



2009 Ferry and Island Shipping survey results

Copies of the survey were sent to every account holder and handed out during farmers week. As well as being available on the ship and in the office. A total of 43 responses were received.

All comments have been copied verbatim.

1. Have you used the ferry service in the last year? Yes
 No

2. When did you last travel on the ferry service?
- | | |
|---------------------------------|---------------------|
| <input type="text" value="13"/> | In the last 2 weeks |
| <input type="text" value="6"/> | 3-4 weeks ago |
| <input type="text" value="6"/> | 5-8 weeks ago |
| <input type="text" value="7"/> | 2-4 months ago |
| <input type="text" value="4"/> | 5-7 months ago |
| <input type="text" value="2"/> | 8-12 months ago |

3. How many crossings have you made in the last year?

	1-5	5-10	10-15	> 15
	18	11	2	7

4. How many of those crossings were with a vehicle?

	1-5	5-10	10-15	>15
	18	8	3	3

5. How many were as a foot passenger?

	1-5	5-10	10-15	15-20
	33	1	0	1

6. What was the main purpose of your trip?
- | | |
|---------------------------------|-----------------------------|
| <input type="text" value="8"/> | Holiday |
| <input type="text" value="13"/> | Visiting friends and family |
| <input type="text" value="20"/> | Business |
| <input type="text" value="3"/> | Commuting to work |
| <input type="text" value="1"/> | Medical |
| <input type="text" value="17"/> | Shopping/Collect supplies |
| <input type="text" value="5"/> | Other (please specify)..... |

7. What was your view of the cost of your ferry trips?
- | | |
|---------------------------------|-----------------------|
| <input type="text" value="5"/> | Inexpensive |
| <input type="text" value="28"/> | About the right price |
| <input type="text" value="5"/> | Too expensive |
| <input type="text" value="0"/> | Don't know |



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8. If there was a delay were you informed in a timely and informative way? Yes
 No
9. Did you need assistance boarding the ferry from Staff/Crew? Yes
 No
10. Were staff/crew members easily identifiable and helpful? Yes
 No
11. Did you find the safety brief easy to understand? Yes
 No
12. Did you find the schedule easy to find and understand? Yes
 No



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13. Did you need to contact the office and if so were you able to get the information you needed?
- | | |
|---------------------------------|-----|
| <input type="text" value="33"/> | Yes |
| <input type="text" value="4"/> | No |
14. Did you visit the website and if so were you able to find the information you required?
- | | |
|---------------------------------|-----|
| <input type="text" value="24"/> | Yes |
| <input type="text" value="15"/> | No |
15. On a scale of 1-10 (1 being the lowest) how would you rate the following (please add any comments you feel would be appropriate);
- | | |
|----------------------------------|--|
| <input type="text" value="7.5"/> | Overall experience |
| <input type="text" value="5.6"/> | Regularity of service |
| <input type="text" value="7.9"/> | Clarity of schedule |
| <input type="text" value="7.4"/> | Cleanliness of passenger lounge & toilet |
| <input type="text" value="8.7"/> | Ease of booking |
| <input type="text" value="8.2"/> | Price |
16. Have you used the ferry with a commercial sized vehicle?
- | | |
|---------------------------------|-----|
| <input type="text" value="11"/> | Yes |
| <input type="text" value="28"/> | No |
17. Have you left an unaccompanied vehicle for loading by the crew?
- | | |
|---------------------------------|-----|
| <input type="text" value="9"/> | Yes |
| <input type="text" value="30"/> | No |



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Days assigned to ferry crossings:

Currently every Friday, Sunday and every second Wednesday are set aside for ferry crossings barring one Friday in every six which is set aside for South East island deliveries. Should this change and if so how;

- 1 Unchanged, i.e. Friday, Sunday and every second Wednesday
- 2 Scheduled as it is now but with Wednesday ferry moved to Thursday
- 3 Cancel completely the midweek ferry, leaving ferry days only on Friday and Sunday
- 4 Other: _____

1	2	3	4
14	14	3	7
37%	37%	8%	18%



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Times of crossings: Currently the ferry crossings are usually scheduled to depart New Haven at 1000 and Port Howard at 1200 with a second crossing at 1400 and 1600 where necessary (in the summer months). Should this change and if so how?

- 1 Stay the same
- 2 Start the crossings earlier, e.g. depart from New Haven 0800, Port Howard 1000.
- 3 Start the crossings later, e.g. depart from New Haven 1200, Port Howard 1400.
- 4 Split the crossings, have two scheduled crossings each day with one leaving New Haven early in the morning eg 0800 and one leaving New Haven late in the day eg. 1600. This would currently only be possible in the Summer months due to daylight issues.
- 5 Have a crossing departing from New Haven late in the evening (for example on a Friday at 1900) and returning early on the following morning (for example Saturday at 0800)
- 6 Other _____

1	2	3	4	5	other
14	10	1	15	9	4
26%	19%	2%	28%	17%	8%



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Livestock movements: The livestock movements this season, particularly from the islands, were problematic. Many of the delays experienced in carrying out ferry crossings had serious knock on delays to the islands. Should the ferry service remain as the priority during the livestock season? If not how should weather delays be handled?

- 1 If a ferry crossing is delayed by weather and cannot run on the scheduled day then it is cancelled until the next scheduled ferry day. This would give priority to already scheduled animal movements or island deliveries but could mean that passengers would have to wait up to five days for the next ferry crossing.
- 2 If a ferry crossing is delayed by weather then the vessel waits until there is a suitable weather window for that ferry crossing delaying or cancelling any other planned operation. (this was the system for 08/09 season.)
- 3 Other: _____

1	2	3
6	16	2
25%	67%	8%



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Tariffs:

Currently the breakpoint between domestic and commercial tariffs is at 6 metres and/or 3500Kg with the domestic charges of £50 return and commercial charges of £40 per metre return. Should this change and if so how?

- 1 Stay the same
- 2 Move the breakpoint, e.g. make domestic vehicles up to 8m but keep commercial charges at £40 p/m
- 3 Keep the breakpoint the same and change the per metre rate, e.g. drop the per metre rate to £30 p/m
- 4 Instead of charging commercial vehicles by metre, charge in brackets, eg medium truck, heavy truck, medium van, plant etc. With each bracket having a specific charge.
- 5 Other _____

1	2	3	4	5
9	3	14	8	5
23%	8%	36%	21%	13%



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Island Deliveries

Currently the schedule has every island group being visited every six weeks, should this change and if so how?

- 1 More regular visits to islands, (which would mean less ferry crossings)
- 2 Less regular visits to islands, (more space for other work, e.g. subcharters or more ferry crossings)
- 3 Combine more islands together and do longer runs. eg, SW and NW islands in one group.
- 4 Other _____

1	2	3	4
1	1	15	1
6%	6%	83%	6%