

Total Number of
Survey Responses
Last 6 Months

12K

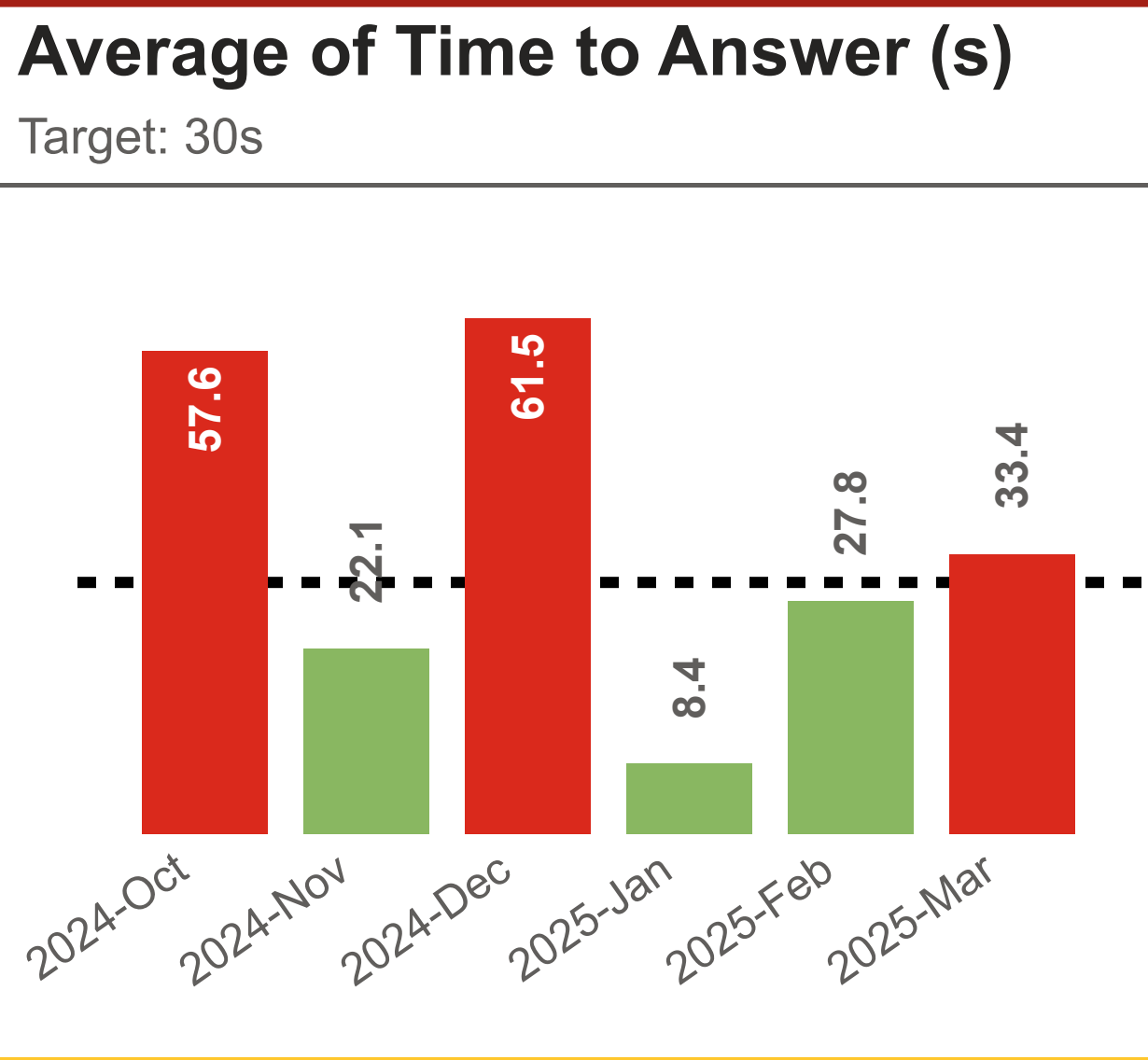
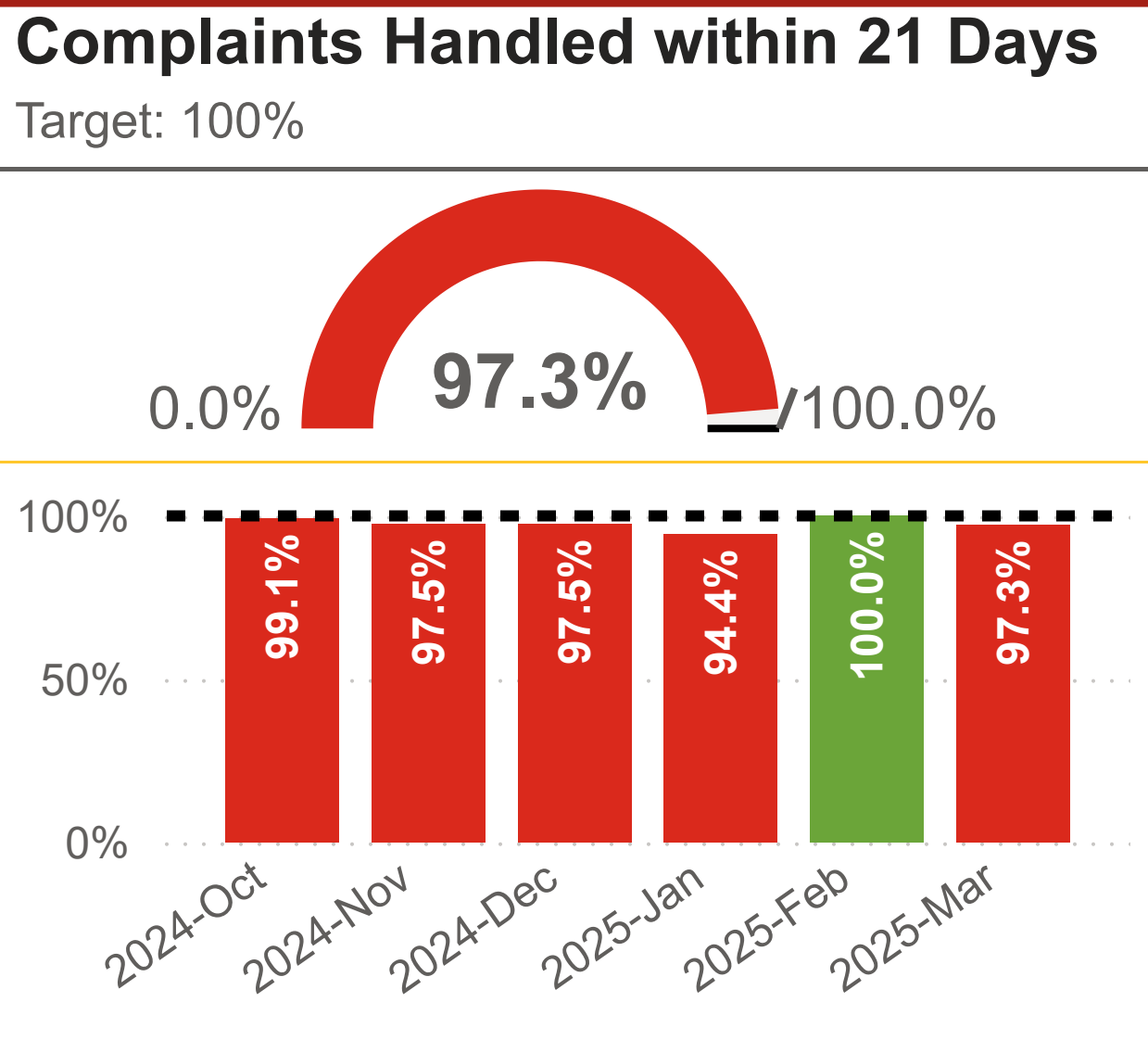
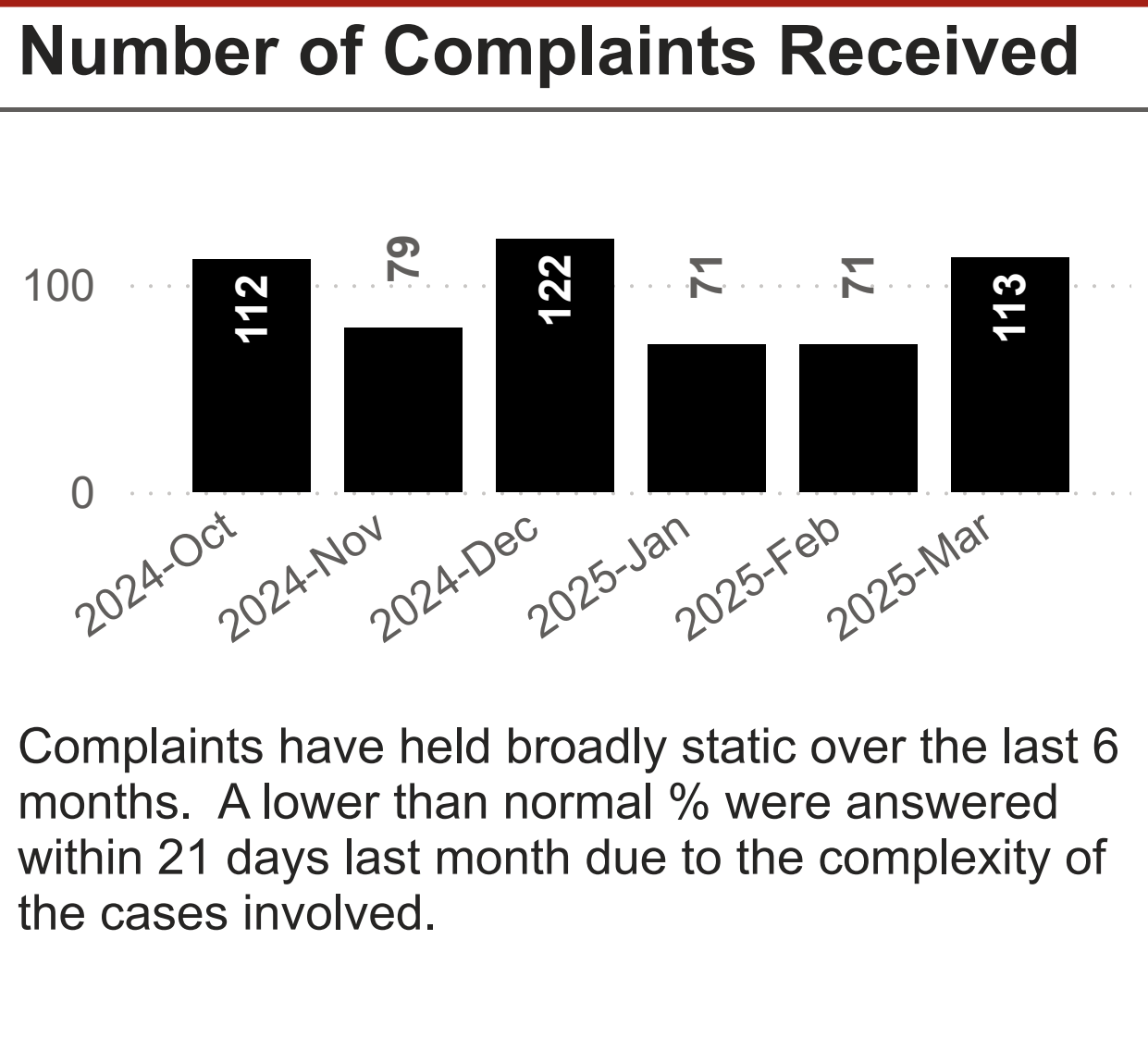
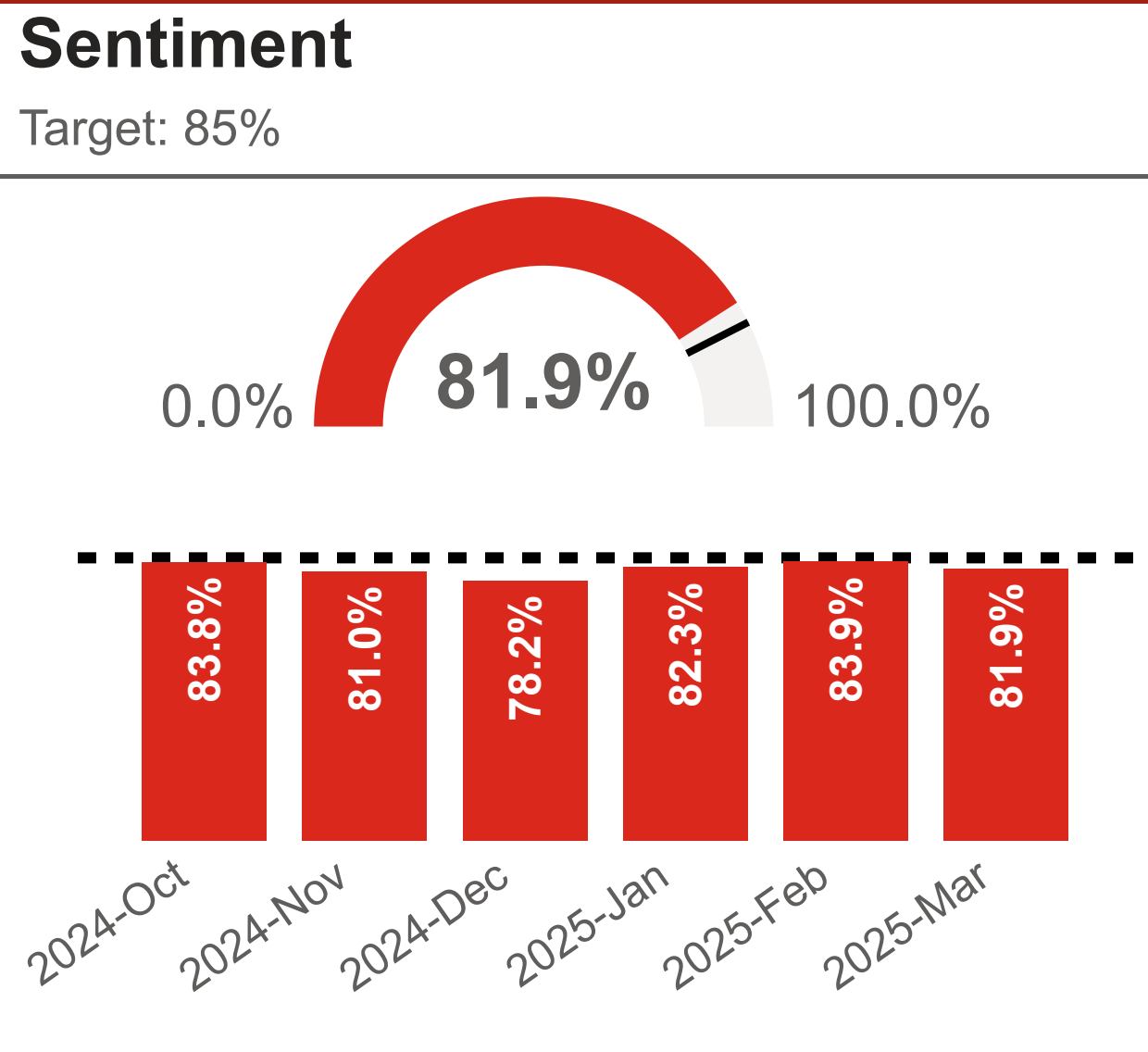
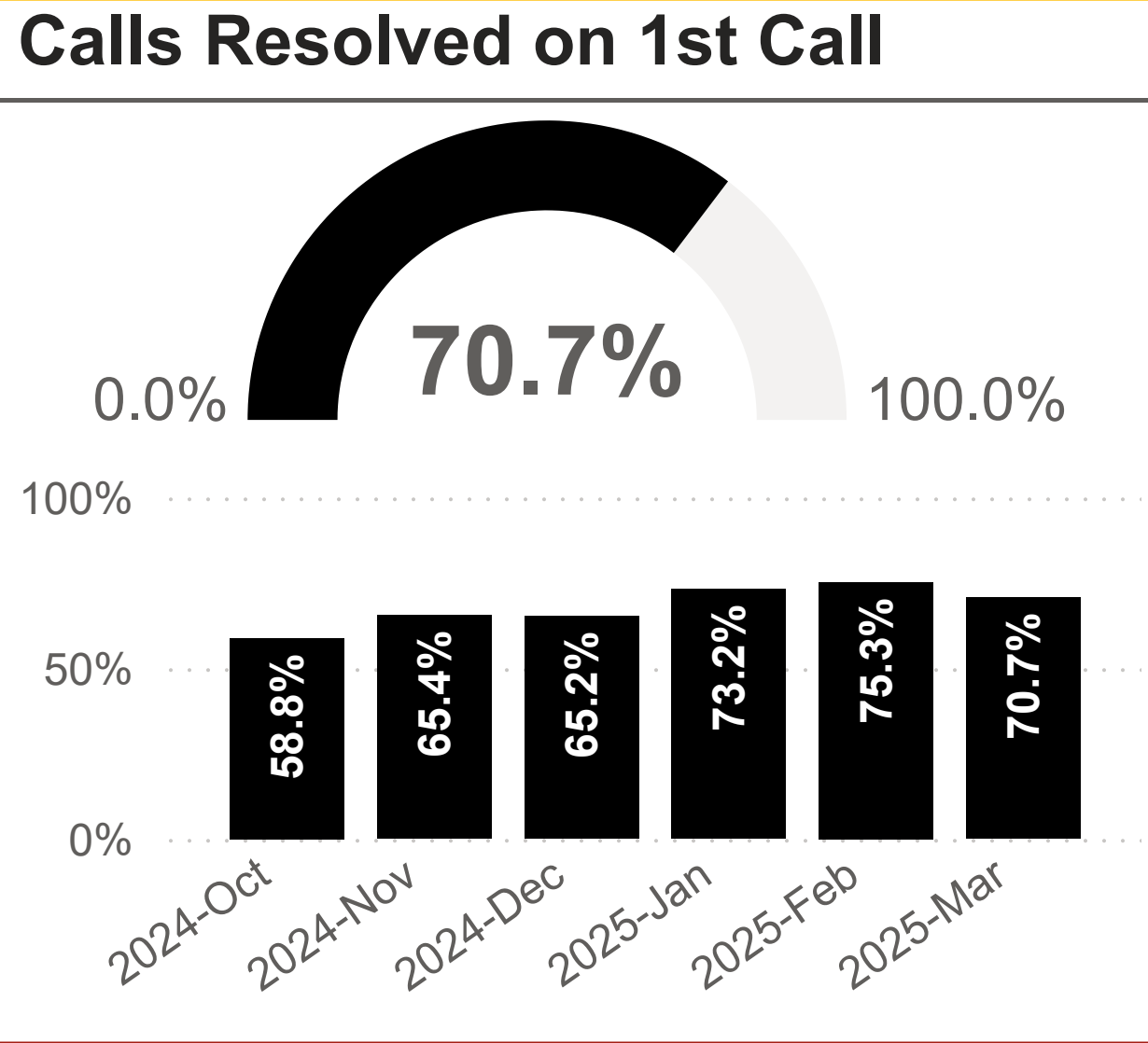
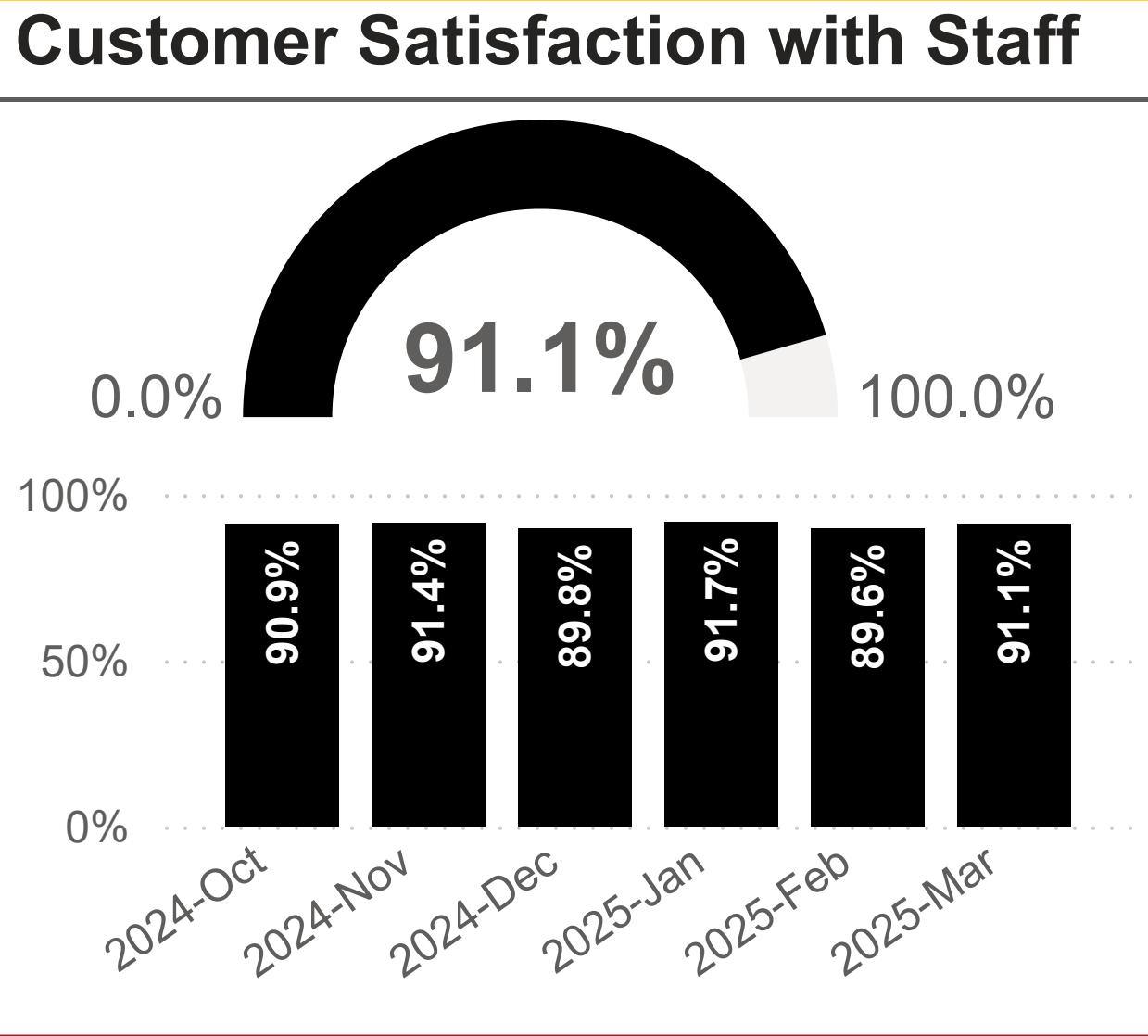
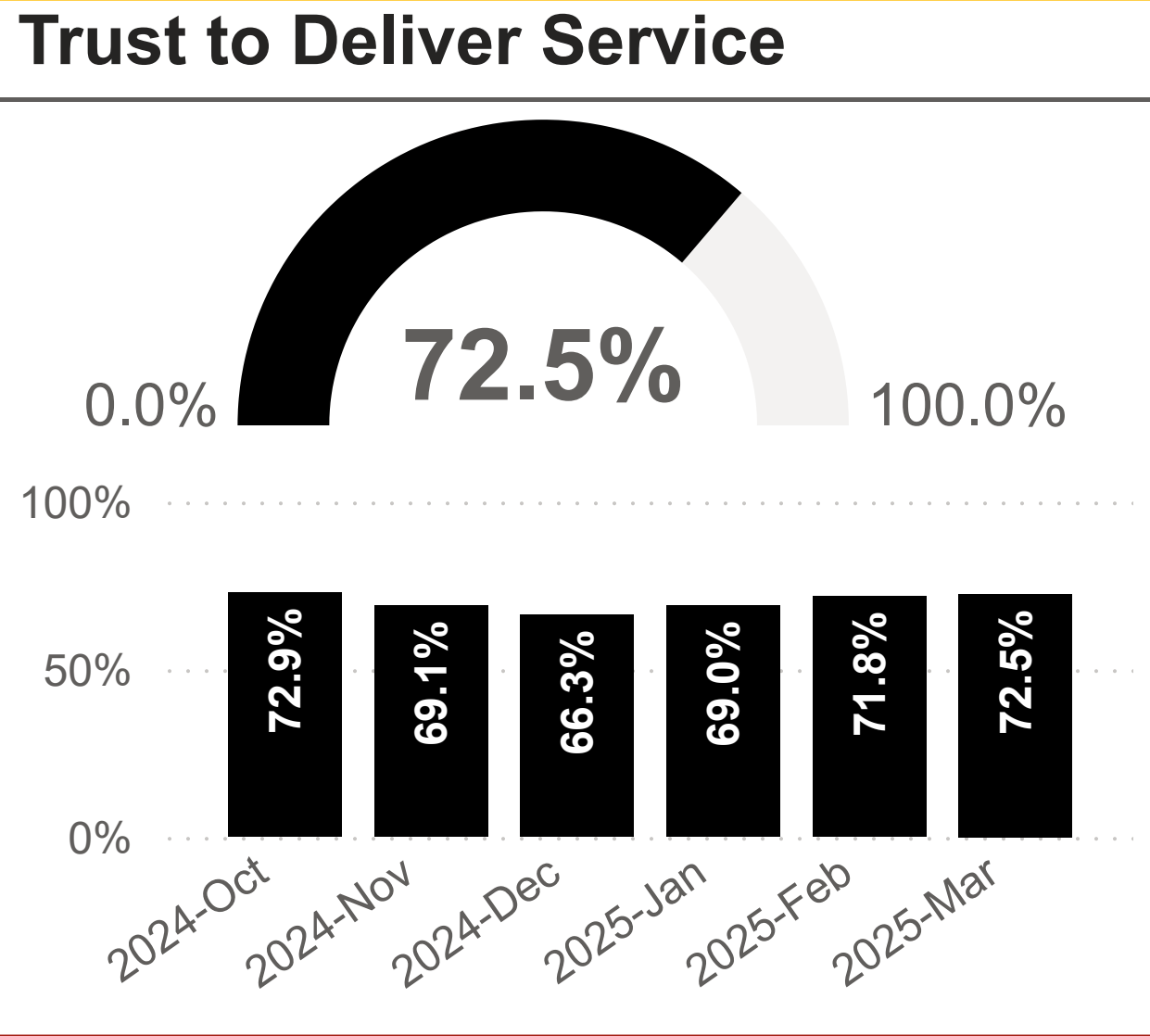
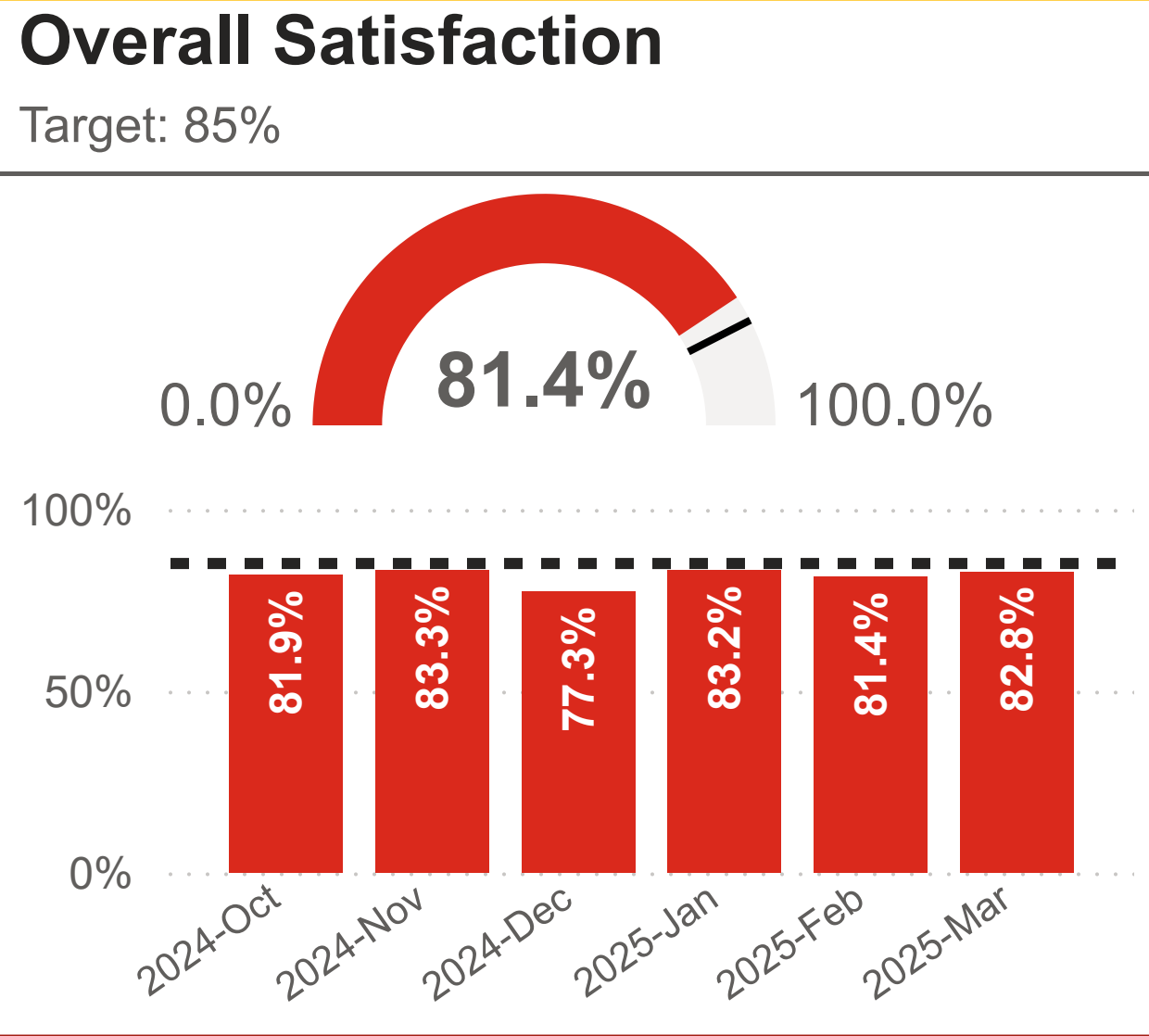
Our Performance in March 2025

Customer Feedback Metrics

Network Wide



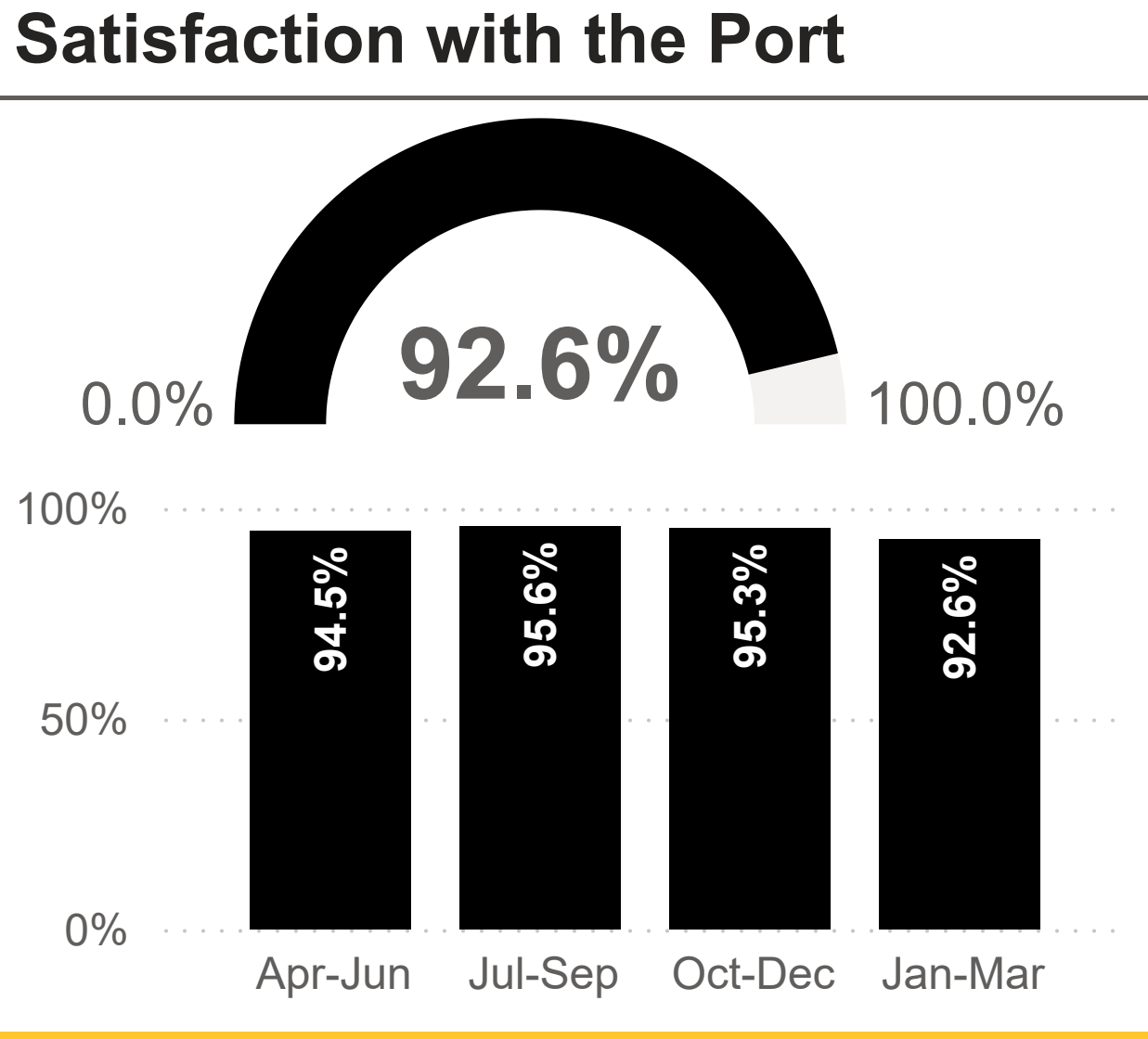
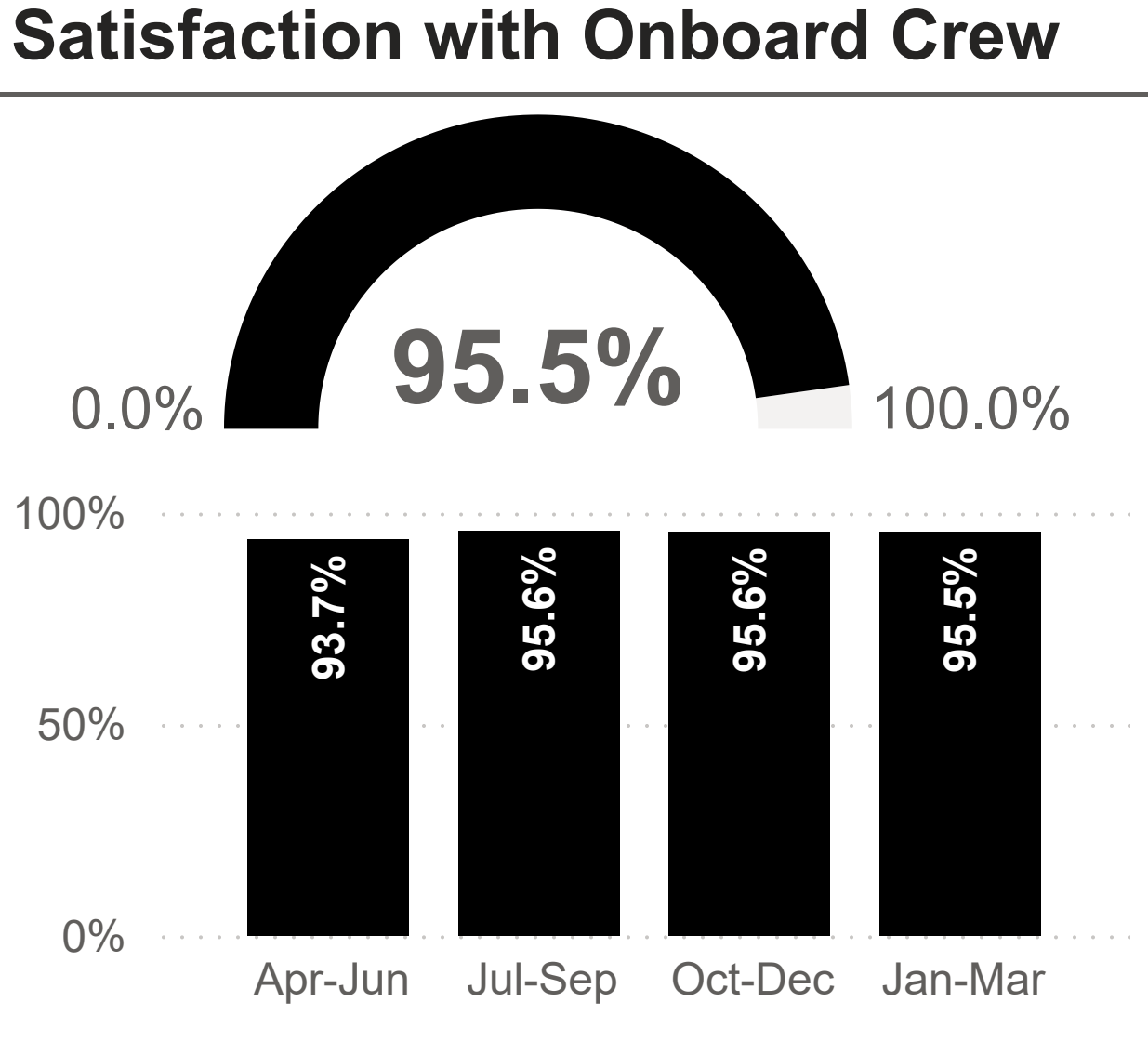
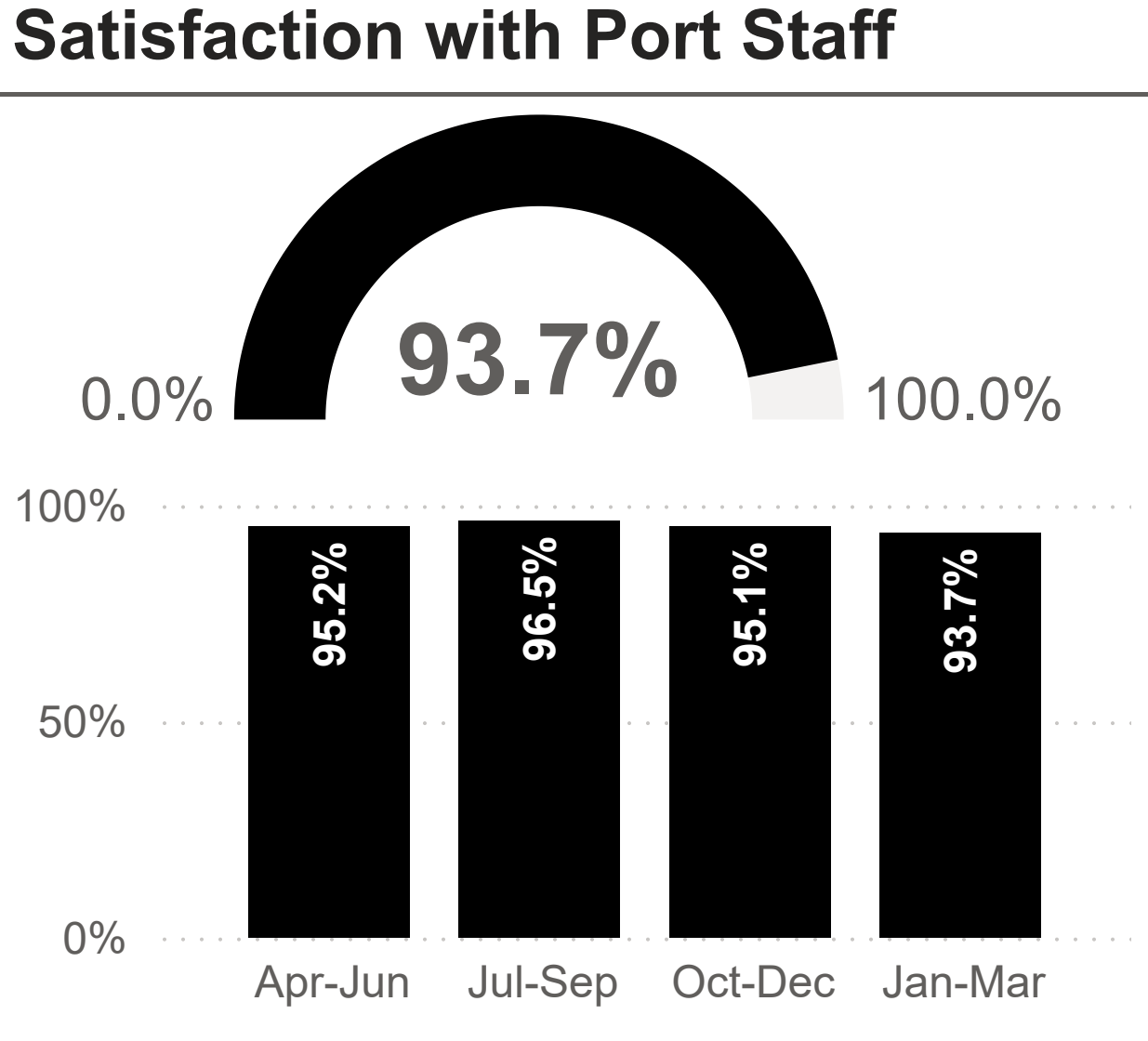
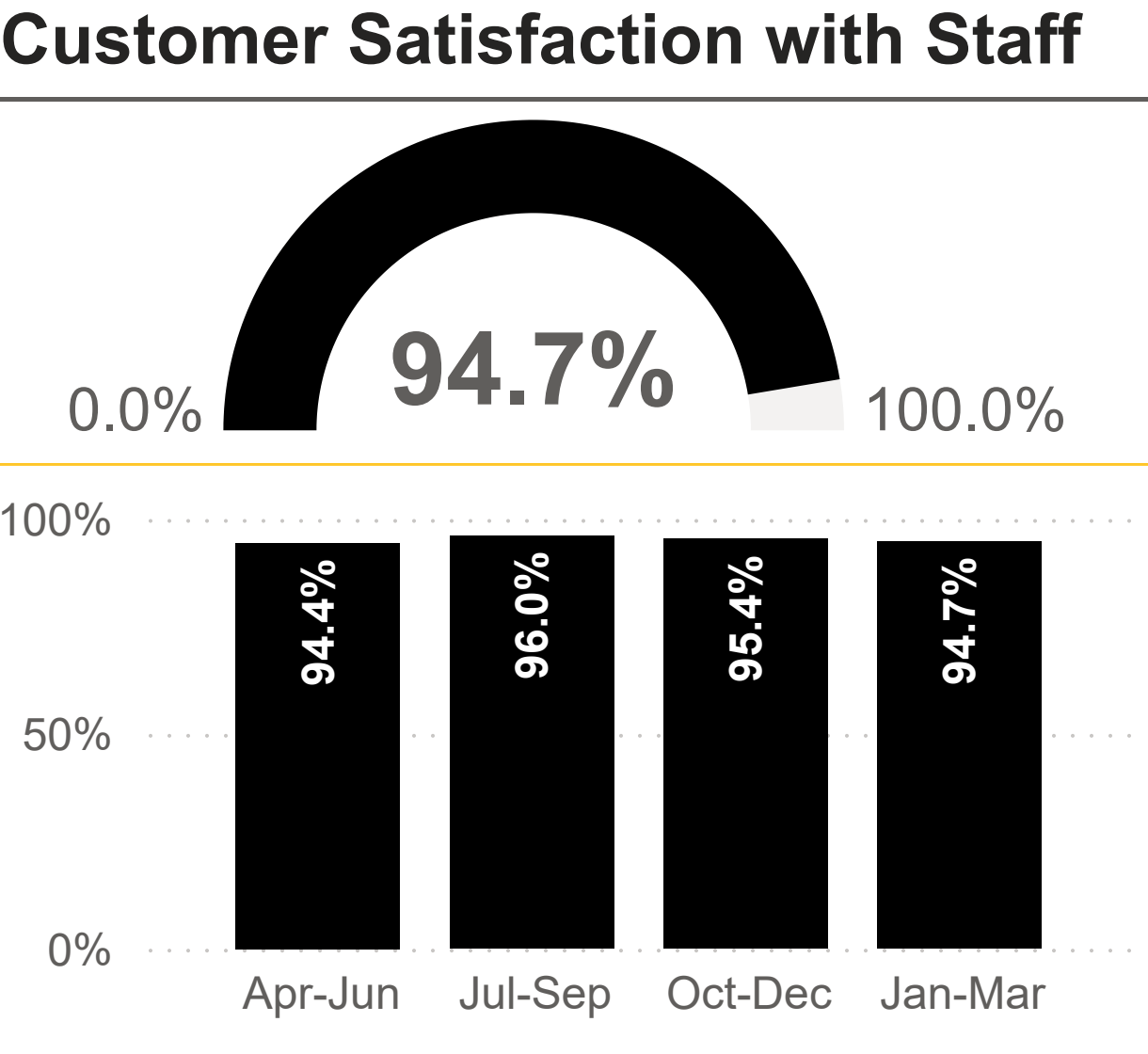
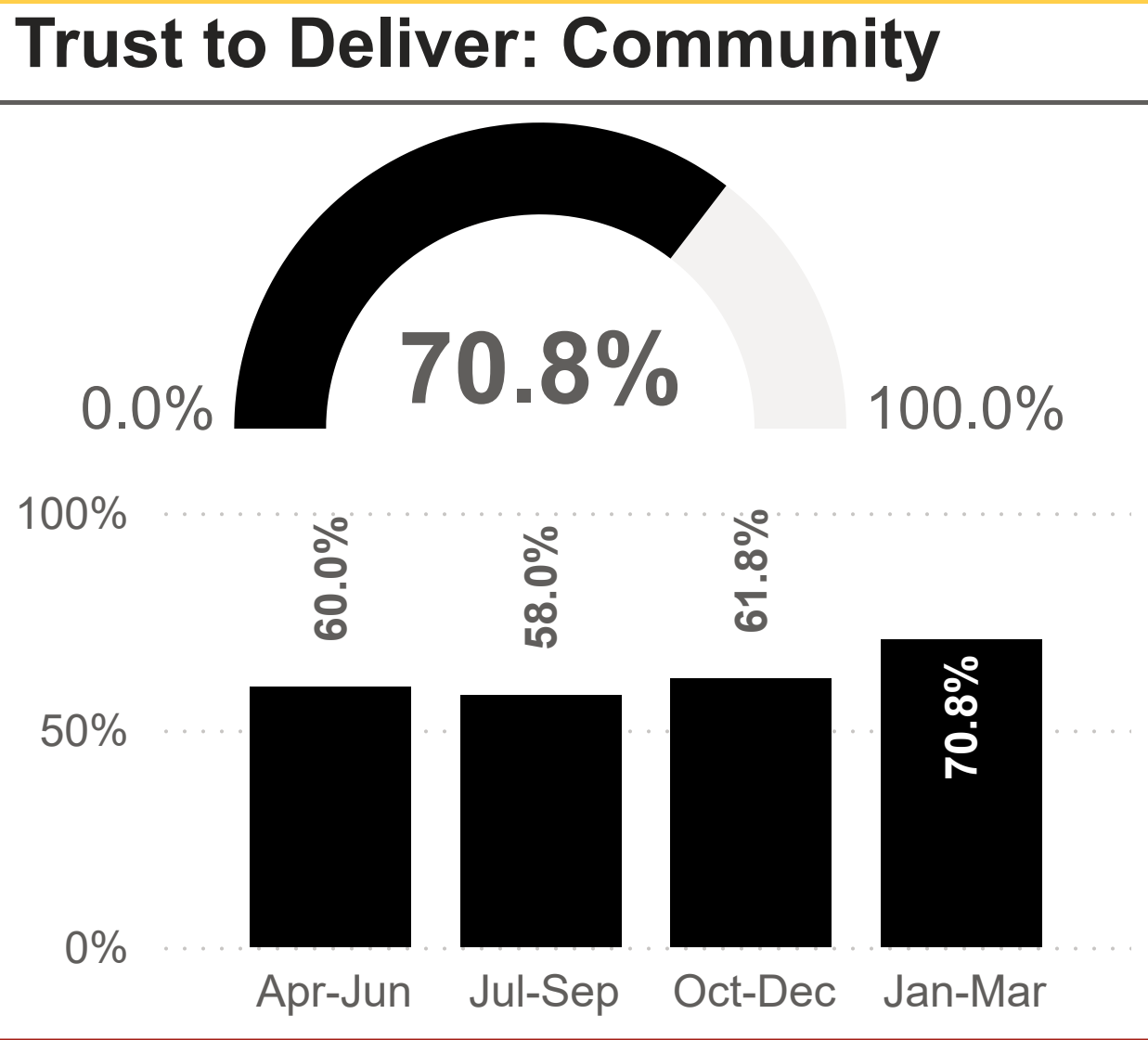
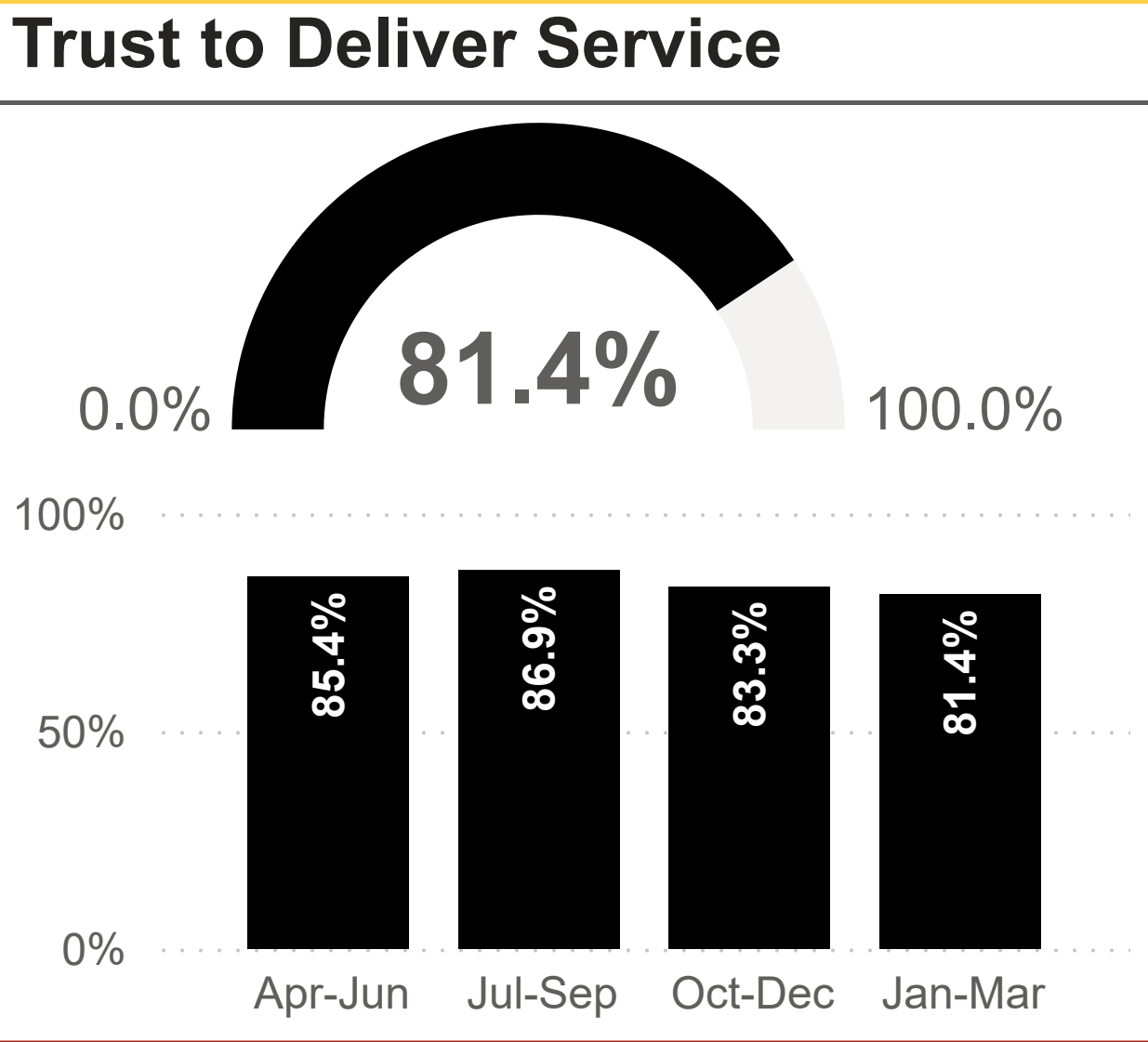
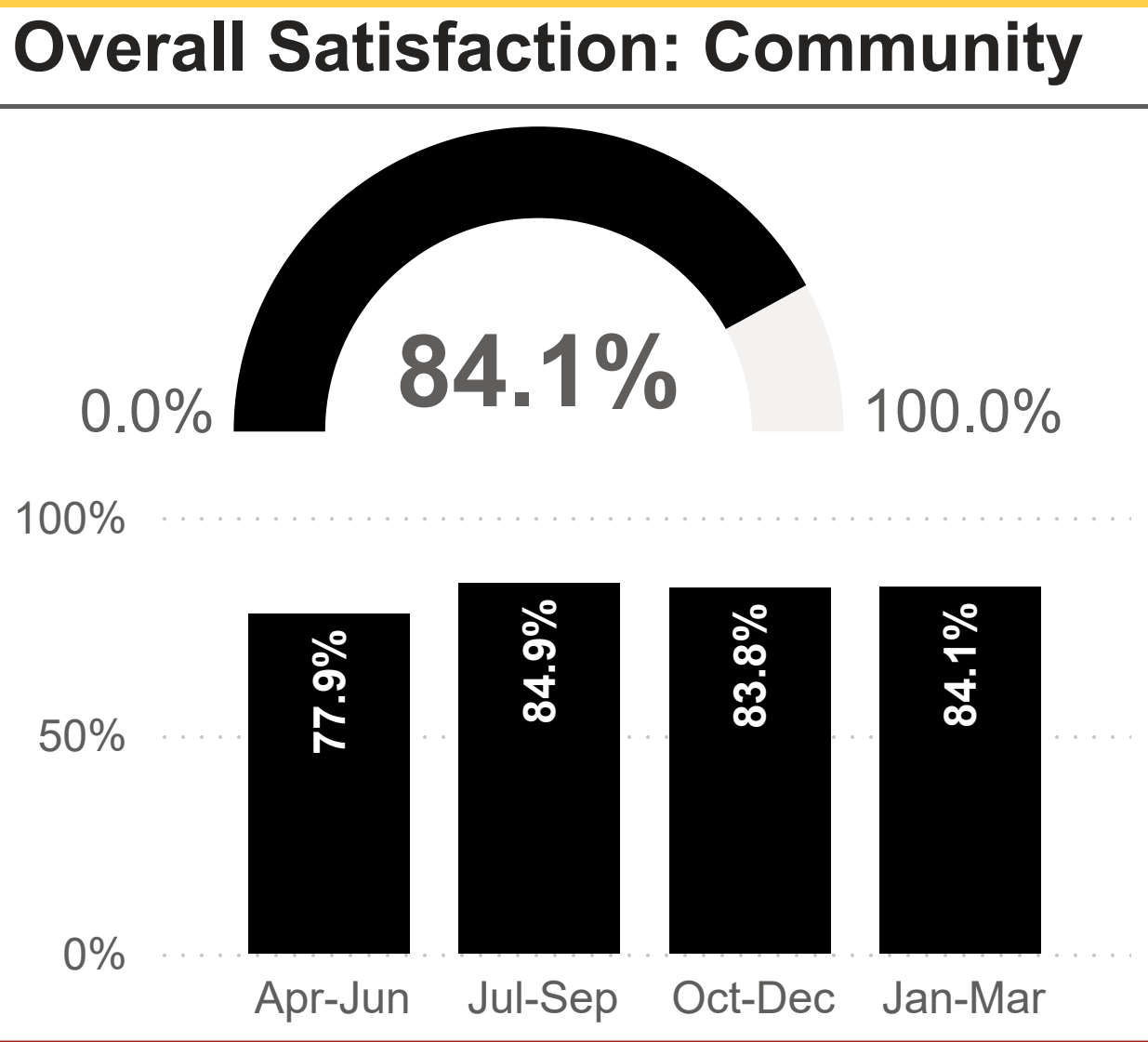
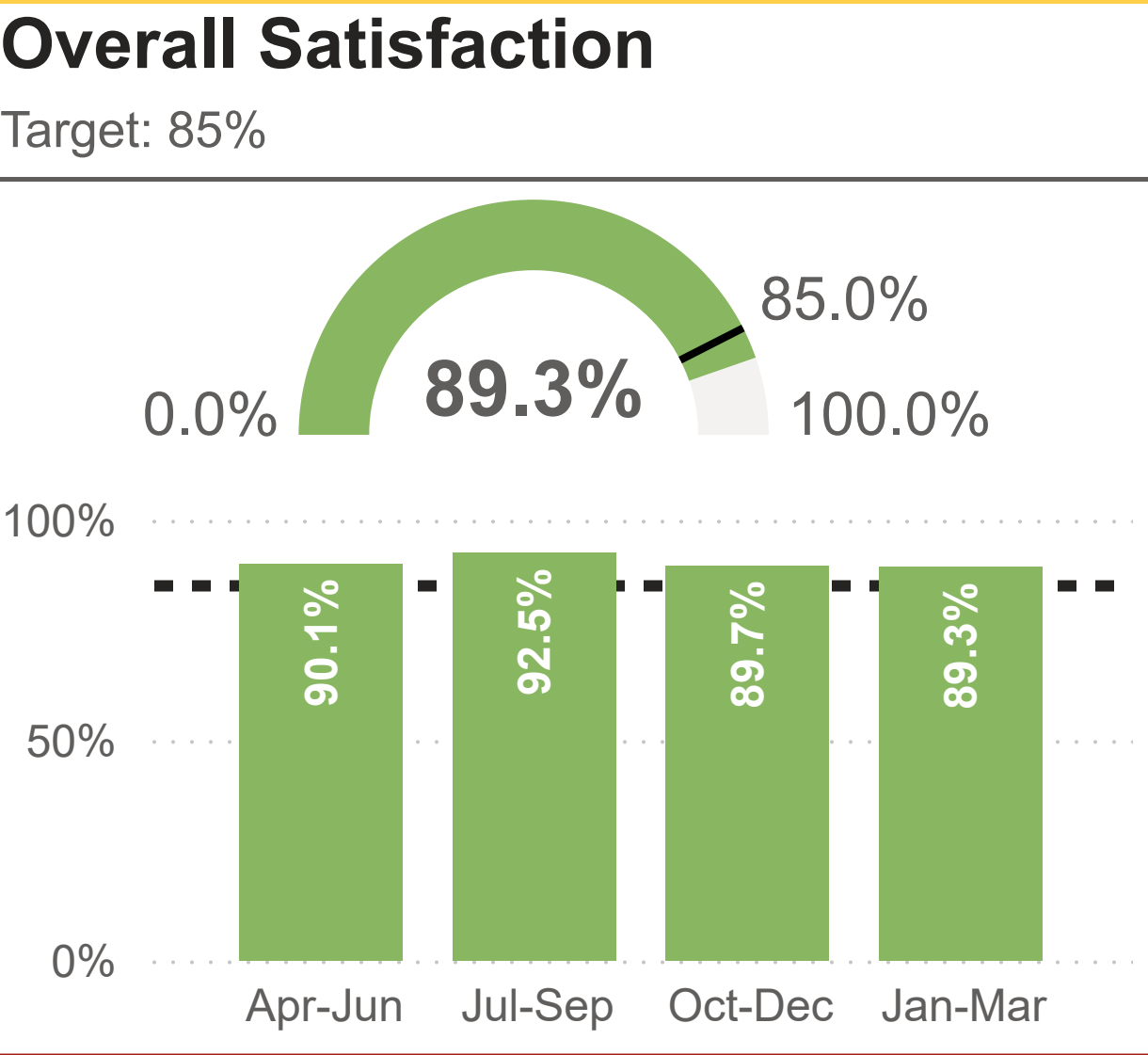
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.



Our Performance in March 2025
Customer Feedback Metrics
Hebrides South



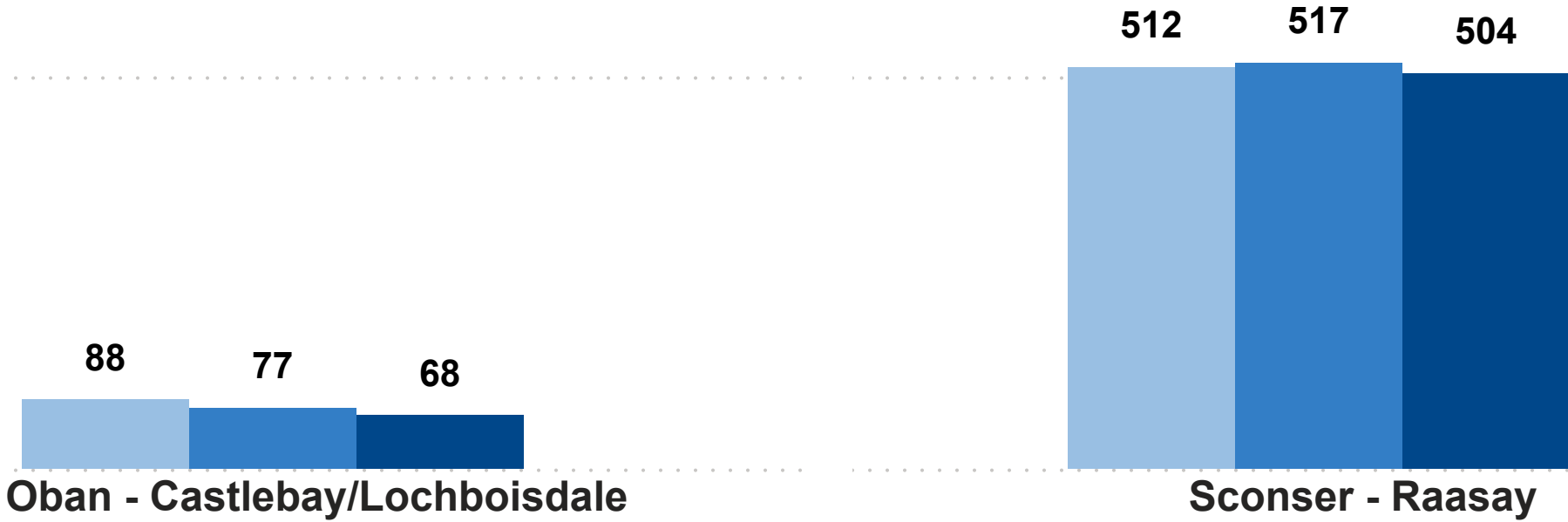
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.
Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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





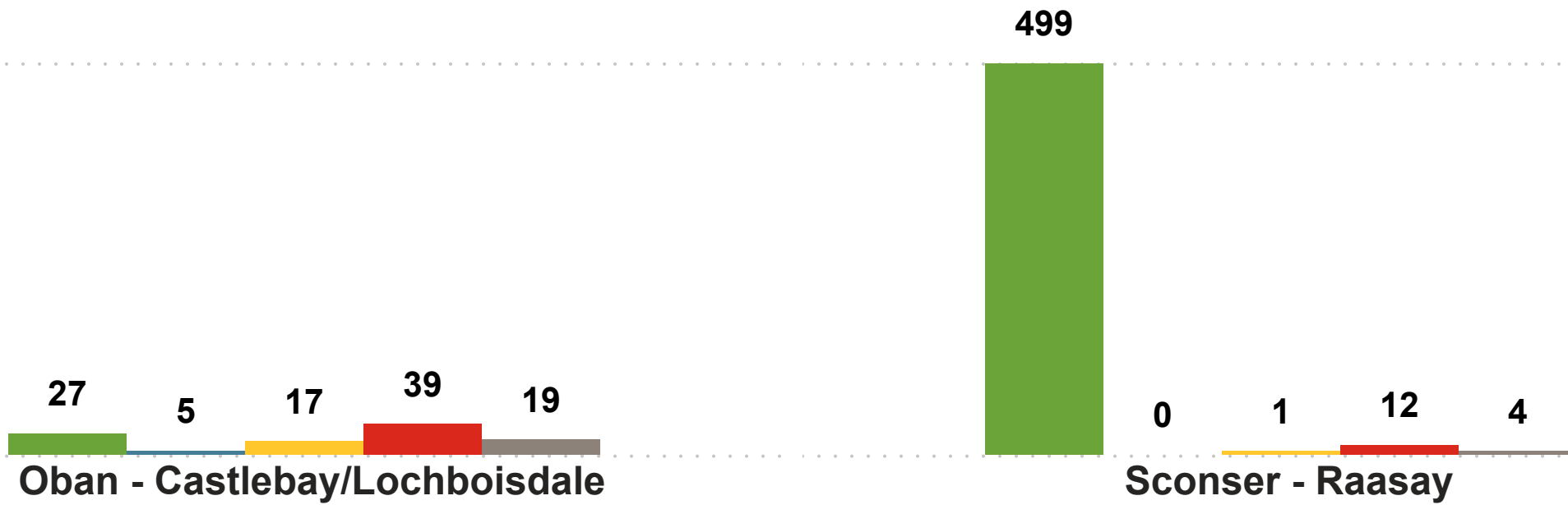
Sailings Timetabled, Amended & Actual

● Timetabled ● Amended ● Actual



Punctuality & Reliability

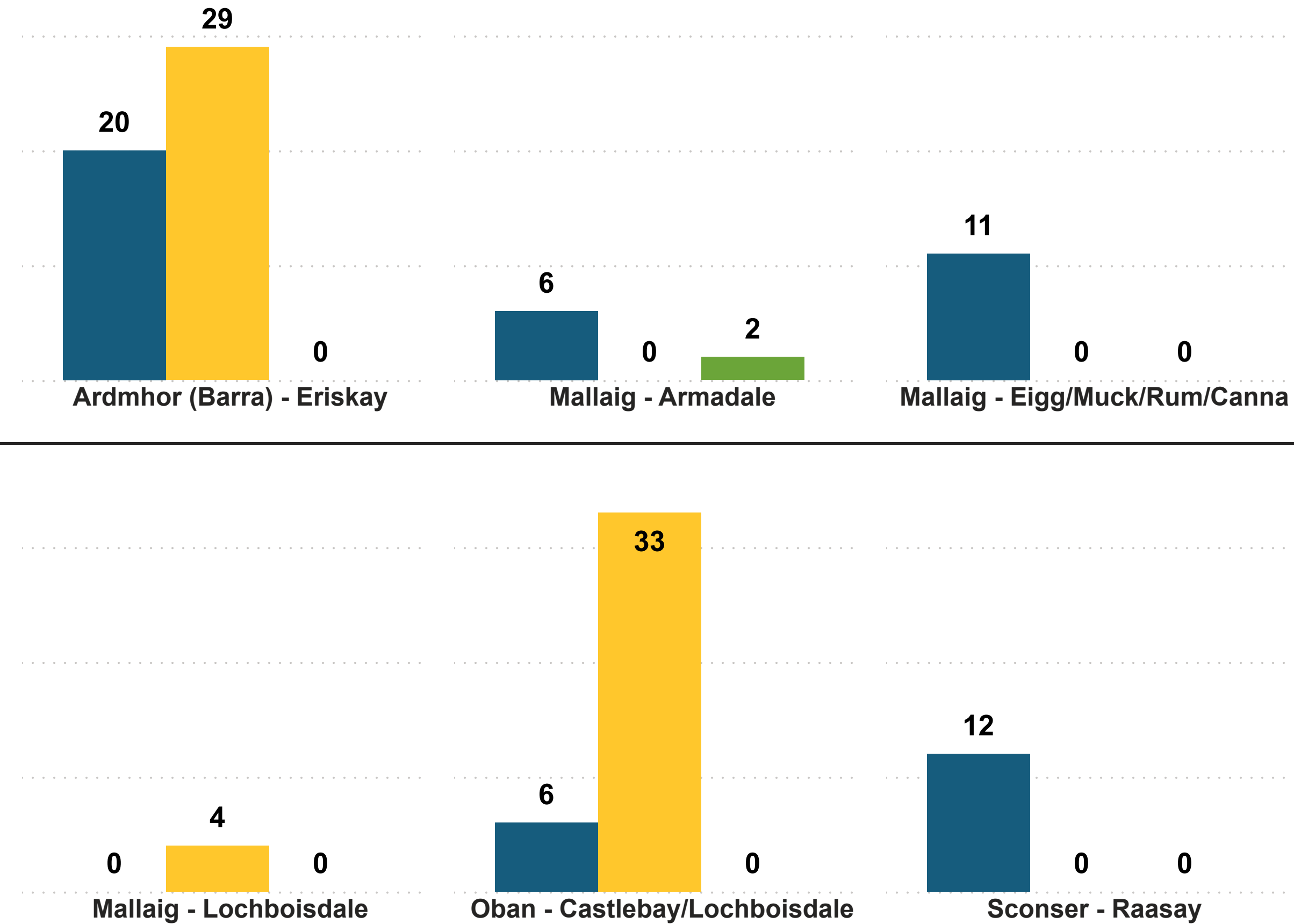
● On Time ● Level 1 Lateness ● Level 2 Lateness ● Cancelled ● Additional





Cancelled Sailings (By Reason)

● Weather ● Technical ● Other



Missed Train Connections

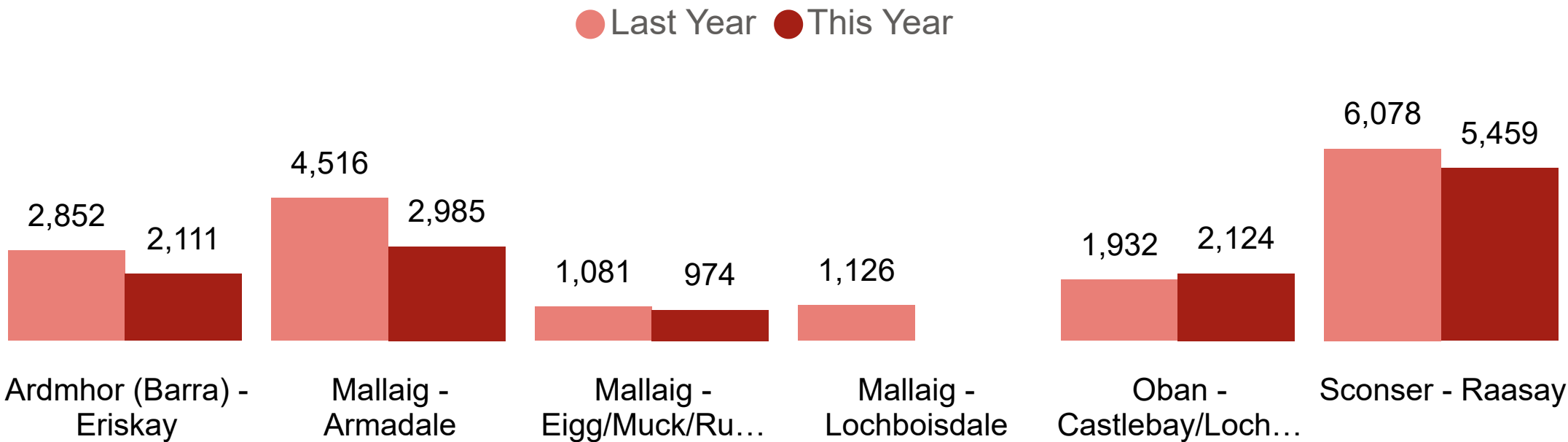
0

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

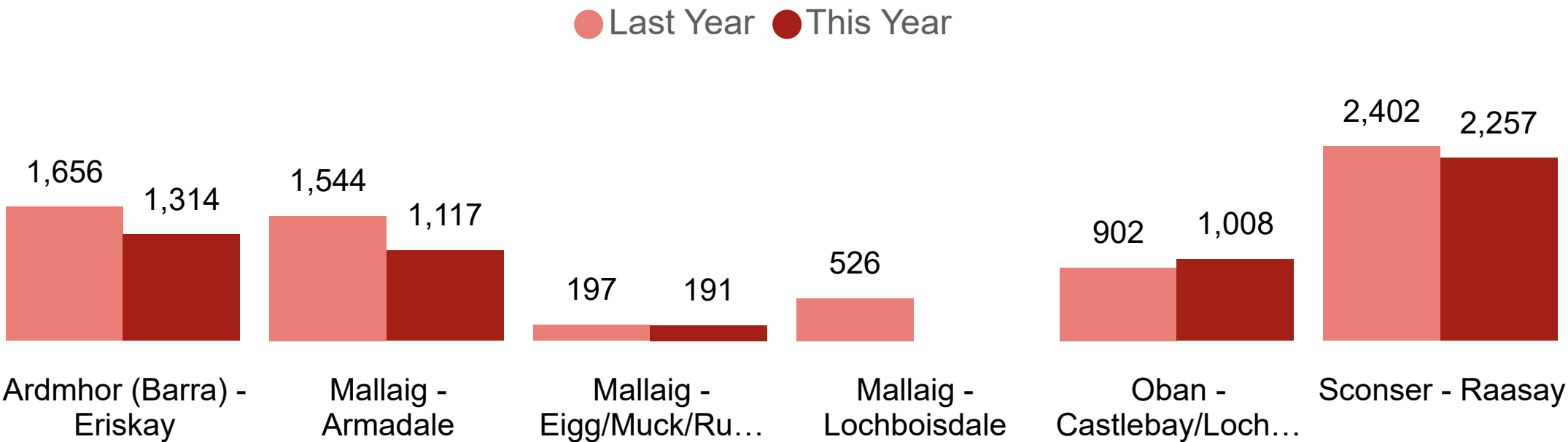
"Other" refers to any cancellations not resulting from weather and technical disruption. This includes cancellations due to reasons such as bunkering issues, berth unavailability etc.



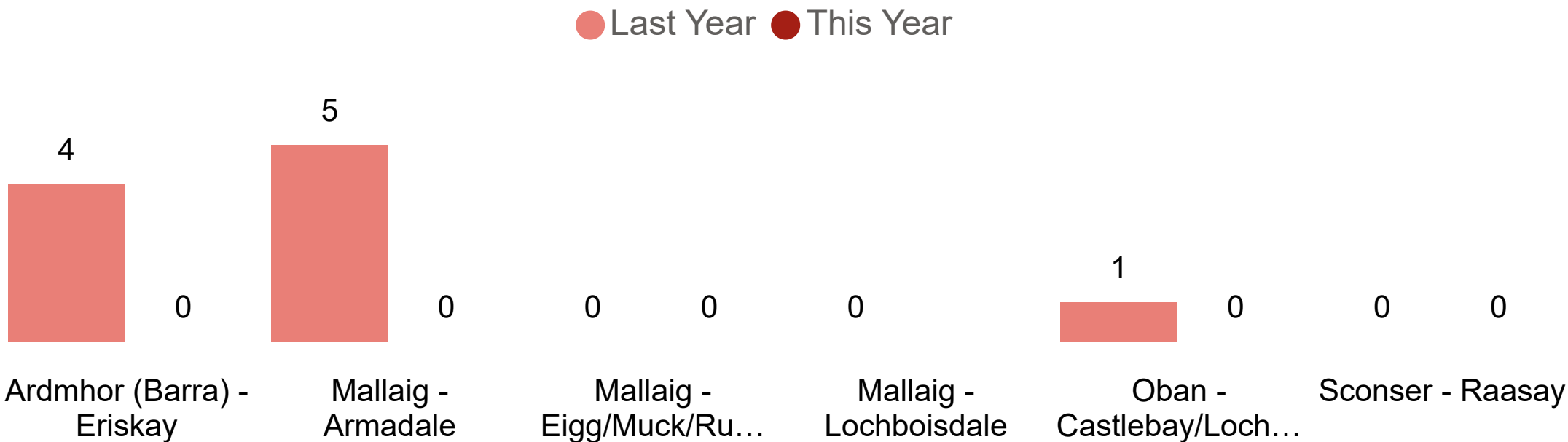
Shipped Passengers



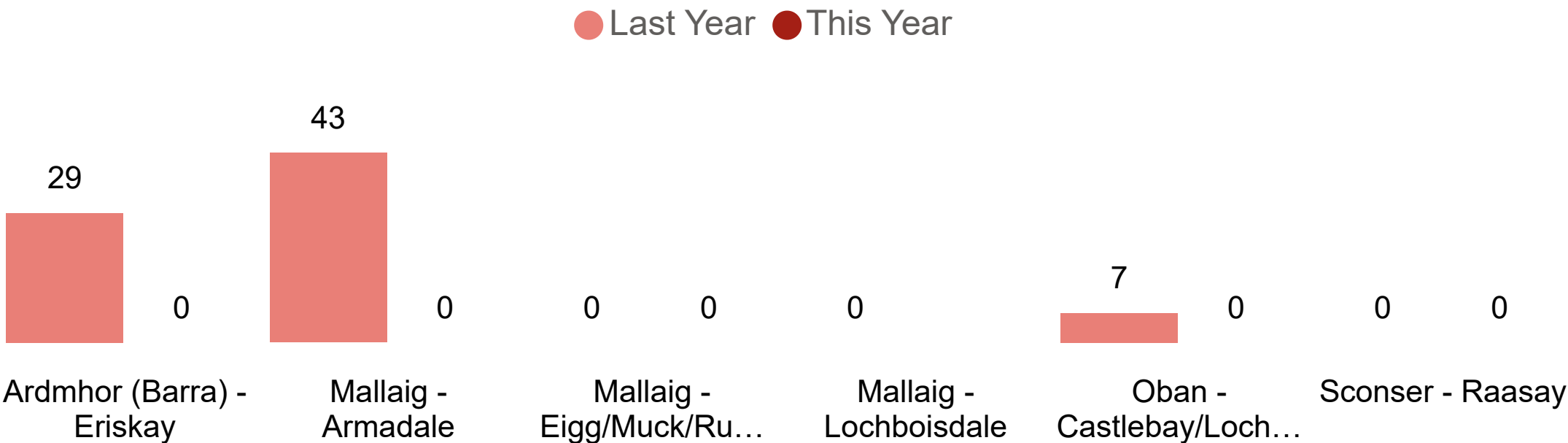
Shipped Cars



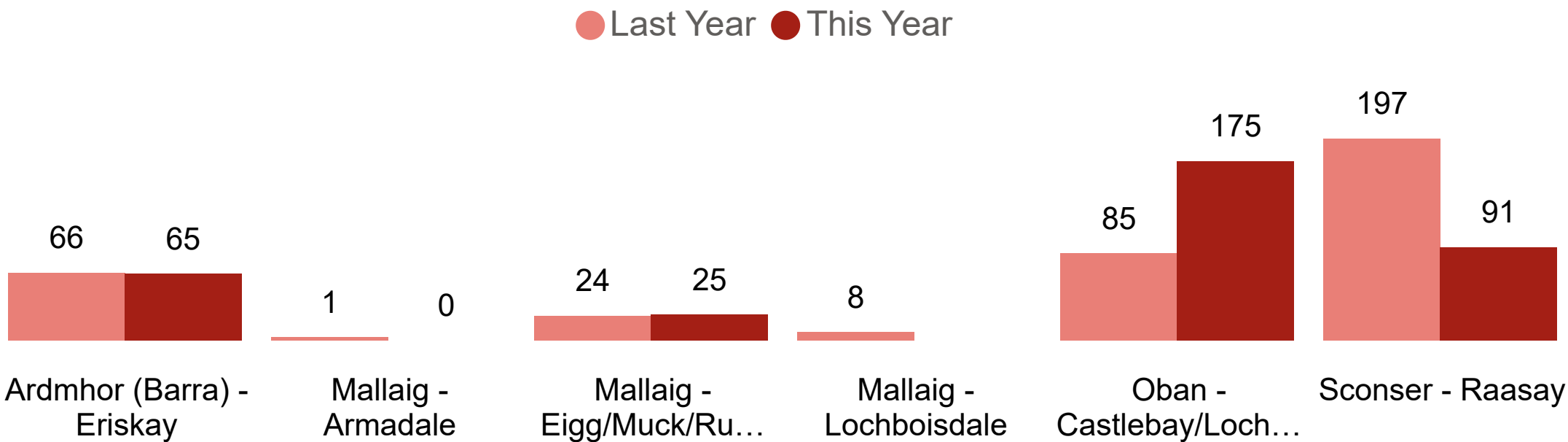
Shipped Coaches



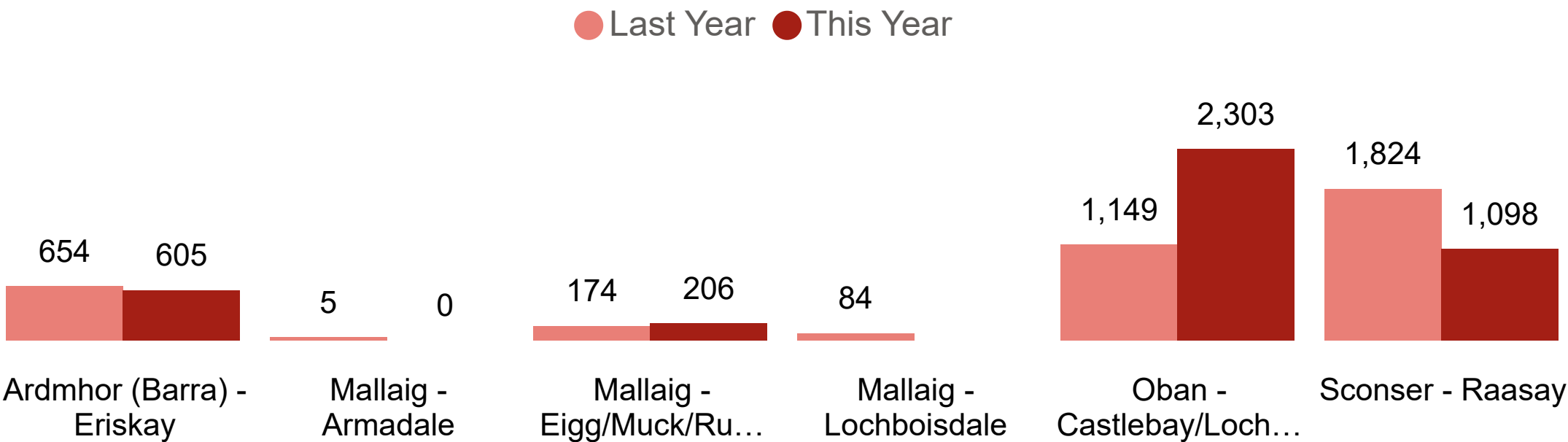
Shipped Coach Metres



Shipped Commercial Vehicles

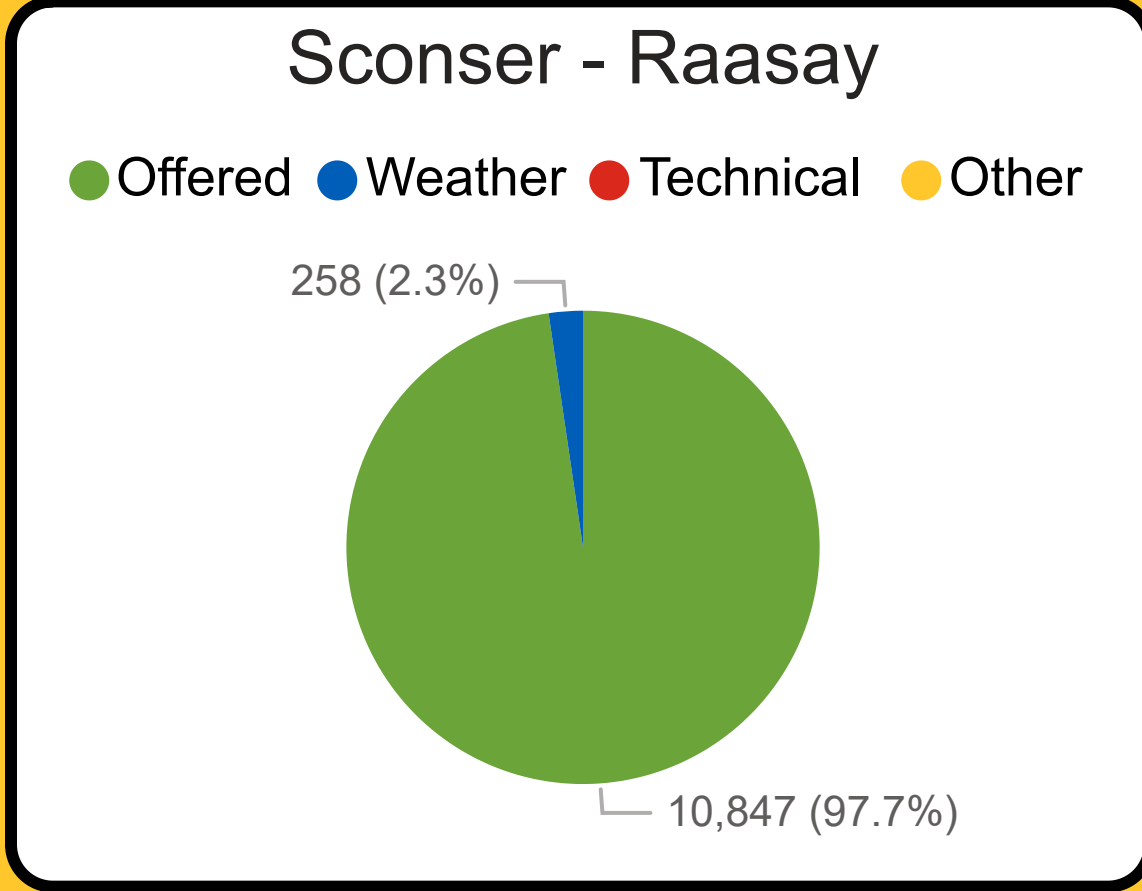
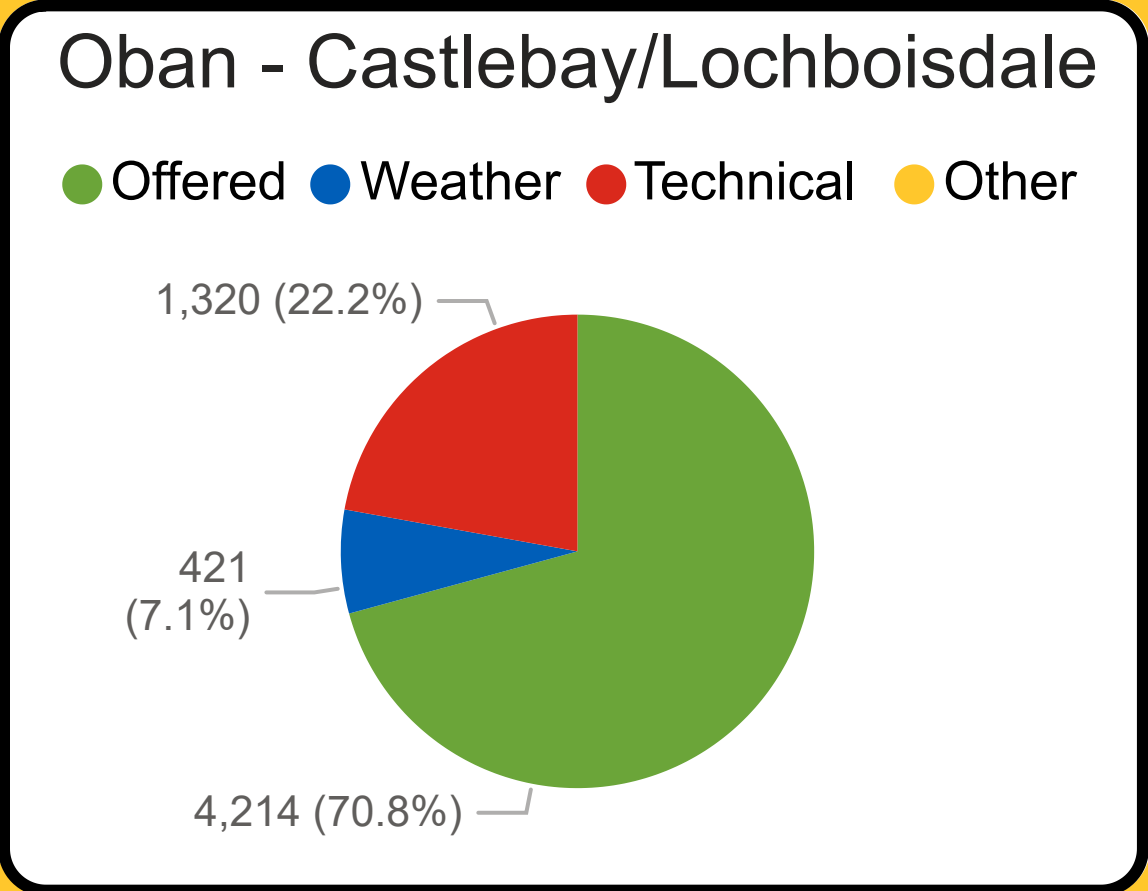
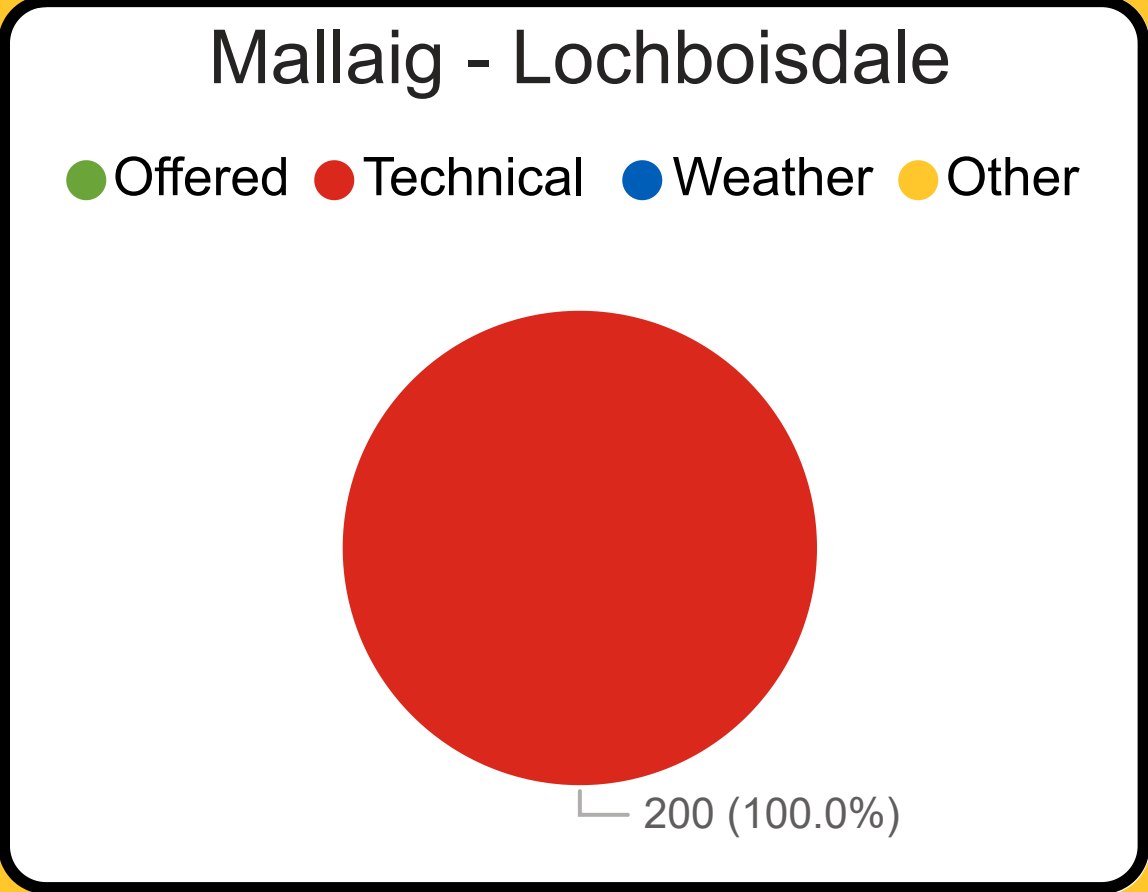
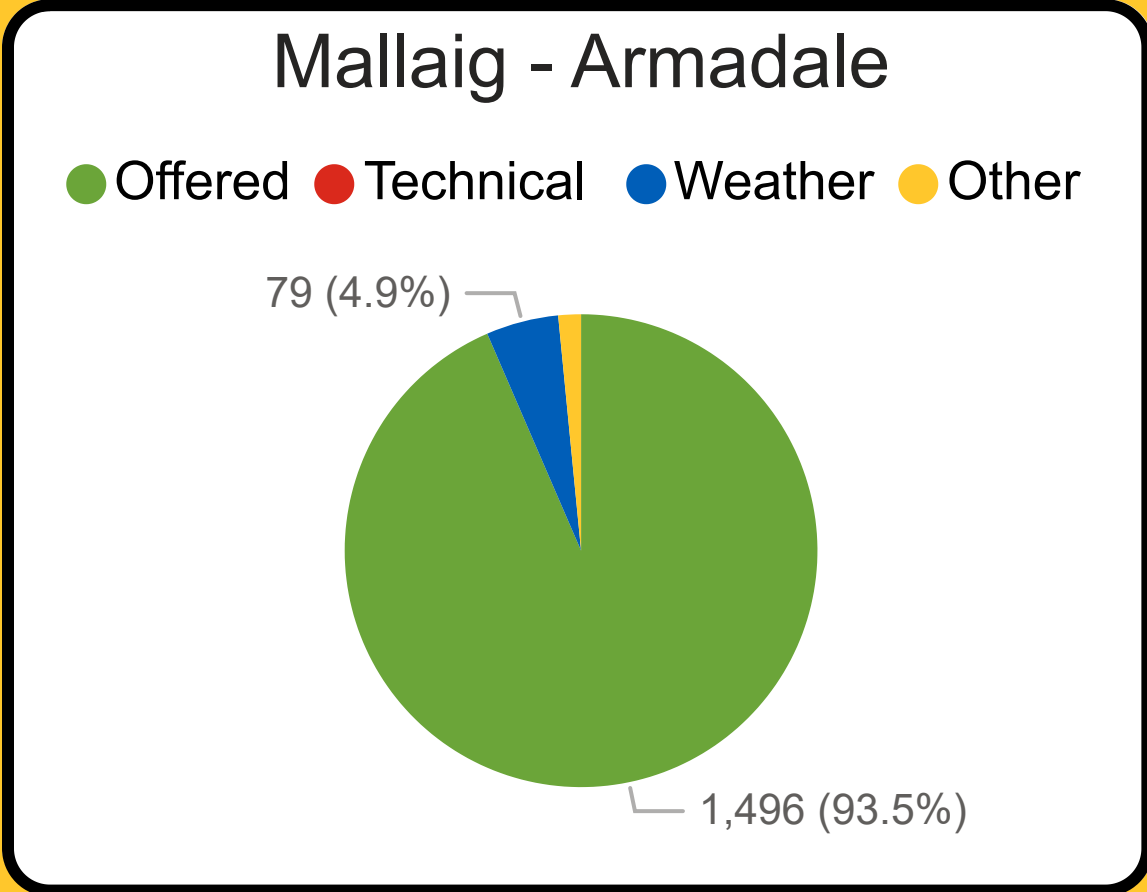
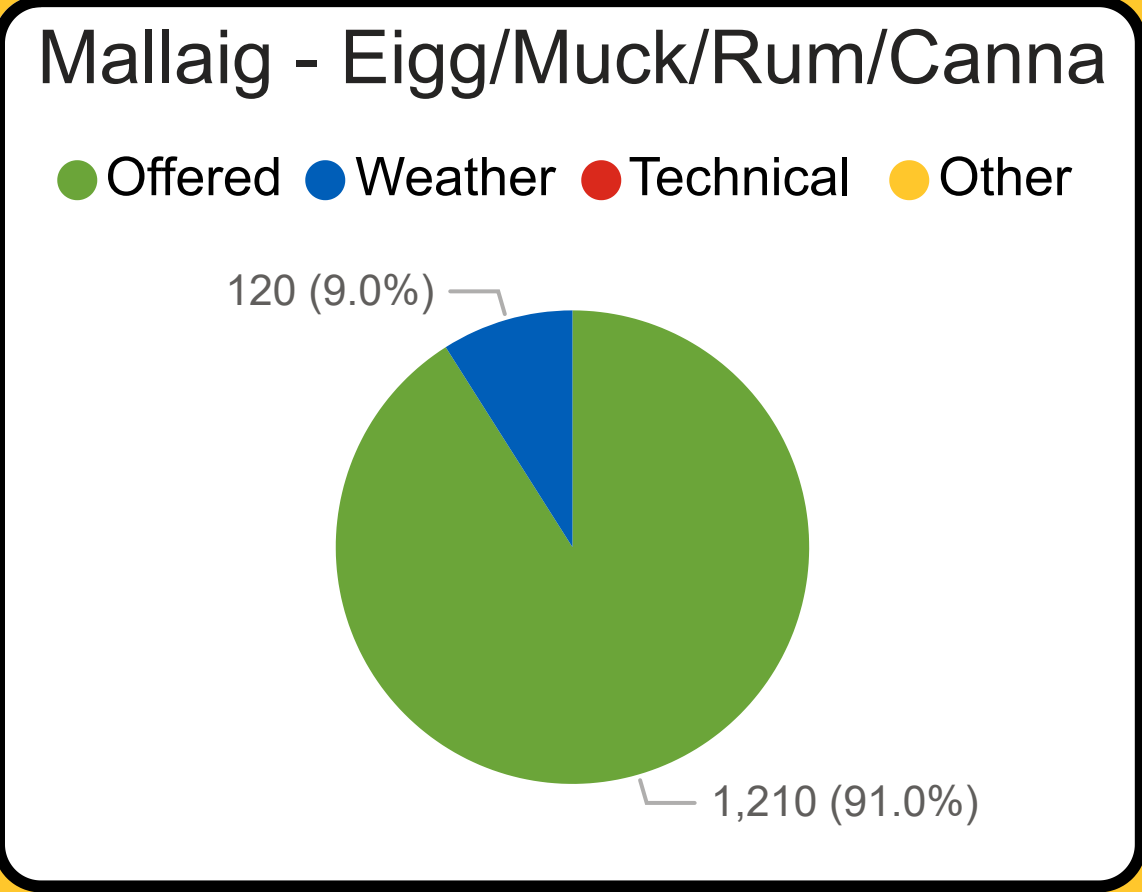
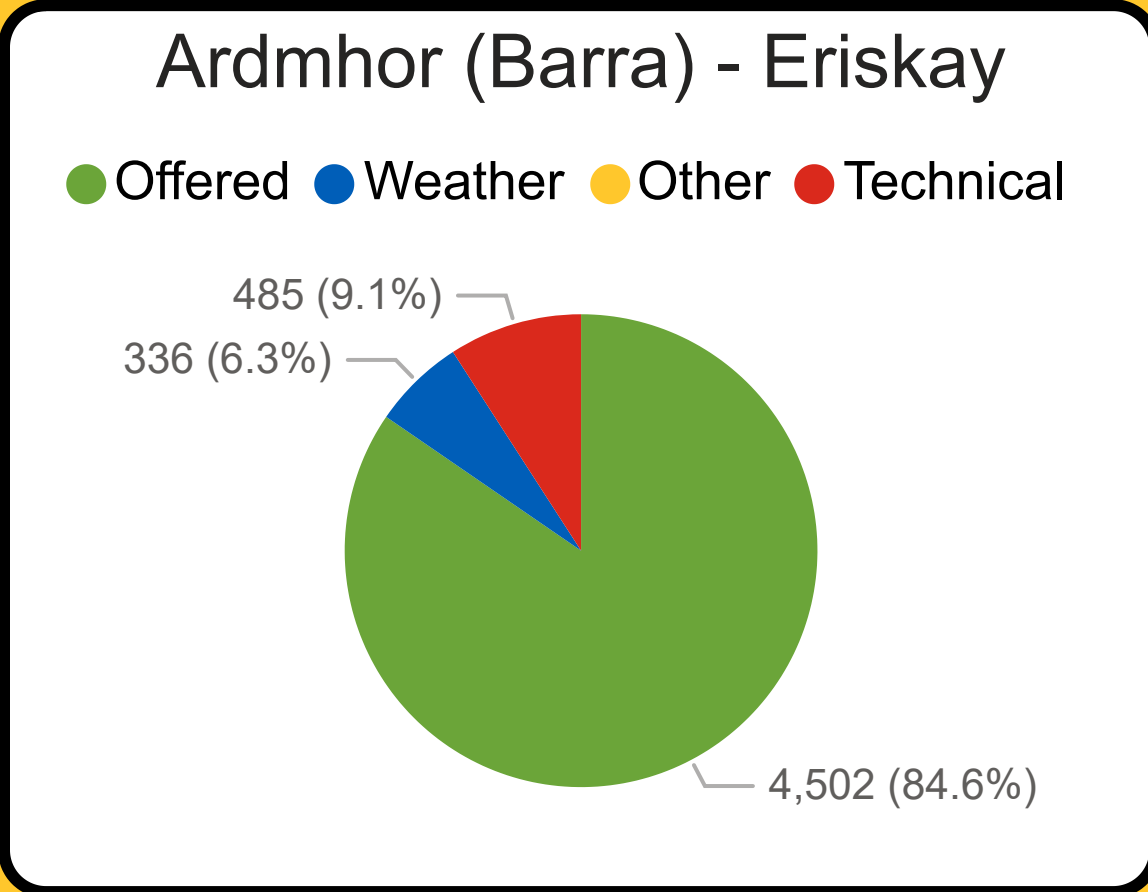


Shipped Commercial Vehicle Metres





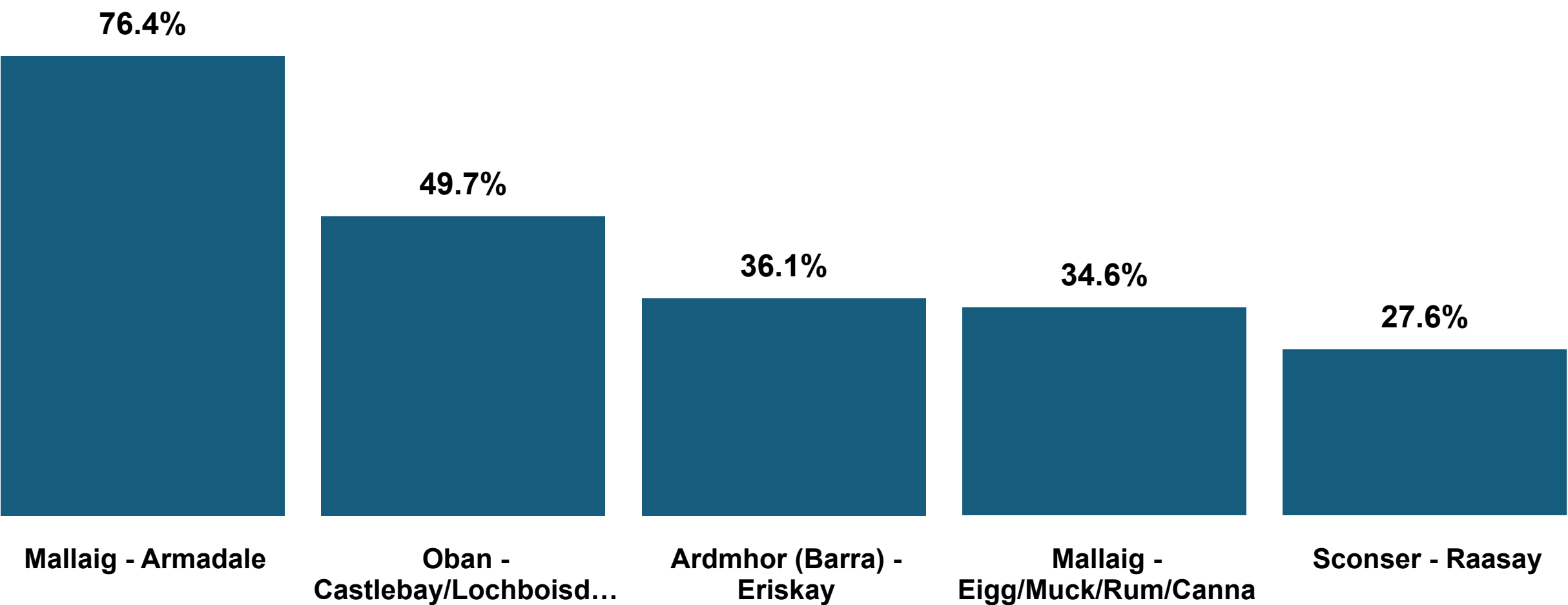
- 1 Car Equivalent Space is equal to 4.6 General Lane Metres
- Below visuals represent car equivalent spaces offered vs car equivalent space made unavailable as a result of technical, weather and all other cancellations



Route	Offered	Weather	Tech	Other
Sconser - Raasay	10,847	258		
Ardmhor (Barra) - Eriskay	4,502	336	485	
Oban - Castlebay/Lochboisdale	4,214	421	1,320	
Mallaig - Armadale	1,496	79		25
Mallaig - Eigg/Muck/Rum/Canna	1,210	120		
Mallaig - Lochboisdale			200	



Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Mallaig - Armadale	6.9K	5.3K	1,142	76.4%
Oban - Castlebay/Lochboisdale	19.4K	9.6K	2,096	49.7%
Ardmhor (Barra) - Eriskay	20.7K	7.5K	1,627	36.1%
Mallaig - Eigg/Muck/Rum/Canna	5.6K	1.9K	418	34.6%
Sconser - Raasay	49.9K	13.8K	2,992	27.6%
Total	102.4K	38.1K	8,275	37.2%

Overall Utilisation of Sailings

Legend: >90% (dark blue), 75-89% (medium blue), 50-74% (light blue), <50% (very light blue)

