

Total Number of
Survey Responses
Last 6 Months

27K

Our Performance in June 2025

Customer Feedback Metrics

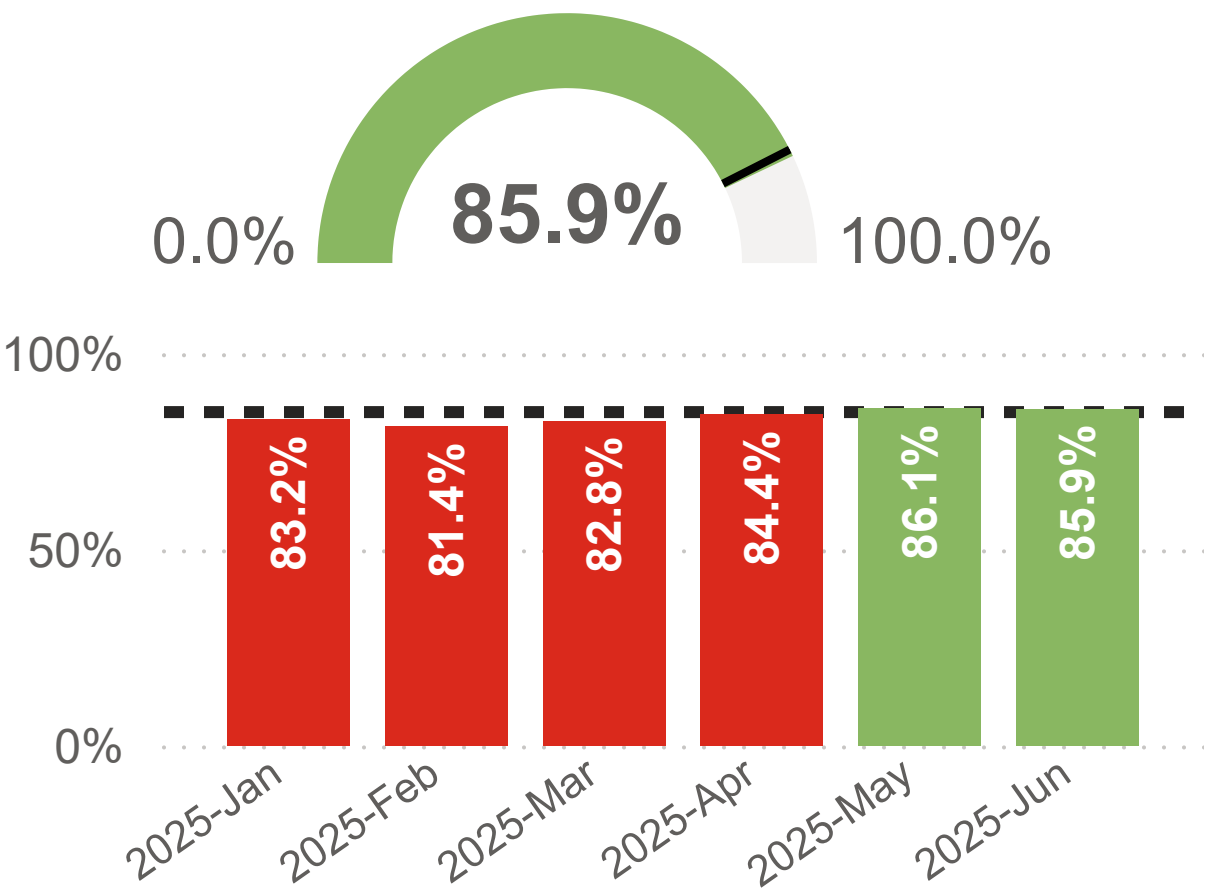
Network Wide



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.

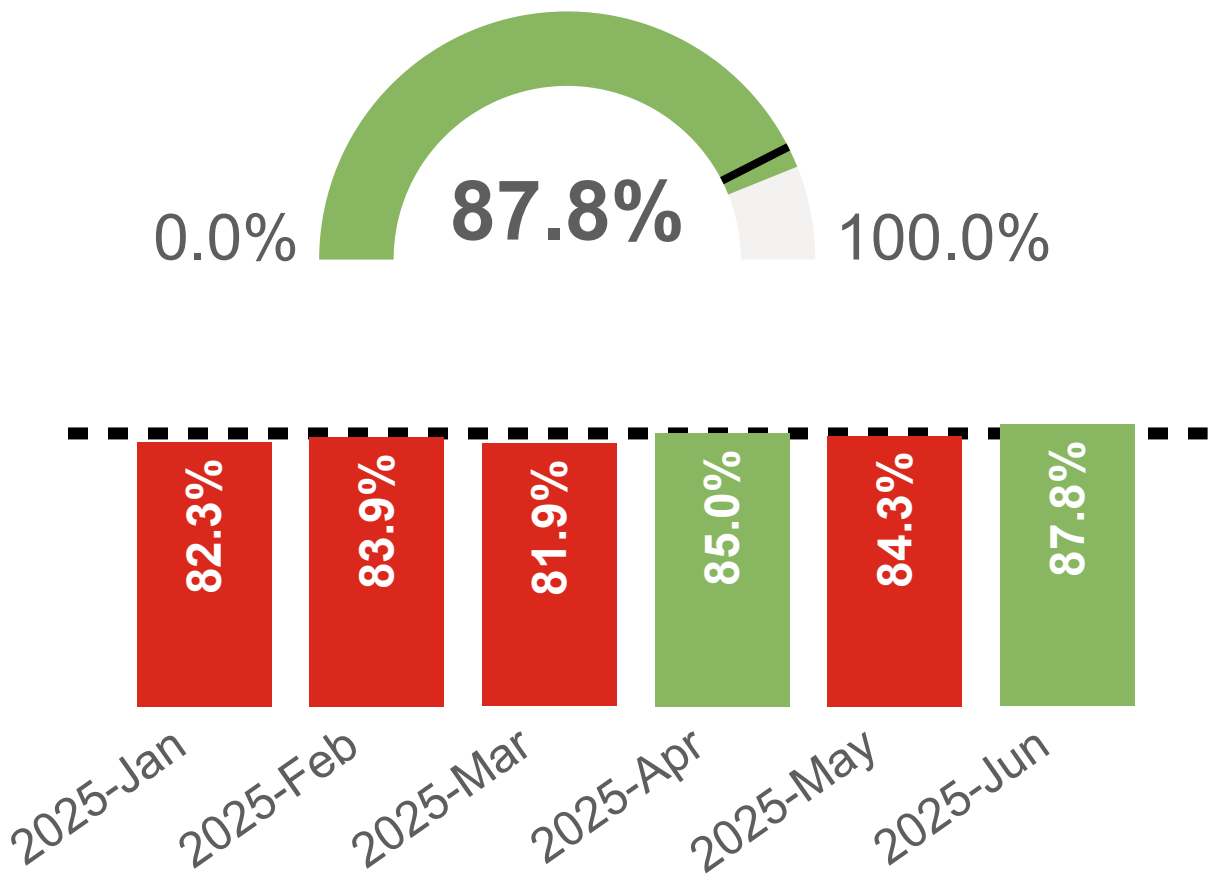
Overall Satisfaction

Target: 85%. 25/26 Target Pending

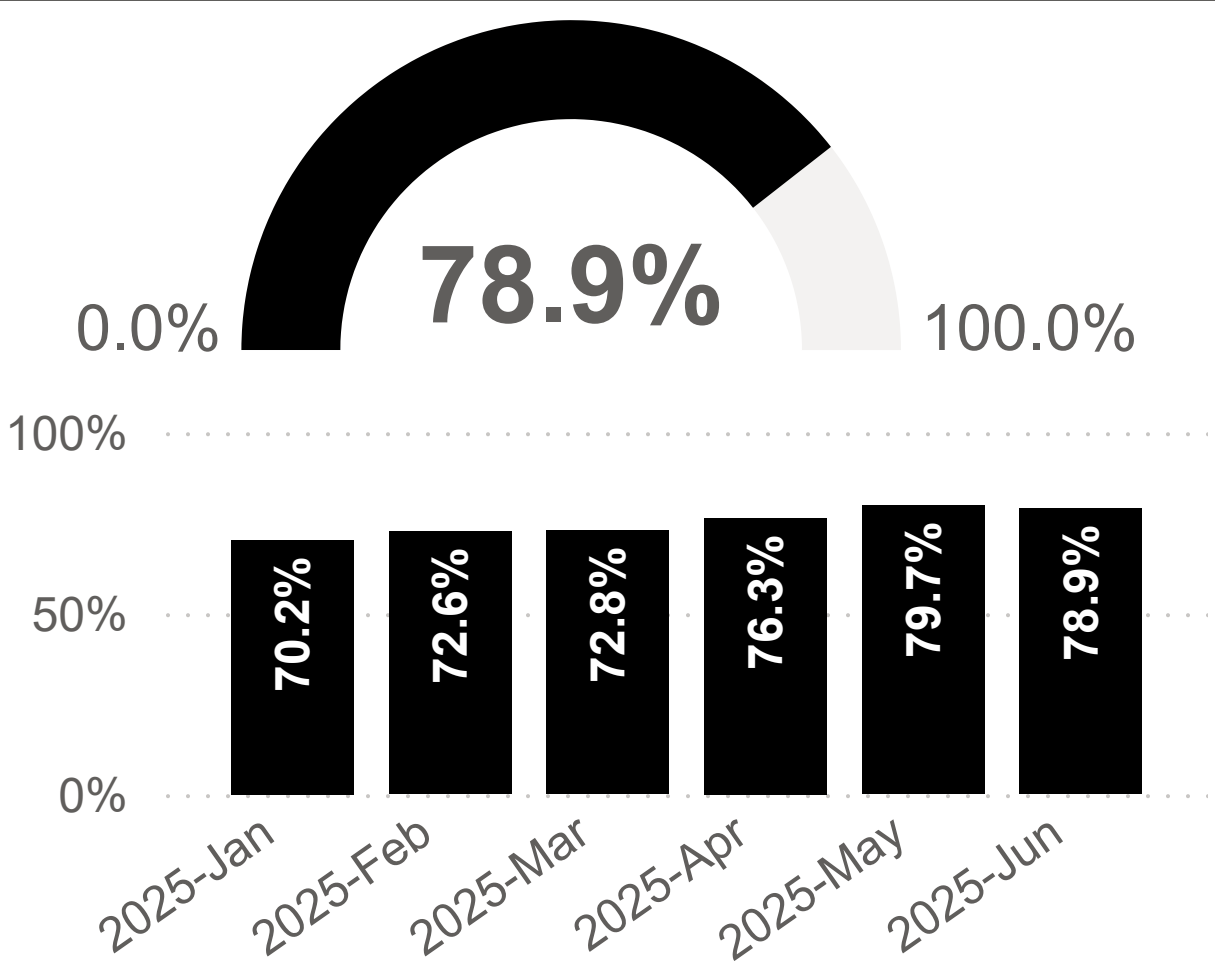


Sentiment

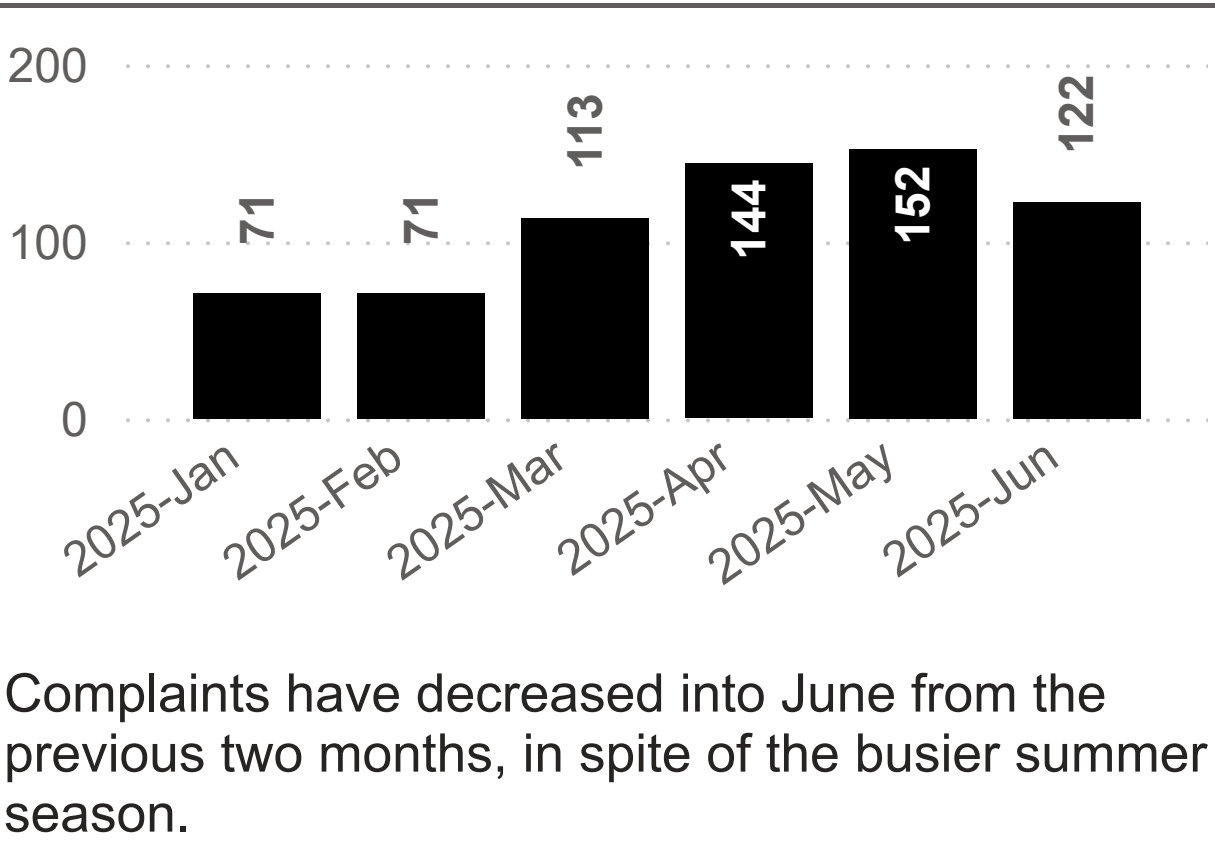
Target: 85%



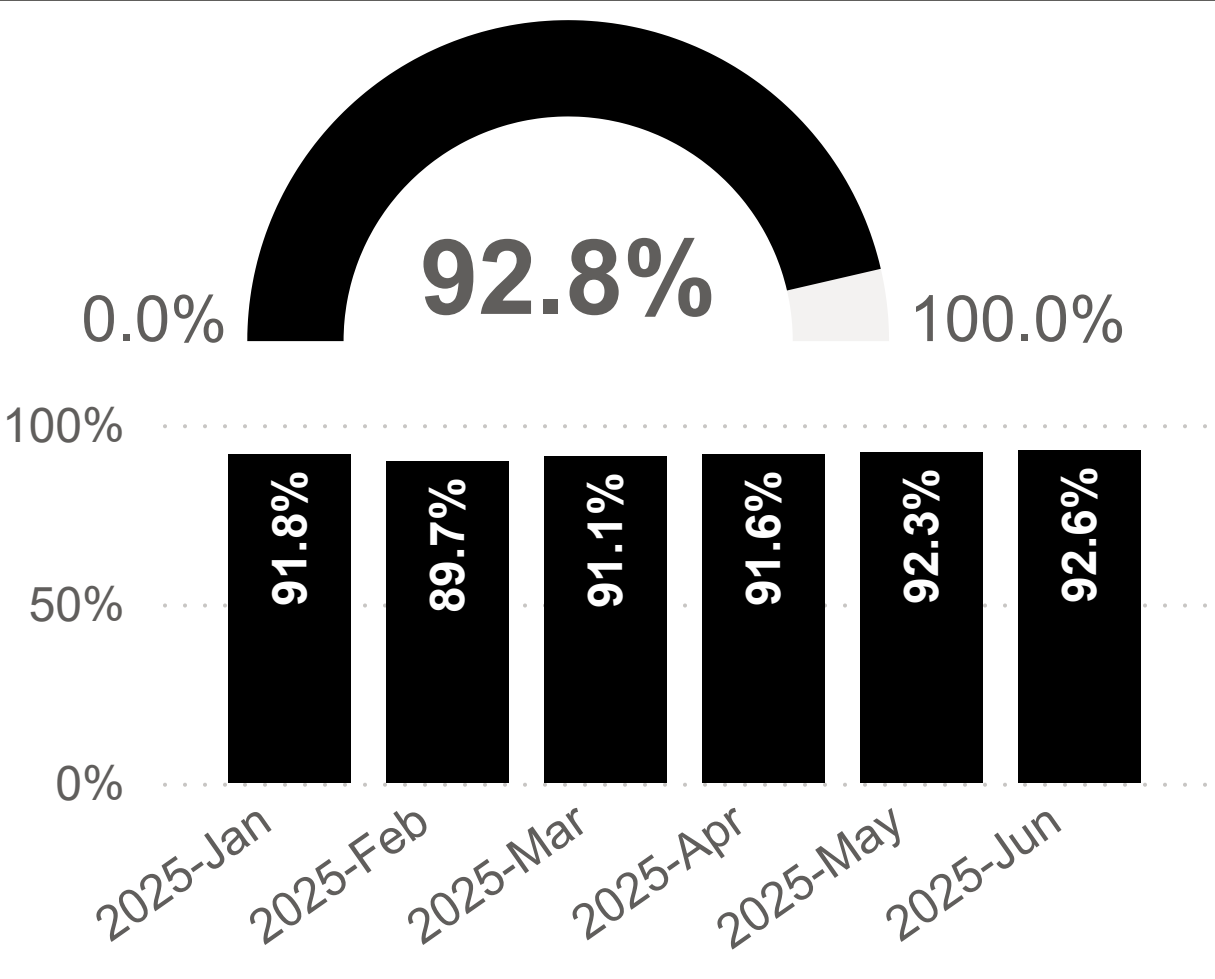
Trust to Deliver Service



Number of Complaints Received

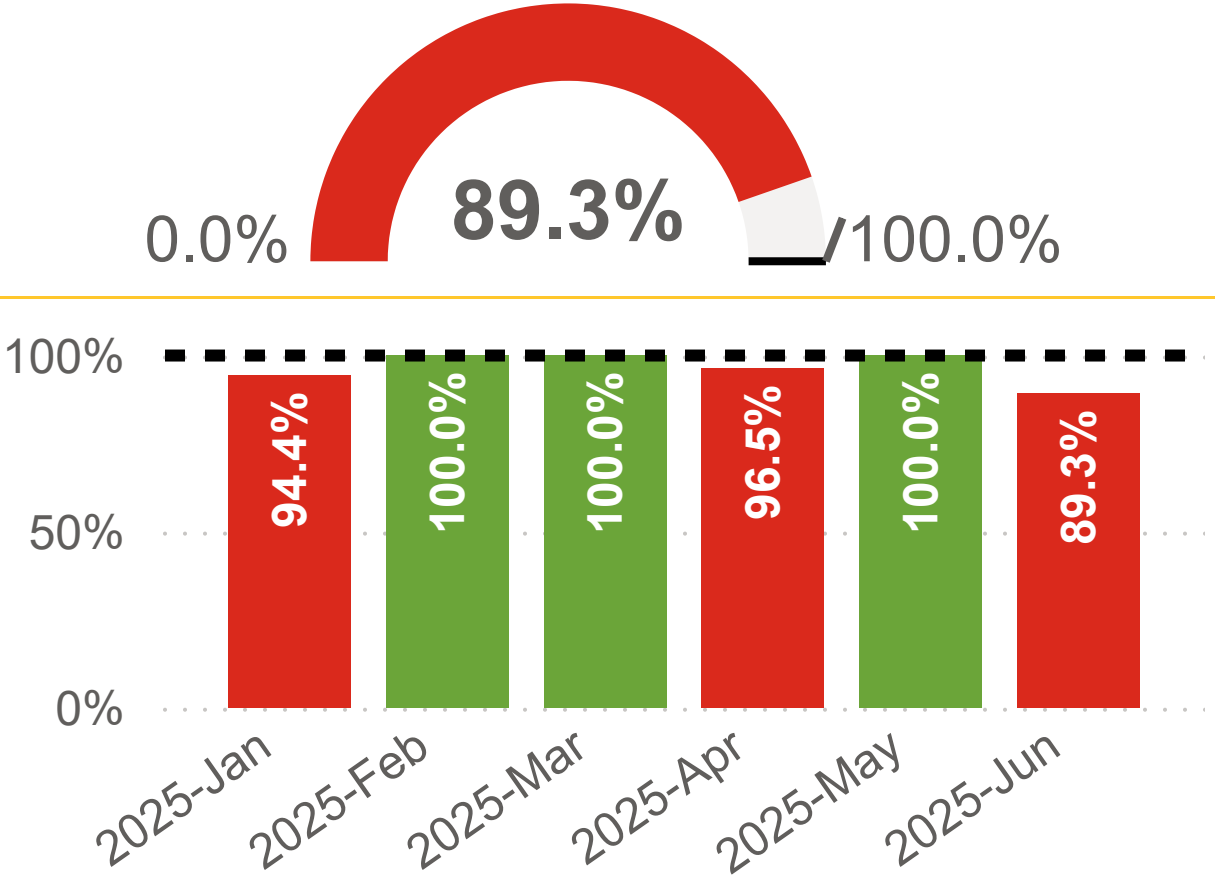


Customer Satisfaction with Staff

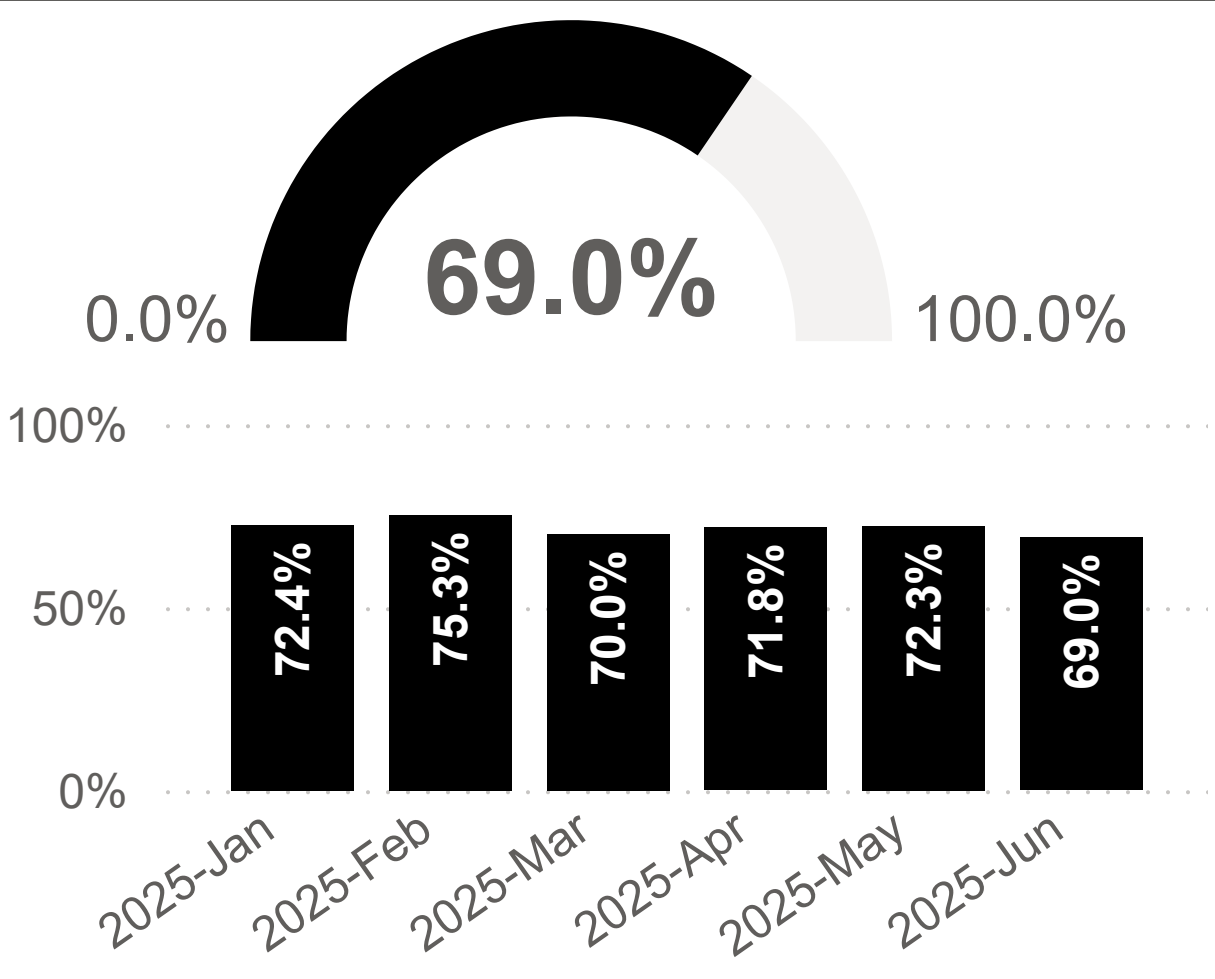


Complaints Handled within 21 Days

Target: 100%

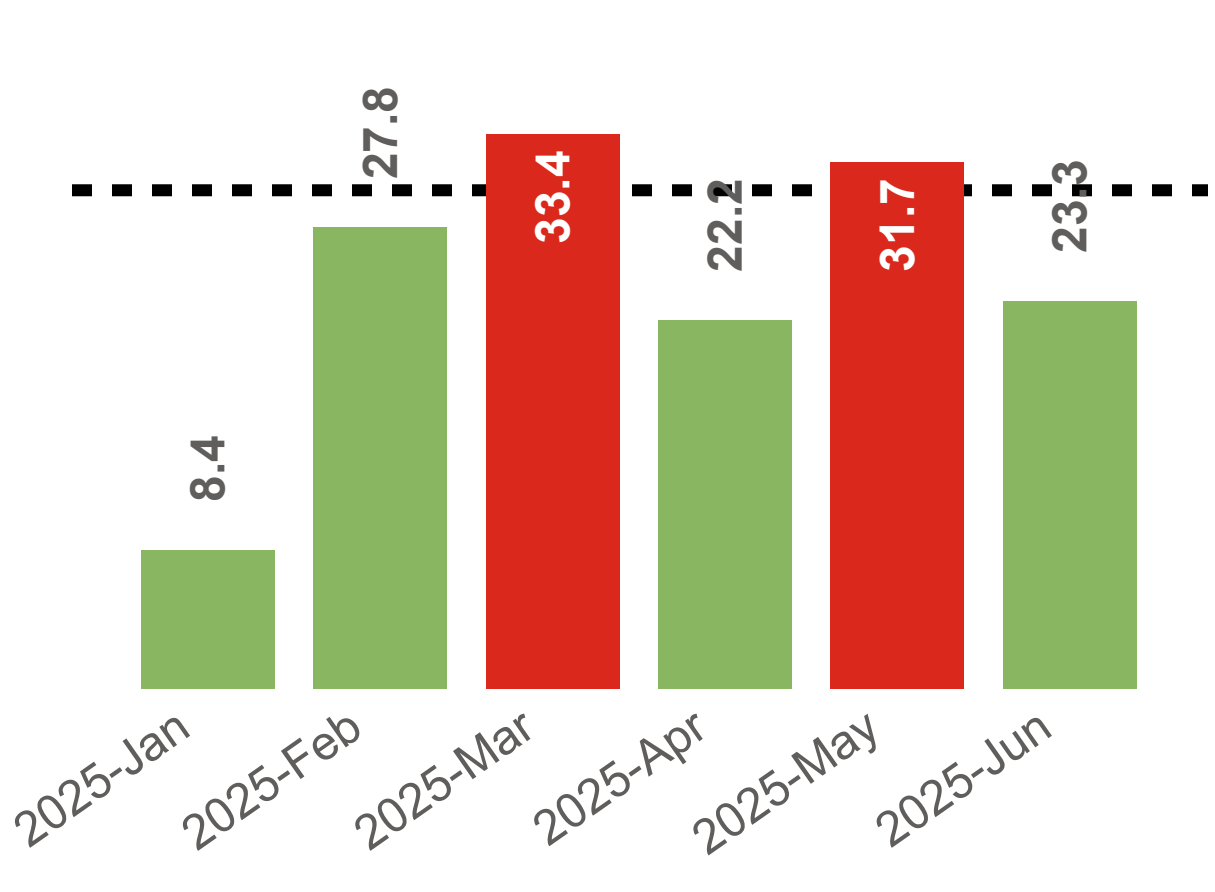


Calls Resolved on 1st Call



Average of Time to Answer (s)

Target: 30s



Hebrides North

Total Number of Survey Responses

3705

Our Performance in June 2025

Customer Feedback Metrics

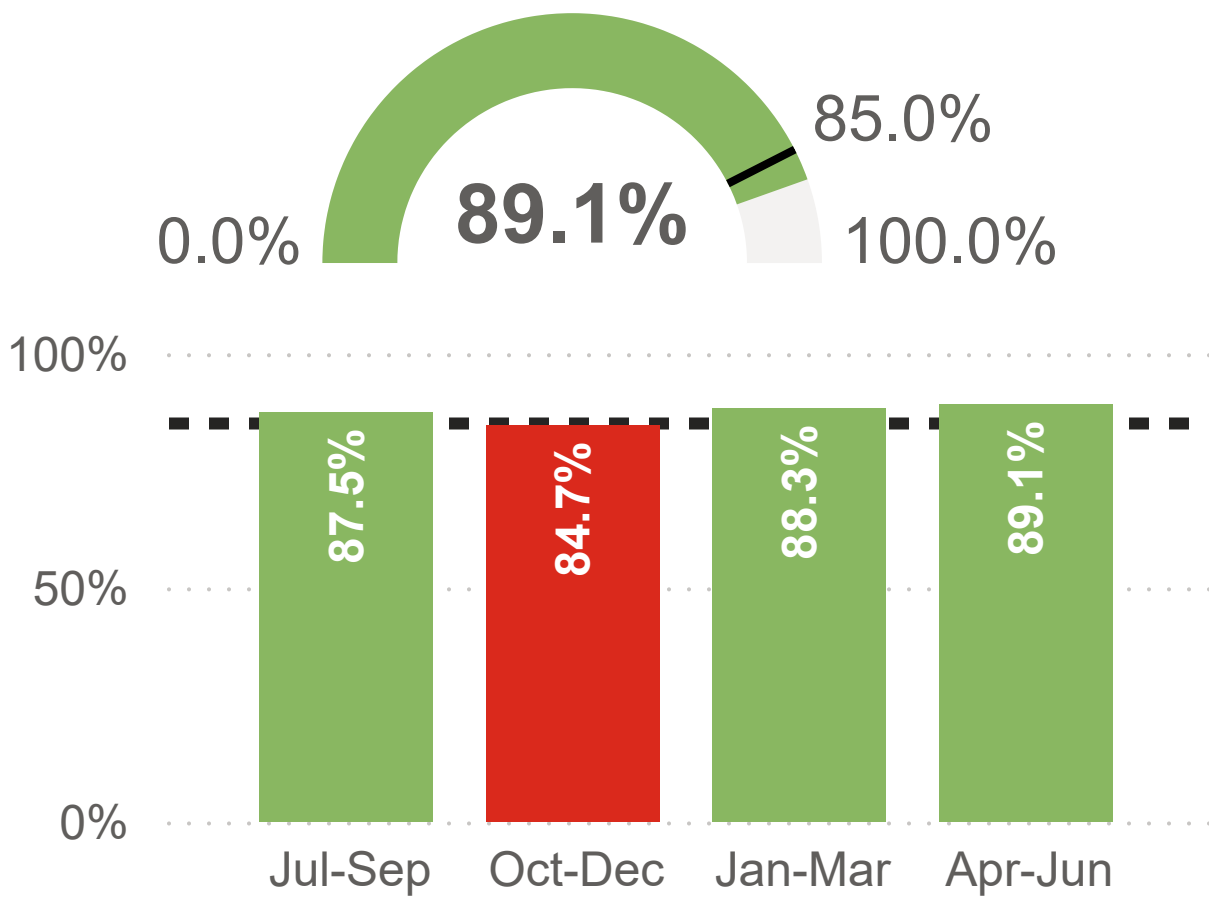
Hebrides North



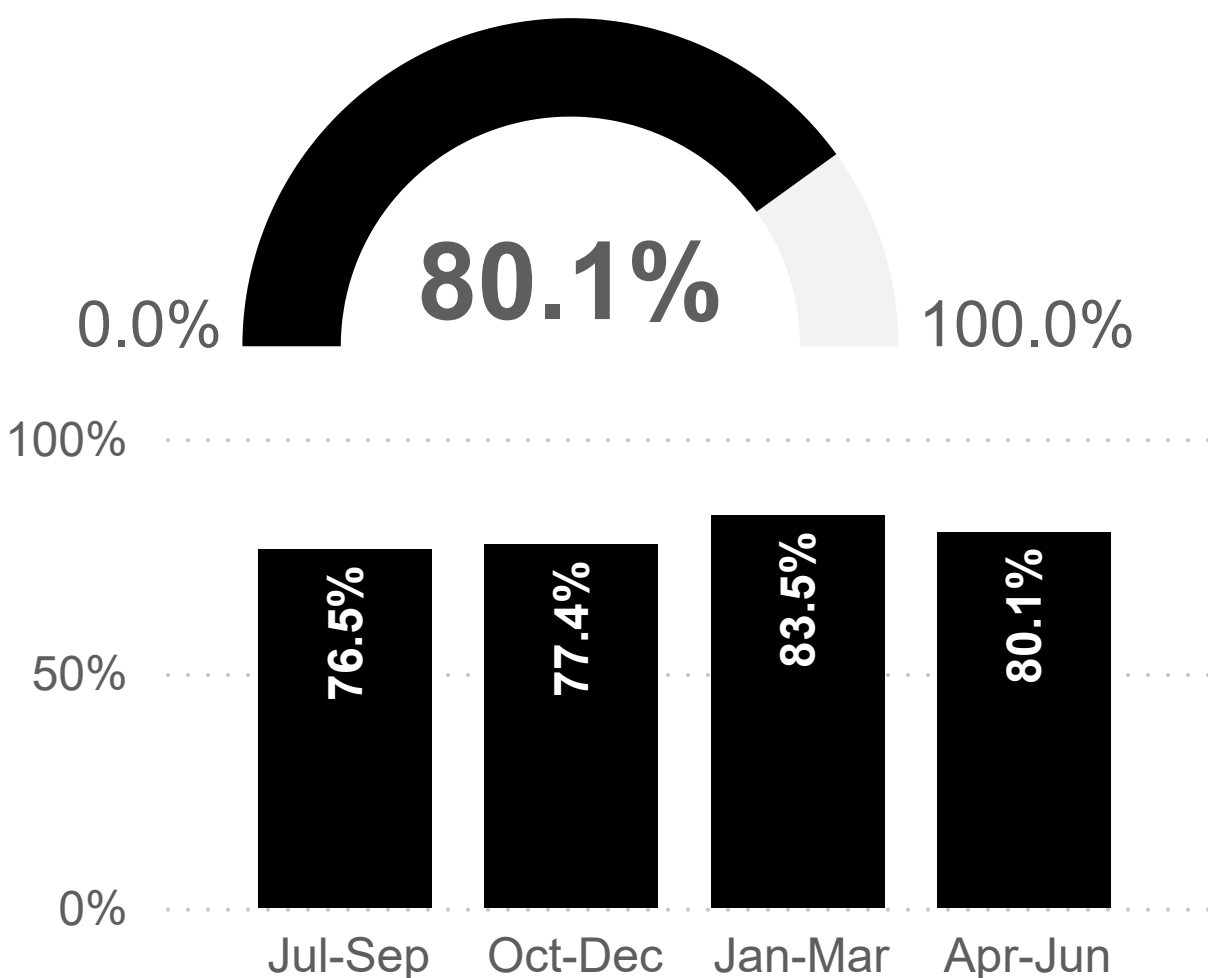
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.
Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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

Overall Satisfaction

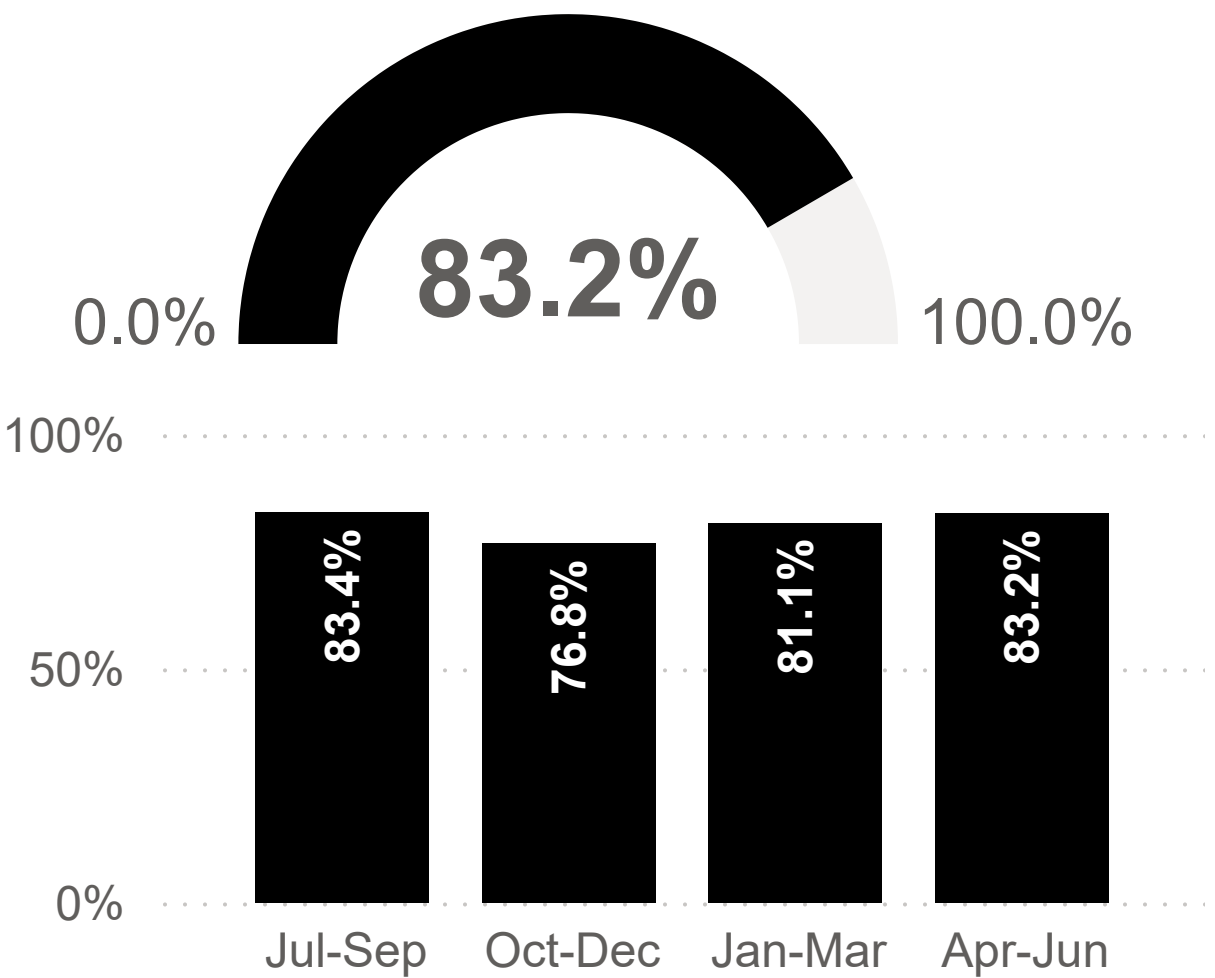
Target: 85%. 25/26 Target Pending



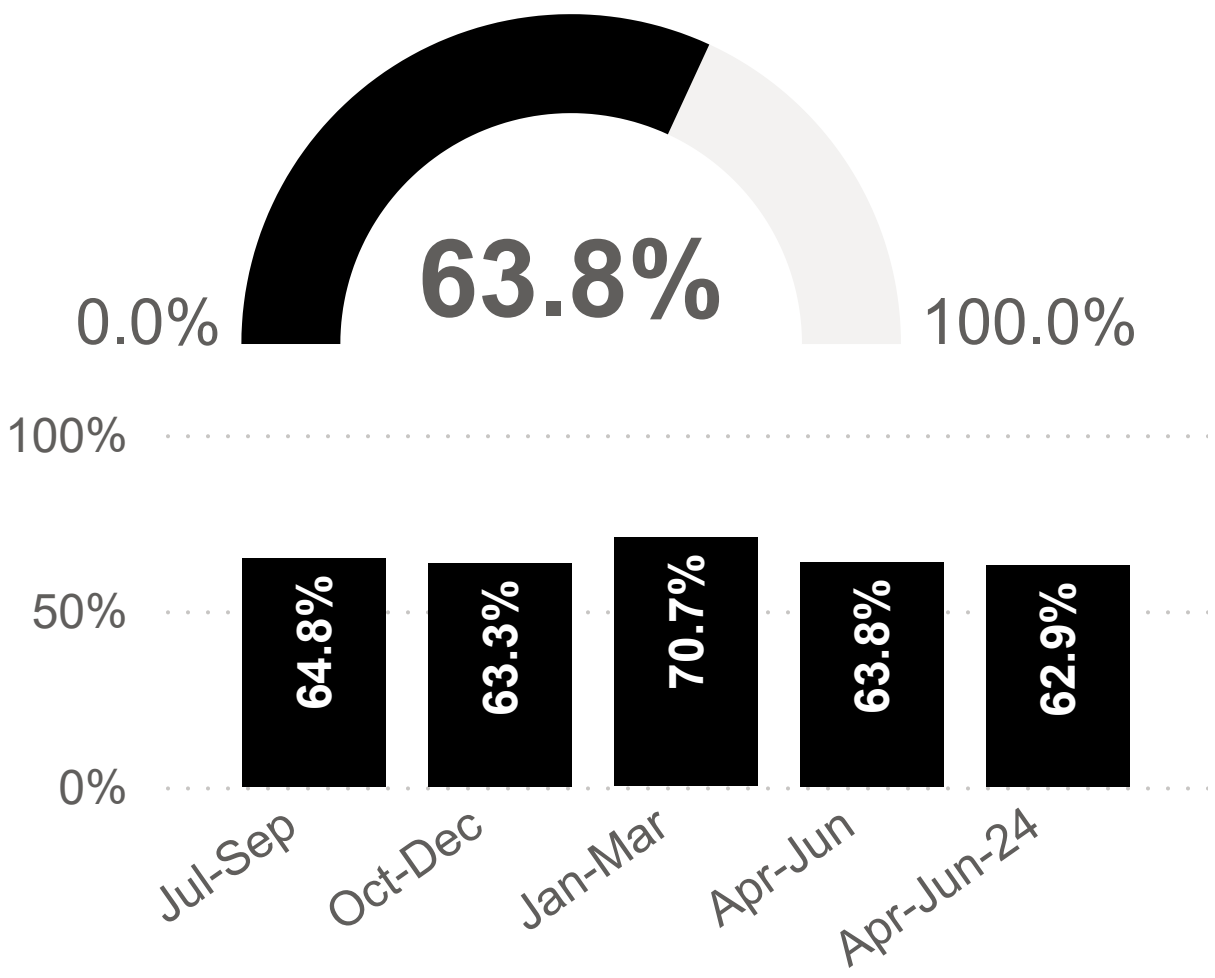
Overall Satisfaction: Community



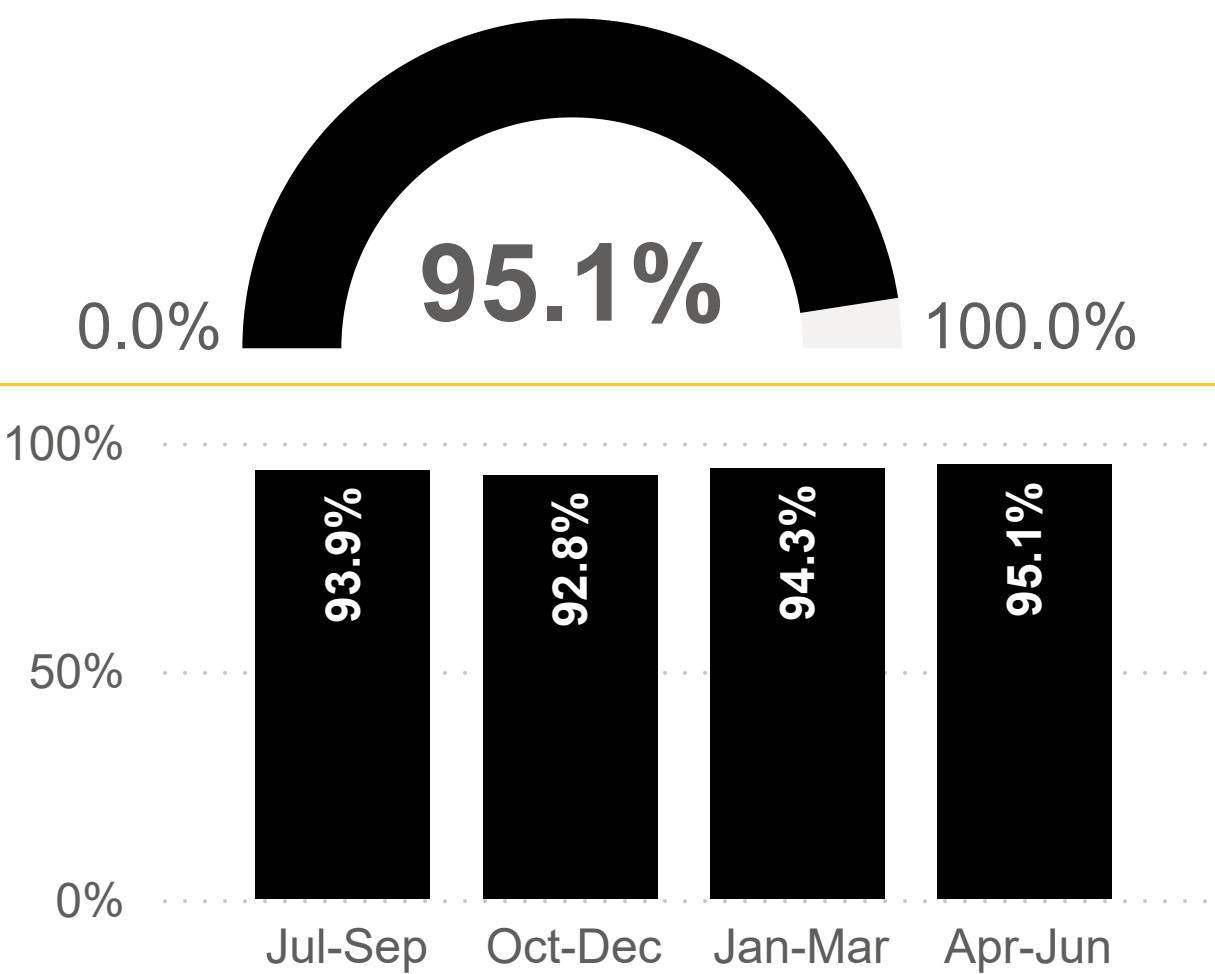
Trust to Deliver Service



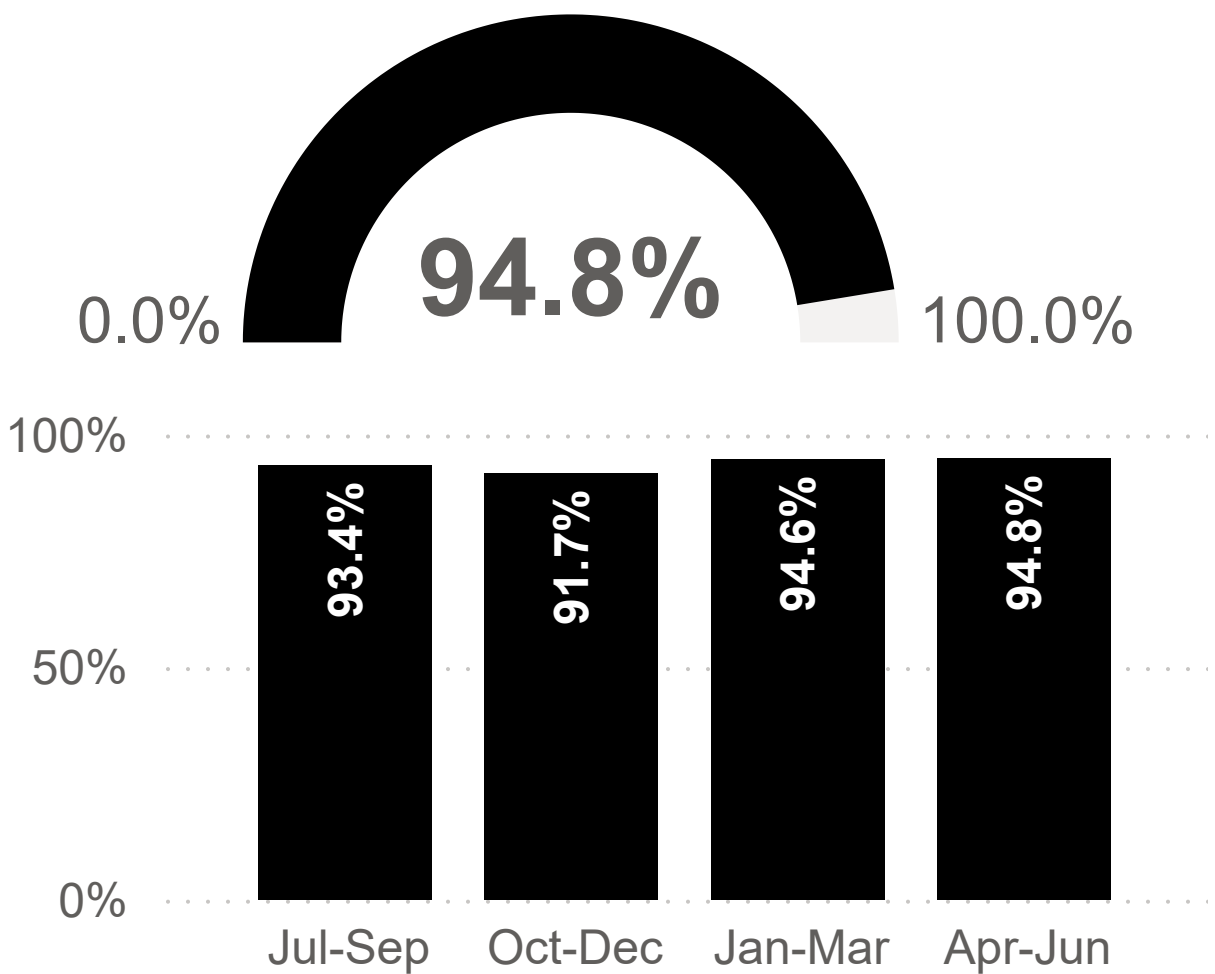
Trust to Deliver: Community



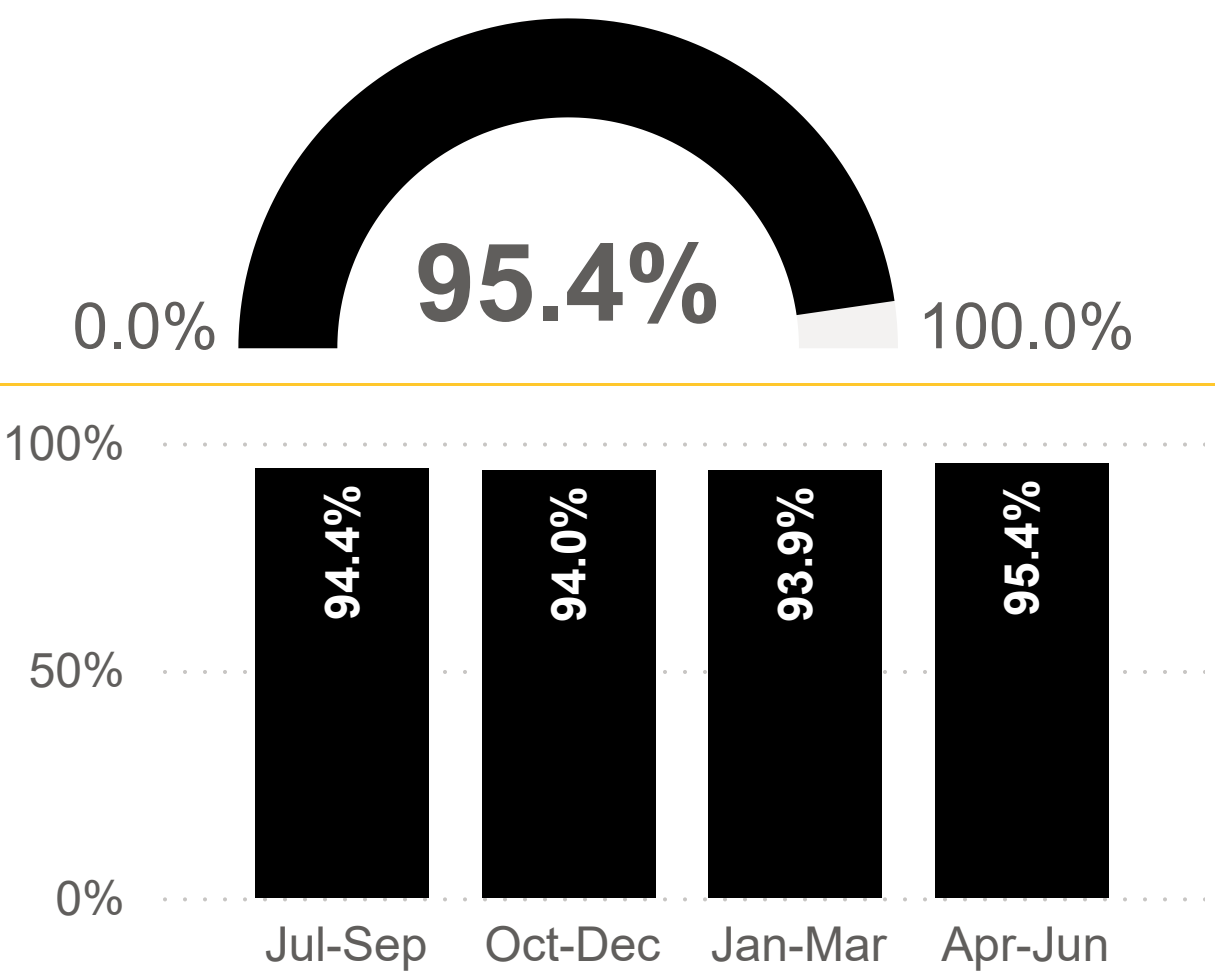
Customer Satisfaction with Staff



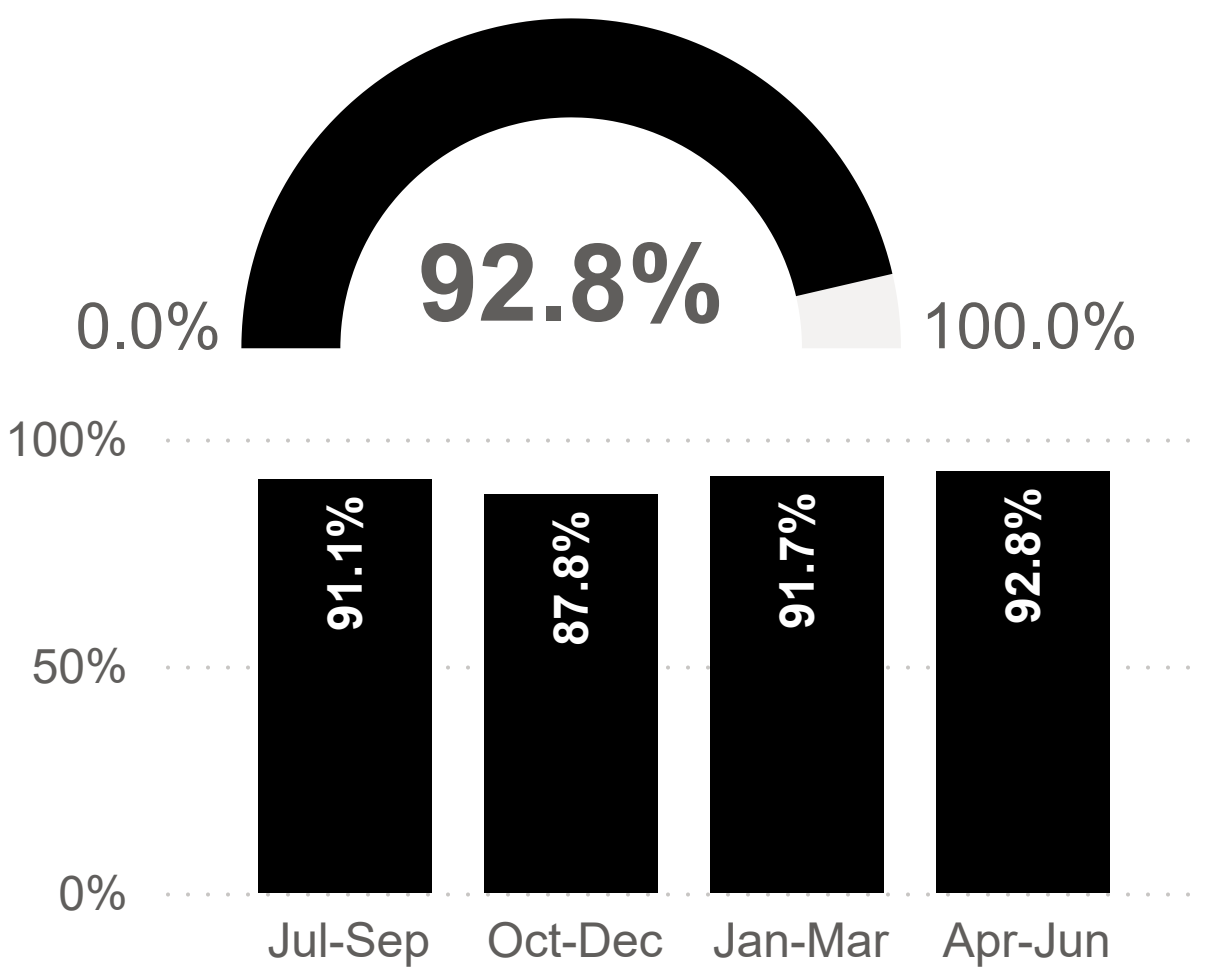
Satisfaction with Port Staff



Satisfaction with Onboard Crew

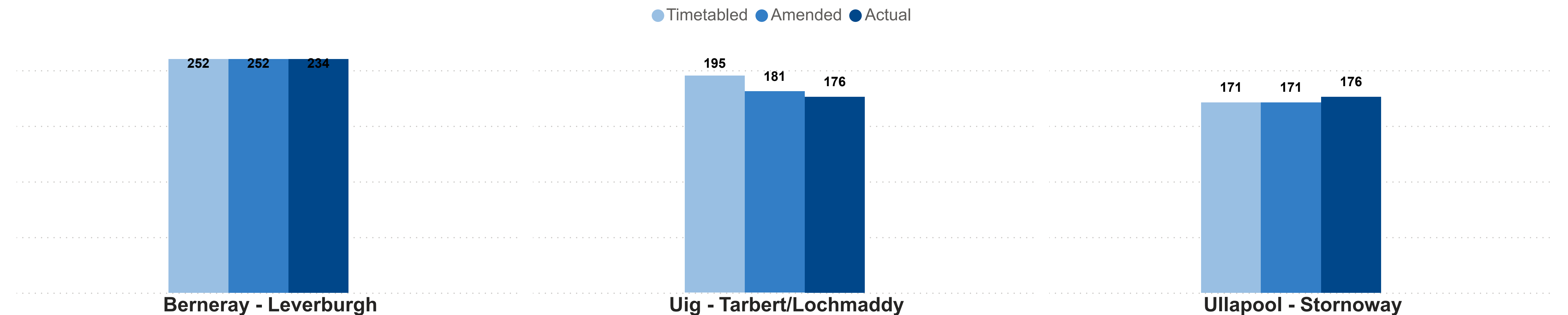


Satisfaction with the Port

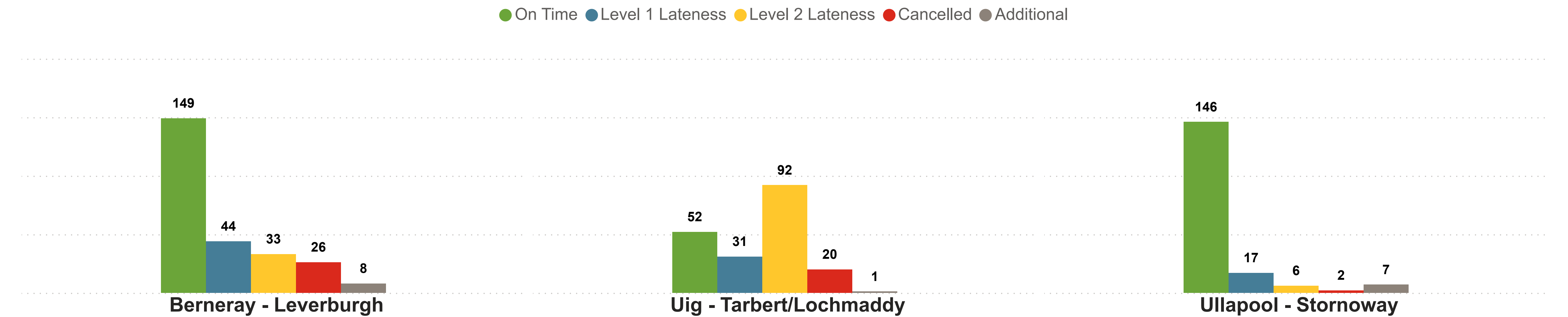




Sailings Timetabled, Amended & Actual



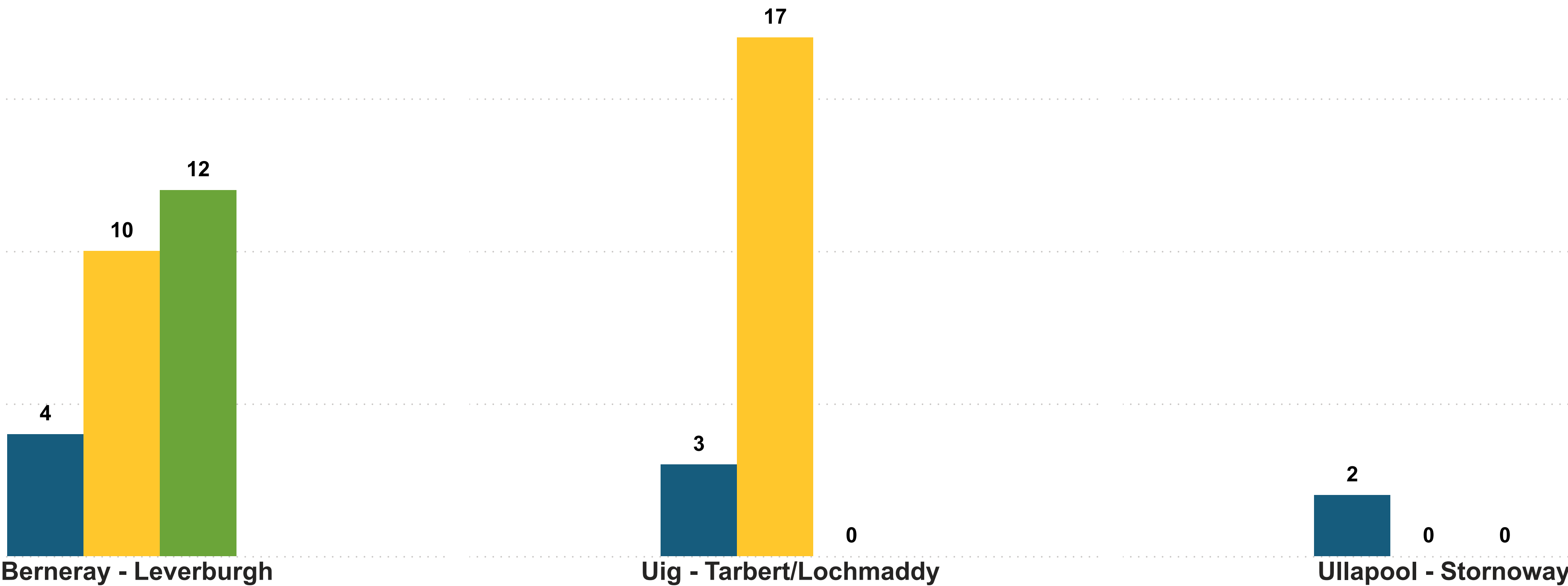
Punctuality & Reliability





Cancelled Sailings (By Reason)

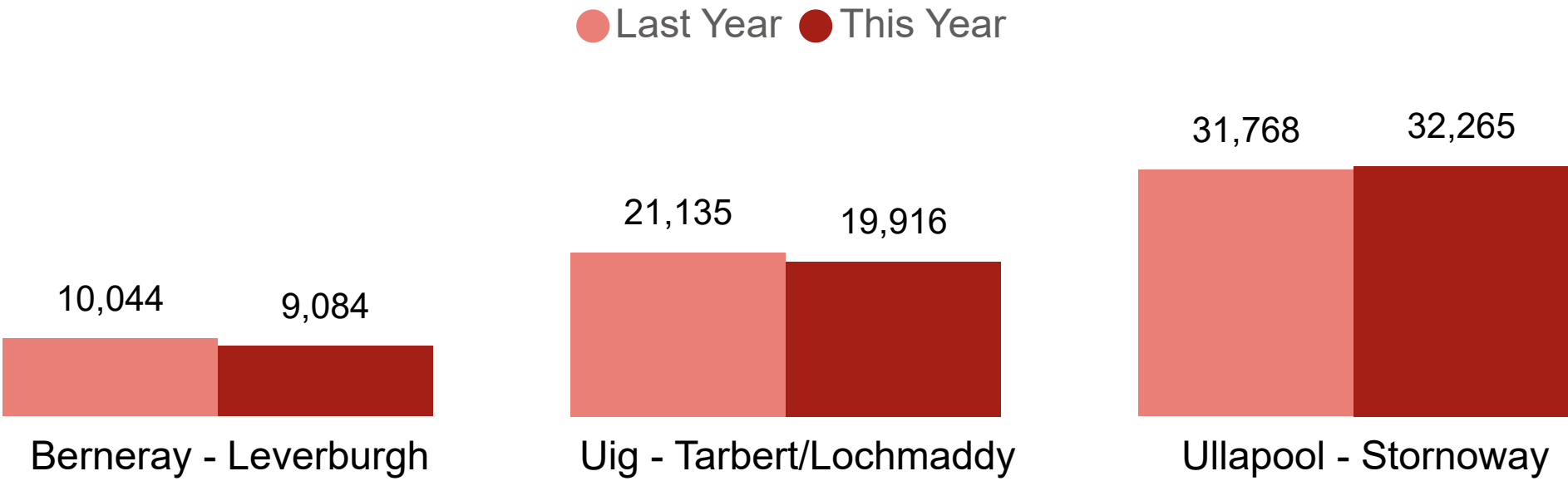
Weather Technical Other



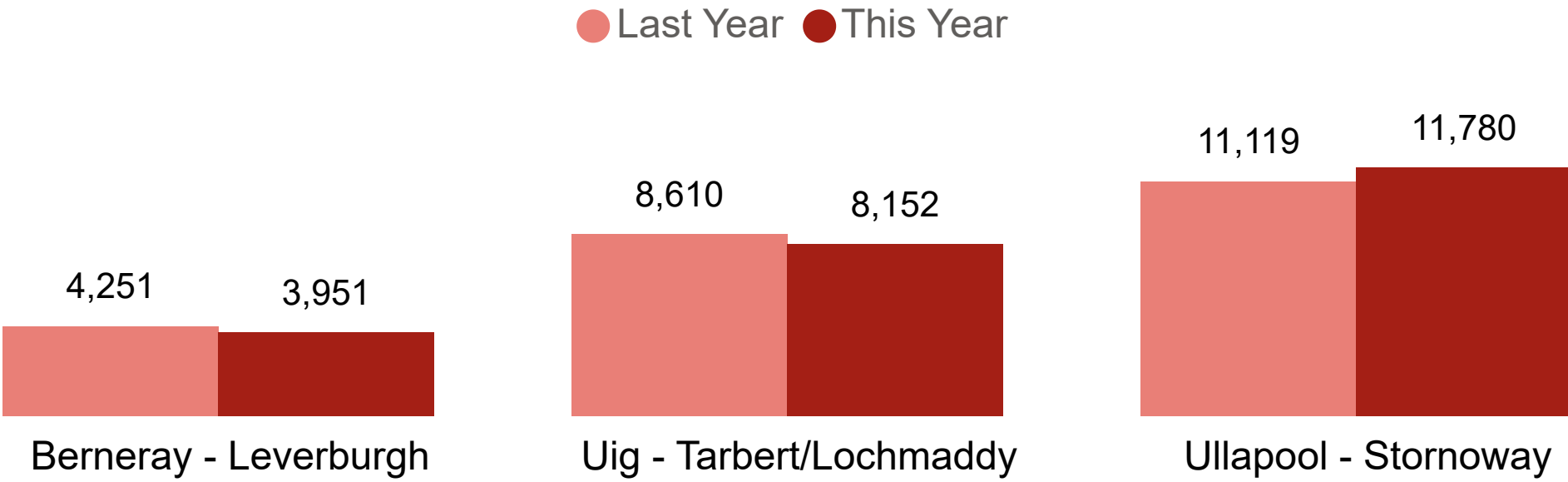
"Other" refers to any cancellations not resulting from weather and technical disruption. This includes cancellations due to reasons such as bunkering issues, berth unavailability etc.



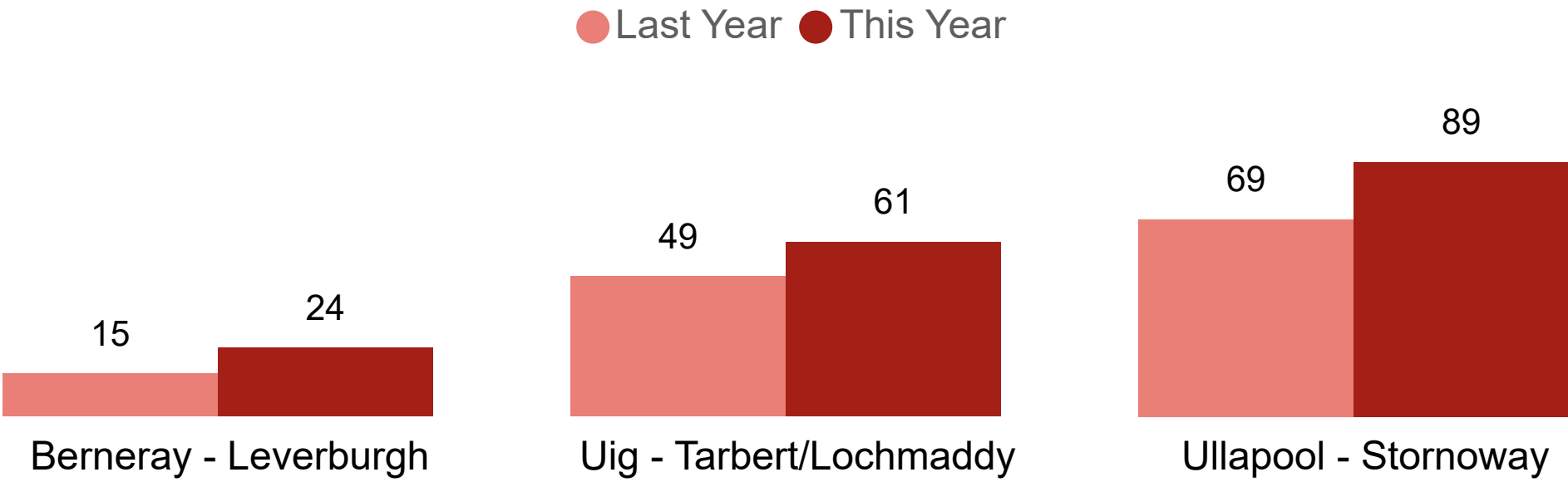
Shipped Passengers



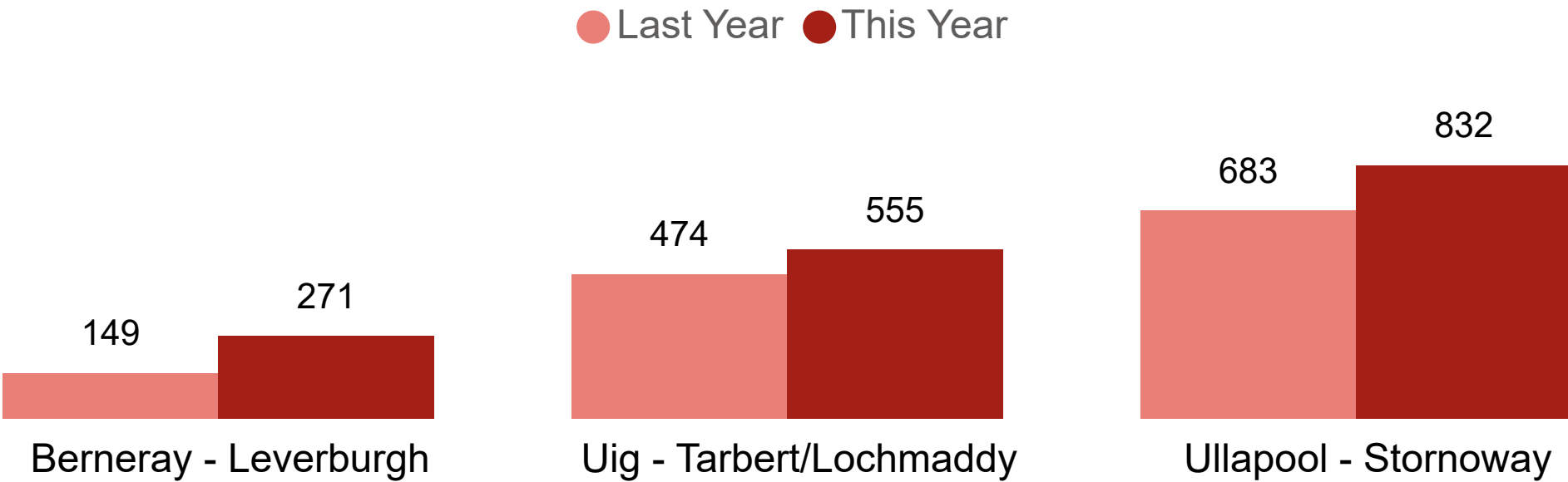
Shipped Cars



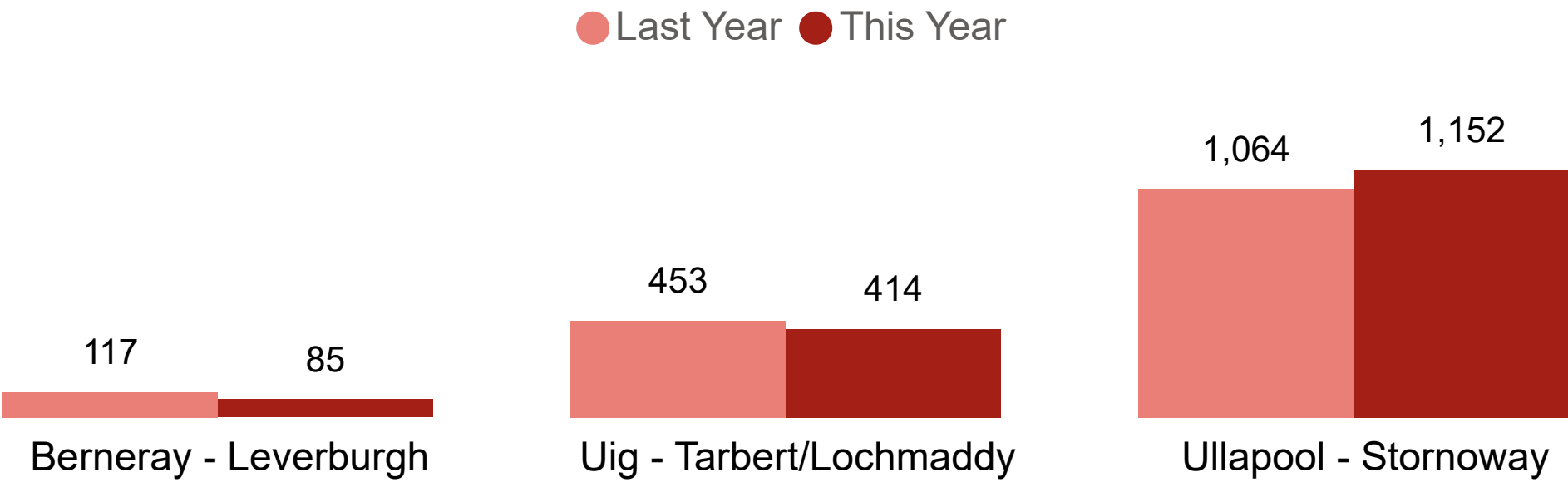
Shipped Coaches



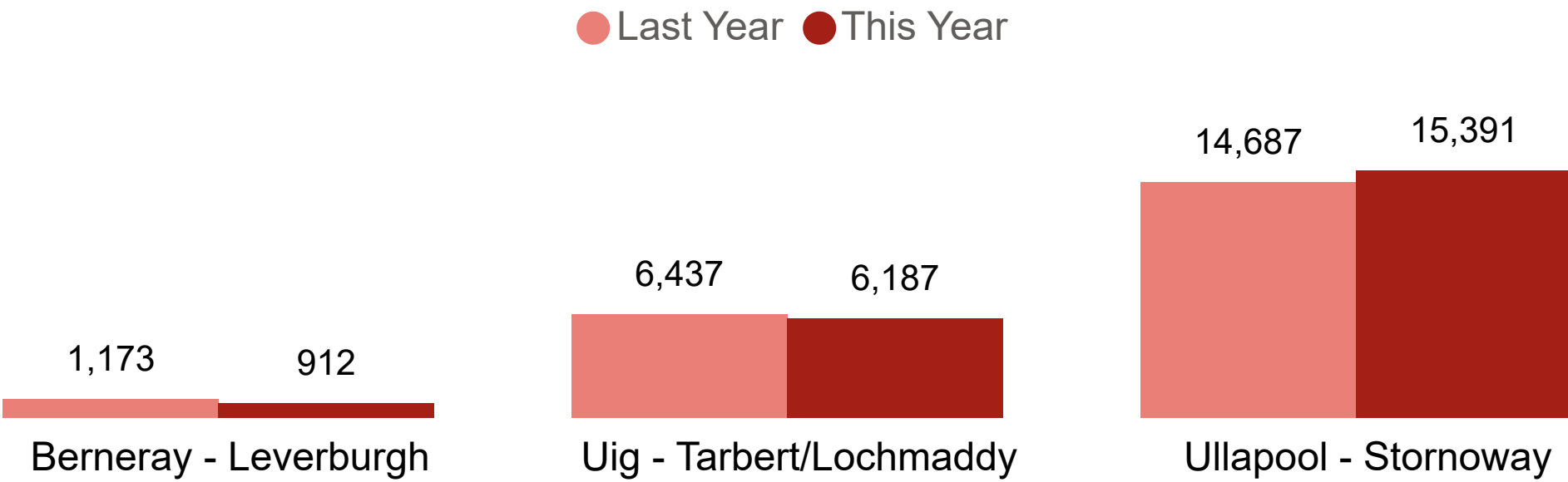
Shipped Coach Metres



Shipped Commercial Vehicles



Shipped Commercial Vehicle Metres

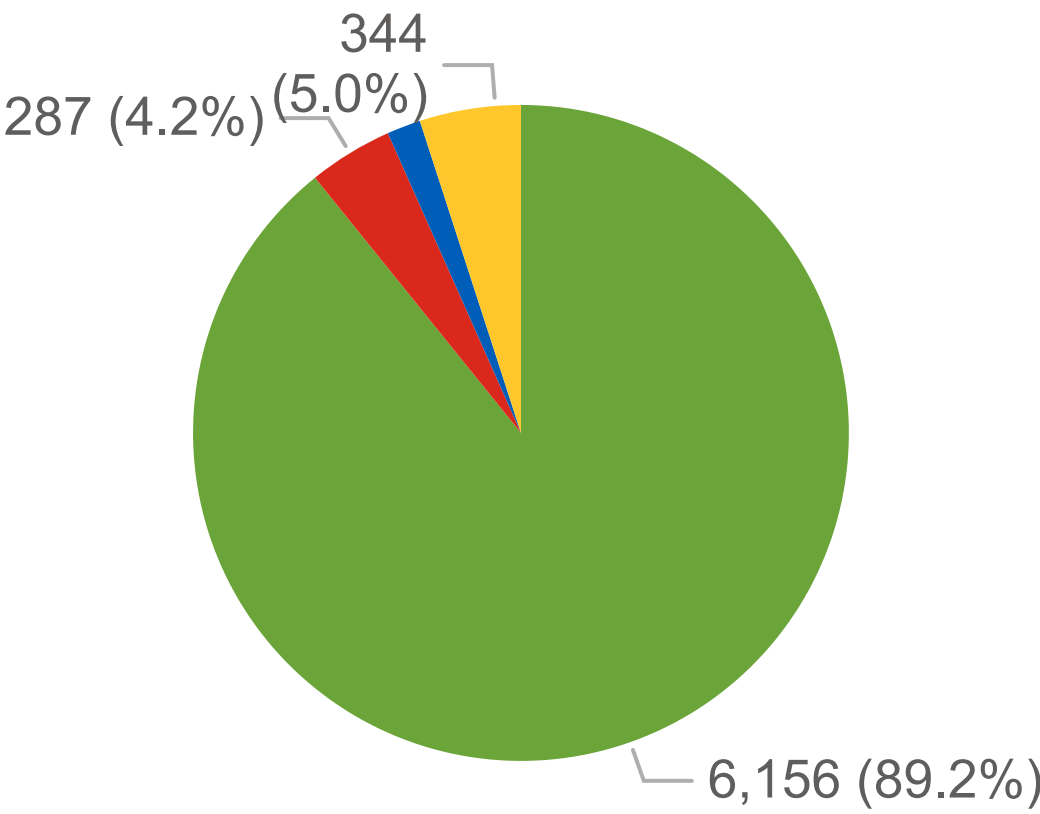




- 1 Car Equivalent Space is equal to 4.6 General Lane Metres
- Below visuals represent car equivalent spaces offered vs car equivalent space made unavailable as a result of technical, weather and all other cancellations

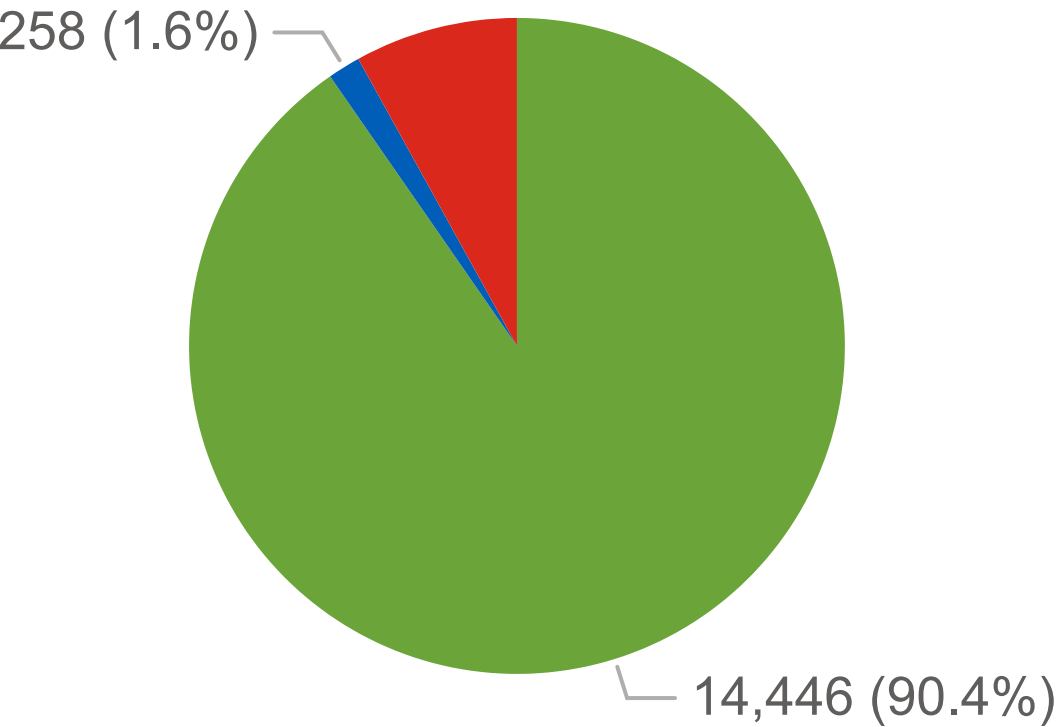
Berneray - Leverburgh

Offered Technical Weather Other



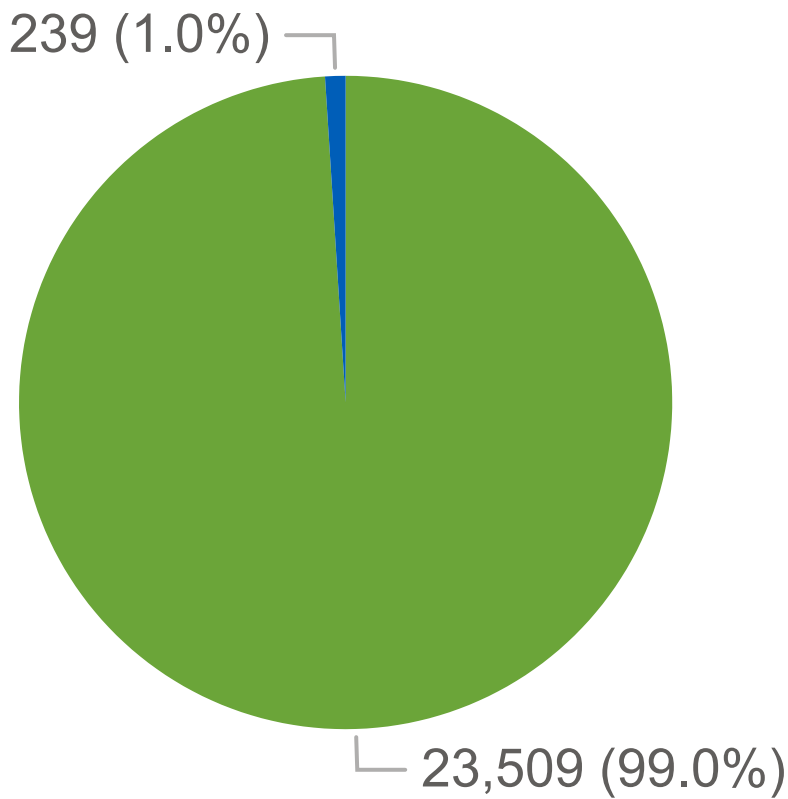
Uig - Tarbert/Lochmaddy

Offered Weather Technical Other



Ullapool - Stornoway

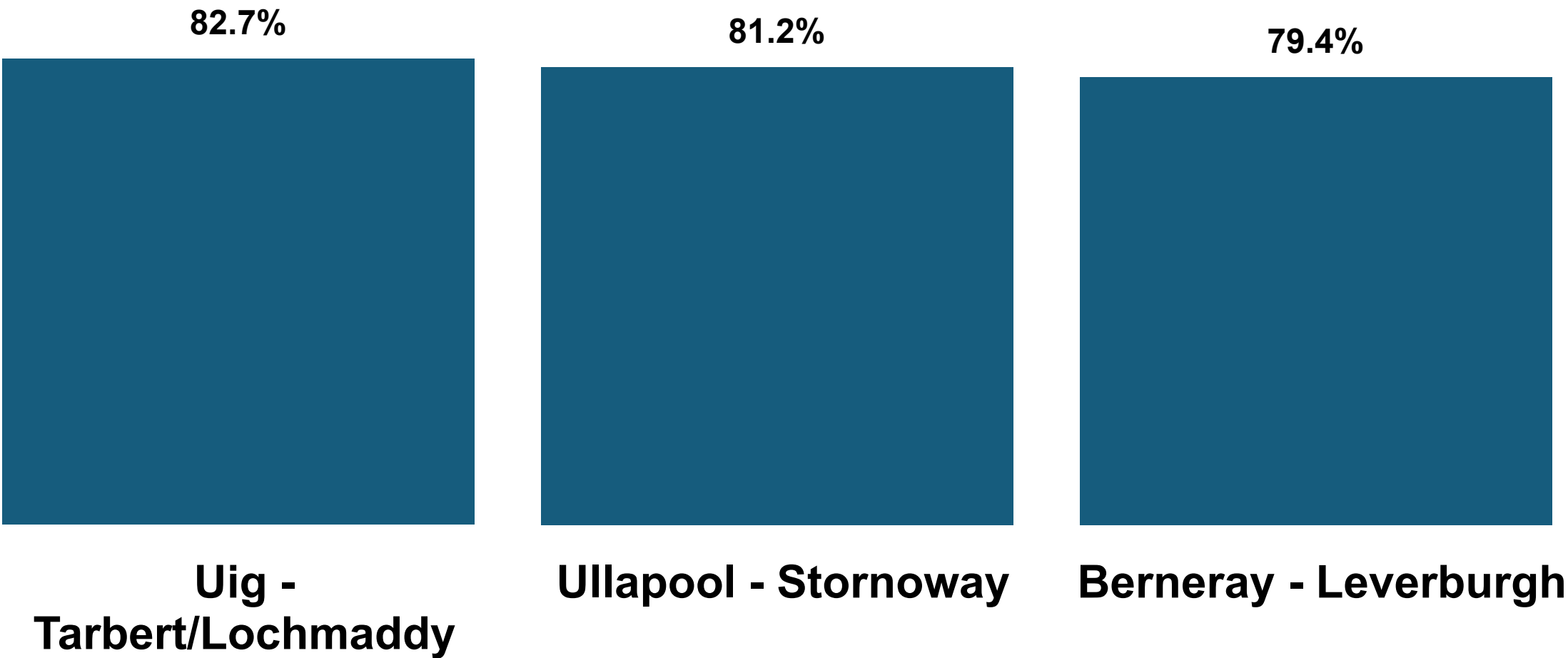
Offered Weather Technical Other



Route	Offered	Weather	Technical	Other
Berneray - Leverburgh	6,156	115	287	344
Uig - Tarbert/Lochmaddy	14,446	258	1,285	
Ullapool - Stornoway	23,509	239		



Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Uig - Tarbert/Lochmaddy	66.5K	55.0K	11,946	82.7%
Ullapool - Stornoway	108.1K	87.8K	19,093	81.2%
Berneray - Leverburgh	28.3K	22.5K	4,889	79.4%
Total	202.9K	165.3K	35,928	81.4%

Overall Utilisation of Sailings

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

