

Total Number of  
Survey Responses  
Last 6 Months

12K

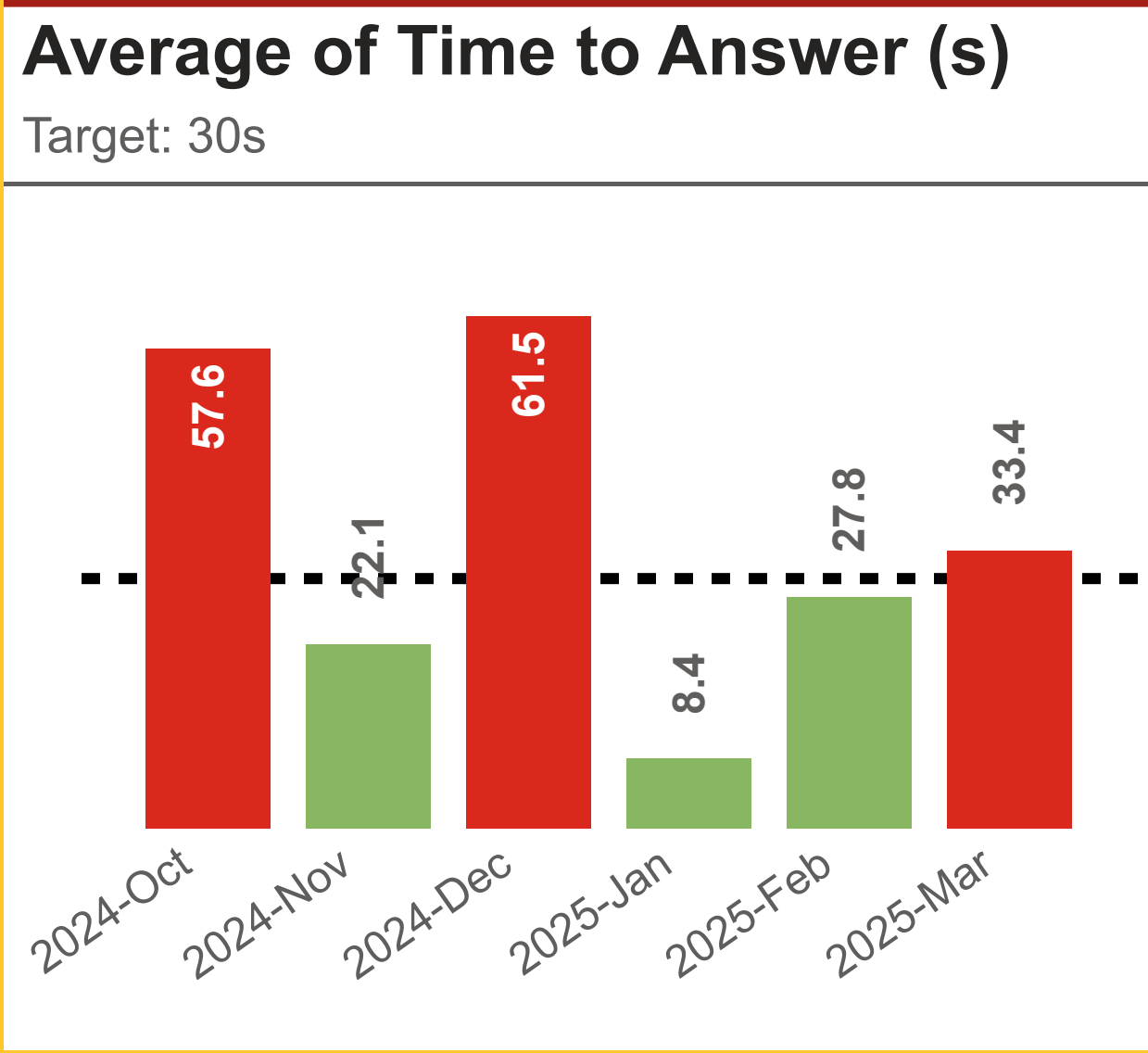
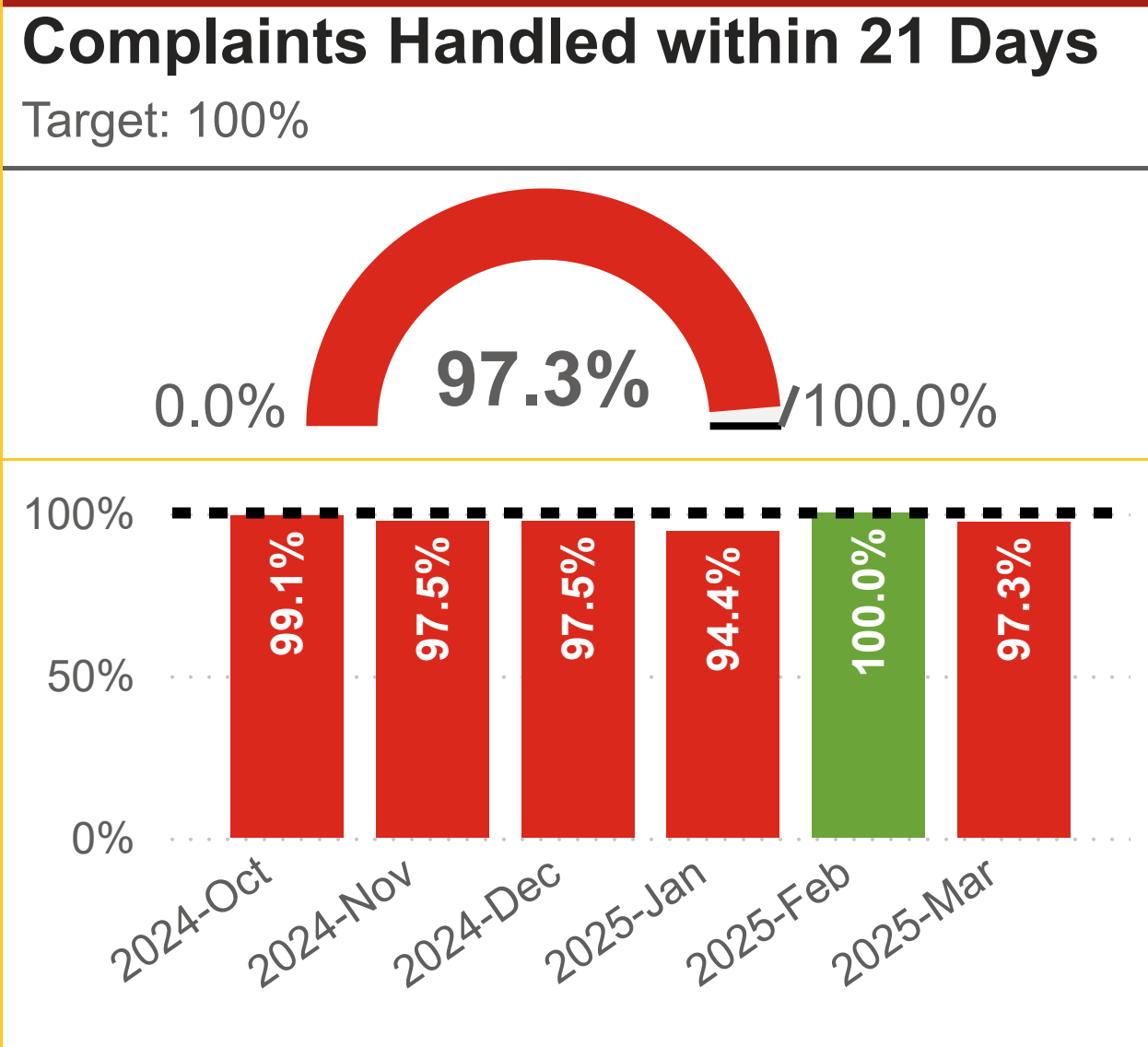
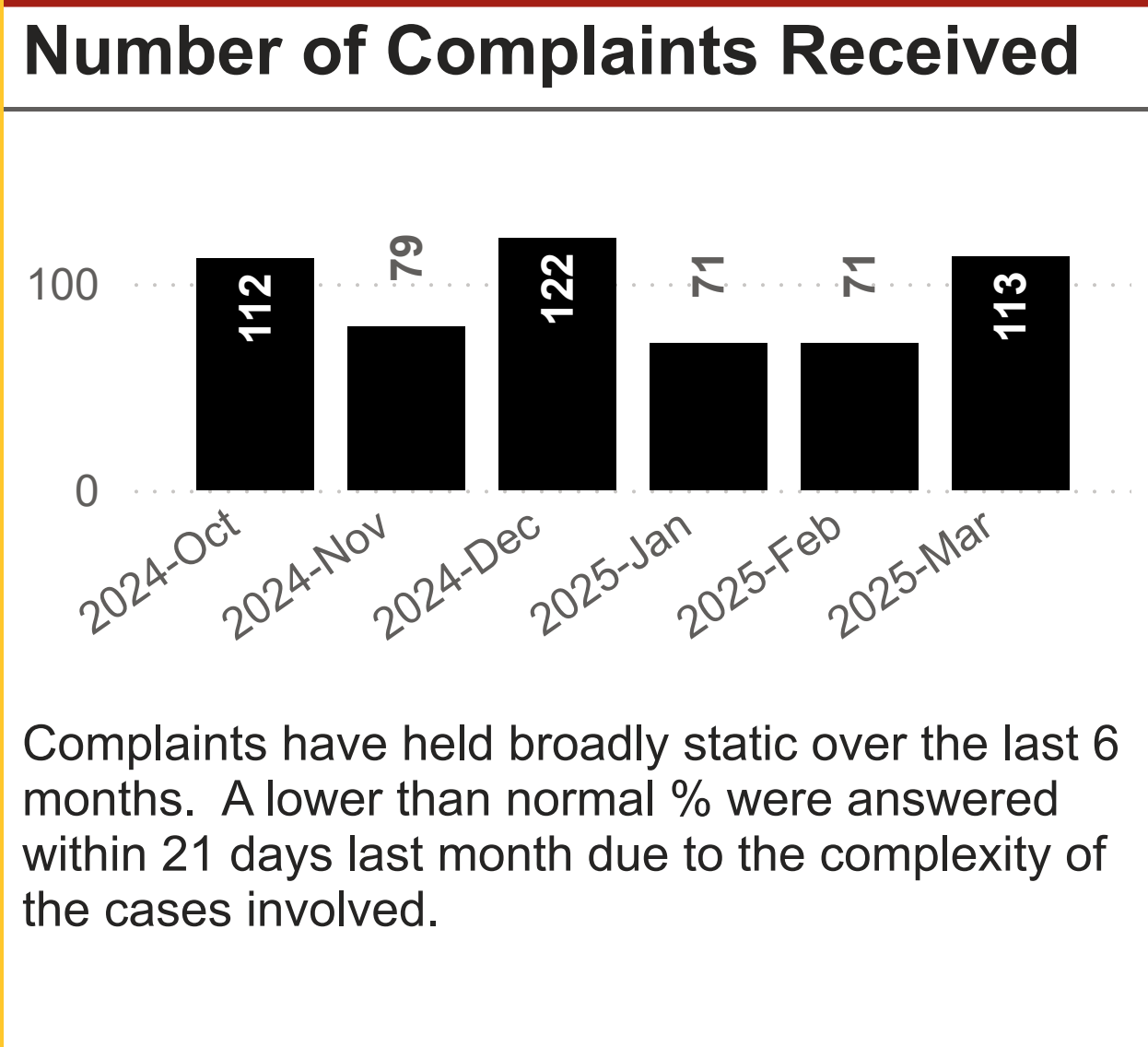
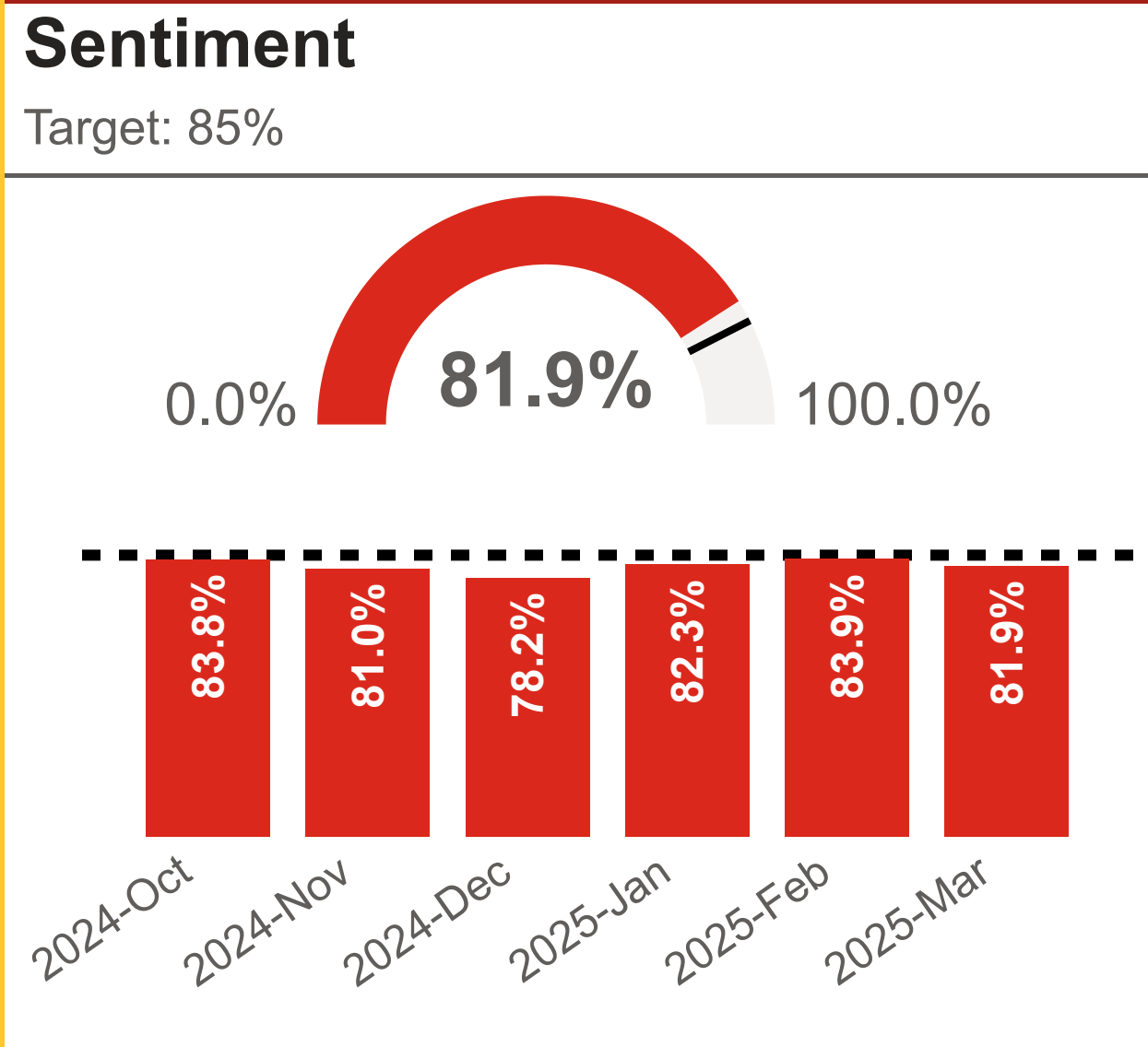
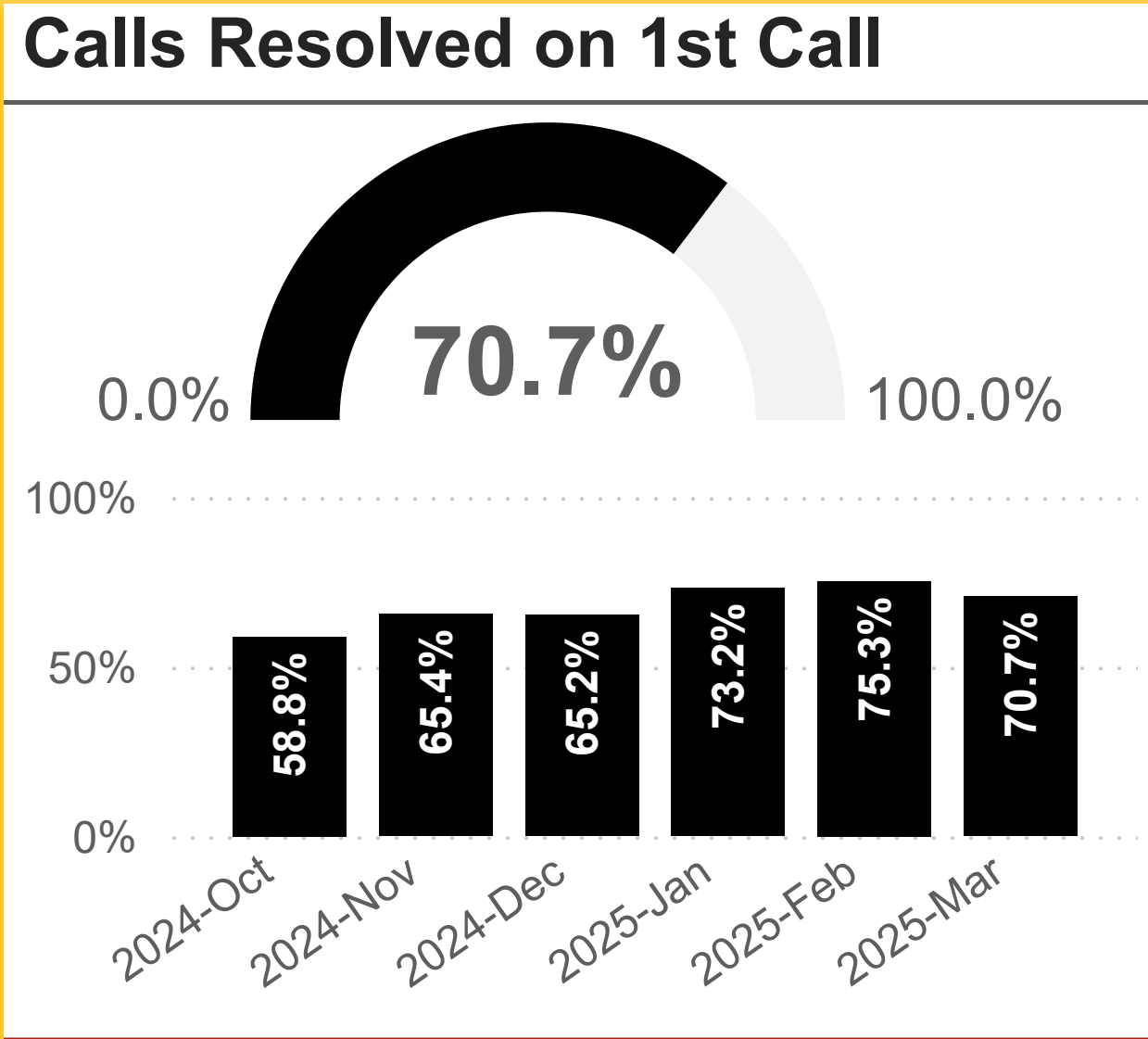
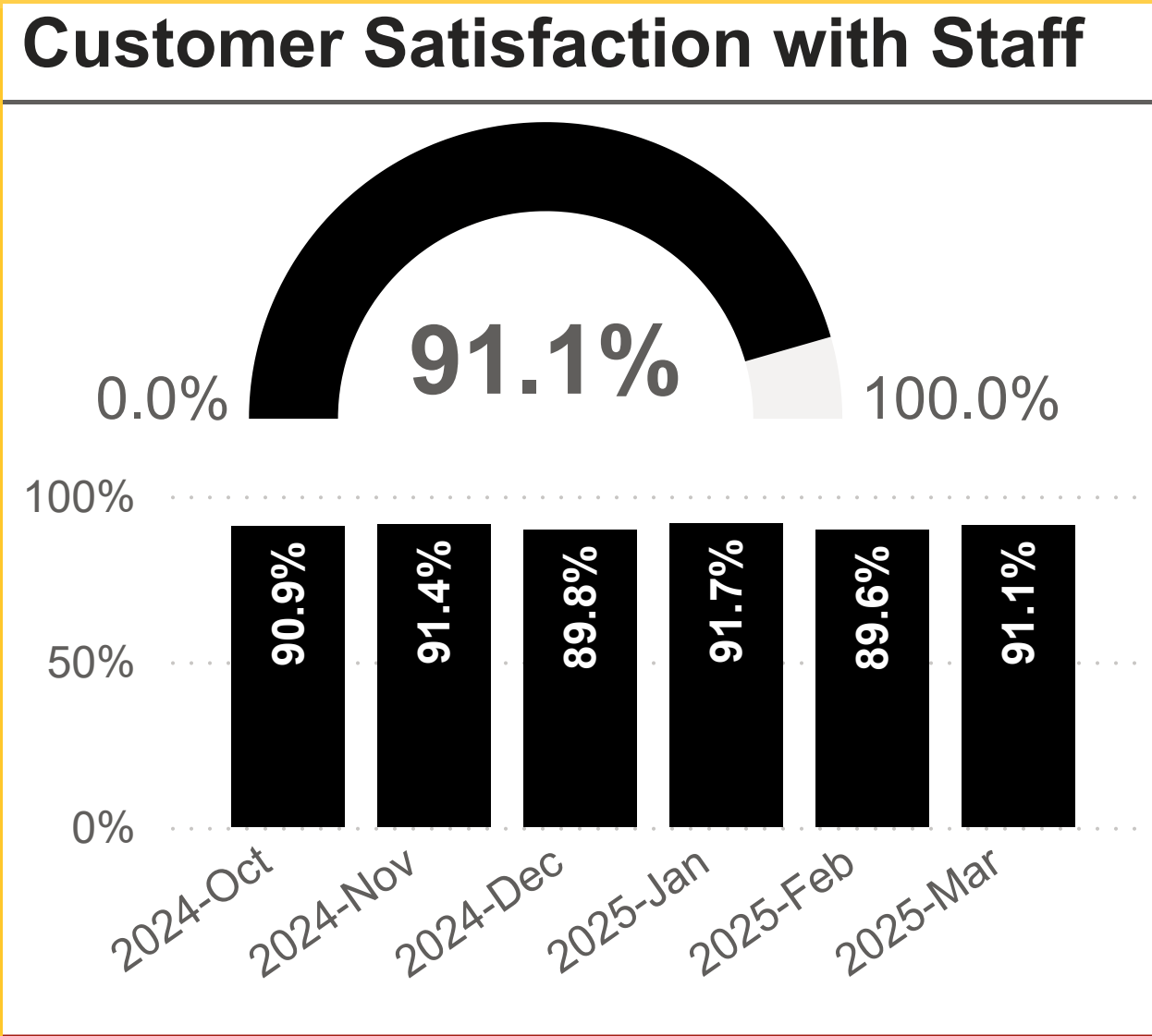
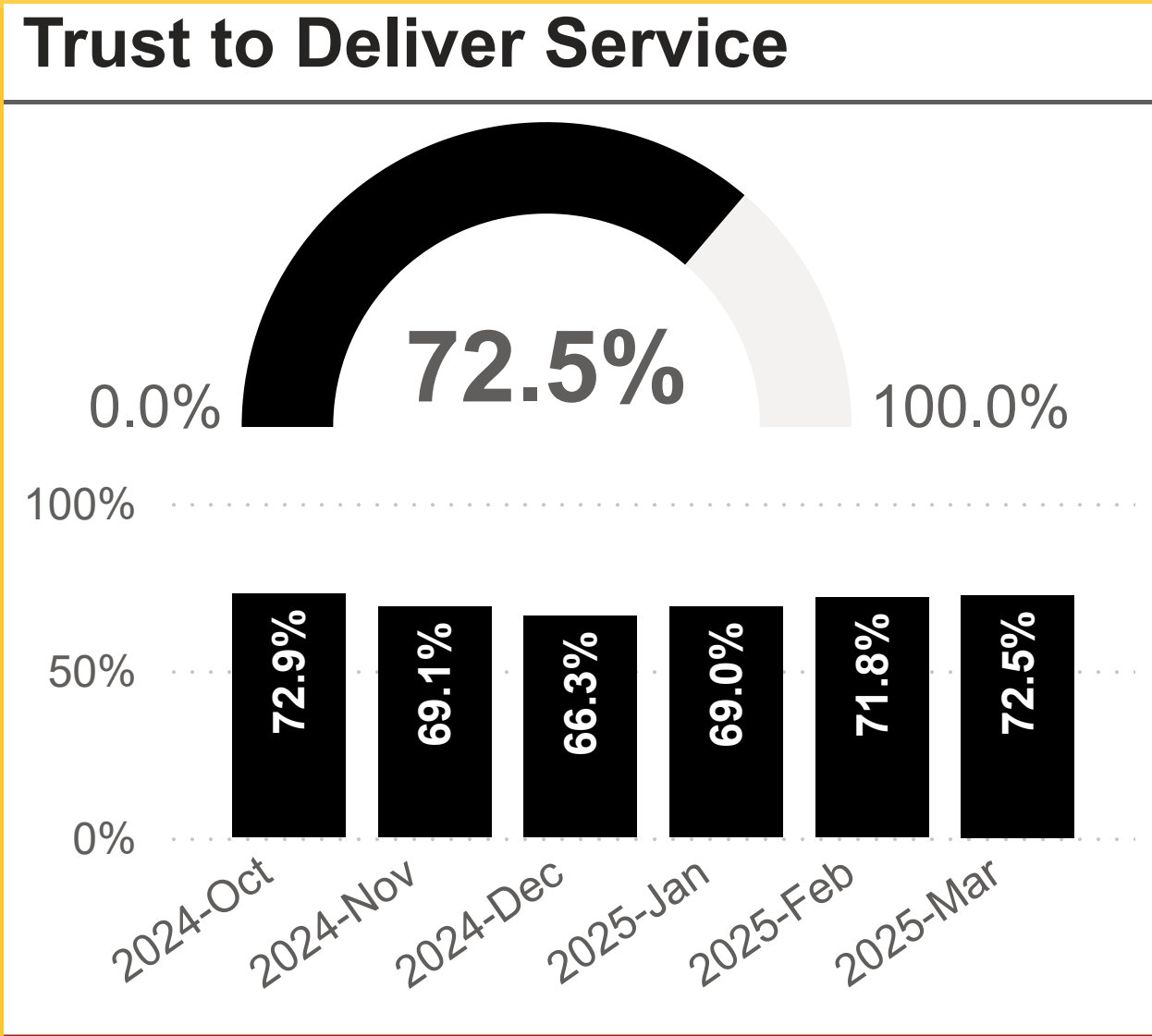
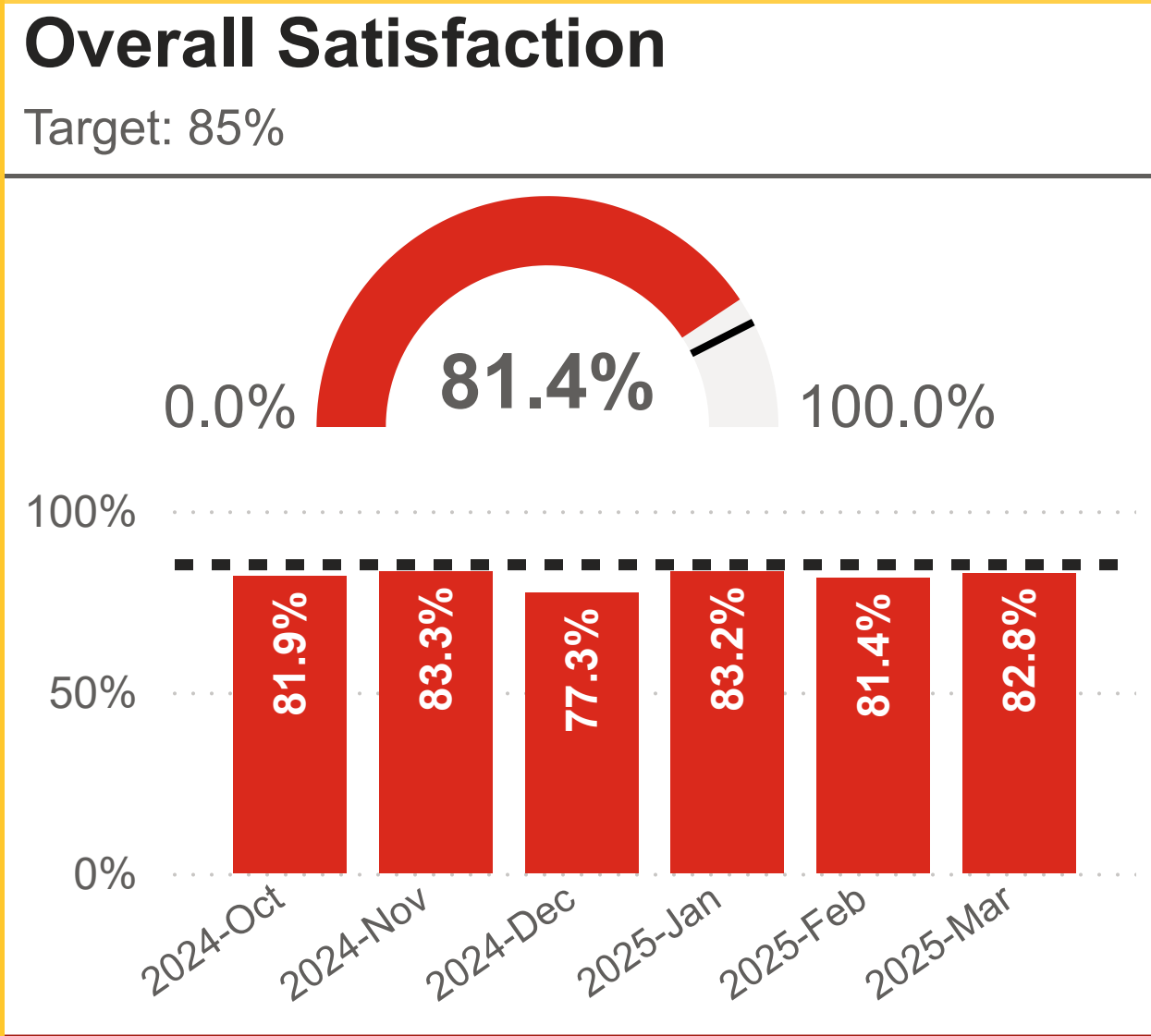
# Our Performance in March 2025

## Customer Feedback Metrics

### Network Wide



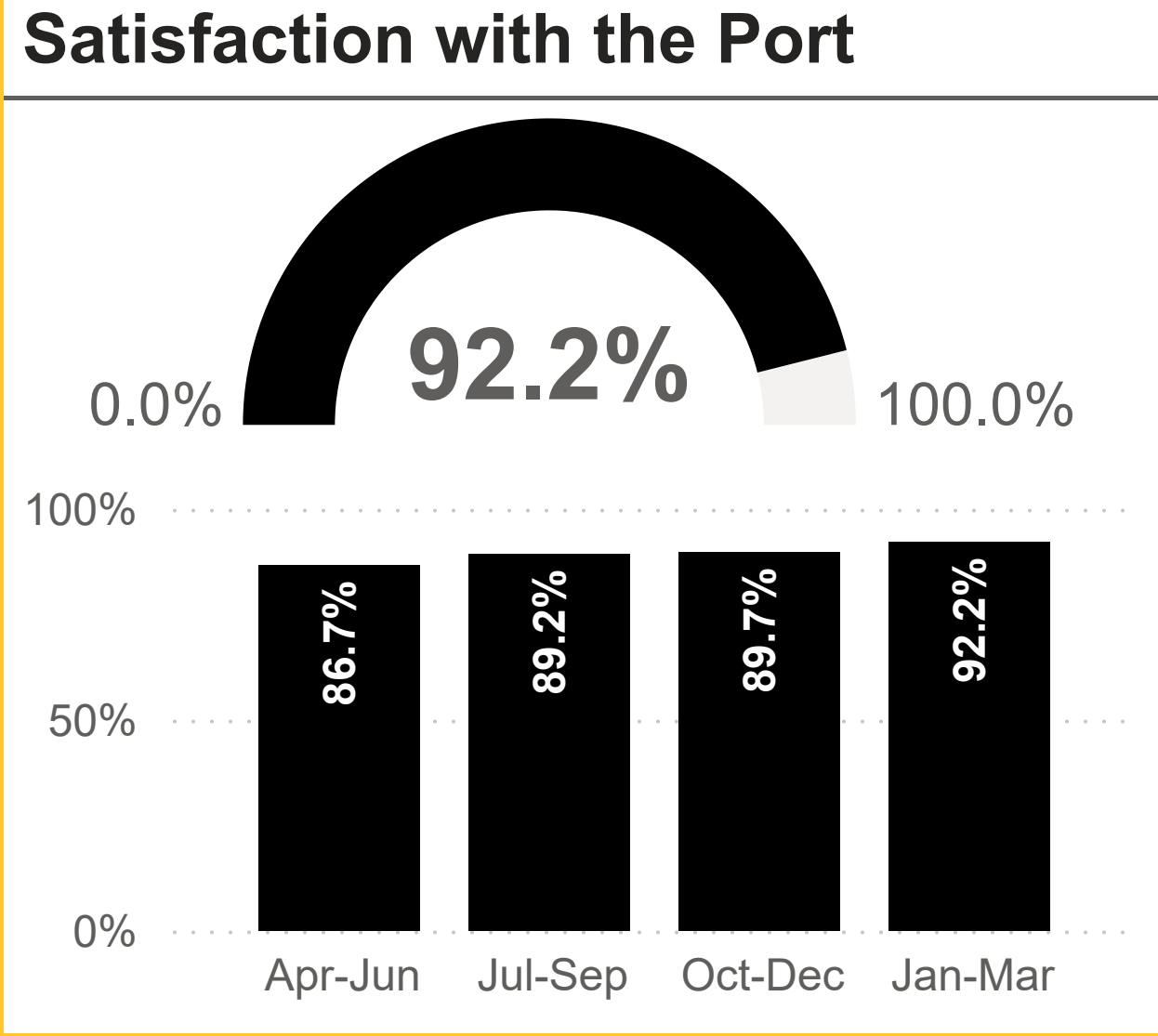
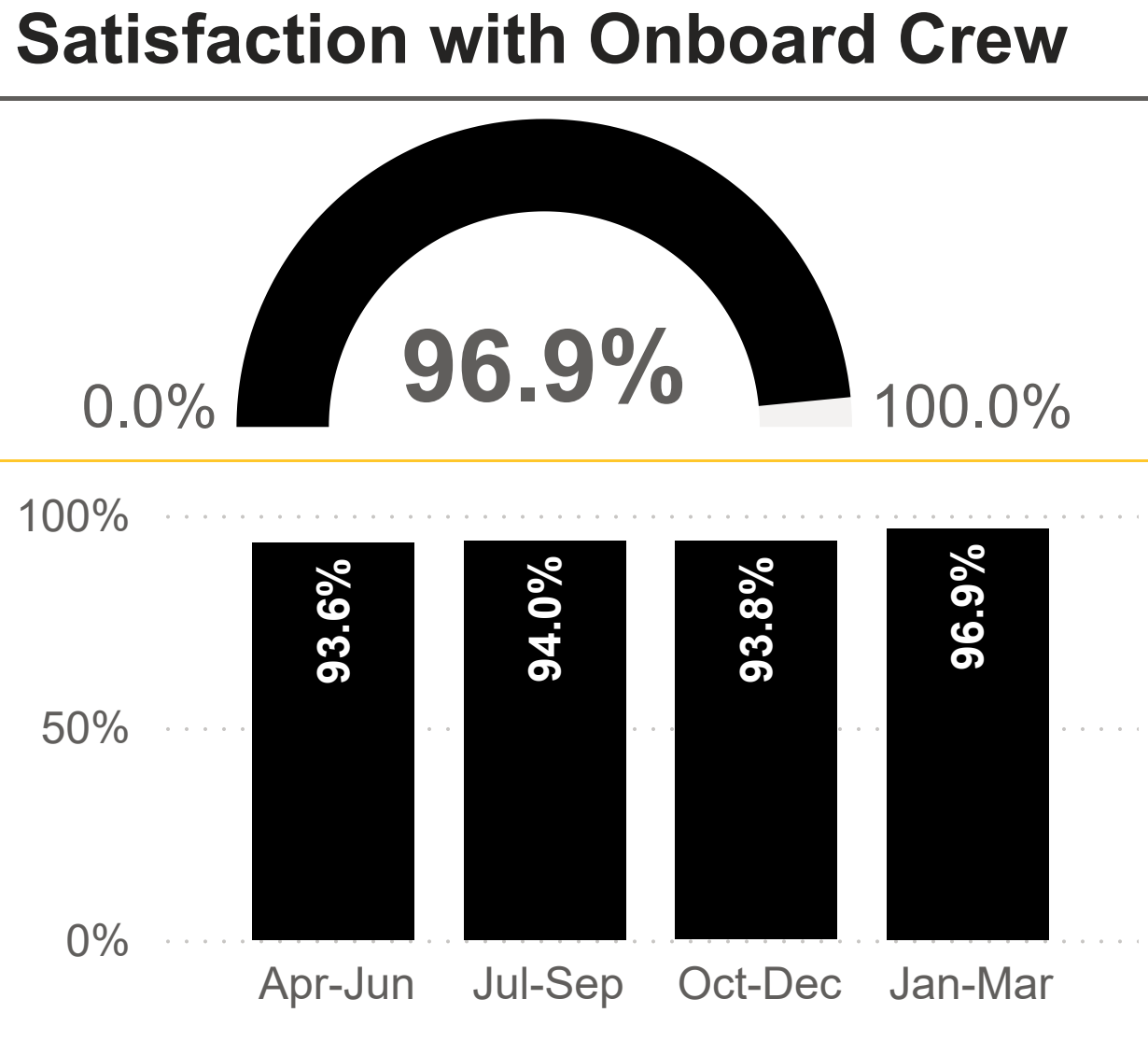
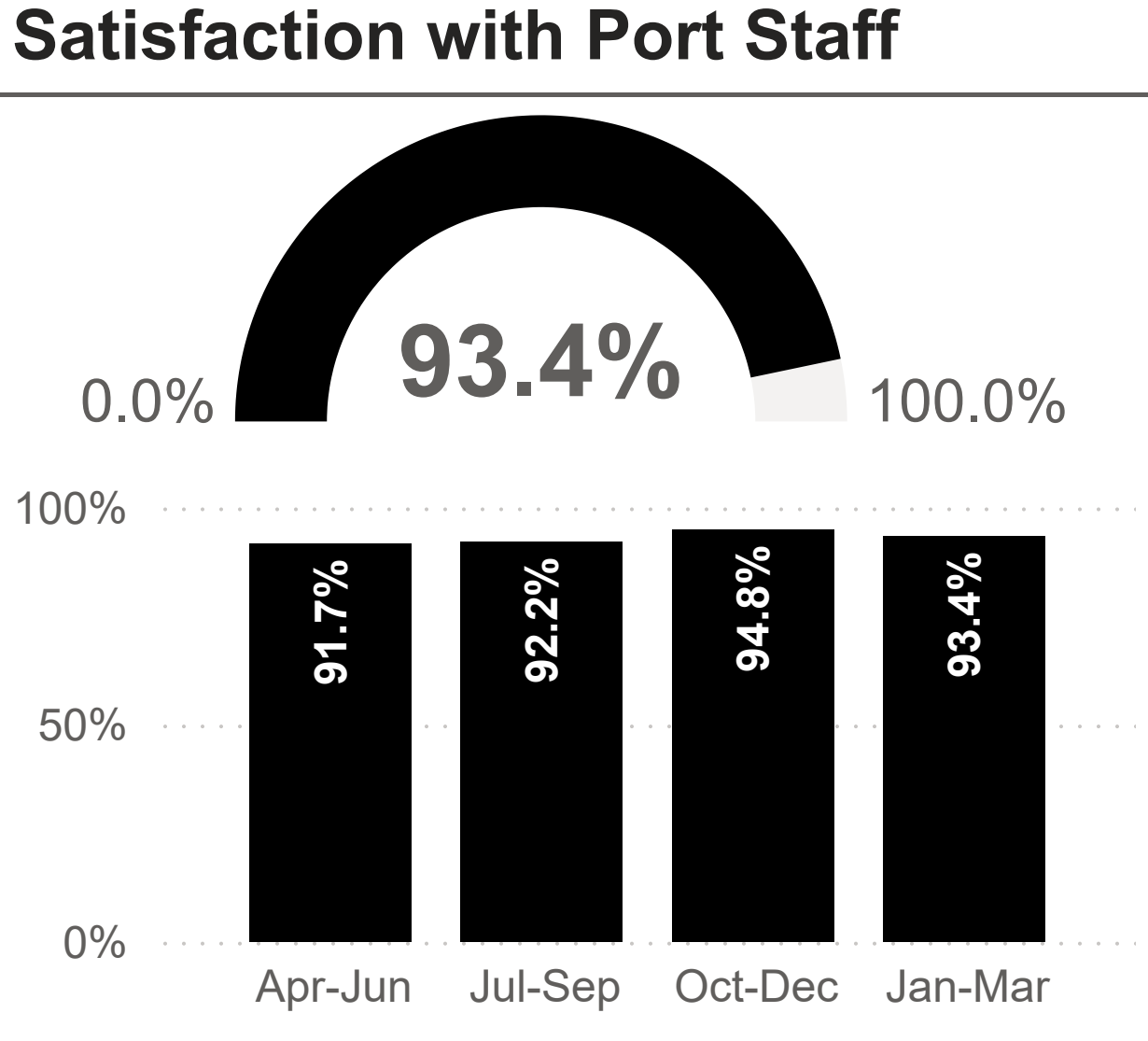
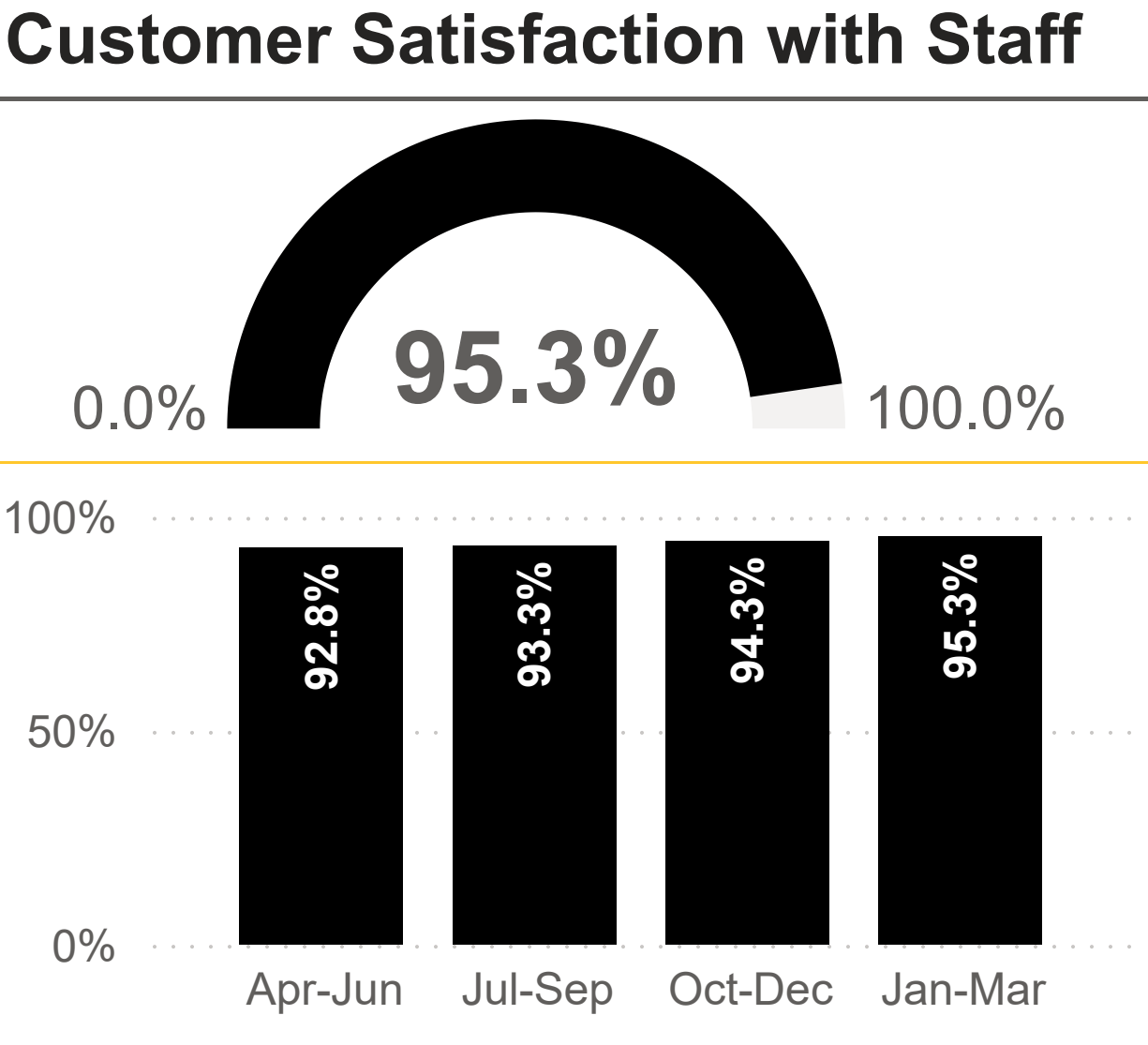
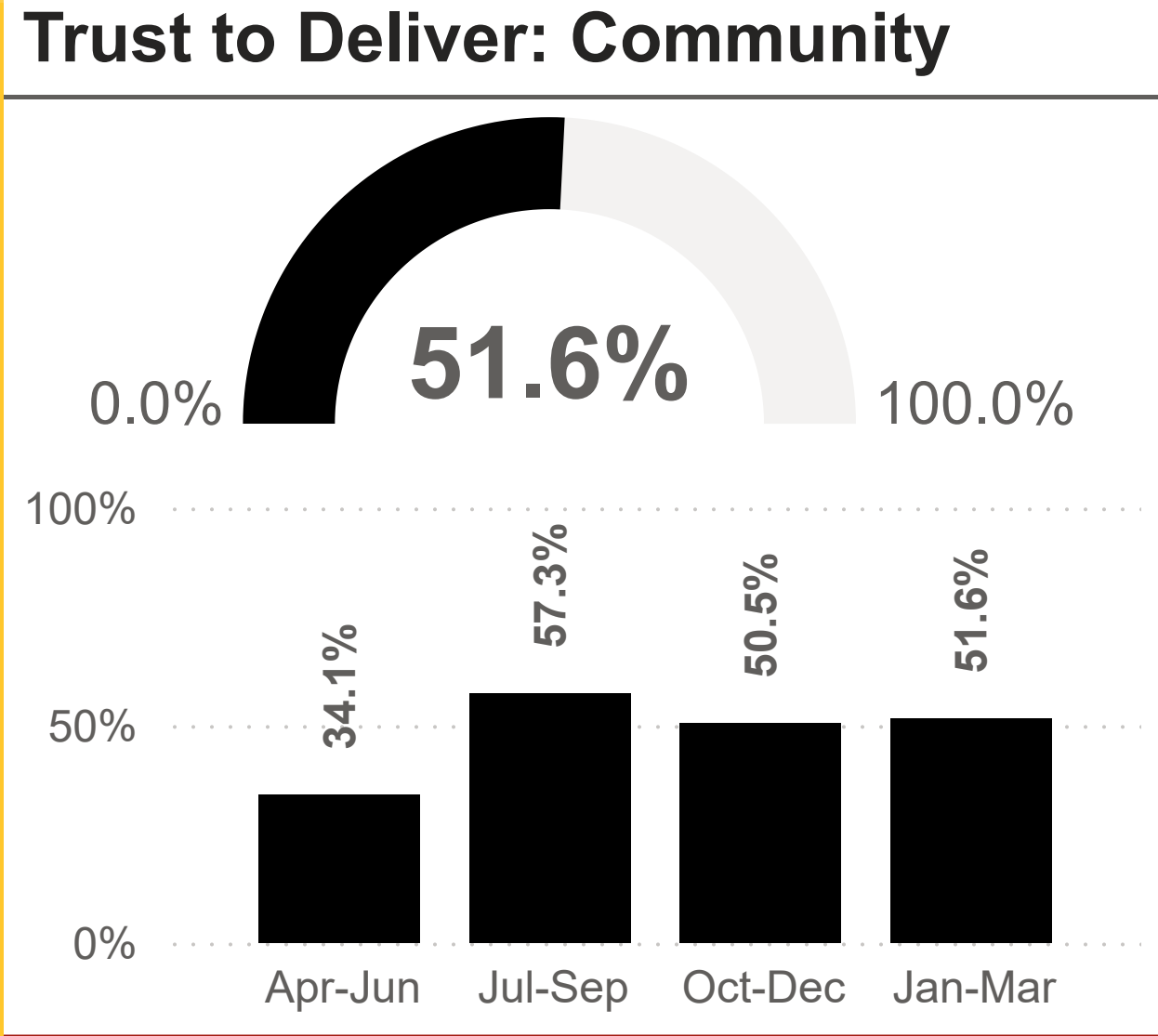
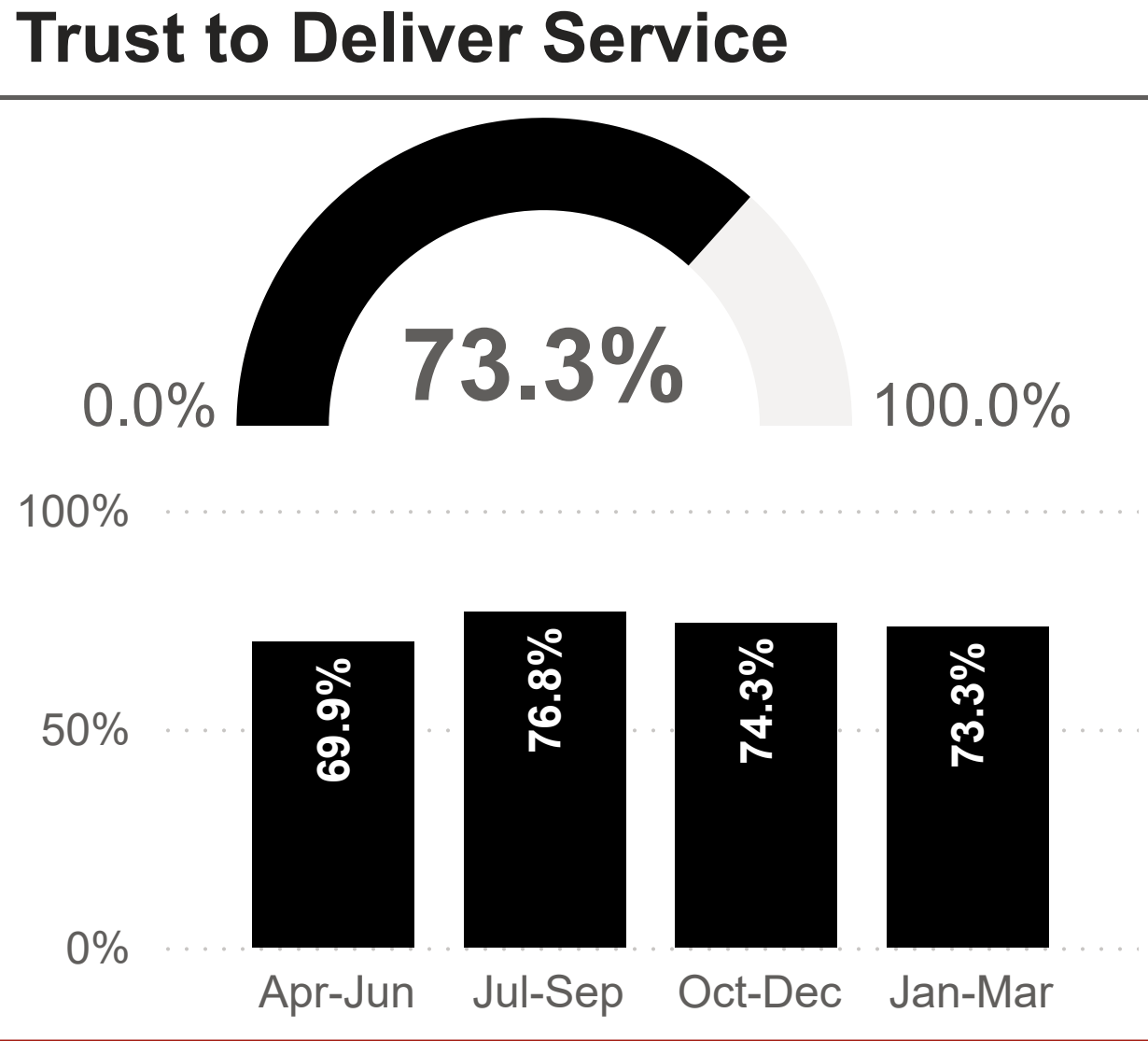
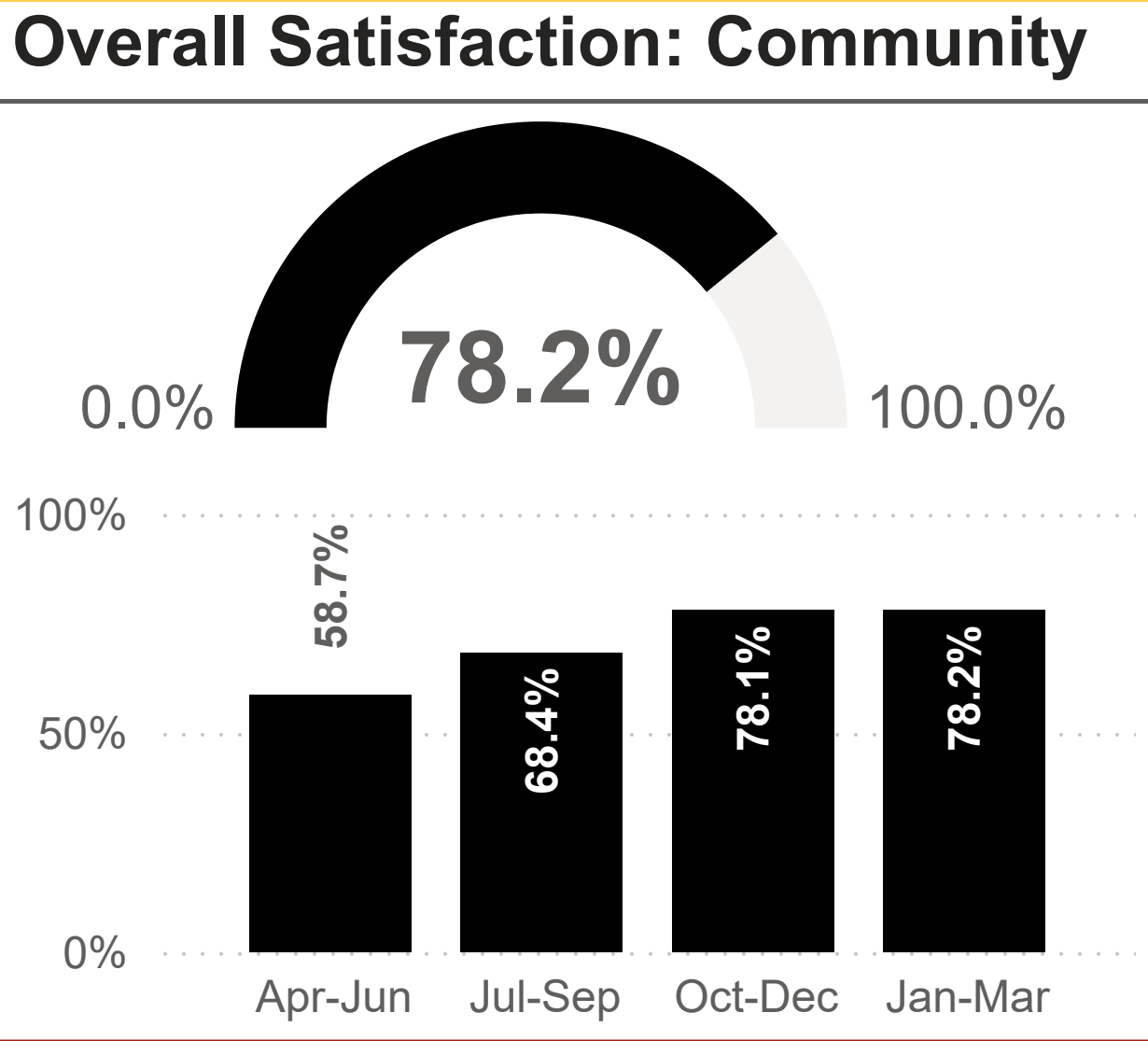
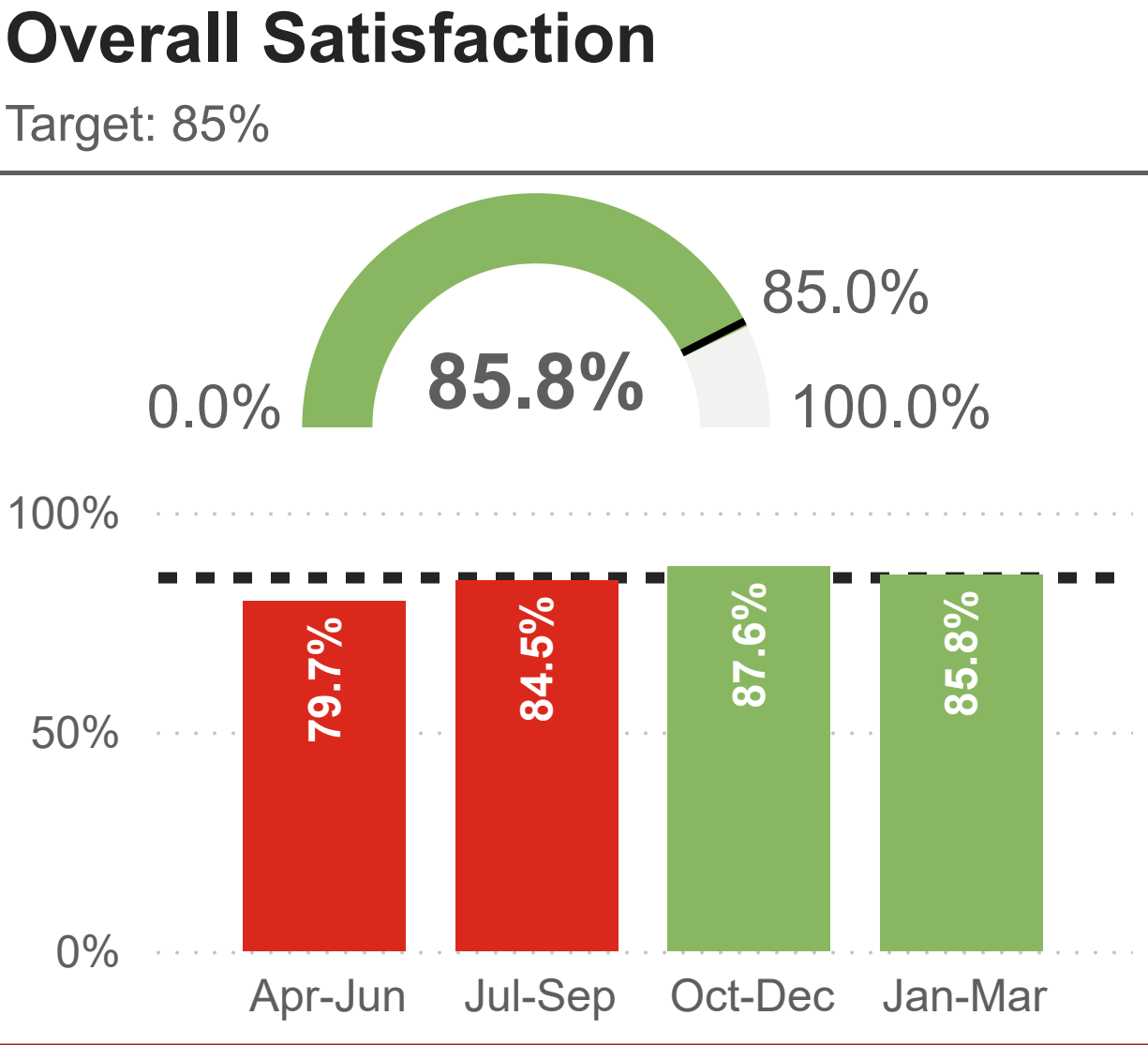
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.



Our Performance in March 2025  
Customer Feedback Metrics  
Kintyre



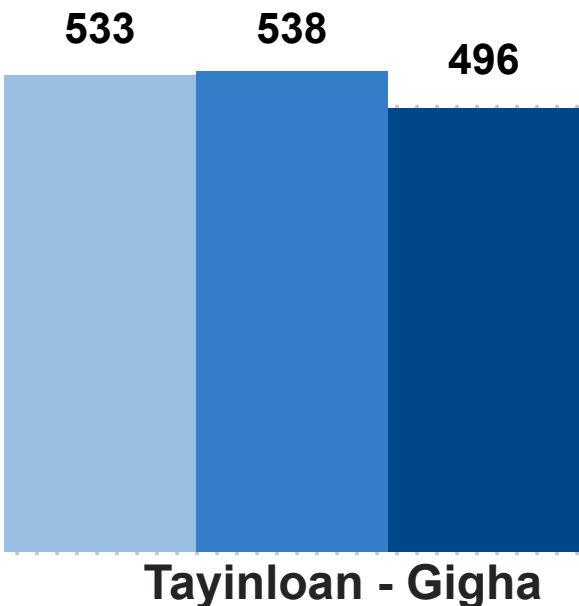
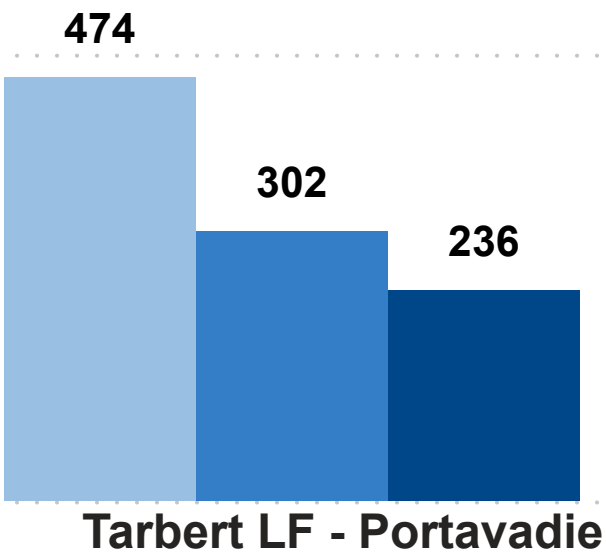
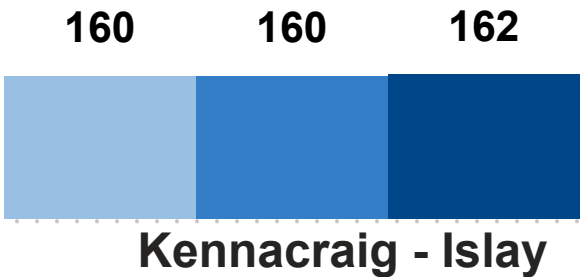
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.  
Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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





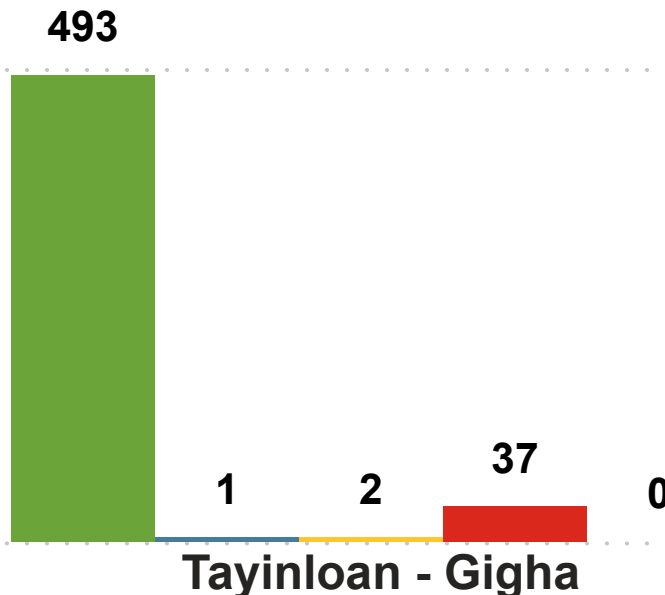
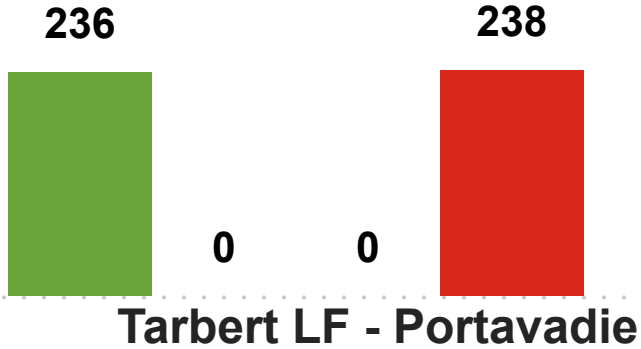
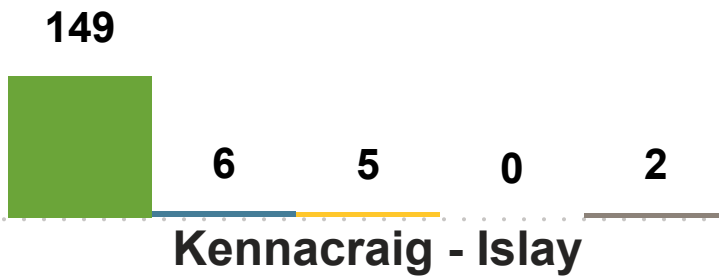
Sailings Timetabled, Amended & Actual

● Timetabled ● Amended ● Actual



Punctuality & Reliability

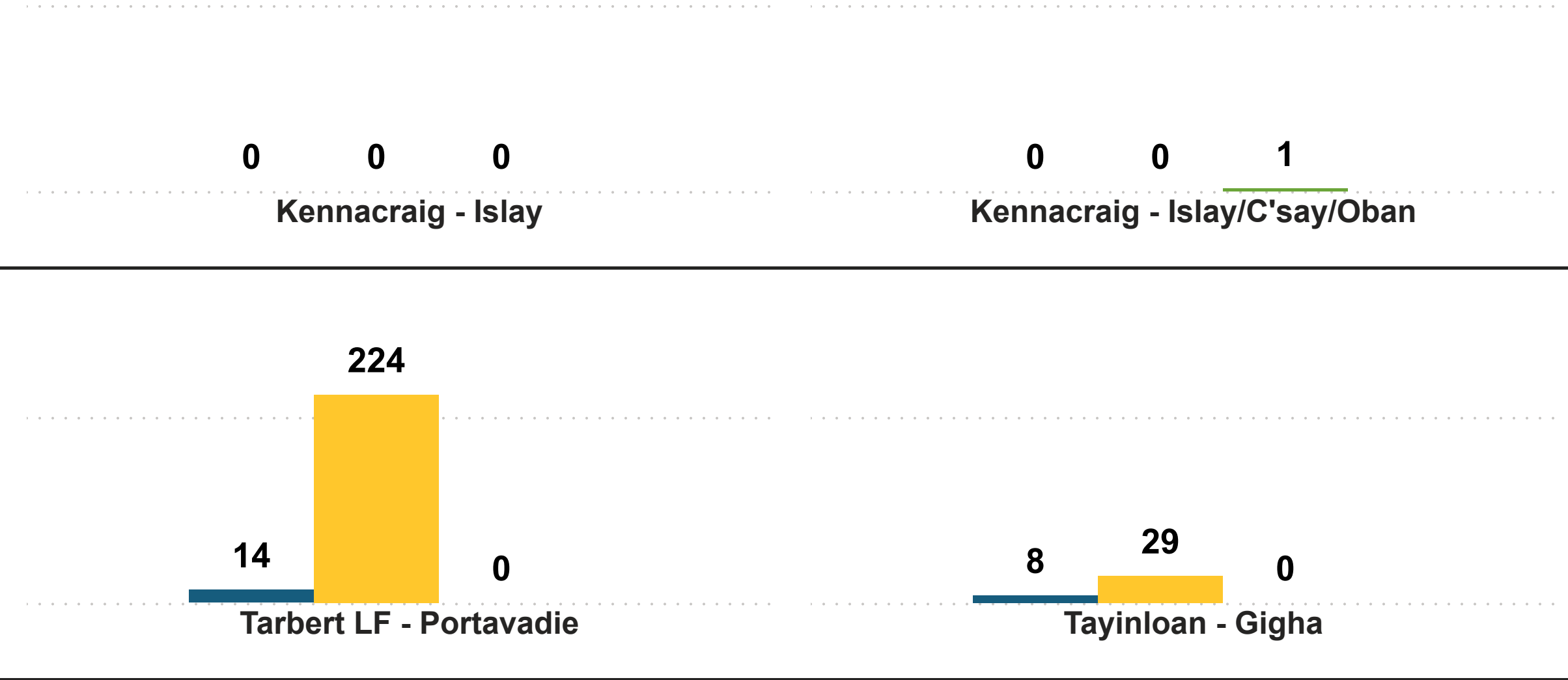
● On Time ● Level 1 Lateness ● Level 2 Lateness ● Cancelled ● Additional





Cancelled Sailings (By Reason)

● Weather ● Technical ● Other



Missed Train Connections

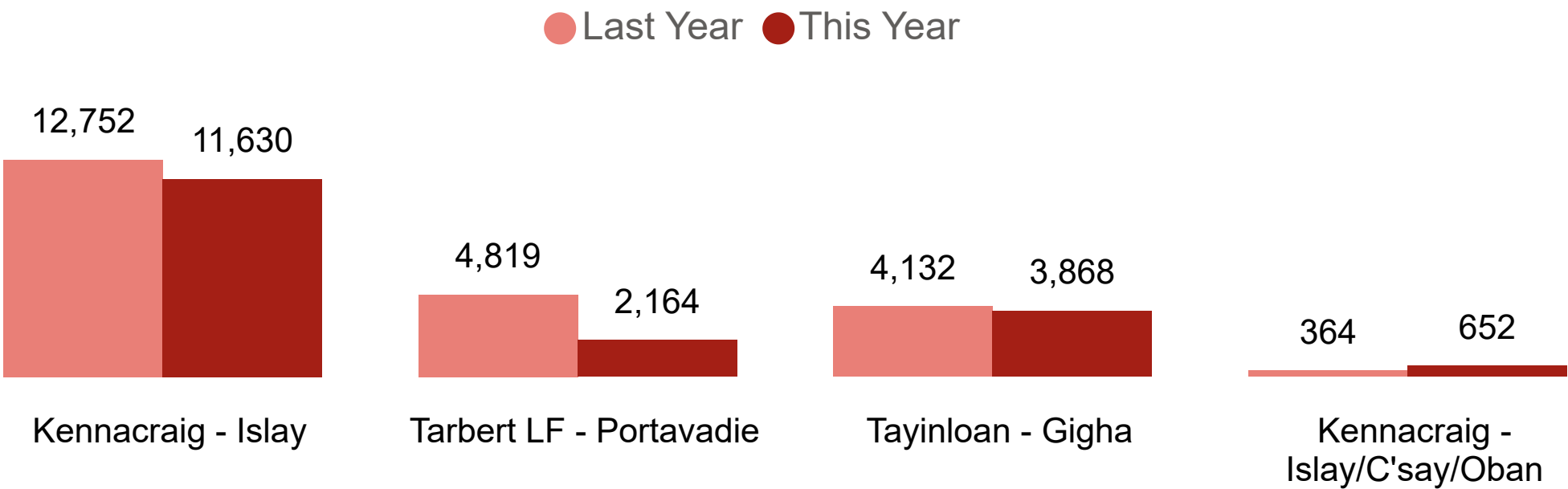
0

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

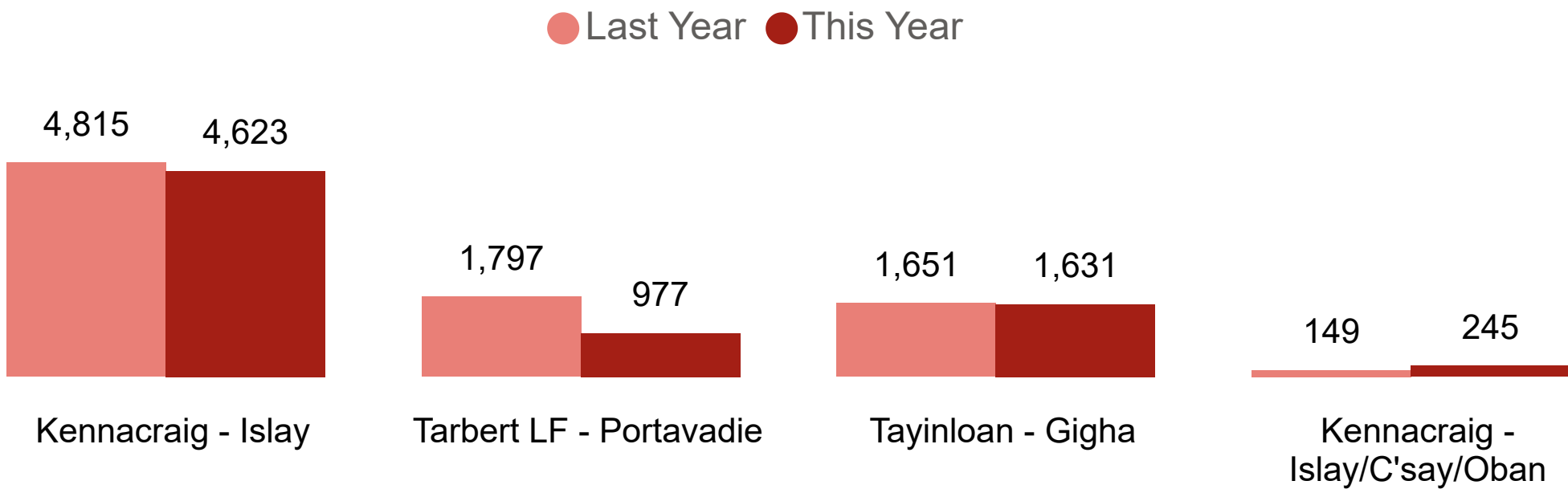
"Other" refers to any cancellations not resulting from weather and technical disruption. This includes cancellations due to reasons such as bunkering issues, berth unavailability etc.



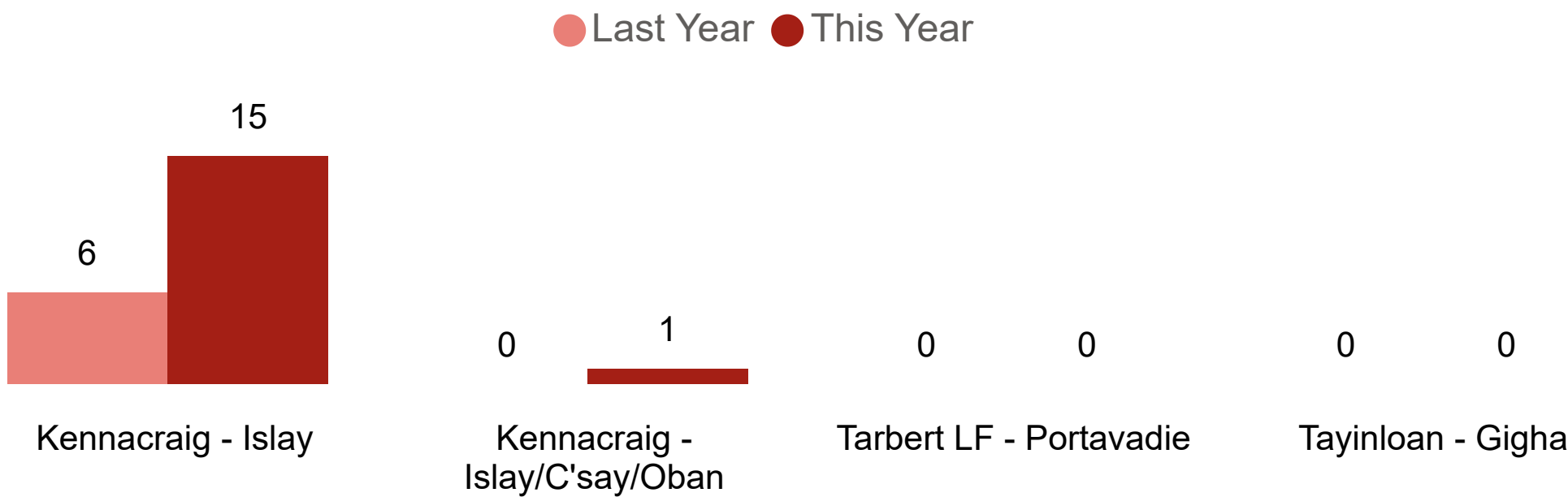
Shipped Passengers



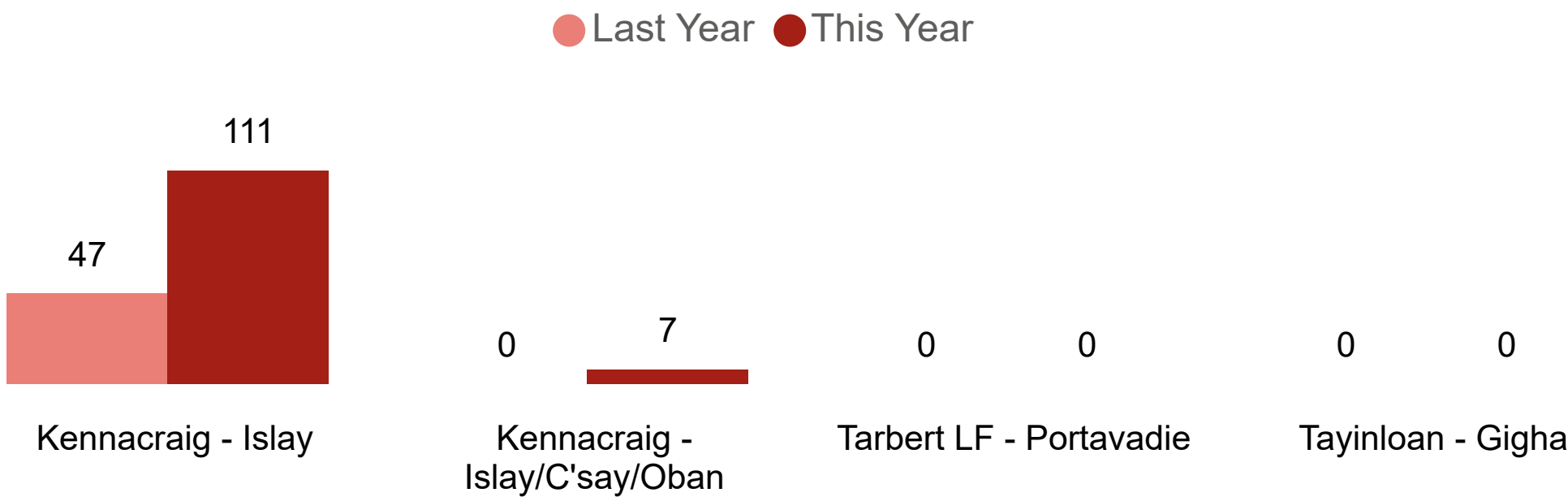
Shipped Cars



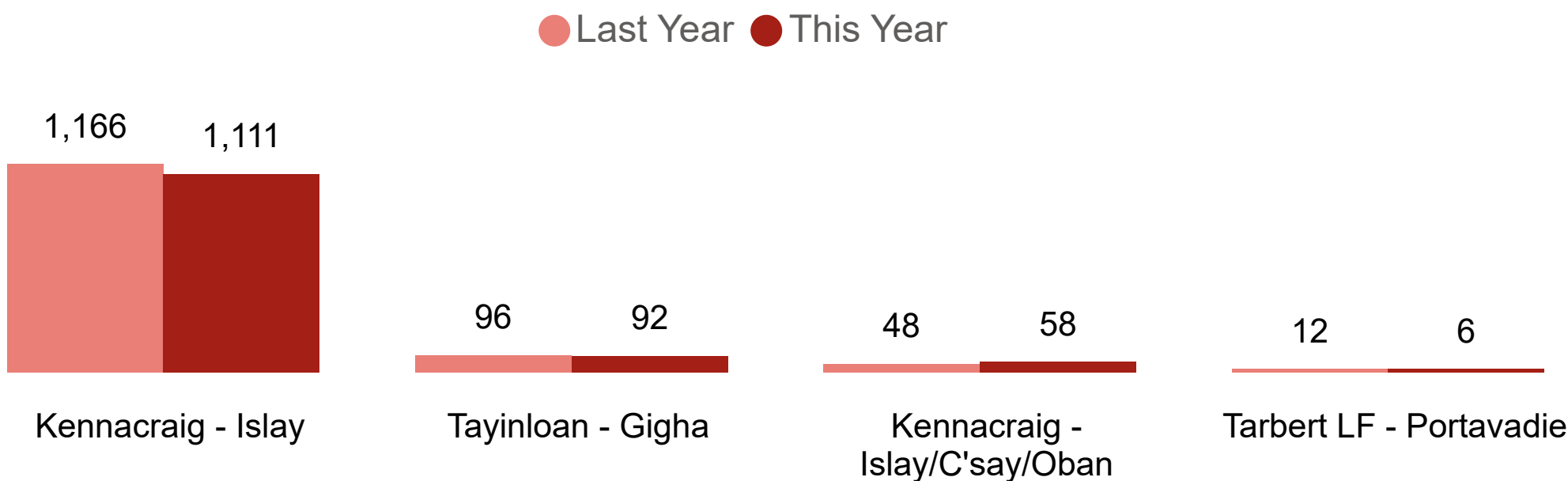
Shipped Coaches



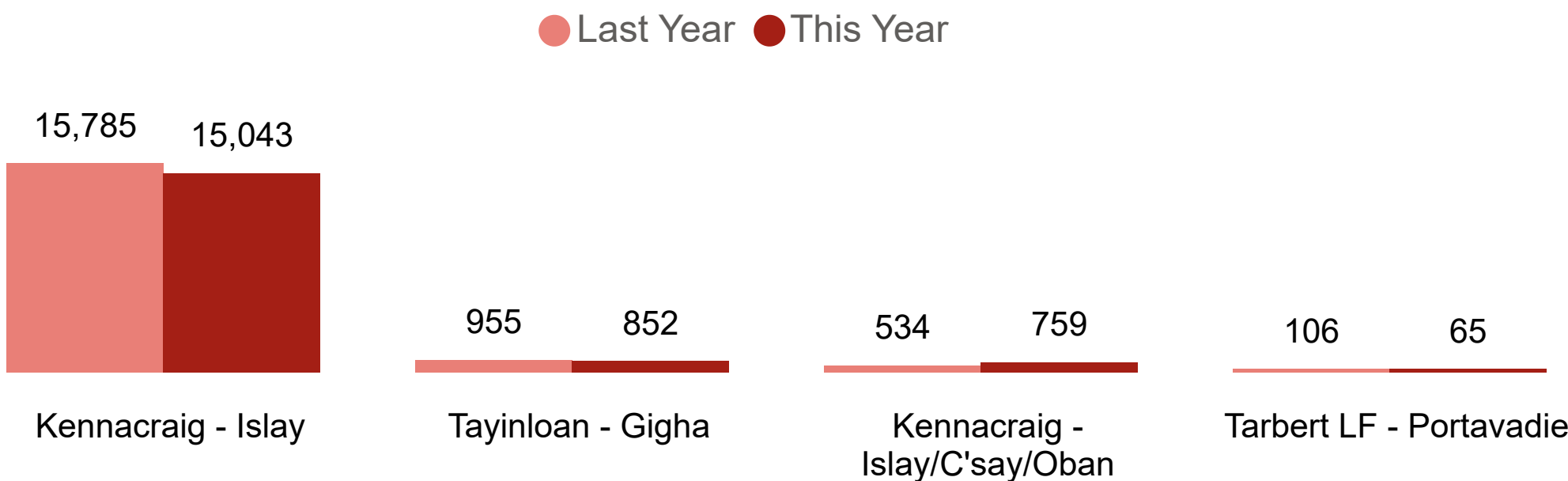
Shipped Coach Metres



Shipped Commercial Vehicles



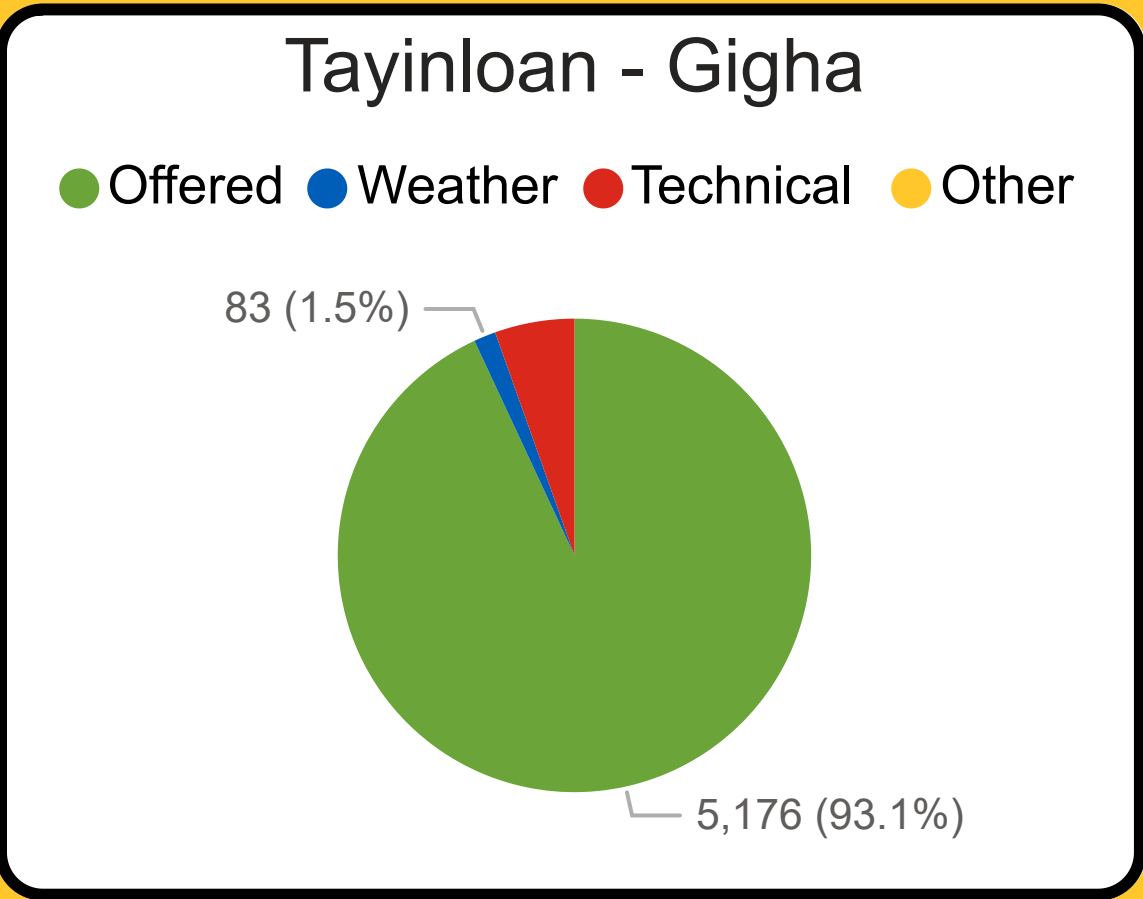
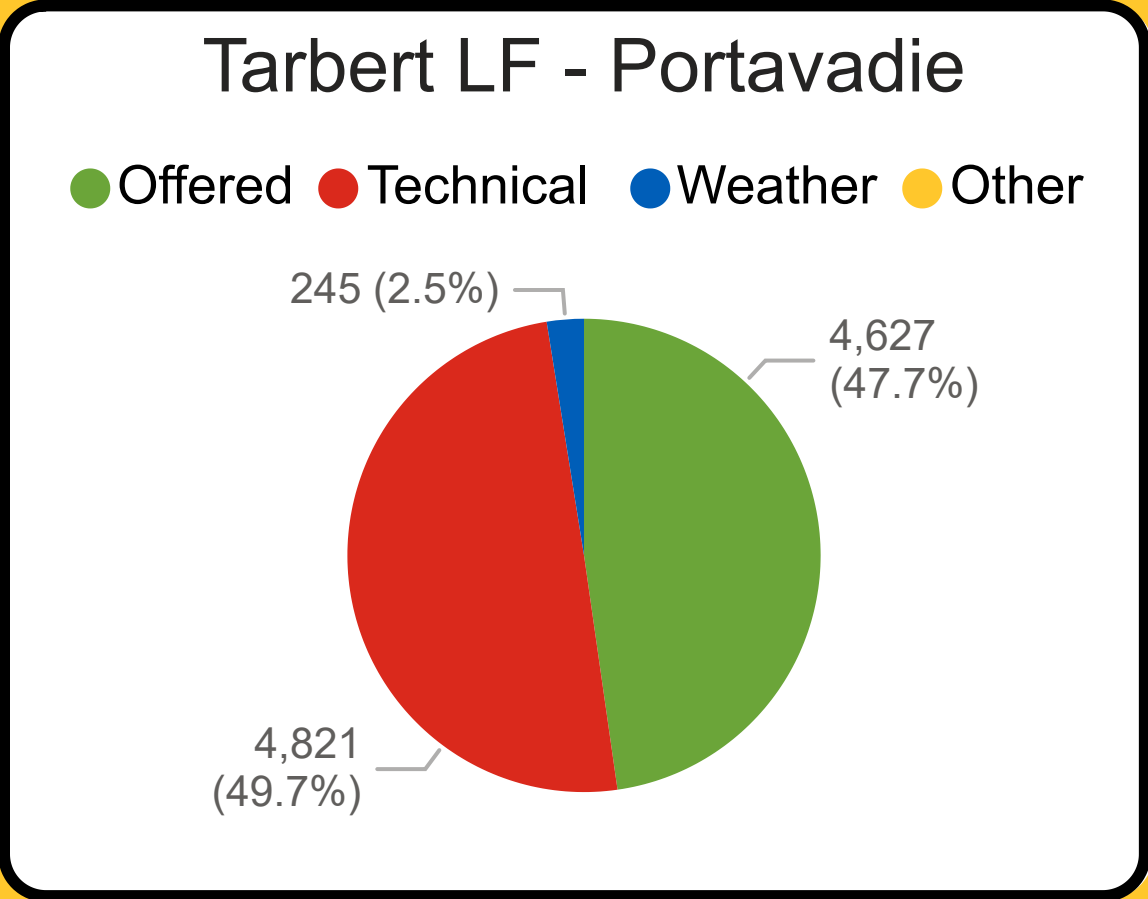
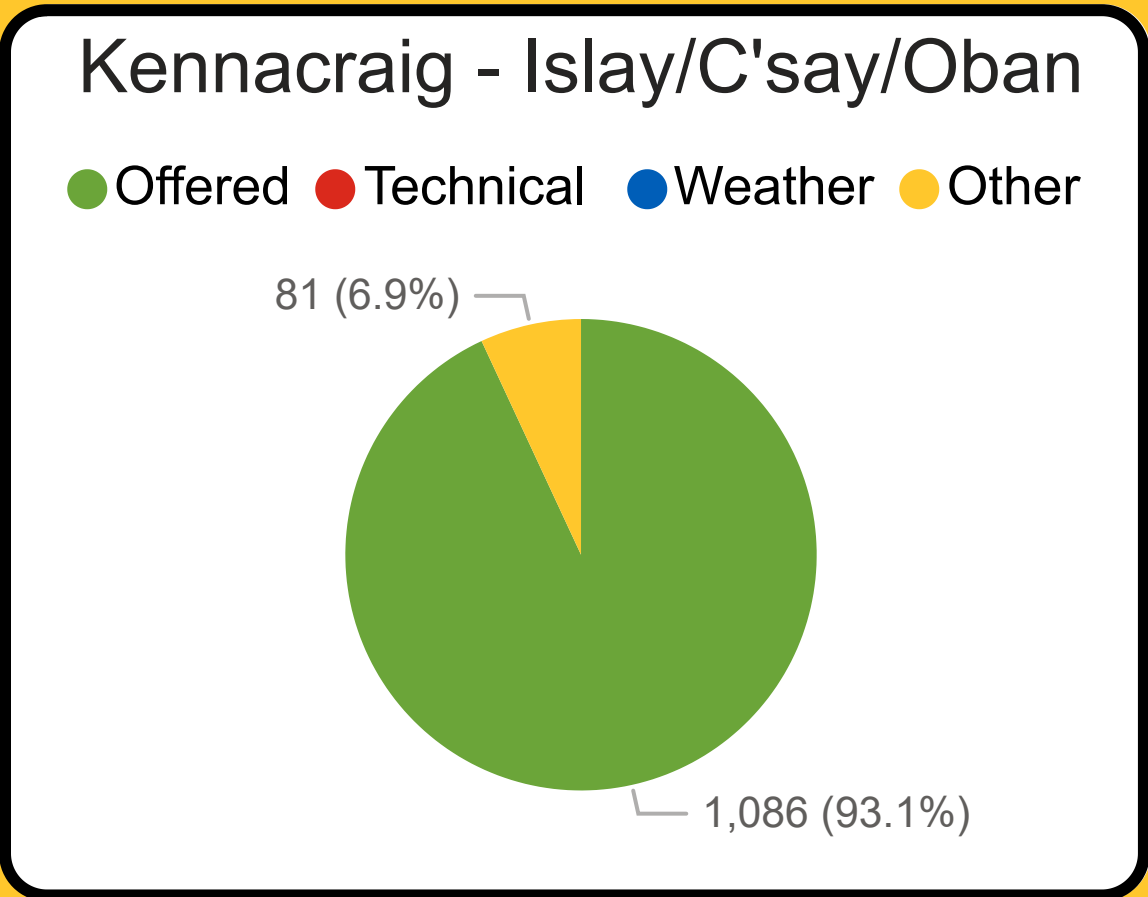
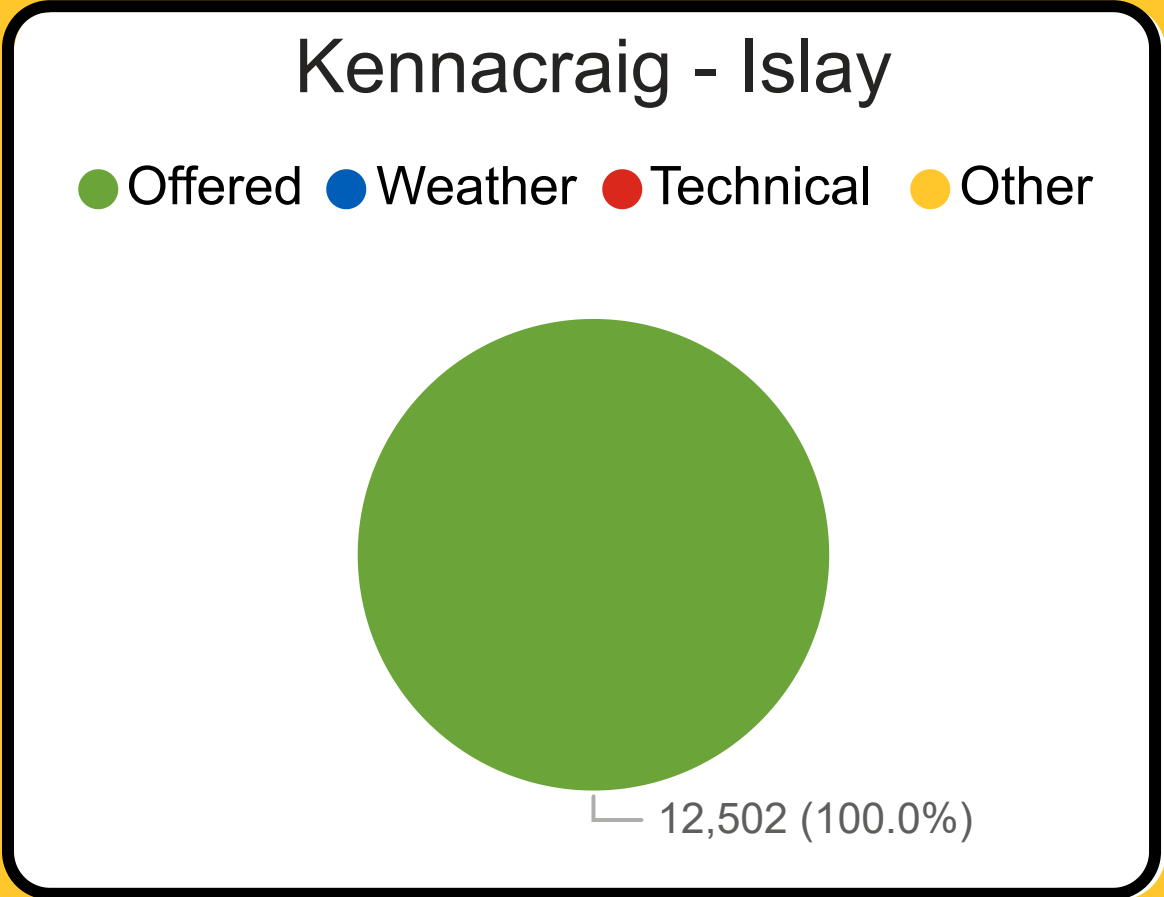
Shipped Commercial Vehicle Metres







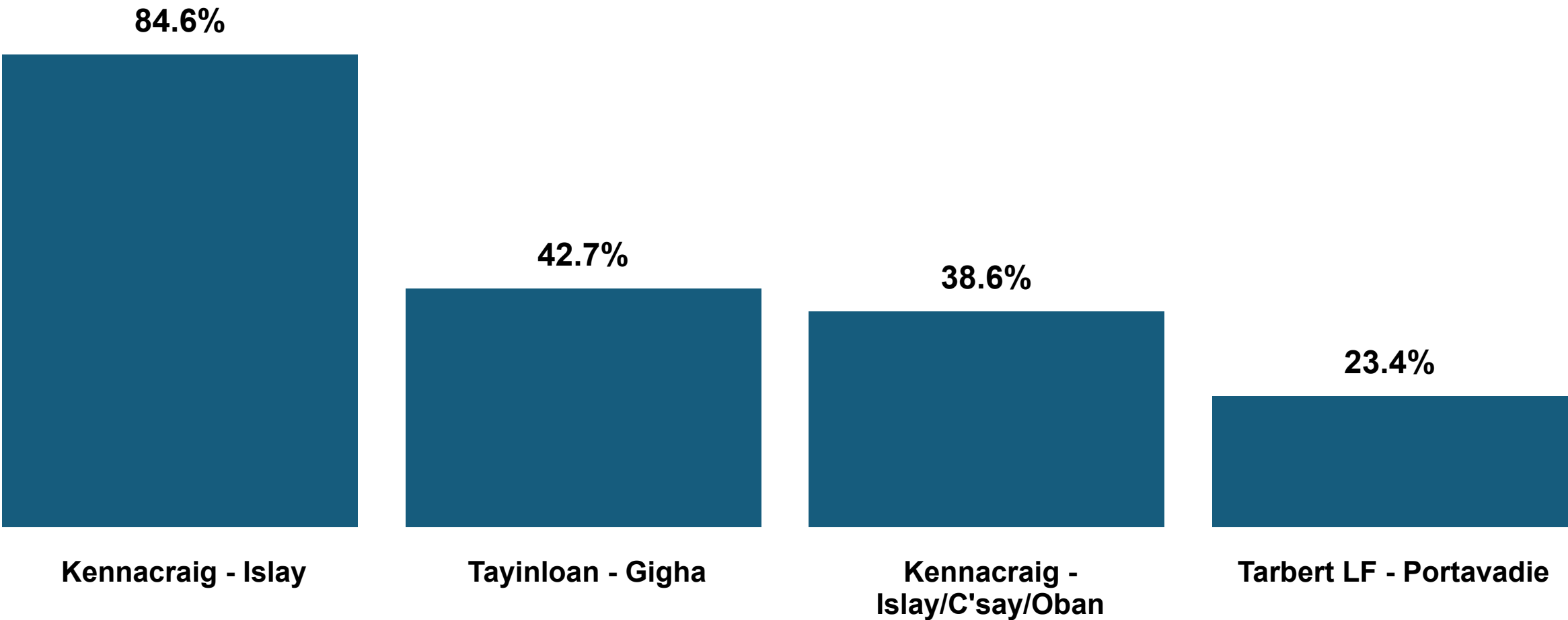
- 1 Car Equivalent Space is equal to 4.6 General Lane Metres
- Below visuals represent car equivalent spaces offered vs car equivalent space made unavailable as a result of technical, weather and all other cancellations



Route	Offered	Weather	Tech	Other
Kennacraig - Islay	12,502			
Tayinloan - Gigha	5,176	83	303	
Tarbert LF - Portavadie	4,627	245	4,821	
Kennacraig - Islay/C'say/Oban	1,086			81



Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Kennacraig - Islay	57.5K	48.7K	10,578	84.6%
Tayinloan - Gigha	23.8K	10.2K	2,212	42.7%
Kennacraig - Islay/C'say/Oban	5.0K	1.9K	419	38.6%
Tarbert LF - Portavadie	21.3K	5.0K	1,085	23.4%
Total	107.6K	65.8K	14,294	61.1%

Overall Utilisation of Sailings

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

