

Total Number of Survey Responses

19K

# Our Performance in December 2024

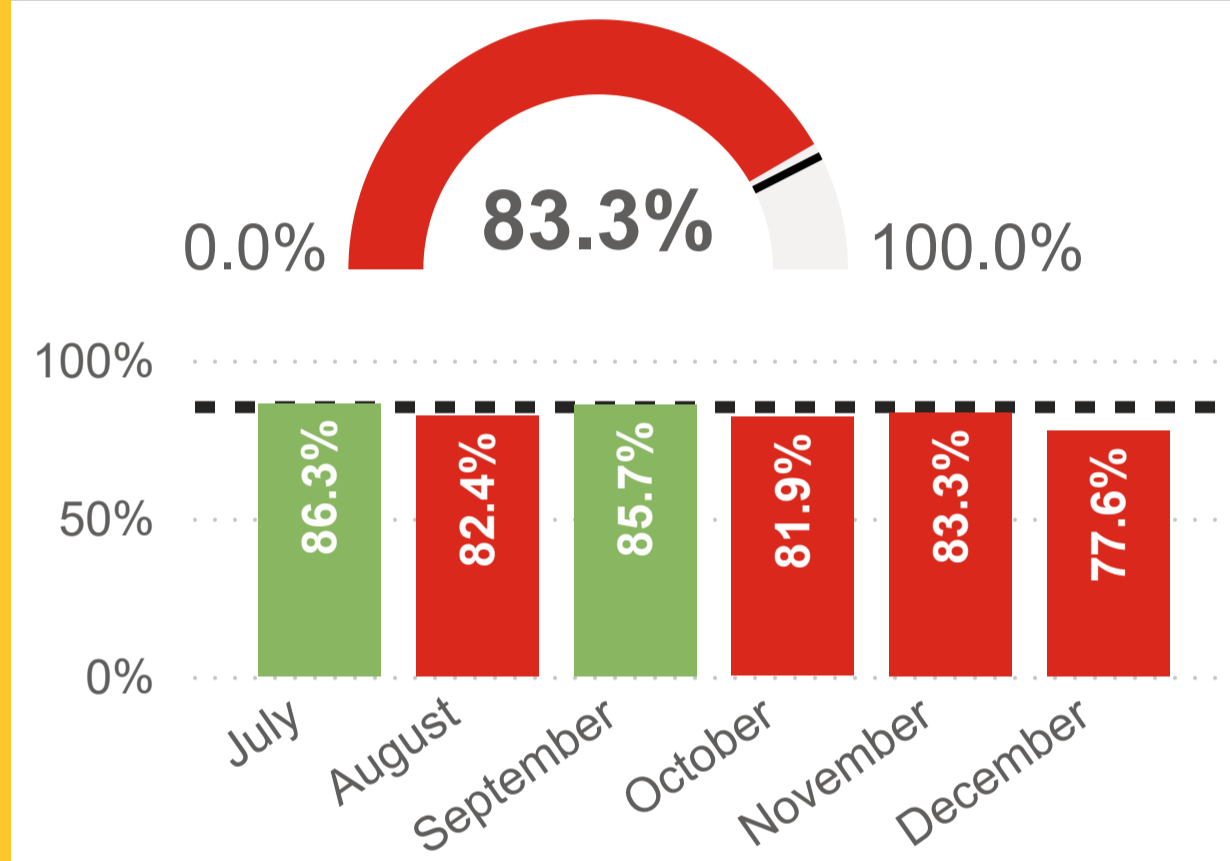
## Customer Feedback Metrics Network Wide



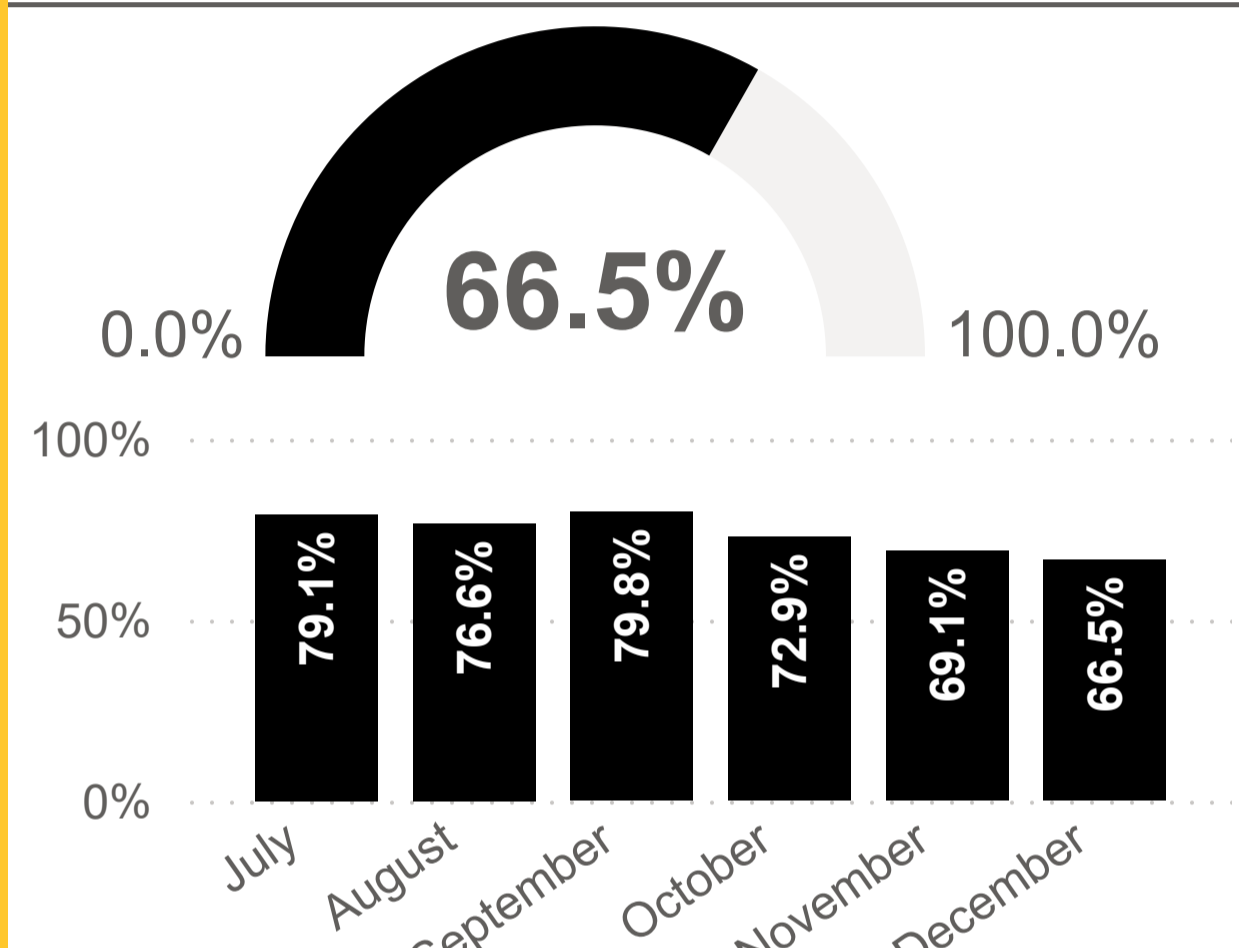
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.

### Overall Satisfaction

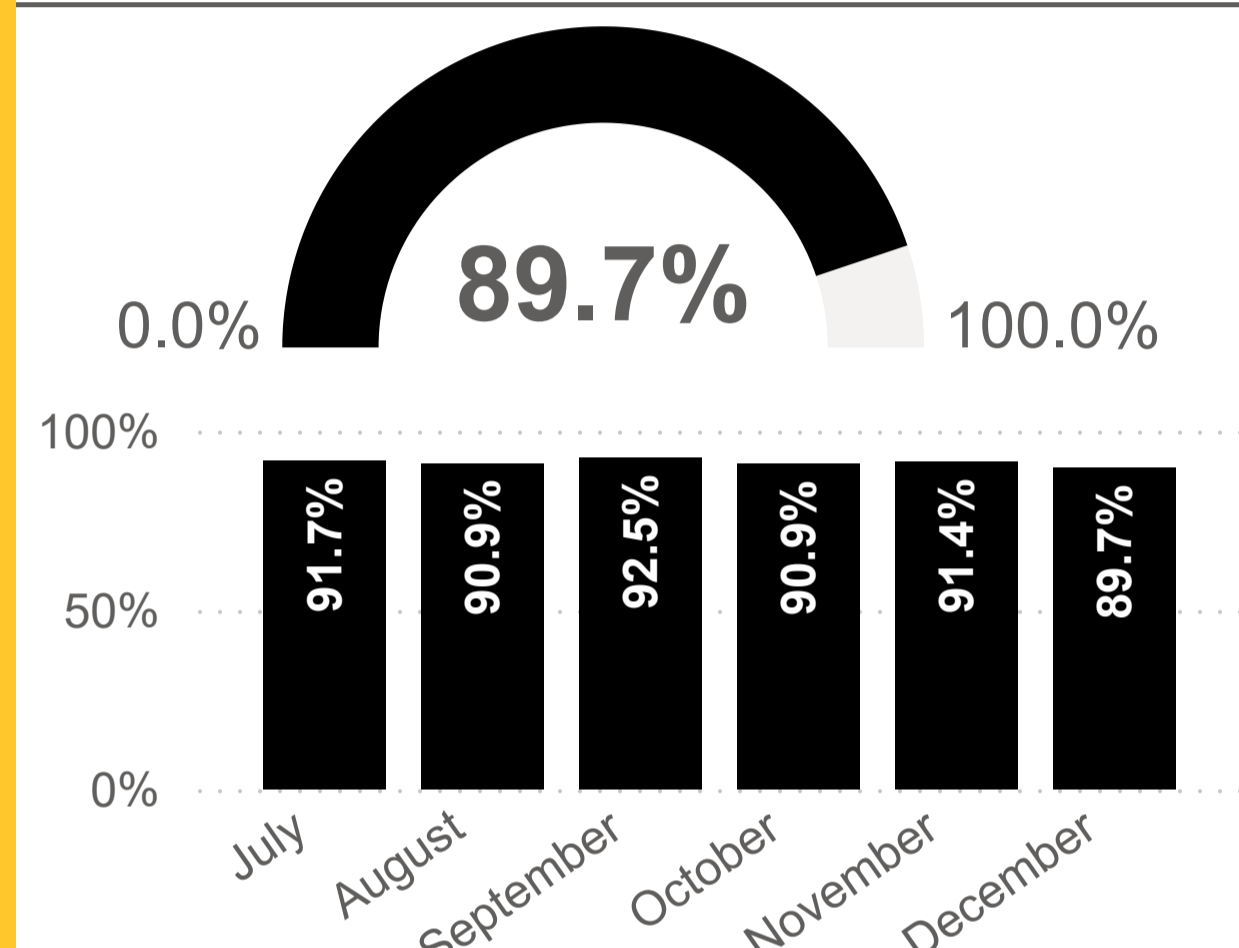
Target: 85%



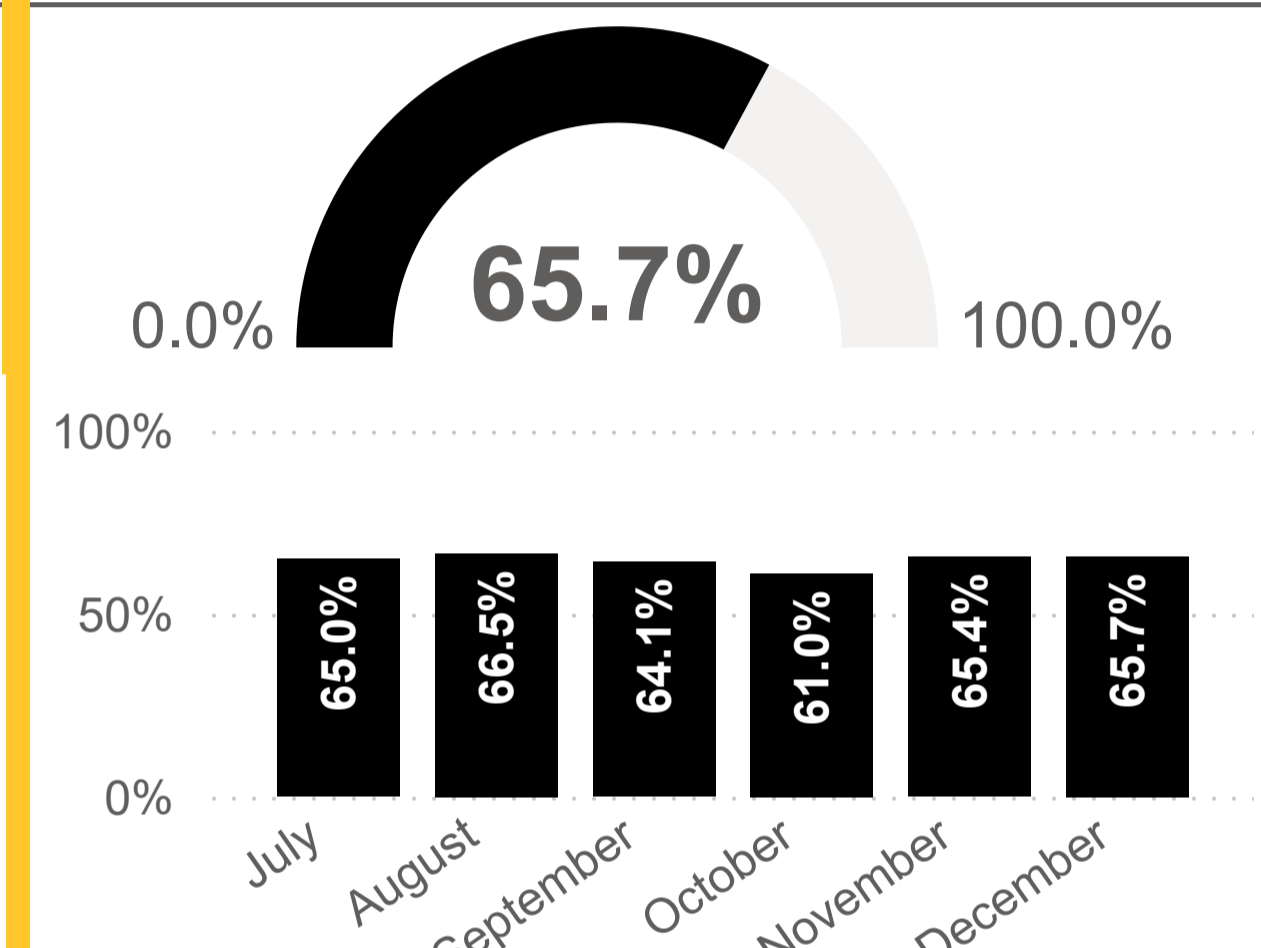
### Trust to Deliver Service



### Customer Satisfaction with Staff

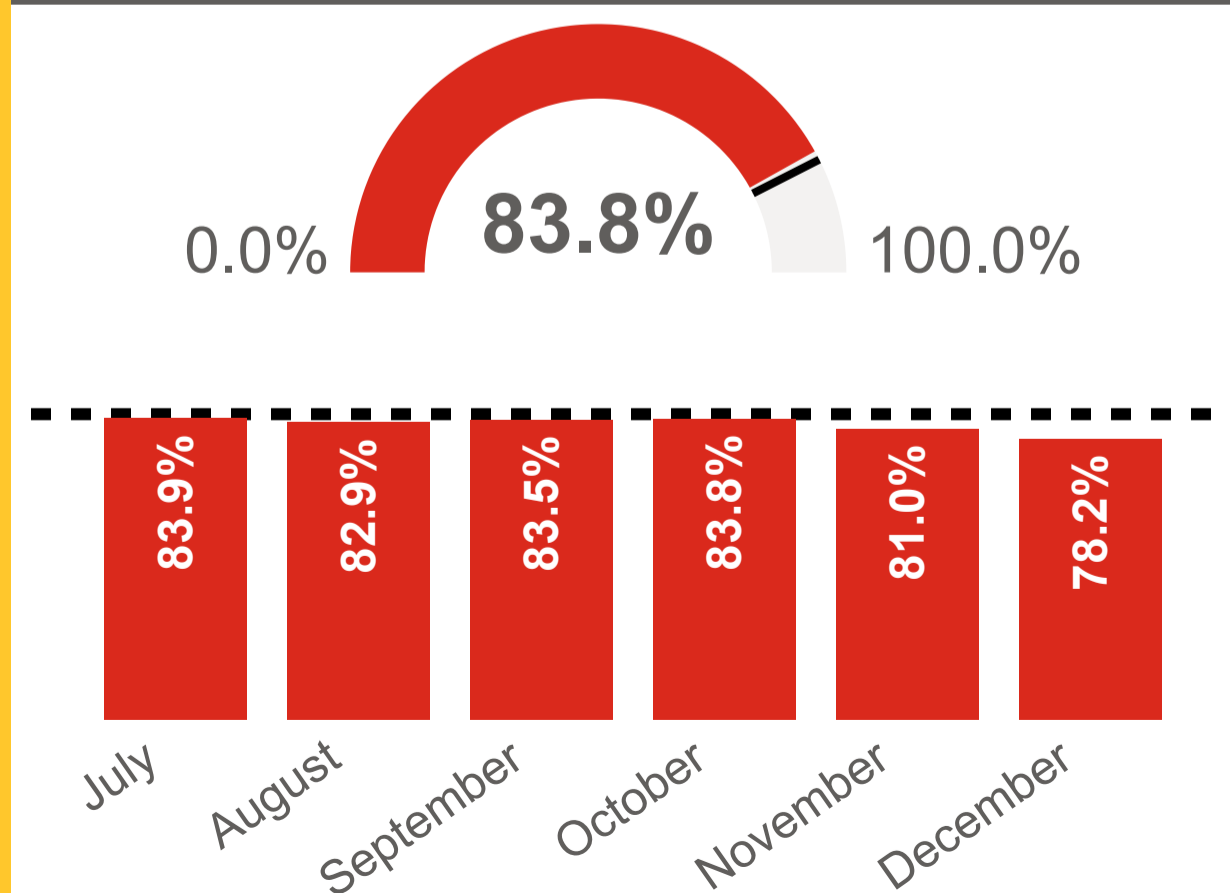


### Calls Resolved on 1st Call

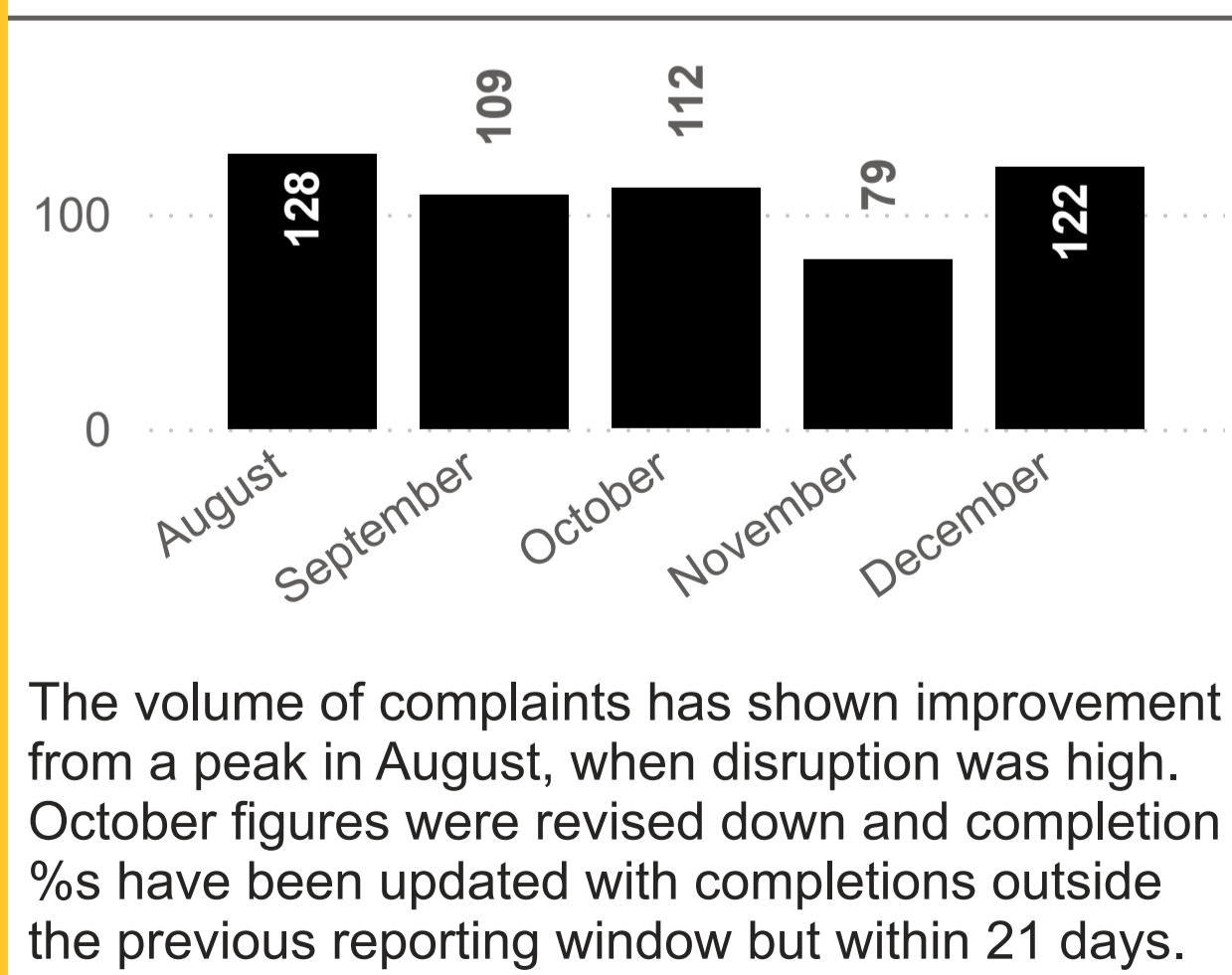


### Sentiment

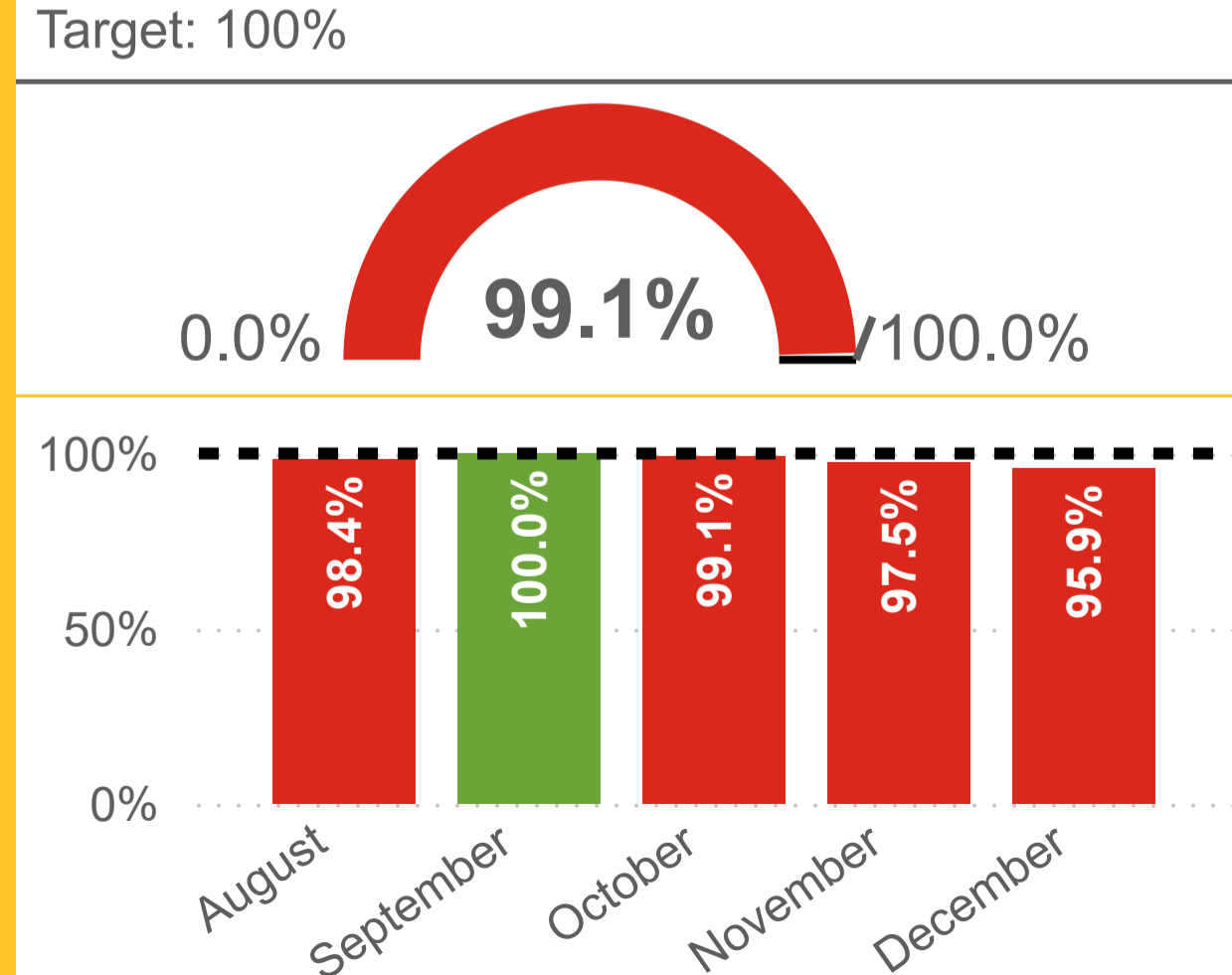
Target: 85%



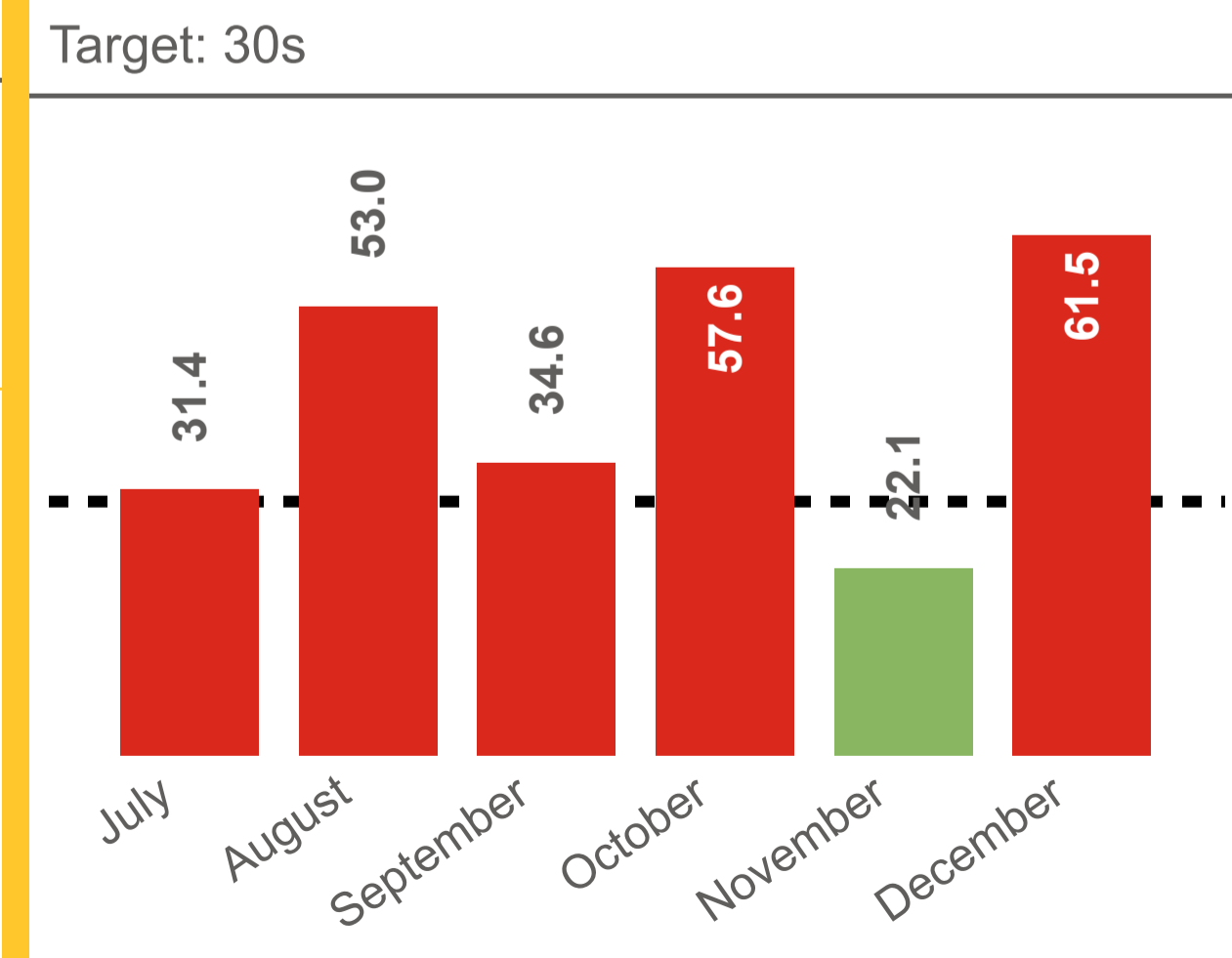
### Number of Complaints Received



### Complaints Handled within 21 Days



### Average of Time to Answer (s)



# Argyll

Total Number of Survey Responses

# 1090

## Our Performance in December 2024

### Customer Feedback Metrics

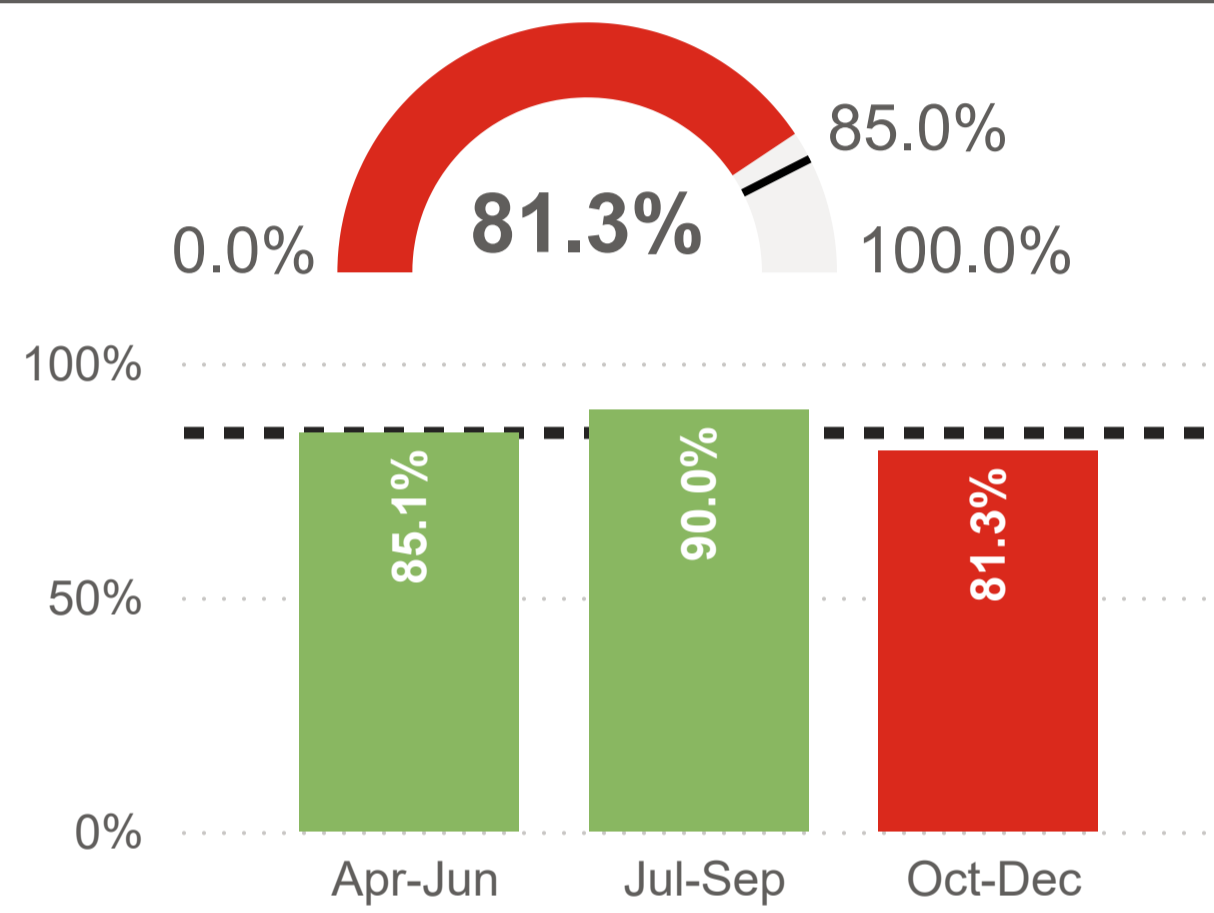
### Argyll



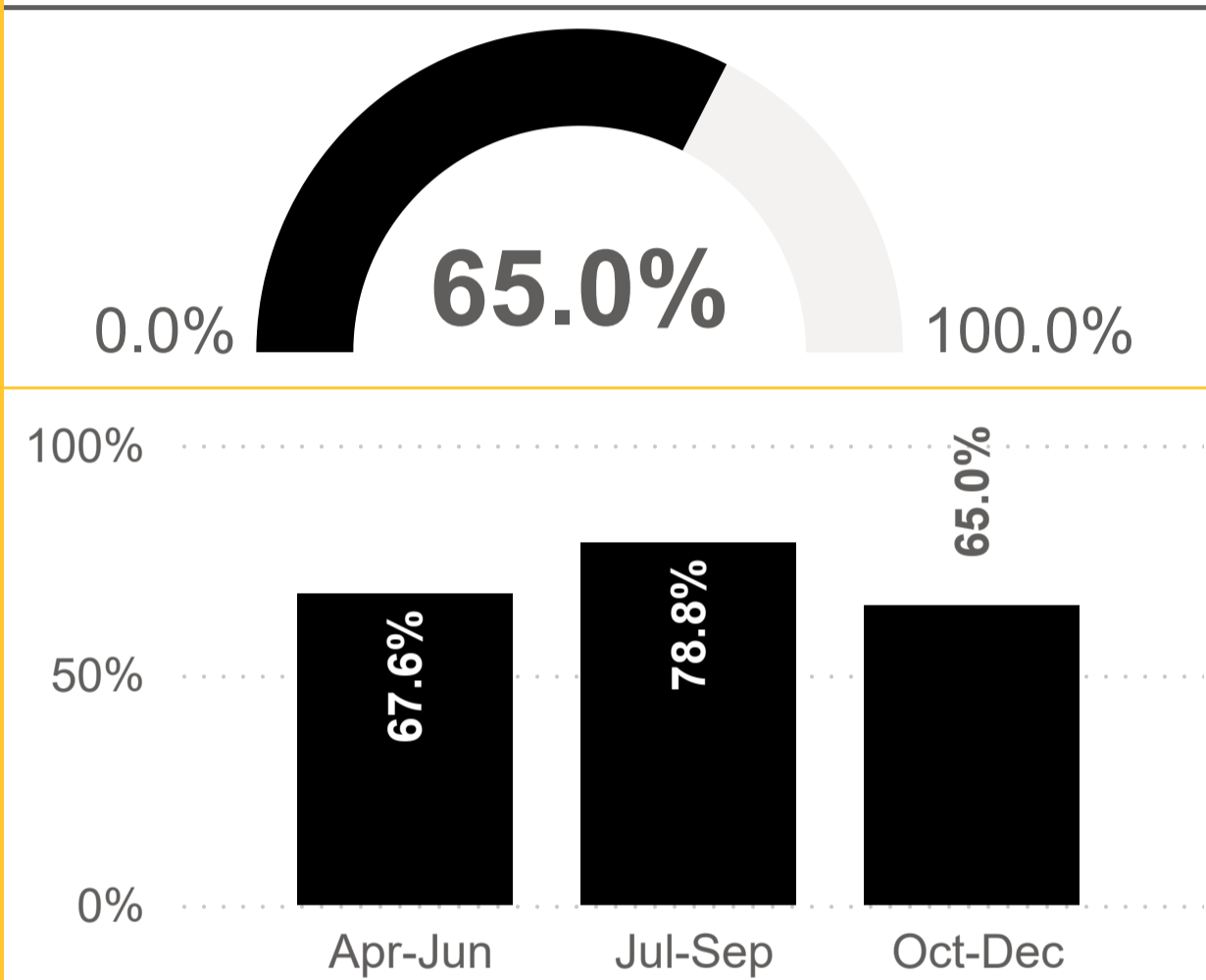
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending. Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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

#### Overall Satisfaction

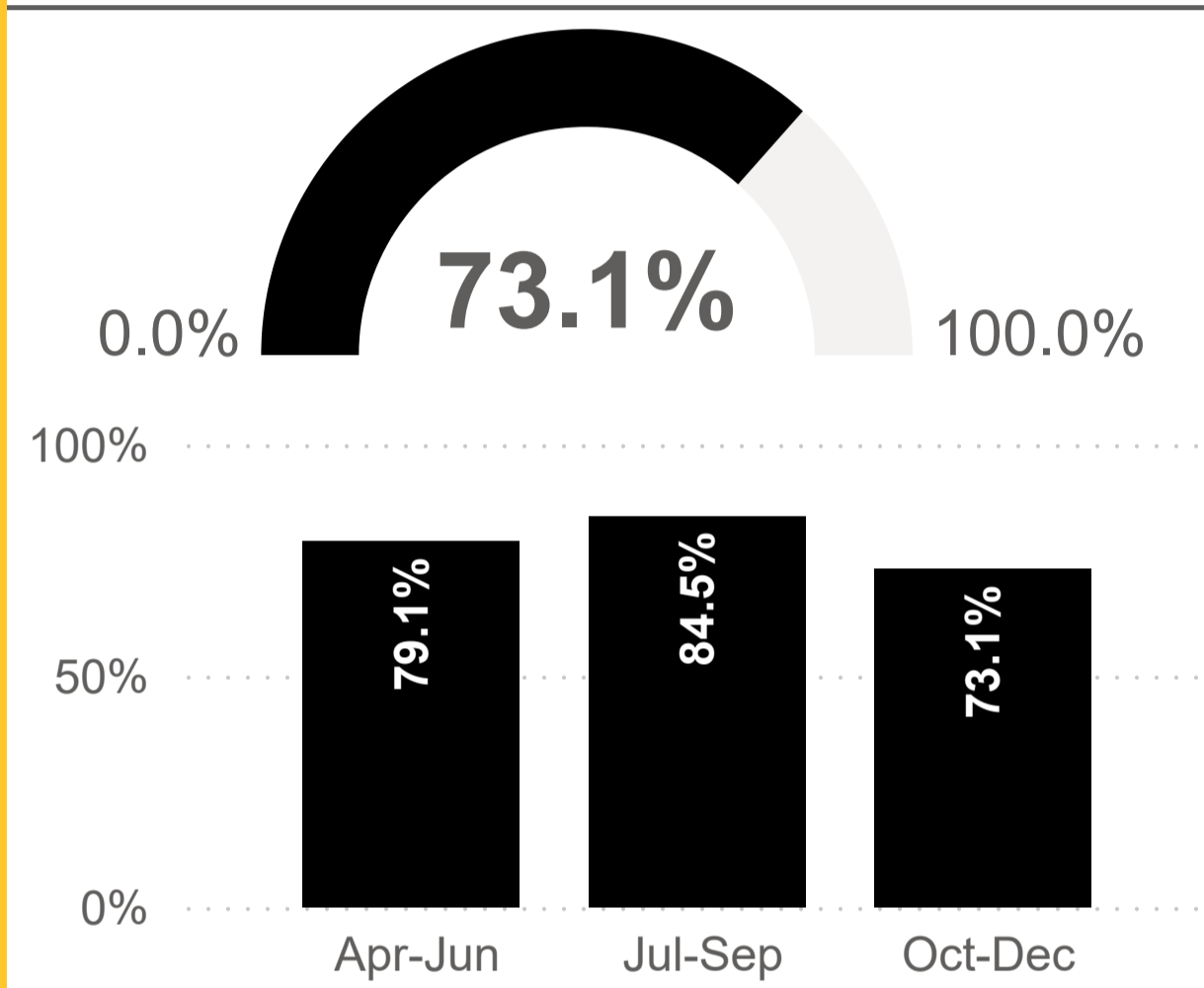
Target: 85%



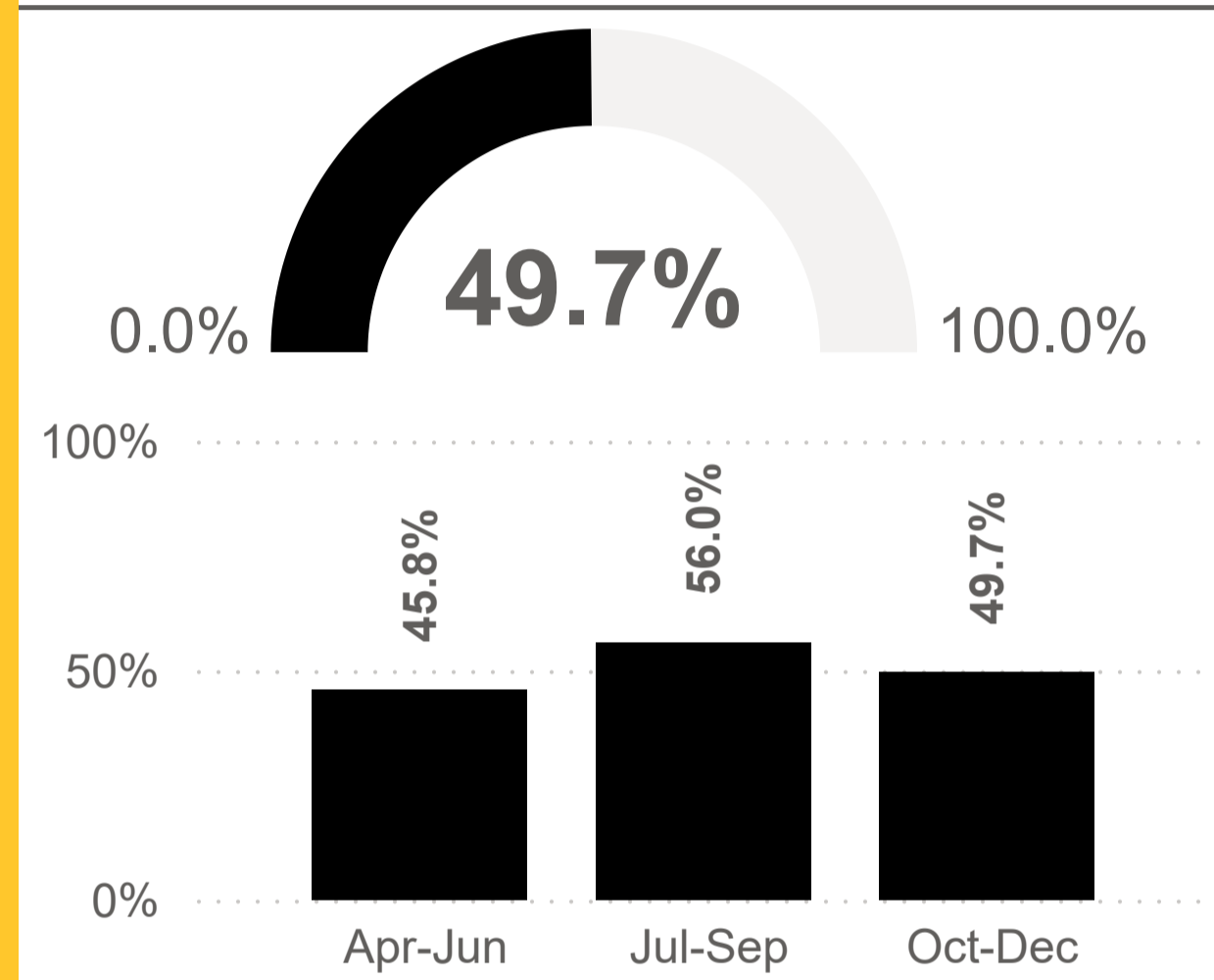
#### Overall Satisfaction: Community



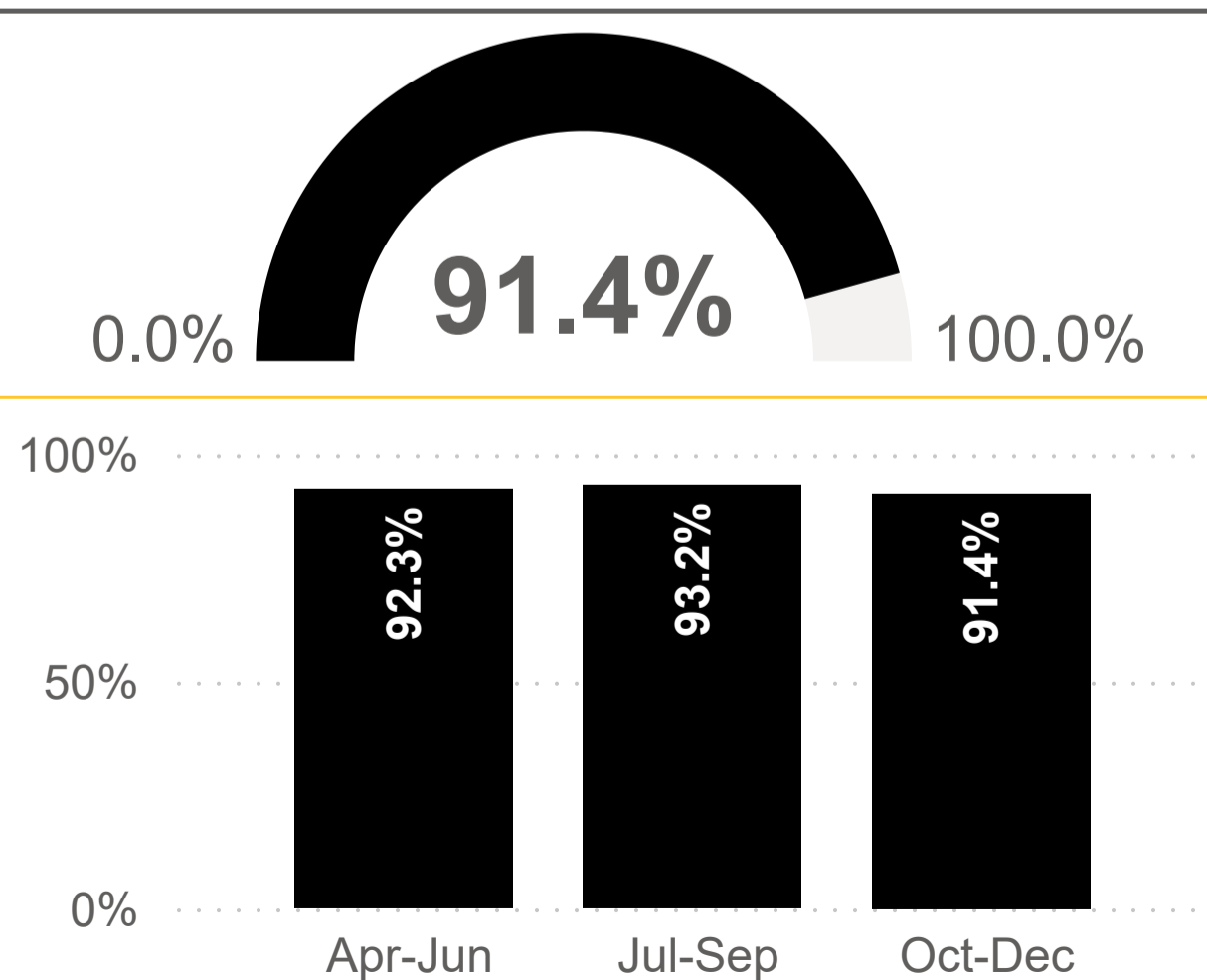
#### Trust to Deliver Service



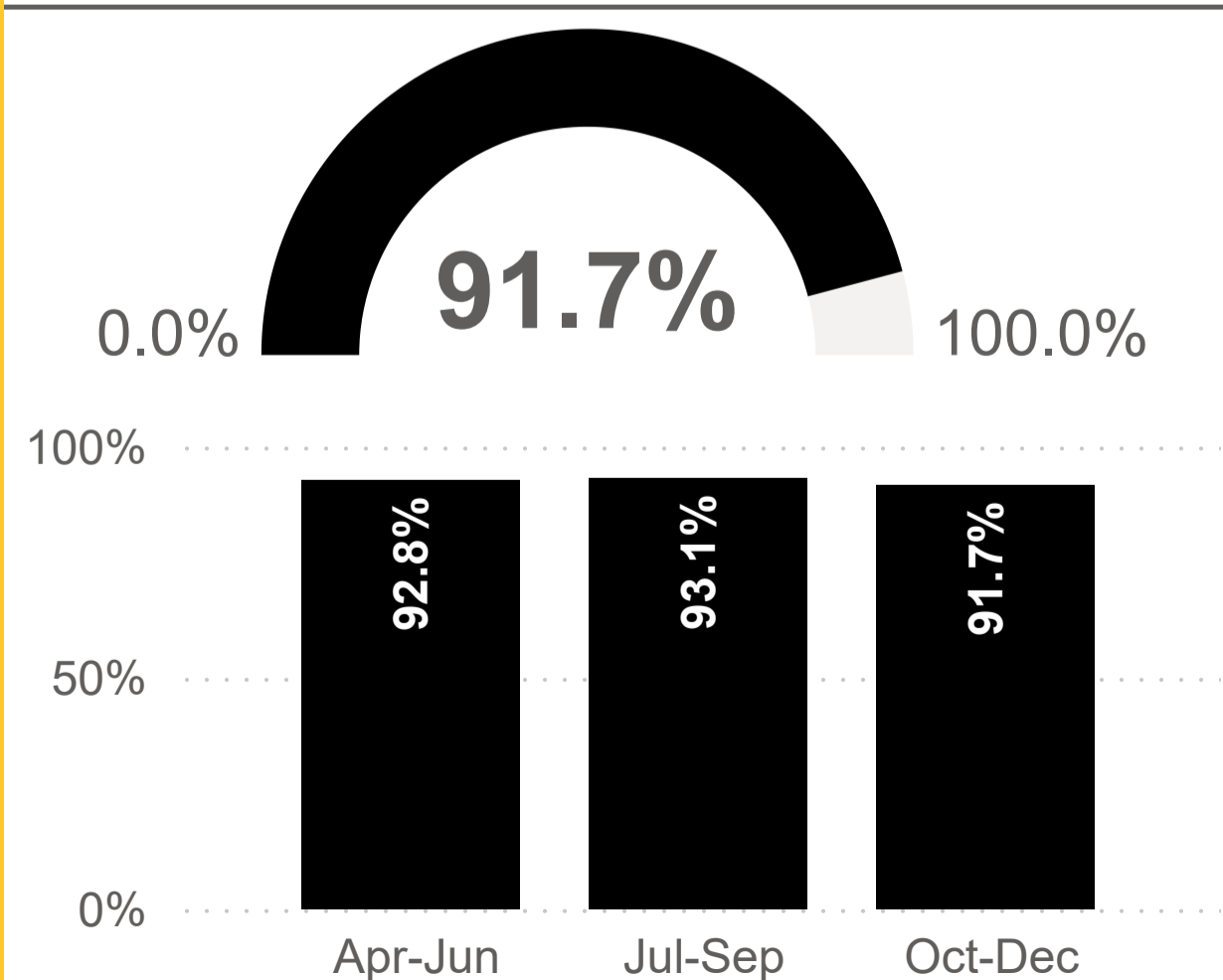
#### Trust to Deliver: Community



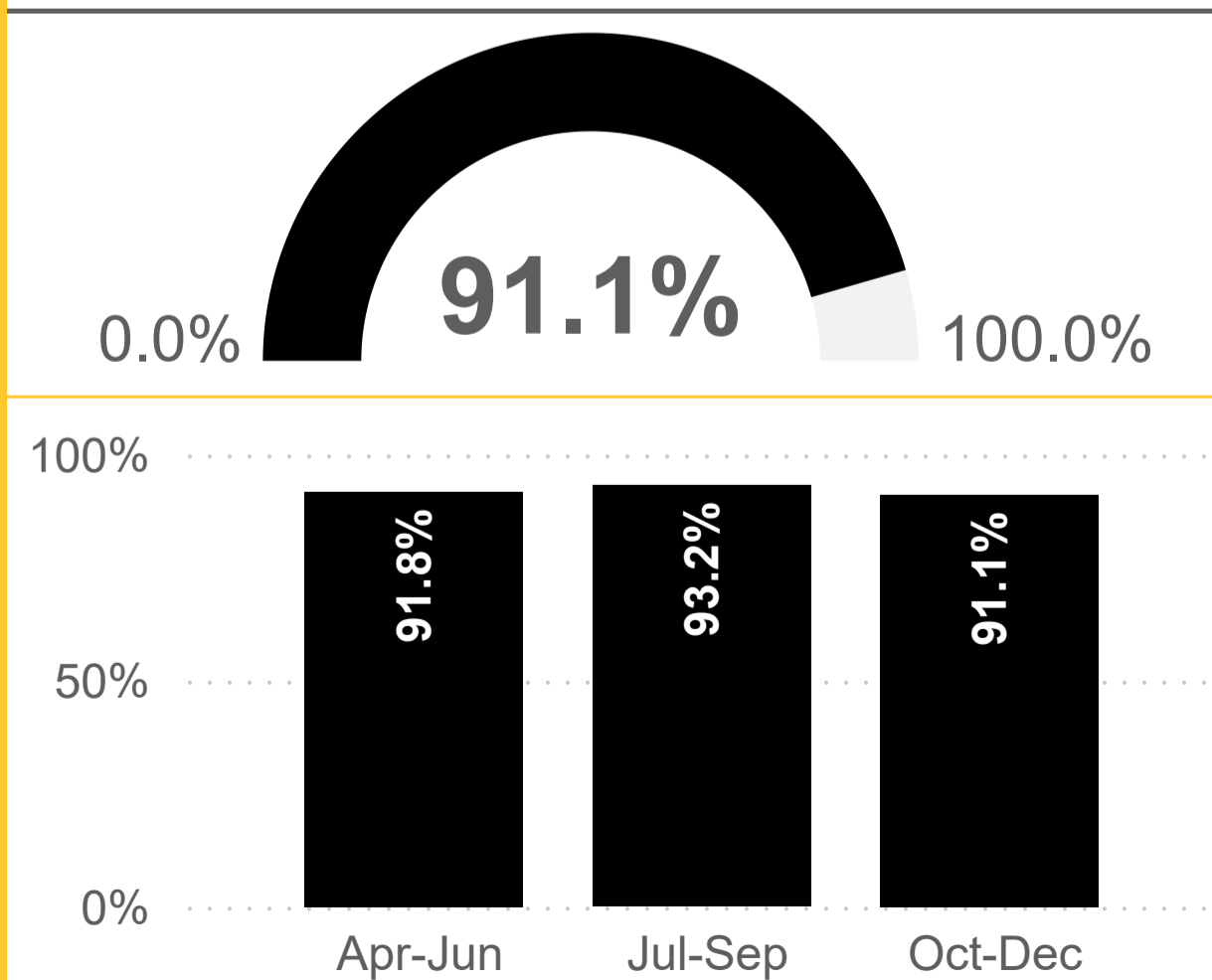
#### Customer Satisfaction with Staff



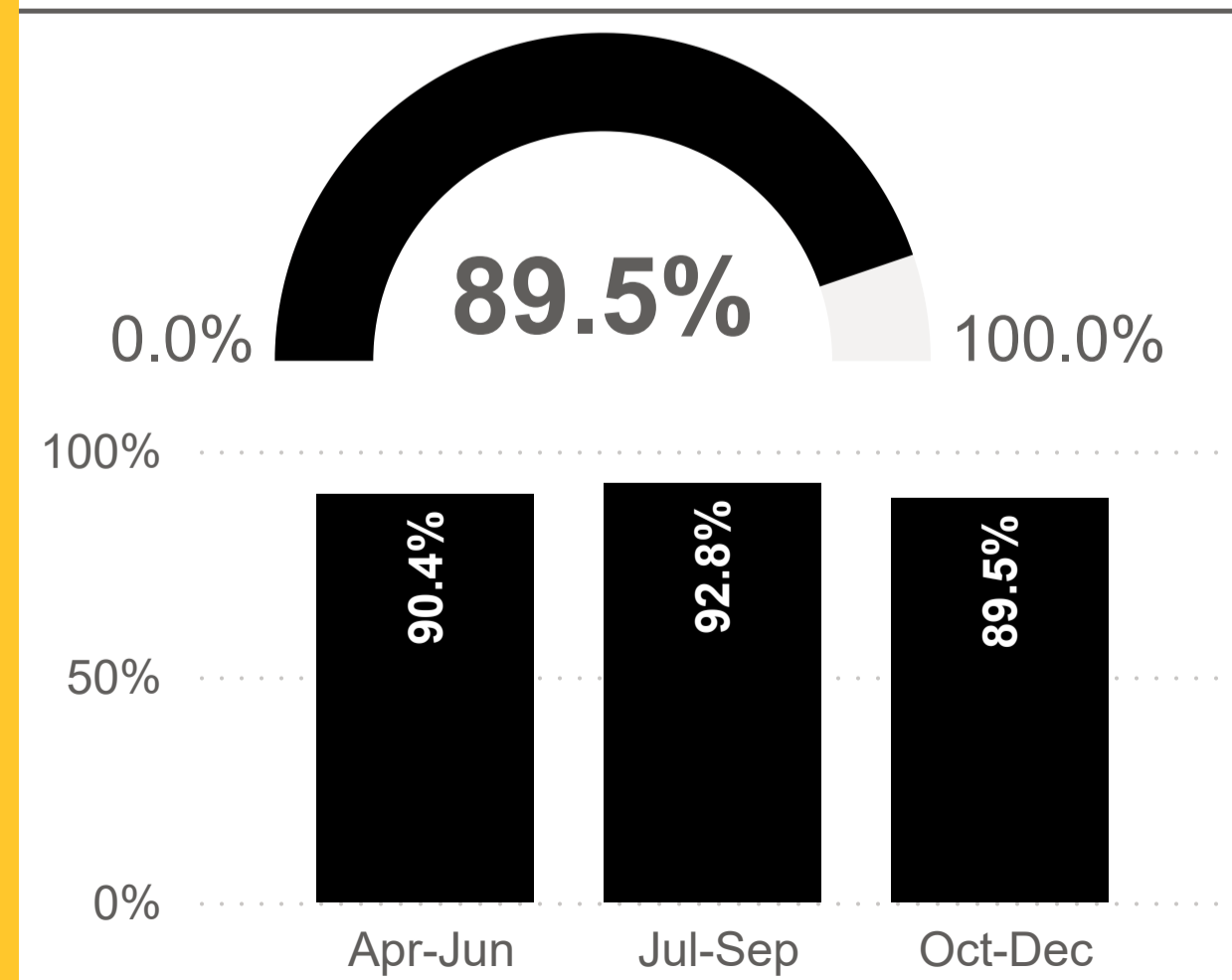
#### Satisfaction with Port Staff



#### Satisfaction with Onboard Crew



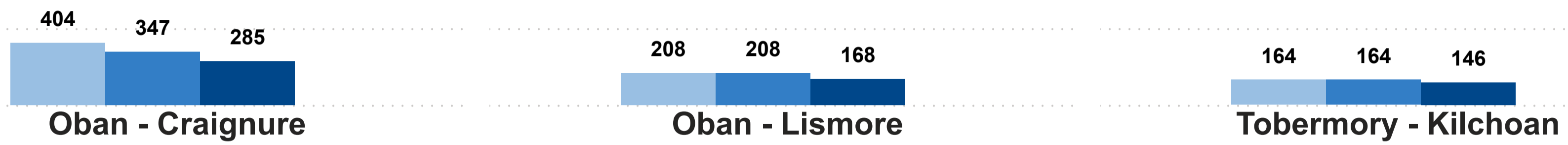
#### Satisfaction with the Port





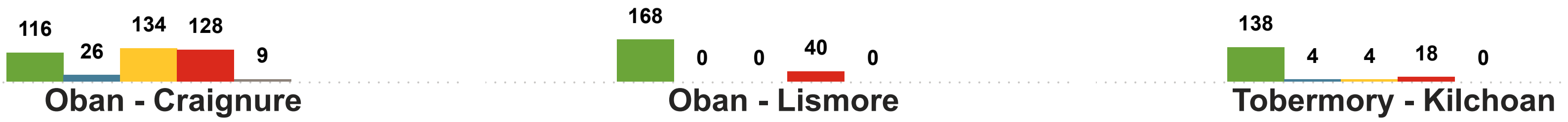
### Sailings Timetabled, Amended & Actual

● Timetabled ● Amended ● Actual



### Punctuality & Reliability

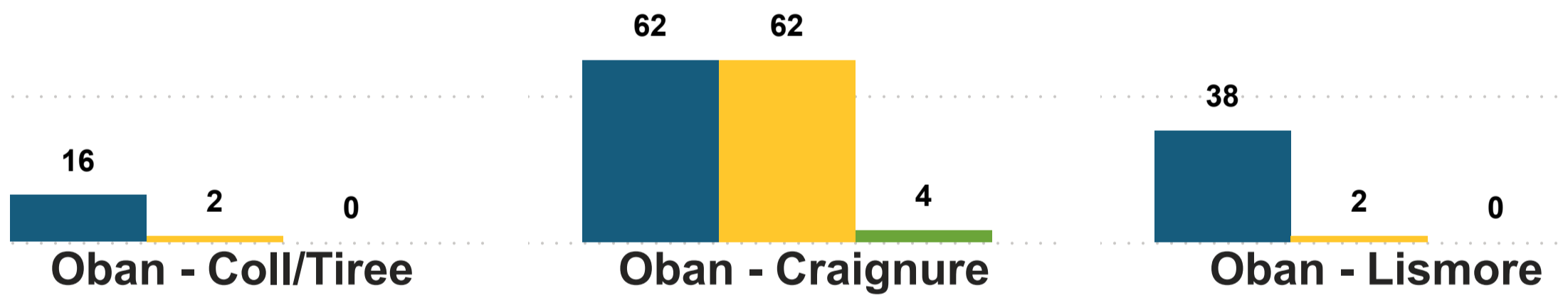
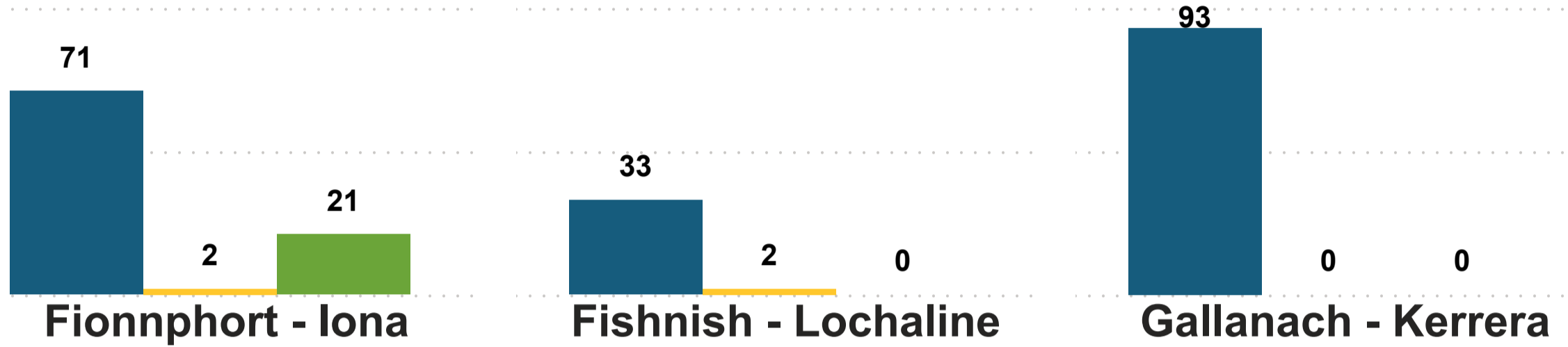
● On Time ● Level 1 Lateness ● Level 2 Lateness ● Cancelled ● Additional





### Cancelled Sailings (By Reason)

● Weather ● Technical ● Other



### Missed Train Connections

0

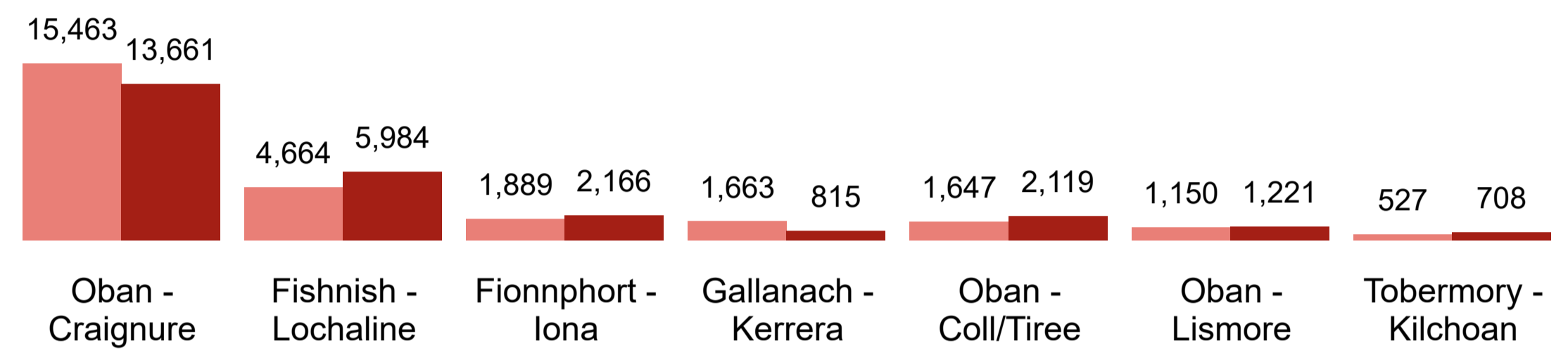
There were no missed advertised connections for Band C sailings this month.

"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.



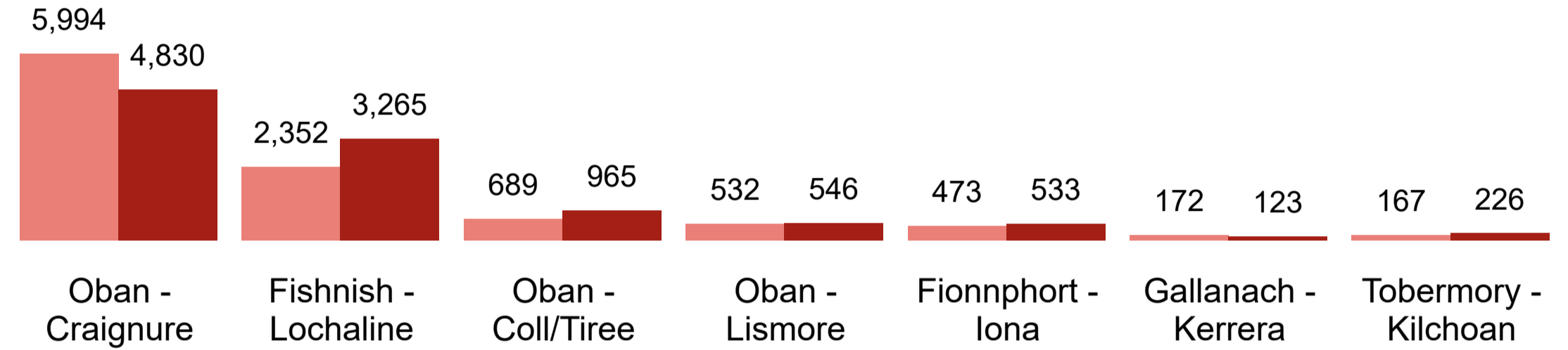
### Shipped Passengers

● Last Year ● This Year



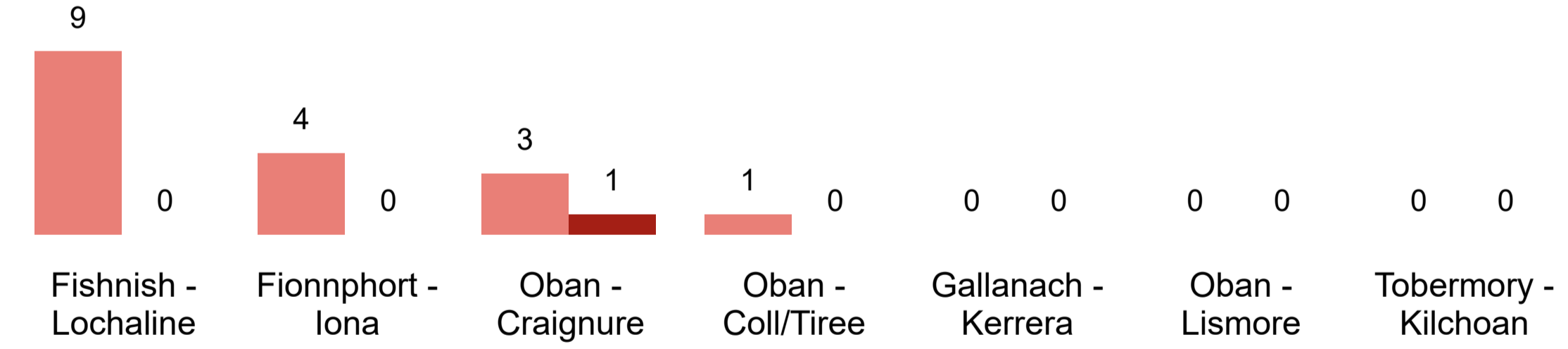
### Shipped Cars

● Last Year ● This Year



### Shipped Coaches

● Last Year ● This Year



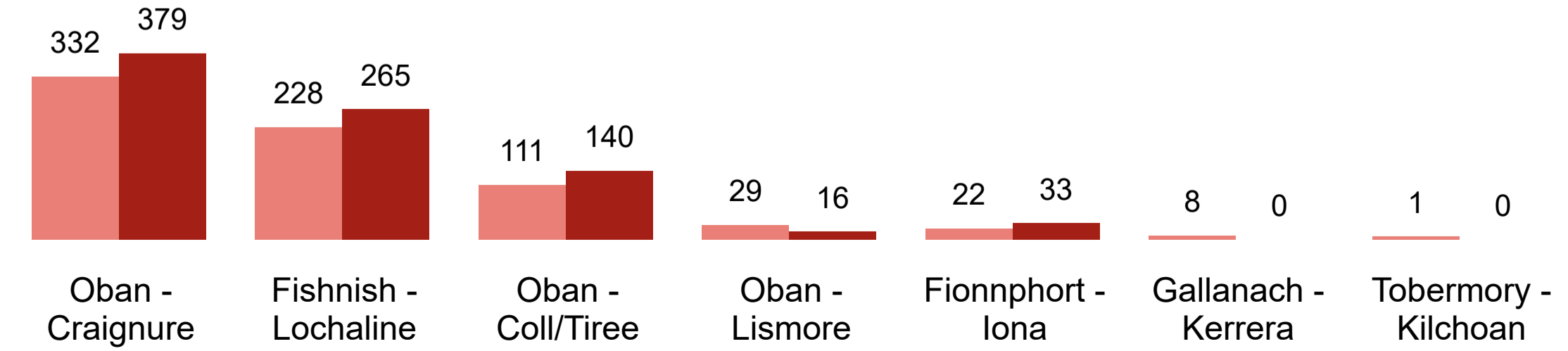
### Shipped Coach Metres

● Last Year ● This Year



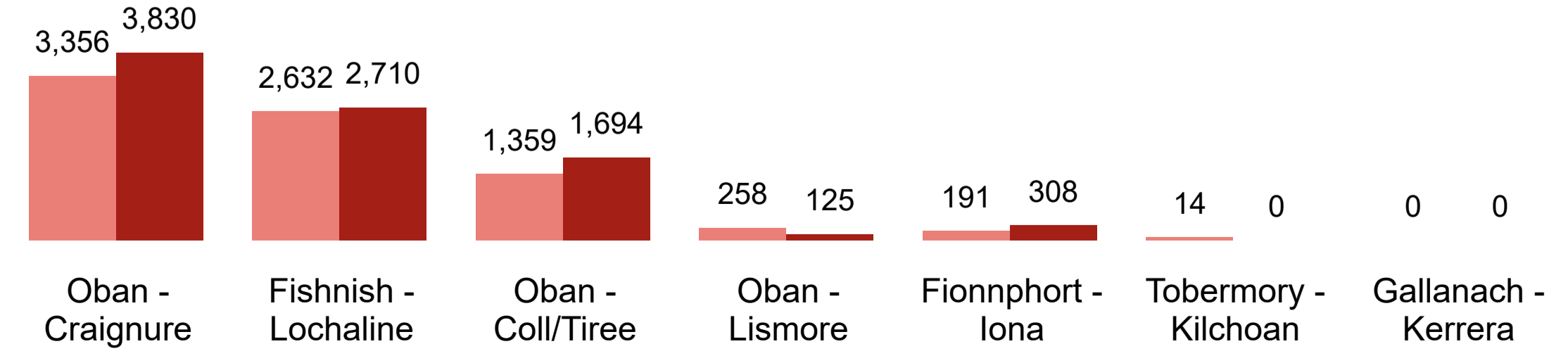
### Shipped Commercial Vehicles

● Last Year ● This Year



### Shipped Commercial Vehicle Metres

● Last Year ● This Year

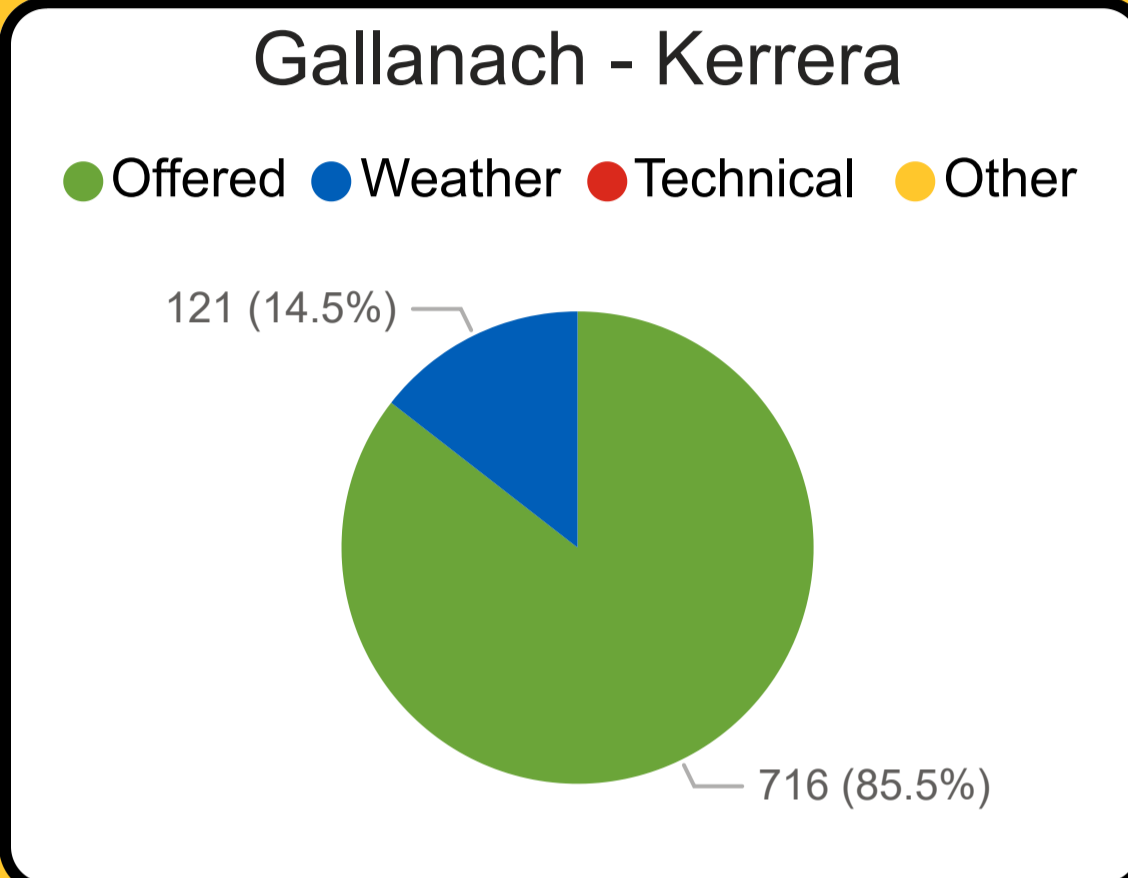
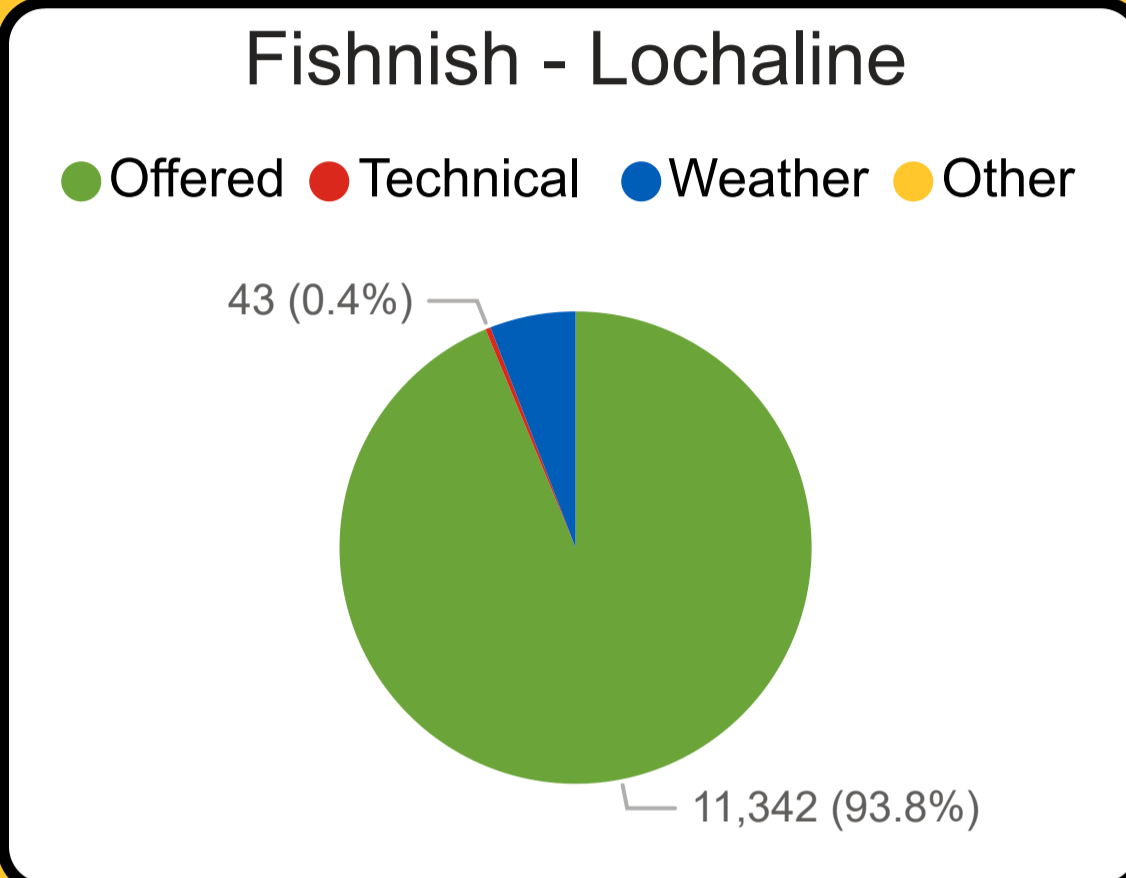
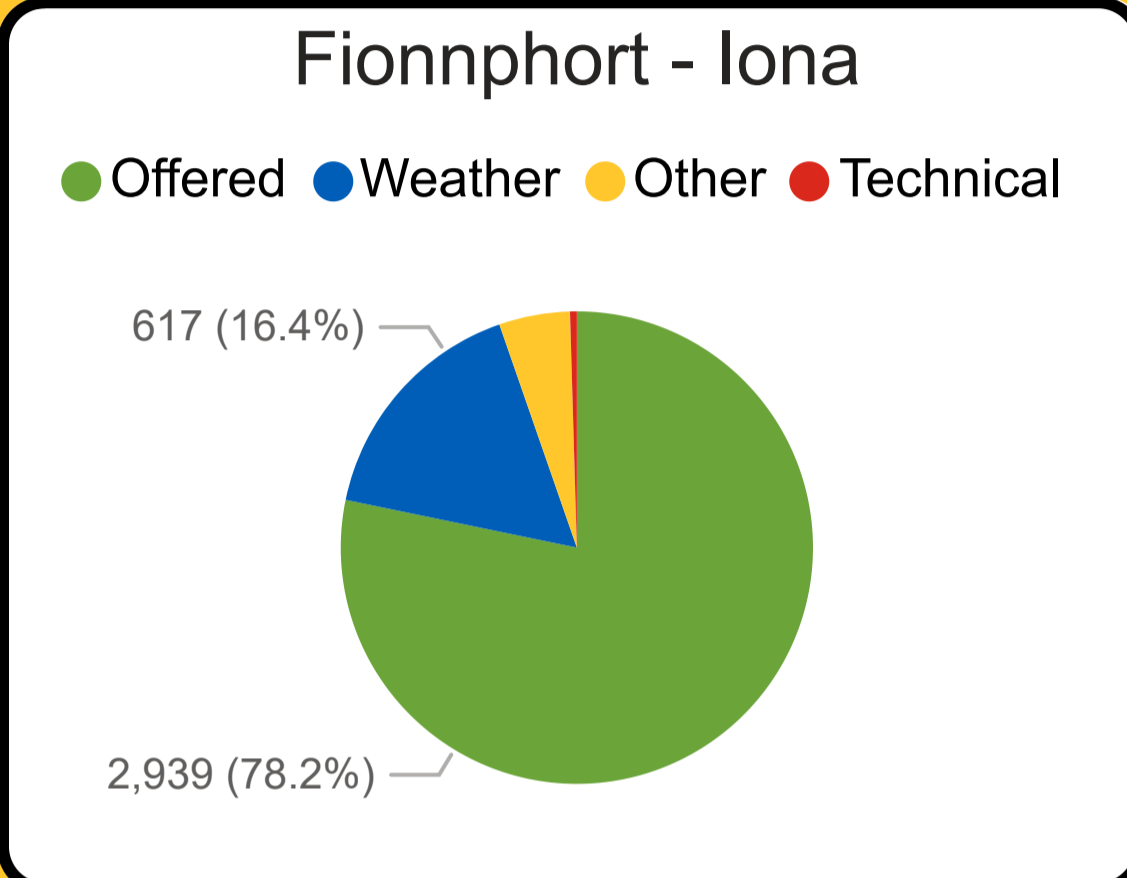


# Our Performance in December 2024

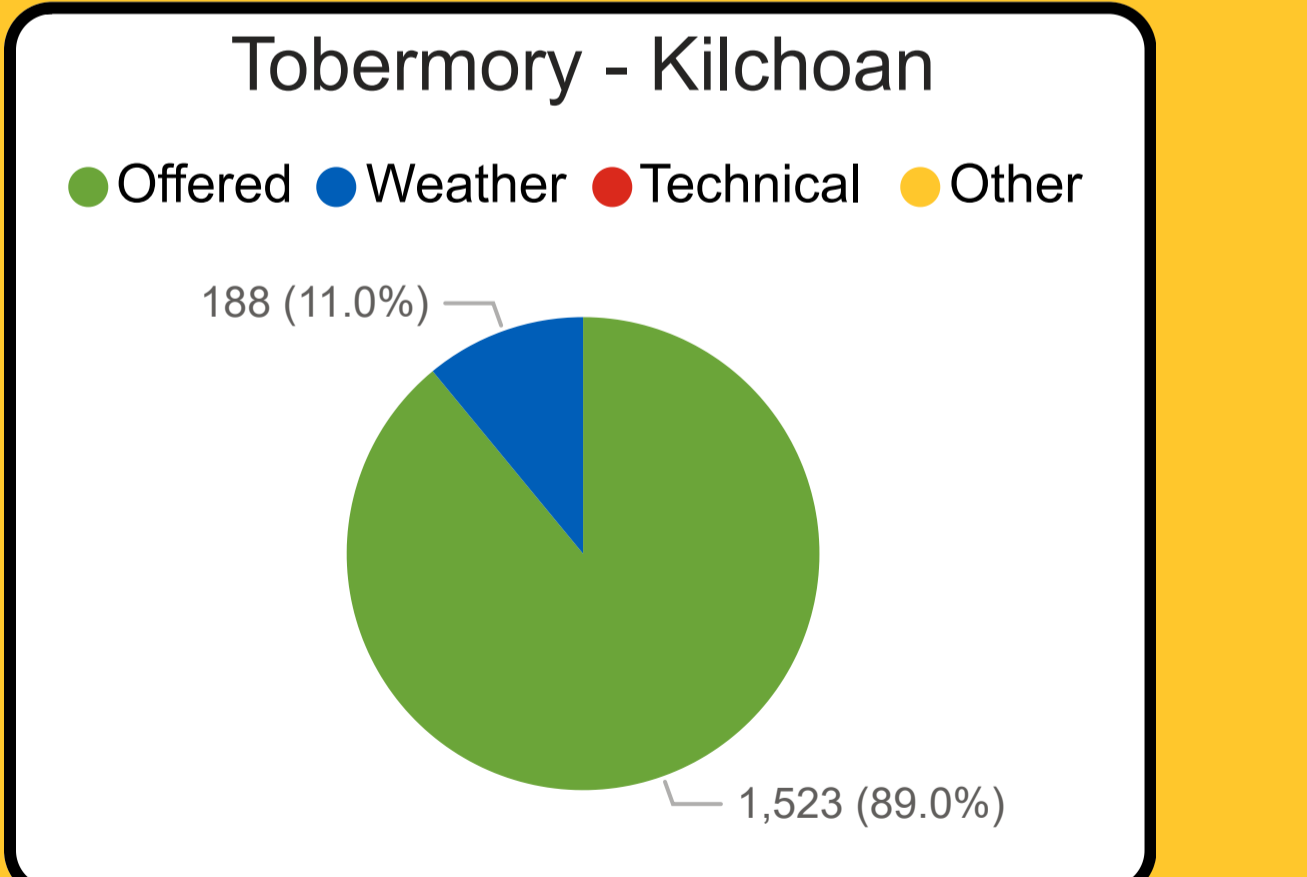
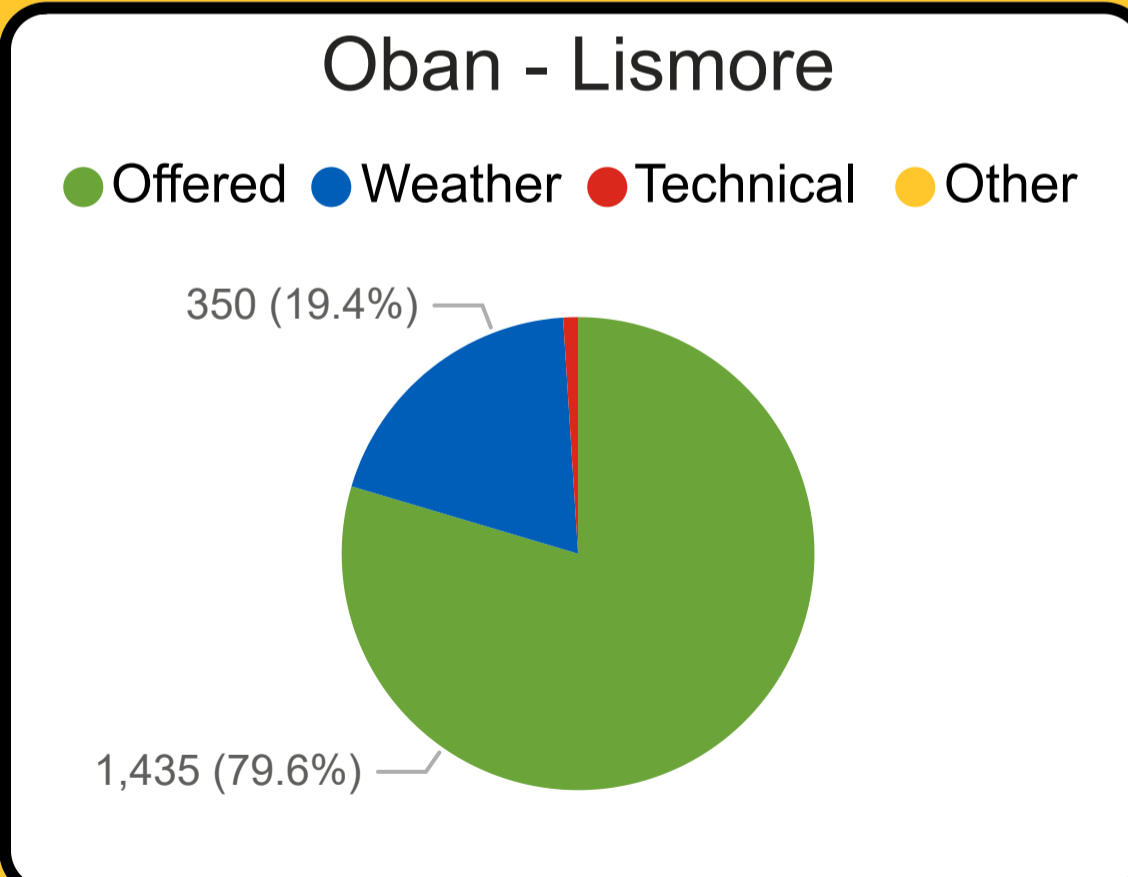
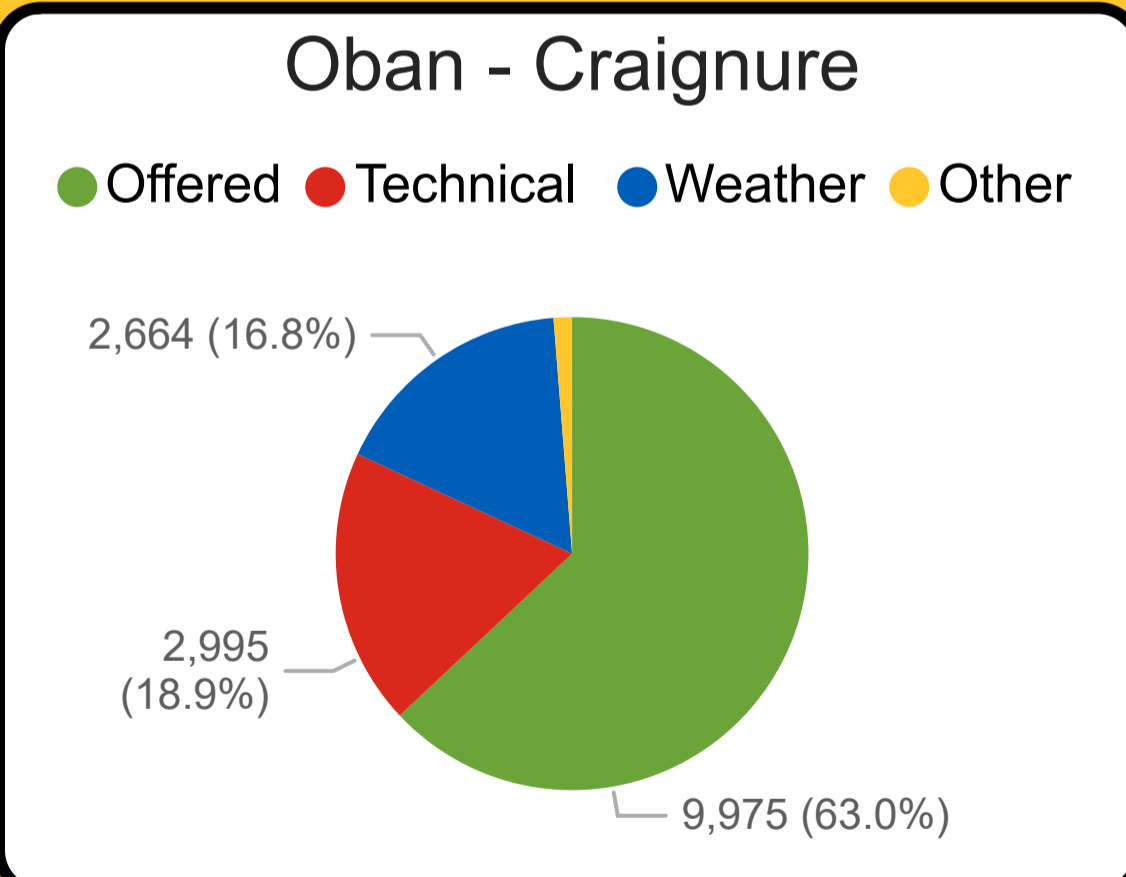
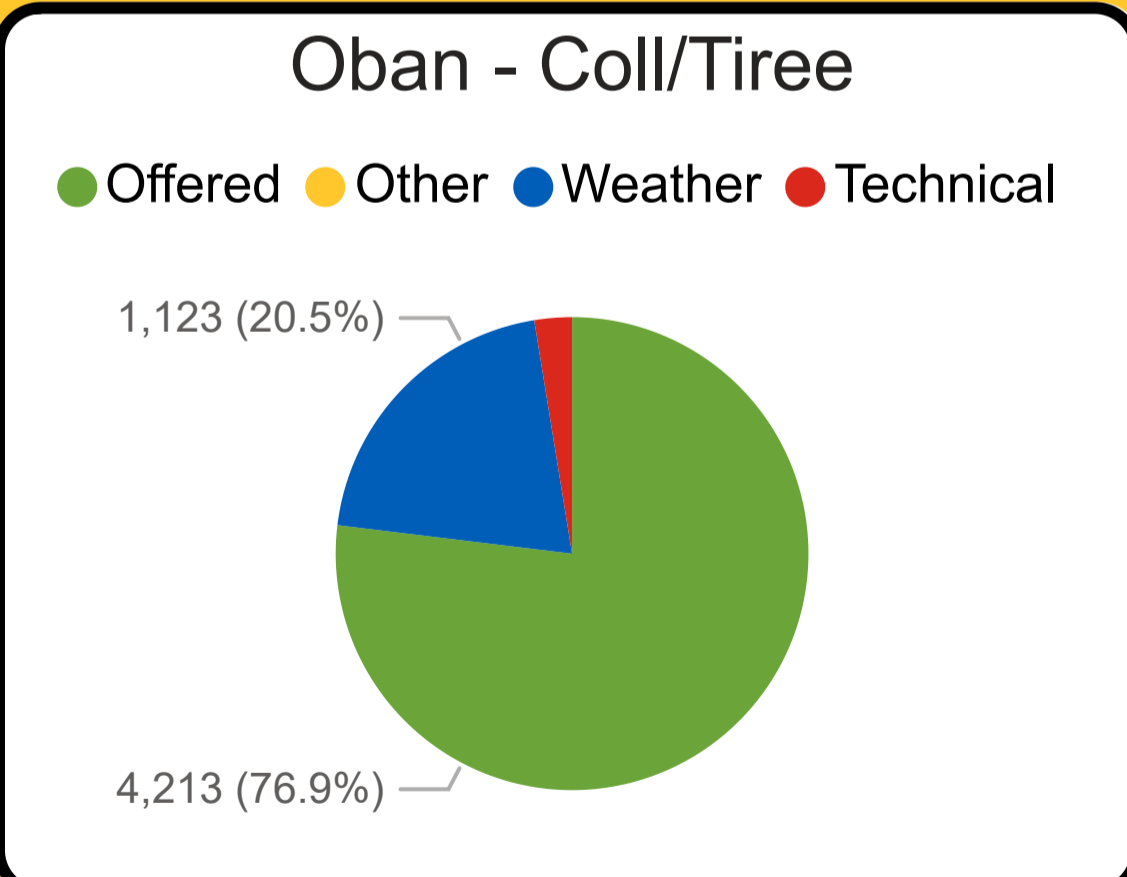
## Car Equivalent Spaces Offered vs Cancelled



• 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.

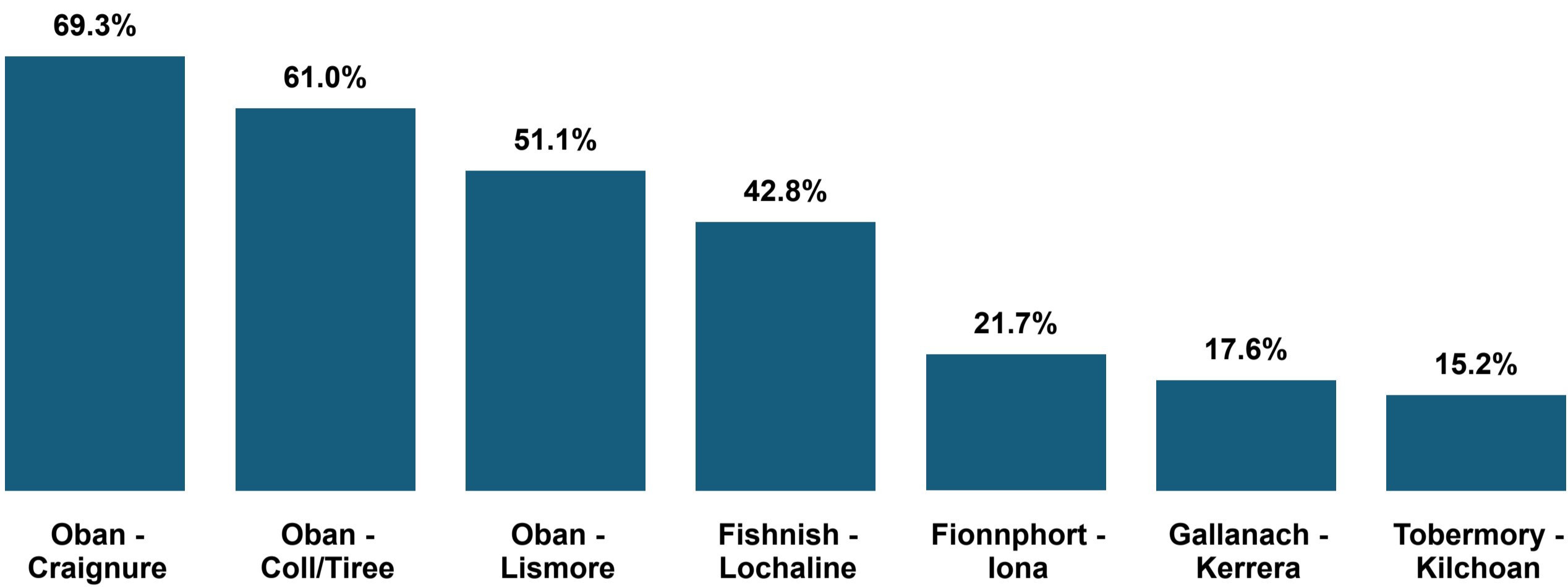


Route	Offered	Weather	Tech	Other
Fionnphort - Iona	2,939	617	17	183
Tobermory - Kilchoan	1,523	188		
Oban - Lismore	1,435	350	18	
Gallanach - Kerrera	716	121		
Oban - Craignure	9,975	2,664	2,995	199
Oban - Coll/Tiree	4,213	1,123	140	
Fishnish - Lochaline	11,342	710	43	





### Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Oban - Craignure	45.9K	31.8K	6,908	69.3%
Oban - Coll/Tiree	19.4K	11.8K	2,570	61.0%
Oban - Lismore	6.6K	3.4K	733	51.1%
Fishnish - Lochaline	52.2K	22.3K	4,858	42.8%
Fionnphort - Iona	13.5K	2.9K	638	21.7%
Gallanach - Kerrera	3.3K	0.6K	126	17.6%
Tobermory - Kilchoan	7.0K	1.1K	232	15.2%
<b>Total</b>	<b>147.9K</b>	<b>73.9K</b>	<b>16,064</b>	<b>50.0%</b>

### Overall Utilisation of Sailings

● >90% ● 75-89% ● 50-74% ● <50%

