



Performance Monitoring
Northern Isles Ferry Services
2020 – 2028 Contract Year 2



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Introduction

Under the terms of the operating contract for the Northern Isles Ferry Services, Serco Ltd publish details of its performance with respect to Reliability, Punctuality, Compliance and Customer Comments. This report covers the months from July 2021 through to the end of June 2022.

In addition to prescribed contractual performance obligations, we also populate the website with monthly statistics on timetable performance and carrying statistics. This provides accessible information to the public.

Reliability

Operated Sailings:	2,880
Number of Failures:	97
Failures after relief event:	0

Reliability Definitions

- “Operated Sailings” are all sailing carried out including additional sailings.
- “Additional Sailings” are those undertaken out with the published timetable.
- “Failures” are sailings which have been cancelled.
- “Relief Event” is an agreed event with the Scottish Government which revokes any performance deductions which may be applied to the operator. Examples include sailings cancelled due to bad weather in line with safety procedures; delays due to unavailability or operational restrictions of harbour facilities.

Punctuality

On Time including relief events:	2,873
Number of Failures:	218
Not covered by Relief Event:	7
Level A:	1
Level B:	6

Pentland Firth Services Level A:	0
Pentland Firth Services Level B:	1

Aberdeen Passenger Services Level A:	1
Aberdeen Passenger Services Level B:	1

Aberdeen Freight Services Level A:	0
Aberdeen Freight Services Level B:	4

Punctuality Definitions

Pentland Firth Services

Level A Lateness - 10 -20 Minutes later than published Timetable

Level B Lateness - over 20 Minutes later than published Timetable

Aberdeen Passenger Services

Level A Lateness - 30 - 60 minutes later than published Timetable

Level B Lateness - over 60 Minutes later than published Timetable

Aberdeen Freight Services

Level A Lateness - 45 - 60 minutes later than published Timetable

Level B Lateness - over 60 Minutes later than published Timetable

All levels are applied taking into account any knock-on delay from the previous sailing. Serco NorthLink Ferries is subject to deductions on all cancellations, all service definitions as outlined above are after taking account of relief events. There are a variety of relief events agreed by Transport Scotland: for example, sailings which were cancelled due to bad weather, in accordance with safety procedures or delays due to unavailability or operational restrictions of harbour facilities.

Compliance

Notices served on Operator	0
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Compliance Definition

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.

Stakeholder Engagement

Customer and Passenger Feedback

Positive Feedback	103	50.5%
Neutral/Observations	96	47.05%
Negative Feedback	5	2.45%
Total Positive/ Neutral Feedback	199	97.5%

Feedback is captured through the use of an iPad survey taken on-board the passenger vessels daily. Although these do not contribute towards contractual performance reporting obligations, the results are recorded, analysed and actions taken as part of our Operational Excellence strategy.