

From: CEO Red Funnel <
Sent: Friday, March 1, 2024 12:12 PM
To: Love, Karl
Subject: RE: Update: Service Disruption - Hi-Speed Cancellations Wednesday 28th Feb.

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe. Further information can be found [here](#).

Dear Karl,

Thank you for your letter and for highlighting the challenges we've faced with delivering some of the Red Jet services this year. As a business, we understand the impact of this on our customers and I am sorry that for the inconvenience this brings. However, I assure you that our focus is on delivering service levels to our own and our customers' expectations. You'll be pleased to hear that Red Jet 6 is repaired and fully operational which is another step in running fully to timetable and providing the lifeline service between the Isle of Wight and the mainland.

Running to our scheduled timetable is always in our interest. Unfortunately, the recent extreme weather conditions, coupled with many supply chain issues delaying our essential vessel maintenance and repair, have meant that we have fallen short of our expected service levels.

Safety is our primary concern, and our engineers are working tirelessly to ensure vessels return to service as quickly as possible and in compliance with safety regulations when we encounter problems. On the ground, our team is working hard to improve our port turnaround time to minimise delays and ensure departure times are met.

I know that cancelling a crossing due to the limited availability of critical staff is particularly frustrating for all those affected but I stress that rearranging staff and rotas happens behind the scenes on a routine basis without causing any disruption. On nearly every occasion, we are able to make a plan, find cover and keep sailing seamlessly. Unfortunately though, like all transport operators, we encounter unexpected staff issues (like illness or family emergency) that, on occasion, mean, for safety and legal reasons, we cannot sail. When it comes to crewing/staffing, we have do a sufficient team and are, across Red Funnel, fully committed to delivering the timetable.

I hope that my response has provided some further insight and context. We are fully committed to restoring the reliability of our ferry service and regaining the trust and confidence of our customers.

Thank you again for getting in touch, and I hope we can connect again on a more uplifting note soon.

Yours sincerely,
Fran

From: Love, Karl
Sent: Wednesday, February 28, 2024 1:06 PM
To:
Subject: RE: Update: Service Disruption - Hi-Speed Cancellations Wednesday 28th Feb.

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Fran

I do not enjoy venting my concerns to the press but what am I to do.

I have just written to the Minister of Transport about the appalling ongoing service disruption being provided by Red Funnel which is putting Island peoples well-being and our economy at risk.

I have got many residents who cannot work or reach hospital appointments and the National Press knocking at my door because of your companies poor service delivery and customer services. It is your customer base who are being active and assertive in motivating a public response.

Your poor service delivery is putting at risk important Island investments and new investment schemes.

Staffing shortage should never be a cause of service disruption and your company is failing the Island people

What are you doing to resolve this please? I have no choice but to respond in the press to represent my residents views. I don't enjoy knocking your company but please get a grip of these continued service failures and the messaging your company put out.

Karl Love

Vice Chairman of the Isle of Wight Council
Member for East Cowes

From: <>
Sent: Wednesday, February 28, 2024 8:44 AM
To: [REDACTED] All Daily Operational Bulletin Users [REDACTED]
Subject: Update: Service Disruption - Hi-Speed Cancellations Wednesday 28th Feb.

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Good morning,

I am pleased to advise that coverage has been sourced for Red Jet trips this afternoon, returning our Hi-Speed service to timetable for the remainder of today after 0900 this morning.

Kind Regards,

[REDACTED]
Duty Operations Manager

M: [REDACTED]
E:

From: [REDACTED]
Sent: Tuesday, February 27, 2024 4:14 PM
To: [REDACTED]
Subject: Service Disruption - Hi-Speed Cancellations Wednesday 28th Feb.

Afternoon All,

Please see below for cancellations to our hi-Speed service tomorrow morning: