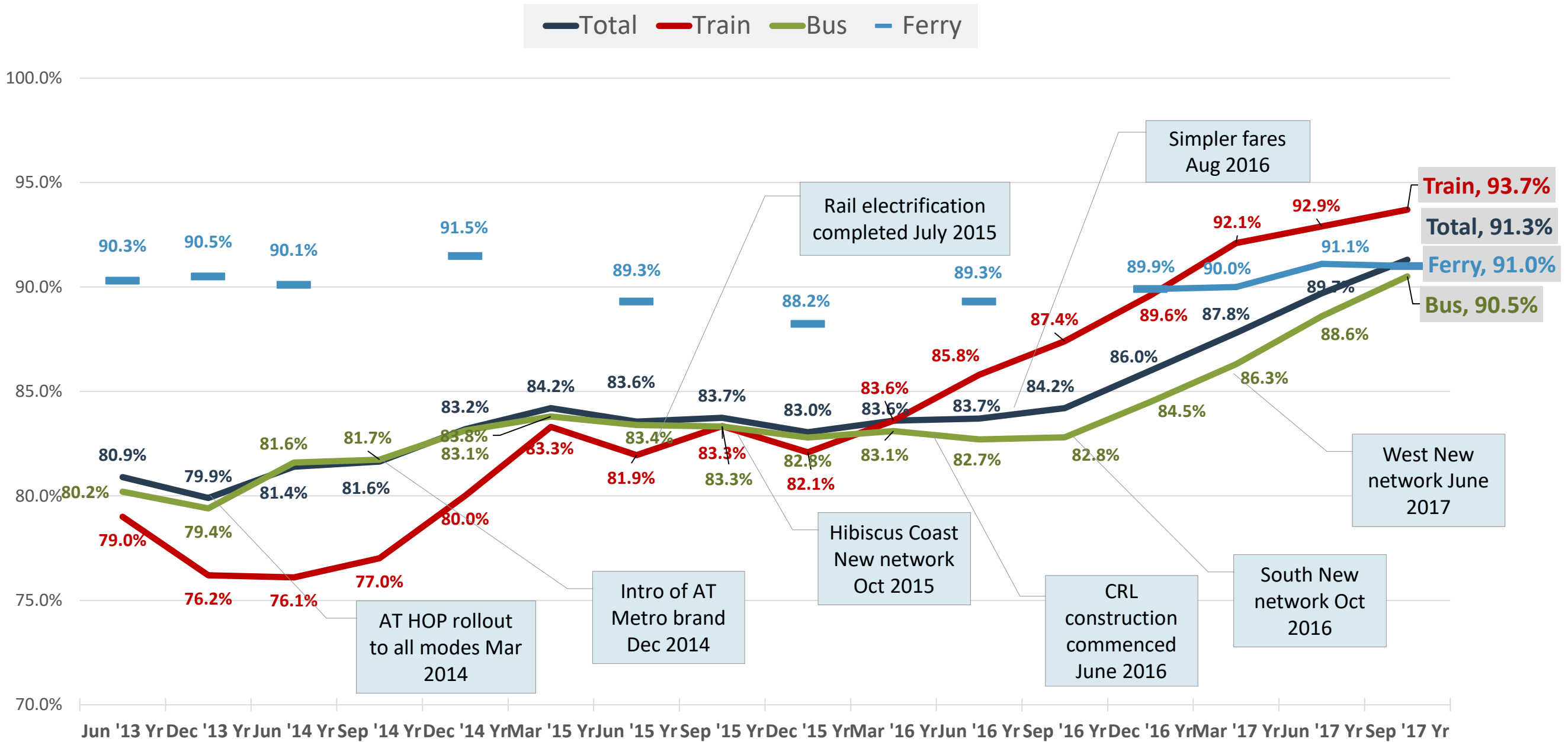


# Overall Customer Satisfaction



Figures reported are based on **12 month rolling average results**

Note: From Mar '17 ferry services are surveyed quarterly (rather than on a six-monthly basis)

