

Total Number of
Survey Responses
Last 6 Months

27K

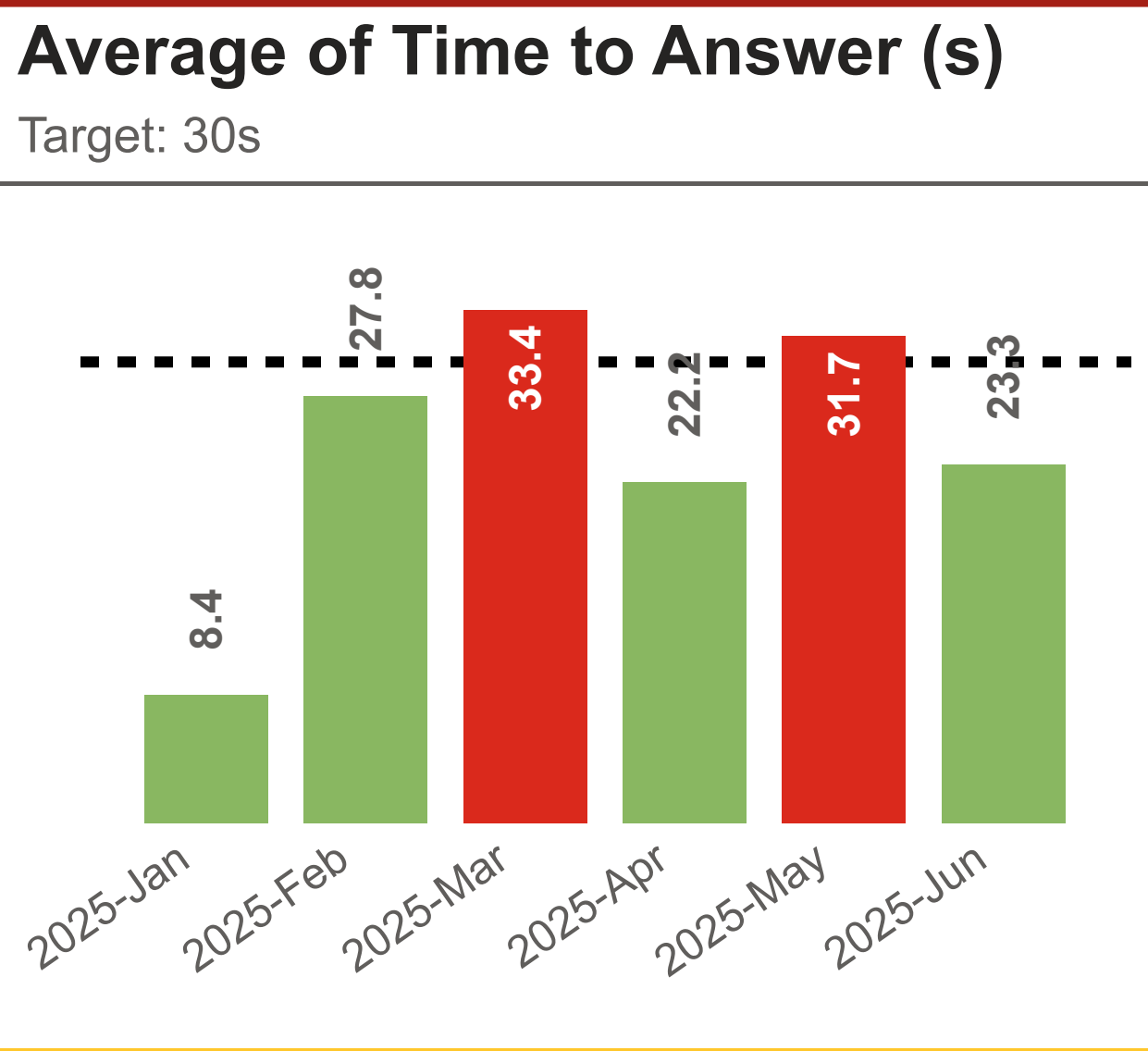
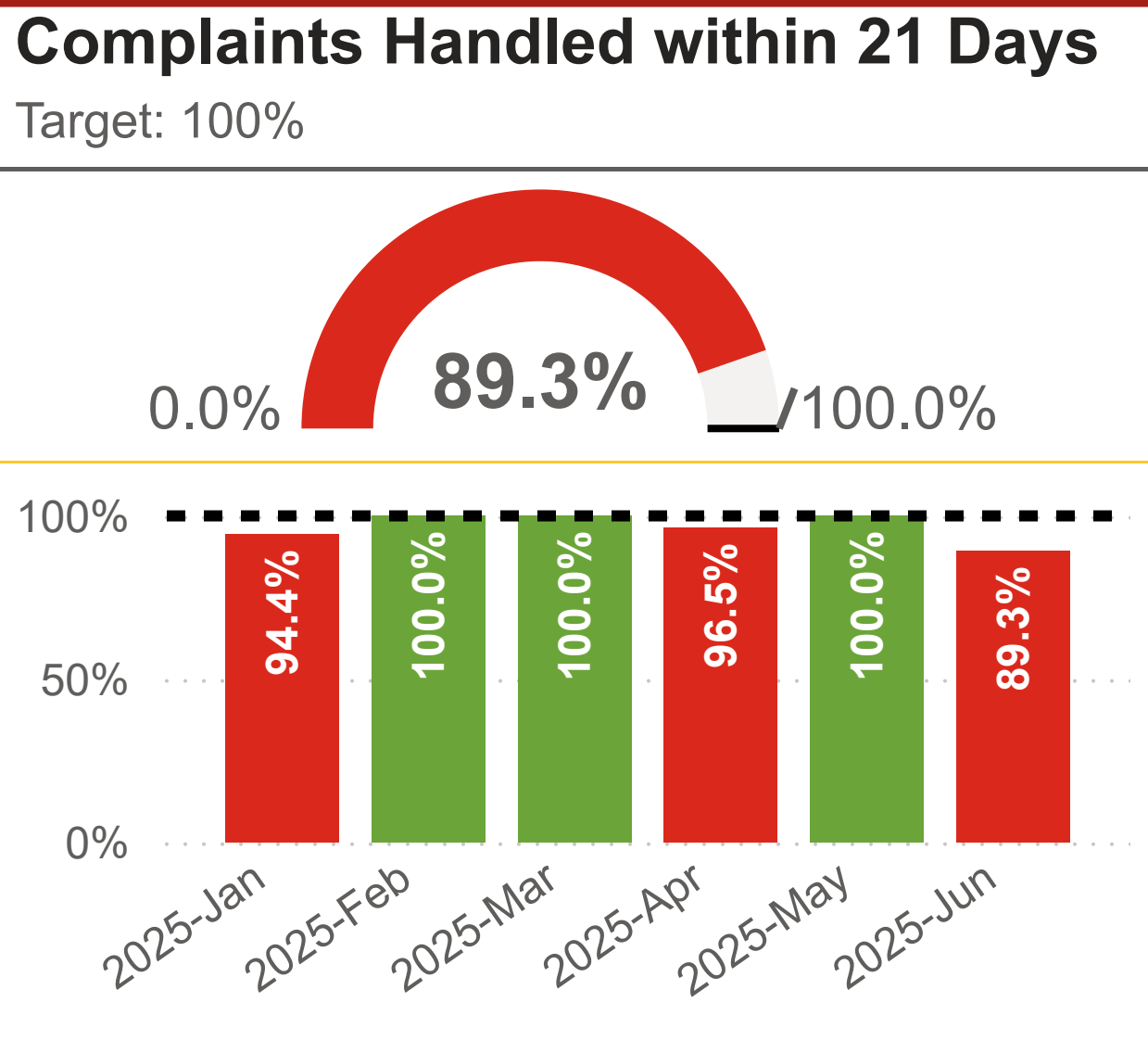
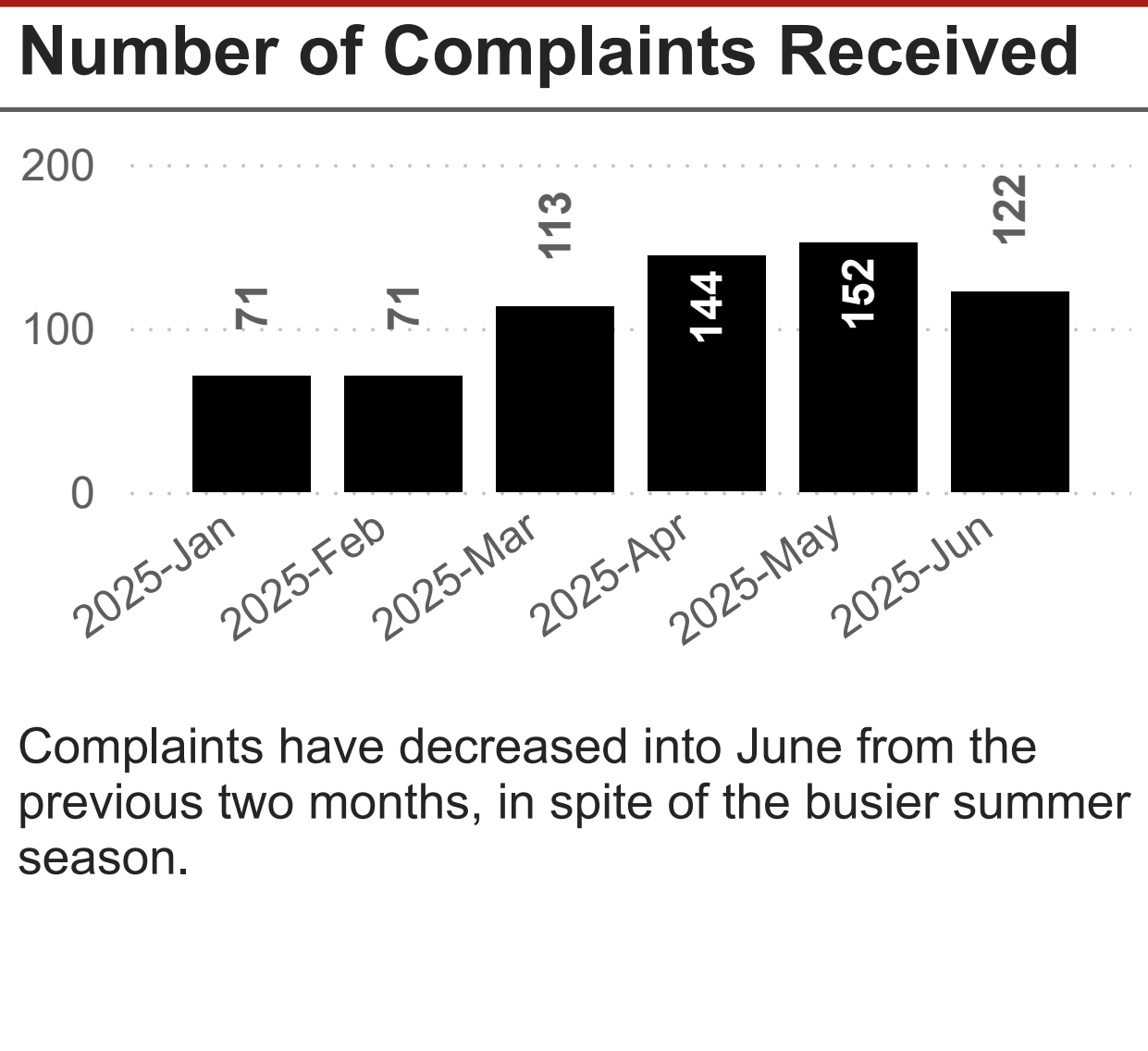
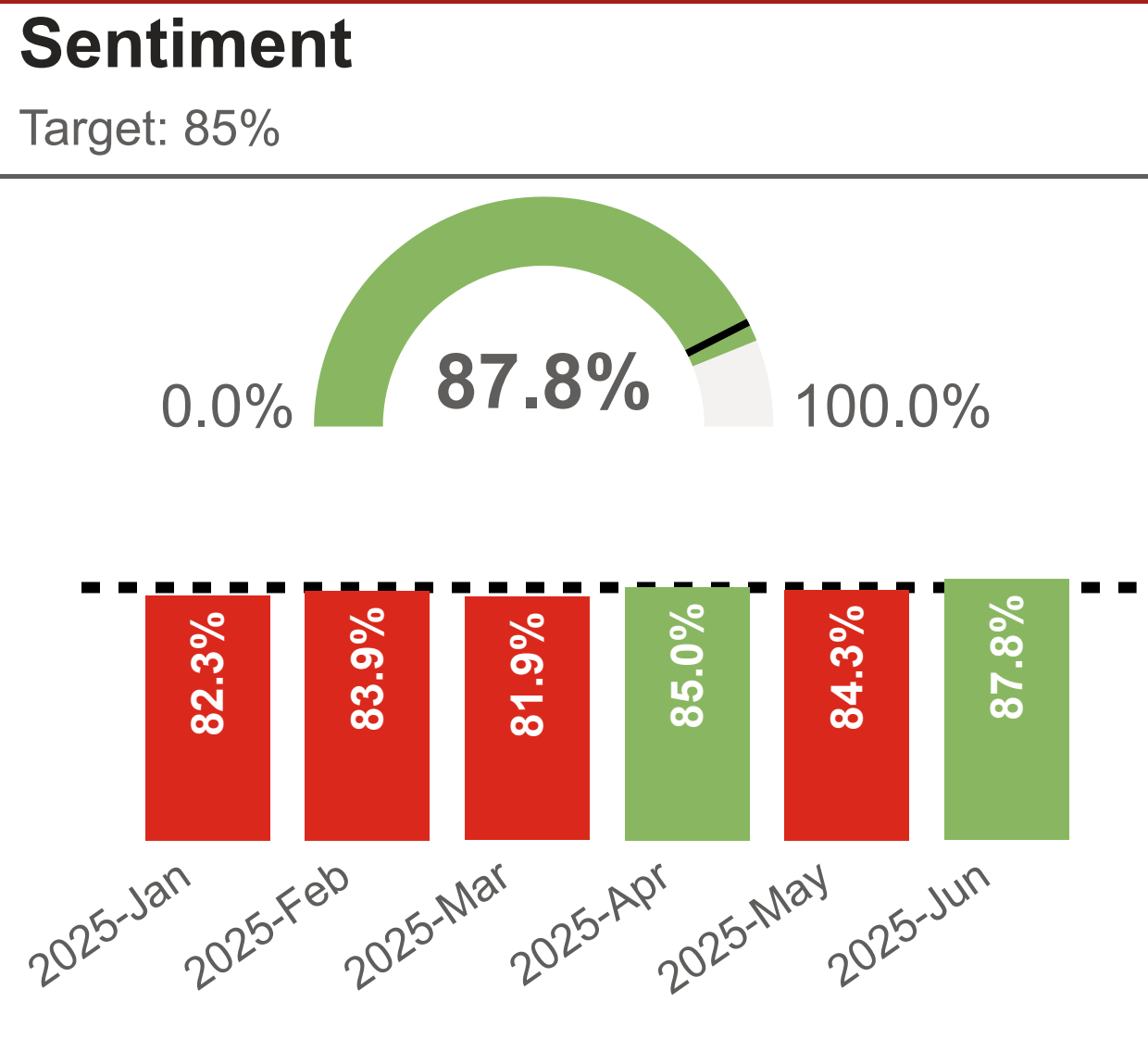
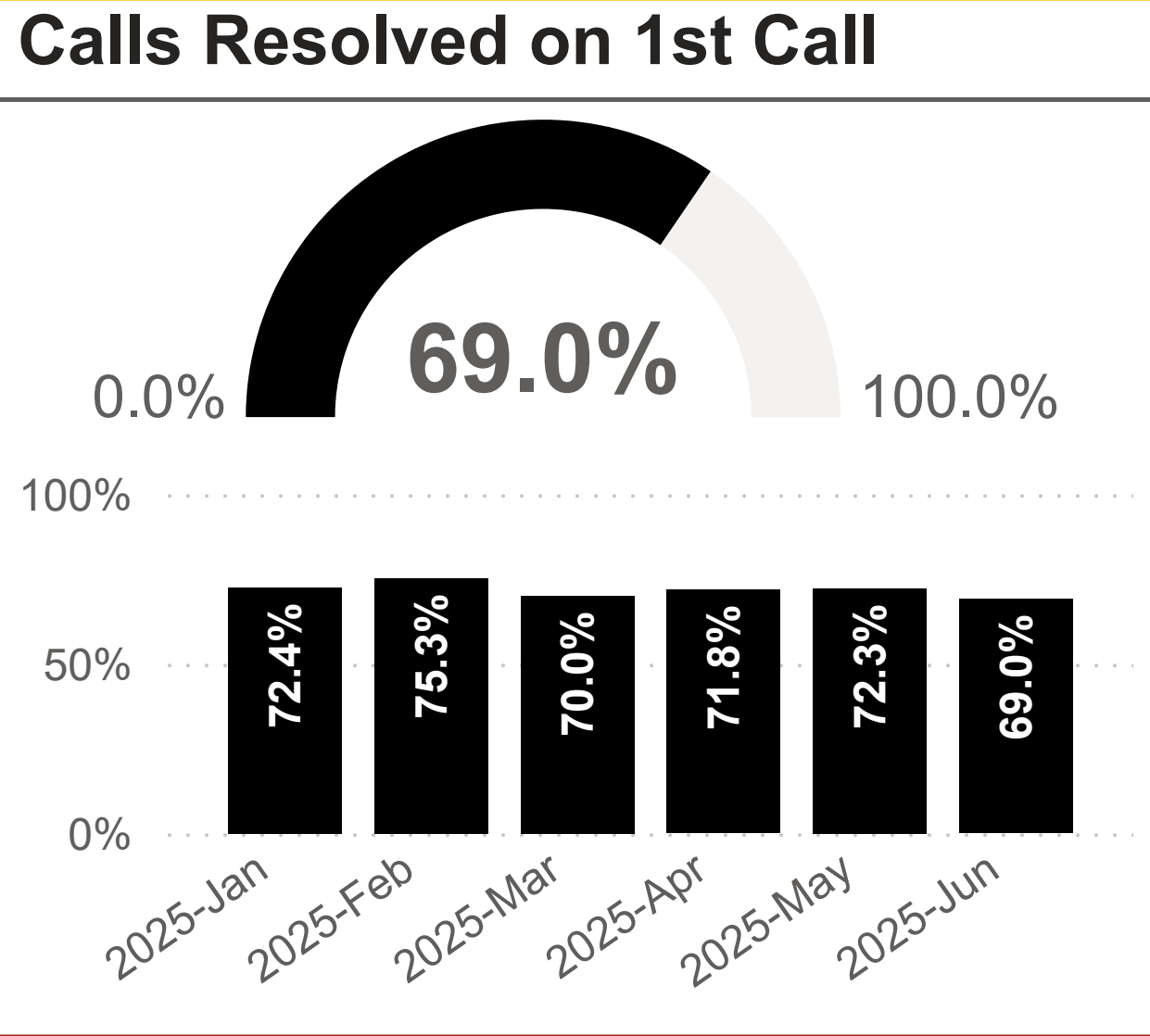
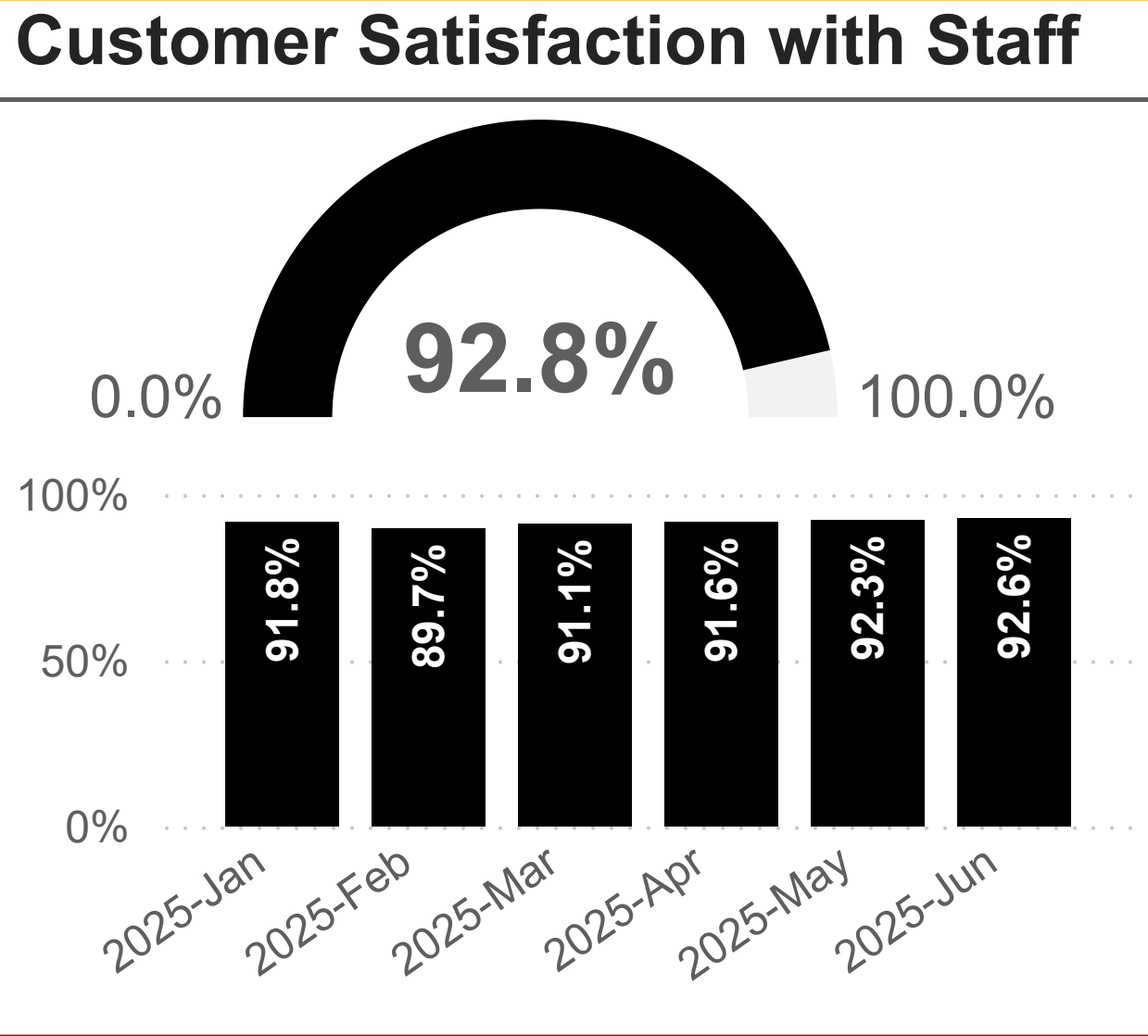
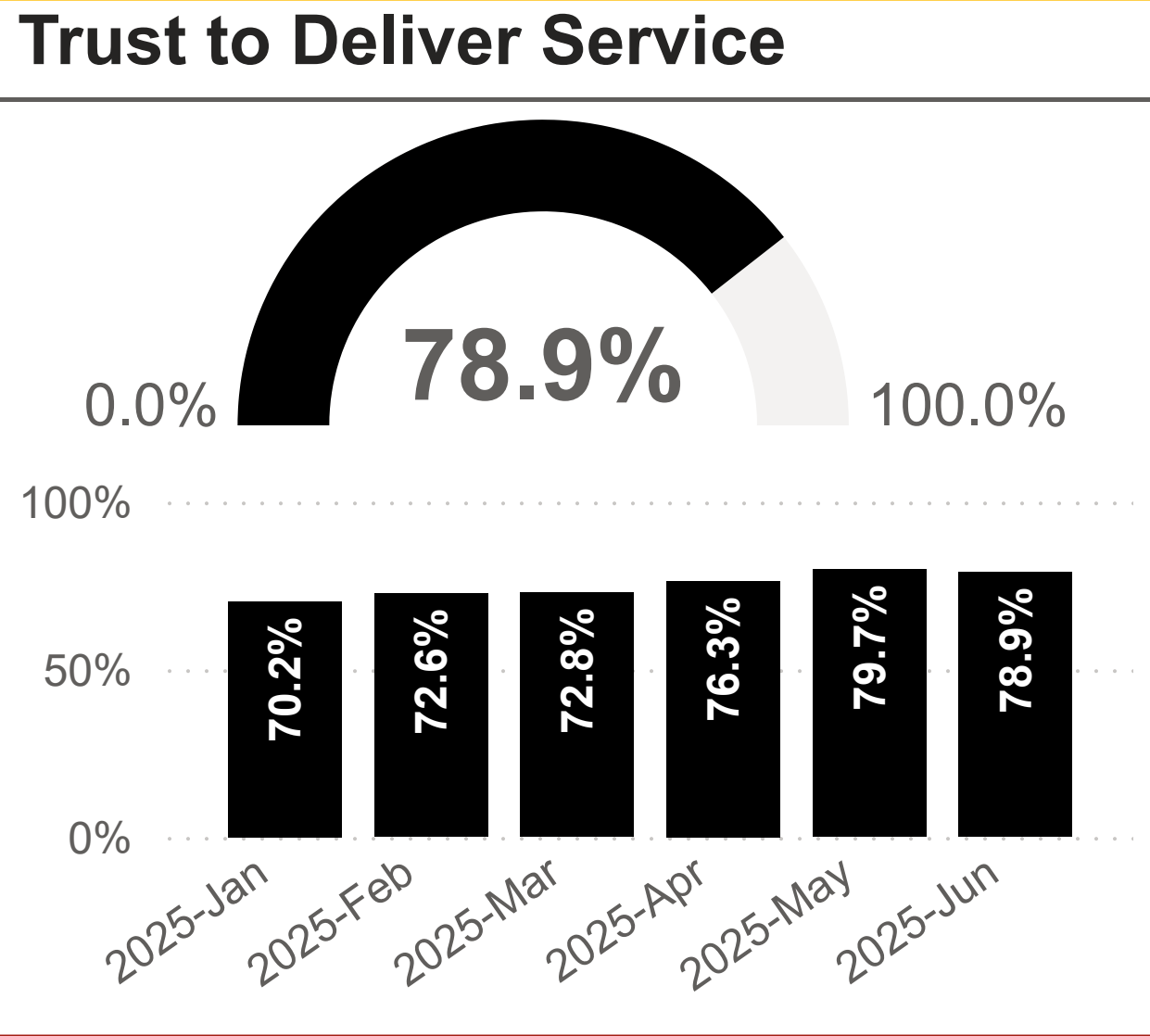
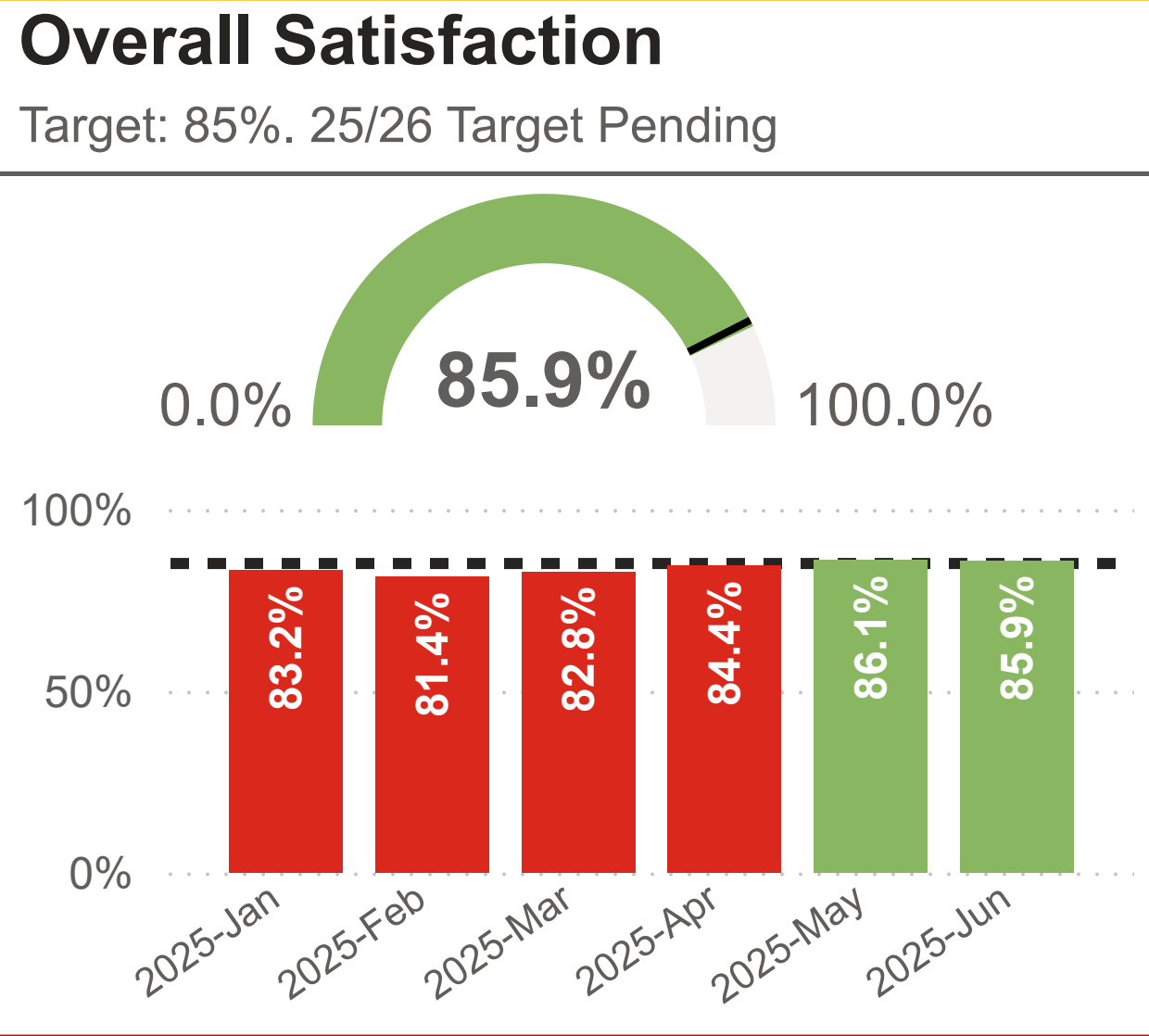
Our Performance in June 2025

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.

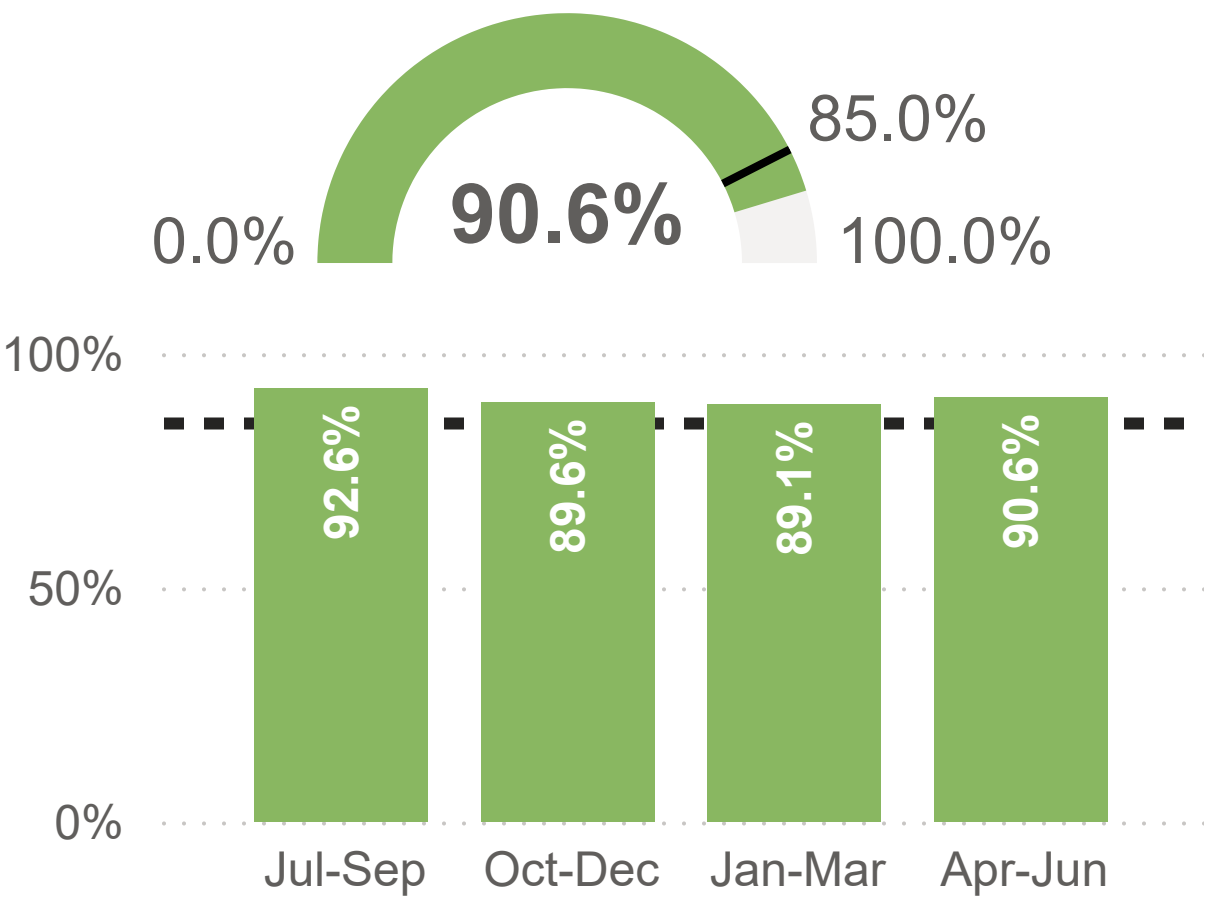




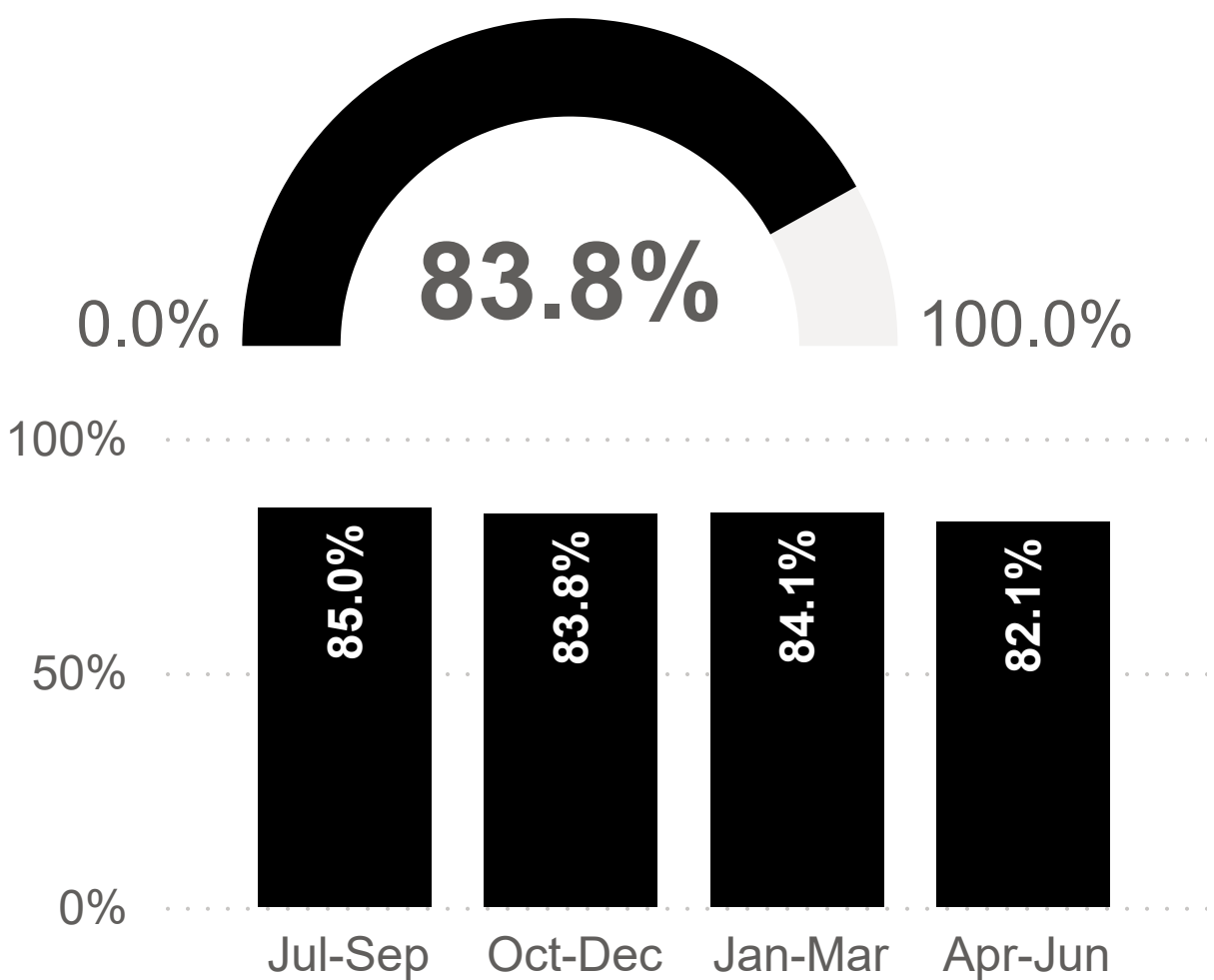
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.
Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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

Overall Satisfaction

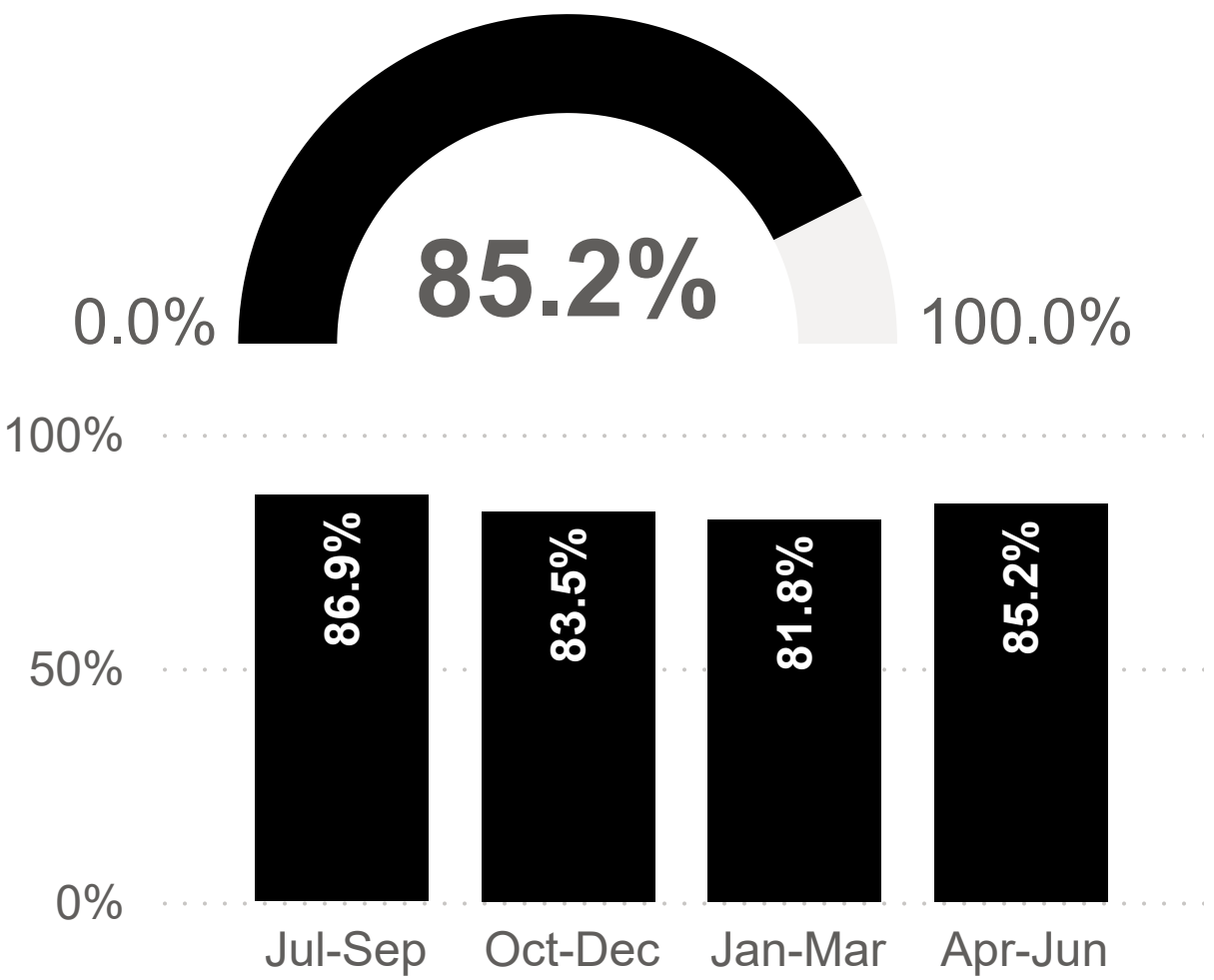
Target: 85%. 25/26 Target Pending



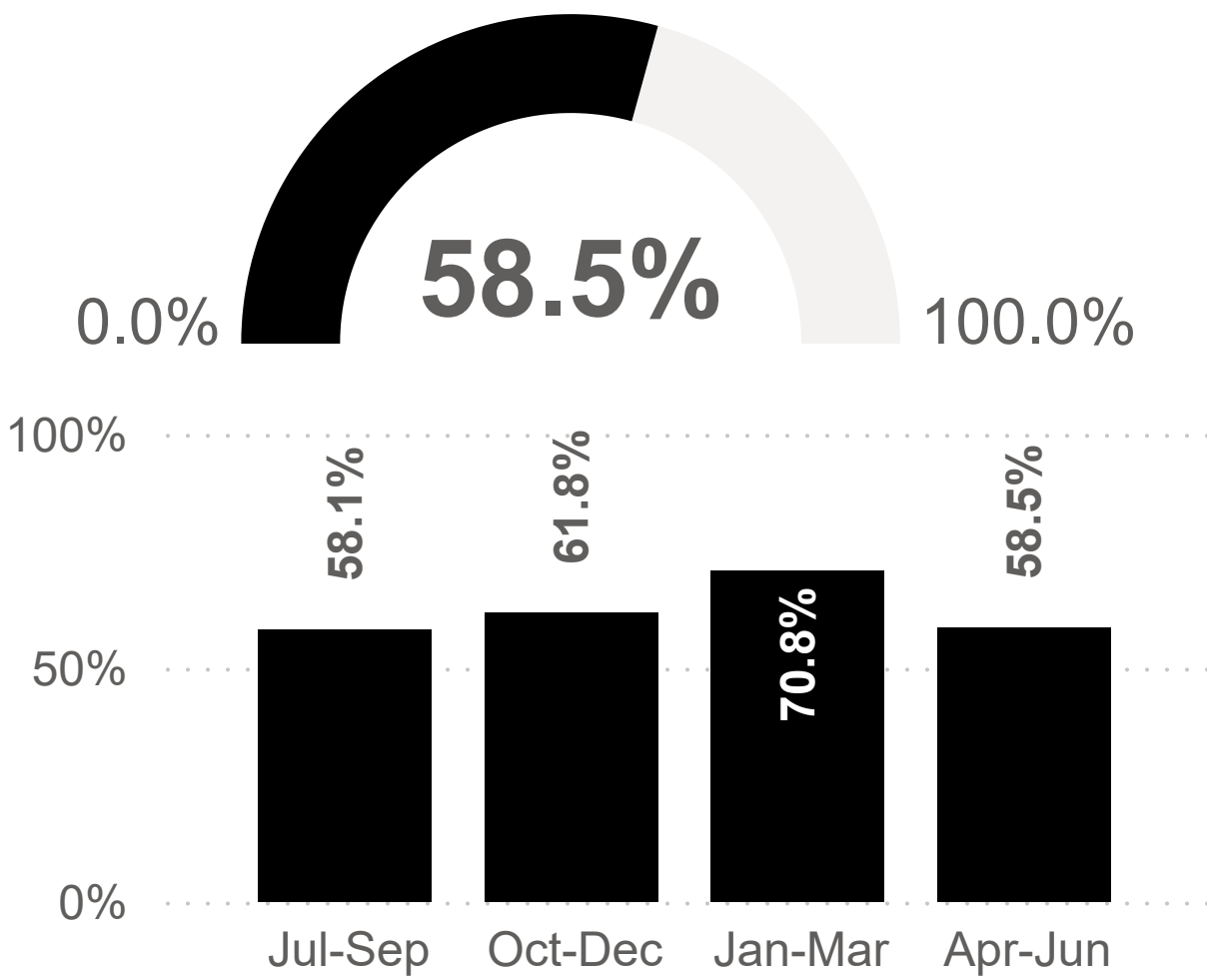
Overall Satisfaction: Community



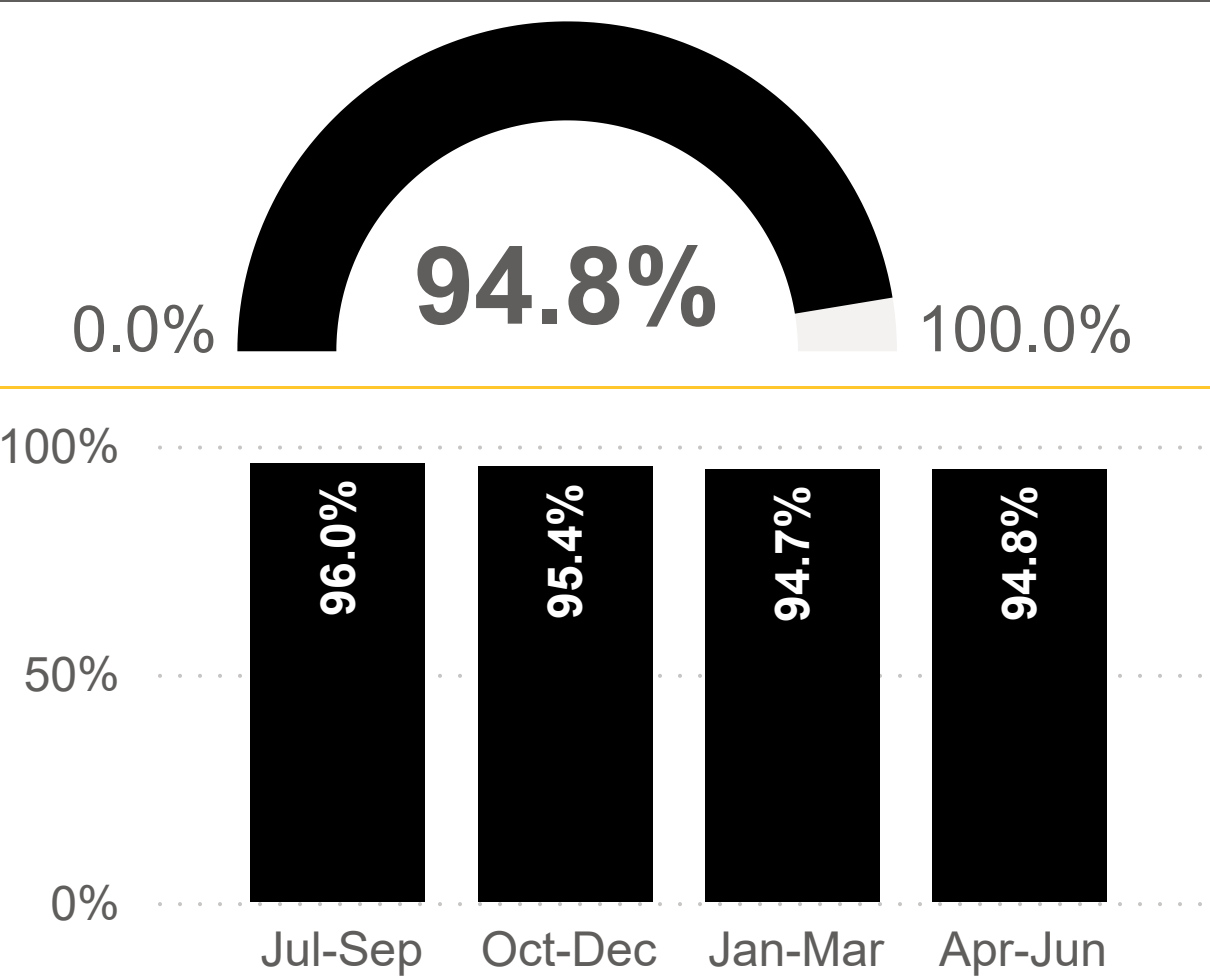
Trust to Deliver Service



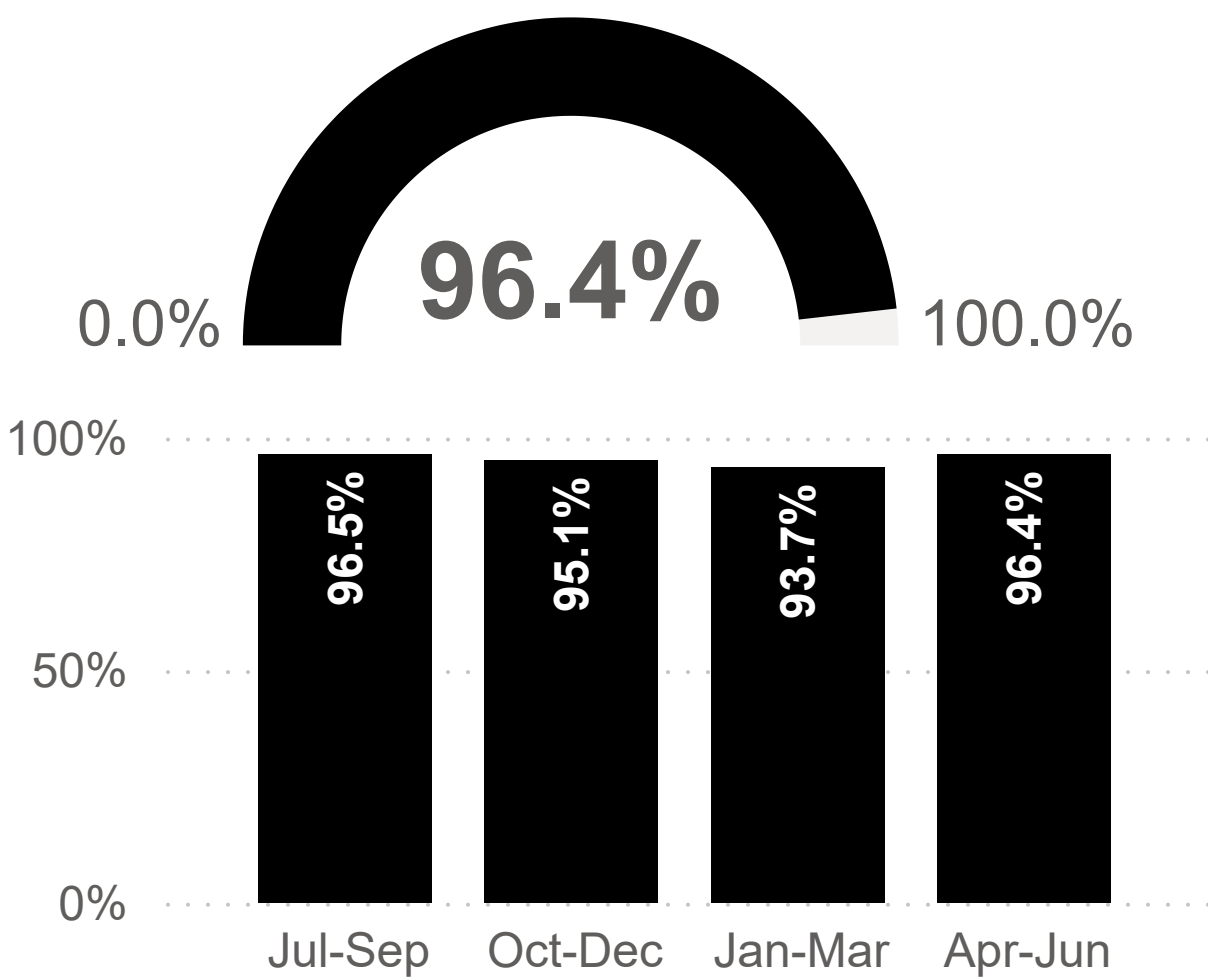
Trust to Deliver: Community



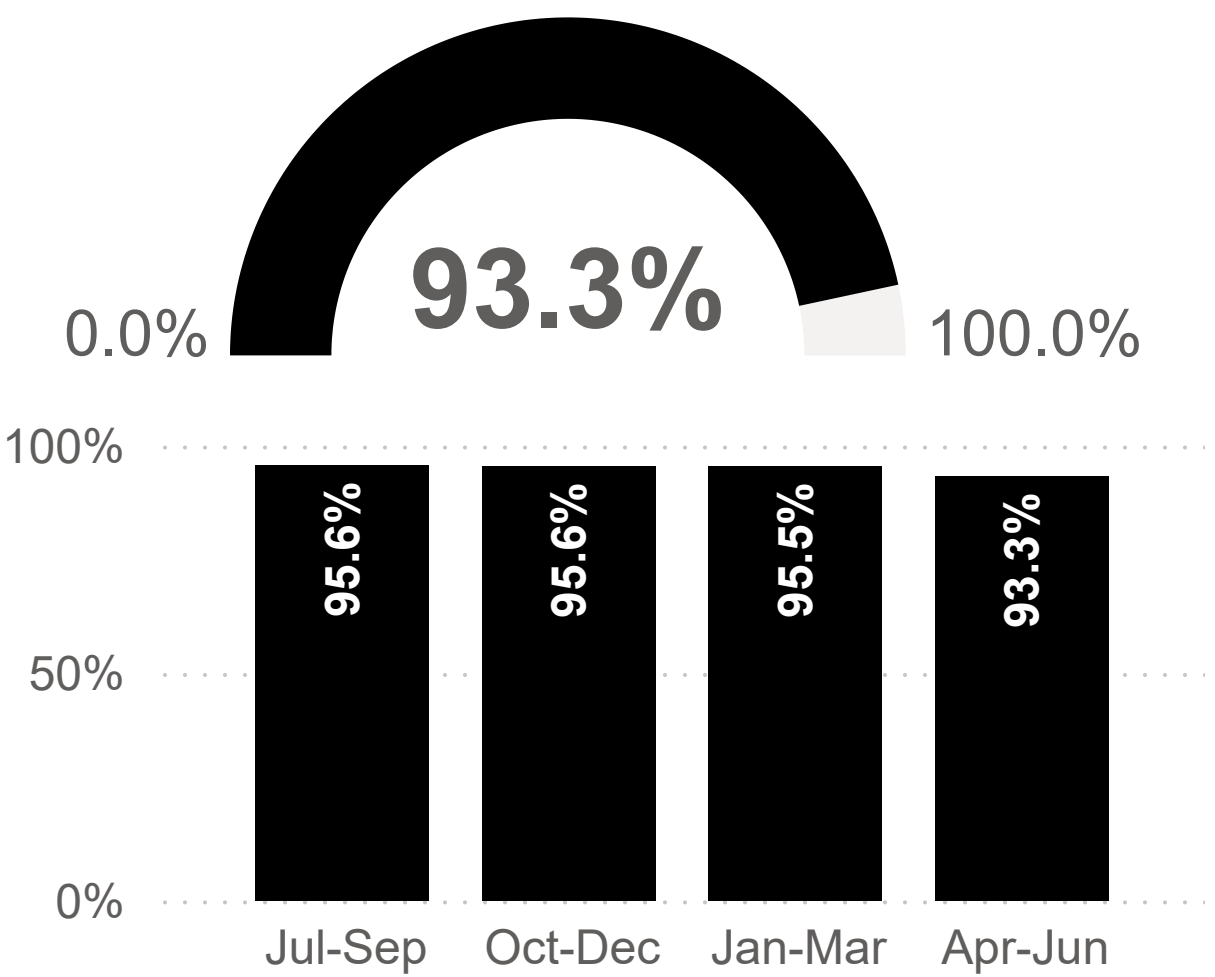
Customer Satisfaction with Staff



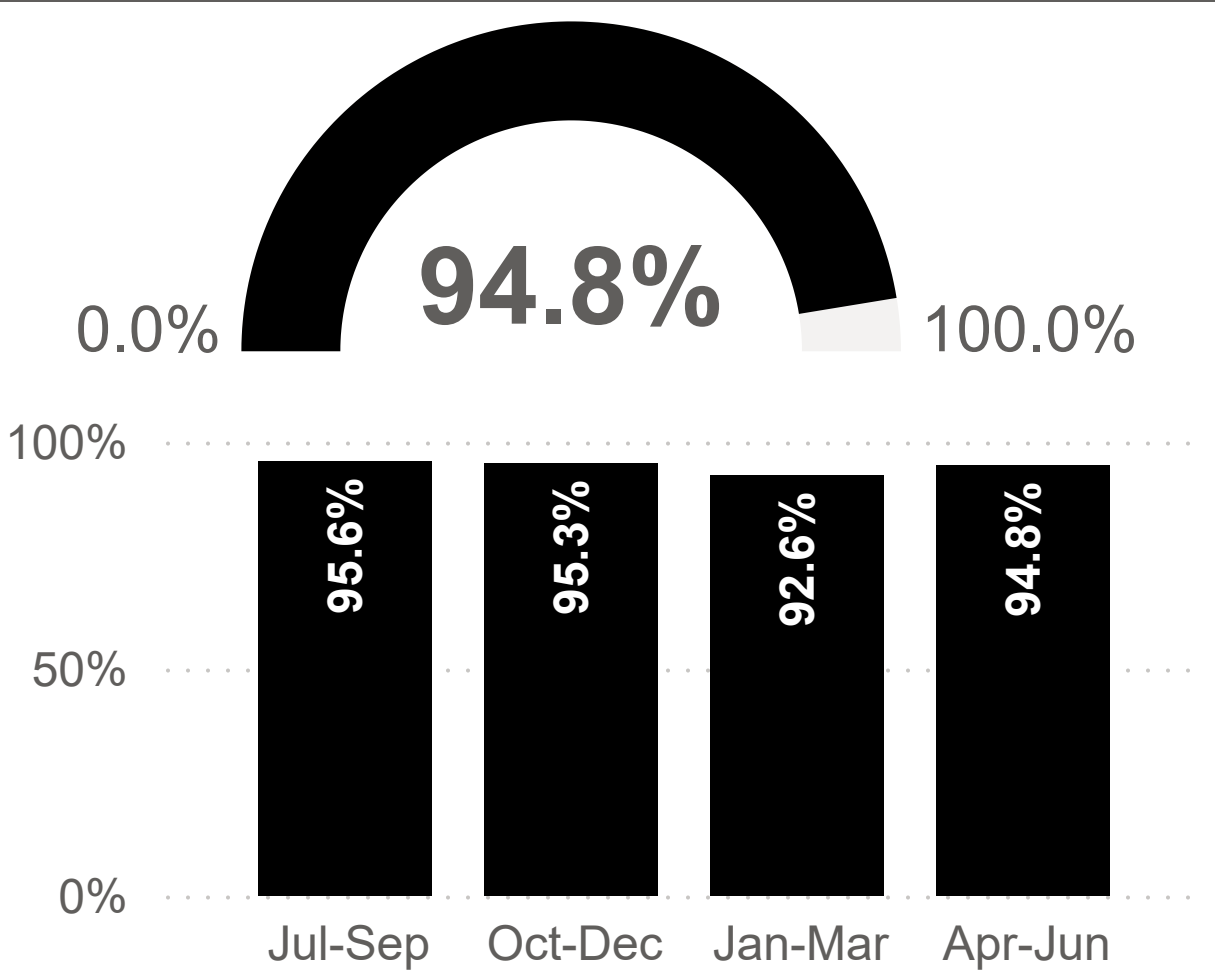
Satisfaction with Port Staff



Satisfaction with Onboard Crew



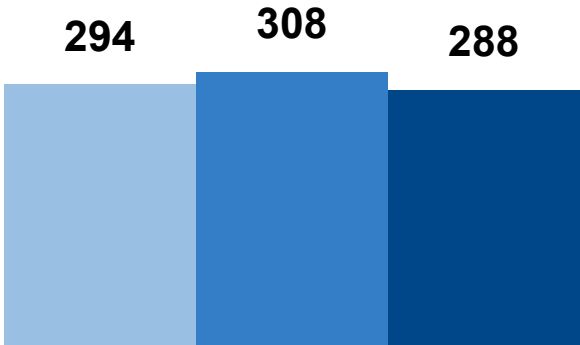
Satisfaction with the Port



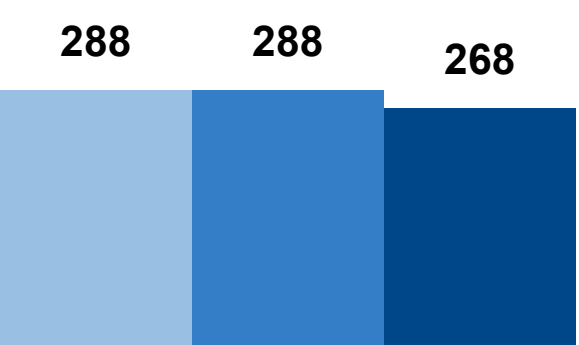


Sailings Timetabled, Amended & Actual

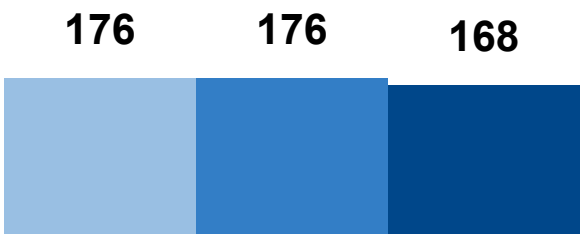
● Timetabled ● Amended ● Actual



Ardmhor (Barra) - Eriskay



Mallaig - Armadale



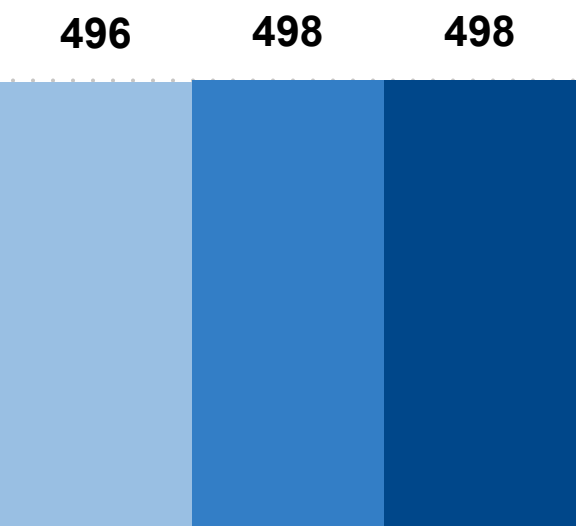
Mallaig - Eigg/Muck/Rum/Canna



Mallaig - Lochboisdale



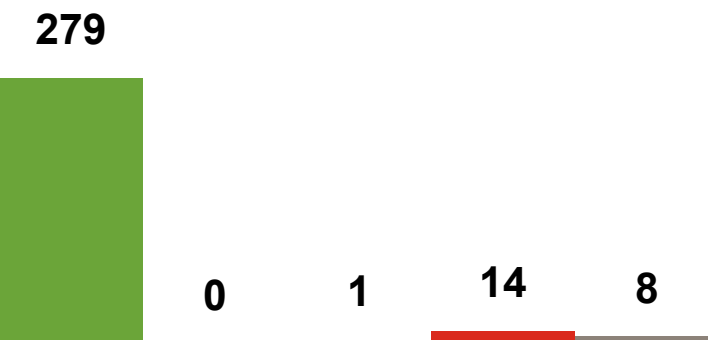
Oban - Castlebay/Lochboisdale



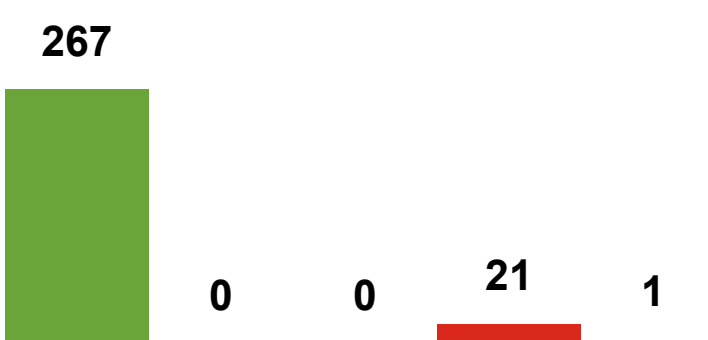
Sconser - Raasay

Punctuality & Reliability

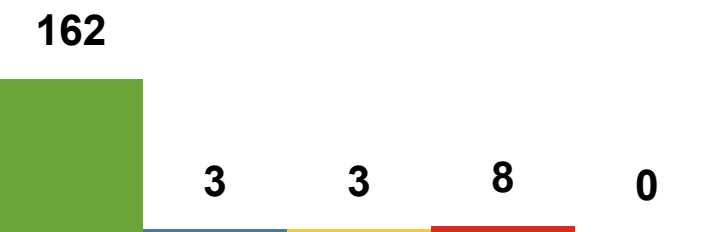
● On Time ● Level 1 Lateness ● Level 2 Lateness ● Cancelled ● Additional



Ardmhor (Barra) - Eriskay



Mallaig - Armadale



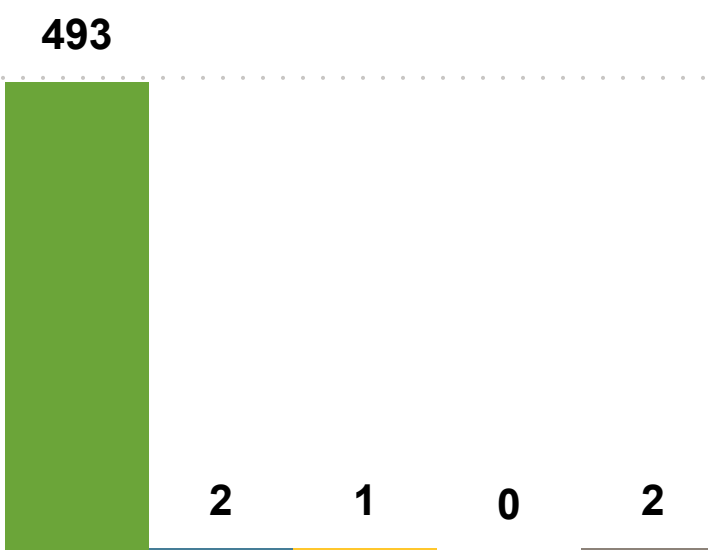
Mallaig - Eigg/Muck/Rum/Canna



Mallaig - Lochboisdale



Oban - Castlebay/Lochboisdale

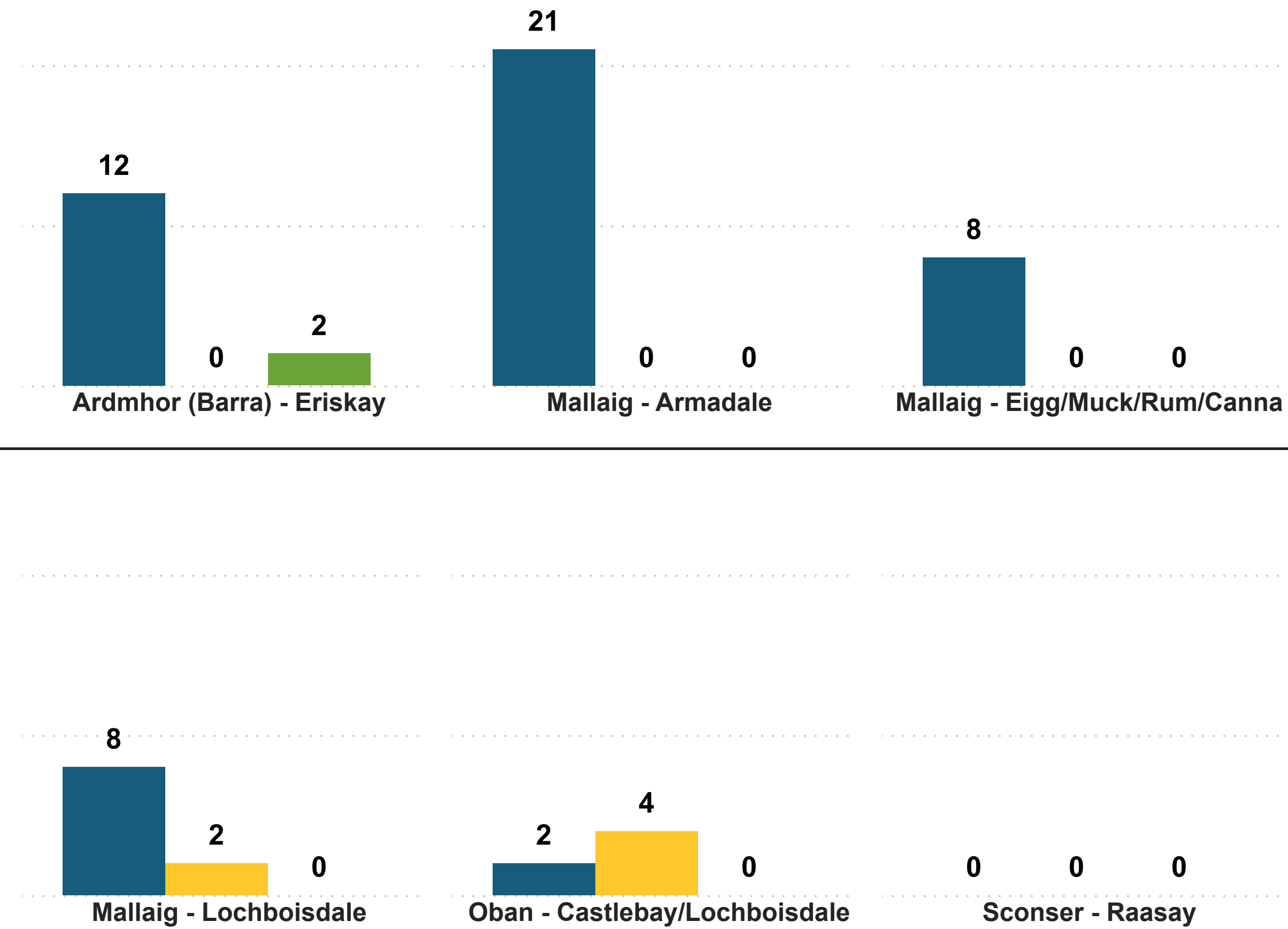


Sconser - Raasay



Cancelled Sailings (By Reason)

Weather Technical Other



Missed Train Connections

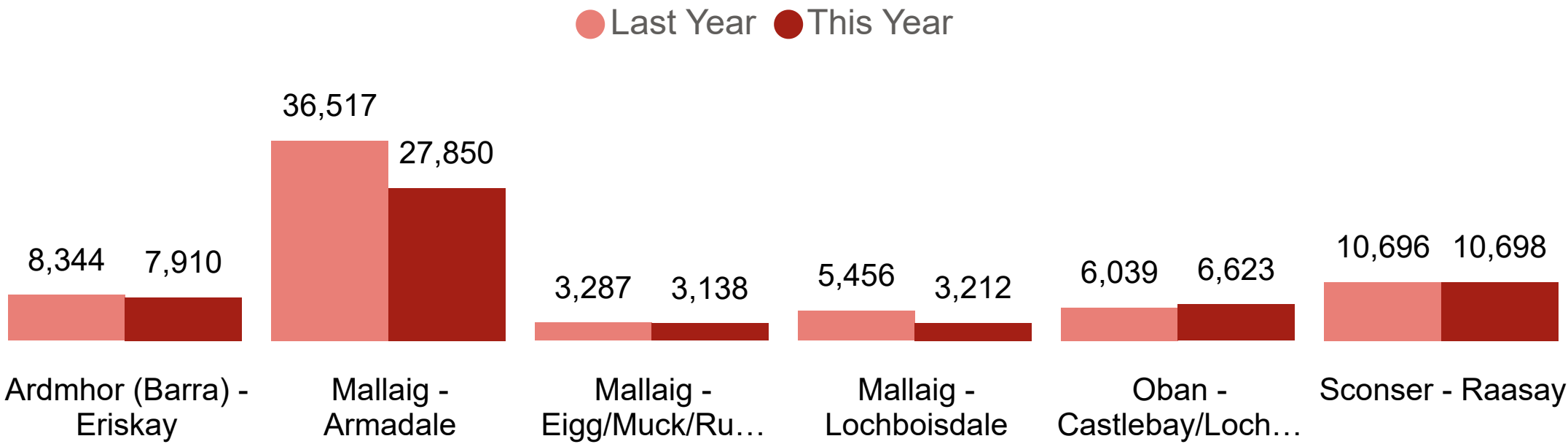
0

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

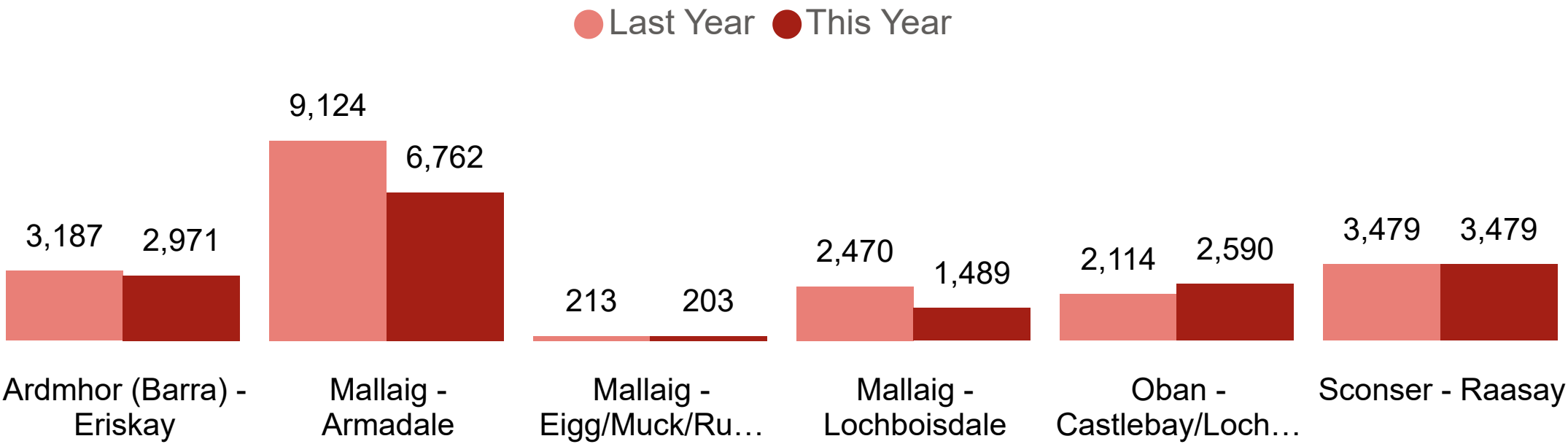
"Other" refers to any cancellations not resulting from weather and technical disruption. This includes cancellations due to reasons such as bunkering issues, berth unavailability etc.



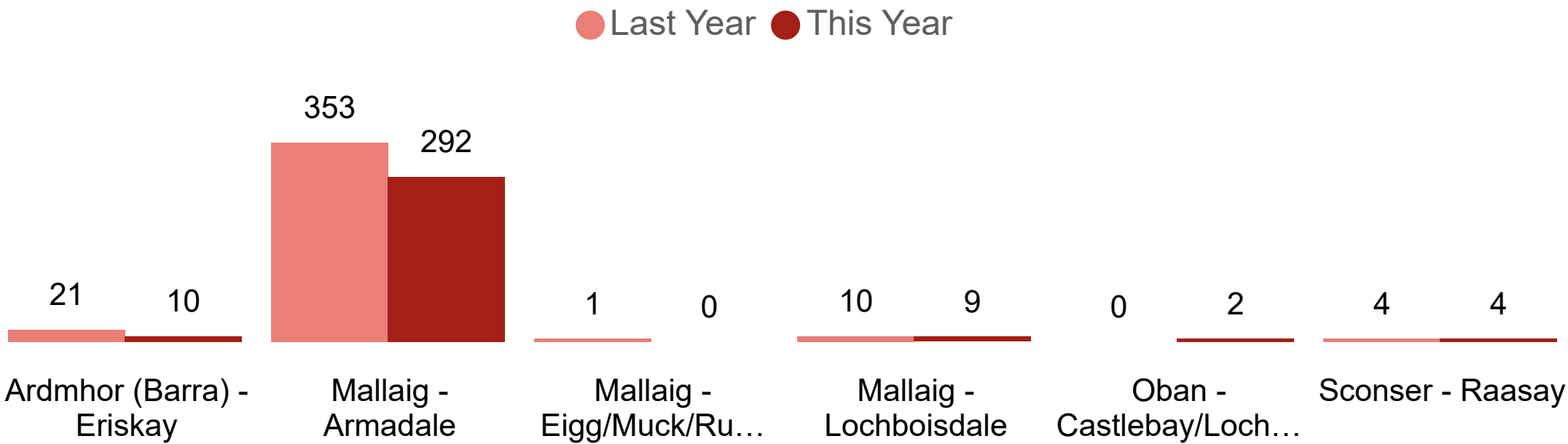
Shipped Passengers



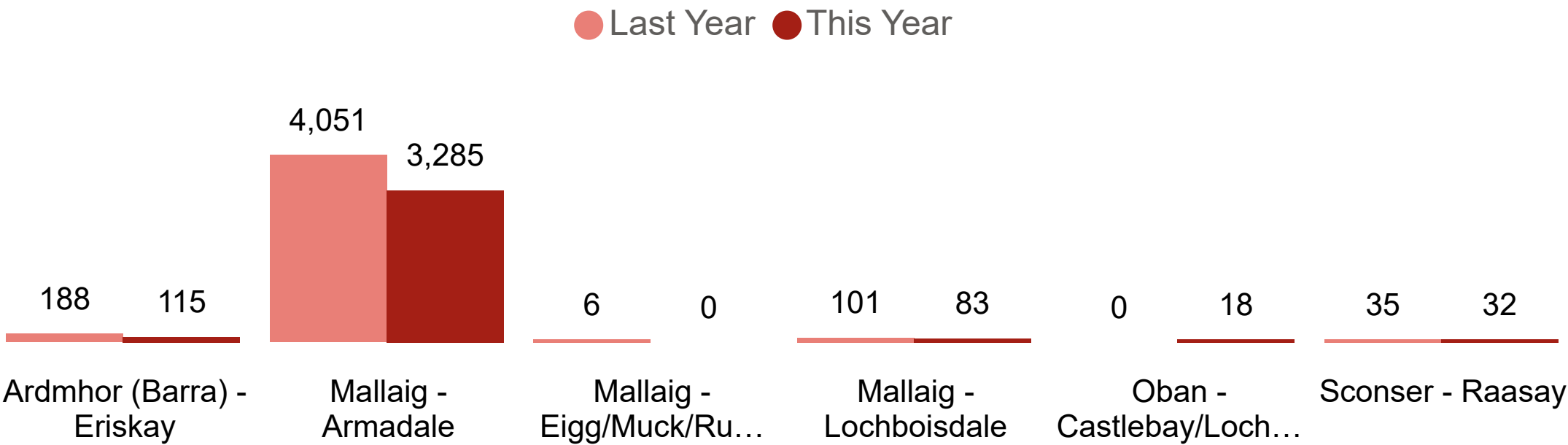
Shipped Cars



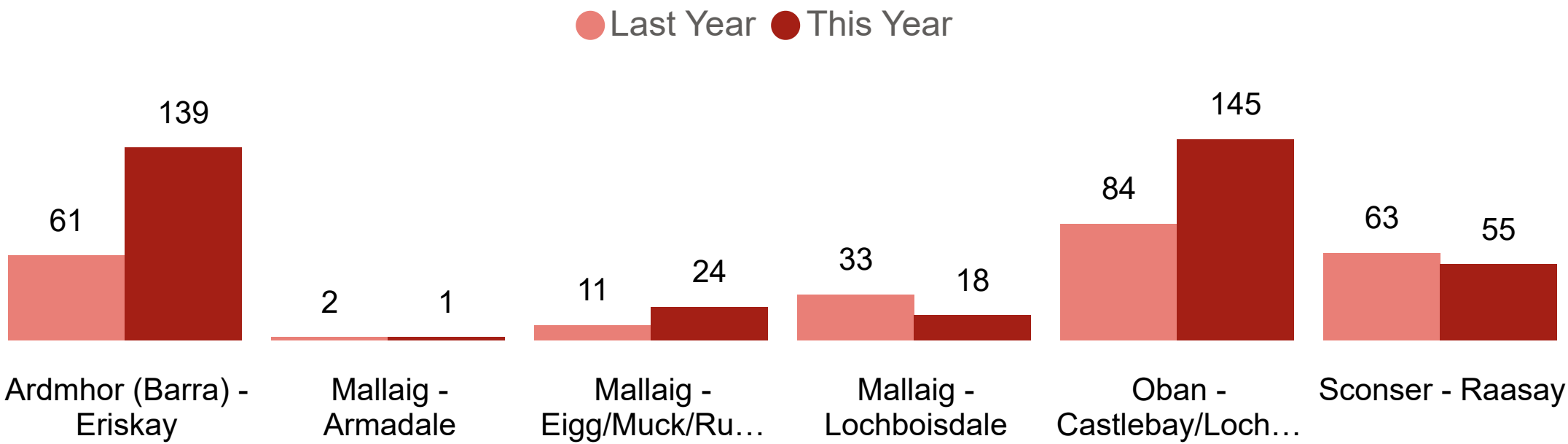
Shipped Coaches



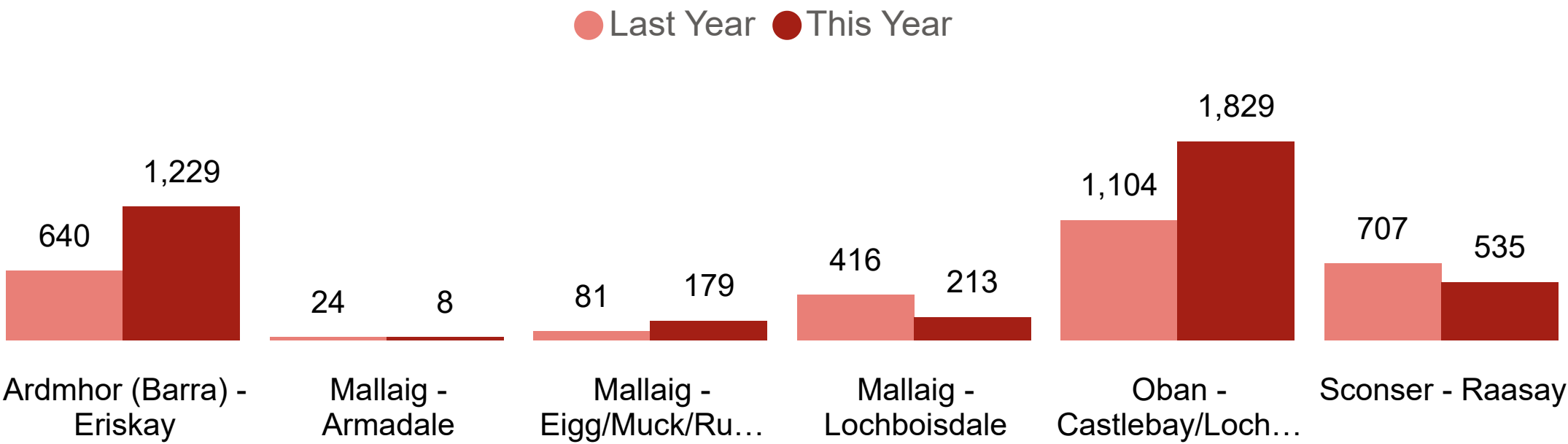
Shipped Coach Metres



Shipped Commercial Vehicles

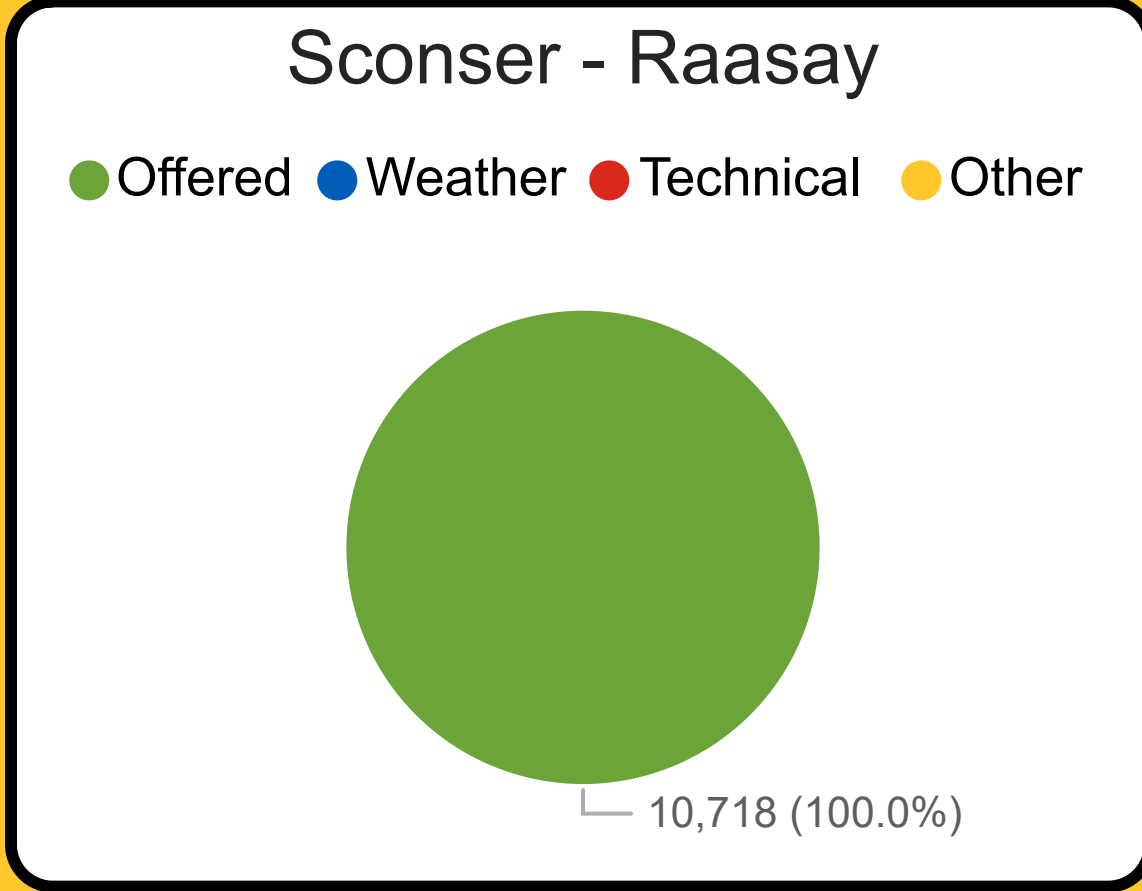
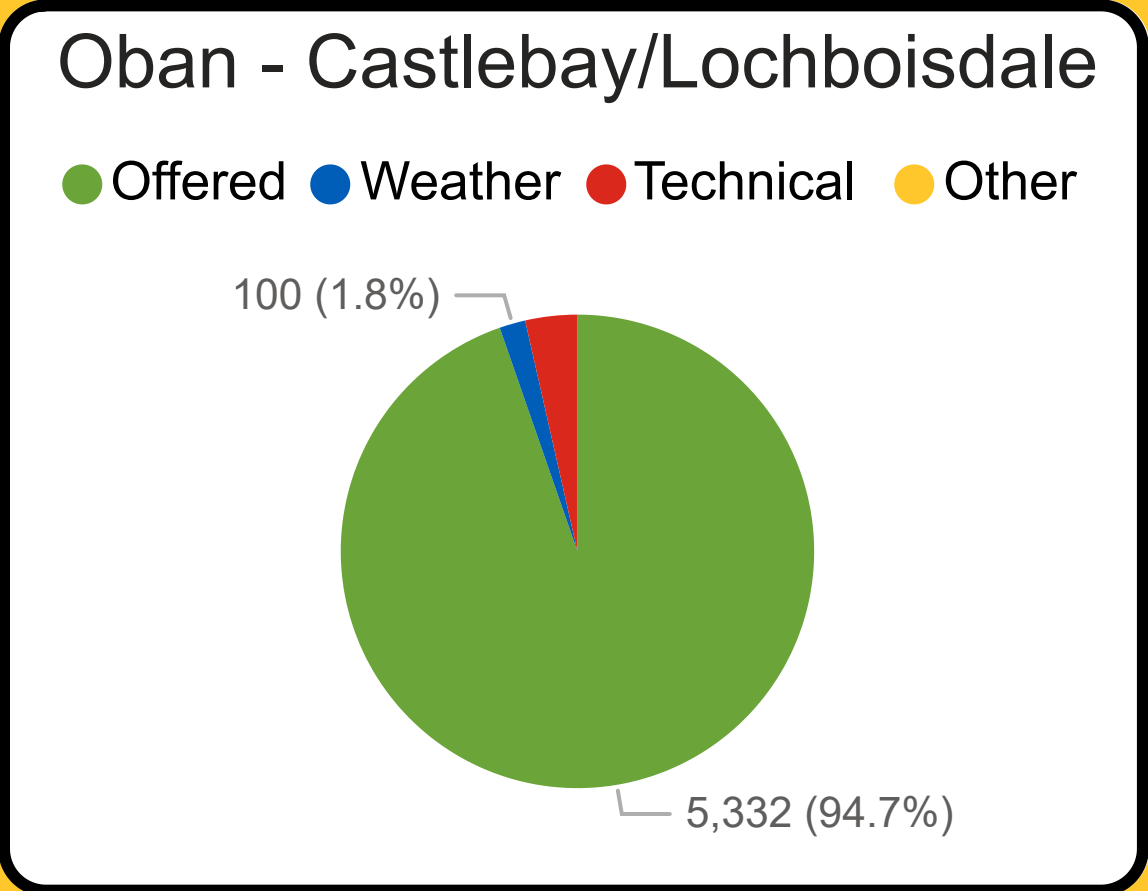
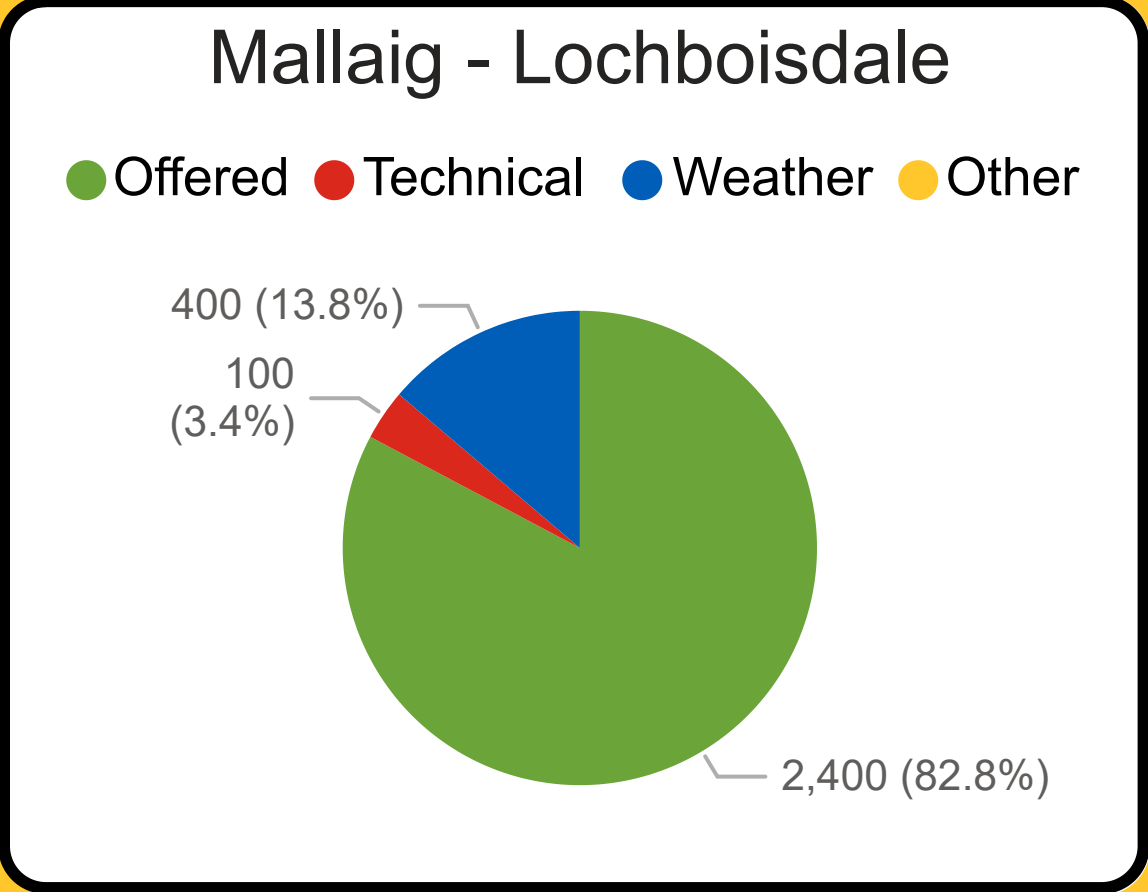
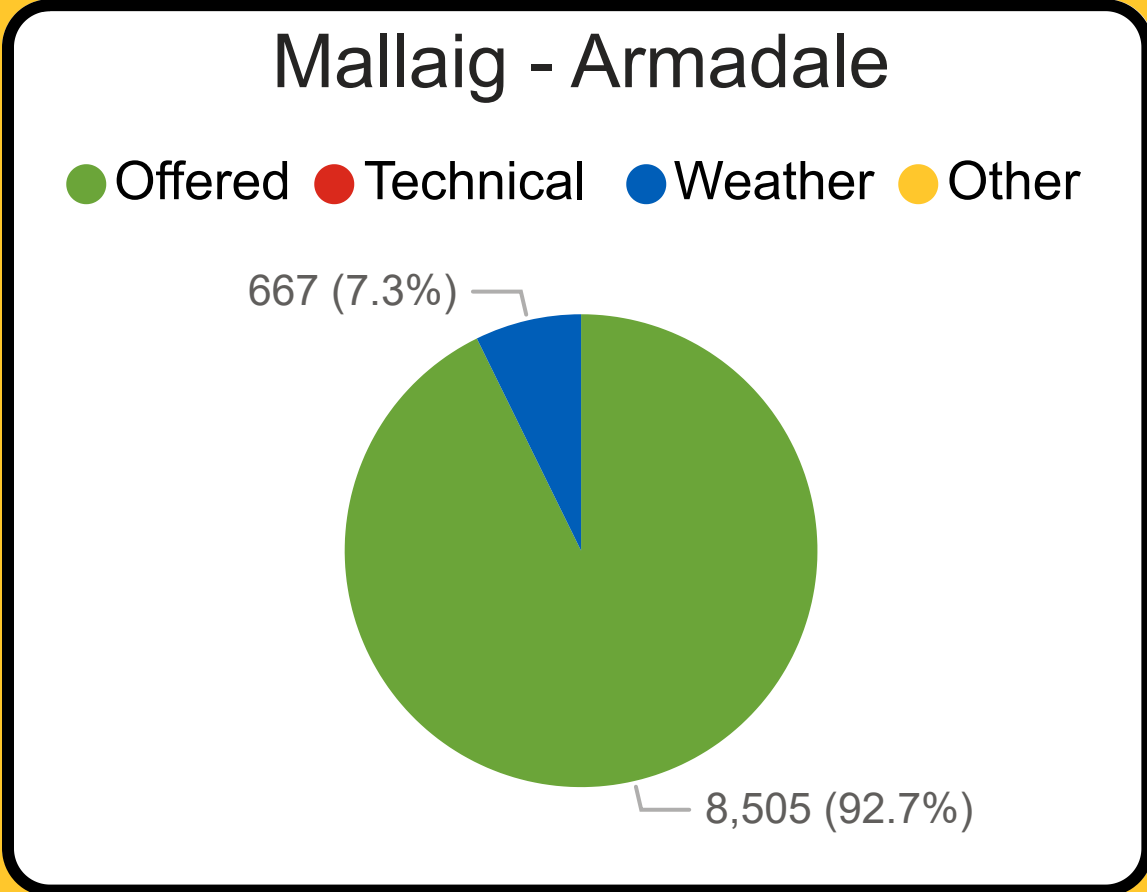
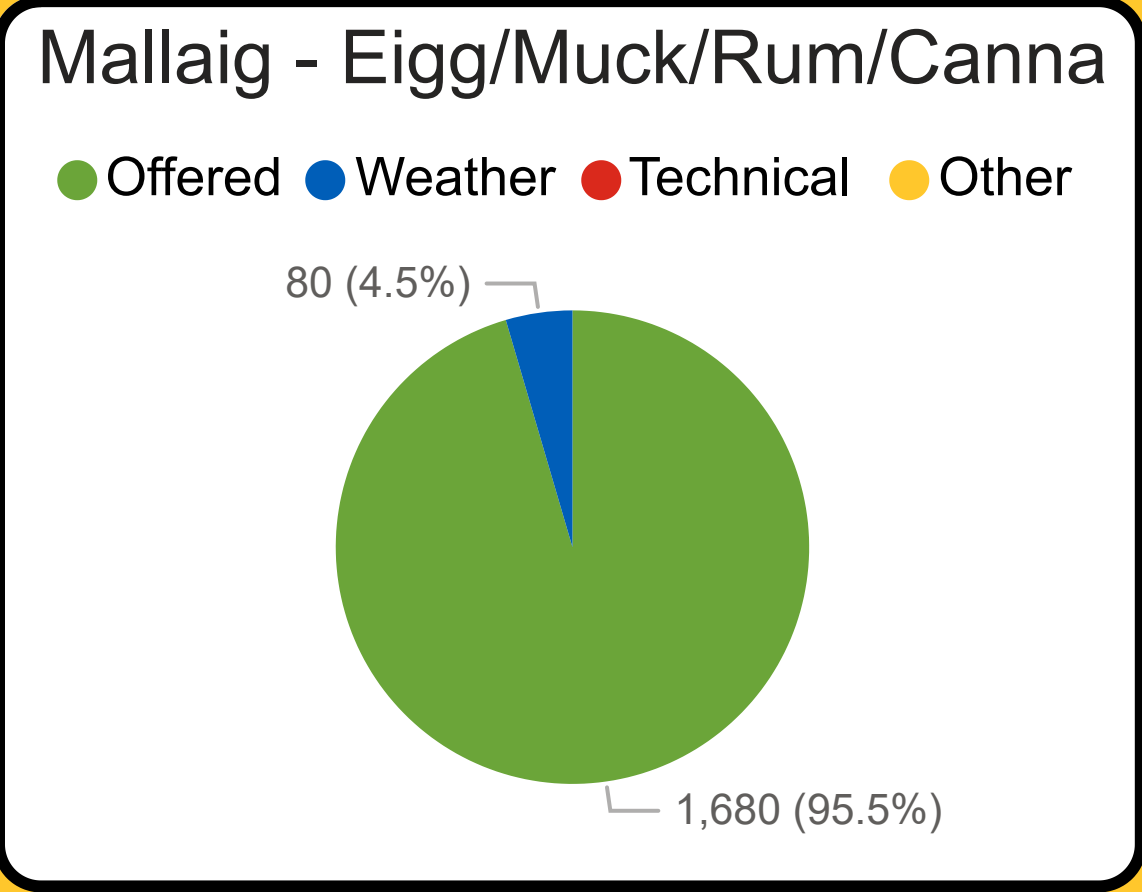
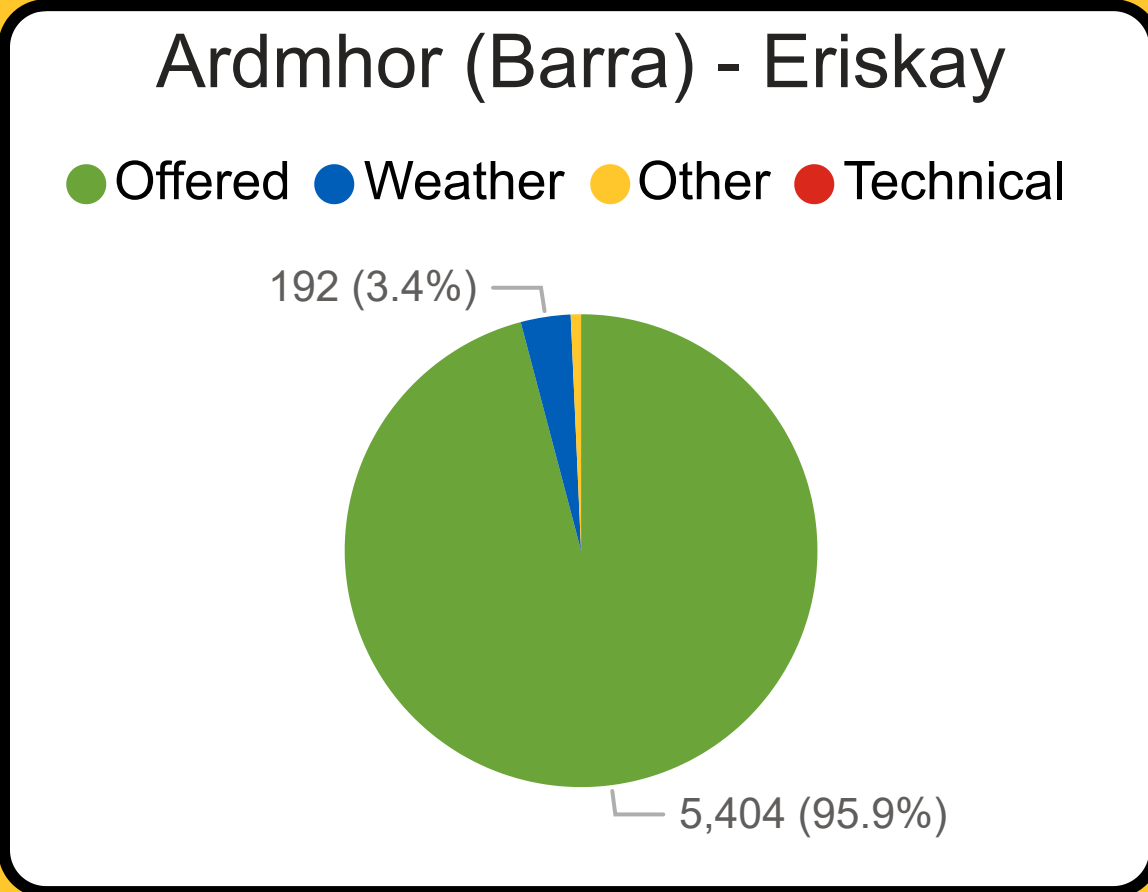


Shipped Commercial Vehicle Metres





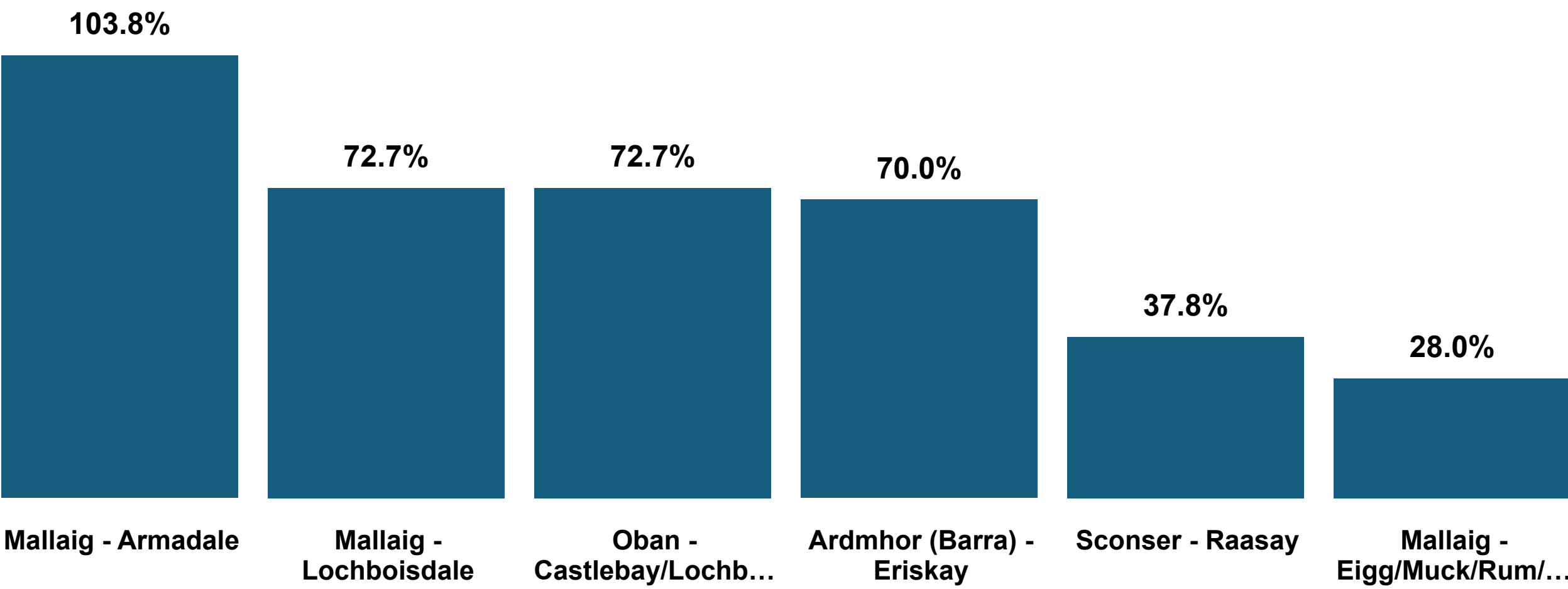
- 1 Car Equivalent Space is equal to 4.6 General Lane Metres
- Below visuals represent car equivalent spaces offered vs car equivalent space made unavailable as a result of technical, weather and all other cancellations



Route	Offered	Weather	Tech	Other
Sconser - Raasay	10,718			
Mallaig - Armadale	8,505	667		
Ardmhor (Barra) - Eriskay	5,404	192		40
Oban - Castlebay/Lochboisdale	5,332	100	200	
Mallaig - Lochboisdale	2,400	400	100	
Mallaig - Eigg/Muck/Rum/Canna	1,680	80		



Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Mallaig - Armadale	39.1K	40.6K	8,829	103.8%
Mallaig - Lochboisdale	11.0K	8.0K	1,746	72.7%
Oban - Castlebay/Lochboisdale	24.5K	17.8K	3,877	72.7%
Ardmhor (Barra) - Eriskay	24.9K	17.4K	3,783	70.0%
Sconser - Raasay	49.3K	18.6K	4,053	37.8%
Mallaig - Eigg/Muck/Rum/Canna	7.7K	2.2K	471	28.0%
Total	156.6K	104.7K	22,759	66.9%

Overall Utilisation of Sailings

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

