

Total Number of Survey Responses

19K

Our Performance in December 2024

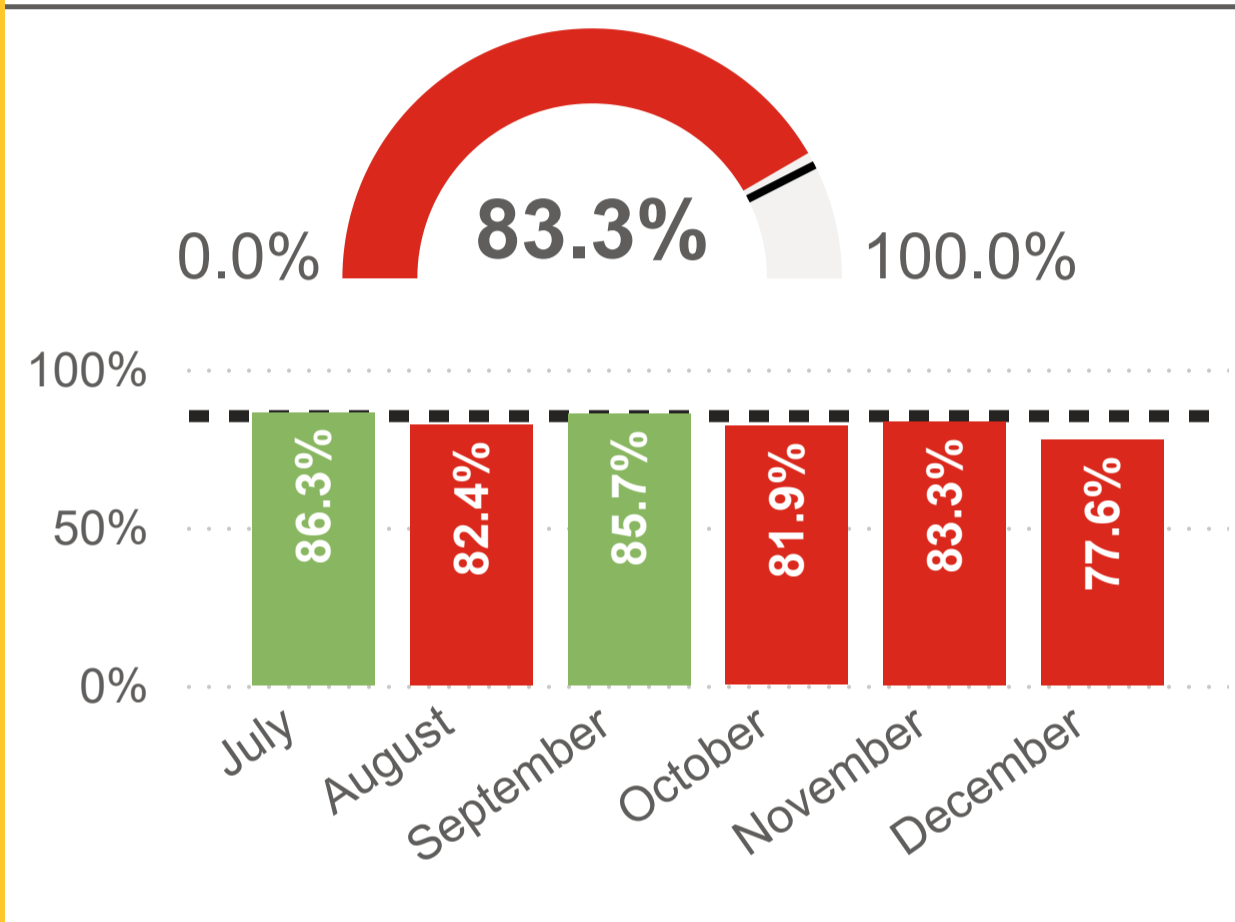
Customer Feedback Metrics Network Wide



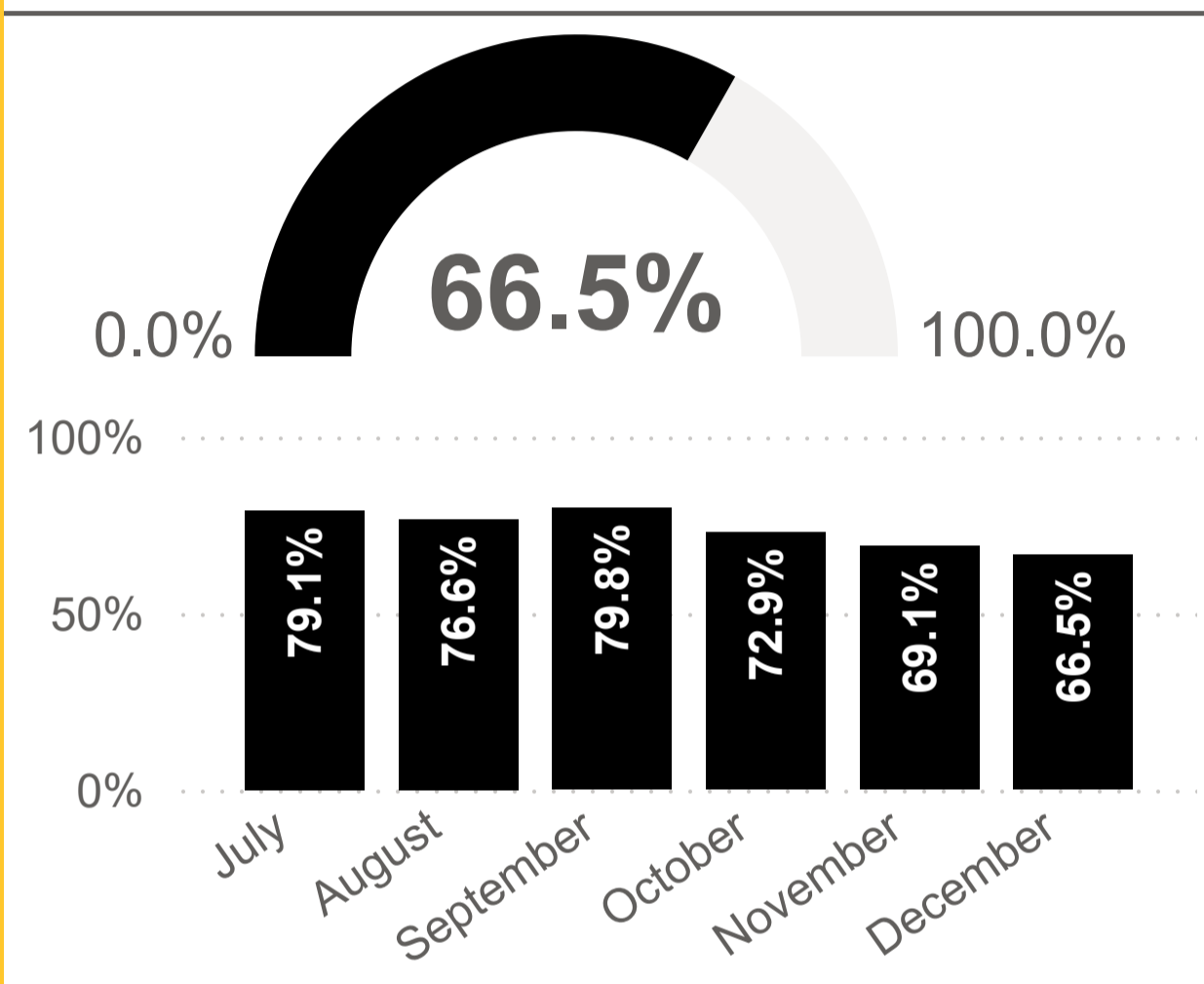
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.

Overall Satisfaction

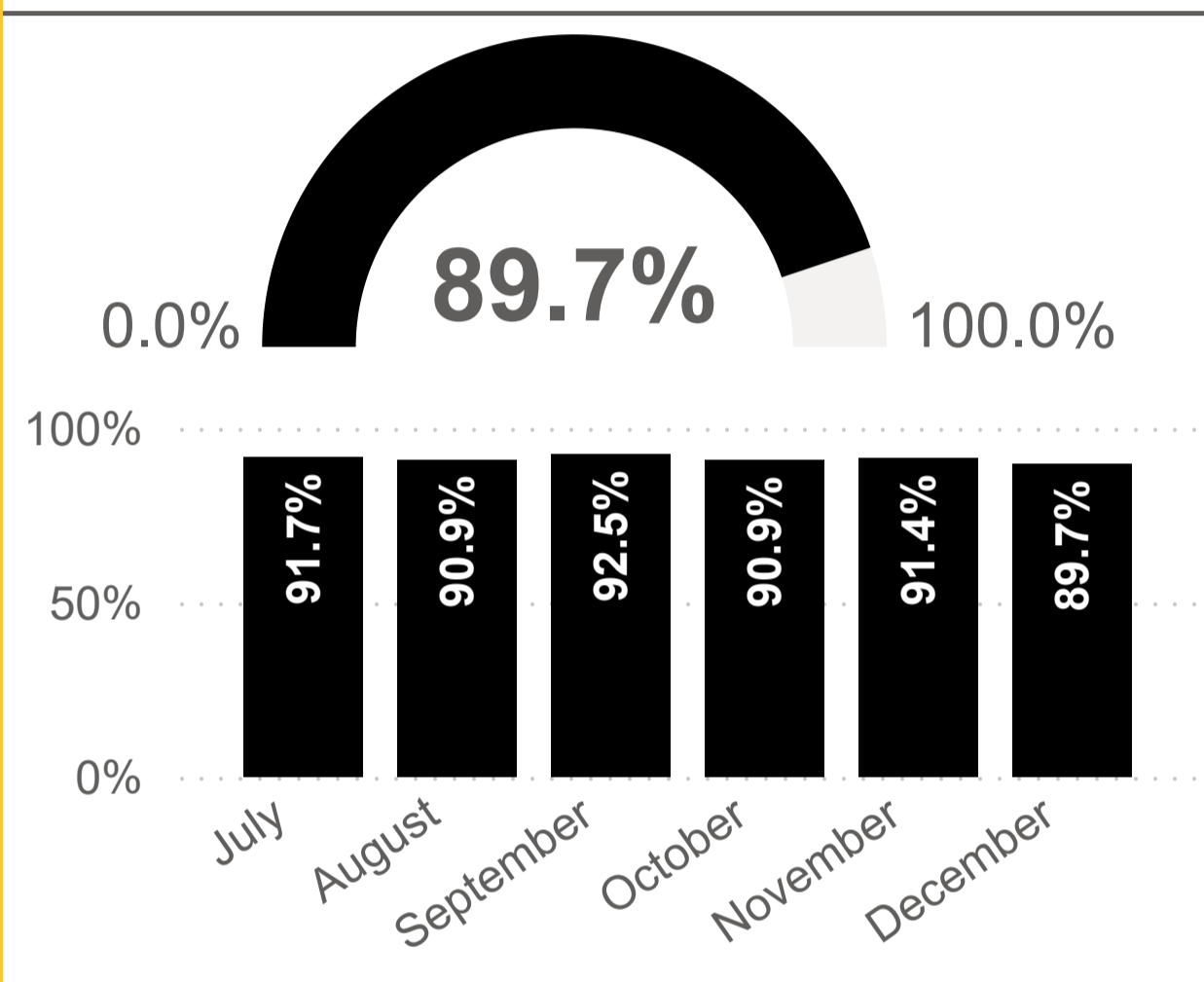
Target: 85%



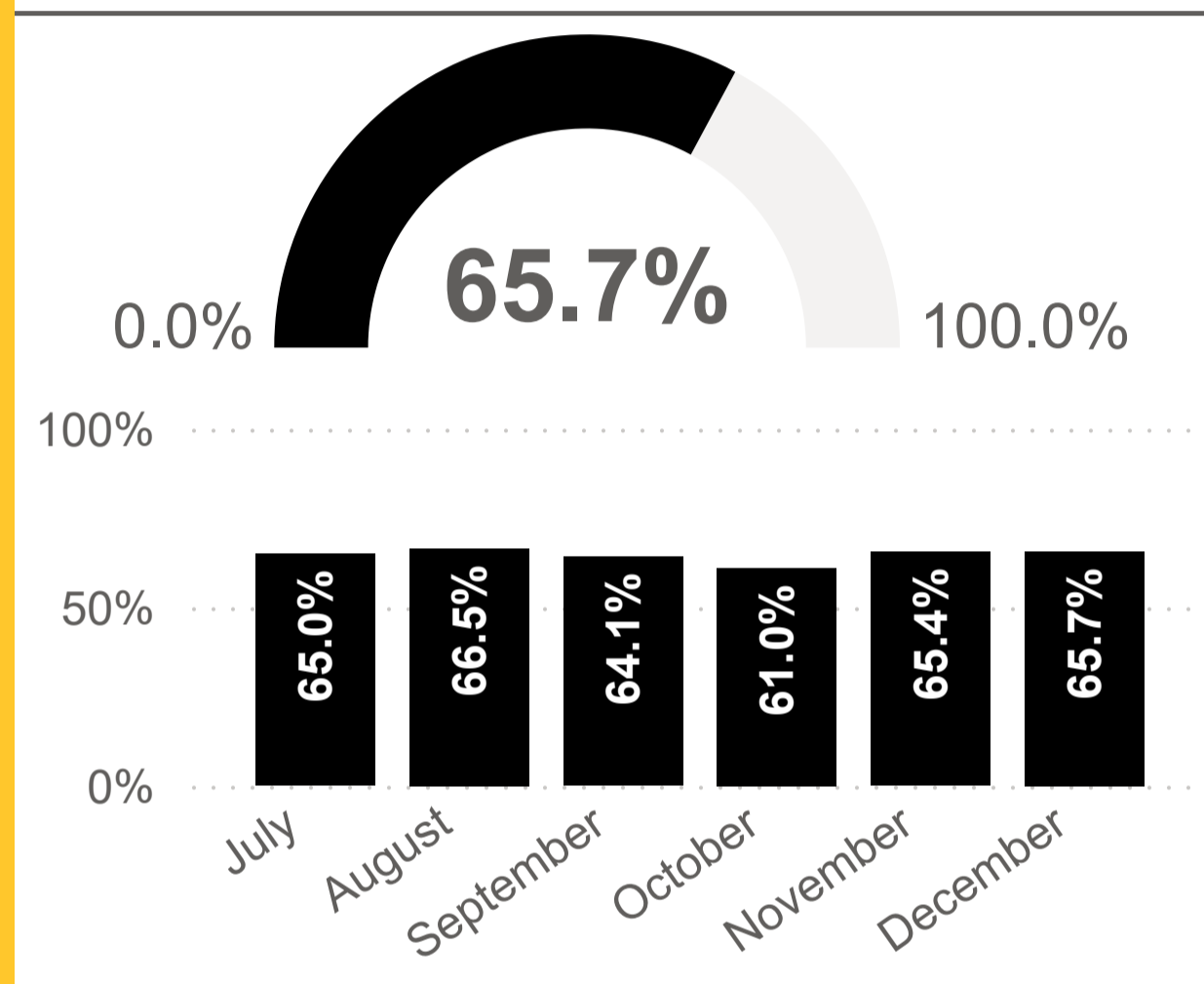
Trust to Deliver Service



Customer Satisfaction with Staff

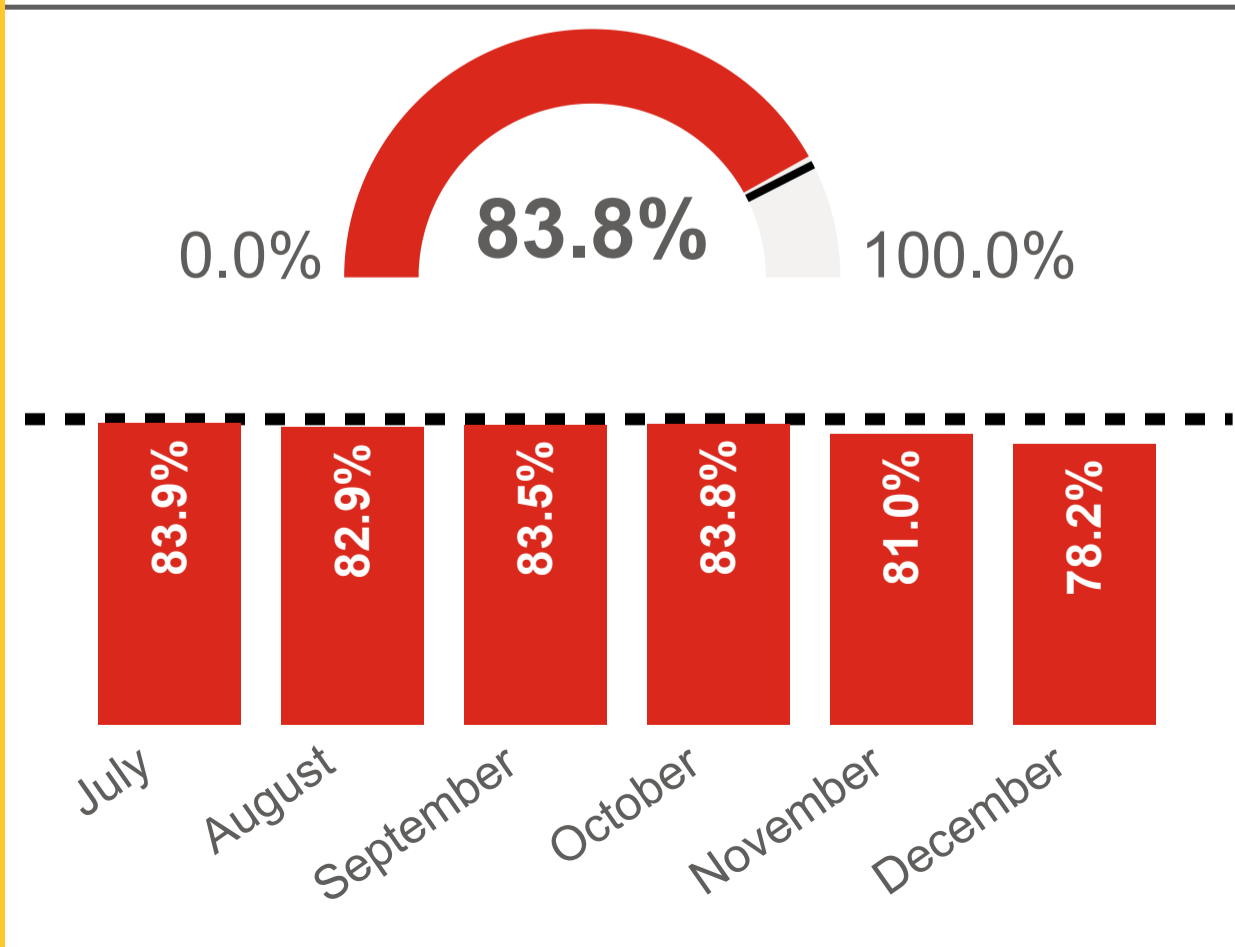


Calls Resolved on 1st Call

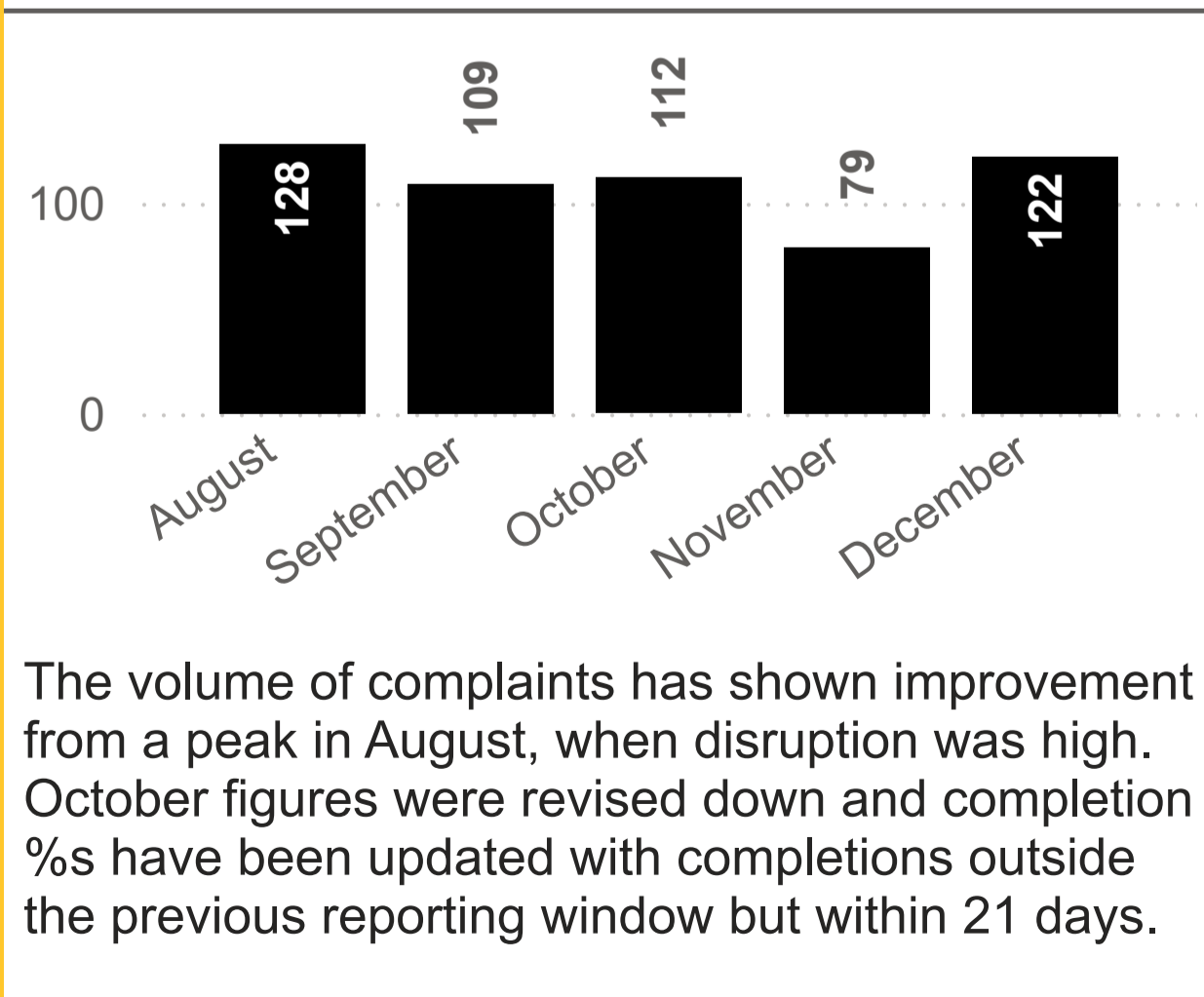


Sentiment

Target: 85%

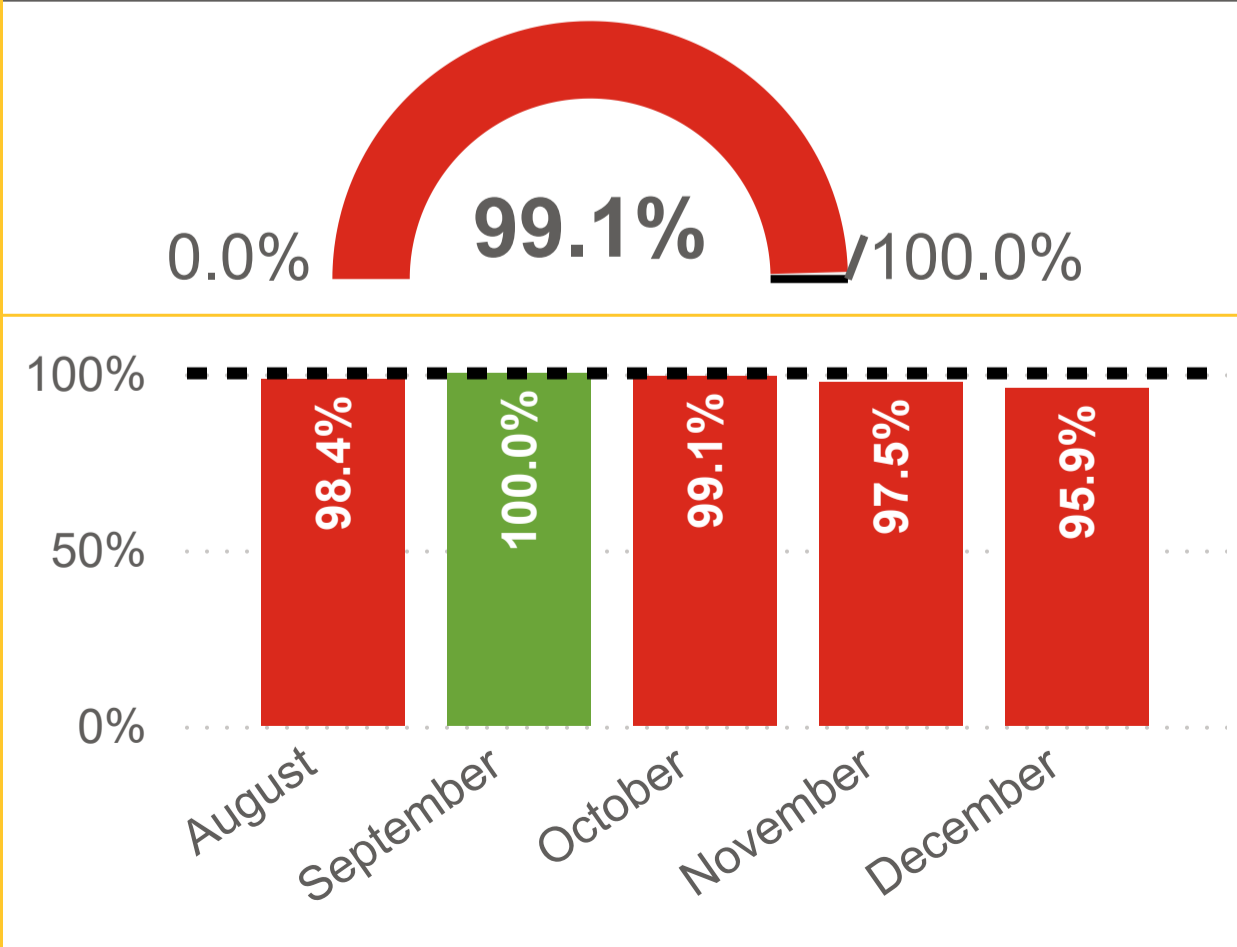


Number of Complaints Received



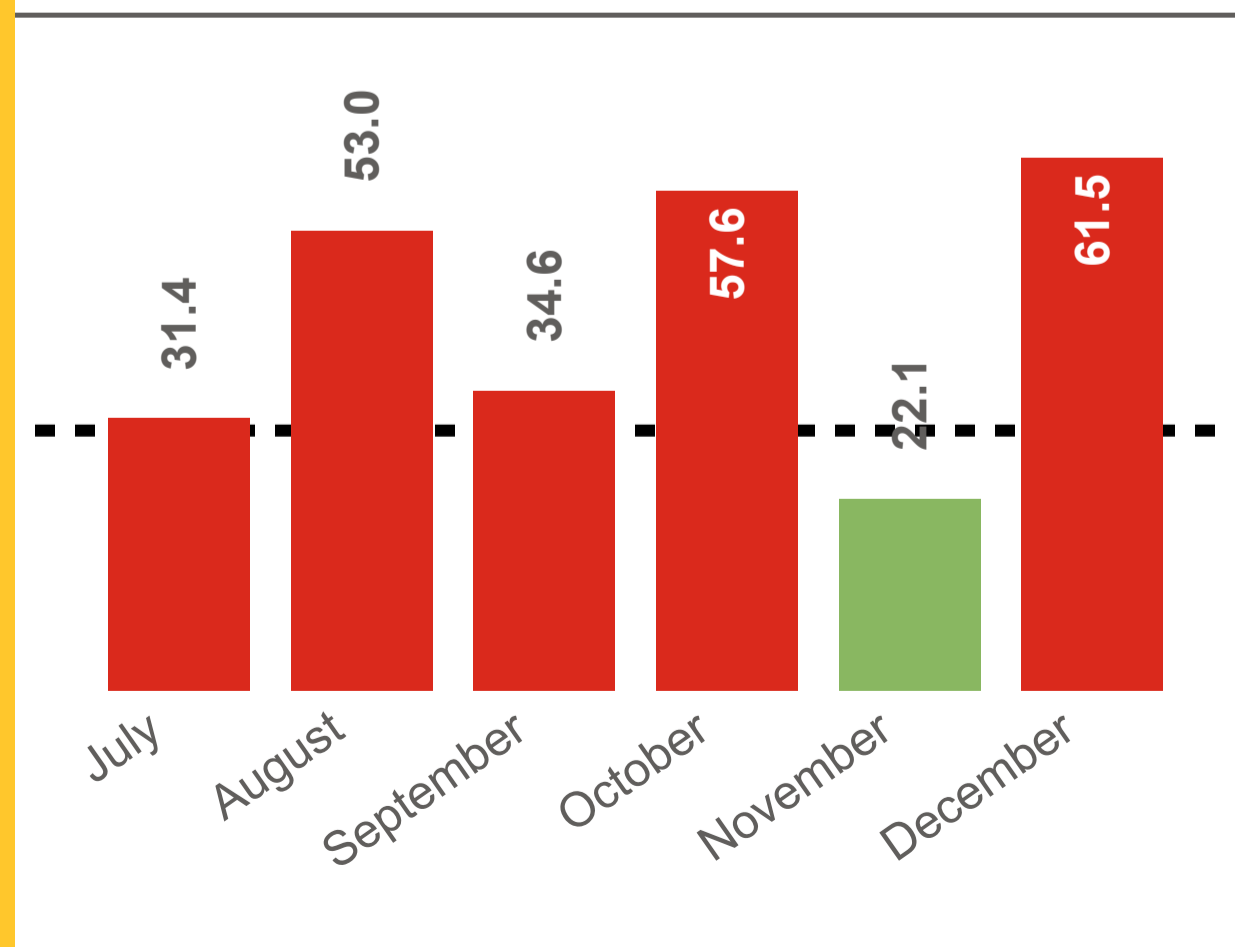
Complaints Handled within 21 Days

Target: 100%



Average of Time to Answer (s)

Target: 30s



Hebrides South

Total Number of Survey Responses

405

Our Performance in December 2024

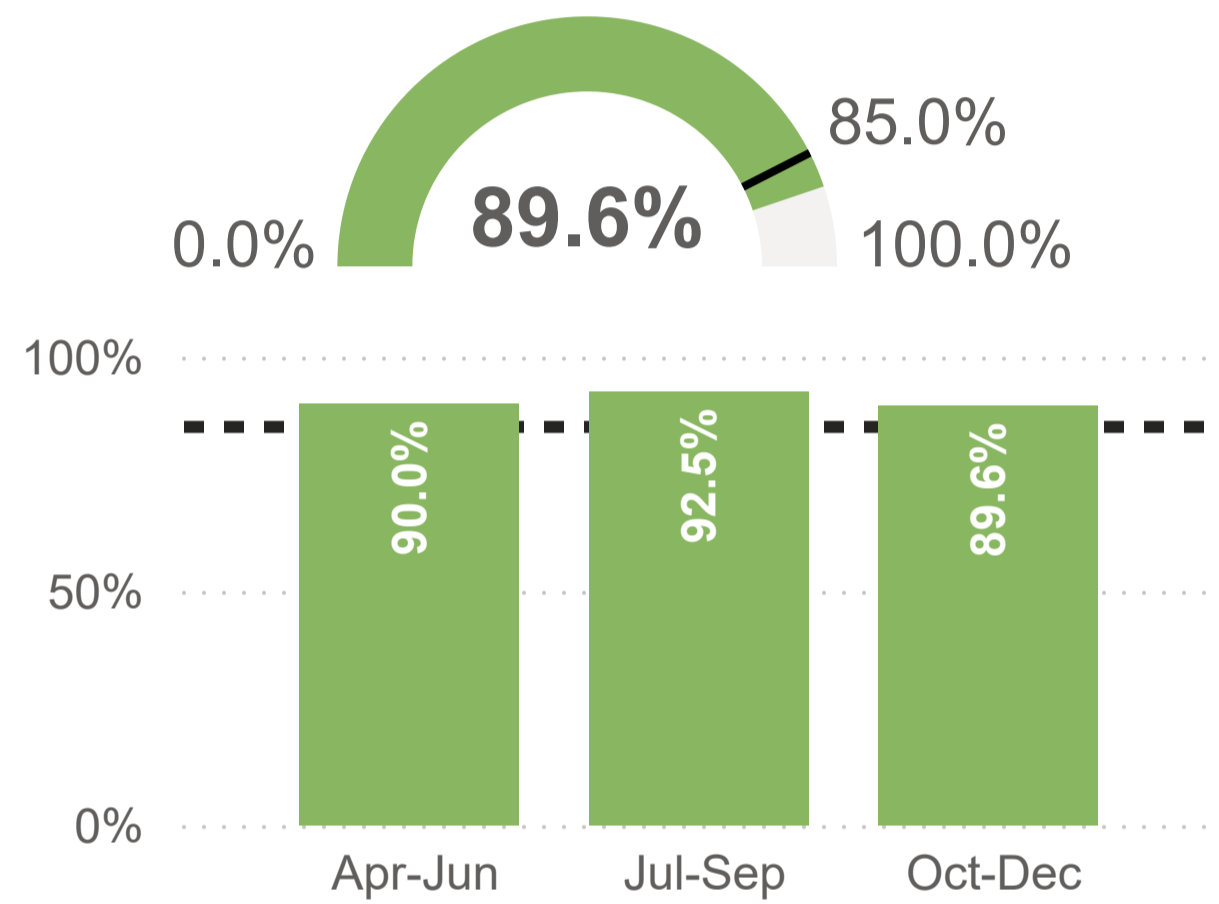
Customer Feedback Metrics Hebrides South



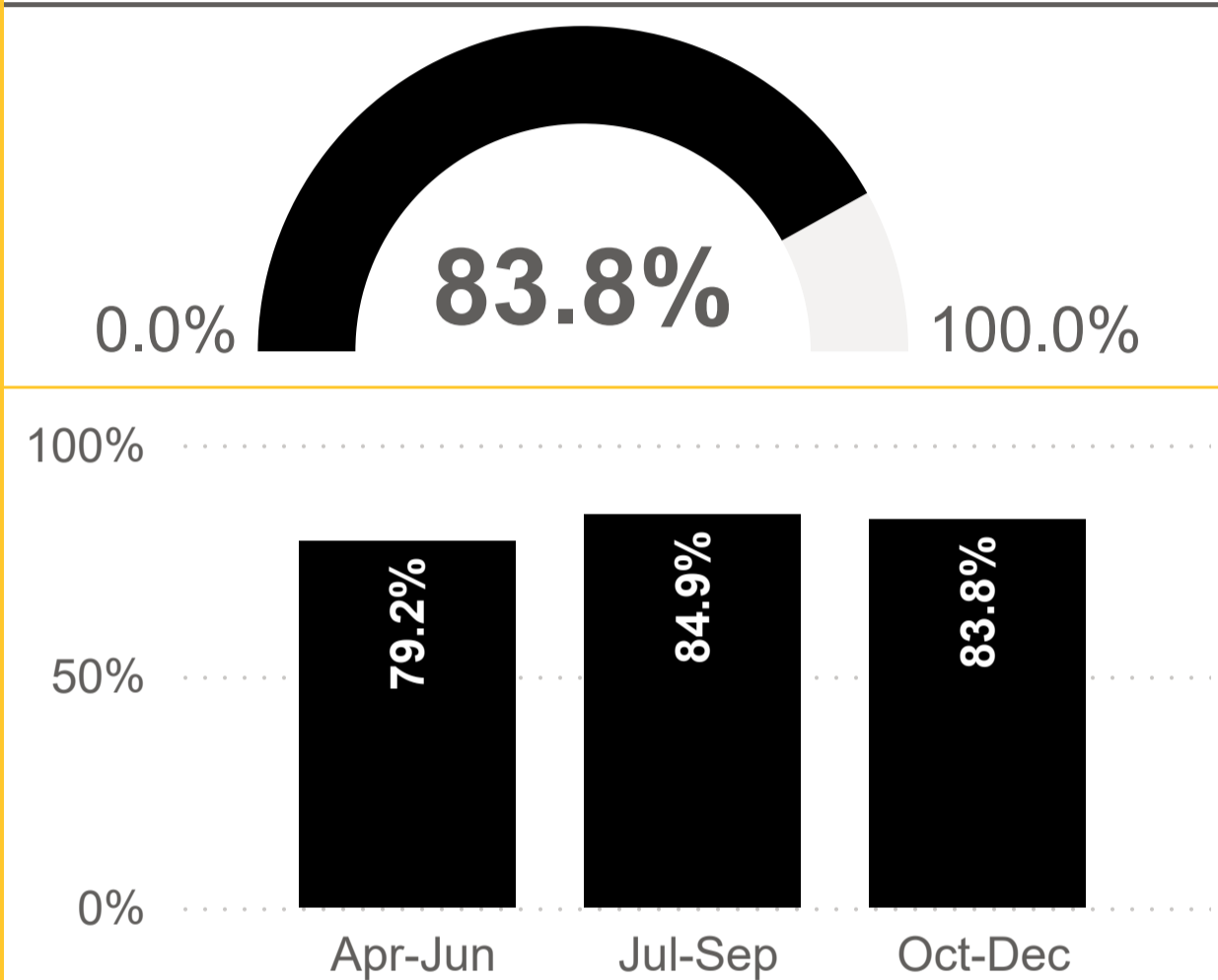
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending. Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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

Overall Satisfaction

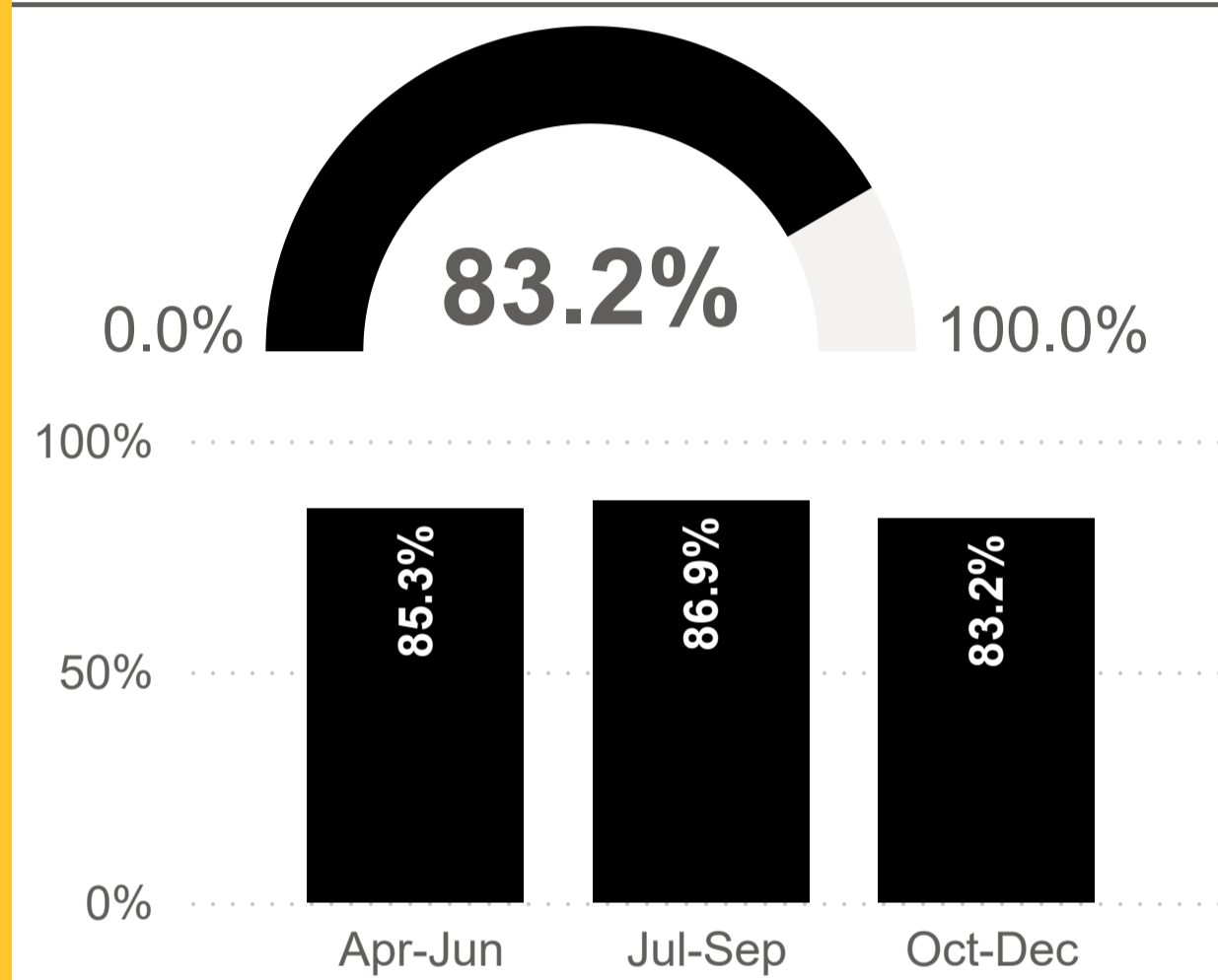
Target: 85%



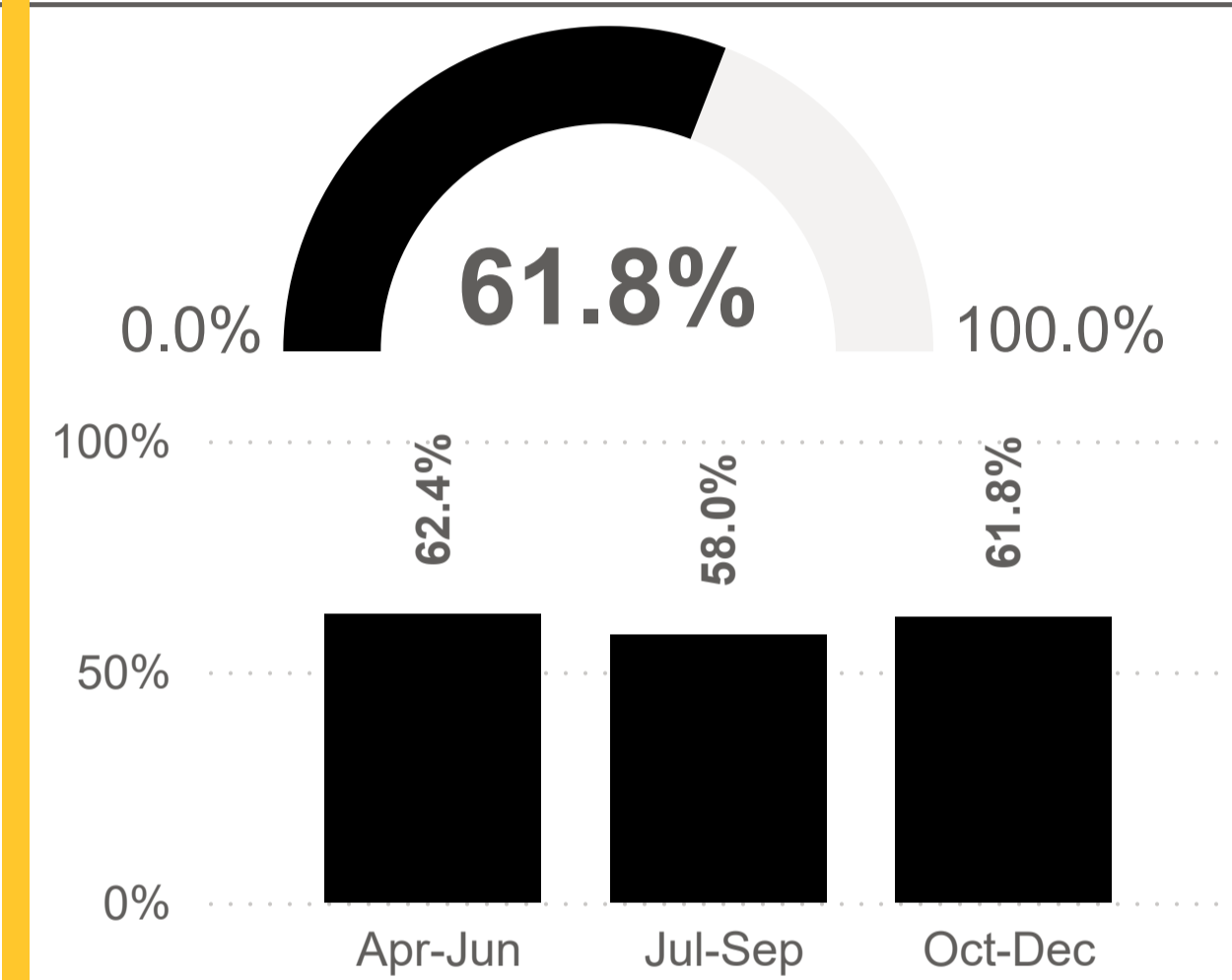
Overall Satisfaction: Community



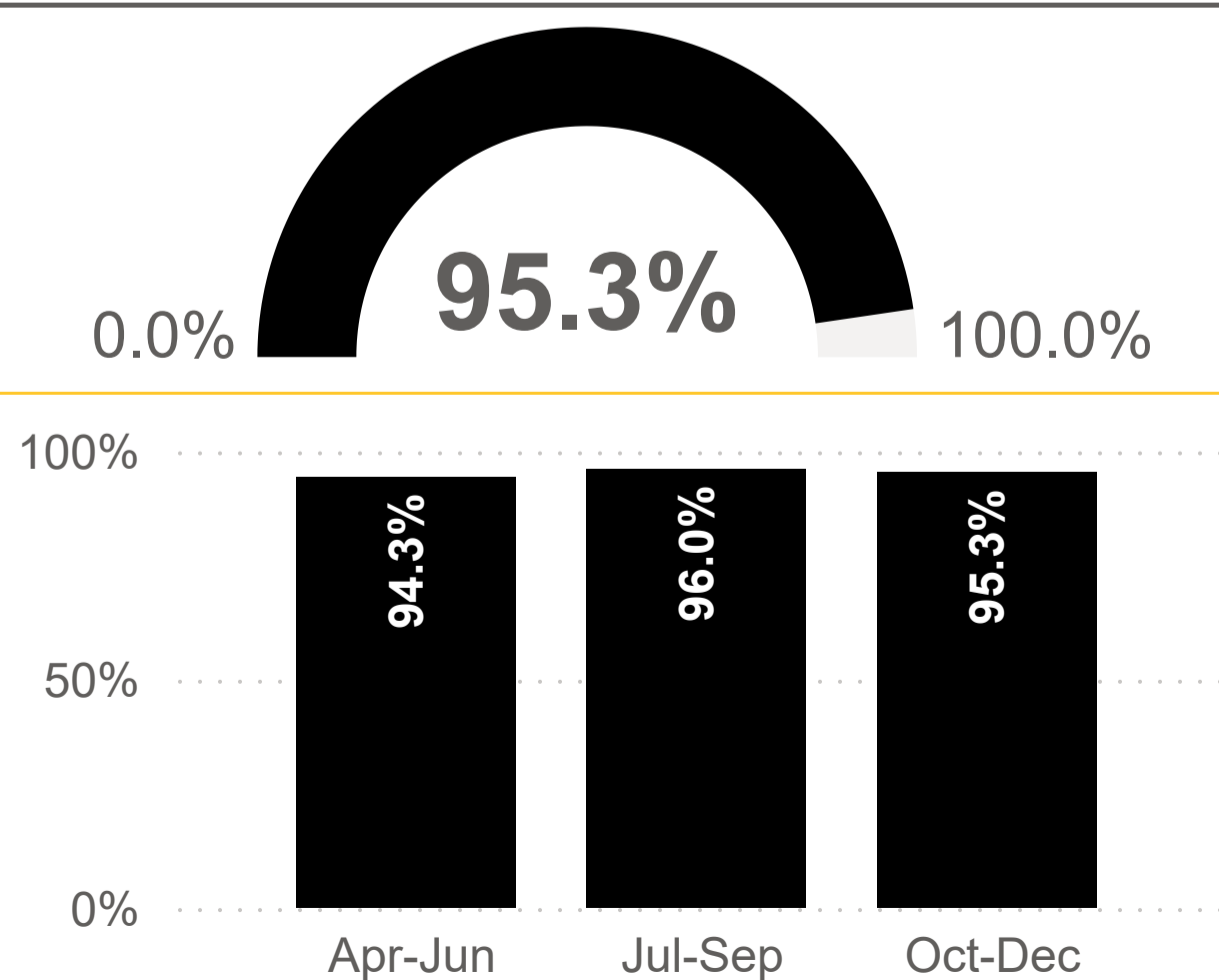
Trust to Deliver Service



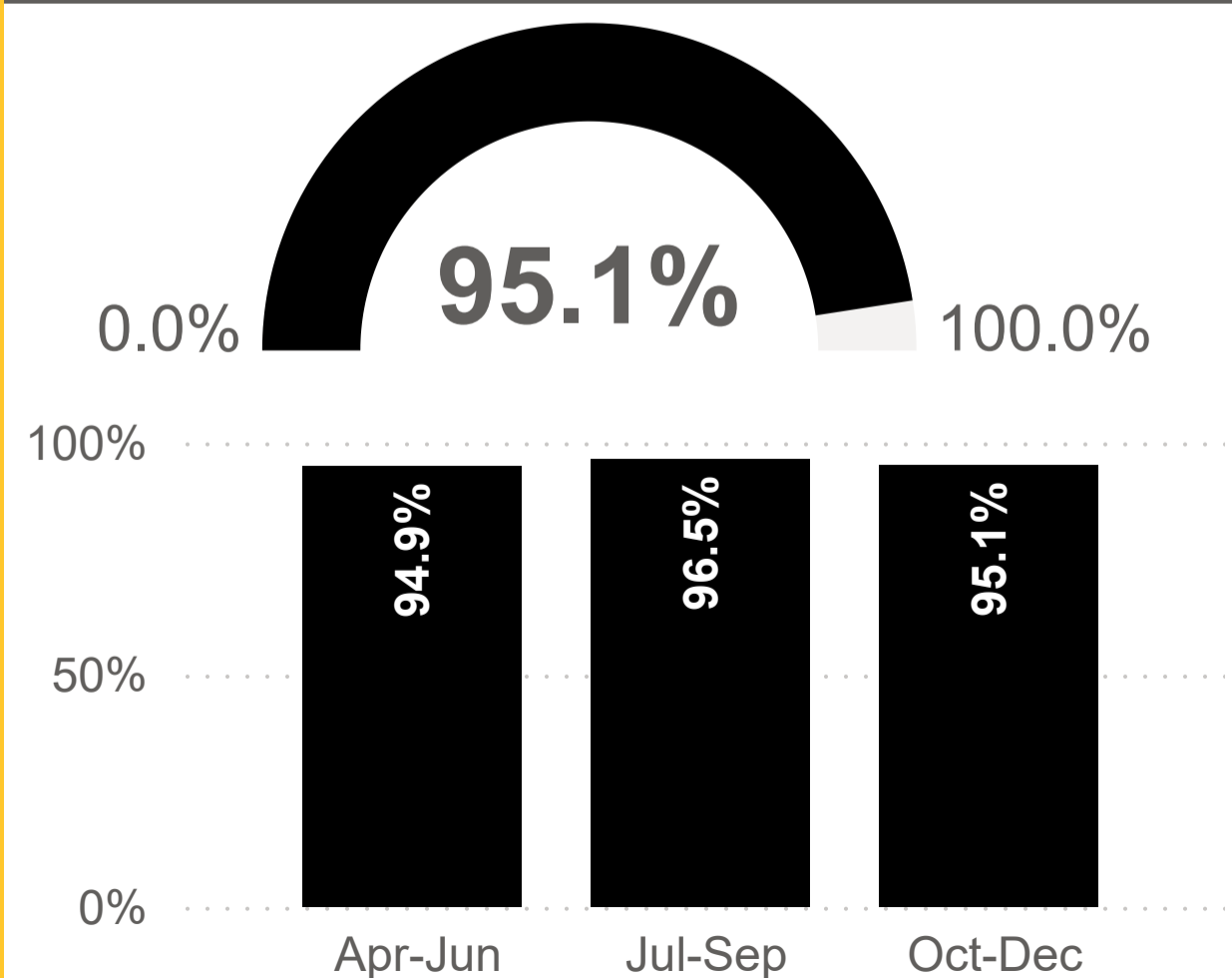
Trust to Deliver: Community



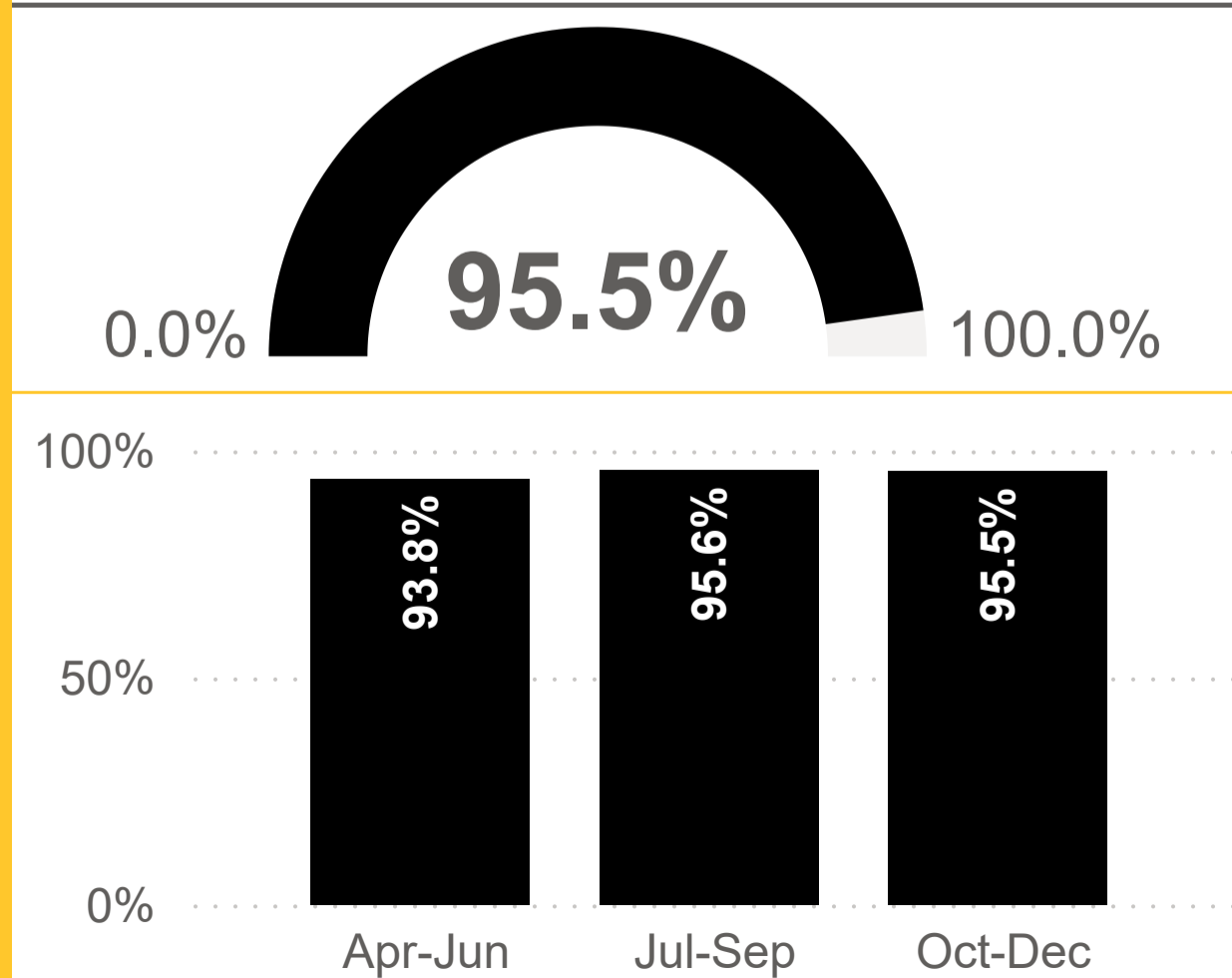
Customer Satisfaction with Staff



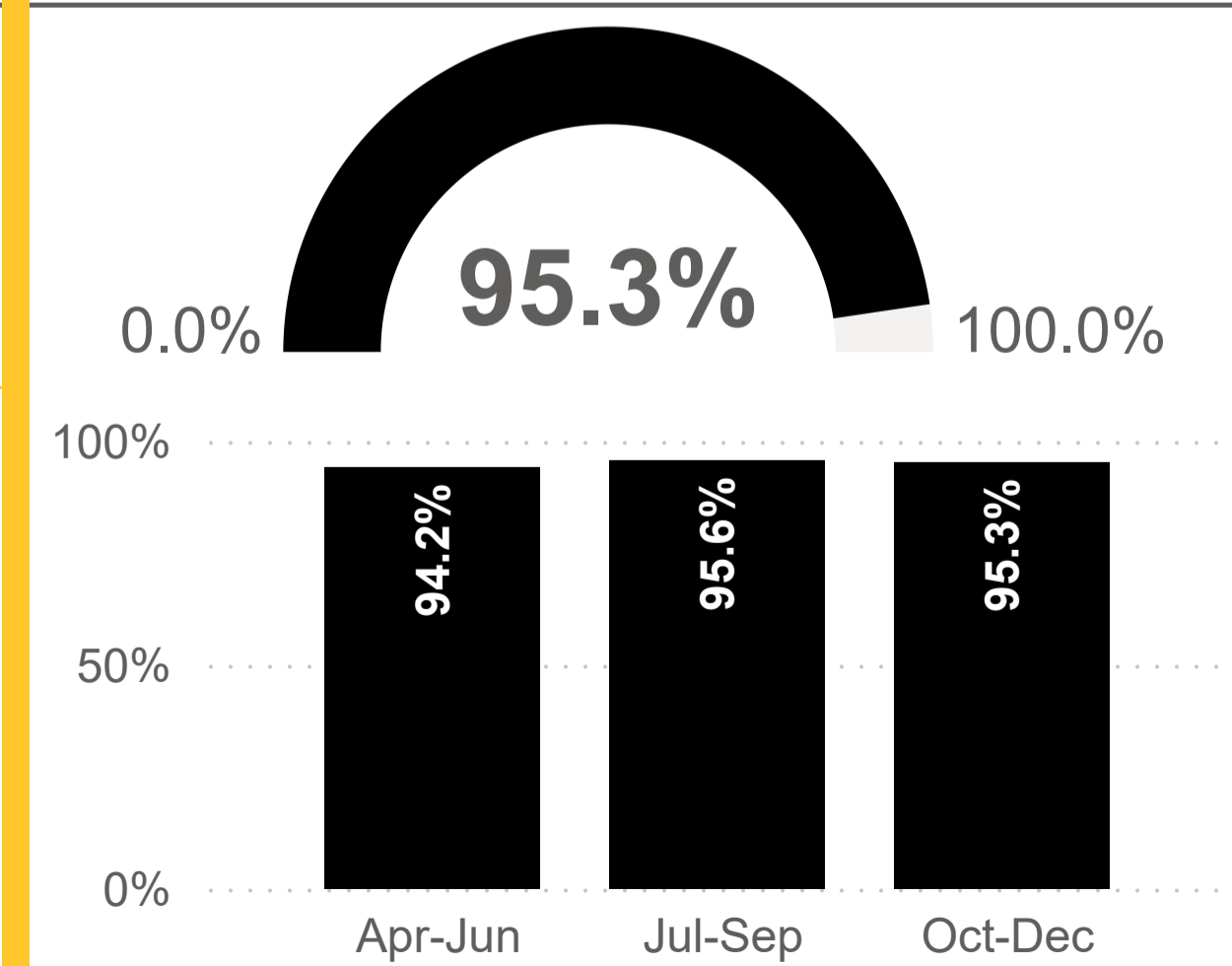
Satisfaction with Port Staff



Satisfaction with Onboard Crew



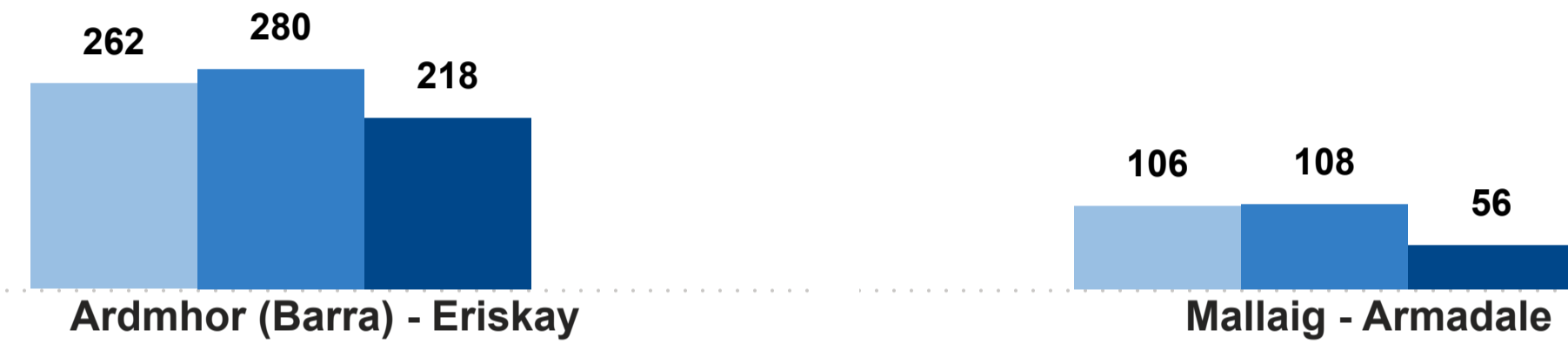
Satisfaction with the Port





Sailings Timetabled, Amended & Actual

● Timetabled ● Amended ● Actual



Punctuality & Reliability

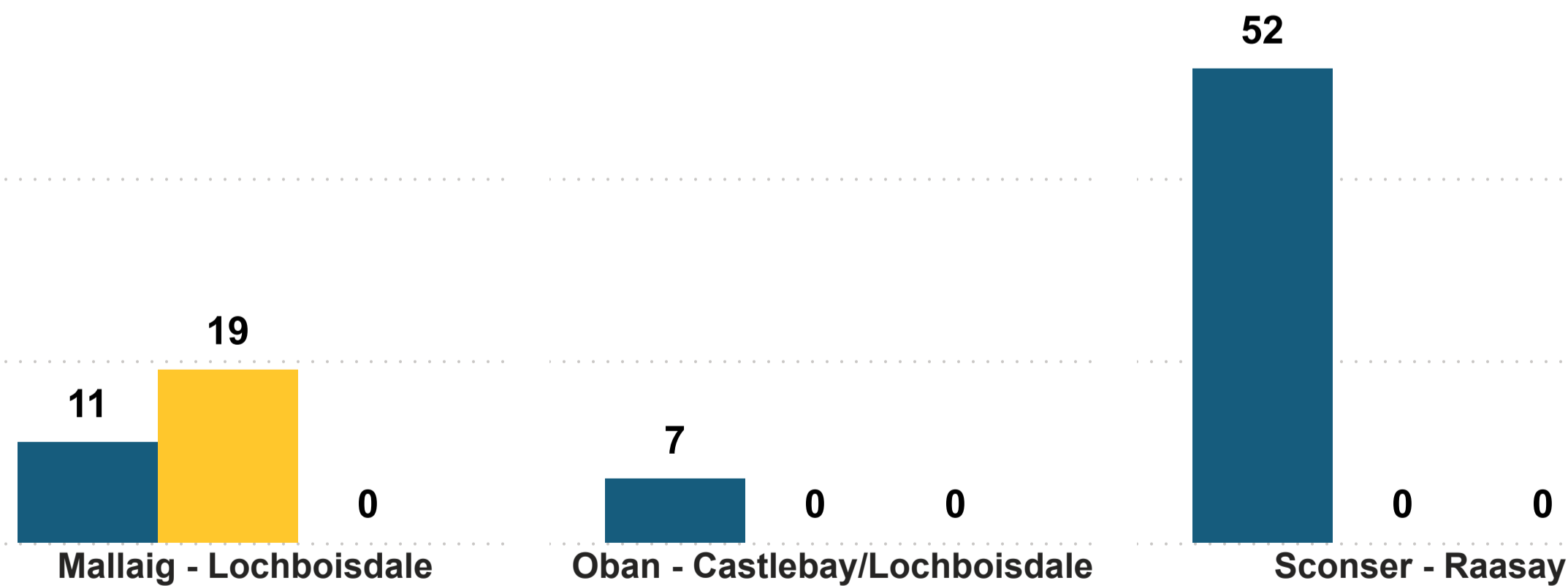
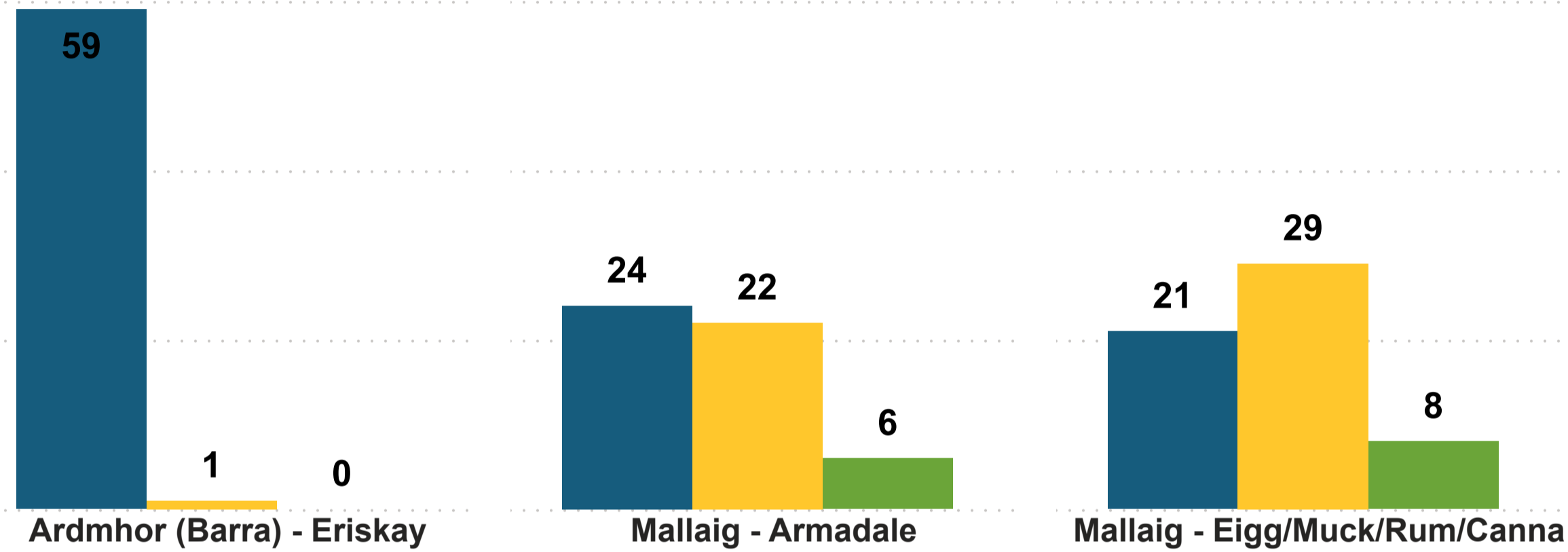
● On Time ● Level 1 Lateness ● Level 2 Lateness ● Cancelled ● Additional





Cancelled Sailings (By Reason)

● Weather ● Technical ● Other



Missed Train Connections

1

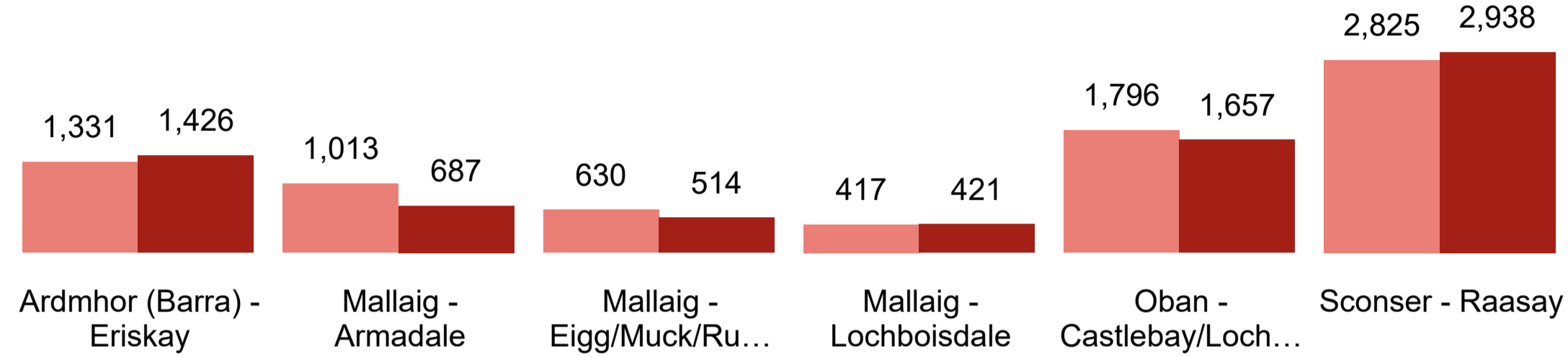
There was one missed advertised train connections for Band C sailings this month.

"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.



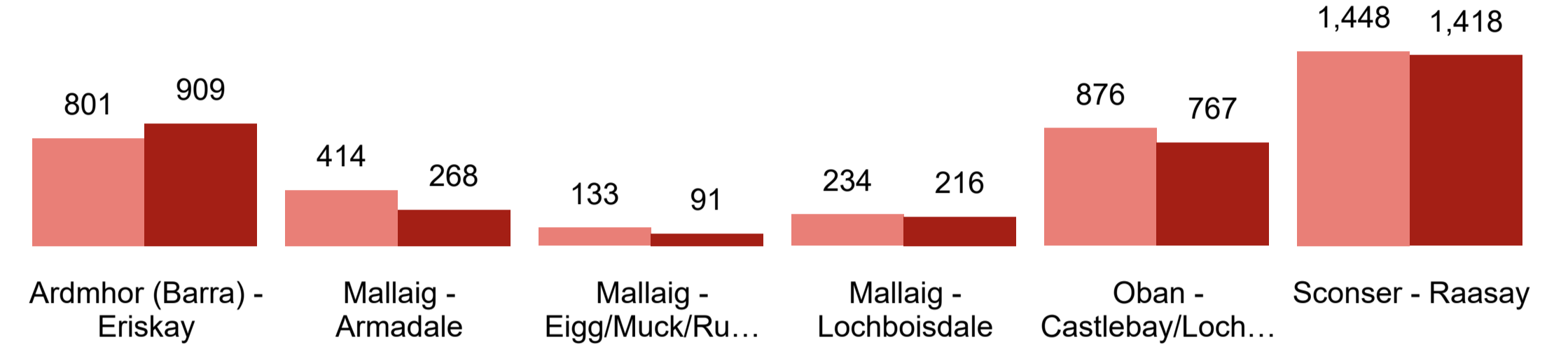
Shipped Passengers

● Last Year ● This Year



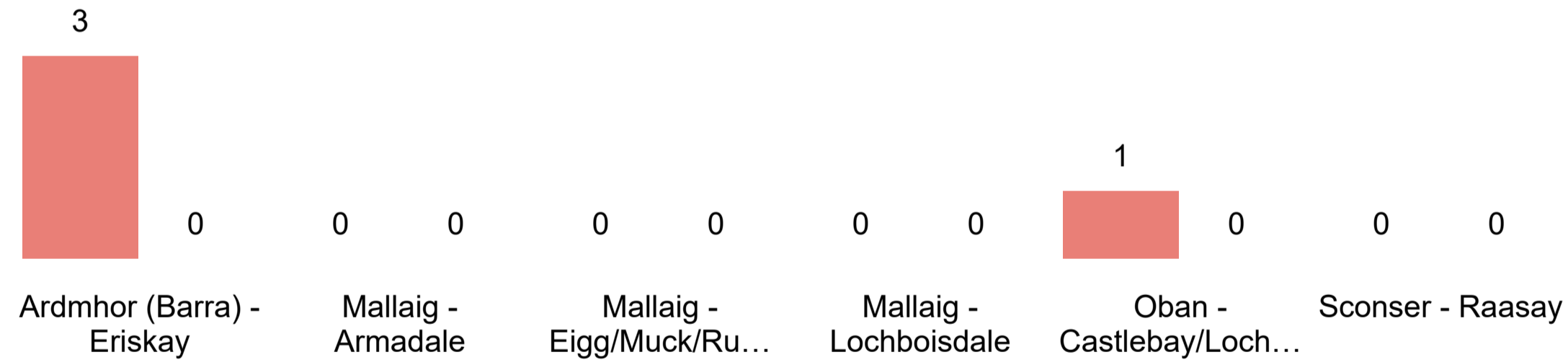
Shipped Cars

● Last Year ● This Year



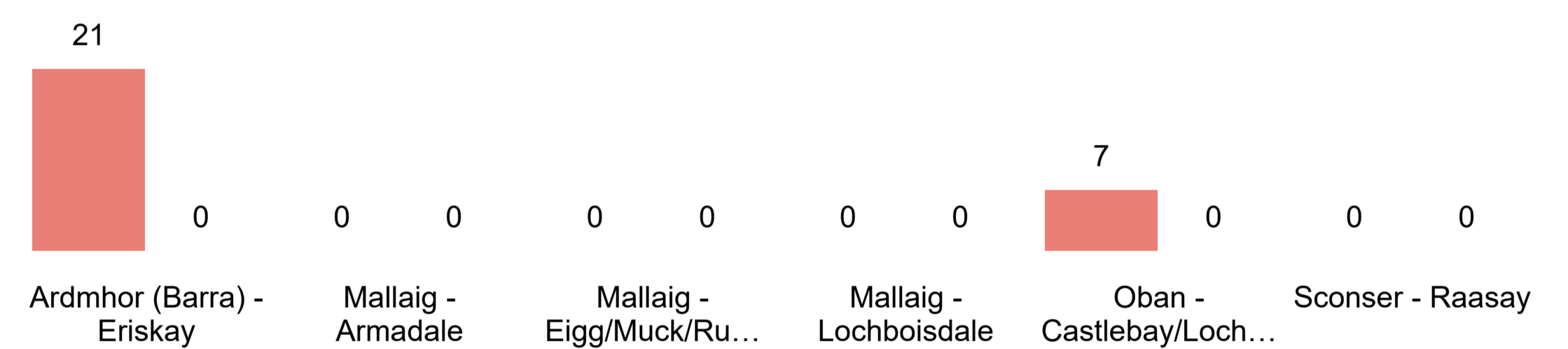
Shipped Coaches

● Last Year ● This Year



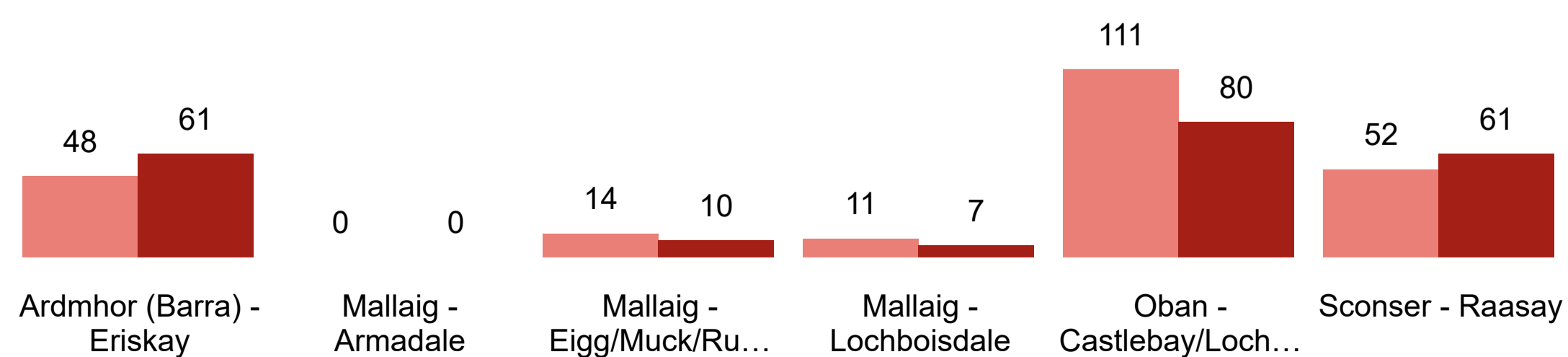
Shipped Coach Metres

● Last Year ● This Year



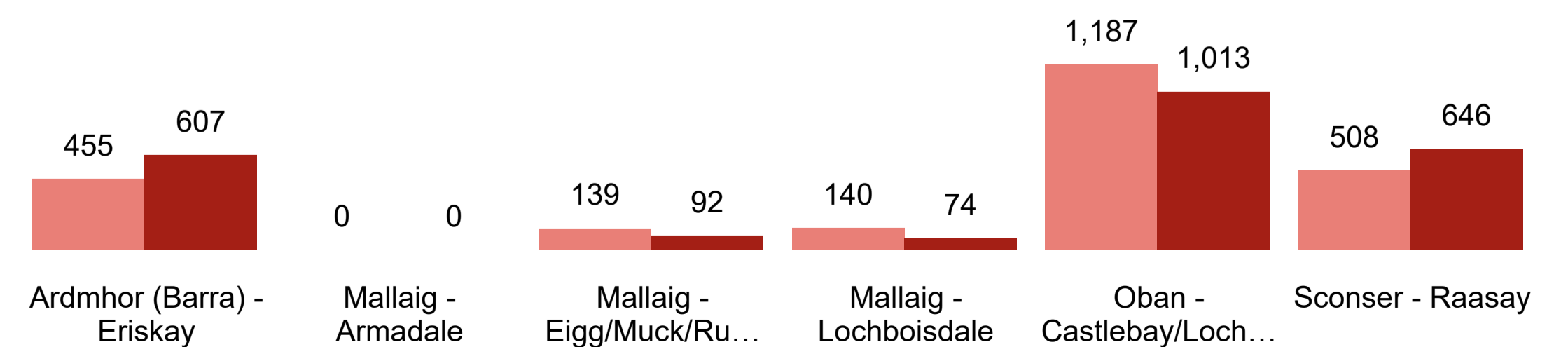
Shipped Commercial Vehicles

● Last Year ● This Year



Shipped Commercial Vehicle Metres

● Last Year ● This Year

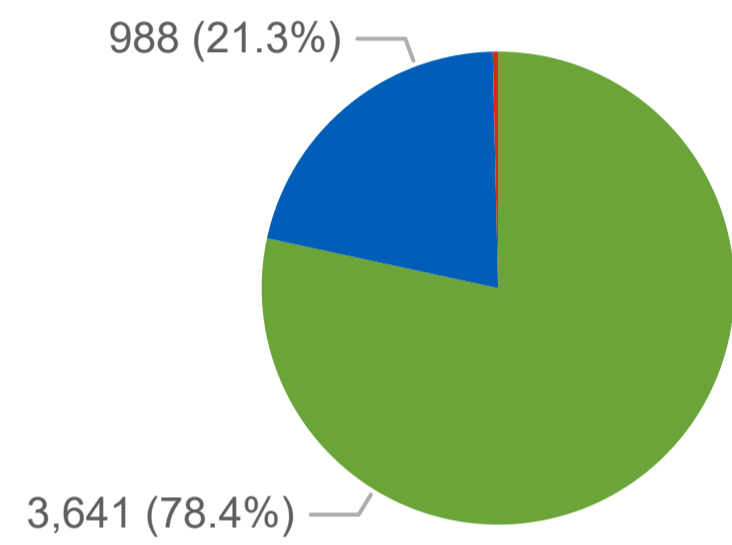




- 1 Car Equivalent Space is equal to 4.6 General Lane Metres
- Below visuals represent car equivalent spaces offered vs car equivalent space made unavailable as a result of technical, weather and all other cancellations

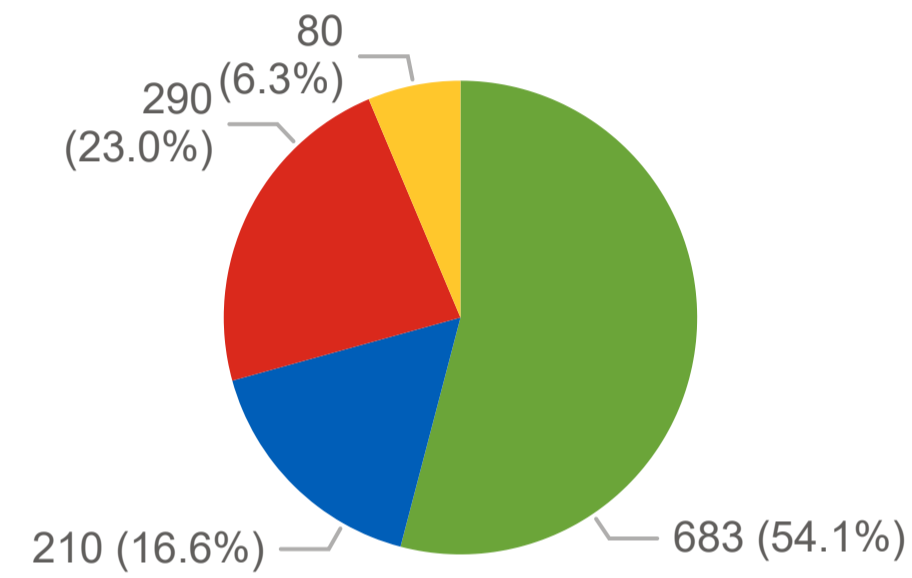
Ardmhor (Barra) - Eriskay

● Offered ● Weather ● Other ● Technical



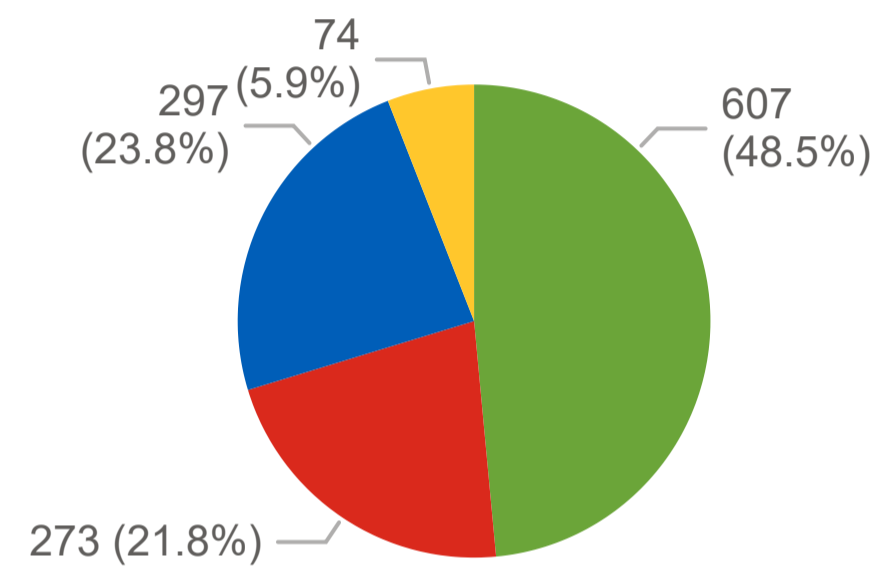
Mallaig - Eigg/Muck/Rum/Canna

● Offered ● Weather ● Technical ● Other



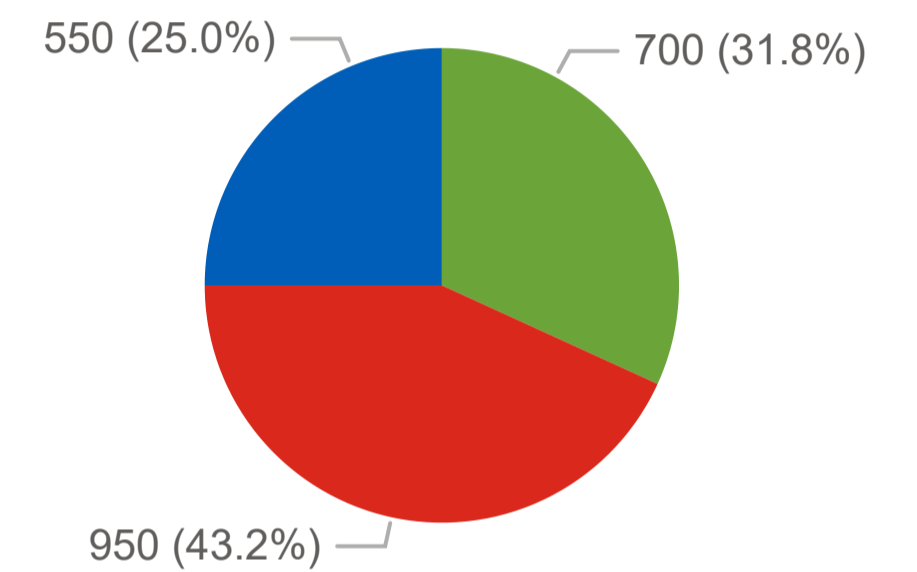
Mallaig - Armadale

● Offered ● Technical ● Weather ● Other



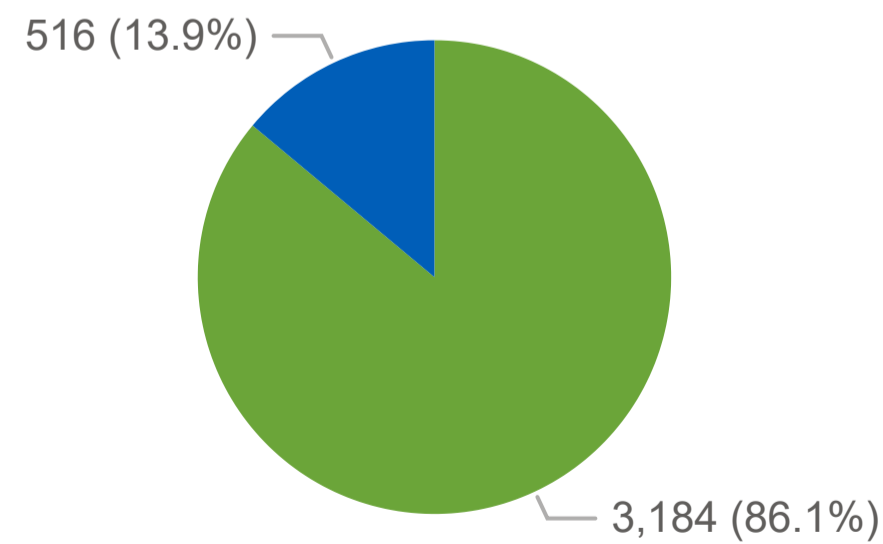
Mallaig - Lochboisdale

● Offered ● Technical ● Weather ● Other



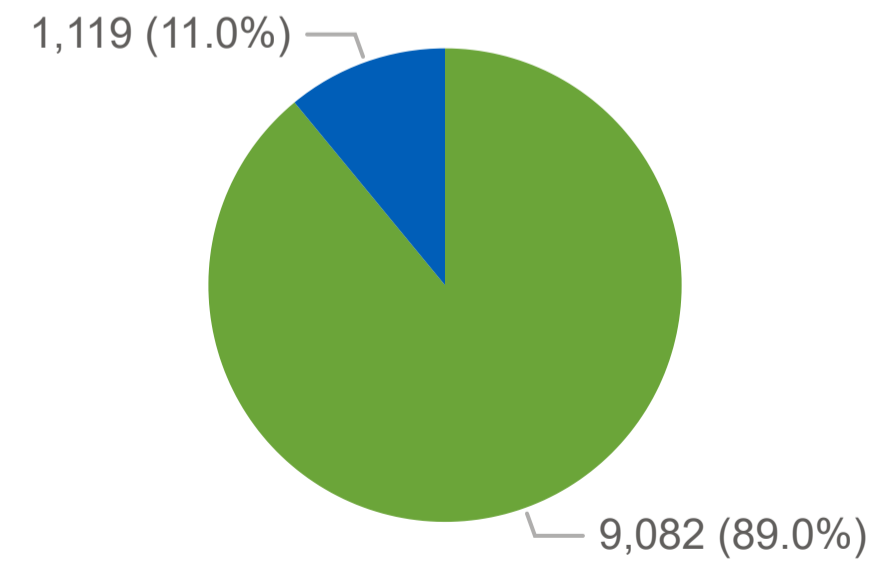
Oban - Castlebay/Lochboisdale

● Offered ● Weather ● Technical ● Other



Sconser - Raasay

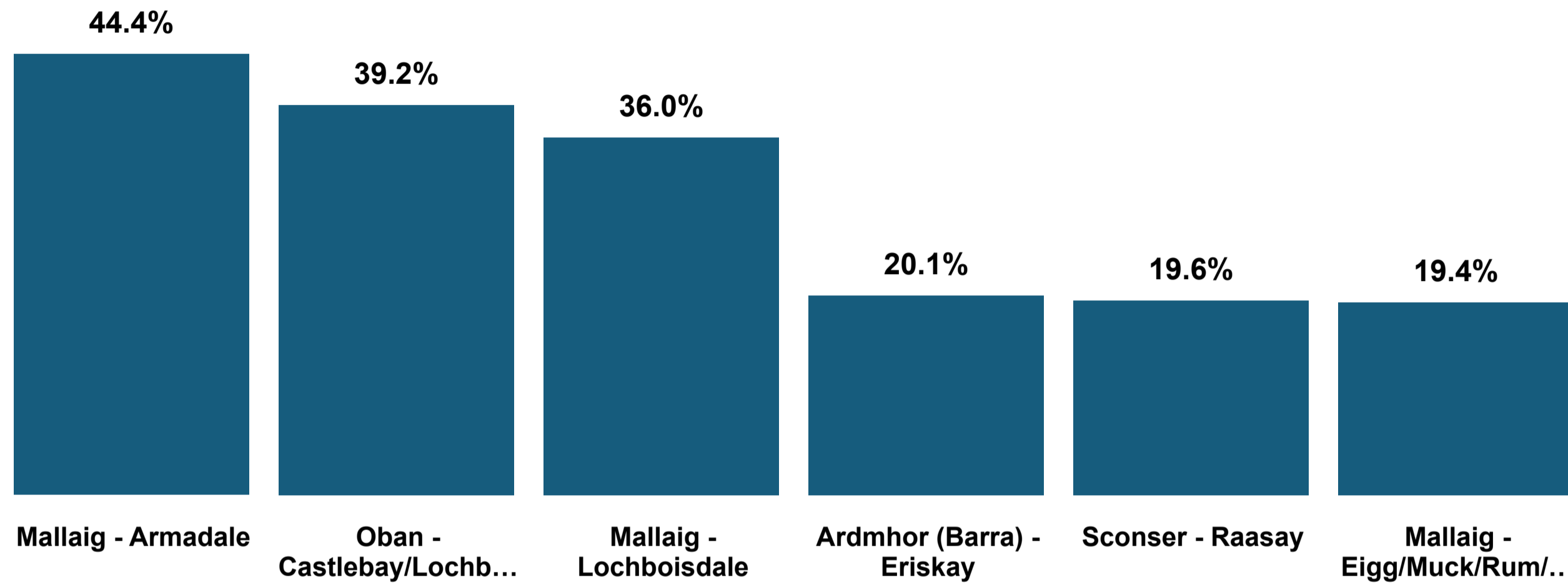
● Offered ● Weather ● Technical ● Other



Route	Offered	Weather	Tech	Other
Sconser - Raasay	9,082	1,119		
Ardmhor (Barra) - Eriskay	3,641	988	17	
Oban - Castlebay/Lochboisdale	3,184	516		
Mallaig - Lochboisdale	700	550	950	
Mallaig - Eigg/Muck/Rum/Canna	683	210	290	80
Mallaig - Armadale	607	297	273	74



Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Mallaig - Armadale	2.8K	1.2K	269	44.4%
Oban - Castlebay/Lochboisdale	14.6K	5.7K	1,250	39.2%
Mallaig - Lochboisdale	3.2K	1.2K	252	36.0%
Ardmhor (Barra) - Eriskay	16.8K	3.4K	730	20.1%
Sconser - Raasay	41.8K	8.2K	1,779	19.6%
Mallaig - Eigg/Muck/Rum/Canna	3.1K	0.6K	132	19.4%
Total	82.3K	20.3K	4,413	24.7%

Overall Utilisation of Sailings

● >90% ● 75-89% ● 50-74% ● <50%

