

Total Number of
Survey Responses
Last 6 Months

14K

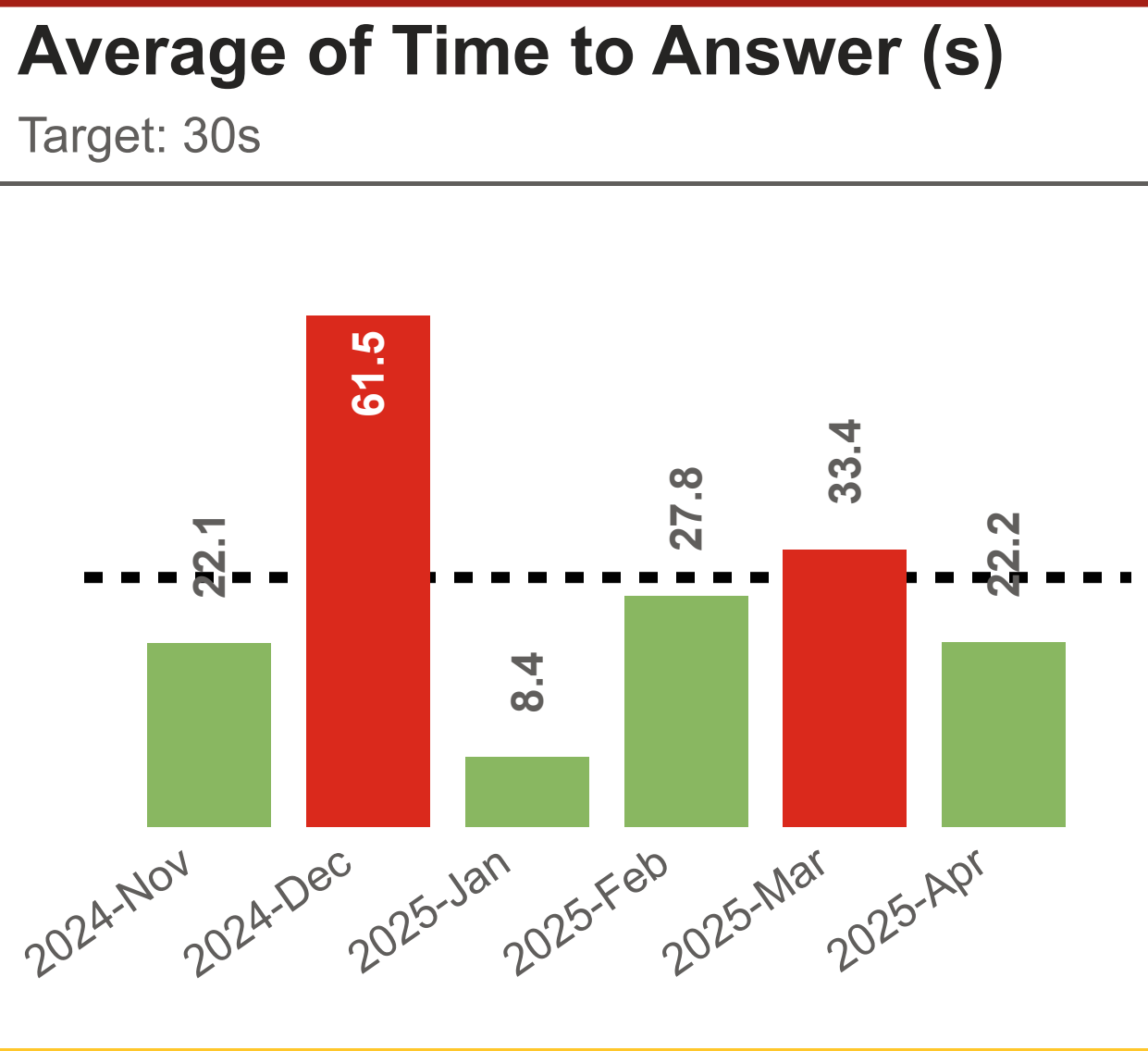
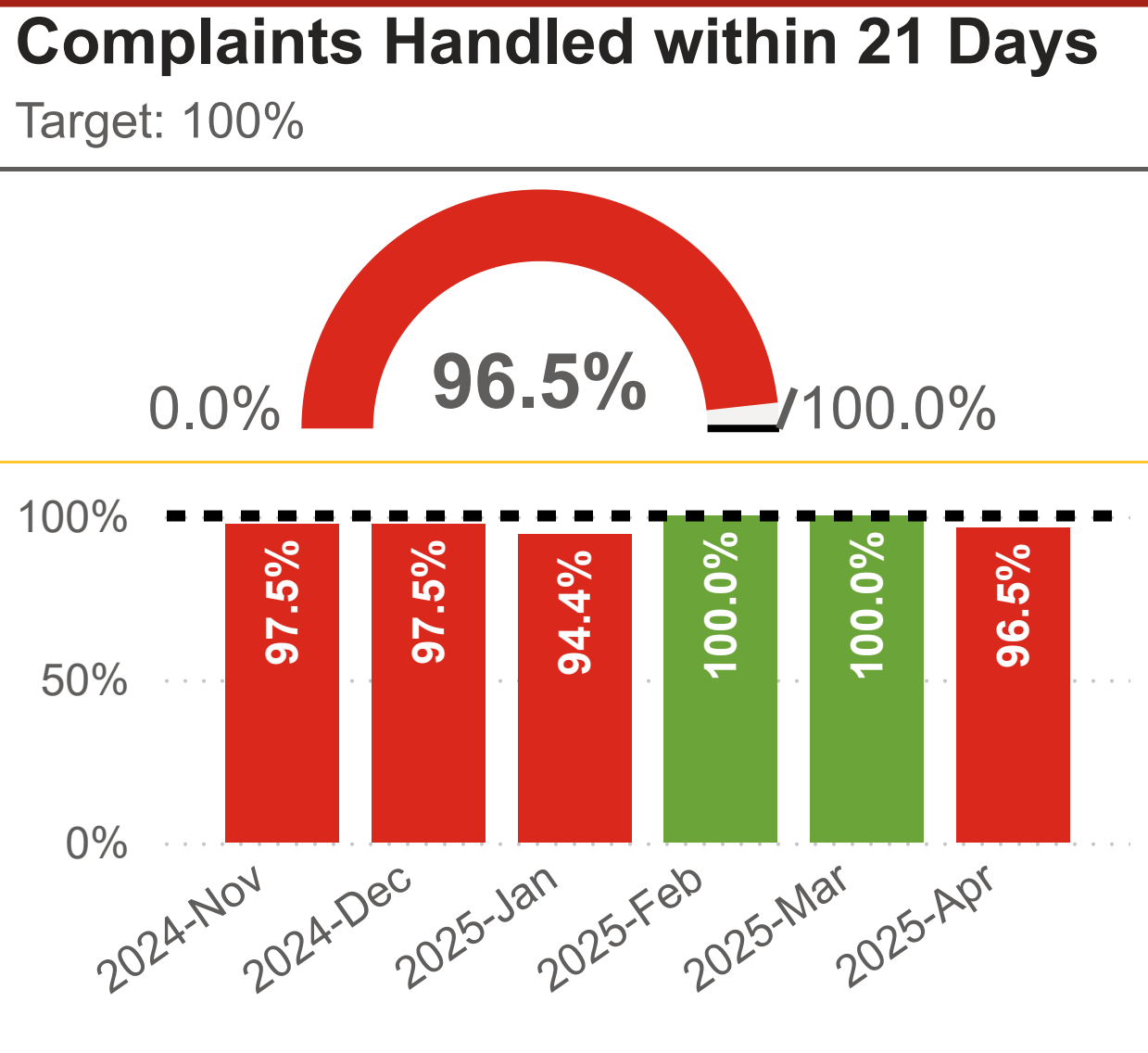
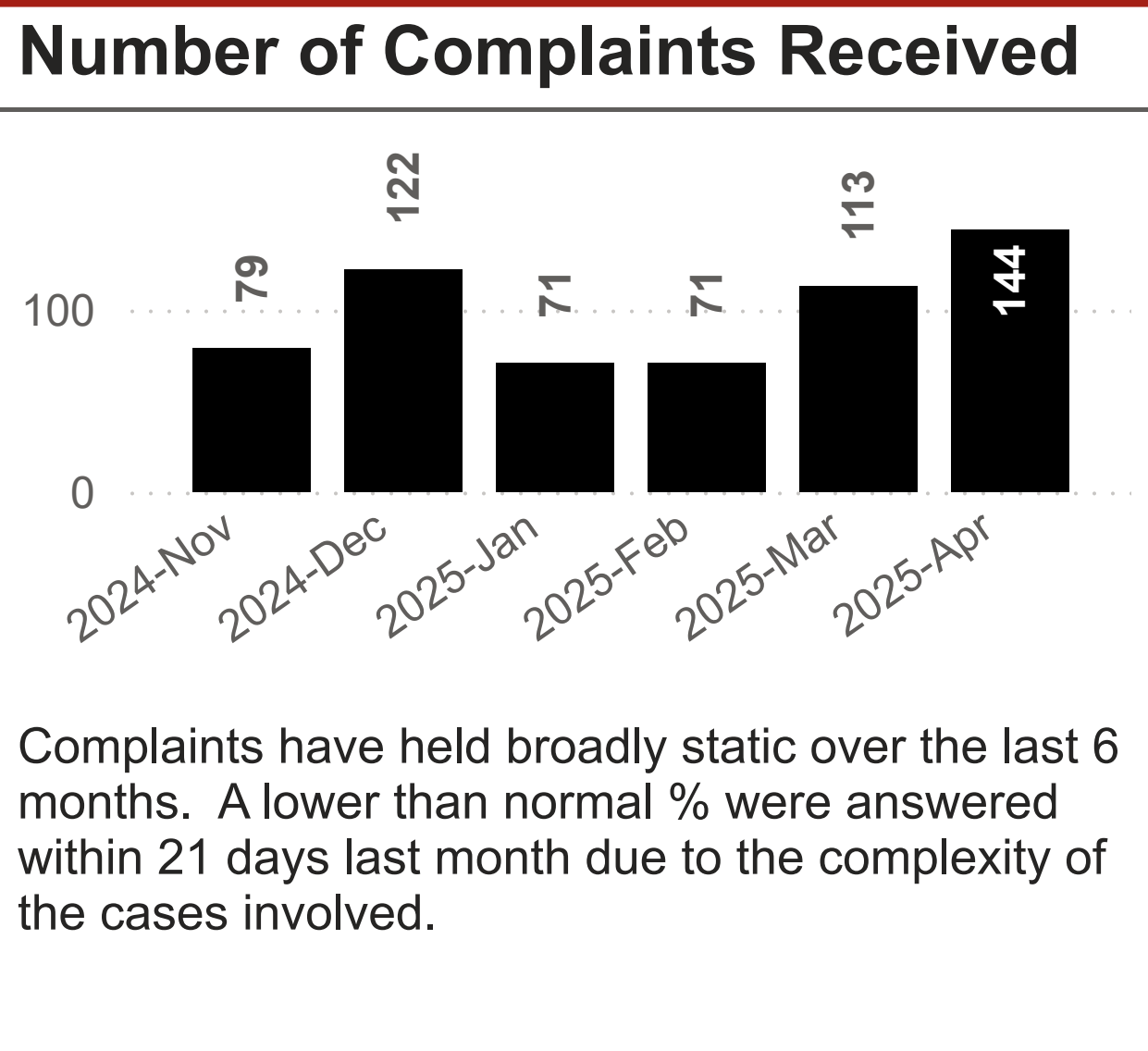
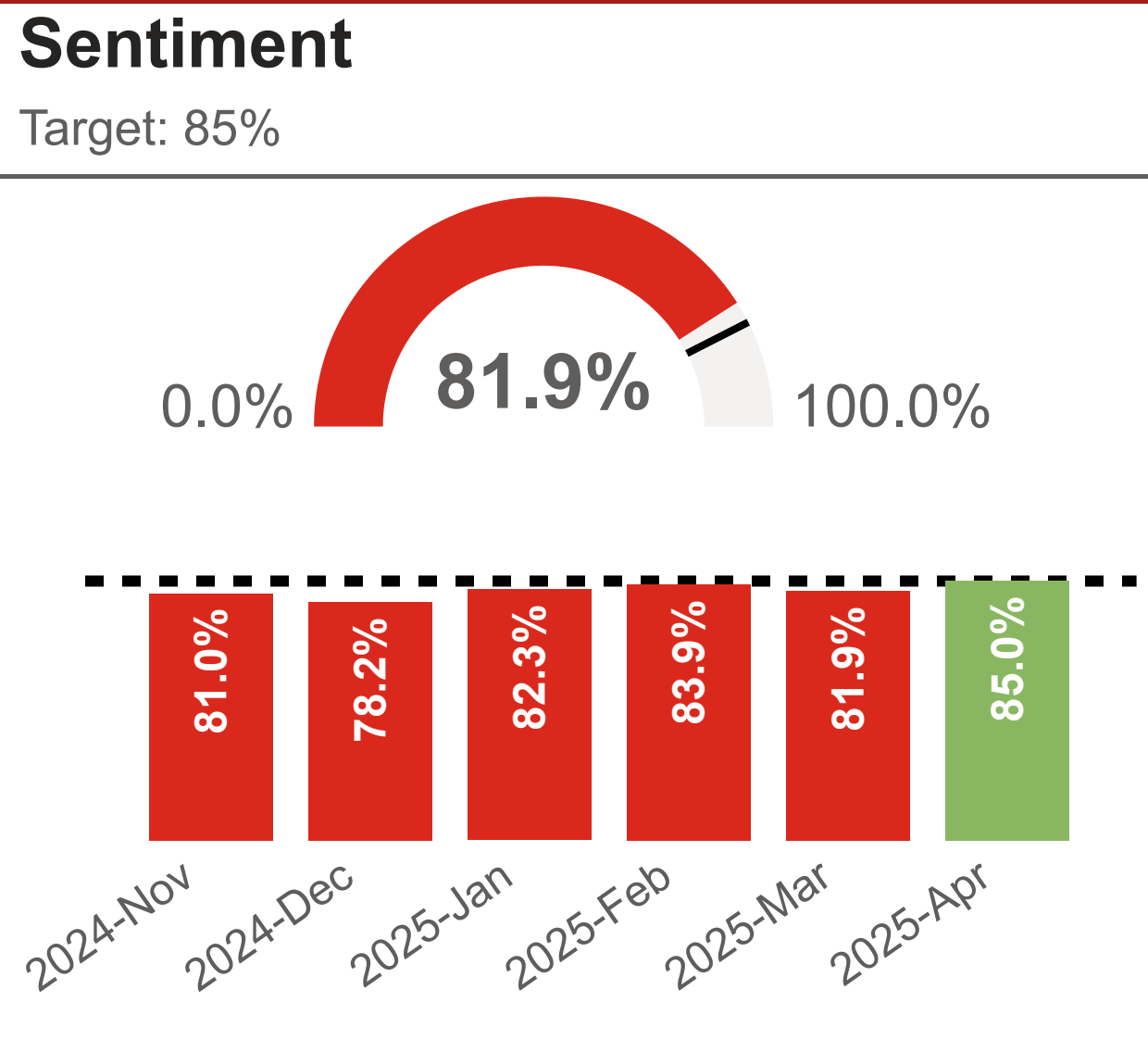
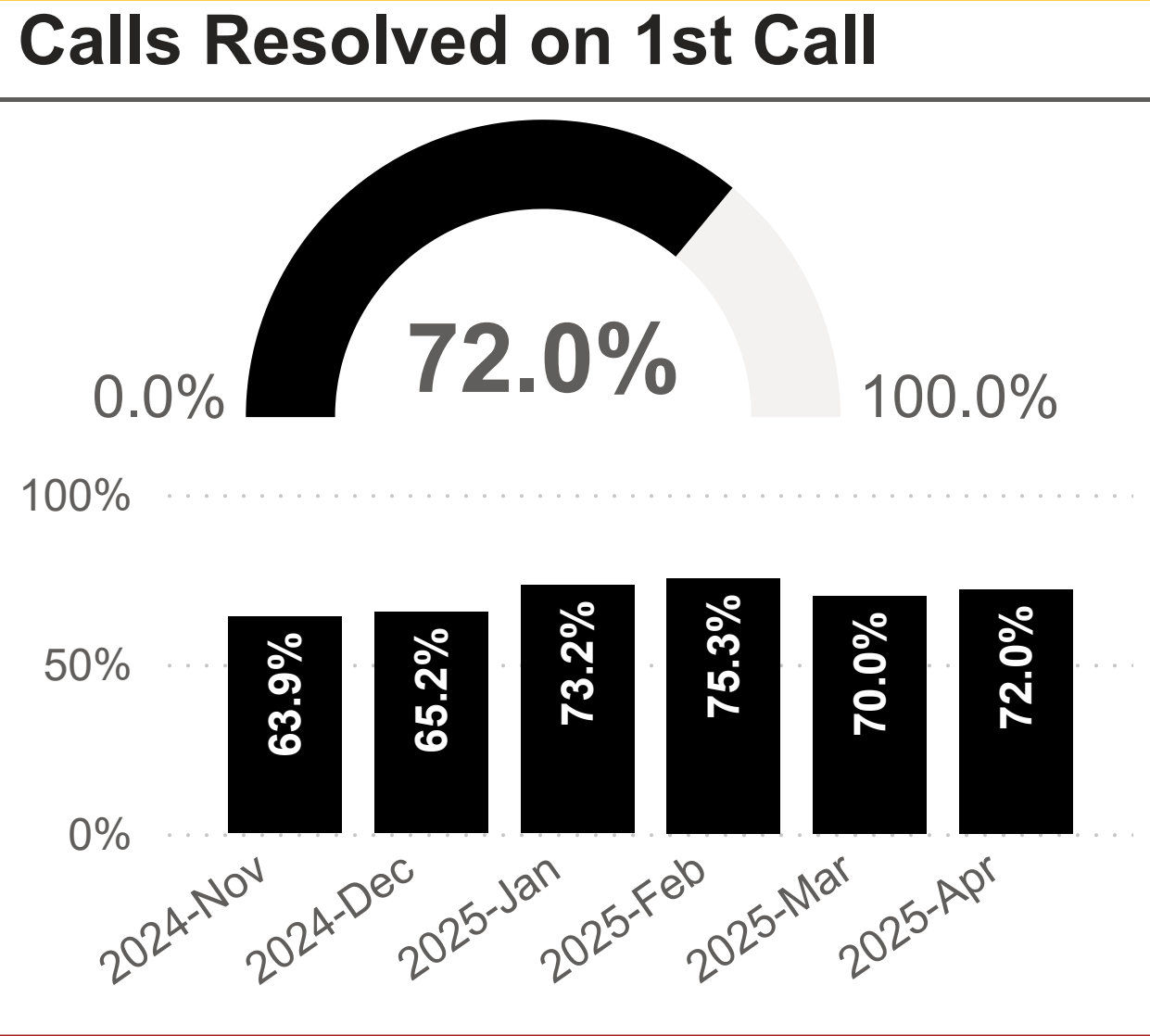
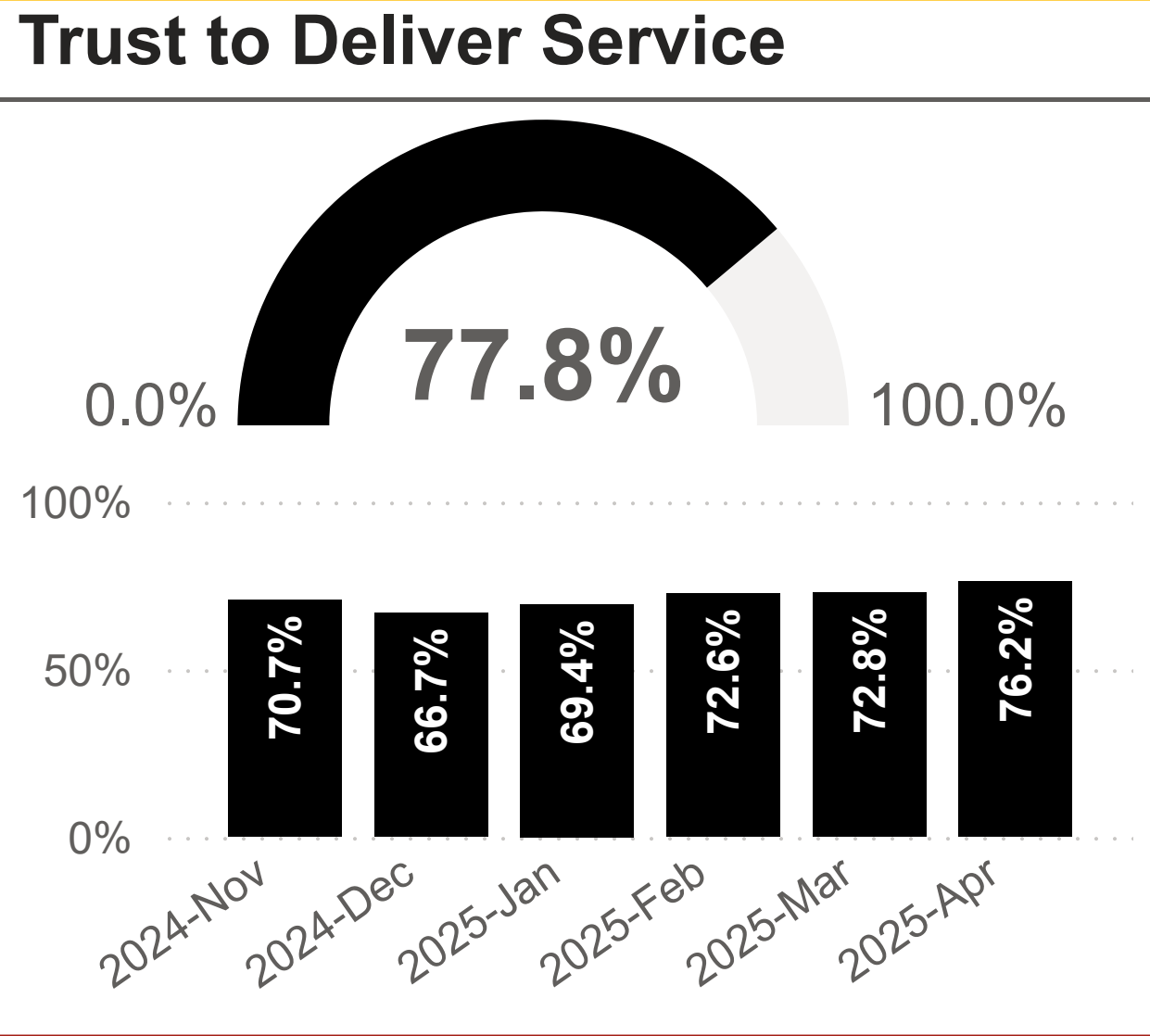
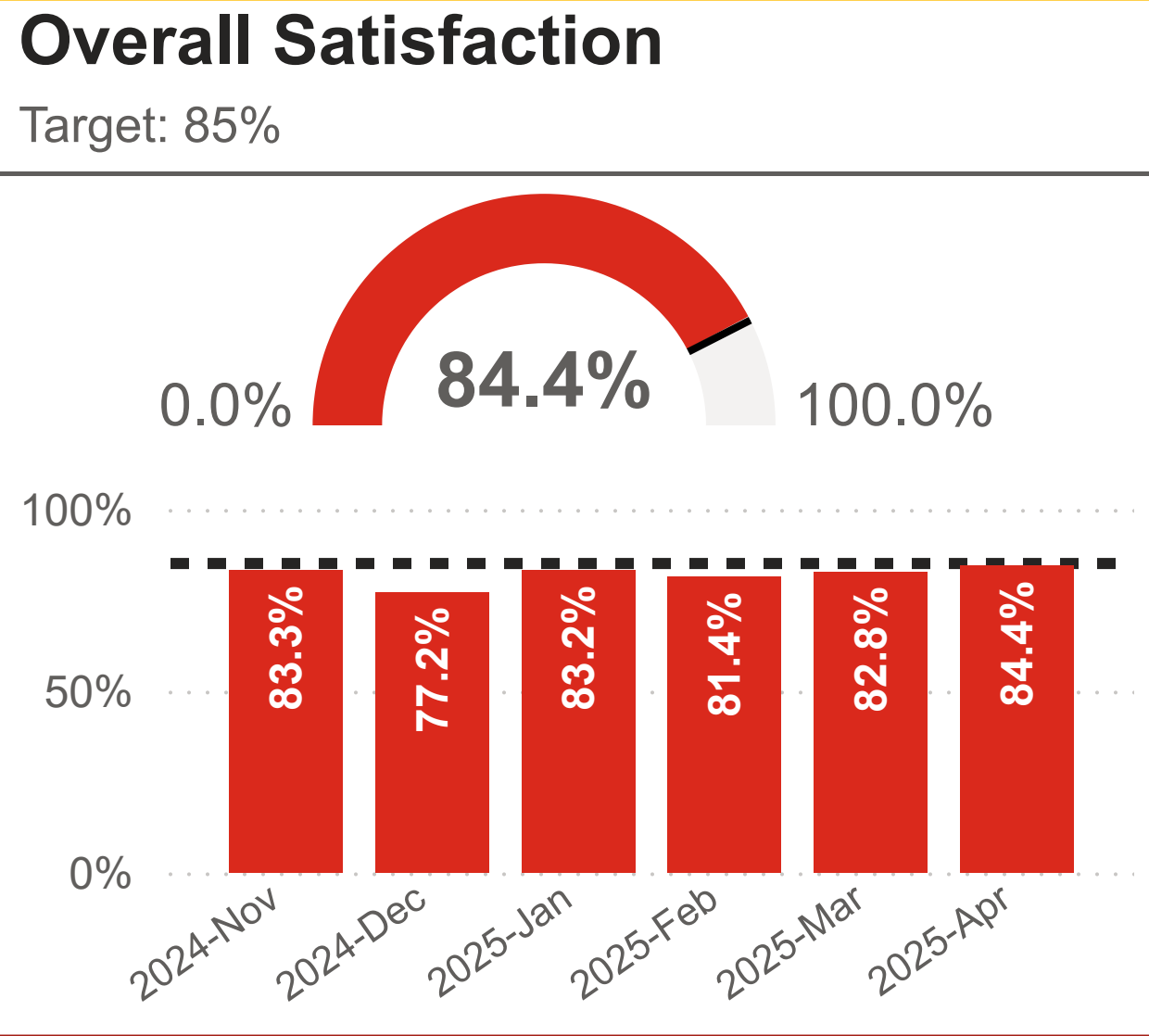
Our Performance in April 2025

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.



Clyde South

Total Number of Survey Responses

3291

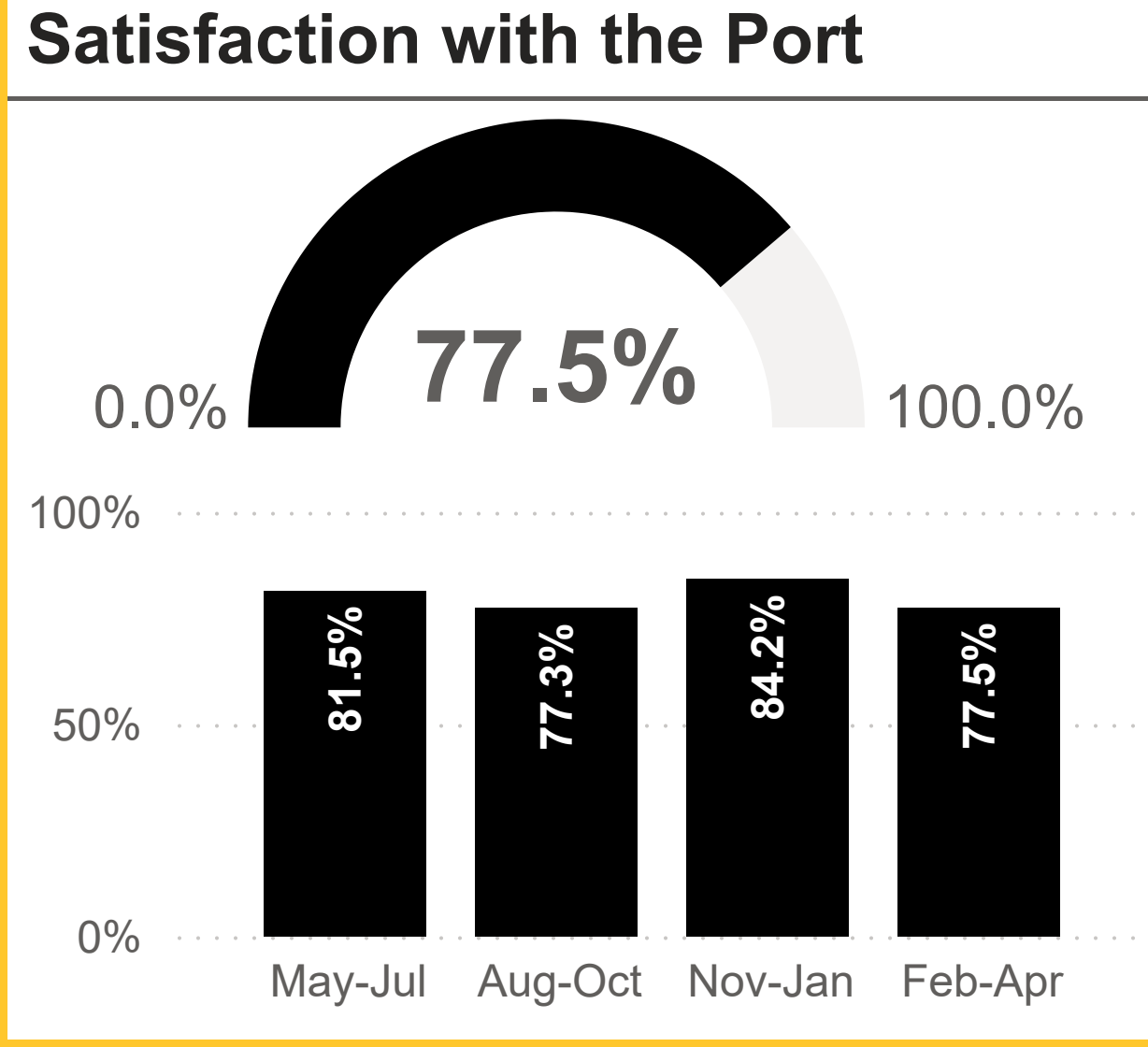
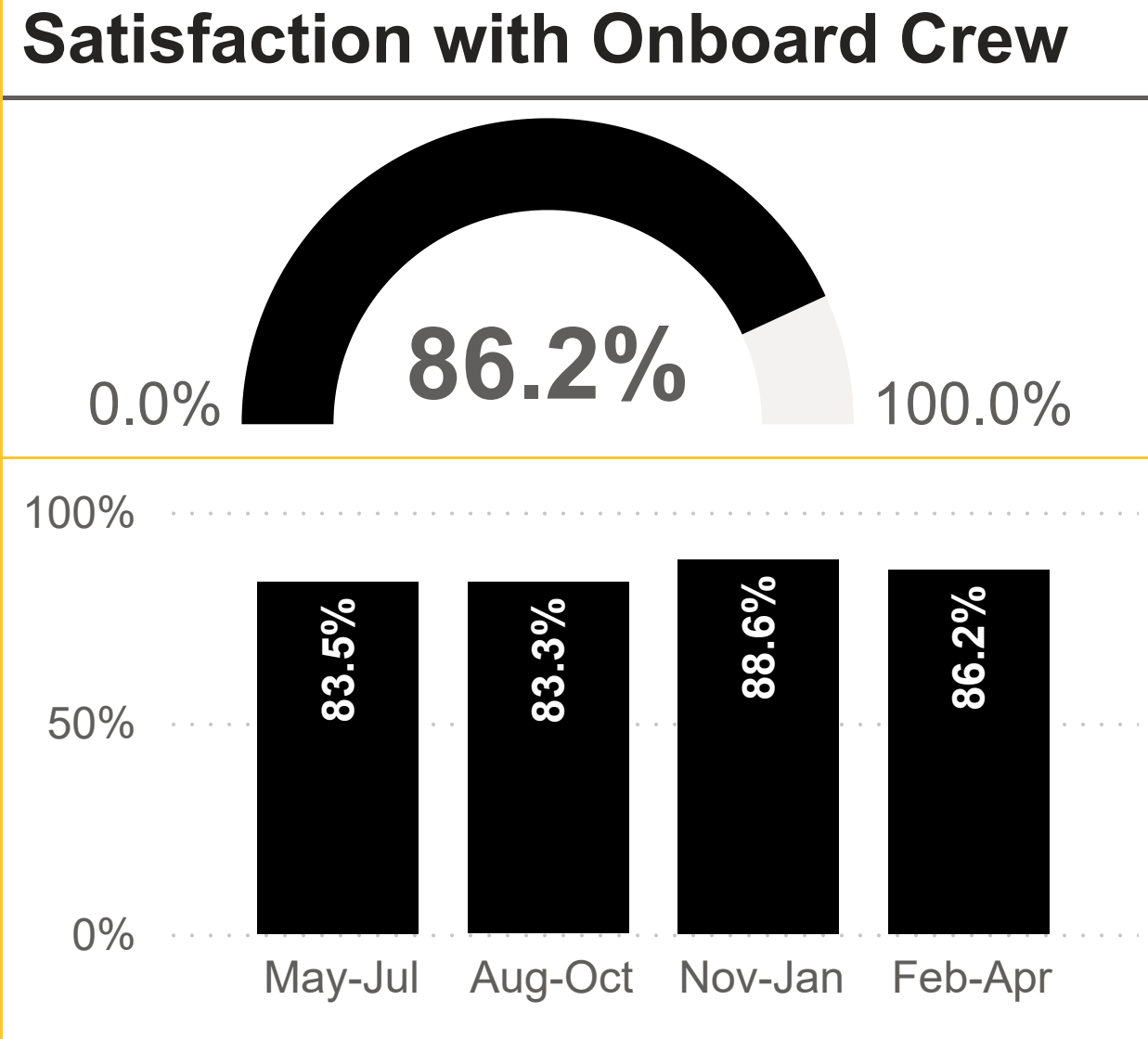
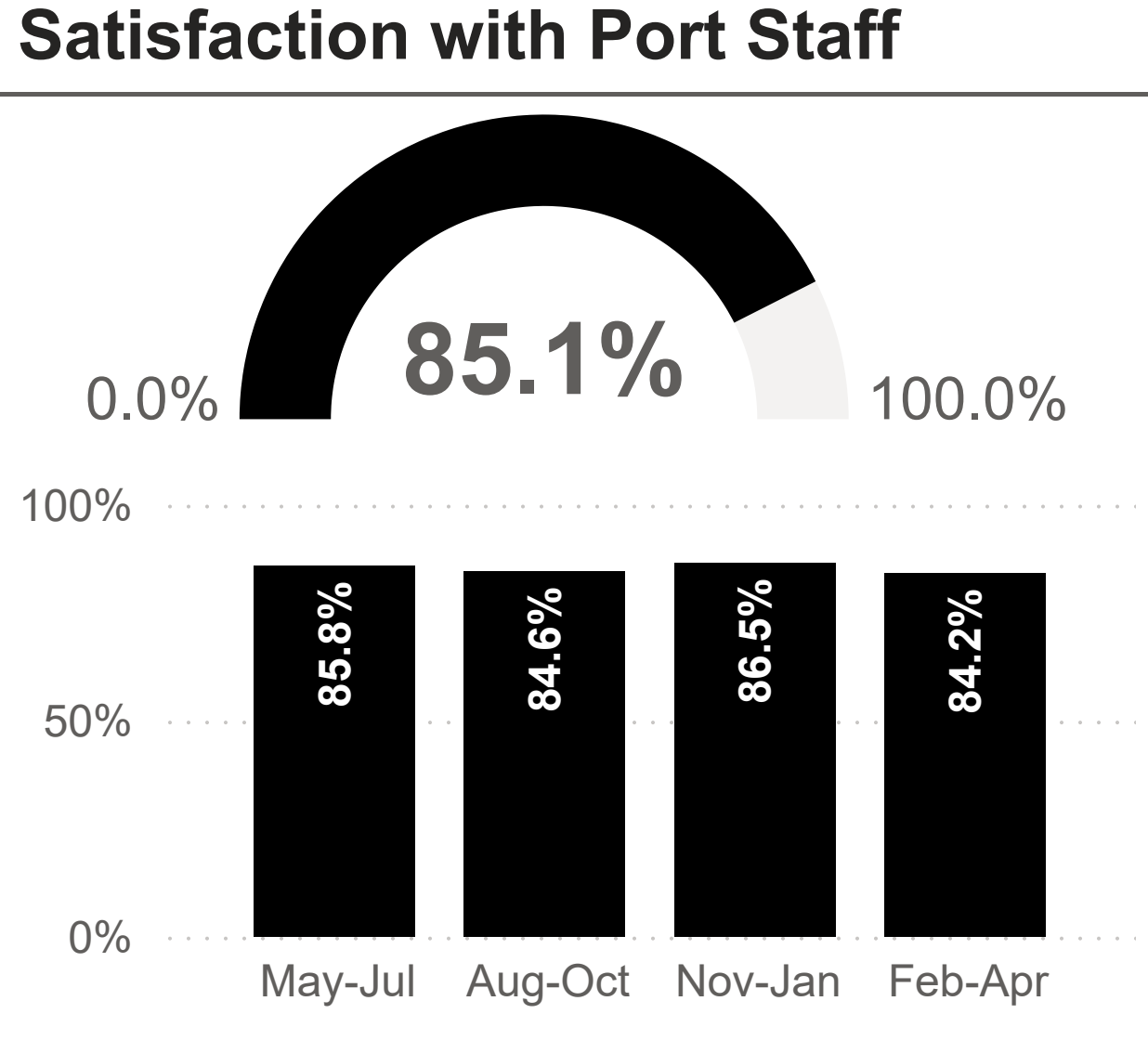
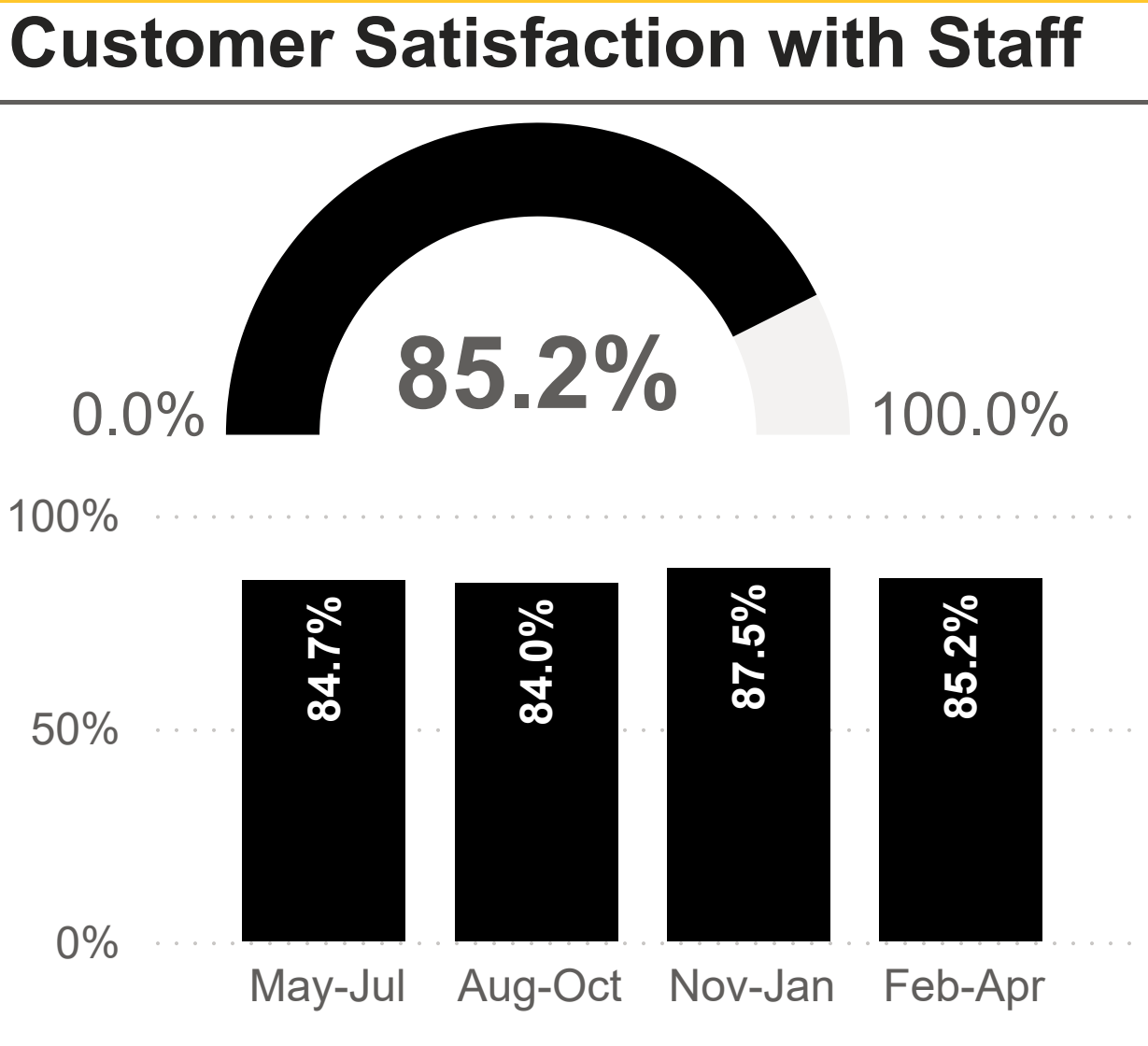
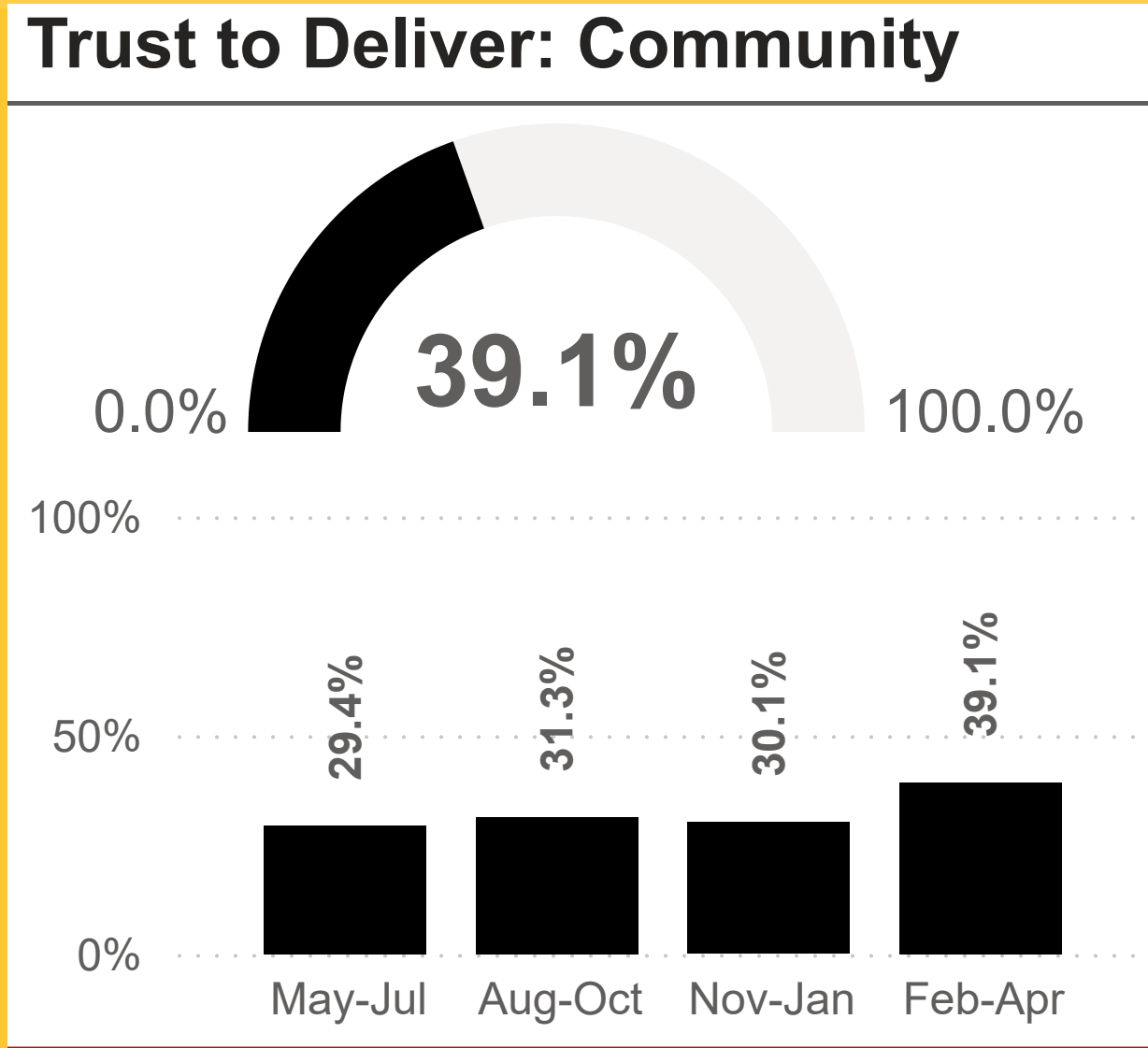
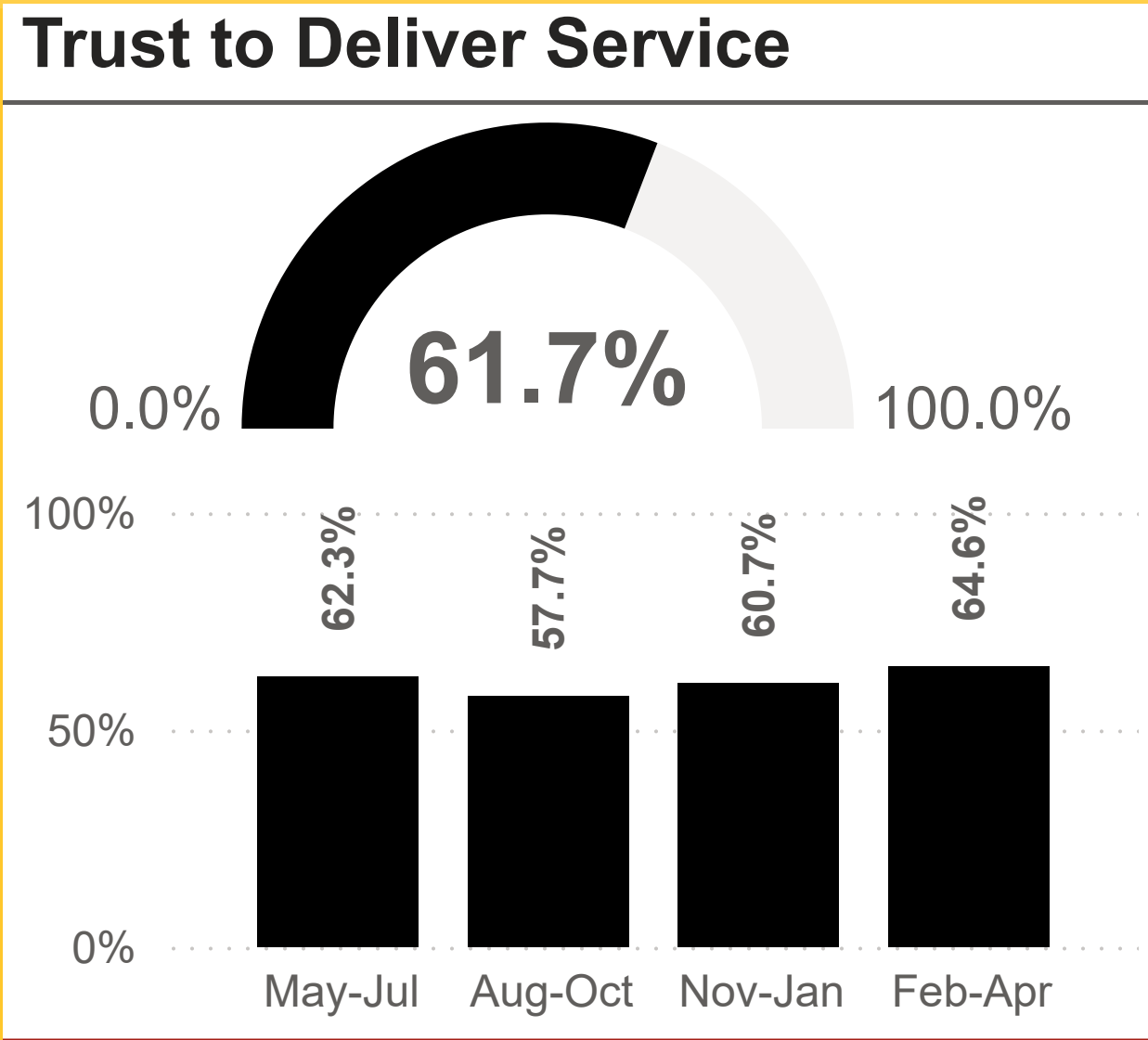
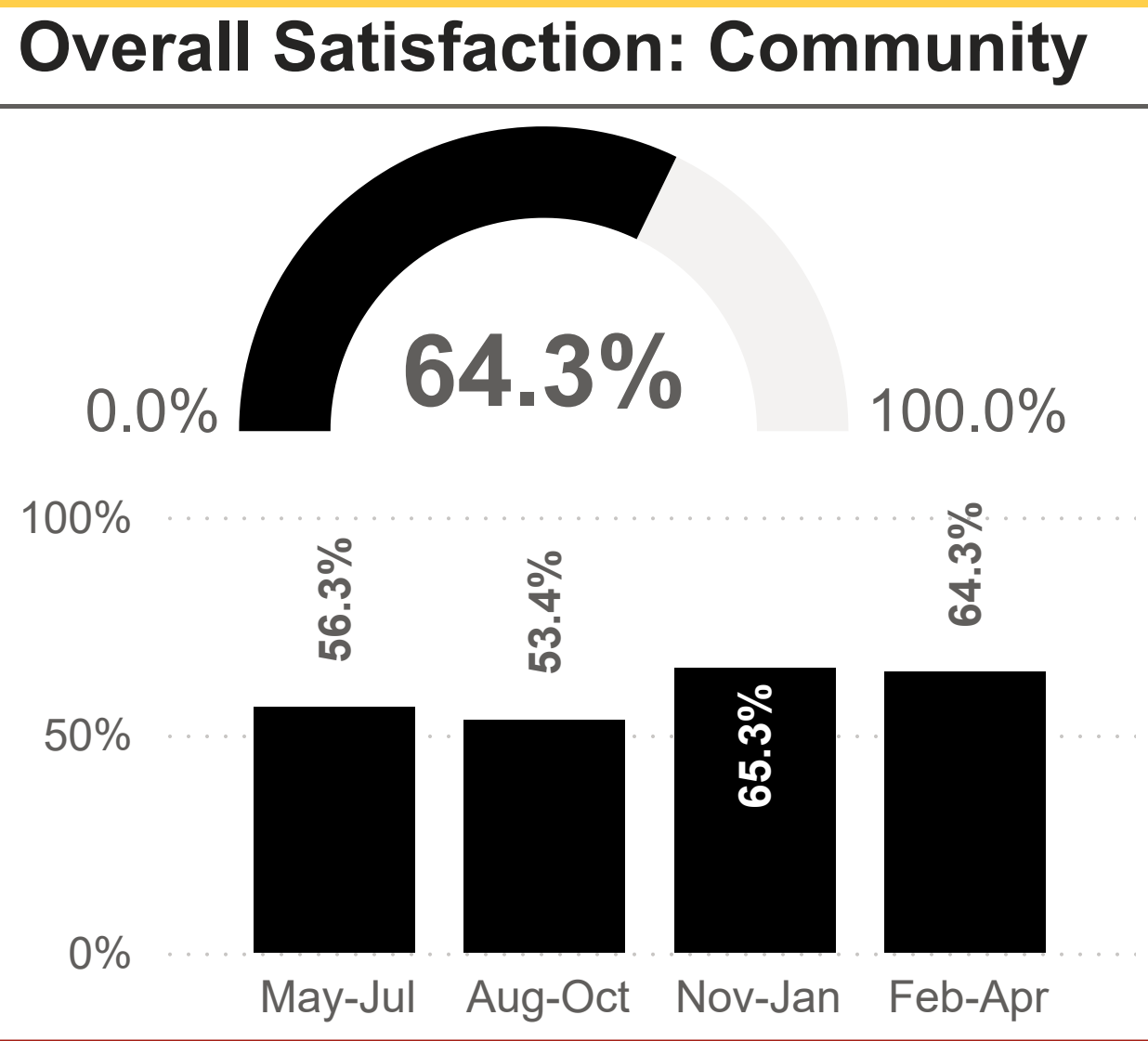
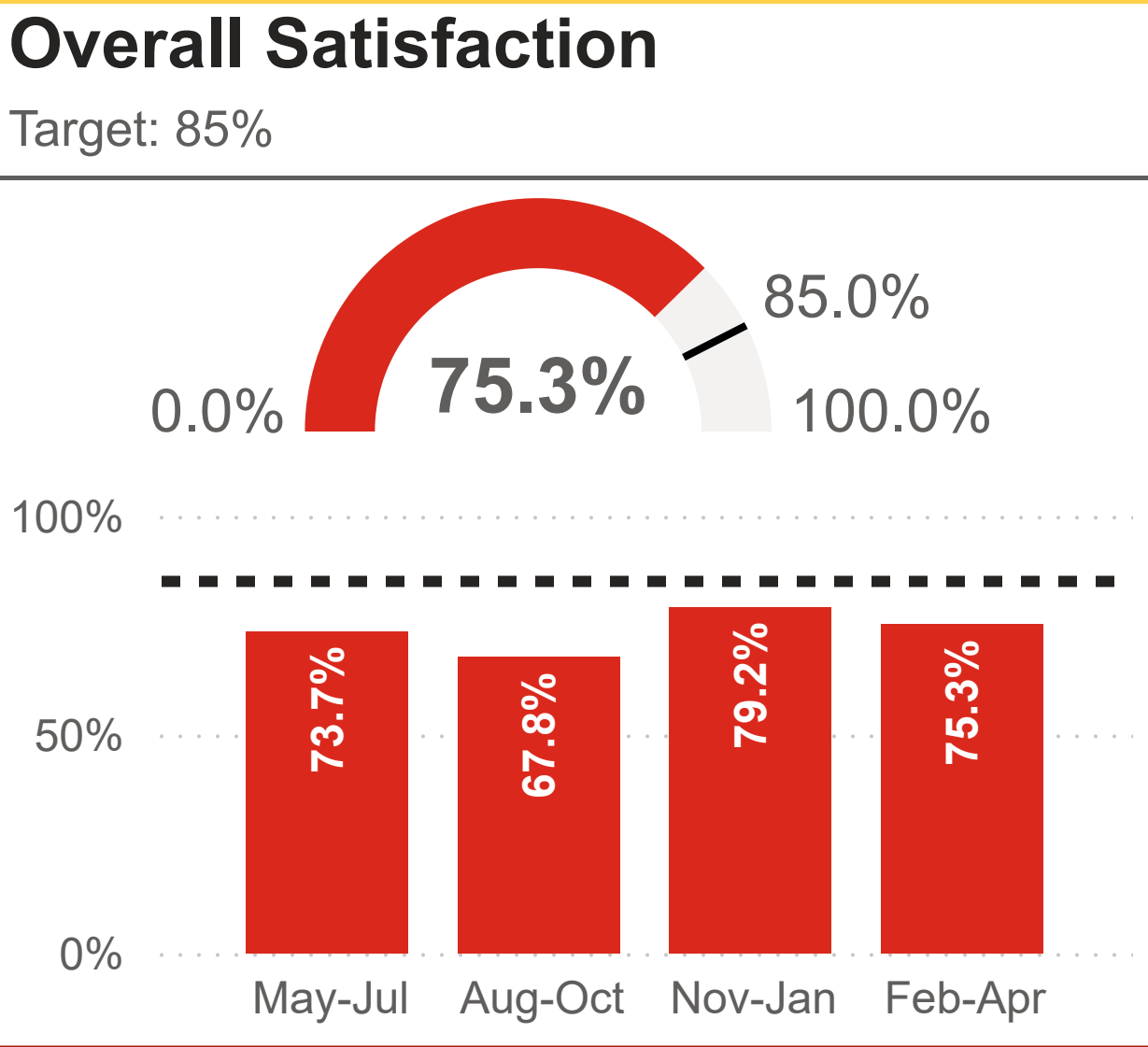
Our Performance in April 2025

Customer Feedback Metrics

Clyde South

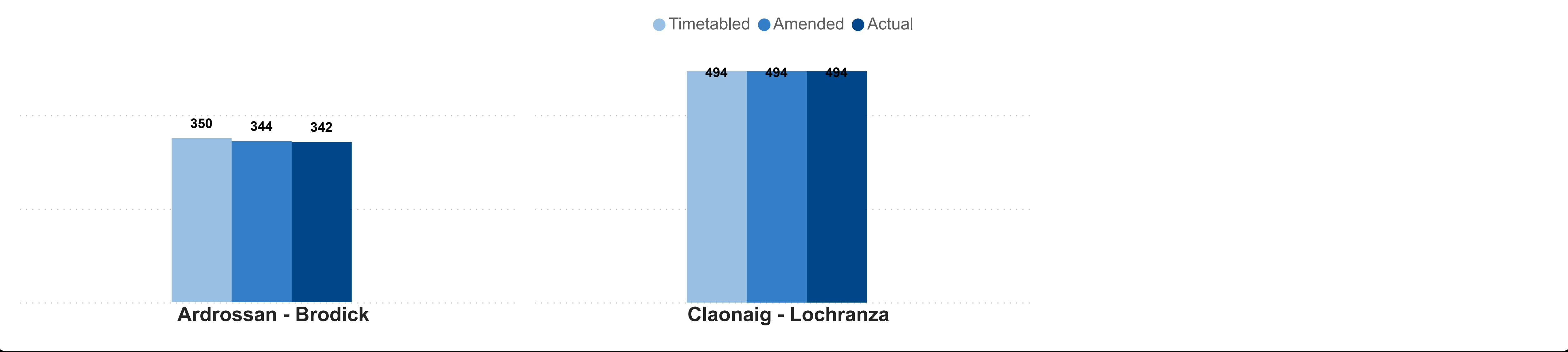


For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.
Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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

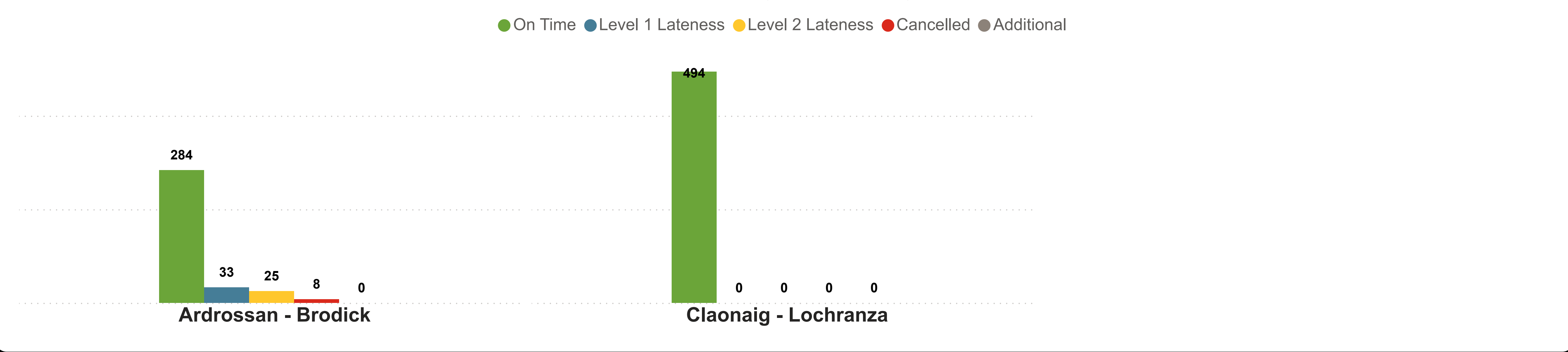




Sailings Timetabled, Amended & Actual



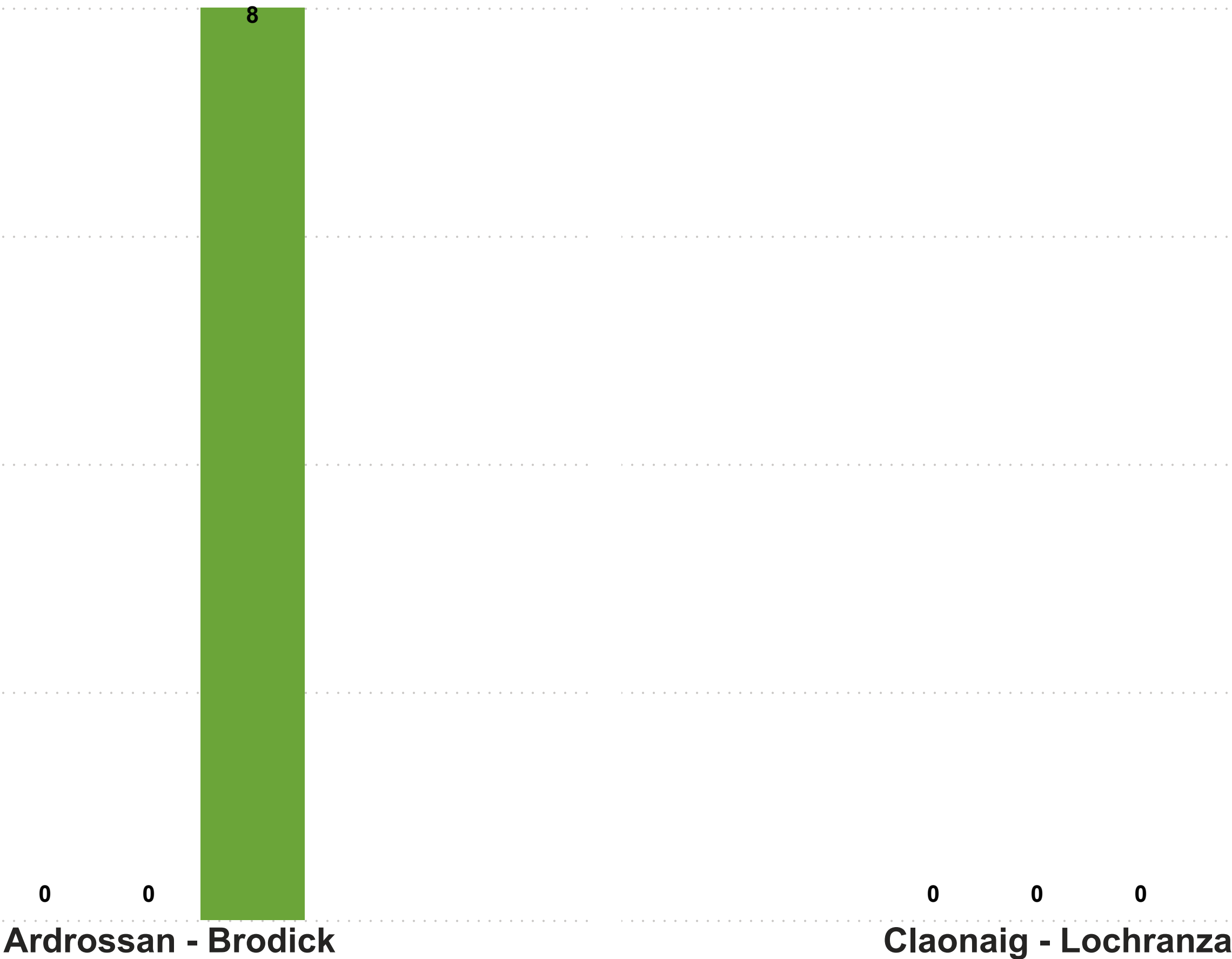
Punctuality & Reliability





Cancelled Sailings (By Reason)

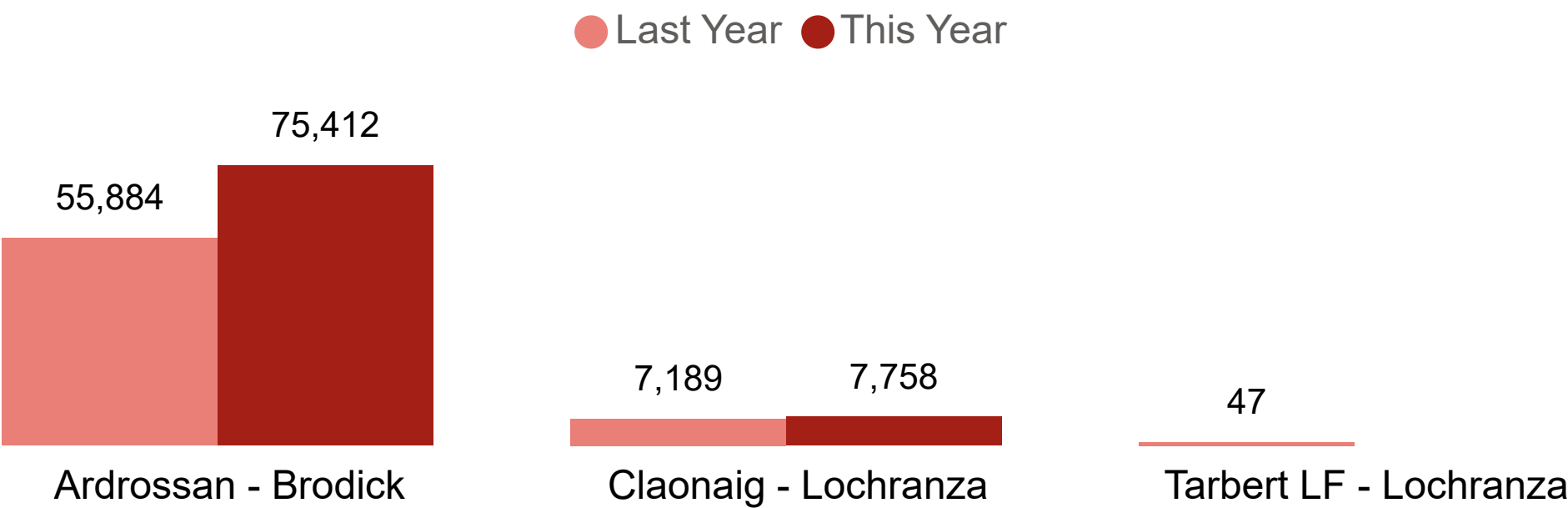
Weather Technical Other



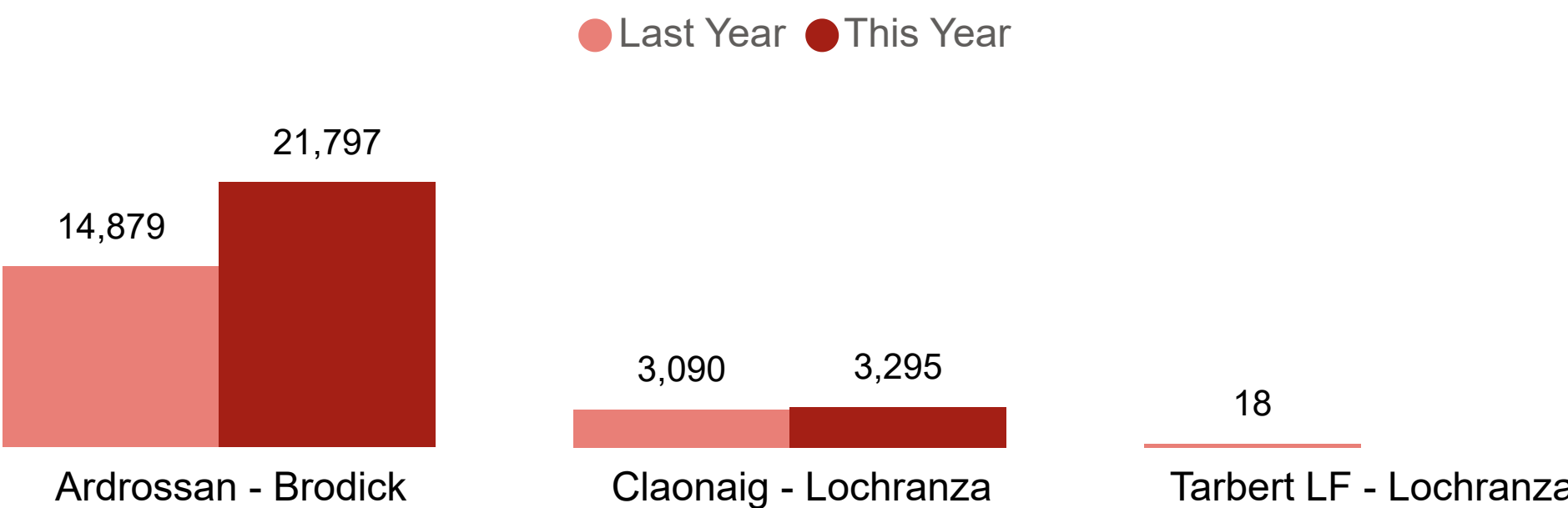
"Other" refers to any cancellations not resulting from weather and technical disruption. This includes cancellations due to reasons such as bunkering issues, berth unavailability etc.



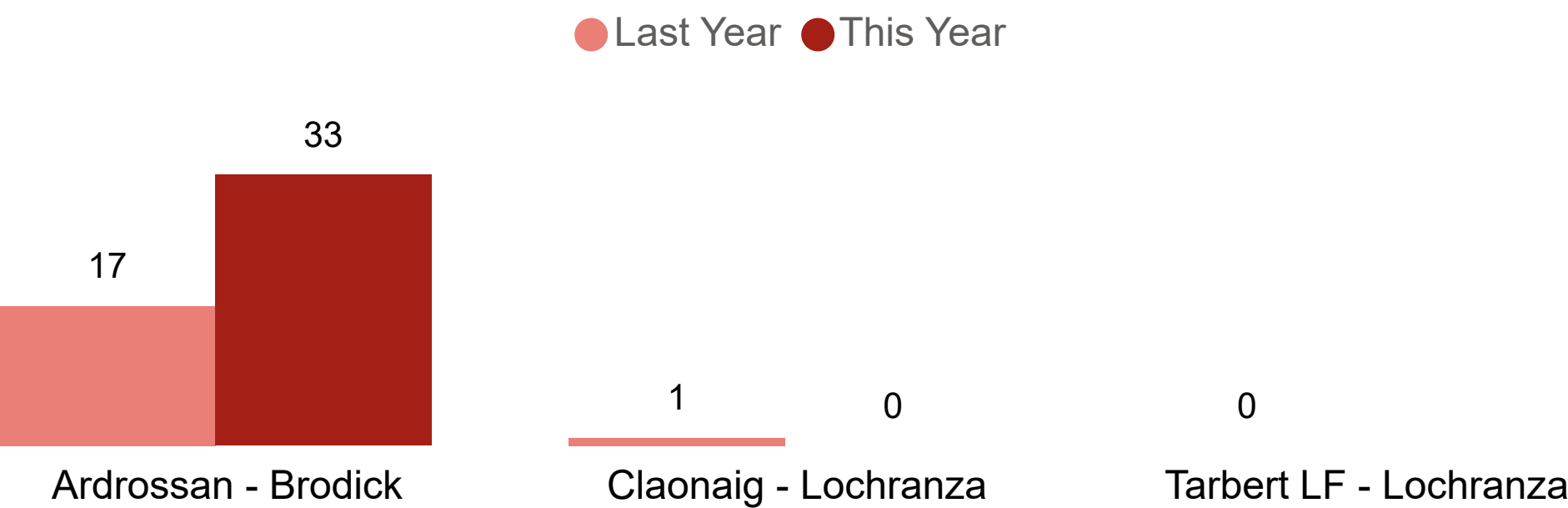
Shipped Passengers



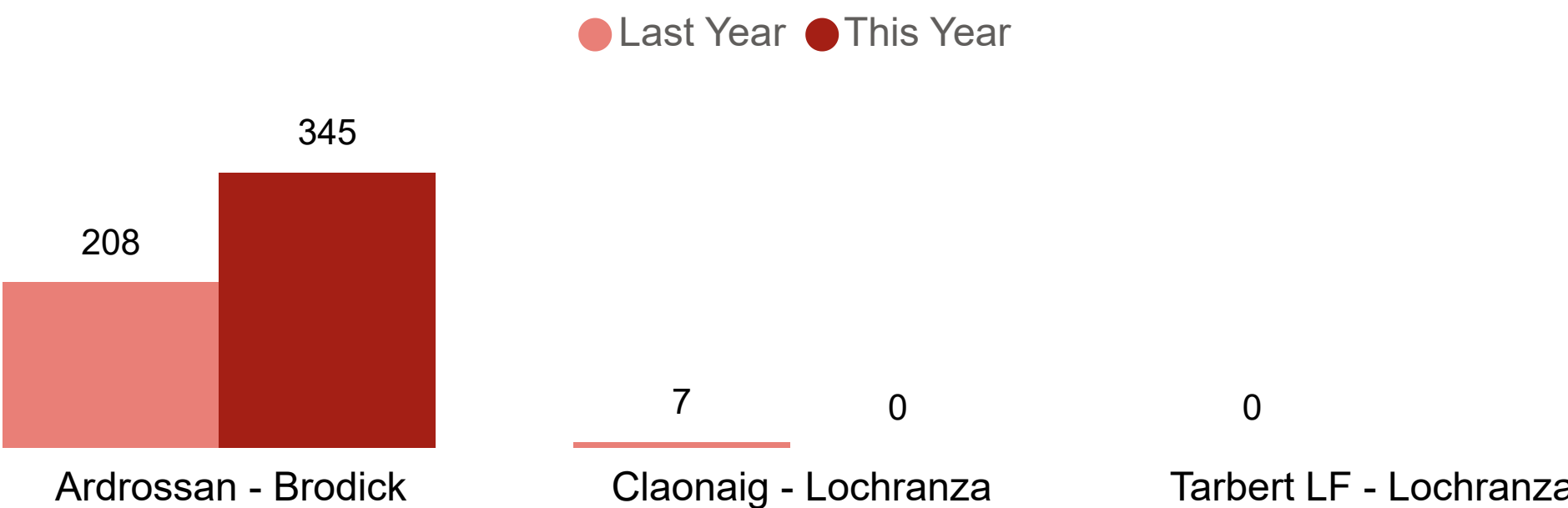
Shipped Cars



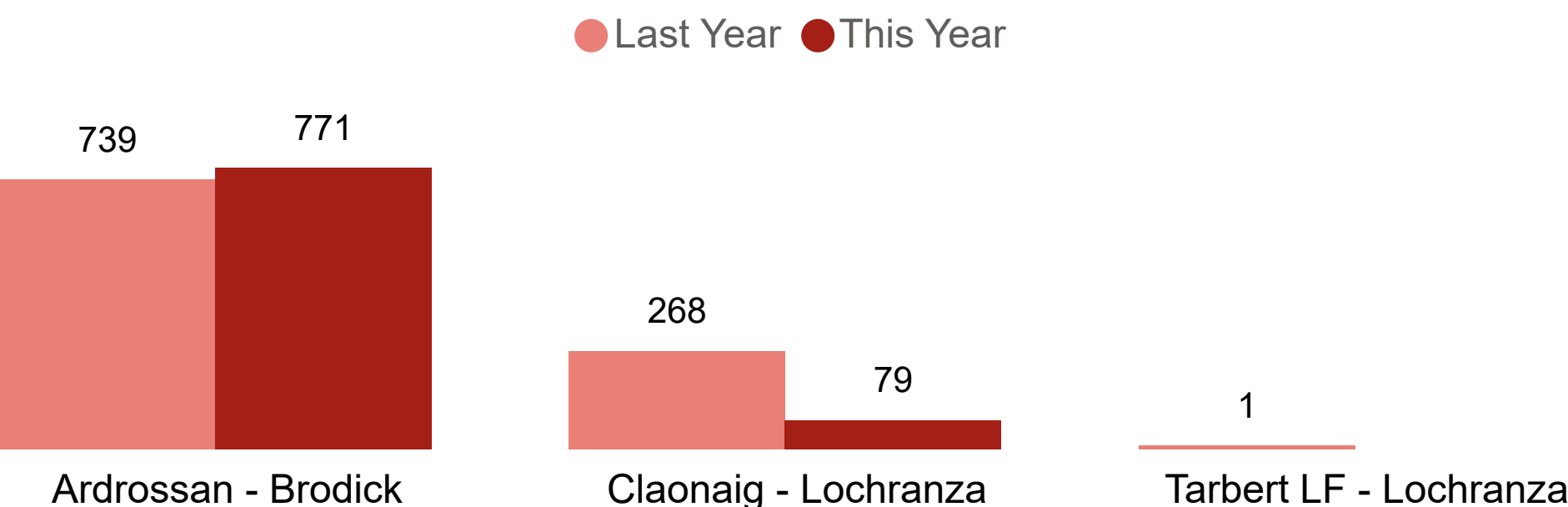
Shipped Coaches



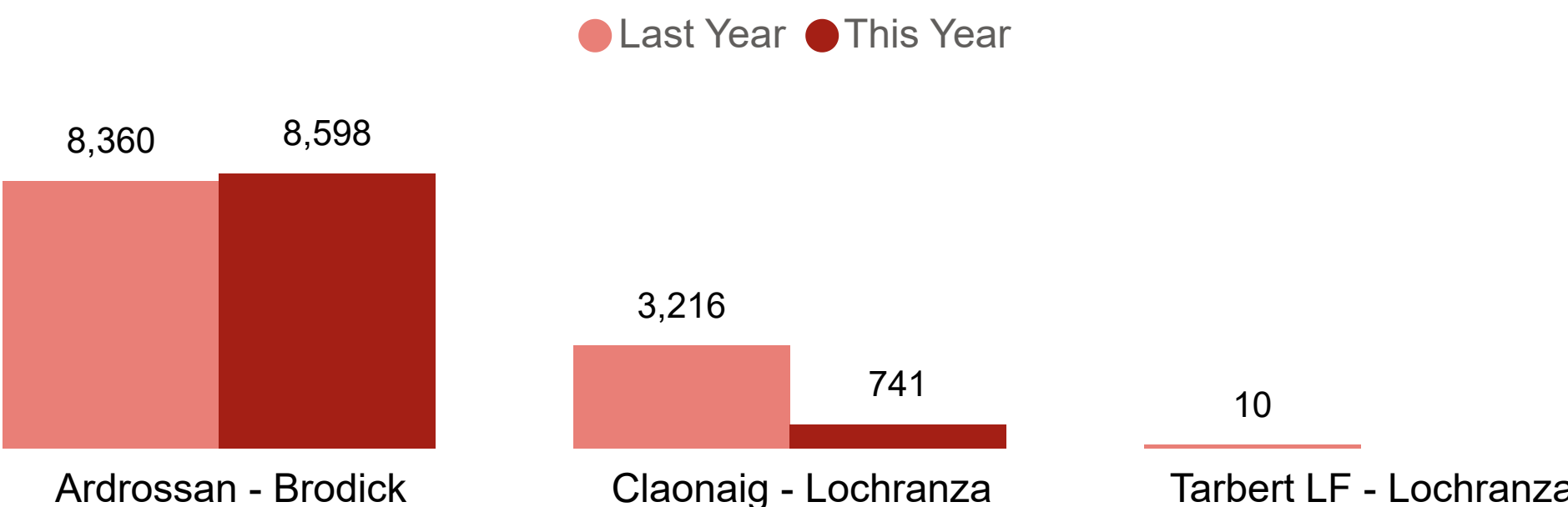
Shipped Coach Metres



Shipped Commercial Vehicles

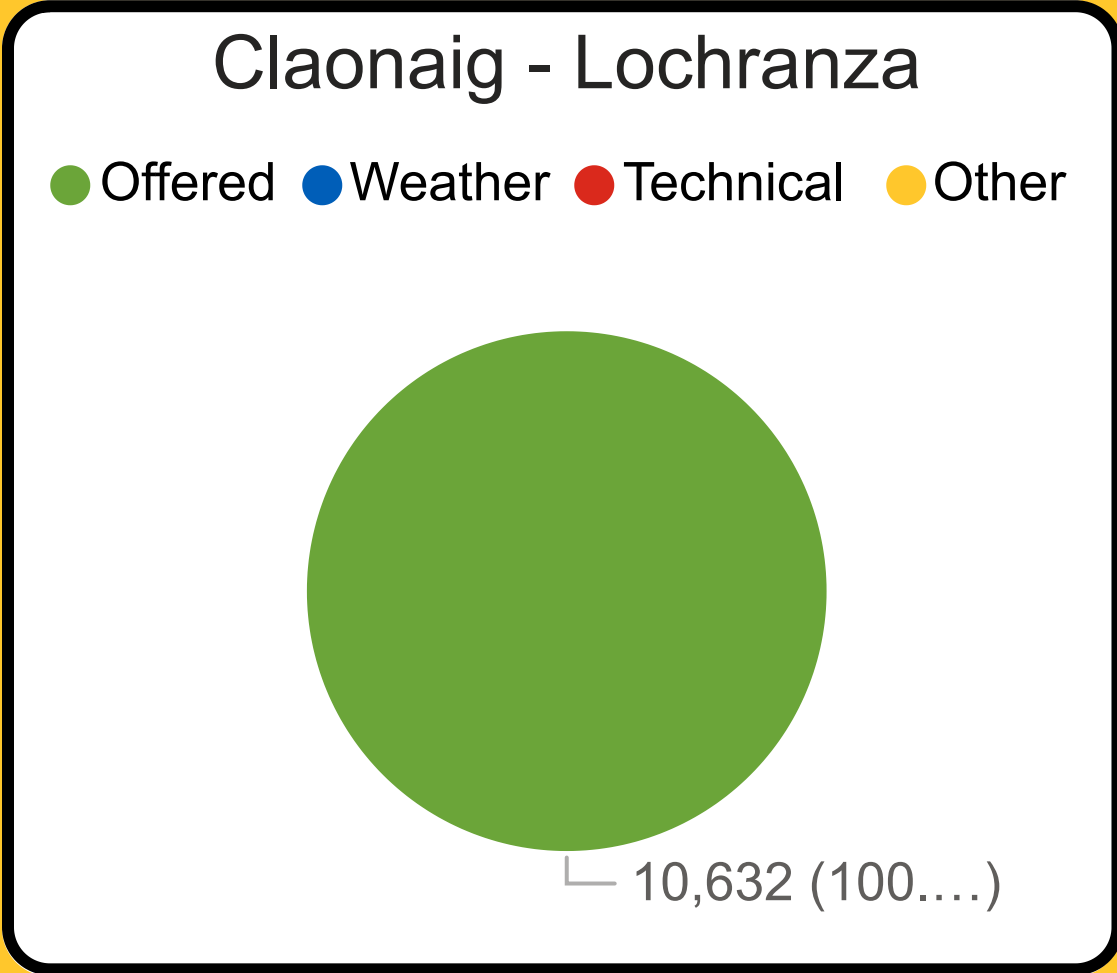
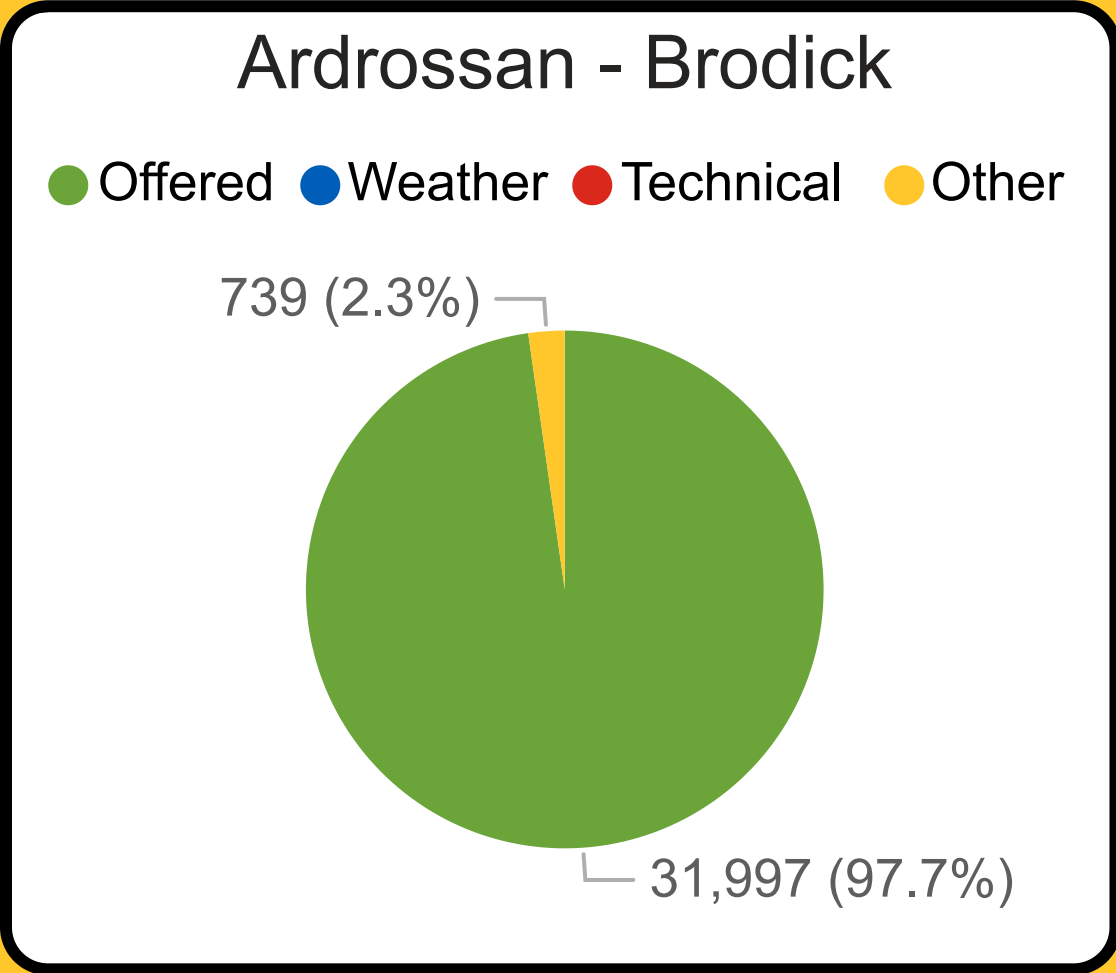


Shipped Commercial Vehicle Metres





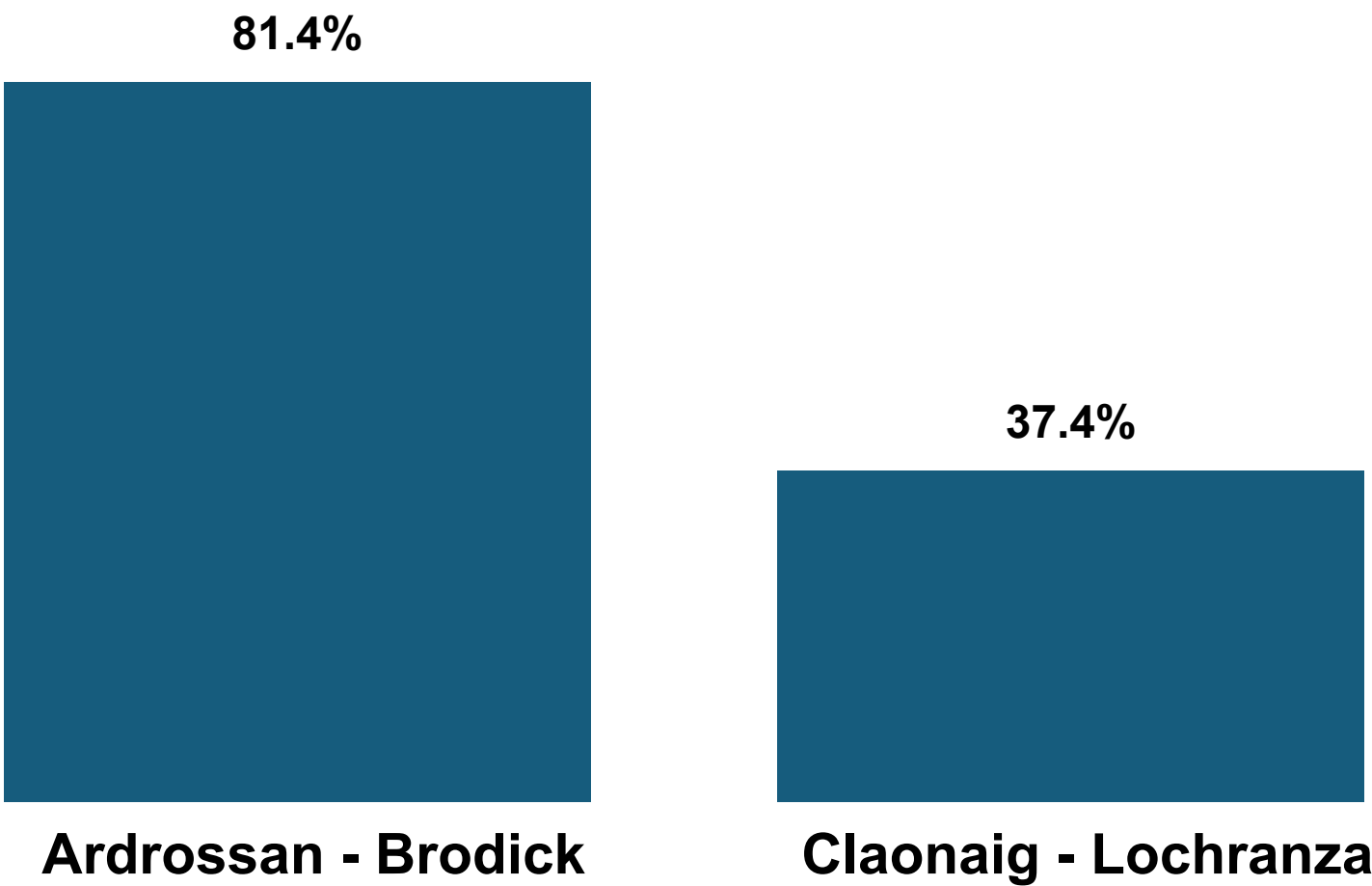
- 1 Car Equivalent Space is equal to 4.6 General Lane Metres
- Below visuals represent car equivalent spaces offered vs car equivalent space made unavailable as a result of technical, weather and all other cancellations



Route	Offered	Weather	Technical	Other
Ardrossan - Brodick	31,997			739
Claonaig - Lochranza	10,632			



Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Ardrossan - Brodick	147.2K	119.8K	26,037	81.4%
Claonaig - Lochranza	48.9K	18.3K	3,978	37.4%
Total	196.1K	138.1K	30,015	70.4%

Overall Utilisation of Sailings

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

