

Total Number of
Survey Responses
Last 6 Months

32K

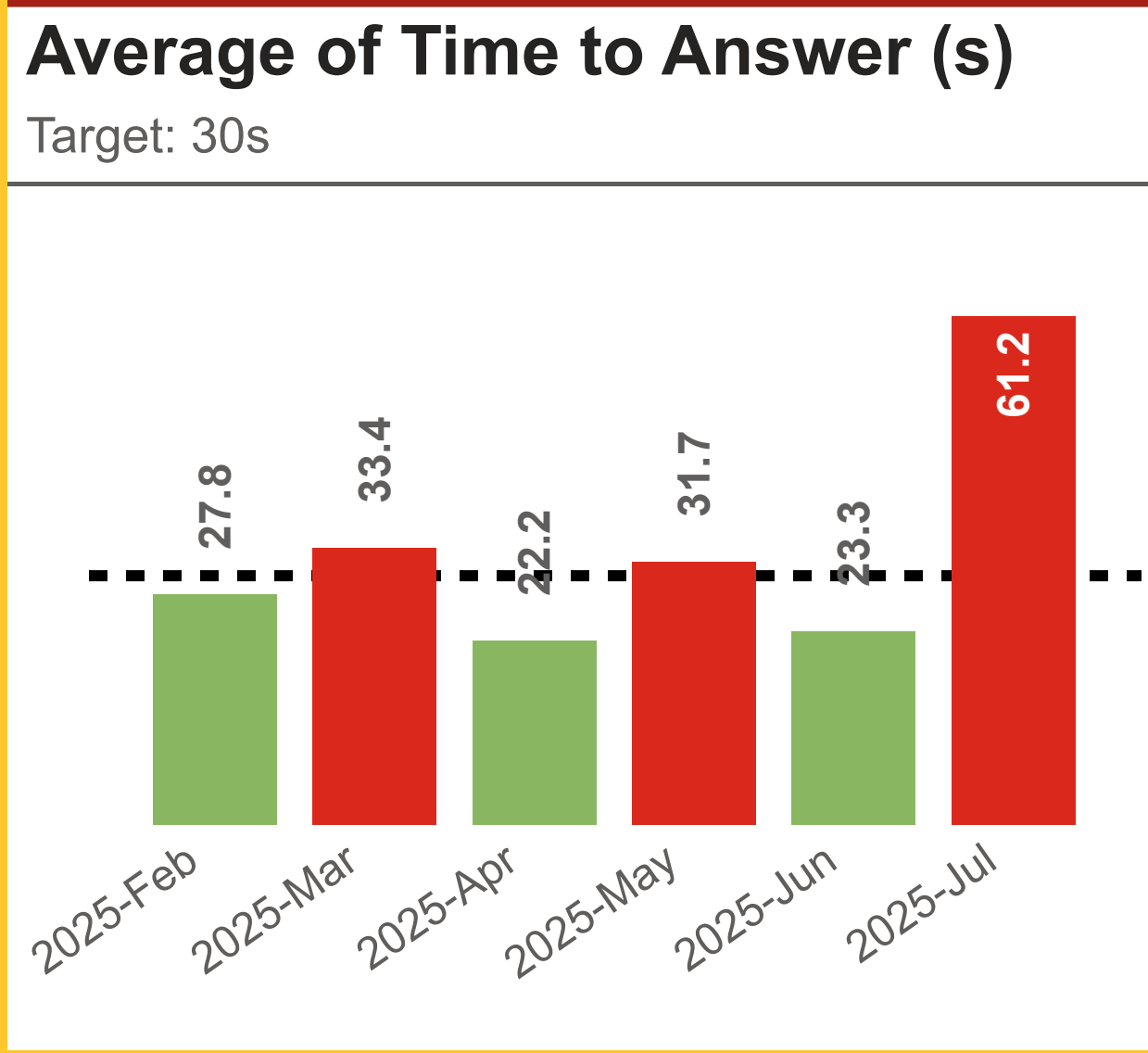
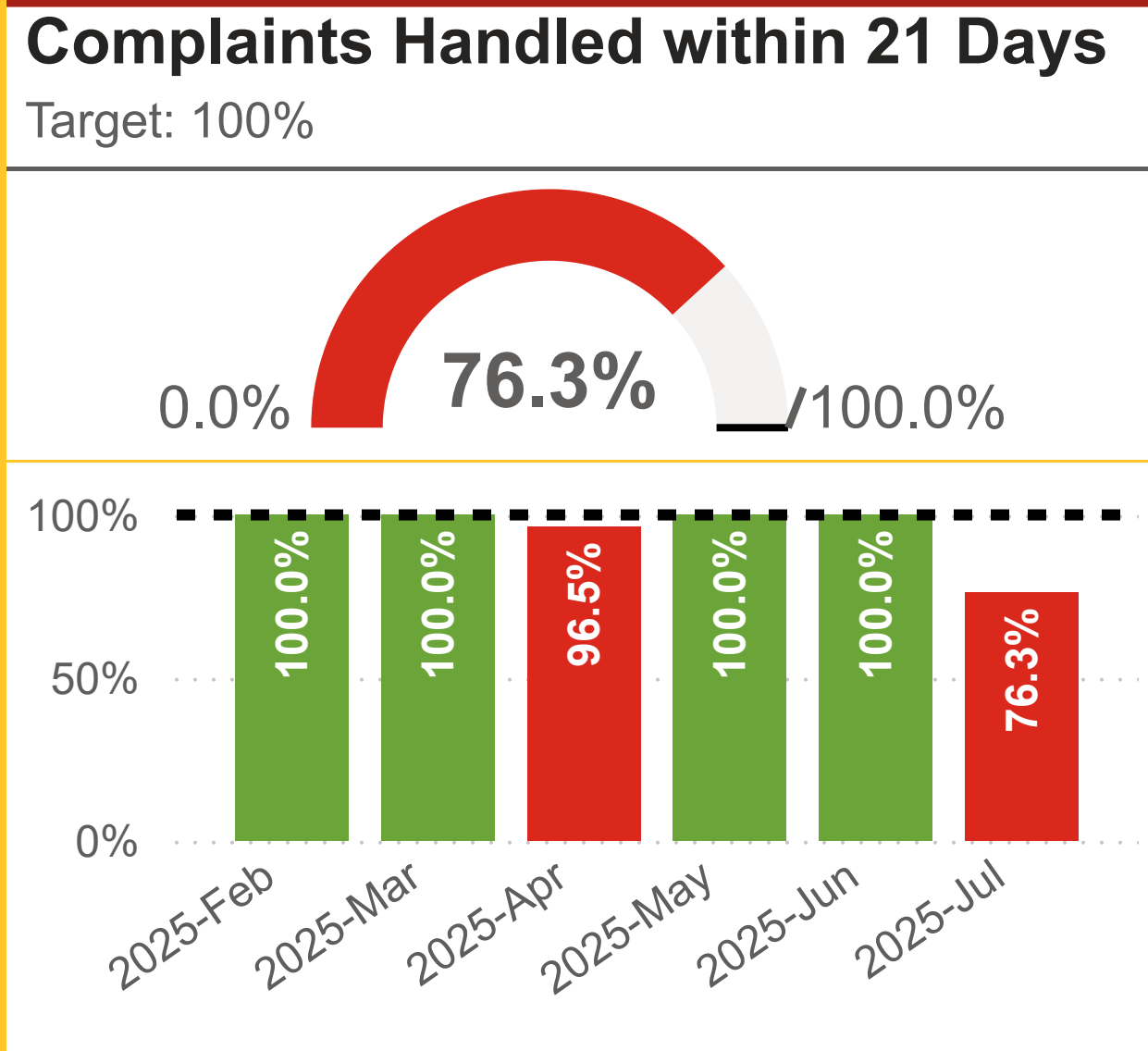
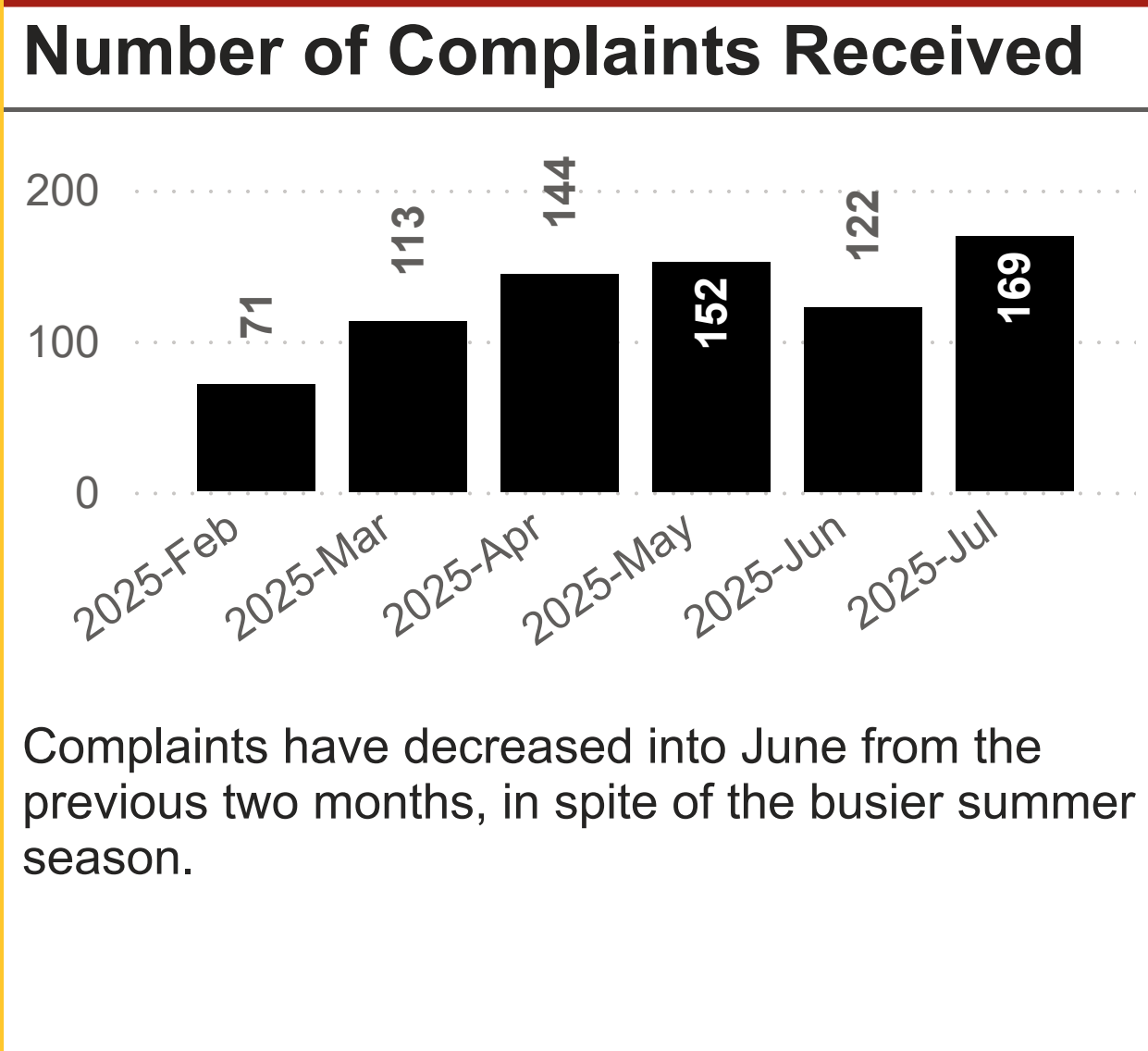
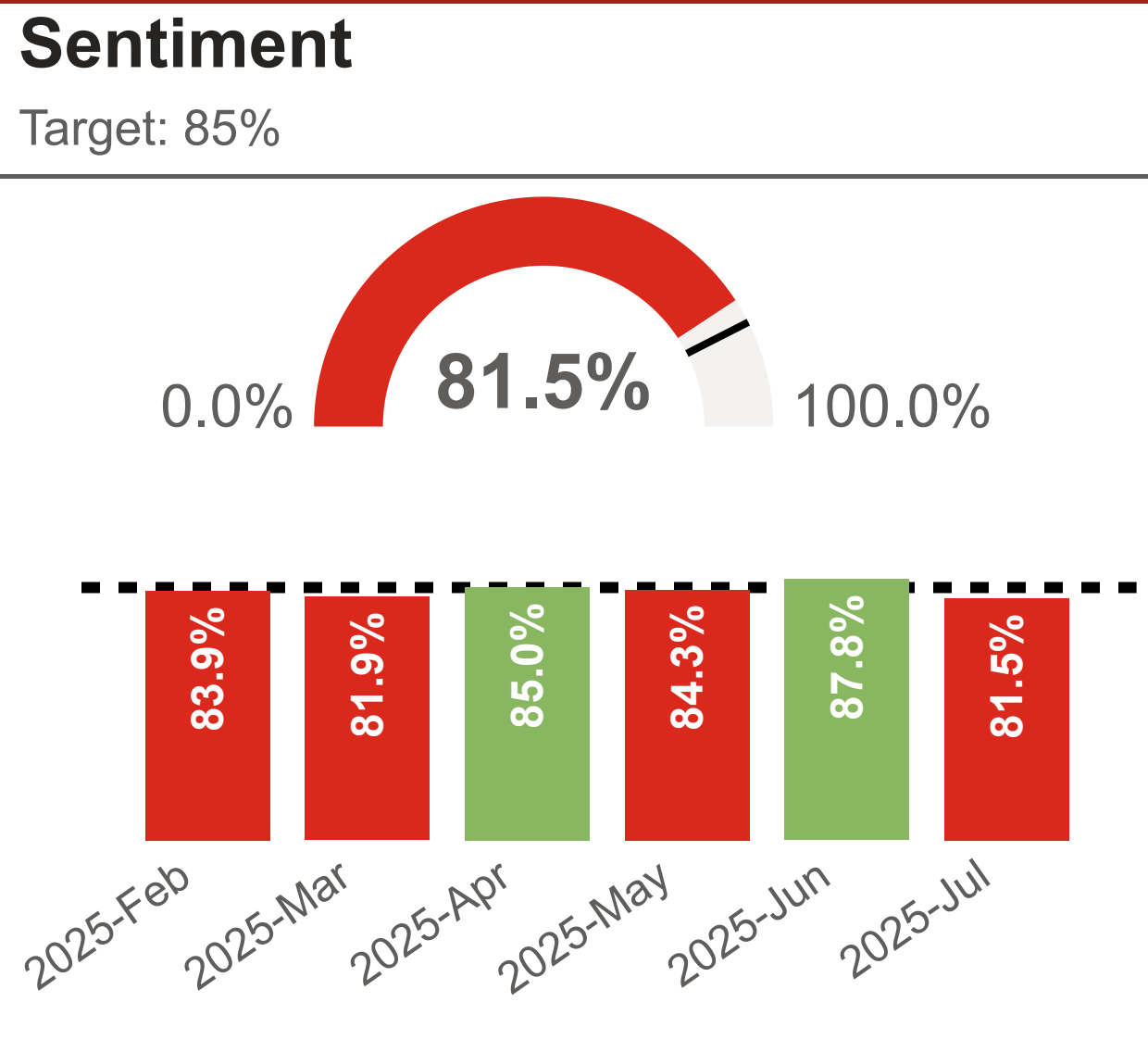
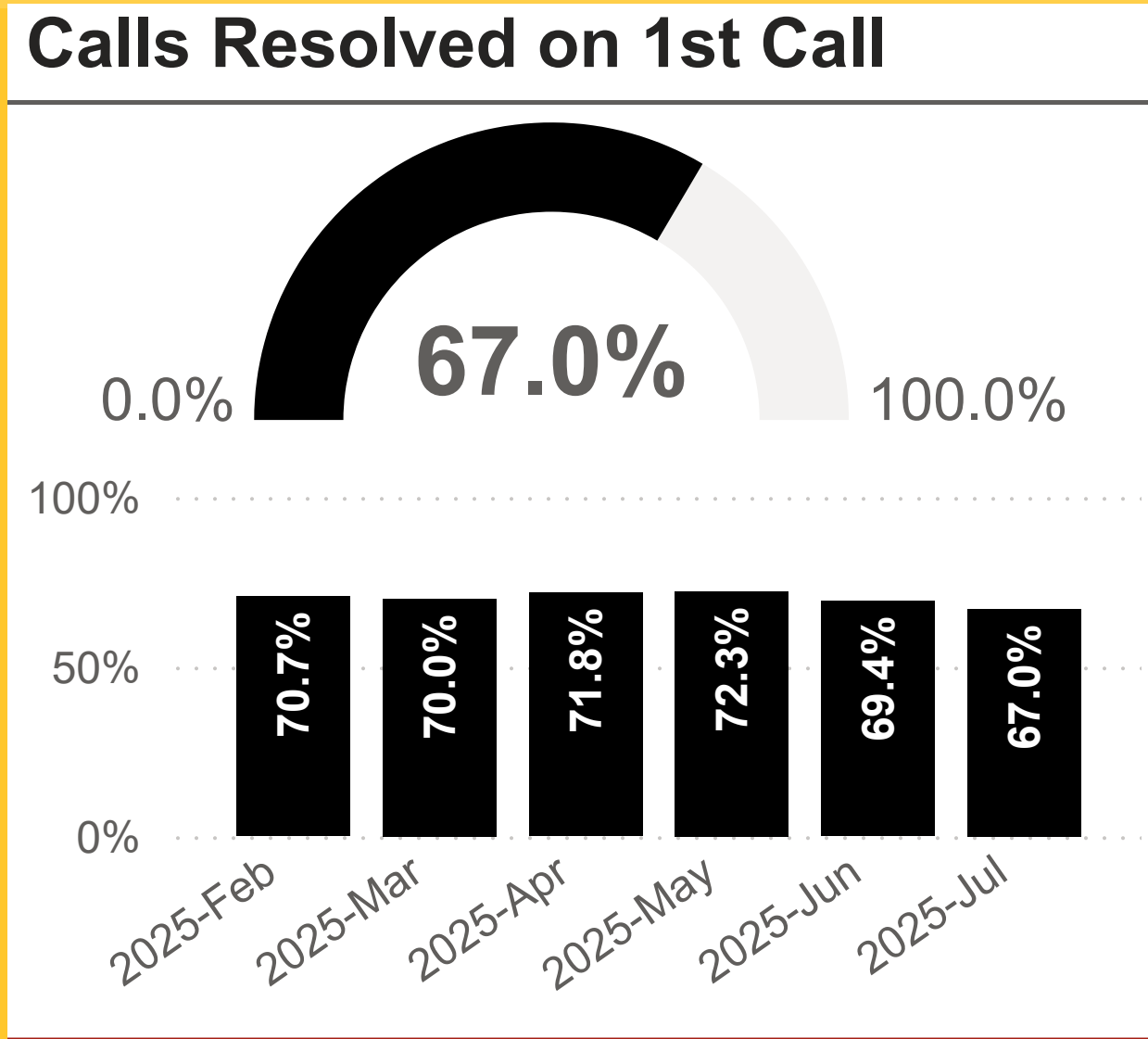
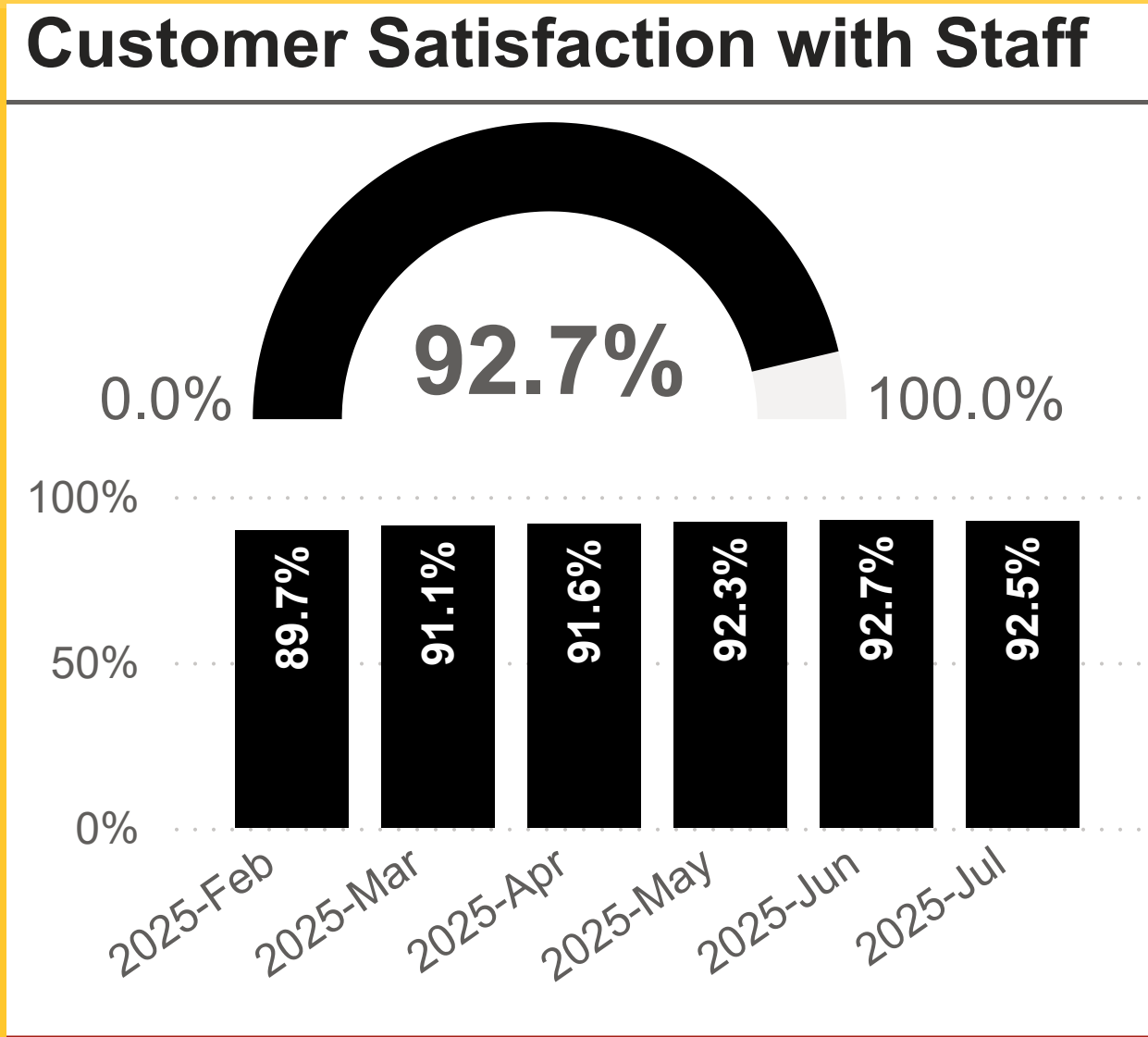
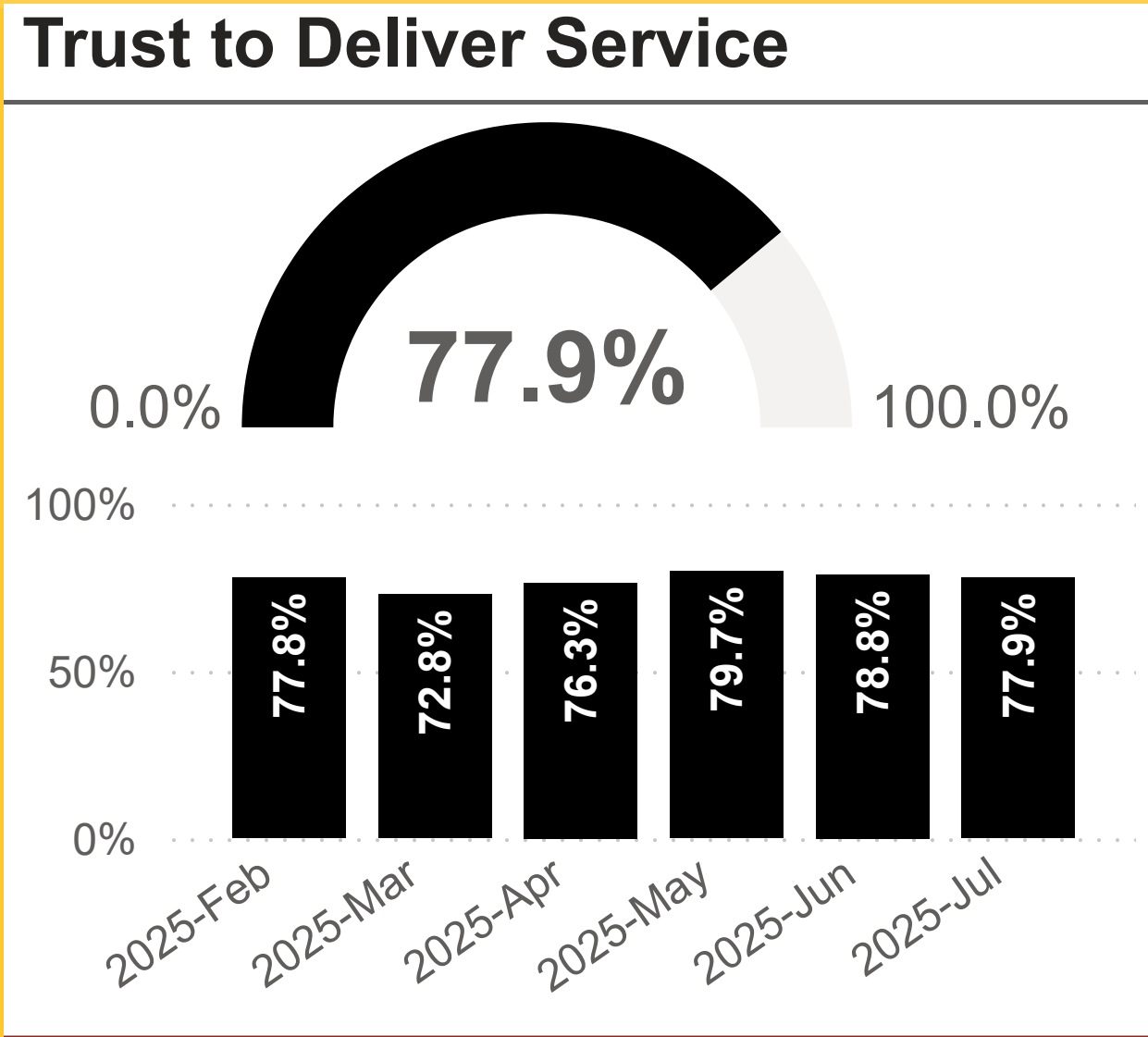
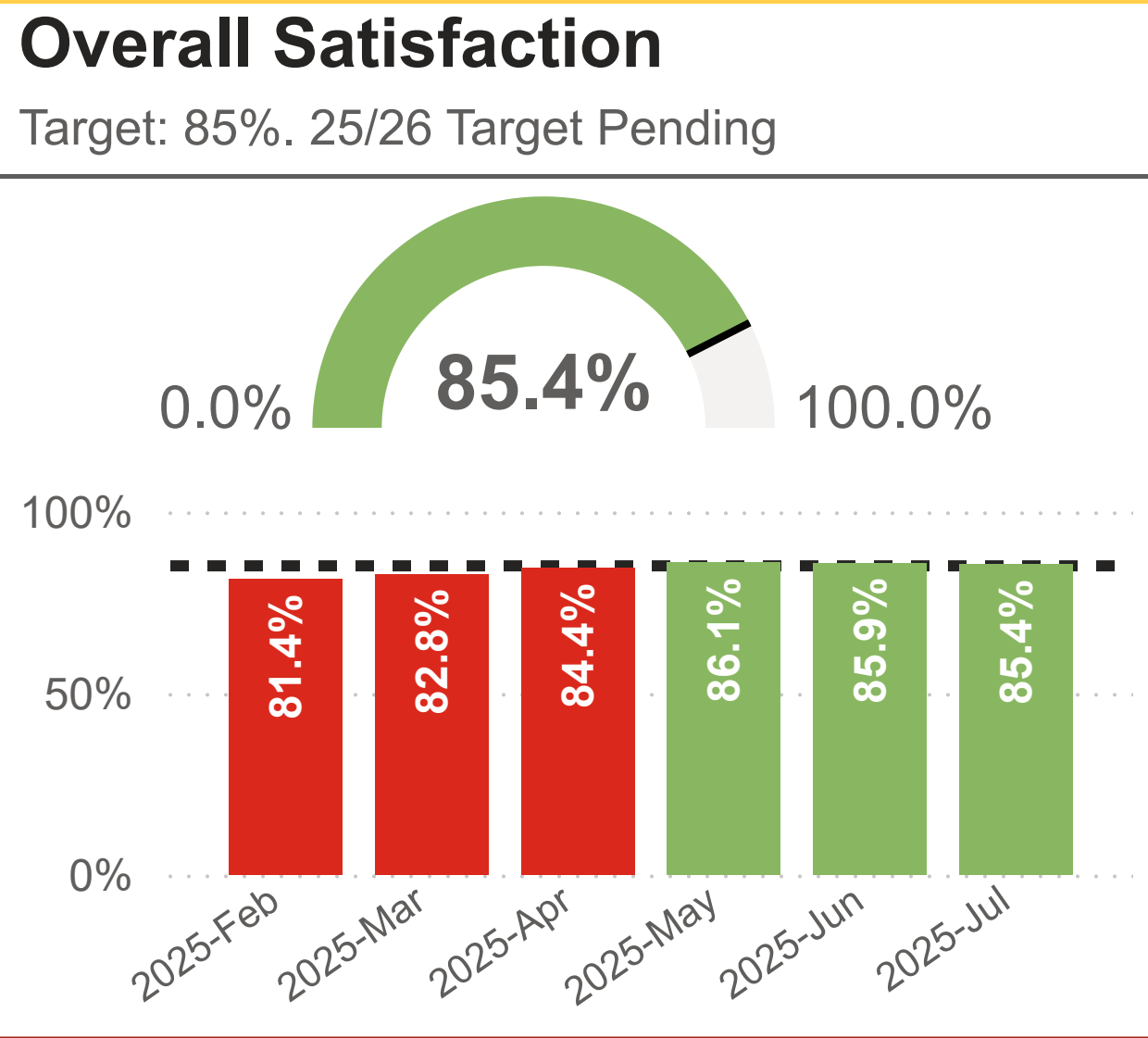
Our Performance in July 2025

Customer Feedback Metrics

Network Wide

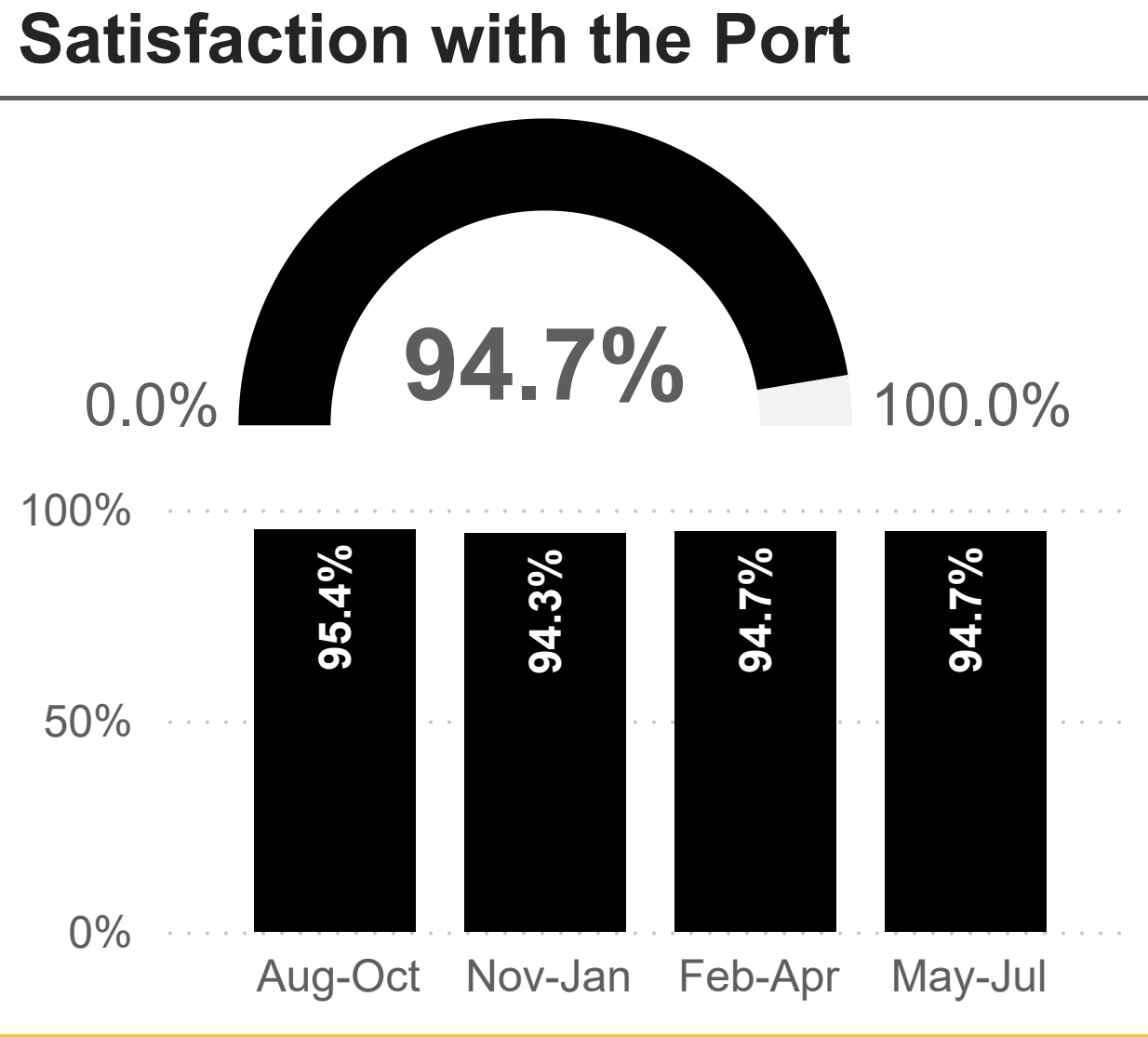
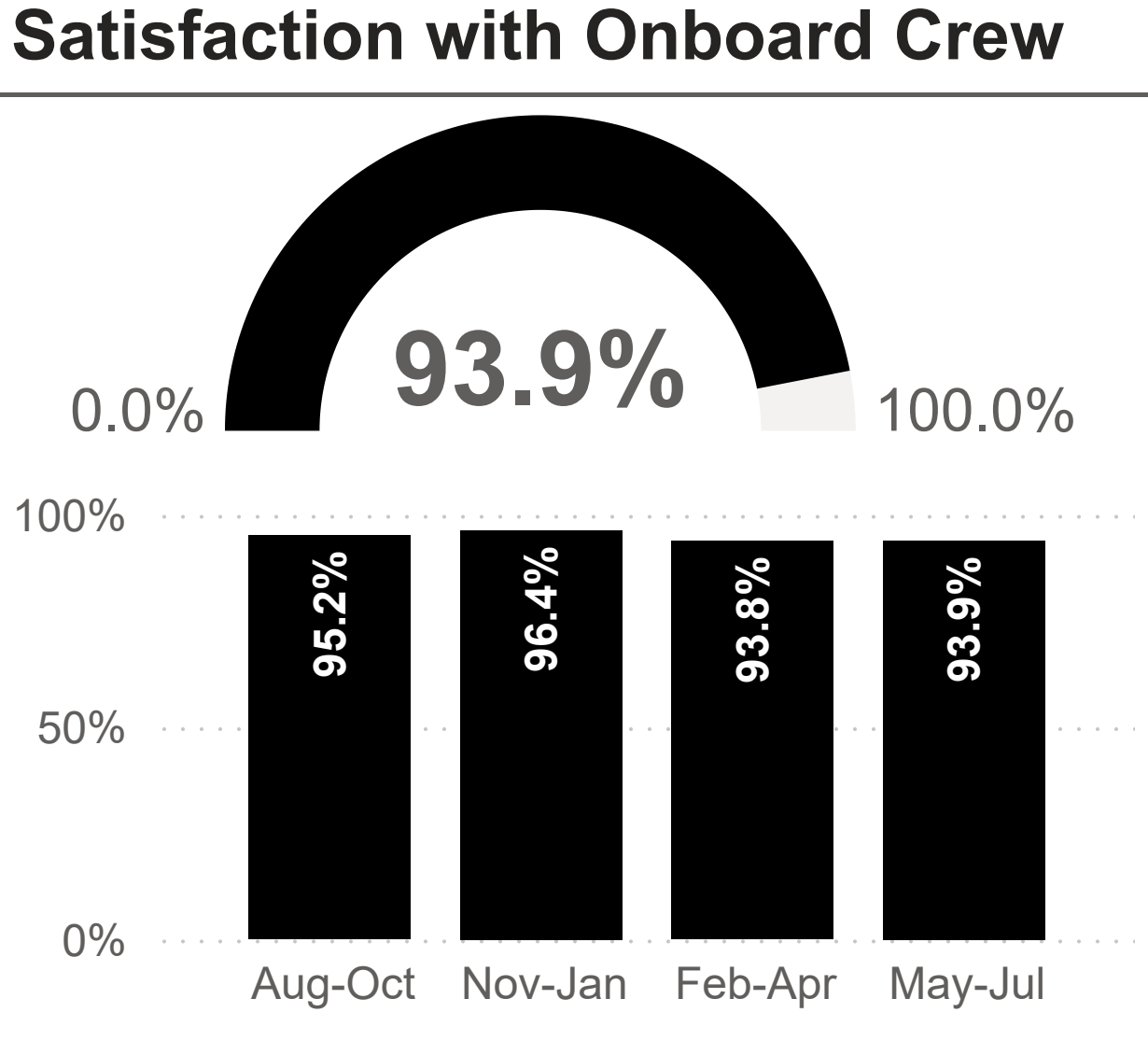
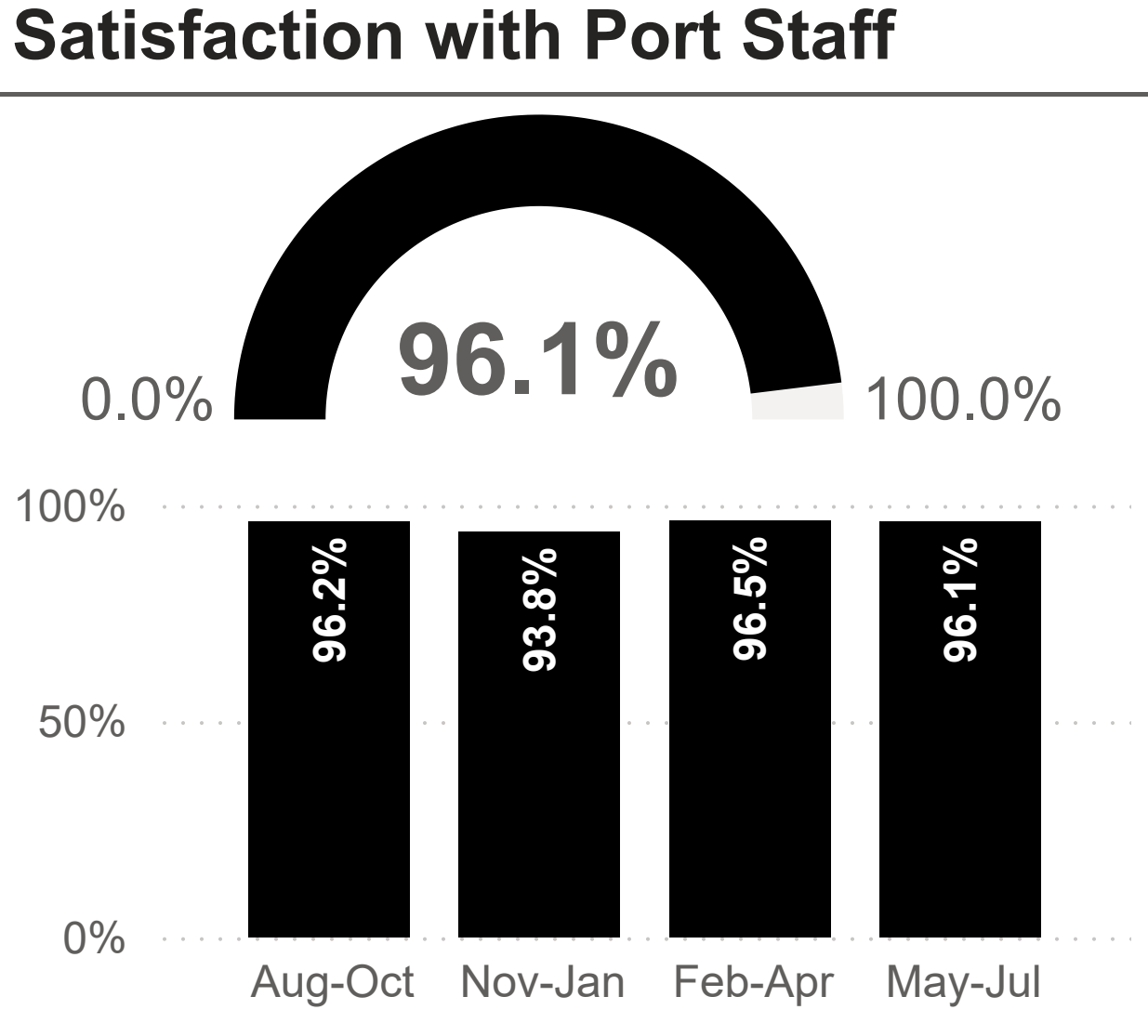
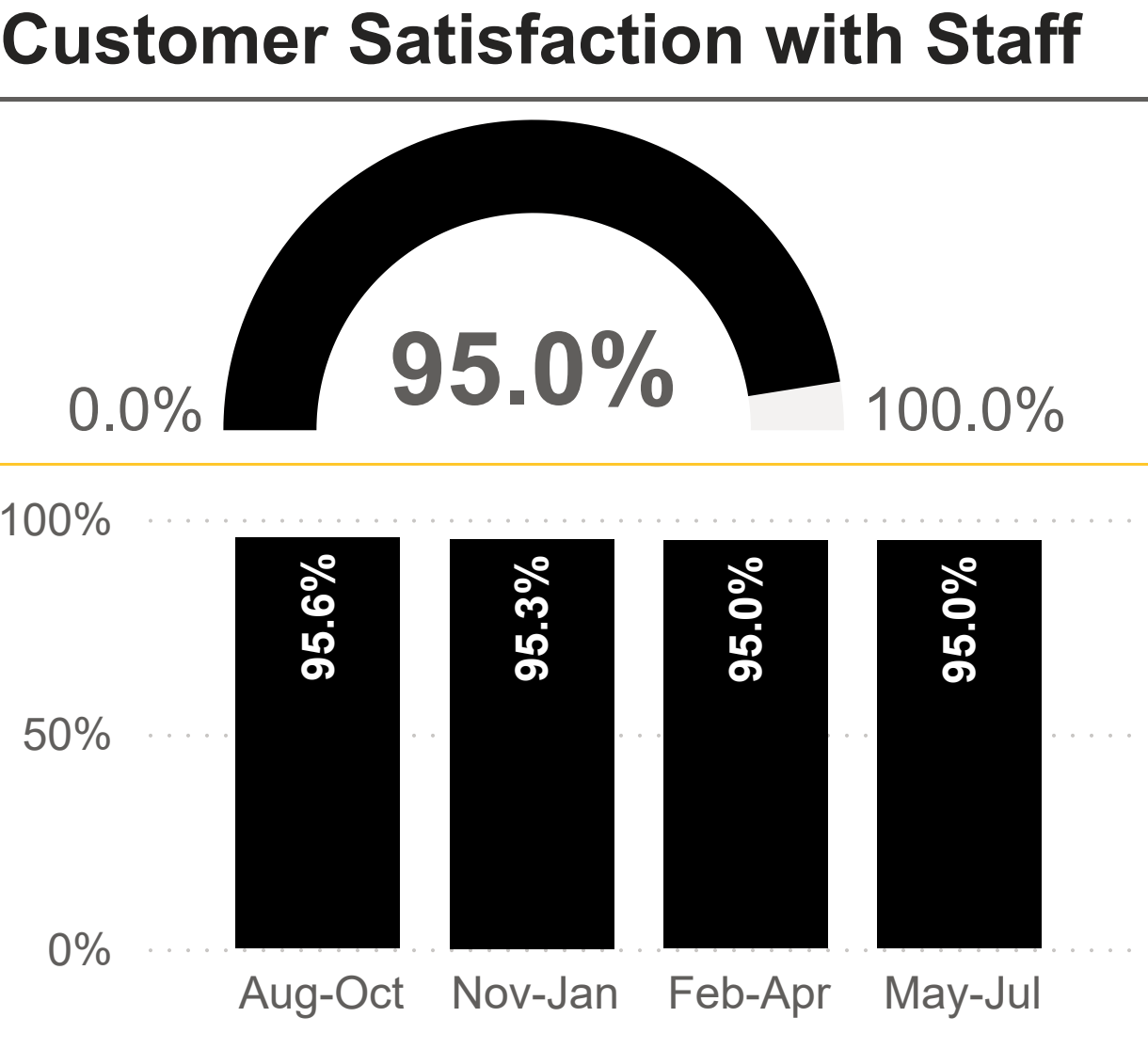
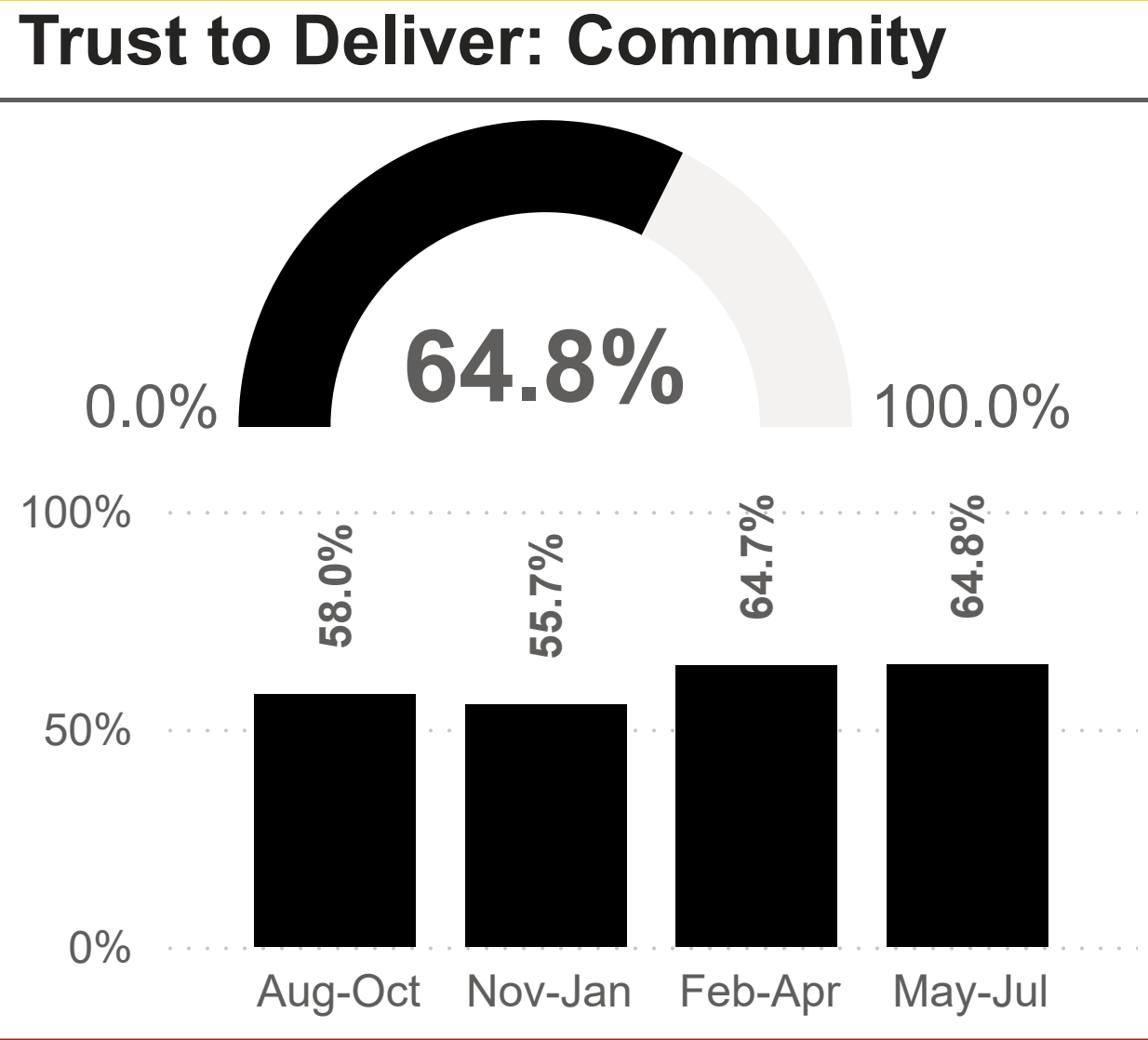
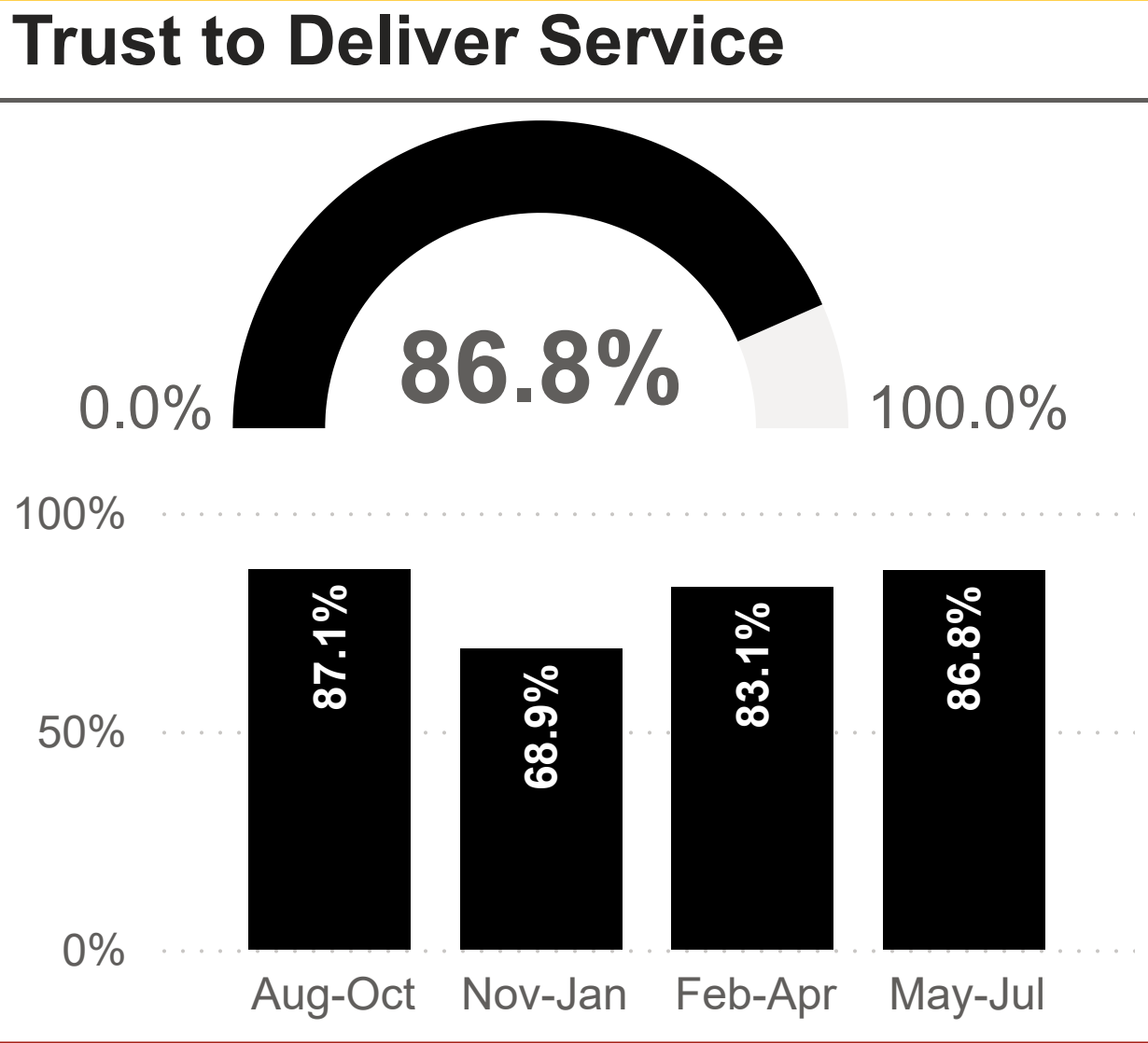
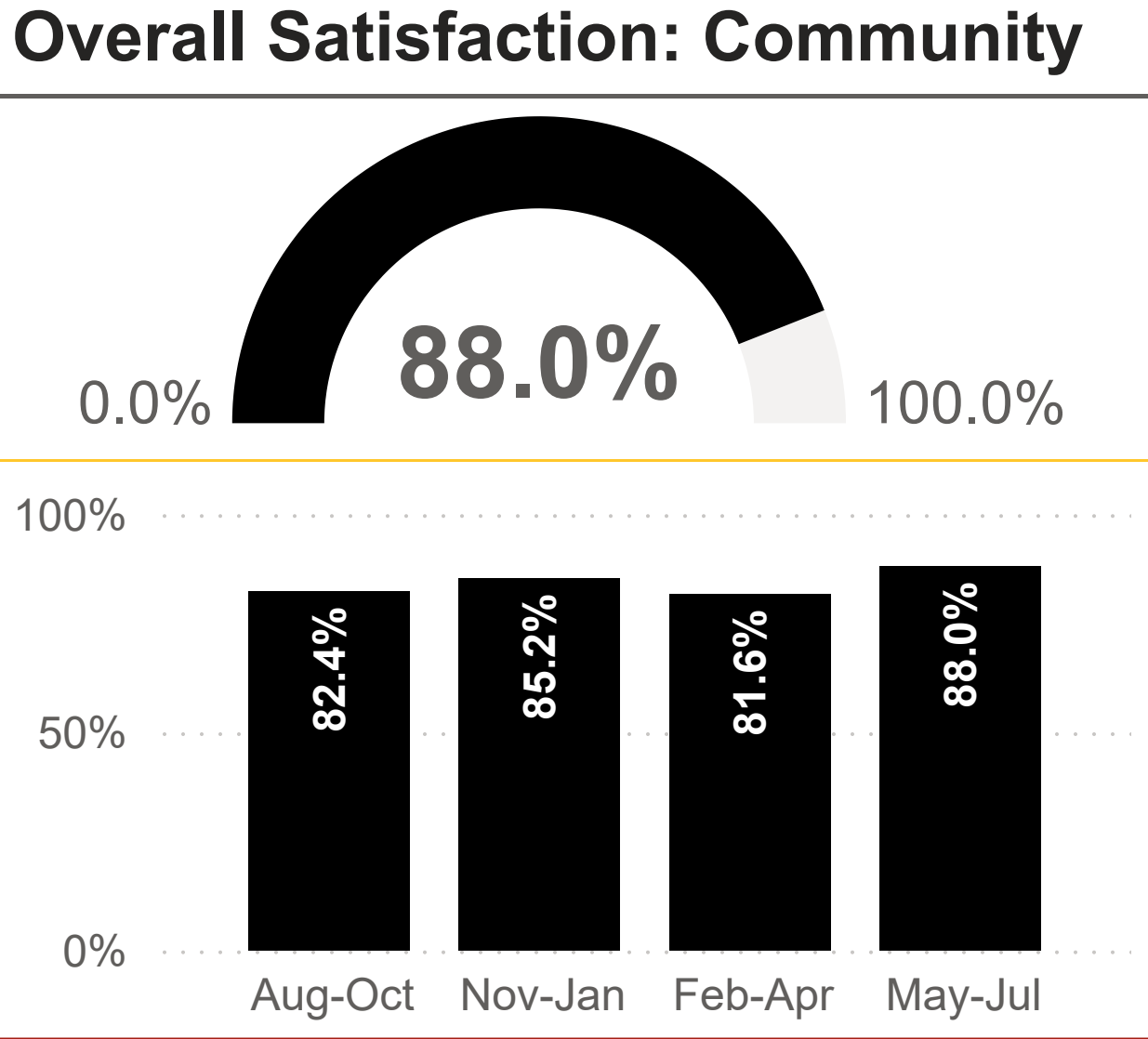
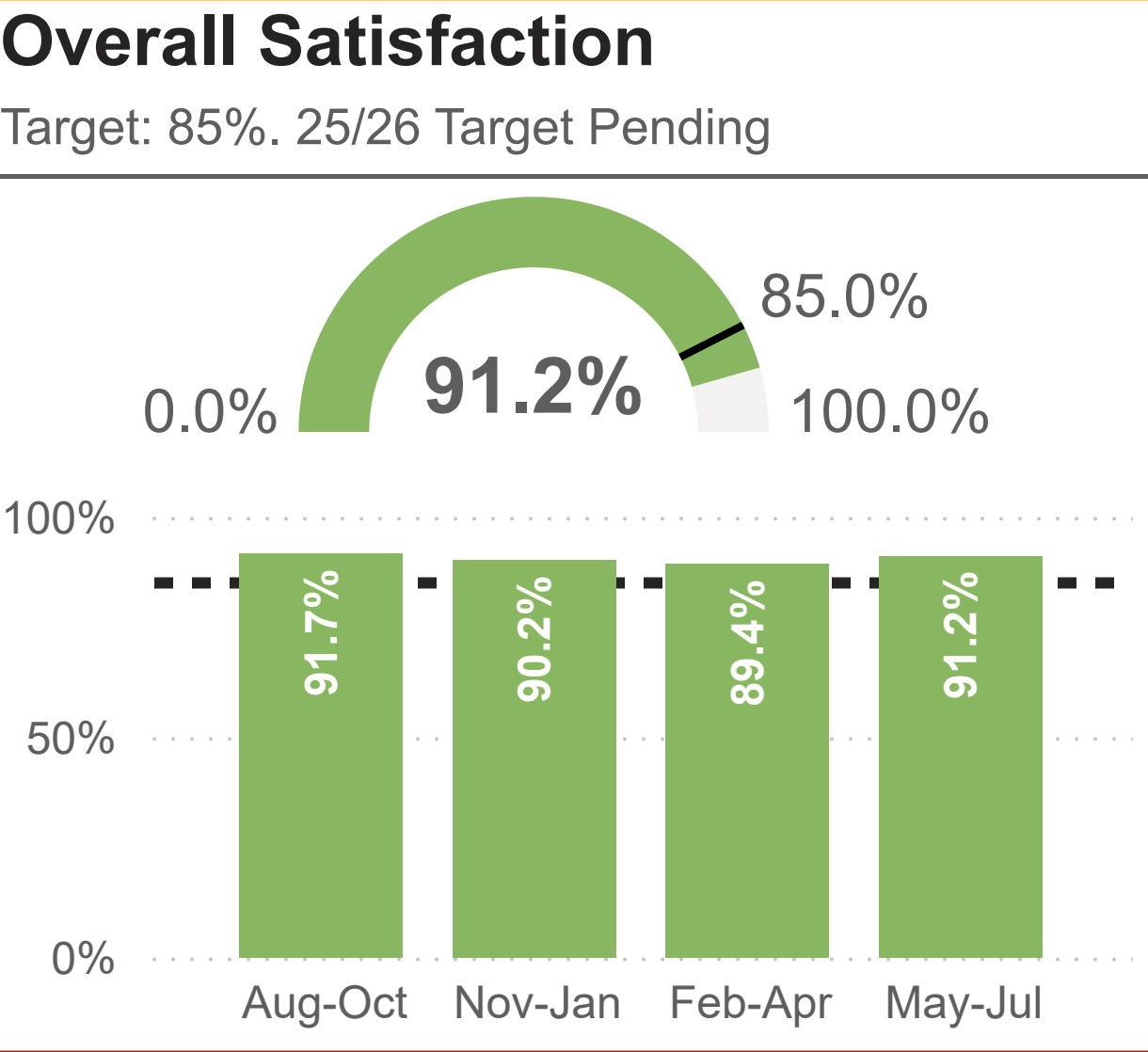


For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.





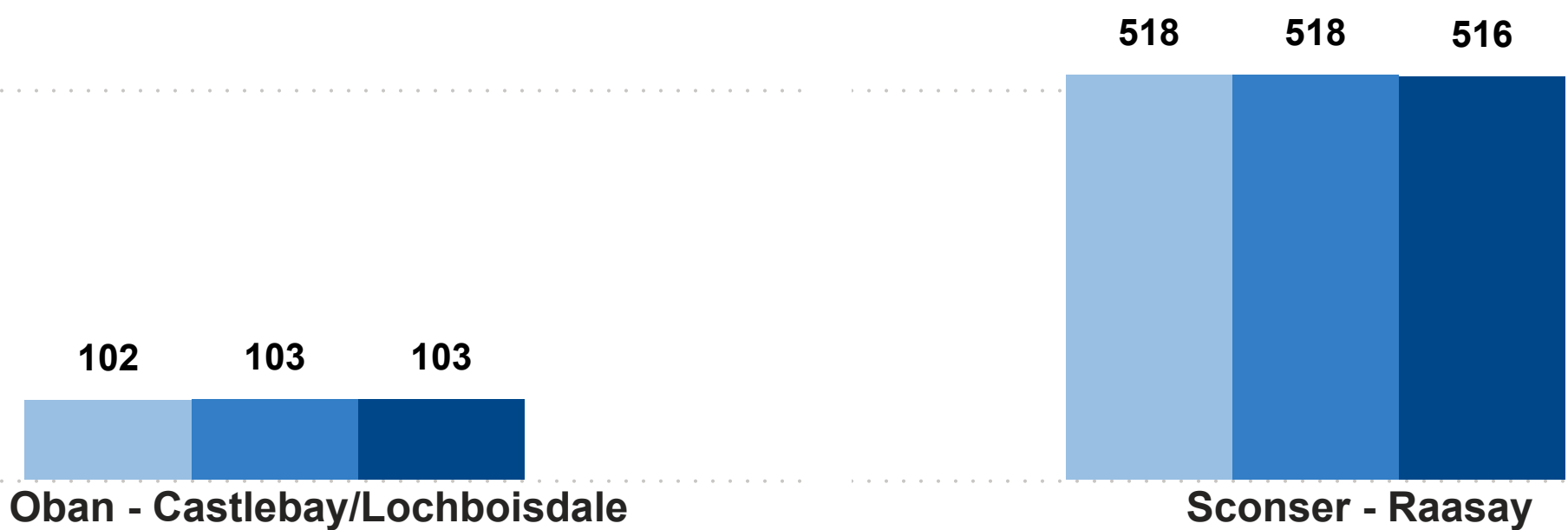
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.
Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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





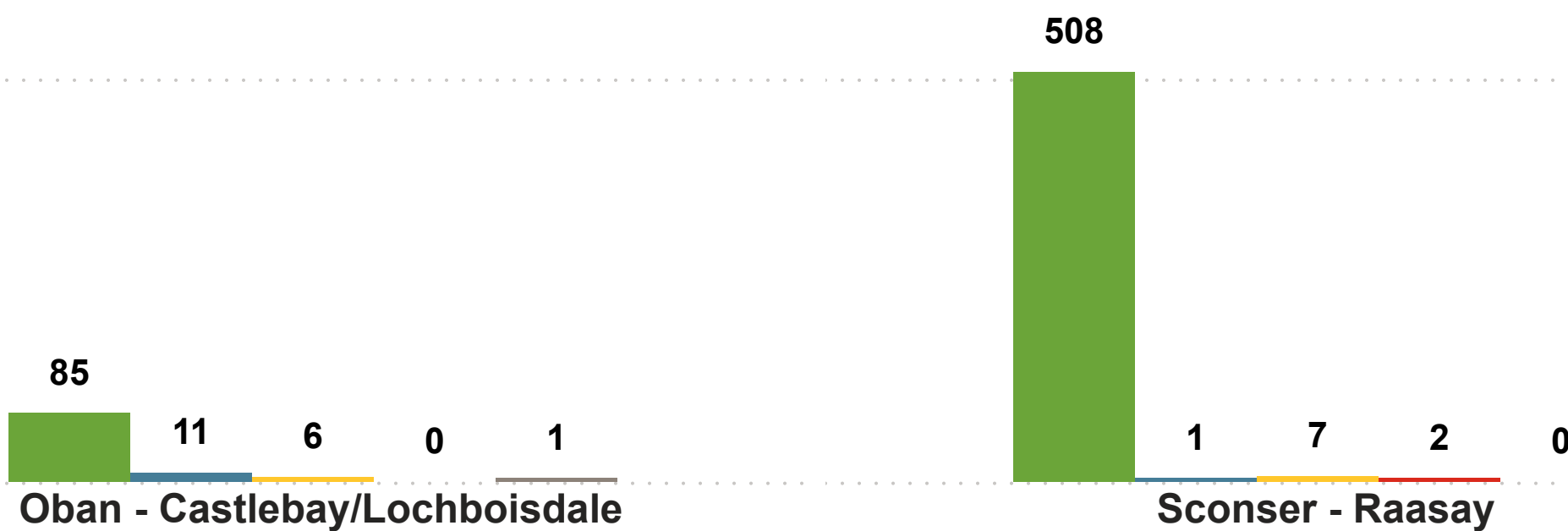
Sailings Timetabled, Amended & Actual

● Timetabled ● Amended ● Actual



Punctuality & Reliability

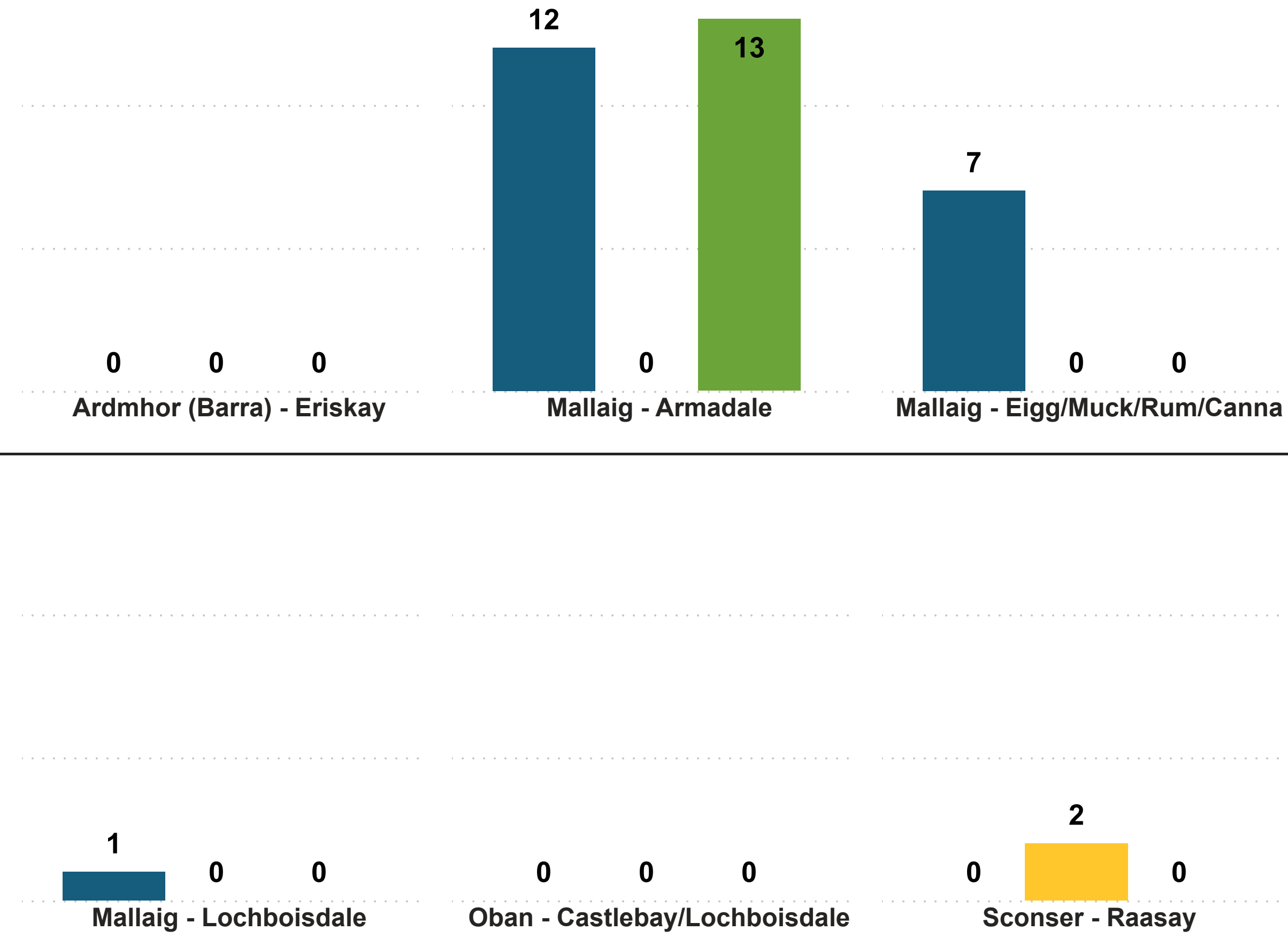
● On Time ● Level 1 Lateness ● Level 2 Lateness ● Cancelled ● Additional





Cancelled Sailings (By Reason)

Weather Technical Other



Missed Train Connections

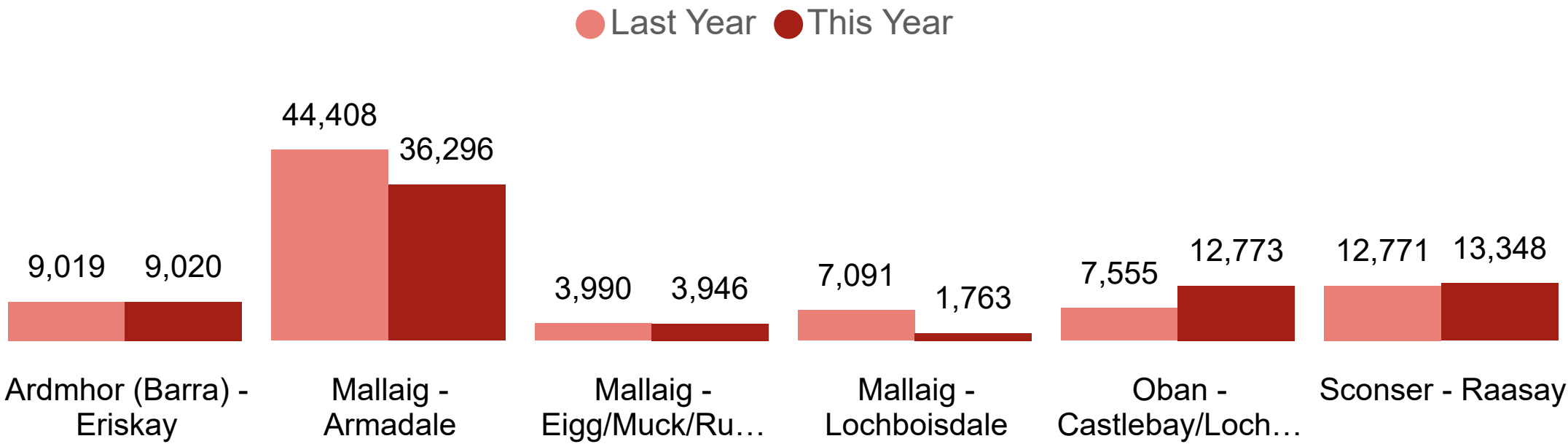
0

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

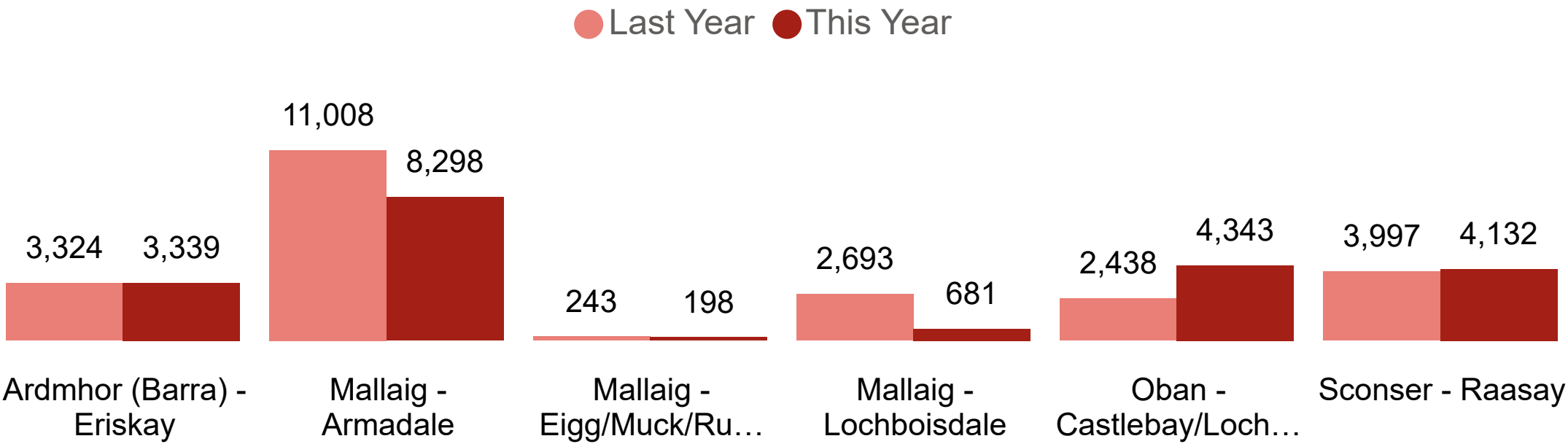
"Other" refers to any cancellations not resulting from weather and technical disruption. This includes cancellations due to reasons such as bunkering issues, berth unavailability etc.



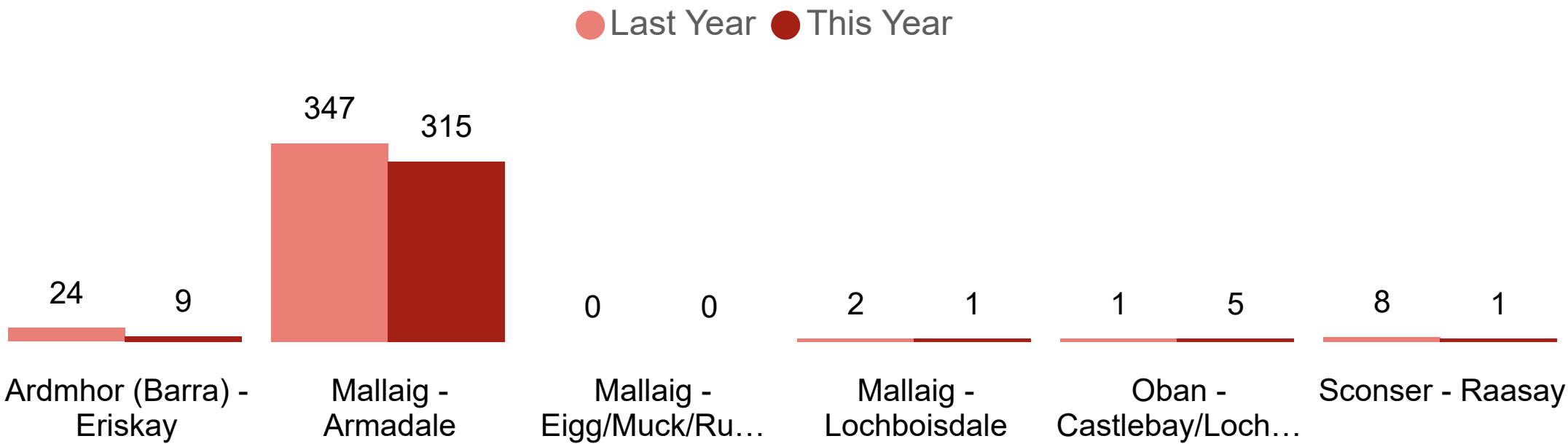
Shipped Passengers



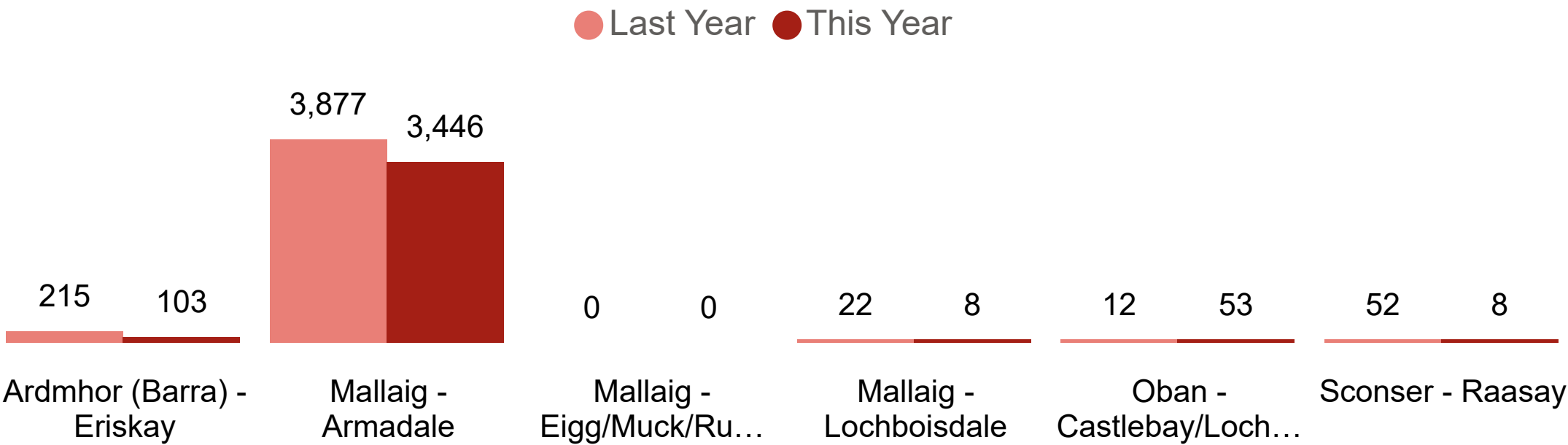
Shipped Cars



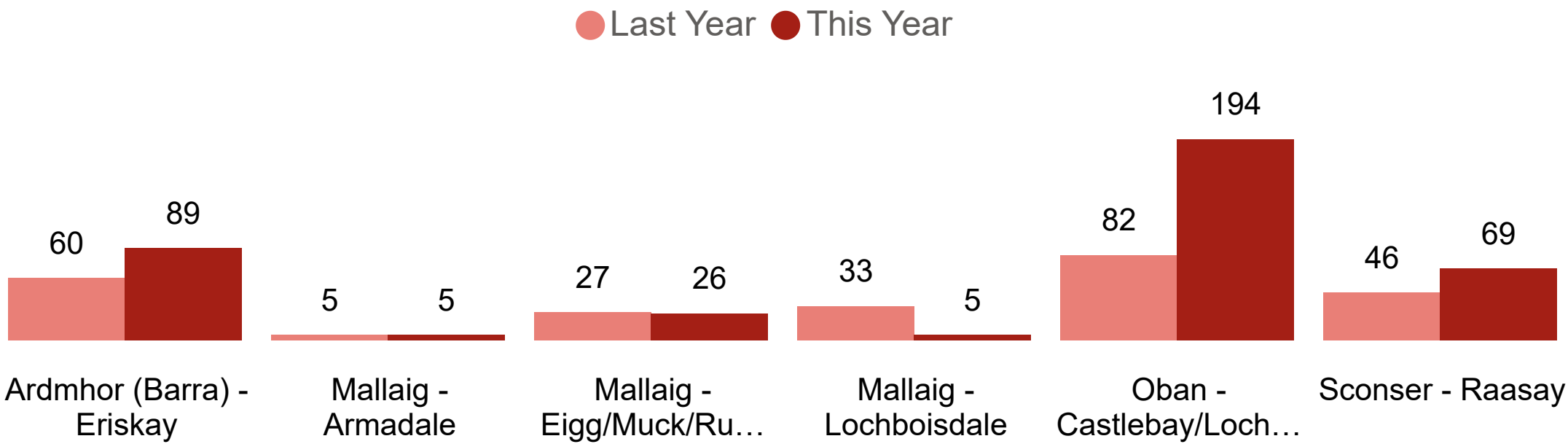
Shipped Coaches



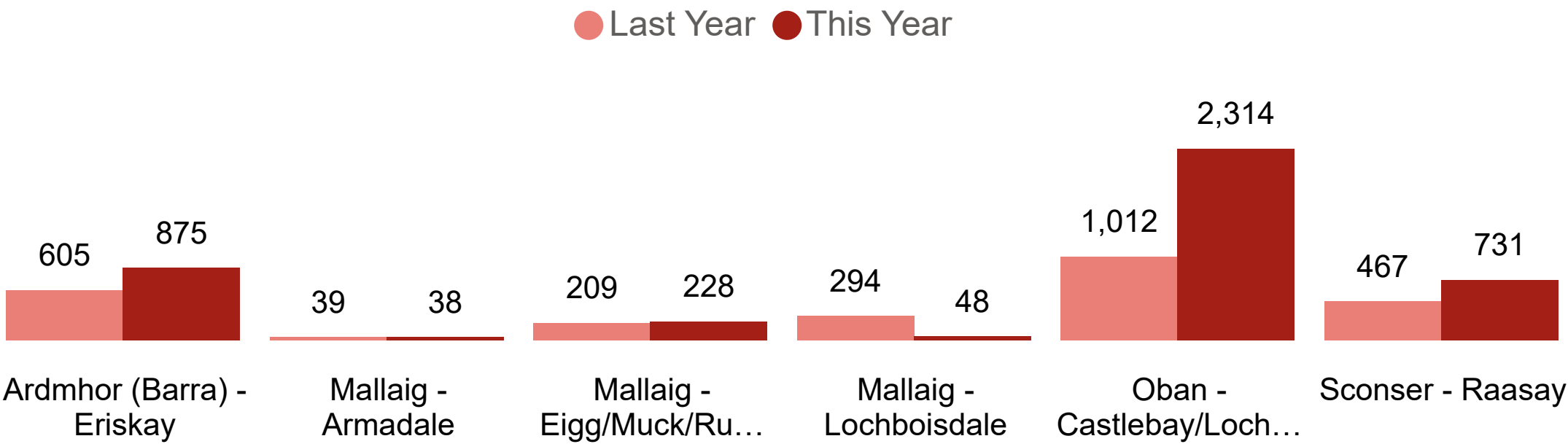
Shipped Coach Metres



Shipped Commercial Vehicles

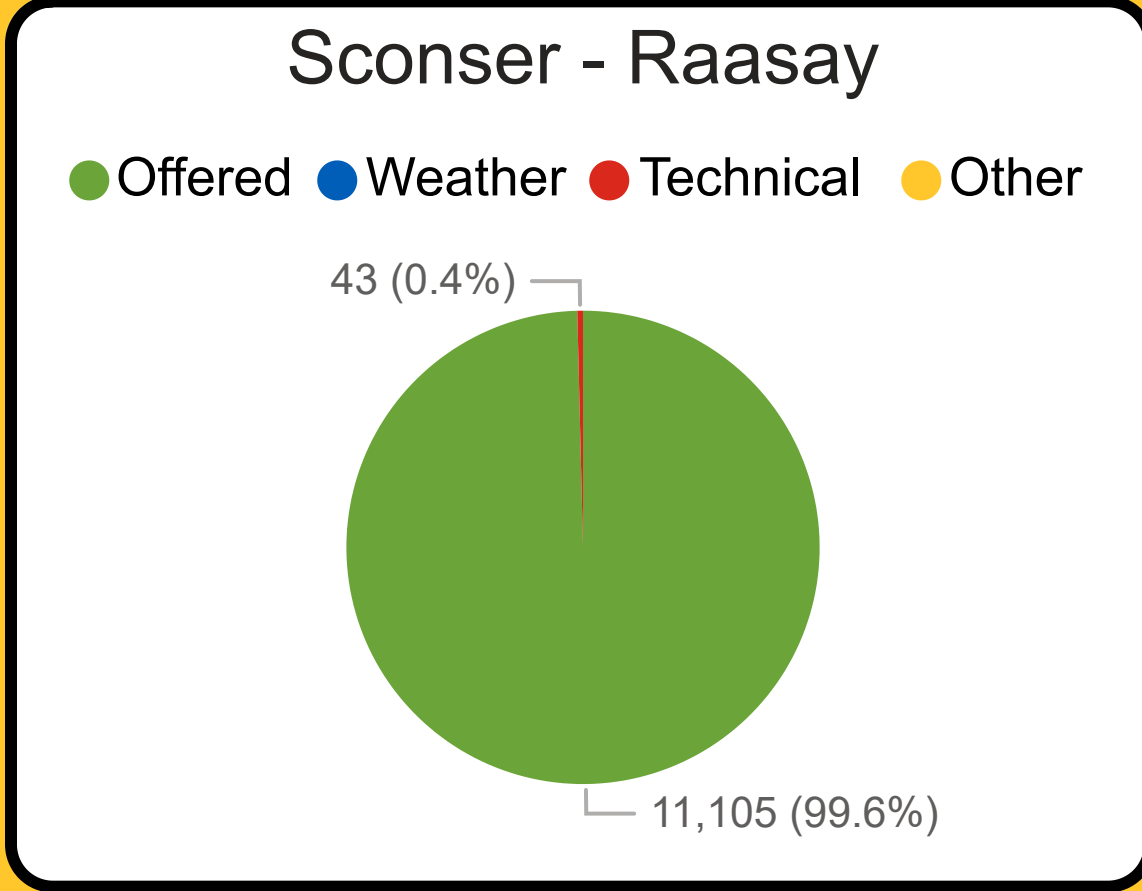
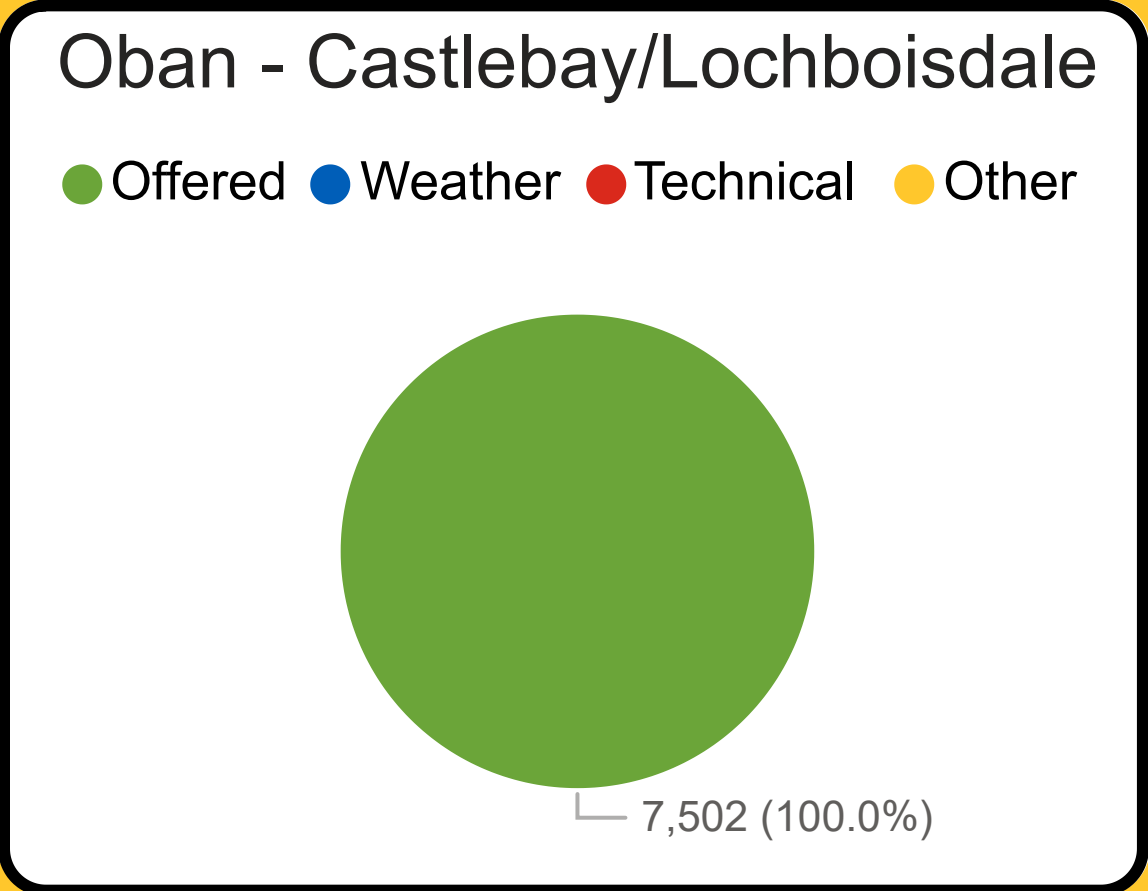
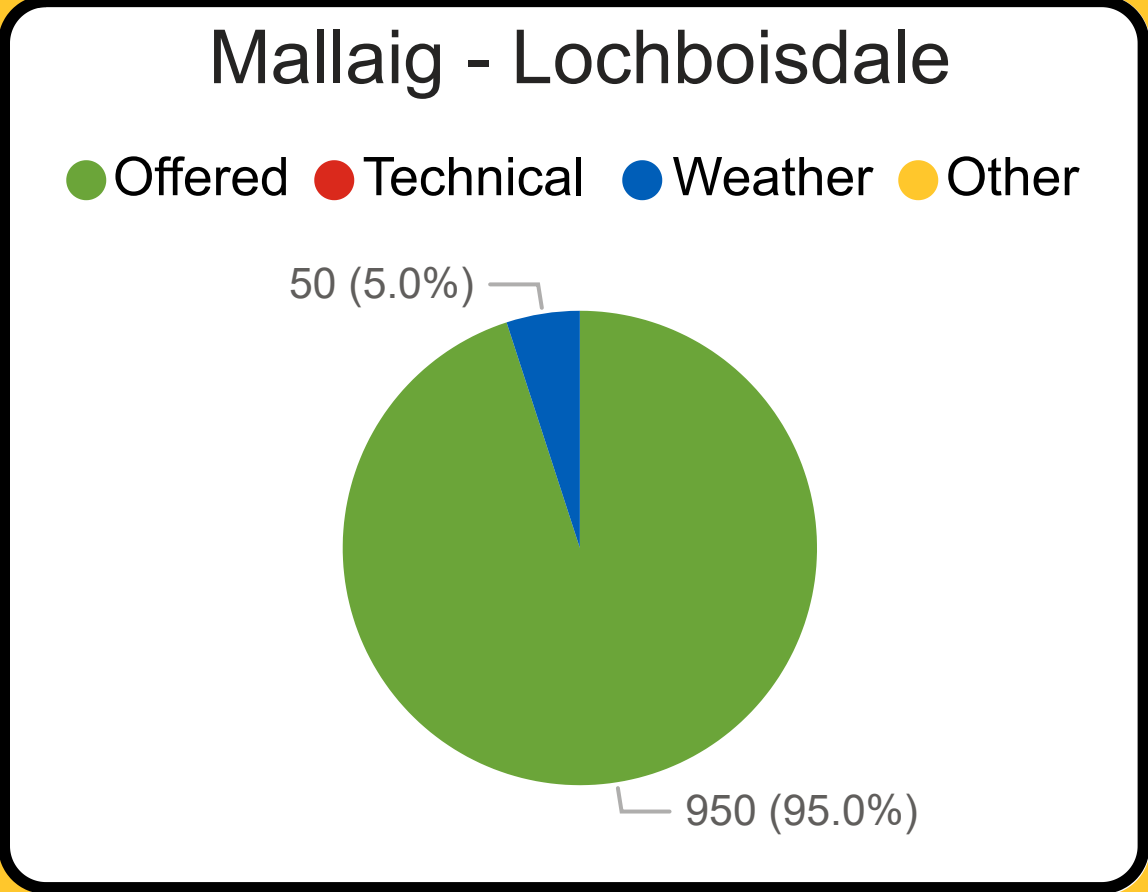
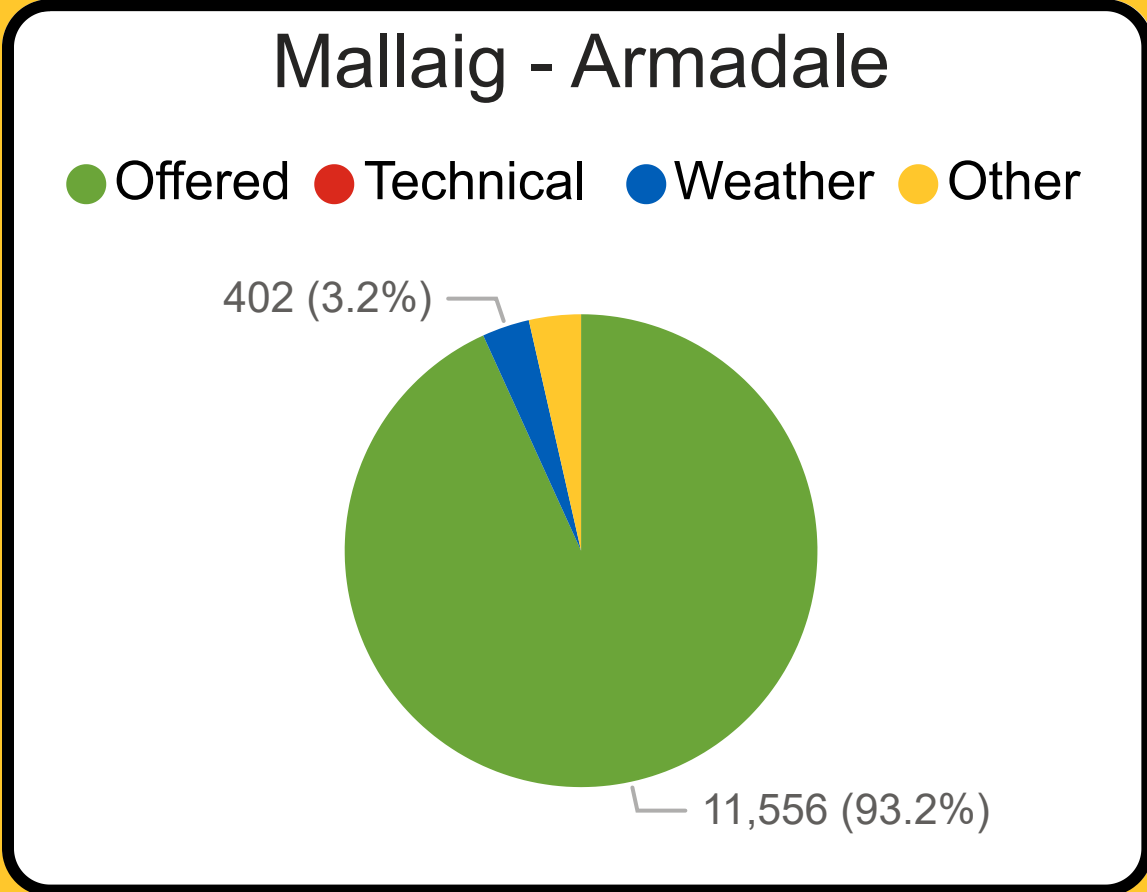
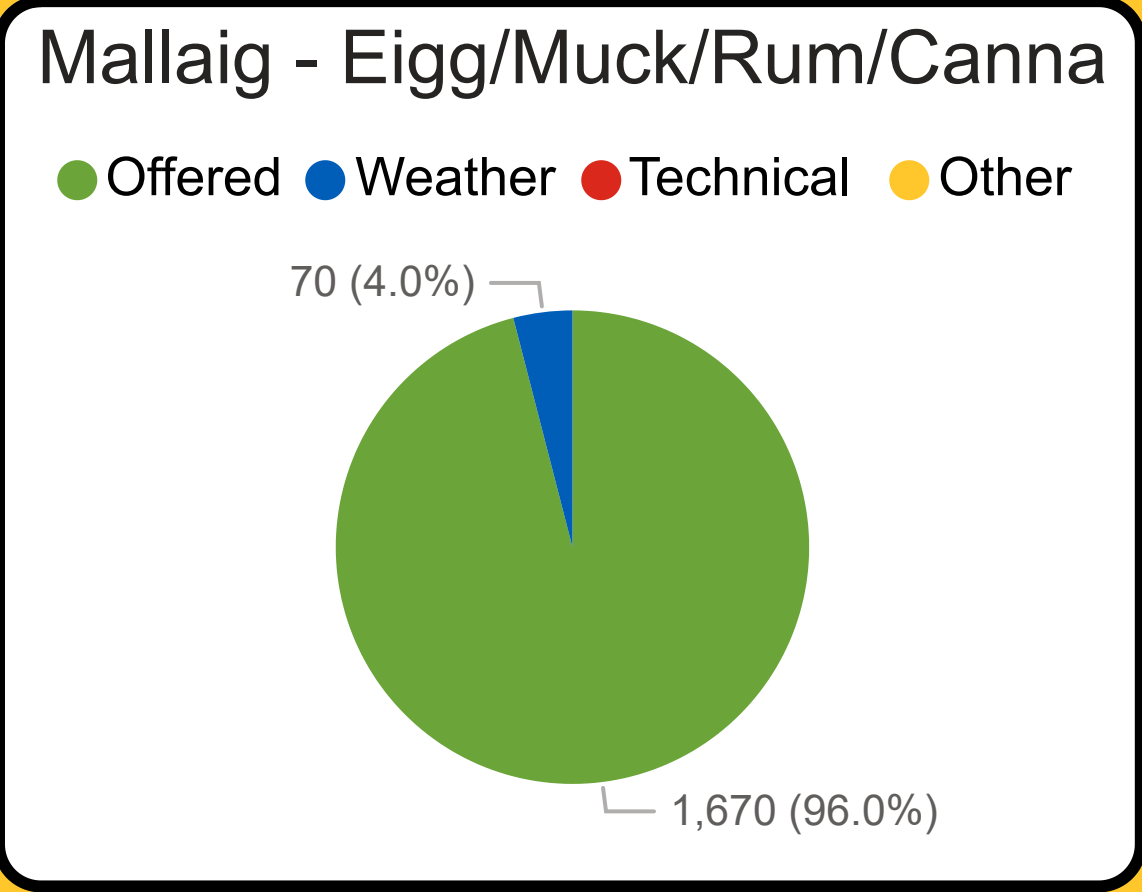
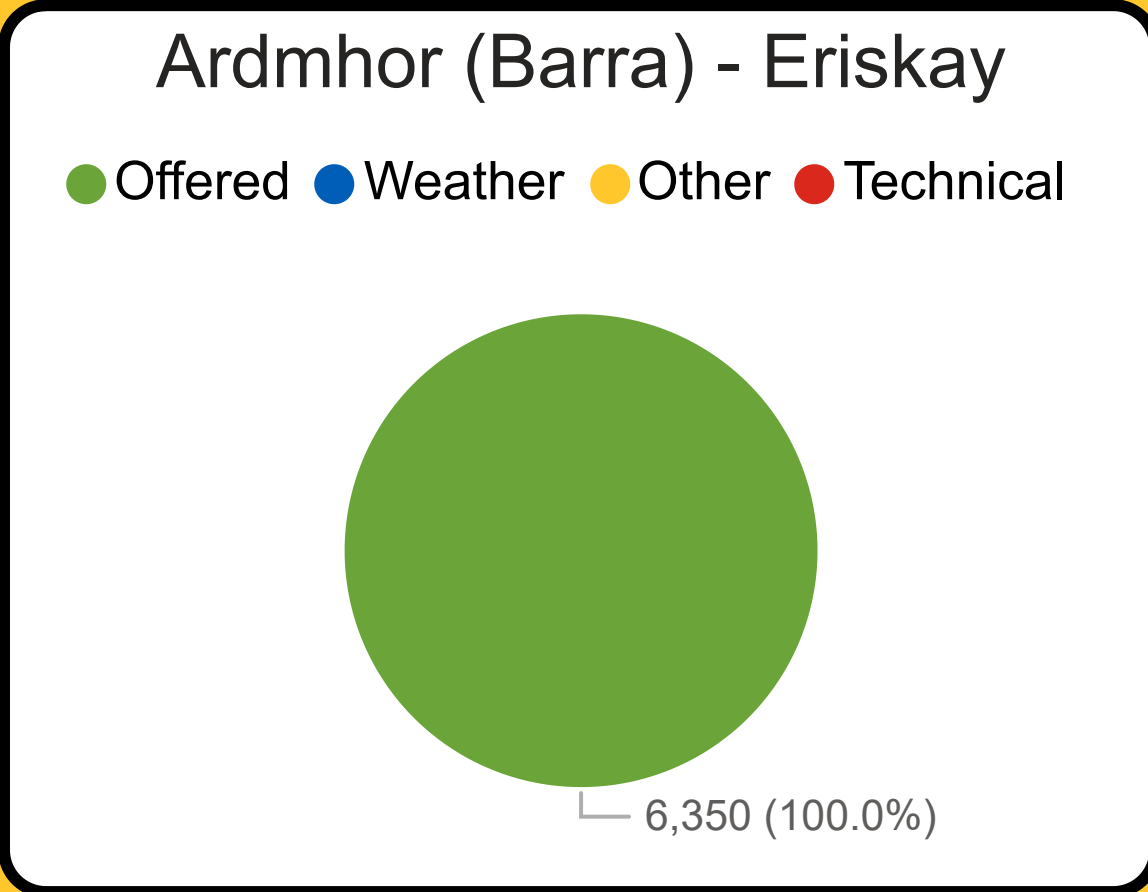


Shipped Commercial Vehicle Metres





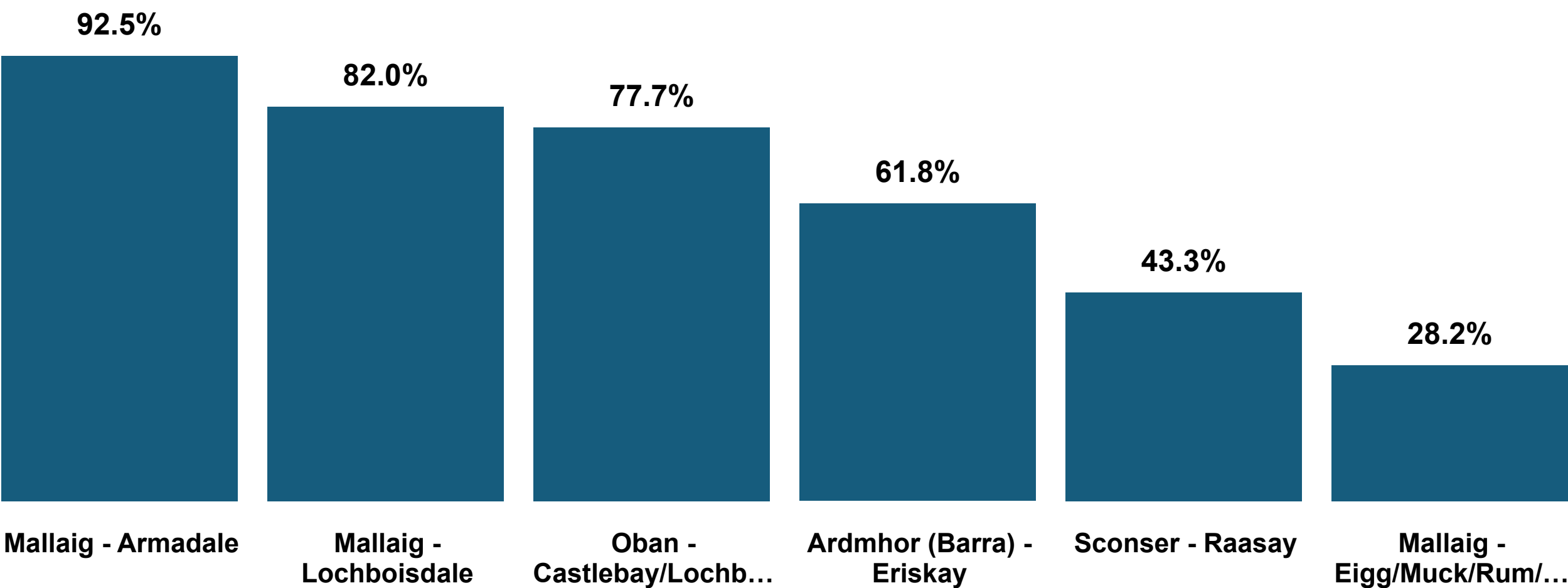
- 1 Car Equivalent Space is equal to 4.6 General Lane Metres
- Below visuals represent car equivalent spaces offered vs car equivalent space made unavailable as a result of technical, weather and all other cancellations



| Route | Offered | Weather | Tech | Other |
|-------------------------------|---------|---------|------|-------|
| Mallaig - Armadale | 11,556 | 402 | | 440 |
| Sconser - Raasay | 11,105 | | 43 | |
| Oban - Castlebay/Lochboisdale | 7,502 | | | |
| Ardmhor (Barra) - Eriskay | 6,350 | | | |
| Mallaig - Eigg/Muck/Rum/Canna | 1,670 | 70 | | |
| Mallaig - Lochboisdale | 950 | 50 | | |



Average Deck Utilisation



| Route | GLM Offered | GLM Used | Car Equiv. Spaces Used | % Used |
|-------------------------------|-------------|----------|------------------------|--------|
| Mallaig - Armadale | 53.2K | 49.2K | 10,685 | 92.5% |
| Mallaig - Lochboisdale | 4.4K | 3.6K | 779 | 82.0% |
| Oban - Castlebay/Lochboisdale | 34.5K | 26.8K | 5,828 | 77.7% |
| Ardmhor (Barra) - Eriskay | 29.2K | 18.0K | 3,924 | 61.8% |
| Sconser - Raasay | 51.1K | 22.1K | 4,812 | 43.3% |
| Mallaig - Eigg/Muck/Rum/Canna | 7.7K | 2.2K | 471 | 28.2% |
| Total | 180.0K | 121.9K | 26,498 | 67.7% |

Overall Utilisation of Sailings

● >90% ● 75-89% ● 50-74% ● <50%

