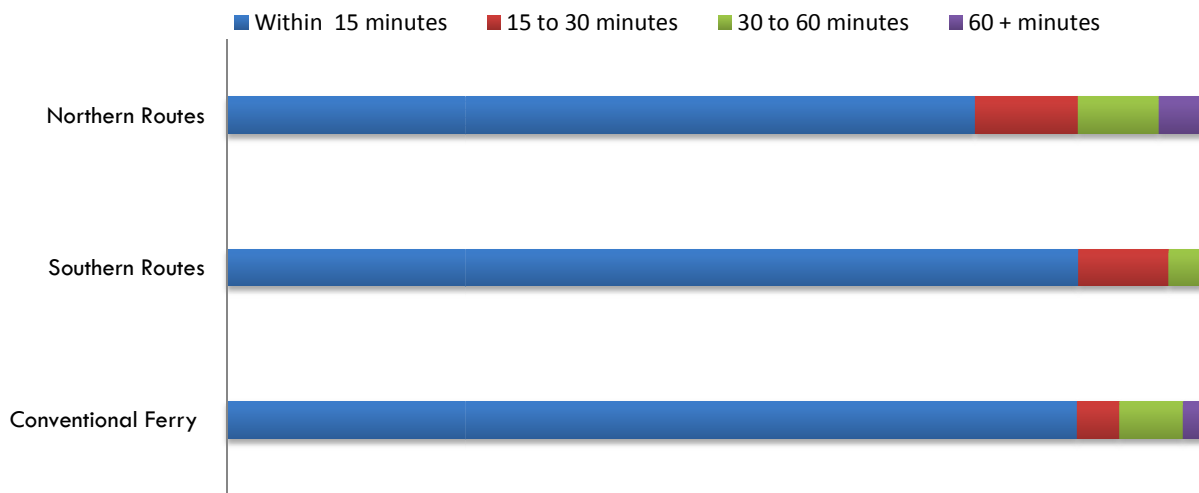


**Customer Focus: April to June 2011<sup>1</sup>**

**Punctuality**

- In the second quarter of 2011, Condor Ferries operated 1,343 sailings<sup>2</sup> between the Channel Islands, UK and France on which passengers could travel.
- On the Northern routes<sup>3</sup>, three quarters of sailings arrived on time or within 15 minutes of scheduled arrival times
- 87% of all sailings on the Southern route and the conventional ferry arrived within 15 minutes of scheduled arrival times.

**Punctuality Update: Ferry arrivals**



	Conventional Ferry	Southern Routes	Northern Routes
■ Within 15 minutes	87.0%	87.1%	76.6%
■ 15 to 30 minutes	4.3%	9.2%	10.6%
■ 30 to 60 minutes	6.5%	3.4%	8.3%
■ 60+ minutes	2.2%	0.2%	4.6%

<sup>1</sup> The data period is 1 April – 30 June 2011 and reports on punctuality against scheduled arrival times, including rescheduled departures against the revised timings. Further information on the number of times a rotation was rescheduled is provided below.

<sup>2</sup> A sailing is one part of a rotation – between immediately connected ports of call.

<sup>3</sup> Northern routes are those between the Channel Islands and the UK, and Southern routes are those from the Channel Islands to France. Conventional ferry covers Commodore Clipper which carries both freight and passengers.

### Changes to schedule due to weather, technical or for other reasons

From time to time, Condor Ferries services are rescheduled for a variety of reasons. This may be because the forecast weather conditions exceed our operational limits at the scheduled time, as a result of technical problems or to accommodate exceptional traffic like cultural and sporting events in the Islands which are notified after the schedule has been published. Across the course of a year, all these factors will cause schedules to be amended.

For example, during this period Condor Ferries provided a cost price charter service for Island Games competitors which resulted in one less sailing between the Islands and the UK on 24<sup>th</sup> June.

There were 47 days in the quarter when part or all of a rotation or rotations<sup>4</sup> were rescheduled for technical reasons. Over 80% of these schedule changes were published and communicated two or more days before departure.

### Reliability<sup>5</sup>

- Condor Ferries passenger services were extremely reliable with more than 98% of all scheduled sailings on all routes and passenger ships taking place and there was no significant difference in reliability on the Northern or Southern routes.
- Over the three month period, Condor Ferries scheduled over 1,300 sailings of which 26 or 1.8% were cancelled. 10 sailings were cancelled due to weather conditions which exceeded safe operational limits and the remainder were cancelled due to technical problems. No sailings of the conventional ferry were cancelled.

April - June 2011	Reliability Analysis			
	Northern Route	Southern Route	Conventional Ferry	All services, all routes
Scheduled sailings	543	502	324	1369
Cancelled sailings	22	4	0	26
Additional sailings	0	0	0	0
Net sailings	521	498	324	1343
<b>Total Sailings</b>	<b>521</b>	<b>498</b>	<b>324</b>	<b>1343</b>
Overall reliability	95.8%	99.2%	100.0%	98.1%

<sup>4</sup> A rotation is one complete journey from start port to all ports of call and then to the final port. The final port is most frequently the first departure port.

<sup>5</sup> Reliability is calculated as a measure of the number of sailings compared to total cancellations.