

Appendix 2

Island shipping survey questionnaire

Island Shipping Service - Future Demand Survey

These questions relate specifically to the Island Shipping Service. There are separate surveys for the Ferry Service and the Fox Bay Consolidation Service.

This Survey is not intended as a review of the current service, but as a look ahead as to what future demand might be, and what kind of a service may best meet that demand. Where questions relate to the current service, the intention is to understand what current demand, long-term trends and bottlenecks might be in order to consider what changes may improve use of the service, and best meet the needs of users in future.

* Required

Current usage of the Island Shipping Service

These questions are designed to assess how often you use the current service, and what you use it for.

1. Have you used the Coastal Shipping Service in the last year? *

☐ Yes

☐ No

2. If you have not used the Coastal Shipping Service in the last year, please indicate the main reason why: *

☐ Not applicable, I used the service in the last year

☐ I didn't need to use the service

☐ The service is too expensive

☐ The schedule (day/time) wasn't convenient for me

☐

Other

3. Currently the Concordia Bay is scheduled to visit each of the Outer Islands every six weeks. Do you find these visits (please tick one only): *

☐ Too infrequent

☐ About right

☐ Too often

4. What would be your preferred frequency of visits for the Outer Islands (please tick one only): *

☐ Every two weeks

☐ Every four weeks

☐ Every 8 weeks

☐

Other

5. If the frequency of island visits were to increase, how much extra would you be willing to pay for this increased service? (please tick one only) *

- ☐ Significantly more than I currently pay
- ☐ Slightly more than I currently pay
- ☐ No more than I currently pay
- ☐ Slightly less than I currently pay
- ☐ Significantly less than I currently pay

Suitability of the current service

These questions are designed to establish whether limitations of the current service are a barrier to increased use.

6. How do you view the cost of using the Coastal Shipping Service? *

- ☐ Inexpensive
- ☐ About the right price
- ☐ Too expensive
- ☐ Don't know/Don't have a view

7. On a scale of 1 to 5 (with one being very inconvenient and 5 being very convenient) how would you rate how convenient the regularity (in terms of scheduling) of the current Island Shipping Service is? *

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. On a scale of 1 to 5 (with one being very unclear and 5 being very clear) how would you rate the clarity of scheduling for the current Island Shipping Service? *

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. On a scale of 1 to 5 (with one being very unreliable and 5 being very reliable) how would you rate the reliability of the current Island Shipping Service? *

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. On a scale of 1 to 5 (with one being very difficult and 5 being very easy) how would you rate the ease of booking onto the current Island Shipping Service? *

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. If you have other comments on how suitable the current Coastal Shipping Service is for meeting your requirements, please provide them here: *

12. How do unplanned changes to the schedule (such as weather or mechanical delays) affect you or your business? *

- ☐ Delays don't really affect me
- ☐ Delays are a frustration/minor inconvenience
- ☐ Delays have a significant impact on me and/or my business

13. If unplanned changes to the schedule (such as weather or mechanical delays) have a significant impact on you, please give details below: *

14. The current vessel is split between providing a Ferry Service and an Island Shipping Service. This dual use means that there are limits to the regularity, flexibility and scheduling of both services. Do you feel this places constraints on your business? *

☐ Yes

☐ No

15. If you feel the dual use of the current vessel does place constraints on your business, please describe these constraints below:

16. Does the current vessel's cargo capacity meet your needs? *

☐ Yes

☐ No

17. If the current vessel's cargo capacity doesn't meet your needs, please explain why below:

18. Does the current vessel's capability for making deliveries to the outer islands meet your needs? *

☐ Yes

☐ No

19. If the current vessel's capability for making deliveries to the outer islands doesn't meet your needs, please explain why below:

20. Would the provision of overnight accommodation and passenger capacity on the vessel for island visits be of benefit to you? *

- ☐ Yes
- ☐ No
- ☐ Maybe

21. If the addition of overnight accommodation and passenger capacity for island visits would be of benefit to you, please explain why below:

22. It is a requirement for the vessel to go offline every year for surveys/inspections and maintenance, this is currently scheduled every August. Is this the best time for you? *

☐ Yes

☐ No

23. If August isn't the best time for the vessel to be unavailable due to scheduled maintenance, please explain why below:

Future Destinations

The current FIG designated ports for use are Fox Bay and Port Howard on West Falkland and New Haven and Stanley on East Falkland. There is the potential for the coastal shipping vessel to call into other ports as required, for example to a more remote settlement with fuel and supplies when these cannot be moved overland due to road conditions.

24. In any future coastal shipping contract, would you like to see the vessel call into ports other than Fox Bay, Port Howard, New Haven and Stanley? *

☐ Yes

☐ No

25. If you would you like to see the vessel call into ports other than Fox Bay, Port Howard, New Haven and Stanley in a future Island Shipping contract, please explain why and where below: *

26. In what circumstances would you like to see the vessel call into ports other than Fox Bay, Port Howard, New Haven and Stanley? *

☐ When fuel and other supplies can't be delivered overland

☐ Once or twice a year as a scheduled service

☐ Included in the regular schedule

☐

Other

27. If you would like to see the vessel call into ports other than Fox Bay, Port Howard, New Haven and Stanley as part of the regular schedule, what would be your preferred frequency of visits? *

☐ Every two weeks

☐ Every four weeks

☐ Every six weeks

☐ Every eight weeks

☐

Other

28. Are there any improvements or comments you would like to add about how any future Coastal Shipping Service might best meet your requirements? *

Future Priorities

The current service carries out a number of duties, including ferry crossings, Island cargo deliveries, livestock movement, and supporting FIG and other works. In terms of a future service, please consider what order of priority these duties should be given.

29. In considering future ferry and coastal shipping services, how highly would you rank the ferry service in terms of importance (with 1 being the highest priority and 5 being the lowest): *

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

30. In considering future ferry and coastal shipping services, how highly would you rank island cargo deliveries in terms of importance (with 1 being the highest priority and 5 being the lowest): *

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

31. In considering future ferry and coastal shipping services, how highly would you rank livestock movements in terms of importance (with 1 being the highest priority and 5 being the lowest): *

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

32. In considering future ferry and coastal shipping services, how highly would you rank supporting sub-contract works in terms of importance (with 1 being the highest priority and 5 being the lowest): *

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

33. In considering future ferry and coastal shipping services, how highly would you rank supporting FIG works in terms of importance (with 1 being the highest priority and 5 being the lowest): *

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

About You

These questions aim to understand where you are normally based in the Falkland Islands, and on what basis you are answering this survey. All submissions are anonymous, unless you choose to give us your contact details to discuss anything further.

34. What is your normal location (please tick one only) *

- ☐ Stanley
- ☐ East Falkland (excluding Stanley and Mount Pleasant Complex)
- ☐ West Falkland
- ☐ Outer Islands
- ☐ Mount Pleasant Complex
- ☐
- Other

35. In what capacity are you answering this survey? *

- ☐ Business Owner
- ☐ Private individual
- ☐
- Other

36. Would you be happy for us to contact you for clarification of any of your answers? Tick no to remain anonymous. *

- ☐ Yes
- ☐ No

37. If you answered yes to us contacting you for additional clarification, please provide your name and a preferred method of contact (email address or telephone number), as well as a preferred time for us to call below: