



Caledonian MacBrayne

Hebridean & Clyde Ferries

Performance Monitoring

Tomhaisean Seirbheis

April 2010

www.calmac.co.uk

PERFORMANCE MONITORING

Under the terms of the operating contract for Clyde and Hebrides Ferry Services, Caledonian MacBrayne is required to publish details of its performance with respect to reliability and punctuality. These performance statistics are published on a monthly basis and will be displayed on posters in terminals, offices and on board ships. This leaflet explains the basis on which the posters show how CalMac is performing against the performance regime laid out by the Scottish Government in the contract for the ferry services.

Caledonian MacBrayne Performance: Month Ending 31/10/2007	
Wemyss Bay - Rothesay	
Reliability	
Operated Sailings:	1,016
Additional Sailings:	0
Diverted Sailings:	0
Cancelled Sailings:	8
Cancelled Sailings after Relief Events:	2
Punctuality	
Scheduled Sailings:	1024
On Time:	996
Level 1 lateness:	15
Level 1 lateness after Relief Events:	0
Level 2 lateness:	5
Level 2 lateness after Relief Events:	3

Full details of contractual relief events are available on request from customers@calmac.co.uk. Explanations of the terminology and criteria used are provided in the Performance Monitoring leaflet which can be obtained on board or at port offices.

Caledonian MacBrayne and CalMac are trading names of CalMac Ferries Limited.

Reliability

Operated Sailings:	1,016
Additional Sailings:	0
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Punctuality

Scheduled Sailings:	1024
On Time:	996
Level 1 lateness:	15
Level 1 lateness after Relief Events:	0
Level 2 lateness:	5
Level 2 lateness after Relief Events:	3

RELIABILITY

- (a) "Operated Sailings" are all sailings carried out including additional sailings.
- (b) "Additional Sailings" are those undertaken outwith the published timetable.
- (c) "Diverted Sailings" are those carried out to an alternative port to the port advertised.
- (d) "Cancelled Sailings" are scheduled sailings which have not been carried out.

PUNCTUALITY

- (a) "Scheduled Sailings" are those advertised in the published timetable.
- (b) "On Time" is defined as arriving within 5 minutes of the published arrival time on routes with a crossing time of less than one hour, or arriving within 15 minutes of the published arrival time on routes with a crossing time of one hour or more.
- (c) "Level 1 Lateness" is defined as arriving between 5 and 10 minutes after the published arrival time on routes with a crossing time of less than one hour or arriving between 15 and 30 minutes after the published arrival time on routes with a crossing time of one hour or more.
- (d) "Level 2 Lateness" is defined as arriving in excess of 10 minutes after the published arrival time on routes with a crossing time of less than one hour, or arriving in excess of 30 minutes after the published arrival time on routes with a crossing time of one hour or more.

In terms of punctuality (b), (c) and (d) above are applied after taking into account any knock-on delay from the previous sailing. Caledonian MacBrayne is subject to penalty on all cancellations, Level 1 lateness and Level 2 lateness, after taking relief events into account. There are a variety of relief events agreed by the Scottish Government: for example, sailings which were cancelled due to bad weather, in accordance with safety procedures; delays due to the unavailability or operational restrictions of harbour facilities, or having to wait for the arrival of other public transport connections. Relief events can also take into account the lifeline nature of the services.

Full Details of contractual Relief Events are available on request from customercare@calmac.co.uk.

Tomhaisean seirbheis

Fon chùmhnannt ùr son a bhith a' frithealadh nan seirbhisean aiseag air Cluaidh agus an Innse Gall, feumaidh CalMac tomhaisean seirbheis fhoillseachadh a tha a' mìneachadh ciamar a tha a' dol leis an t-seirbheis. Thèid na tomhaisean sin fhoillseachadh gach mìos, agus thèid am foillseachadh an oifisean, air bàtaichean agus air postaran. Tha a' bhileag seo a' mìneachadh dè tha na postarean ag innse agus ciamar a tha dol le CalMac a-rèir nan tomhaisean a chaidh aontachadh sa' Chùmhnannt le Riaghaltas na h-Alba.

Ma tha tuilleadh fiosrachaidh a dhìth oirbh, cuir fios gu Roinn an luchd-cleachdaidh an Guireag:
customercare@calmac.co.uk

Caledonian MacBrayne, Ferry Terminal, Gourock, PA19 1QP.

Tel: 0800 066 5000 Email enquiries@calmac.co.uk

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