Our Performance in February 2026
Customer Feedback Metrics
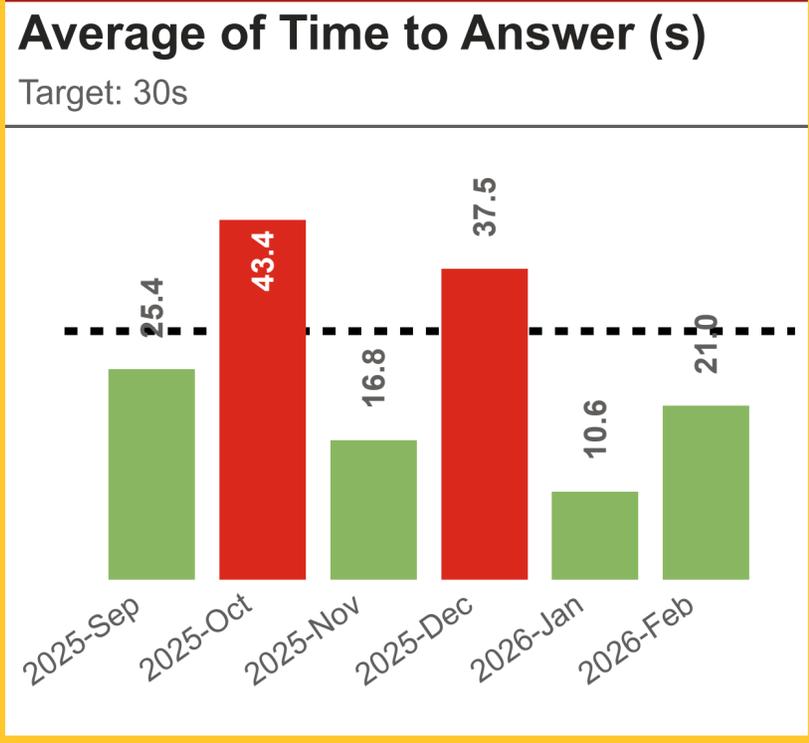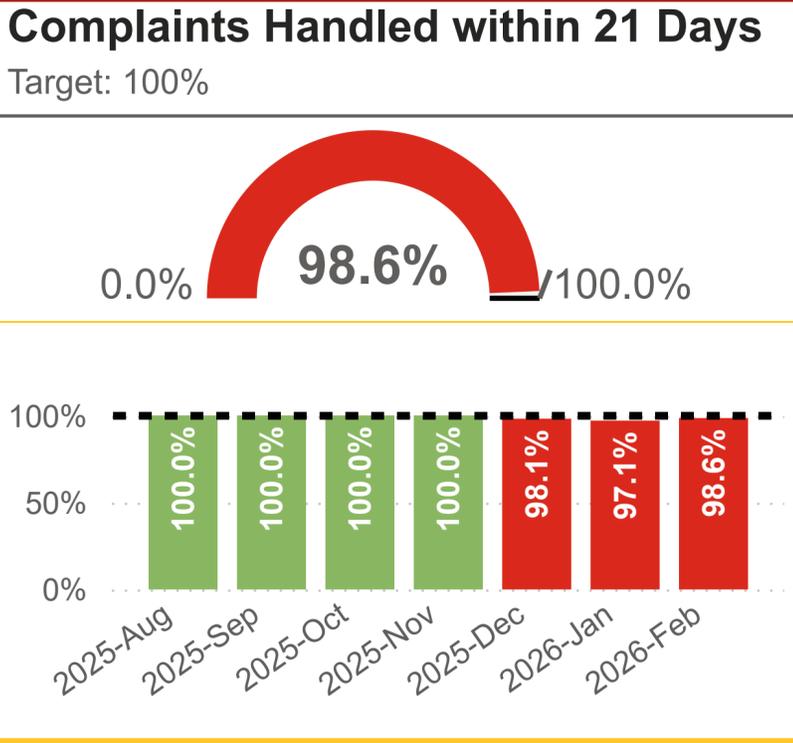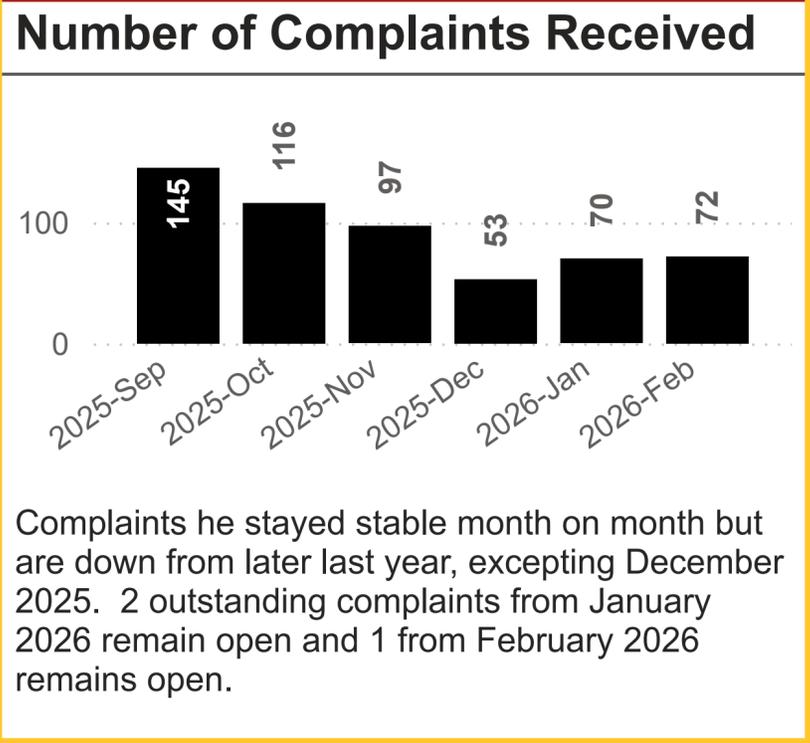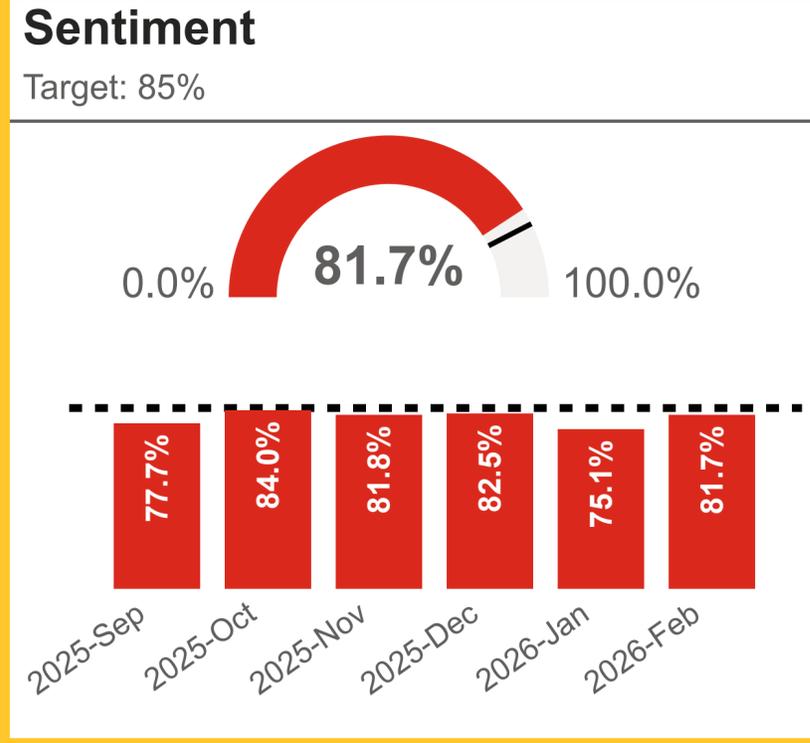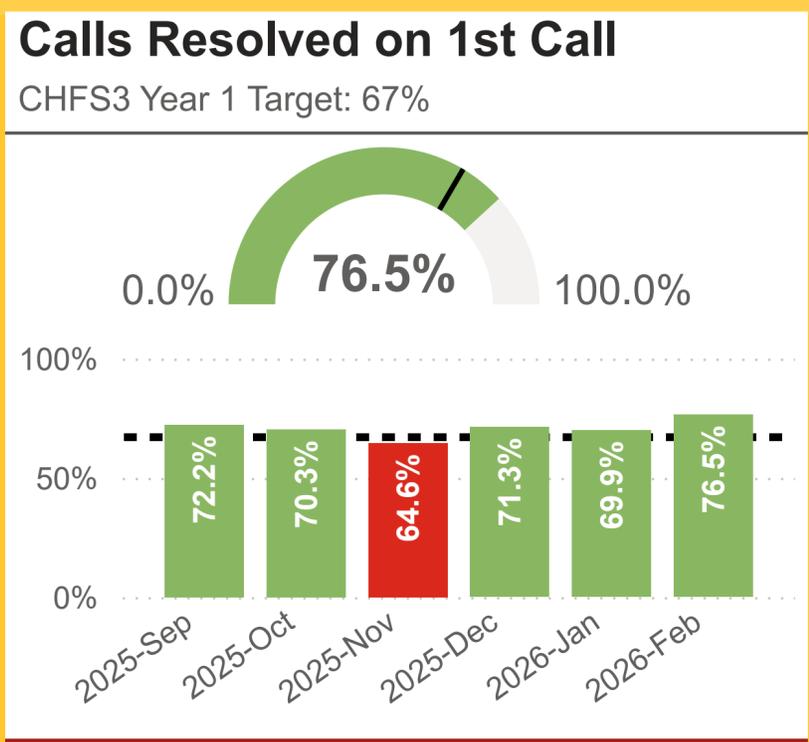### Network Wide

Total Number of Survey Responses

Last 6 Months

15K

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.

Overall Satisfaction
CHFS 3 Year 1 Target: 82%

82.2% 0.0% — 100.0%

Month	Value
2025-Sep	87.7%
2025-Oct	85.0%
2025-Nov	75.7%
2025-Dec	83.1%
2026-Jan	77.1%
2026-Feb	82.2%

Trust to Deliver Service
CHFS 3 Year 1 Target: 71%

72.5% 0.0% — 100.0%

Month	Value
2025-Sep	84.4%
2025-Oct	78.7%
2025-Nov	65.9%
2025-Dec	70.9%
2026-Jan	66.5%
2026-Feb	72.5%

Customer Satisfaction with Staff

91.1% 0.0% — 100.0%

Month	Value
2025-Sep	93.3%
2025-Oct	92.5%
2025-Nov	90.6%
2025-Dec	91.4%
2026-Jan	90.0%
2026-Feb	91.1%

Calls Resolved on 1st Call
CHFS3 Year 1 Target: 67%

76.5% 0.0% — 100.0%

Month	Value
2025-Sep	72.2%
2025-Oct	70.3%
2025-Nov	64.6%
2025-Dec	71.3%
2026-Jan	69.9%
2026-Feb	76.5%

Sentiment
Target: 85%

81.7% 0.0% — 100.0%

Month	Value
2025-Sep	77.7%
2025-Oct	84.0%
2025-Nov	81.8%
2025-Dec	82.5%
2026-Jan	75.1%
2026-Feb	81.7%

Number of Complaints Received

Month	Value
2025-Sep	145
2025-Oct	116
2025-Nov	97
2025-Dec	53
2026-Jan	70
2026-Feb	72

Complaints he stayed stable month on month but are down from later last year, excepting December 2025. 2 outstanding complaints from January 2026 remain open and 1 from February 2026 remains open.

Complaints Handled within 21 Days
Target: 100%

98.6% 0.0% — 100.0%

Month	Value
2025-Aug	100.0%
2025-Sep	100.0%
2025-Oct	100.0%
2025-Nov	100.0%
2025-Dec	98.1%
2026-Jan	97.1%
2026-Feb	98.6%

Average of Time to Answer (s)
Target: 30s

Month	Value
2025-Sep	25.4
2025-Oct	43.4
2025-Nov	16.8
2025-Dec	37.5
2026-Jan	10.6
2026-Feb	21.0

Our Performance in February 2026
Customer Feedback Metrics
Argyll

Argyll
Total Number of Survey Responses

701

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.
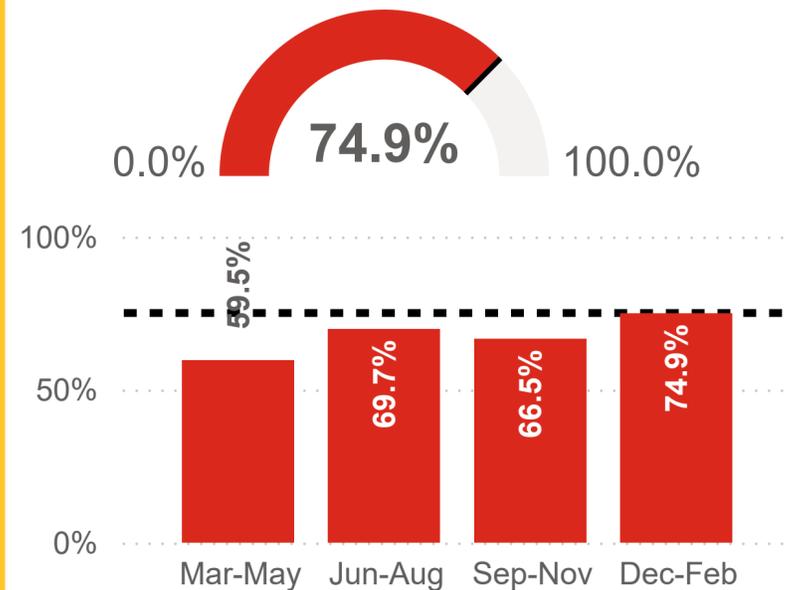
Overall Satisfaction
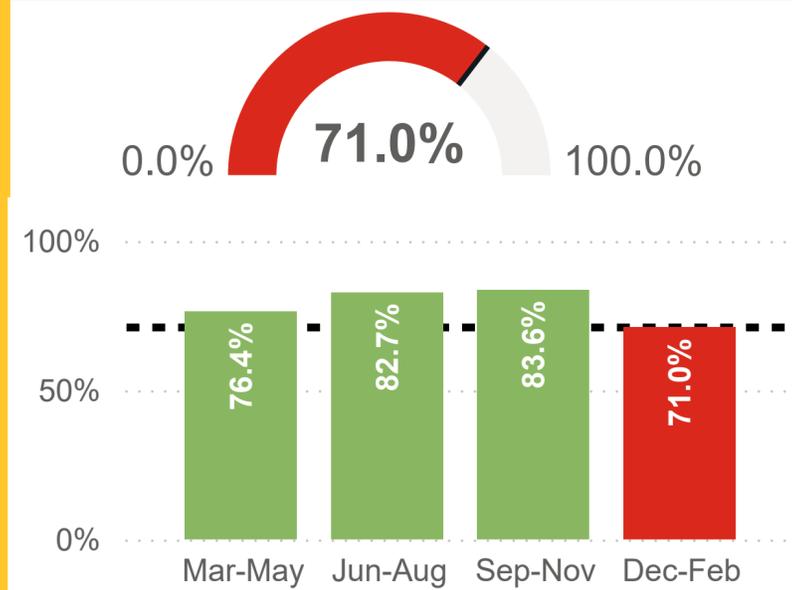CHFS 3 Year 1 Target: 82%

83.3%

Mar-May	Jun-Aug	Sep-Nov	Dec-Feb
83.7%	87.2%	87.8%	83.3%
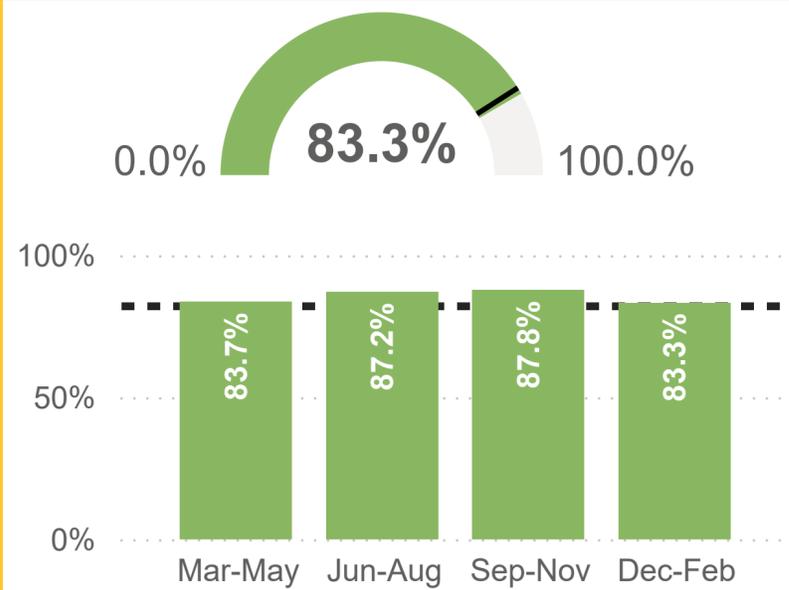
Overall Satisfaction: Community
CHFS 3 Year 1 Target: 75%

74.9%

Mar-May	Jun-Aug	Sep-Nov	Dec-Feb
59.5%	69.7%	66.5%	74.9%

Trust to Deliver Service
CHFS 3 Year 1 Target: 71%

71.0%

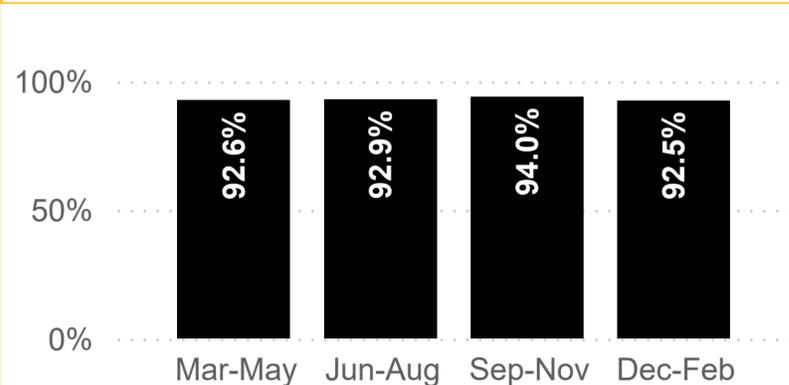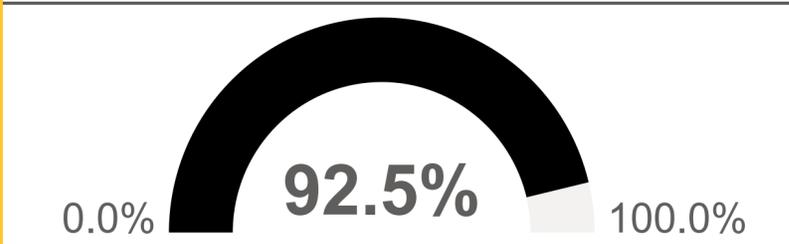| Mar-May	Jun-Aug	Sep-Nov	Dec-Feb
76.4%	82.7%	83.6%	71.0%

Trust to Deliver: Community
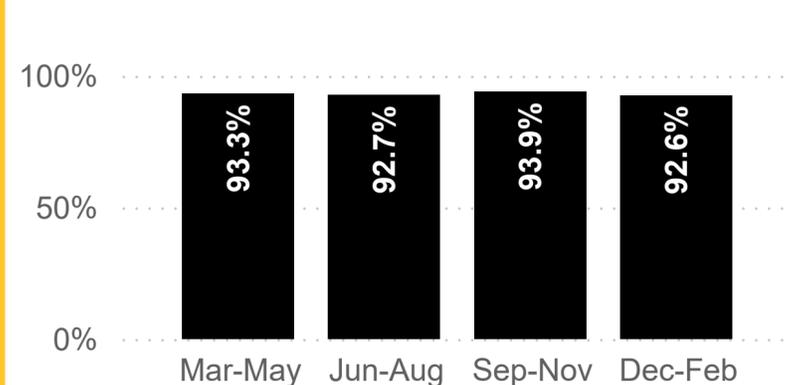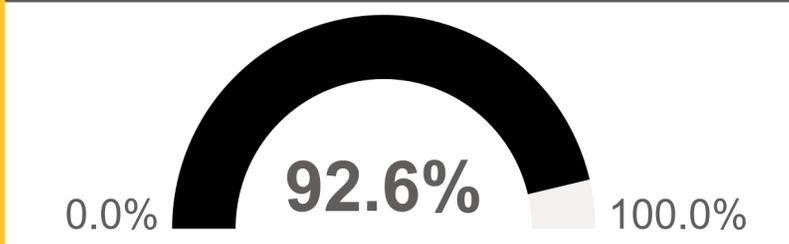CHFS 3 Year 1 Target: 60%

49.2%

Mar-May	Jun-Aug	Sep-Nov	Dec-Feb
40.2%	47.4%	43.6%	49.2%

Customer Satisfaction with Staff

92.5%

Mar-May	Jun-Aug	Sep-Nov	Dec-Feb
92.6%	92.9%	94.0%	92.5%
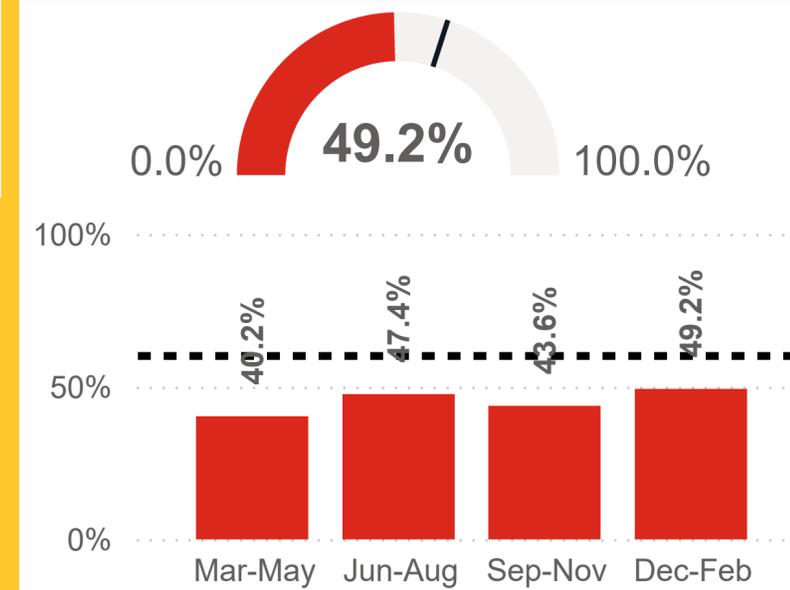
Satisfaction with Port Staff

92.6%

Mar-May	Jun-Aug	Sep-Nov	Dec-Feb
93.3%	92.7%	93.9%	92.6%

Satisfaction with Onboard Crew

92.4%

Mar-May	Jun-Aug	Sep-Nov	Dec-Feb
91.9%	93.0%	94.0%	92.4%
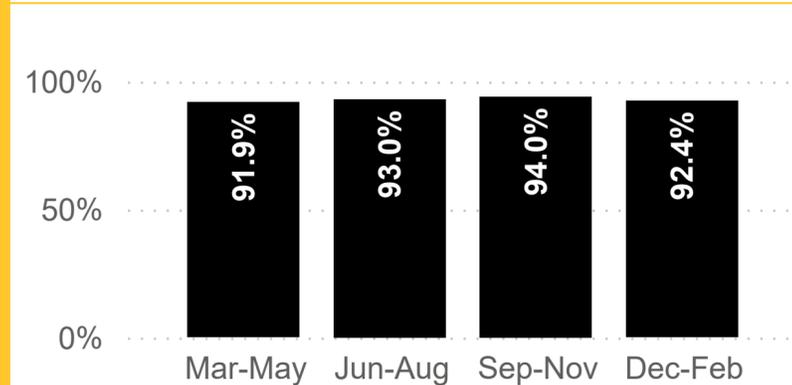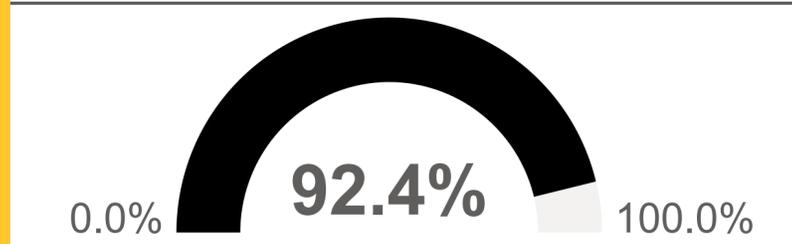
Satisfaction with the Port

90.6%

Mar-May	Jun-Aug	Sep-Nov	Dec-Feb
91.6%	91.8%	92.8%	90.6%

Our Performance in February 2026
Sailing Performance & Capacity
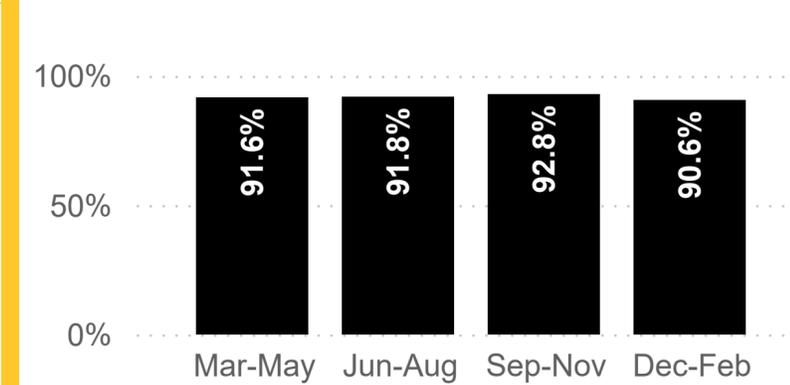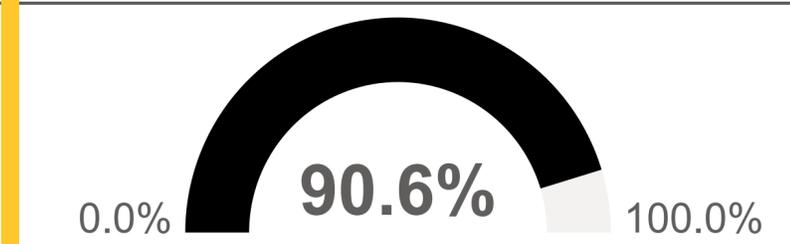
Sailings Timetabled, Amended & Actual

● Timetabled ● Amended ● Actual

Fionnphort - Iona: 398, 475, 427
Fishnish - Lochaline: 552, 552, 530
Gallanach - Kerrera: 622, 787, 745
Oban - Coll/Tiree: 81, 81, 78

Oban - Colonsay: 24, 24, 20
Oban - Craignure: 392, 394, 387
Oban - Lismore: 193, 193, 192
Tobermory - Kilchoan: 160, 160, 148
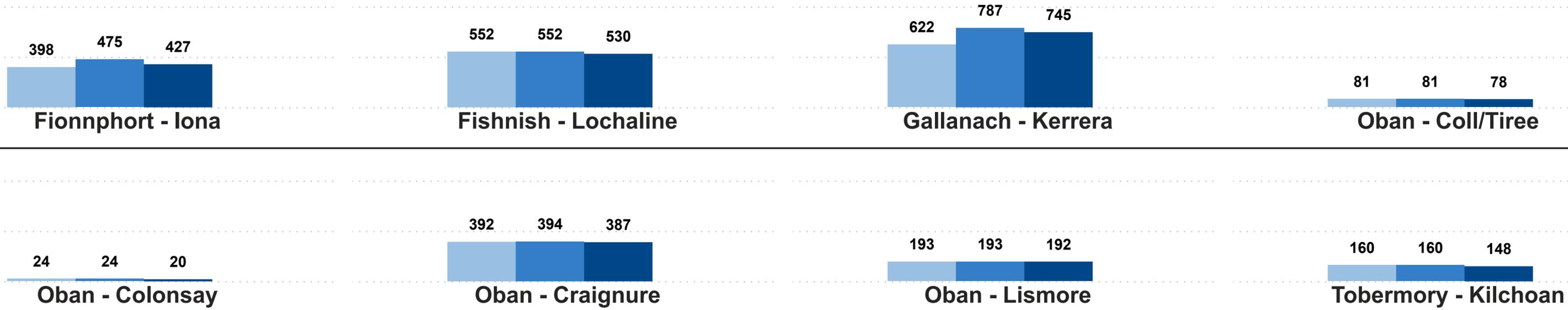
Punctuality & Reliability

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

Fionnphort - Iona: 377, 7, 8, 6, 35
Fishnish - Lochaline: 526, 3, 1, 22, 0
Gallanach - Kerrera: 622, 0, 0, 0, 123
Oban - Coll/Tiree: 63, 3, 9, 6, 3

Oban - Colonsay: 18, 0, 2, 4, 0
Oban - Craignure: 363, 12, 10, 7, 2
Oban - Lismore: 190, 0, 2, 1, 0
Tobermory - Kilchoan: 146, 2, 0, 12, 0

Our Performance in February 2026
Sailing Performance & Capacity
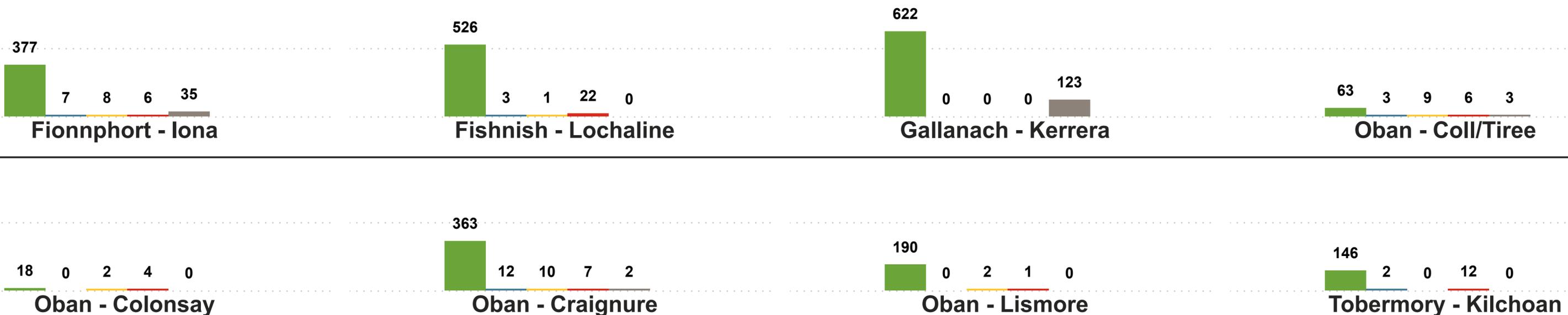
Cancelled Sailings (By Reason)

● Weather   ● Technical   ● Other

Fionnphort - Iona: 6, 0, 0
Fishnish - Lochaline: 0, 22, 0
Gallanach - Kerrera: 0, 0, 0

Oban - Coll/Tiree: 6, 0, 0
Oban - Colonsay: 4, 0, 0
Oban - Craignure: 0, 7, 0

Oban - Lismore: 1, 0, 0
Tobermory - Kilchoan: 6, 6, 0
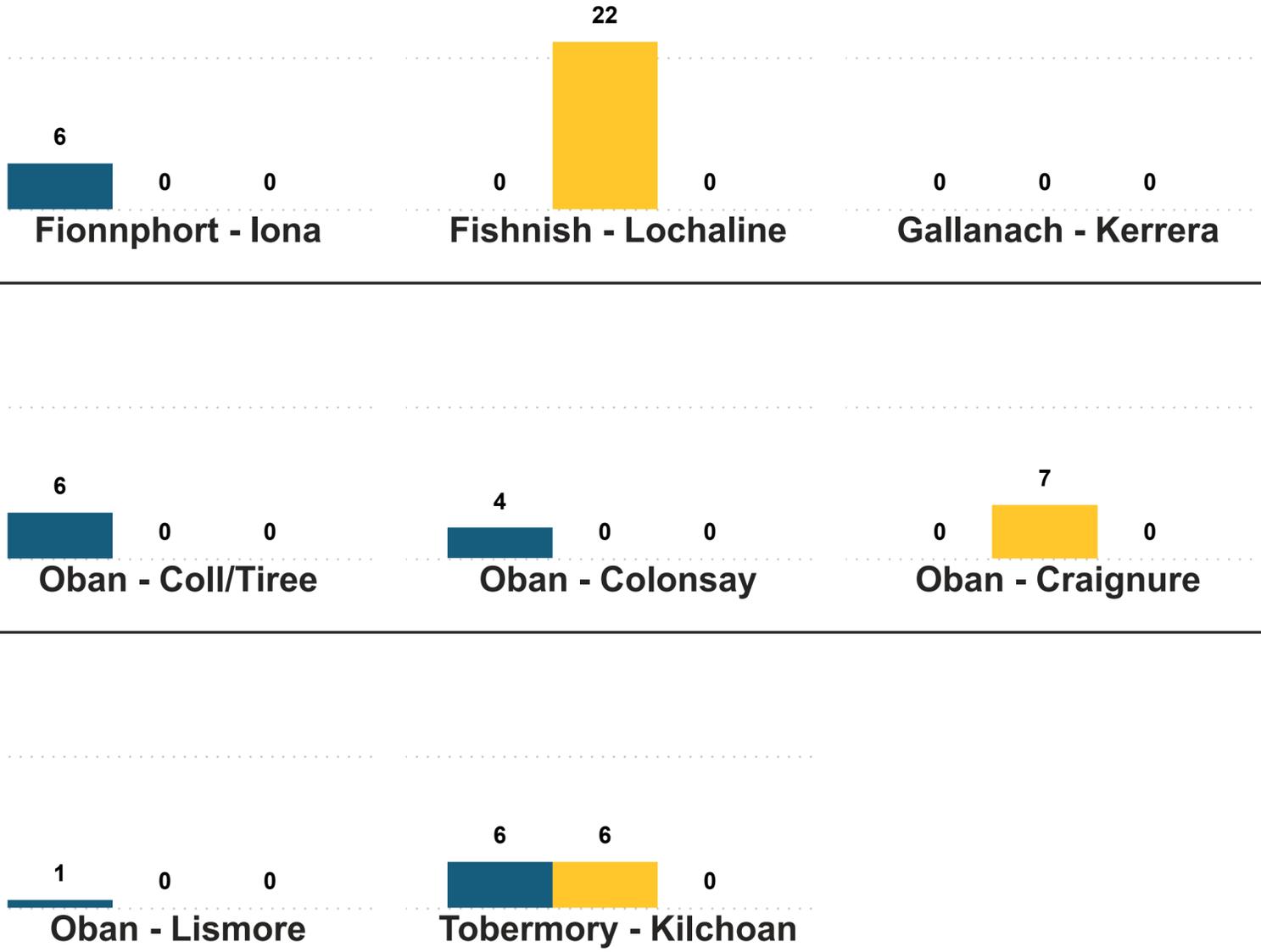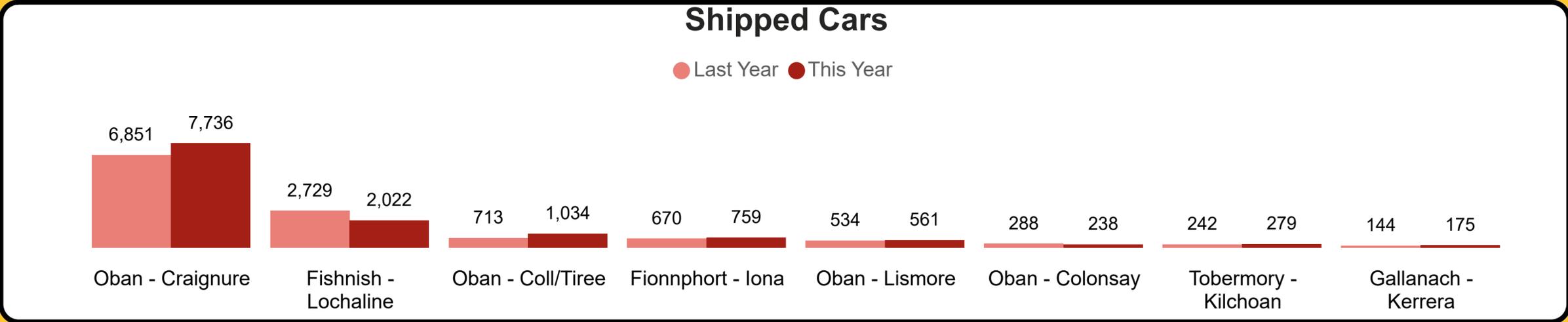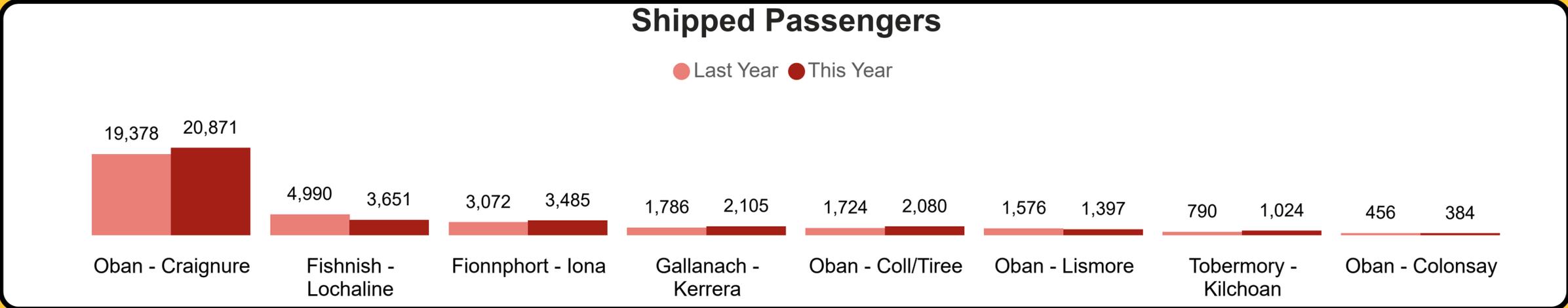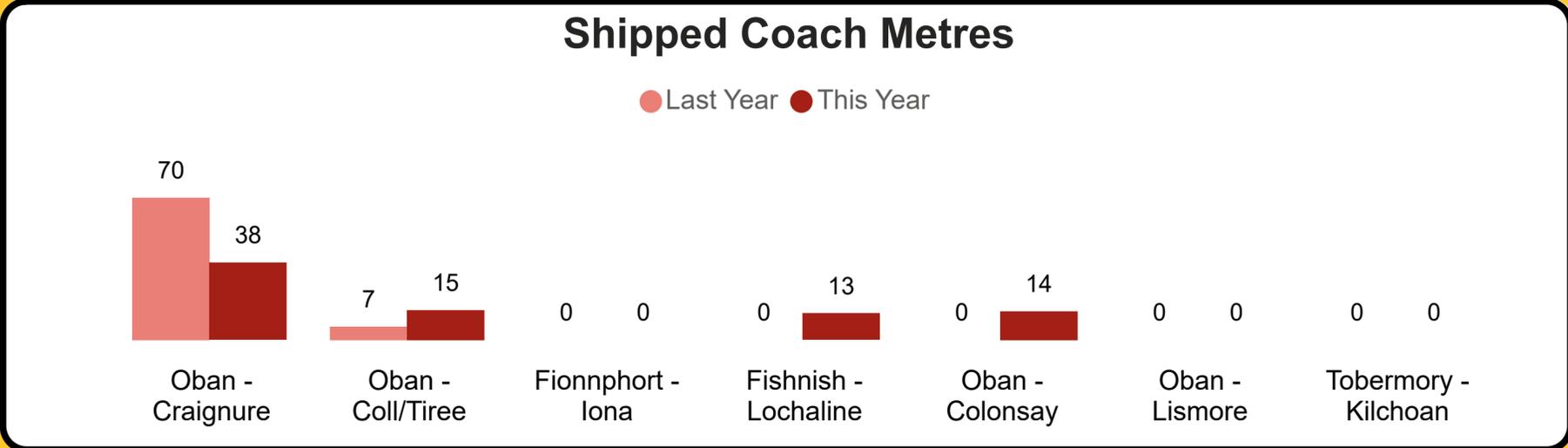
Missed Train Connections

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 February 2026
Carryings

Shipped Passengers

● Last Year ● This Year

Route	Last Year	This Year
Oban - Craignure	19,378	20,871
Fishnish - Lochaline	4,990	3,651
Fionnphort - Iona	3,072	3,485
Gallanach - Kerrera	1,786	2,105
Oban - Coll/Tiree	1,724	2,080
Oban - Lismore	1,576	1,397
Tobermory - Kilchoan	790	1,024
Oban - Colonsay	456	384

Shipped Cars

● Last Year ● This Year

Route	Last Year	This Year
Oban - Craignure	6,851	7,736
Fishnish - Lochaline	2,729	2,022
Oban - Coll/Tiree	713	1,034
Fionnphort - Iona	670	759
Oban - Lismore	534	561
Oban - Colonsay	288	238
Tobermory - Kilchoan	242	279
Gallanach - Kerrera	144	175

Argyll

Our Performance in February 2026
Carryings

Shipped Coaches

● Last Year ● This Year

	Oban - Craignure	Oban - Coll/Tiree	Fionnphort - Iona	Fishnish - Lochaline	Oban - Colonsay	Oban - Lismore	Tobermory - Kilchoan
Last Year	6	1	0	0	0	0	0
This Year	4	2	0	2	2	0	0

Shipped Coach Metres

● Last Year ● This Year

	Oban - Craignure	Oban - Coll/Tiree	Fionnphort - Iona	Fishnish - Lochaline	Oban - Colonsay	Oban - Lismore	Tobermory - Kilchoan
Last Year	70	7	0	0	0	0	0
This Year	38	15	0	13	14	0	0

Our Performance in February 2026
Carryings

Shipped Commercial Vehicles

● Last Year ● This Year

Route	Last Year	This Year
Oban - Craignure	446	493
Fishnish - Lochaline	256	268
Oban - Coll/Tiree	127	126
Oban - Lismore	27	19
Oban - Colonsay	26	18
Fionnphort - Iona	23	65
Tobermory - Kilchoan	11	0

Shipped Commercial Vehicle Metres

● Last Year ● This Year

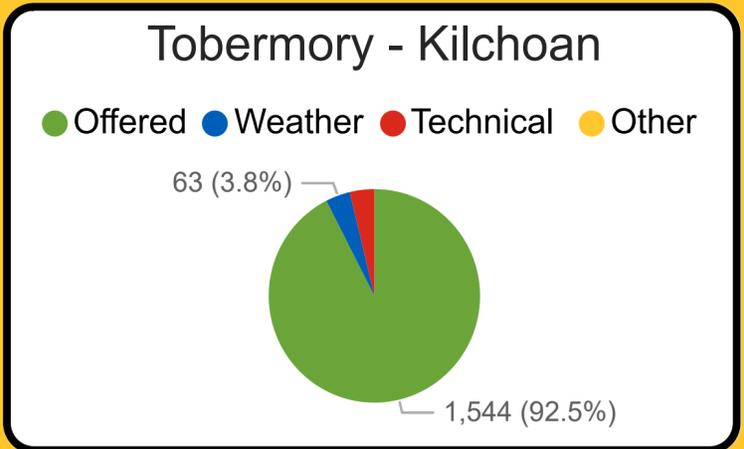| Route	Last Year	This Year
Oban - Craignure	4,663	4,954
Fishnish - Lochaline	2,673	2,805
Oban - Coll/Tiree	1,665	1,582
Oban - Colonsay	285	208
Oban - Lismore	261	207
Fionnphort - Iona	206	579
Tobermory - Kilchoan	93	0

Argyll

Our Performance in February 2026
Car Equivalent Spaces Offered vs Cancelled

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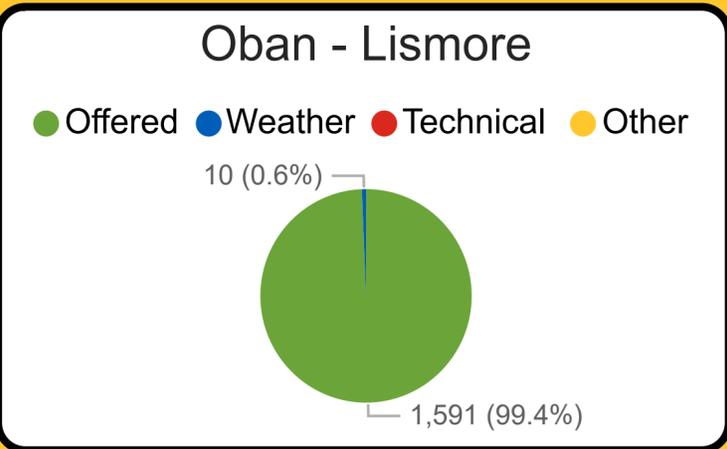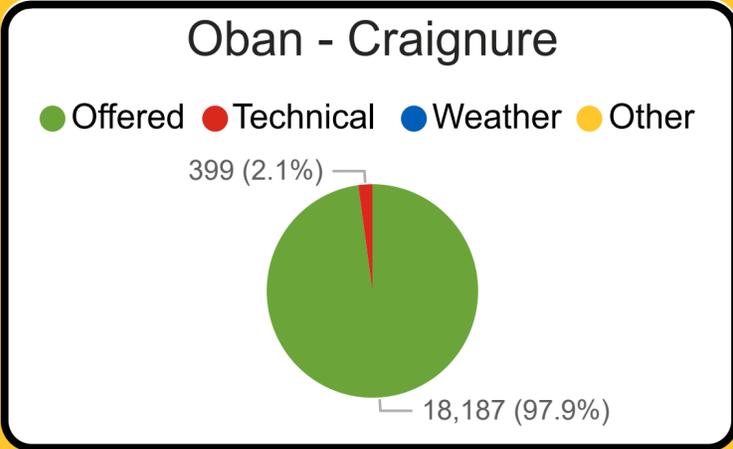- Below visuals represent car equivalent spaces offered vs car equivalent space made unavailable as a result of technical, weather and all other cancellations.

Fionnphort - Iona
- ● Offered ● Weather ● Other ● Technical
- 52 (1.4%)
- 3,713 (98.6%)

Fishnish - Lochaline
- ● Offered ● Weather ● Technical ● Other
- 473 (4.0%)
- 11,407 (96.0%)

Gallanach - Kerrera
- ● Offered ● Weather ● Technical ● Other
- 383 (100.0%)

Oban - Coll/Tiree
- ● Offered ● Other ● Weather ● Technical
- 421 (7.0%)
- 5,597 (93.0%)

Oban - Colonsay
- ● Offered ● Technical ● Weather ● Other
- 268 (17.5%)
- 1,261 (82.5%)

Oban - Craignure
- ● Offered ● Technical ● Weather ● Other
- 399 (2.1%)
- 18,187 (97.9%)

Oban - Lismore
- ● Offered ● Weather ● Technical ● Other
- 10 (0.6%)
- 1,591 (99.4%)

Tobermory - Kilchoan
- ● Offered ● Weather ● Technical ● Other
- 63 (3.8%)
- 1,544 (92.5%)

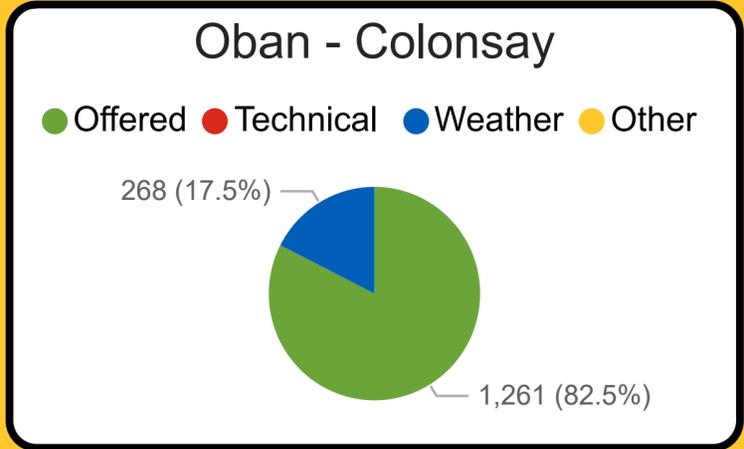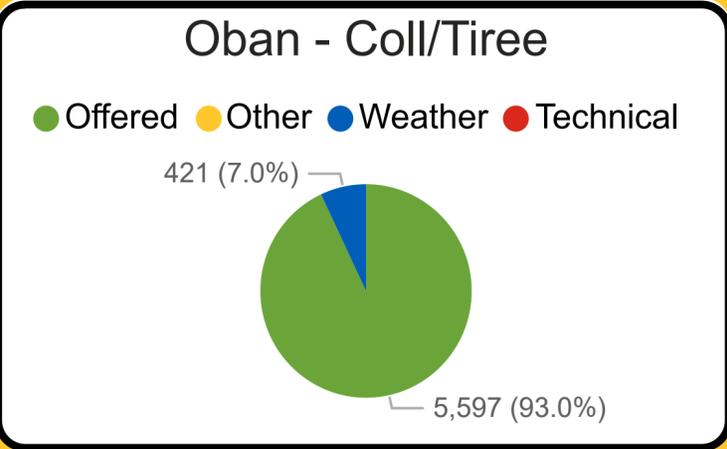| Route	Offered	Weather	Tech	Other
Oban - Craignure	18,187		399	
Fishnish - Lochaline	11,407		473	
Oban - Coll/Tiree	5,597	421		
Fionnphort - Iona	3,713	52		
Oban - Lismore	1,591	10		
Tobermory - Kilchoan	1,544	63	63	
Oban - Colonsay	1,261	268		
Gallanach - Kerrera	383			

Our Performance in February 2026
Vehicle Deck Utilisation

Average Deck Utilisation

Gallanach - Kerrera	Oban - Craignure	Oban - Coll/Tiree	Oban - Lismore	Fionnphort - Iona	Oban - Colonsay	Fishnish - Lochaline	Tobermory - Kilchoan
62.9%	59.4%	51.7%	48.9%	32.2%	31.5%	30.5%	19.6%
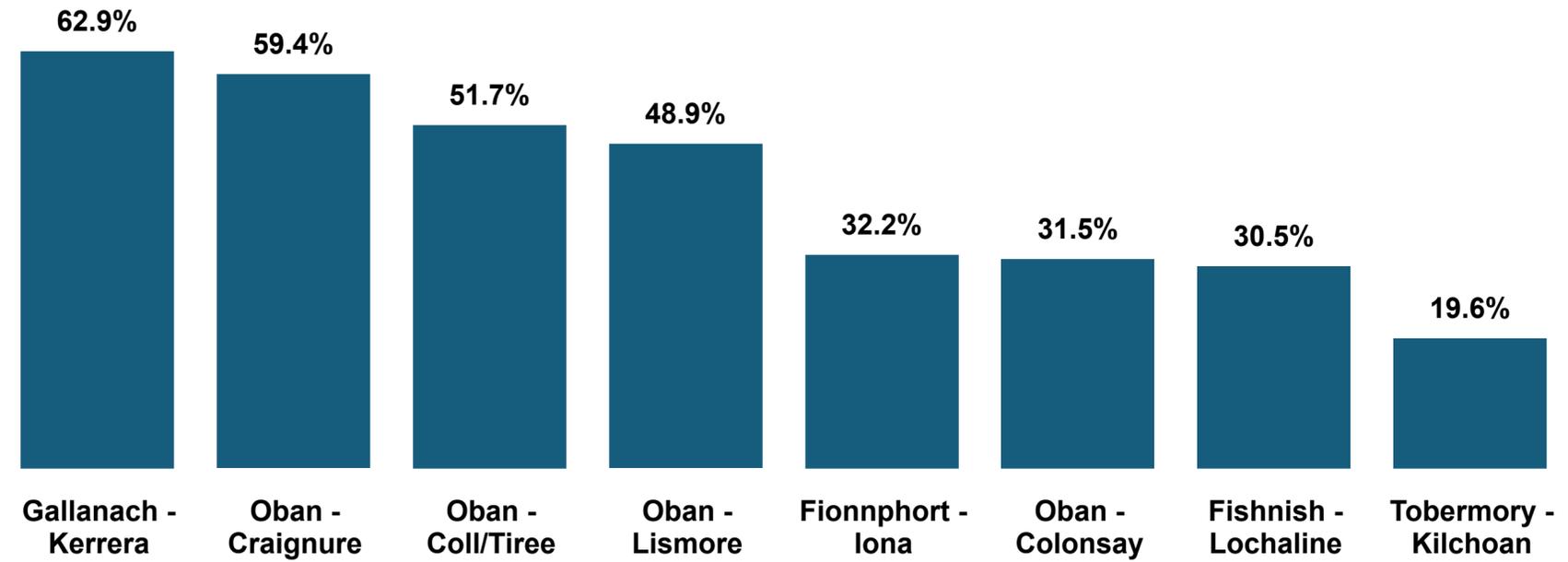
Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Gallanach - Kerrera	1.8K	1.1K	241	62.9%
Oban - Craignure	83.7K	49.7K	10,803	59.4%
Oban - Coll/Tiree	25.7K	13.3K	2,895	51.7%
Oban - Lismore	7.3K	3.6K	778	48.9%
Fionnphort - Iona	17.1K	5.5K	1,196	32.2%
Oban - Colonsay	5.8K	1.8K	397	31.5%
Fishnish - Lochaline	52.5K	16.0K	3,475	30.5%
Tobermory - Kilchoan	7.1K	1.4K	302	19.6%
Total	200.9K	92.4K	20,087	46.0%

Overall Utilisation of Sailings

● >90% ● 75-89% ● 50-74% ● <50%

Fionnphort - Iona: 21, 16, 77, 313
Fishnish - Lochaline: 13, 15, 82, 420
Gallanach - Kerrera: 46, 144, 1, 554
Oban - Coll/Tiree: 1, 6, 35, 36
Oban - Colonsay: 3, 17
Oban - Craignure: 72, 52, 131, 132
Oban - Lismore: 24, 22, 36, 110
Tobermory - Kilch...: 8, 140

Glossary
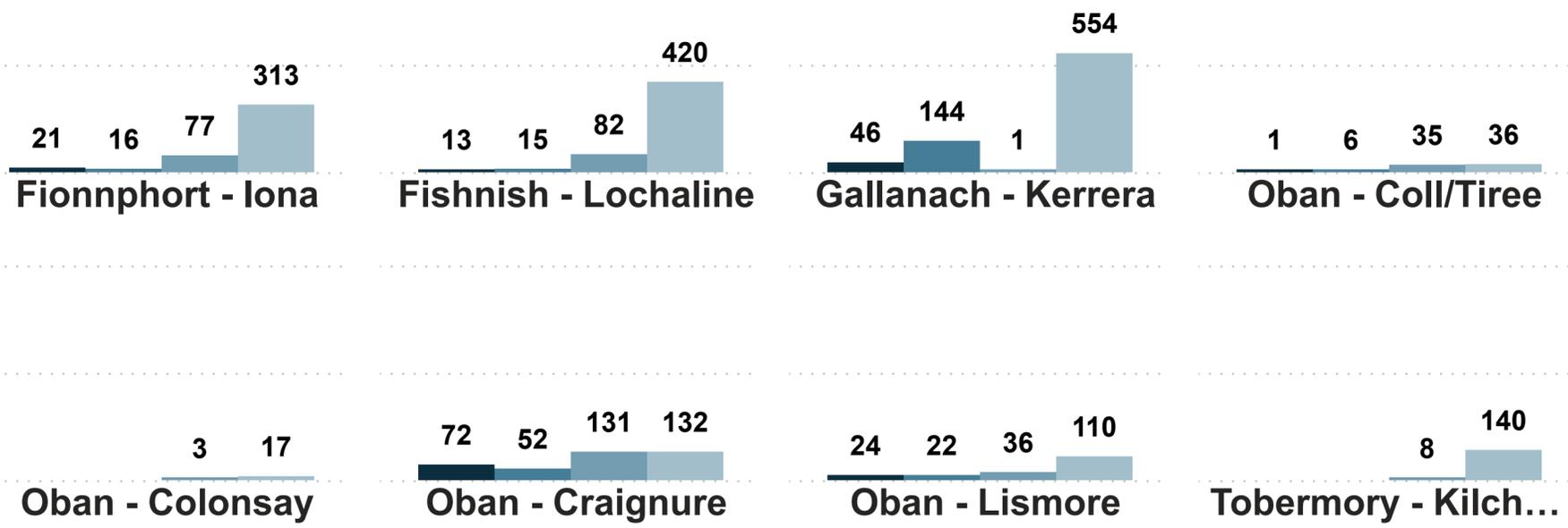
Term	Definition
Average Speed of Answer	Average number of seconds taken to answer a call to our Customer Engagement Centre
Community	Respondents who answer the question "Where do you live?" with "On a Scottish island" or "On a Scottish peninsula"
Complaints	Number of complaints received by CalMac Customer Engagement Centre
Complaints Resolved in 21 Days	% of complaints to the CalMac Customer Care department that were closed in the reporting month and resolved within 21 working days
Customer Satisfaction with Staff	% rating based on customers rating their satisfaction with our port staff and onboard crew as "Very Satisfied" and "Satisfied"
Engagement	Number of meetings and hours spent by Area Operation Managers (AOMs) and Port Managers engaging with local community groups
First Contact Resolution	% of respondents to the Customer Engagement Centre Customer Experience survey who responded yes to the 'this is the First time I have contacted you about this' and answer to Task Completion (were you able to complete your task) was also 'Yes'
Overall Satisfaction	% of our customers rating their overall satisfaction with our service as "Very Satisfied or Satisfied", from our Post Journey Survey, Onboard and Port Surveys
Sentiment	Sentiment of comments on our operational social media channels, taken from our social media management platform.
Trust Score	% of respondents to our Post Journey, Onboard and Port CX surveys who answer 'Do Trust' or 'Definitely Do Trust' to the survey question 'How much do you trust Caledonian MacBrayne to deliver the service it offers?'
Actual Sailings	Sailings/car spaces/capacity offered on the day of travel
Amended Sailings	Sailings/car spaces/capacity advertised 7 days prior to the departure date
Banding	Based on scheduled passage duration: Band A: 30 minutes or less Band B: More than 30 minutes, up to 90 minutes Band C: More than 90 minutes
Cancelled (Other)	Sailings cancelled for any reason other than technical issues or weather
Cancelled (Technical)	Sailings cancelled due to a technical issue with the vessel in question or as a result of a technical issue with another vessel
Cancelled (Weather)	Sailings cancelled due to adverse weather or very high/low tides
Car Spaces	Equivalent to 4.6 General Lane Metres
GLM	General Lane Metres - the vehicle metres available onboard
Lateness Levels	Based on minutes late arrival Level 1 Lateness: Band A (5-10 mins late) | Band B (10-20 mins late) | Band C (15-30 mins late) Level 2 Lateness: Band A (>10 mins late) | Band B (>20 mins late) | Band C (>30 mins late)
Missed Train Connections	Number of train connections, advertised in the published timetable for Band C sailings, that were missed
Timetabled Sailings	Sailings/car spaces/capacity originally advertised in the published timetable at the start of the season