

Total Number of
Survey Responses
Last 6 Months

12K

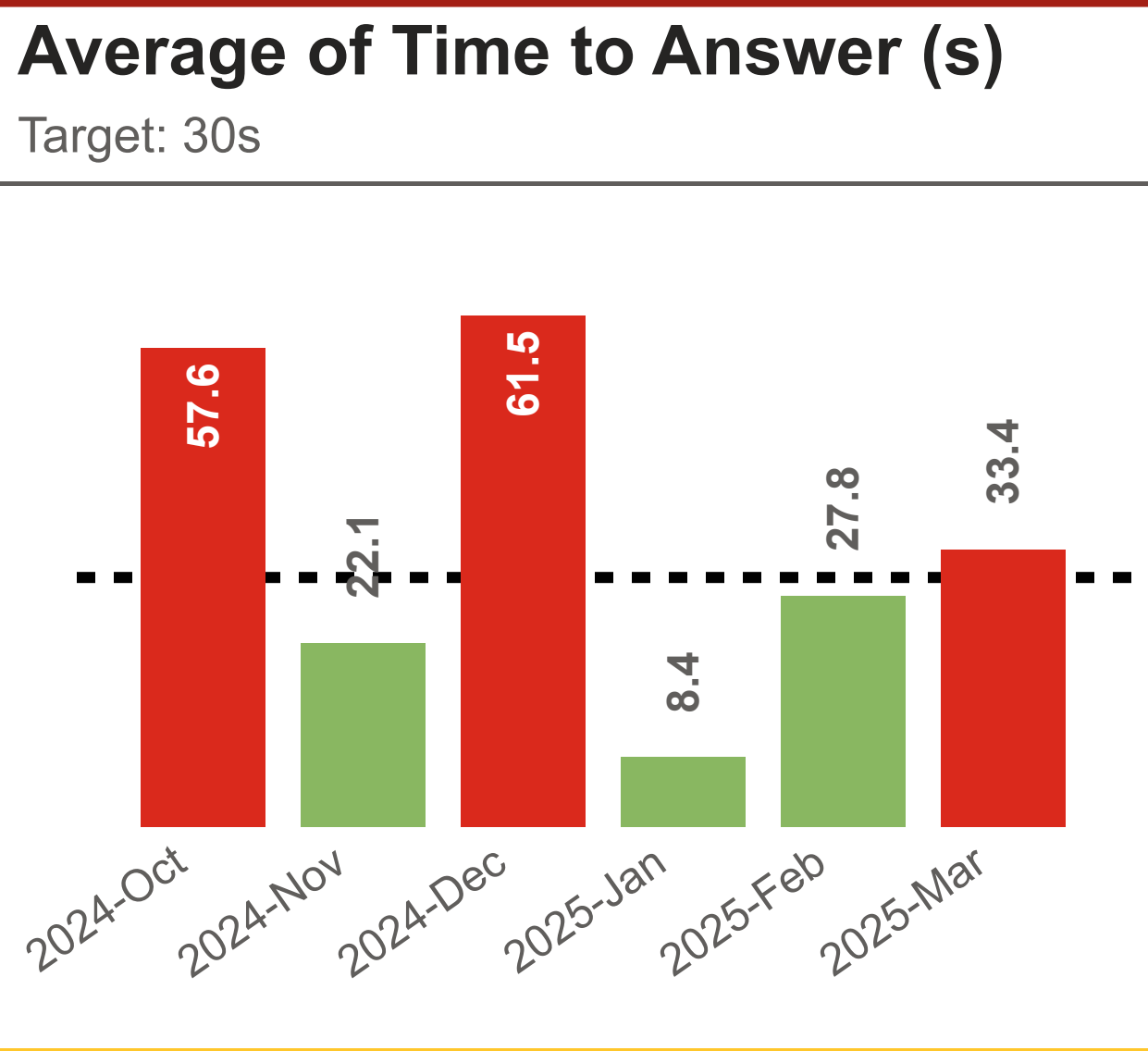
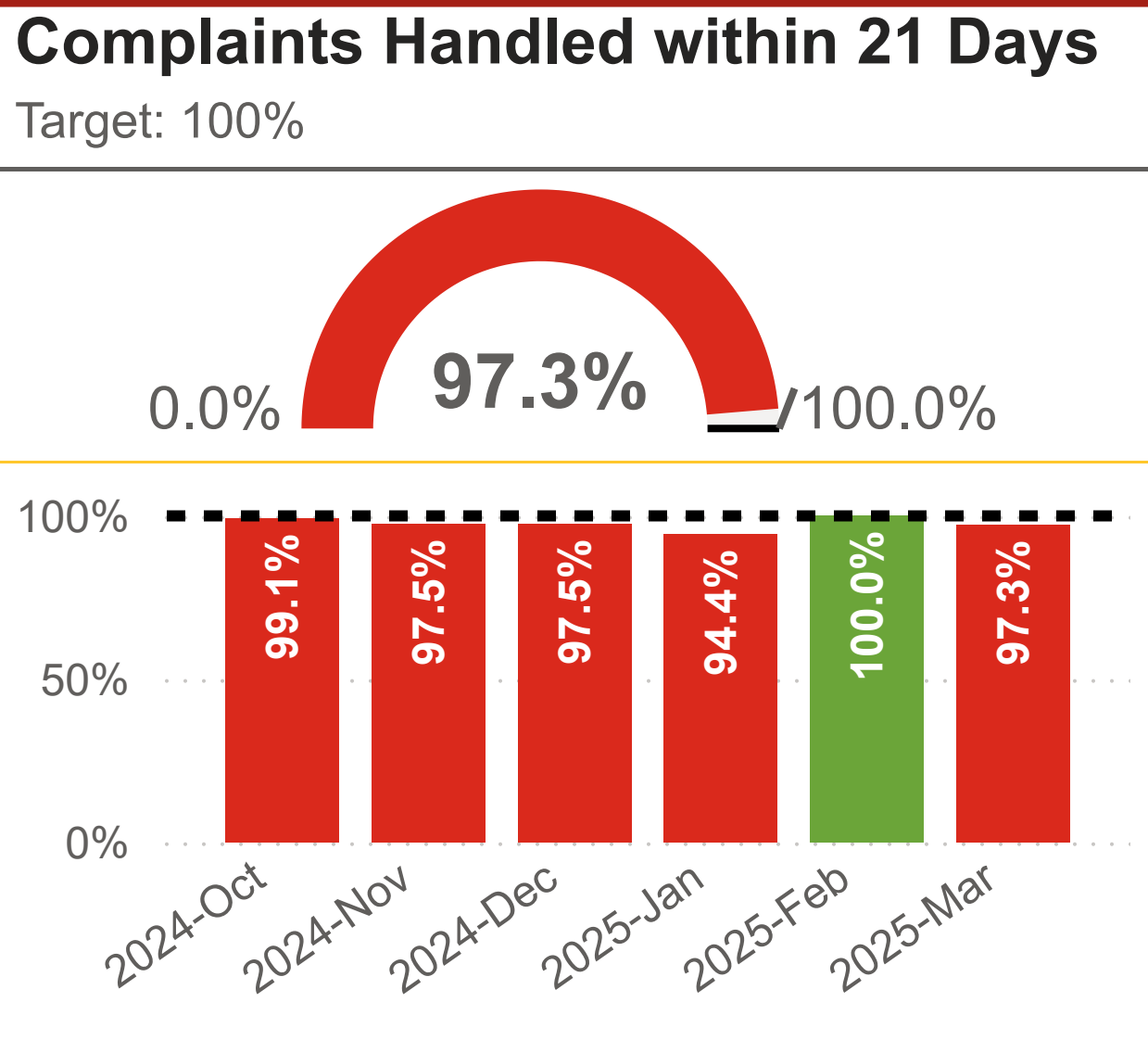
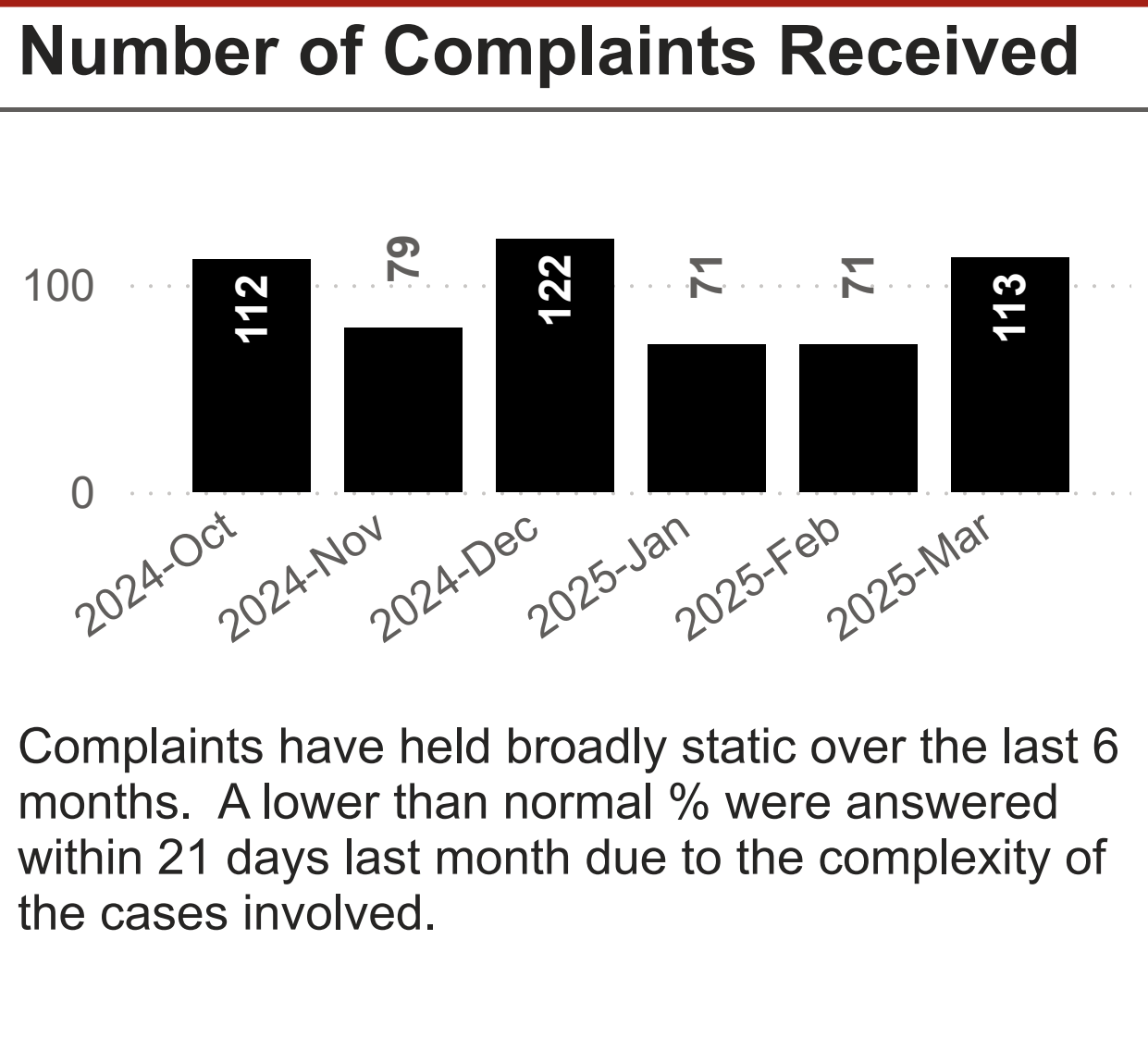
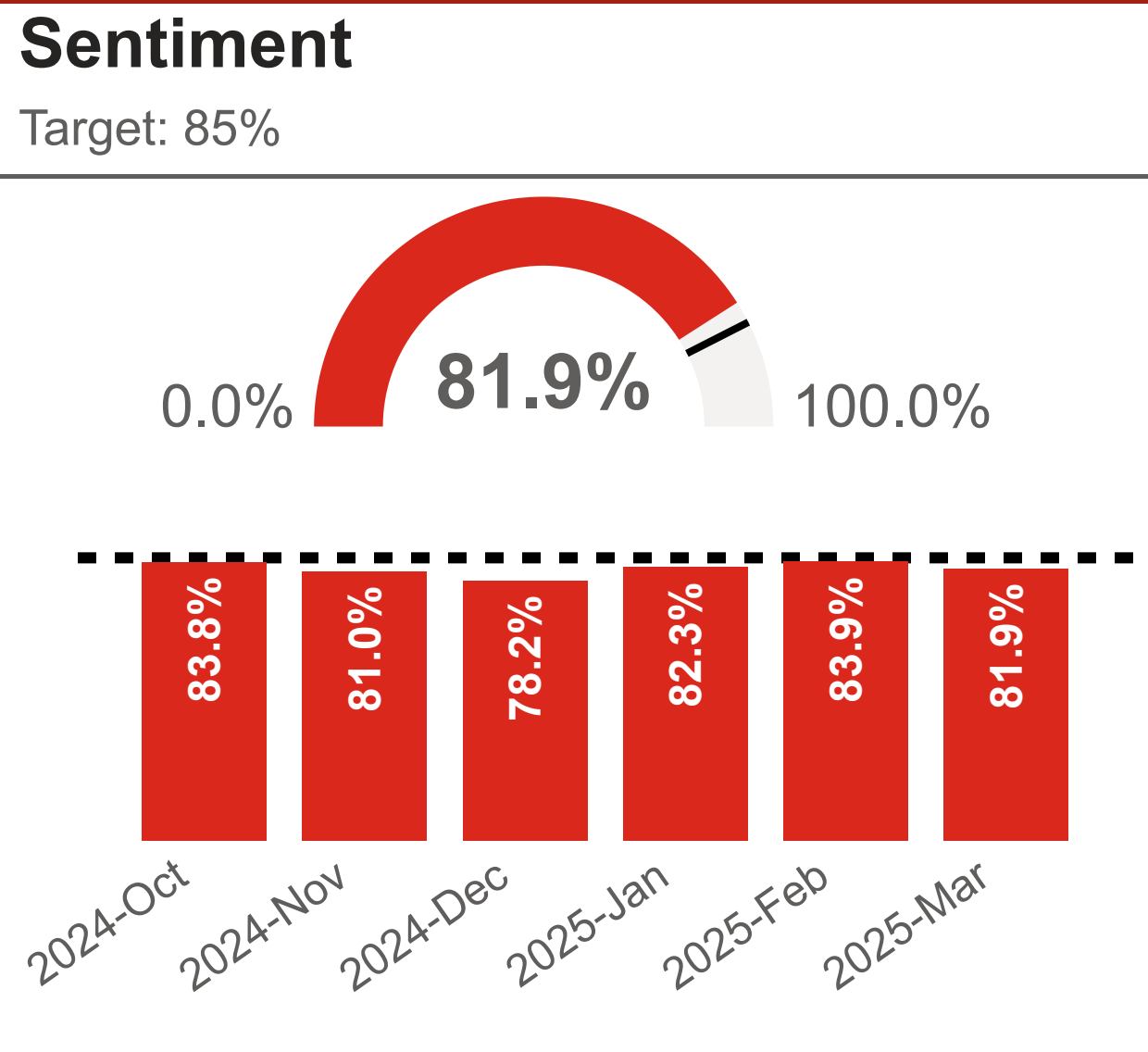
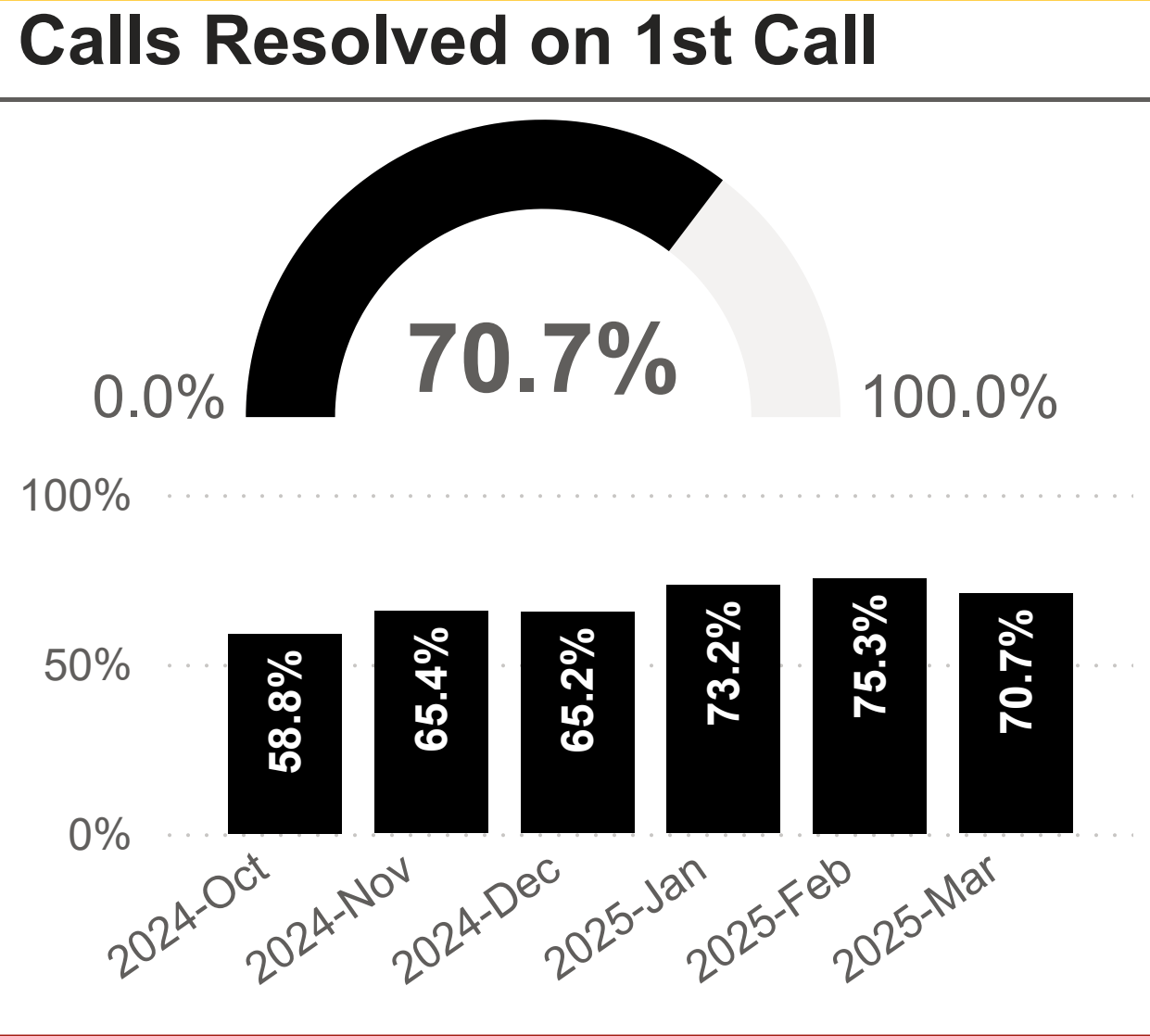
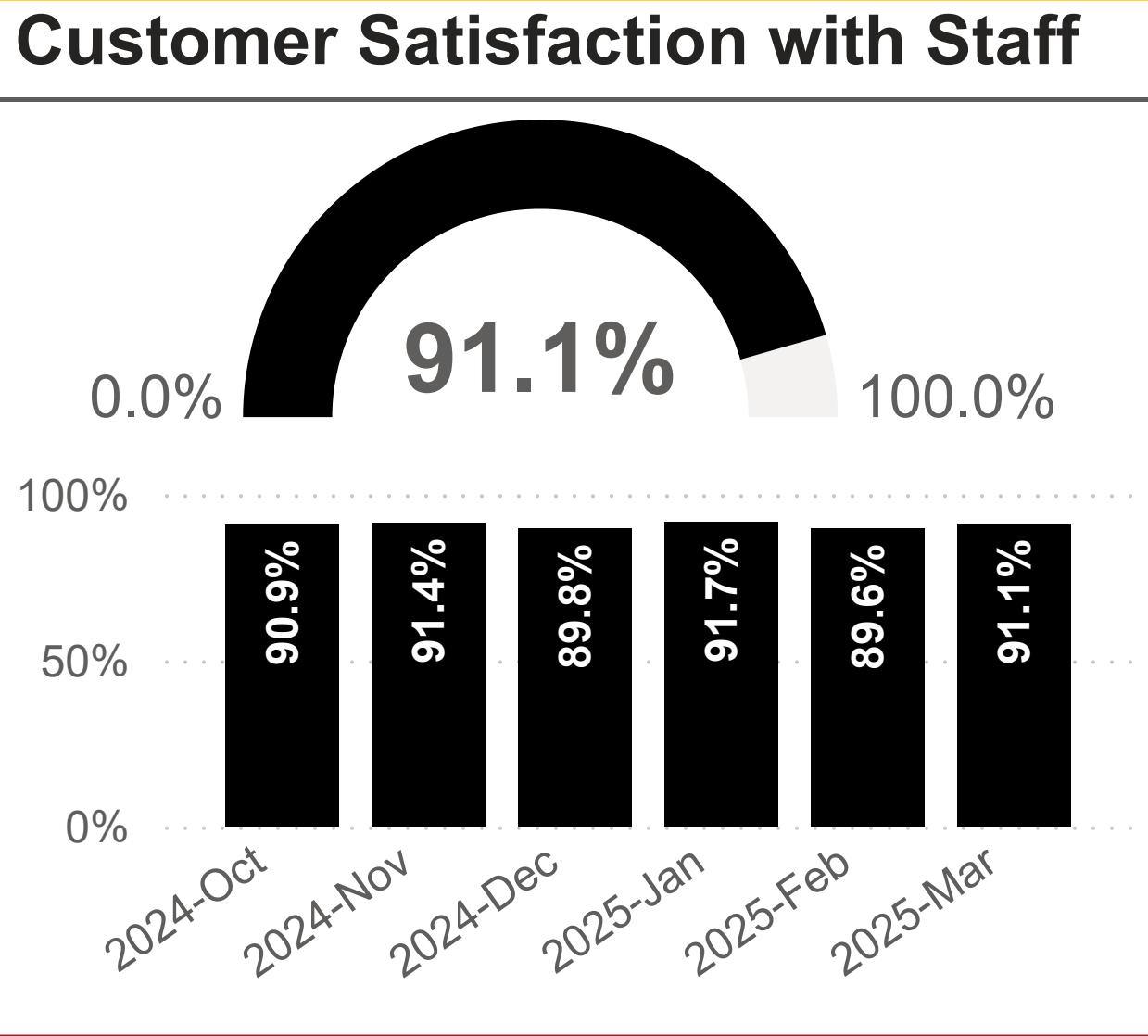
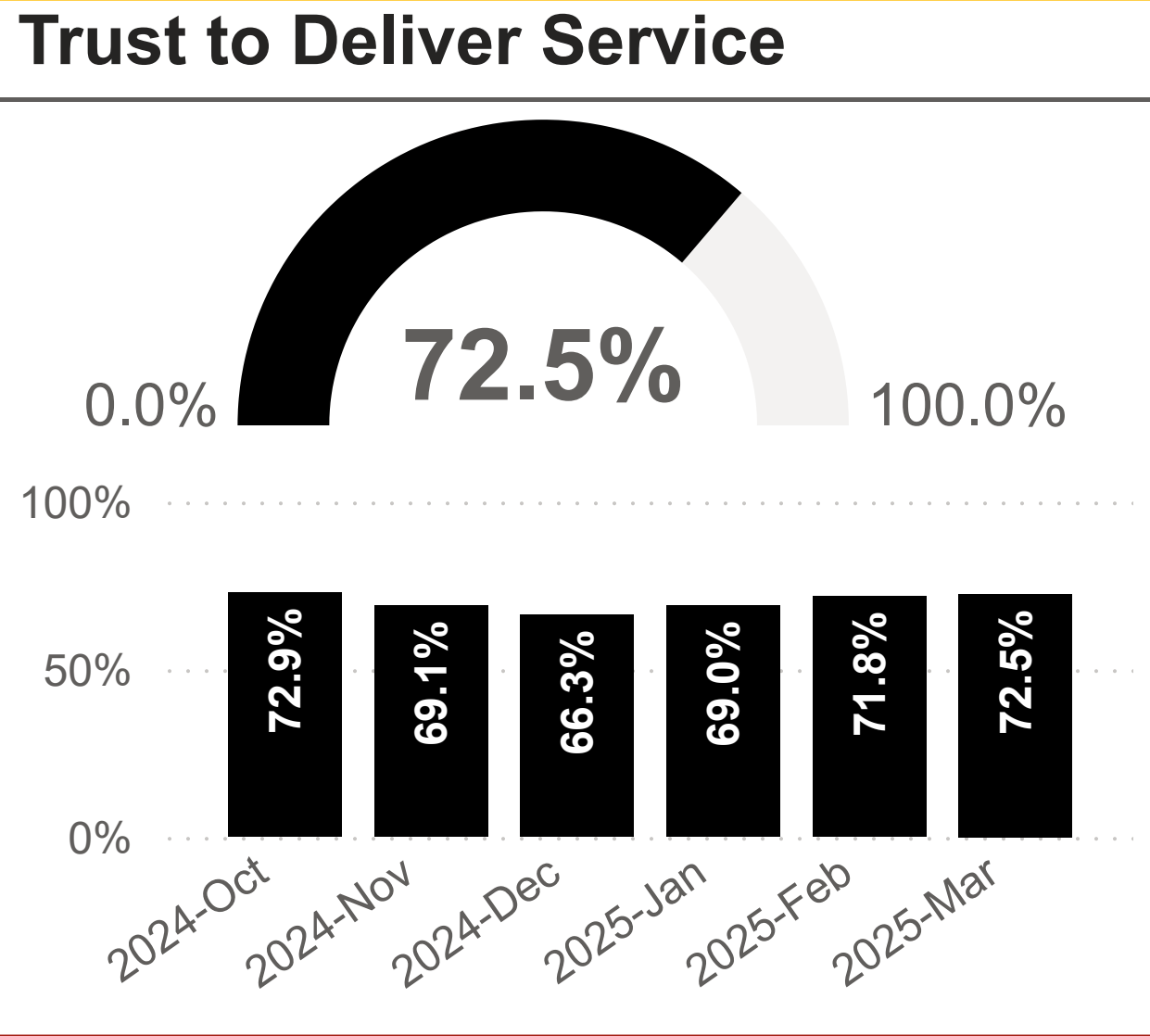
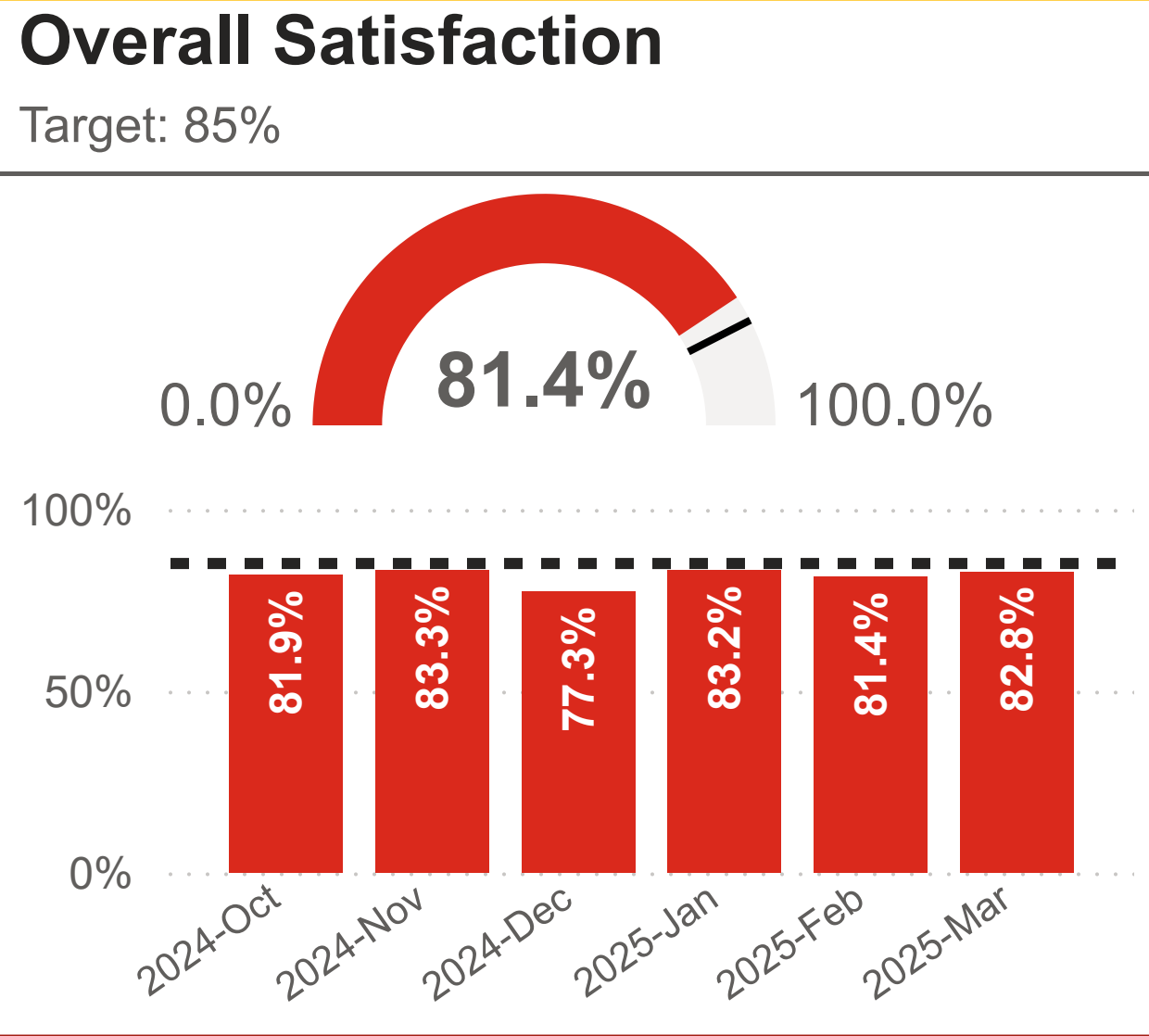
Our Performance in March 2025

Customer Feedback Metrics

Network Wide



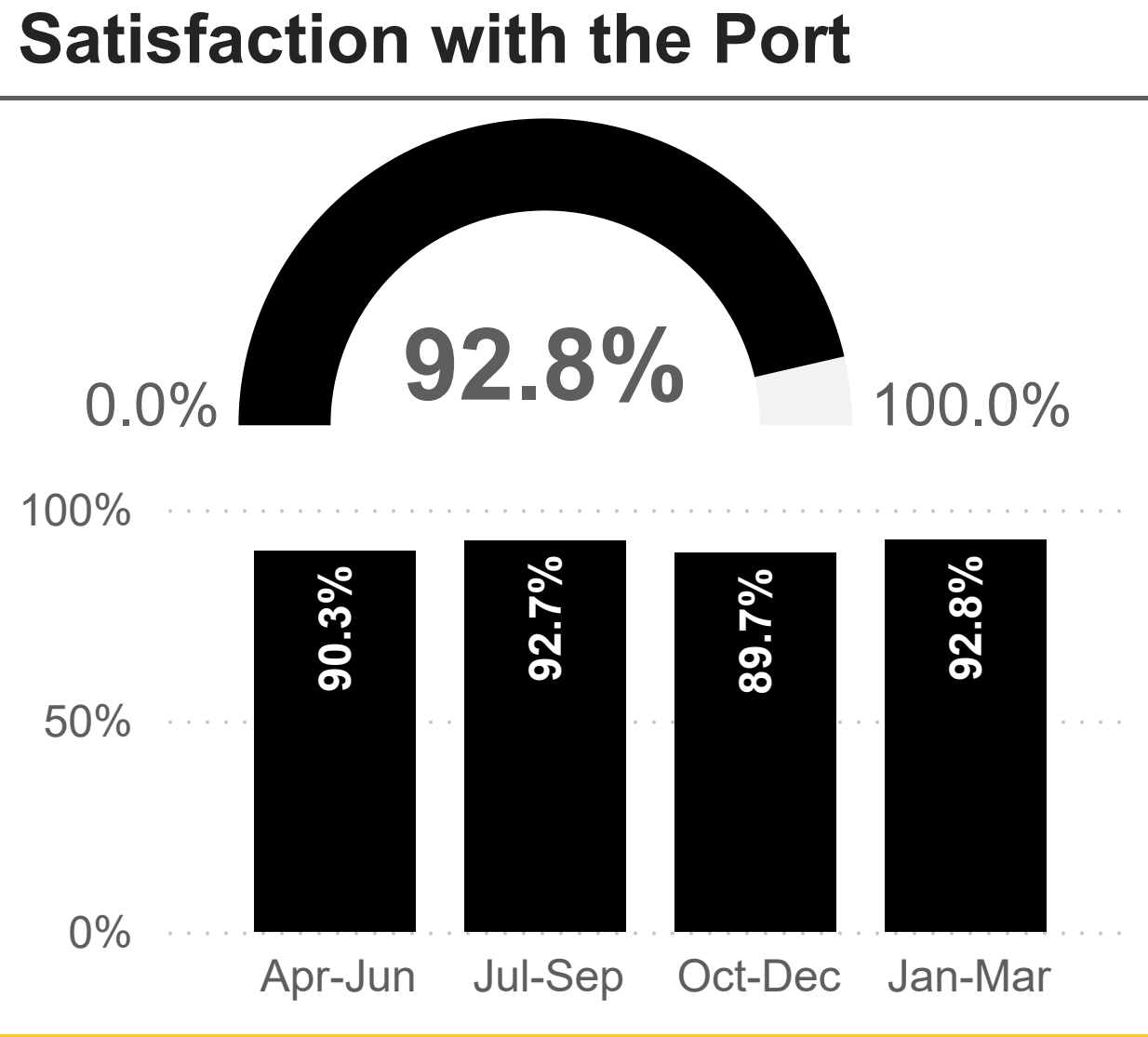
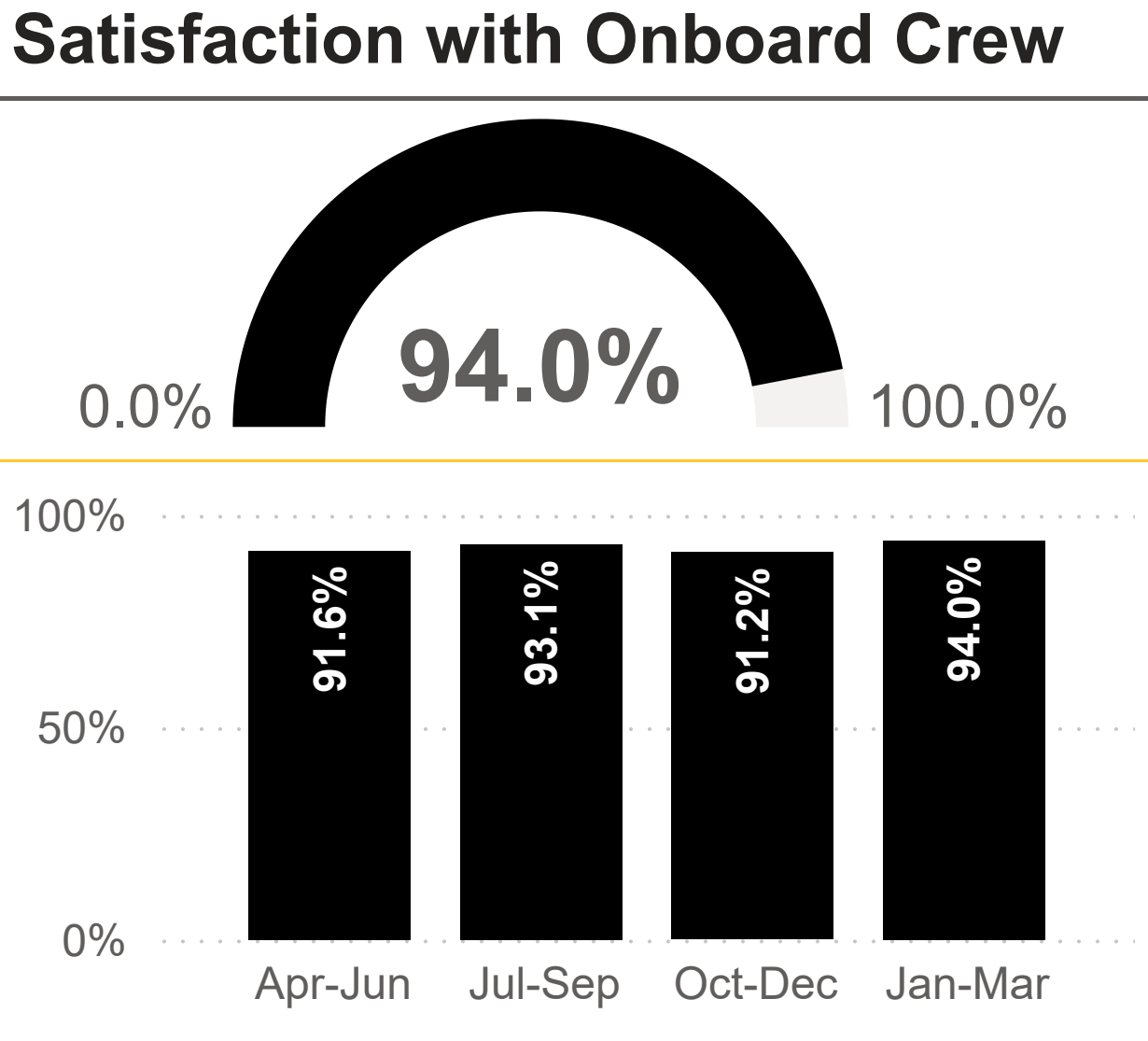
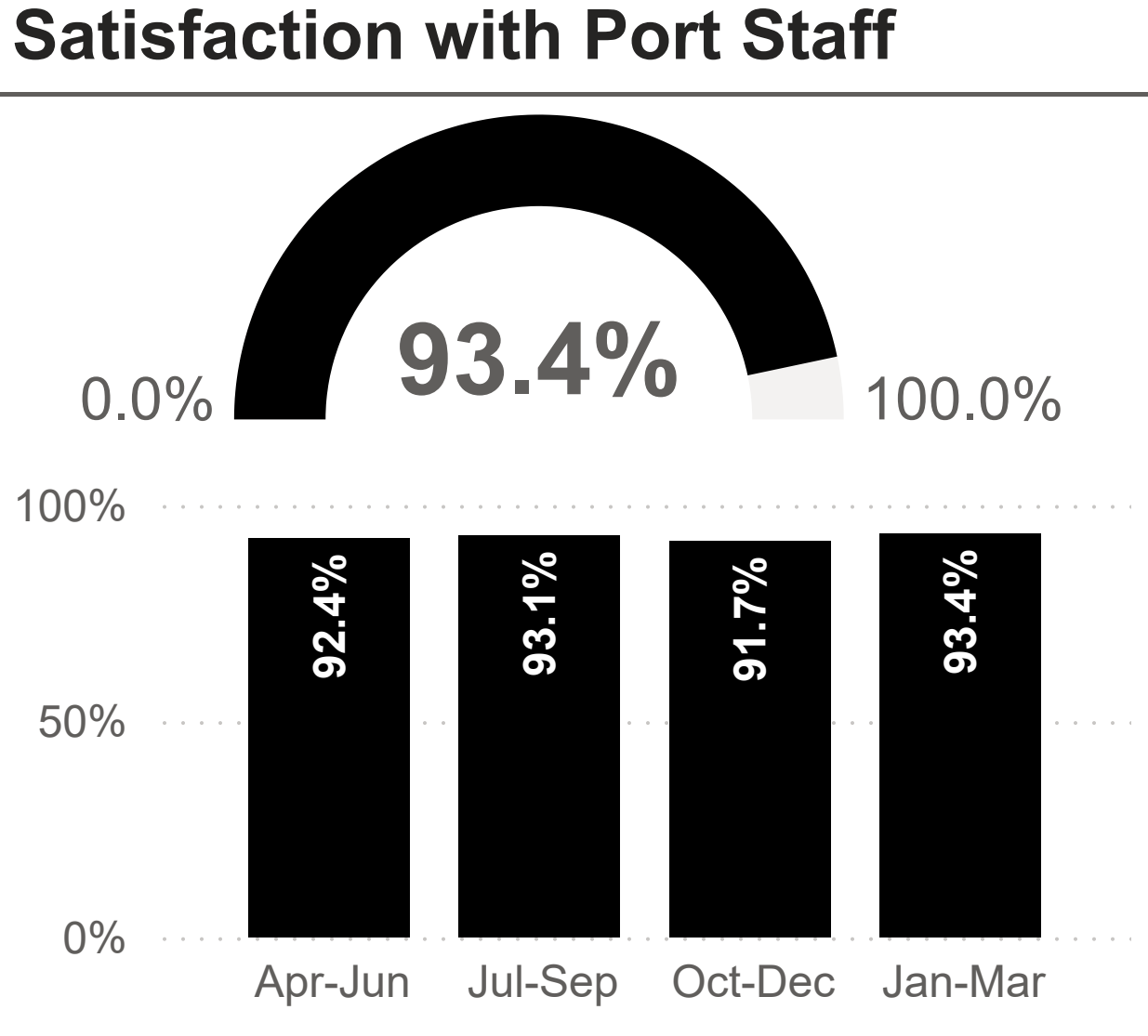
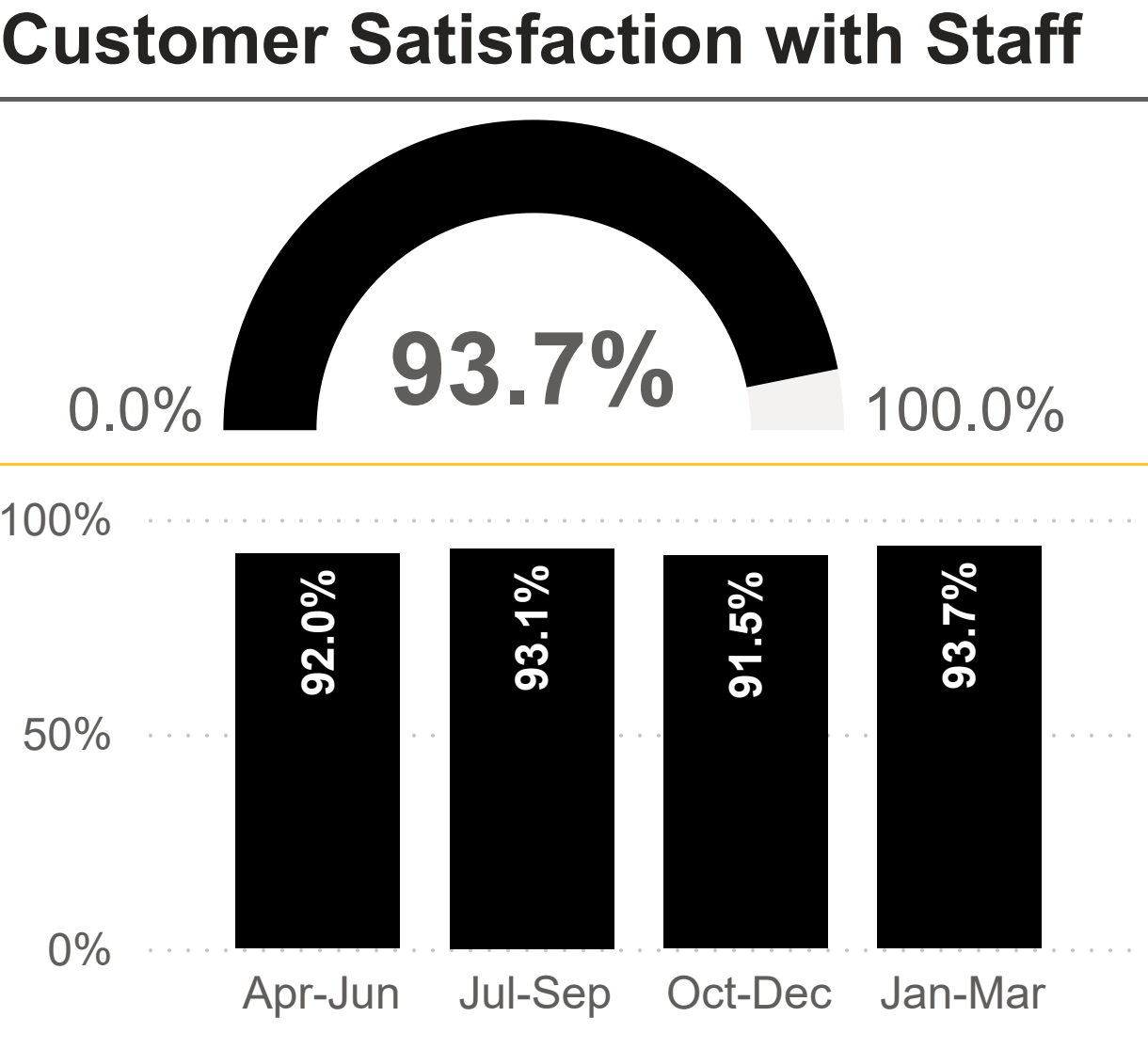
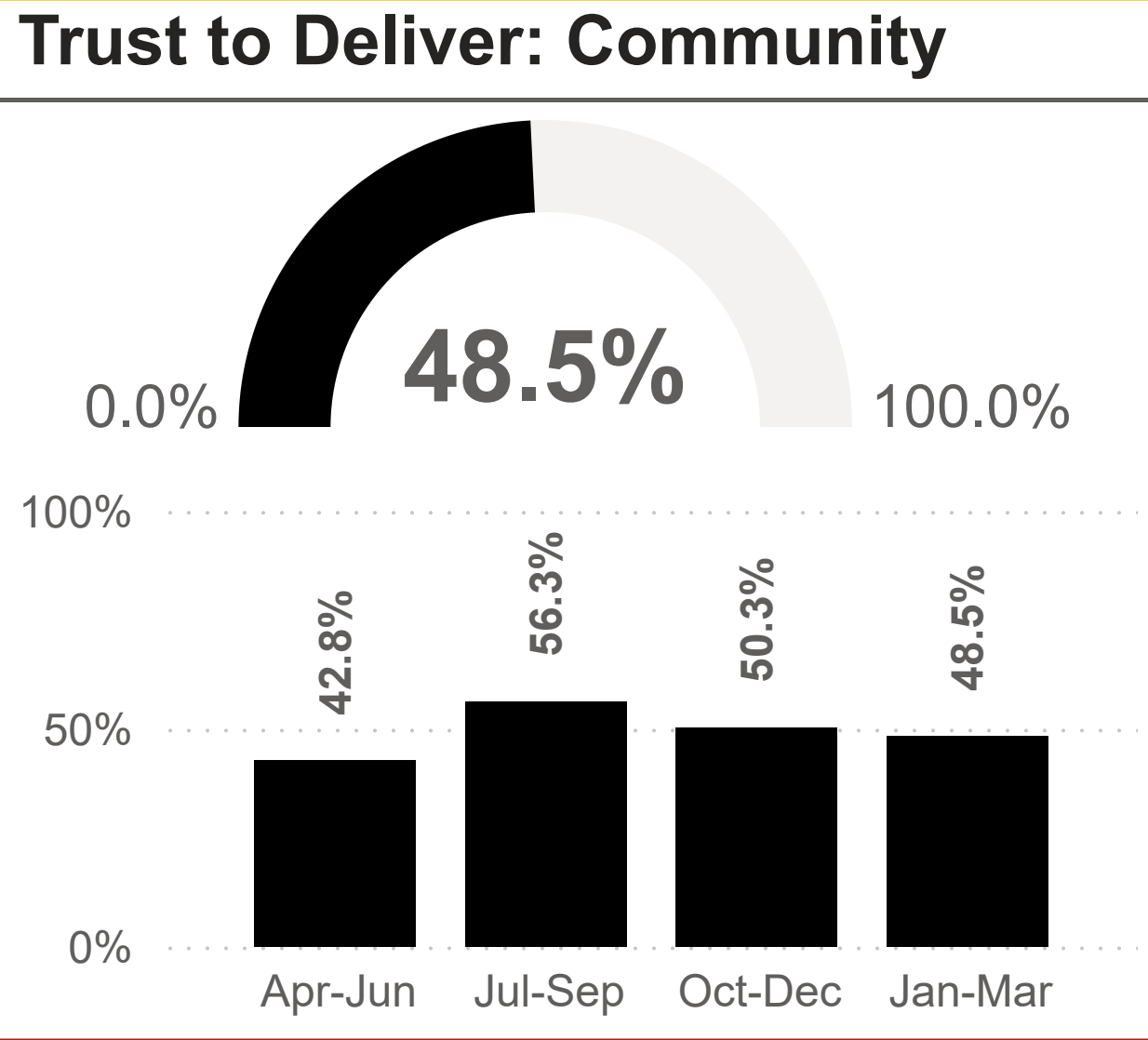
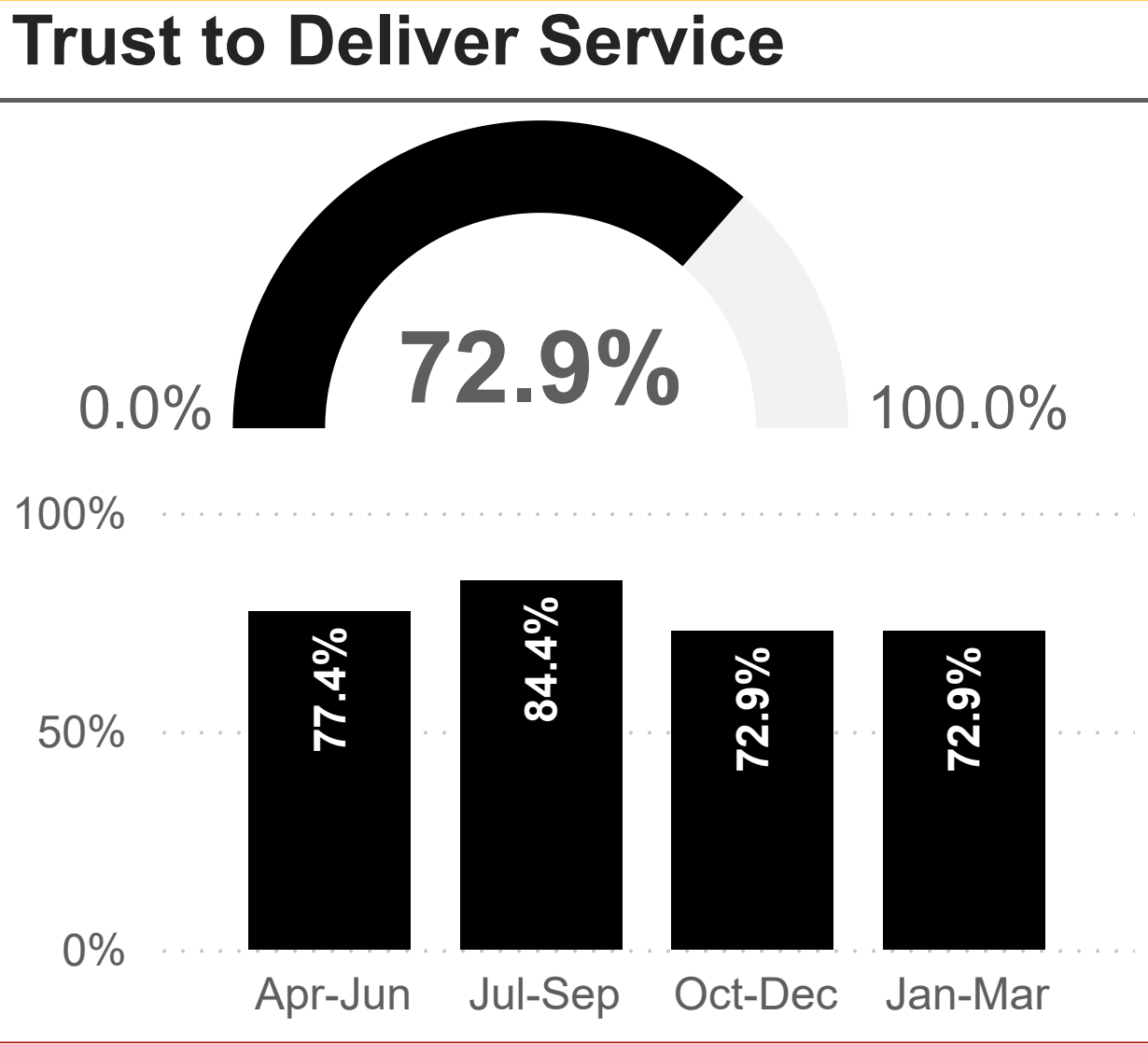
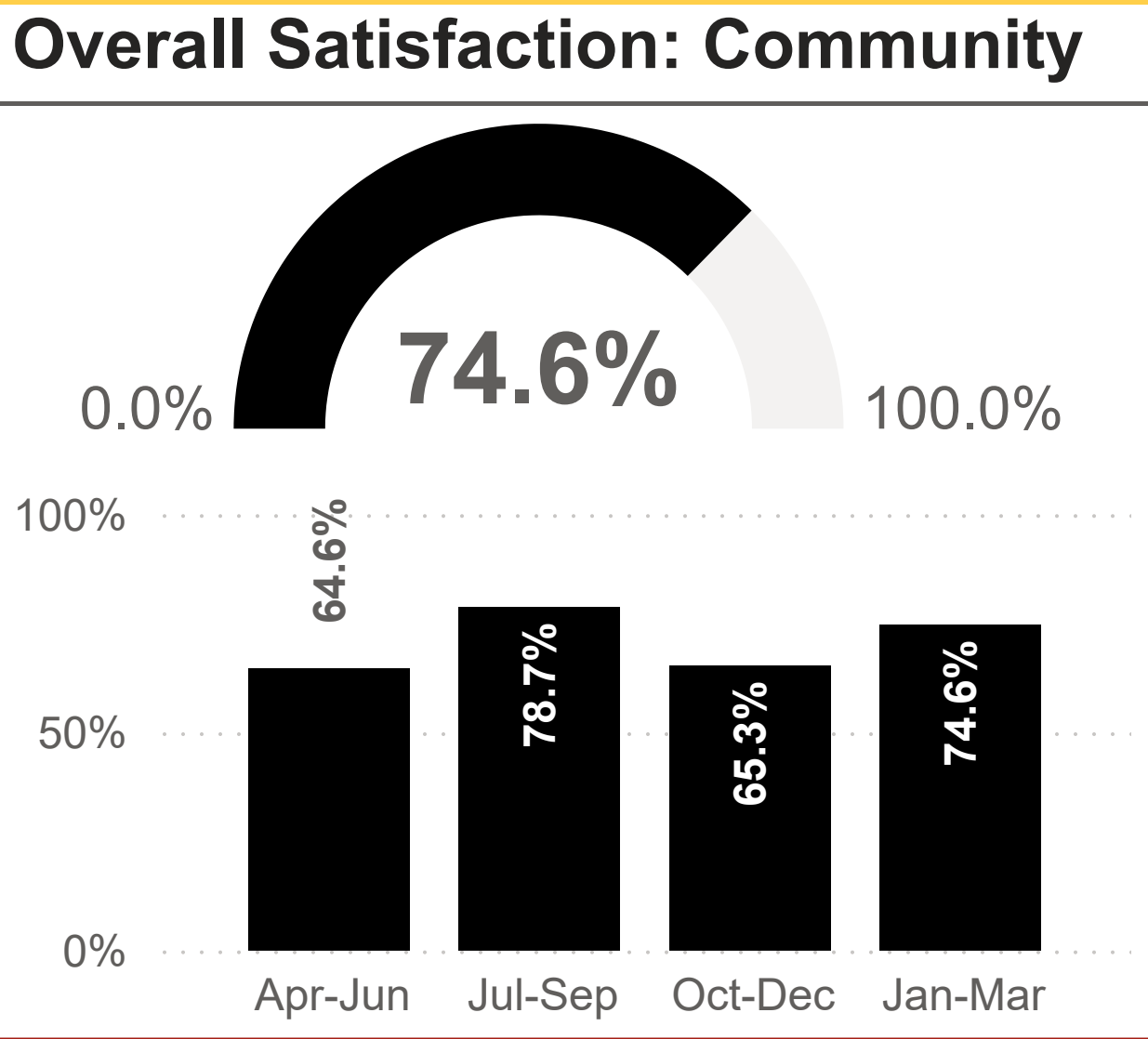
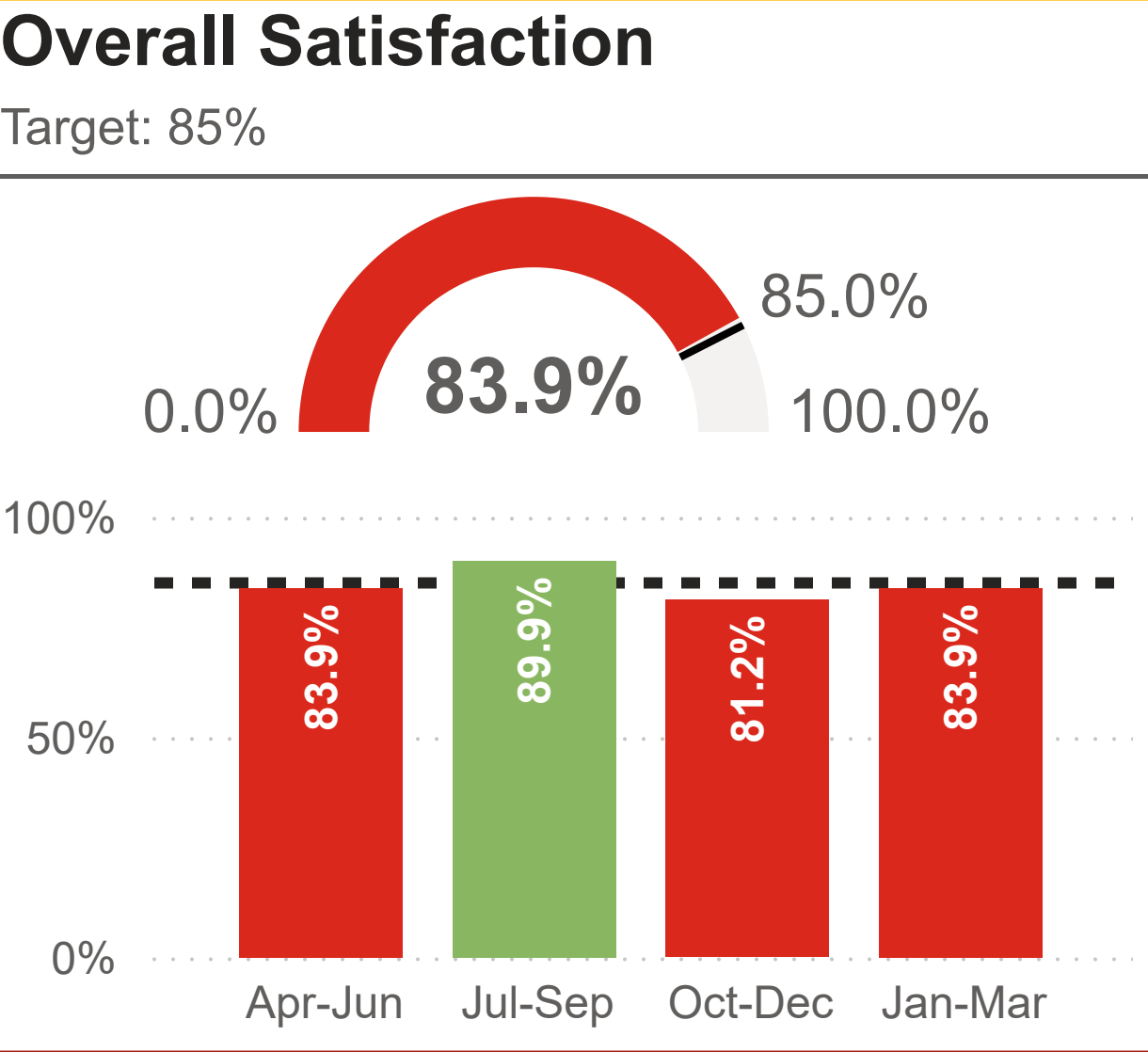
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.



Our Performance in March 2025
Customer Feedback Metrics
Argyll



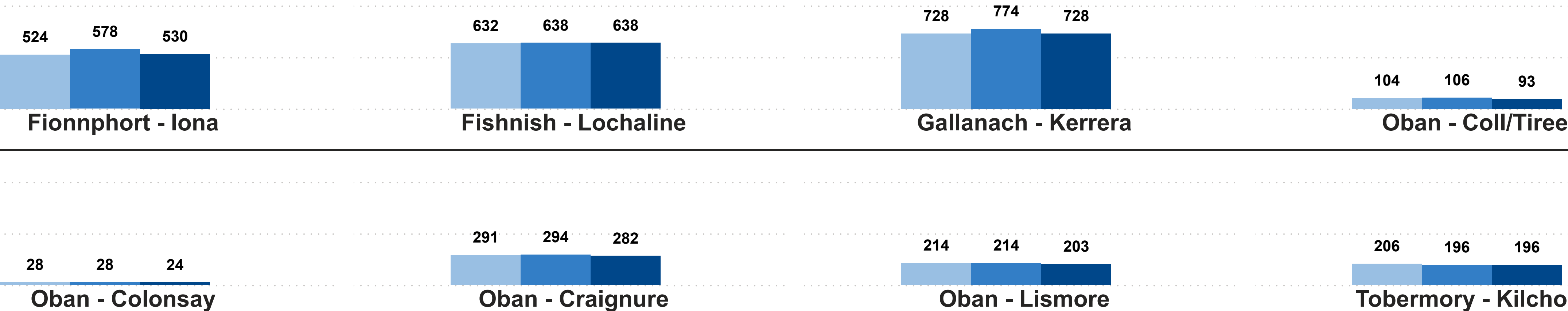
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.
Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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





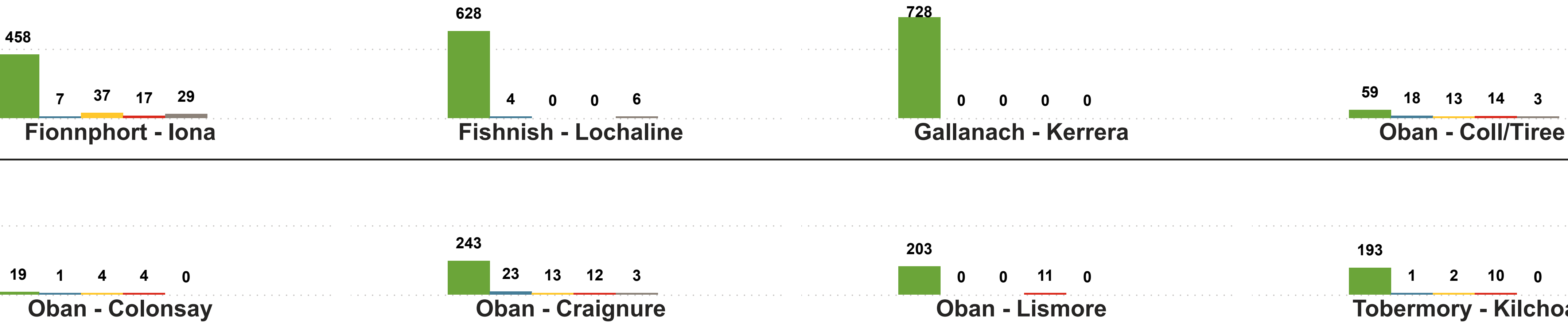
Sailings Timetabled, Amended & Actual

Timetabled Amended Actual



Punctuality & Reliability

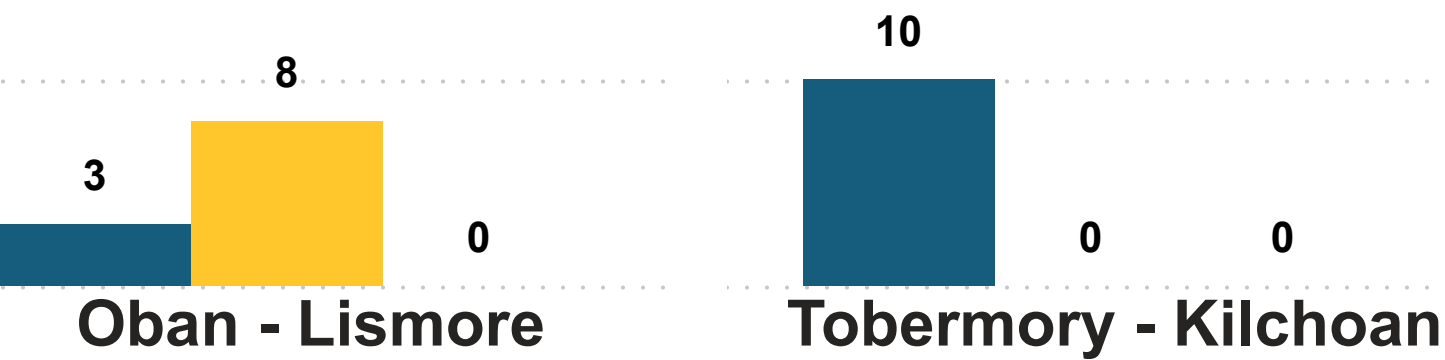
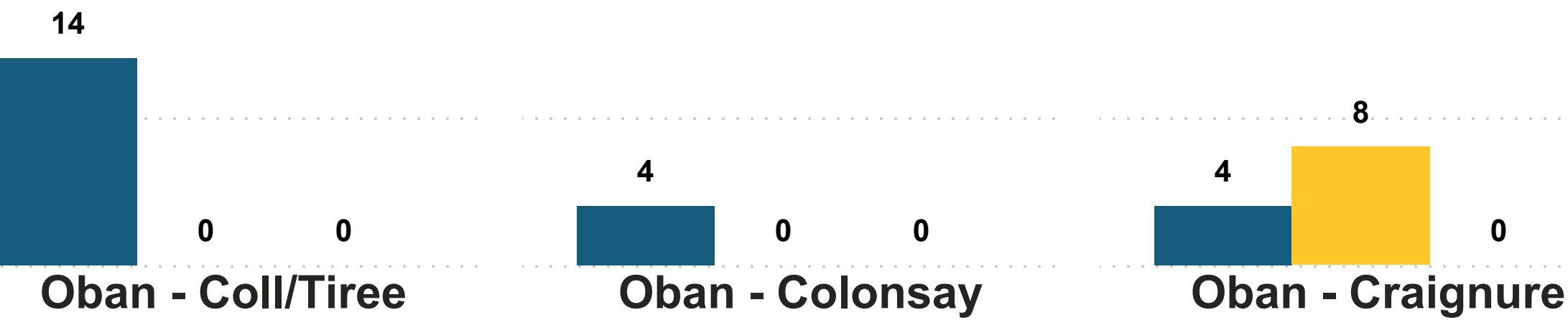
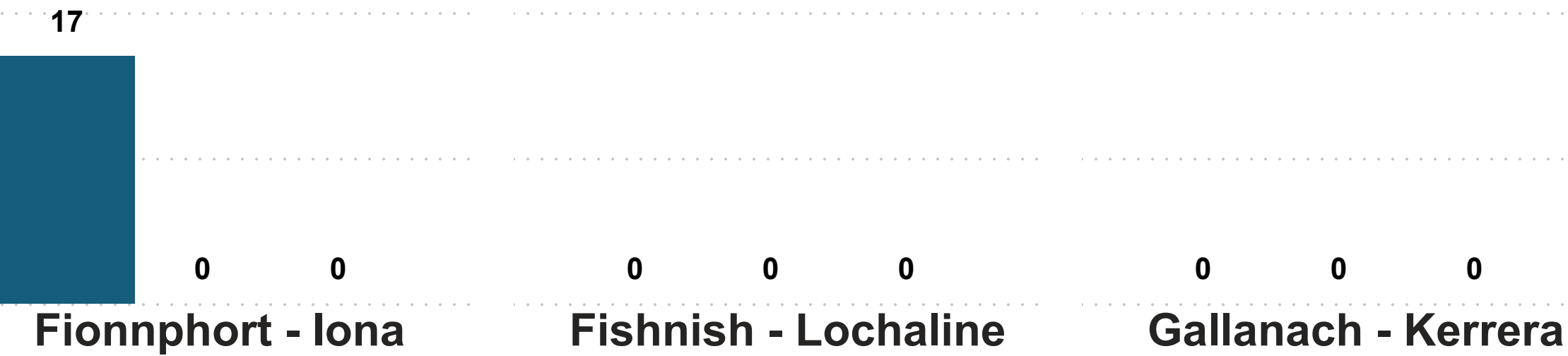
On Time Level 1 Lateness Level 2 Lateness Cancelled Additional





Cancelled Sailings (By Reason)

Weather Technical Other



"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.

Missed Train Connections

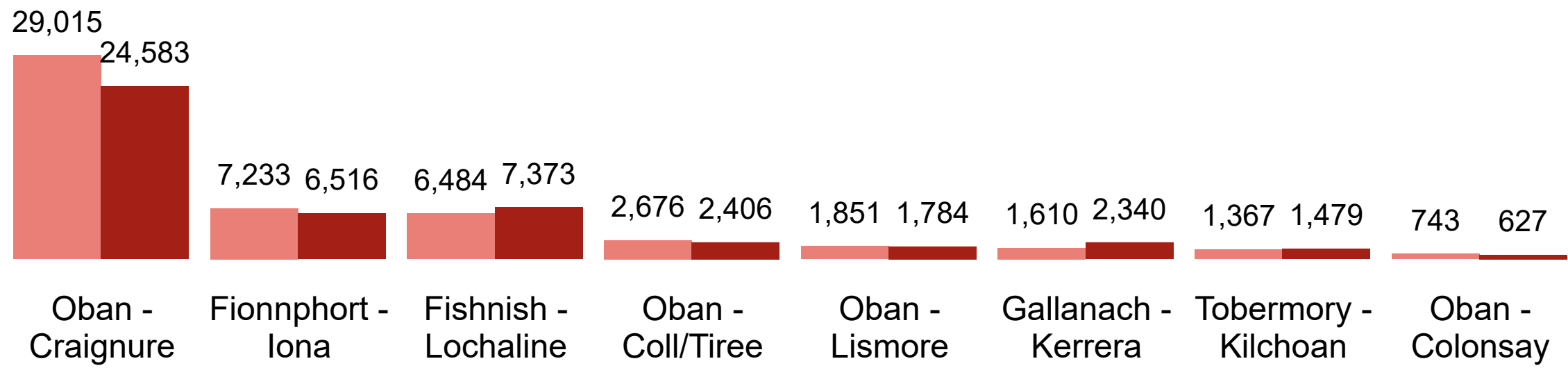
0

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



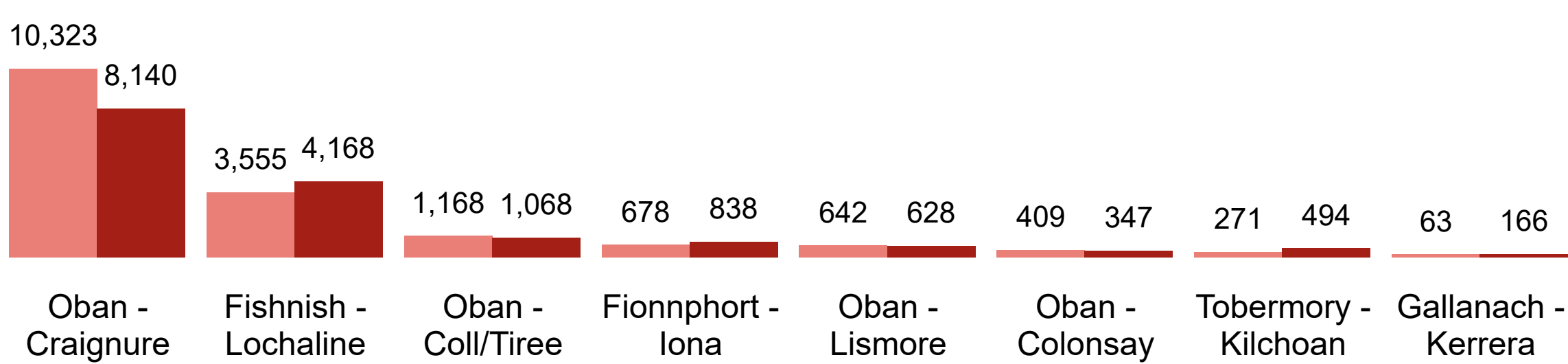
Shipped Passengers

Last Year This Year



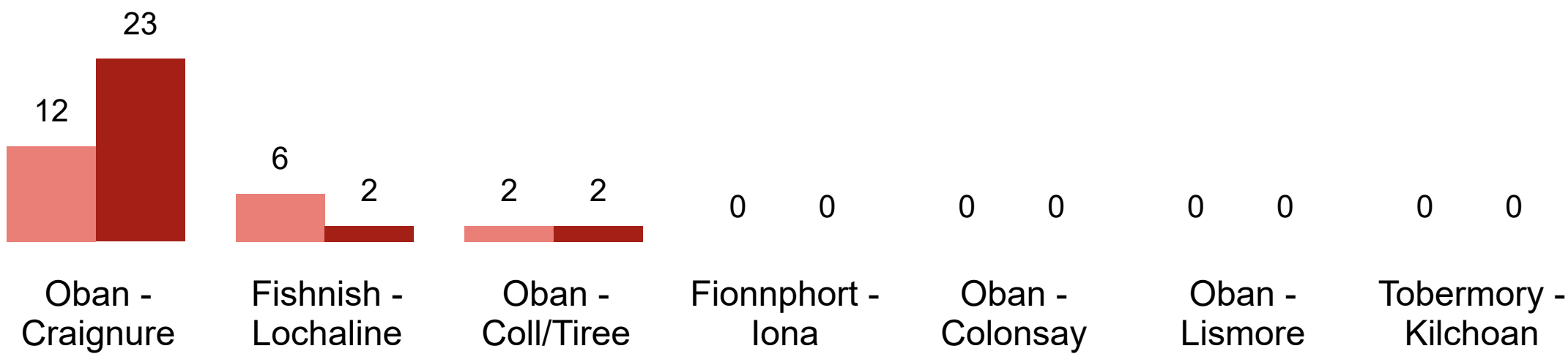
Shipped Cars

Last Year This Year



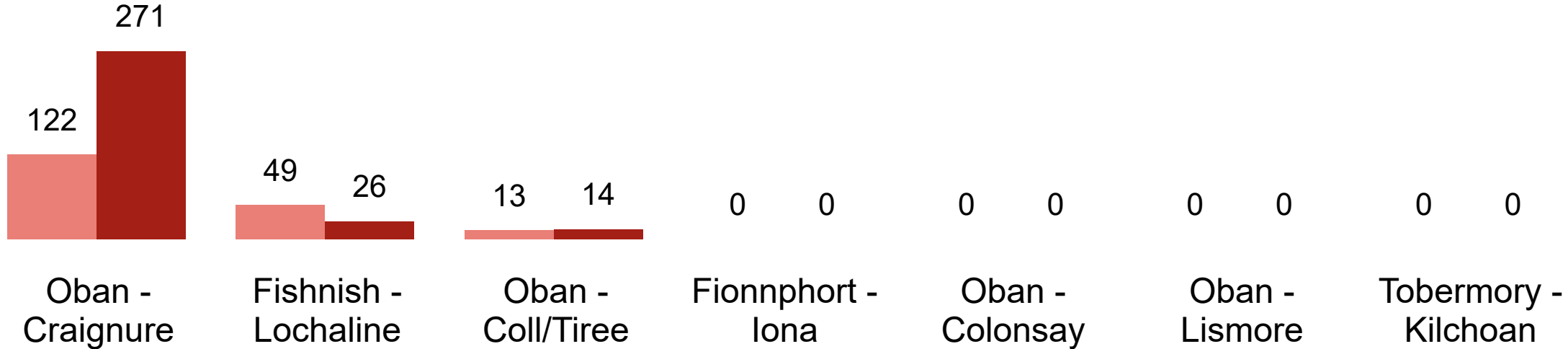
Shipped Coaches

Last Year This Year



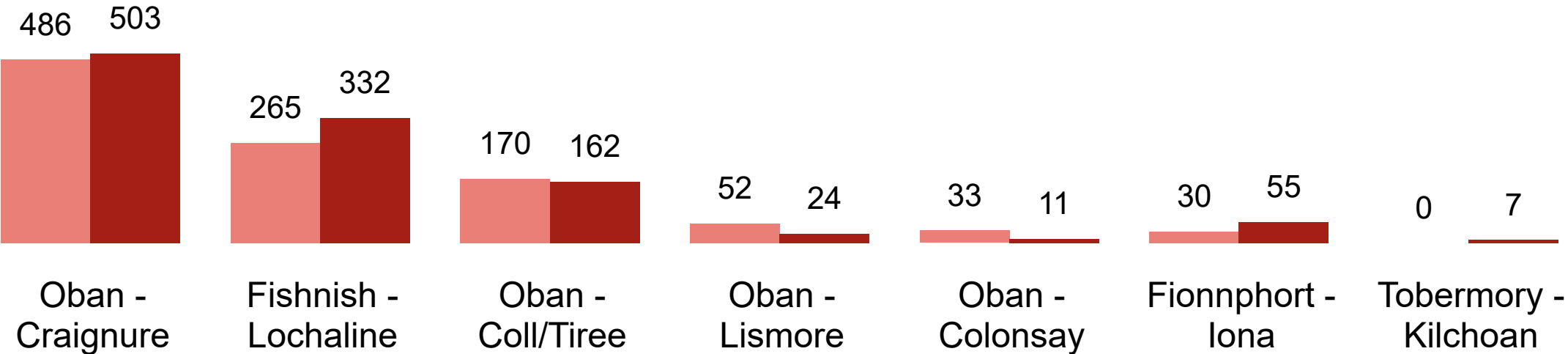
Shipped Coach Metres

Last Year This Year



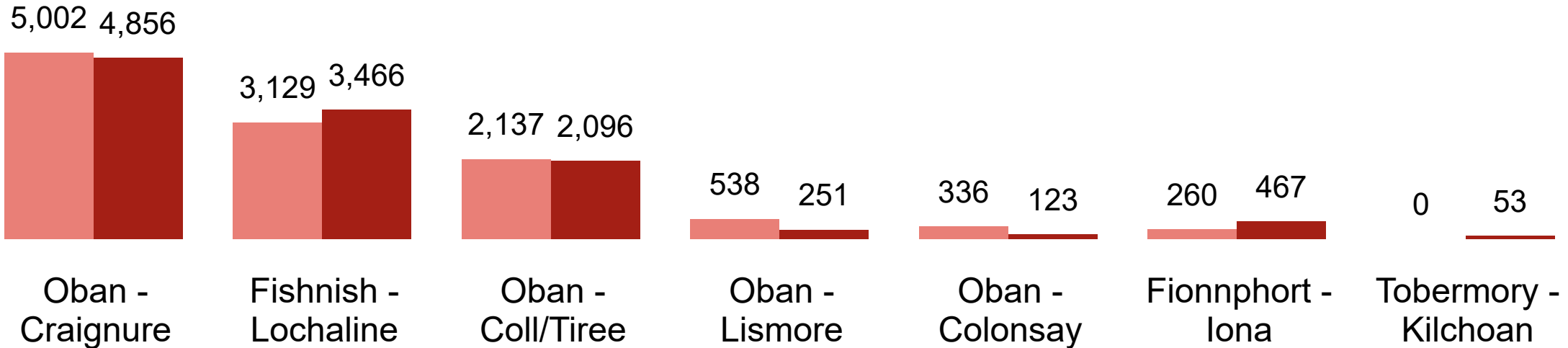
Shipped Commercial Vehicles

Last Year This Year



Shipped Commercial Vehicle Metres

Last Year This Year



Argyll

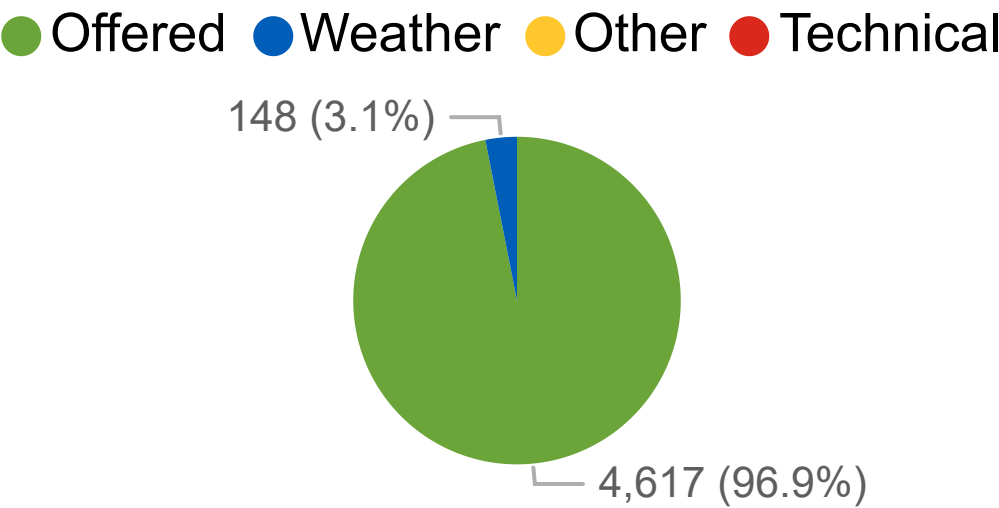
Our Performance in March 2025

Car Equivalent Spaces Offered vs Cancelled

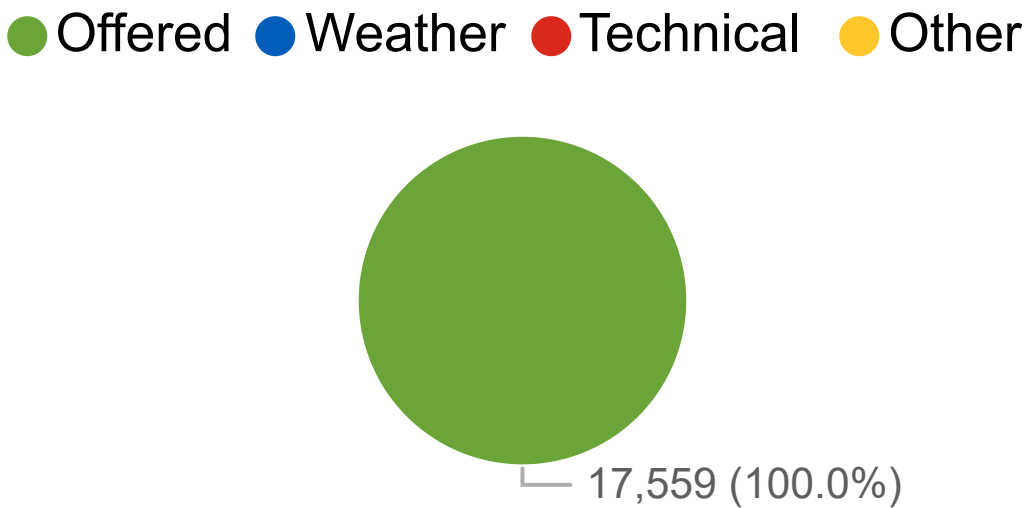


- 1 Car Equivalent Space is equal to 4.6 General Lane Metres
- Below visuals represent car equivalent spaces offered vs car equivalent space made unavailable as a result of technical, weather and all other cancellations.

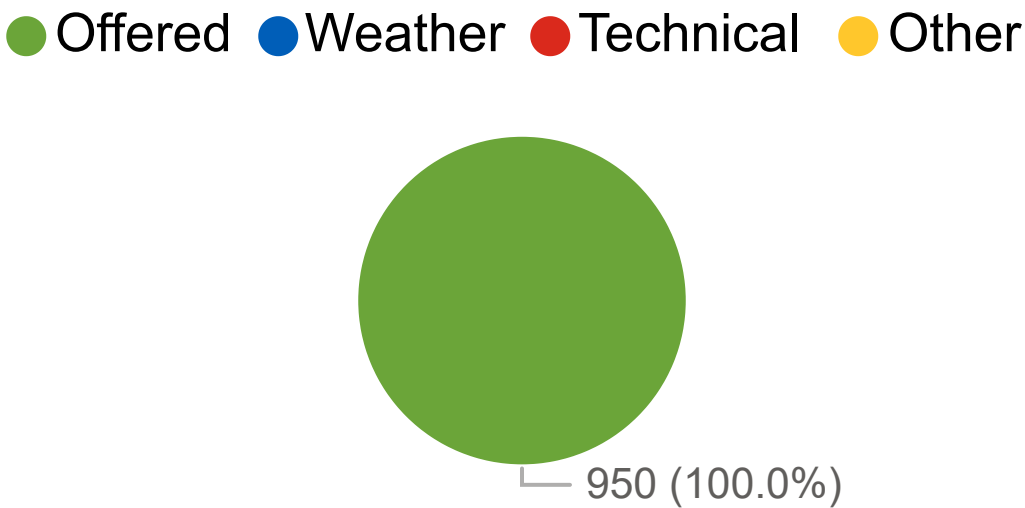
Fionnphort - Iona



Fishnish - Lochaline

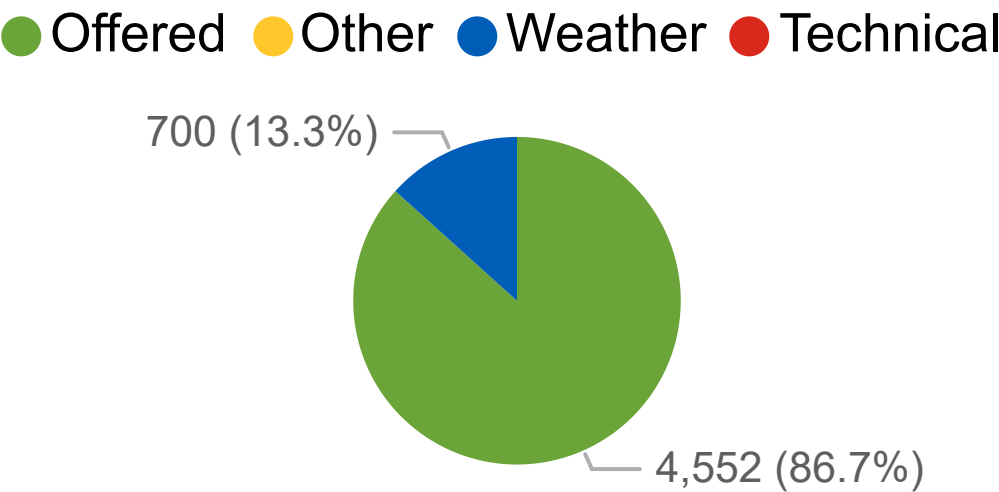


Gallanach - Kerrera

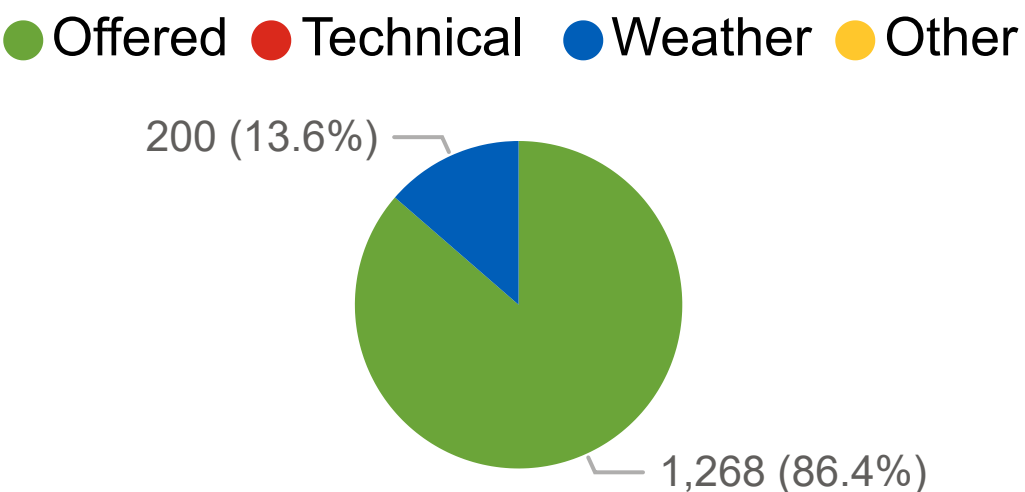


Route	Offered	Weather	Tech	Other
Fishnish - Lochaline	17,559			
Oban - Craignure	13,453	170	478	
Fionnphort - Iona	4,617	148		
Oban - Coll/Tiree	4,552	700		
Tobermory - Kilchoan	2,045	104		
Oban - Lismore	1,702	27	73	
Oban - Colonsay	1,268	200		
Gallanach - Kerrera	950			

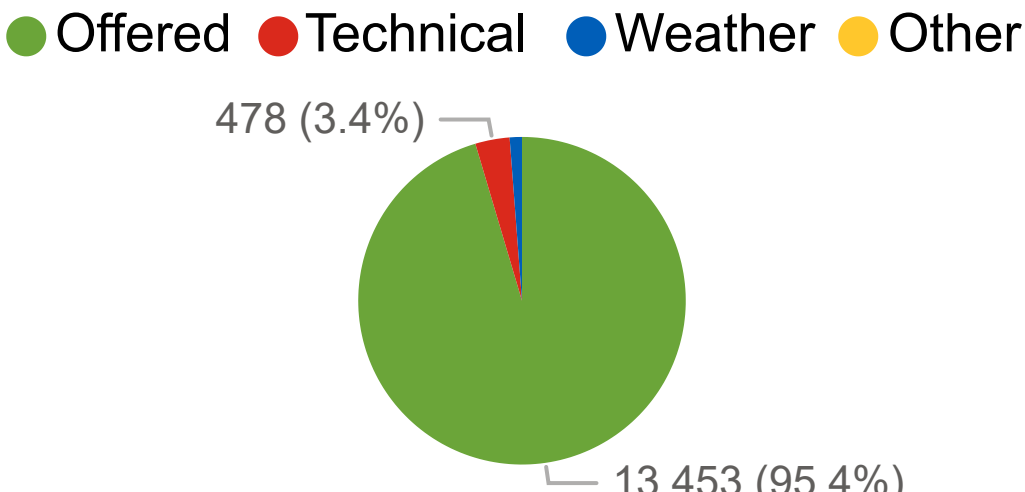
Oban - Coll/Tiree



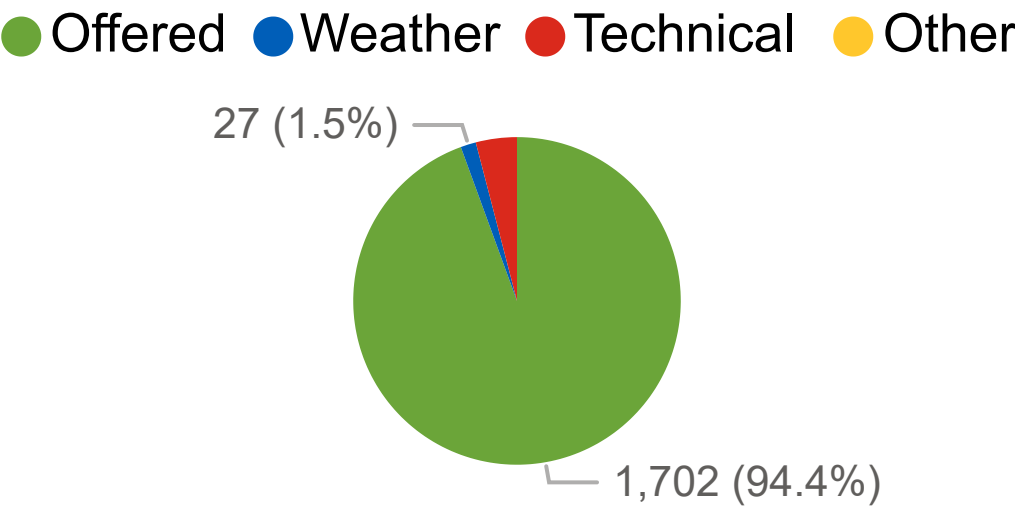
Oban - Colonsay



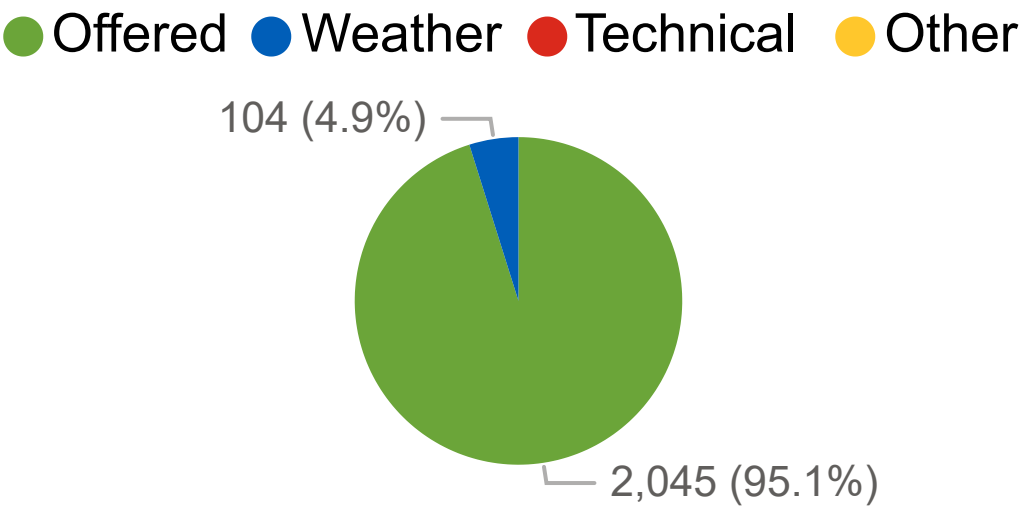
Oban - Craignure



Oban - Lismore

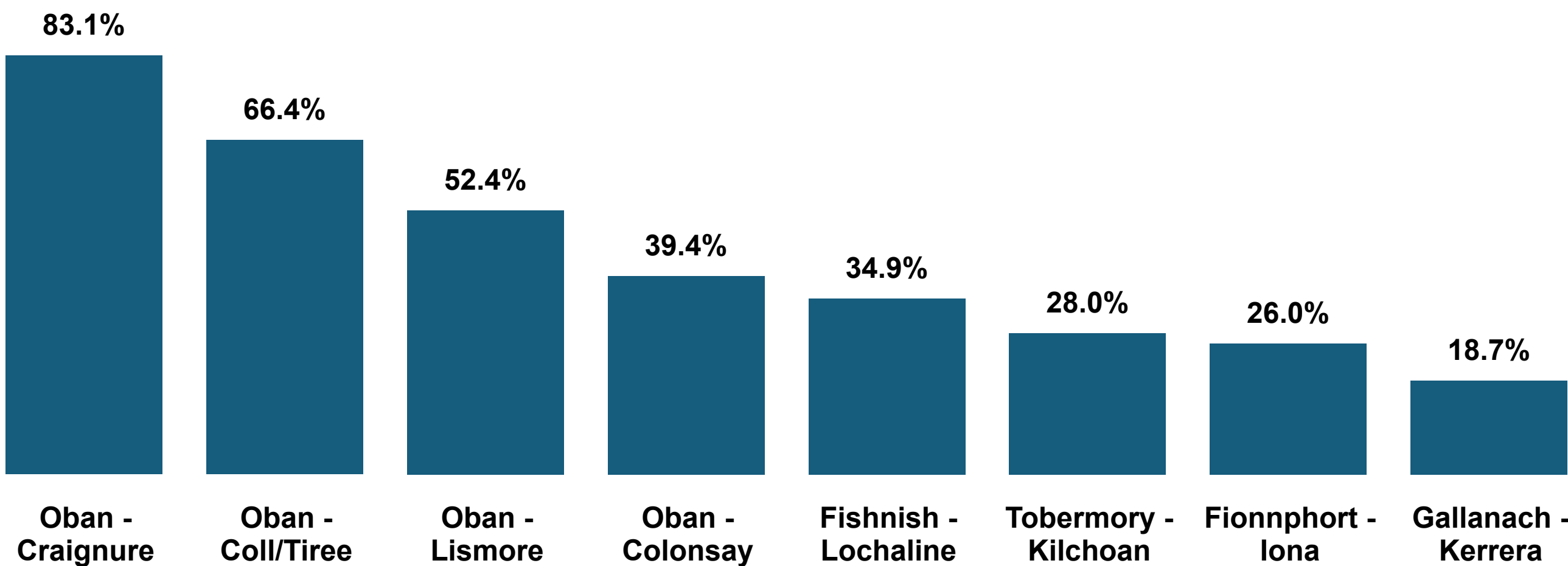


Tobermory - Kilchoan





Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Oban - Craignure	61.9K	51.4K	11,184	83.1%
Oban - Coll/Tiree	20.9K	13.9K	3,021	66.4%
Oban - Lismore	7.8K	4.1K	892	52.4%
Oban - Colonsay	5.8K	2.3K	499	39.4%
Fishnish - Lochaline	80.8K	28.2K	6,133	34.9%
Tobermory - Kilchoan	9.4K	2.6K	573	28.0%
Fionnphort - Iona	21.2K	5.5K	1,199	26.0%
Gallanach - Kerrera	4.4K	0.8K	177	18.7%
Total	212.3K	108.9K	23,678	51.3%

Overall Utilisation of Sailings

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

