

31st October 2018

Mr Robert Seely MP
Northwood House
Ward Avenue
Cowes
Isle of Wight
PO31 8AZ

Dear Bob

Thank you for your correspondence regarding issues affecting cross-Solent travel.

Whilst Red Funnel services have experienced far fewer disruptions compared to other operators, I would like to reassure you that we take our commitment to ensuring Island resilience extremely seriously. On some occasions we must, however, delay or cancel services if weather conditions are such that we cannot safely operate. This is an inherent moral and legal responsibility for any operator and I am sure that you would expect us to continue to put the safety of all users as our number one priority.

I emphasise that, like you, we take the recent incidents involving our vessels extremely seriously. As a prudent operator where safety is our number one priority, the incidents are being comprehensively investigated; clearly it would not be appropriate for me to comment on these at this time. However, to add some context, Red Funnel operates over 30,000 services a year between Southampton and Cowes almost entirely without incident.

Whilst we strive to operate at a 100% reliability rate and maintain spare vessels alongside a comprehensive maintenance regime to support this, occasionally technical issues do occur which are beyond our control.

In the 8 week period detailed in your letter Red Funnel's reliability over 5,429 scheduled services was 97.71% for Vehicle Ferries and 99.13% for Red Jet services, and these disruptions are for a number of reasons. September's reliability data showed 98.92% for Vehicle Ferries and 99.88% for Red Jet services, and October's data will be published on our website on completion of the month.

The total reliability figures for 2017 were 99.82% for Vehicle Ferries and 98.64% for Red Jet services.

Red Funnel is committed to operating a safe and reliable service to and from the Island, and we are proud to do so. We apologise to those passengers who have experienced disruption on our services recently but emphasise that the vast majority of our services operate as planned and arrive on time. That said, we are not complacent, and continue to ensure that we operate to the highest standards.

Yours sincerely



Captain Fran Collins
Chief Executive Officer

redfunnel.co.uk