

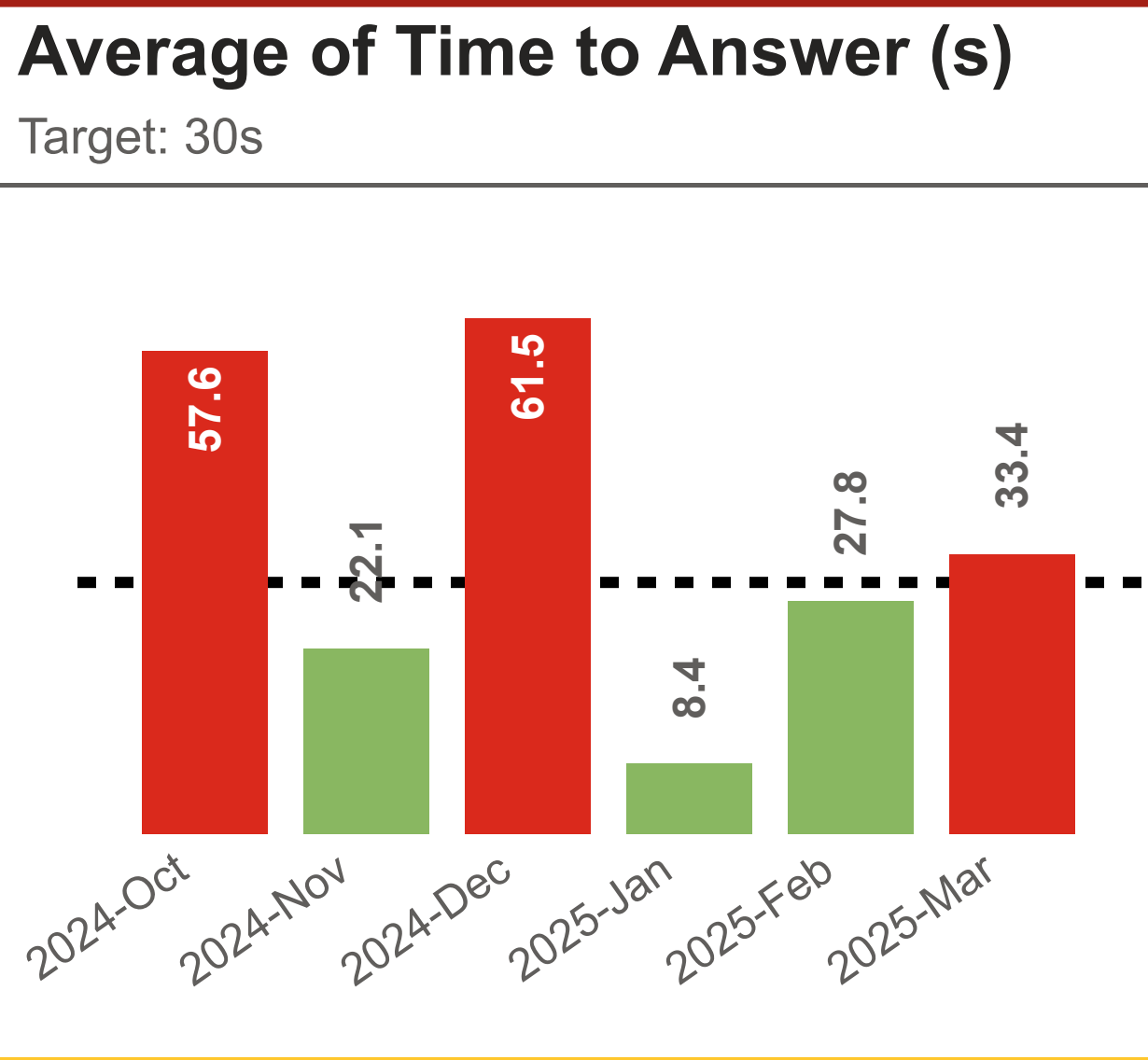
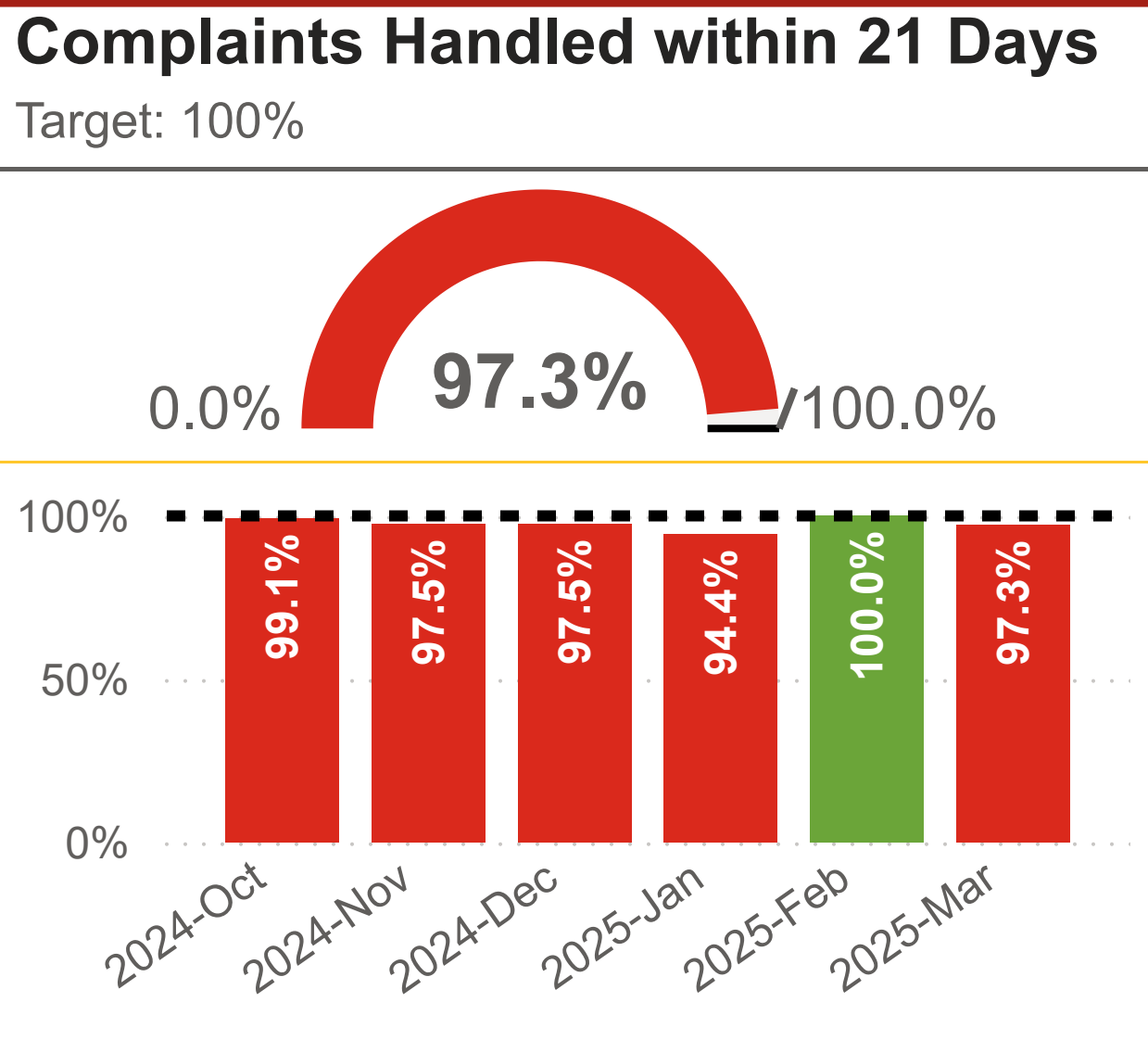
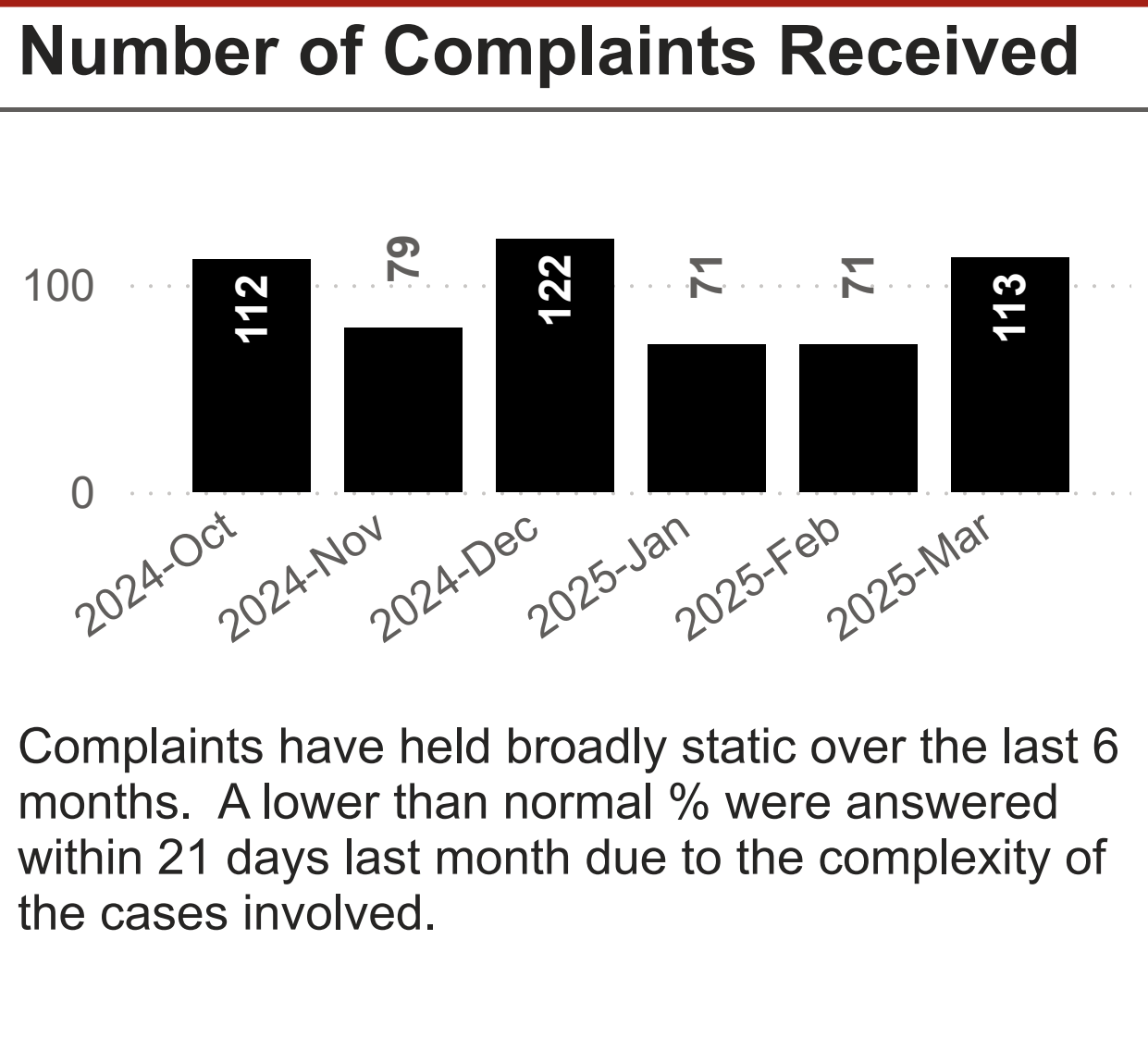
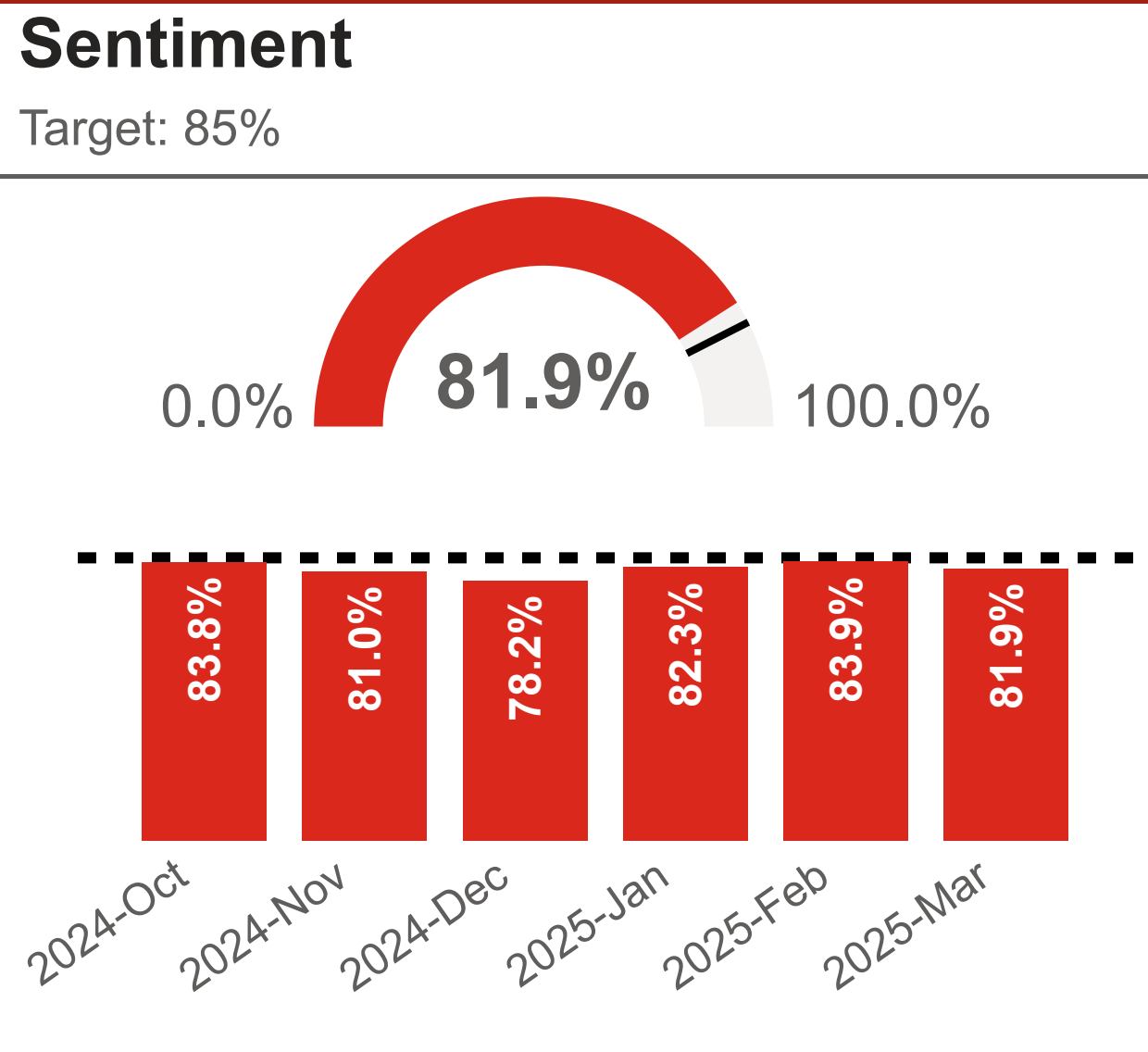
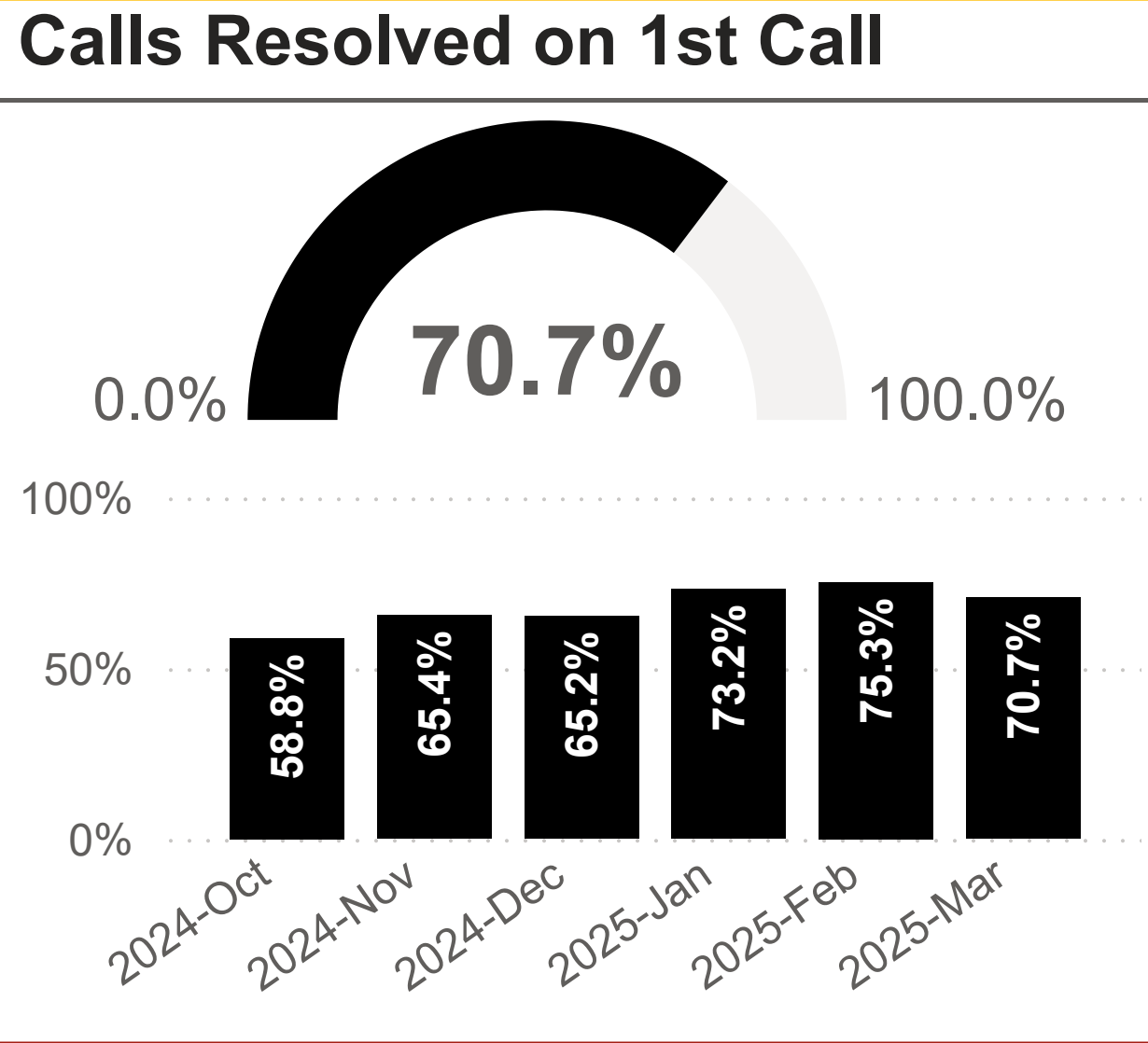
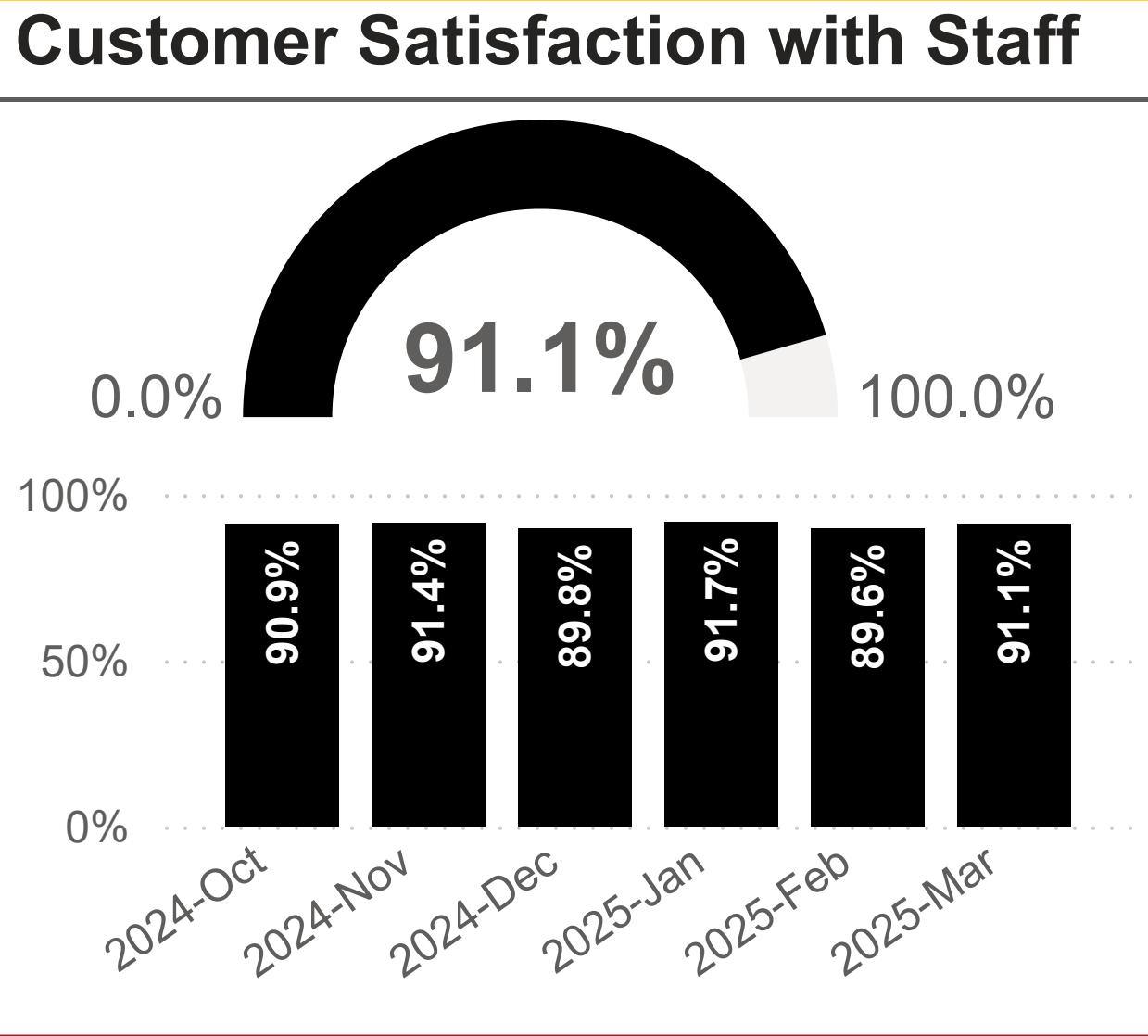
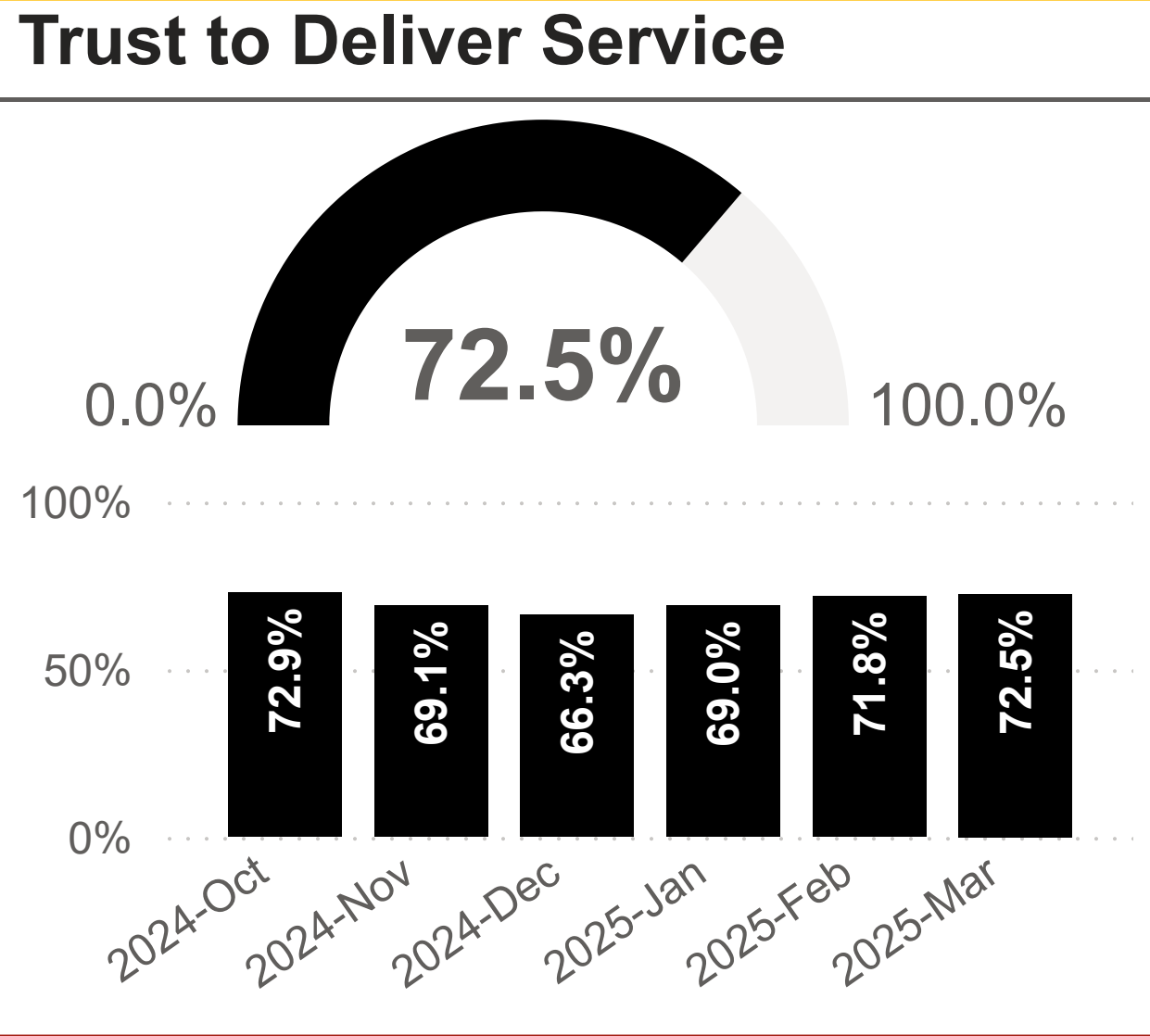
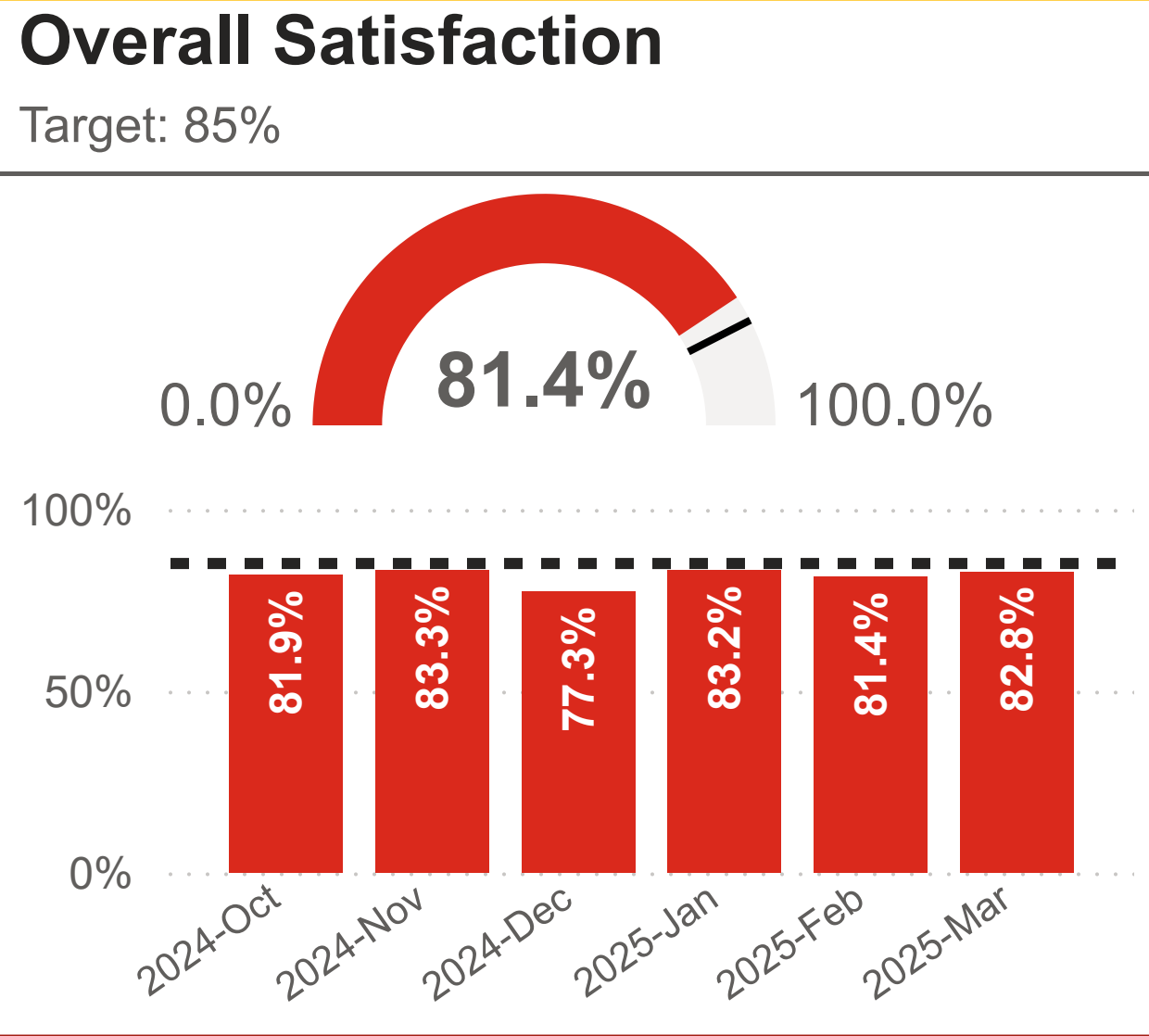
Total Number of
Survey Responses
Last 6 Months

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

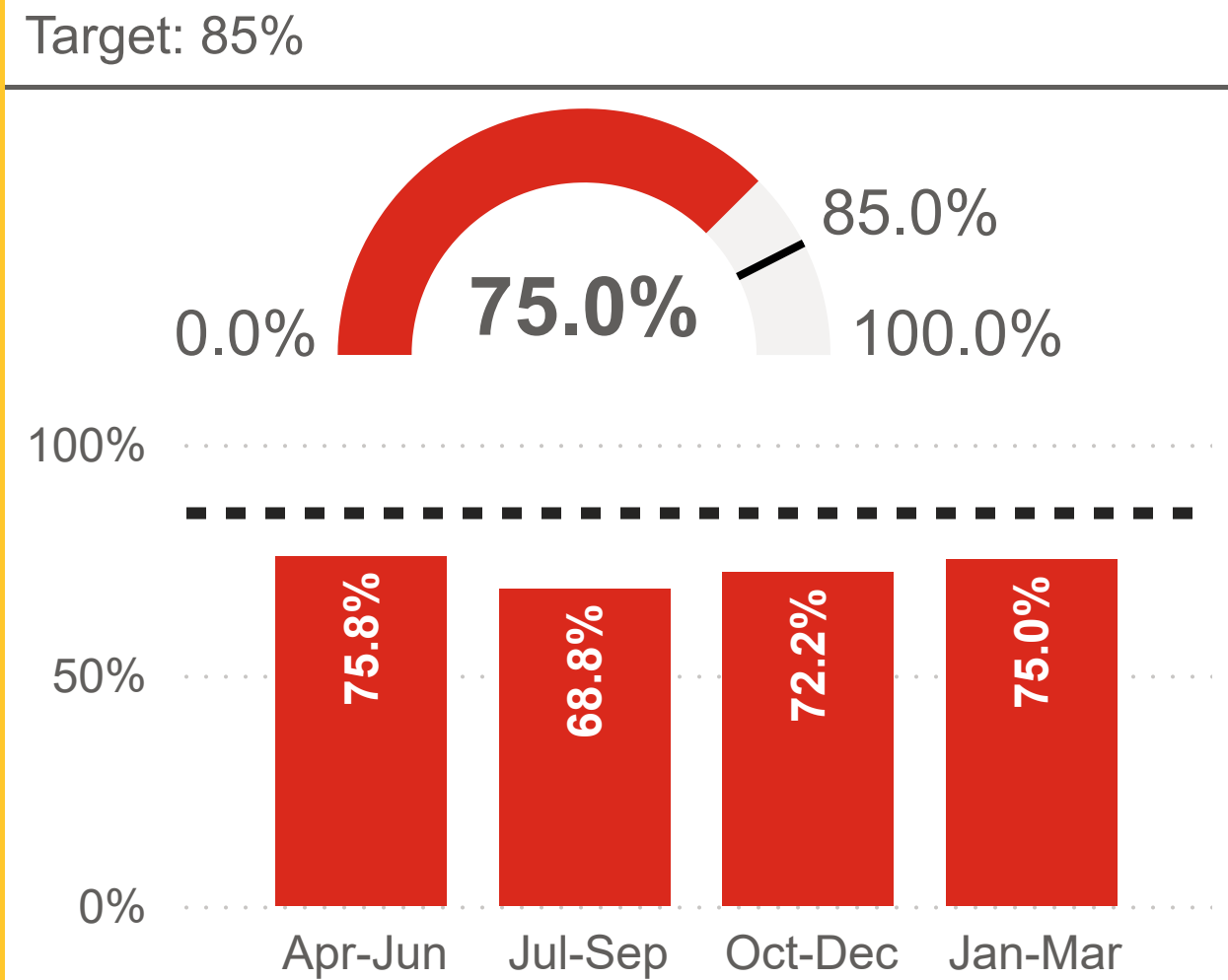
Customer Feedback Metrics

Clyde South

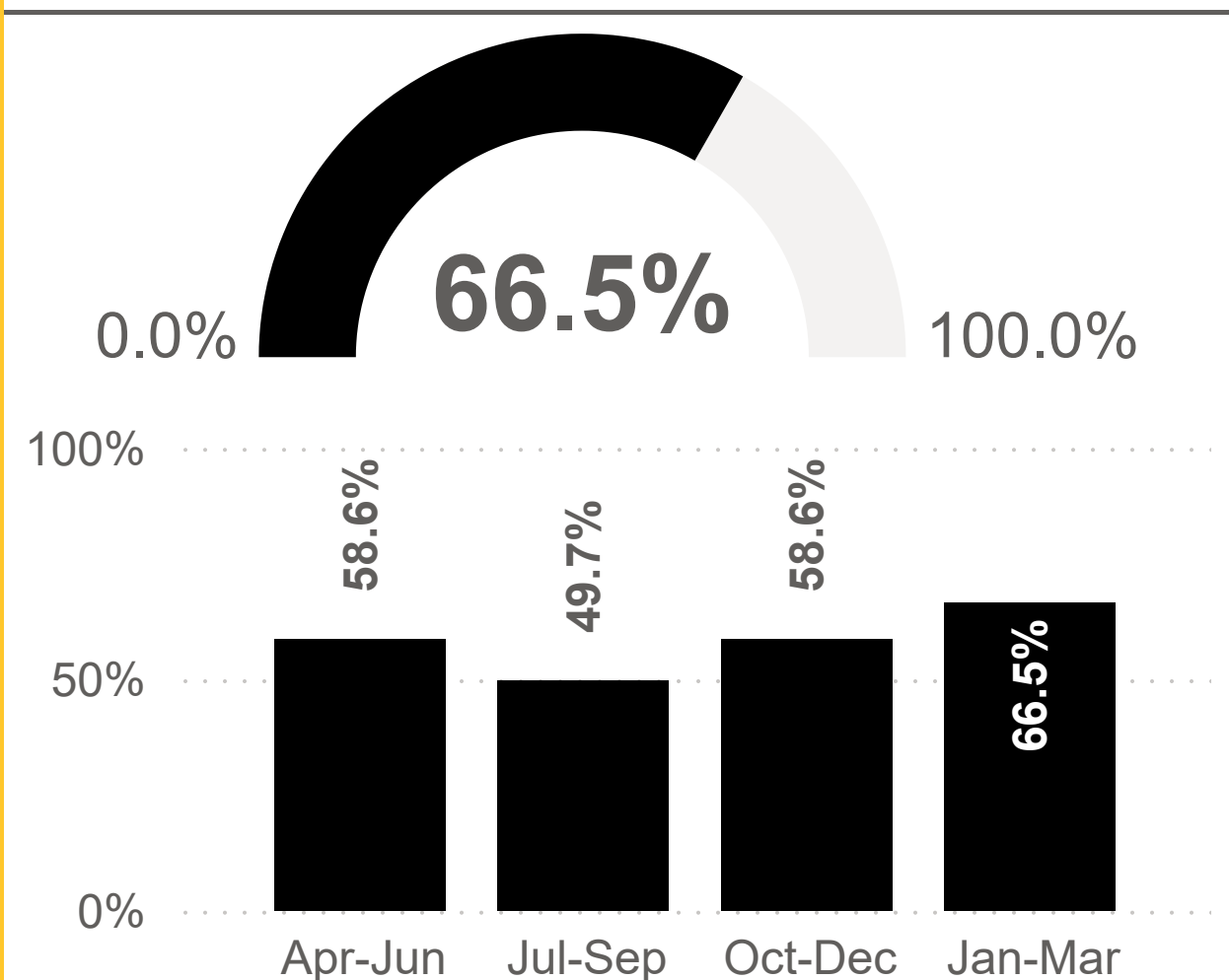


For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.
Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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

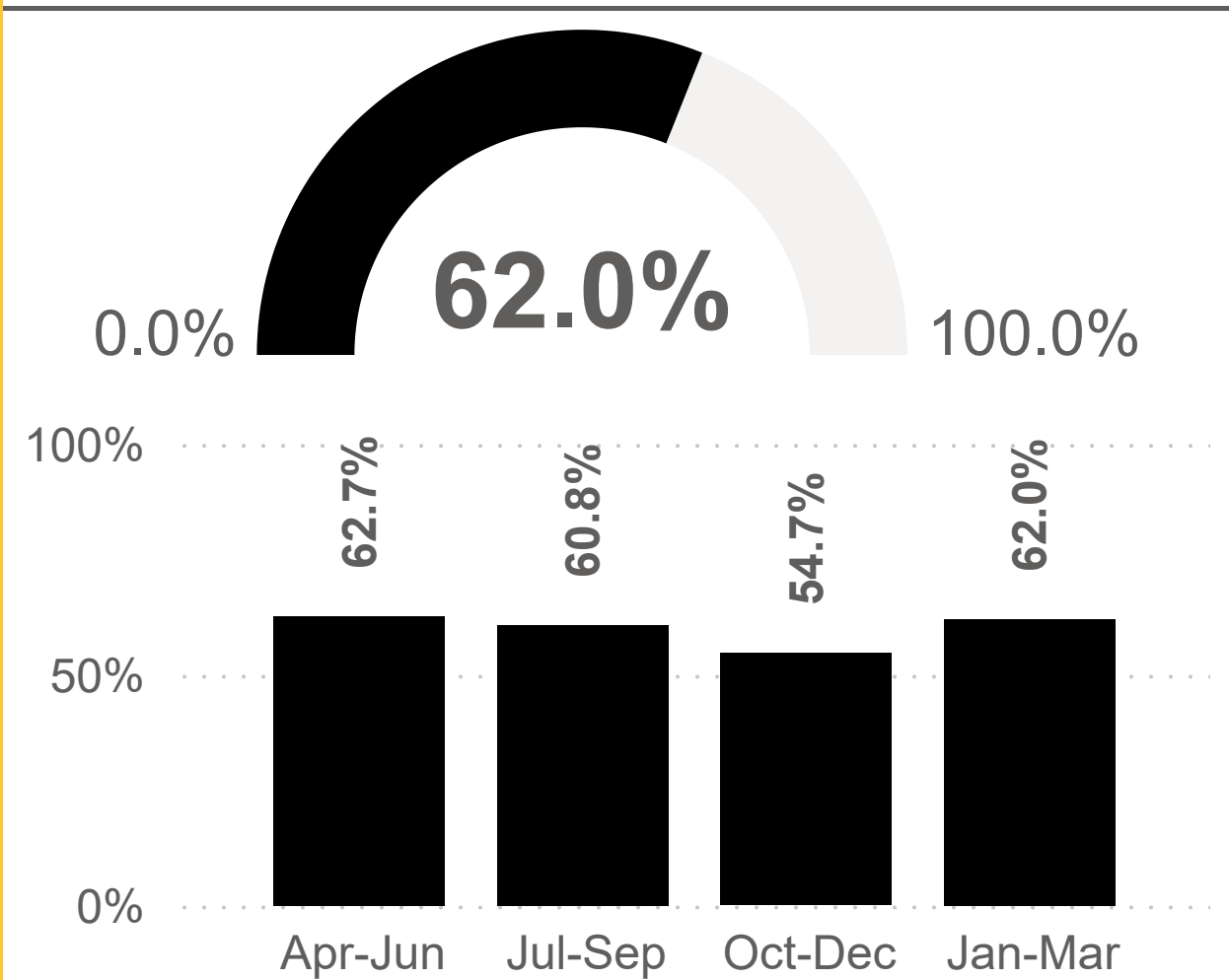
Overall Satisfaction



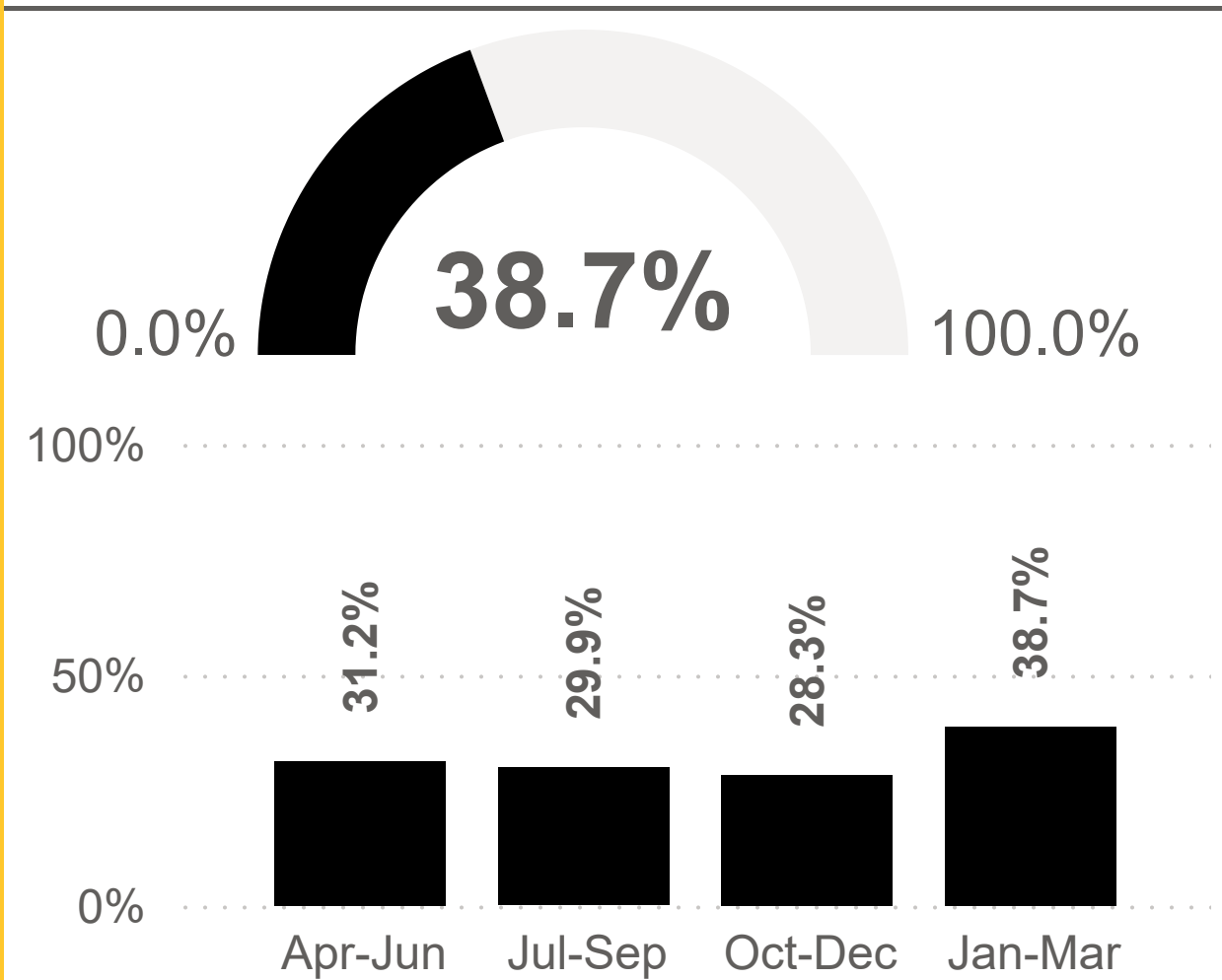
Overall Satisfaction: Community



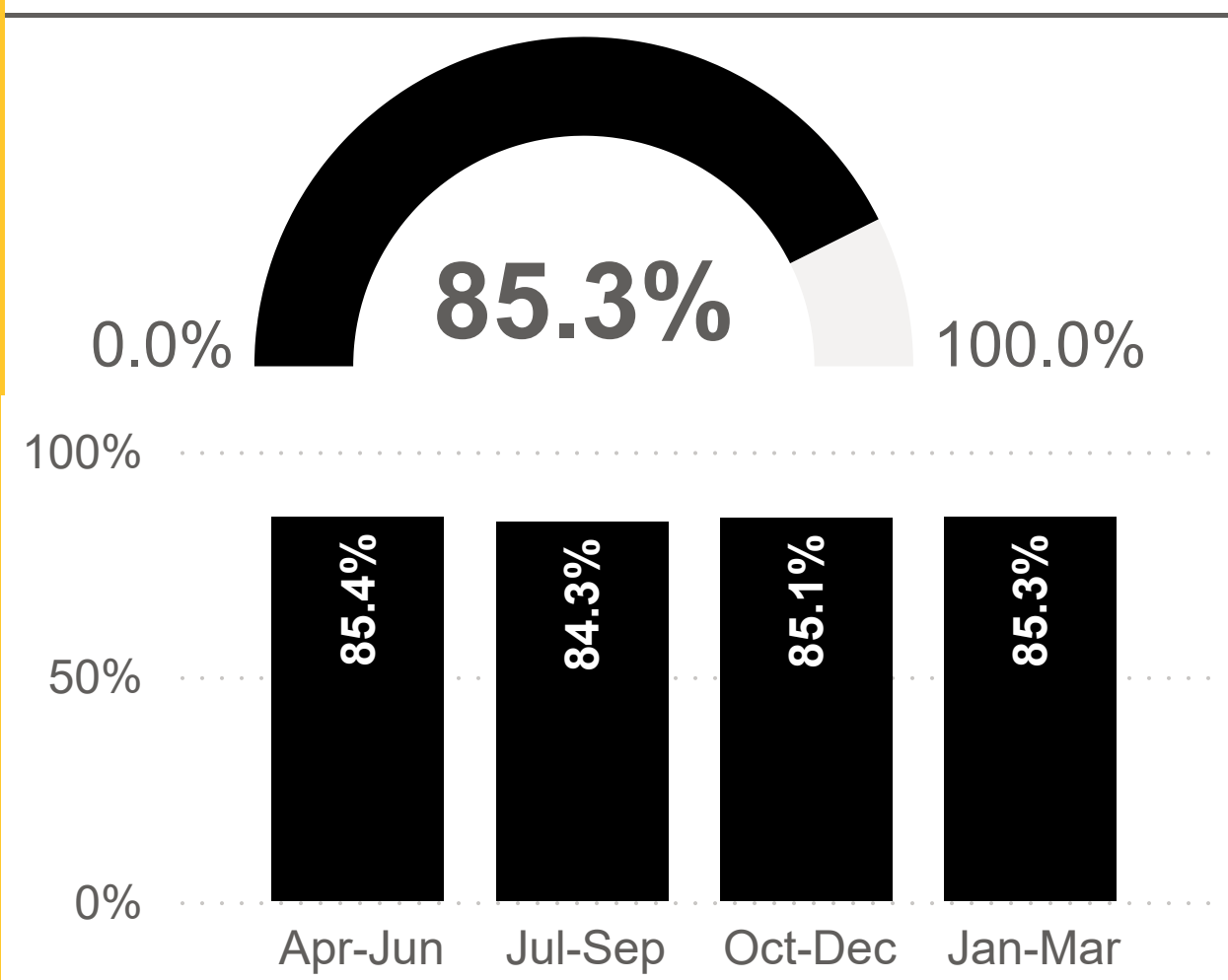
Trust to Deliver Service



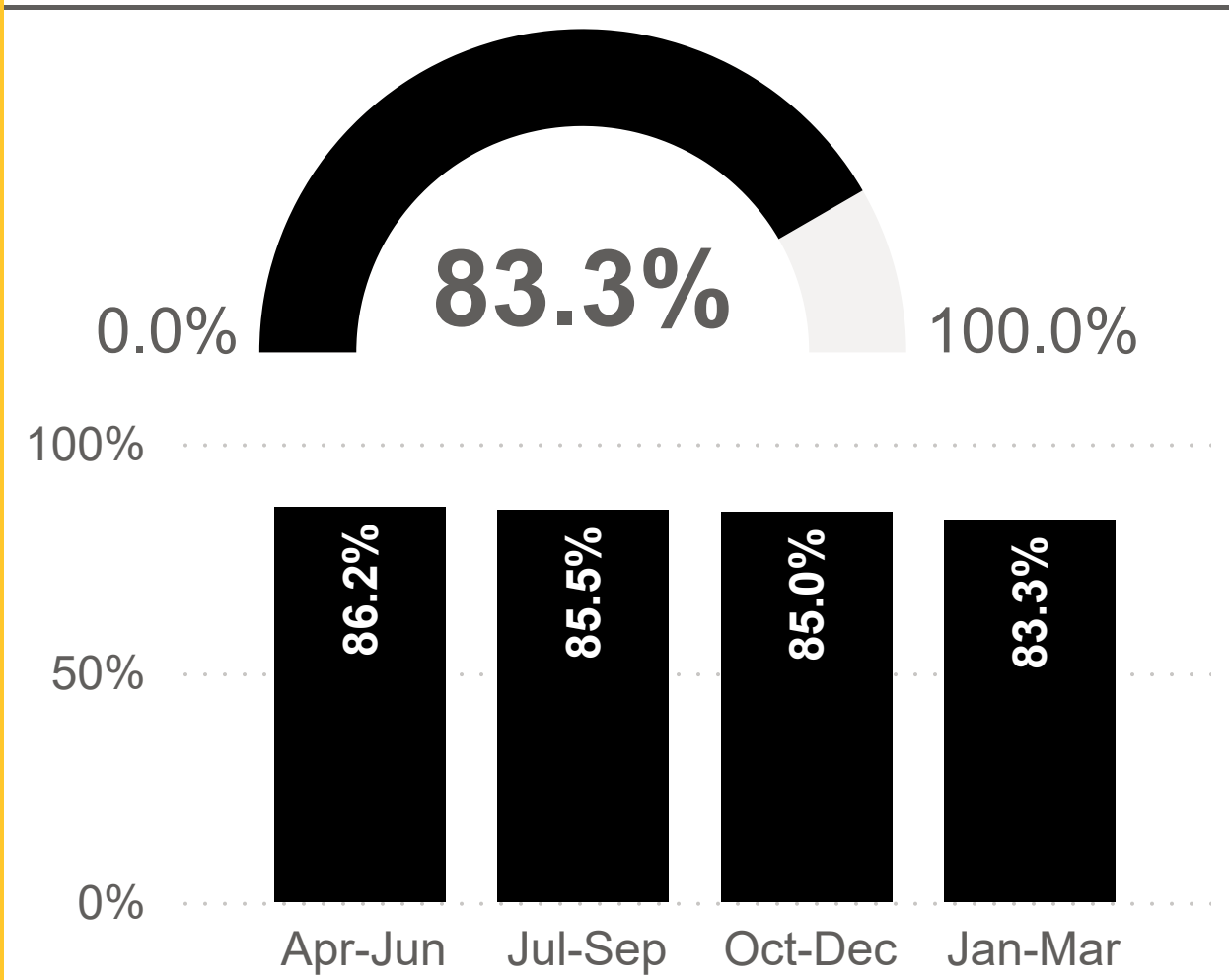
Trust to Deliver: Community



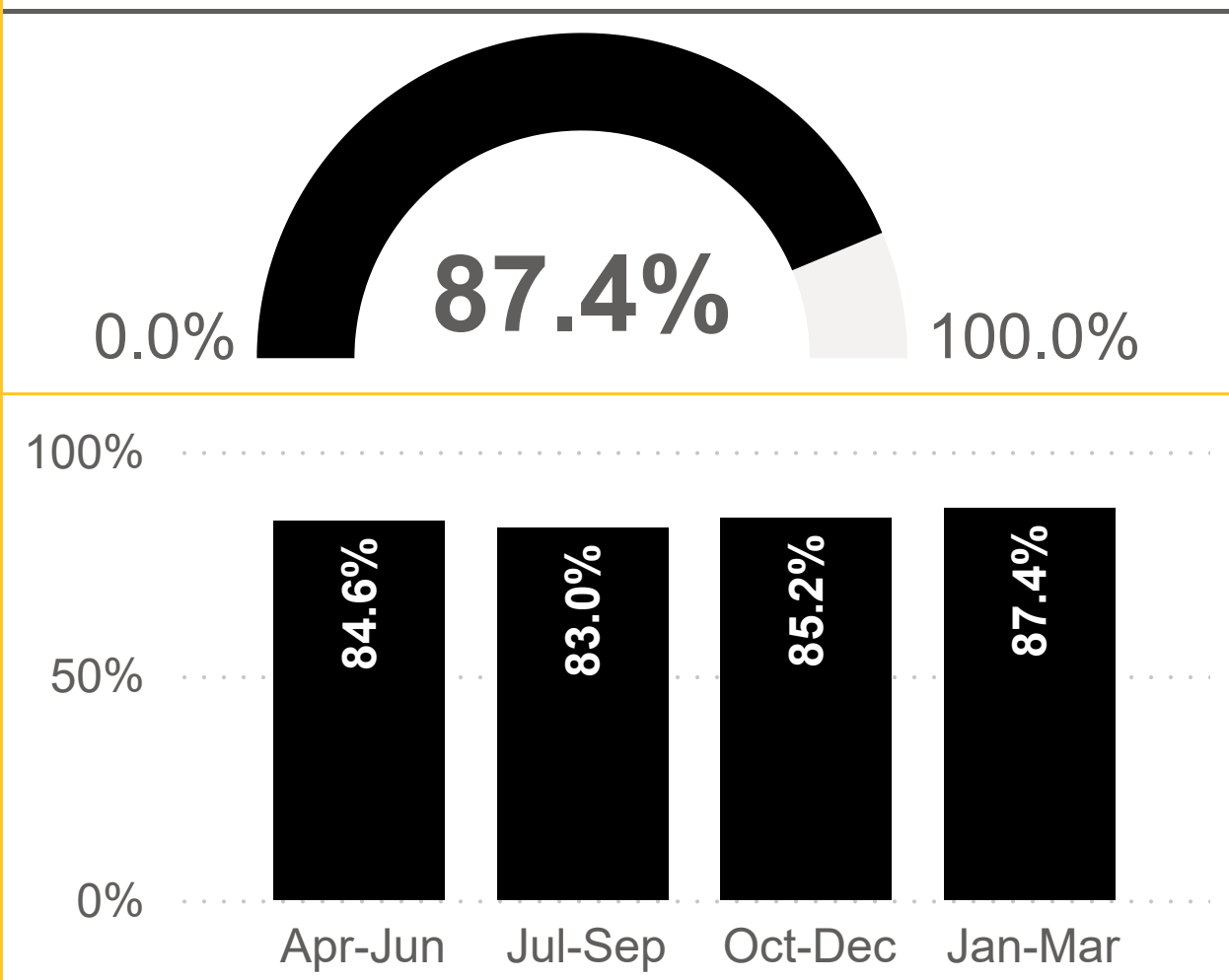
Customer Satisfaction with Staff



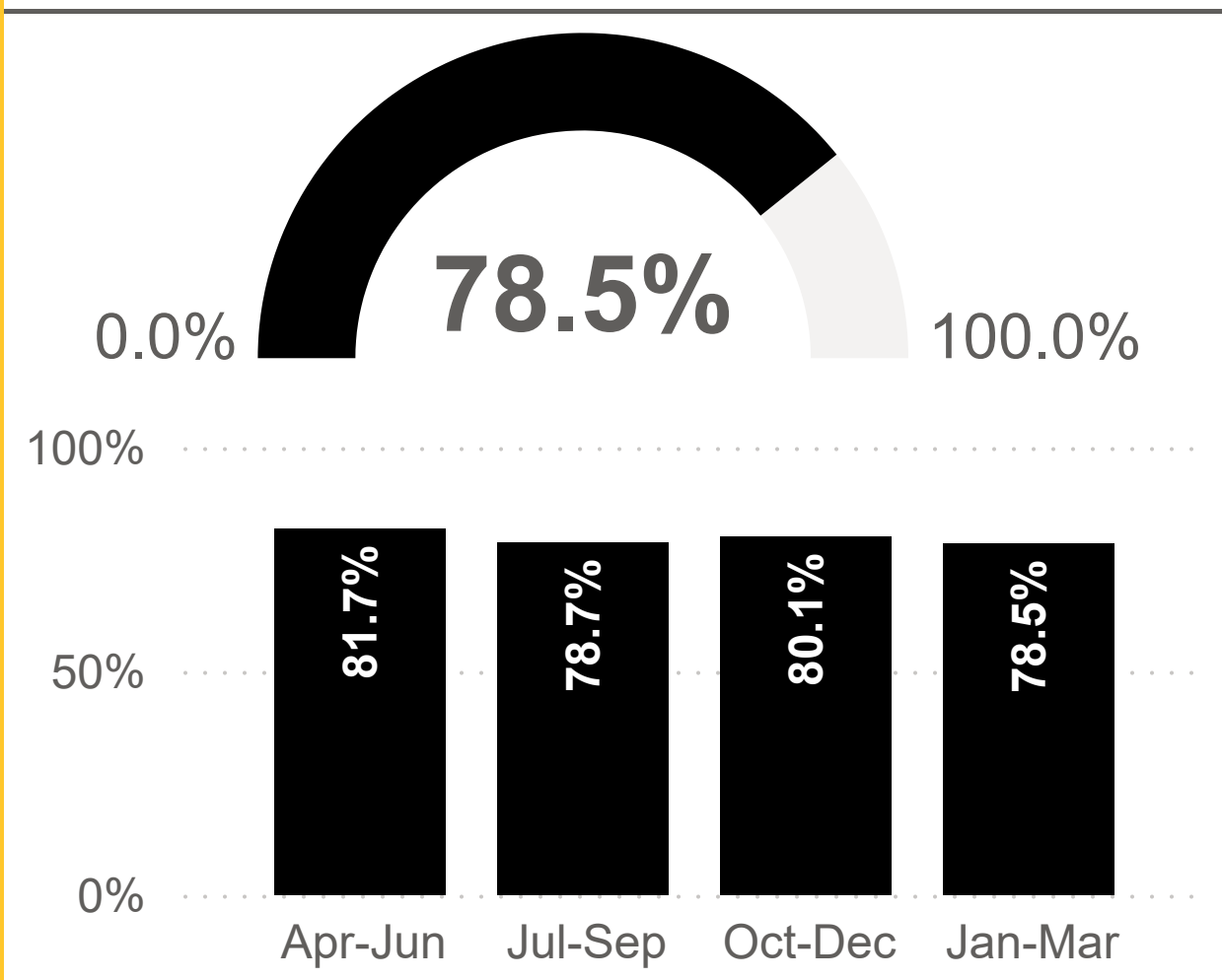
Satisfaction with Port Staff



Satisfaction with Onboard Crew



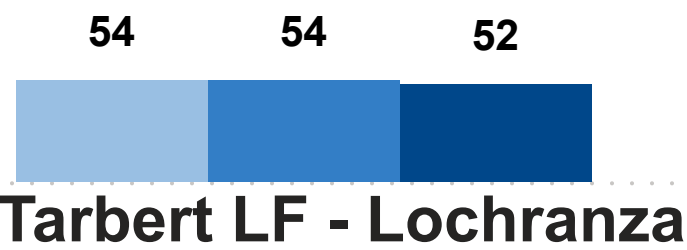
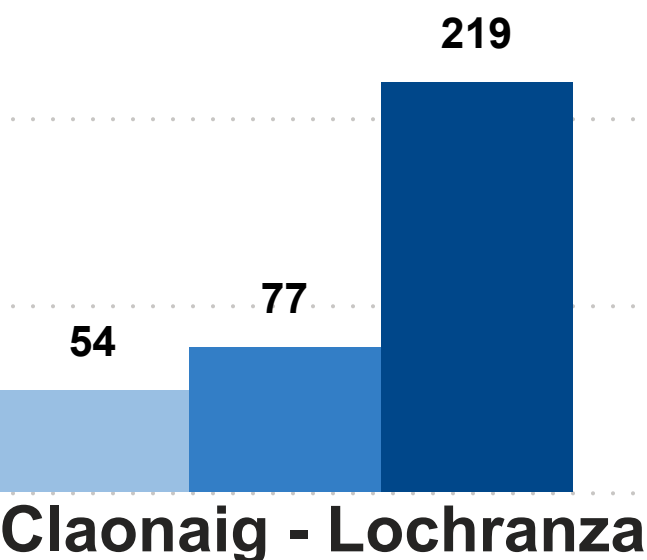
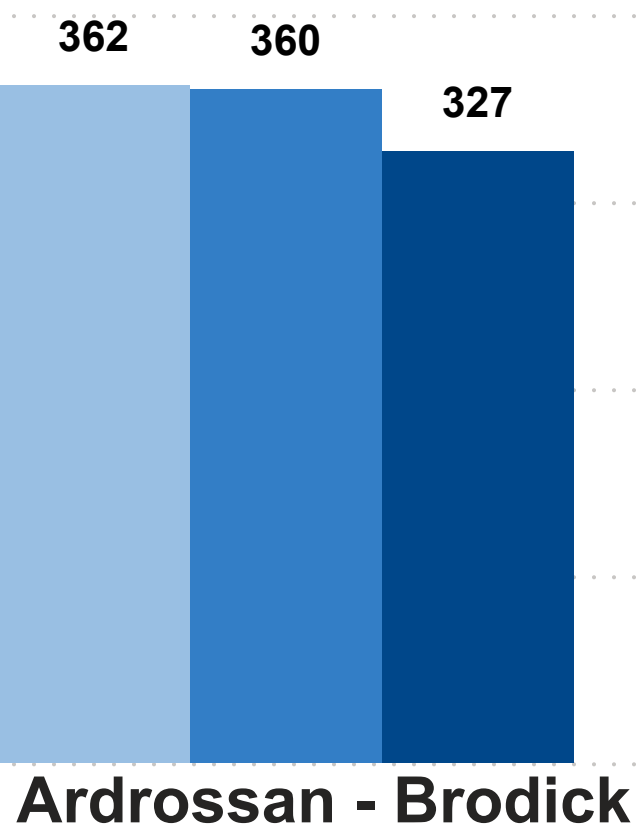
Satisfaction with the Port





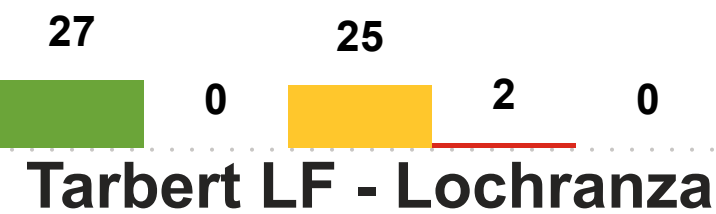
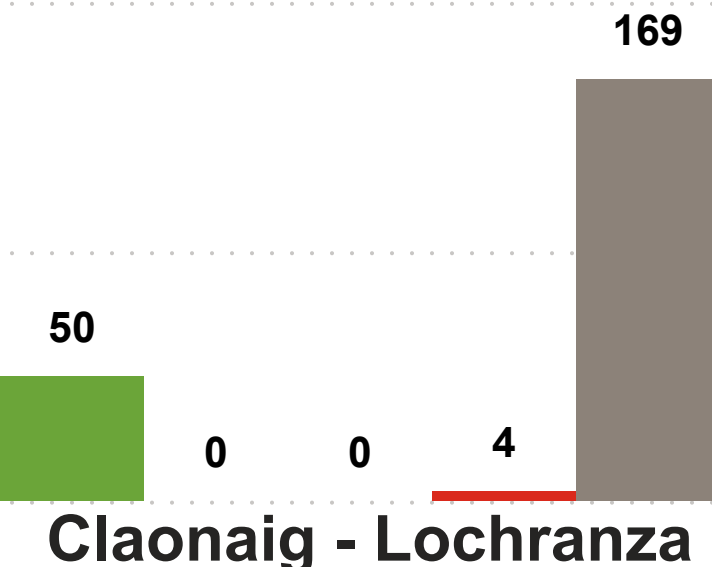
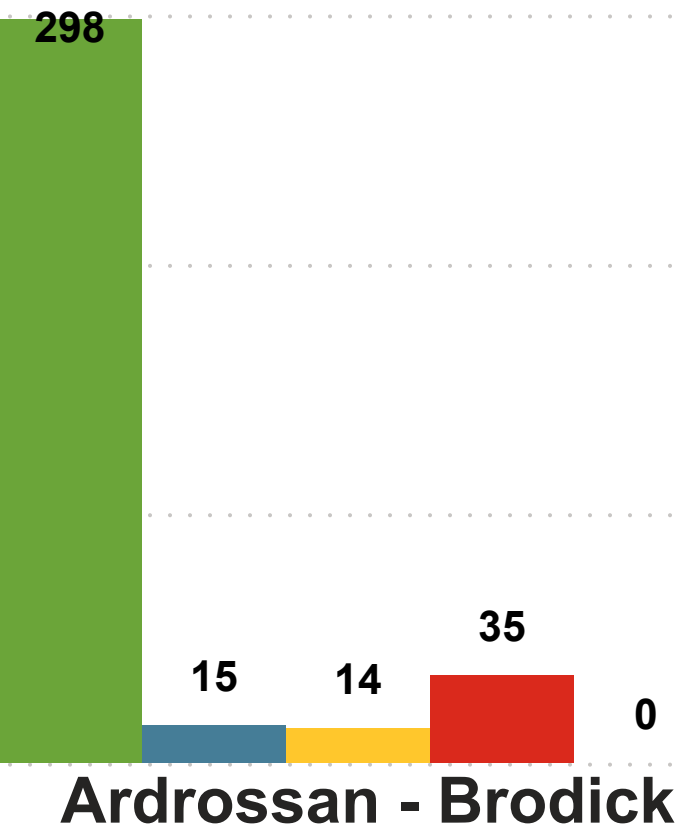
Sailings Timetabled, Amended & Actual

● Timetabled ● Amended ● Actual



Punctuality & Reliability

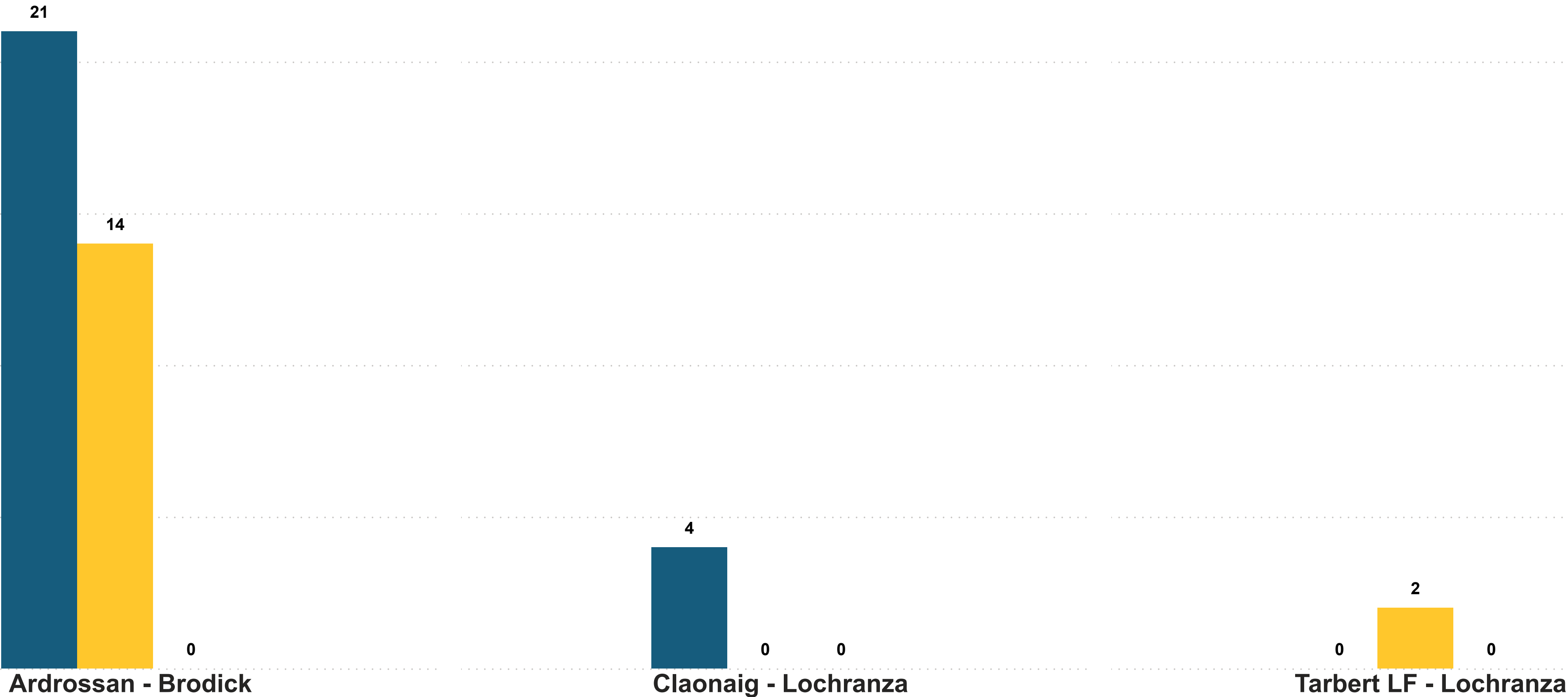
● On Time ● Level 1 Lateness ● Level 2 Lateness ● Cancelled ● Additional





Cancelled Sailings (By Reason)

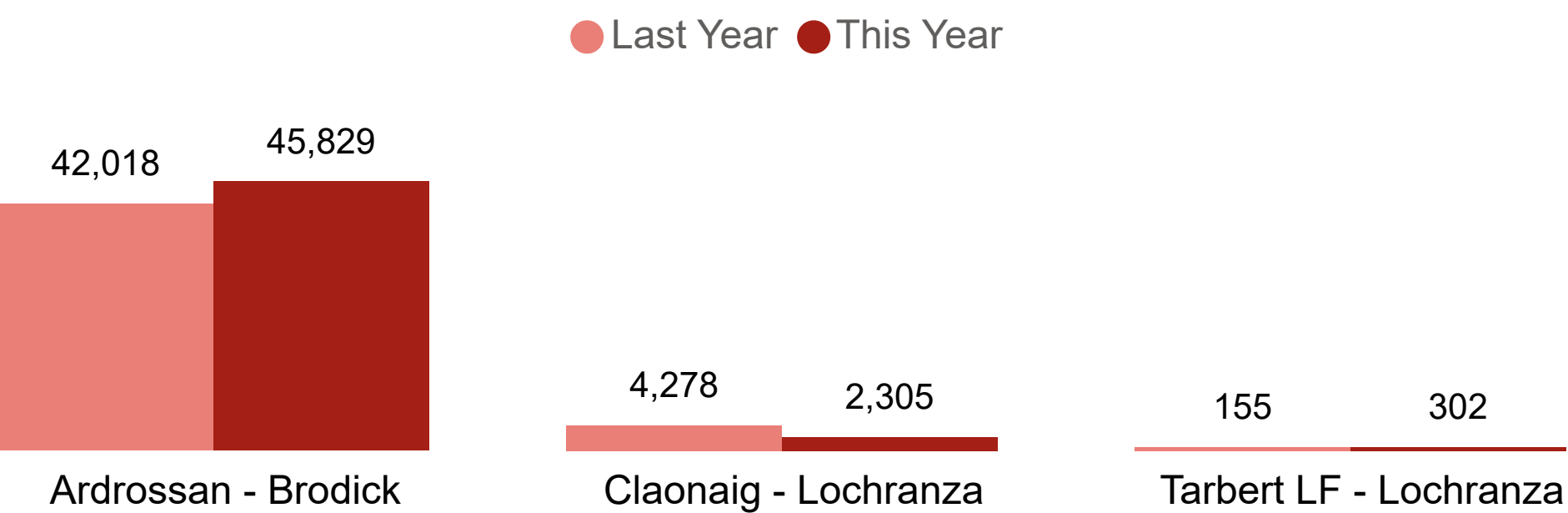
Weather Technical Other



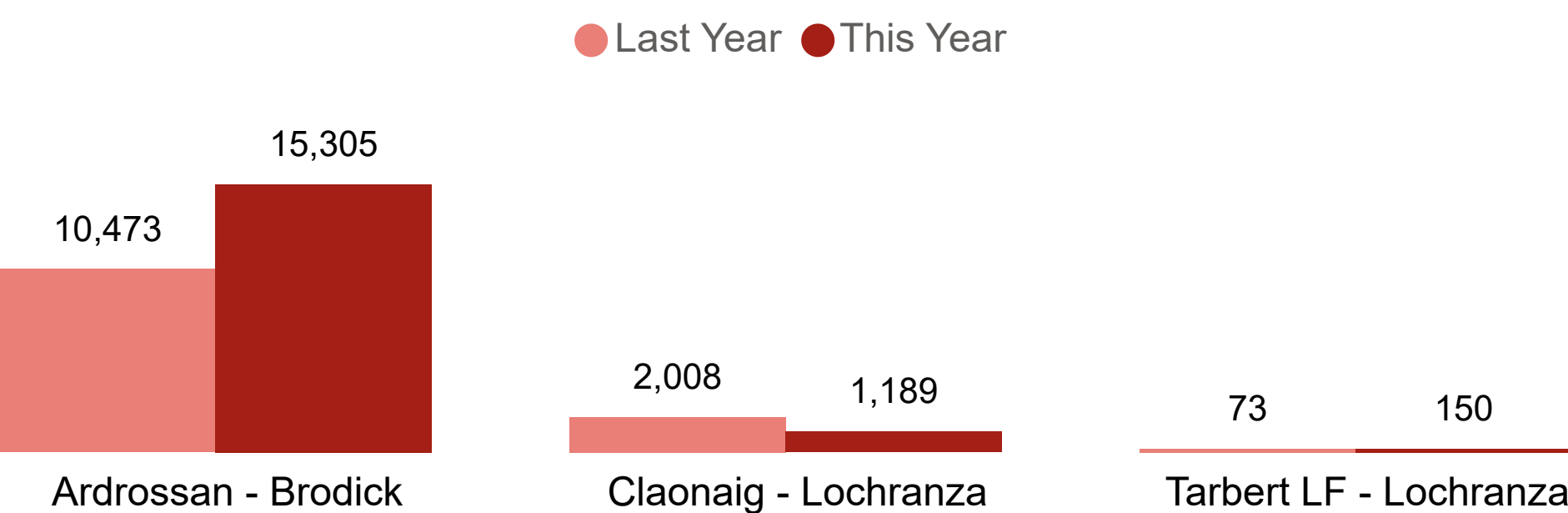
"Other" refers to any cancellations not resulting from weather and technical disruption. This includes cancellations due to reasons such as bunkering issues, berth unavailability etc.



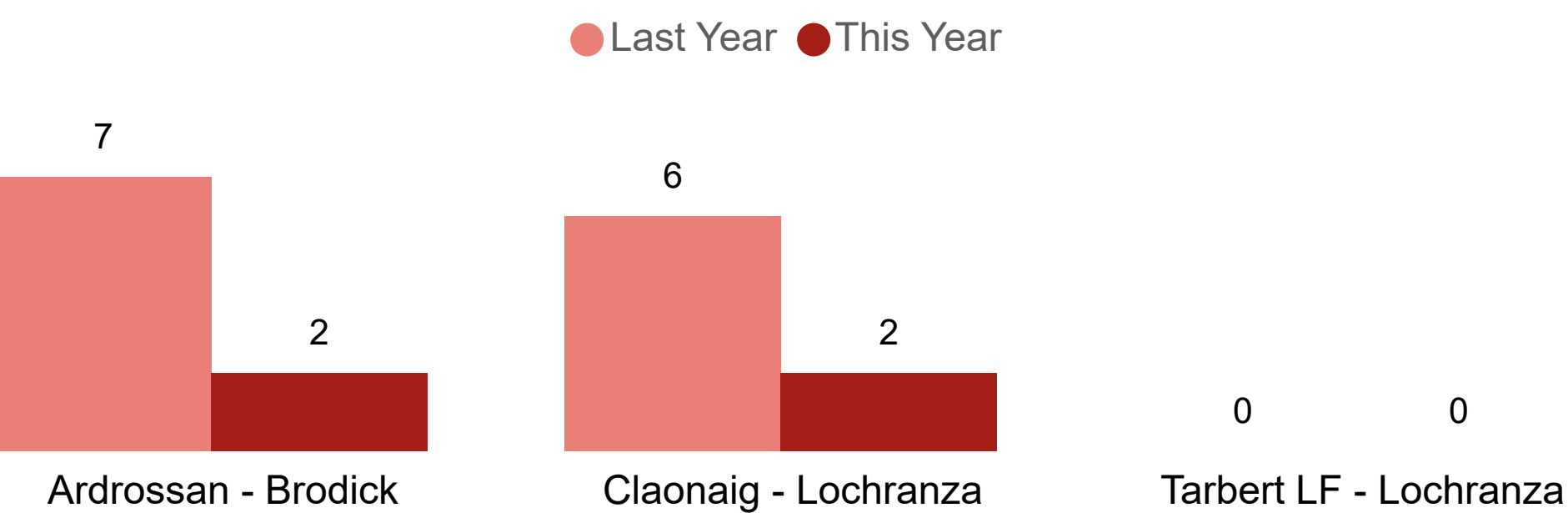
Shipped Passengers



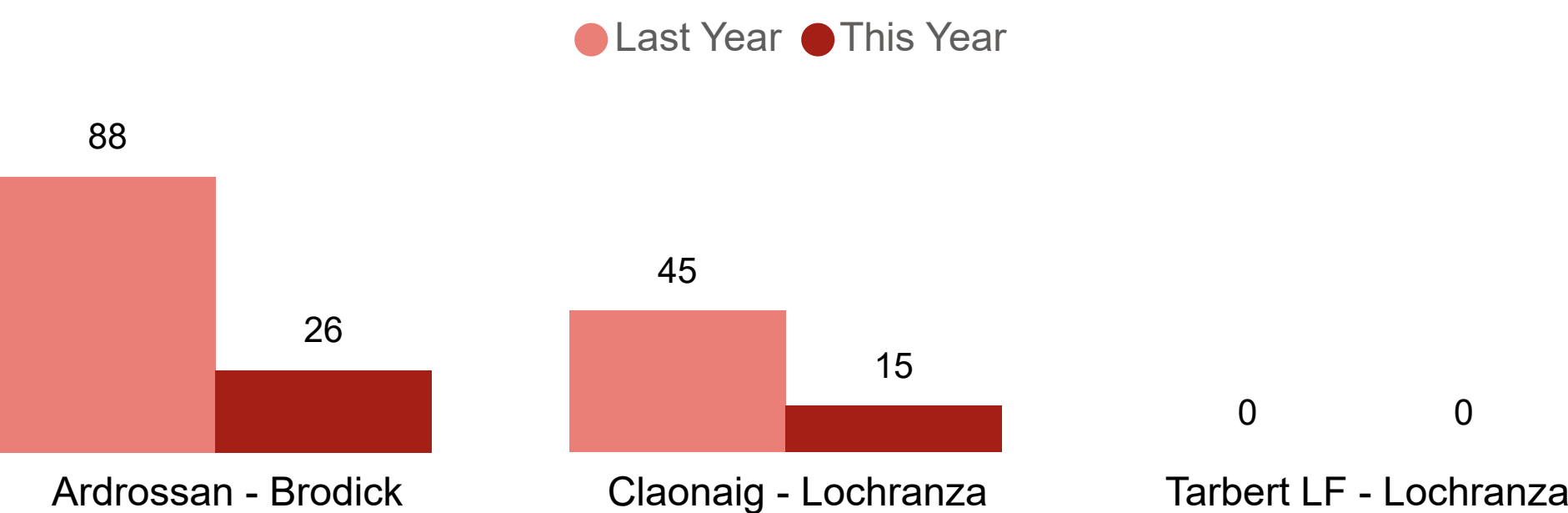
Shipped Cars



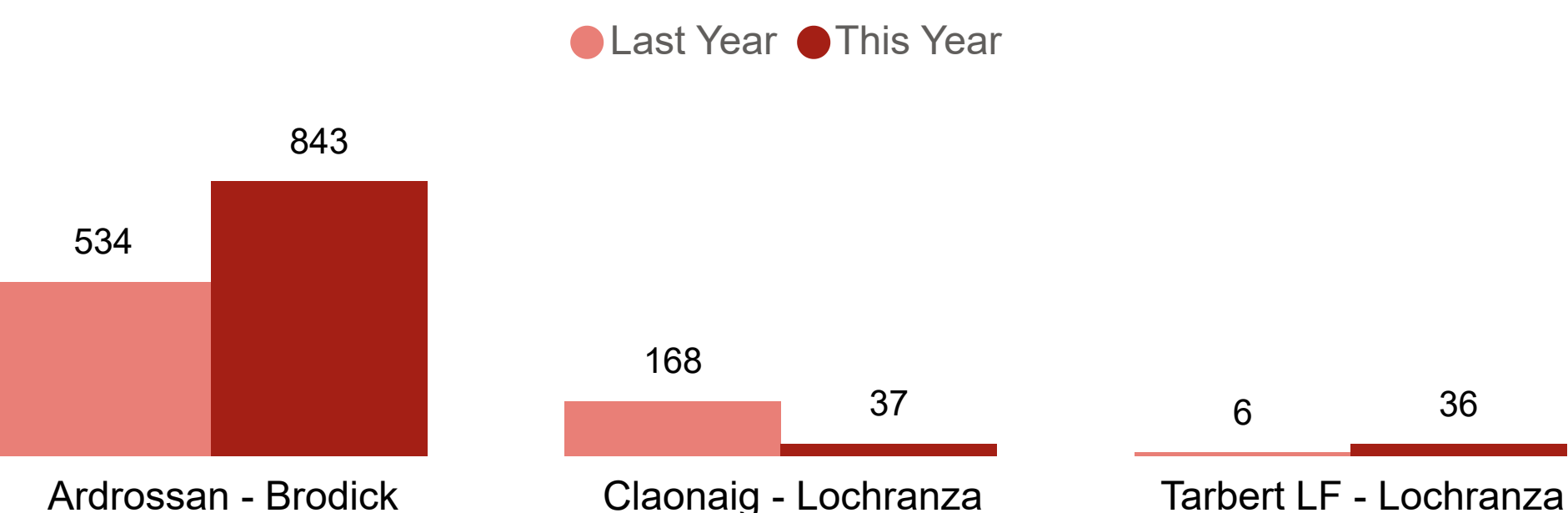
Shipped Coaches



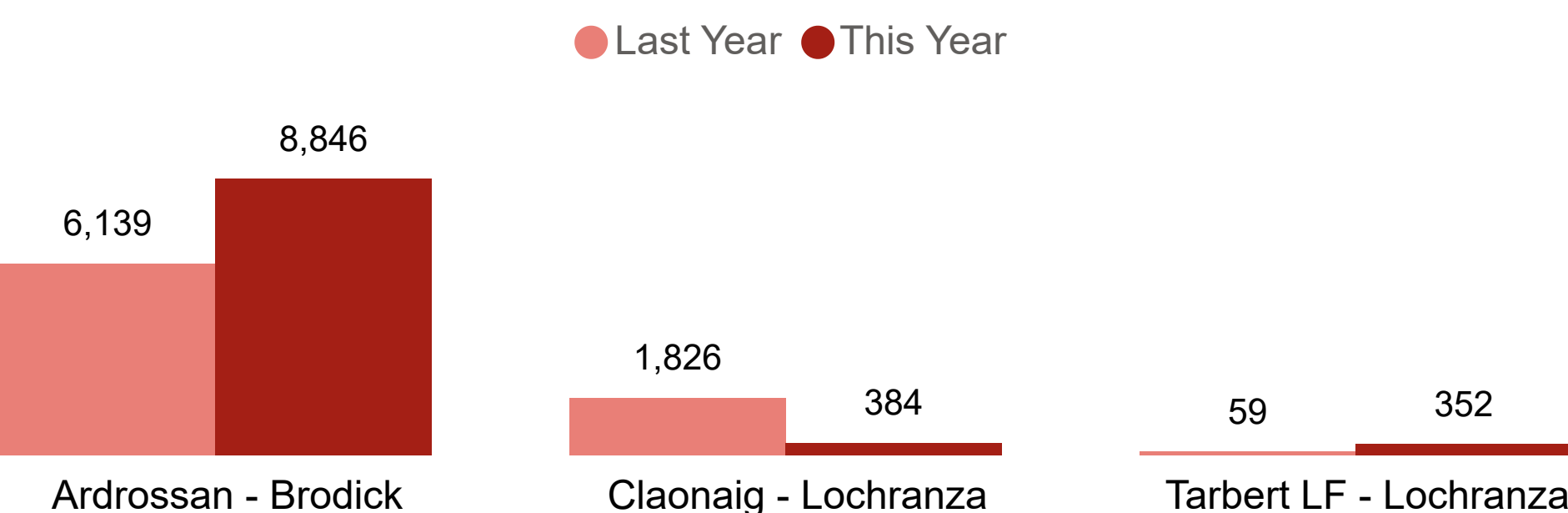
Shipped Coach Metres



Shipped Commercial Vehicles



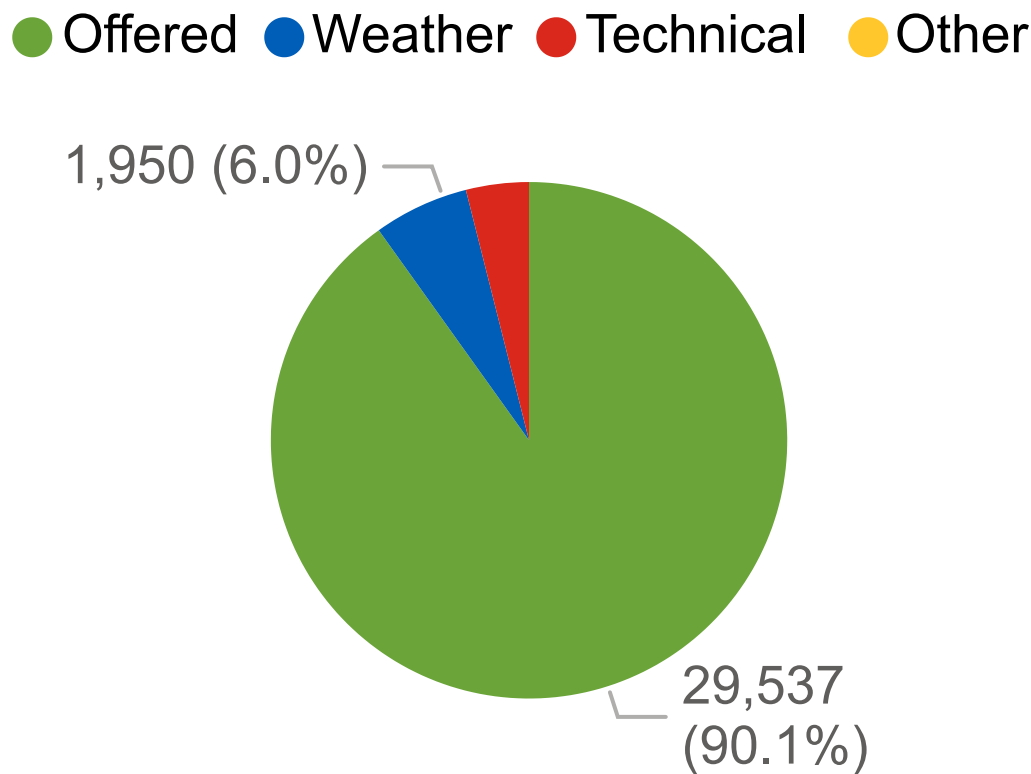
Shipped Commercial Vehicle Metres



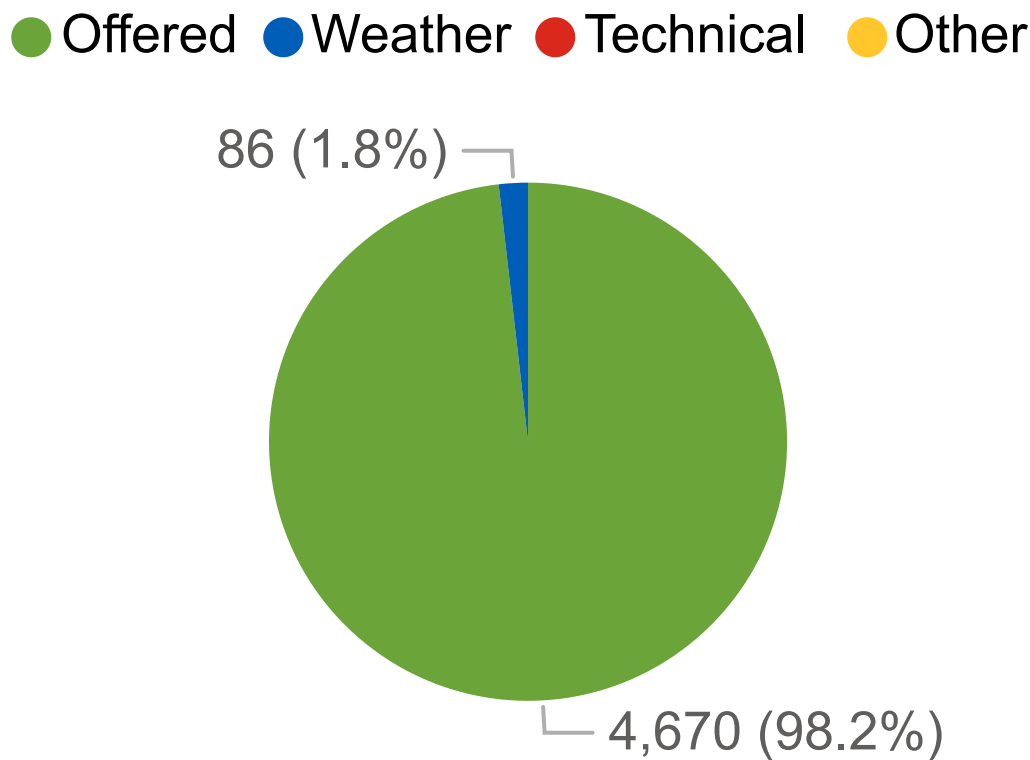


- 1 Car Equivalent Space is equal to 4.6 General Lane Metres
- Below visuals represent car equivalent spaces offered vs car equivalent space made unavailable as a result of technical, weather and all other cancellations

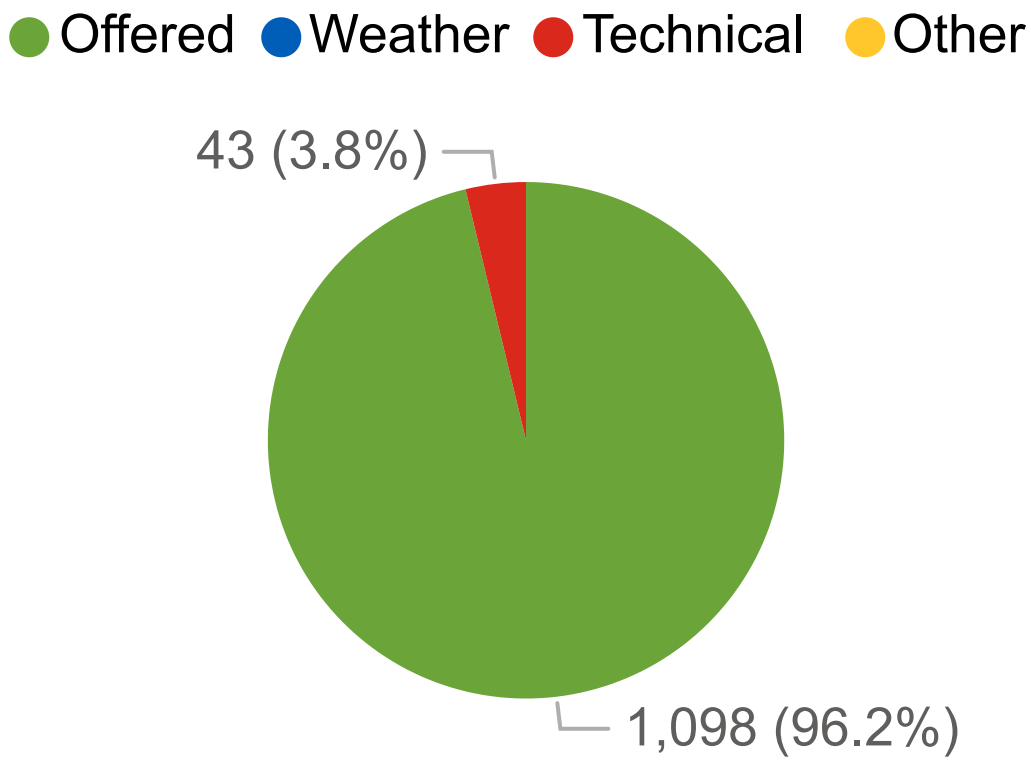
Ardrossan - Brodick



Claonaig - Lochranza



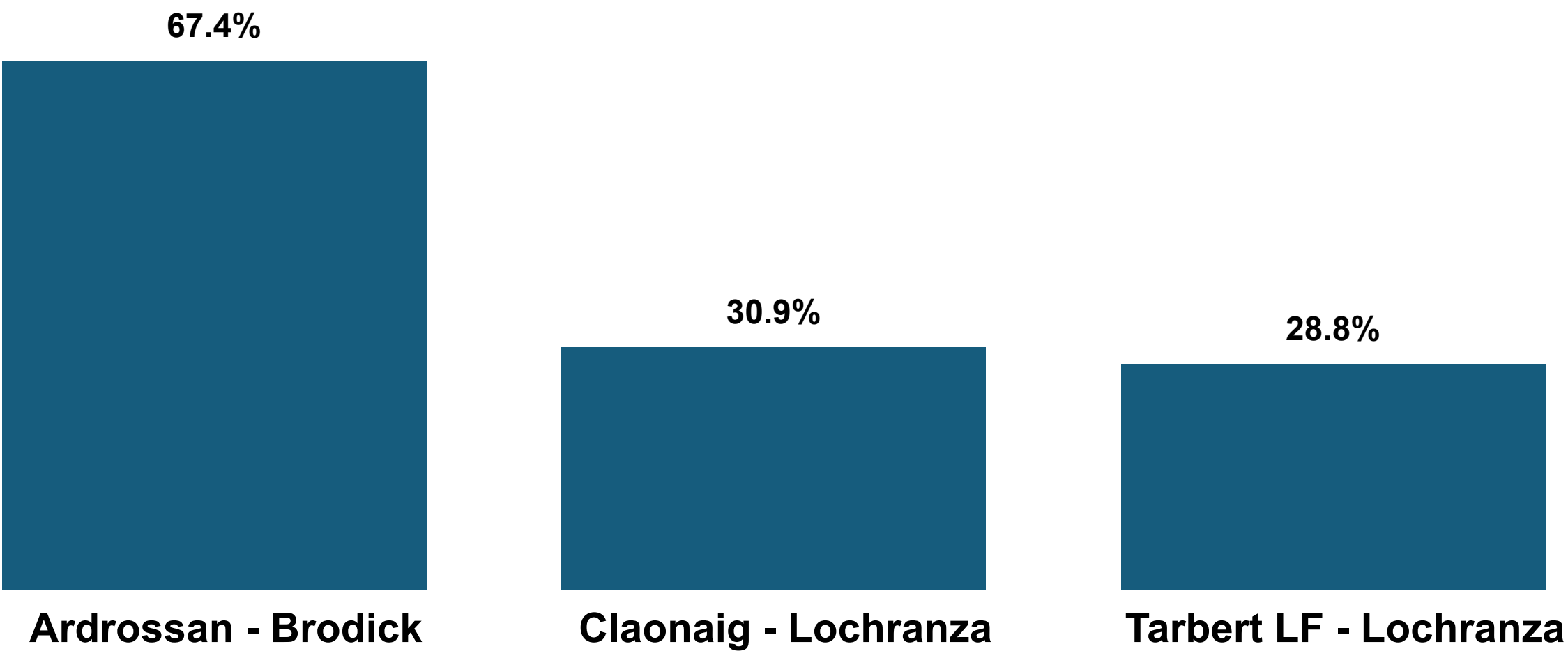
Tarbert LF - Lochranza



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%

