



## **DEPARTMENT OF INFRASTRUCTURE**

# **ISLE OF MAN FERRY SERVICES SURVEY 2018**



**Isle of Man  
Government**

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## **December 2018**

## **2018 Isle of Man Ferry Services Survey Tabular Results**

This report contains the aggregate unweighted results of the Isle of Man Sea Services Survey, conducted in October 2018. Total response to the survey was 4,962, including 100 respondents who took in the survey in their capacity as business owners.

Section One contains the responses of the Passenger survey. Section Two contains the responses of the Business survey, with tables either aggregated by all businesses, or demarcated as Freight/ Shipping or Tourist businesses as applicable.

This survey was conducted on behalf of the Department of Infrastructure of the Isle of Man Government.

The results of the survey are being used to help formulate the new Sea Services Agreement between the Department of Infrastructure and the Isle of Man Steam Packet Company Limited.

## **Section 1: All Passengers**

**Table 1.** In the past two years, how many times on average have you taken a return journey on the ferry service...

	<b>For leisure travel</b>		<b>For work related travel</b>	
	<i>Count</i>	<i>%</i>	<i>Count</i>	<i>%</i>
<i>No response</i>	30	0.6	1804	37.1
<i>Never</i>	114	2.3	2406	49.5
<i>1 - 5 journeys</i>	2648	54.5	535	11.0
<i>6 - 10 journeys</i>	1847	38.0	76	1.6
<i>About once per month</i>	223	4.6	41	0.8
<i>Total</i>	4862	100.0	4862	100.0

**Table 2.** If you have used the ferry service, approximately how many times in the past 2 years have you made a return journey...

	<b>With a car</b>		<b>With a motorcycle</b>		<b>As a foot passenger</b>		<b>On a coach service</b>	
	<i>Count</i>	<i>%</i>	<i>Count</i>	<i>%</i>	<i>Count</i>	<i>%</i>	<i>Count</i>	<i>%</i>
<i>No response</i>	327	6.7	1934	39.8	1148	23.6	2143	44.1
<i>Never</i>	518	10.7	2343	48.2	834	17.2	2663	54.8
<i>1 - 5 journeys</i>	2650	54.5	530	10.9	2242	46.1	53	1.1
<i>6 - 10 journeys</i>	1250	25.7	50	1.0	538	11.1	2	0.0
<i>About once per month</i>	117	2.4	5	0.1	100	2.1	1	0.0
<i>Total</i>	4862	100	4862	100	4862	100	4862	100

**Table 3.** How satisfied are you with the frequency of sailings for:

	<b>Liverpool</b>		<b>Heysham</b>		<b>Dublin</b>		<b>Belfast</b>	
	<i>Count</i>	<i>%</i>	<i>Count</i>	<i>%</i>	<i>Count</i>	<i>%</i>	<i>Count</i>	<i>%</i>
<i>No response</i>	186	3.8	220	4.5	648	13.3	608	12.5
<i>Not applicable to me</i>	342	7.0	471	9.7	2660	54.7	2579	53.0
<i>Very dissatisfied</i>	186	3.8	148	3.0	531	10.9	573	11.8
<i>Dissatisfied</i>	983	20.2	544	11.2	715	14.7	734	15.1
<i>Satisfied</i>	2607	53.6	2810	57.8	274	5.6	324	6.7
<i>Very satisfied</i>	558	11.5	669	13.8	34	0.7	44	0.9
<i>Total</i>	4862	100	4862	100	4862	100	4862	100

**Table 4:** How important to you are the frequency of sailings for:

	<b>Liverpool</b>		<b>Heysham</b>		<b>Dublin</b>		<b>Belfast</b>	
	<i>Count</i>	<i>%</i>	<i>Count</i>	<i>%</i>	<i>Count</i>	<i>%</i>	<i>Count</i>	<i>%</i>
<i>No response</i>	213	4.4	263	5.4	843	17.3	792	16.3
<i>Not at all important</i>	214	4.4	311	6.4	1723	35.4	1726	35.5
<i>Not very important</i>	391	8.0	614	12.6	982	20.2	929	19.1
<i>Fairly important</i>	1911	39.3	2093	43.0	843	17.3	856	17.6
<i>Very important</i>	2133	43.9	1581	32.5	471	9.7	559	11.5
<i>Total</i>	4862	100	4862	100	4862	100	4862	100

**Table 5:** How satisfied are you with arrival and departure times for:

	<b>Liverpool</b>		<b>Heysham</b>		<b>Dublin</b>		<b>Belfast</b>	
	<i>Count</i>	<i>%</i>	<i>Count</i>	<i>%</i>	<i>Count</i>	<i>%</i>	<i>Count</i>	<i>%</i>
<i>No response</i>	200	4.1	233	4.8	766	15.8	727	15.0
<i>Not applicable to me</i>	314	6.5	447	9.2	2651	54.5	2581	53.1
<i>Very dissatisfied</i>	141	2.9	142	2.9	331	6.8	404	8.3
<i>Dissatisfied</i>	679	14.0	749	15.4	539	11.1	561	11.5
<i>Satisfied</i>	2795	57.5	2708	55.7	524	10.8	532	10.9
<i>Very satisfied</i>	733	15.1	583	12.0	51	1.0	57	1.2
<i>Total</i>	4862	100	4862	100	4862	100	4862	100

**Table 6:** How important to you are arrival/departure times for:

	<b>Liverpool</b>		<b>Heysham</b>		<b>Dublin</b>		<b>Belfast</b>	
	<i>Count</i>	<i>%</i>	<i>Count</i>	<i>%</i>	<i>Count</i>	<i>%</i>	<i>Count</i>	<i>%</i>
<i>No response</i>	257	5.3	295	6.1	938	19.3	890	18.3
<i>Not at all important</i>	222	4.6	314	6.5	1873	38.5	1848	38.0
<i>Not very important</i>	412	8.5	528	10.9	748	15.4	715	14.7
<i>Fairly important</i>	2105	43.3	2292	47.1	808	16.6	818	16.8
<i>Very important</i>	1866	38.4	1433	29.5	495	10.2	591	12.2
<i>Total</i>	4862	100	4862	100	4862	100	4862	100

**Table 7:** How satisfied are you with the speed of journeys for:

	<b>Liverpool</b>		<b>Heysham</b>		<b>Dublin</b>		<b>Belfast</b>	
	<i>Count</i>	<i>%</i>	<i>Count</i>	<i>%</i>	<i>Count</i>	<i>%</i>	<i>Count</i>	<i>%</i>
<i>No response</i>	204	4.2	218	4.5	791	16.3	748	15.4
<i>Not applicable to me</i>	291	6.0	411	8.5	2702	55.6	2626	54.0
<i>Very dissatisfied</i>	180	3.7	403	8.3	106	2.2	124	2.6
<i>Dissatisfied</i>	674	13.9	1504	30.9	334	6.9	358	7.4
<i>Satisfied</i>	2582	53.1	2050	42.2	819	16.8	891	18.3
<i>Very satisfied</i>	931	19.1	276	5.7	110	2.3	115	2.4
<i>Total</i>	4862	100	4862	100	4862	100	4862	100

**Table 8:** How important to you are the speed of journeys for:

	<b>Liverpool</b>		<b>Heysham</b>		<b>Dublin</b>		<b>Belfast</b>	
	<i>Count</i>	<i>%</i>	<i>Count</i>	<i>%</i>	<i>Count</i>	<i>%</i>	<i>Count</i>	<i>%</i>
<i>No response</i>	241	5.0	277	5.7	1022	21.0	971	20.0
<i>Not at all important</i>	223	4.6	311	6.4	1835	37.7	1794	36.9
<i>Not very important</i>	515	10.6	602	12.4	665	13.7	651	13.4
<i>Fairly important</i>	2214	45.5	2298	47.3	884	18.2	919	18.9
<i>Very important</i>	1669	34.3	1374	28.3	456	9.4	527	10.8
<i>Total</i>	4862	100	4862	100	4862	100	4862	100

**Table 9:** Ease and convenience of booking

<b>How satisfied are you ...</b>			<b>How important to you ...</b>		
	<i>Count</i>	<i>%</i>		<i>Count</i>	<i>%</i>
<i>No response</i>	28	0.6	<i>No response</i>	39	0.8
<i>Not applicable to me</i>	32	0.7	<i>Not at all important</i>	9	0.2
<i>Very dissatisfied</i>	201	4.1	<i>Not very important</i>	75	1.5
<i>Dissatisfied</i>	539	11.1	<i>Fairly important</i>	1774	36.5
<i>Satisfied</i>	2669	54.9	<i>Very important</i>	2965	61.0
<i>Very satisfied</i>	1393	28.7	<i>Total</i>	4862	100
<i>Total</i>	4862	100			

**Table 10:** Ticket prices for foot passengers

<b>How satisfied are you ...</b>			<b>How important to you ...</b>		
	<i>Count</i>	<i>%</i>		<i>Count</i>	<i>%</i>
<i>No response</i>	119	2.4	<i>No response</i>	177	3.6
<i>Not applicable to me</i>	731	15.0	<i>Not at all important</i>	350	7.2
<i>Very dissatisfied</i>	698	14.4	<i>Not very important</i>	350	7.2
<i>Dissatisfied</i>	1330	27.4	<i>Fairly important</i>	1249	25.7
<i>Satisfied</i>	1679	34.5	<i>Very important</i>	2736	56.3
<i>Very satisfied</i>	305	6.3	<i>Total</i>	4862	100
<i>Total</i>	4862	100			

**Table 11:** Ticket prices for passenger vehicles

<b>How satisfied are you ...</b>			<b>How important to you ...</b>		
	<i>Count</i>	<i>%</i>		<i>Count</i>	<i>%</i>
<i>No response</i>	52	1.1	<i>No response</i>	73	1.5
<i>Not applicable to me</i>	241	5.0	<i>Not at all important</i>	117	2.4
<i>Very dissatisfied</i>	1867	38.4	<i>Not very important</i>	97	2.0
<i>Dissatisfied</i>	1965	40.4	<i>Fairly important</i>	682	14.0
<i>Satisfied</i>	652	13.4	<i>Very important</i>	3893	80.1
<i>Very satisfied</i>	85	1.7	<i>Total</i>	4862	100
<i>Total</i>	4862	100			

**Table 12: Having a cabin**

<b>How satisfied are you ...</b>			<b>How important to you ...</b>		
	<i>Count</i>	<i>%</i>		<i>Count</i>	<i>%</i>
<i>No response</i>	138	2.8	<i>No response</i>	123	2.5
<i>Not applicable to me</i>	1695	34.9			
<i>Very dissatisfied</i>	639	13.1	<i>Not at all important</i>	1126	23.2
<i>Dissatisfied</i>	1082	22.3	<i>Not very important</i>	1492	30.7
<i>Satisfied</i>	1129	23.2	<i>Fairly important</i>	1223	25.2
<i>Very satisfied</i>	179	3.7	<i>Very important</i>	898	18.5
<i>Total</i>	4862	100	<i>Total</i>	4862	100

**Table 13: Onboard passenger lounge with reserved seating**

<b>How satisfied are you ...</b>			<b>How important to you ...</b>		
	<i>Count</i>	<i>%</i>		<i>Count</i>	<i>%</i>
<i>No response</i>	93	1.9	<i>No response</i>	105	2.2
<i>Not applicable to me</i>	1332	27.4			
<i>Very dissatisfied</i>	348	7.2	<i>Not at all important</i>	849	17.5
<i>Dissatisfied</i>	859	17.7	<i>Not very important</i>	1379	28.4
<i>Satisfied</i>	1881	38.7	<i>Fairly important</i>	1607	33.1
<i>Very satisfied</i>	349	7.2	<i>Very important</i>	922	19.0
<i>Total</i>	4862	100	<i>Total</i>	4862	100

**Table 14: Onboard entertainment options**

<b>How satisfied are you ...</b>			<b>How important to you ...</b>		
	<i>Count</i>	<i>%</i>		<i>Count</i>	<i>%</i>
<i>No response</i>	79	1.6	<i>No response</i>	119	2.4
<i>Not applicable to me</i>	1183	24.3			
<i>Very dissatisfied</i>	648	13.3	<i>Not at all important</i>	915	18.8
<i>Dissatisfied</i>	1319	27.1	<i>Not very important</i>	1370	28.2
<i>Satisfied</i>	1537	31.6	<i>Fairly important</i>	1624	33.4
<i>Very satisfied</i>	96	2.0	<i>Very important</i>	834	17.2
<i>Total</i>	4862	100	<i>Total</i>	4862	100

**Table 15: Onboard facilities for children and families**

<b>How satisfied are you ...</b>			<b>How important to you ...</b>		
	<i>Count</i>	<i>%</i>		<i>Count</i>	<i>%</i>
<i>No response</i>	116	2.4	<i>No response</i>	162	3.3
<i>Not applicable to me</i>	2423	49.8			
<i>Very dissatisfied</i>	501	10.3	<i>Not at all important</i>	1579	32.5
<i>Dissatisfied</i>	885	18.2	<i>Not very important</i>	828	17.0
<i>Satisfied</i>	883	18.2	<i>Fairly important</i>	1161	23.9
<i>Very satisfied</i>	54	1.1	<i>Very important</i>	1132	23.3
<i>Total</i>	4862	100	<i>Total</i>	4862	100

**Table 16:** Terminal facilities on both sides

<b>How satisfied are you ...</b>			<b>How important to you ...</b>		
	<i>Count</i>	<i>%</i>		<i>Count</i>	<i>%</i>
<i>No response</i>	60	1.2	<i>No response</i>	97	2.0
<i>Not applicable to me</i>	227	4.7			
<i>Very dissatisfied</i>	737	15.2	<i>Not at all important</i>	146	3.0
<i>Dissatisfied</i>	1818	37.4	<i>Not very important</i>	704	14.5
<i>Satisfied</i>	1894	39.0	<i>Fairly important</i>	2271	46.7
<i>Very satisfied</i>	126	2.6	<i>Very important</i>	1644	33.8
<i>Total</i>	4862	100	<i>Total</i>	4862	100

**Table 17:** Road connections in the UK

<b>How satisfied are you ...</b>			<b>How important to you ...</b>		
	<i>Count</i>	<i>%</i>		<i>Count</i>	<i>%</i>
<i>No response</i>	76	1.6	<i>No response</i>	94	1.9
<i>Not applicable to me</i>	345	7.1			
<i>Very dissatisfied</i>	85	1.7	<i>Not at all important</i>	174	3.6
<i>Dissatisfied</i>	317	6.5	<i>Not very important</i>	345	7.1
<i>Satisfied</i>	3114	64.0	<i>Fairly important</i>	2001	41.2
<i>Very satisfied</i>	925	19.0	<i>Very important</i>	2248	46.2
<i>Total</i>	4862	100	<i>Total</i>	4862	100

**Table 18:** Free wifi

<b>How satisfied are you ...</b>			<b>How important to you ...</b>		
	<i>Count</i>	<i>%</i>		<i>Count</i>	<i>%</i>
<i>No response</i>	76	1.6	<i>No response</i>	74	1.5
<i>Not applicable to me</i>	338	7.0			
<i>Very dissatisfied</i>	2022	41.6	<i>Not at all important</i>	216	4.4
<i>Dissatisfied</i>	1214	25.0	<i>Not very important</i>	456	9.4
<i>Satisfied</i>	1003	20.6	<i>Fairly important</i>	1691	34.8
<i>Very satisfied</i>	209	4.3	<i>Very important</i>	2425	49.9
<i>Total</i>	4862	100	<i>Total</i>	4862	100

**Table 19:** Would you prefer the service to Liverpool to be available as...

	<i>Count</i>	<i>%</i>
<i>No response</i>	275	5.7
<i>An approximately 2.5 hour journey on a fast ferry, seven months of the year, with all departures during daytime hours</i>	2970	61.1
<i>An approximately 3.5-4 hour journey on a conventional ferry, all year round, but with one overnight departure</i>	1617	33.3
<i>Total</i>	4862	100

**Table 21:** If you do use (or you might use) services to Dublin, how likely would you be to make use of services during...

	Christmas		Easter		Summer holidays		Weekends (Friday to Monday)		Other	
	Count	%	Count	%	Count	%	Count	%	Count	%
<i>No response</i>	1830	37.6	1828	37.6	1732	35.6	1728	35.5	1804	37.1
<i>I don't know</i>	476	9.8	492	10.1	410	8.4	411	8.5	769	15.8
<i>Not at all likely</i>	1222	25.1	865	17.8	500	10.3	526	10.8	547	11.3
<i>Not very likely</i>	551	11.3	494	10.2	320	6.6	300	6.2	364	7.5
<i>Fairly likely</i>	435	8.9	709	14.6	972	20.0	923	19.0	797	16.4
<i>Very likely</i>	348	7.2	474	9.7	928	19.1	974	20.0	581	11.9
<i>Total</i>	4862	100	4862	100	4862	100	4862	100	4862	100

**Table 22:** If you do use (or you might use) services to Belfast, how likely would you be to make use of services during...

	Christmas		Easter		Summer holidays		Weekends (Friday to Monday)		Other	
	Count	%	Count	%	Count	%	Count	%	Count	%
<i>No response</i>	1816	37.4	1814	37.3	1753	36.1	1728	35.5	1804	37.1
<i>I don't know</i>	498	10.2	514	10.6	456	9.4	462	9.5	785	16.1
<i>Not at all likely</i>	1226	25.2	900	18.5	569	11.7	578	11.9	599	12.3
<i>Not very likely</i>	526	10.8	471	9.7	327	6.7	307	6.3	373	7.7
<i>Fairly likely</i>	358	7.4	651	13.4	908	18.7	878	18.1	679	14.0
<i>Very likely</i>	438	9.0	512	10.5	849	17.5	909	18.7	622	12.8
<i>Total</i>	4862	100	4862	100	4862	100	4862	100	4862	100





**Table 27:** How satisfied are you with the speed of journeys for:

	<b>Liverpool</b>		<b>Heysham</b>		<b>Dublin</b>		<b>Belfast</b>	
	<i>Count</i>	<i>%</i>	<i>Count</i>	<i>%</i>	<i>Count</i>	<i>%</i>	<i>Count</i>	<i>%</i>
<i>No response</i>	10	10.0	9	9.0	18	18.0	19	19.0
<i>Not applicable to me</i>	12	12.0	7	7.0	35	35.0	32	32.0
<i>Very dissatisfied</i>	3	3.0	8	8.0	5	5.0	5	5.0
<i>Dissatisfied</i>	10	10.0	22	22.0	7	7.0	8	8.0
<i>Satisfied</i>	55	55.0	45	45.0	32	32.0	32	32.0
<i>Very satisfied</i>	10	10.0	9	9.0	3	3.0	4	4.0
<i>Total</i>	100	100	100	100	100	100	100	100

**Table 28:** How important to your business is the speed of journeys for:

	<b>Liverpool</b>		<b>Heysham</b>		<b>Dublin</b>		<b>Belfast</b>	
	<i>Count</i>	<i>%</i>	<i>Count</i>	<i>%</i>	<i>Count</i>	<i>%</i>	<i>Count</i>	<i>%</i>
<i>No response</i>	10	10.0	9	9.0	18	18.0	19	19.0
<i>Not at all important</i>	15	15.0	8	8.0	31	31.0	28	28.0
<i>Not very important</i>	21	21.0	20	20.0	17	17.0	16	16.0
<i>Fairly important</i>	35	35.0	37	37.0	18	18.0	20	20.0
<i>Very important</i>	19	19.0	26	26.0	16	16.0	17	17.0
<i>Total</i>	100	100	100	100	100	100	100	100

**Table 29:** Booking and information

<b>How satisfied are you ...</b>			<b>How important to you ...</b>		
	<i>Count</i>	<i>%</i>		<i>Count</i>	<i>%</i>
<i>No response</i>	7	7.0	<i>No response</i>	7	7.0
<i>Not applicable to me</i>	6	6.0			
<i>Very dissatisfied</i>	5	5.0	<i>Not at all important</i>	9	9.0
<i>Dissatisfied</i>	16	16.0	<i>Not very important</i>	1	1.0
<i>Satisfied</i>	55	55.0	<i>Fairly important</i>	42	42.0
<i>Very satisfied</i>	11	11.0	<i>Very important</i>	41	41.0
<i>Total</i>	100	100	<i>Total</i>	100	100

**Table 30:** Reliability of scheduled service

<b>How satisfied are you ...</b>			<b>How important to you ...</b>		
	<i>Count</i>	<i>%</i>		<i>Count</i>	<i>%</i>
<i>No response</i>	5	5.0	<i>No response</i>	7	7.0
<i>Not applicable to me</i>	3	3.0			
<i>Very dissatisfied</i>	7	7.0	<i>Not at all important</i>	2	2.0
<i>Dissatisfied</i>	17	17.0	<i>Not very important</i>	3	3.0
<i>Satisfied</i>	55	55.0	<i>Fairly important</i>	21	21.0
<i>Very satisfied</i>	13	13.0	<i>Very important</i>	67	67.0
<i>Total</i>	100	100	<i>Total</i>	100	100

**Table 31:** Stability of the vessel in all weathers

<b>How satisfied are you ...</b>			<b>How important to you ...</b>		
	<i>Count</i>	<i>%</i>		<i>Count</i>	<i>%</i>
<i>No response</i>	6	6.0	<i>No response</i>	3	3.0
<i>Not applicable to me</i>	5	5.0			
<i>Very dissatisfied</i>	14	14.0	<i>Not at all important</i>	2	2.0
<i>Dissatisfied</i>	24	24.0	<i>Not very important</i>	6	6.0
<i>Satisfied</i>	44	44.0	<i>Fairly important</i>	38	38.0
<i>Very satisfied</i>	7	7.0	<i>Very important</i>	51	51.0
<i>Total</i>	100	100	<i>Total</i>	100	100

**Table 32:** Terminal facilities on both sides

<b>How satisfied are you ...</b>			<b>How important to you ...</b>		
	<i>Count</i>	<i>%</i>		<i>Count</i>	<i>%</i>
<i>No response</i>	6	6.0	<i>No response</i>	7	7.0
<i>Not applicable to me</i>	14	14.0			
<i>Very dissatisfied</i>	16	16.0	<i>Not at all important</i>	9	9.0
<i>Dissatisfied</i>	33	33.0	<i>Not very important</i>	16	16.0
<i>Satisfied</i>	28	28.0	<i>Fairly important</i>	39	39.0
<i>Very satisfied</i>	3	3.0	<i>Very important</i>	29	29.0
<i>Total</i>	100	100	<i>Total</i>	100	100

**Table 33:** Road connections in the UK

<b>How satisfied are you ...</b>			<b>How important to you ...</b>		
	<i>Count</i>	<i>%</i>		<i>Count</i>	<i>%</i>
<i>No response</i>	6	6.0	<i>No response</i>	6	6.0
<i>Not applicable to me</i>	5	5.0			
<i>Very dissatisfied</i>	3	3.0	<i>Not at all important</i>	11	11.0
<i>Dissatisfied</i>	8	8.0	<i>Not very important</i>	9	9.0
<i>Satisfied</i>	60	60.0	<i>Fairly important</i>	25	25.0
<i>Very satisfied</i>	18	18.0	<i>Very important</i>	49	49.0
<i>Total</i>	100	100	<i>Total</i>	100	100

**Table 34:** Additional services during peak events

<b>How satisfied are you ...</b>			<b>How important to you ...</b>		
	<i>Count</i>	<i>%</i>		<i>Count</i>	<i>%</i>
<i>No response</i>	6	6.0	<i>No response</i>	6	6.0
<i>Not applicable to me</i>	20	20.0			
<i>Very dissatisfied</i>	6	6.0	<i>Not at all important</i>	13	13.0
<i>Dissatisfied</i>	17	17.0	<i>Not very important</i>	11	11.0
<i>Satisfied</i>	38	38.0	<i>Fairly important</i>	20	20.0
<i>Very satisfied</i>	13	13.0	<i>Very important</i>	50	50.0
<i>Total</i>	100	100	<i>Total</i>	100	100

**Table 35:** (Freight/Shipping businesses only) Cost of shipping/freight

<b>How satisfied are you ...</b>			<b>How important to you ...</b>		
	<i>Count</i>	<i>%</i>		<i>Count</i>	<i>%</i>
<i>No response</i>	77	77.0	<i>No response</i>	78	78.0
<i>Not applicable to me</i>	1	1.0			
<i>Very dissatisfied</i>	19	19.0	<i>Not at all important</i>	0	0.0
<i>Dissatisfied</i>	3	3.0	<i>Not very important</i>	0	0.0
<i>Satisfied</i>	0	0.0	<i>Fairly important</i>	0	0.0
<i>Very satisfied</i>	0	0.0	<i>Very important</i>	22	22.0
<i>Total</i>	100	100	<i>Total</i>	100	100

**Table 36:** (Freight/Shipping businesses only) Onboard facilities for drivers

<b>How satisfied are you ...</b>			<b>How important to you ...</b>		
	<i>Count</i>	<i>%</i>		<i>Count</i>	<i>%</i>
<i>No response</i>	77	77.0	<i>No response</i>	77	77.0
<i>Not applicable to me</i>	10	10.0			
<i>Very dissatisfied</i>	3	3.0	<i>Not at all important</i>	5	5.0
<i>Dissatisfied</i>	3	3.0	<i>Not very important</i>	8	8.0
<i>Satisfied</i>	5	5.0	<i>Fairly important</i>	5	5.0
<i>Very satisfied</i>	2	2.0	<i>Very important</i>	5	5.0
<i>Total</i>	100	100	<i>Total</i>	100	100

**Table 37:** (Tourist businesses only) Ticket prices for foot passengers

<b>How satisfied are you ...</b>			<b>How important to you ...</b>		
	<i>Count</i>	<i>%</i>		<i>Count</i>	<i>%</i>
<i>No response</i>	28	28.0	<i>No response</i>	29	29.0
<i>Not applicable to me</i>	12	12.0			
<i>Very dissatisfied</i>	12	12.0	<i>Not at all important</i>	12	12.0
<i>Dissatisfied</i>	21	21.0	<i>Not very important</i>	9	9.0
<i>Satisfied</i>	24	24.0	<i>Fairly important</i>	18	18.0
<i>Very satisfied</i>	3	3.0	<i>Very important</i>	32	32.0
<i>Total</i>	100	100.0	<i>Total</i>	100	100.0

**Table 38:** (Tourist businesses only) Ticket prices for passenger vehicles

<b>How satisfied are you ...</b>			<b>How important to you ...</b>		
	<i>Count</i>	<i>%</i>		<i>Count</i>	<i>%</i>
<i>No response</i>	28	28.0	<i>No response</i>	28	28.0
<i>Not applicable to me</i>	6	6.0			
<i>Very dissatisfied</i>	28	28.0	<i>Not at all important</i>	8	8.0
<i>Dissatisfied</i>	29	29.0	<i>Not very important</i>	0	0.0
<i>Satisfied</i>	8	8.0	<i>Fairly important</i>	12	12.0
<i>Very satisfied</i>	1	1.0	<i>Very important</i>	52	52.0
<i>Total</i>	100	100.0	<i>Total</i>	100	100.0

**Table 39:** (Freight/Shipping businesses only) If your business uses (or might use) services to Dublin, would you be likely to increase your volume of freight on this route, if there was a more frequent service?

	<b>Count</b>	<b>%</b>
<i>Not Answered</i>	79	79.0
<i>No, I would not change volume of freight on this route</i>	13	13.0
<i>Yes, I would move a large amount (5 trailers or more) on a regular basis (more than once per month)</i>	3	3.0
<i>Yes, I would move a small amount (less than 5 trailers) on a regular basis (more than once per month)</i>	1	1.0
<i>Yes, I would move a small amount (less than 5 trailers) on an irregular basis (less than once per month)</i>	4	4.0
<i>Total</i>	100	100

**Table 40:** (Freight/Shipping businesses only) If your business uses (or might use) services to Belfast, would you be likely to increase your volume of freight on this route, if there was a more frequent service to a Belfast terminal able to handle freight?

	<b>Count</b>	<b>%</b>
<i>Not Answered</i>	80	80.0
<i>No, I would not change volume of freight on this route</i>	10	10.0
<i>Yes, I would move a large amount (5 trailers or more) on a regular basis (more than once per month)</i>	3	3.0
<i>Yes, I would move a large amount (5 trailers or more) on an occasional basis (less than once per month)</i>	2	2.0
<i>Yes, I would move a small amount (less than 5 trailers) on a regular basis (more than once per month)</i>	1	1.0
<i>Yes, I would move a small amount (less than 5 trailers) on an irregular basis (less than once per month)</i>	4	4.0
<i>Total</i>	100	100

**Table 41:** Would it be preferable to your business if the service to Liverpool were to be available as...

	<b>Count</b>	<b>%</b>
<i>Not Answered</i>	33	33.0
<i>An approximately 2.5 hour journey on a fast ferry, seven months of the year, with all departures during daytime hours</i>	36	36.0
<i>An approximately 3.5-4 hour journey on a conventional ferry, all year round, but with some departures at less convenient times</i>	31	31.0
<i>Total</i>	100	100

**Table 42:** (Tourist businesses only) If your business uses (or might use) services to Dublin, how likely would you be to make use of services during...

<b>Christmas</b>			<b>Easter</b>		<b>Summer holidays</b>		<b>Weekends (Friday to Monday)</b>		<b>Other</b>	
	<b>Count</b>	<b>%</b>	<b>Count</b>	<b>%</b>	<b>Count</b>	<b>%</b>	<b>Count</b>	<b>%</b>	<b>Count</b>	<b>%</b>
<i>No response</i>	47	47.0	47	47.0	47	47.0	48	48.0	46	46.0
<i>I don't know</i>	9	9.0	6	6.0	2	2.0	6	6.0	13	13.0
<i>Not at all likely</i>	15	15.0	11	11.0	8	8.0	7	7.0	7	7.0
<i>Not very likely</i>	6	6.0	3	3.0	2	2.0	2	2.0	2	2.0
<i>Fairly likely</i>	13	13.0	15	15.0	10	10.0	12	12.0	14	14.0
<i>Very likely</i>	10	10.0	18	18.0	31	31.0	25	25.0	18	18.0
<i>Total</i>	100	100	100	100	100	100	100	100	100	100

**Table 43:** (Tourist businesses only) If your business uses (or you might use) services to Belfast, how likely would you be to make use of services during...

<b>Christmas</b>			<b>Easter</b>		<b>Summer holidays</b>		<b>Weekends (Friday to Monday)</b>		<b>Other</b>	
	<b>Count</b>	<b>%</b>	<b>Count</b>	<b>%</b>	<b>Count</b>	<b>%</b>	<b>Count</b>	<b>%</b>	<b>Count</b>	<b>%</b>
<i>No response</i>	46	46.0	46	46.0	47	47.0	48	48.0	46	46.0
<i>I don't know</i>	7	7.0	6	6.0	5	5.0	5	5.0	11	11.0
<i>Not at all likely</i>	14	14.0	9	9.0	7	7.0	5	5.0	6	6.0
<i>Not very likely</i>	11	11.0	9	9.0	3	3.0	3	3.0	3	3.0
<i>Fairly likely</i>	4	4.0	8	8.0	8	8.0	11	11.0	15	15.0
<i>Very likely</i>	18	18.0	22	22.0	30	30.0	28	28.0	19	19.0
<i>Total</i>	100	100	100	100	100	100	100	100	100	100

