

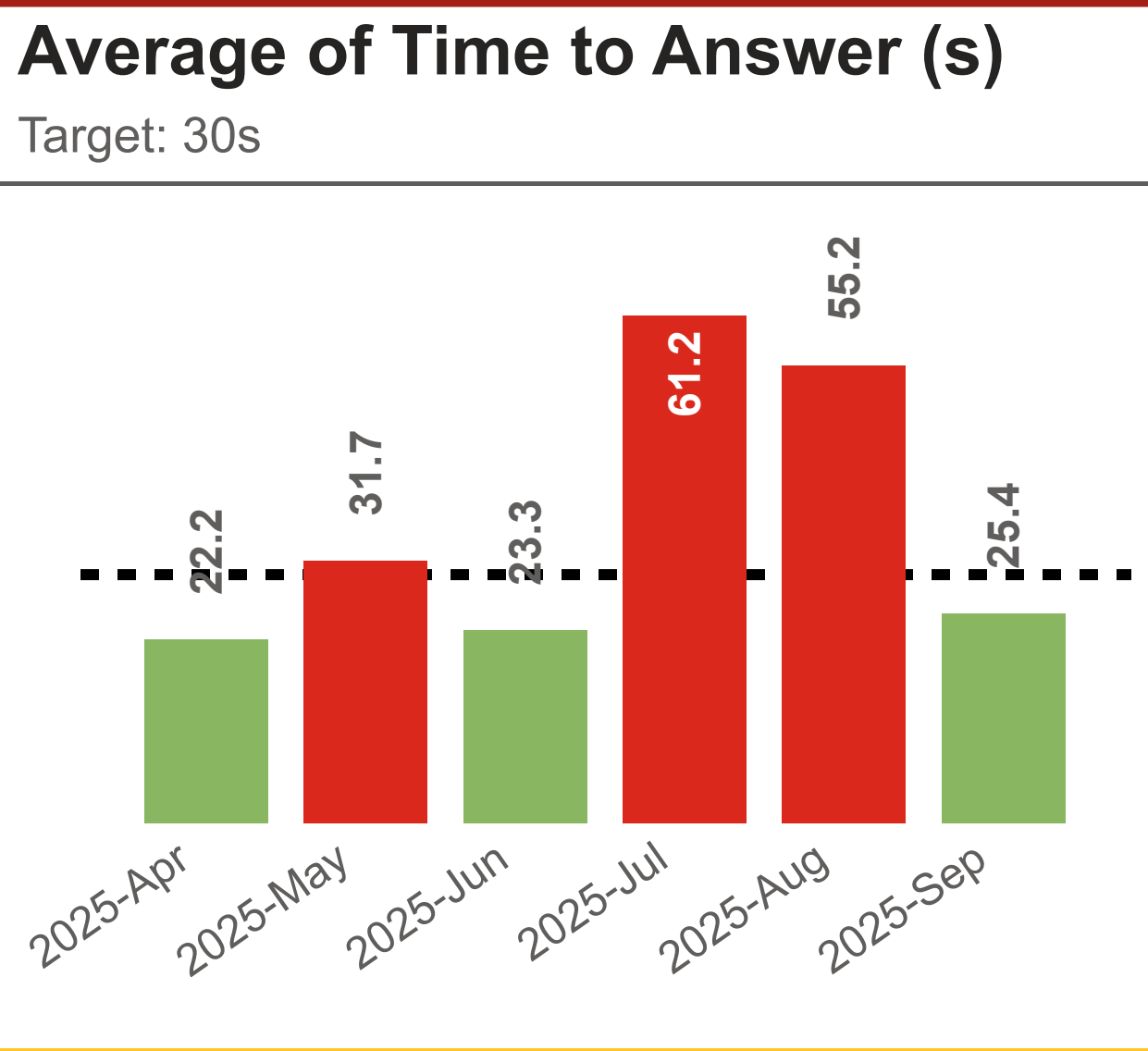
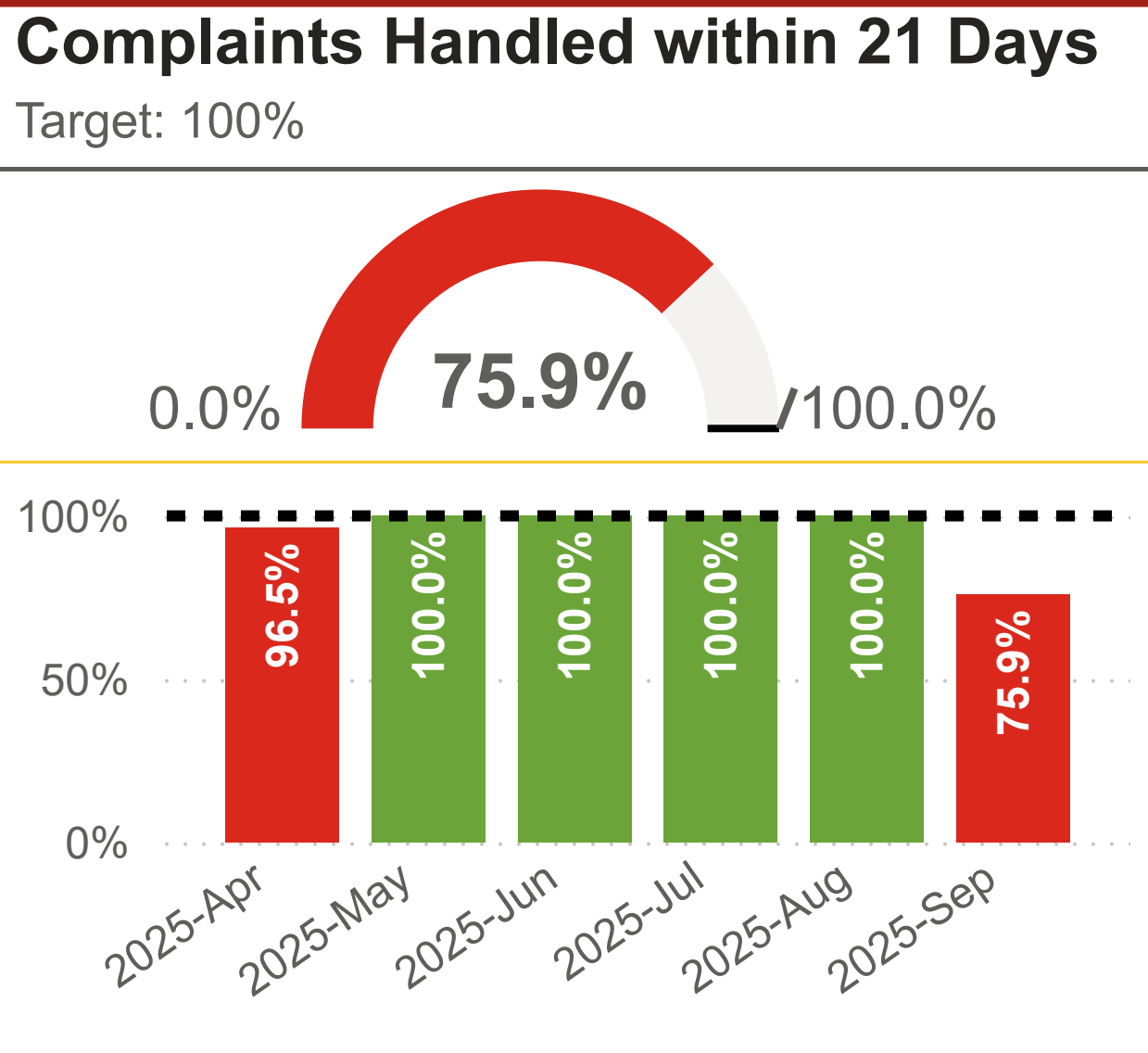
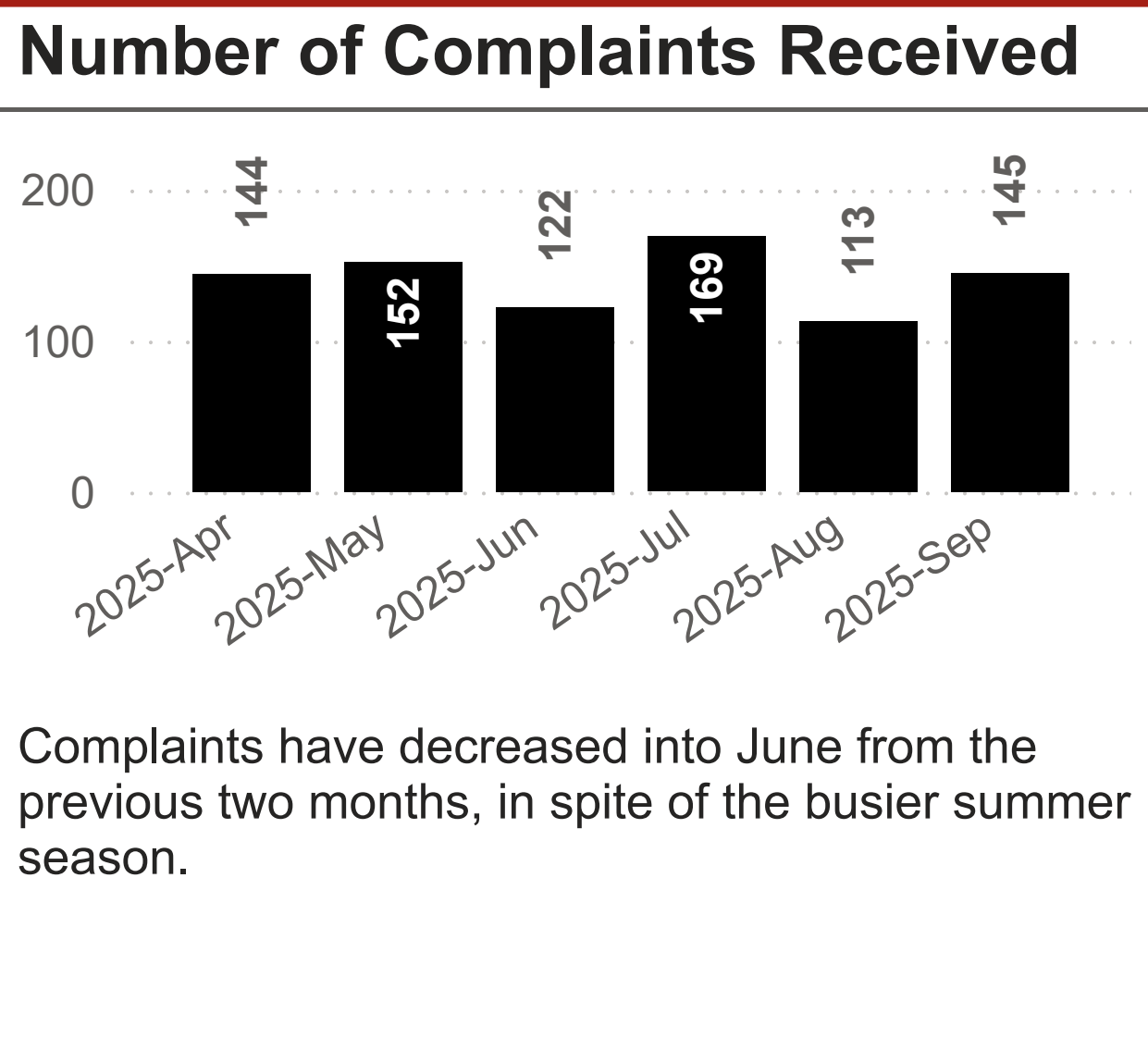
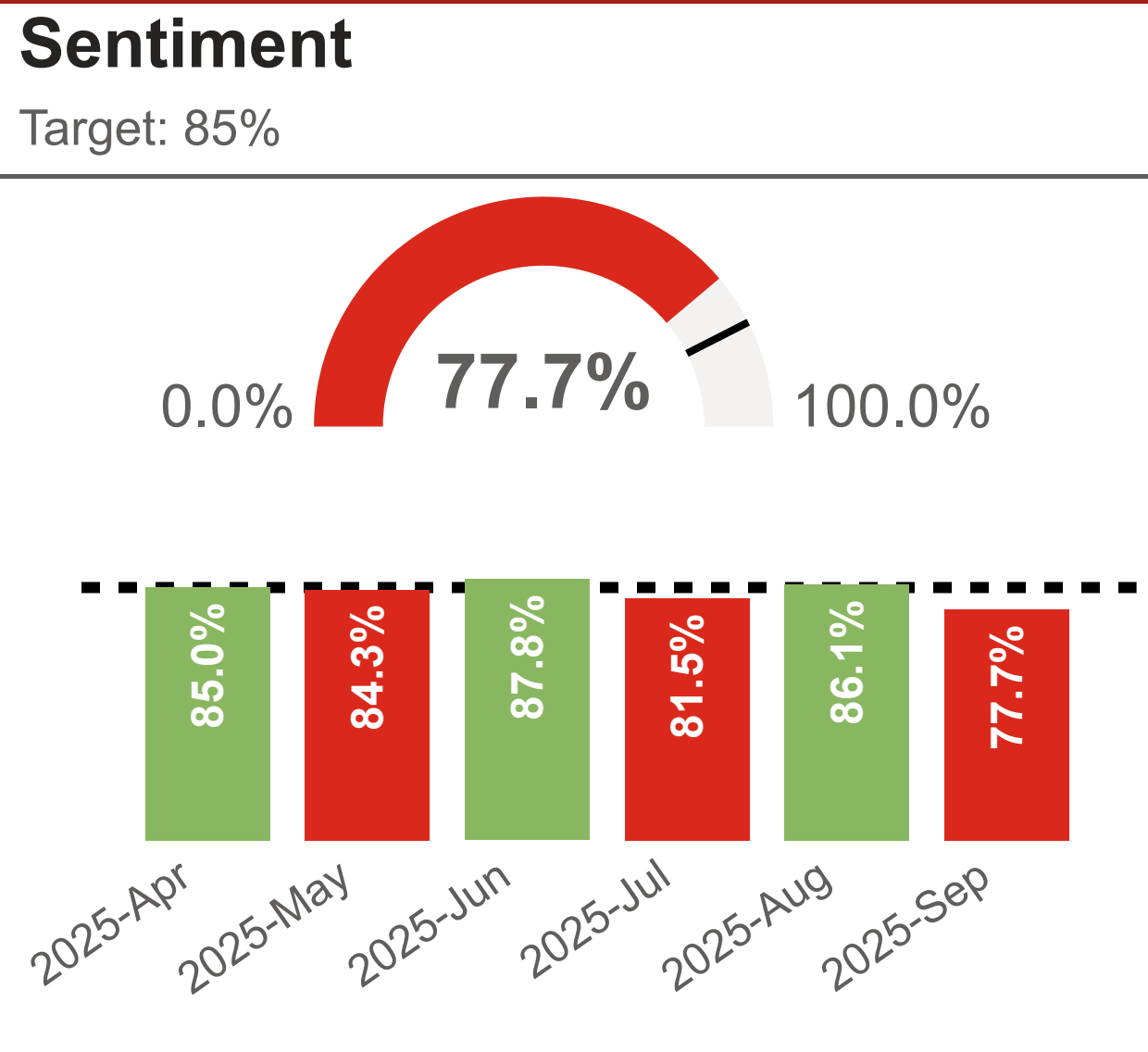
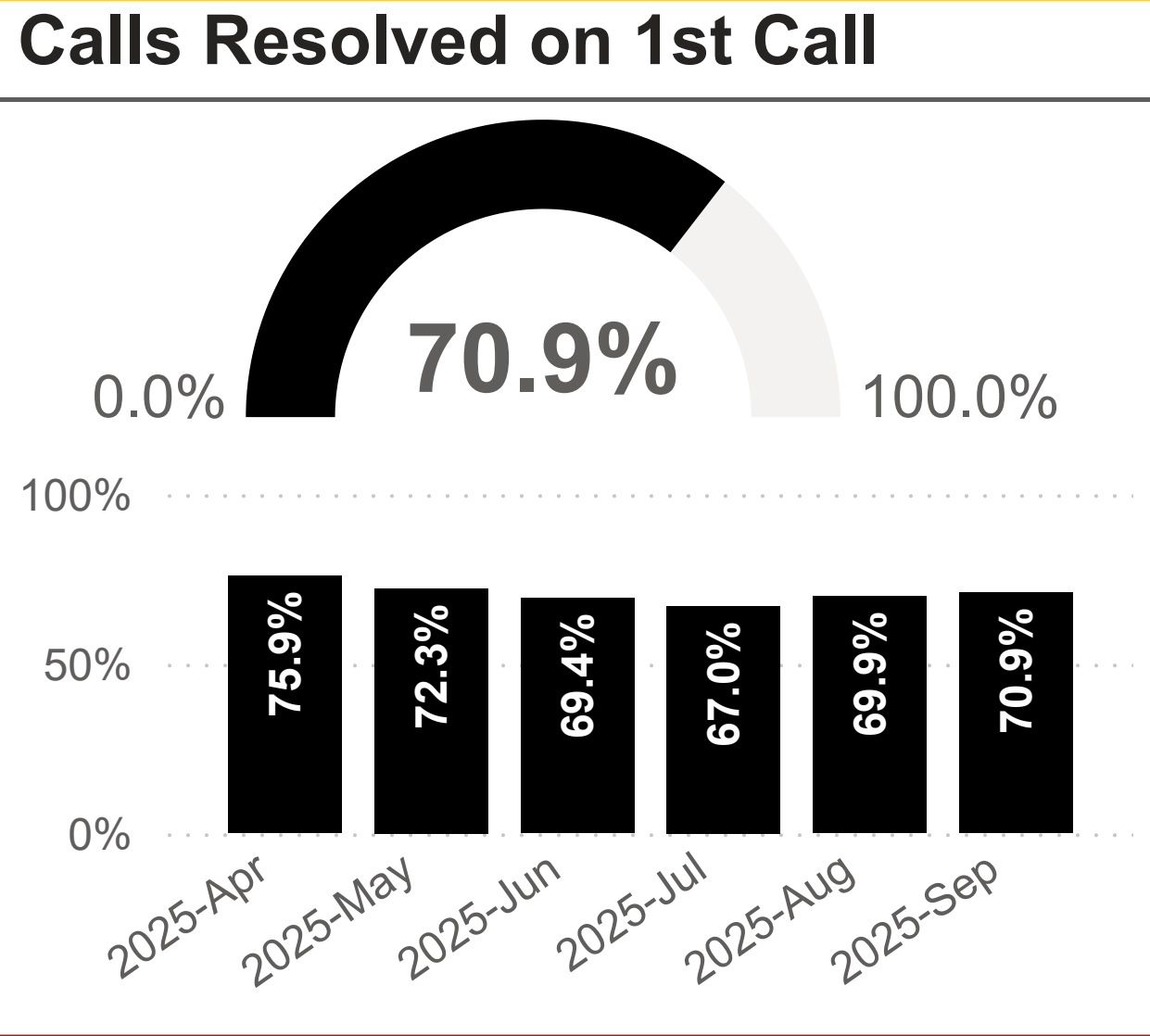
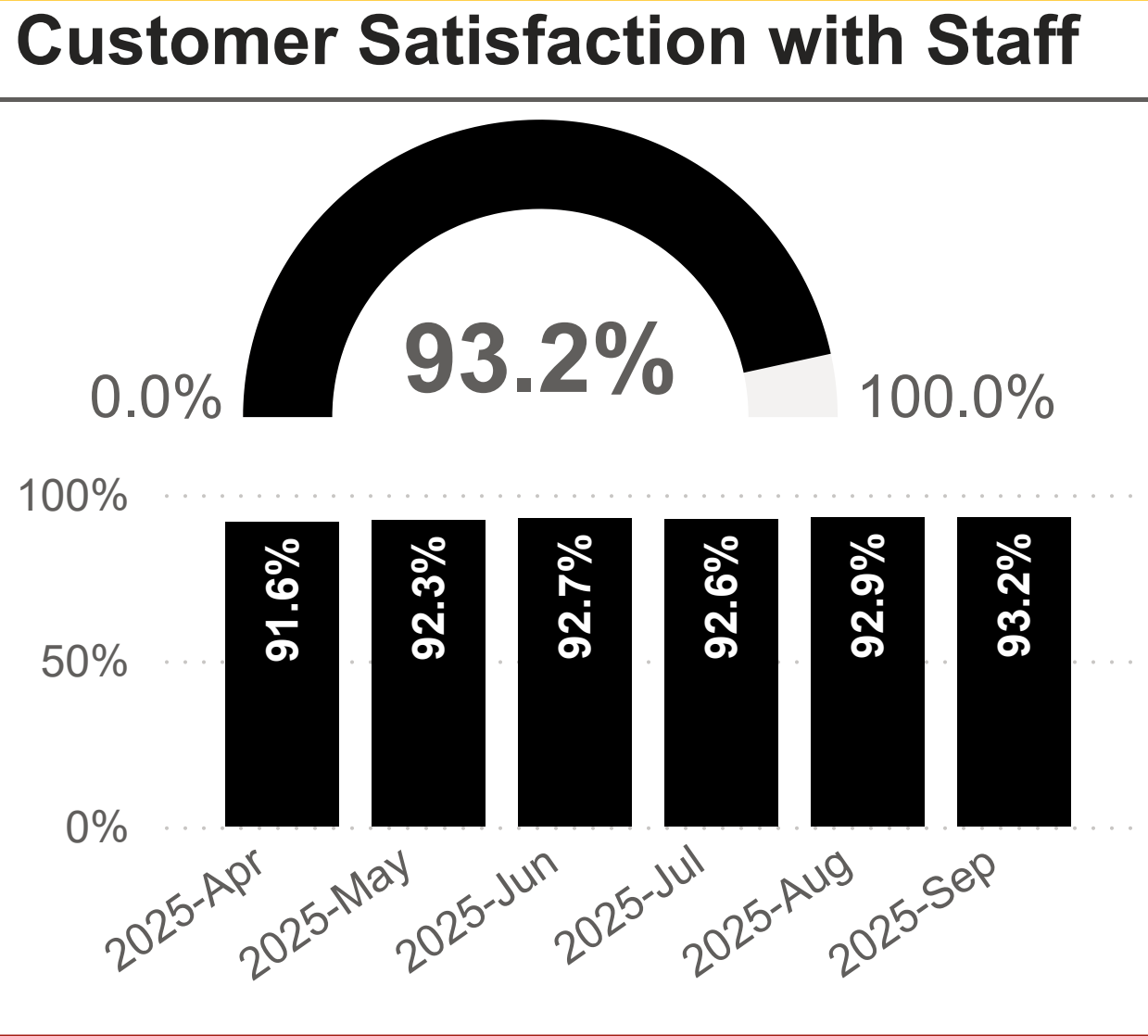
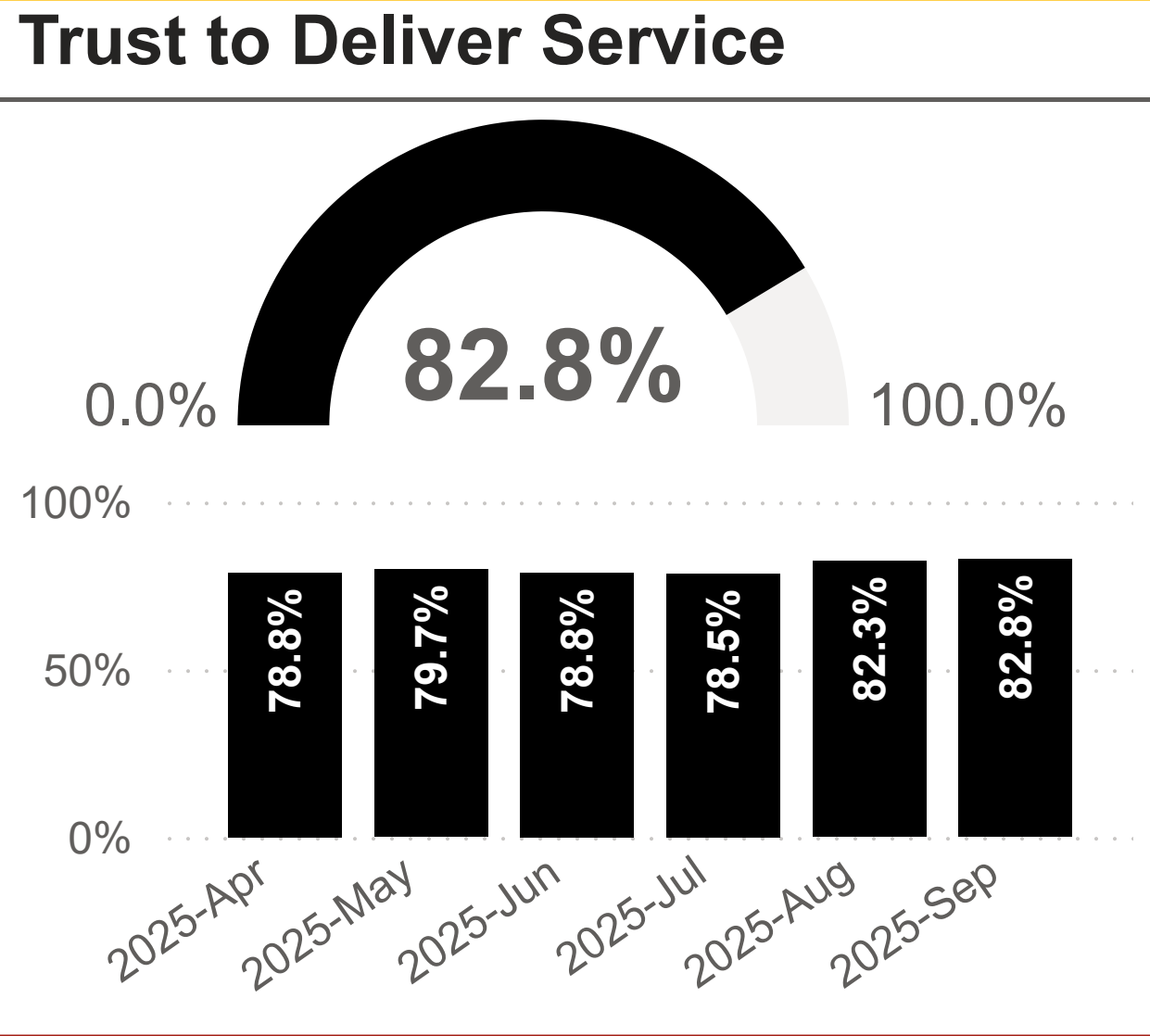
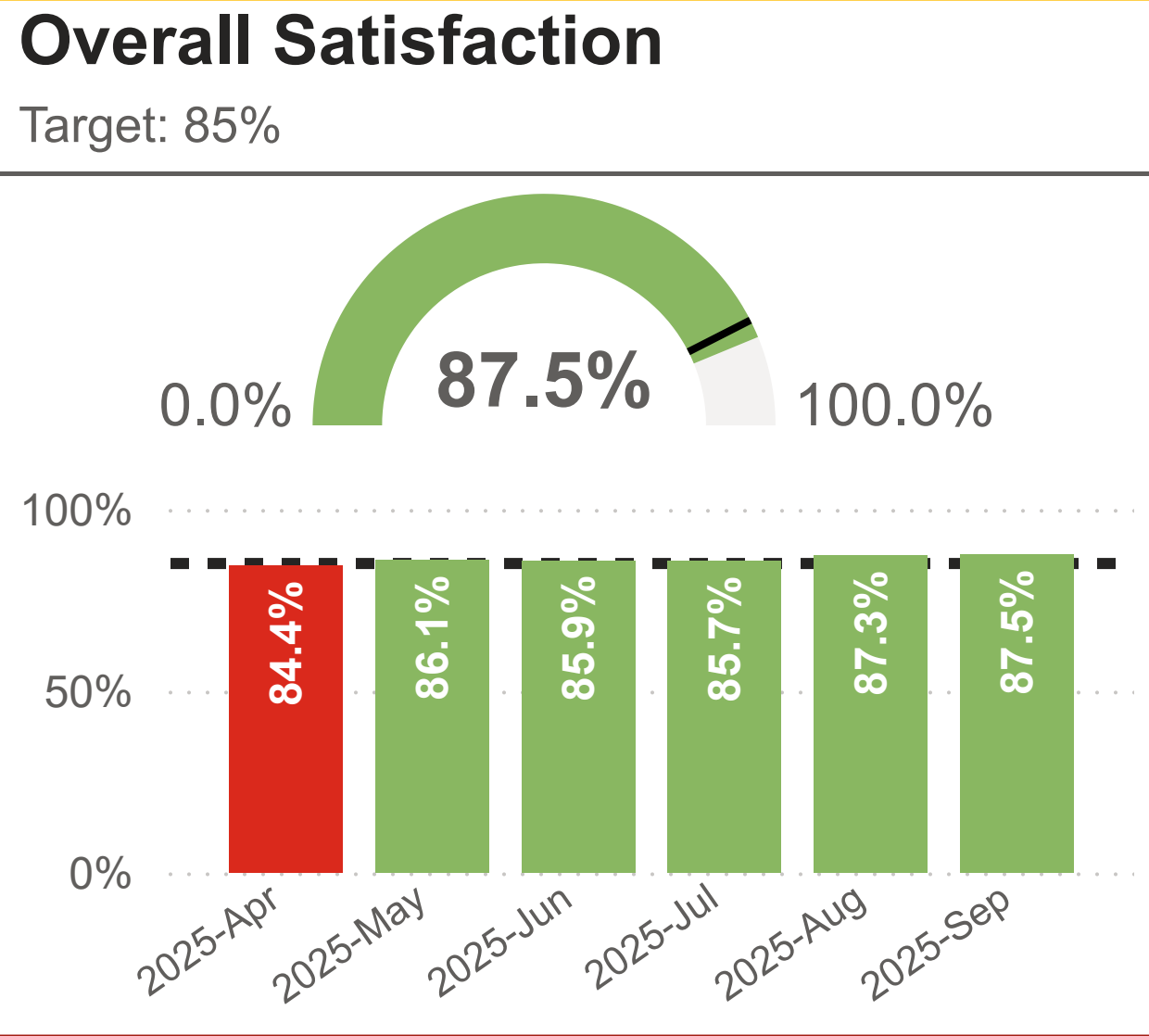
Total Number of
Survey Responses
Last 6 Months

41K

Our Performance in September 2025
Customer Feedback Metrics
Network Wide



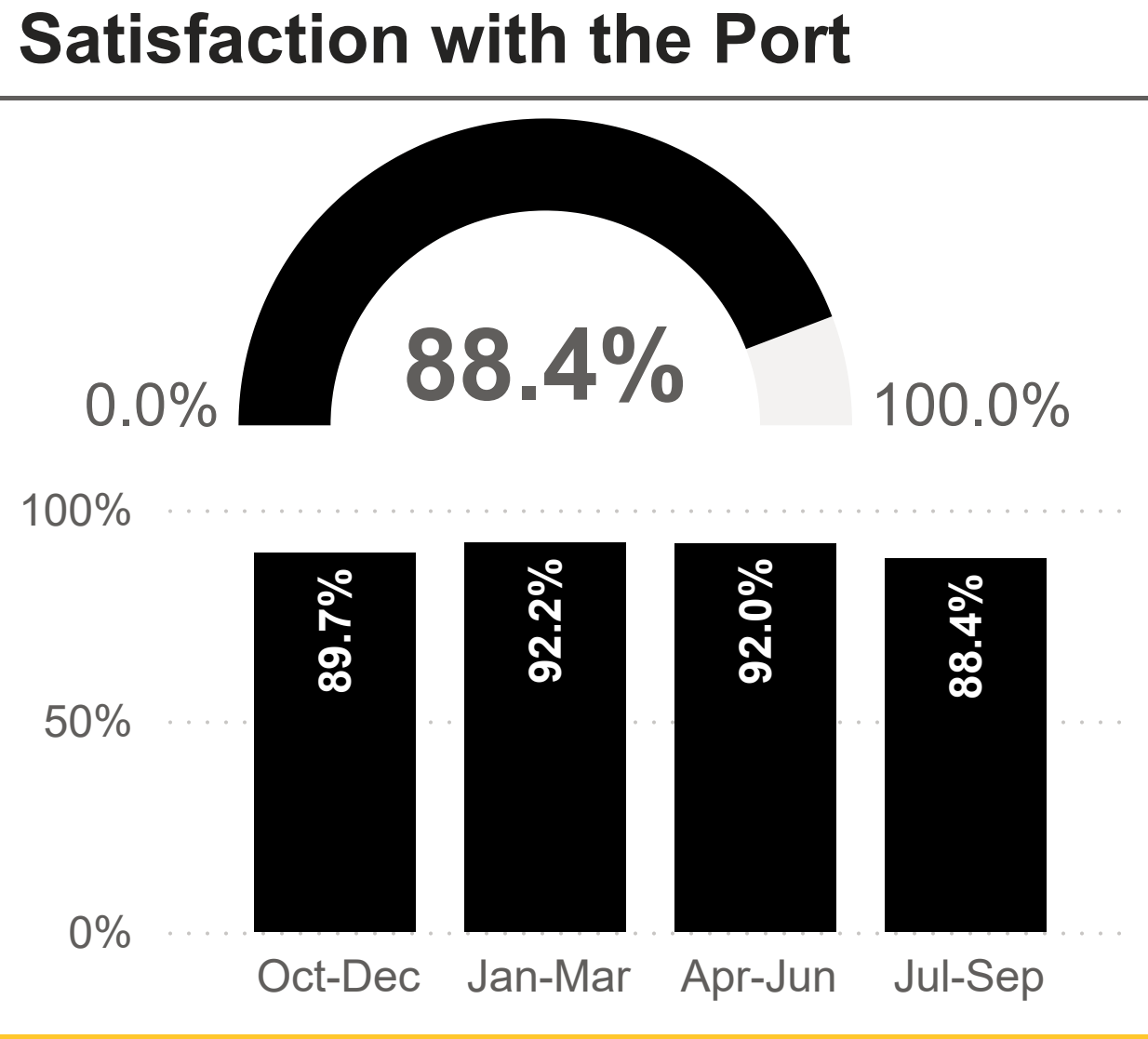
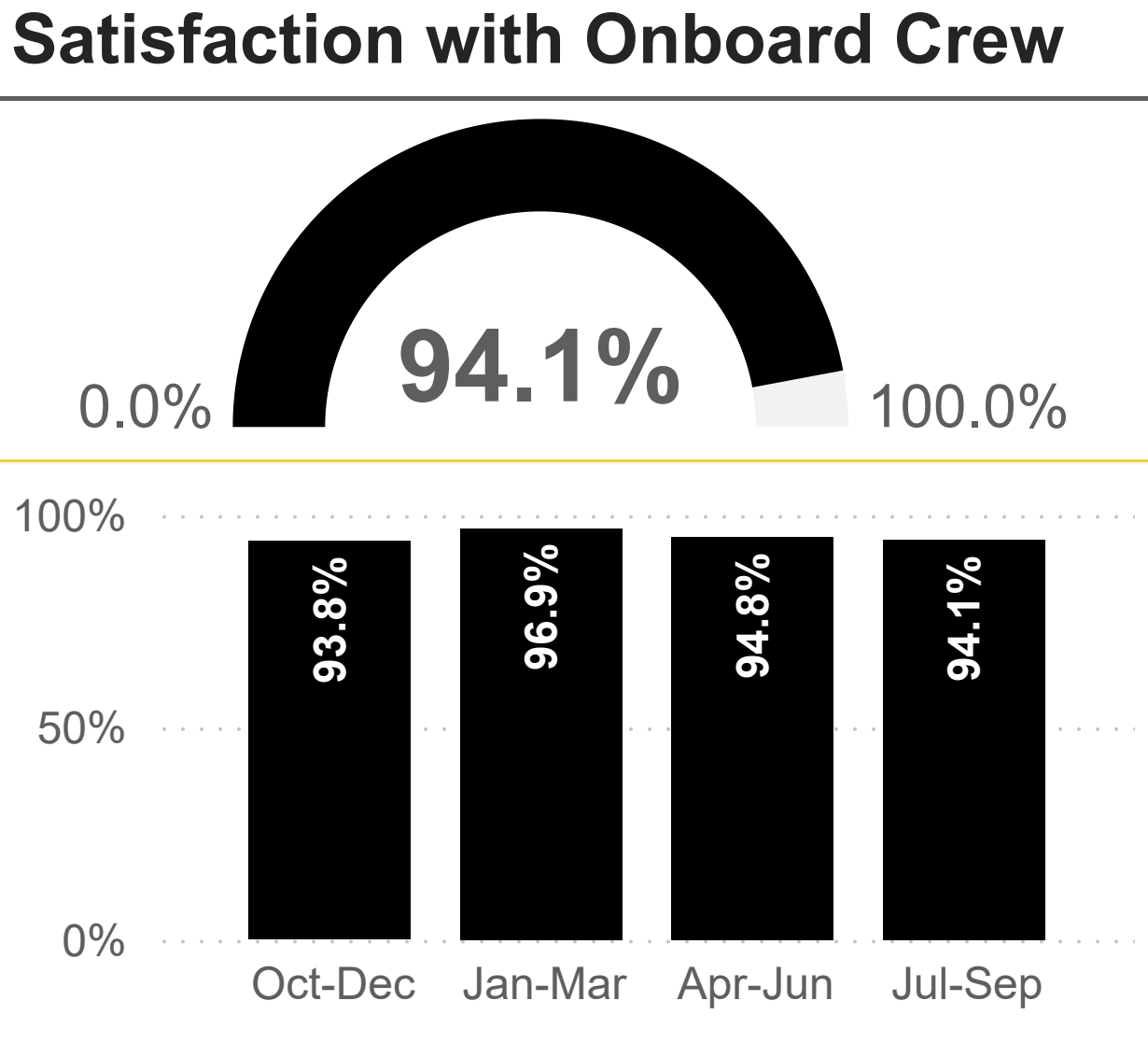
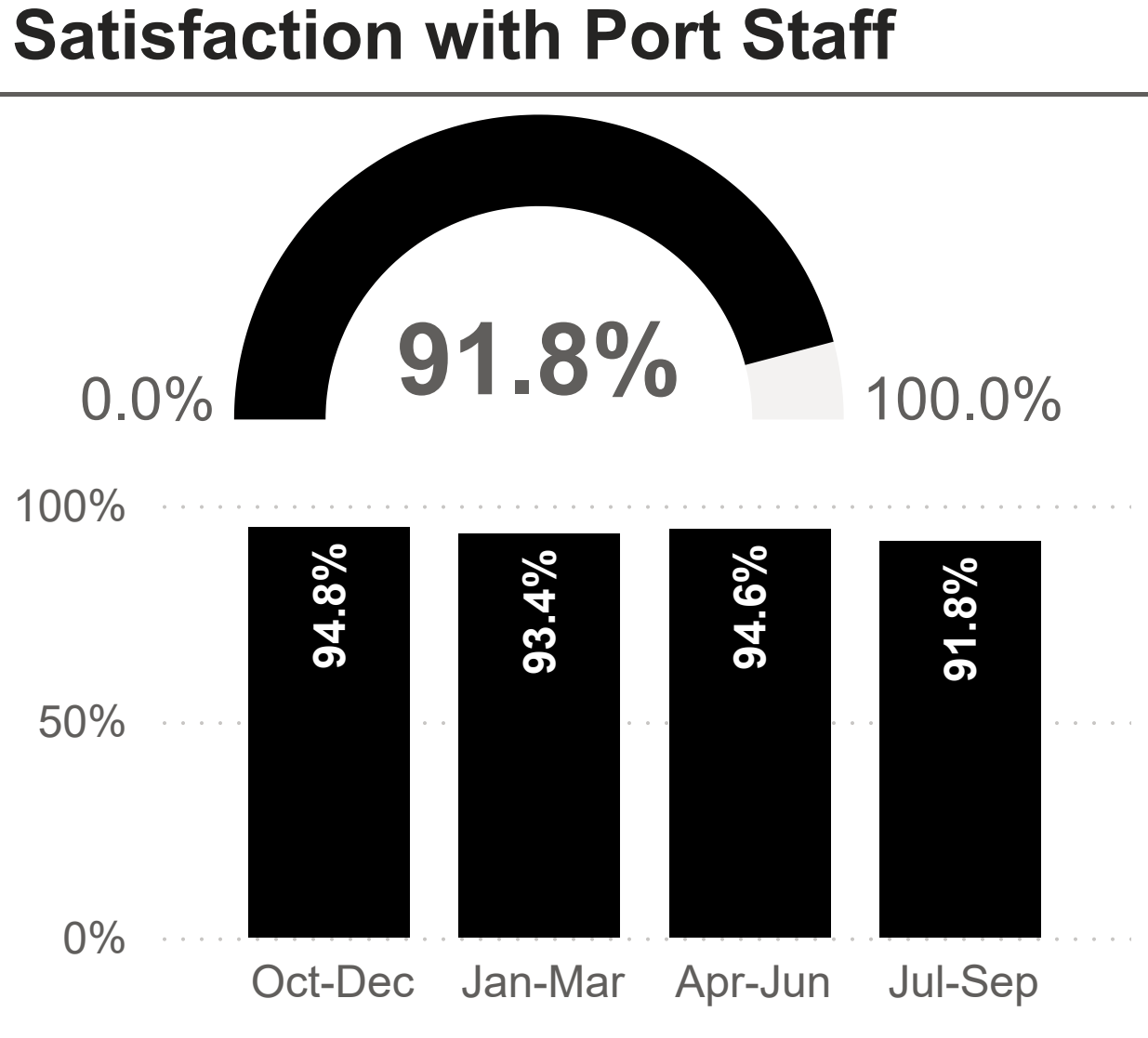
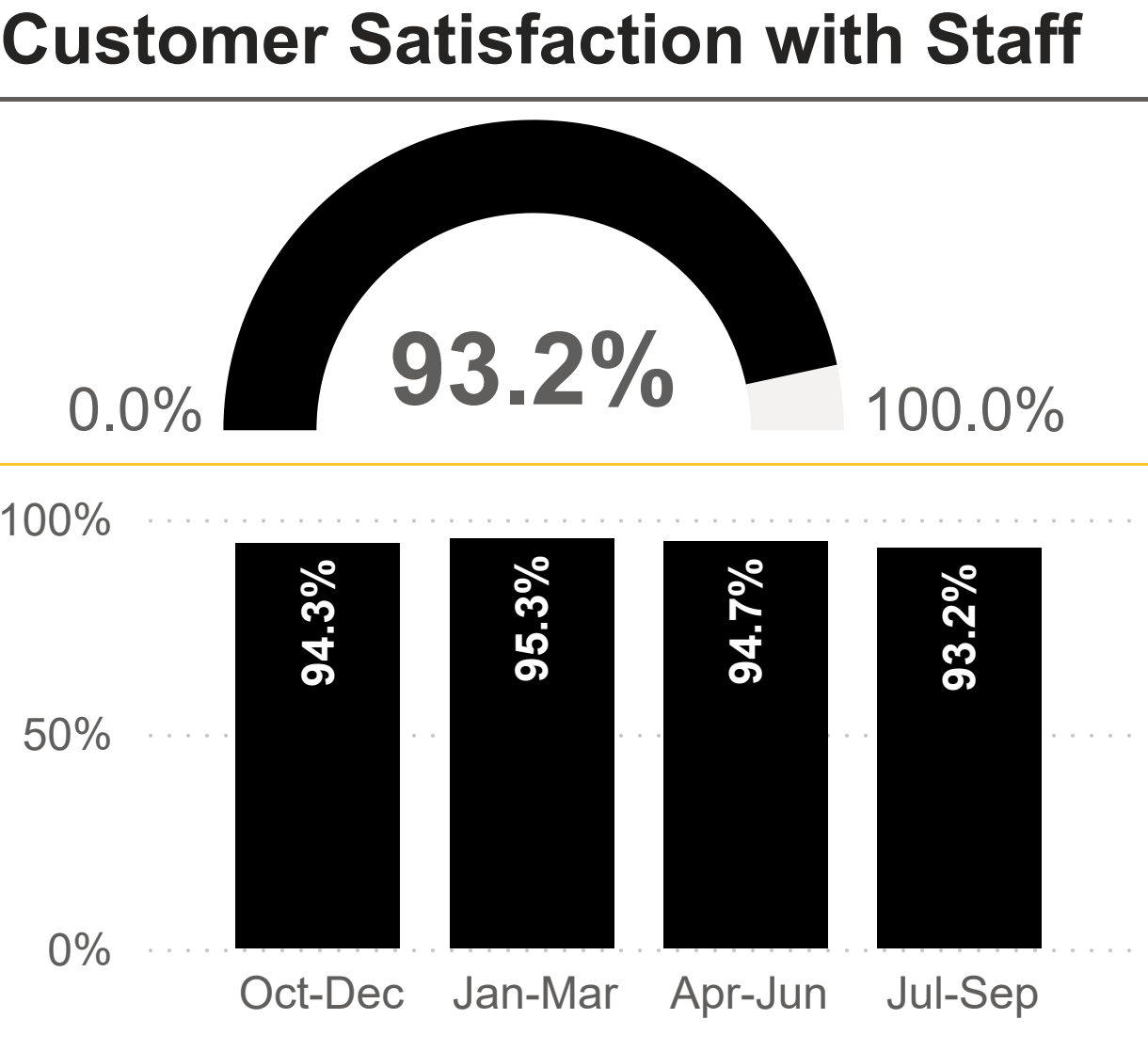
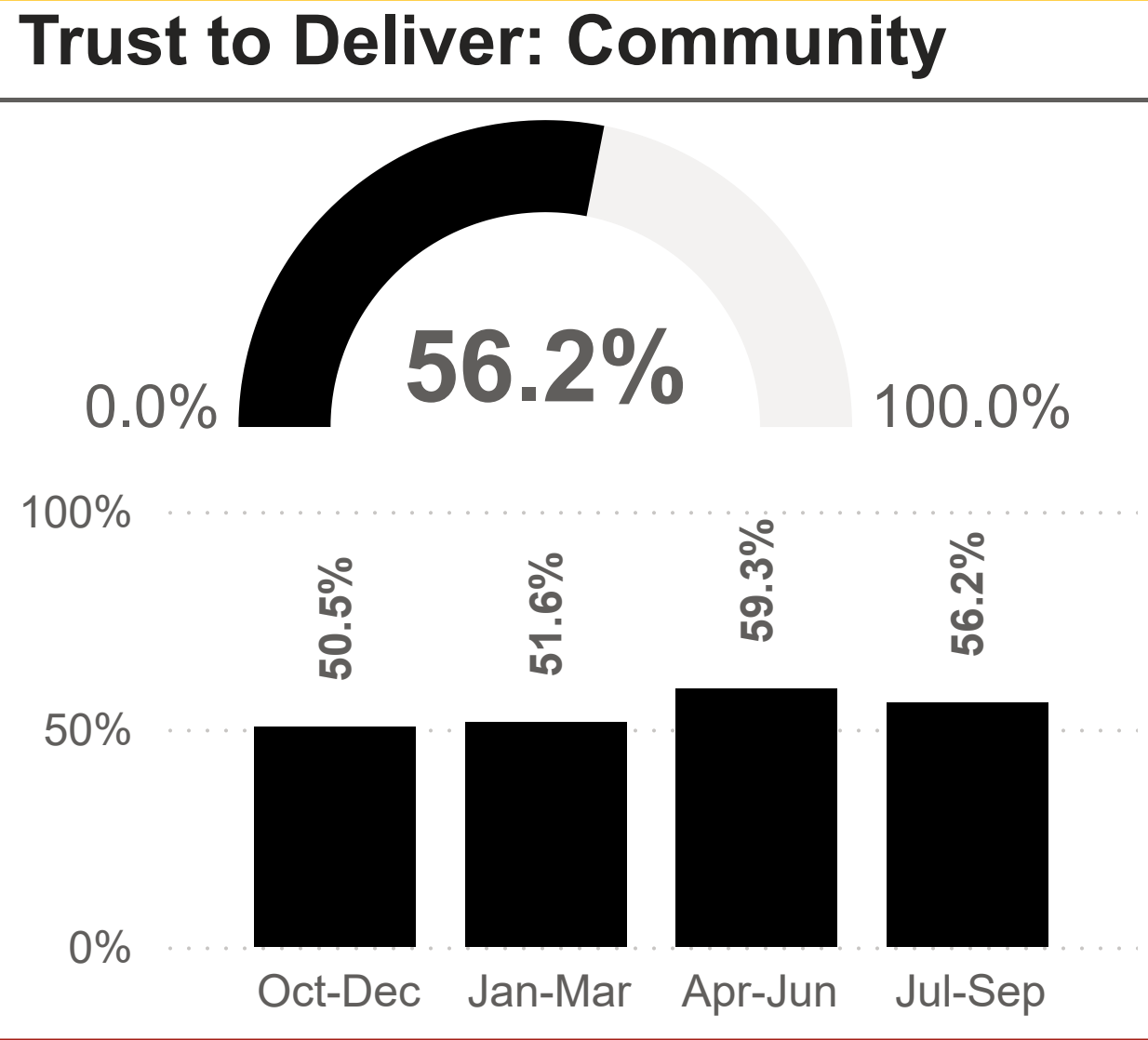
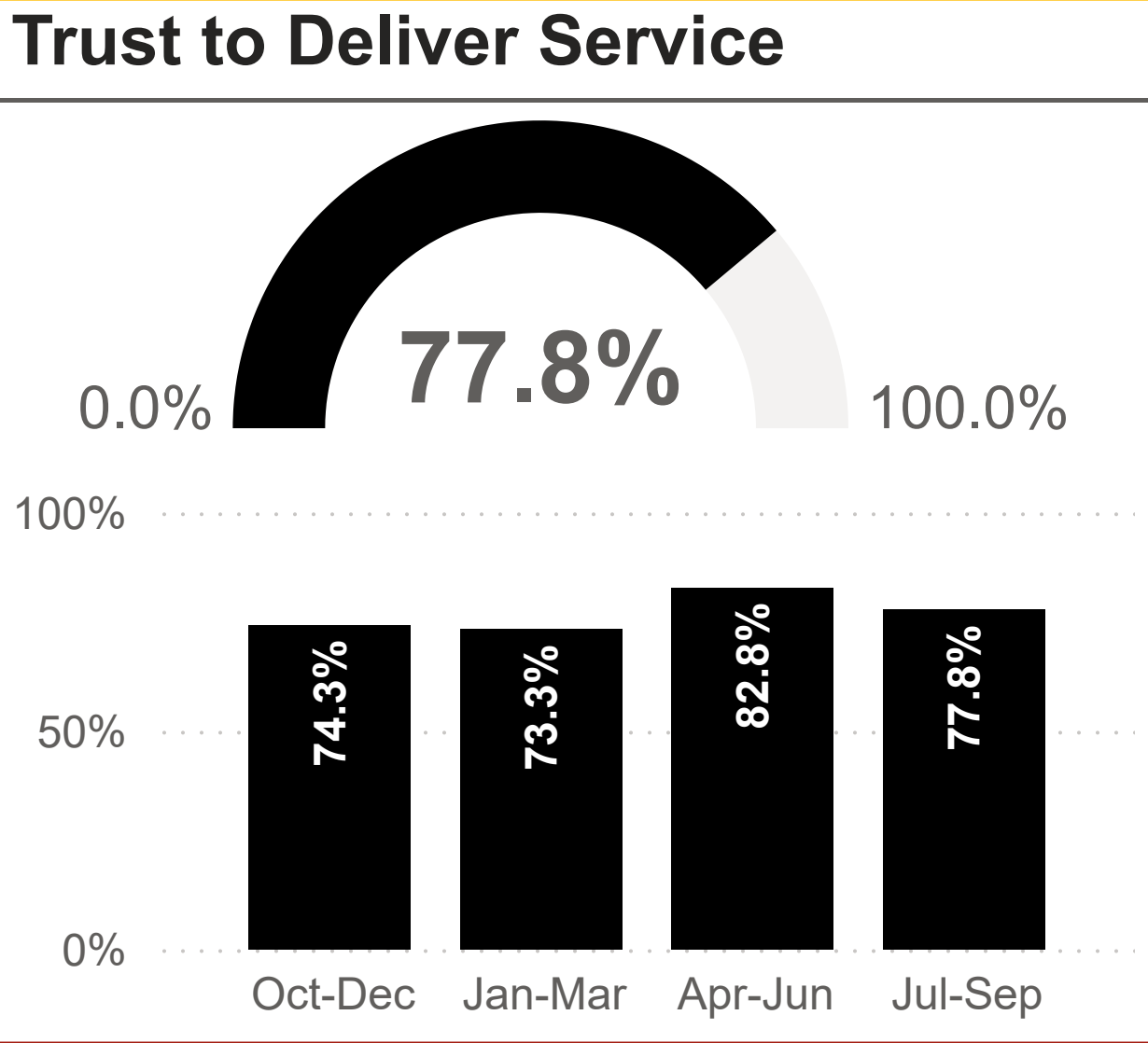
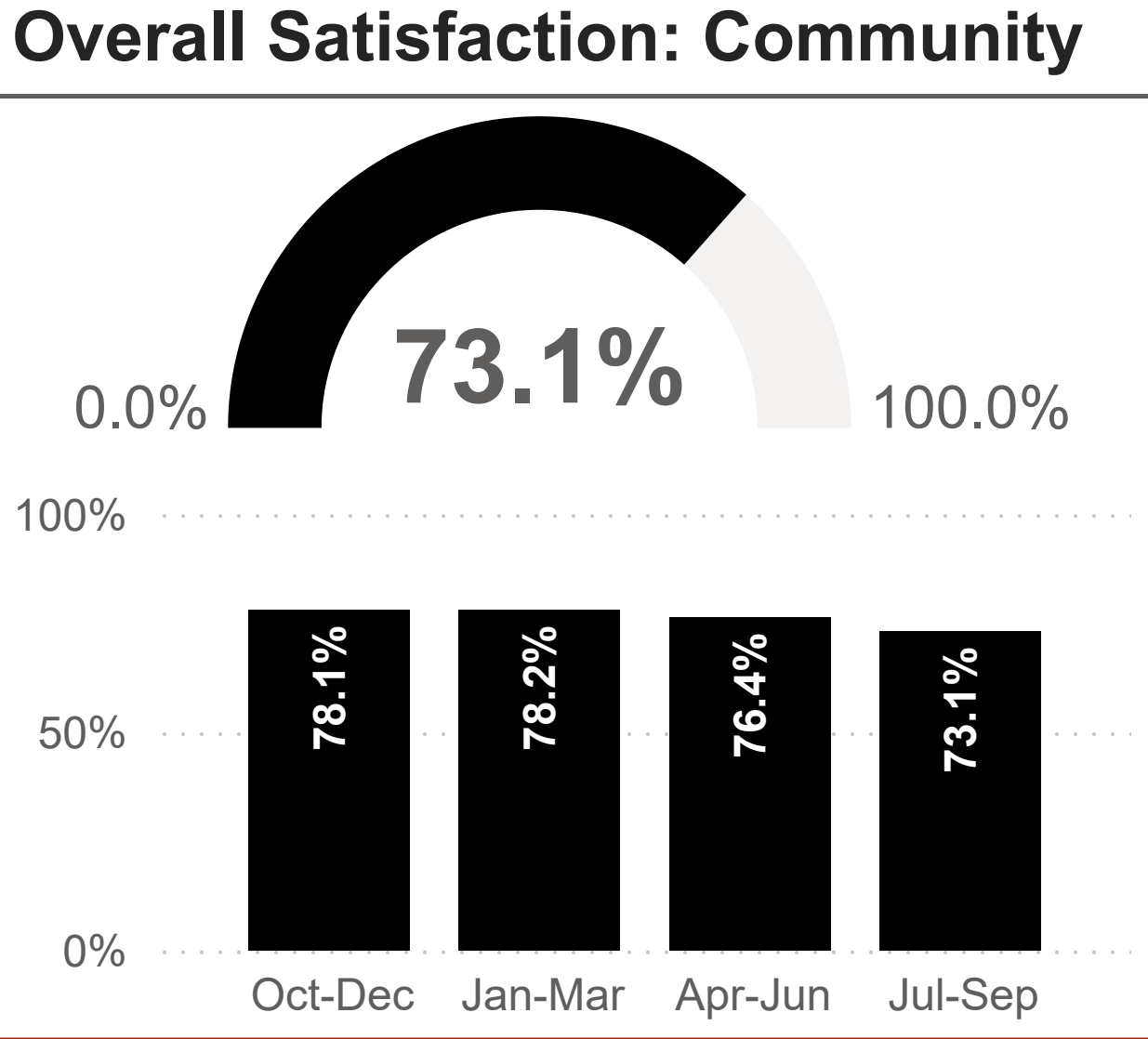
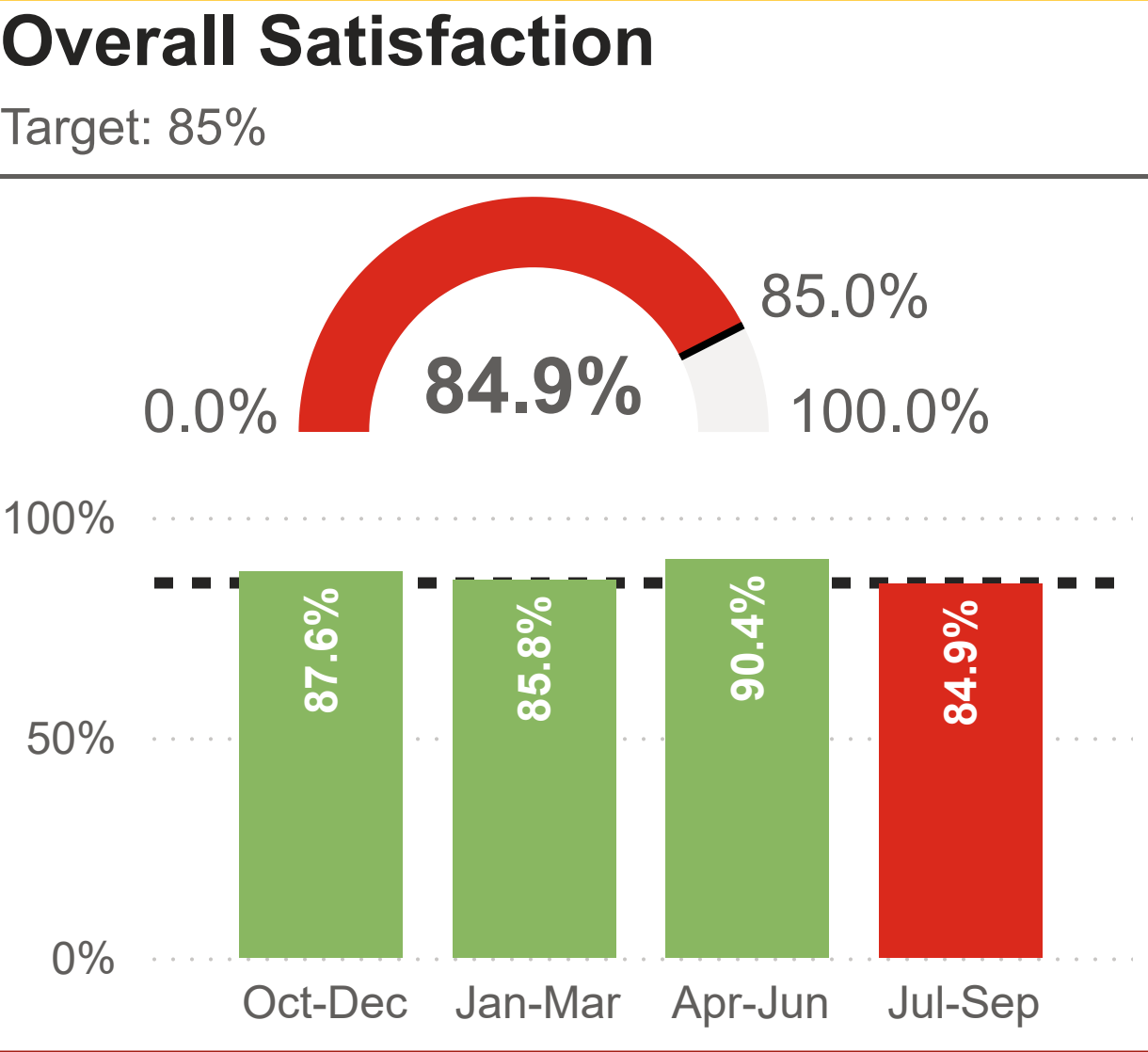
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.



Our Performance in September 2025
Customer Feedback Metrics
Kintyre



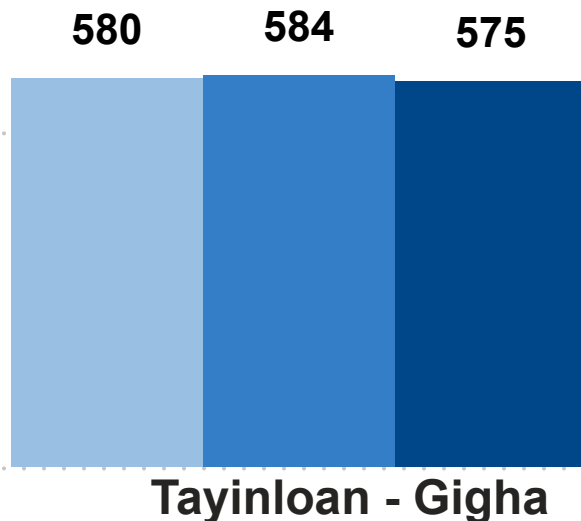
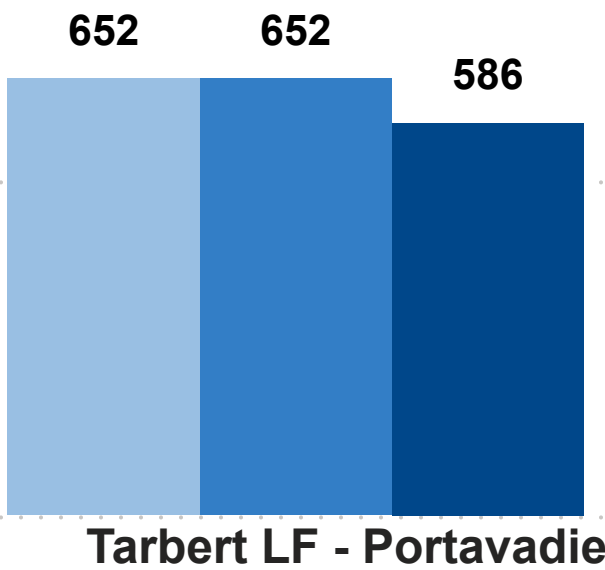
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.
Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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





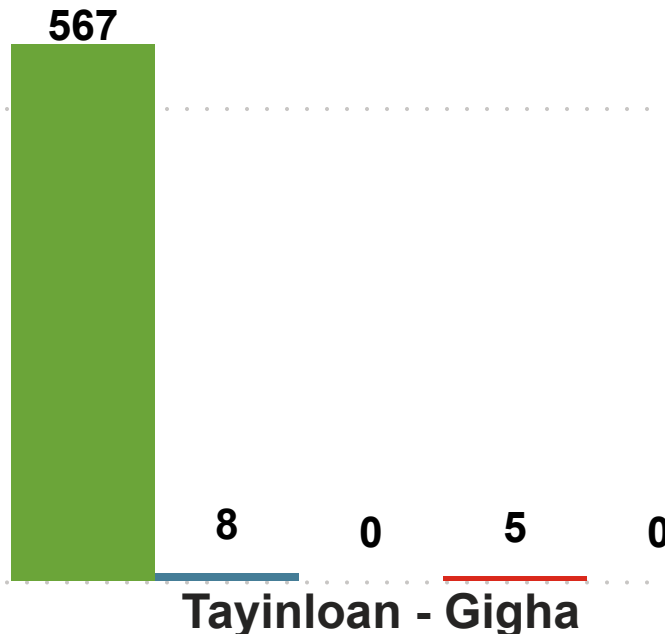
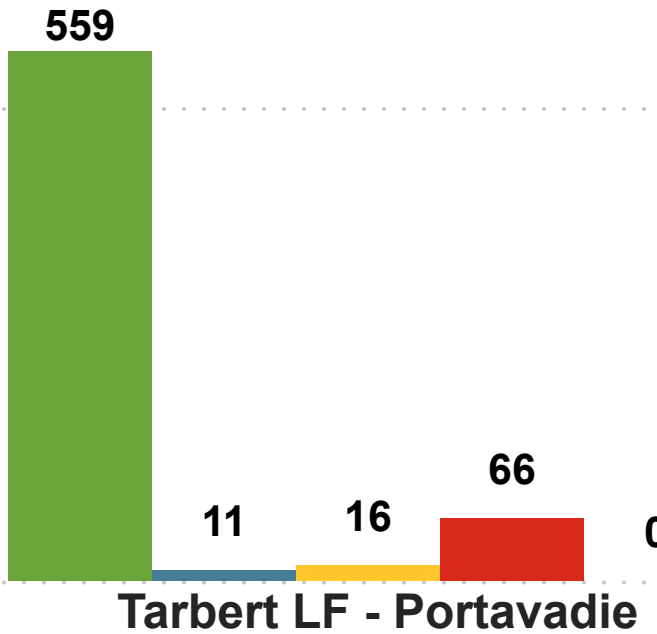
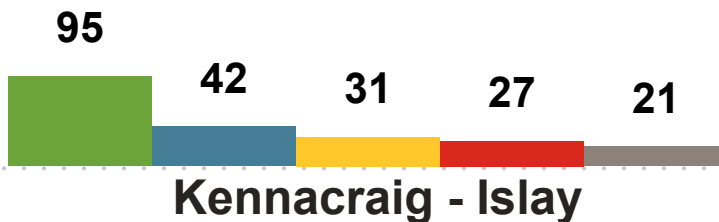
Sailings Timetabled, Amended & Actual

● Timetabled ● Amended ● Actual



Punctuality & Reliability

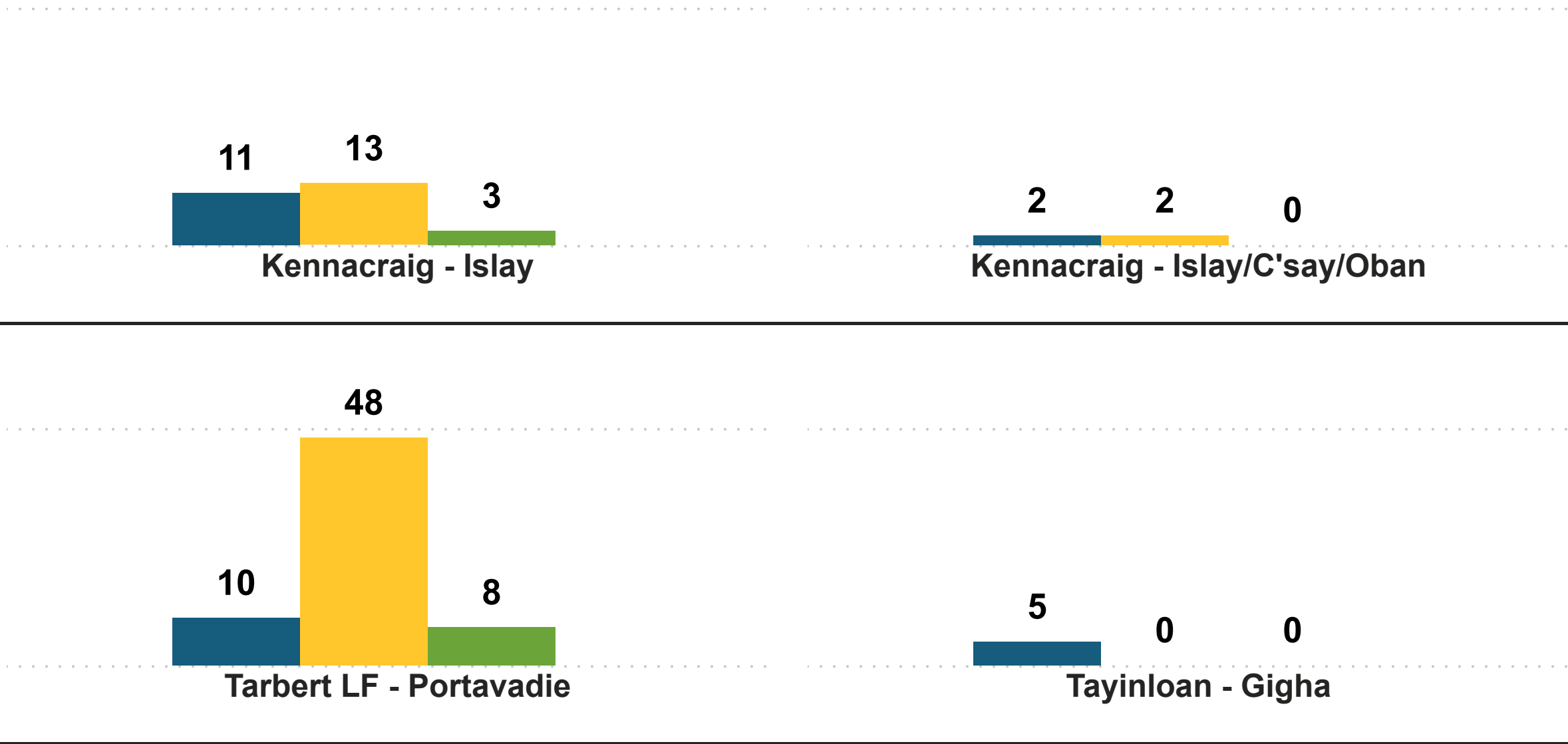
● On Time ● Level 1 Lateness ● Level 2 Lateness ● Cancelled ● Additional





Cancelled Sailings (By Reason)

● Weather ● Technical ● Other



Missed Train Connections

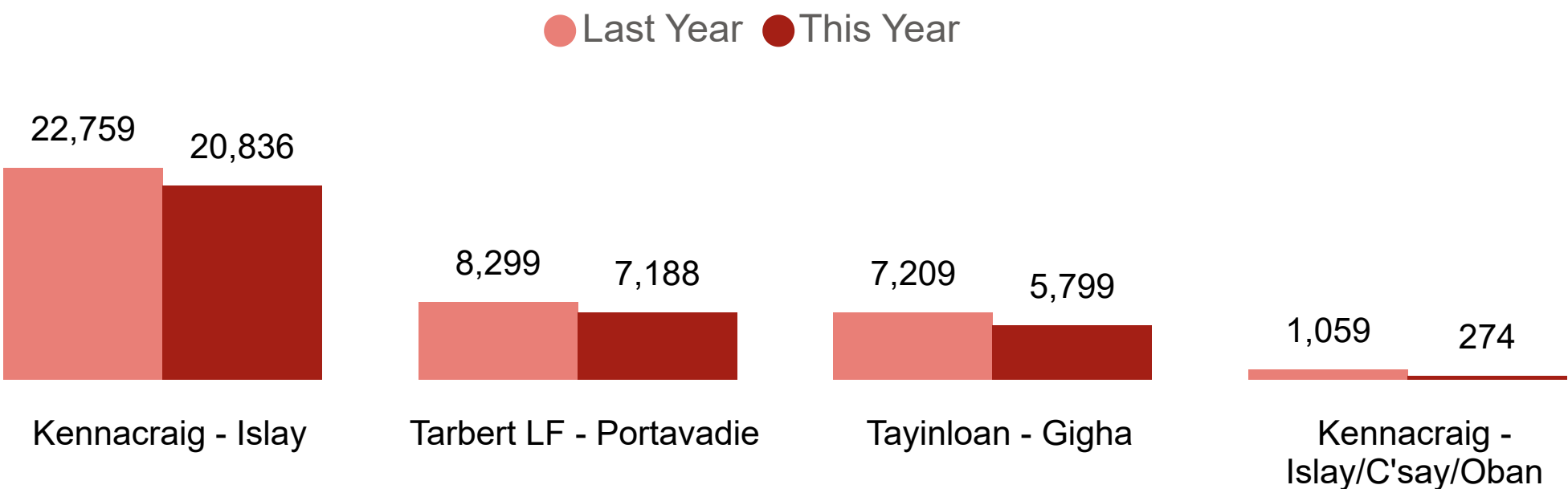
0

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

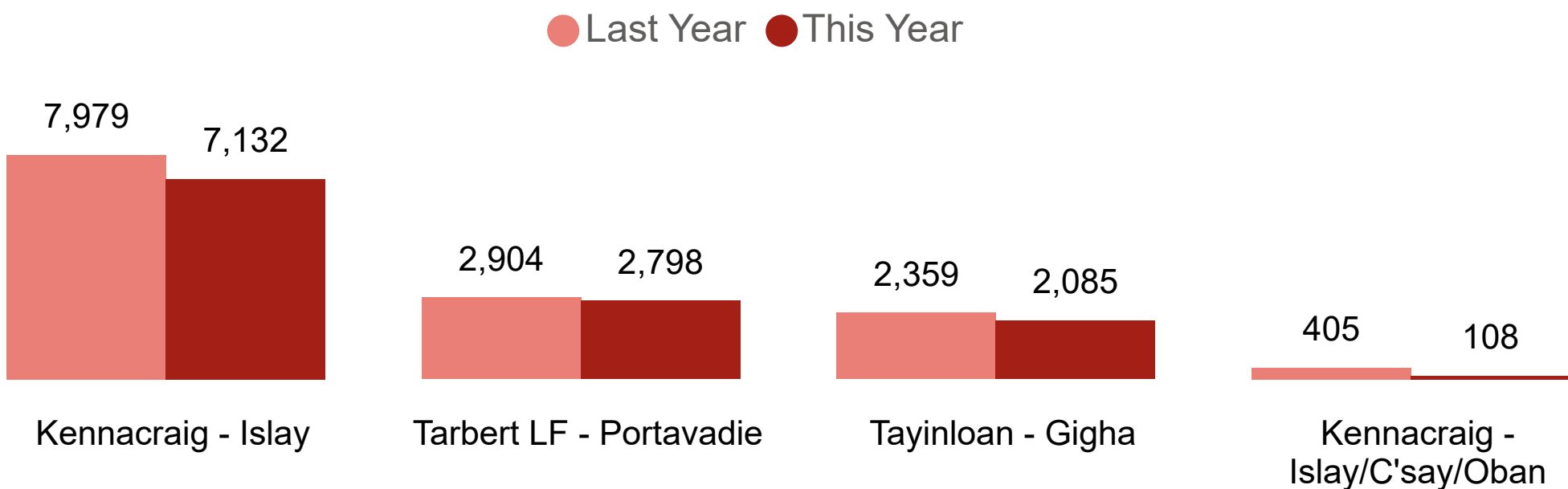
"Other" refers to any cancellations not resulting from weather and technical disruption. This includes cancellations due to reasons such as bunkering issues, berth unavailability etc.



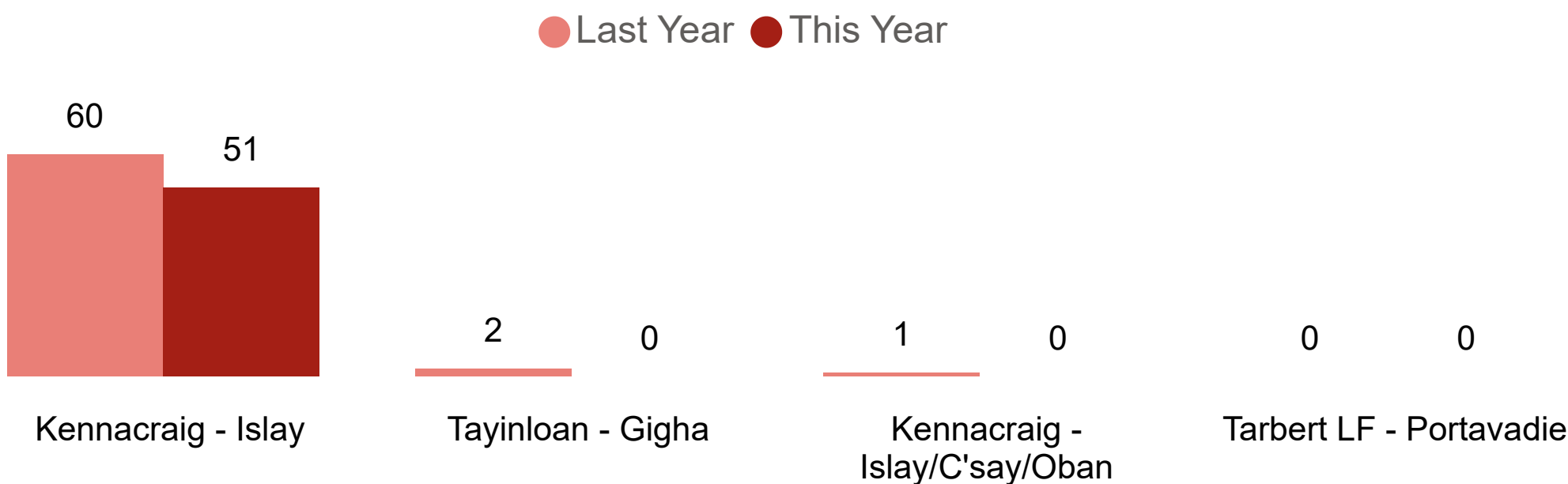
Shipped Passengers



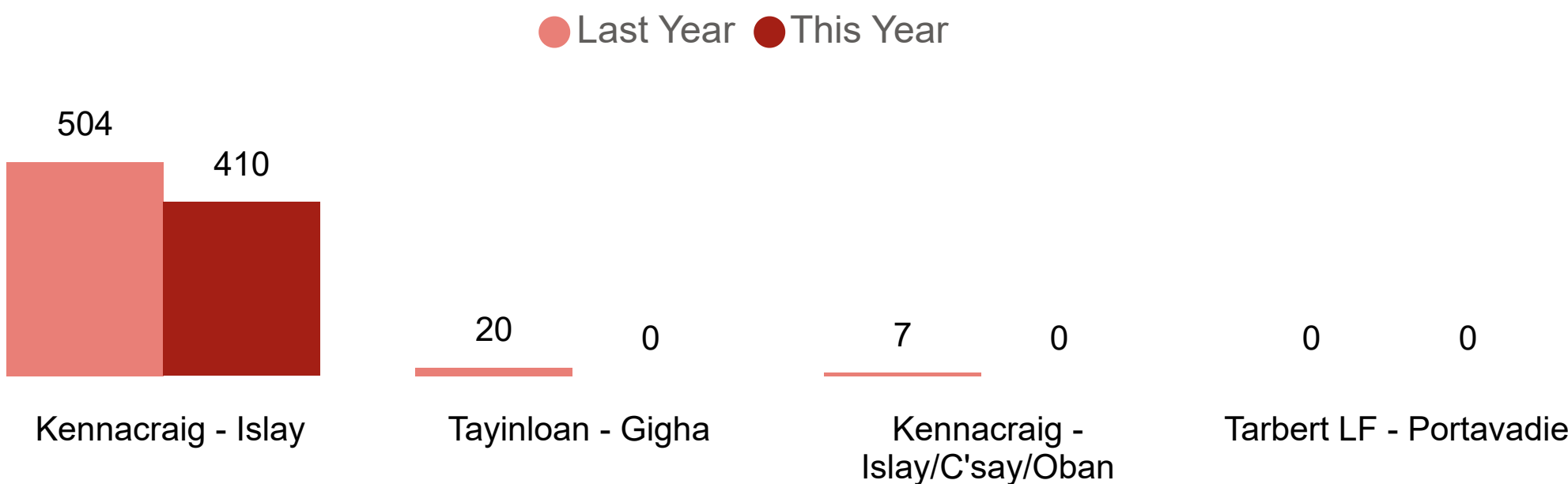
Shipped Cars



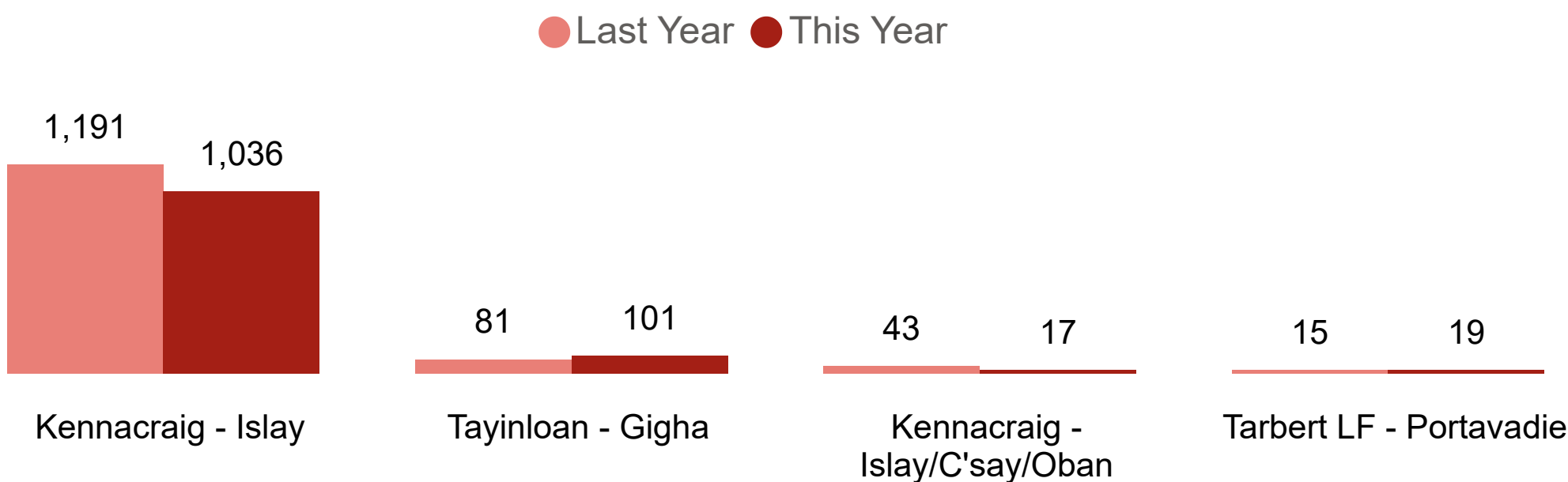
Shipped Coaches



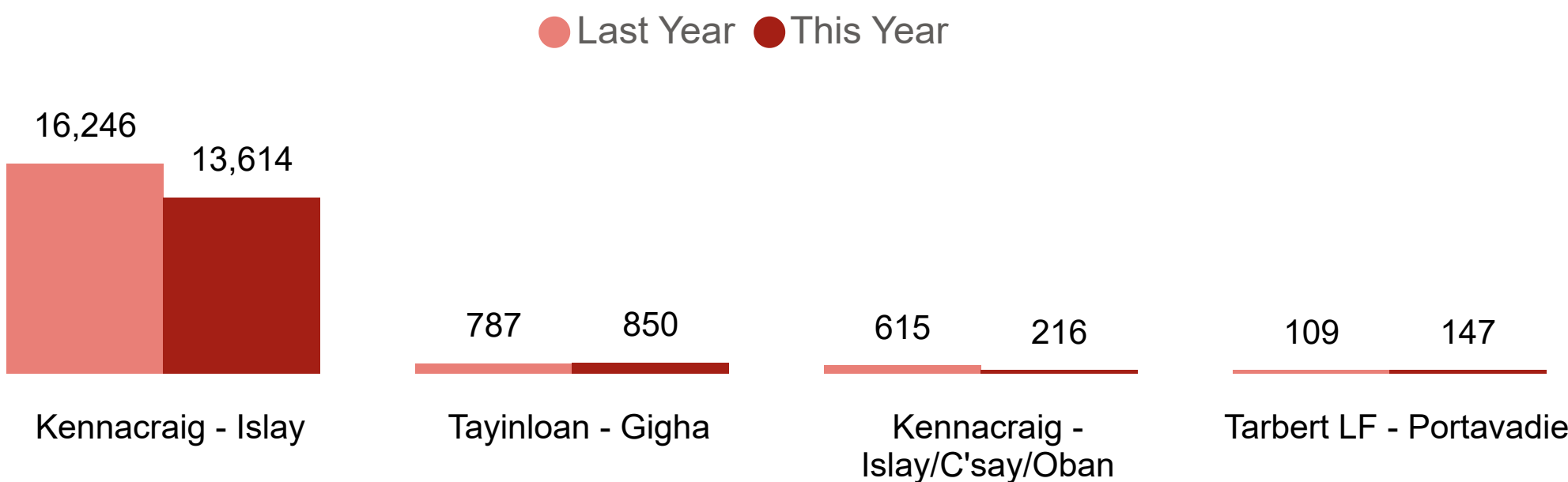
Shipped Coach Metres



Shipped Commercial Vehicles

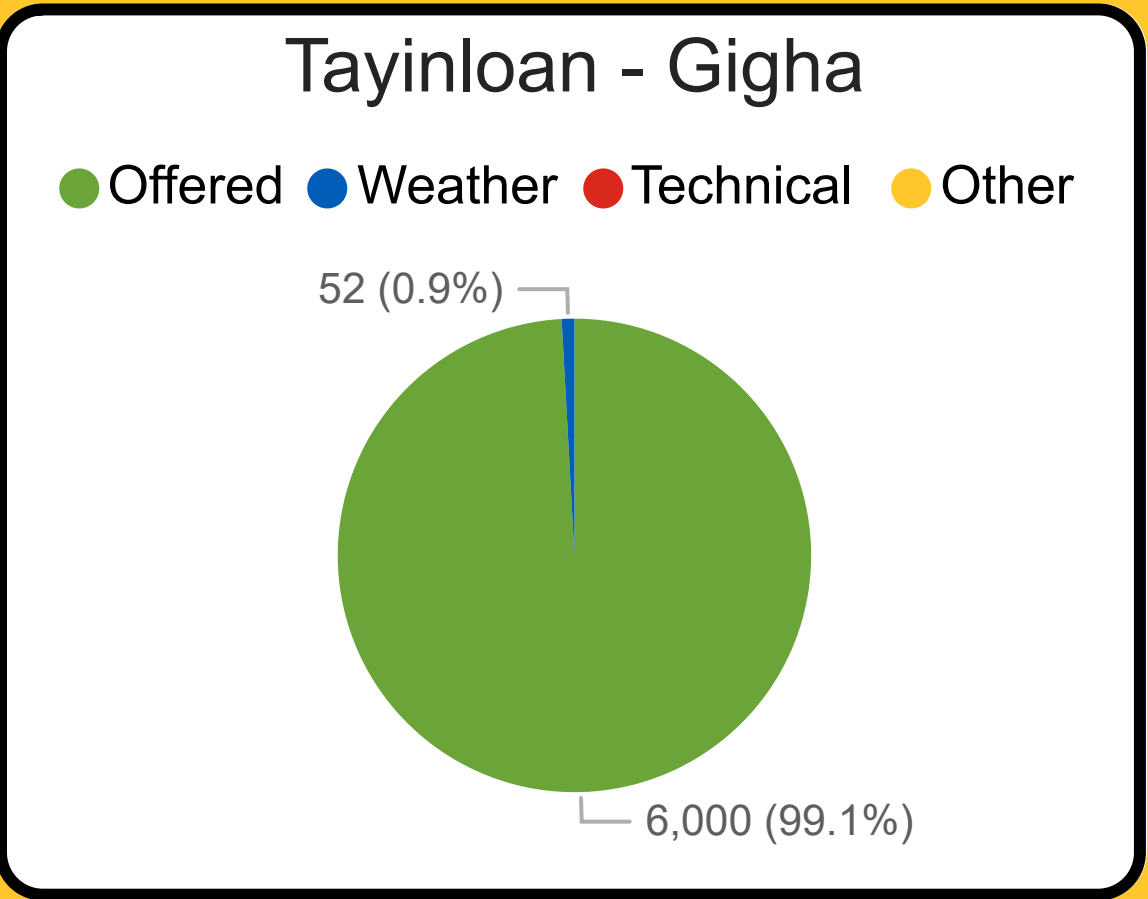
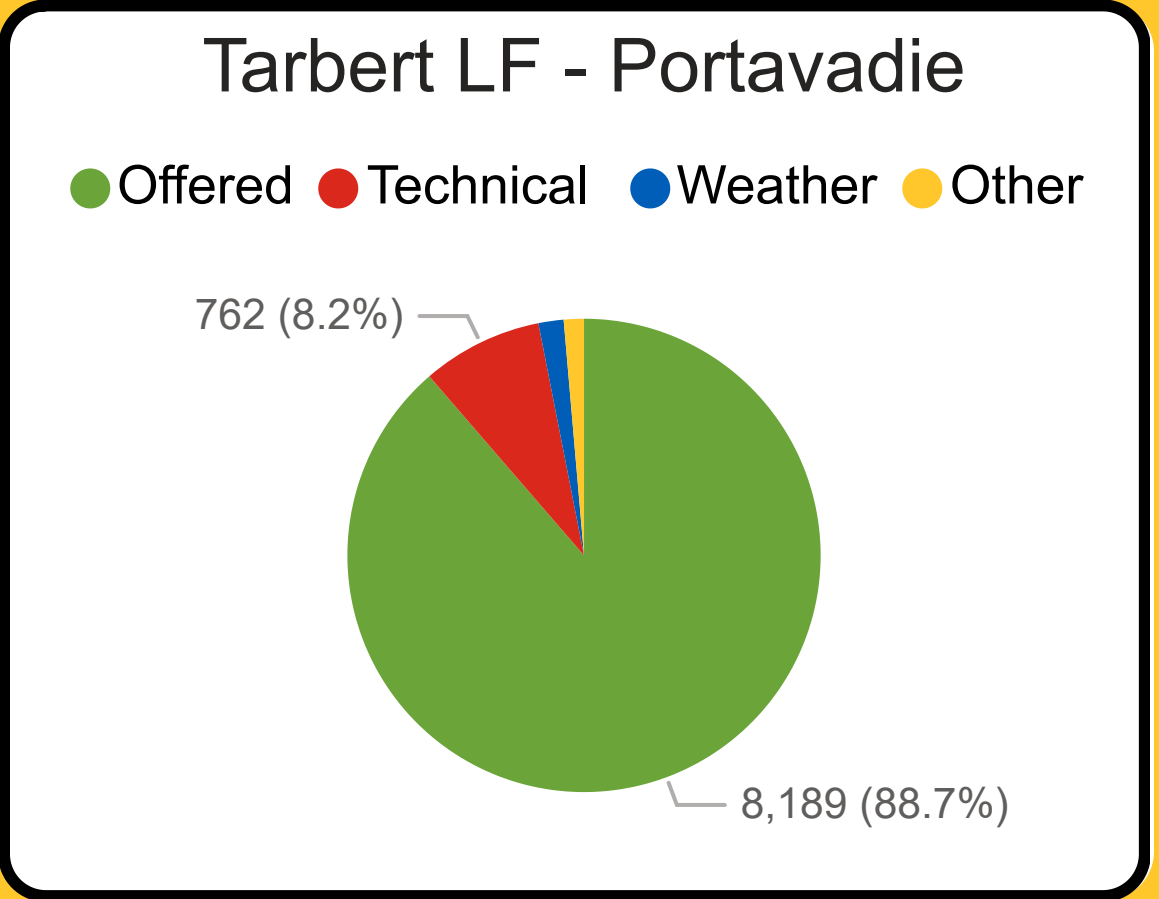
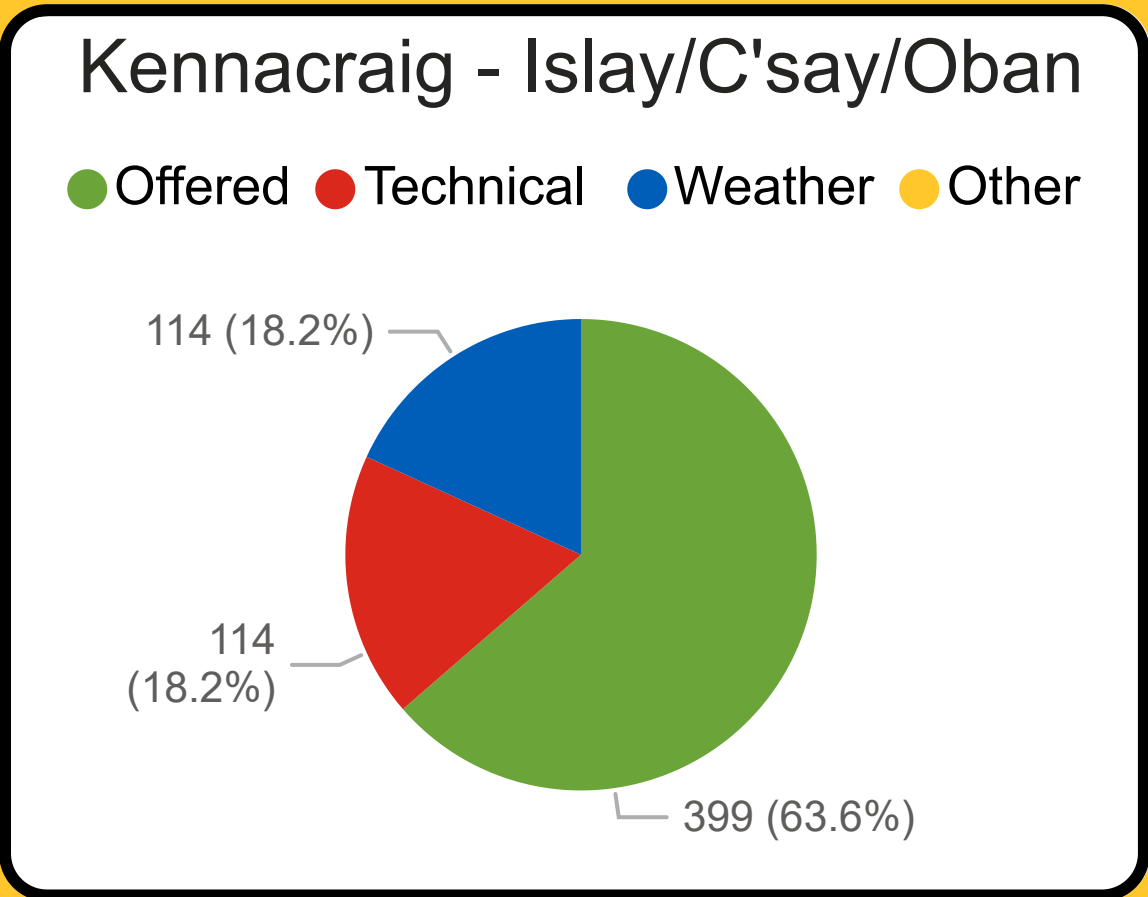
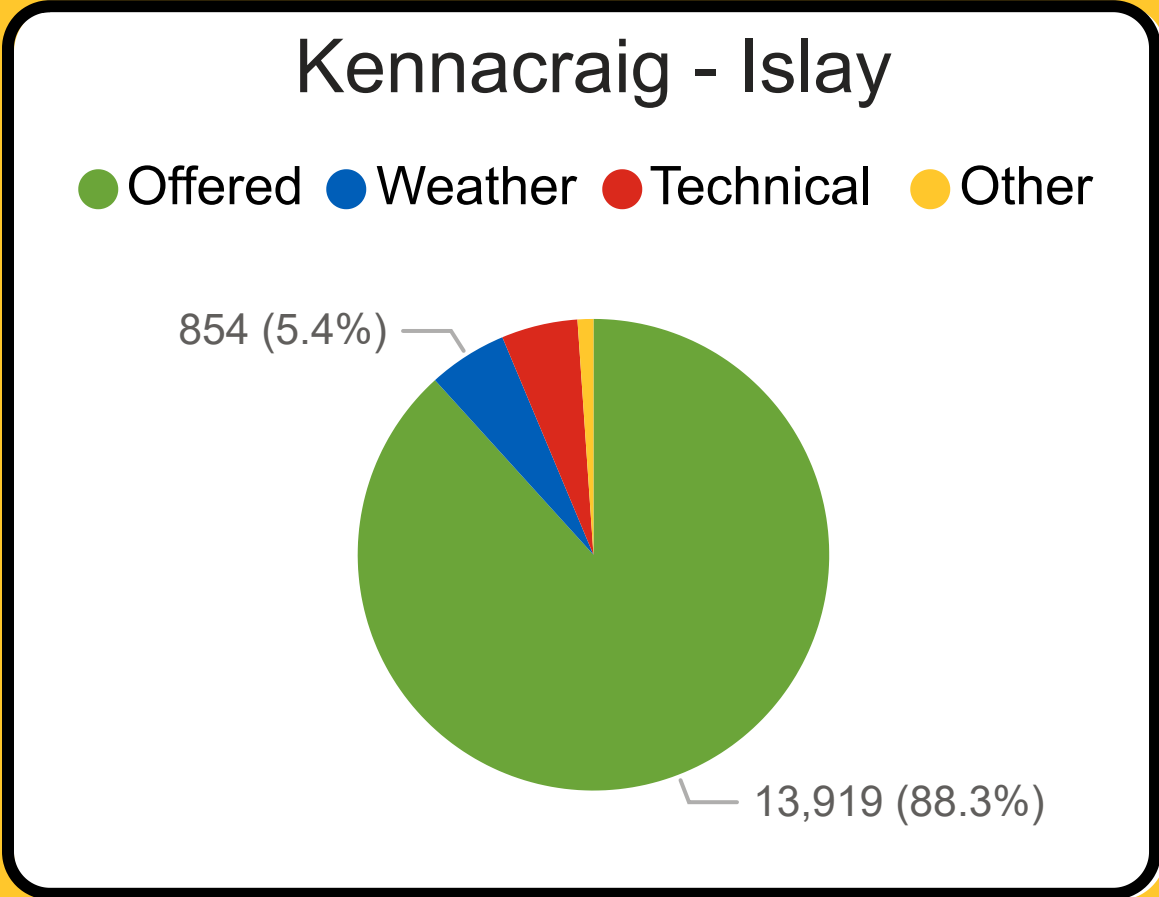


Shipped Commercial Vehicle Metres





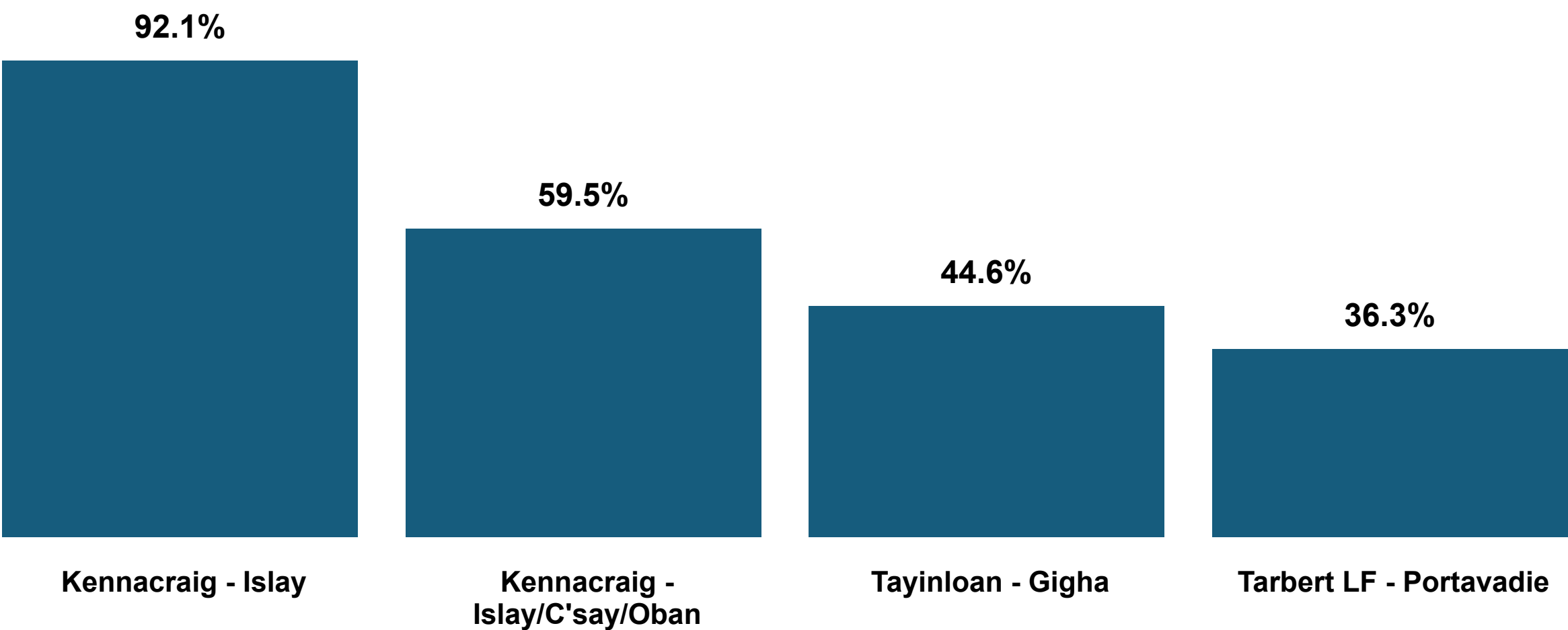
- 1 Car Equivalent Space is equal to 4.6 General Lane Metres
- Below visuals represent car equivalent spaces offered vs car equivalent space made unavailable as a result of technical, weather and all other cancellations



Route	Offered	Weather	Tech	Other
Kennacraig - Islay	13,919	854	825	171
Tarbert LF - Portavadie	8,189	159	762	127
Tayinloan - Gigha	6,000	52		
Kennacraig - Islay/C'say/Oban	399	114	114	



Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Kennacraig - Islay	64.0K	59.0K	12,816	92.1%
Kennacraig - Islay/C'say/Oban	1.8K	1.1K	237	59.5%
Tayinloan - Gigha	27.6K	12.3K	2,674	44.6%
Tarbert LF - Portavadie	37.7K	13.7K	2,969	36.3%
Total	131.1K	86.0K	18,696	65.6%

Overall Utilisation of Sailings

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

