

Total Number of  
Survey Responses  
Last 6 Months

41K

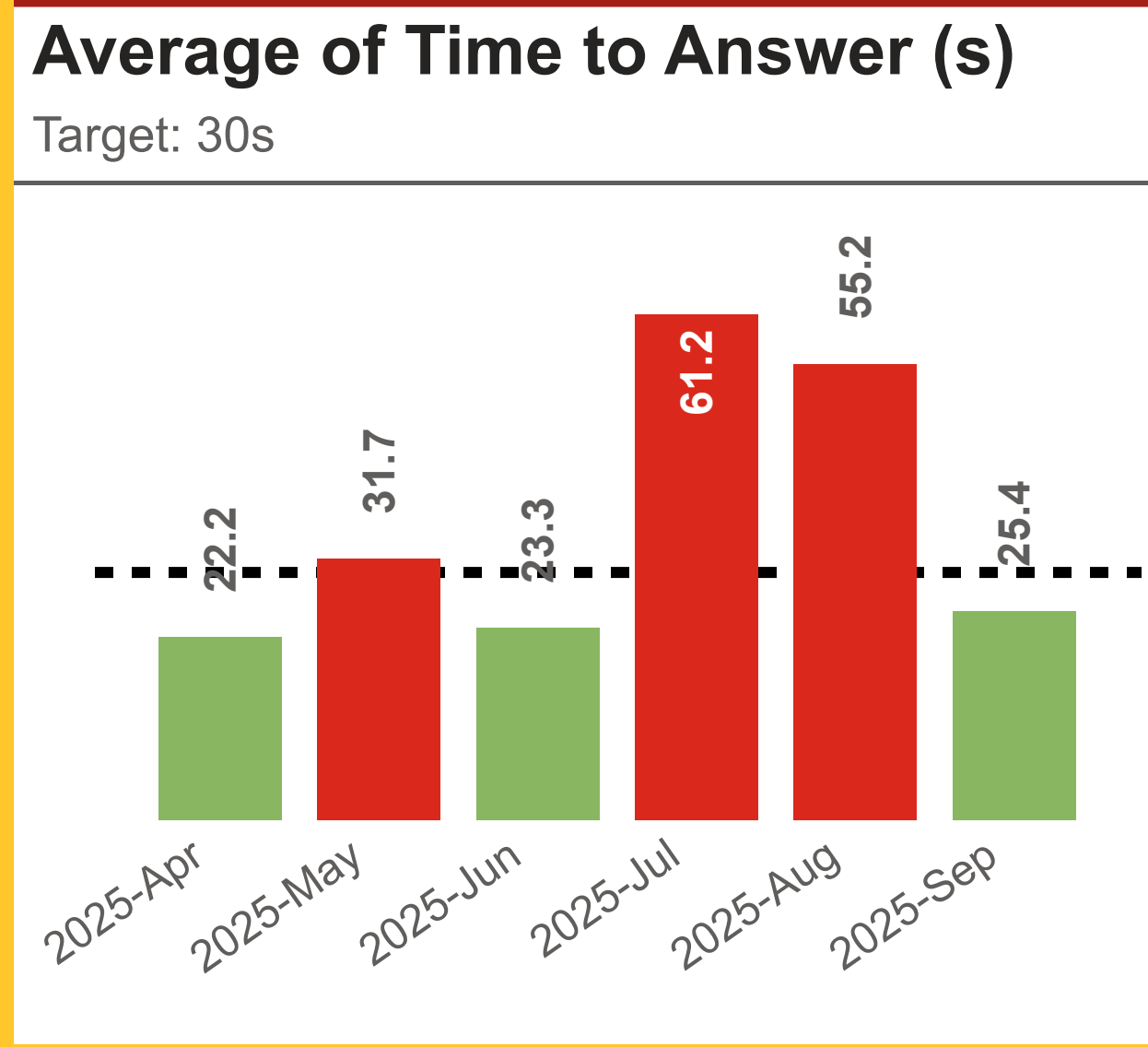
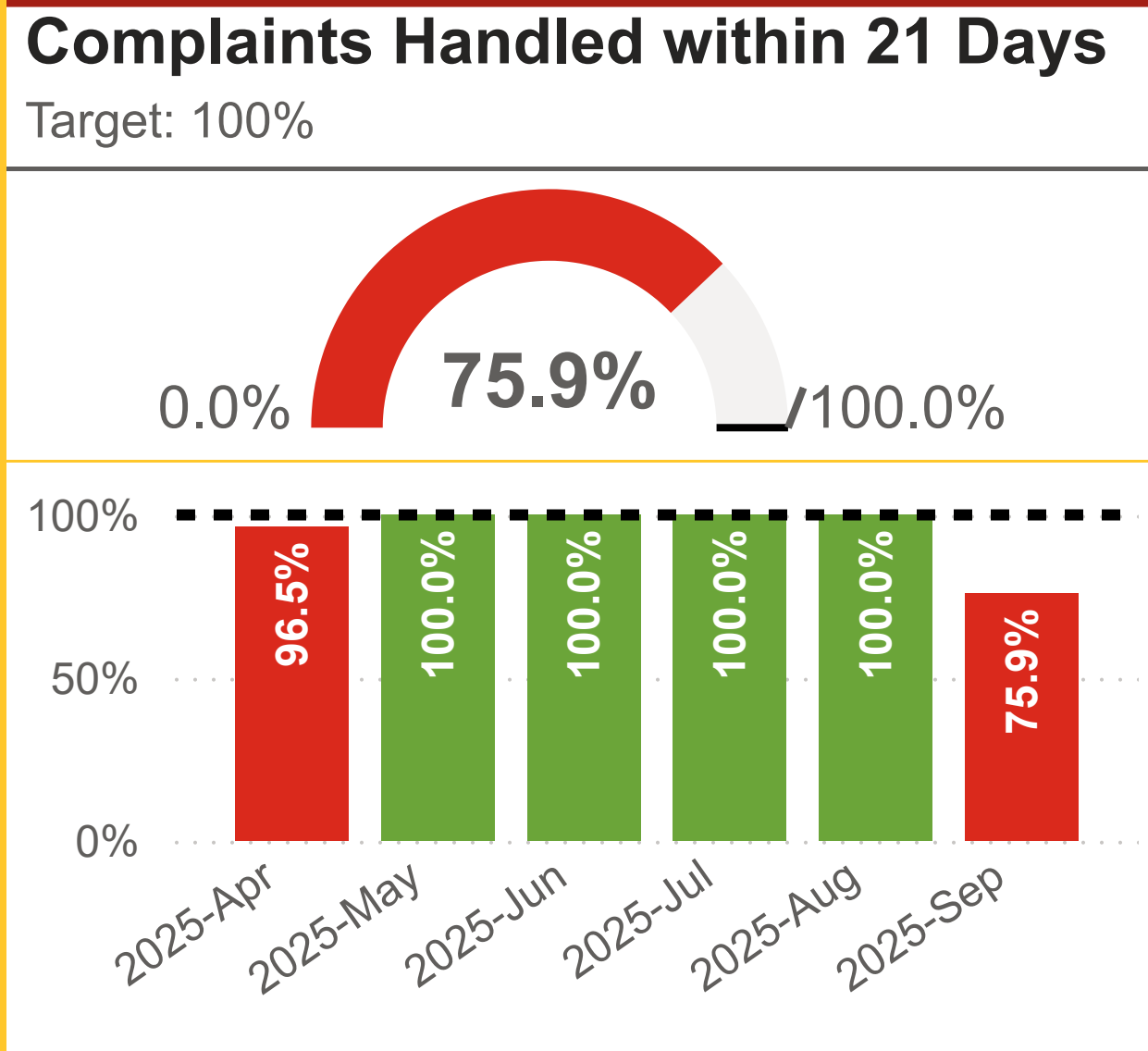
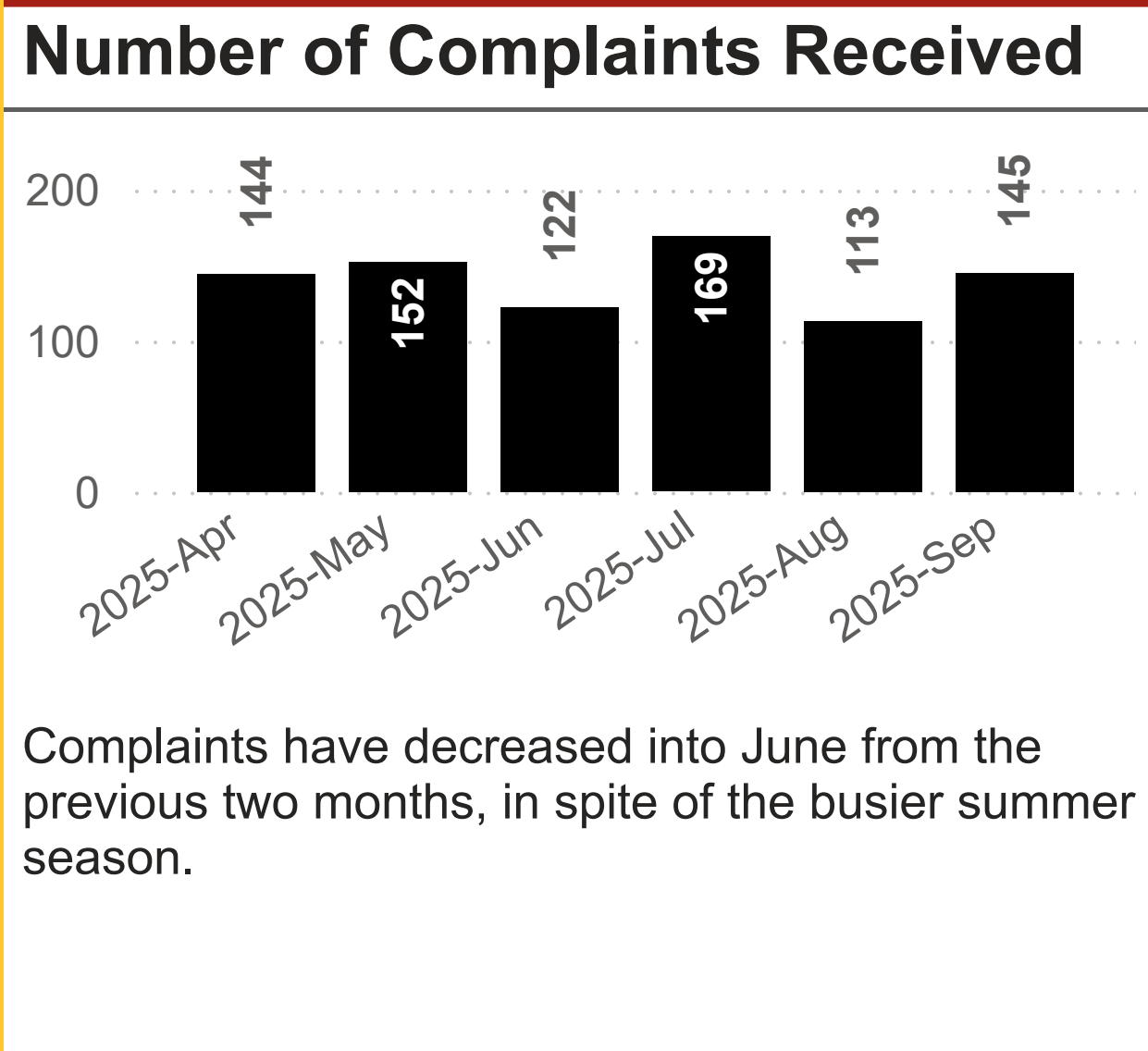
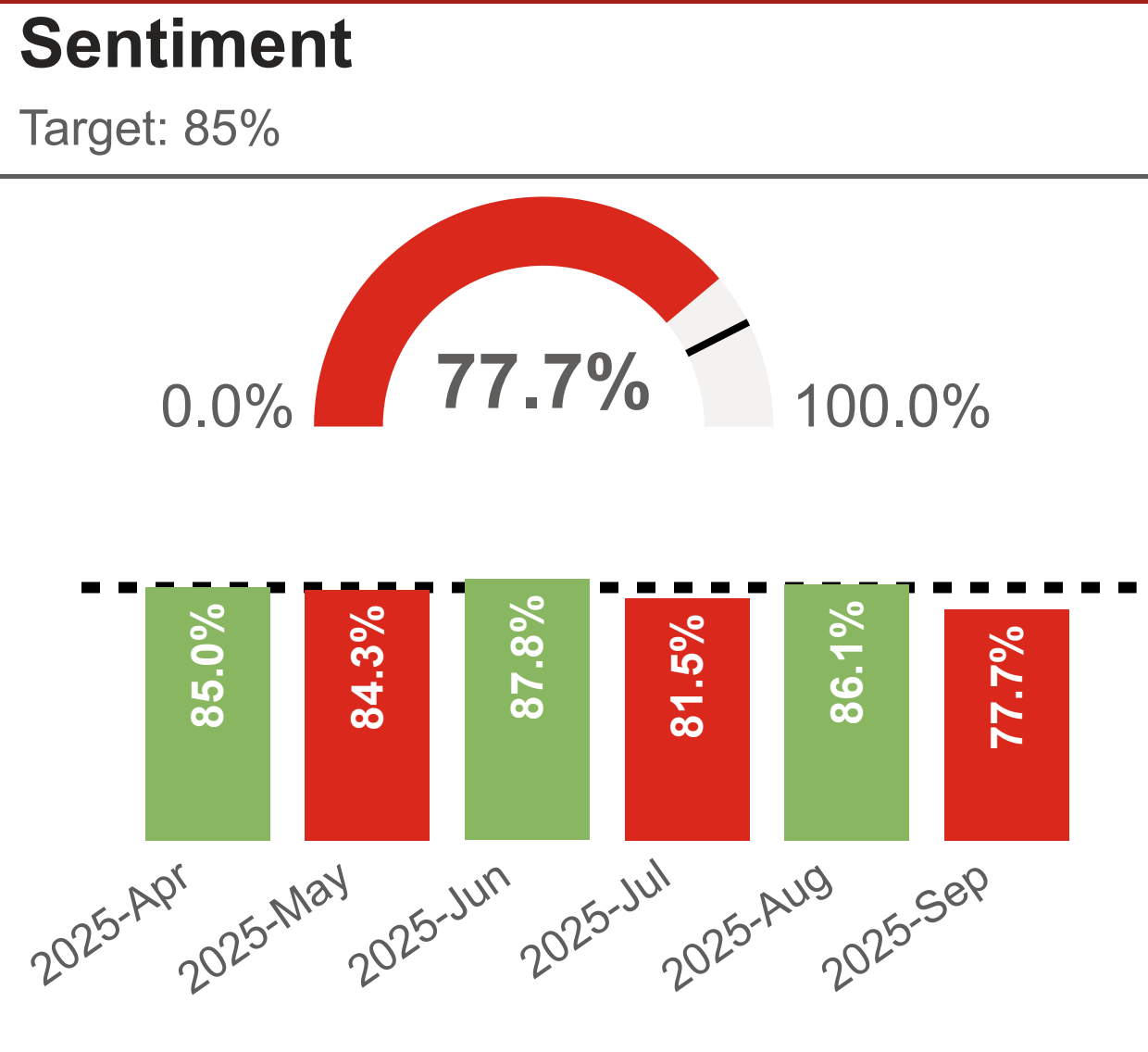
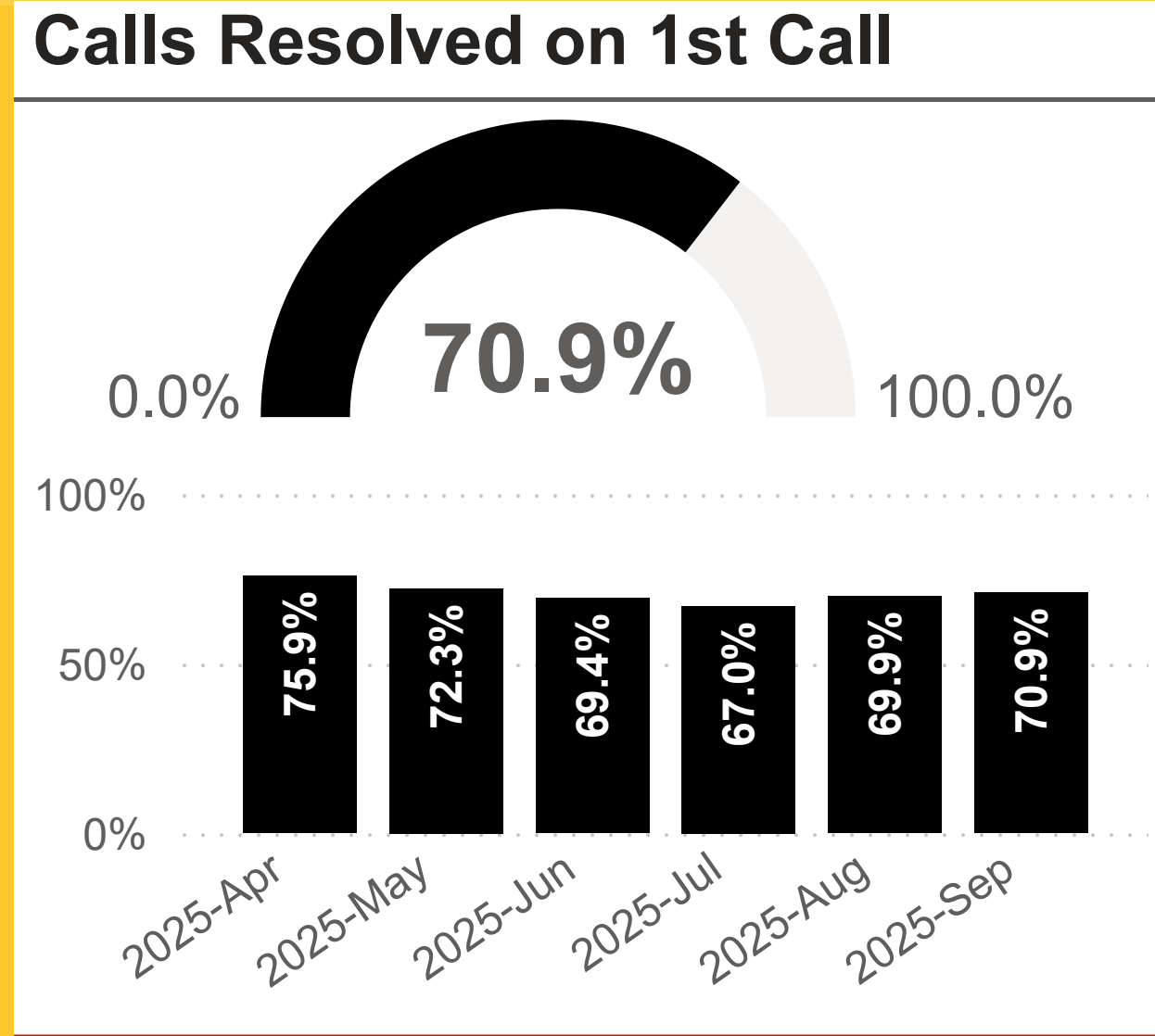
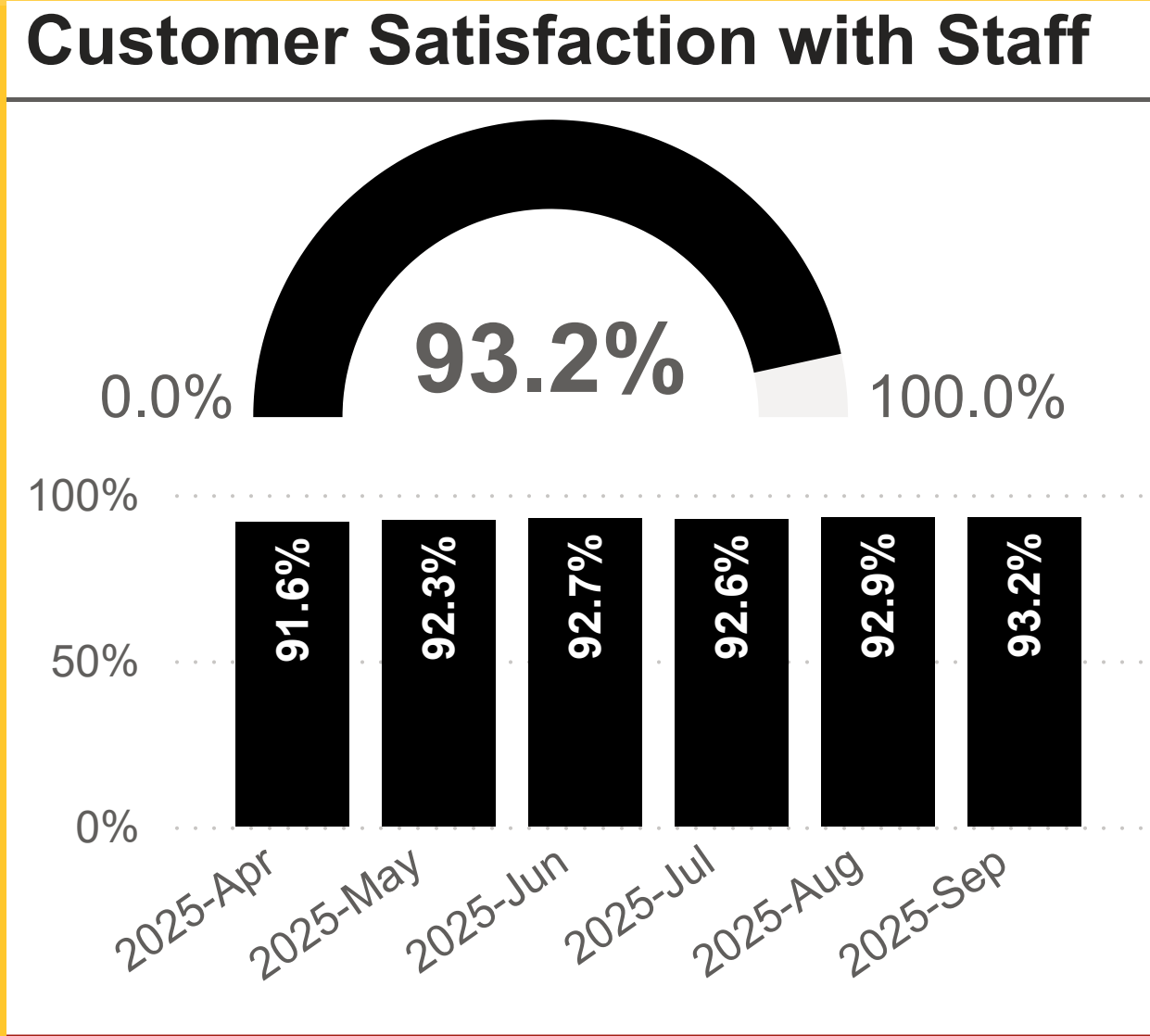
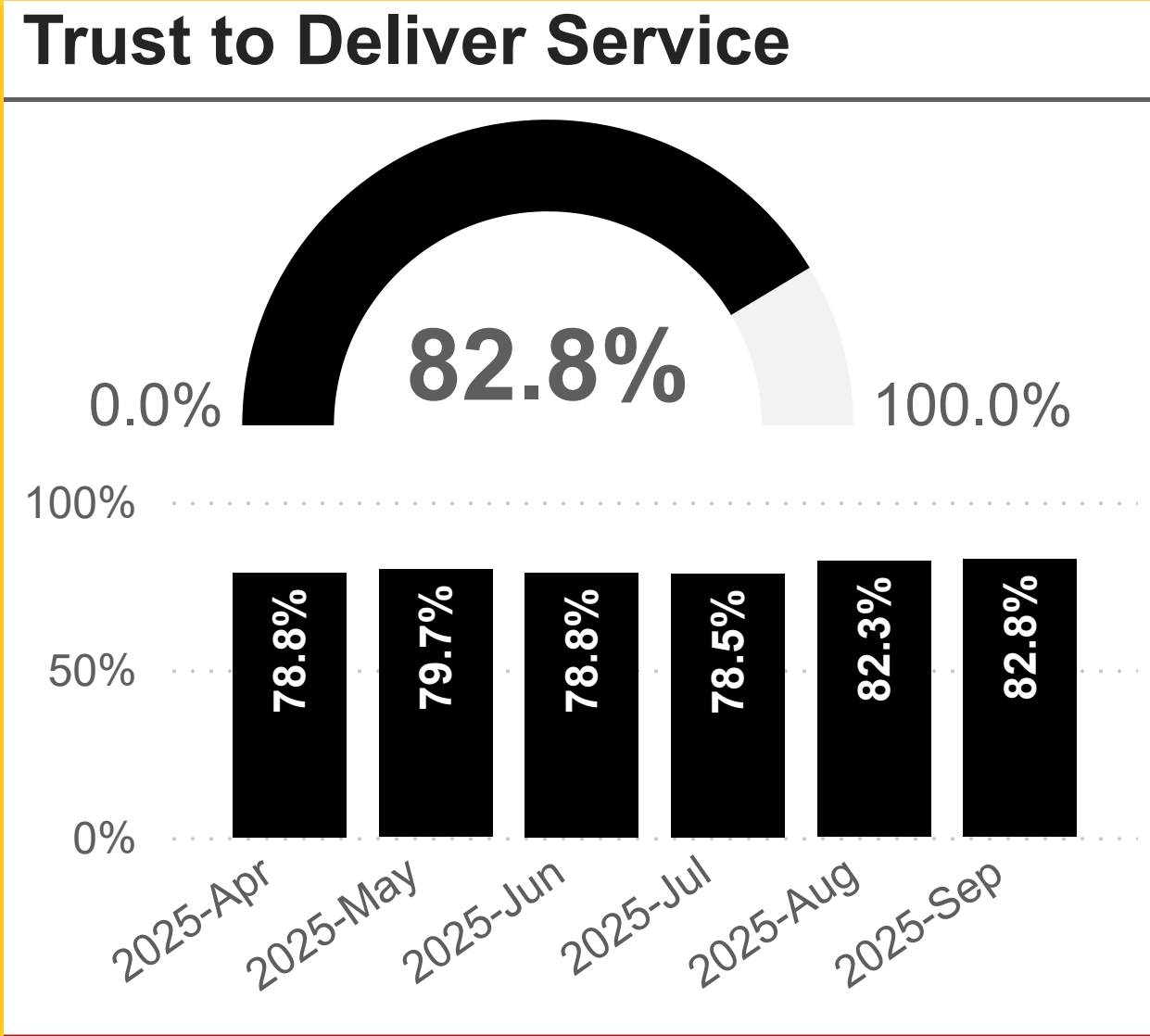
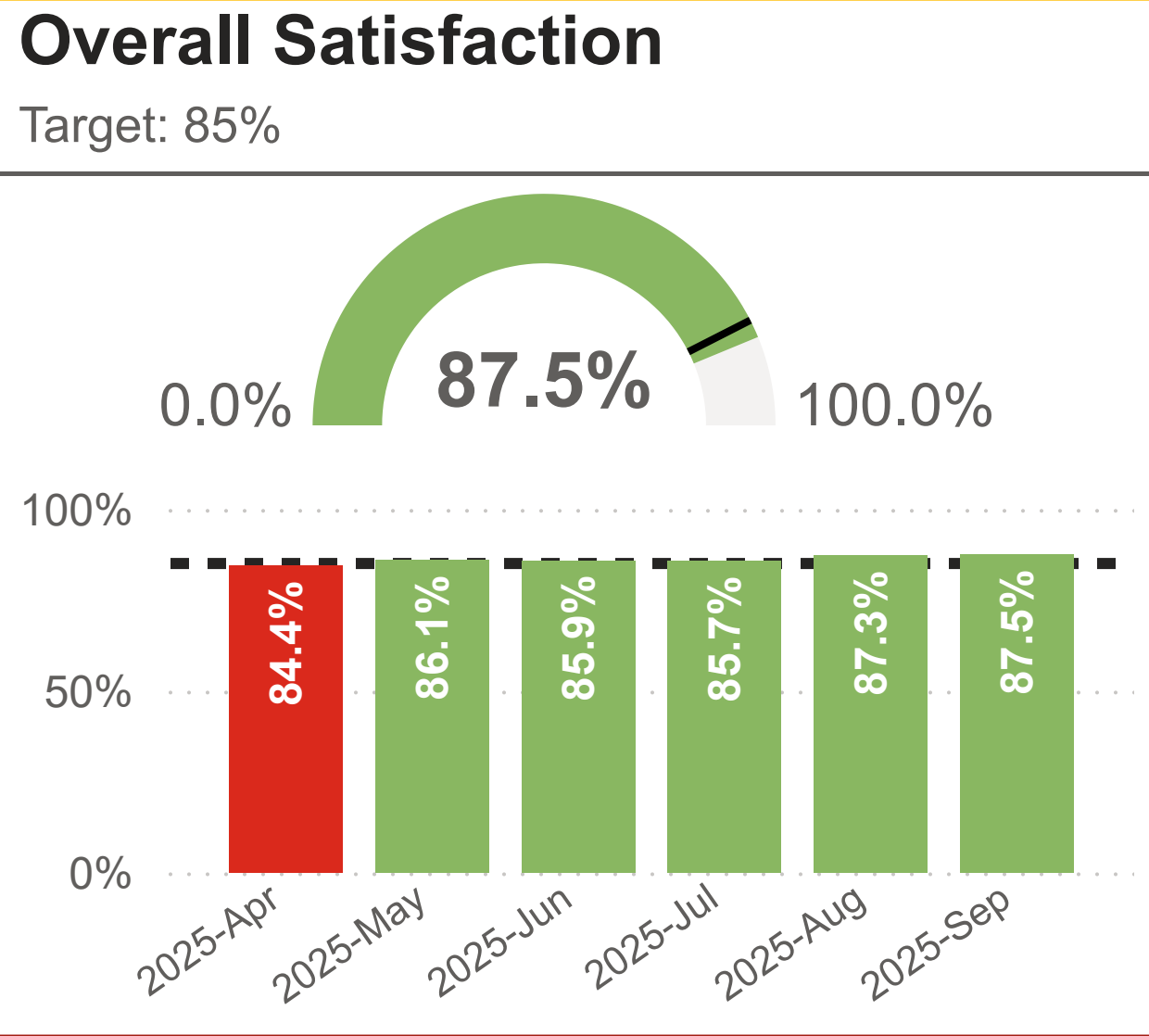
# Our Performance in September 2025

## Customer Feedback Metrics

### Network Wide



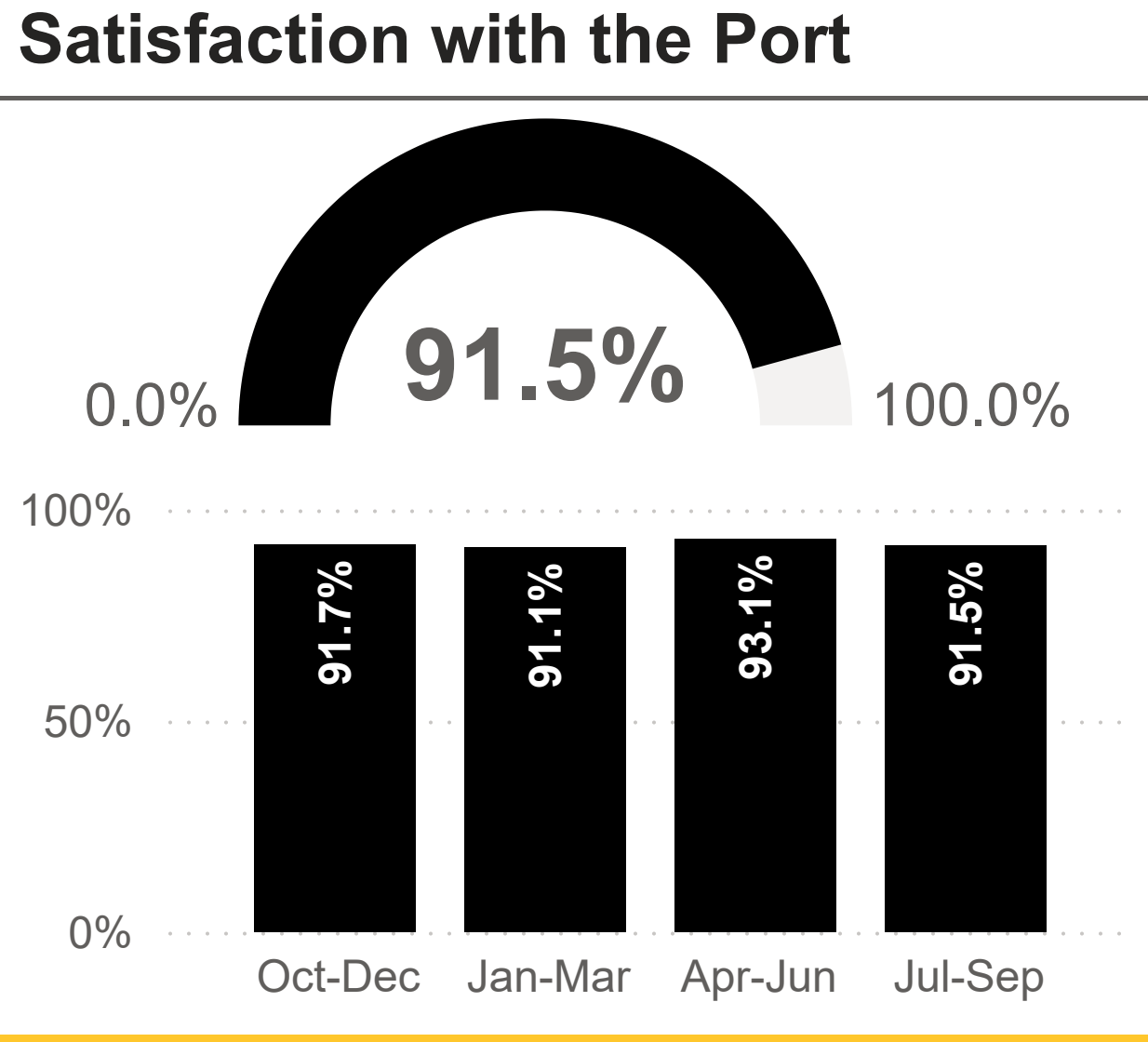
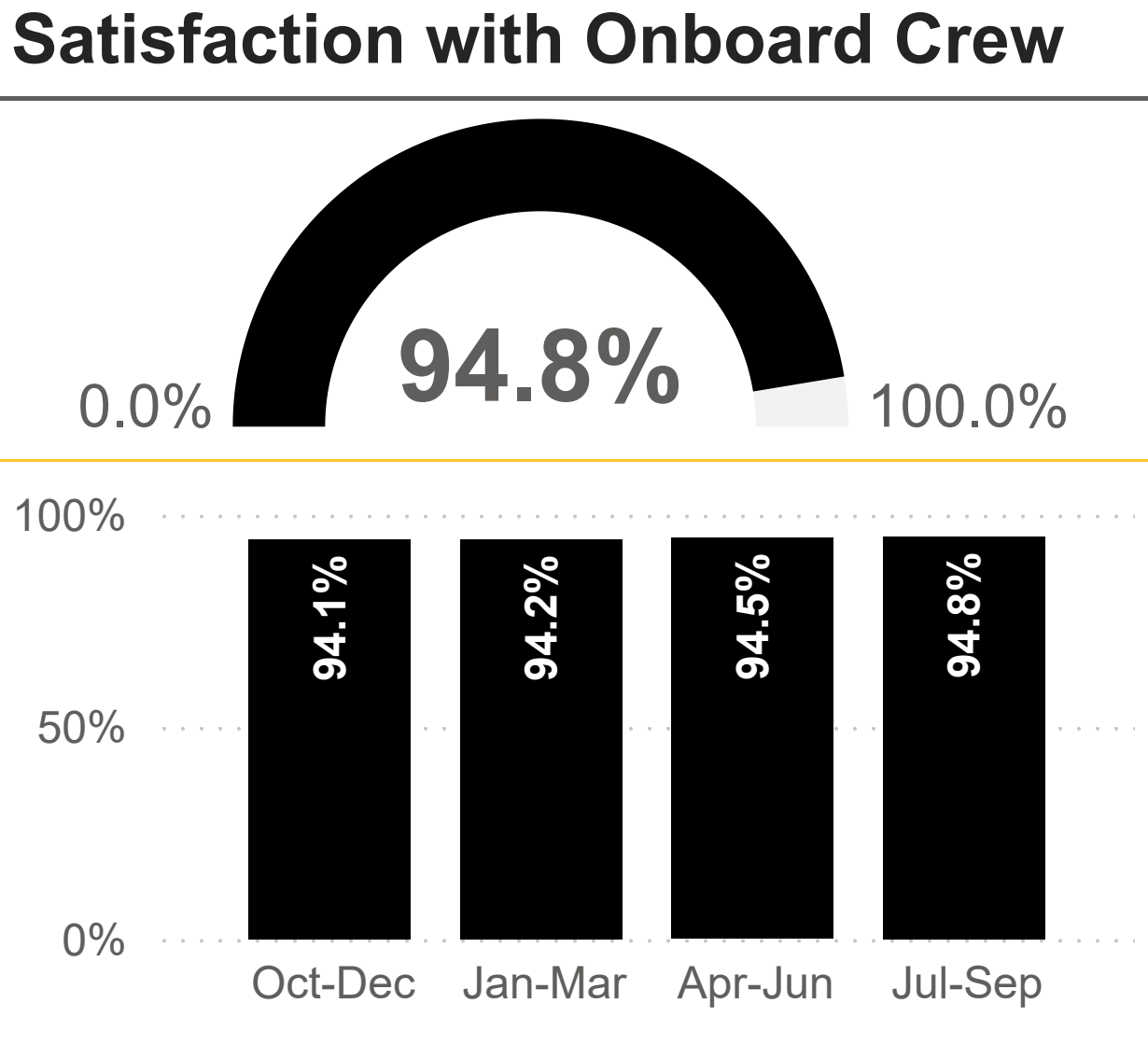
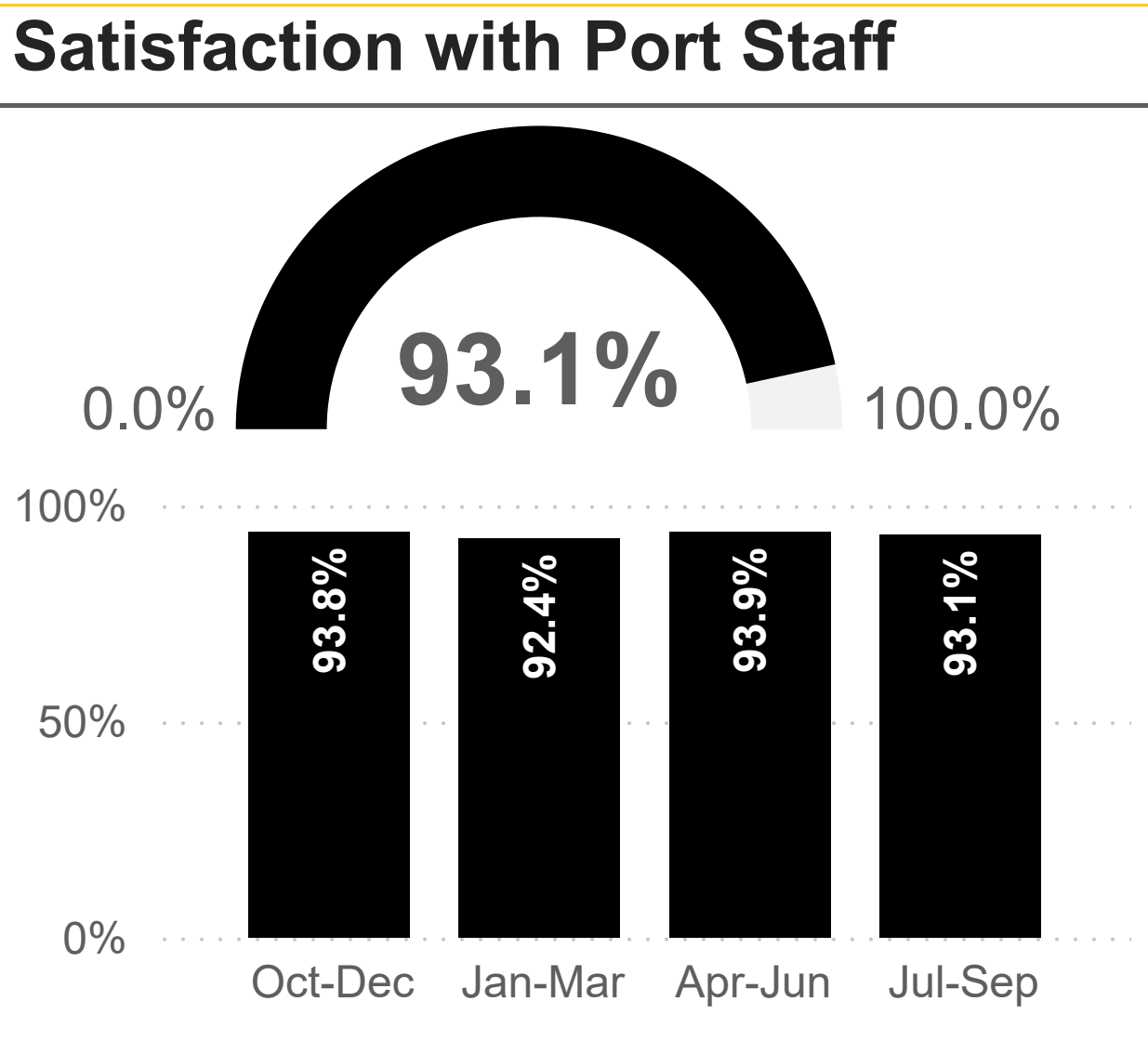
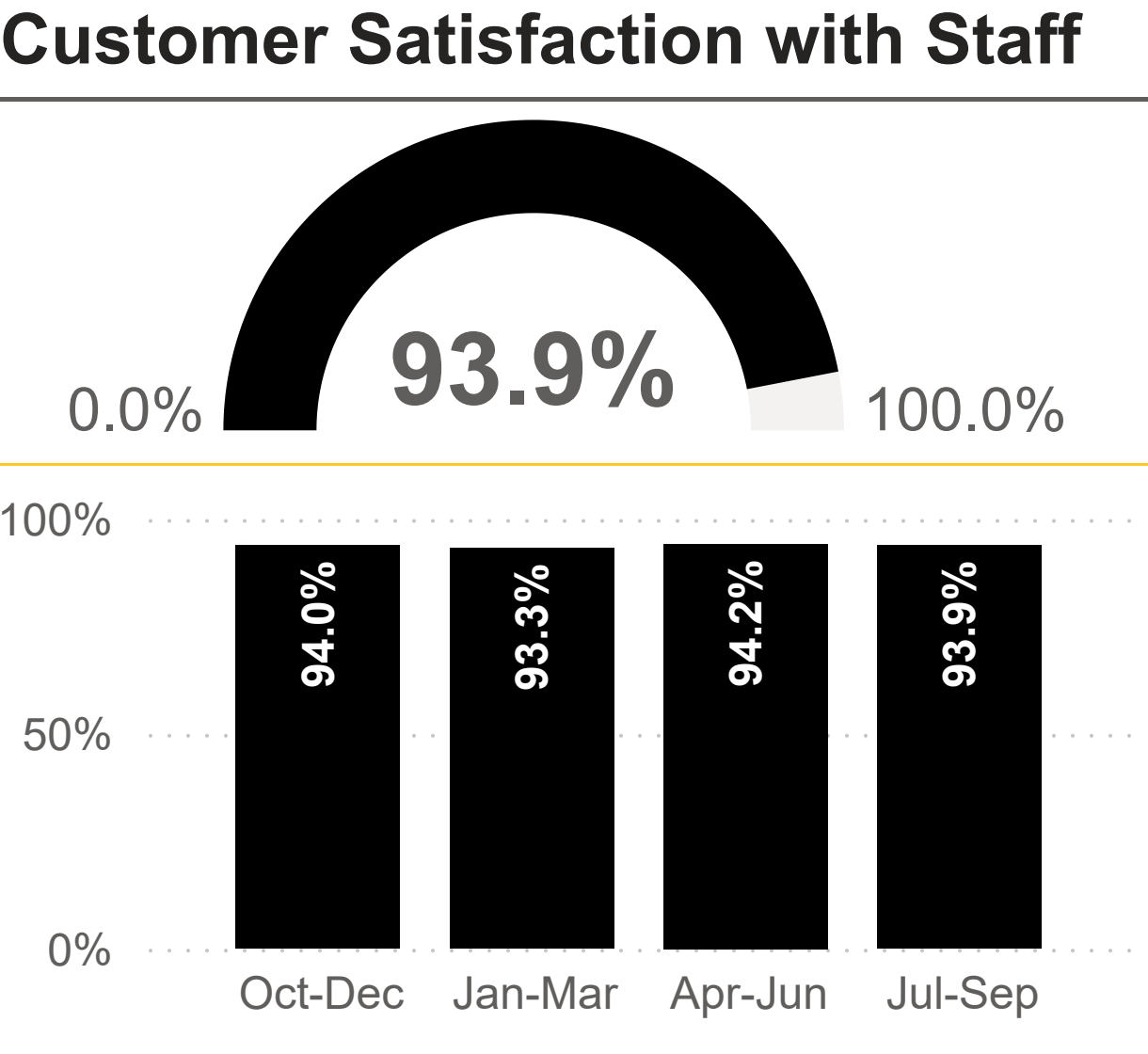
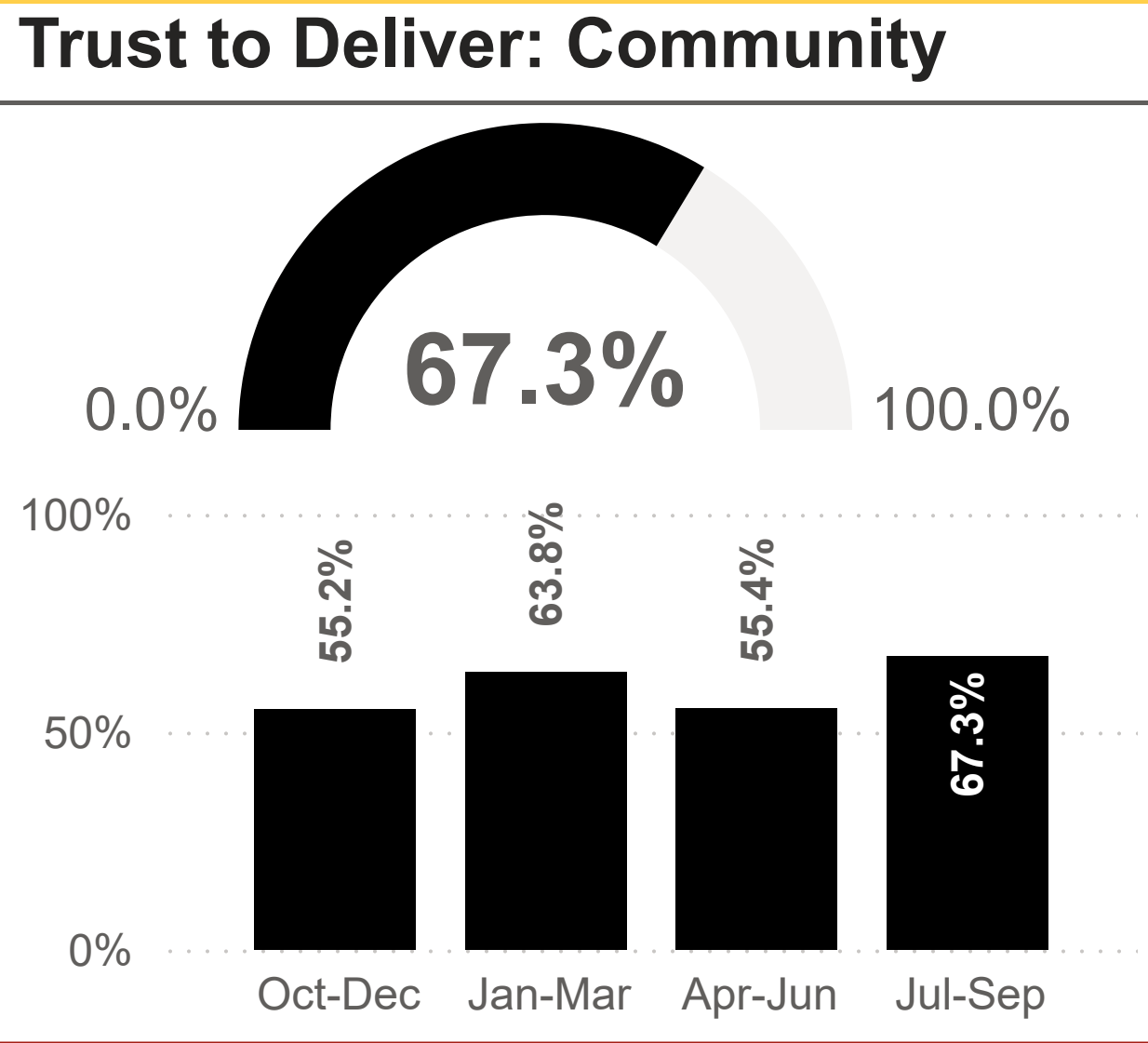
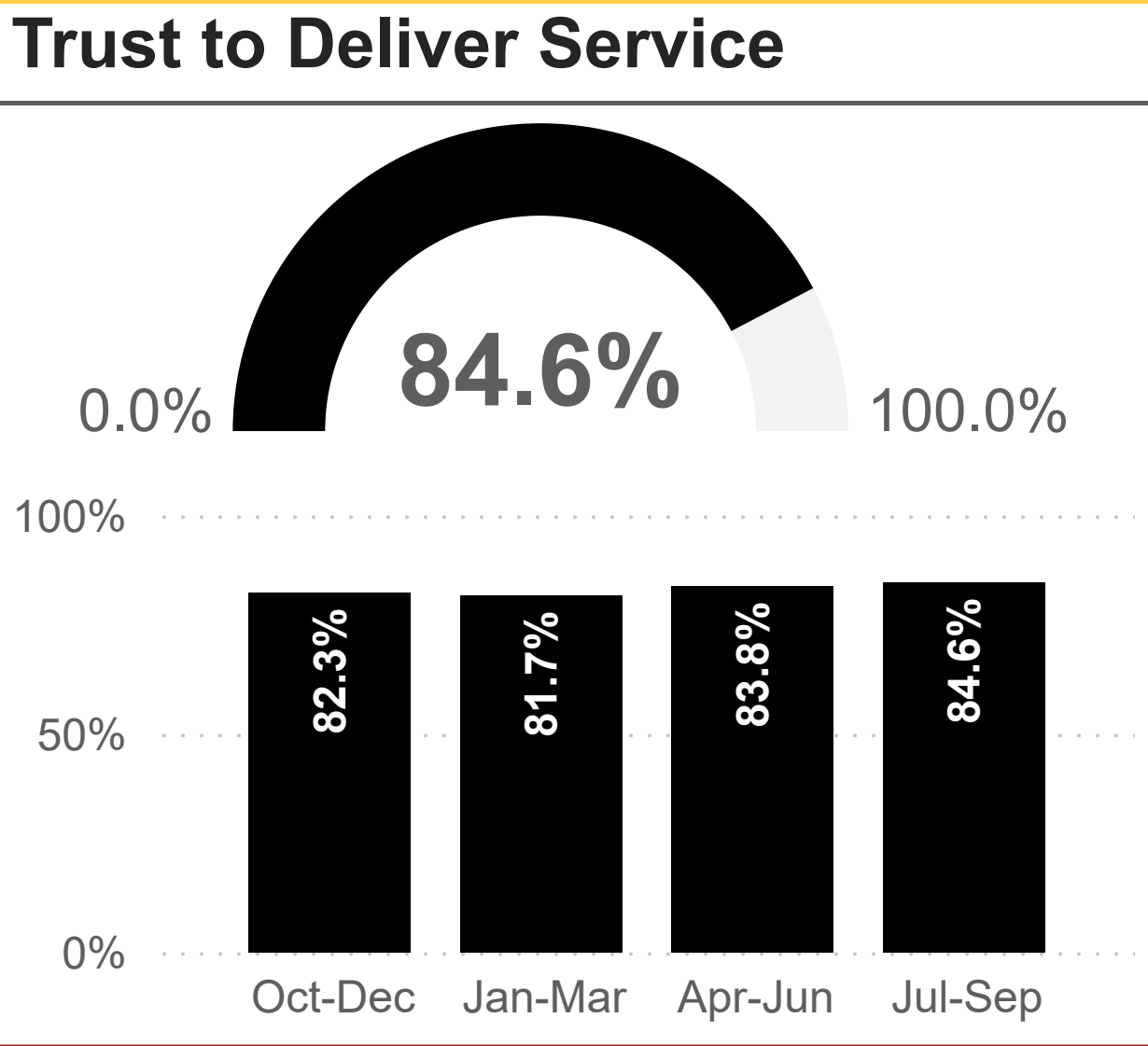
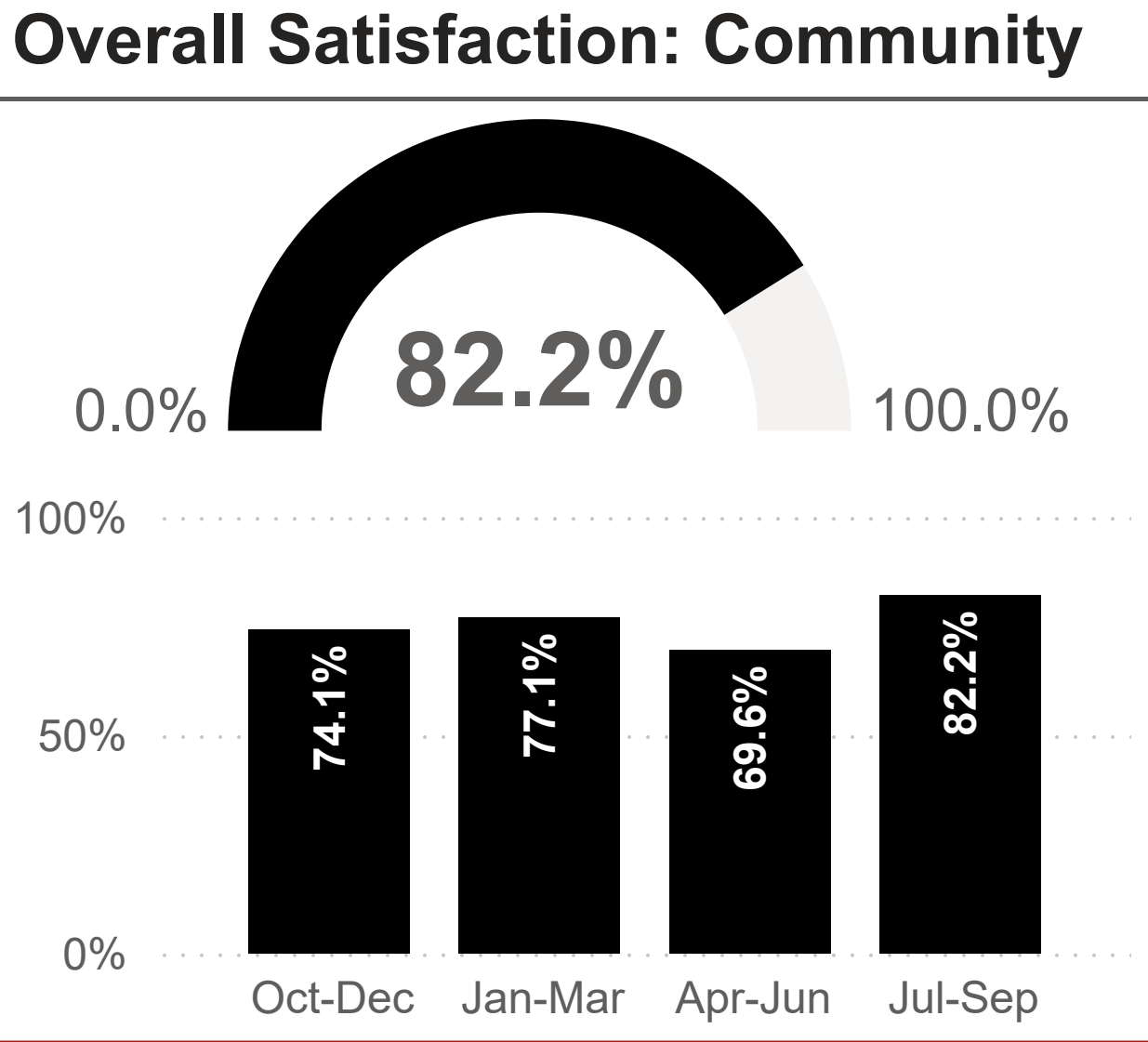
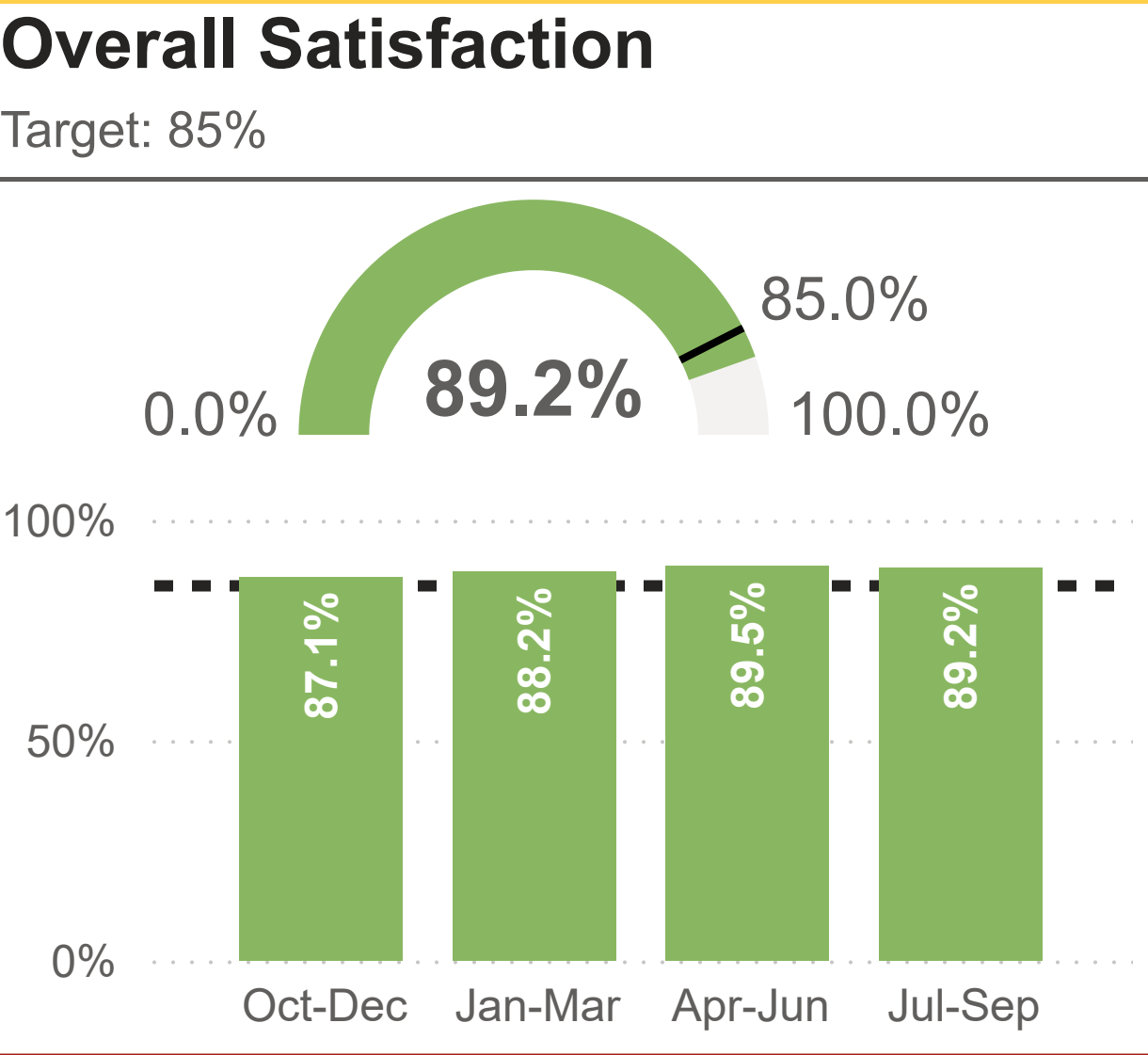
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.



Our Performance in September 2025  
Customer Feedback Metrics  
Clyde North



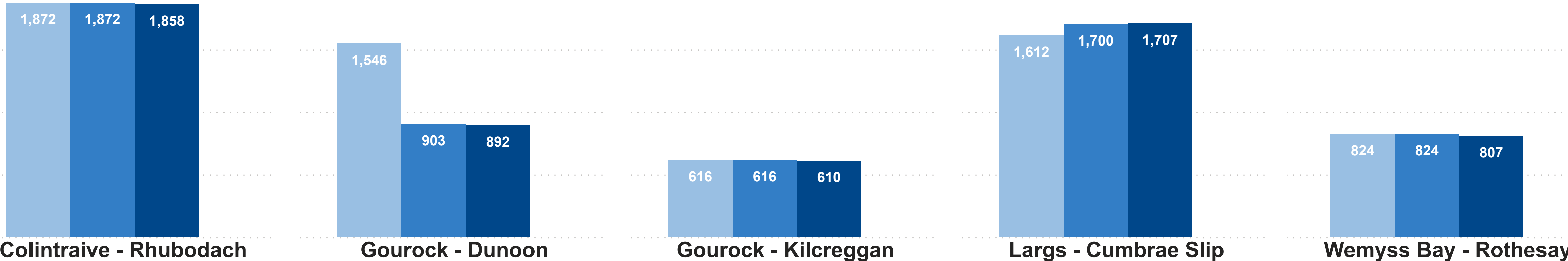
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.  
Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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





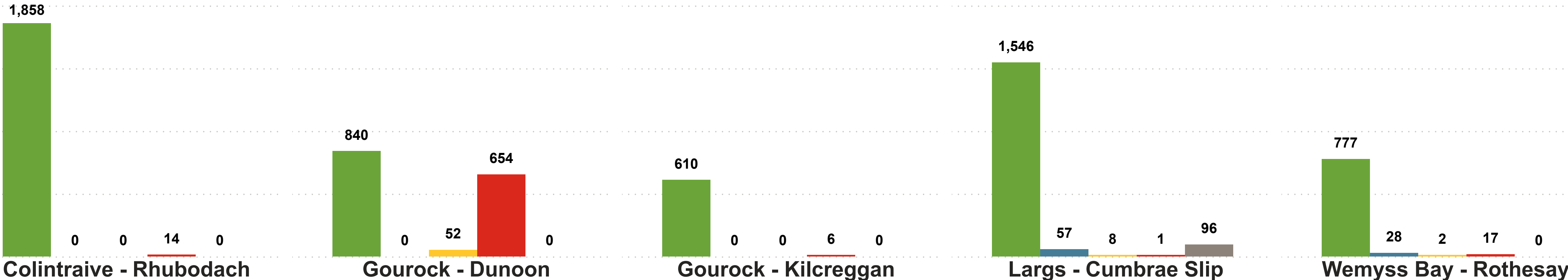
Sailings Timetabled, Amended & Actual

Timetabled Amended Actual



Punctuality & Reliability

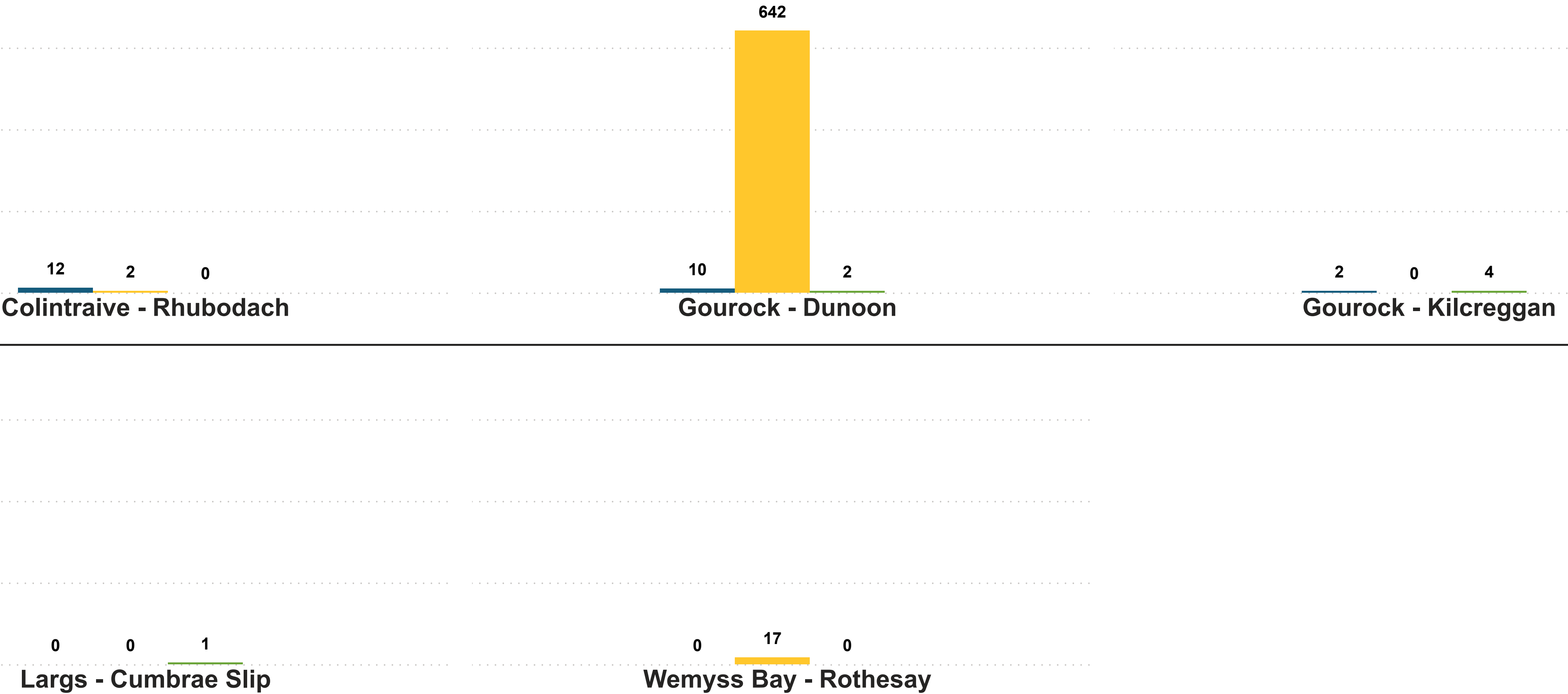
On Time Level 1 Lateness Level 2 Lateness Cancelled Additional





Cancelled Sailings (By Reason)

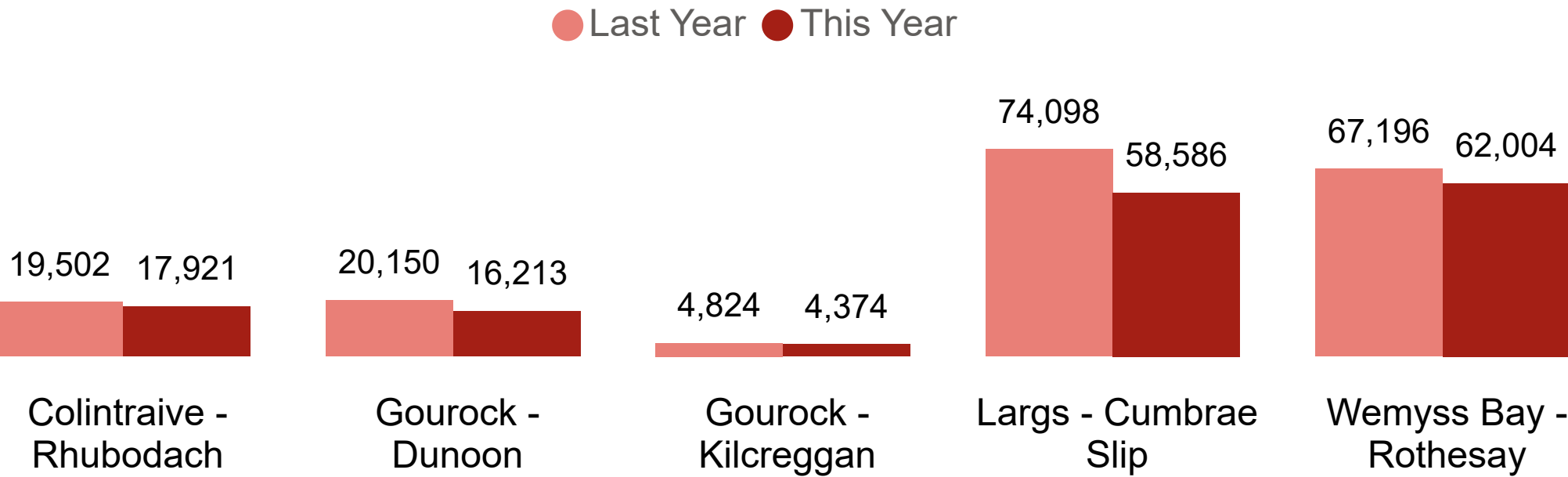
Weather Technical Other



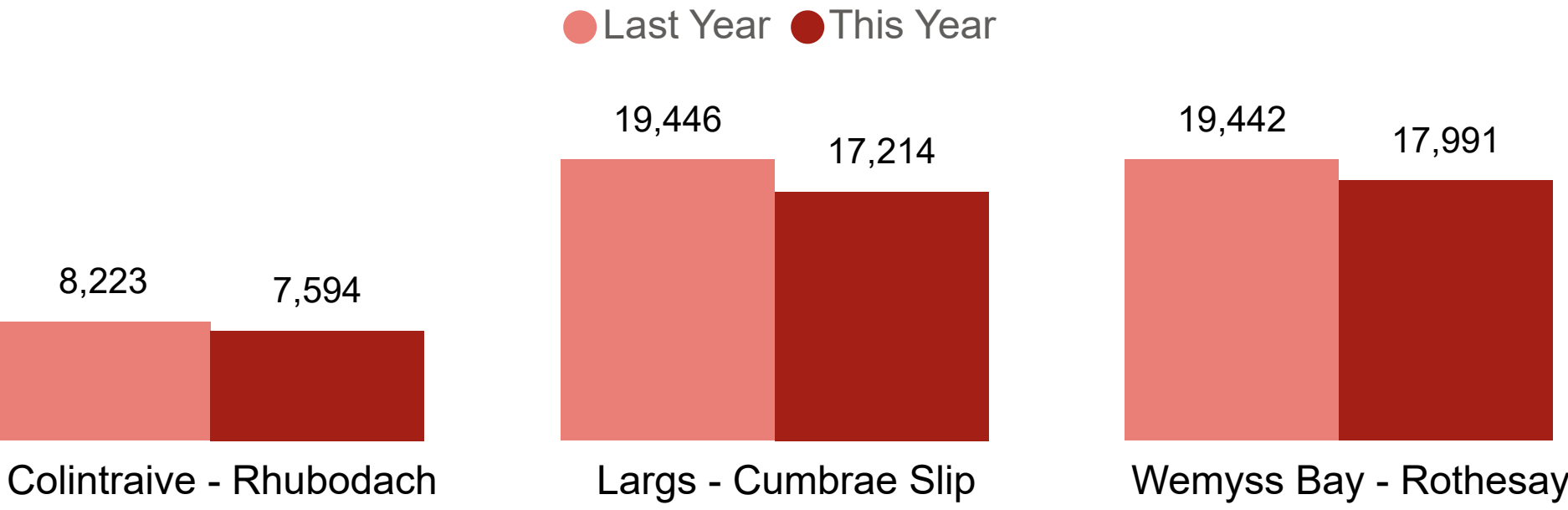
"Other" refers to any cancellations not resulting from weather and technical disruption. This includes cancellations due to reasons such as bunkering issues, berth unavailability etc.



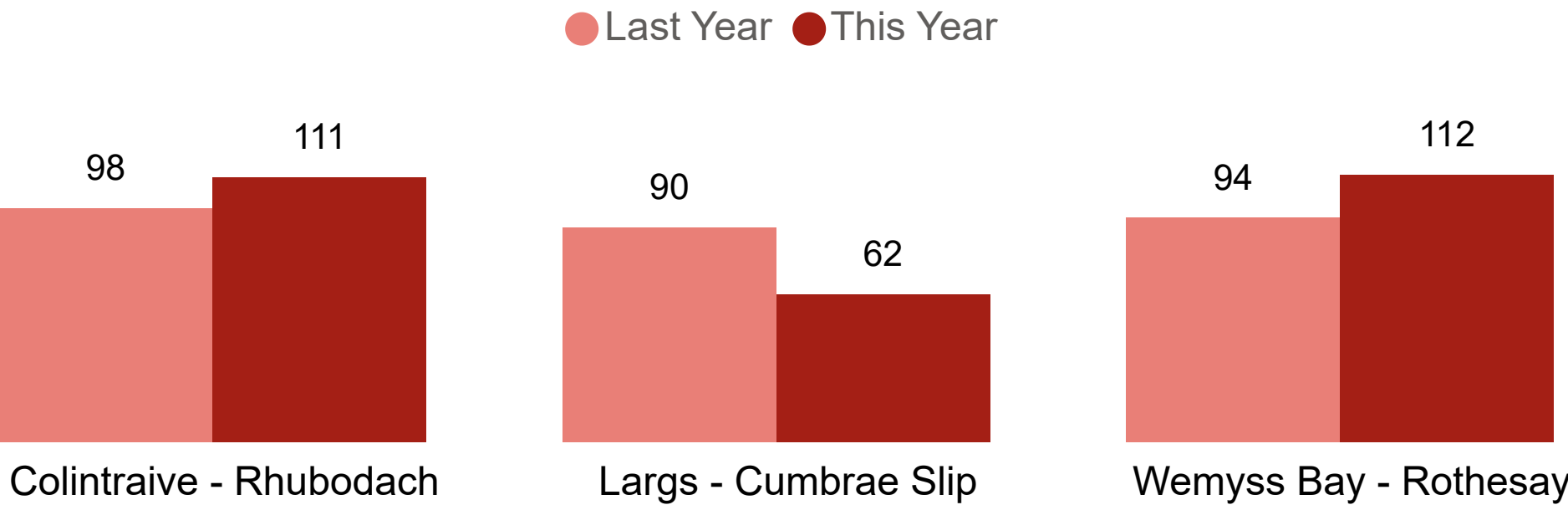
Shipped Passengers



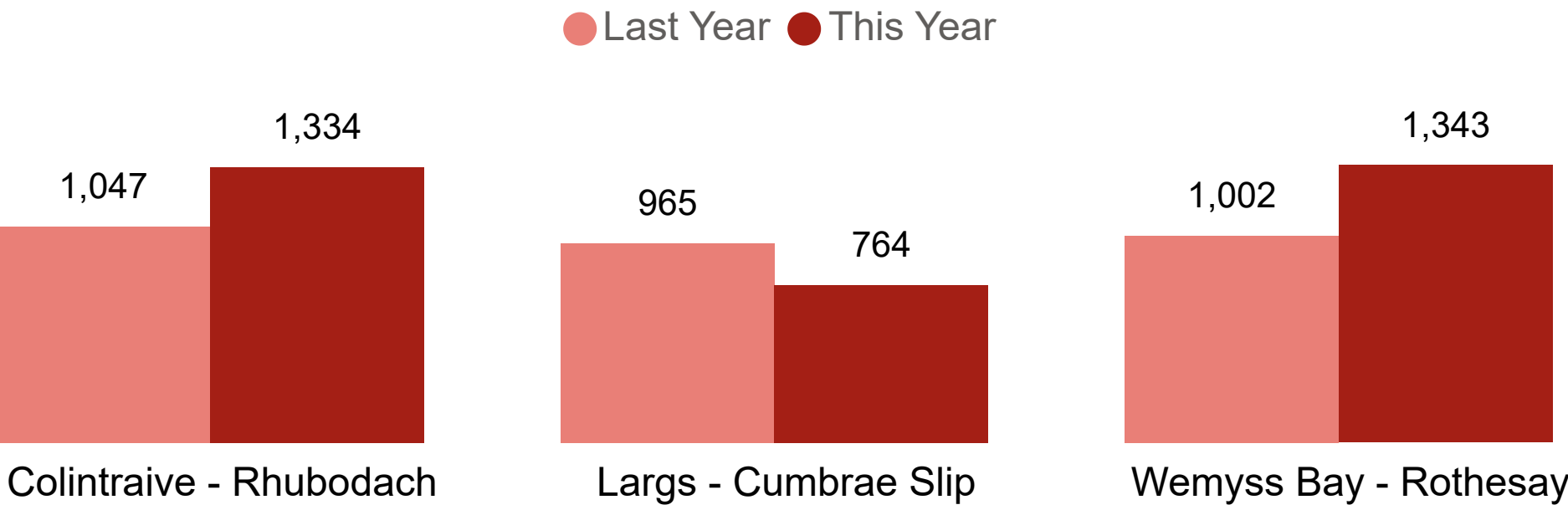
Shipped Cars



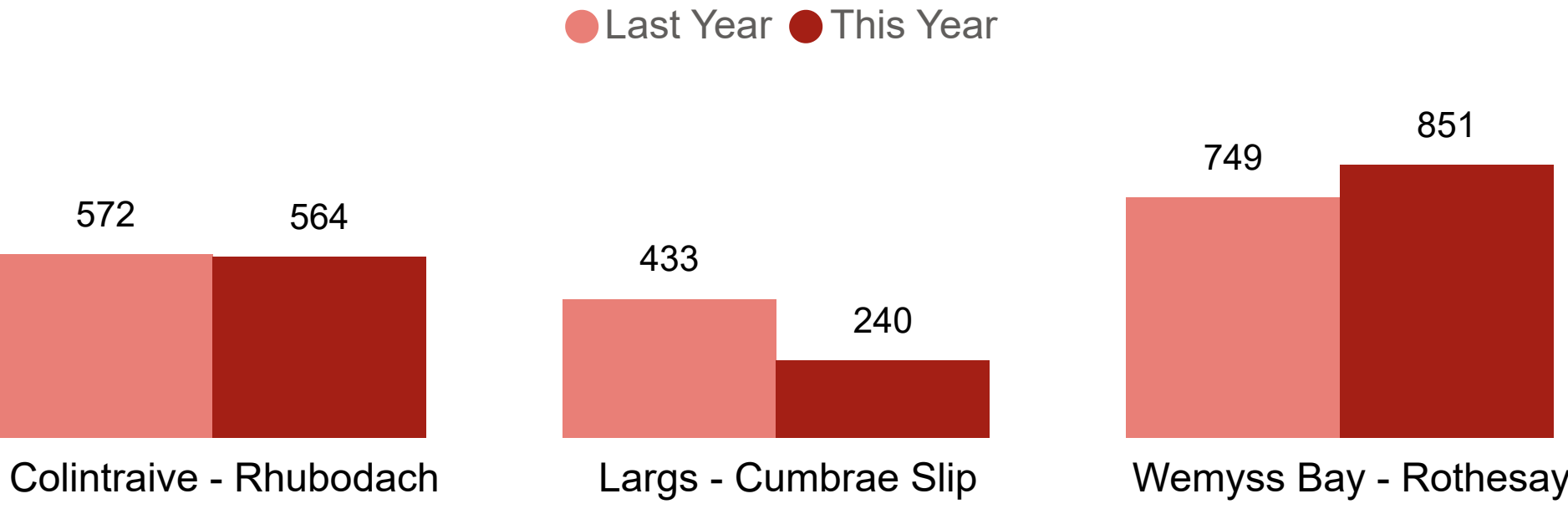
Shipped Coaches



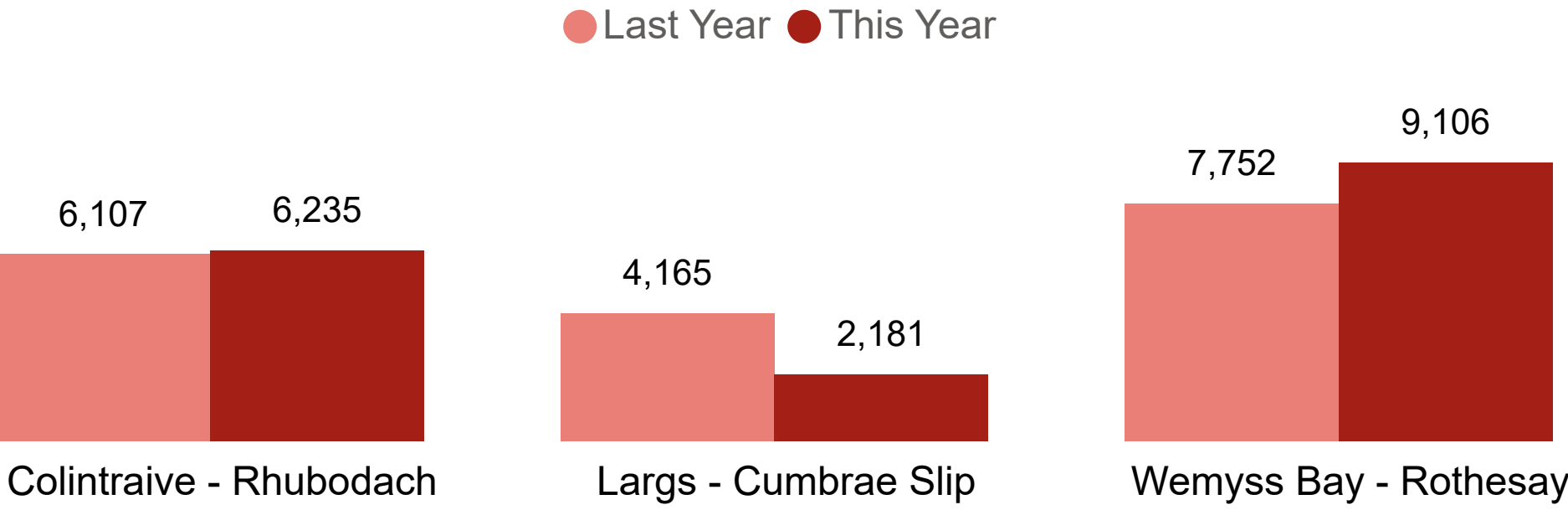
Shipped Coach Metres



Shipped Commercial Vehicles



Shipped Commercial Vehicle Metres

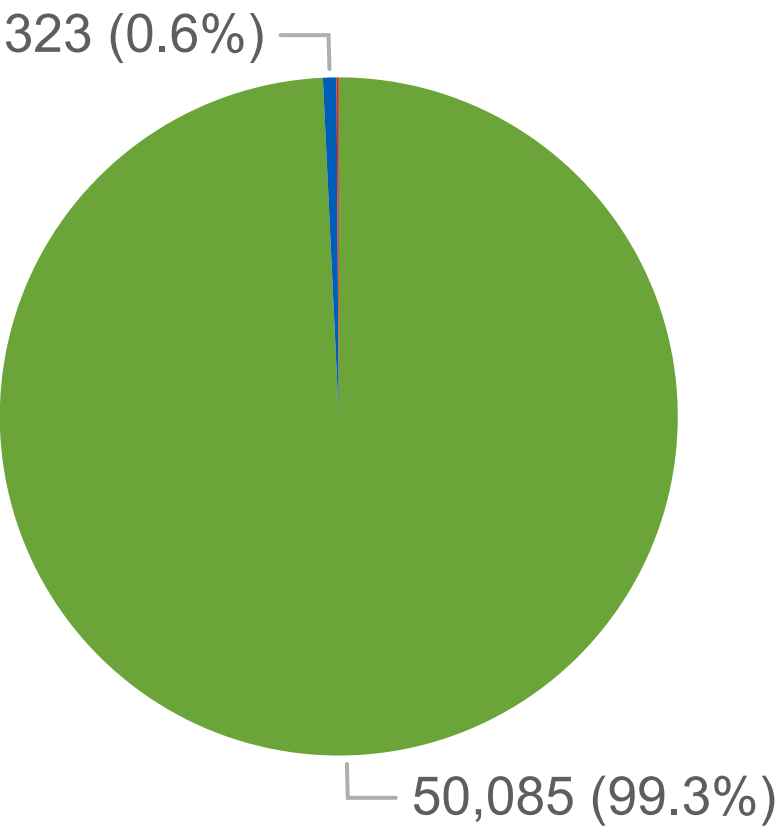




- 1 Car Equivalent Space is equal to 4.6 General Lane Metres
- Below visuals represent car equivalent spaces offered vs car equivalent space made unavailable as a result of technical, weather and all other cancellations

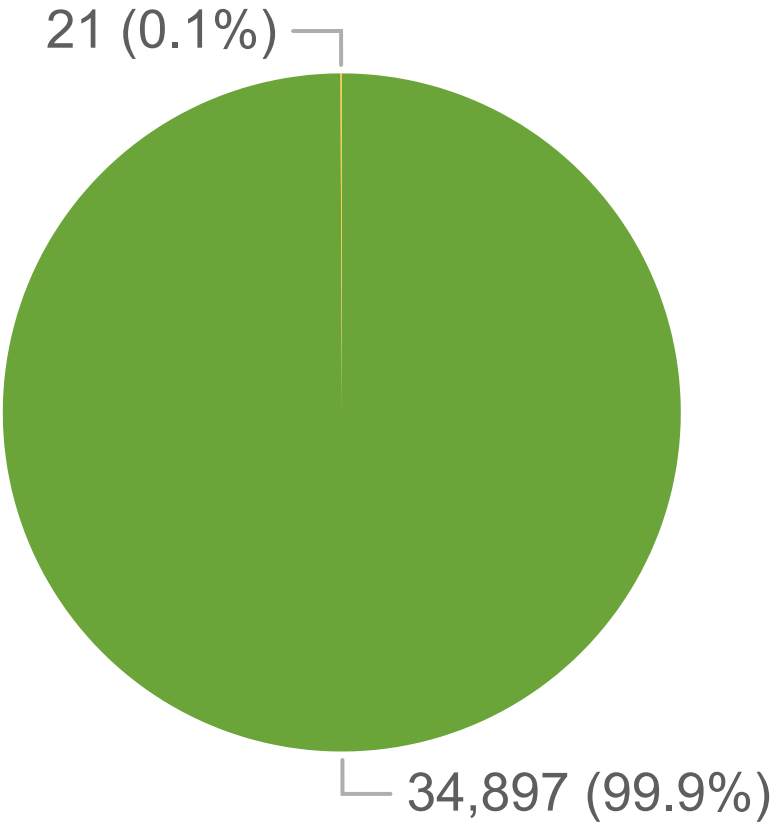
Colintraive - Rhubodach

Offered Weather Other Technical



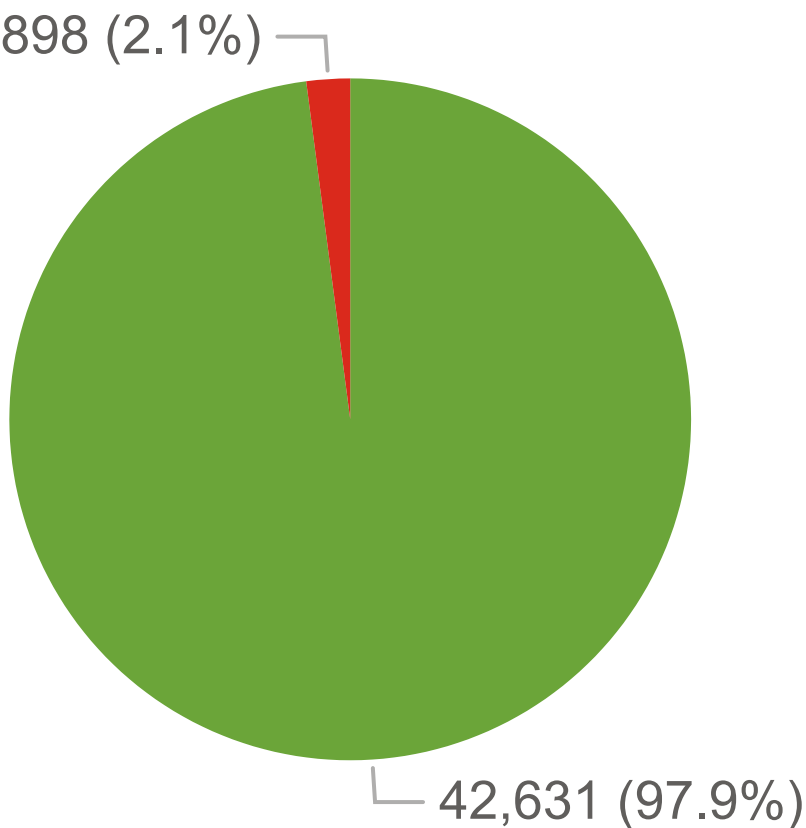
Largs - Cumbrae Slip

Offered Weather Other Technical



Wemyss Bay - Rothesay

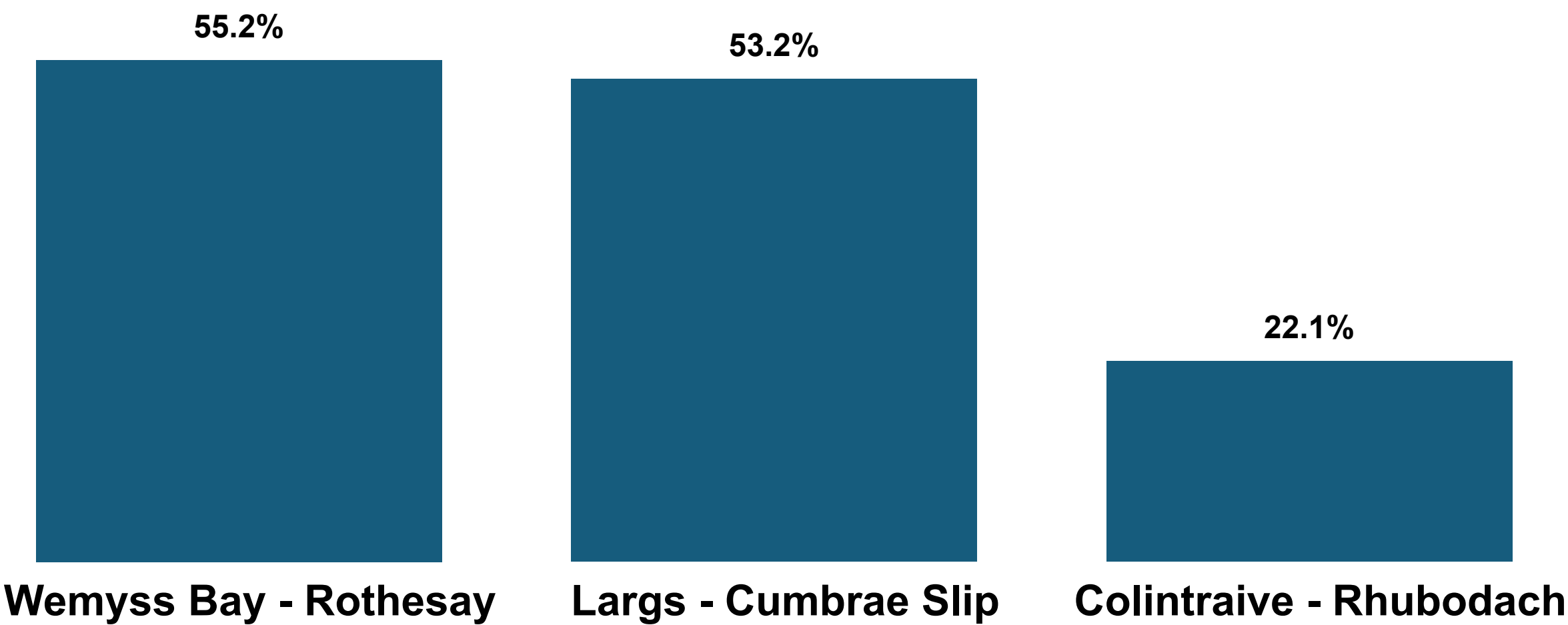
Offered Technical Weather Other



| Route                   | Offered | Weather | Technical | Other |
|-------------------------|---------|---------|-----------|-------|
| Colintraive - Rhubodach | 50,085  | 323     | 54        |       |
| Largs - Cumbrae Slip    | 34,897  |         |           | 21    |
| Wemyss Bay - Rothesay   | 42,631  |         | 898       |       |



Average Deck Utilisation



| Route                    | GLM Offered | GLM Used | Car Equiv. Spaces Used | % Used |
|--------------------------|-------------|----------|------------------------|--------|
| Wemyss Bay - Rothesay    | 196.1K      | 108.3K   | 23,549                 | 55.2%  |
| Largs - Cumbrae Slip     | 160.5K      | 85.3K    | 18,552                 | 53.2%  |
| Colintraiive - Rhubodach | 230.4K      | 50.9K    | 11,066                 | 22.1%  |
| Total                    | 587.0K      | 244.6K   | 53,168                 | 41.7%  |

Overall Utilisation of Sailings

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

