

CONSULTATION ON FERRY SERVICES



Isle of Man Government

Reiltys Ellan Vannin

Consultation Response Form

September 2015

Introduction by the Minister of Infrastructure

The key links between the Isle of Man and its neighbours have been by sea for centuries and I have every reason to believe that this will be the case for many years to come. We need a reliable and efficient ferry service if our economy is to prosper and our society is to flourish. Government is preparing to review the current arrangements for ferry travel and we need to know your opinions and priorities to help us better understand what is needed in the future.

The current arrangements are driven by the Linkspan User Agreement, which gives preferential access to the Department's linkspan in return for service and price guarantees. This agreement runs out in 2020 but can be extended until 2026 by either the Department or the current provider, the Isle of Man Steam Packet Company Ltd.

The Department has tested the ferry services market to see if there might be interest from suitable ferry operators if our ferry service were to be put to the open market. It was clear that there was likely to be enough interest for a competitive procurement exercise if the Department were to tender the Isle of Man ferry services in the future. Competitive tendering is likely to secure the best value arrangements for the future.

As the current User Agreement could run until 2026, the Department's options now are to:

- 1) Do nothing until going to the market in 2022 so that any new potential operator of the service after 2026 can prepare to take over as soon as the User Agreement expires;
- 2) Agree to a request from the Isle of Man Steam Packet Company Ltd to end the current User Agreement early and then go to the market- of course, the Steam Packet would have to accept the risk that it may not succeed in the procurement process; or lastly
- 3) Invite the Isle of Man Steam Packet Company Ltd to make a new proposal that is clearly in the best interests of the Isle of Man. Tynwald would need to be persuaded that the benefits of any new agreement offered outweighed the benefits that could be gained from competitive tendering.

The questions that follow are designed to help you submit your opinions and priorities for the current ferry service and also to ask you to identify any aspects of future ferry services that might be important, not only from your own point of view but also from the point of view of the Island's overall economy. The questions have been designed to apply to both leisure and commercial passengers. I very much hope that businesses and passenger groups will also participate in this exercise.

The Department has recently written a guide to the current User Agreement which can be found on the following link: <http://www.gov.im/media/1348386/guide-to-the-user-agreement.pdf>. You may wish to refer to it before submitting your responses.

An electronic version of this consultation can be found at the following web address:
<https://www.snapsurveys.com/wh/s.asp?k=143946711910>

Alternatively you may send your comments by post to:-

Mrs Ann Reynolds,
Director of Ports,
Department of Infrastructure,
Sea Terminal Building, Douglas,
IM1 2RF

The consultation period ends on Monday 9th November 2015; responses should be submitted by 5.00pm on that day.

I will use the responses to help shape any new ferry service agreement. I will report on the results later this year. Thank you in advance for your help.

Hon Phil Gawne MHK
Minister
Department of Infrastructure

Consultation on Ferry Services September 2015

The following questions are regarding your ferry travel in the past.

1. Are you a resident of the Isle of Man?

- Yes
- No

2. How often have you travelled with the Isle of Man Ferry Service over the last 12 months? (One time is a single journey)

- Not at all
- Less than 6 times
- More than 6 times

3. What do you mainly use the service for?

- Private/Leisure
- Business

Please go to Question 9 and continue with the questionnaire.

Please go to Question 4 and continue with the questionnaire

4. Specify what type of business do you use the ferry for?

- Finance/Insurance
- Freight/Hauliers
- Oil/Fuels
- Vehicle
- Bulk
- Consultancy
- Construction
- Tourism
- Light haulage
- Manufacturing
- Government
- eGaming
- Other

5. How often do you use the ferry service?

- Every day
- Once a week
- Once a month
- More than once a month

6. Which is your primary route?

- | | | | | |
|------------|-----------------------|-----------------------|-----------------------|-----------------------|
| | Liverpool | Heysham | Neither | No preference |
| In England | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

7. Which is your primary route?

- | | | | | |
|------------|-----------------------|-----------------------|-----------------------|-----------------------|
| | Belfast | Dublin | Neither | No preference |
| In Ireland | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

8. Which of the following was your most important consideration?

	<i>Please tick those that are important to you</i>	<i>Please tick the three most important</i>
Frequency of service	<input type="checkbox"/>	<input type="checkbox"/>
Short travel times	<input type="checkbox"/>	<input type="checkbox"/>
Environmentally friendly vessels	<input type="checkbox"/>	<input type="checkbox"/>
Quality of travel	<input type="checkbox"/>	<input type="checkbox"/>
Cheaper fares	<input type="checkbox"/>	<input type="checkbox"/>
Ease of booking	<input type="checkbox"/>	<input type="checkbox"/>
More freight capacity	<input type="checkbox"/>	<input type="checkbox"/>
Good punctuality	<input type="checkbox"/>	<input type="checkbox"/>
Reliability of service	<input type="checkbox"/>	<input type="checkbox"/>

9. Are you usually...

- A foot passenger
- Vehicle passenger/driver
- Neither (Business user)

10. Considering your use with the Isle of Man ferry service over the last 12 months, which of the following considerations were important to you?

	<i>Please tick those that are important to you</i>	<i>Please tick the three most important</i>
Frequency of service	<input type="checkbox"/>	<input type="checkbox"/>
Price (discounted fares)	<input type="checkbox"/>	<input type="checkbox"/>
Comfort	<input type="checkbox"/>	<input type="checkbox"/>
Having a cabin	<input type="checkbox"/>	<input type="checkbox"/>
Ease of booking	<input type="checkbox"/>	<input type="checkbox"/>
Short travel times	<input type="checkbox"/>	<input type="checkbox"/>
Good road connections in the UK	<input type="checkbox"/>	<input type="checkbox"/>
Good terminal facilities at both sides	<input type="checkbox"/>	<input type="checkbox"/>
Passenger lounge with reserved seating	<input type="checkbox"/>	<input type="checkbox"/>
Free WiFi	<input type="checkbox"/>	<input type="checkbox"/>
Good punctuality	<input type="checkbox"/>	<input type="checkbox"/>
Reliability of service	<input type="checkbox"/>	<input type="checkbox"/>

11. Over the last 12 months, which destination have you travelled to the most?

	Liverpool	Heysham	Neither	About the same
In England	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. Over the last 12 months, which destination have you travelled to the most?

	Belfast	Dublin	Neither	About the same
In Ireland	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. Which departure time do you prefer for the following destinations?

	Morning	Afternoon	Evening	No preference
Liverpool	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heysham	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ireland	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Douglas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The following questions are considering your views about ferry services in the future.

14. In future, which of the following would be your most important consideration.

	<i>Please tick those that are important to you</i>	<i>Please tick the three most important</i>
Frequency of service	<input type="checkbox"/>	<input type="checkbox"/>
Short travel times	<input type="checkbox"/>	<input type="checkbox"/>
Environmentally friendly vessels/Modern Ferries	<input type="checkbox"/>	<input type="checkbox"/>
Quality of travel	<input type="checkbox"/>	<input type="checkbox"/>
Price (Discounted fares)	<input type="checkbox"/>	<input type="checkbox"/>
Ease of booking	<input type="checkbox"/>	<input type="checkbox"/>
Minimum two sailings per day	<input type="checkbox"/>	<input type="checkbox"/>
Good punctuality	<input type="checkbox"/>	<input type="checkbox"/>
Reliability of service	<input type="checkbox"/>	<input type="checkbox"/>

15. During the Winter Season (October to March), would you find it acceptable to have only one sailing per day (per 24 hours) to England?

- Yes
 No

16. What do you see as most important to you personally when considering future ferry services?

	<i>Please tick those that are important to you</i>	<i>Please tick the three most important</i>
Protection of vital routes	<input type="checkbox"/>	<input type="checkbox"/>
No subsidies to operator	<input type="checkbox"/>	<input type="checkbox"/>
Lower fares	<input type="checkbox"/>	<input type="checkbox"/>
Modern ferries	<input type="checkbox"/>	<input type="checkbox"/>
Short travel times	<input type="checkbox"/>	<input type="checkbox"/>
Using locally employed staff	<input type="checkbox"/>	<input type="checkbox"/>
Ownership of ferry operator	<input type="checkbox"/>	<input type="checkbox"/>
A minimum of two sailings a day	<input type="checkbox"/>	<input type="checkbox"/>
Reliability of service	<input type="checkbox"/>	<input type="checkbox"/>

17. Which other destination, if any, that is not currently served would you want to use?

18. In future, which would be your single preferred destination?

- Heysham
 Liverpool
 Other

19. If Other, please state.

The following section is about your opinion on how the Isle of Man Government should act or take into consideration.

20. What do you believe the Isle of Man Government should consider in terms of importance?

	<i>Please tick those that you think Government should consider</i>	<i>Please tick the three most important</i>
Protection of vital routes	<input type="checkbox"/>	<input type="checkbox"/>
Shorter travel times	<input type="checkbox"/>	<input type="checkbox"/>
Price (Discount fares)	<input type="checkbox"/>	<input type="checkbox"/>
Modern ferries	<input type="checkbox"/>	<input type="checkbox"/>
No subsidies to operator	<input type="checkbox"/>	<input type="checkbox"/>
Using locally employed staff	<input type="checkbox"/>	<input type="checkbox"/>
Ownership of ferry operator	<input type="checkbox"/>	<input type="checkbox"/>
A minimum of two sailings a day	<input type="checkbox"/>	<input type="checkbox"/>
Reliability of service	<input type="checkbox"/>	<input type="checkbox"/>

As the current User Agreement could run until 2026, the Department's options now are to:

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The current ferry operator says there is insufficient time left in the current User Agreement to add further investment for vessel replacement.

21. Do you believe that the Department should accept a new proposal from the current ferry company before the end of the current agreement if the proposal is clearly in the best interests of the Isle of Man?

- Yes
 No

22. Do you believe that the Department should go to tender for future ferry services in time for a potential new provider to start at the end of the current contract if a proposal from the current provider is not accepted in the meantime?

- Yes
 No

23. In the past some island residents have held the view that the IOM Government should purchase the current incumbent ferry company. Do you think that the Government should consider buying the company (wholly or partly) that provides ferry services?

- Yes (wholly own)
 Yes (majority shareholder)
 Yes (minority shareholder)
 Other
 No

24. If other, please state

25. Do you think there should be a further extension to the current user agreement? I.e. do you think we should continue with the same agreement as now that currently is likely to run until 2026?

- Yes
 No

26. If Yes, for how much longer? Please write in the number of years you think it should be extended.

Thank you for taking the time and trouble to complete the consultation. If you have further comments please send them to the Director of Ports Mrs Ann Reynolds, Department of Infrastructure, Sea Terminal Building, Douglas, IM1 2RF.

Unless specifically requested otherwise, any responses received may be published either in part or in their entirety, together with the name of the person or body which submitted the response. If you are responding on behalf of a group please make clear your position.

The purpose of consultation is not to be a referendum but an information, views and evidence gathering exercise. In any consultation the responses received do not guarantee that changes will be made to what has been proposed.

It would be very useful if you could include your contact details below, but you can choose not to if you wish to remain anonymous.

Respondent Details

Name

Company (if applicable)

Address

Telephone

Email

Do you want your name and address to be kept confidential?

- Yes
 No