

Total Number of  
Survey Responses  
Last 6 Months

32K

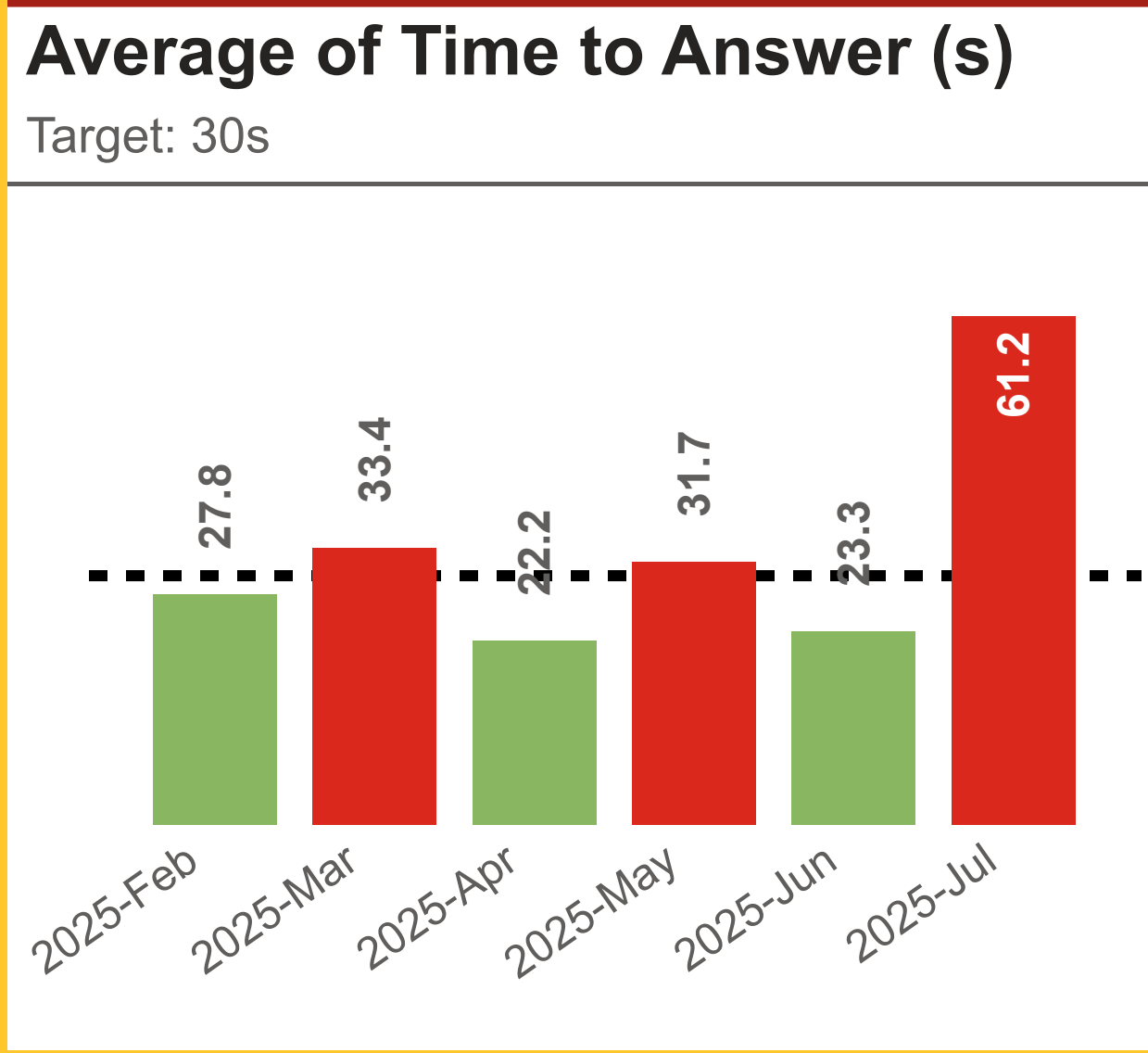
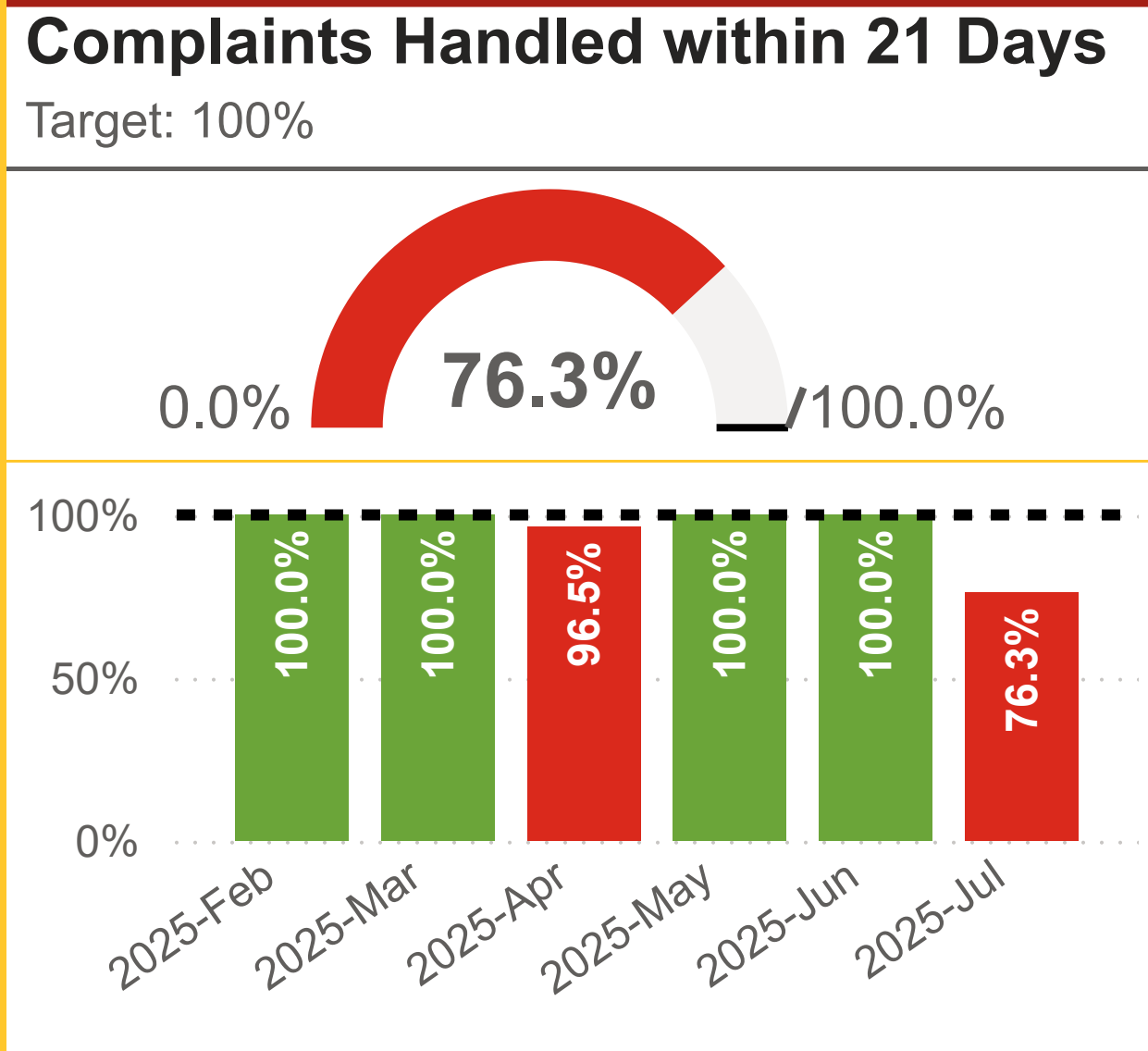
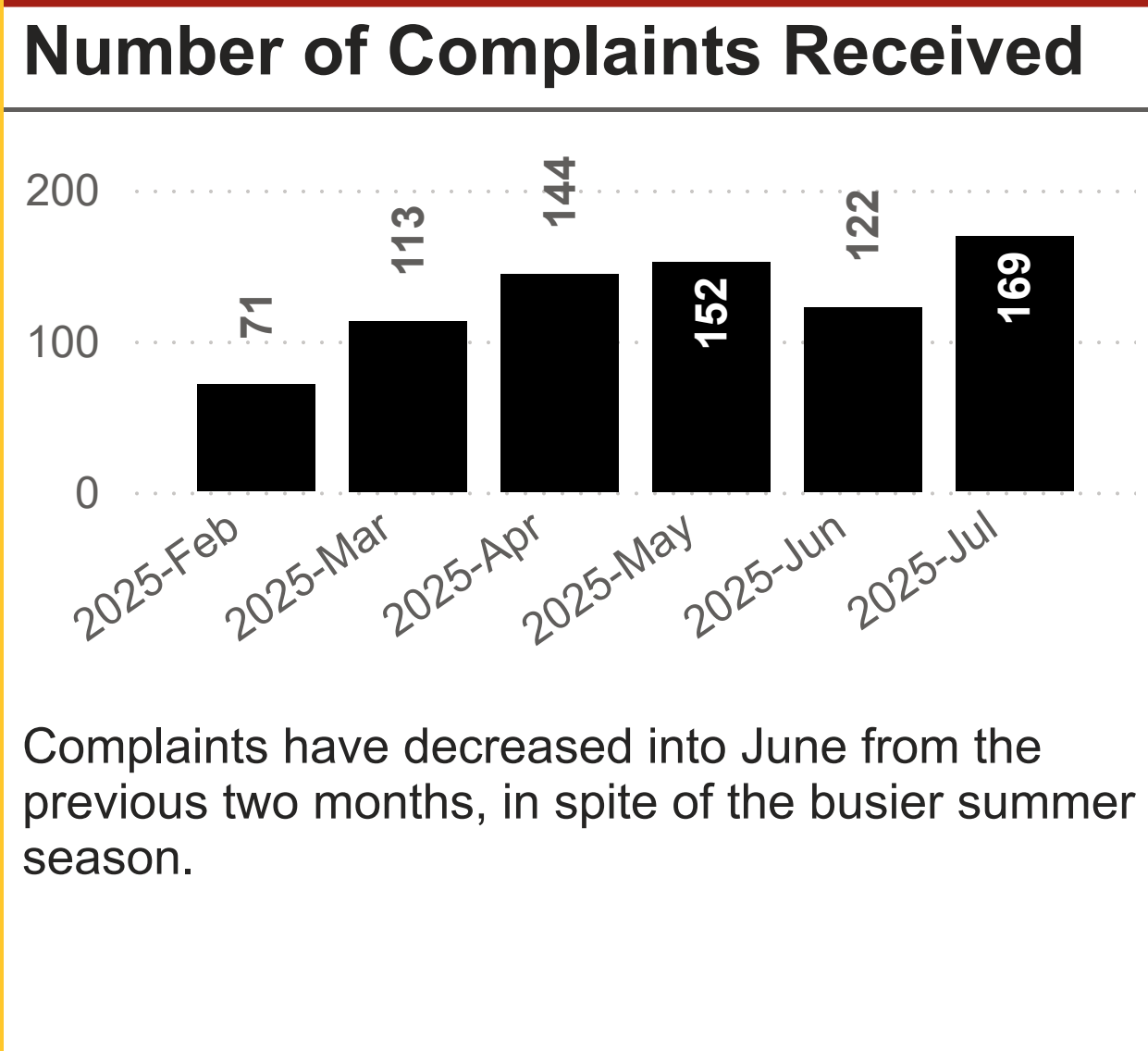
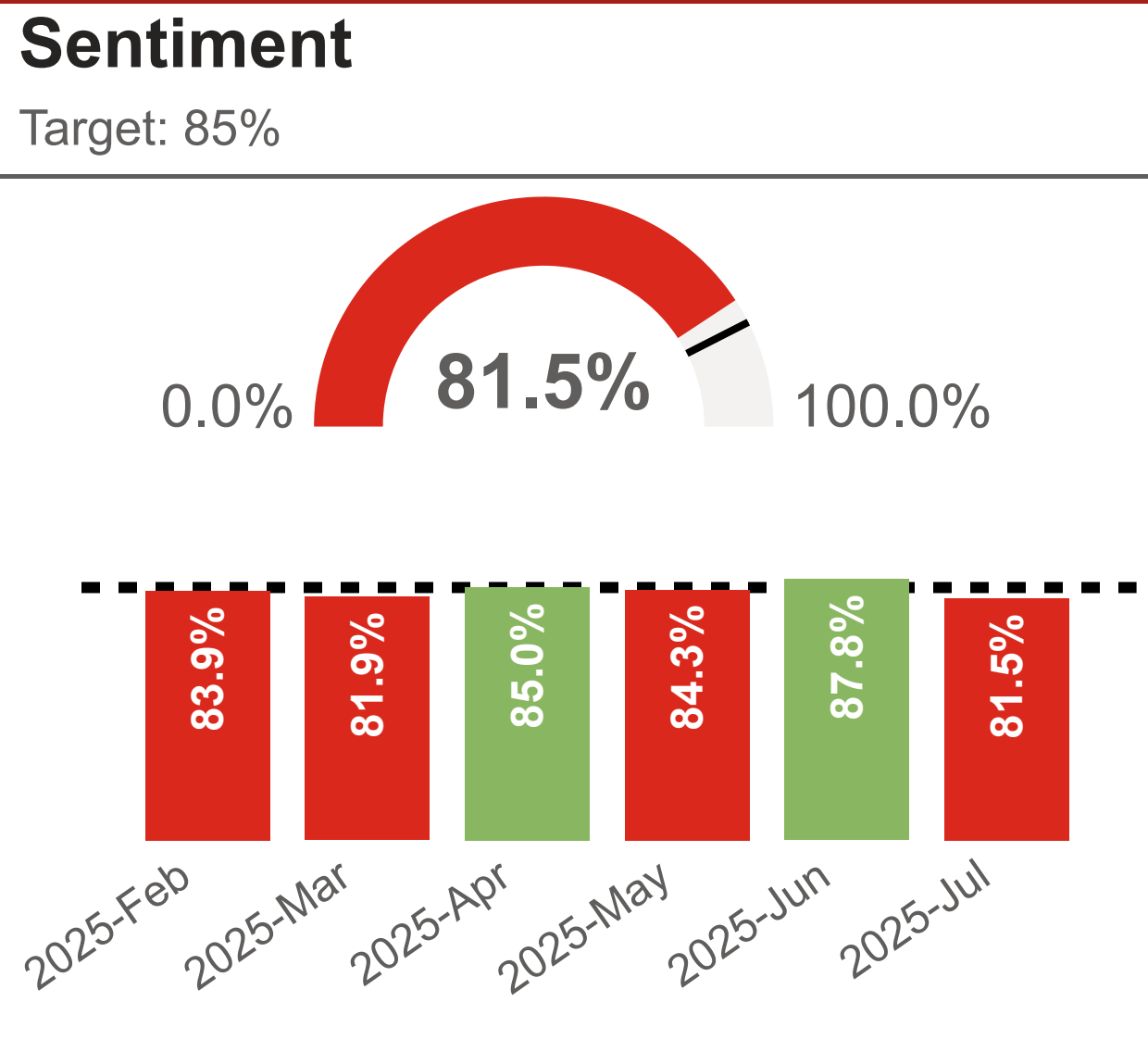
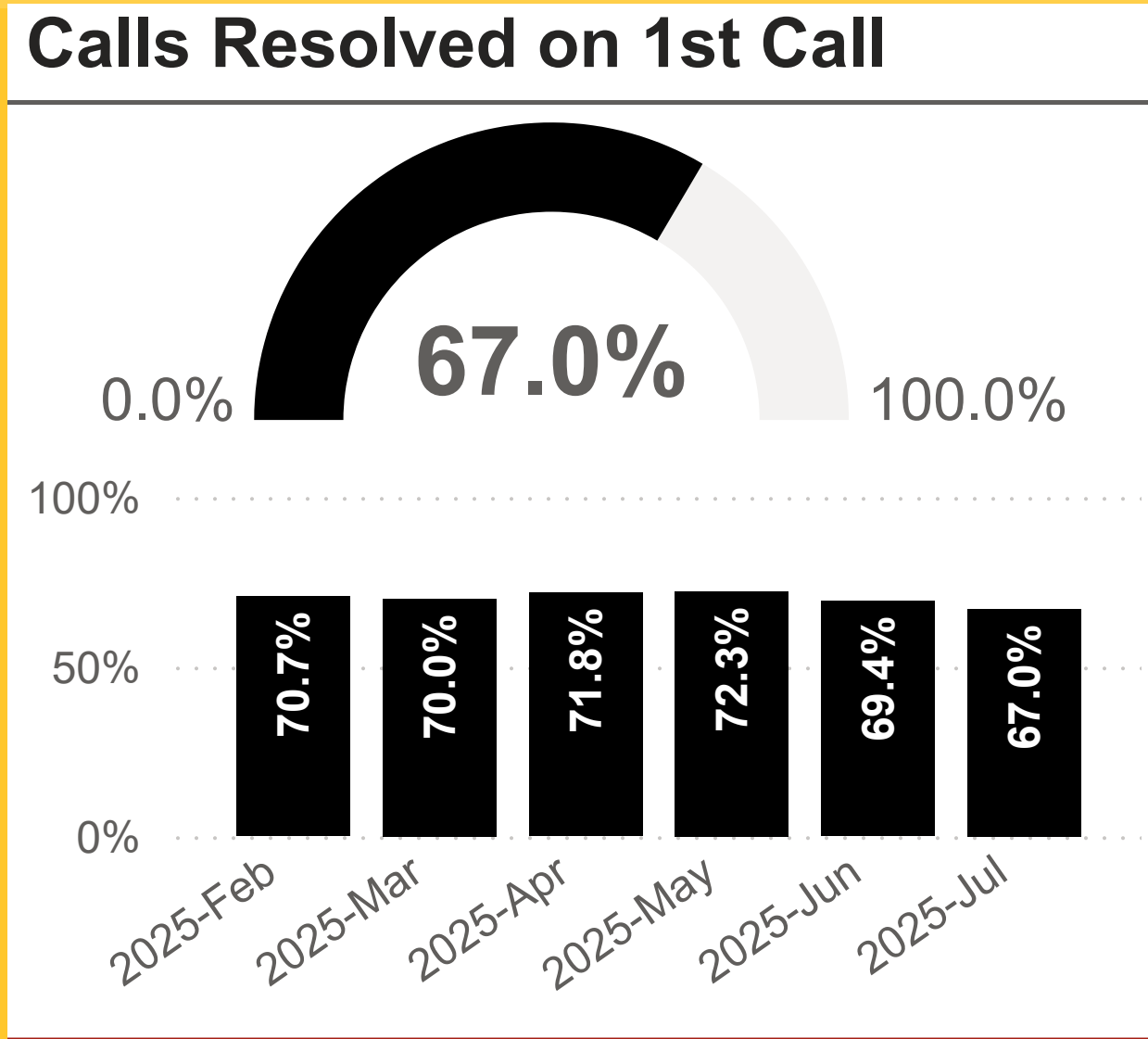
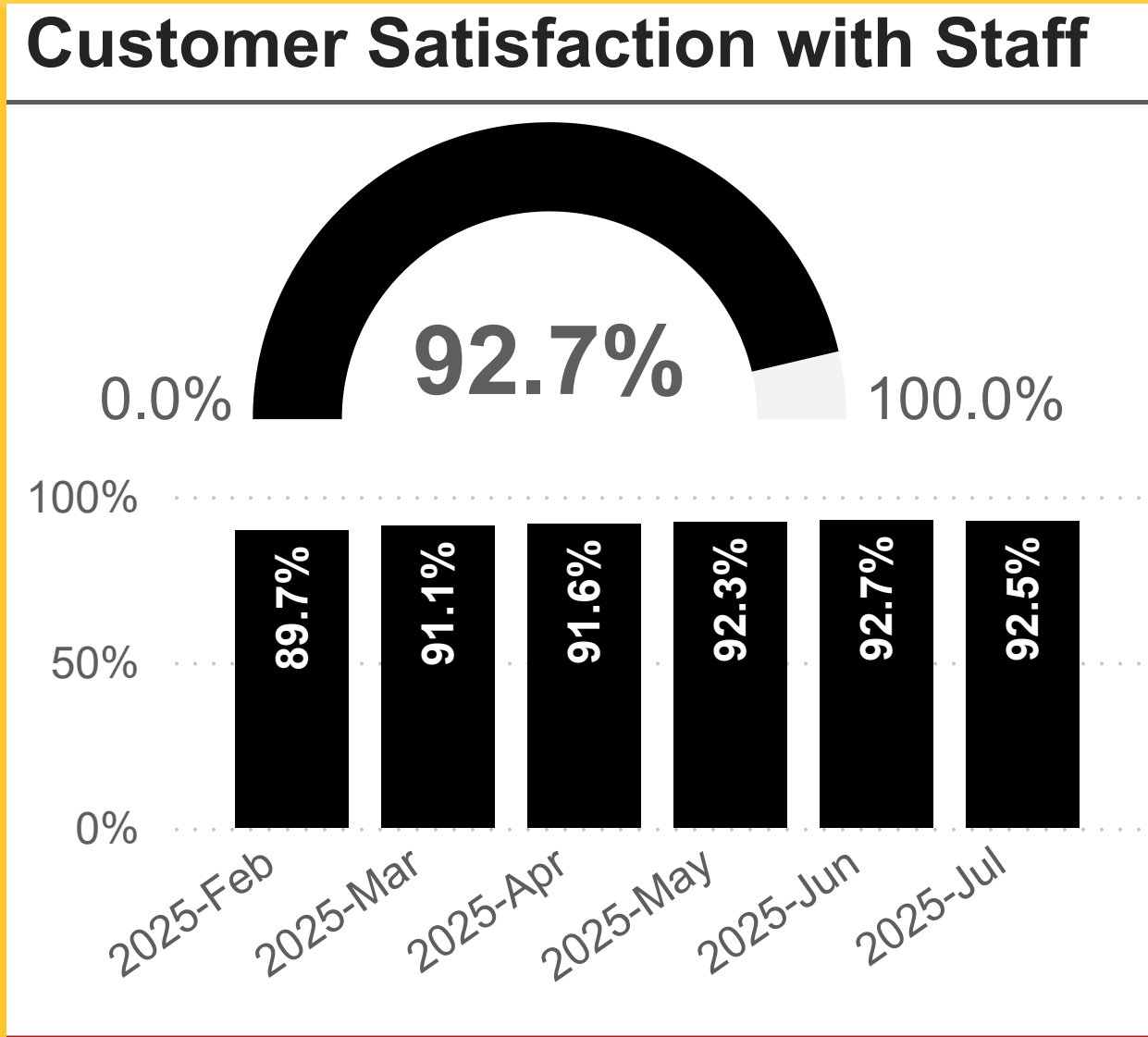
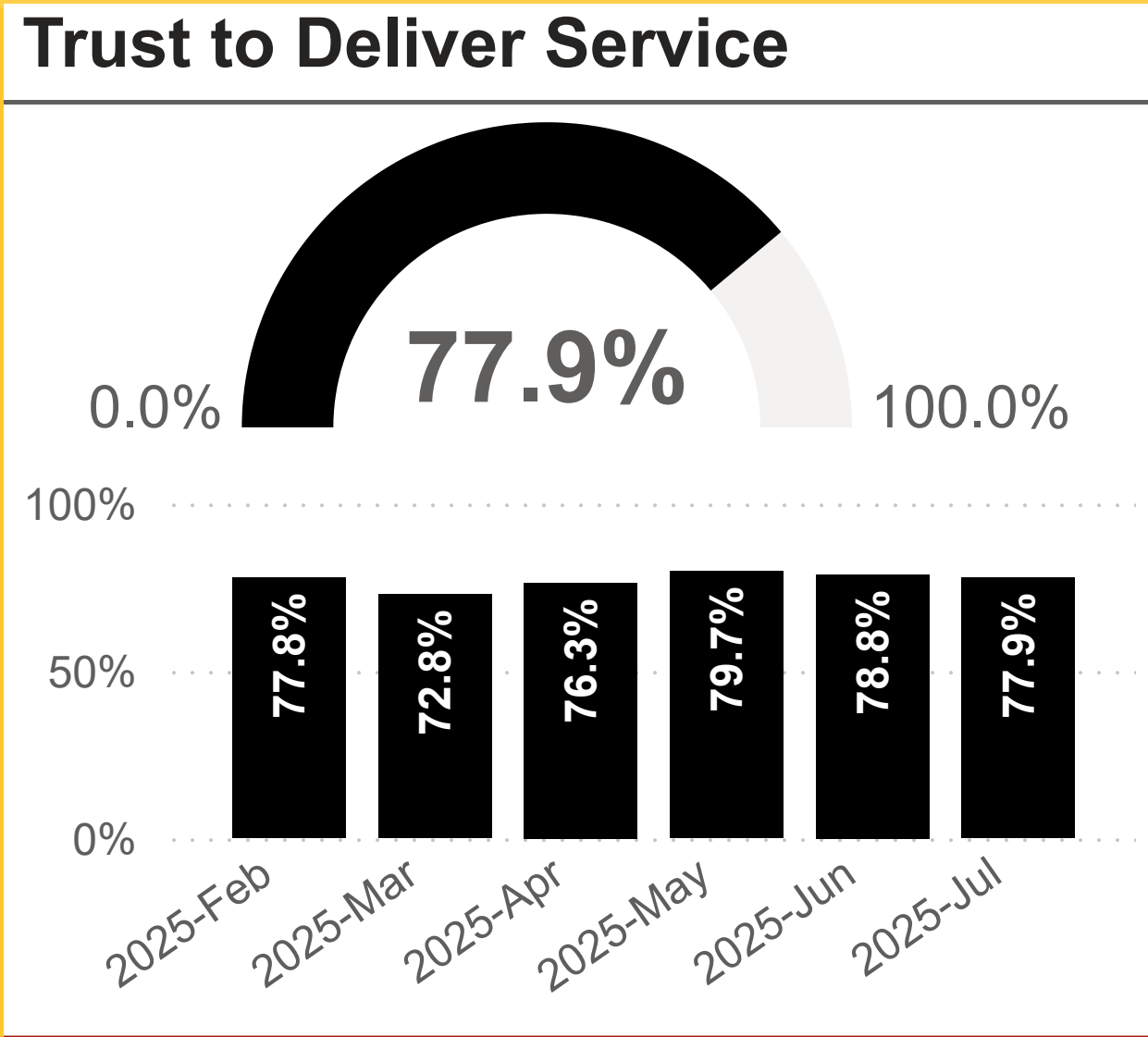
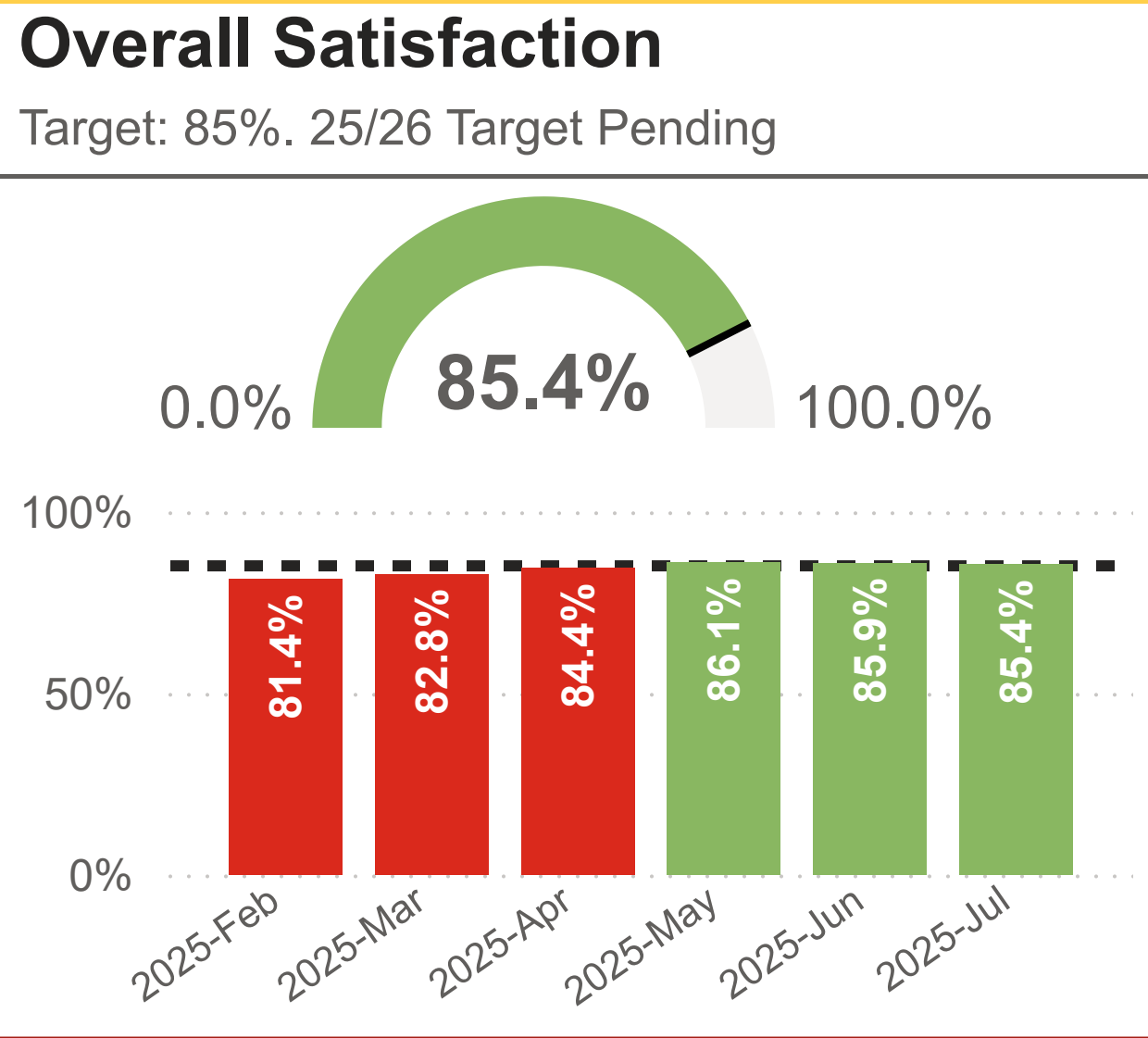
# Our Performance in July 2025

## Customer Feedback Metrics

### Network Wide



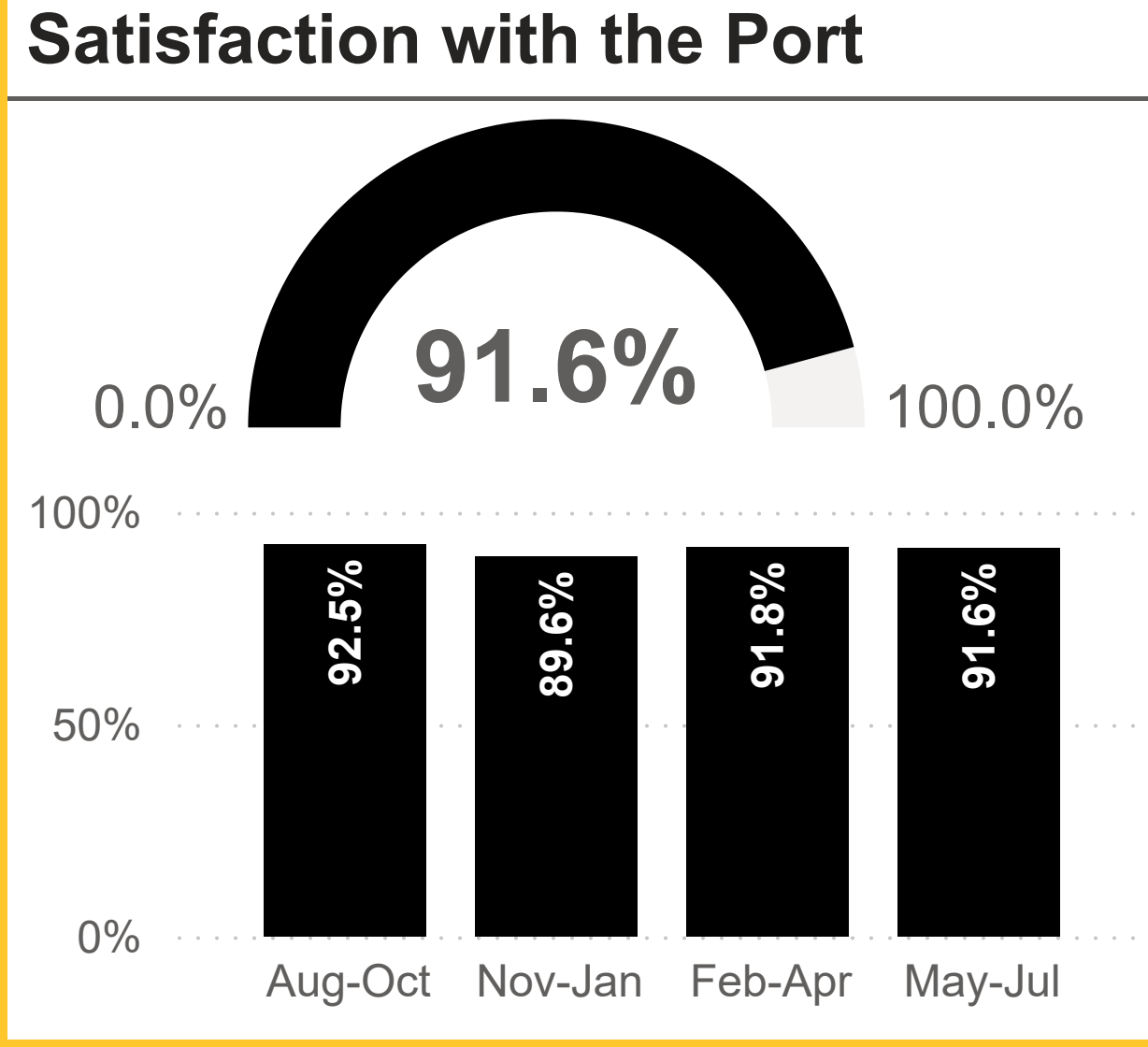
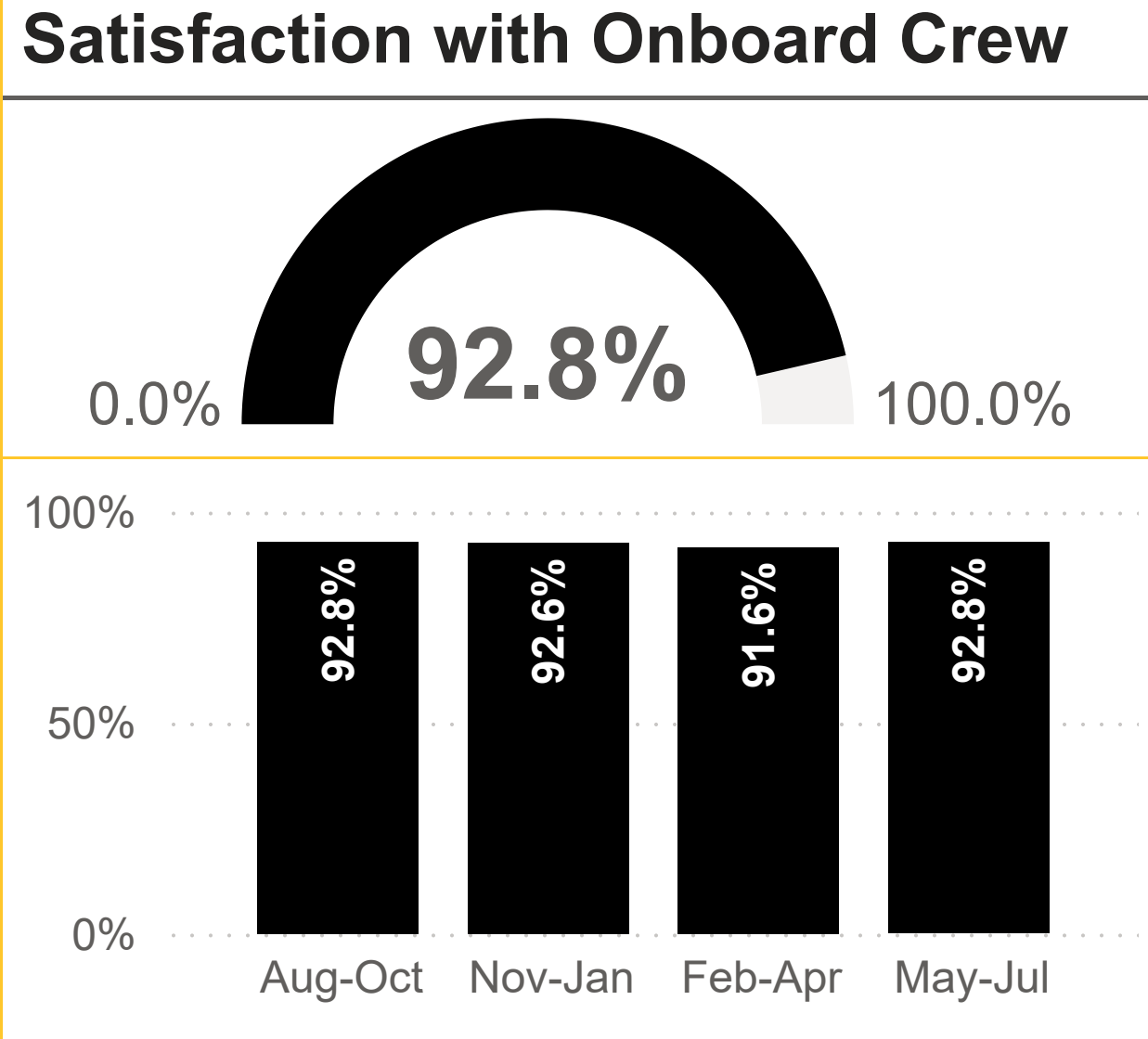
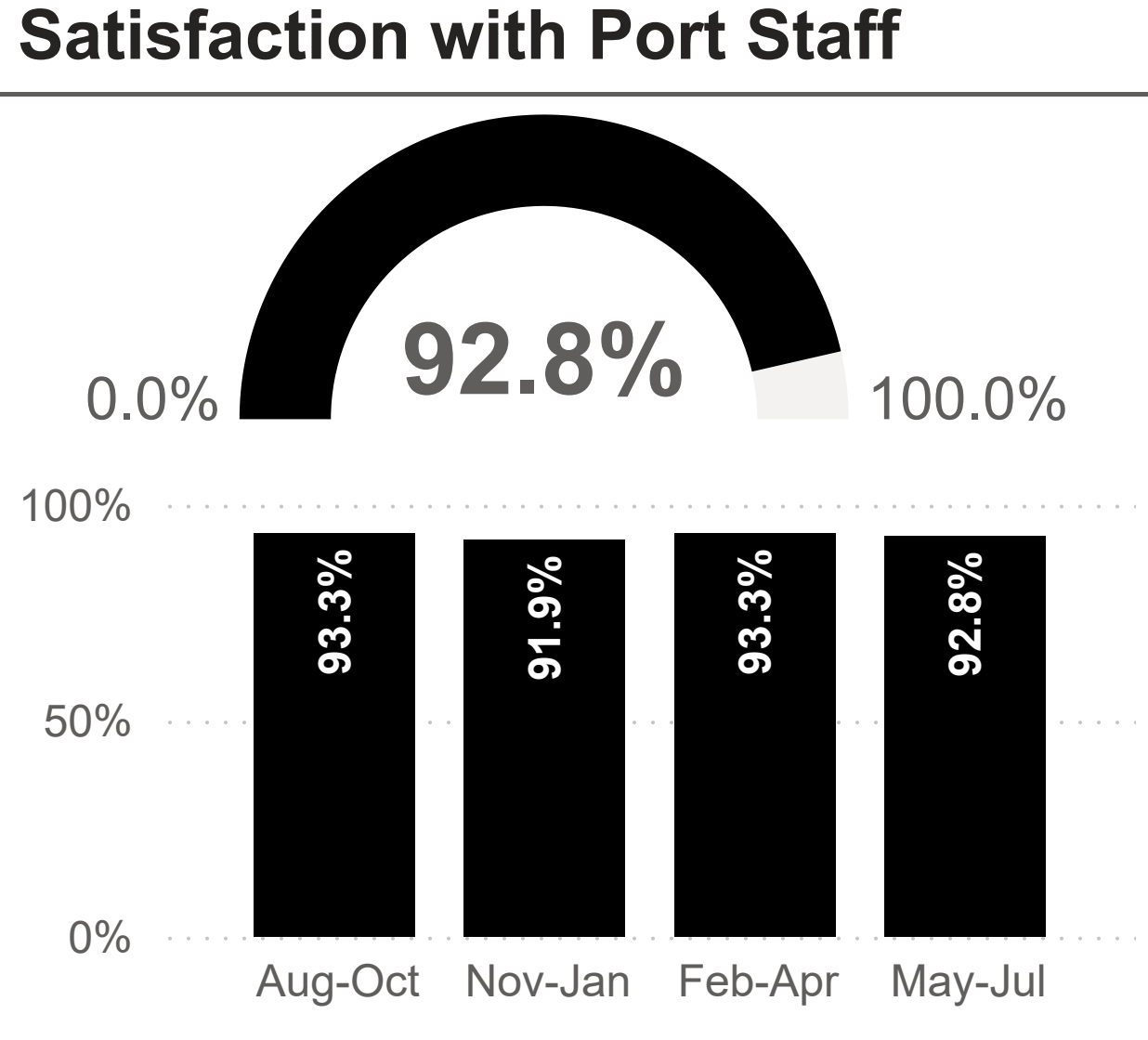
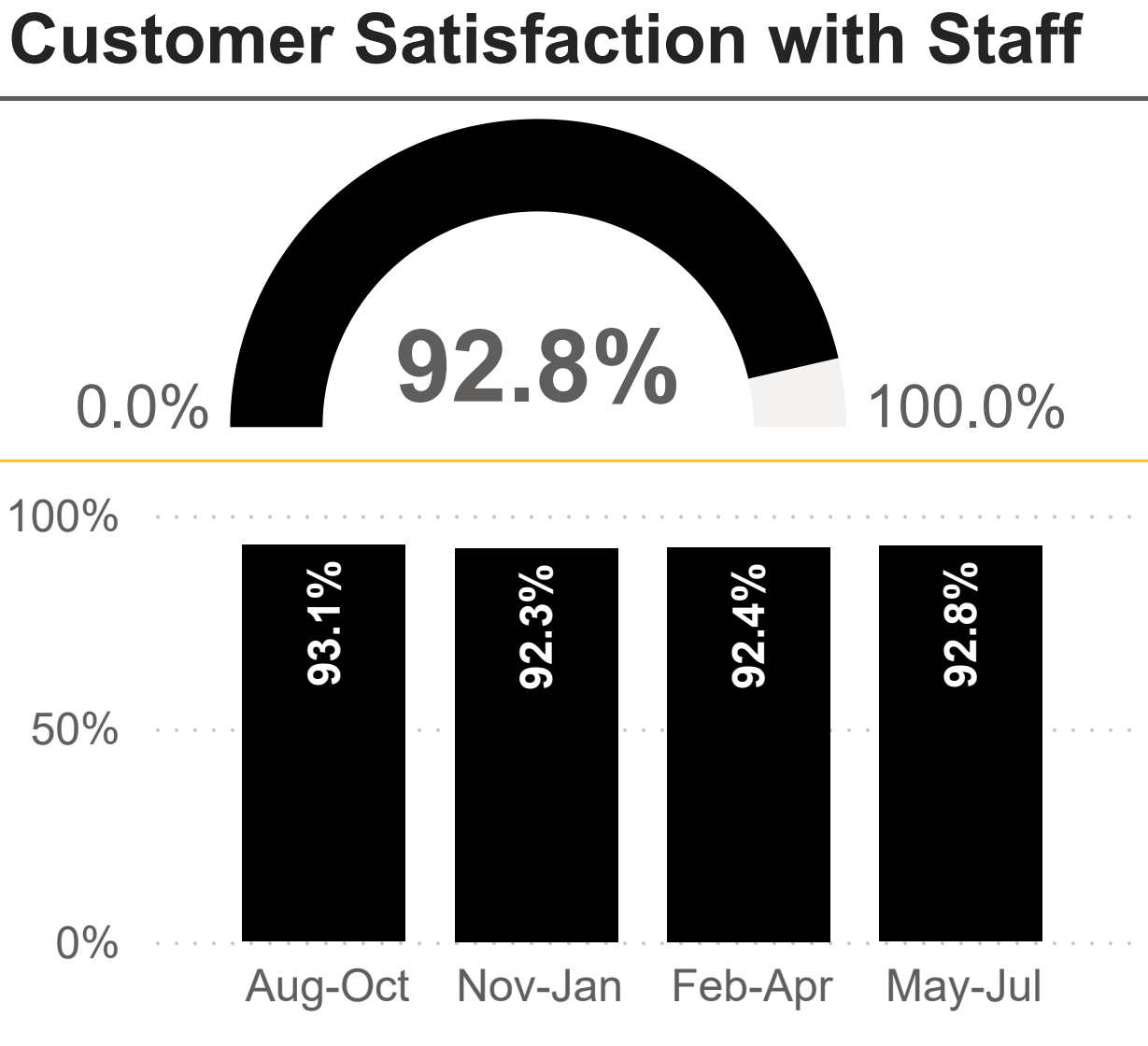
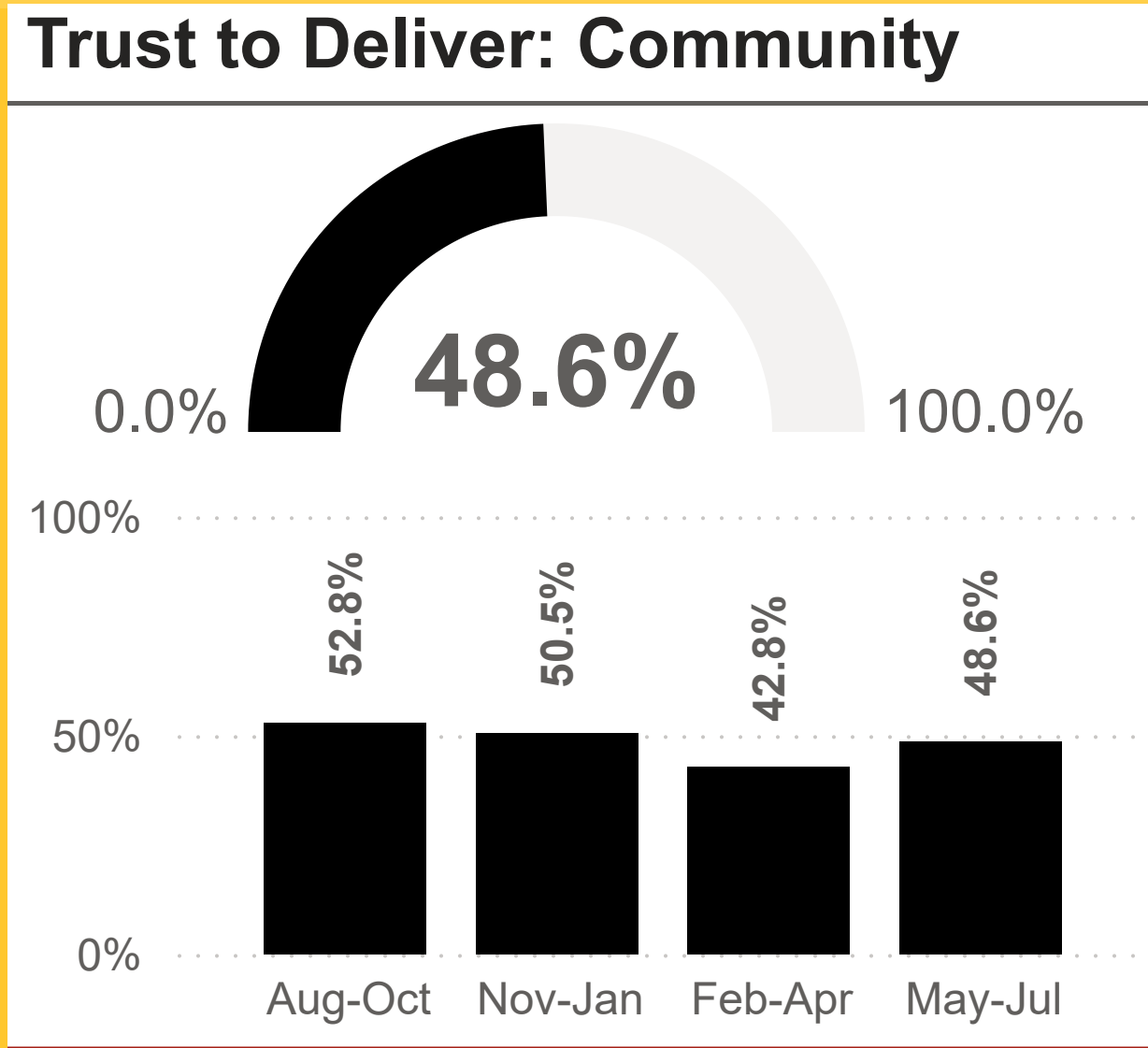
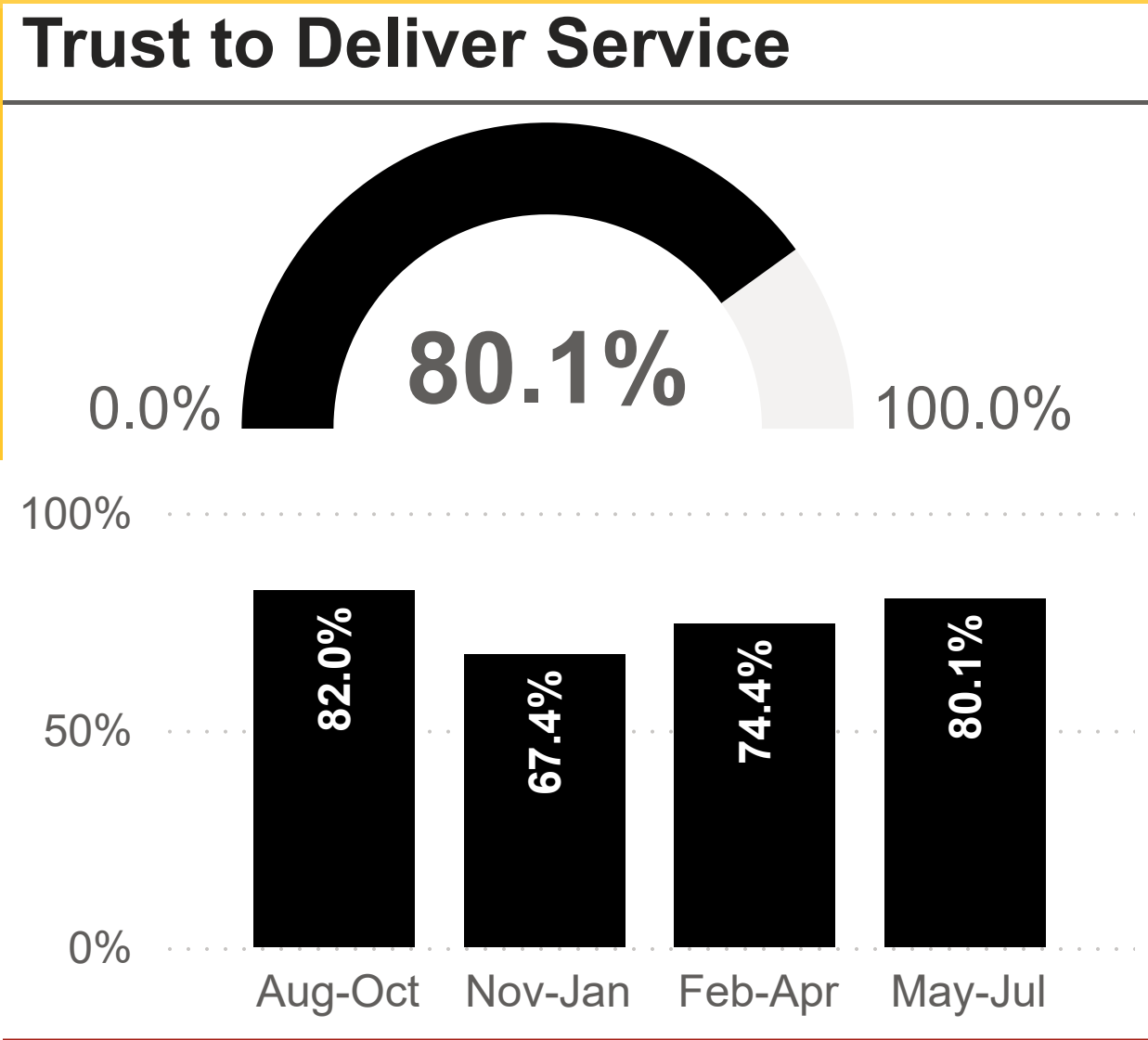
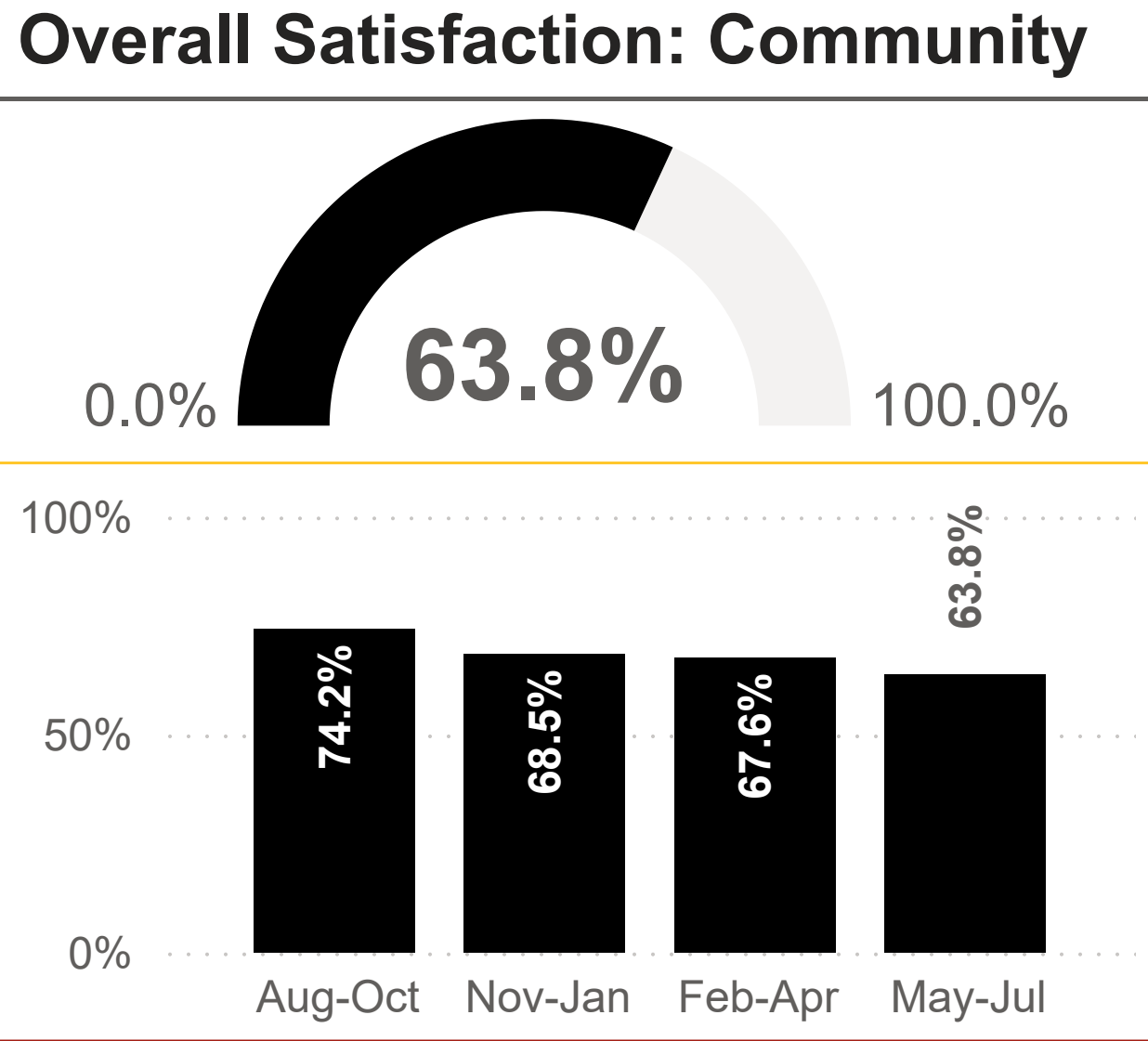
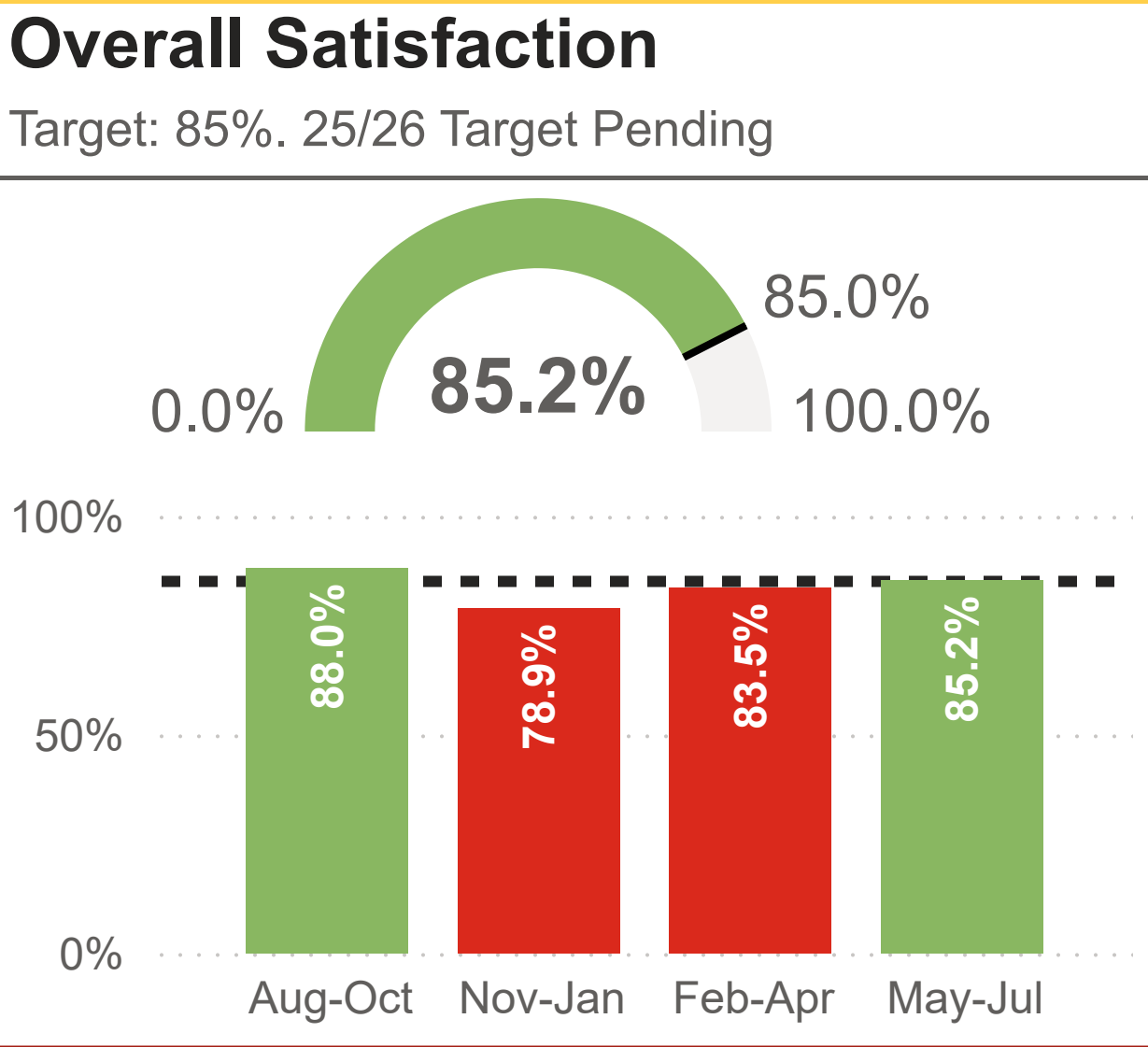
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.



Our Performance in July 2025  
Customer Feedback Metrics  
Argyll



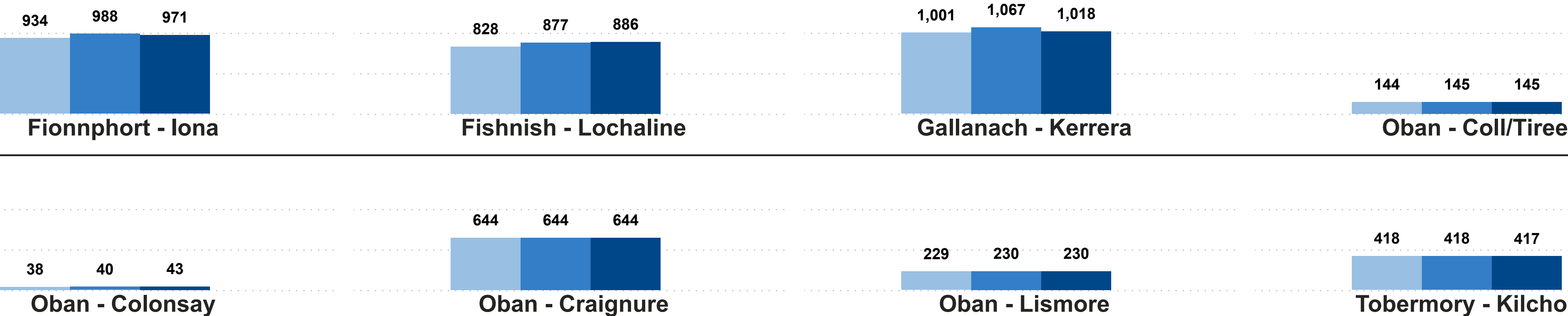
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.  
Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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





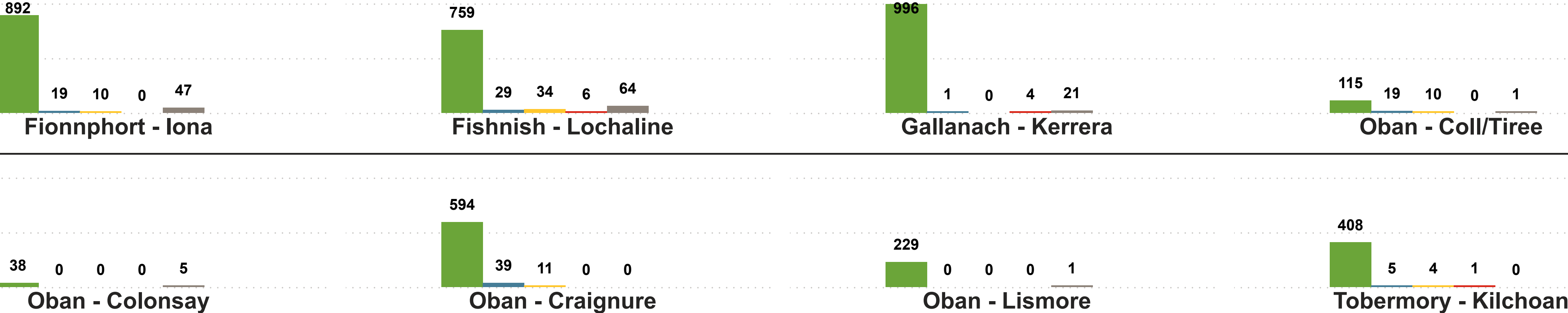
Sailings Timetabled, Amended & Actual

Timetabled Amended Actual



Punctuality & Reliability

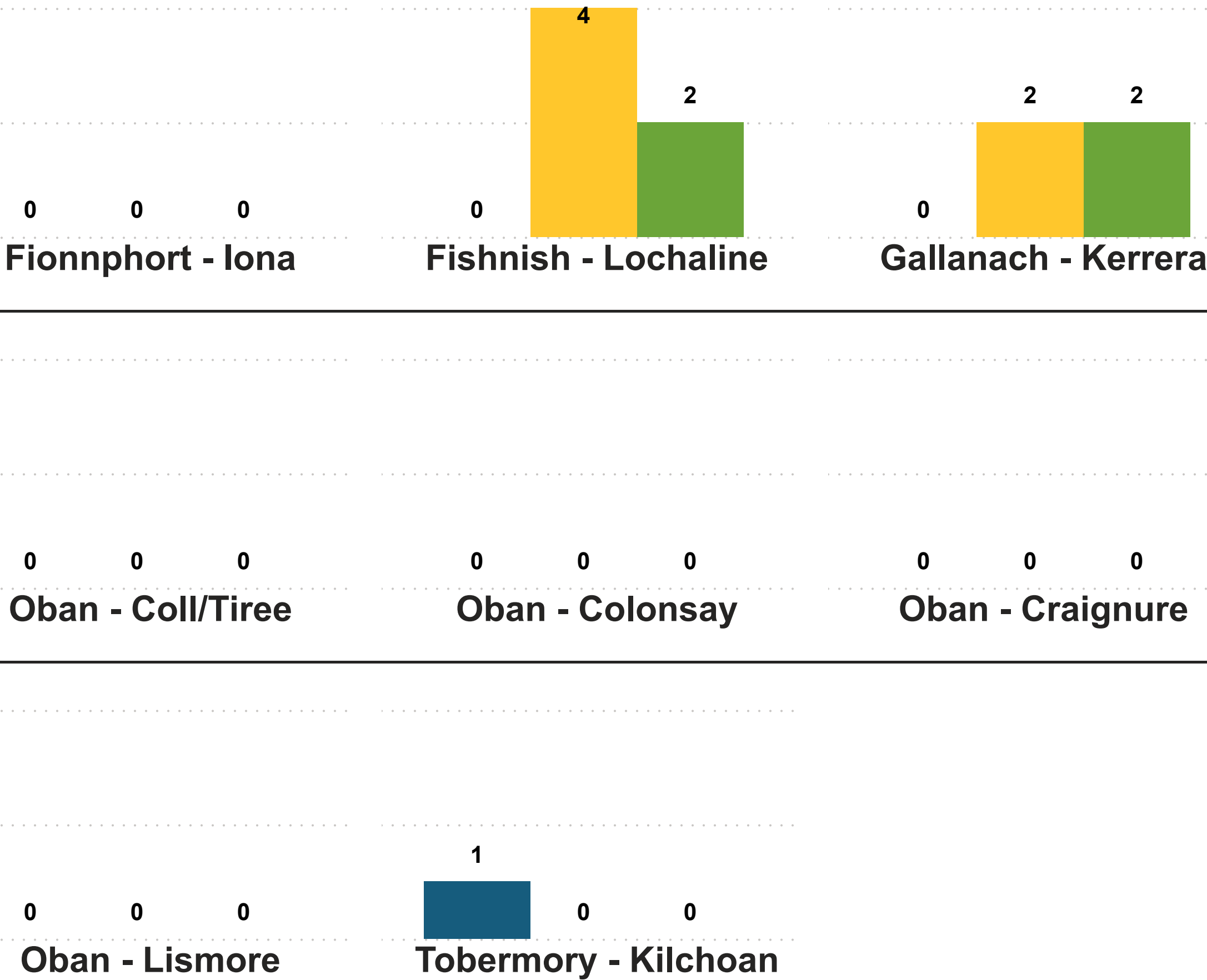
On Time Level 1 Lateness Level 2 Lateness Cancelled Additional





Cancelled Sailings (By Reason)

Weather Technical Other

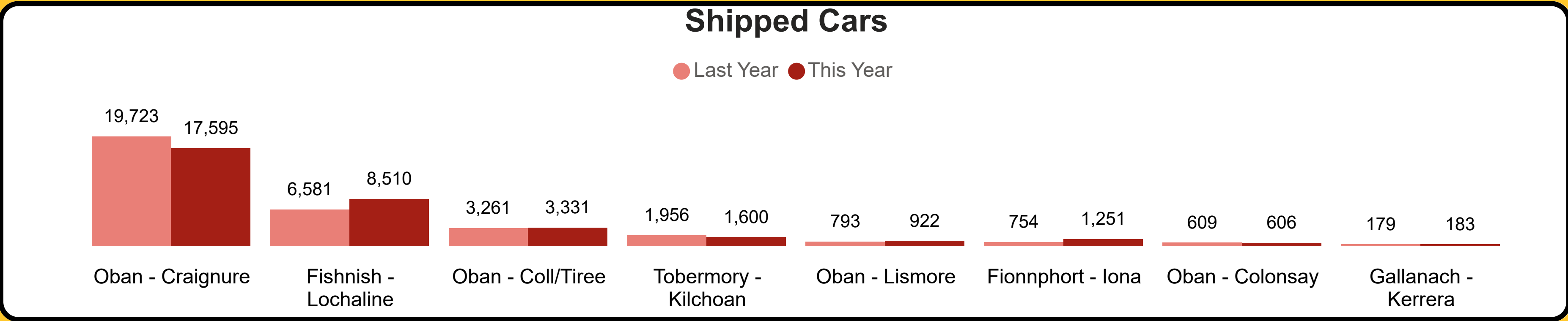
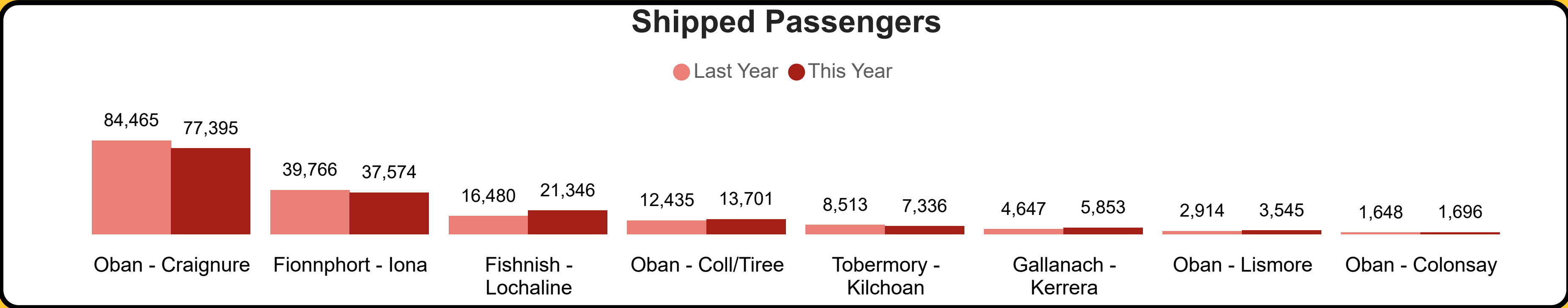


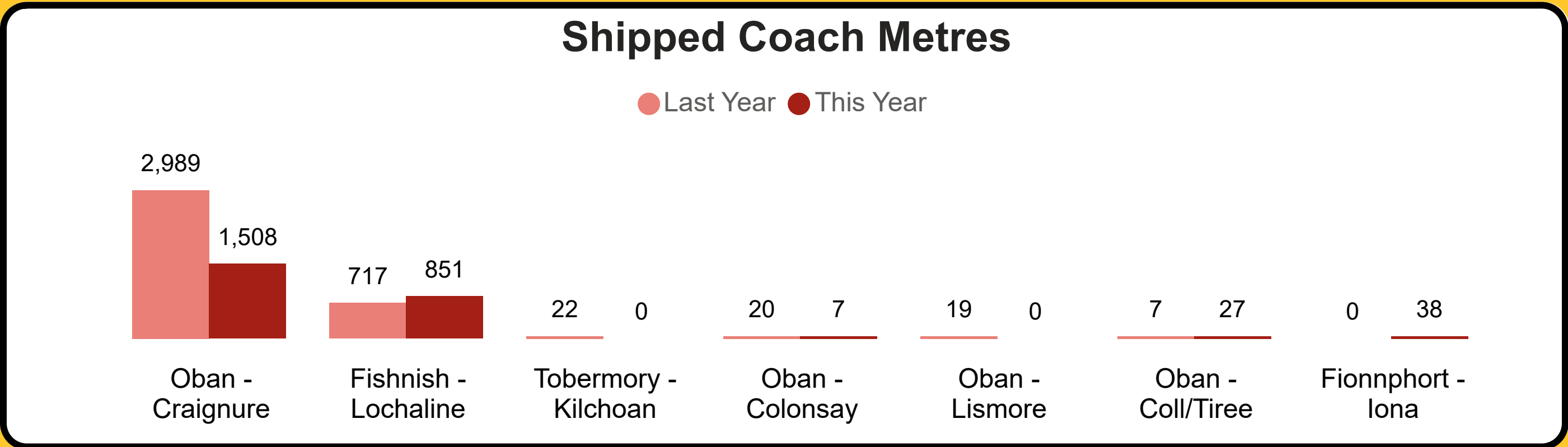
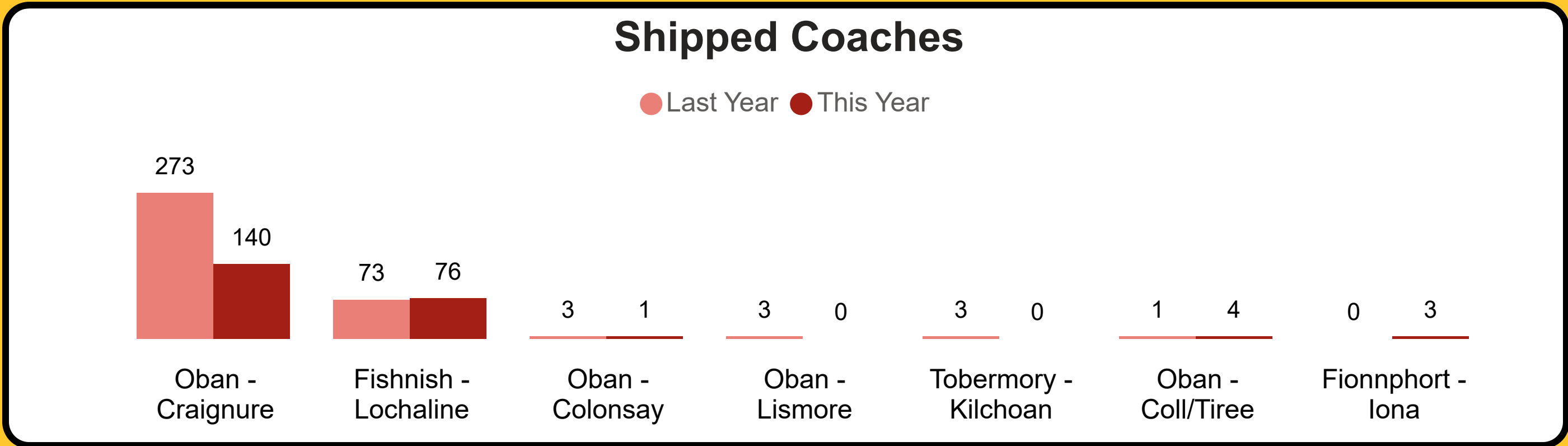
Missed Train Connections

0

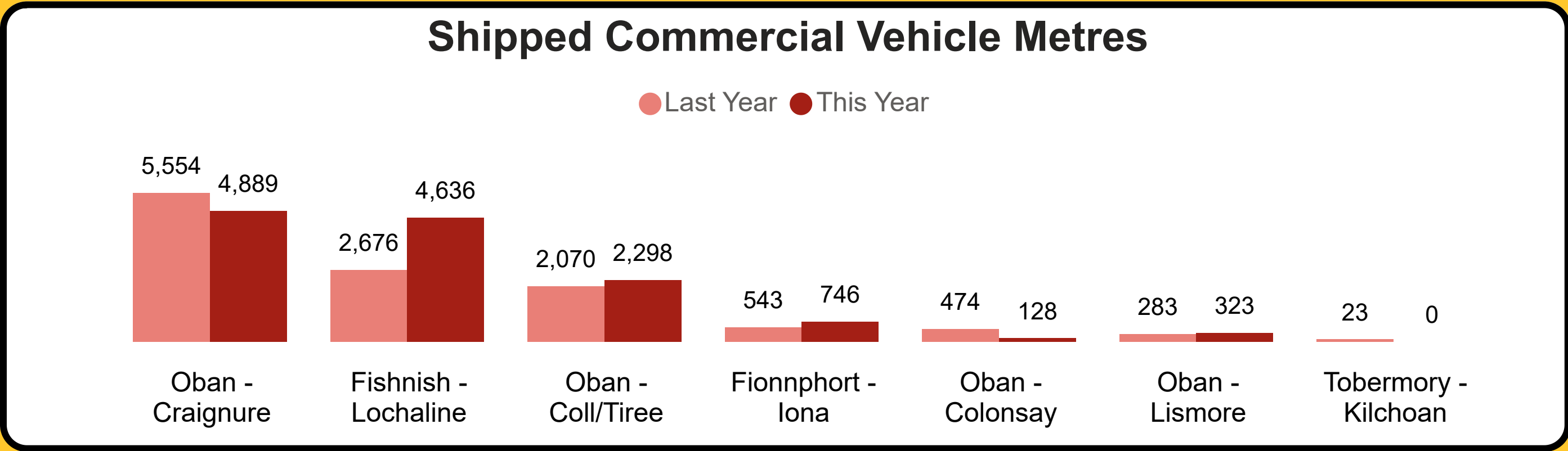
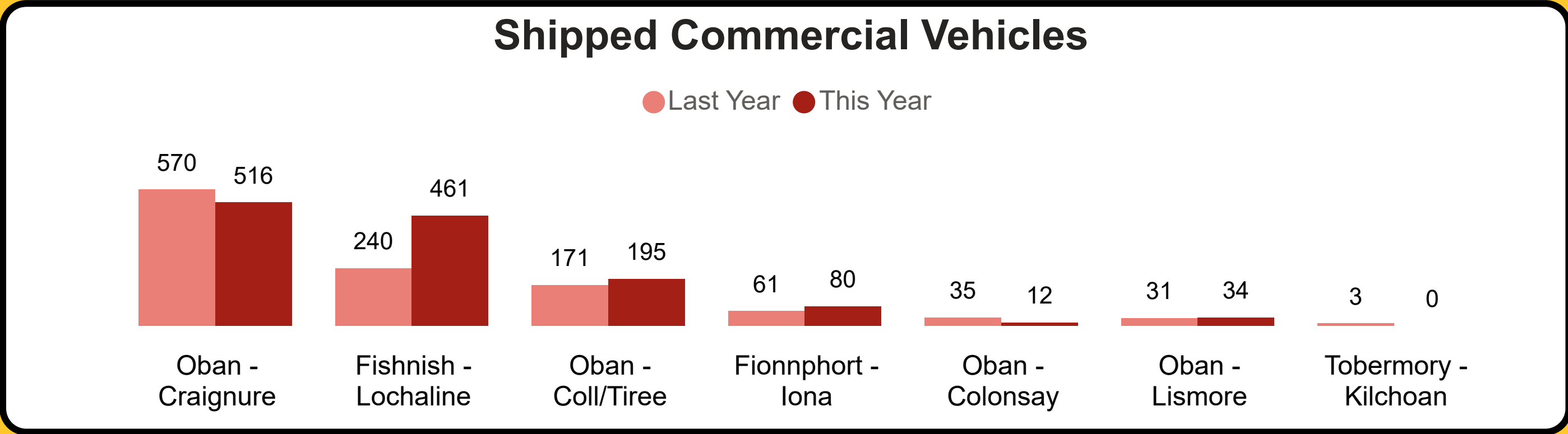
There were no missed advertised connections for Band C sailings this month.

"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 July 2025

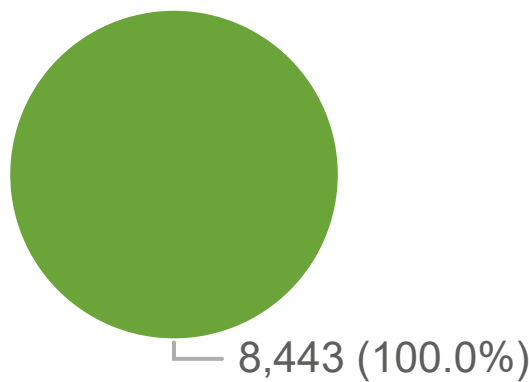
Car Equivalent Spaces Offered vs Cancelled



- 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.

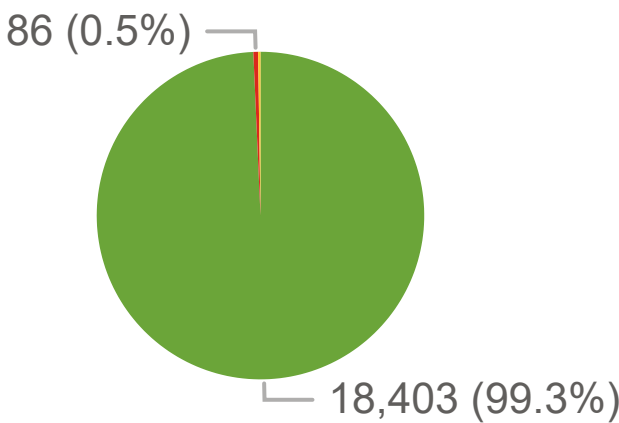
Fionnphort - Iona

Offered Weather Other Technical



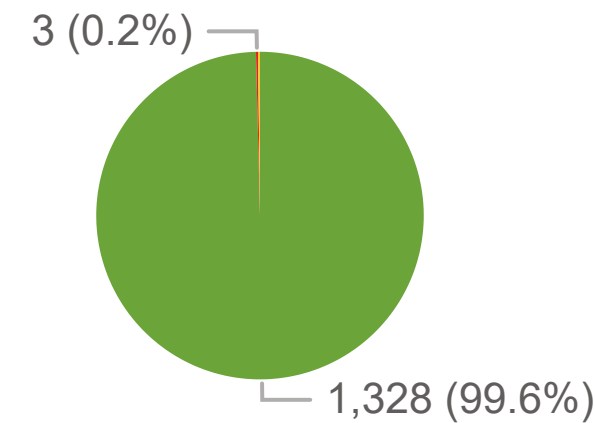
Fishnish - Lochaline

Offered Weather Technical Other



Gallanach - Kerrera

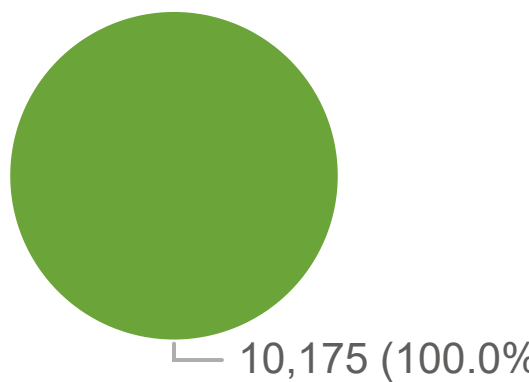
Offered Weather Technical Other



Route	Offered	Weather	Tech	Other
Oban - Craignure	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

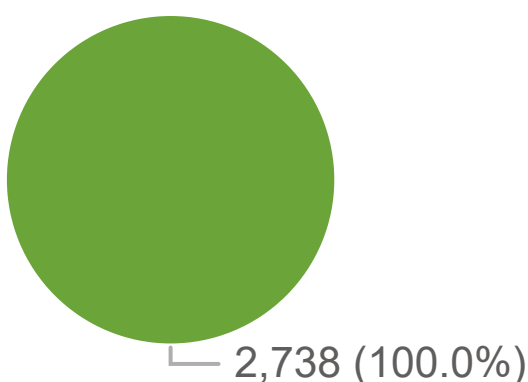
Oban - Coll/Tiree

Offered Other Weather Technical



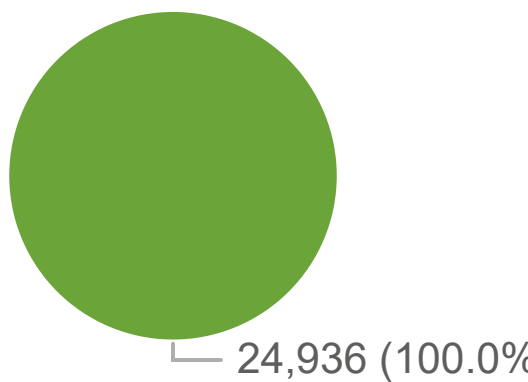
Oban - Colonsay

Offered Technical Weather Other



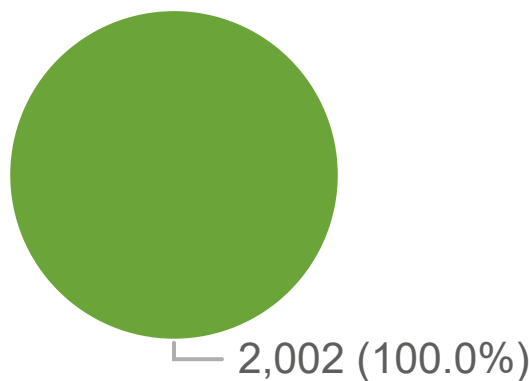
Oban - Craignure

Offered Technical Weather Other



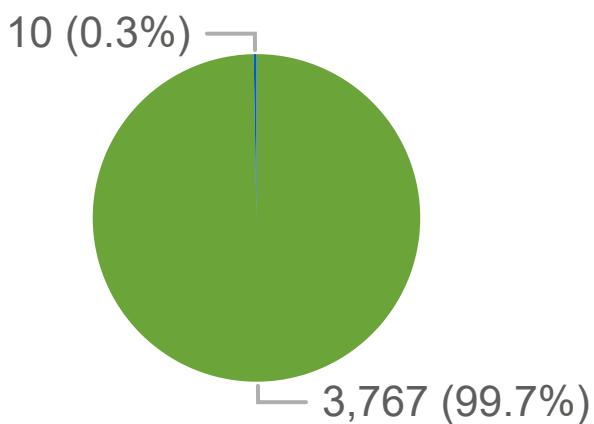
Oban - Lismore

Offered Weather Technical Other



Tobermory - Kilchoan

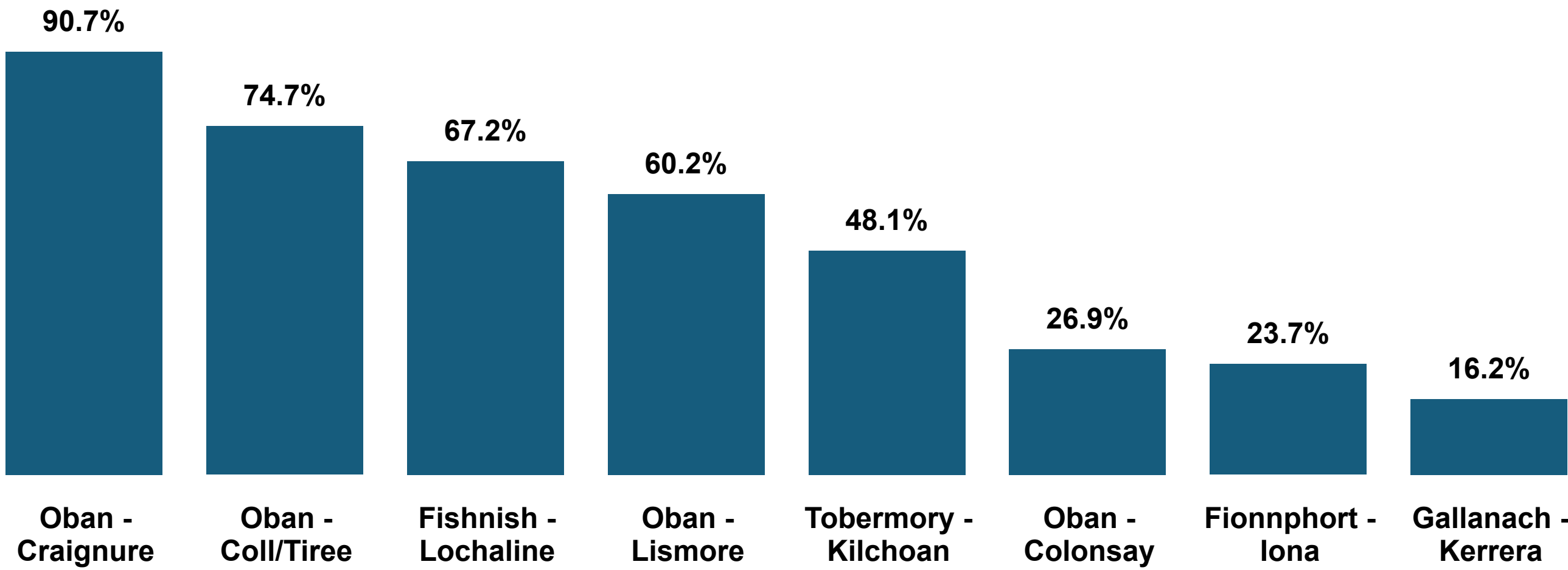
Offered Weather Technical Other







Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Oban - Craignure	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%
Total	330.2K	223.3K	48,534	67.6%

Overall Utilisation of Sailings

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

