

# Total Number of Survey Responses

Last 6 Months

38K

## Our Performance in August 2025

### Customer Feedback Metrics

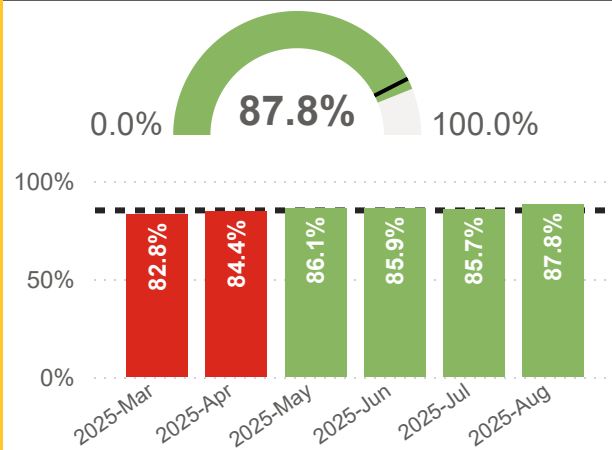
### Network Wide



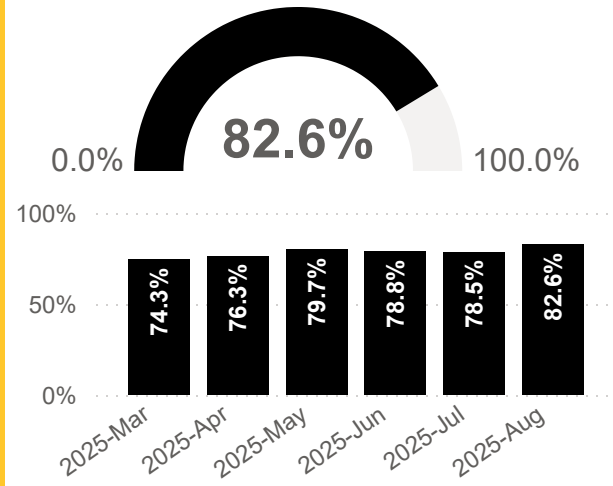
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.

#### Overall Satisfaction

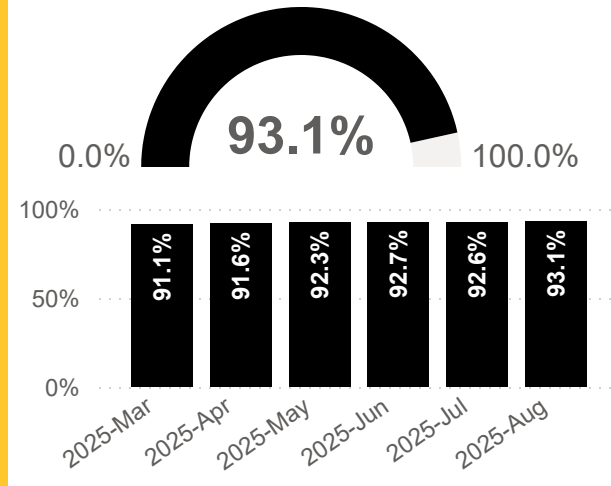
Target: 85%



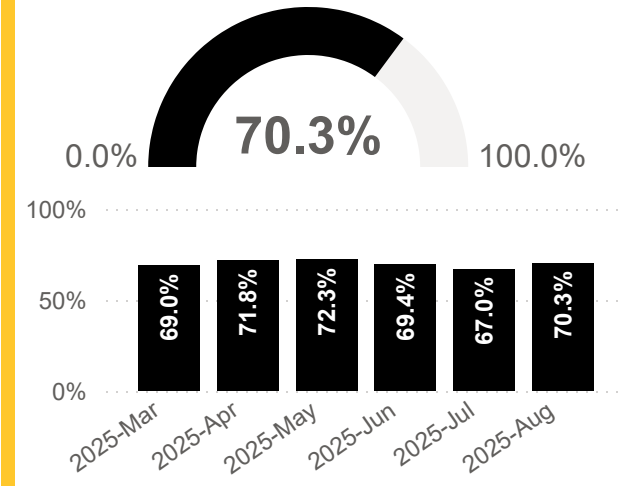
#### Trust to Deliver Service



#### Customer Satisfaction with Staff

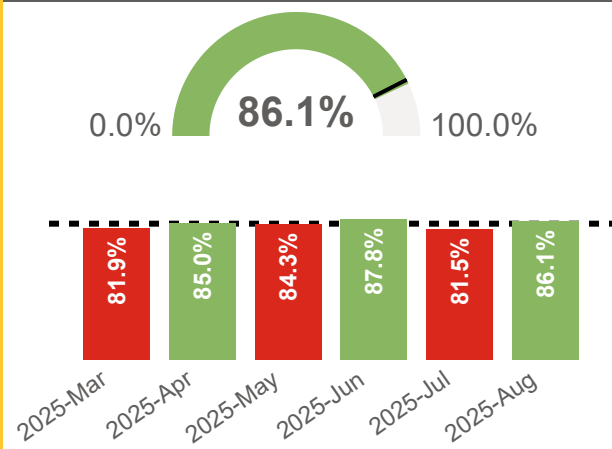


#### Calls Resolved on 1st Call

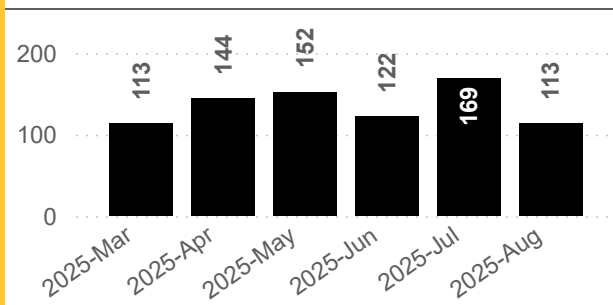


#### Sentiment

Target: 85%



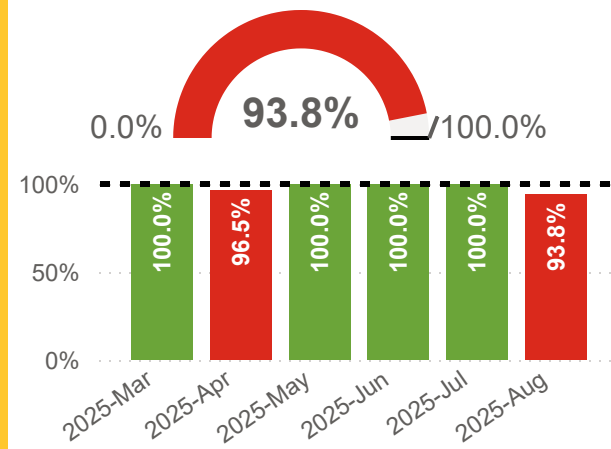
#### Number of Complaints Received



Complaints have decreased into June from the previous two months, in spite of the busier summer season.

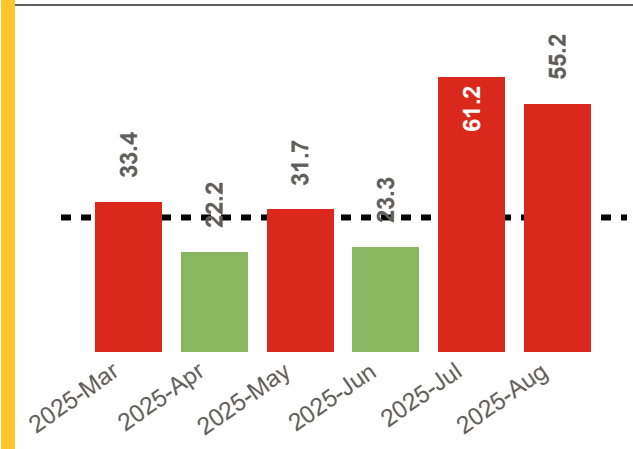
#### Complaints Handled within 21 Days

Target: 100%



#### Average of Time to Answer (s)

Target: 30s



Hebrides South

Total Number of Survey Responses

2715

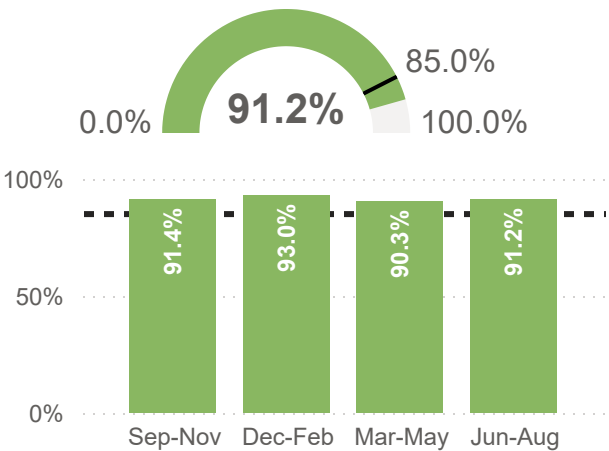
Our Performance in August 2025  
Customer Feedback Metrics  
Hebrides South



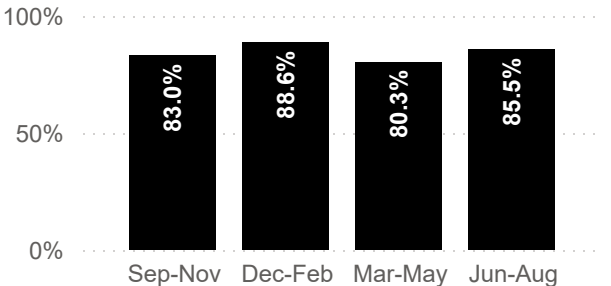
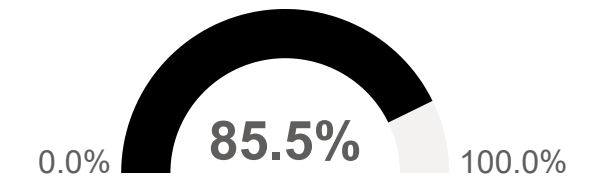
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.  
Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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

Overall Satisfaction

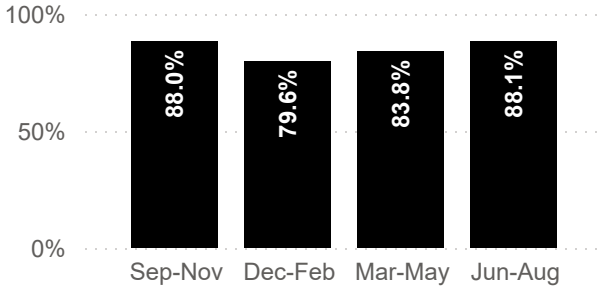
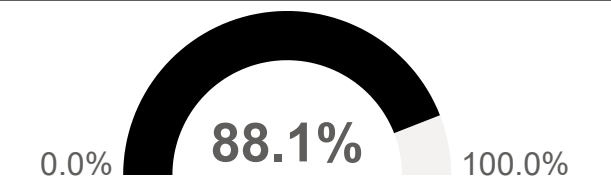
Target: 85%



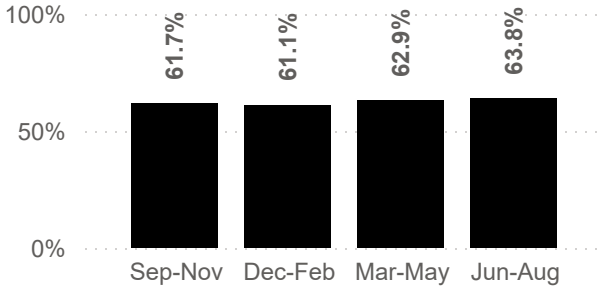
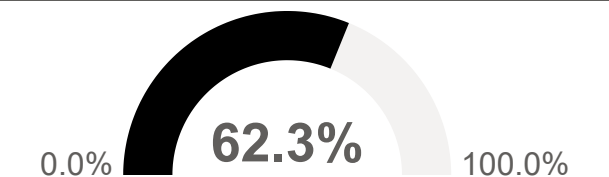
Overall Satisfaction: Community



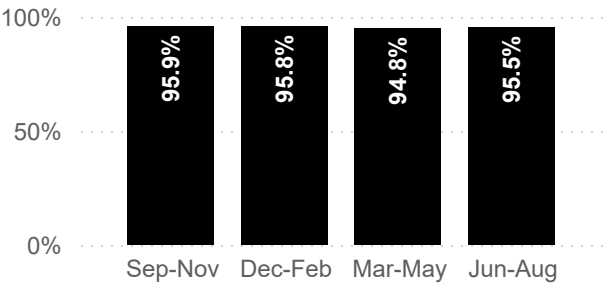
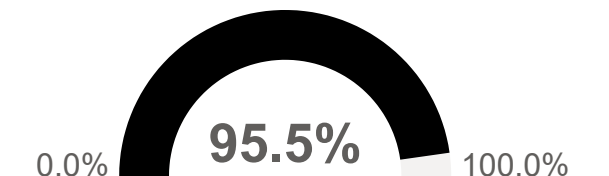
Trust to Deliver Service



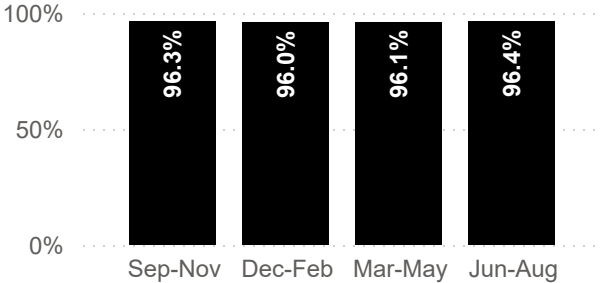
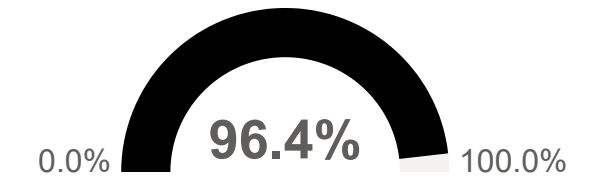
Trust to Deliver: Community



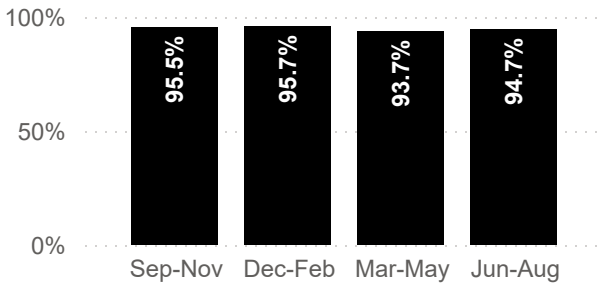
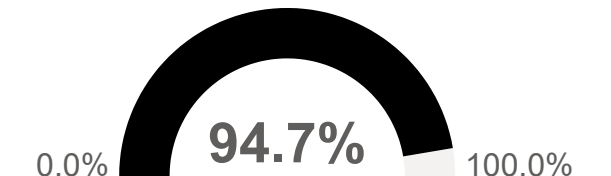
Customer Satisfaction with Staff



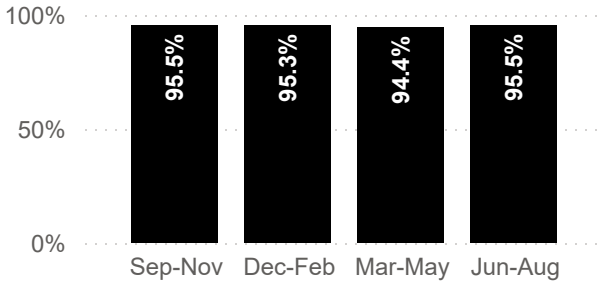
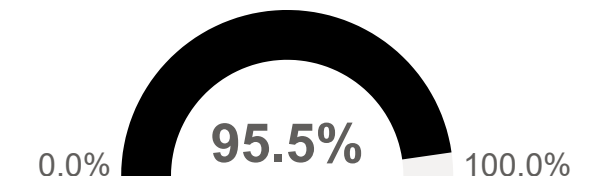
Satisfaction with Port Staff



Satisfaction with Onboard Crew



Satisfaction with the Port





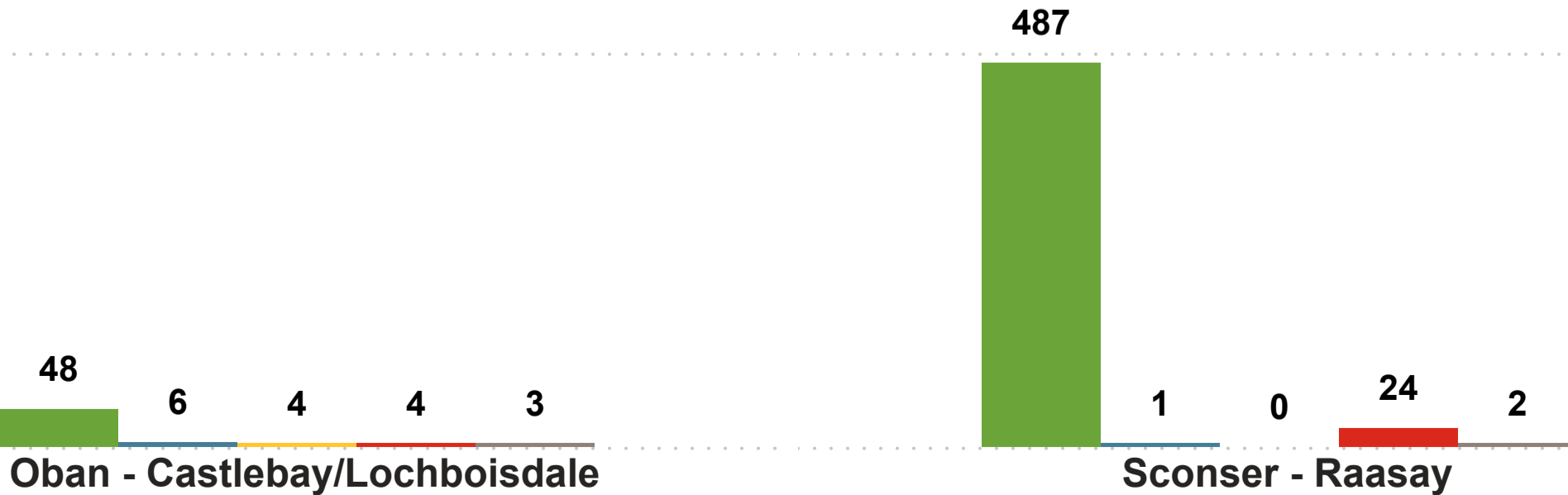
Sailings Timetabled, Amended & Actual

● Timetabled ● Amended ● Actual



Punctuality & Reliability

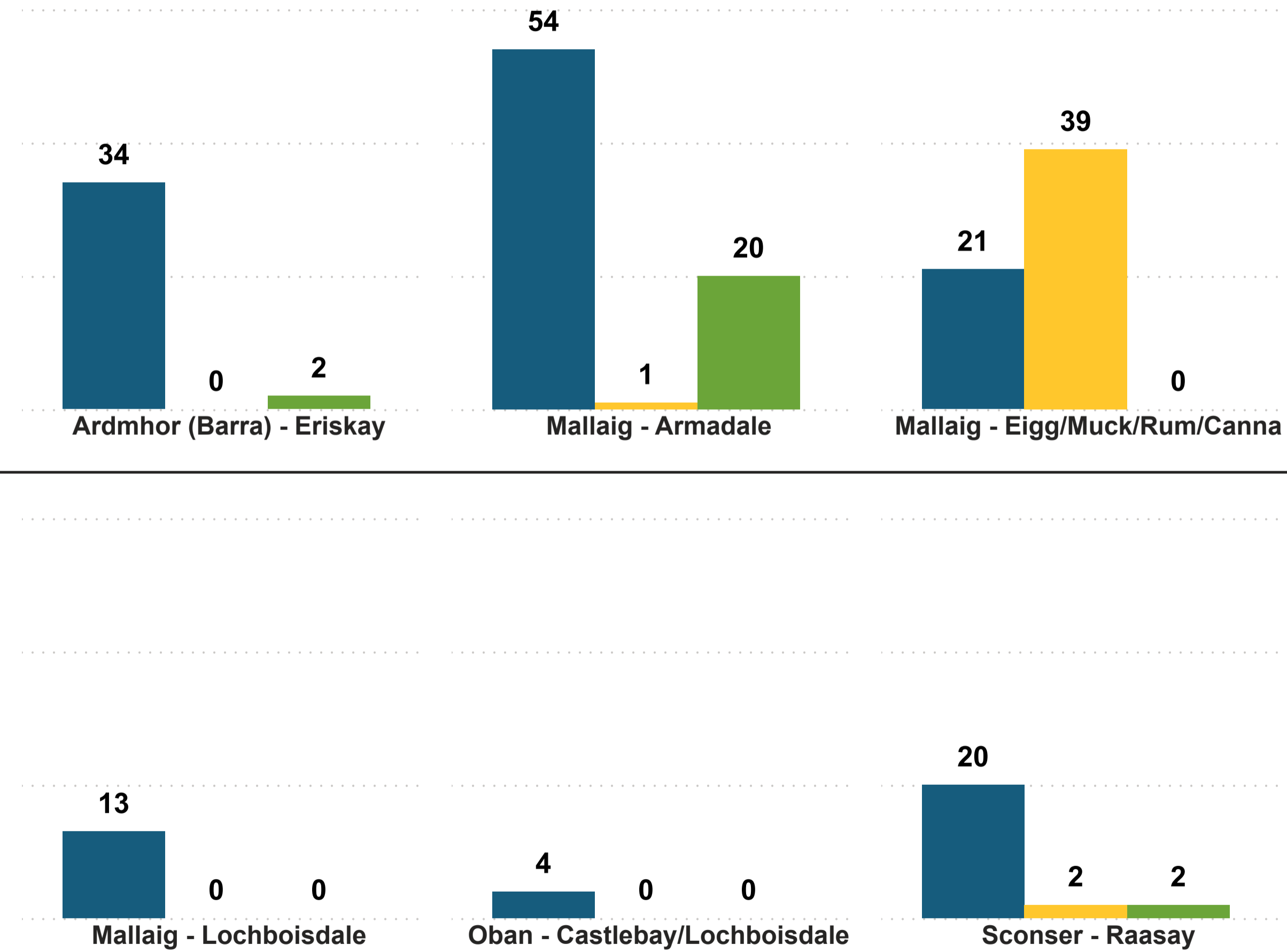
● On Time ● Level 1 Lateness ● Level 2 Lateness ● Cancelled ● Additional





Cancelled Sailings (By Reason)

Weather Technical Other



Missed Train Connections

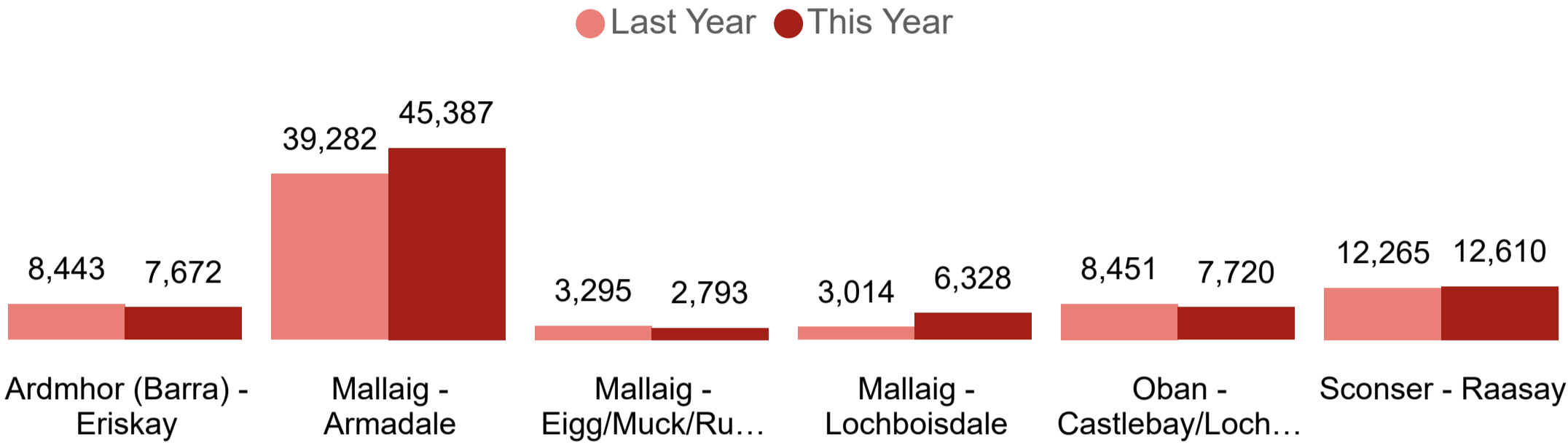
0

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

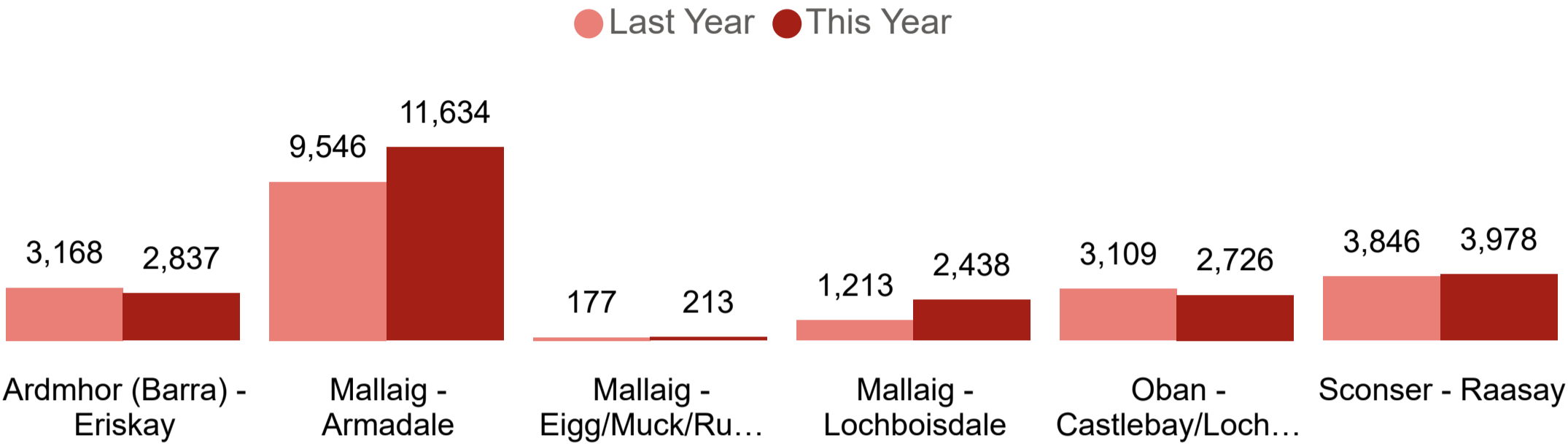
"Other" refers to any cancellations not resulting from weather and technical disruption. This includes cancellations due to reasons such as bunkering issues, berth unavailability etc.



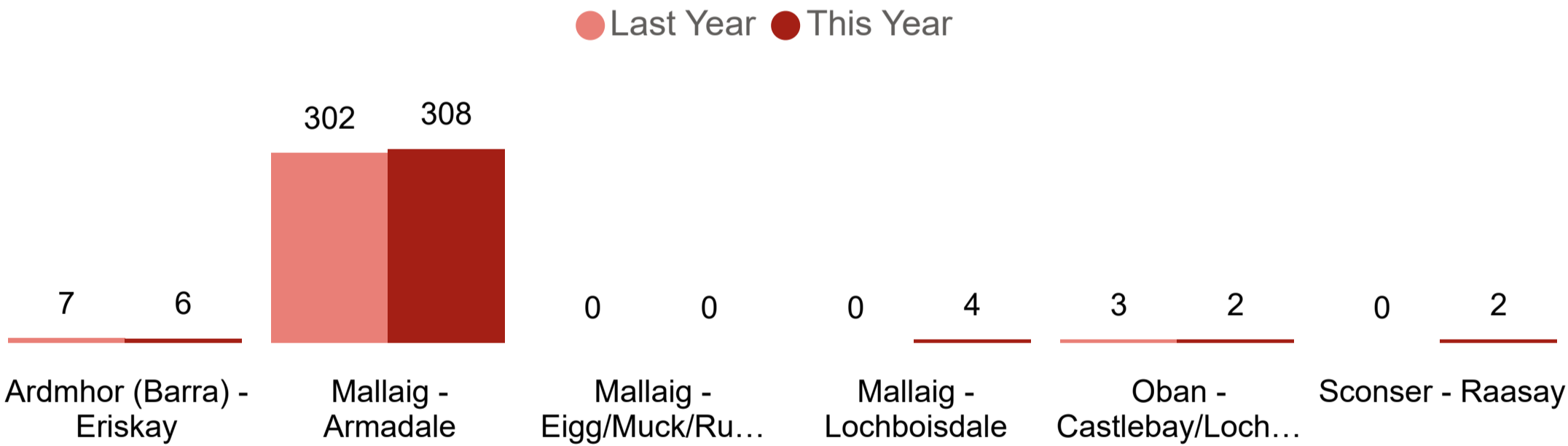
Shipped Passengers



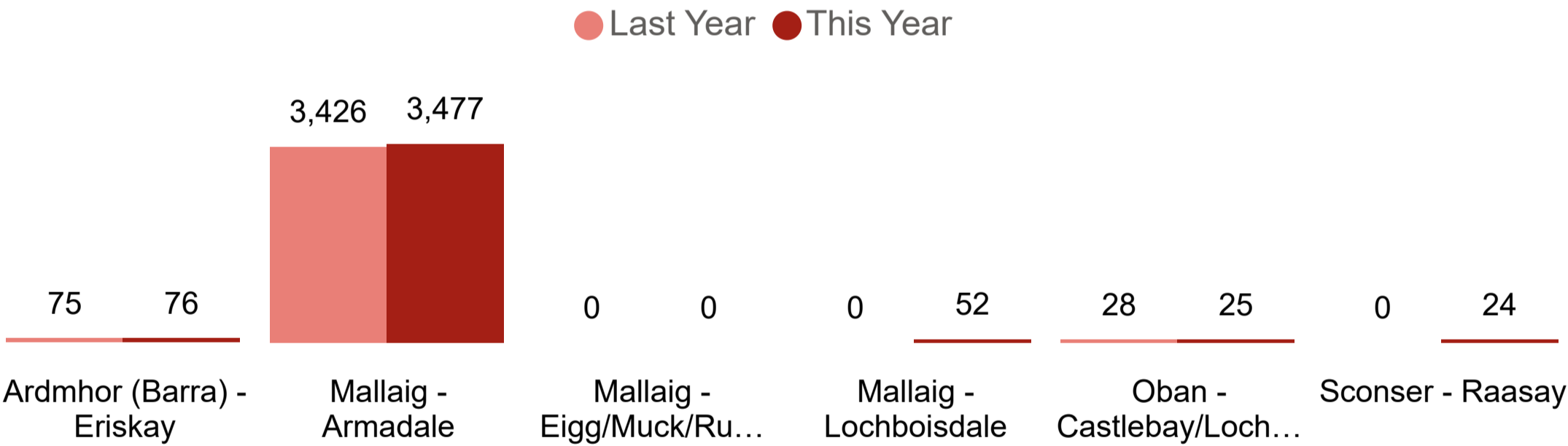
Shipped Cars



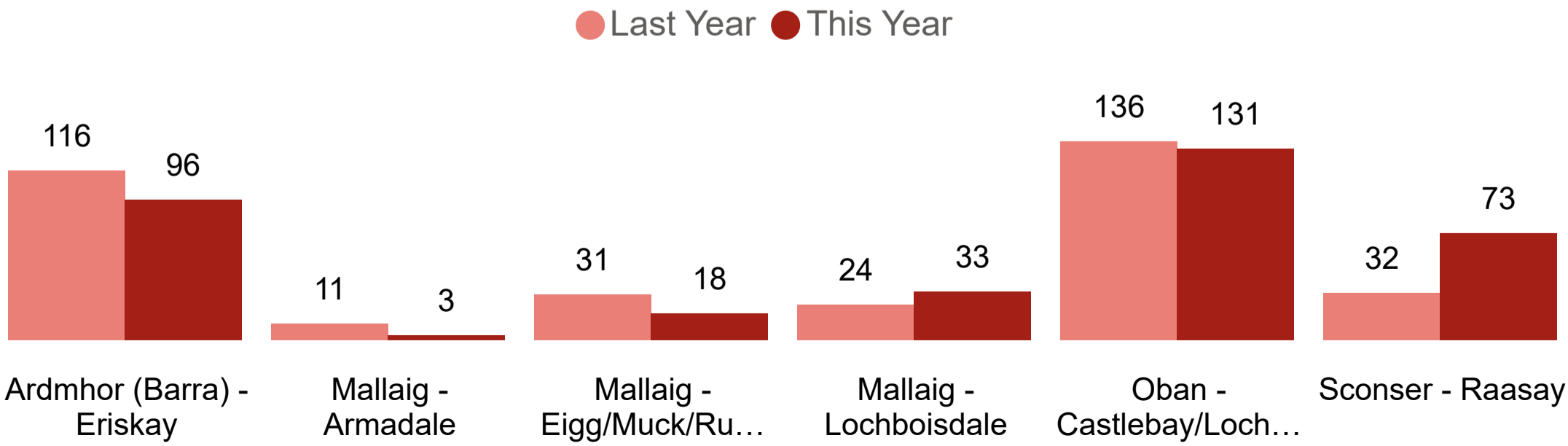
Shipped Coaches



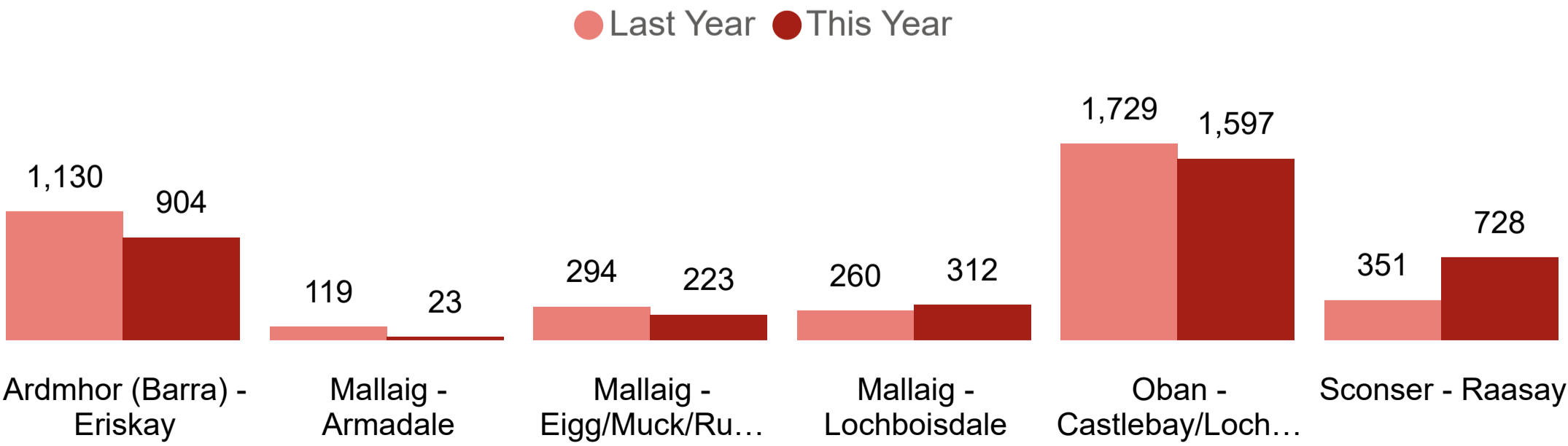
Shipped Coach Metres



Shipped Commercial Vehicles



Shipped Commercial Vehicle Metres

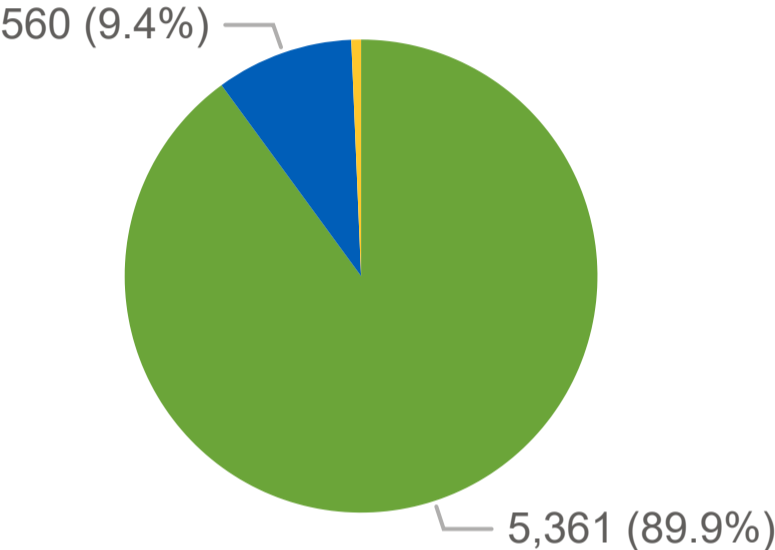




- 1 Car Equivalent Space is equal to 4.6 General Lane Metres
- Below visuals represent car equivalent spaces offered vs car equivalent space made unavailable as a result of technical, weather and all other cancellations

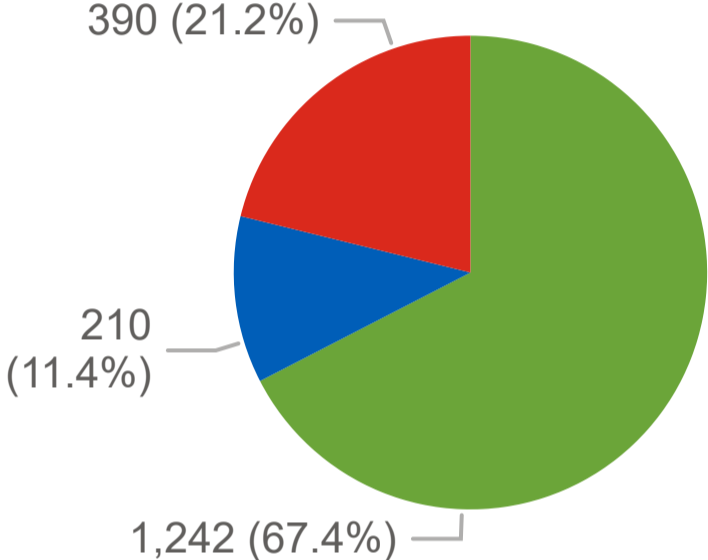
Ardmhor (Barra) - Eriskay

Offered Weather Other Technical



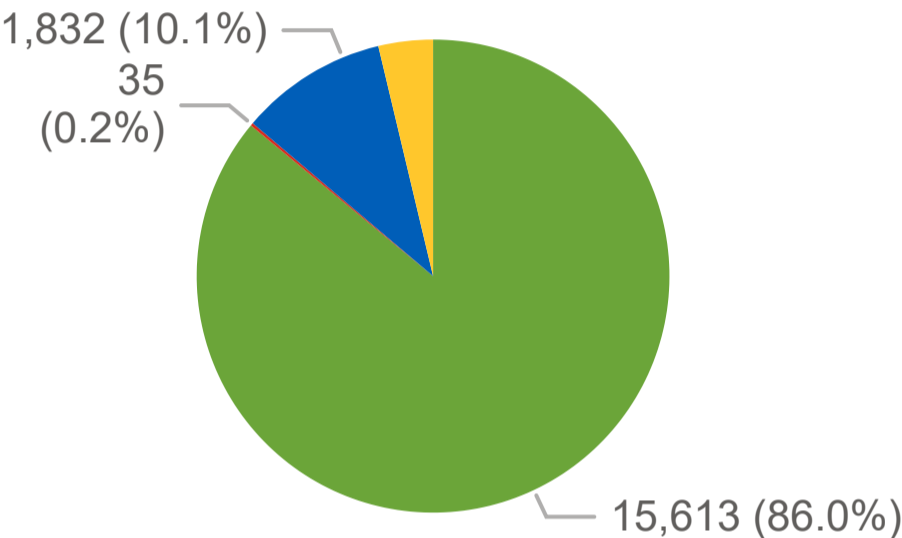
Mallaig - Eigg/Muck/Rum/Canna

Offered Weather Technical Other



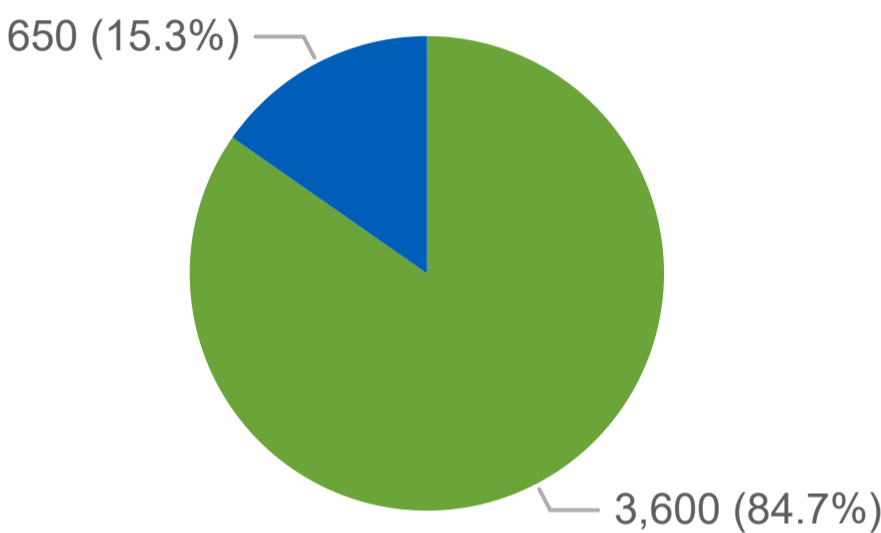
Mallaig - Armadale

Offered Technical Weather Other



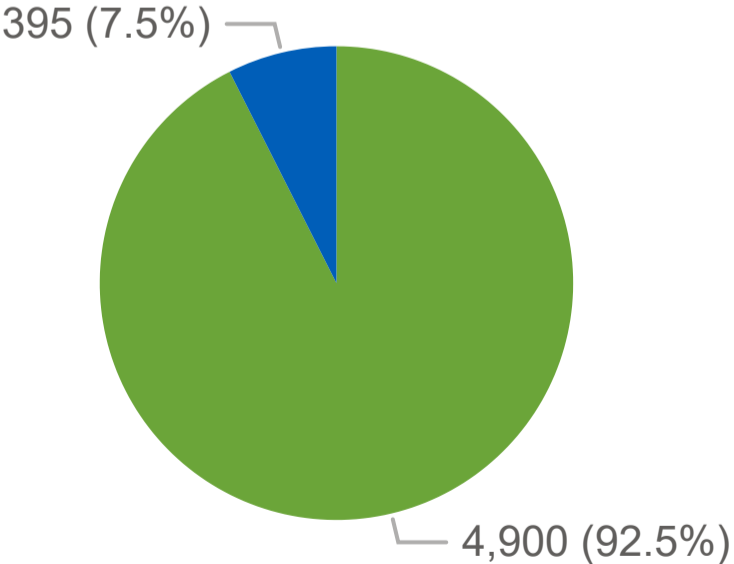
Mallaig - Lochboisdale

Offered Technical Weather Other



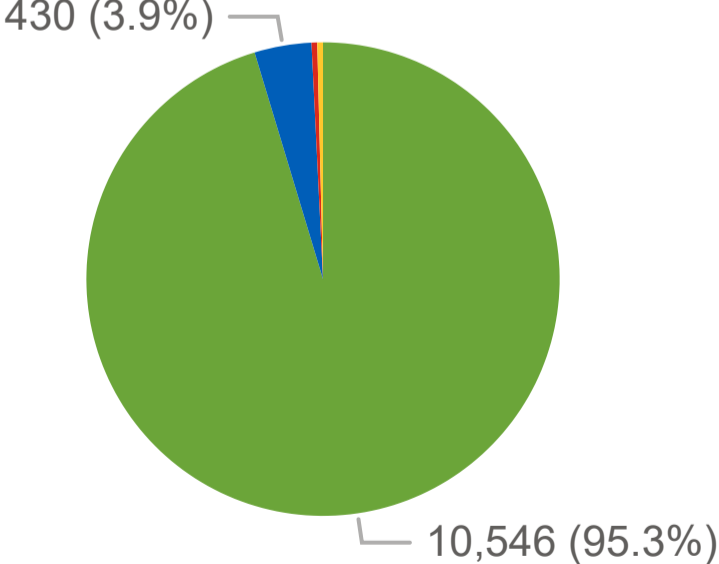
Oban - Castlebay/Lochboisdale

Offered Weather Technical Other



Sconser - Raasay

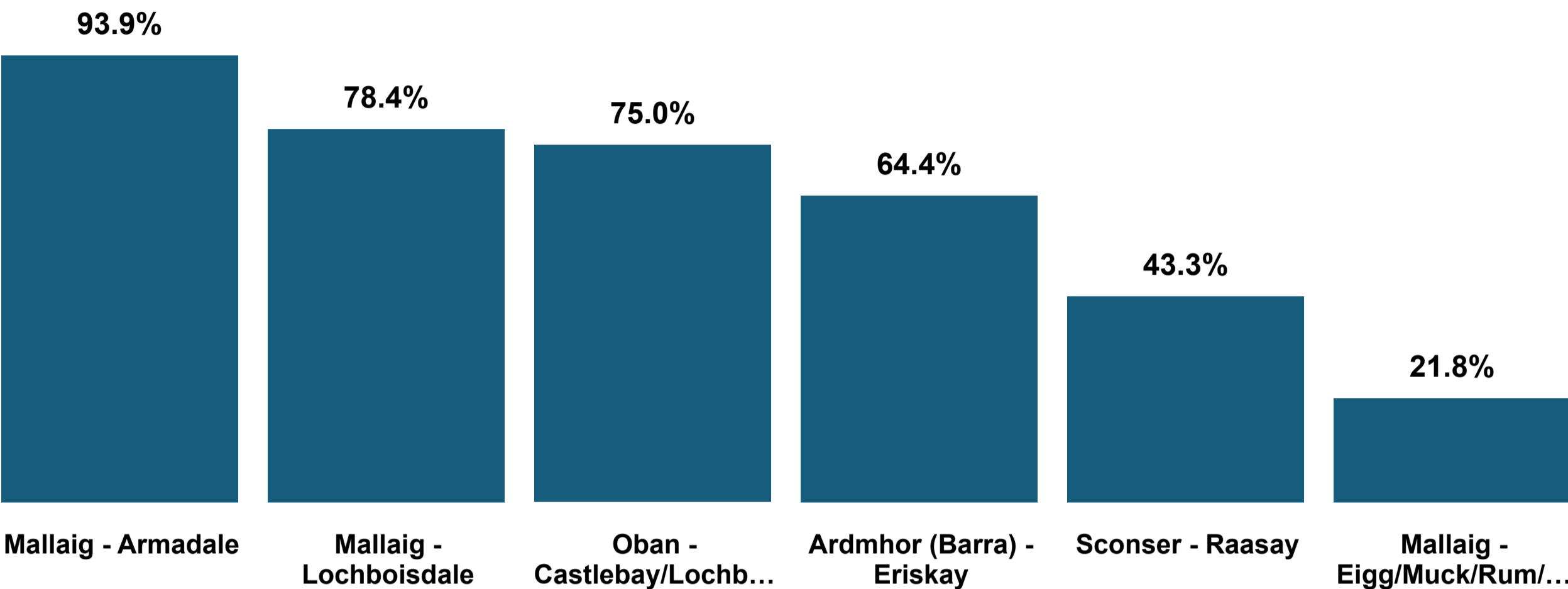
Offered Weather Technical Other



Route	Offered	Weather	Tech	Other
Mallaig - Armadale	15,613	1,832	35	677
Sconser - Raasay	10,546	430	43	43
Ardmhor (Barra) - Eriskay	5,361	560		40
Oban - Castlebay/Lochboisdale	4,900	395		
Mallaig - Lochboisdale	3,600	650		
Mallaig - Eigg/Muck/Rum/Canna	1,242	210	390	



Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Mallaig - Armadale	71.8K	67.4K	14,653	93.9%
Mallaig - Lochboisdale	16.6K	13.0K	2,822	78.4%
Oban - Castlebay/Lochboisdale	22.5K	16.9K	3,677	75.0%
Ardmhor (Barra) - Eriskay	24.7K	15.9K	3,451	64.4%
Sconser - Raasay	48.5K	21.0K	4,563	43.3%
Mallaig - Eigg/Muck/Rum/Canna	5.7K	1.2K	271	21.8%
Total	189.8K	135.4K	29,438	71.3%

Overall Utilisation of Sailings

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

