

NorthLink Ferries Limited



**Monthly Performance Report
to the Scottish Government**

**Performance Period
September 2007**

**Submitted on
14th November 2007**

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1. Reliability

NB - for each failure, please provide an entry in the Reliability Failure Schedule

Aberdeen to Lerwick Ro-Ro Passenger Service

1. Number of scheduled sailings as per the Published Timetable	12
2. Number of completed sailings	12

Lerwick to Aberdeen Ro-Ro Passenger Service

1. Number of scheduled sailings as per the Published Timetable	18
2. Number of completed sailings	18

Aberdeen to Lerwick via Kirkwall Ro-Ro Passenger Service

1. Number of scheduled sailings as per the Published Timetable	18
2. Number of completed sailings (ie calling at both ports)	18

Lerwick to Aberdeen via Kirkwall Ro-Ro Passenger Service

1. Number of scheduled sailings as per the Published Timetable	12
2. Number of completed sailings (ie calling at both ports)	12

Scrabster to Stromness Ro-Ro Passenger Service

1. Number of scheduled sailings as per the Published Timetable	80
2. Number of completed sailings	79

Stromness to Scrabster Ro-Ro Passenger Service

1. Number of scheduled sailings as per the Published Timetable	80
2. Number of completed sailings	79

Total All Ro-Ro Passenger Services

1. Number of scheduled sailings as per the Published Timetable	220
2. Number of completed sailings	218

Aberdeen to Lerwick Freight Service

1. Number of scheduled sailings as per the Published Timetable	17
2. Number of completed sailings	17

Lerwick to Aberdeen Freight Service

1. Number of scheduled sailings as per the Published Timetable	21
2. Number of completed sailings	21

Aberdeen to Lerwick via Kirkwall Freight Service

1. Number of scheduled sailings as per the Published Timetable	4
2. Number of completed sailings (ie calling at both ports)	4

Lerwick to Aberdeen via Kirkwall Freight Service

1. Number of scheduled sailings as per the Published Timetable	0
2. Number of completed sailings (ie calling at both ports)	0

Aberdeen to Kirkwall Freight Service

1. Number of scheduled sailings as per the Published Timetable	4
2. Number of completed sailings	4

Kirkwall to Aberdeen Freight Service

1. Number of scheduled sailings as per the Published Timetable	4
2. Number of completed sailings	4

Total All Freight Services

1. Number of scheduled sailings as per the Published Timetable	50
2. Number of completed sailings	50

Total All Ro-Ro Passenger Services and Freight Services

1. Number of scheduled sailings as per the Published Timetable	270
2. Number of completed sailings	268
3. Number of failures	2
4. Number of failures covered by a relief event	2
5. Number of failures not covered by a relief event	0
6. Percentage of scheduled sailings completed after allowing for relief events (i.e. (Row 2 + Row 4) as a % of Row 1)	100%

2. Punctuality

NB - for each failure, please provide an entry in the Punctuality Failure Schedule

Aberdeen to Lerwick Ro-Ro Passenger Service

1. Number of actual sailings	12
2. Number of sailings arriving on time or within 30 minutes	12

Lerwick to Aberdeen Ro-Ro Passenger Service

1. Number of actual sailings	18
2. Number of sailings arriving on time or within 30 minutes	17

Aberdeen to Lerwick via Kirkwall Ro-Ro Passenger Service

1. Number of actual sailings	18
2. Number of sailings arriving on time or within 30 minutes at both ports	18

Lerwick to Aberdeen via Kirkwall Ro-Ro Passenger Service

1. Number of actual sailings	12
2. Number of sailings arriving on time or within 30 minutes at both ports	12

Scrabster to Stromness Ro-Ro Passenger Service

1. Number of actual sailings	79
2. Number of sailings arriving on time or within 10 minutes	65

Stromness to Scrabster Ro-Ro Passenger Service

1. Number of actual sailings	79
2. Number of sailings arriving on time or within 10 minutes	66

Total All Ro-Ro Passenger Services

1. Number of actual sailings	218
2. Number of sailings arriving on time or within 10/30 minutes	190

Aberdeen to Lerwick Freight Service

1. Number of actual sailings	17
2. Number of sailings arriving on time or within 45 minutes	16

Lerwick to Aberdeen Freight Service

1. Number of actual sailings	21
2. Number of sailings arriving on time or within 45 minutes	21

Aberdeen to Lerwick via Kirkwall Freight Service

1. Number of actual sailings	4
2. Number of sailings arriving on time or within 45 minutes (ie at both ports)	3

Lerwick to Aberdeen via Kirkwall Freight Service

1. Number of actual sailings	0
2. Number of sailings arriving on time or within 45 minutes (ie at both ports)	0

Aberdeen to Kirkwall Freight Service

1. Number of actual sailings	4
2. Number of sailings arriving on time or within 45 minutes	4

Kirkwall to Aberdeen Freight Service

1. Number of actual sailings	4
2. Number of sailings arriving on time or within 45 minutes	4

Total All Freight Services

1. Number of actual sailings	50
2. Number of sailings arriving on time or within 45 minutes	48

Total All Ro-Ro Passenger Services and Freight Services

1. Number of actual sailings	268
2. Number of sailings arriving on time or within acceptable margin (10/30/45 minutes)	238
3. Number of failures	30
4. Number of failures covered by a relief event	27
5. Number of failures not covered by a relief event	3
6. Percentage of sailings arriving on time or within acceptable margin after allowing for relief events (i.e. (Row 2 + Row 4) as a % of Row 1)	98.9%

3. Transport of Livestock

Number of notices issued by an inspector	0
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4. Passenger and Terminal Accommodation

NB - for each failure, please provide an entry in the Passenger and Terminal Accommodation Failure Schedule

Total number of sailings	218
Number of sailings with no availability failures	218
Number of sailings with 1 availability failure	0
Number of sailings with 2 availability failures	0
Number of sailings with 3 or more availability failures	0

5. Freight and Livestock Accommodation

	MV Hascosay	MV Clare
Total ALM	11,550	14,750
Total number of sailings	25	25
Number of sailings with 2% or less of ALM unavailable	25	25
Number of sailings with more than 2% up to 25% of ALM unavailable	0	0
Number of sailings with more than 25% up to 50% of ALM unavailable	0	0
Number of sailings with more than 50% of ALM unavailable	0	0

6. Catering, Food & Beverages

Total number of sailings	218
Number of sailings with all bars and restaurant areas open for 95% - 100% of the hours advertised and with all advertised food and beverages available at the beginning of the sailing.	218
Number of sailings with all bars and restaurant areas open for 75% - 94% of the hours advertised and with all advertised food and beverages available at the beginning of the sailing.	0
Number of sailings with all bars and restaurant areas open for 50% - 74% of the hours advertised and with all advertised food and beverages available at the beginning of the sailing.	0
Number of sailings with all bars and restaurant areas open for less than 50% of the hours advertised and with all advertised food and beverages available at the beginning of the sailing.	0

7. Compliance

Number of notices served on operator	0
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8. Call Centre

Average call waiting time	11.40
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9. Reliability Failure Schedule

Date	Scheduled departure time	Vessel	From	To	Via	Sailing completed to intermediate port (Hatston)? Yes/ No	Reason for failure	Covered by relief event? Yes/No *
14/09	11.00	Hamnavoe	ST	SC	-	-	Weather	Yes
14/09	13.15	Hamnavoe	SC	ST	-	-	Weather	Yes

***If yes, enter details in Relief Event Schedule**

10. Punctuality Failure Schedule

Date	Scheduled departure time	Vessel	From	To	Via	Minutes late at destination (and intermediate port (Hatston) where relevant)	Reason for failure	Covered by relief event? Yes/No *
01/09	12.00	Hamnavoe	SC	ST	-	23	Weather	Yes
01/09	16.45	Hamnavoe	ST	SC	-	12	Weather	Yes
02/09	09.00	Hamnavoe	ST	ST	-	13	Weather	Yes
02/09	12.00	Hamnavoe	SC	ST	-	18	Weather	Yes
05/09	06.30	Hamnavoe	ST	SC	-	12	Slowing to let off pilot	No
07/09	06.30	Hamnavoe	ST	SC	-	15	Weather	Yes
09/09	19.00	Hamnavoe	SC	ST	-	14	Weather	Yes
10/09	06.30	Hamnavoe	ST	SC	-	23	Weather	Yes
10/09	08.45	Hamnavoe	SC	ST	-	25	Weather	Yes
10/09	11.00	Hamnavoe	ST	SC	-	25	Weather	Yes
10/09	13.15	Hamnavoe	SC	ST	-	36	Weather	Yes
10/09	19.00	Hamnavoe	SC	ST	-	13	Weather	Yes
13/09	19.00	Hrossey	LE	AB	-	468	Electrical failure	No
14/09	06.30	Hamnavoe	ST	SC	-	26	Weather	Yes
14/09	08.45	Hamnavoe	SC	ST	-	47	Weather	Yes
14/09	16.45	Hamnavoe	ST	SC	-	63	Weather	Yes
14/09	19.00	Hamnavoe	SC	ST	-	94	Weather	Yes
15/09	09.00	Hamnavoe	ST	SC	-	13	Weather	Yes
17/09	06.30	Hamnavoe	ST	SC	-	12	Weather	Yes
17/09	08.45	Hamnavoe	SC	ST	-	17	Weather	Yes
17/09	11.00	Hamnavoe	ST	SC	-	13	Weather	Yes
17/09	13.15	Hamnavoe	SC	ST	-	23	Weather	Yes
18/09	11.00	Hamnavoe	ST	SC	-	11	Weather	Yes

20/09	13.15	Hamnavoe	SC	ST	-	17	Weather	Yes
21/09	19.00	Hamnavoe	SC	ST	-	11	Weather	Yes
25/09	08.45	Hamnavoe	SC	ST	-	20	Weather	Yes
25/09	11.00	Hamnavoe	ST	SC	-	21	Weather	Yes
25/09	13.15	Hamnavoe	SC	ST	-	41	Weather	Yes
25/09	18.00	Hascosay	AB	LE	-	160	Weather	Yes
26/09	15.00	Clare	AB	LE	KI	90 (105)	Volume of cargo	No

***If yes, enter details in Relief Event Schedule**

11. Passenger and Terminal Accommodation Failure Schedule

(a) Passenger

Date	Scheduled departure time	Vessel	From	To	Via	Cabin (C), Public Facility (PF) or Catering & Dining Area (C&D)	Description of failure and reason for occurrence

(b) Terminal

Date	Terminal	Description of failure and reason for occurrence

12. Relief Events Schedule

Date	Scheduled departure time	Vessel	From	To	Via	Reliability Relief (R) or Punctuality Relief (P)?	Description of relief event
14/09	11.00	Hamnavoe	ST	SC	-	R	Weather
14/09	13.15	Hamnavoe	SC	ST	-	R	Weather
01/09	12.00	Hamnavoe	SC	ST	-	P	Weather
01/09	16.45	Hamnavoe	ST	SC	-	P	Weather
02/09	09.00	Hamnavoe	ST	SC	-	P	Weather
02/09	12.00	Hamnavoe	SC	ST	-	P	Weather
07/09	06.30	Hamnavoe	ST	SC	-	P	Weather
09/09	19.00	Hamnavoe	SC	ST	-	P	Weather
10/09	06.30	Hamnavoe	ST	SC	-	P	Weather
10/09	08.45	Hamnavoe	SC	ST	-	P	Weather
10/09	11.00	Hamnavoe	ST	SC	-	P	Weather
10/09	13.15	Hamnavoe	SC	ST	-	P	Weather
10/09	19.00	Hamnavoe	SC	ST	-	P	Weather
14/09	06.30	Hamnavoe	ST	SC	-	P	Weather
14/09	08.45	Hamnavoe	SC	ST	-	P	Weather
14/09	16.45	Hamnavoe	ST	SC	-	P	Weather
14/09	19.00	Hamnavoe	SC	ST	-	P	Weather
15/09	09.00	Hamnavoe	ST	SC	-	P	Weather
17/09	06.30	Hamnavoe	ST	SC	-	P	Weather
17/09	08.45	Hamnavoe	SC	ST	-	P	Weather
17/09	11.00	Hamnavoe	ST	SC	-	P	Weather
17/09	13.15	Hamnavoe	SC	ST	-	P	Weather
18/09	11.00	Hamnavoe	ST	SC	-	P	Weather

20/09	13.15	Hamnavoe	SC	ST	-	P	Weather
21/09	19.00	Hamnavoe	SC	ST	-	P	Weather
25/09	08.45	Hamnavoe	SC	ST	-	P	Weather
25/09	11.00	Hamnavoe	ST	SC	-	P	Weather
25/09	13.15	Hamnavoe	SC	ST	-	P	Weather
25/09	18.00	Hascosay	AB	LE	-	P	Weather

13. Definitions

1. Reliability

Performance requirement: completion of each scheduled sailing between the commencement port and destination port as per the Published Timetable. A sailing that does not commence or complete in accordance with the Published Timetable as a direct consequence of a Relief Event, shall be deemed to have been completed and will not count as a performance failure for the calculation of a performance deduction. A Pentland Firth sailing that arrives at the same time as, or after the next scheduled sailing, should be regarded as not completed. No performance deduction shall apply if 98% or more of the services are completed in accordance with the Published Timetable.

2. Punctuality

Performance requirement: the arrival of each sailing at the destination port in accordance with the arrival times set out in the Published Timetable. On the Aberdeen passenger services, no performance failure shall apply to any vessel arriving less than 30 minutes after the arrival time stated in the Published Timetable. On the Pentland Firth services, no performance failure shall apply to any vessel arriving less than 10 minutes after the arrival time stated in the Published Timetable. On the Aberdeen freight services, no performance failure shall apply to any vessel arriving less than 45 minutes after the arrival time stated in the Published Timetable. A sailing that does not arrive on time in accordance with the Published Timetable as a direct consequence of a Relief Event, shall be deemed to have met the performance measure and will not count as a performance failure for the calculation of a performance deduction. No performance deduction shall apply if 98% or more of the sailings arrive in accordance with the Published Timetable or within the time allowances set out for each of the services shown above.

NB. The performance measure for reliability is the completion of each scheduled sailing as per the published timetable during the reporting period. The performance measure for punctuality is the number of actual sailings taking place during the reporting period after deducting the sailings that did not complete due to a reliability failure, whether covered by a Relief Event or not.

3. Transport of Livestock

Performance requirement: compliance in all respects with the Welfare of Animals (Transport) Order 1997 and the Animal Health Act 1981 and any other applicable annual health and welfare legislation or regulations. A performance deduction shall only apply if a notice has been issued as direct result of a failure by the operator or its sub-contractors.

4. Passenger and Terminal Accommodation

Passenger Performance requirement: the availability on each sailing of the following accommodation:

- a required cabin that shall be clean and provided with clean bedding, towels, soap, toilet paper, paper towels or other hand drying equipment;
- public facilities on board the vessel that shall be clean and provided with soap, paper towels or other hand drying equipment; and,
- catering and dining areas shall be cleaned for each sailing in accordance with good industry practice.

Terminal Performance requirement:

- terminals shall be maintained on a daily basis in a clean and tidy condition, where this is the responsibility of the operator.

Any availability failure shall be disregarded for the purposes of this performance measure, if it is remedied within 30 minutes of the operator becoming aware of the failure and/or suitable alternative accommodation is provided.

5. Freight and Livestock Accommodation

Performance requirement: the availability of freight and livestock accommodation on the freight vessels, which shall be measured by reference to the percentage of unavailable Advertised Lane Metres (ALM) on each sailing.

6. Catering, Food & Beverages

Performance requirement: the availability of catering, food and beverages on each sailing during the advertised opening hours. A sailing will meet the performance measure if the vessel's bars and restaurant areas are open for the hours advertised and are able to serve the full range of advertised food and drink during the opening hours. A sailing which does not meet the performance measure because the vessel's master determines for operational or safety reasons that the bar, restaurant and lounge areas should be closed or the full range of food and drink should not be served and which does not arise through an act or omission of the operator or its sub-contractors, shall be deemed to have met the performance measure. If the vessel's master orders a closure for operational or safety reasons, a written report should be submitted to the Scottish Government outlining the reasons for the closure and the action taken to minimise the length of the closure. In the event of a late departure which is covered by a Relief Event, no performance deduction shall apply if the operator opens the facilities as soon as practicable. No performance deduction shall apply if 95% or more of the services are available on each sailing.

7. Compliance

Performance requirement: compliance with all applicable law. A performance deduction shall only apply if a notice has been issued as direct result of a failure by the operator or its sub-contractors.

8. Call Centre

Performance requirement: average telephone call waiting time to be no more than 30 seconds.

9. Reliability Failure Schedule

An entry should be made for each scheduled sailing that did not sail at all or that did not reach the destination and/or intermediate port.

10. Punctuality Failure Schedule

An entry should be made for each actual sailing that did not reach the destination port or intermediate port within the times specified for each route as meeting the Performance Measure for Punctuality.

11. Passenger and Terminal Accommodation Schedule

An entry should be made for each cabin, public facility or cabin and dining area availability failure occurring on each sailing at 11(a) and for any terminal failure at 11(b).

12. Relief Events Schedule

A brief summary of all the relief events occurring during this reporting month should be provided. The summary should include the relief event applying as defined in Part 1, Definitions and Interpretation, to the Schedule of the Agreement and the measures taken to lessen the adverse effects of the relief event.