

Total Number of Survey Responses

Last 6 Months

38K

Our Performance in August 2025

Customer Feedback Metrics

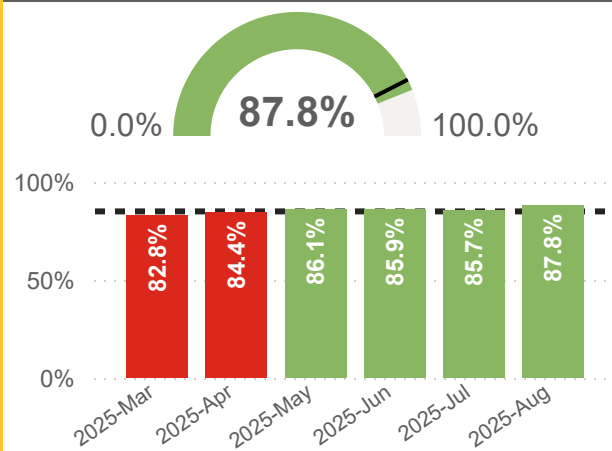
Network Wide



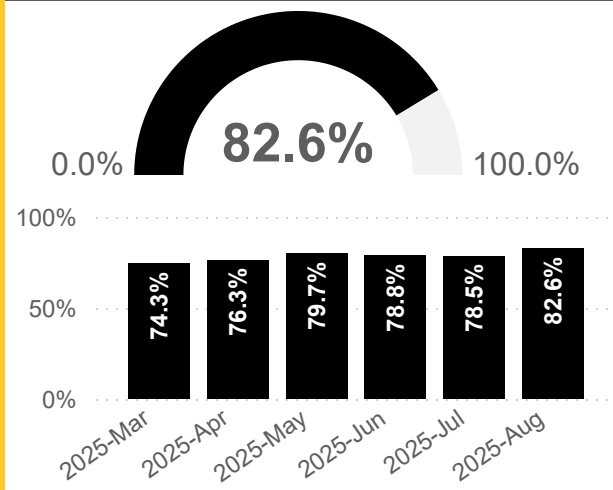
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.

Overall Satisfaction

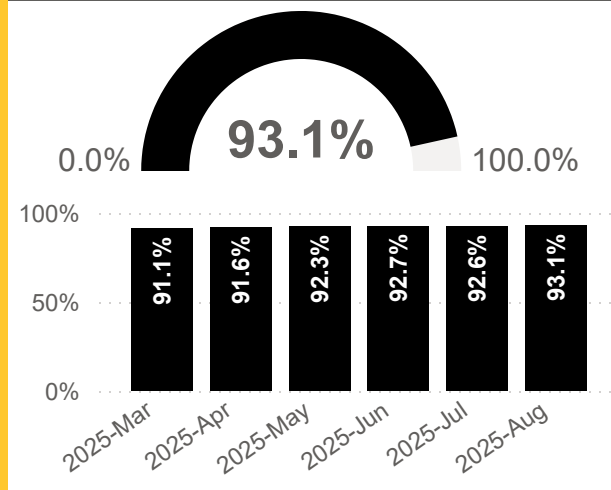
Target: 85%



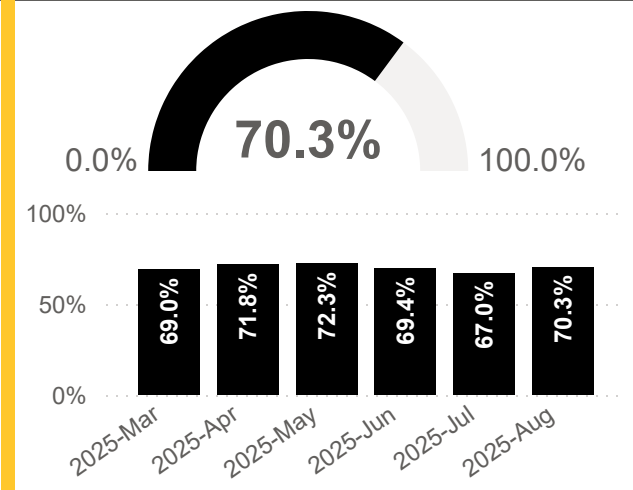
Trust to Deliver Service



Customer Satisfaction with Staff

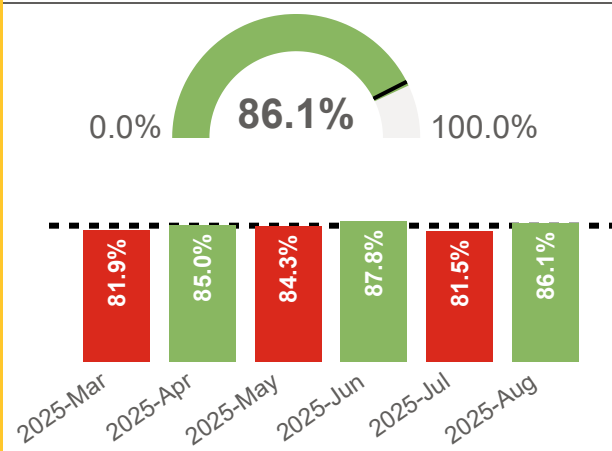


Calls Resolved on 1st Call

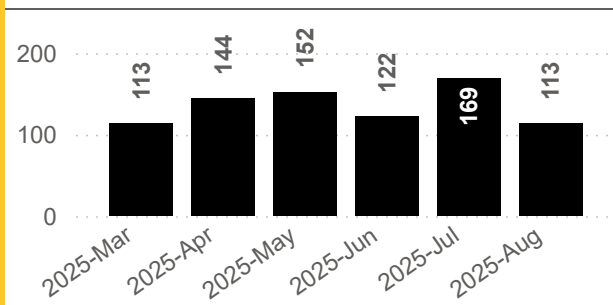


Sentiment

Target: 85%



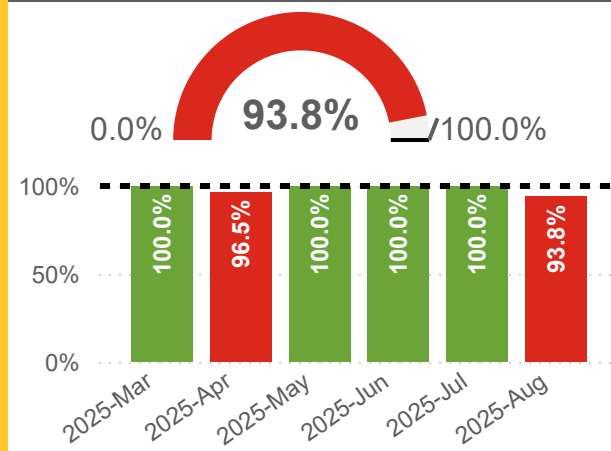
Number of Complaints Received



Complaints have decreased into June from the previous two months, in spite of the busier summer season.

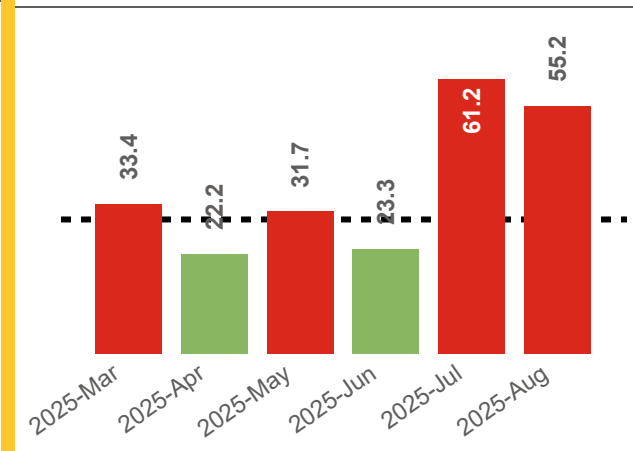
Complaints Handled within 21 Days

Target: 100%



Average of Time to Answer (s)

Target: 30s

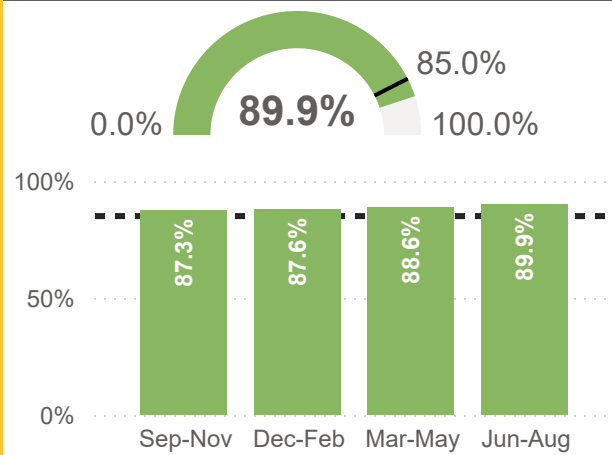




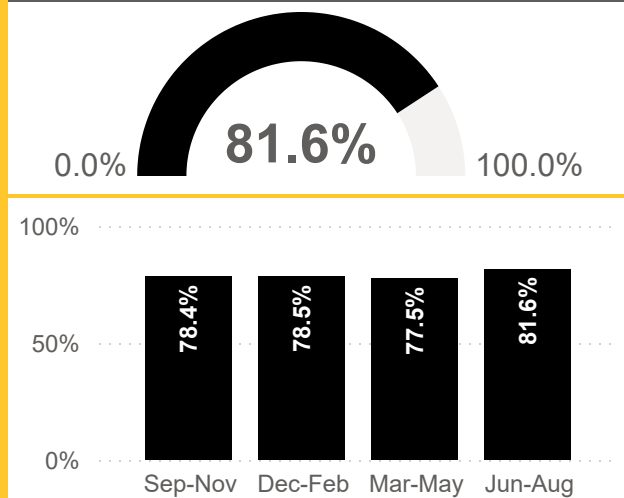
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.
Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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

Overall Satisfaction

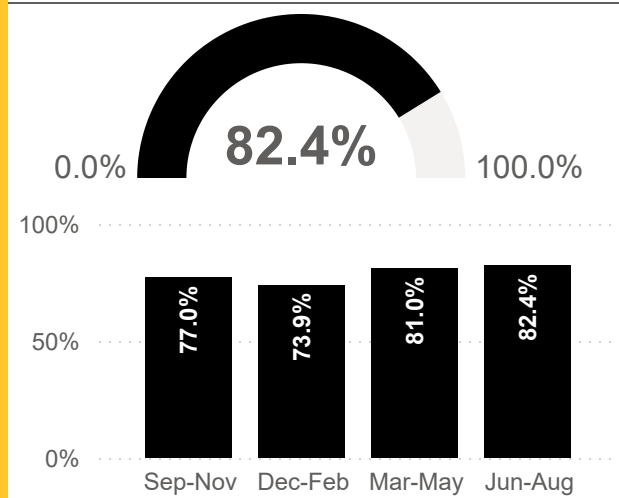
Target: 85%



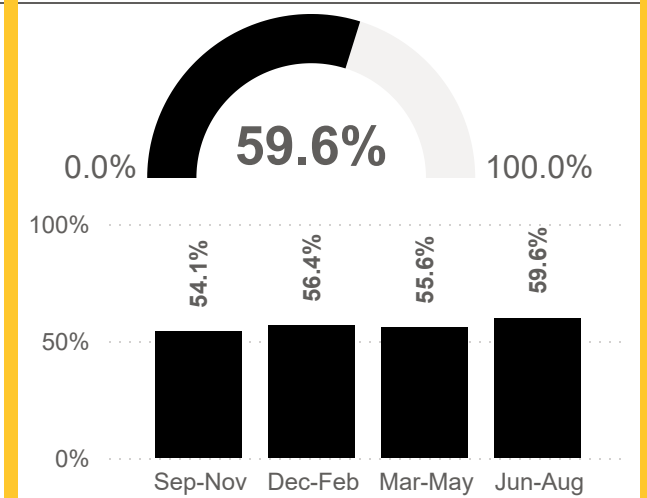
Overall Satisfaction: Community



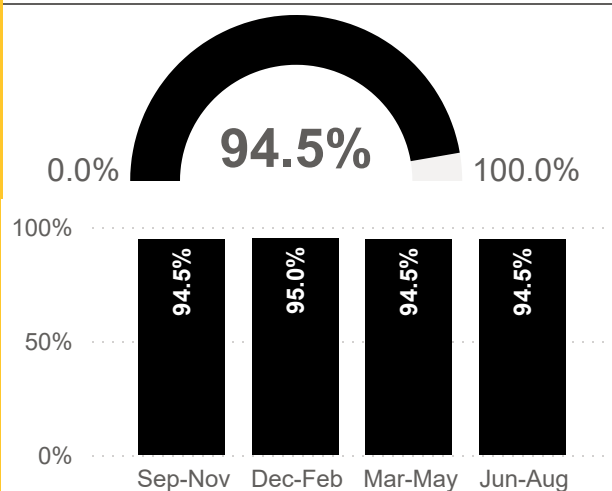
Trust to Deliver Service



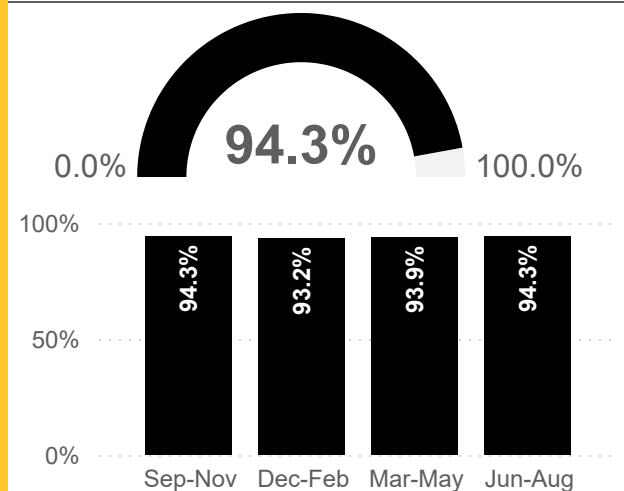
Trust to Deliver: Community



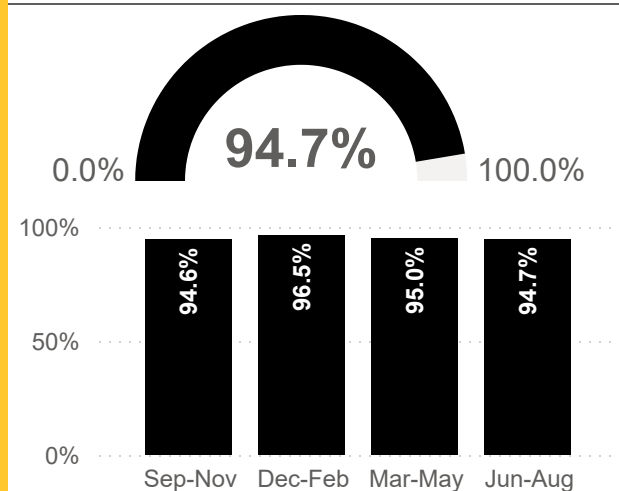
Customer Satisfaction with Staff



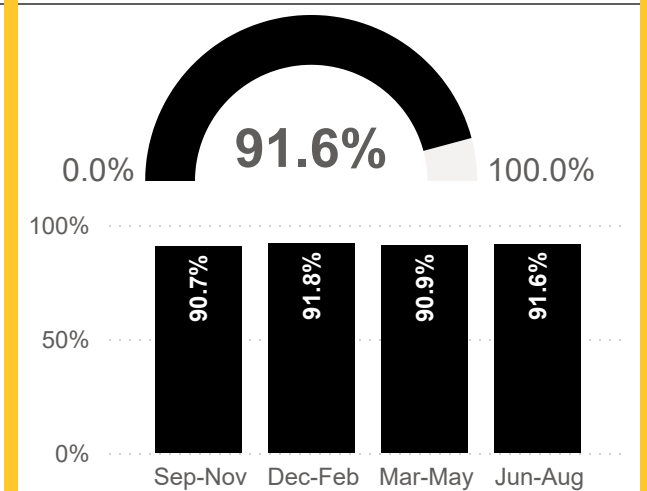
Satisfaction with Port Staff



Satisfaction with Onboard Crew



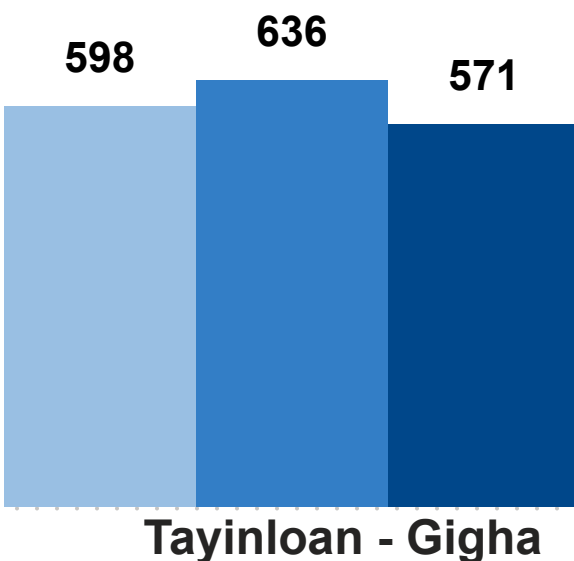
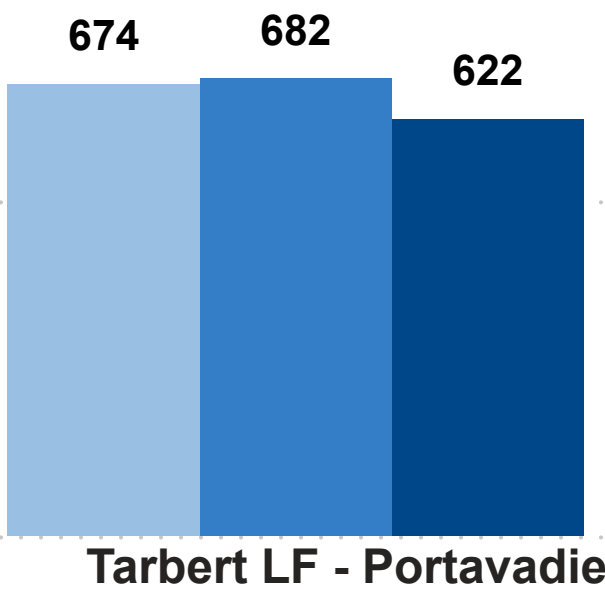
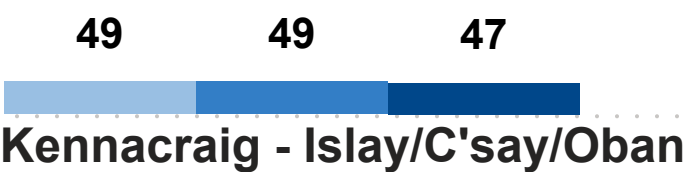
Satisfaction with the Port





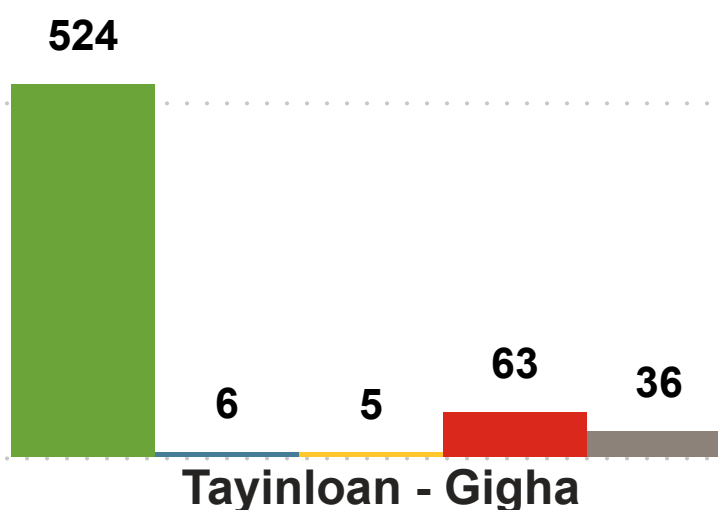
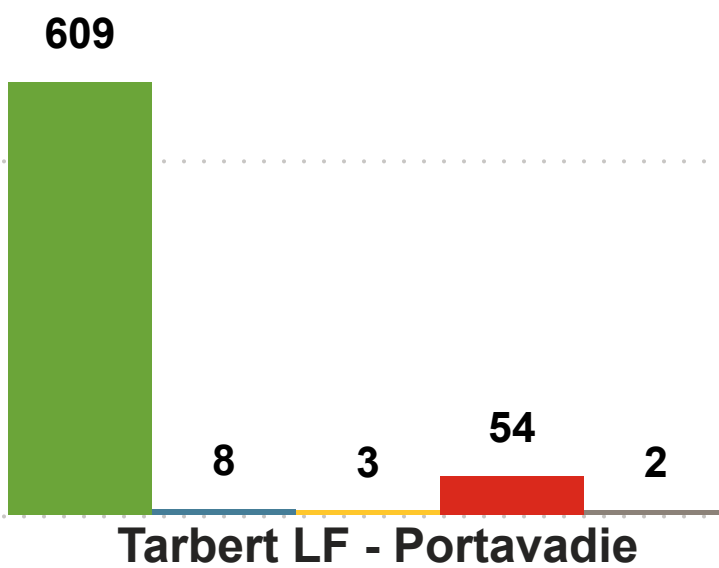
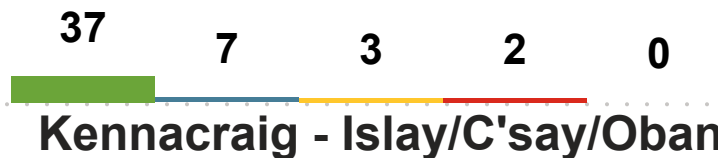
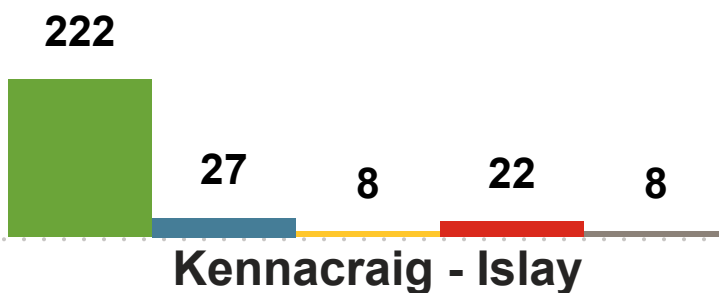
Sailings Timetabled, Amended & Actual

● Timetabled ● Amended ● Actual



Punctuality & Reliability

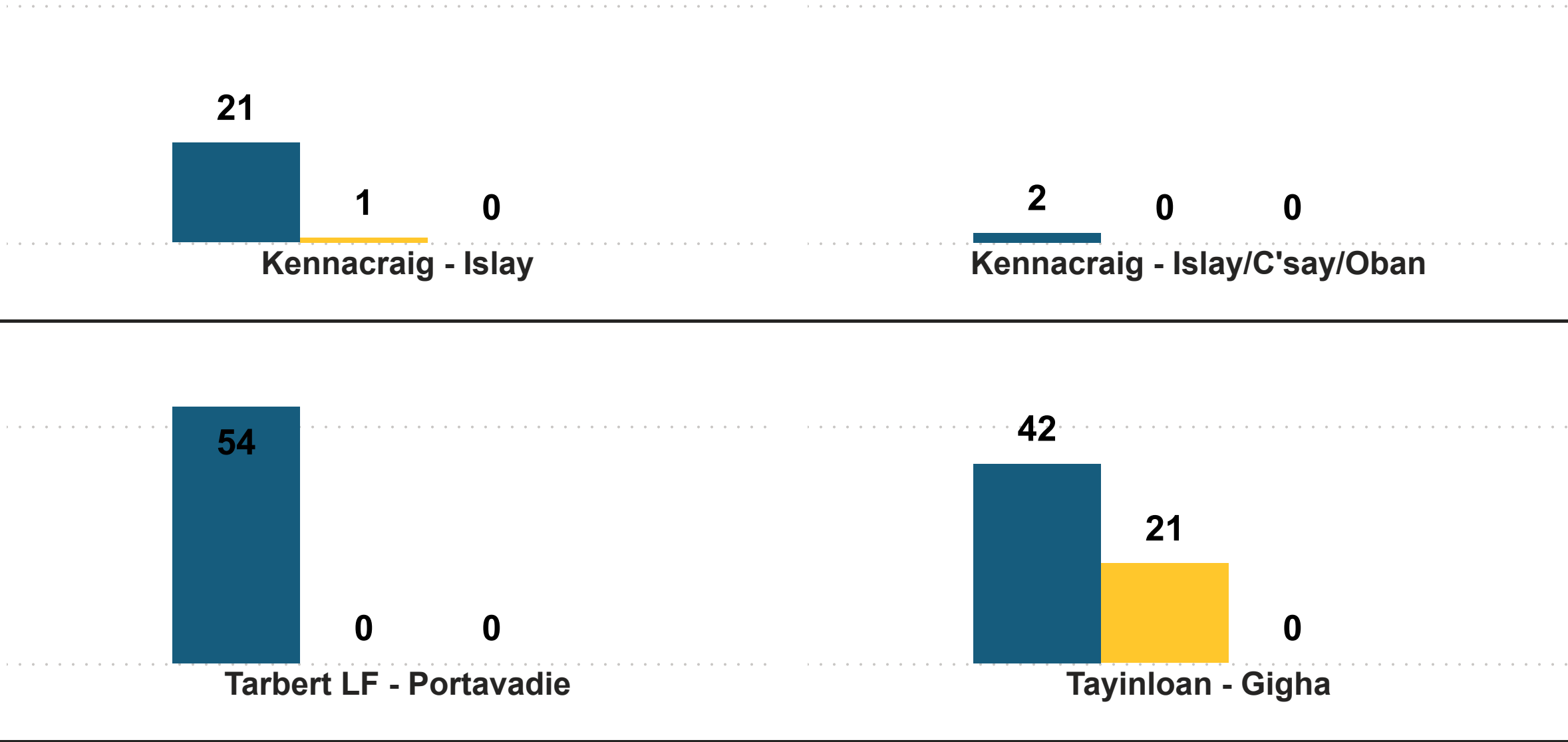
● On Time ● Level 1 Lateness ● Level 2 Lateness ● Cancelled ● Additional





Cancelled Sailings (By Reason)

● Weather ● Technical ● Other



Missed Train Connections

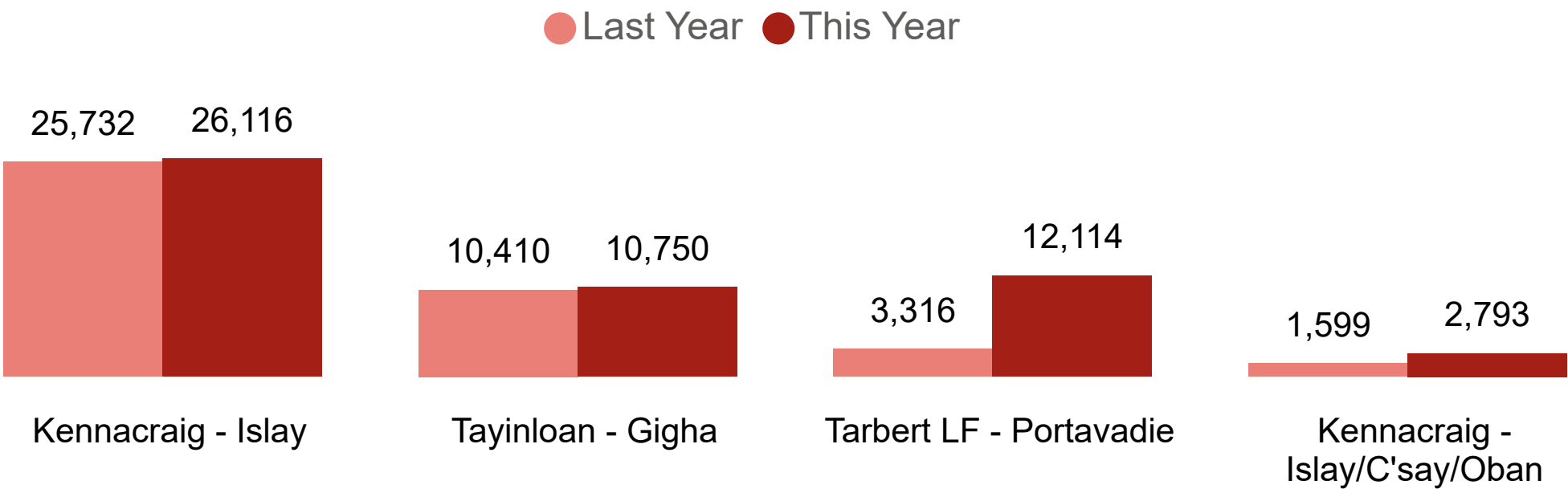
0

There were no missed advertised connections for Band C sailings this month.

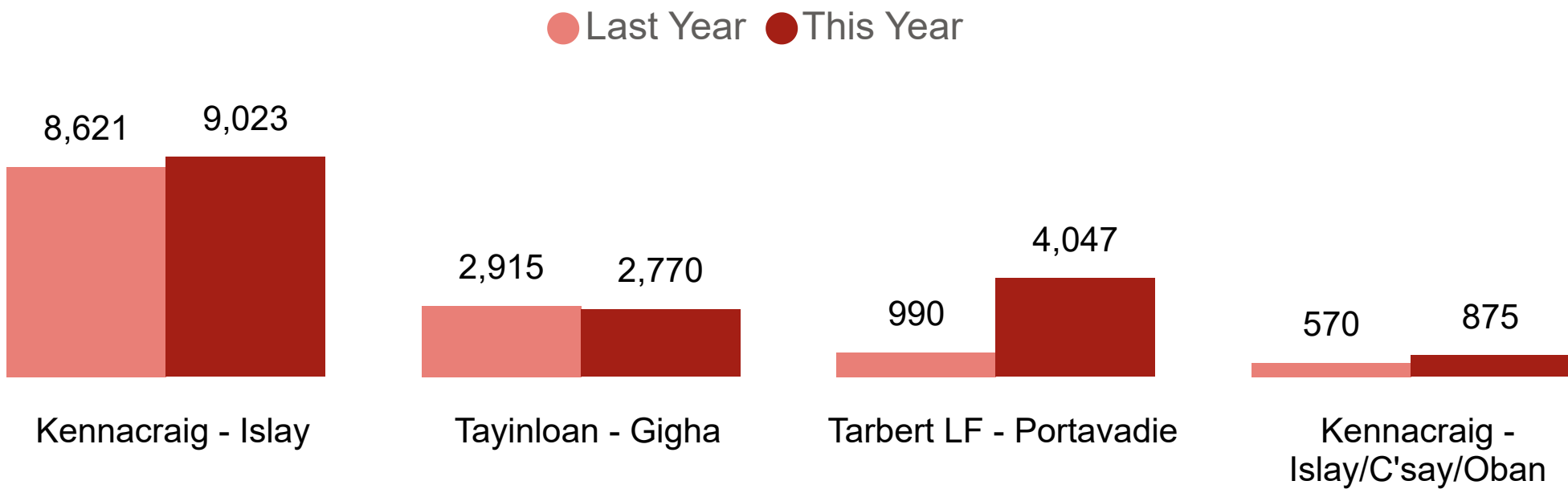
"Other" refers to any cancellations not resulting from weather and technical disruption. This includes cancellations due to reasons such as bunkering issues, berth unavailability etc.



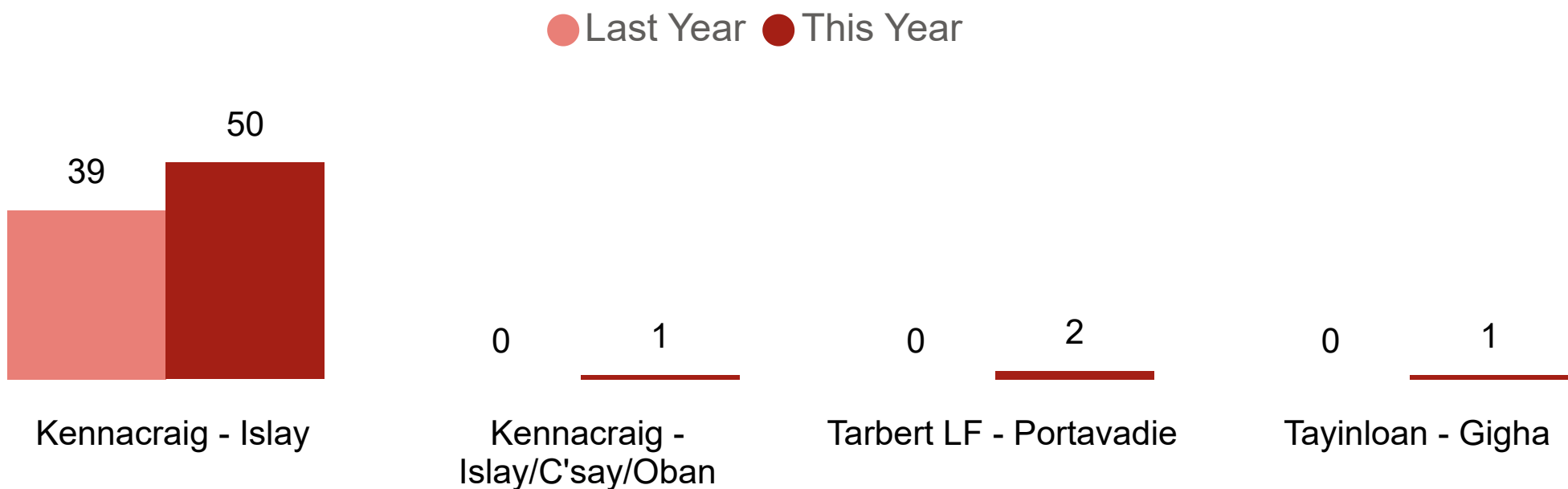
Shipped Passengers



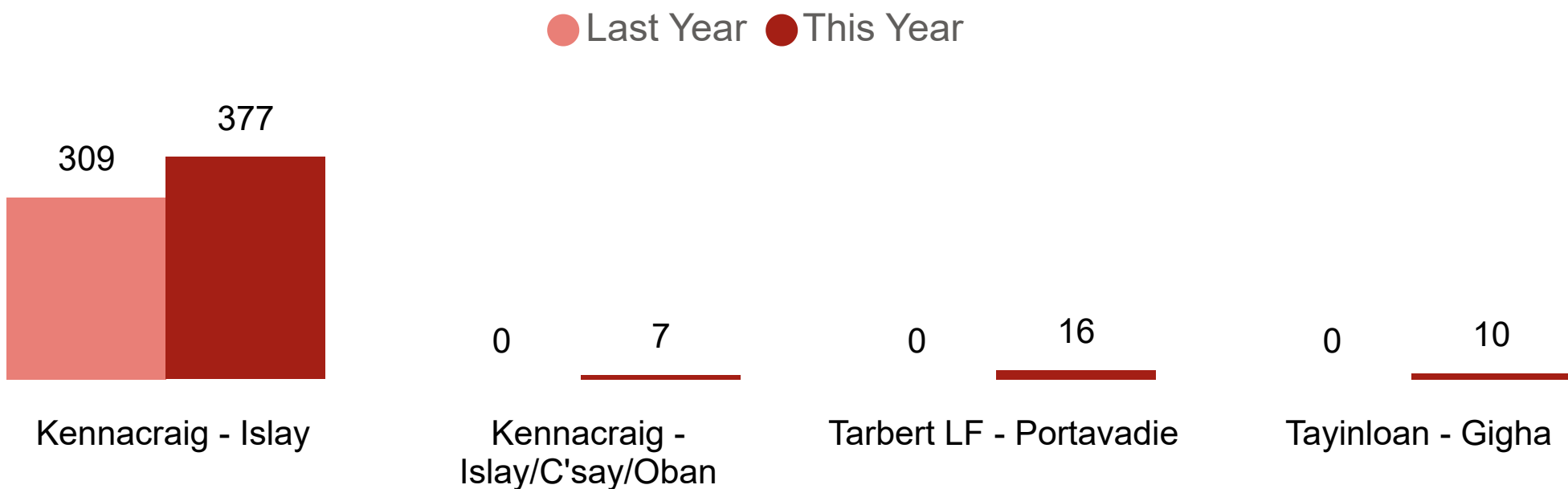
Shipped Cars



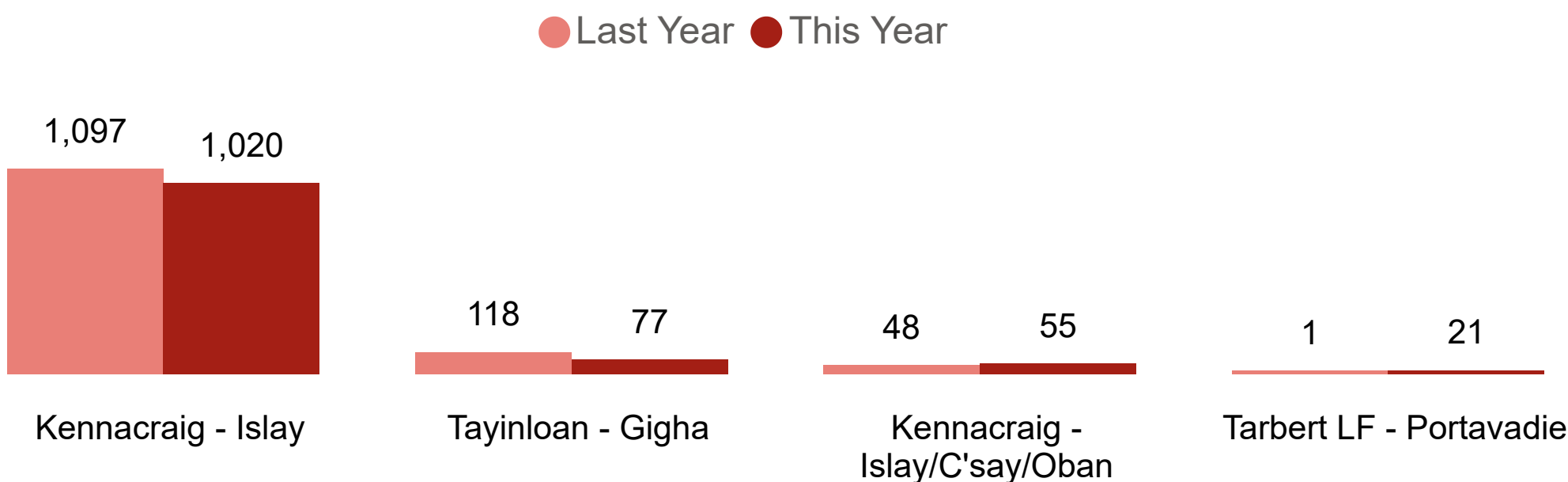
Shipped Coaches



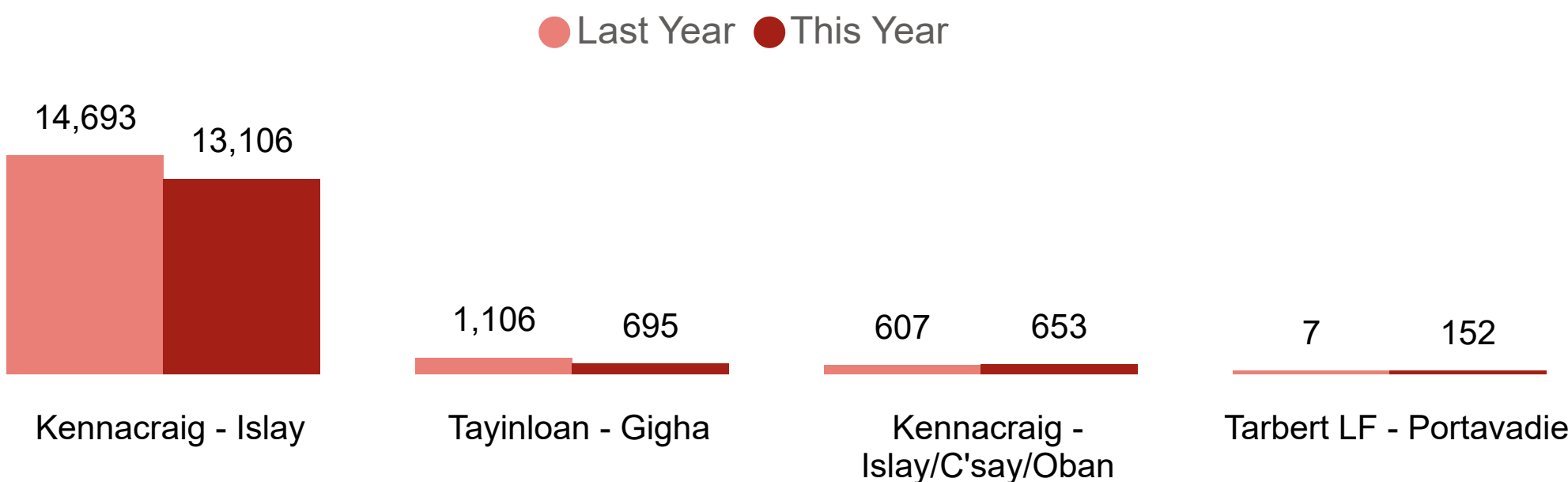
Shipped Coach Metres



Shipped Commercial Vehicles

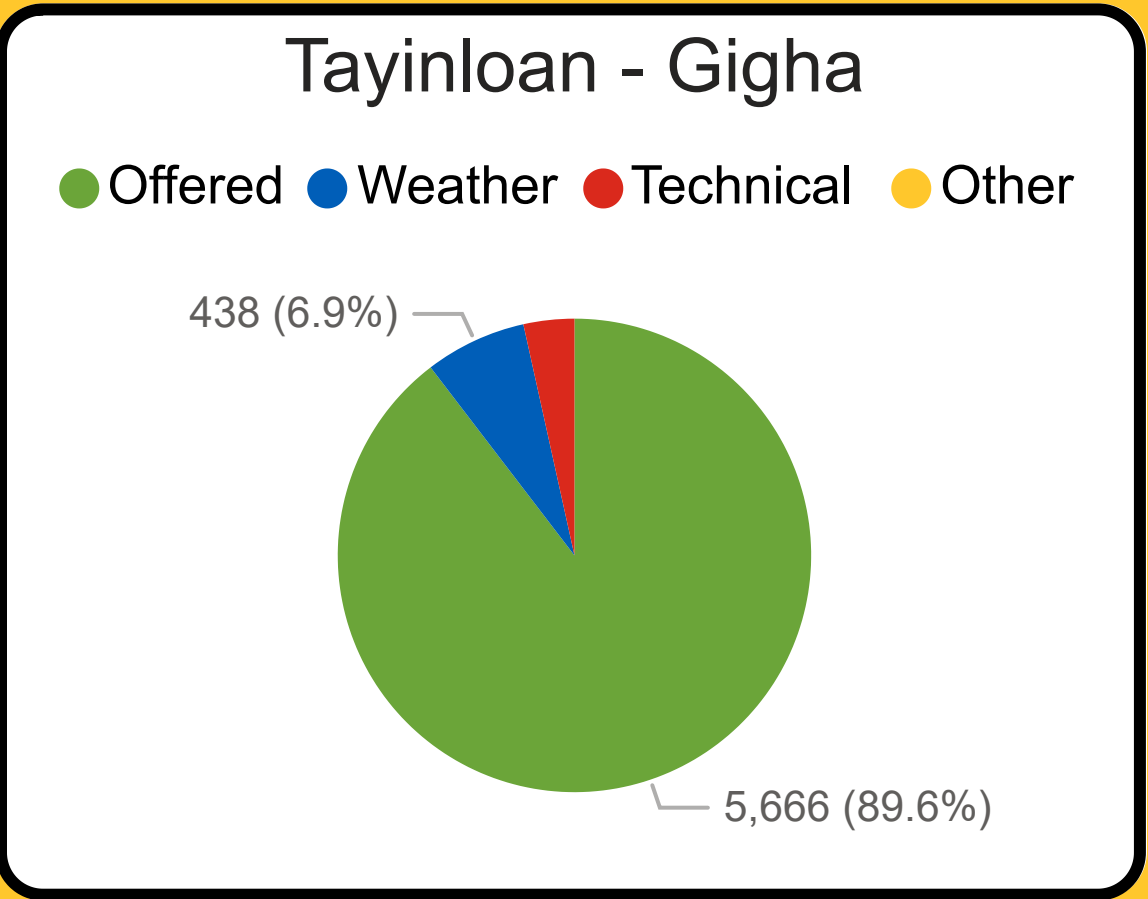
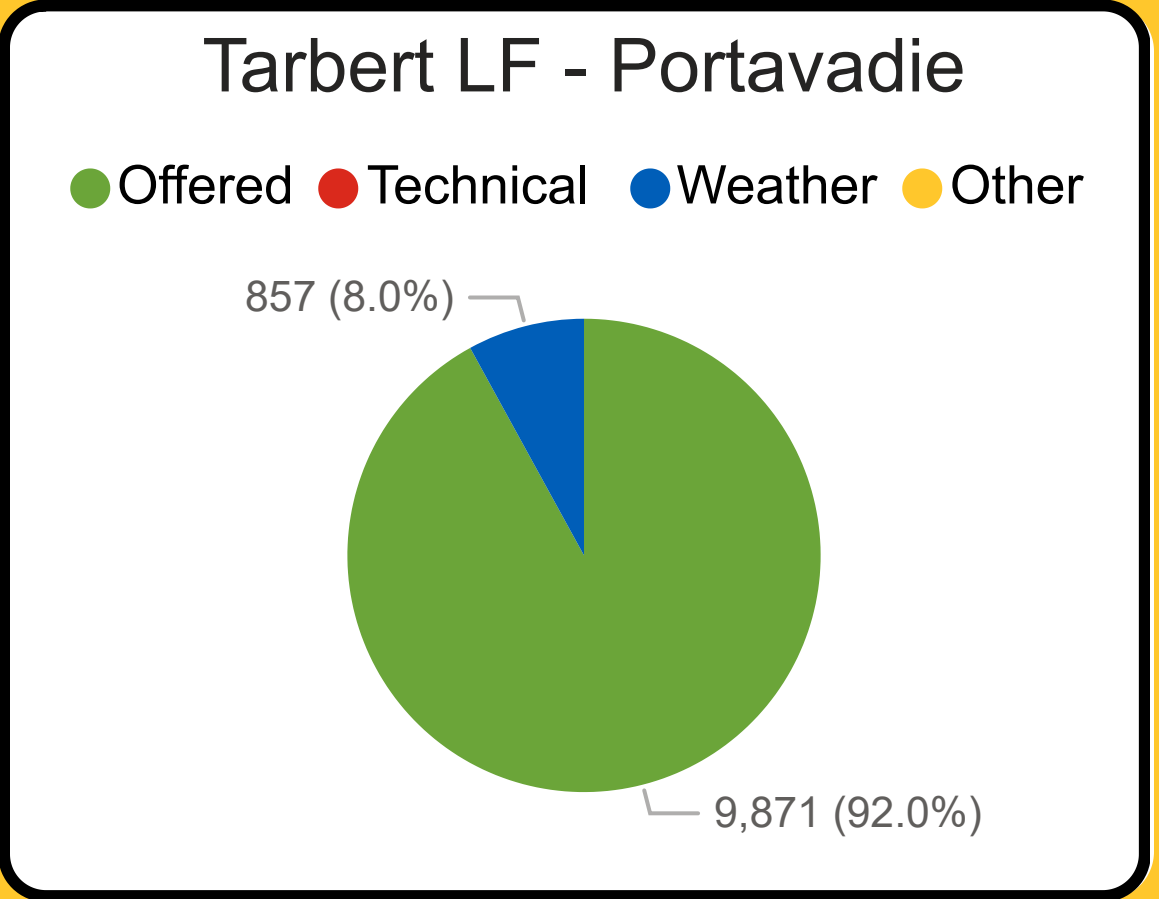
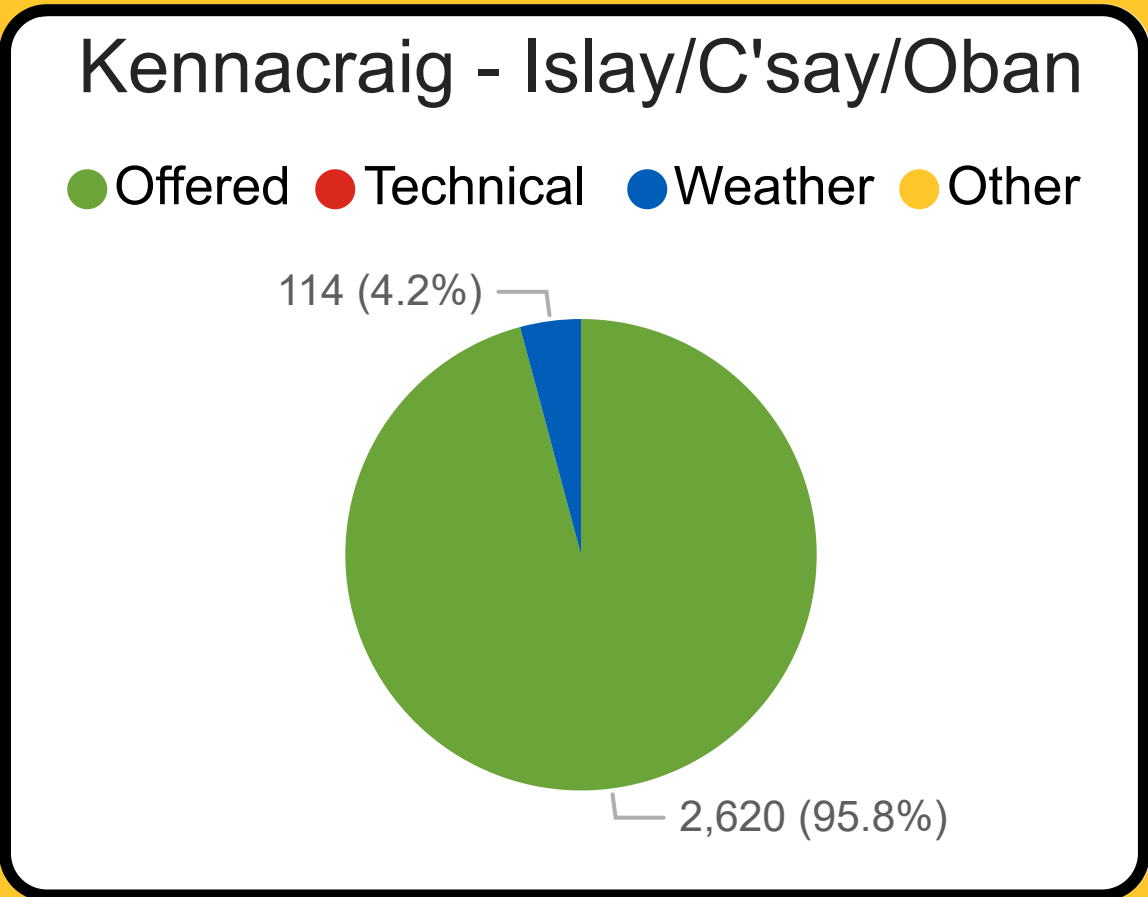
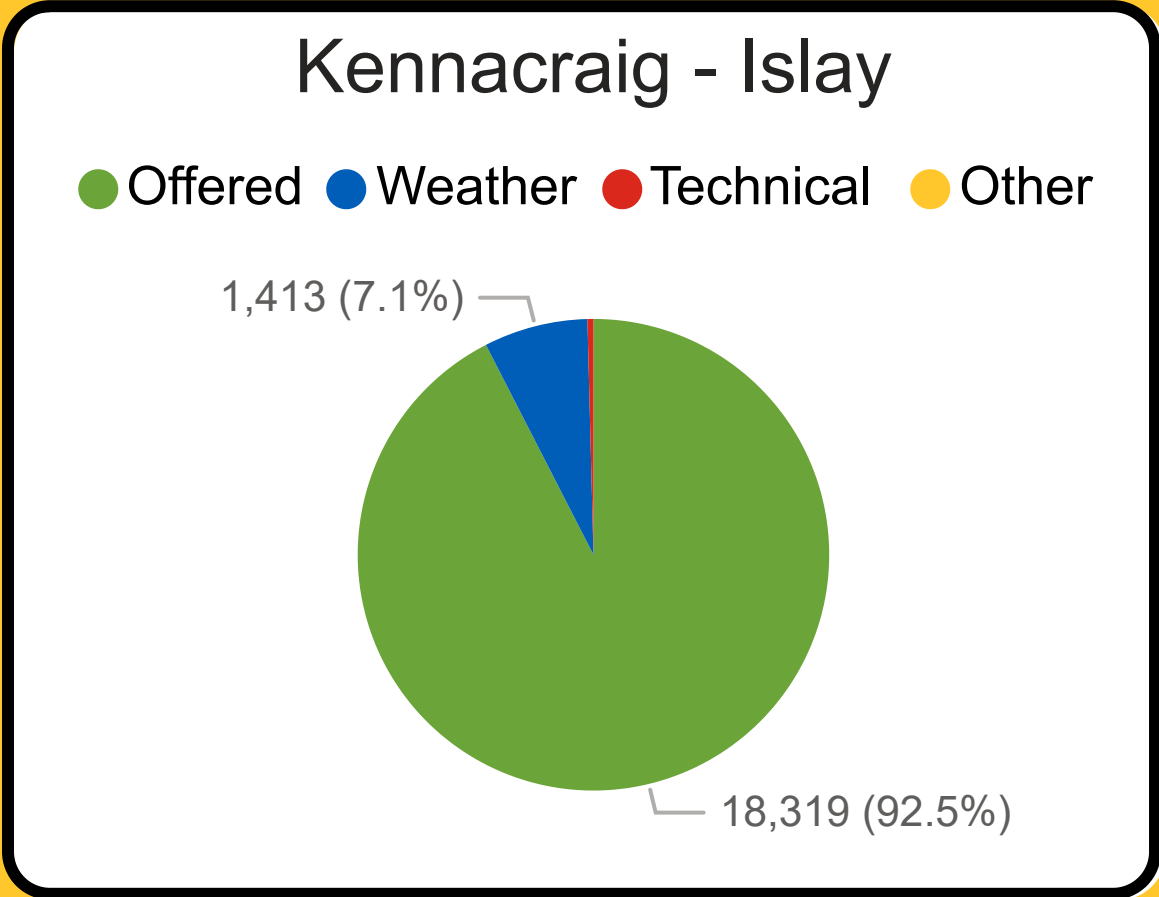


Shipped Commercial Vehicle Metres





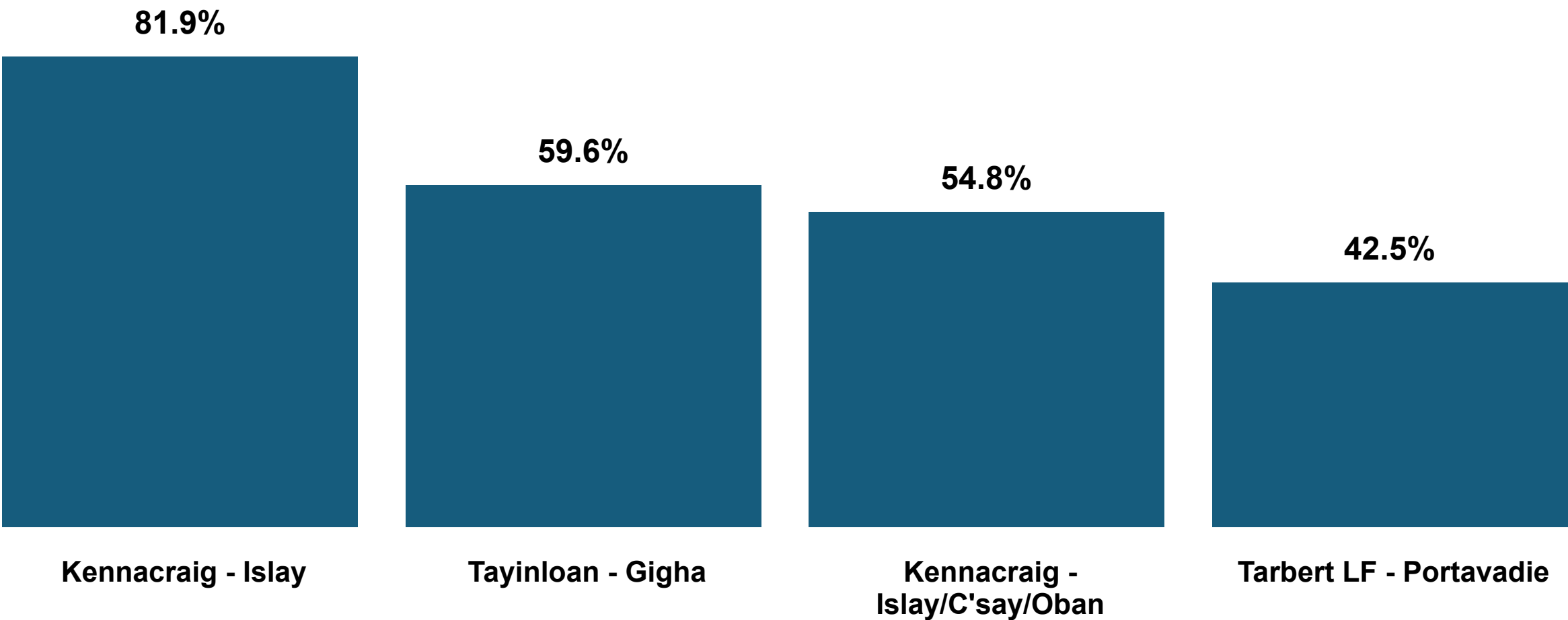
- 1 Car Equivalent Space is equal to 4.6 General Lane Metres
- Below visuals represent car equivalent spaces offered vs car equivalent space made unavailable as a result of technical, weather and all other cancellations



Route	Offered	Weather	Tech	Other
Kennacraig - Islay	18,319	1,413	81	
Tarbert LF - Portavadie	9,871	857		
Tayinloan - Gigha	5,666	438	219	
Kennacraig - Islay/C'say/Oban	2,620	114		



Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Kennacraig - Islay	84.3K	69.0K	15,006	81.9%
Tayinloan - Gigha	26.1K	15.5K	3,375	59.6%
Kennacraig - Islay/C'say/Oban	12.1K	6.6K	1,436	54.8%
Tarbert LF - Portavadie	45.4K	19.3K	4,196	42.5%
Total	167.8K	110.5K	24,014	65.8%

Overall Utilisation of Sailings

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

