

**WRITTEN QUESTION TO THE MINISTER FOR ECONOMIC DEVELOPMENT
BY THE DEPUTY OF ST. JOHN
ANSWER TO BE TABLED ON MONDAY 20th JUNE 2011**

Question

Would the Minister give details of the numbers of delays on rotation on Condor Ferries' northern and southern routes over the last 3 years including increases in the journey time of trips per route, broken down to show delays of longer than 30/60/120/240 minutes and also incidents of accidents and being towed into ports ?

Would the Minister give details of when the Condor Ferries Service Level Agreement was last renewed and advise whether both routes will be put out to tender when the current Agreement comes to an end?

Answer

Would the Minister give details of the numbers of delays on rotation on Condor Ferries' northern and southern routes over the last 3 years including increases in the journey time of trips per route, broken down to show delays of longer than 30/60/120/240 minutes and also incidents of accidents and being towed into ports?

Delays - Performance Data

The Deputy asks for operational information of a private company. Although it is not information that the Economic Development Department either do or indeed could readily collect, Condor Ferries supply regular summaries¹ to the Department. These show punctuality grouped in terms of times up to 15 minutes, 30 minutes, 1 hour and in excess of 1 hour. It is not possible to re-calculate these to show the "30/60/120/240" minute intervals requested by the Deputy.

The information attached² has thus been kindly prepared and collated by Condor Ferries.

The Deputy will be pleased to know that the Company has been asked by us and our colleagues in Guernsey to make similar data public and they are working on a final draft version of appropriate and meaningful summaries which will be published quarterly. By December 2012, these publications will conform to new standards complying with EU Regulation No 1177/2010 on Sea passenger Rights.

¹ These can be verified if necessary with movement logs at Jersey Harbours

² See attached.

Incidents of accidents

The term 'accident' covers a wide range of events. In order to provide a manageable report the information has been limited to the legal definition of an accident that could be investigated³:

Date	Incident
25 June 2008	Condor Express: 3 year old child broke arm when he fell off the seat arm of his parent's seat.
18 July 2008	Condor Express: passenger sustained tendon damage to thumb in Duty Free shop (we understand in-patient surgery was required subsequently).
28 July 2008	Condor Express: Express was moored Elizabeth East Berth when HSC "HD-1" collided with stbd bow of Condor Express.
5 Sept 2008	Commodore Clipper: Contact with fender whilst berthing St Helier West berth resulting in dismounting of fender. (Adverse weather and tug in use).
14 Nov 2009	Commodore Goodwill: Loss of starboard anchor and cable off Jsy E coast whilst sheltering from storm force winds.
16 June 2010	Commodore Clipper: Fire in refrigerated trailer on Dk 3 whilst on passage Jy-Pmth (BMA/MAIB investigation ongoing).
16 Dec 2010	Commodore Clipper: minor contact with Duke of Normandy whilst the latter was assisting in berthing, damage to port fwd bulwarks of Duke of Normandy resulted (joint investigation with Jersey Harbours).
10 Feb 2011	Condor Vitesse; Port Outer Jet control failure, during post-refit machinery trials, results in slow speed grounding in Weymouth (MAIB/BMA advised and both have closed the incident).
28 Mar 2011	Condor Vitesse: collision with French F/V Les Marquises (Joint BMA and Affaires Maritimes and other investigations pending).

Condor Ferries have in excess of 2,500 car ferry movements on the Jersey routes alone. This information covers the entire Condor Ferries route network and includes their freight ships.

Being towed into port

Condor Ferries report *no* such incident in the last three years.

³ See attached.

Would the Minister give details of when the Condor Ferries Service Level Agreement was last renewed and advise whether both routes will be put out to tender when the current Agreement comes to an end?

This question, in a slightly different format, was last asked by the Deputy on 13 September 2010.

Condor Ferries Service Level Agreement

The last Condor Ferries Service Level Agreement (SLA) expired on 31 December 2008. This was replaced by a Permit to Operate dated 27 May 2008 and valid until 31 December 2013. This Permit and the service standards laid down in the Direction given to the Harbour Master at the time together contain similar terms to the old SLA.

Possibility of tendering for new permits

The routes form a network, no part of each can easily stand alone. Extensive work has been done to establish the viability of individual components of that network and the Deputy will no doubt be familiar with the research published in the Green Paper⁴ last year.

Whether or not a tender process is appropriate is something that must be kept open for the time being. Condor Ferries is working on proposals for permit renewal and, together with Guernsey we shall want to consider these before a decision is made.

This approach is also important in order to meet States policy, “to maintain and develop year round, long-term, reliable and robust passenger car ferry services. These services, (which must include a reasonable winter service) should be of sufficient quality and frequency to meet the travel needs of Island residents, the business community and tourists.”

Keeping this policy in place was widely supported by the public response to the 2010 Green Paper.

⁴ This can be viewed at: <http://www.gov.je/Government/Consultations/Pages/CarPassengerFerryMarket.aspx>



Summary Vessel Performance v Schedule
JANUARY – DECEMBER 2008
UK – JERSEY – UK

Fast Ferry

Jersey Performance Summary	UK- JY - UK
Scheduled sailings	756
Cancelled sailings	38
Additional sailings	7
Total Actual Sailings	725

Reliability	94.75%
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Fast Ferry Punctuality Performance	UK- JY - UK
Arrival/Departure early/on time/ within 15 mins of schedule	72%
Arrival/Departure with 16- 30 mins delay against schedule	11%
Arrival/Departure with 31 – 60 mins delay against schedule	11%
Arrival/Departure with over 60 mins delay against schedule	6%

Condorferries

Summary Vessel Performance v Schedule

JANUARY – DECEMBER 2008

UK – JERSEY – UK

Commodore Clipper

Conventional Ferry

Jersey Performance Summary	UK- JY - UK
Scheduled sailings	663
Cancelled sailings	5
Additional sailings	8
Total Actual Sailings	666

Reliability	99.25%
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Conventional Ship Punctuality Performance	%
Arrival/Departure early/on time/ within 15 mins of schedule	80.7%
Arrival/Departure with 16- 30 mins delay against schedule	4.4%
Arrival/Departure with 31 – 60 mins delay against schedule	4.4%
Arrival/Departure with over 60 mins delay against schedule	10.5%

- In January 2008 while Commodore Goodwill was in dry dock the vessel was replaced by the MV Triumph. This resulted in increased freight carryings on Commodore Clipper resulting in some delays against the scheduled service

Condorferries

Summary Vessel Performance v Schedule

JANUARY – DECEMBER 2008

ST – JERSEY – ST

Condor 10

Jersey Performance Summary	UK- JY - UK
Scheduled sailings	1195
Cancelled sailings	20
Additional sailings	16
Total Actual Sailings	1191

Reliability	98%
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Condor 10 Punctuality Performance	%
Arrival/Departure early/on time/ within 15 mins of schedule	85.3%
Arrival/Departure with 16- 30 mins delay against schedule	9.2%
Arrival/Departure with 31 – 60 mins delay against schedule	4.4%
Arrival/Departure with over 60 mins delay against schedule	1.1%

Condorferries

Notes:

- Performance Figures do not include UK to France service when calls are via Jersey.
- In addition to the Channel Island Services the following through services from the UK to St Malo were operated by Condor Vitesse with daily calls to either Guernsey or Jersey in the height of the season

Vitesse

Jersey Performance Summary	UK- France/CI - UK
Scheduled sailings	282
Cancelled sailings	7
Additional sailings	6
Total Actual Sailings	281

Reliability	97.5%
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Condorferries

Vessel Performance V Schedule

2009

UK- Jersey – UK

Fast Ferry

Jersey Performance Summary	UK-JE-UK
Scheduled sailings	908
Cancelled Sailings	34
Additional Sailings	6
Total actual sailings	880

Reliability	96.91%
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Fast Ferry Punctuality Performance	UK-JE-UK
Arrival/Departure early / on time / within 15mins of schedule	67%
Arrival/Departure with 16-30 mins delay against schedule	15%
Arrival/Departure with 31-60 mins delay against schedule	14%
Arrival/Departure exceeding 60 mins delay against schedule	4%

Condorferries

Vessel Performance V Schedule

2009
UK- Jersey - UK

Conventional Ferry

Jersey Performance Summary	UK-JE-UK
Scheduled sailings	607
Cancelled Sailings	0
Additional Sailings	2
Total actual sailings	609

Reliability	100%
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Conventional Ferry Punctuality Performance	UK-JE-UK
Arrival/Departure early / on time / within 15mins of schedule	77%
Arrival/Departure with 16-30 mins delay against schedule	8%
Arrival/Departure with 31-60 mins delay against schedule	10%
Arrival/Departure exceeding 60 mins delay against schedule	5%

Condorferries

Vessel Performance V Schedule

2009

St Malo – Jersey – St Malo

Condor 10

Jersey Performance Summary	ST-JE-ST
Scheduled sailings	1090*
Cancelled Sailings	41
Additional Sailings	22
Total actual sailings	1071*
Notes: * There were a further 270 sailings between Jersey and St Malo using either the UK ship or Condor Vitesse. Reliability and punctuality statistics for the UK ship sailings are included in the UK-JE-UK route table	
Reliability	98.25%
Fast Ferry Punctuality Performance	ST-JE-ST
Arrival/Departure early / on time / within 15mins of schedule	84%
Arrival/Departure with 16-30 mins delay against schedule	10%
Arrival/Departure with 31-60 mins delay against schedule	4%
Arrival/Departure exceeding 60 mins delay against schedule	2%

Condorferries

Summary Vessel Performance v Schedule

2010

UK – JERSEY – UK

Fast Ferry

Jersey Performance summary	UK - JE - UK
Scheduled sailings	831
Cancelled sailings	15
Additional sailings	18
Total actual sailings	834

Jersey punctuality summary	UK - JE - UK
Arrival/Departure/on time/within 15 mins of schedule	66%
Arrival/Departure with 16 - 30 mins of delay against schedule	16%
Arrival/Departure with 31 - 60 mins of delay against schedule	12%
Arrival/Departure with over 60 mins of delay against schedule	6%



Summary Vessel Performance v Schedule

2010

UK - JERSEY - UK

Conventional Ferry

Jersey Performance summary	UK - JE - UK
Scheuled sailings	533
Cancelled sailings	17
Additional sailings	3
Total actual sailings	519

Jersey punctuality summary	UK - JE - UK
Arrival/Departure/on time/within 15 mins of schedule	62%
Arrival/Departure with 16 - 30 mins of delay against schedule	13%
Arrival/Departure with 31 - 60 mins of delay against schedule	20%
Arrival/Departure with over 60 mins of delay against schedule	5%

Notes:

During 2010 due to the fire on the Clipper and the scheduled drydock there were extensive periods when the Clipper was replaced by chartered vessels. The performance of the chartered vessels and the change to schedules had an adverse effect on the punctuality figures.

Condorferries

Summary Vessel Performance v Schedule

2010

ST – JERSEY – ST

St Malo Route

Jersey Performance summary	SM - JE - SM
Scheuled sailings	854
Cancelled sailings	5
Additional sailings	3
Total actual sailings	852

Jersey punctuality summary	SM - JE - SM
Arrival/Departure/on time/within 15 mins of schedule	86%
Arrival/Departure with 16 - 30 mins of delay against schedule	9%
Arrival/Departure with 31 - 60 mins of delay against schedule	3%
Arrival/Departure with over 60 mins of delay against schedule	2%

Condorferries

Notes:

- Performance Figures include all UK-JSY trips.
- The figures are for each arrival and departure from/to Jersey.
- In addition to the Channel Island Services the following services were operated by Condor Vitesse on a UK schedule on behalf of Brittany Ferries, with daily calls to either Guernsey or Jersey in the height of the season..

Vitesse

Guernsey Performance Summary	UK-France/CI-UK
Scheduled Sailings	283
Cancelled Sailings	3
Additional Sailings	7
Total Actual Sailings	287

Incidents of accidents

Summary of the Legal Definition of a Marine Accident involving a Jersey ship or a ship in Jersey waters:

- (a)
 - (i) a ship is lost or presumed to be lost, abandoned, disabled, stranded, in collision or seriously damaged,
 - (ii) there is loss of life or serious injury or a person is lost from, a ship or ship's boat; or
- (b) any other hazardous incident.

"hazardous incident" means an incident, (a) by which the safety of a ship or a person on board is imperilled; or (b) as a result of which serious damage to another ship, a structure or the environment might be caused;

"serious injury" means -

- (a) fracture of the skull, spine or pelvis;
- (b) fracture of a bone in the arm other than in the wrist or hand;
- (c) fracture of a bone in the leg other than in the ankle or foot;
- (d) amputation of a hand or foot; or
- (e) other physical injury that results in the person being admitted to hospital as an in-patient for more than 24 hours.

[Extract taken from Article 165 of the Shipping (Jersey) Law 2002]