

Appendix 3

Fox Bay Consolidation Service survey questionnaire

Fox Bay Consolidation Service - Future Demand Survey

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

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

1. Do you use the consolidation service at Fox Bay? *

☐ Yes

☐ No

2. If you don't use the Fox Bay Consolidation Service, please indicate the main reason why: *

- ☐ Not applicable, I use the service
- ☐ I don'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 Fox Bay every six weeks to deliver fuel and consolidated cargo. Do you find these visits (please tick one only) *

- ☐ Too infrequent
- ☐ About right
- ☐ Too often

4. What would be your preferred frequency of visits to Fox Bay (please tick one only): *

- ☐ Every two weeks
- ☐ Every four weeks
- ☐ Every 8 weeks

☐

Other

5. If the frequency of visits to Fox Bay 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 Fox Bay Consolidation Service? *

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

7. If you have any other comments on how suitable the Fox Bay Consolidation Service is for your requirements, please provide them here:

8. 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

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

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

☐ Yes

☐ No

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

12. 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

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

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.

14. 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

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

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

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

- ☐ Yes
- ☐ No

17. 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: