

Total Number of
Survey Responses
Last 6 Months

30K

Our Performance in August 2026

Customer Feedback Metrics

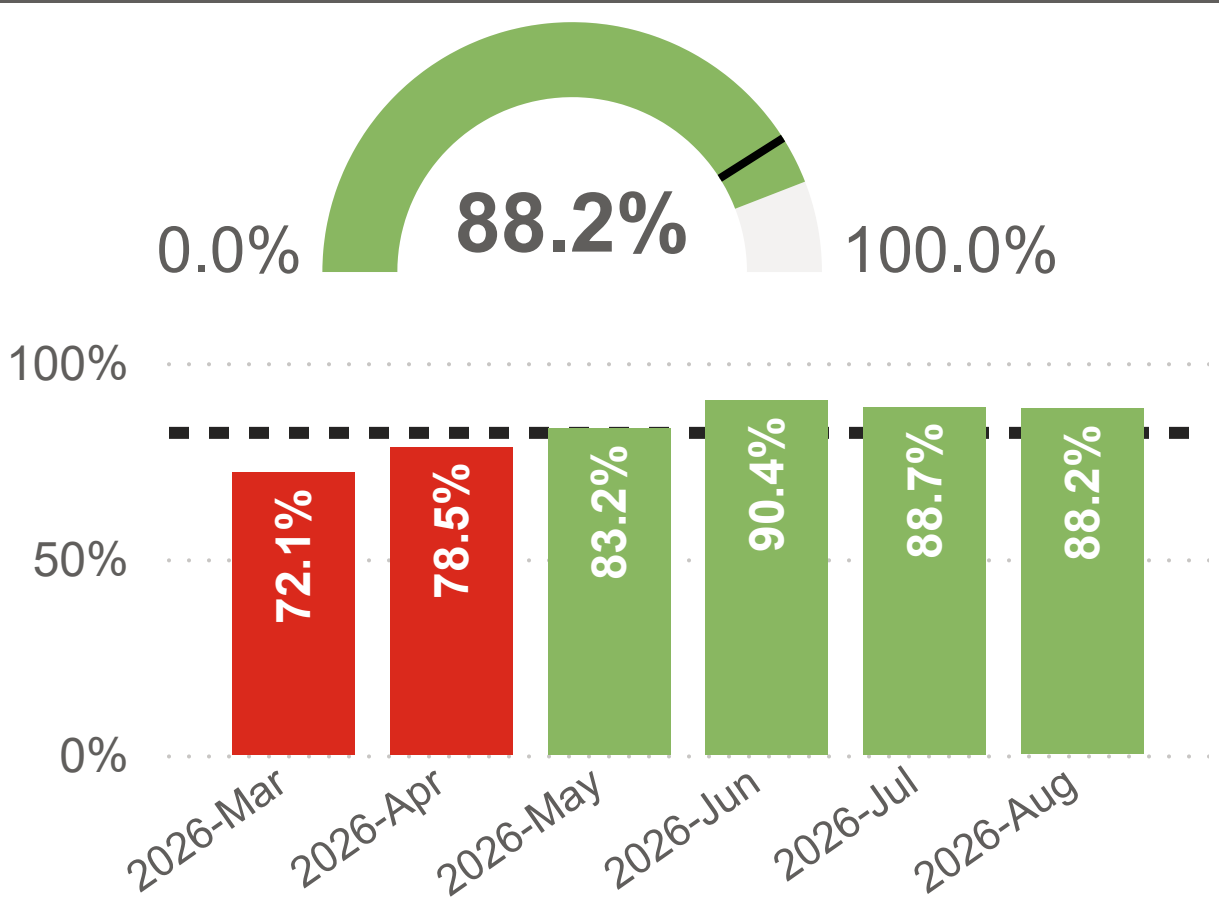
Network Wide



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.

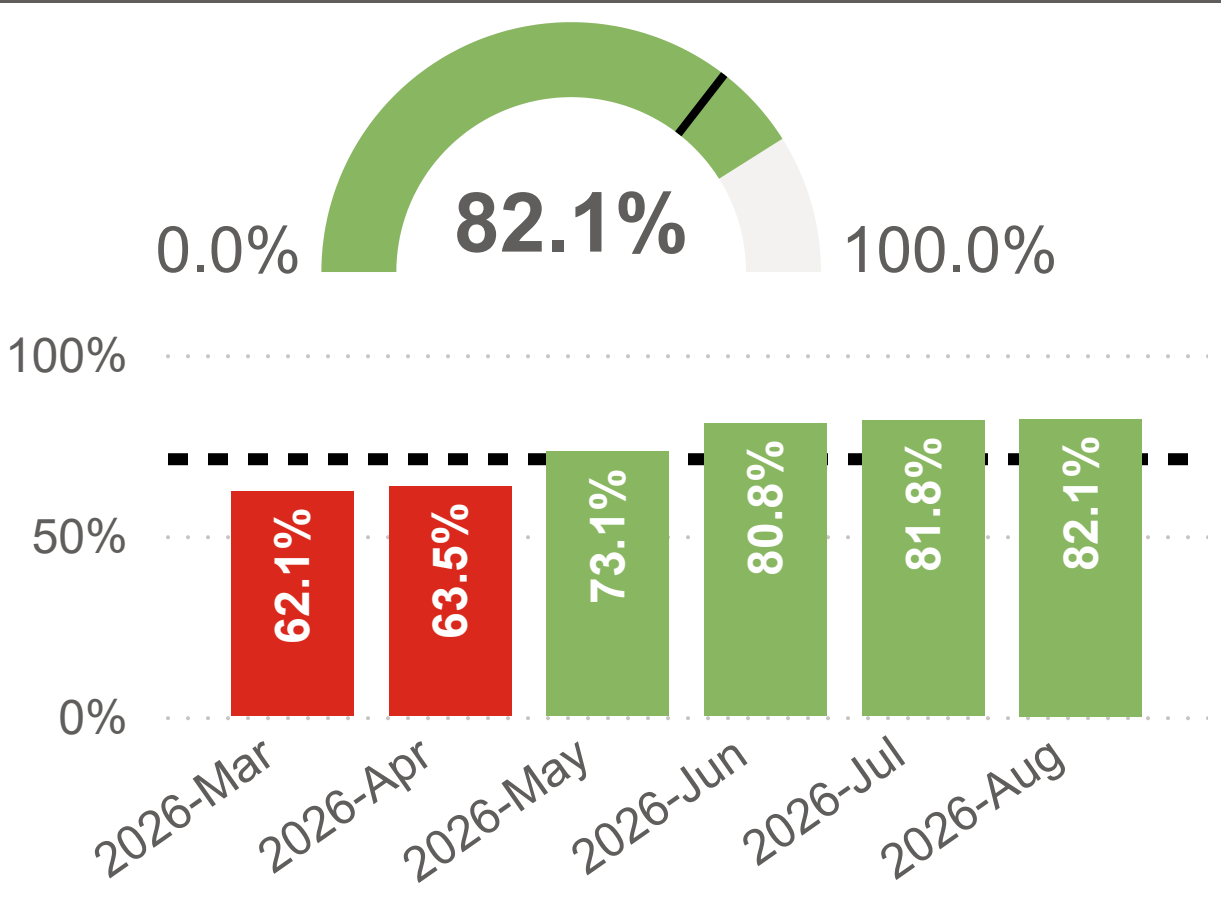
Overall Satisfaction

CHFS 3 Target: 82%

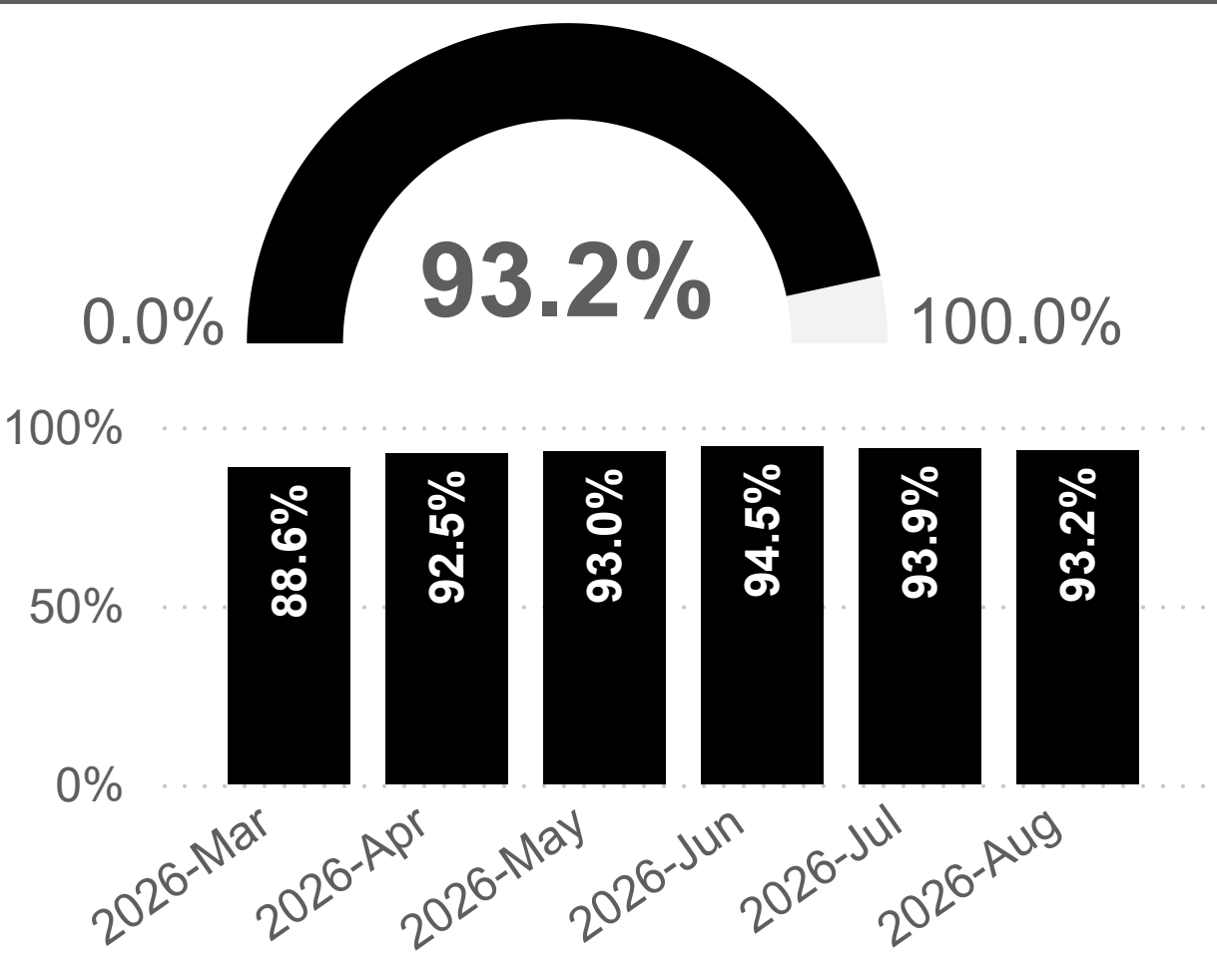


Trust to Deliver Service

CHFS 3 Target: 71%

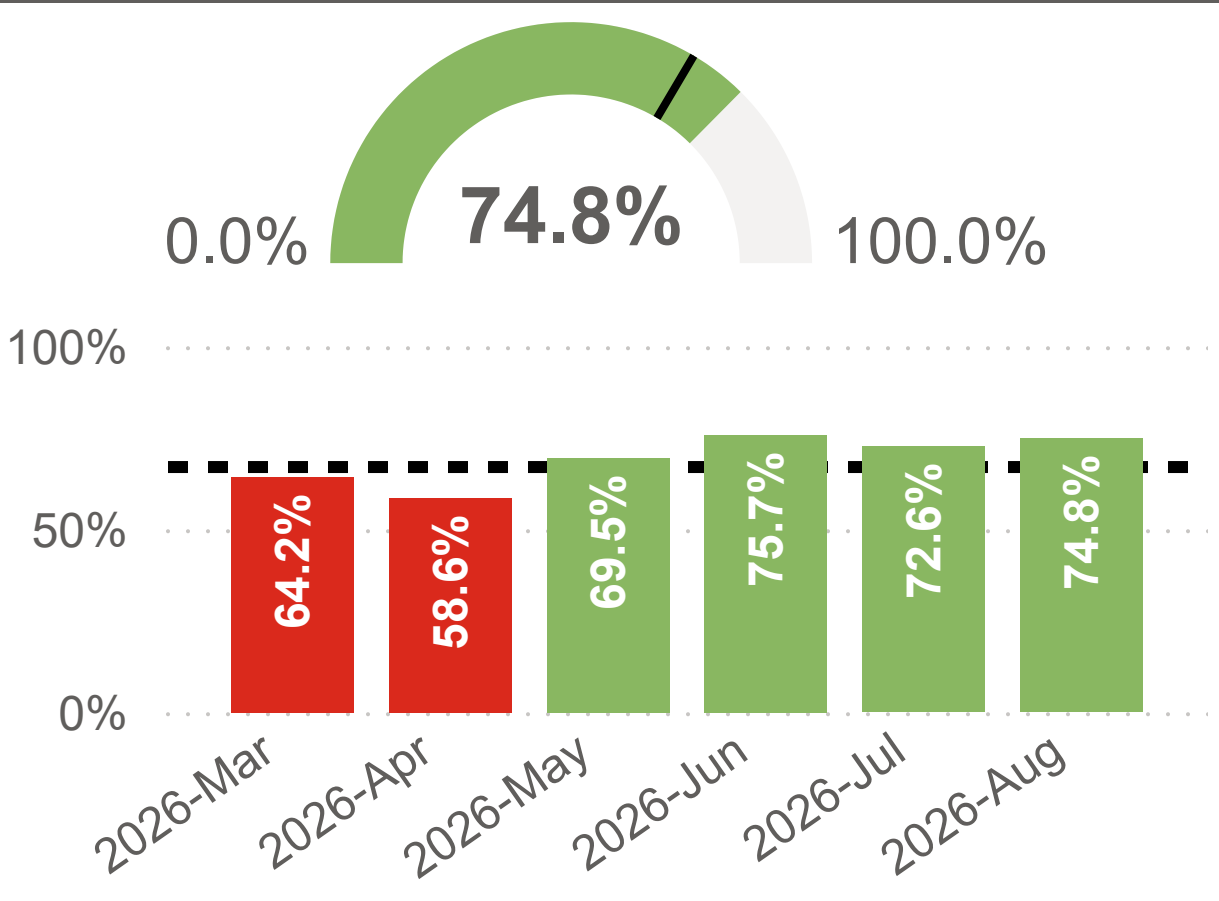


Customer Satisfaction with Staff



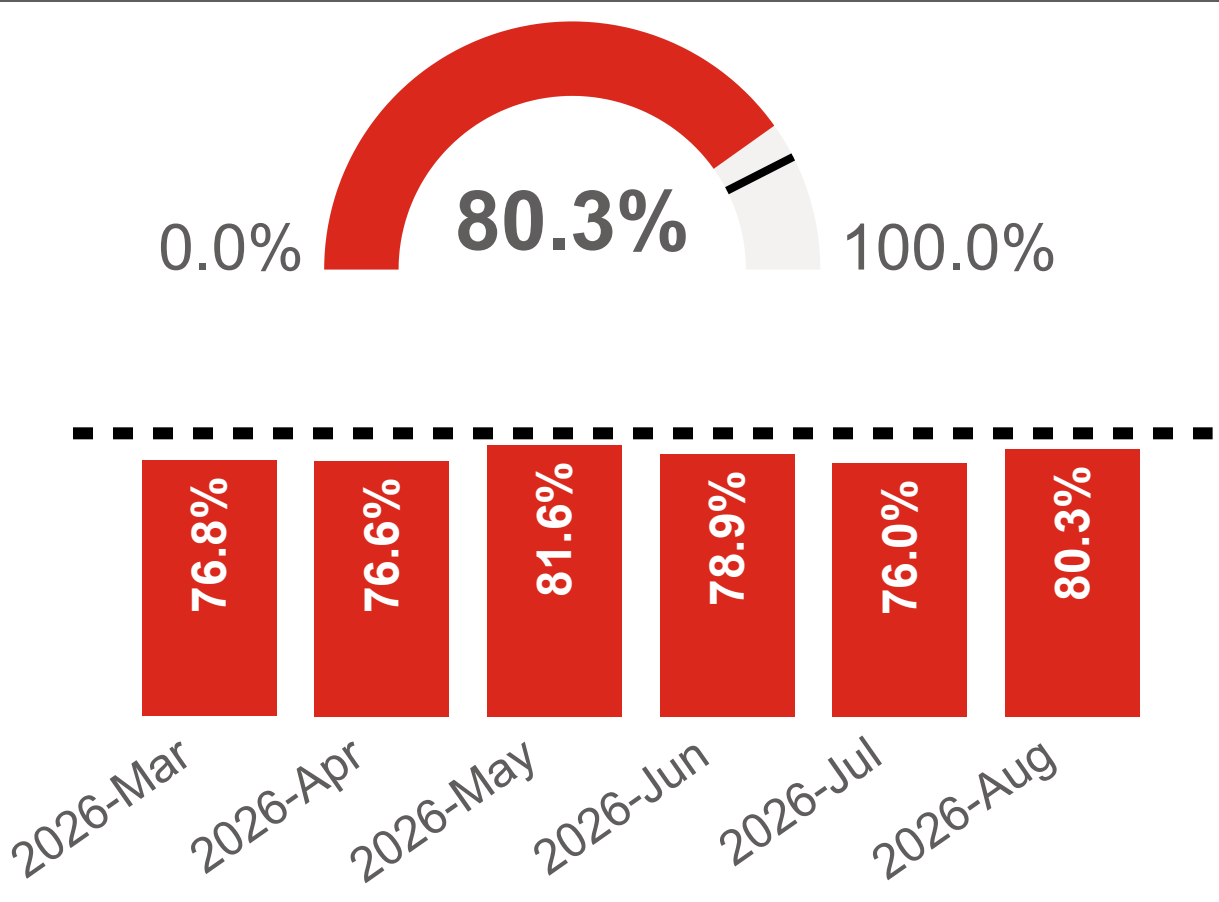
Calls Resolved on 1st Call

CHFS 3 Target: 67%

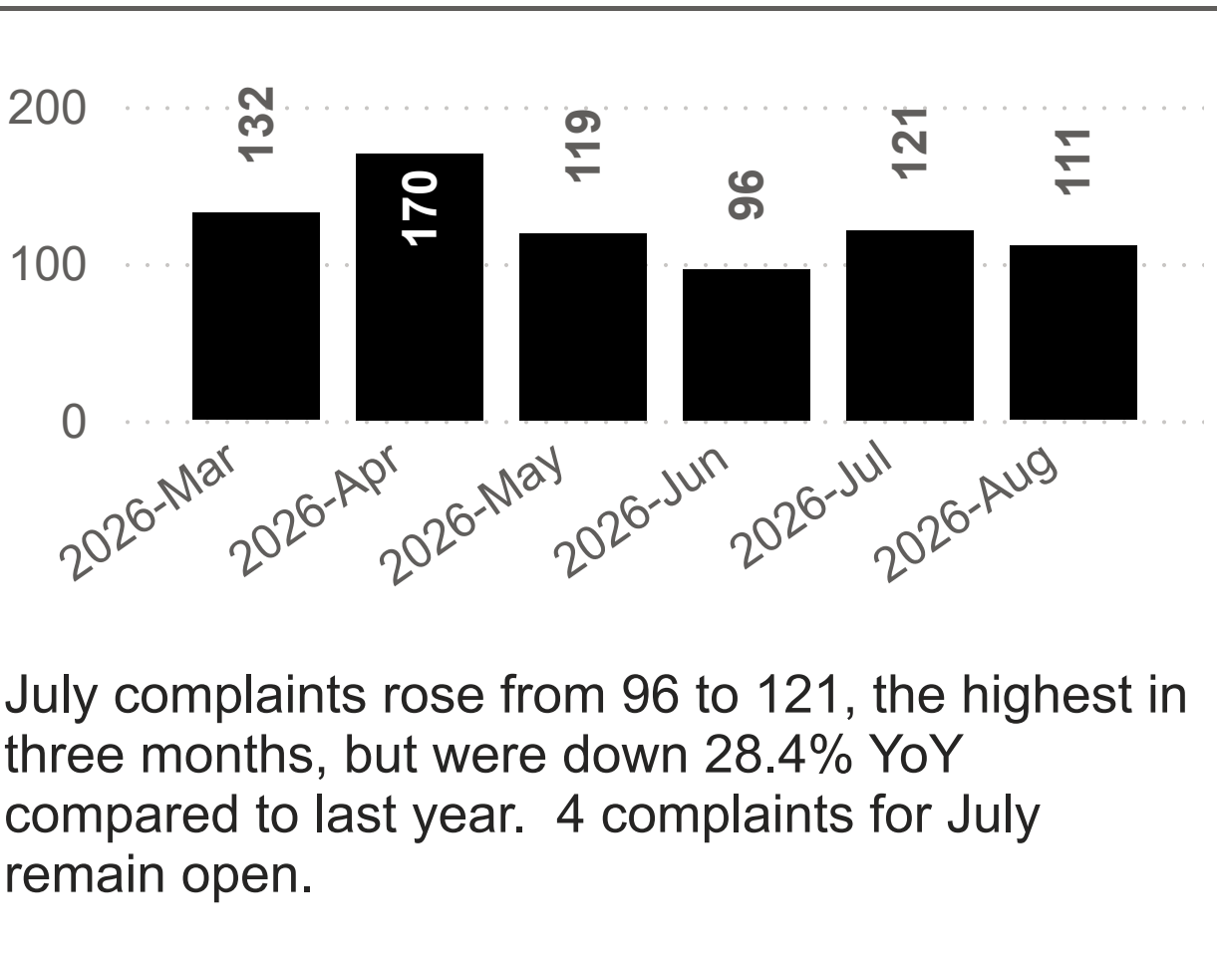


Sentiment

Target: 85%

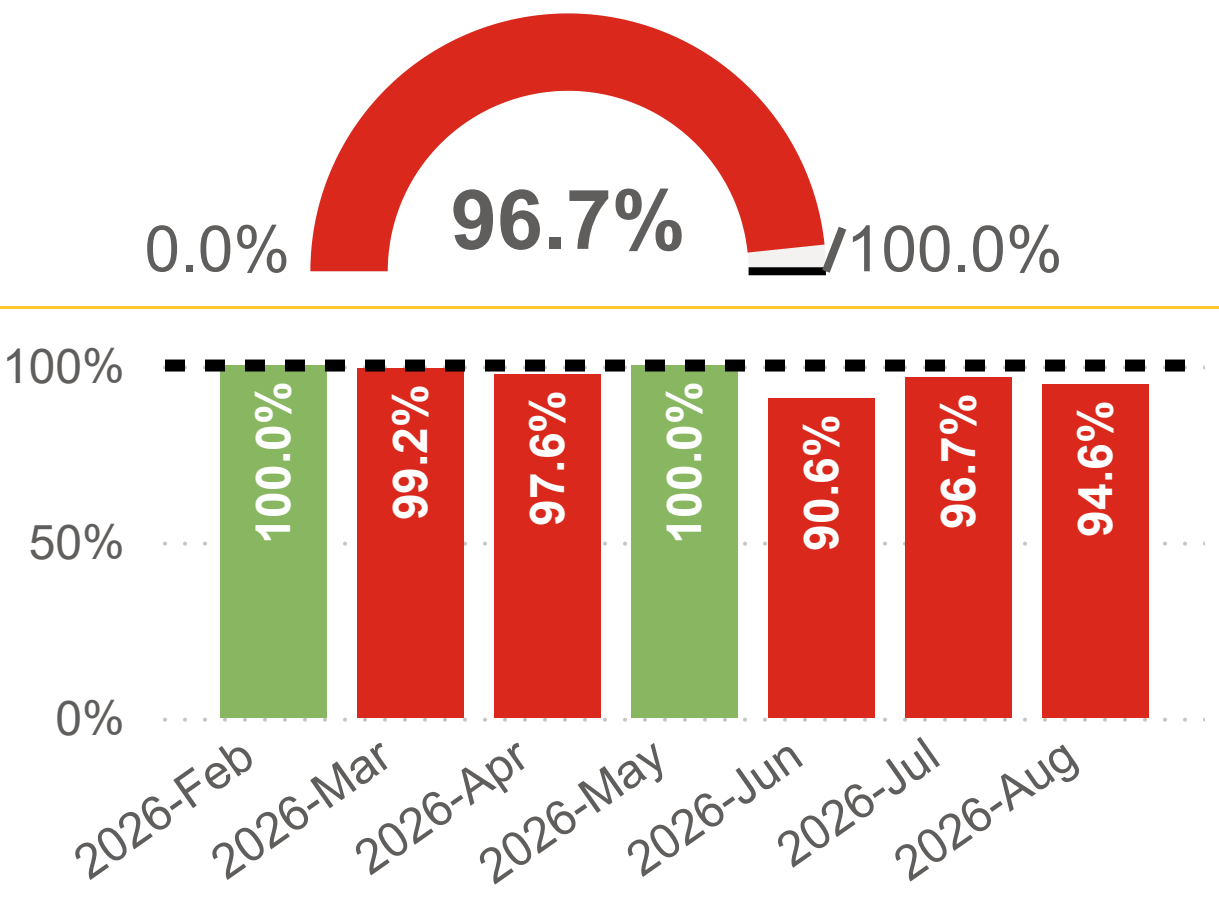


Number of Complaints Received



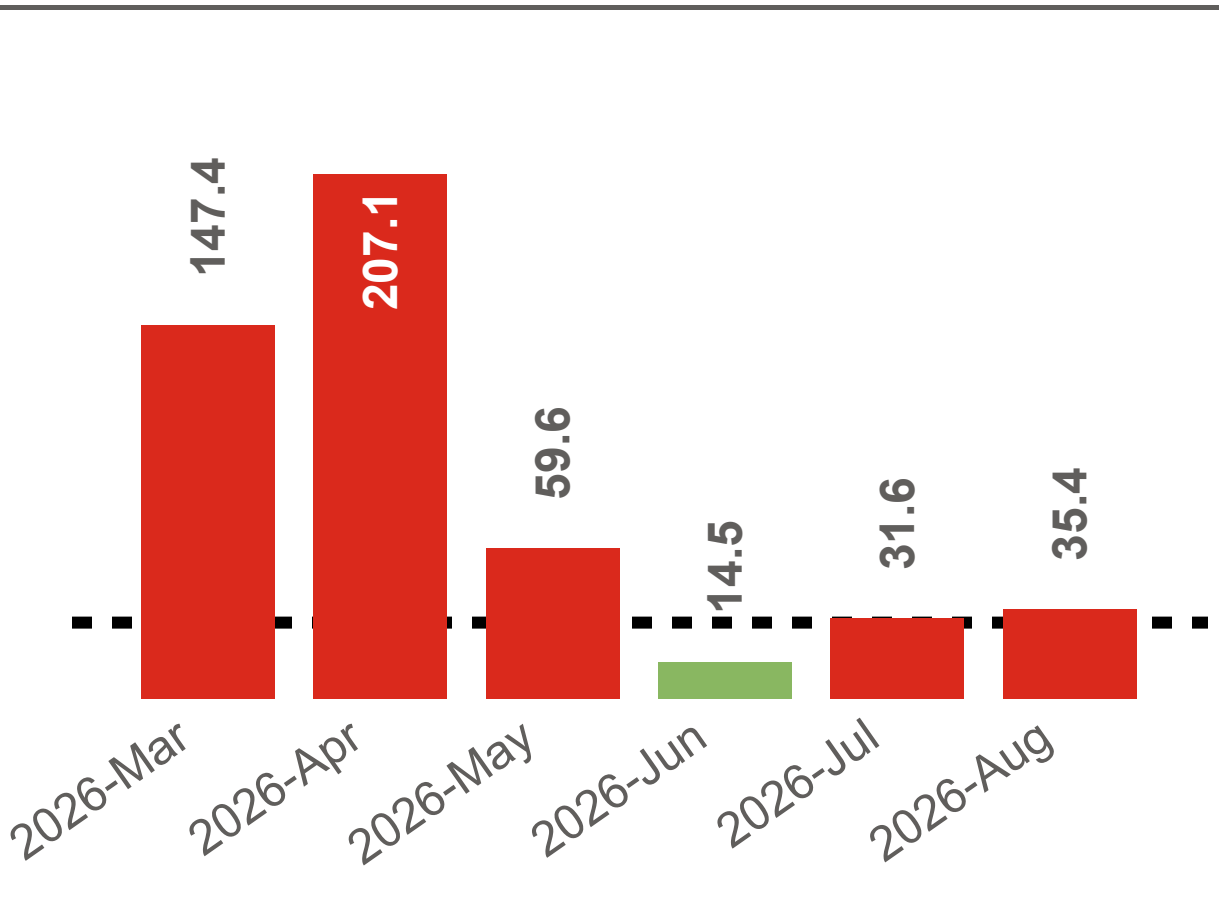
Complaints Handled within 21 Days

Target: 100%



Average of Time to Answer (s)

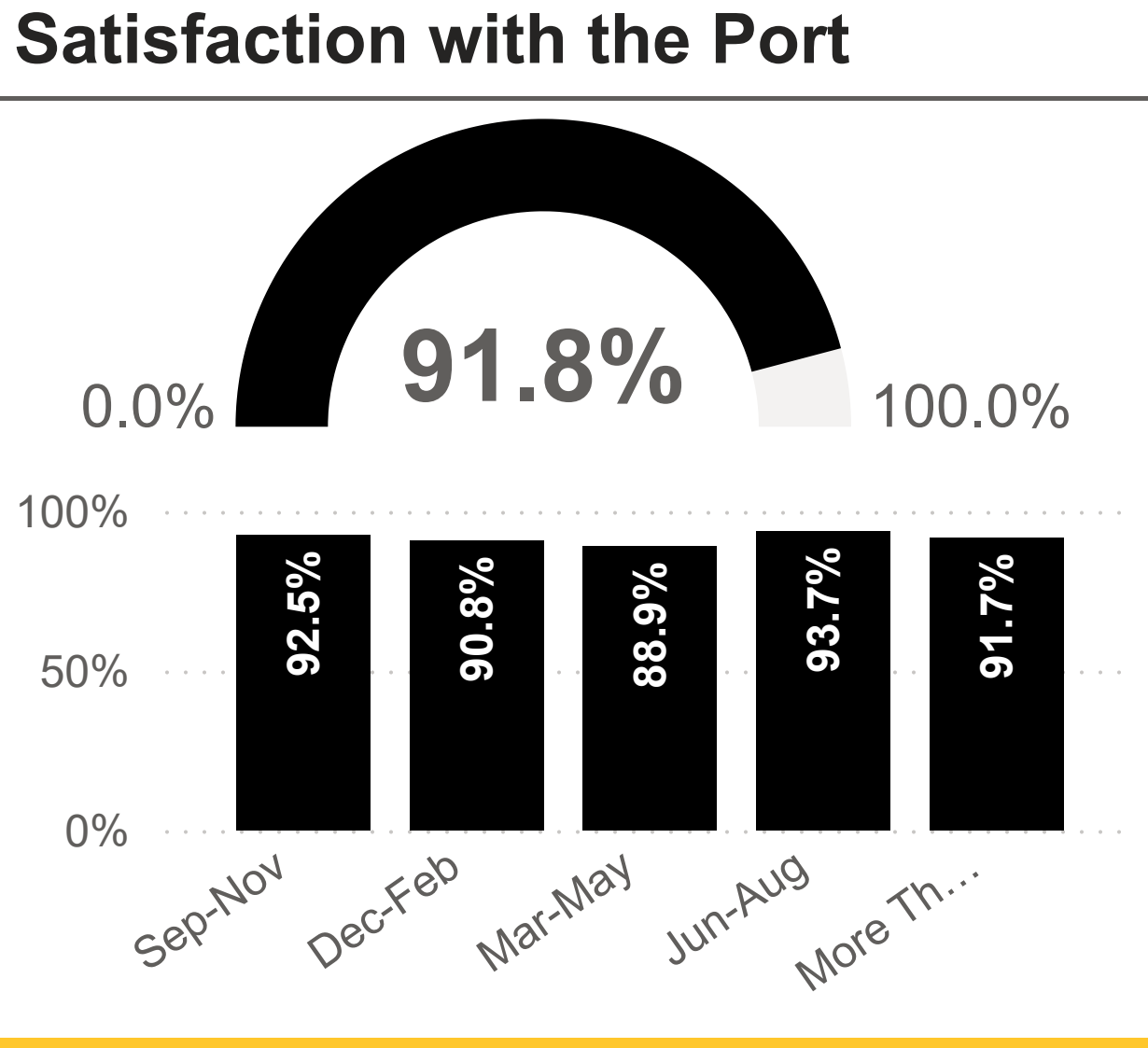
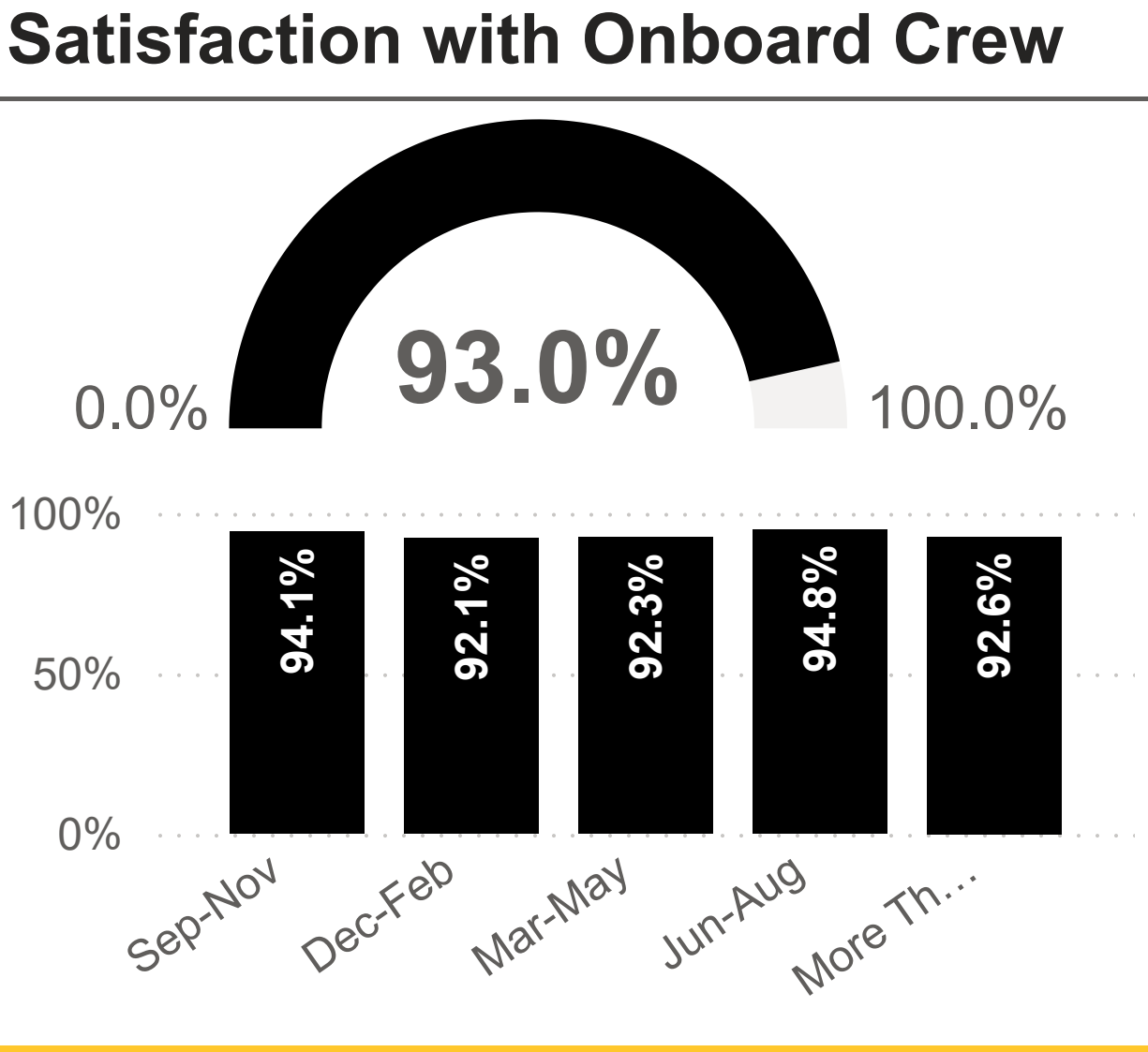
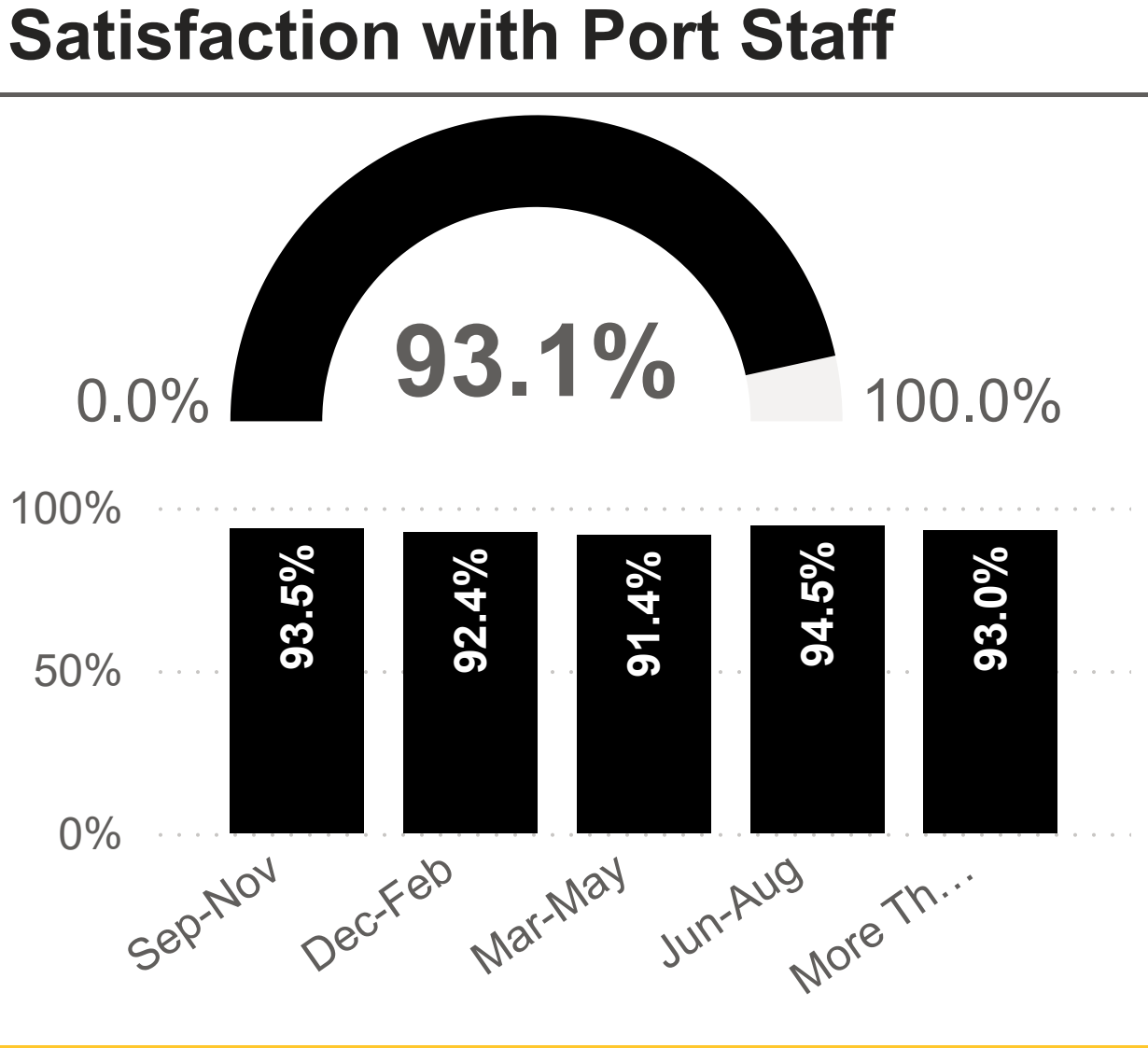
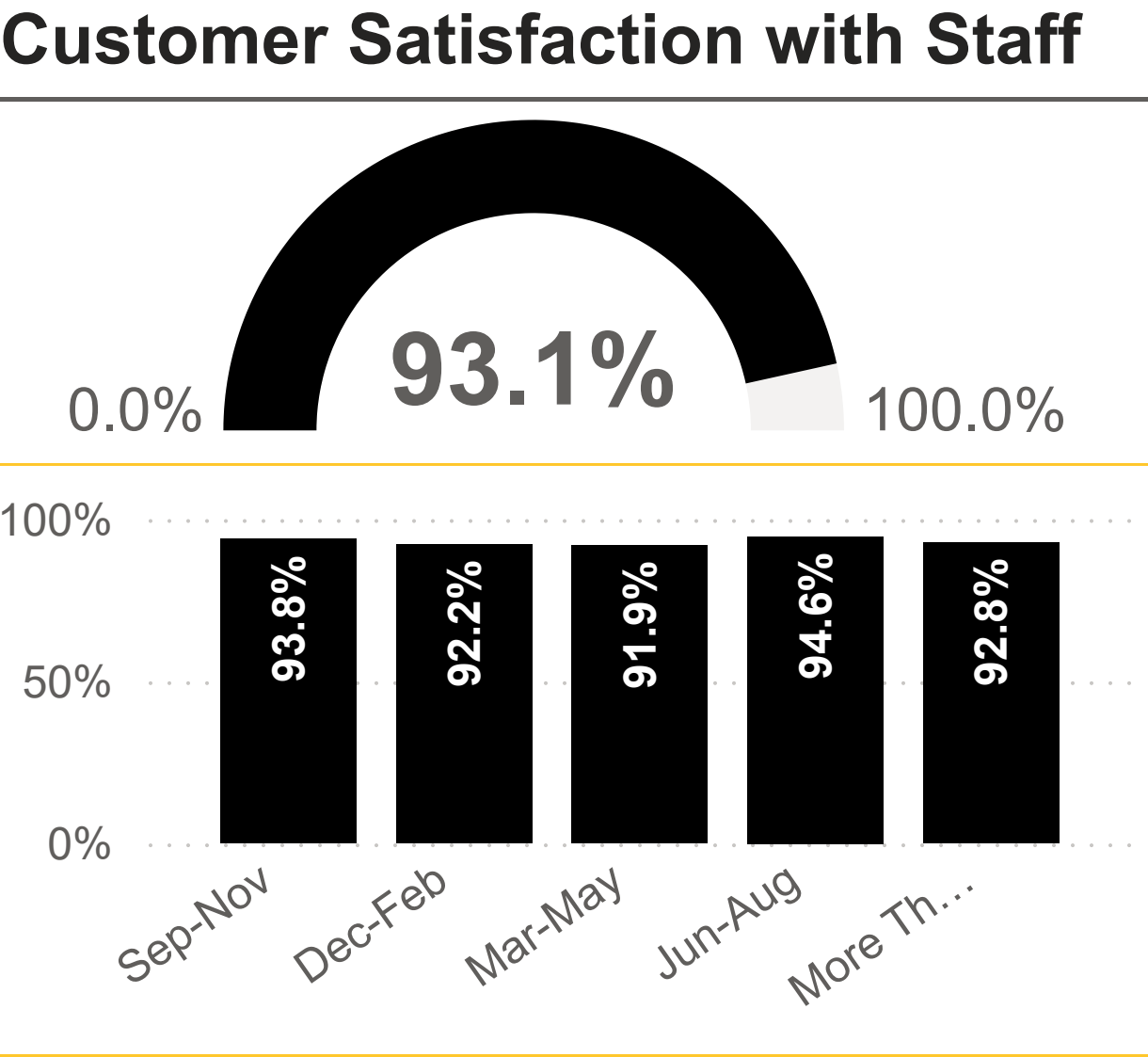
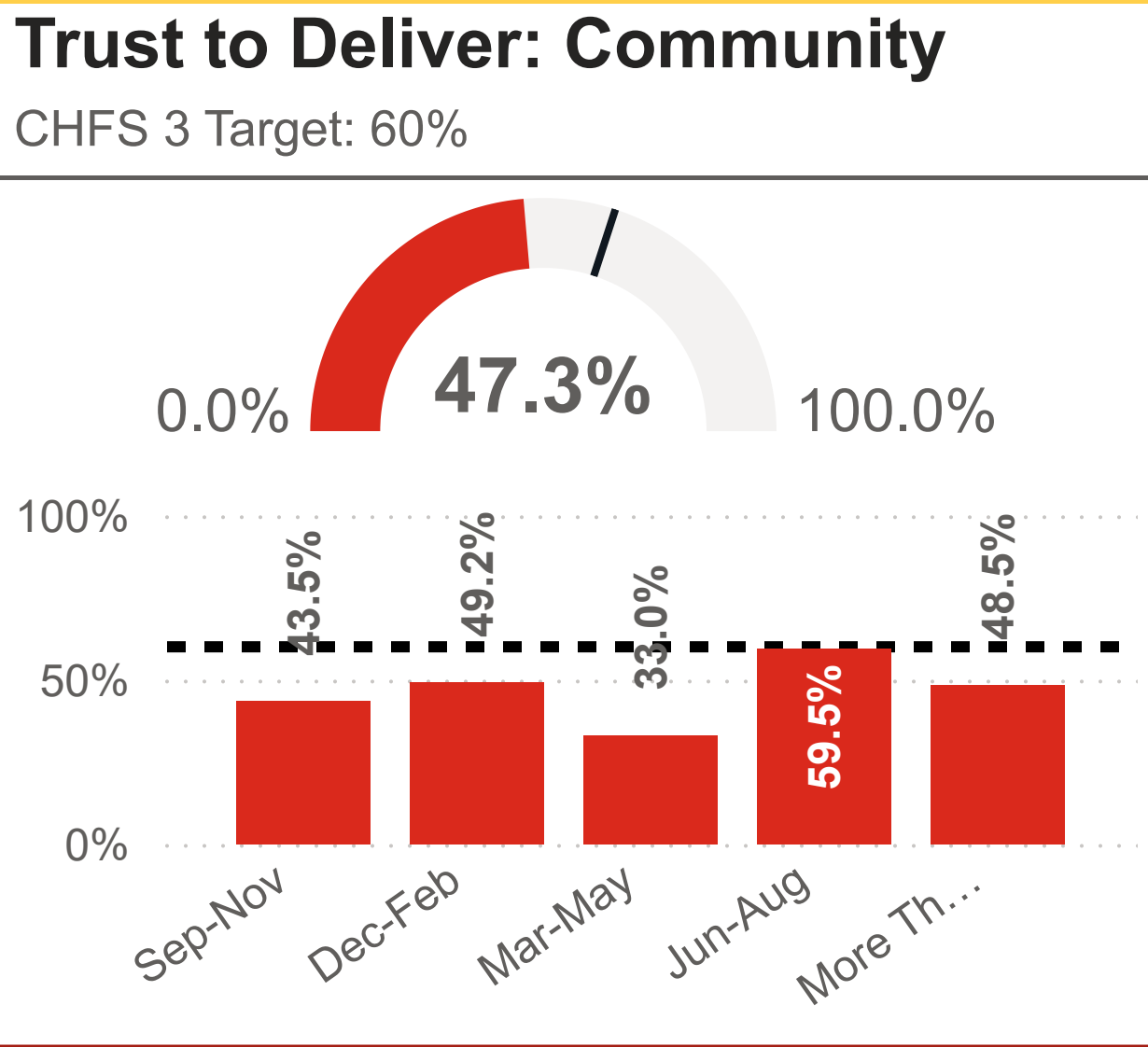
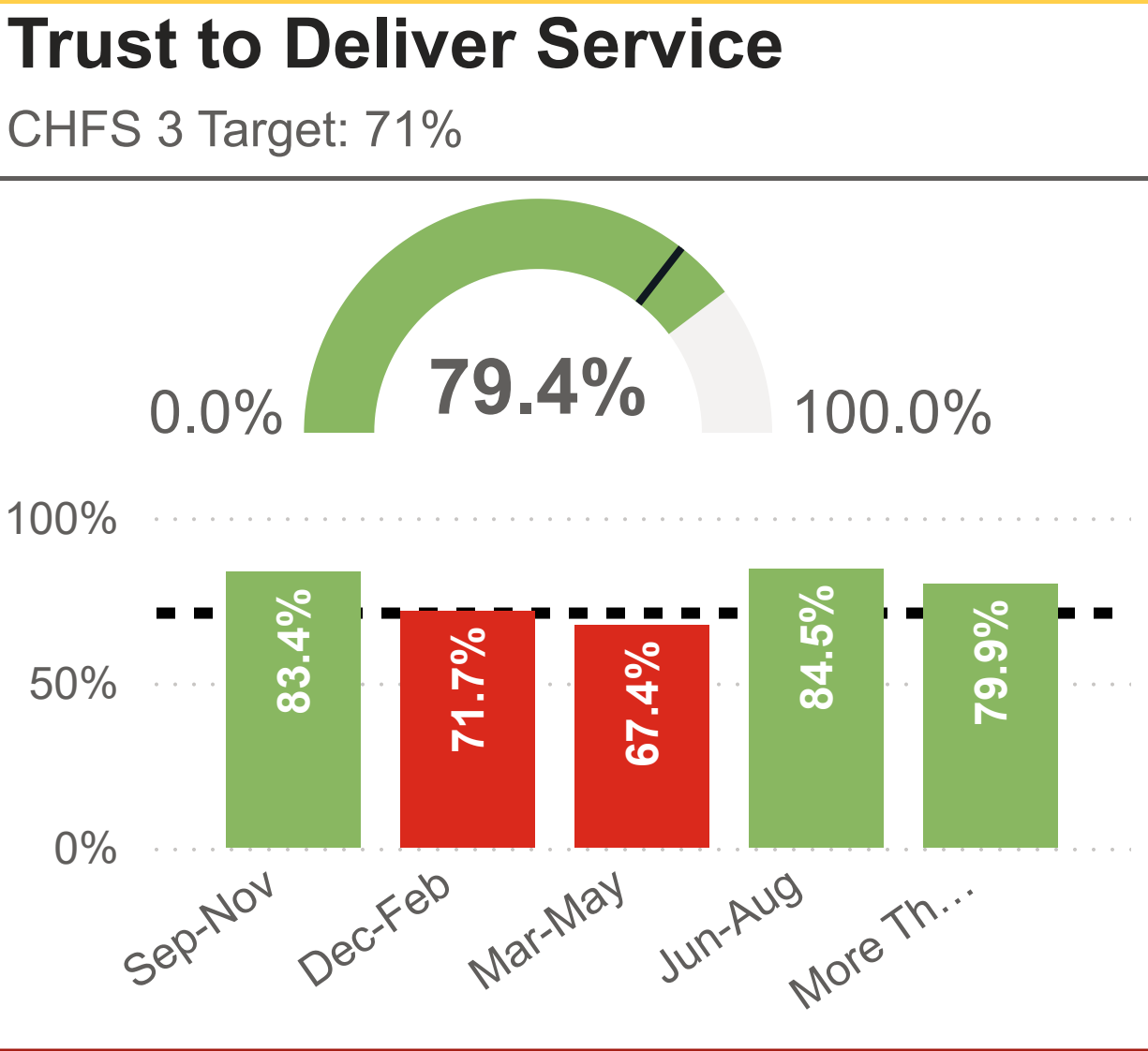
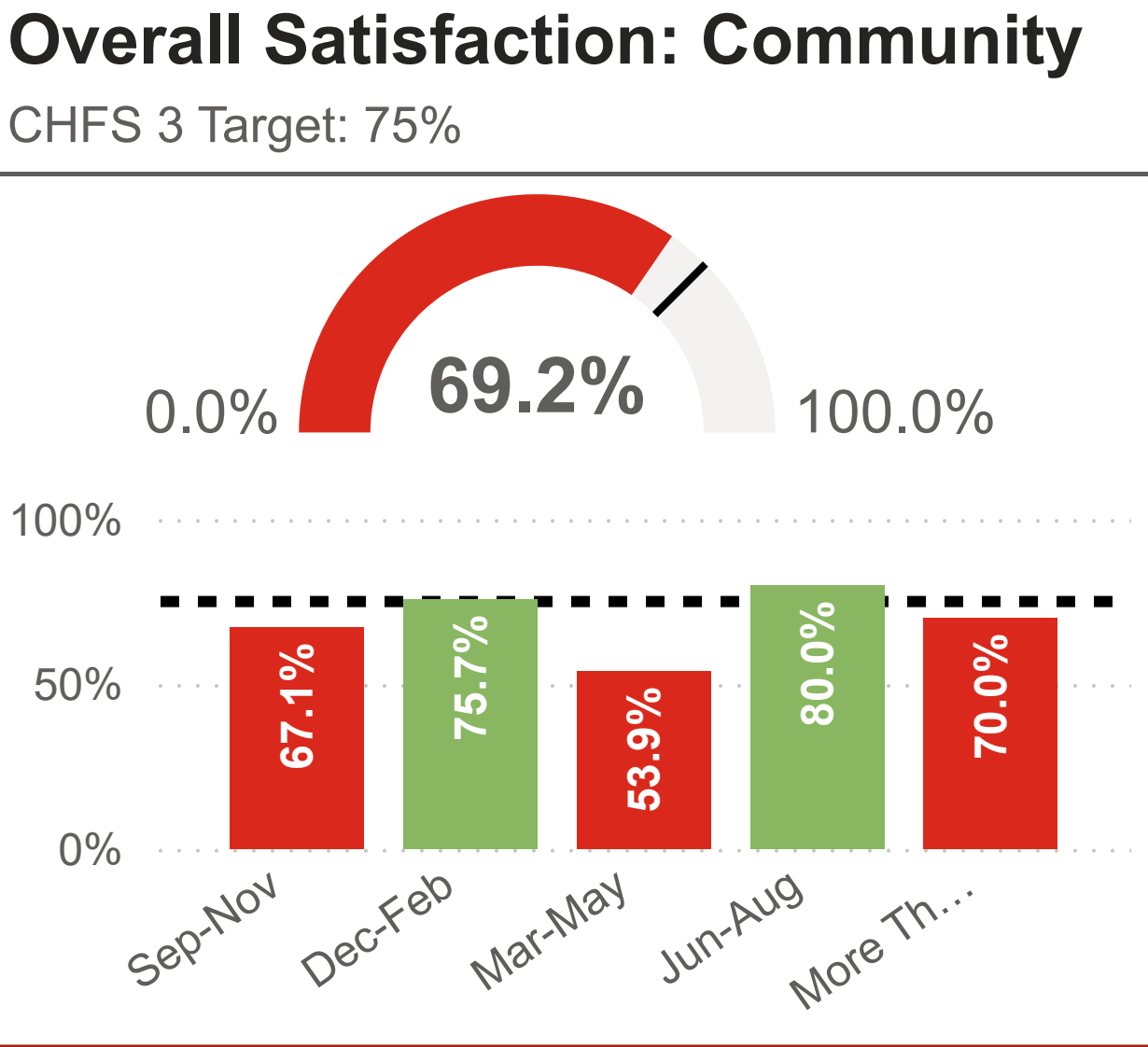
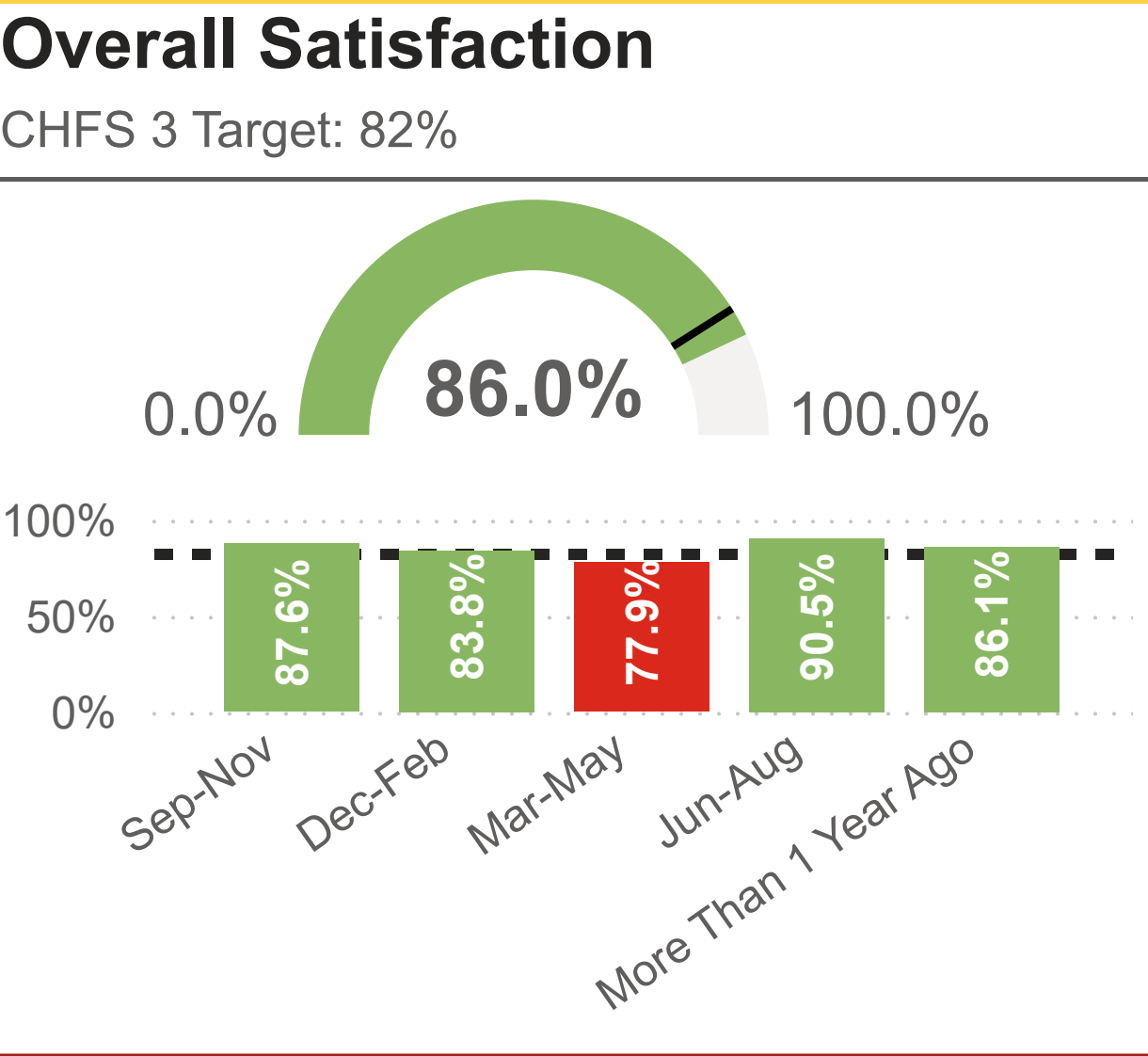
Target: 30s



Our Performance in August 2026
Customer Feedback Metrics
Argyll



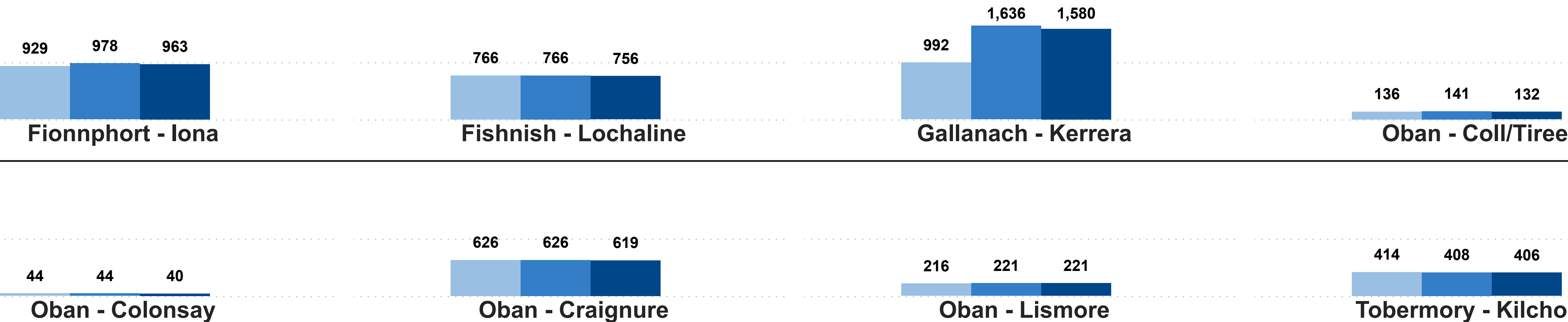
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.
Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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





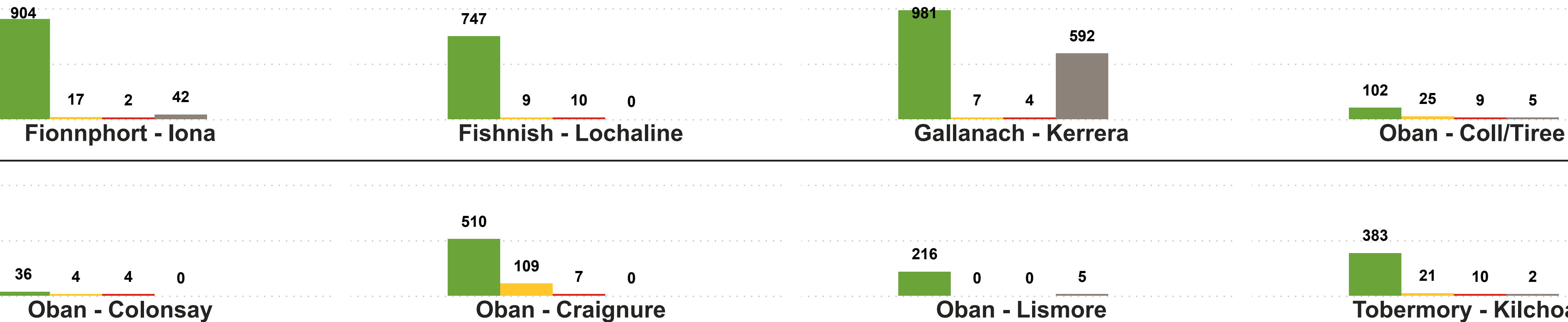
Sailings Timetabled, Amended & Actual

● Timetabled ● Amended ● Actual



Punctuality & Reliability

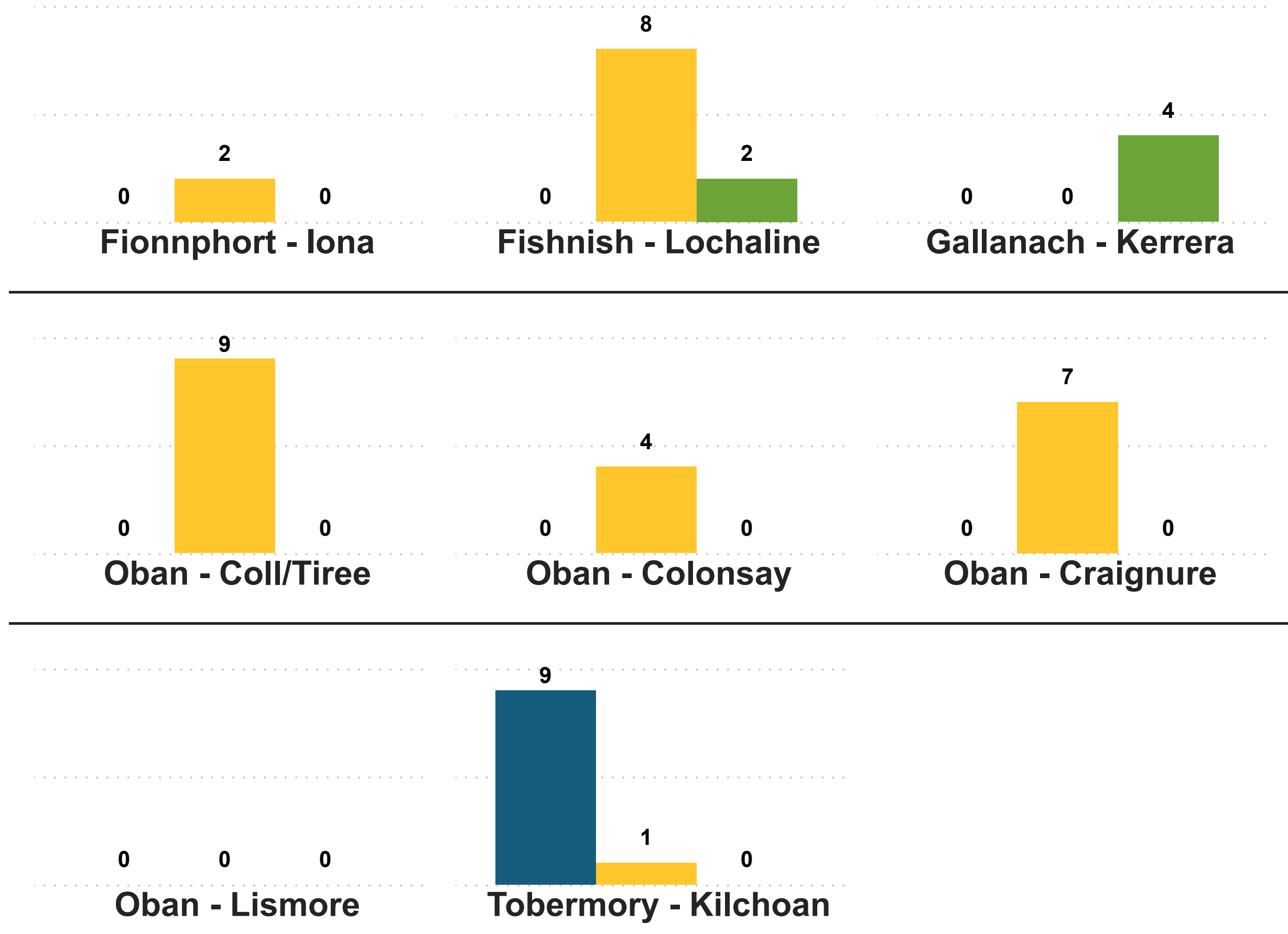
● On Time ● Late ● Cancelled ● Additional





Cancelled Sailings (By Reason)

Weather Technical Other

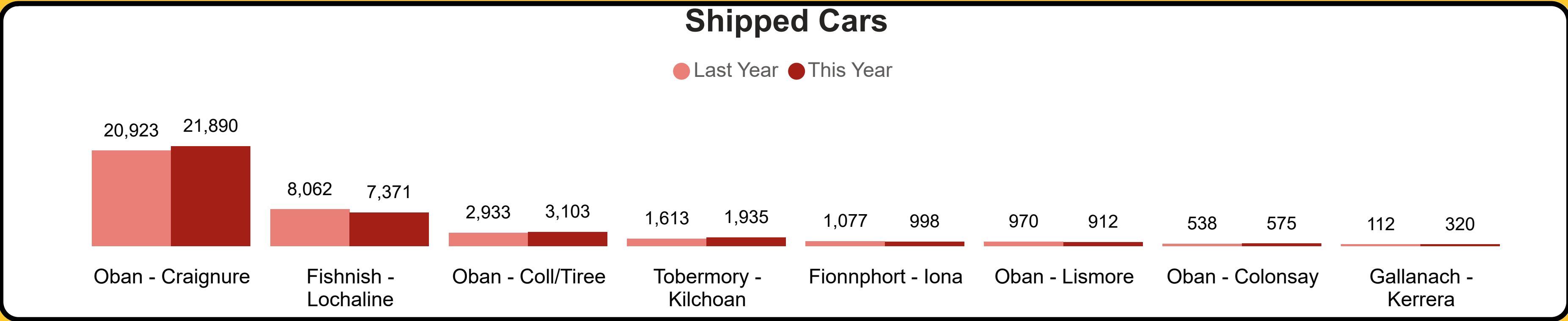
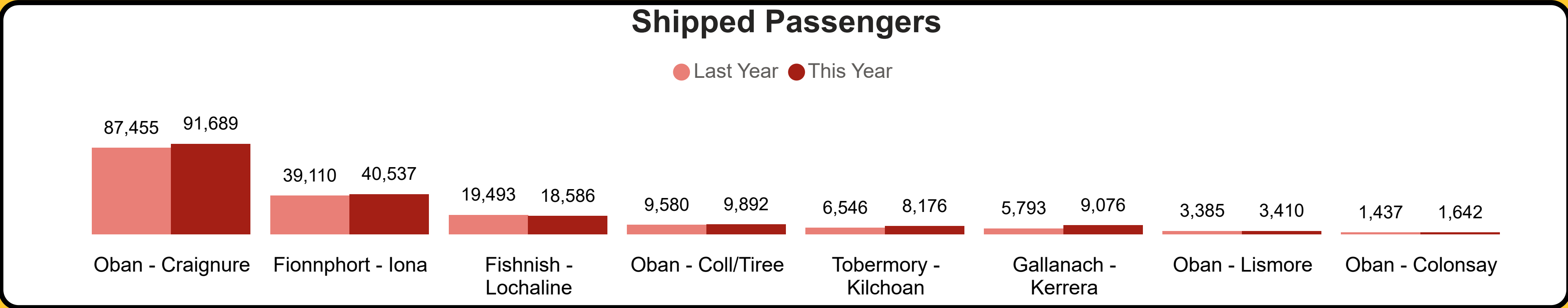


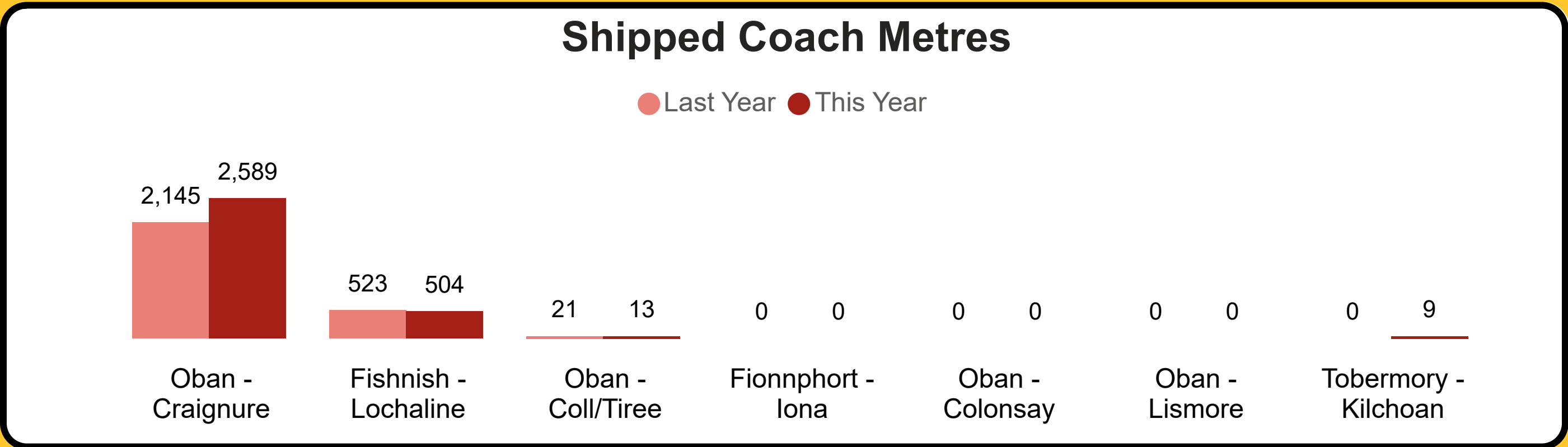
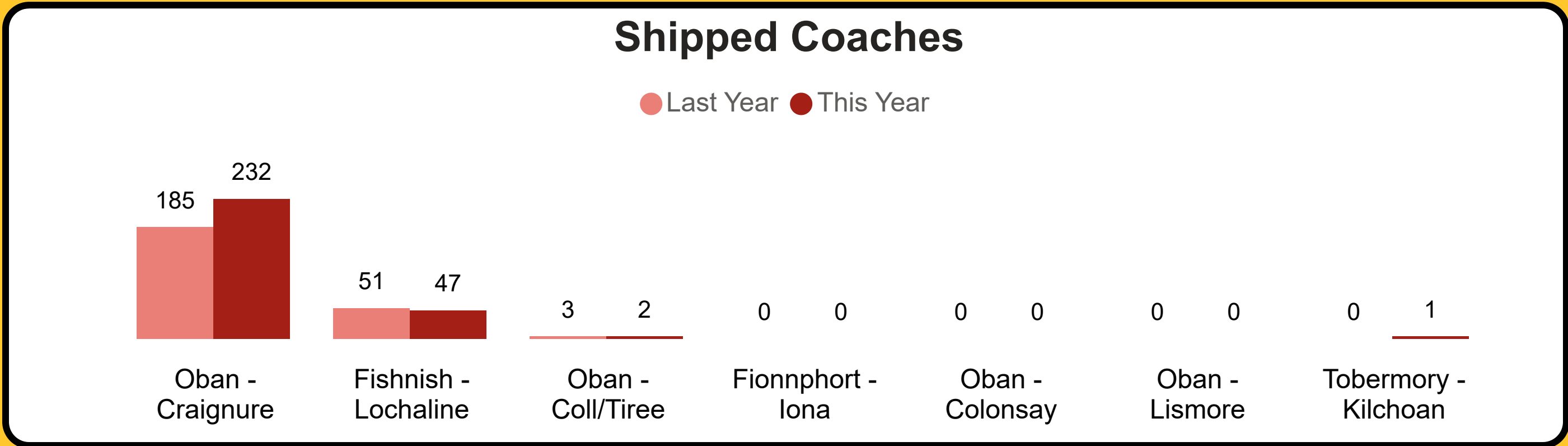
Missed Train Connections

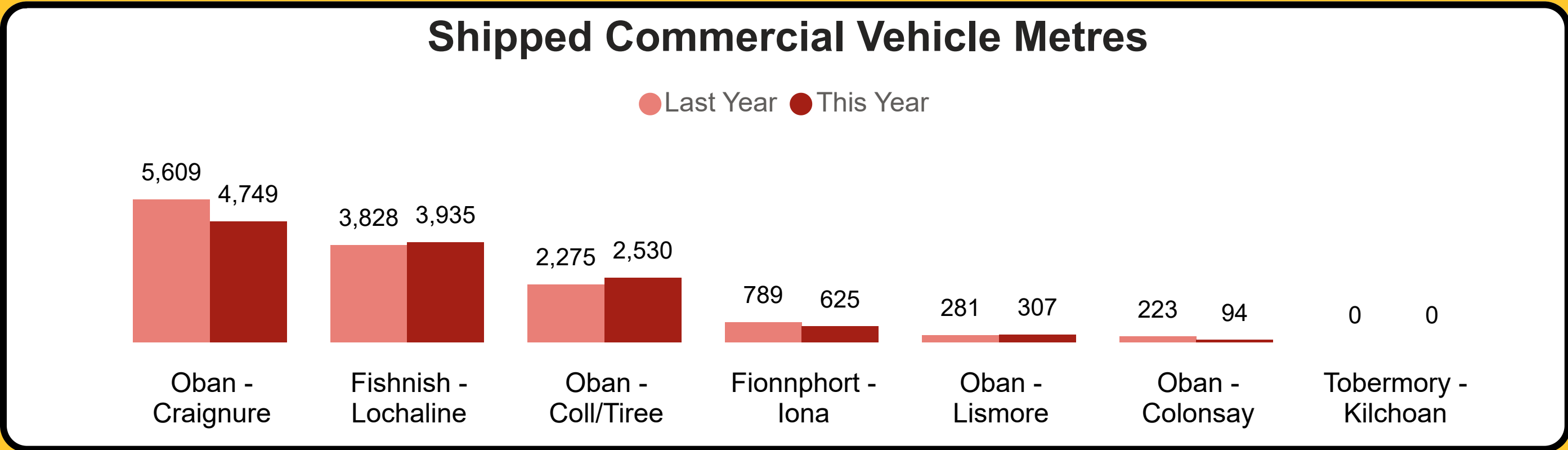
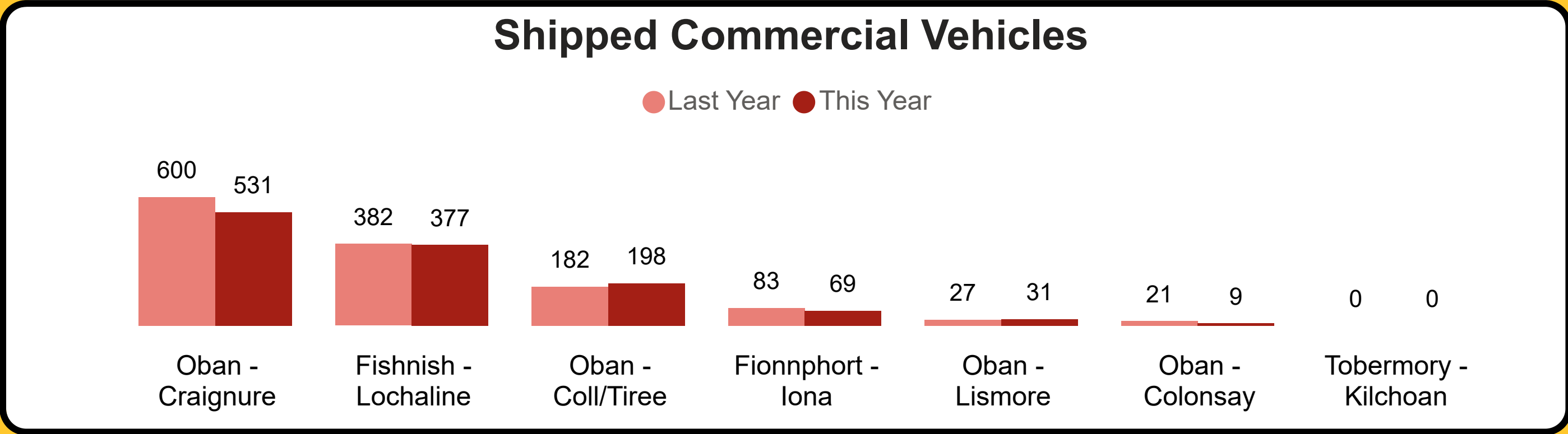
1

There was one missed advertised connection 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.







Argyll

Our Performance in August 2026

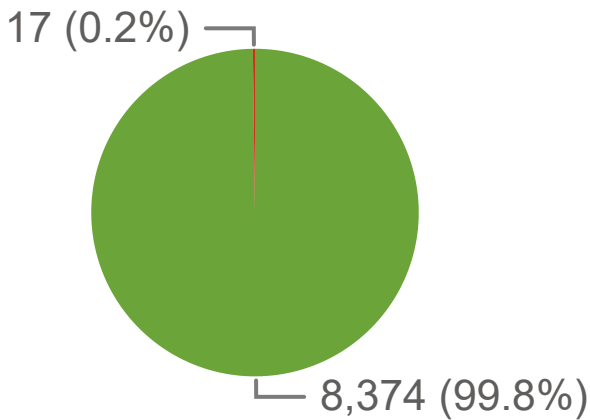
Car Equivalent Spaces Offered vs Cancelled



- 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.

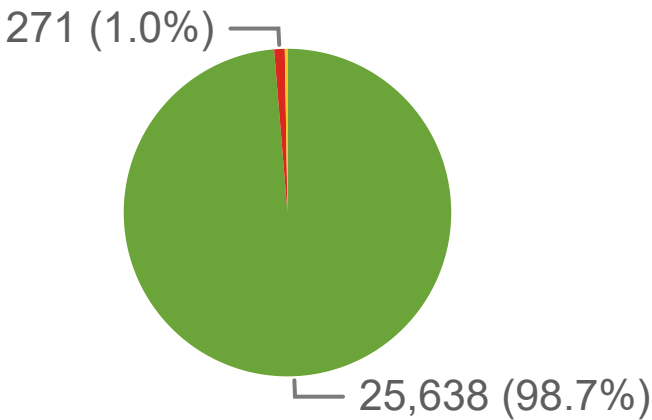
Fionnphort - Iona

Offered Weather Other Technical



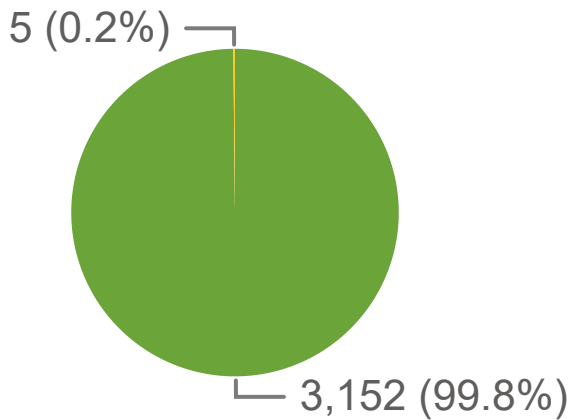
Fishnish - Lochaline

Offered Weather Technical Other



Gallanach - Kerrera

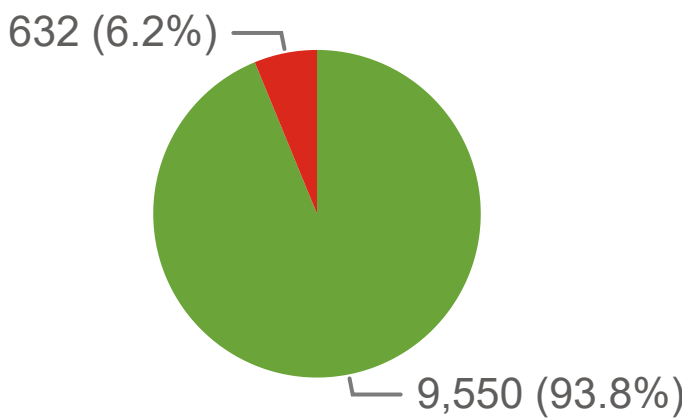
Offered Weather Technical Other



Route	Offered	Weather	Tech	Other
Oban - Craignure	28,976		378	
Fishnish - Lochaline	25,638		271	68
Oban - Coll/Tiree	9,550		632	
Fionnphort - Iona	8,374		17	
Tobermory - Kilchoan	4,237	94	10	
Gallanach - Kerrera	3,152			5
Oban - Colonsay	2,782		281	
Oban - Lismore	1,927			

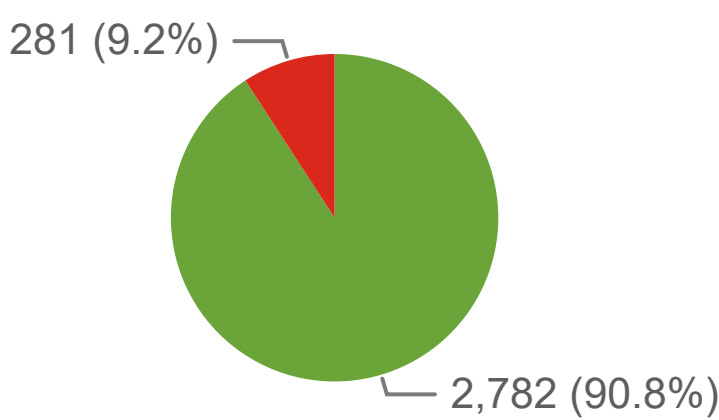
Oban - Coll/Tiree

Offered Other Weather Technical



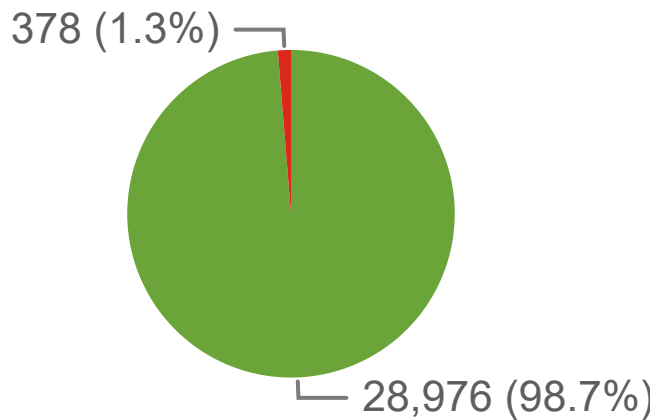
Oban - Colonsay

Offered Technical Weather Other



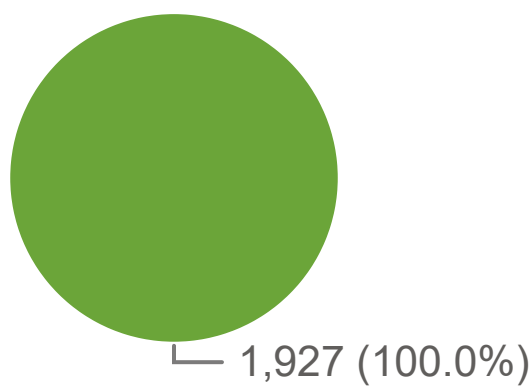
Oban - Craignure

Offered Technical Weather Other



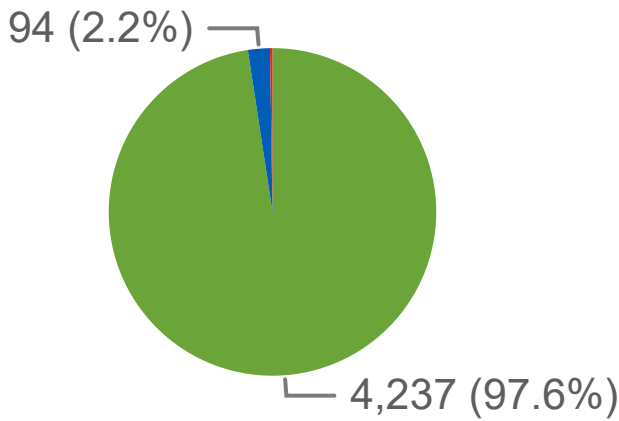
Oban - Lismore

Offered Weather Technical Other



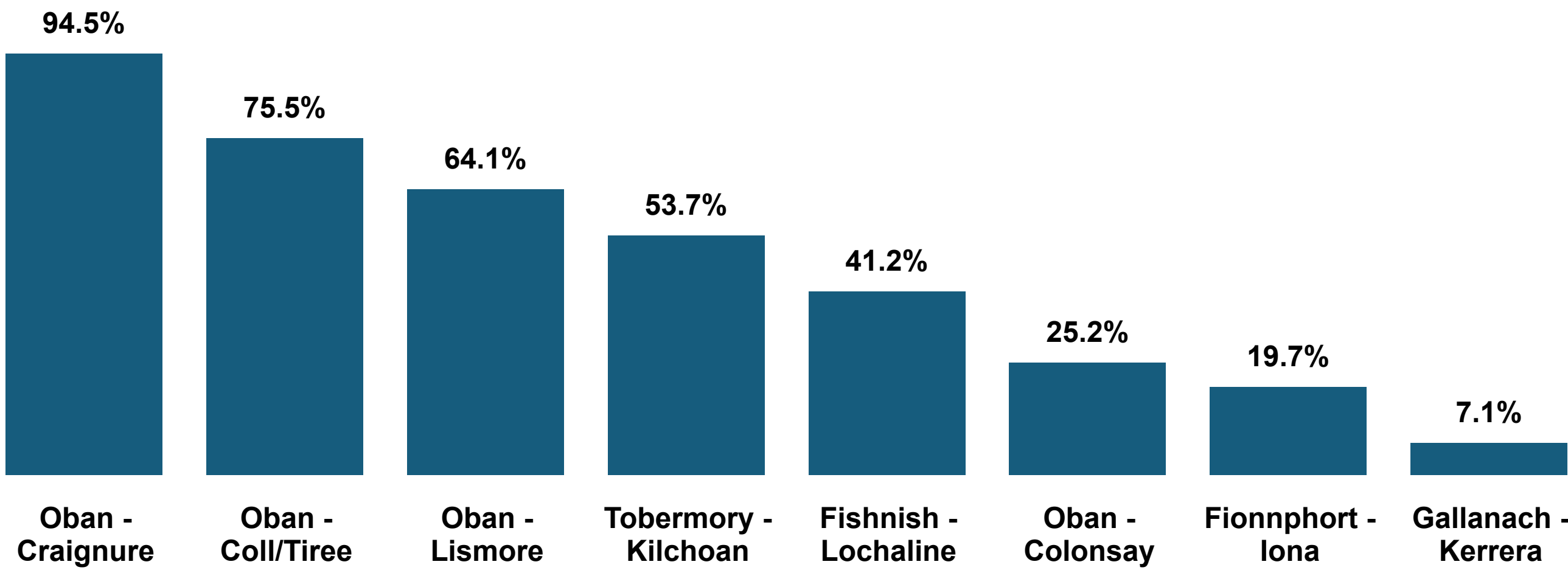
Tobermory - Kilchoan

Offered Weather Technical Other





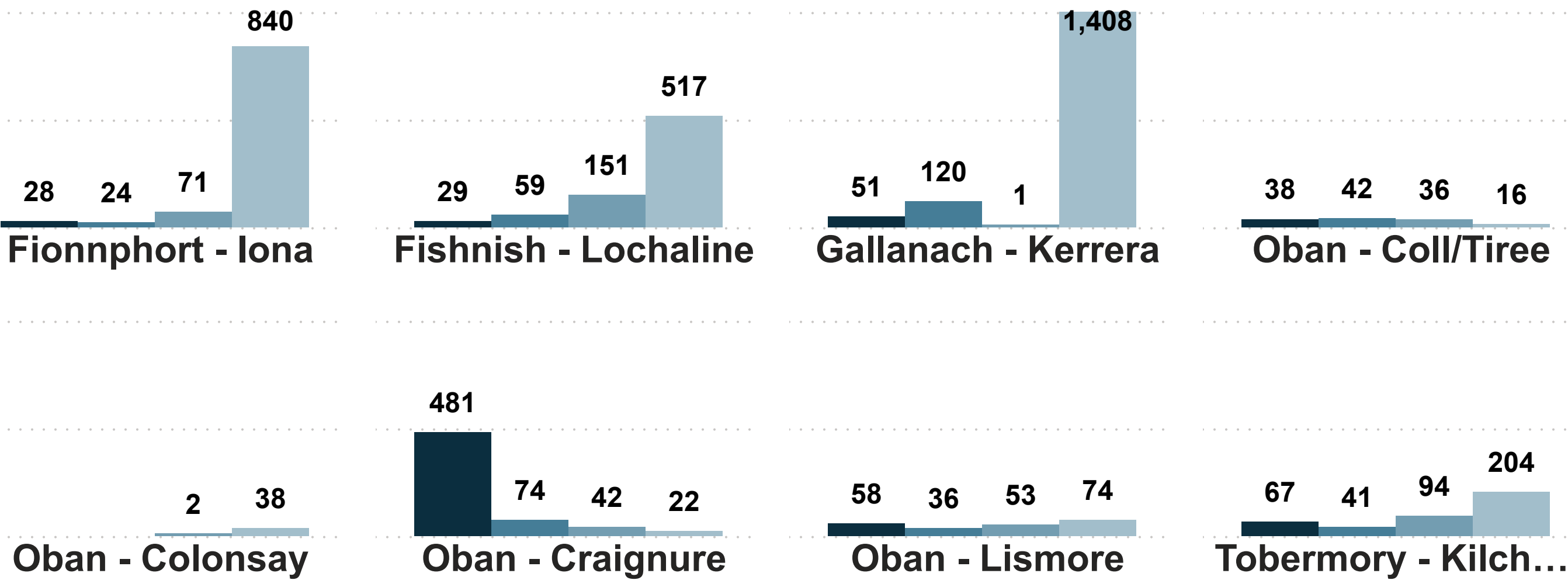
Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Oban - Craignure	133.3K	126.0K	27,382	94.5%
Oban - Coll/Tiree	43.9K	33.2K	7,211	75.5%
Oban - Lismore	8.9K	5.7K	1,234	64.1%
Tobermory - Kilchoan	19.5K	10.5K	2,274	53.7%
Fishnish - Lochaline	117.9K	48.5K	10,553	41.2%
Oban - Colonsay	12.8K	3.2K	700	25.2%
Fionnphort - Iona	38.5K	7.6K	1,646	19.7%
Gallanach - Kerrera	14.5K	1.0K	225	7.1%
Total	389.3K	235.6K	51,227	60.5%

Overall Utilisation of Sailings

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





Term ▲	Definition
Average Speed of Answer	Average number of seconds taken to answer a call to our Customer Engagement Centre
Community	Respondents who answer the question "Where do you live?" with "On a Scottish island" or "On a Scottish peninsula"
Complaints	Number of complaints received by CalMac Customer Engagement Centre
Complaints Resolved in 21 Days	% of complaints to the CalMac Customer Care department that were closed in the reporting month and resolved within 21 working days
Customer Satisfaction with Staff	% rating based on customers rating their satisfaction with our port staff and onboard crew as "Very Satisfied" and "Satisfied"
Engagement	Number of meetings and hours spent by Area Operation Managers (AOMs) and Port Managers engaging with local community groups
First Contact Resolution	% of respondents to the Customer Engagement Centre Customer Experience survey who responded yes to the 'this is the First time I have contacted you about this' and answer to Task Completion (were you able to complete your task) was also 'Yes'
Overall Satisfaction	% of our customers rating their overall satisfaction with our service as "Very Satisfied or Satisfied", from our Post Journey Survey, Onboard and Port Surveys
Sentiment	Sentiment of comments on our operational social media channels, taken from our social media management platform.
Trust Score	% of respondents to our Post Journey, Onboard and Port CX surveys who answer 'Do Trust' or 'Definitely Do Trust' to the survey question 'How much do you trust Caledonian MacBrayne to deliver the service it offers?'
Actual Sailings	Sailings/car spaces/capacity offered on the day of travel
Amended Sailings	Sailings/car spaces/capacity advertised 7 days prior to the departure date
Banding	Based on scheduled passage duration: Band A: 30 minutes or less Band B: More than 30 minutes, up to 90 minutes Band C: More than 90 minutes
Cancelled (Other)	Sailings cancelled for any reason other than technical issues or weather
Cancelled (Technical)	Sailings cancelled due to a technical issue with the vessel in question or as a result of a technical issue with another vessel
Cancelled (Weather)	Sailings cancelled due to adverse weather or very high/low tides
Car Spaces	Equivalent to 4.6 General Lane Metres
GLM	General Lane Metres - the vehicle metres available onboard
Lateness Levels	Based on minutes late arrival Level 1 Lateness: Band A (5-10 mins late) Band B (10-20 mins late) Band C (15-30 mins late) Level 2 Lateness: Band A (>10 mins late) Band B (>20 mins late) Band C (>30 mins late)
Missed Train Connections	Number of train connections, advertised in the published timetable for Band C sailings, that were missed
Timetabled Sailings	Sailings/car spaces/capacity originally advertised in the published timetable at the start of the season