

Ministerial Offices | Government of Jersey | Union Street
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By email

11th June 2025

Dear Chair,

DFDS KPI reporting

I am writing to provide an update to the Panel on critical Key Performance Indicators (KPIs) for cancellation and delays for the first three months of the service.

As you know, the new Concession Agreement enhances the oversight and governance on the operator, compared to the previous Operating Agreement via a detailed regime of KPIs that DFDS is expected to satisfy.

Quarterly monitoring meetings are to be held to review the delivery of these KPIs and I have asked that regular reporting be provided to the Panel following these meetings.

The first such update will be in August for Q2 2025 reporting but in advance of this, I wanted to give an update on DFDS' performance for its first three months of operation (28th March to 31st May).

For the purposes of the below data, delays have been measured at the time of departure – this should be updated in time for the August update to enable measuring of delays by time of arrival.

Additionally, replacement services offered in April (via a RoPax vessel) have been included within the High Speed Craft (HSC) measurements to reflect the use of a contingency vessel on the St Malo route when the relevant HSC was unavailable. Similarly, the provision of a single Guernsey service in place of a Portsmouth rotation during May (to enable local residents to support the Murrati) has been treated as a replacement, rather than a cancellation and provision of a new service.

Cancellation and Delays Report

Period: 28/3 - 31/5

| | Scheduled Sailings | Cancellations | Operated Sailings | Moderate Delay | Material Delay |
|---|--------------------|---------------|-------------------|----------------|----------------|
| HSCs | | | | | |
| Poole (Levante) | 52 | | 52 | 0 | 0 |
| St Malo (Tarifa) | 162 | 0 | 137 | 8 | 0 |
| St Malo (Stena Vinga, Ropax) | - | | 26 | 1 | 0 |
| HSCs in % | | 0% | | | 4% |
| Ropax | | | | | |
| Portsmouth (Stena Vinga / Cote d'Albatre) | 112 | 4 | 106 | 3 | 0 |
| Guernsey (Stena Vinga) | 0 | | 2 | | |
| Ropax in % | | 4% | | | 3% |
| RoRo | | | | | |
| Portsmouth (Arrow) | 110 | 2 | 108 | 6 | 7 |
| St Malo (Arrow) | 20 | 4 | 16 | 1 | 2 |
| RoRo in % | | 5% | | | 13% |

As the above data illustrates, with regard to the KPI of cancellations and delays, the performance is positive, with the exception of delays for RoRo services. This reflects instances where DFDS have held back the departure time to enable loading of freight with the vessel making up time during its journey. This should be evidenced once data on arrival times is available, which, pleasingly, will show a more positive position

I hope the above is helpful to the Panel's work in advance of formal reporting commencing in August 2025.

Should the Panel have any questions or desire a briefing I would be happy to assist.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'K. Morel', with a stylized flourish at the end.

Deputy Kirsten Morel
Minister for Sustainable Economic Development