

Total Number of
Survey Responses
Last 6 Months

27K

Our Performance in June 2025

Customer Feedback Metrics

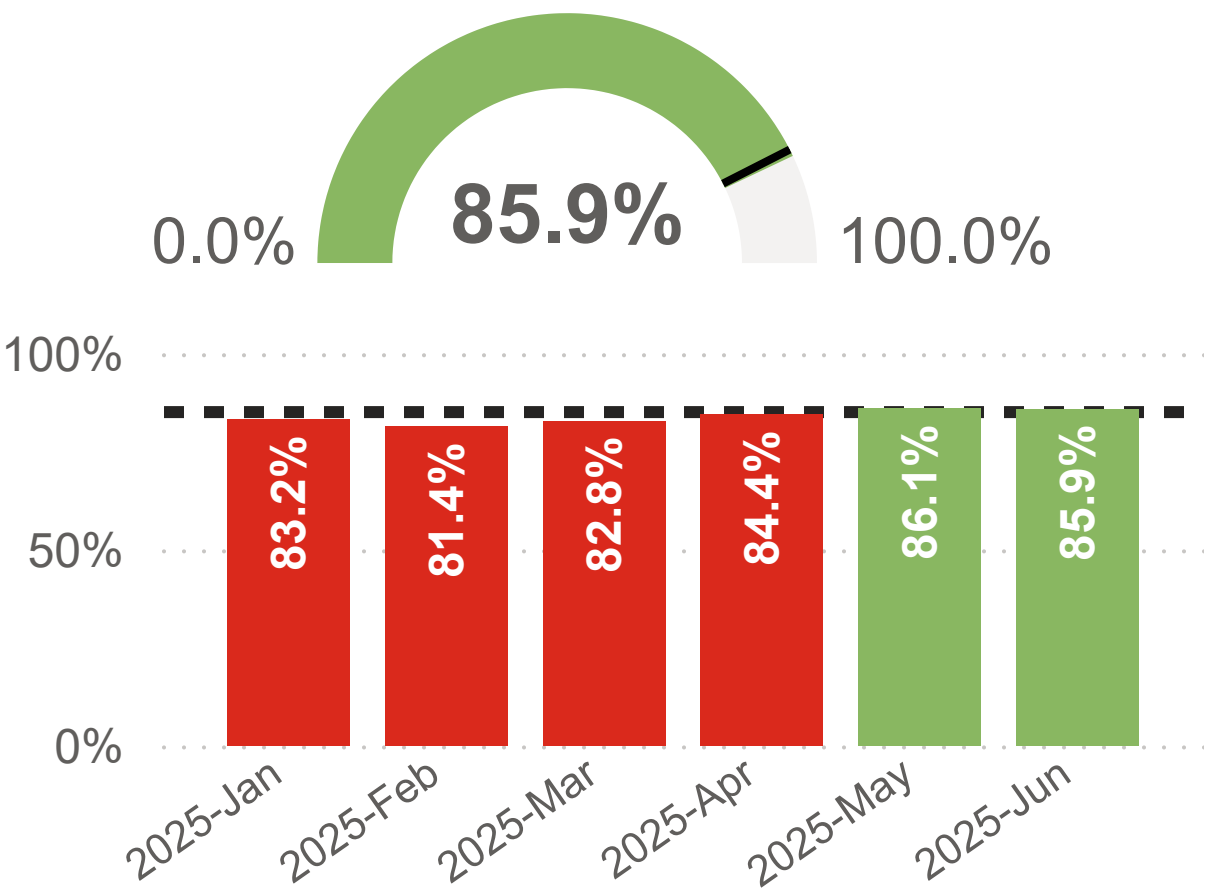
Network Wide



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.

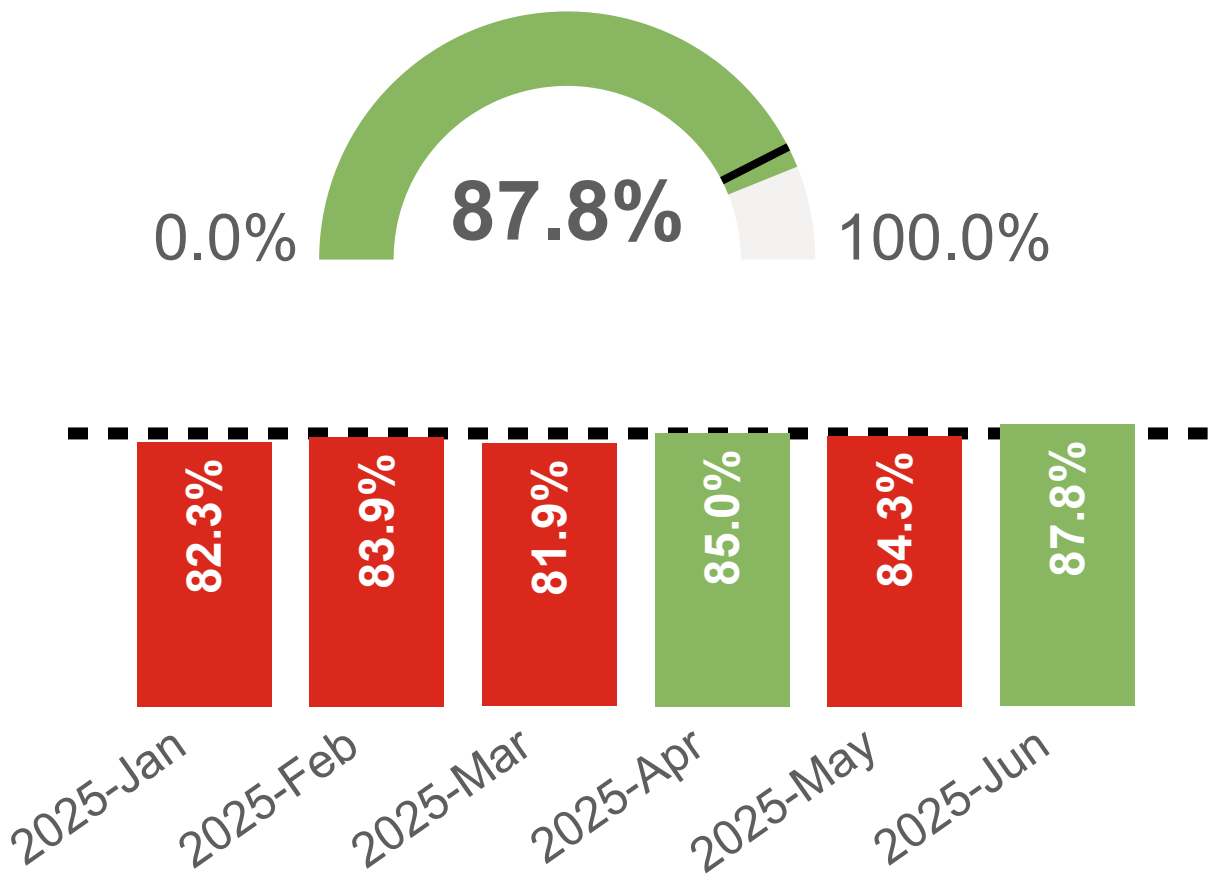
Overall Satisfaction

Target: 85%. 25/26 Target Pending

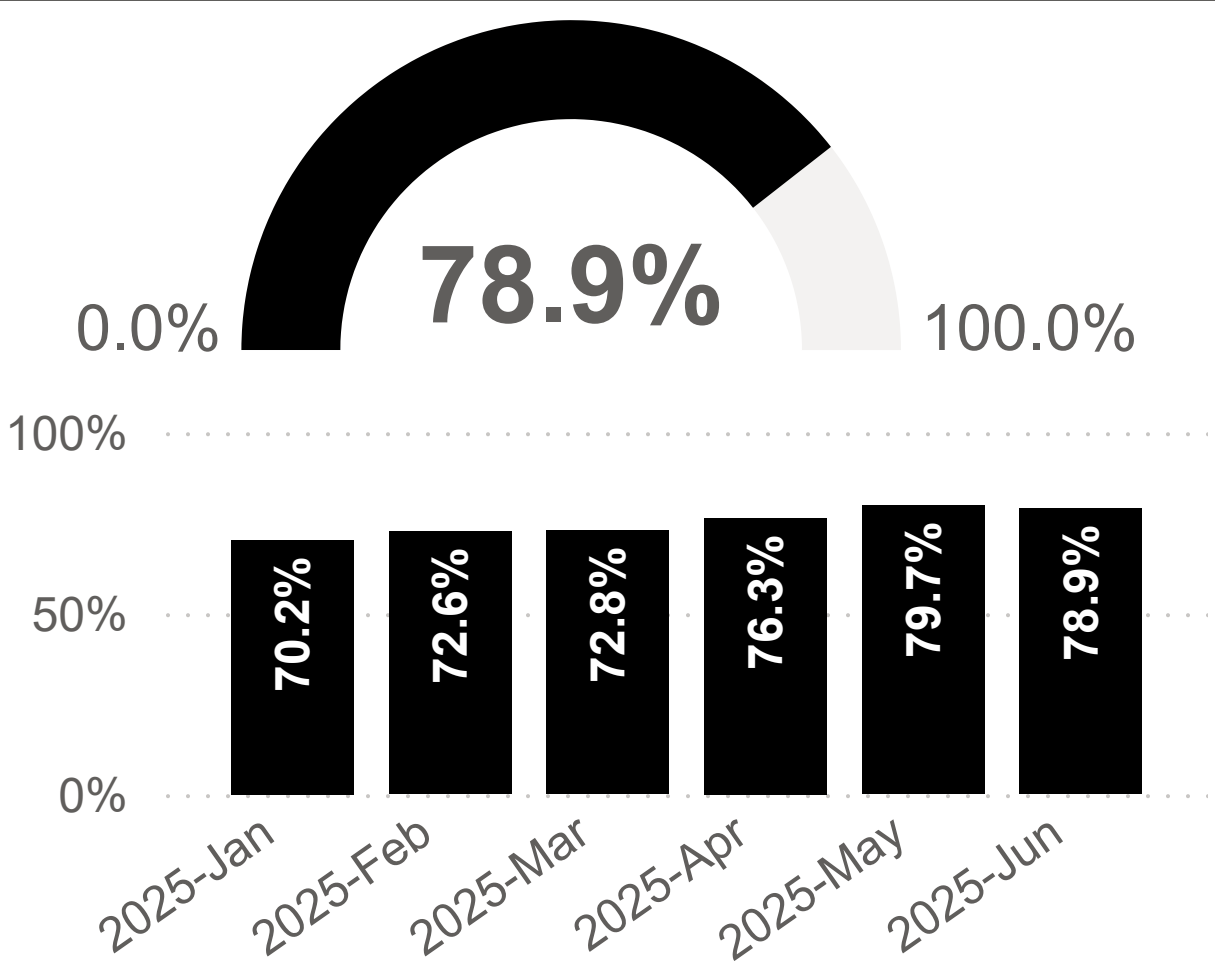


Sentiment

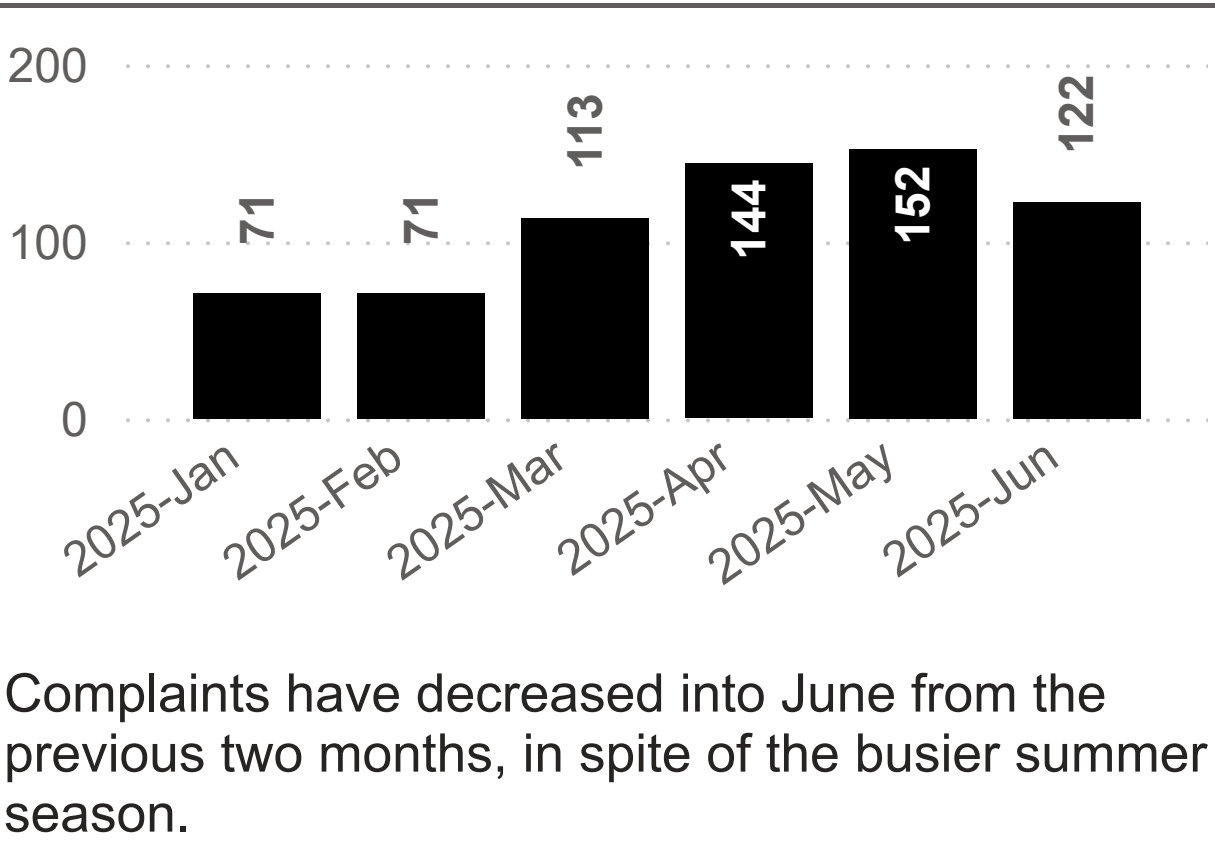
Target: 85%



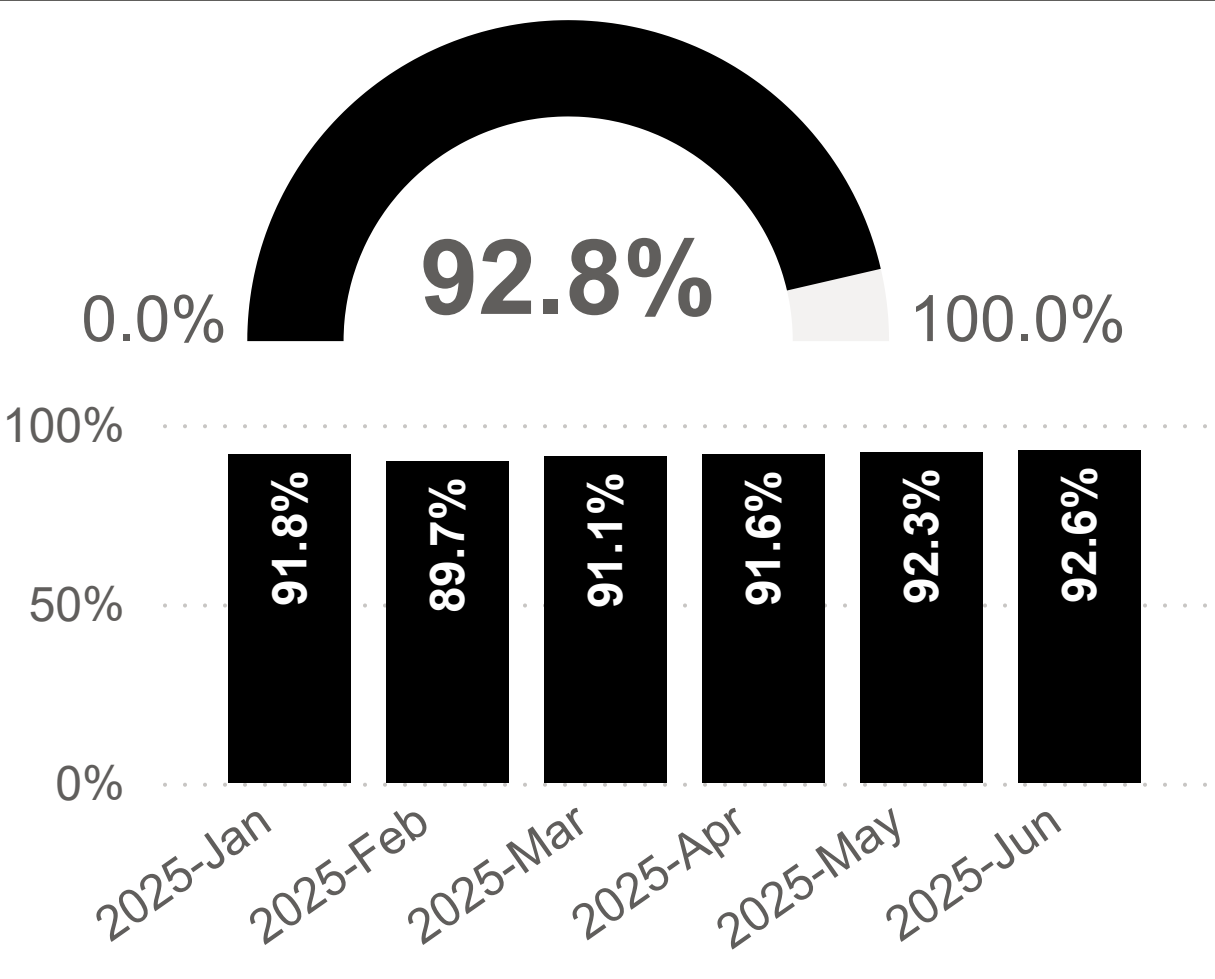
Trust to Deliver Service



Number of Complaints Received

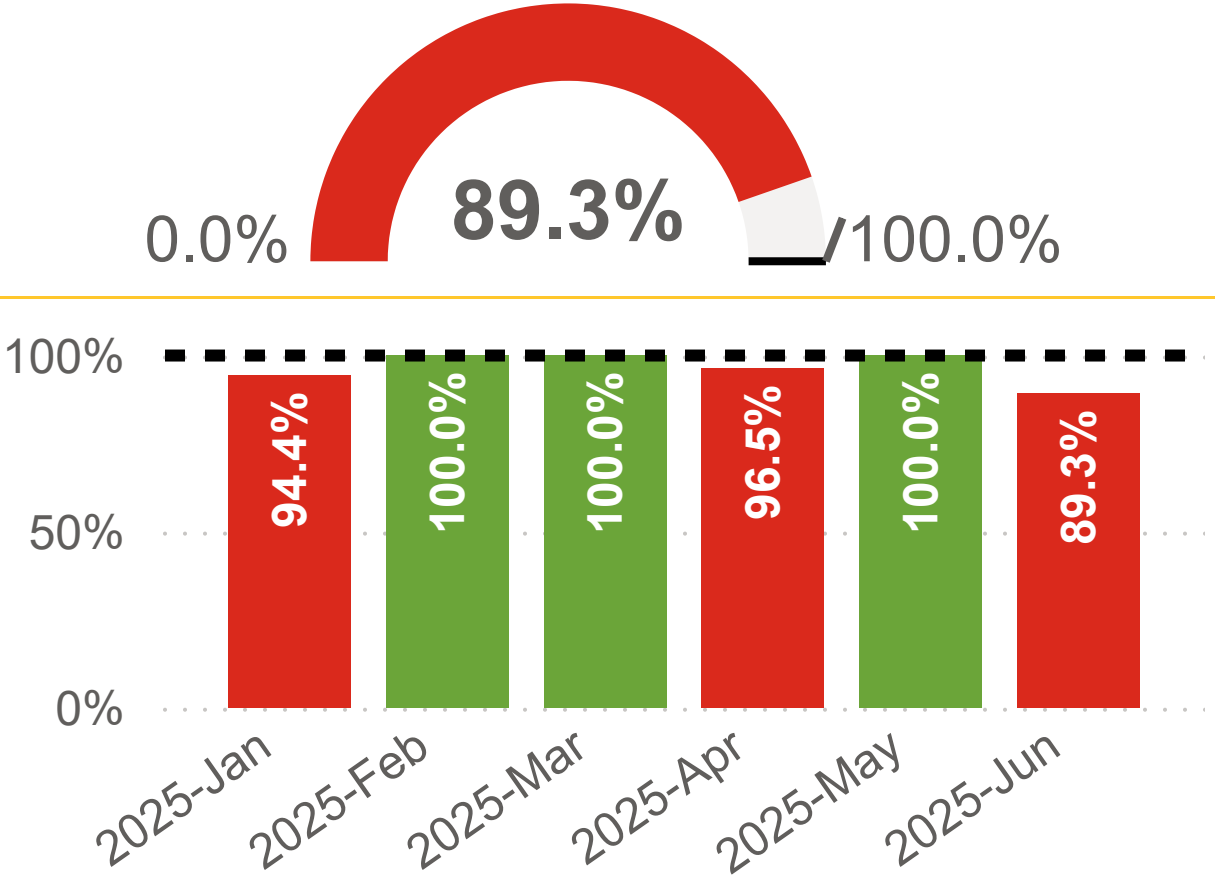


Customer Satisfaction with Staff

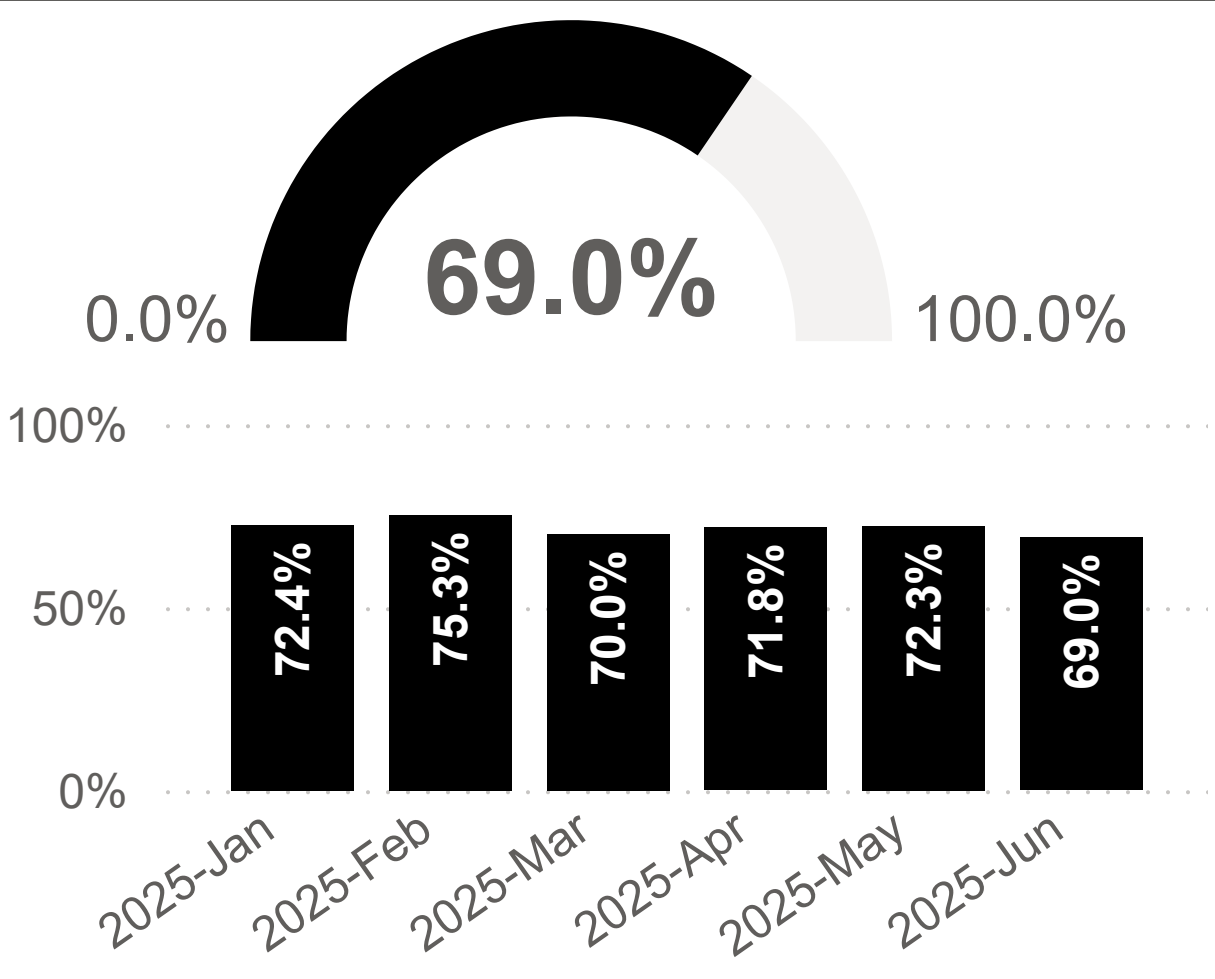


Complaints Handled within 21 Days

Target: 100%

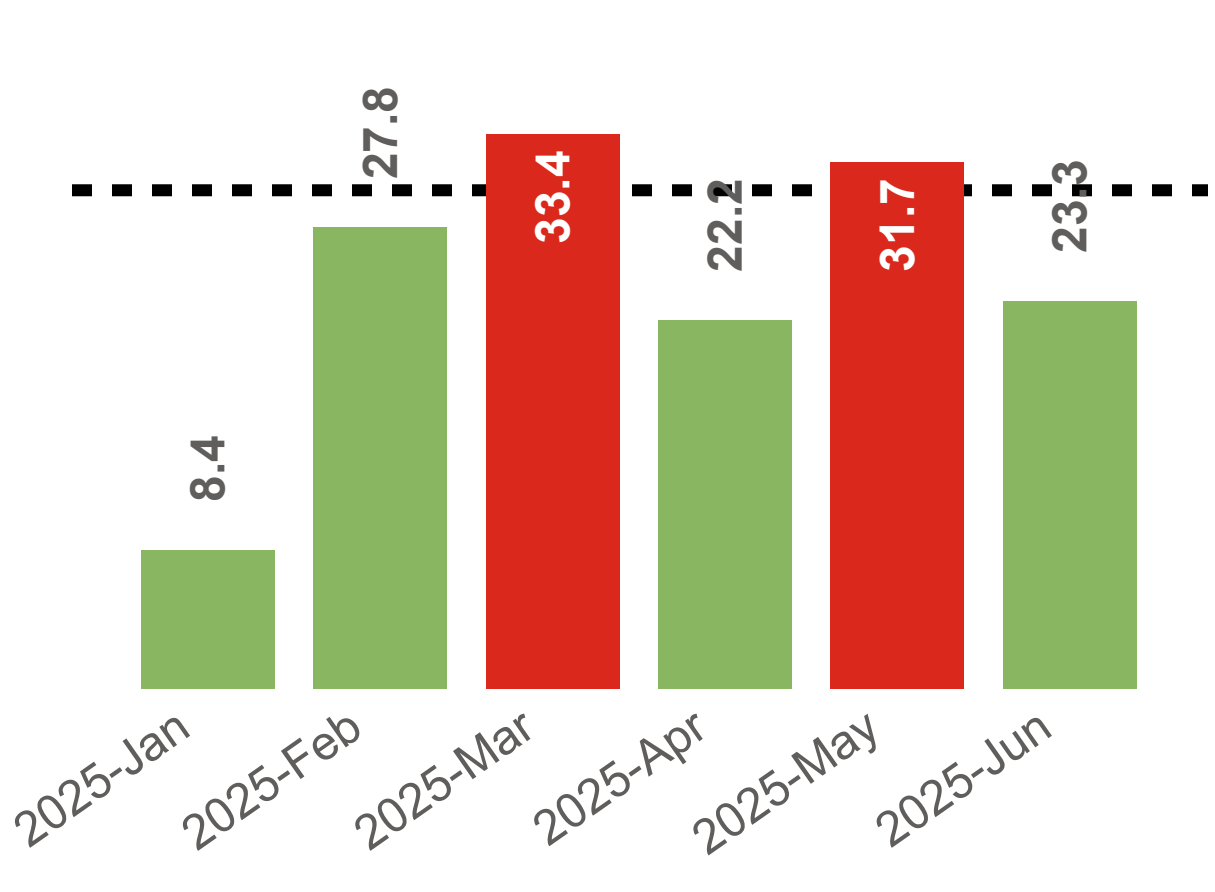


Calls Resolved on 1st Call



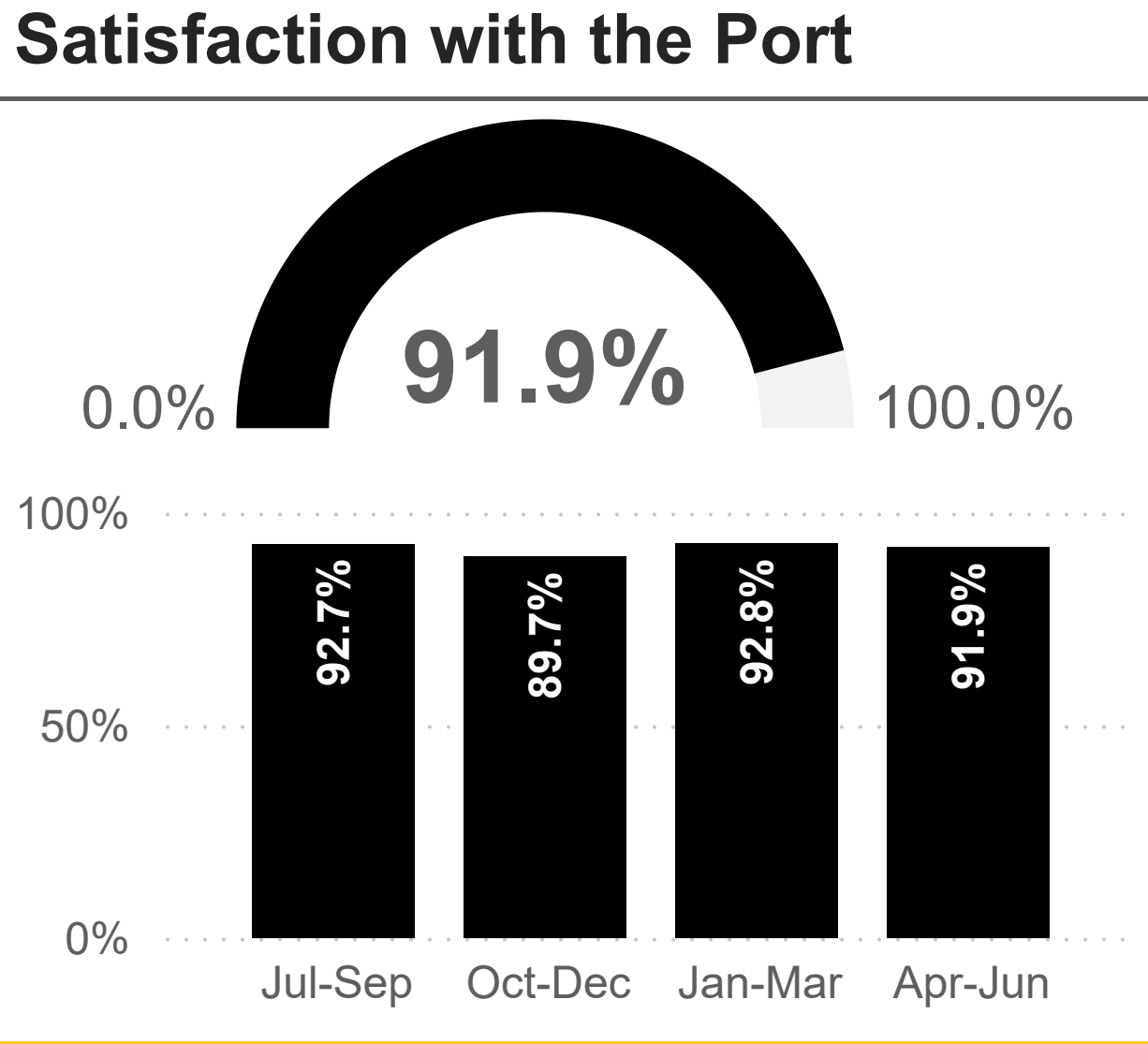
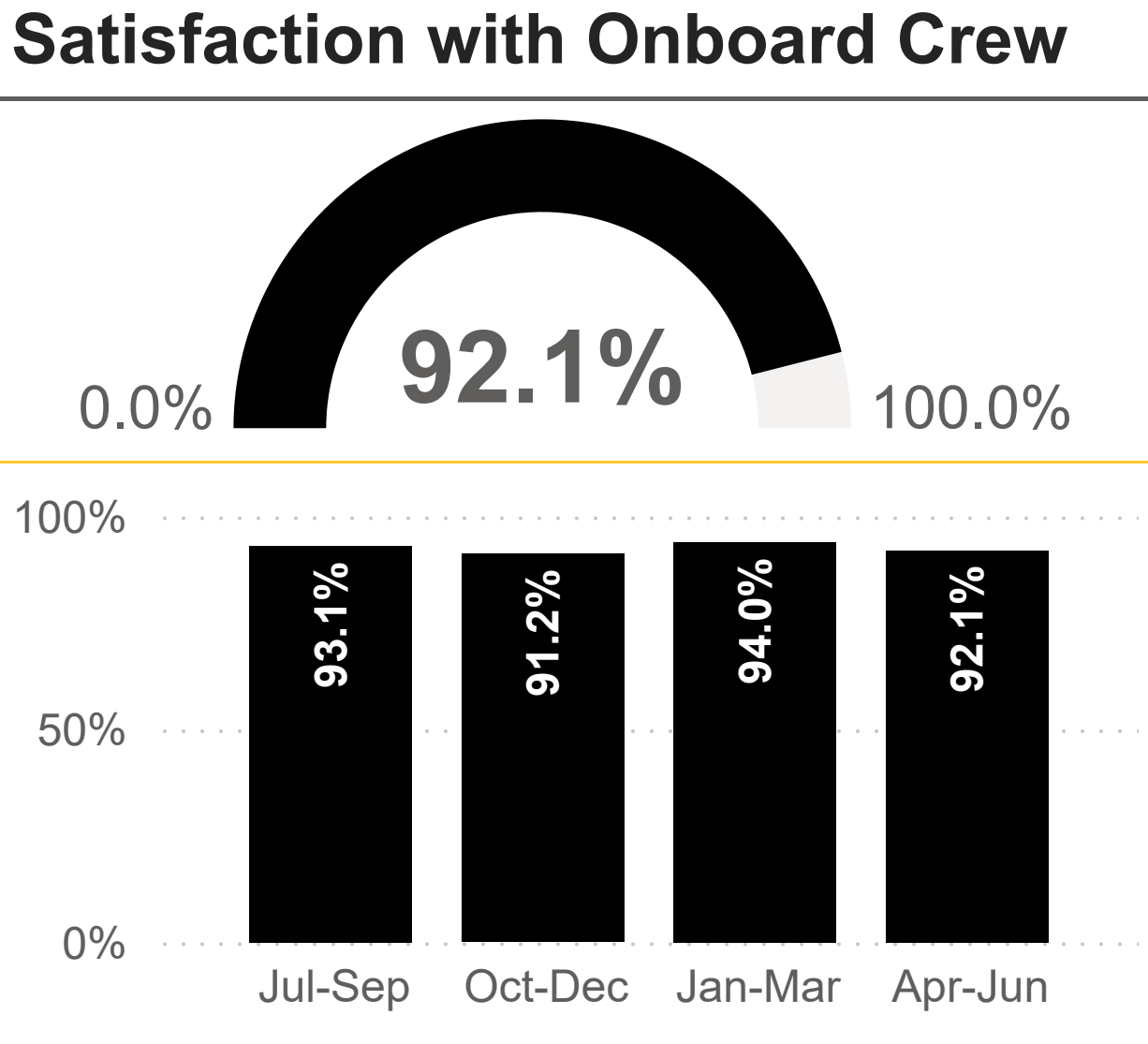
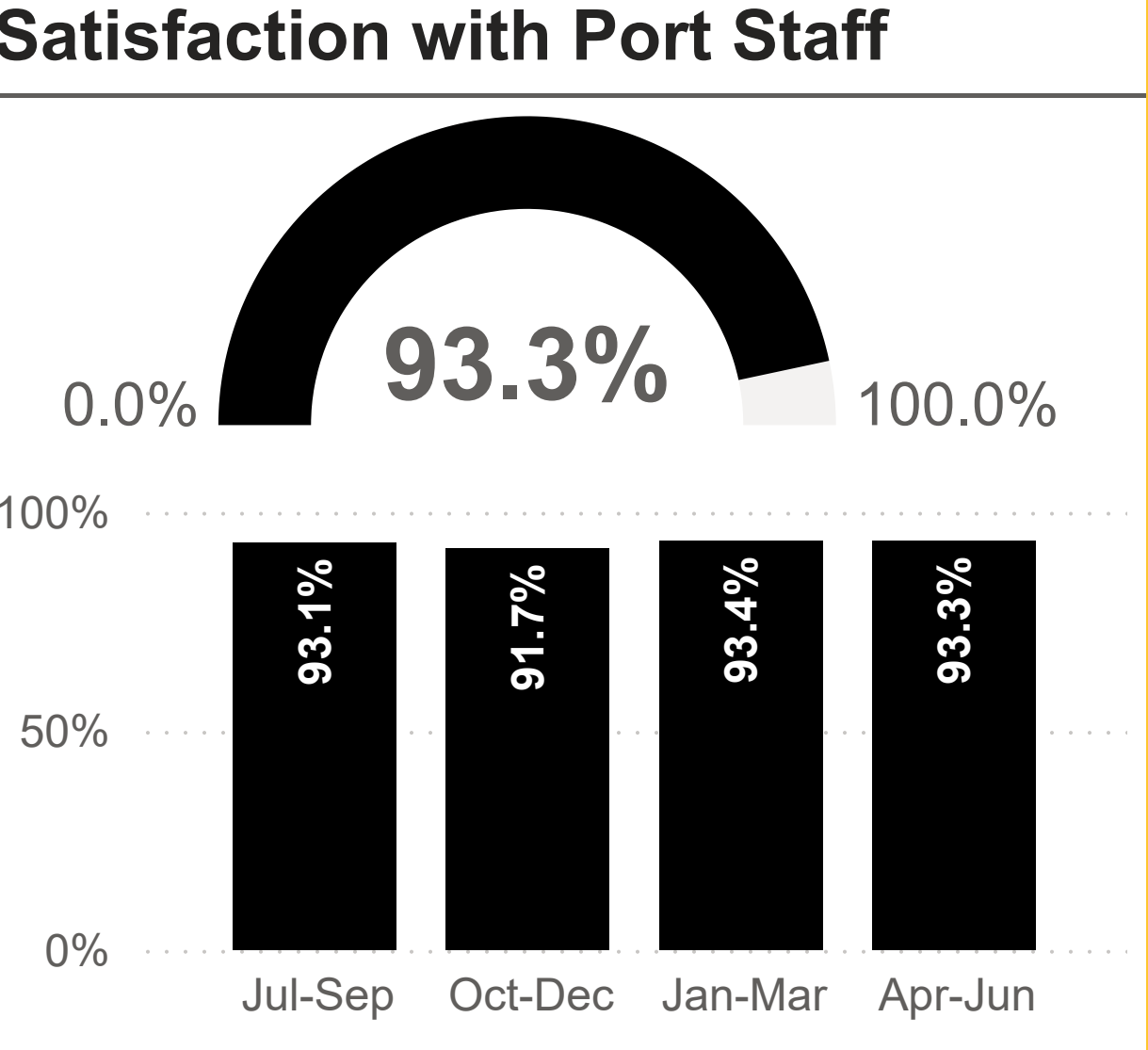
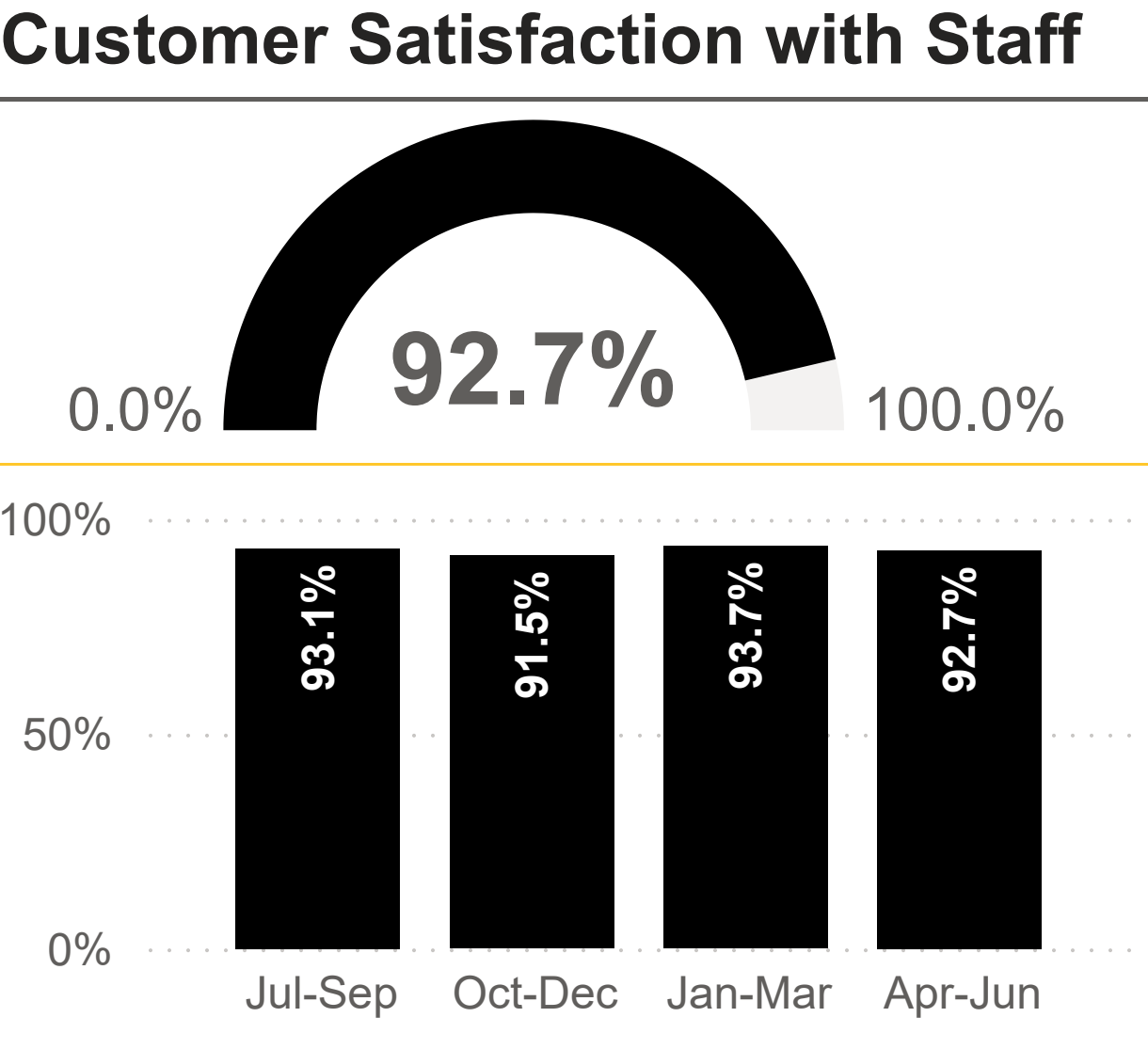
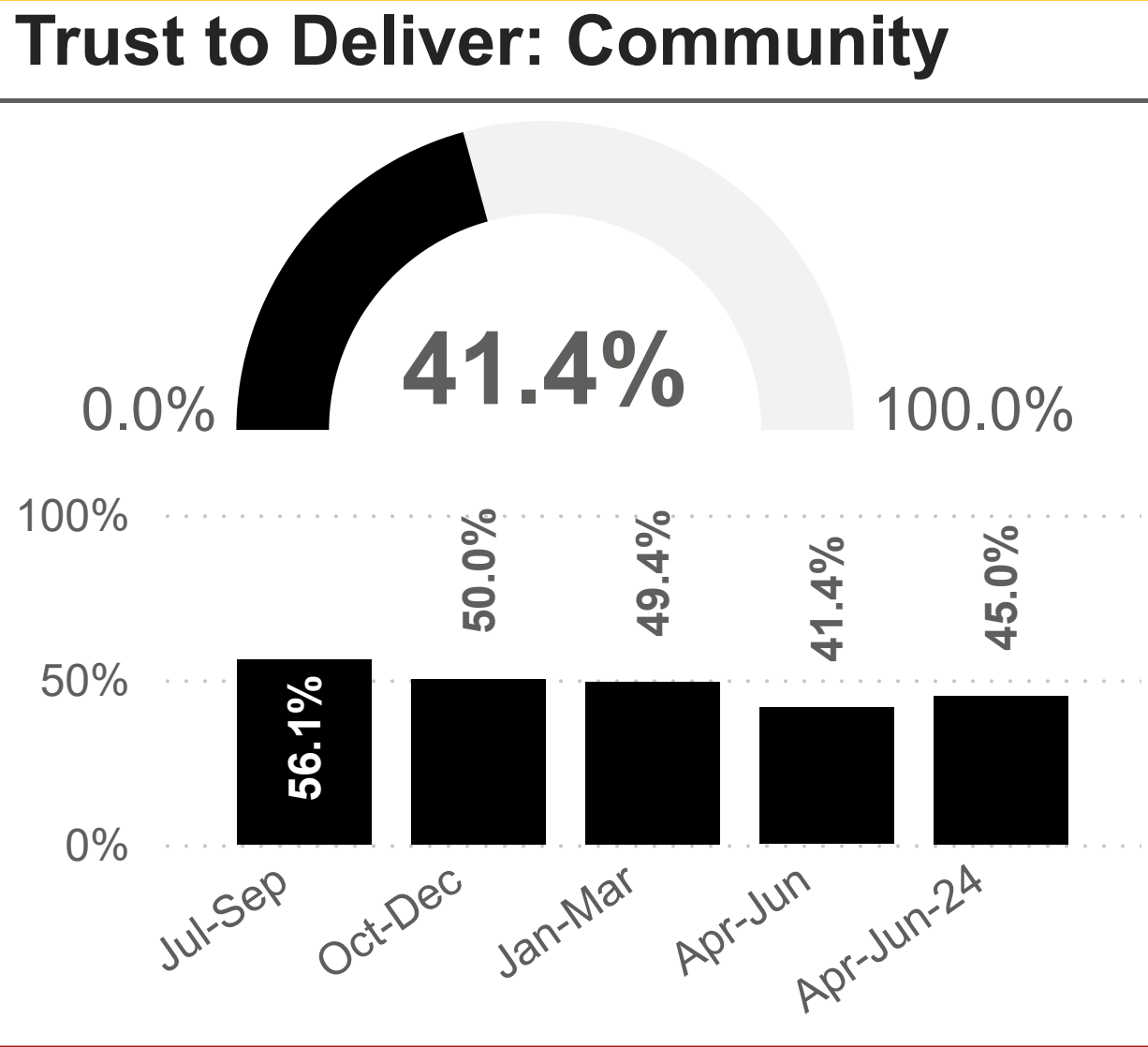
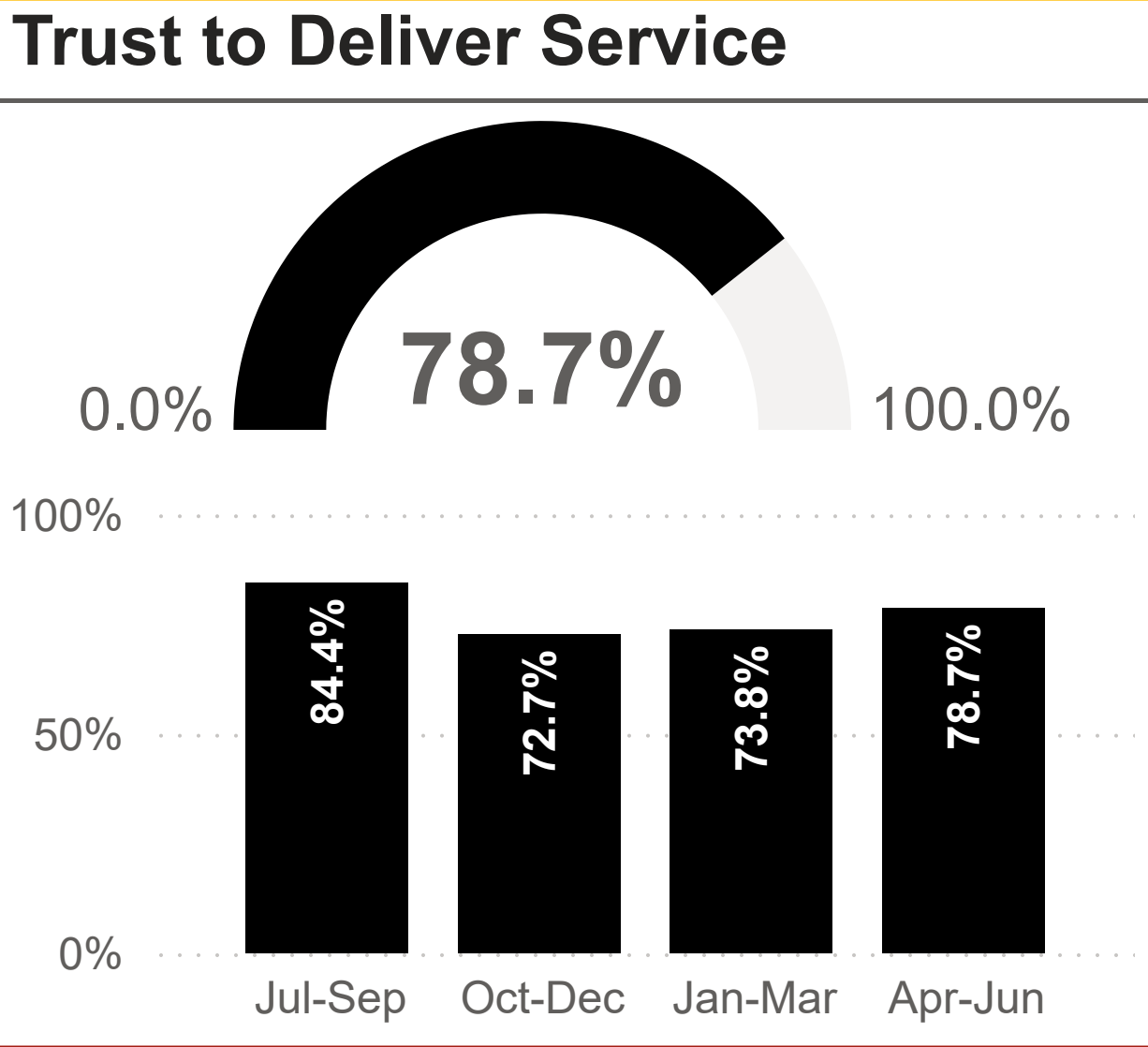
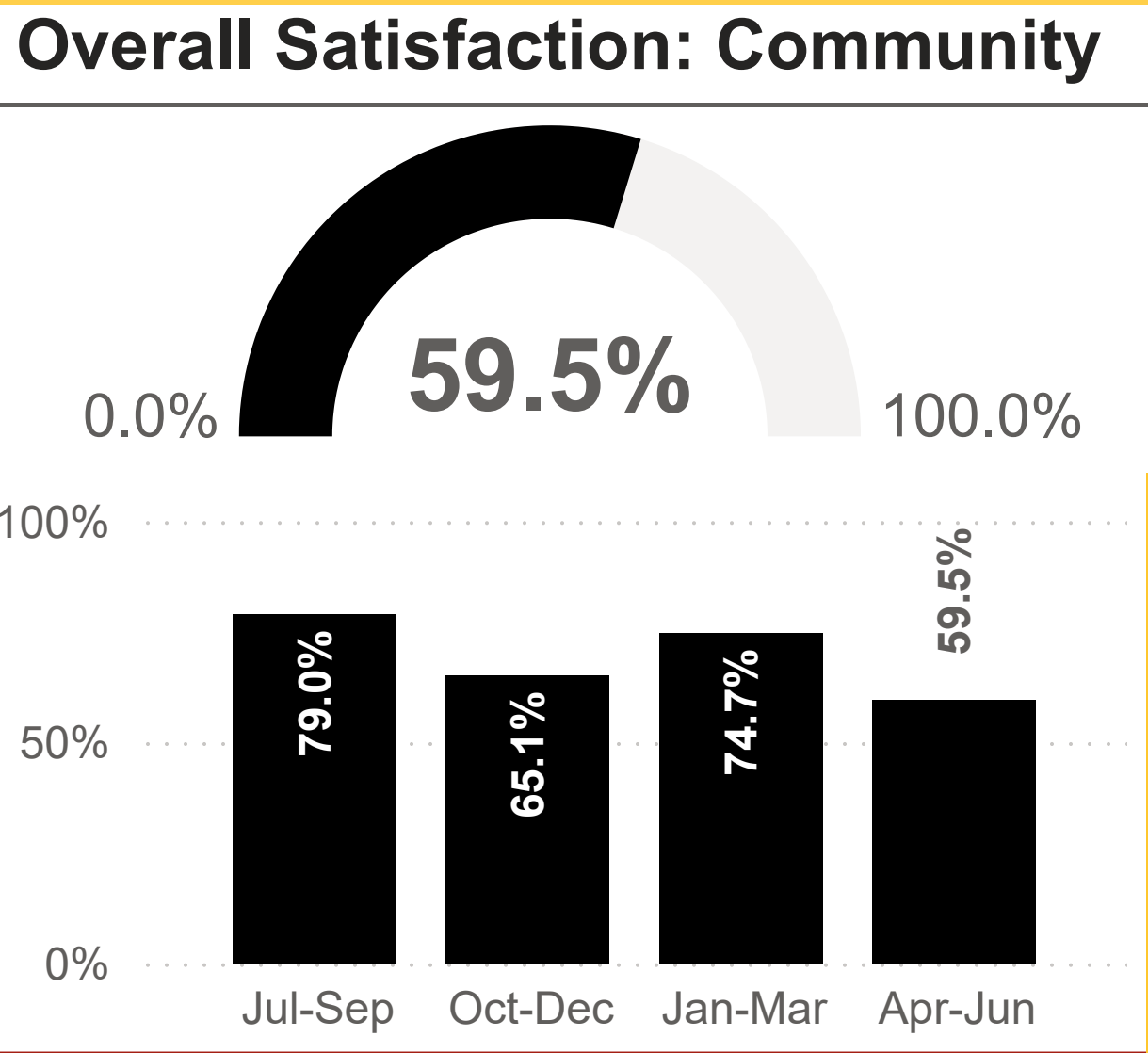
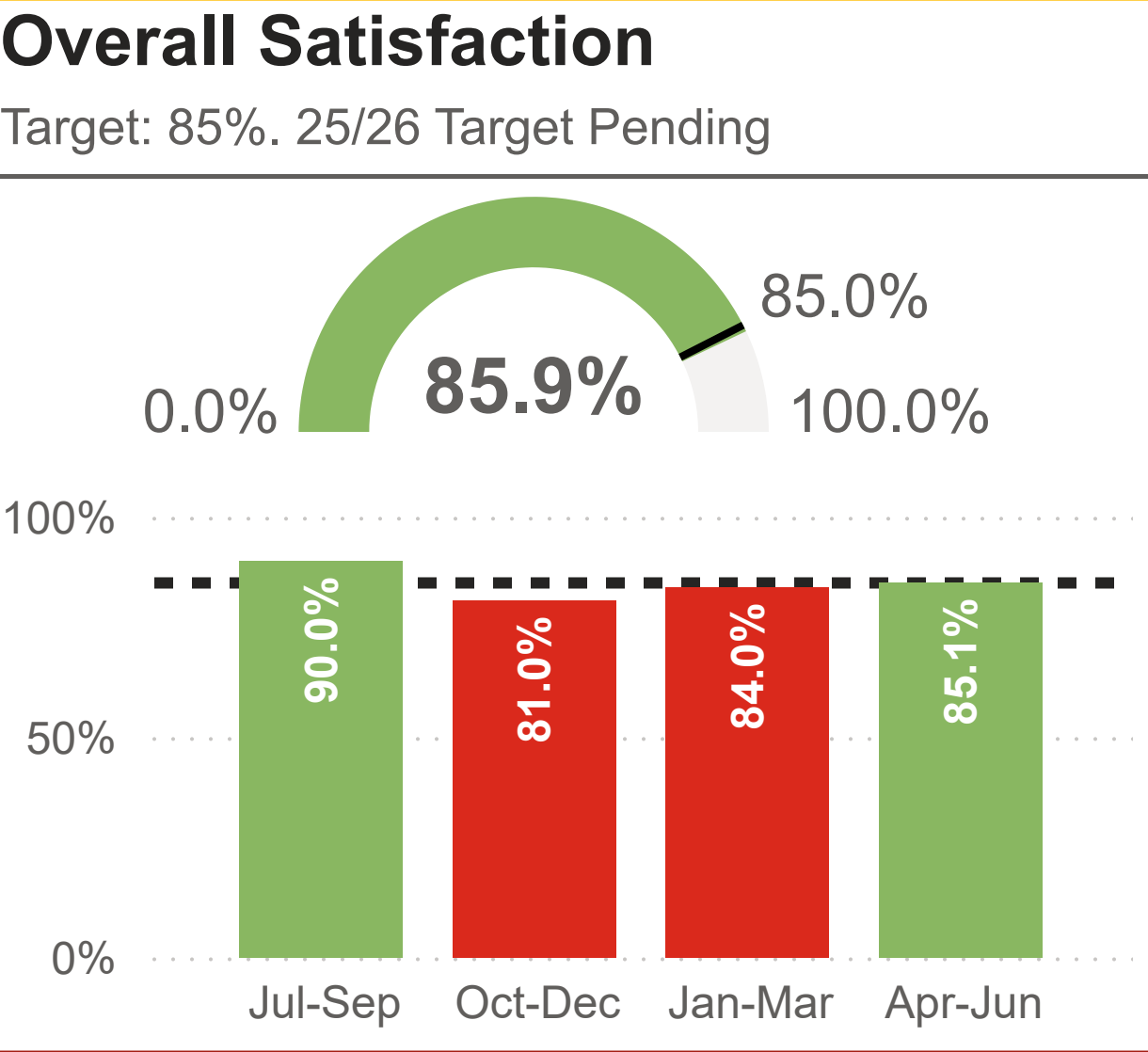
Average of Time to Answer (s)

Target: 30s





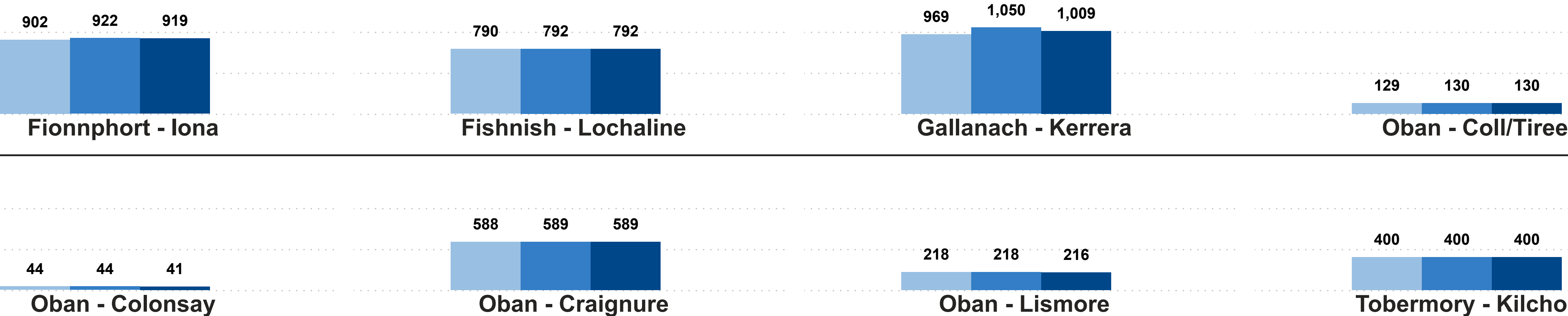
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.
Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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





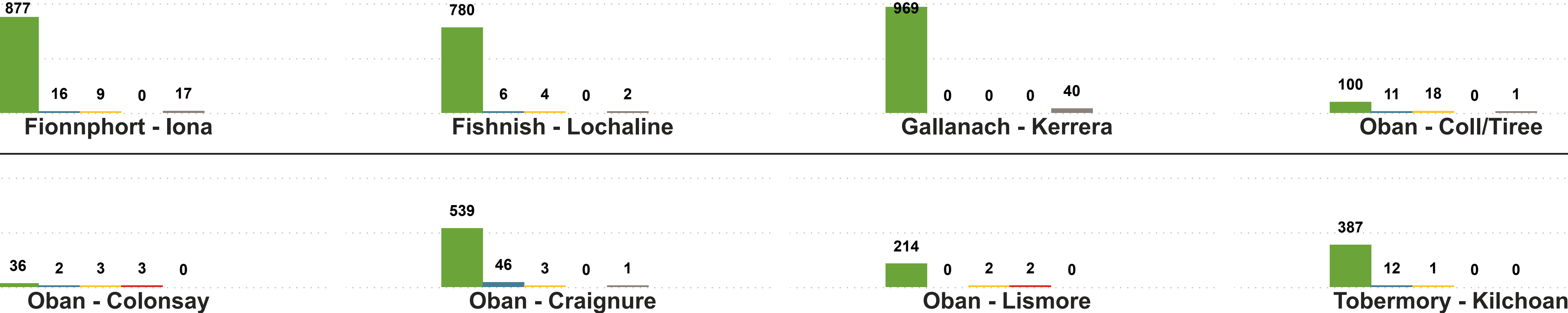
Sailings Timetabled, Amended & Actual

Timetabled Amended Actual



Punctuality & Reliability

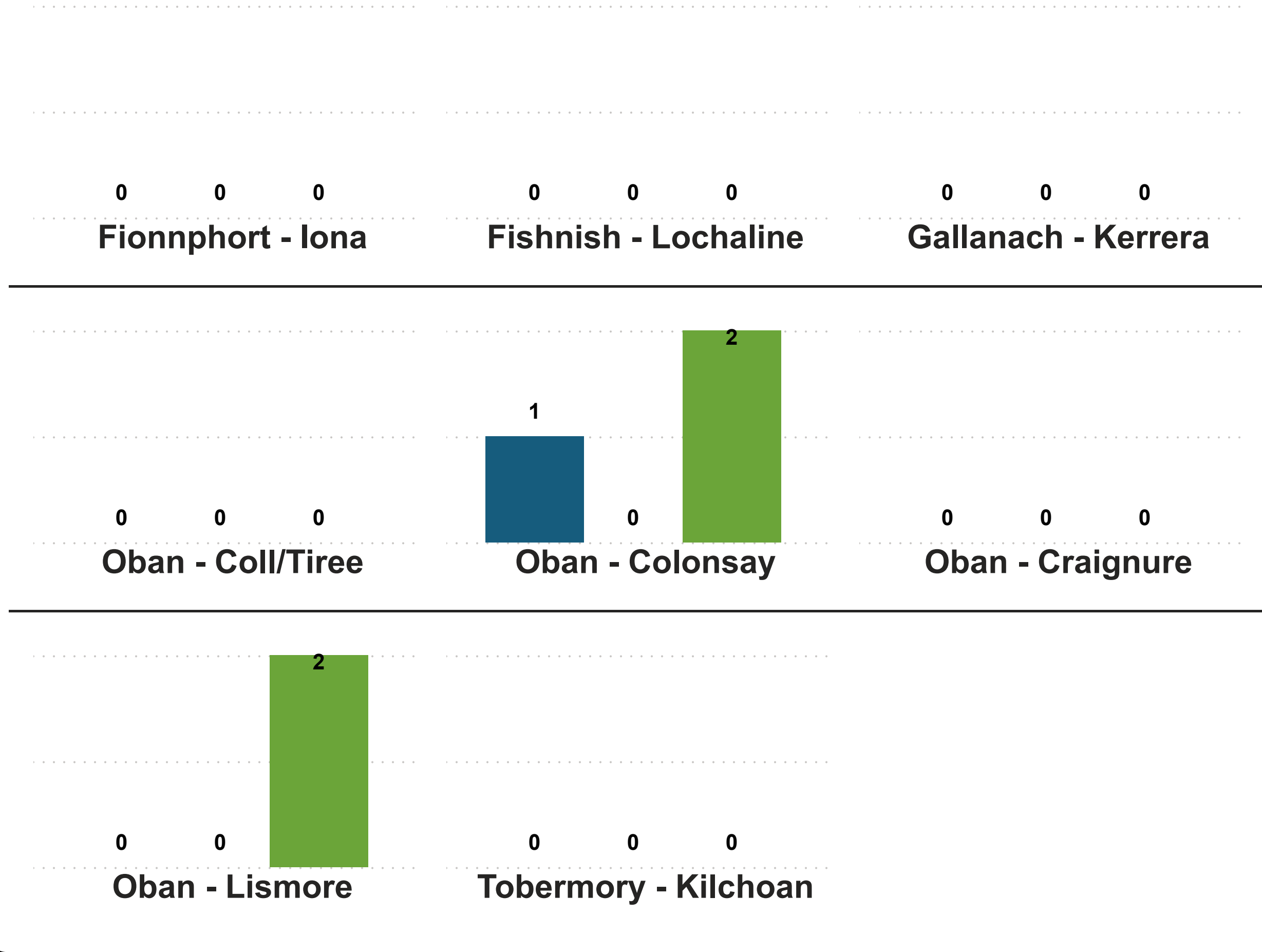
On Time Level 1 Lateness Level 2 Lateness Cancelled Additional





Cancelled Sailings (By Reason)

Weather Technical Other

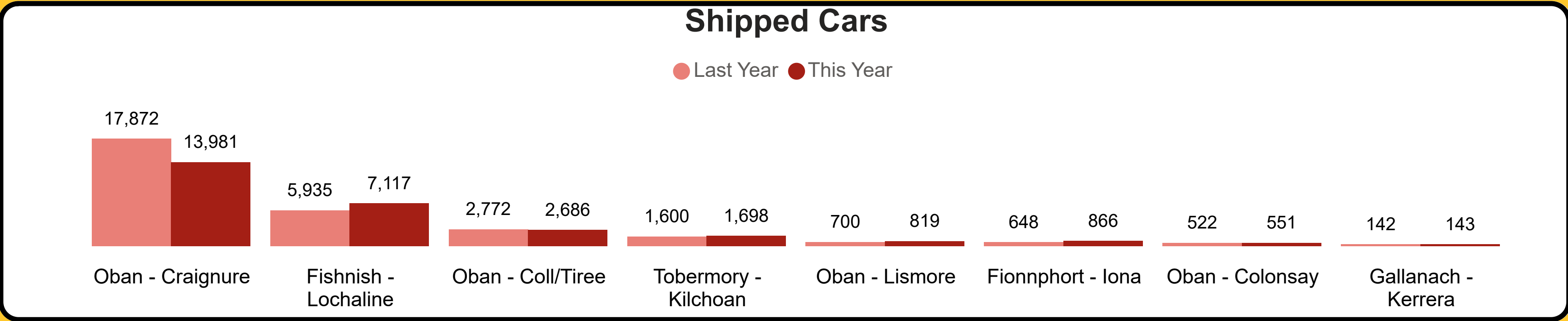
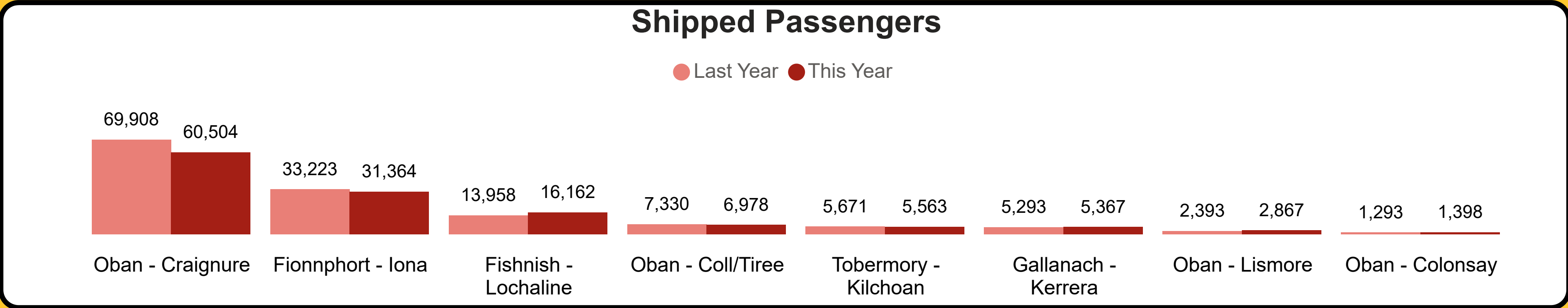


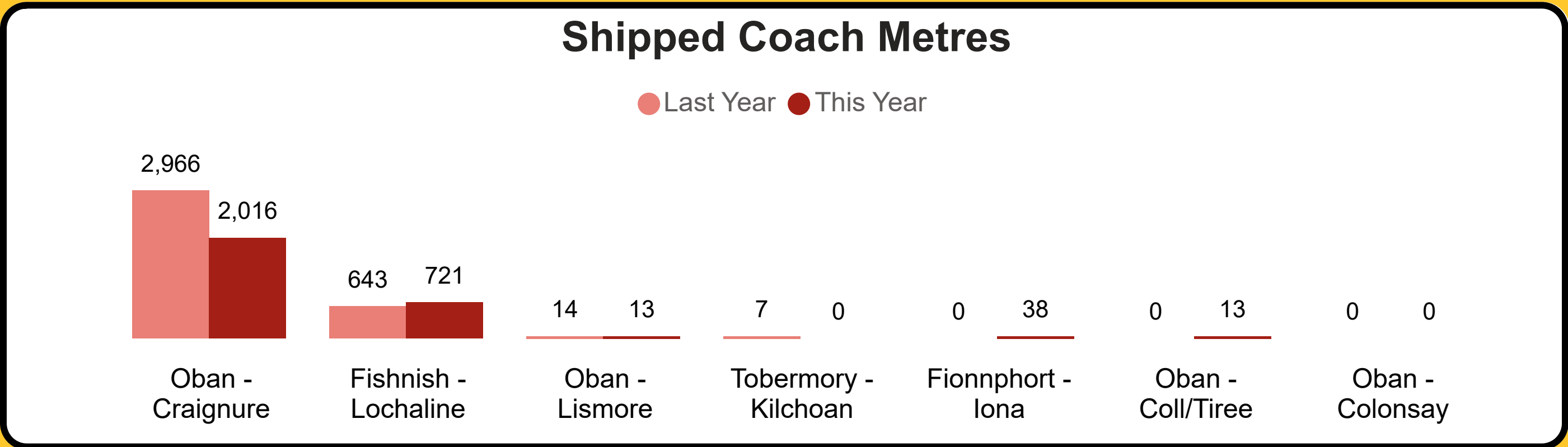
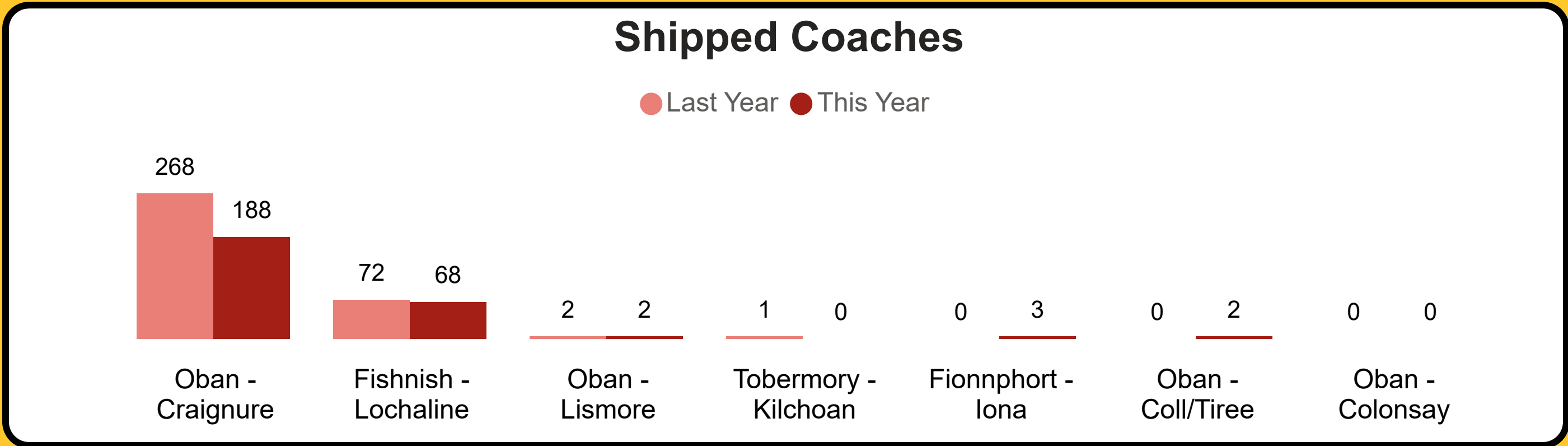
Missed Train Connections

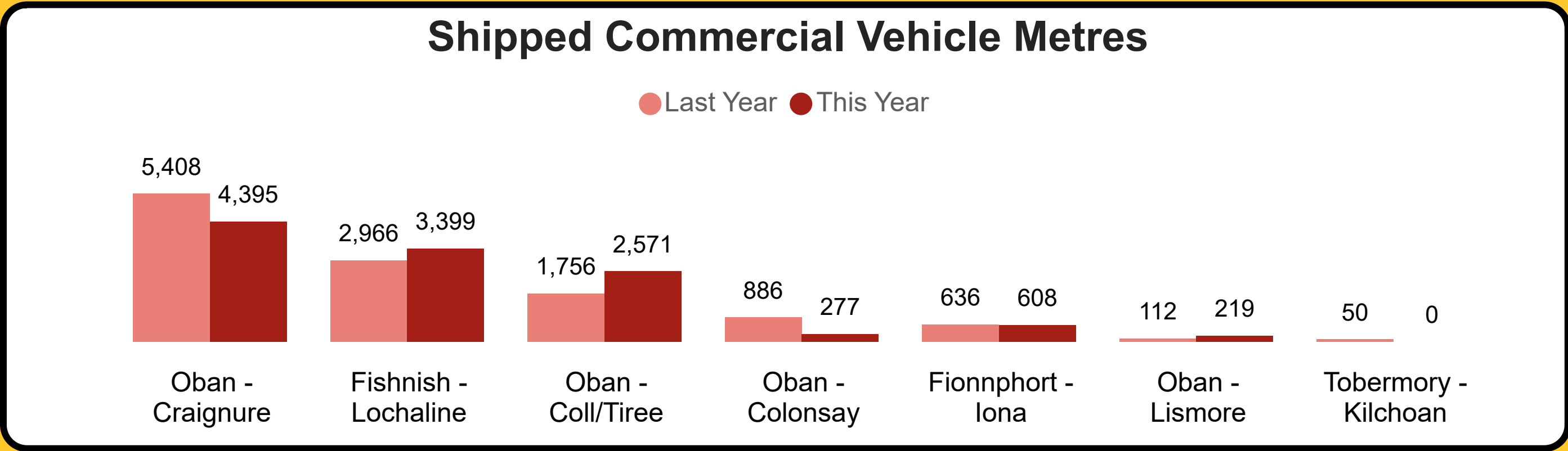
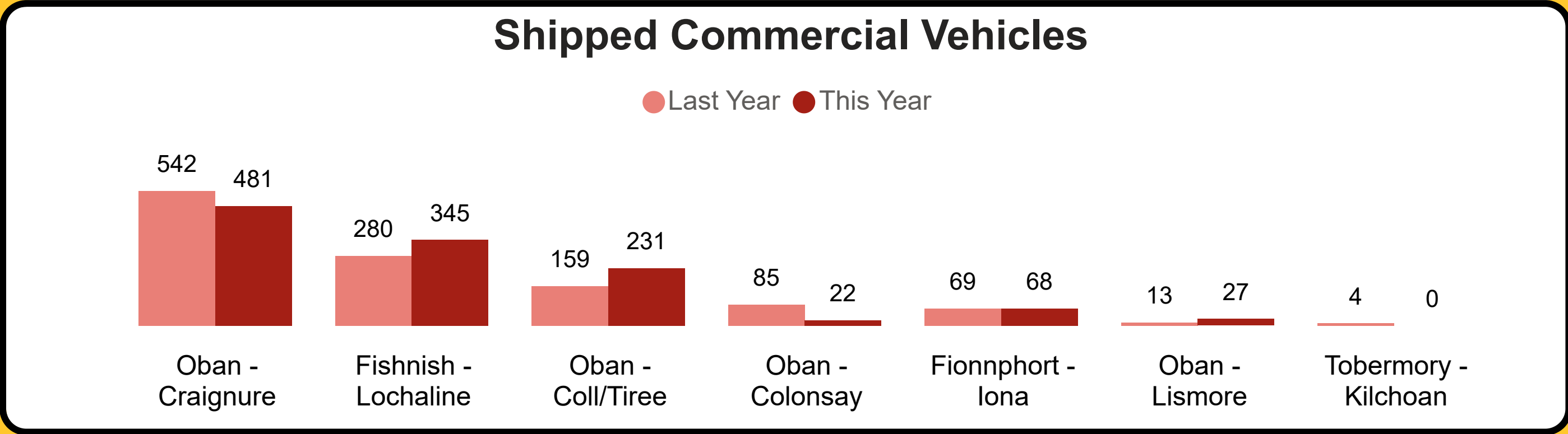
0

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.







Argyll

Our Performance in June 2025

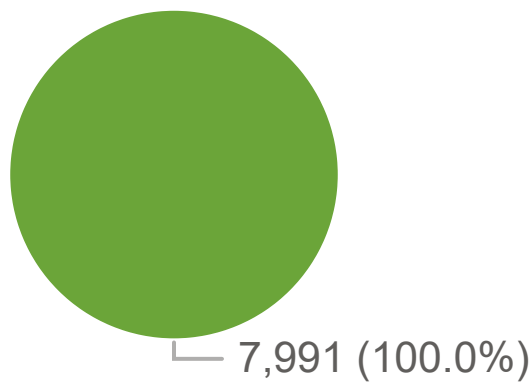
Car Equivalent Spaces Offered vs Cancelled



- 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.

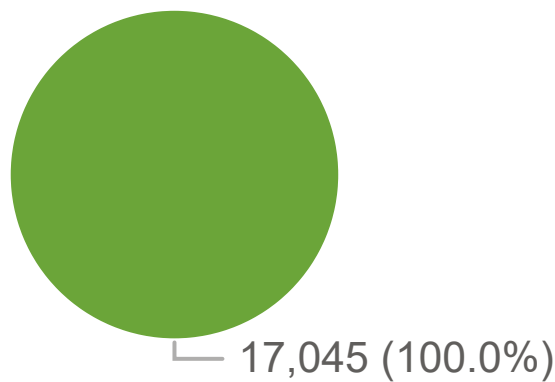
Fionnphort - Iona

Offered Weather Other Technical



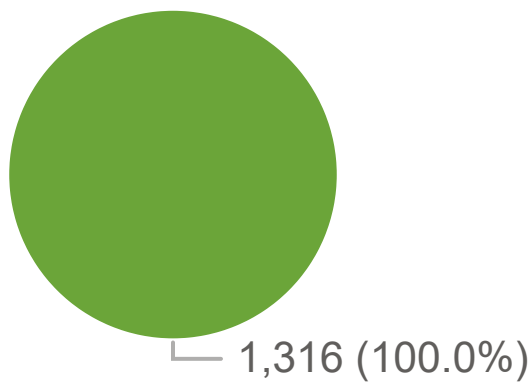
Fishnish - Lochaline

Offered Weather Technical Other



Gallanach - Kerrera

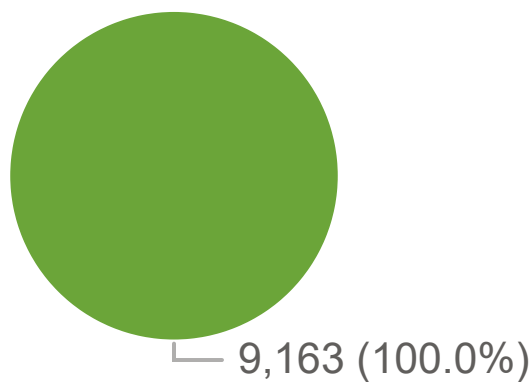
Offered Weather Technical Other



Route	Offered	Weather	Tech	Other
Oban - Craignure	19,842			
Fishnish - Lochaline	17,045			
Oban - Coll/Tiree	9,163			
Fionnphort - Iona	7,991			
Tobermory - Kilchoan	4,174			
Oban - Colonsay	2,879	78		157
Oban - Lismore	1,878			18
Gallanach - Kerrera	1,316			

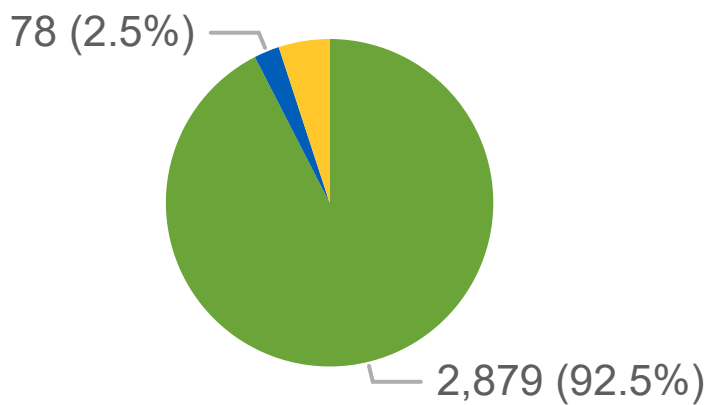
Oban - Coll/Tiree

Offered Other Weather Technical



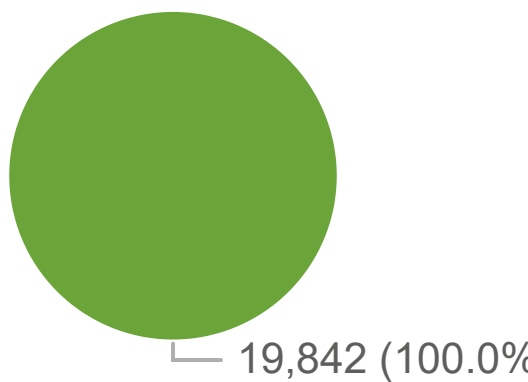
Oban - Colonsay

Offered Technical Weather Other



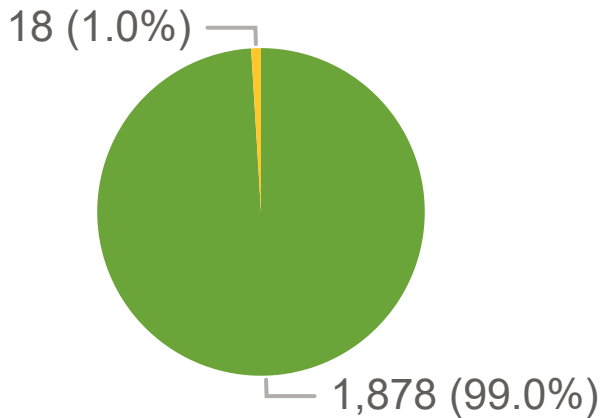
Oban - Craignure

Offered Technical Weather Other



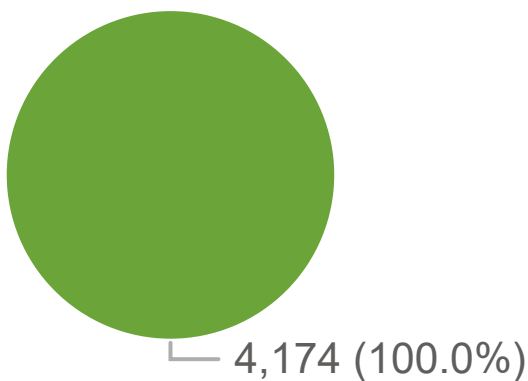
Oban - Lismore

Offered Weather Technical Other



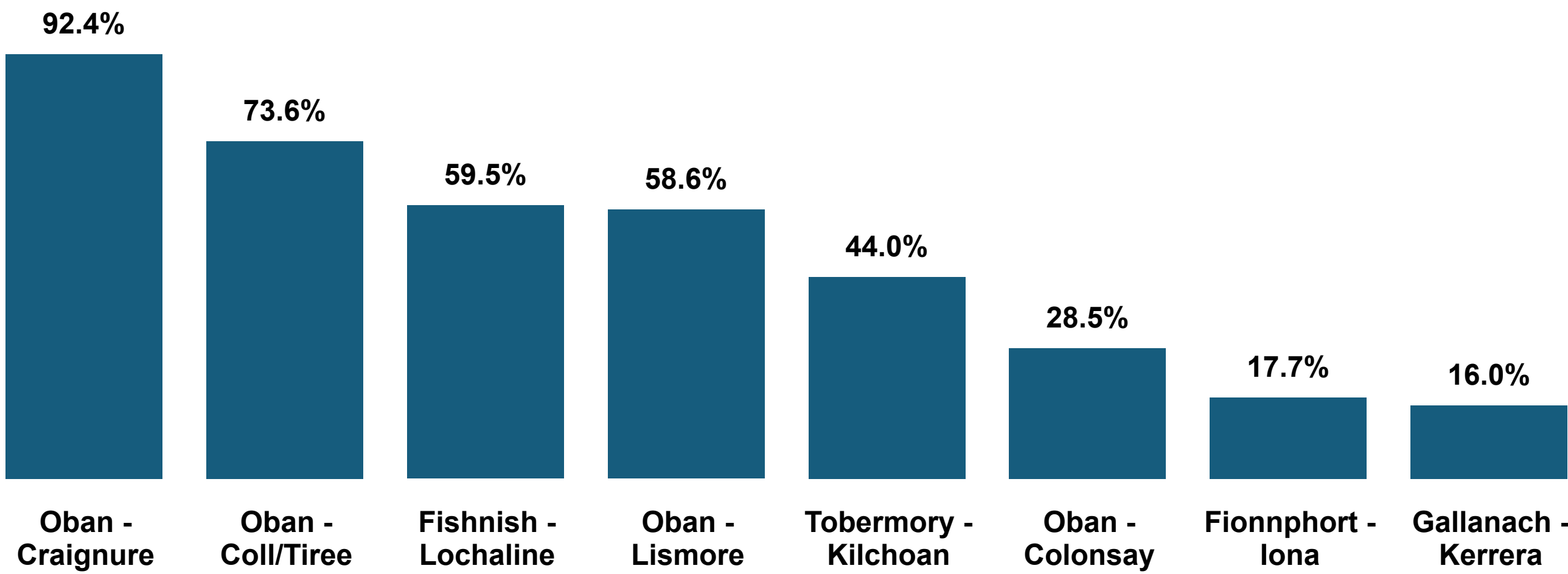
Tobermory - Kilchoan

Offered Weather Technical Other





Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Oban - Craignure	91.3K	84.4K	18,343	92.4%
Oban - Coll/Tiree	42.1K	31.0K	6,741	73.6%
Fishnish - Lochaline	78.4K	46.7K	10,148	59.5%
Oban - Lismore	8.6K	5.1K	1,100	58.6%
Tobermory - Kilchoan	19.2K	8.4K	1,836	44.0%
Oban - Colonsay	13.2K	3.8K	820	28.5%
Fionnphort - Iona	36.8K	6.5K	1,412	17.7%
Gallanach - Kerrera	6.1K	1.0K	210	16.0%
Total	295.7K	186.8K	40,611	63.2%

Overall Utilisation of Sailings

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

