

Total Number of  
Survey Responses  
Last 6 Months

32K

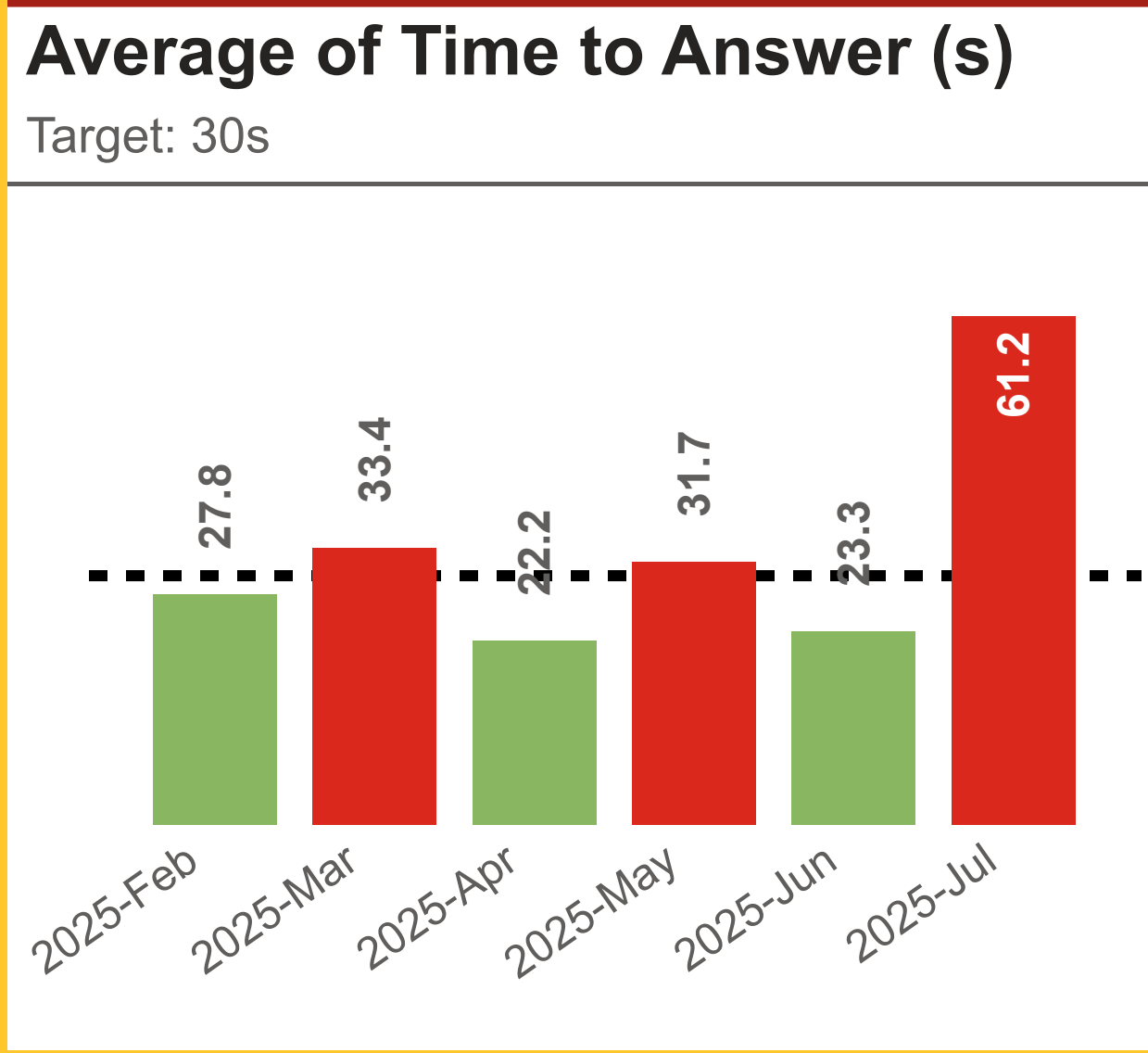
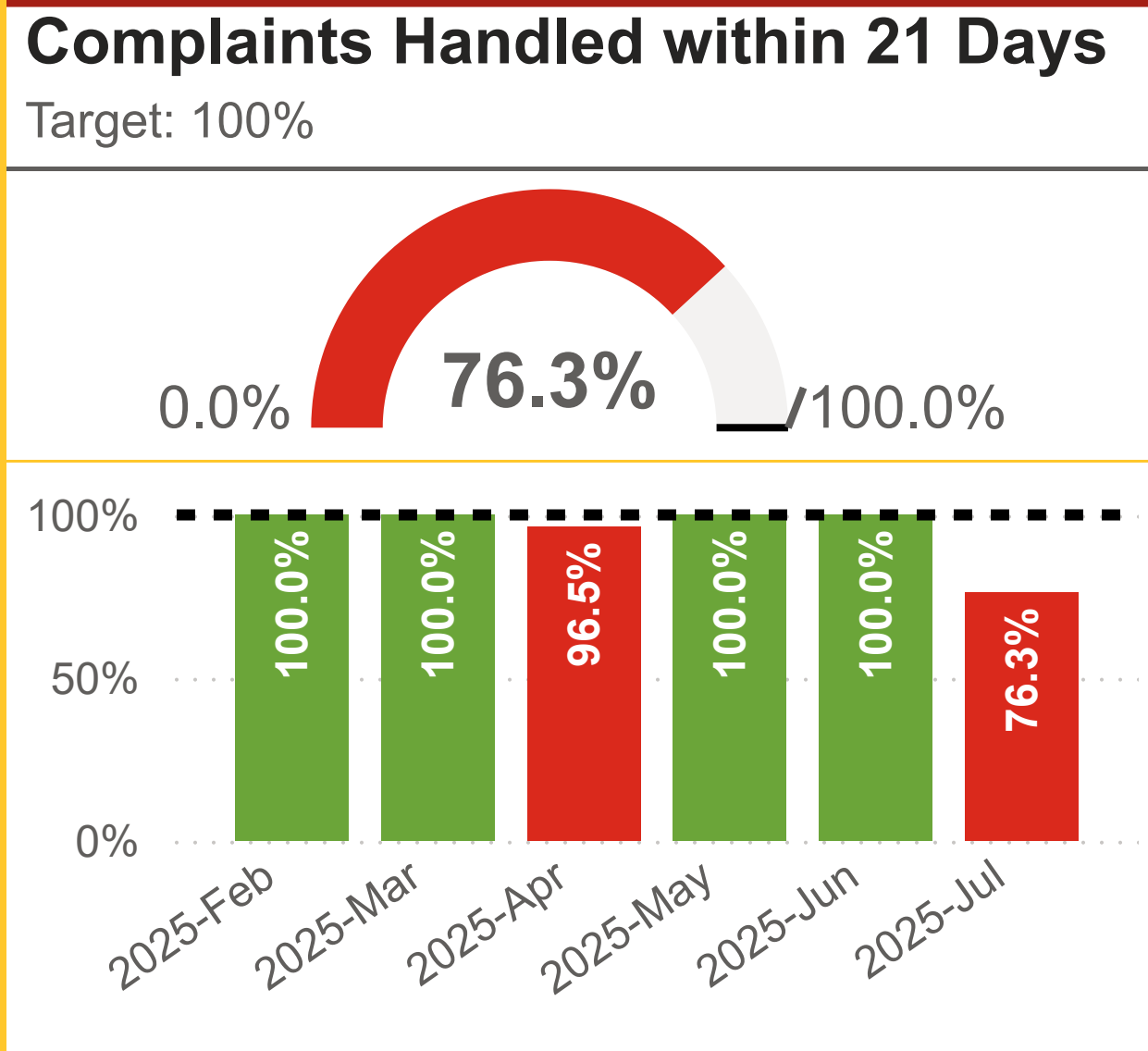
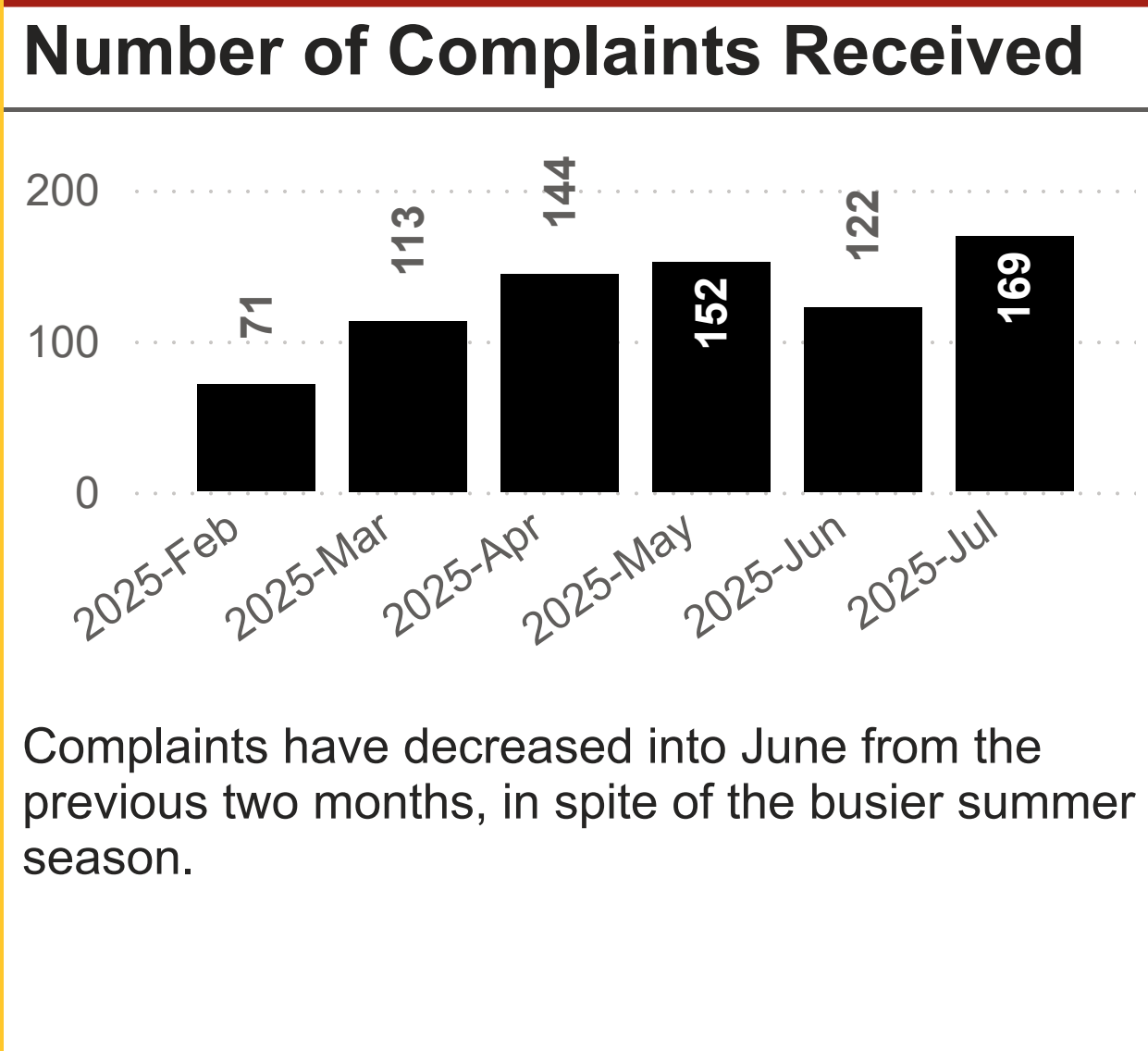
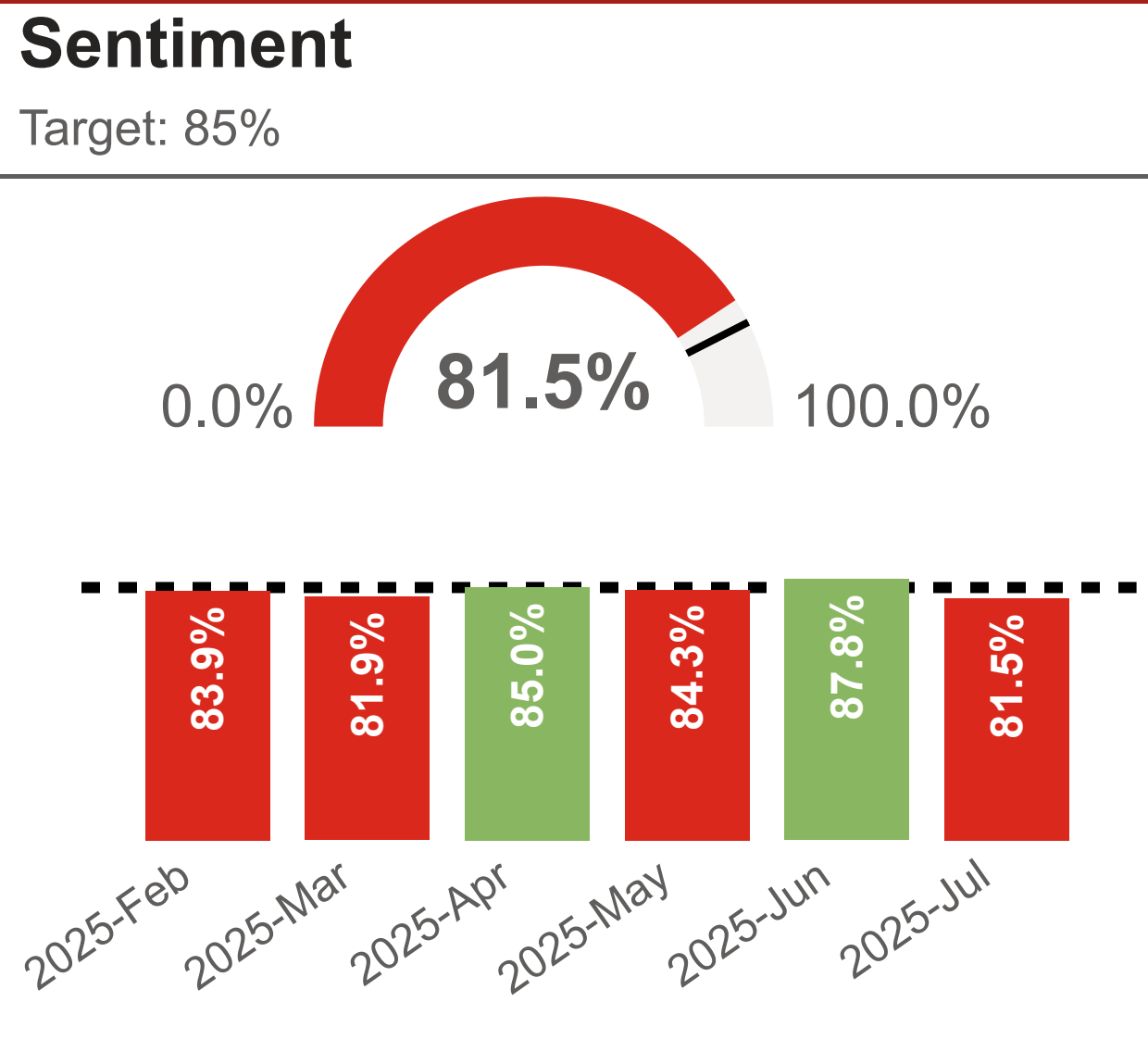
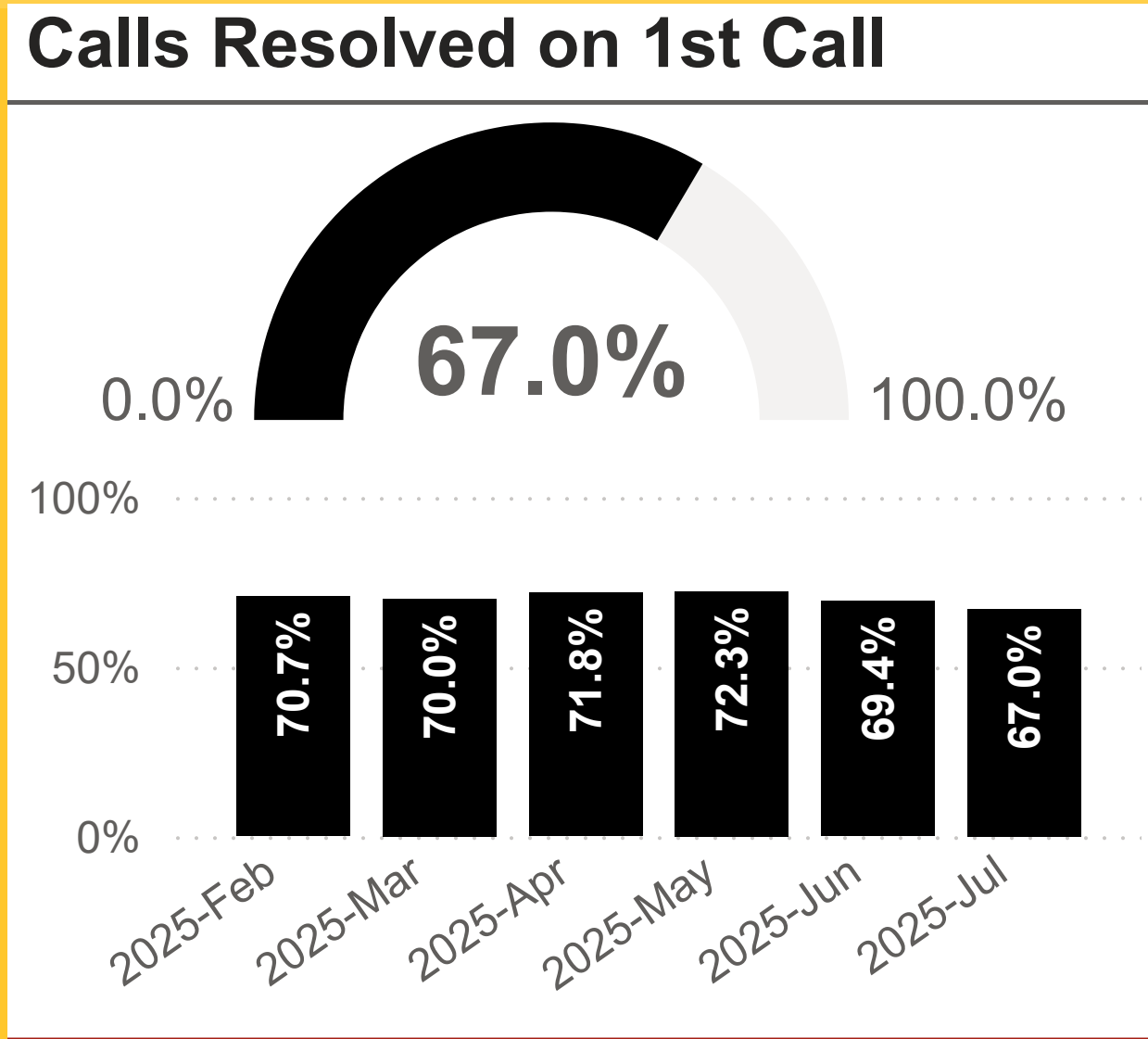
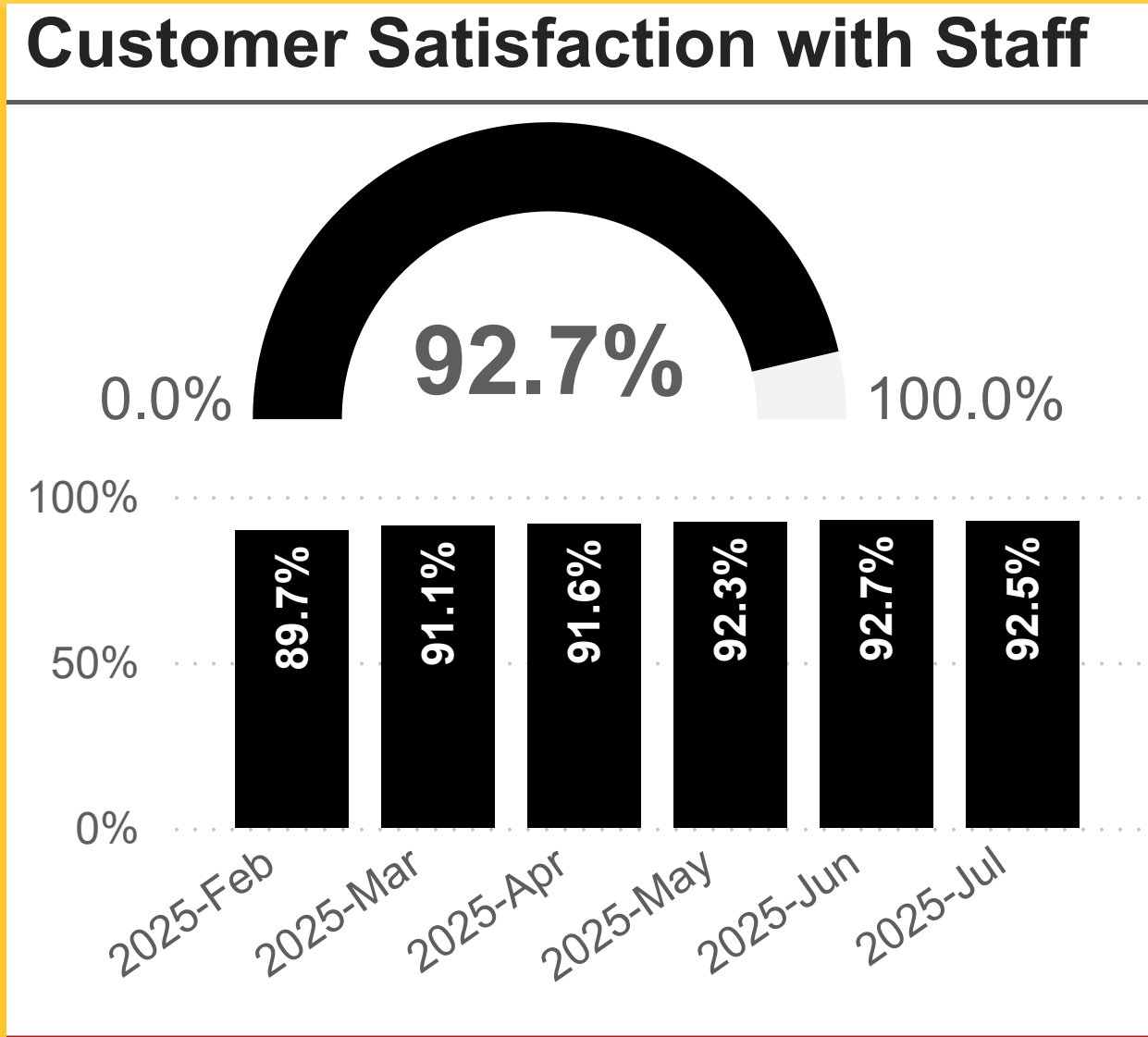
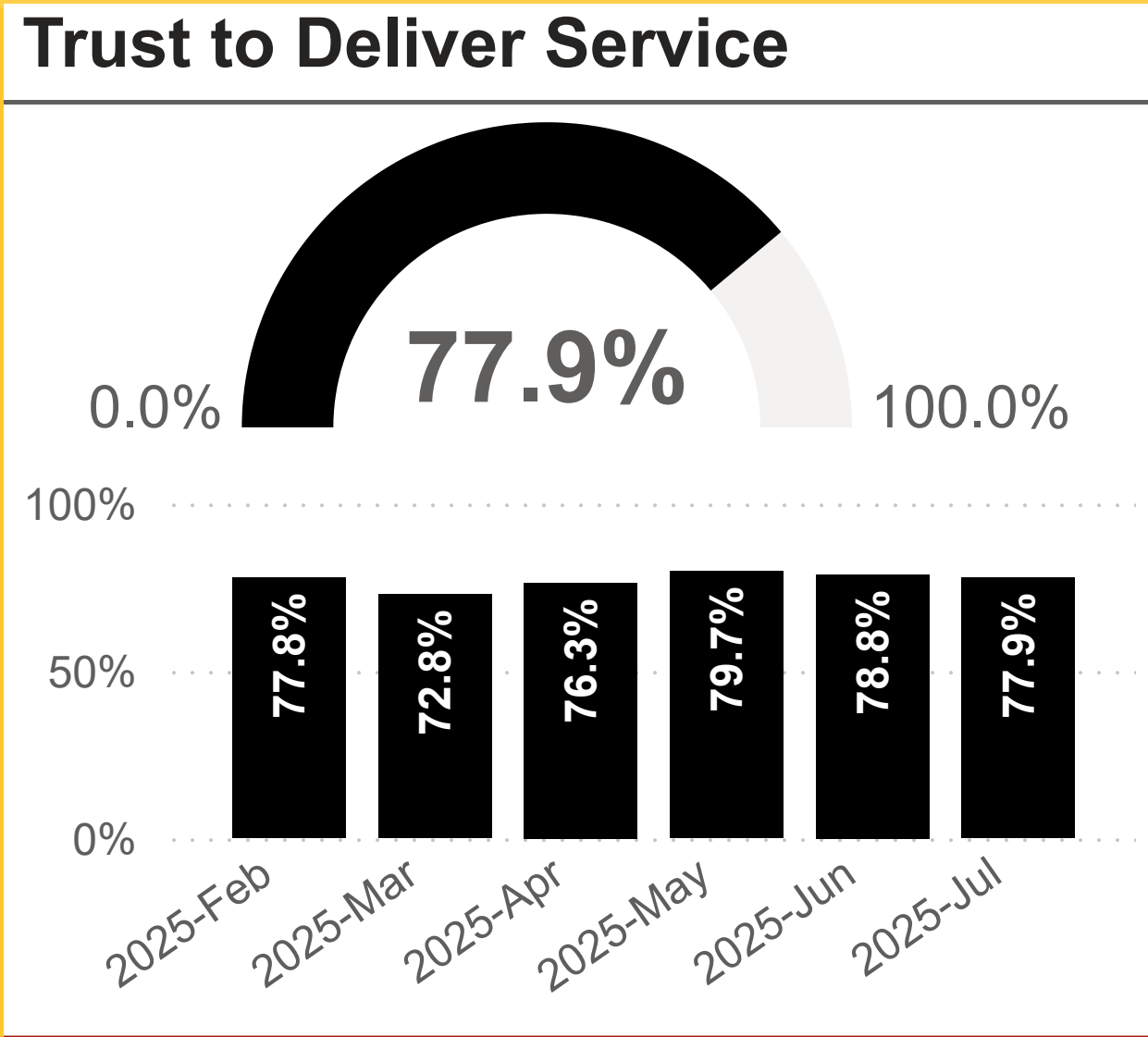
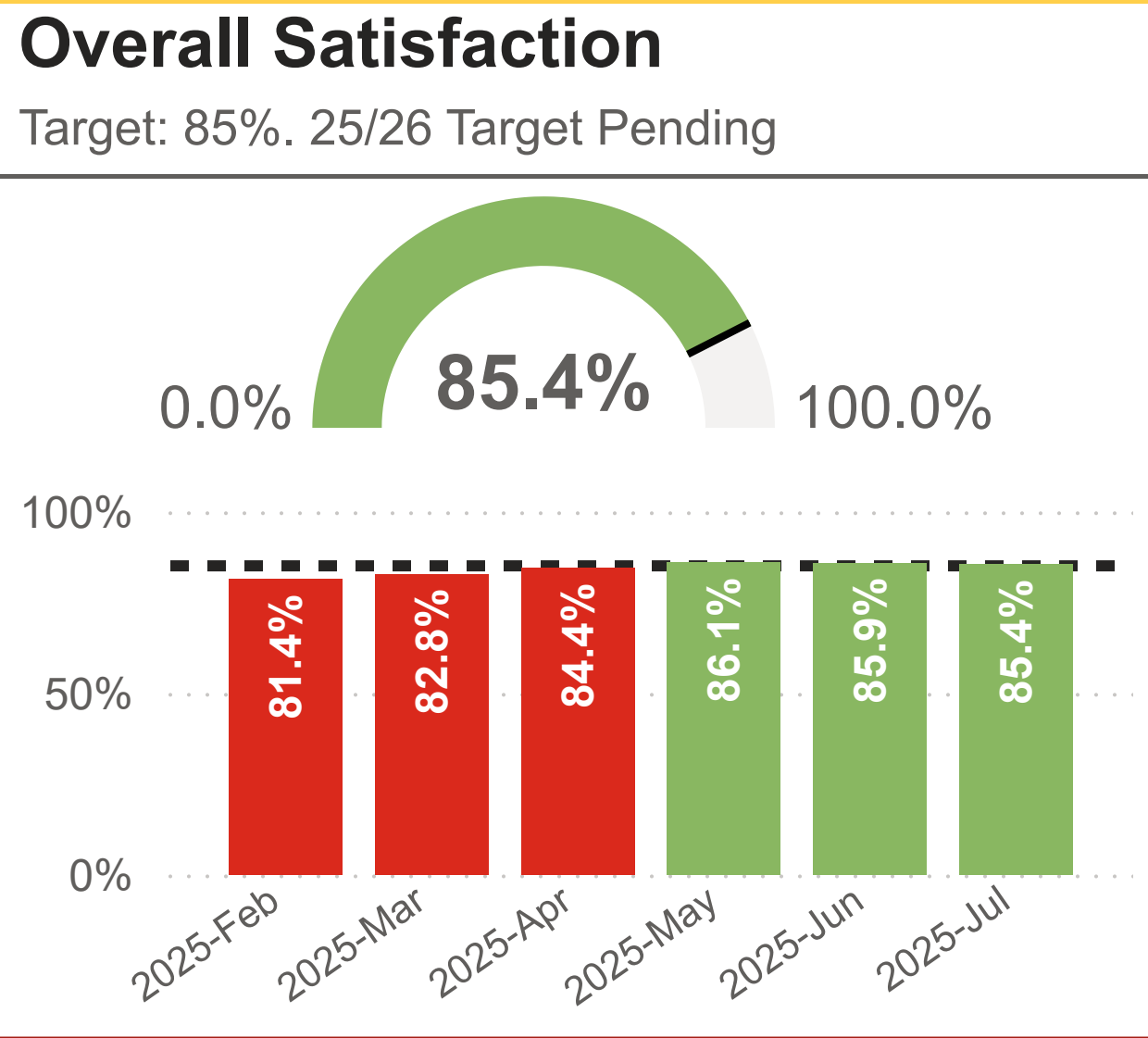
# Our Performance in July 2025

## 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.



# Hebrides North

Total Number of Survey Responses

4052

## Our Performance in July 2025

### Customer Feedback Metrics

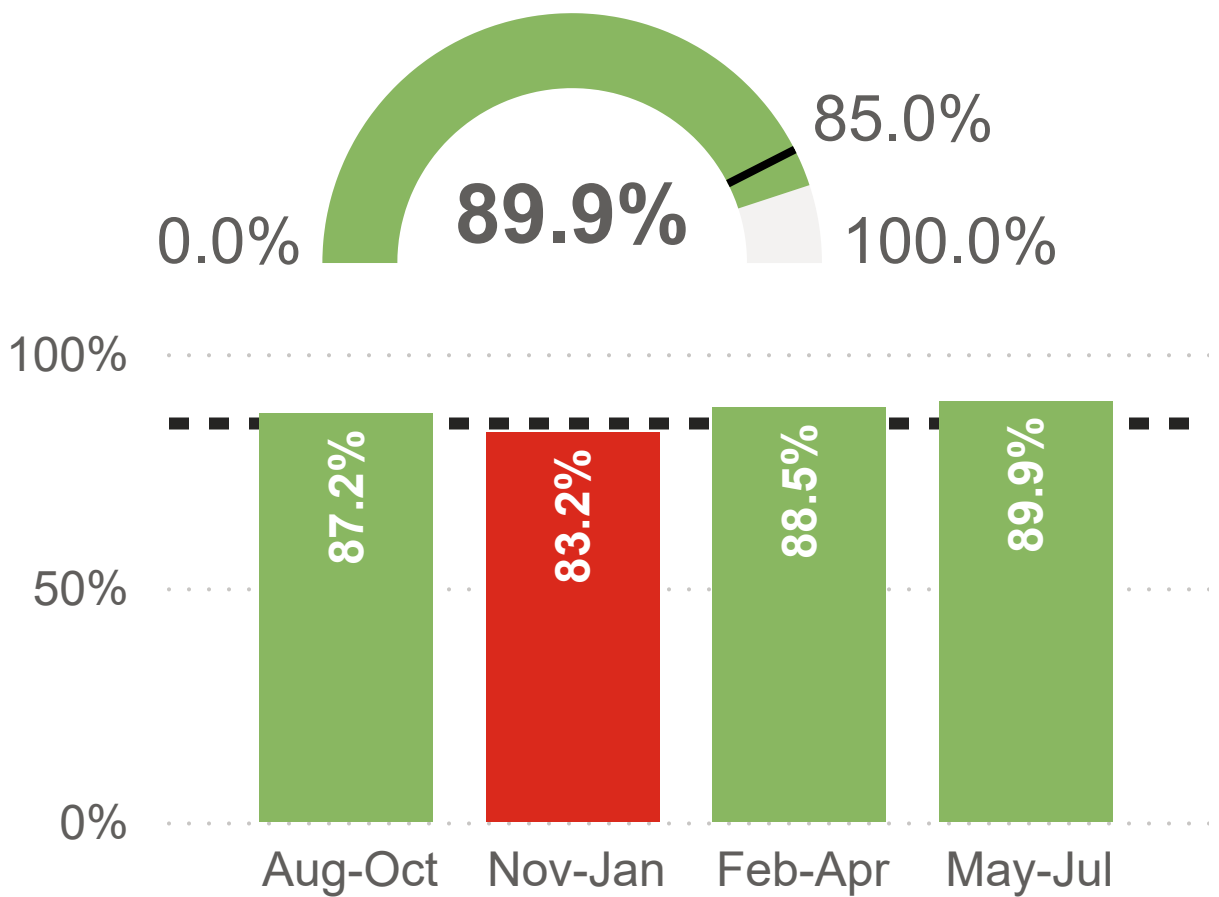
### Hebrides North



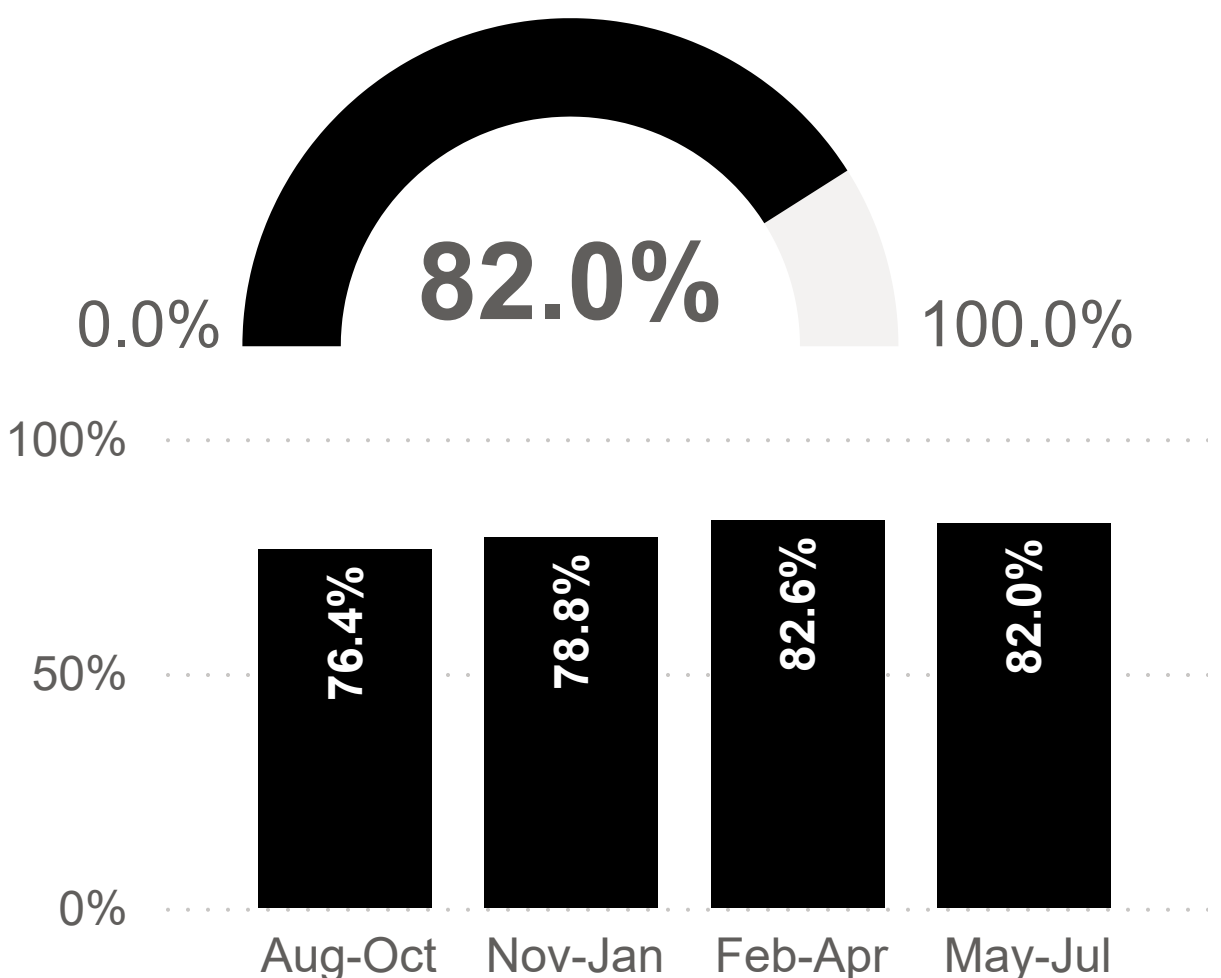
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.  
Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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

#### Overall Satisfaction

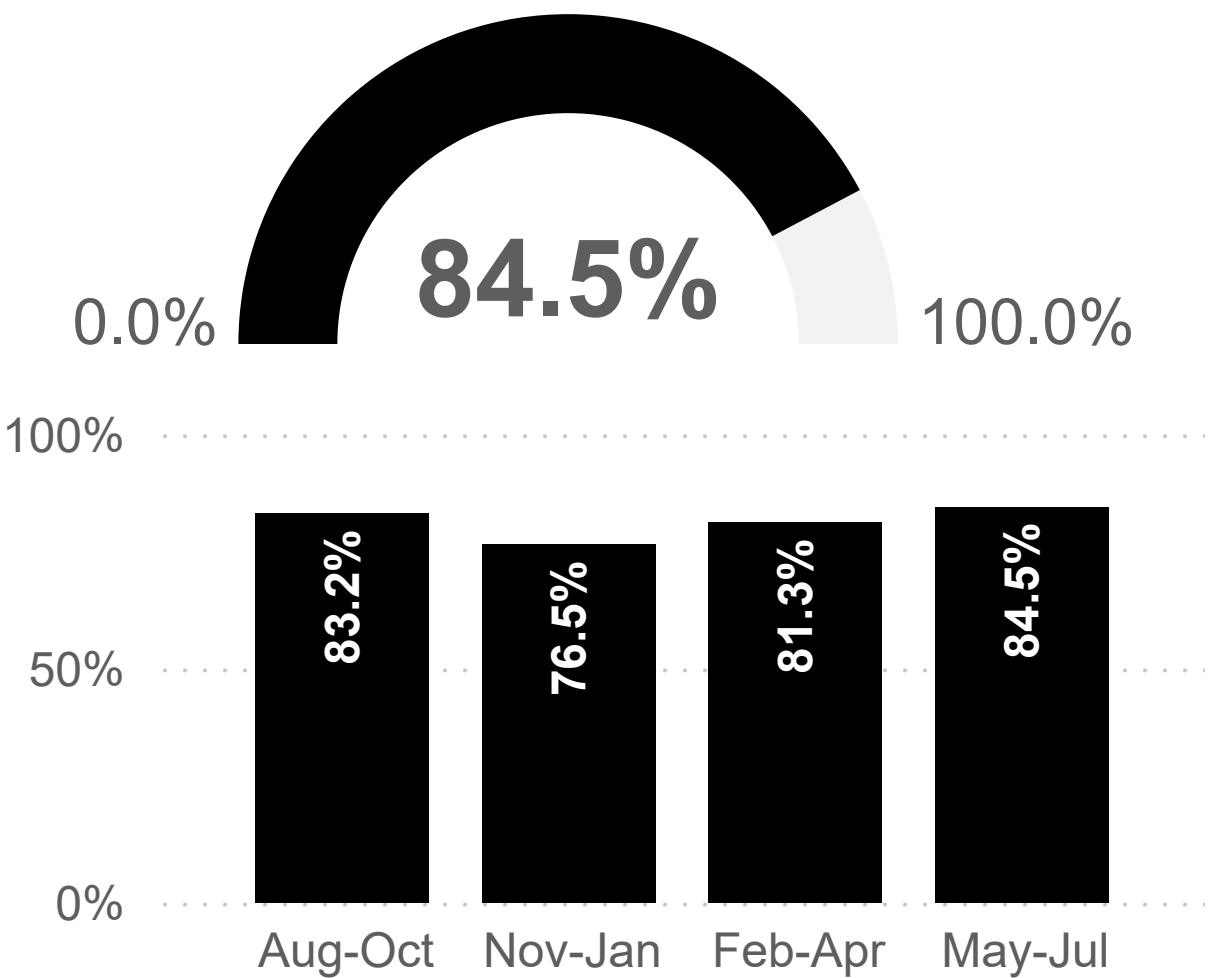
Target: 85%. 25/26 Target Pending



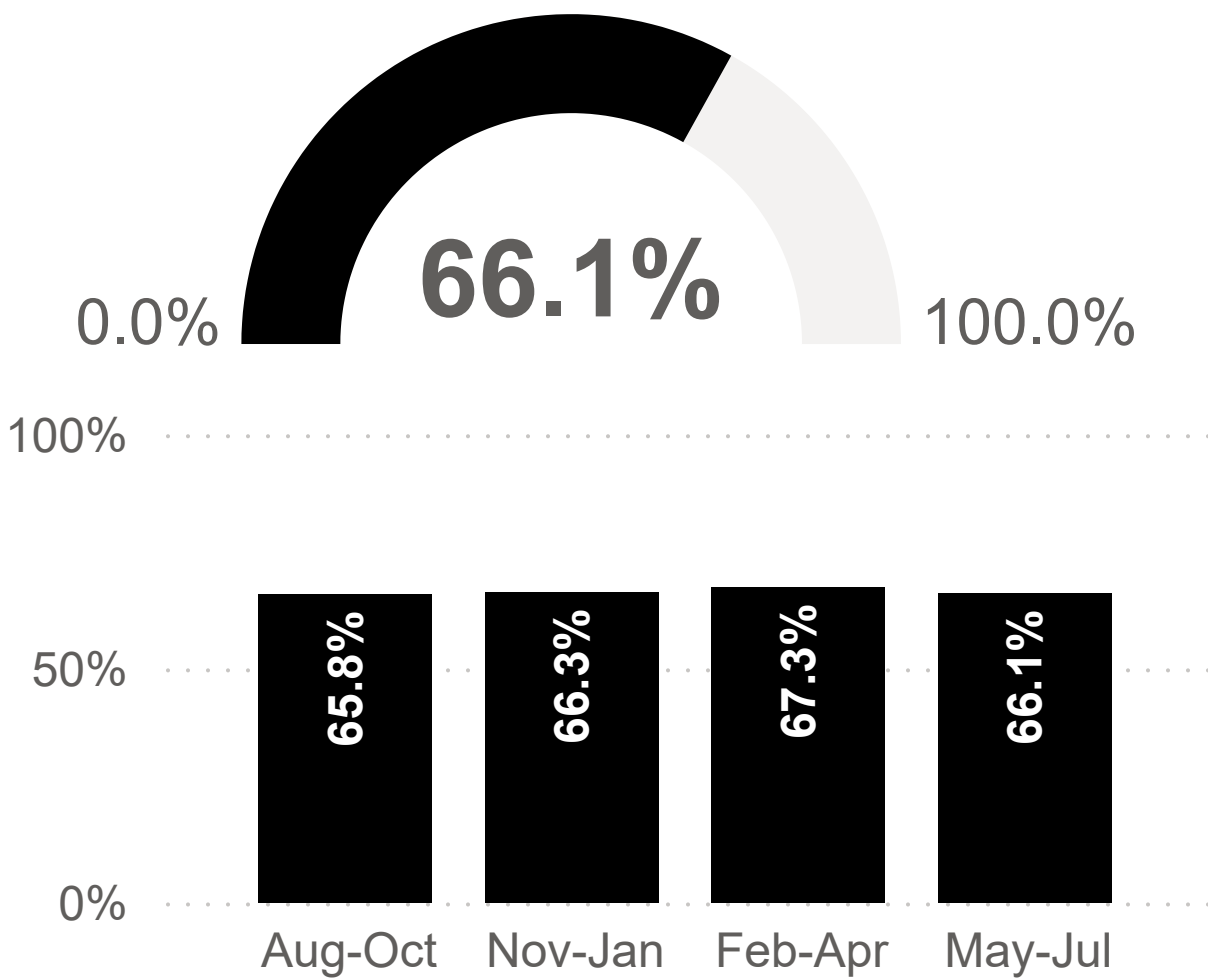
#### Overall Satisfaction: Community



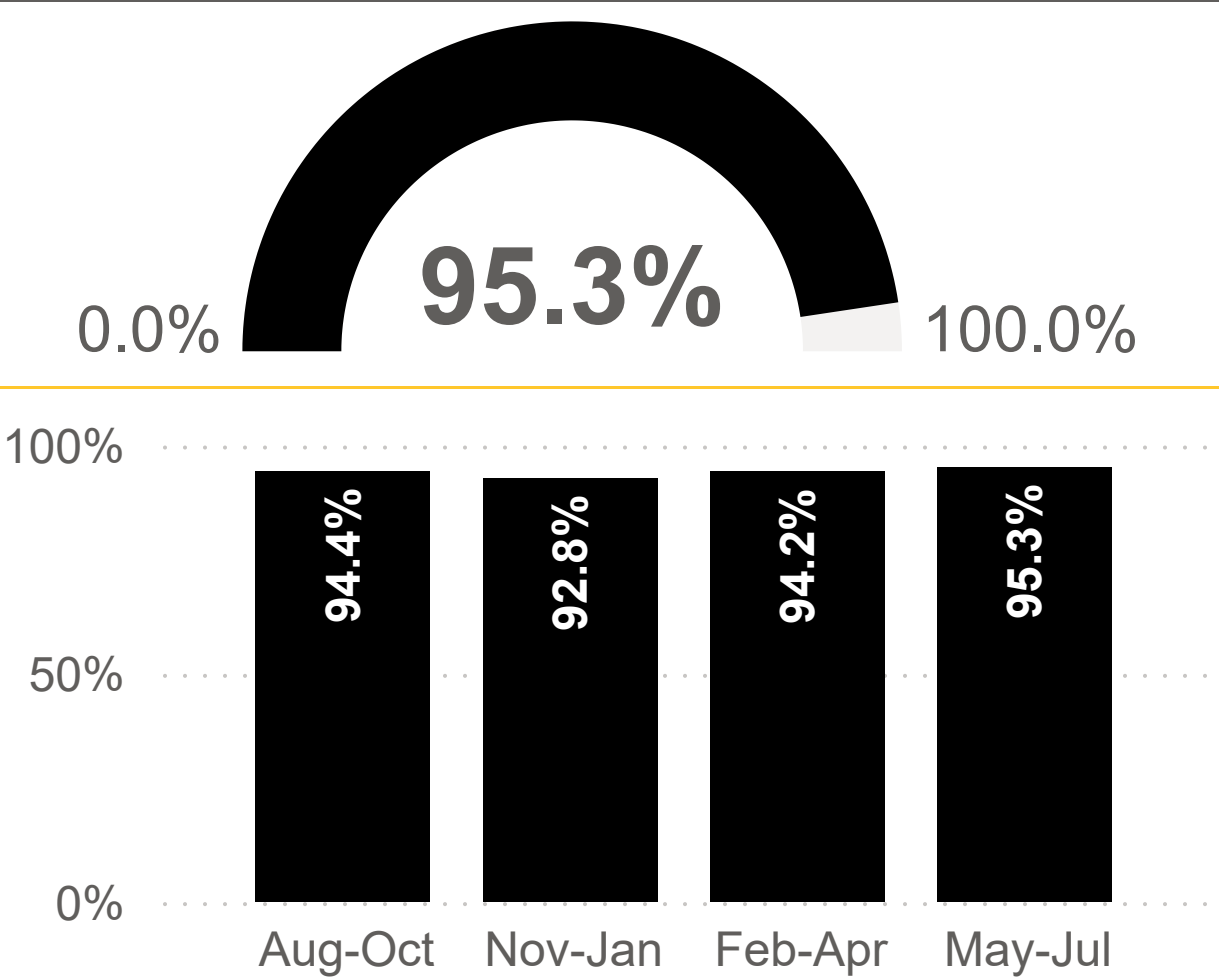
#### Trust to Deliver Service



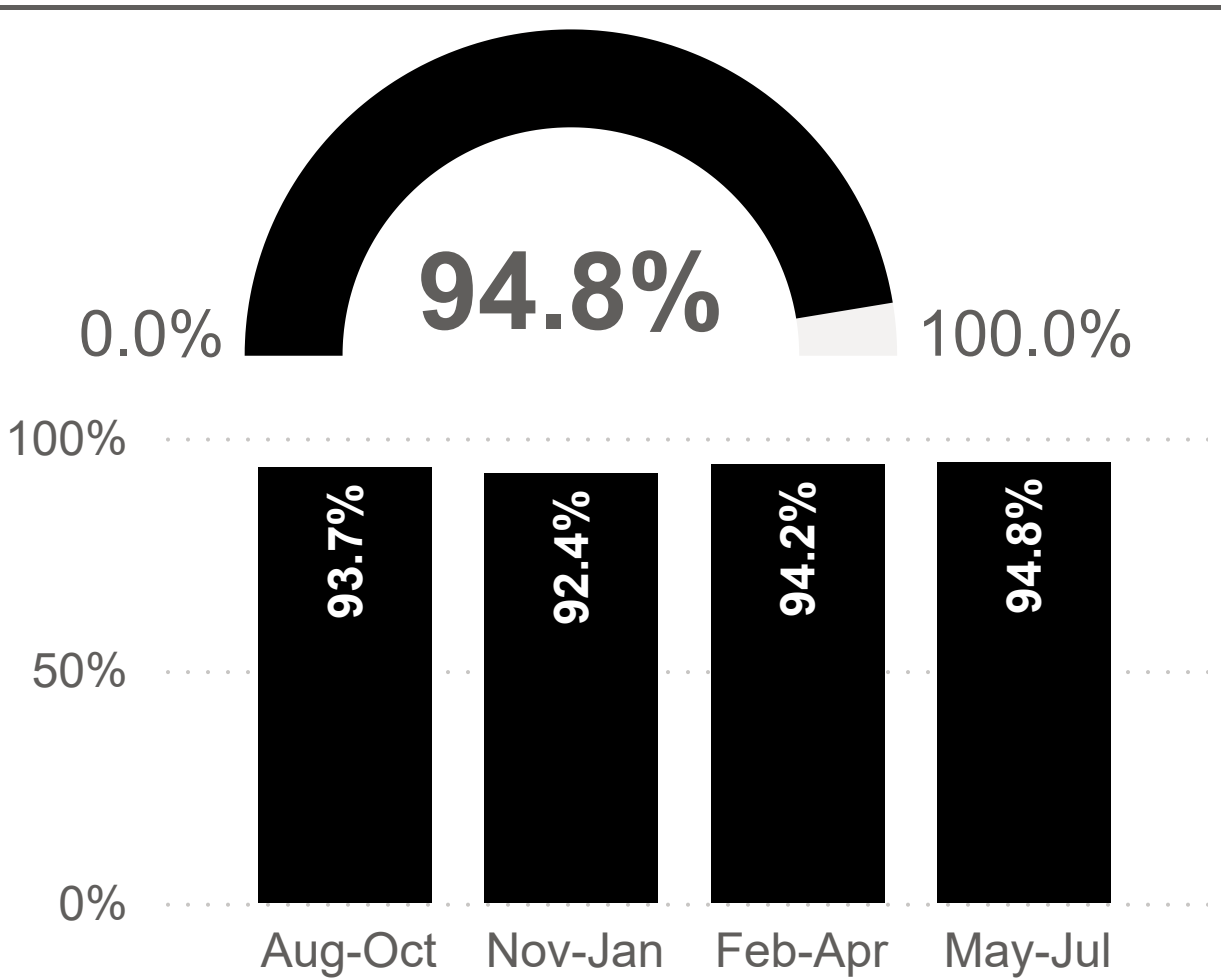
#### Trust to Deliver: Community



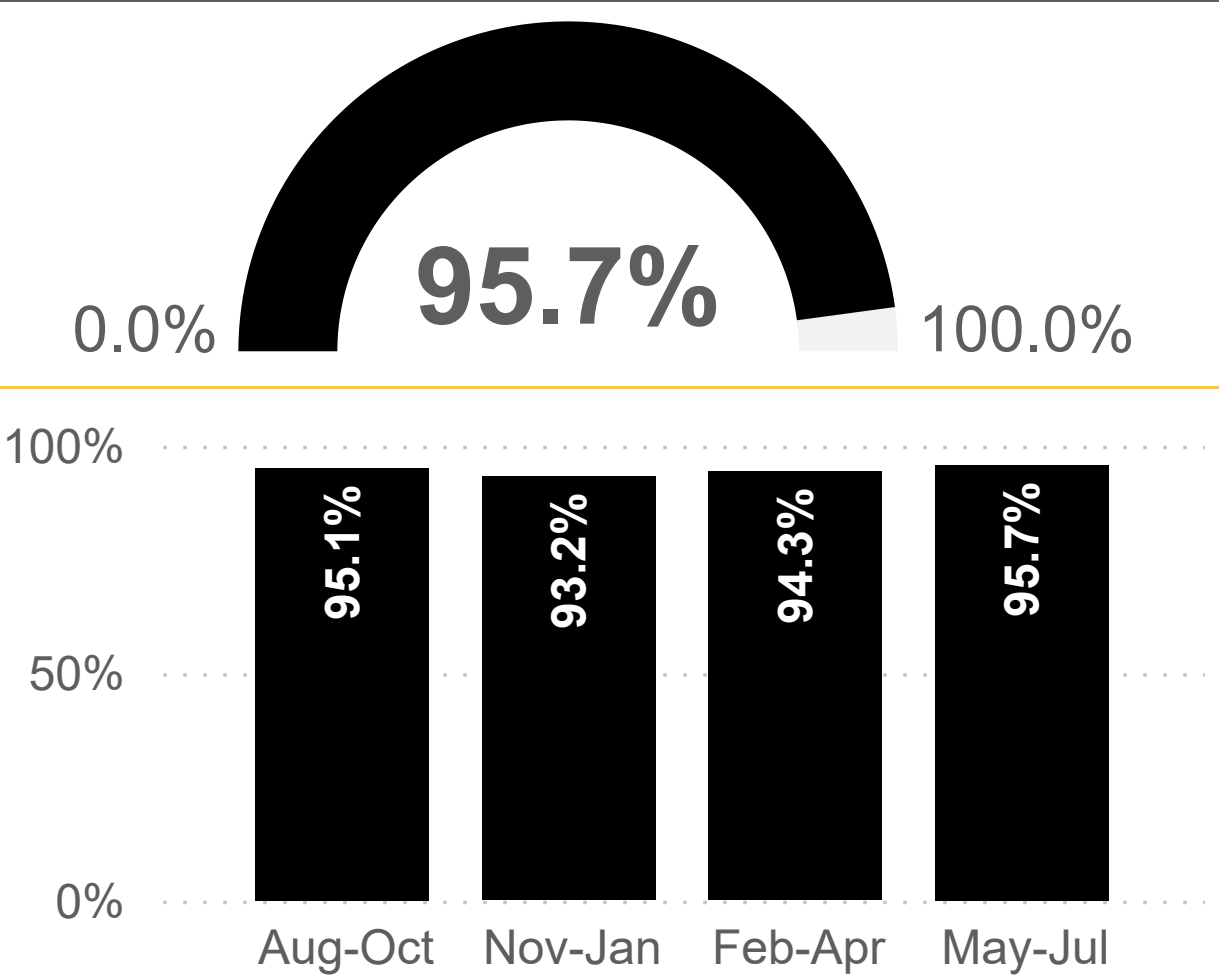
#### Customer Satisfaction with Staff



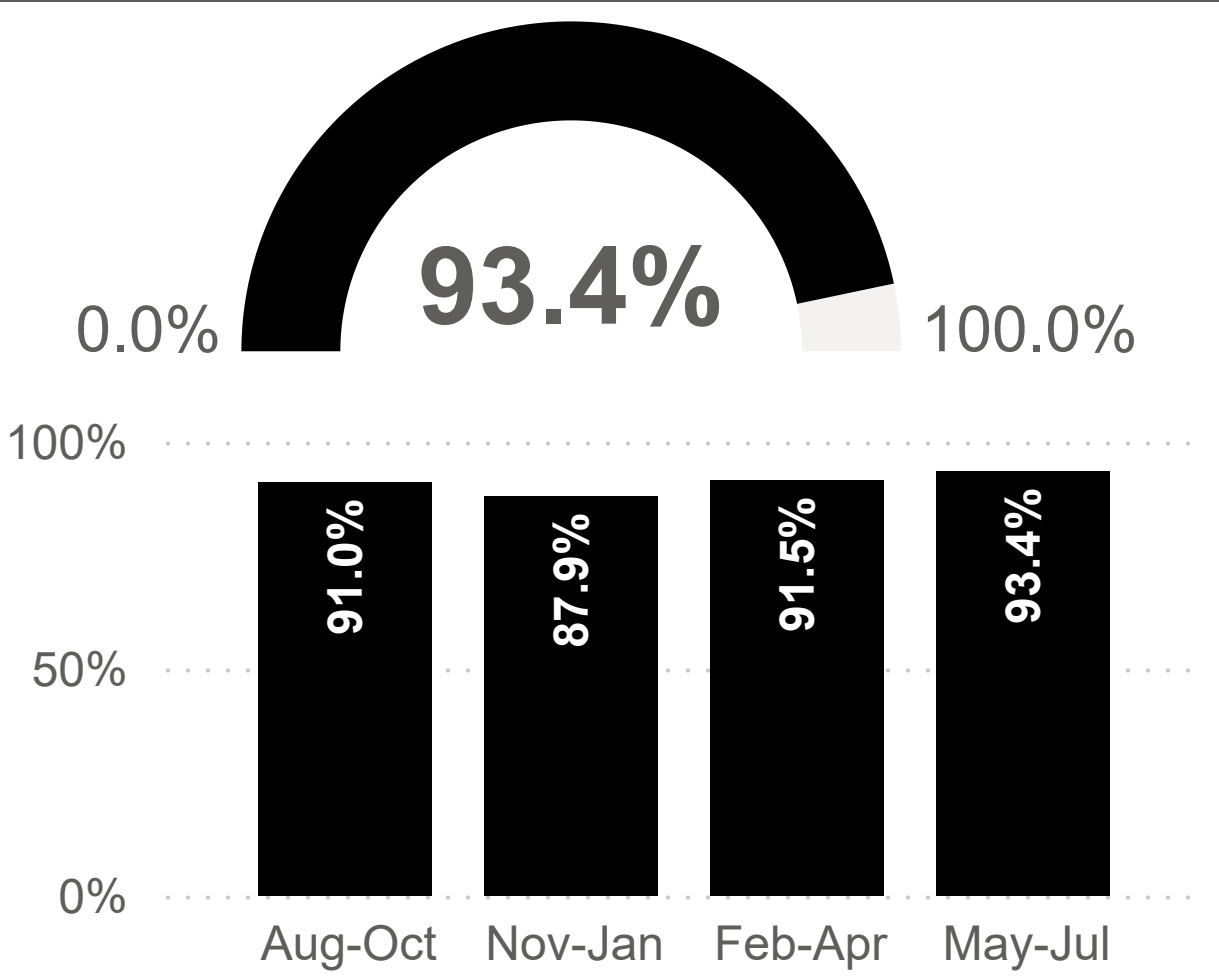
#### Satisfaction with Port Staff



#### Satisfaction with Onboard Crew



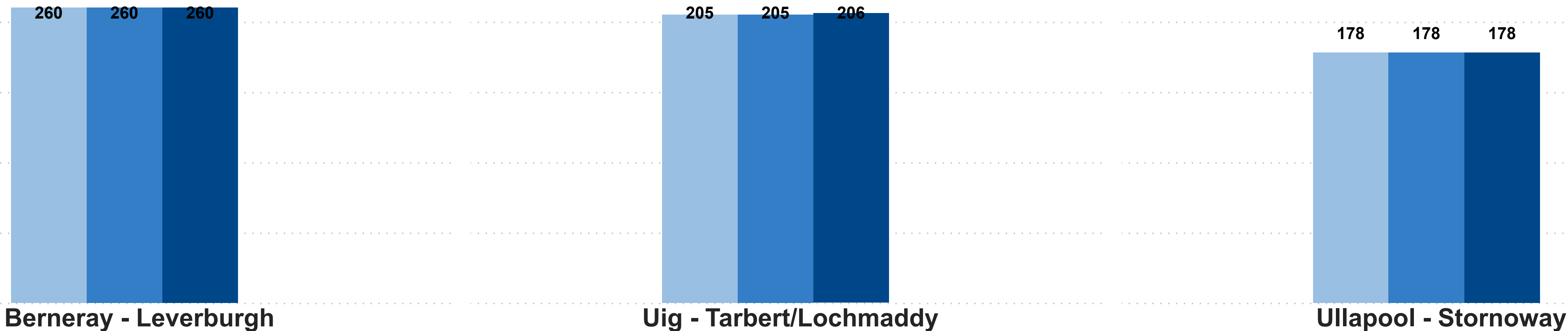
#### Satisfaction with the Port





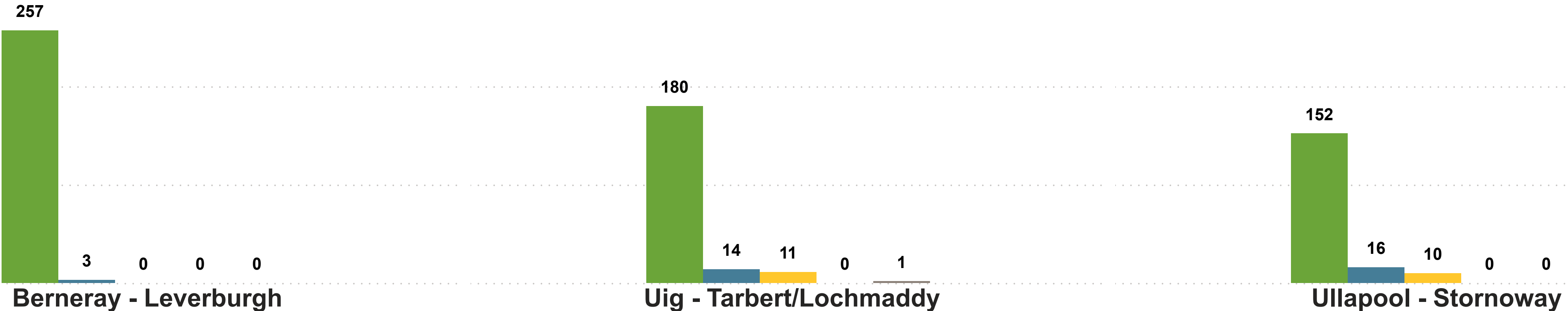
Sailings Timetabled, Amended & Actual

Timetabled Amended Actual



Punctuality & Reliability

On Time Level 1 Lateness Level 2 Lateness Cancelled Additional





Cancelled Sailings (By Reason)

● Weather ● Technical ● Other

0 0 0  
Bernera y - Leverburgh

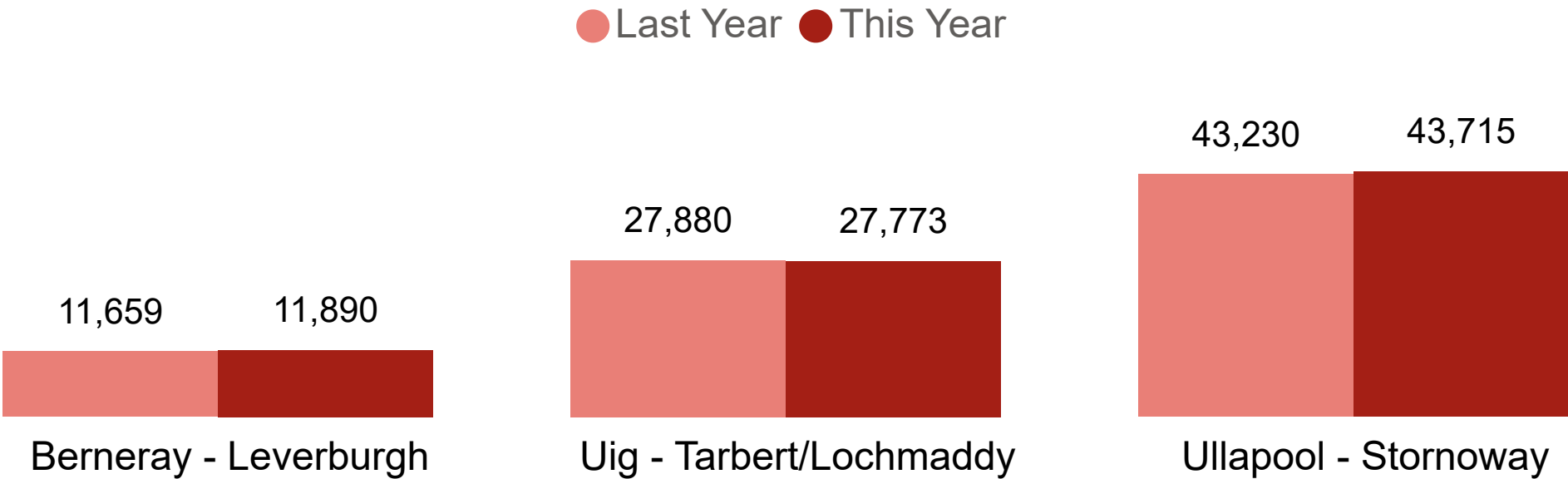
0 0 0  
Uig - Tarbert/Lochmaddy

0 0 0  
Ullapool - Stornoway

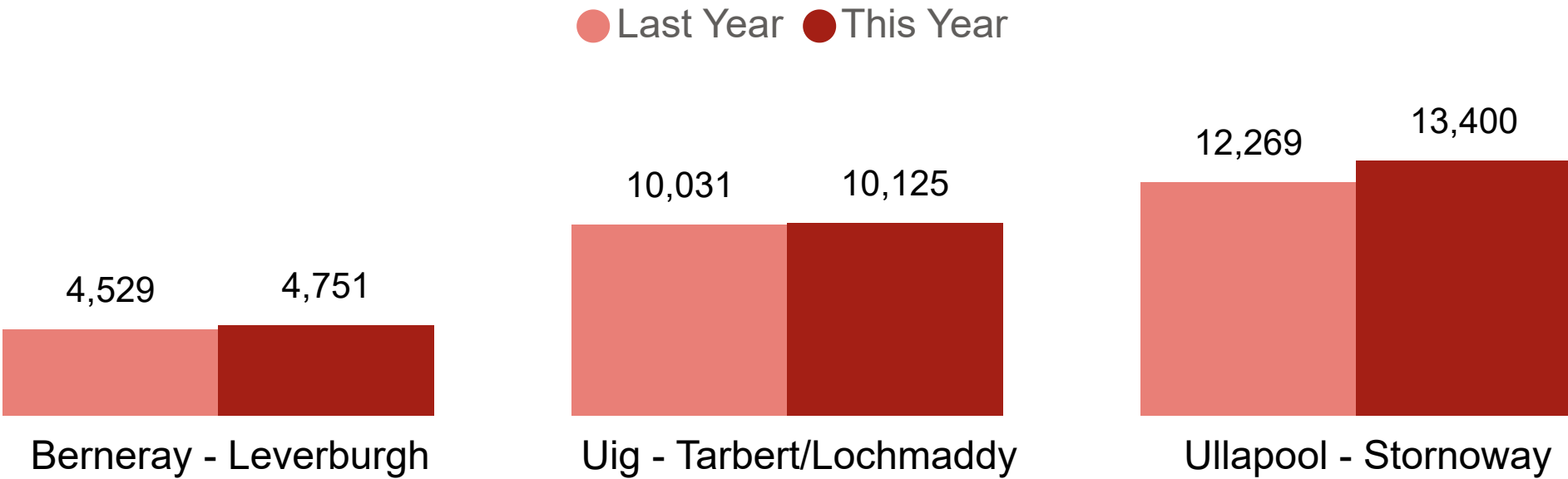
"Other" refers to any cancellations not resulting from weather and technical disruption. This includes cancellations due to reasons such as bunkering issues, berth unavailability etc.



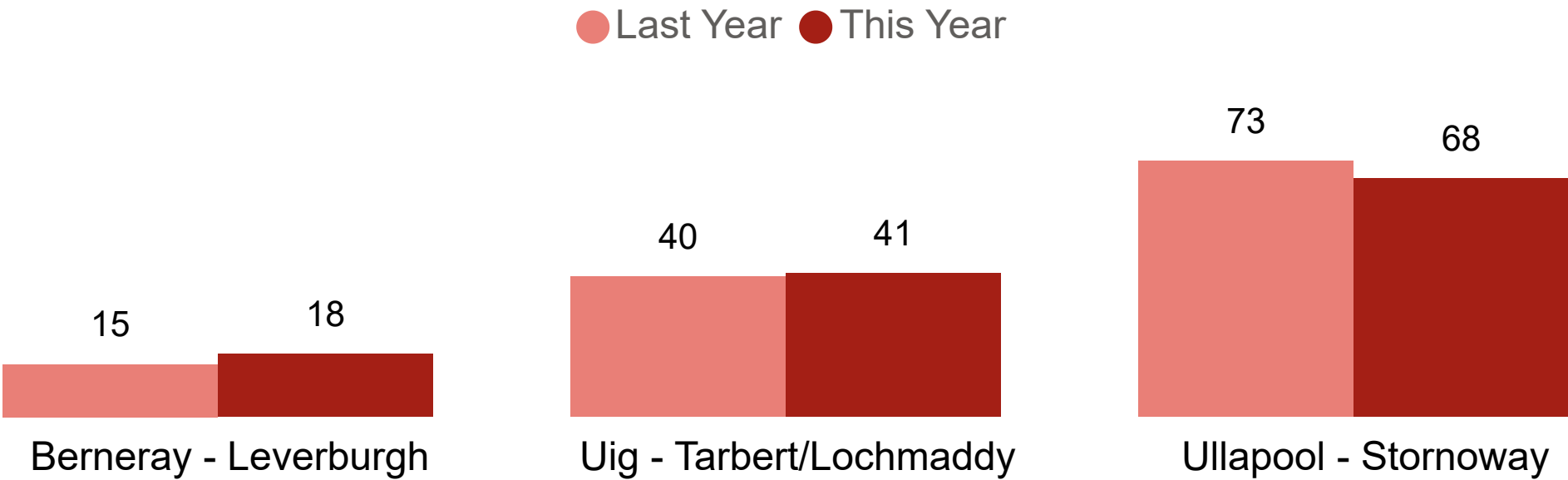
Shipped Passengers



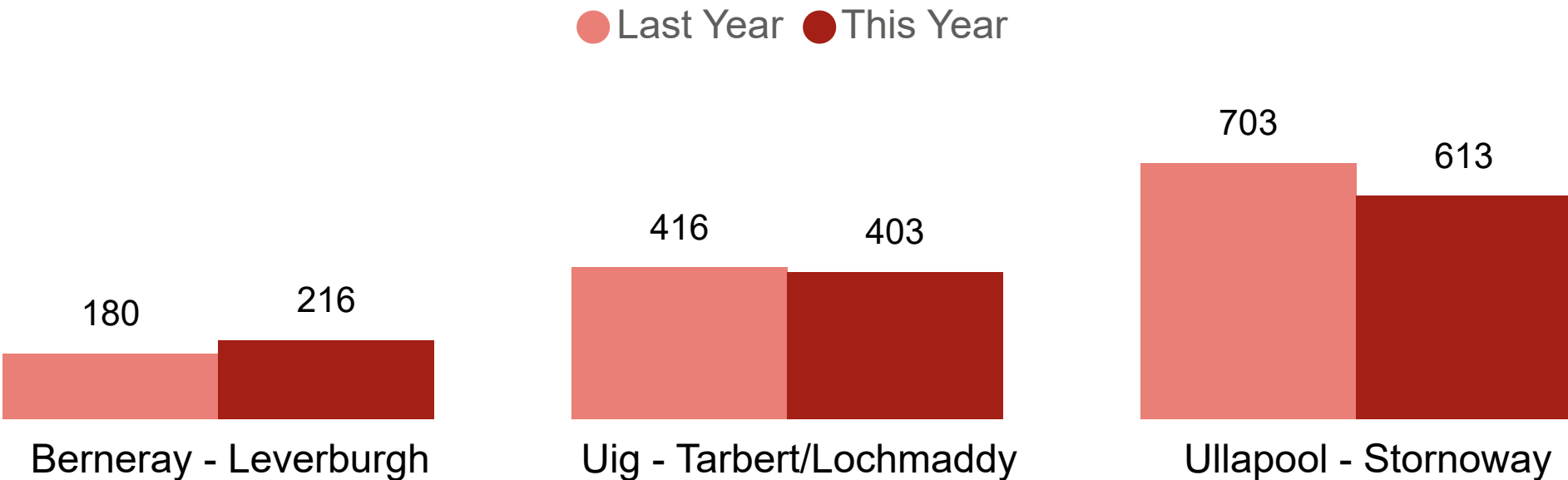
Shipped Cars



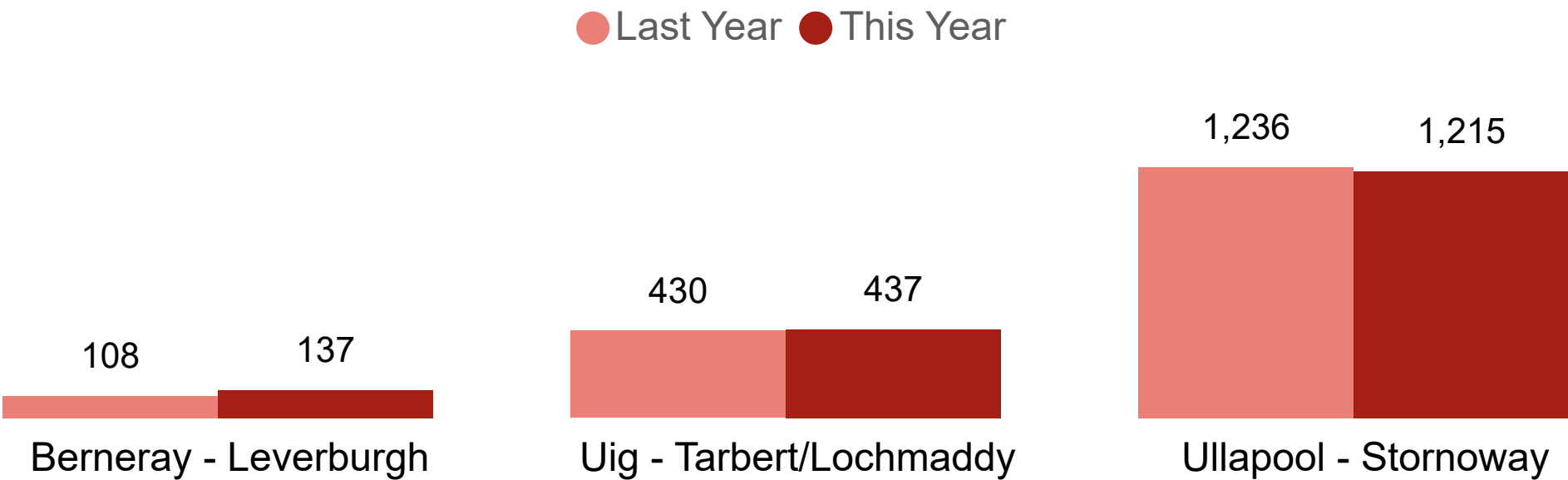
Shipped Coaches



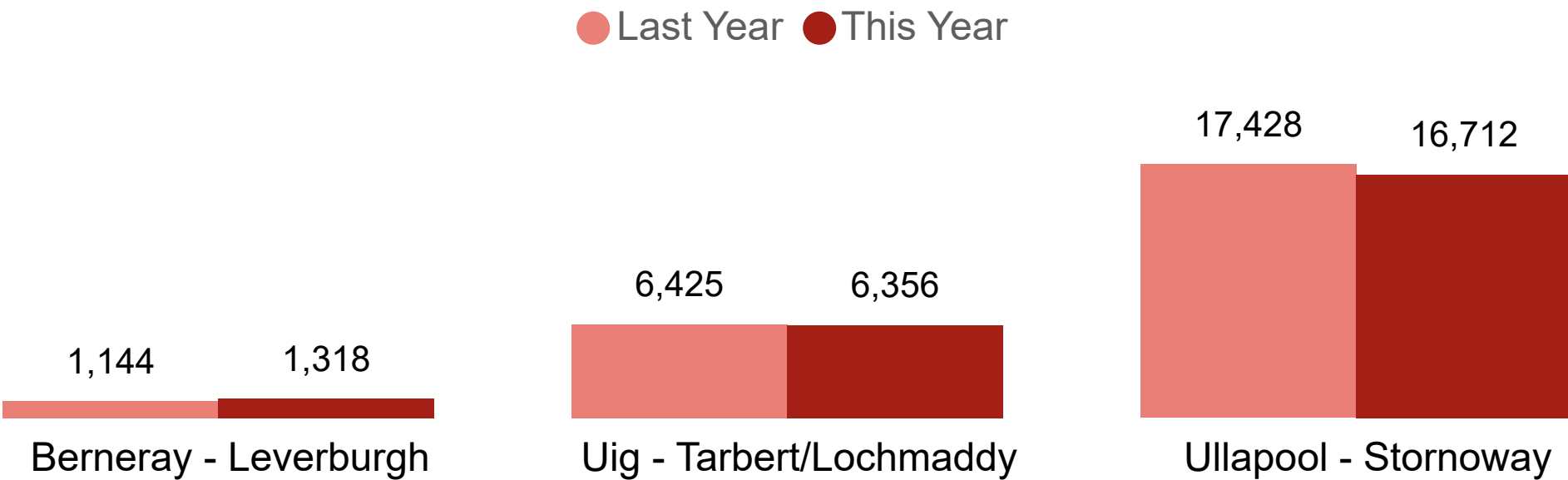
Shipped Coach Metres



Shipped Commercial Vehicles



Shipped Commercial Vehicle Metres

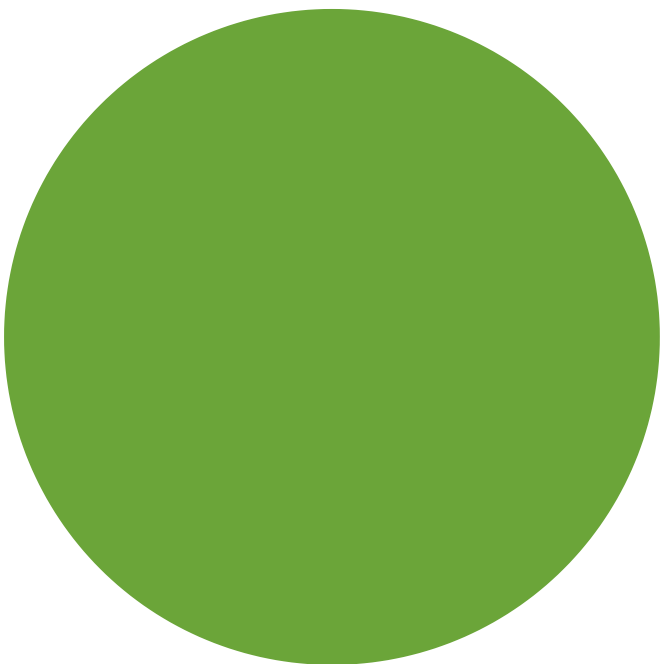




- 1 Car Equivalent Space is equal to 4.6 General Lane Metres
- Below visuals represent car equivalent spaces offered vs car equivalent space made unavailable as a result of technical, weather and all other cancellations

Berneray - Leverburgh

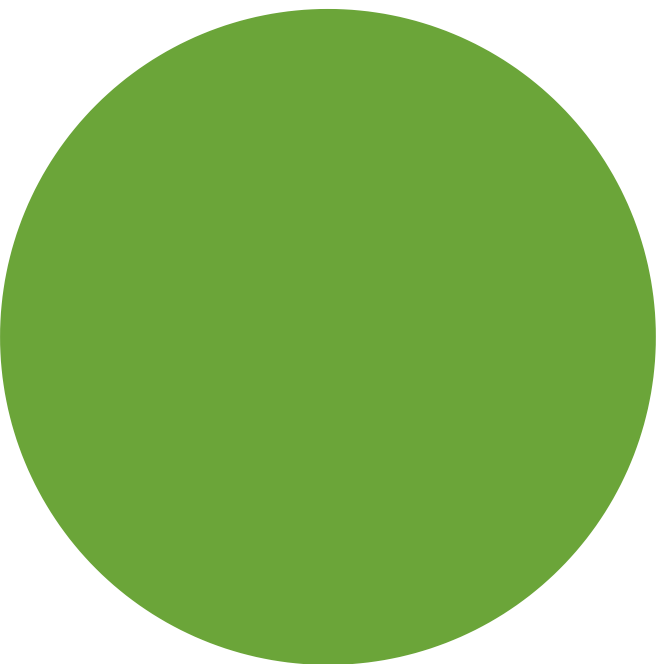
Offered Technical Weather Other



8,309 (100.0%)

Uig - Tarbert/Lochmaddy

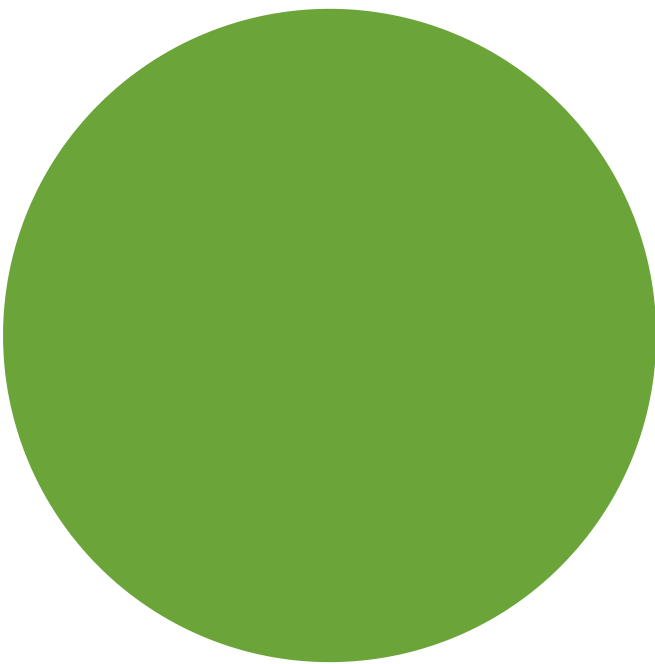
Offered Weather Technical Other



17,052 (100.0%)

Ullapool - Stornoway

Offered Weather Technical Other



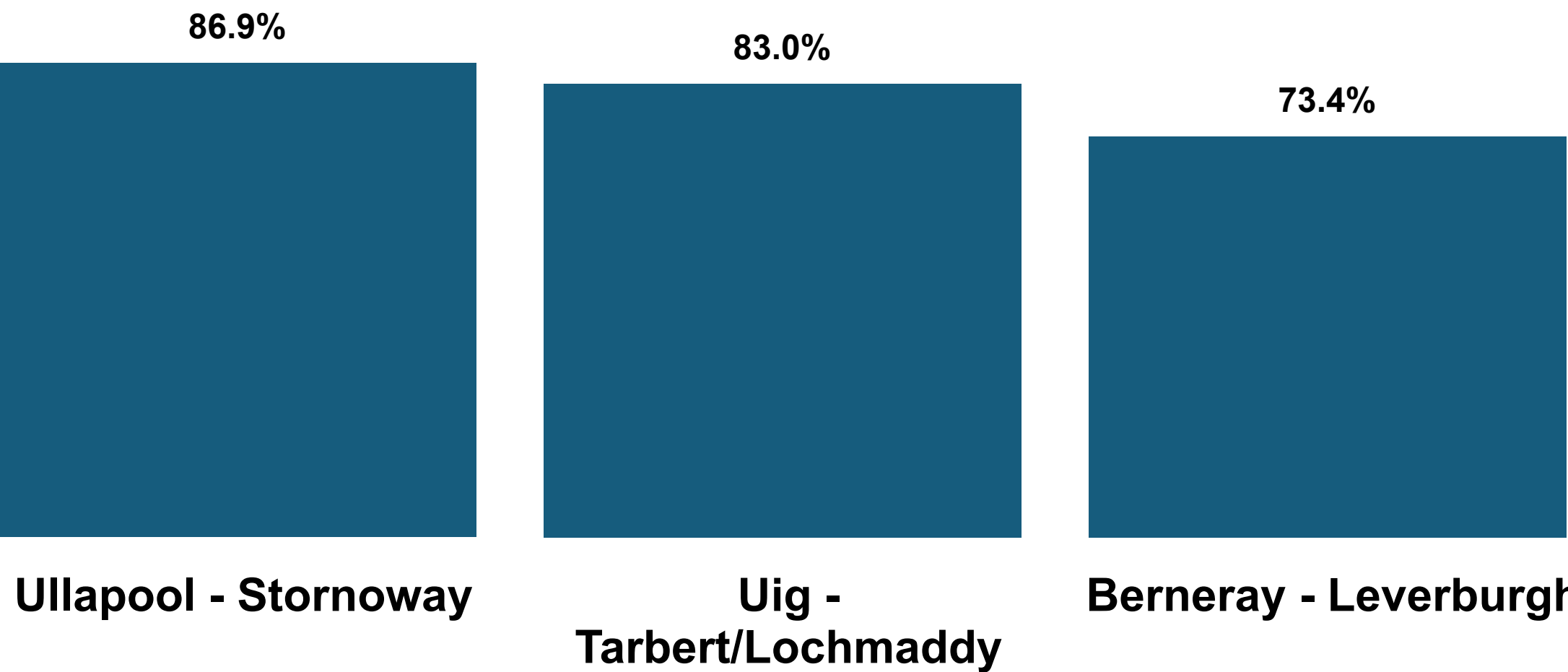
24,230 (100.0%)

Route	Offered	Weather	Technical	Other
Berneray - Leverburgh	8,309			
Uig - Tarbert/Lochmaddy	17,052			
Ullapool - Stornoway	24,230			





Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Ullapool - Stornoway	111.5K	96.8K	21,045	86.9%
Uig - Tarbert/Lochmaddy	78.4K	65.1K	14,160	83.0%
Berneray - Leverburgh	38.2K	28.1K	6,098	73.4%
Total	228.1K	190.0K	41,303	83.3%

Overall Utilisation of Sailings

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

