

Performance Results



RIFL are committed to providing a community focused ferry service between Ballycastle and Rathlin Island. We are committed to providing a quality, safe, clean and reliable service every day of the year.

The Company will provide a quality ferry service to enable the island residents and visitors to maximize their travel opportunities.

Standard of Service

We aim to provide a safe, reliable, clean and effective service which meets the following standards:

- Service reliability at least 100% percent (number of scheduled crossings made throughout the year as per the published timetable*).
- Service punctuality at least 100% of all sailings leave within 30 minutes of the schedule time
- Complaints dealt with within seven working days (target 100%)

Performance results will be published on the internet, in the terminal building and on-board

Quarter 3.

Oct 2011 – Dec 2011 .

Service reliability year to date is shown in the table below:	
Qtr 3 (2011/2012)	Reliability (%)
Oct - Dec	100%

* The reliability percentage calculation does not include the number of cancelled sailings due to bad weather as this is outside the Operator's control

Service punctuality year to date is shown in the table below:	
Qtr 3 (2011/2012)	Service Punctuality (%)
Oct - Dec	100%

Service complaints received Oct - Dec 2011 months are shown in the table below:		
Category of complaint	Total Complaints received	Complaint addressed within 7 working days (%)
On-board & On-shore facilities	0	
Cleanliness	0	
Staff Conduct	0	
Ticket Booking	0	
Other	0	



Quarter 2.

July 2011 – Sept 2011 .

Service reliability year to date is shown in the table below:	
Qtr 2 (2011/2012)	Reliability (%)
July - Sept	96.8%

* The reliability percentage calculation does not include the number of cancelled sailings due to bad weather as this is outside the Operator's control

Service punctuality year to date is shown in the table below:	
Qtr 2 (2011/2012)	Service Punctuality (%)
July - Sept	100%

Service complaints received July - Sept 2011 months are shown in the table below:		
Category of complaint	Total Complaints received	Complaint addressed within 7 working days (%)
On-board & On-shore facilities	1	100%
Cleanliness	0	
Staff Conduct	0	
Ticket Booking	0	
Other	0	

Quarter 1.

April 2011 – June 2011.

Service reliability year to date is shown in the table below:	
Qtr 1 (2011/2012)	Reliability (%)
April - June	100.00%

* The reliability percentage calculation does not include the number of cancelled sailings due to bad weather as this is outside the Operator's control

Service punctuality year to date is shown in the table below:	
Qtr 1 (2011/2012)	Service Punctuality (%)



April - June	100%
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Service complaints received April - June 2011 months are shown in the table below:

Category of complaint	Total Complaints received	Complaint addressed within 7 working days (%)
On-board & On-shore facilities	0	
Cleanliness	0	
Staff Conduct	0	
Ticket Booking	0	
Other	0	

Quarter 4.

Jan 2011 – Mar 2011 .

Service reliability year to date is shown in the table below:

Qtr 4 (2010/2011)	Reliability (%)
Jan - Mar	100.00%

* The reliability percentage calculation does not include the number of cancelled sailings due to bad weather as this is outside the Operator's control

Service punctuality year to date is shown in the table below:

Qtr 4 (2010/2011)	Service Punctuality (%)
Jan - Mar	100%

Service complaints received Jan – Mar 2011 months are shown in the table below:

Category of complaint	Total Complaints received	Complaint addressed within 7 working days (%)
On-board & On-shore facilities	0	
Cleanliness	0	
Staff Conduct	0	
Ticket Booking	0	
Other	0	

Quarter 3.

Oct 2010 – Dec 2010 .



Service reliability year to date is shown in the table below:	
Qtr 3 (2010/2011)	Reliability (%)
Oct - Dec	99.20%

* The reliability percentage calculation does not include the number of cancelled sailings due to bad weather as this is outside the Operator's control

Service punctuality year to date is shown in the table below:	
Qtr 3 (2010/2011)	Service Punctuality (%)
Oct - Dec	100%

Service complaints received Oct - Dec 2010 months are shown in the table below:		
Category of complaint	Total Complaints received	Complaint addressed within 7 working days (%)
On-board & On-shore facilities	0	
Cleanliness	0	
Staff Conduct	0	
Ticket Booking	0	
Other	0	

Quarter 2.

July 2010 – Sept 2010 .

Service reliability year to date is shown in the table below:	
Qtr 2 (2010/2011)	Reliability (%)
July - Sept	98.47%

* The reliability percentage calculation does not include the number of cancelled sailings due to bad weather as this is outside the Operator's control

Service punctuality year to date is shown in the table below:	
Qtr 2 (2010/2011)	Service Punctuality (%)
July - Sept	100%



Service complaints received July - Sept 2010 months are shown in the table below:		
Category of complaint	Total Complaints received	Complaint addressed within 7 working days (%)
On-board & On-shore facilities	0	
Cleanliness	0	
Staff Conduct	0	
Ticket Booking	0	
Other	0	

Quarter 1.

April 2010 – June 2010 .

Service reliability year to date is shown in the table below:	
Qtr 1 (2010/2011)	Reliability (%)
April - June	96.68%

* The reliability percentage calculation does not include the number of cancelled sailings due to bad weather as this is outside the Operator's control

Service punctuality year to date is shown in the table below:	
Qtr 1 (2010/2011)	Service Punctuality (%)
April - June	100%

Service complaints received April - June 2010 months are shown in the table below:		
Category of complaint	Total Complaints received	Complaint addressed within 7 working days (%)
On-board & On-shore facilities	0	
Cleanliness	0	
Staff Conduct	0	
Ticket Booking	0	
Other	1	100%

Quarter 4.

January 2010 – March 2010.



Service reliability year to date is shown in the table below:	
Qtr 4 (2010)	Reliability (%)
Jan - Mar	99.16%

* The reliability percentage calculation does not include the number of cancelled sailings due to bad weather as this is outside the Operator's control

Service punctuality year to date is shown in the table below:	
Qtr 4 (2010)	Service Punctuality (%)
Jan - Mar	100%

Service complaints received Jan – Mar 2010 months are shown in the table below:		
Category of complaint	Total Complaints received	Complaint addressed within 7 working days (%)
On-board & On-shore facilities	0	
Cleanliness	0	
Staff Conduct	0	
Ticket Booking	0	
Other	0	

Quarter 3.

October 2009 – December 2009.

Service reliability year to date is shown in the table below:	
Qtr 3 (2009/2010)	Reliability (%)
Oct - Dec	98.08%

* The reliability percentage calculation does not include the number of cancelled sailings due to bad weather as this is outside the Operator's control

Service punctuality year to date is shown in the table below:	
Qtr 3 (2009/10)	Service Punctuality (%)
Oct - Dec	100%

Service complaints received Oct – Dec months are shown in the table below:



Category of complaint	Total Complaints received	Complaint addressed within 7 working days (%)
On-board & On-shore facilities	0	
Cleanliness	0	
Staff Conduct	0	
Ticket Booking	0	
Other	0	

Quarter 2.

July 2009 – Sept 2009.

Service reliability year to date is shown in the table below:	
Qtr 2 (2009/2010)	Reliability (%)
July - Sept	97.91

* The reliability percentage calculation does not include the number of cancelled sailings due to bad weather as this is outside the Operator's control

Service punctuality year to date is shown in the table below:	
Qtr 2 (2009/10)	Service Punctuality (%)
July - Sept	100%

Service complaints received July - Sept 2009 months are shown in the table below:		
Category of complaint	Total Complaints received	Complaint addressed within 7 working days (%)
On-board & On-shore facilities	0	
Cleanliness	0	
Staff Conduct	0	
Ticket Booking	0	
Other	3	100%

Quarter 1.

April 2009 – June 2009.



Service reliability year to date is shown in the table below:	
Qtr 1 (2009/10)	Reliability (%)
April - June	97.37

* The reliability percentage calculation does not include the number of cancelled sailings due to bad weather as this is outside the Operator's control

Service punctuality year to date is shown in the table below:	
Qtr 1 (2009/10)	Service Punctuality (%)
April - June	99.81

Service complaints received April – June 2009 months are shown in the table below:		
Category of complaint	Total Complaints received	Complaint addressed within 7 working days (%)
On-board & On-shore facilities	0	n/a
Cleanliness	0	n/a
Staff Conduct	0	n/a
Ticket Booking	2	100
Other	2	100