

Total Number of
Survey Responses
Last 6 Months

20K

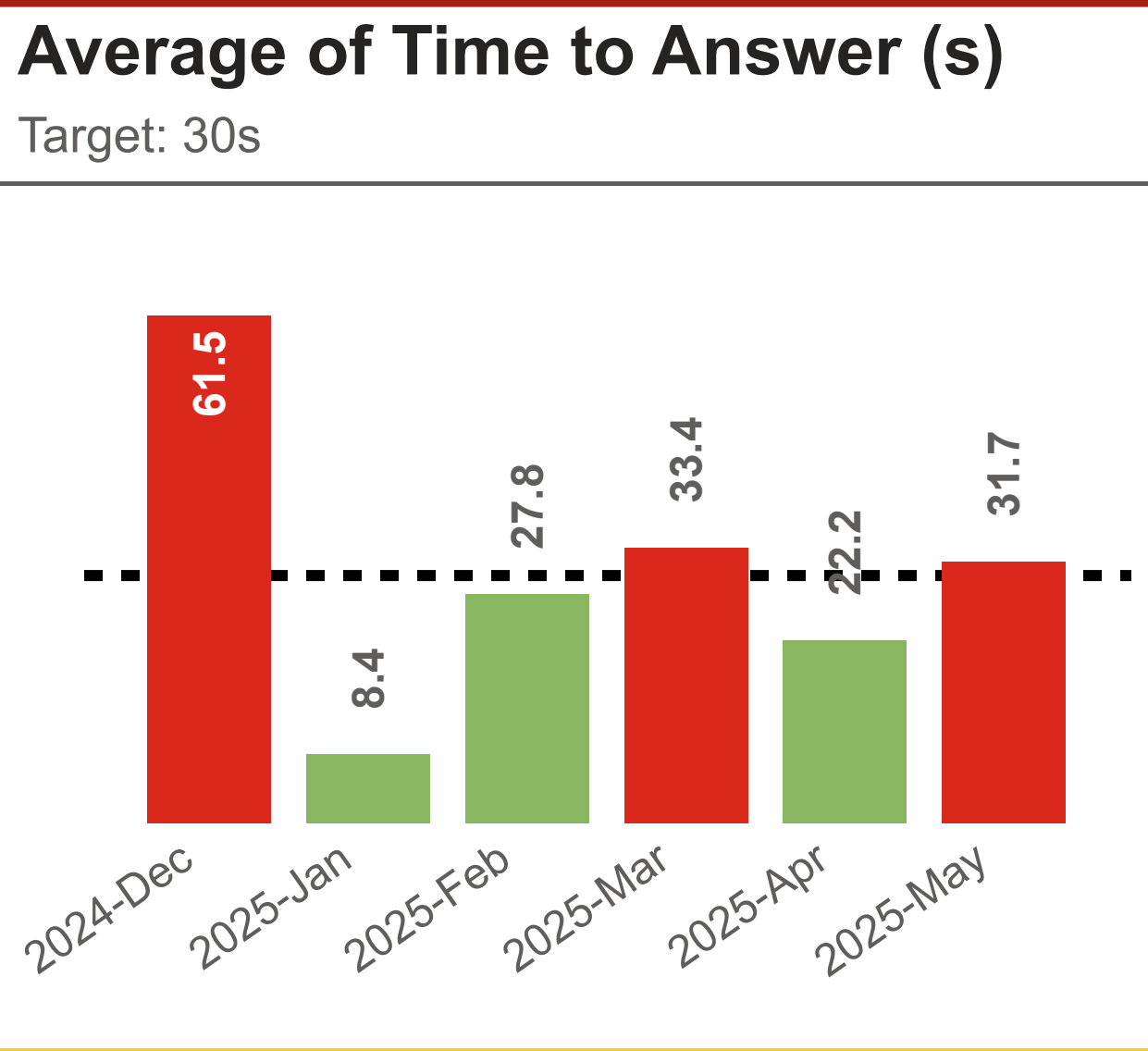
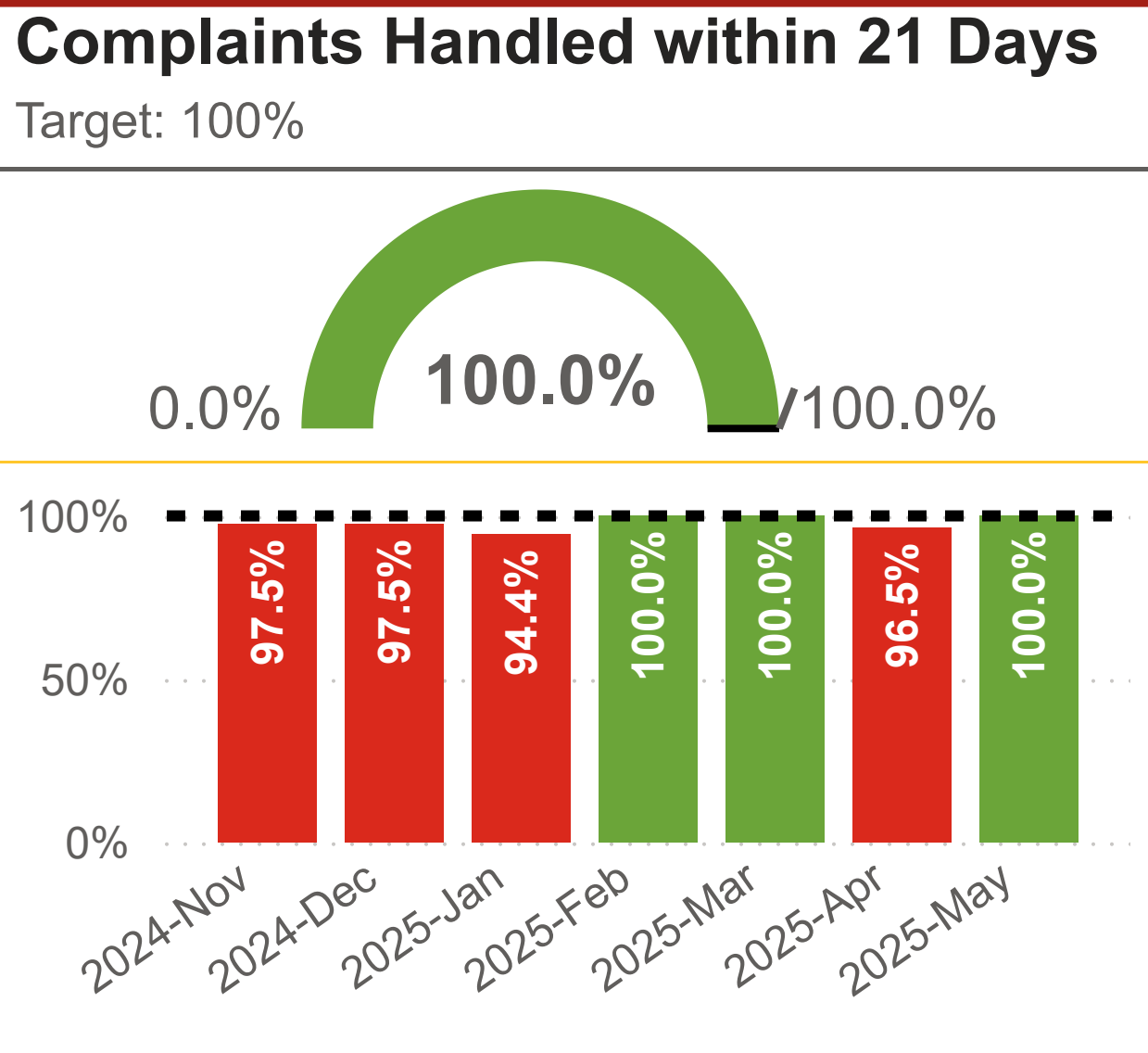
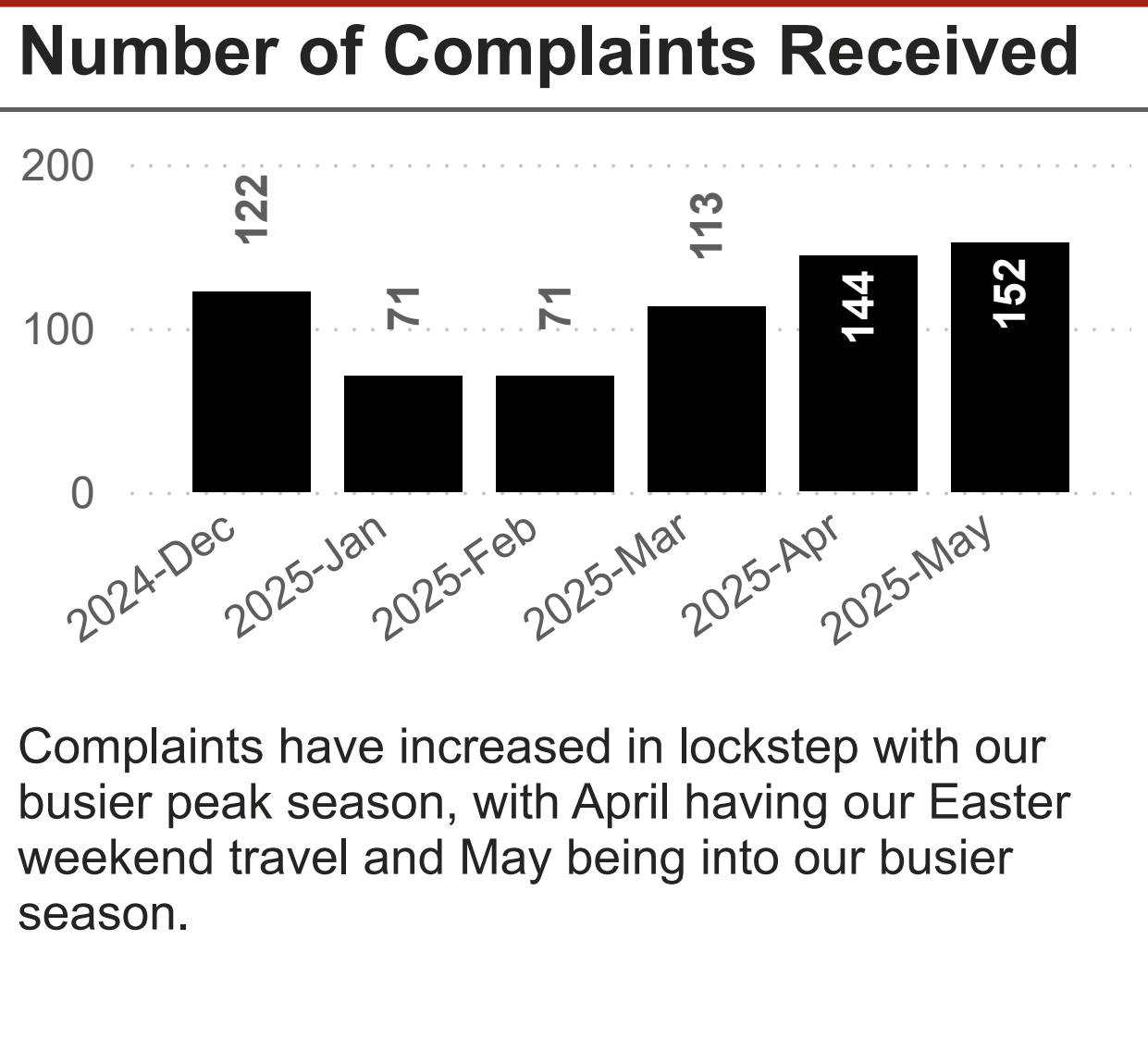
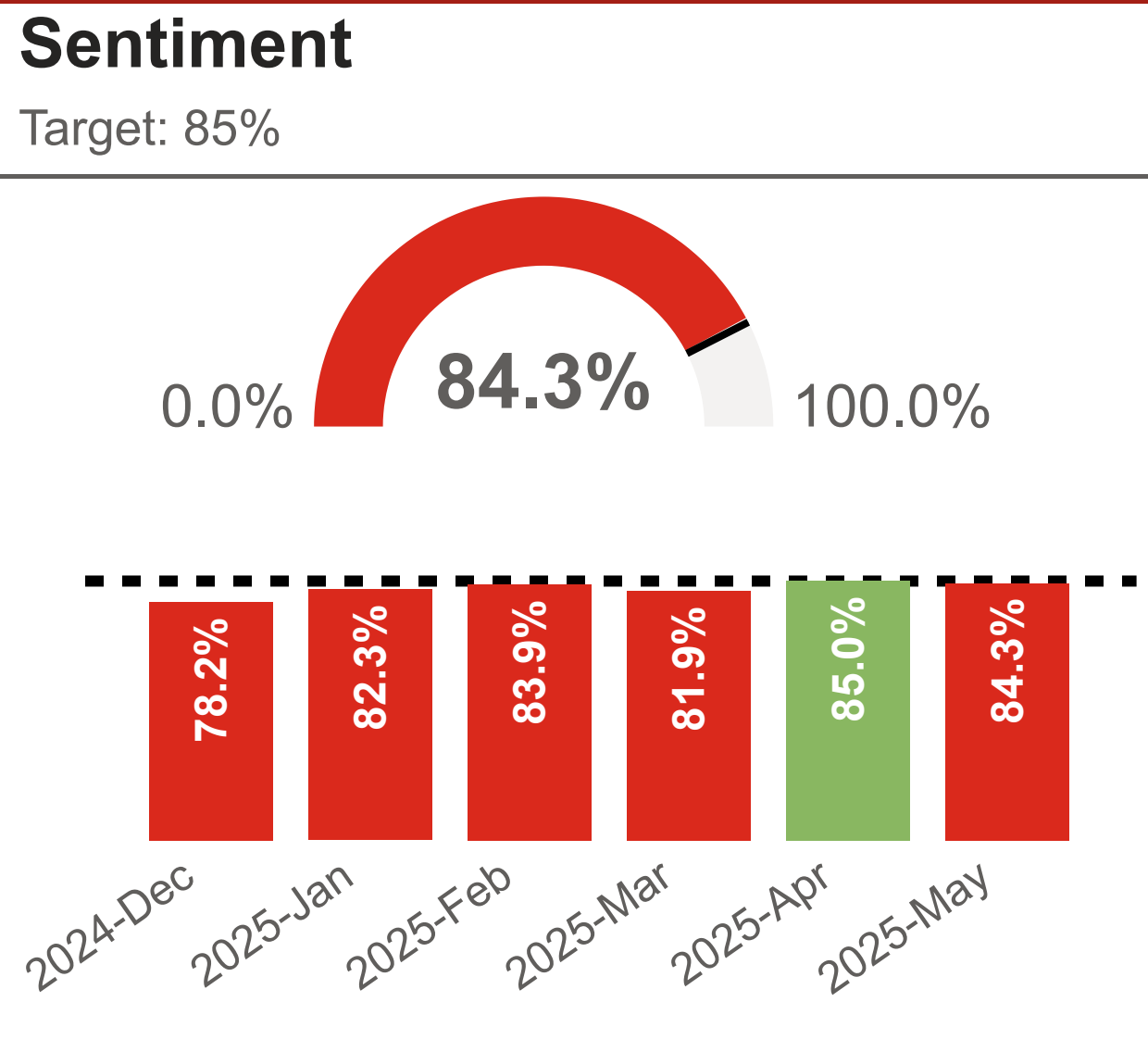
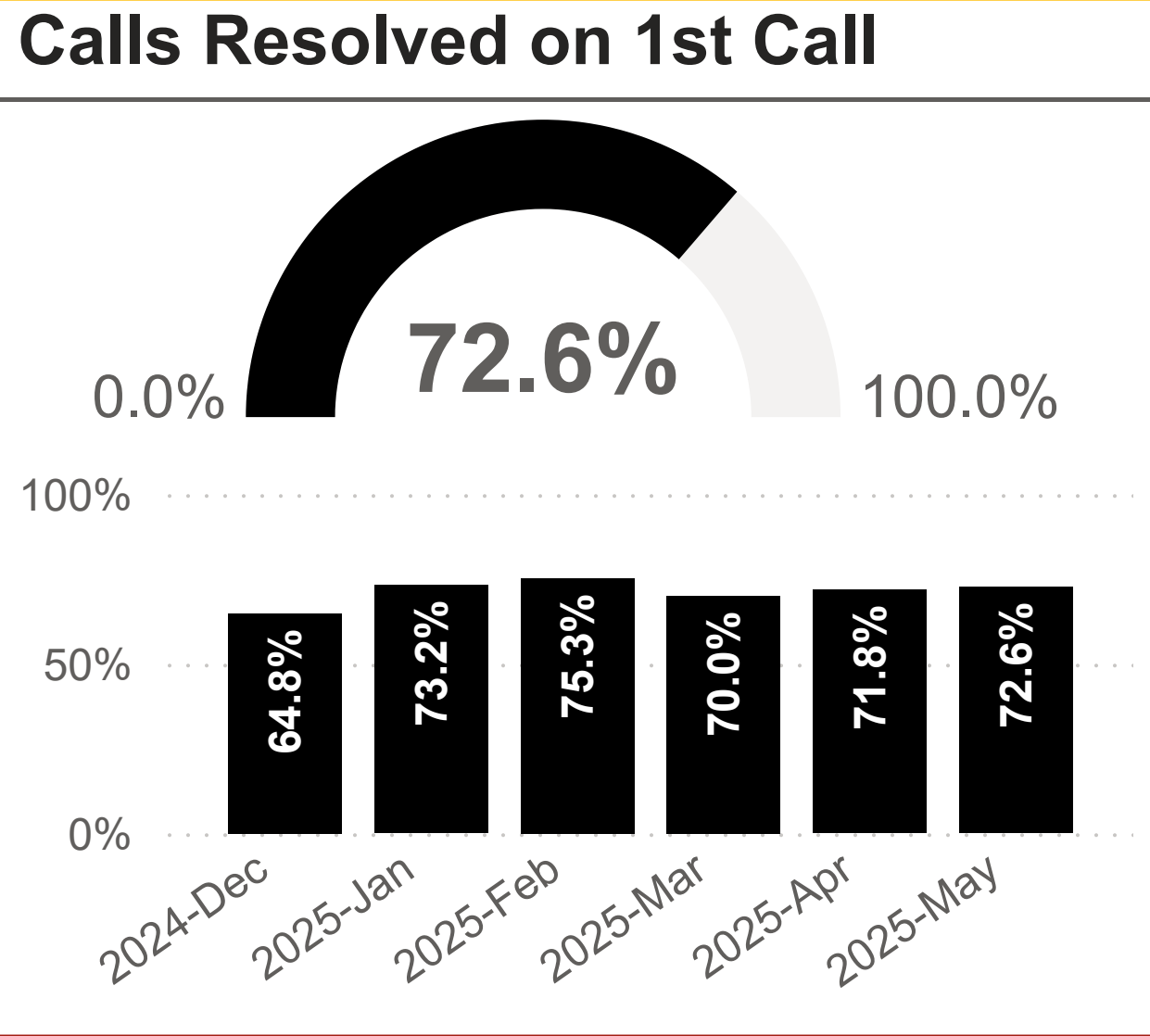
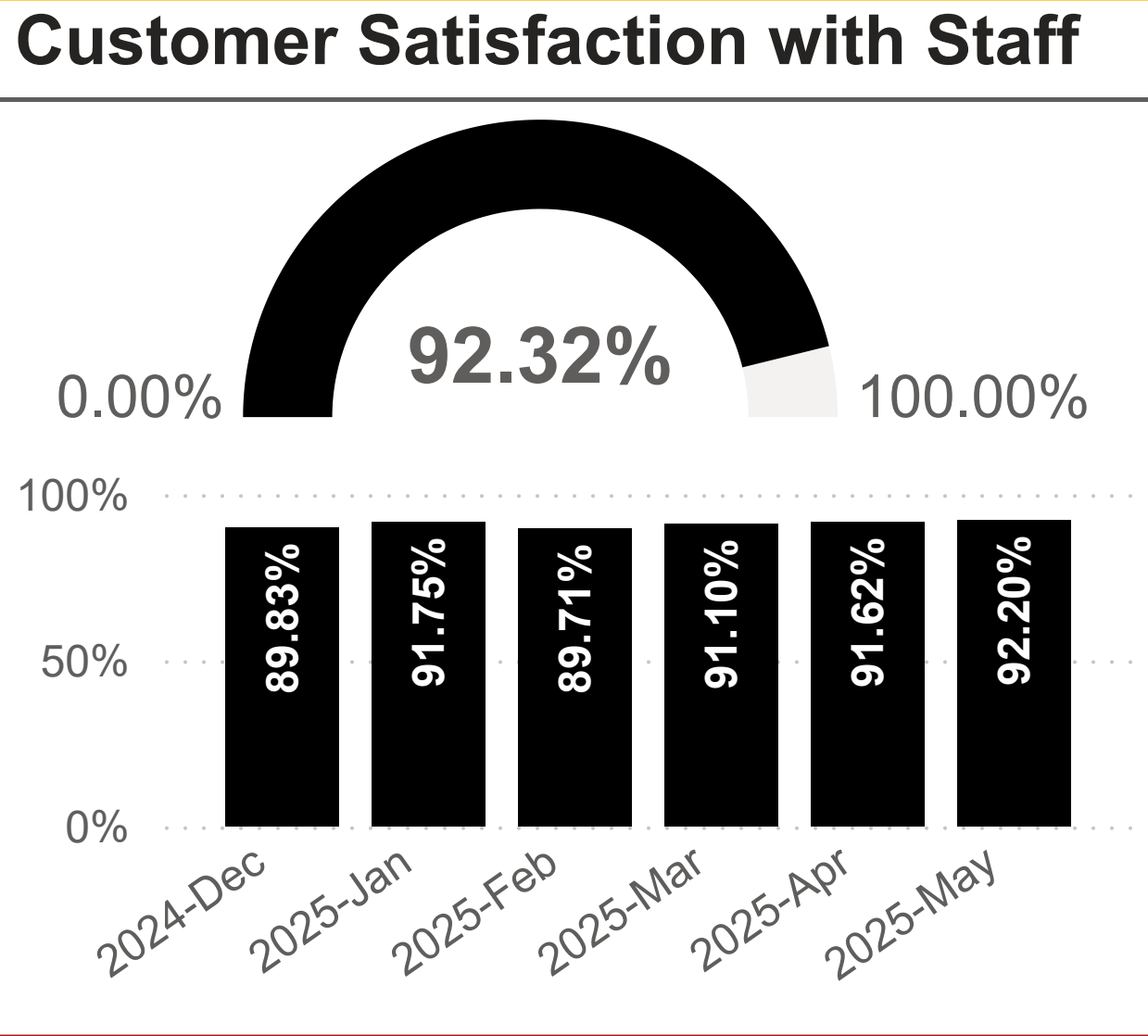
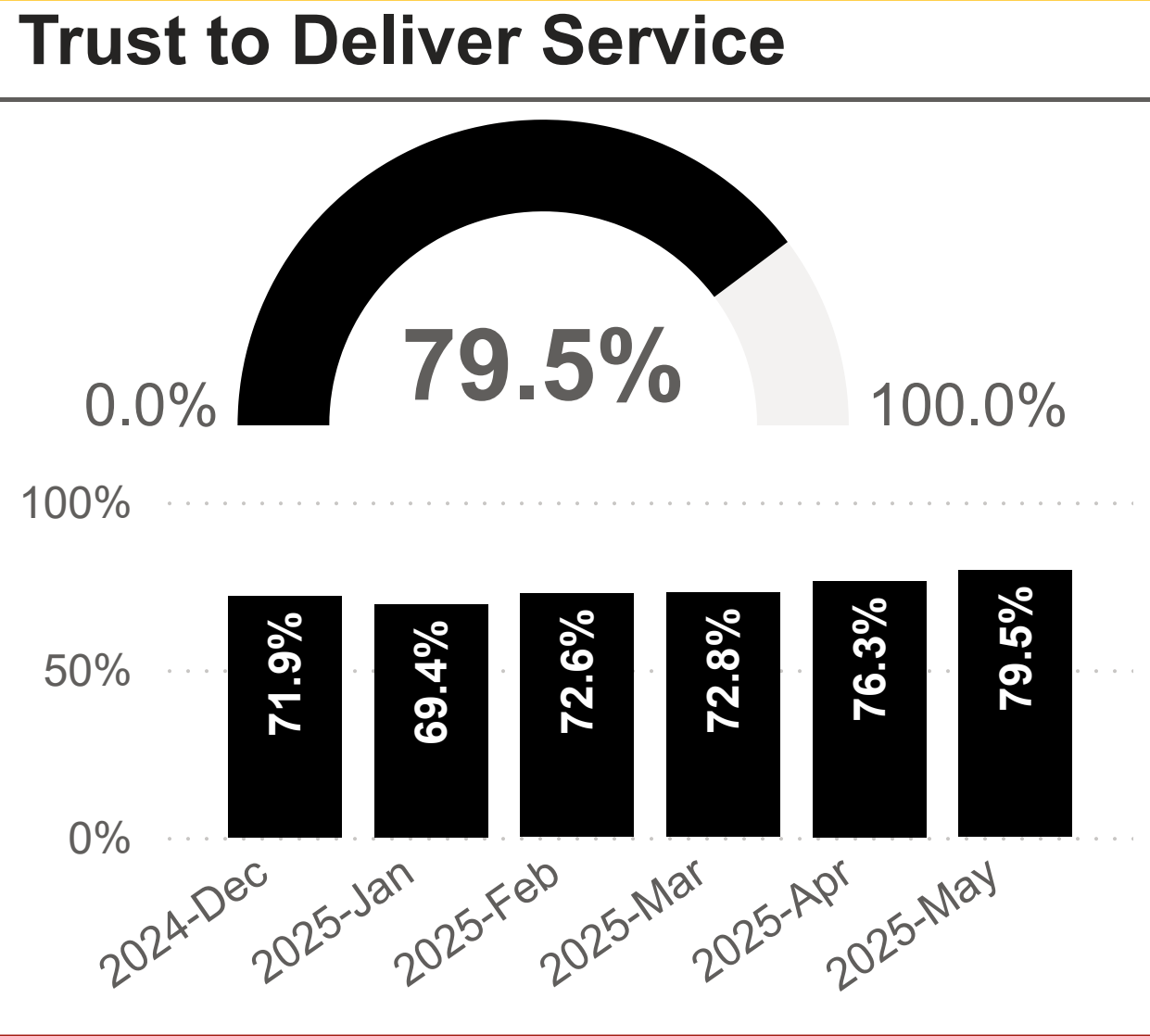
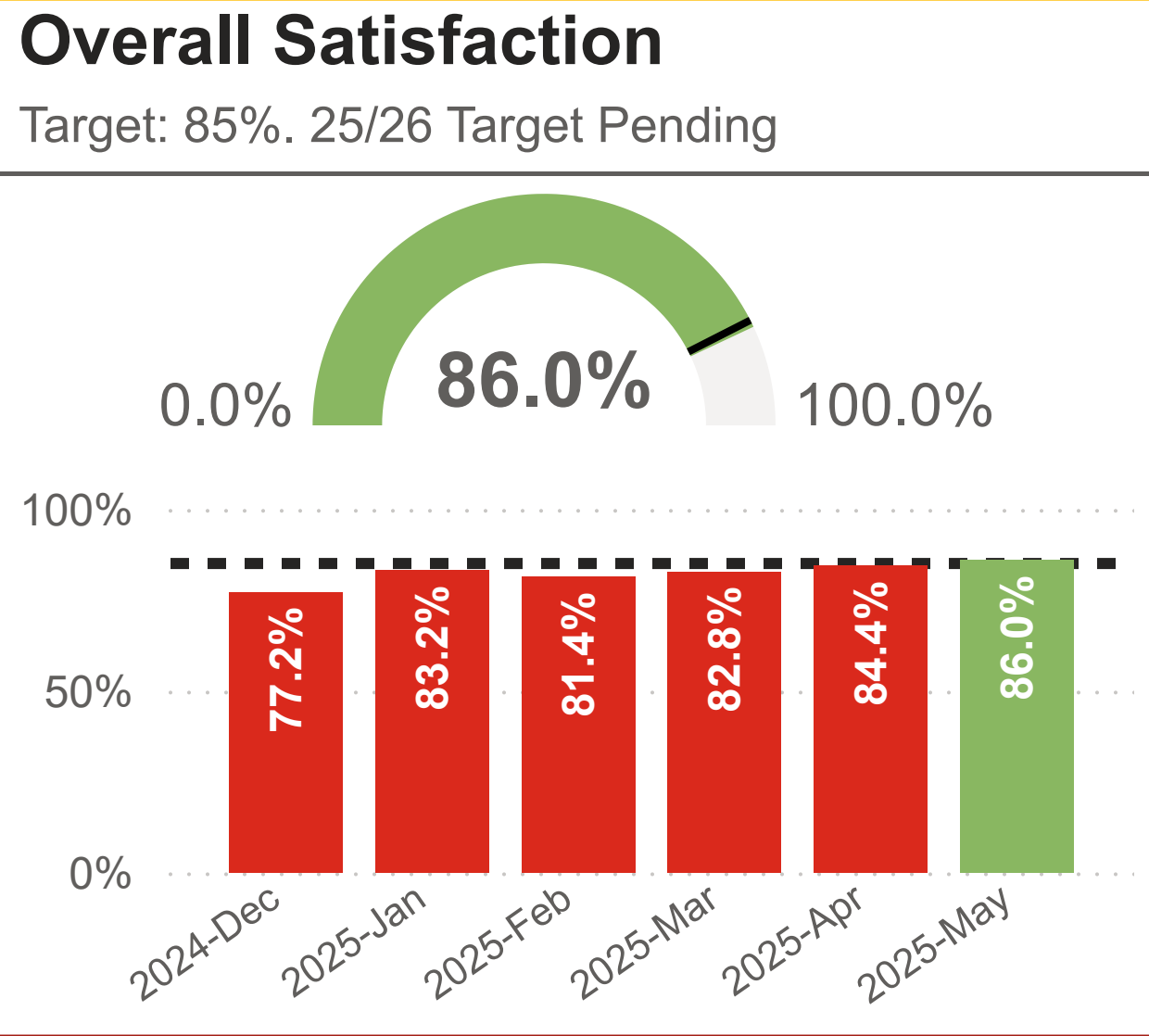
Our Performance in May 2025

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.



Hebrides North

Total Number of Survey Responses

2956

Our Performance in May 2025

Customer Feedback Metrics

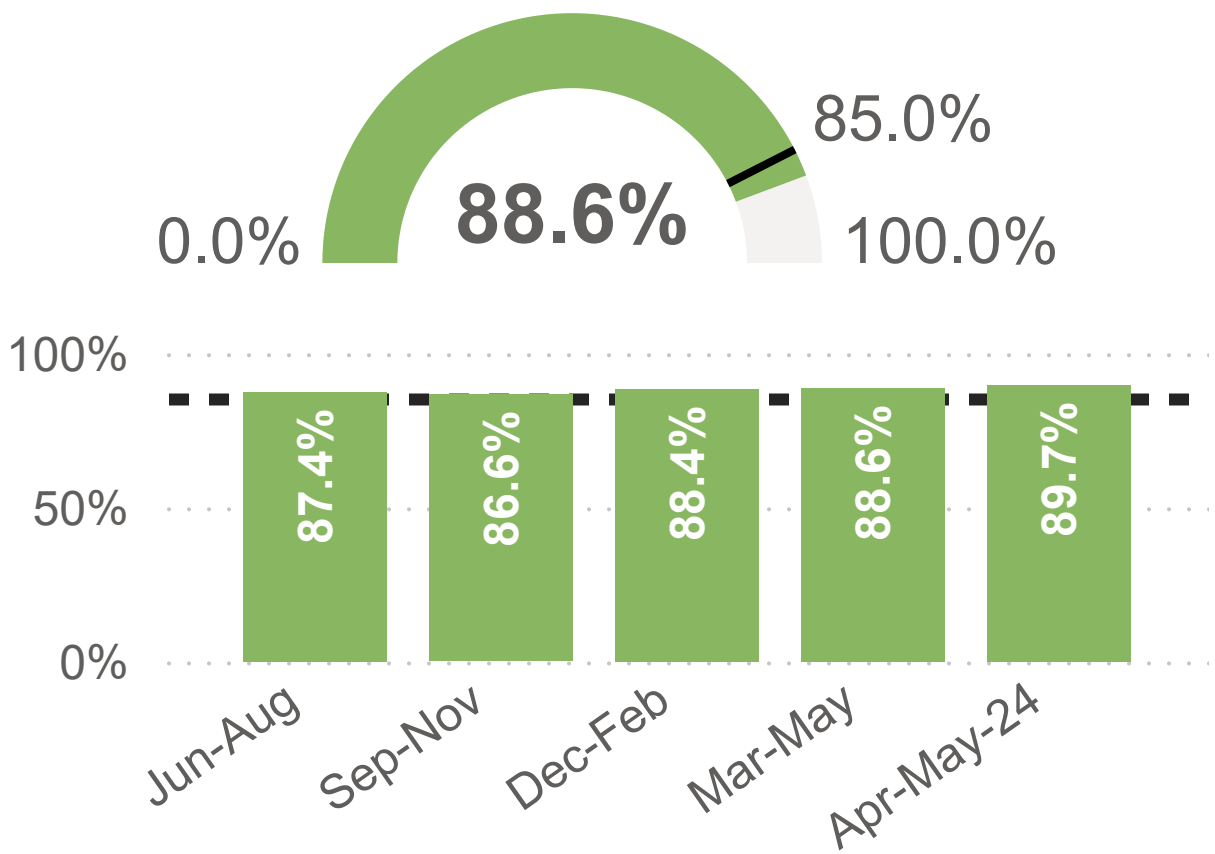
Hebrides North



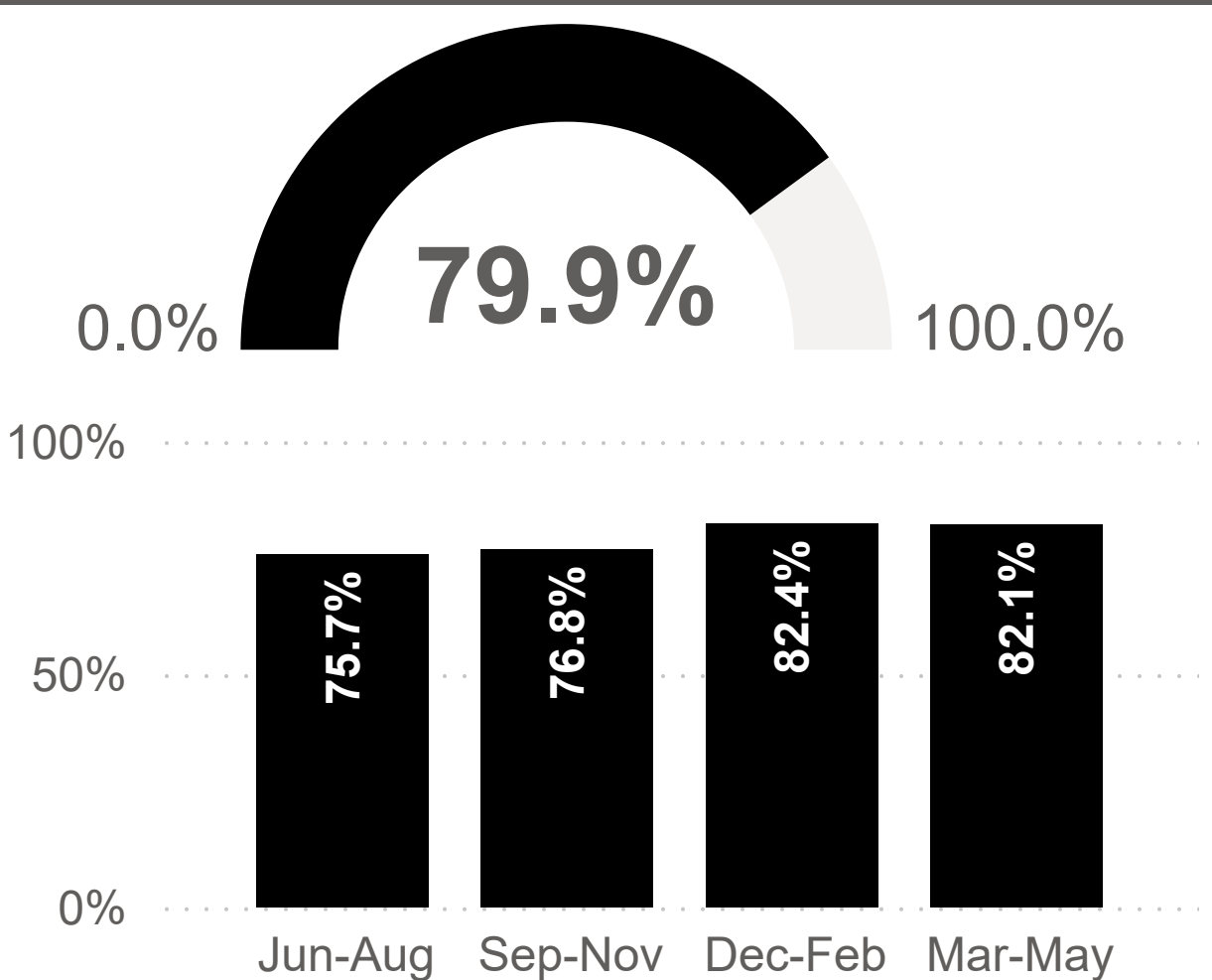
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.
Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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

Overall Satisfaction

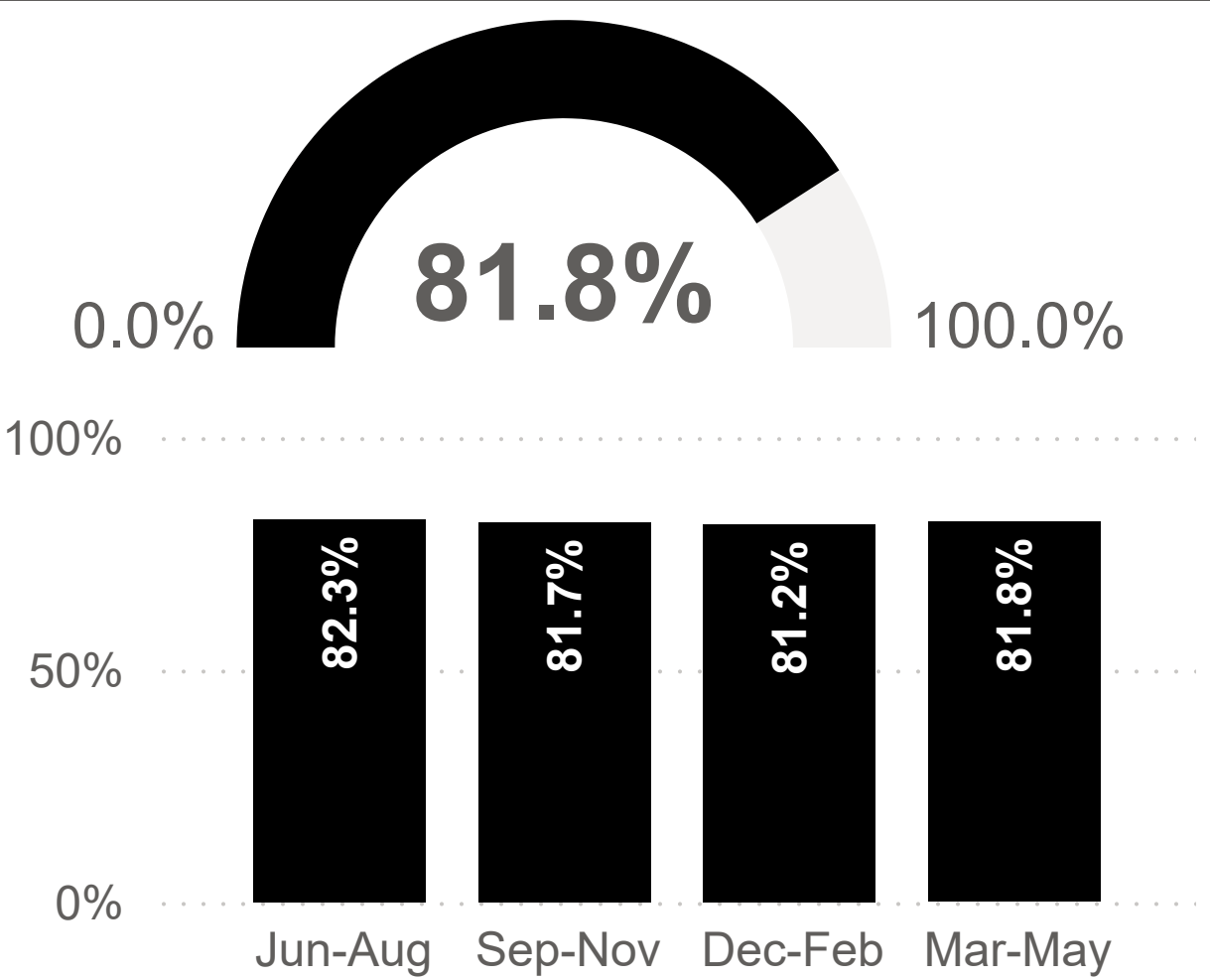
Target: 85%. 25/26 Target Pending



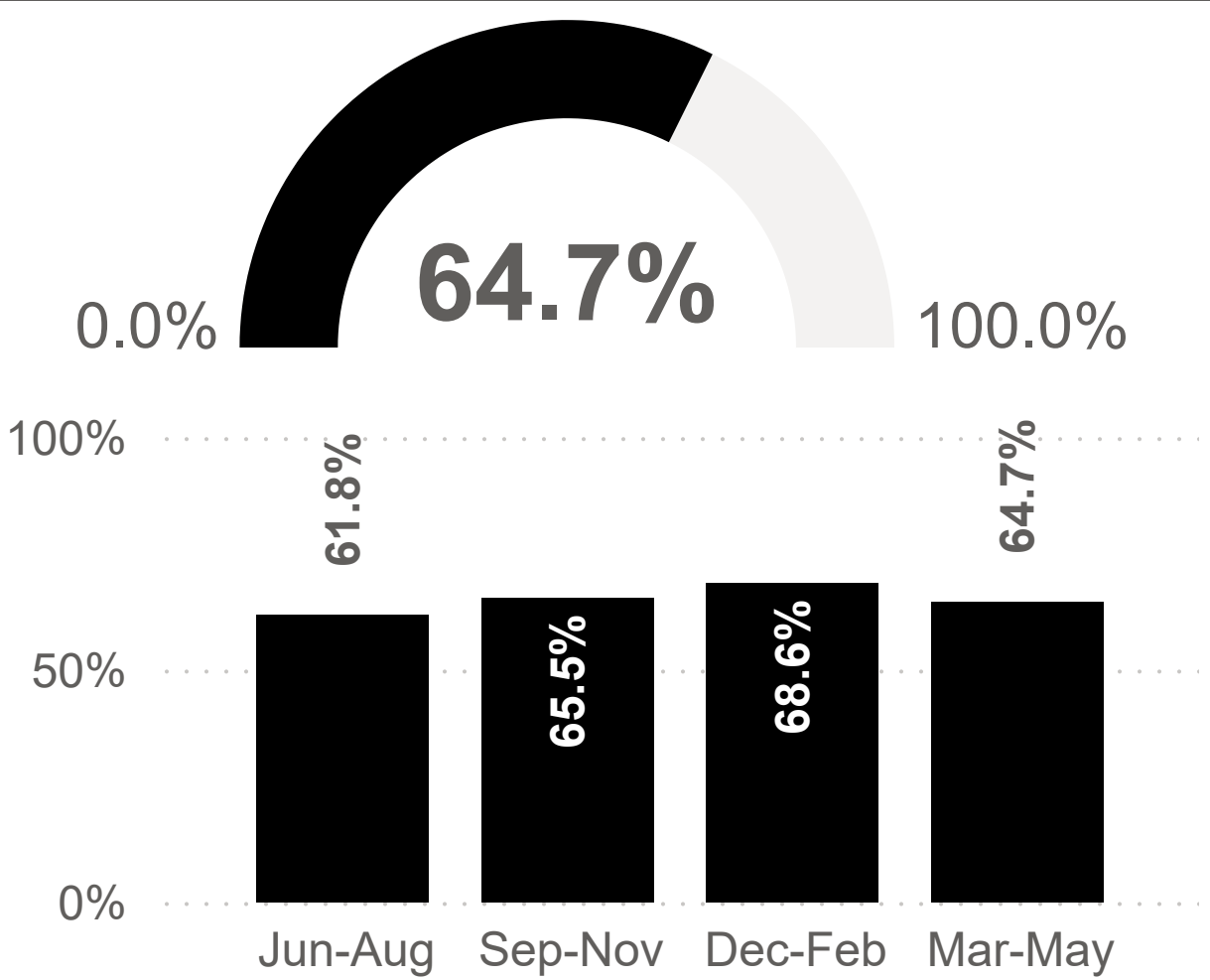
Overall Satisfaction: Community



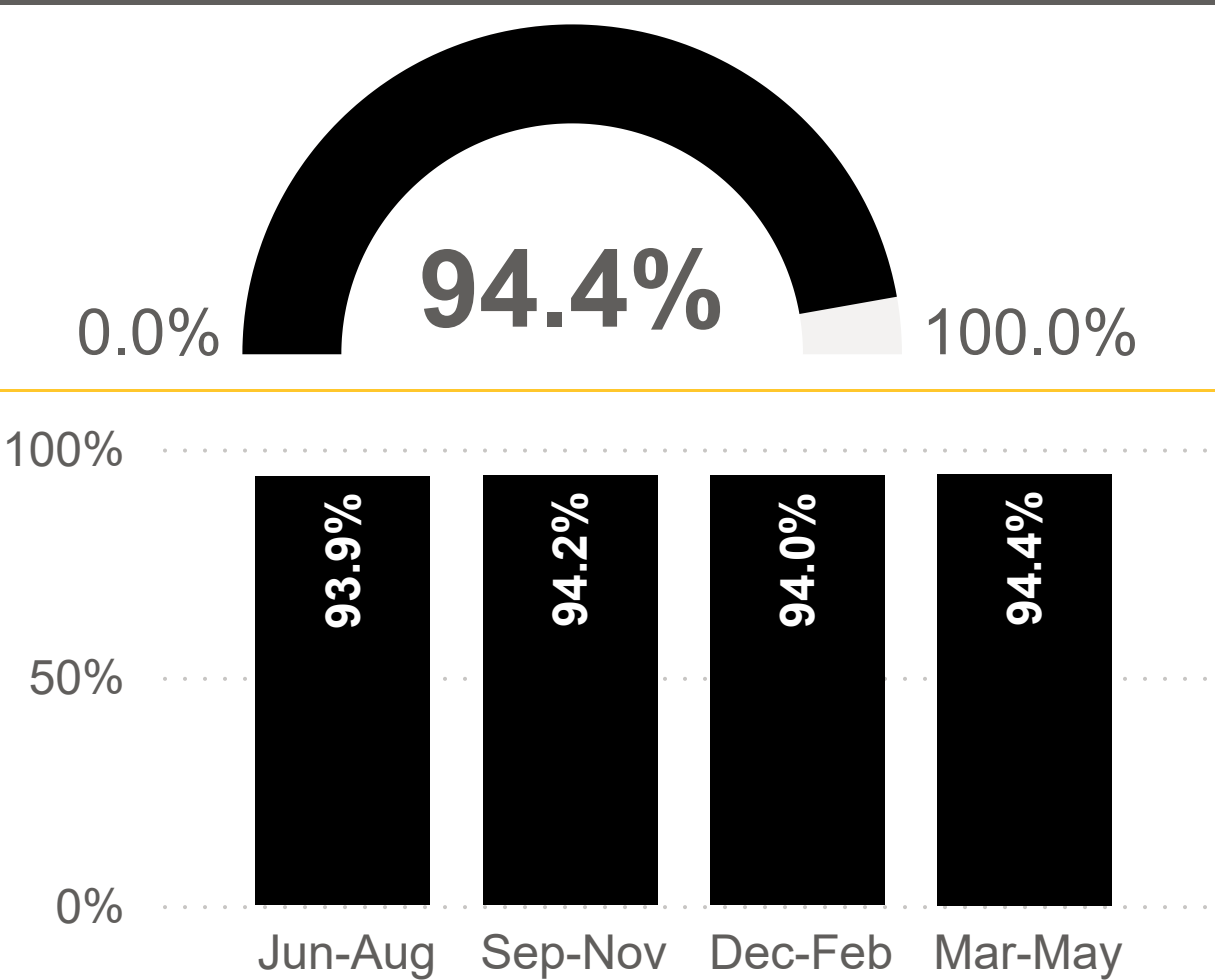
Trust to Deliver Service



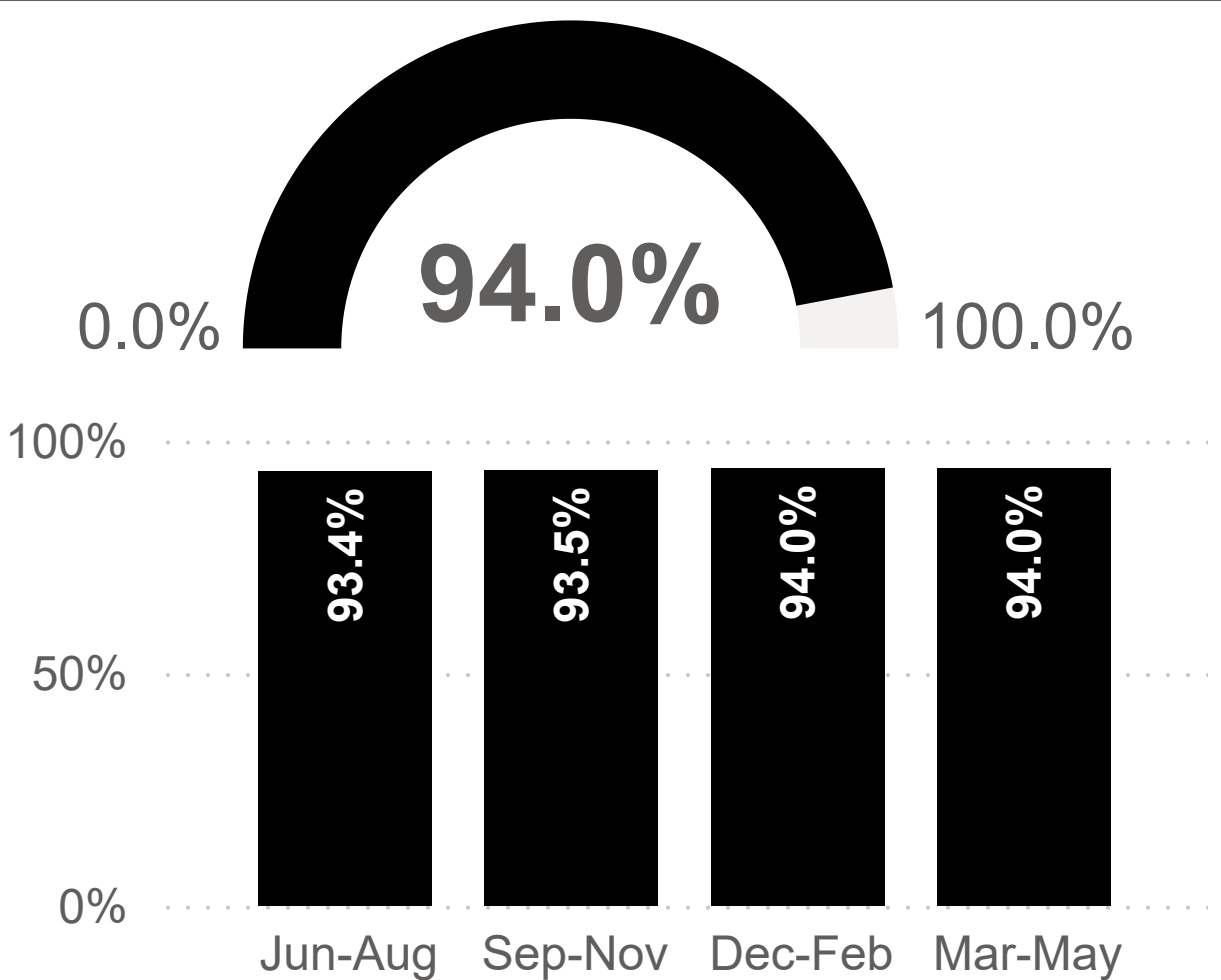
Trust to Deliver: Community



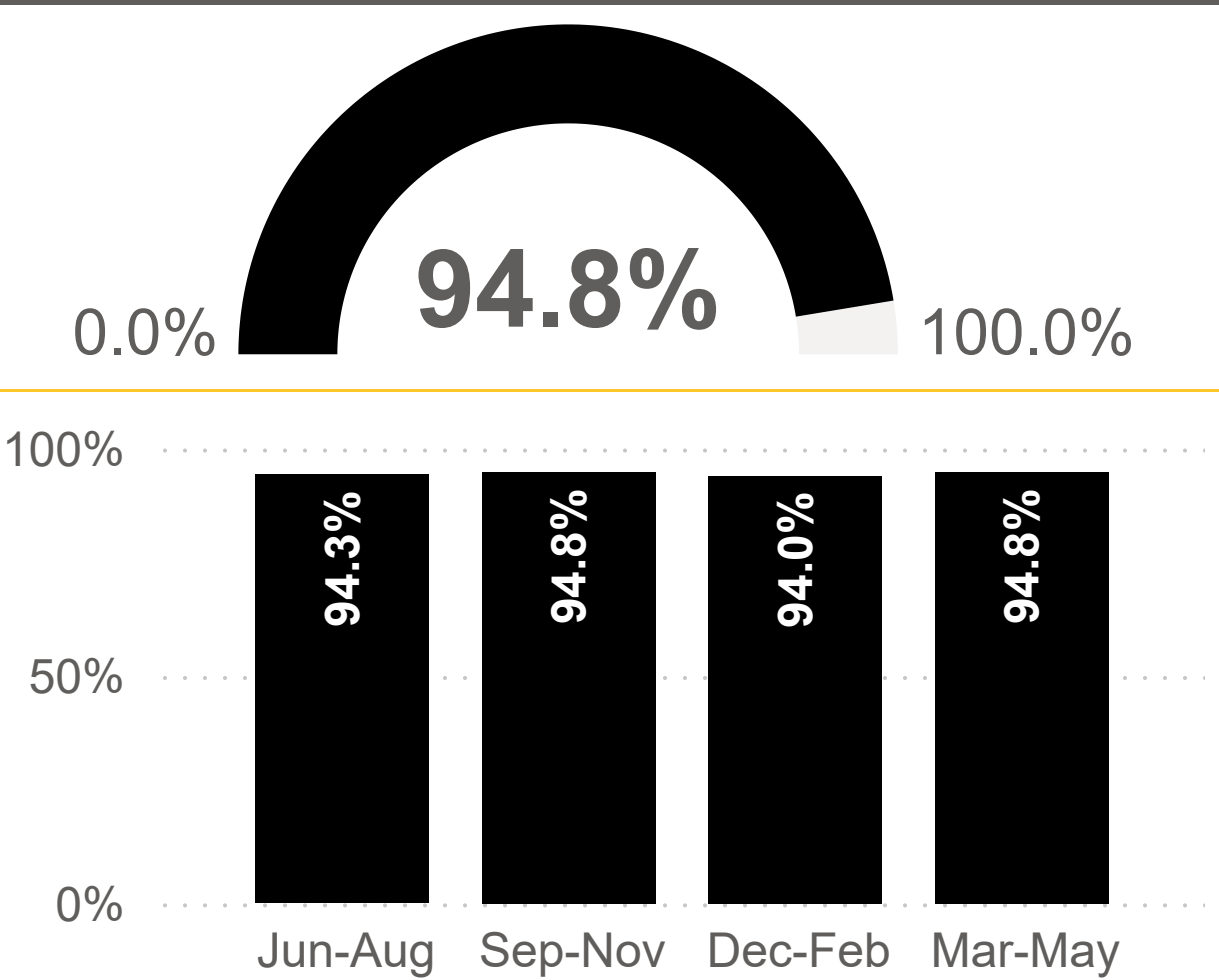
Customer Satisfaction with Staff



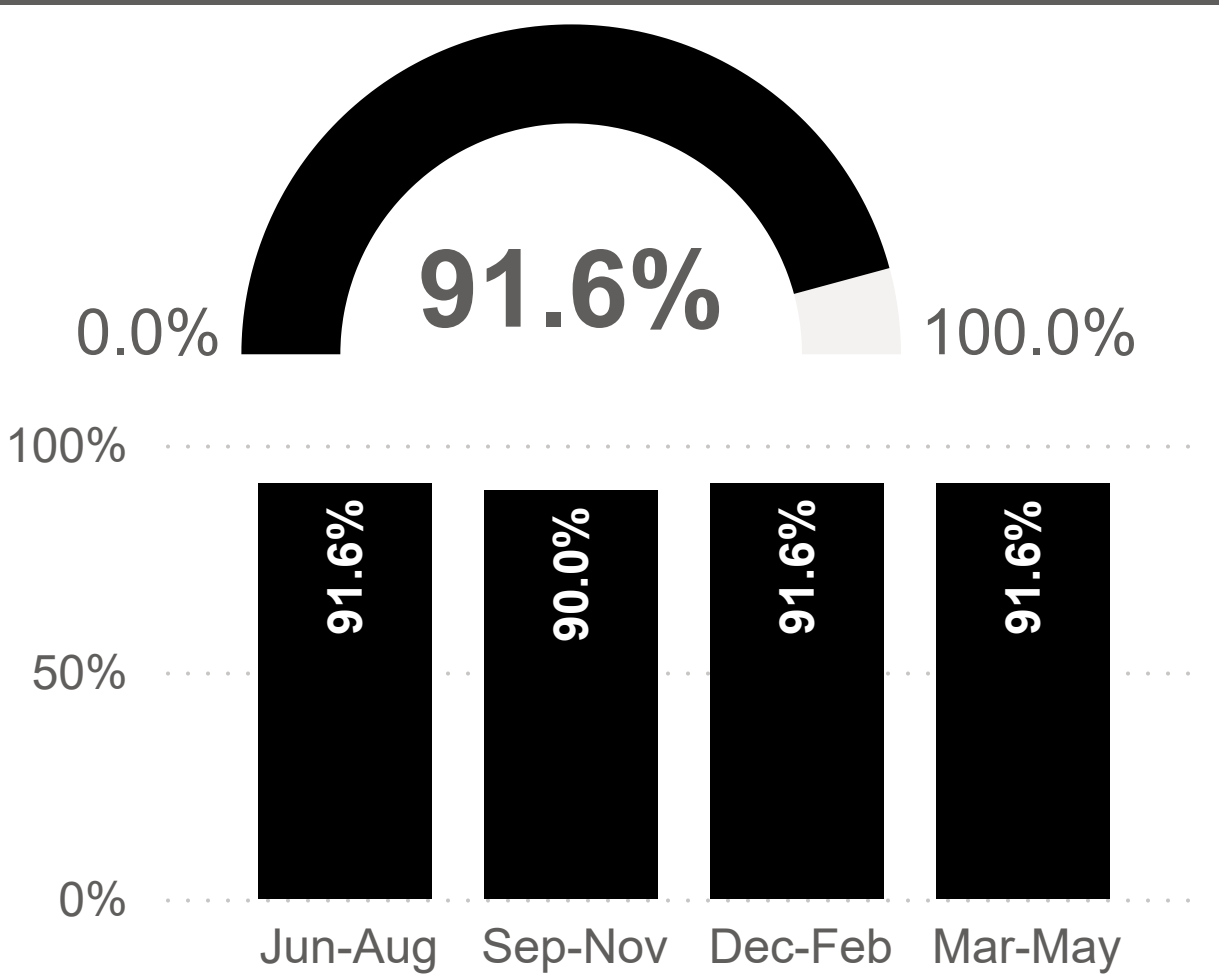
Satisfaction with Port Staff



Satisfaction with Onboard Crew

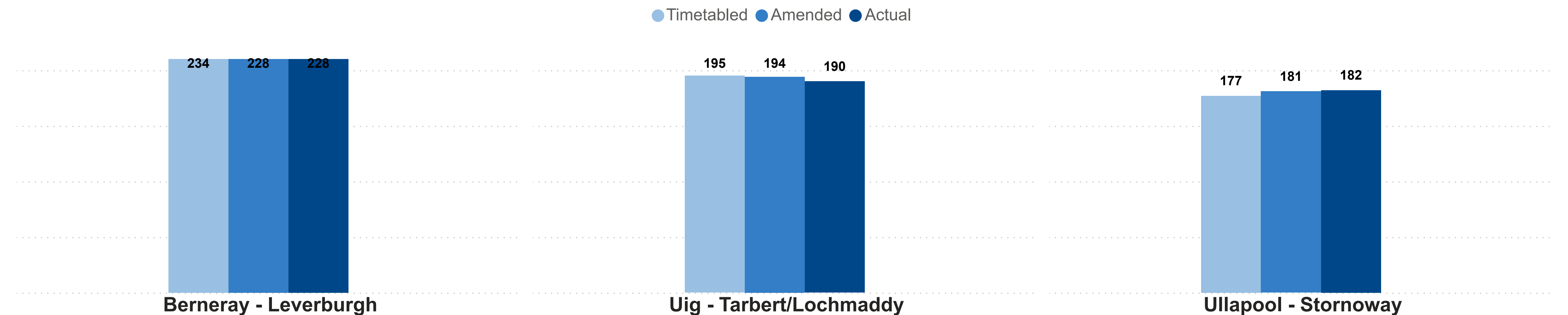


Satisfaction with the Port

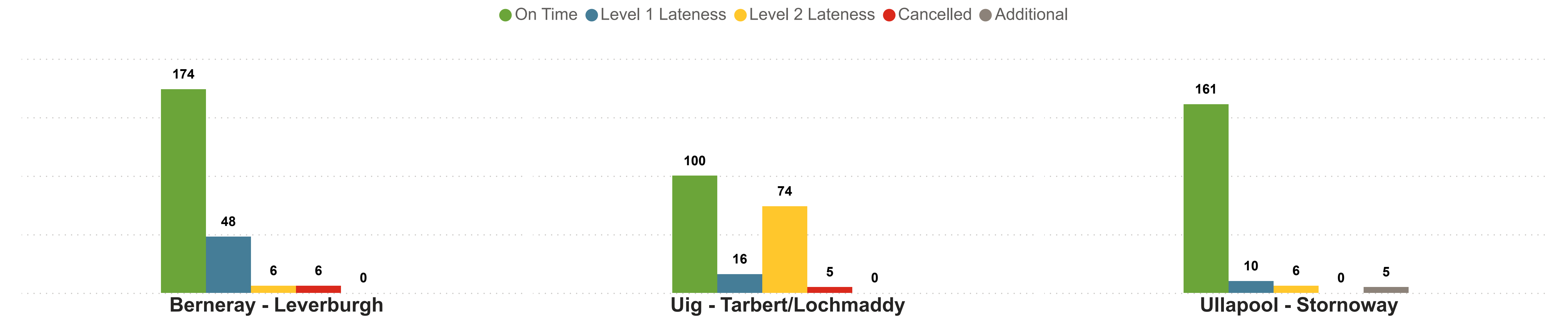




Sailings Timetabled, Amended & Actual



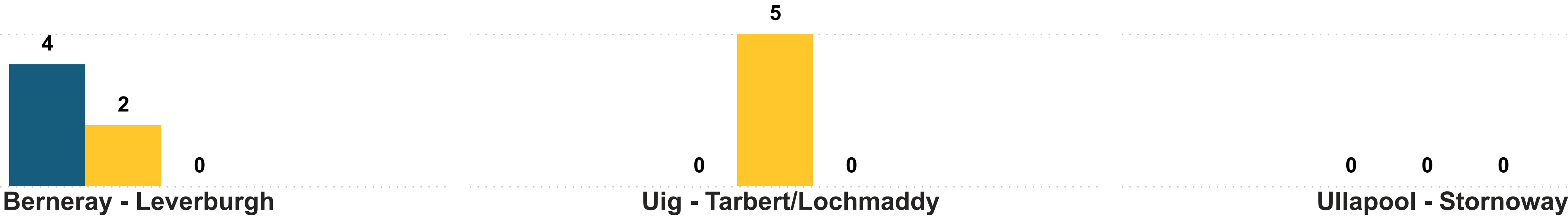
Punctuality & Reliability





Cancelled Sailings (By Reason)

Weather Technical Other

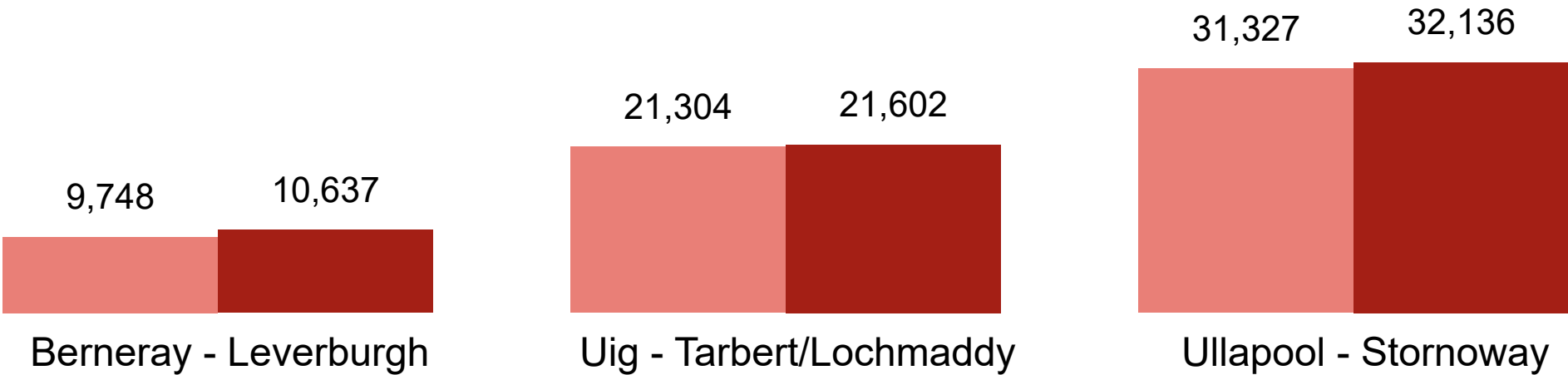


"Other" refers to any cancellations not resulting from weather and technical disruption. This includes cancellations due to reasons such as bunkering issues, berth unavailability etc.



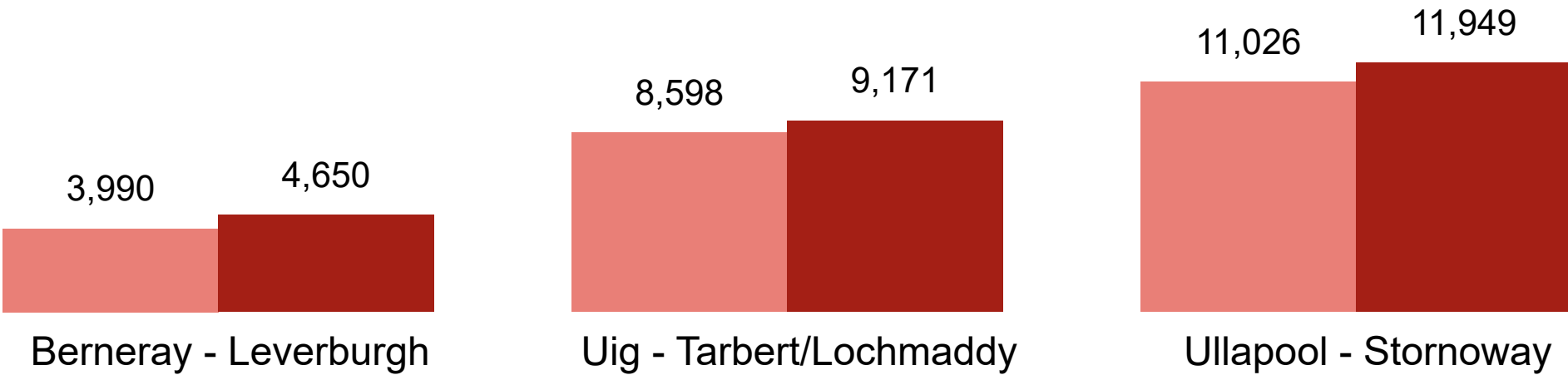
Shipped Passengers

● Last Year ● This Year



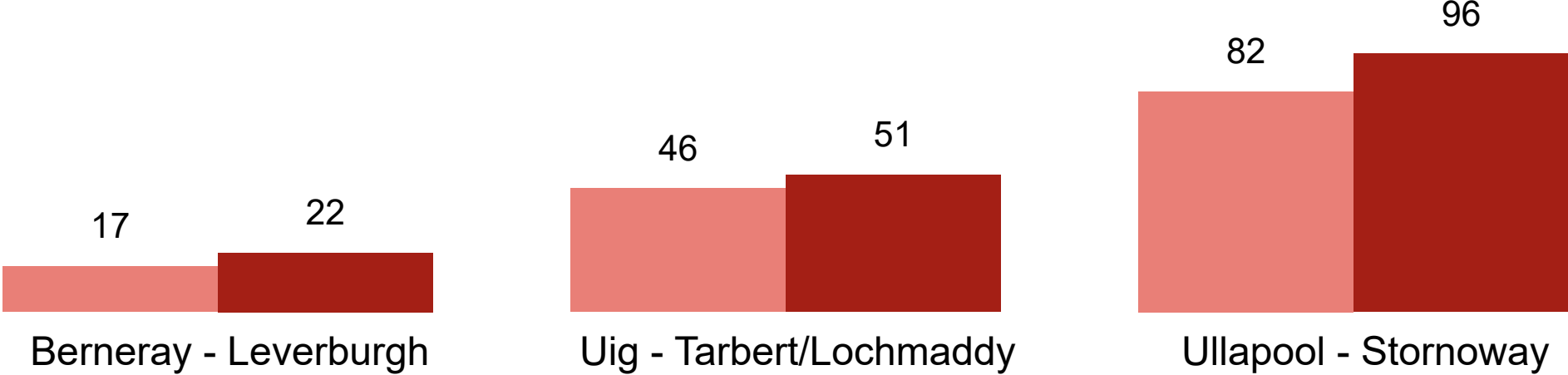
Shipped Cars

● Last Year ● This Year



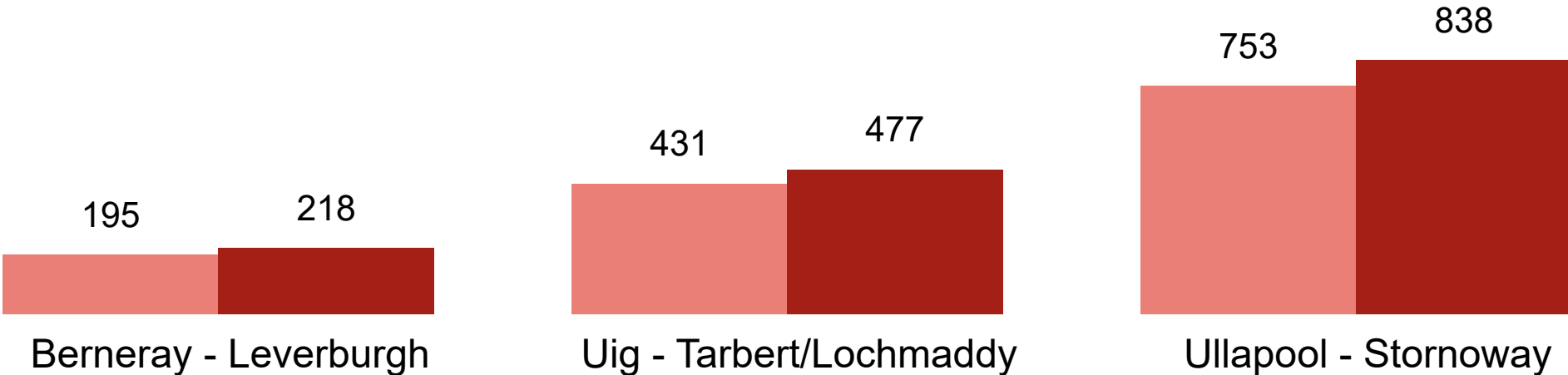
Shipped Coaches

● Last Year ● This Year



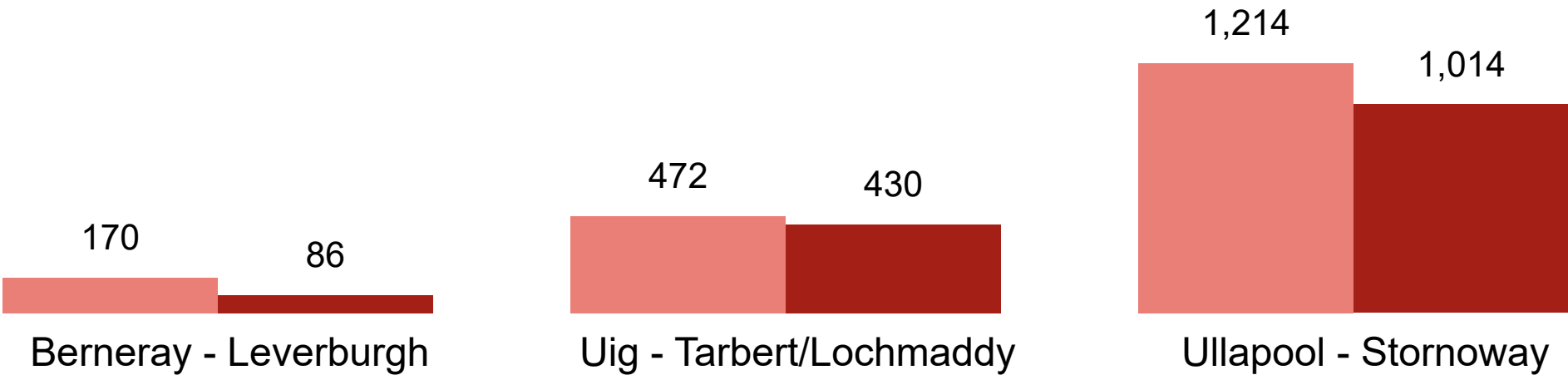
Shipped Coach Metres

● Last Year ● This Year



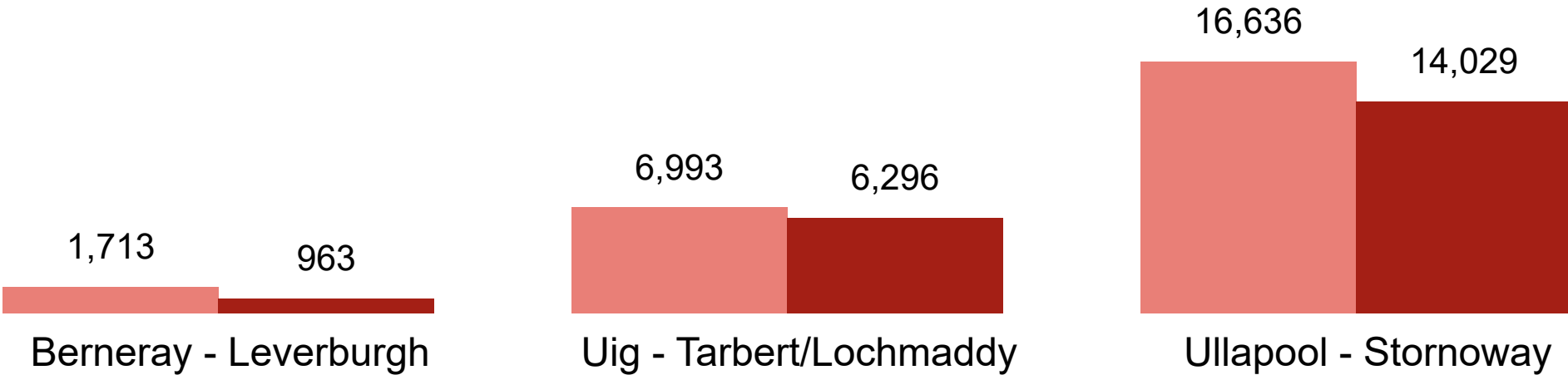
Shipped Commercial Vehicles

● Last Year ● This Year



Shipped Commercial Vehicle Metres

● Last Year ● This Year

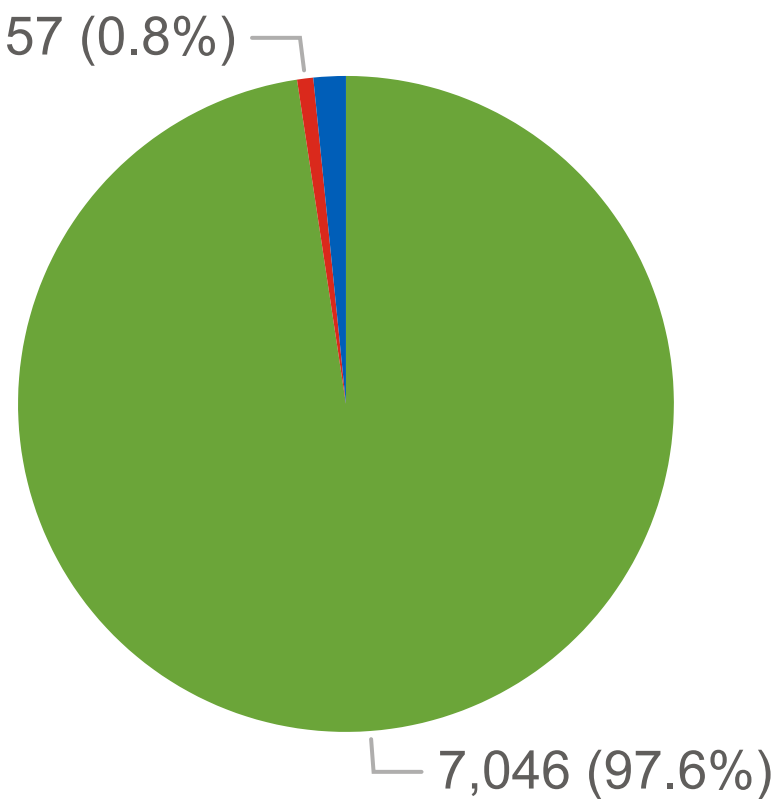




- 1 Car Equivalent Space is equal to 4.6 General Lane Metres
- Below visuals represent car equivalent spaces offered vs car equivalent space made unavailable as a result of technical, weather and all other cancellations

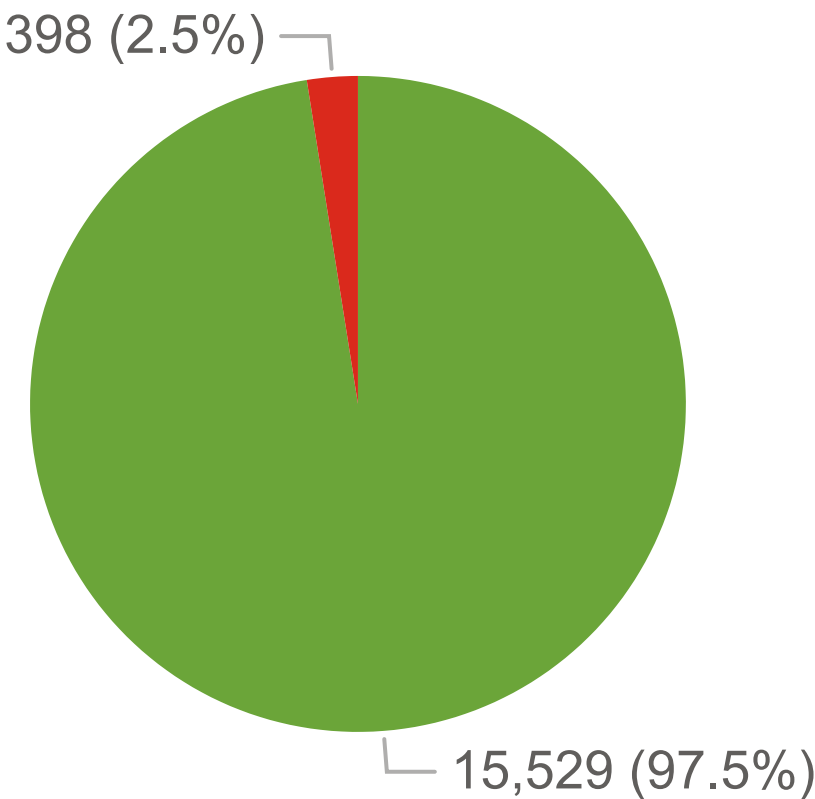
Berneray - Leverburgh

Offered Technical Weather Other



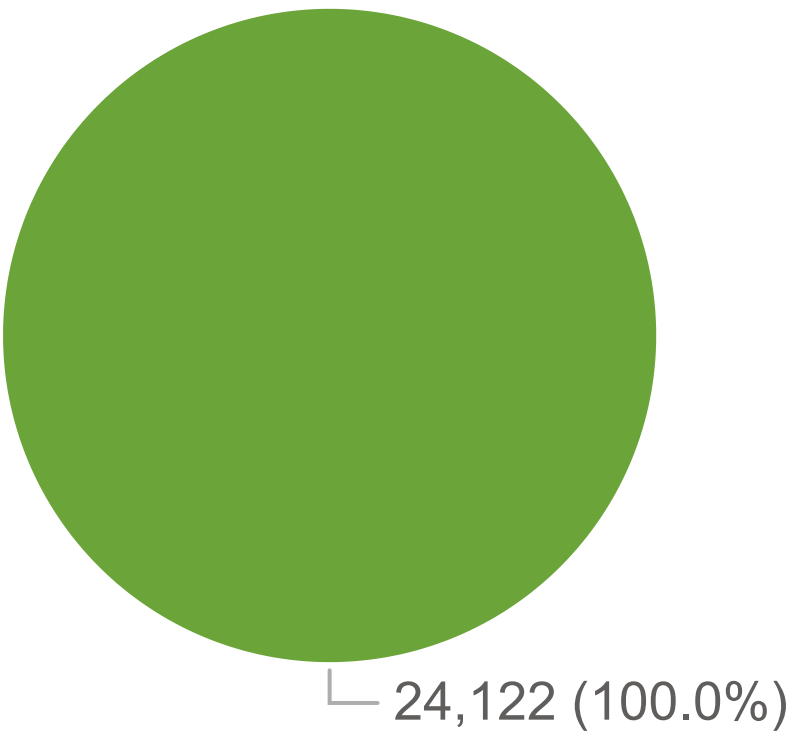
Uig - Tarbert/Lochmaddy

Offered Weather Technical Other



Ullapool - Stornoway

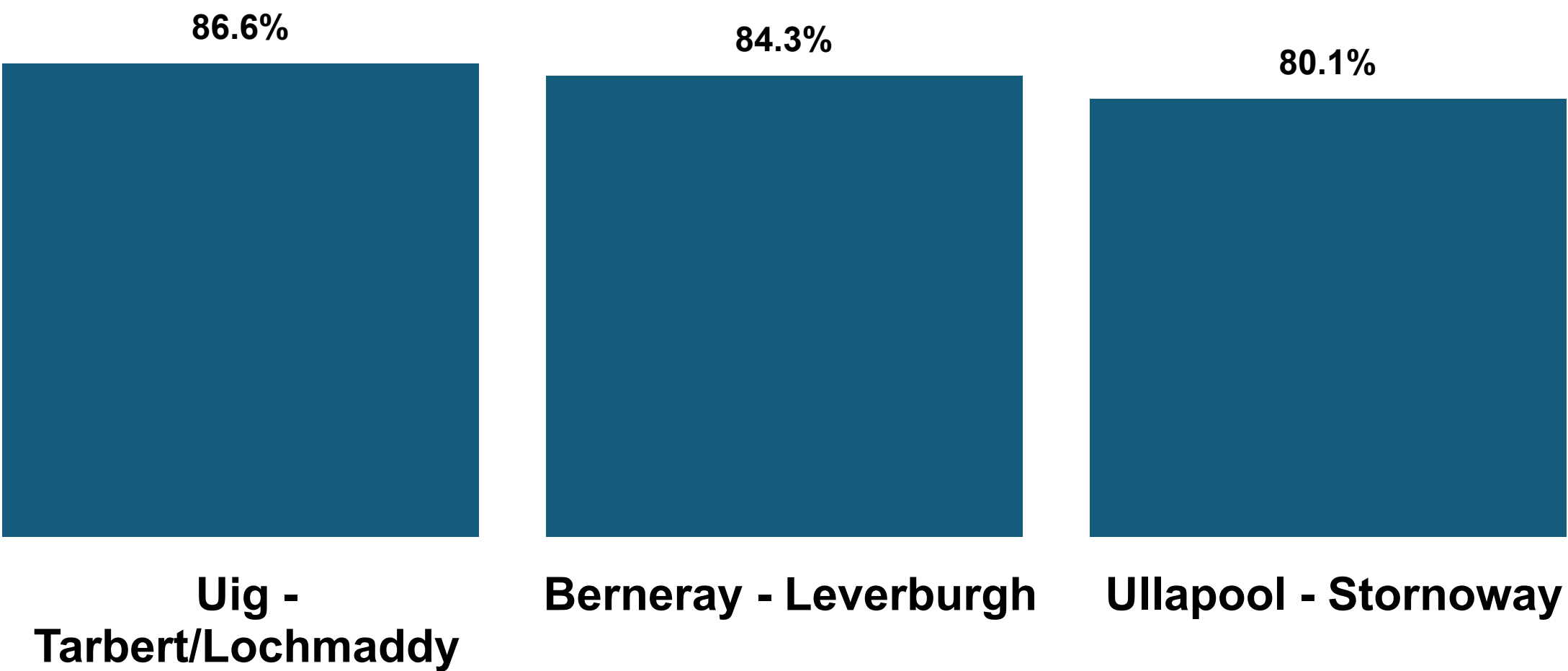
Offered Weather Technical Other



Route	Offered	Weather	Technical	Other
Berneray - Leverburgh	7,046	115	57	
Uig - Tarbert/Lochmaddy	15,529		398	
Ullapool - Stornoway	24,122			



Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Uig - Tarbert/Lochmaddy	71.4K	61.8K	13,443	86.6%
Berneray - Leverburgh	32.4K	27.3K	5,943	84.3%
Ullapool - Stornoway	111.0K	88.9K	19,318	80.1%
Total	214.8K	178.0K	38,704	82.9%

Overall Utilisation of Sailings

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

