

Fol/18/01430 - In-Scope information

A18552816

From: Robin McIntyre [REDACTED]
Sent: 27 July 2017 16:18
To: Kean M (Michael)
Subject: Re: Argyll Ferries - Performance and Reliability Reports - April - June 2017

Thanks Michael

Regards
Robin

Robin McIntyre
Performance Manager
Performance Monitoring Dept.
CalMac Ferries Ltd.
[REDACTED]

From: Kean M (Michael)
Sent: 27 July 2017 16:14
To: [REDACTED]
Subject: Argyll Ferries - Performance and Reliability Reports - April - June 2017

Hi Robin,

No problem, thanks for the revised reports and I can now confirm that I agree with the calculation of [REDACTED]

Many Thanks

Michael

From: Robin McIntyre [REDACTED]
Sent: 27 July 2017 16:11
To: Kean M (Michael)
Subject: RE: Argyll Ferries - Performance and Reliability Reports - April - June 2017

Hi Michael,

Apologies there appears to errors in the reports that I submitted, I have updated them and now attached, deductions figure I have [REDACTED]

Regards
Robin

Robin McIntyre
Performance Manager
Performance Monitoring Dept.
CalMac Ferries Ltd.
[REDACTED]

From: [REDACTED]

To: [REDACTED]
Date: 27/07/2017 15:56
Subject: RE: Argyll Ferries - Performance and Reliability Reports - April - June 2017

Hi Robin,

I have doubled checked the figure of [REDACTED] and it is broken down as follows;

Performance Measure for Reliability	
Deduct 100% of AGRS [REDACTED] for each affected sailing not covered by a relief event	
Performance Measure for Punctuality (Connectivity)	
Deduct 100% of AGRS [REDACTED] for each affected sailing not covered by a relief event	
Performance Measure for Punctuality (General)	
Deduct 50% of AGS [REDACTED] for each affected sailing not covered by a relief event	
Total Deducted	

Apologies if I am missing something, can you advise if you agree with the above, if not, what calculation you have arrived at.

Many Thanks

Michael

From: Robin McIntyre [REDACTED]
Sent: 27 July 2017 15:50
To: Kean M (Michael)
Subject: Re: Argyll Ferries - Performance and Reliability Reports - April - June 2017

Hi Michael,

Can you have another look at the deduction figure.

Regards
Robin

Robin McIntyre
Performance Manager
Performance Monitoring Dept.
CalMac Ferries Ltd.

From: Kean M (Michael)
Sent: 27 July 2017 15:23
To: [REDACTED]
Cc: Linhart-MacAskill P (Paul)
Subject: Argyll Ferries - Performance and Reliability Reports - April - June 2017

Hi Robin,

Many thanks for the attached.

AFL performance deductions for the period April – June 2017 have been calculated at

[REDACTED]

Please confirm calculations.

I have recently joined the contract management team and will be responsible for calculating these every quarter, therefore going forward can you copy me in to the reports.

Many Thanks

Michael

From: Robln McIntyre [REDACTED]
Sent: 27 July 2017 14:40
To: Linhart-MacAsklll P (Paul)
Cc: Iain Storch
Subject: AFL - Performance and Reliability Reports - Apr - Jun 17

Paul,

Please see attached the performance reports for the period 1 April to 30 June 2017.

Regards
Robln

Robln McIntyre
Performance Manager
Performance Monitoring Dept.
CalMac Ferries Ltd.

[REDACTED]

Argyll Ferries Limited

Quarterly Performance & Carryings Report to the Scottish Government

Period
1st April – 30th
June 2017

Submitted on
27th July 2017

Contents

1. Performance Measure for Reliability
2. Performance Measure for Punctuality
3. Performance Measure for Customer Service Undertaking
4. Performance Measures for Compliance
- 4/5. Definitions

Carryings – April – June 2017	77,261 Passengers
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1. Performance Measure for Reliability

Please see attached reports "Reliability and Punctuality Detailed Report Apr - Jun 2017" and "Reliability and Punctuality Detailed Report b Apr - Jun 2017".

2. Performance Measure for Punctuality

Please see attached reports "Reliability and Punctuality Detailed Report Apr - Jun 2017" and "Reliability and Punctuality Detailed Report b Apr - Jun 2017".

3. Performance Measure for Service Levels – Customer Service Undertaking

Complainants. Argyll Ferries Ltd 1 April 2017 – 30 June 2017 Complainants	█ (containing in total █ complaints)
Number of complainants acknowledged within 5 working days.	█
Number of complainants acknowledged outwith 5 working days	█
Number of complainants dealt with within 21 working days of acknowledgement	█
Number of complainants dealt with outwith 21 working days of acknowledgement	█
Comments No change from 10 complainants (█ complaints) in Jan - Mar 2017	

report.	
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*This figure includes all complaints which have already been dealt with at port level or verbally. It includes complaints received through feedback forms which need not be acknowledged due to the nature of the feedback eg:-
 "A hot breakfast would have been appreciated."
 "I do not appreciate the fact that the train service does not automatically meet the ferry."
 "Find it inconvenient having to pay in advance."

4. Performance Measures for Compliance

Number of Notices served on Operator	
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Definitions

1. Reliability

The performance measure for Reliability is the completion of each Sailing referred to in the Published Timetable. A Sailing which either does not commence or does not complete in accordance with the Published Timetable as a direct consequence of a Performance Relief Event shall be deemed to have been completed for the purpose of the Performance Measure for Reliability. A Sailing which arrives at the same time as, or after, the next Sailing advertised in the Published Timetable is due to arrive will be regarded as not having been completed.

2. Punctuality

Connectivity

A Vessel providing a Service meets the Performance Measure for Punctuality (Connectivity) if the Vessel arrives at the destination Harbour in accordance with the Timetable and in time for passengers to connect with any departing train which the particular sailing is intended to service (assuming that the relevant train departs at the published time).

A Vessel which does not meet the Performance Measure for Punctuality (Connectivity) for a sailing either because it is late, or fails to run, as a direct consequence (in either case) of a Relief Event shall be deemed to have met the Performance Measure for Punctuality (Connectivity) in respect of the relevant sailing.

General

A Vessel providing a Service meets the Performance Measure for Punctuality (General) if the Vessel arrives at the destination Harbour in accordance with the Timetable within 5 minutes of the time of arrival set out in the Timetable.

A Vessel which does not meet the Performance Measure for Punctuality (General) for a sailing either because it is late, or fails to run, as a direct consequence (in either case) of a Relief Event shall be deemed to have met the Performance Measure for Punctuality (General) in respect of the relevant sailing.

A vessel which does not meet the Performance Measure for Punctuality for a Sailing either because it is late, or fails to run, as a direct consequence (in either case) of a Performance Relief Event shall be deemed to have met the Performance Measure for Punctuality in respect of the relevant Sailing.

3. Customer Service Undertaking

Deductions will be made for each instance of non-compliance with matters addressed in the Customer Service Undertaking where a complaint has been made.

4. Compliance

Compliance with all Applicable Law and the provision of the Harbour Agreement. This Performance Measure shall not apply to notices issued on the Operator or any sub-contractor thereof in respect of actions or incidences of non-compliance by a third party (not being an Associated Company).

 Reliability and Punctuality B Report  Reliability and Punctuality Quarterly  Reliability and Punctuality Quarterly

(All documents above printed and included)

A17629736

From: Robin McIntyre [REDACTED]
Sent: 01 May 2017 14:34
To: Linhart-MacAskill P (Paul)
Subject: AFL - Performance and Reliability Reports - Jan - Mar 17

Hello Paul,

Please see attached reports for the period January - March 17.

Paul,

Not sure if the previous period was submitted, period Sep - Dec 16, re-submitting them now.

Regards
Robin

Robin McIntyre
Performance Manager
Performance Monitoring Dept.
CalMac Ferries Ltd.

[REDACTED]

A18632202

From: Robin McIntyre [REDACTED]
Sent: 08 August 2017 08:29
To: Kean M (Michael)
Subject: Re: Argyll Ferries - CY6 - Average Grant Per Salling - 8 August 2017

Of course

Regards
Robin

Robin McIntyre
Performance Manager
Performance Monitoring Dept.
CalMac Ferries Ltd.

[REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Date: 08/08/2017 08:28
Subject: Argyll Ferries - CY6 - Average Grant Per Salling - 8 August 2017

Hi Robin,

I'm sure you were just being polite not picking up on my mistake, I was of course referring to AGPS for CY7 as opposed to CY6.

Many Thanks

Michael

From: Robin McIntyre [REDACTED]
Sent: 08 August 2017 08:17
To: Kean M (Michael)
Cc: Linhart-MacAskill P (Paul)
Subject: Re: Argyll Ferries - CY6 - Average Grant Per Sailing - 8 August 2017

Hi Michael,

Just waiting on the confirmed number of scheduled sailings for CY 6.

Regards
Robin

Robin McIntyre
Performance Manager
Performance Monitoring Dept.
CalMac Ferries Ltd.

[REDACTED]

From: Kean M (Michael)
Sent: 08 August 2017 08:07
To: [REDACTED]
Cc: Linhart-MacAskill P (Paul)
Subject: Argyll Ferries - CY6 - Average Grant Per Sailing - 8 August 2017

Hi Robin,

I hope you are well.

Can you please provide the new Average Grant Per Sailing (AGPS) figures/deductions for CY6 for Argyll Ferries Ltd?

Many Thanks

Michael

A17642882

Under the terms of the Public Services Contract between Scottish Ministers and CalMac Ferries Limited, performance deductions are imposed when scheduled sailings are cancelled or delayed, when not covered by relief events.

Late arrivals and departures, due to adverse weather are covered by relief events. As such no performance deduction can be imposed on the operator due to late arrival or departure due to adverse weather and therefore the decision to cancel a

sailing rather than delay for a weather window has no bearing. The delayed late sailing is covered by a relief event.

The performance deduction for a reliability failure (failure to commence or complete the sailing) is 100% of the Average Grant Requirement per Sailing (AGRS) whereas the performance deduction for a punctuality failure (sailing completed later than published timetable) is 25% or 50% (dependant on level of lateness) of the AGRS.

It is therefore not the case that CalMac are penalised less for cancelling a sailing than for running late under the Contract.

Late arrivals and departures, due to adverse weather are covered by relief events. As such no performance deduction can be imposed on the operator due to late arrival or departure due to adverse weather and therefore the decision to cancel a sailing rather than delay for a weather window has no bearing. The delayed late sailing is covered by a relief event.

Argyll Ferries Reliability and Punctuality Detailed Report

Delay	Is Cause Allowable	Cause of Disruption	Totals
April 2017			
Cancelled	N	Mechanical problems (shlp)*	█
	Y	Adverse weather	
Late	N	Mechanical problems (shlp)*	█
	Y	Adverse weather	
		Knock-on delay from prev sail	
		Late foot passenger traffic	
		Navigational Issues	
May 2017			
Cancelled	N	Mechanical problems (shlp)*	█
	Y	Adverse weather	
Late	Y	Knock-on delay from prev sail	█
June 2017			
Cancelled	N	Mechanical problems (shlp)*	█
		Vessel changeover	
Late	Y	Adverse weather	█
		Knock-on delay from prev sail	
		Navigational Issues	

Argyll Ferries Reliability & Punctuality Quarterly Report

Month	Stats. Leg Name	Vessel	Total Scheduled sailings	Operated sailings	Additional sailings	Cancelled sailings	Total Canceled after Relief events	Total Late Connectivity after Relief events	Total Late General after Relief events
April 2017	Gourock to Dunoon	All-Cat	344	337	0	7	1	0	0
		Argyll Flyer	475	466	0	9	2	0	0
	Gourock to Dunoon		819	803	0	16	3	0	0
	Dunoon to Gourock	All-Cat	344	337	0	7	1	0	0
		Argyll Flyer	476	467	0	9	2	1	0
	Dunoon to Gourock		820	804	0	16	3	1	0
April 2017			1,639	1,607	0	32	6	1	0
May 2017	Gourock to Dunoon	All-Cat	400	393	0	7	0	0	0
		Argyll Flyer	423	412	0	11	5	0	0
	Gourock to Dunoon		823	805	0	18	5	0	0
	Dunoon to Gourock	All-Cat	400	393	0	7	0	0	0
		Argyll Flyer	422	412	0	10	4	0	0
	Dunoon to Gourock		822	805	0	17	4	0	0
May 2017			1,645	1,610	0	35	9	0	0
June 2017	Gourock to Dunoon	All-Cat	296	295	0	1	1	0	0
	Gourock to Dunoon		296	295	0	1	1	0	0
	Dunoon to Gourock	All-Cat	295	294	0	1	1	0	0
	Dunoon to Gourock		295	294	0	1	1	0	0
June 2017			591	589	0	2	2	0	0
Summary			3,876	3,806	0	69	17	1	0

Argyll Ferries Reliability & Punctuality Quarterly Report

Month Title	Stais Leg Name	Vessel	Total Scheduled Sailings	Operated Sailings	Additional Sailings	Cancelled Sailings	Total Cancelled after Relief events	Total Late Connectivity after Relief events	Total Late General after Relief events
April 2017	Gourock to Dunoon	All-Cat	344	337	0	7	1	0	0
		Argyll Flyer	475	466	0	9	2	0	0
	Gourock to Dunoon		819	803	0	16	3	0	0
	Dunoon to Gourock	All-Cat	344	337	0	7	1	0	0
		Argyll Flyer	476	467	0	9	2	1	0
	Dunoon to Gourock		820	804	0	16	3	1	0
April 2017			1,639	1,607	0	32	6	1	0
May 2017	Gourock to Dunoon	All-Cat	400	393	0	7	0	0	0
		Argyll Flyer	423	412	0	11	5	0	0
	Gourock to Dunoon		823	805	0	18	5	0	0
	Dunoon to Gourock	All-Cat	400	393	0	7	0	0	0
		Argyll Flyer	422	412	0	10	4	0	0
	Dunoon to Gourock		822	805	0	17	4	0	0
May 2017			1,645	1,610	0	35	9	0	0
June 2017	Gourock to Dunoon	All-Cat	463	459	0	4	4	0	0
		Argyll Flyer	188	182	0	6	6	0	0
	Gourock to Dunoon		651	641	0	10	10	0	0
	Dunoon to Gourock	All-Cat	464	459	0	5	5	0	0
		Argyll Flyer	186	181	0	5	5	0	0
	Dunoon to Gourock		650	640	0	10	10	0	0
June 2017			1,301	1,281	0	20	20	0	0
Summary			4,585	4,498	0	87	35	1	0

A18632093

AFL CY 6 from 1 Jan - 31 May 17

Shipped Passengers	Reliability	Punctuality	Actual
118,938	99.49%	99.78%	96.41%

Argyll Ferries

Performance

Argyll Ferries

Contract Year 5

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Scheduled sailings	1,719	1,709	1,660	1,723	1,347	1,592	1,604	1,602	1,718	1,665	1,301	1,660
Actual sailings	1,699	1,674	1,560	1,644	1,221	1,320	1,471	1,431	1,649	1,546	1,302	1,622
Weather cancellations	18	27	12	70	58	265	127	132	53	110	18	0
Other Cancellations	2	8	88	9	68	7		39	16	9	61	38
Reliability												
Contracted	99.9%	99.5%	94.7%	99.5%	95.0%	99.6%	100.0%	97.6%	99.1%	99.5%	95.6%	97.7%
Actual	98.8%	98.0%	94.0%	95.4%	90.6%	82.9%	91.7%	89.3%	96.0%	92.9%	94.3%	97.7%
Punctuality												
Actual Sailings	100.0%	99.9%	99.9%	99.8%	99.8%	99.8%	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%

Argyll Ferries

Contract Year 6

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Scheduled sailings	1,698	1,736	1,661	1,673	1,318	1,652	1,632	1,544	1,719			
Actual sailings	1,598	1,668	1,551	1,533	1,332	1,557	1,597	1,392	1,679			
Weather cancellations	0	6	108	4	14	91	30	152	18			
Other Cancellations	100	62	2	136	2	4	5	0	22			
Reliability												
Contracted	94.1%	96.4%	99.9%	91.9%	99.9%	99.8%	99.7%	100.0%	98.7%			
Actual	94.1%	96.1%	93.4%	91.6%	98.8%	94.2%	97.9%	90.2%	97.7%			
Punctuality												
Actual Sailings	100.0%	99.9%	100.0%	100.0%	100.0%	99.9%	99.7%	99.2%	100.0%			

Argyll Ferries Carryings

	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	CY6
Budget													
Actual	27,553	34,739	29,302	27,848	20,870	18,957	19,530	20,375	25,043	24,157	25,480	26,770	300,621
Var													
	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	CY7
Budget													
Actual	26,770	34,172	25,126	27,681	25	23,162	21,192	19,942	25,390	25,631			
Var													

Argyll Ferries

Technical

Argyll Ferries Technical Reliability Performance Jan - Mar 2017
Reliability

Jan-17

VESSEL	ROUTE	SCHEDULED TIMETABLED HOURS	LOST TIMETABLED HOURS - Details below *	% LOST of TIMETABLED SAILINGS	% RELIABILITY
AllCat	Gourock - Dunoon	388.00	0	0.00%	100.00%
Argyll Flyer	Gourock - Dunoon	424.00	24.25	5.72%	94.28%
TOTALS		812.00	24.25	2.98%	97.02%

Feb-17

VESSEL	ROUTE	SCHEDULED TIMETABLED HOURS	LOST TIMETABLED HOURS - Details below *	% LOST of TIMETABLED SAILINGS	% RELIABILITY
AllCat	Gourock - Dunoon	350.00	0	0.00%	100.00%
Argyll Flyer	Gourock - Dunoon	383.00	0	0.00%	100.00%
TOTALS		733.00	0	0.00%	100.00%

Mar-17

VESSEL	ROUTE	SCHEDULED TIMETABLED HOURS	LOST TIMETABLED HOURS - Details below *	% LOST of TIMETABLED SAILINGS	% RELIABILITY
AllCat	Gourock - Dunoon	388.00	1	0.28%	99.72%
Argyll Flyer	Gourock - Dunoon	424.00	32.5	7.66%	92.34%
TOTALS		812.00	33.5	4.12%	95.88%

Technical Incidents - Details

Date	Route	Vessel System	Details of Incident	Hours Lost	Action Taken
4.1.17	Argyll Flyer (Gourock-Dunoon)			24.25	
18.3 - 20.3.17	Argyll Flyer (Gourock-Dunoon)			32.5	
11.4.17	AllCat (Gourock - Dunoon)			1	

A17629736

Argyll Ferries Limited

Argyll Ferries Limited

Quarterly Performance & Carrying Report to the Scottish Government

Period
1st January – 31st
March 2017

Submitted on
1st May 2017

Contents

1. Performance Measure for Reliability
2. Performance Measure for Punctuality
3. Performance Measure for Customer Service Undertaking
4. Performance Measures for Compliance
- 4/5. Definitions

Carryings – January – March 2017	66,524 Passengers
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1. Performance Measure for Reliability

Please see attached reports "Reliability and Punctuality Detailed Report Jan - Mar 2017" and "Reliability and Punctuality Detailed Report b Jan - Mar 2017".

2. Performance Measure for Punctuality

Please see attached reports "Reliability and Punctuality Detailed Report Jan - Mar 2017" and "Reliability and Punctuality Detailed Report b Jan - Mar 2017".

3. Performance Measure for Service Levels – Customer Service Undertaking

Complainants. Argyll Ferries Ltd 1 January 2017 – 31 March 2017 Complainants	■ containing in total 14 complaints)
Number of complainants acknowledged within 5 working days.	■
Number of complainants acknowledged outwith 5 working days	■
Number of complainants dealt with within 21 working days of acknowledgement	■
Number of complainants dealt with outwith 21 working days of acknowledgement	■
Comments No change from ■ complainants (■ complaints) in Oct-Dec 2016 report.	

*This figure includes all complaints which have already been dealt with at port level or verbally. It includes complaints received through feedback forms which need not be acknowledged due to the nature of the feedback eg:-
"A hot breakfast would have been appreciated."

"I do not appreciate the fact that the train service does not automatically meet the ferry."
"Find it inconvenient having to pay in advance."

4. Performance Measures for Compliance

Number of Notices served on Operator	
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Definitions

1. Reliability

The performance measure for Reliability is the completion of each Sailing referred to in the Published Timetable. A Sailing which either does not commence or does not complete in accordance with the Published Timetable as a direct consequence of a Performance Relief Event shall be deemed to have been completed for the purpose of the Performance Measure for Reliability. A Sailing which arrives at the same time as, or after, the next Sailing advertised in the Published Timetable is due to arrive will be regarded as not having been completed.

2. Punctuality

Connectivity

A Vessel providing a Service meets the Performance Measure for Punctuality (Connectivity) if the Vessel arrives at the destination Harbour in accordance with the Timetable and in time for passengers to connect with any departing train which the particular sailing is intended to service (assuming that the relevant train departs at the published time).

A Vessel which does not meet the Performance Measure for Punctuality (Connectivity) for a sailing either because it is late, or fails to run, as a direct consequence (in either case) of a Relief Event shall be deemed to have met the Performance Measure for Punctuality (Connectivity) in respect of the relevant sailing.

General

A Vessel providing a Service meets the Performance Measure for Punctuality (General) if the Vessel arrives at the destination Harbour in accordance with the Timetable within 5 minutes of the time of arrival set out in the Timetable.

A Vessel which does not meet the Performance Measure for Punctuality (General) for a sailing either because it is late, or fails to run, as a direct consequence (in either case) of a Relief Event shall be deemed to have met the Performance Measure for Punctuality (General) in respect of the relevant sailing.

A vessel which does not meet the Performance Measure for Punctuality for a Sailing either because it is late, or fails to run, as a direct consequence (in either case) of a Performance Relief Event shall be deemed to have met the Performance Measure for Punctuality in respect of the relevant Sailing.

3. Customer Service Undertaking

Deductions will be made for each instance of non-compliance with matters addressed in the Customer Service Undertaking where a complaint has been made.

4. Compliance

Compliance with all Applicable Law and the provision of the Harbour Agreement. This Performance Measure shall not apply to notices issued on the Operator or any sub-contractor thereof in respect of actions or incidences of non-compliance by a third party (not being an Associated Company).

Argyll Ferries Reliability and Punctuality Detailed Report

Delay	Is Cause Allowable	Cause of Disruption	Totals
January 2017			
Cancelled	N	Mechanical problems (ship)*	
	Y	Adverse weather	
Late	N	Mechanical problems (ship)*	
		Vessel changeover	
	Y	Adverse weather	
		Bridge Induction*	
		Knock-on delay from prev sail	
		Late foot passenger traffic	
	Navigational Issues		
February 2017			
Cancelled	Y	Adverse weather	
Late	N	Berth not free (cal mac)*	
		Vessel changeover	
	Y	Adverse weather	
		Knock-on delay from prev sail	
		Late foot passenger traffic	
		Navigational Issues	
March 2017			
Cancelled	N	Bunkering Issues*	
		Mechanical problems (ship)*	
	Y	Adverse weather	
Late	Y	Knock-on delay from prev sail	
		Late foot passenger traffic	
		Navigational Issues	

Argyll Ferries Reliability & Punctuality Quarterly Report

Month Title	Stats Leg Name	Vessel	Total Scheduled Sailings	Operated Sailings	Additional Sailings	Cancelled Sailings	Total Cancelled after Relief events	Total Late Connectivity after Relief events	Total Late General after Relief events	
January 2017	Gourock to Dunoon	All-Cat	273	265	0	8	0	0	3	
		Argyll Flyer	435	426	0	9	2	0	0	
		CORUIISK	108	108	0	0	0	0	2	
	Gourock to Dunoon			816	799	0	17	2	0	5
	Dunoon to Gourock	All-Cat	273	265	0	8	0	0	0	0
		Argyll Flyer	435	426	0	9	2	1	0	0
		CORUIISK	108	107	0	1	1	0	0	0
	Dunoon to Gourock			816	798	0	18	3	1	0
	January 2017			1,632	1,597	0	35	5	1	5
February 2017	Gourock to Dunoon	All-Cat	238	211	0	27	0	0	6	
		Argyll Flyer	432	390	0	42	0	0	1	
		CORUIISK	102	96	0	6	0	0	5	
	Gourock to Dunoon			772	697	0	75	0	0	12
	Dunoon to Gourock	All-Cat	238	210	0	28	0	0	0	0
		Argyll Flyer	432	389	0	43	0	1	0	0
		CORUIISK	102	96	0	6	0	1	0	0
	Dunoon to Gourock			772	695	0	77	0	2	0
	February 2017			1,544	1,392	0	152	0	2	12
March 2017	Gourock to Dunoon	All-Cat	333	327	0	6	2	0	0	
		Argyll Flyer	449	435	0	14	9	0	0	
		CORUIISK	78	78	0	0	0	0	0	
	Gourock to Dunoon			860	840	0	20	11	0	0
	Dunoon to Gourock	All-Cat	333	327	0	6	2	0	0	0
		Argyll Flyer	448	434	0	14	9	0	0	0
		CORUIISK	78	78	0	0	0	0	0	0
	Dunoon to Gourock			859	839	0	20	11	0	0
	March 2017			1,719	1,679	0	40	22	0	0
Summary			4,895	4,668	0	227	27	3	17	

Argyll Ferries

Technical

Apr-17

VESSEL	ROUTE	SCHEDULED TIMETABLED HOURS	LOST TIMETABLED HOURS - Details below*	% LOST of TIMETABLED SAILINGS	% RELIABILITY
AllCat	Gourock - Dunoon	375.00	1	0.27%	99.73%
Argyll Flyer	Gourock - Dunoon	410.00	2	0.49%	99.51%
TOTALS		785.00	3	0.38%	99.62%

May-17

VESSEL	ROUTE	SCHEDULED TIMETABLED HOURS	LOST TIMETABLED HOURS - Details below*	% LOST of TIMETABLED SAILINGS	% RELIABILITY
AllCat	Gourock - Dunoon	430.00	0	0.00%	100.00%
Argyll Flyer	Gourock - Dunoon	369.00	1	0.27%	99.73%
TOTALS		799.00	1	0.12%	99.88%

Jun-17

VESSEL	ROUTE	SCHEDULED TIMETABLED HOURS	LOST TIMETABLED HOURS - Details below*	% LOST of TIMETABLED SAILINGS	% RELIABILITY
AllCat	Gourock - Dunoon	416.00	2	0.48%	99.52%
Argyll Flyer	Gourock - Dunoon	204.00	7.25	3.55%	96.45%
TOTALS		620.00	9.25	1.49%	98.51%

Technical Incidents details

Date	Route	Vessel System	Details of Incident	Hours Lost	Action Taken
11.4.17	AllCat (Gourock - Dunoon)			1	
15.4.17	Argyll Flyer (Gourock-Dunoon)			2	
23.5.17	Argyll Flyer (Gourock-Dunoon)			1	
20-21.6.17	Argyll Flyer (Gourock-Dunoon)			6.25	
21.6.17	AllCat (Gourock - Dunoon)			2	
24.6.17	Argyll Flyer (Gourock-Dunoon)			1	

Note Services were impacted by change to one vessel service due to All Cat repair and Argyll Flyer Overhaul across May & June

Argyll Ferries

Argyll Ferries

Performance

Argyll Ferries
Contract Year 5

	July	August	September	October	November	December	January	February	March	April	May	June
Scheduled sailings	1,719	1,709	1,660	1,723	1,347	1,592	1,604	1,602	1,710	1,665	1,381	1,660
Actual sailings	1,699	1,674	1,560	1,644	1,221	1,320	1,471	1,431	1,649	1,546	1,302	1,622
Weather cancellations	18	27	12	70	58	265	127	132	53	110	10	0
Other Cancellations	2	8	88	9	68	7		39	16	9	61	38
Reliability Contracted	99.88%	99.53%	94.70%	99.48%	94.95%	99.56%	100.00%	97.57%	99.07%	99.46%	95.58%	97.71%
Actual	98.84%	97.95%	93.98%	95.41%	90.65%	82.91%	91.71%	89.33%	95.98%	92.85%	94.28%	97.71%
Punctuality actual sailings	100.00%	99.94%	99.94%	99.76%	99.75%	99.77%	99.93%	100.00%	100.00%	100.00%	100.00%	100.00%

Argyll Ferries
Contract Year 6

	July	August	September	October	November	December	January	February	March	April	May	June
Scheduled sailings	1,698	1,736	1,661	1,673	1,348	1,652	1,632	1,544	1,719	1,639	1,645	1,301
Actual sailings	1,598	1,668	1,551	1,533	1,332	1,557	1,597	1,392	1,679	1,607	1,610	1,281
Weather cancellations	0	6	108	4	14	91	30	152	18	26	26	19
Other Cancellations	100	62	2	136	2	4	5	0	22	6	9	1
Reliability Contracted	94.11%	96.43%	99.88%	91.87%	99.85%	99.76%	99.69%	100.00%	98.72%	99.63%	99.45%	99.92%
Actual	94.11%	96.08%	93.38%	91.63%	98.81%	94.25%	97.86%	90.16%	97.67%	98.05%	97.87%	98.46%
Punctuality actual sailings	100.00%	99.94%	100.00%	100.00%	100.00%	99.94%	99.75%	99.21%	100.00%	100.00%	100.00%	100.00%

Gourock Dunoon Carryings

	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	CY7
Budget													
Actual	27,553	34,739	29,302	27,848	20,876	18,954	19,690	20,375	25,043	24,157	25,480	26,770	300,621
Var													
Budget													
Actual	26,770	34,172	25,126	27,681	25	23,162	21,192	19,942	25,390	25,631	26,703	24,847	280,721
Var													

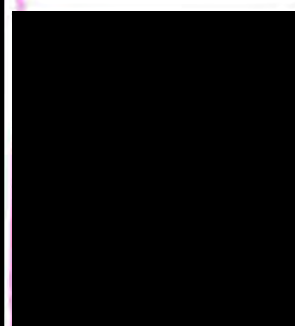
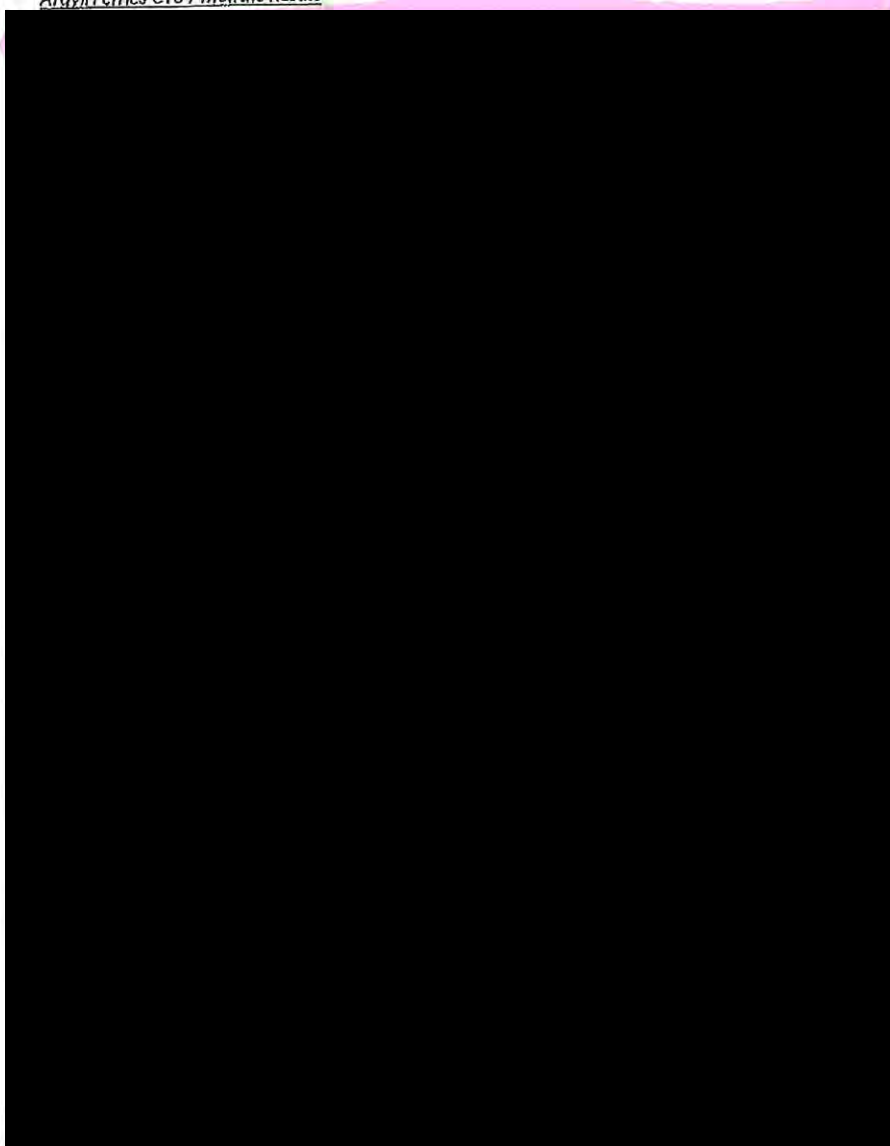
Argyll Ferries

Financials

David MacBrayne Group

Month ended 30 June 2017

Argyll Ferries CY6 7 months Result



The Financial Performance variance is offset by the following submitted contract variations;

- Harbour Dues
- Repair & Maintenance
- Pension Uplift

Argyll Ferries

Argyll Ferries Ltd - Performances Measures - CY6

All Routes

Quarter	Jul - Sep 16	Oct -Dec 16	Jan - Mar 17	Apr - June 17	Total
Total Scheduled Sailings	5,095	4,673	4,895	4,585	19,248
Additional Sailings	0	0	0	0	0
Cancelled Sailings	278	251	227	87	843
Total Cancelled after Relief Events	162	142	27	35	366
Total Late Connectivity after Relief events	1	2	3	1	7
Total Late General after Relief events	1	2	17	0	20

Performance Deduction Applied - AGS £178.30

Quarter	Jul- Sep 16	Oct-Dec 16	Jan-Mar 17	Apr - June 17	Total
Performance Measure for Reliability					
Deduct 100% of AGRS [redacted] for each affected sailing not covered by a relief event					
Performance Measure for Punctuality (Connectivity)					
Deduct 100% of AGRS [redacted] for each affected sailing not covered by a relief event					
Performance Measure for Punctuality (General)					
Deduct 50% of AGS [redacted] for each affected sailing not covered by a relief event					
Total Deducted					

* AGRS is Average Grant per Sailing which is the Yearly Grant [redacted] divided by the number of sailings for the year [redacted] for Jul-Sept period.