

Total Number of  
Survey Responses  
Last 6 Months

14K

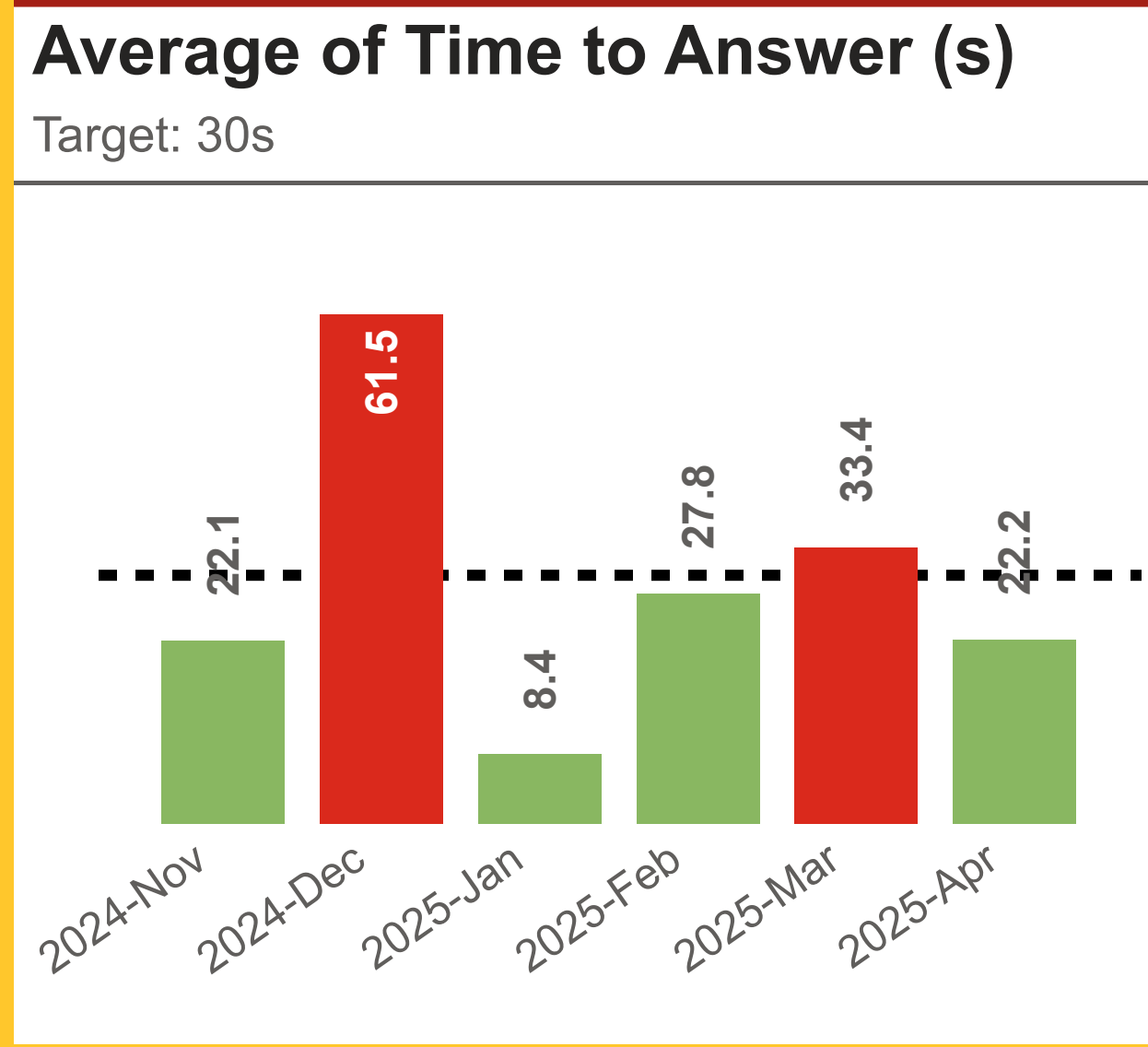
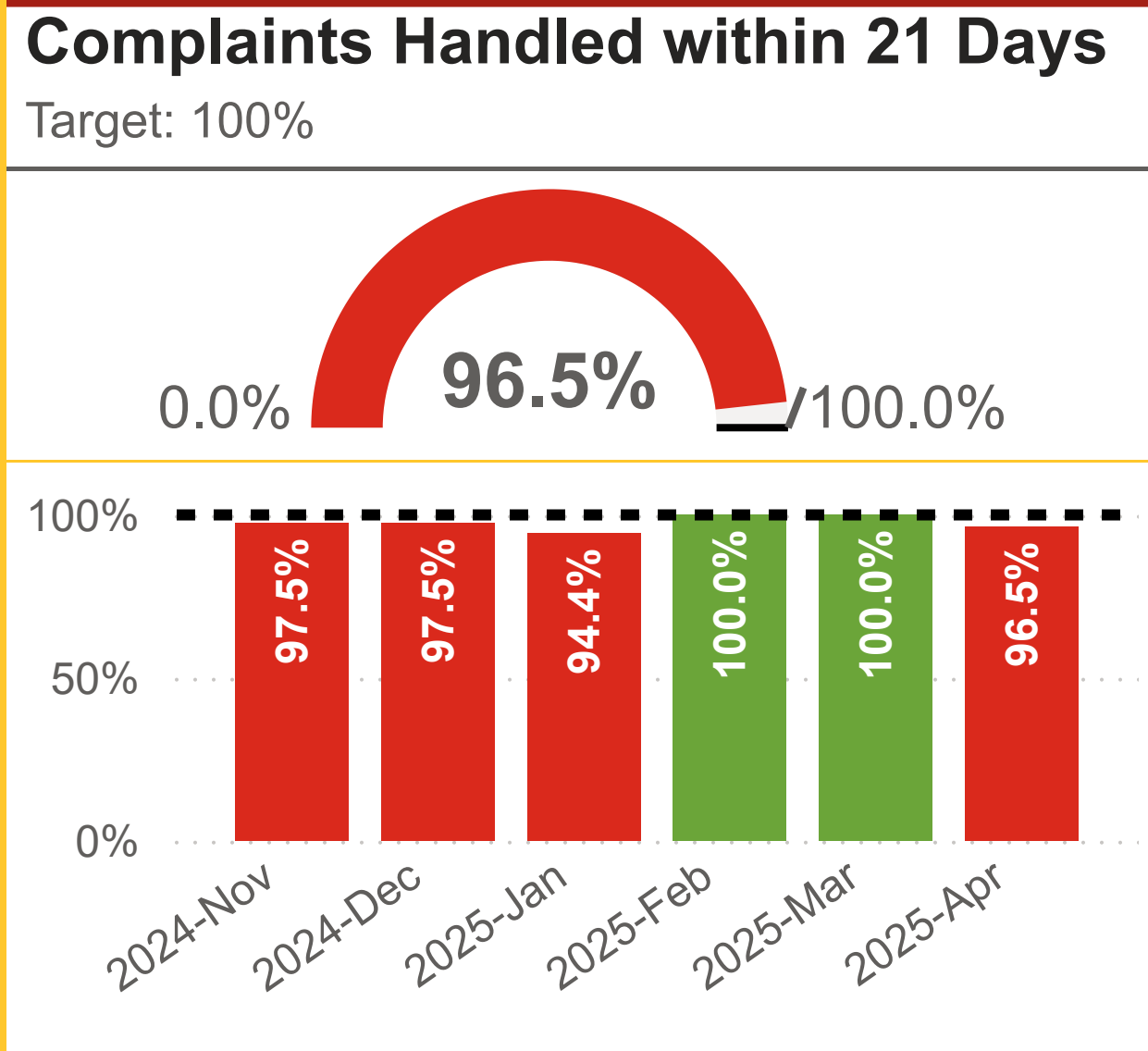
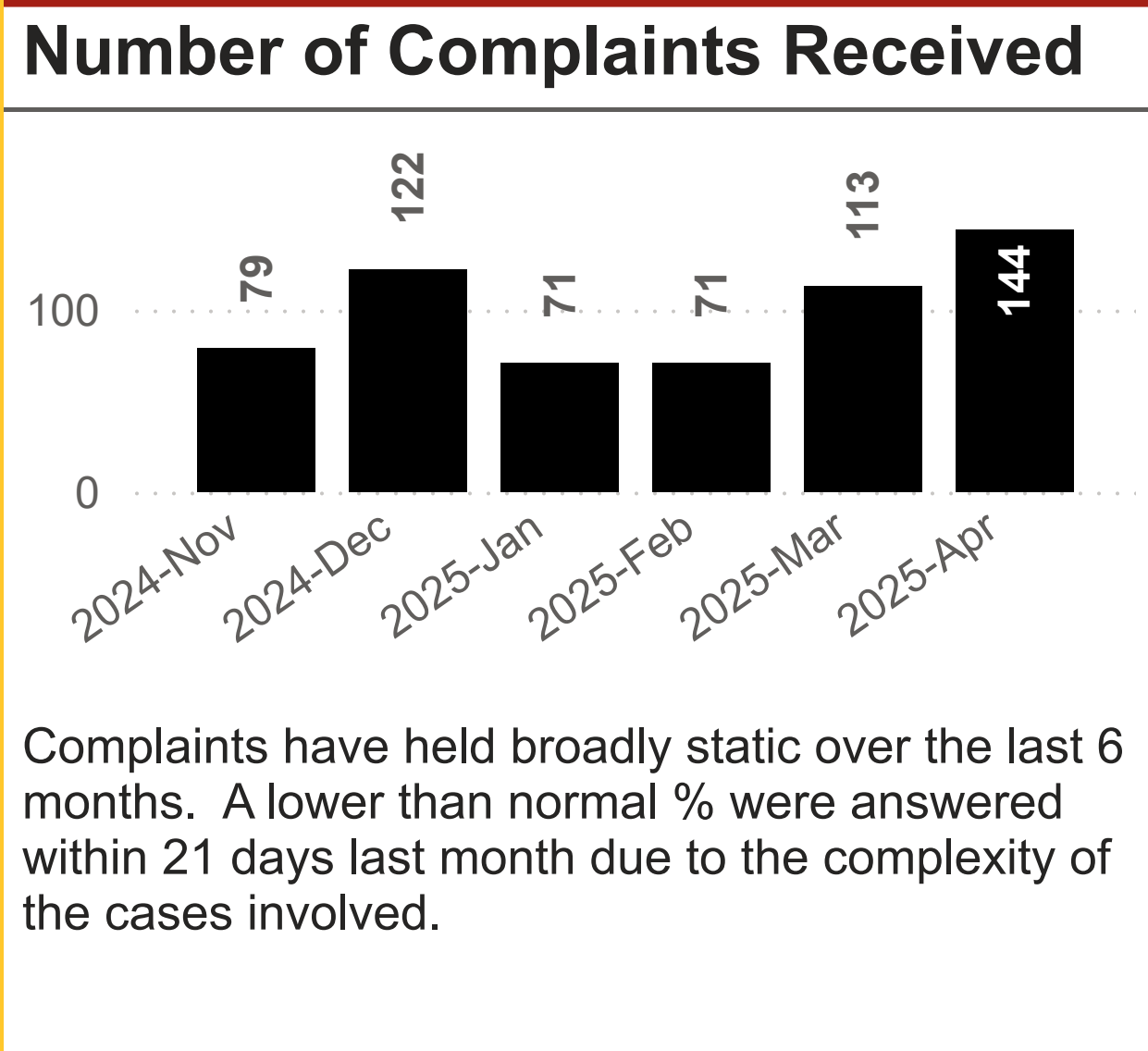
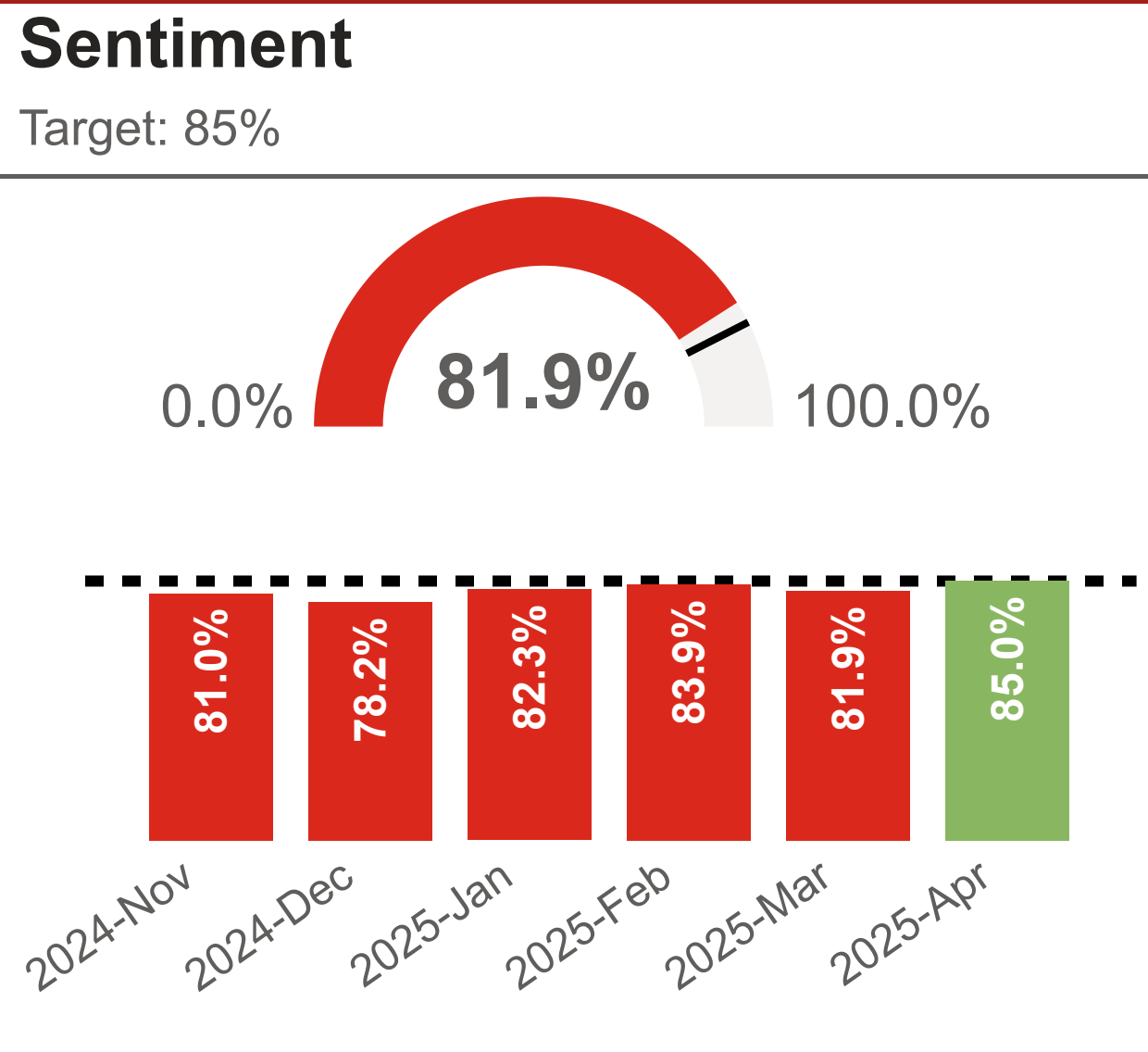
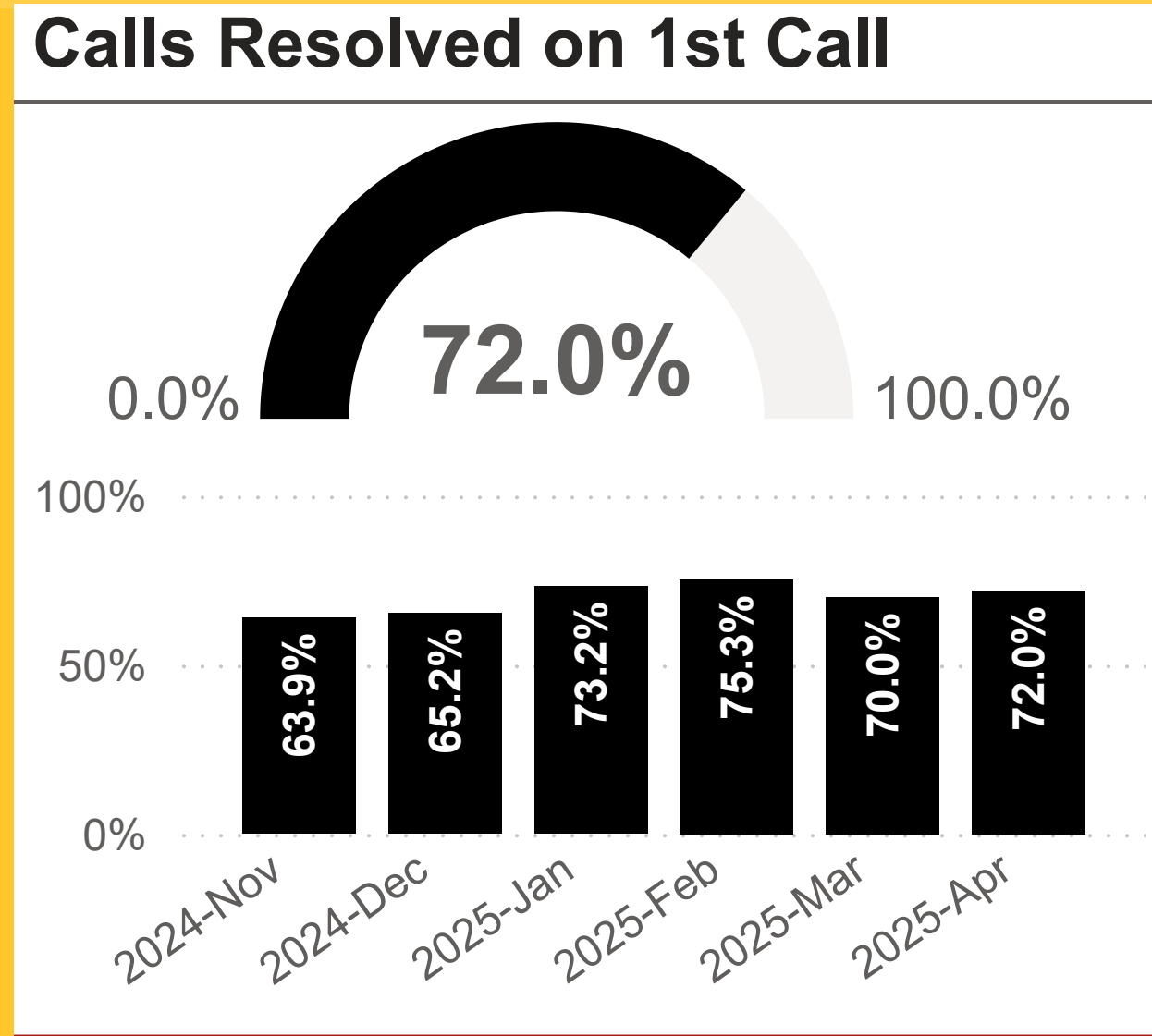
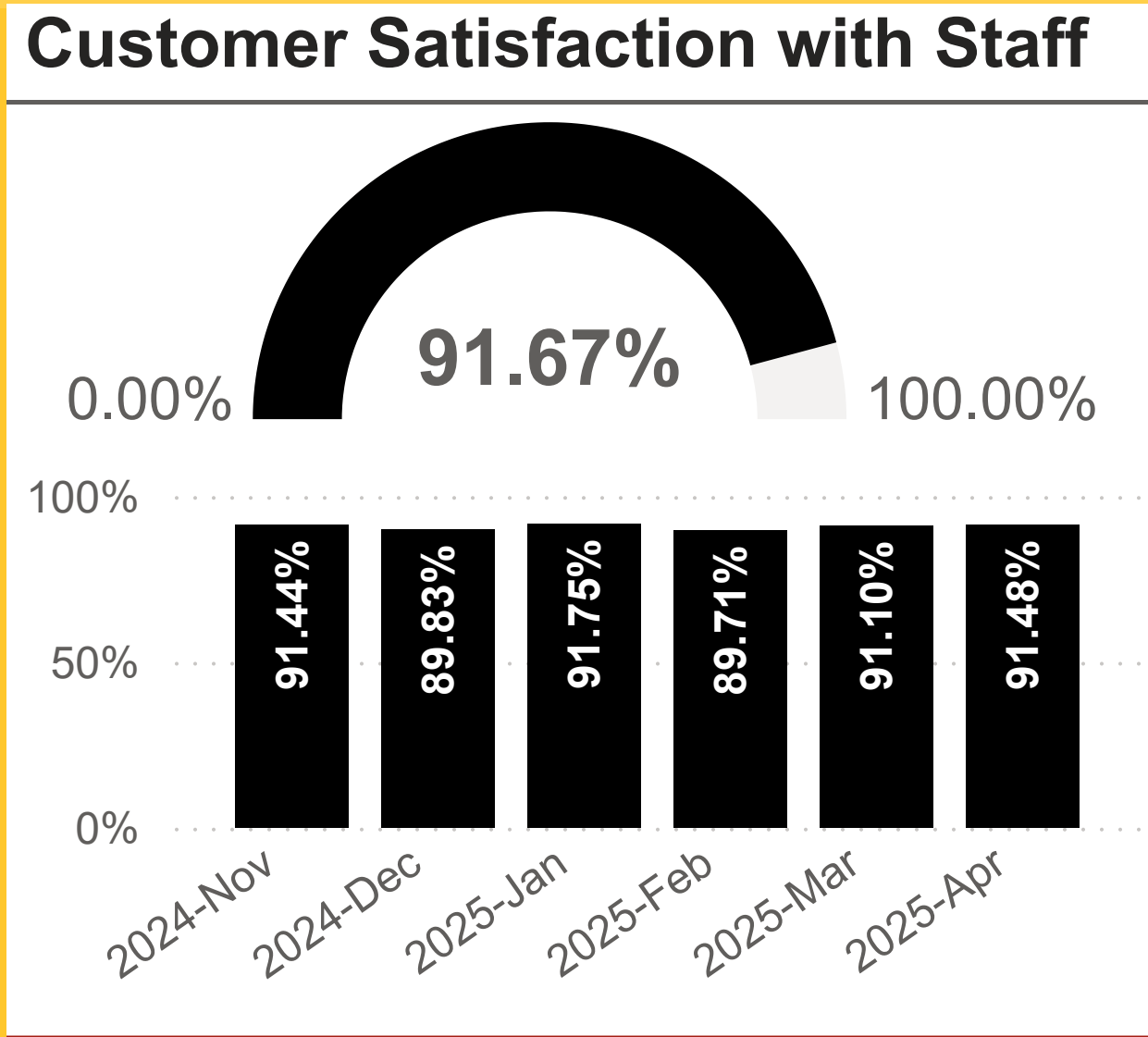
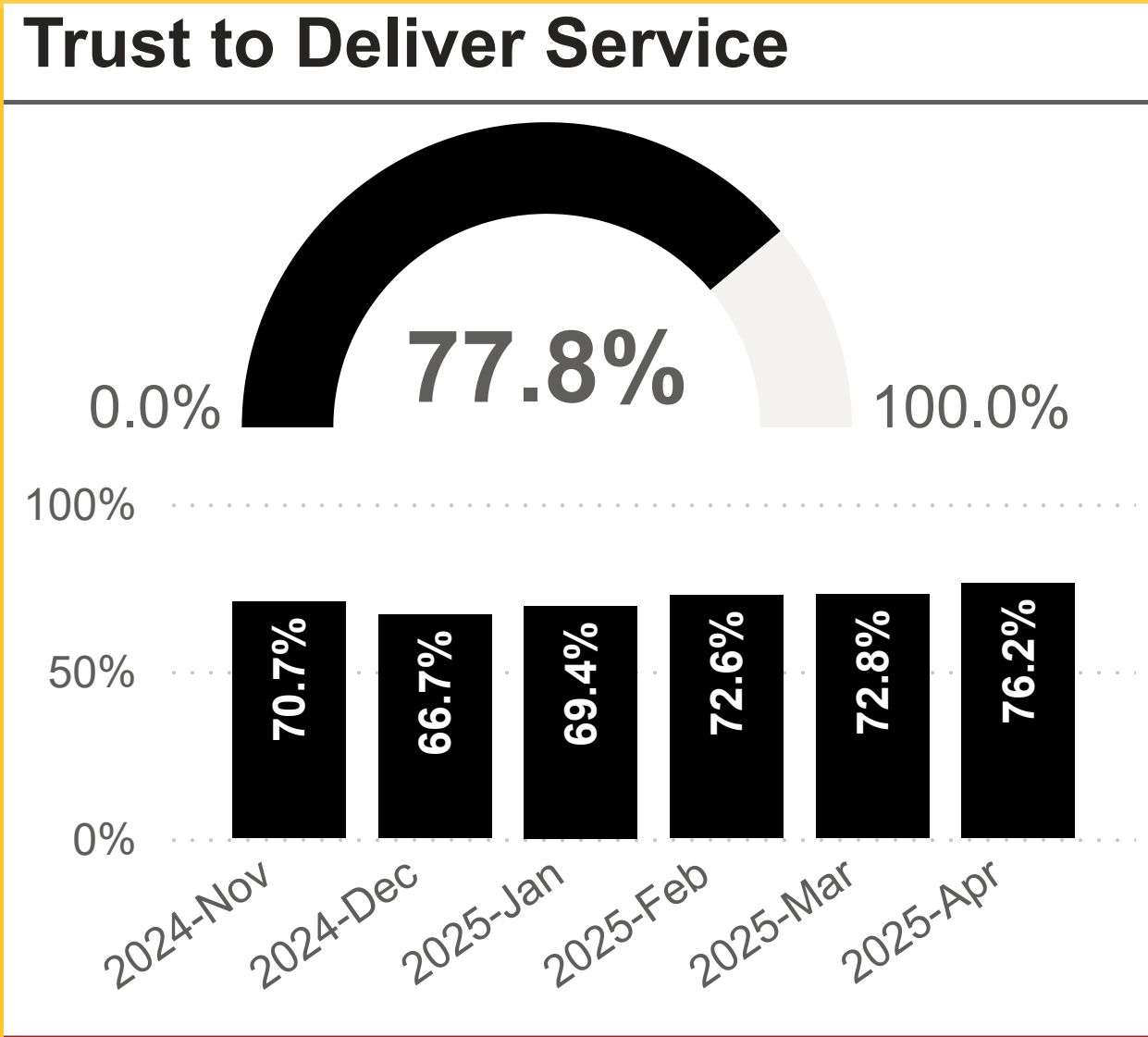
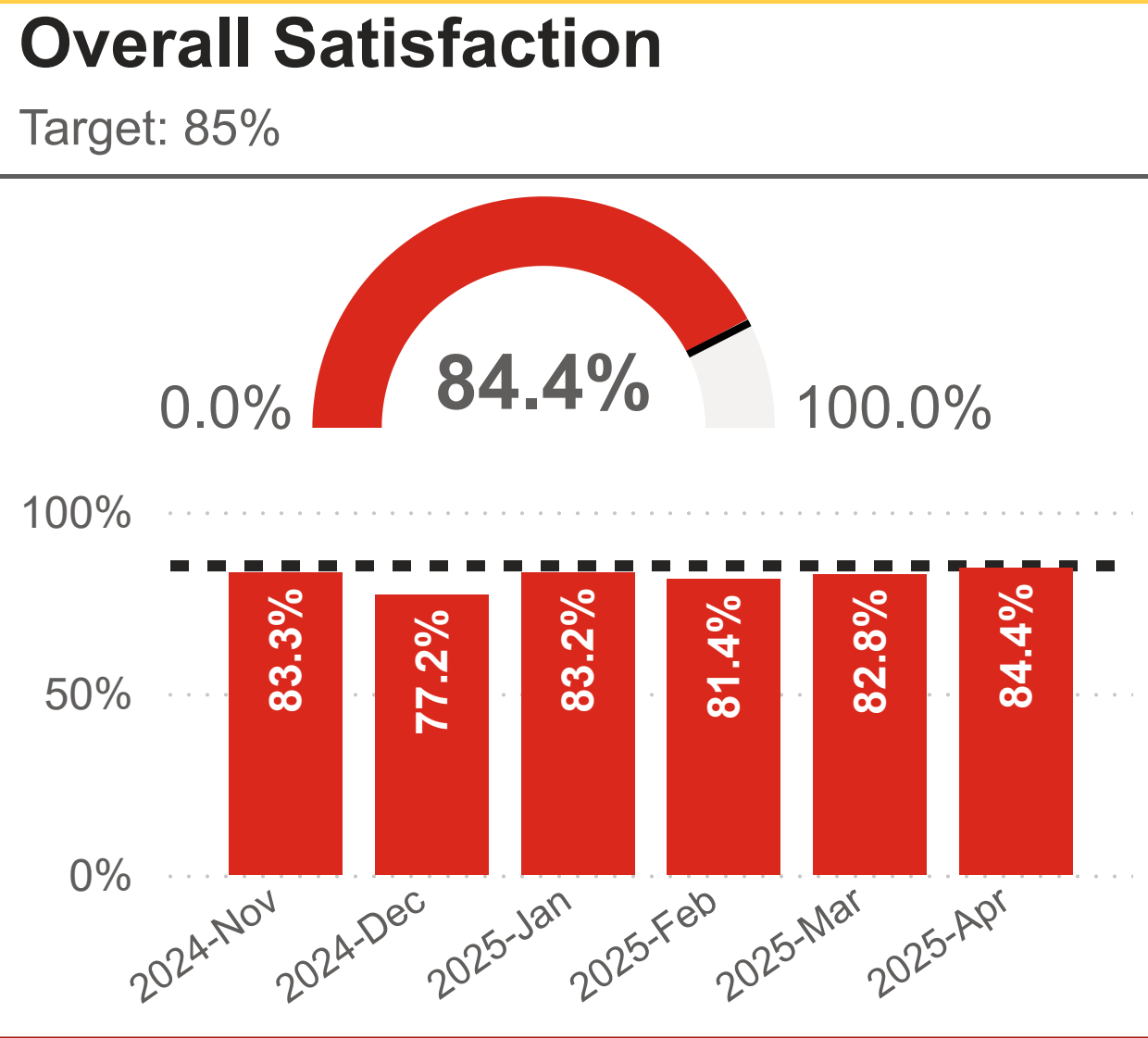
# Our Performance in April 2025

## Customer Feedback Metrics

### Network Wide

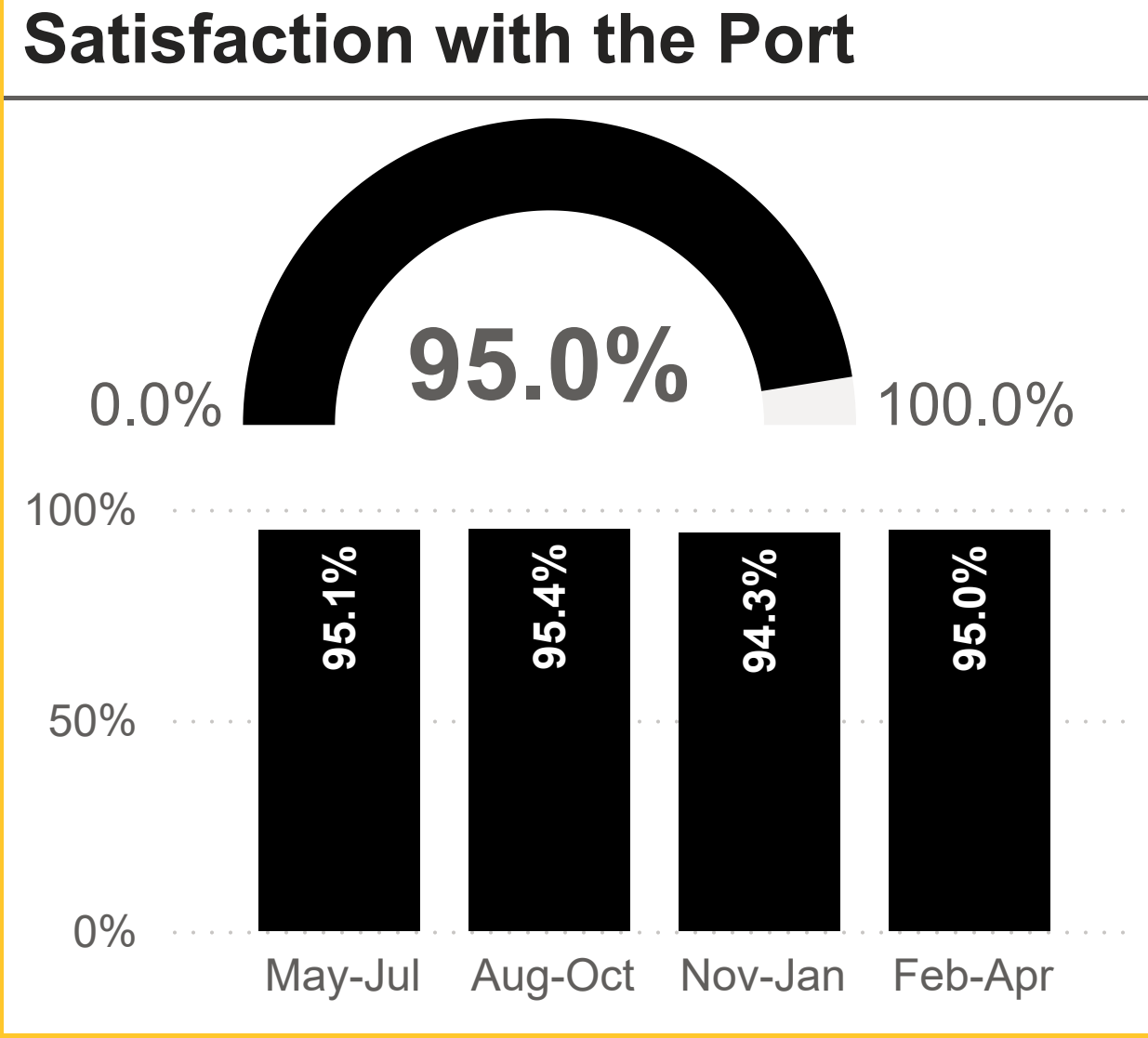
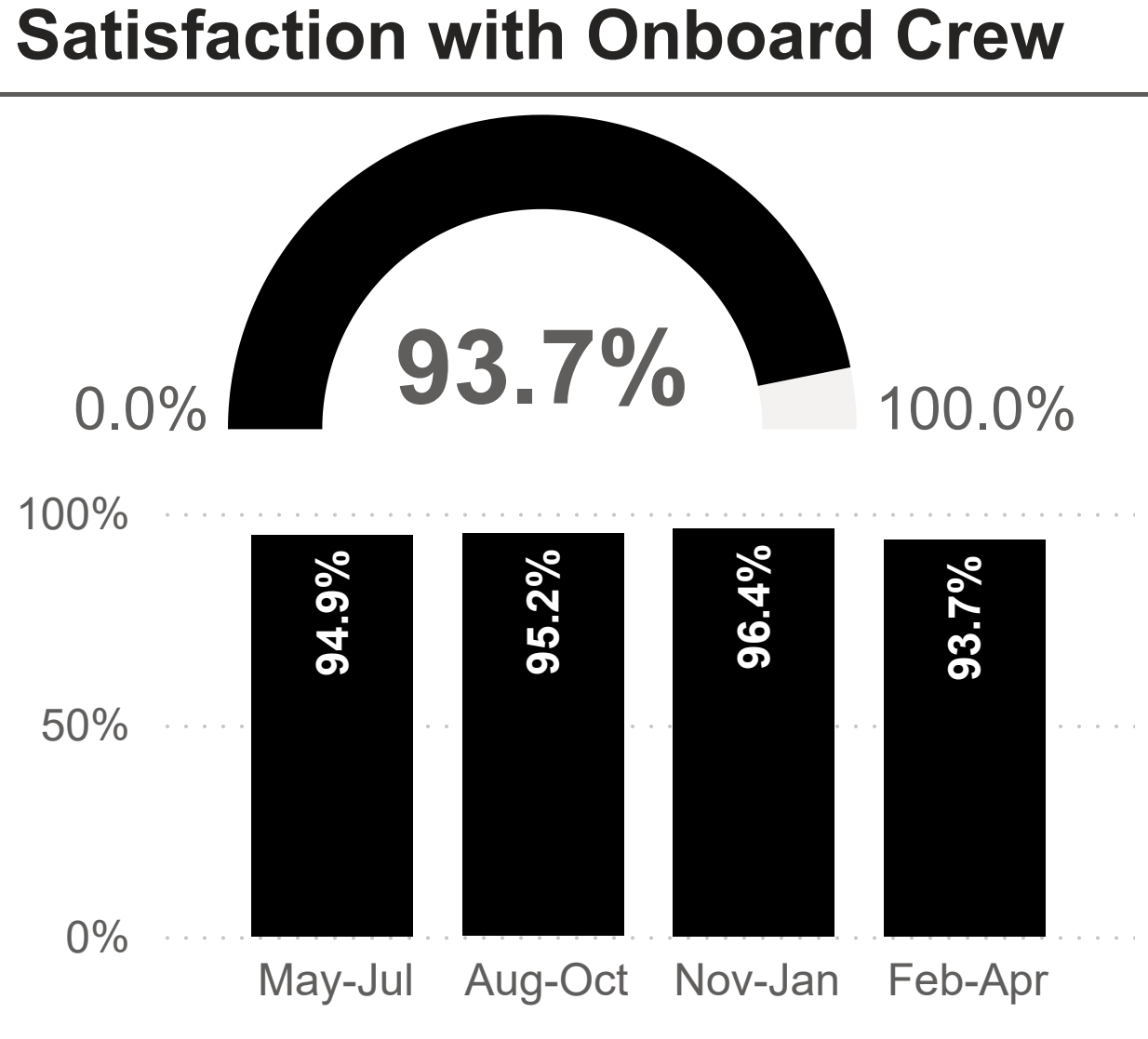
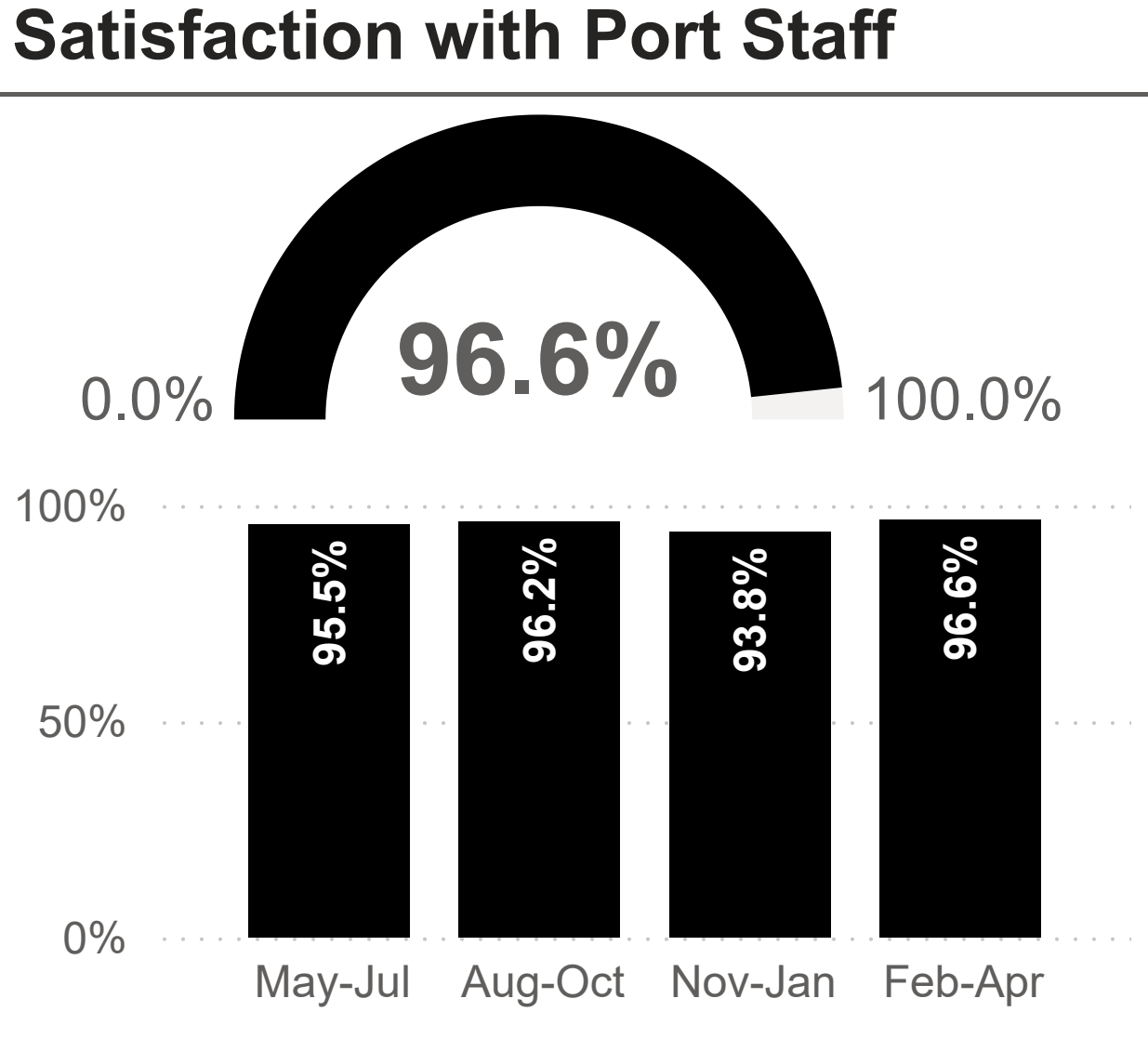
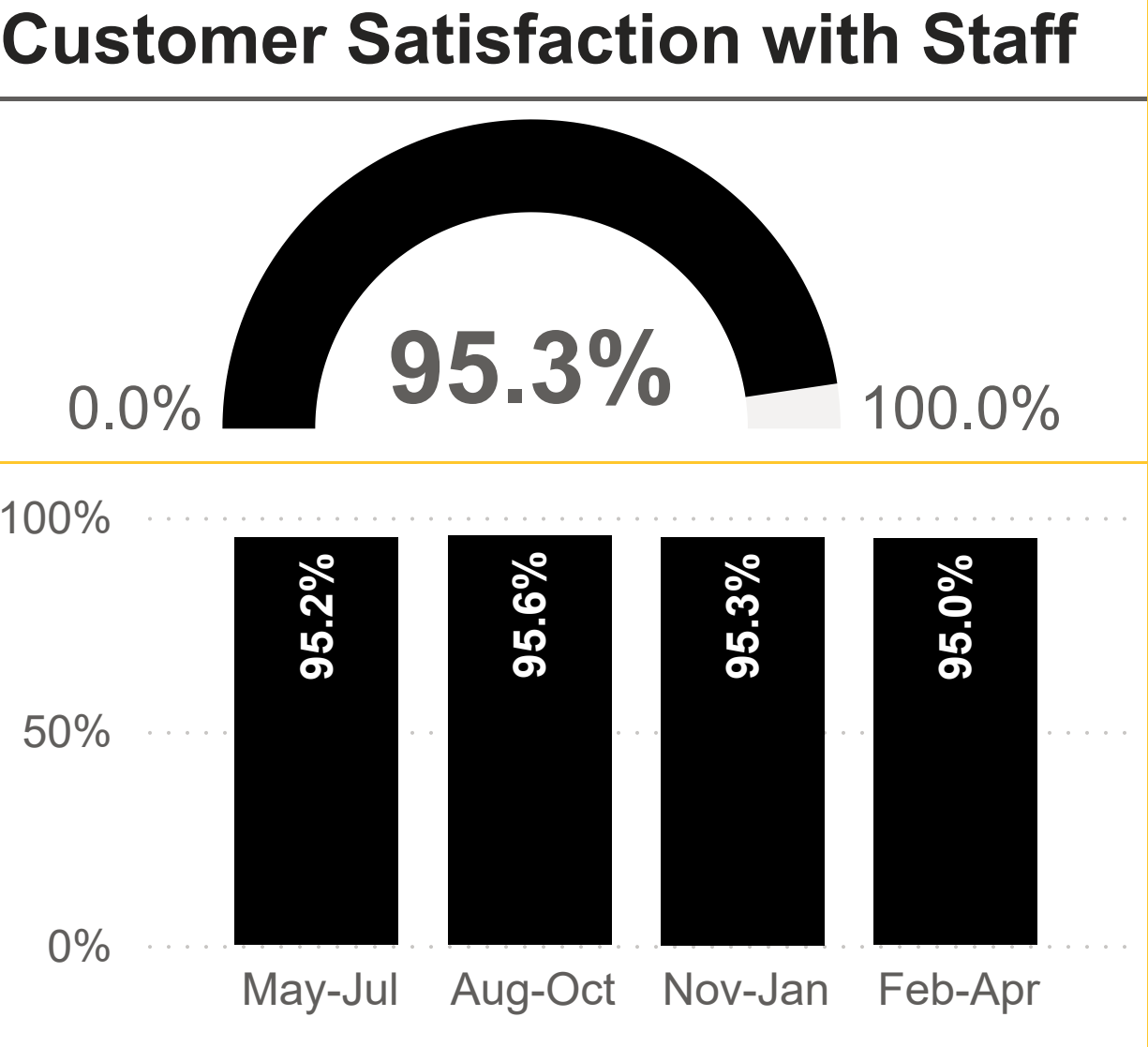
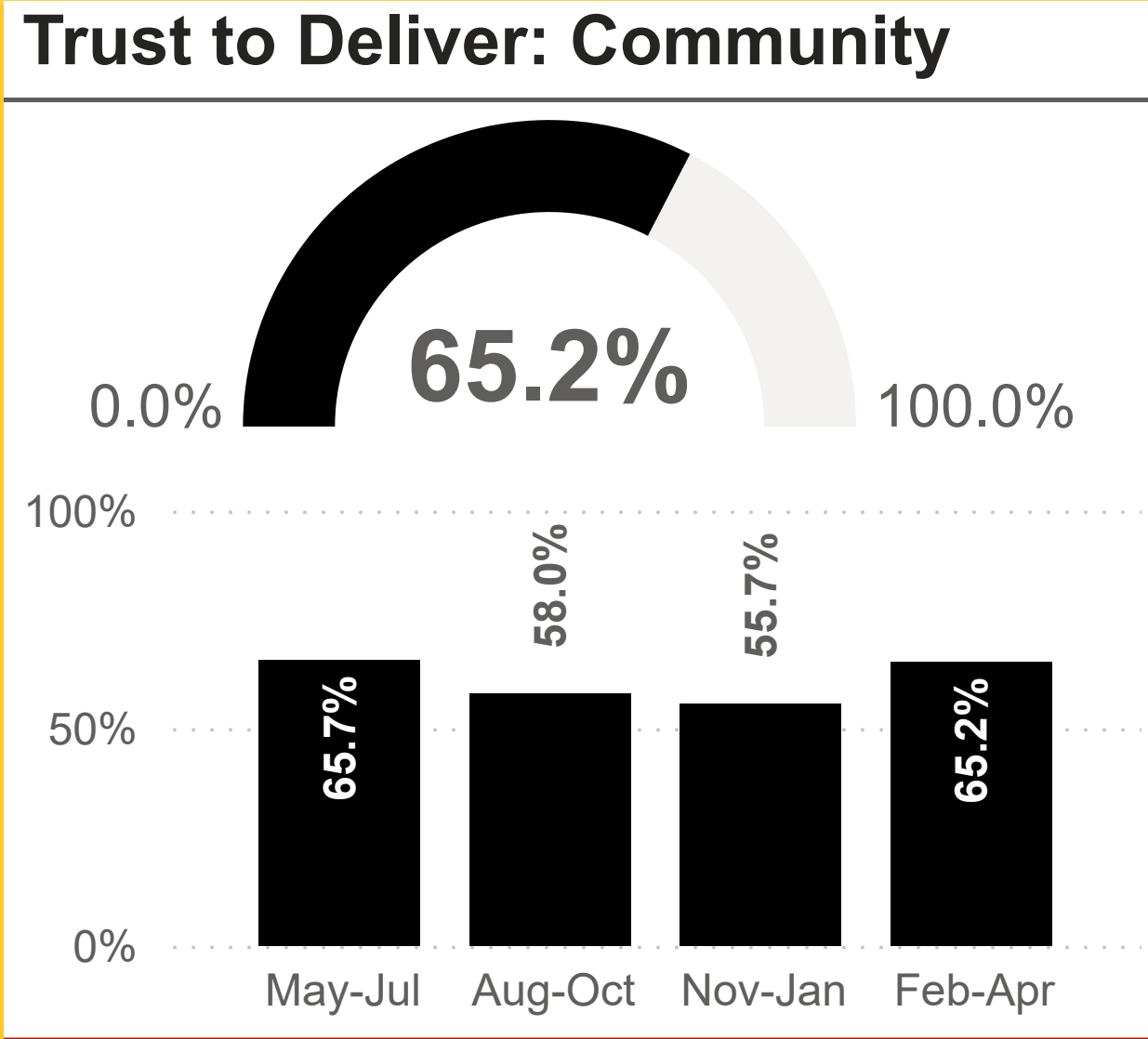
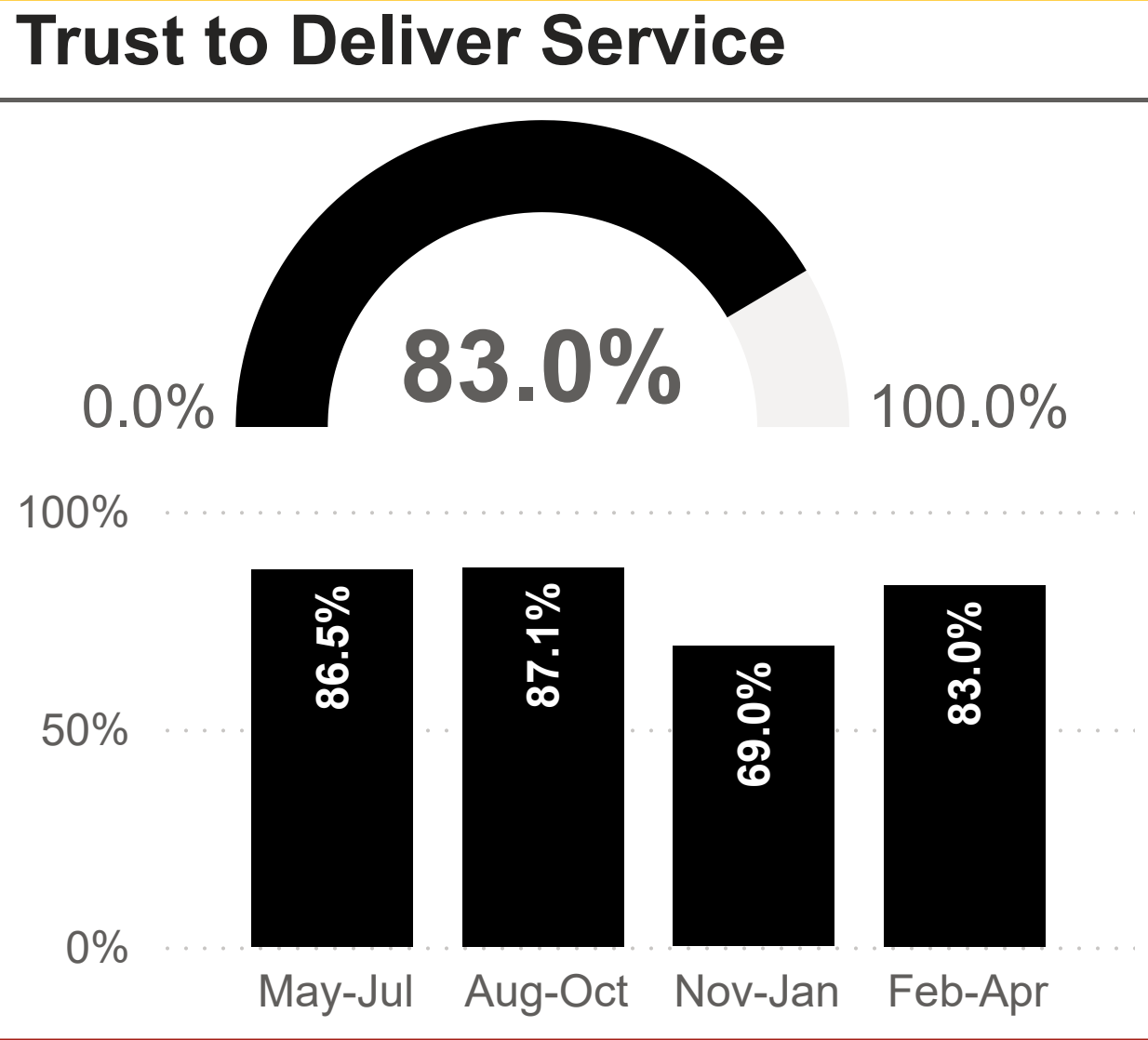
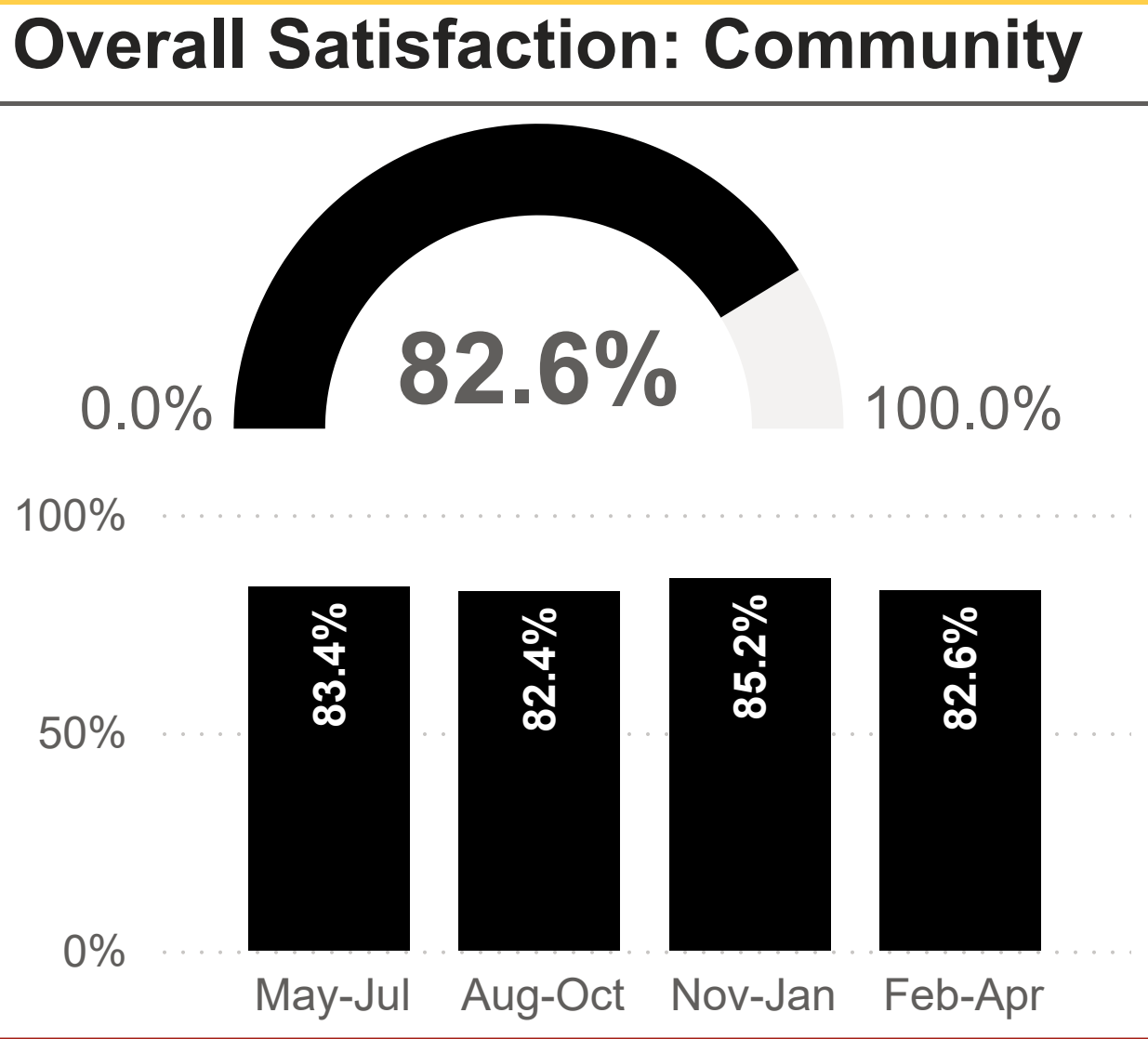
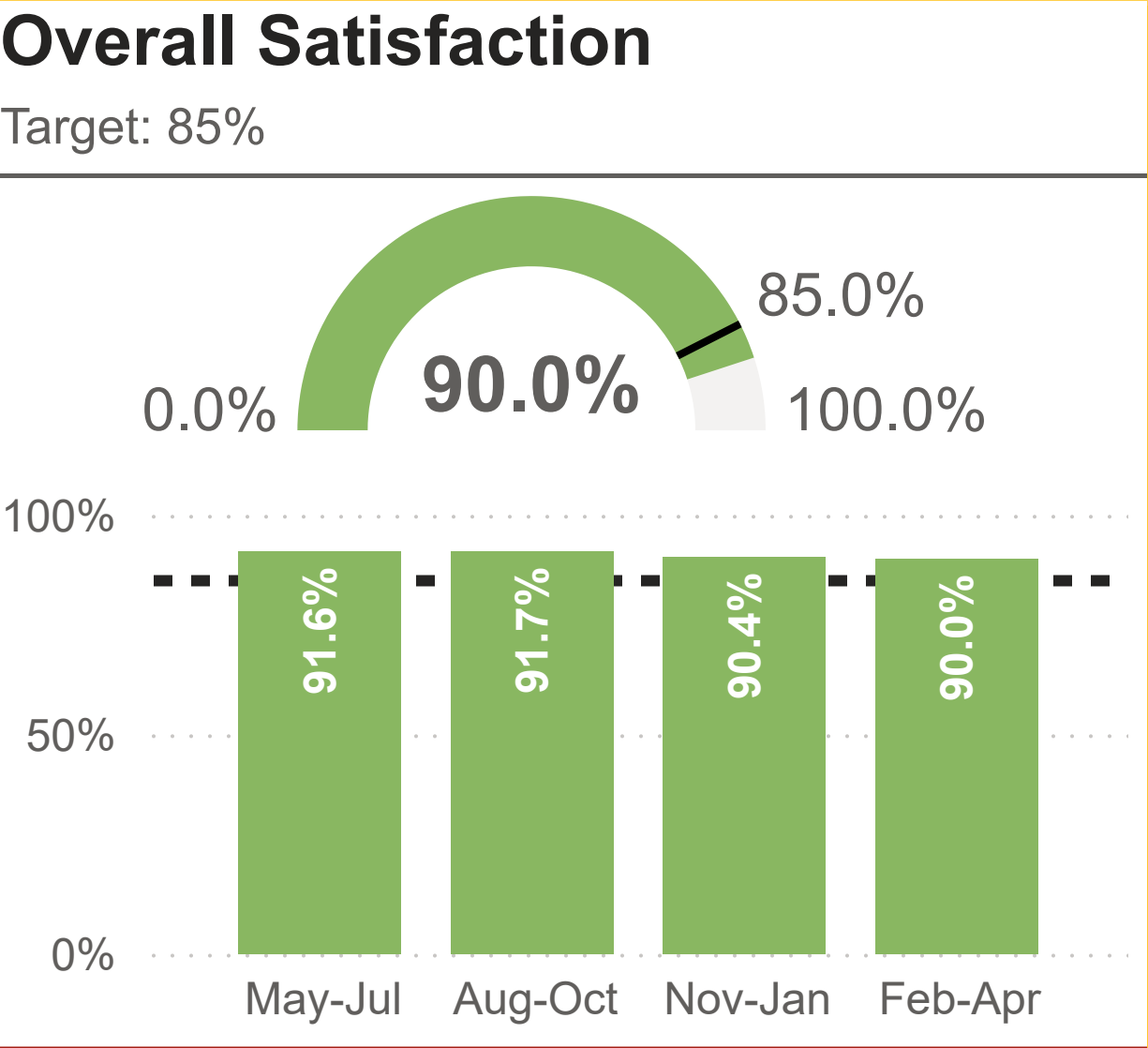


For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.





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.





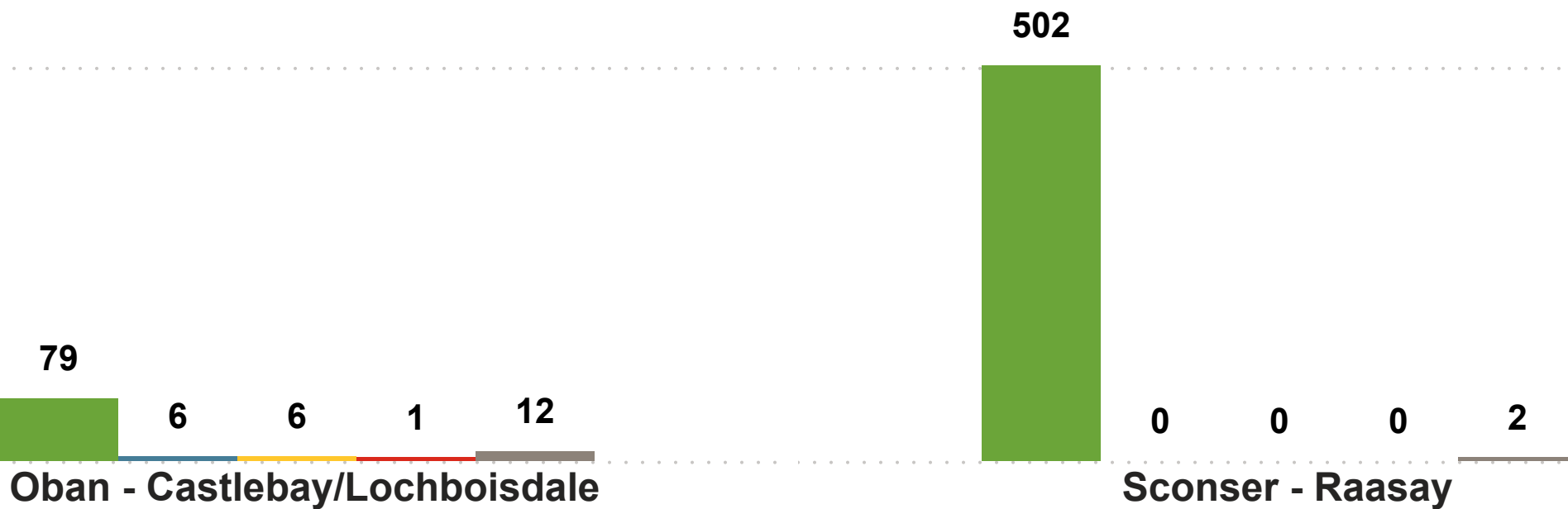
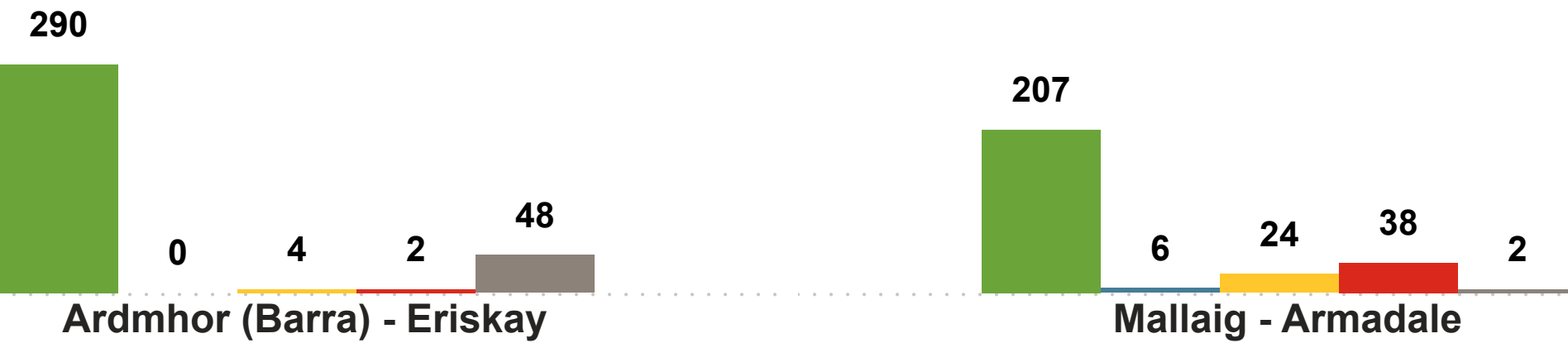
Sailings Timetabled, Amended & Actual

● Timetabled ● Amended ● Actual



Punctuality & Reliability

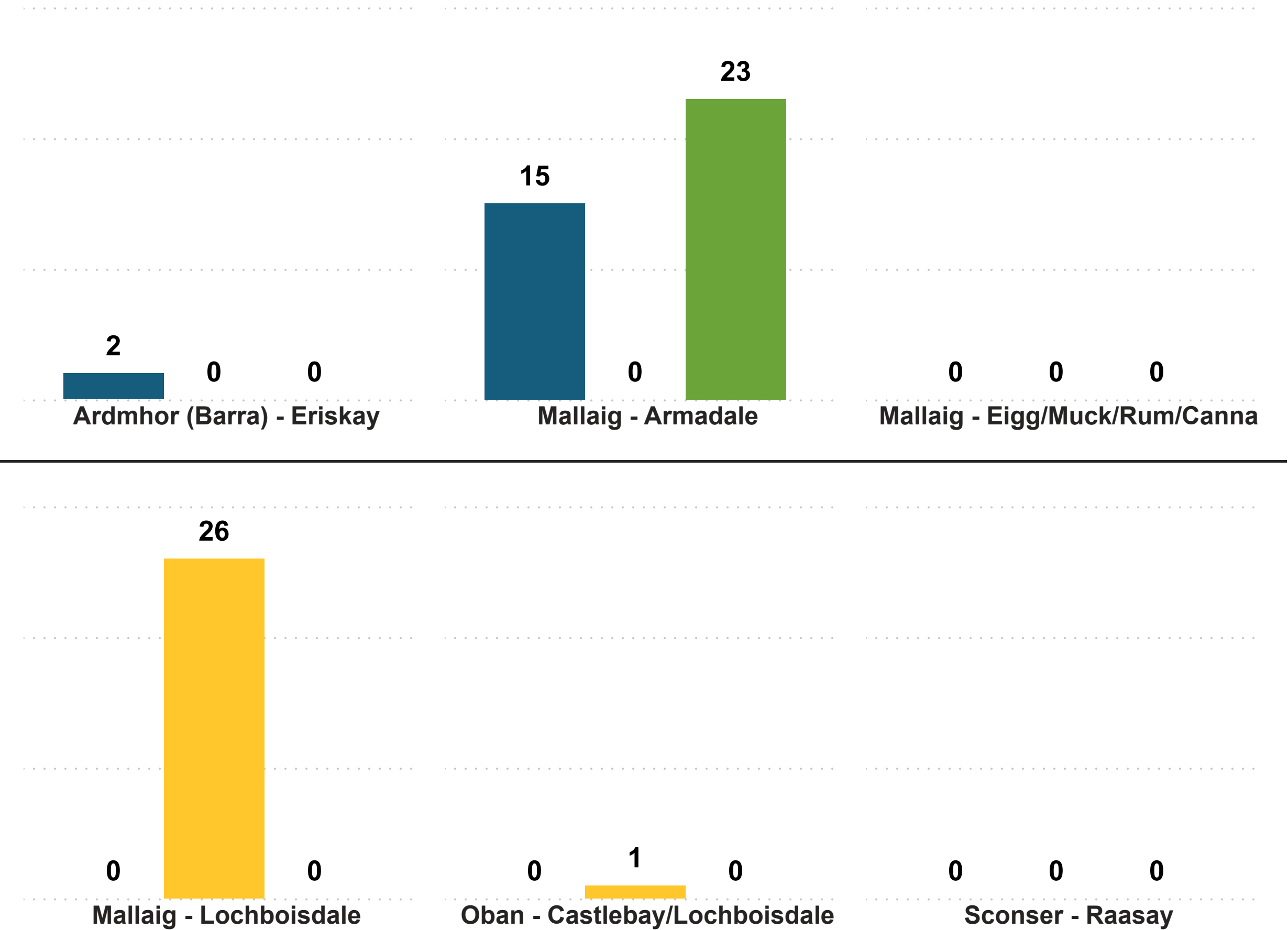
● On Time ● Level 1 Lateness ● Level 2 Lateness ● Cancelled ● Additional





Cancelled Sailings (By Reason)

● Weather ● Technical ● Other



Missed Train Connections

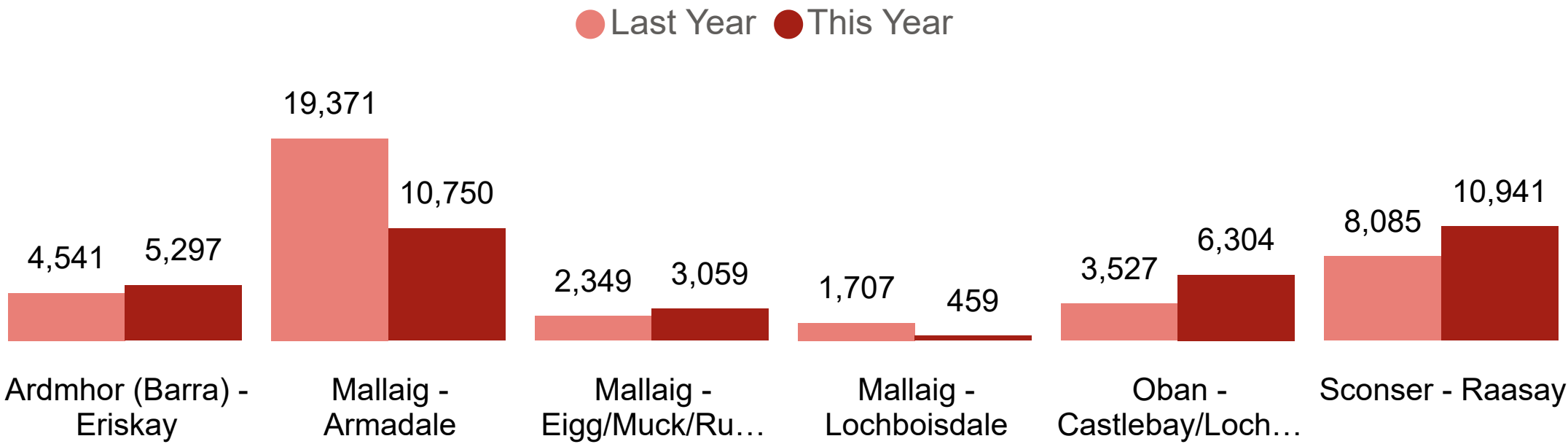
0

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

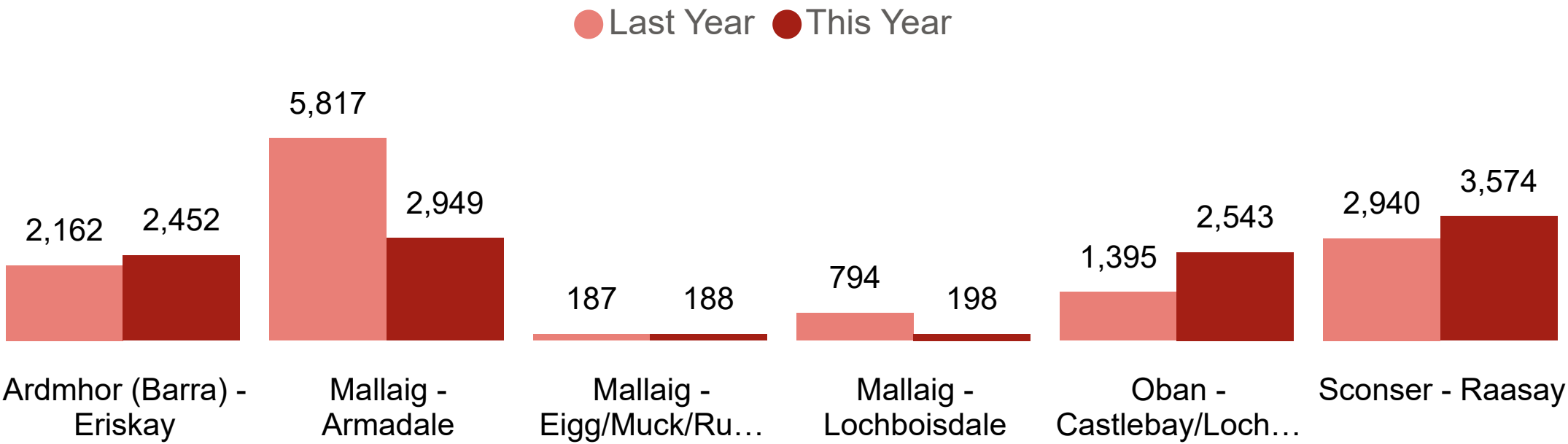
"Other" refers to any cancellations not resulting from weather and technical disruption. This includes cancellations due to reasons such as bunkering issues, berth unavailability etc.



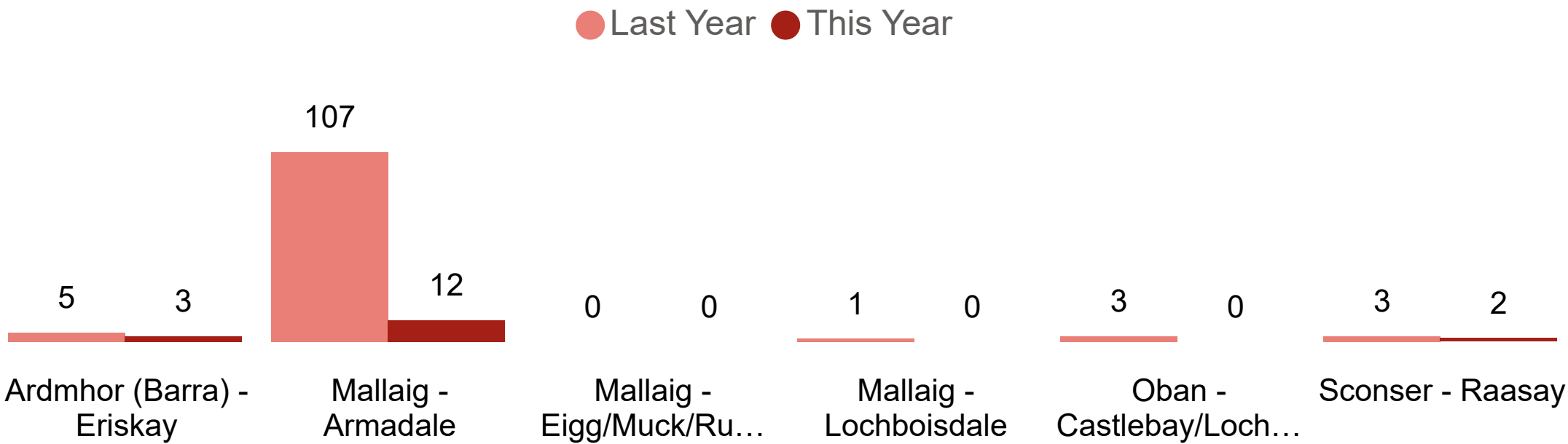
Shipped Passengers



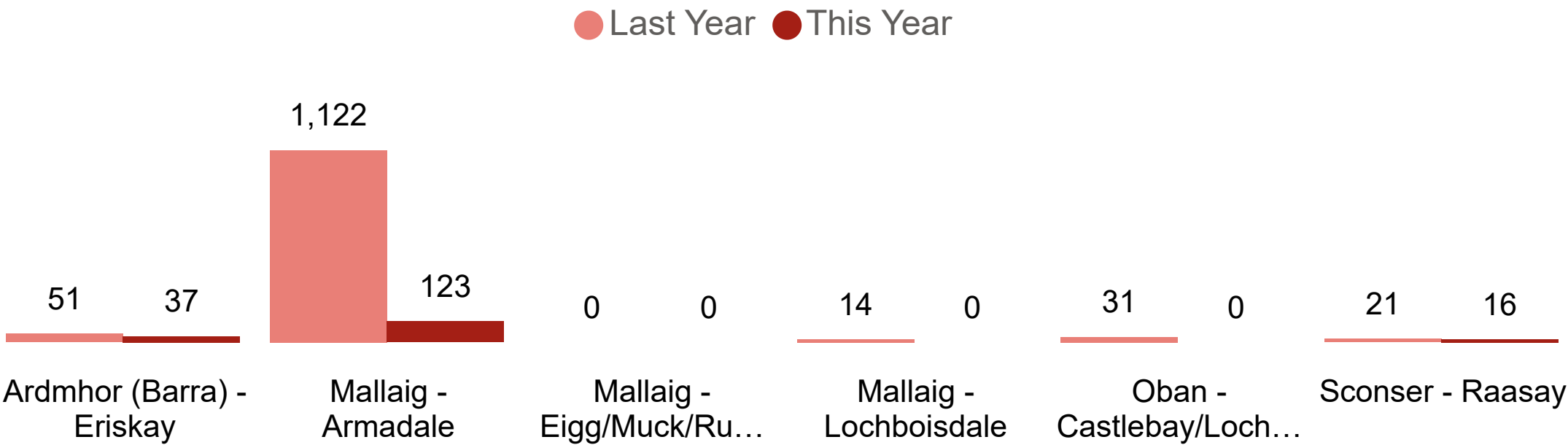
Shipped Cars



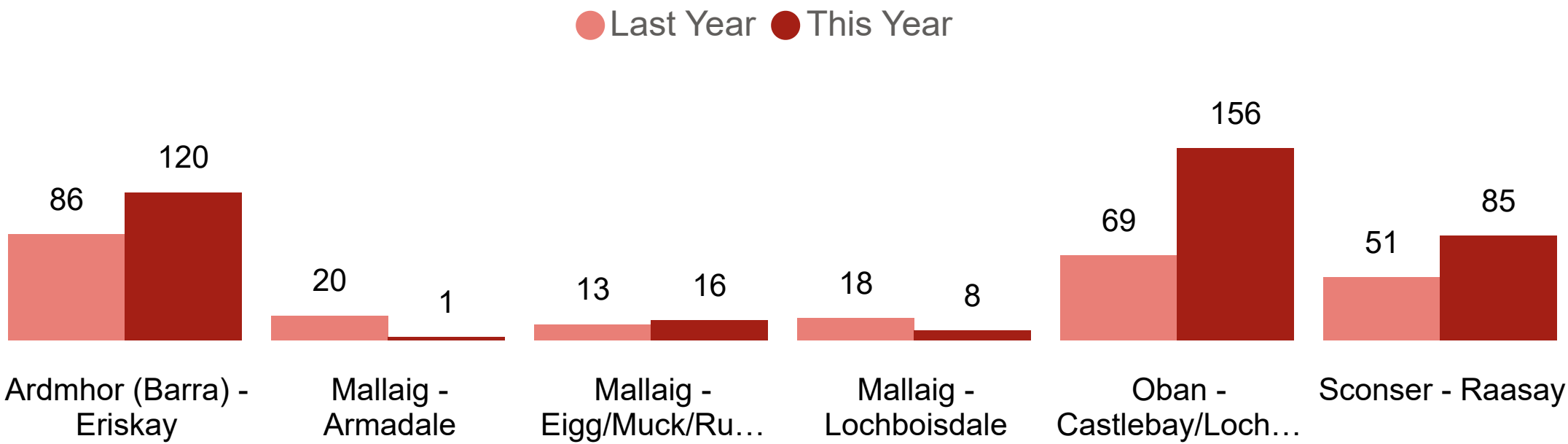
Shipped Coaches



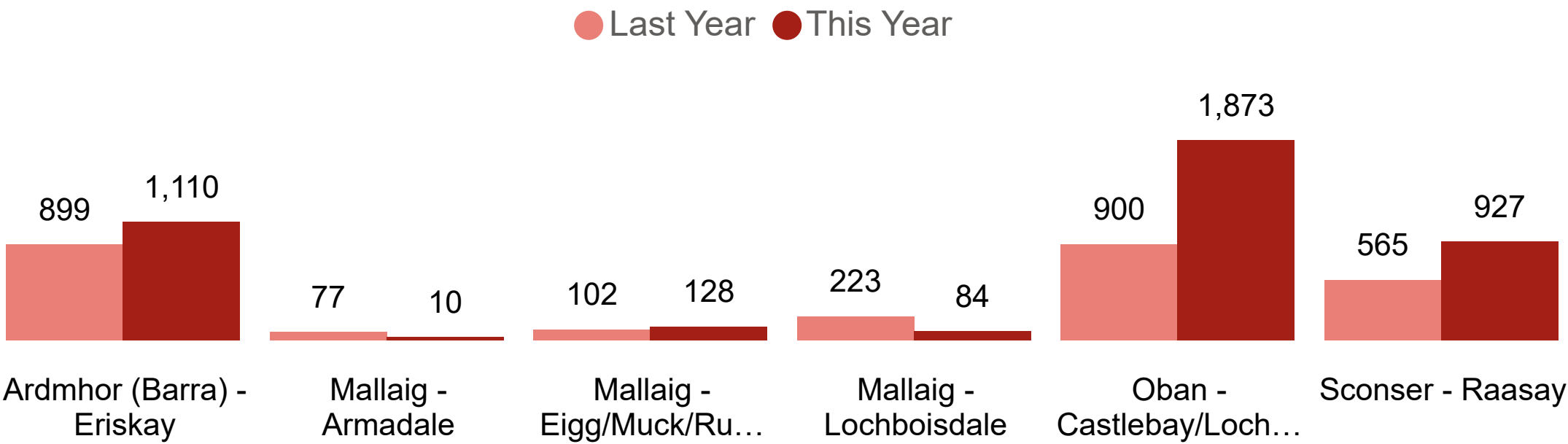
Shipped Coach Metres



Shipped Commercial Vehicles



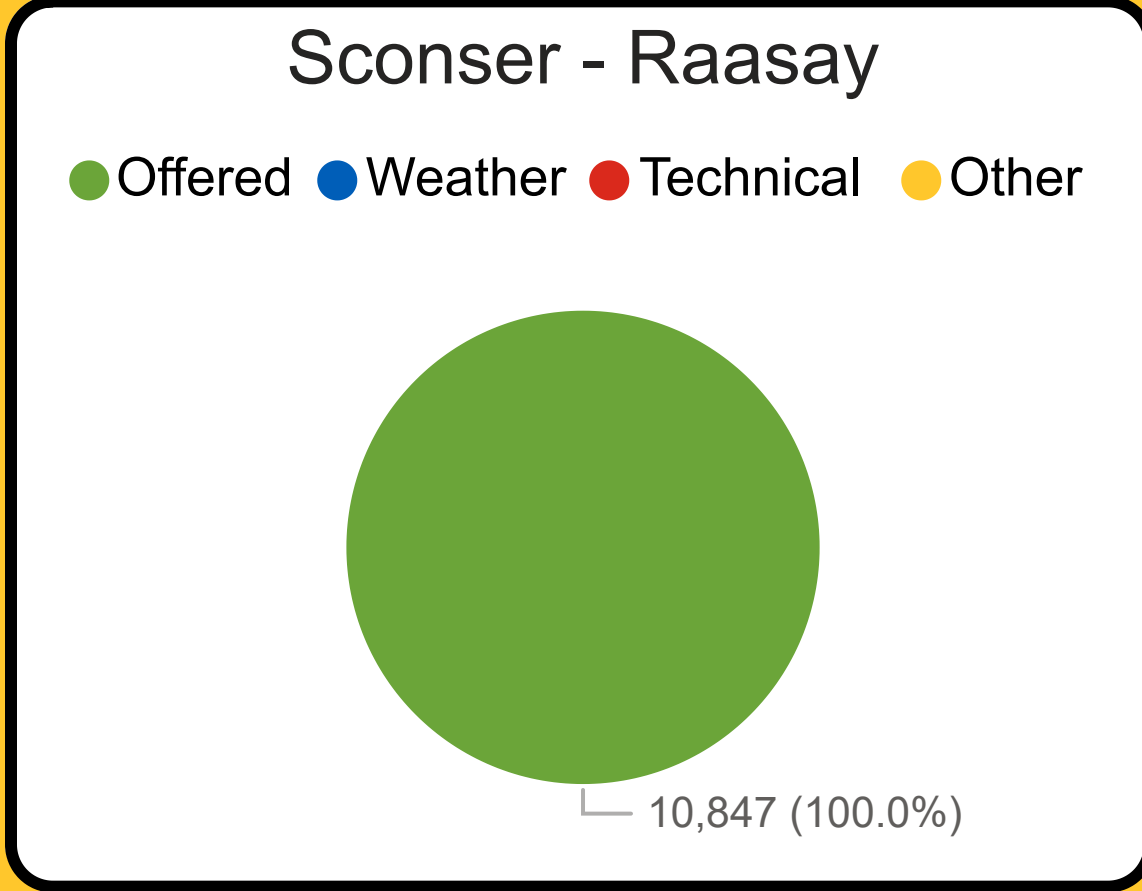
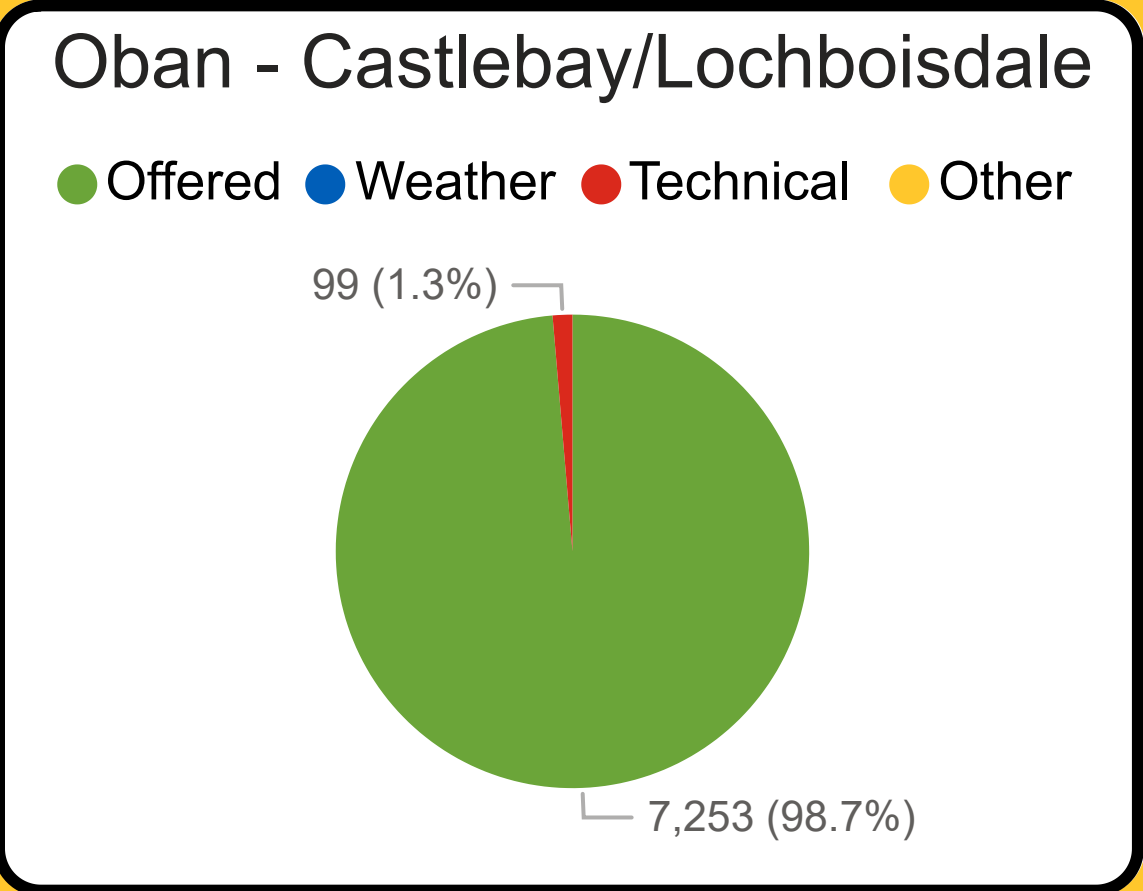
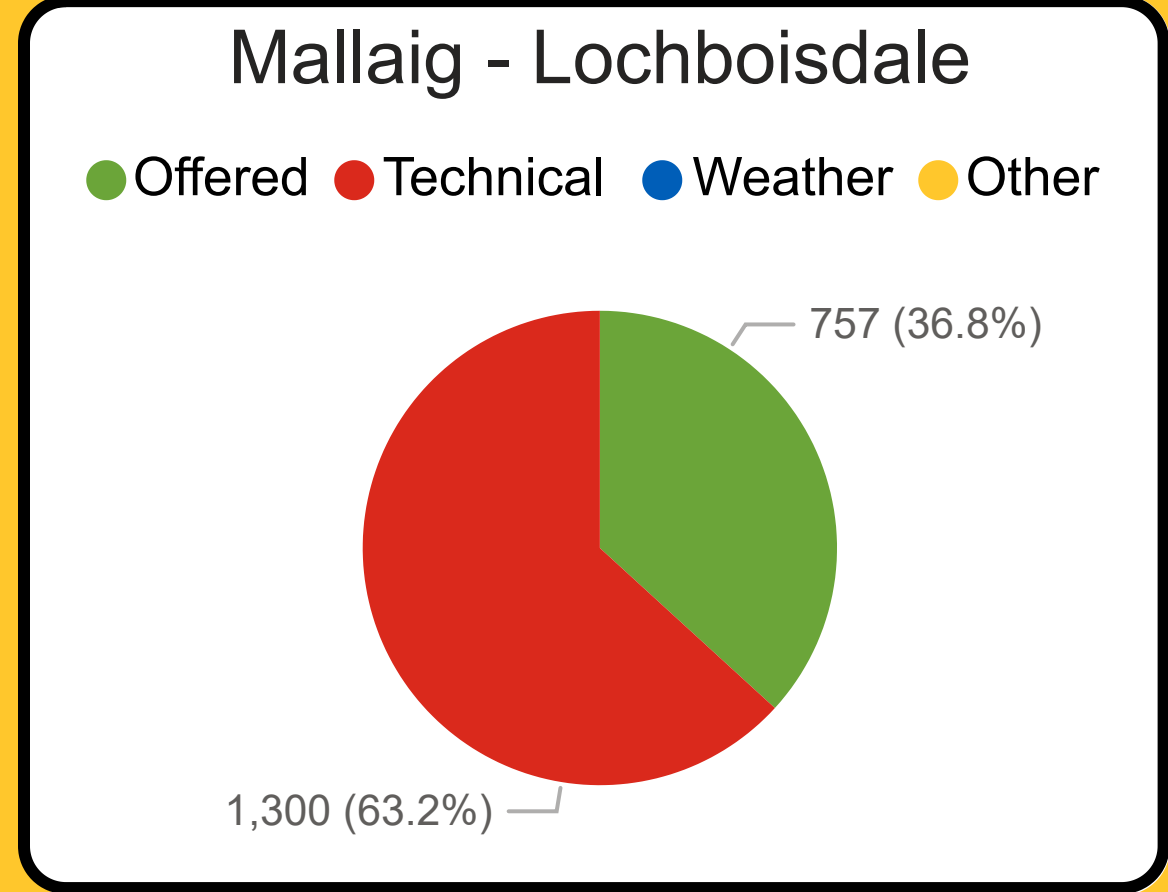
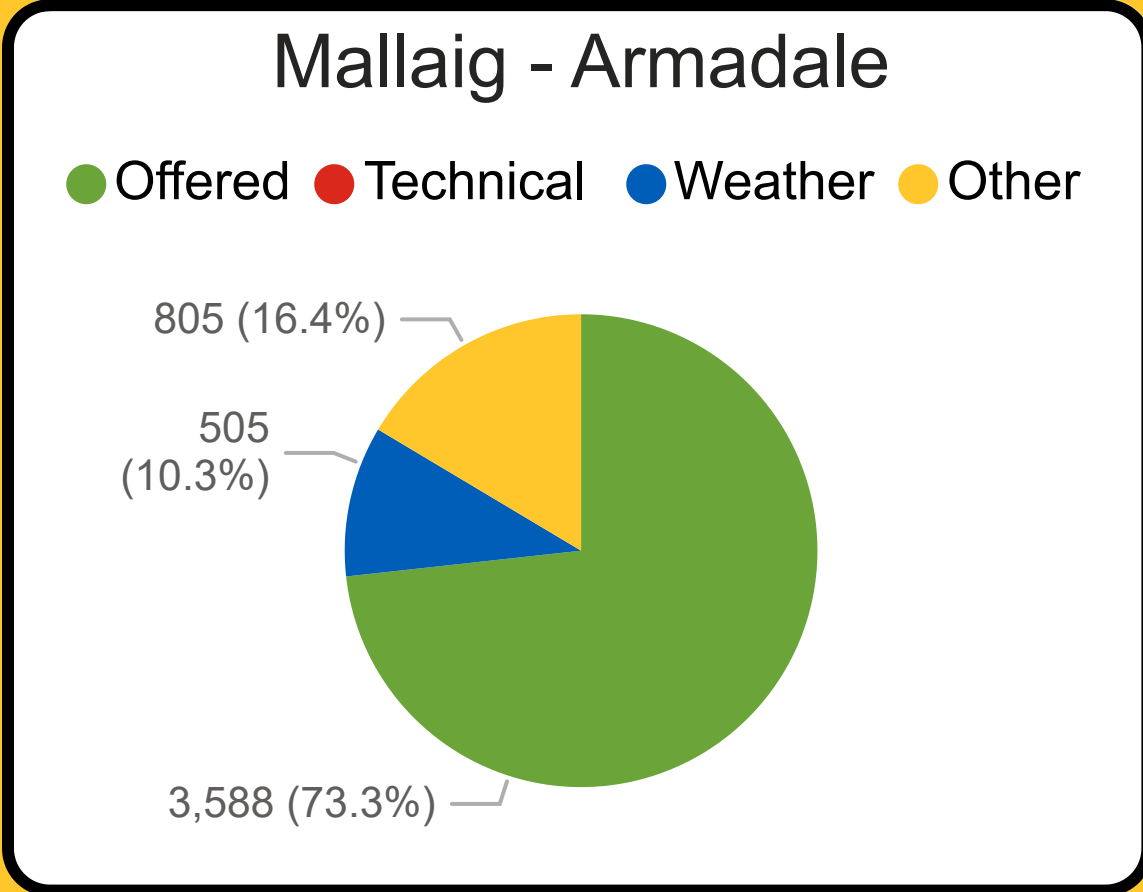
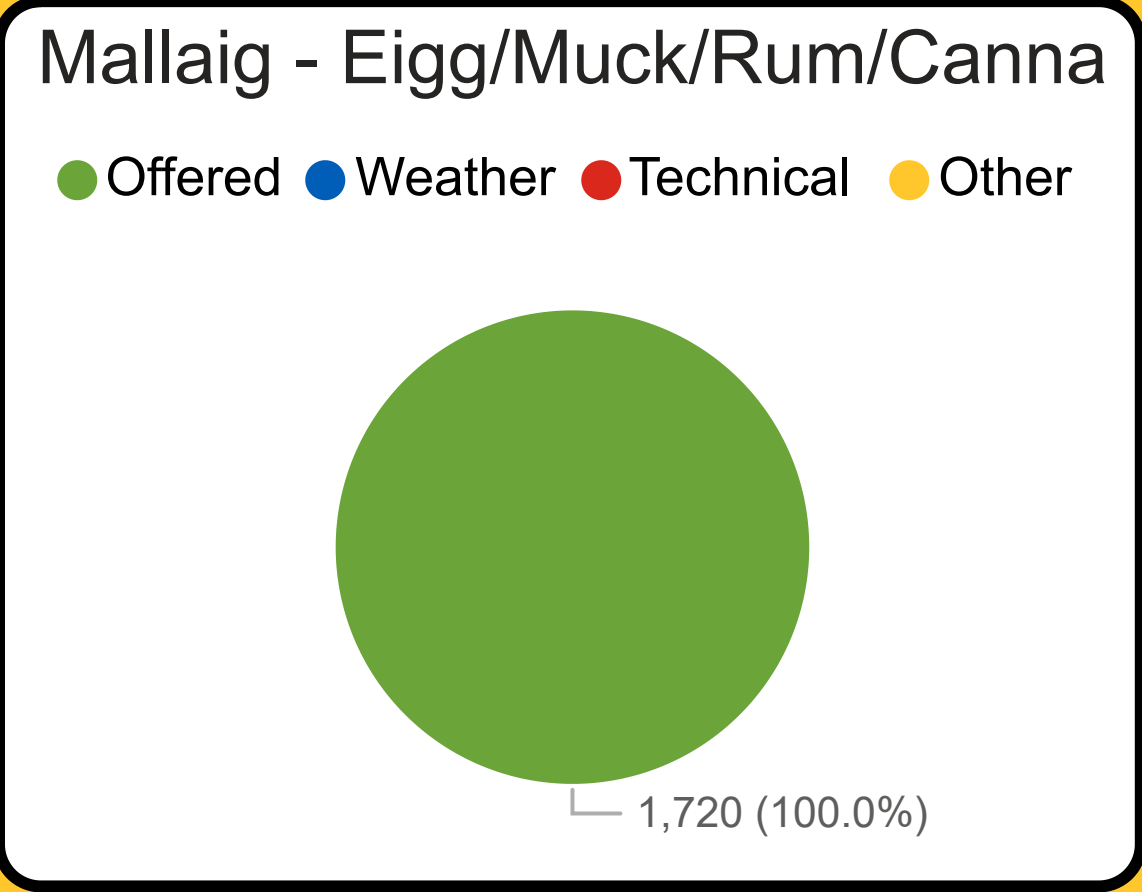
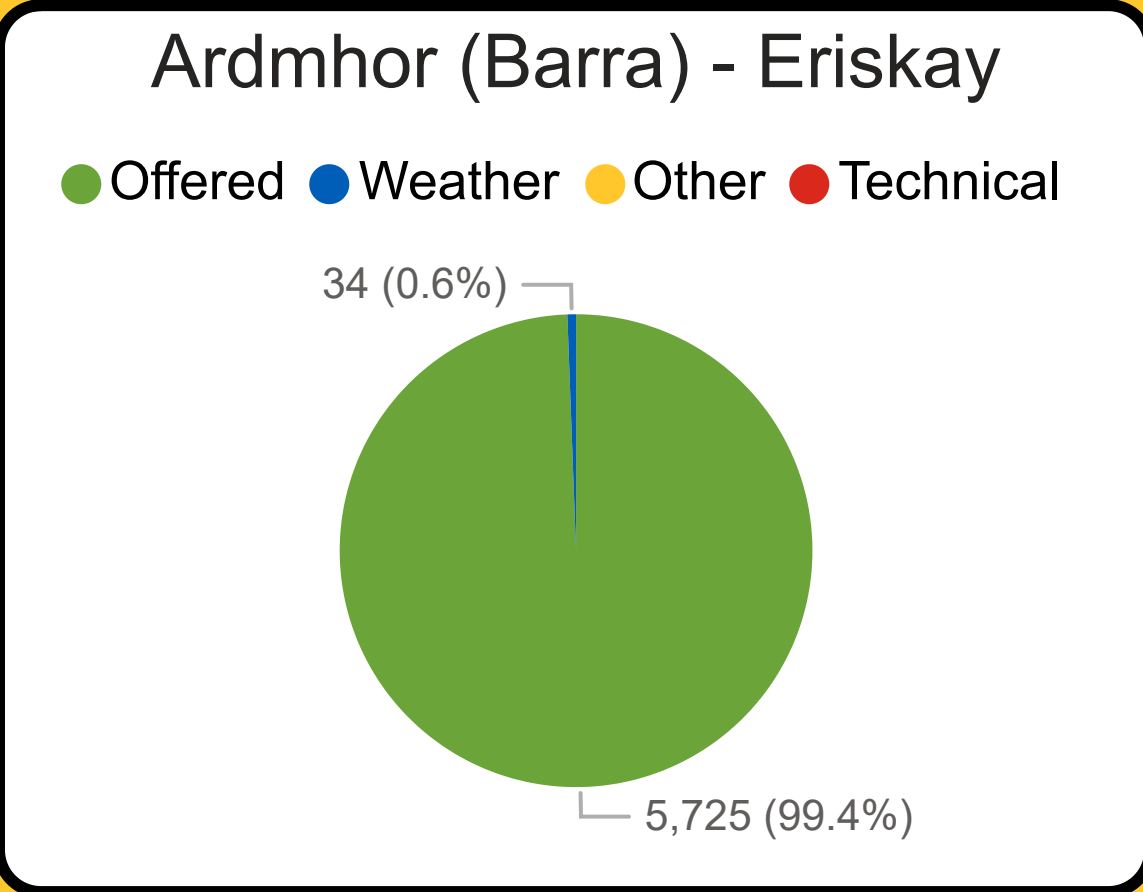
Shipped Commercial Vehicle Metres







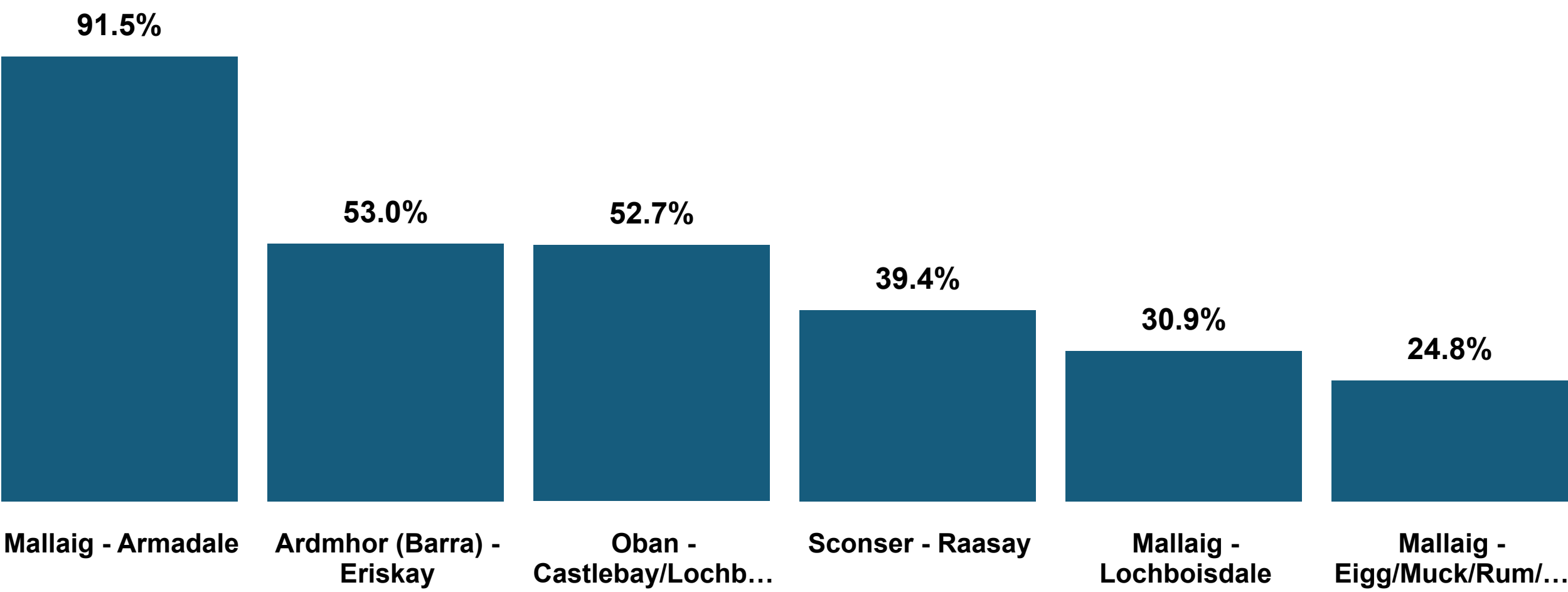
• 1 Car Equivalent Space is equal to 4.6 General Lane Metres  
• Below visuals represent car equivalent spaces offered vs car equivalent space made unavailable as a result of technical, weather and all other cancellations



Route	Offered	Weather	Tech	Other
Sconser - Raasay	10,847			
Oban - Castlebay/Lochboisdale	7,253		99	
Ardmhor (Barra) - Eriskay	5,725	34		
Mallaig - Armadale	3,588	505		805
Mallaig - Eigg/Muck/Rum/Canna	1,720			
Mallaig - Lochboisdale	757		1,300	



Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Mallaig - Armadale	16.5K	15.1K	3,283	91.5%
Ardmhor (Barra) - Eriskay	26.3K	14.0K	3,034	53.0%
Oban - Castlebay/Lochboisdale	33.4K	17.6K	3,822	52.7%
Sconser - Raasay	49.9K	19.6K	4,269	39.4%
Mallaig - Lochboisdale	3.5K	1.1K	234	30.9%
Mallaig - Eigg/Muck/Rum/Canna	7.9K	2.0K	427	24.8%
Total	137.5K	69.3K	15,069	50.4%

Overall Utilisation of Sailings

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

