

15th October 2019

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

Dear Bob

Re: Winter Preparations

Thank you for your letter dated 4th October regarding our winter preparations.

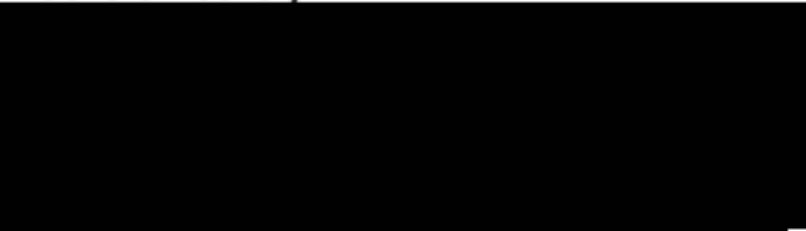
During the winter months, there are, of course, increased occurrences of adverse weather, all of which may have an impact on our ability to operate safely and on occasions, it may be necessary for us to cancel or amend services to ensure the safe travel of our customers. Occasionally too, mechanical or operational issues may also result in disruption to our services, although naturally we strive to minimise these. However, during the winter period in 2018/19, we operated at reliability levels of over 99% for both our Red Jet and vehicle services.

I would like to reassure you that Red Funnel, as always, places the highest priority on ensuring our services run safely and to timetable throughout the winter season. We have a comprehensive maintenance regime for all our assets, both ashore and afloat, which includes many scheduled inspections, component servicing and certification renewals, as well as the completion of hull inspections, out-of-water surveys and vessel upgrades. We continually review our maintenance regimes to ensure maximum reliability and punctuality

The entire Red Funnel team, from the support office to the terminals to on-board, is relentlessly committed to doing everything we can to move passengers between the Island and the mainland as quickly and as safely as possible, 365 days a year, and to keeping our customers informed and involved at all stages of their journey.

With regards to your second point around your constituents' concerns regarding delayed rail services, we work closely with Blue Star, Southern Vectis, the Cowes Floating Bridge and the railway operators to ensure our timetables are appropriately coordinated, and in the event of delays to their services, we do adjust departure times if at all possible. However, operational and legal constraints such as crew hours of rest and the needs of other passengers already on board makes this unviable on many occasions. As you note, travel on the vehicle ferries is always possible, although I appreciate that this is not necessarily a preferred option, and we will always do our utmost to ensure that passengers are not further inconvenienced.

Yours sincerely



Fran Collins
Chief Executive Officer

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