

Total Number of
Survey Responses
Last 6 Months

20K

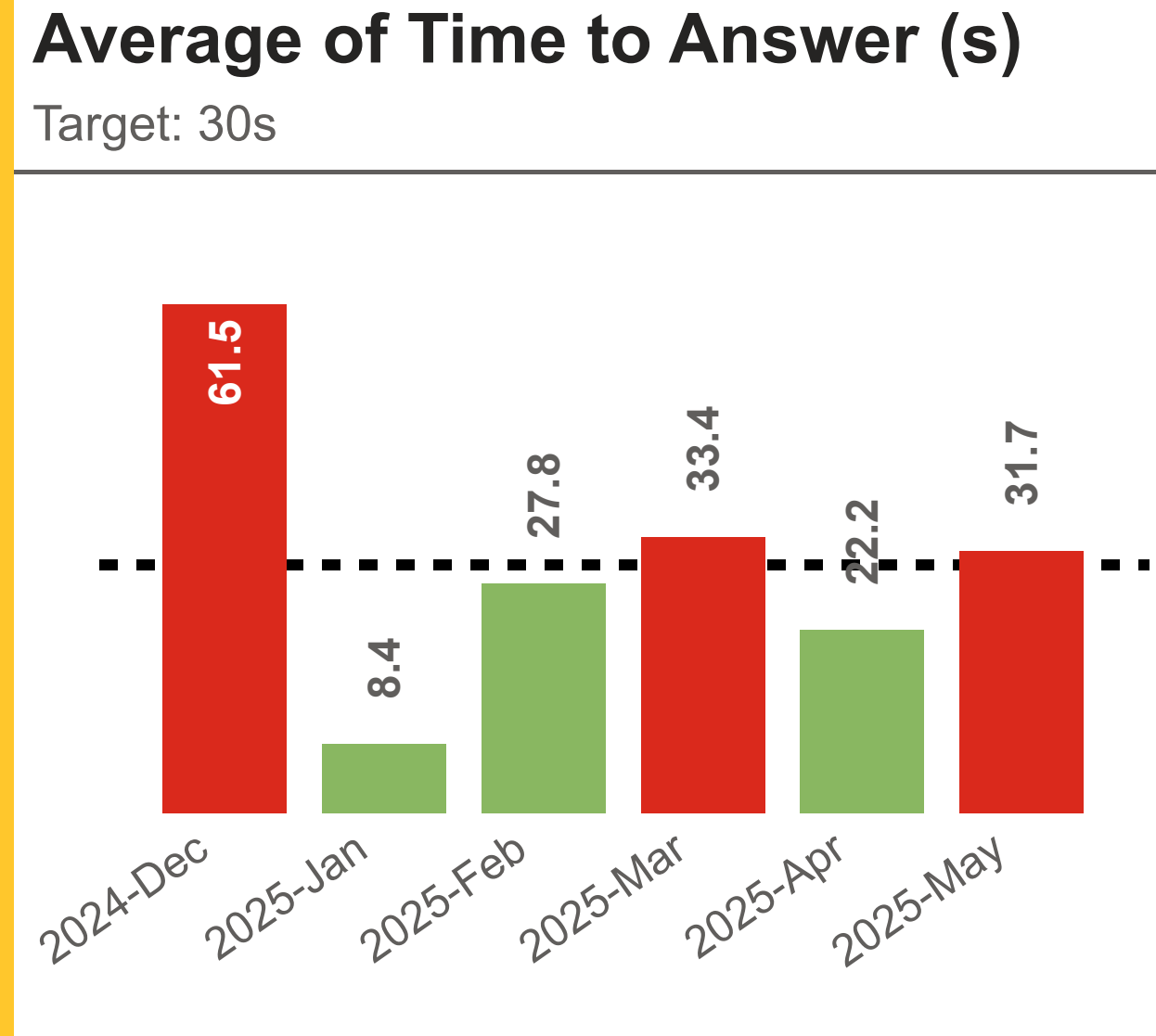
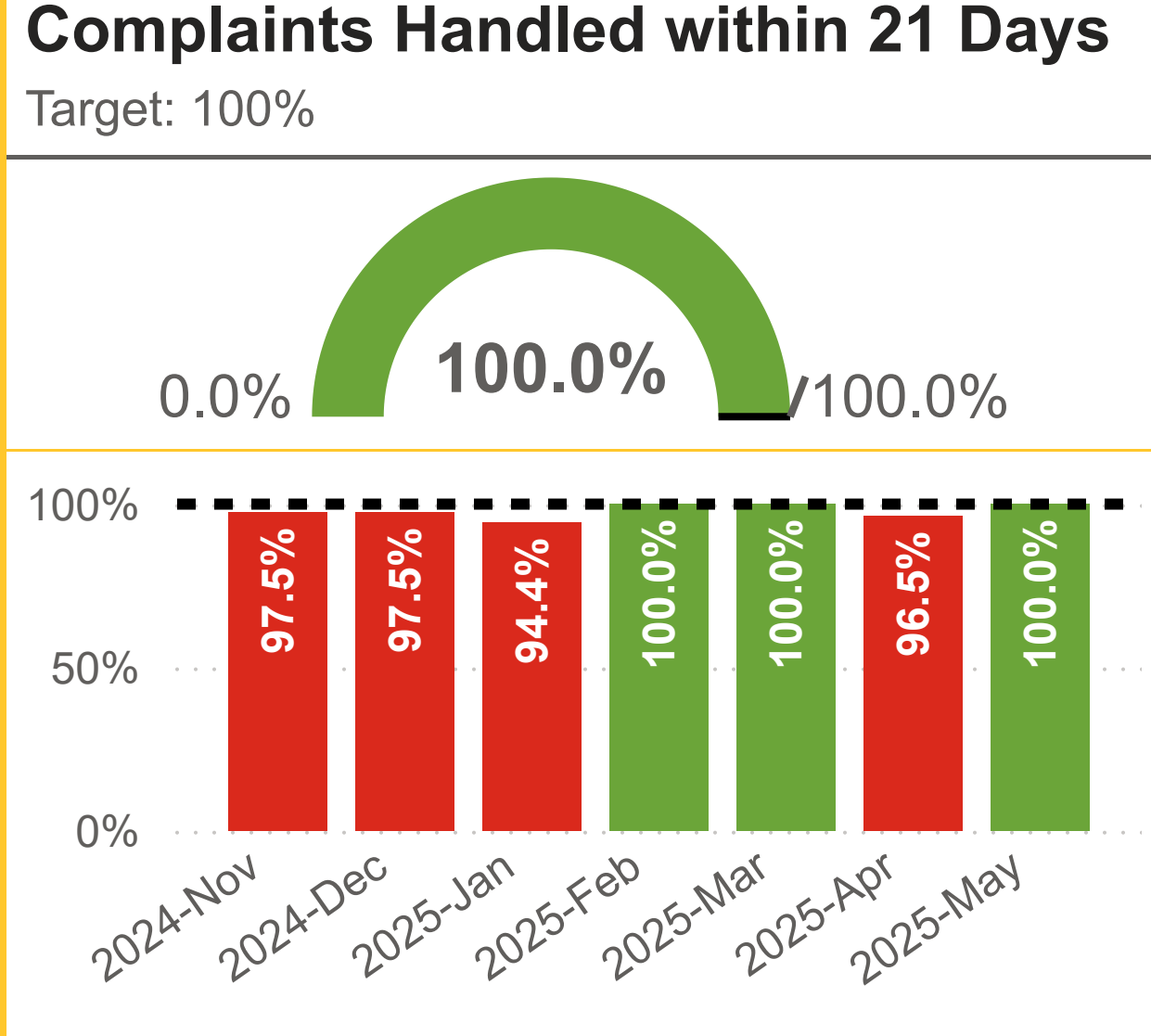
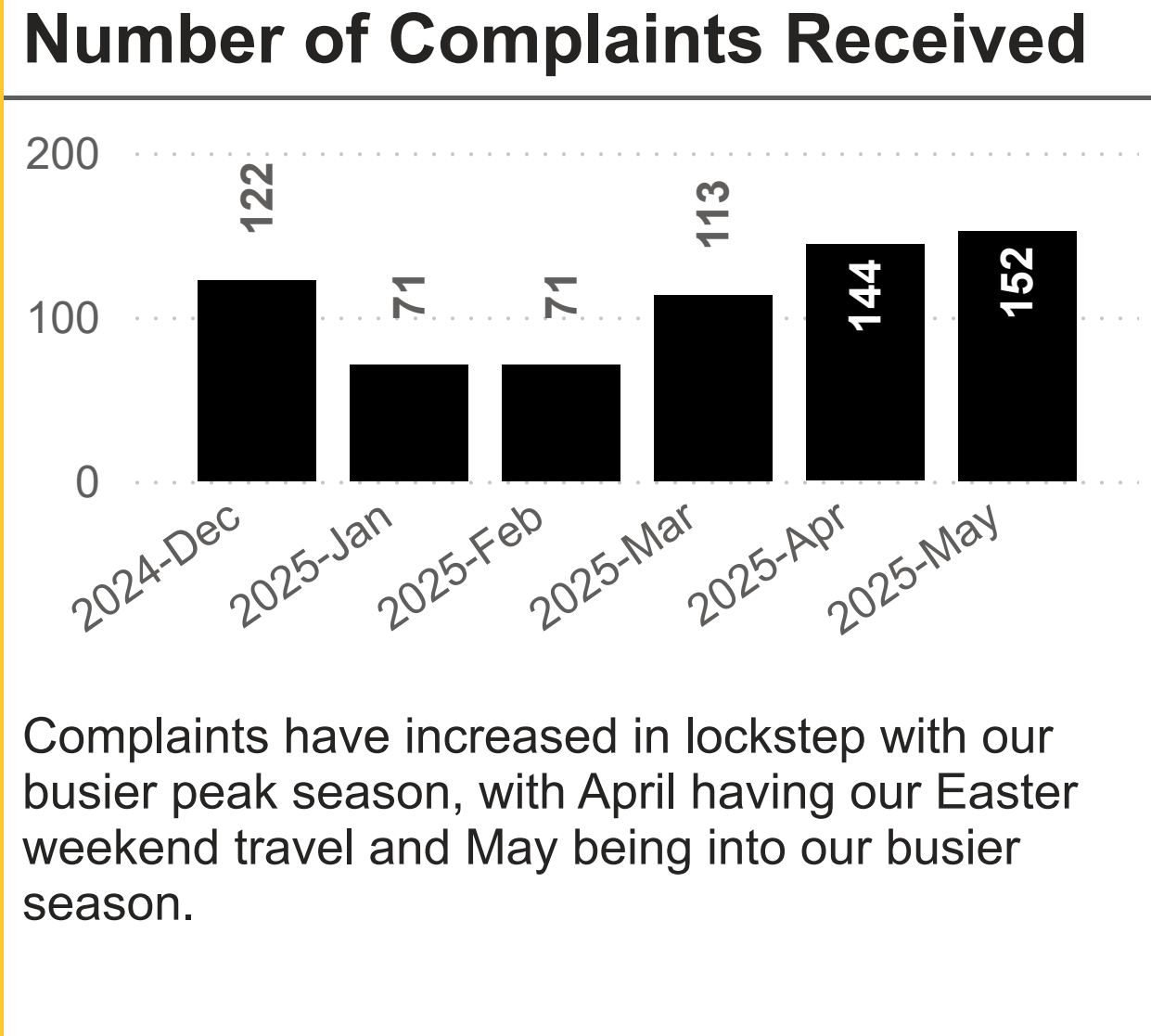
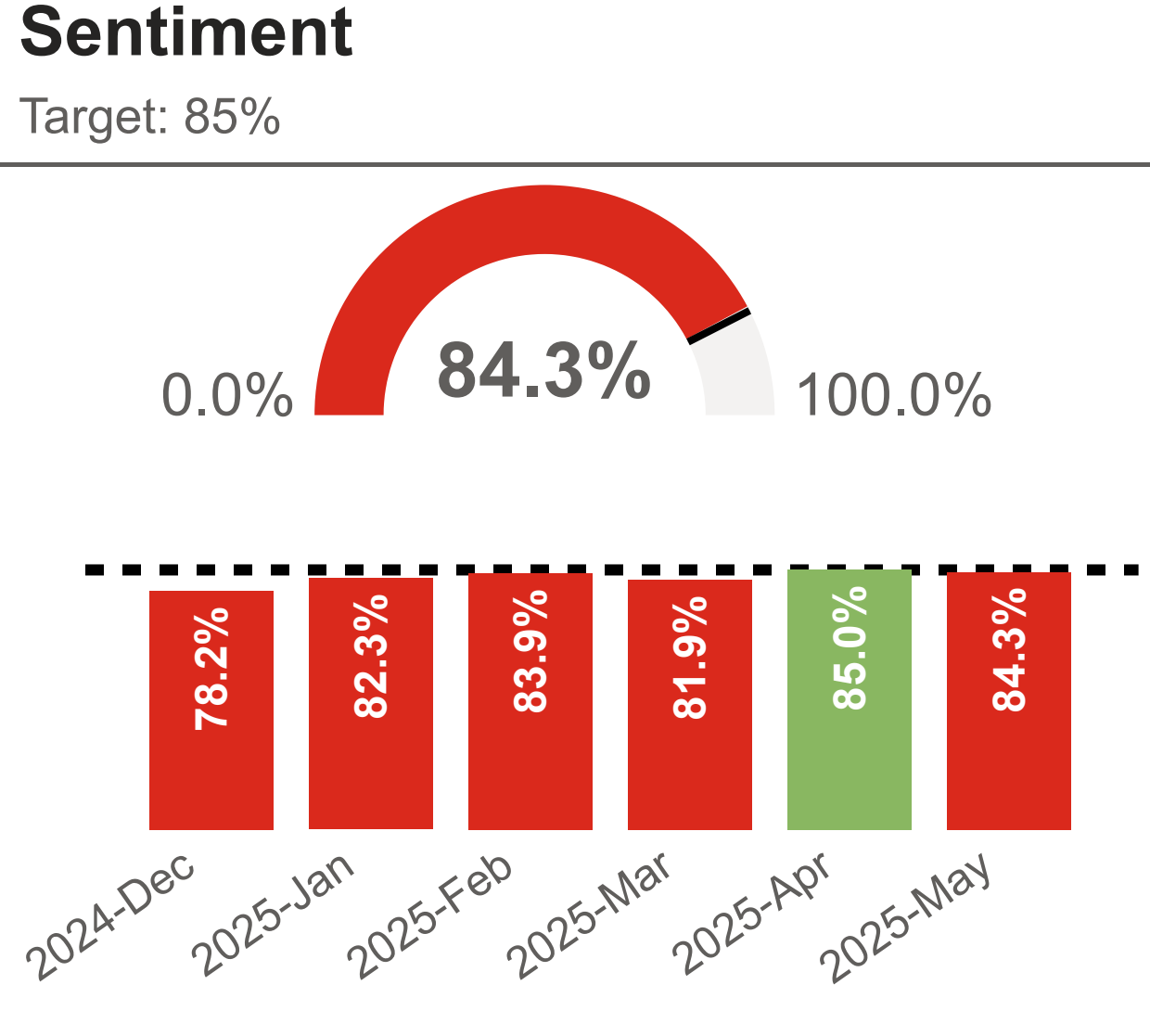
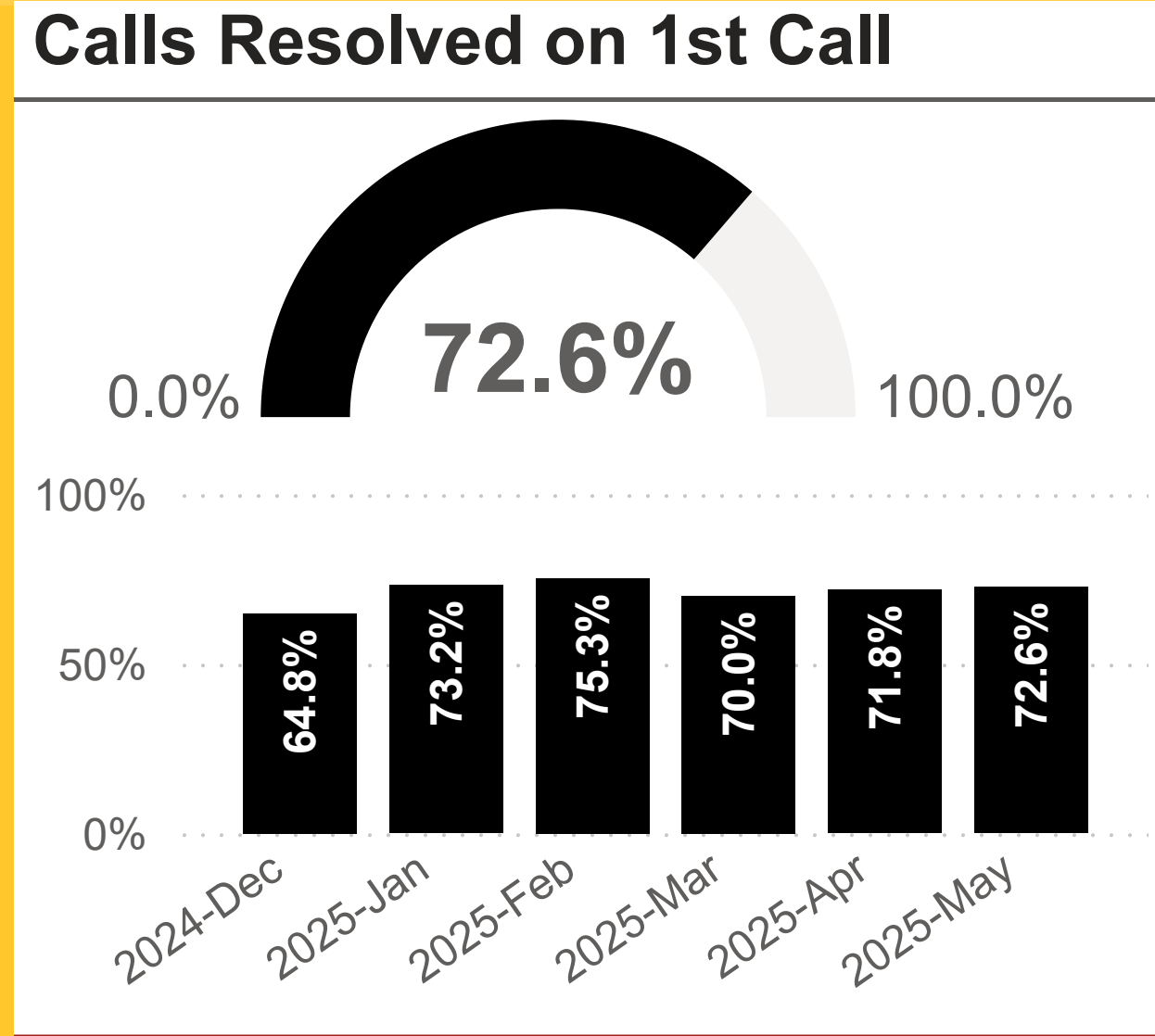
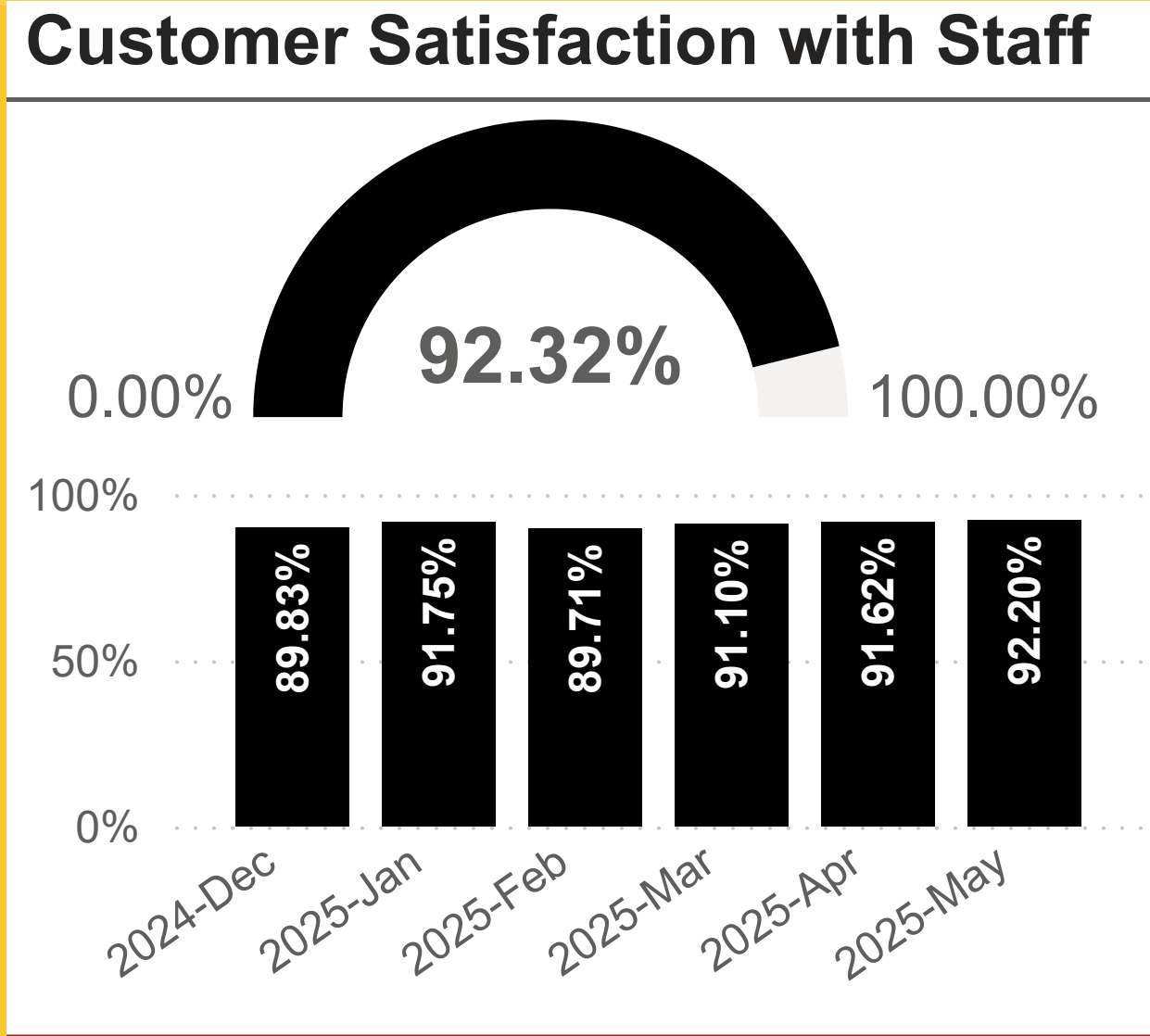
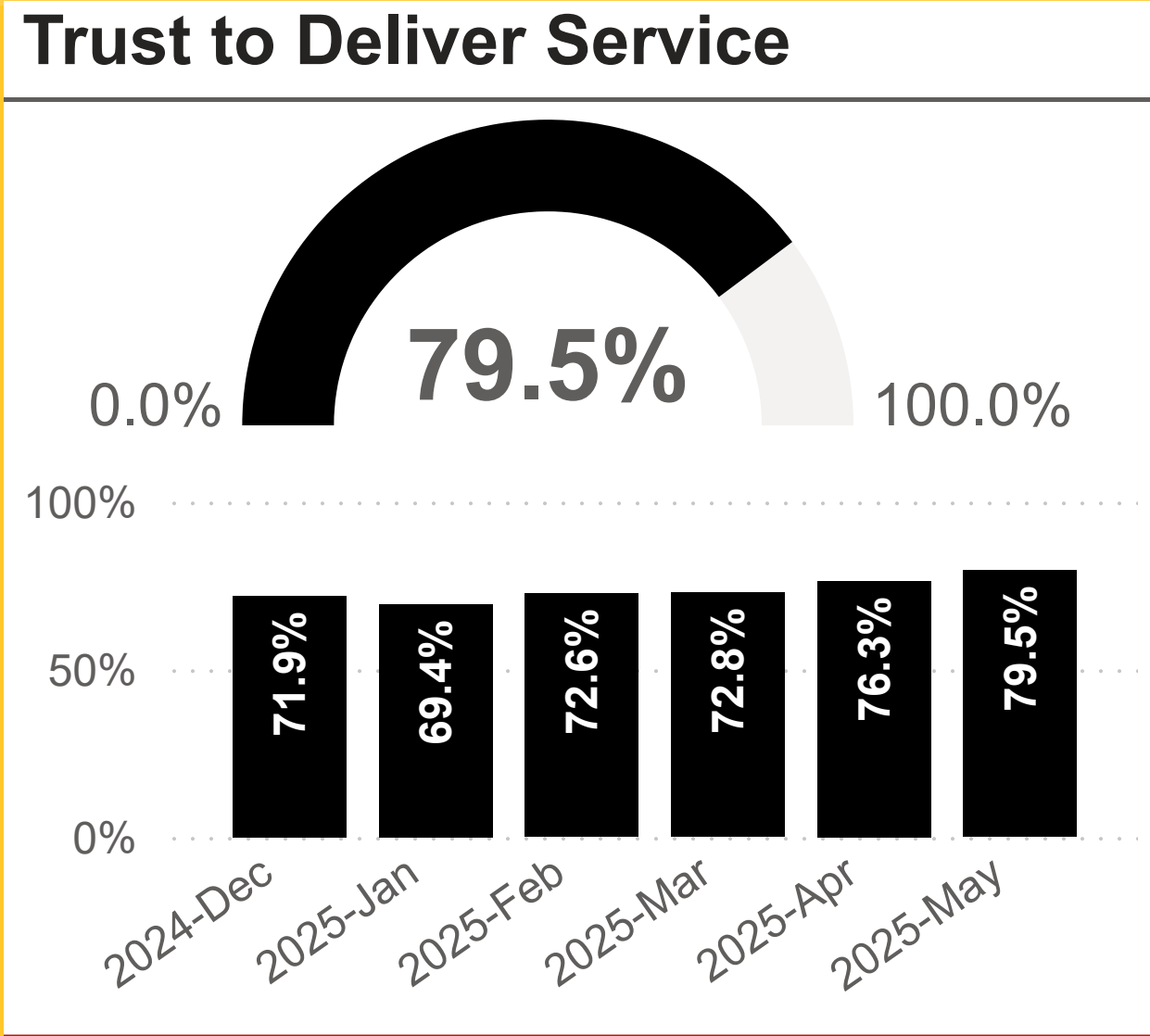
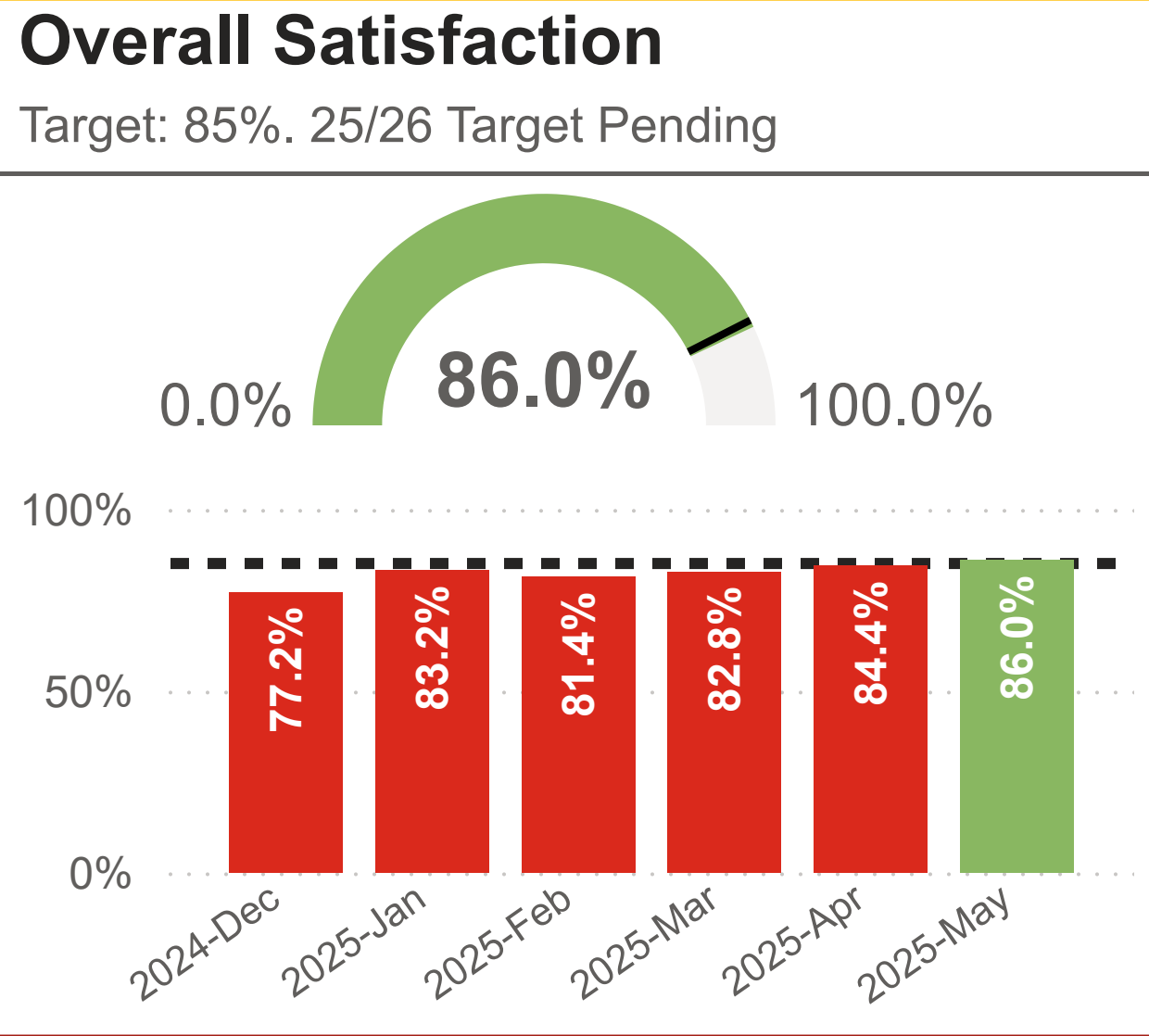
Our Performance in May 2025

Customer Feedback Metrics

Network Wide

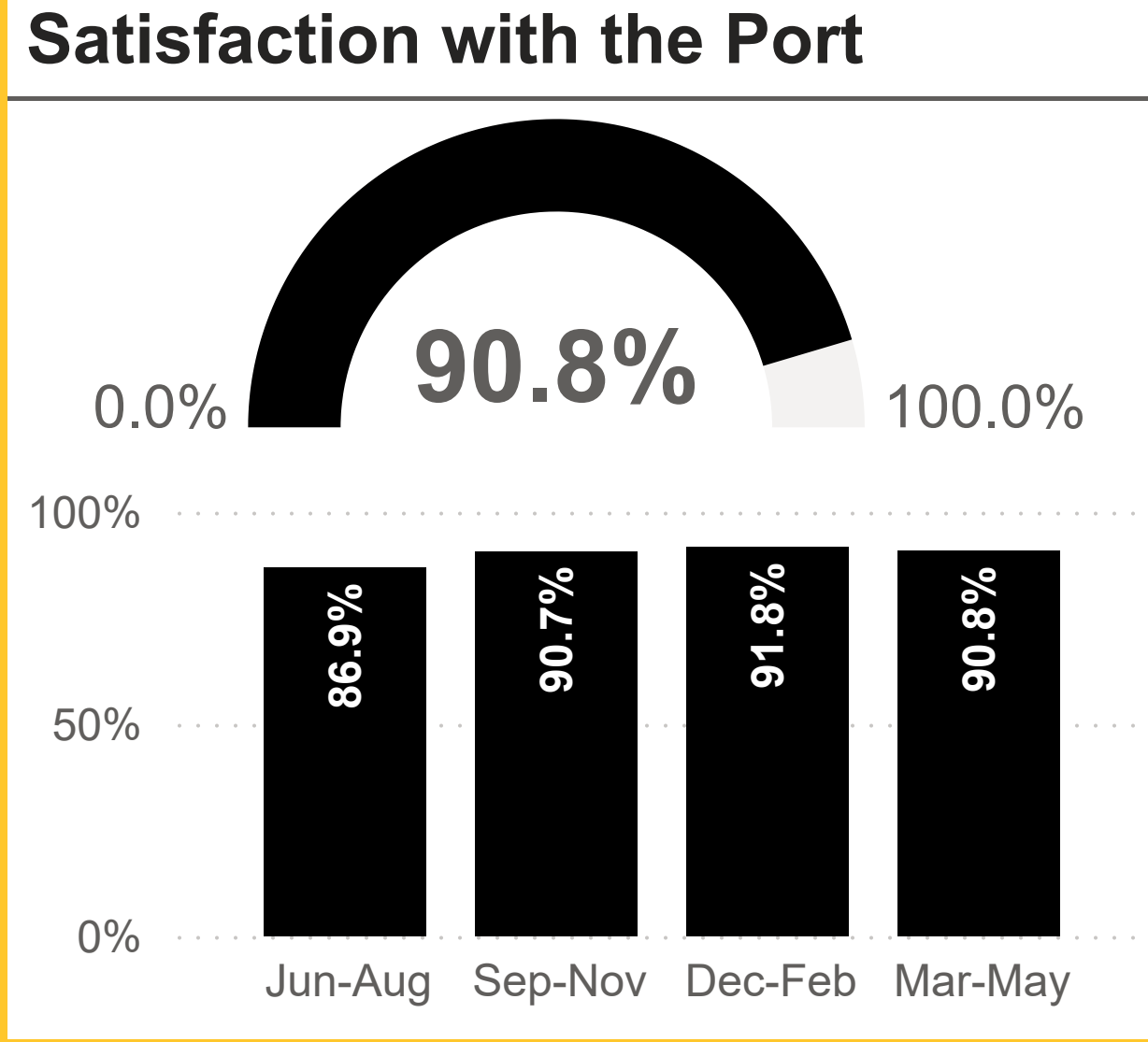
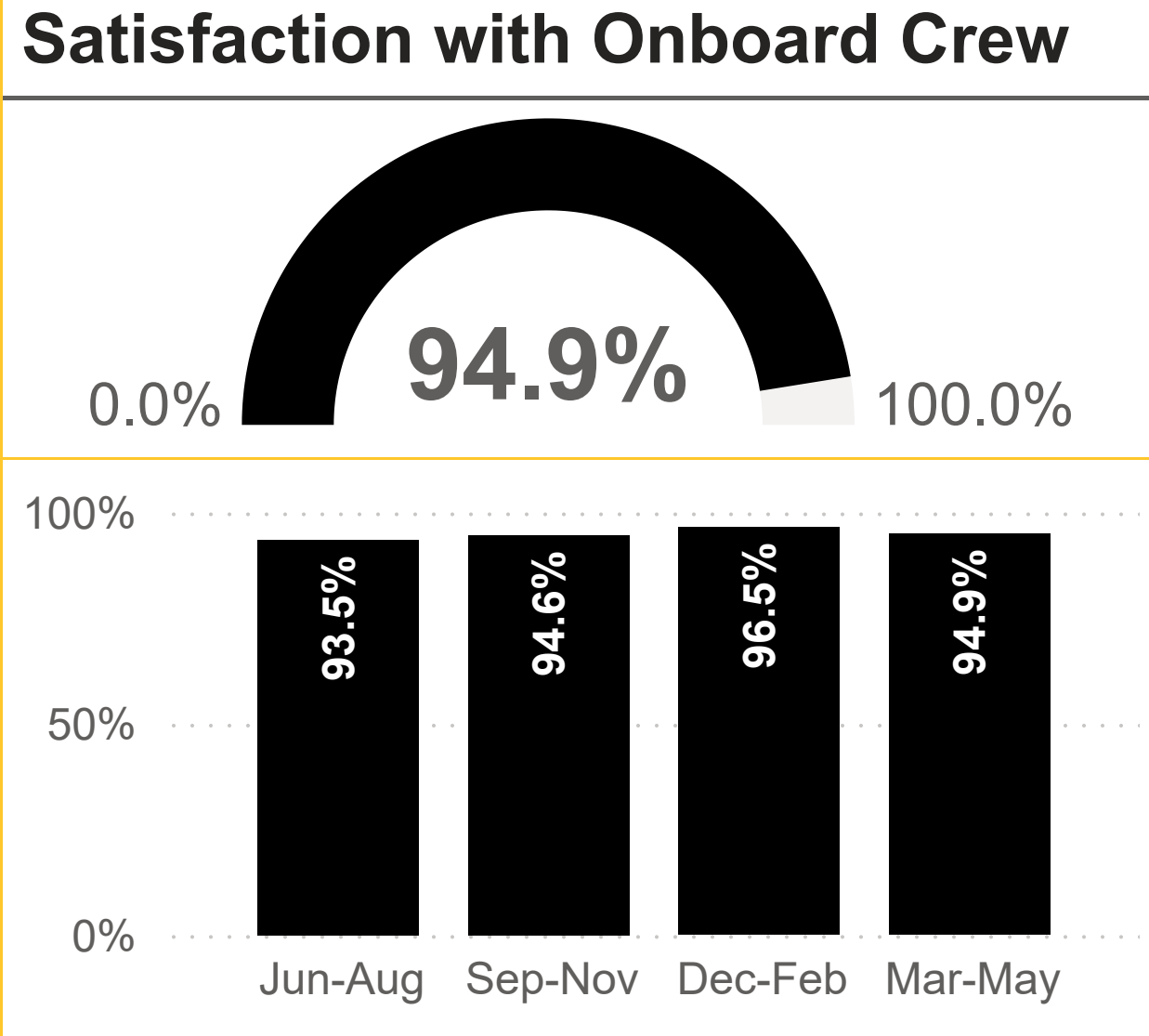
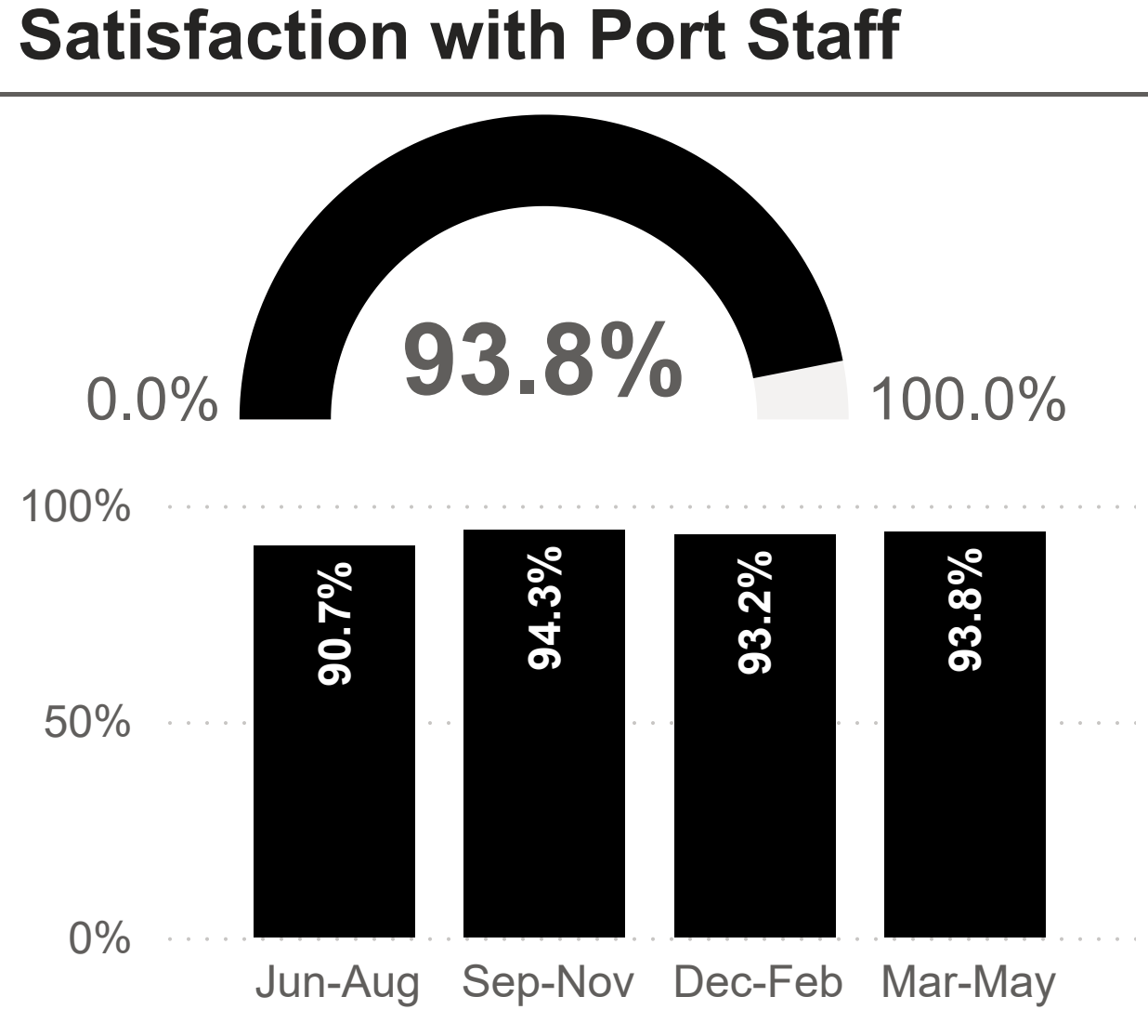
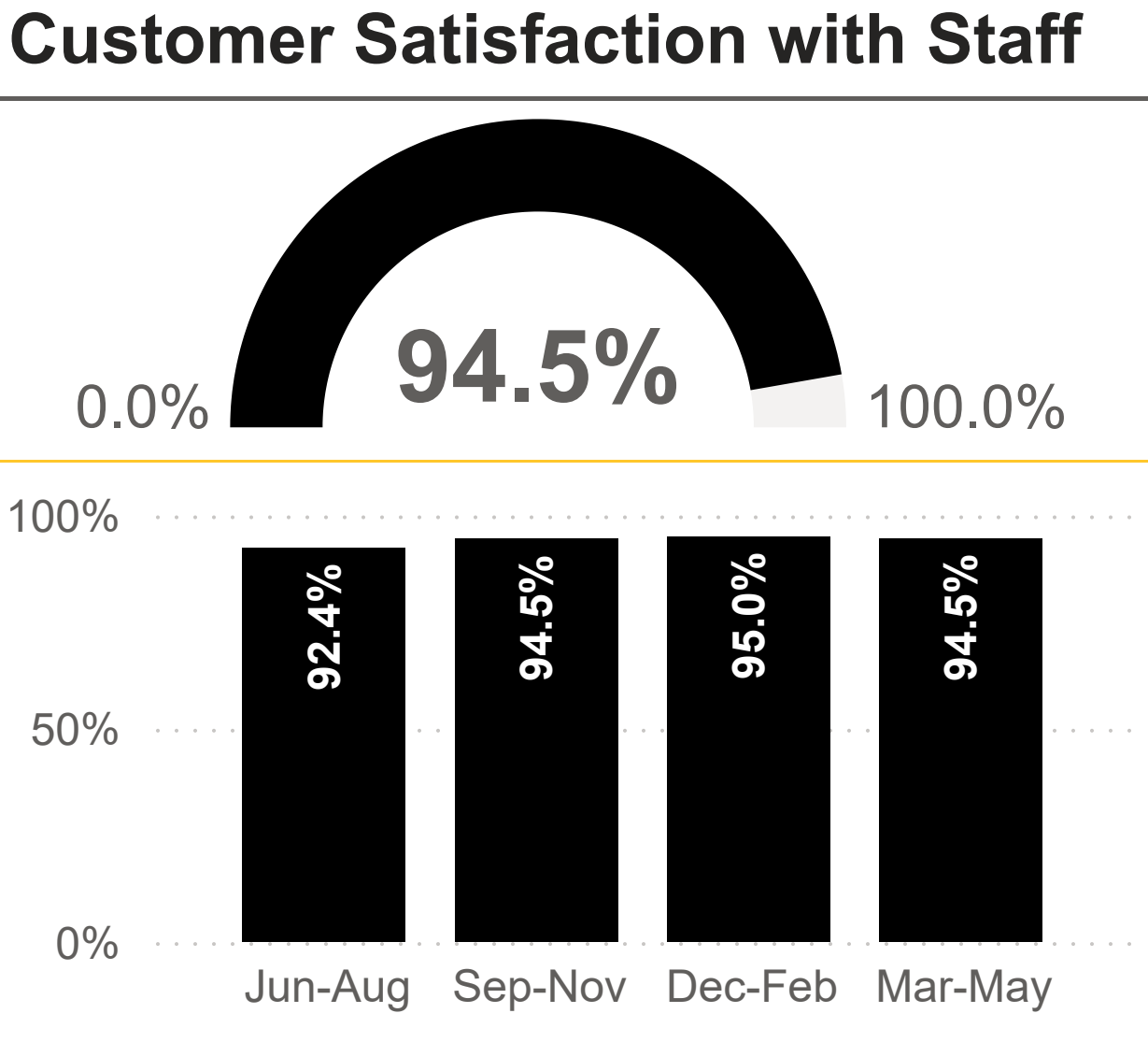
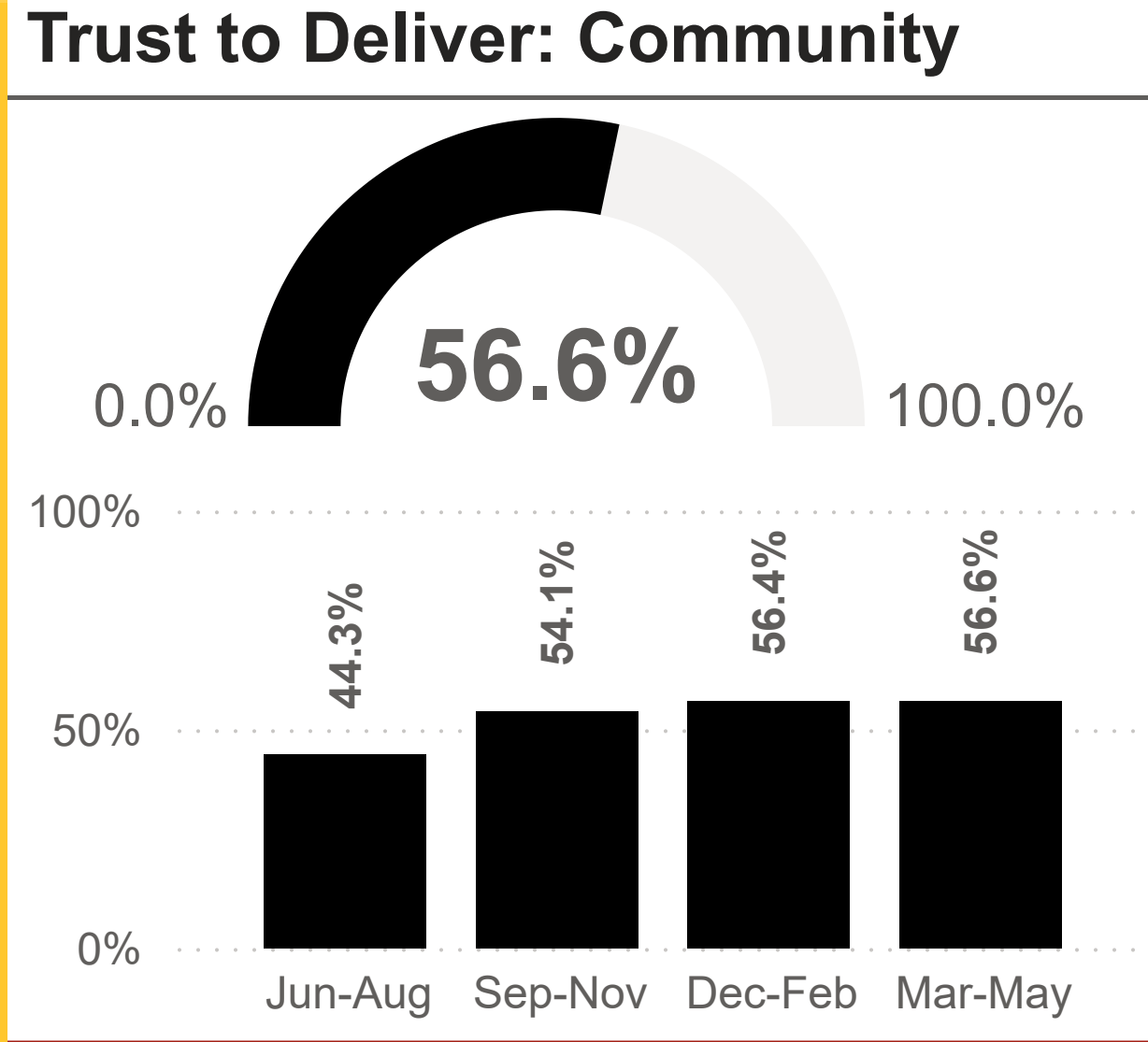
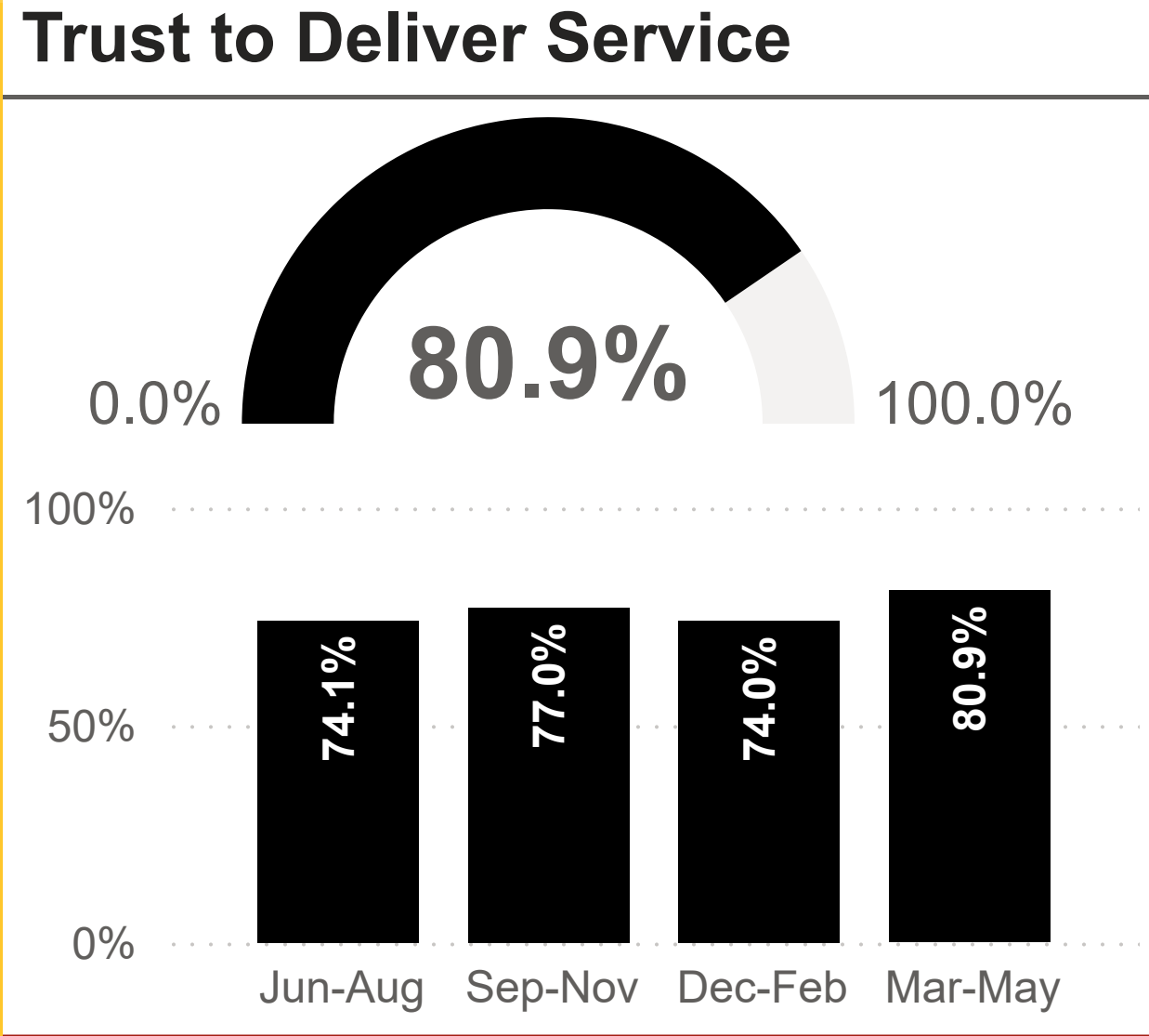
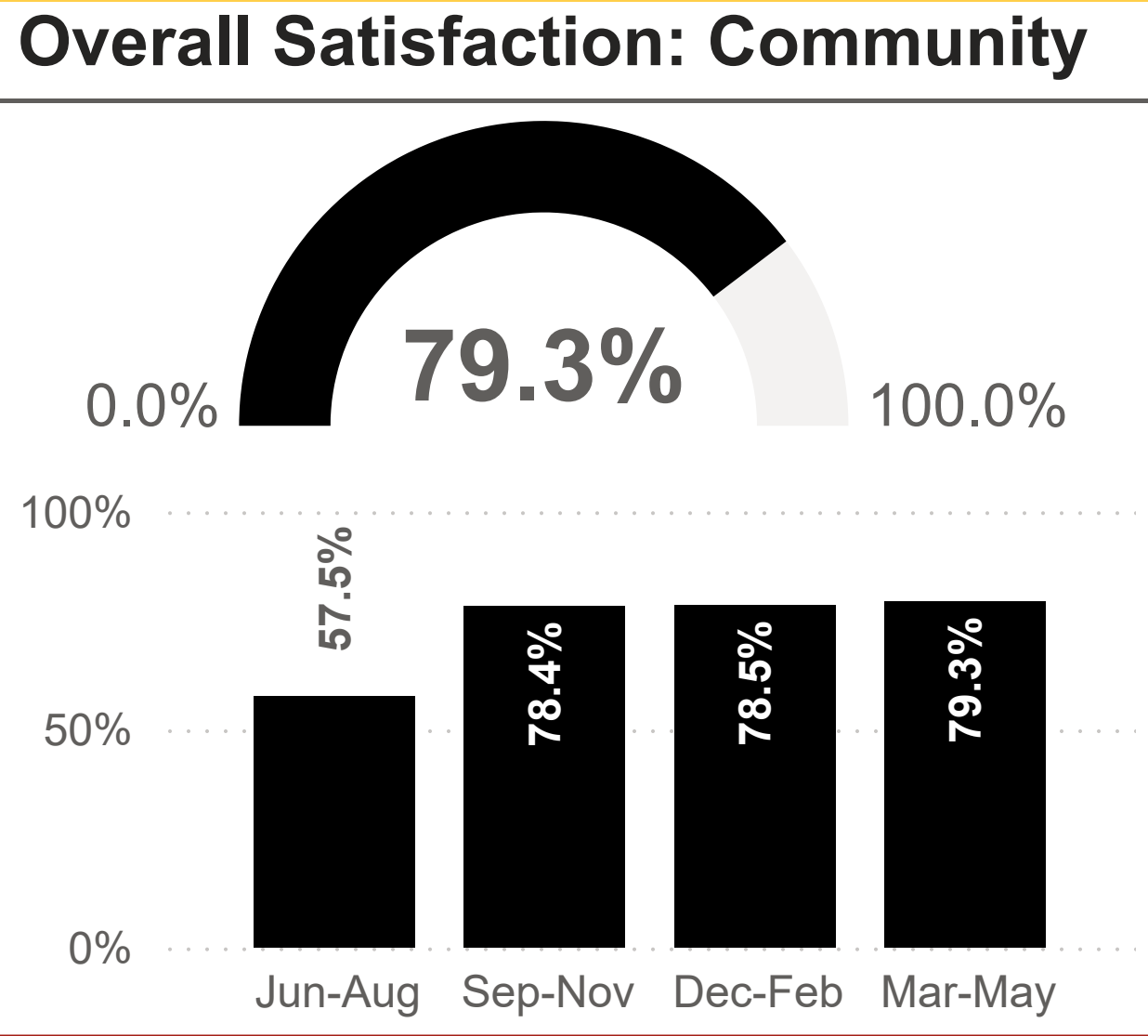
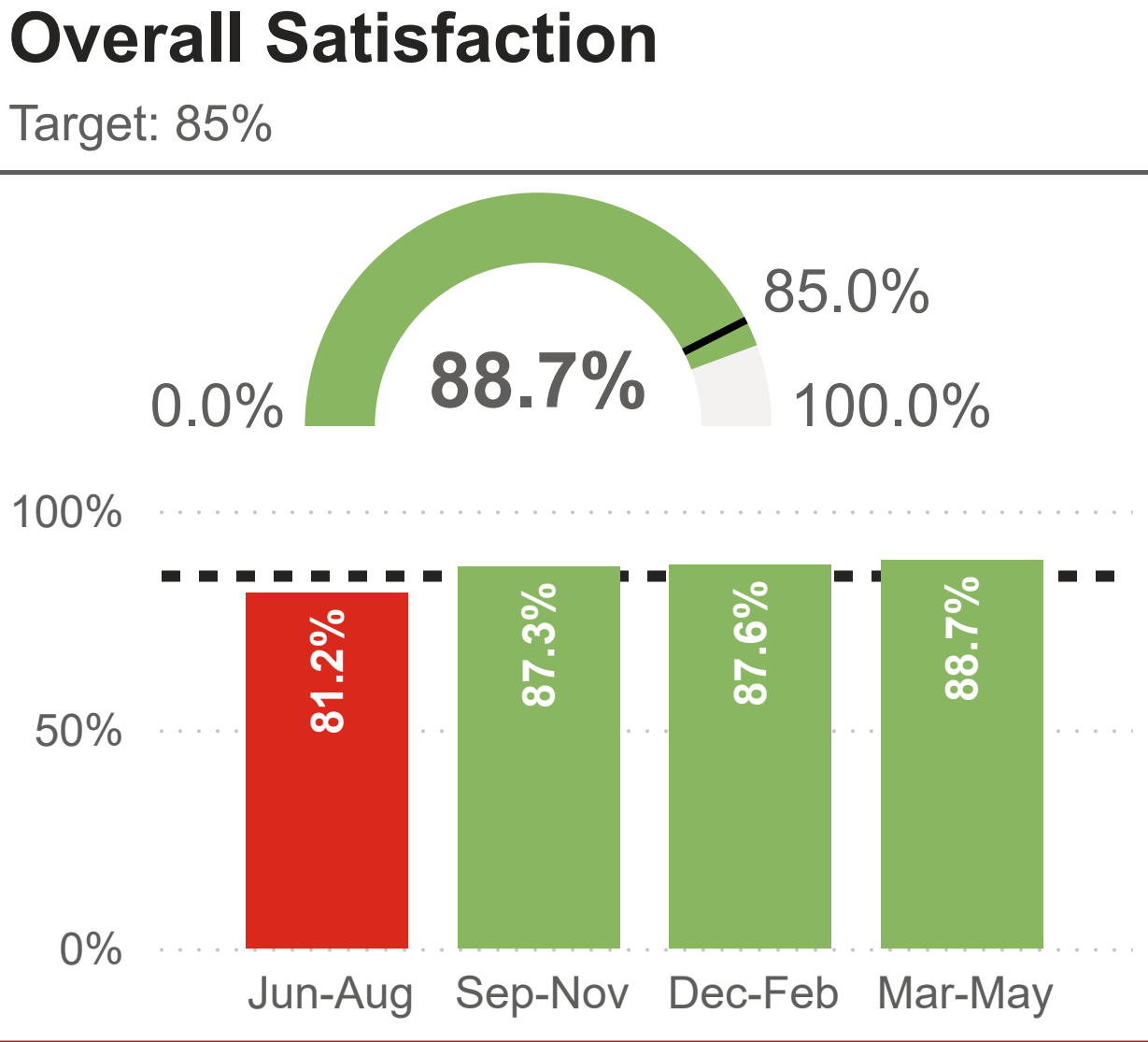


For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.





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.





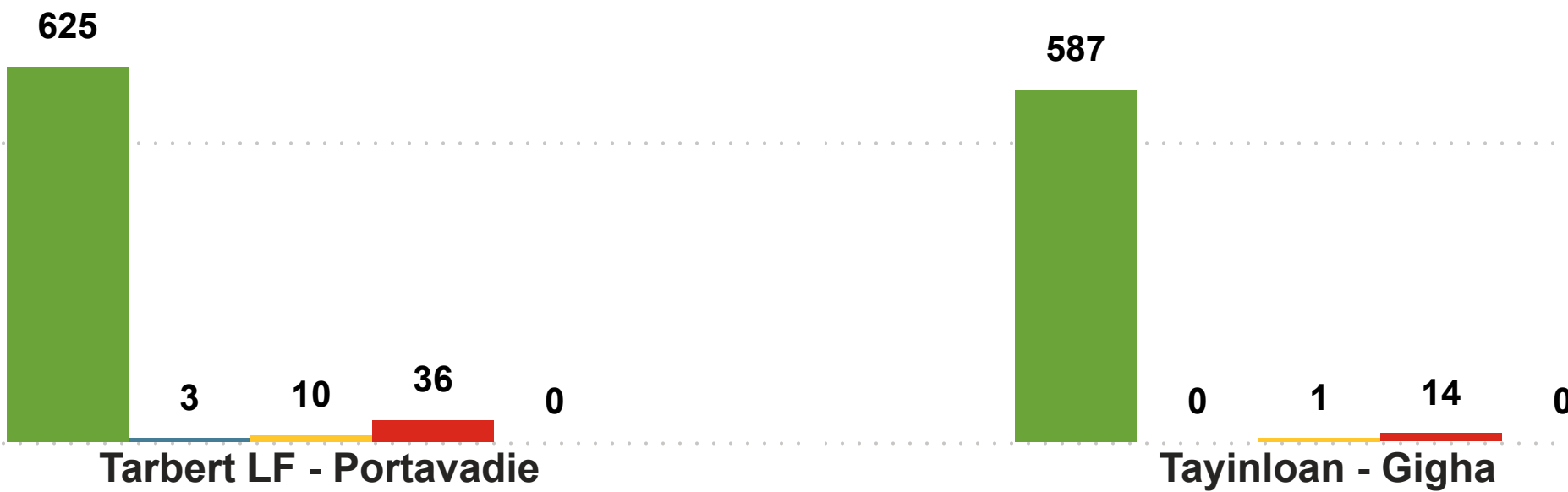
Sailings Timetabled, Amended & Actual

● Timetabled ● Amended ● Actual



Punctuality & Reliability

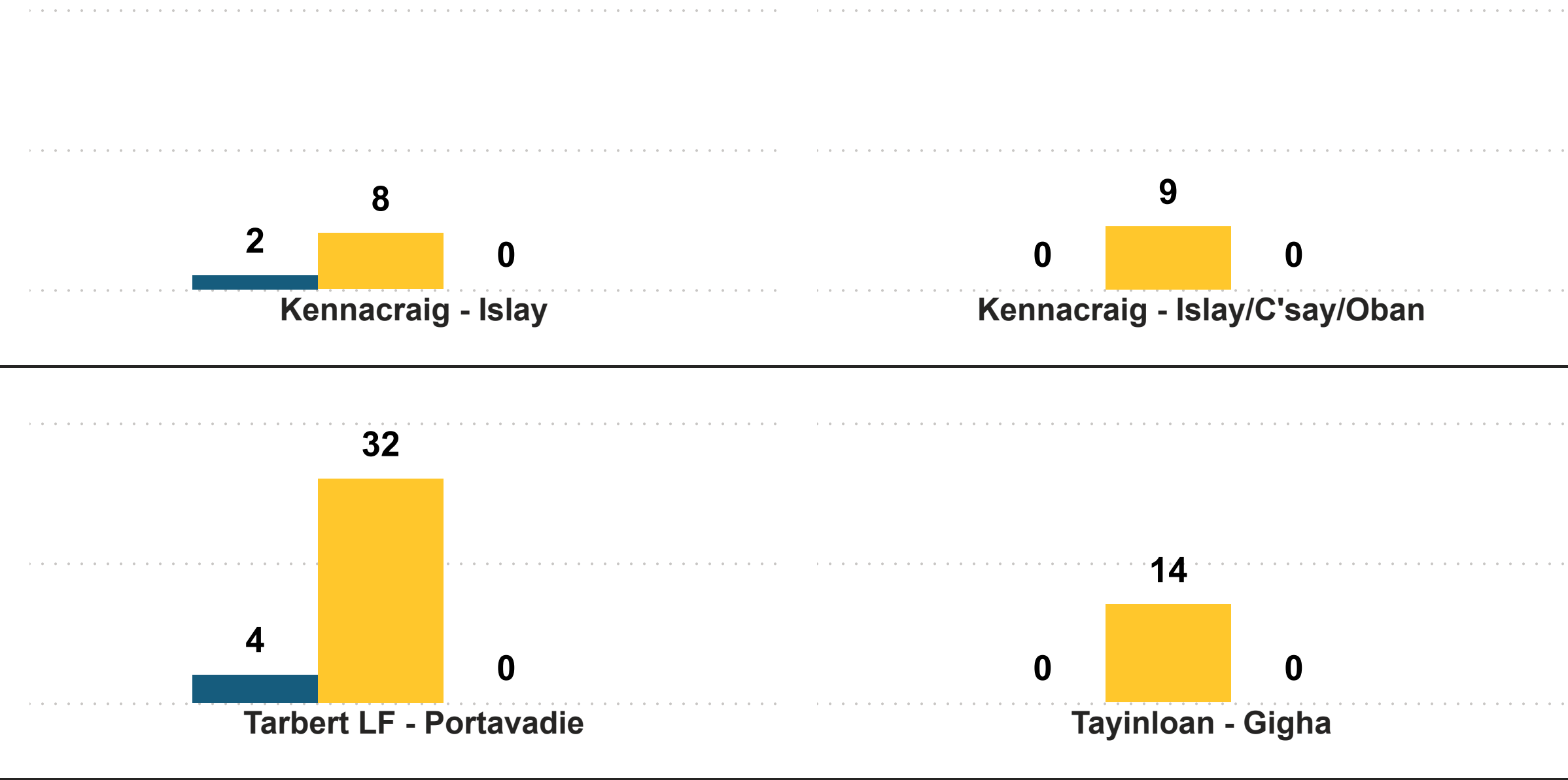
● On Time ● Level 1 Lateness ● Level 2 Lateness ● Cancelled ● Additional





Cancelled Sailings (By Reason)

● Weather ● Technical ● Other



Missed Train Connections

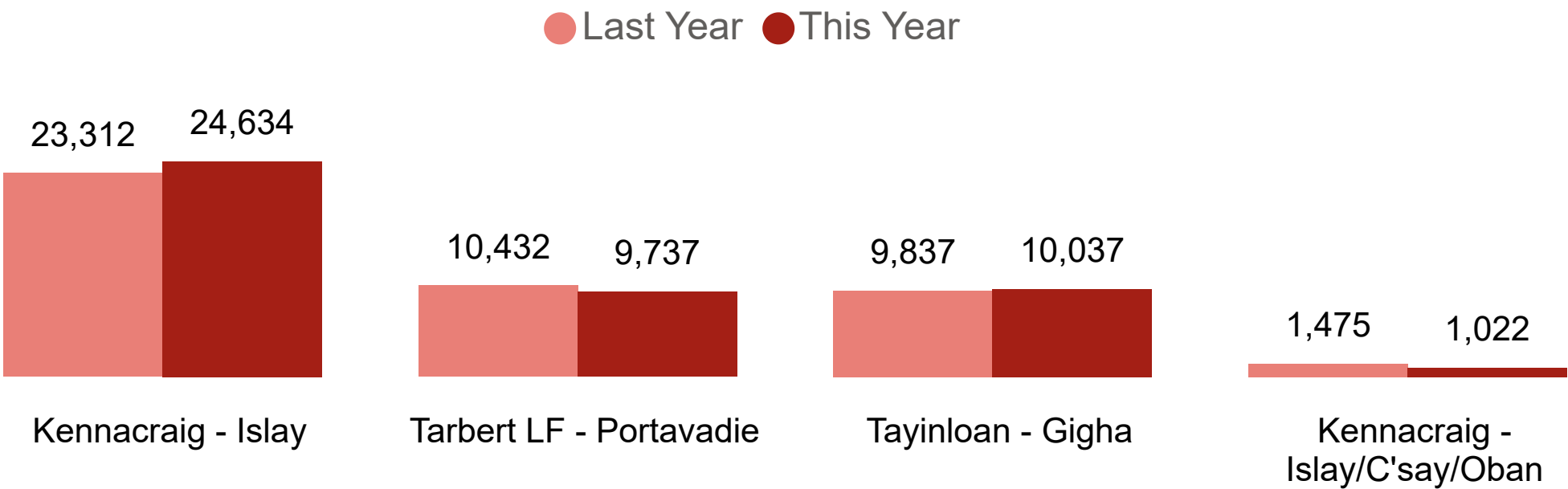
0

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

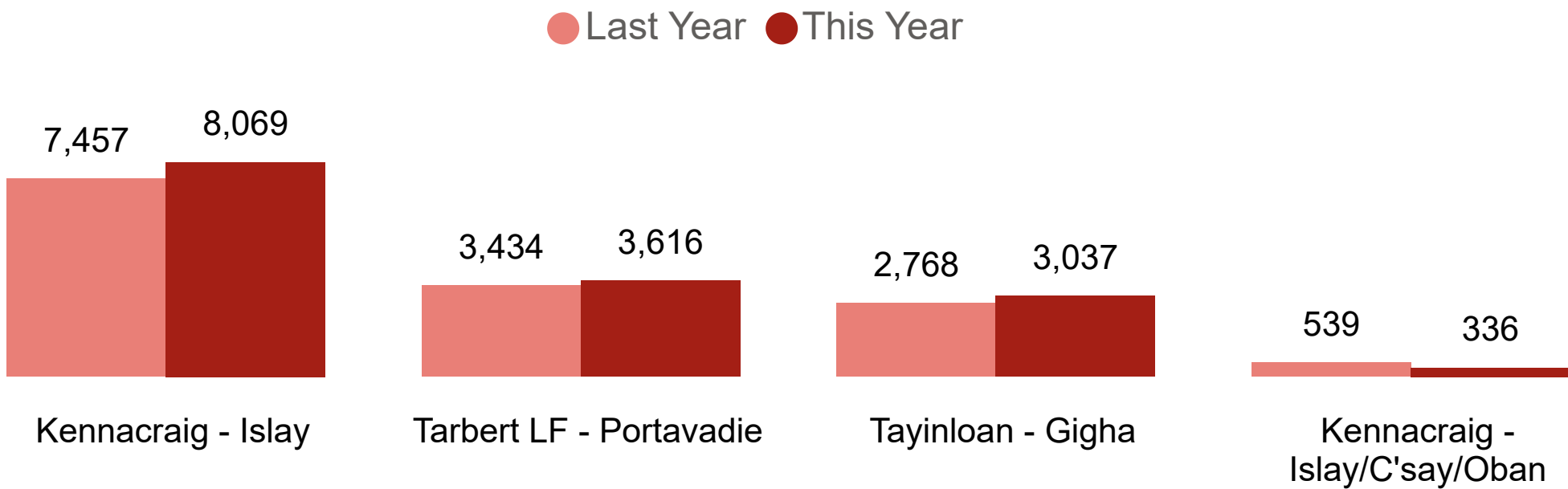
"Other" refers to any cancellations not resulting from weather and technical disruption. This includes cancellations due to reasons such as bunkering issues, berth unavailability etc.



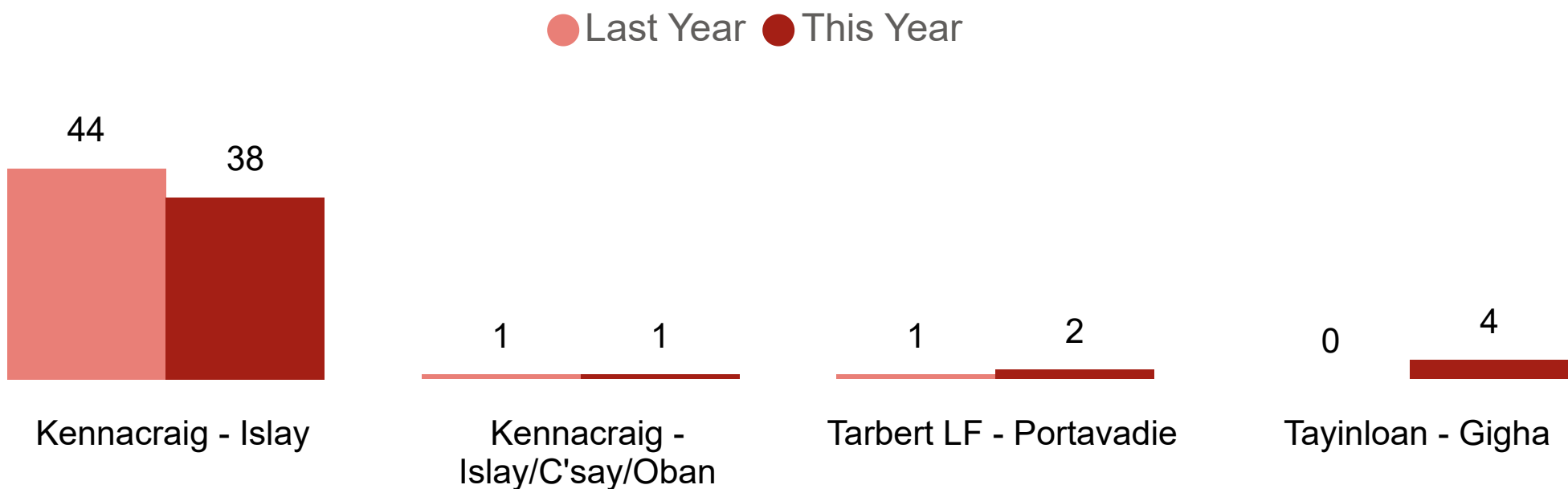
Shipped Passengers



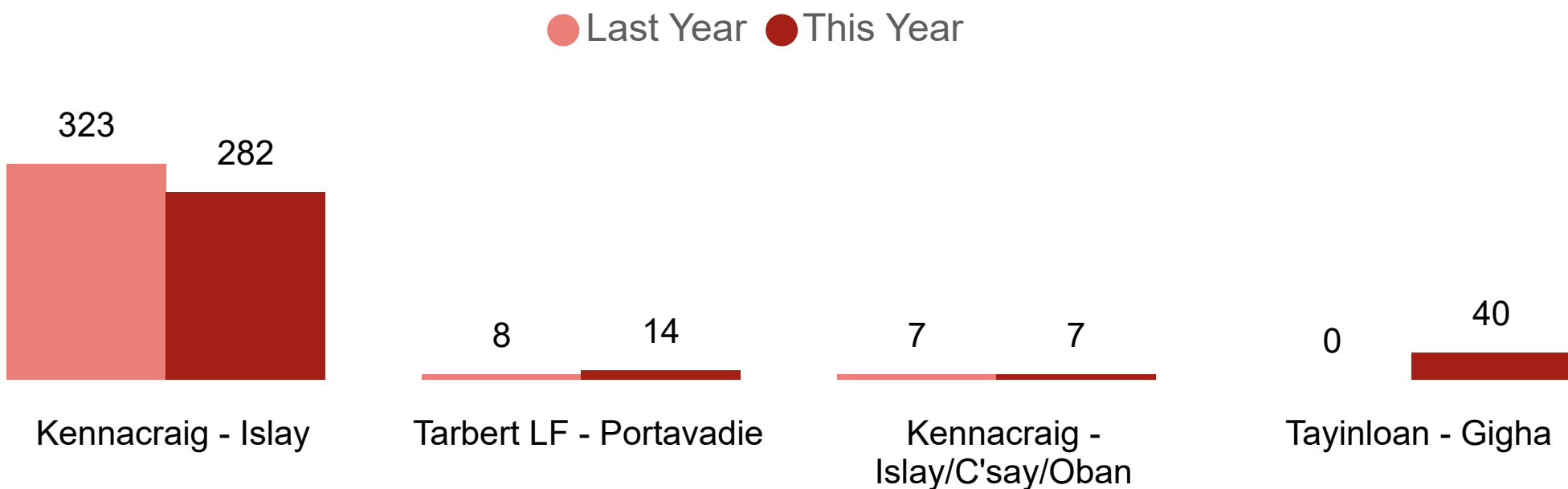
Shipped Cars



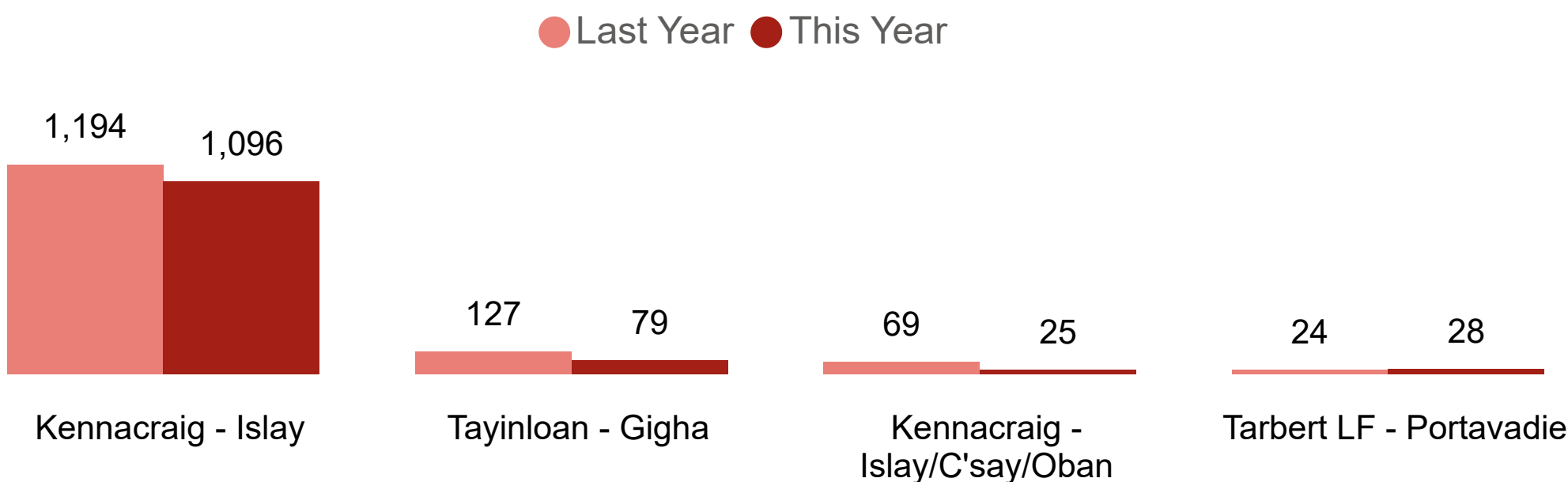
Shipped Coaches



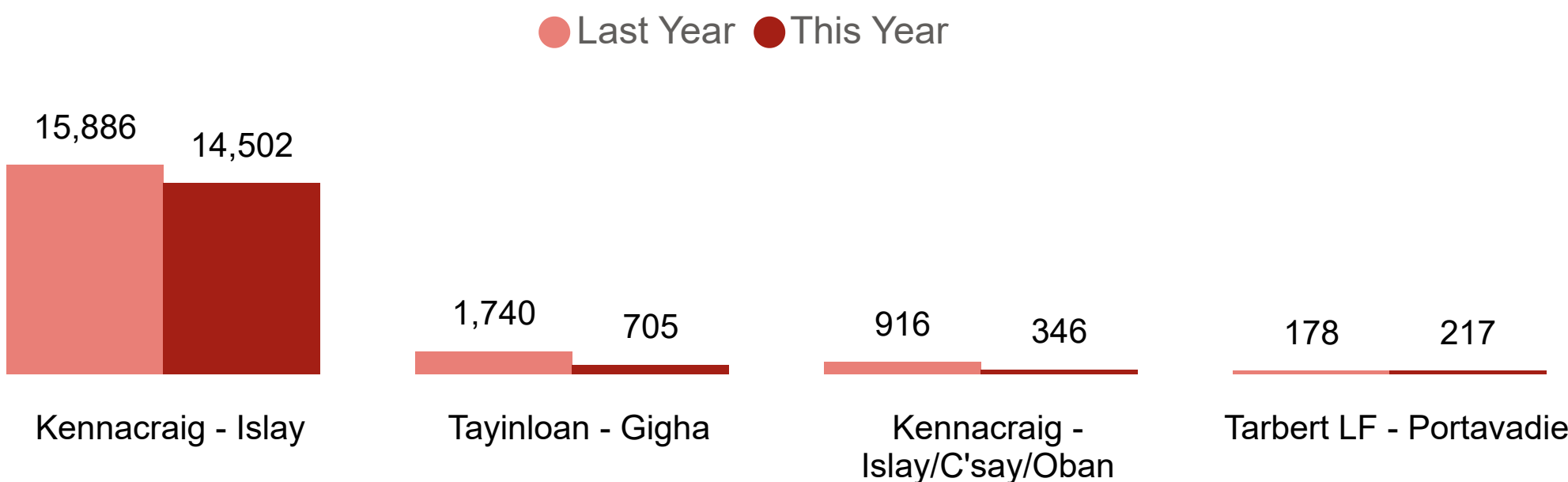
Shipped Coach Metres



Shipped Commercial Vehicles

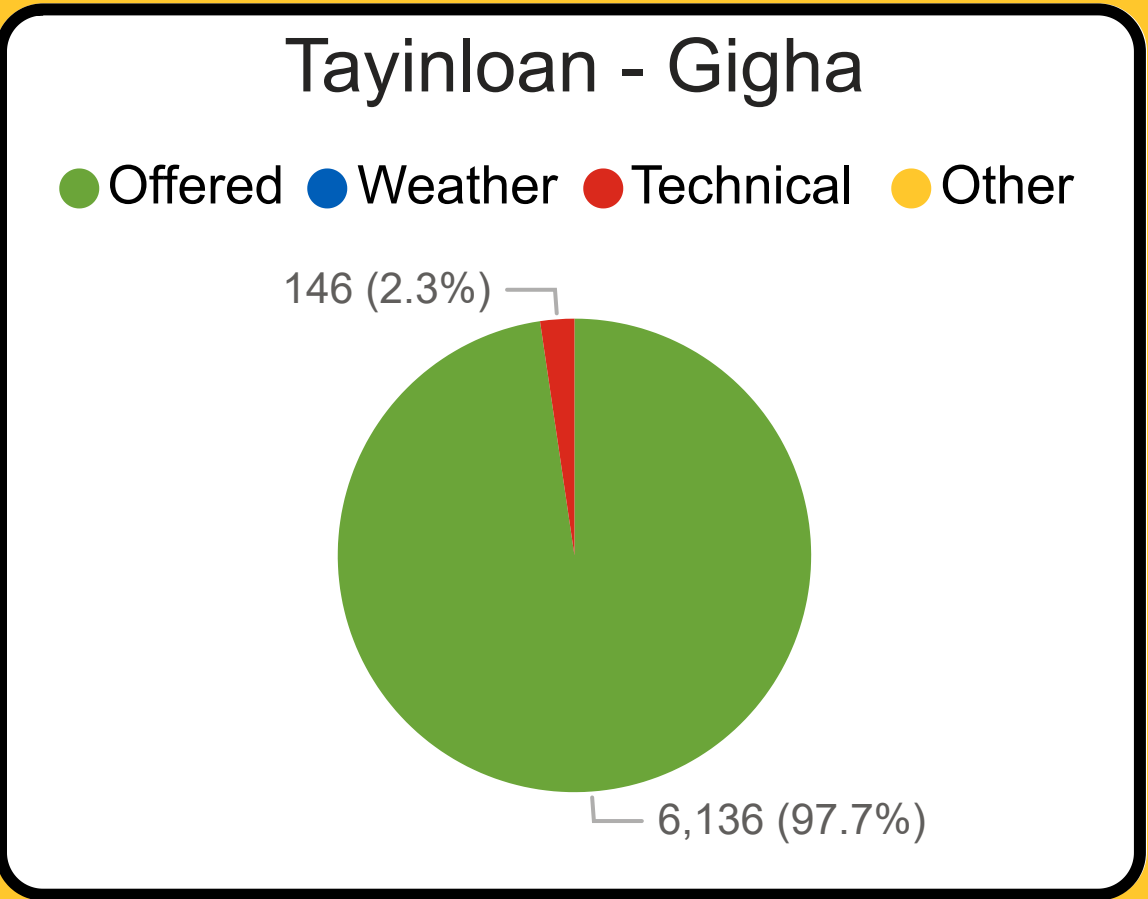
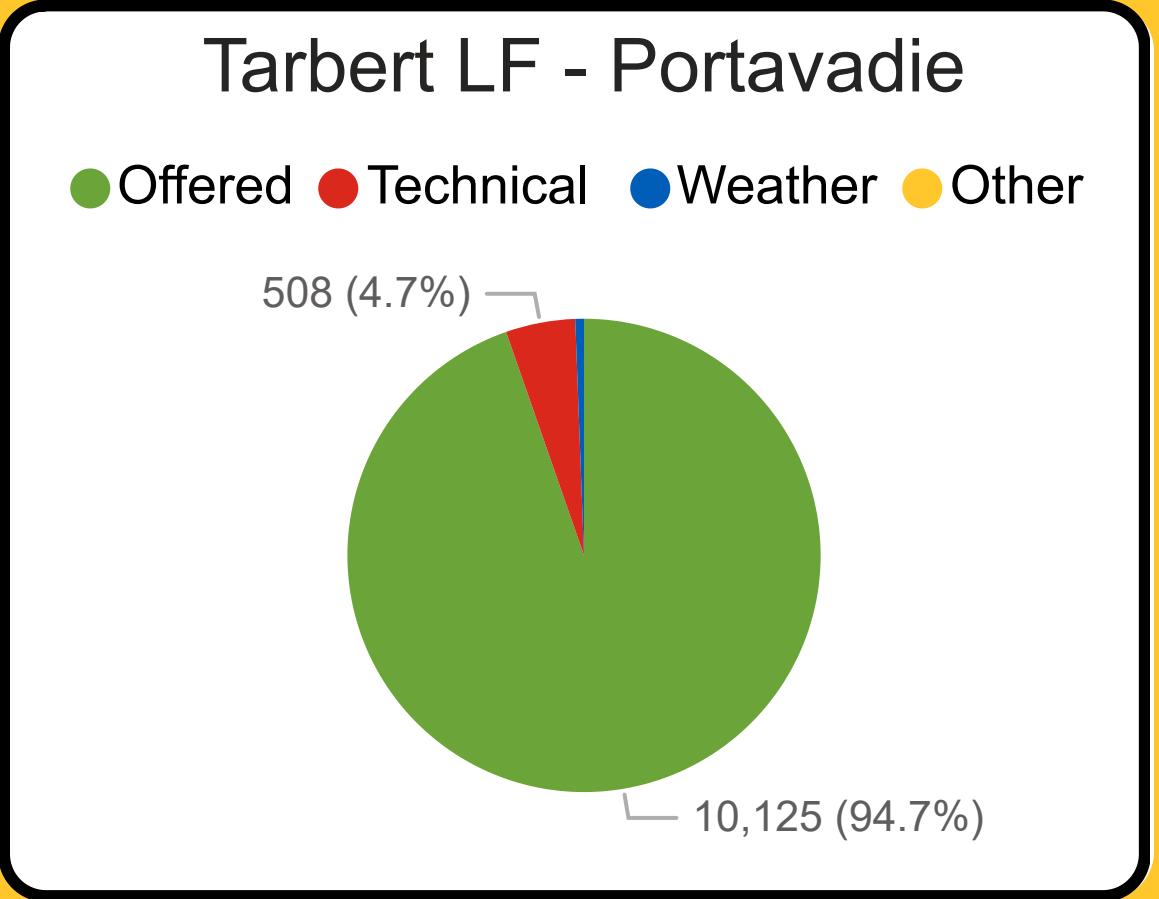
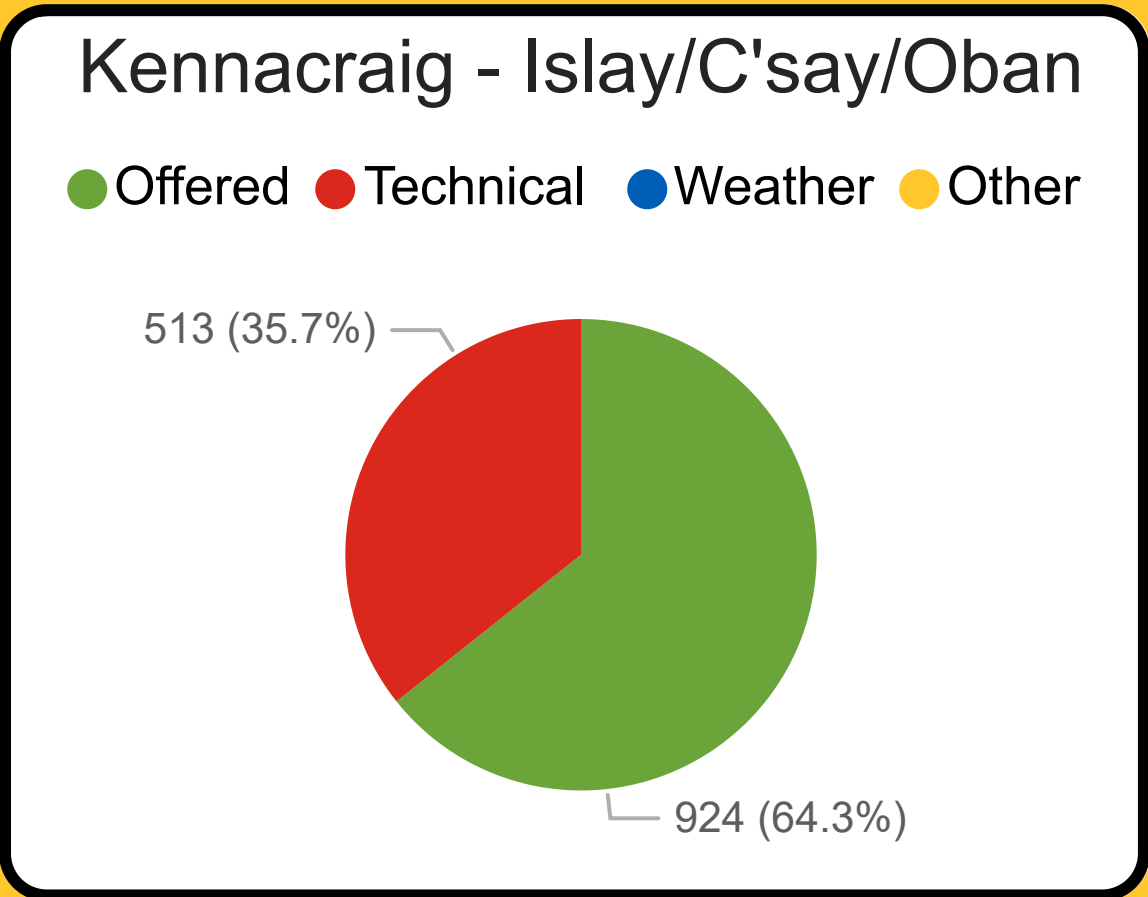
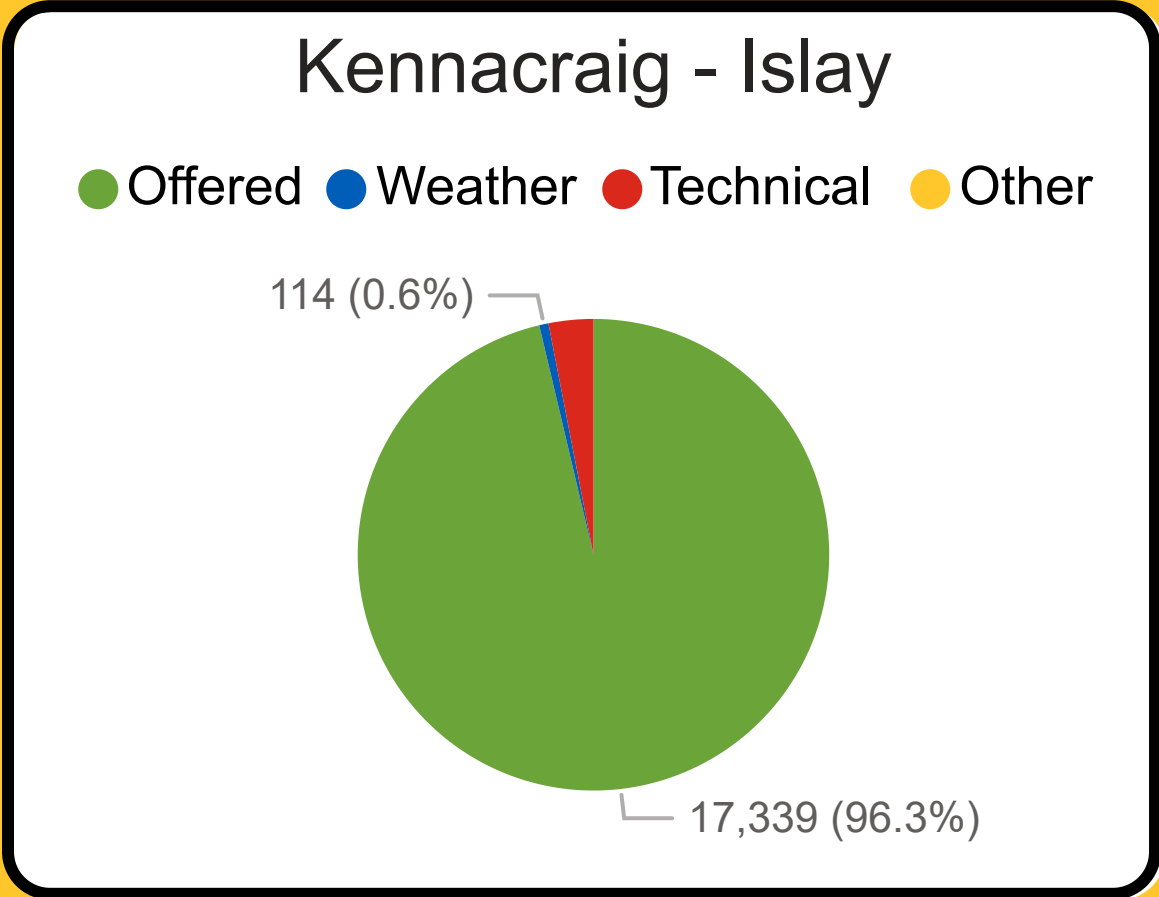


Shipped Commercial Vehicle Metres



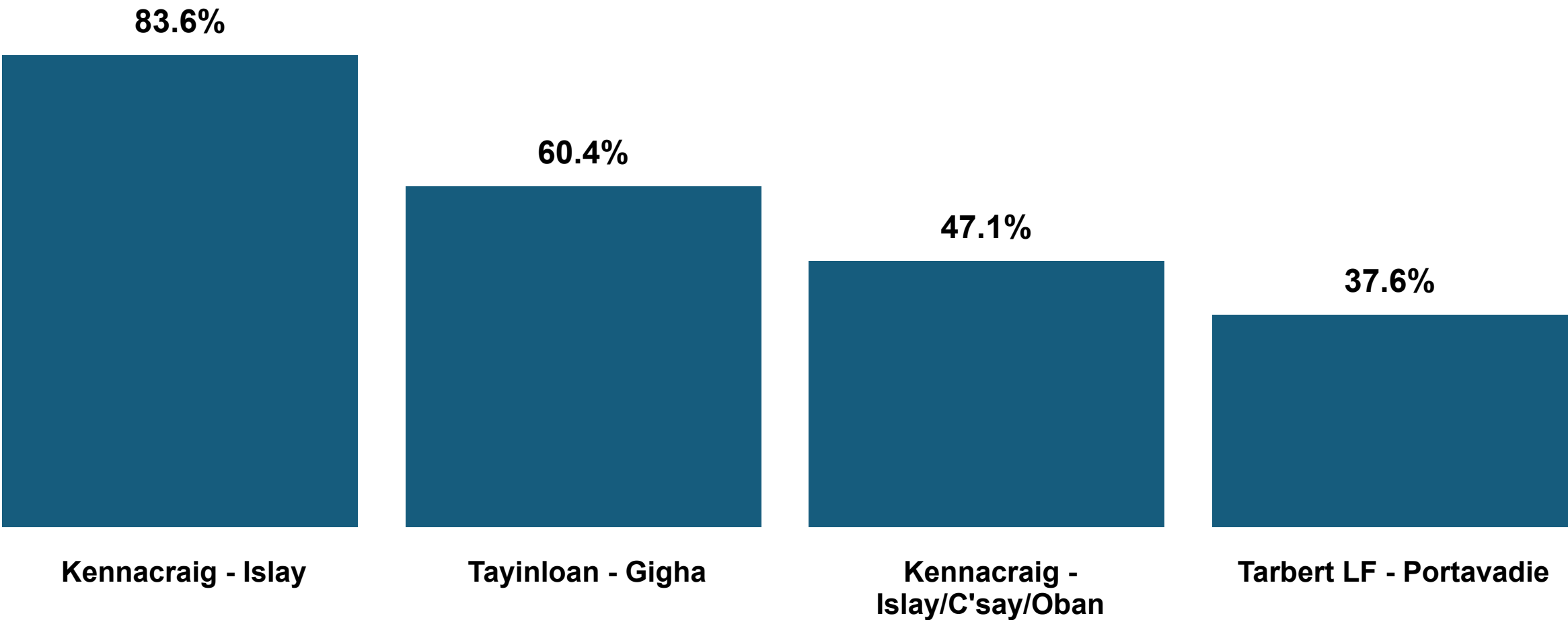


- 1 Car Equivalent Space is equal to 4.6 General Lane Metres
- Below visuals represent car equivalent spaces offered vs car equivalent space made unavailable as a result of technical, weather and all other cancellations



Route	Offered	Weather	Tech	Other
Kennacraig - Islay	17,339	114	551	
Tarbert LF - Portavadie	10,125	63	508	
Tayinloan - Gigha	6,136		146	
Kennacraig - Islay/C'say/Oban	924		513	

Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Kennacraig - Islay	79.8K	66.7K	14,495	83.6%
Tayinloan - Gigha	28.2K	17.0K	3,706	60.4%
Kennacraig - Islay/C'say/Oban	4.2K	2.0K	435	47.1%
Tarbert LF - Portavadie	46.6K	17.5K	3,809	37.6%
Total	158.8K	103.2K	22,445	65.0%

Overall Utilisation of Sailings

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

