

# Total Number of Survey Responses

Last 6 Months

38K

## Our Performance in August 2025

### Customer Feedback Metrics

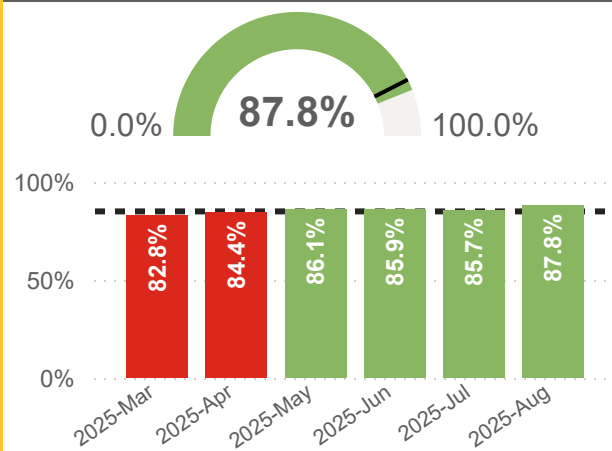
### Network Wide



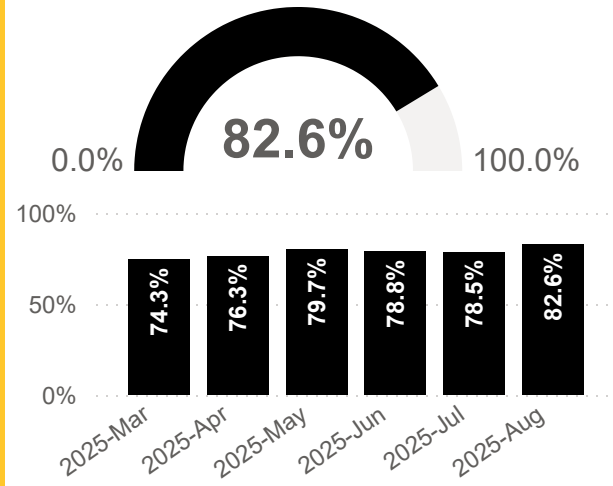
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.

#### Overall Satisfaction

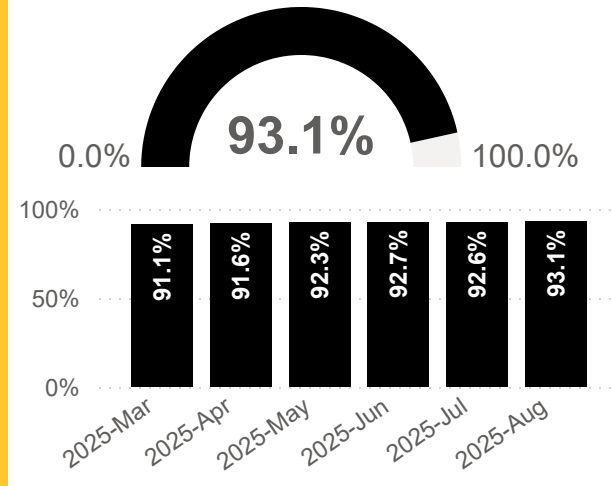
Target: 85%



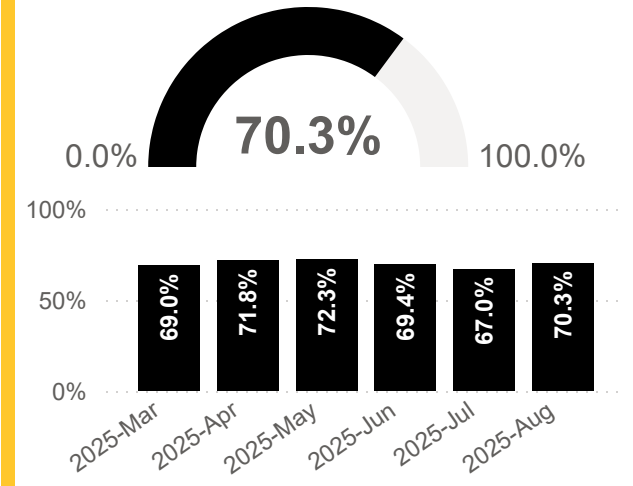
#### Trust to Deliver Service



#### Customer Satisfaction with Staff

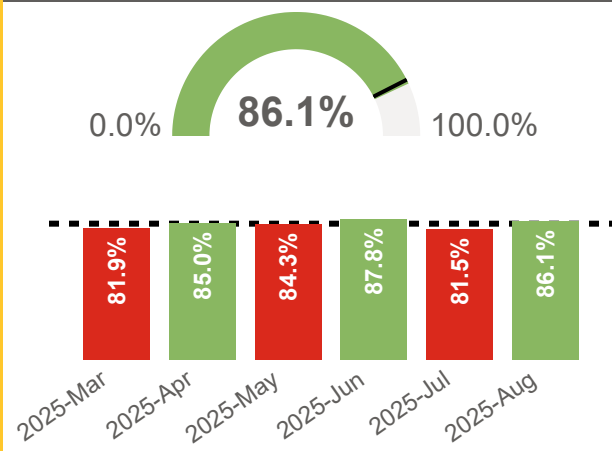


#### Calls Resolved on 1st Call

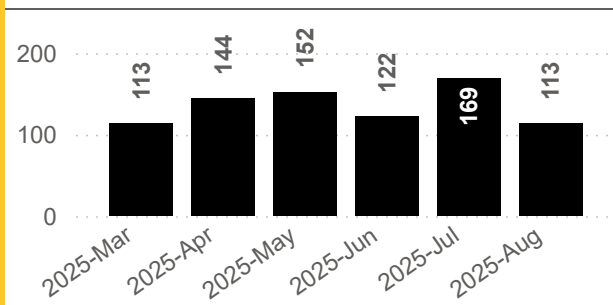


#### Sentiment

Target: 85%



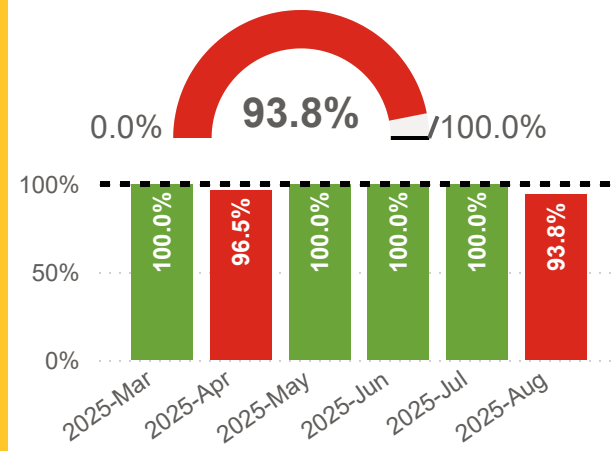
#### Number of Complaints Received



Complaints have decreased into June from the previous two months, in spite of the busier summer season.

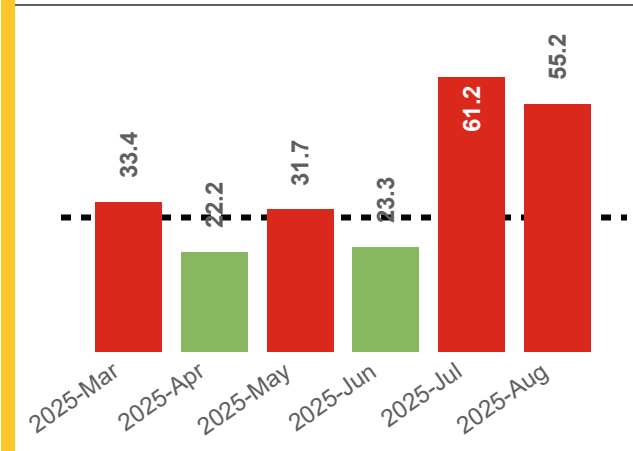
#### Complaints Handled within 21 Days

Target: 100%



#### Average of Time to Answer (s)

Target: 30s



Hebrides North

Total Number of Survey Responses

4015

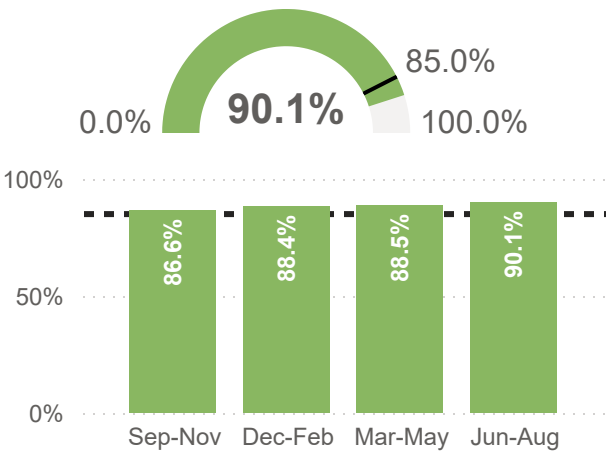
Our Performance in August 2025  
Customer Feedback Metrics  
Hebrides North



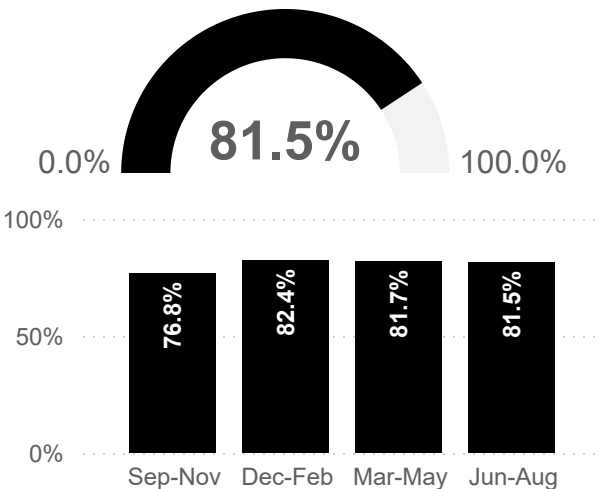
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.  
Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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

Overall Satisfaction

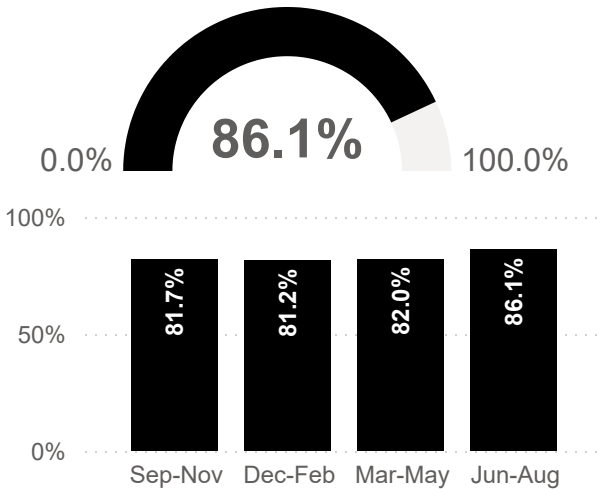
Target: 85%



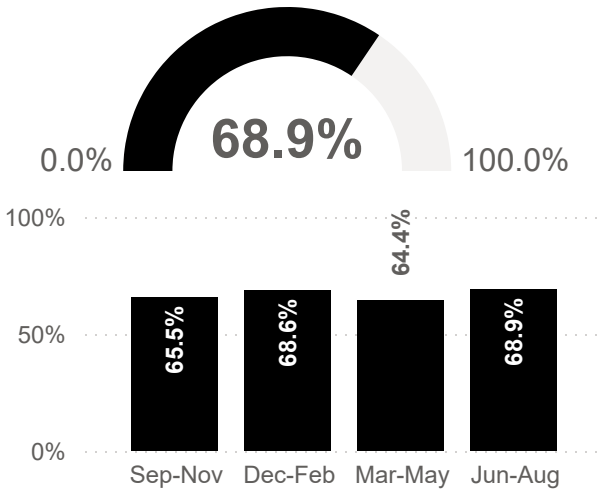
Overall Satisfaction: Community



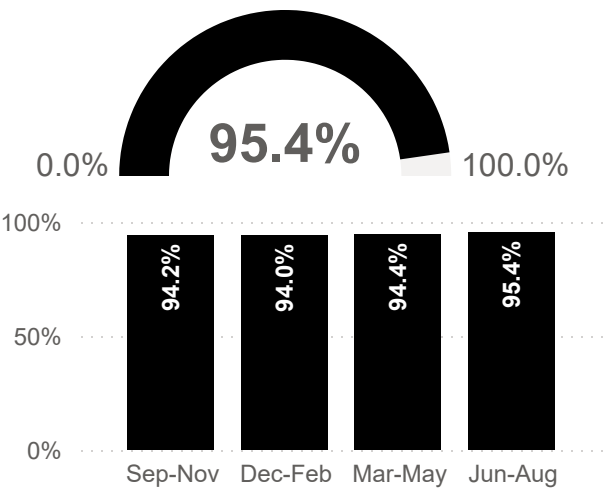
Trust to Deliver Service



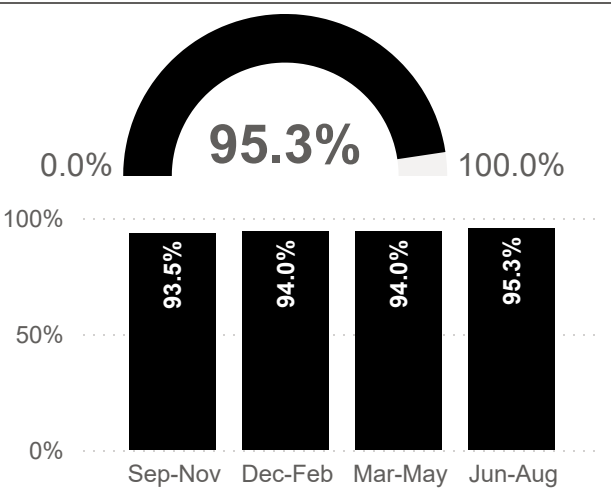
Trust to Deliver: Community



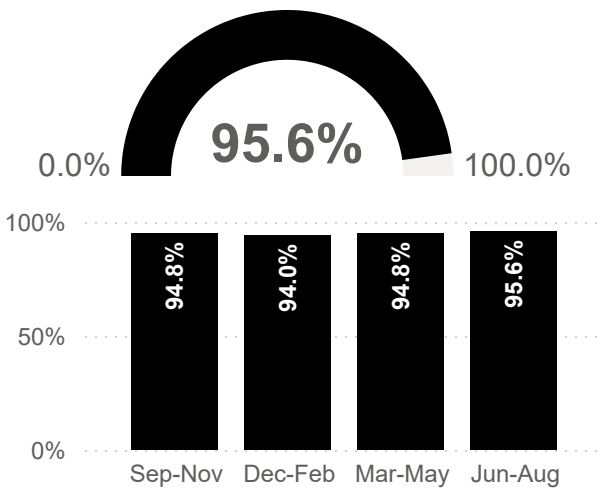
Customer Satisfaction with Staff



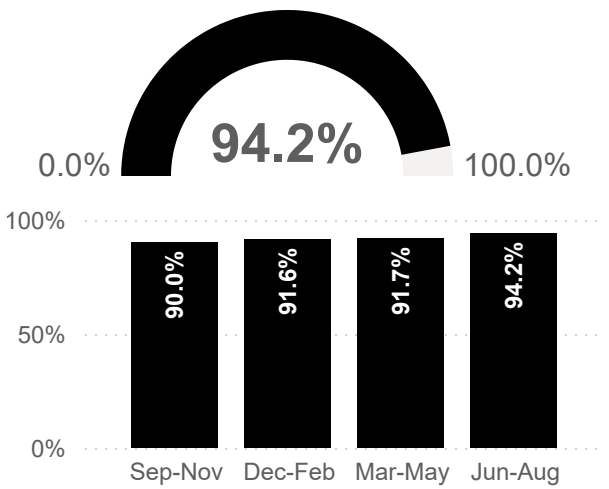
Satisfaction with Port Staff



Satisfaction with Onboard Crew

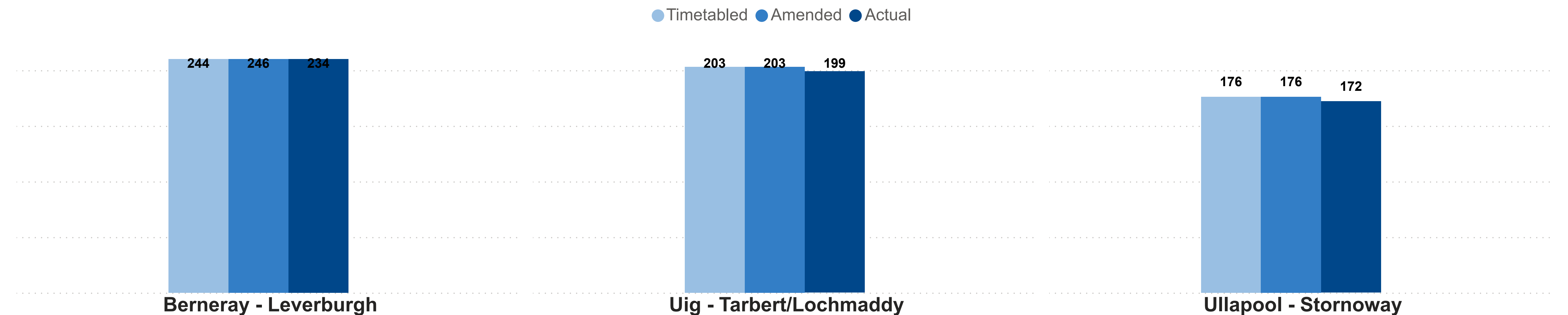


Satisfaction with the Port

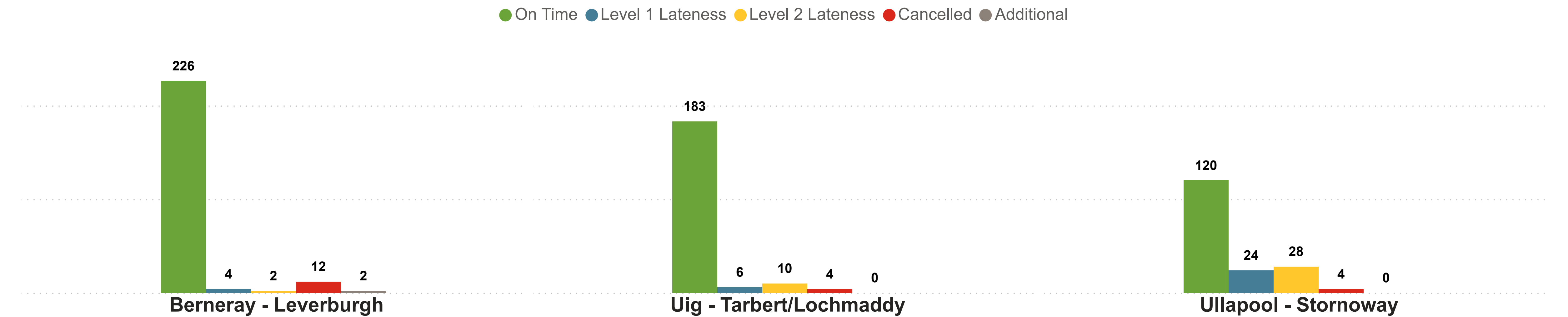




Sailings Timetabled, Amended & Actual



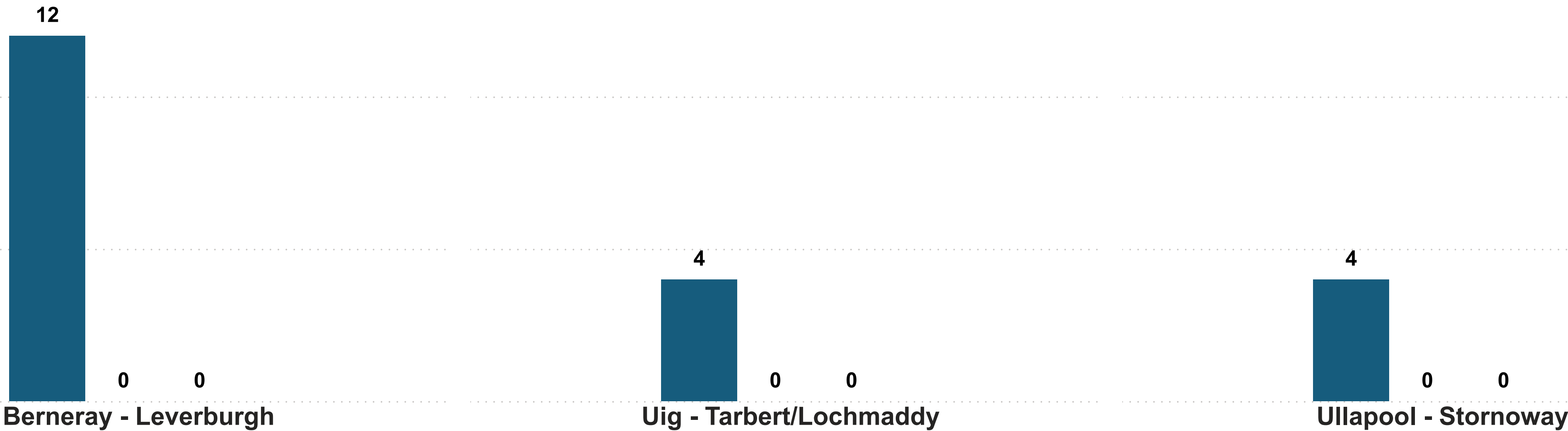
Punctuality & Reliability





Cancelled Sailings (By Reason)

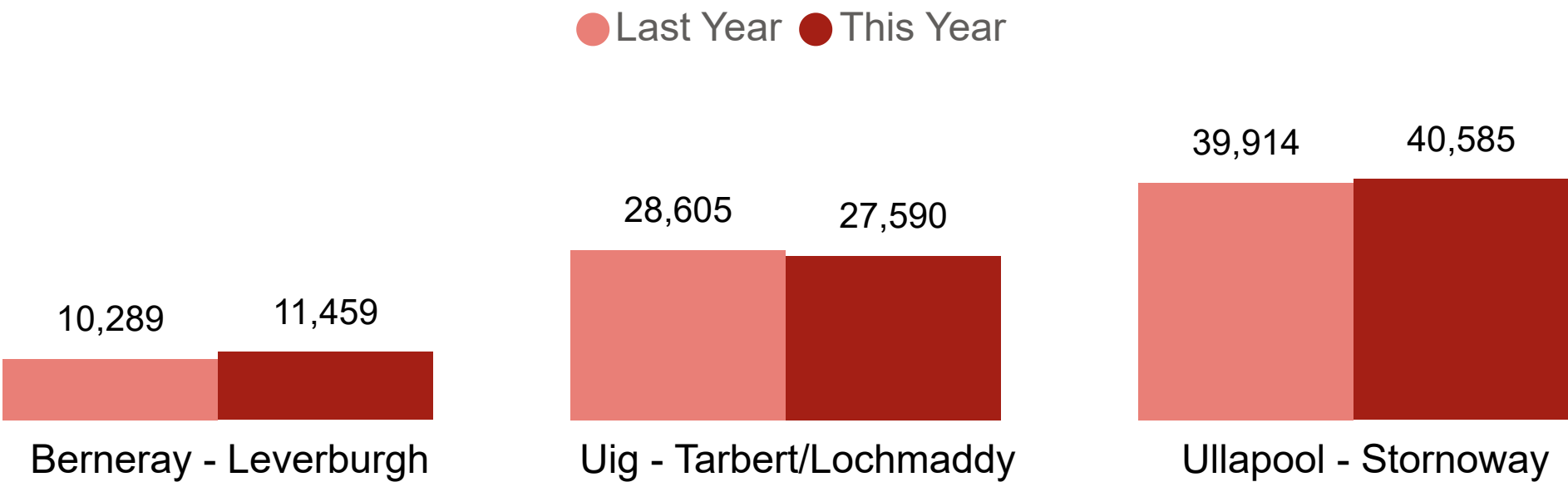
Weather Technical Other



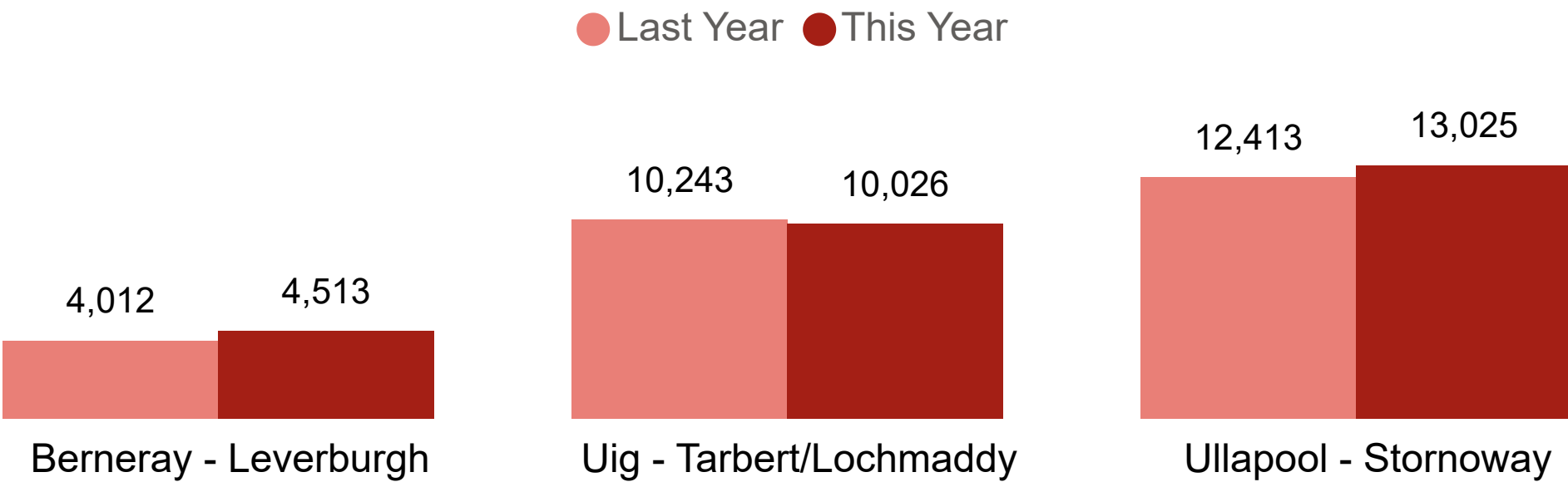
"Other" refers to any cancellations not resulting from weather and technical disruption. This includes cancellations due to reasons such as bunkering issues, berth unavailability etc.



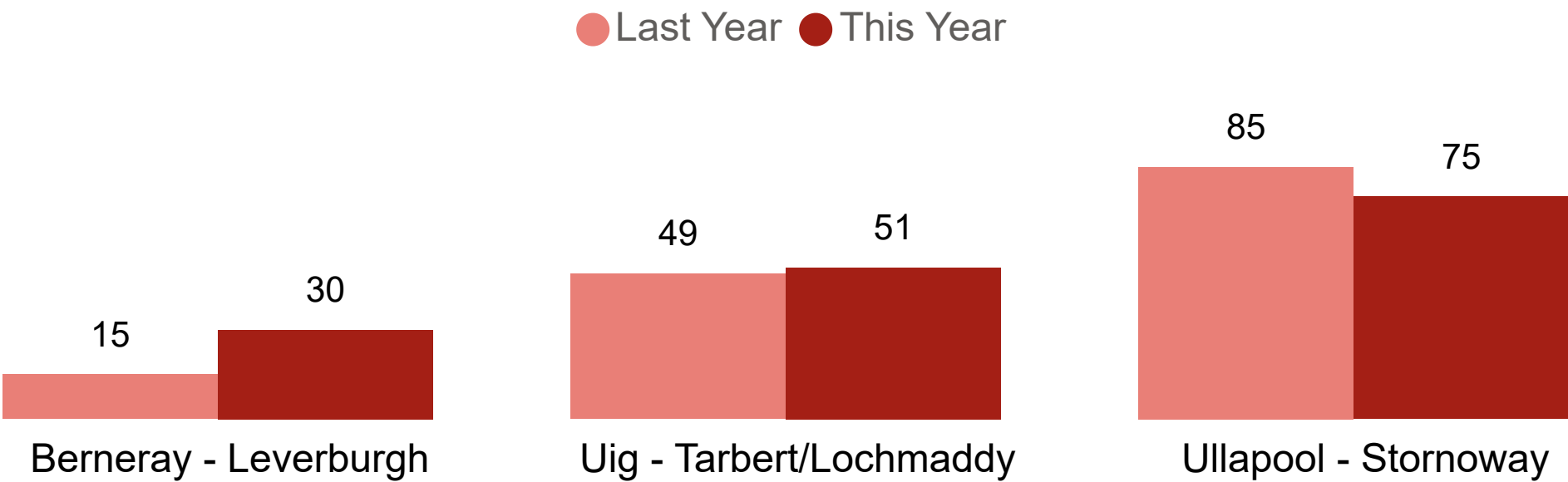
Shipped Passengers



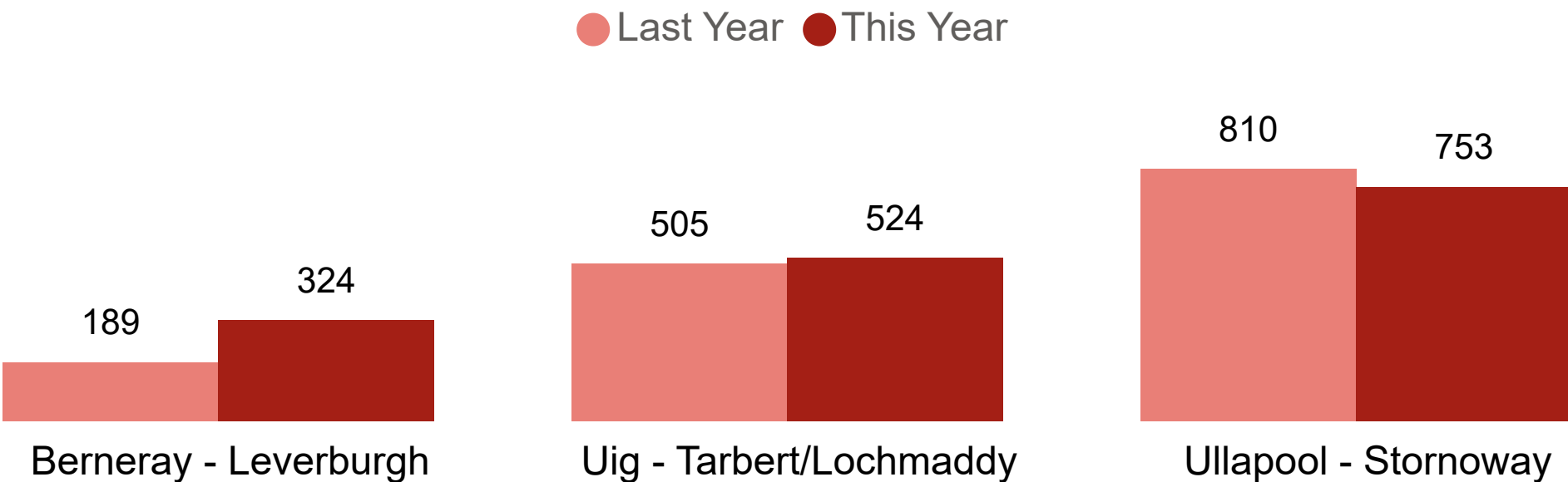
Shipped Cars



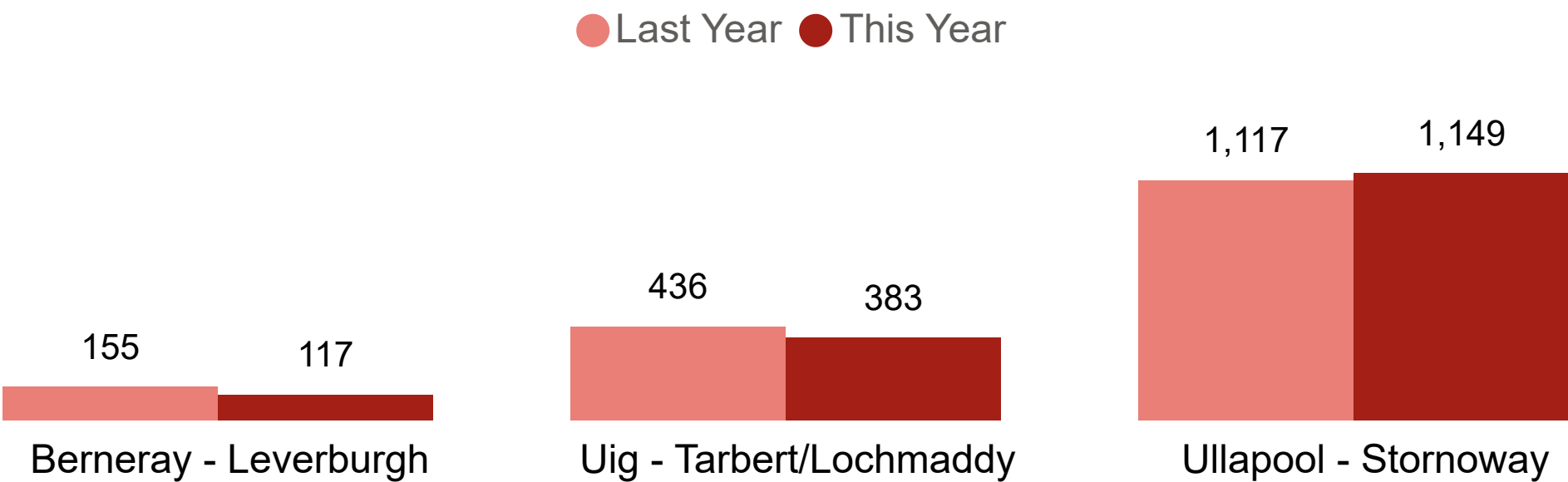
Shipped Coaches



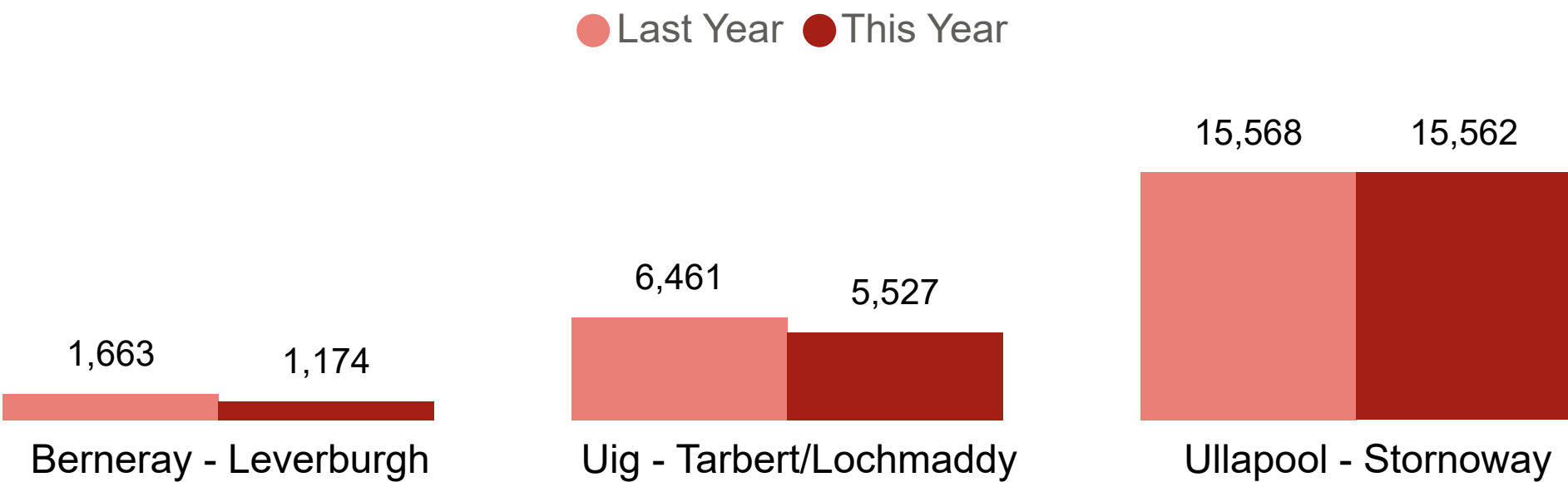
Shipped Coach Metres



Shipped Commercial Vehicles



Shipped Commercial Vehicle Metres

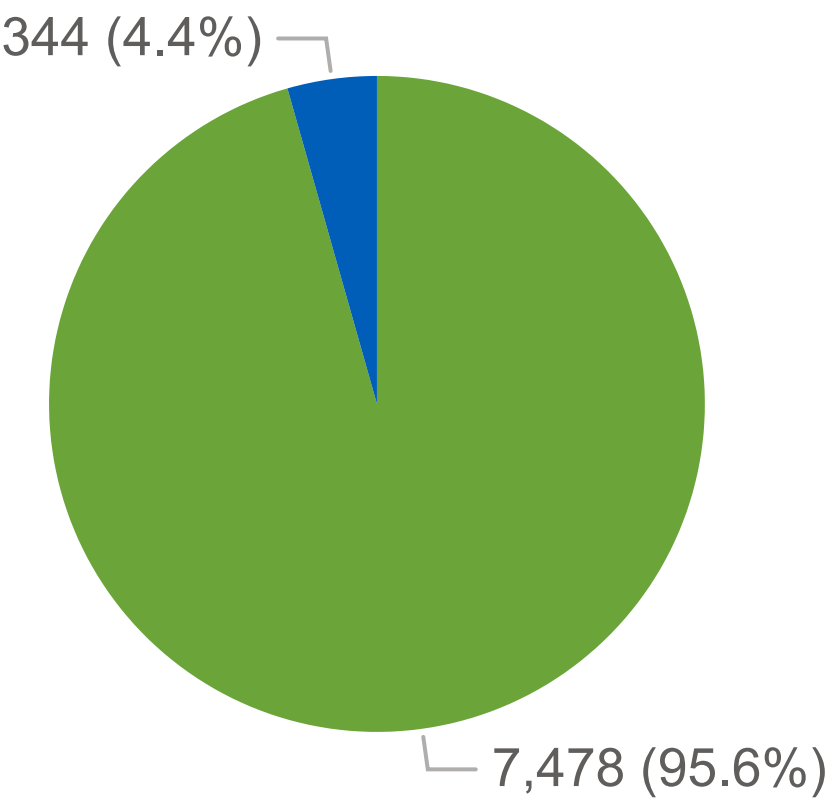




- 1 Car Equivalent Space is equal to 4.6 General Lane Metres
- Below visuals represent car equivalent spaces offered vs car equivalent space made unavailable as a result of technical, weather and all other cancellations

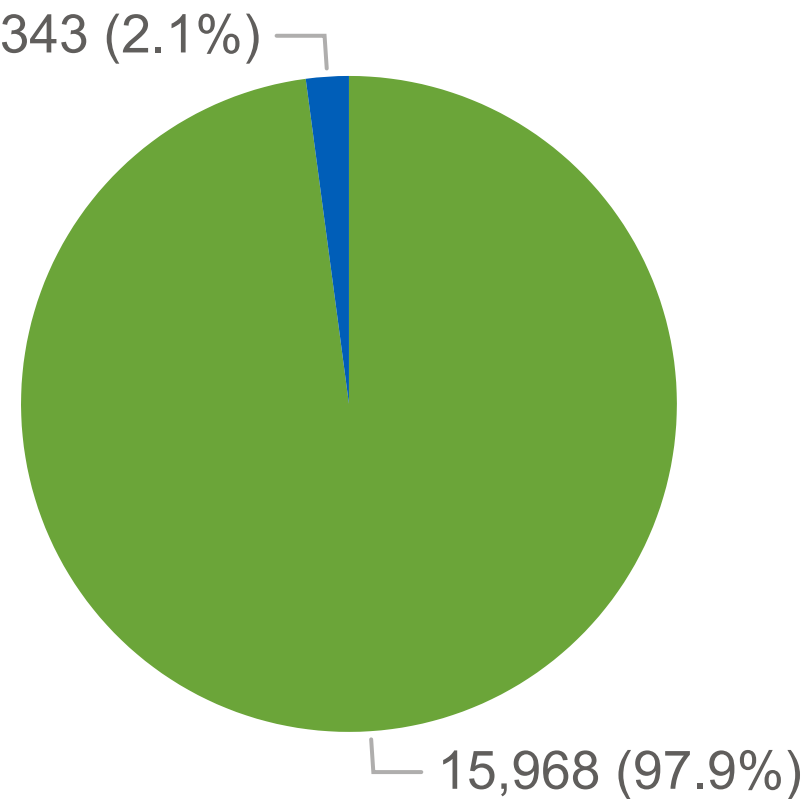
Berneray - Leverburgh

Offered Technical Weather Other



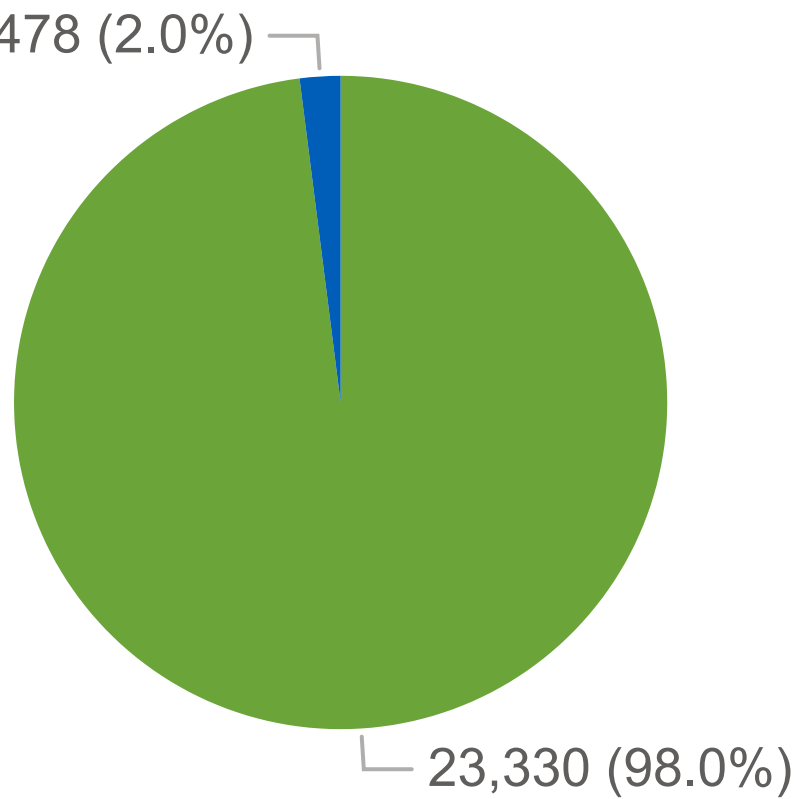
Uig - Tarbert/Lochmaddy

Offered Weather Technical Other



Ullapool - Stornoway

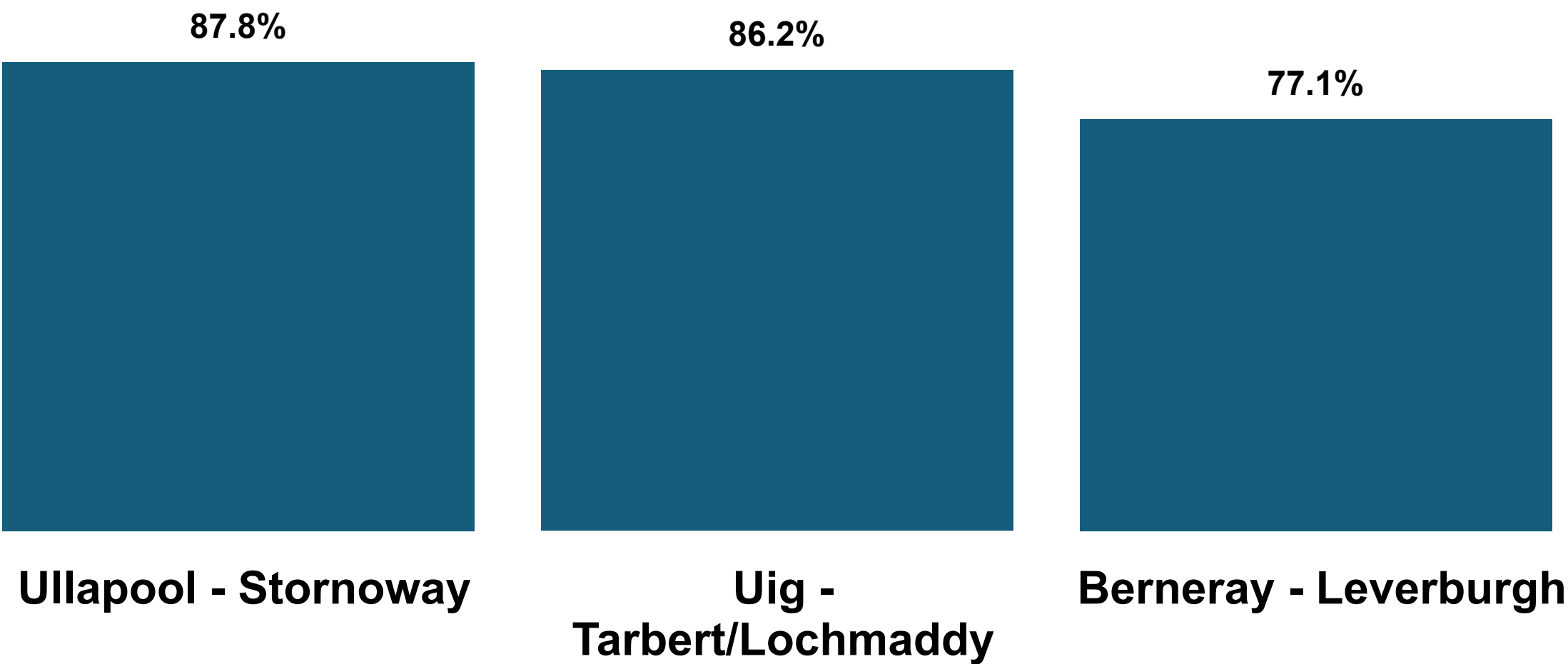
Offered Weather Technical Other



Route	Offered	Weather	Technical	Other
Berneray - Leverburgh	7,478	344		
Uig - Tarbert/Lochmaddy	15,968	343		
Ullapool - Stornoway	23,330	478		



Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Ullapool - Stornoway	107.3K	94.2K	20,487	87.8%
Uig - Tarbert/Lochmaddy	73.5K	63.3K	13,771	86.2%
Berneray - Leverburgh	34.4K	26.5K	5,767	77.1%
Total	215.2K	184.1K	40,025	85.6%

Overall Utilisation of Sailings

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

