

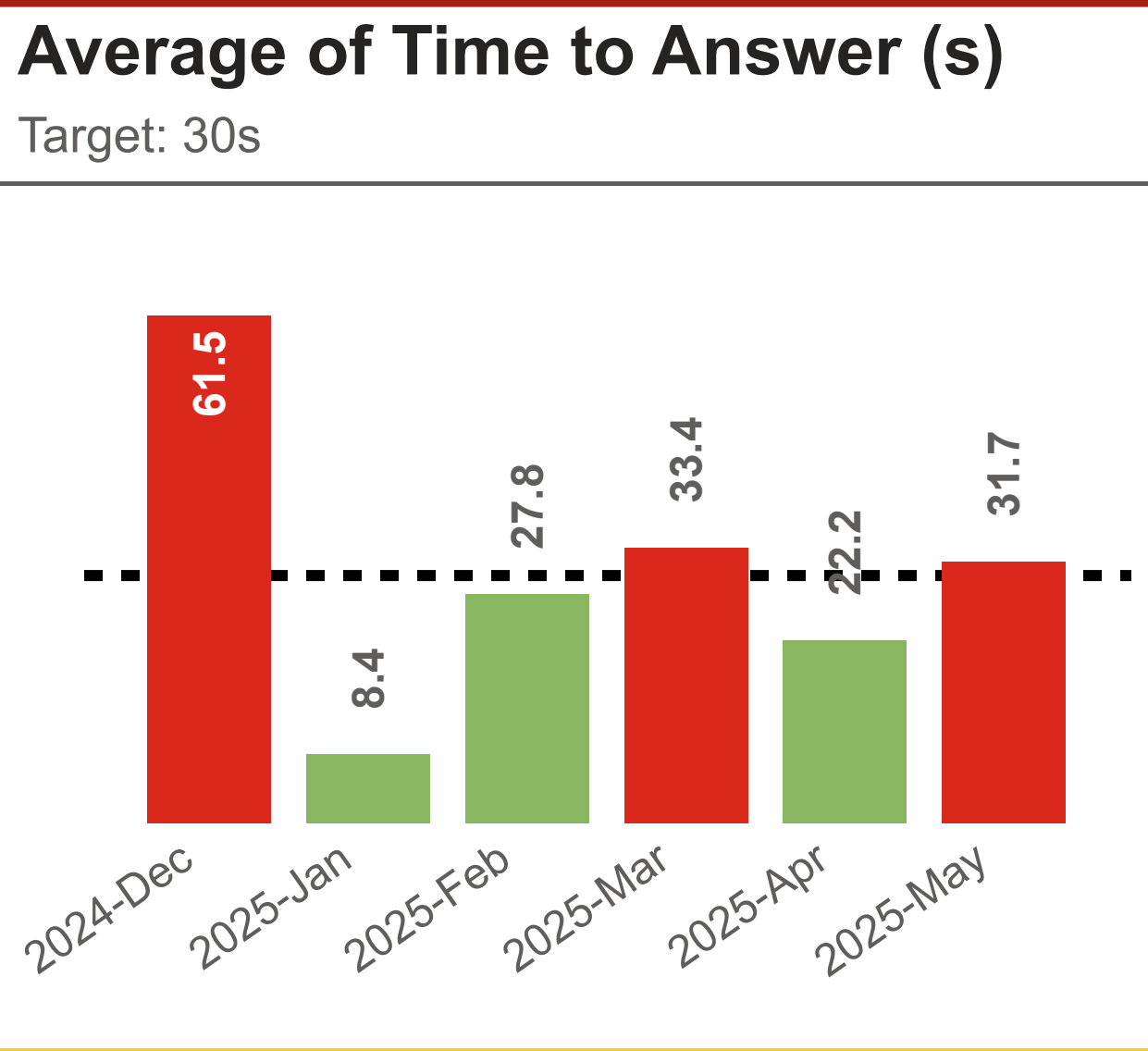
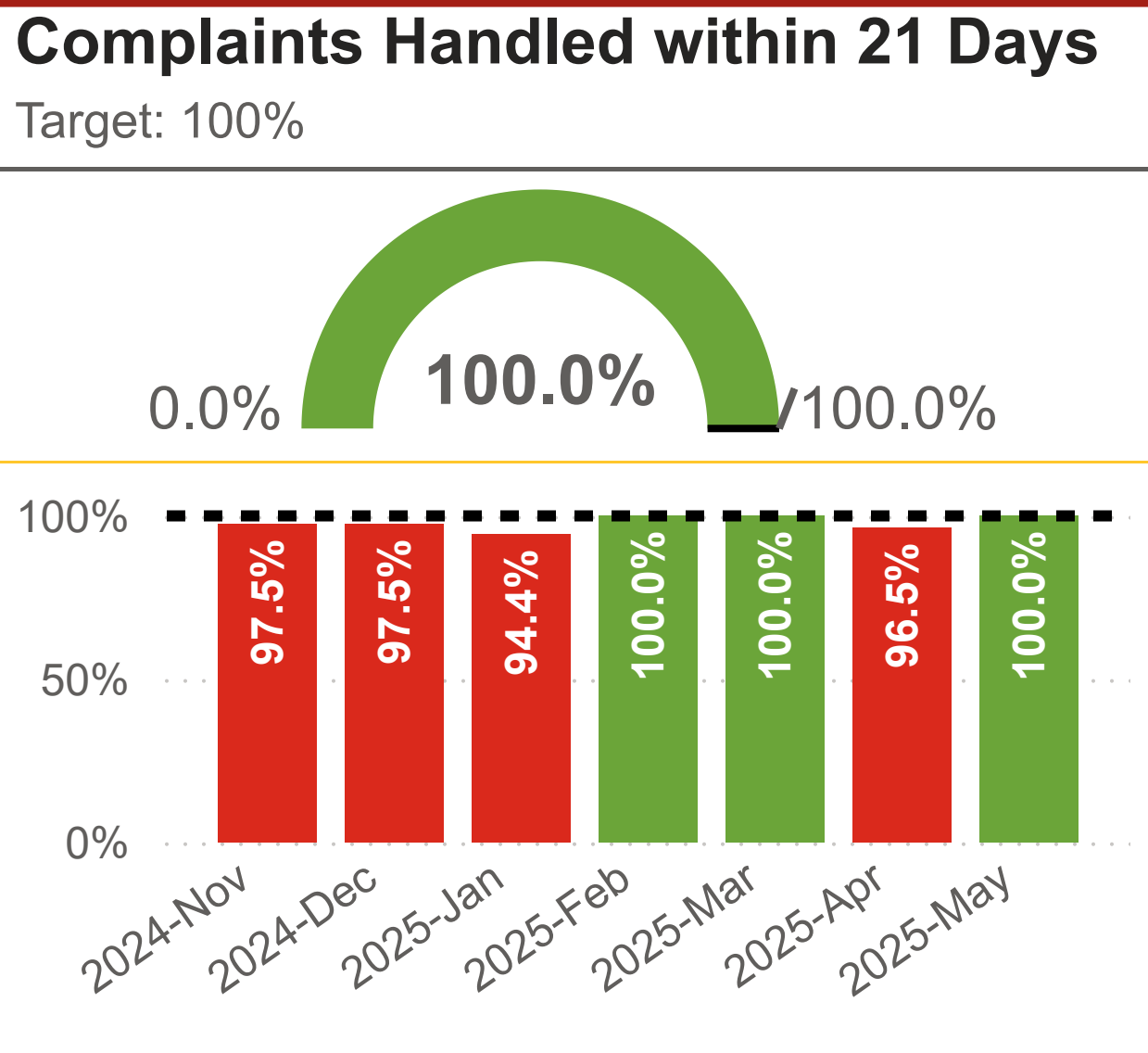
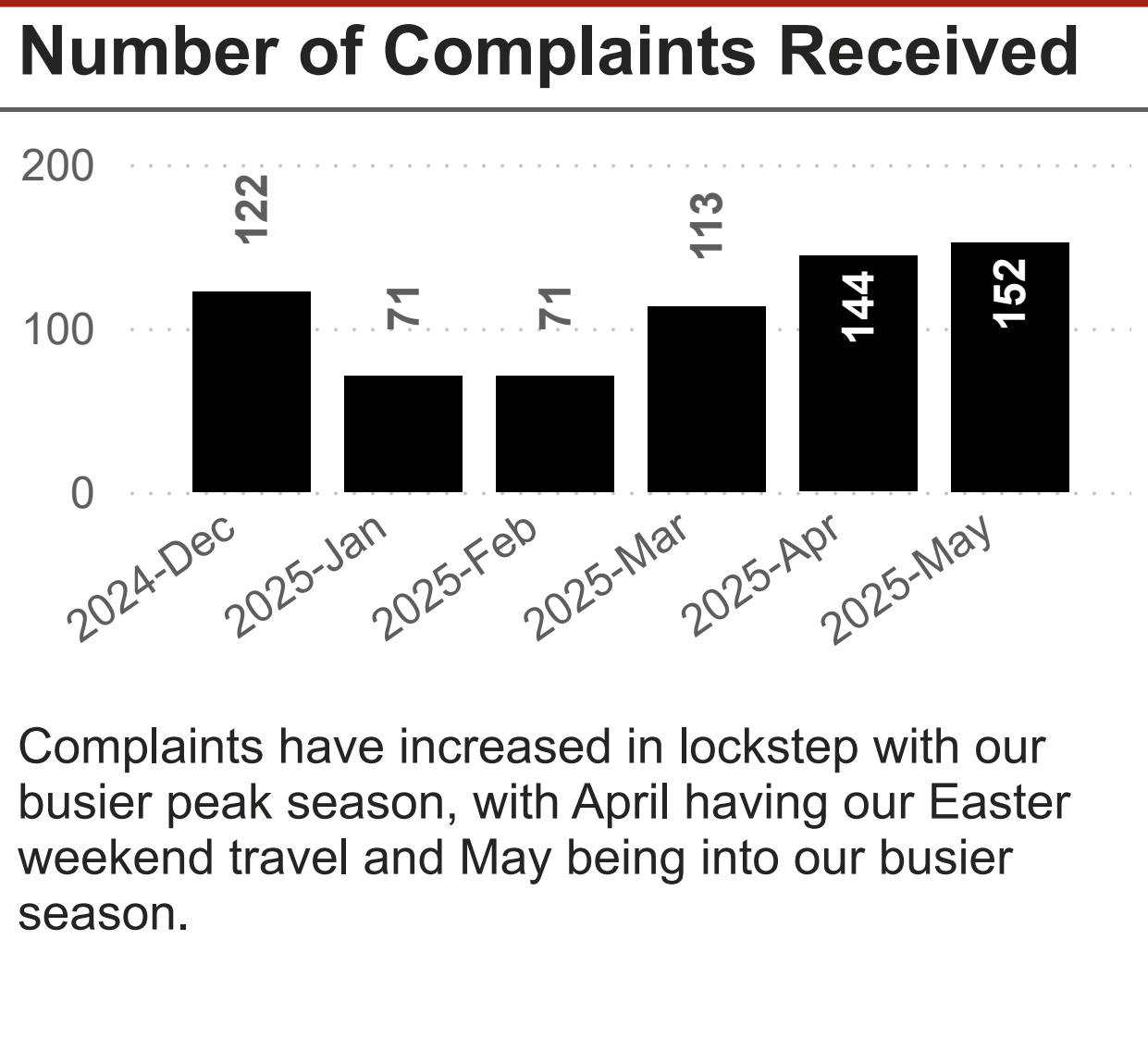
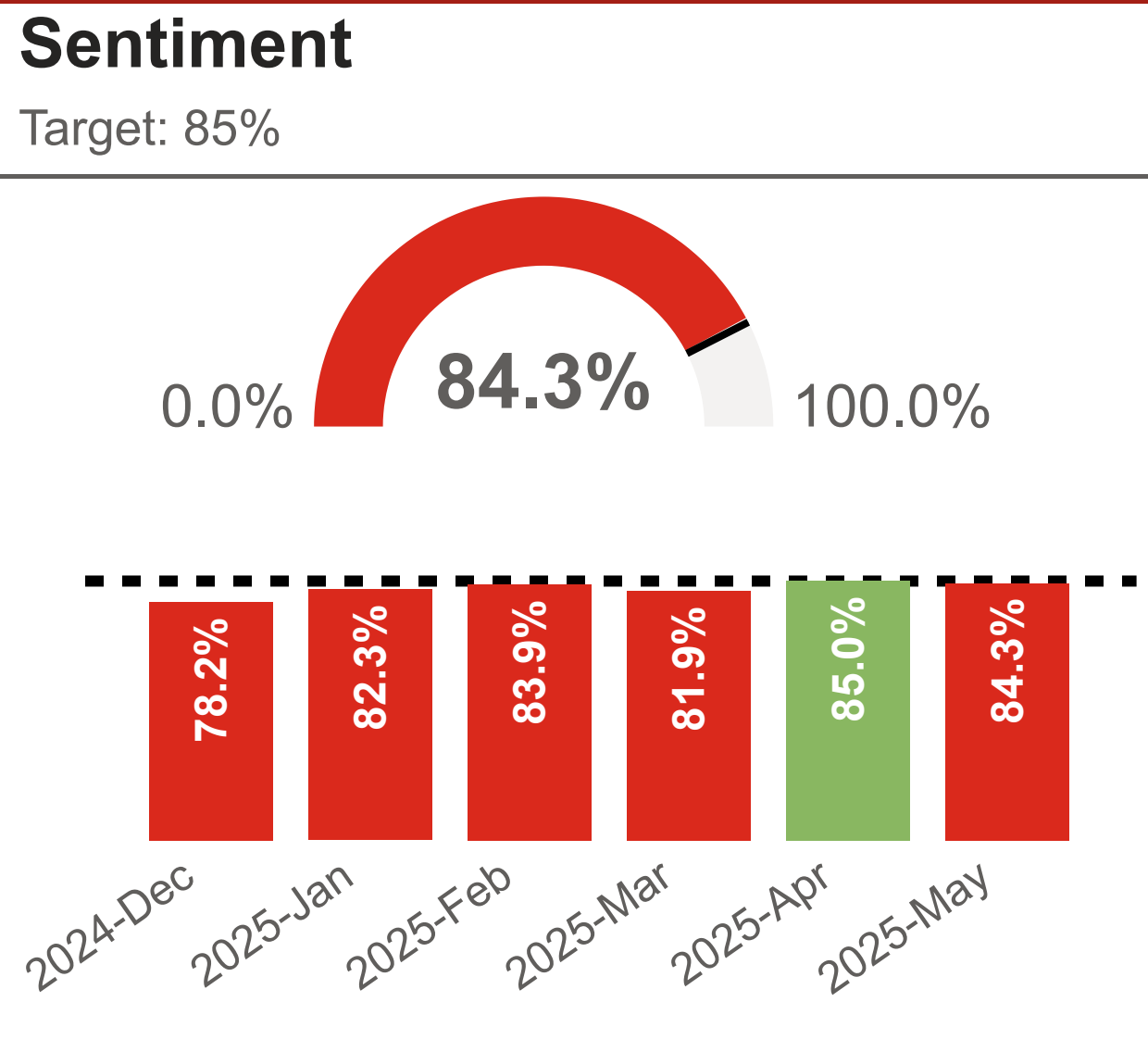
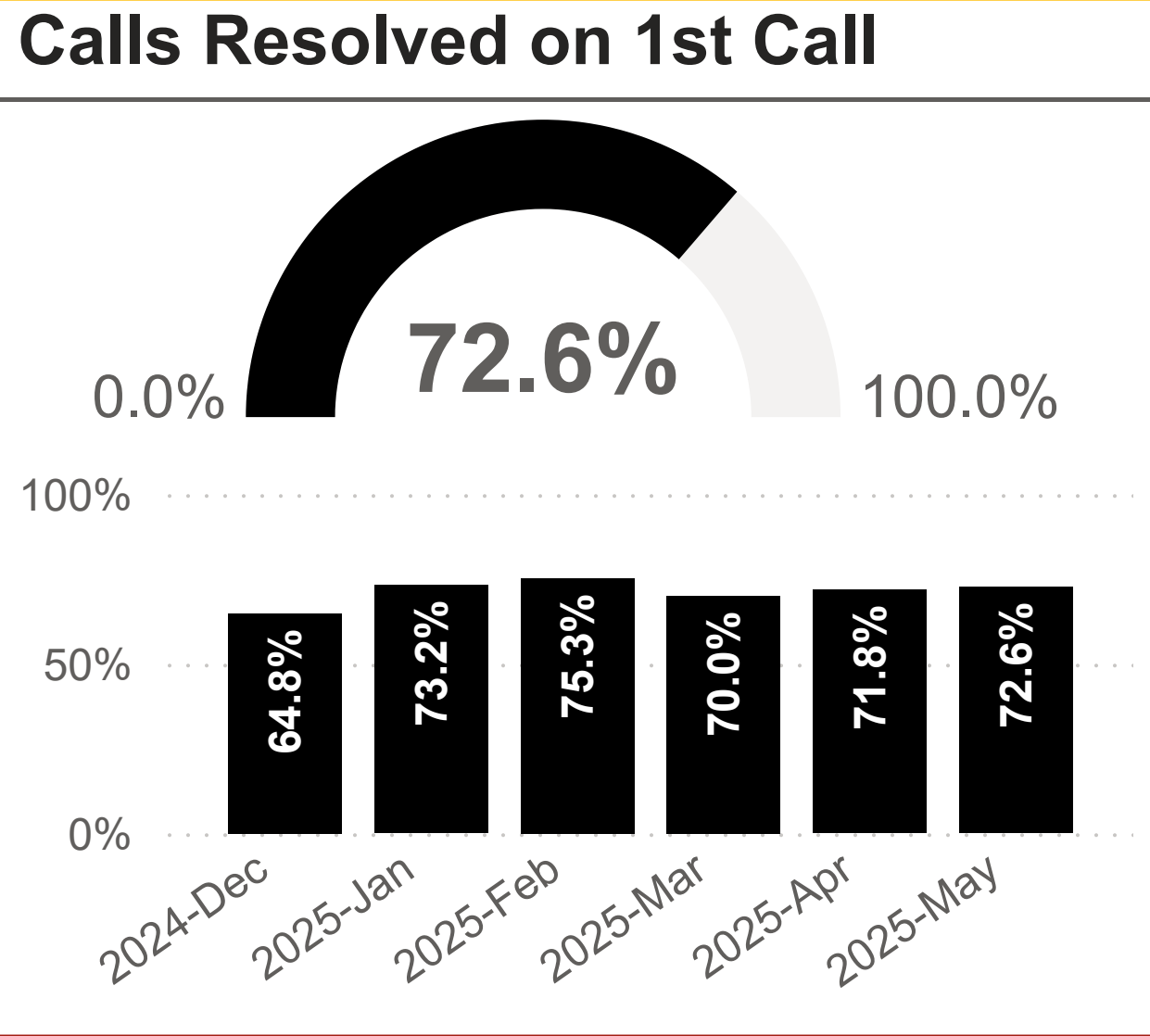
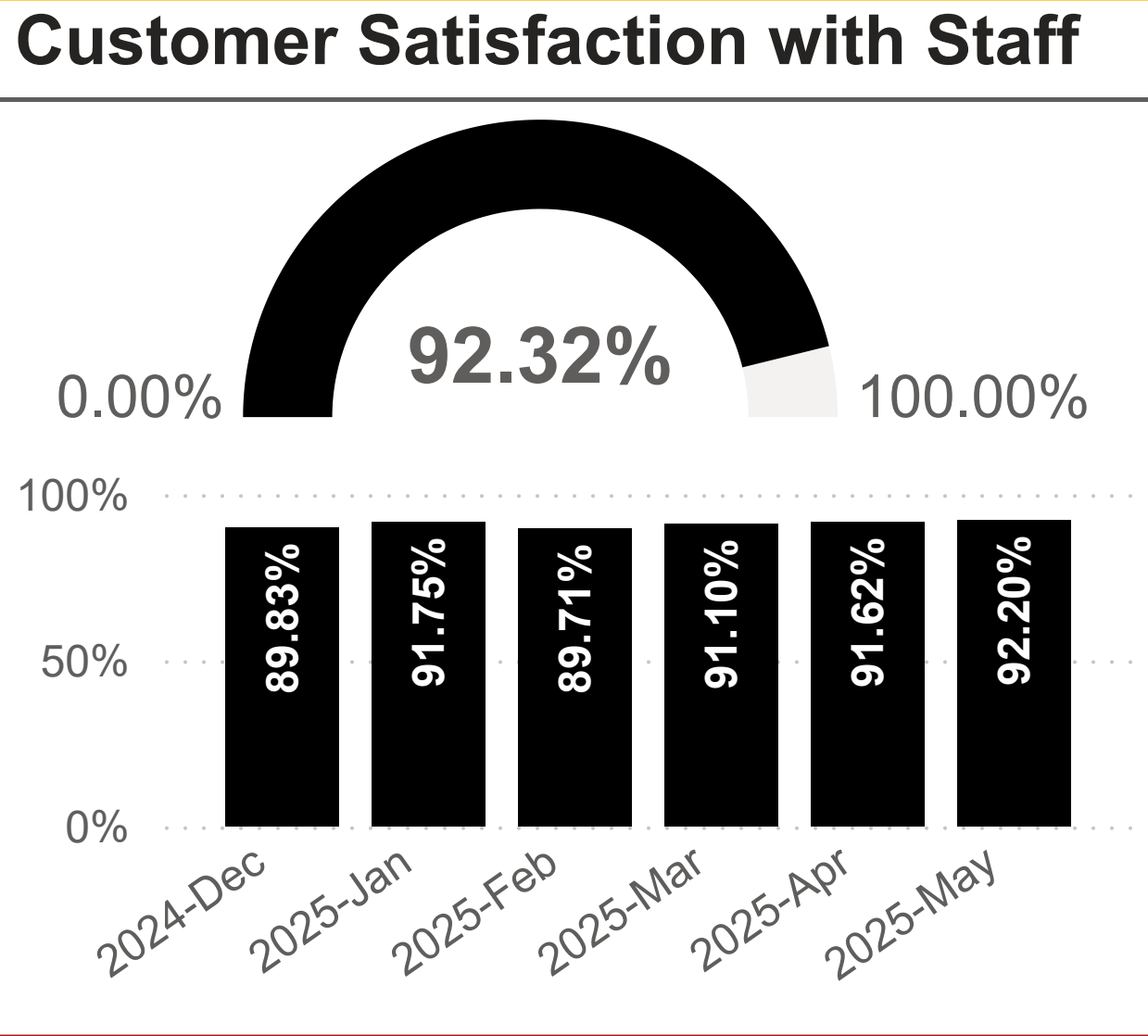
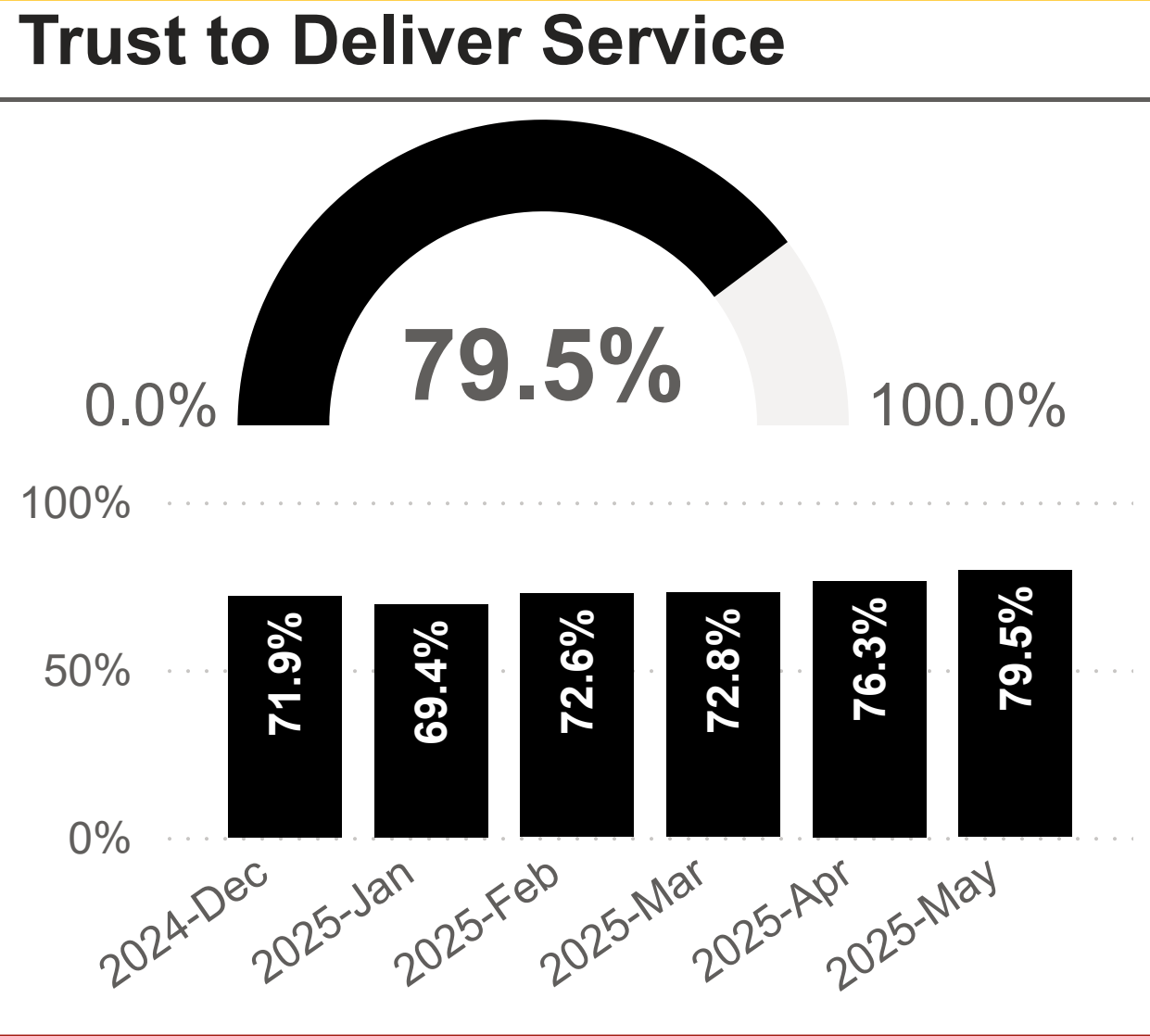
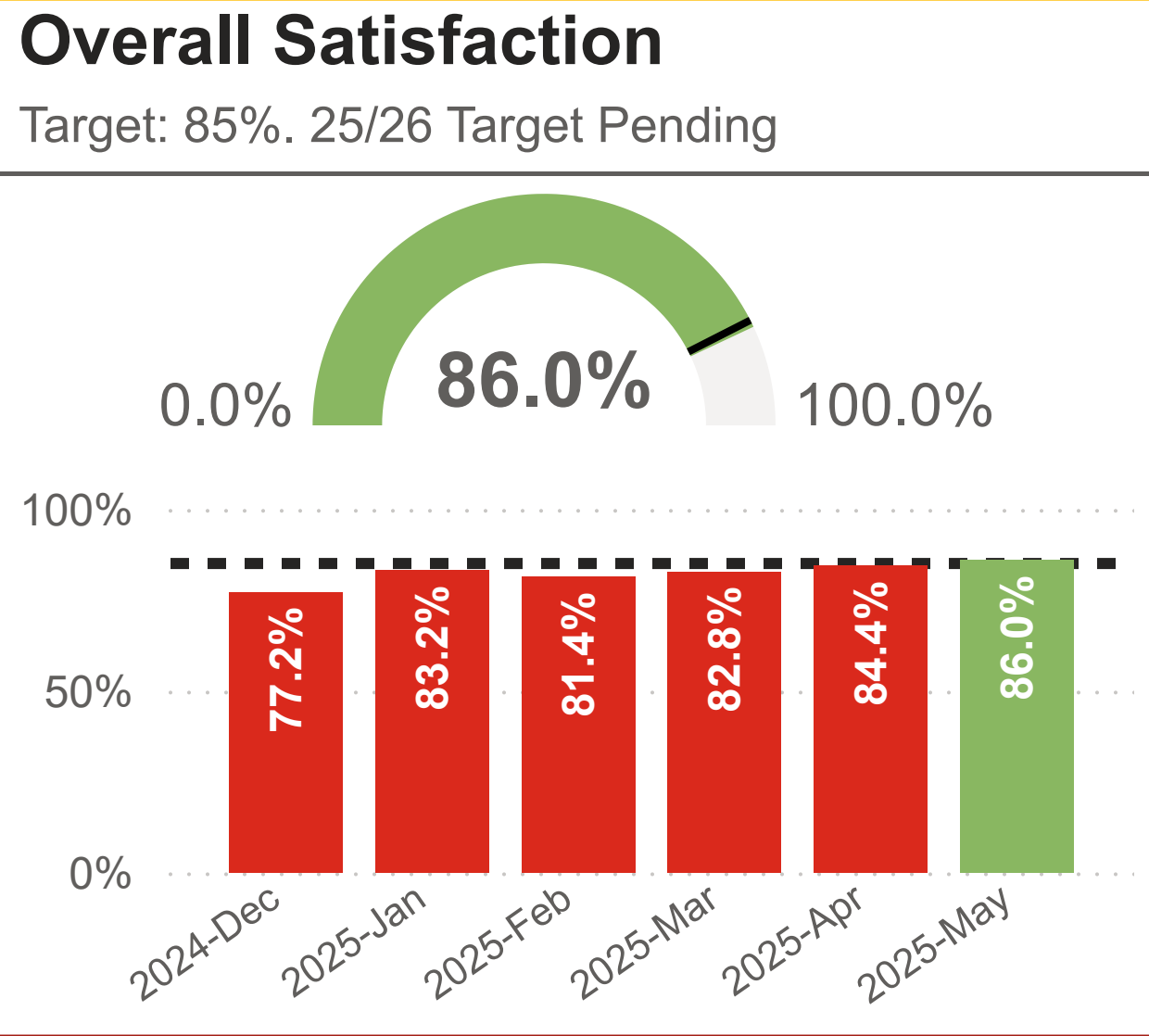
Total Number of
Survey Responses
Last 6 Months

20K

Our Performance in May 2025
Customer Feedback Metrics
Network Wide

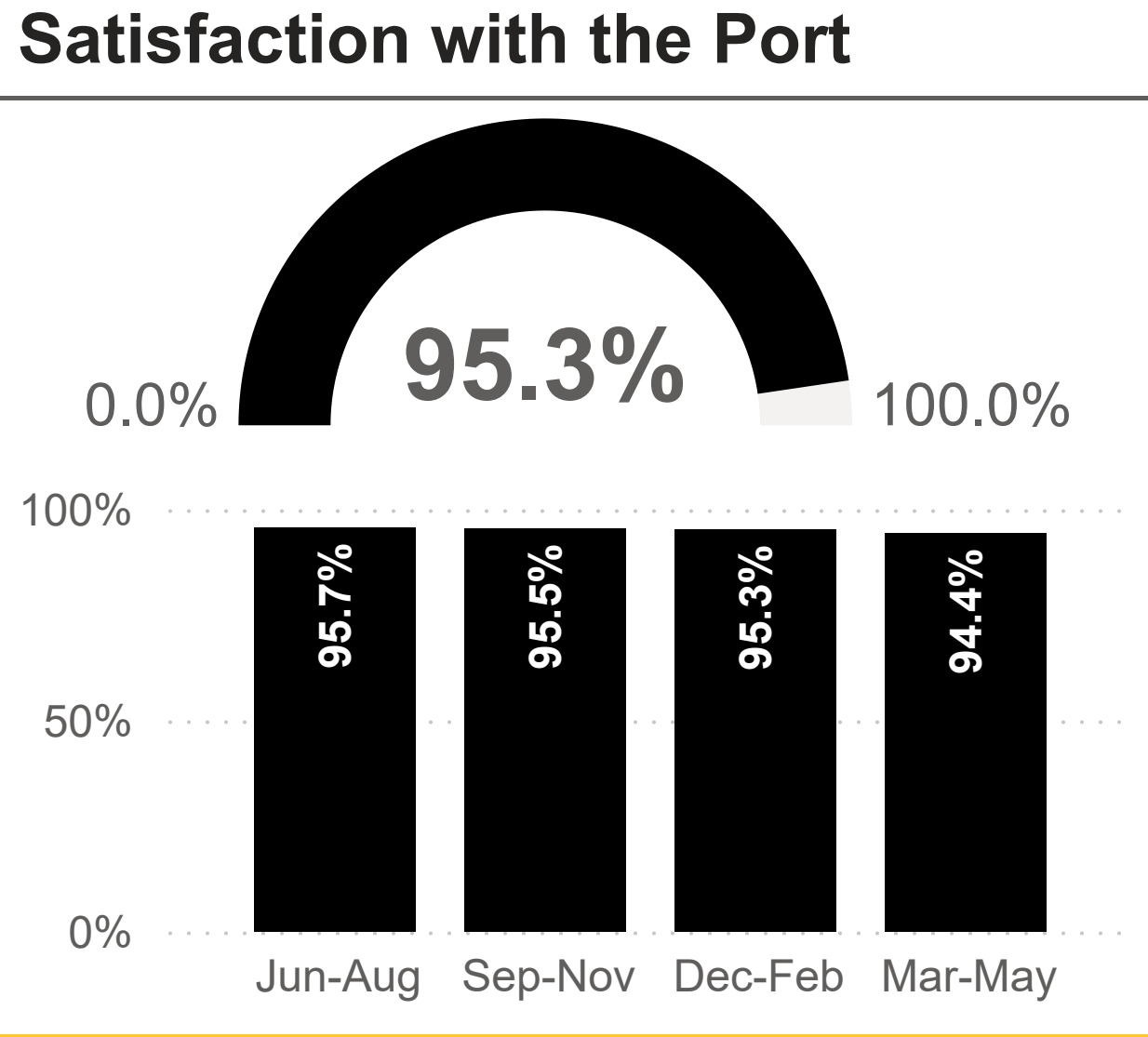
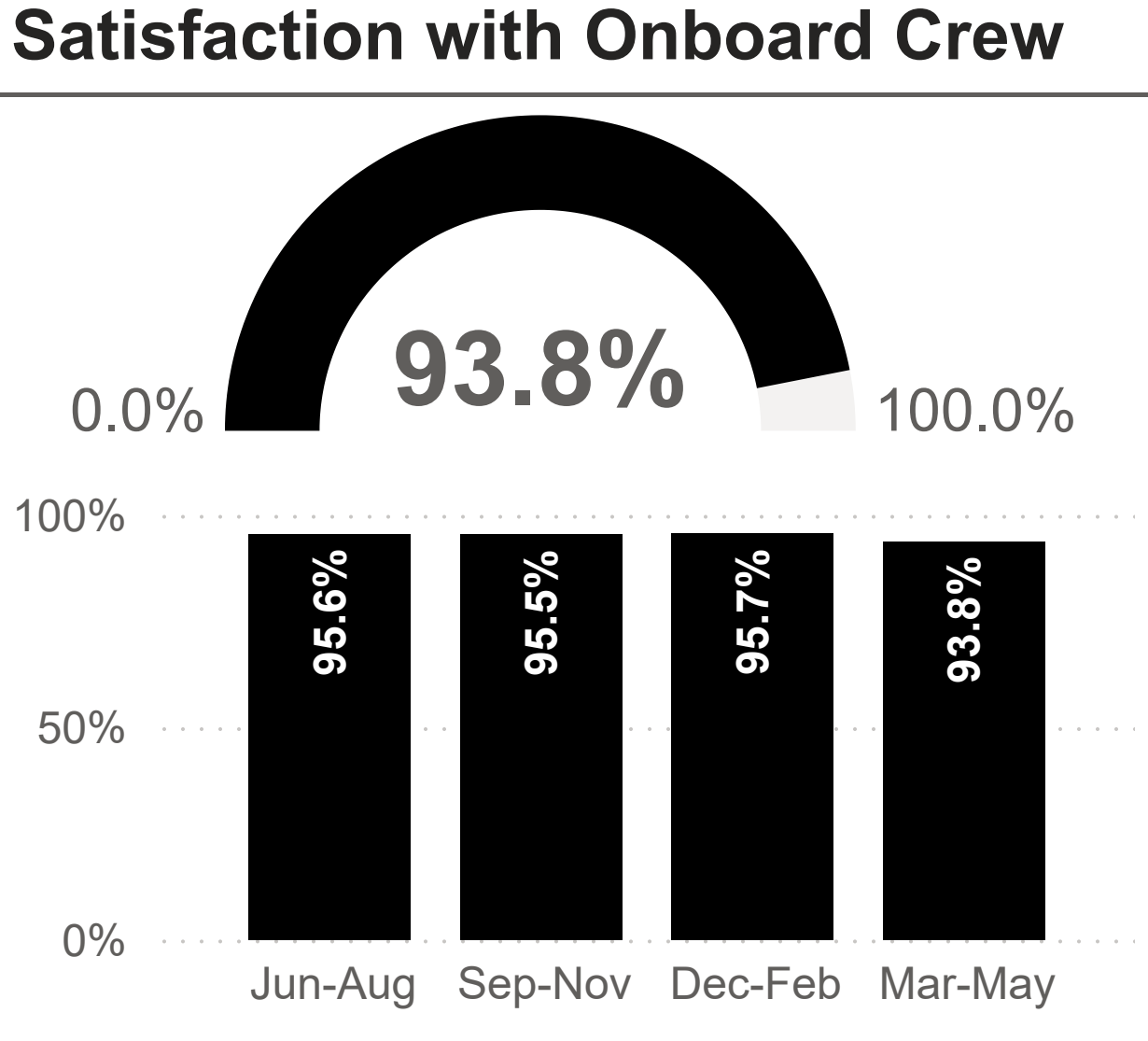
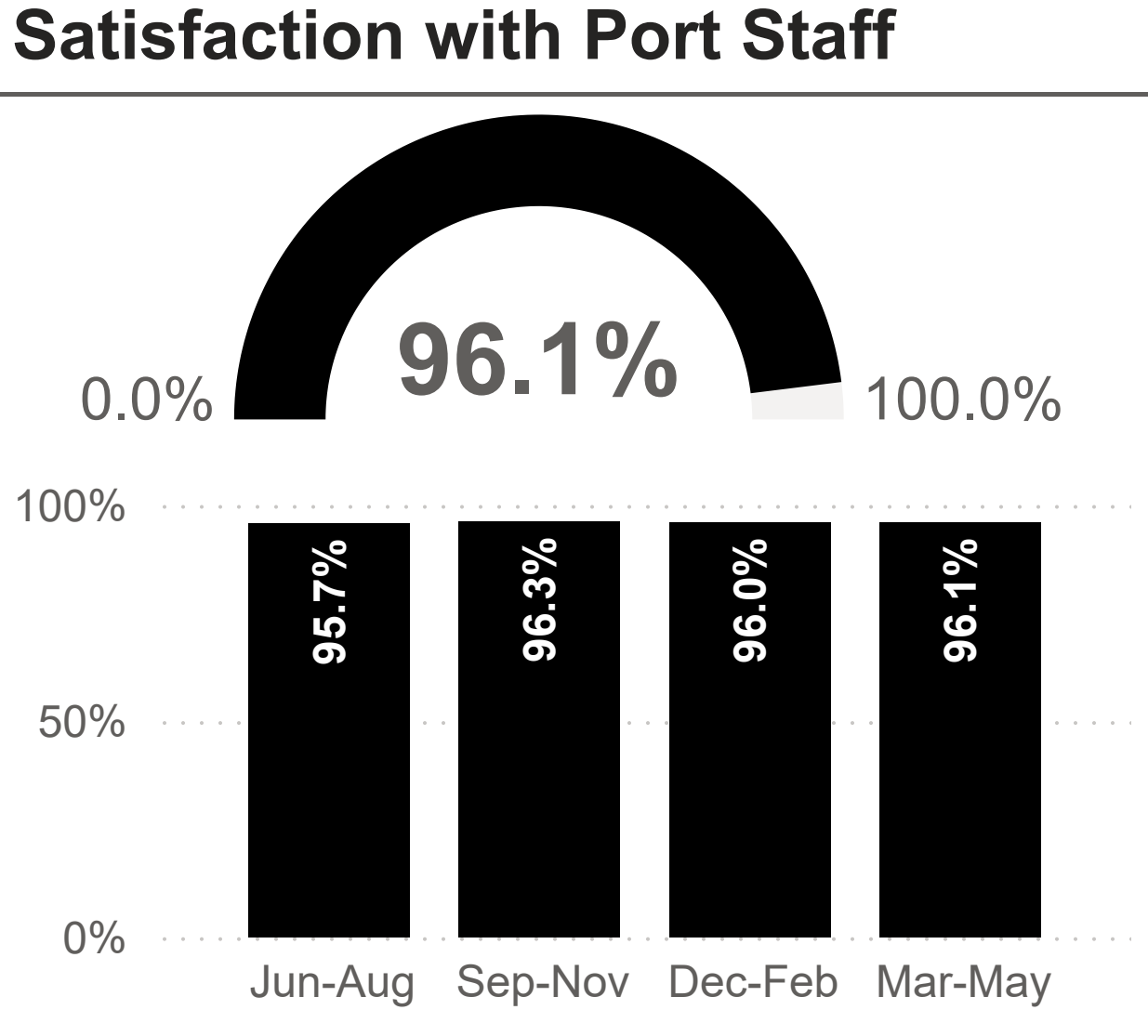
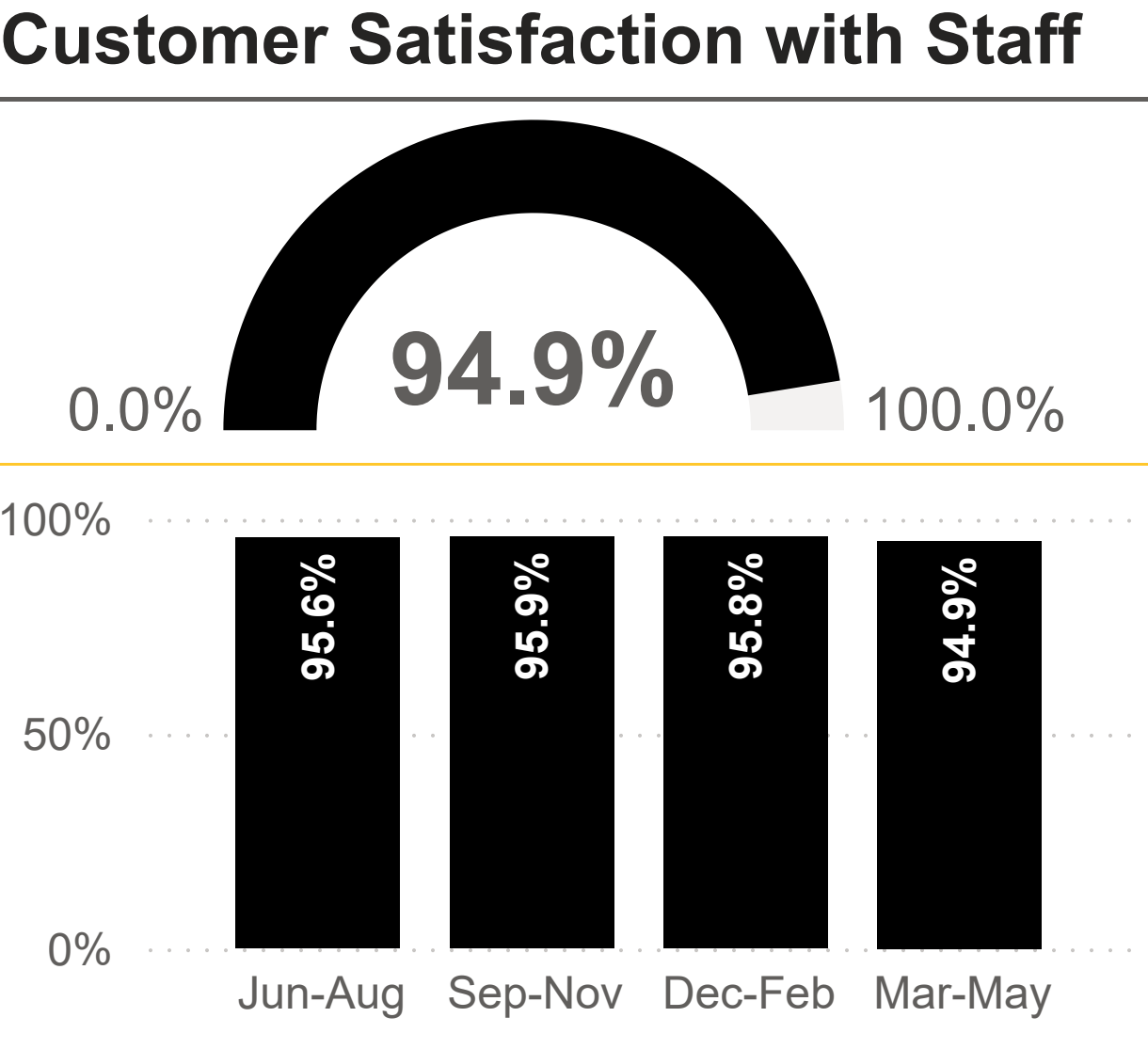
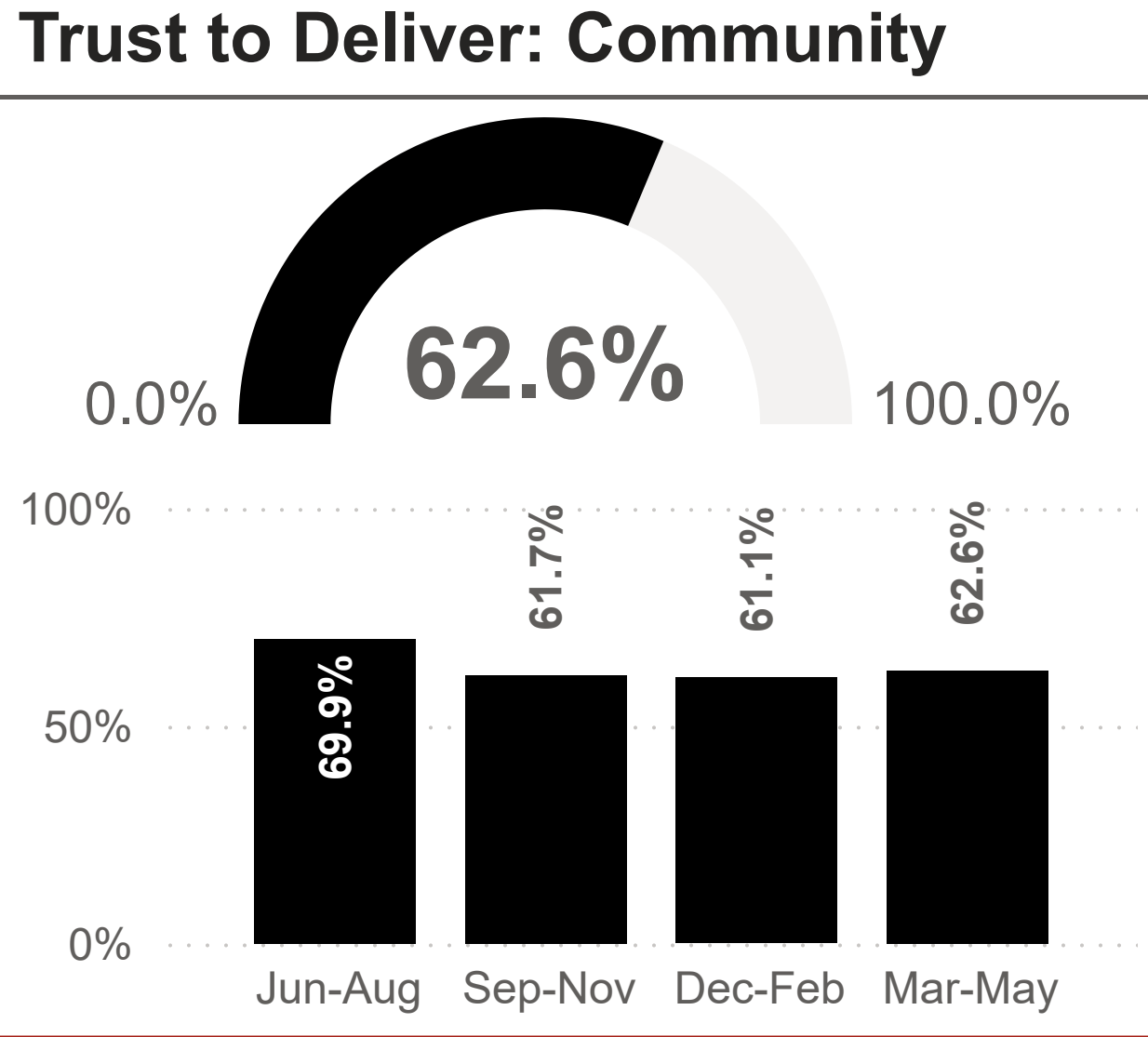
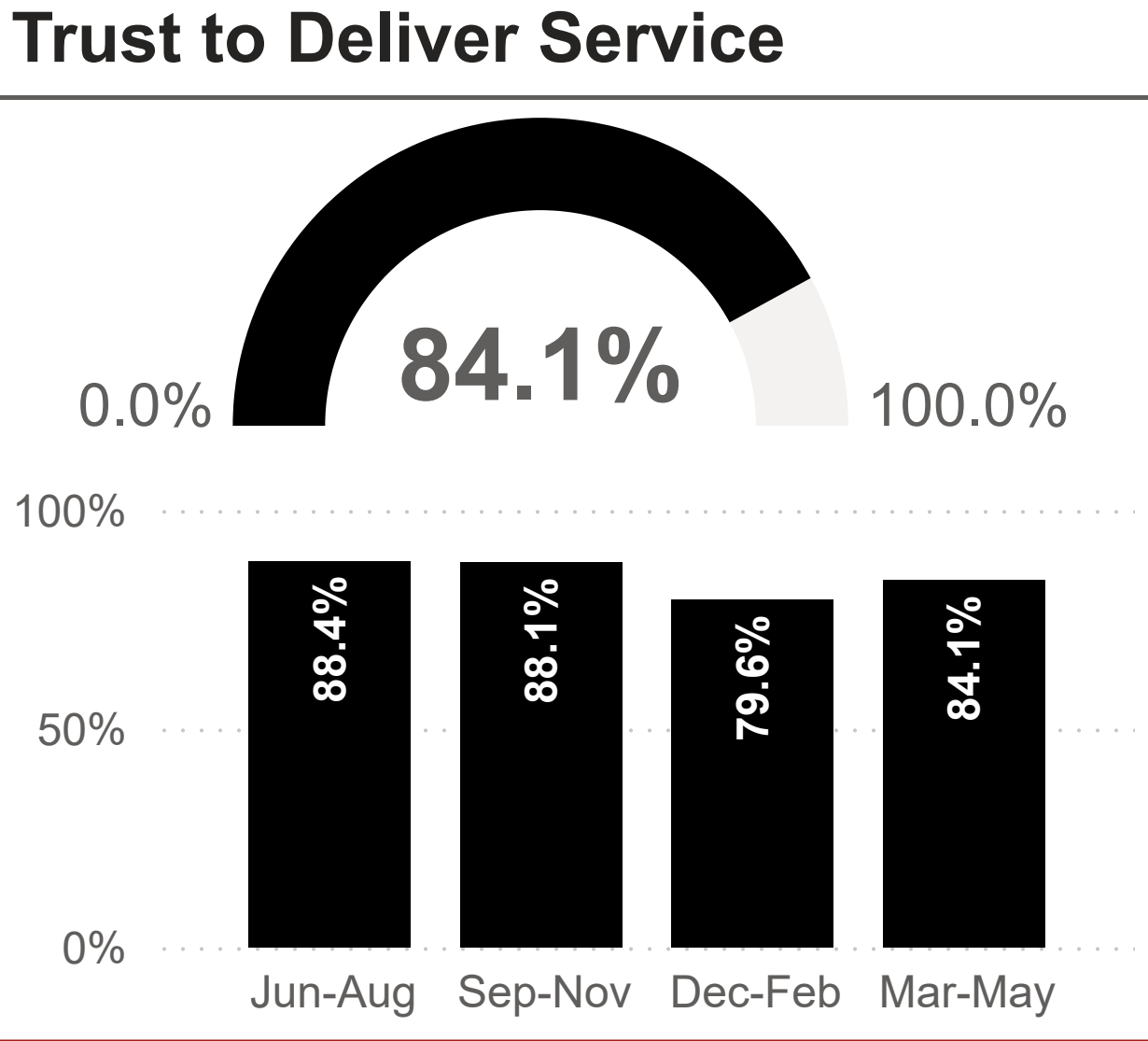
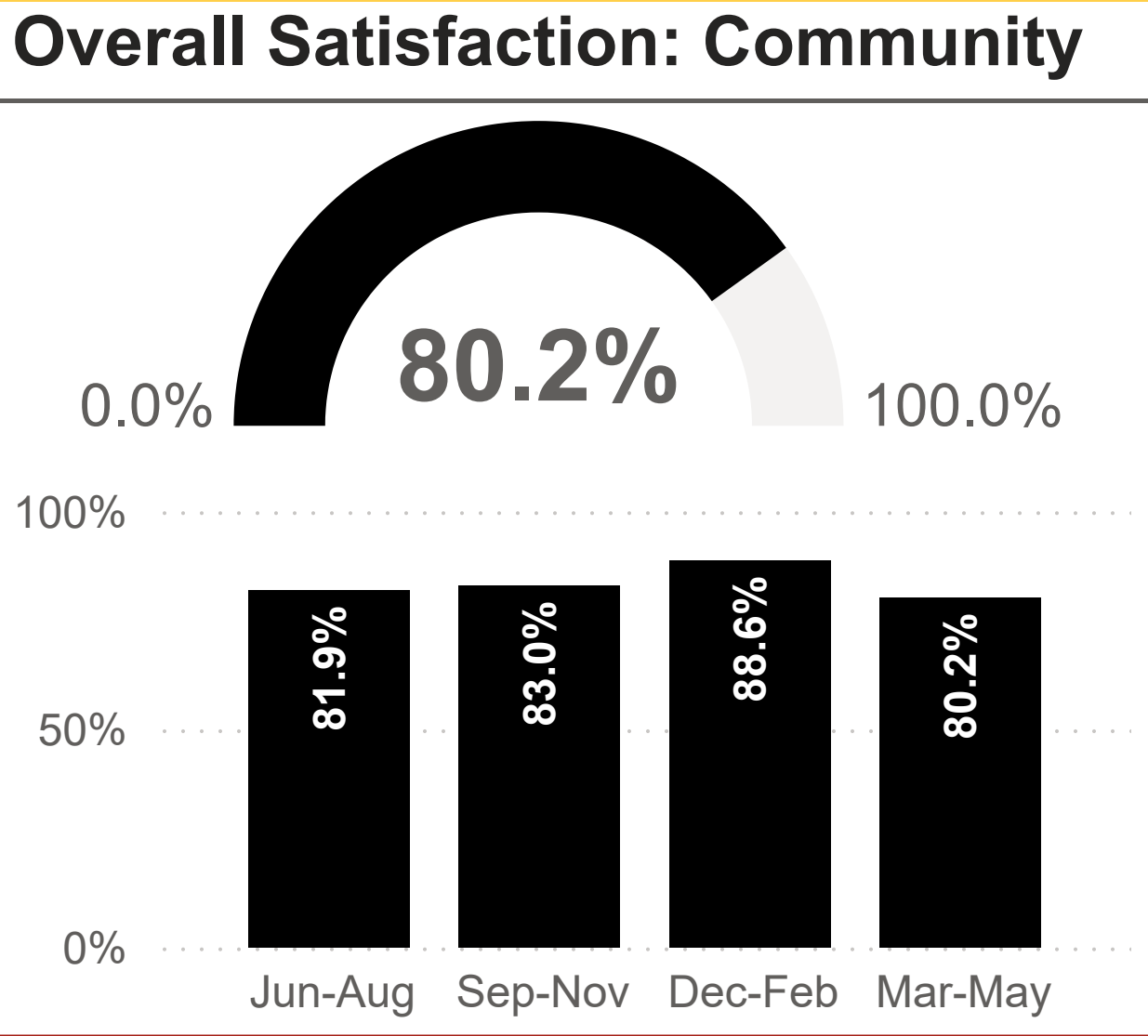
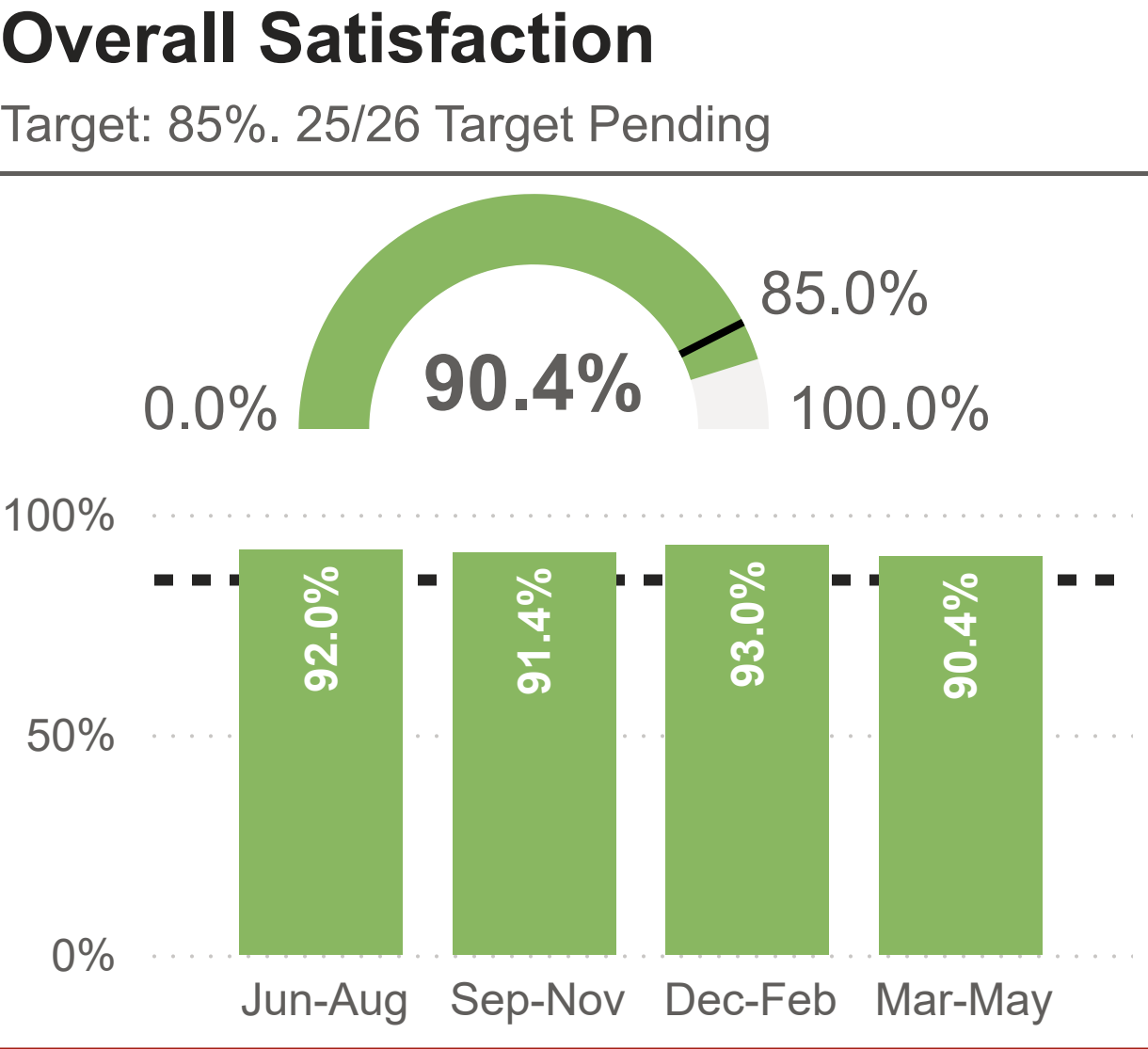


For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.





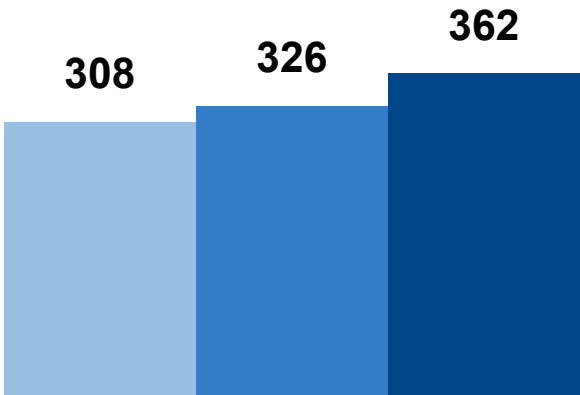
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.
Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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



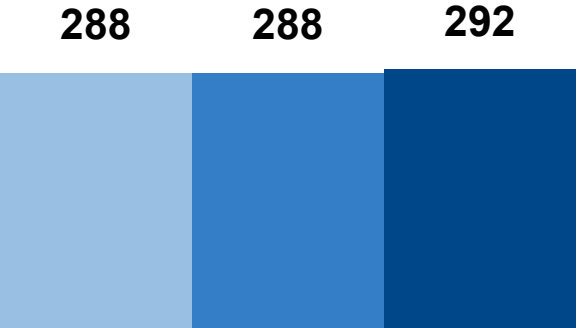


Sailings Timetabled, Amended & Actual

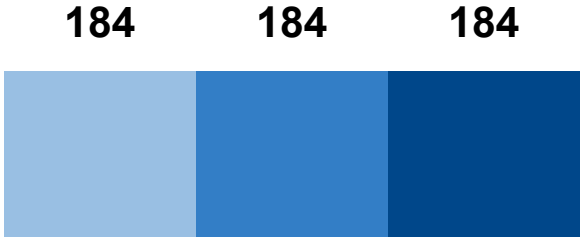
● Timetabled ● Amended ● Actual



Ardmhor (Barra) - Eriskay



Mallaig - Armadale



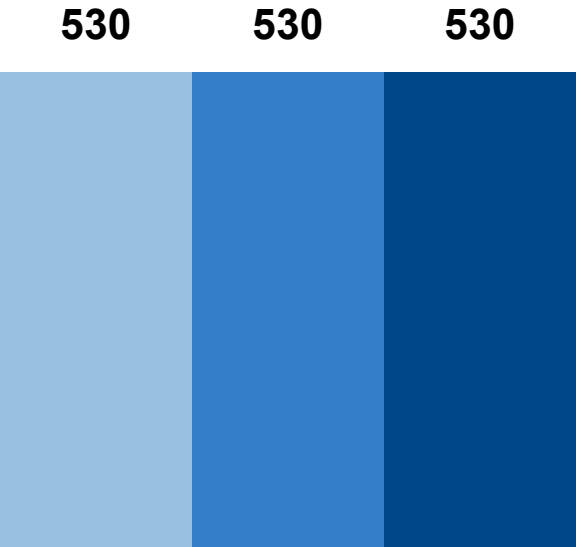
Mallaig - Eigg/Muck/Rum/Canna



Mallaig - Lochboisdale



Oban - Castlebay/Lochboisdale



Sconser - Raasay

Punctuality & Reliability

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



Ardmhor (Barra) - Eriskay

0

0

6



60



4

5

2

6

Mallaig - Armadale



Mallaig - Eigg/Muck/Rum/Canna

3

3

0

0



8

6

17

0

Mallaig - Lochboisdale



Oban - Castlebay/Lochboisdale

1

10

9

8



0

5

0

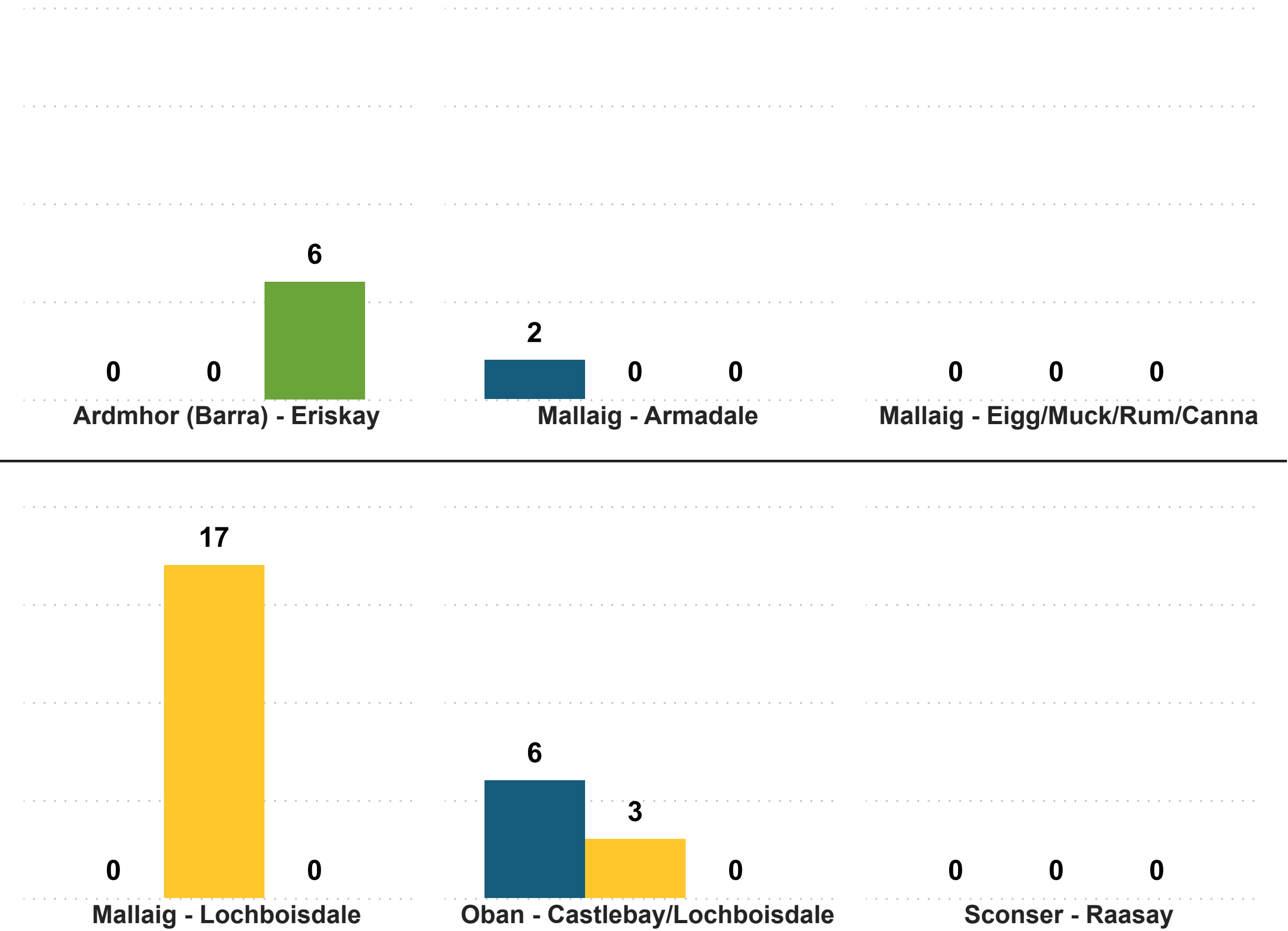
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Sconser - Raasay



Cancelled Sailings (By Reason)

● Weather ● Technical ● Other



Missed Train Connections

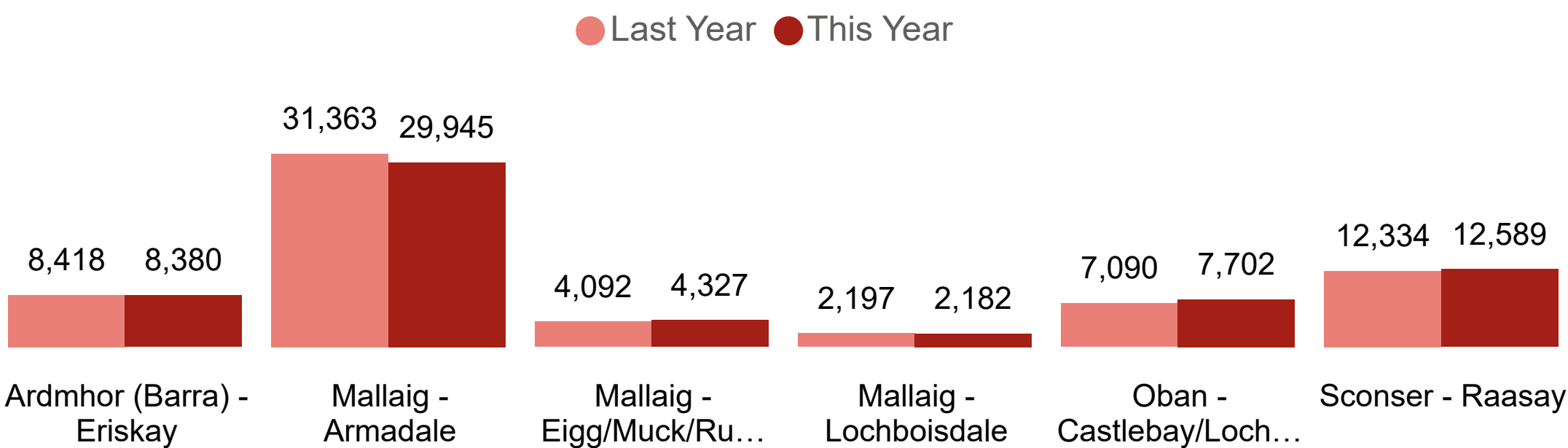
4

There were four missed advertised connections for Band C sailings this month

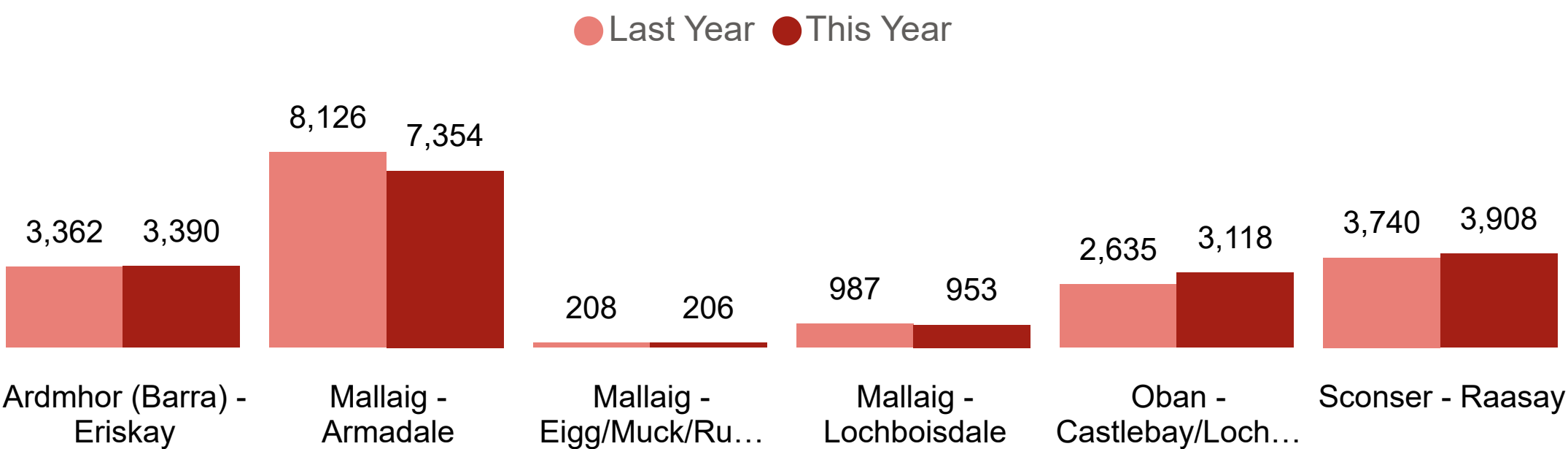
"Other" refers to any cancellations not resulting from weather and technical disruption. This includes cancellations due to reasons such as bunkering issues, berth unavailability etc.



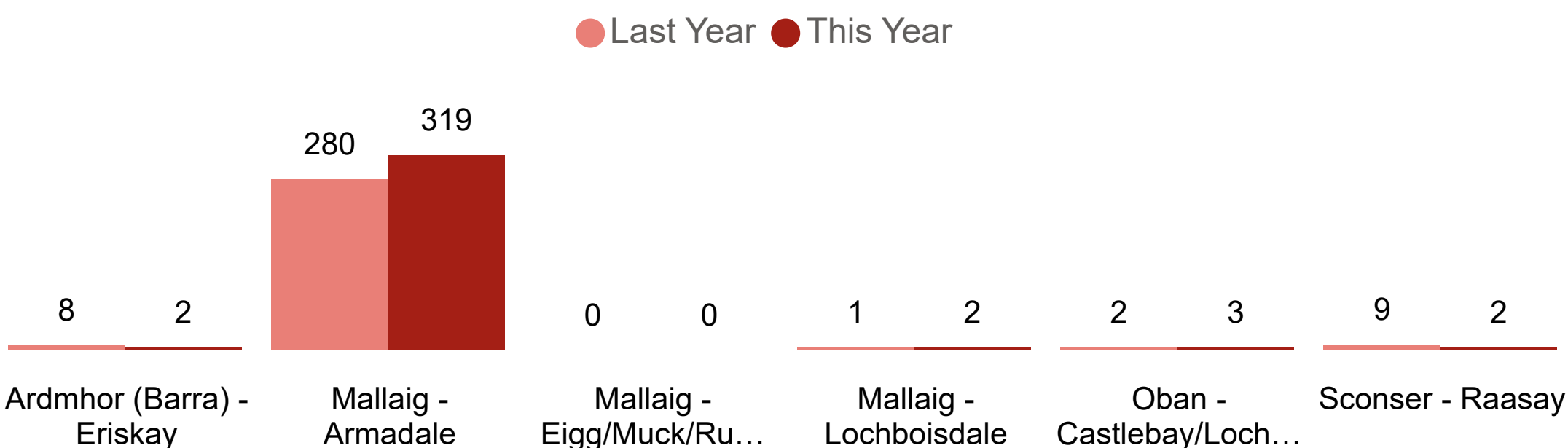
Shipped Passengers



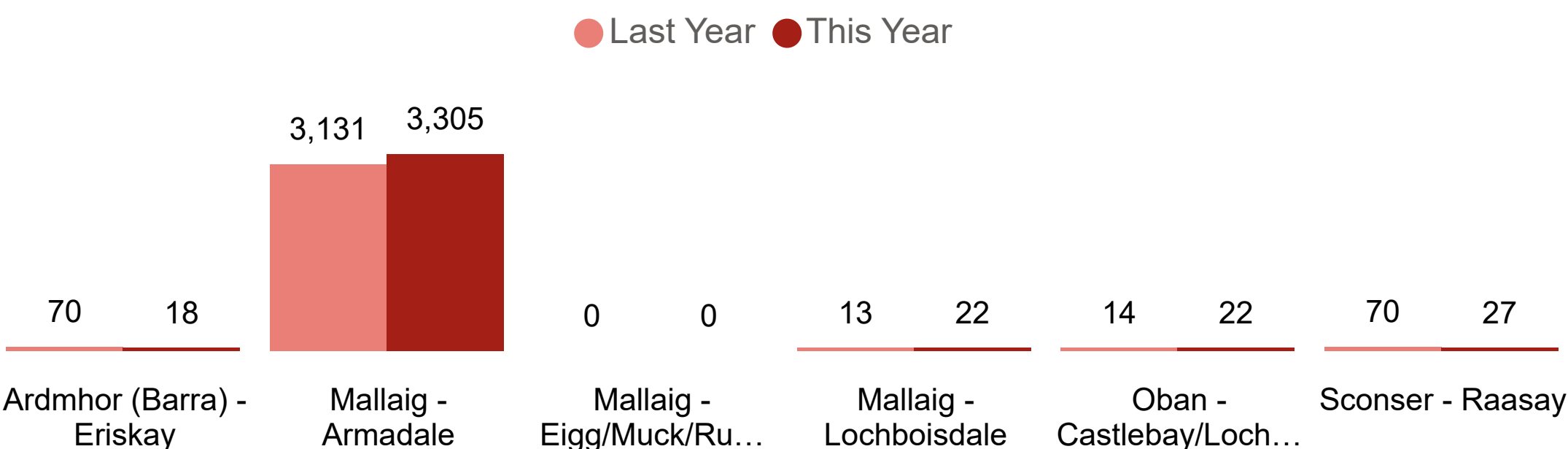
Shipped Cars



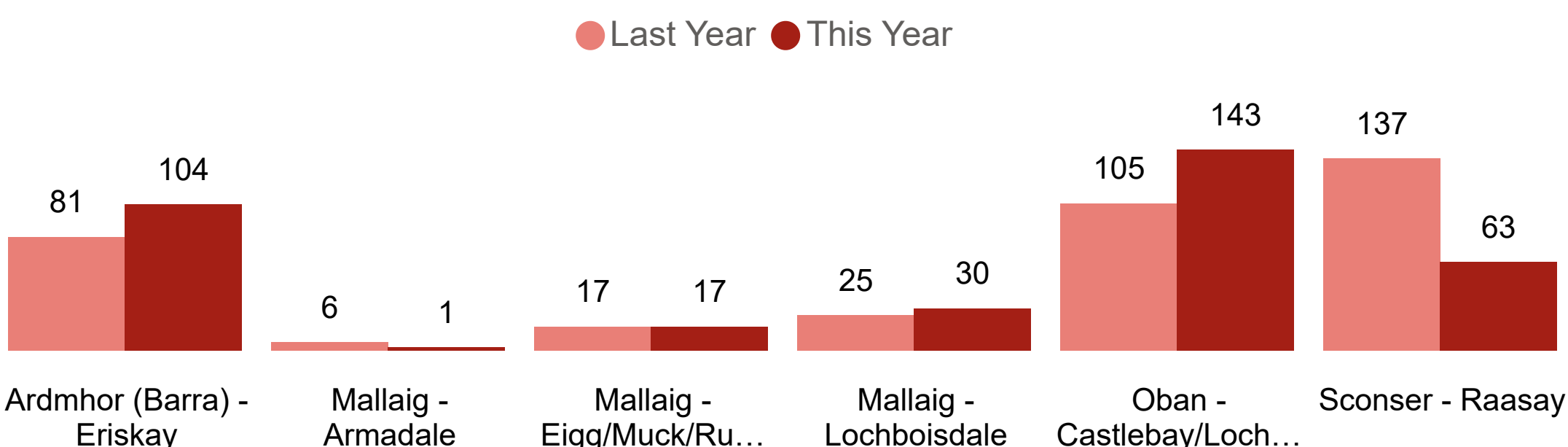
Shipped Coaches



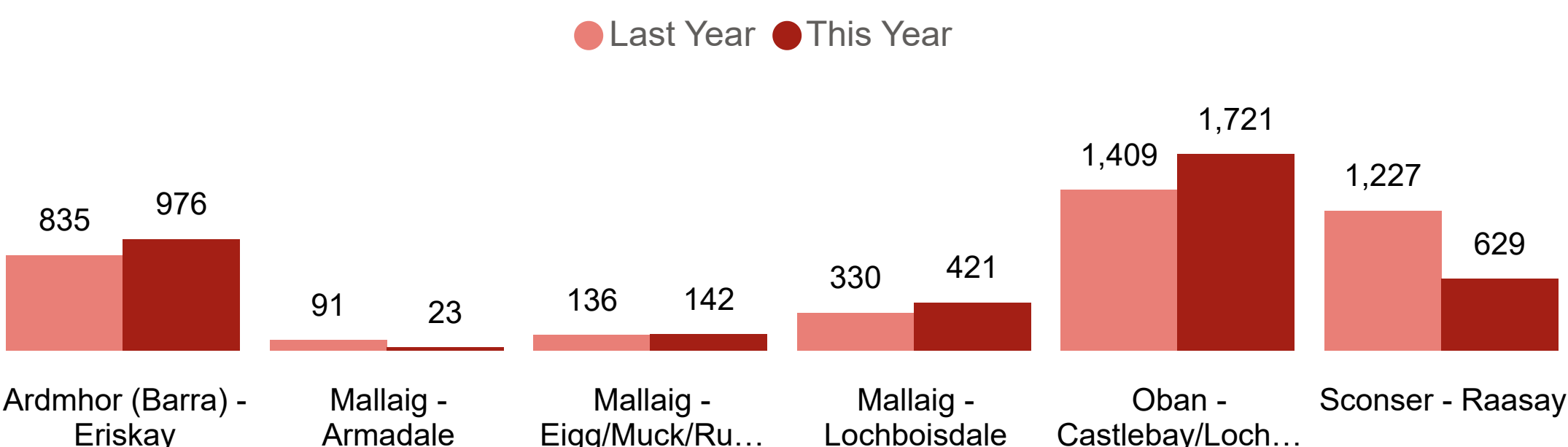
Shipped Coach Metres



Shipped Commercial Vehicles

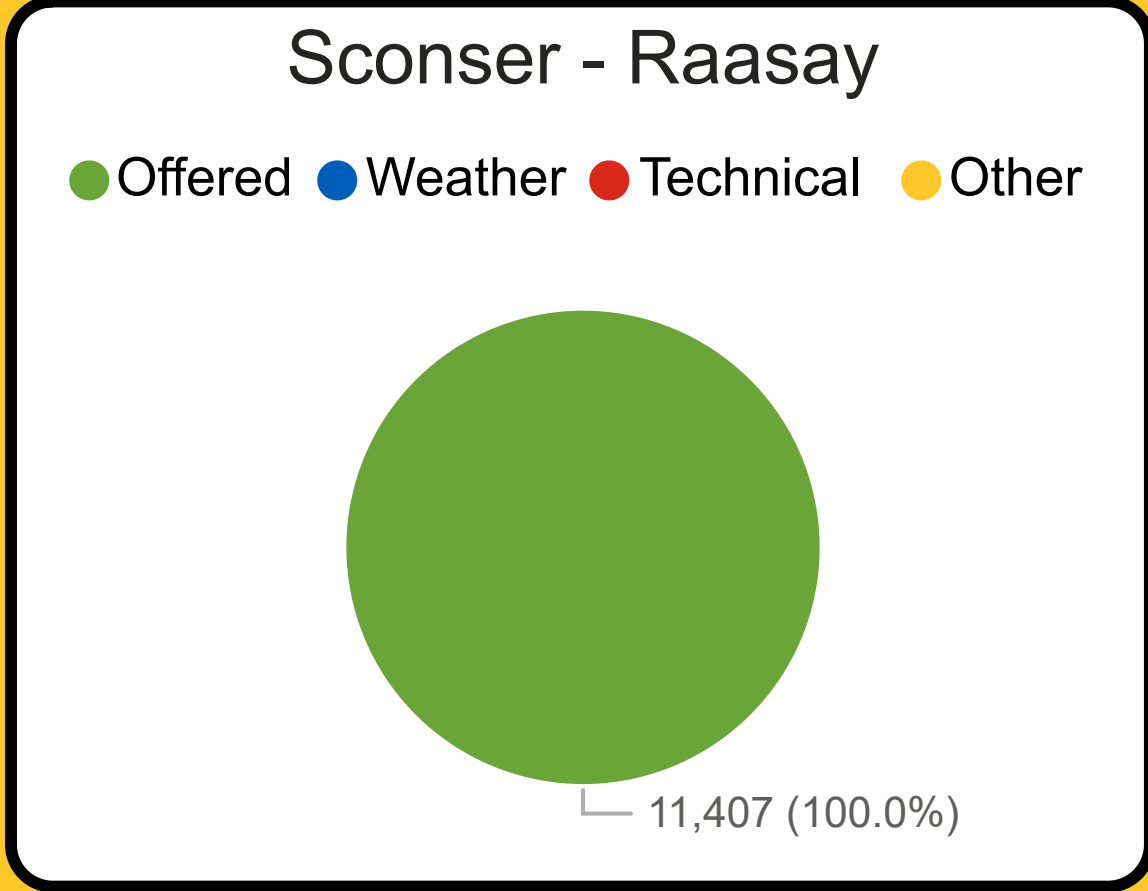
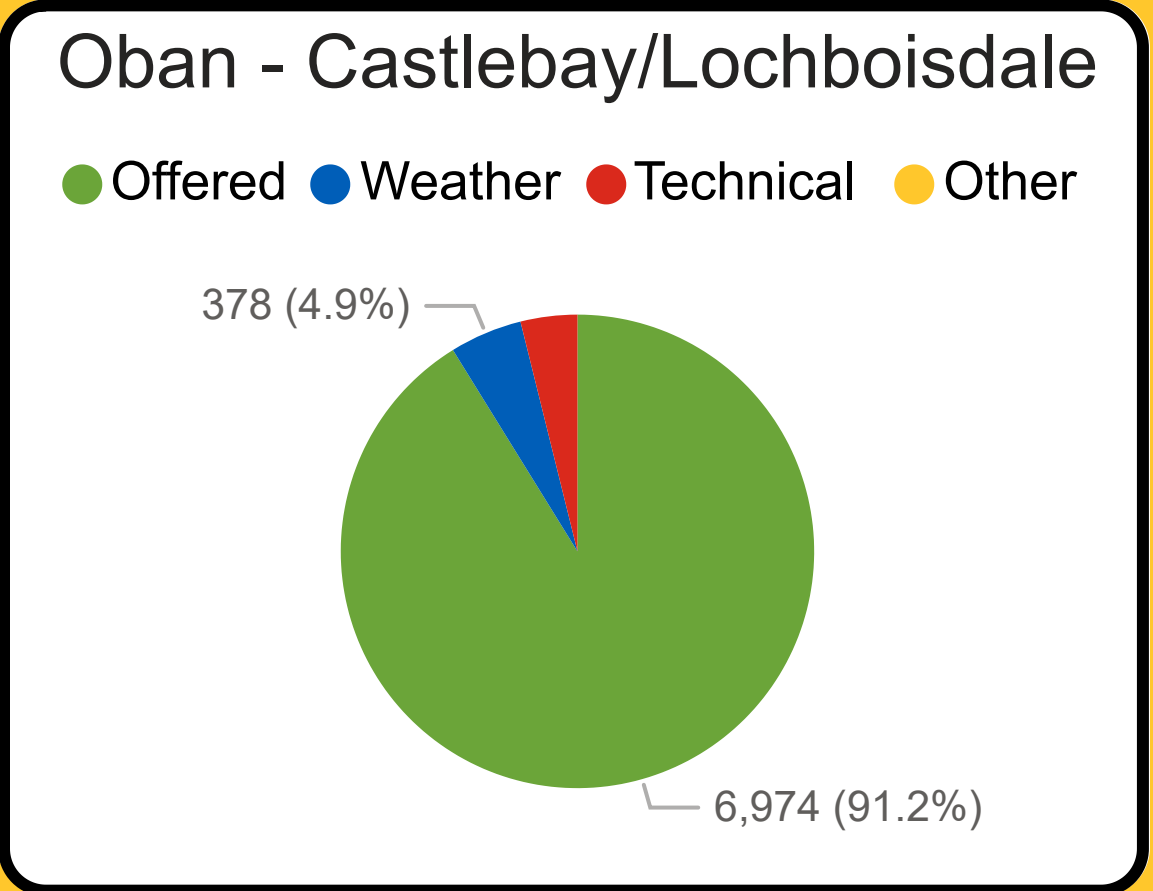
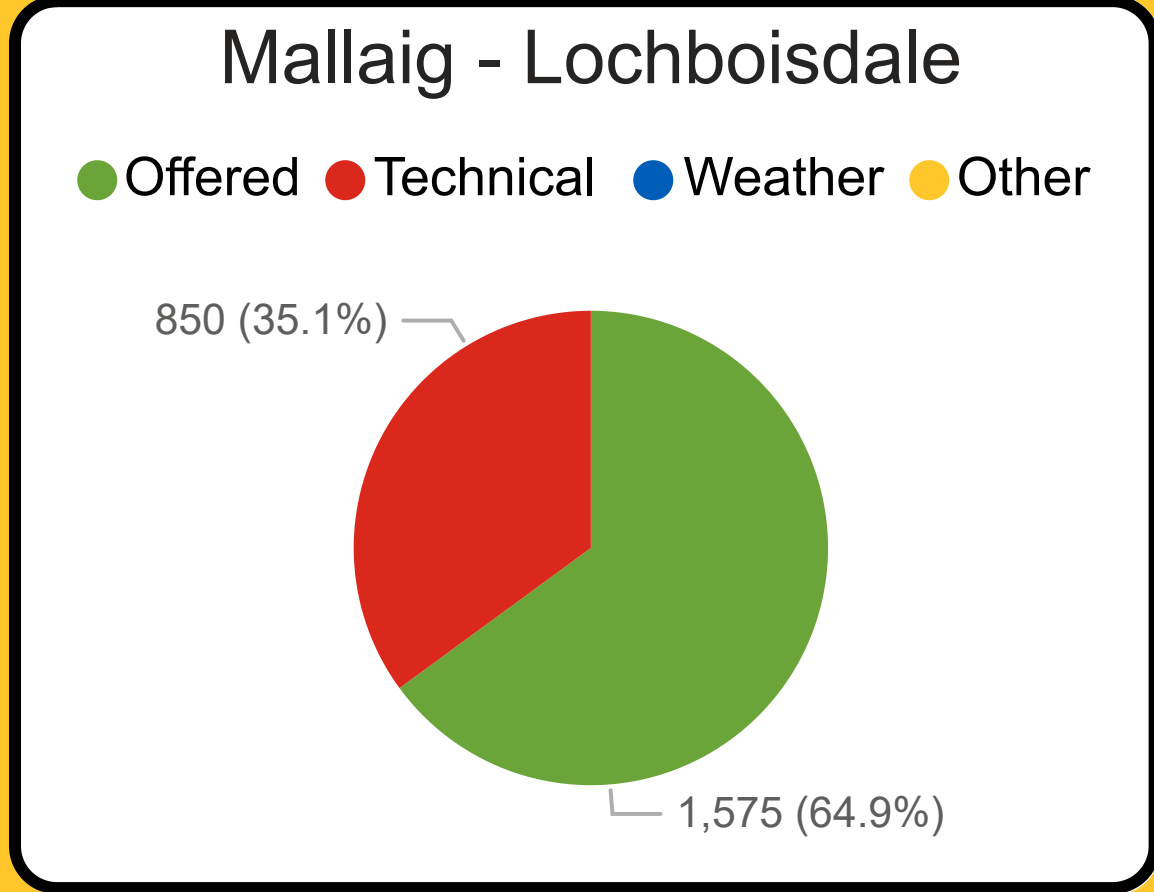
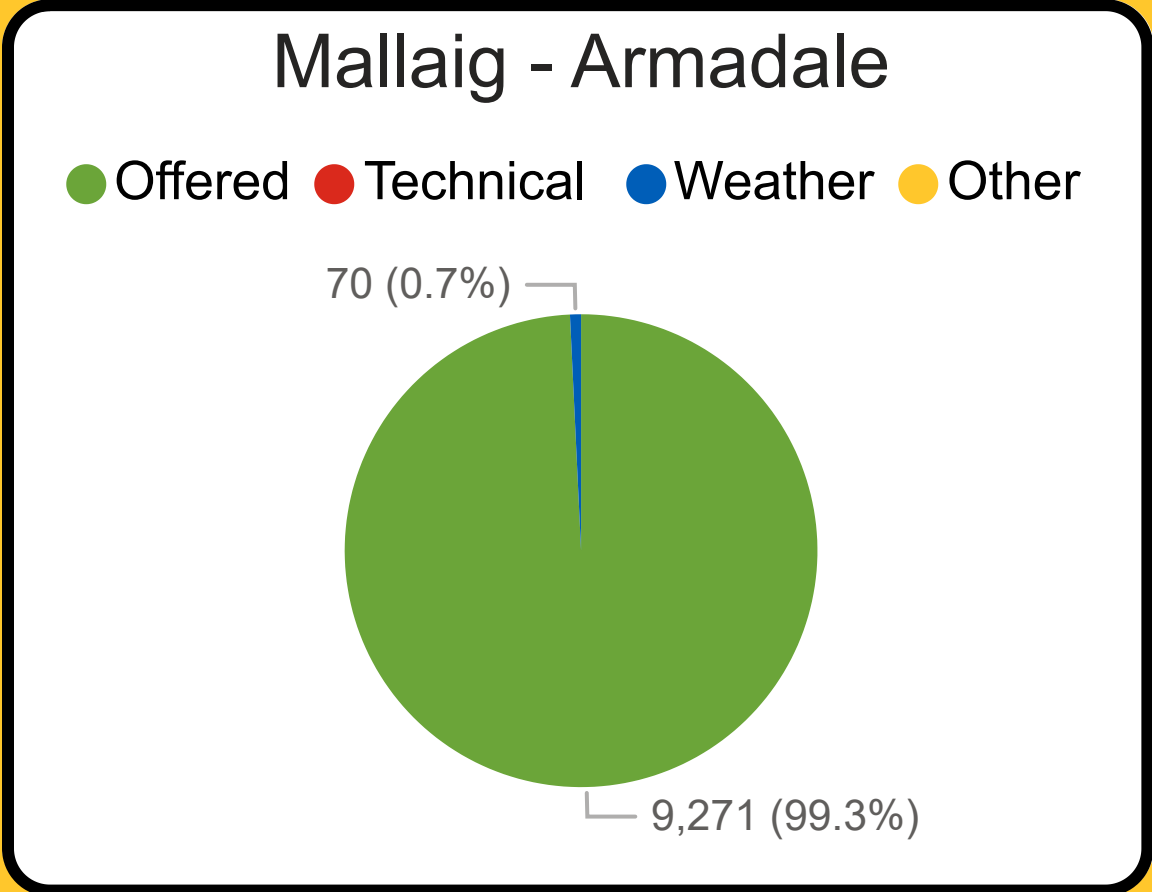
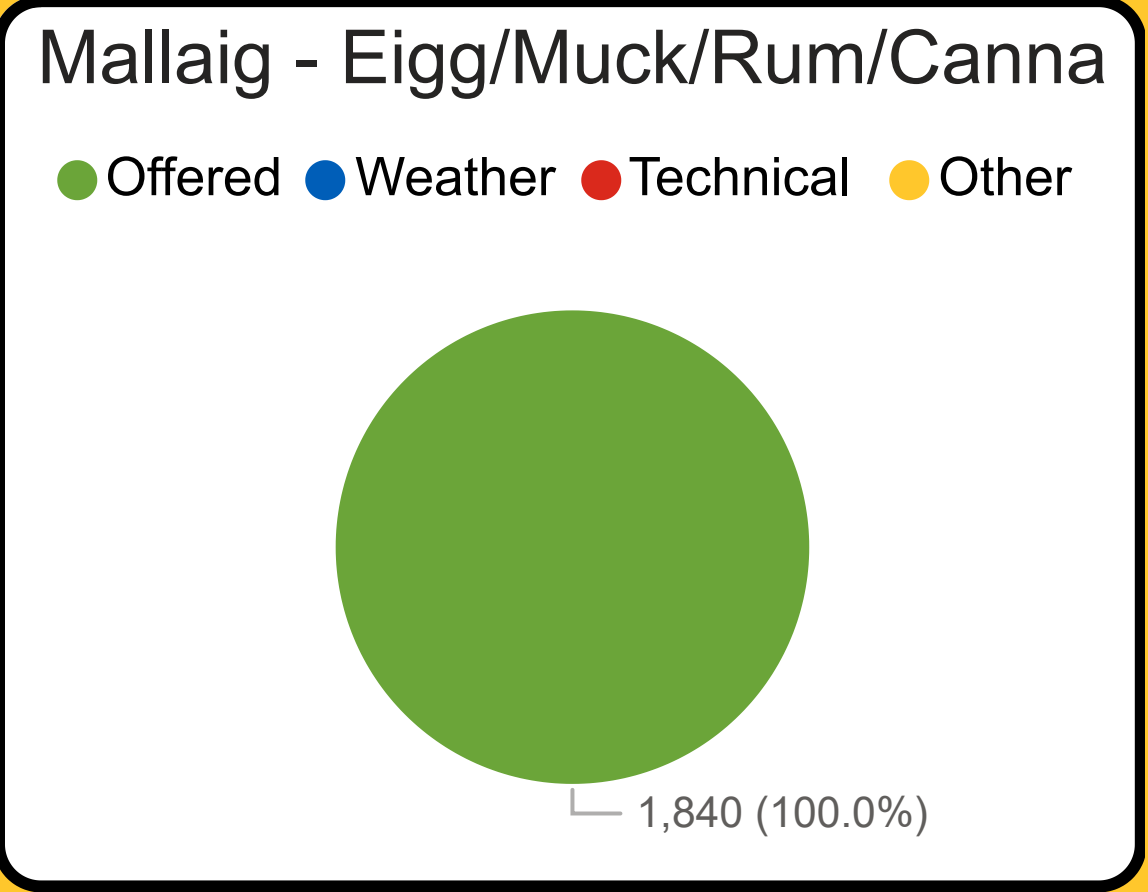
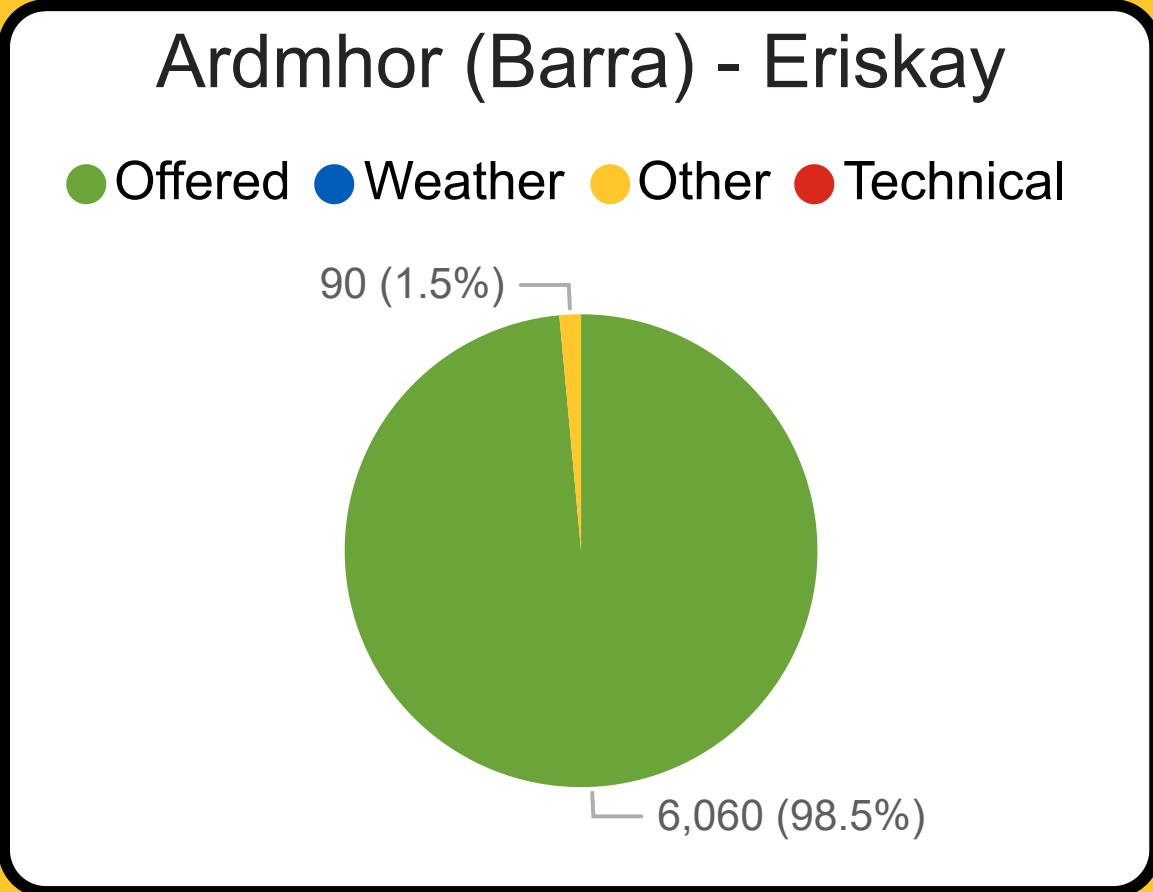


Shipped Commercial Vehicle Metres





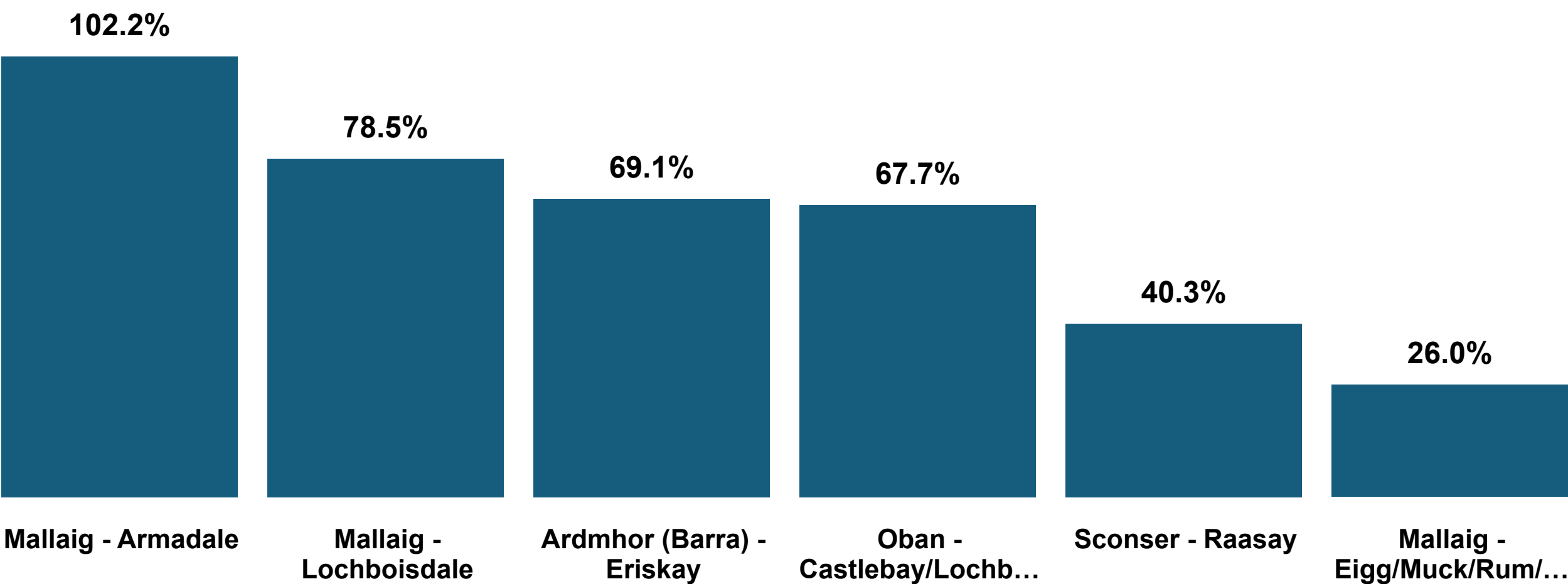
- 1 Car Equivalent Space is equal to 4.6 General Lane Metres
- Below visuals represent car equivalent spaces offered vs car equivalent space made unavailable as a result of technical, weather and all other cancellations



Route	Offered	Weather	Tech	Other
Sconser - Raasay	11,407			
Mallaig - Armadale	9,271	70		
Oban - Castlebay/Lochboisdale	6,974	378	296	
Ardmhor (Barra) - Eriskay	6,060			90
Mallaig - Eigg/Muck/Rum/Canna	1,840			
Mallaig - Lochboisdale	1,575		850	



Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Mallaig - Armadale	42.6K	43.6K	9,479	102.2%
Mallaig - Lochboisdale	7.2K	5.7K	1,235	78.5%
Ardmhor (Barra) - Eriskay	27.9K	19.3K	4,190	69.1%
Oban - Castlebay/Lochboisdale	32.1K	21.7K	4,722	67.7%
Sconser - Raasay	52.5K	21.1K	4,592	40.3%
Mallaig - Eigg/Muck/Rum/Canna	8.5K	2.2K	479	26.0%
Total	170.8K	113.6K	24,697	66.5%

Overall Utilisation of Sailings

Legend: >90% (Dark Blue), 75-89% (Medium Blue), 50-74% (Light Blue), <50% (Very Light Blue)

