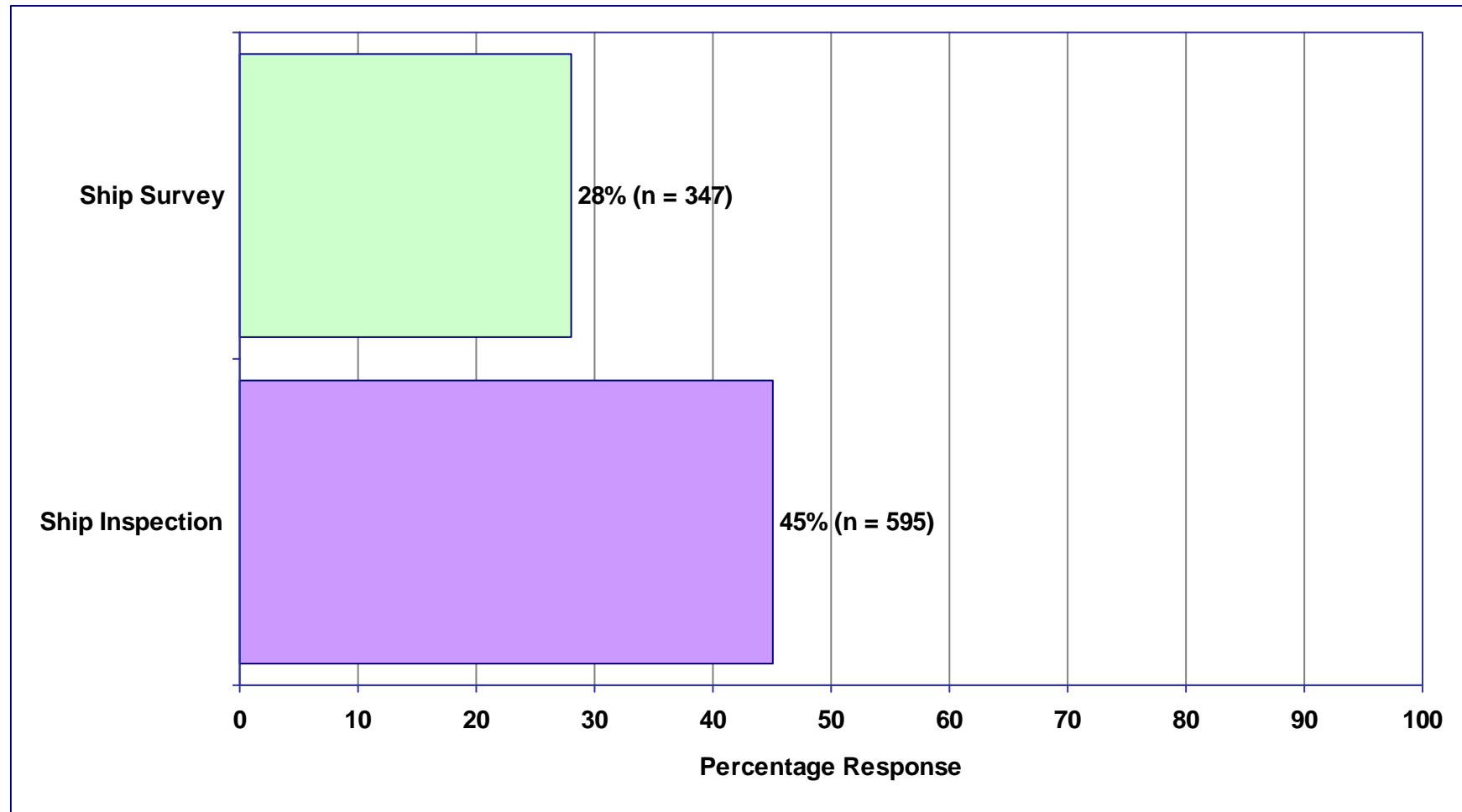
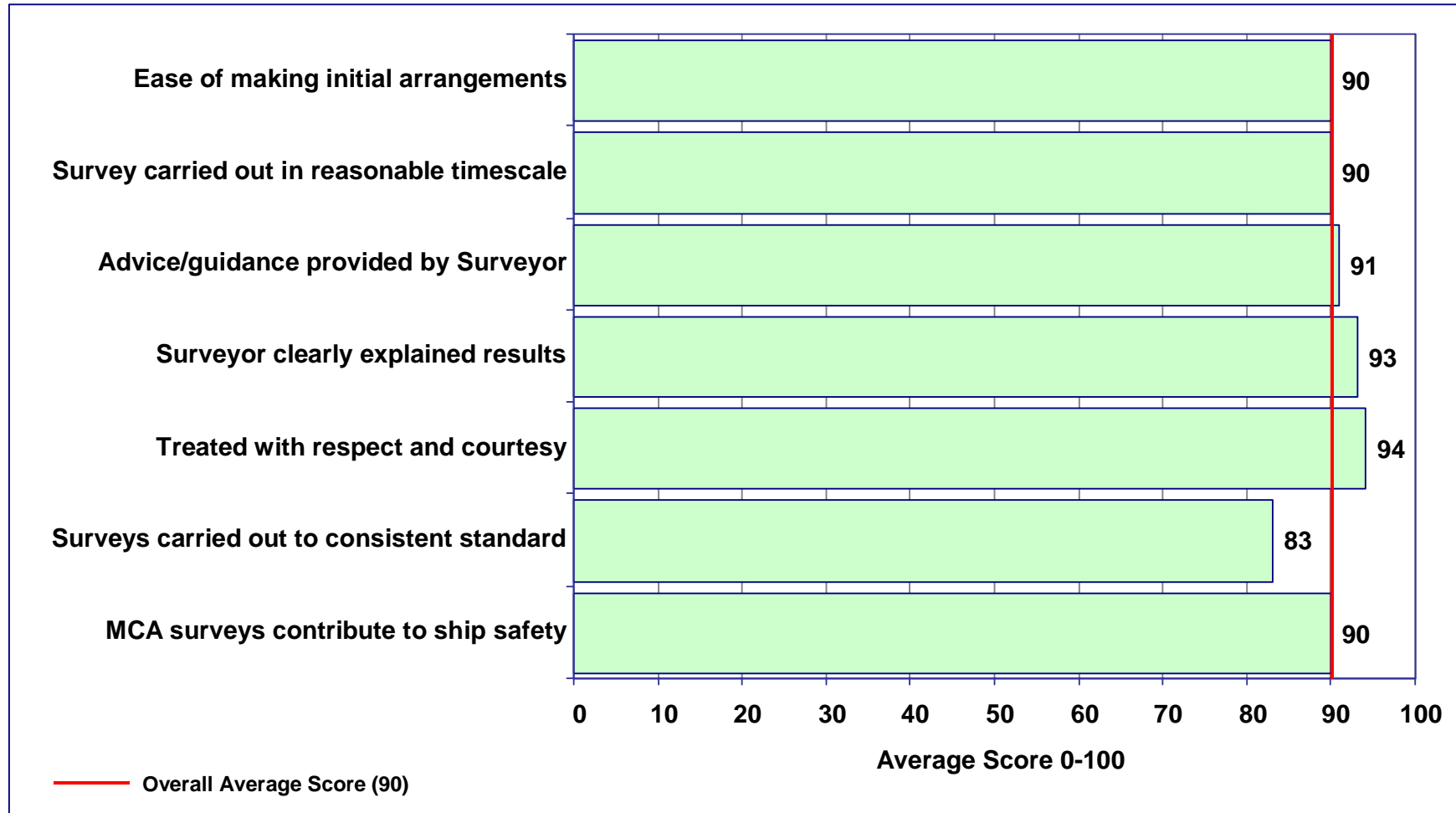


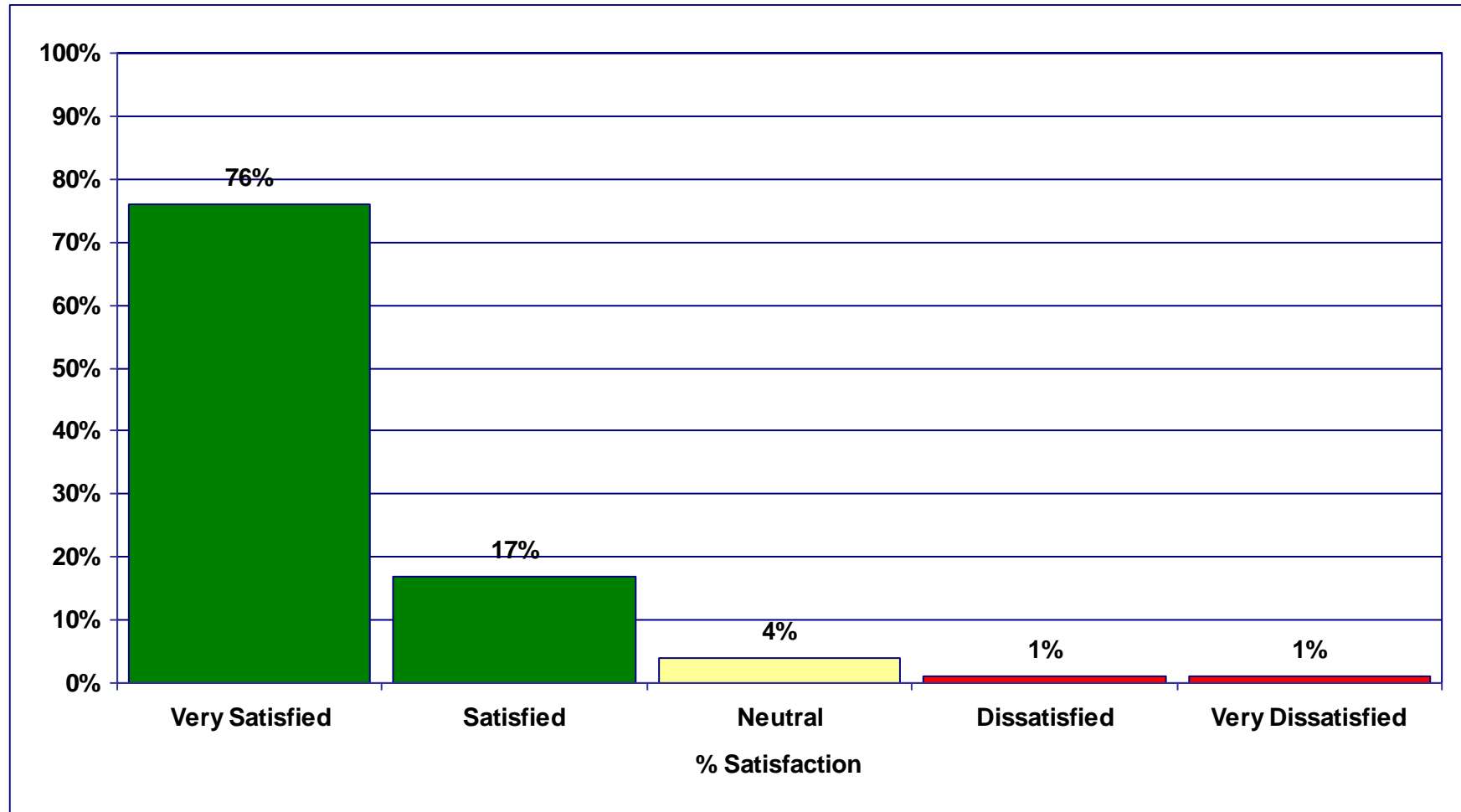
Ship Survey and Ship Inspection Services: Response Rates at October 13 2005



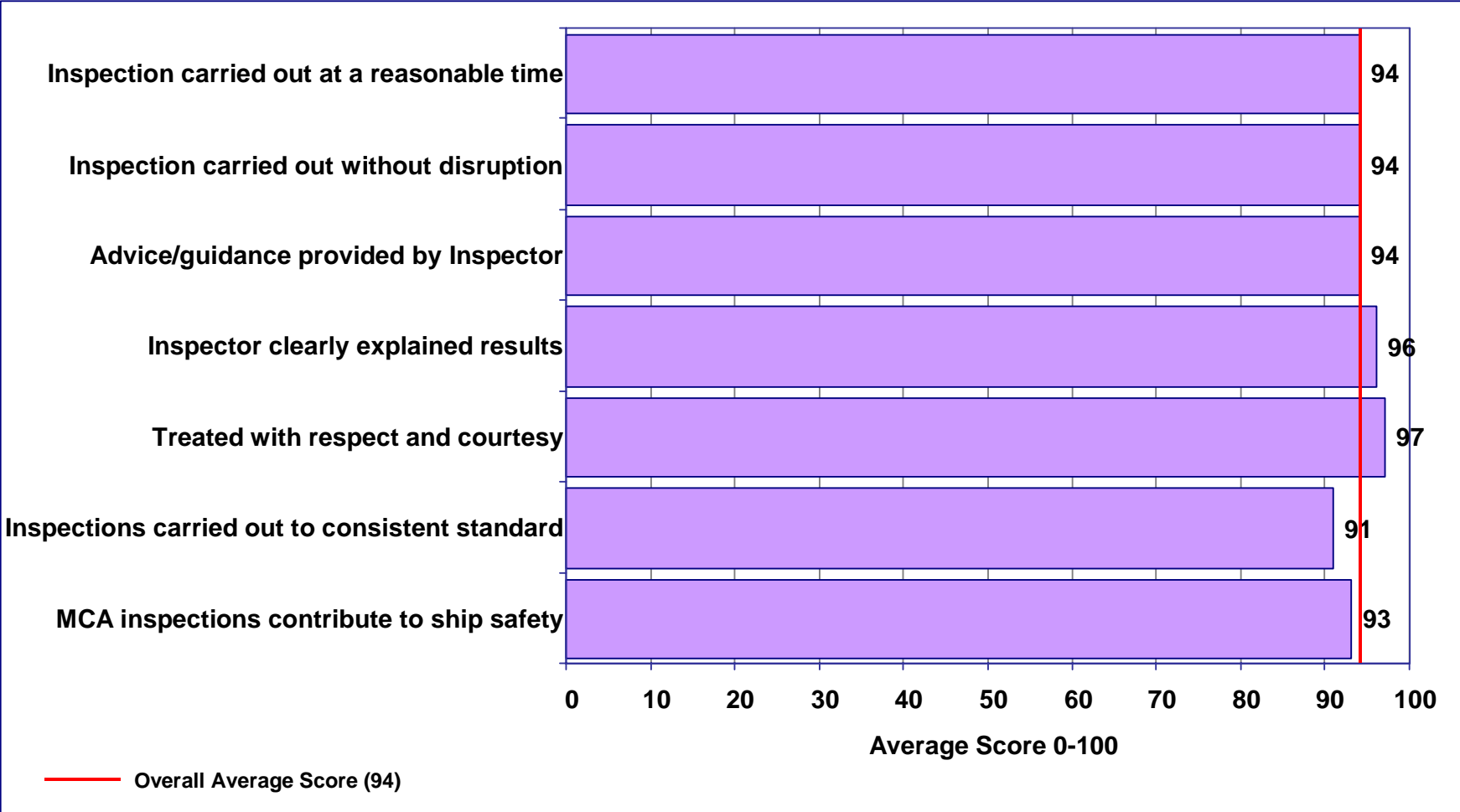
Ship Survey Services: Overall Satisfaction with Service – Average Scores (0-100)



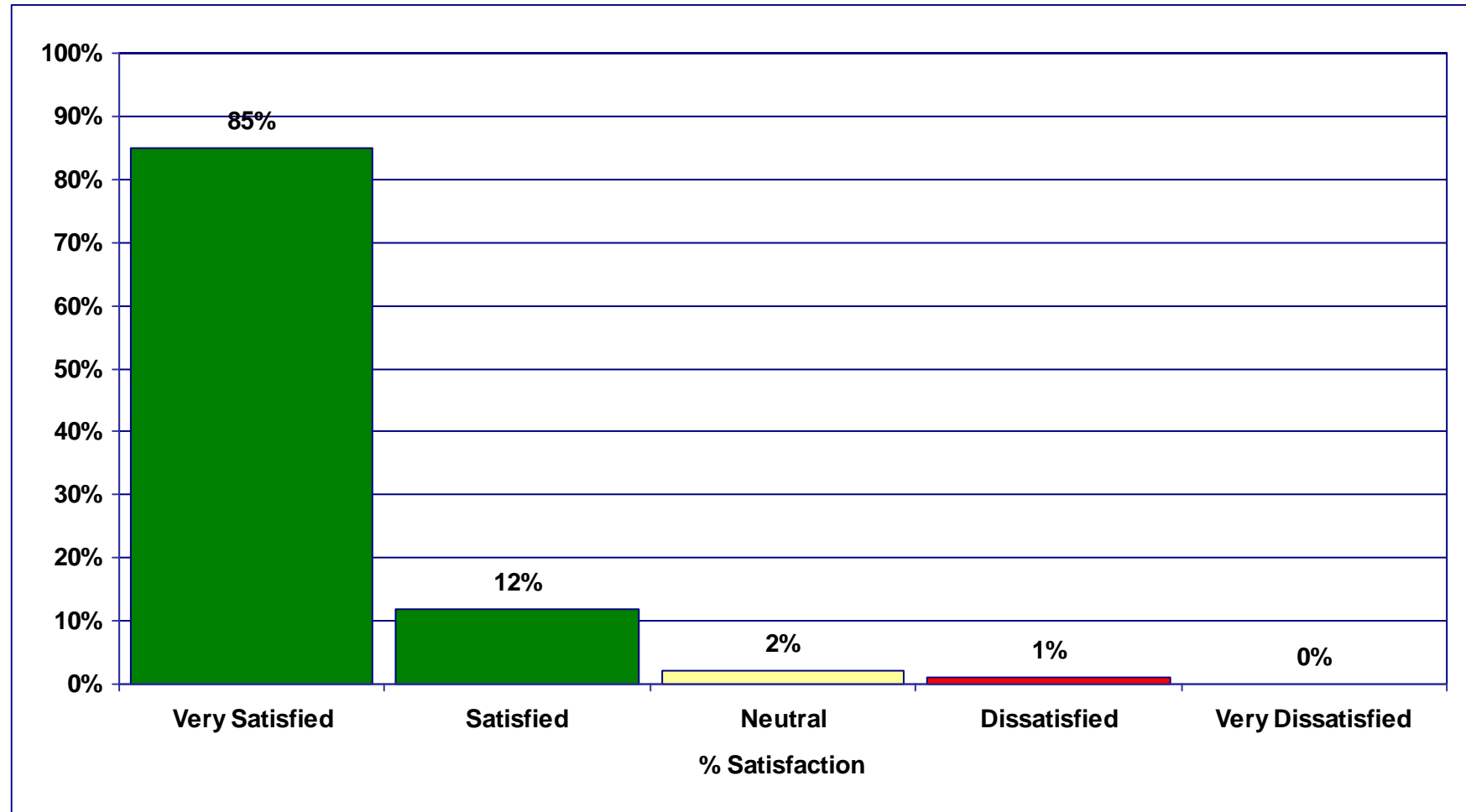
Ship Survey Services: Overall Average Satisfaction with Service – % Ratings



**Ship Inspection Services:
Overall Satisfaction with Service – Average Scores (0-100)**



Ship Inspection Services: Overall Average Satisfaction with Service – % Ratings



Comments on Survey and Inspection Services

MCA Ship Survey Comments

Do you have any suggestions for improvement to the MCA's ship survey services?	
East of England Region	
Cargo Vessel	
<ul style="list-style-type: none">This Surveyor (from Great Yarmouth) spent five hours on paperwork and half an hour on a safety inspection. He treated us as if we were guilty of running an unsafe ship and expected us to prove otherwise. We will avoid this branch for future surveys.	
Other Vessel	
<ul style="list-style-type: none">No arrangements made for survey. MCA Surveyor arrived unannounced.	
Scotland and NI Region	
Other Vessel	
<ul style="list-style-type: none">More liaison between MCA and HSE to come to a common goal.	
Wales and West of England Region	
Passenger Vessel	
<ul style="list-style-type: none">Reduce cost if possible.	

MCA Ship Inspection Comments

Do you have any suggestions for improvement to the MCA's ship inspection services?

East of England Region

Cargo Vessel

- Any deficiencies during inspection which are already rectified whilst vessel is still to be in the same port should be verified by the same PSC Inspector and deleted from record as well.
- Should liaise more with Classification Societies as sometimes MCA judgement on class responsibility is questionable.

Other Vessel

- Pre-notice before arriving.
- None - things are ideal at the moment (very good).
- All the Inspectors performed excellent!

Location not identified

- It was our fourth Port State Control in this year but we still have three months to go. Additional vessel had CDi inspection, Statsco, Shell internal and external ISM and ISO 14001 audit, GL Annual Survey.

Scotland/Northern Ireland Region

Cargo Vessel

- Not required.

Do you have any suggestions for improvement to the MCA's ship inspection services?**Wales and West of England Region****Cargo Vessel**

- Do not fix in report deficiencies which are eliminated directly during inspection.
- Actually I'm fully satisfied with high professional inspection.

Other Vessel

- Excellent co-operation with vessel.