

Total Number of
Survey Responses
Last 6 Months

32K

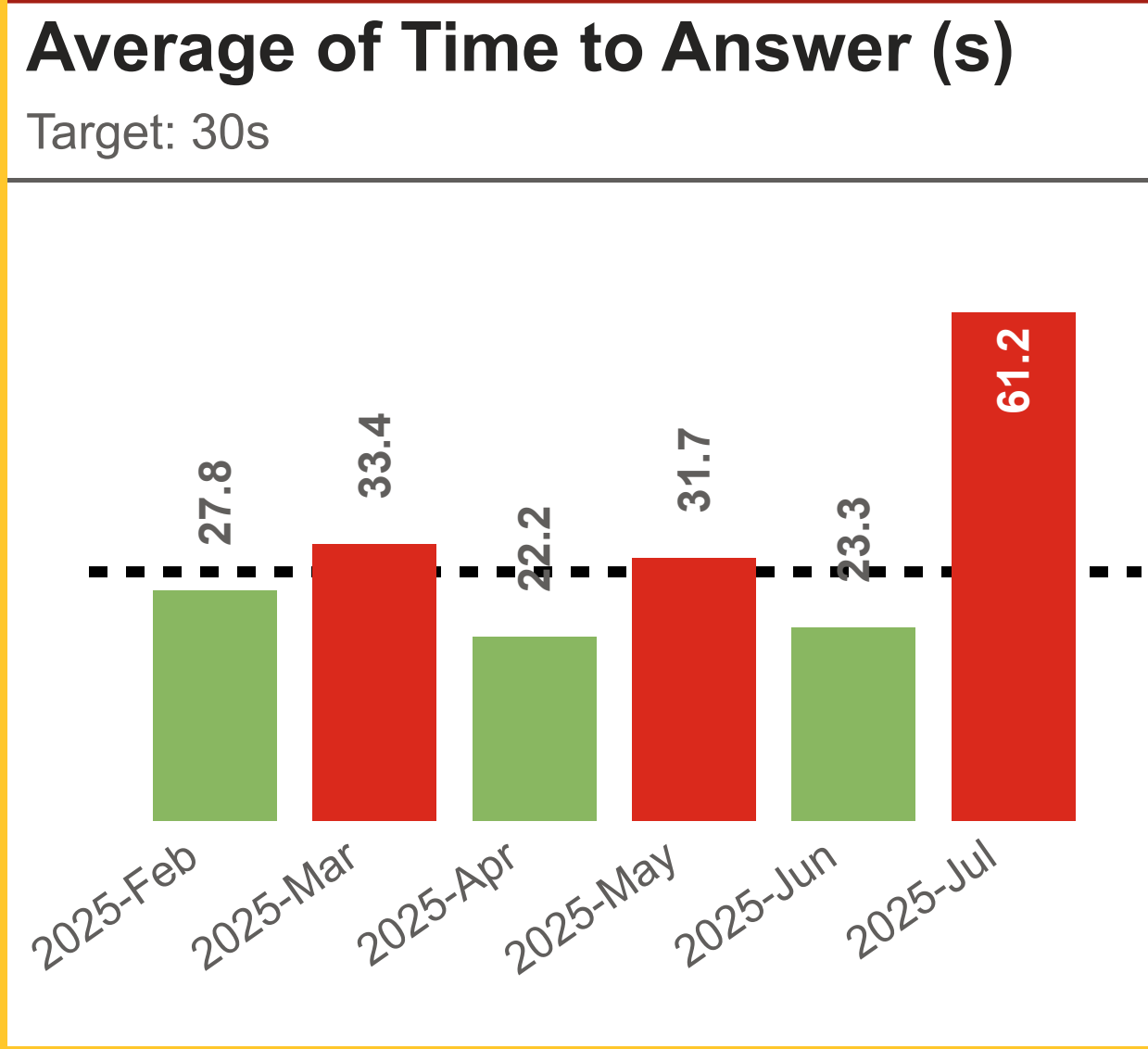
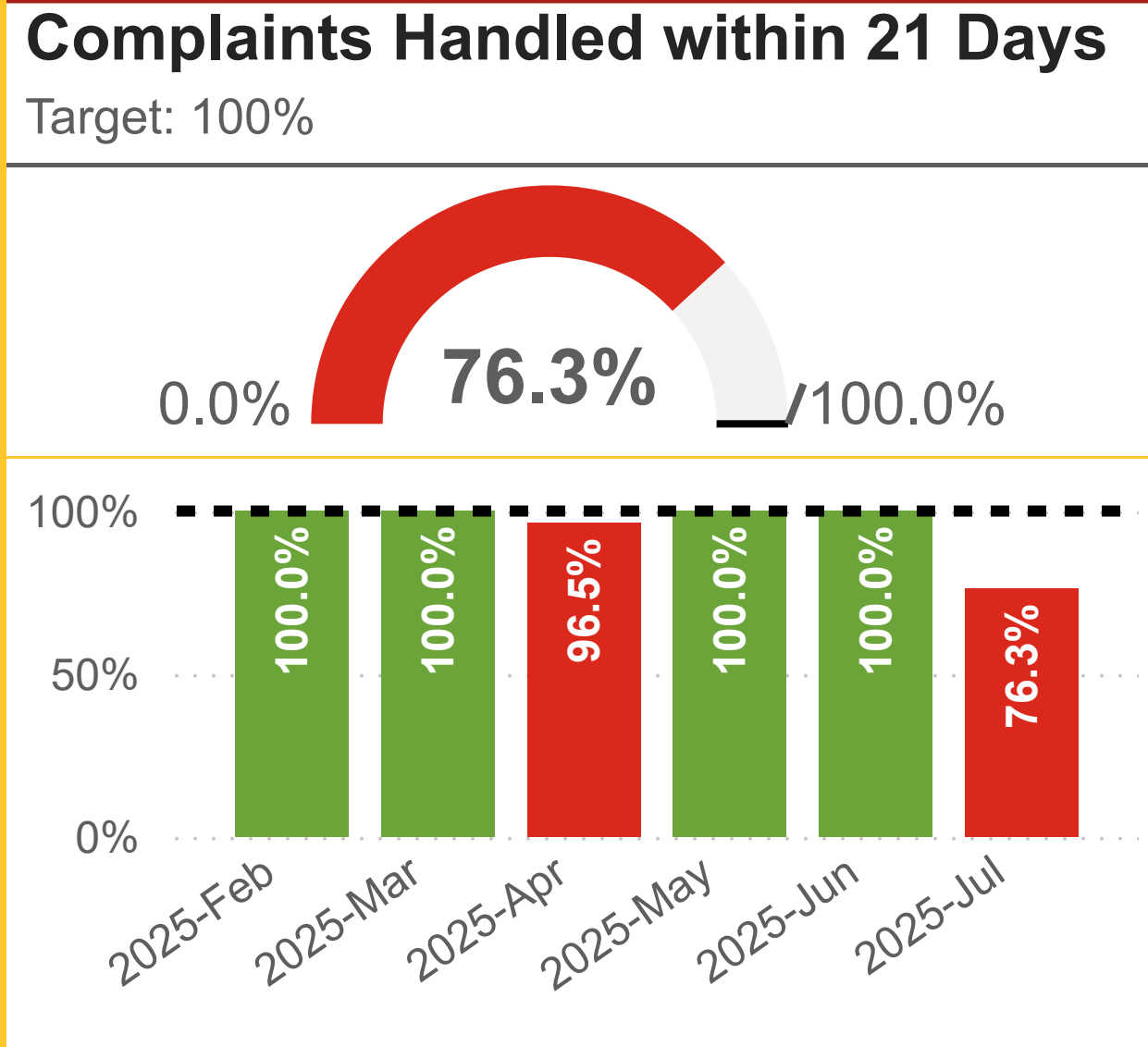
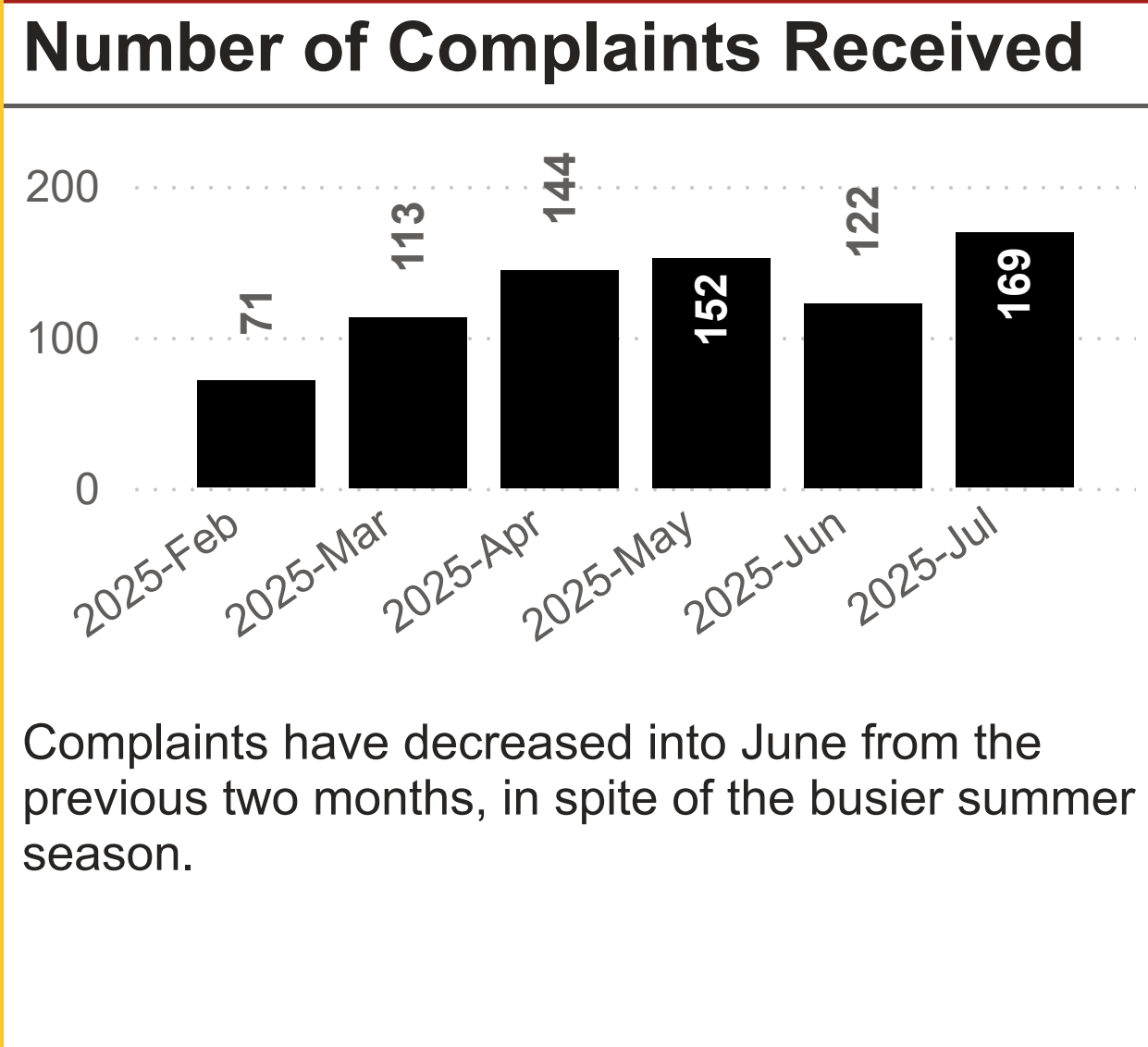
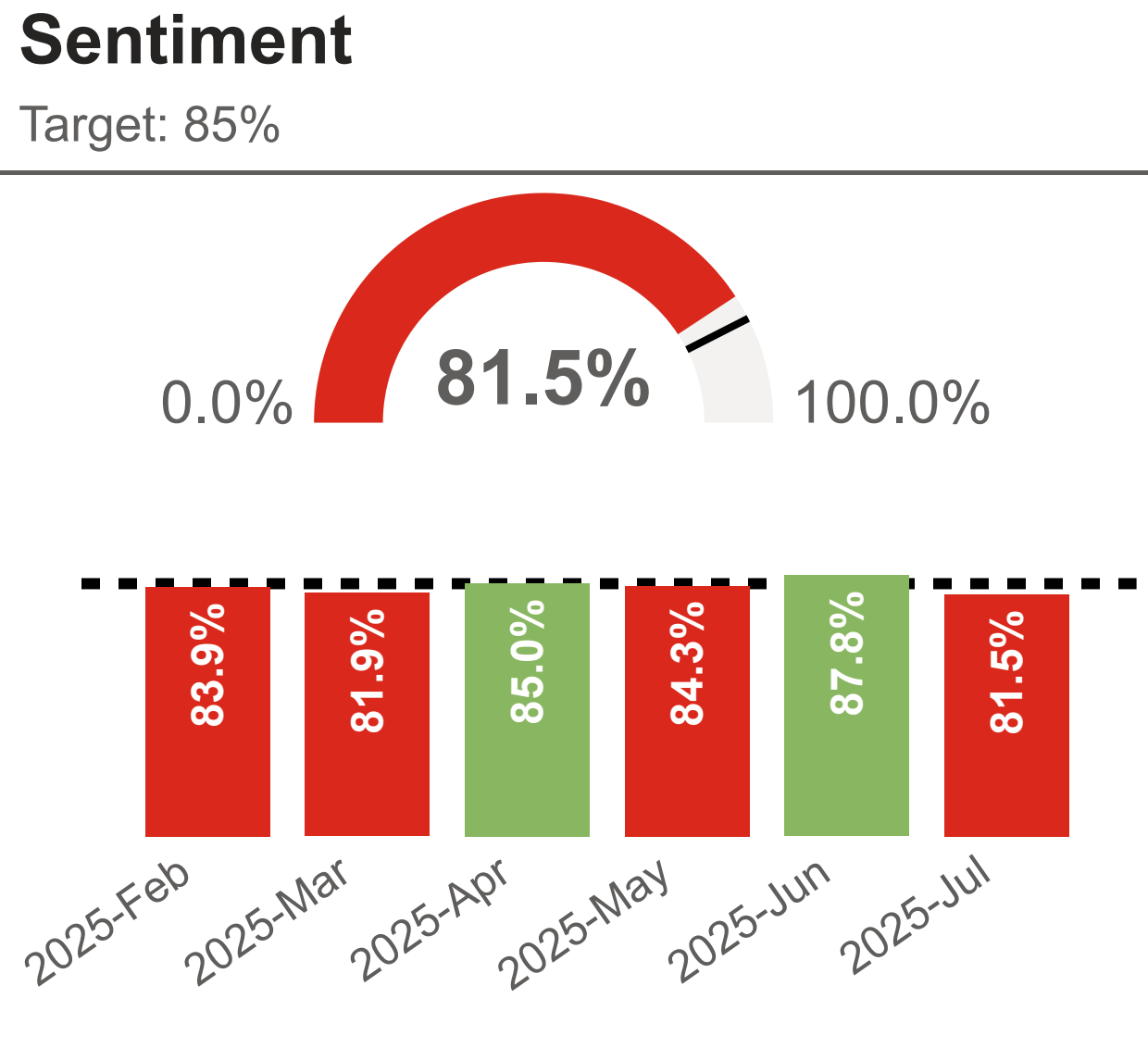
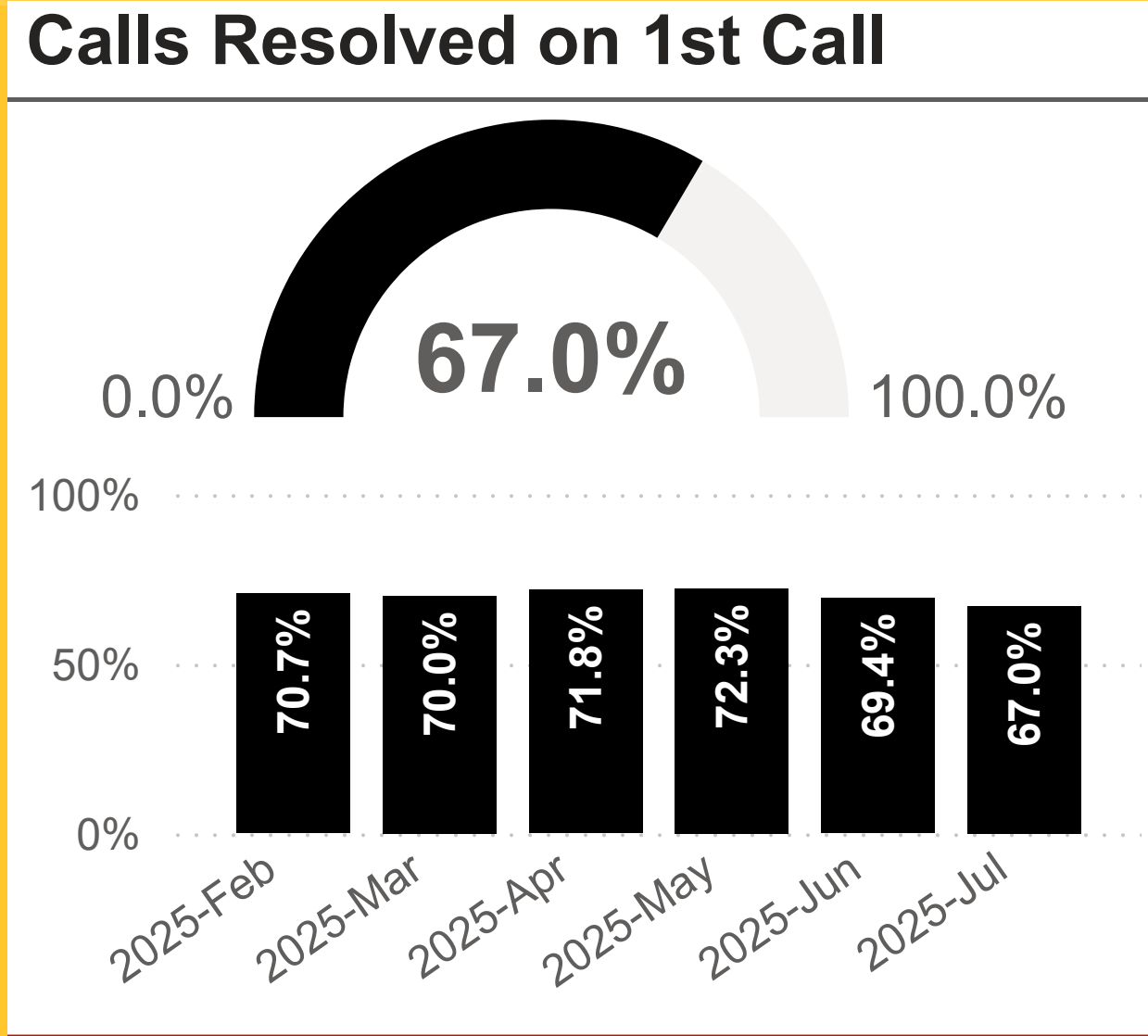
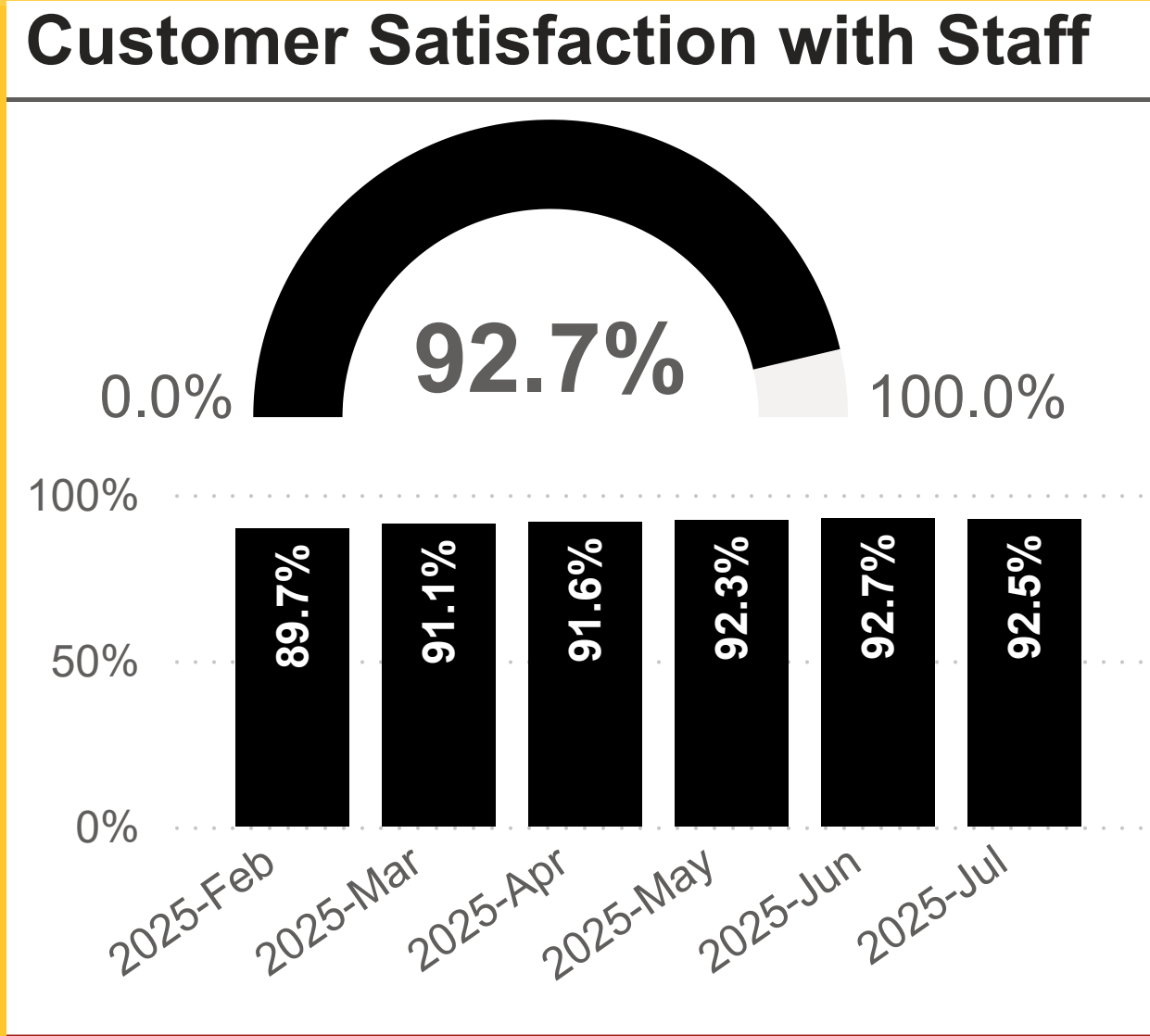
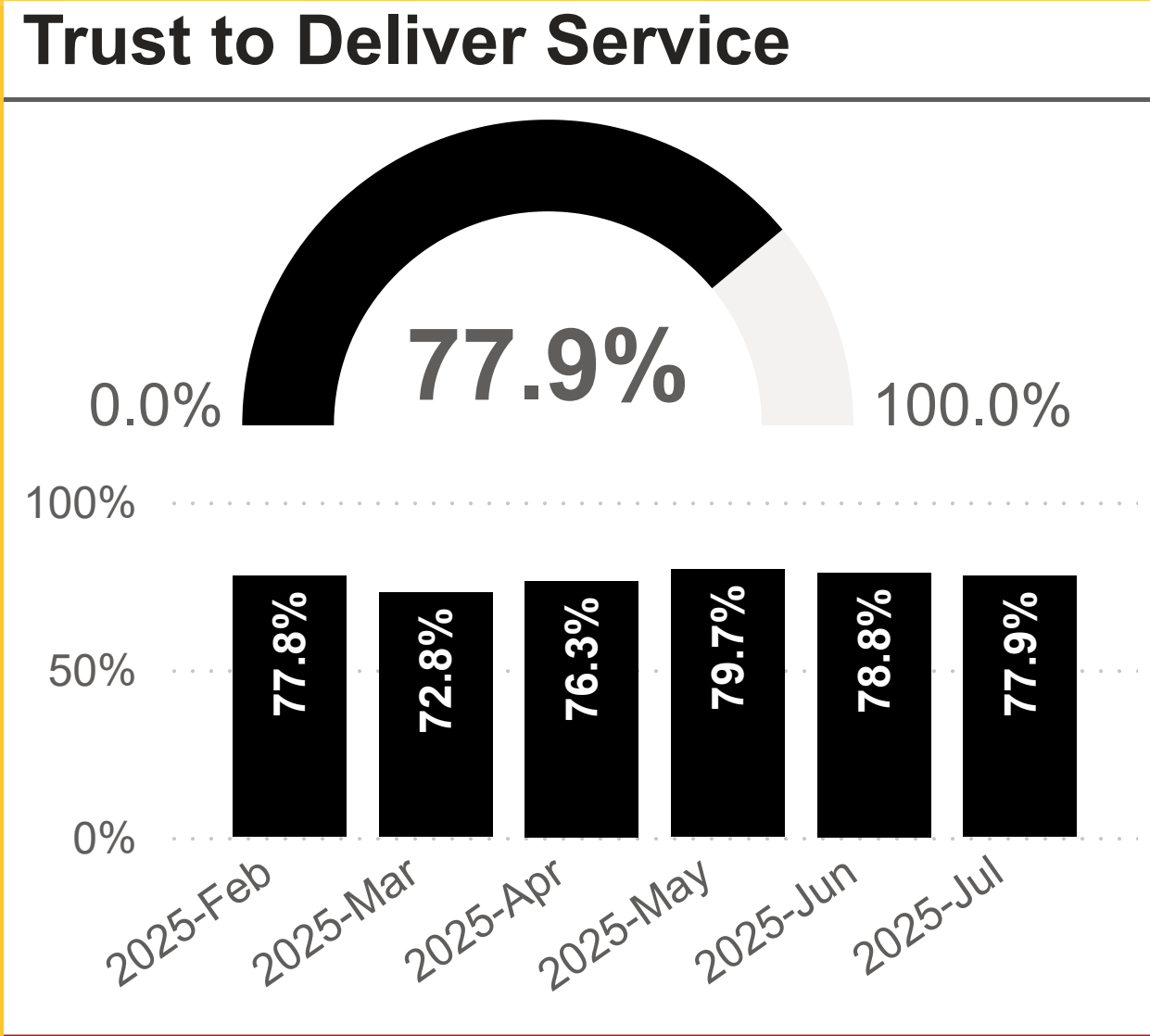
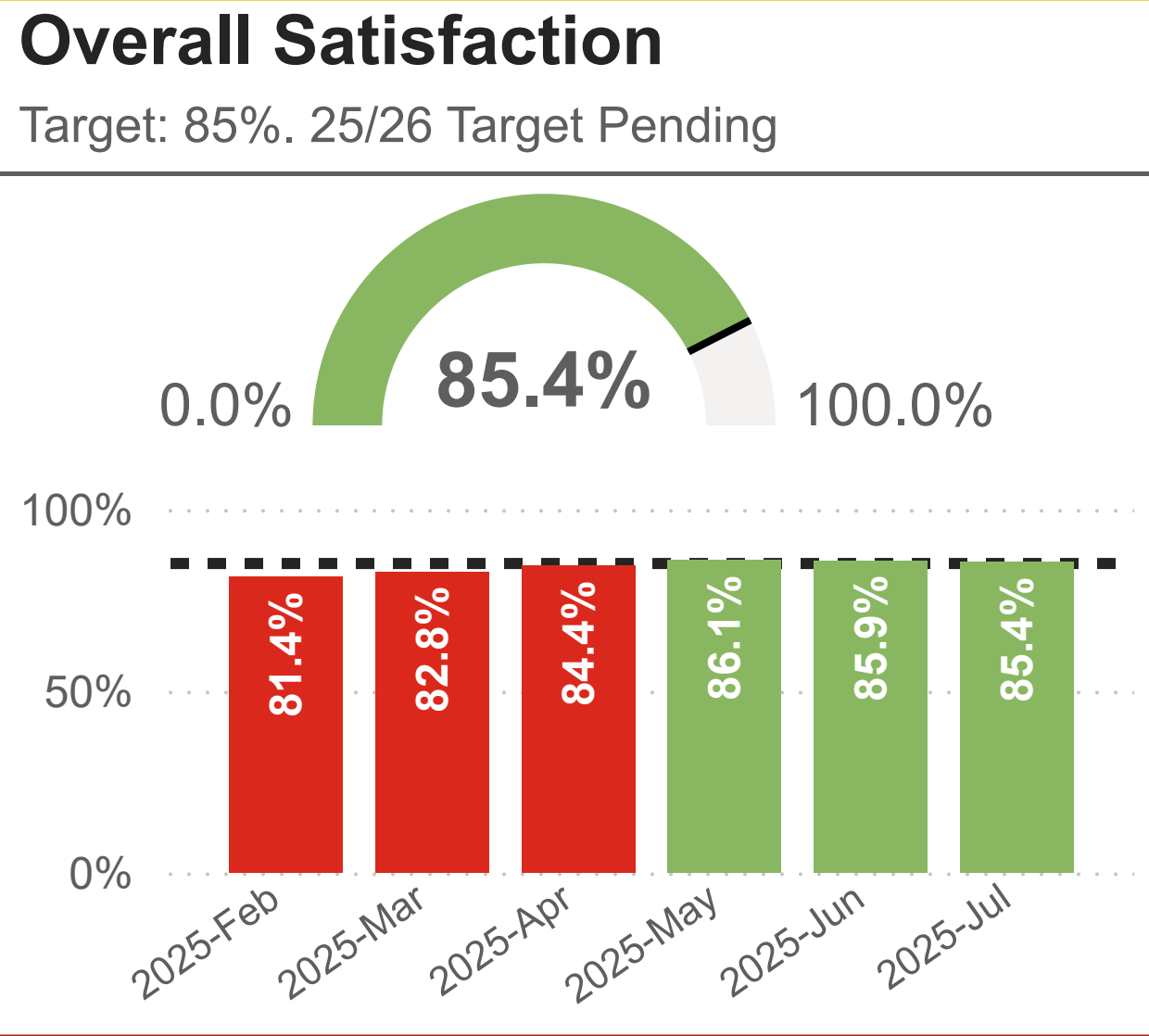
Our Performance in July 2025

Customer Feedback Metrics

Network Wide

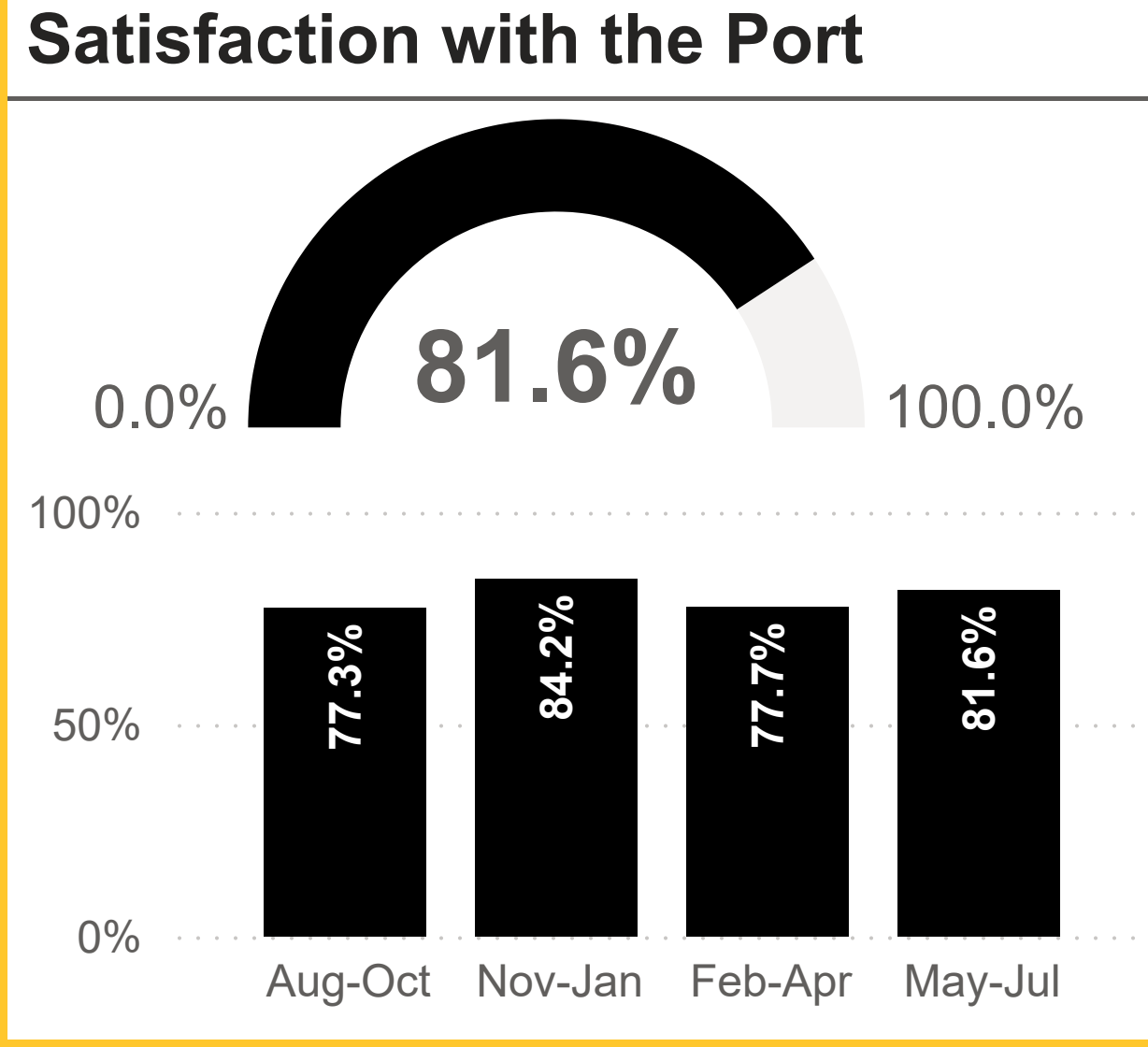
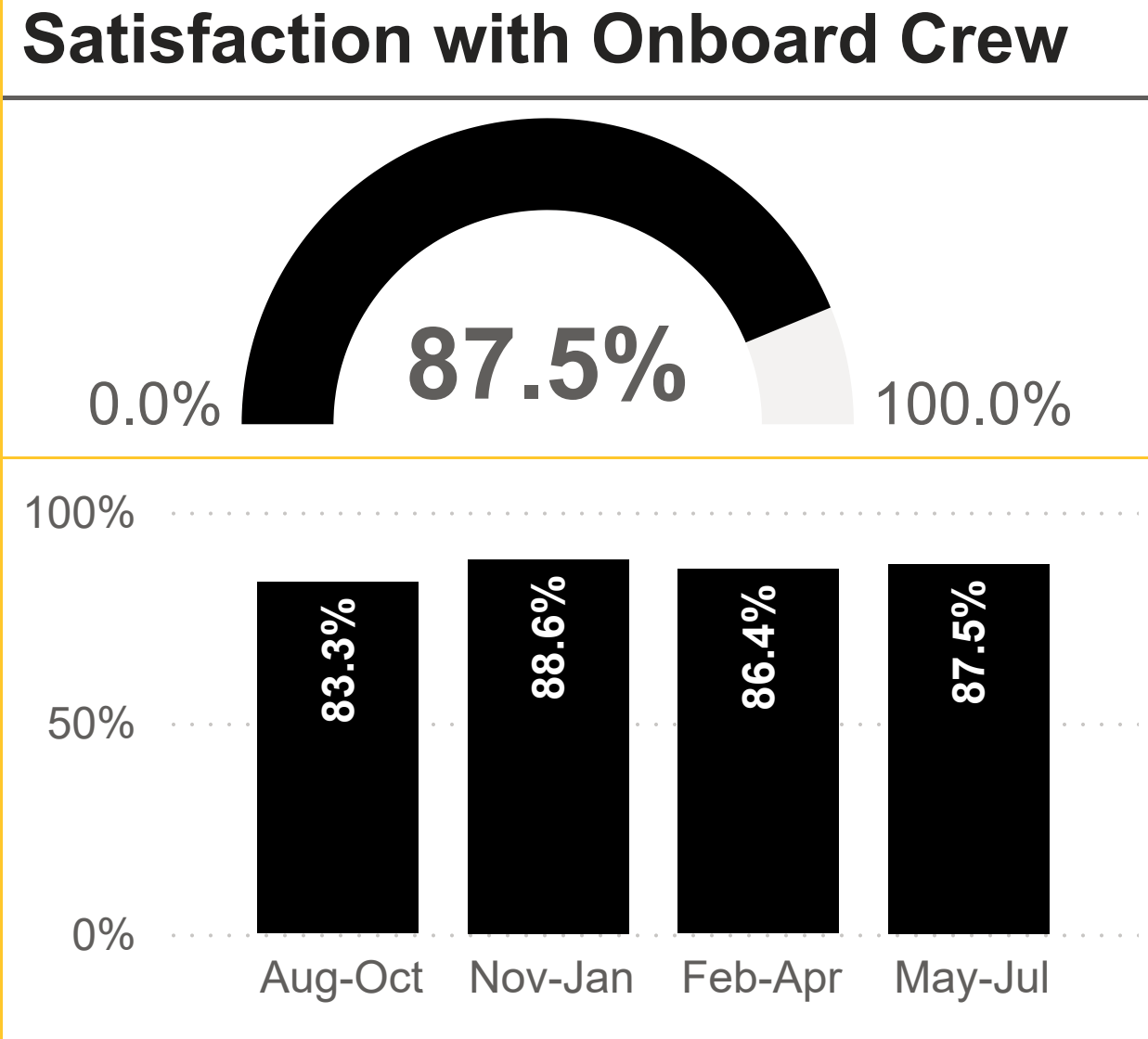
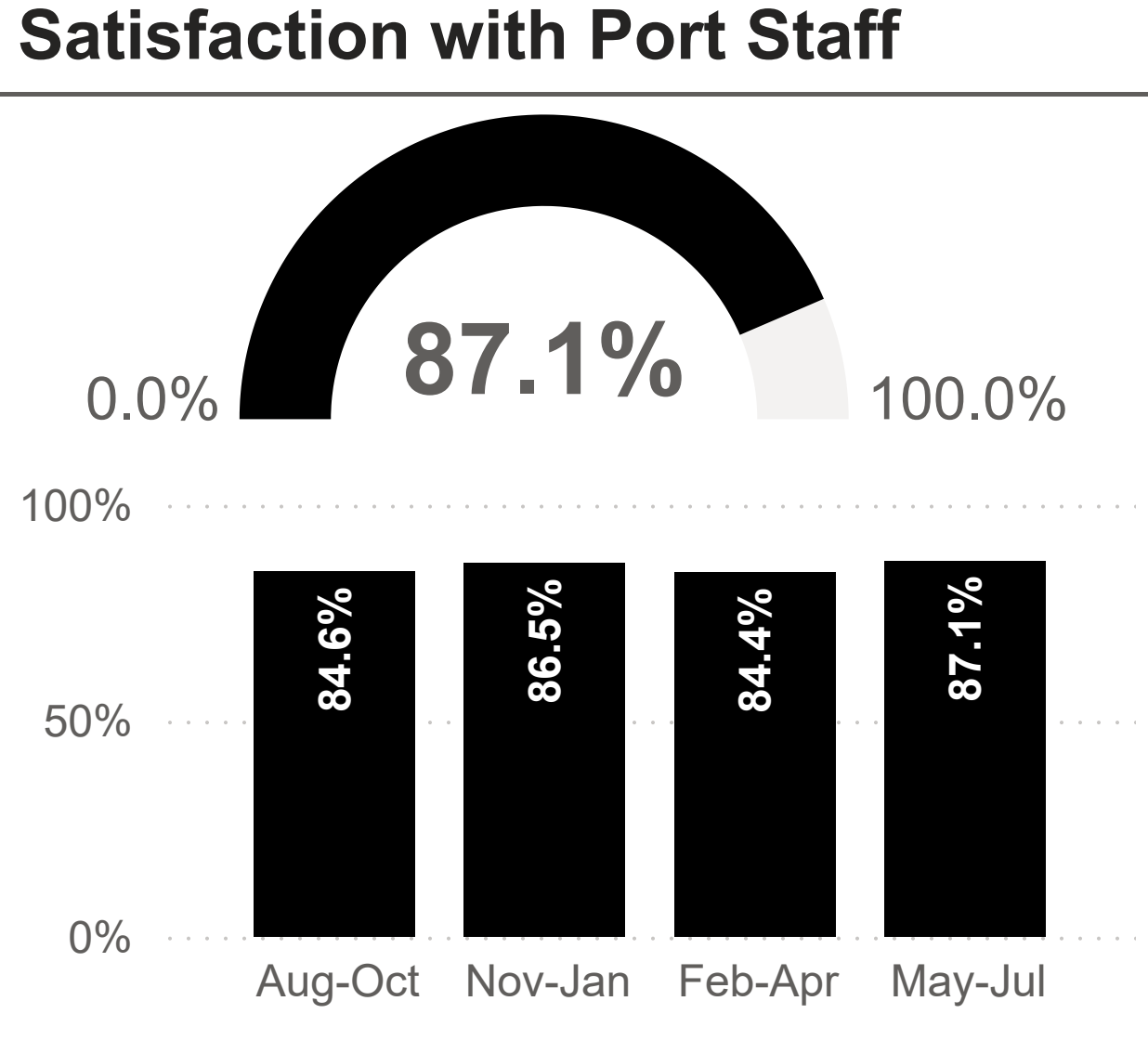
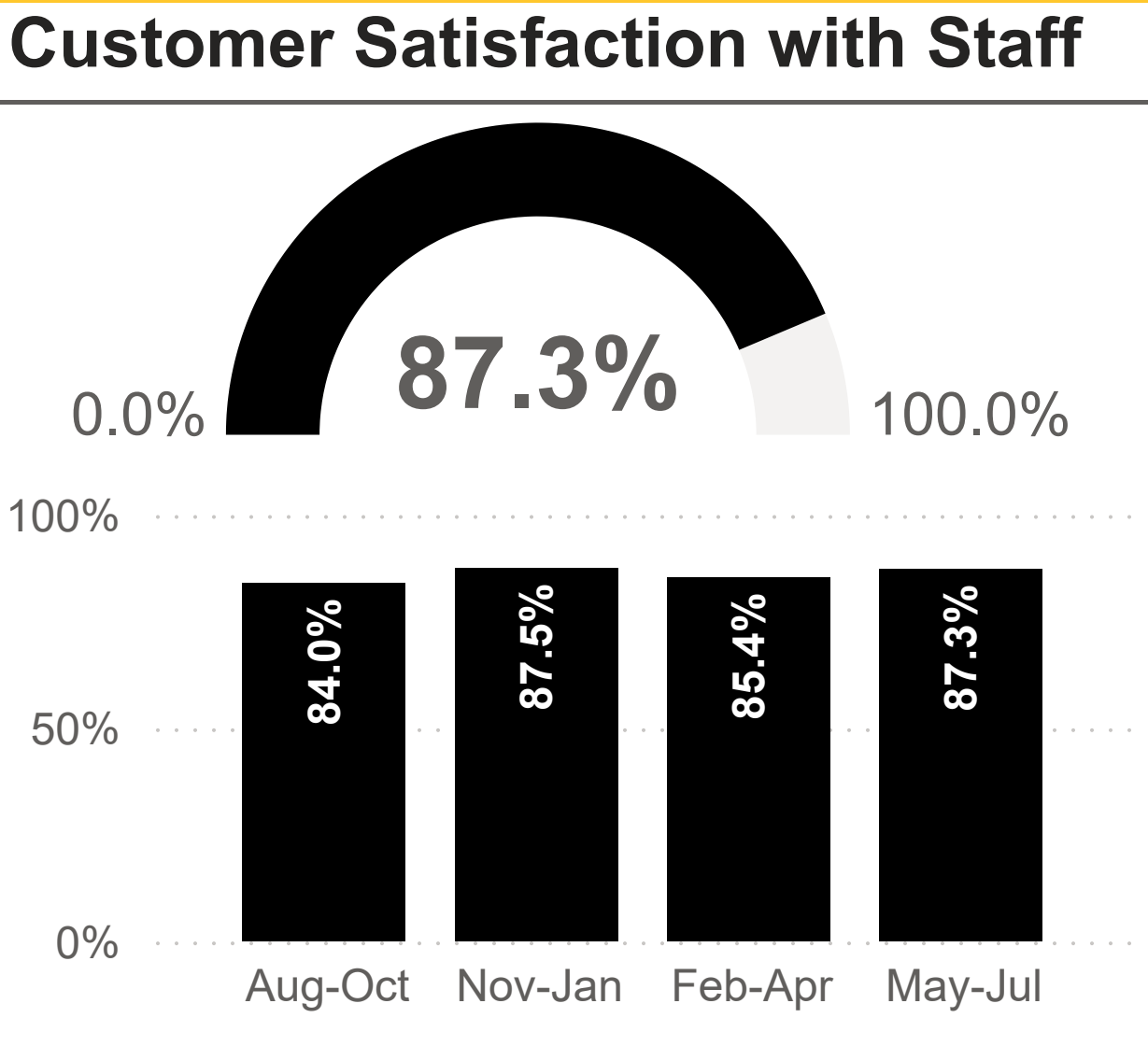
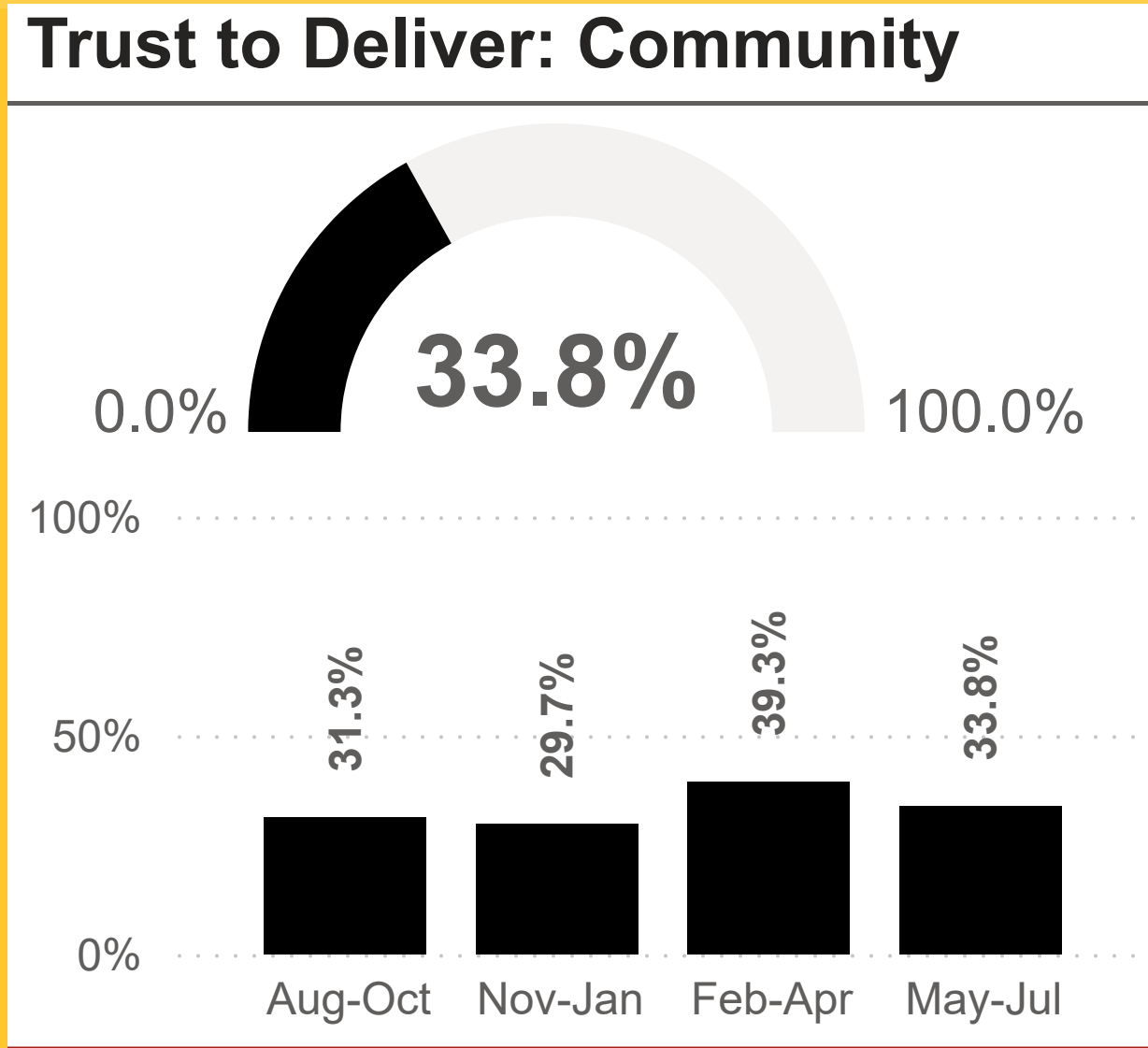
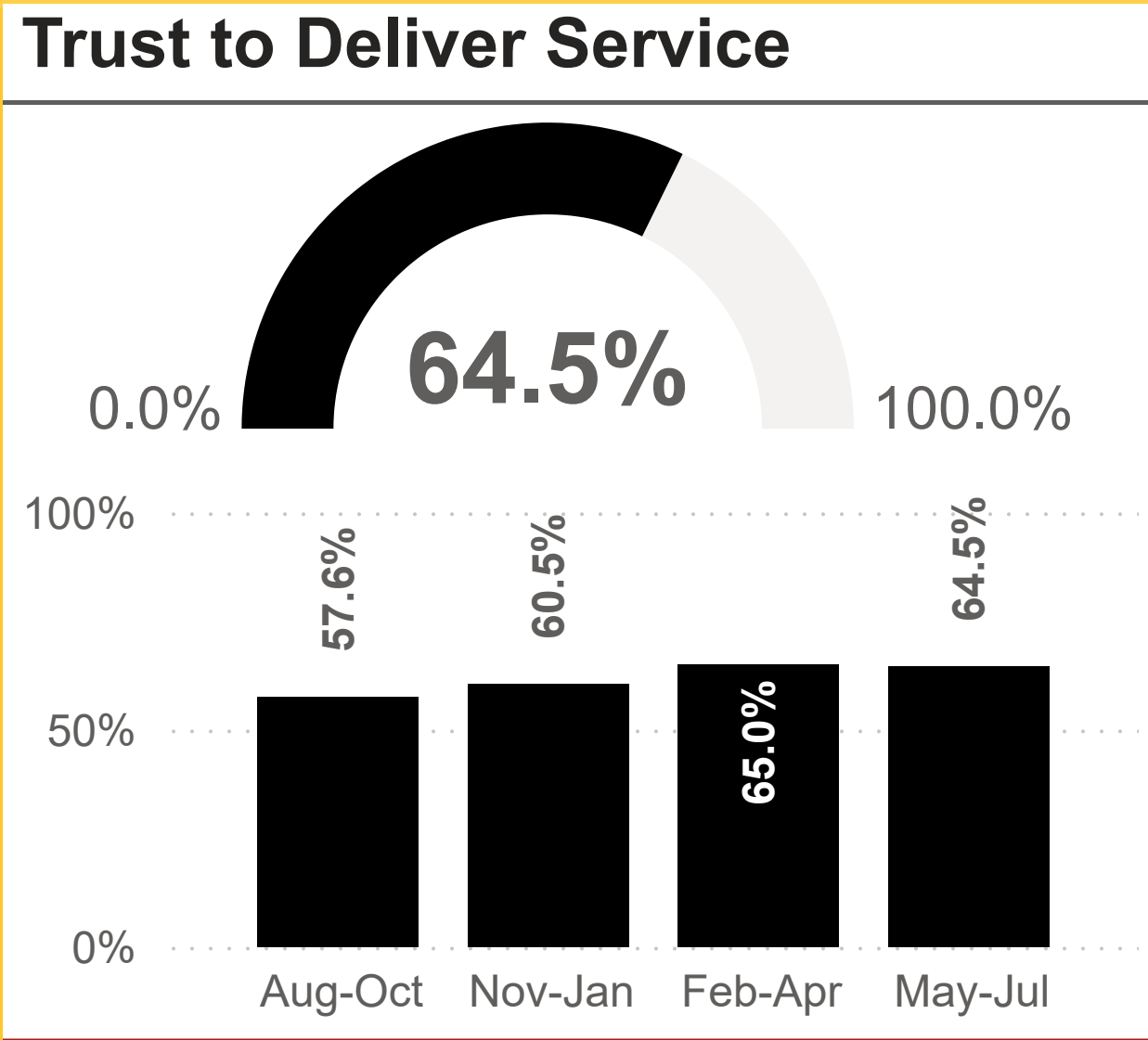
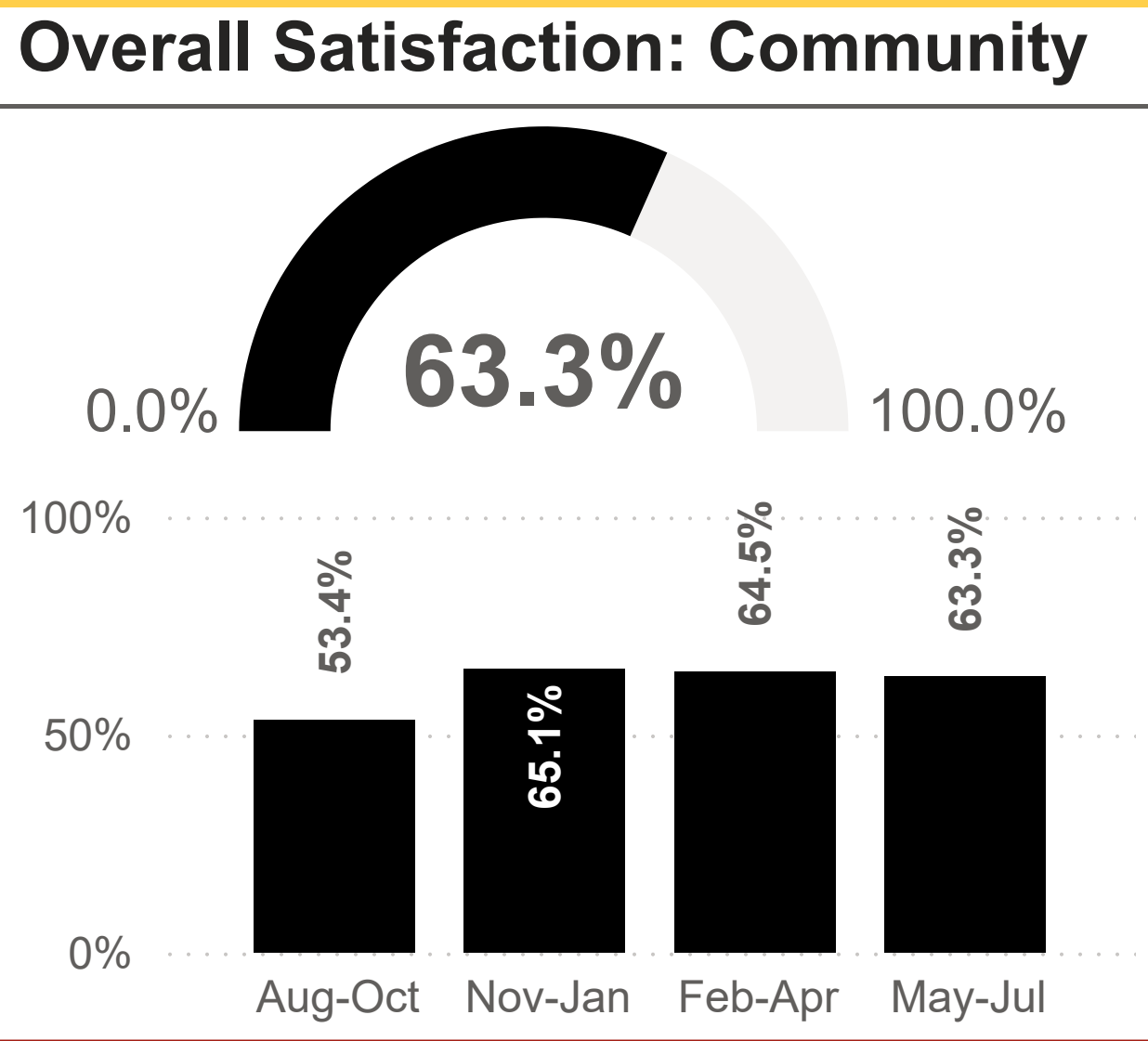
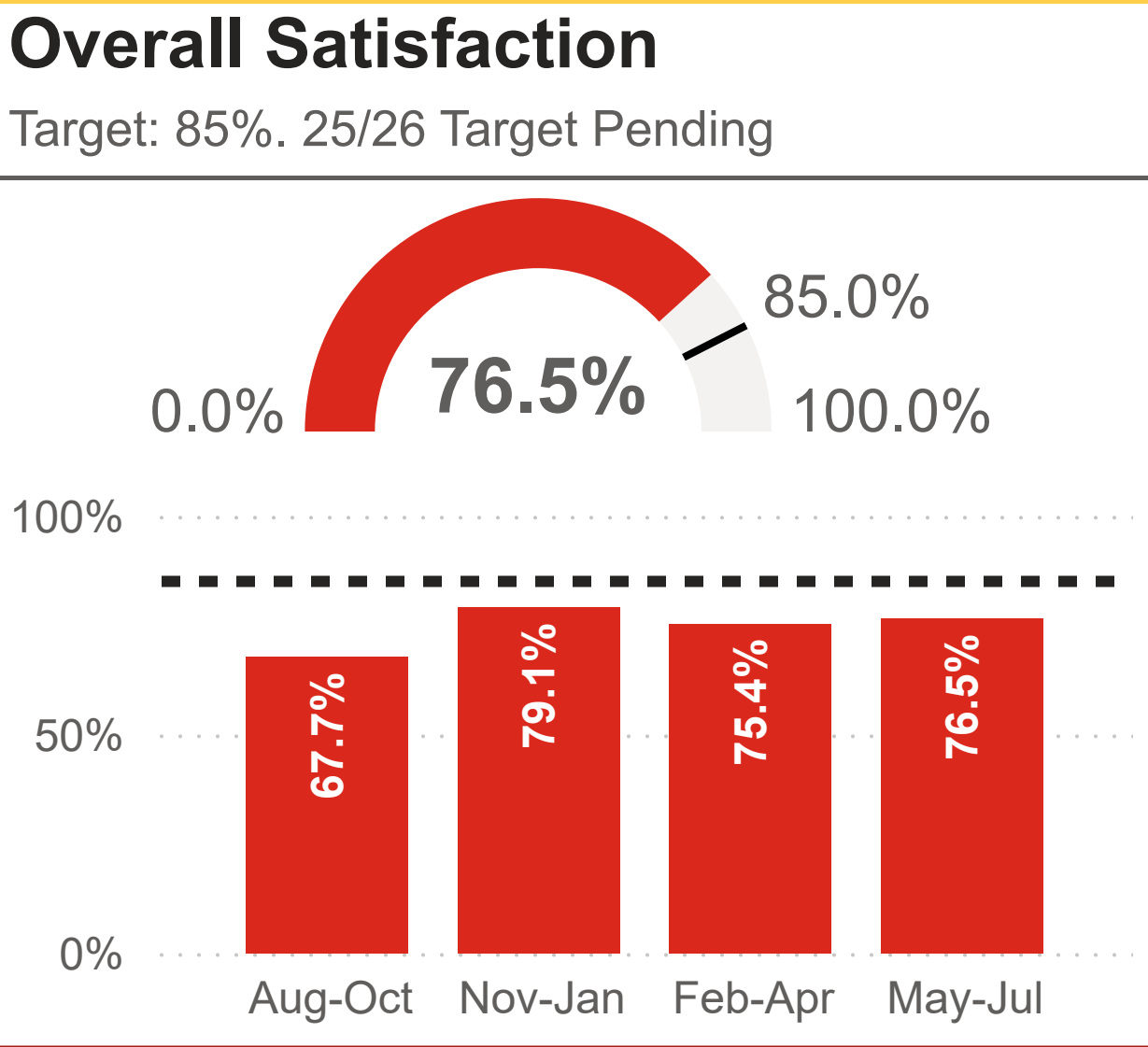


For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.



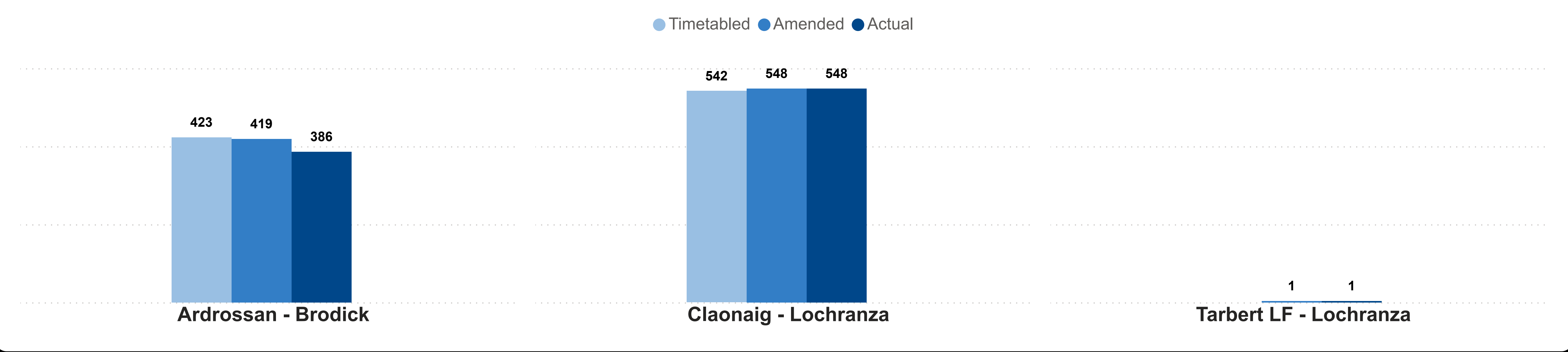


For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.
Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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

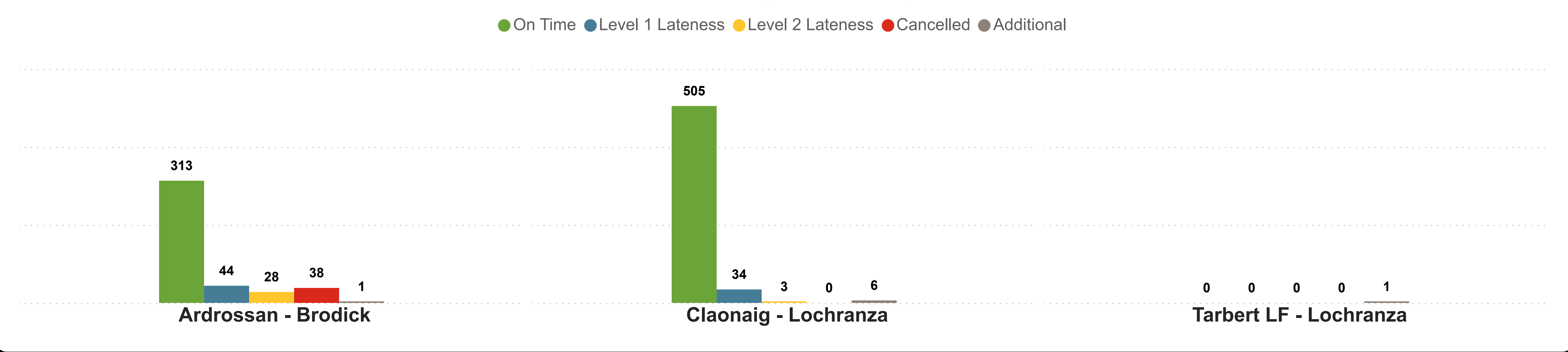




Sailings Timetabled, Amended & Actual



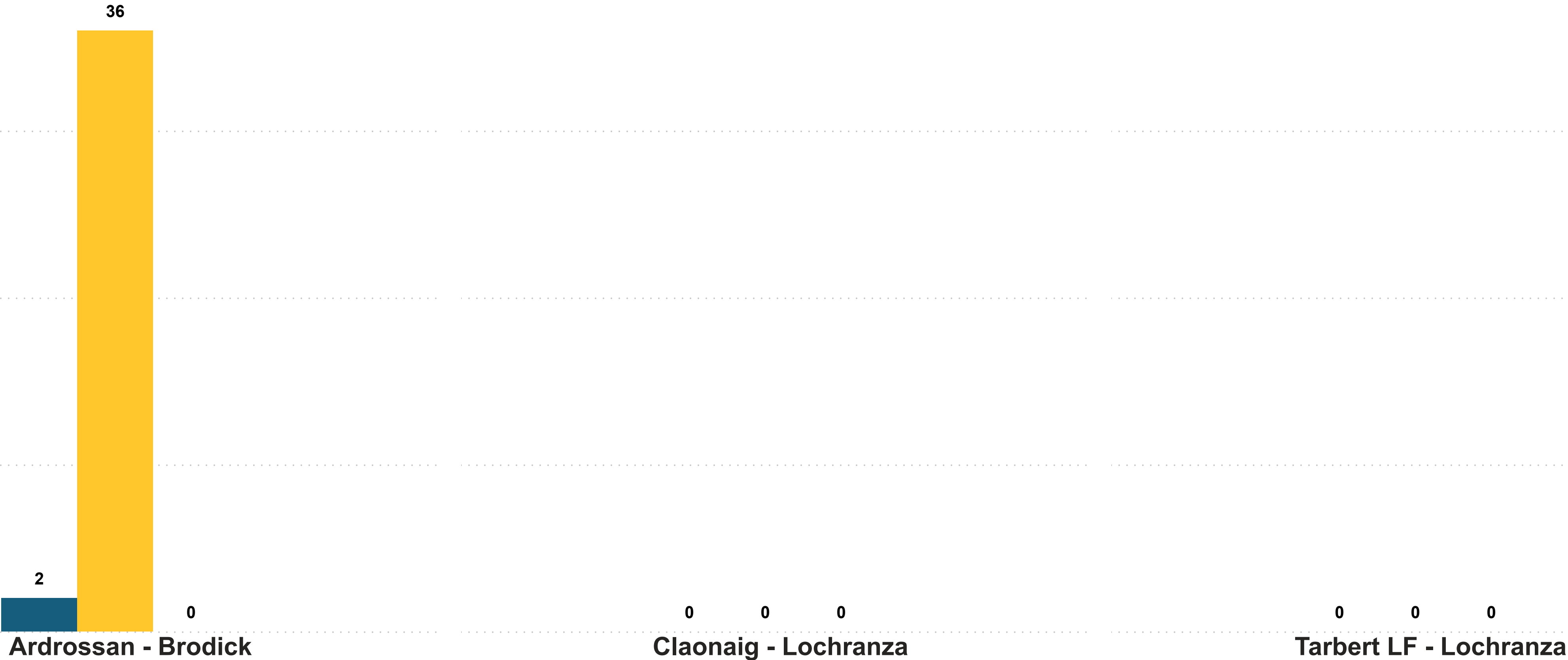
Punctuality & Reliability





Cancelled Sailings (By Reason)

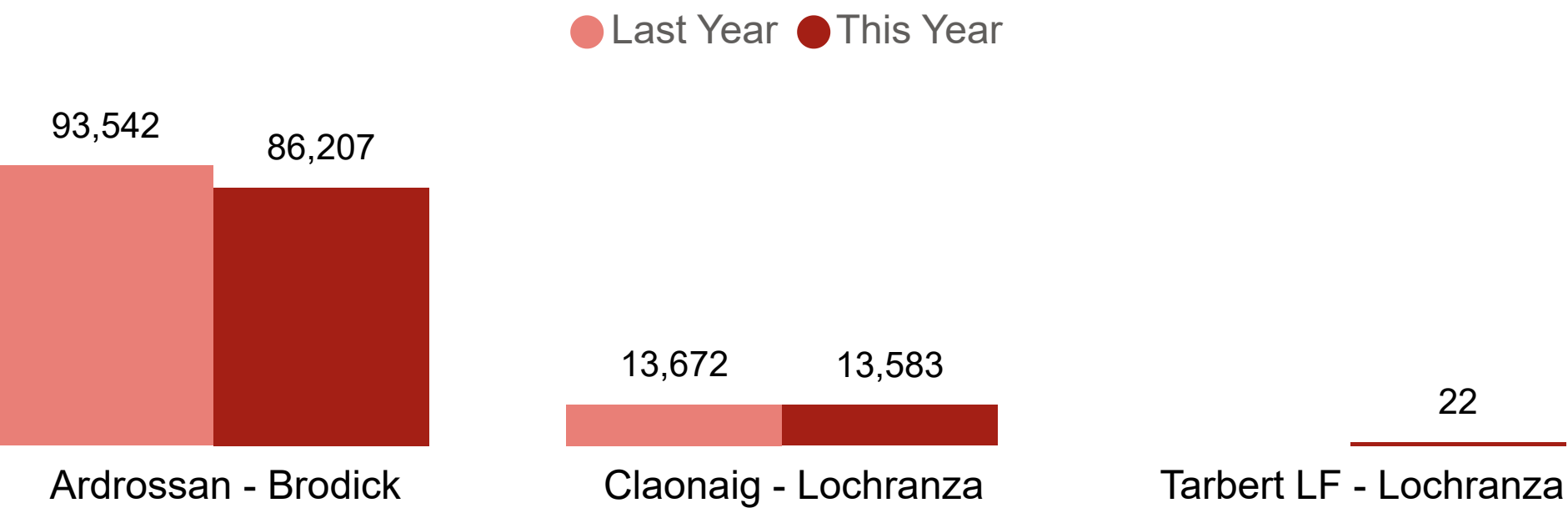
Weather Technical Other



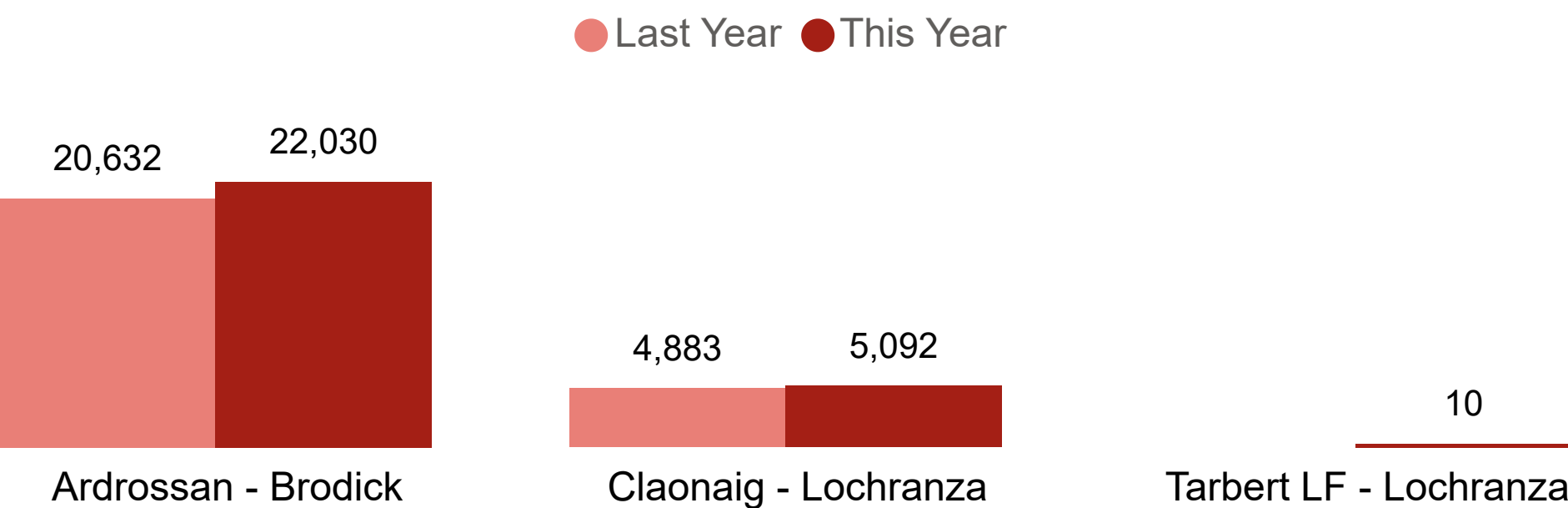
"Other" refers to any cancellations not resulting from weather and technical disruption. This includes cancellations due to reasons such as bunkering issues, berth unavailability etc.



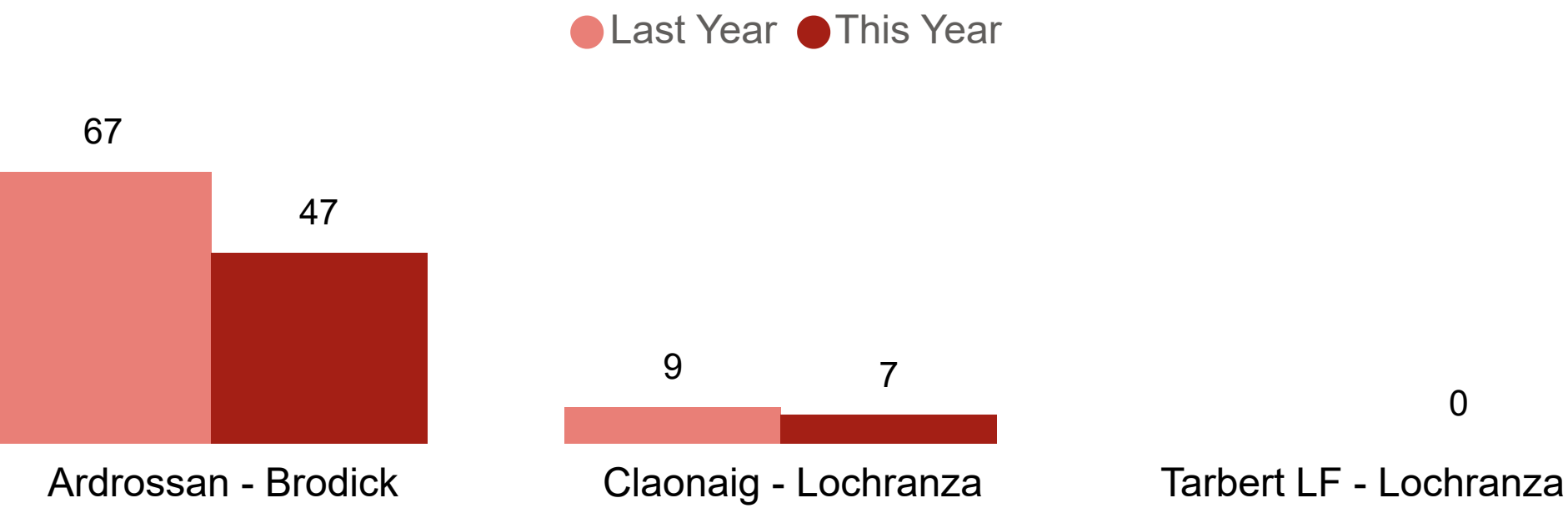
Shipped Passengers



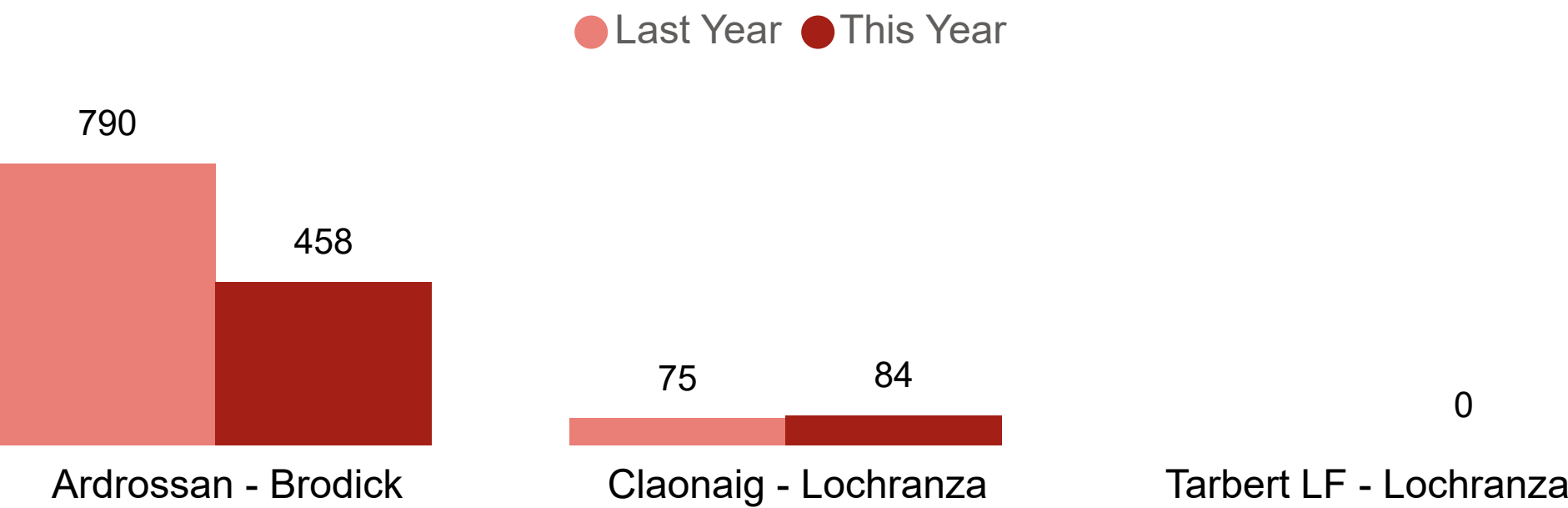
Shipped Cars



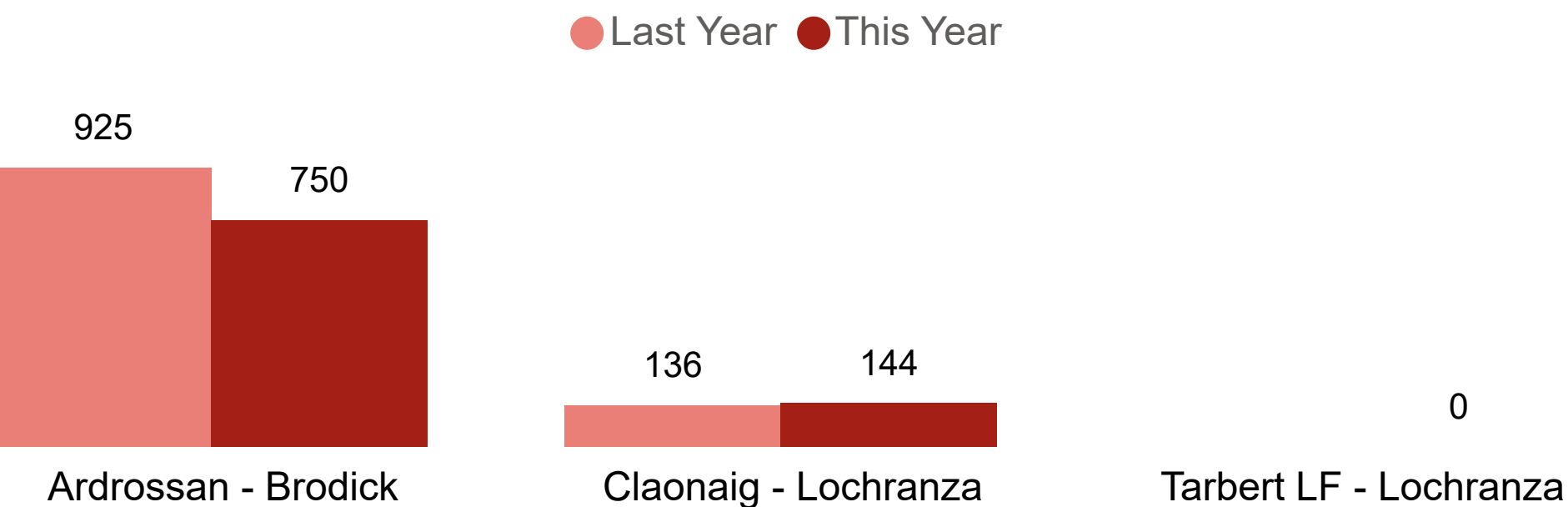
Shipped Coaches



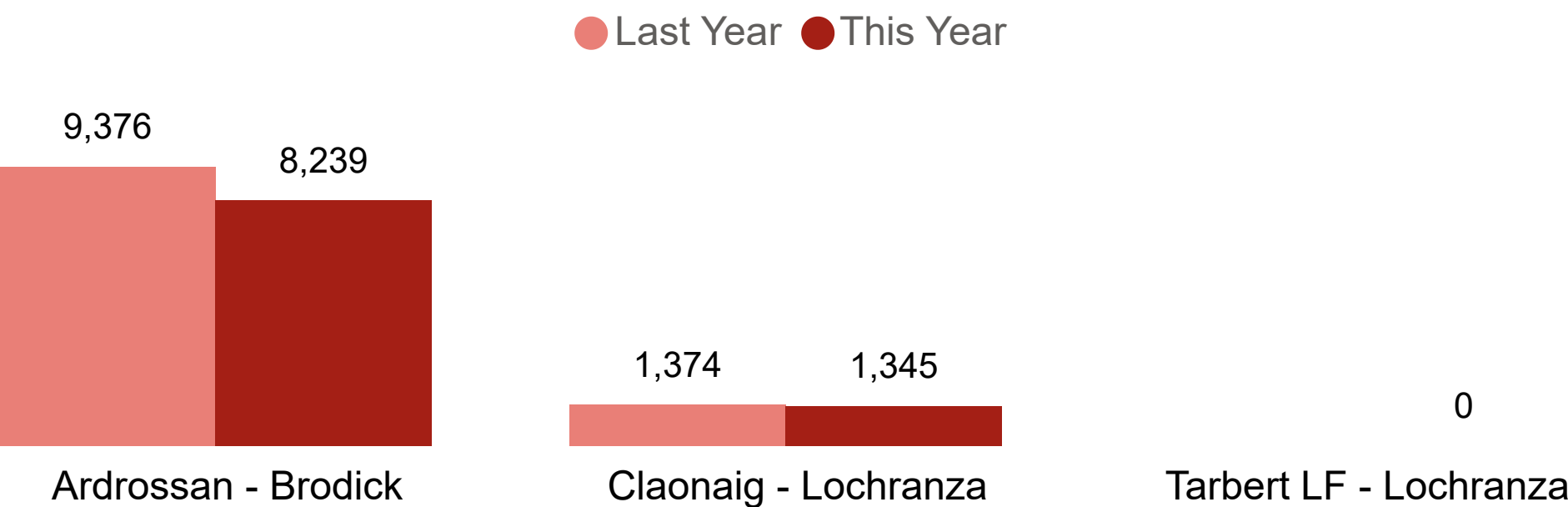
Shipped Coach Metres



Shipped Commercial Vehicles



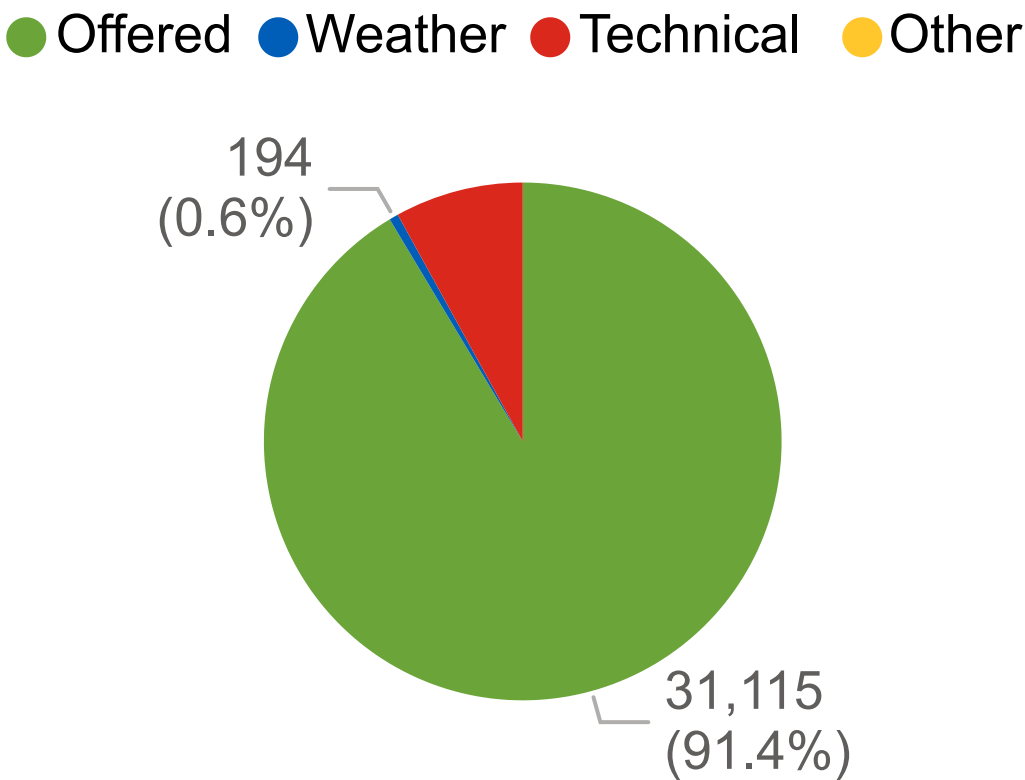
Shipped Commercial Vehicle Metres



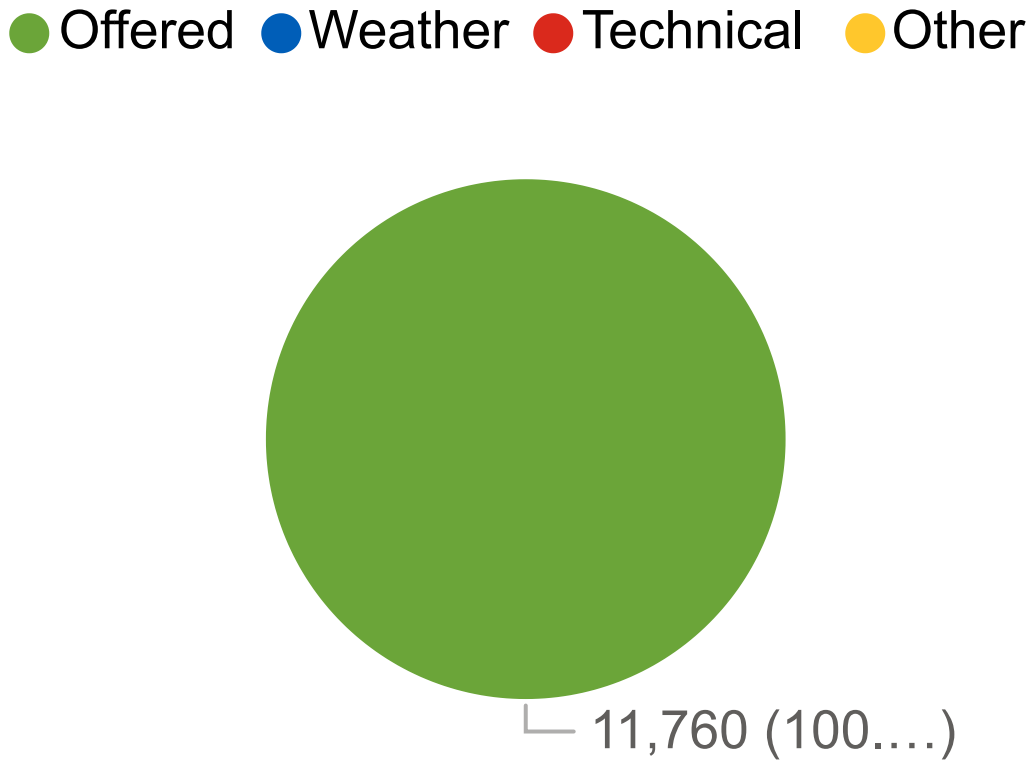


- 1 Car Equivalent Space is equal to 4.6 General Lane Metres
- Below visuals represent car equivalent spaces offered vs car equivalent space made unavailable as a result of technical, weather and all other cancellations

Ardrossan - Brodick



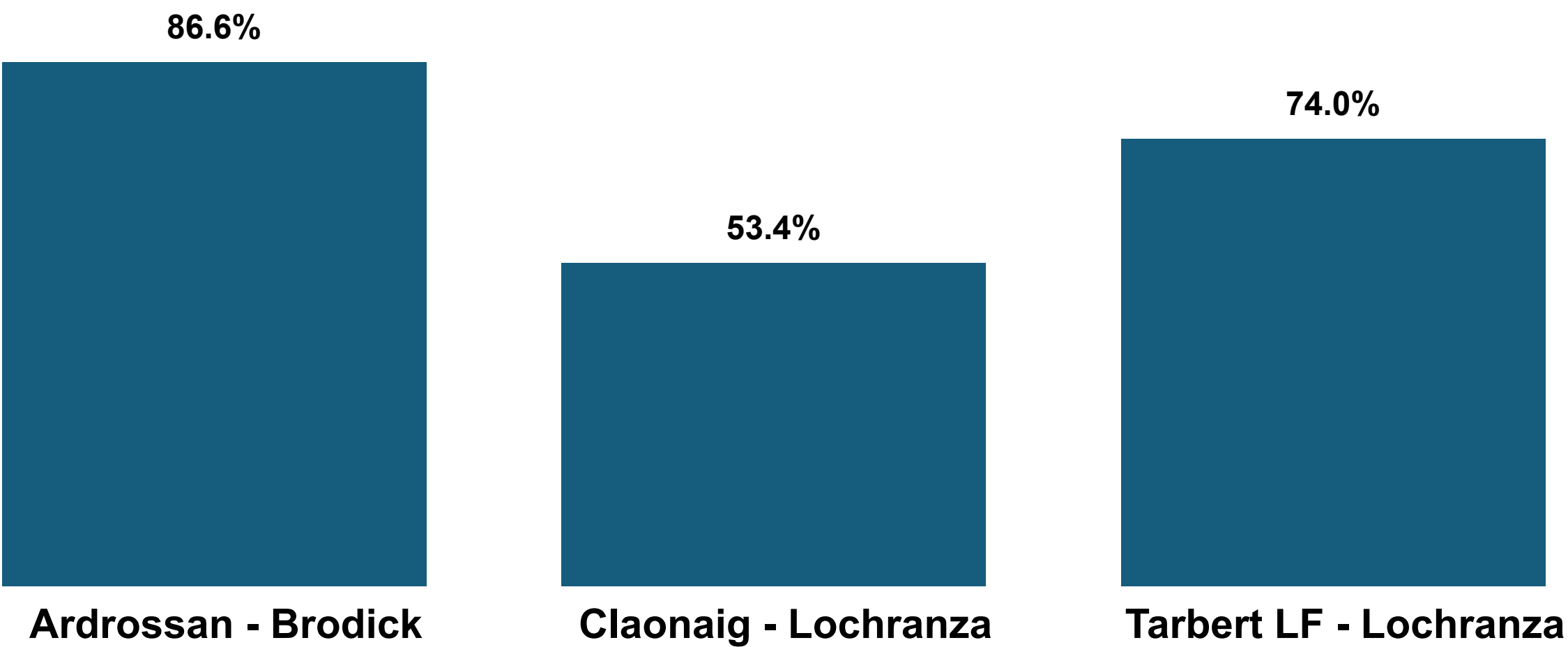
Claonaig - Lochranza



Route	Offered	Weather	Technical	Other
Ardrossan - Brodick	31,115	194	2,730	
Claonaig - Lochranza	11,760			
Tarbert LF - Lochranza	16			



Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Ardrossan - Brodick	143.1K	124.0K	26,957	86.6%
Claonaig - Lochranza	54.1K	28.9K	6,281	53.4%
Tarbert LF - Lochranza	0.1K	0.1K	12	74.0%
Total	197.3K	152.9K	33,249	77.5%

Overall Utilisation of Sailings

Legend: ● >90% ● 75-89% ● 50-74% ● <50%

