

Total Number of Survey Responses  
Last 6 Months  
**32K**

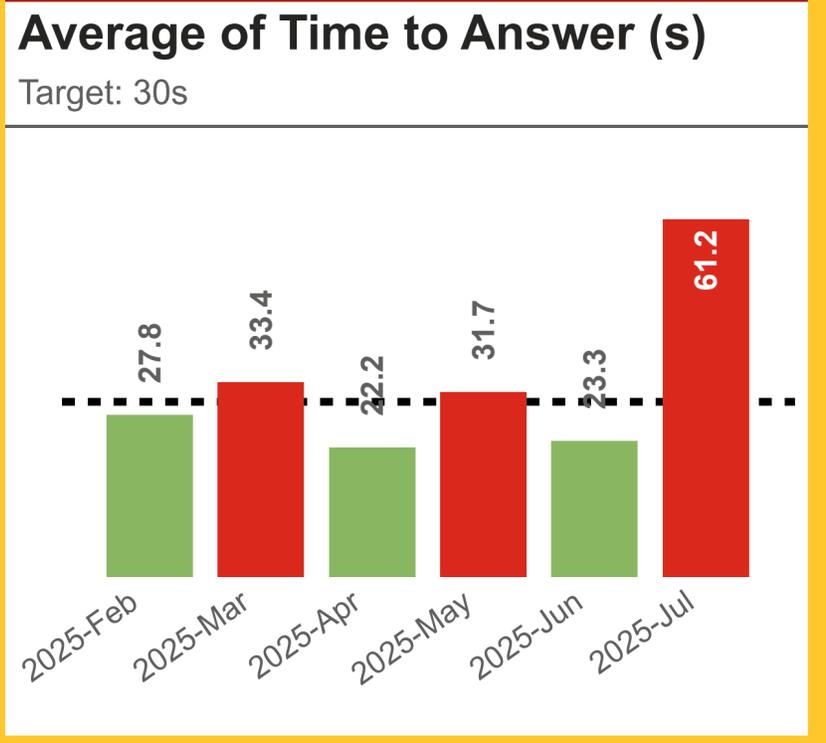
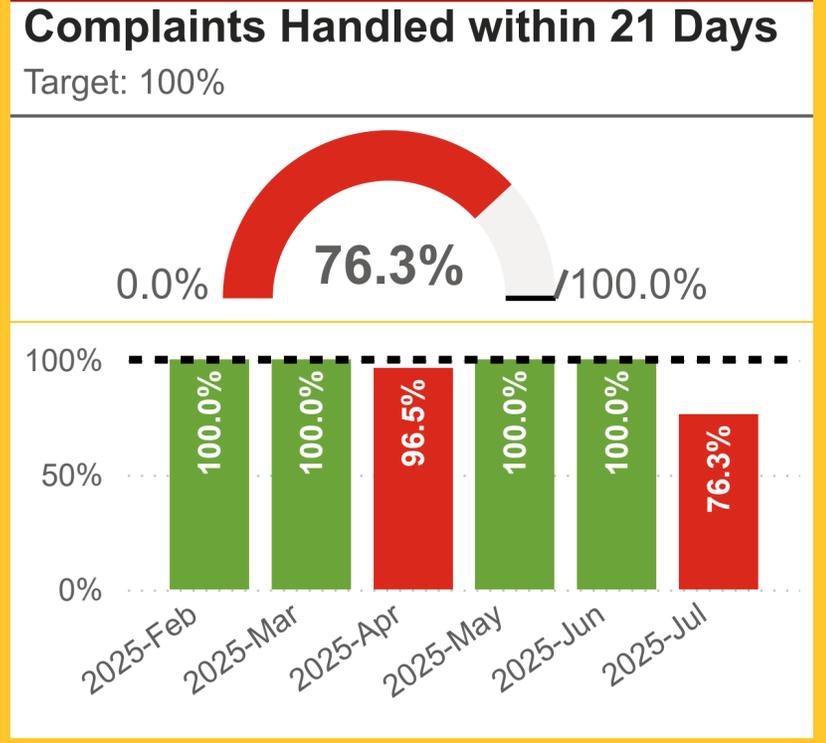
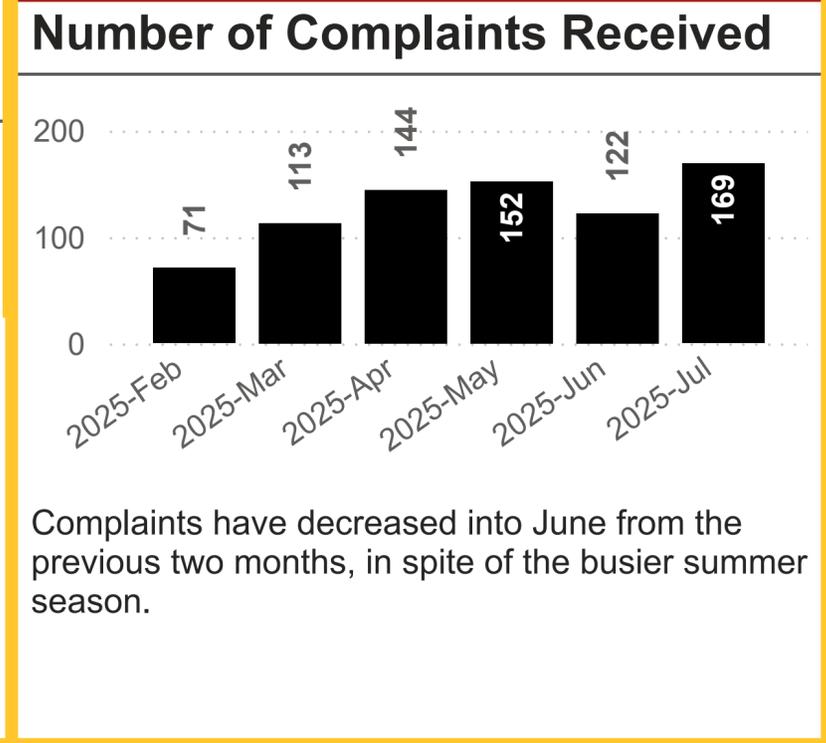
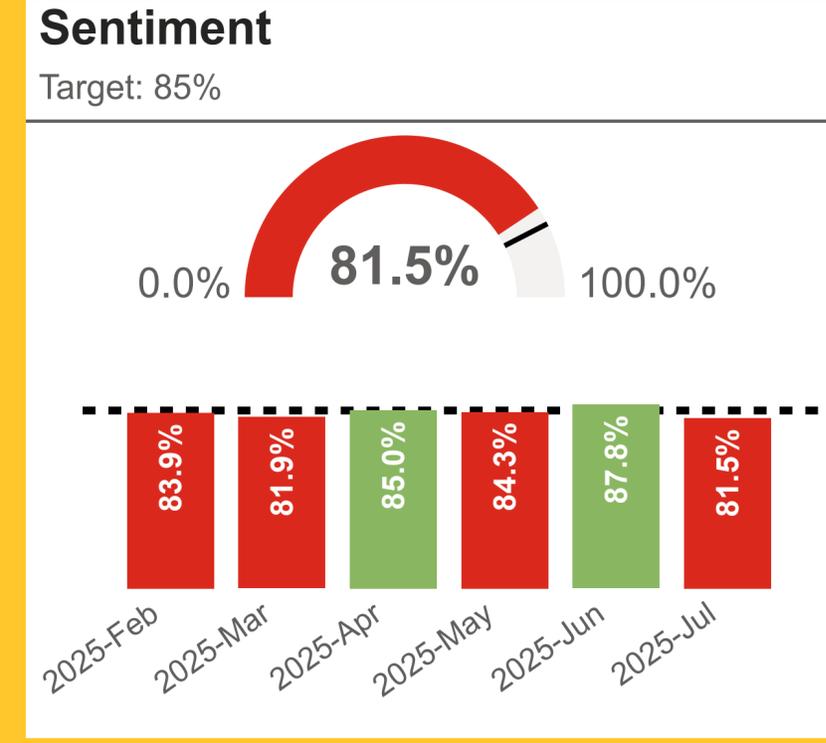
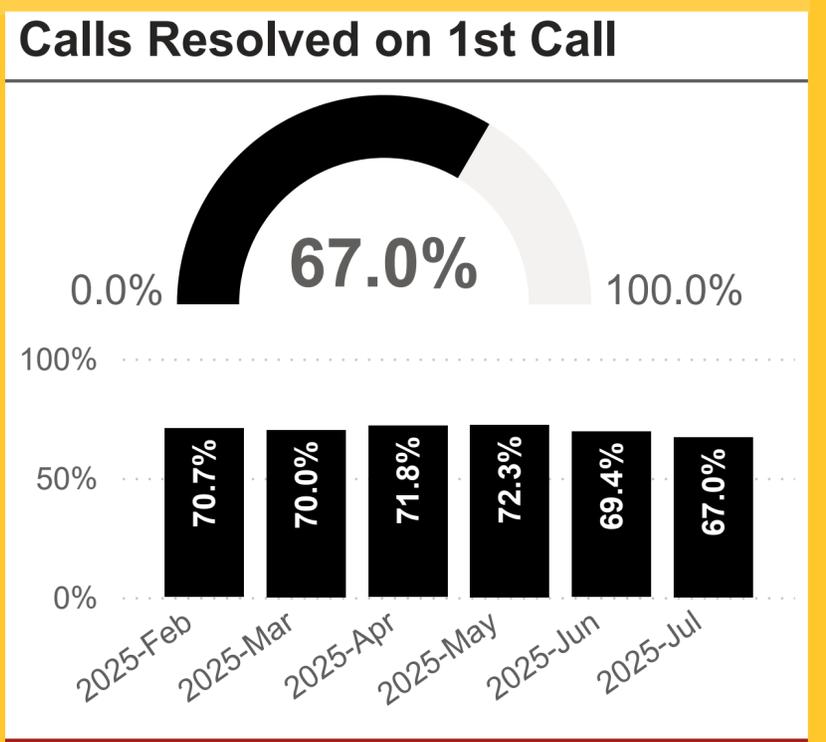
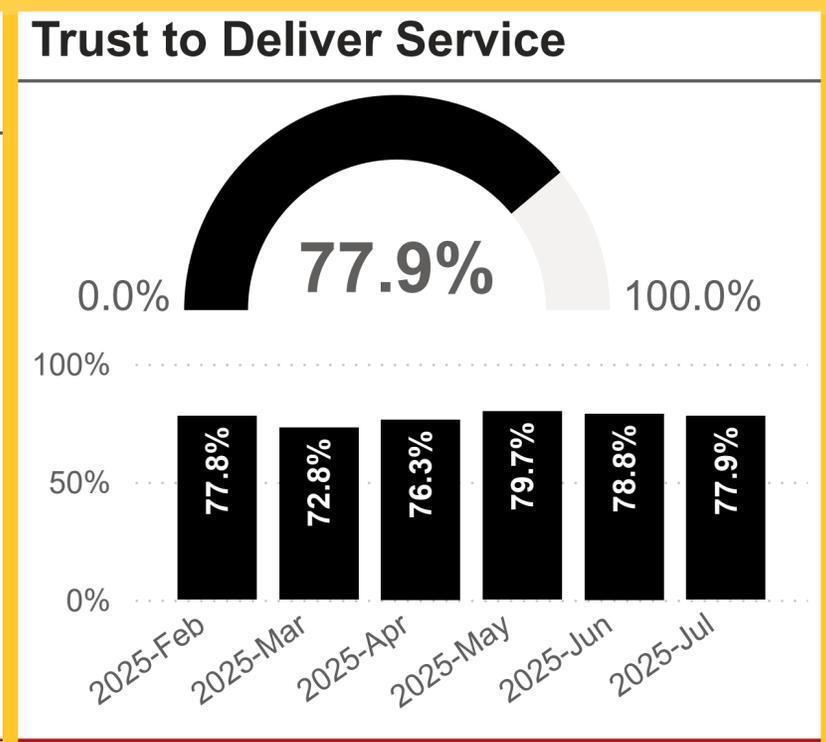
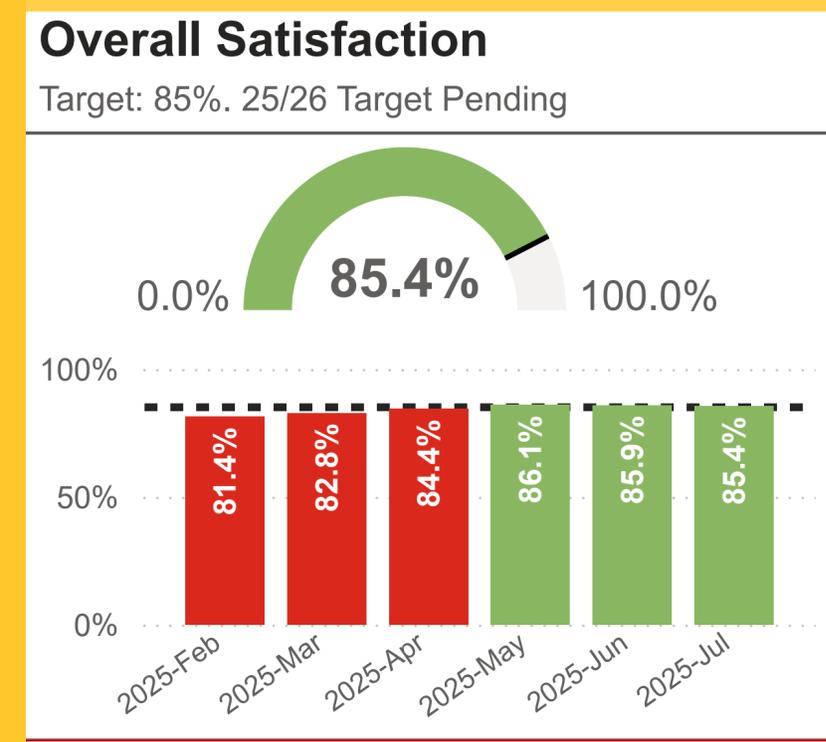
# Our Performance in July 2025

## 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.



# Argyll

Total Number of Survey Responses

# 5576

# Our Performance in July 2025

## Customer Feedback Metrics

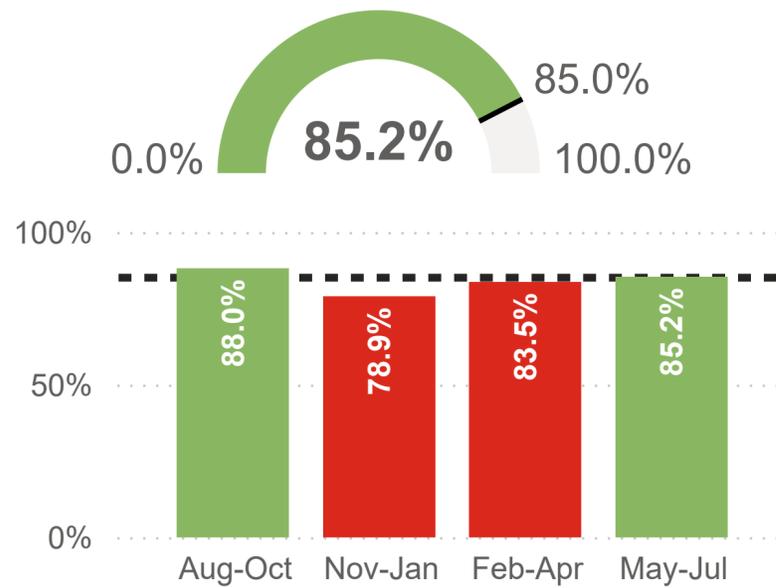
### Argyll



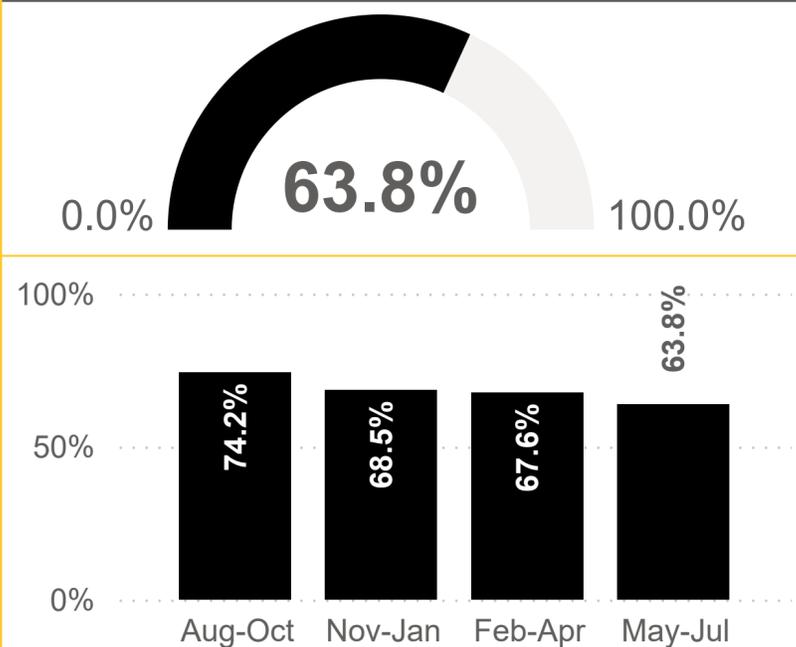
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending. Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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

### Overall Satisfaction

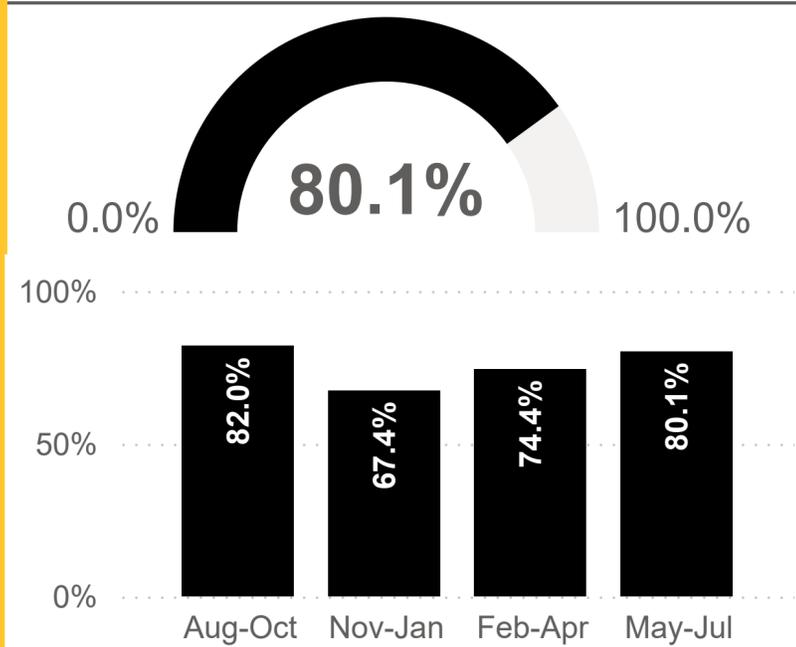
Target: 85%. 25/26 Target Pending



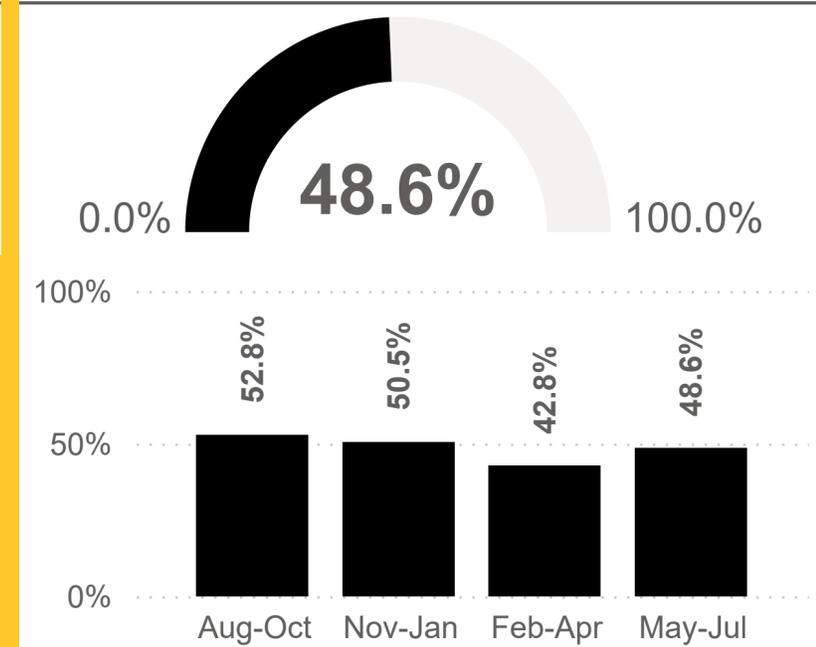
### Overall Satisfaction: Community



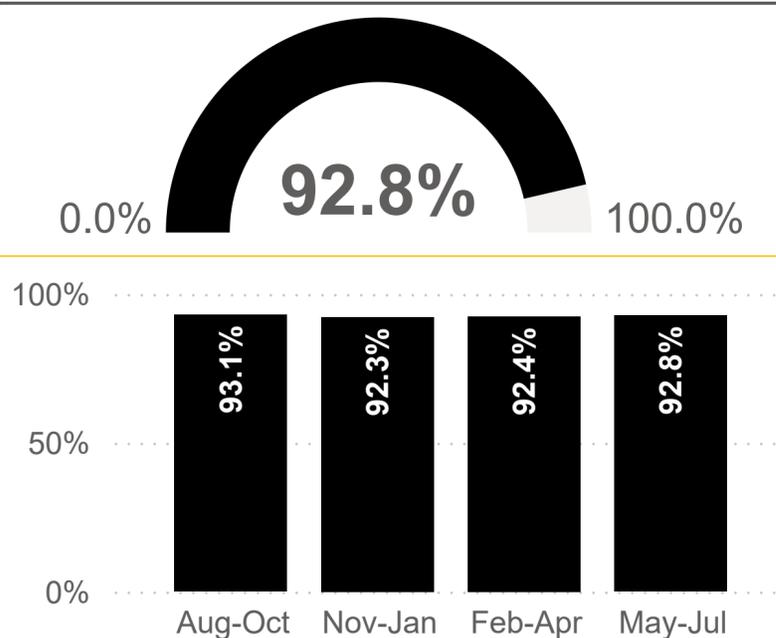
### Trust to Deliver Service



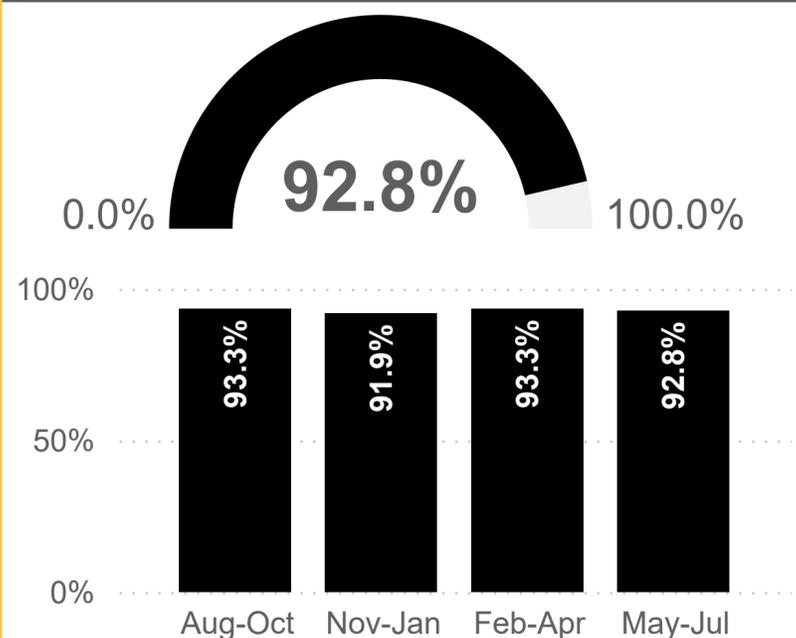
### Trust to Deliver: Community



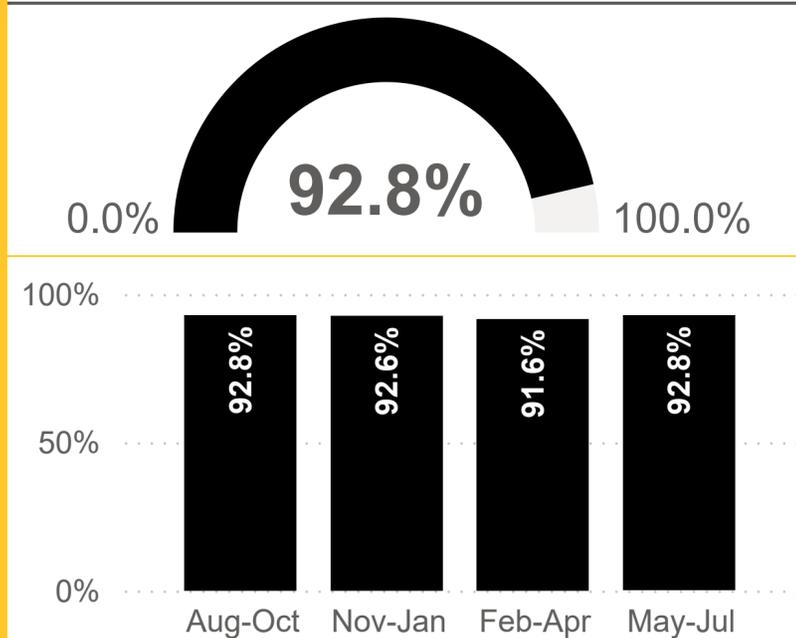
### Customer Satisfaction with Staff



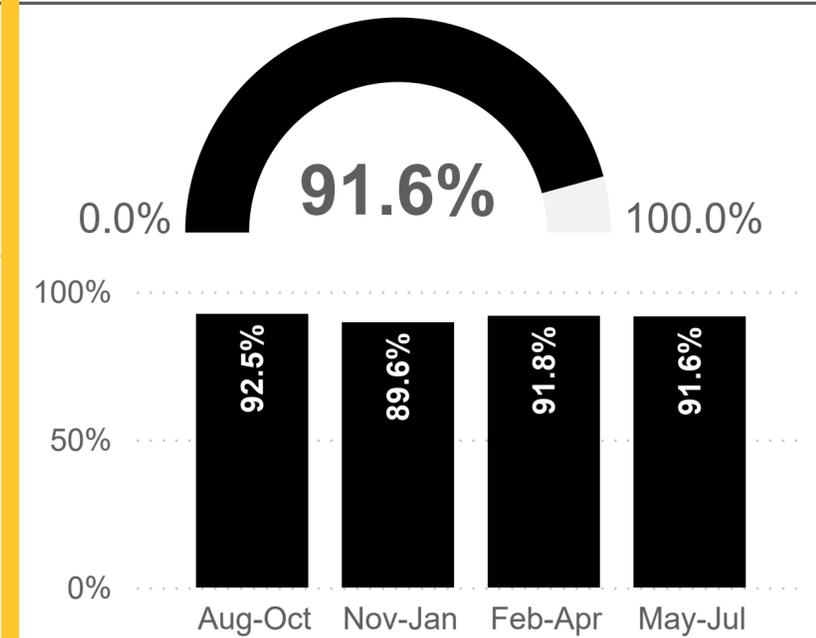
### Satisfaction with Port Staff



### Satisfaction with Onboard Crew



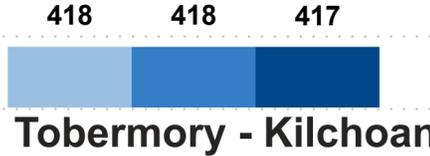
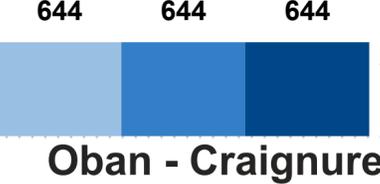
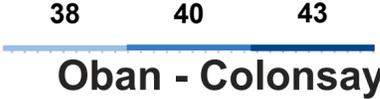
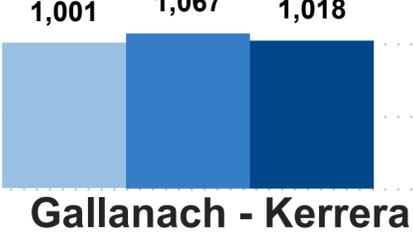
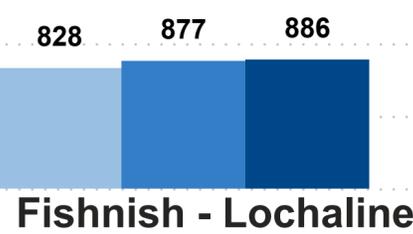
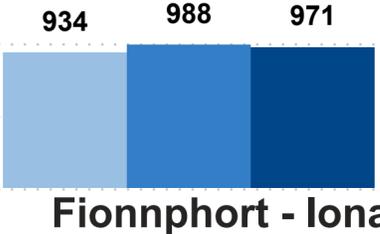
### Satisfaction with the Port





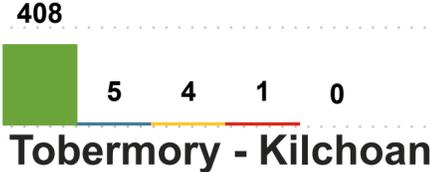
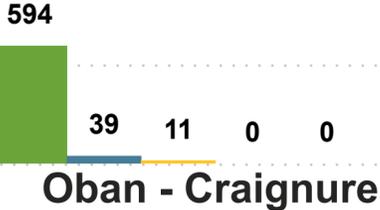
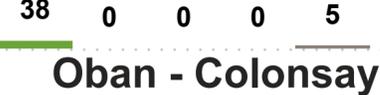
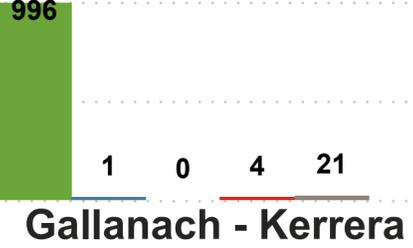
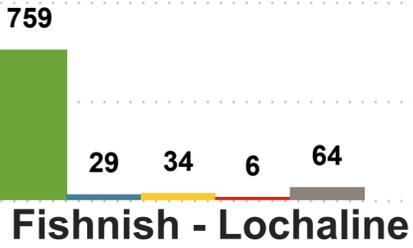
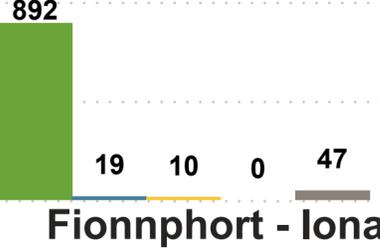
### Sailings Timetabled, Amended & Actual

● Timetabled ● Amended ● Actual



### Punctuality & Reliability

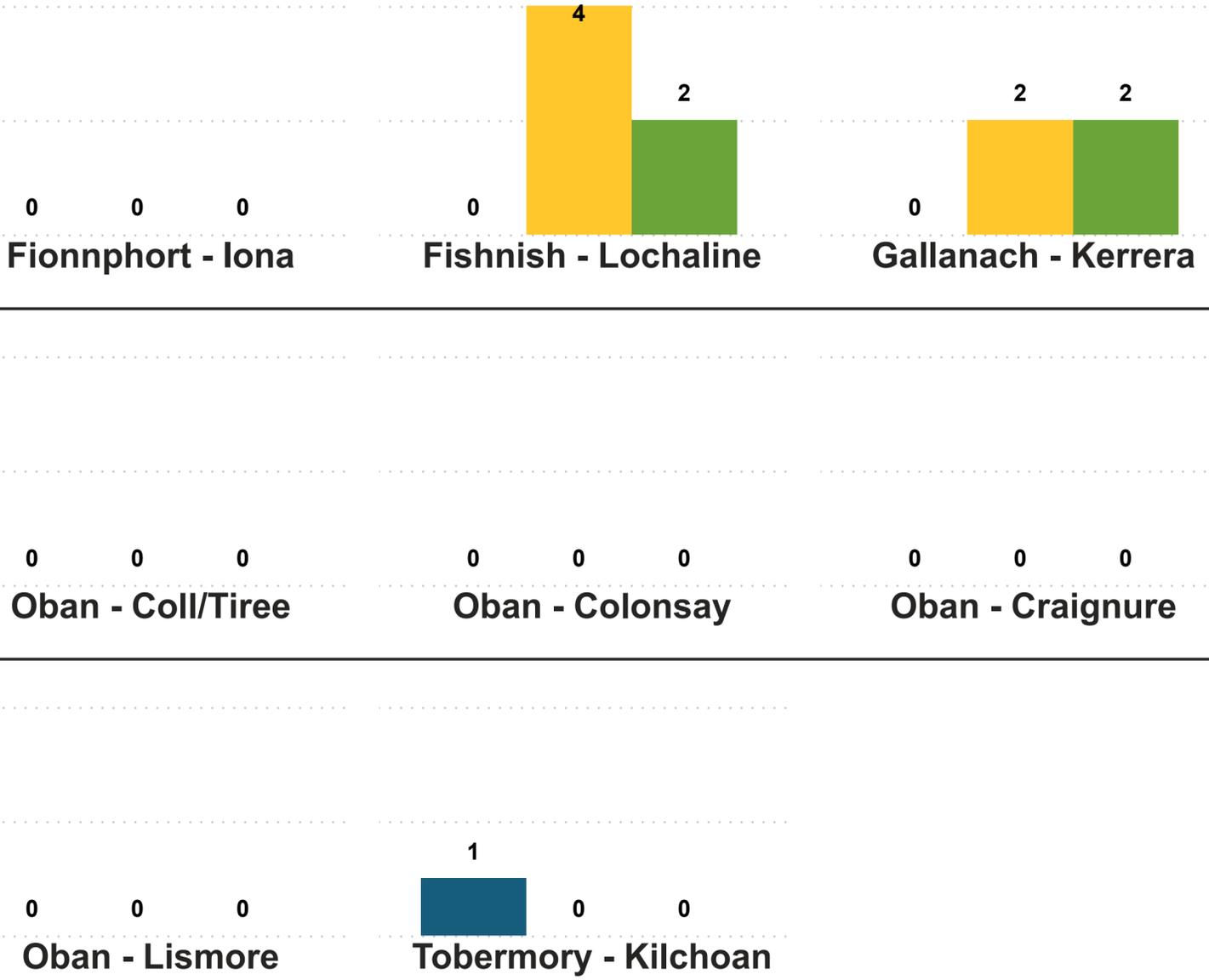
● On Time ● Level 1 Lateness ● Level 2 Lateness ● Cancelled ● Additional





### Cancelled Sailings (By Reason)

● Weather ● Technical ● Other



### Missed Train Connections

0

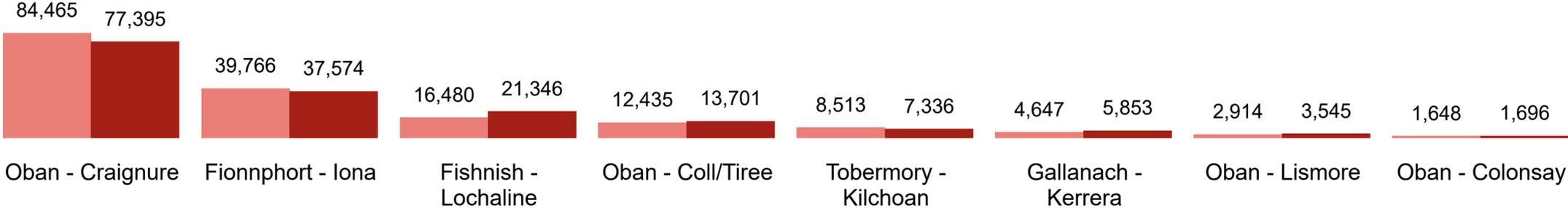
There were no missed advertised connections for Band C sailings this month.

"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.



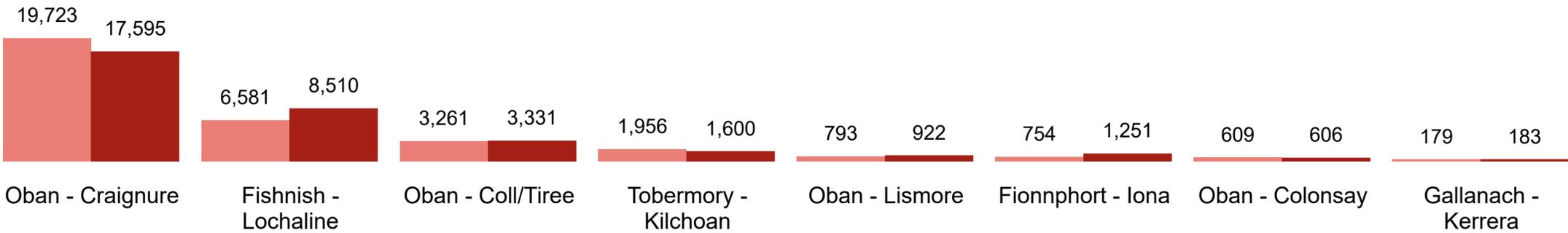
### Shipped Passengers

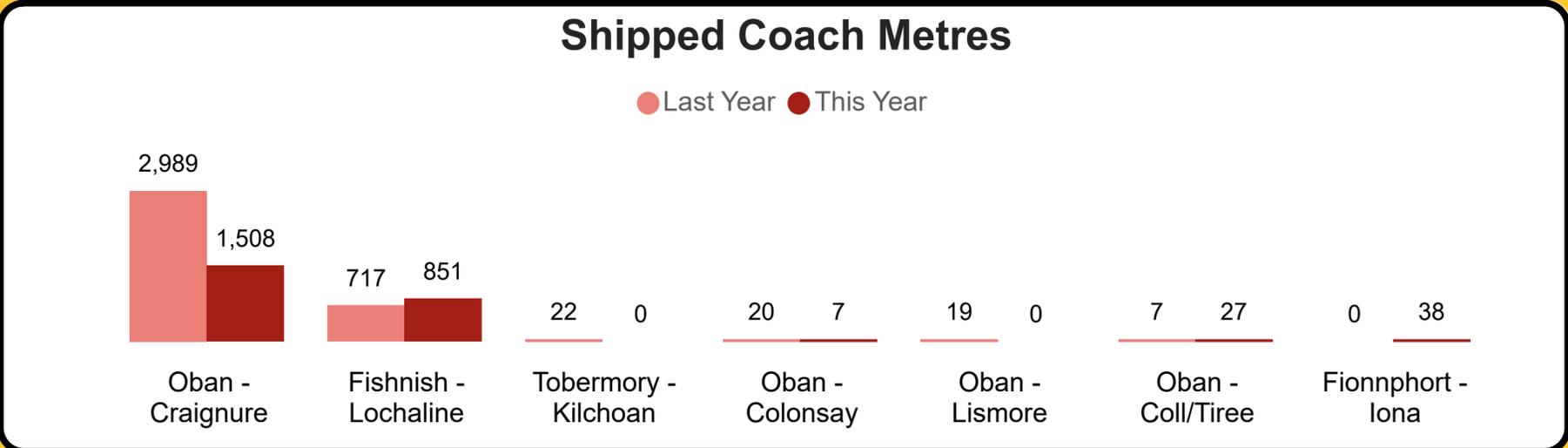
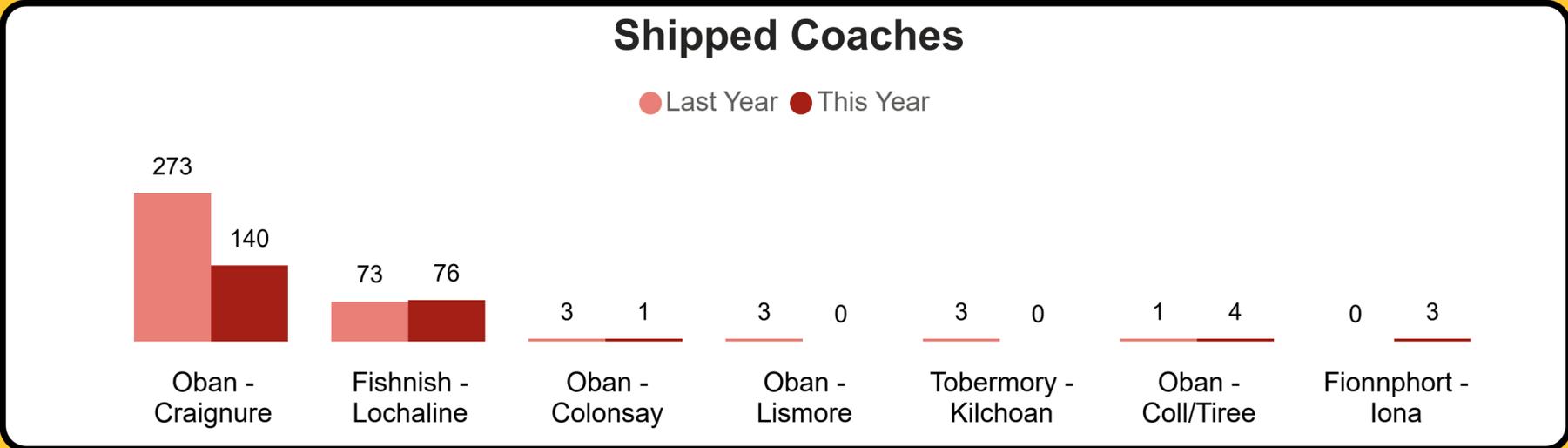
● Last Year ● This Year

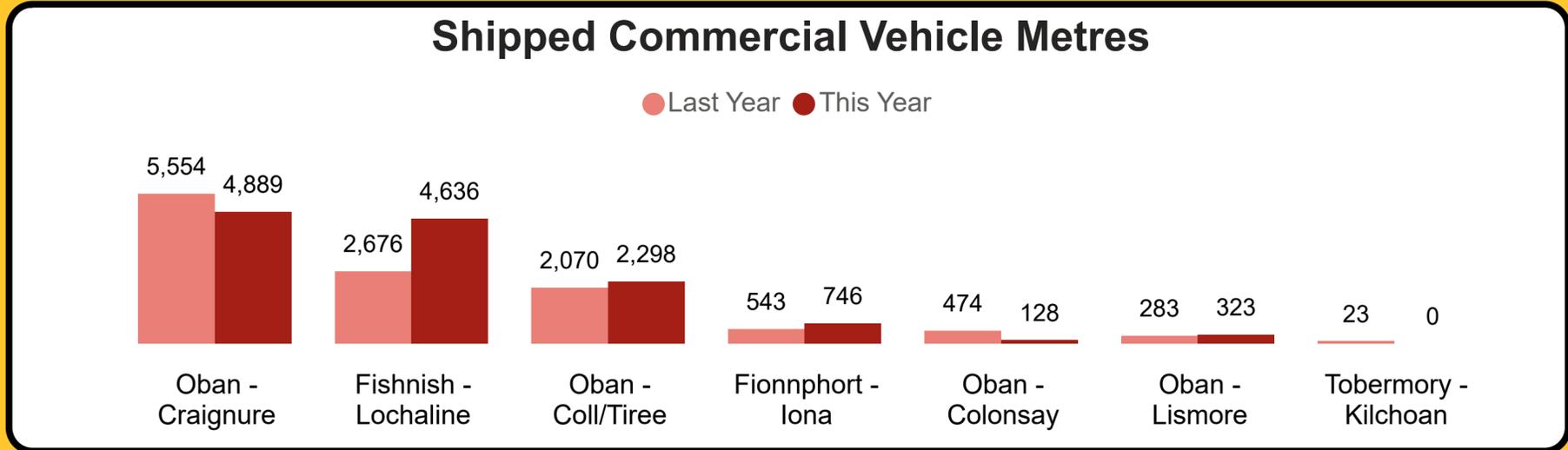
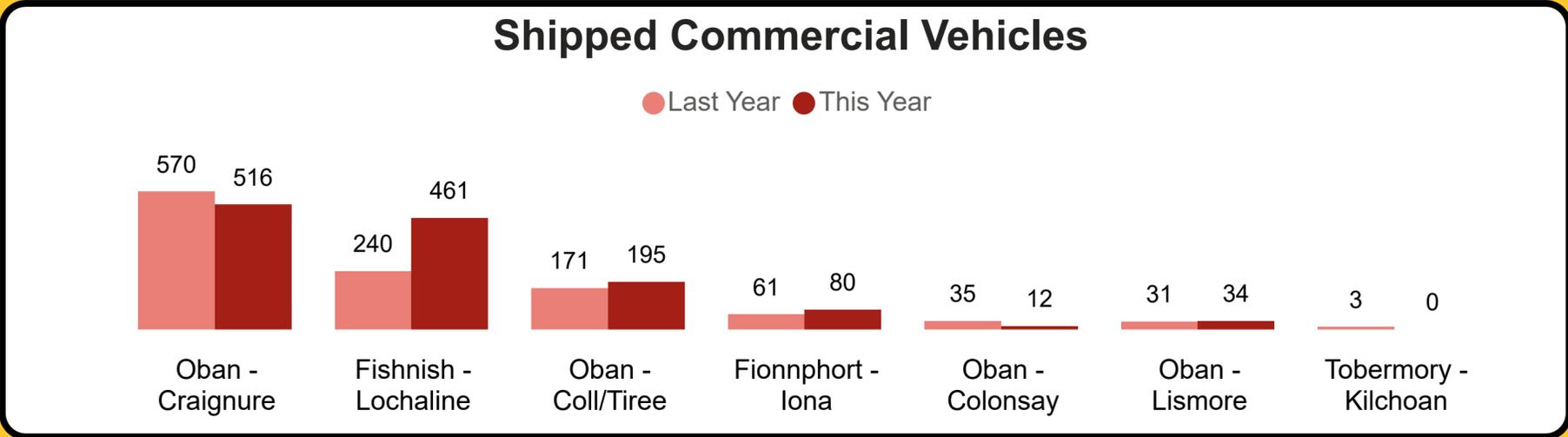


### Shipped Cars

● Last Year ● This Year





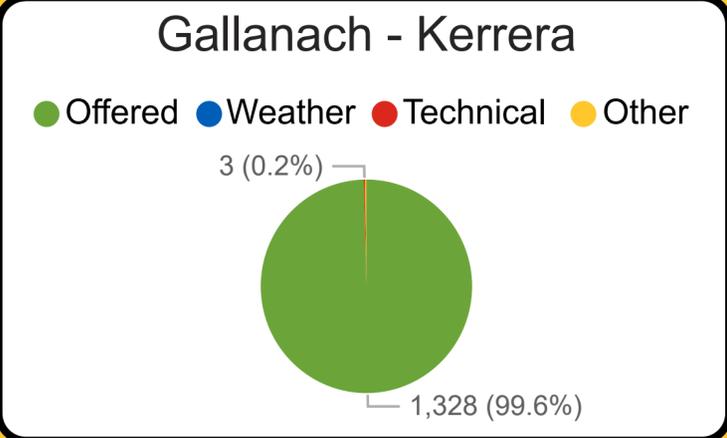
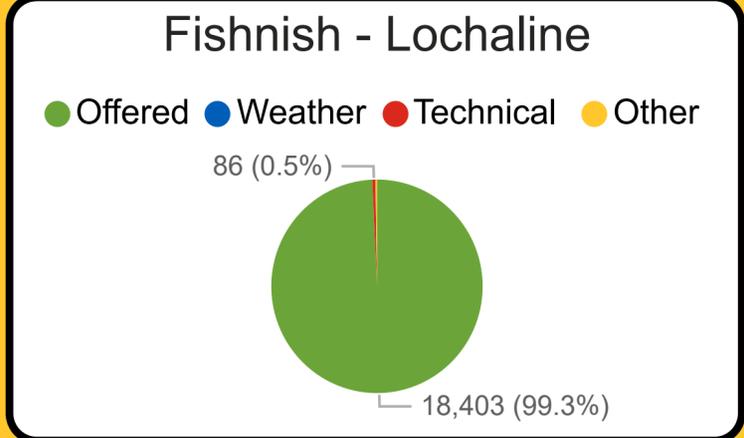
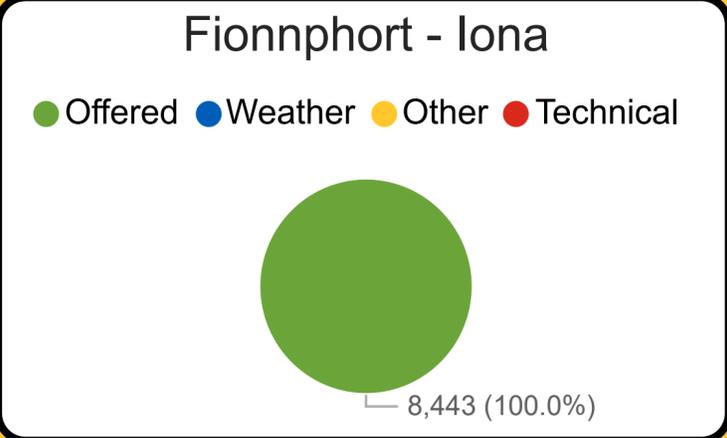


# Our Performance in July 2025

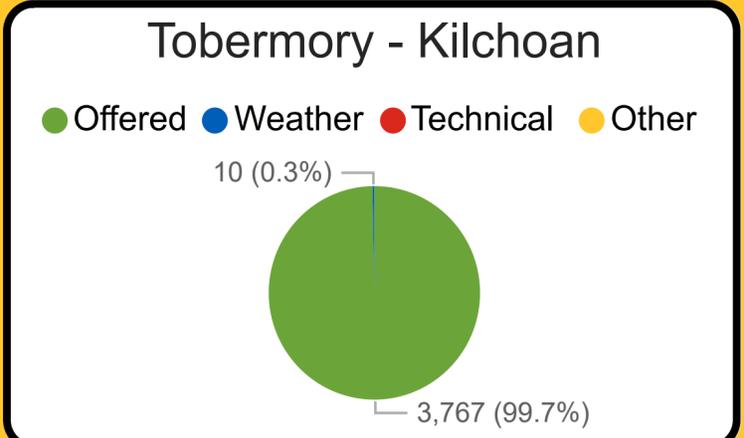
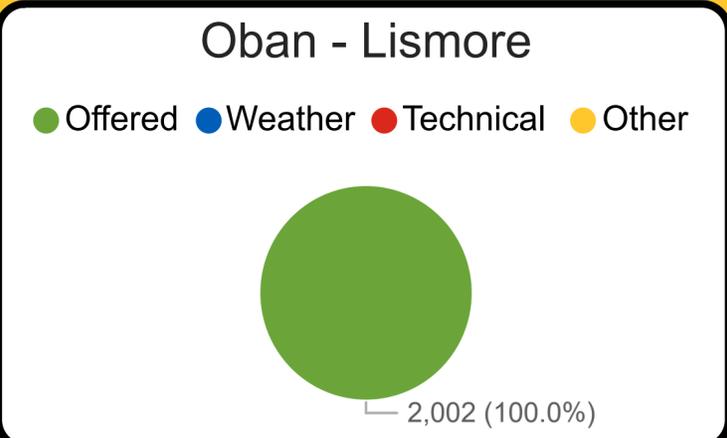
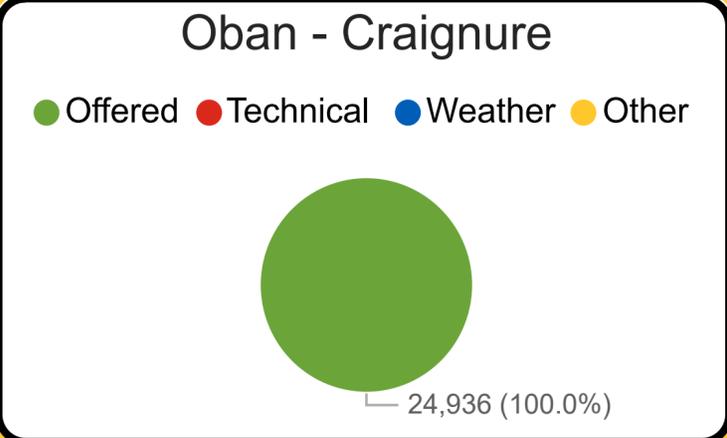
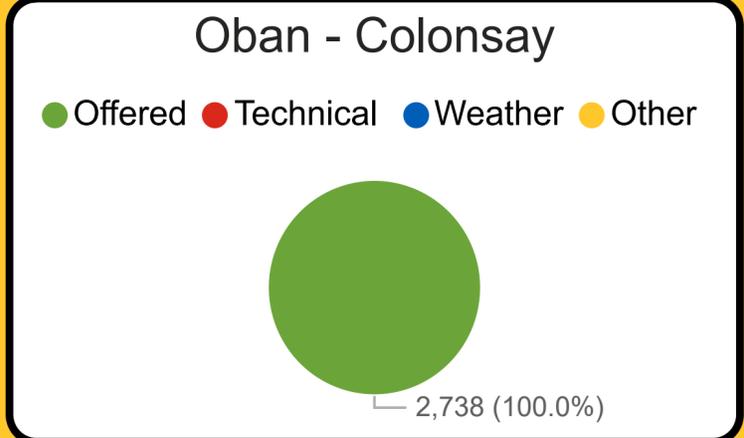
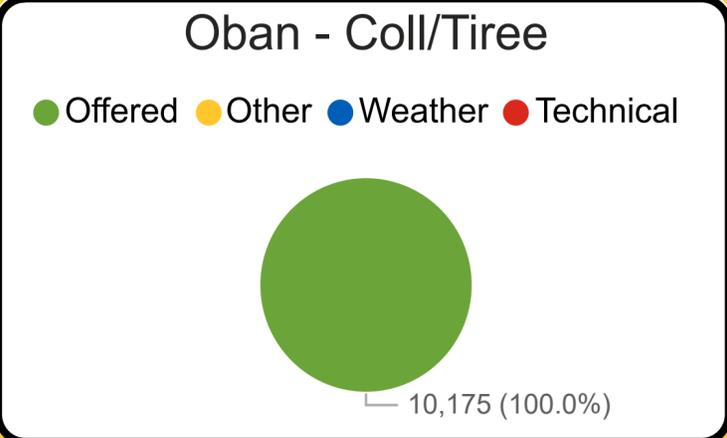
## Car Equivalent Spaces Offered vs Cancelled



• 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.

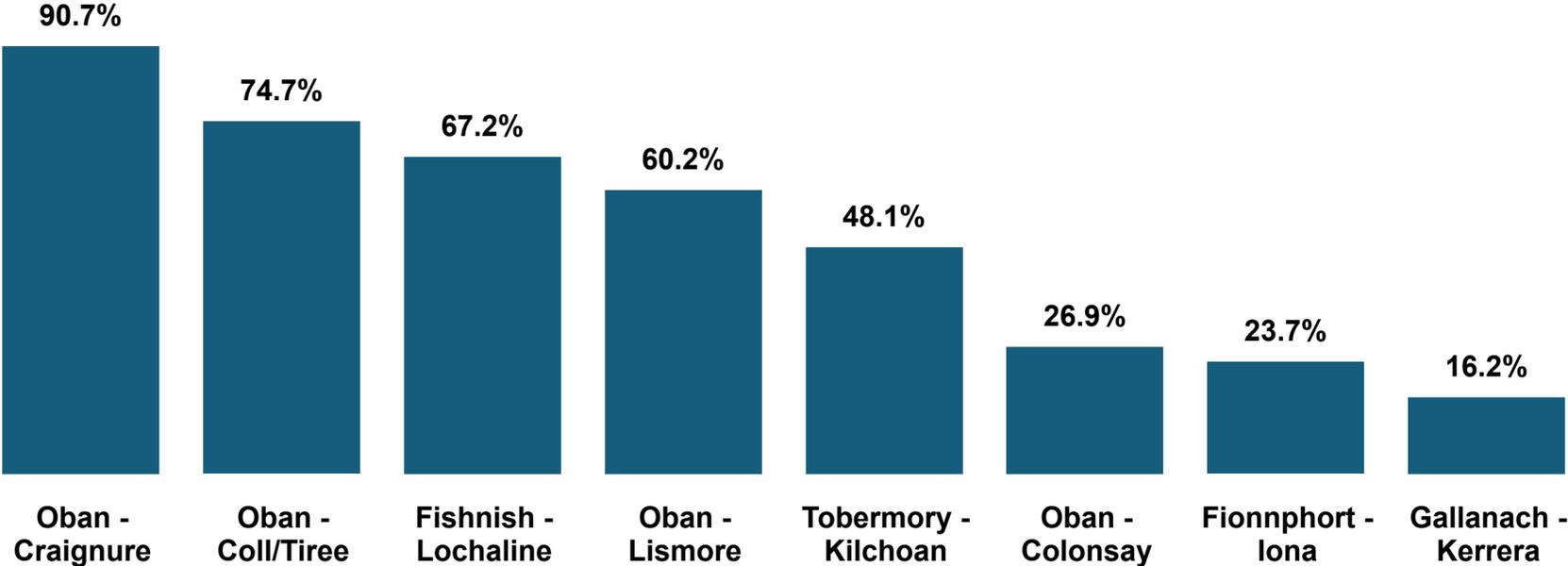


Route	Offered	Weather	Tech	Other
Oban - Craignure	24,936			
Fishnish - Lochaline	18,403		86	43
Oban - Coll/Tiree	10,175			
Fionnphort - Iona	8,443			
Tobermory - Kilchoan	3,767	10		
Oban - Colonsay	2,738			
Oban - Lismore	2,002			
Gallanach - Kerrera	1,328		3	3





### Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Oban - Craignure	114.7K	104.0K	22,610	90.7%
Oban - Coll/Tiree	46.8K	34.9K	7,596	74.7%
Fishnish - Lochaline	84.7K	56.9K	12,359	67.2%
Oban - Lismore	9.2K	5.5K	1,204	60.2%
Tobermory - Kilchoan	17.3K	8.3K	1,810	48.1%
Oban - Colonsay	12.6K	3.4K	736	26.9%
Fionnphort - Iona	38.8K	9.2K	2,002	23.7%
Gallanach - Kerrera	6.1K	1.0K	215	16.2%
<b>Total</b>	<b>330.2K</b>	<b>223.3K</b>	<b>48,534</b>	<b>67.6%</b>

### Overall Utilisation of Sailings

● >90% ● 75-89% ● 50-74% ● <50%

