

Total Number of
Survey Responses
Last 6 Months

20K

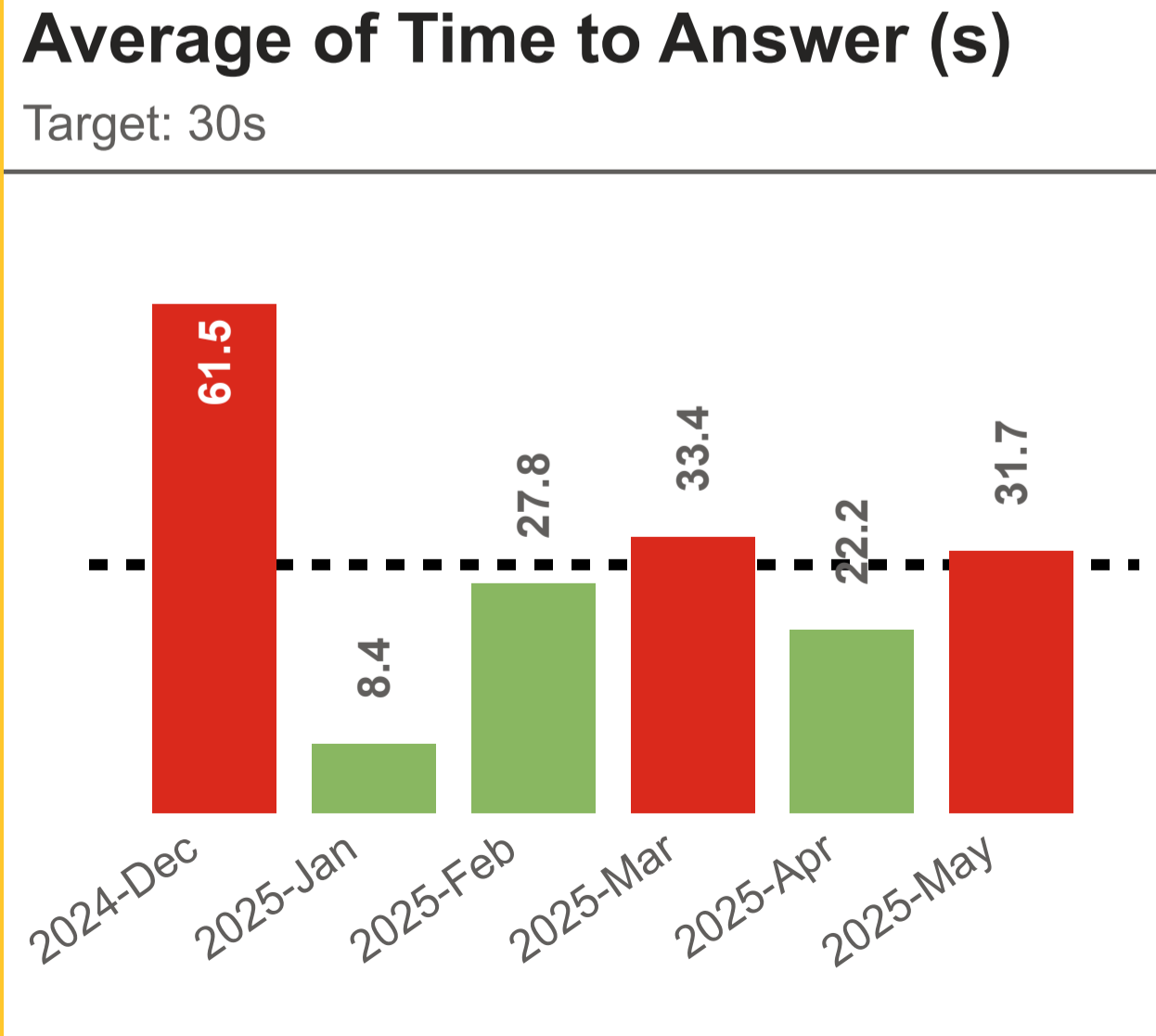
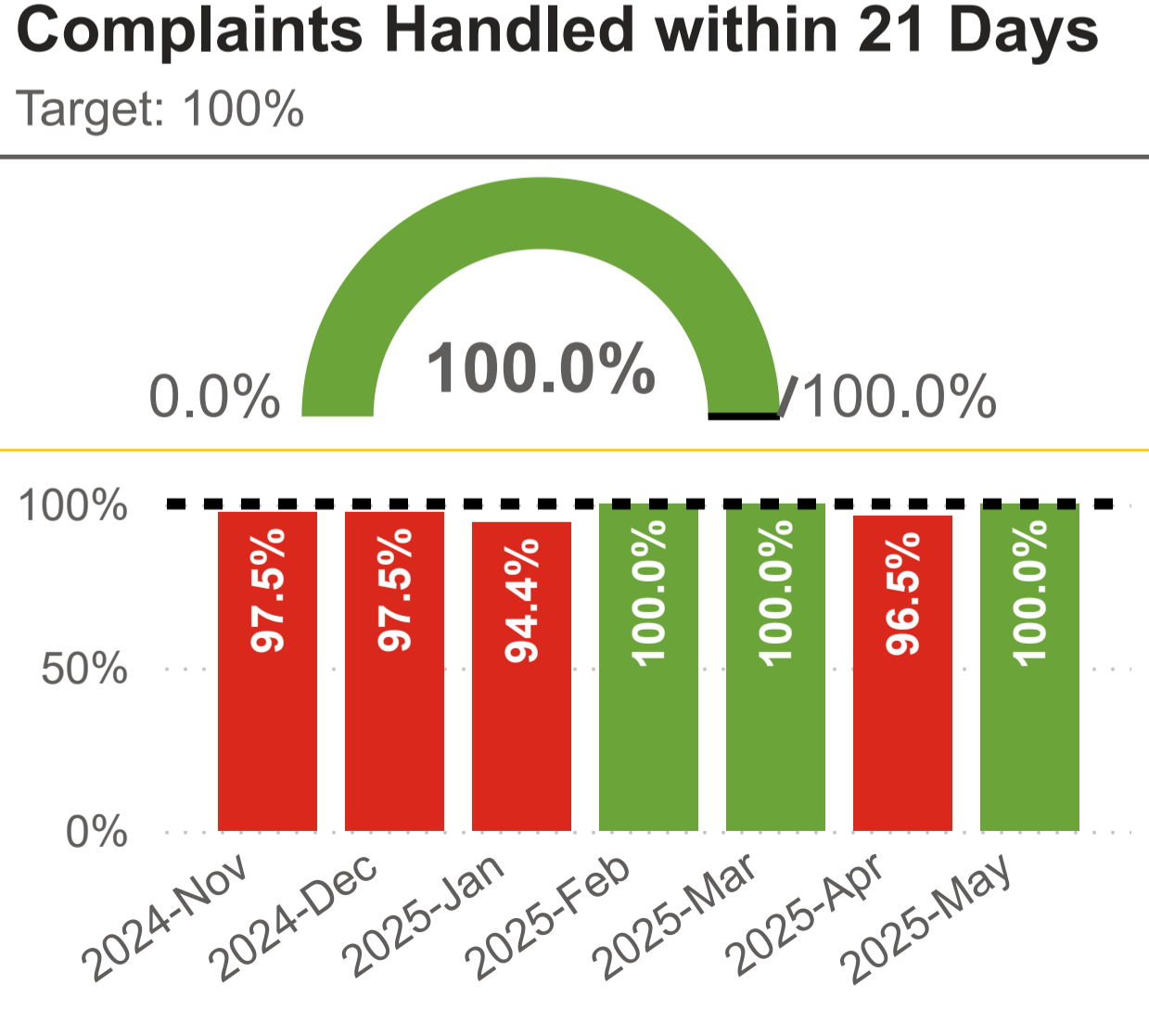
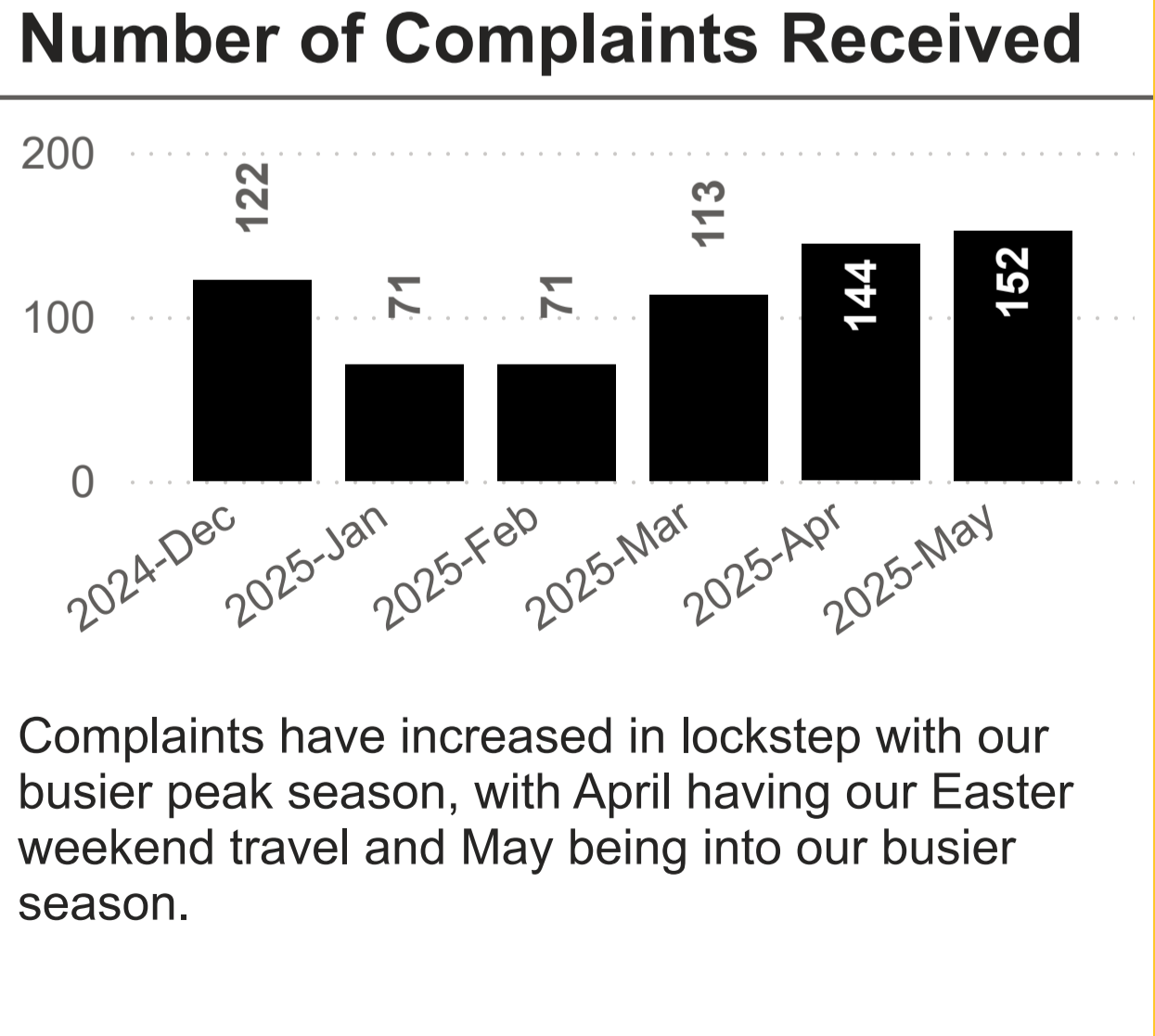
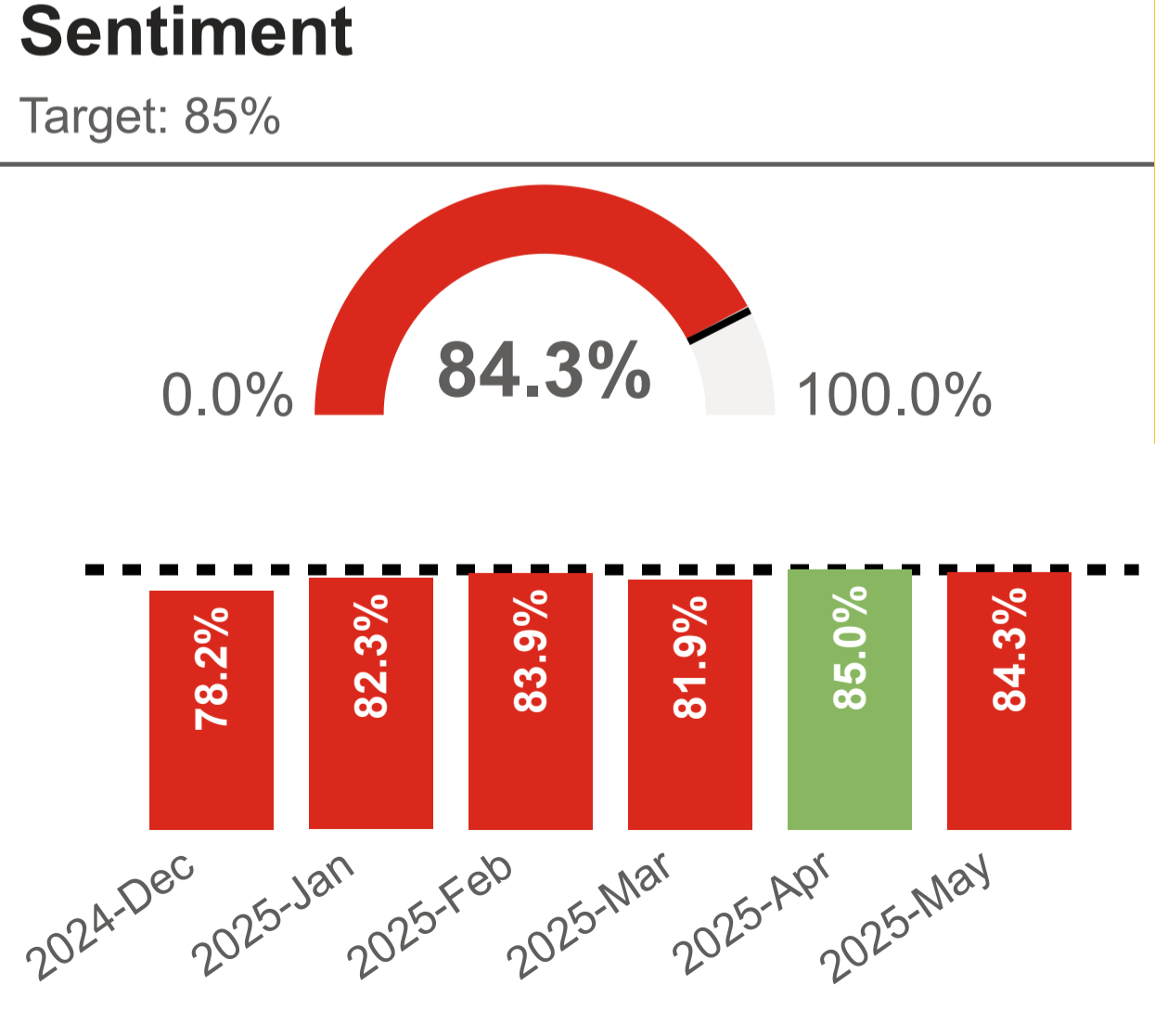
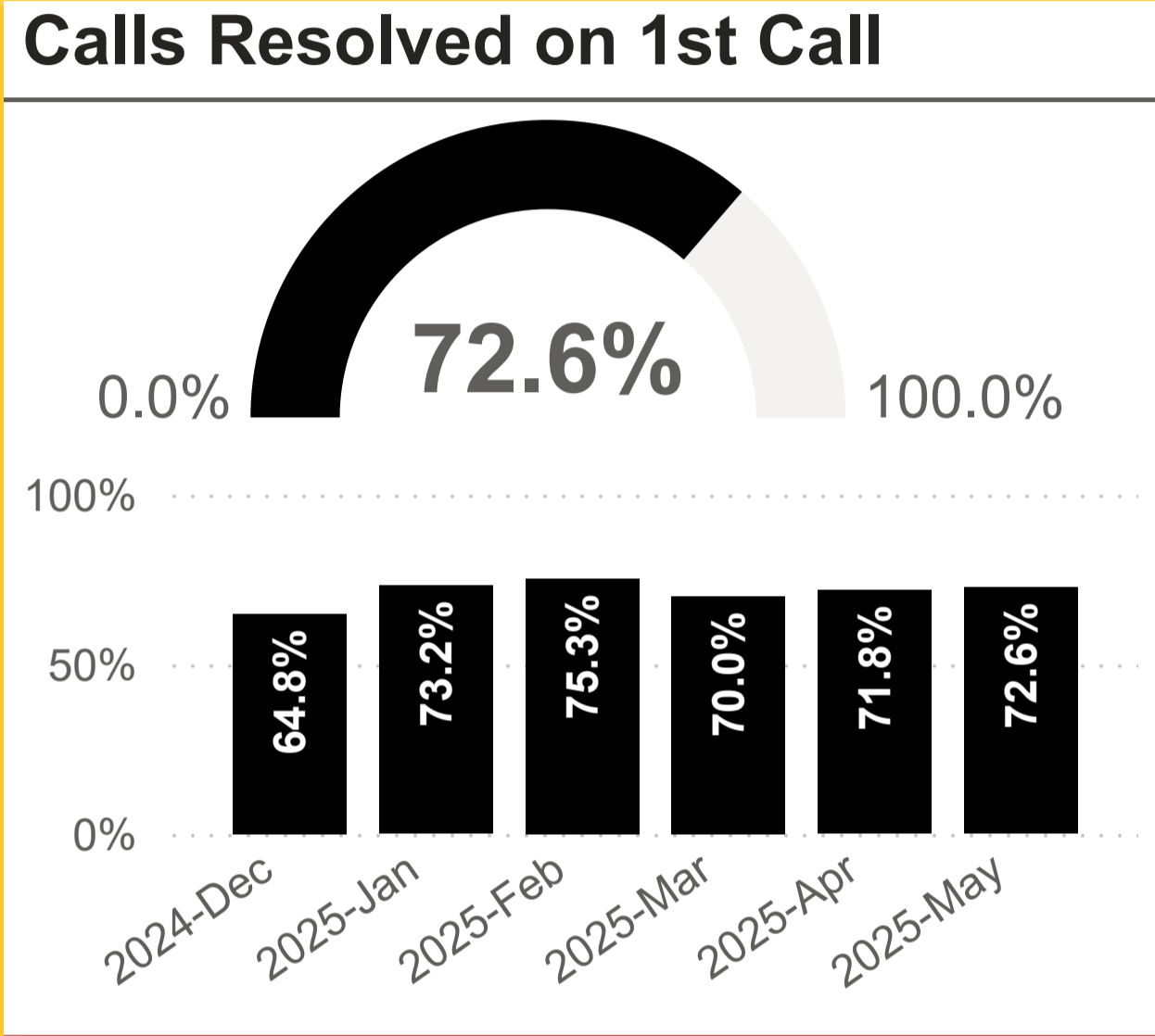
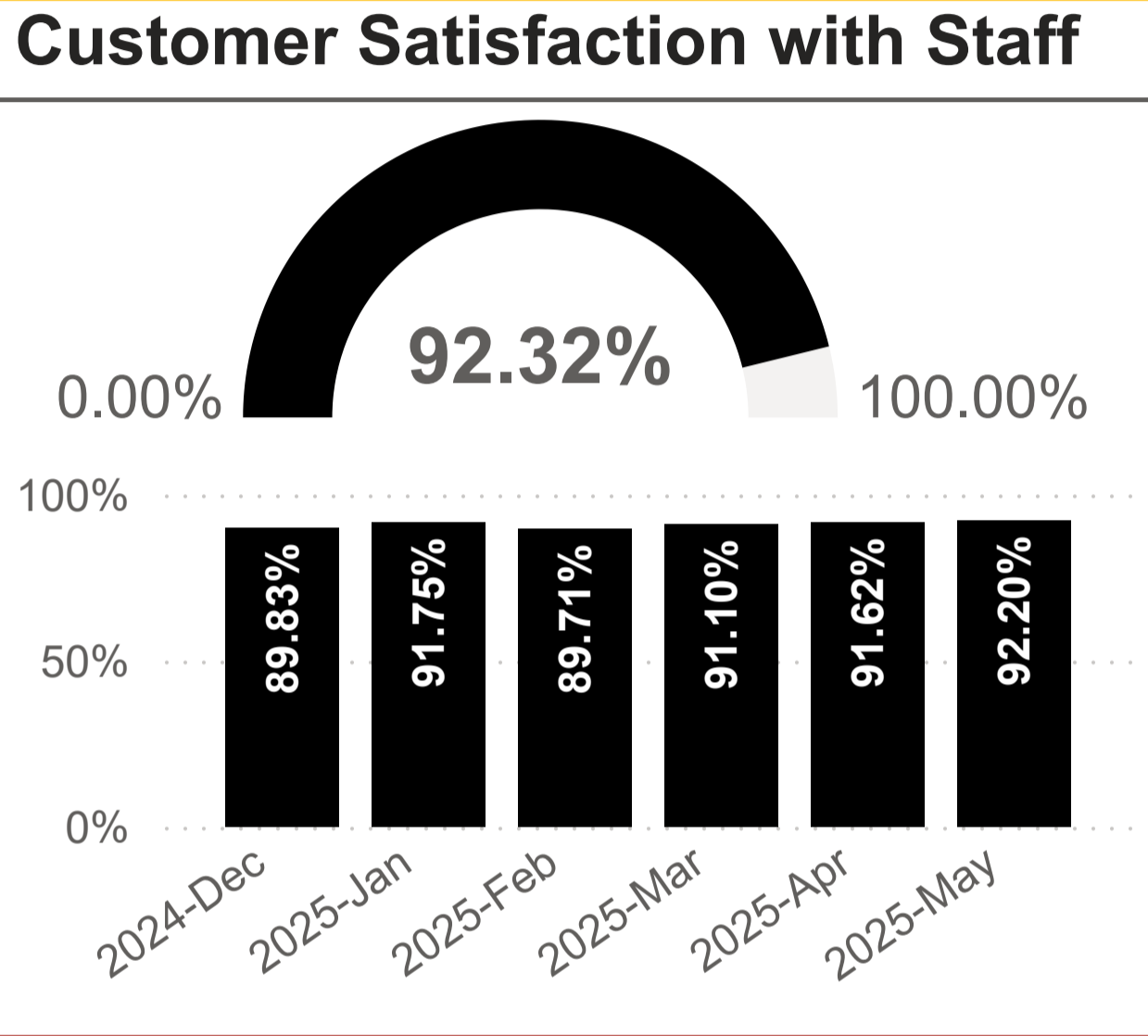
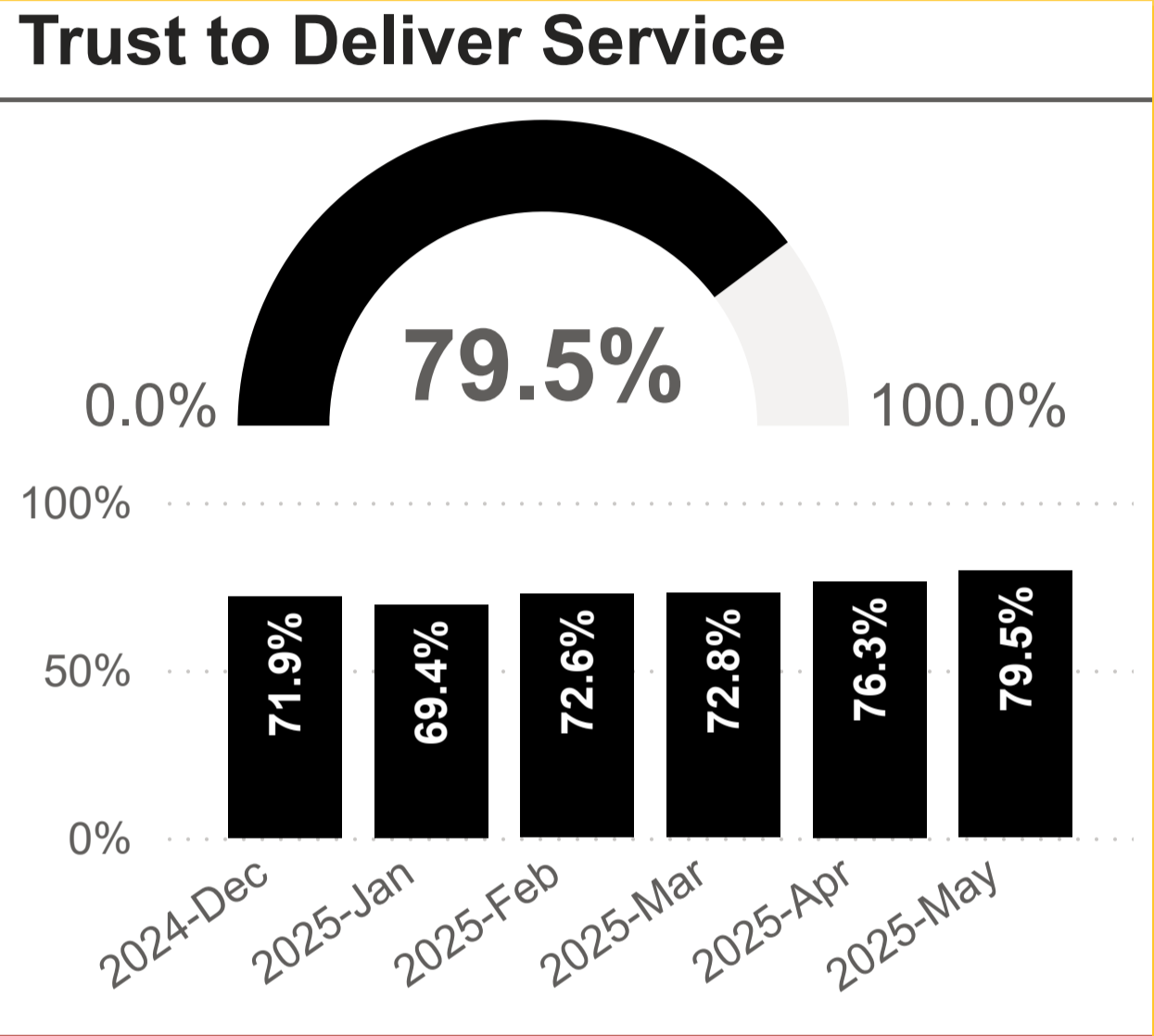
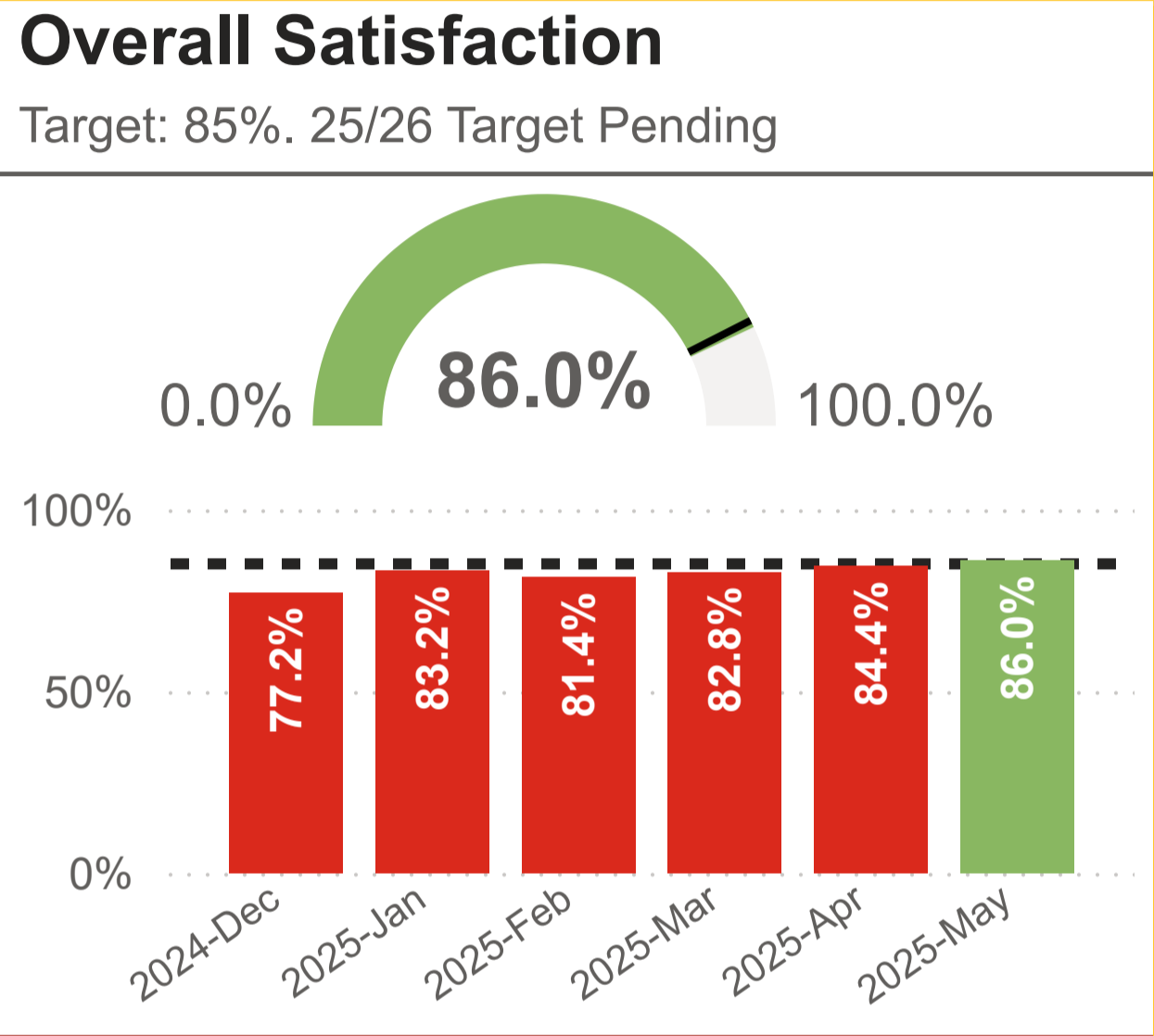
Our Performance in May 2025

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

4226

Our Performance in May 2025

Customer Feedback Metrics

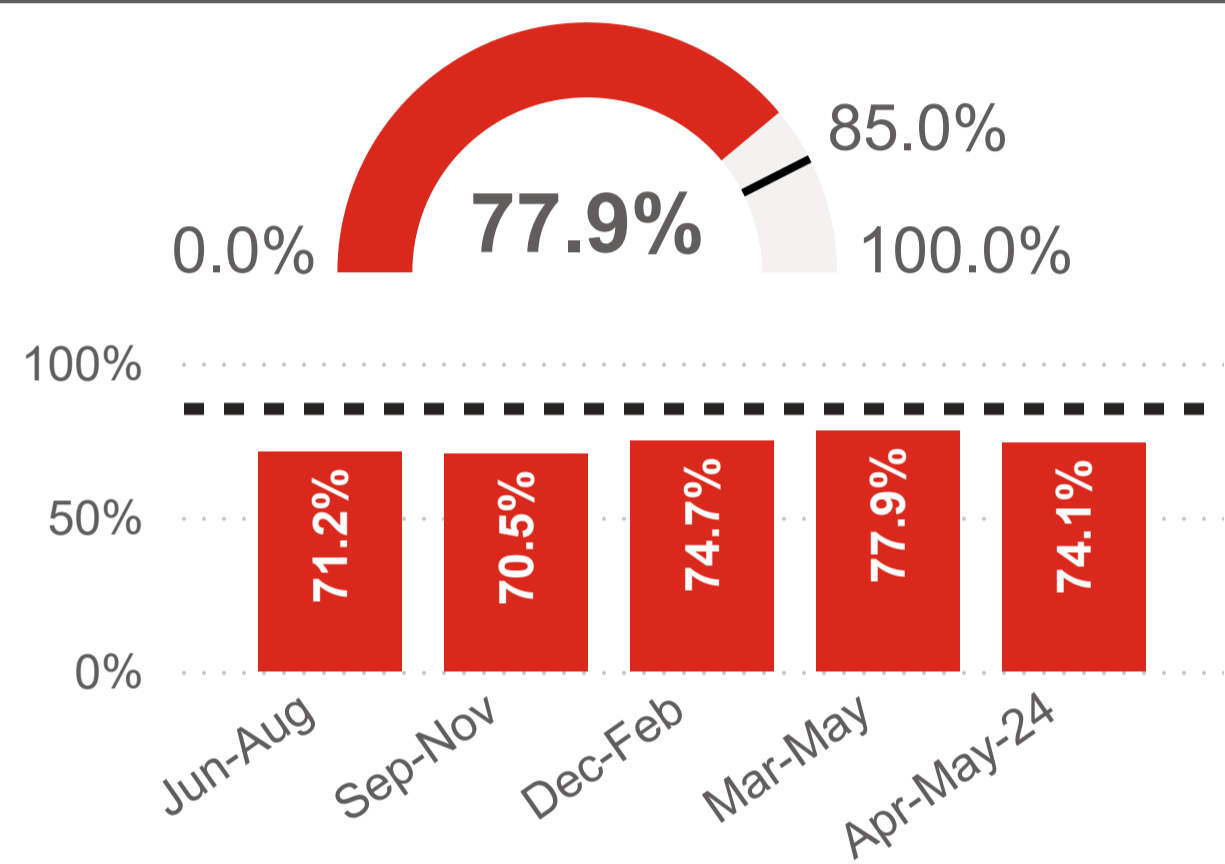
Clyde South



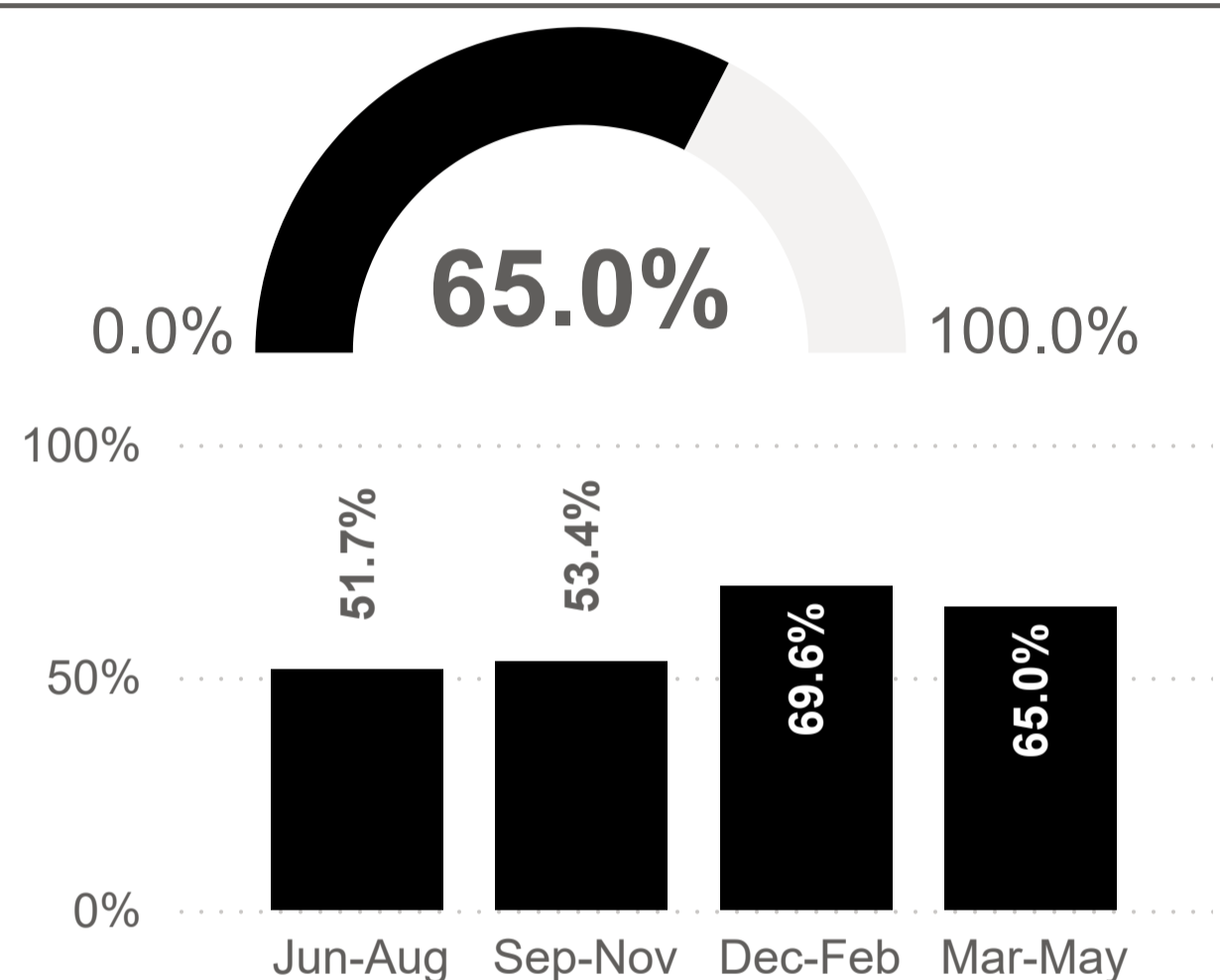
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.
Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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

Overall Satisfaction

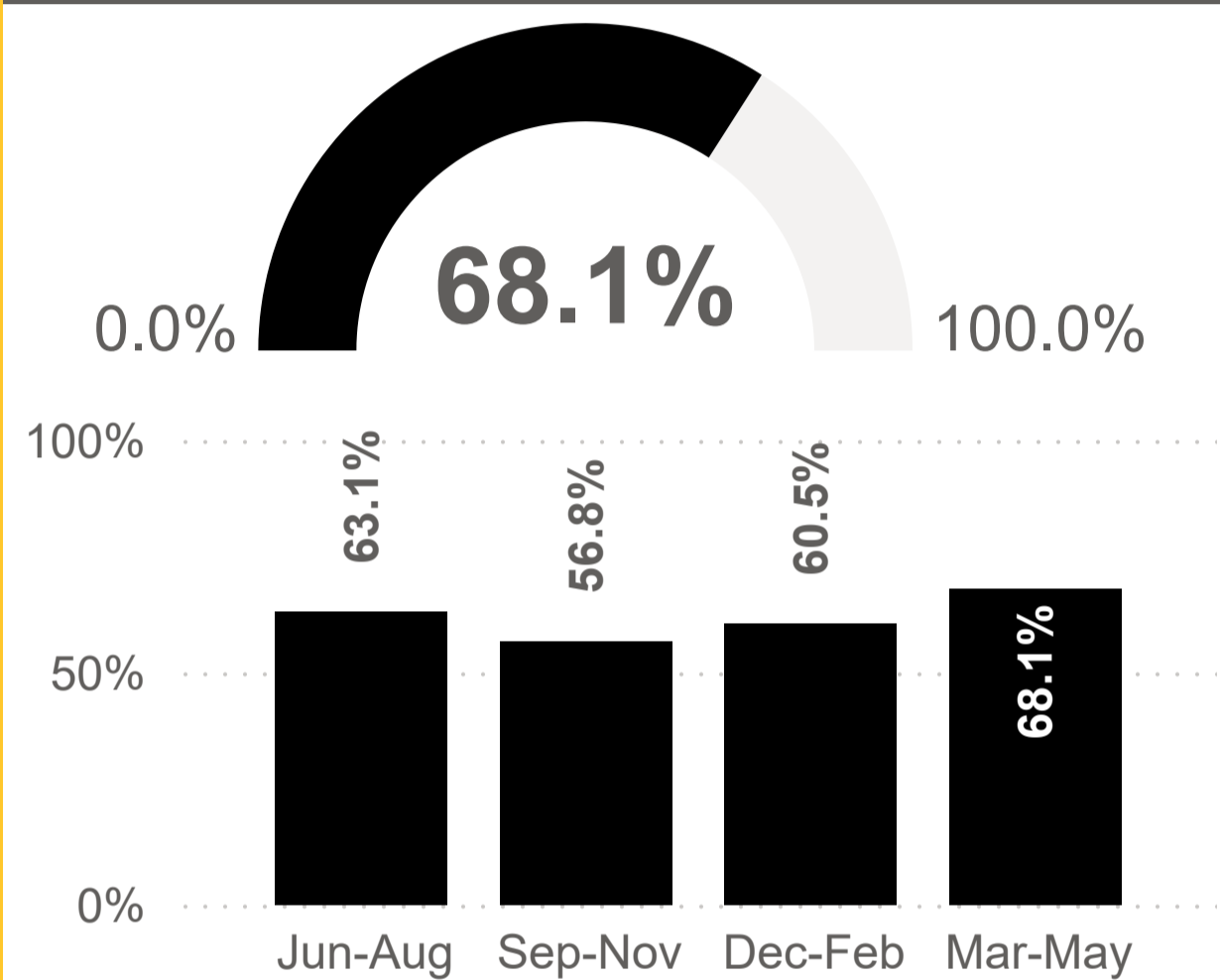
Target: 85%. 25/26 Target Pending



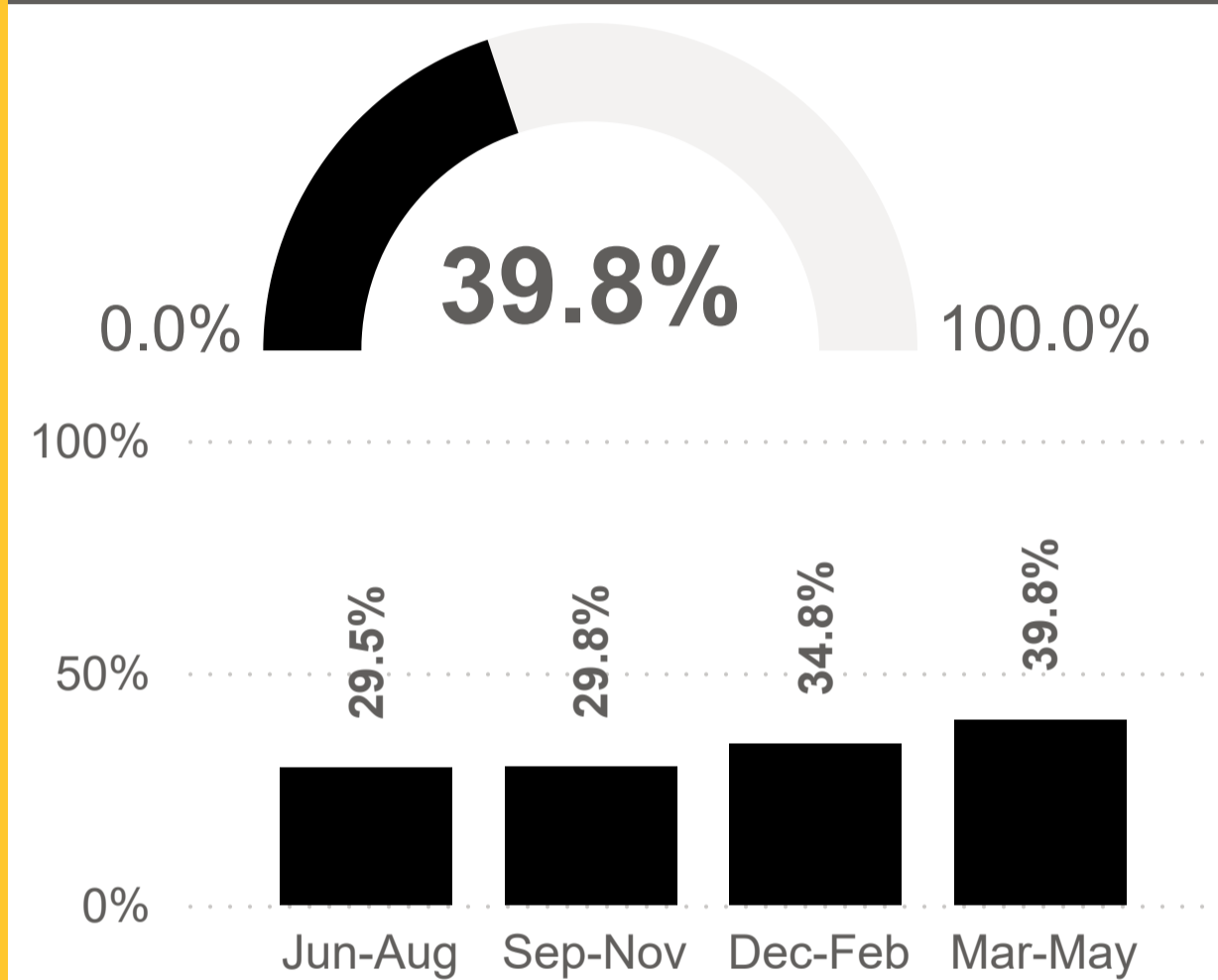
Overall Satisfaction: Community



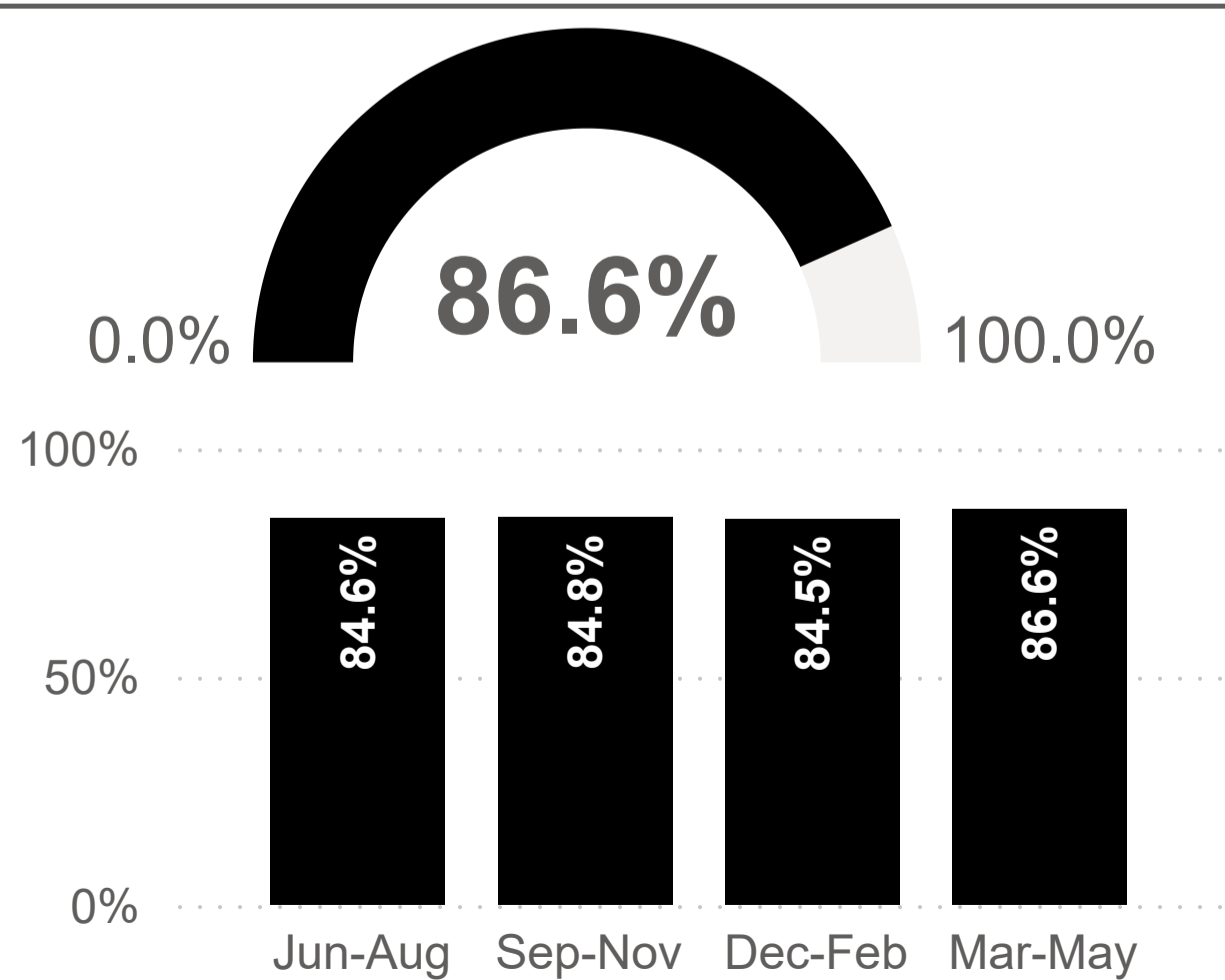
Trust to Deliver Service



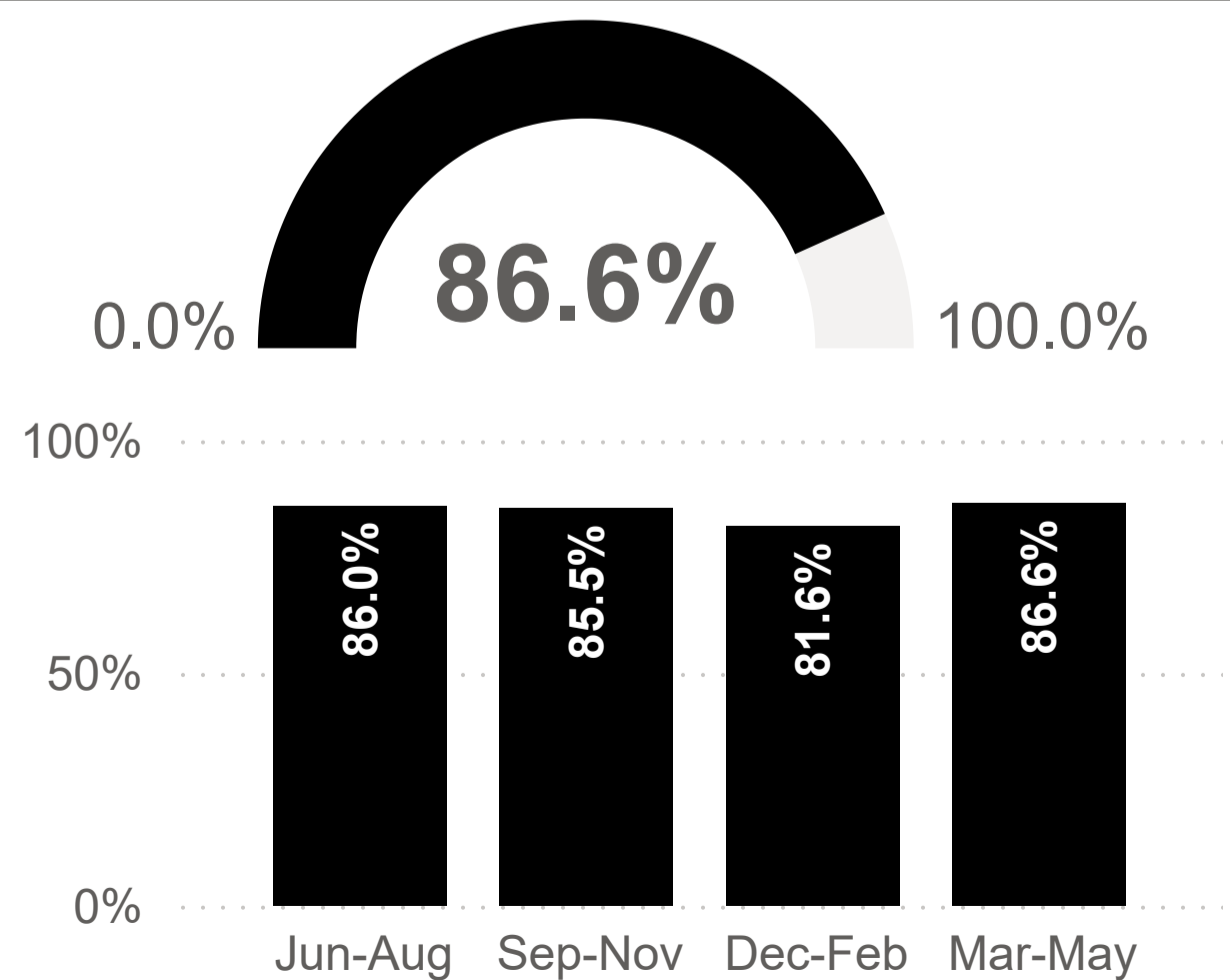
Trust to Deliver: Community



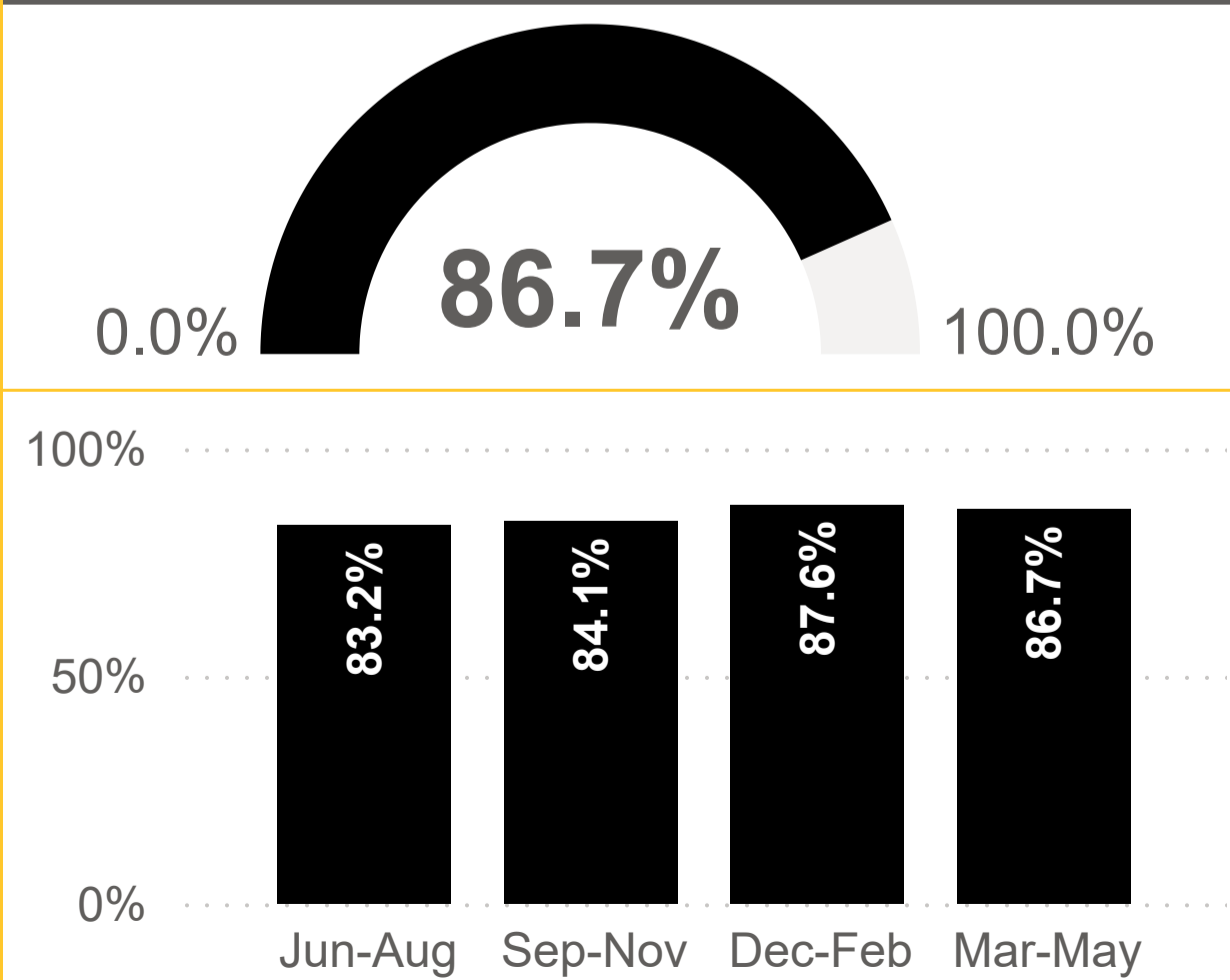
Customer Satisfaction with Staff



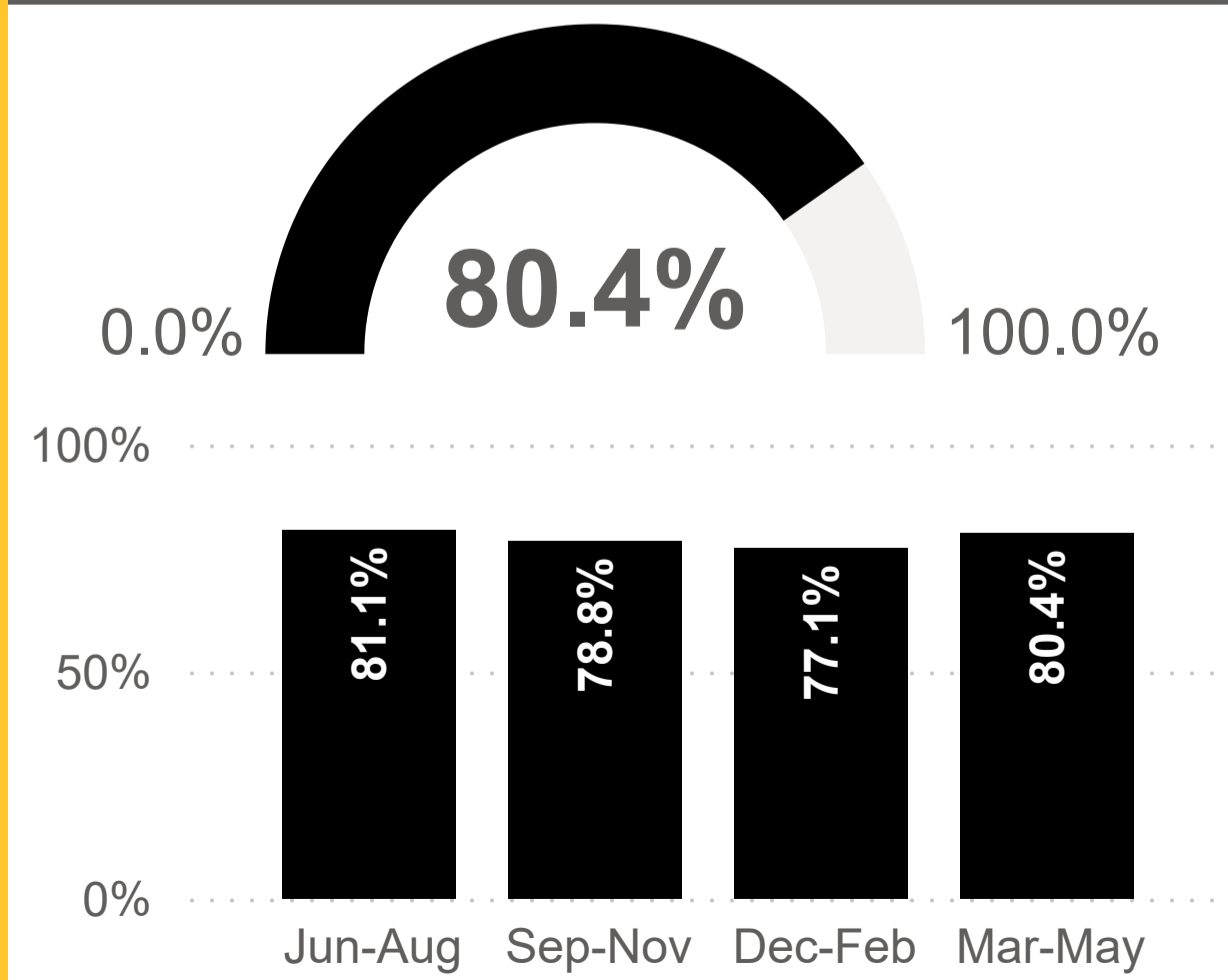
Satisfaction with Port Staff



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



Ardrossan - Brodick

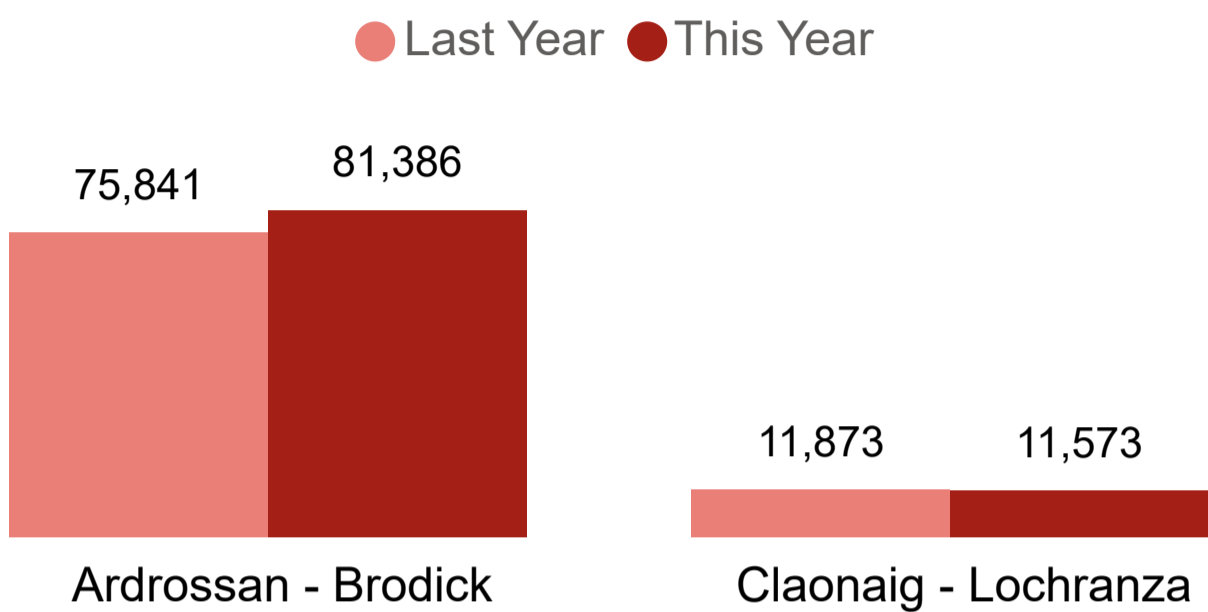
0 0 0

Claonaig - Lochranza

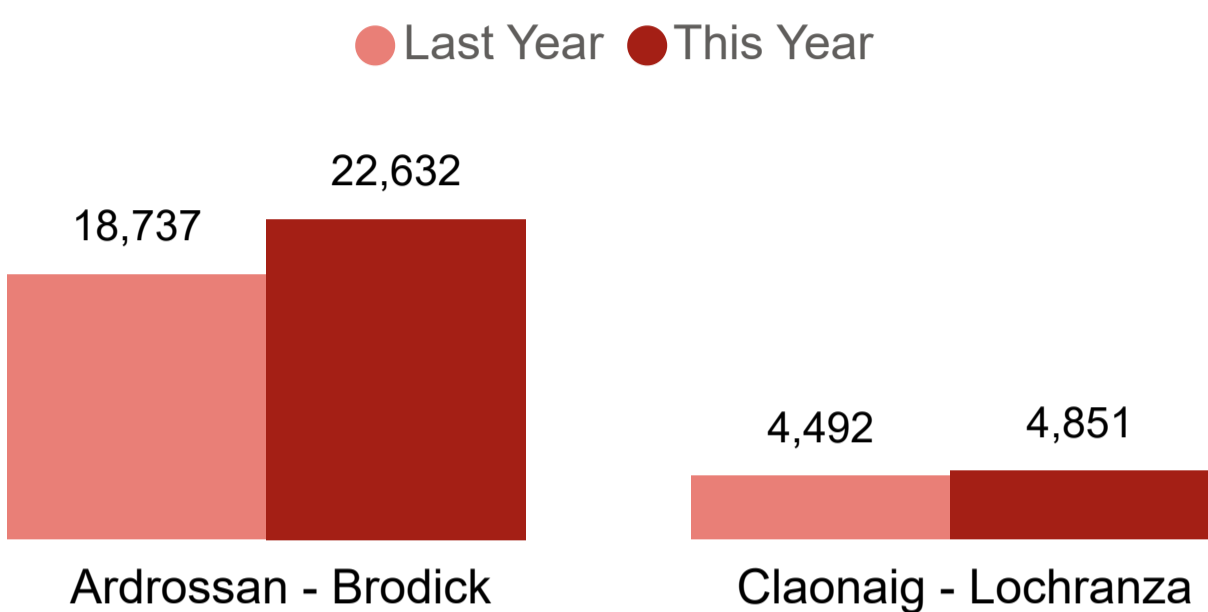
"Other" refers to any cancellations not resulting from weather and technical disruption. This includes cancellations due to reasons such as bunkering issues, berth unavailability etc.



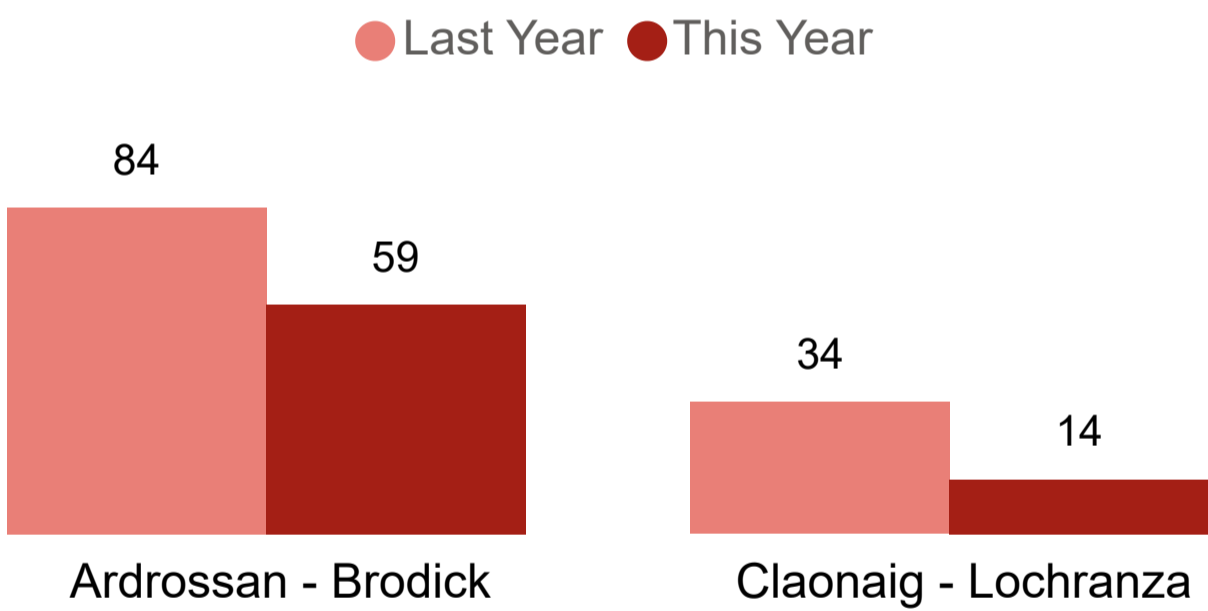
Shipped Passengers



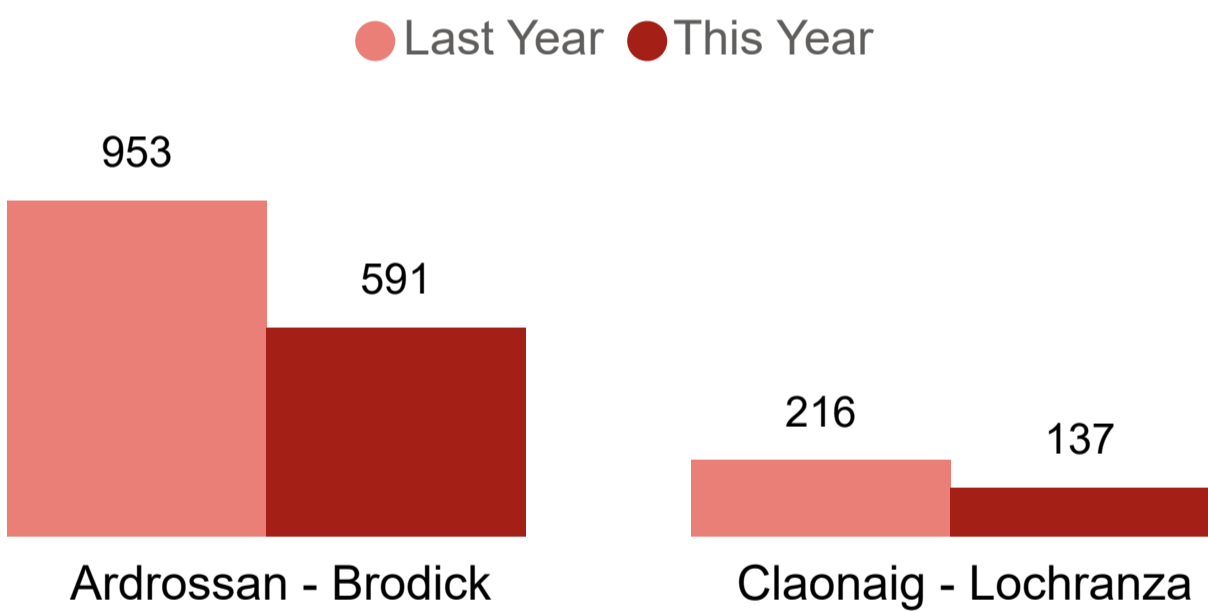
Shipped Cars



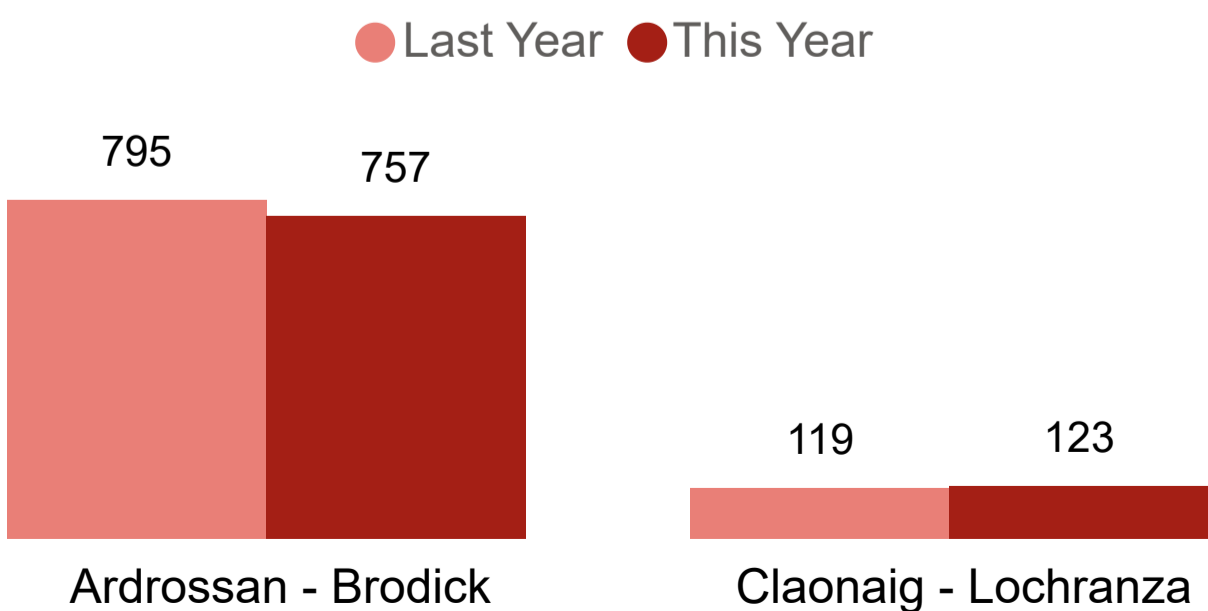
Shipped Coaches



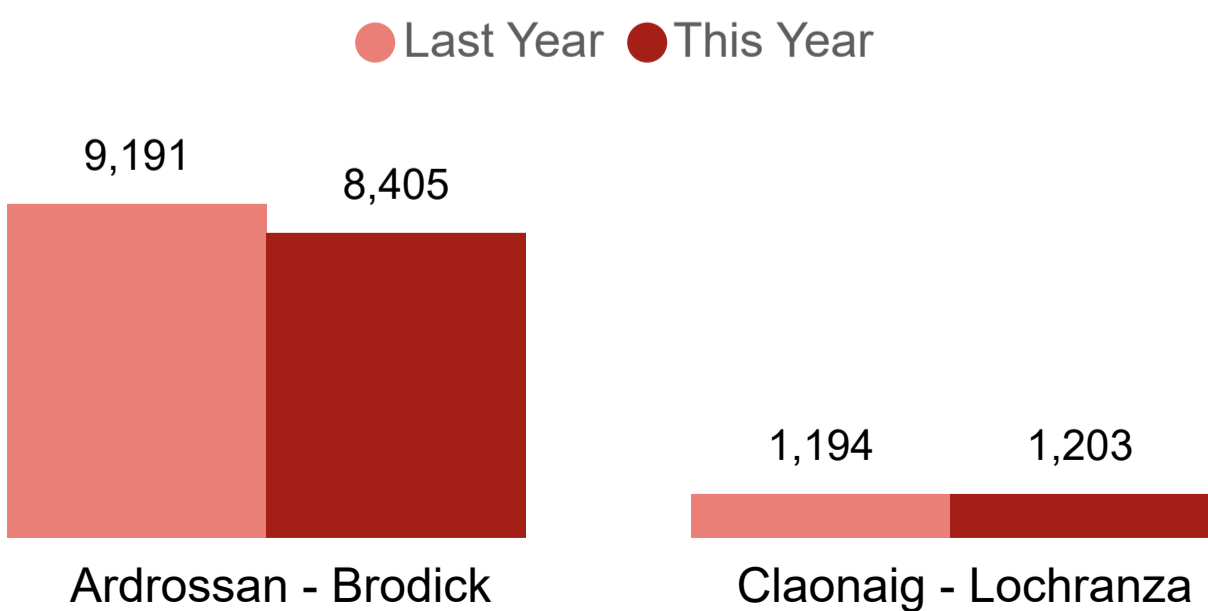
Shipped Coach Metres



Shipped Commercial Vehicles

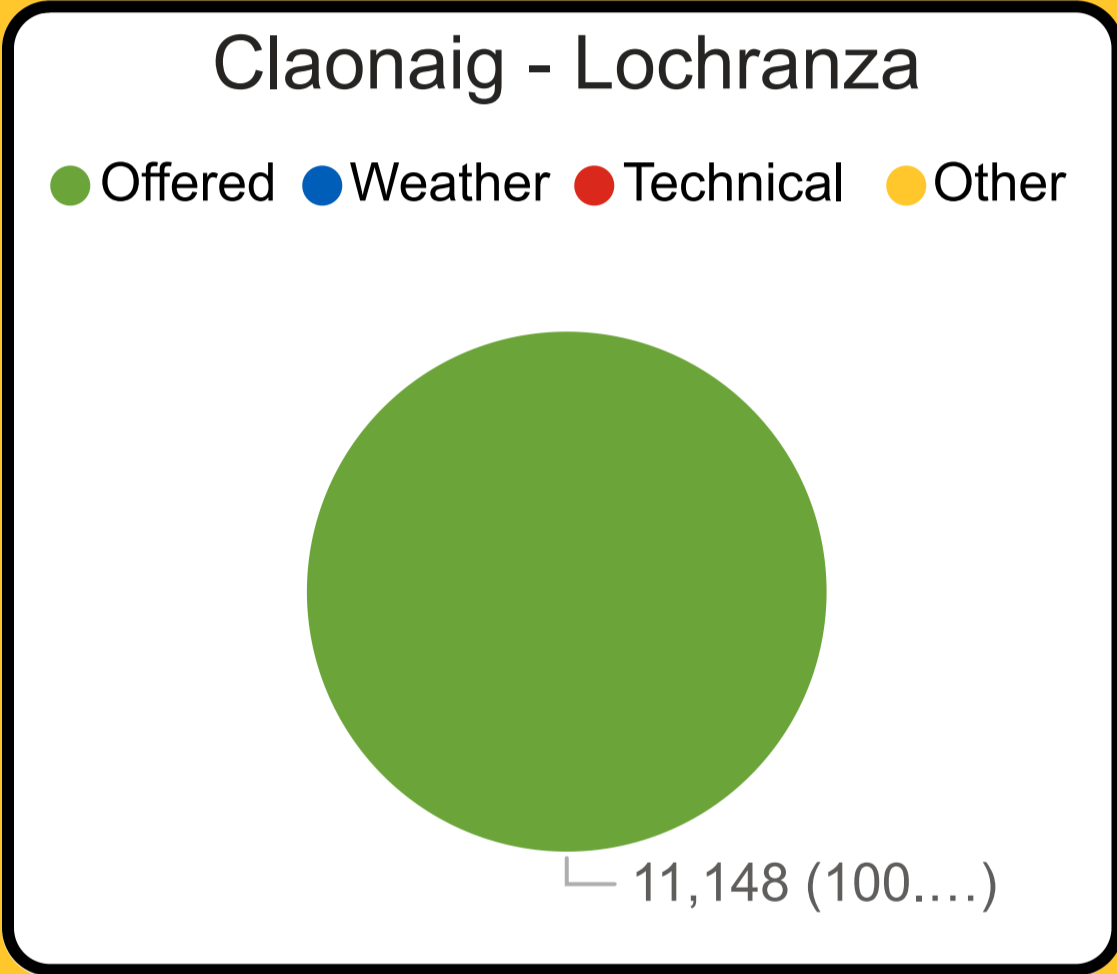
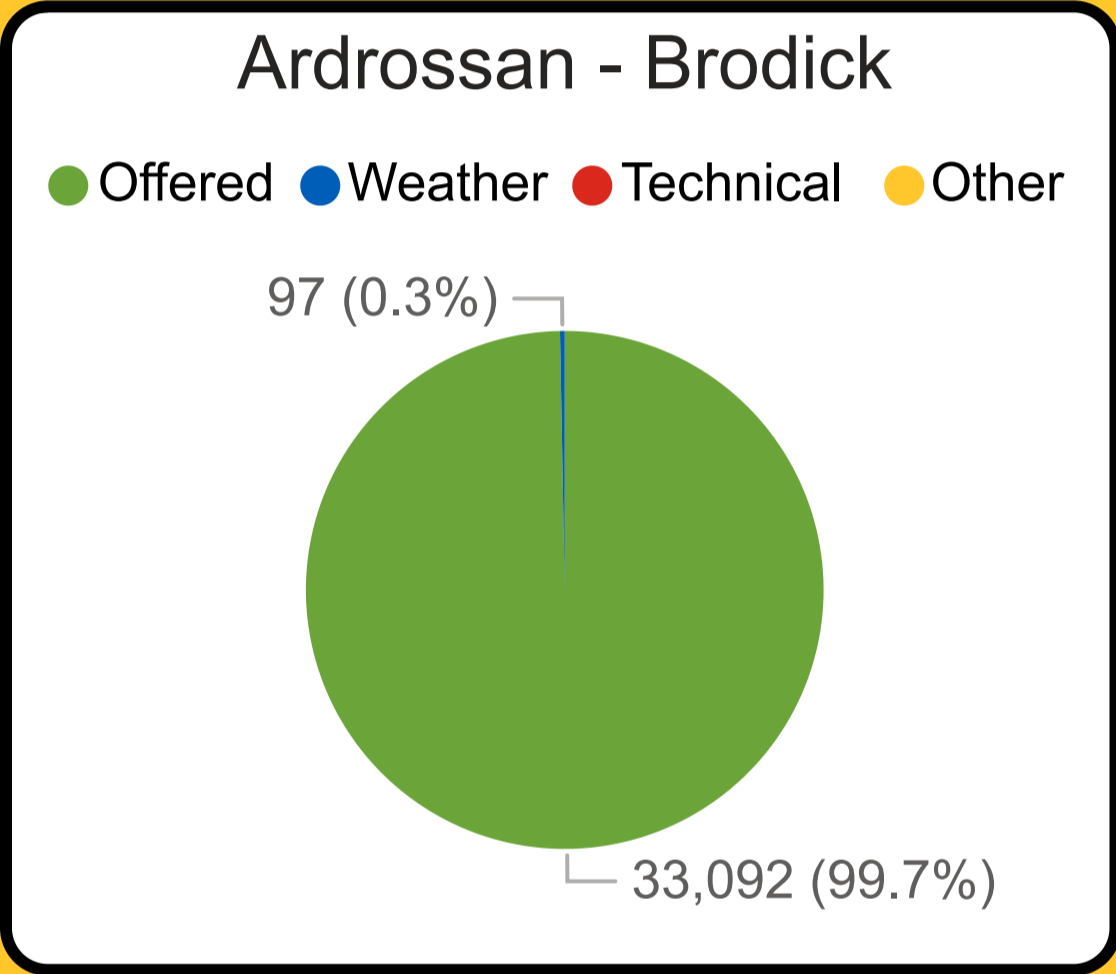


Shipped Commercial Vehicle Metres





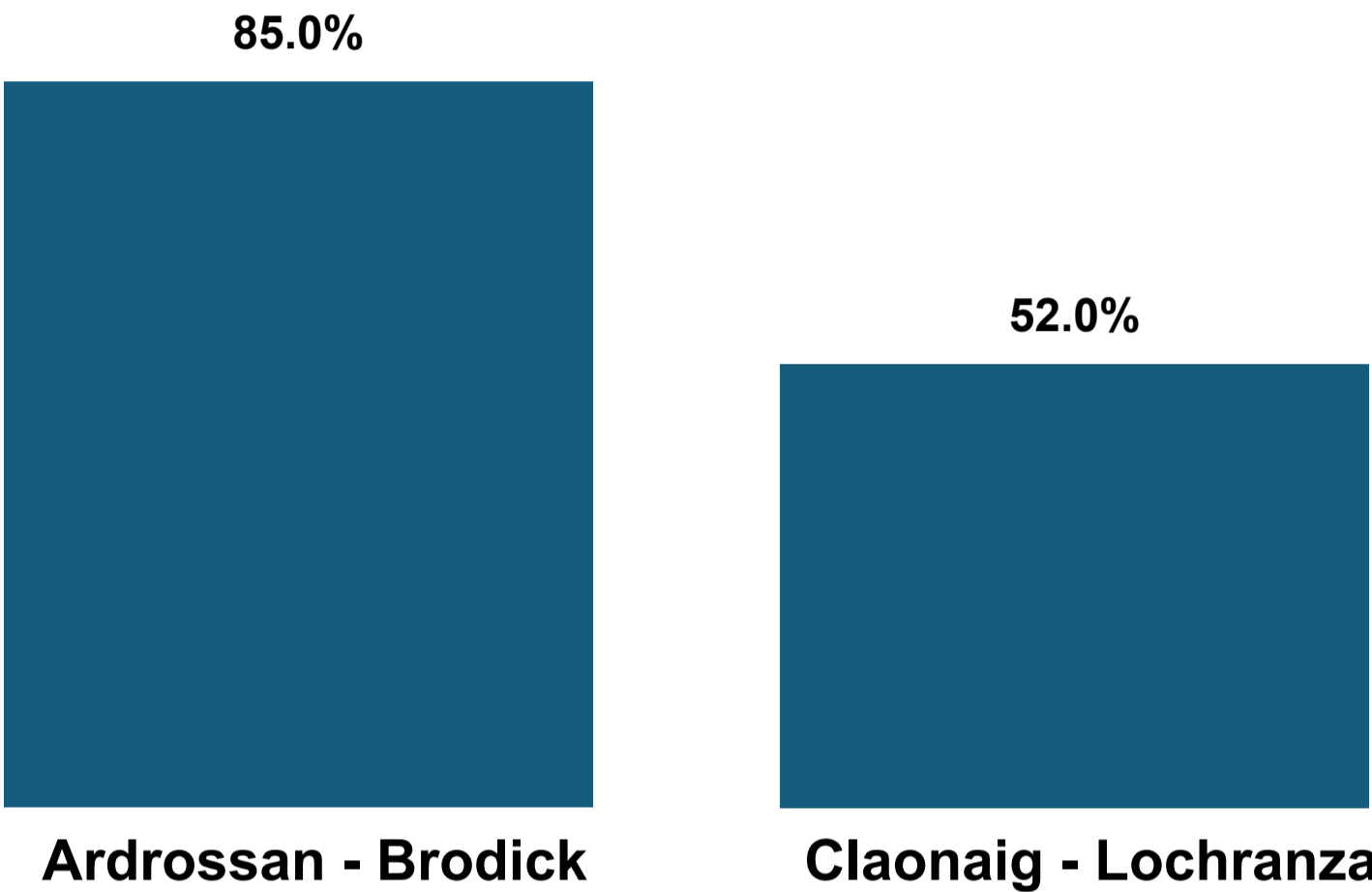
- 1 Car Equivalent Space is equal to 4.6 General Lane Metres
- Below visuals represent car equivalent spaces offered vs car equivalent space made unavailable as a result of technical, weather and all other cancellations



Route	Offered	Weather	Technical	Other
Ardrossan - Brodick	33,092	97		
Claonaig - Lochranza	11,148			



Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Ardrossan - Brodick	152.2K	129.4K	28,120	85.0%
Claonaig - Lochranza	51.3K	26.6K	5,793	52.0%
Total	203.5K	156.0K	33,913	76.7%

Overall Utilisation of Sailings

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

