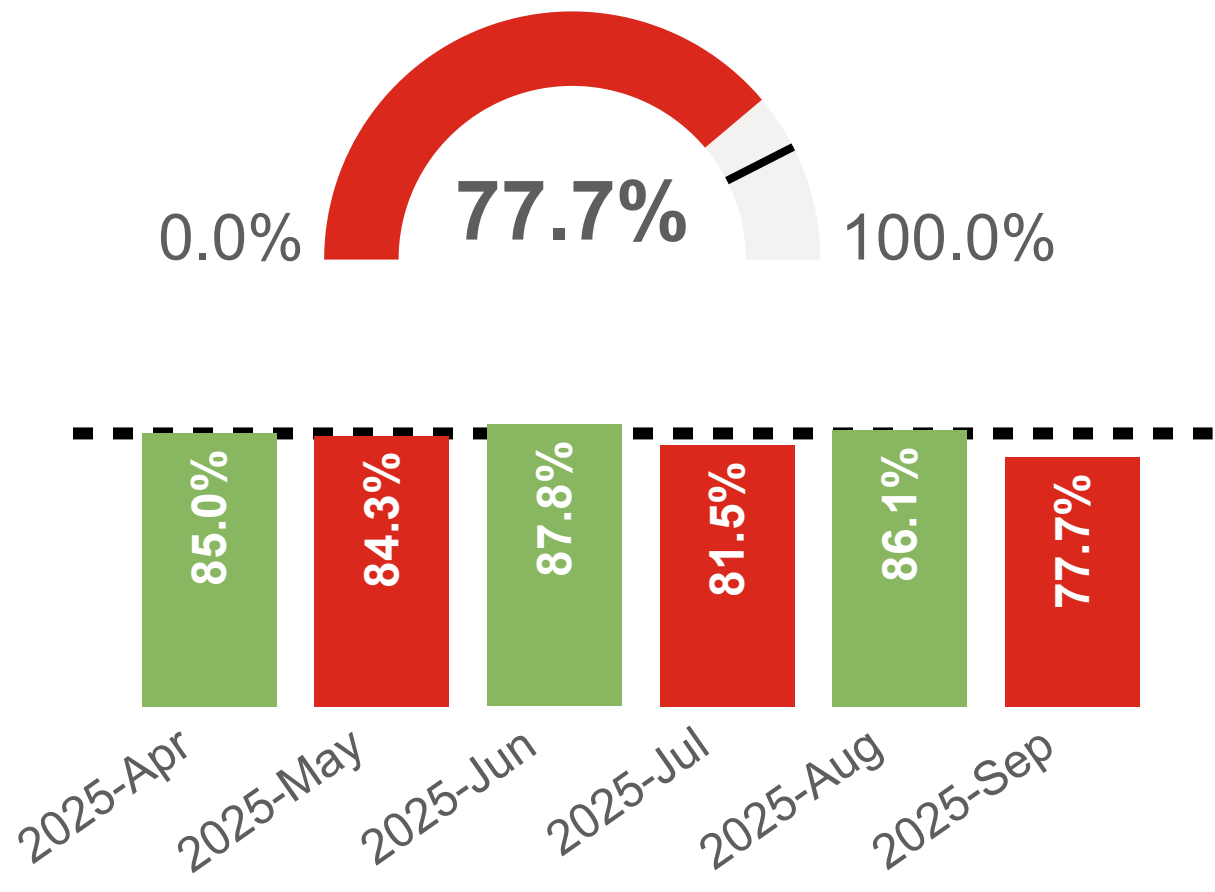


Calls Resolved on 1st Call

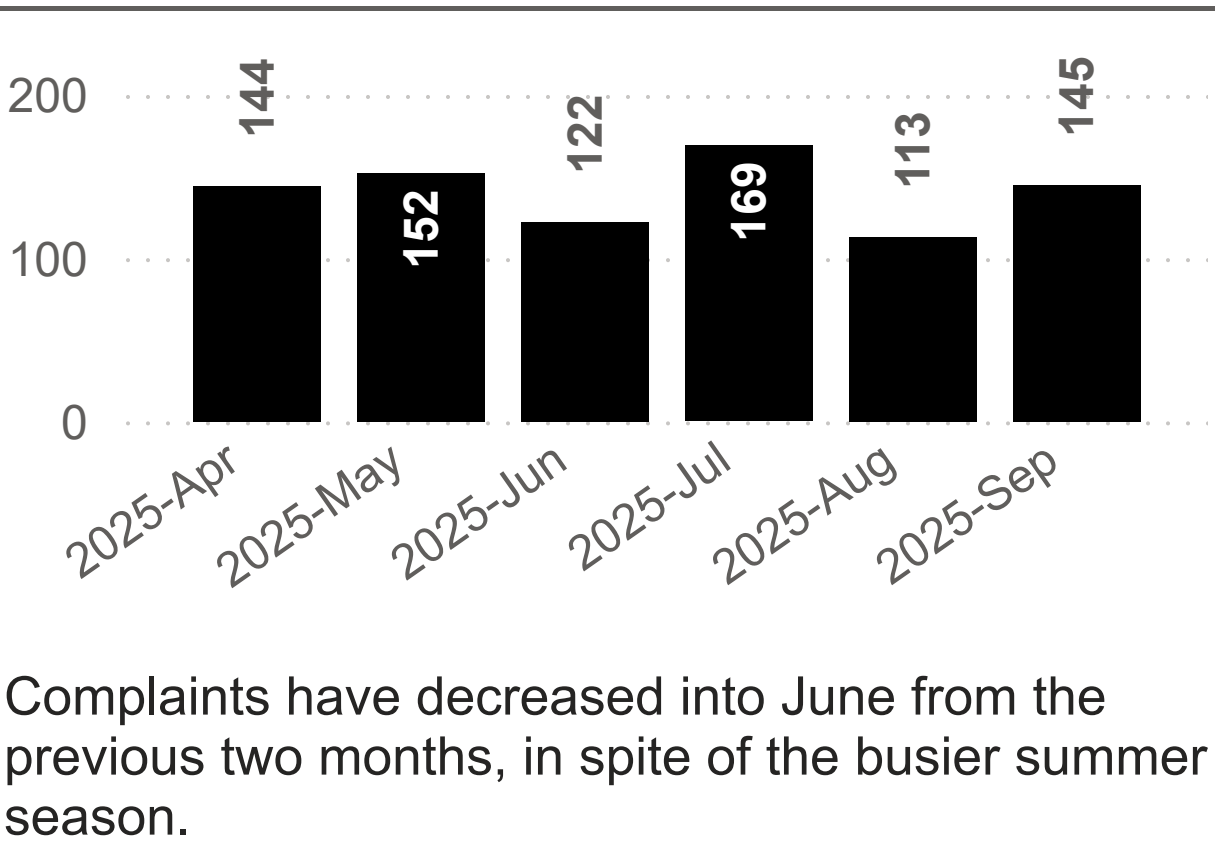


Sentiment

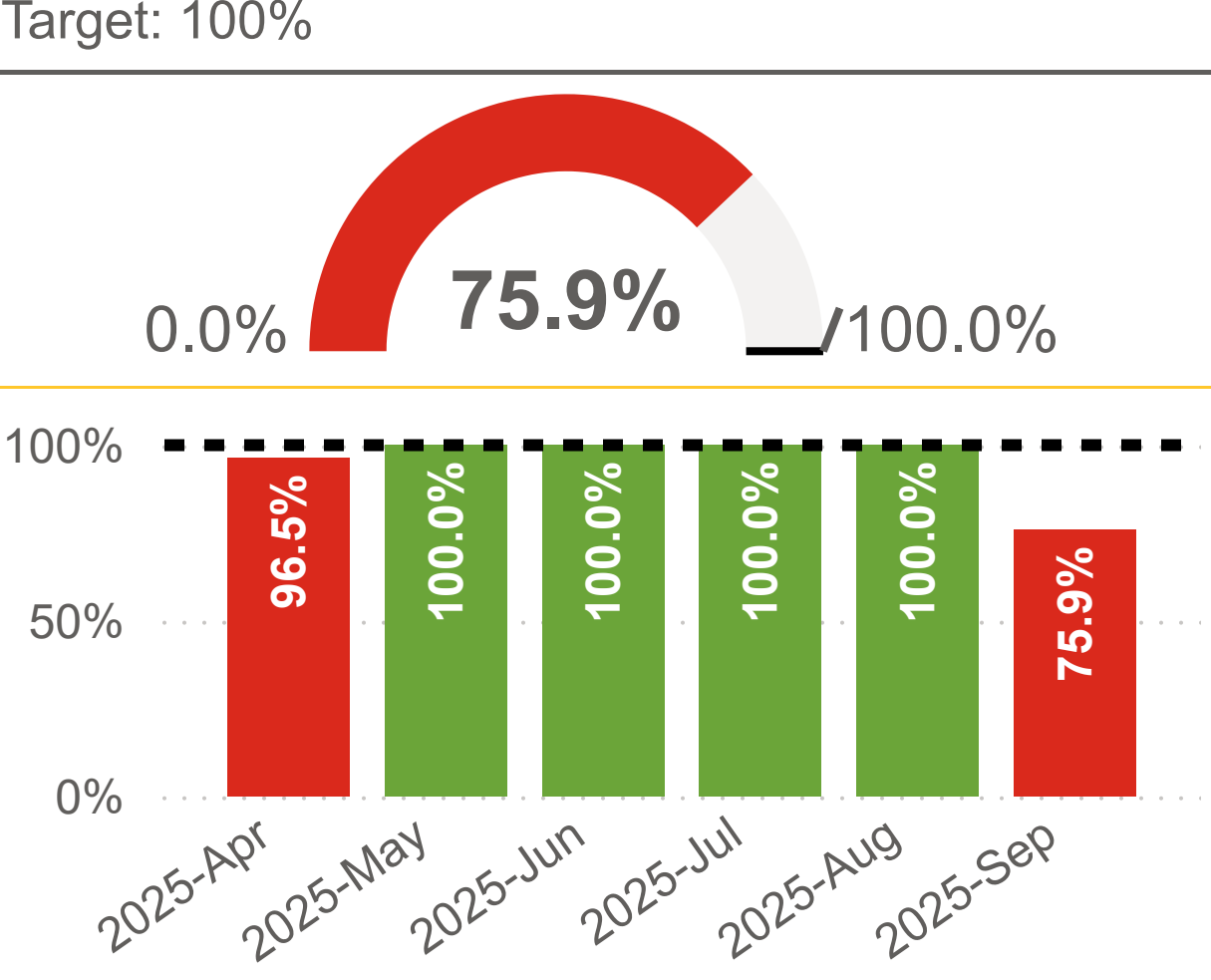
Target: 85%



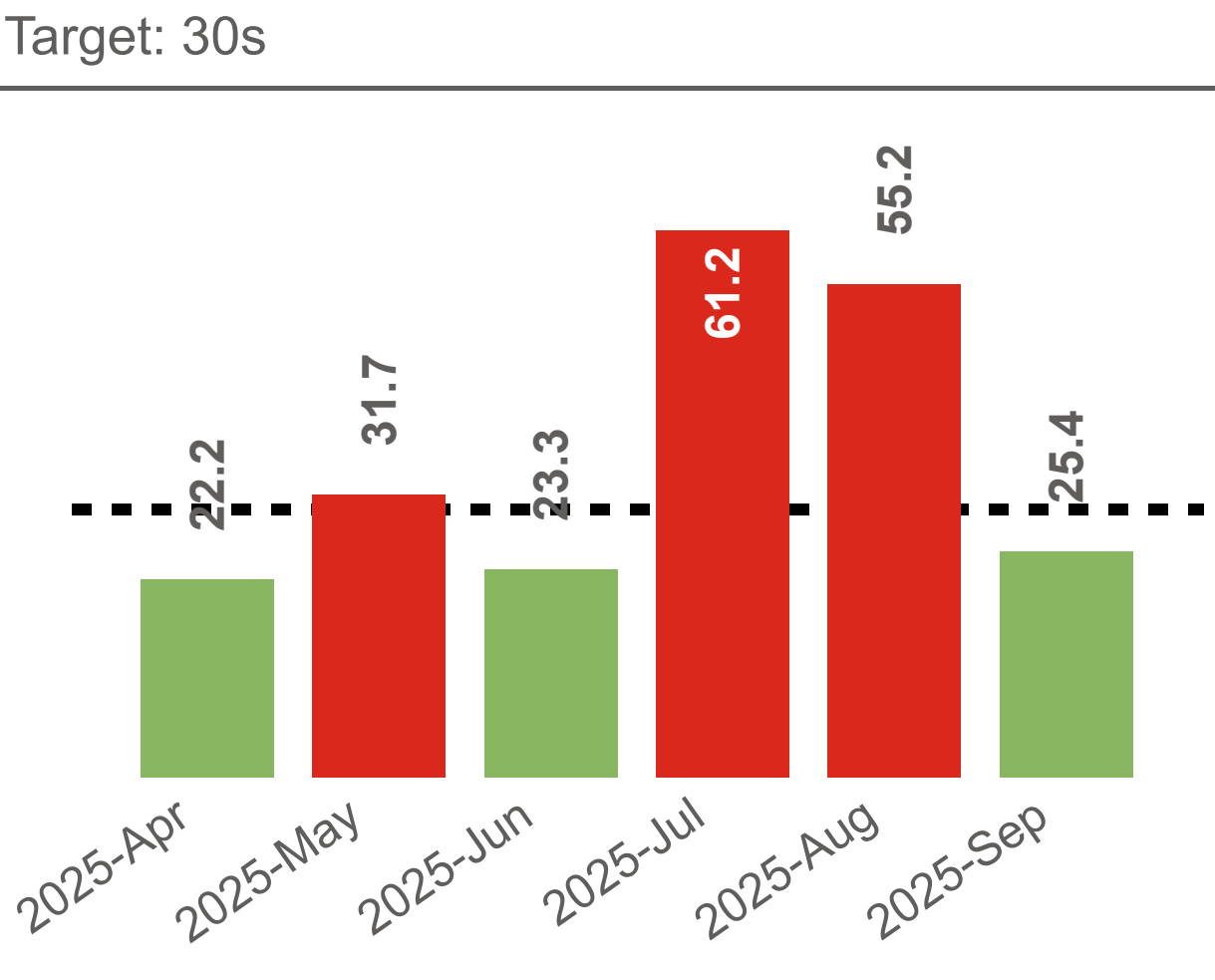
Number of Complaints Received



Complaints Handled within 21 Days



Average of Time to Answer (s)



Hebrides North

Total Number of Survey Responses

3838

Our Performance in September 2025

Customer Feedback Metrics

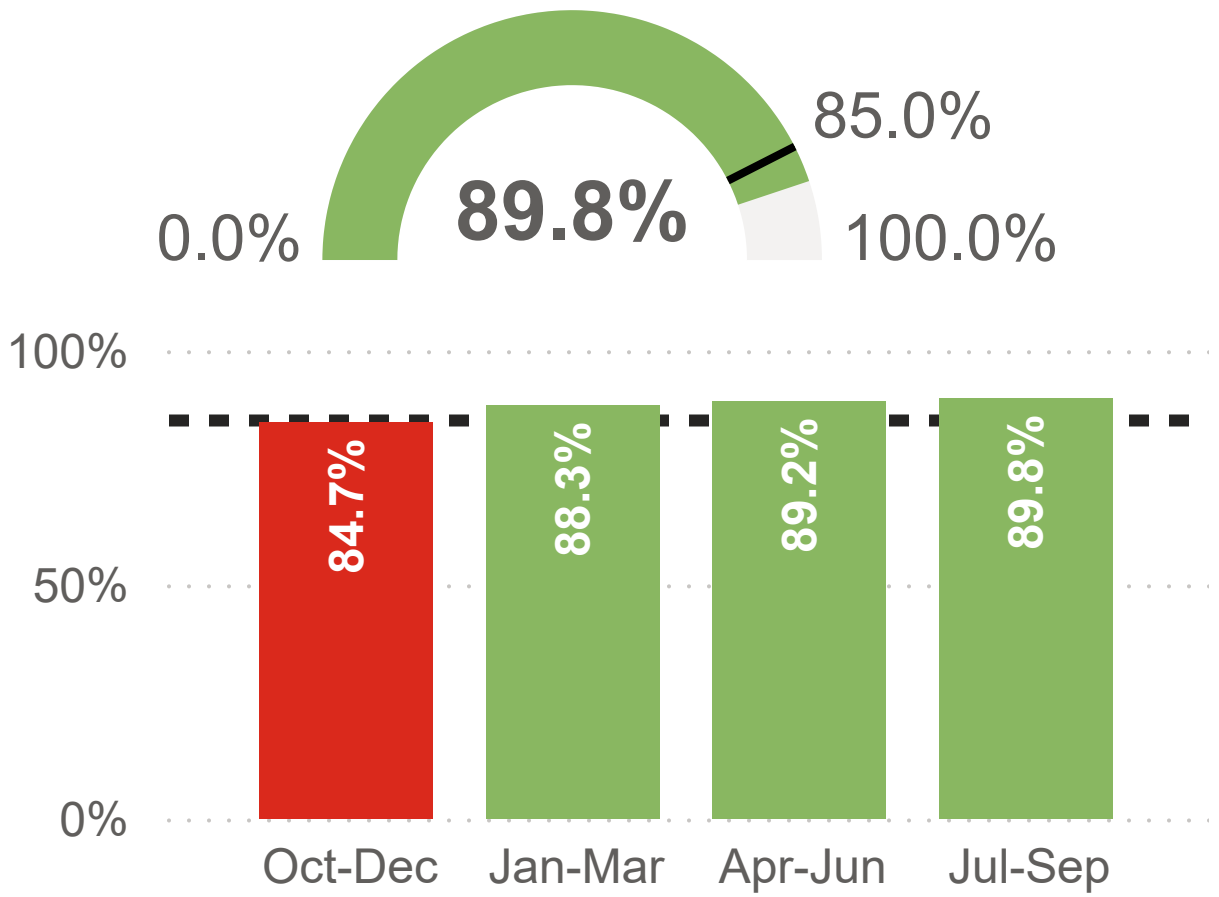
Hebrides North



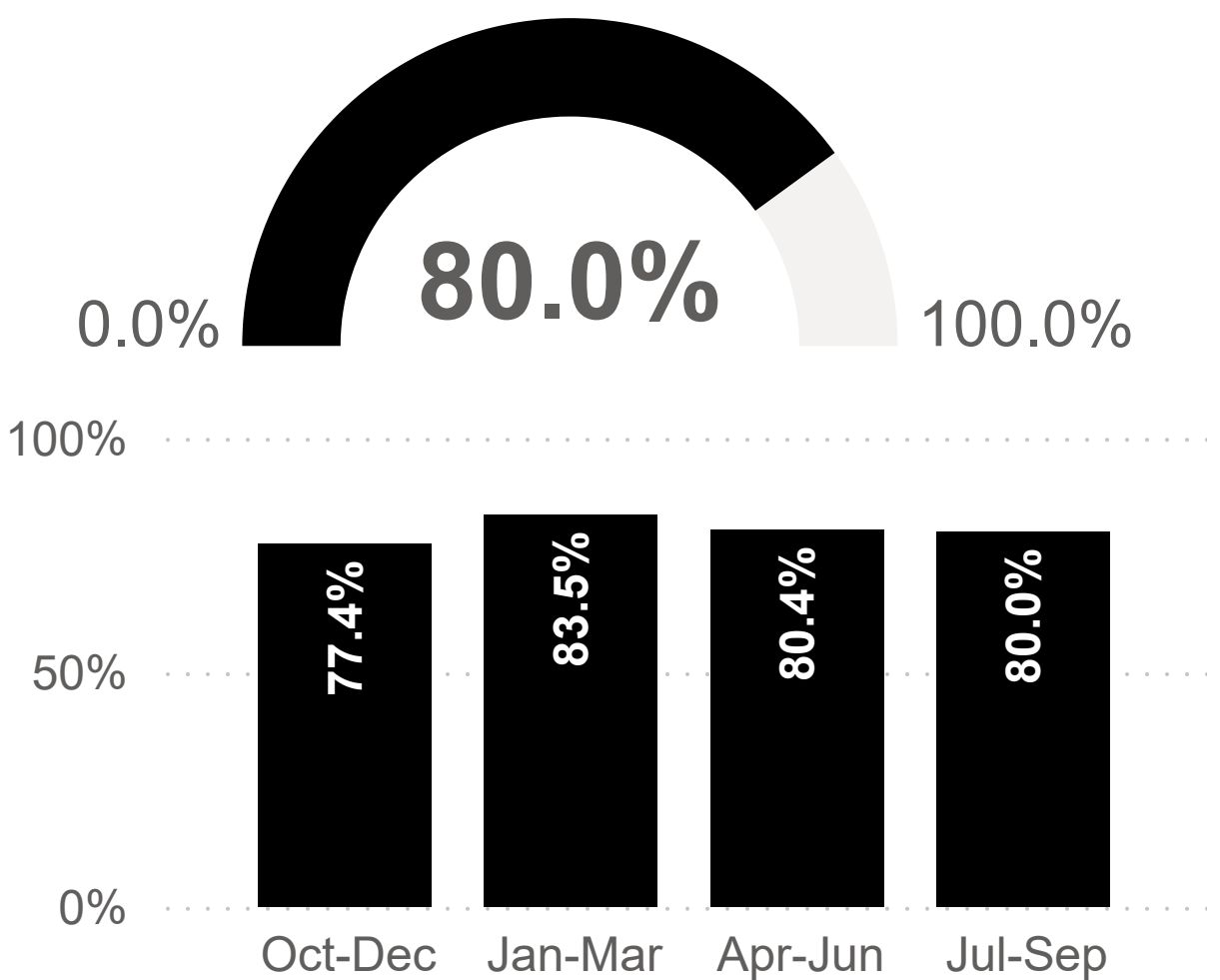
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.
Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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

Overall Satisfaction

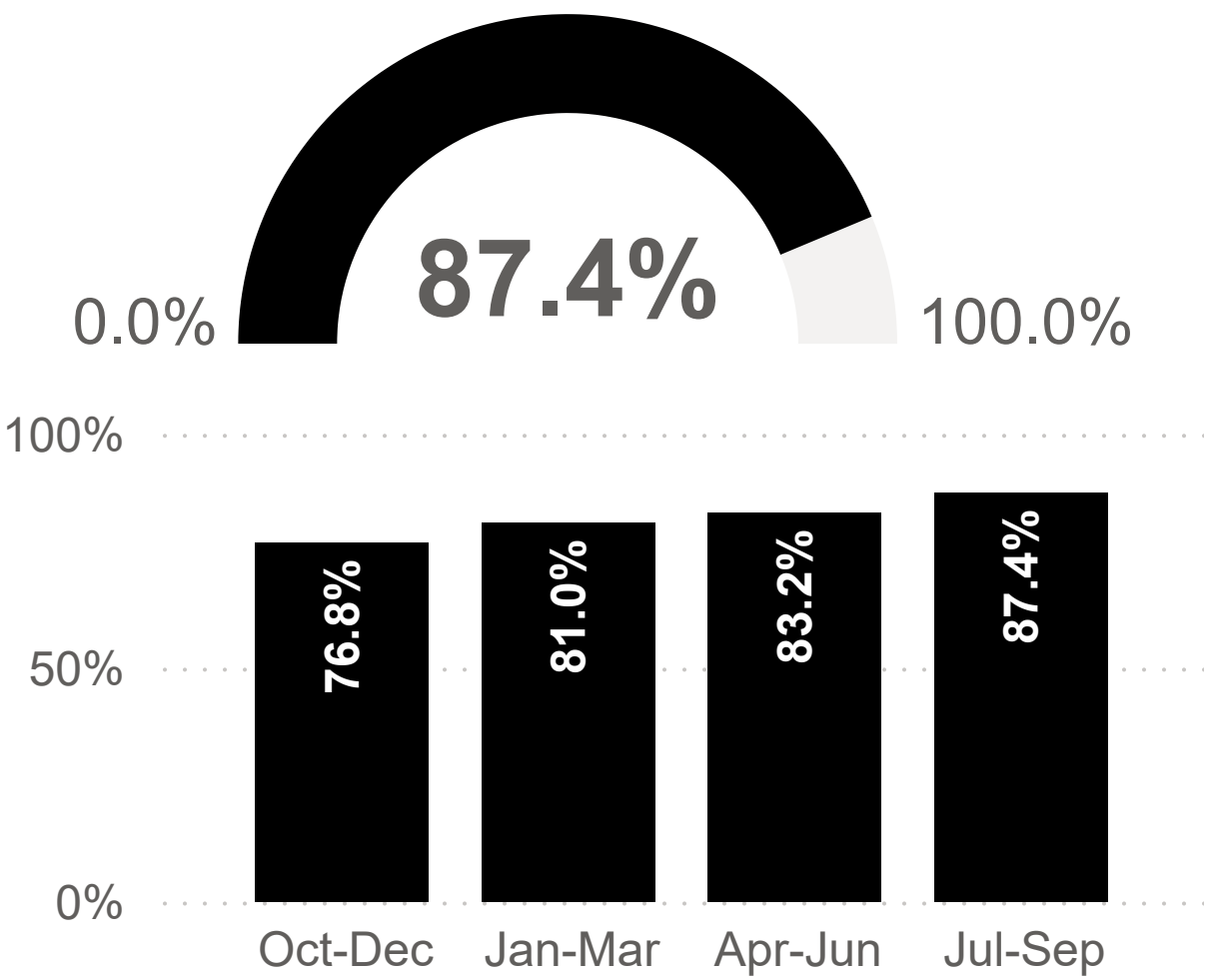
Target: 85%



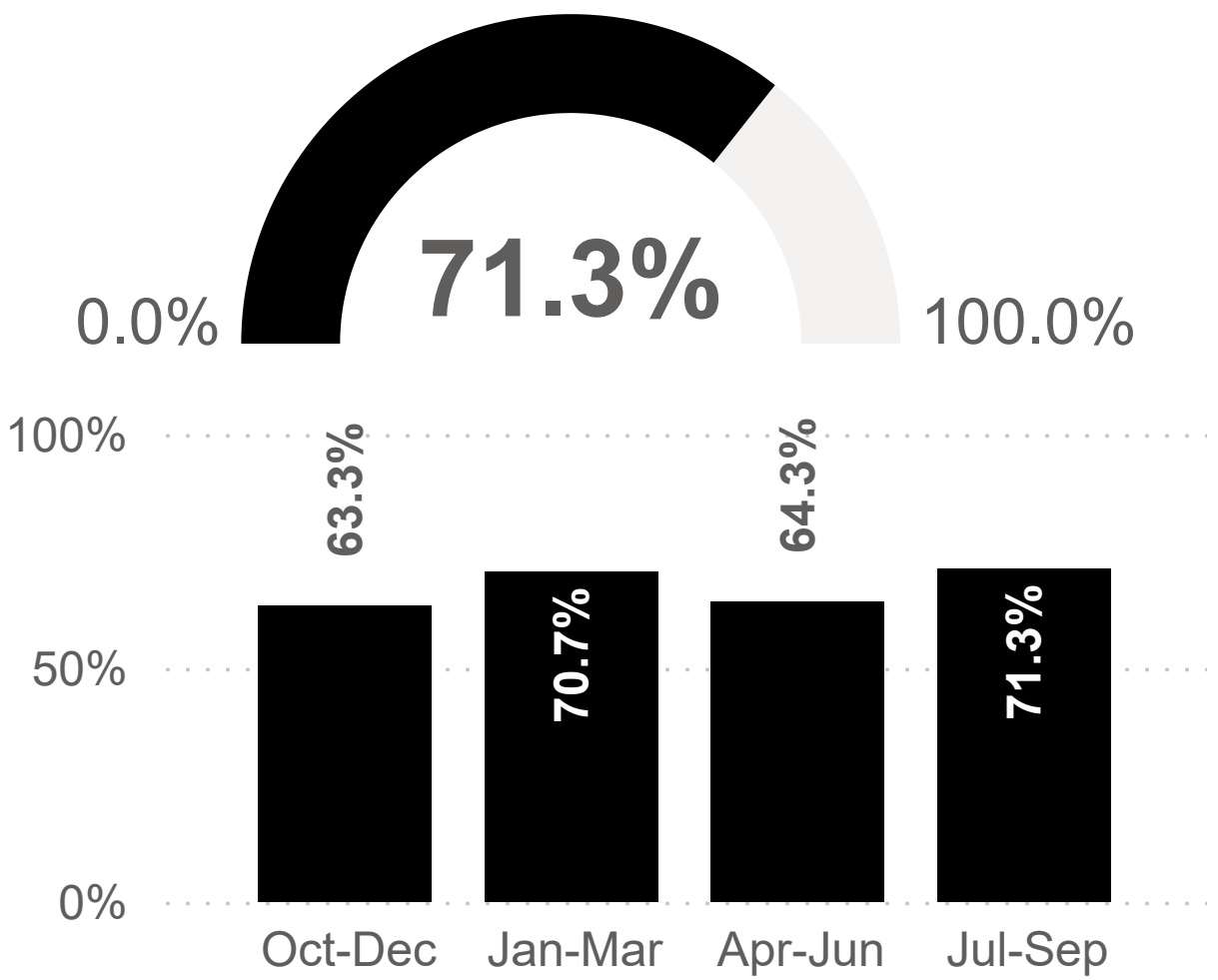
Overall Satisfaction: Community



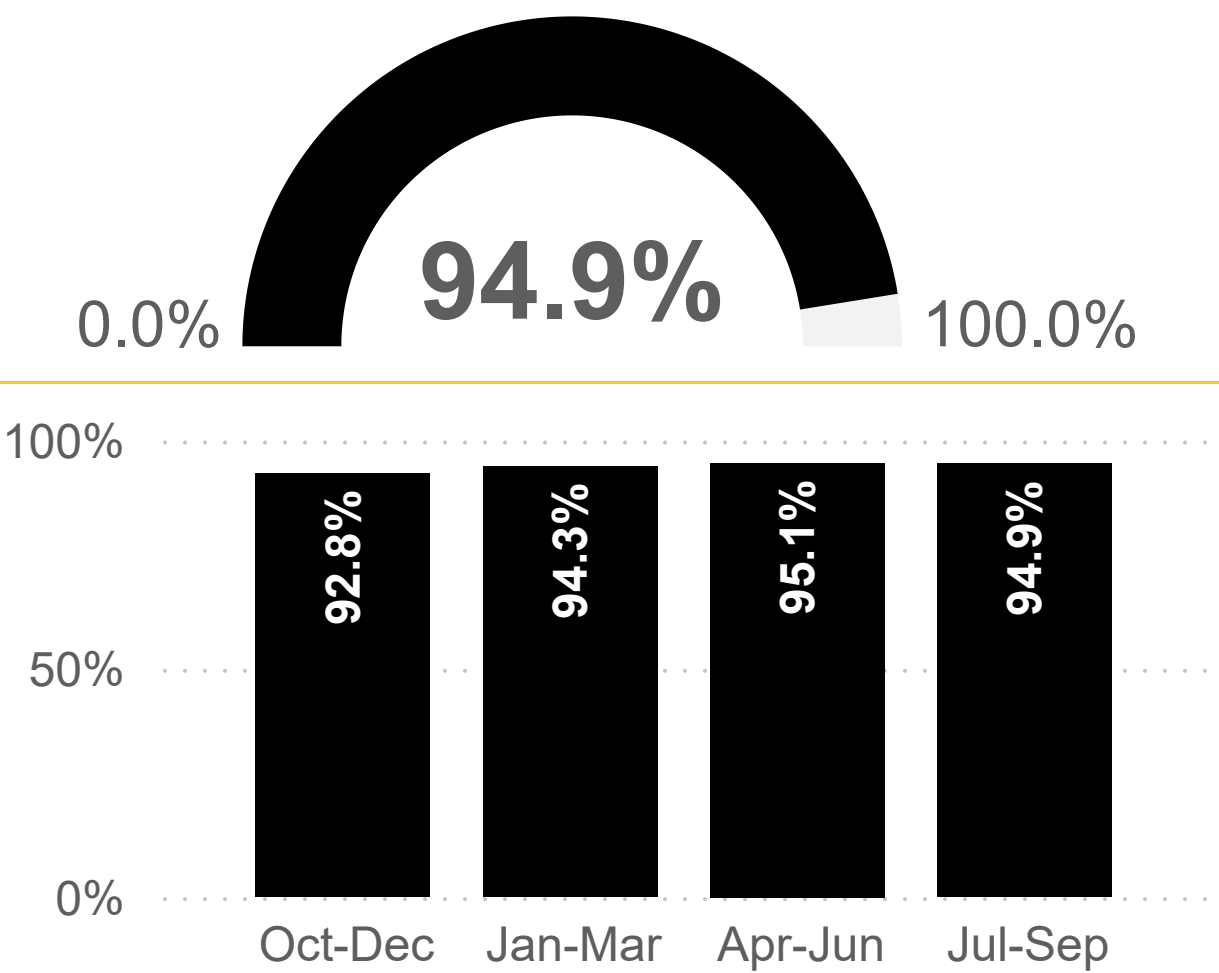
Trust to Deliver Service



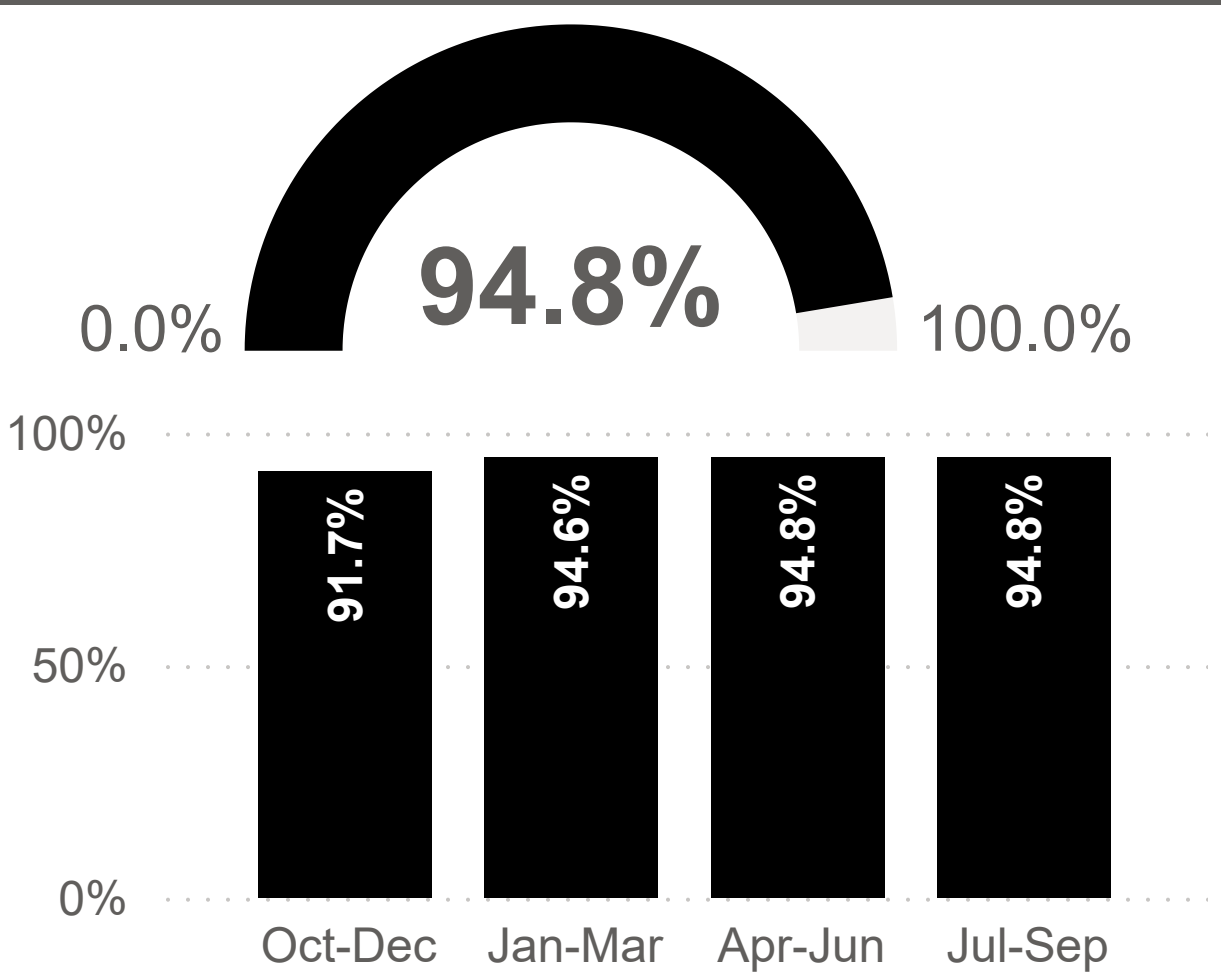
Trust to Deliver: Community



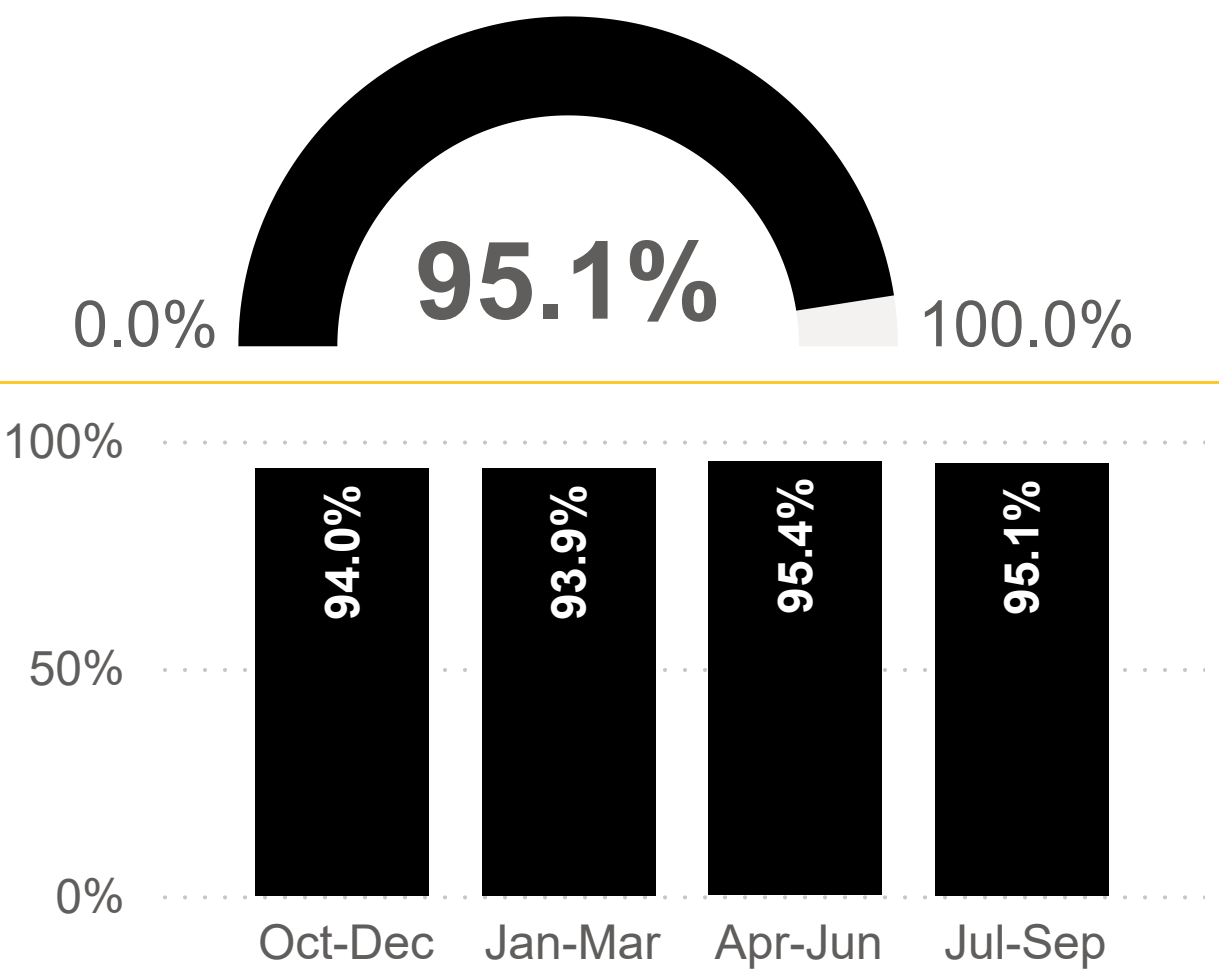
Customer Satisfaction with Staff



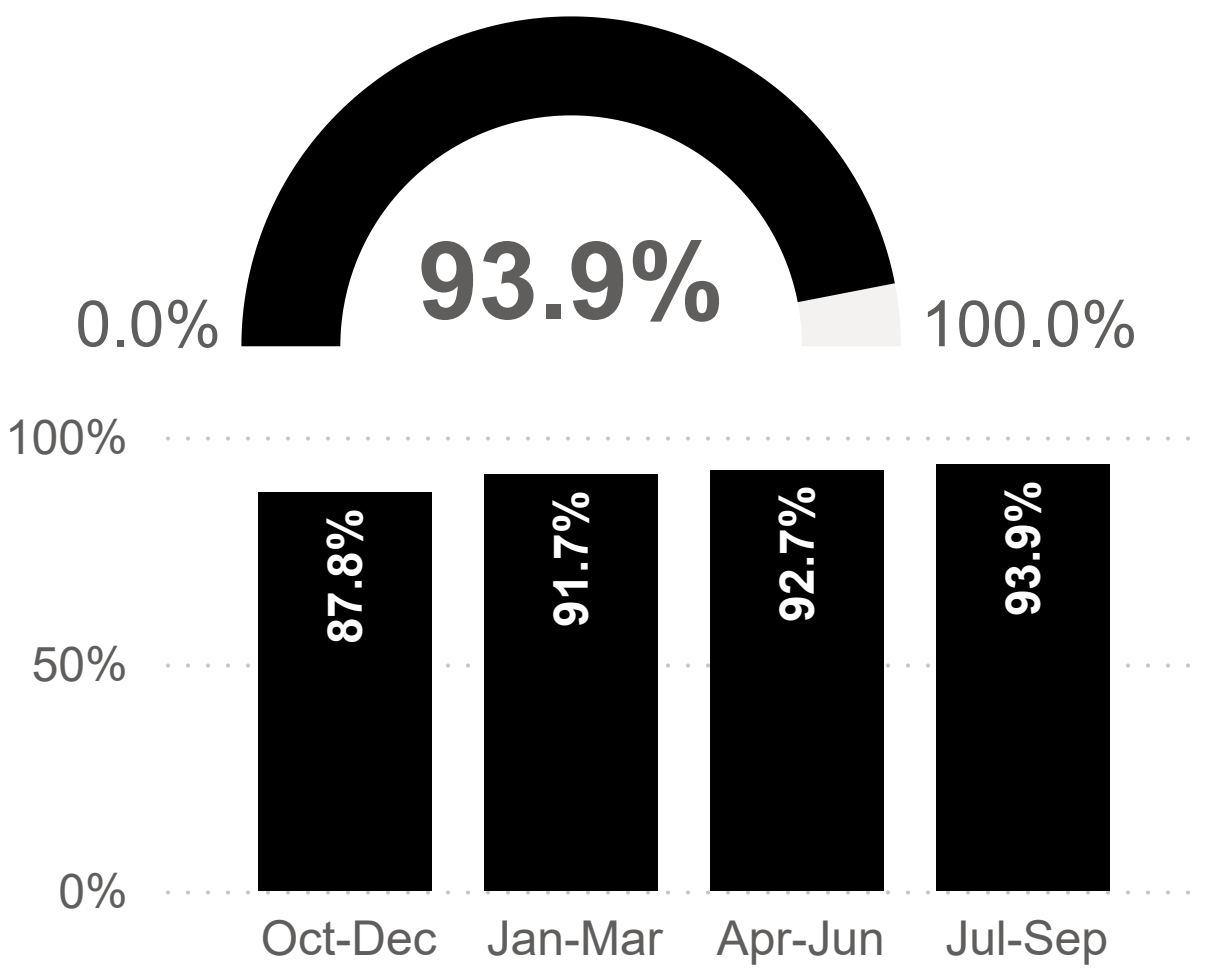
Satisfaction with Port Staff



Satisfaction with Onboard Crew



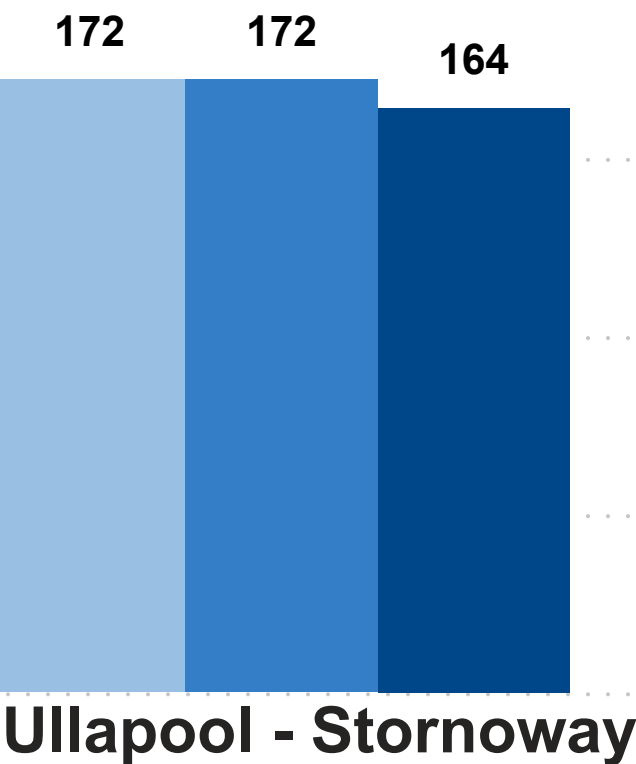
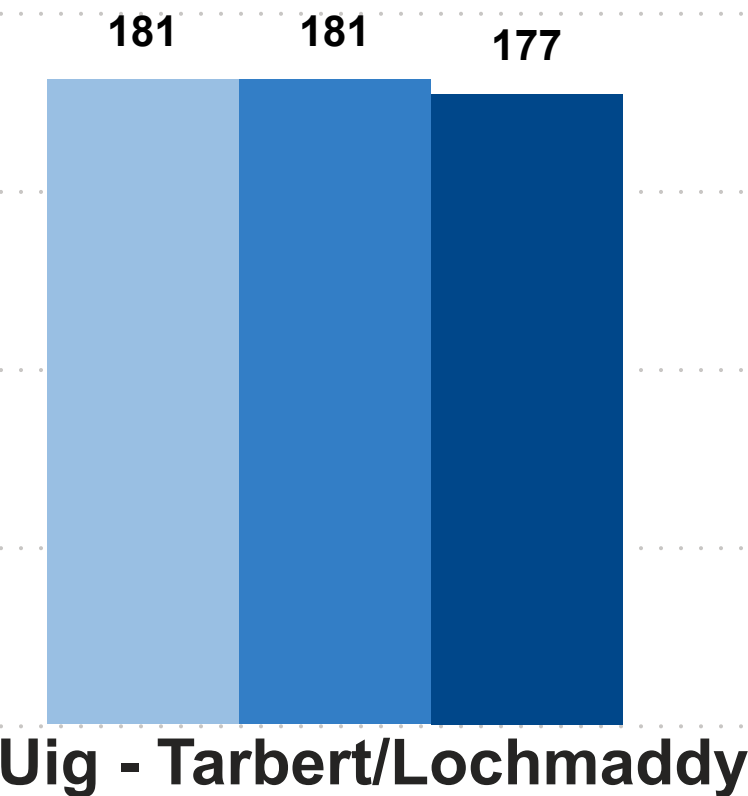
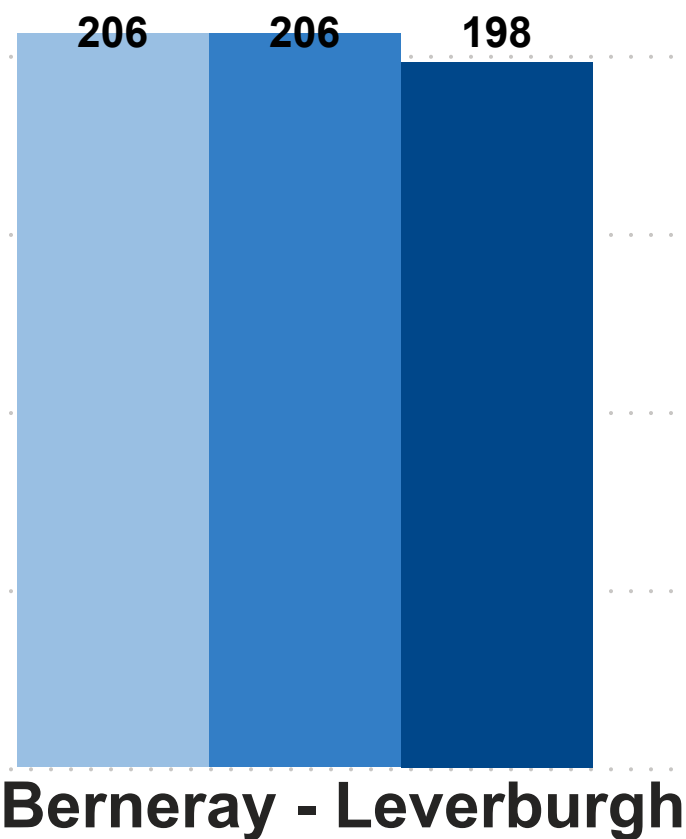
Satisfaction with the Port





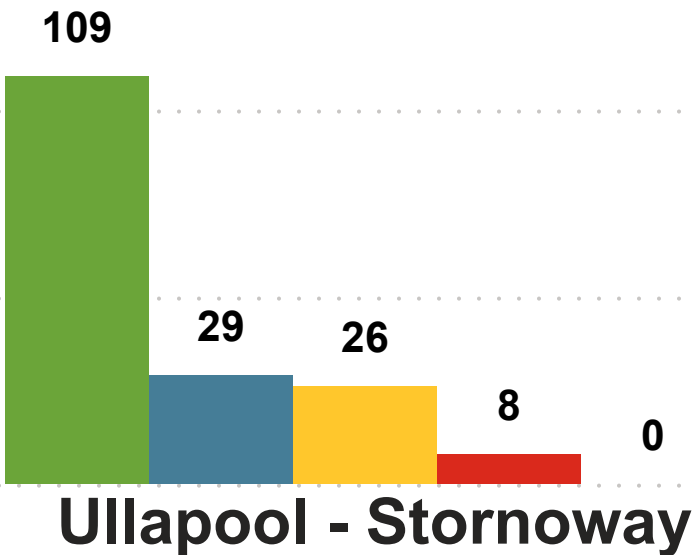
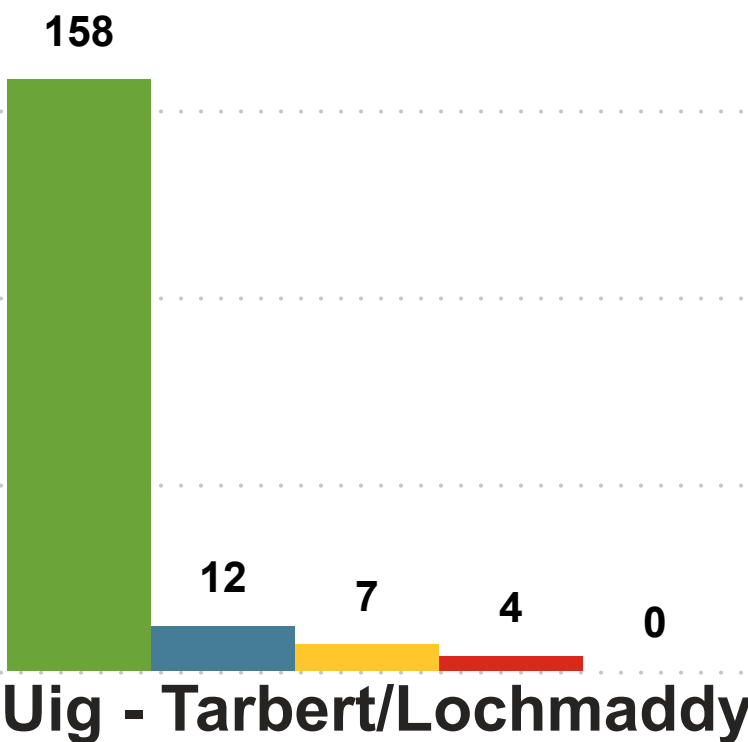
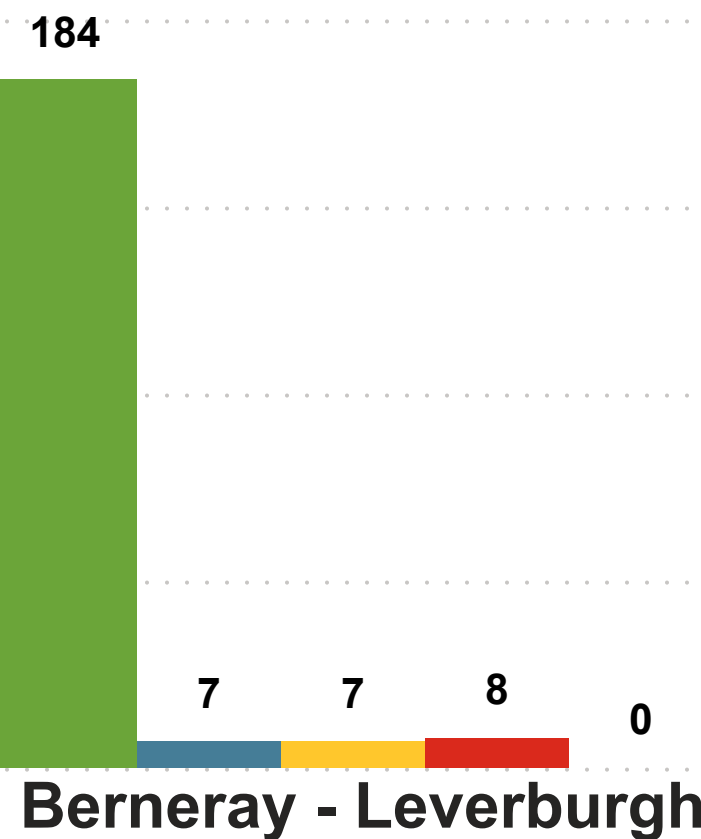
Sailings Timetabled, Amended & Actual

● Timetabled ● Amended ● Actual



Punctuality & Reliability

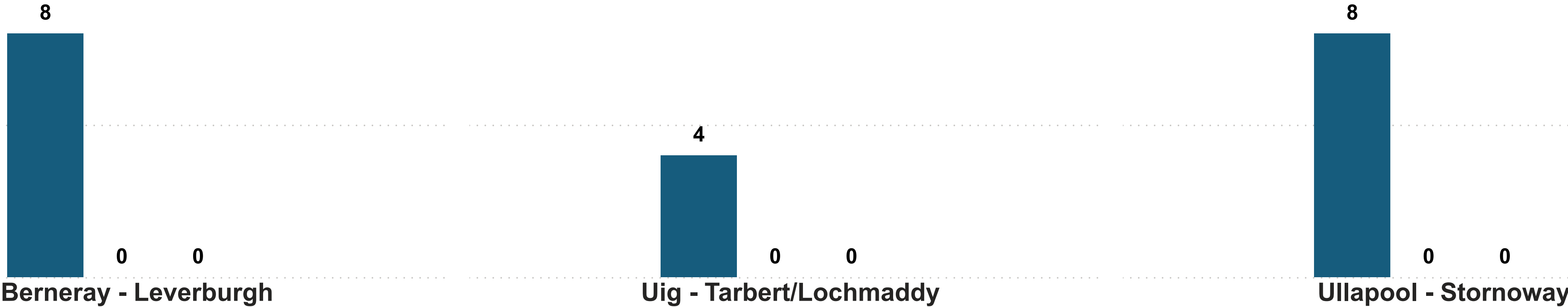
● On Time ● Level 1 Lateness ● Level 2 Lateness ● Cancelled ● Additional





Cancelled Sailings (By Reason)

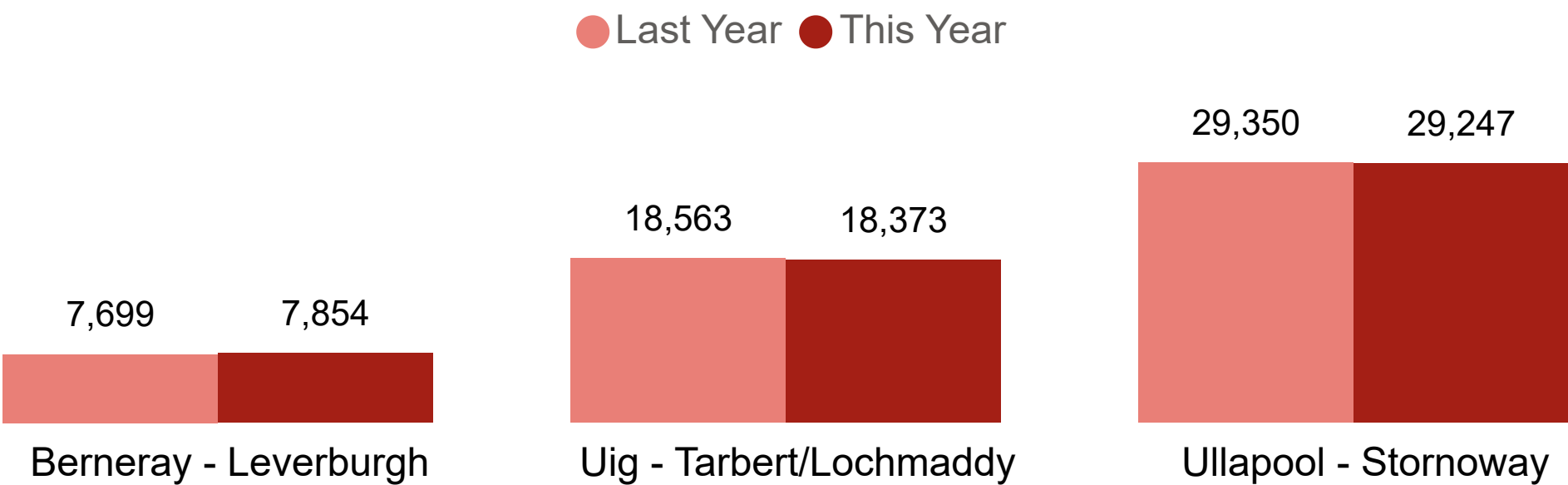
Weather Technical Other



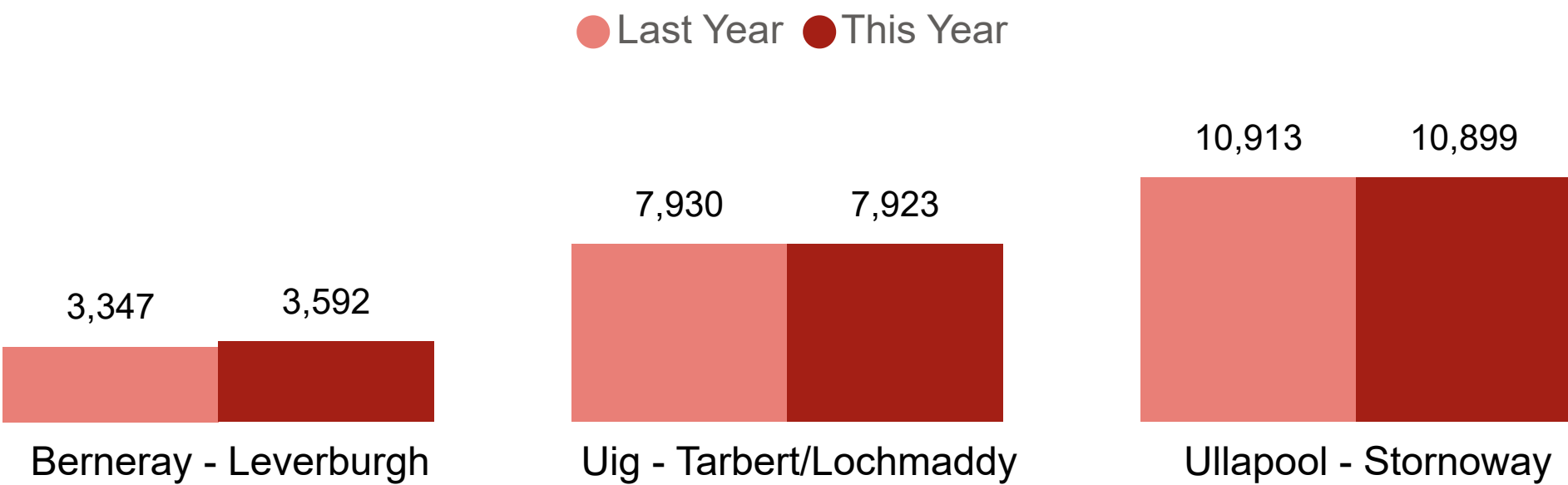
"Other" refers to any cancellations not resulting from weather and technical disruption. This includes cancellations due to reasons such as bunkering issues, berth unavailability etc.



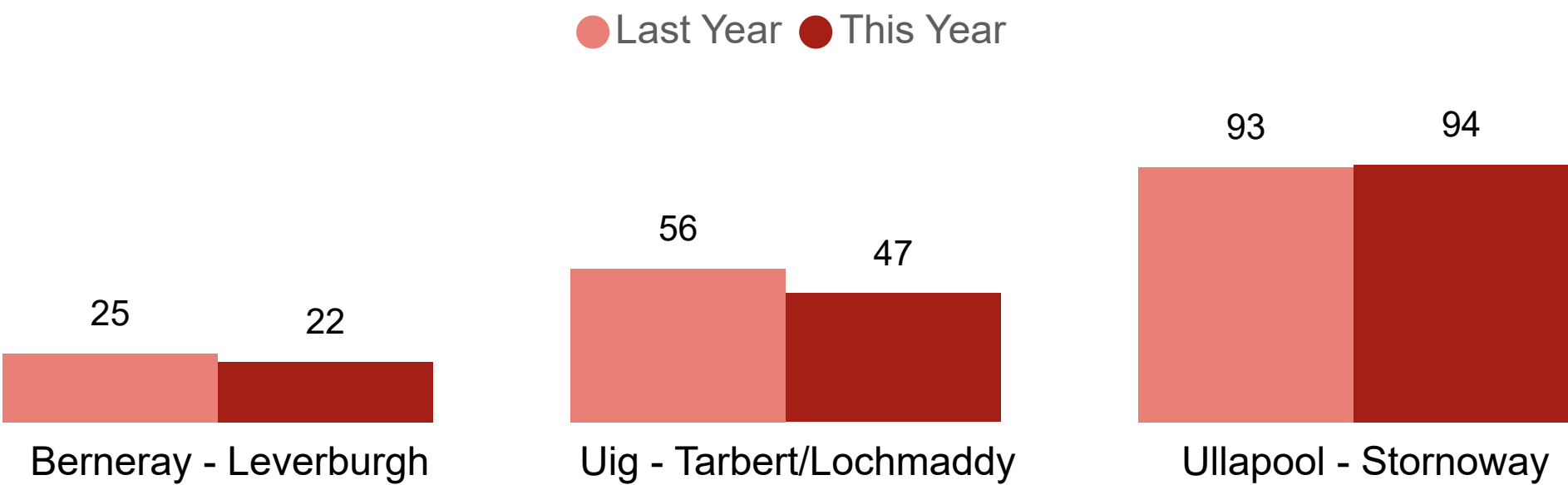
Shipped Passengers



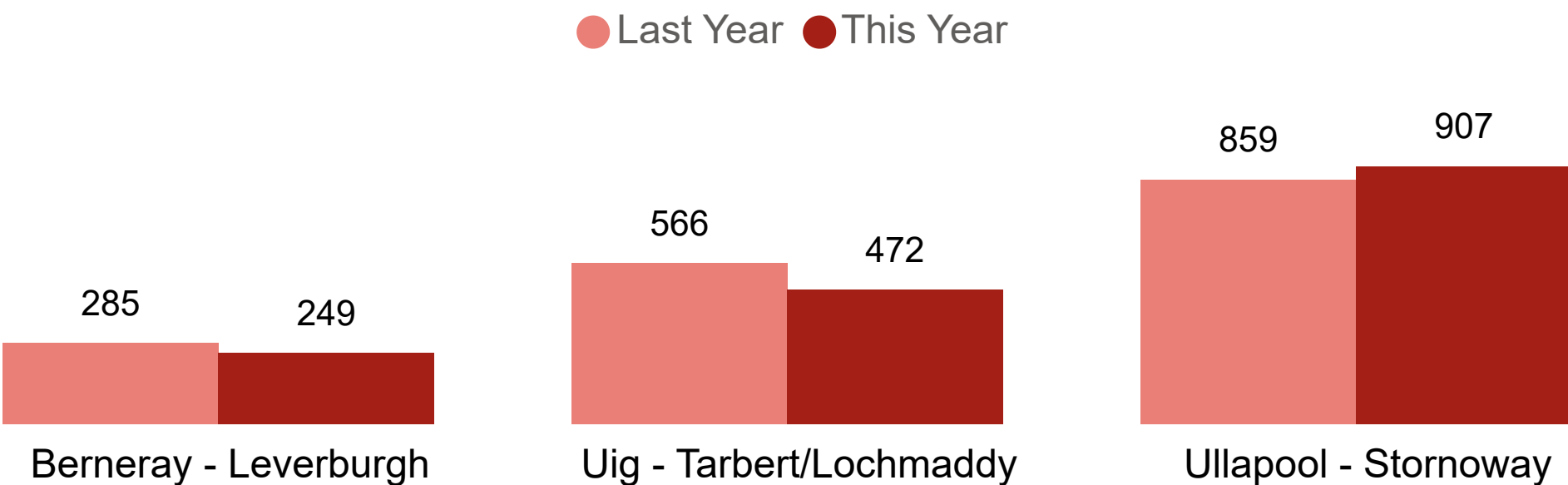
Shipped Cars



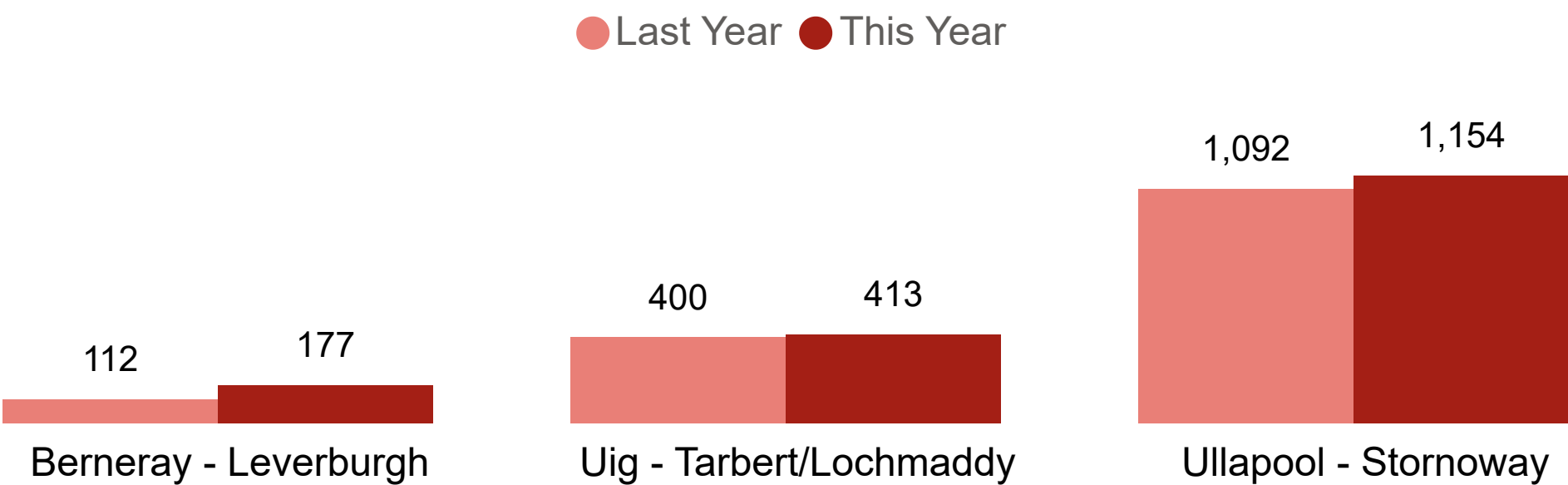
Shipped Coaches



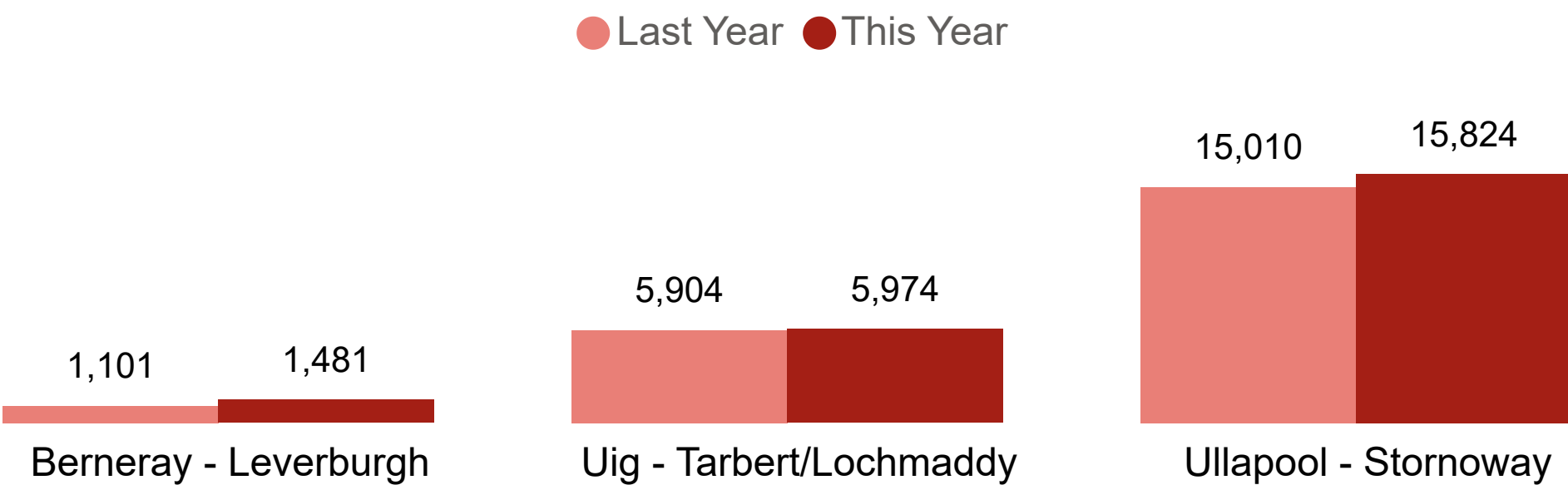
Shipped Coach Metres



Shipped Commercial Vehicles



Shipped Commercial Vehicle Metres

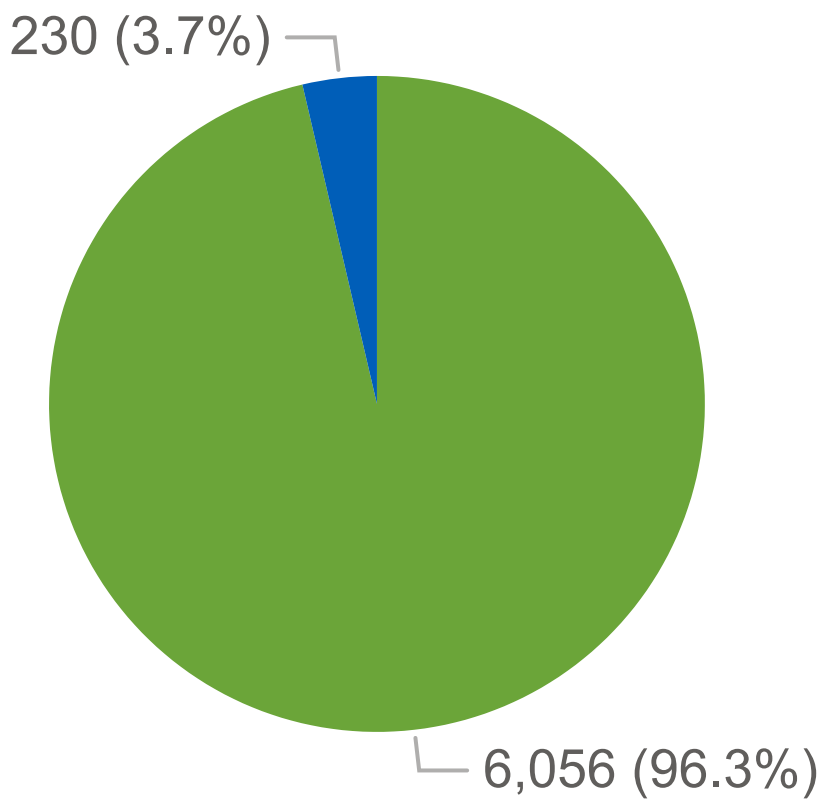




- 1 Car Equivalent Space is equal to 4.6 General Lane Metres
- Below visuals represent car equivalent spaces offered vs car equivalent space made unavailable as a result of technical, weather and all other cancellations

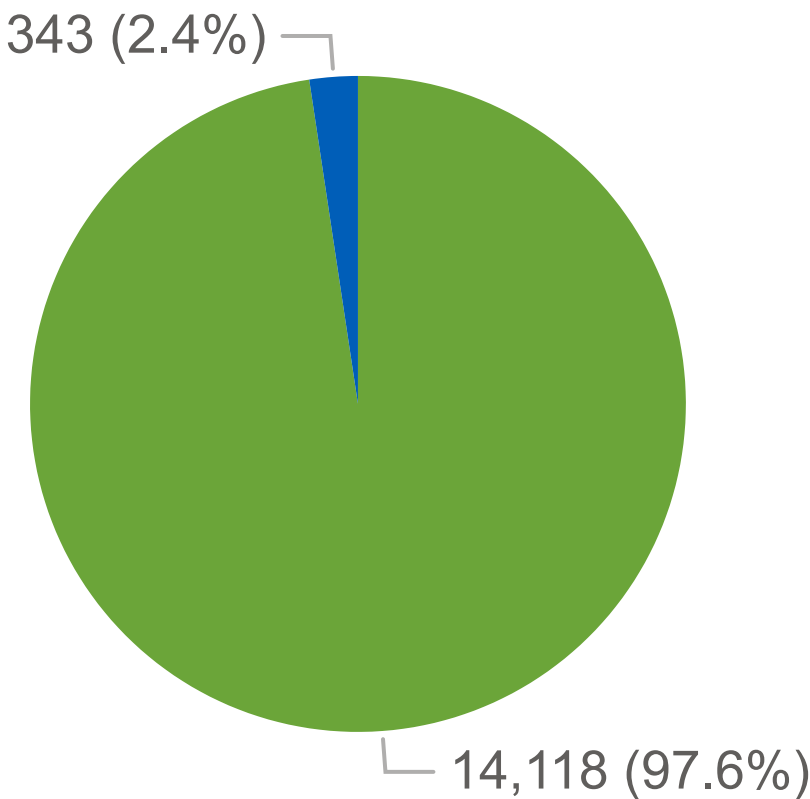
Berneray - Leverburgh

Offered Technical Weather Other



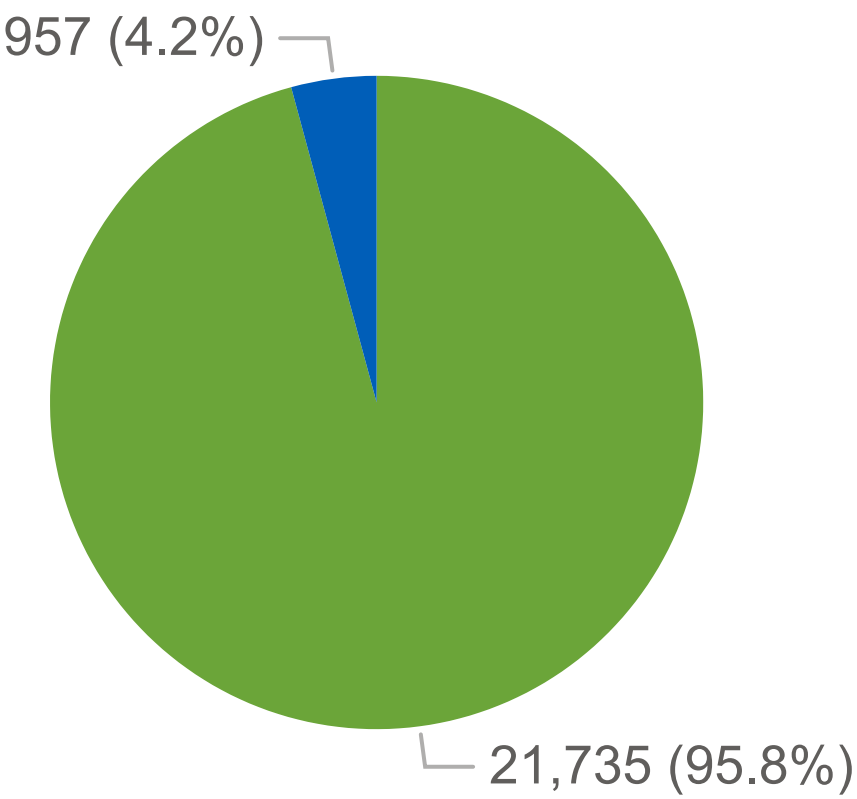
Uig - Tarbert/Lochmaddy

Offered Weather Technical Other



Ullapool - Stornoway

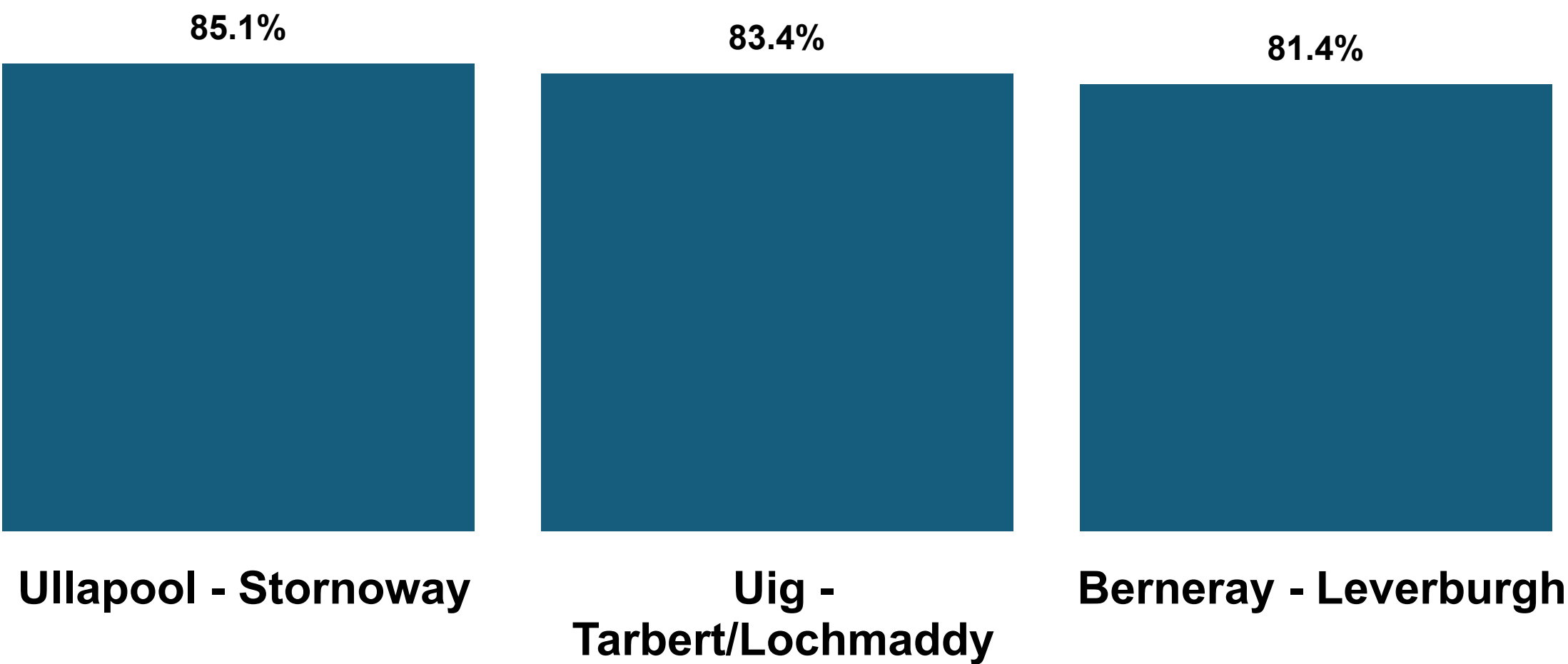
Offered Weather Technical Other



Route	Offered	Weather	Technical	Other
Berneray - Leverburgh	6,056	230		
Uig - Tarbert/Lochmaddy	14,118	343		
Ullapool - Stornoway	21,735	957		



Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Ullapool - Stornoway	100.0K	85.1K	18,507	85.1%
Uig - Tarbert/Lochmaddy	64.9K	54.1K	11,771	83.4%
Berneray - Leverburgh	27.9K	22.7K	4,930	81.4%
Total	192.8K	162.0K	35,208	84.0%

Overall Utilisation of Sailings

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

