

Total Number of Survey Responses

Last 6 Months

38K

Our Performance in August 2025

Customer Feedback Metrics

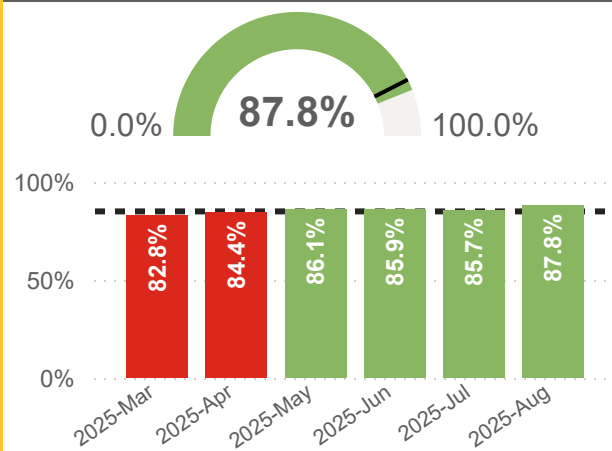
Network Wide



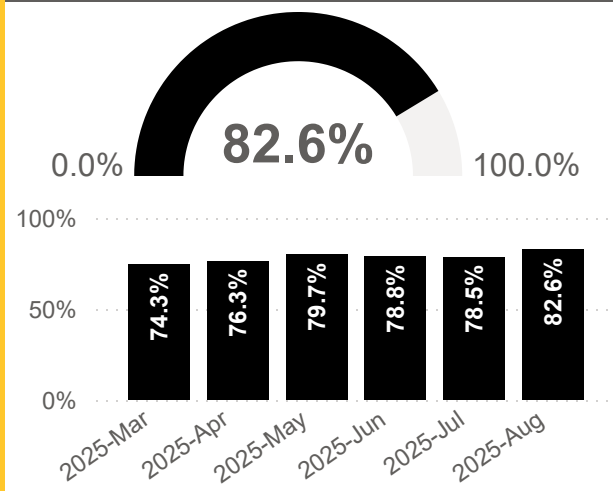
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.

Overall Satisfaction

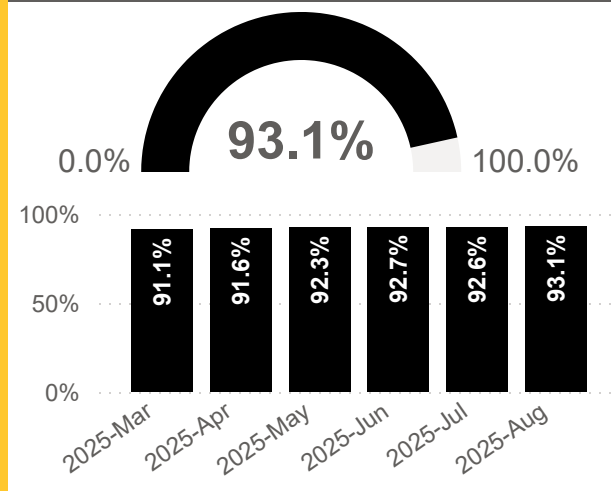
Target: 85%



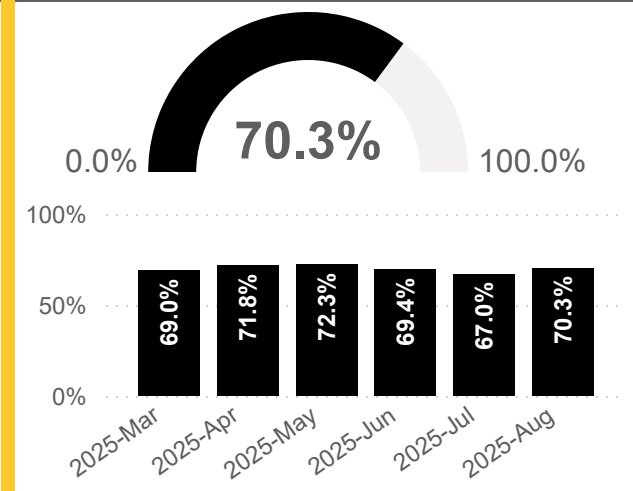
Trust to Deliver Service



Customer Satisfaction with Staff

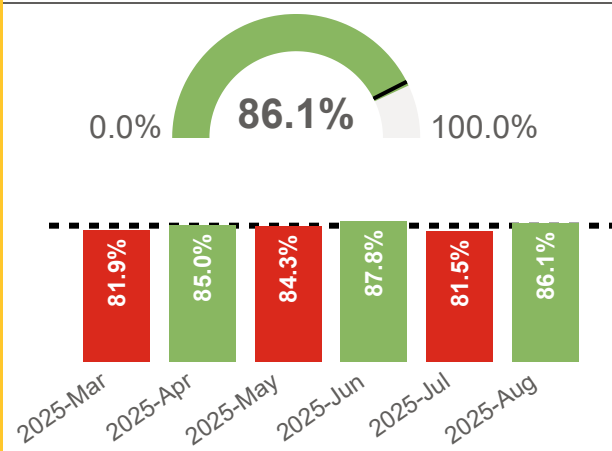


Calls Resolved on 1st Call

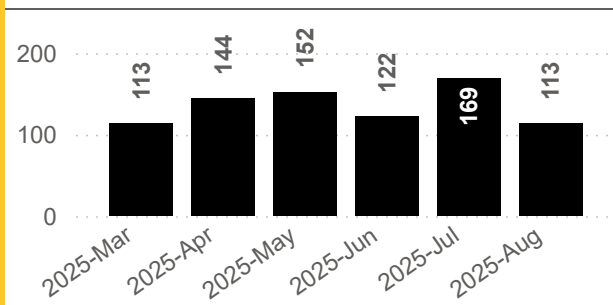


Sentiment

Target: 85%



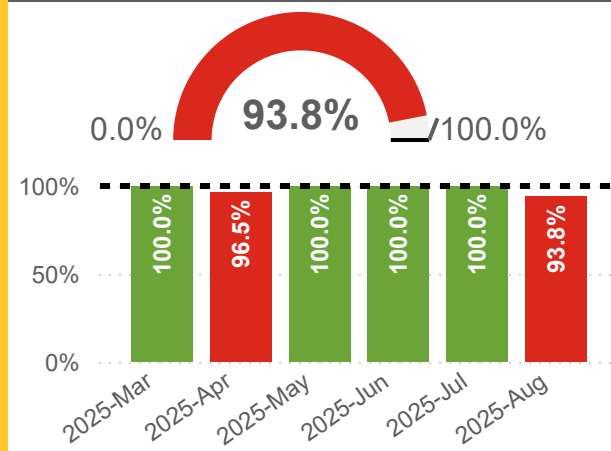
Number of Complaints Received



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

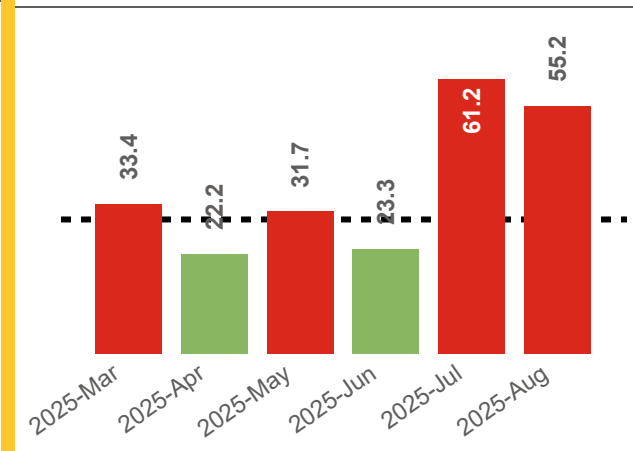
Complaints Handled within 21 Days

Target: 100%



Average of Time to Answer (s)

Target: 30s



Clyde North

Total Number of Survey Responses

7627

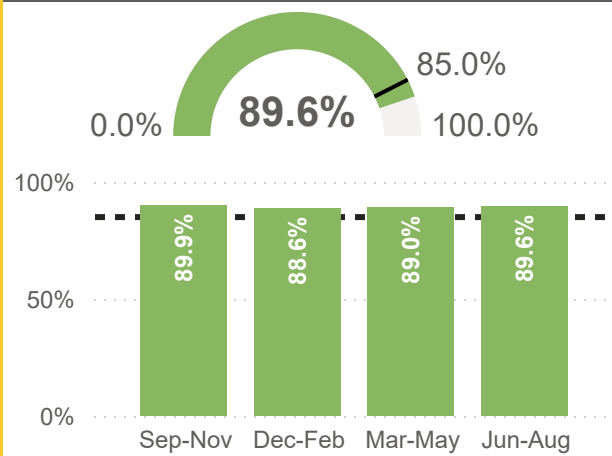
Our Performance in August 2025 Customer Feedback Metrics Clyde North



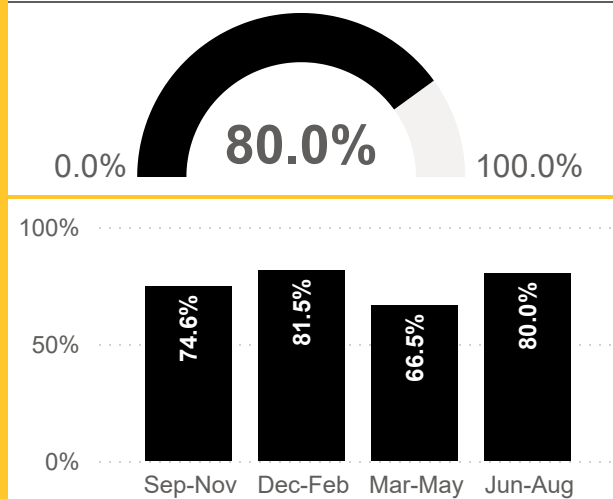
For all metrics: **RED** - Has failed to meet KPI target within the shown timeframe. **GREEN** - Has met KPI Target within shown timeframe. **BLACK** - has KPI targets pending.
Data is aggregated at a quarterly level due to small volumes of **Community** responses. Work is ongoing to increase response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

Overall Satisfaction

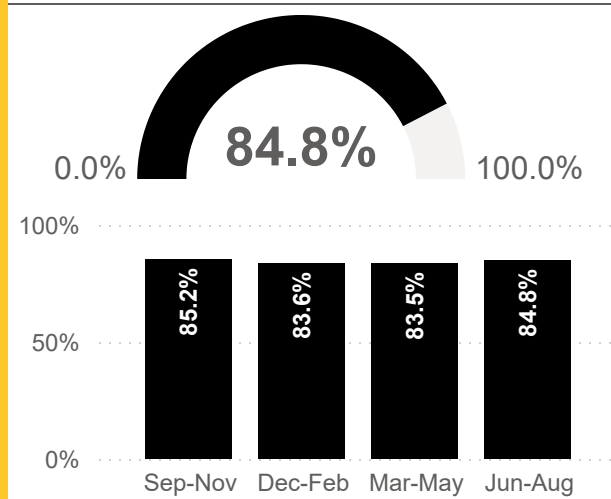
Target: 85%



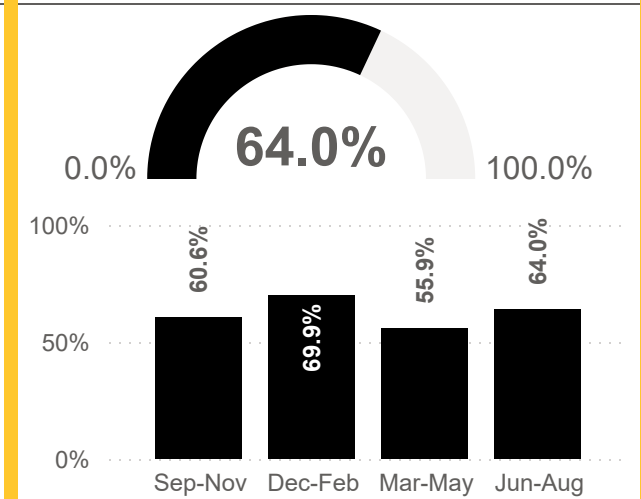
Overall Satisfaction: Community



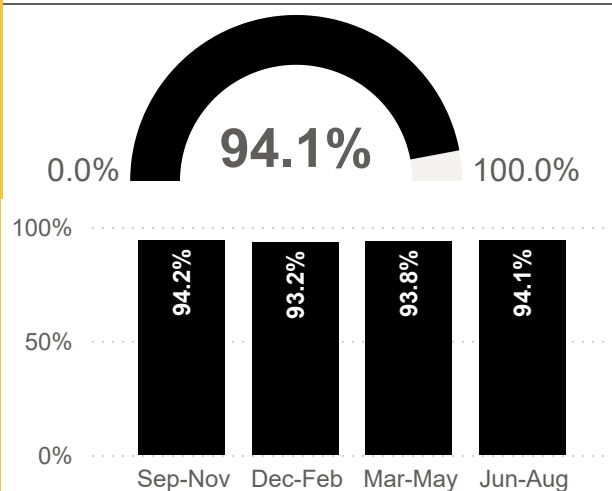
Trust to Deliver Service



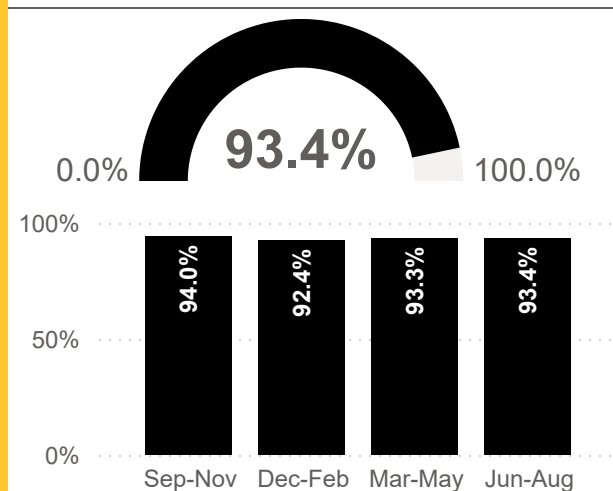
Trust to Deliver: Community



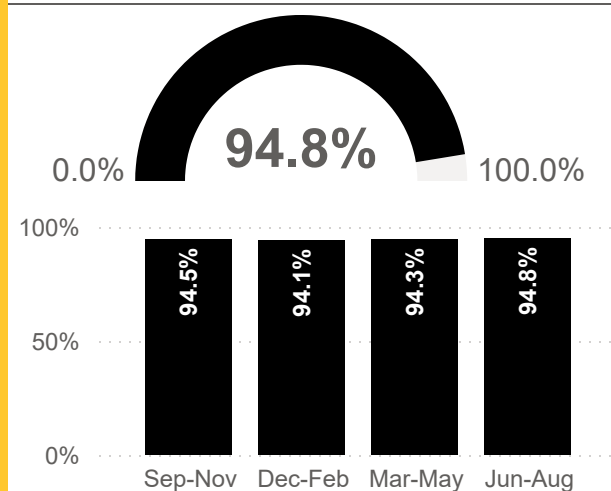
Customer Satisfaction with Staff



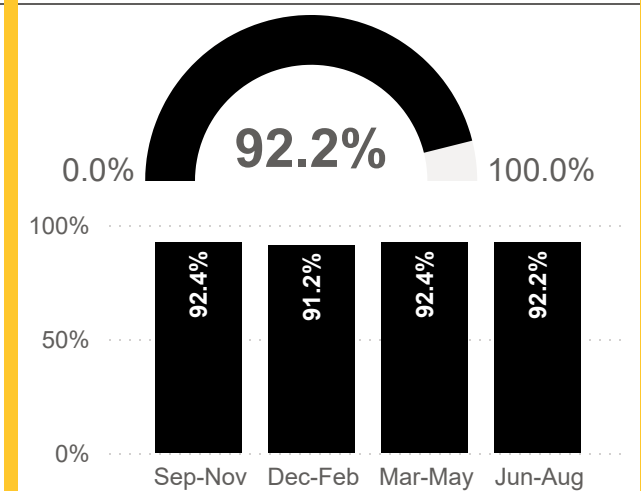
Satisfaction with Port Staff



Satisfaction with Onboard Crew



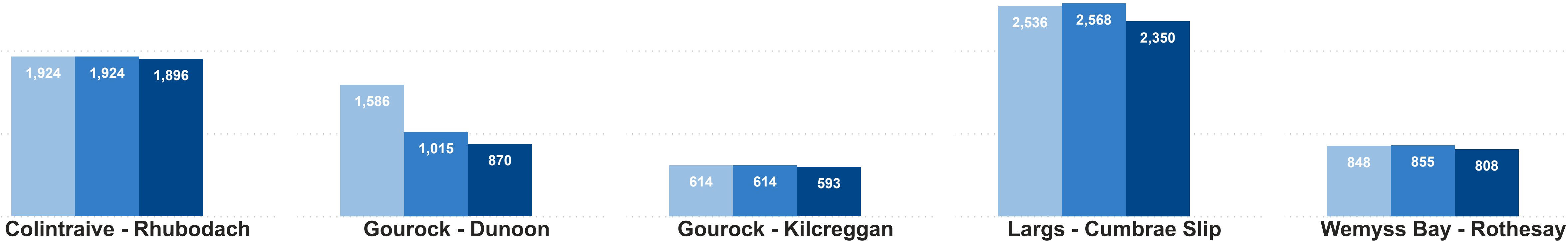
Satisfaction with the Port





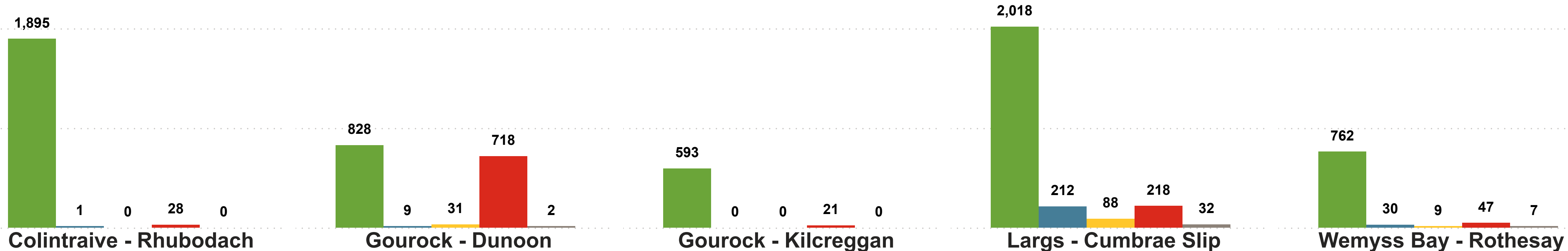
Sailings Timetabled, Amended & Actual

Timetabled Amended Actual



Punctuality & Reliability

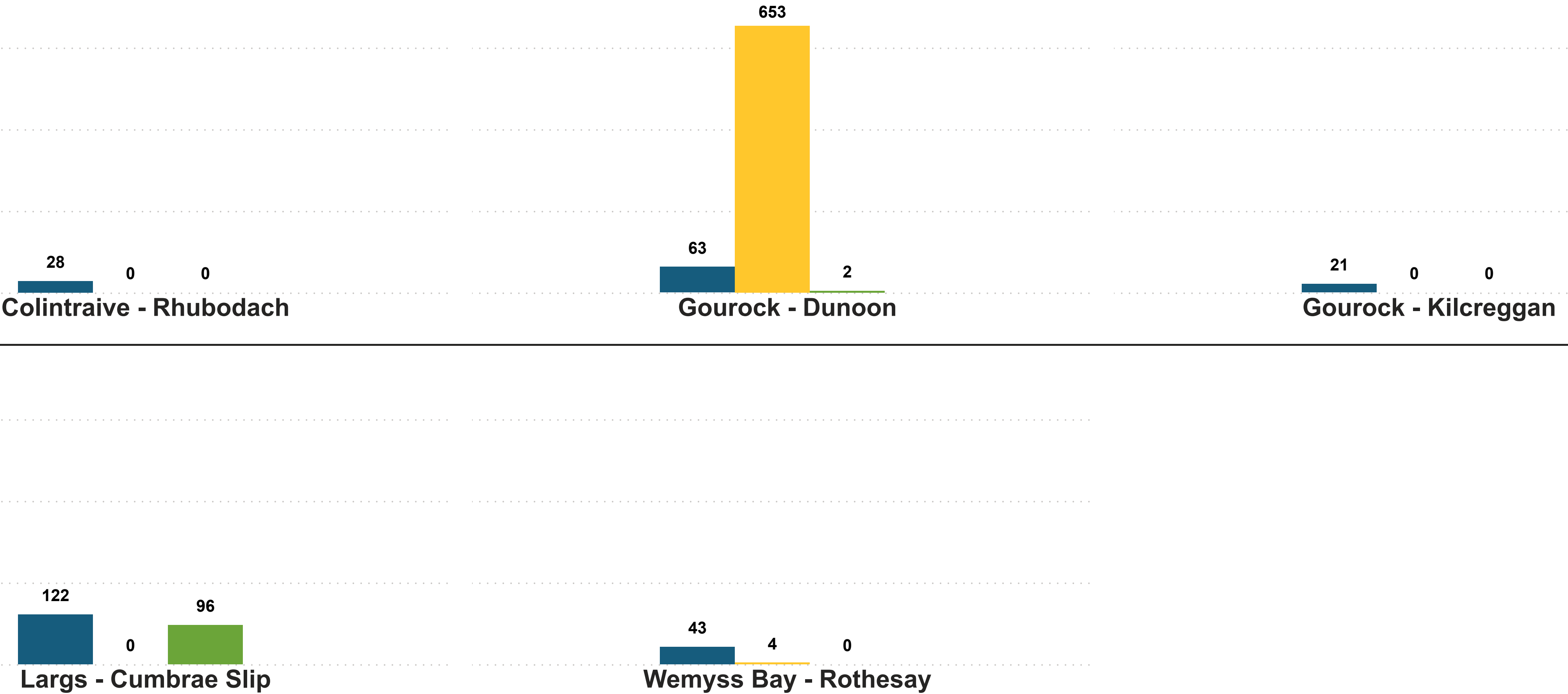
On Time Level 1 Lateness Level 2 Lateness Cancelled Additional





Cancelled Sailings (By Reason)

Weather Technical Other

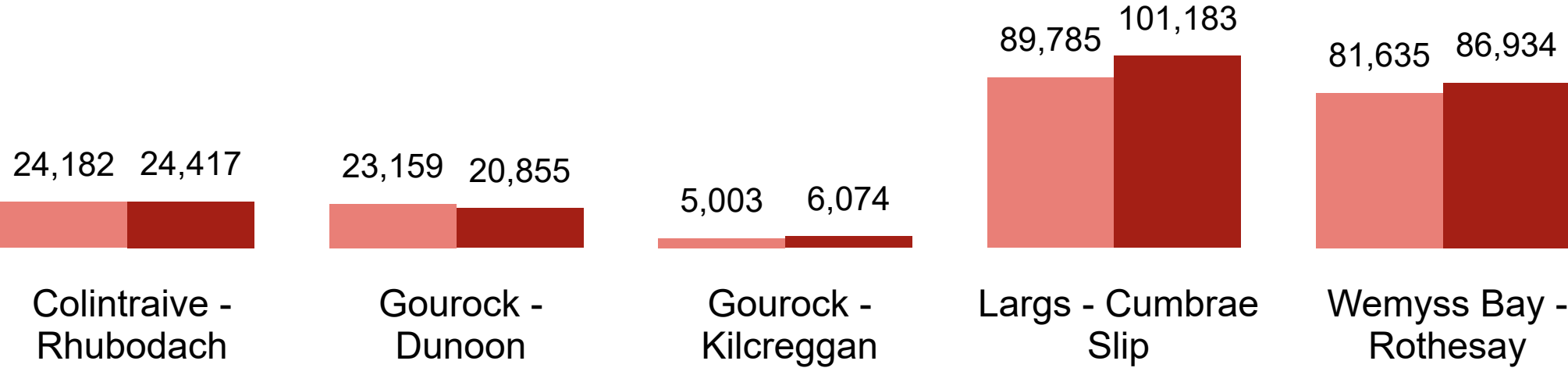


"Other" refers to any cancellations not resulting from weather and technical disruption. This includes cancellations due to reasons such as bunkering issues, berth unavailability etc.



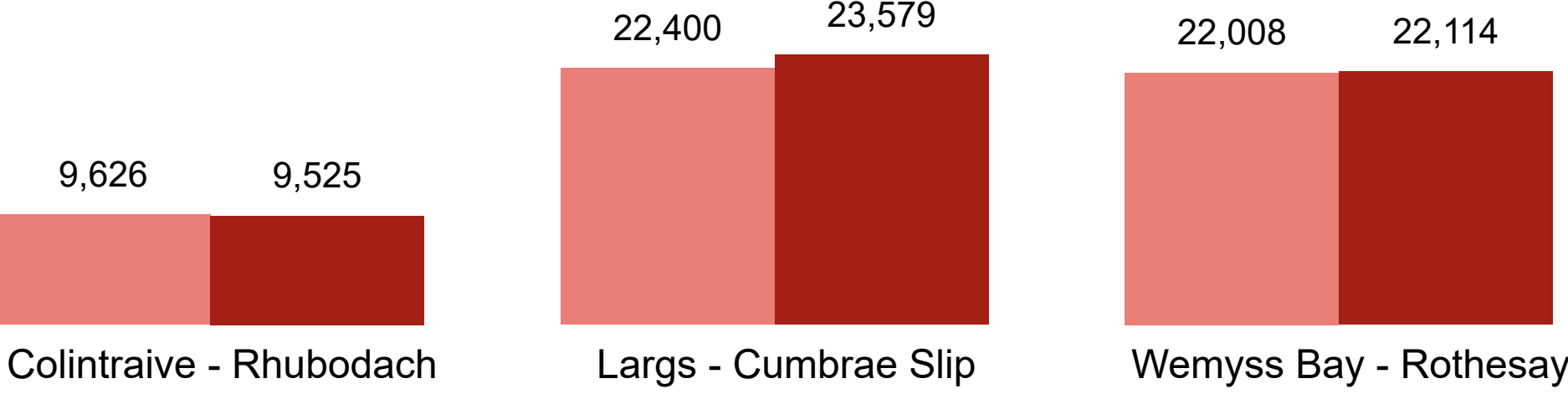
Shipped Passengers

Last Year This Year



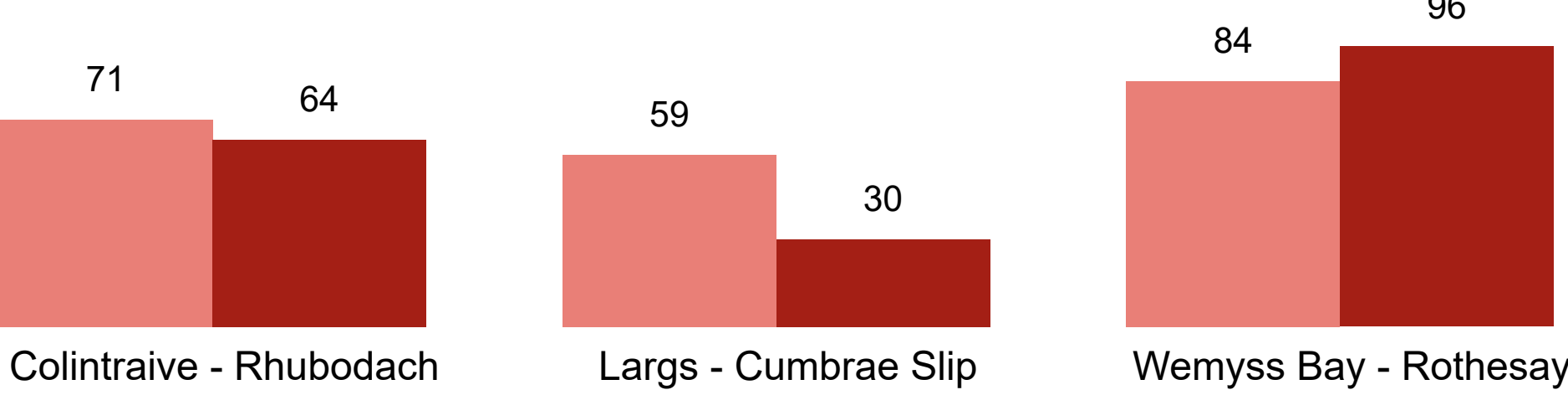
Shipped Cars

Last Year This Year



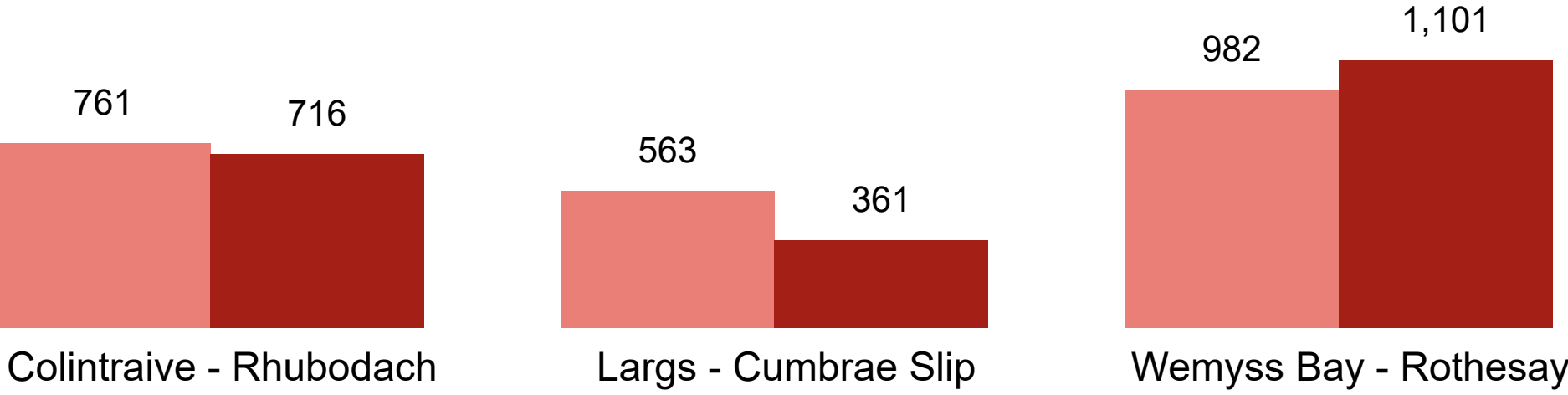
Shipped Coaches

Last Year This Year



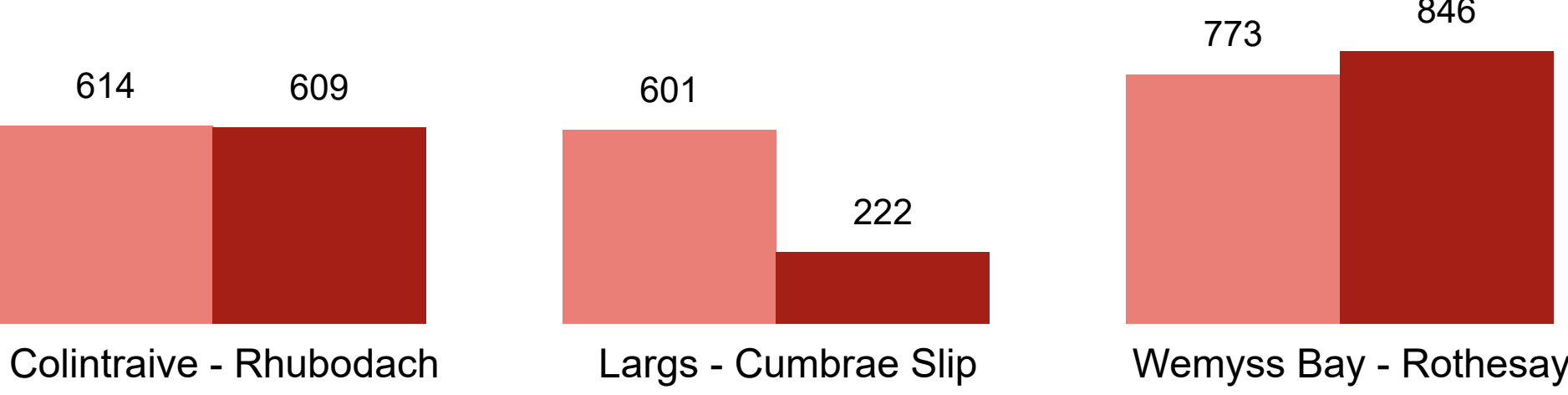
Shipped Coach Metres

Last Year This Year



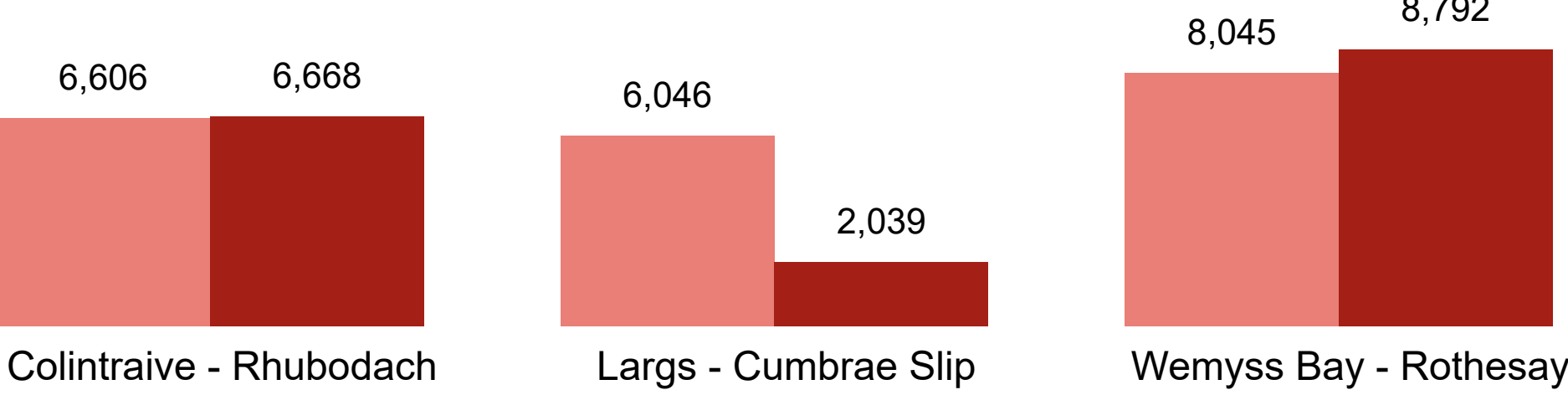
Shipped Commercial Vehicles

Last Year This Year



Shipped Commercial Vehicle Metres

Last Year This Year

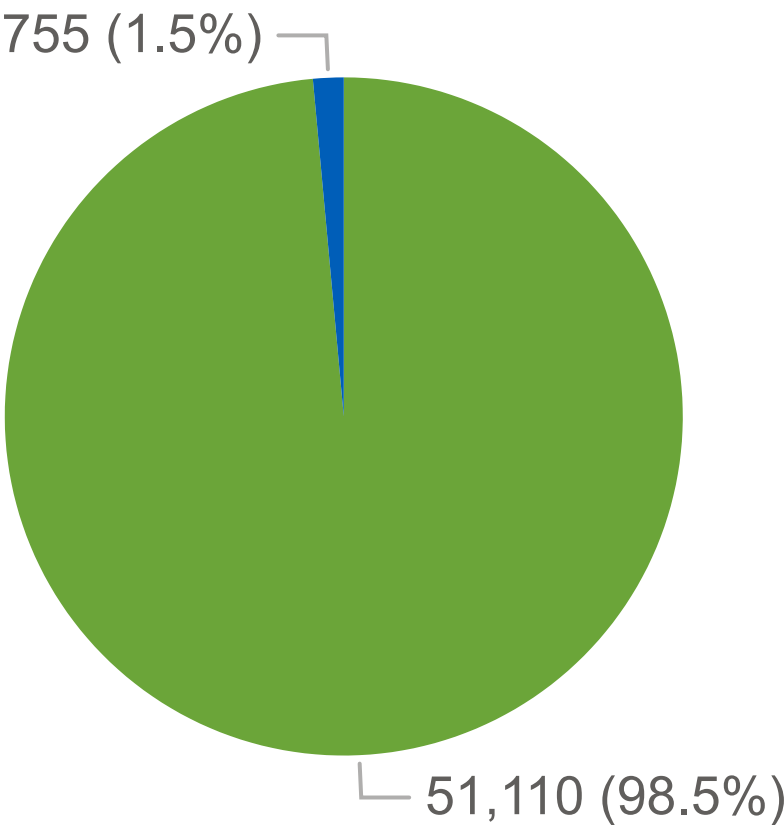




- 1 Car Equivalent Space is equal to 4.6 General Lane Metres
- Below visuals represent car equivalent spaces offered vs car equivalent space made unavailable as a result of technical, weather and all other cancellations

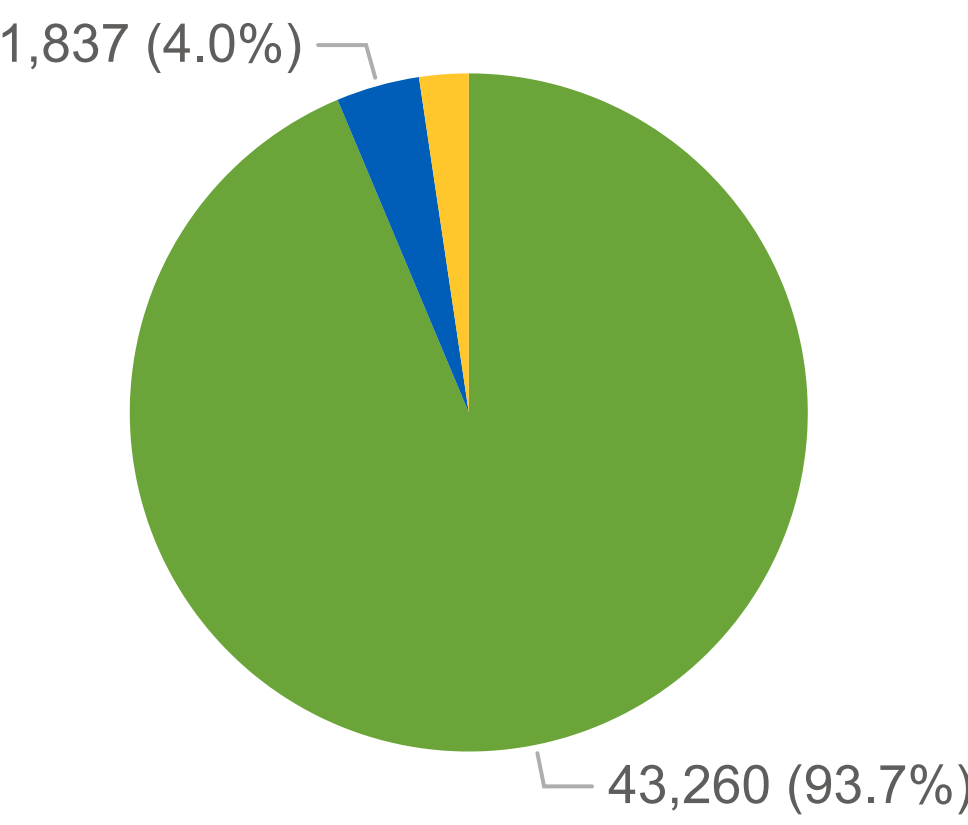
Colintraive - Rhubodach

Offered Weather Other Technical



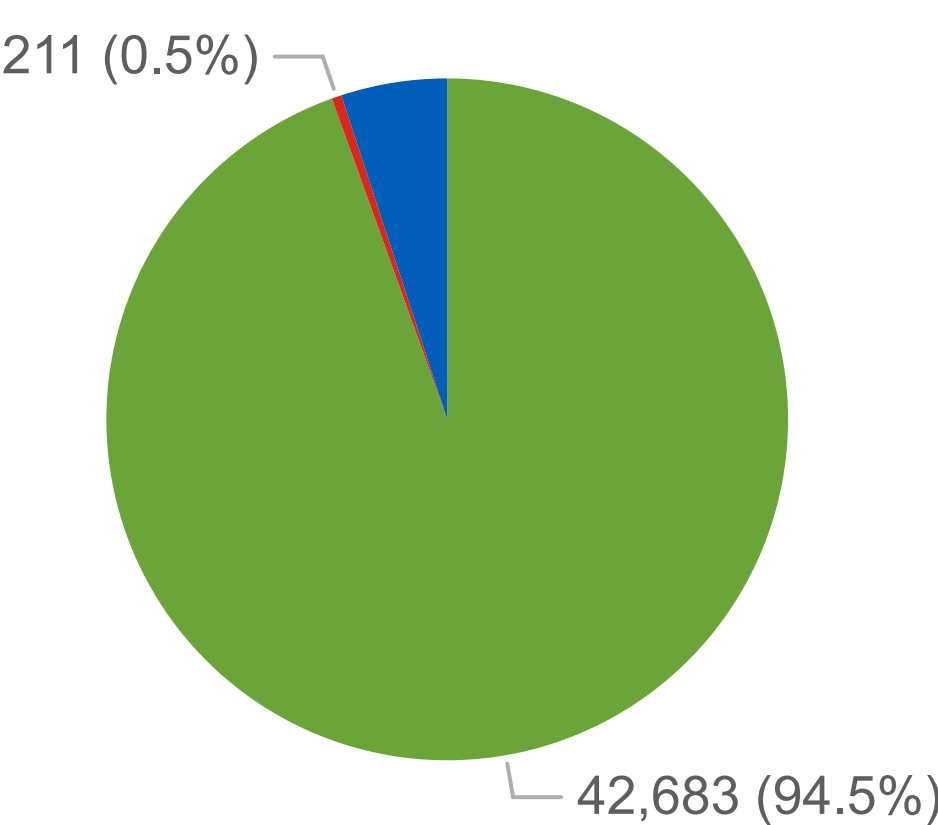
Largs - Cumbrae Slip

Offered Weather Other Technical



Wemyss Bay - Rothesay

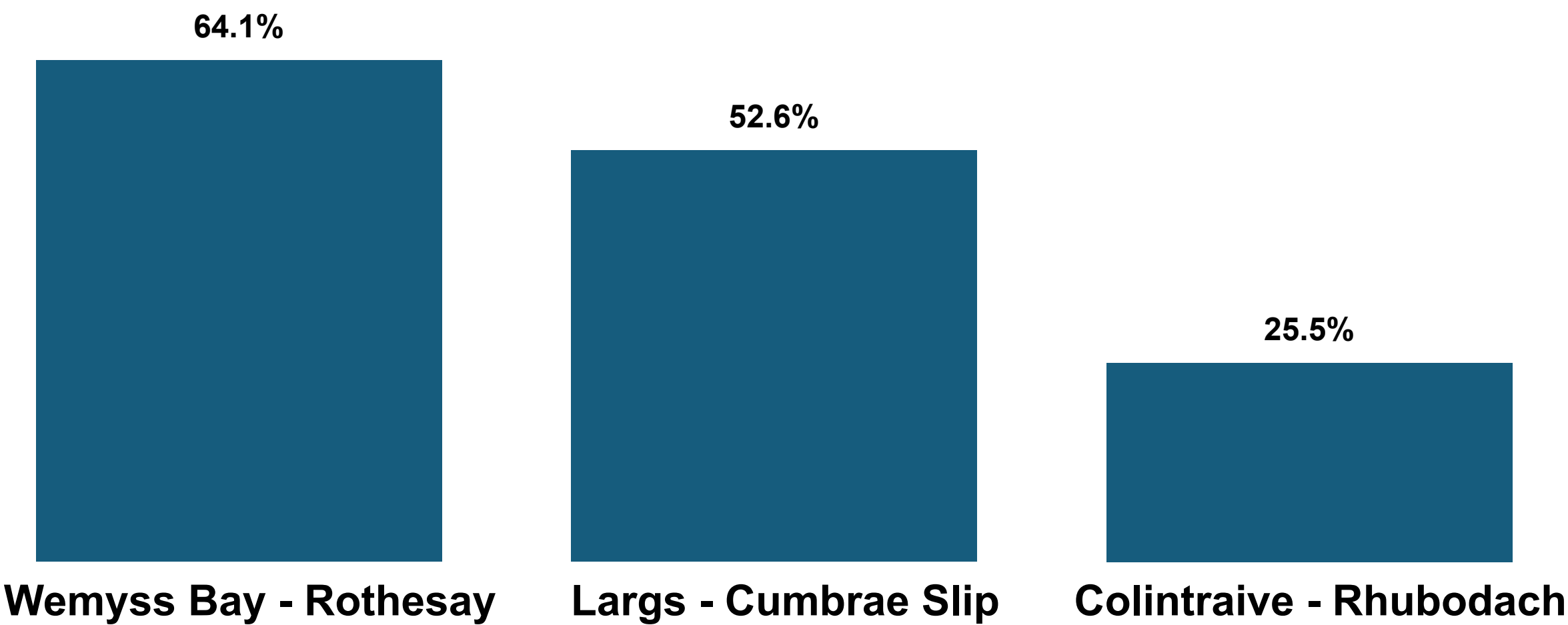
Offered Technical Weather Other



Route	Offered	Weather	Technical	Other
Colintraive - Rhubodach	51,110	755		
Largs - Cumbrae Slip	43,260	1,837		1,085
Wemyss Bay - Rothesay	42,683	2,272	211	



Average Deck Utilisation



Route	GLM Offered	GLM Used	Car Equiv. Spaces Used	% Used
Wemyss Bay - Rothesay	196.3K	126.0K	27,381	64.1%
Largs - Cumbrae Slip	199.0K	104.7K	22,765	52.6%
Colintraiive - Rhubodach	235.1K	59.9K	13,015	25.5%
Total	630.4K	290.5K	63,161	46.1%

Overall Utilisation of Sailings

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

