

Dear Member,

PSA MARINE PILOTAGE SERVICE LEVELS: MAY 2023

As part of PSAM's efforts in providing greater transparency to SSA members with regards to its pilotage service level, PSAM will be providing monthly updates to all SSA Members.

In this regard, PSAM has provided the following update for May 2023:

May 2023	MPA'S TARGET - 90% WITHIN 30 MINS FROM SERVICE REQUIRED TIME (SRT)	Remarks
PSAM'S PERFORMANCE	89.3% WITHIN 30 MINS FROM SRT	The underperformed service level was due to the unavailability of launch boats. Please refer to Pilotage circular dated 30 May 2023 for more details.
TOTAL NUMBER OF PILOTED JOBS	14 302	

The underperformed service level was due to the unavailability of launch boats. Please refer to Pilotage circular dated 30 May 2023 for more details as can be seen below.

PILOTAGE CIRCULAR

30 May 2023

EVENTS IMPACTING PILOTAGE SERVICE LEVELS AND MEASURES FOR RECOVERY

1. In April 2023, the pilotage service level was 89.6%, which is below the service target of 90% as required by Maritime & Port Authority of Singapore. We apologize unreservedly to our customers who experienced inconvenience and frustration arising from us not meeting the stipulated service target.
2. Due to supply chain disruption, we are facing severe challenges in securing key engine parts and components to repair our pilot boats. As such, the number of pilot boats supporting the pilotage operations has dipped below the optimal level. We seek your patience and understanding as we spare no effort and expense to meet and exceed the stipulated service target.
3. We are committed to doing better and have emplaced the following near-term recovery measures that includes but not limited to:
 - a. Time charter suitable pilot boats that meet our safe pilotage transfer criteria;
 - b. Already secured firm commitment for supply of parts and components and the pilot boats are in various shipyards to expedite the recovery;
 - c. Increase labour and contractor resources; and
 - d. Expedite pilot boats renewal process in the short and medium term.
4. To express our appreciation for your patience and understanding, we will be applying the pilotage rates as of 31 December 2022 instead of the current rates for all pilotage services performed between 1 June 2023 and 31 July 2023.

5. Providing safe, professional, reliable and efficient pilotage services is our top priority. We will continue to identify and implement long term measures to prevent similar occurrences in the future.

Yours sincerely
Jimmy Koh
Chief Pilot