

Total Number of Survey Responses

Last 6 Months

38K

Our Performance in August 2025

Customer Feedback Metrics

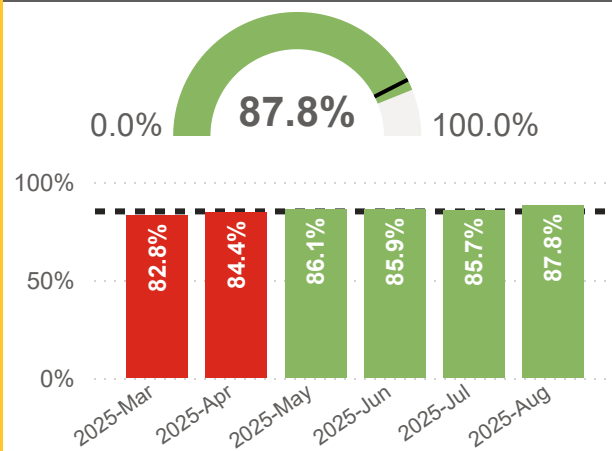
Network Wide



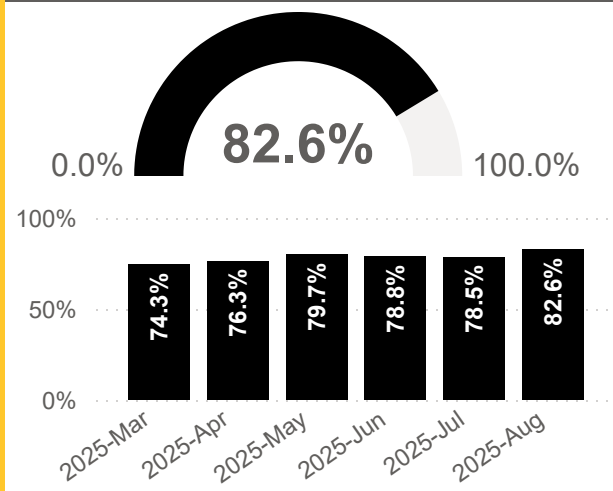
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.

Overall Satisfaction

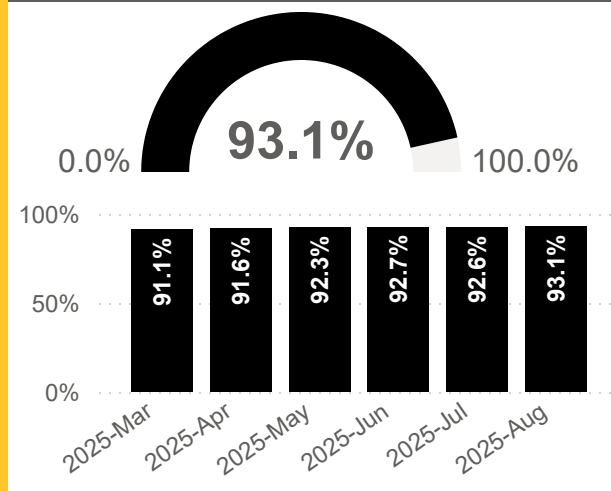
Target: 85%



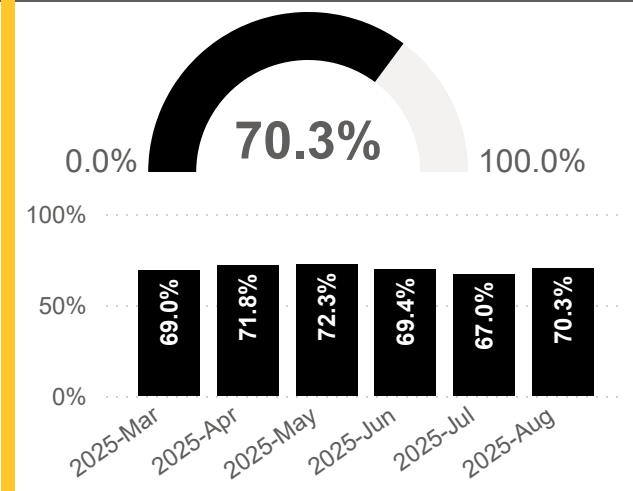
Trust to Deliver Service



Customer Satisfaction with Staff

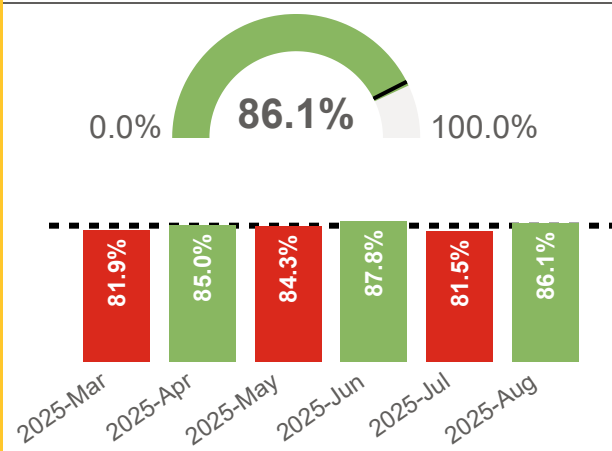


Calls Resolved on 1st Call

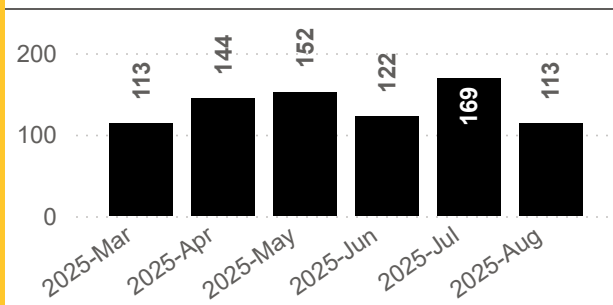


Sentiment

Target: 85%



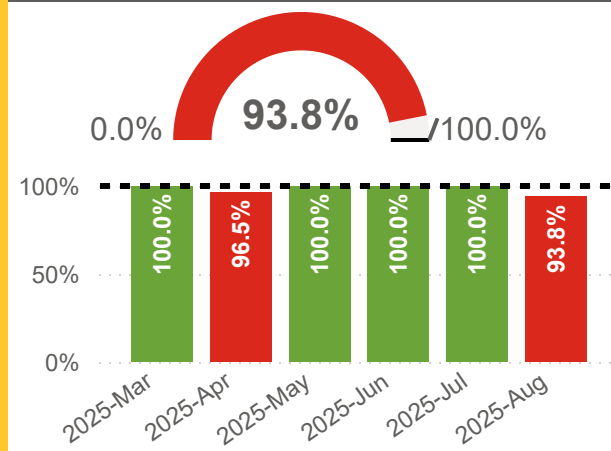
Number of Complaints Received



Complaints have decreased into June from the previous two months, in spite of the busier summer season.

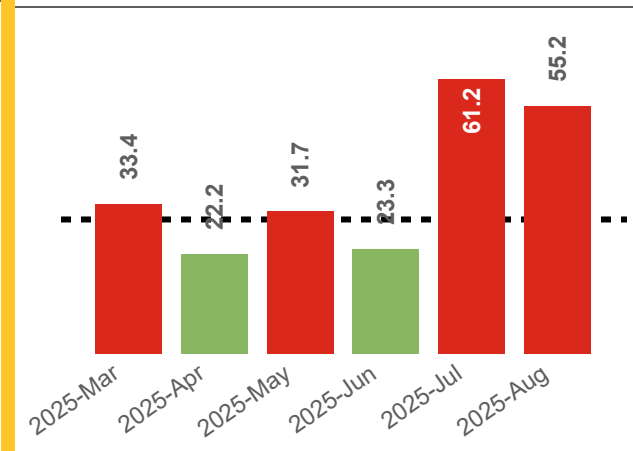
Complaints Handled within 21 Days

Target: 100%



Average of Time to Answer (s)

Target: 30s



Clyde South

Total Number of Survey Responses

4754

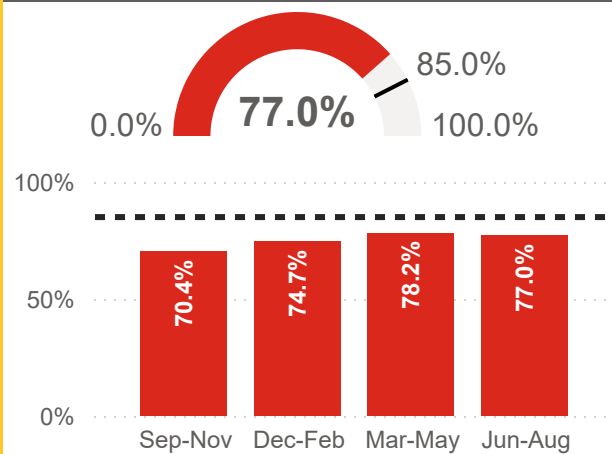
Our Performance in August 2025 Customer Feedback Metrics Clyde South



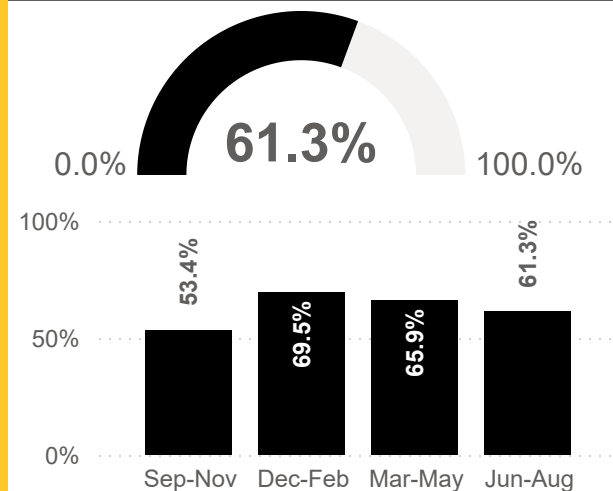
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.
Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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

Overall Satisfaction

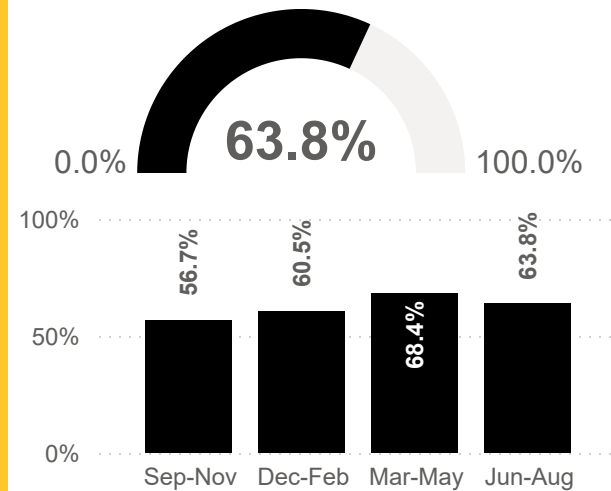
Target: 85%



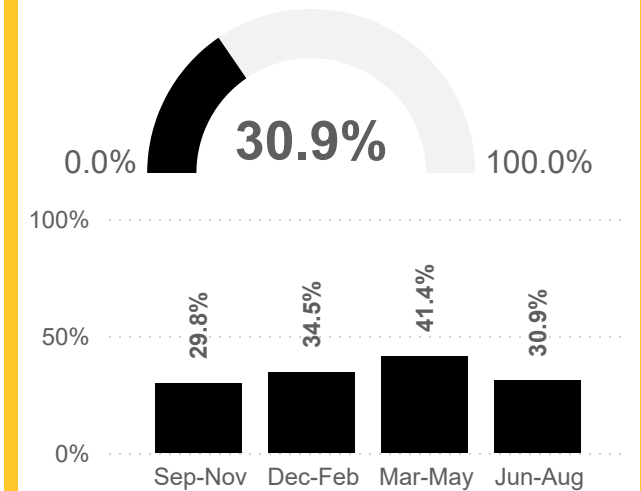
Overall Satisfaction: Community



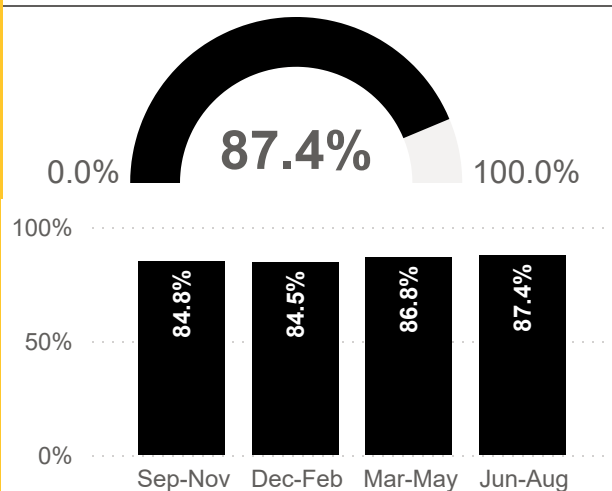
Trust to Deliver Service



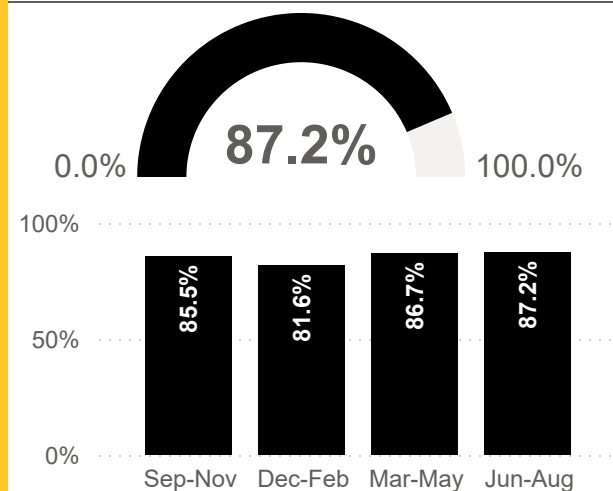
Trust to Deliver: Community



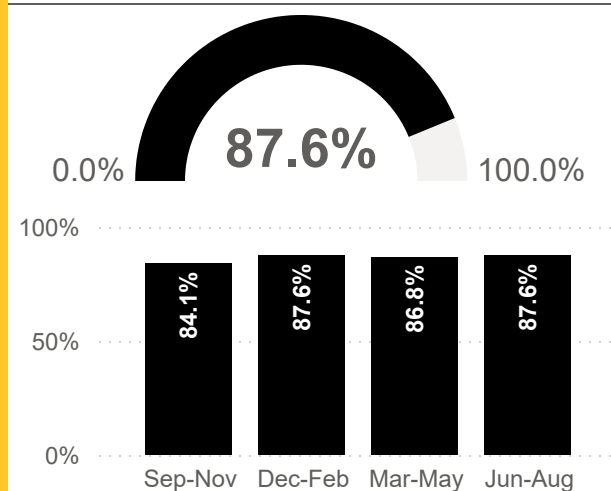
Customer Satisfaction with Staff



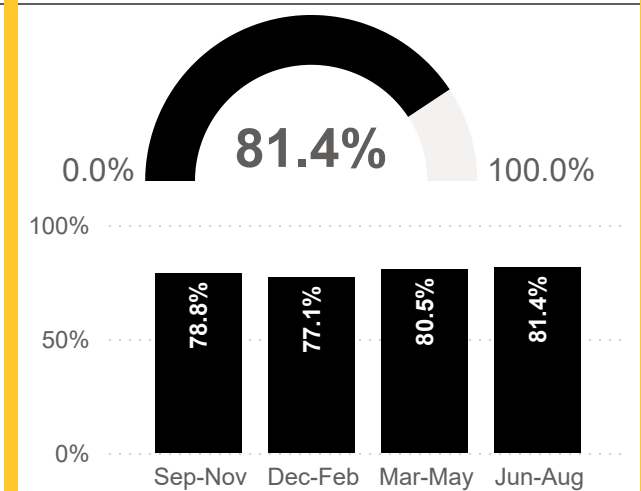
Satisfaction with Port Staff



Satisfaction with Onboard Crew

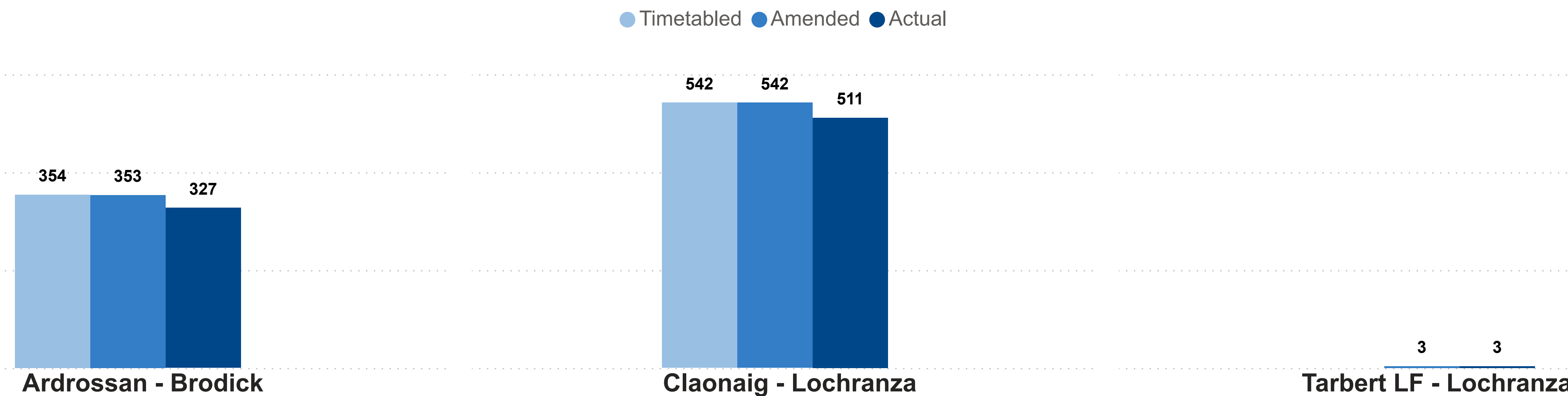


Satisfaction with the Port

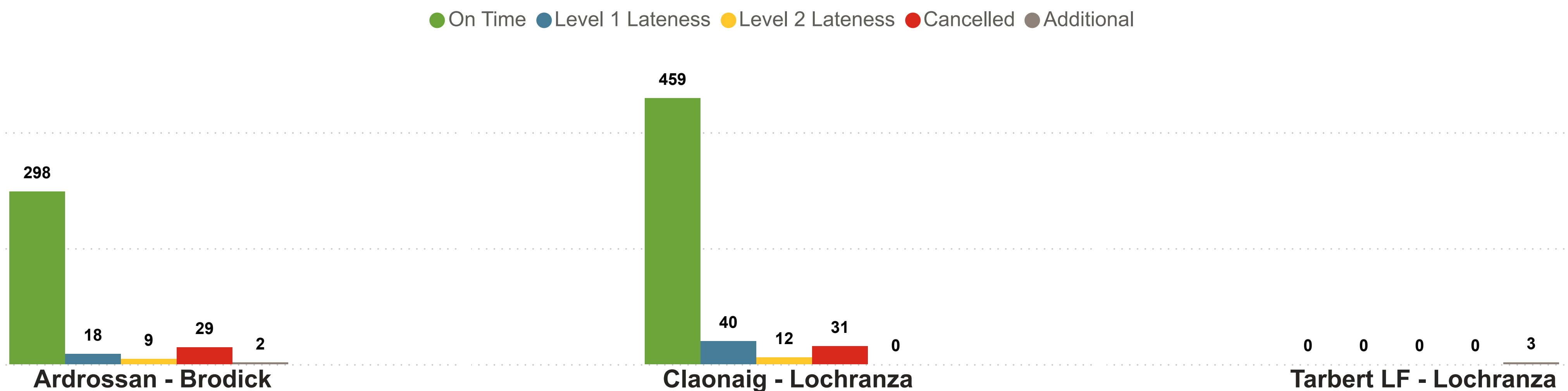




Sailings Timetabled, Amended & Actual



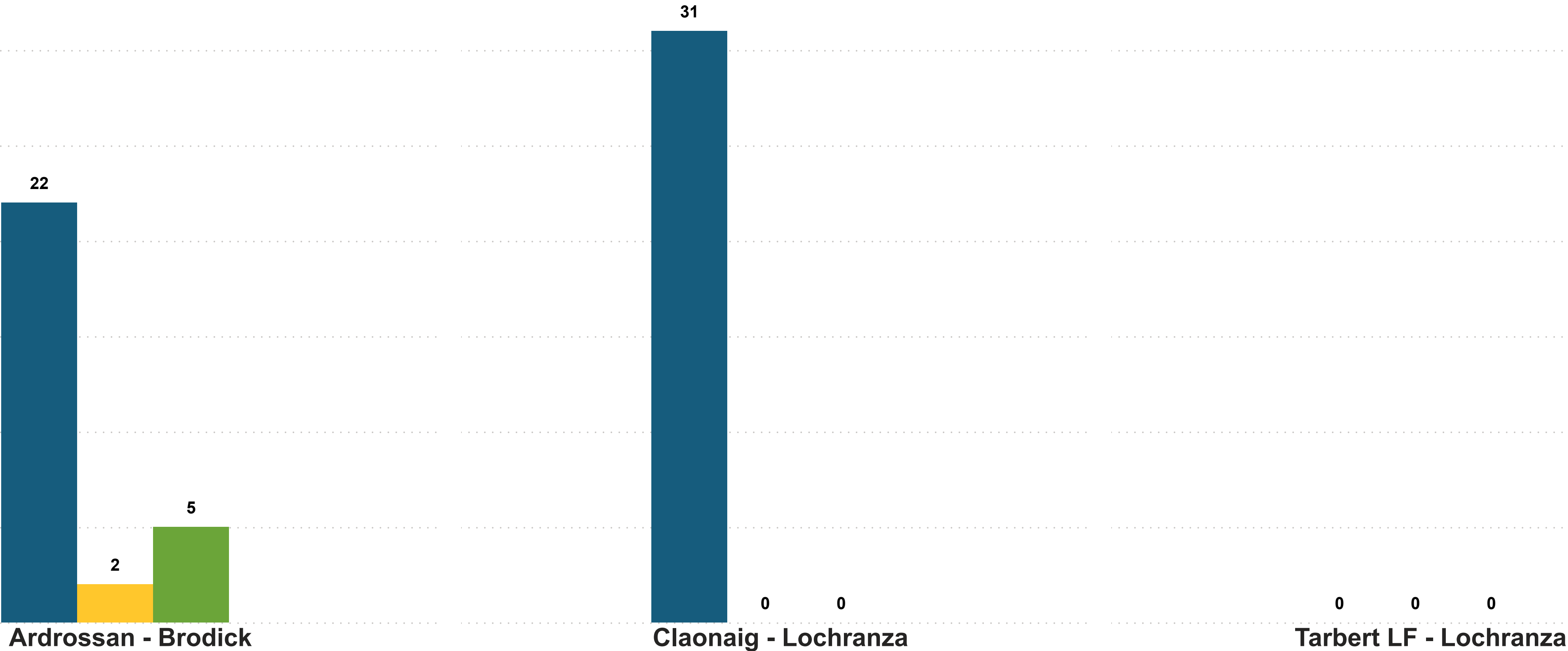
Punctuality & Reliability





Cancelled Sailings (By Reason)

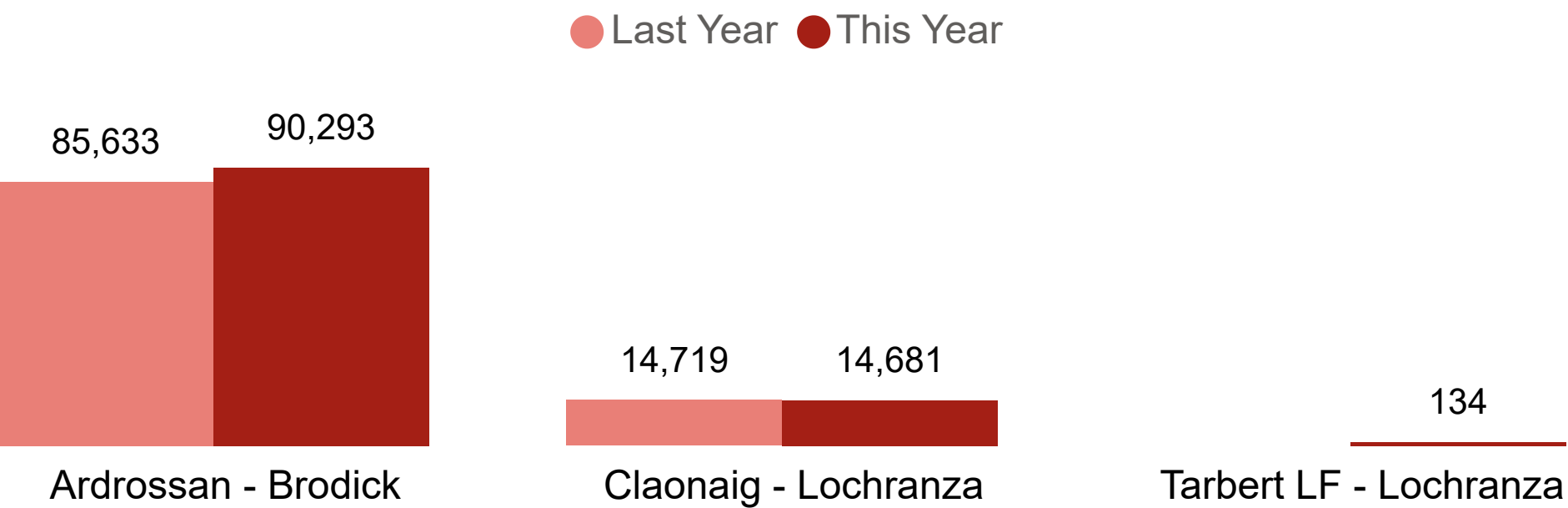
Weather Technical Other



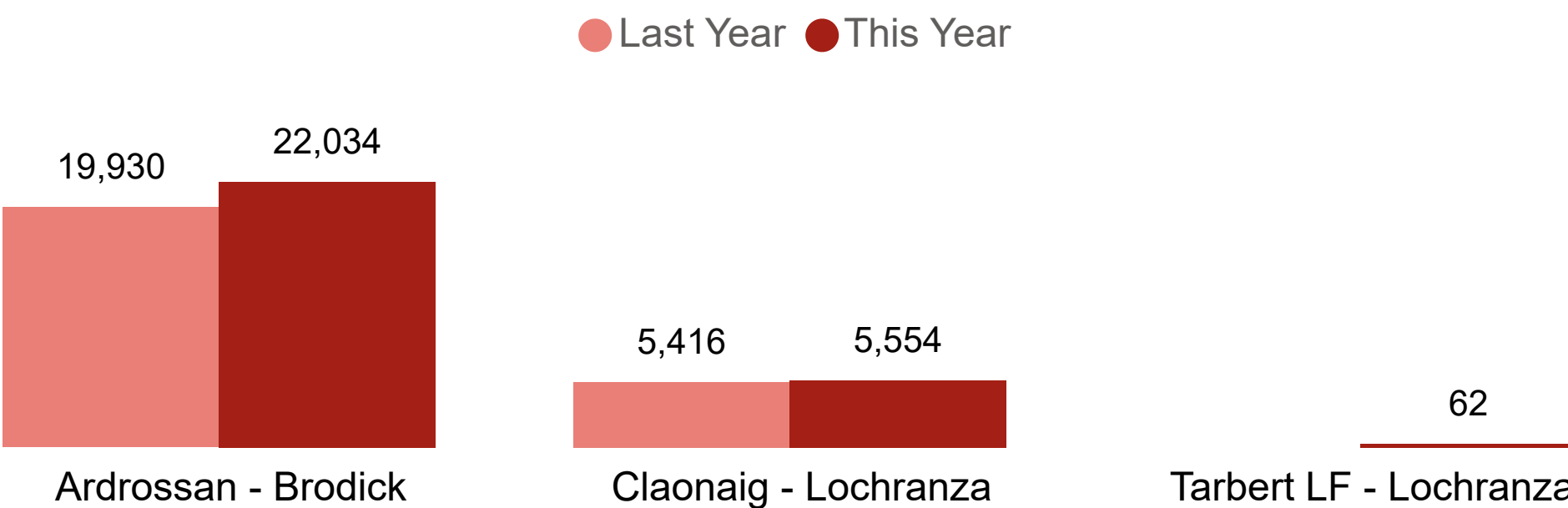
"Other" refers to any cancellations not resulting from weather and technical disruption. This includes cancellations due to reasons such as bunkering issues, berth unavailability etc.



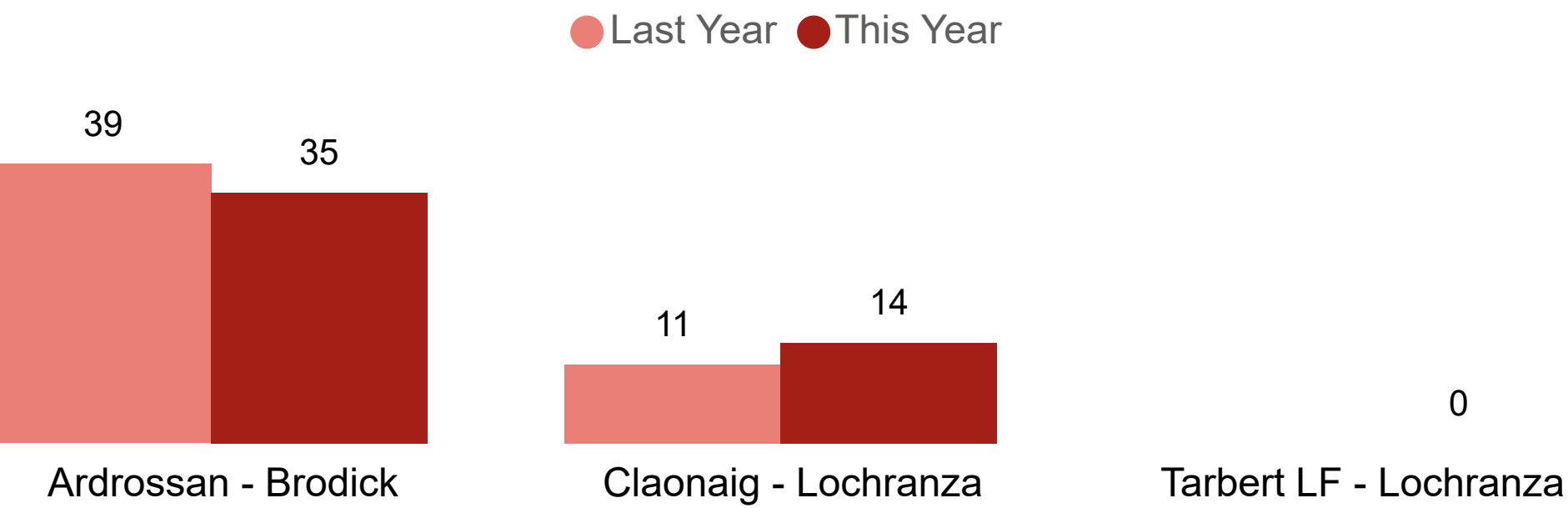
Shipped Passengers



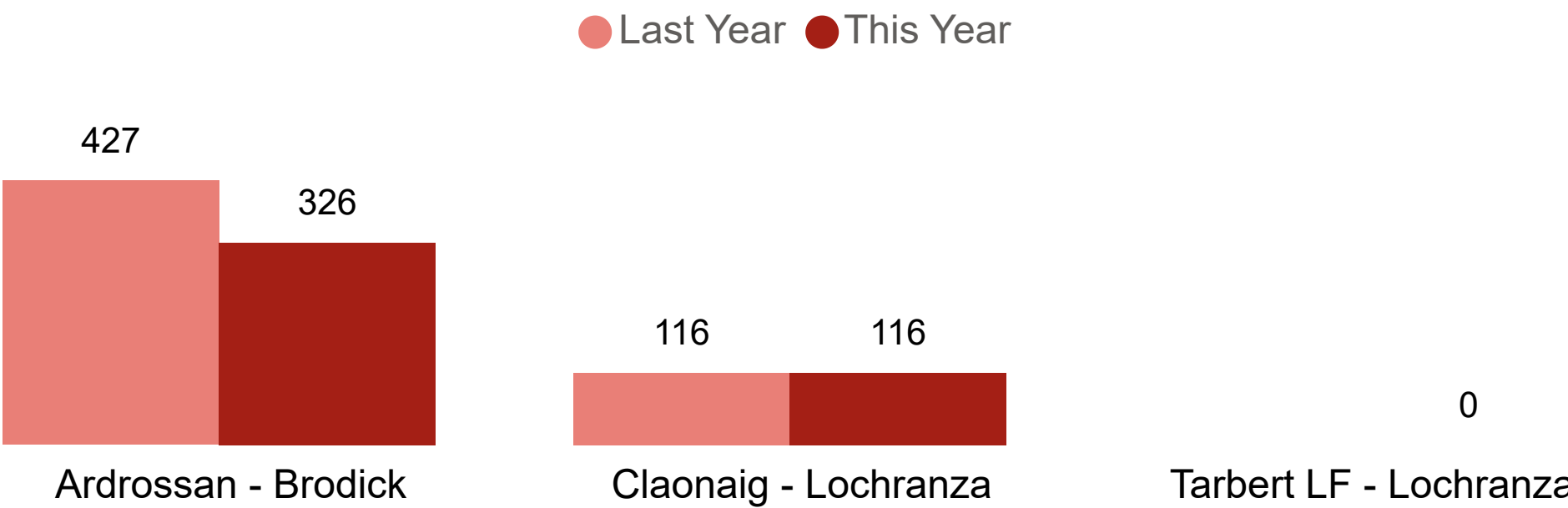
Shipped Cars



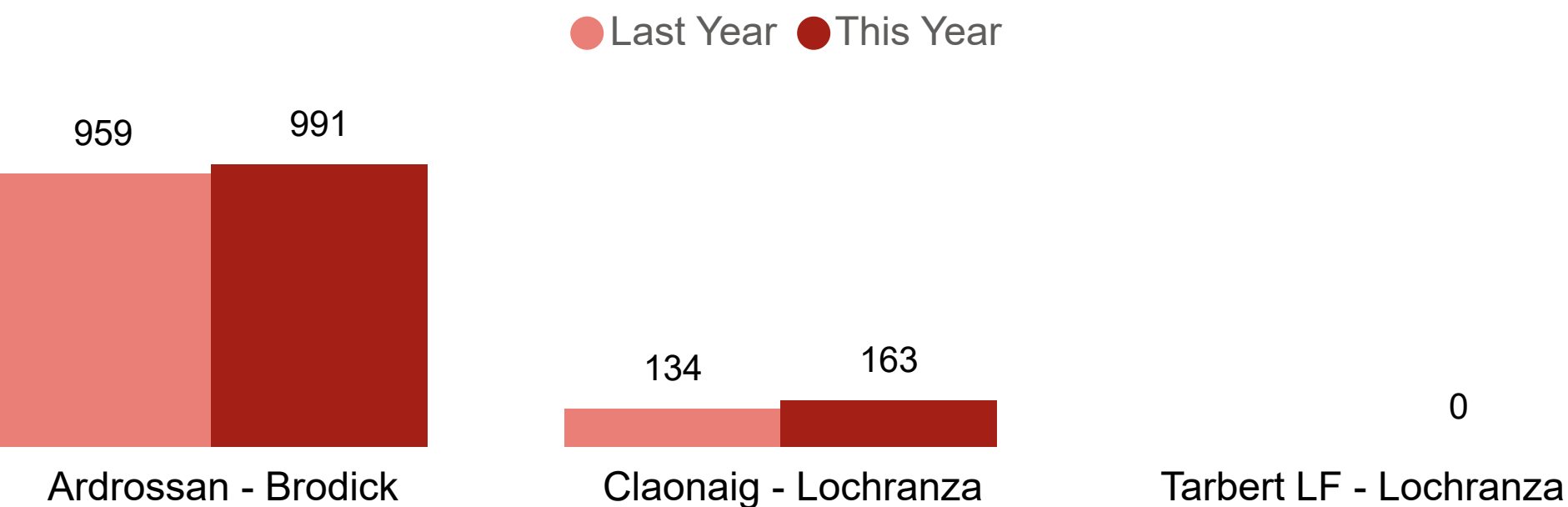
Shipped Coaches



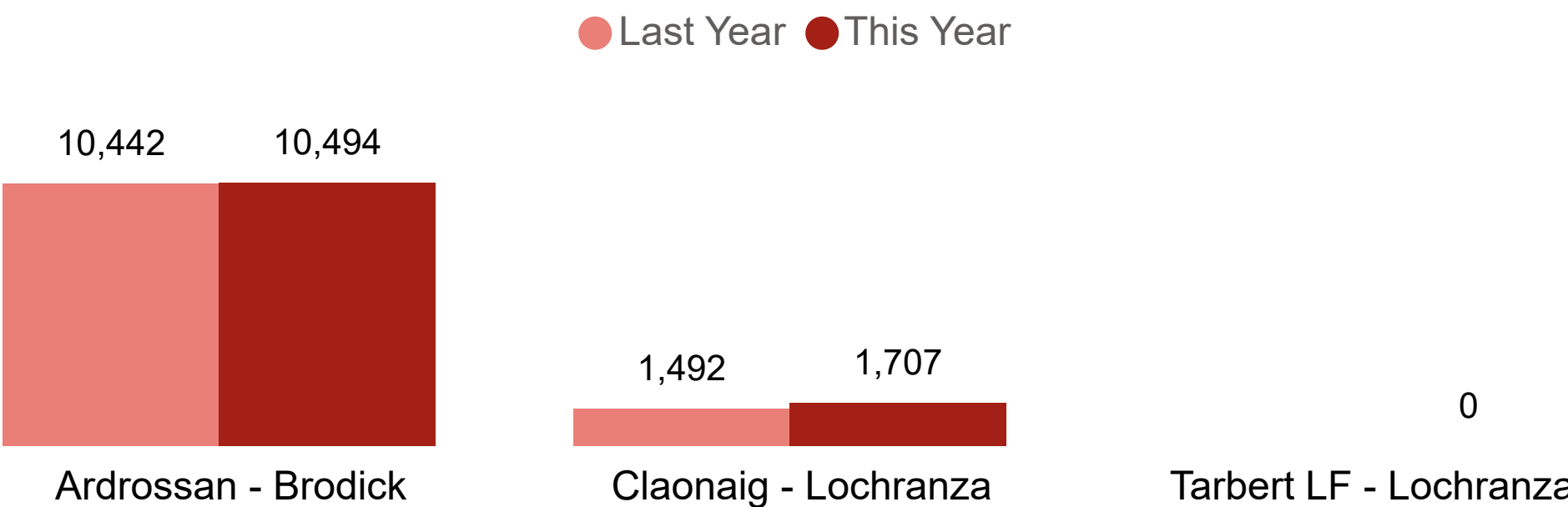
Shipped Coach Metres



Shipped Commercial Vehicles



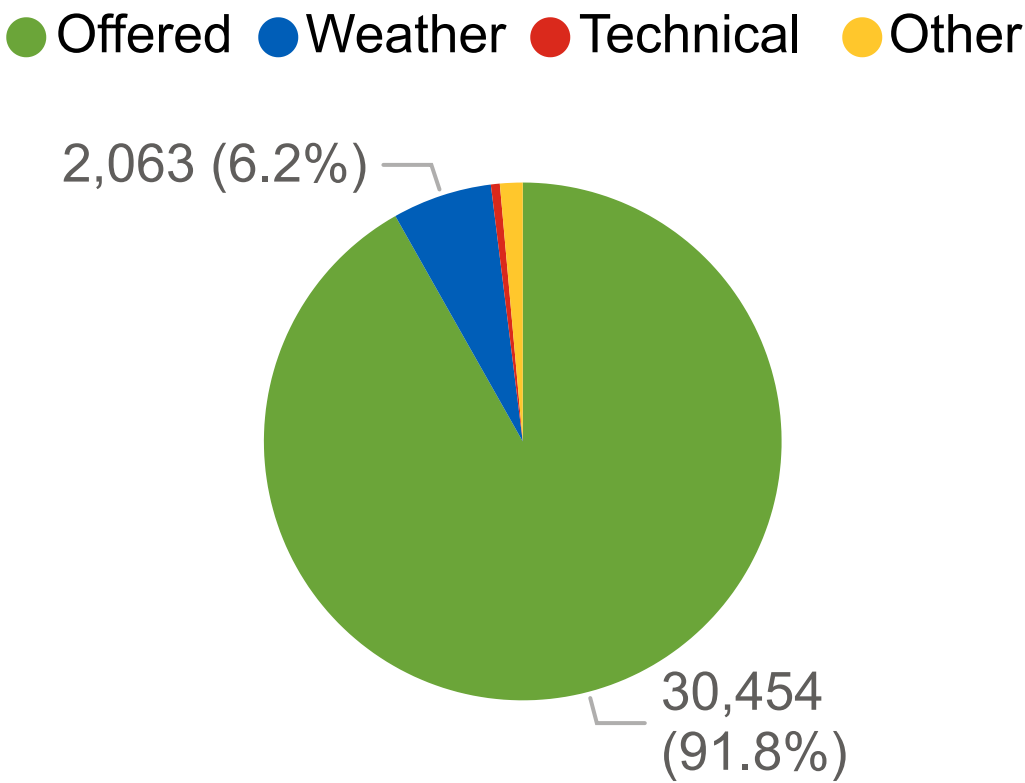
Shipped Commercial Vehicle Metres



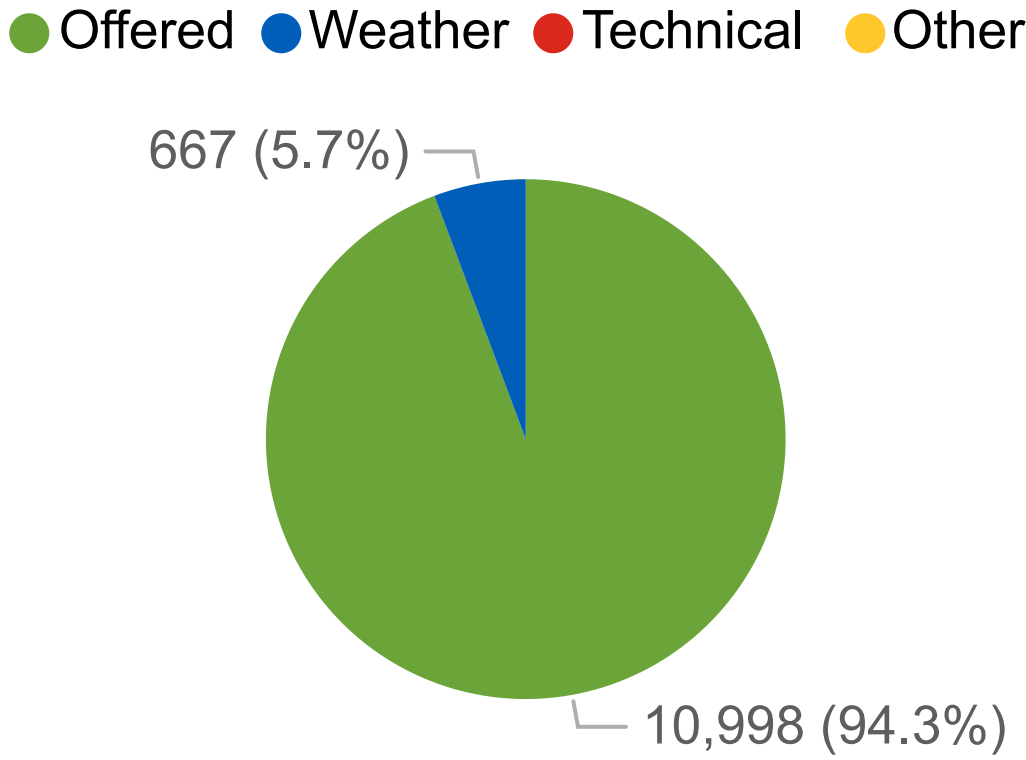


- 1 Car Equivalent Space is equal to 4.6 General Lane Metres
- Below visuals represent car equivalent spaces offered vs car equivalent space made unavailable as a result of technical, weather and all other cancellations

Ardrossan - Brodick



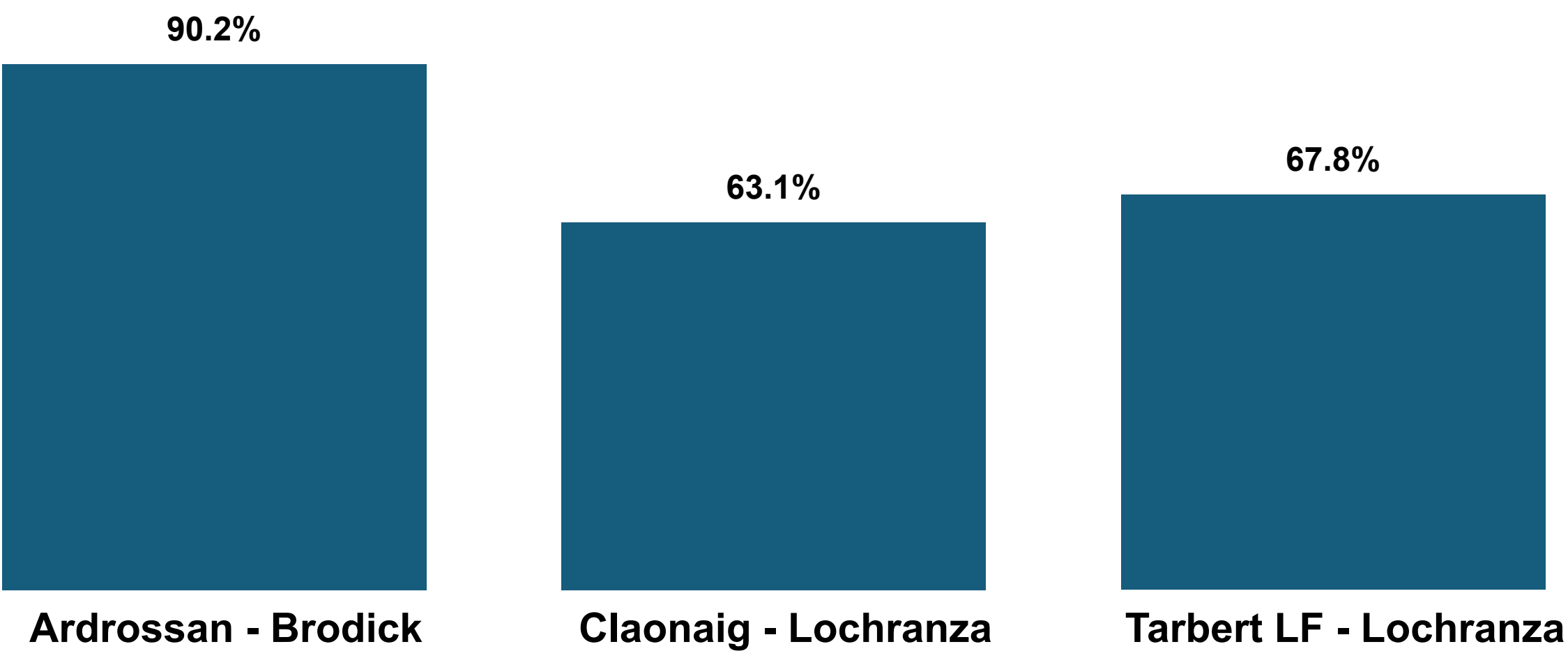
Claonaig - Lochranza



Route	Offered	Weather	Technical	Other
Ardrossan - Brodick	30,454	2,063	185	469
Claonaig - Lochranza	10,998	667		
Tarbert LF - Lochranza	65			



Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Ardrossan - Brodick	140.1K	126.4K	27,485	90.2%
Claonaig - Lochranza	50.6K	31.9K	6,939	63.1%
Tarbert LF - Lochranza	0.3K	0.2K	44	67.8%
Total	191.0K	158.6K	34,467	83.0%

Overall Utilisation of Sailings

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

