

Total Number of
Survey Responses
Last 6 Months

14K

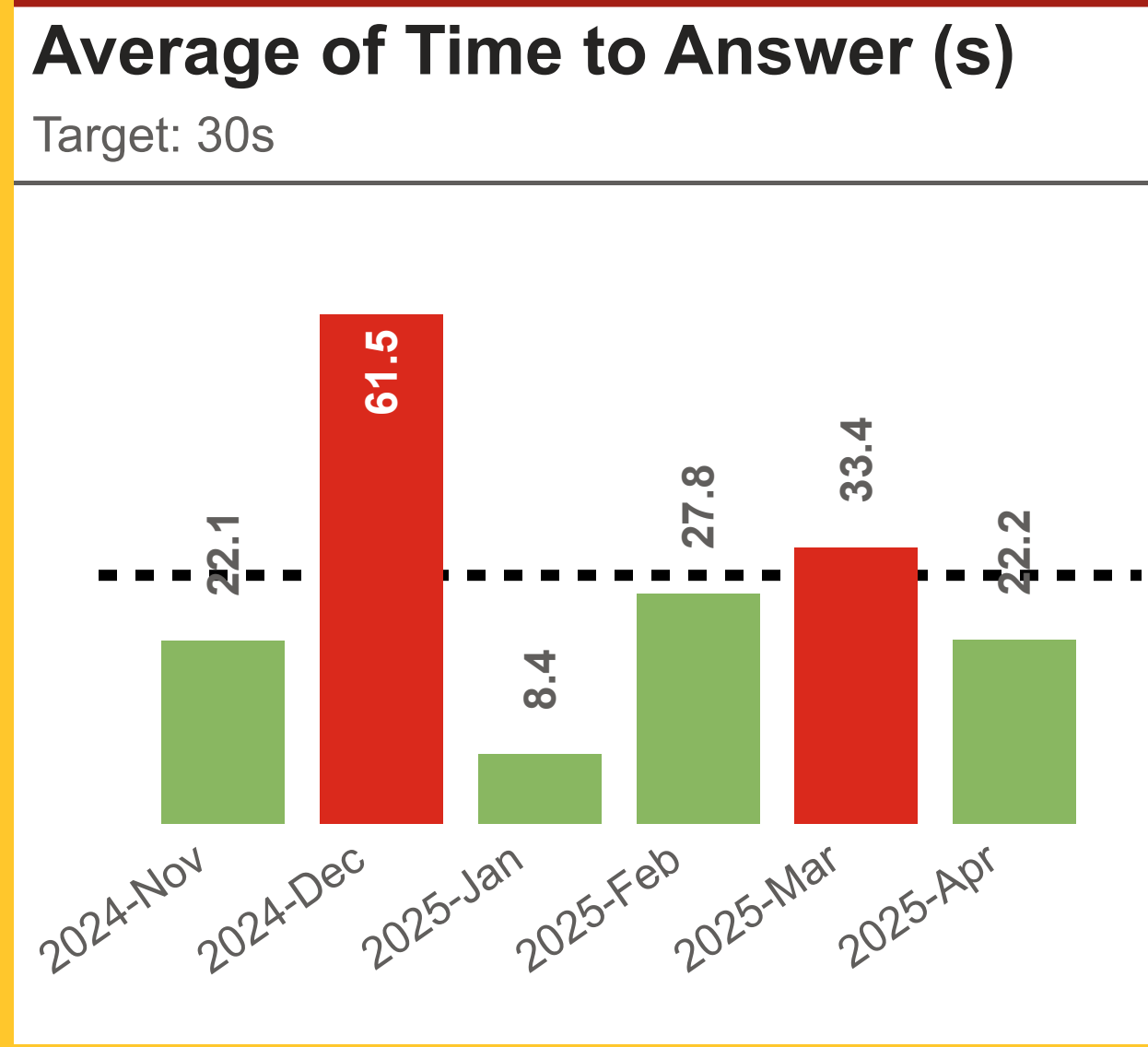
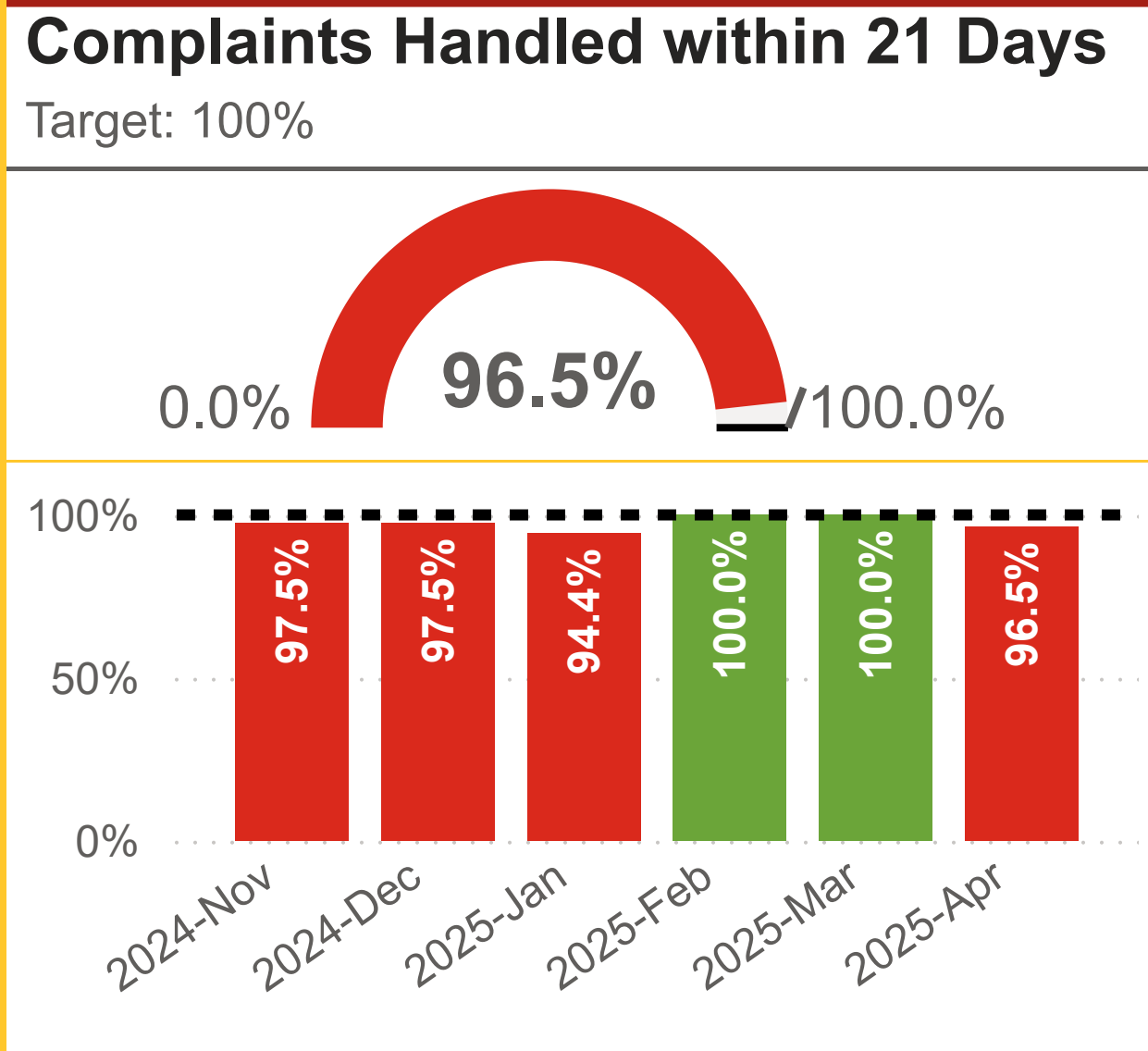
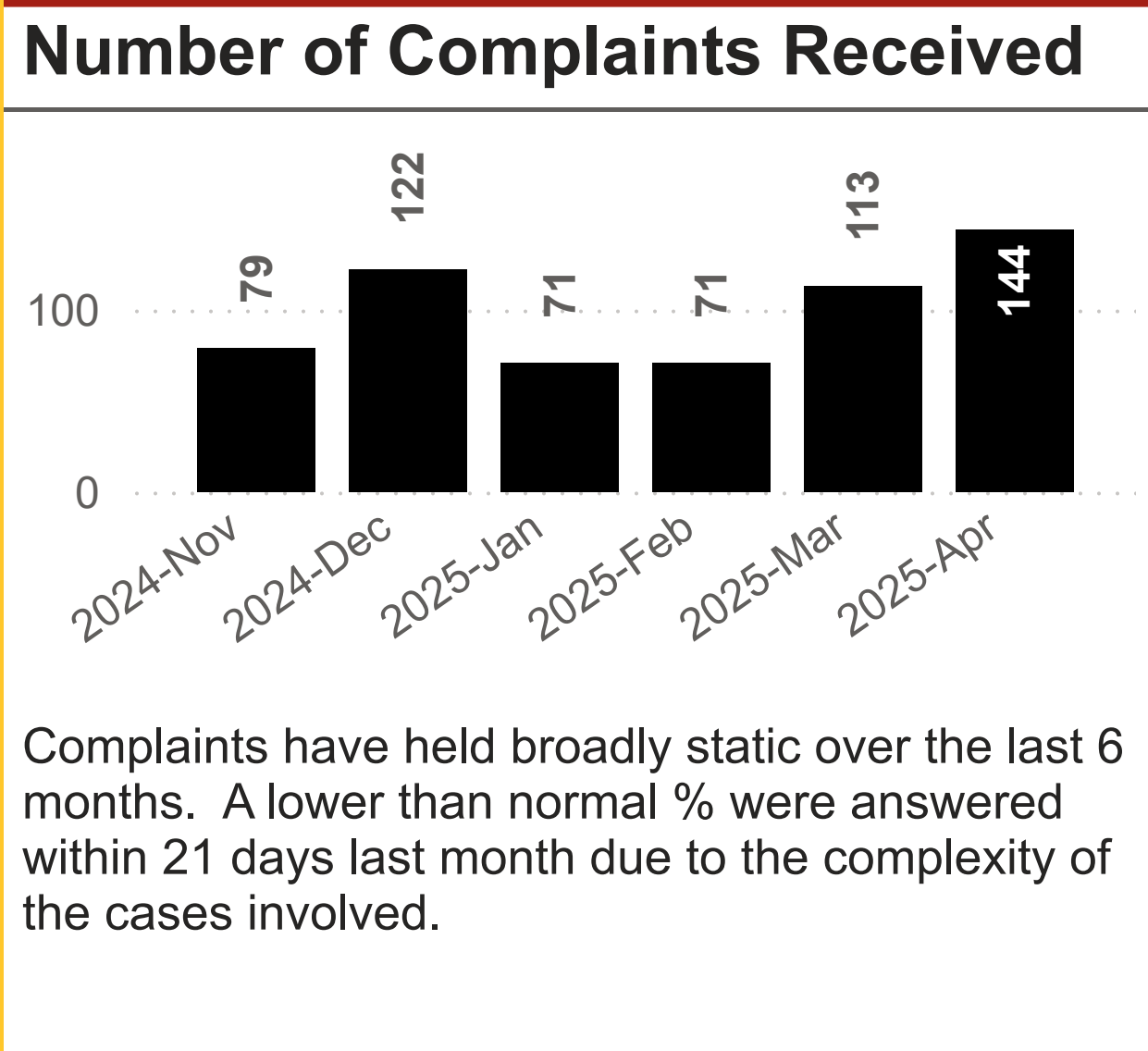
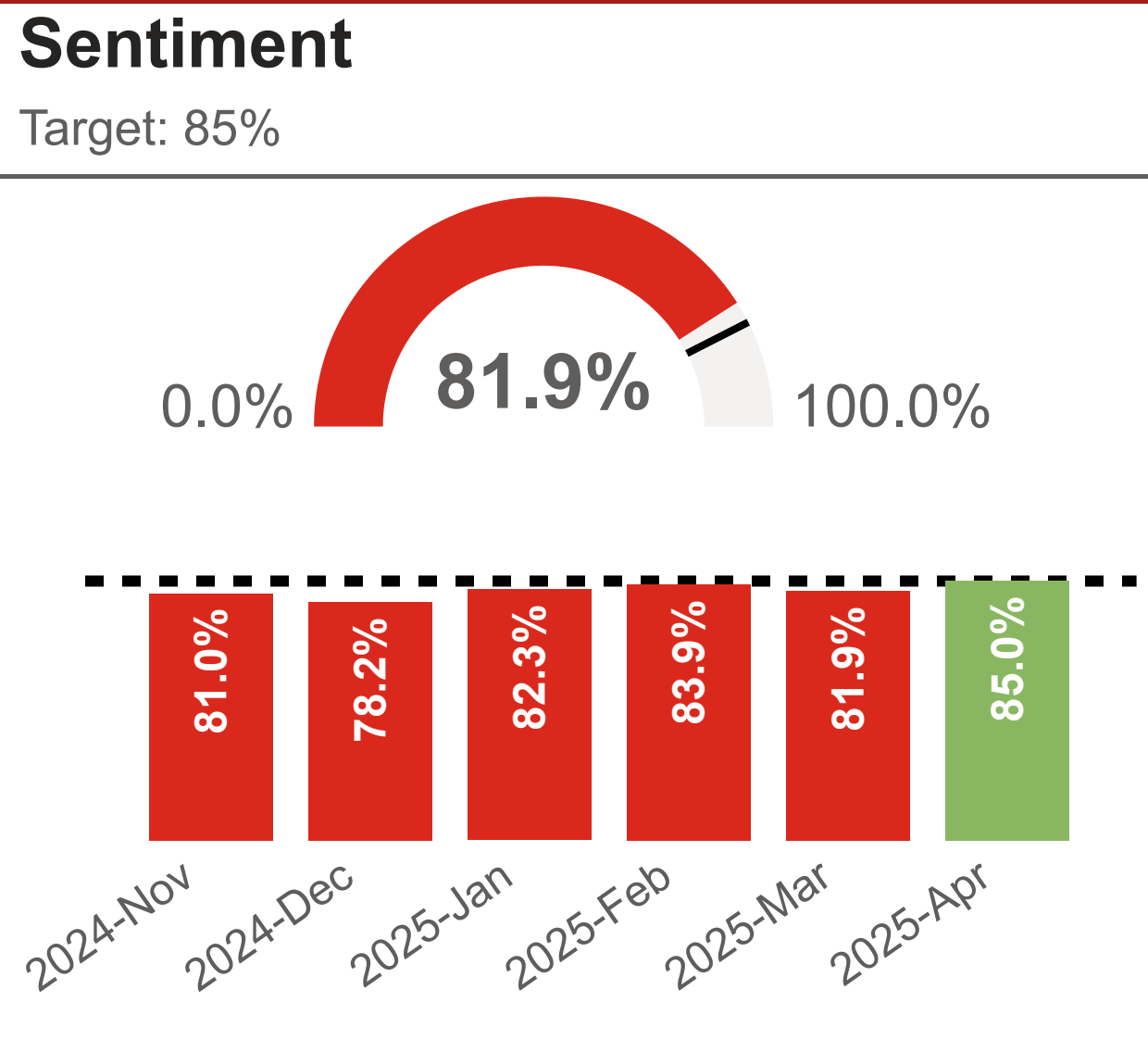
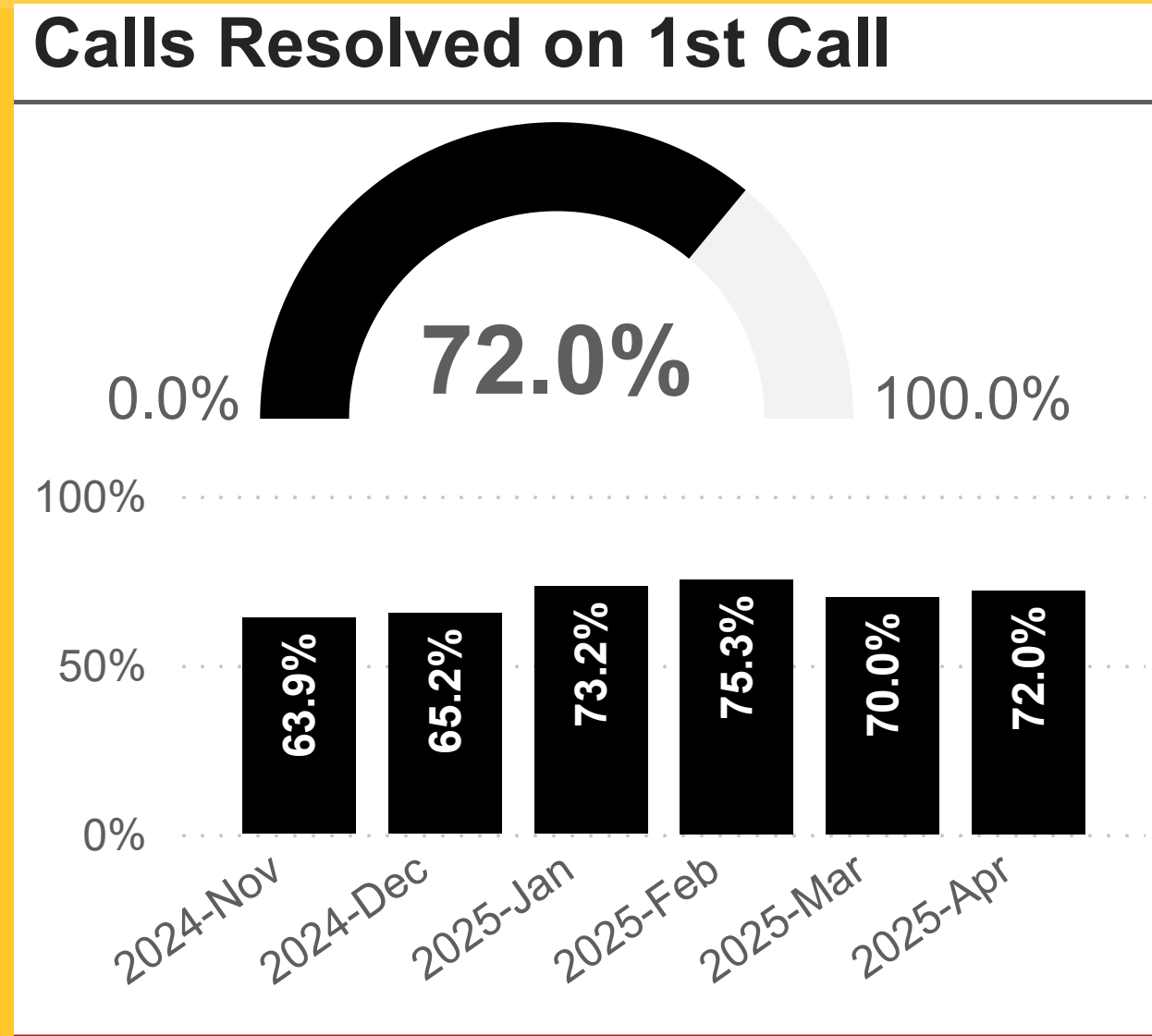
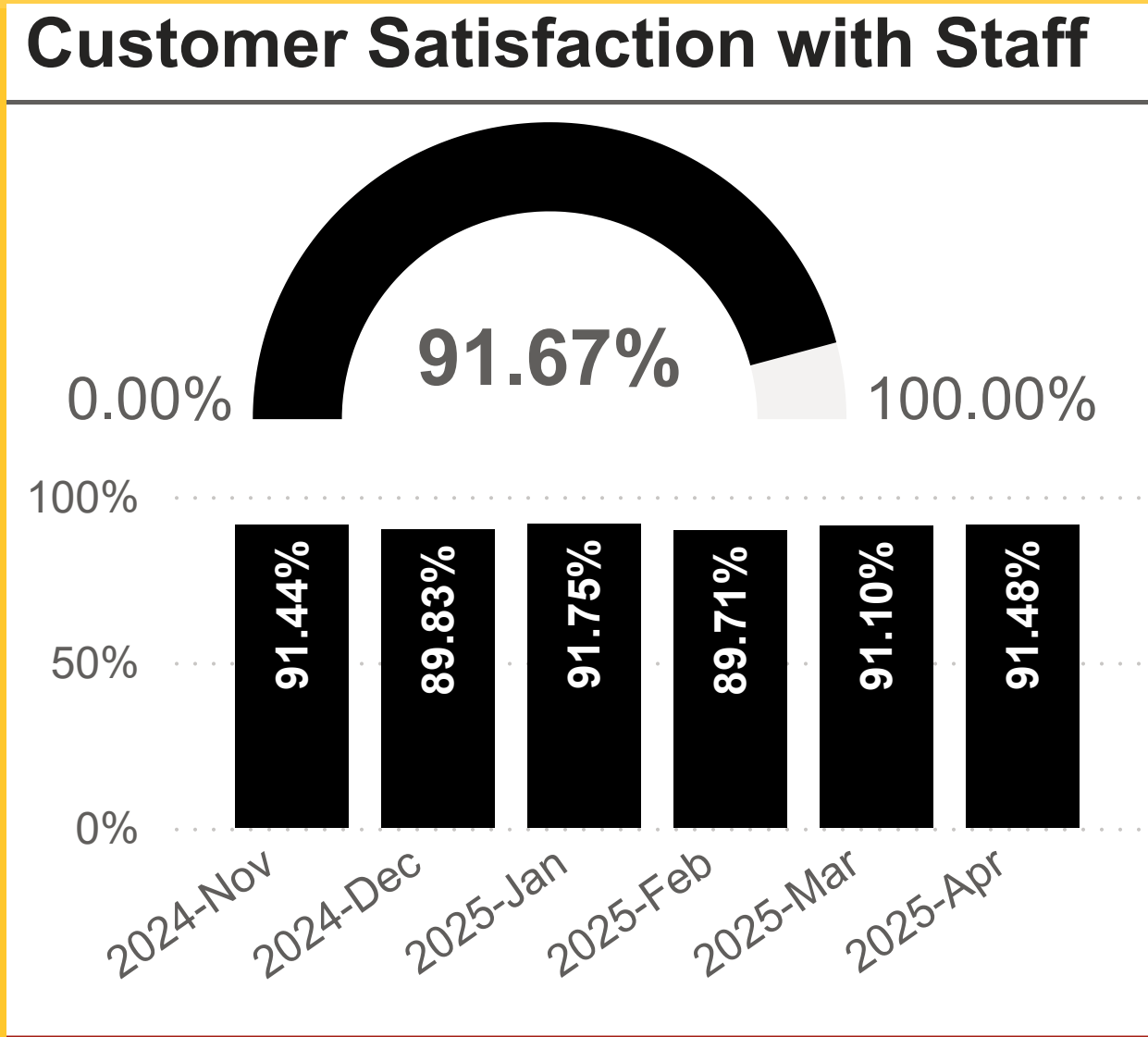
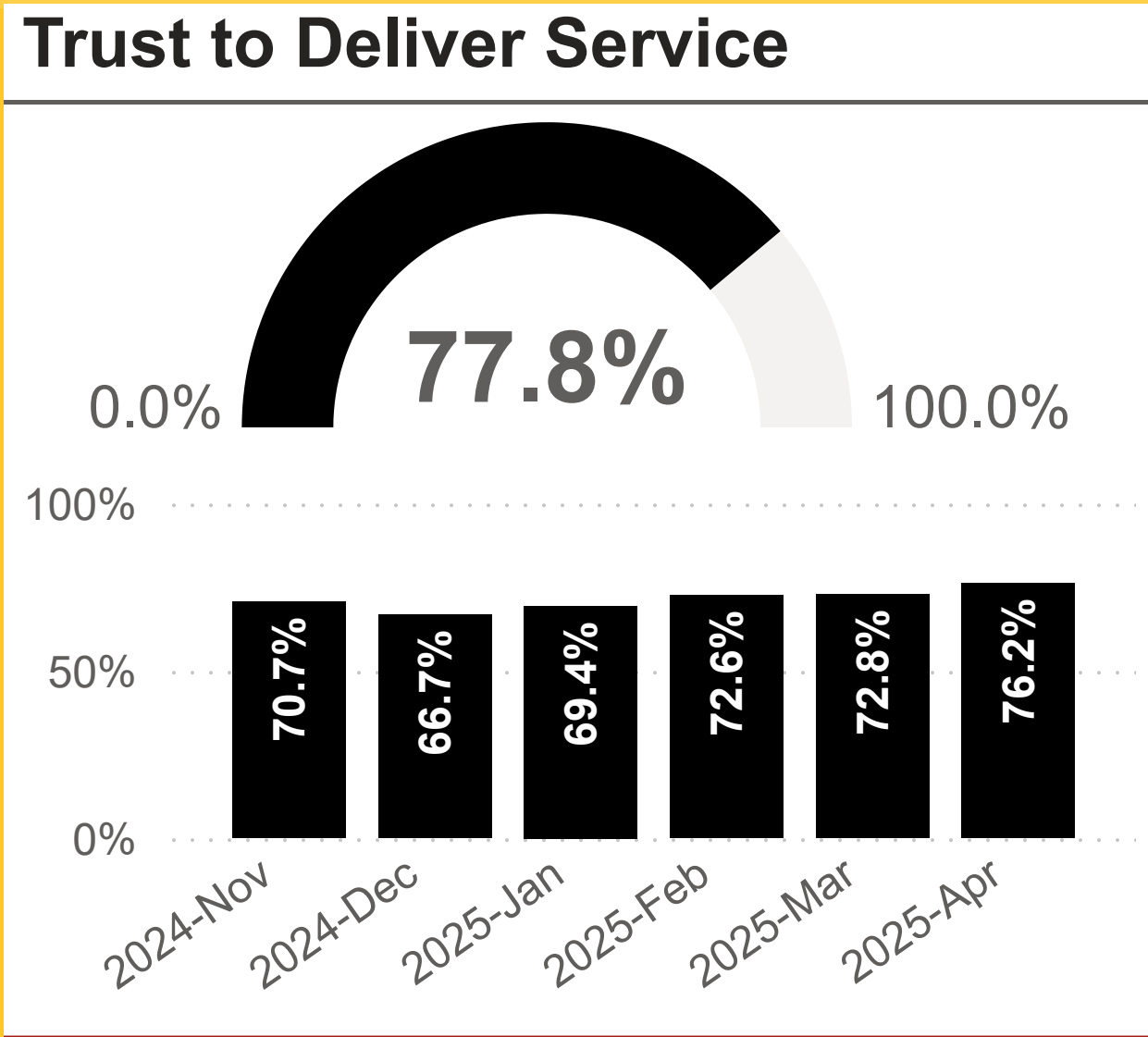
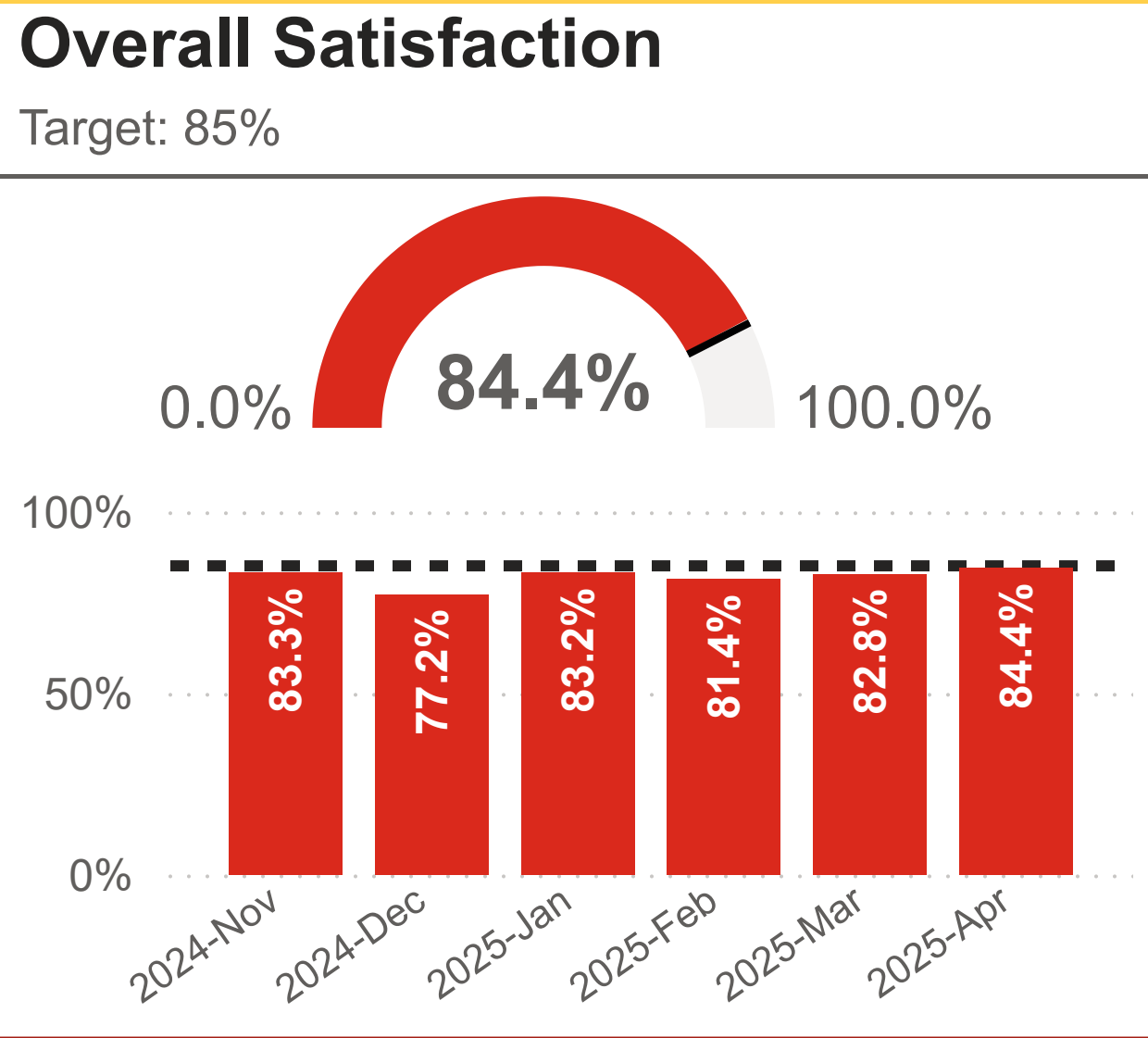
Our Performance in April 2025

Customer Feedback Metrics

Network Wide

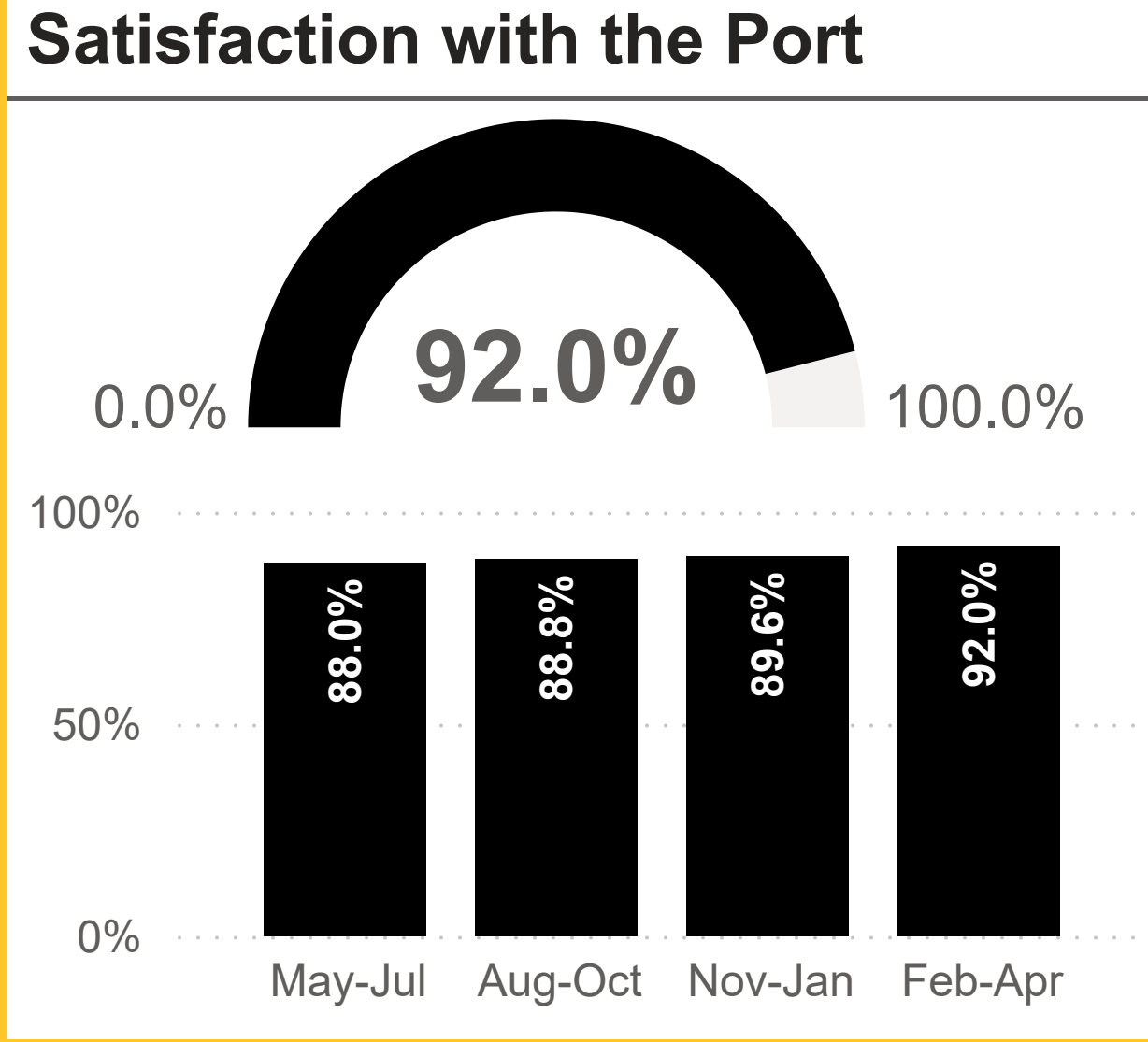
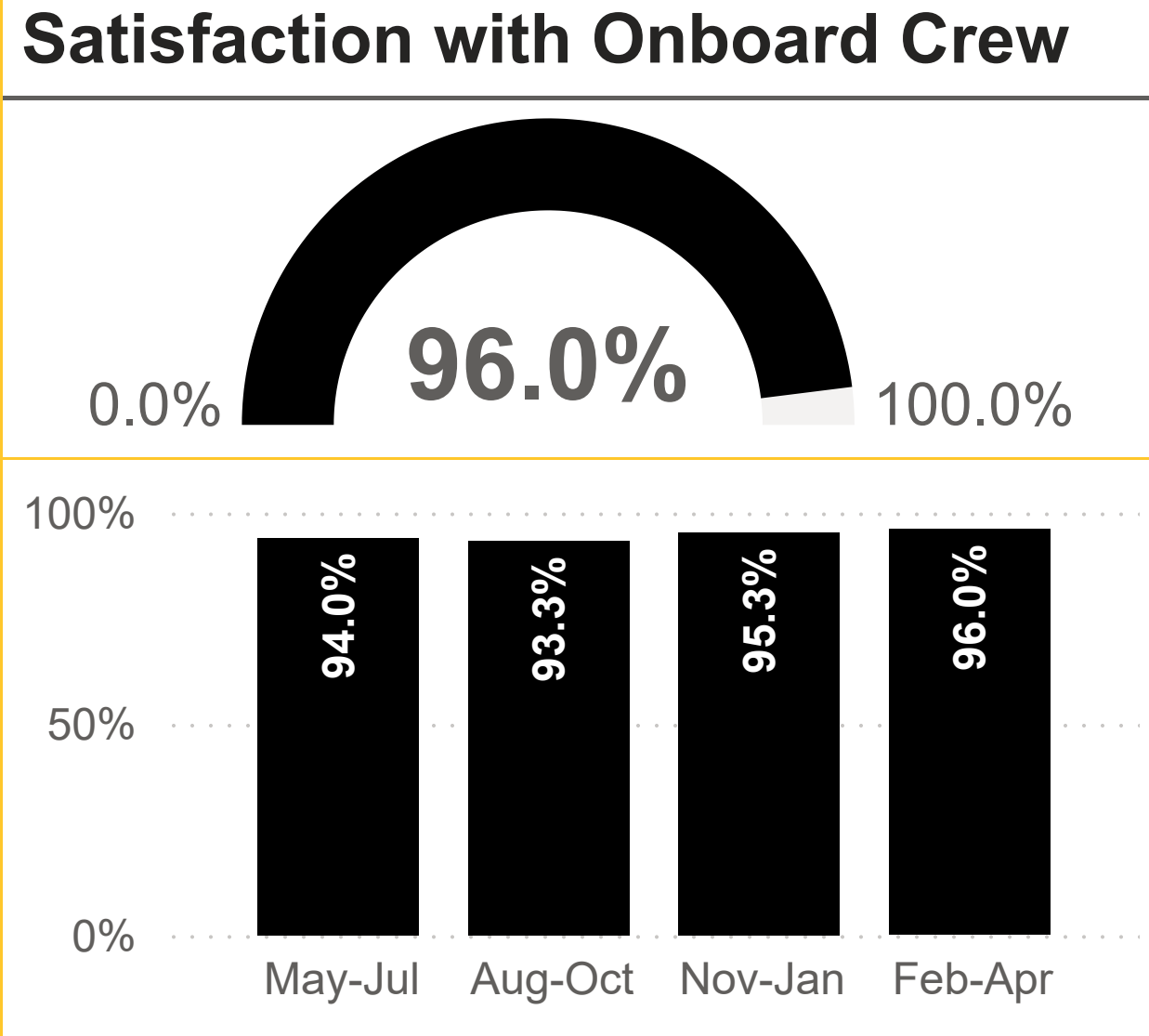
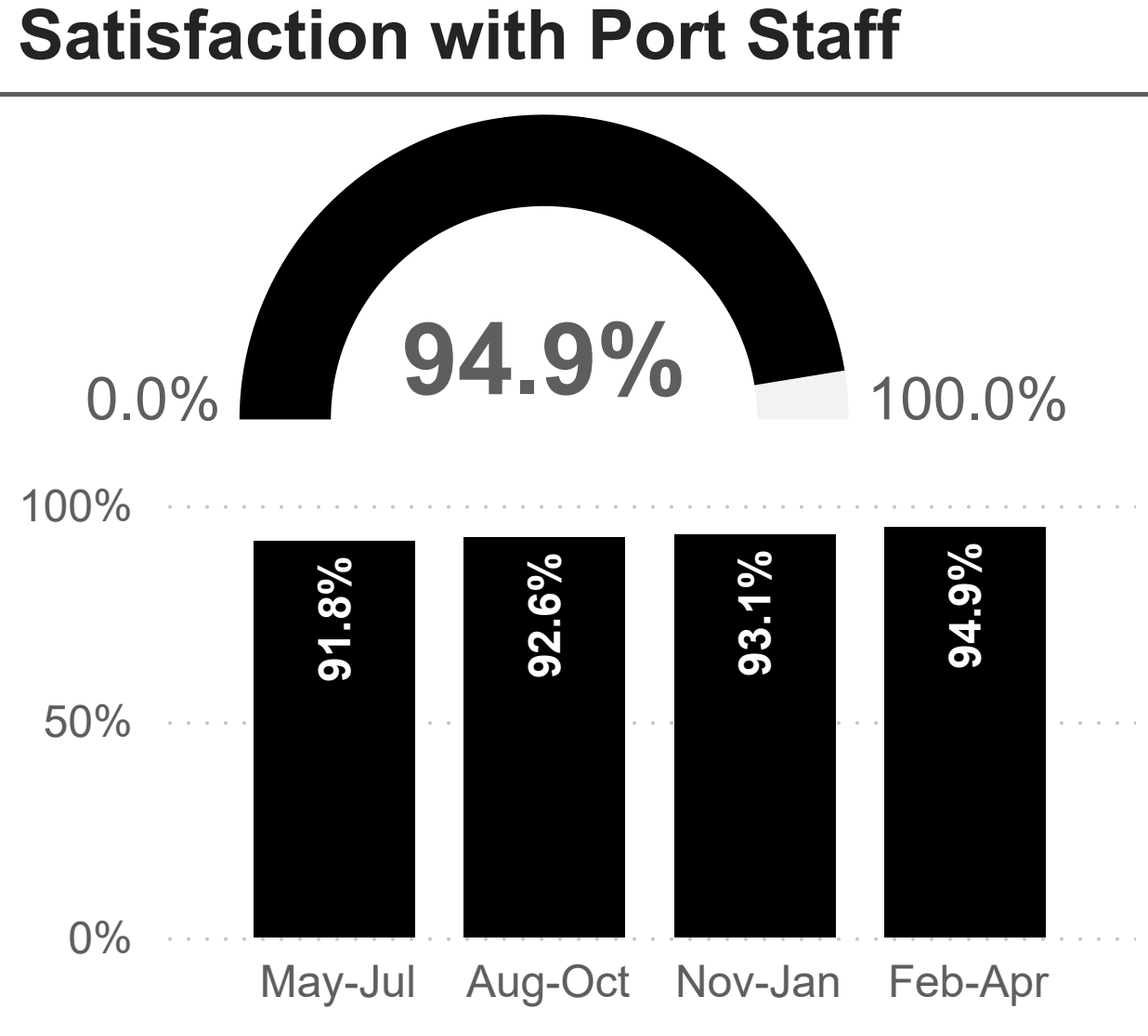
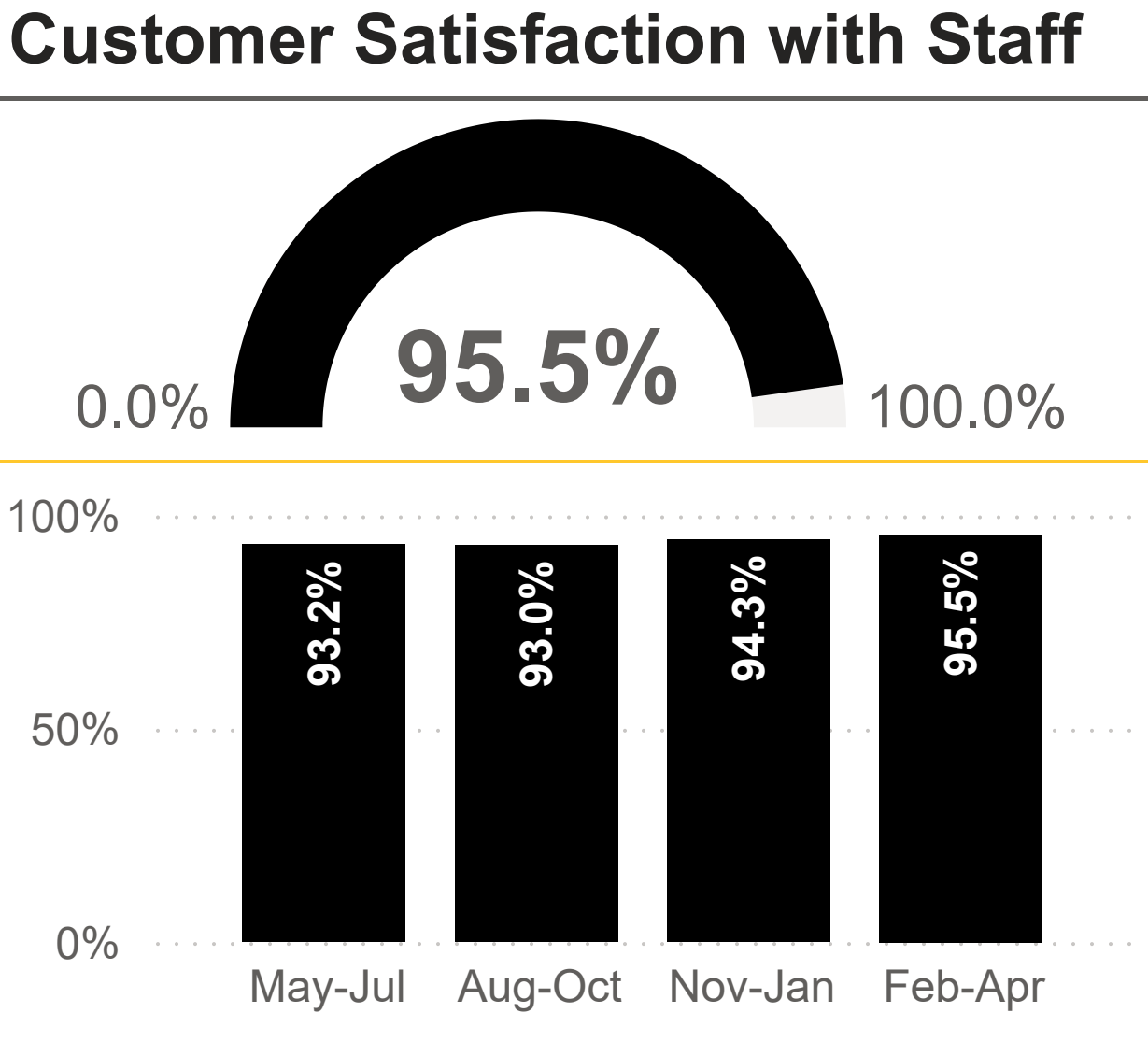
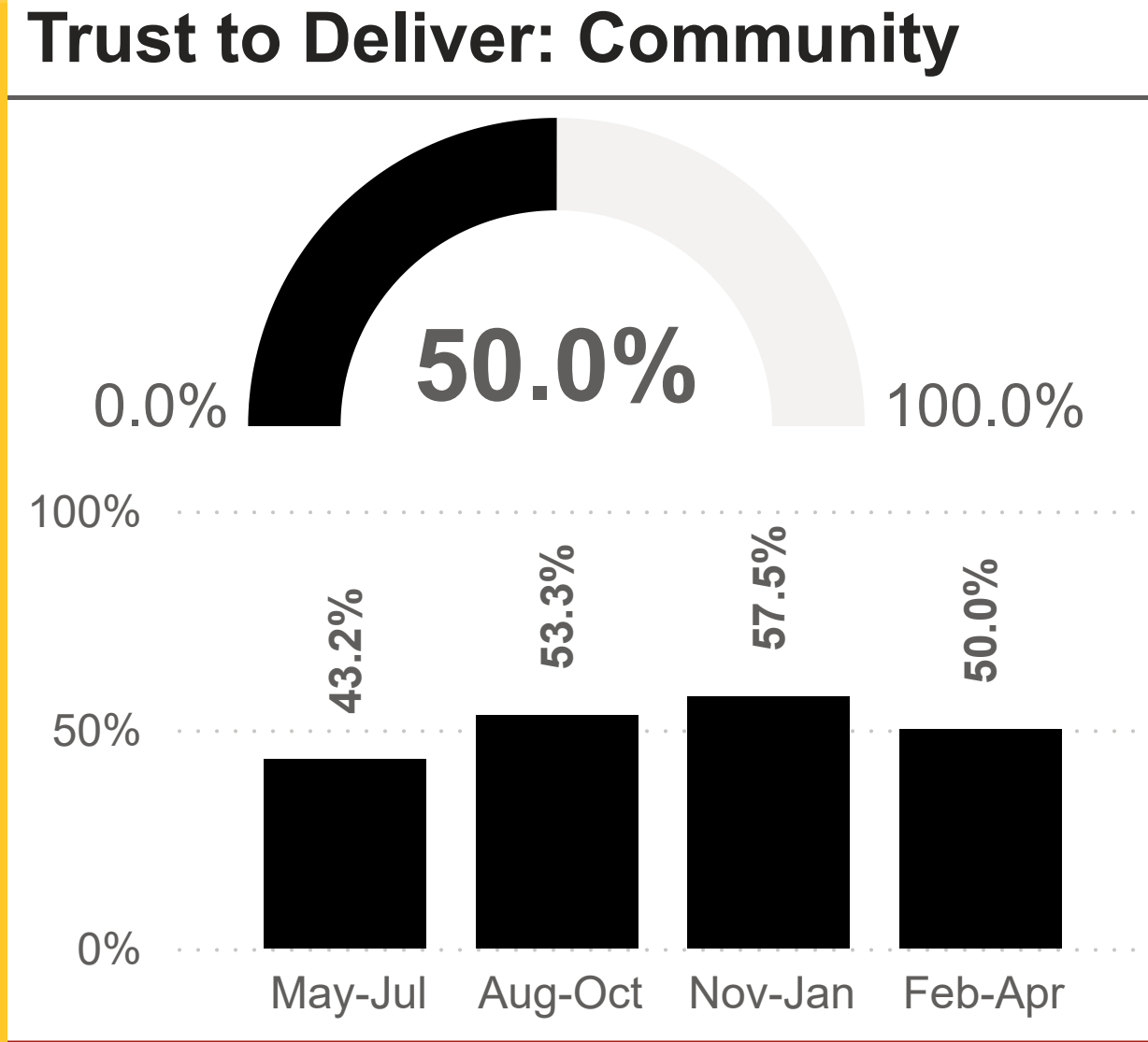
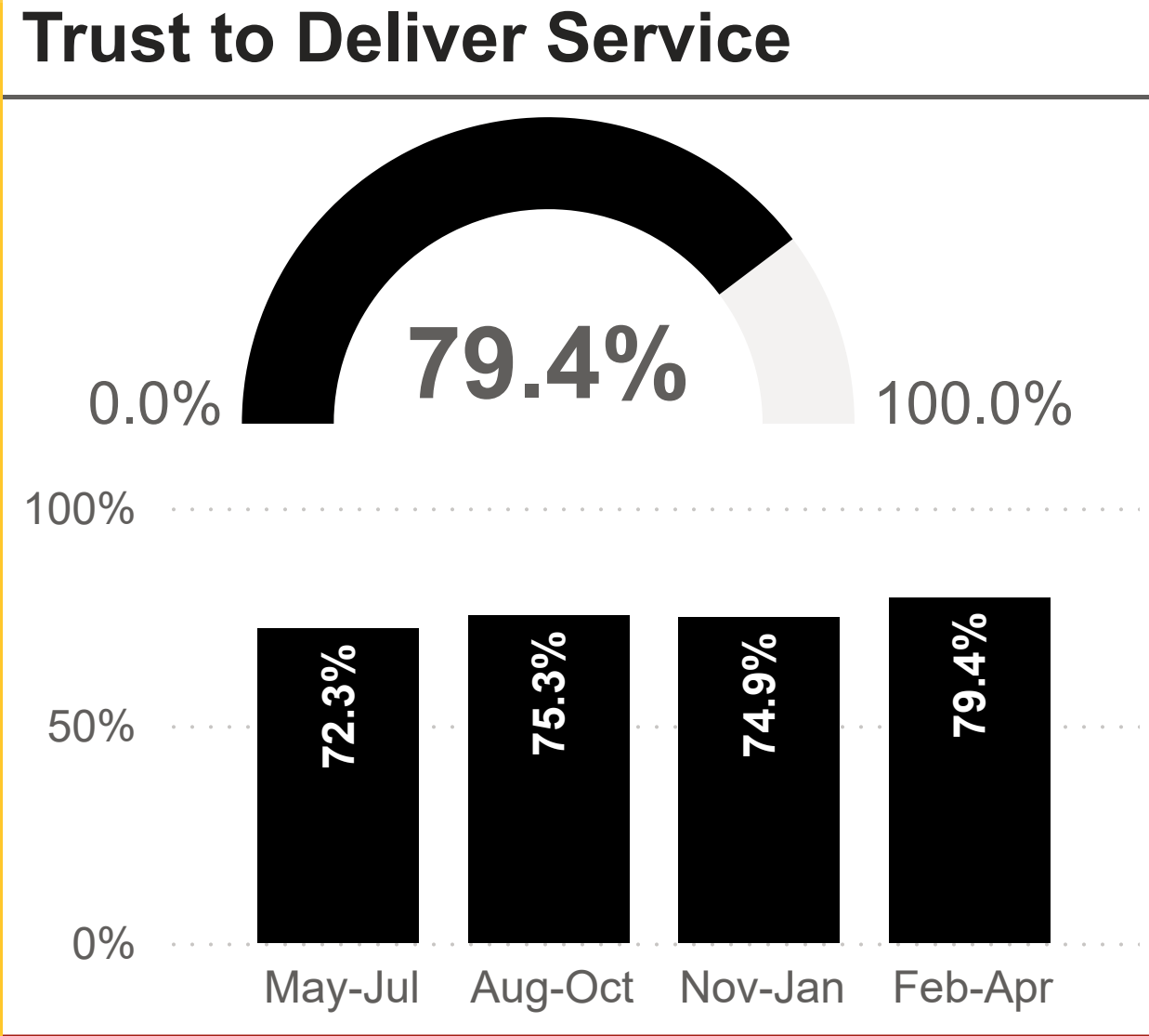
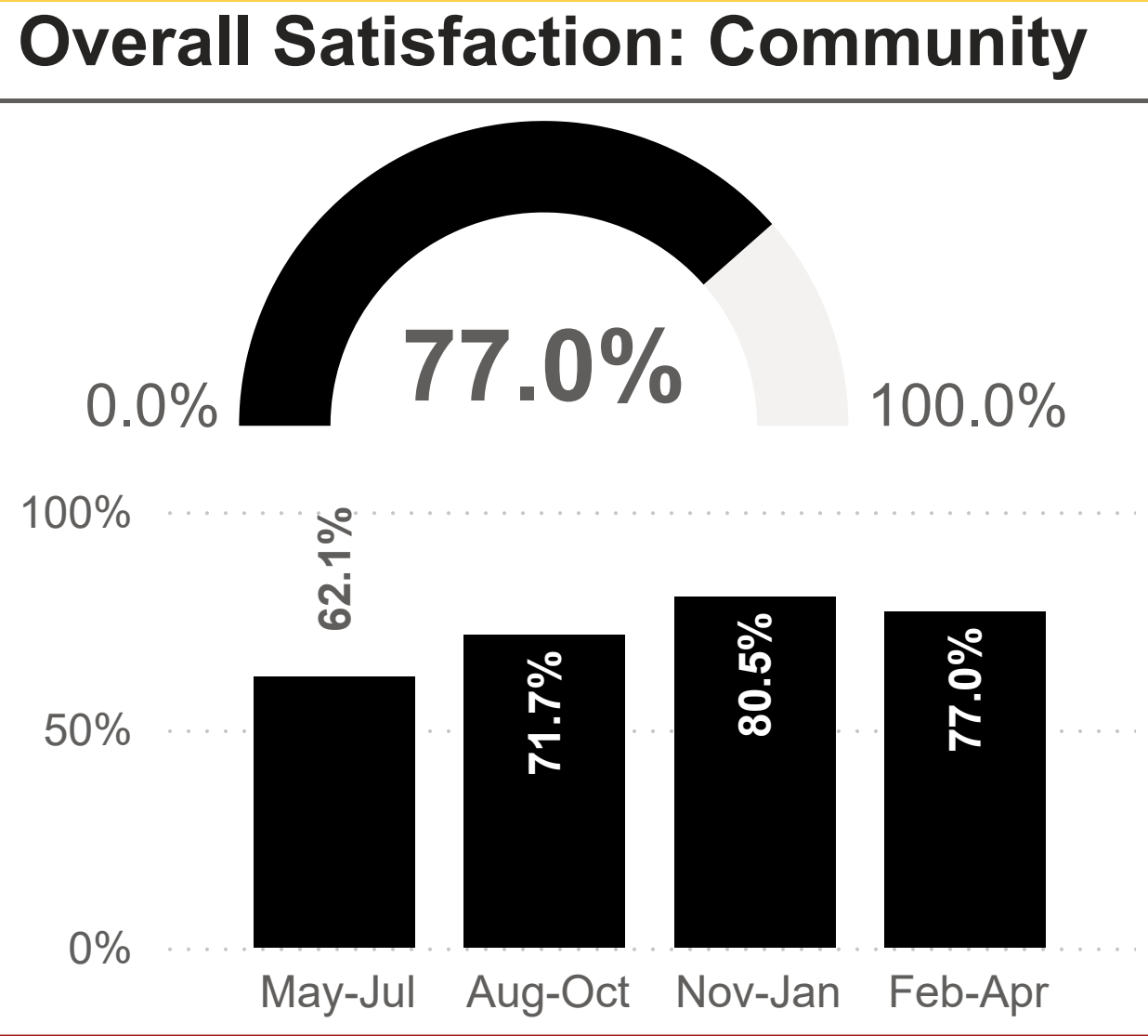
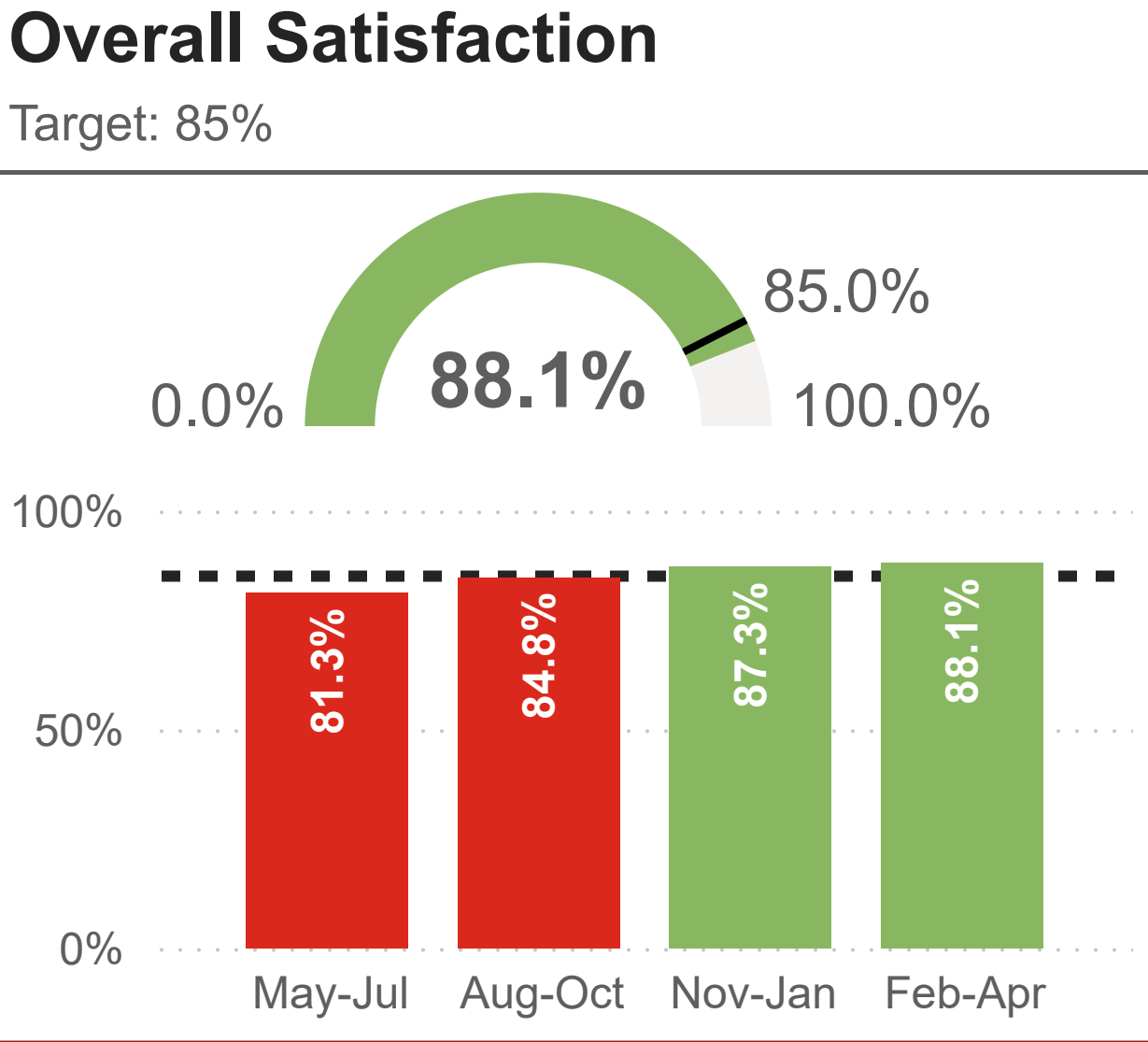


For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.





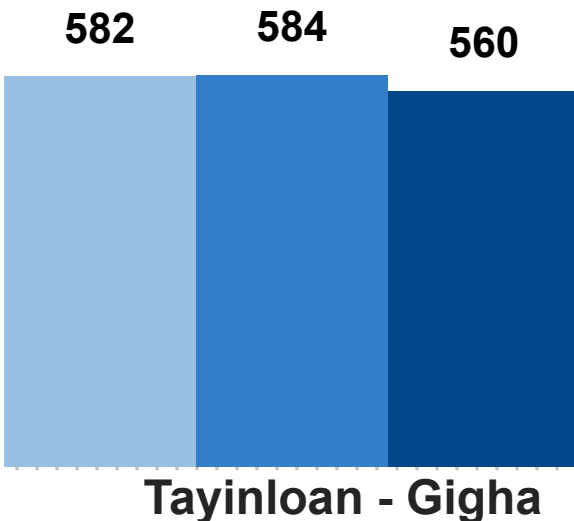
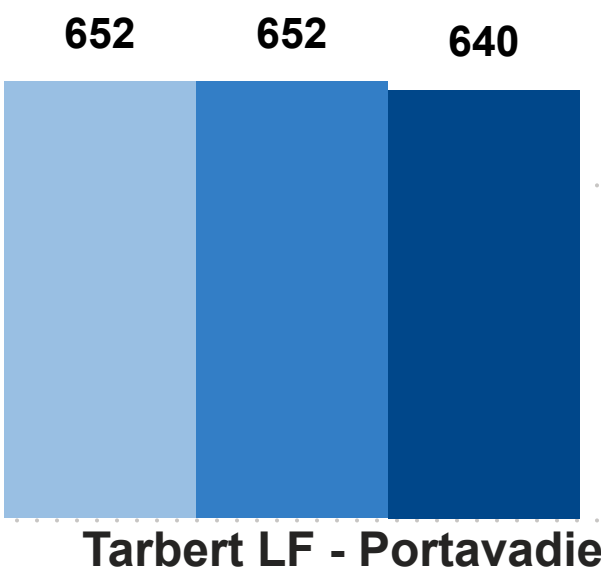
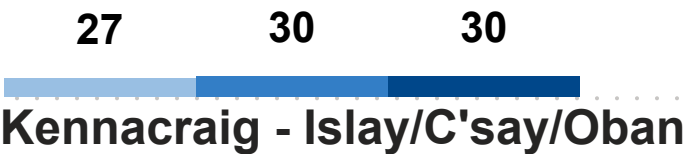
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.
Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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





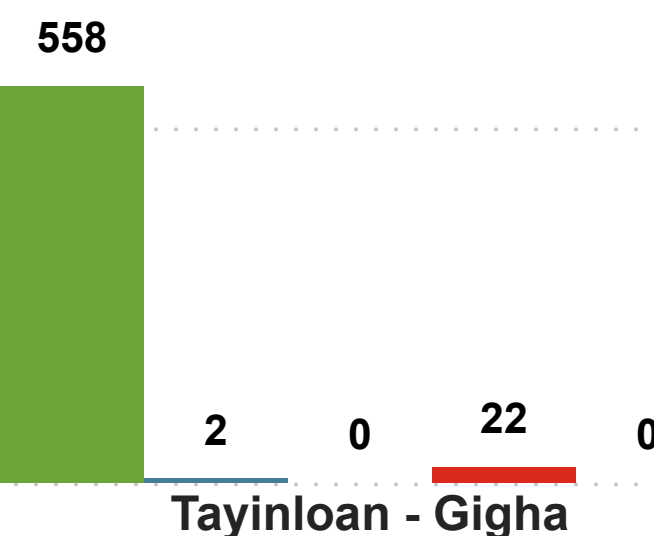
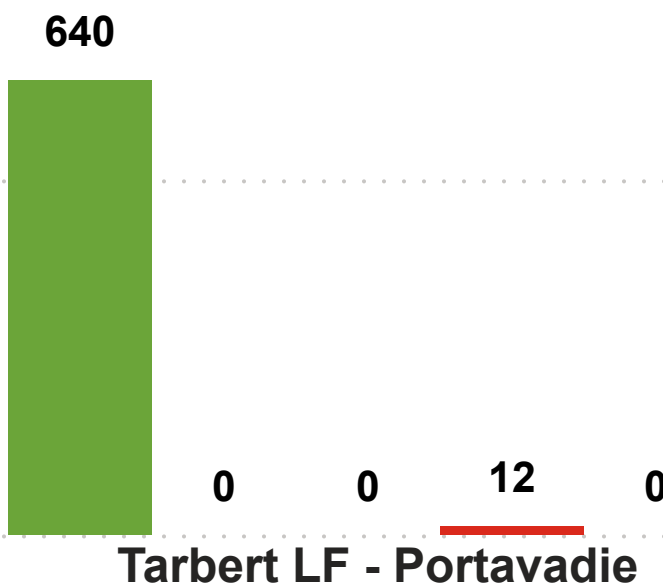
Sailings Timetabled, Amended & Actual

● Timetabled ● Amended ● Actual



Punctuality & Reliability

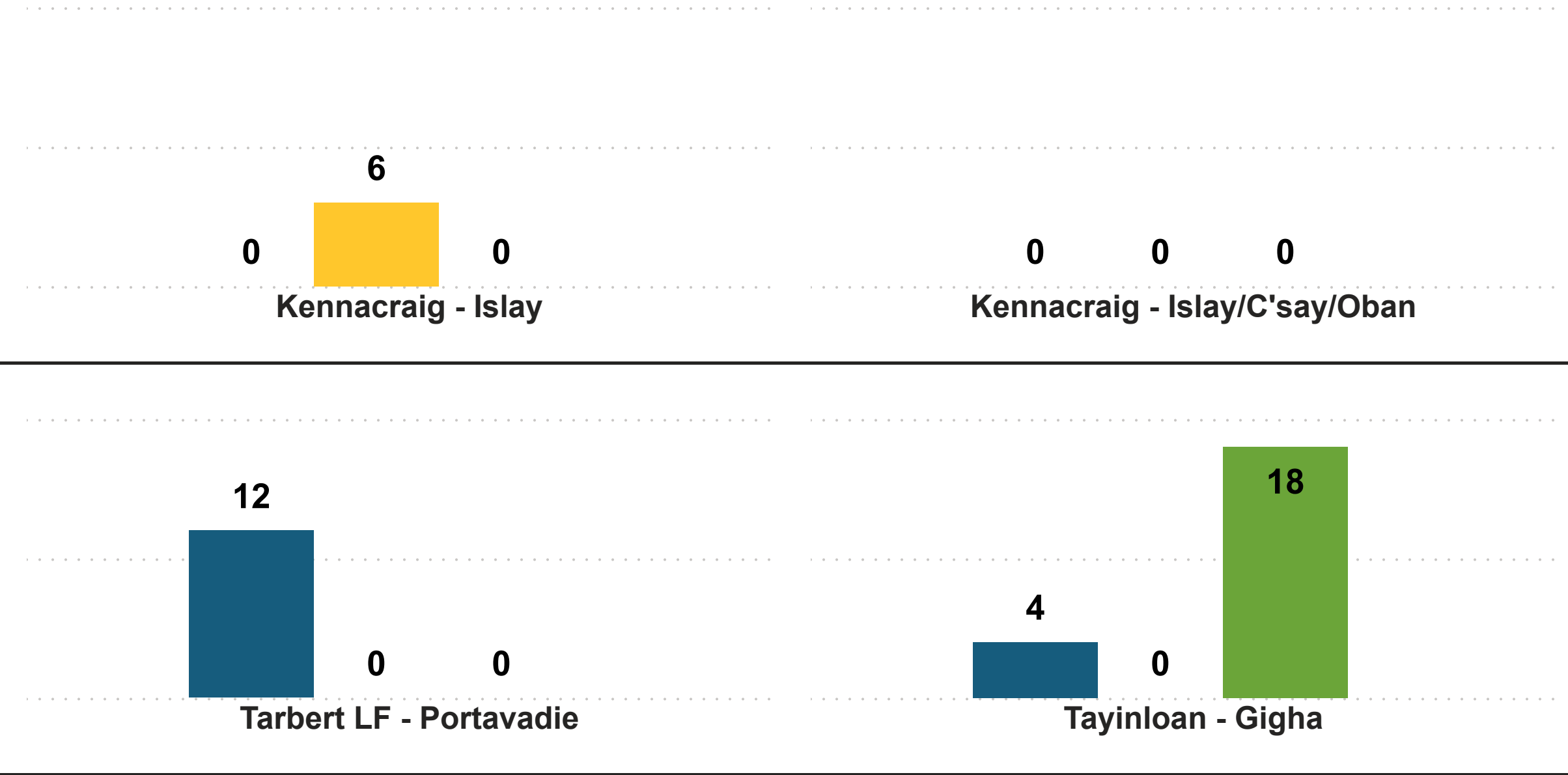
● On Time ● Level 1 Lateness ● Level 2 Lateness ● Cancelled ● Additional





Cancelled Sailings (By Reason)

● Weather ● Technical ● Other



Missed Train Connections

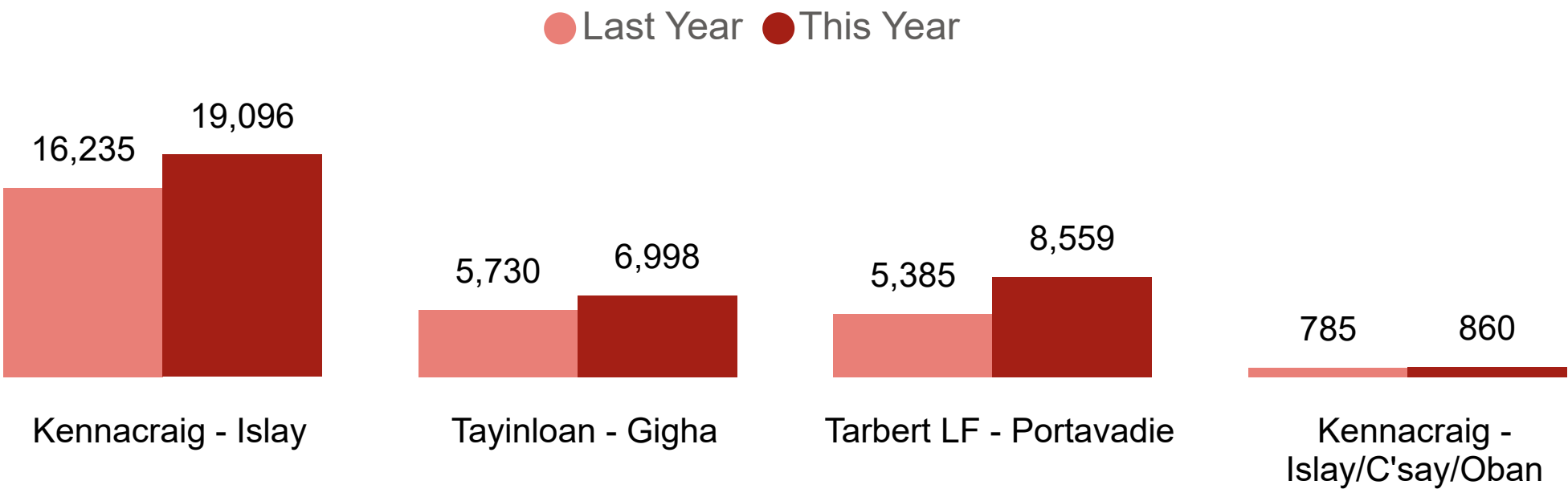
0

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

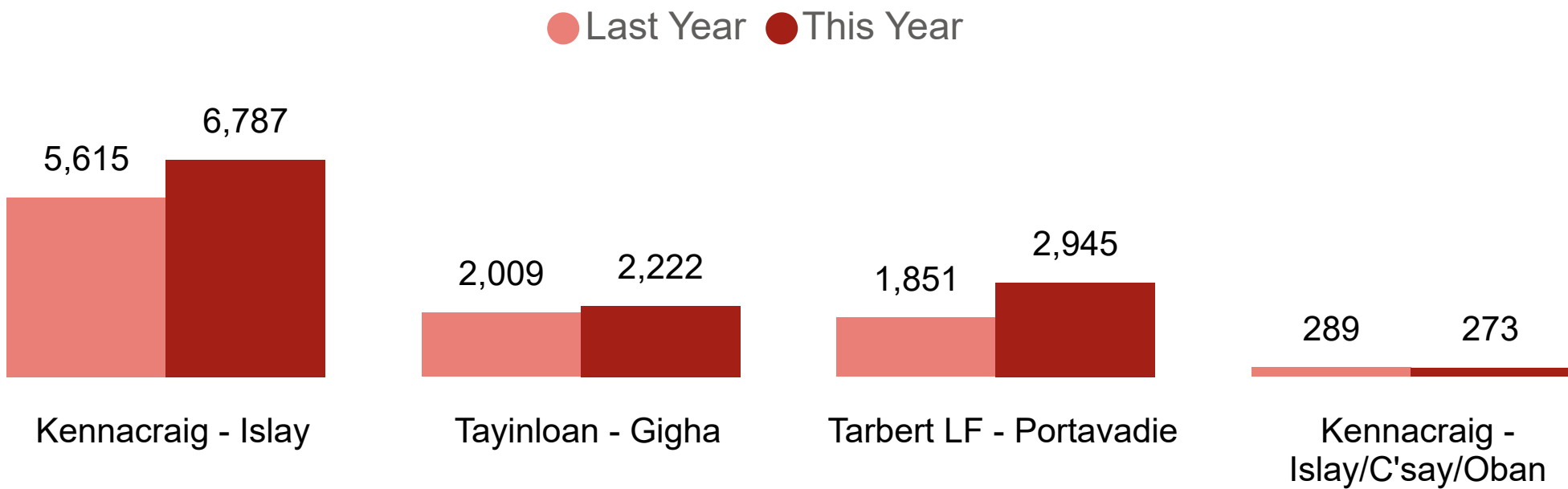
"Other" refers to any cancellations not resulting from weather and technical disruption. This includes cancellations due to reasons such as bunkering issues, berth unavailability etc.



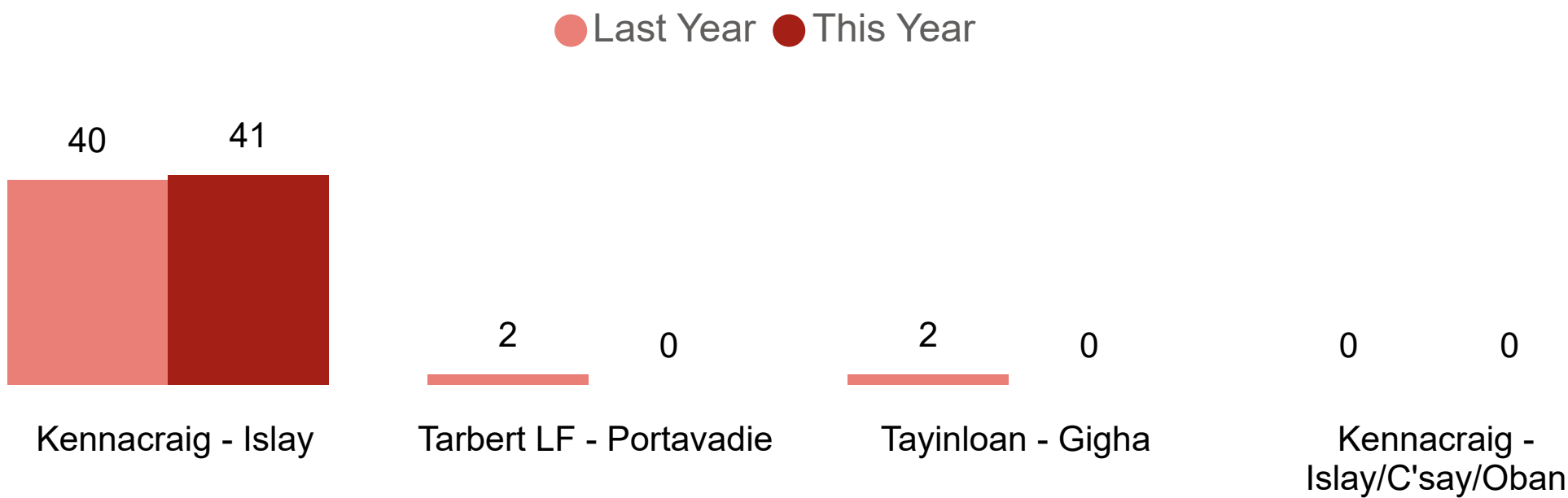
Shipped Passengers



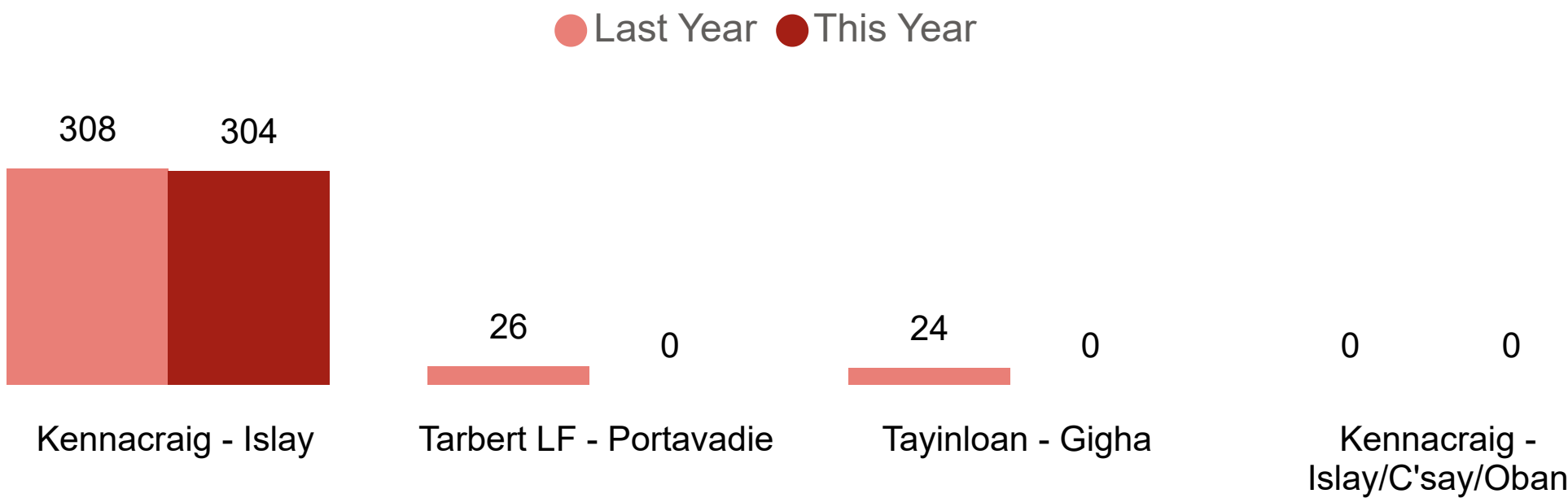
Shipped Cars



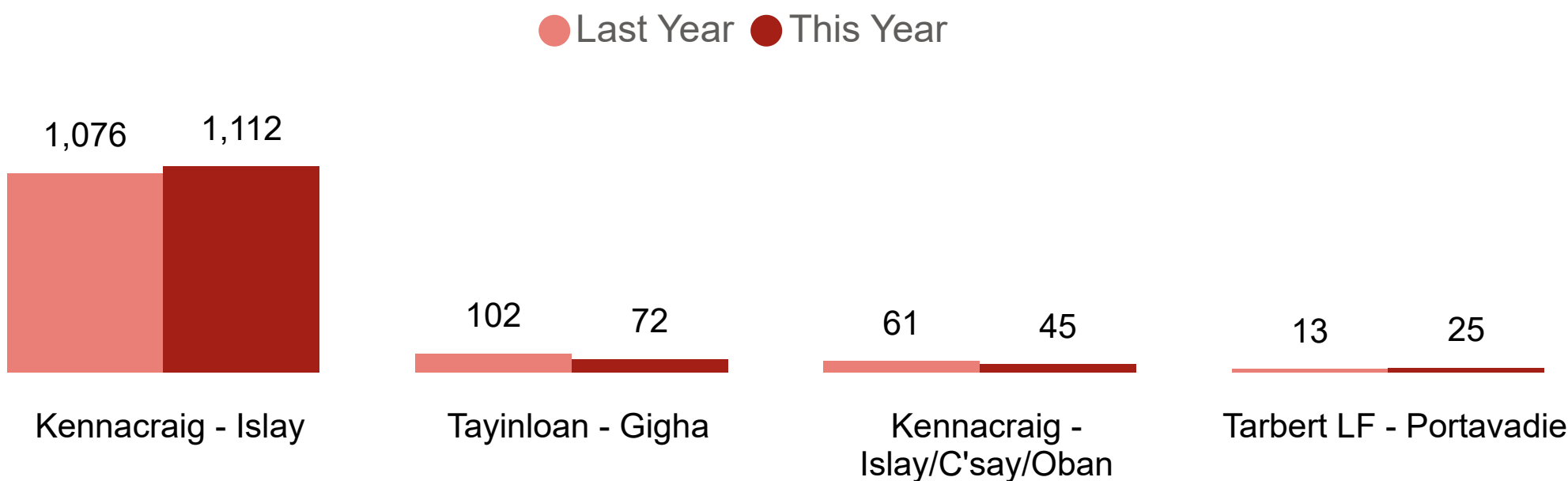
Shipped Coaches



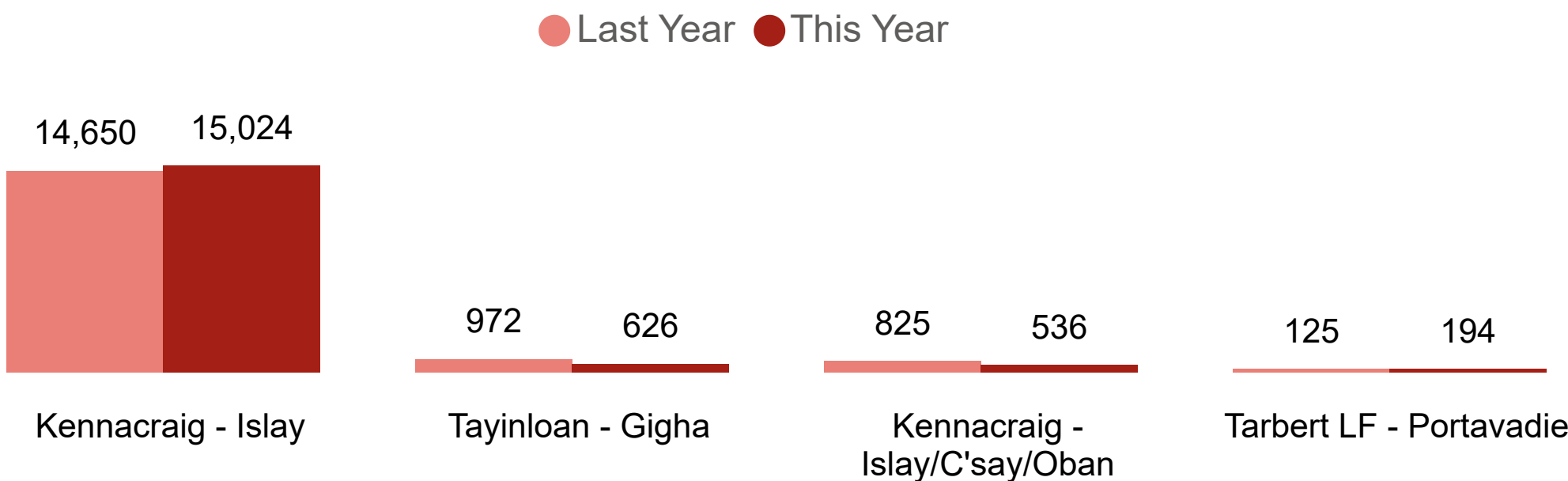
Shipped Coach Metres



Shipped Commercial Vehicles

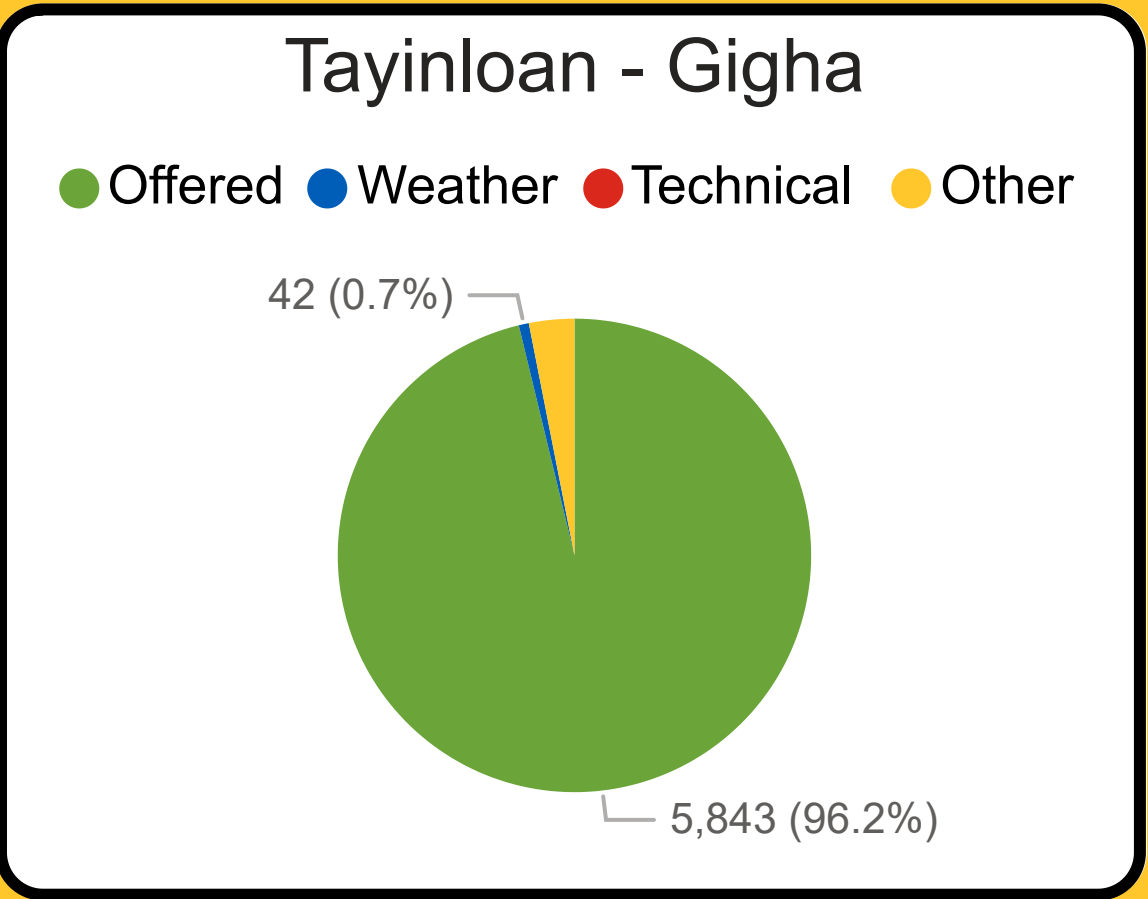
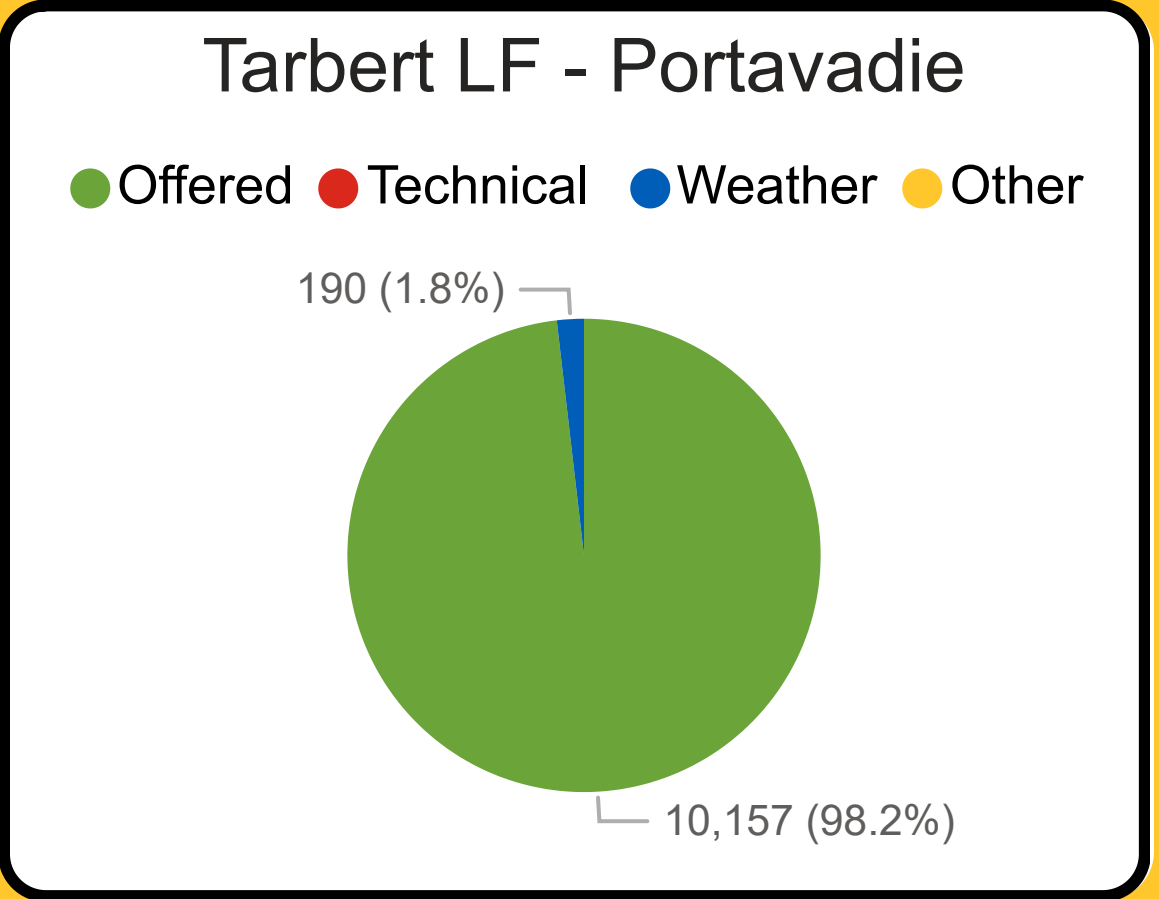
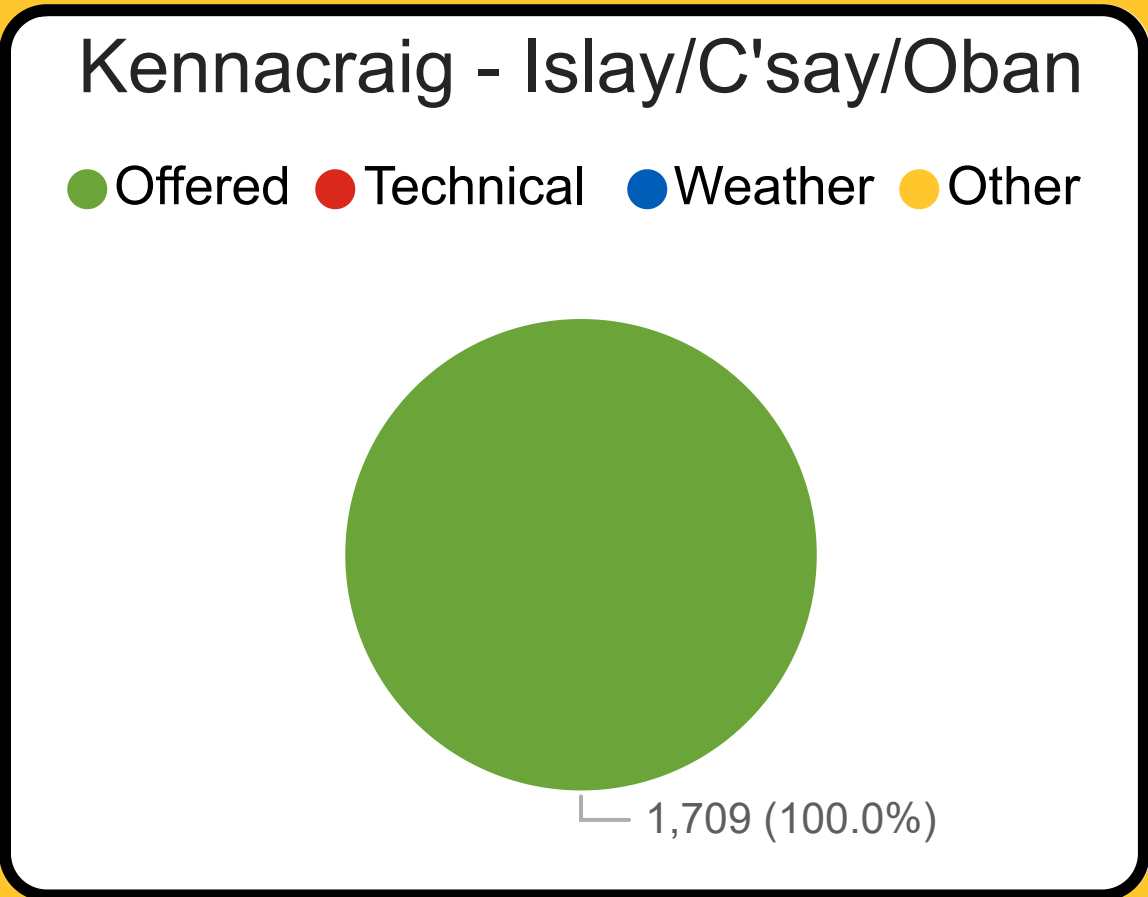
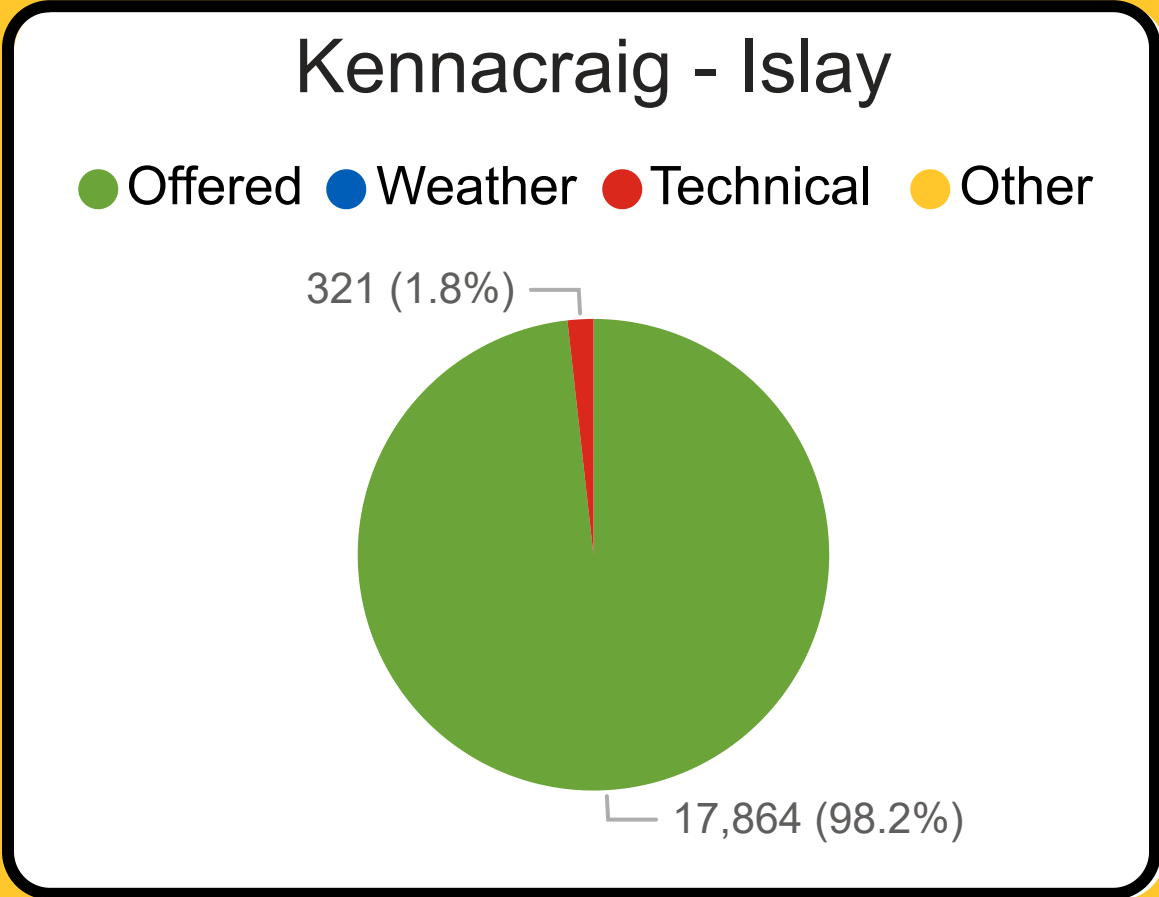


Shipped Commercial Vehicle Metres





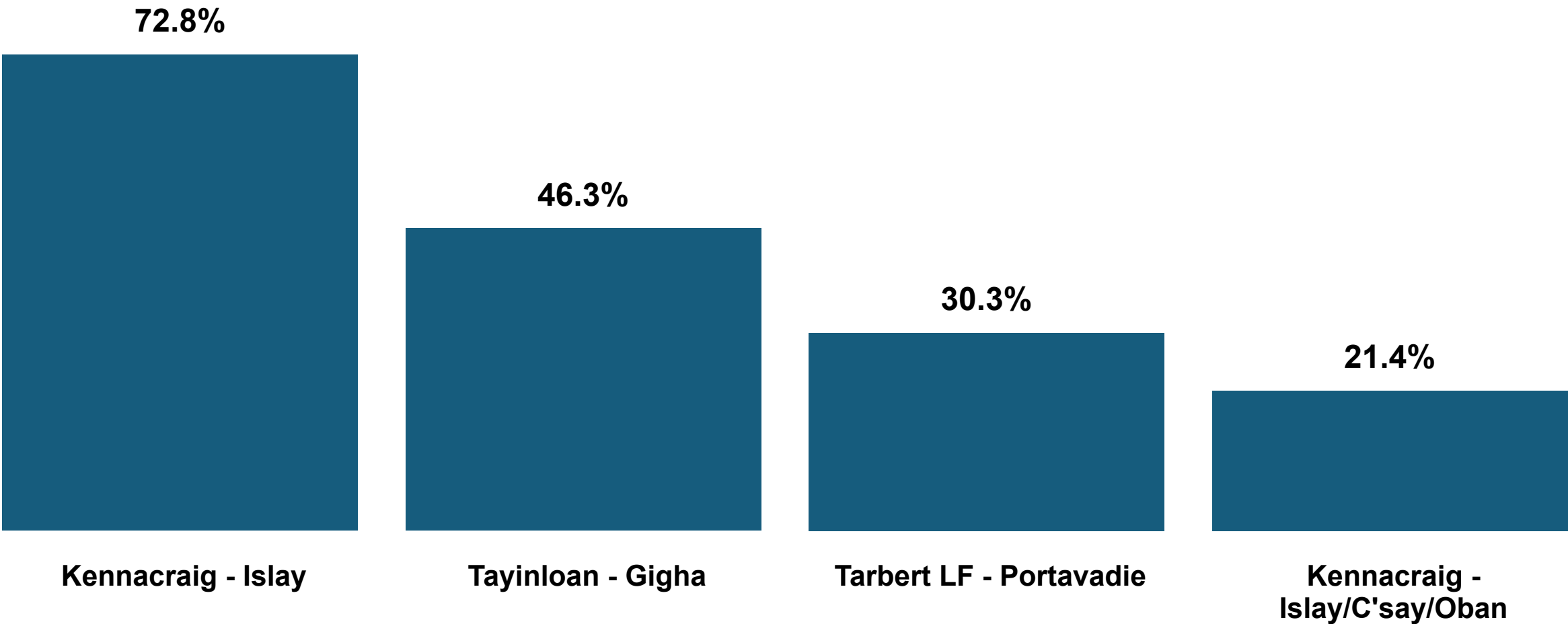
- 1 Car Equivalent Space is equal to 4.6 General Lane Metres
- Below visuals represent car equivalent spaces offered vs car equivalent space made unavailable as a result of technical, weather and all other cancellations



Route	Offered	Weather	Tech	Other
Kennacraig - Islay	17,864		321	
Tarbert LF - Portavadie	10,157	190		
Tayinloan - Gigha	5,843	42		188
Kennacraig - Islay/C'say/Oban	1,709			



Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Kennacraig - Islay	82.2K	59.8K	13,005	72.8%
Tayinloan - Gigha	26.9K	12.4K	2,703	46.3%
Tarbert LF - Portavadie	46.7K	14.1K	3,074	30.3%
Kennacraig - Islay/C'say/Oban	7.9K	1.7K	366	21.4%
Total	163.6K	88.1K	19,148	53.8%

Overall Utilisation of Sailings

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

