

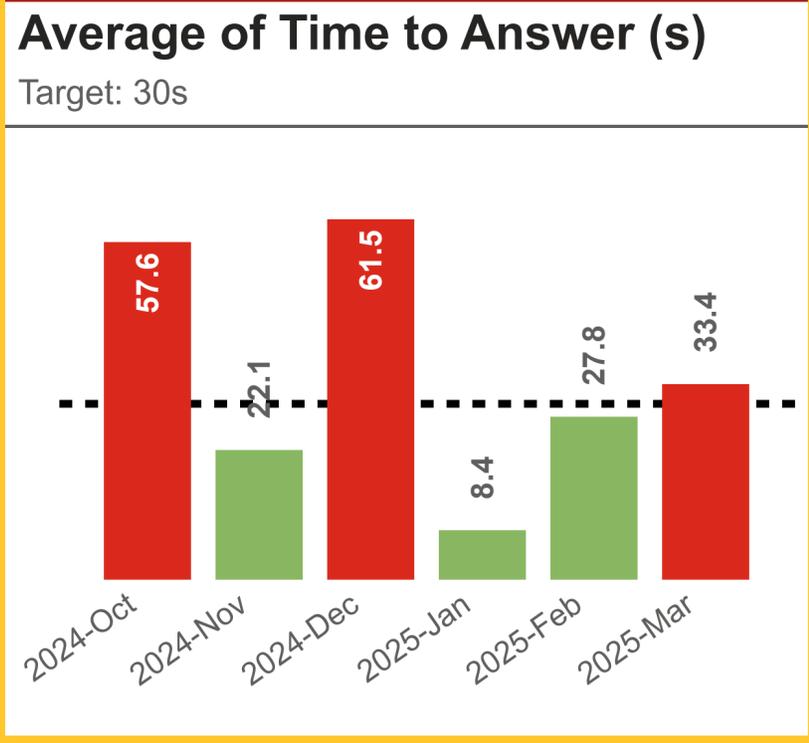
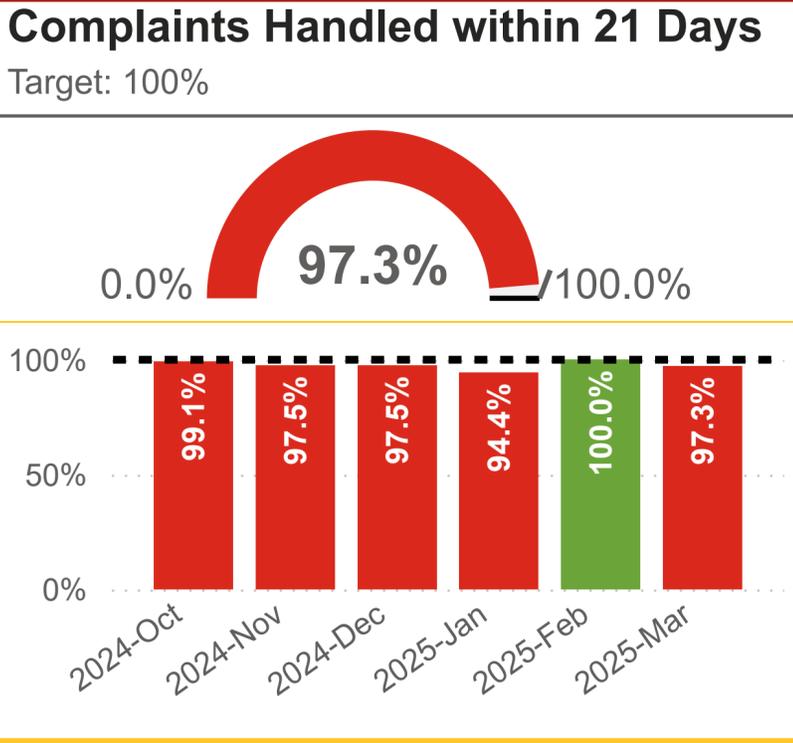
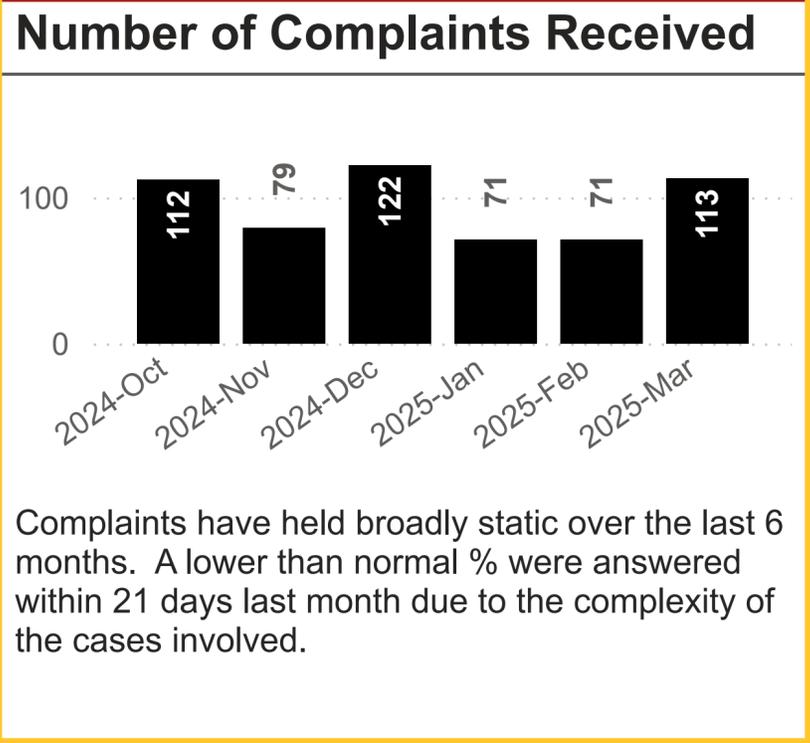
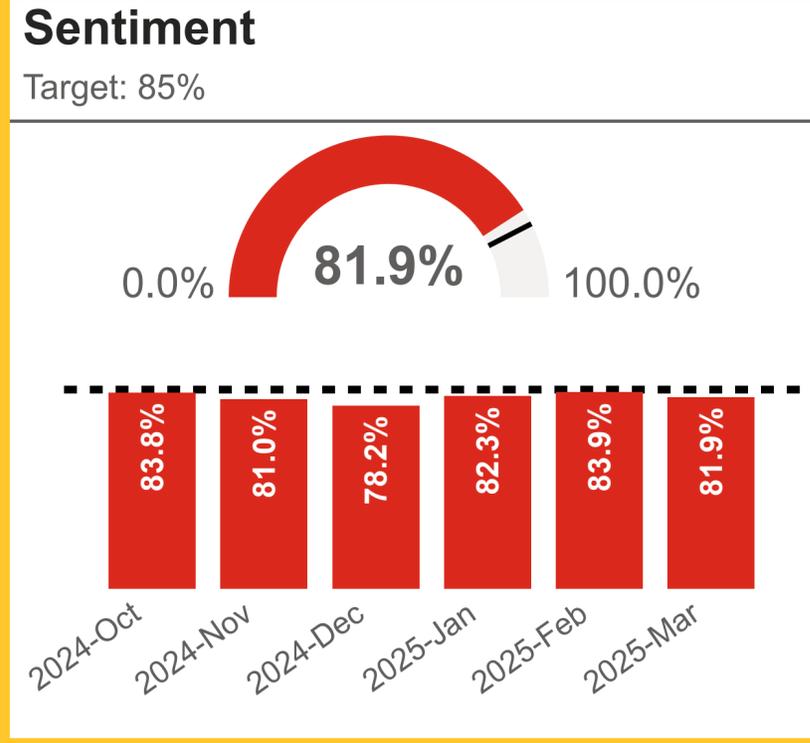
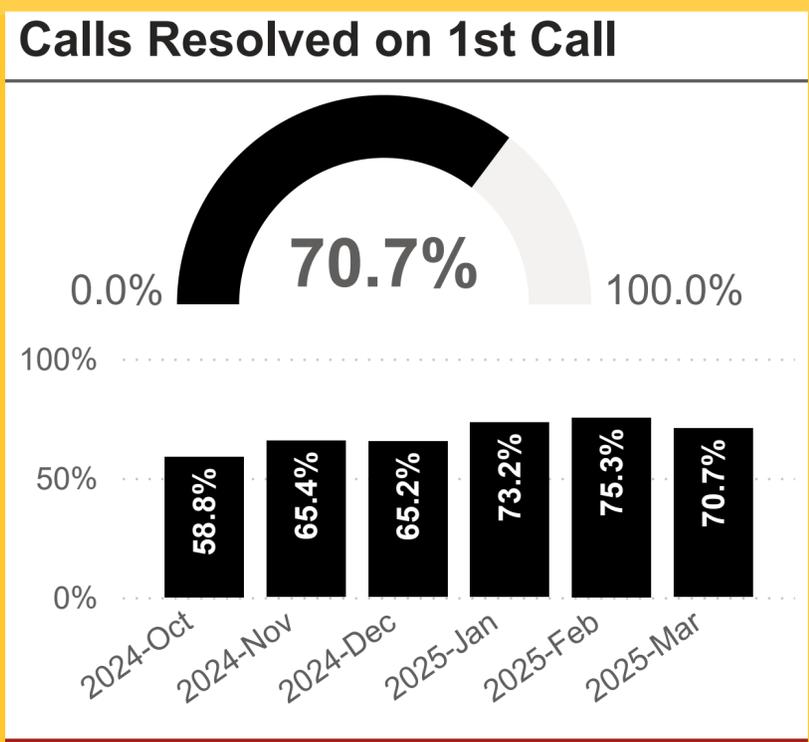
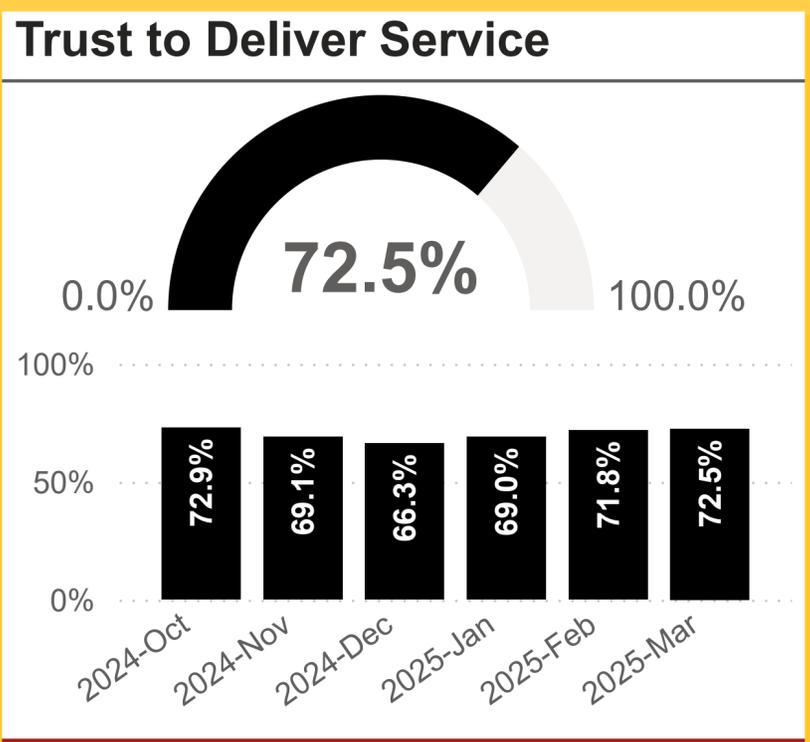
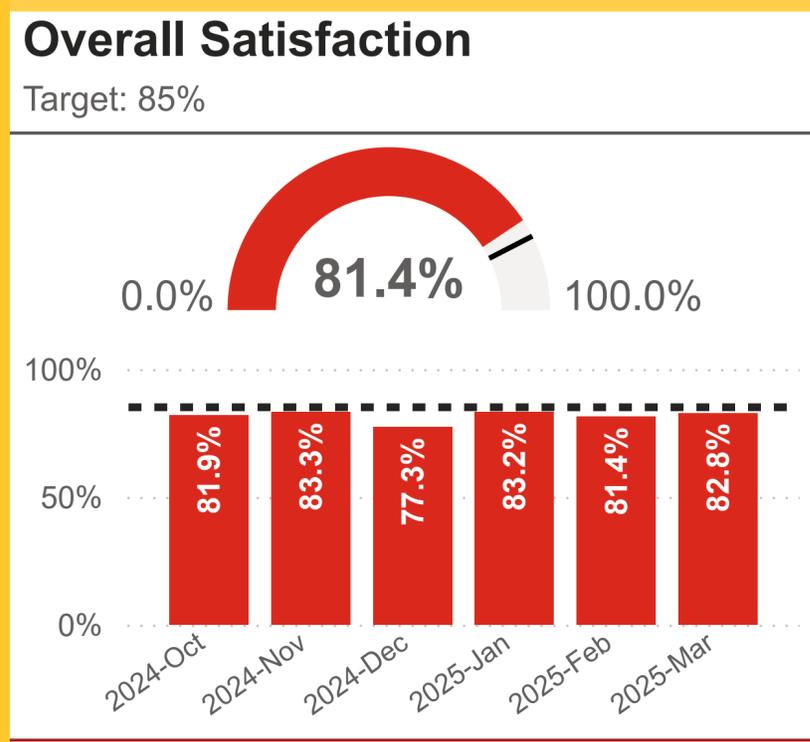
Total Number of Survey Responses
Last 6 Months
12K

Our Performance in March 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.



Clyde South

Total Number of Survey Responses

2460

Our Performance in March 2025

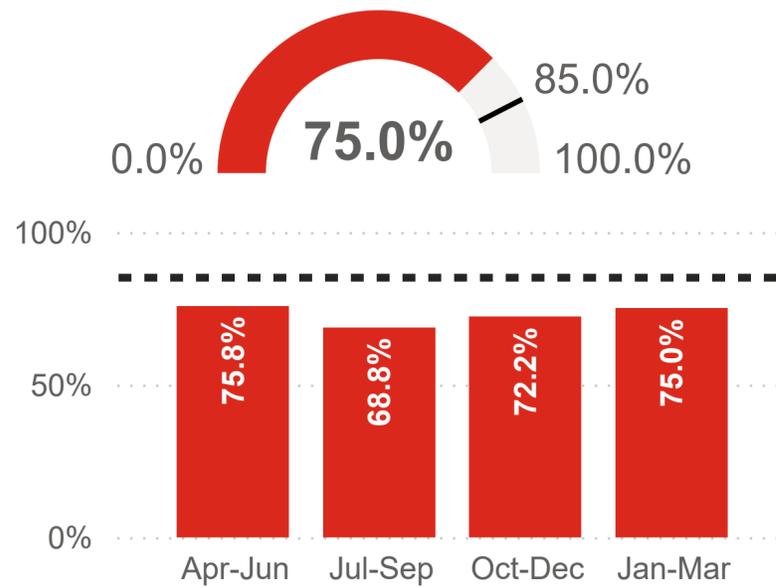
Customer Feedback Metrics Clyde South



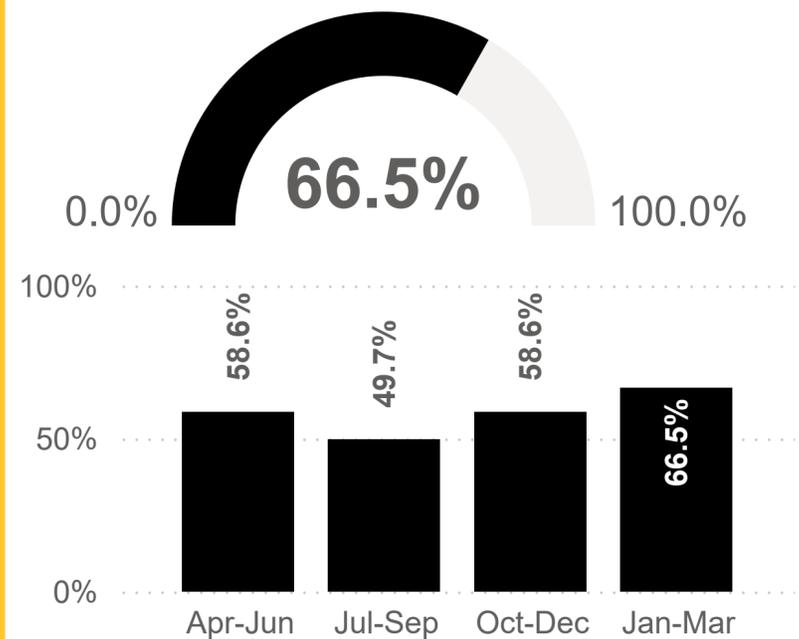
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending. Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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

Overall Satisfaction

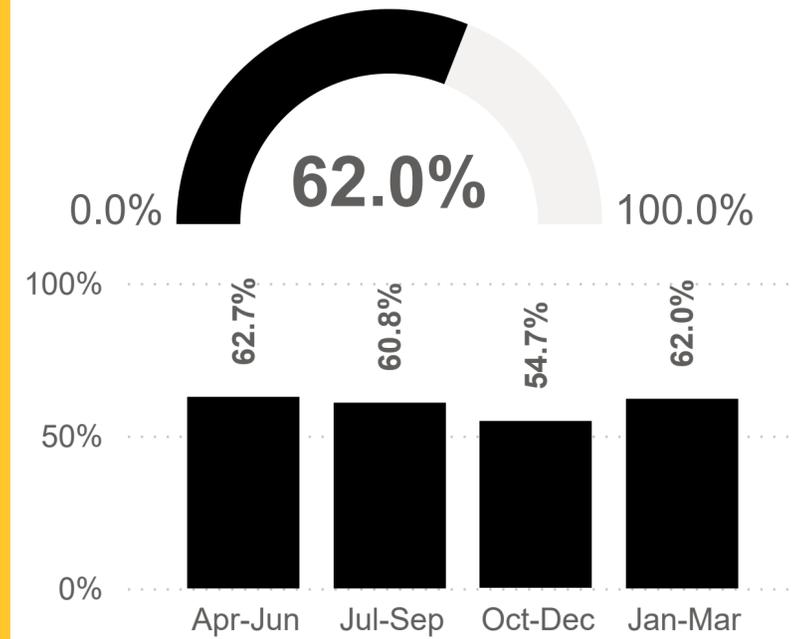
Target: 85%



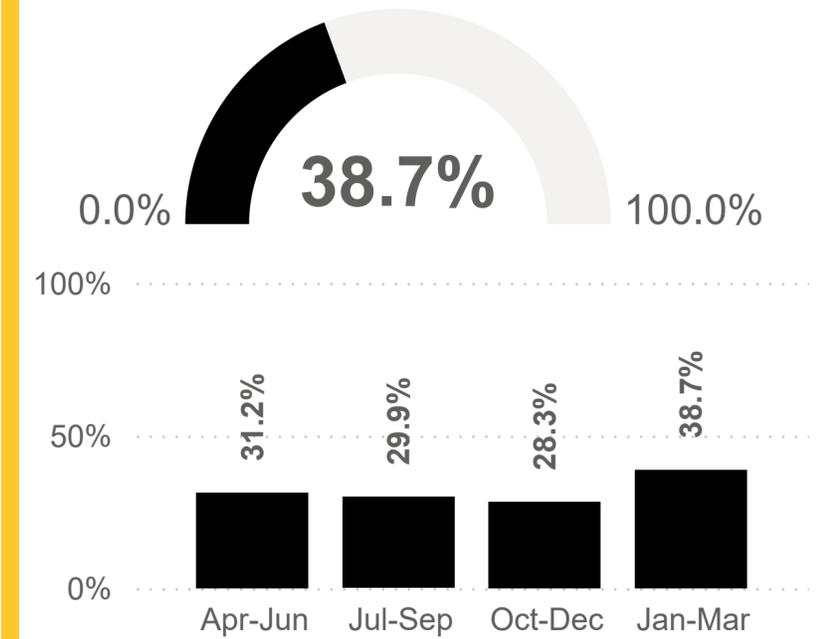
Overall Satisfaction: Community



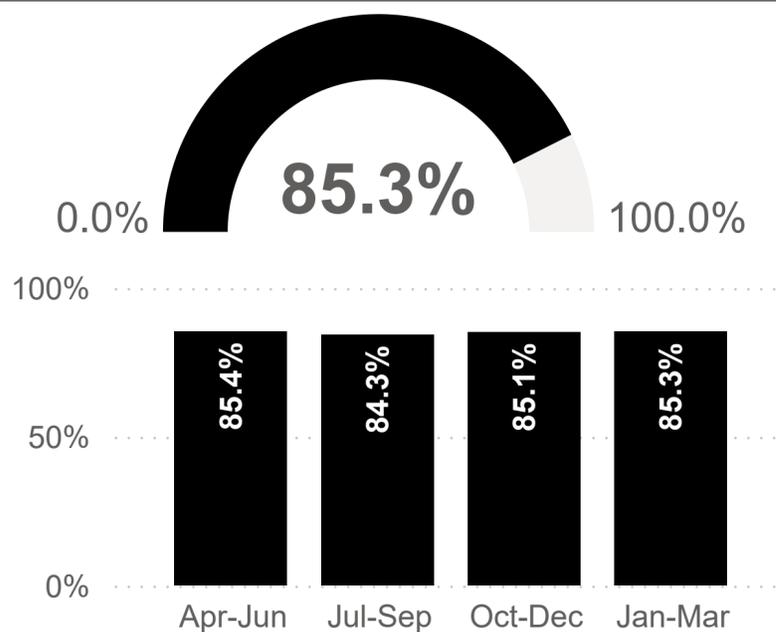
Trust to Deliver Service



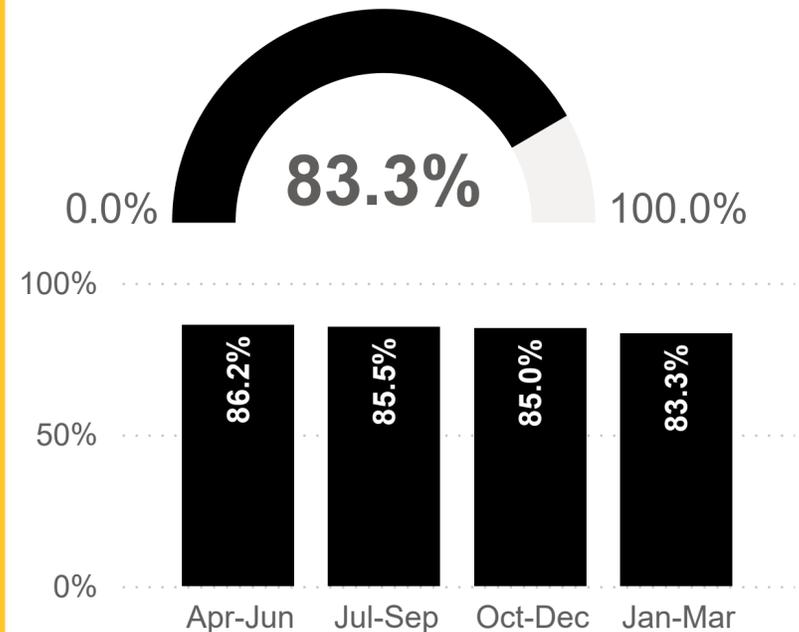
Trust to Deliver: Community



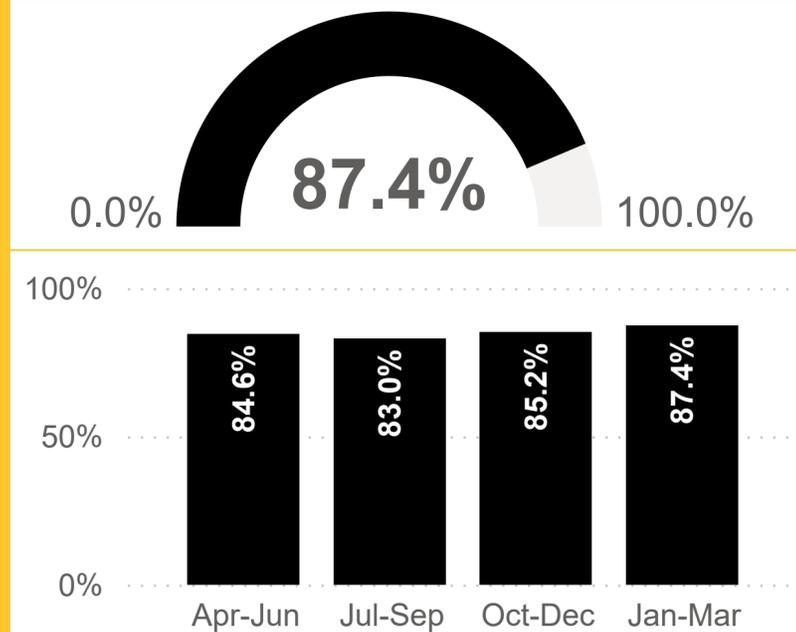
Customer Satisfaction with Staff



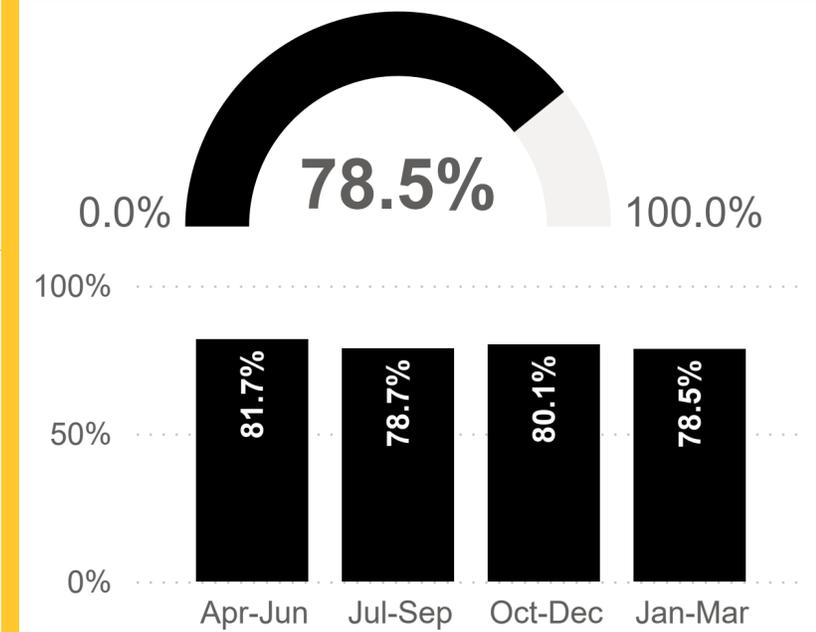
Satisfaction with Port Staff



Satisfaction with Onboard Crew



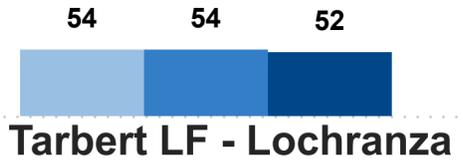
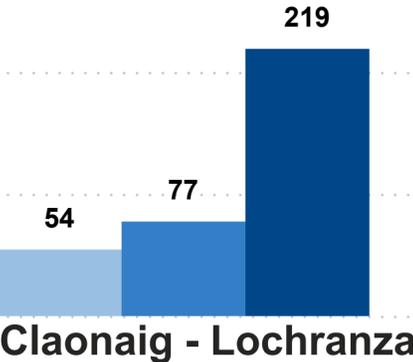
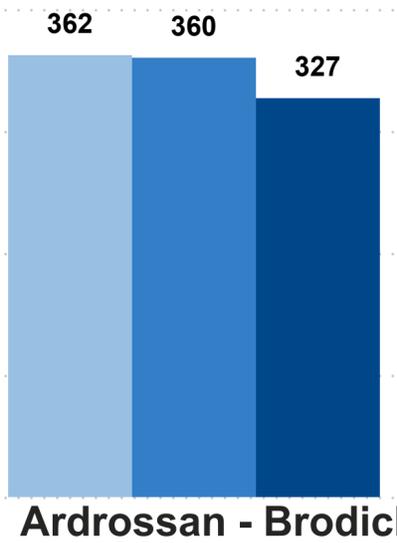
Satisfaction with the Port





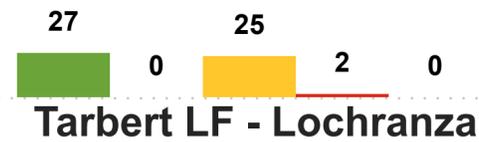
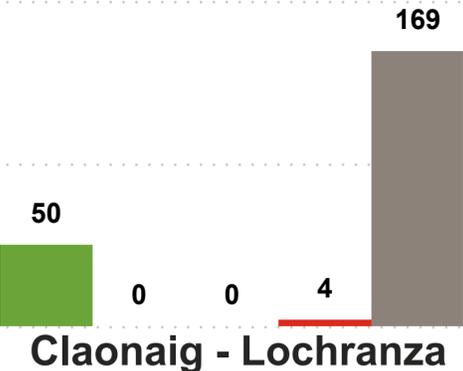
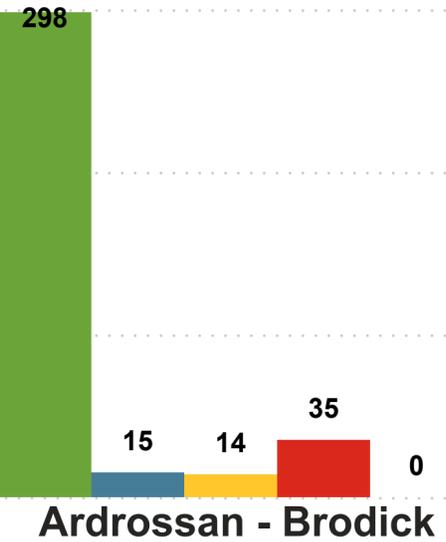
Sailings Timetabled, Amended & Actual

● Timetabled ● Amended ● Actual



Punctuality & Reliability

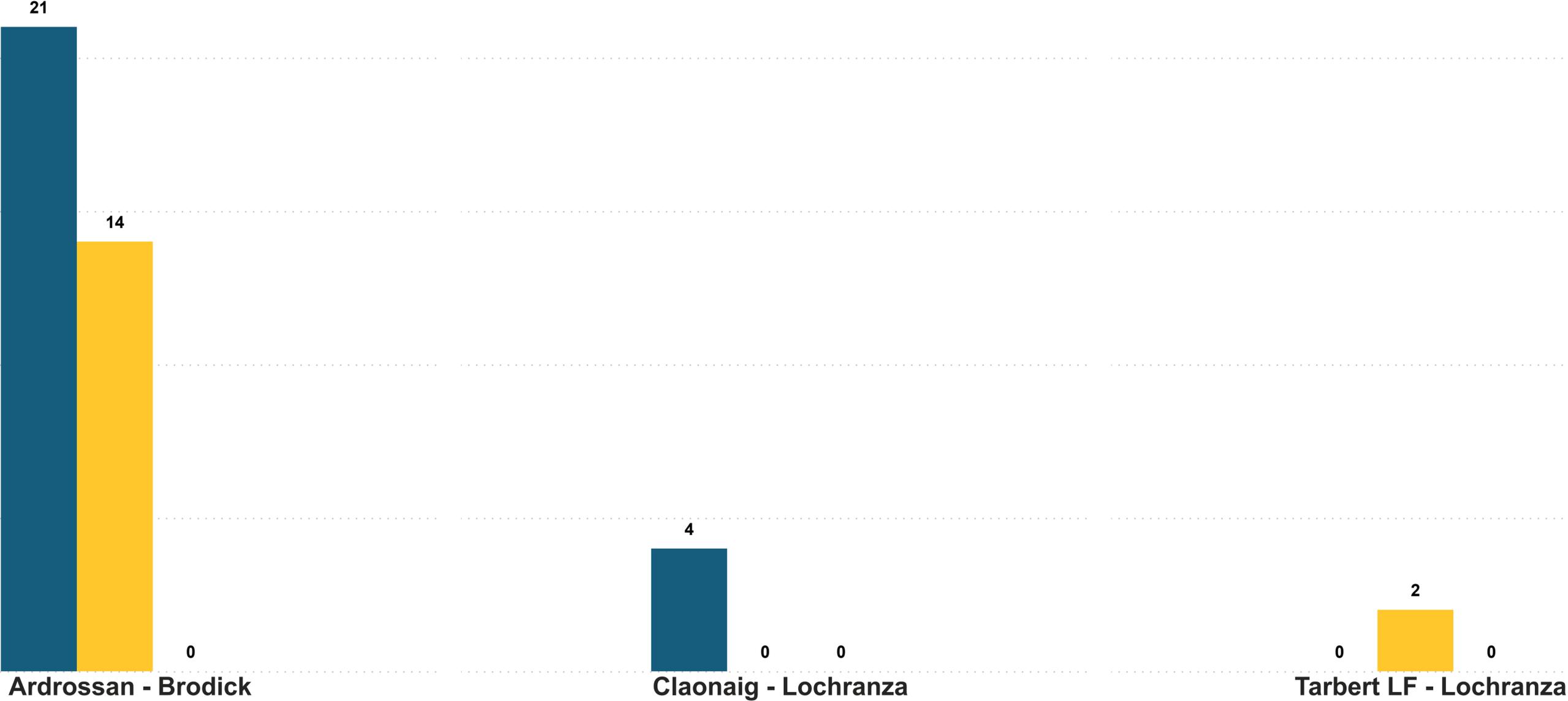
● On Time ● Level 1 Lateness ● Level 2 Lateness ● Cancelled ● Additional





Cancelled Sailings (By Reason)

● Weather ● Technical ● Other

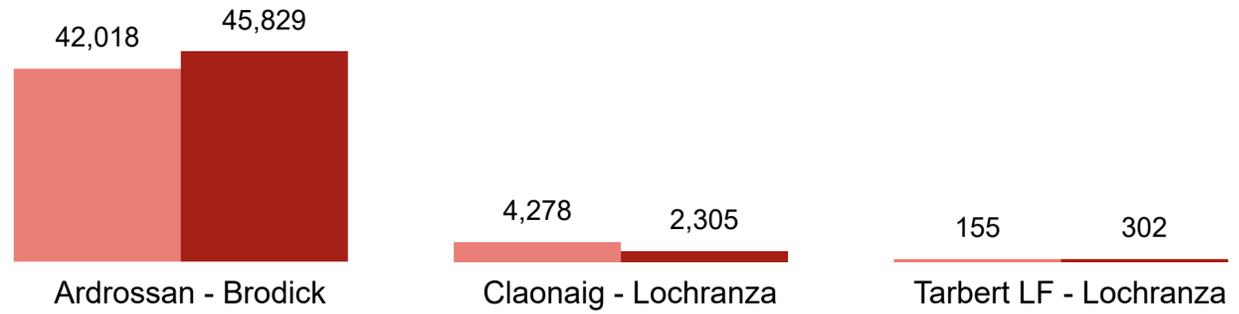


"Other" refers to any cancellations not resulting from weather and technical disruption. This includes cancellations due to reasons such as bunkering issues, berth unavailability etc.



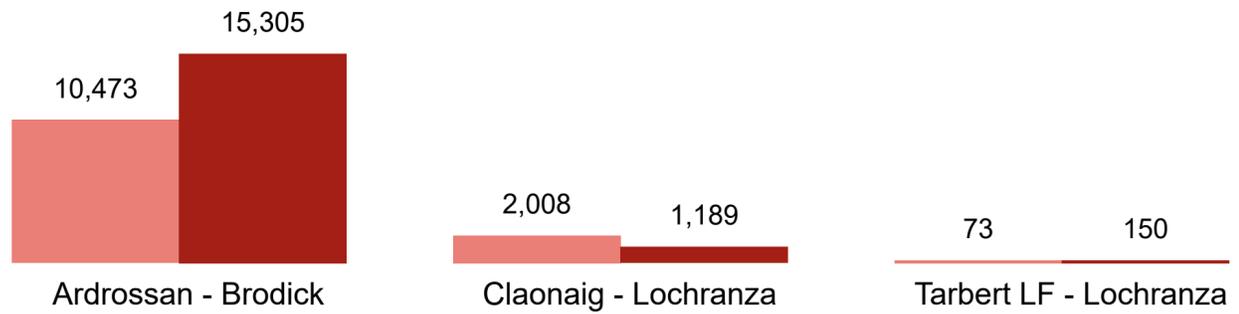
Shipped Passengers

● Last Year ● This Year



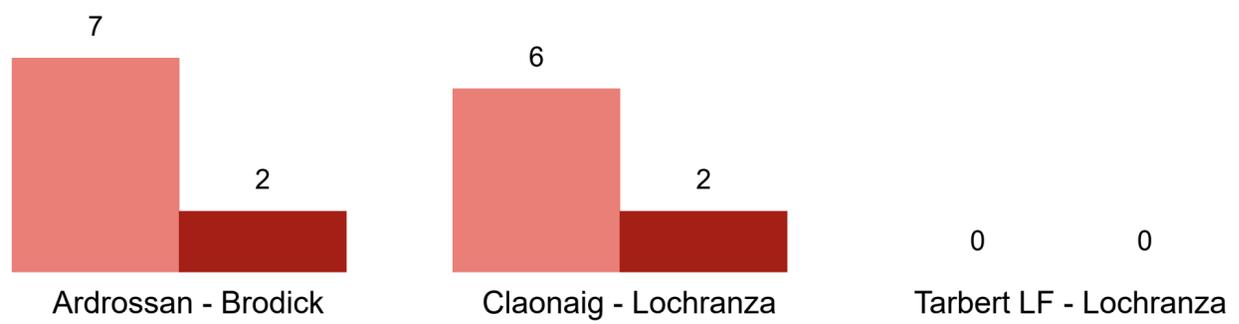
Shipped Cars

● Last Year ● This Year



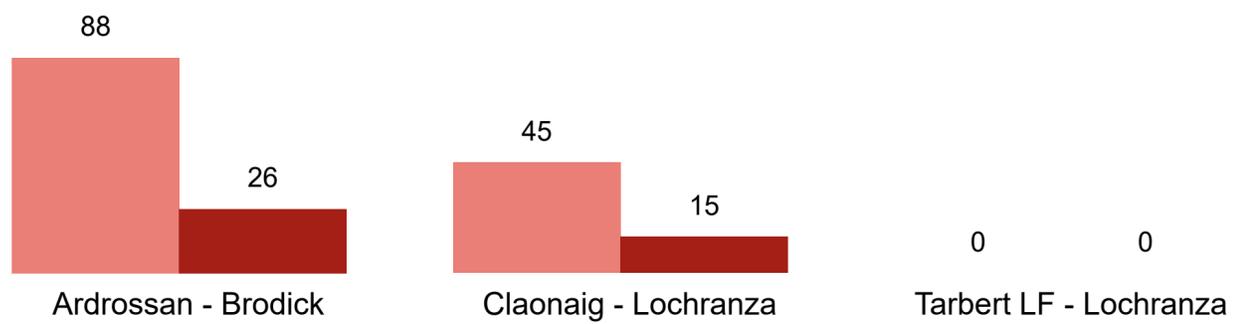
Shipped Coaches

● Last Year ● This Year



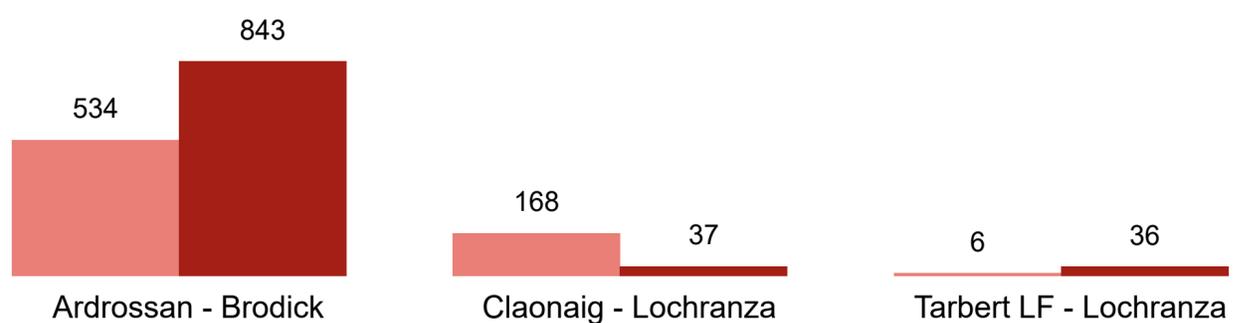
Shipped Coach Metres

● Last Year ● This Year



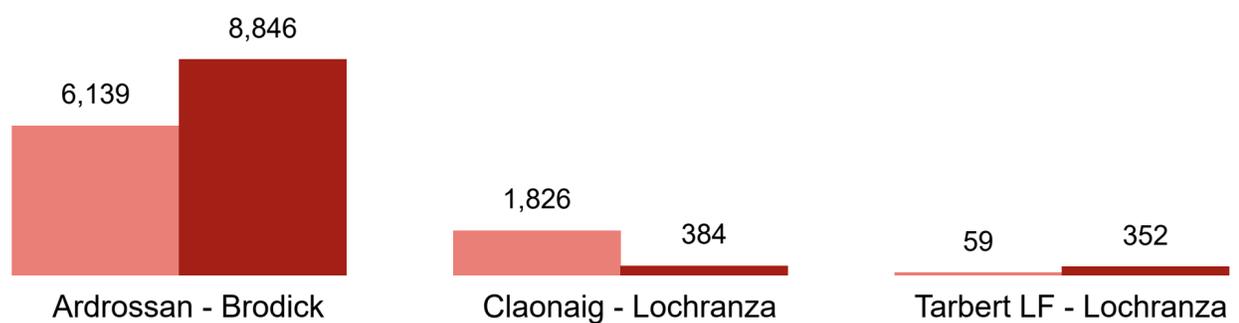
Shipped Commercial Vehicles

● Last Year ● This Year



Shipped Commercial Vehicle Metres

● Last Year ● This Year

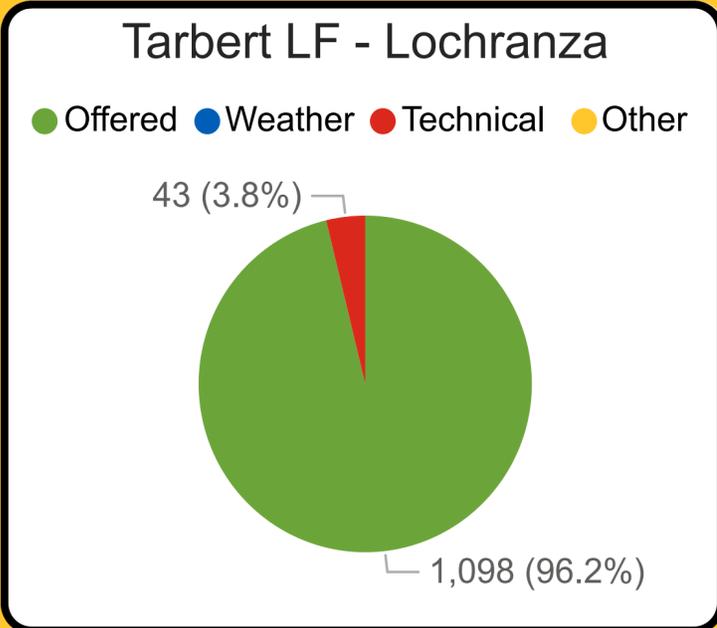
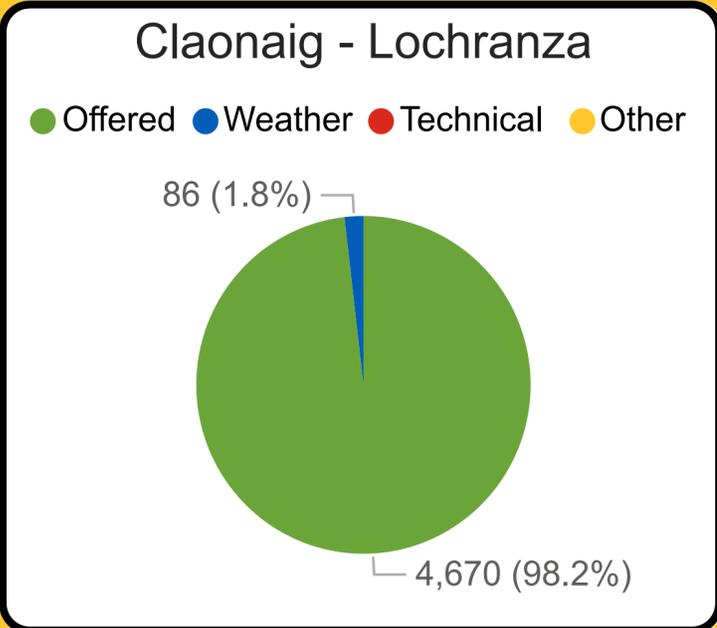
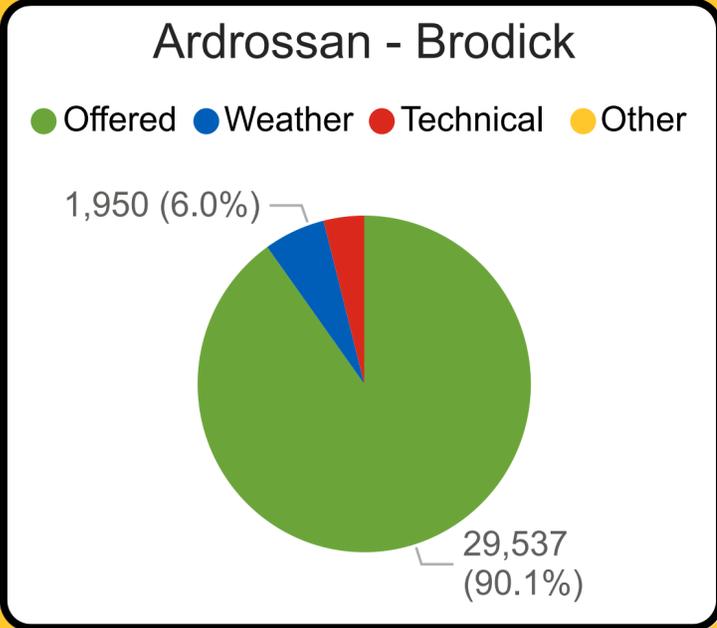


Our Performance in March 2025

Car Equivalent Spaces Offered vs Cancelled



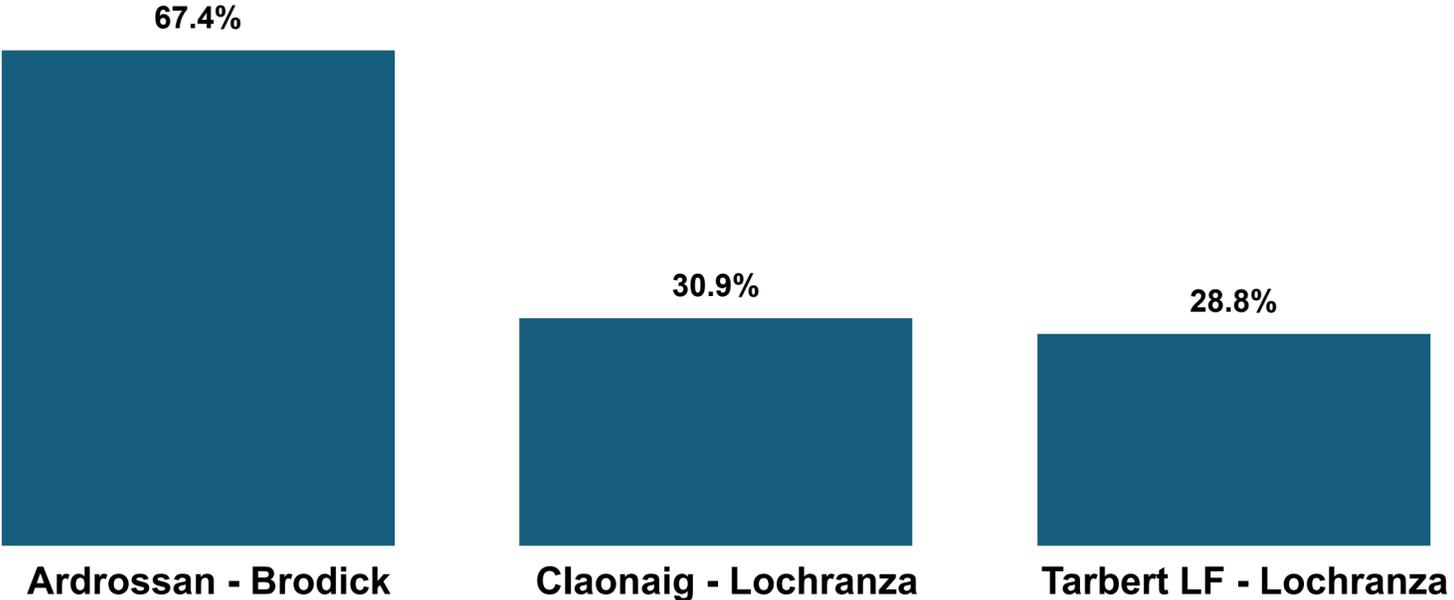
• 1 Car Equivalent Space is equal to 4.6 General Lane Metres
• Below visuals represent car equivalent spaces offered vs car equivalent space made unavailable as a result of technical, weather and all other cancellations



Route	Offered	Weather	Technical	Other
Ardrossan - Brodick	29,537	1,950	1,290	0
Claonaig - Lochranza	4,670	86	0	0
Tarbert LF - Lochranza	1,098	0	43	0



Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Ardrossan - Brodick	135.9K	91.6K	19,917	67.4%
Claonaig - Lochranza	21.5K	6.6K	1,443	30.9%
Tarbert LF - Lochranza	5.0K	1.5K	316	28.8%
Total	162.4K	99.7K	21,676	61.4%

Overall Utilisation of Sailings

● >90% ● 75-89% ● 50-74% ● <50%

