

Total Number of  
Survey Responses  
Last 6 Months

14K

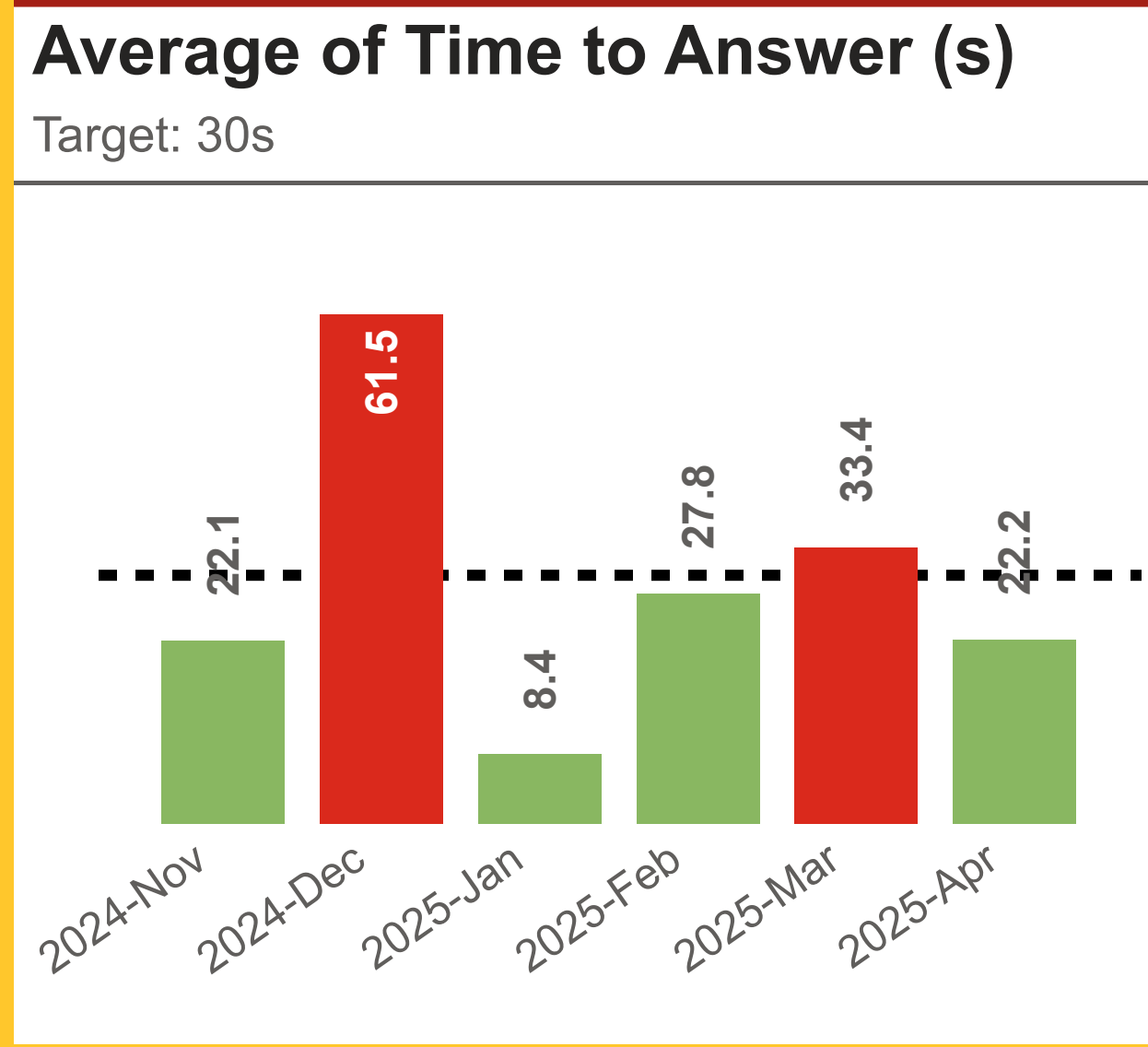
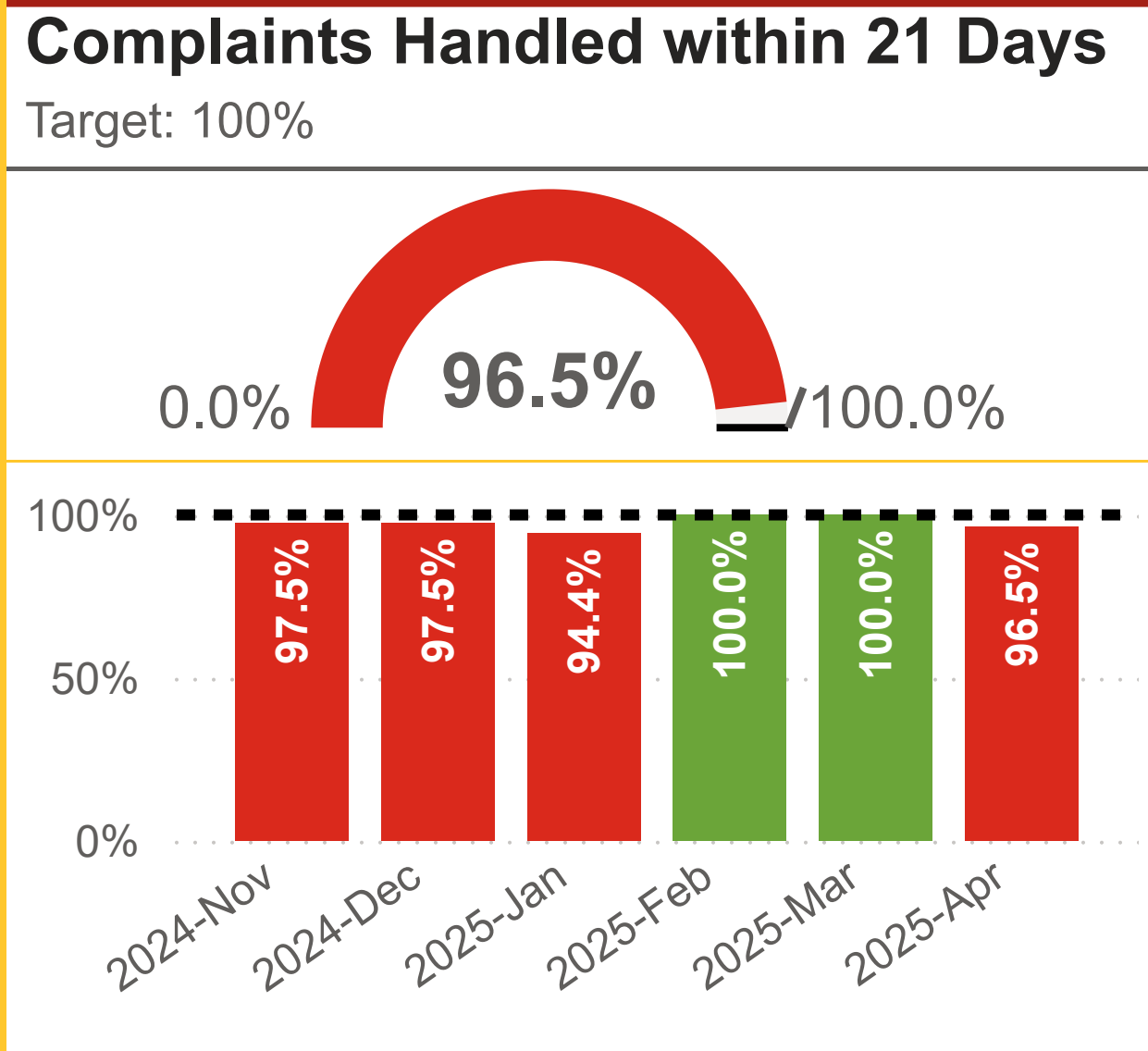
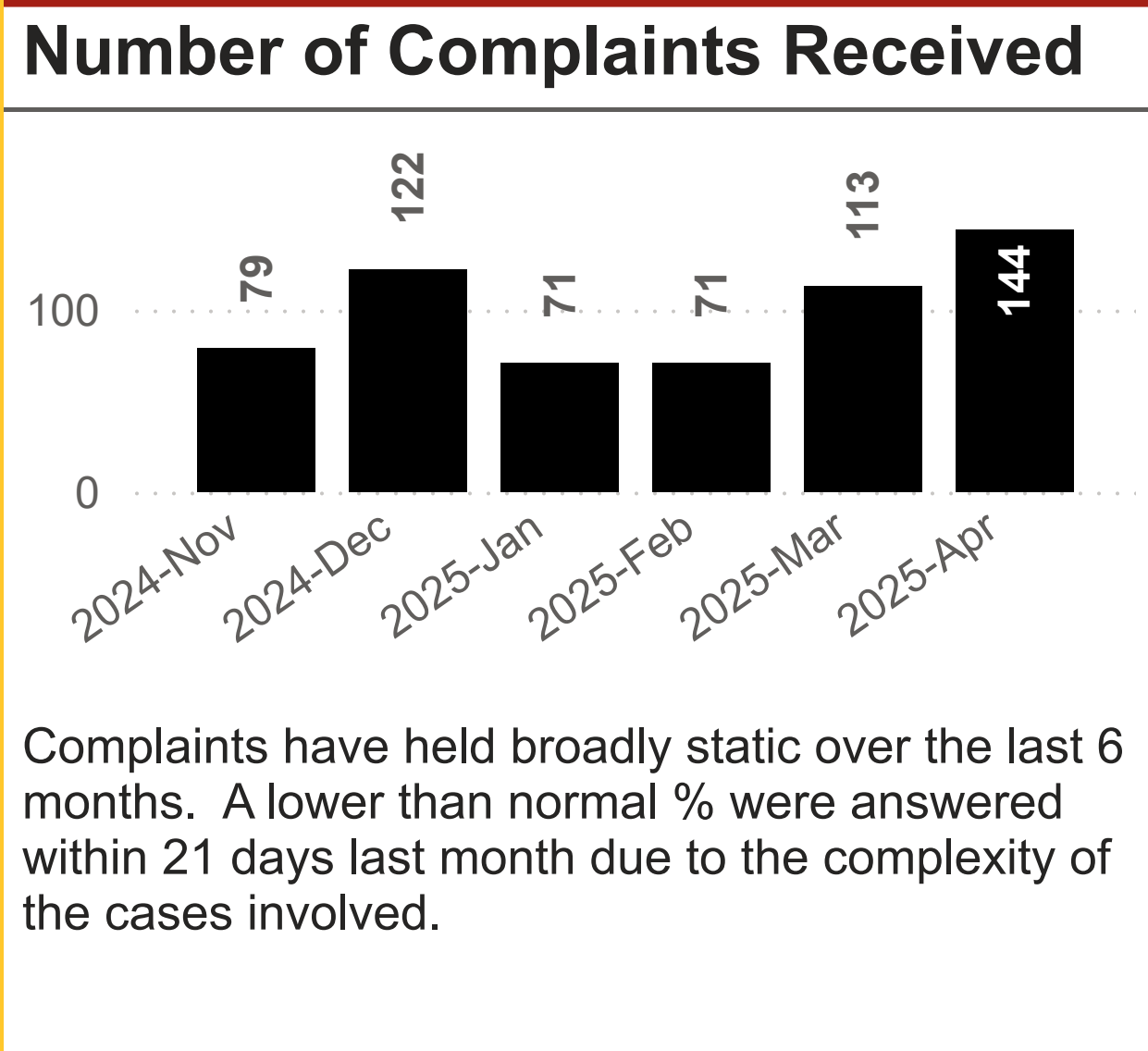
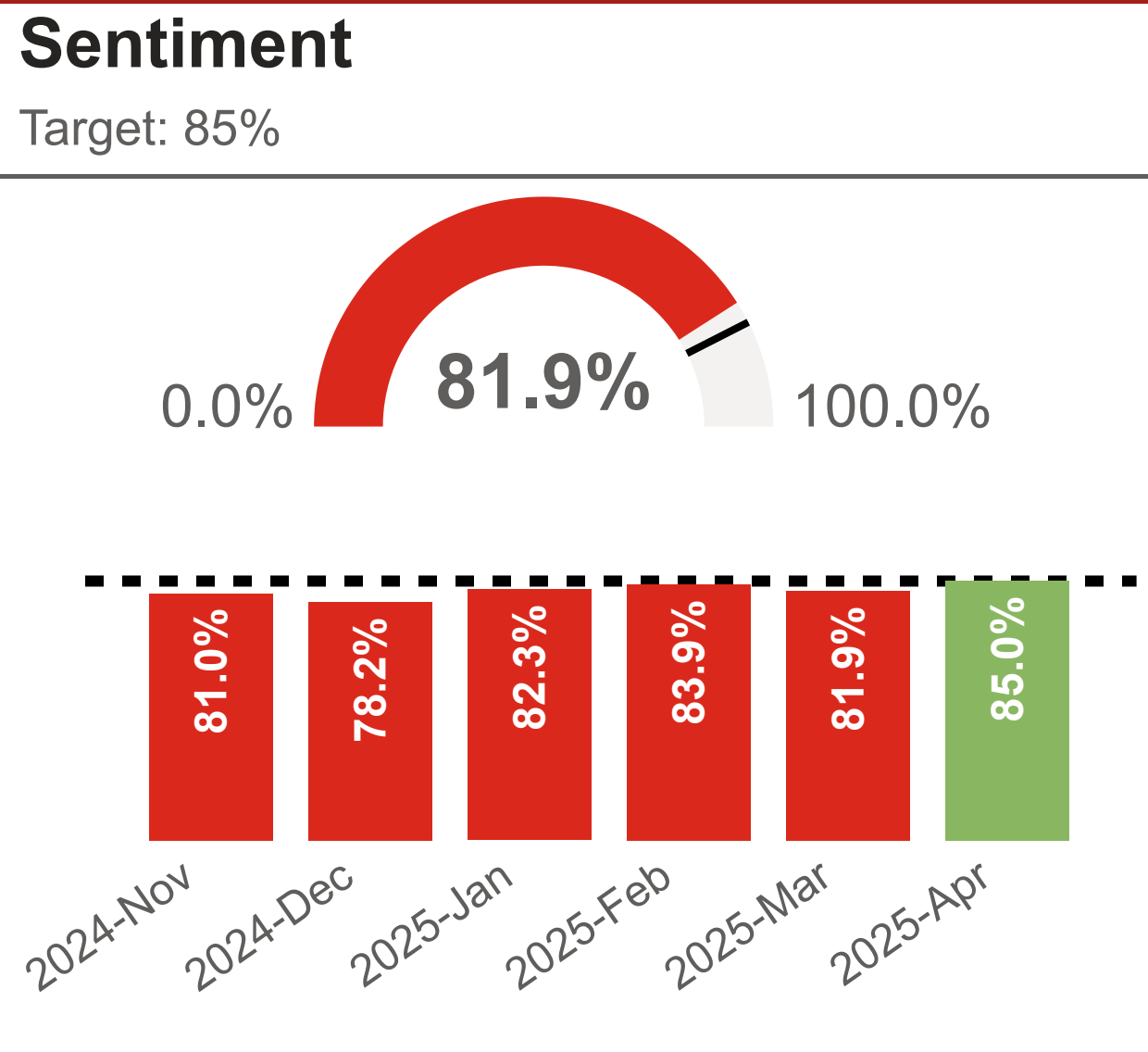
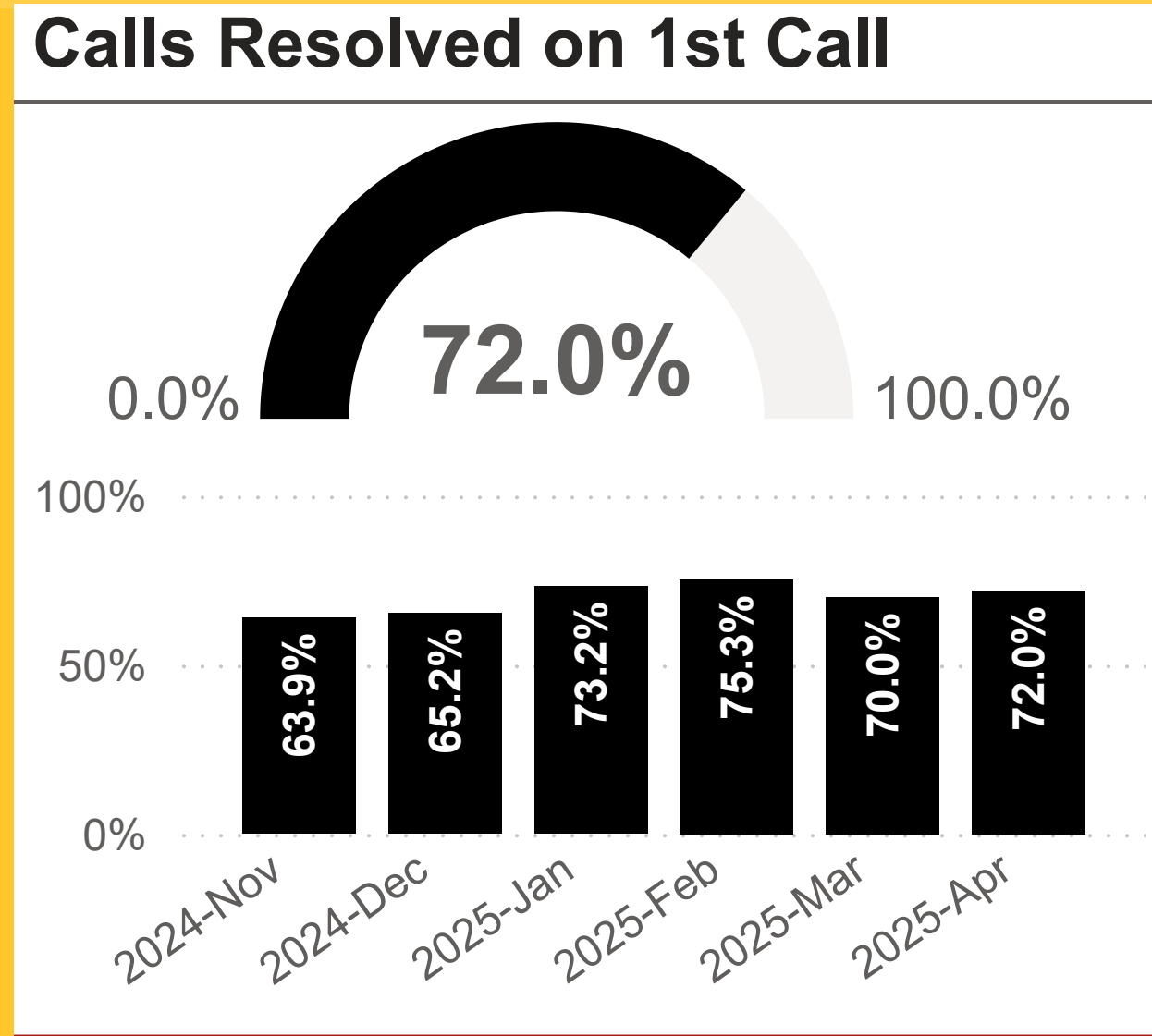
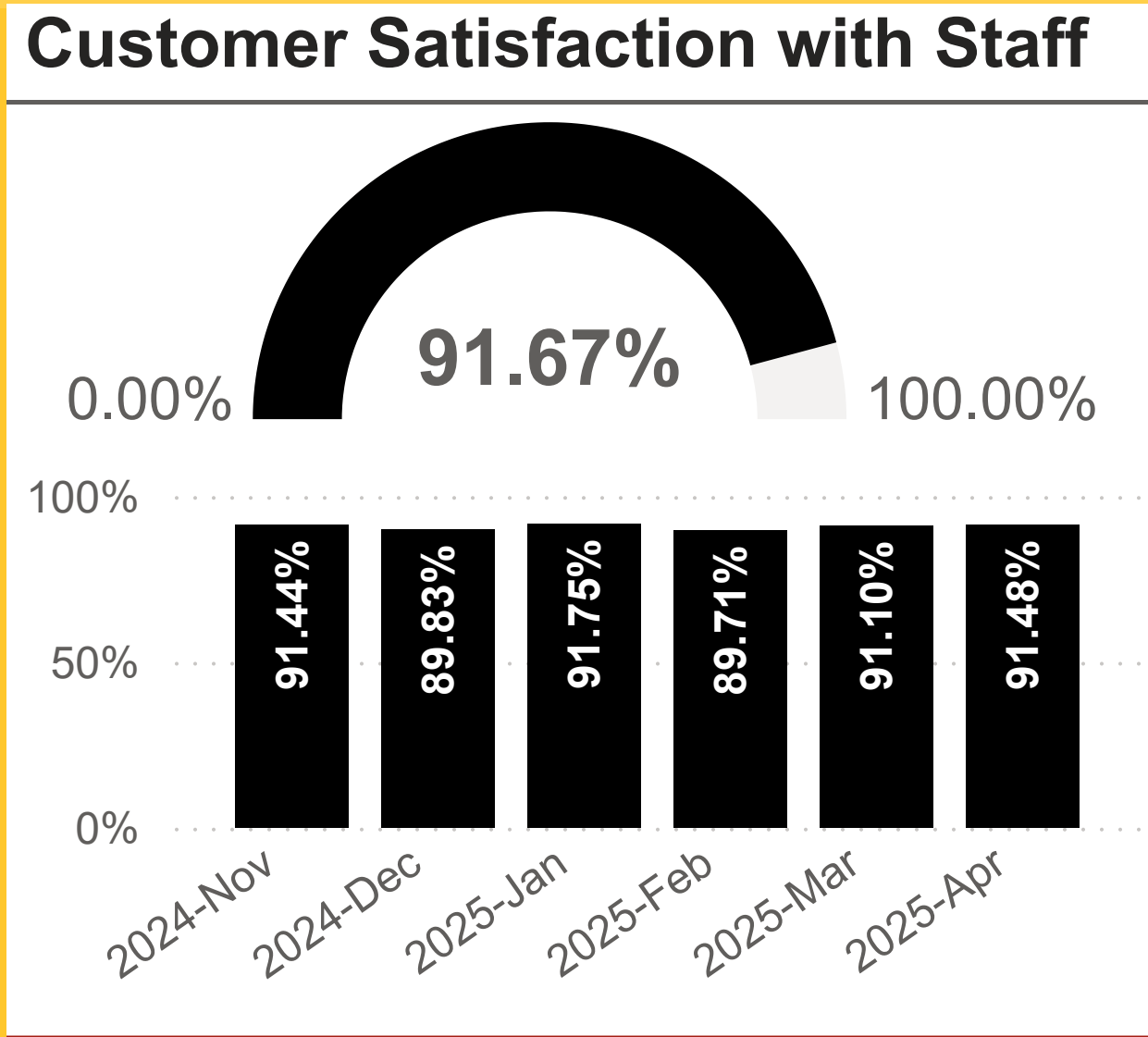
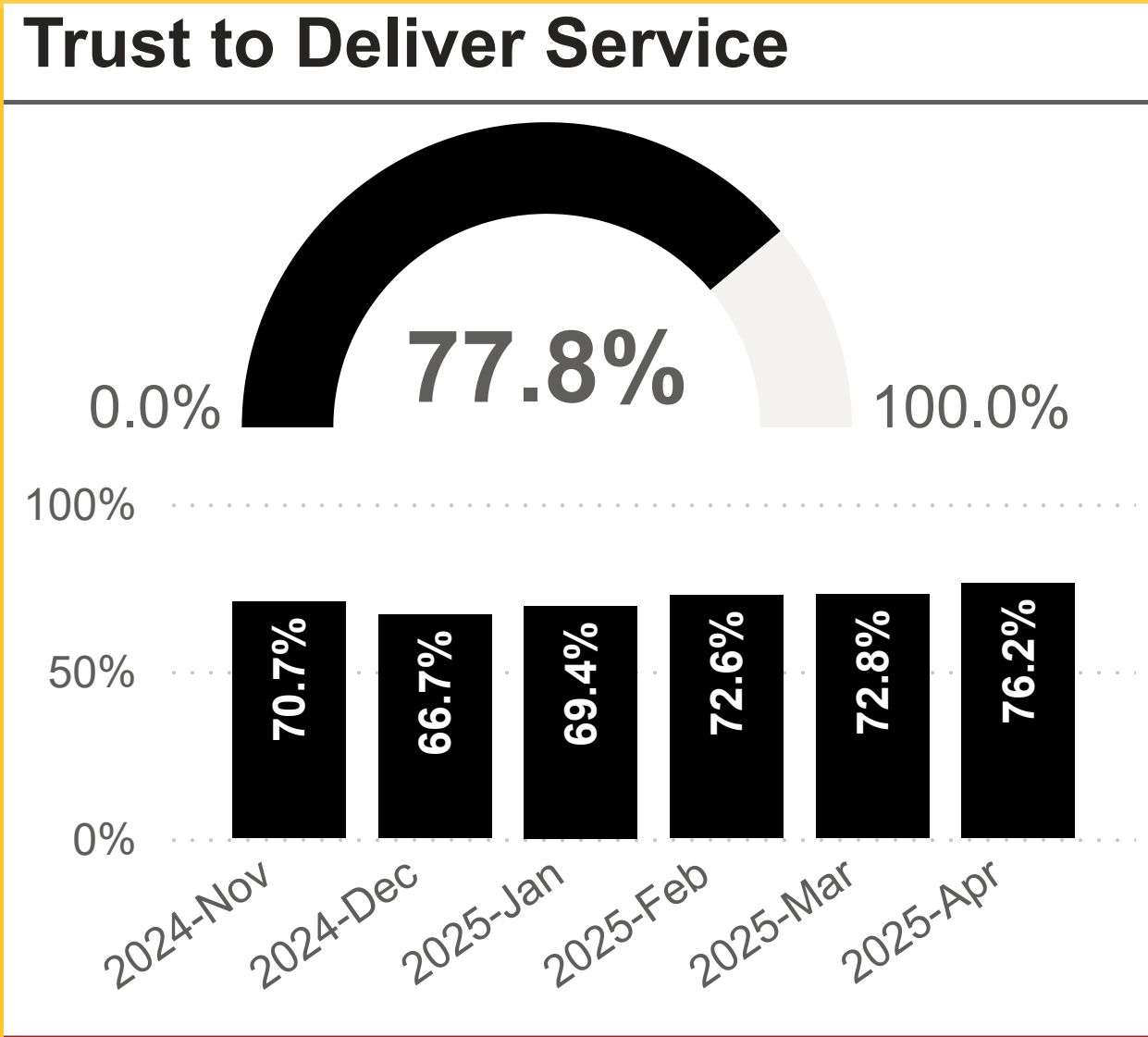
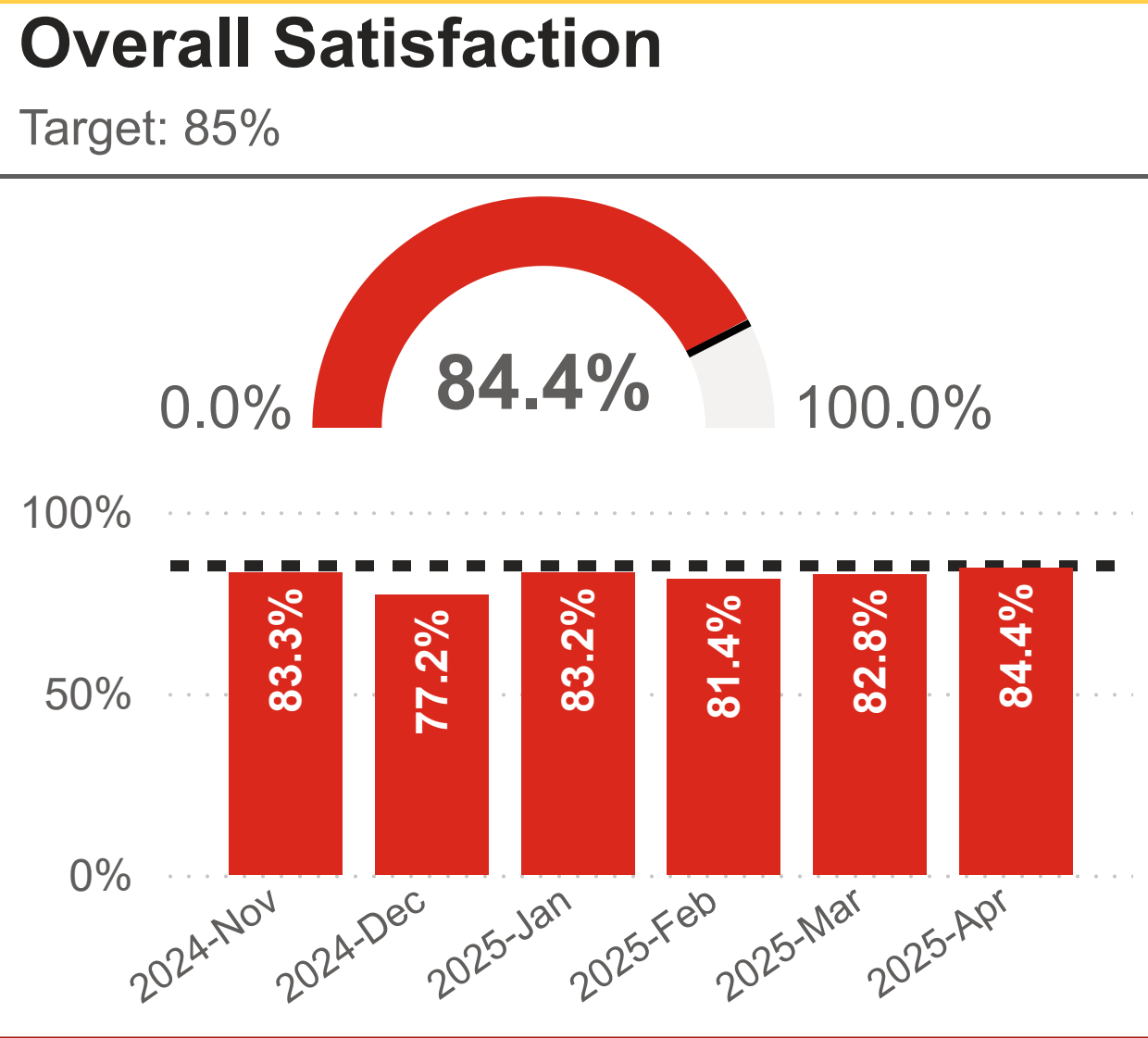
# Our Performance in April 2025

## Customer Feedback Metrics

### Network Wide



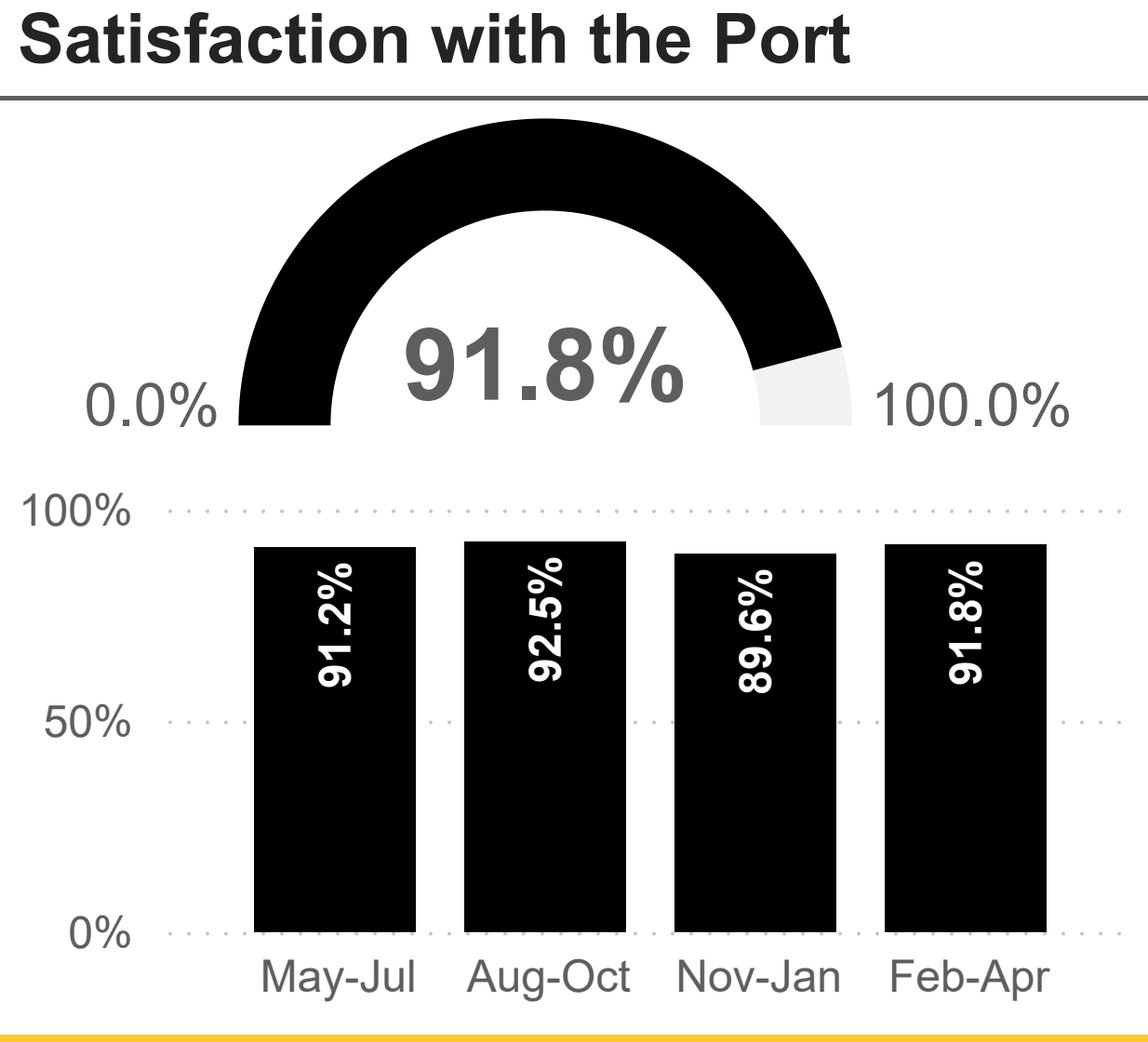
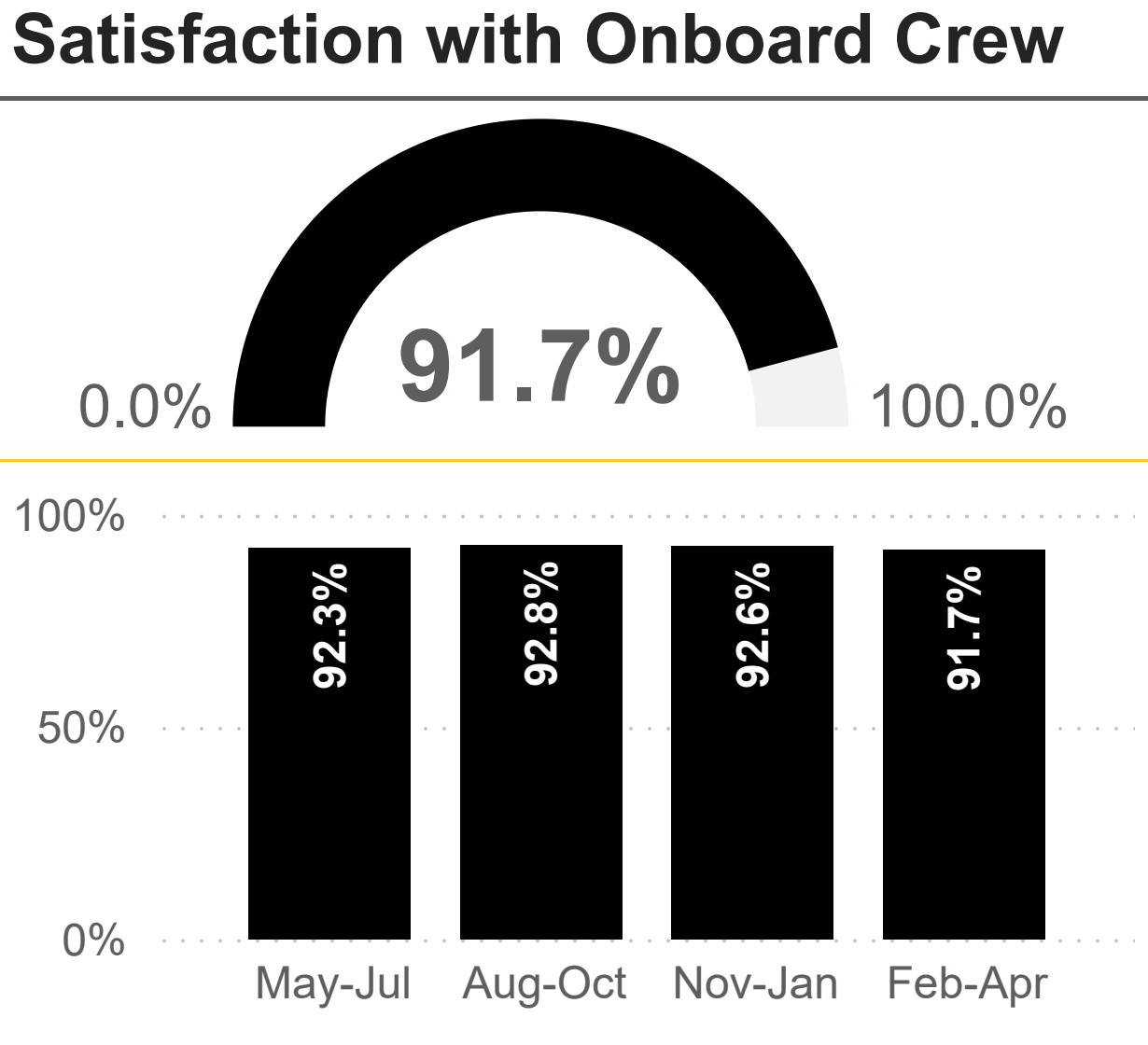
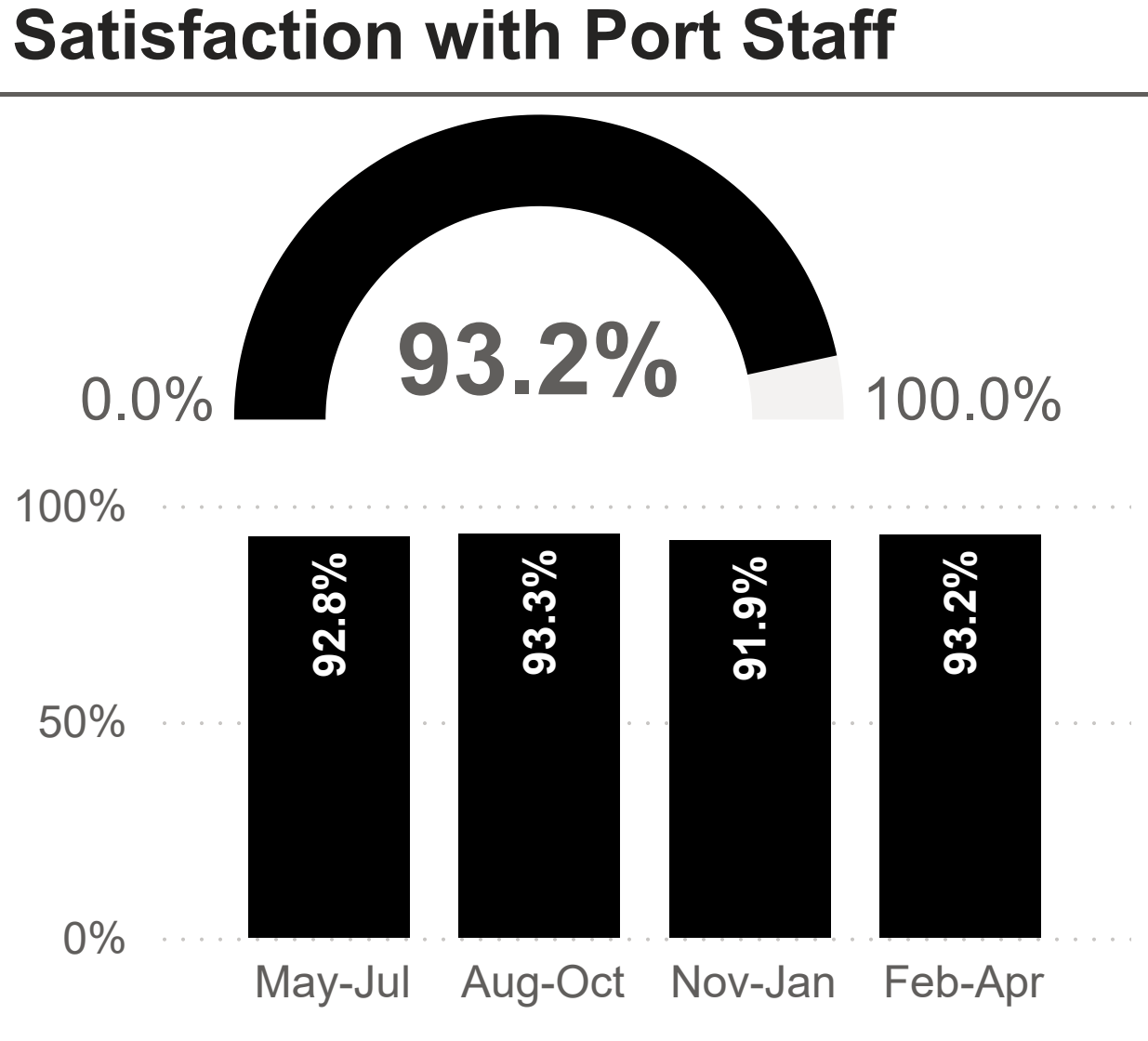
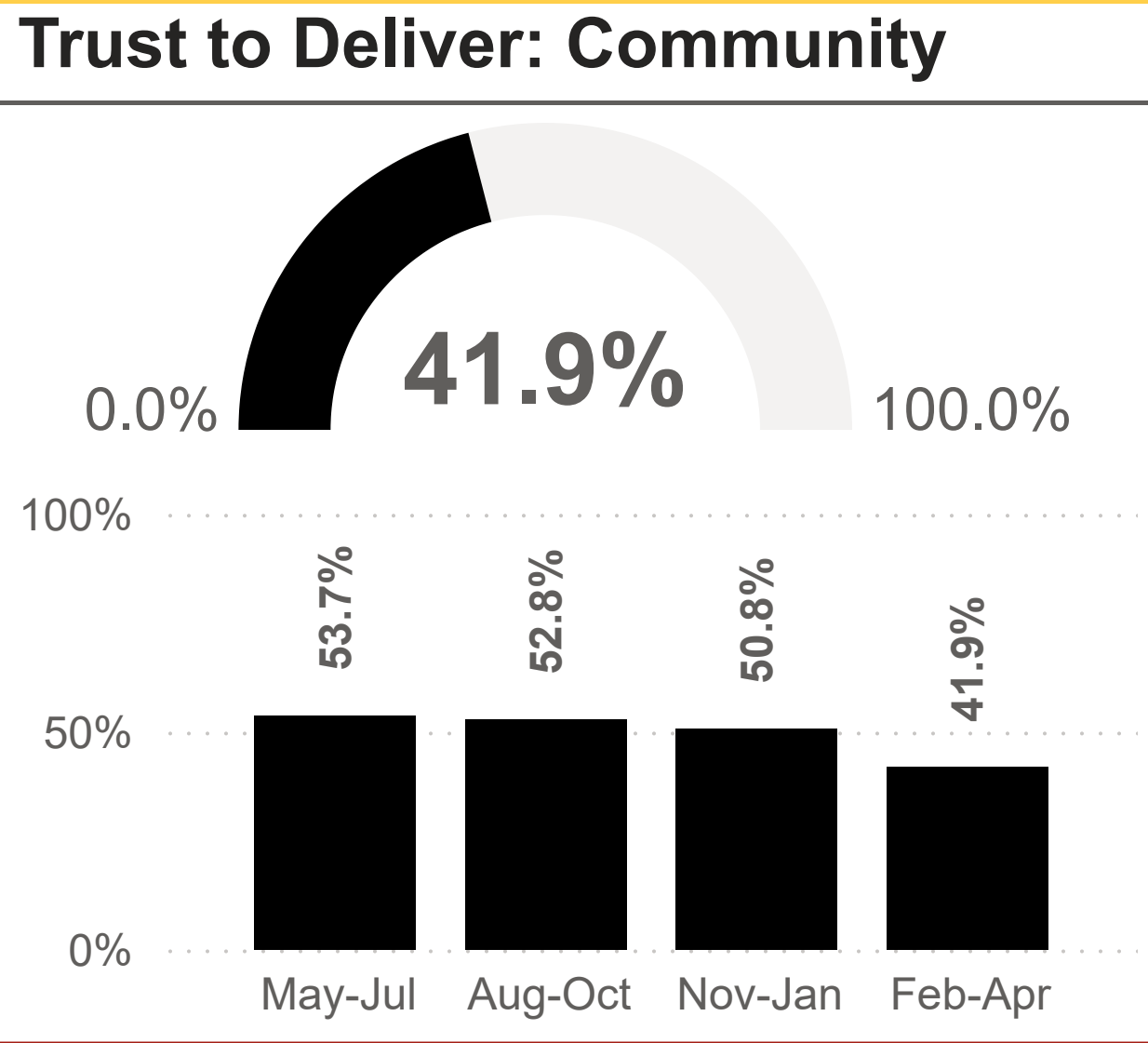
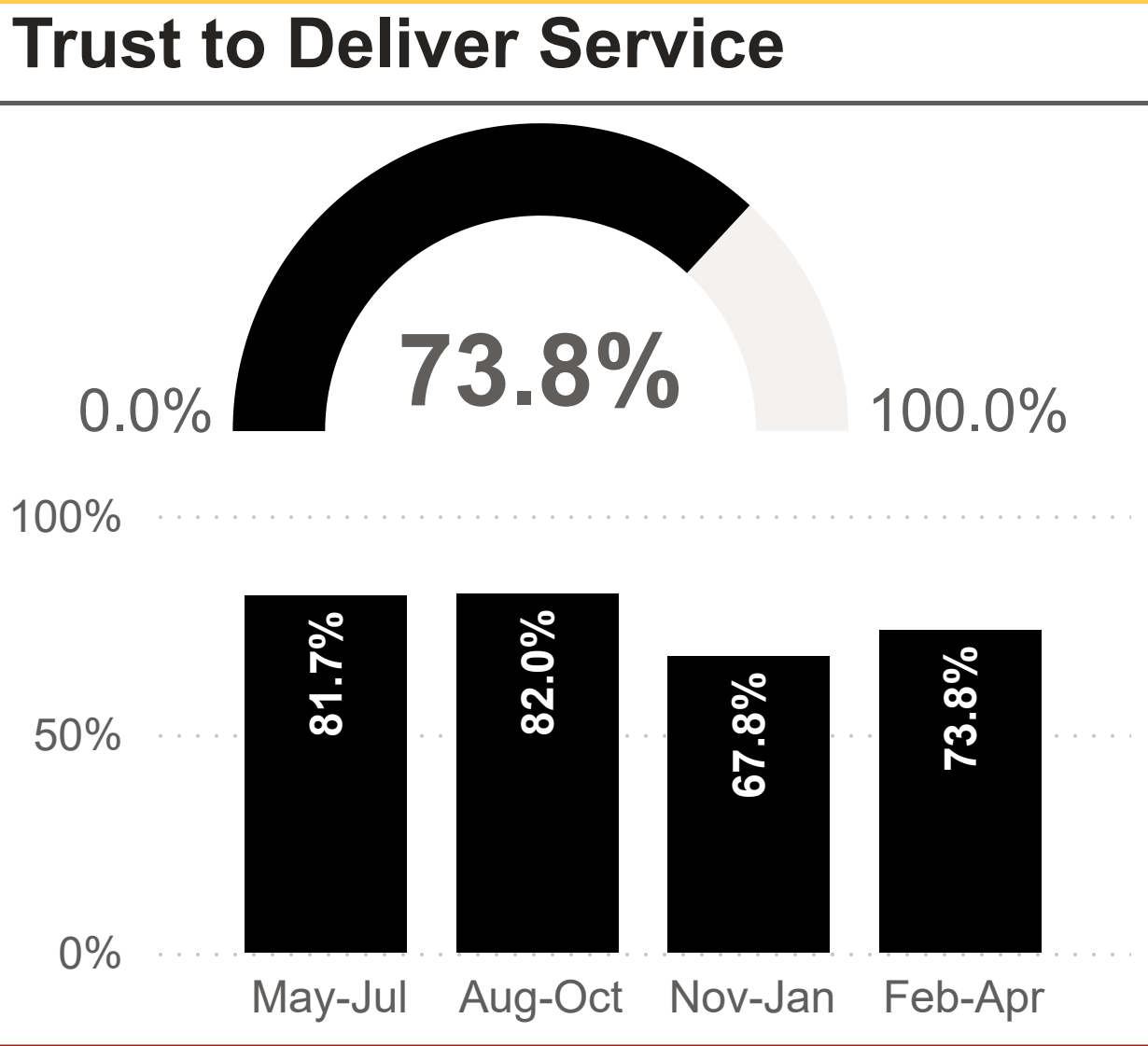
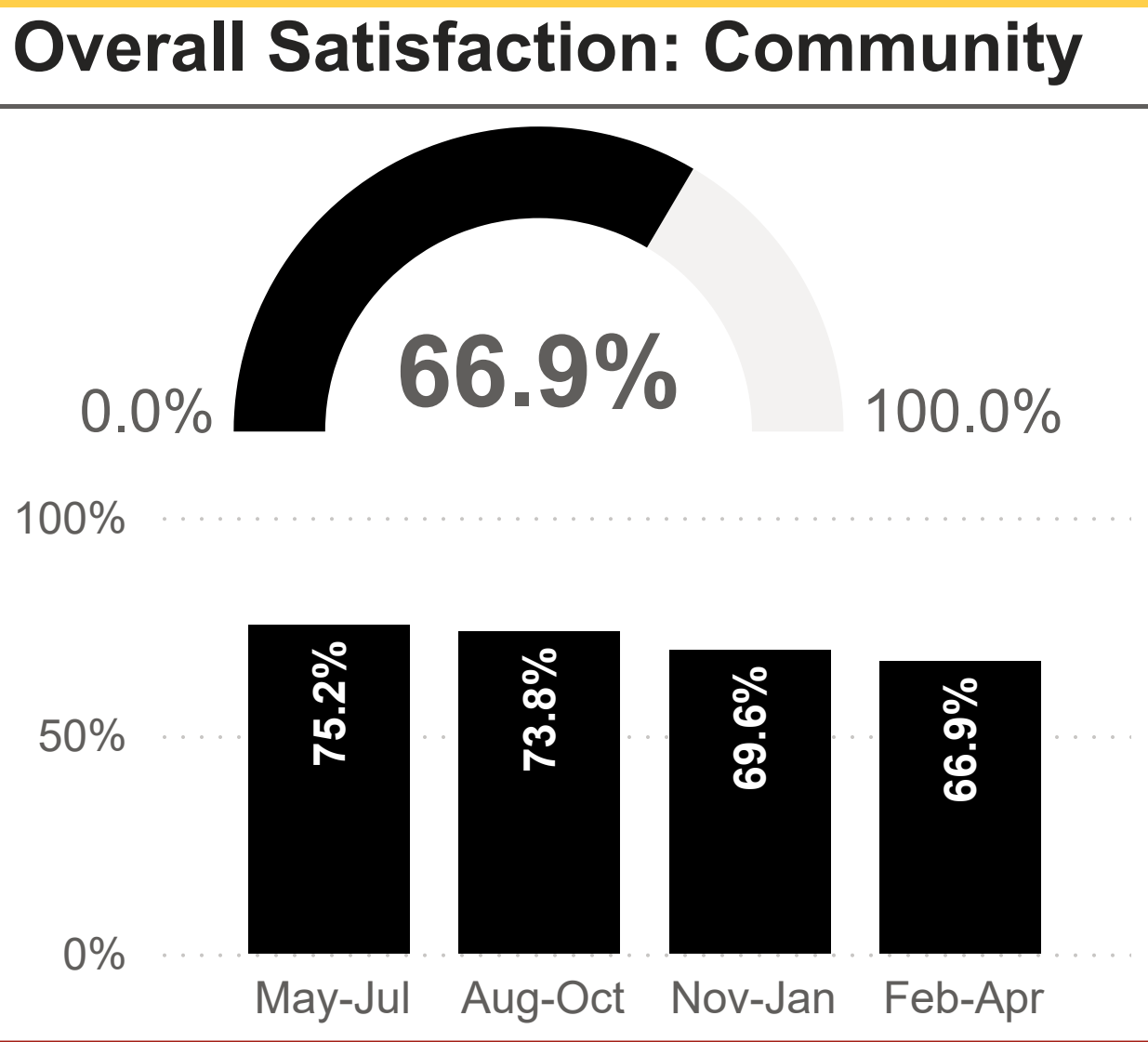
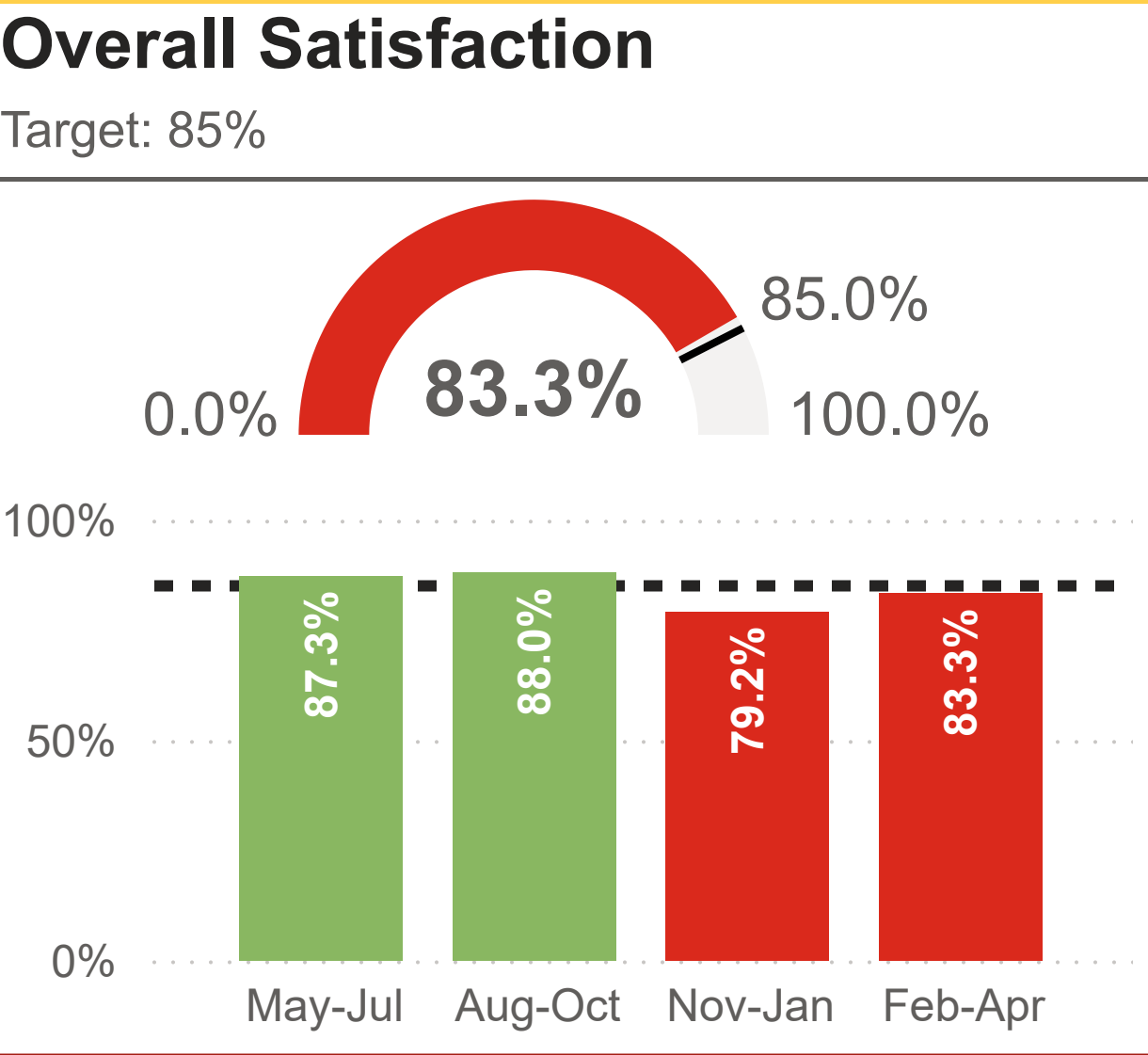
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.



Our Performance in April 2025  
Customer Feedback Metrics  
Argyll



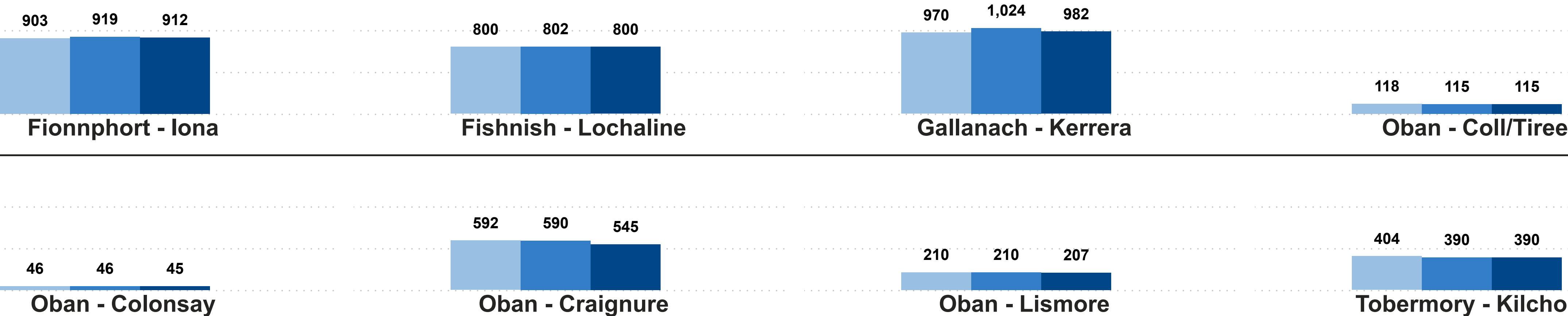
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.  
Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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





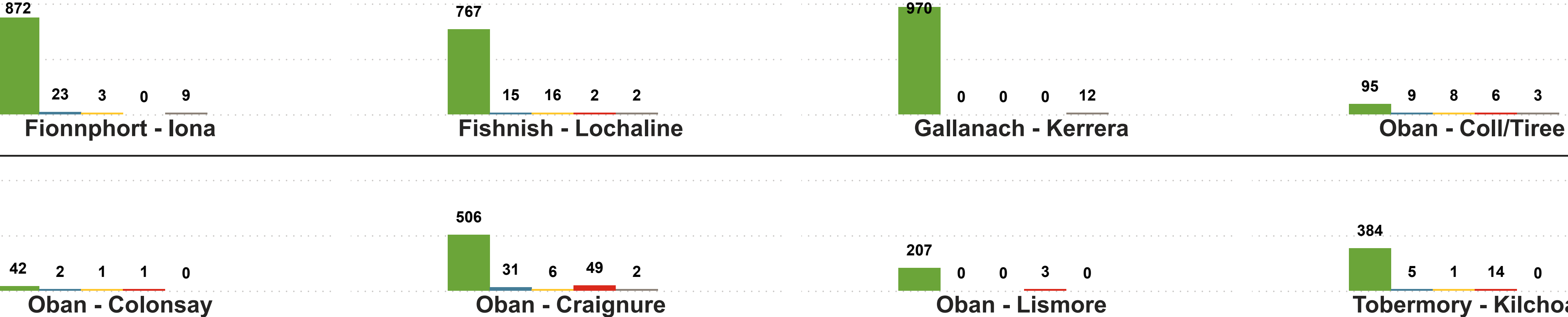
Sailings Timetabled, Amended & Actual

● Timetabled ● Amended ● Actual



Punctuality & Reliability

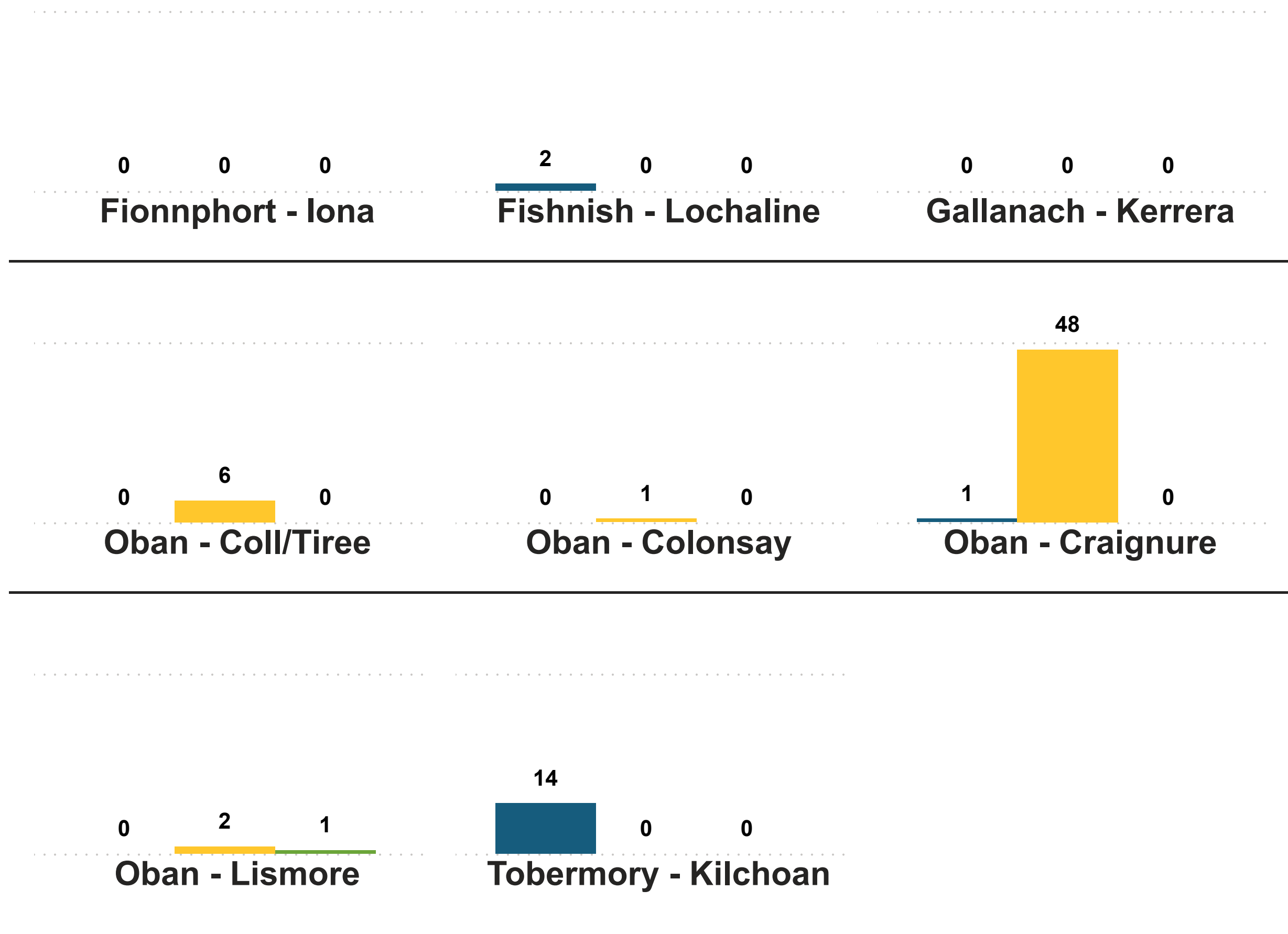
● On Time ● Level 1 Lateness ● Level 2 Lateness ● Cancelled ● Additional





Cancelled Sailings (By Reason)

Weather Technical Other

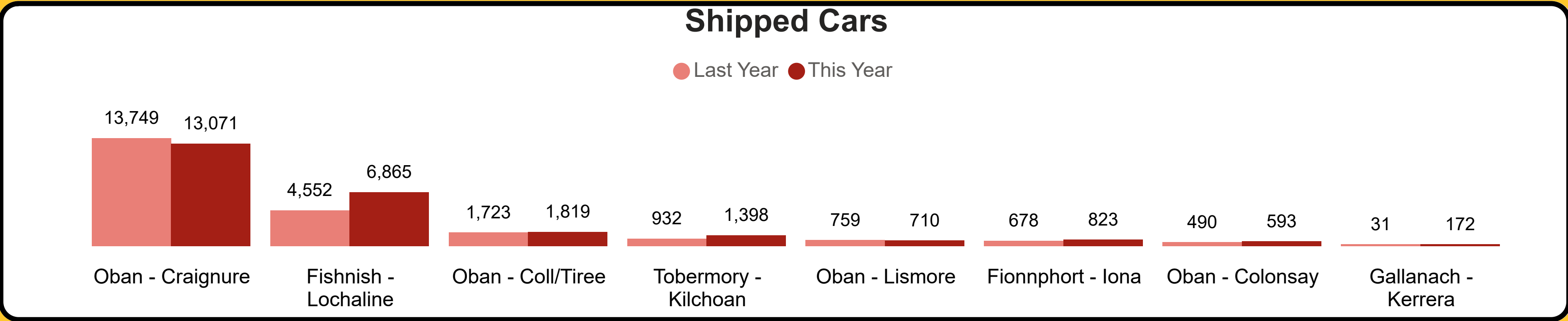
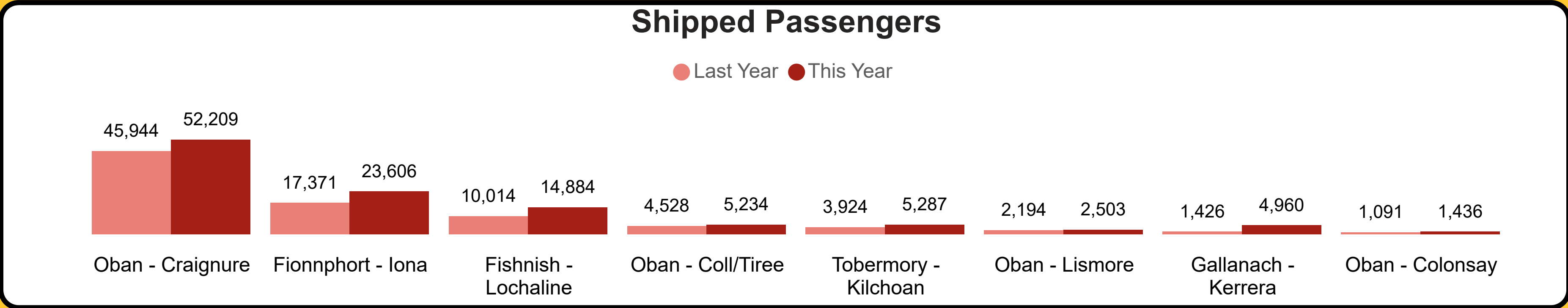


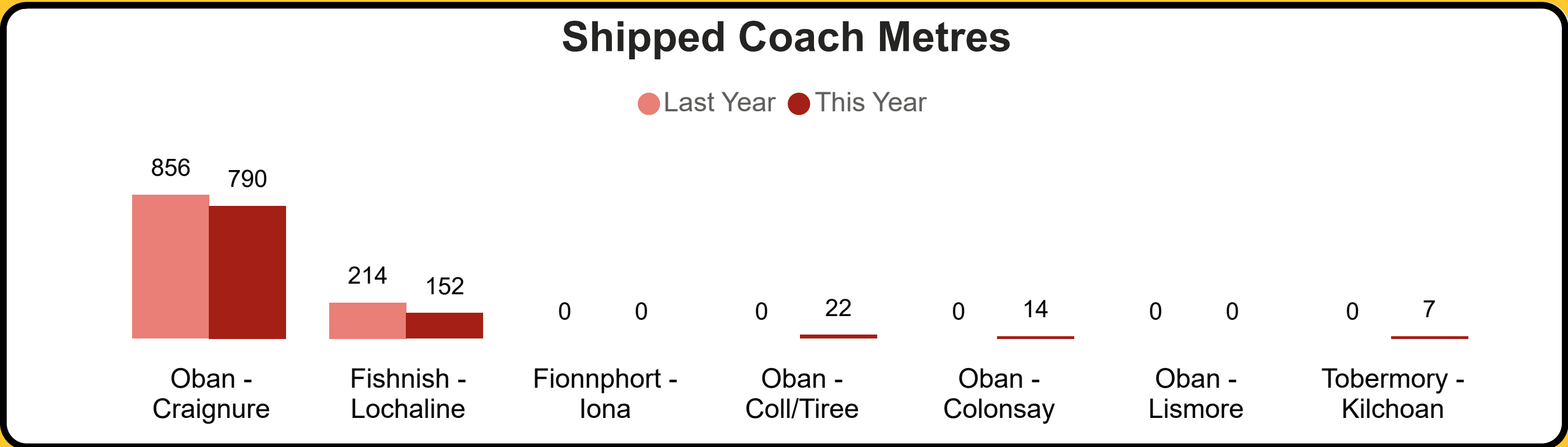
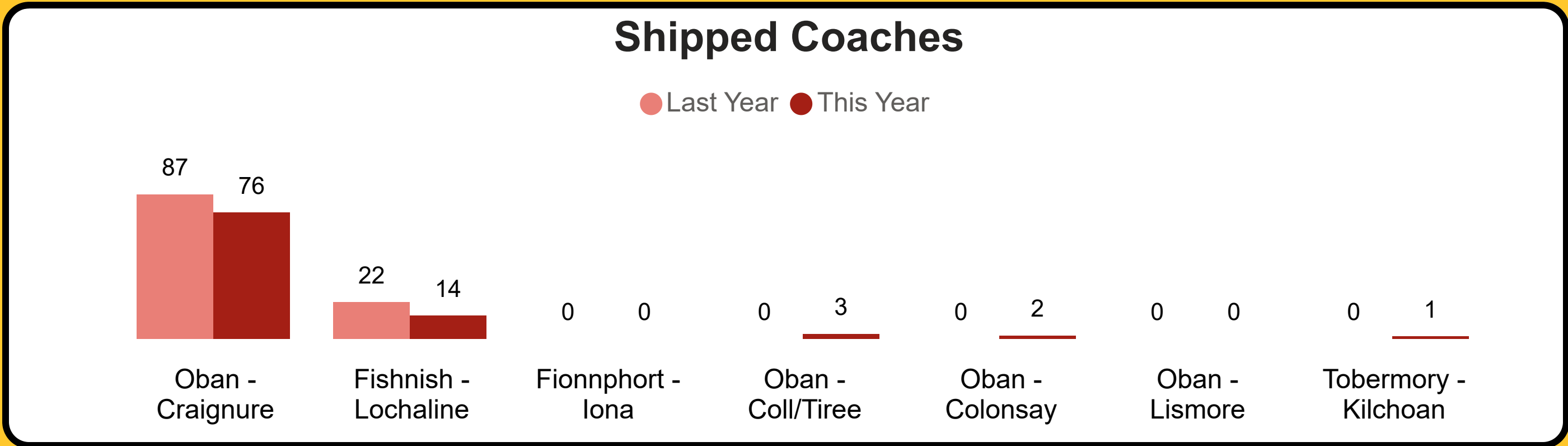
Missed Train Connections

0

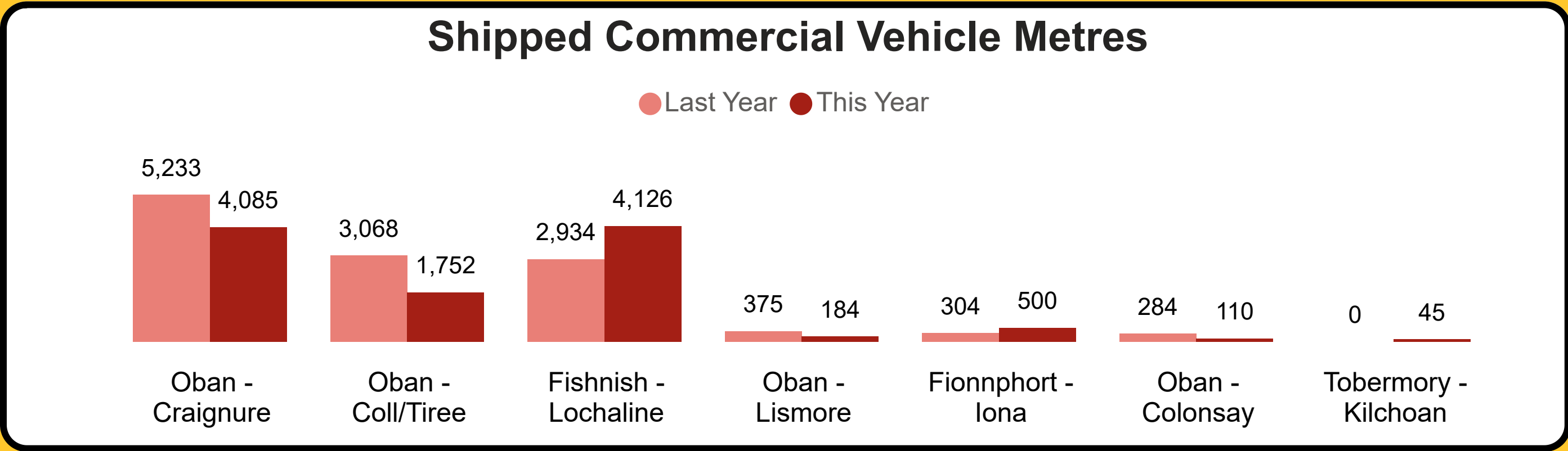
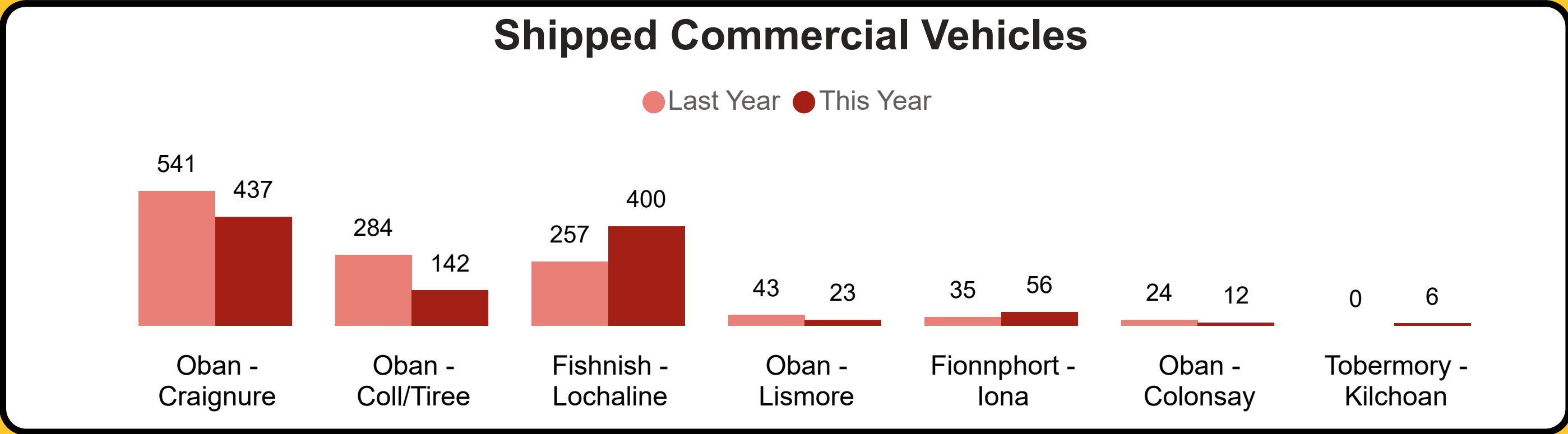
There were no missed advertised connections for Band C sailings this month.

"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 April 2025

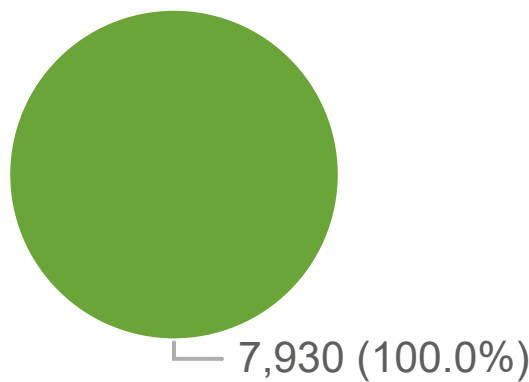
Car Equivalent Spaces Offered vs Cancelled



- 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.

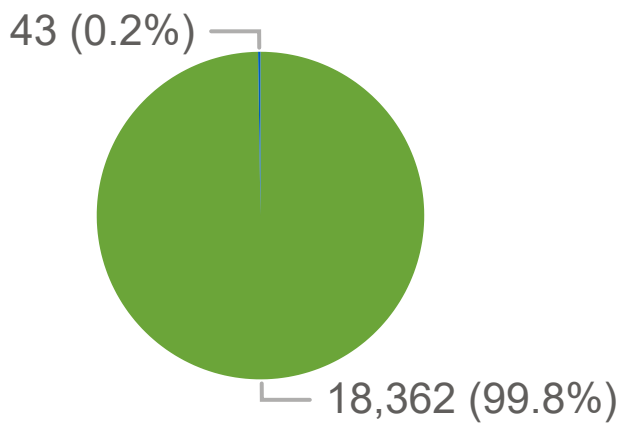
Fionnphort - Iona

Offered Weather Other Technical



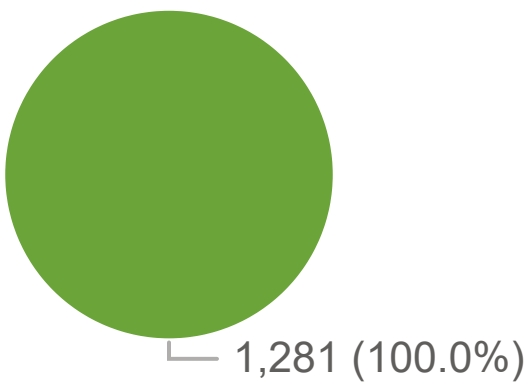
Fishnish - Lochaline

Offered Weather Technical Other



Gallanach - Kerrera

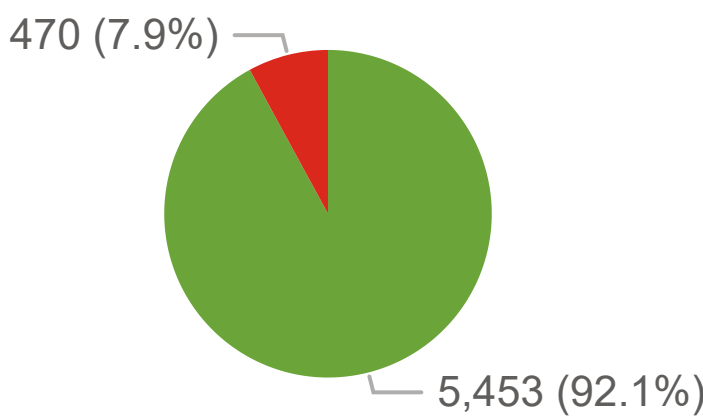
Offered Weather Technical Other



Route	Offered	Weather	Tech	Other
Oban - Craignure	19,014	28	1,375	
Fishnish - Lochaline	18,362	43		
Fionnphort - Iona	7,930			
Oban - Coll/Tiree	5,453		470	
Tobermory - Kilchoan	4,070	146		
Oban - Colonsay	2,369		78	
Oban - Lismore	1,800		18	9
Gallanach - Kerrera	1,281			

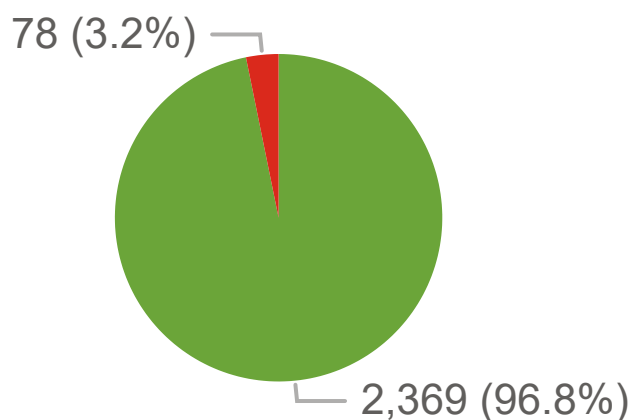
Oban - Coll/Tiree

Offered Other Weather Technical



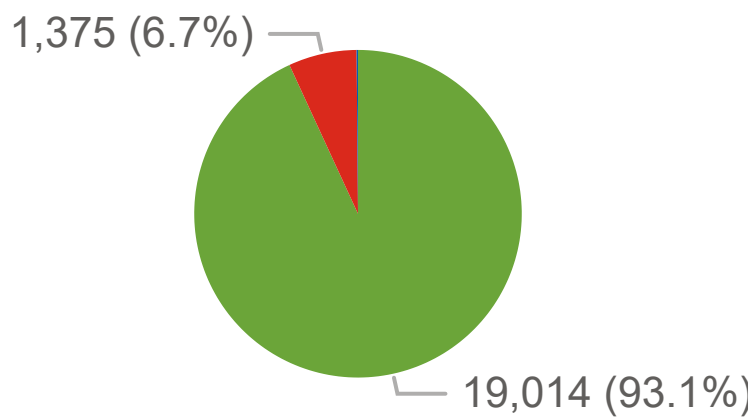
Oban - Colonsay

Offered Technical Weather Other



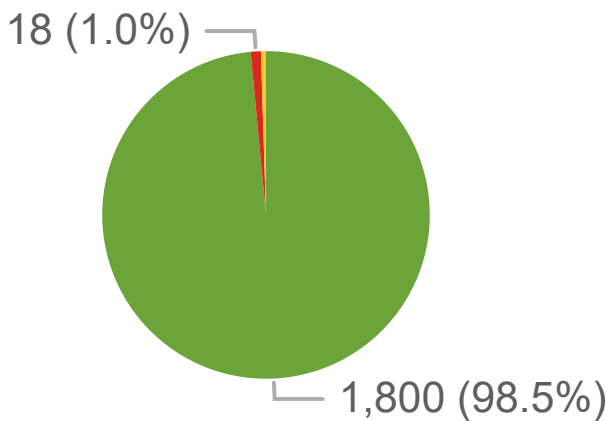
Oban - Craignure

Offered Technical Weather Other



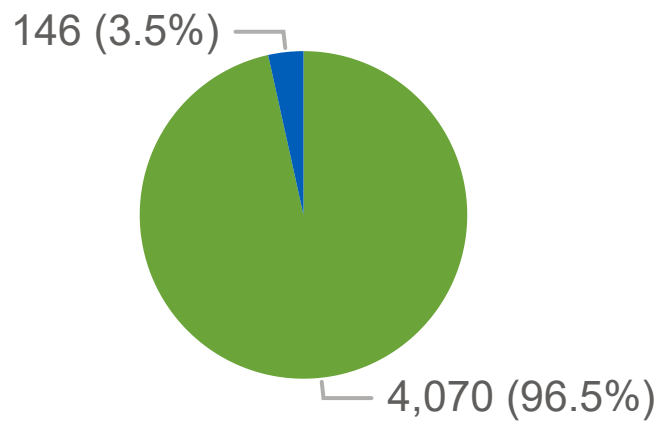
Oban - Lismore

Offered Weather Technical Other



Tobermory - Kilchoan

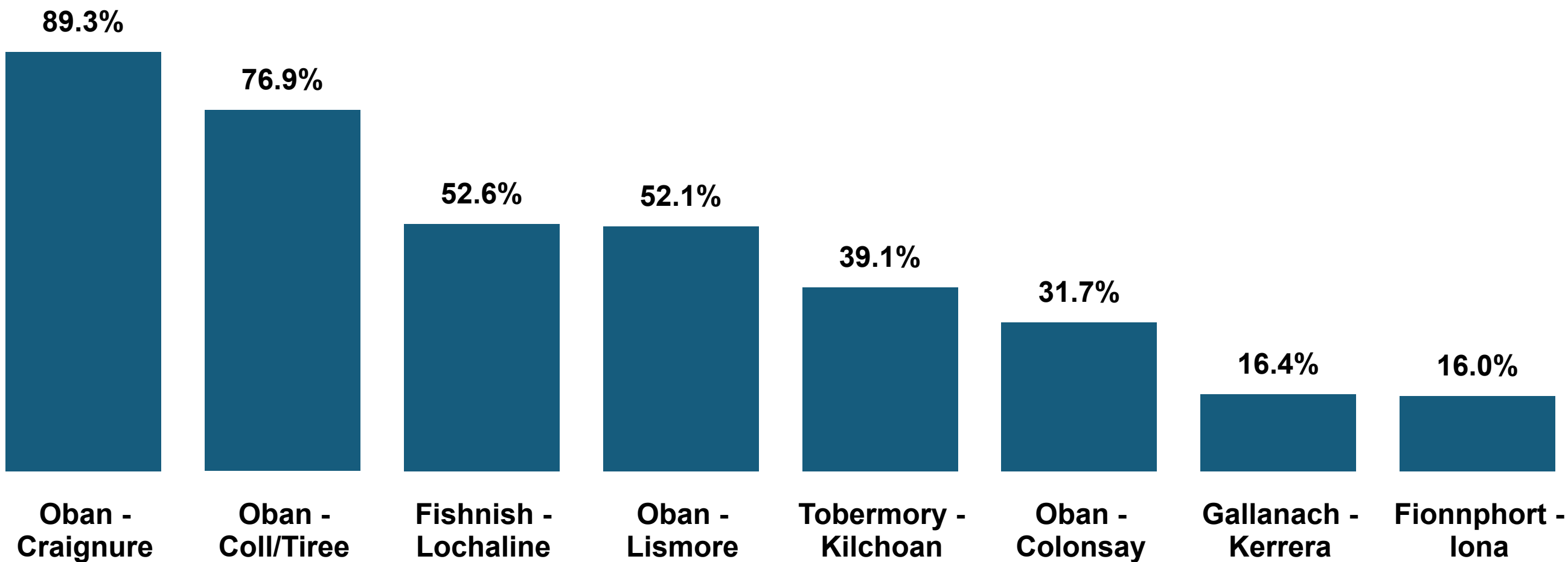
Offered Weather Technical Other







Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Oban - Craignure	87.5K	78.1K	16,972	89.3%
Oban - Coll/Tiree	25.1K	19.3K	4,191	76.9%
Fishnish - Lochaline	84.5K	44.4K	9,661	52.6%
Oban - Lismore	8.3K	4.3K	938	52.1%
Tobermory - Kilchoan	18.7K	7.3K	1,590	39.1%
Oban - Colonsay	10.9K	3.4K	750	31.7%
Gallanach - Kerrera	5.9K	1.0K	210	16.4%
Fionnphort - Iona	36.5K	5.8K	1,267	16.0%
Total	277.3K	163.7K	35,579	59.0%

Overall Utilisation of Sailings

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

