



The Scottish Parliament
Pàrlamaid na h-Alba

Robbie Drummond
Chief Executive
Caledonian MacBrayne

By email only

**Net Zero, Energy and Transport
Committee**

c/o Clerk to the Committee
Room T3.40

The Scottish Parliament
Edinburgh
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16 February 2023

Dear Robbie,

Net Zero, Energy and Transport Committee – Inquiry into a Modern and Sustainable Ferry Service for Scotland

Thank you for your letter of 31 January 2022 in response to questions from the Net Zero, Energy and Transport Committee as part of its inquiry into a modern and sustainable ferry service for Scotland.

Following the meeting of the Committee on 31 January, the Committee wished to seek further information from Caledonian MacBrayne in advance of hearing from you at our meeting on 21 February.

The Committee seeks detail of the Customer Satisfaction score and how this is measured. I note the David MacBrayne Group Annual Report for 2022 shows a customer satisfaction score of 85% (meeting the target of 85%). We are interested in how this figure is calculated and whether it can be disaggregated further, such as to show satisfaction among different categories of travellers (for example, island residents, people who have made fewer than three journeys in a year).

The Committee notes CalMac “also measure other metrics which are more sensitive to disruption and capacity issues such as ‘trust’ and ‘ease of journey’.”

Can you provide the “trust” and “ease of journey” figures, plus any other customer satisfaction indicators, for the last three years.

The Key Performance Indicators in the report on reliability and punctuality show—

CHFS Reliability and Punctuality 2020 to 2022

Fiscal Year Name	Contractual Reliability %	Contractual Punctuality %	Operated Sailings
FY 2019/20	99.58%	99.69%	159,888
FY 2020/21	99.58%	99.89%	117,039
FY 2021/22	98.76%	99.63%	152,275

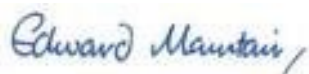
The Committee request further details of how these figures are calculated, plus—

- How many planned/scheduled sailings were there and how many of these ended up taking place (the operated sailings figure)?
- How is “contractual reliability” defined and how do reported reliability figures compare to the one requested above on planned/scheduled sailings and those which actually took place?
- How is “contractual punctuality” defined and how many scheduled sailings departed later than timetabled?
- Of scheduled sailings which did not take place, can you provide data on the reasons for cancellation? For example, how many did not take place because of weather, mechanical faults and other categories of reason why a sailing may have to be cancelled. The Committee also requests data on the reasons for cancellations broken down by route.

Finally, the Committee is seeking information on how many occasions CalMac has sought Transport Scotland’s approval for contractual changes to implement service improvements suggested during engagement with local communities?

On behalf of the Committee, I request this information by 22 February 2023 and look forward to hearing from you.

Yours sincerely,



Edward Mountain MSP
Convener
Net Zero, Energy and Transport Committee