

Appendix 1

Ferry survey questionnaire

Ferry Service - Future Demand Survey

These questions relate specifically to the Ferry Service. There are separate surveys for the Island Shipping 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 Ferry 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 ferry service in the last year? *

☐ Yes

☐ No

2. If you have not used the ferry service in the last year, please indicate the main reason why:

- ☐ Not applicable
- ☐ No requirement for me to use the ferry
- ☐ The ferry is too expensive
- ☐ The crossing schedule (day/time) is inconvenient

☐

Other

3. When did you last travel on the ferry service? *

- ☐ No applicable
- ☐ In the last month
- ☐ In October or November
- ☐ In August or September
- ☐ In June or July
- ☐ In March or April
- ☐ In January or February
- ☐ More than a year ago

4. Approximately how many ferry crossings have you made in the past year *

5. Approximately how many of those crossings were with a vehicle? *

6. How many were as a foot passenger? *

7. What of the following is your main purpose for using the ferry service?
(please tick one only) *

- ☐ Holiday
- ☐ Visiting family and friends
- ☐ Business
- ☐ Commuting to work
- ☐ Medical
- ☐ Shopping/collecting supplies

☐

Other

8. What other purposes have you used the ferry service for? (please tick all that apply) *

☐ Holiday

☐ Visiting family and friends

☐ Business

☐ Commuting to work

☐ Medical

☐ Shopping/collecting supplies

☐

Other

9. If you answered "business" as your purpose for using the ferry, please give details below

Suitability of the current service

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

10. How do you view the cost of using the ferry? *

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

11. 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 ferry service is? *

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

12. 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 ferry service? *

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

13. 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 ferry service? *

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

14. 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 ferry service? *

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

15. If you have any other comments on how suitable the current ferry service is for your requirements, please provide them here:

16. How useful do you find the current ferry schedule for holidays? Please rate on a scale of 1 to 5, with 1 being very inconvenient to your plans and 5 being very convenient. If not applicable, please skip to the next question.

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

17. How useful do you find the current ferry schedule for visiting family and friends? Please rate on a scale of 1 to 5, with 1 being very inconvenient to your plans and 5 being very convenient. If not applicable, please skip to the next question.

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

18. How useful do you find the current ferry schedule for commuting to work? Please rate on a scale of 1 to 5, with 1 being very inconvenient to your plans and 5 being very convenient. If not applicable, please skip to the next question.

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

19. How useful do you find the current ferry schedule for medical trips? Please rate on a scale of 1 to 5, with 1 being very inconvenient to your plans and 5 being very convenient. If not applicable, please skip to the next question.

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

20. How useful do you find the current ferry schedule for shopping/collecting supplies? Please rate on a scale of 1 to 5, with 1 being very inconvenient to your plans and 5 being very convenient. If not applicable, please skip to the next question.

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

21. If you have anything you wish to add regarding the convenience of current scheduling, please give details below:

22. Does the current ferry schedule meet your requirements? *

☐ Yes

☐ No

23. If you answered no, what changes to the ferry service schedule would make it more convenient for you to use?

24. If the frequency of ferry crossings 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

25. What changes could be made to the ferry and/or FIGAS scheduling to make them more compatible and increase available options for travelling around the Falkland Islands?

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

- ☐ They don't really affect me
- ☐ It's a frustration/minor inconvenience
- ☐ It has a significant impact on me

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

Business/commercial use

These questions are for business or commercial users - if they don't apply, please skip to question 33.

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

- ☐ They don't really affect my business
- ☐ It's a frustration/minor inconvenience
- ☐ It has a significant impact on me or my business

29. 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

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

31. Have you used the ferry service with a commercial sized vehicle?

☐ Yes

☐ No

32. Do you feel the commercial tariffs are:

☐ Not applicable

☐ Inexpensive

☐ About the right price

☐ Too expensive

☐ Don't know/don't have a view

Suitability of the current vessel to meet your needs

These questions are designed to establish whether the current vessel meets your current needs.

33. Does the current vessel passenger accommodation/capacity meet your needs? *

☐ Yes

☐ No

34. If the current vessel passenger accommodation/capacity doesn't meet your needs, please give details below:

35. Does the current vessel's vehicle capacity meet your needs? *

☐ Yes

☐ No

36. If the current vessel's vehicle capacity doesn't meet your needs, please give details below:

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

☐ Yes

☐ No

38. If the current vessel's cargo capacity doesn't meet your needs, please give details below:

39. 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

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

41. Are there any improvements or comments you would like to add about a future ferry service?

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.

42. 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"/>

43. 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"/>

44. 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"/>

45. 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"/>

46. 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.

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

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

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

- ☐ Business owner
- ☐ Private individual
- ☐
- ☐ Other

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

- ☐ Yes
- ☐ No

50. 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: