

Total Number of
Survey Responses
Last 6 Months

41K

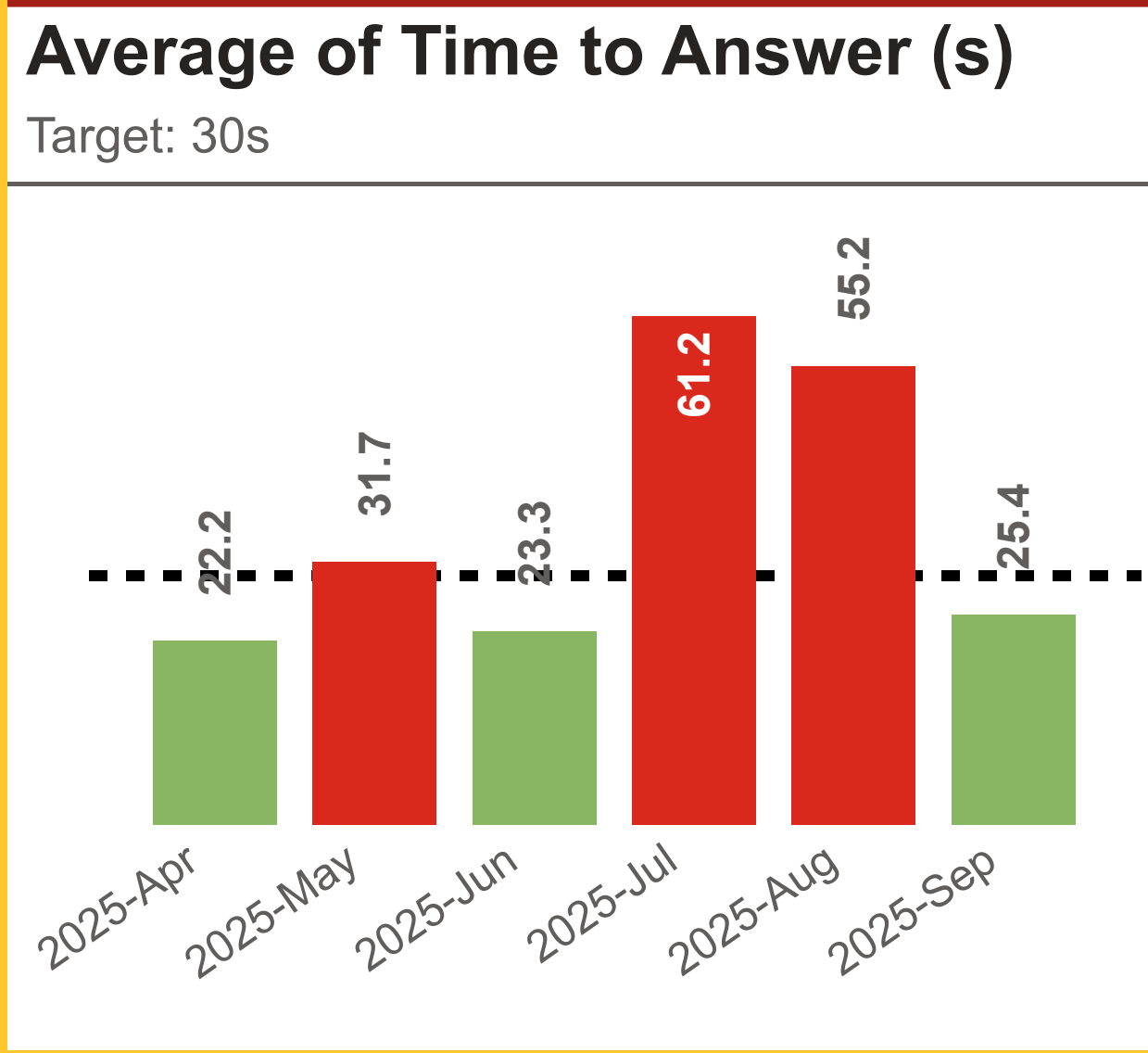
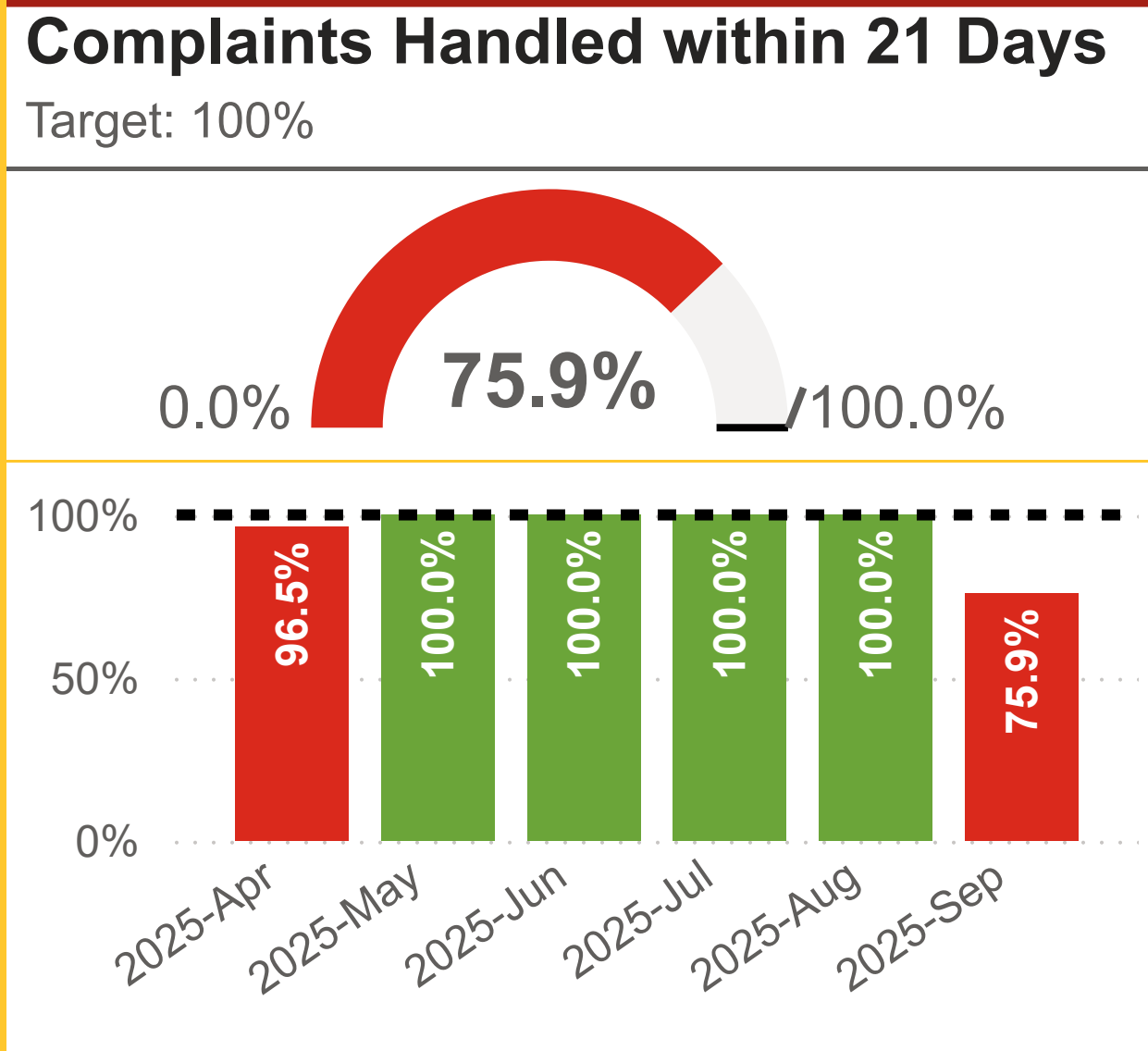
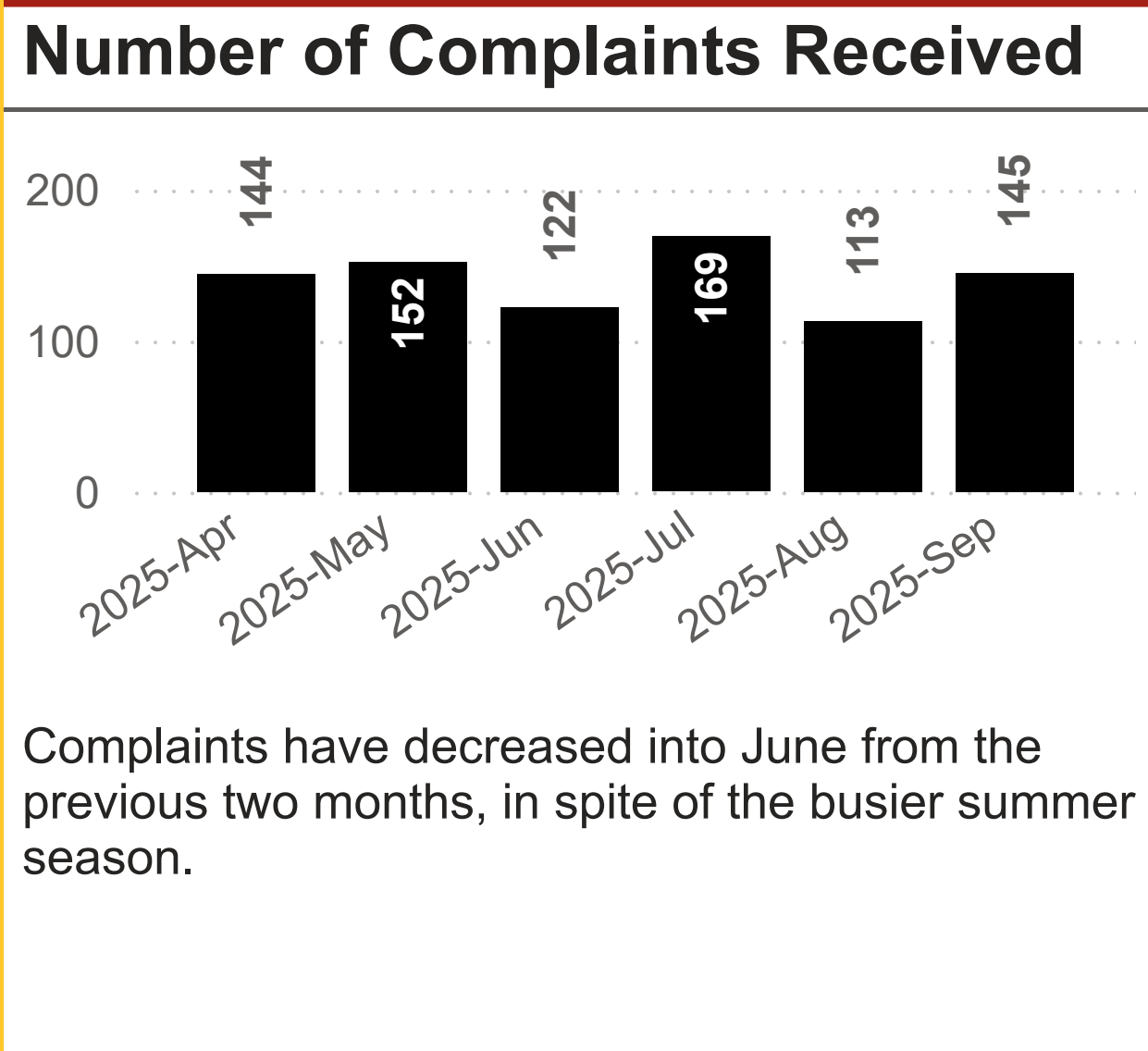
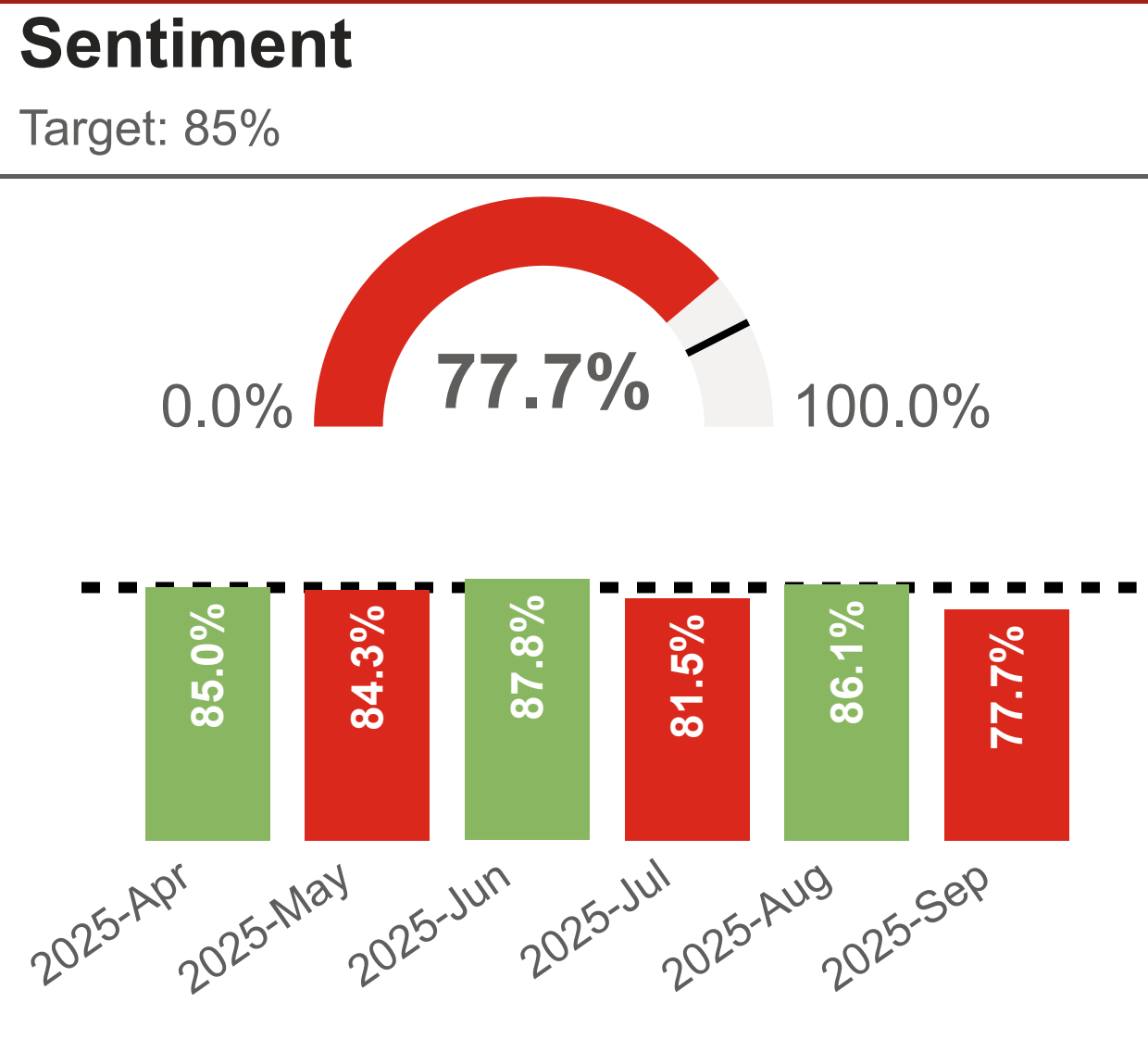
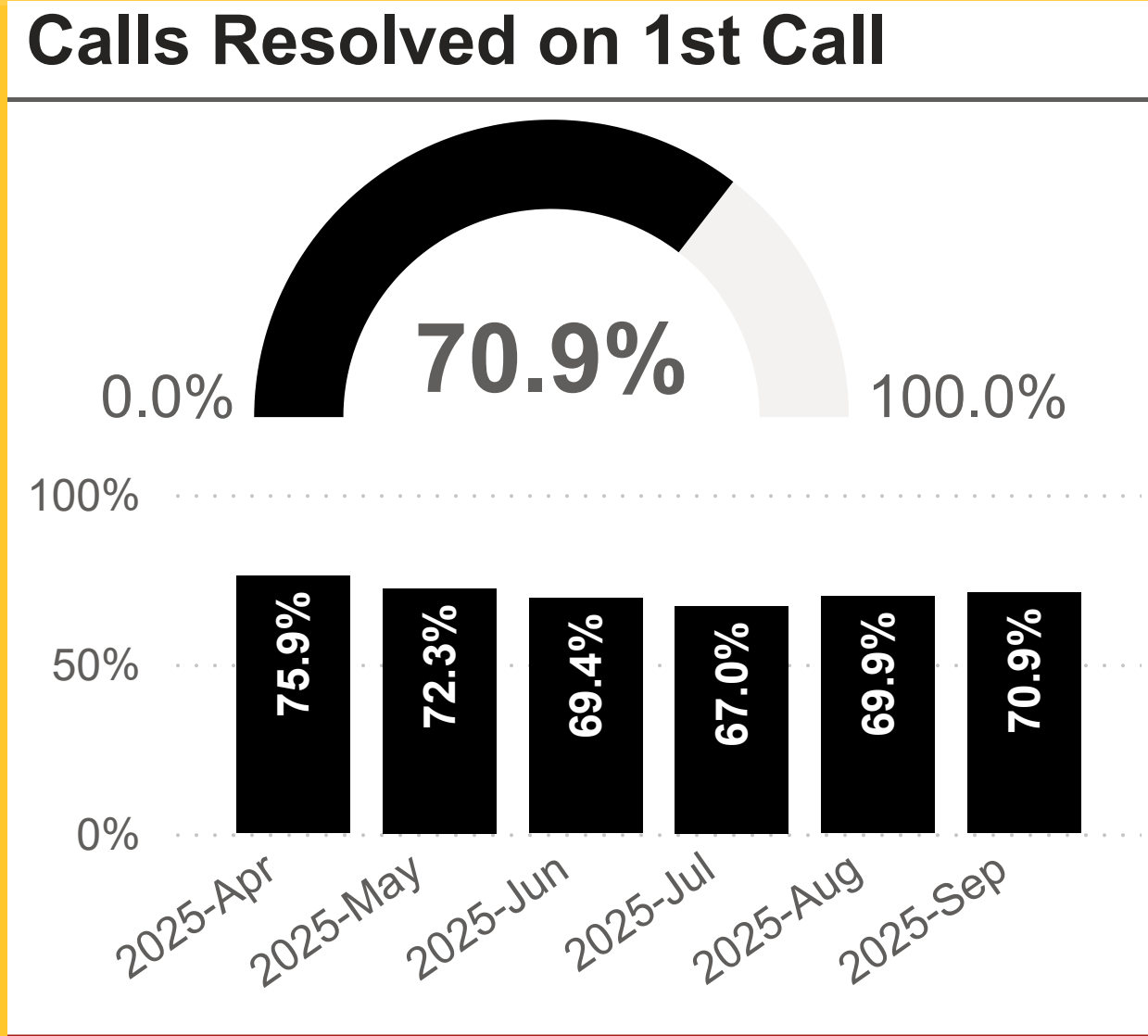
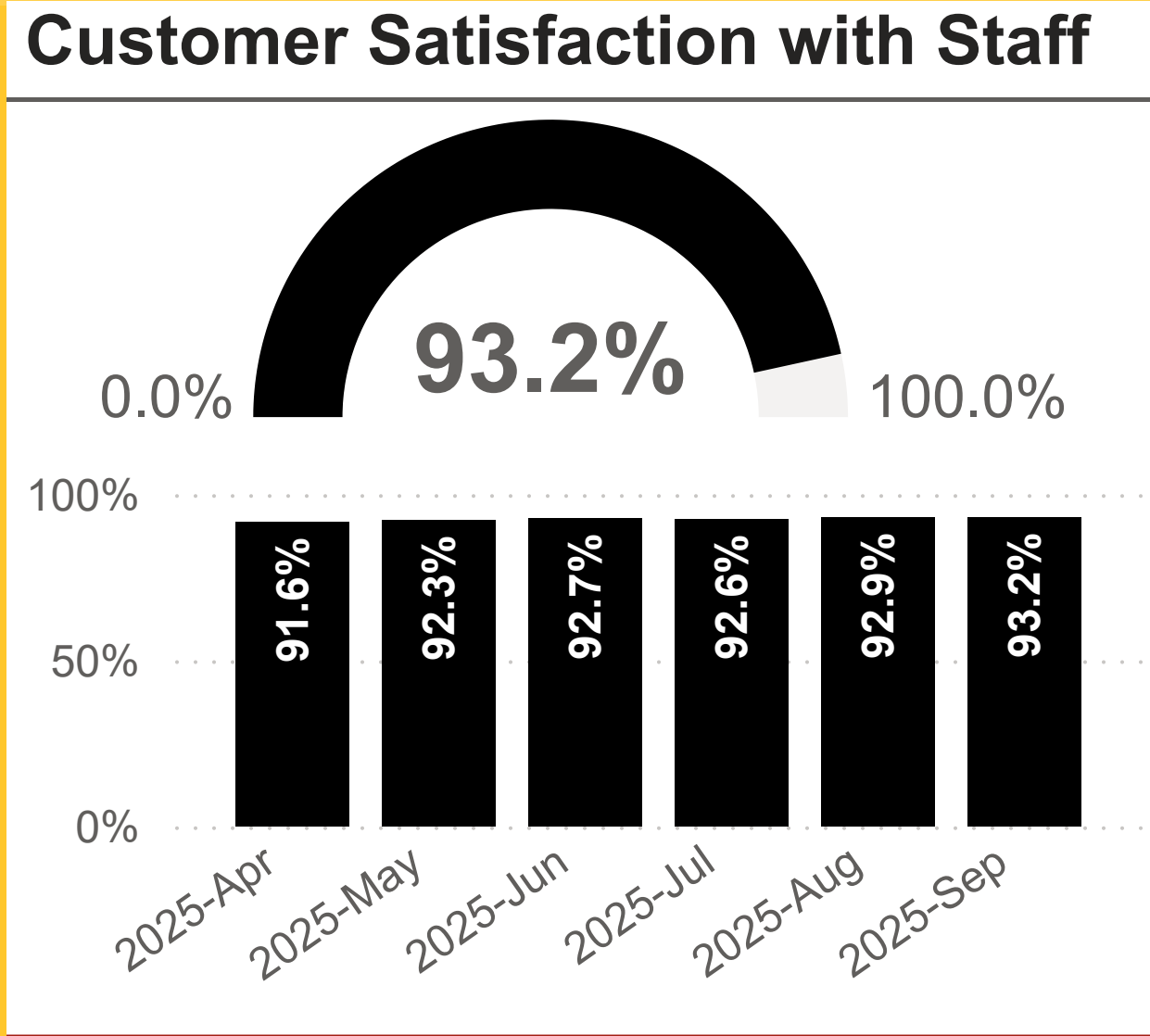
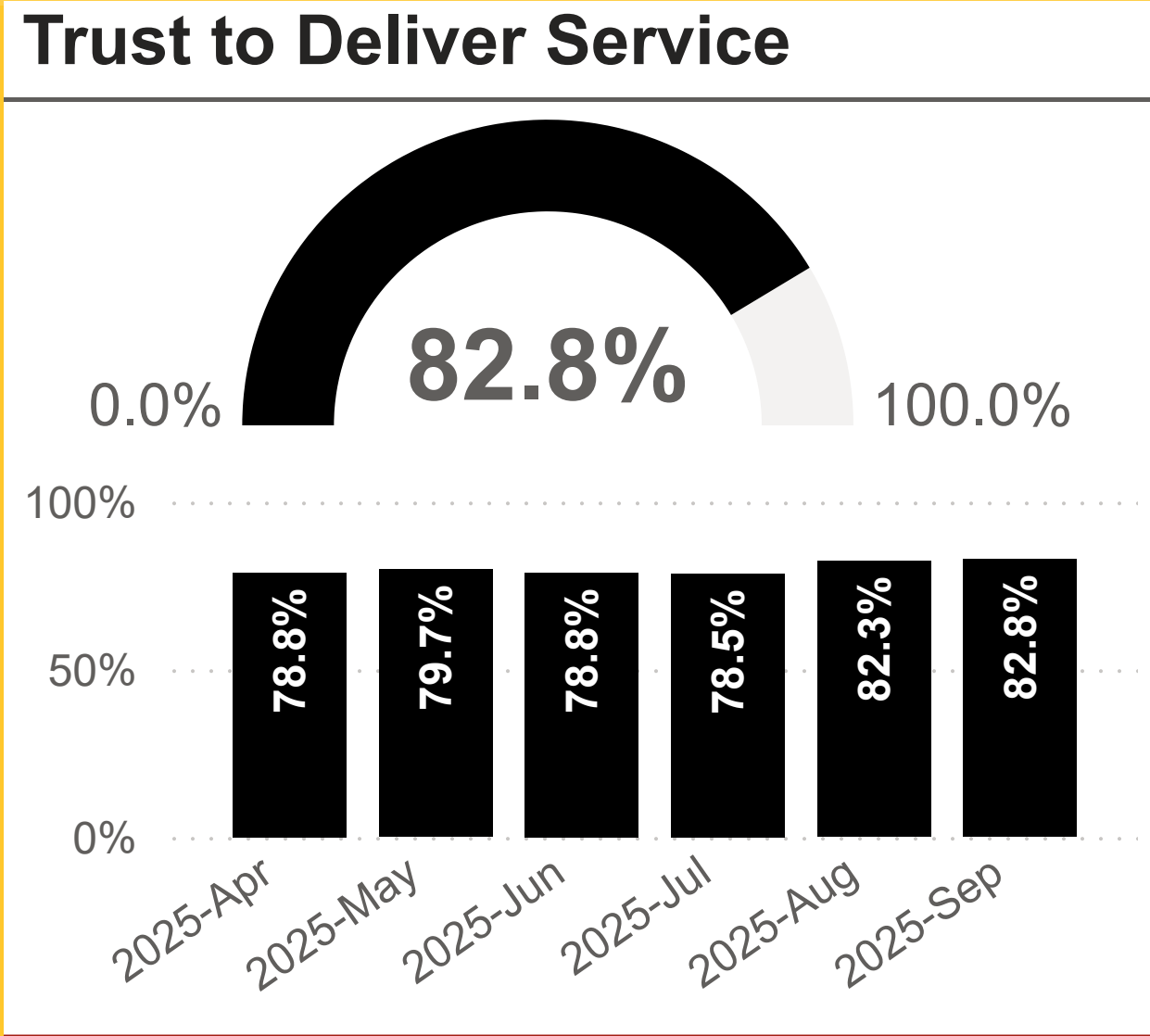
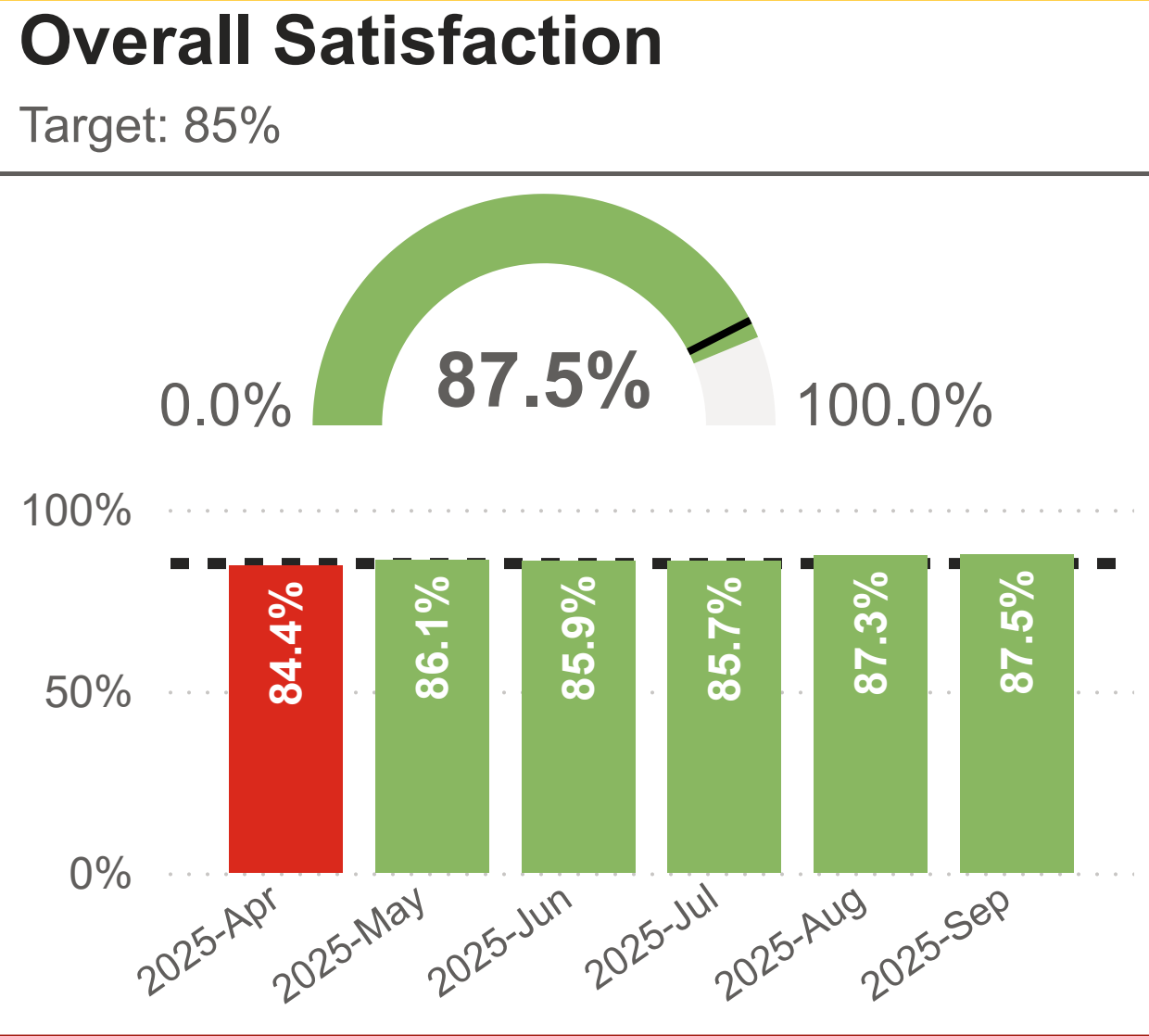
Our Performance in September 2025

Customer Feedback Metrics

Network Wide



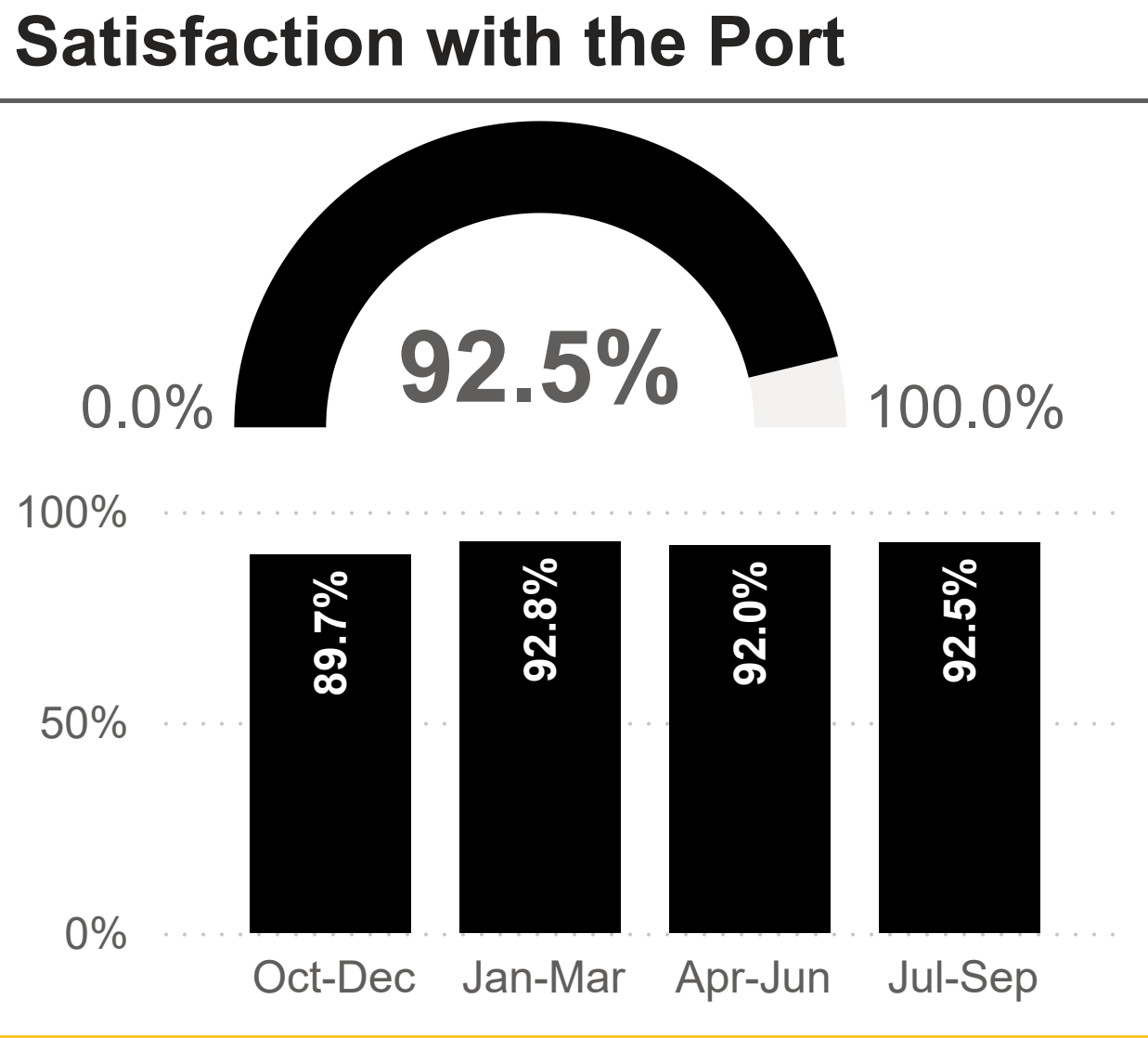
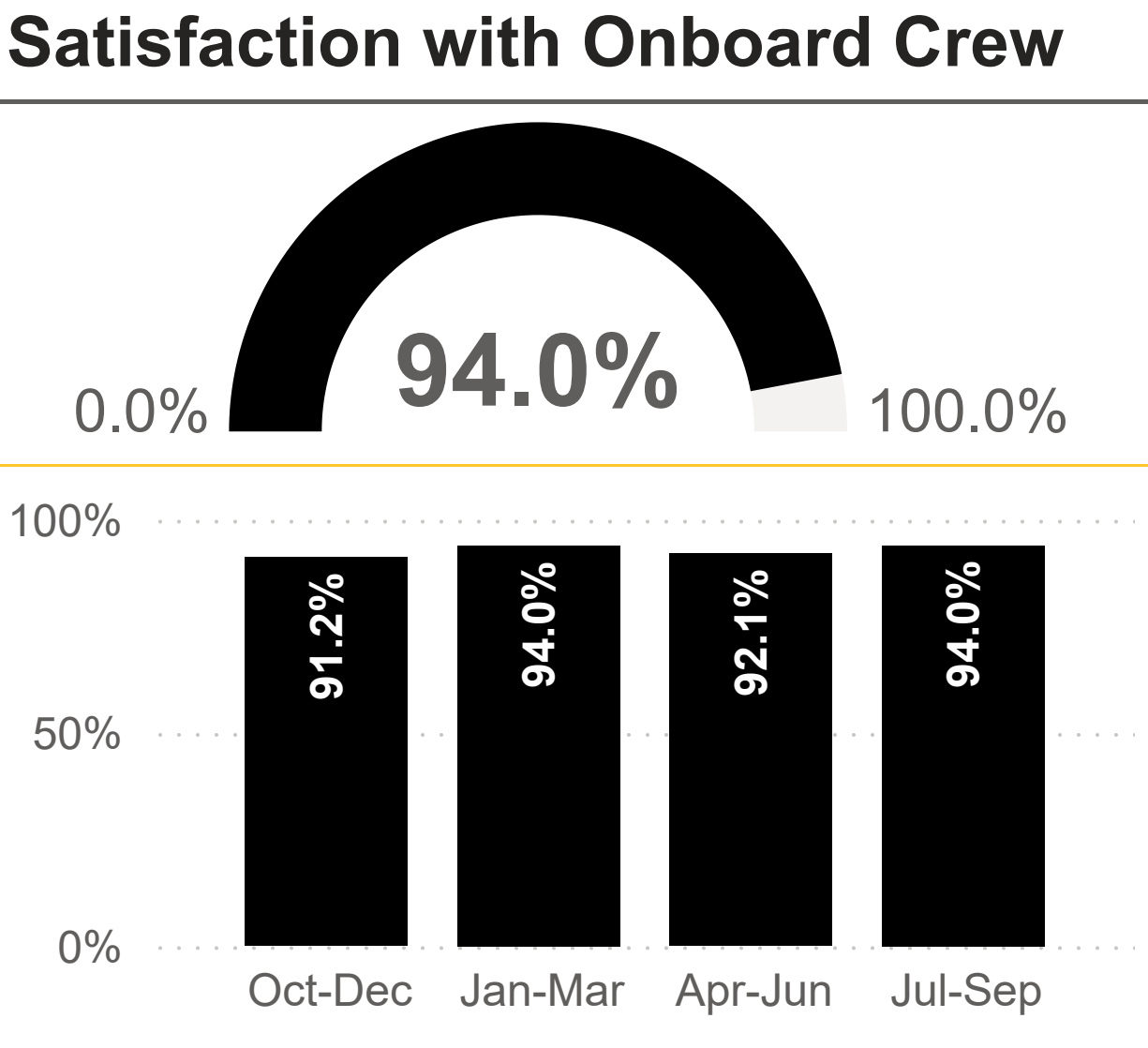
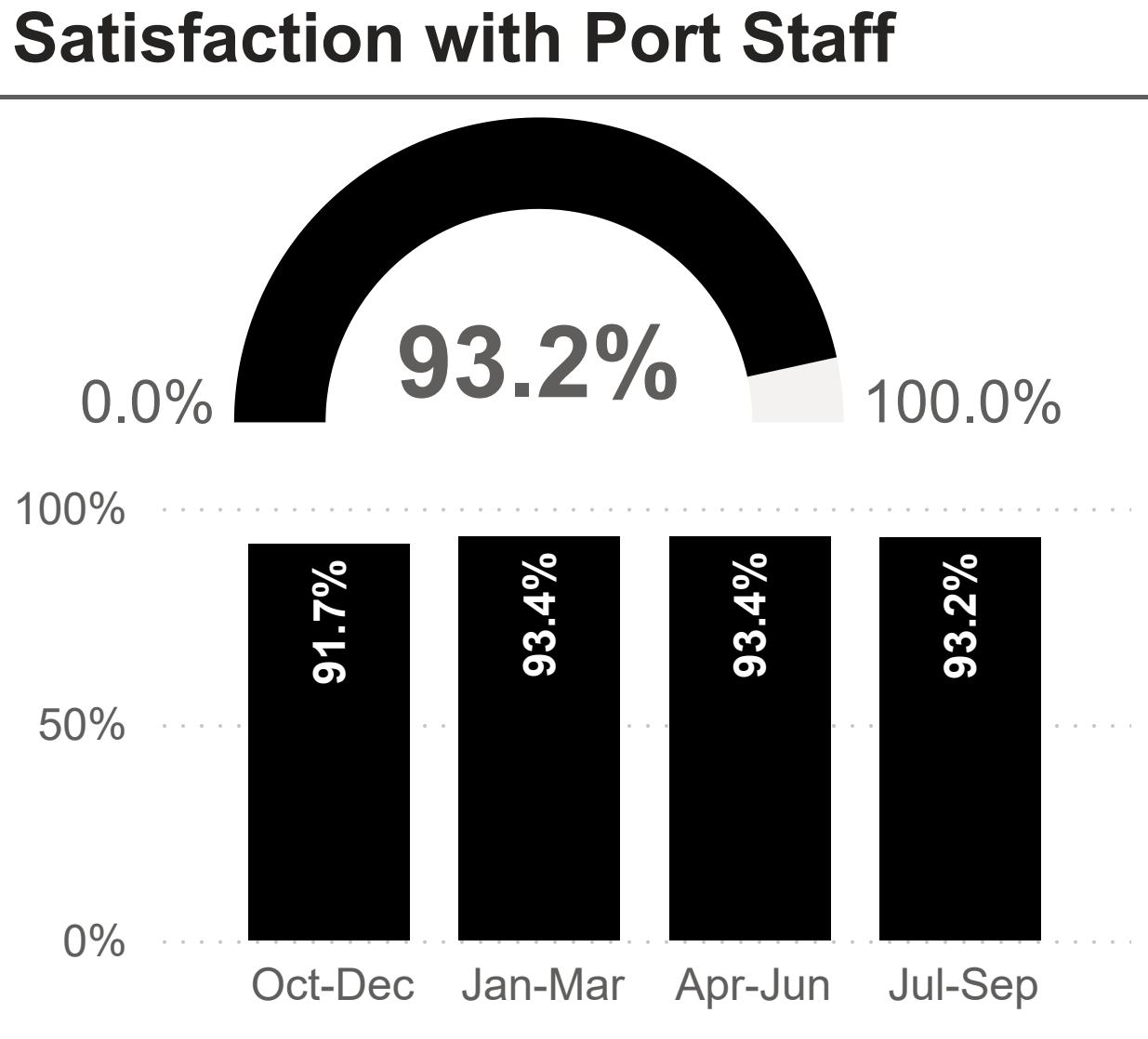
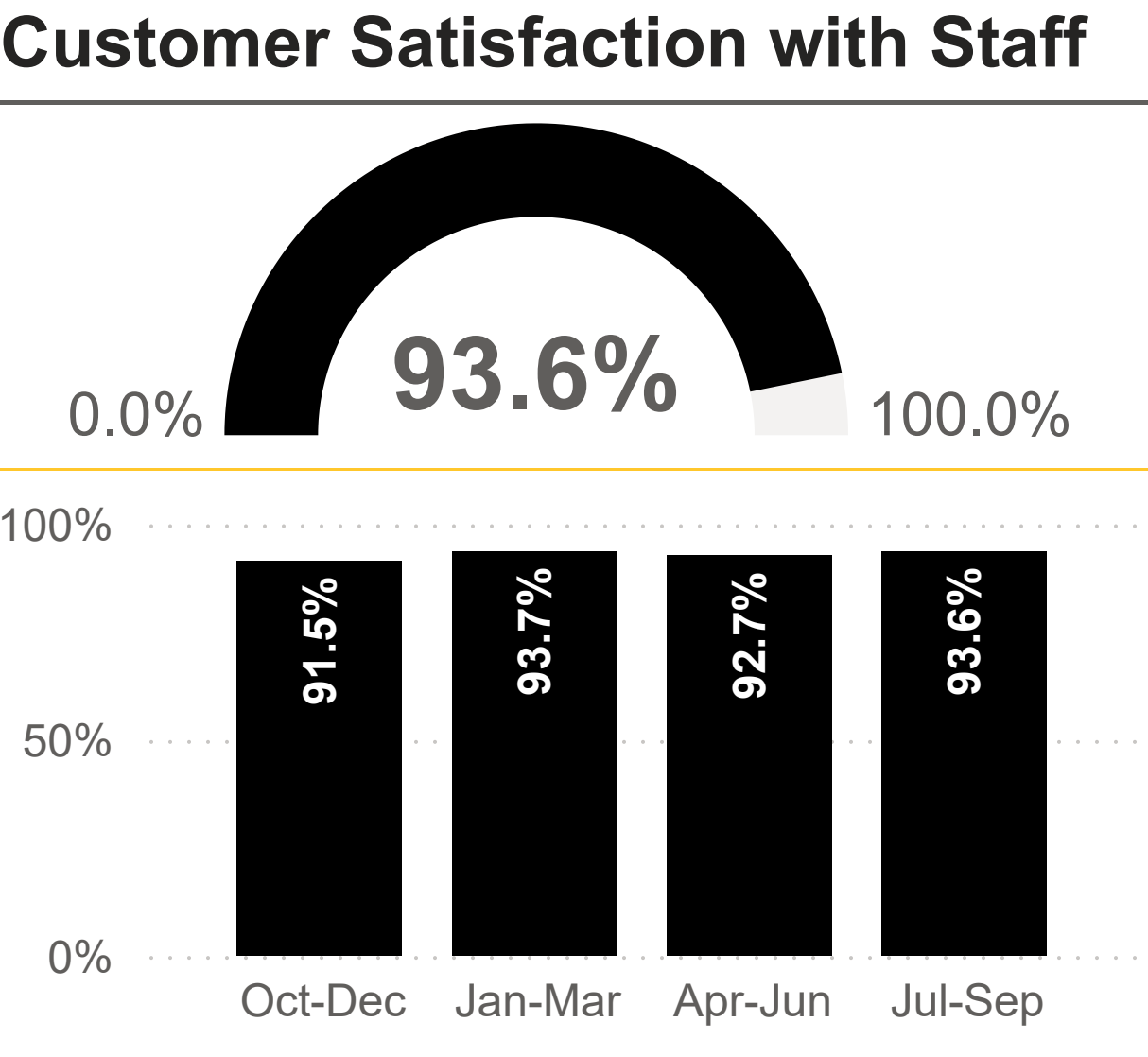
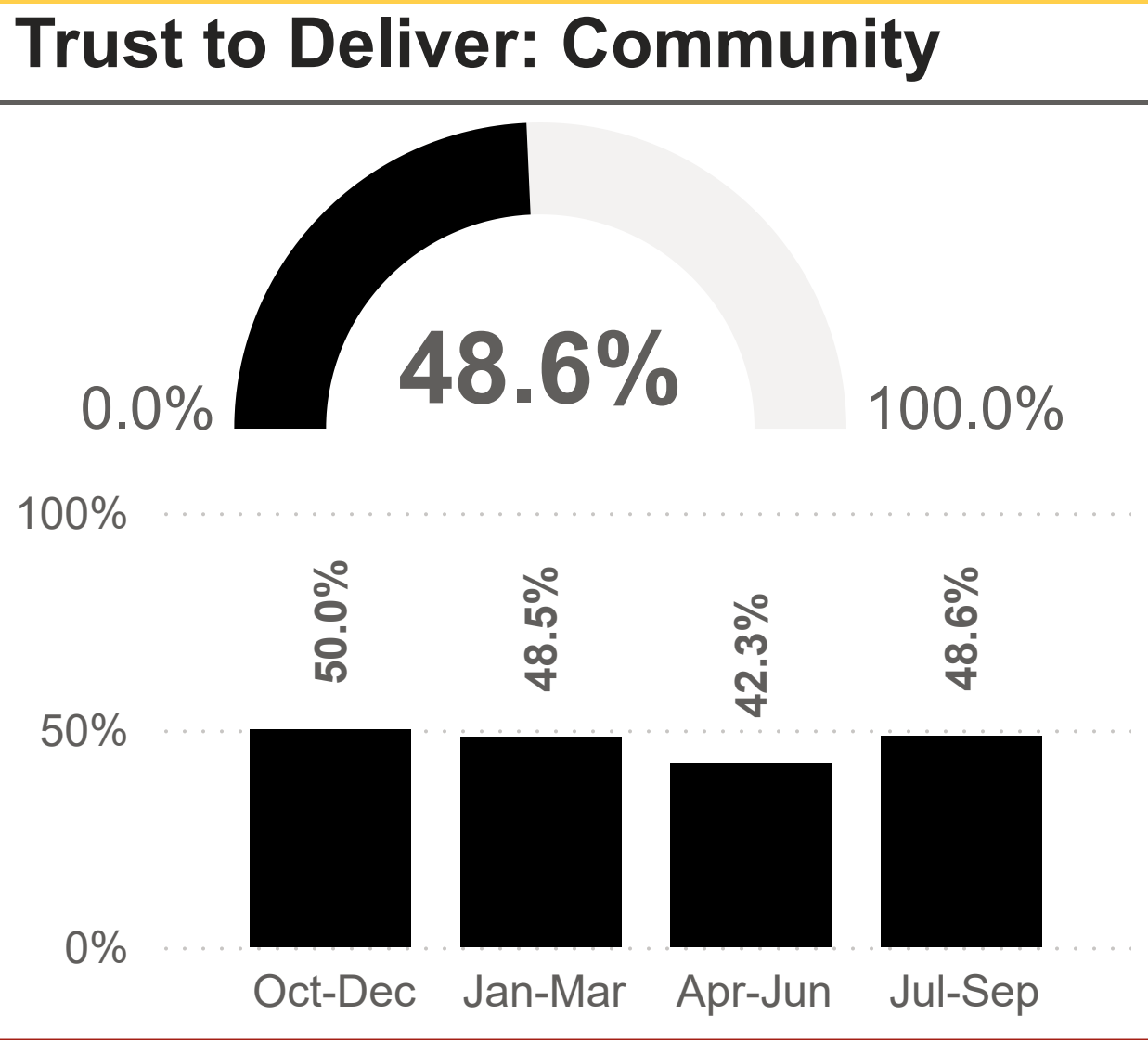
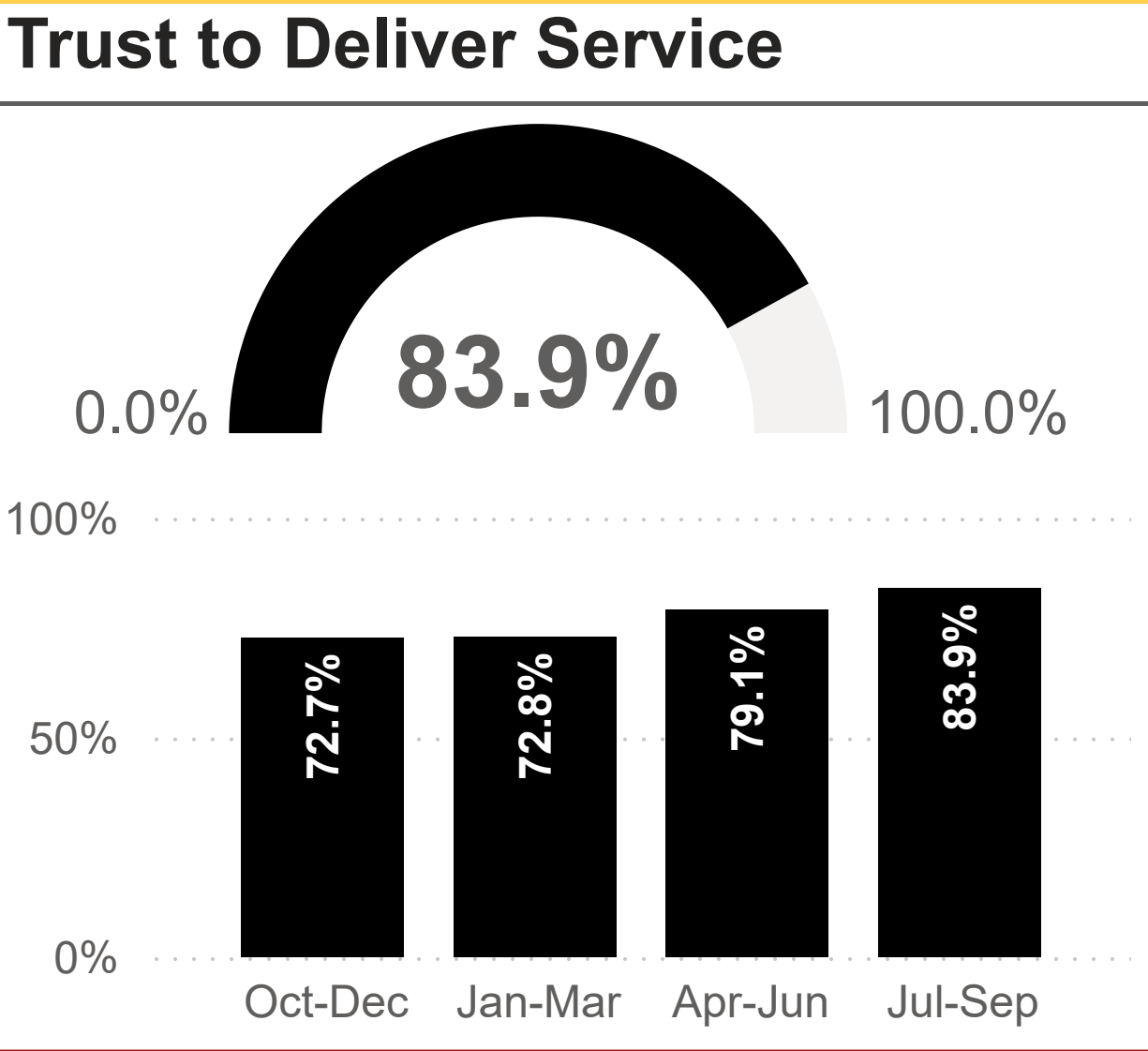
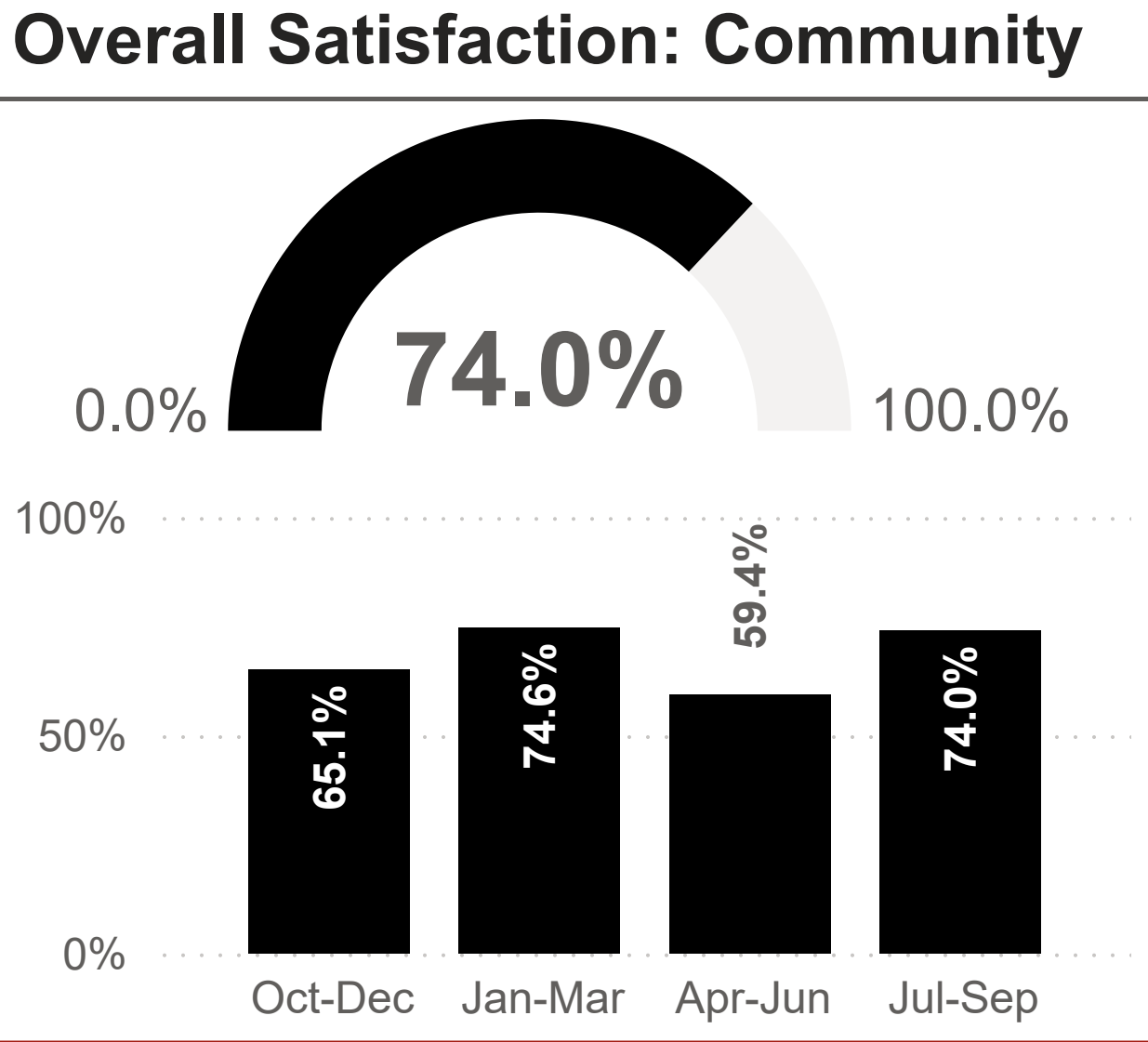
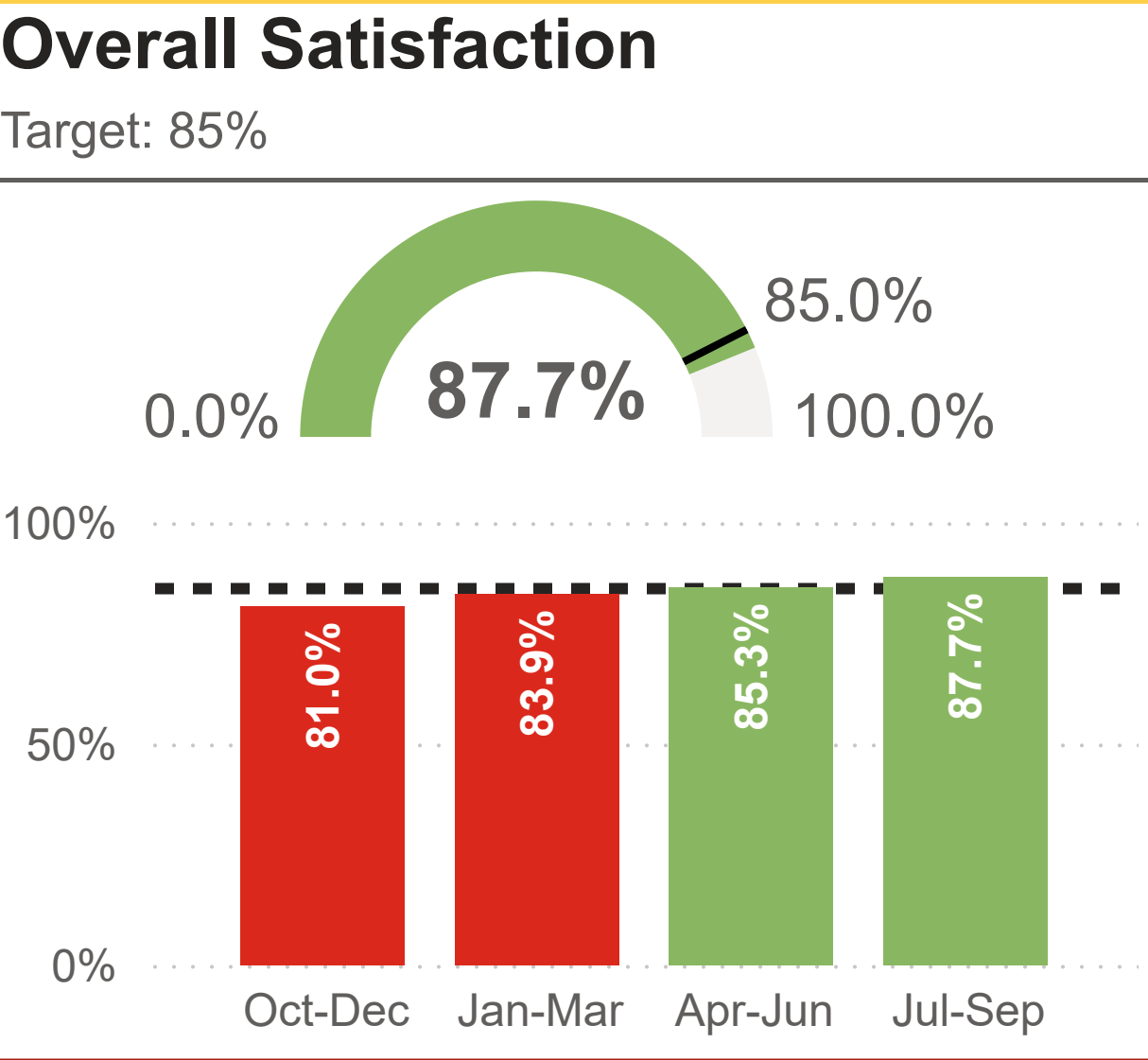
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.



Our Performance in September 2025
Customer Feedback Metrics
Argyll



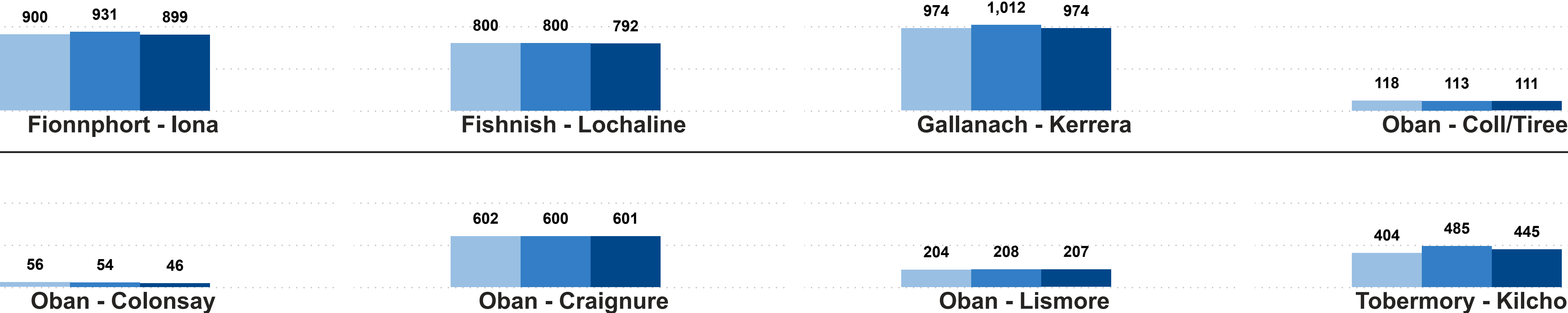
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.
Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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





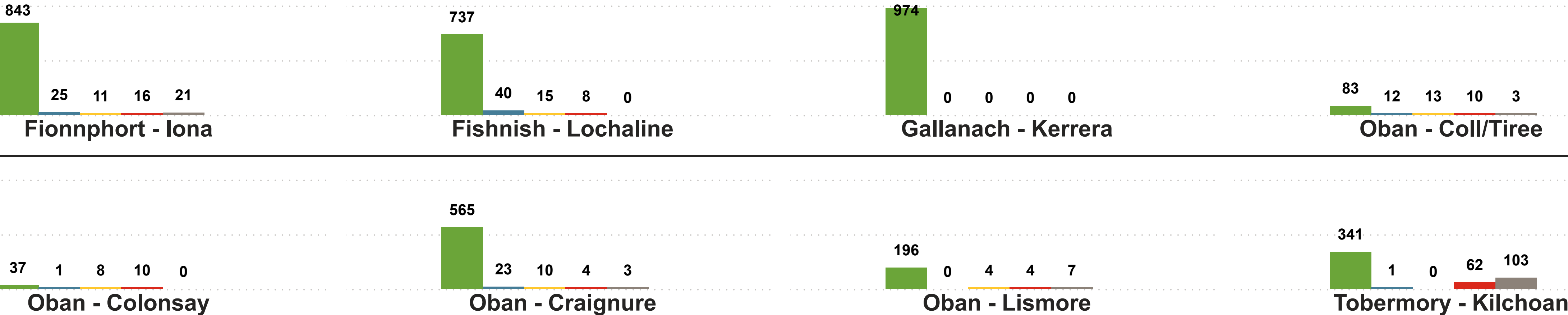
Sailings Timetabled, Amended & Actual

● Timetabled ● Amended ● Actual



Punctuality & Reliability

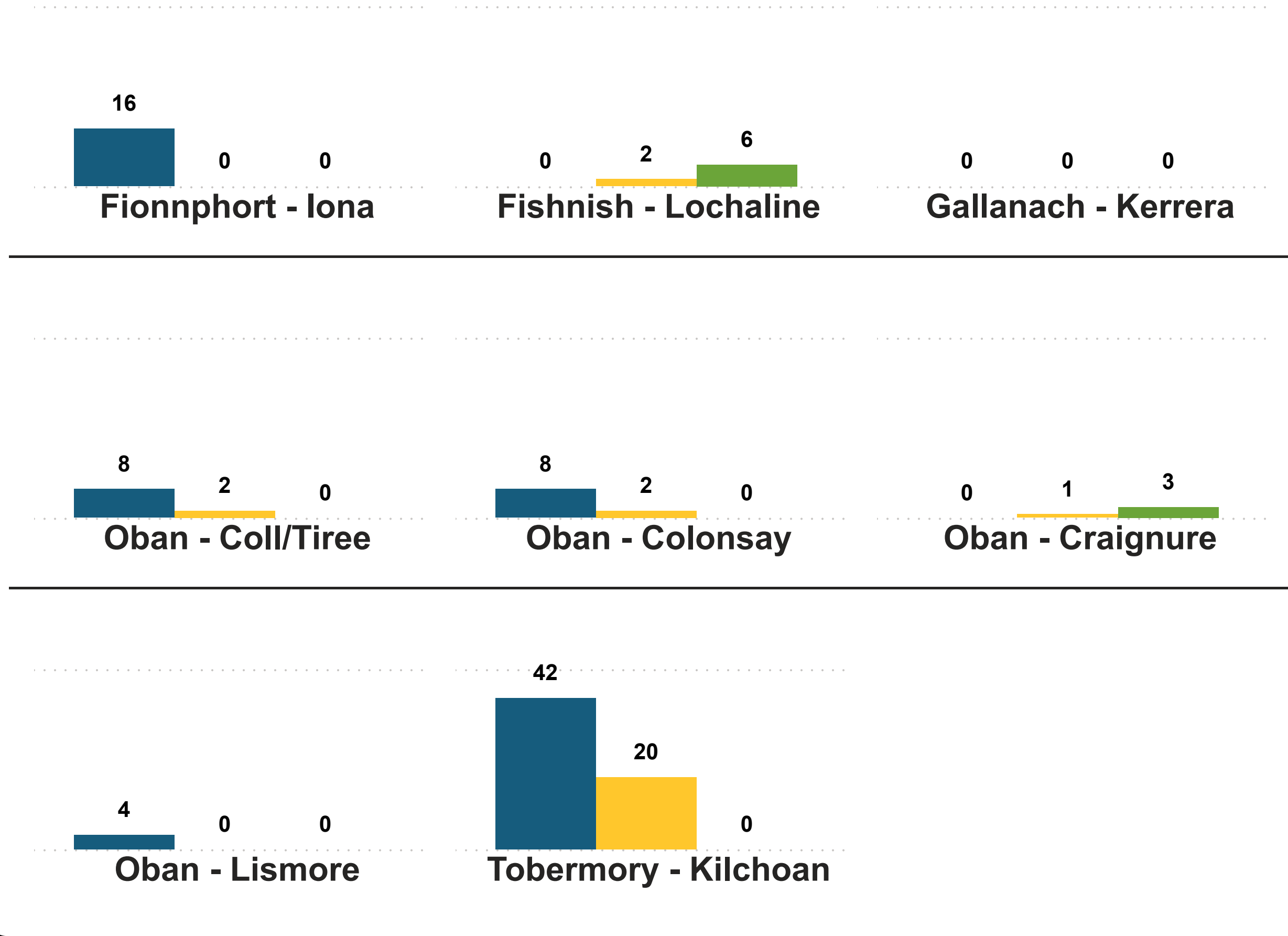
● On Time ● Level 1 Lateness ● Level 2 Lateness ● Cancelled ● Additional





Cancelled Sailings (By Reason)

Weather Technical Other



Missed Train Connections

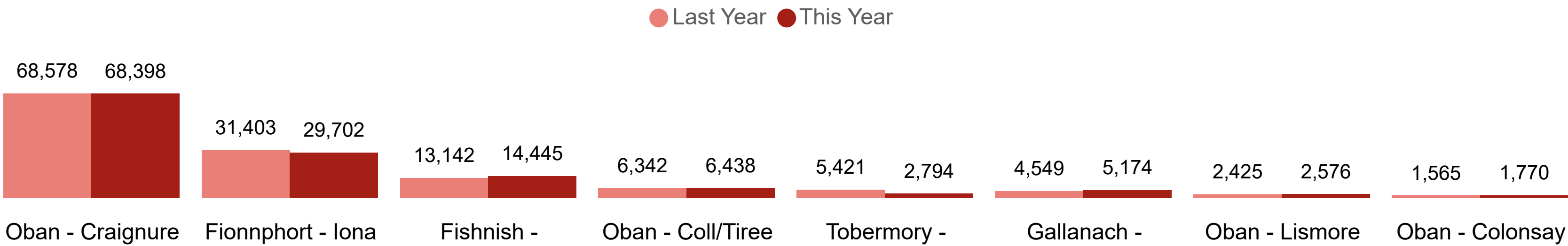
0

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

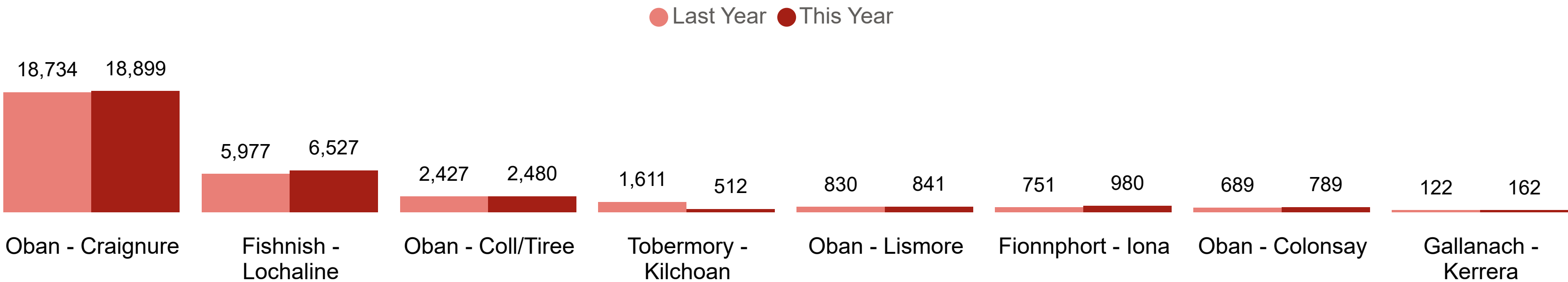
"Other" refers to any cancellations not resulting from weather and technical disruption. This includes cancellations due to reasons such as bunkering issues, berth unavailability etc.

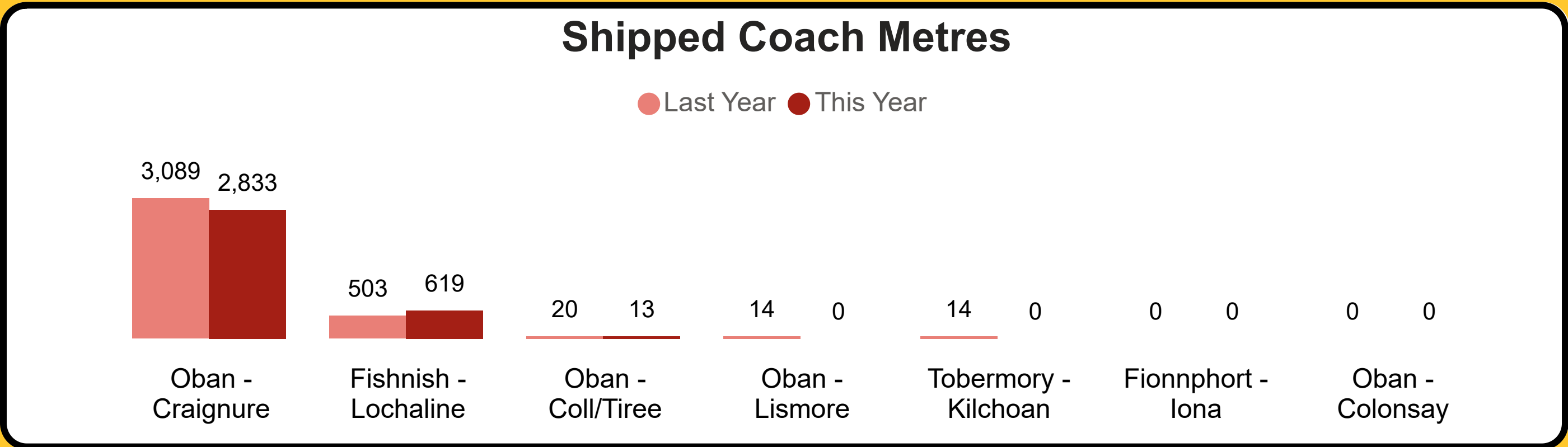
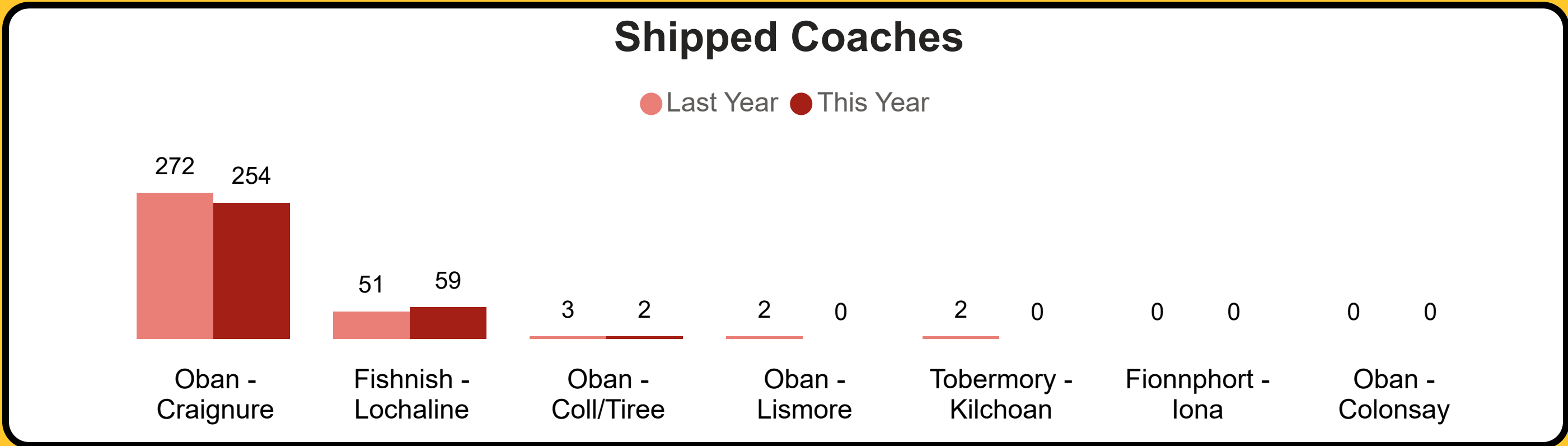


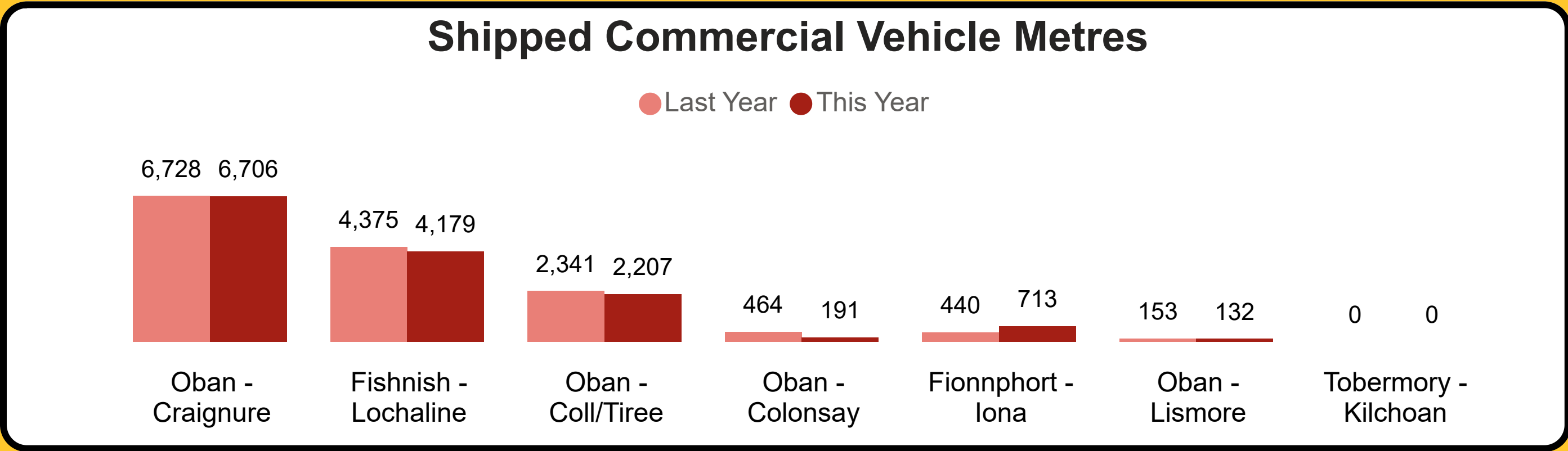
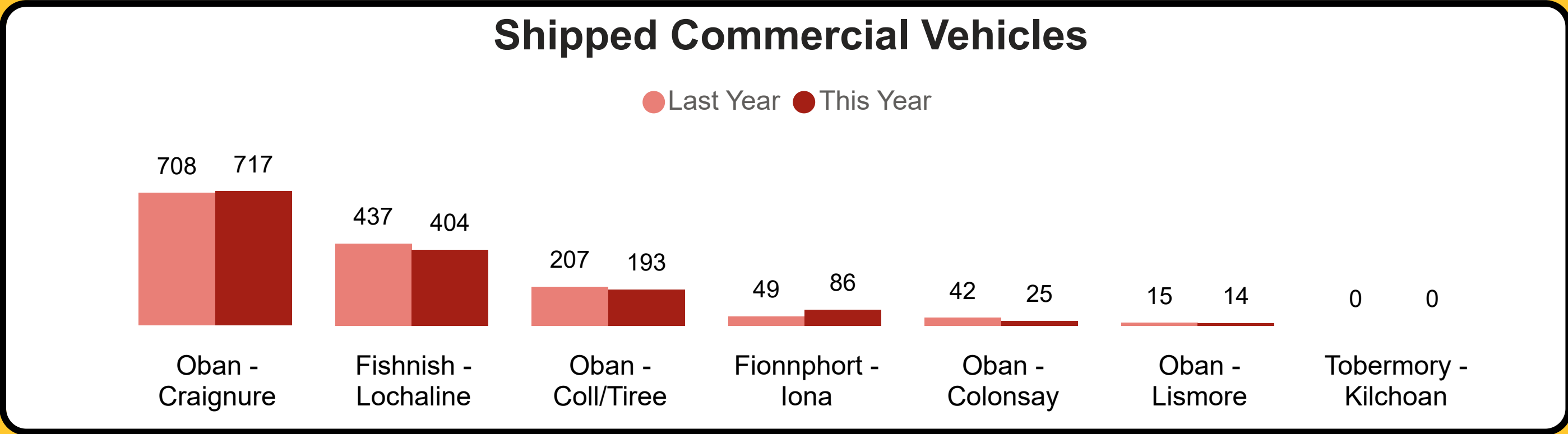
Shipped Passengers



Shipped Cars



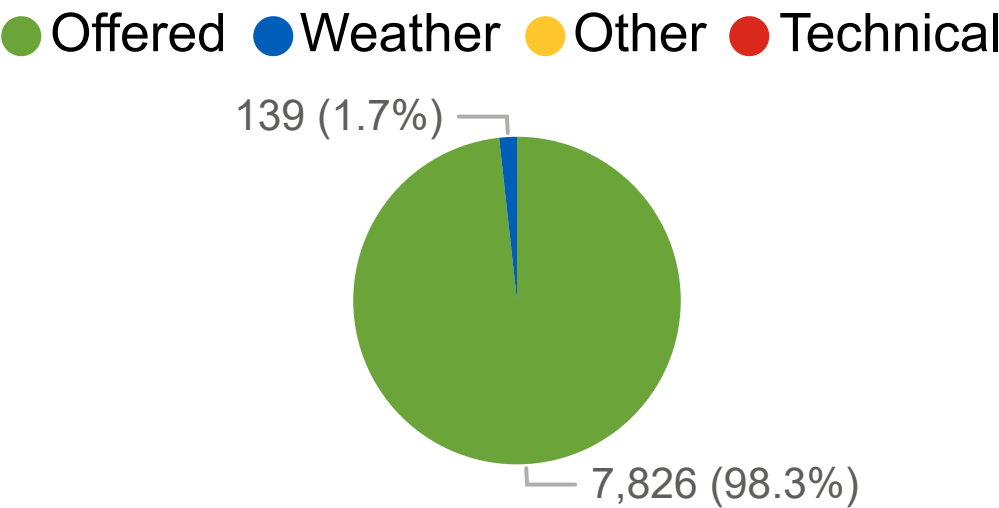




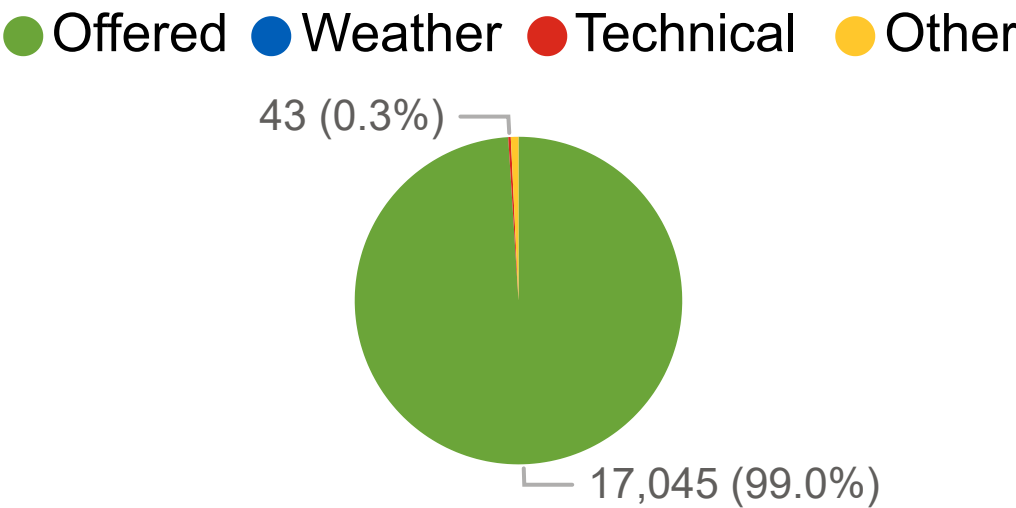


• 1 Car Equivalent Space is equal to 4.6 General Lane Metres
• Below visuals represent car equivalent spaces offered vs car equivalent space made unavailable as a result of technical, weather and all other cancellations.

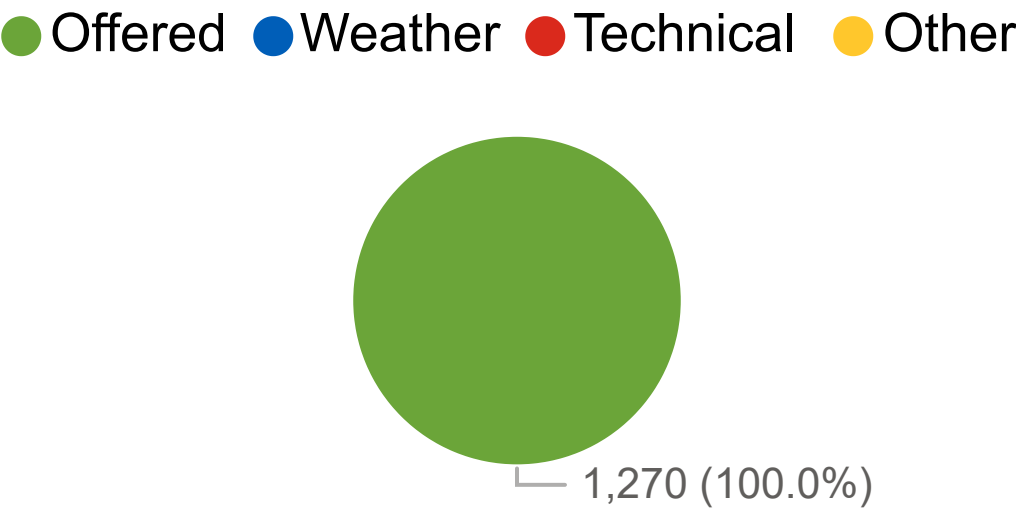
Fionnphort - Iona



Fishnish - Lochaline

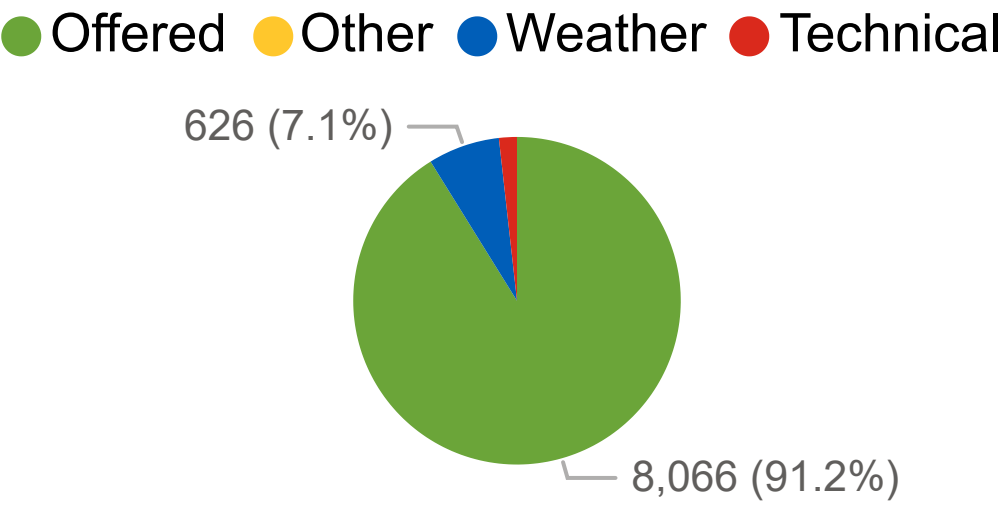


Gallanach - Kerrera

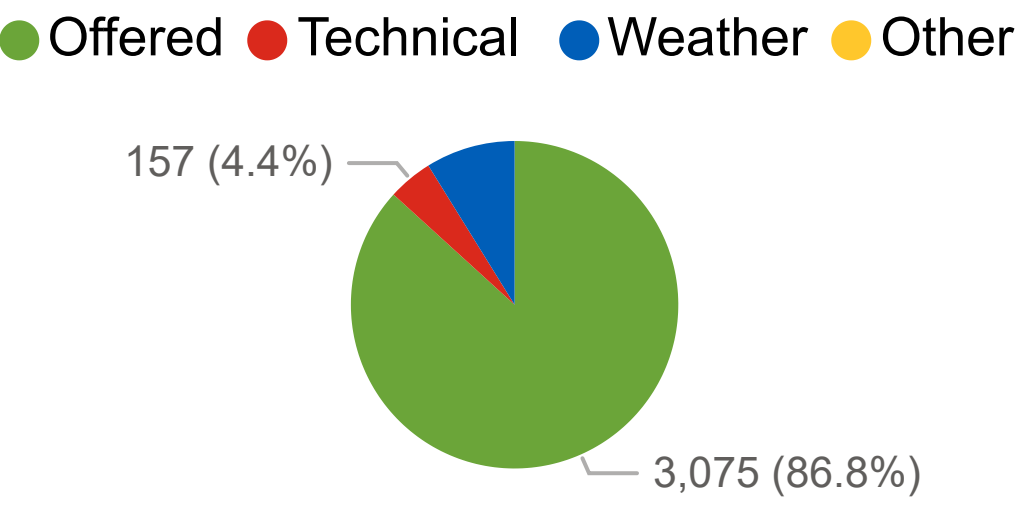


Route	Offered	Weather	Tech	Other
Oban - Craignure	28,181		28	189
Fishnish - Lochaline	17,045		43	129
Oban - Coll/Tiree	8,066	626	157	
Fionnphort - Iona	7,826	139		
Oban - Colonsay	3,075	313	157	
Oban - Lismore	1,807	37		
Gallanach - Kerrera	1,270			
Tobermory - Kilchoan	1,043	438	209	

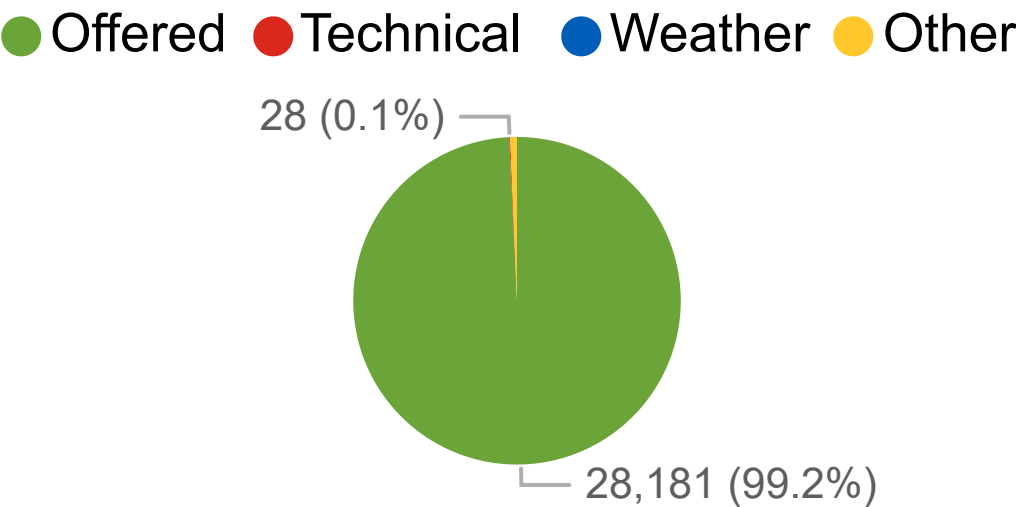
Oban - Coll/Tiree



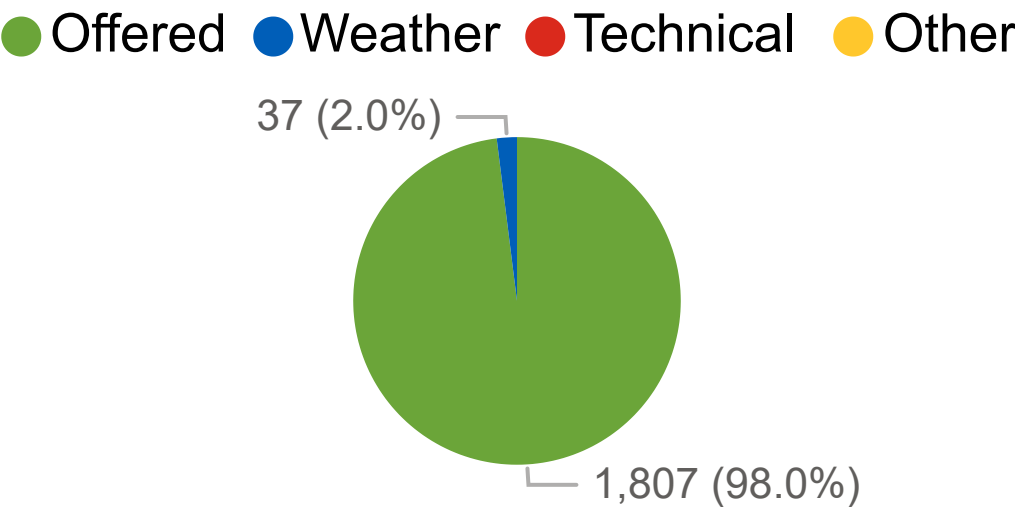
Oban - Colonsay



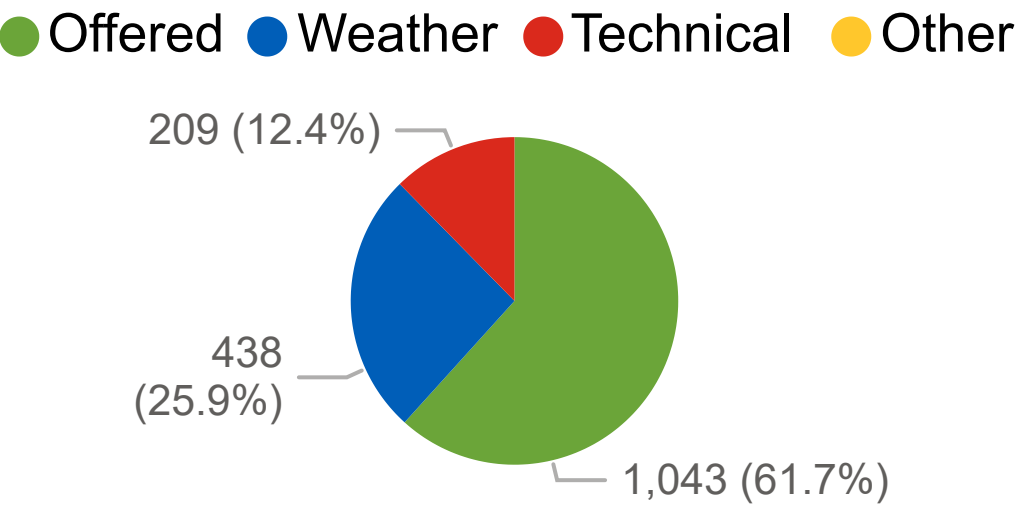
Oban - Craignure



Oban - Lismore

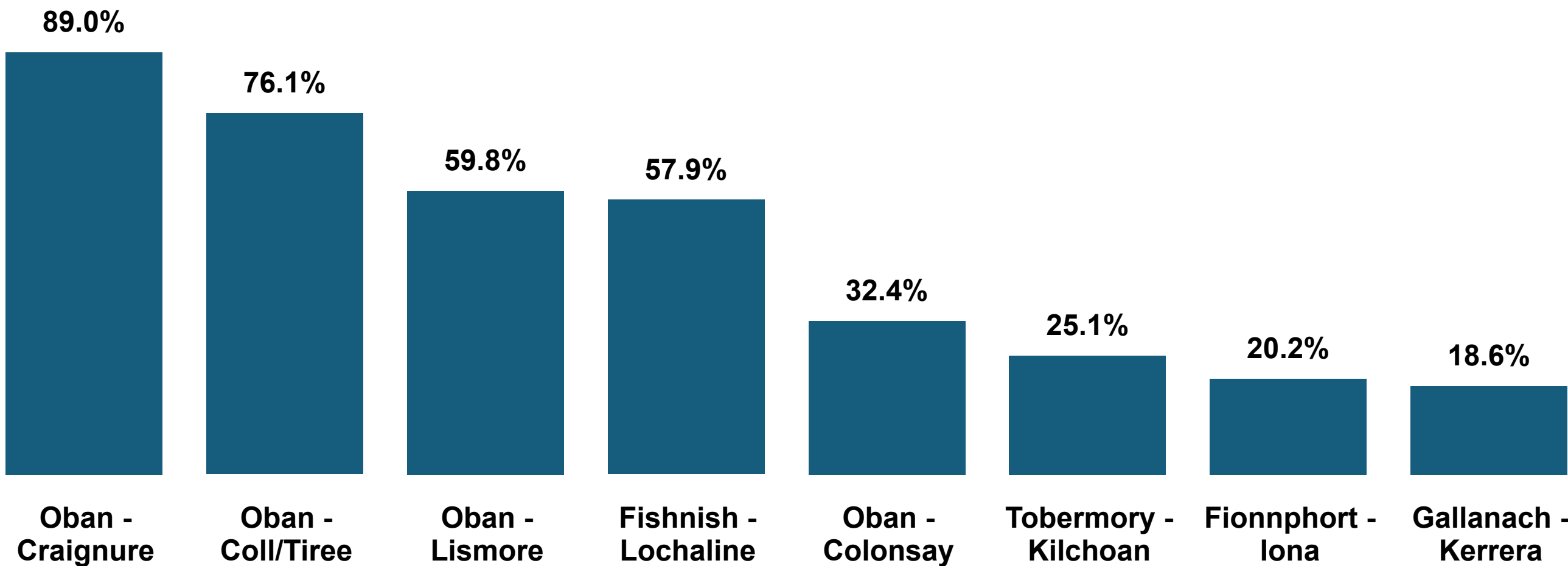


Tobermory - Kilchoan





Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Oban - Craignure	129.6K	115.3K	25,075	89.0%
Oban - Coll/Tiree	37.1K	28.2K	6,139	76.1%
Oban - Lismore	8.3K	5.0K	1,080	59.8%
Fishnish - Lochaline	78.4K	45.4K	9,869	57.9%
Oban - Colonsay	14.1K	4.6K	995	32.4%
Tobermory - Kilchoan	4.8K	1.2K	262	25.1%
Fionnphort - Iona	36.0K	7.3K	1,580	20.2%
Gallanach - Kerrera	5.8K	1.1K	237	18.6%
Total	314.2K	208.1K	45,236	66.2%

Overall Utilisation of Sailings

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

