LINER SHIPPING ROUTE STUDY

FINAL REPORT

VOLUME V

EASTERN VISAYAS SHIPPING SERVICES

EVALUATION REPORT

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FOREWORD

The Liner Shipping Route Study (LSRS) and the MARINA and SHIPPERCON STUDY (MARSH Study) were conducted, during 1993-1994, under the Philippine Sea Transport Consultancy (PSTC). The Final Report of the LSRS comprises 14 volumes and the Final Report of the MARSH Study comprises 5 volumes.

This technical assistance was made possible through the support provided by the Office of Program Economics, United States Agency for International Development (USAID) Mission in the Philippines. The views, expressions and opinions contained in this and other volumes of LSRS Final Report are those of the authors and of Nathan Associates, and do not necessarily reflect the views of USAID.

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1. INTRODUCTION & SUMMARY OF FINDINGS

Introduction

The terms of reference (TOR) for the Liner Shipping Route Study (LSRS) specify, as one objective of the study, that the LSRS shall "survey and review the adequacy of existing liner shipping services, including ferry services, in the Philippines, and ... identify priorities for new franchises and franchise amendments to provide expanded services, new types of services, and better standards of service". The workscope section of the TOR states that, "The LSRS must identify, from shipping operators reports on operations, from SHIPPERCON records, and from extensive field interviews with users of cargo and passenger liner services, the standards of services being performed on each liner shipping route, including especially the availability of appropriate services, convenience of schedule, service reliability, passenger care and comfort standards, and safety considerations...". The TOR go on to state that, "current low service standards, as well as high load factors, annually or seasonally, are to be criteria by which the LSRS will identify needs for increasing service frequency, including just seasonal frequency increases, and for approving new route franchises".

The TOR also identify the limits of LSRS responsibility regarding shipping service evaluation stating that, "It is not expected that the LSRS will recommend precise adjustments to service schedules, but merely will indicate where, and the approximate extent to which, service schedule flexibility should be incorporated in existing and new route franchises, and to indicate, approximately, the new route franchises that should be approved during the cargo rate deregulation period, i.e., 1993-1996", and further that, "It will subsequently be the responsibility of MARINA to invite applications for new or expanded services, and then to evaluate applications received...".

To carry out the shipping service evaluation portion of the LSRS workscope, the LSRS divided the areas to be surveyed into six groups:

- **Northern Islands.** The areas surveyed include the islands of Mindoro, Marinduque, Romblon, Tablas, Sibuyan, Masbate, and Catanduanes, and survey ports include the principal ports of these islands, as well as the Luzon ports of Manila, Batangas, Lucena (Dalahican), Tabaco, and Legaspi.

- **Eastern Visayas.** This survey area is Region VIII of the Philippines, and ports where LSRS surveys were conducted included Tacloban and Catbalogan.

- **Central & Western Visayas.** This area corresponds to Regions VI and VII. LSRS survey ports included Cebu, Iloilo, San Jose De Buenavista, Dumaguit, New Washington, Culasi, Bacolod, Dumaguete, San Carlos, Tagbilaran, and the ports of Guimaras Island.

- **Northern Mindanao.** This area approximately corresponds to Region X and the northern provinces of Region XII, and includes the survey ports of Cagayan de Oro, Surigao, Nasipit, Iligan, and Ozamis.

- **Southern Mindanao.** This area approximately corresponds to Region XI, the southern provinces of Region XII, and the mainland provinces of the Autonomous Region of Muslim Mindanao (ARMM), and includes the survey ports of Davao, General Santos, and Cotabato/Polloc.

- **Zamboanga & Sulu Archipelago.** This area includes the ARMM offshore provinces of Sulu and Tawi Tawi, Basilan Island, and most of the Zamboanga Peninsula, and ports where LSRS surveys were conducted include Zamboanga, Pagadian and Jolo.

The LSRS prepared a draft shipping service evaluation report on each of the six areas identified above. In this Final Report, however, the Northern Mindanao and Southern Mindanao reports have been combined in Volume VII. The other service evaluation reports are Volumes IV through VI, and Volume VIII.

The shipping services of Palawan Province are discussed in the Final Report's Volume IX, wherein the LSRS focus is mainly on the needs for additional services, rather than on the improvement of existing services.

The port of Manila North Harbor (MNH) is discussed to some extent in most volumes of the Final Report, because of the importance of shipping connections to the MNH for all other areas of the Philippines. The principal discussion of the MNH is included in Volume XII, however, which focuses on the potential role of Batangas Port as a terminus for interisland liner shipping services.

Northern Luzon and the Bicol Peninsula have very limited interisland liner shipping services, in 1994. The LSRS did not conduct any developmental route evaluations for these two large areas of Luzon, but both areas are discussed in Volume III of this Final Report, which provides profiles of the sea trade of various areas and islands of the Philippines.

Each of the five service evaluation reports examines the adequacy of both cargo and passenger liner shipping and ferry services, identifying: routes that are franchised and the extent to

which they are being operated; operators and vessels with vessel rated or estimated capacities; route capacities for passenger traffic and capacity utilization, including seasonality; shipping service standards and problems; underlying, contributory causes for any identified low service standards and problems; and desirable actions to be taken to better ensure that shipping service standards are satisfactory in the future.

After this brief introduction, each of the shipping service evaluation reports presents its findings and recommendations as the remainder of Chapter 1, and is comprised of five other chapters and two or three annexes. Chapters 2 through 6 of each report present, respectively, available information on services franchised and operated, an evaluation of cargo services, an evaluation of passenger services, the identification of factors affecting service adequacy, and a recommended approach to improving the adequacy of services. Annexes A and B, in each of the five reports, provide detailed cargo and passenger survey information, respectively. Only Volume VIII, discussing the shipping services of Zamboanga and the Sulu Archipelago, includes a third annex which examines the economy and trade of the area.

Summary of Findings

LSRS findings in regard to the liner shipping and ferry services performed to ports of the Eastern Visayas are based mainly on fieldwork that was undertaken, during August 1993, at the ports of Tacloban and Catbalogan. The detailed results of these surveys are presented as Annexes A and B of this Eastern Visayas Shipping Services Evaluation Report (EVISSER). Principal findings in regard to interisland liner shipping cargo and passenger services provided to ports of the Eastern Visayas are presented below, first for Samar and then for Leyte. For each island, cargo services are first discussed and then passenger services.

Samar

Cargo Services

Samar Island is provided with very limited liner shipping cargo services. What services are provided are mainly to the port of Catbalogan, and to a more limited extent to the port of Calbayog. The two operators providing services between these two Samar Island ports and Manila accommodated 37,000 freight tons to and from Catbalogan, in 1992, and more than 10,000 freight tons to and from Calbayog. However, most of the Catbalogan cargo was accommodated in just seven months out of the year, while Calbayog traffic was almost entirely concentrated in the first four months of the year. During the other months of 1992, there were very

limited services being performed between these ports and Manila. The two Samar ports are also provided with liner shipping services linking them to Cebu, but MARINA traffic information in regard to these services is very incomplete.

The limited liner shipping cargo services at Samar ports is due mainly to the following:

- Low cargo traffic demand, mainly in the outward direction, with the principal outward-moving commodity being copra, which can best be accommodated in bulk, by tramper vessels.
- Inadequacies of Samar ports.
- The availability of roll-on roll-off (RORO) ferry services between Samar and Luzon, which makes road transport competitive with liner shipping cargo service to Manila for at least some commodities.
- The San Juanico Bridge and the Leyte port of Tacloban, which permits this Leyte port to serve a sizable portion of Samar Island.

The southern coastal area of Samar Island is too distant from both the northern RORO ferry services and the San Juanico Bridge to use either of these transport options economically for interregional cargo shipment. Ferry services are operated from this southern coastal area to the port of Tacloban, but some of the southern Samar shippers complained, in 1993, that this shipment alternative, also, was not very economic. Shipper suggestions for reducing their shipment costs included: (i) transformation of the Tacloban-southern Samar conventional ferry operation to a RORO ferry operation; and/or (ii) providing the Samar south coast with a direct liner shipping connection to Cebu.

Either of these approaches would avoid the Tacloban transshipment delays and costs. The RORO option would be useful for the shipment of perishable, fisheries products, especially, offering the same options which Tacloban shippers of fisheries products indicated they preferred: either road transport and use of the Isabel-Carmen RORO ferry, to reach Cebu Port and shipping services; or road transport all the way to Manila. In regard to the latter, some Eastern Visayan shippers of fisheries products indicated a preference for road transport to Manila vis-a-vis the direct sea transport option for the former's advantage in regard to: shipment time flexibility and shorter transit time; lower total freight cost, due to avoidance of having to pay cargo handlers; convenience and direct delivery to the consignee; and the relative ease of collecting on claims, whenever there might be damage or deterioration losses.

One of the two operators serving the Manila-Catbalogan-Tacloban route indicated to the LSRS that the company was contemplating the discontinuance of service on the route, in part because of the erosion of the operator's passenger traffic, as the road transport/RORO ferry market share was continuing to grow, and in part because there was a large imbalance of cargo traffic on the route, with relatively light volumes of cargo moving northward.

Catbalogan shippers, meanwhile, argued that they required more frequent and more reliable services to both Manila and Cebu. On the other hand, the shippers indicated that, whenever the port of Catbalogan was by-passed by an operator on the Manila route, due to inadequate volumes of traffic offering at the port, the shippers had no difficulty in arranging for trucking services to either Manila or Tacloban. Where the Catbalogan-Cebu route is concerned, the LSRS could identify, from shipping operator 1992 reports, only about 4,000 freight tons moved on the route in that year. However, one of the two operators on the route did not report to MARINA on cargo traffic accommodated.

Passenger Services

The passenger traffic accommodated at the two RORO ferry terminals of northern Samar, i.e., the government owned and operated terminal at San Isidro and the privately owned and operated terminal at Allen, reached a combined level of 860,000 passengers, in 1992. These traffic volumes included considerable numbers of through traffic (i.e., traffic between Luzon and either Leyte or Mindanao), but it is probably also true that most residents of northern Samar travel to and from Luzon via one of the ferries. Thus, the unreliability of some of the services operated between Manila and the northern Samar ports of Catbalogan and Calbayog probably was not creating a serious problem for northern Samar travellers. The LSRS was unable (due to time constraints) to conduct passenger surveys on the Luzon-Samar RORO ferry routes.

The LSRS did, however, conduct passenger surveys on two liner shipping routes between Cebu and Samar, viz., routes serving the Samar ports of Catbalogan and Calbayog, and surveys were also conducted of two ferry services between the Samar southern coast ports of Guiuan and Balangiga and the Leyte port of Tacloban. Principal findings of these surveys are:

- **Catbalogan-Cebu Route.** The route was being served by a 175 GRT vessel, the MV Elizabeth Lily, of Western Samar Shipping Lines. According to MARINA's Annual Domestic Shipping Route Inventory (ADSRI), this vessel has a capacity to accommodate 80 passengers. A sample size of only 25 passengers was obtained by the LSRS, but a few significant results were nevertheless derived, because nearly all of the passengers rated operator management attention to service quality and staff attitude toward

passengers as satisfactory, and all the passengers approved of the space reservation system. The only complaint of a majority of the passengers was that the eating area on board the vessel was not kept clean.

- Calbayog-Cebu Route. The route was being served by Palacio Shipping Lines, with a vessel having a rated capacity for 262 passengers. All of the passengers interviewed (39) expressed the view that services provided were adequate to meet demand, yet the majority also stated that congestion during the peak period of traffic constitutes a serious problem. The passengers were nearly unanimous in expressing satisfaction with schedule adherence, and they had no general complaints regarding any aspects of service.

- Tacloban-Guiuan Route. This ferry route was being served by two operators, Roly Shipping and K & T Shipping, and the LSRS obtained a survey sample of 91 passengers aboard the two vessels surveyed. A large majority (90 percent) of the passengers felt that services were adequate to meet demand. Majorities of the passengers gave low ratings to several aspects of physical accommodation, however, and maintenance of toilets/sanitation facilities was given an "unacceptable" rating by 29 percent of the respondents to the question.

- Tacloban-Balangiga Route. This ferry route was being operated just two days a week at the time of the LSRS survey, and the operator was Proceso Canillas. The LSRS survey was not very useful, with a sample size of 21 passengers, and the only significant result obtained was that all 13 of the respondents to the question regarding peak period travel thought that traffic congestion constituted a serious problem.

Leyte

Cargo Services

Leyte island is mainly served by liner shipping cargo services connecting to Cebu and Manila. Shippers of various commodities based in Tacloban, Leyte were utilizing these liner services, in 1993, at which time they were found to be adequate in one direction, i.e., from Tacloban to either Manila or Cebu. In the opposite direction, there was an insufficiency of capacity for some commodities, due to large imbalance of cargo flows in two directions. Shut-outs and delays in shipment were therefore experienced mostly by shippers to Tacloban of general merchandise, flour and animal feeds. The cargo trade imbalance in the route was affecting the viability of liner operations, and one of the

operators indicated to the LSRS that the company was contemplating possibly quitting the route. Further, additional container capacity was required in the Cebu-Tacloban direction since shippers preferred that their cargoes be containerized, in order to minimize or eliminate pilferage and damage losses.

The lack of direct shipping services to major trading areas had forced shippers to charter tramper vessels, in order to ship out bulk copra from Tacloban to Iligan and ship in sugar and rice from Bacolod and Iloilo, and salt and rice from Mindoro. Some shippers indicated that there was potential for a regular liner service between Tacloban and Batangas, mainly to enable Mindoro shippers of rice and salt to ship on a fairly regular basis to Tacloban, but also to generate the trading of fruits, vegetables and livestock, since Leyte was a deficit area in these agricultural products. Such direct service would also benefit Leyte copra shippers, some of whom indicated their intention to ship copra to Lucena City, Quezon, if possible via Batangas.

One major problem for Leyte exporters of marine products was the lack of appropriate shipping capacity for refrigerated cargoes in the Tacloban-Manila route, compelling them to ship via Cebu for transshipment at Manila. To export fishery products from Tacloban, the products were being trucked to the RORO ferry port of Isabel, moved aboard a RORO ferry to Carmen, Cebu, trucked to Cebu Port, and then shipped to Manila by sea. Shippers maintained that this route was cheaper than moving the products to Cebu by sea for the first of two transshipments, but more expensive and time-consuming than if the cargo could be shipped directly from Tacloban to Manila.

Passenger Services

Two liner shipping routes connecting Tacloban with Manila and Cebu and ferry routes between ports of Leyte and Cebu were surveyed by the LSRS to ascertain the adequacy of passenger services. Principal findings of these surveys are:

- **Manila-Tacloban Route.** Vessels of William Lines and Sulpicio were performing services on this route in 1993, and passengers generally found the services to be both satisfactory and sufficient. Capacity utilization of these vessels, in fact, was quite low, at 30 percent or slightly less. As a result of this low utilization, and the continuing trend toward greater reliance by passengers on road transport and RORO ferries for travel between the Eastern Visayas and Luzon, Sulpicio Shipping was contemplating ending services on the route.

- **Cebu-Tacloban Route.** In 1993, the route was being adequately served by two liner vessels. However, service of one vessel was found to be unreliable due to frequent

engine breakdown. Most passengers interviewed were regular travelers and were generally satisfied with space reservation and the operator's concern with safety. However, passengers were not fully satisfied with accommodation standards, such as in regard to toilet facilities, leisure facilities, ventilation, drinking fountains, and space to move around. The crew's courtesy and willingness to provide assistance were found to be satisfactory, as were the adequacy and security of baggage security.

- Baybay, Leyte-Cebu Route. Passengers interviewed on this route were generally satisfied with passenger services, and considered that operators maintained the cleanliness of facilities before and during the voyage such as: the seating/sleeping area, vessel open areas, waiting area before boarding, and eating areas, as well as toilet and washing facilities. Services were rated satisfactory in regard to on-board drinking water availability, vessel boarding procedure, convenience and security of booking, professional attitude of management, and the attitude of shore-based staff and vessel crew toward passengers. Dissatisfaction was expressed only in regard to adherence to service schedule, although service speed was found to be satisfactory.

- Cebu-Bato, Leyte Route. Passengers interviewed on this route felt that services were adequate to meet demand and were being reliably operated. The majority noted that the management had developed a good space reservation system, ensured satisfactory baggage accommodation and security, showed adequate concern for safety, and had established an organized boarding procedure. Likewise, accommodation standards were satisfactorily provided. Congested travel during the peak season, however, was seen by the passengers as being a problem.

- Hilongos-Cebu Route. Services of the three vessels surveyed on this route were judged by the passengers to be fairly adequate and reliable. Aspects of service which interviewed passengers generally found to be satisfactory included sleeping/seating areas, toilet/washing facilities, eating areas on board, meals and meal service, open areas for passengers, waiting area for passengers, boarding process, baggage security, and convenience and security of booking. Likewise, the passengers expressed general satisfaction with the attitude of management, and viewed the operator's land-based staff and vessel crews to be efficient and responsive to the needs of the passengers. Moreover, the passengers noted the reliability, convenience and sufficiency of services.

- **Naval-Cebu Route.** Two vessels serving the route were surveyed. A majority of the passengers were satisfied with the adequacy and cleanliness of the sleeping/seating area, toilet and washing facilities, vessel open areas, waiting area before boarding, meals served and meal service and baggage security. However, passengers complained of the inadequacy of on-board drinking water supplies.

- Palompon, Leyte-Cebu Route. Three vessels were surveyed on this route, and passengers expressed satisfaction with the cleanliness of seating/sleeping area, toilet/washing facilities, eating areas on board, pre-boarding waiting area, meals and meal service, baggage security and the vessel open areas for passengers. However, on-board drinking water supplies were found to be inadequate. Passengers noted that there was convenience and security of booking, and passengers generally viewed favorably the operator's attitude toward quality of service and the attitude of operator staff toward passengers. The service schedule was likewise deemed to be sufficient and convenient and adherence to schedule and service speed were considered to be satisfactory.

- Ormoc-Cebu Route. There were two vessels surveyed on this route, and passengers interviewed found the services to be reliable. There was good space reservation as well as good baggage accommodation/security. Most passengers were satisfied with the provision and maintenance of the seating/sleeping area, toilet/washing facilities, eating areas, vessel open area and pre-boarding waiting area. Meals and meal service, baggage security, the operator's concern for safety and vessel boarding procedure were likewise deemed to be satisfactory. Passengers had no problems with security of booking, or with the management and staff attitude to service and efficiency.

- Maasin-Cebu Route. Two vessels were surveyed in the Maasin-Cebu route, and services were found to be adequate and reliable. Almost all facilities and services were favorably rated by interviewed passengers as satisfactory and they were likewise satisfied with the convenience and sufficiency of services, adherence to schedule, and service speed. Passengers indicated that they had observed improvement in the services of one of the two vessels serving the route.

- Cabalian-Cebu Route. This route was being served by K & T Shipping Lines, with a vessel of 243 GRT, and the LSRS obtained a passenger survey sample of 60. The passengers had no general complaints about services, and rated several aspects of services highly, including operator

management and staff, vessel cleanliness, drinking water adequacy, the space reservation system, schedule adherence, and other aspects.

In regard to passenger service fares, the LSRS learned that operators were adhering to officially sanctioned rates of MARINA, except that the third class passage was even lower than the official ranges in the liner routes connecting Cebu with Maasin, Naval, Tacloban and Baybay, Leyte. However, in the liner routes connecting Tacloban with Manila and Ormoc with Cebu, third class passage rates were found to be on the high side of the official range. There were no stipulated rates for the ferry routes connecting Cebu with Hilongos and Bato, Leyte.

2. EASTERN VISAYAS LINER SHIPPING & FERRY SERVICES

Introduction

The purpose of this chapter is to identify the liner shipping and ferry services that were franchised to serve one or more ports of the Eastern Visayas, during the period of conduct of the LSRS, and to provide information on the services actually being operated in 1992 and 1993. It is left to Chapters 3 and 4 to discuss the adequacy of service connections, capacities, and standards from the standpoint of the users (shippers and passengers, respectively).

MARINA and the LSRS jointly worked to produce the first ADSRI, in 1994, which involved a major effort to "clear" MARINA's records of vessels and franchises which had become out of date. ADSRI includes all of the liner shipping, ferry, and coastal shipping franchises which were valid as of the 1st of April, 1994. Although ADSRI represents an improvement in MARINA's records regarding franchised vessels and services, there remain needs for further improvement. In particular:

- The list of franchised operations is, at any given time, not entirely in accord with the services actually being operated. This occurs in large part because the shipping industry is not static, but rather is dynamic, and shipping operators are often in the process of exchanging vessels in their respective fleets among routes. There are also some services being operated which do not show up in the records of MARINA.

- Vessel information is incomplete. Even the type of vessel is not always accurately or sufficiently identified, and information on deadweight tonnage, container twenty-foot equivalent unit (TEU) capacity, passenger car unit (PCU) or bus equivalent unit (BEU) capacity, and passenger capacity is frequently not provided.

- Operating schedules are frequently not provided, especially in the cases of cargo vessels which are franchised for a route.

- Traffic information is incomplete, with some operators reporting no traffic information at all in the annual reports they are required to submit to MARINA. A few operators do not even regularly submit these reports. Even where traffic information is submitted, it is sometimes unclear and at other times clearly inaccurate.

Shipping Operators, Routes & Vessels

There are at least four things striking in regard to the shipping services being operated to the Eastern Visayas:

- Nearly all of the liner shipping services operated to one or more ports of these islands are competing with ferry services and road transport.
- The islands are dependent upon the port of Cebu for shipping connections to Negros, Panay and much of Mindanao.
- There are many services franchised between Leyte and Surigao.
- Except for its northern public and private RORO ferry ports, the island of Samar has no port accommodating large volumes of traffic, and the Leyte port of Tacloban serves as the interisland port for much of Samar.

Tables 2.1 and 2.2 identify the franchised liner shipping and ferry services, respectively, operating to one or more ports of the Eastern Visayas. These services are also identified in Figure 2.1. The principal liner shipping and ferry operators, and the services they are franchised to provide, in 1994, are summarized below:

- **Aboitiz Shipping Corp.** serves only one Eastern Visayan port, viz., the port of Ormoc on the west central coast of Leyte Island. The shipping line provides both ferry and liner shipping service to the port. The ferry services are between Ormoc and Cebu Port, and Aboitiz is franchised to operate with three vessels. One of these vessels, the MV Ramon Aboitiz, appeared no longer to be serving the route in 1993-1994, however, and may in fact no longer be in the company's vessel fleet. The MV Elcano and the MV Legaspi have a combined capacity for 1,871 passengers. The Legaspi operates this route only when it replaces the Elcano for the drydocking of the latter. Normally, the Legaspi was being employed, in 1992-1993, at least, for the liner service connection to both Manila and Surigao.
- **C.A. Gothong Lines** performs services to the Eastern Visayan ports of Tacloban, Palompon and Catbalogan. The company's vessel, the MV Don Calvino, calls at Catbalogan only after every third voyage from Cebu to Tacloban, i.e., once each week. Three of the operator's vessels are franchised to serve the Leyte west coast port of Palompon.

TABLE 2.1

EASTERN VISAYAS LINER SHIPPING ROUTE FRANCHISES

(As of 1st April, 1994)

OPERATOR / VESSEL NAME	GRT	PAX CAP.	SERV. TYPE	FRANCHISED ROUTE	NO. OF ROUND TRIPS/YEAR	VESSEL ANNUAL PAX CAP./VYG LEG
ABOITIZ SHIPPING CORP.						
MV ELCANO	2,047.61	978	PASS/CARGO	CEBU-ORMC-CEBU	150	146,700
MV LEGAZPI	2,047.61	893	PASS/CARGO	CEBU-ORMC-CEBU	150	133,950
MV RAMON ABOITIZ	1,038.76		PASS/CARGO	CEBU-ORMC-CEBU		
MV LEGASPI	2,047.61	893	PASS/CARGO	MNLA-DMGT-MNLA-ORMC-SGAO-ORMC-MNLA	50	44,650
BADJAO NAVIGATION CORP.						
MV BADJAO			PASS/CARGO	IBEL-DOG-O-IBEL-CRMN-IBEL		
C.A. GOTHONG LINES, INC.						
MV OUR LADY OF MT. CARMEL	2,072.00	840	PASS/CARGO	CEBU-PLMP-CEBU-OZMS-CEBU-OZMS-CEBU	50	42,000
MV DON CALVINO	881.38	758	PASS/CARGO	CEBU-TCLB-CEBU-TCLB-CEBU-TCLB-CTBG-TCLB-CEBU	150	113,700
MV OUR LADY OF FATIMA	2,366.80	1,824	PASS/CARGO	MNLA-DMGT-PLMP-CEBU-PLMP-DMGT-MNLA	50	91,200
COKALIONG SHIPPING LINES						
MV FILIPINAS SURIGAO	455.81	362	PASS/CARGO	CEBU-MASN-CEBU-MASN-SGAO-MASN-CEBU-SGAO-CEBU-SGAO-CEBU	50 & 100	18,100 & 36,200
MV FILIPINAS SIARGAO	326.38	292	PASS/CARGO	CEBU-MASN-BLGN-MASN-CEBU-BYBY-CEBU-BYBY-CEBU-BYBY-CEBU	50 & 150	14,600 & 43,800
MV FILIPINAS MAASIN	1,385.64	685	PASS/CARGO	CEBU-SGAO-INDG-SGAO-CEBU-MASN-SGAO-MASN-CEBU-SGAO-CEBU	50	34,250
GABISAN SHPG. LINES, INC.						
MV FLORANTE	158.14	225	PASS/FERRY	CEBU-HNGO-HDNG-IPCN-HNGO-CEBU	50	11,250
MV GLORIA G	75.40	106	PASS/CARGO	CEBU-HNGO-HDNG-IPCN-HNGO-CEBU	50	5,300
GEORGE & PETER LINES, INC						
MV GEORICH	694.18	565	PASS/FERRY	CEBU-MASN-SGAO-MASN-CEBU	50	28,250
HIJOS DE F. ESCANO, INC.						
MV RAJAH SULIMAN			N.D.	MNLA-CBYG-CEBU-BUTU-CBYG-MNLA		
K & T SHIPPING LINES, INC						
MV GUIUAN	243.05	205	PASS/CARGO	CEBU-LILO-CBLN-SGOD-CBLN-LILO-CEBU-LILO-CBLN-LILO-CEBU	50	10,250
MV SAMAR QUEEN	573.14	280	PASS/CARGO	CEBU-TCLB-CEBU	50	14,000
NEWPORT SHIPPING CORP.						
MV TRINIDAD - I			N.D.	LANG-CEBU-LANG		
MV TRINIDAD - II			N.D.	LANG-CEBU-LANG		
MV TRINIDAD - III			N.D.	LANG-CEBU-LANG		
PALACIO SHPG. LINES, INC.						
MV DON MARTIN, SR.	393.59	262	PASS/CARGO	CEBU-CBYG-CEBU	150	39,300
PINAT, RODOLFO						
ML ALEV - III	33.75		PASS/FERRY	LRTO-TUJN-OSMA-SROG-SGAO-SROG-OSMA-TUJN-LRTO		
ROBLE SHIPPING LINES INC						
MV CEBU DIAMOND			PASS/CARGO	CEBU-ORMC-CEBU		
SANVICTORES DEVT. CORP.						
MV SANDECOR	698.00		GEN. CARGO	CEBU-TCLB-ARAS-MANC-ARAS-TCLB-CEBU		
SULPICIO LINES, INC.						
MV CEBU PRINCESS	1,097.87	784	PASS/CARGO	CEBU-ORMC-CBYG-MSBT-MNLA-MSBT-CBYG-ORMC-CEBU	50	39,200
MV PALAWAN PRINCESS	1,497.27	705	PASS/CARGO	MNLA-CLBN-MASN-SGAO-NSPT-SGAO-MASN-CLBN-MNLA	50	35,250
MV SURIGAO PRINCESS	1,035.71	812	PASS/CARGO	MNLA-MSBT-ORMC-CEBU-ORMC-MSBT-MNLA	50	40,600
TRANS-ASIA SHPG LINES INC						
MV ASIA JAPAN	103.02	668	PASS/FERRY	CEBU-MASN-JGNA-BUTU-CEBU-MASN-BUTU-JGNA-MASN-CEBU	100	66,800
MV ASIA BRUNEI	964.15	565	PASS/FERRY	CEBU-MASN-JGNA-BUTU-JGNA-CDOR-JGNA-BUTU-JGNA-MASN-CEBU	50	28,250
VICENTE ATILANO						
MV PINK ROSE	248.50	200	PASS/CARGO	CEBU-BYBY-CEBU	200	40,000
VISAYAN TRANS. CO., INC.						
MV GOVERNOR TAFT			PASS/CARGO	CEBU-CBYG-ROMB-MNLA-ROMB-CBYG-CEBU		
MV GOVERNOR SMITH			PASS/CARGO	CEBU-TLIO-MASN-SGAO-LMBJ-MATI-DVAO-MATI-LMBJ-SGAO-MASN-CEBU	25	
WESTERN SAMAR SHIPPING LINES						
MV ELIZABETH LILY	174.98	80	PASS/CARGO	CEBU-CTBG-CEBU-VICT-CEBU	50	4,000
WILLIAM LINES, INC.						
MV TACLOBAN CITY	1,964.44	1,026	PASS/CARGO	MNLA-CTBG-TCLB-CTBG-MNLA-TCLB-MNLA	100	102,600
MV WILCON - II	1,969.00		CONTAINER	MNLA-TCLB-NSPT-TGBL-CEBU-MSBT-MNLA		

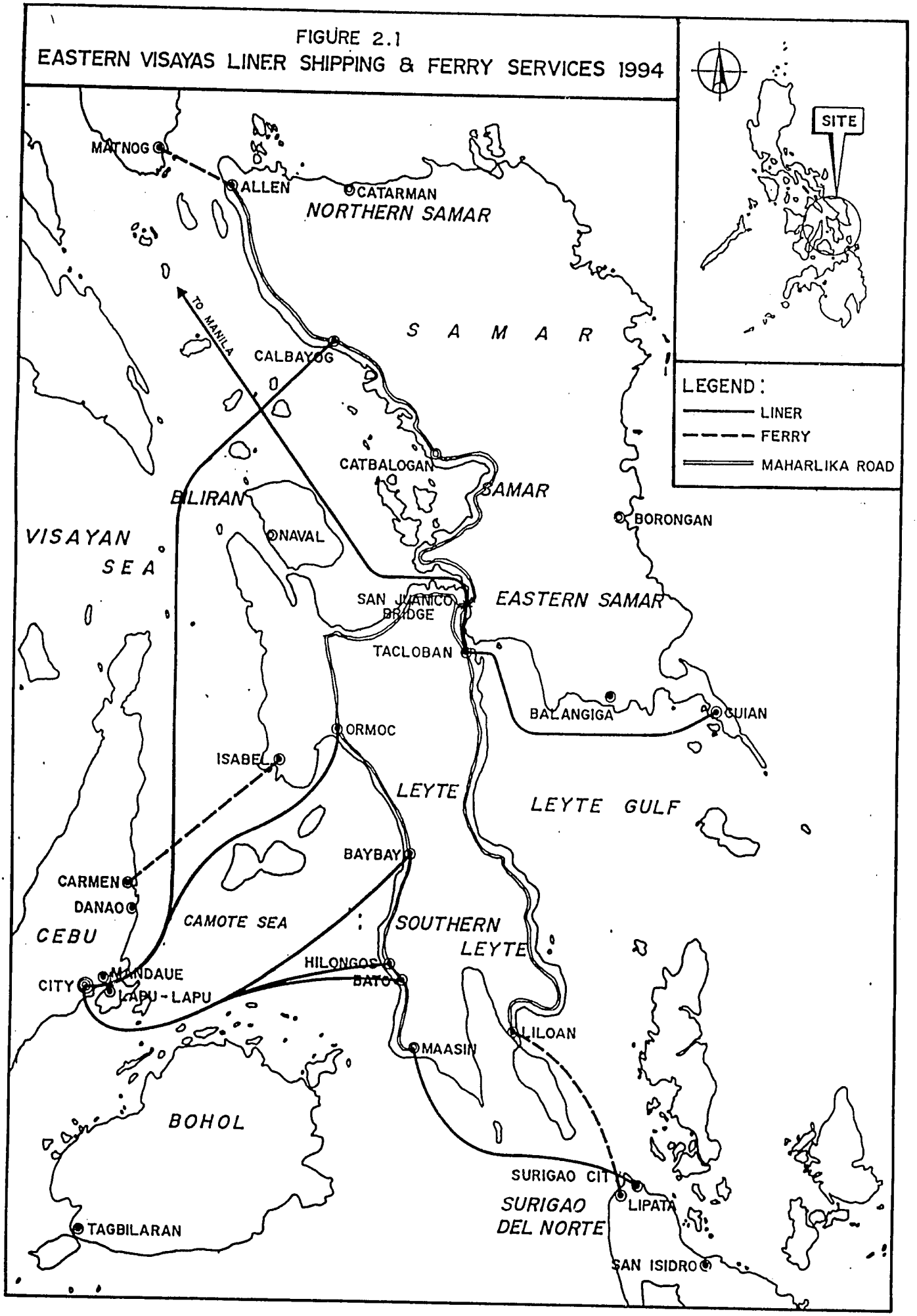
Reference: Annual Domestic Shipping Route Inventory

TABLE 2.2
EASTERN VISAYAS FERRY ROUTE FRANCHISES
(As of 1st April, 1994)

OPERATOR VESSEL NAME	GRT	PAX CAP.	SERV. TYPE	FRANCHISED ROUTE	NO. OF ROUND TRIPS/YEAR	ANNUAL VESSEL PAX CAP./VYG LEG
ALCARAZ, SOCORRO						
MV REYJUMAR - A	260.27	N.D.	PASS/FERRY	TCLB-GUUN-TCLB	175	
E. TABINAS-SAN PABLO ENT.						
MV NORTHERN SAMAR	466.87	498	PASS/FERRY	MTNG-ALLN-MTNG	700	348,600
PSEI CORPORATION						
MV MAHARLIKA - II	1,865.97	400	RORO/FERRY	LILN-LPTA-LILN	350	140,000
ROBLE SHIPPING, INC.						
MV GUADA CRISTY	307.35	435	PASS/CARGO	CEBU-HNGO-CEBU	350	152,250
SOUTHERN PACIFIC TRANS.						
MV FIJI	N.D.	N.D.	PASS/CARGO	CEBU-BATT-CEBU	200	
MV SOUTH PACIFIC	230.99	N.D.	PASS/CARGO	CEBU-BATT-CEBU	200	

Reference: Annual Domestic Shipping Route Inventory

FIGURE 2.1
EASTERN VISAYAS LINER SHIPPING & FERRY SERVICES 1994



- **Cokaliong Shipping Lines** calls at two Leyte ports, namely the ports of Maasin and Baybay. Cokaliong provides the port of Baybay with a service from Cebu, and provides Maasin with service connections to Cebu, Surigao and Camiguin Island.

- **K & T Shipping Lines** serves the Leyte ports of Tacloban, Cabalian, Sogod, and Liloan, operating two vessels to provide shipping connections to Cebu.

- **Sulpicio Shipping Lines** is franchised, in 1994, to serve the Leyte ports of Cabalian, Ormoc, and Maasin, and the Samar port of Calbayog. The operator's vessel, MV Tacloban Princess, was serving the Manila-Catbalogan-Tacloban route, in 1993. The franchises identified in Table 2.1 are for the Cebu Princess, the Surigao Princess, and the Palawan Princess. The first two provide the Leyte west coast port of Ormoc with connections to Manila, Cebu, and Masbate, and the Cebu Princess includes the Samar port of Calbayog in its route, as well. The Palawan Princess is franchised to serve the Southern Leyte ports of Maasin and Cabalian, providing service connections to Manila and Surigao.

- **Trans-Asia Shipping Lines** is serving only Maasin, of Eastern Visayan ports, operating two vessels to that port, and providing service connections to Cebu, Jagna, Butuan, and, in the case of one vessel, also to Cagayan de Oro.

- **William Lines** provides Catbalogan and Tacloban with a service connection to Manila. In 1993, the shipping line was employing the passenger/RORO vessel, MV Masbate I, to perform services on this route, and the services of that vessel are discussed in this LSRS report.

Besides the Leyte-Surigao services provided by Aboitiz, Cokaliong and Sulpicio, George & Peter Lines and Visayan Transport Co. each have a vessel franchised to operate between Cebu and Surigao, via Maasin. The greatest competition, however, may come from PSEI Transport Corp. which operates the MV Maharlika II RORO ferry between a Leyte terminal at Liloan and a Surigao terminal at Lipata. Thus, a total of six operators are franchised, in 1994, to operate between Leyte ports and Surigao

The Northern Samar port of Calbayog is provided with liner shipping services by a vessel of the Visayan Transport Co. and by the MV Don Martin, Sr. of Palacio Shipping, with both vessels providing a service connection to Cebu. The MV Elizabeth Lily of Western Samar Shipping is franchised to serve the Cebu-Catbalogan route.

The liner shipping services between Tacloban and Cebu face very stiff competition from Leyte-Cebu ferry services, which operate out of the Leyte ports of Palompon, Isabel, Ormoc, Hilongos, Baybay and Bato. The ferry service at Isabel is a RORO service, connecting to the port of Carmen, north of Cebu City. Together with the general improvement of the Leyte arterial road network, this RORO port and service is attracting cargo that would otherwise have moved by sea between Tacloban and Cebu.

In the northern direction, it is the RORO ferries operating to the Samar ferry ports of Allen (two private terminals) and San Isidro (a public, Maharlika Highway terminal) that are providing stiff competition to liner services between Manila and the Eastern Visayan ports of Tacloban, Calbayog and Catbalogan. Much of the former liner shipping passenger traffic has, by 1994, already been lost to the road/RORO ferry travel option.

Table 2.3 presents the Tacloban Port vessel call schedule for 1993, for passenger/cargo and general cargo vessels operating to fixed routes, although only the passenger/cargo vessels have fixed schedules. The table shows that, between them, the Gothong Lines vessel and the K & T Shipping vessel were providing six services per week between Tacloban and Cebu, and the vessels of Sulpicio and William Lines (which are both passenger/container vessels), were together providing four round-trip services between Tacloban and Manila.

The Tacloban-Cebu services were being operated as franchised, in 1993, except that K & T Shipping was employing the Leyte Queen, with approximately twice the passenger capacity of the Samar Queen identified in Table 2.1.

Table 2.4 identifies liner shipping cargo traffic of the Eastern Visayas in 1992, as such traffic was recorded in shipping operator annual reports submitted to MARINA. Points which might usefully be made on the basis of information presented in Table 2.4 are:

- Aboitiz Shipping employed mainly the Elcano on the Cebu-Ormoc route, and brought in the Legaspi only when the Elcano needed temporarily to be taken out of service. If reported traffic figures are correct, the introduction of the Legaspi on the route greatly expanded cargo volumes. The MV Ramon Aboitiz did not operate at all on the route in 1992.

- Gothong Shipping operated its route between Cebu and the ports of Tacloban and Catbalogan throughout the year, but operated to a Leyte west coast port in one month only. If the traffic information is correct, the Don Calvino accommodated an average of about 35 tons per voyage in the outbound direction at Tacloban, but accommodated

TABLE 2.3

VESSELS CALLING AT TACLOBAN PORT, 1993

TYPE OF VESSEL / NAME OF VESSEL	OPERATORS	PORTS OF CALL	GRT	LOA (Meters)	PASS. CAP.	SERVICE SCHEDULE	
						ETA	ETD
PASSENGER / CARGO (P/C)							
Don Calvino	Gothong Lines	Cebu - Tacloban - Catbalogan	881.38	57.20	671	TTh Sat. 7:30 A.M. Sun 12:00 Noon	Tues.-Thurs-Sat. 4:00 P.M. Sun 1:00 P.M.
Leyte Queen	K & T	Cebu - Tacloban	654.44	65.00	559	Wed.-Fri-Sun 7:00 A.M.	Wed.-Fri-Sun. 4:00 A.M.
Flo-Soccour	RSL	Guiuan - Tacloban	231.07	37.50	300	Every other day 5:00 P.M.	Every other day 11:00 P.M.
Stacey	K & T	Guiuan - Tacloban	99.38	32.00	327	Every other day 5:00 P.M.	Every other day 11:00 P.M.
Masbate I	William Lines	Manila - Tacloban - Catbalogan	4,411.27	99.00	1,300	Tuesday 5:00 P.M., Saturday 11:00 A.M.	Wednesday, 10:00 A.M., Saturday 4:00 P.M.
Tacloban Princess	Sulpicio Lines	Manila - Tacloban - Catbalogan	3,351.24	104.50	800	Monday 10:00 A.M., Thursday 3:00 P.M.	Monday 5:00 P.M., Friday 10:00 A.M.
San Lorenzo	J. Baleos	Balangiga - Tacloban	53.15	23.78	48	Tues. & Thurs. 5:00 A.M.	Tues. & Thurs. 12:00 Midnight
GENERAL CARGO (GC)							
Melucina	J. Gumagay	Balangiga - Tacloban	45.34	25.91			
Virgin de la Asuncion	S. Caparroso Jr.	Palapag - Tacloban	75.00	24.00			
Euro I	Family Shipping Lines	Dumao - Tacloban	196.03	32.93			
Paco	Jones Carrier Inc.	Mandaue - Tacloban	464.02	48.26			
Catimco I	Catimco Shipping	Cagayan de Oro - Tacloban	100.00	50.00			
Iligan Exporter	IBEC	Cagayan de Oro - Iligan - Tacloban	1,021.91	50.90			
Danny II	N.C.	Bantuyan - Tacloban - Bacolod	31.98	14.70			
Glucy Jammar	G.J. Inc.	Guiuan - Tacloban - Cebu	267.32	37.00			
Edago II	ELPI	Iloilo - Tacloban - Cagayan	75.34	24.77			
Marvi	M. Gil	Maripipi - Tacloban	32.20	14.02			
Iligan Express	IBEC	Cagayan - Tacloban - Iligan	1,021.51	50.00			
Iligan Trader	IBEC	Iligan - Tacloban	1,003.96	68.50			
Jehan	JSC	Bacolod - Tacloban - Iloilo	104.64	72.13			
Phannie	Jehan Shipping	Maasin - Tacloban - Cebu	474.40	51.50			
Palawan Star	MSL	Cebu - Tacloban - Gen. Santos	490.32	65.40			
Ma. Loreto	AGSLI	Dumao - Tacloban	446.97	44.50			
Princess Anrika	Yao Shipping	Dumao - Tacloban - Polloc	231.45	43.00			
Jose Emery	R.S.L	Bacolod - Tacloban - Cebu	225.38	37.50			
Premship VII	PSL	Cebu - Tacloban - Bacolod	390.77	41.00			
Ma. Cristina I	ARMCORP	San Carlos - Tacloban	249.37	41.02			
MT							
Rafloro VII	CPMC	Iligan - Tacloban	97.72	18.86			
BOAT (B)							
Jennifer	CPMC	Iligan - Tacloban	491.02	30.49			

Source: Philippine Ports Authority

TABLE 2.4
EASTERN VISAYAS LINER VESSEL CARGO TRAFFIC, 1992
(FREIGHT TONS)

OPERATOR VESSEL & ROUTES	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	ANNUAL TOTAL	AVE. MONTHLY
ABOITIZ SHIPPING CORP.														
ELCANO														
CEBU ORMC	6,545	7,262	3,690	2,715	3,765	2,323	2		950	3,074	3,631	6,038	39,995	3,636
ORMC CEBU	444	330	533	828	218	406	10		163	302	222	249	3,731	339
LEGASPI														
CEBU ORMC						136	3,305	16,719	6,991				27,152	6,788
ORMC CEBU							36,513	59,124	26,871				124,508	41,503
MNLA ORMC			3,169	5,495	9,120								16,783	5,594
MNLA SGAO	655	6,237	465	604	283	442	3	129		800	521	127	10,268	933
SGAO MNLA	8,230	4,377		4,915	7,100	4,541							29,163	5,833
ORMC MNLA	6,371	4,919	8,368	11,633	14,088	9,661							55,039	9,173
ALESON SHPG. LINES, INC.														
ALESON - I														
LYTE ILOI								367	234				601	300
ALEXANDER														
MNLA DOTE				369									369	369
MNLA ZBOA				191									191	191
MNLA CTBT				34									34	34
CEBU LYTE								526					526	526
LYTE MNLA												591	591	591
FELICIANO JR														
LYTE MNLA				276									276	276
CEBU ORMC							324						324	324
CEBU JMNZ							341						341	341
DVAO TCLB												212	212	212
MNLA TCLB	393												393	393
NELSON														
MNLA TCLB		385											385	385
C.A. GOTHONG LINES, INC.														
DON CALVINO														
TCLB CEBU	635	99	247	265	1,248	244	757	175	799	193	508	214	5,385	449
CEBU TCLB	2,190	1,023	2,592	2,102	3,166	2,072	1,906	1,329	3,036	2,693	2,283	3,072	28,052	2,338
TCLB MNLA		28	67	50	30	37	13						225	37
CEBU CTBO	312	48	199	249	338	49		38	314	232	402	388	2,568	233
CTBO CEBU	3	8	5	91	953	225			2	5	35	4	1,331	133
TCLB CTBO				24									24	24
TCLB CDOR		32											32	32
TCLB BUTN						26							26	26
OUR LADY OF GUADALUPE														
CEBU CDOR		929	835	757	1,416	2,305	616						6,857	1,143
CDOR CEBU		183	289	59	739	954	2,307						4,431	738
CDOR TCLB		55	25	52	24	121	70						346	58
CDOR MNLA		200		191	113		26						530	132
JOHA CEBU					1	6	21						29	10
CDOR JOHA						2	1						4	2
JOHA CDOR						9	48						57	29
OUR LADY OF MT. CARMEL														
CEBU PLMP						48							48	48
EVER SHPG. LINES, INC.														
EVER TRANSPORT - III														
MNLA TCLB							550						550	550
GO, PHILIP L.														
VIKINOS														
DOAS SCAR						220							220	220
ILOI CEBU							240						240	240
MACABATA, DANIELL M.														
JOHN DAVE														
ROMB BYBY		156											156	156
SULPICIO LINES, INC.														
CEBU PRINCESS														
CEBU ORMC	2,215	2,020	2,083	1,417	2,334	3,134	368	2,122	2,801	2,050		487	21,031	1,912
CEBU CBYG	1,253	1,507	2										2,762	921
CEBU MSBT	2,200	2,409	2,660	1,789	2,645	3,264	693	2,827	1,697	1,605		708	22,497	2,045
ORMC MSBT	5,361	380	336	377	407	567	145	611	464	452		5,007	14,107	1,282
ORMC MNLA	275	2,716	438	4,770	998	709	107	13,748	225	1,897		5,391	31,274	2,843
CBYG MSBT	260	402	85										747	249
CBYG MNLA	3,157	2,309	3,826	631									9,923	2,481
MSBT MNLA	959	1,010	1,196	1,483	1,619	1,787	1,552	6,011	672	434		109	19,995	1,909
MNLA MSBT	1,627	1,229	1,205	1,177	1,799	1,958	400	1,777	1,347	763		103	13,385	1,217
MNLA CBYG		3	3	6		203		331					546	109
MNLA ORMC	1,039	1,068	1,337	1,205	1,209	1,035	321	1,040	1,141	907		115	10,417	947
MSBT CBYG	11	241	2	190	132				1				577	96
MSBT ORMC	3,358	2,896	2,813	3,601	211	5,009	80	194	2,476	1,038		380	22,076	2,007
MSBT CEBU	15,576	7,656	127	105	17,657	6,923	53	18,260	610	626		29	67,622	6,147
CBYG ORMC			781		1,001	5			1,802	3,560			7,149	1,430
CBYG CEBU	3	48	47	1	30	69		1,001					1,199	171
ORMC CEBU	235	319	185	262	3,883	164		9,323	17,853	196		65	32,485	3,249
PALAWAN PRINCESS														
MNLA TCLB		885											885	885
TCLB MNLA		238											238	239

TABLE 2.4
EASTERN VISAYAS LINER VESSEL CARGO TRAFFIC, 1992
(FREIGHT TONS)
(Continued)

OPERATOR VESSEL & ROUTES		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	ANNUAL TOTAL	AVE. MONTHLY
SULCON - VII															
MNLA	TCLB		579		839									1,418	709
MNLA	CTBO		210											210	210
CTBO	MNLA		106											106	106
TCLB	MNLA		934		501									1,435	718
SULCON - XI															
MNLA	TCLB		748	2,113	2,153									5,014	1,671
MNLA	CTBO			28	179									207	104
TCLB	MNLA			1,247	870									2,117	1,059
MNLA	OZMS		713											713	713
MNLA	DGTE		642											642	642
DGTE	MNLA		484											484	484
OZMS	MNLA		90											90	90
TCLB	CEBU				2									2	2
SULCON - V															
MNLA	TCLB		1,425		1,941									3,366	1,683
TCLB	MNLA		681		494									1,175	588
MNLA	ILOI		754											754	754
ILOI	MNLA		210											210	210
SURIGAO PRINCESS															
MNLA	CEBU	1,018			1	71	6	4,300	7	8	6		555	5,973	664
MNLA	PLMP	21			11	14	6						1	53	11
MNLA	MASN	51			4	34	37		38	4	19		8	195	24
MNLA	SOAO	14,585			680	1,963	1,771	481	2,003	1,244	1,160		343	24,230	2,692
MNLA	BUTN	1,849			541	990	1,124	64	333	150	737		41	5,828	648
CEBU	MASN					2								2	2
MASN	SOAO						2				1			3	1
BUTN	MASN					12	834				1			846	282
BUTN	PLMP	400						200						600	300
BUTN	CEBU						2		6					8	4
BUTN	MNLA	20			312	1,901	1,673	211	677	2,012	436		156	7,400	822
SOAO	MASN								5		7			12	6
SOAO	PLMP	40			61	240	1,036	12						1,389	278
SOAO	CEBU					1								1	1
SOAO	MNLA	424			101	1,330	694	199	853	459	364		25	4,450	494
MASN	MNLA				27	86	33	4	46	9	33			238	34
CEBU	MNLA	73			87	86	79	22	140	97	197			781	98
PLMP	MNLA						26							26	26
MNLA	CEBU	22												22	22
TACLOBAN PRINCESS															
MNLA	TCLB	9,194				8,778	9,246	6,259	10,802	7,632	6,653			58,564	8,366
MNLA	CTBO	846				4,941	1,260	591	479	1,027	9,634			18,778	2,683
CTBO	MNLA	525				4,442	430	250	108	9,390	326			15,471	2,210
TCLB	MNLA	2,319				12,430	2,282	1,734	1,227	978	7,352			28,323	4,046
CTBT	MNLA										6,036			6,036	6,036
TRANS-ASIA SHPG LINES INC															
ASIA THAILAND															
CDOR	CEBU							3,071	4,926	4,903	5,431	4,847	4,468	27,646	4,608
CEBU	CDOR								3,499	2,962	4,149	3,955	3,061	17,626	3,525
ASIA SINGAPORE															
CEBU	TGBL												22	22	22
TGBL	CDOR												33	33	33
CDOR	TGBL												391	391	391
TGBL	CEBU												88	88	88
CEBU	MASN												48	48	48
CEBU	SOAO												109	109	109
MASN	CEBU												10	10	10
ASIA BRUNEI															
CEBU	MASN	755	762	1,061	754	594	1,311							5,237	873
CEBU	JOHA	42		28	48	14	35							167	33
MASN	BUTN		101	726	22									849	283
JOHA	BUTN	49	71	63	57	56	84							380	63
BUTN	JOHA	113	289	278	185	124	183							1,172	195
JOHA	BUTN	105	29	35	29	54	38							290	48
CDOR	JOHA	266	115	304	213	69	115							1,082	180
CDOR	MASN	94	140	128	61	42	7							472	79
CDOR	CEBU	762	735	311										1,808	603
JOHA	MASN	26	26		220									272	91
MASN	CEBU	247	370	646	361	356	433							2,413	402
BUTN	MASN	7	14	115	35	14	73							258	43
BUTN	CEBU		206	152	314	19	64							755	151
MASN	JOHA						28							28	28
WILLIAM LINES, INC.															
MASBATE - I															
TCLB	MNLA	2,527	3,114	3,585	3,649	3,031	3,173	3,504	1,749	2,289	2,645	2,386	1,853	33,504	2,792
MNLA	TCLB	14,763	20,611	12,280	19,278	15,985	25,092	21,469	14,641	11,812	17,551	18,994	20,846	213,320	17,777
MNLA	CTBO	1,374	59	49	233	45	185	47	60	19	11	45	34	2,161	180
CTBO	MNLA	28	79	141	104	173	53	70	55	2	28	34	15	781	65

nearly 200 tons of cargo per voyage in the other direction. (LSRS passenger surveys, discussed in Chapter 4 and Annex B of this report, provide evidence that Gothong was more actively serving the west coast port of Palompon in 1993).

- Sulpicio Lines provided some services to the Eastern Visayas in every month but November, mainly with its vessels, the Cebu Princesa and the Tacloban Princess. The former served the port of Ormoc, mainly, but also served Calbayog for several months, mostly early in the year. The Tacloban Princess served the Manila-Catbalogan-Tacloban route during 7 months of the year.

- One of the franchised vessels of Trans-Asia served the port of Maasin during the first half of the year, but then discontinued services to the port.

- Only the Masbate Uno, of the vessels of William Lines, performed any services to Eastern Visayan ports, in 1992, and this vessel served Tacloban throughout the year.

None of the other operators identified in Tables 2.1 and 2.2 submitted traffic information to MARINA for 1992, so it is not possible to know the extent to which they actually operated their franchised routes. Where ferry operators are concerned, however, it is likely that services were more-or-less regularly operated.

Route Capacity Analysis

From the foregoing discussion, it is not useful to do any route capacity analysis on the basis of franchises, but only on the basis of identified actual services, including service schedules. Following are some comparisons between route capacities and 1992 passenger traffic volumes for those routes where capacities can be estimated on the basis of actual operations.

- **Manila-Catbalogan-Tacloban.** The combined capacity of the Masbate Uno and the Tacloban Princess is 2100 passengers, and, with each vessel operating two round-trips per week, the weekly capacity is 4200 passengers per direction, and annual capacity is more than 200,000 passengers per direction. Actual traffic between Manila and Tacloban, in 1992, was approximately 98,000 passengers, nearly evenly divided in two directions. Additional passengers would have embarked and disembarked at Catbalogan. Although the LSRS has not learned the distribution of Catbalogan traffic by route, total passenger traffic at that port was under 35,000, in 1992, so that passenger capacity utilization on the route could not have exceeded

33 percent, and was probably in the 25-30 percent range.

- **Tacloban-Cebu.** The combined passenger capacity of the Don Calvino and the Leyte Queen is 1230, and with three round-trips per week by each vessel, the approximate weekly single direction capacity is 3690 passengers. Annual capacity is about 185,000 passengers per direction. In contrast, the two-direction total on this route was 70,000, in 1992, with nearly 40,000 disembarking at Tacloban. That is an average capacity utilization of only 19 percent.

- **Cebu-Baybay.** The ferry vessel operating the route has a capacity for 200 passengers, and was operating to a schedule, in 1994, that should result in approximately 200 trips operated per annum. Thus, the annual capacity of the operator is the accommodation of 40,000 passengers per direction. In addition to this vessel, the MV Filipinas Siargao of Cokaliong Shipping is scheduled to operate three round-trips per week between Cebu and Baybay. The vessel has a capacity for 292 passengers, and an annual capacity for nearly 44,000 passengers per direction on the route. Passenger traffic at Baybay, in 1993, totaled 98,000 passengers, suggesting that utilization of shipping passenger accommodation capacity averaged 58 percent in two directions at the port.

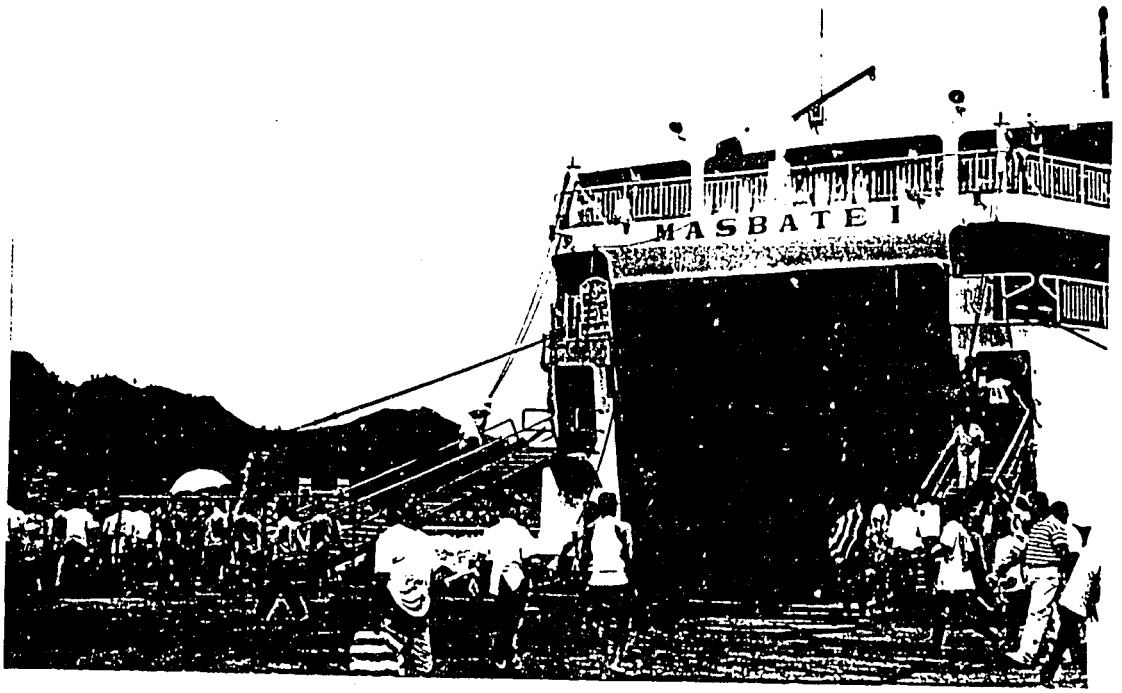
- **Cebu-Ormoc.** The Aboitiz vessel which regularly served this route, in 1992, has a passenger capacity of 978 passengers; with a schedule of three round-trip voyages per week, the vessel has an annual capacity for accommodation of more than 146,000 passengers per direction. The route is also served, as one leg of longer liner-shipping routes, by Sulpicio's MV Cebu Princess and MV Surigao Princess. Combined, these vessels can serve the Cebu-Ormoc portions of their routes 100 times per annum in each direction. The average passenger capacity of these two vessels is approximately 740, so that they have a joint capacity for accommodating 74,000 passengers per direction each year between Ormoc and Cebu. The combined single-direction capacity of the three vessels is 220,000 passengers per annum. In 1992, total passenger traffic at Ormoc was 330,000, some portions of which were traveling in one direction or the other on the Manila-Ormoc route and other routes, and not only in the Ormoc-Cebu connection. If all had been traveling between Ormoc and Cebu, and estimated 1994 capacity had been available in 1992, then capacity utilization on the route would have been 75 percent.

From PPA statistics, the two-way passenger volumes at the RORO ferry terminals of San Isidro and Allen, in 1992, were 463,000 and

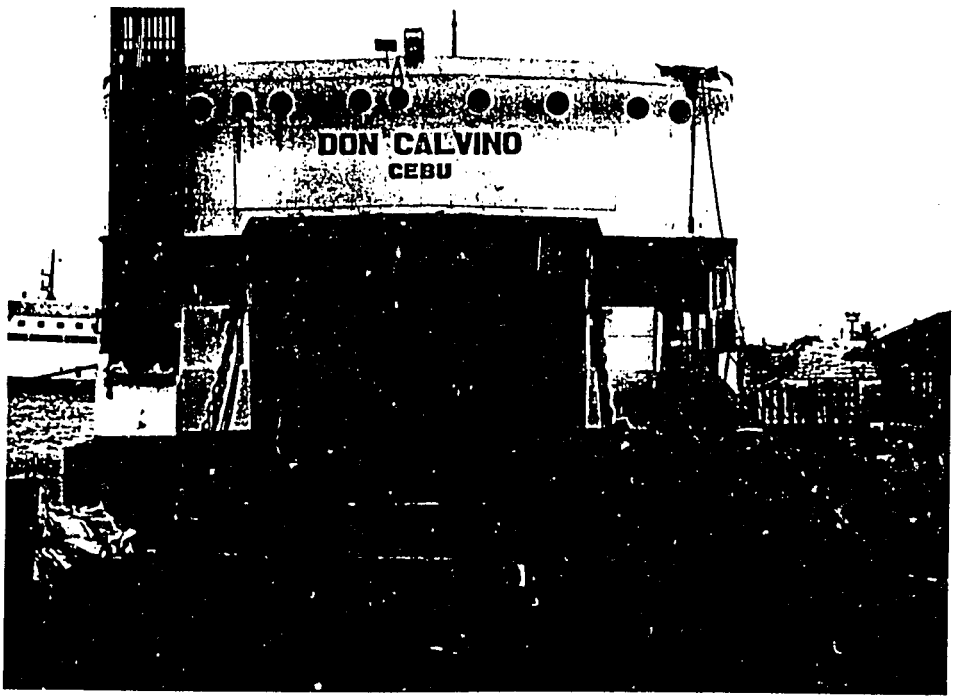
397,000, respectively, for a combined total of 860,000. Not all of these were long-distance passengers coming from and traveling to the National Capital Region (NCR), but the fact that it is nearly 9 times the passenger volumes accommodated on the Manila-Tacloban liner shipping route is nevertheless worthy of note. According to one of the two operators serving the Manila-Tacloban route, the loss of passenger traffic to road transport/RORO ferry is continuing, and may make it unremunerative to serve the route with a passenger/cargo (container) vessel in the future.

The ferry between Liloan and Lipata has a capacity for 400 passengers, so that it can accommodate more than 140,000 passengers per direction per year. In 1992, traffic was 71,000 passengers in the northward direction and 56,000 passengers in the southward direction, i.e., approximately 50 percent and less than 40 percent capacity utilization, respectively.

PORT OF TACLOBAN, LEYTE



RORO vessel with separate entry and exit doors for embarking and disembarking passengers.



A passenger/cargo RORO vessel.

3. CARGO SERVICES EVALUATION

Introduction

Somewhat over a decade ago, two island linkages were established that have since altered the pattern and role of shipping services provided to the islands of Samar and Leyte. Both of these island linkages, one being the establishment of RORO services between Samar and Luzon and the other being the construction of the San Juanico Bridge between Samar and Leyte, form links in the Maharlika Highway. The RORO ferry services, which ply between the Sorsogon port of Matnog and Samar terminals at Allen and San Isidro, have converted a sizeable proportion of passenger travel between the Eastern Visayas and Luzon from shipping to the road/ferry route. The bridge converted short-distance passenger volumes from sea to road transport, and expanded the hinterland of the Leyte port of Tacloban, for both cargo and passengers, to include a significant portion of Samar Island.

These changes are still evolving, as there is some evidence that the road/ferry mode is becoming competitive for Luzon-Eastern Visayas cargo traffic, and continued improvement of the Samar and Leyte road networks is likely to result in further expansion of the Tacloban port hinterland.

The following section of this chapter discusses the cargo traffic at the ports of Samar and Leyte. Subsequent sections of the chapter present an evaluation of the liner shipping cargo services provided to these two islands. The evaluation is divided into three parts: first, the LSRS examines the adequacy of cargo services from the standpoint of available capacity to accommodate all cargo transport demand, taking into account the appropriateness of the capacity and service connections; second, cargo services are examined for their service standards, principally their adherence to service schedule and the avoidance of cargo deterioration, damage or loss; and finally, the charges for shipping services are considered, to ensure that they are reasonable and are more-or-less in line with official tariff ranges (i.e., fork tariffs). Annex A presents the detailed shipper, shipping operator, and other survey information which forms the basis for the evaluation presented in this chapter.

Ports and Cargo Traffic

Samar

Other than the northern public and private RORO ferry ports, the island of Samar is served by five public ports, as loading and unloading points for both cargo and passengers, namely: Catbalogan,

Calbayog, Guiuan, San Jose Carangian, and Borongan. The ports of Catbalogan, Calbayog, and San Jose Carangian serve the hinterland of Northern Samar and the ports of Guiuan and Borongan serve the municipalities of Eastern Samar. All the public ports of Samar Island handle only domestic cargo, which is mostly shipped as breakbulk cargo. The 1992 cargo traffic volumes and seasonality indices computed for these ports are presented in Table 3.1.

The cargo tonnage handled in the port of Catbalogan amounted to 91,868 mt in 1992, with inbound cargo volume almost equal to outbound cargo flow. There was very little containerized cargo, while bulk cargo, virtually all copra, comprised 21 percent of total cargo handled and the remainder of the cargo was breakbulk cargo. Cargo traffic for the single month of December was 49 percent above the monthly average and more than 140 percent higher than the leanest month of November.

The port of Calbayog registered cargo tonnage of 57,800 mt in 1992, with outgoing cargo accounting for 60 percent of total volume. More than 50 percent of total tonnage comprised outward movement of copra, shipped in bulk aboard trampers, whereas all inward cargoes were breakbulk, and comprised 40 percent of the port's traffic. The lowest monthly cargo tonnage was in August, when throughput dipped to under 1,000 tons, and there were no outward shipments of copra.

The port of Guiuan registered a cargo throughput of 13,514 mt in 1992, entirely breakbulk. Guiuan had a good balance of traffic in two directions, and seasonality was not pronounced, ranging from 64 to 144 percent of the average month.

Total cargo tonnage at the port of San Jose Carangian was 20,547 mt, of which bulk cargo, all outgoing, comprised 89 percent of cargo handled. Cargo traffic during the two-month period October-November accounted for almost 50 percent of total cargo volume.

The port of Borongan had the lowest cargo tonnage of any of the Samar ports, just 6,279 mt. Incoming cargo comprised 94 percent of total cargo volume. Cargo handled in bulk was 63 percent of the total tonnage. Cargo traffic during the three-month period, May-July, accounted for 40 percent of total cargo handled in 1992.

The aggregate cargo tonnage of the five Samar ports was nearly 190,000 mt in 1992. Total inbound cargo traffic, which amounted to 86,857 mt, accounted for less than half (46 percent) of total cargo tonnage and outbound cargo traffic comprised 54 percent of the total cargo traffic at the five ports. As regards type of handling, cargoes handled were predominantly breakbulk (58 percent) and bulk (38 percent) and very little cargo was containerized. The lowest traffic volumes were recorded during the period January-

Table 3.1

SAMAR ISLAND PORT
CARGO TRAFFIC , 1992
(In Metric Tons)

PARTICULARS	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVE
CATBALOGAN														
Domestic Cargo	9,038	6,272	7,372	10,531	7,566	7,601	4,957	6,443	5,622	10,368	4,677	11,421	91,868	7,656
Inbound	3,367	3,552	5,118	3,935	3,284	3,906	2,922	3,697	3,236	5,792	4,237	5,395	48,441	4,037
Breakbulk	2,825	2,838	5,118	3,467	490	3,156	2,449	3,697	3,236	5,792	4,237	5,395	42,700	3,558
Bulk	234	234		468		305							1,241	103
Containerized	308	480			2,794	445	473						4,500	375
Outbound	5,671	2,720	2,254	6,596	4,282	3,695	2,035	2,746	2,386	4,576	440	6,026	43,427	3,619
Breakbulk	441	1,135	644	855	421	1,669	647	2,746	2,386	4,576	440	6,026	21,986	1,832
Bulk	4920	1540	1610	5741	2170	1700	900						18,581	1,548
Containerized	310	45			1,691	326	488						2,860	238
Total (Breakbulk , Bulk & Cont.)	9,038	6,272	7,372	10,531	7,566	7,601	4,957	6,443	5,622	10,368	4,677	11,421	91,868	7,656
Breakbulk	3,266	3,973	5,762	4,322	911	4,825	3,096	6,443	5,622	10,368	4,677	11,421	64,686	5,391
Bulk	5,154	1,774	1,610	6,209	2,170	2,005	900						19,822	1,652
Containerized	618	525			4,485	771	961						7,360	613
Seasonality Index	118	82	96	138	99	99	65	84	73	135	61	149		
CALBAYOG														
Domestic Cargo	2,852	5,238	3,526	3,767	3,904	7,536	6,707	834	8,389	3,932	2,104	8,989	57,778	4,815
Inbound (breakbulk)	1,616	2,622	1,210	2,714	1,958	2,898	1,936	700	1,578	2,097	1,739	2,207	23,275	1,940
Outbound	1,236	2,616	2,316	1,053	1,946	4,638	4,771	134	6,811	1,835	365	6,782	34,503	2,875
Breakbulk	234	348	174	409	329	1,196	538	134	276	213	365	173	4,389	366
Bulk	1002	2268	2142	644	1617	3442	4233		6535	1622		6609	30,114	2,510
Total (Breakbulk, Bulk & Cont.)	2,852	5,238	3,526	3,767	3,904	7,536	6,707	834	8,389	3,932	2,104	8,989	57,778	4,815
Breakbulk	1,850	2,970	1,384	3,123	2,287	4,094	2,474	834	1,854	2,310	2,104	2,380	27,664	2,305
Bulk	1,002	2,268	2,142	644	1,617	3,442	4,233		6,535	1,622		6,609	30,114	2,510
Seasonality Index	59	109	73	78	81	157	139	17	174	82	44	187		
CUIUAN														
Domestic (breakbulk)	1,394	1,622	1,230	901	944	1,205	1,307	1,336	1,076	910	872	717	13,514	1,126
Inbound	781	922	804	539	643	828	668	587	469	333	333	286	7,193	599
Outbound	613	700	426	362	301	377	639	749	607	577	539	431	6,321	527
Seasonality Index	124	144	109	80	84	107	116	115	96	81	77	64		
BORONGAN														
Domestic Cargo		337	120	497	931	728	1,064	543	747	215	295	802	6,279	523
Inbound		337	120	497	931	573	924	543	679	215	295	802	5,916	493
Breakbulk				337	310	411	335	338	215				1,946	162
Bulk		337	120	160	621	162	589	205	464	215	295	802	3,970	331
Outbound (breakbulk)						155	140		68				363	30
Total (Breakbulk, & Bulk)		337	120	497	931	728	1,064	543	747	215	295	802	6,279	523
Breakbulk				337	310	566	475	338	283				2,309	192
Bulk		337	120	160	621	162	589	205	464	215	295	802	3,970	331
Seasonality Index		64	23	95	178	139	203	104	143	41	56	153		
SAN JOSE														
Domestic Cargo	919	1,273	1,069	544	400	780	2,248	2,639	371	4,734	5,445	125	20,547	1,712
Inbound (breakbulk)	19	73	59				104	389	333	405	563	87	2,032	169
Outbound	900	1,200	1,010	544	400	780	2,144	2,250	38	4,329	4,882	38	18,515	1,543
Breakbulk				115					38			38	191	16
Bulk	900	1200	1010	429	400	780	2144	2250		4329	4882		18,324	1,527
Total (Breakbulk & Bulk)	919	1,273	1,069	544	400	780	2,248	2,639	371	4,734	5,445	125	20,547	1,712
Breakbulk	19	73	59	115			104	389	371	405	563	125	2,223	185
Bulk	900	1200	1010	429	400	780	2144	2250		4329	4882		18,324	1527
Seasonality Index	54	74	62	32	23	46	131	154	22	276	318	7		
GRAND-TOTAL SAMAR														
Domestic Cargo	14,203	14,742	13,317	16,240	13,745	17,850	16,283	11,795	16,205	20,159	13,393	22,054	189,986	15,832
Inbound	5,783	7,506	7,311	7,685	6,816	8,205	6,554	5,916	6,295	8,842	7,167	8,777	86,857	7,238
Breakbulk	5,241	6,455	7,191	7,057	3,401	7,293	5,492	5,711	5,831	8,627	6,872	7,975	77,146	6,429
Bulk	234	571	120	628	621	467	589	205	464	215	295	802	5,211	434
Containerized	308	480			2,794	445	473						4,500	375
Outbound	8,420	7,236	6,006	8,555	6,929	9,645	9,789	5,879	9,910	11,317	6,216	13,277	103,139	8,594
Breakbulk	1,288	2,183	1,244	1,741	1,051	3,397	1,964	3,629	3,375	5,365	1,344	6,668	33,250	2,771
Bulk	6,822	5,008	4,762	6,814	4,187	5,922	7,277	2,250	6,535	5,951	4,882	6,609	67,019	5,585
Containerized	310	45			1,691	326	488						2,860	238
Grandtotal (Breakbulk, Bulk & Containerized)	14,203	14,742	13,317	16,240	13,745	17,850	16,283	11,795	16,205	20,159	13,393	22,054	189,986	15,832
Breakbulk	6,529	8,638	8,435	8,798	4,452	10,690	7,456	9,340	9,206	13,993	8,216	14,643	110,396	9,200
Bulk	7,056	5,579	4,882	7,442	4,808	6,389	7,866	2,455	6,999	6,166	5,177	7,411	72,230	6,019
Containerized	618	525			4,485	771	961						7,360	613
Seasonality Index	90	93	84	103	87	113	103	75	102	127	85	139		

Source : Philippine Ports Authority

March, but the month of least traffic was August.

Table 3.2 indicates the 1993 cargo traffic volumes at the same five ports of Samar. The port of Borongan almost ceased to operate in 1993, and Guiuan Port suffered a sharp decline in cargo volumes, but the other three ports considerably increased their volumes of outbound cargo shipments. The five-port combined cargo throughput exceeded 264,000 tons in 1993, approximately 39 percent up from the preceding year. Outflows increased by a greater extent, rising to 174,000 tons in 1993, from only 103,000 mt the preceding year, which represented a rise of 69 percent. It is pertinent to the LSRS, however, that more than two-thirds of total cargo outflows from these principal ports of Samar constituted bulk cargo (nearly 120,000 mt in 1993). Copra shipments are, in 1994, mostly accommodated by barges and other tramper vessels, partly as bulk and partly as breakbulk cargo. Thus, the rapid increase of Samar cargo outflows by sea, in 1993, did not necessarily result in any significant rise in the accommodation of outbound cargo by interisland liner shipping.

Leyte Island

Other than the Maharlika Highway ferry terminal at Liloan, Southern Leyte, there are nine principal public ports which serve the hinterland of Leyte and Southern Leyte. The ports of Leyte Province are Tacloban, Baybay, Ormoc, Isabel, and Palompon, and the ports of Southern Leyte include Maasin, Cabalian, Hilongos and Bato. These ports fall under the jurisdiction of the PPA Port Management Office of Tacloban. The port of Tacloban is the PPA baseport, and accounts for more than 50 percent of the total cargo traffic of Leyte Island ports.

Table 3.3 presents the inbound and outbound cargo traffic and the seasonality indices for 1992 for seven of the Leyte Island ports.

Total cargo tonnage, domestic and export, for the port of Tacloban amounted to 448,563 mt in 1992, and comprised 64 percent of the total tonnage of the seven ports. Domestic cargo handled in the port of Tacloban constituted 94 percent of that port's total cargo tonnage. There were more incoming cargoes than outgoing, with the former constituting 62 percent of total traffic. Inbound traffic consisted of breakbulk (66 percent) and containerized (34 percent). Outbound cargo was mainly bulk (70 percent). Export cargo handled was all bulk, and all copra. The fact that only 30 percent of the outbound cargoes from the port comprised breakbulk and containerized cargoes tends to create an imbalance of interisland liner shipping cargoes in two directions. Any large imbalance, in turn, tends to limit the attractiveness of liner shipping routes serving the port.

TABLE 3.2

SAMAR ISLAND PORT

CARGO TRAFFIC, 1993

(In Metric Tons)

CLASSIFICATION	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVE
CATBALOGAN														
Domestic Cargo	5,965	10,541	3,057	5,651	9,529	7,718	7,368	16,460	27,783	19,456	14,661	10,337	138,526	11,544
Inbound (breakbulk)	3,133	4,144	2,343	2,997	4,196	3,438	3,424	4,439	6,241	1,768	6,018	5,161	47,302	3,942
Outbound	2,832	6,397	714	2,654	5,333	4,280	3,944	12,021	21,542	17,688	8,643	5,176	91,224	7,602
Breakbulk	1,668	1,551	714	2,654	5,333	4,280	3,944	1,220	6,482	17,688	518	974	47,026	3,919
Bulk	1164	4846						10801	15060		8125	4202	44,198	3,683
Seasonality Index	52	91	26	49	85	67	64	143	241	169	127	90		
CALBAYOG														
Domestic Cargo	5,777	6,132	4,653	5,547	3,149	7,578	5,633	7,480	7,087	6,599	4,993	6,791	71,419	5,952
Inbound (breakbulk)	1,393	2,037	1,786	555	891	3,048	2,571	2,157	2,227	2,193	1,260	3,125	23,243	1,937
Outbound	4,384	4,095	2,867	4,992	2,258	4,530	3,062	5,323	4,860	4,406	3,733	3,666	48,176	4,015
Breakbulk	339	196	320	293	413	375	173	407	352	364	302	208	3,742	312
Bulk	4045	3899	2547	4699	1845	4155	2889	4916	4508	4042	3431	3458	44,434	3,703
Seasonality Index	97	103	78	93	53	127	95	126	119	111	84	114		
GUIUAN														
Domestic Cargo	640	506	325	442	620	700	922	677	754	683	728	863	7,860	655
Inbound (breakbulk)	343	352	190	312	441	488	560	418	428	441	510	522	5,005	417
Outbound (breakbulk)	297	154	135	130	179	212	362	259	326	242	218	341	2,855	238
Seasonality Index	98	77	50	67	95	107	141	103	115	104	111	132		
BORONGAN														
Domestic Cargo		635		673		281	495	341	1,030	660	338		4,153	371
Inbound		635		673		281	495	341	652	660	338		4,075	340
Breakbulk								9	652				661	55
Bulk		635		673		281	495	332		660	308		3,414	285
Outbound (breakbulk)									378				378	32
Seasonality Index		171		181		76	133	92	278	178	91			
SAN JOSE, CARAINGAN														
Domestic Cargo	3,500	2,082	3,288	1,180	1,969	3,473	3,284	5,334	4,406	4,294	5,614	3,734	42,158	3,513
Inbound (breakbulk)	502		205			14	725	2,492	1,362	754	2,425	2,391	10,870	906
Outbound	2998	2082	3083	1180	1969	3459	2559	2842	3044	3540	3189	1343	31,286	2,607
Breakbulk	38		100				87	112				69	406	34
Bulk	2,960	2,082	2,983	1,180	1,969	3,459	2,472	2,730	3,044	3,540	3,189	1,274	30,882	2,574
Seasonality Index	109	59	84	34	56	99	93	152	125	122	169	106		
GRAND-TOTAL SAMAR														
Domestic Cargo	15,882	19,896	11,323	13,493	15,267	19,750	17,702	30,292	41,060	31,692	26,334	21,725	264,416	22,035
Inbound	5,371	7,168	4,524	4,537	5,528	7,269	7,775	9,847	10,910	5,816	10,551	11,199	90,495	7,541
Breakbulk	5,371	6,533	4,524	3,864	5,528	6,988	7,280	9,515	10,910	5,156	10,213	11,199	87,081	7,257
Bulk		635		673		281	495	332		660	338		3,414	285
Outbound	10,511	12,728	6,799	8,956	9,739	12,481	9,927	20,445	30,150	25,876	15,783	10,526	173,921	14,493
Breakbulk	2,342	1,901	1,269	3,077	5,925	4,867	4,566	1,998	7,538	18,294	1,038	1,592	54,407	4,534
Bulk	8,169	10,827	5,530	5,879	3,814	7,614	5,361	18,447	22,612	7,582	14,745	8,934	119,514	9,960
Seasonality Index	72	90	51	61	69	90	80	137	186	144	120	99		

Source : Philippine Ports Authority

Table 3.3

LEYTE ISLAND PORT
CARGO TRAFFIC , 1992
(In Metric Tons)

PARTICULARS	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVE
TACLOBAN														
Total Cargo Throughput	35,983	32,687	32,504	35,535	28,668	31,564	38,462	37,836	36,387	38,942	42,969	57,026	448,563	37,380
Domestic	32,833	32,687	32,504	28,885	26,268	31,564	35,712	34,836	34,387	36,942	40,969	54,026	421,613	35,134
Foreign	3,150			6,650	2,400		2,750	3,000	2,000	2,000	2,000	3,000	26,950	2,246
Inbound	21,259	17,258	21,873	23,120	17,411	19,360	19,421	19,916	22,431	22,004	21,548	35,892	261,493	21,791
Breakbulk	15,725	11,958	15,237	17,434	8,665	13,185	11,913	12,673	15,009	13,456	11,943	24,450	171,648	14,304
Bulk	300	500			900					400			2,100	175
Containerized	5,234	4,800	6,636	5,686	7,846	6,175	7,508	7,243	7,422	8,148	9,605	11,442	87,745	7,312
Outbound	11,574	15,429	10,631	5,765	8,857	12,204	16,291	14,920	11,956	14,938	19,421	18,134	160,120	13,343
Breakbulk	2,389	2,163	1,855	1,559	3,515	3,421	2,194	2,330	1,714	944	1,145	1,350	24,579	2,048
Bulk	8,236	12,131	6,375	2,750	3,900	6,142	12,687	11,320	7,894	12,431	16,277	14,172	114,315	9,526
Containerized	949	1,135	2,401	1,456	1,442	2,641	1,410	1,270	2,348	1,563	1,999	2,612	21,226	1,769
Export in bulk	3,150			6,650	2,400		2,750	3,000	2,000	2,000	2,000	3,000	26,950	2,246
Total (Breakbulk, Bulk & Cont.)	35,983	32,687	32,504	35,535	28,668	31,564	38,462	37,836	36,387	38,942	42,969	57,026	448,563	37,380
Breakbulk	18,114	14,121	17,092	18,993	12,180	16,606	14,107	15,003	16,723	14,400	13,088	25,800	196,227	16,352
Bulk	11,686	12,631	6,375	9,400	7,200	6,142	15,437	14,320	9,894	14,831	18,277	17,172	143,365	11,947
Containerized	6,183	5,935	9,037	7,142	9,288	8,816	8,918	8,513	9,770	9,711	11,604	14,054	108,971	9,081
Seasonality Index	96	87	87	95	77	84	103	101	97	104	115	153		
HILONGOS														
Cargo Domestic	1,376	1,359	1,451	1,521	1,622	1,589	1,346	1,696	2,454	1,613	2,588	1,905	20,520	1,710
Inbound breakbulk	938	782	900	863	1,075	977	960	1,307	1,907	1,315	2,000	1,375	14,399	1,200
Outbound breakbulk	438	577	551	658	547	612	386	389	547	298	588	530	6,121	510
Seasonality Index	80	79	85	89	95	93	79	99	144	94	151	111		
ORMOC														
Cargo Domestic	8,424	9,576	9,043	5,844	10,261	10,852	10,289	16,198	12,169	12,114	12,435	18,137	135,342	11,279
Inbound	6,331	6,486	7,360	4,302	6,359	6,687	7,002	6,536	3,552	5,728	5,310	7,765	73,418	6,118
Breakbulk	4,558	4,486	5,252	2,879	5,932	6,522	6,884	6,536	3,480	5,107	4,957	6,400	62,993	5,249
Containerized	1,773	2,000	2,108	1,423	427	165	118		72	621	353	1,365	10,425	869
Outbound	2,093	3,090	1,683	1,542	3,902	4,165	3,287	9,662	8,617	6,386	7,125	10,372	61,924	5,160
Breakbulk	653	928	603	782	2,559	1,565	957	5,205	5,263	3,321	3,377	6,344	31,557	2,630
Bulk	950	1,800	550		1,100	2,373	2,146	4,211	3,224	2,785	3,575	3,860	26,574	2,215
Containerized	490	362	530	760	243	227	184	246	130	280	173	168	3,793	316
Total (Breakbulk , Bulk & Cont.)	8,424	9,576	9,043	5,844	10,261	10,852	10,289	16,198	12,169	12,114	12,435	18,137	135,342	11,279
Breakbulk	5,211	5,414	5,855	3,661	8,491	8,087	7,841	11,741	8,743	8,428	8,334	12,744	94,550	7,879
Bulk	950	1,800	550		1,100	2,373	2,146	4,211	3,224	2,785	3,575	3,860	26,574	2,215
Containerized	2,263	2,362	2,638	2,183	670	392	302	246	202	901	526	1,533	14,218	1,185
Seasonality Index	75	85	80	52	91	96	91	144	108	107	110	161		
BAYBAY														
Cargo Domestic	820	1,322	1,135	1,032	985	1,072	2,018	1,867	1,469	2,894	2,771	2,490	19,875	1,656
Inbound breakbulk	592	1,170	697	668	666	915	773	761	733	798	788	796	9,357	780
Outbound breakbulk	228	152	438	364	319	157	1,245	1,106	736	2,096	1,983	1,694	10,518	877
Seasonality Index	50	80	69	62	59	65	122	113	89	175	167	150		
MAASIN														
Cargo Domestic	1,268	2,739	3,024	1,865	3,443	4,287	2,630	3,273	1,799	2,954	2,733	4,127	34,142	2,845
Inbound breakbulk	1,000	1,839	1,824	1,573	2,955	2,117	1,283	2,730	1,394	2,416	2,312	2,629	24,072	2,006
Outbound	268	900	1,200	292	488	2,170	1,347	543	405	538	421	1,498	10,070	839
Breakbulk	268	415	738	292	488	352	326	543	405	538	421	570	5,356	446
Bulk		485	462			1,818	1,021					928	4,714	393
Total (Breakbulk & Bulk)	1,268	2,739	3,024	1,865	3,443	4,287	2,630	3,273	1,799	2,954	2,733	4,127	34,142	2,843
Breakbulk	1,268	2,254	2,562	1,865	3,443	2,469	1,609	3,273	1,799	2,954	2,733	3,199	29,428	2,452
Bulk		485	462			1,818	1,021					928	4,714	393
Seasonality Index	45	96	106	66	121	151	92	115	63	104	96	145		
PALOMPON														
Cargo Domestic	2,700	2,763	2,703	2,964	2,801	2,892	2,889	2,663	2,550	3,442	3,471	2,549	34,387	2,866
Inbound breakbulk	1,732	1,971	1,952	1,909	1,669	1,932	2,144	1,646	1,703	1,801	2,303	1,353	22,115	1,843
Outbound breakbulk	968	792	751	1,055	1,132	960	745	1,017	847	1,641	1,168	1,196	12,272	1,023
Seasonality Index	94	96	94	103	98	101	101	93	89	120	121	89		

Table 3.3
(Continued)

LEYTE ISLAND PORT
CARGO TRAFFIC , 1992
(In Metric Tons)

PARTICULARS	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVE
BATO														
Cargo Domestic	480	624	540	526	668	631	462	500	713	574	544	720	7,042	587
Inbound breakbulk	324	378	341	299	321	309	243	254	456	406	449	435	4,215	351
Outbound breakbulk	156	246	199	287	347	322	219	246	257	168	95	285	2,827	236
Seasonality Index	82	106	92	100	114	108	79	85	121	98	93	123		
GRAND-TOTAL LEYTE														
Total Cargo Throughput	**50,602**	**50,749**	**49,911**	**48,628**	**48,246**	**52,701**	**57,953**	**63,828**	**57,452**	**62,294**	**67,379**	**86,827**	**696,570**	**58,048**
Cargo Domestic	47,452	50,749	49,911	41,978	45,846	52,701	55,203	60,828	55,452	60,294	65,379	83,827	669,620	55,802
Inbound	32,176	29,884	34,947	32,734	30,456	32,297	31,826	33,150	32,176	34,468	34,710	50,245	409,069	34,089
Breakbulk	24,869	22,584	26,203	25,625	21,283	25,957	24,200	25,907	24,682	25,299	24,752	37,438	308,799	25,733
Bulk	300	500			900					400			2,100	175
Containerized	7,007	6,800	8,744	7,109	8,273	6,340	7,626	7,243	7,494	8,769	9,958	12,807	98,170	8,181
Outbound	15,276	20,865	14,964	9,244	15,390	20,404	23,377	27,678	23,276	25,826	30,669	33,582	260,551	21,713
Breakbulk	5,100	5,273	5,135	4,997	8,907	7,389	6,072	10,836	9,769	9,006	8,777	11,969	93,230	7,769
Bulk	9,186	14,416	7,387	2,750	5,000	10,333	15,851	15,531	11,118	15,216	19,852	18,960	145,603	12,134
Containerized	990	1,176	2,442	1,497	1,483	2,682	1,451	1,311	2,389	1,604	2,040	2,653	21,718	1,810
Export in bulk	3,150			6,650	2,400		2,750	3,000	2,000	2,000	2,000	3,000	26,950	2,246
Grand-Total (B-bulk, bulk & Cont.)	50,602	50,749	49,911	48,628	48,246	52,701	57,953	63,828	57,452	62,294	67,379	86,827	696,570	58,048
Breakbulk	29,969	27,857	31,338	30,622	30,190	33,346	30,272	36,743	34,451	34,305	33,529	49,407	402,029	33,502
Bulk	12,636	14,916	7,387	9,400	8,300	10,333	18,604	18,531	13,118	17,616	21,552	21,960	174,653	14,554
Containerized	7,997	7,976	11,186	8,606	9,756	9,022	9,077	8,554	9,883	10,373	11,998	15,460	119,888	9,991
Seasonality Index	87	87	86	84	83	91	100	110	99	107	116	150		

Source : Philippine Ports Authority

The port of Baybay registered total cargo tonnage of 19,875 mt in 1992. There was a good balance of cargo flows in two directions, with outgoing cargo comprising 53 percent of total tonnage. Cargo traffic registered was much higher during the period, October-December, than during the first three quarters of the year.

Cargo tonnage handled in the port of Ormoc amounted to 135,342 mt in 1992. Inbound cargo, which was mainly breakbulk, comprised 54 percent of the total tonnage. Outbound cargo was comprised of bulk cargo (42 percent) and breakbulk cargo (51 percent). Cargo traffic during the period August-December was 26 percent above the monthly average for the whole year.

The port of Palompon registered a cargo throughput of 34,387 mt in 1992. Inbound cargo comprised 70 percent of total cargo tonnage, which was all breakbulk. Outbound cargo was comprised of breakbulk (53 percent) and bulk (47 percent).

The port of Hilongos registered total cargo tonnage of 20,520 mt in 1992, all breakbulk. Incoming cargo accounted for 70 percent of total volume. Average cargo traffic flow during the months of September, November and December was 40 percent above the monthly average.

The port of Bato had the lowest cargo traffic among the seven Leyte Island ports, of just 7,042 mt. Around 60 percent of the cargo handled at the port was incoming. Cargo flows were more or less evenly distributed throughout the year, with the exception of the month of December, when cargo tonnage was 23 percent above the monthly average.

The combined tonnage for the seven Leyte ports amounted to 696,570 mt in 1992. Incoming cargo was larger in volume than outgoing, accounting for 61 percent of the total domestic cargo at the seven Leyte ports. As regards type of handling, cargoes handled were predominantly breakbulk (58 percent) and bulk (25 percent) and the rest were containerized. The lowest traffic volumes were recorded during the first half of the year and cargo volumes picked up in the second semester of 1992.

Table 3.4 presents the seasonality of cargo traffic flows in the routes connecting Tacloban with other ports and seasonality is shown graphically in Figure 3.1. Two-directional cargo imbalance existed in the Manila-Tacloban-Manila route. Cargo traffic, for 1992, in the Manila-Tacloban direction, amounting to 72,000 mt, and was four times the cargo traffic registered in the Tacloban-Manila direction, viz. 17,620 mt.

Cargo volumes peaked in the periods of April to July and November-December in the Manila-Tacloban direction. Almost 74 percent of the total cargo accommodated on this route was

TABLE 3.4

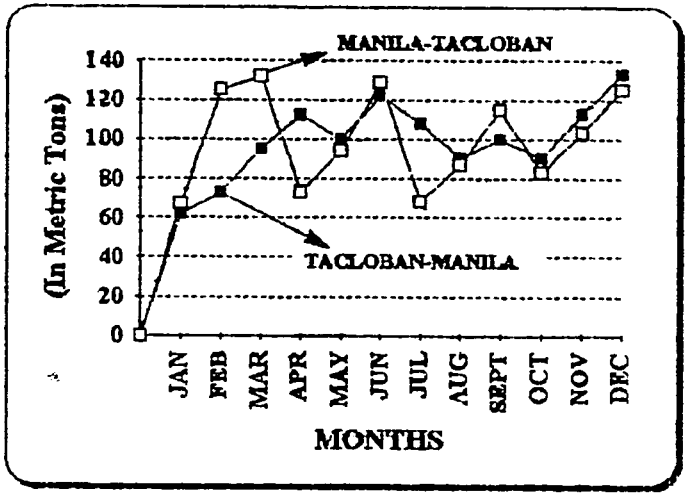
CARGO TRAFFIC AT TACLOBAN PORT, BY SHIPPING ROUTE AND DIRECTION 1992

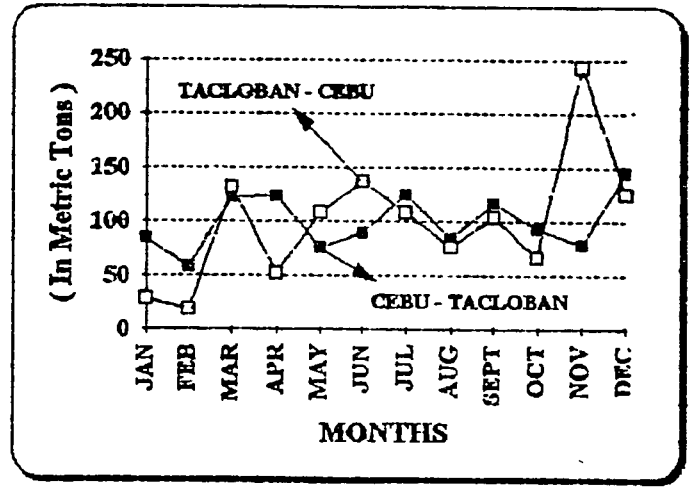
(In Metric Tons)

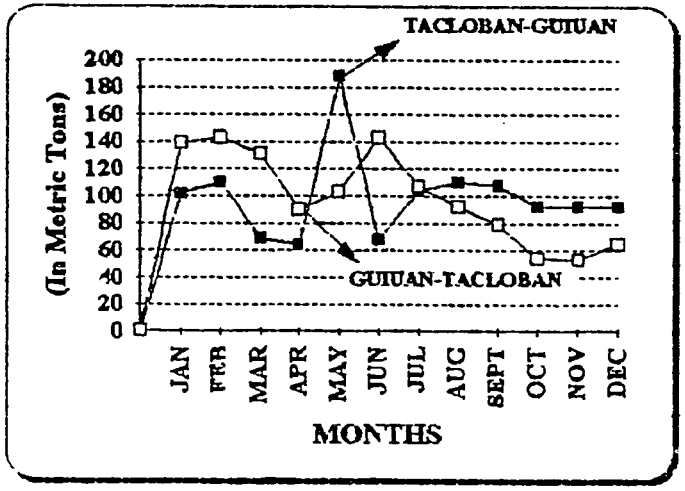
ROUTE	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	TOTAL	AVE.
Manila-Tacloban	4,744	5,581	7,282	8,541	7,658	9,330	8,274	6,869	7,611	6,888	8,582	10,160	91,519	7,627
Conventional	902	1,009	1,813	4,089	1,107	4,385	1,588	1,124	1,359	586	467	1,010	19,439	1,620
Containerized	3,842	4,572	5,469	4,451	6,552	4,945	6,685	5,745	6,252	6,302	8,116	9,149	72,080	6,007
Seasonality Index	62	73	95	112	100	122	108	90	100	90	113	133		
Tacloban-Manila	1,153	2,156	2,285	1,261	1,618	2,228	1,173	1,510	1,980	1,435	1,789	2,157	20,745	1,729
Conventional	314	1,052	31	34	359	39	246	550	109	148	156	87	3,125	260
Containerized	839	1,105	2,254	1,227	1,259	2,189	927	960	1,871	1,287	1,633	2,070	17,620	1,468
Seasonality Index	67	125	132	73	94	129	68	87	115	83	103	125		
Cebu-Tacloban	4,065	2,764	5,896	5,926	3,631	4,261	5,979	4,059	5,598	4,444	3,762	6,914	57,298	4,775
Conventional	2,673	2,537	4,729	4,692	2,339	3,032	5,157	2,564	4,427	2,598	2,272	4,891	41,912	3,493
Containerized	1,392	227	1,166	1,233	1,292	1,228	822	1,495	1,171	1,846	1,490	2,023	15,386	1,282
Seasonality Index	85	58	123	124	76	89	125	85	117	93	79	145		
Tacloban-Cebu	407	261	1,830	723	1,503	1,903	1,502	1,071	1,450	938	3,382	1,755	16,725	1,394
Conventional	297	230	1,684	493	1,319	1,452	1,018	762	977	662	3,015	1,211	13,121	1,093
Containerized	110	31	146	230	184	451	484	308	473	276	367	543	3,604	300
Seasonality Index*	29	19	131	52	108	137	108	77	104	67	243	126		
Guiuan-Tacloban	626	677	426	393	1,158	420	637	678	667	568	565	565	7,380	615
Seasonality Index	102	110	69	64	188	68	104	110	108	92	92	92		
Tacloban-Guiuan	850	874	805	551	633	879	654	564	484	328	327	398	7,347	612
Seasonality Index	139	143	131	90	103	143	107	92	79	54	53	65		
Iloilo-Tacloban	2,020	727	506	120	548	555	595	440	1,978	3,433	2,519	1,873	15,315	1,276
Seasonality Index	158	57	40	9	43	43	47	34	155	269	197	147		
Tacloban-Iloilo	-	-	-	-	210	-	-	1,199	120	-	-	335	1,864	155
Seasonality Index	-	-	-	-	135	-	-	772	77	-	-	216		
Iligan-Tacloban	2,446	1,856	1,896	3,403	-	2,017	960	1,000	-	2,198	-	1,504	17,280	1,440
Seasonality Index	170	129	132	236	-	140	67	69	-	153	-	104		
Tacloban-Iligan	5,608	9,005	2,450	-	3,000	5,712	10,035	8,758	6,842	9,744	7,608	6,758	75,520	6,293
Seasonality Index	89	143	39	-	48	91	159	139	109	155	121	107		
Mandaue-Tacloban	1,694	1,600	556	686	2,192	1,342	1,049	970	822	-	838	1,654	13,402	1,117
Seasonality Index	152	143	50	61	196	120	94	87	74	-	75	148		
Tacloban-Mandaue	897	916	342	468	695	898	368	754	392	254	478	2,301	8,765	730
Seasonality Index	123	125	47	64	95	123	50	103	54	35	65	315		
Bacolod-Tacloban	250	1,009	670	513	579	740	450	531	1,442	450	740	1,100	8,474	706
Seasonality Index	35	143	95	73	82	105	64	75	204	64	105	156		
Tacloban-Bacolod	-	-	-	-	120	-	-	-	-	-	-	-	120	10
Seasonality Index	-	-	-	-	1,200	-	-	-	-	-	-	-		

FIGURE 3.1

SEASONALITY OF CARGO TRAFFIC AT TACLOBAN PORT, 1992







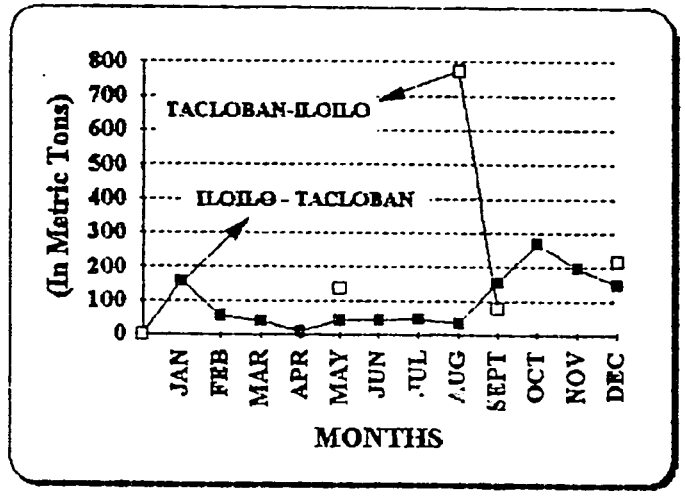
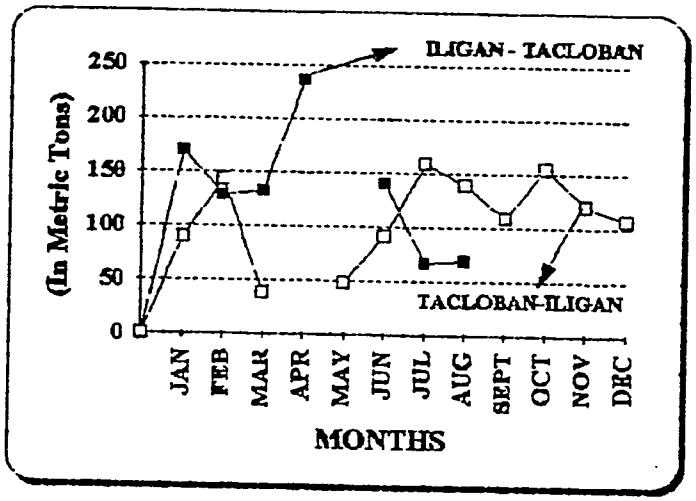
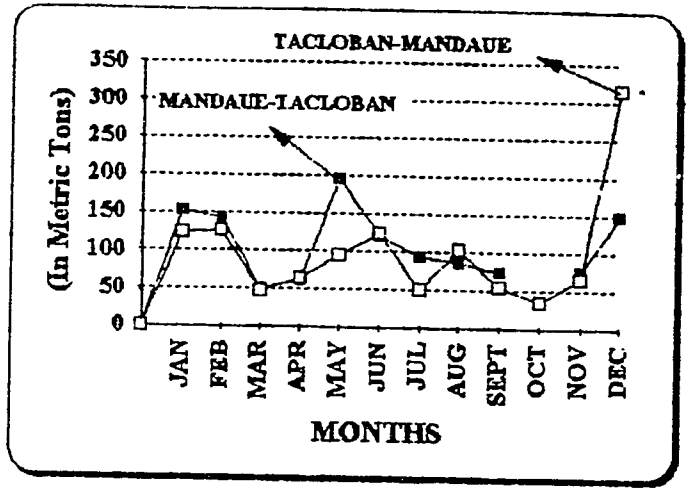
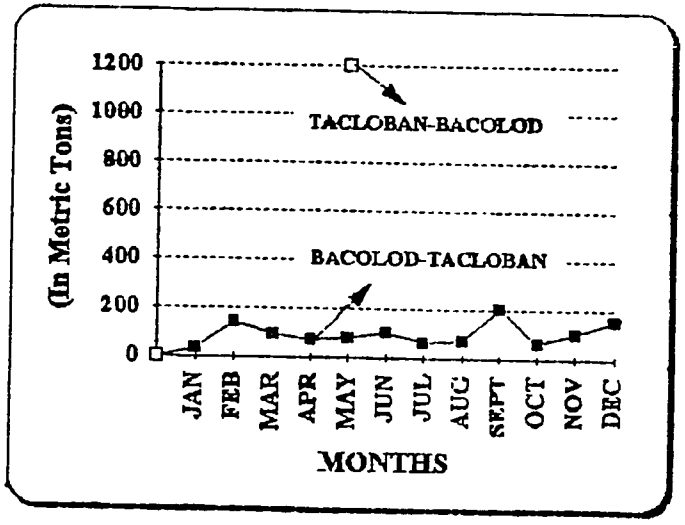


FIGURE 3.1
(Continued)

SEASONALITY OF CARGO TRAFFIC AT TACLOBAN PORT, 1992







containerized. In the Tacloban-Manila direction, cargo volumes peaked during the months of February, March, June, and November-December. Cargo was 85 percent containerized in this direction.

In the Tacloban-Cebu direction, the cargo traffic volume was only 16,725 mt in 1992, equivalent to about 30 percent of the total cargo volume of 57,300 mt in the opposite, Cebu-Tacloban direction. Cargo traffic in the Tacloban-Cebu direction was lowest during the months of January to February and peak volume occurred in the month of November, which was 140 percent higher than the monthly average. Cargoes shipped to and from Cebu, despite the provision of service by a passenger/container vessel, were predominantly breakbulk.

In the Guiuan-Tacloban direction, peak volume occurred in May and was 88 percent above the monthly average. In the opposite Tacloban-Guiuan direction, highest monthly cargo volumes were registered in February and June, more than 40 percent above the monthly average computed.

Peak months for cargo traffic in the Iloilo-Tacloban route direction were during the period September to January, while during the rest of the year, the monthly cargo volumes were below 50 percent of the monthly average. In the opposite Tacloban-Iloilo direction, cargo traffic was recorded to occur in just four months of 1992, with the peak volume recorded in August. Outgoing cargo volume from Tacloban destined to Iloilo was only 12 percent of the total incoming cargo volume from Iloilo.

In the Tacloban-Iligan direction, the cargo tonnage shipped out was more than 300 percent higher than incoming cargo volume from Iligan. This was due to the heavy movement of copra to Iligan processing mills. The opposite trade pattern could be discerned in the routes Mandaue-Tacloban and Bacolod-Tacloban direction, where incoming tonnage to Tacloban was higher in volume than outgoing cargo traffic.

Table 3.5 identifies the cargo volumes which were accommodated at the same seven ports of Leyte in 1993. There was an overall growth of cargo traffic for the seven ports of about 6.6 percent, as cargo throughput grew from slightly less than 700,000 mt in 1992, to more than 742,000 mt the following year. Cargo traffic declined slightly at Tacloban Port, but this decline was more than offset by high percentage increases in cargo traffic at four of the other ports, viz: Ormoc (30.3 percent), Baybay (24.6 percent), Maasin (42.3 percent), and Bato (42.8 percent). Although the west coast ferry ports of Palompon and Hilongos suffered declines in their respective cargo throughputs from 1992 to 1993, the overall trend from 1992 to 1993 was definitely toward greater reliance on the west coast ports in comparison with past heavy reliance on the port of Tacloban. This trend is not surprising, because the improvement of the Leyte arterial road network, which has been proceeding over several years, permits shippers and travelers at

TABLE 3.5

LEYTE ISLAND PORT

CARGO TRAFFIC, 1993

(In Metric Tons)

CLASSIFICATION	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVE
TACLOBAN														
Total Cargo Throughput	22,081	42,350	25,932	33,738	34,419	37,264	33,977	41,091	47,440	42,281	38,099	43,846	442,818	36,902
Domestic	22,081	37,650	25,932	30,982	31,669	37,264	29,777	38,991	42,340	40,181	35,999	43,846	416,712	34,726
Inbound	13,067	24,942	18,857	21,083	24,173	26,718	20,782	24,612	20,716	27,079	23,128	29,758	274,915	22,910
Breakbulk	7,497	15,632	11,506	12,857	13,727	15,585	10,119	13,540	12,019	17,537	12,302	17,163	159,484	13,290
Containerized	5,570	9,310	7,351	8,226	10,446	11,133	10,663	11,072	8,697	9,542	10,826	12,595	115,431	9,619
Outbound	9,014	12,708	7,075	9,899	7,496	10,546	8,995	14,379	21,624	13,102	12,871	14,088	141,797	11,816
Breakbulk	1,502	1,110	835	3,241	1,658	1,280	1,877	1,303	1,561	1,299	1,825	2,024	19,515	1,626
Bulk	5,839	9,385	5,124	5,038	4,323	6,800	5,337	10,903	17,285	9,827	9,133	10,140	99,134	8,261
Containerized	1,673	2,213	1,116	1,620	1,515	2,466	1,781	2,173	2,778	1,976	1,913	1,924	23,148	1,929
Foreign		5,000		2,756	2,750		4,200	2,100	5,100	2,100	2,100		26,106	2,176
Import (breakbulk)									3,000				3,000	250
Export (bulk)		5,000		2,756	2,750		4,200	2,100	2,100	2,100	2,100		23,106	1,926
Seasonality Index	64	101	75	89	91	107	86	112	122	116	104	126		
HILONGOS														
Domestic Cargo	1,493	920	674	1,184	1,322	902	1,219	1,319	1,312	2,143	1,120	1,283	14,891	1,241
Inbound (breakbulk)	1,047	655	472	698	984	609	813	813	888	1,717	542	858	10,096	841
Outbound (breakbulk)	446	265	202	486	338	293	406	506	424	426	578	425	4,795	400
Seasonality Index	120	74	54	95	107	73	98	106	106	173	90	103		
ORMOC														
Domestic Cargo	8,793	11,881	14,136	13,987	12,330	12,770	15,843	21,986	17,968	14,523	15,691	16,311	176,219	14,685
Inbound	3,227	4,833	5,871	5,925	7,051	6,639	9,651	9,759	9,171	7,963	8,025	12,553	90,668	7,556
Breakbulk	2,801	4,788	5,871	5,925	7,041	6,639	8,632	7,799	6,356	6,469	5,808	10,399	78,728	6,544
Containerized	426	45			10		1,019	1,960	2,815	1,494	2,217	2,154	12,140	1,012
Outbound	5,566	7,048	8,265	8,062	5,279	6,131	6,192	12,227	8,797	6,560	7,666	3,758	85,551	7,129
Breakbulk	3,528	5,290	6,640	6,139	3,828	5,098	4,195	9,325	7,144	3,233	6,253	1,755	62,428	5,202
Bulk	2,016	1,590	1,625	1,405	1,060	966	1,598	2,617	1,519	3,006	1,350	1,572	20,324	1,694
Containerized	22	168		518	391	67	399	285	134	321	63	431	2,799	233
Seasonality Index	60	81	96	95	84	87	108	150	122	99	107	111		
BAYBAY														
Domestic Cargo	873	3,031	1,444	2,077	1,599	2,432	1,760	829	3,323	2,475	2,775	2,147	24,765	2,064
Inbound (breakbulk)	668	1,243	677	832	671	601	657	637	954	1,017	1,117	902	9,976	831
Outbound (breakbulk)	205	1,788	767	1,245	928	1,831	1,103	192	2,369	1,458	1,658	1,245	14,789	1,232
Seasonality Index	42	147	79	101	77	118	85	48	161	120	134	104		
MAASIN														
Domestic Cargo	2,542	2,525	3,779	3,677	2,482	4,067	3,989	4,007	4,669	5,724	5,224	5,115	48,600	4,050
Inbound (breakbulk)	1,561	2,086	3,044	2,885	2,177	3,840	2,615	3,563	3,119	4,154	3,747	3,595	36,386	3,032
Outbound	981	439	735	792	305	1,027	1,374	444	1,550	1,570	1,477	1,520	12,214	1,018
Breakbulk	376	439	369	339	305	260	387	444	618	679	506	1,027	5,749	479
Bulk	605		366	453		767	987		932	891	971	493	6,465	539
Seasonality Index	65	61	93	91	61	120	98	99	115	141	125	126		
PALOMPON														
Domestic Cargo	1,852	2,993	2,359	1,957	1,509	2,022	2,086	1,095	2,686	2,351	1,817	2,736	25,463	2,122
Inbound (breakbulk)	974	2,220	1,579	1,295	1,133	1,400	1,526	891	1,850	1,359	1,164	2,092	17,484	1,457
Outbound (breakbulk)	878	773	780	661	376	622	560	204	836	992	653	644	7,979	665
Seasonality Index	97	141	131	92	71	95	98	52	127	111	96	129		
BATO														
Domestic Cargo	472	607	594	713	886	832	966	792	755	1,061	994	1,388	10,060	838
Inbound (breakbulk)	322	378	415	389	458	461	508	448	362	698	482	731	5,652	471
Outbound (breakbulk)	150	229	179	324	428	371	458	344	393	363	512	657	4,408	367
Seasonality Index	56	72	71	89	106	99	115	94	90	127	135	166		
GRAND-TOTAL LEYTE														
Total Cargo Throughput	38,106	64,607	48,918	57,333	54,547	61,089	59,840	71,119	78,153	70,558	65,720	72,826	742,816	61,901
Domestic	38,106	59,607	48,918	54,577	51,797	61,089	55,640	69,019	73,053	68,458	63,620	72,826	716,710	59,726
Inbound	20,866	36,357	30,915	33,108	36,647	40,268	36,552	40,723	37,060	43,987	38,205	50,489	445,177	37,098
Breakbulk	14,870	27,002	23,564	24,882	26,191	29,135	24,870	27,691	25,548	32,951	25,162	35,740	317,606	26,467
Containerized	5,996	9,355	7,351	8,226	10,456	11,133	11,682	13,032	11,512	11,036	13,043	14,749	127,571	10,631
Outbound	17,240	23,250	18,003	21,469	15,150	20,821	19,088	28,296	35,993	24,471	25,415	22,337	271,533	22,628
Breakbulk	7,085	9,894	9,772	12,435	7,861	9,755	8,986	12,318	13,245	8,450	11,985	7,777	119,663	9,972
Bulk	8,460	10,975	7,115	6,896	5,383	8,533	7,922	13,520	19,736	13,724	11,434	12,205	125,923	10,494
Containerized	1,695	2,381	1,116	2,138	1,906	2,533	2,180	2,458	2,912	2,297	1,976	2,355	25,947	2,162
Foreign		5,000		2,756	2,750		4,200	2,100	5,100	2,100	2,100		26,106	2,176
Import (breakbulk)									3,000				3,000	250
Export (bulk)		5,000		2,756	2,750		4,200	2,100	2,100	2,100	2,100		23,106	1,926
Grand-total (Breakbulk, Bulk & Containerized)	38,106	64,607	48,918	57,333	54,547	61,089	59,840	71,119	78,153	70,558	65,720	72,826	742,816	61,901
Breakbulk	21,955	36,896	33,336	37,317	34,052	38,890	33,856	40,009	41,793	41,401	37,147	43,517	440,269	36,689
Bulk	8,460	15,975	7,115	9,652	8,133	8,533	12,122	15,620	21,836	15,824	13,554	12,205	149,029	12,419
Containerized	7,691	11,736	8,467	10,364	12,362	13,666	13,862	15,490	14,424	13,333	15,019	17,104	153,518	12,793
Seasonality Index	62	104	79	93	88	99	97	115	126	114	106	118		

Note: At berth only

Source : Philippine Ports Authority

Tacloban, in 1993-1994, to economically use the west coast ports.

Adequacy of Appropriate Cargo Service Capacity and Linkages

As discussed in Annex A, there were alternative means of transport available to shippers as the LSRS survey team learned, depending on the type of cargoes and shipment destination.

The regularly scheduled shipping services in the Manila-Tacloban-Manila and Cebu-Tacloban-Cebu routes serve the majority of shippers in Leyte, including shippers of general merchandise, animal feeds, bottled cargoes and general cargo. Shipping capacity in these routes was fairly adequate in one direction, i.e. from Tacloban to either Manila or Cebu, mainly because of the fairly small amount of outgoing cargoes from the hinterland being loaded on liner vessels. There was, however, an apparent lack of liner shipping capacity in the opposite direction, i.e. from Manila or Cebu to Tacloban, which was attributed to the large cargo volumes loaded in these ports destined to Tacloban.

Major Commodities

The adequacy of shipping services provided to various shippers is summarized per commodity shipped below:

Copra

The large copra traders and shippers have limited their shipment of copra on liner vessels destined to Cebu, considered to be a secondary market for copra. By 1993, only the small shippers were still utilizing liner shipping services in shipping copra destined to Manila or Cebu. The regular shippers, who ship copra in bulk to the major processors in the vicinity of Iligan, have been chartering tramper vessels for several years. One factor which has been influencing this trend is the continuing absence of any liner shipping capacity between Iligan and Tacloban. One large copra trader has its own vessel fleet which it utilizes in transporting copra to Iligan coconut oil mills on a regular basis.

There was no available shipping capacity connecting Tacloban with other potential markets for copra, such as Lucena, Quezon. A shipper indicated that the possibility exists for a direct liner service between Tacloban and Batangas, and from the latter port, the copra shipment could be transported by land to Lucena.

Grains

Grain traders who have been procuring both rice and salt from

San Jose, Occidental Mindoro, during certain months of the year, utilize tramper vessels for these shipments, due to the lack of any liner shipping connection between Leyte and Mindoro. Shipment volumes have to be fairly large, however, at least 2,000 mt, to enable shippers to economically charter vessels. The shippers indicated to the LSRS that they would prefer obtaining their supplies on a more regular basis, and in smaller quantities. In their opinion, there is potential for introducing regular liner service between Tacloban and Batangas, to enable shipments of rice and salt originating from Mindoro Island to be shipped on a fairly regular basis. The proposed direct service between Tacloban and Batangas may directly benefit not only shippers of rice and salt, but also Mindoro traders of other commodities such as fruits, vegetables and livestock, considering that Leyte is a deficit area in these agricultural products, whereas they are all produced in surplus on Mindoro Island.

Another principal source of grains for Leyte and Samar islands is Iloilo, which is a major surplus area for rice in the Visayas. Due to the lack of a liner shipping service connection between Panay Island and Tacloban, traders have been chartering tramper vessels to accommodate these shipments to the Eastern Visayan Islands. Their other option for shipment has been transshipment of the rice at Cebu, but inadequacies of Cebu Port have made that option less attractive than the chartering of tramper vessels.

Shippers of grains who ship rice from Tacloban to Guiuan in consignment sizes of 100 bags or less indicated to the LSRS that they were being adequately served by the regular shipping service between these two ports.

Shippers of rice based in Catbalogan, Samar complained of the inadequacy of shipping capacity in the Manila-Catbalogan route, due to the refusal of the liner shipping operators serving the route to accept the rice shipments from Manila destined for Catbalogan. This situation has forced the rice shippers to ship through the port of Tacloban, thereby incurring the cost of transporting the rice shipment to Catbalogan by truck. The incremental cost amounted to P10 per sack in 1993.

Fishery Products

Fishery products which are for export must usually be transshipped at Manila, yet there has been an apparent lack of shipping capacity for the accommodation of refrigerated cargoes on the Tacloban-Manila route. One shipper of fishery products has acquired his own truck fleet, and now transports his refrigerated cargo by the road/ferry transport option to the port of Manila. Other shippers who were selling fishery products to markets in Manila (i.e., not for export) were also not utilizing the direct Tacloban-Manila shipping service, but preferred the employment of land transport service from Tacloban to Manila. Despite the

adequacy of shipping capacity in the Tacloban-Manila direction, road transport was preferred by these shippers mainly due to the avoidance of port cargo-handling costs, the availability, frequency and cost competitiveness of trucking services, and the convenience of direct delivery to market destinations in Manila.

Other Tacloban fishery product shippers, who ship to export markets, have opted to use the RORO ferry service which operates between Isabel, Leyte and the port of Carmen, north of Cebu City. This transport option permits them to use the refrigerated cargo capacity which exists on the Cebu-Manila route. The route is made more attractive to the shippers by the fact that the Aboitiz vessels serving the Cebu-Manila route have direct access to the Manila International Container Terminal (MICT), thereby facilitating the Manila transshipment.

In moving their fishery products to Cebu, the Tacloban shippers have preferred the road-ferry-road option over the direct sea transport option mainly because it was cheaper (the shippers indicated that they were saving P5,500 per container in 1993). The option was also found to be quicker and more reliable, particularly because the domestic port at Cebu does not permit ready vessel access to docking facilities during periods of low tide. Although the Tacloban shippers did not evince dissatisfaction with their current shipping arrangements, their least-cost shipment option would clearly be to avoid the need for a Cebu transshipment altogether, if adequate refrigerated cargo capacity would be provided between Tacloban to Manila.

Shippers of fishery products which originated from Guiuan indicated to the LSRS that they were being adequately served by the regular Guiuan-Tacloban ferry service.

The regular shippers of fishery products based in Catbalogan, Samar noted the adequacy of shipping service in the Catbalogan-Manila route direction for their shipment of marine products packed in styrofoam boxes. However, the fish dealers had not been availing of these shipping services for two years (i.e., 1992-1993), due to the advantages of road transport which included: reduced delivery time (an 8-hour saving); competitive freight rates, with avoidance of payments for port cargo-handling services; a flexible schedule for shipping; the convenience of direct delivery to the consignees; and ease of collecting for cargo damage losses, if any.

A few of the Samar shippers of fishery products argued, on the other hand, that additional vessels should be franchised to provide services in the Catbalogan-Manila and Catbalogan-Cebu routes, considering the infrequency of existing shipping services. They pointed out that one of the operators serving the Manila route was simply not accepting highly perishable cargo, such as fishery products, at Catbalogan.

Bottled Cargo

According to shippers interviewed by the LSRS, in 1993, regular liner shipping services were providing adequate shipping capacity to shippers of bottled cargoes which originated from Manila and Cebu. Shipping operators were reportedly giving preference to shippers of bottled cargoes mainly due to the regularity of their shipments, as well as the relatively high tariff for bottled cargoes, which fall under Class A commodity category (i.e., the highest-paying category, as MARINA has classified commodities for tariff identification purposes). Shut-outs of such cargo, therefore, were rarely occurring, even during peak months of sea cargo traffic.

General Merchandise

Shippers of general merchandise complained of the lack of adequate capacity in the Manila-Tacloban and Cebu-Tacloban route links, particularly during the peak months of cargo traffic. Shut-outs of shipments were being experienced, in 1993, due to a shortage of container vans.

Sugar from Iloilo was being shipped aboard chartered tramper vessels, due to lack of direct liner shipping service between Panay Island and Leyte. Small shippers of flour noted the lack of container capacity in the Cebu-Tacloban route, particularly during peak months, resulting in shut-outs of their shipments.

Shippers of general merchandise based in Guiuan were being forced to ship via Tacloban due to the absence of a direct shipping service between Cebu and Guiuan. Hence, these shippers were incurring additional sea freight and handling cost and additional travel and transit time. The shippers indicated that they either required a direct liner service to Cebu, or they needed a RORO ferry service to Tacloban, in which case their trucks could proceed to Cebu by crossing Leyte and using the Isabel-Carmen RORO ferry.

Principal Routes

In addition to the foregoing discussion of adequacy of shipping services provided to the shippers of a few principal commodities and commodity groups, the adequacy of shipping services in certain routes is discussed in the following paragraphs.

Tacloban-Catbalogan

The Tacloban-Catbalogan route has been greatly affected by the opening of the San Juanico bridge in the 1980s. This bridge has resulted in the provision of trucking and regular bus services between Samar and Leyte. One shipping operator who used to provide shipping service in the Tacloban-Catbalogan route indicated to the

LSRS that services had had to be discontinued due to financial losses incurred, as cargo and passenger volumes sharply declined. Effectively, the construction of the San Juanico Bridge has rendered shipping services between Tacloban and a large portion of the island of Samar superfluous.

Manila-Tacloban

Shut-outs of cargo were commonly being encountered, in 1993, due to the large volume of cargo from Manila destined to Tacloban. There was a shortage of container vans available to shippers in the Manila-Tacloban direction.

The survey of liner shipping operators identified that the low volumes of passenger and cargo traffic in the Tacloban to Manila direction had directly affected the viability of providing the regular weekly liner service in the route. One liner operator indicated that they had under consideration possibly quitting the Tacloban-Manila route, since it had become unprofitable for the company; according to the shipping line, their operating expenses incurred on the route were significantly higher than their revenues. This shipping line explained that the majority of interisland passengers had already diverted to land transport, and, further, that the depressed economy of the Eastern Visayas had adversely affected the level of passenger travel demand and caused a decline in the commodity consumption of the Eastern Visayas.

To respond to the problem of cargo trade imbalance and the seasonal demand and supply of cargoes, as well as to the diversion of passenger traffic to road transport, shipping operators might look into the potential for converting from infrequent calls by large passenger/cargo vessels to more frequent calls of smaller, pure cargo vessels. This should result in lower operating costs to the shipping operator and, at the same time, adequately serve the transport needs of both regular and small shippers.

Cebu-Tacloban

As discussed in the previous section on cargo traffic, a two-directional cargo traffic imbalance exists on the Cebu-Tacloban route, with cargo traffic in Cebu-Tacloban direction being greater in volume than in the opposite Tacloban-Cebu direction. Such a trade pattern created an oversupply of shipping capacity in Tacloban-Cebu direction, and excess demand in the opposite Cebu-Tacloban direction. Shut-outs of cargo in Cebu were, thus, being experienced, particularly during the rainy season, with delays of 2-5 days before the shut-out cargoes could finally be shipped.

The majority of shippers indicated that they preferred that their cargoes be containerized and desired that another passenger/container vessel be franchised to eliminate the problem of apparent lack of container vans in the Cebu-Tacloban direction,

and meet the container capacity required by shippers.

Cargo Service Standards

Major Commodities

Following is a discussion of cargo service standards, as these were identified for the LSRS by shippers of different types of cargo.

Copra

Small shippers of copra were continuing, in 1993, to utilize regular liner services for shipping copra to Cebu in sacks, in consignment sizes of 500 tons to a maximum of 1,000 tons. The shippers indicated that they found the liner services to be fairly reliable for the accommodation of these shipments. The regular liner vessels were also being utilized to transport copra cake in container vans destined to Manila.

One Samar trader was shipping copra on tramper vessels via the port of Borongan, rather than through the port of Tacloban, destined for Cebu, because, he explained, he wanted to avoid paying high pilotage costs at Tacloban Port (these high costs arise because of the problem of shallow water at the entrance channel of the San Juanico Strait, and the logistic difficulties of moving pilots to the nothern entrance of the Strait, 32 kilometers from the port).

Copra, which was mostly shipped in bulk in consignment sizes of 2,000 mt and above, was being adequately served at Tacloban Port by chartered tramper vessels.

Grains

Shippers of rice who were shipping to Cebu aboard a passenger/container vessel had been experiencing delays, in 1993, due to repeated engine trouble of the vessel, with a frequency of approximately once every month. The passenger/container vessel was, nevertheless, preferred by the shippers over the conventional passenger/cargo vessel which was also serving the Tacloban-Cebu route, since pilferage was minimized when rice shipments were containerized. In contrast, pilferage was commonly compiained of by shippers whenever their rice was shipped as breakbulk cargo.

Agricultural Inputs

Shippers of agricultural inputs, such as animal feeds and agricultural chemicals, expressed themselves as being satisfied with the liner shipping services they were utilizing, and noted

that the services were quite reliable. Delays were being encountered during the rainy season, but these delays did not pose much of a problem since shipments could generally be accommodated in the next vessel scheduled. Pilferage, although being commonly experienced, was equivalent to less than one percent of total shipment volume. Losses of such limited magnitude were reportedly quite difficult to claim.

A few shippers noted that cargo damage was generally limited to less than five percent of total shipments. Pilferage losses amounting to only few kilos were more difficult to claim than if losses were of a number of sacks. One shipper indicated that pilferage losses might be valued at about P1,500 when 150 kilos of feeds was missing. Such losses in shipment were due either to pilferage or to cargo-handler mishandling of bagged cargoes. Both causes of loss represented long-time problems. Although both operators and shippers had long ago fully recognized the extent of these problems, nothing had so far been effectively done to eradicate them.

Bottled Cargoes

Bottled cargoes were mainly being shipped on regular liners from Cebu and Manila. From Manila, breakage of bottled cargoes inside a container van was reported to be a common occurrence, and was ascribed to improper handling, by the crane operator and/or the forklift operator. Shippers were able to claim damage losses from the arrastre contractors and indicated that they had not found it difficult to obtain reimbursement for cargo damage. Bottled cargoes originating from Tacloban were, by 1993, being transported by land to areas in Samar such as Catbalogan, Borongan and Catarman, as well as to other parts of Leyte, due to the improved road networks of the islands, and this trend was anticipated by shippers and consignees to continue in the future.

General Merchandise

Onboard vessel pilferage was reported to be common for general merchandise shipments since some vessel crews had developed the practice of taking goods from the packages/cartons. Pilferage losses were also reported for sugar and flour shipments, running at about 2 kilograms for every 10 sacks. Likewise, pilferage was commonly experienced in the case of vegetable shipments. Claims for damages were reported to be very difficult to obtain.

Fishery Products

There were small shippers of marine products based in Catbalogan, Samar who were inconvenienced by the infrequency of shipping service in the Catbalogan-Manila route direction, with only once-a-week service. Only one of the two passenger/cargo vessels providing service to Catbalogan was accepting marine

product shipments.

Delays in shipment were being encountered due to non-adherence to vessel schedules, and this was a major concern to shippers of fishery products, considering that this type of cargo is highly perishable.

Principal Routes

Highlights of service standards in the principal liner routes connecting Tacloban with other interisland ports are presented in the following paragraphs.

Manila-Tacloban

In 1993, one operator had instituted the practice of providing regular shippers (those shipping with the company since 1980) free container stuffing service, as an act of goodwill. Shipping services provided were reliable, according to shippers, and the shippers expressed satisfaction with the quality of container vans provided. The shippers complained, however, about pilferage of breakbulk cargo on board, especially in the cases of a few selected commodities being shipped in the Manila-Tacloban direction. Damage and pilferage losses were reportedly difficult to claim from some of the shipping operators, whereas other operators had a policy of responding quickly to cargo damage and loss claims.

Cebu-Tacloban

In the Tacloban-Cebu direction, there were no delays of shipments being encountered, and the schedules of the two vessels providing liner services on the route were being strictly adhered to. In the opposite Cebu-Tacloban direction, the same passenger/container vessel was complained of by shippers as having frequent engine trouble, thereby causing delays of shipment. However, shipping on this passenger/container vessel had minimized the pilferage of cargoes on board and shippers noted the satisfactory door-to-door service of the operator for containerized cargoes.

As regards the other vessel, a conventional passenger/cargo vessel, shippers complained about frequent pilferage of cargoes and slow payment of claims by the operator for pilferage losses. These shippers indicated that there was a need for another passenger/container vessel on the route, because of the unreliability of the passenger/container vessel that was then serving the route.

The introduction of container service, even though limited, had resulted in improved cargo loading and unloading efficiency, lower handling and transport costs, and the minimization of

pilferage losses.

Catbalogan-Manila

Two passenger/cargo vessels were serving Catbalogan, calling once a week. There were cases when the vessels encountered engine trouble, and preferred to bypass the port of Catbalogan and proceed directly to Manila. At such times, Catbalogan shippers had to truck their cargoes to Tacloban to be loaded on these same liner vessels.

Tacloban-Guiuan

The Tacloban-Guiuan route was being adequately served, in August 1993, by two operators with two conventional passenger/cargo vessels which were viewed by shippers as being reliable. Shipment delays were occurring in berthing at the port of Guiuan, mainly due to the shallow water depth. Shippers indicated that they needed the provision of RORO services in the route.

Cebu-Ormoc Route

In 1993, shippers had complained, to the provincial office of the Department of Trade and Industry and to the Ormoc City Government, about the sole operator on the route, who was considered to be providing substandard services to the shippers. Frequent delays were being encountered, due to engine breakdown, as a result of poor vessel maintenance. Shippers indicated that, to improve the existing service, there must be another vessel to provide competition to the existing vessel in the route.

To summarize the above discussion on cargo service standards, the existing shipping services provided to shippers in Leyte and Samar, in 1993, were found to be fairly reliable, except for the operators serving the Cebu-Tacloban-Cebu, Cebu-Catbalogan-Cebu, and Cebu-Ormoc-Cebu routes; the operators on these three routes were considered by shippers to be providing unreliable and substandard cargo services. There were shipper and government official suggestions given on improving the standards of service such as:

- Allowing another operator to provide additional shipping service in the Cebu-Ormoc route.
- Providing RORO service in the Tacloban-Guiuan route.
- To call to MARINA's attention that the operator of the passenger/container vessel on the Cebu-Tacloban route was experiencing frequent engine trouble, and a second passenger/container vessel needed to be franchised to serve the route.

Shippers generally considered that, in regard to cargo damage

and pilferage losses, the operators should be more strict with their vessel crews, to minimize cases of on-board pilferage of cargoes.

Charges for Cargo Services

Operators on the principal liner shipping and ferry routes in Eastern Visayas generally were adhering, in 1993, to officially sanctioned rates for different classes of cargo. Table 3.6 identifies the actual cargo rates paid by shippers interviewed by the LSRS survey team.

The official 1993 fork tariffs for cargo classified into Classes A, B, C and C (Basic) for the Eastern Visayas routes are presented in Table 3.7.

The 1993 sea freight of rice in the Tacloban-Cebu route direction was found to be 28 percent lower than the MARINA's stipulated minimum rate for Class C (Basic) of P0.14 per kilo or P5.10 per bag. However, in the Manila-Catbalogan direction, the existing sea freight charge for a bag of rice was 45 to 67 percent higher than MARINA's stipulated maximum rate of around P9 per bag. Finally, in the Tacloban-Cuiuan route direction, the tariff for a bag of rice was relatively high, about P3-4 per bag.

The sea freight for copra in the Tacloban-Cebu direction was less than the Class B minimum rate or Class C maximum rate.

The sea freight for steel products in the Manila-Tacloban route was slightly higher (around 1 percent) than MARINA's maximum rate for Class A products. Truck tires in the Cebu-Tacloban route were being charged sea freight of P35 per piece.

Flour, shipped from Manila to Tacloban, was being charged sea freight equivalent to MARINA's stipulated minimum rate for Class C (Basic) cargo. The 1993 sea freight for corn product shipment (corn grits and grains) shipped from Catbalogan to Manila was found to be 44 percent higher than the MARINA's stipulated maximum rate.

Table 3.6

Actual Cargo Rates by Route, 1993

(In Pesos)

	Cargo Route	Sea Freight Per Unit	Per Weight Ton
Rice	Tacloban - Guiuan	P 3-4 /bag	P 60-80
	Tacloban - Cebu	4.95 /bag	99
	Iloilo - Tacloban	15-18 /bag	300-360
	Manila - Catbalogan	13-15 /bag	260-300
	Iloilo - Catbalogan	12 /bag	240
Flour	Cebu - Tacloban	3.51 /bag	70.2
	Manila - Tacloban	7 /bag	140
Corn	Catbalogan - Manila	13 /sack	260
Copra	Guiuan - Tacloban	3.00 /basket (10-15 kgs.)	200-300
	Tacloban - Cebu	.18 /kilo	180
	Tacloban - Manila	11,000 /20-ft bag	611.11
Sugar	Bacolod - Tacloban		
Bottled Cargo	Cebu - Tacloban	3-5 /case (15 kg.)	200-333.33
	Manila - Tacloban	9-12 /case	600-800
Animal Feeds	Cebu - Tacloban	3.53 /bag (breakb.)	70.6
		2.00 /bag (cont.)	40
Sardine	Cebu - Tacloban	8.90 - 9.90 /carton (15 kg.)	393.33 - 660
Plastic	Manila - Tacloban	30-50 /bundle (40 kg.)	750 - 1,250
Dry Goods	Manila - Tacloban	5 /carton (15 kg.)	333.33
	Manila - Tacloban	6,020 /10-ft. van (mt)	752.5
Salt	Mindoro - Catbalogan	10-15 /sack (45 kg.)	
Paper Products	Manila - Tacloban	50-60 /large carton (100 kg.)	500 - 600
		25-30 /small carton (50 kg.)	500 - 600
Truck Tire	Cebu - Tacloban	35 /piece	
Steel	Manila - Tacloban	331 /ton	331
		P81.50 /P1,000 value	
		5,500 /10-ft. van (8 mt)	687.5
		P850 /cbm	

Source: Eastern Visayas Survey Results.

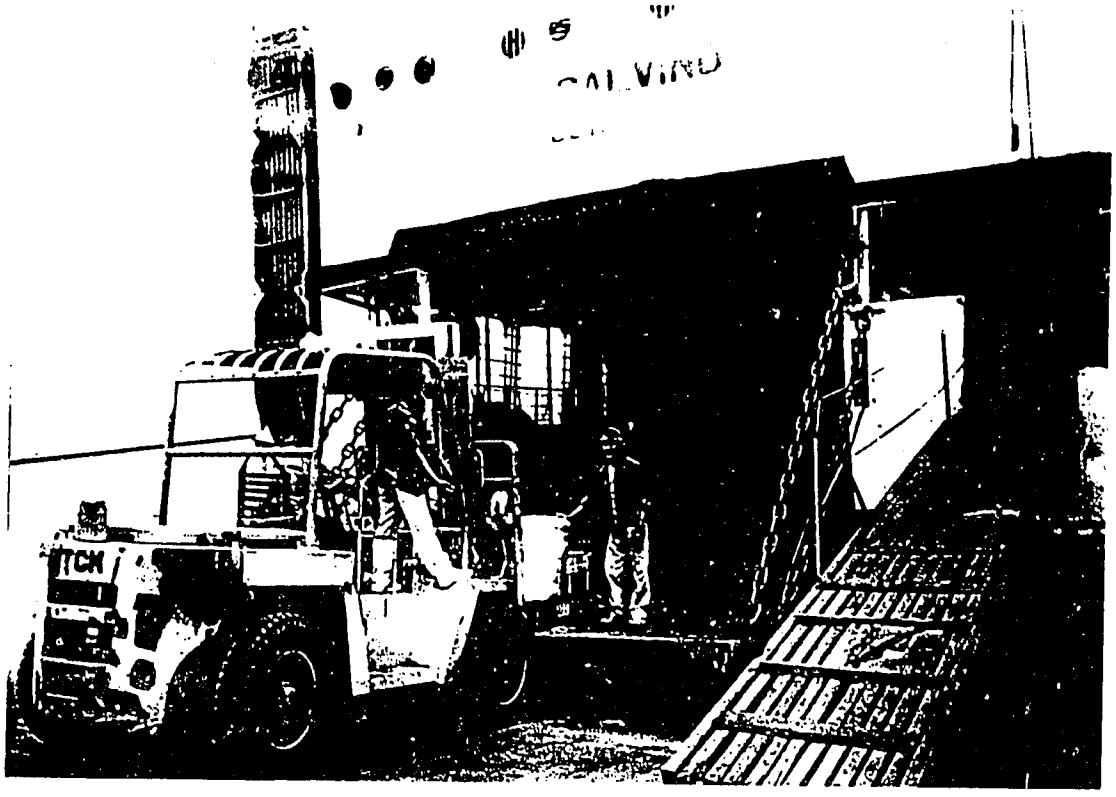
Table 3.7

SCHEDULE OF EASTERN VISAYAS ROUTE CARGO SHIPPING RATES

(Effective January 1993)

PORT LINKS		N.M.	(FEEDS / FREIGHT TON)							
			CLASS A		CLASS B		CLASS C		BASIC CLASS	
			MIN.	MAX.	MIN.	MAX.	MIN.	MAX.	MIN.	MAX.
BAYBAY	CABALIAN	100	143.40	185.55	114.75	148.45	93.30	120.70	82.90	107.30
BAYBAY	CEBU	57	116.85	151.20	93.50	121.00	76.00	98.35	67.55	87.40
BAYBAY	MANILA	382	257.20	332.80	205.50	265.95	167.35	216.55	148.70	192.45
BAYBAY	ORMOC	23	95.85	124.05	76.70	99.30	62.35	80.65	55.40	71.70
BAYBAY	SOGOD	81	131.65	170.40	105.35	136.35	85.65	110.85	76.15	98.50
BAYBAY	SURIGAO	89	136.60	176.75	109.30	141.45	88.85	115.00	79.00	102.20
POROCAN	CEBU	224	196.30	254.00	157.00	203.15	127.75	165.30	113.55	146.95
CABALIAN	CEBU	136	145.6	188.4	116.45	150.70	94.75	122.60	84.20	108.95
CALBAYOG	BUTUAN	210	188.20	243.55	150.55	194.80	122.50	158.50	108.90	140.90
CALBAYOG	CATBALOGAN	26	97.70	126.45	78.20	101.20	63.55	82.25	56.50	73.10
CALBAYOG	CEBU	120	143.40	185.55	114.75	148.45	93.30	120.70	82.90	107.30
CALBAYOG	MANILA	322	240.05	310.65	192.00	248.45	156.25	202.20	138.90	179.70
CALBAYOG	MASBATE	66	122.40	158.40	97.95	126.75	79.60	103.05	70.75	91.60
CALBAYOG	ORMOC	91	137.85	178.35	110.30	142.70	89.65	116.05	79.70	103.15
CALBAYOG	TAGBILARAN	171	165.75	214.50	132.55	171.55	107.85	139.60	95.90	124.05
CALBAYOG	SURIGAO	193	178.45	230.90	142.70	184.70	116.10	150.25	103.20	133.55
CALUBIAN	MAASIN	114	143.40	185.55	114.75	148.45	93.30	120.70	82.90	107.30
CALUBIAN	PALOMPON	45	109.45	141.60	87.60	113.35	71.15	92.10	63.25	81.85
CATARMAN	CEBU	169	164.60	213.00	131.65	170.35	107.10	138.60	95.20	123.20
CATBALOGAN	CAGAYAN	224	196.30	254.00	157.00	203.15	127.75	165.30	113.55	146.95
CATBALOGAN	CEBU	127	143.40	185.55	114.75	148.45	93.30	120.70	82.90	107.30
CATBALOGAN	MAASIN	142	149.05	192.90	119.20	154.30	97.00	125.50	86.20	111.55
CATBALOGAN	MANILA	346	240.05	310.65	192.00	248.45	156.25	202.20	138.90	179.70
CATBALOGAN	MASBATE	88	136.00	175.95	108.80	140.80	88.45	114.45	78.65	101.75
CATBALOGAN	ORMOC	109	143.40	185.55	114.75	148.45	93.30	120.70	82.90	107.30
CATBALOGAN	TACLOBAN	55	115.60	149.60	92.50	119.70	75.20	97.30	66.85	86.50
ISABEL	CEBU	41	108.80	140.80	87.10	112.70	70.75	91.60	62.90	81.40
MAASIN	DAVAO	360	245.40	317.60	196.10	253.80	159.70	206.60	141.90	183.65
MAASIN	IAGNA	45	109.45	141.60	87.60	113.35	71.15	92.10	63.25	81.85
MAASIN	BUTUAN	84	133.50	172.80	106.85	138.25	86.85	112.40	77.20	99.90
MAASIN	CEBU	70	124.85	161.60	99.90	129.30	81.20	105.10	72.20	93.45
MAASIN	MANILA	414	274.30	354.95	219.15	283.65	178.50	230.95	158.60	205.25
MAASIN	MASBATE	170	165.20	213.75	132.10	170.95	107.50	139.10	95.55	123.65
MAASIN	MATI	280	228.55	295.75	182.75	236.55	148.75	192.50	132.20	171.10
MAASIN	SURIGAO	48	111.30	144.00	89.05	115.25	72.40	93.65	64.35	83.25
MAASIN	NASIPIT	84	133.50	172.80	106.85	138.25	86.85	112.40	77.20	99.90
MAASIN	PALOMPON	71	125.50	162.40	100.40	129.95	81.60	105.65	72.55	93.89
NAVAL	CEBU	90	137.20	177.55	109.80	142.10	89.25	115.50	79.35	102.70
ORMOC	CABALIAN	118	143.40	185.55	114.75	148.45	93.30	120.70	82.90	107.30
ORMOC	CEBU	65	121.80	157.60	97.45	126.10	79.20	102.50	70.40	91.10
ORMOC	MANILA	375	253.45	328.00	202.50	262.10	164.90	213.40	146.55	189.65
ORMOC	MASBATE	134	144.45	186.90	115.55	149.50	94.00	121.65	83.55	108.10
ORMOC	NONOC	110	143.40	185.55	114.75	148.45	93.30	120.70	82.90	107.30
ORMOC	SOGOD	99	142.75	184.75	114.25	147.85	92.90	120.20	82.55	106.85
ORMOC	SURIGAO	107	143.40	185.55	114.75	148.45	93.30	120.70	82.90	107.30
PALOMPON	CEBU	55	115.60	149.60	92.50	119.70	75.20	97.30	66.85	86.50
PALOMPON	MANILA	344	240.05	310.65	192.00	248.45	156.25	202.20	138.90	179.70
PALOMPON	NEW WASHINGTON	135	145.00	187.65	116.00	150.10	94.35	122.10	83.90	108.55
PALOMPON	BUTUAN	145	150.80	195.10	120.60	156.05	98.10	126.95	87.20	112.85
PALOMPON	SURIGAO	116	143.40	185.55	114.75	148.45	93.30	120.70	82.90	107.30
SAN ISIDRO	CEBU	75	127.95	165.60	102.40	123.50	83.25	107.70	74.00	95.75
SOGOD	CEBU	107	143.40	185.55	114.75	148.45	93.30	120.70	82.90	107.30
SOGOD	MANILA	448	292.50	378.50	233.70	302.45	190.30	246.25	169.10	218.85
SOGOD	NONOC	60	118.70	153.60	95.00	122.90	77.20	99.90	68.65	88.80
SOGOD	SURIGAO	51	113.15	146.40	90.55	117.15	73.60	95.25	65.40	84.65
TACLOBAN	ILIGAN	212	189.35	245.05	151.45	196.00	123.25	159.50	109.55	141.75
TACLOBAN	CAGAYAN	182	172.10	222.70	137.65	178.10	112.00	144.95	99.55	128.80
TACLOBAN	CEBU	189	176.10	227.90	140.85	182.30	114.60	148.35	101.90	131.85
TACLOBAN	MANILA	373	252.35	326.60	201.65	261.00	164.20	212.50	145.90	188.85
TACLOBAN	MASBATE	117	143.40	185.55	114.75	148.45	94.00	120.70	82.90	107.30
TACLOBAN	SURIGAO	98	142.15	183.95	113.75	147.20	92.50	119.65	82.20	106.40

Source: MARINA (Maritime Industry Authority)



Forklift operation of a typical RORO vessel.

Cargo trucks with copra to be loaded in the barge.

4. PASSENGER SERVICES EVALUATION

Introduction

The Eastern Visayas comprise the principal islands of Leyte and Samar, and their offshore islands. The LSRS survey team conducted passenger surveys at the ports of Tacloban, Leyte and Catbalogan, Samar and supplemented those surveys by undertaking surveys in Cebu of the routes connecting Cebu to the Eastern Visayas. The detailed results of those surveys are given in Annex B of this report volume.

The Eastern Visayas are served both by ferries, connecting them to Luzon, Cebu, and Mindanao, and by longer-distance liner shipping services. Principal connections are to the port cities of Manila and Cebu.

The primary objective of the LSRS passenger survey was to obtain an assessment of the adequacy of shipping services, and to identify those aspects of services which might require improvement. To whatever extent serious shortcomings of services might be identified, such as an insufficiency of services and passenger overloading, service unreliability, low standards of accommodation, or unsafe operating practices, the surveys could lead to conclusions and recommendations in favor of new service franchising.

In this chapter, the LSRS presents only the more relevant findings from the passenger surveys conducted for the Eastern Visayas, and greater detail is presented in Annex B.

The following sections of this chapter discuss passenger traffic and the adequacy of ferry and liner shipping services, by route. A final section of the chapter identifies passenger service charges (passage), and compares actual third class passage with the official (MARINA) ranges for 1993.

Passenger Traffic

Samar

Table 4.1 indicates the passenger traffic volumes at the Samar Island ports of Catbalogan, Calbayog, and Guiuan, in 1992, and gives the combined totals for the three ports. Slightly over half of the 3-port total is represented by passenger traffic at the port of Guiuan, and the ferry service between the Leyte port of Tacloban and Guiuan accounts for a sizable proportion of the Guiuan traffic. Notable is the fact that the port of Calbayog apparently had no passenger services during the month of August. At the port of

TABLE 4.1

SAMAR ISLAND PORT
PASSENGER TRAFFIC , 1992

PARTICULARS	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVE
CATBALOGAN														
Total Passengers	3,993	2,421	1,941	2,442	4,250	5,266	3,695	748	1,726	2,663	2,934	2,559	34,638	2,887
Disembarked	1,969	1,326	888	1,387	1,790	1,464	958	482	858	591	719	1,280	13,712	1,143
Embarked	2,024	1,095	1,053	1,055	2,460	3,802	2,737	266	868	2,072	2,215	1,279	20,926	1,744
Seasonality Index														
Disembarked	172	116	78	121	157	128	84	42	75	52	63	112		
Embarked	116	63	60	60	141	218	157	15	50	119	127	73		
CALBAYOG														
Total Passengers	2,969	2,740	2,450	4,231	3,948	3,408	852	0	757	2,492	3,186	4,140	32,173	2,681
Disembarked	1,468	1,534	1,357	2,477	1,951	2,372	460	0	342	1,494	1,292	1,721	16,468	1,372
Embarked	1,501	1,206	1,093	1,754	1,997	2,036	392	0	415	998	1,894	2,419	15,705	1,309
Seasonality Index														
Disembarked	107	112	99	180	142	173	34	0	25	109	94	125		
Embarked	115	92	84	134	153	156	30	0	32	76	145	185		
GUIUAN														
Total Passengers	6,148	6,925	5,767	7,669	7,717	8,342	6,206	6,990	5,210	5,903	5,313	6,612	78,802	6,567
Disembarked	3,122	3,750	3,019	4,035	3,765	4,178	3,192	3,693	2,687	3,023	2,486	3,359	40,309	3,359
Embarked	3,026	3,175	2,748	3,634	3,952	4,164	3,014	3,297	2,523	2,880	2,827	3,253	38,493	3,208
Seasonality Index														
Disembarked	93	112	90	120	112	124	95	110	80	90	74	100		
Embarked	94	99	86	113	123	130	94	103	79	90	88	101		
GRAND-TOTAL														
Total Passengers	13,110	12,086	10,158	14,342	15,915	18,016	10,753	7,738	7,693	11,058	11,433	13,311	145,613	12,134
Disembarked	6,559	6,610	5,264	7,899	7,506	8,014	4,610	4,175	3,887	5,108	4,497	6,360	70,489	5,874
Embarked	6,551	5,476	4,894	6,443	8,409	10,002	6,143	3,563	3,806	5,950	6,936	6,951	75,124	6,260
Seasonality Index														
Disembarked	112	113	90	134	128	136	78	71	66	87	77	108		
Embarked	105	87	78	103	134	160	98	57	61	95	111	111		

Source : Philippine Ports Authority

Catbalogan, it appears that many more people wanted to leave than cared to return, or perhaps they didn't care for their sea voyage experience in the outward direction, and decided to return by another mode or route.

The seasonality is that typical of many shipping routes in the Philippines, i.e., a pronounced peaking of traffic during the months of April-June. The 1992 seasonality was less pronounced at Guiuan than at the other two ports, but even at Guiuan, during April through June, traffic averaged 25-30 percent above the average for the other nine months of the year. At Catbalogan, the April-June peak actually applied to only disembarking passengers, in 1992, and the peak period for embarking passengers was May-July. For the three Samar ports together, in 1992, traffic in two directions was roughly 45 percent higher, during the April-June quarter, than the average for the other three quarters of the year.

Table 4.2 identifies the 1993 passenger volumes at these same three ports of Samar. As shown in the table, Catbalogan had a sizable increase in 1993, as compared with 1992, whereas passenger volumes declined at both Calbayog and Guiuan. The combined traffic of the three ports declined by 6.3 percent.

Leyte

Table 4.3 presents traffic information, for 1992, for seven ports in Leyte and Southern Leyte, which accommodated liner shipping and ferry passenger traffic. (The Leyte ferry ports of Isabel and Liloan also accommodate large volumes of passenger traffic, connecting to Cebu Island and Mindanao, respectively.) Of the seven liner shipping and ferry ports shown in Table 4.3, Tacloban and Ormoc were the major ports in terms of passenger volumes, with combined passenger traffic of 665,945 passengers, in 1992, or 55 percent of the 1.2 million passenger total of the seven Leyte Island ports in that year. Table 4.3 indicates the monthly passenger traffic for the seven Leyte Island ports, as well as the seasonality indices computed for embarking and disembarking passenger traffic.

As shown in the table, passenger traffic volumes peaked, at Tacloban, during the periods of April-June and December. Palompon showed a similar seasonality, but other Leyte ports had distinctly different seasonalities. Traffic at Hilongos was significantly higher than the monthly average only during November-December, and Ormoc experienced very even traffic levels, over the year, with a peak only in December. Baybay traffic peaked both in April and June, but May traffic levels were lower even than the monthly average. Maasin had much higher traffic volumes throughout the first half of the year than it experienced in any month after June.

Seasonality of passenger traffic in the routes connecting

TABLE 4.2

SAMAR ISLAND PORT
PASSENGER TRAFFIC, 1993

CLASSIFICATION	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	TOTAL	AV
CATBALOGAN														
Total passengers	2,994	3,425	1,685	2,570	4,590	5,639	4,887	3,542	3,469	3,002	4,013	3,628	43,646	3
Disembarked	1,334	1,631	945	1,115	2,317	1,784	1,923	686	2,826	901	1,706	1,654	18,822	1
Embarked	1,660	1,794	740	1,455	2,273	4,055	2,964	2,856	643	2,101	2,309	1,974	24,824	2
Seasonality Index														
Disembarked	85	104	60	71	148	114	123	44	180	57	109	105		
Embarked	80	87	36	70	110	196	143	138	31	102	112	95		
CALBAYOG														
Total passengers	1,702	1,970	1,526	1,956	2,316	2,200	1,290	1,367	1,839	1,663	1,951	1,865	21,145	1,
Disembarked	884	1,144	[illegible]	1,162	846	1,106	757	790	840	854	956	1,098	11,405	
Embarked	818	826	558	794	970	1,094	533	577	999	809	995	767	9,740	
Seasonality Index														
Disembarked	93	120	102	122	89	116	80	83	88	90	101	116		
Embarked	101	102	69	98	120	135	66	71	123	100	123	94		
GUIUAN														
Total passengers	6,400	3,692	3,506	4,782	6,042	5,613	6,123	7,574	7,173	7,043	5,760	7,887	71,595	5,
Disembarked	3,525	1,767	1,686	2,475	2,982	2,812	3,119	3,283	3,975	3,568	3,229	3,930	36,351	3,
Embarked	2,875	1,925	1,820	2,307	3,060	2,801	3,004	4,291	3,198	3,475	2,531	3,957	35,244	2,
Seasonality Index														
Disembarked	116	58	56	82	98	93	103	108	131	118	107	130		
Embarked	98	66	62	79	104	95	102	146	109	118	86	135		
GRAND TOTAL SAMAR														
Total passengers	11,096	9,087	6,717	9,308	12,448	13,652	12,300	12,483	12,481	11,708	11,726	13,380	136,386	11,
Disembarked	5,743	4,542	3,599	4,752	6,145	5,702	5,799	4,759	7,641	5,323	5,891	6,682	66,578	5,
Embarked	5,353	4,545	3,118	4,556	6,303	7,950	6,501	7,724	4,840	6,385	5,835	6,698	69,808	5,
Seasonality Index														
Disembarked	104	82	65	86	111	103	105	86	138	96	106	120		
Embarked	92	78	54	78	108	137	112	133	83	110	100	115		

Note : At berth only
Source: Philippine Port Authority

TABLE 4.3

LEYTE ISLAND PORT
PASSENGER TRAFFIC , 1992

PARTICULARS	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVE
TACLOBAN														
Total Passengers	27,771	23,675	25,391	32,104	34,834	42,508	23,198	23,960	20,959	22,328	22,969	35,858	335,555	27,963
Disembarked	13,911	12,090	13,388	15,558	18,711	20,160	11,677	11,617	10,648	12,138	11,991	20,170	172,059	14,338
Embarked	13,860	11,585	12,003	16,546	16,123	22,348	11,521	12,343	10,311	10,190	10,978	15,688	163,496	13,625
Seasonality Index														
Disembarked	97	84	93	109	130	141	81	81	74	85	84	141		
Embarked	102	85	88	121	118	164	85	91	76	75	81	115		
HILONGOS														
Total Passengers	11,736	10,024	8,732	8,762	8,273	11,270	12,185	11,797	8,179	11,529	13,367	17,088	132,942	11,079
Disembarked	6,033	5,123	4,205	4,404	4,057	5,608	5,929	5,880	4,103	6,133	6,358	9,705	67,538	5,628
Embarked	5,703	4,901	4,527	4,358	4,216	5,662	6,256	5,917	4,076	5,396	7,009	7,383	65,404	5,450
Seasonality Index														
Disembarked	107	91	75	78	72	100	105	104	73	109	113	172		
Embarked	105	90	83	80	77	104	115	109	75	99	129	135		
ORMOC														
Total Passengers	24,162	26,454	21,752	26,823	29,420	31,238	23,954	30,353	26,794	25,781	27,878	35,481	330,390	27,533
Disembarked	10,914	12,699	10,949	13,433	14,774	13,563	11,220	15,175	13,182	13,134	12,288	16,766	158,097	13,175
Embarked	13,548	13,755	10,803	13,390	14,646	17,675	12,734	15,178	13,612	12,647	15,590	18,715	172,293	14,358
Seasonality Index														
Disembarked	83	96	83	102	112	103	85	115	100	100	93	127		
Embarked	94	96	75	93	102	123	89	106	95	88	109	130		
BAYBAY														
Total Passengers	5,963	5,708	5,109	9,886	6,397	10,895	7,586	7,983	8,715	8,966	9,632	9,118	95,958	7,997
Disembarked	3,190	3,457	3,290	6,167	3,668	5,856	4,682	4,452	5,259	5,517	5,318	5,438	56,294	4,691
Embarked	2,773	2,251	1,819	3,719	2,729	5,039	2,904	3,531	3,456	3,449	4,314	3,680	39,664	3,305
Seasonality Index														
Disembarked	68	74	70	131	78	125	100	95	112	118	113	116		
Embarked	84	68	55	113	83	152	88	107	103	104	131	111		
MAASIN														
Total Passengers	8,479	9,638	9,421	11,951	13,312	11,376	5,325	3,895	2,809	3,399	3,840	5,875	89,340	7,445
Disembarked	3,919	4,073	4,494	5,787	6,726	4,801	2,207	2,161	1,549	1,450	1,374	3,073	41,614	3,468
Embarked	4,560	5,585	4,927	6,164	6,586	6,575	3,118	1,734	1,260	1,949	2,466	2,802	47,726	3,977
Seasonality Index														
Disembarked	113	117	130	167	194	138	64	62	45	42	40	89		
Embarked	115	140	124	155	166	165	78	44	32	49	62	70		
PALOMPON														
Total Passengers	10,661	10,797	9,667	12,833	15,056	16,797	8,656	8,792	8,279	8,558	10,612	16,913	137,621	11,468
Disembarked	5,159	5,860	5,496	6,047	8,103	7,237	3,937	4,836	3,815	4,439	5,431	9,057	69,417	5,785
Embarked	5,502	4,937	4,171	6,786	6,953	9,560	4,719	3,956	4,464	4,119	5,181	7,856	68,204	5,684
Seasonality Index														
Disembarked	89	101	95	105	140	125	68	84	66	77	94	157		
Embarked	97	87	73	119	122	168	83	70	79	72	91	138		
BATO														
Total Passengers	5,058	6,527	5,730	6,553	6,310	6,555	7,322	10,156	7,485	10,881	9,650	11,213	93,440	7,787
Disembarked	2,230	3,100	2,969	3,463	2,979	3,179	3,623	4,762	3,591	5,349	4,227	6,049	45,521	3,793
Embarked	2,828	3,427	2,761	3,090	3,331	3,376	3,699	5,394	3,894	5,532	5,423	5,164	47,919	3,993
Seasonality Index														
Disembarked	59	82	78	91	79	84	96	126	95	141	111	159		
Embarked	71	86	69	77	83	85	93	135	98	139	136	129		
GRAND-TOTAL														
Total Passengers	94,130	92,843	85,802	108,912	113,602	130,639	88,226	96,936	83,220	91,442	97,948	131,546	1,215,246	101,271
Disembarked	45,356	46,402	44,791	54,859	59,018	60,404	43,275	48,883	42,147	48,160	46,987	70,258	610,540	50,878
Embarked	48,774	46,441	41,011	54,053	54,584	70,235	44,951	48,053	41,073	43,282	50,961	61,288	604,706	50,392
Seasonality Index														
Disembarked	89	91	88	108	116	119	85	96	83	95	92	138		
Embarked	97	92	81	107	108	139	89	95	82	86	101	122		

Source : Philippine Ports Authority

Tacloban with Manila, Cebu, Cuiuan and Balangiga was likewise compiled, and is presented in Table 4.4, and shown graphically in Figure 4.1. In the Manila-Tacloban route, the highest traffic volume was registered during the period May-June, with disembarking passengers at Tacloban larger in volume in May, and being comprised mostly of vacationers, while Manila-destined passengers from Tacloban reached their highest level in the month of June, presumably comprising returning vacationers and students.

In the Cebu-Tacloban route, the peak month for disembarking passengers at Tacloban, was in December, with volumes being 60 percent higher than the monthly average of passenger traffic. Passengers destined for Cebu embarking in Tacloban attained their highest volume in the months of April and June, comprising mainly returning students and vacationers.

In the Cuiuan-Tacloban route, passenger traffic was highest during the month of June, with 40 percent and 30 percent higher than the monthly averages for embarking and disembarking passengers, respectively. The Balangiga-Tacloban route exhibited a different seasonality pattern, with the peak volumes occurring during the period August to December, and the highest monthly volume being in December, when traffic registered 85 percent higher than the monthly average for passenger traffic in the route.

Table 4.5 indicates the 1993 passenger volumes at the same seven Leyte ports shown in Table 4.3. The seven ports together had a rise of 10.3 percent in passenger traffic from 1992 to 1993. The increase at Tacloban was 15.4 percent. Whereas the port of Ormoc was challenging Tacloban to be the leading passenger port of Leyte in 1992 (see Table 4.3), Ormoc experienced only very slight growth of passenger traffic from 1992 to 1993. Very rapid traffic growth occured at the ferry port of Hilongos (41.9 percent) and at its near neighbor, the port of Bato (34.4 percent). More modest growth occurred at the Leyte Province ferry port of Baybay (2.4 percent).

Passenger Service Standards

The LSRS survey team covered 14 Eastern Visayas routes, with 4 routes connecting Tacloban with Manila, Cebu, Cuiuan and Balangiga, Samar; 3 routes connecting Samar with Cebu, and 7 routes linking Leyte and Cebu. Survey results and service standards are discussed below, by surveyed route. Details are in Annex B.

Tacloban-Manila Route. The LSRS interviewed 144 passengers, sailing on two vessels (identified in Table B.1 and other tables of Annex B), in the Tacloban-Manila direction. The surveyed vessels were the Masbate Uno with a 1,300-passenger capacity and the MV Tacloban Princess, with a capacity for 800 passengers. Around 81 percent of the surveyed passengers answered the survey question

Table 4.4

Passenger Traffic at Tacloban Port, by Principal Route, 1992

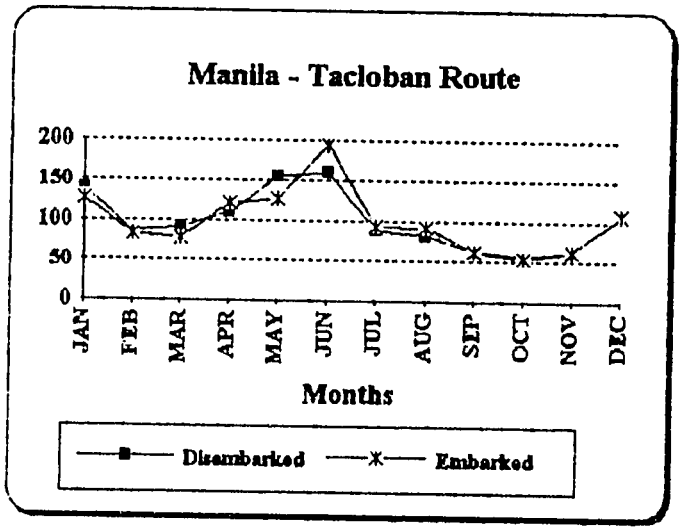
ROUTE	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	AVE.
Manila - Tacloban														
Disembarked	5,729	3,513	3,758	4,509	6,394	6,576	3,617	3,325	2,612	2,337	2,530	4,383	49,283	4,10
Embarked	5,193	3,352	3,144	4,941	5,197	7,924	3,792	3,744	2,559	2,212	2,566	4,412	49,036	4,08
Seasonality Index														
Disembarked	139	86	92	110	156	160	88	81	64	57	62	107		
Embarked	127	82	77	121	127	194	93	92	63	54	63	108		
Cebu - Tacloban														
Disembarked	3,255	2,262	2,652	3,938	4,219	4,361	2,247	2,910	2,649	2,953	3,027	5,301	39,768	3,314
Embarked	3,151	1,661	2,236	3,896	3,092	3,663	2,352	2,184	2,203	1,955	2,276	2,623	31,292	2,608
Seasonality Index														
Disembarked	98	68	80	119	127	132	68	88	80	89	91	160		
Embarked	121	64	86	149	119	140	90	84	84	75	87	101		
Cubuan - Tacloban														
Disembarked	3,075	3,224	2,748	3,722	3,662	4,555	2,891	3,304	2,572	2,859	2,937	3,516	39,065	3,255
Embarked	3,142	3,676	3,018	4,067	3,569	4,388	3,056	3,704	2,665	3,001	2,443	3,674	40,403	3,367
Seasonality Index														
Disembarked	94	99	84	114	112	140	89	101	79	88	90	108		
Embarked	93	109	90	121	106	130	91	110	79	89	73	109		
Balangiga - Tacloban														
Disembarked	172	228	185	211	173	251	215	296	320	363	372	508	3,294	275
Embarked	179	231	187	210	172	240	212	281	336	374	379	515	3,316	276
Seasonality Index														
Disembarked	63	83	67	77	63	91	78	108	117	132	136	185		
Embarked	65	84	68	76	62	87	77	102	122	135	137	186		
Total *														
Disembarked	12,231	9,227	9,343	12,380	14,442	15,743	8,970	9,835	8,153	8,512	8,866	13,708	131,410	10,951
Embarked	11,665	8,920	8,585	13,114	12,030	16,215	9,412	9,913	7,763	7,542	7,664	11,224	124,047	10,337
Seasonality Index														
Disembarked	112	84	85	113	132	144	82	90	74	78	81	125		
Embarked	113	86	83	127	116	157	91	96	75	73	74	109		

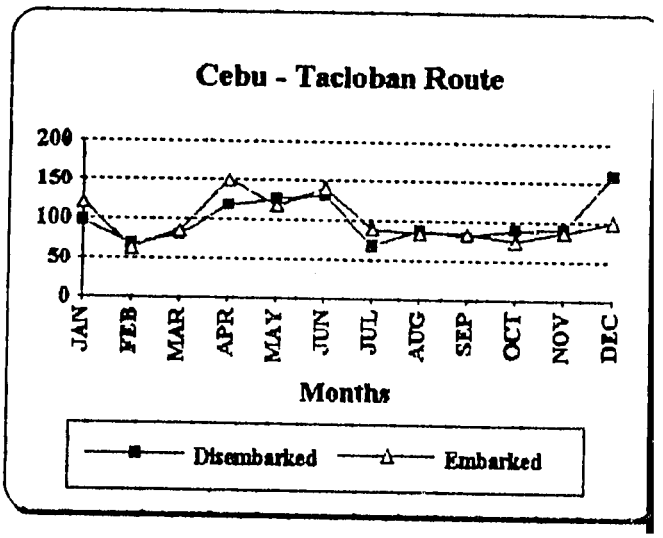
* Totals in this table are lower than total Tacloban passenger traffic shown in Table 4.2 because of the exclusion of several routes.

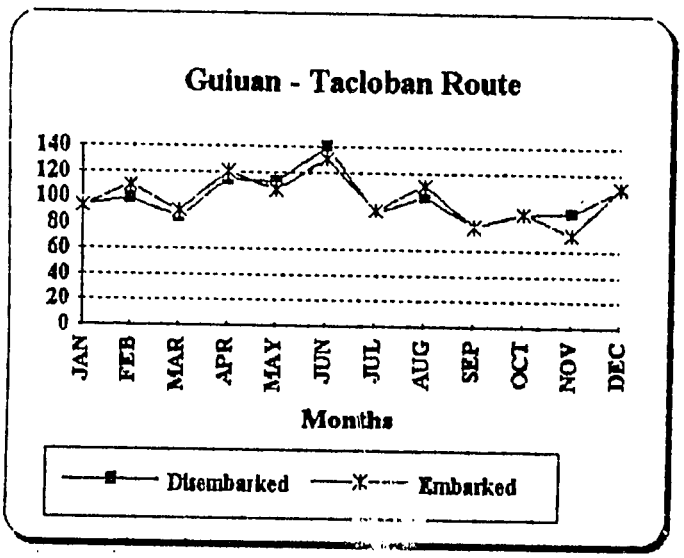
Source: Philippine Ports Authority.

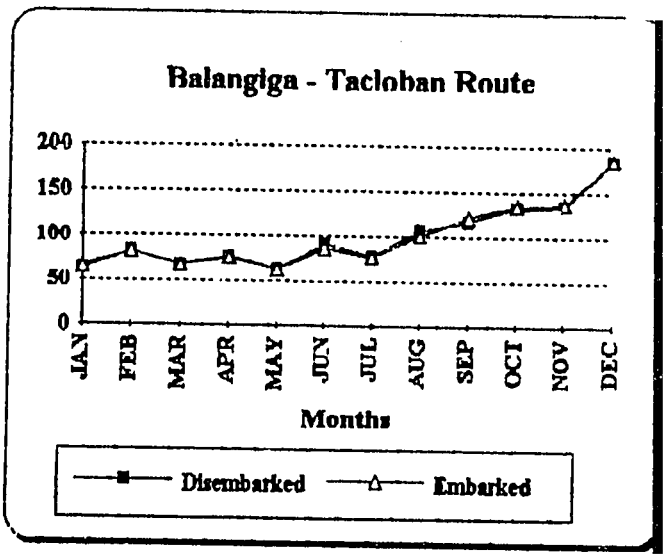
Figure 4.1

Seasonality of Passenger Traffic at Tacloban Port by Route, 1992









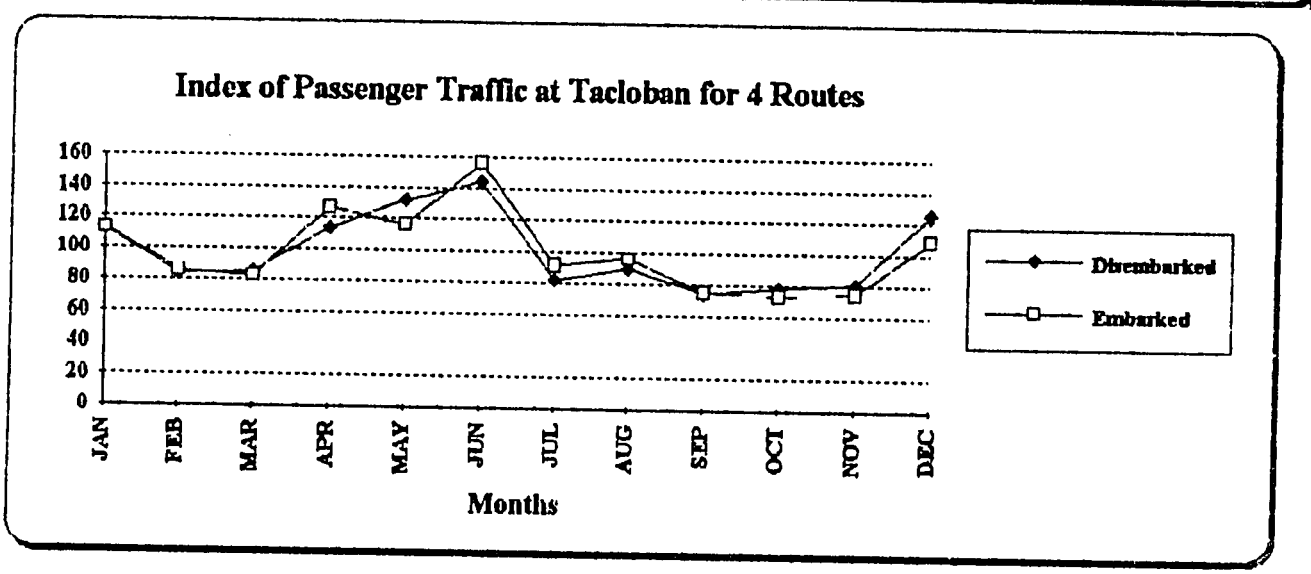


TABLE 4.5

LEYTE ISLAND PORT
PASSENGER TRAFFIC, 1993

CLASSIFICATION	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	TOTAL	AVE.
TACLOBAN														
Total passengers	29,419	25,033	16,627	35,415	55,509	47,833	28,051	30,110	28,196	25,940	26,180	39,327	387,640	32,303
Disembarked	14,756	12,410	9,319	18,463	31,494	24,446	13,991	15,748	14,634	12,766	12,685	18,967	199,879	16,657
Embarked	14,663	12,623	7,308	16,952	24,015	23,387	14,060	14,362	13,562	13,174	13,295	20,360	187,761	15,647
Seasonality Index														
Disembarked	89	75	56	111	189	147	84	95	88	77	77	114		
Embarked	94	81	47	108	153	149	90	92	87	84	85	130		
HILONGOS														
Total passengers	12,408	11,037	13,503	15,447	24,117	14,733	16,008	13,317	15,149	15,613	15,900	21,432	188,664	15,722
Disembarked	6,018	5,142	7,229	8,237	13,492	6,944	8,854	6,183	7,466	7,622	8,137	11,192	96,511	8,043
Embarked	6,390	5,895	6,274	7,210	10,625	7,789	7,154	7,134	7,683	7,991	7,768	10,240	92,153	7,679
Seasonality Index														
Disembarked	75	64	90	102	168	86	110	77	93	95	101	139		
Embarked	83	77	82	94	138	101	93	93	100	104	101	133		
ORMOC														
Total passengers	24,018	23,714	21,964	29,159	38,937	36,474	24,757	23,294	23,193	25,447	28,186	32,302	331,467	27,622
Disembarked	9,960	9,686	9,612	13,540	19,242	17,305	12,548	12,067	12,127	13,532	13,685	17,799	161,083	13,424
Embarked	14,058	14,028	12,352	15,619	19,695	19,169	12,209	11,227	11,066	11,915	14,523	14,523	170,384	14,199
Seasonality Index														
Disembarked	74	72	72	101	143	129	93	90	90	101	102	133		
Embarked	99	99	87	110	139	135	86	79	78	84	102	102		
BAYBAY														
Total passengers	8,110	8,697	7,765	9,901	7,976	8,518	6,947	4,381	7,790	8,954	8,975	10,231	98,245	8,187
Disembarked	4,683	5,161	4,316	5,928	5,024	4,705	4,189	2,741	3,656	5,089	5,189	5,840	56,521	4,710
Embarked	3,427	3,536	3,449	3,973	2,952	3,813	2,758	1,640	4,134	3,865	3,786	4,391	41,724	3,477
Seasonality Index														
Disembarked	99	110	92	126	107	100	89	58	78	108	110	124		
Embarked	99	102	99	114	85	110	79	47	119	111	109	126		
MAASIN														
Total passengers	4,502	4,939	4,155	6,092	8,621	8,743	8,863	6,472	6,197	5,866	6,686	8,795	76,731	6,394
Disembarked	2,130	2,471	1,757	1,625	3,653	3,113	1,869	2,547	2,205	2,271	2,979	4,387	31,007	2,584
Embarked	2,372	2,468	2,398	4,467	4,968	5,630	3,994	3,925	3,992	3,595	3,707	4,408	45,724	3,810
Seasonality Index														
Disembarked	82	96	68	68	141	120	72	99	85	88	115	170		
Embarked	62	65	63	117	130	148	105	103	105	94	92	116		
PALOMPON														
Total passengers	10,788	11,061	8,930	11,908	15,425	12,748	7,630	9,741	9,278	8,866	10,446	15,476	132,297	11,025
Disembarked	5,805	5,524	4,940	6,277	8,636	5,948	3,881	5,240	4,743	4,805	5,001	8,366	69,166	5,764
Embarked	4,983	5,537	3,990	5,631	6,789	6,800	3,749	4,501	4,535	4,061	5,445	7,110	63,131	5,261
Seasonality Index														
Disembarked	101	96	86	109	150	103	67	91	82	83	87	145		
Embarked	95	105	76	107	129	129	71	86	86	77	103	135		
BATO														
Total passengers	8,913	9,682	9,712	11,504	14,283	10,463	9,114	4,873	7,962	10,427	13,344	15,398	125,635	10,471
Disembarked	3,606	4,235	4,647	6,361	7,333	5,199	4,900	2,275	3,880	5,326	6,971	7,830	62,563	5,214
Embarked	5,307	5,427	5,065	5,143	6,950	5,264	4,214	2,598	4,082	5,101	6,373	7,568	63,092	5,258
Seasonality Index														
Disembarked	69	81	89	122	141	100	94	44	74	102	134	150		
Embarked	101	103	96	98	132	100	80	49	78	97	121	144		
GRAND-TOTAL LEYTE														
Total passengers	98,158	94,143	82,656	119,426	164,868	139,512	98,370	92,188	97,765	101,113	109,519	142,981	1,340,699	111,725
Disembarked	46,958	44,629	41,820	60,431	88,874	67,660	50,232	46,801	48,711	51,411	54,822	74,381	676,730	56,394
Embarked	51,200	49,514	40,836	58,995	75,994	71,852	48,138	45,387	49,054	49,702	54,697	68,600	663,969	55,331
Seasonality Index														
Disembarked	83	79	74	107	158	120	89	83	86	91	97	132		
Embarked	93	89	74	107	137	130	87	82	89	90	99	124		

Note : At berth only

Source: Philippine Port Authority

regarding travel frequency, and, of those who responded, 44 percent indicated that they traveled the route once a year and 34 percent traveled the route 2-4 times a year.

Almost 100 percent of the passengers interviewed responded to the question as to purpose of their travel; 33 percent were traveling for vacation/holiday and 27 percent were traveling on business.

Passengers on the two vessels surveyed by the LSRS generally viewed the services being provided favorably, although one of the vessels was rated significantly higher in a number of respects, than was the other vessel. The principal findings of this survey are:

- About 76 percent of total passengers interviewed indicated that services were adequate for demand. Despite this response, nearly half of the surveyed passengers responded to another question by expressing the view that congested conditions during the peak season of travel constituted a serious problem. As the LSRS has learned in earlier surveys, infrequent travelers may judge market adequacy according to whether or not the particular voyage they are on is overcrowded or not.

- Whereas a sizable majority (69 percent) of the passengers aboard one of the two vessels surveyed by the LSRS viewed operator schedule adherence as satisfactory, a majority (57 percent) on the other vessel indicated that services were not being operated reliably.

- A total of 127 of the 144 passengers interviewed aboard the two vessels expressed satisfaction with the space reservation system.

- Respondents to the survey question regarding the adequacy of various aspects of physical accommodation generally rated one of the vessels highly, whereas passengers on the other vessel were apparently, from their responses, much less pleased with most of the same aspects of physical accommodation. On the former vessel, more than 20 percent of the LSRS survey sample gave the vessel a "good to excellent" rating in regard to food/canteen, bedding/blankets, leisure facilities, ventilation, crew courtesy, drinking water availability, and space to move around, and the majority of other respondents rated these aspects of accommodation as "fair". On the other vessel, the large majority of surveyed passengers (65 to 78 percent) rated these same aspects as "fair", but a higher rating was given by about 10 percent of the passengers for a few things, including space, ventilation, water availability, and crew attitude. On both vessels, the

state of the toilets and sanitation facilities was rated much lower than any other aspect of accommodation; on one vessel nearly 30 percent of the passenger sample thought that a "poor" or "unacceptable" rating was appropriate, and on the other vessel the percentage of interviewed passengers expressing these views leaped to just short of one-half. Not surprisingly, the most common "suggestion" by passengers on both vessels, with 19 percent of the passengers on one vessel and 22 percent on the other making the suggestion, was to improve vessel cleanliness, and especially of the comfort rooms.

- Baggage stowage space and security was viewed as satisfactory by nearly two-thirds of passengers on one vessel, whereas on the other vessel, 57 percent of the passengers interviewed considered both space and security to be unsatisfactory.

- A large proportion (87 percent) of the combined interview sample considered the boarding procedures to be satisfactorily organized.

Some of the passengers interviewed complained of high porterage fees, and of porters not having proper identification at Tacloban. The porterage fees varied with both size of load and distance carried, as shown below:

Distance	Tacloban Baggage Porterage Fees (pesos)		
	5 kg. or less	6-25 kgs.	26-50 kgs.
Up to 100 meters	6	7	11
101-200 meters	7	9	16
201-250 meters	10	12	22

Tacloban-Cebu Route. There are two vessels, the MV Leyte Queen (a conventional passenger/cargo vessel, with a passenger capacity of 559), and the MV Don Calvino (a RORO vessel, with a passenger capacity of 671) serving the Tacloban-Cebu route. A combined total of 159 passengers were interviewed. It should be pointed out, for purposes of comparing responses of passengers on board the two vessels, that the survey sample was skewed toward first and second class passengers for one vessel, and the sample interviewed on the other vessel was mainly third class, with a significant number, also, of second class passengers. One-third of total passengers surveyed were traveling for business reasons, 21 percent for vacation/holiday and 25 percent did not specify their purpose for travel.

Passengers in this route indicated that they travel fairly frequently, with half of the passengers responding to the travel-frequency question indicating that they travel the route between 1 and 5 times per month. Principal findings of the Tacloban-Cebu

passenger survey are listed below:

- Services in the route were rated adequate by a large majority (81 percent) of passengers aboard the two vessels.

- Around 80 percent of total respondents indicated that service reliability was good. Only 24 passengers, of which 19 were aboard one vessel, expressed dissatisfaction with service reliability.

- More than 80 percent of total respondents indicated that there that was good space reservation.

- In regard to operator concern with safety, a large majority (77 percent of the respondents) expressed general satisfaction with shipping operator attention to safety considerations.

- About 82 percent of total passengers surveyed on both vessels were largely satisfied with the organized boarding procedure.

Besides these principal findings of the LSRS Tacloban-Cebu passenger survey, there were a few more specific findings that offer insight into needs for service improvement:

- More than 60 percent of the passengers surveyed on one vessel indicated that the food/canteen was poor to unacceptable, and none of the passengers on that vessel could bring themselves to offer a rating of "good". The other vessel more nearly met the expectations of passengers, but one-third nevertheless thought that what was offered was "poor". The dissatisfied passengers on both vessels were mainly first and second class passengers, whereas third class passengers were more nearly satisfied (43 of 59 third class respondents to the question rated food/canteen as "fair" or "good to excellent").

- The toilet/sanitation facilities were rated highly on one vessel (23 percent "good" and 54 percent "fair"), while nearly half of the respondents on the other vessel gave a "poor" to "unacceptable" rating.

- The crew's courtesy and assistance to passengers was given a "fair" rating by more than 60 percent of total passengers and 25 percent rated this aspect of passenger service as excellent.

- More than half of total passengers on one vessel rated

drinking fountains and ventilation as poor, while the same percentage of passengers aboard the other vessel gave the amenities a fair rating.

- Half of the passengers aboard one vessel were dissatisfied with space to move around, while two-thirds of passengers aboard the second vessel gave a fair to good rating to this aspect of accommodation.

- Only a small majority of 53 percent of total respondents gave suggestions on how to improve existing services. Of significance were: maintain vessel cleanliness, add leisure facilities, and improve service reliability.

Tacloban-Guiuan Route. For this route, the MV Flo Soccour and the MV Stacey (with 300 passenger capacity) were surveyed. A total of 91 passengers were interviewed, 54 passengers on the MV Flo Soccour and 37 passengers on the MV Stacey. Thirty-one percent of the passengers were traveling for vacation/holiday, while another 30 percent were either students or traders. Most of the passengers travel this route at least once a year, while nearly 50 percent take this particular voyage one or more times a month. Services were noted, by 90 percent of total passengers surveyed, to be adequate to meet demand. Following are the specific findings as regards services and facilities:

- All passengers interviewed on both vessels surveyed by the LSRS responded to the question about the adequacy of services to meet demand. On one of these vessels, only a single passenger doubted the adequacy, and just 8 of 37 responding passengers on the other vessel shared his opinion. Combined, fully 90 percent of the survey sample maintained that services are adequate. There was not this same unanimity of view when the passengers were asked whether or not peak travel period congestion constituted a serious problem, but nevertheless, slightly over one-half of the sample and 60 percent of the respondents to that question indicated that, even in the peak period, congestion was not serious. (As indicated earlier in this chapter, the Guiuan-Tacloban route does not have a pronounced seasonality.)

- In terms of reliability of service, good space reservation, adequate concern for safety and organized boarding procedure, the majority of the passengers surveyed, ranging from 68 to 92 percent of the total respondents, answered favorably.

- Regarding accommodation standards, the toilet/sanitary facilities were given an "unacceptable" rating by 29 percent of the respondents. Food/canteen services, leisure facilities, ventilation and drinking facilities

were all rated as "poor" by most of the passengers. The bedding/blankets provided on board and the crew's courtesy and assistance were acceptable to the passengers.

Tacloban-Balangiga, Samar Route. The single vessel surveyed on this route was providing only third class accommodation. The surveyed sample size was just 21 passengers, of whom one-third were students. Eight of the passengers interviewed did not provide any indication of their travel frequency, but all respondents to the question traveled at least once a year on the route, and seven passengers traveled at least once a month.

When survey samples are quite small, as in this case, near unanimity of view is required if the results are to be considered significant. The LSRS obtained just one result that can be interpreted as significant from its passenger survey on the Tacloban-Balangiga route: all 13 of the respondents to a question regarding the peak travel period indicated that a serious problem of congestion occurs on the route. Otherwise, the most nearly significant result was regarding space reservation, where 15 out of 19 responding passengers indicated that there was not a satisfactory system. Especially where accommodation standards were concerned, many of the passengers did not respond to the questions, and no significant results were obtained.

Catbalogan-Cebu Route. The LSRS surveyed only one vessel on this route, the MV Elizabeth Lily, which was providing only third class accommodations. The survey sample obtained was just 25 passengers, the majority of whom were traveling for social and vacation reasons, and only one person was traveling for any sort of business reason. All of the passengers interviewed travel the route at least once a year, and 10 of the passengers indicated their travel frequency on the route was between 3 and 12 times a year.

Again, with only a small sample, a near unanimity of view is required in order that survey results might be deemed significant. In the case of this route and service, there were a number of points on which the passengers largely agreed. These points include:

- The entire survey sample agreed that the operator's space reservation system was satisfactory, both in regard to the convenience of booking and the assurance that there would not be any overbooking. None of the passengers had ever experienced being "bumped" after having made a reservation.

- The passengers were nearly in as complete agreement in regard to vessel crew and operator shore-based staff attitudes toward passengers and their efficiency, giving

a satisfactory rating in both cases, with the exception only that two passengers felt the crew deserved an "excellent" rating.

- Management's attention to service quality earned one "nay" vote, but the other 24 passengers expressed themselves as satisfied with operator concern in this regard.

- Of the 21 passengers who indicated that they were in a position to judge whether services had improved on the route over a 2-year period, 17 felt that there had been a slight improvement of service.

- Nearly all (23 of the 25) passengers expressed themselves as being satisfied with service speed.

In response to most other LSRS questions, majorities of the passengers expressed favorable views, but there were significant numbers of dissenters. Only in regard to the comfort and cleanliness of eating areas on board did a majority of the passengers express a negative view, and 7 of the passengers even opted to give this aspect of service an "unacceptable" rating.

Calbayog-Cebu Route. There were 39 passengers surveyed aboard the vessel, MV Don Martin 6. Most of the passengers were traveling in third class accommodation, and were traveling on holiday/vacation. Around 54 percent of the passengers take this route at least once a month. All 39 passengers interviewed stated that the services offered were adequate to meet demand. However, 30 of these same passengers indicated that congestion during the peak period of travel constituted a serious problem. Eight of the passengers also suggested that there was a need for another vessel on the route.

Other significant findings include the following:

- All but one of the passengers interviewed were satisfied as to the reliability of service. Sizable majorities of the passenger interviewed also expressed satisfaction with space reservation (82 percent), operator concern for safety (69 percent), and organized boarding procedure (72 percent).

- All the passengers interviewed rated the courtesy and helpfulness of the vessel crew as "fair".

- Large majorities of the passengers gave various aspects of physical accommodation a "fair" rating, and none of the passengers viewed any aspect of physical accommodation as deserving a "good to excellent" rating, or, at the other extreme, as being "unacceptable".

Accommodation aspects rated as "fair" included space to move around (77 percent), ventilation (95 percent), and food/water (85-90 percent).

Cabalian-Cebu Route. The only vessel surveyed on this route was the MV Guiuan. A survey sample of 60 passengers was obtained, with passengers about evenly divided between second and third class. The passengers indicated a variety of trip purposes, with the largest single group constituting the 18 passengers who were non-students traveling on vacation or to participate in a local fiesta. The passengers all indicated that they traveled the route one or more times a year, and one-quarter were frequent travelers, who sailed the route at least once a month. The LSRS obtained high percentages of responses to the majority of questions, with the exceptions being that many of the surveyed passengers did not respond to questions about meals and eating areas. Those survey results which are significant and useful are identified below:

- Almost all of the passengers interviewed found the seating and sleeping areas to be clean at the start of the voyage and the air comfort level if these areas to be satisfactory. During the voyage, the cleanliness of eating, toilet and washing facilities were also found to be satisfactory, and the drinking water supply provided on-board to be adequate.

- The vessel open areas and pre-boarding waiting areas were found to be comfortable and clean and the boarding process to be satisfactory.

- Most passengers felt that they needed to pay close attention to their belongings, though they have never encountered actual losses on board the vessel.

- Most passengers found the space reservation process employed by the shipping line to be convenient and secure. None of the responding passengers (4 did not respond to this question) had been bumped from a voyage during 1991-1993.

- Land-based operator staff and crew attitude and efficiency were deemed to be satisfactory, by 92-98 percent of the passengers.

- Service schedule and adherence were rated generally good and service speed, satisfactory. None of the passengers, however, were inclined to rate the service schedule, reliability, or speed as "excellent".

Baybay, Leyte-Cebu Route. The LSRS surveyed one vessel on this route, the MV Pink Rose, and obtained a 34-passenger sample, three-quarters of whom were traveling second class, with only a few

first class and third class passengers. The survey sample was somewhat unusual, as it included no students, and the principal travel purposes were business and non-student vacationing. Nearly all of the passengers had traveled the route before, and almost one-half of the passengers indicated that they traveled the route three or more times a year.

The most significant finding of this passenger survey was the extraordinarily high ratings given by the passengers to the operator's personnel. Just over one-third of the passengers gave the vessel crew's efficiency and attitude toward passengers an "excellent" rating, and all other passengers gave the crew a rating of "satisfactory". The operator's land-base staff were rated nearly as highly, with all 34 of the interviewed passengers agreeing that the staff's attitude and performance was at least satisfactory. Management also was thought highly of by the passengers, with all agreeing that management showed a concern for attaining good service quality.

All passengers responding (only one did not) to a question regarding the reservation system of the shipping line found it to be satisfactory in terms of both convenience and security of booking, i.e., avoidance of overbooking. Nearly all passengers found service speed to be satisfactory, with only one third class passenger dissenting.

Other than the above, the passengers did not achieve a unanimity of view in regard to the various aspects of passenger services. However, at least two-thirds of the interviewed passengers found the cleanliness and air comfort of seating/sleeping areas and the vessel boarding process to be satisfactory. The vessel was rated significantly lower in regard to schedule adherence, service sufficiency and convenience, baggage security, and cleanliness of toilets and washing facilities, but it was only in regard to food and drinking water, where majorities of responding passengers expressed their dissatisfaction.

Bato, Leyte-Cebu Route. The LSRS surveyed one vessel, the MV South Pacific, and obtained a survey sample of 38 passengers, approximately two-thirds of whom were third class passengers, with the remaining one-third about evenly divided between first and second class. More than half of the passengers were non-students on vacation or holiday and there were also a few students, so approximately two-thirds of the total passengers surveyed were on holiday. From the standpoint of travel frequency on the route, the passengers can be divided into distinct groups: 58 percent of the sample, obviously including some of the holiday takers, were frequent travelers, taking the voyage one or more times per month, whereas nearly all of the other passengers traveled the route only once or twice a year.

Despite the high proportion of frequent travellers, the LSRS obtained a very contradictory result in regard to service adequacy. Whereas all 38 interviewed passengers agreed that services were adequate to meet demand, 30 of these same passengers maintained that congested travel during the peak travel season constituted a serious problem on the route.

The passengers rated the service favorably in regard to reliability (97 percent), the operator's space reservation system (82 percent), evidence of operator concern with safety (71 percent), and how well organized the vessel boarding procedure was (66 percent). In the case of both the safety question and the question regarding boarding procedure, very few passengers disagreed with the majority view, but several passengers did not feel they had a sufficient basis for rendering a judgment.

By majorities ranging from 68 to 100 percent, the passengers viewed the various aspects of physical accommodation as "fair", and none of the passengers offered either a "good" or an "unacceptable" rating. These aspects included food/canteen, drinking water availability, toilet and sanitation facilities, ventilation, leisure facilities, space to move about, bedding and blankets, and vessel crew attitude toward passengers.

Hilongos-Cebu Route. The LSRS surveyed three vessels operating the route connecting the Leyte port of Hilongos with Cebu, viz., the MV Gloria 2, the MV Queen Belinda, and the MV Guada Cristy. The results obtained for the surveys aboard the first two of these vessels are not entirely addable to the MV Guada Cristy survey results, because different survey forms were used by the LSRS. In the following paragraphs, however, the three vessels are discussed together, except where questions are significantly different between the two forms employed.

The combined sample size was 101 passengers, of whom 57 were second class passengers and most of the others were traveling third class. Vacationers constituted the largest single group, slightly under 40 percent when considering only non-students, or just under half of the total sample when student and non-student holiday-takers are considered together. There is no apparent reason why the changeover in survey forms should have significantly affected responses to a traveled frequency question, yet fewer than 10 percent of the passengers aboard the Gloria 2 and Queen Belinda indicated that they travel the route more frequently than once a month, whereas just over one-half of the passengers aboard the Guada Cristy indicated that they traveled the route one or more times a month.

One reason the survey form was changed was the common discrepancy obtained, when using the original form, in regard to two questions regarding the adequacy of services to meet demand. The Guada Cristy survey, using the original form, gives an example

of this type of discrepancy. Whereas 95 percent of the passengers interviewed answered that services on the route were adequate to meet demand, 56 percent of these same passengers expressed the view that congested travel during the peak season constituted a serious problem. On each of the other two vessels surveyed 55 percent of the passengers interviewed had favorable views regarding the sufficiency and convenience of services, and, of these passengers, 21 percent (26 percent on one vessel and 13 percent of the other) offered an "excellent" rating, while the others gave a "generally good" rating. An average of slightly over one-third of the passengers, however, thought that service sufficiency deserved only a "fair/poor" rating.

Other significant survey results obtained from surveys conducted on the Hilongos-Cebu Route are:

- Passengers aboard the Gloria 2 and the Queen Belinda gave high marks to the operators and their staffs, with all interviewed passengers aboard each of the vessels expressing favorable views regarding management attitude toward attaining good service quality and land-based staff efficiency and attitude toward passengers. There was only one dissenting view in regard to rating vessel crew efficiency and attitude favorably. The Gloria 2 was actually rated higher in regard to its personnel, since an average of one-third of its passengers gave an "excellent" rating for operator management and staff, whereas only the vessel crew were given such a rating by some of the Queen Belinda passengers, and management and land-based staff were rated by all interviewed passengers on that vessel as "satisfactory". The original survey form only asked for passenger assessments of the vessel crew, and passengers aboard the Guada Cristy overwhelmingly (81 percent) rated the crew's courtesy and willingness to be helpful as "fair".

- Operator adherence to schedule, or service reliability, was favorably viewed by passengers on all three of the surveyed vessels. On the Guada Cristy, 39 of 43 interviewed passengers expressed satisfaction with operator schedule reliability, and on the other two vessels 21 percent rated schedule adherence as "excellent", and 53 percent gave service reliability a "generally good" rating.

- Passengers on the Guada Cristy were not asked a question about service speed, but 93 percent of the survey sample on the other two vessels deemed service speed to be satisfactory.

- A sizable proportion of the passengers on the Gloria 2 opined that services had improved, over the past two

years, with 13 of the 32 passengers who had traveled the route before indicating that services had "considerably improved", over the period, and another 9 passengers expressing the view that there had been a "slight improvement" of services. Only 5 passengers felt that there had been no detectable improvement in service standards. On the Queen Belinda, about one-third of the passengers, all but one of whom had traveled the route before, thought that there had been a slight improvement of service standards, over the past period of two years, but none of them thought that there had been considerable improvement. A smaller proportion of the Guada Cristy passengers thought that they could detect improvement in service standards.

- Passengers aboard all three surveyed vessels felt that operator reservation systems were good. All of the interviewed passengers on board the Gloria 2 and the Queen Belinda thought that the space reservation systems of the operators were satisfactory in regard to both convenience and assurance of space, i.e., avoidance of overbooking, and three of the passengers offered a rating of "excellent". Guada Cristy passengers were not unanimous in their view, but 86 percent, nevertheless, viewed space reservation as satisfactory.

- Nearly all of the passengers aboard the Gloria 2 viewed the boarding process as satisfactory or excellent. On the other two vessels, 70-80 percent of the passengers thought the boarding process was satisfactory.

With regard to the various aspects of physical accommodation, passengers were mostly disinclined to offer very high or low ratings, but generally found the various aspects to be "satisfactory" or "fair". A few physical accommodation aspects received "inadequate" or "poor" ratings from sizable proportions of the passengers on one or more of the three vessels, however, including: 42 percent of the Queen Belinda passengers complained of poor ventilation; 47 percent of the Guada Cristy passengers and 46 percent of the Queen Belinda passengers thought that the toilet and washing facilities were not kept clean during the voyage; two-thirds of the Queen Belinda passengers complained of inadequate availability of drinking water; and 38 percent of the Queen Belinda passengers felt that the limited space to move around on the vessel was "unacceptable".

Naval-Cebu Route. This route represents the only Biliran Island passenger service that was surveyed by the LSRS. Two vessels were surveyed, the MV My Katrina and the MV Michael III, and a combined sample of 49 passengers, nearly equally divided

between second and third class, was obtained. The passengers had a variety of reasons for traveling, with nearly half traveling for vacation or holiday purposes, and almost one-quarter indicating that their trip purpose had to do with family affairs. There were very few frequent travelers in the survey sample, with 57 percent indicating that they travel the route no more than twice a year, and only 8 passengers traveling the route one or more times a month.

Significant results of this survey are:

- All passengers on one vessel and nearly all on the other found the cleanliness and the air comfort level of their seating/sleeping areas to be satisfactory, and on one of the vessels 70 percent rated air comfort as "very comfortable".

- Passengers on both vessels rated the crew attitude to passengers and efficiency as satisfactory, and all the passengers aboard one vessel considered that the operator's land-based staff were satisfactory in their attitude and efficiency.

- Although majorities of the passengers on both vessels deemed services to be sufficient and convenient, 37 percent of the passengers on each of the vessels offered only a "fair/poor" rating in regard to service sufficiency.

- A large majority of the passengers found service speed and schedule adherence to be satisfactory.

- Nearly half of the passengers on board one vessel thought they could detect some slight improvement of services over the past two years, and all of the passengers on that vessel rated management attitude toward service quality as satisfactory.

- It was only in regard to the availability of drinking water and the maintenance of toilets and washing facilities that sizable proportions of the passengers lodged complaints. A bare majority (51 percent) rated water supplies as inadequate, and a large minority (47 percent) found toilet/washing facility cleanliness to be unsatisfactory.

Palompon, Leyte-Cebu Route. Three vessels were surveyed on this route, including the MV Michael III which was also surveyed on the Naval-Cebu route. The other two vessels were the MV Our Lady of Mount Carmel and the MV Our Lady of the Sacred Heart. A fairly large sample of 196 passengers was obtained, of which 156 passengers were traveling third class, and most of the others were

second class. Only six students were included in the sample. The single most common trip purpose was non-student vacation travel (28 percent of the sample), and another 9 percent of the passengers were traveling to or from provincial fiestas. Eighty-one percent of the passengers indicated that they traveled the route no more frequently than four times per year, and only 12 of the passengers traveled the route more frequently than monthly.

Results from the survey which the LSRS deems to be significant are:

- A high proportion (97 percent) of the passengers interviewed aboard the three vessels felt that the cleanliness of seating/sleeping areas at the start of the voyage was satisfactory (85 percent) or "very clean" (12 percent).

- The air comfort level of the seating/sleeping areas was rated nearly as highly as cleanliness, with 82 percent of the passengers rating air comfort as "satisfactory", and another 10 percent giving a "very comfortable" rating.

- An unusually high proportion of the passengers offered a favorable view of the cleanliness of toilets and washing facilities, with 76 percent rating maintenance of these areas as "satisfactory" and another 7 percent giving a rating of "clean & well maintained". In the LSRS surveys of passenger services, it was uncommon that no more than 17 percent of the passengers had any complaint regarding toilet and sanitation facility cleanliness.

- The other most common complaint in LSRS surveys was the inadequacy of drinking water supplies, and half of the passengers interviewed on the Palompon-Cebu route also complained of lack of drinking water. On one of the vessels, which was rated highly in most other respects, 80 percent of the passengers indicated that water supply was either "inadequate" (77 percent) or "unacceptable" (3 percent).

- The comfort and cleanliness of eating areas were also viewed favorably by passengers on board each of the three surveyed vessels, with 75 percent indicating that the eating areas were "satisfactory" in these respects, and another 8 percent giving an "excellent" rating.

- On one of the three vessels, 27 percent of the passengers indicated that services had improved "considerably" over the past two years, and another 21 percent thought that services had improved "slightly".

- Passengers aboard all three vessels had a favorable view

of the shipping operator space reservation systems (97 percent "satisfactory" or "excellent"), and of management attitude toward service quality (85 percent "satisfactory" and 14 percent "excellent").

- Both the vessel crews and the land-based staff received favorable ratings from 96 percent of the interviewed passengers.

- Schedule adherence was rated as "excellent" by 22 percent of the passengers, and another 49 percent considered adherence to be "generally good".

- Service sufficiency and convenience were considered to be "excellent" by 27 percent of the passengers and "generally good" by another 37 percent.

Ormoc, Leyte-Cebu Route. As in the case of the Hilongos-Cebu route, discussed earlier, the LSRS used two different survey forms to survey the Ormoc-Cebu route, and not all of the results can be added. The new form was used to survey the MV Cebu Princess, and a sample of 76 passengers was obtained, most of whom (60) were traveling third class. The original survey form was used to survey the MV Elcano, and the 37-passenger sample obtained was nearly evenly divided among the three passenger classes. The make-up of the survey samples on the two vessels was quite different, with only one student on school break on the Cebu Princess, and 35 percent of the Elcano sample being students. Frequency of travel was also very different between the two groups of passengers, with 73 percent of the Elcano passengers indicating that they traveled the route one or more times a month and only 12 percent of the Cebu Princess passengers traveling the route as frequently as 5 or more times a year. An obvious reason for some of these differences was that the Cebu Princess actually was operating a longer, liner shipping route, of which Ormoc-Cebu constituted only one leg, whereas the Elcano was operating a ferry route of just 65 n.m.

Significant findings from the survey of the Ormoc-Cebu route are:

- The Elcano passengers provided an extreme case of contradiction with 36 of 37 passengers indicating that services being provided were adequate to meet demand, yet 35 of the 37 indicating that congestion during the peak travel season was a serious problem. These passengers were mostly frequent travelers, and probably were providing accurate insight into the seasonal accommodation problem, while answering the first question with reference to the voyage they were on (they were interviewed in September, an off-peak period). The Cebu Princess passengers, responding to a differently-worded question, rated service sufficiency and convenience as

"excellent" (18 percent) or "generally good" (41 percent), but 34 percent also gave only a "fair/poor" rating.

- The passengers on the Elcano rated it highly in several respects, with favorable views in regard to service realibility (97 percent), the space reservation system (95 percent), baggage accommodation/security (97 percent) and concern for safety (84 percent, but 31 of 32 responding passengers). Seventy-three percent of the passengers viewed the vessel boarding procedure as satisfactory.

- Where physical accommodations were concerned, the passengers in the Elcano graded the vessel's services less highly, generally offering a "fair" rating. It was only in regard to drinking water availability that the majority had an unfavorable opinion, with 41 percent giving a "poor" rating, and 11 percent viewing the drinking water supply limitation as "unacceptable".

- The Cebu Princess passengers also gave their vessel some high ratings, with 88 percent viewing the vessel boarding process favorably, 87 percent giving baggage security a "fair" to "excellent" mark, 99 percent indicating that seating/sleeping areas were "satisfactory" or "very clean" at the start of the voyage, 94 percent expressing satisfaction or pleasure in regard to air comfort levels, 81 percent viewing drinking water supplies as adequate, 77 percent deeming toilet/washing facility cleanliness and maintenance to be at least satisfactory, and 95 percent rating the vessel open areas for passengers as satisfactory or better.

- Considering these several high ratings, it is not surprising that the Cebu Princess passengers assessed management attitude to service quality highly, with 25 percent giving an "excellent" rating and 68 percent viewing operator management attitude as "satisfactory". Operator staff were rated nearly as highly in regard to their attitude toward passengers and their efficiency; vessel crew received a 92 percent "satisfactory" or "excellent" rating, and shore-based staff got the support of 88 percent of the passengers for such ratings.

Maasin-Cebu Route. As in the case of the Ormoc-Cebu route, the LSRS surveyed two vessels on the Maasin-Cebu route, using the original survey form for the MV Filipinas Maasin, and the revised form for the MV Asia-Brunei. A survey sample of 57 passengers was obtained on the former vessel and a sample of 73 passengers was obtained on the latter, for a combined sample size of 130. As in the cases of most other LSRS passenger surveys, the most common

single trip purpose on each of the vessels was vacation/holiday-taking by non-students, which was the purpose of travel for 49 of the 130 passengers. Approximately one-quarter of the passengers indicated that they traveled the route at least once a month, but the large majority of passengers traveled no more frequently than five times per year.

The passengers on neither vessel had much to complain about. Significant survey results are:

- One hundred percent of the passengers interviewed on the Filipinas Maasin expressed the view that services were adequate to meet demand, yet 68 percent of the same passengers opined that congested travel constituted a serious problem in the peak season of travel. On the Asia-Brunei, 23 percent thought service sufficiency and convenience to be "excellent", and 49 percent considered these aspects of service to be "generally good".

- Service reliability obtained a 91 percent favorable rating and space reservation a 96 percent favorable rating aboard the Filipinas Maasin. Seventy-nine percent (100 percent of respondents to the questions) felt that there was adequate concern for safety and good baggage accommodation/security on the same vessel. Forty-three of 44 respondents to a question regarding the boarding procedure expressed a favorable view.

- Passengers on board the Asia-Brunei were just as satisfied with services, with 93 percent finding the cleanliness of the seating/sleeping areas to be either "satisfactory" or "very clean", 89 percent finding the air comfort level to be at least satisfactory, and a high 78 percent expressing satisfaction with toilet/washing facility cleanliness and maintenance. Management attitude toward service quality, staff attitude toward passengers, service adherence, service speed, the operator's space reservation system, and all other aspects of service received favorable ratings from large majorities of the passengers. Also, just over half of the interviewed passengers felt that they could detect service improvement over the preceding two years.

Passenger Service Fares

In general, operators on the principal liner shipping and erry routes were adhering to officially sanctioned rates for third lass passengers, i.e. the passage was within MARINA's 1993 fork ariffs for the respective routes in Eastern Visayas. Table 4.6 dentifies the actual passage paid by first, second, and third

TABLE 4.6

EASTERN VISAYAS ROUTE
ACTUAL PASSENGER FARES, 1993

(In Pesos)

ROUTE	NAME OF VESSELS	FARES		
		NM.	MIN.	MAX.
Tacloban-Manila	Masbate Uno	525	-	366
	Tacloban Princess	-	-	366
Tacloban-Cebu	Leyte Queen	130	130	120
	Don Calvino	180	150	130
Tacloban-Guiuan	Flo-Soccour	85	75	65
	Stacey	75	65	65
Tacloban-Balanggiga, Samar	San Lorenzo	-	-	35
Catbalogan, Samar-Cebu	Elizabeth Lily	-	-	150
Calbayog-Cebu	Don Martin 6	-	200	200
Cabalian-Cebu	Guiuan	-	110	100
Baybay, Leyte-Cebu	Pink Rose	70-80	60	50
Bato, Leyte-Cebu	South Pacific	70	70	56
Hilongos-Cebu	Gloria 2	65	55	45
	Quenn Belinda	-	55	45
	Guada Cristy	-	55	45
Naval-Cebu	MY Katrina	-	100	75
	Michael III	-	90	64
Palompon, Leyte-Cebu	Our Lady of Mt. Carmel	110	90	64
	Michael III	-	90	64
	Sacred Heart	-	123	64
Ormoc-Cebu	Cebu Princess	-	115-159	76
	Elcano	140	123	76
Maasin-Cebu	Asia-Brunei	-	70-80	70-72
	Filipinas Maasin	-	100-115	82

class passengers interviewed by the LSRS, and Table 4.7 indicates the official 1993 fork tariffs for third class passage on Eastern Visayan routes.

MARINA did not stipulate the third class passage rates for the following ferry routes: routes connecting Cebu with Bato, Hilongos, and Cabalian, as well as the routes connecting Tacloban with Guiuan and Balangiga, Samar.

The third class passage for the liner routes connecting Cebu with Maasin, Naval, Tacloban and Baybay were all within the official ranges, and the rates were even on the low side of these ranges. Still within the range, although on the high side, were the third class passages for the liner routes connecting Tacloban with Manila and Ormoc with Cebu.

Two liner services were imposing high passages on third class passengers:

- Calbayog-Cebu liner service, where third class passage was 47 percent higher than the upper end of the official fork tariff.
- Catbalogan-Cebu liner service, where third class passage was around 5 percent higher than the upper end of the official fork tariff.

Policies regarding passage fares include: (a) children below 6 years old are free on board and (b) disabled passengers and elderly passengers are given discounts.

There were, in 1993, land transport services from Tacloban to Manila and Davao, as well as to various points on the island of Samar, and the rates for these services were competitive with shipping passage, as shown below:

		Passenger Fares
Tacloban-Manila (24 hours)	Airconditioned	P444.50
	Ordinary	364.00
	First Class	382.00
Tacloban-Davao (16 hours)	Airconditioned	280.00
	First Class (Reclined Seat)	250.00
Tacloban-Catbalogan (2 hours)	Airconditioned	90.00
	Ordinary	42.00
Tacloban-Allen (6 hours)	Airconditioned	123.00
	First Class	105.00

TABLE 4.7

SCHEDULE OF OFFICIAL EASTERN VISAYAS ROUTE
THIRD CLASS PASSAGE

(Effective January 1993)

PORT LINKS		THIRD CLASS PASSAGE (Pesos)		
		NML	MIN.	MAX.
BAYBAY	CABALIAN	100	95.05	123.00
BAYBAY	CEBU	57	54.15	70.10
BAYBAY	MANILA	382	304.20	393.65
BAYBAY	ORMOC	23	21.85	28.30
BAYBAY	SOGOD	81	77.00	99.65
BAYBAY	SURIGAO	89	84.60	109.45
BORONGAN	CEBU	224	195.60	253.15
CABALIAN	CEBU	136	118.75	153.7
CALBAYOG	BUTUAN	210	183.40	237.30
CALBAYOG	CATBALOGAN	26	24.70	32.00
CALBAYOG	CEBU	120	104.80	135.60
CALBAYOG	MANILA	322	262.00	339.05
CALBAYOG	MASBATE	66	62.75	81.20
CALBAYOG	ORMOC	91	86.50	111.95
CALBAYOG	TAGBILARAN	171	149.35	193.25
CALBAYOG	SURIGAO	193	168.55	218.10
CALUBIAN	MAASIN	114	99.55	128.85
CALUBIAN	PALOMPON	45	42.75	55.35
CATARMAN	CEBU	169	147.60	191.00
CATBALOGAN	CAGAYAN	224	195.60	253.15
CATBALOGAN	CEBU	127	110.90	143.50
CATBALOGAN	MAASIN	142	124.00	160.45
CATBALOGAN	MANILA	346	275.50	356.55
CATBALOGAN	MASBATE	88	83.65	108.25
CATBALOGAN	ORMOC	109	95.20	123.20
CATBALOGAN	TACLOBAN	55	52.30	67.65
ISABEL	CEBU	44	41.80	54.10
MAASIN	DAVAO	360	286.65	371.00
MAASIN	BUTUAN	84	79.85	103.30
MAASIN	CEBU	70	66.55	86.10
MAASIN	JAGNA	45	42.75	55.35
MAASIN	MANILA	414	329.65	426.60
MAASIN	MASBATE	170	148.45	192.10
MAASIN	MATI	280	244.50	316.40
MAASIN	SURIGAO	48	45.60	59.05
MAASIN	NASIPIT	84	79.85	103.30
MAASIN	PALOMPON	71	67.50	87.35
NAVAL	CEBU	90	85.55	110.70
ORMOC	CABALIAN	118	103.05	133.35
ORMOC	CEBU	65	61.80	79.95
ORMOC	MANILA	375	298.60	386.45
ORMOC	MASBATE	134	117.00	151.45
ORMOC	NONOC	110	96.05	124.30
ORMOC	SOGOD	99	94.10	121.75
ORMOC	SURIGAO	107	95.05	123.00
PALOMPON	CEBU	55	52.25	67.65
PALOMPON	MANILA	344	273.90	354.50
PALOMPON	NEW WASHINGTON	135	117.90	152.55
PALOMPON	BUTUAN	145	126.60	163.85
PALOMPON	SURIGAO	116	101.30	131.10
SAN ISIDRO	CEBU	75	71.30	92.25
SOGOD	CEBU	107	95.05	123.00
SOGOD	MANILA	448	356.75	461.65
SOGOD	NONOC	60	57.05	73.80
SOGOD	SURIGAO	51	48.45	62.75
TACLOBAN	CAGAYAN	182	158.95	205.65
TACLOBAN	CEBU	189	165.05	213.60
TACLOBAN	ILIGAN	212	185.15	240.00
TACLOBAN	MANILA	373	297.00	384.35
TACLOBAN	MASBATE	117	102.15	132.20
TACLOBAN	SURIGAO	98	93.15	120.55

Source: MARINA (Maritime Industry Authority)

5. FACTORS AFFECTING SERVICE ADEQUACY

Introduction

The preceding chapters have identified the ferry and liner shipping services being provided, in 1993, to ports of the Eastern Visayan Islands of Samar and Leyte, and have evaluated most of these services in regard to their adequacy to accommodate all demand, their performance standards, and the charges for services. Samar Island is well served by the RORO ferry operations that provide service connections to Luzon, but is otherwise not well served by the interisland shipping industry. Leyte Island is well served by its several ferry connections to Cebu, and passenger traffic is also well served by liner shipping operators, but the longer-distance cargo transport requirements are less well served by the industry. The current chapter attempts to identify the underlying causes of any inadequacies and problems of shipping services being provided to the Eastern Visayas.

Possible causes of service inadequacies and problems might include any of the following:

- Government interference with market responsiveness and competitiveness, i.e., constraints placed on operator actions by the regulation of ferry and liner shipping services and rates.
- Port limitations and operating problems.
- Market characteristics and shipper-related problems.
- Level of competition and liner operator problems.

Liner Shipping Service and Rate Regulation

Regulation of services and rates does not appear to have caused any serious market distortions or other problems where Eastern Visayas shipping services are concerned, although rice shipments in the southward direction on the Manila-Tacloban route appear to have been priced out of the market under the rate regulation regime which existed prior to December 1993 (when the lowest paying commodity category was abolished by MARINA). With a heavy imbalance of trade in two directions, liner shipping operators must carry high-paying cargo in the "heavy" traffic direction, if they are to operate profitably. This is discussed more fully under "market characteristics" below.

Also, a decreased level of ferry operation regulation could help to relieve the only significant problem identified in LSRS passenger surveys, viz., the inadequacy of service capacity during the peak season of travel on some of these routes. In 1993-1994, the Certificates of Public Convenience (CPCs) of ferry operators restrict them to providing services according to schedules approved by MARINA, and the operators must seek MARINA's approval before making any adjustments to their service schedules. This means that the operators cannot readily respond to variations in the levels of travel demand.

Regulation has not interfered with development of a competitive situation in the Eastern Visayas, however, and a generally good competitive situation had developed there by 1993, as there was more than one operator franchised for most routes, and routes were also competing for most travel and cargo transport markets. In particular, liner shipping and ferry services were competitive, the latter combining with road transport services to give very stiff competition to liner services being operated on principal routes. Tramper shipping had also made some inroads into the liner cargo market shares, particularly where copra was concerned. The effect of this competitive situation on liner shipping services is discussed in the final section of this chapter.

Port Limitations and Operating Problems

The Eastern Visayas do not have even one good liner shipping port. Tacloban is the principal port of the region, but currently has some severe limitations, and cargo handling services are not offered on an around-the-clock basis at the port, and, at the time of the LSRS survey, at least, were also expensive. The principal problems with the port include the following:

- The entrance channel to the port from the north passes through the San Juanico Strait, extending for 32 kilometers, and is relatively shallow, making it necessary for arriving and departing vessels to use the services of pilots for the full distance, and tugboat assistance is also required by some vessels. Nighttime negotiation of the channel is not possible because of the absence of lighted navigational aids, and pilots are unavailable after 1600 hours. The cost of hiring pilots and transporting them to the far northern end of the strait is expensive, and tramper operators complain of pilot alleged arrogance.

- The port does not have adequate and well-maintained facilities. Port lighting is said by operators to be

inadequate for 24-hour operations, and port labor generally did not work during nighttime hours, in 1993, although some shippers indicated that they were able to arrange for nighttime cargo-handling services. The surfacing of the port area was in poor condition in 1993. The port's RORO ramp is fixed, and not usable at low tide, so that dual-forklift cargo handling operations become necessary, i.e., one forklift is stationed on the vessel and one on the pier, and they hand off the cargo between them.

- The port was also not being well operated in 1993. PPA personnel were reportedly absent for up to 14 hours per 24-hour day, and vessels were unable to dock until PPA personnel were once again present at the port. Port security personnel were apparently lax, since many non-users of the port, including peddlers, were able to find their way inside the port area, and shippers ascribed the high incidence of breakbulk cargo pilferage to the presence of these non-users. Some shippers complained to the LSRS that PPA police at the port had to be bribed to safeguard the shipper's or consignee's cargo, and other shippers/consignees were hiring their own agents/personnel to watch over breakbulk cargo in the port area. Finally, some port users expressed unhappiness with PPA because PPA was not controlling the rate of tramper loading/unloading operations, particularly the "very slow" unloading of cement. Reportedly, the problem in this case was that the consignees did not provide adequate trucking capacity, thereby limiting the rate at which tramper vessels could be unloaded.

- Leyte Integrated Port Services Inc. (LIPSI) has long held an exclusive contract for cargo-handling services at the port, and allegedly had been subcontracting out these handling services "for the past 15 years". Some shippers complained that arrastre workers were not well trained, and, as a result, there was frequent damage to breakbulk cargoes. The principal complaint regarding arrastre services, however, was that they were too expensive, sometimes as much as three times the level of charges at Cebu, for example. Arrastre charges had also to be paid when the shipping operator or the shipper/consignee undertook the cargo-handling operations employing their own labor. Shippers pointed out that there was cargo-handling competition at the port of Cebu, whence the reasonable arrastre charges and satisfactory services at that port, and they were very much in favor of having the LIPSI monopoly on cargo-handling services at Tacloban ended.

Catbalogan is the principal liner shipping port of Samar Island. The port was, reportedly, never formally turned over to the PPA, because the PPA found the port's pier to be substandard in

construction and structurally weak. The port, in 1993, had no capability to handle containers larger than 10-ft, so shippers wishing to utilize 20-ft. containers and larger had either to have these containers trucked to Manila, or to send their containers to Tacloban port for loading aboard vessels. Shippers indicate that PPA exercised no effective control of entrance to the Catbalogan port area; and that, by 1993, pilferage was rampant as a result; this contention was disputed, however, by the arrastre contractor at the port, who maintained that pilferage at the port had been brought under control. Catbalogan and Calbayog are both ports which are open to the sea, without any breakwater protection, which limits the number of days per year when ships can safely and usefully be docked at the ports' piers. PPA was in the process at constructing a RORO berth at Catbalogan in 1993.

At the Leyte west coast port of Ormoc, the efficiency of loading/unloading operations was constrained by the fact that only one truck at a time could enter onto the port's finger pier. The LSRS understands, in 1994, that PPA has plans for the expansion and improvement of this port.

One ferry operator at the port of Guiuan informed the LSRS that the shallow water depth at that port was causing delays in operation. The condition of the port also tended to disincline operators from investing to provide the RORO ferry service that shippers of that port's southeastern Samar hinterland are requesting.

One port inadequacy outside of the Eastern Visayas region is significantly, and adversely, affecting the competitiveness of liner shipping with road/RORO ferry transport. This inadequacy is at the domestic port of Cebu, where water depth is inadequate at low tide to permit some liner vessels to enter the port, with the result that they may have to wait outside for several hours; such delays constitute a significant consideration when highly-perishable fisheries products are being shipped and/or when a foreign vessel "connection" (transshipment) must be made on time.

Market Characteristics and Shipper-Related Problems

An important limitation to the liner shipping services which can profitably be operated to ports of the Eastern Visayas is the nature of the cargo market. Cargoes moving in the outward direction from the Eastern Visayas are mainly copra and fisheries products. The former is now almost entirely carried by tramper vessels; one of the liner operators on the Tacloban-Manila route indicated, in 1993, that the shipping line had not carried copra since 1984. Fisheries products, on the other hand, constitute an appropriate liner shipping commodity, but there is increasing competition from road transport/RORO ferries for the movement of Eastern Visayan

fisheries products.

Liners, therefore, carry little Eastern Visayan cargo in the outward direction, whether to Manila or Cebu, but accommodate larger quantities of cargo in the inward direction. Profits, if any are to be had with such an imbalance of cargo traffic, must be earned from inbound cargoes, which means that Class A and Class B cargoes must be accommodated, and Class C cargoes are to be avoided. In the outward direction, where only one-quarter of the containers being moved were loaded, in 1993, any cargo was welcome.

As a result of this market structure, the Catbalogan-Cebu route lost an operator, in 1993, and the Tacloban-Manila route was in danger of losing an operator.

In addition to the two-directional imbalance of liner cargoes, shippers and consignees were contributing, in 1993, to shipping service inefficiency in the Eastern Visayas in the following ways:

- The inadequacy of consignee trucking units for the unloading of cement at the port of Tacloban was causing the unloading operation to be very slow, which, in turn, created congestion at the pier, adversely affecting other shipping operators, shippers, and consignees.

- The National Food Authority (NFA) was causing delays in the unloading of its inward shipments of rice at Tacloban Port, since unloading could not begin until there were an NFA checker, a Commission on Audit (COA) auditor, a classifier, and a military security officer present.

The east coast of Samar has no good interregional transport option, and this is largely due to the need to reach "threshold" levels of cargo flows that will attract vessels that are large enough to sail on the open ocean; i.e., high waves are the "rule" along that coast of Samar.

Level of Competition & Liner Operator Problems

The construction of the San Juanico Bridge, which opened to traffic in the early 1980s, effectively ended the sea transport services between Tacloban and Catbalogan, and this bridge, together with the RORO ferry services which operate between Samar and Luzon, and between Leyte and Mindanao, have provided most of the two islands with competitive transport alternatives to liner shipping services. As a result, a considerable portion of passenger traffic between the Eastern Visayan Islands and Luzon was, in 1993, being accommodated by road transport and RORO ferry. Liner operators serving the Tacloban-Manila route took the view that some action to

limit the shift of passenger traffic was desirable, or the operators might need to discontinue their liner services, thereby leaving Tacloban and Catbalogan bereft of economically-desirable cargo services.

Leyte east cost ferry services, nearly all of which provide service connections to Cebu, including a RORO connection, are providing competition to the Tacloban-Cebu and Catbalogan-Cebu liner shipping services. Tacloban shippers of fisheries products indicate that they were realizing a saving of P5,500/container by using the land/RORO ferry route to Cebu, instead of the much longer sea route, and the former transport option also assured them that foreign vessel transshipment connections at Cebu and at Manila would not be missed.

This liner shipping/ferry competitive position was at a time when the road networks of Samar and Leyte were not yet highly developed, although these networks have been undergoing improvement in recent years. As the networks continue to be improved, the road transport/ferry options will become increasingly attractive for traffic between Cebu and the Eastern Visayas.

There is, on the other hand, at least one case where initiation of a new liner shipping service could divert from a ferry operation a sizable proportion of its traffic: this is the ferry between the southeastern Samar port of Guiuan and Tacloban Port. Shippers from the hinterland of Guiuan Port are agitating for either transformation of the ferry operation to a RORO ferry operation, or initiation of a direct liner shipping service between Guiuan and Cebu. Either one of these actions would eliminate the necessity to load/unload cargo at the port of Tacloban. A possible new liner shipping connection between Cebu and Guiuan was not included among the developmental routes which were given consideration by the LSRS, but probably deserves to be given consideration by MARINA.

6. APPROACH TO IMPROVING SERVICE ADEQUACY

General Assessment & Approach

The Eastern Visayan Islands of Samar and Leyte have ferry service connections to the three economically most important islands of the Philippines: Luzon, Mindanao, and Cebu. Leyte also is served well by a number of liner shipping routes. Samar has only limited liner shipping services provided to its ports, but the existence of the San Juanico Bridge connecting Samar and Leyte permits much of Samar Island to have access to liner shipping services at the Leyte port of Tacloban.

A few problems with shipping services have been identified in the preceding chapters of this report volume; most of these, however, are not major ones, and most are caused by circumstances beyond the control of the shipping industry and of the individual shipping operators. The problems and their causes are:

- Limited and irregular calls by liner operators at Samar ports, caused mainly by the limited cargo outflows of the island, by the competitiveness of the road transport/RORO ferry travel and shipment option, and by the availability of liner services at Tacloban.

- Unavailability of liner shipping cargo service to move rice from Manila to the Eastern Visayas, caused mainly by the large imbalance of trade in two directions, making low-paying commodities, like rice, very unattractive in the "heavy" traffic direction (i.e., Manila-to-Eastern Visayas).

- Passenger capacity inadequacies during peak periods of travel on some routes.

- Liner shipping time delays and inefficiency, caused mainly by problems at ports.

Besides the needs to address these identified problems, there may be needs to franchise new services on existing routes, and to franchise new routes. Actions that might be taken both in regard to identified problems and new service opportunities are discussed in the remaining sections of this chapter. One action which is needed, yet is not discussed below, is the establishment of an effective system for the monitoring of interisland liner shipping and ferry services. This institutional need is discussed in Annex B of Volume I of this Final Report. That annex presents the recommended Domestic Shipping Service Monitoring System (DOSSMONS).

Deregulation

The LSRS has concluded in this report volume that shipping service and rate regulation have not caused any serious problems in regard to Eastern Visayas ferry and liner shipping services, and that a good competitive situation exists, in fact, with ferry/road transport options providing liner shipping with stiff competition for most interisland markets. Nevertheless, there are two steps toward deregulation of services and rates that appear desirable, and these are discussed in the following paragraphs.

Cargo Rate for Rice

MARINA-specified cargo rates are arrived at through industry-wide analyses of liner shipping costs and revenues. Rates so derived may not be appropriate for every shipping route. In particular, in cases where routes have a large imbalance of cargo in two directions and/or where the proportion that low-paying cargoes to total cargo traffic is especially high, it may be very difficult for liner shipping operators to operate profitably when they must adhere to the official fork tariffs for cargo.

The Manila-Catbalogan-Tacloban route is a route with a very large imbalance of cargo traffic in two directions, with the volumes of liner cargo being accommodated in the northward direction being equivalent to only about one-quarter of the cargo traffic that the liner operators are accommodating in the opposite direction. As such, it is essential to the operators, if they are to operate profitably, that they accommodate mostly high-paying cargoes in the "heavy" traffic direction. The two operators, in 1993, were not accepting rice shipments from Manila to the Eastern Visayas. In order for the operators to accept these shipments, the revenue so earned needs to cover not only the cost of accommodating the rice itself, but also the incremental costs associated with the additional repositioning of empty containers.

MARINA's Memorandum Circular (MC) No. 80, which became effective in December 1993, abolished the Class C (Basic) group to which rice belonged (together with corn, vegetables and fruits), and reclassified rice as a Class C commodity. This reclassification permits operators to charge slightly more than ten percent higher for the accommodation of rice than they would have been able to otherwise, and therefore should improve somewhat the attractiveness of rice to the operators on the route connecting the Eastern Visayas to Manila.

The rate adjustment may not be sufficient, however, to give good assurance of adequate liner shipping capacity to accommodate all demand for rice movement on the route, and to better enable the two operators to achieve profitability. A 1991 study done for

MARINA recommended discontinuance of industry-wide cargo rates, and the adoption of a route-specific approach to rate identification, and the Manila-Catbalogan-Tacloban route may be one route where this approach should be taken. Alternatively, the cargo fork tariff might be widened for this route.

Ferry Schedule Flexibility

The LSRS is recommending, in regard to ferry services evaluated in other volumes of this Final Report, that all ferry operator CPCs be amended to permit schedule flexibility, in order that the operators can then immediately respond to variations in the level of ferry transport demand. It is especially important that these operators be permitted to operate "seasonal schedules", wherein the number of their voyages per day can be increased to accommodate peak season travel demand, which, on many routes, is higher by 50 percent, or even more, than the average traffic accommodated on those same routes during other periods of the year. Commonly, ferry vessels are underutilized, and could add a full round-trip or at least a one-way trip per day. With 24-hour operation of ferry terminals, even two round-trips might be added on some routes.

This change would, at very low incremental cost, overcome the only serious ferry service problem on the majority of ferry routes, i.e., peak-period travel congestion. These seasonally congested routes include some of the routes connecting Leyte to Cebu (the LSRS was unable, due to time constraints, to evaluate the ferry services connecting Samar to Luzon and Leyte to Mindanao, and therefore cannot comment on the adequacy of those services to accommodate demand during the peak seasons of passenger travel).

Port Development & Operations Improvement

The PPA is already constructing a RORO berth at the Samar port of Catbalogan, and has indicated to the LSRS that there is a plan for the expansion/improvement of facilities at the port of Ormoc. The comments below, therefore, have to do with only the ports of Tacloban and Guiuan.

Tacloban Port

The Eastern Visayas require <u>one</u> adequate port for interisland liner shipping, with long-term potential for also becoming one of the international ports of the Philippines. The LSRS cannot assess the relative desirability of Tacloban and the Leyte east coast ports to be so developed, except to note that the location of Tacloban is a considerable advantage for Samar Island vis-a-vis

Leyte east coast ports, whereas Leyte itself might benefit from an east coast location. The long, shallow approach channel to Tacloban from the north is certainly a major disadvantage, even in 1993, and could become a more serious disadvantage of the port's location in the future, as interisland trade grows and the international trade of the Eastern Visayas develops. The only recommendation which the LSRS is able to make in regard to this medium-term and long-term port development, however, is that it would be helpful to have a decision on the matter, and this will probably require that a study be conducted. The study would need to assess the potential and associated costs of major upgrading (probably in two or three stages) of Tacloban Port, and, alternatively, the potential for major upgrading of a Leyte east coast port, with identification of the road investment which would permit an east coast port to serve Samar Island adequately, as well as serving the island of Leyte.

Short-term improvement that is required for the port of Tacloban includes the following:

- Placement of one or more lighted buoys along the San Juanico Strait, to enable vessels to sail the Strait during nighttime.

- Institution of "open" licensing of pilots, whereby qualified interisland vessel captains and chief mates who call regularly, or at least frequently, at Tacloban can be licensed as pilots for that port by MARINA (but tested jointly by MARINA and the PPA).

- Improvement of lighting at the port, to enable the port to operate 24 hours a day.

- Reopening of the contract for cargo handling services at the port, on the basis that the practice of subcontracting has led to substandard services and excessive charges, and requiring in the new contract (whether won by LIPSI or any other cargo-handler) that: standards of performance be set and maintained, or the contract can be terminated; 24-hour cargo-handling services will be provided; subcontracting will not be permitted; a minimum of investment in cargo-handling equipment will be made; and charges for cargo-handling services shall extend only to services actually performed, and shall never exceed by more than 50 percent the prevailing charges for similar services at the port of Cebu.

- Institution of strict rules and rule enforcement to ensure that non-users of the port do not enter into the port area at any time.

Guiuan Port

This port represents the lifeline for southeastern Samar, without which the area cannot economically engage in either interisland or international trade. The port requires dredging in the very near term, but may also require development of facilities to enable it to accommodate a RORO ferry and/or to accommodate liner shipping, as well as ferry service. Either of two developmental routes might prove desirable for Guiuan Port, viz., a RORO ferry service between Guiuan and Tacloban and/or a liner service between Guiuan and Cebu. The LSRS is recommending, that MARINA design and carry out such a developmental route evaluation during 1995.

Liner Shipping Route Franchising

One liner shipping operator discontinued serving the Catbalogan-Cebu route, in 1993, and one of the existing operators serving the Manila-Catbalogan-Tacloban route informed the LSRS that the company was considering possible discontinuance of service on that route. Shippers and buyers at Tacloban have indicated that a Tacloban-Batangas liner shipping service could usefully be initiated. There is also a question as to whether or not the Eastern Visayas should need to rely on the port of Cebu for many of their trade and travel connections, such as to Panay and Iligan. There may also be a need to institute new services at the port of Guiuan. This last possibility was discussed in the preceding section, and will not be discussed again here. The other possible needs for new service connections are discussed below.

- **Catbalogan-Cebu.** The sea transport distance between Catbalogan and Cebu is just two-thirds of the distance between Tacloban and Cebu, and it therefore is not desirable for the northwestern Samar area to need to rely on the port of Tacloban for a liner shipping connection to Cebu. Complete traffic information is not at present available at MARINA, so the optimal vessel and service schedule, to replace the services that were discontinued in 1993, cannot be readily identified. It is desirable that this information be obtained, and that MARINA subsequently identify the optimal service for the route, and issue a public invitation for applications to provide such services.

- **Manila-Catbalogan-Tacloban.** Should one of the existing operators discontinue services on this route, it would be desirable that another service replace the one being lost, but probably not with the same type and size of vessel. The LSRS recommends that the time series on passenger traffic between Luzon and Samar be analyzed to

determine the extent to which the conversion of sea traffic to road transport/RORO ferry is continuing, and whether the "replacement" operator need have passenger capacity, as well as cargo capacity, or whether the replacement should be a general cargo vessel or a containership. Consideration might also be given to increasing the frequency of call by the operator continuing its passenger/container vessel service; increased frequency might be possible once the San Juanico Strait can be negotiated at all times, and 24-hour operations are instituted at Tacloban Port.

- Batangas-Tacloban. This route would eliminate the current needs for Eastern Visayan buyers to charter tramper vessels to accommodate rice and salt from Mindoro, doing so only when their cumulative needs reach the threshold level that makes it worthwhile to hire the vessels. The route would also supplement the service being provided on the Manila-Catbalogan-Tacloban route, discussed above, and would probably be preferable to the latter route for some significant portions of passengers and shippers otherwise using the existing service, i.e., passengers and cargo consignments having their ultimate trip ends in the provinces of Batangas, Cavite, and Laguna. The LSRS recommends that, whether or not one of the current operators between Manila and Tacloban discontinues services on that route, a public invitation be issued for submission of applications to initiate services on the Batangas-Tacloban route; however, PPA concurrence on the timing of such an invitation by MARINA would be essential, since the Batangas Port development project is not yet underway, in November 1994, and traffic congestion at the port is mounting.

- Other Routes. In the view of the LSRS, there does not appear to be sufficient immediate need for direct connections between the Eastern Visayas and ports other than Cebu in the Central and Western Visayas, or ports of western Mindanao. It should be part of the port study recommended earlier in this chapter, however, to consider the future needs for such connections, once the economies of Samar and Leyte have become more varied, and a variety of markets for local production becomes an important objective of the region.

PORT OF CATBALOGAN, SAMAR

Pumpboat overloaded with passengers.

Loading and manual handling of cement cargoes in bags.

ANNEX A

RESULTS OF EASTERN VISAYAS CARGO SURVEYS

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RESULTS OF EASTERN VISAYAS CARGO SURVEYS

Introduction

The LSRS conducted surveys of shippers, shipping operators, freight forwarders, and government officials at Tacloban City and Catbalogan City, in August 1993, to assess the adequacy of interisland shipping cargo services at Tacloban and Catbalogan ports. In Tacloban, totals of six shipping operators and 33 shippers were interviewed, and interviews were also conducted at the MARINA Regional Office (MRO), the Office of the Tacloban City Mayor, the Tacloban Chamber of Commerce and Industry (TCCI), the Office of the Leyte Province Governor, the regional office of the Department of Trade and Industry (DTI), and the Philippine Ports Authority (PPA) office at the port. Other government agencies, the arrastre contractor at the port, and three freight forwarders were also interviewed. At Catbalogan, the LSRS was able to interview 26 shippers, PPA officials and the arrastre operator at the port, and officials of three government agencies.

Tacloban City

Shipping Operator Interviews

Interviews were held in Tacloban with representatives of six shipping lines that provide services to Tacloban port, viz., William Lines, Rolly Shipping, Sulpicio Lines, Western Samar Shipping, K & T Shipping Lines and Carlos Gothong Lines. Information provided by the operators to the LSRS in their interviews is set forth as 37 points, below.

1. William Lines was charging shippers the CISO and MARINA approved freight and passage rates. (CISO had a rule for its membership, wherein a fine of P50,000 had to be paid for any case in which a CISO member was found to be giving shippers discounts or rebates.)

   The William Lines RORO vessel, Masbate I, was plying the Tacloban-Manila route; its size is 4,411 GRT and it has a container carrying capacity of 90-100 TEUs. The vessel has separate entry and exit points for passengers in order to minimize the interference of passenger movements with cargo handling operations.

2. One of the outbound cargoes from the port of Tacloban is abaca from Southern Leyte (mainly from Sogod) which was being

trucked to Tacloban on ten-wheeler trucks. Abaca was charged a Class C freight rate. Average shipment per shipper was 300 bundles and shipment was twice a week (every Wednesday and Saturday). A shipper based in Sogod, Leyte was shipping in the range of 2-6 vans per voyage. William Lines charged the same sea freight for breakbulk cargo and containerized cargo.

3. William Lines was paying the arrastre contractor for handling operations, even though they were using their own laborers in loading, or stuffing, containers. They were providing their regular shippers, who had been shipping with the company since 1980, free stuffing service as an act of goodwill.

4. The bottled cargoes shipped from Manila inside a container van usually experienced breakage of 3 percent of total shipment due to improper handling. Claims for the damaged cargoes were being processed in 15 days. Due to poor handling, breakbulk cargoes such as cars (which were charged the rates for rolling cargoes) were sometimes dented when being unloaded at the port of Tacloban. The sea freight from Manila to Tacloban was P3,000 for a 10-ft. van.

5. There were four or five shippers of fishery products shipping iced fish in styrofoam boxes placed inside a dry van every voyage. Each shipper had a minimum of 5 boxes of 50 kilograms each. Maximum shipment was 3 vans and the styrofoam boxes measured either 40 by 40 by 40 inches or 40 by 40 by 80. Eight of the smaller size or four of the larger size of these boxes were being placed inside 20-ft containers.

Fish was being charged Class A rates by William Lines. Voyage time took about 24 hours from Manila to Tacloban, and William Lines was accommodating perishable cargo at the owner's risk. However, there were no reported cases of spoilage of fish.

6. William Lines was also accommodating one van of scrap metal per week from Tacloban to Manila, shipped by junk shops/shippers. There were small shippers, who were mostly walk-in customers, shipping empty bottles and abaca with a total volume of more-or-less two vans a year.

7. William Lines was no longer accommodating copra, having stopped copra accommodation in 1984, when the regular copra shippers such as Granex, YKS, Cocomart, Glory and SB started chartering tramping vessels. Buying stations for copra were located in various municipalities of Samar and Leyte. There was a Russian vessel that procured copra pellets from Tacloban four to six times a year.

8. Sulpicio Lines noted that there was a trade imbalance in the Tacloban-Manila route, with the vessel carrying an average of 90 full container loads (FCLs) from Manila and no empties,

whereas on its return trip from Tacloban, the vessel carried only 20-25 FCLs and mostly empties. Out of the 25 FCL containers, 10 were usually 10-ft. vans and 15 were 20-ft. vans. A locally manufactured 20-ft. van cost P 50,000, whereas a 10-ft. van cost P25,000.

9. There were existing trucking services between Southern Leyte and Samar. Travel time took about 4 hours from Sogod to Tacloban. Trucking service rates within Tacloban were P1,405 for a 20-ft. van (one-way) and P985 for a 10-ft. van. Outside Tacloban, trucking service cost P75/kilometer (one-way).

10. Arrastre workers were able to stuff a 20-ft. container in 3 hours, utilizing 8-10 laborers. Leyte Integrated Port Services, Inc. (LIPSI), the only contractor of Tacloban Port, charged reasonable rates, in the estimation of the Sulpicio Lines official. The operators had no problems with the policies of PPA and PCG.

11. Drydocking was being done once a year by Sulpicio. It cost about P25 million for drydocking, with repairs and improvements. There was no problem encountered by the company in recruiting qualified vessel crews.

12. No shortage of container vans had been experienced by shippers in the Tacloban-Manila route leg, according to both William Lines and Sulpicio Lines.

13. Rolly Shipping was transporting 500 cases of empty bottles from Guiuan to Tacloban and full bottles from Tacloban to Guiuan. Cargoes from Cebu to Guiuan include plywood and cement.

There was double-handling of cargo for cargoes originating from Cebu destined for Guiuan since these cargoes were unloaded first at the port of Tacloban before they were loaded on the Tacloban-Guiuan passenger/cargo ferry destined for Guiuan. It took about 6 hours steaming time from Guiuan to Tacloban.

14. Rice was being shipped from Tacloban to Guiuan for retail by two or three shippers, with an average shipment of 29 sacks per voyage. The freight rate was P3.00 per sack. Other goods shipped to Guiuan included dry goods and canned goods.

15. From Guiuan to Tacloban, cargoes shipped were copra in kaings (large baskets), with sea freight of P3.00 per basket. The average consignment size was of 10 kaings. Fruits, fish, onions and tomatoes were also being shipped from Guiuan to Tacloban.

16. Shippers of fishery products were shipping iced fish in

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styrofoam boxes from Guiuan to Tacloban once a week and ice was provided by the shippers. Upon reaching Tacloban, the fish boxes were loaded on trucks and transported to Manila and charged the following trucking rates:

Large box	- P120/box
Medium box	- 60/box
Small box	- 20-30/box

17. Rolly Shipping was having a problem with the shallow water depth of the port of Guiuan. They could not immediately berth and the vessel had to wait at anchorage for high water. Maintenance cost was not a problem, and they had not encountered any engine breakdown in any of their trips. Diesel fuel consumption for 5-6 hours trip was 10 liters. Cost was P7.13/liter or P7,130 for a one way-voyage. Lube oil consumption was P650 every round-trip.

18. The shipping line found the Tacloban-Catbalogan route to have been affected by the availability of trucking and bus services since the opening of the San Juanico bridge in the 1980s. The Tacloban-Borongan route is made difficult for small vessels by high waves, and therefore the vessels to be deployed on the route need to be greater than 100 GRT in size.

19. Western Samar Shipping used to have a vessel plying the Cebu-Catbalogan route but stopped operation in 1992, due to losses incurred in the route. In 1993, they were accommodating salt on one of their vessels from Occidental Mindoro to Tacloban. This cargo totaled 3,000 tons every 3 months. There was not much demand for salt in Leyte Province, however. Their tramping operation was based in Cebu.

20. Sulpicio Lines and Carlos Gothong Lines pointed out the need for providing a lighted buoy at San Juanico Strait to enable vessels to enter the port of Tacloban even during nighttime. This lack of a lighted navigational aid had been a problem to operators since 1980.

21. Pilots were required by both incoming and departing vessels because of the shallow water at the entrance channel of San Juanico Strait. The operators argued that the charge of ₱ 540 per vessel for tugboat assistance should be removed. Tramper operators, especially, were being discouraged from calling at the port because of the charges for pilot and tug services. At the waterfront, the RORO vessel required no tugboat assistance, but still they were charged for the service.

22. Pilots were not available after 1600 hours and vessels had to wait for the pilot until 0400 hours before they could enter San Juanico Strait. The high cost of getting a pilot was a problem since the pilot usually charged 75 percent more for

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overtime, whereas PPA allowed only a charge increment of 50 percent for overtime. There were, also, incidental expenses of meal allowance, car hire, etc.

23. Whenever a CISO vessel entered the Strait, the CISO operators (William Lines, Carlos Gothong and Sulpicio Lines) provided the car instead of hiring one. A tramper operator, however, was compelled to pay P1,200 to the pilot for car hire. The car hire, as charged by the pilot, was higher than the going rate of P600-900 (two-way).

24. There were illegal arrastre gang leaders operating inside the port who were not connected with LIPSI, and they charged very high arrastre rates.

25. The CISO operators complained of the trade imbalance in the Manila-Tacloban route. There was a larger volume of incoming cargo to Tacloban than outgoing cargo. Sulpicio Lines indicated that the company incurred an unwelcome expense in having to pay arrastre for empty vans handled at the port of Tacloban.

There was a decline in the outgoing shipments of cargo as: (a) abaca production fell due to a 1992 typhoon in Southern Leyte; and (b) copra was no longer shipped on liner vessels, but was directly shipped to Iligan on tramping vessels.

25. Sulpicio Lines was accommodating only 2-4 vans per voyage to Manila, and revenue was only P6,000 per van, or P24,000 per voyage, which was unremunerative when compared with expenses amounting to P100,000.

There was little passenger traffic on the Manila-Tacloban route, in part because the people were economically hard up, due to a depressed copra industry. Sulpicio Lines was contemplating "pulling out of the route" serving Tacloban because of: (a) the perceived lack of economic growth in the province; (b) the diversion of passengers to land transport; and (c) most importantly, the lack of outgoing cargoes.

26. The shipping operators maintained that the Land Transportation Office (LTO) should be more strict in the issuance of franchises for passenger buses since these services directly compete with shipping services and adversely affect the profitability of providing shipping services for both shippers and passengers. Shippers still preferred water transport from Manila, considering that the existing regular land transport services were unable to effectively accommodate container vans.

27. Pilferage was minimal, in 1993, mainly due to the containerization of cargoes, but shippers of breakbulk cargoes

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were still complaining of losses from pilferage.

28. K & T Shipping Lines had a vessel, the Leyte Queen, which was plying the Tacloban-Cebu route. Regular cargoes were flour, rice, corn, corn grains and oil. Peak season for cargo was May, June, and December, and the lean months were February-March and July-August.

29. There were no PPA personnel in charge of Tacloban Port for 14 hours/day. Considering that the port was supposed to be in service for 24 hours, action was needed to correct this situation. The K & T vessel was unable to berth upon arrival at the port, since it had to wait for PPA personnel to return to work in the morning.

30. PPA was charging for mooring and unmooring, but there were no persons doing this, and operators were paying for pilotage without actual service at times. Shippers complained of pilferage losses and high freight rates. If any package was destroyed, K & T Shipping Lines had to replace the bags or cartons.

31. The port lacked appropriate cover for cargoes. Also, the PPA did not, in 1993, provide any berthing permit forms, due to lack of budget, and shipping lines had to provide their own forms.

32. Carlos Gothong Lines owns the MV Don Calvino that, in 1993, was plying the Tacloban-Cebu route (a steaming time of 12 hours). Arrival at Tacloban from Cebu was Tuesday, Thursday and Sunday. On Saturdays, the vessel went to Catbalogan and came back to Tacloban on Sunday at 0700 hours. It then left for Cebu at 1600 hours.

33. The cargoes regularly carried originating from Cebu included vegetables, dressed chicken, fresh eggs in trays, oil, and softdrinks in 10-ft. or 20-ft. vans. From Tacloban, the vessel carried charcoal, copra, abaca, scrap metal and empty bottles for recycling. The Don Calvino can carry a maximum of 50 10-ft. containers.

34. Carlos Gothong Lines was paying a clearing fee of P200 to PPA. Two hours before departure, all passengers and cargo had to be on board, to permit the MV Don Calvino to leave on schedule.

The fixed RORO ramp at Tacloban port, at low tide, would not permit the forklift to move between vessel and pier. It is necessary, therefore, for another forklift stationed outside the vessel to complete the handling operation.

35. Port problems identified by the shipping operator were the lack of trained arrastre personnel, PPA police asking bribe

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money from shippers, and harbor pilot arrogance. The shipping line was renting a container yard from PPA (400 sq.m.) at P2,332/month. They suggested that there should be another arrastre contractor at the port to upgrade arrastre and stevedoring services.

36. Carlos Gothong Lines hired their own security personnel to minimize theft and pilferage. They indicated that they had plans for replacing the Don Calvino with a larger vessel, and they would then deploy the MV Don Calvino in another route.

37. All the operators pointed out that both water and electricity rates were high in Leyte Province, and these high costs constituted the main concerns of potential investors in the lime, gypsum and cement industries.

Shipper Interviews

Copra

The copra shippers interviewed included the largest shipper, Granexport, and other smaller shippers such as Leyte Export and Trading Corporation, Lucio Kao Copra Dealer, Cocomart, Leyte Samar Copra Traders (LEYSAMCO), and YKS Oil Manufacturing, Inc. Information provided by these shippers is summarized in 29 points below.

1. The largest copra shipper, Granexport, was shipping copra from Tacloban to Iligan on chartered vessels. About 90 percent of the outgoing copra shipments were destined to Mindanao (SMC, Agrotex and Granex).

2. Copra was being handled in bulk and the company was shipping 1,000-1,500 tons weekly during the months of January to June and twice a week from July to December. In 1992, there were 78 vessels chartered for their shipment. In 1993, Granexport owned five vessels.

3. The smaller, regular shippers of copra (Cocomart and Southern Leyte Oil Mill) were getting their copra from Leyte and Samar traders and shipping it out from Tacloban to Cebu-based coconut oil mills which have private port facilities. They were using K & T Shipping Lines and they had no problems with delays. Minimum weekly shipment was 500 tons and maximum shipment was 1,000 tons.

4. The sea freight was 18 centavos per kilo. Copra was loaded in "loading boxes" with carrying capacity of 2.5 tons. Loading of 1,000 tons took 1.5 days. The trucking rate for copra within Tacloban was P1.50 per kilo.

5. The shippers were experiencing problems with the congestion at the wharf, particularly when there were tramper vessels unloading cement. Due to the port congestion, a vessel which arrived at 0700 hours at the port might only be able to dock at around 1700 hours. Unloading of cement was so slow due to inadequacy of trucking capacity, which ought to have been provided by the different consignees of cement in Tacloban. The shippers felt that PPA should be strict with the unloading time and cement consignees should provide more trucks during unloading, and also sufficient numbers of laborers.

6. The repair of the port's flooring was not satisfactory and heavy vans were causing further deterioration of the already deteriorated condition of the flooring.

7. The port had lighting facilities, in 1993, which were not adequate for 24-hour operation. The port security personnel were not strict with outsiders and peddlers were allowed to enter and steal copra and other cargoes during loading operations.

8. The buoy at the entrance channel was not a lighted buoy, so that the vessels were unable to depart in the evening. Hence, the tramper vessels were losing 12 hours (waiting time from 1800 hours to 0600 hours), before they were able to leave in the morning. Further, the tramper operators were complaining of the high pilotage rates for services which are essential because of the depth limitation of the entrance channel.

9. LIPSI had been subcontracting the handling operation to various gang leaders for the past 15 years, according to the shippers, and these subcontractors charged on a per-ton basis. The arrastre rate was P22.80/ton while the stevedoring rate was P9.30 per ton.

10. The shippers noted that arrastre rates in Cebu were lower because of the presence of competition. In Cebu, flour was handled at P0.51/sack whereas in Tacloban the arrastre rate was P1.80/sack. There was incoming domestic shipment of flour at 300 to 1,500 tons per consignment. Loading of 300 tons of flour took less than a day, whereas 1,500-ton ships required 2 days to load from the truck to the loader and then to the vessel.

11. There were two coconut oil mills based in Tacloban - YKS Oil Mill and Fiesta, with milling capacities of 25 and 20 tons/day, respectively.

    Some Southern Leyte copra producers were shipping copra to Dipolog at an average shipment of 1,650 tons per month on vessels of 500 GRT, and also shipping copra to Cebu as breakbulk cargo, in sacks.

12. The buying price of Granex and other shippers from copra traders in Tacloban was P7.30 per kilo. Demand for copra very much depends on market demand in Europe and the US.

The domestic demand for copra was equivalent to only 5 percent of total Philippine copra production and most of the copra production was milled into crude coconut oil and copra meal before it was exported.

13. In regard to economic development of Leyte and the potential for private sector investment, Granexport and other copra traders held a view in common that transport and power infrastructure was well in place and telecommunication facilities were available (direct dial service). Electricity and water rates were thought to be high, however.

14. The copra traders noted that the Guiuan-Tacloban shipping service provided by Rolly Shipping was relatively "acceptable", but needed improvement. The route was thought to require a RORO service, to lower the shipping cost.

15. The shippers indicated that the MV Don Calvino, plying the Cebu-Tacloban-Catbalogan route, always had engine trouble.

16. A copra trader preferred to ship out from Borongan to Cebu on tramper vessels, rather than ship through the port of Tacloban, because of the problem of the entrance channel of San Juanico Strait. When they use the port of Tacloban, they had to pay pilotage rates of P2,500 to P6,000 which consisted of meal allowance, car hire and overtime. Moreover, Tacloban Port arrastre rates were high.

17. There were only two tramping vessels which regularly called the port of Tacloban from Bacolod carrying sugar. Sea freight was P15-18 per bag to Tacloban, and sea freight for rice from Iloilo was also P15-18 per bag, whether shipped by NFA or by private traders.

18. Copra was sold at P7.20 per kilo in Tacloban and P7.50 per kilo in Cebu. The buying price for export was P7.40 per kilo and shipment was 3,000-5,000 tons per shipment. The cost of transport and handling from Tacloban to Cebu was P0.25 per kilo (including pilotage), which meant that shippers gained only 5 centavos per kilo by shipping to Cebu, whereas if they were able to export directly they gained 20 centavos per kilo.

19. The arrastre rate for copra was considered by the shippers to be very high at Tacloban Port; it was P4.35 per sack (loaded on the MV Leyte Queen) whereas it was only P1.50 per sack at the port of Cebu. At Western Samar ports, such as Catbalogan and Calbayog, the arrastre rate was P3.50/sack. Arrastre for canned goods was P3.00 per carton for either loading or

unloading and P3.00 per sack for rice.

20. Trucking cost within Tacloban was P1.00 per carton of 15-20 kilos.

21. Sometimes the copra traders had problems with delays in unloading due to the unwillingness of arrastre workers to work after 1700 hours, and working must then resume the next day at 0700 hours.

22. YKS Oil Manufacturing was shipping in chemicals and materials from Manila on the MV Masbate I of William Lines or the Tacloban Princess of Sulpicio Lines. Copra cake was being shipped on a door-to-door basis to Manila. The all-in charge for each of 3-6 20 ft. containers shipped weekly to Manila was ₱ 11,000.

23. There were no problems with pilferage, delays in departure and arrival of vessel, no engine trouble and no shut-outs for Manila-bound shipments. YKS was experiencing shut-outs from Cebu, however, on either the Leyte Queen or the Don Calvino (due to engine trouble), although the company's shipments were accommodated in the next vessel scheduled. They found arrastre rates in Tacloban to be higher by 30 percent, although the company officials viewed the arrastre services as efficient.

24. The trucking rate from their warehouse to the pier was P500 per trip and this rate was considered by them to be reasonable. YKS was also shipping in flour from General Milling Company in Cebu on the Don Calvino, with consignment sizes of more than 500 bags. There were 10 consignees of flour in Tacloban and they were chartering a vessel whenever their combined shipment reached 2,000 bags.

25. Whenever a consignment was only a few bags of flour, they shipped on the Leyte Queen, as breakbulk cargo. However, the sea freight for containerized cargo of flour worked out to be cheaper per ton than breakbulk, with the added advantage that a door-to-door service was provided.

26. YKS also procuring salt and rice from Occidental Mindoro about 6 times a year, and shipped it aboard a chartered vessel carrying 200-300 tons. That vessel, however, was usually "grounded" in San Juanico entrance channel three times a year. It would be advantageous for the company if there were a liner service provided between Tacloban and Batangas, in order that their rice and salt shipments might then become regular, and it would no longer be necessary for the company to charter vessels.

27. YKS preferred shipping by container van rather than as

breakbulk cargo to and from Manila and from Cebu, due to faster loading and unloading and the avoidance of pilferage losses. The service was door-to-door, and offered lower handling and transport cost.

28. LEYSAMCO was finding Lucena City to be a big market for copra. However, liner shipping lines were unable to dock at Lucena port because of shallow water depth. Only small vessels were able to dock at the port, and the need to employ small vessels resulted in higher delivery cost because the smaller capacity of the vessel required more frequent trips.

29. Cocomart expressed the view that Lucena City is a potential market for copra, although there were no available commercial vessels plying the route from Tacloban. It would be beneficial if the Batangas-Tacloban route were to be opened for shipping cargoes from Tacloban. In that case, the copra could be trucked from Batangas to Lucena at a relatively low cost.

Rice

One rice shipper was interviewed, viz., Burauen Marketing Corporation, and the information provided is summarized in 12 points below:

1. There were six or seven regular rice shippers from Tacloban who were shipping rice from Tacloban to Cebu in amounts of 400-500 sacks of 50 kgs. From Cebu, they were shipping corn at the rate of 200 sacks a week.

2. The wholesale price of rice in Tacloban was P10-12 per kilo and retail price was P12-14 per kilo. In Cebu, the wholesale price of rice was P572-580 per sack (which, according to the rice shipper, was usually 49 kilograms only).

3. The company was utilizing the Don Calvino because their shipments were containerized. There were delays of about six hours encountered, due to engine trouble, once every month. Occasionally, the company was shipping through K & T Shipping Lines.

4. The freight rate, including labor, terminal fees and wharfage fees, was P10-12 per sack to Cebu for rice shipment and P12 for a 60-70 kg. sack of corn shipped in the reverse direction.

5. The Tacloban arrastre operator, LIPSI, charged P17.20 per sack for rice and P37.20 per bag for sugar. The arrastre workers worked until 1800-1900 hours and they did not charge overtime. Four arrastre workers were able to unload 200 sacks in 30 minutes, and 8 workers could unload 400 sacks in around 45

minutes.

The gang leaders did not ask "extra" payment since they had their own checker who oversaw the loading and unloading operation.

6. Rice was being shipped to Guiuan at an average shipment of 50-100 sacks, on the K & T Shipping Line vessel every other day, with a freight rate of P3-4 per sack. When another vessel, the MV Stacey, was back from drydocking, the freight on the route was lowered to P3.00 per sack. Tacloban to Cebu sea freight was P4.95 per sack.

7. Pilferage was common for rice shipped as breakbulk cargo, with losses of 20 kilograms for every 400 sacks. The handling rate was P0.80 per sack from forklift to pallet and from pallet to truck. During the rainy season, shipments from Cebu experienced spoilage losses of a minimum of 2 kg. for 10 sacks.

8. The trucking cost from Tacloban to nearby places in Leyte (Palo and Baras-Baras) was P2.50 per sack, while from Ormoc to Tacloban, the trucking cost was P10 per sack.

9. In Ormoc, shippers encountered the problem of only one truck being able to enter onto the finger pier at a time. PPA indicated that there were plans for expanding the port.

10. About 11,000 sacks of rice were being shipped by sea from Tacloban to San Jose, Samar and Allen, Samar every 10 days - in both areas, shippers complained of the poor efficiency of arrastre workers.

11. Rice bought from local rice millers was priced at P570 per sack, and rice was being sold in the Tacloban market at P585 per sack.

12. It was noted that a direct shipping service between Tacloban and Batangas might foster trade between Oriental Mindoro and Leyte province because of the salt and rice trading activities.

Bottled Cargoes

The three shippers of bottled cargoes interviewed included Coca Cola Physical Distribution Division, SMC Beer Marketing, and Asia Brewery. Results of the interviews conducted are summarized in 7 points below.

1. Bottled cargoes were being transported by passenger/cargo vessels. From Cebu, they utilized Gothong and K & T Lines.

From Manila, their cargo was being loaded on vessels of either Sulpicio Lines or William Lines. For their raw materials, they contracted tramper vessels to transport sugar from either Victorias or Iloilo.

2. Coca Cola and SMC Beer Marketing were using trucking services (haulers) to transport bottled cargoes from Tacloban to other locations within the region (Samar and Leyte) such as Catbalogan, Catarman, and Borongan, Eastern Samar. The trucking rate was P9,000-10,000 per round-trip transporting 200 cases from Tacloban to Catarman.

   A ten-wheeler truck can carry 600 cases. The trucking rate from Tacloban to Catbalogan was P3,000 per round-trip, and Tacloban-Ormoc was also P3,000 per round-trip.

3. Arrastre and trucking were included in the door-to-door service rate. A 20-ft. van can accommodate 600 cases of regular size Coca Cola, while for bigger size Coca Cola, the load size is 300 to 400 cases. Breakage of bottled cargoes was common - on the average 10 cases for every 5,000 cases - due to improper handling at the port.

4. Pilferage was common for Coca Cola bottled cargoes. One case of regular size Coca Cola cost P120/case and the price was P145 for a case of bigger size Coca Cola. Sea freight from Cebu to Tacloban was P3-5 per case, prepaid in Cebu.

   Coca Cola was paying P1.00 per case for unloading from boat to wharf, and they were using their own forklift from wharf to truck. The port police sometimes were asking for grease money.

5. SMC Beer Marketing was chartering vessels in transporting its beer products from Mandaue to Tacloban, Catbalogan, Calbayog, Catarman and Guiuan. Arrastre rate was P0.81/case, including loading on the truck, and trucking from pier to warehouse was P0.45/case for fulls and P0.30/case for empties.

   Breakage losses were running about 1 case for every 200 cases. There were only minimal losses due to pilferage. The company was maintaining a fleet of trucks for delivery.

6. The Asia Brewery branch in Tacloban was receiving beer cargo from Manila in either 10-ft. or 20-ft. container vans aboard either the Tacloban Princess or the Masbate I, with sea freight being prepaid in Manila. The arrastre charge was included in the door-to-door service rate paid by their Manila office. They were shipping out empty bottles to Manila. One case of 24 bottles of beer was priced at P195.60.

7. Breakage of incoming beer bottles (fulls) was happening due to

improper handling and their Manila office usually received the claims for the damaged bottles.

Agricultural Raw Materials

There were eight shippers of agricultural products/materials interviewed by the LSRS survey team: Farmhouse Marketing, Pacifica Agri-vet, St. Jude Farmers Trade, Agro Mine Marketing, PNG, Blackgold, Philippine Phosphate Fertilizer (PHILPHOS) and Imperial Trading. The information provided is summarized in 29 points below.

1. There were four large shippers of fertilizer - Pacifica, Agromine, Agrovet and St.Jude. They found the shipping rates to be reasonable between Cebu and Tacloban.

2. Freight rate was P6.88 per carton of 20-30 kilos, wharfage in Cebu was P0.40 per 5-10 kg. bag and P2.10 per carton. LIPSI (Tacloban) was charging P3.53 per carton.

3. The shippers were utilizing the Leyte Queen of K & T Shipping Lines and the Don Calvino of Gothong Lines for shipments from Cebu. There were monthly shipments of chemical products from Cebu to Tacloban of 100 50-kg bags of animal feeds twice a month and 100 bags of fertilizer per shipment. Animal feeds (hog feeds/poultry feeds) cost more than P300 per bag. Shipping cost was P5.00 per bag from Cebu to Tacloban.

4. Sacks were improperly handled by arrastre workers and forklift operators, causing damage as well as breakage of bottled chemicals. The forklift operator had not been properly trained in handling sacked cargoes such as poultry and animal feeds which were frequently being damaged. Pilferage losses were 5 kilos per sack and an average of 2-3 sacks were being damaged per shipment of 500 bags.

5. Agrovet, Agromine and St. Jude said that pilferage was being encountered once every five shipments and claims were difficult to get from K & T Shipping Lines. Their own checker had to be present at the port to look after the cargo.

   K & T Shipping Lines maintained that their vessel strictly followed the scheduled times of arrival and departure.

6. Pacifica Agri-Vet was shipping poultry and hog feeds regularly from Cebu to Tacloban on the Leyte Queen of K & T Shipping. The company found the other vessel on the route, i.e., the Don Calvino, to be unreliable because of its usual problem of engine trouble every month. Pilferage was a common problem both in the port and on board that vessel.

7. Pacifica Agri-vet and St. Jude Farmers Trade also were shipping in from Cebu everything from insecticides and sprayers to fighting cocks destined to nearby towns of Leyte (Dulag, Abuyog and Naval). September was the peak month for their shipments and the lean months were January-February and July-August. According to Pacifica Agri-vet, there was a large potential for the poultry industry on Samar and Leyte islands.

8. Pacifica Agri-vet found the combined arrastre, stevedoring and wharfage charge high, at P7.80 per bag. Arrastre work covered only the transfer of the shipment from the vessel to the pier and the shipper was paying an additional ₱ 3.00 per bag for labor, in having their cargoes moved from the pier to the truck. The freight rate from Cebu to Tacloban was P10-12 per bag. The purchase price for a bag of animal/poultry feeds was P380 per bag.

9. Pilferage was reportedly high for poultry feeds and the breakage of bottled chemicals was characterized by shippers as being quite a usual occurrence. Shut-outs were being experienced three times a month, during the rainy season. Shut-out shipments were then normally accommodated within the next two voyages, for a normal wait of 2-5 days. Alternatively, the shipping line could ship their consignment in stages, with small volumes moved each voyage.

10. Before, Pacifica Agri-vet used to have difficulty with getting claims from William Lines, taking them 2-3 years, mainly due to the centralized processing in Manila of claims being filed by regional shippers. By 1993, processing of claims took only 1-2 weeks because the branch office of William Lines was able to decide on paying for the claims.

11. There was, in 1993, a need for another vessel to ply the Cebu-Tacloban route because of the unreliability in schedule of one vessel, the Don Calvino, which was not always in running condition.

12. PNG was a regular shipper of Gothong Lines, using the Don Calvino every voyage (Tuesday, Thursday and Saturday). If there were repairs to be done on the vessel, the manager of Gothong Lines was immediately informing PNG.

    The PNG shipments constituted both containerized and breakbulk cargoes of poultry and hog feeds, of about 160 bags of 50 kgs. every shipment. The containerized rate was cheaper than breakbulk cargo and it was deemed by the shipper to be safer; also, if there were damages, PNG was able to immediately claim them.

13. PNG used to ship with K & T Lines but noted that since the

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cargo accommodated by K & T was not containerized, pilferage was common and claims for pilferage losses were not immediately paid by the shipping line. Hence, PNG preferred the service of Gothong Lines.

14. There were cases of shut-outs of PNG shipments in Cebu since the supplier (Island Feed Mills) sometimes failed to meet the schedule of the vessel. The PNG shipments, in such cases, were usually loaded on the next scheduled departure of the same vessel from Cebu.

PNG was being given free cargo storage by Gothong Lines.

15. Pacifica Agri-vet and PNG noted that the poultry industry very much depended on the copra trade; when the buying price for copra was low or when there was a very low supply of copra, people did not have enough money to be used as capital for their poultry businesses. Hence, shipments of poultry feeds and products were affected.

16. St. Jude Farmers Trade was shipping in 100 bags of animal feeds every two weeks, which the company bought from General Milling in Cebu. These cargoes were being loaded on board the Leyte Queen of K & T Shipping. The sea freight was P3.53 per bag.

17. The company was shipping in fertilizer during the months of April-August and November-December on a chartered vessel, with a shipment total of 500-1,000 bags per month. During lean months, incoming shipments were only 100-200 bags per month. There was no problem with pilferage.

18. It was taking 2 days to unload 500 bags of fertilizer and 1 day to unload 200 bags. Arrastre and stevedoring charges were P2.10 per bag, and there was a charge of P1.00 per bag for wharfage.

19. The buying price of fertilizer in Cebu was P290 per sack, and prices were P400 for a bag of poultry feeds and P250 for a sack of hog feeds.

20. Another shipper, Blackgold Enterprise, was shipping from Cebu in container vans on the Don Calvino, with consignment sizes of about 200-250 sacks of poultry and hog feeds. The freight charge was P2 per bag.

21. Arrastre rate was P2.00 per bag for labor (from pier to truck) and P1.75 for stevedoring (from vessel to pier) and wharfage. Blackgold Enterprise maintained a checker at the port to look after the incoming shipments since pilferage was common for breakbulk cargo.

22. Shut-outs of shipments in Cebu were being experienced by Blackgold, but the company's shipments were then being accommodated in the next vessel scheduled. The dealers in other provinces were buying directly from the Blackgold Enterprise store in Tacloban.

23. Blackgold Enterprise noted that pilferage was rampant in the vessel of K & T Shipping Lines, the MV Leyte Queen, and the sacks were frequently damaged due to improper handling, causing the feeds to become dirty.

The forklift operator was not being careful with handling palletized cargo and the sacks were, as a result, frequently damaged, with losses estimated to be 1 bag for every 500 sacks. Poultry feeds were purchased at P400 per sack in Cebu and the retail price in Tacloban was P8.25 per kilo.

24. PHILPHOS, a fertilizer manufacturing company based in Isabel, Leyte, was chartering barges in delivering its fertilizer cargoes to different destinations in the Visayas and Mindanao. For Tacloban, PHILPHOS was contracting trucking services, and most of their deliveries were made directly to buyers. Their shipping department was based in Isabel, Leyte.

25. Imperial Trading was receiving shipments of commercial feeds from General Milling Industries in Cebu on the vessels of K & T Shipping (breakbulk cargo) and Gothong Lines (container van).

The enterprise encountered problems of pilferage in regard to their breakbulk cargo shipments. Containerized shipment sea freight was cheaper by P1.20 per sack, as compared with the breakbulk cargo shipment.

26. The pilferage losses which were due to damage to sacks, were not difficult to claim from K & T Shipping Lines. The shipper was paying P20 per sack sea freight from Cebu to Tacloban. Arrastre rate was P3.00 per sack in Tacloban, for unloading from the vessel to the pier.

27. Imperial Trading was shipping in about 200-300 bags of commercial feeds per month. For every shipment of 150 bags, there were about 6-7 sacks damaged. They could not claim their pilferage losses of 12 kilograms per sack. However, whenever they lost whole bags, they could easily claim the losses.

28. The company was encountering shut-outs with K & T Shipping Lines and their shipments might only be accommodated after 3-4 days. The shipper considered this problem to be serious enough to warrant follow-up efforts.

29. There were eight consignees of commercial feeds according to the manager of Imperial Trading. The price per sack of feeds ranged from P330 to P500 per bag. They were encountering pilferage of their shipment of corn products, priced at P9-10 per kilo.

General Merchandise

There were seven shippers of general merchandise interviewed: R Marketing, SMC Magnolia Corporation, Paper House, Ben Hua Trading, RL Marketing, Leyte Dry Goods Trading and Anzon Plaza. Results of the interviews conducted are summarized in 22 points below.

1. R Marketing was shipping flour in from Cebu, in volumes of about 3,000 bags per month, and 500-1,000 cartons of dry goods. They were utilizing 10-ft. container vans of Gothong Lines. The sea freight of flour from Cebu was P3.51 per bag and arrastre was P4.75 per bag (combined charges at the ports of Cebu and Tacloban), for a total of P8.20. Whenever, they shipped on the Leyte Queen of K & T Shipping Lines, they paid total freight and arrastre charges of P7.80.

2. Cargoes from Manila consisted of sardines, with sea freight of P8.90-9.90 per carton. R Marketing was shipping on the Sulpicio Lines vessel, the MV Tacloban Princess.

3. R Marketing was having a problem with slow discharging of cargoes from the Leyte Queen, since handling was done manually and the arrastre contractor was being paid by the hour and not on the "pakyaw" system (per job order).

4. Cases of pilferage were reported for sugar and rice shipments, averaging about 2 kilograms for every 10 sacks, and likewise for vegetables. Shippers could not complain, since they felt that making "claims" was a long and tedious procedure. They preferred containerization of their cargo.

5. Shippers were complaining about the delayed payment for claims and damages from K & T Shipping Lines. The shipping company was offsetting claims through reduction of freight for the succeeding shipments of the shipper. The shippers said that they would no longer make claims for damage to cargoes.

6. There was a problem of the lack of vessel capacity in the Manila-Tacloban route, with shut-outs being experienced due to lack of vans.

7. Sea freight was P9-12 per case of bottled cargoes, P30-50 per burdle of plastics, based on measurement, and P7 per bag of flour from Manila to Tacloban. For other cargoes, freight was

P10 per bag.

8. The selling price of flour in Tacloban was P210 per bag and the price in Cebu was P200 per bag. They realized a net profit of P3.00 per bag for flour, by shipping from Cebu to Tacloban. Similarly, the shippers were realizing a net profit of P5.00 per carton of dry goods.

9. Salt was being bought by R Marketing from salt producers in Occidental Mindoro (FOB Mindoro port) and the company was paying freight of P63 per bag, of which P5.00 per bag was paid for arrastre and stevedoring at Tacloban port.

   There were four regular buyers of salt based in Tacloban and the salt was being shipped on chartered vessels with a minimum shipment level of 500 bags per month, and a maximum of 3,000 bags per shipment. For Western Samar, the demand for salt was around 6,000-8,000 bags annually.

10. R Marketing complained of the port security personnel asking for grease money from shippers, whenever there were cargoes to be looked after.

11. SMC Magnolia Corporation was shipping in dry goods three times a month from Manila consisting of softdrinks in tetrapacks sent by the Manila-based manufacturing company in 20-ft. container vans, either aboard the vessel of Sulpicio Lines or that of William Lines. Sea freight was being prepaid in Manila. Arrastre charges were included in the door-to-door service rate, as well as the additional labor for discharging the cargo at the company's Tacloban warehouse.

12. Shipping services were delayed only during bad weather. SMC Magnolia Corporation noted that the William Lines passenger/cargo vessel was always on schedule from Manila to Tacloban. It took longer to ship cargo on Sulpicio Lines vessel from Manila to Tacloban, since that vessel had to call at several ports first in Mindanao before it called at the port of Tacloban.

13. Some of SMC Magnolia products were coming from Cagayan de Oro aboard a Sulpicio Lines cargo vessel, and it usually required 24 hours to reach Tacloban. The sea freight was prepaid in Cagayan de Oro. The Cagayan-based Magnolia plant also distributed products to Surigao and Liloan, Leyte in refrigerated trucks.

14. Paper House was shipping in paper products from Manila once a month, in volumes of about 10-20 cartons, as breakbulk cargo on either a William Lines or Sulpicio Lines vessel. Sea freight was P50 per carton which was being paid to the company's freight forwarder, Pambato. The arrastre charge at

Tacloban port was about P10 per carton.

15. Ben Hua Trading was shipping in every week 5-10 cartons of various goods such as towels, lotion, etc. in container vans from Manila through a freight forwarder. The company was sharing the container van with other consignees and the sea freight was a flat rate per carton of P50-60 (large carton) and P25-30 (small carton).

16. The company was encountering no delay in incoming shipments, although pilferage losses were high and it was quite difficult to claim for losses directly from a shipping line. This was the reason why the company preferred to ship through a freight forwarder.

17. RL Marketing was shipping in appliances, at a rate of about 3-4 container vans from Manila once a month. The company found the sea freight of both William Lines and Sulpicio Lines to be reasonable on the Manila-Tacloban route.

    The company complained of the high arrastre rates in Tacloban, as compared with the arrastre rates in Cebu, although the company thought that the Tacloban arrastre services were efficient.

18. From Cebu, RL Marketing was shipping on K & T Shipping and Gothong vessels, and was not encountering any delays in arrival of these vessels. Engine trouble was happening only very seldom. Shut-outs were no longer being experienced, as they had been in earlier years.

19. The freight forwarding companies who formed an association based in Tacloban charge very high transport rates, according to RL Marketing. Rates were increased by 15 percent, without advance advice to the shippers. The freight forwarder rates were then 20 percent higher than the rates charged by the shipping companies. Shippers therefore tended to limit their shipment through freight forwarders.

20. Leyte Dry Goods Trading was shipping in container vans every two months from Manila with cargoes comprising dry goods such as ready-to-wear clothing, umbrellas and shoes. The company was paying sea freight of P6,020 per 10-ft. van. The services provided by the Sea Line freight forwarder, endorsed by their supplier in Manila, were efficient. A 10-ft. container could accommodate 71 bundles of goods, and they were paying PPA and arrastre in Tacloban P580 per container. Pilferage seldom was encountered when the cargo was containerized.

21. For their cargoes coming from Cebu (mostly breakbulk cargo), they were using the freight forwarder, Pambato, to eliminate the problem of difficulty in settling claims. Leyte Dry Goods

was being charged quite high freight forwarding rates of P800-900 for every P15,000 value (ad valorem).

On board the vessel, pilferage was common. Some vessel crews had developed the practice of taking some goods from cartons and then just closing the boxes as neatly as possible, in order that the consignees might not become suspicious.

22. Anzon Plaza had been utilizing a freight forwarder, either Sea Line or Pambato, from Cebu and Manila, since 1980. These forwarders provided door-to-door service. Anzon Plaza had not experienced shipping directly with shipping lines, and they had not encountered any problem with the services of their freight forwarders.

Marine Products

Two shippers of marine products were interviewed: the Supreme Aqua Products and AA Export. The information provided by the shippers is summarized in 8 points below.

Supreme Aqua Products Corporation was exporting marine products (prawns, cuttlefish, shellmeat) in 40-ft. refrigerated vans (15-ton capacity) once a week to Manila during the dry season, and one shipment every two weeks during rainy months.

The routing of the container van (either 20-ft. or 40-ft.) and the corresponding charges are shown below:

Exports of Marine Products

From-To	Mode of Transport	Freight	Travel Time
(1) Empty Van:			
Manila-Cebu	Vessel	P 9,000	24 hours
Cebu-Carmen	Truck	2,500	3 hours
Carmen-Isabel	Ferry	6,050	3 hours
Isabel-Tacloban	Truck	2,500	3 hours
Total		P 20,050	31 hours
(2) Loaded Van for Export:			
Tacloban-Isabel	Truck	P 6,000	3.5 - 4 hours
Isabel-Carmen	Ferry	6,050	2.5 - 3 hours
Carmen-Cebu	Truck	2,500	3.5 hours
Cebu-Manila	Vessel	10,000	24 hours
Total		P 24,550	33.5 hours

In Cebu, the van was being loaded on an Aboitiz vessel and it was being transshipped at Manila on a K-Line vessel.

2. The company had not been experiencing spoilage. Supreme Aqua Products Corporation was utilizing the trucking services of First Pacific Trucking Service of Sulpicio Lines.

3. K-Line, the foreign shipping line of Supreme Aqua, preferred that the empty van should come from Manila via Cebu port. The van would then have to be trucked to Carmen, Cebu and moved from there via RORO ferry to the port of Isabel, Leyte and then trucked to Tacloban.

4. When a shipment would leave Tacloban at 0600 hours, its arrival at Cebu port would be 1800 hours. Total transport cost was P14,550. When the van would be loaded on the Tacloban-Cebu vessel, the Don Calvino, the shipper had to pay a total sea freight of P20,000. Hence, the company was saving about P5,450 per shipment when they used trucking and ferry service as compared with the direct sea service from Tacloban to Cebu.

5. Further, trucking and ferry service was quicker. When the van was loaded on a Tacloban-Cebu vessel, the vessel left Tacloban at 0400 hours and arrived at Cebu port at 0600 hours the following day. Moreover, during low tide at Cebu port, the vessel was unable to berth, and hence unloading of cargoes was delayed.

   A year earlier, the company had shipped their 20-ft. refrigerated vans on the Don Calvino from Tacloban to Cebu, but K-Line complained of the delayed departures from the port of Cebu, which resulted from the waiting time at anchorage due to shallow water depth at the domestic port.

6. Supreme Aqua was sourcing their fishery products from Tacloban, Leyte and from Samar, and maintained a buying station at Catbalogan. The company no longer was exporting marine shrimp because of the problem of inadequate supply and very high prices.

7. The company was buying prawns at P460/kilo (extra large), and cuttlefish at P30 per kilo (largest size). There were no domestic shipments of these products.

8. AA Export was buying marine products, mainly prawns, directly from fishfarms in Leyte (Abuyog and Ormoc) and from Samar. The fishpond owners had discovered an alternative for high-priced imported commercial feeds, which was the locally developed feeds. There were twenty existing fishfarms (10 large and 10 small), since landowners were opting for conversion of their farms to prawn farms.

Transport Equipment

There were five shippers of transport equipment, including vehicles, spare parts, and accessories, who were interviewed by the LSRS. These shippers included Norkis Industries, Gleen Marketing, Am-Cor Marketing, Best Motors and Tacloban Trucking Service. The information provided to the LSRS is summarized in 14 points below.

1. Norkis Industries' cargoes were incoming shipments from Cebu twice a week of about 15-20 units of motorcycles on the Don Calvino. The company was encountering problems of "scratches" on approximately 60 percent of the motorcycle units. One unit was priced at P29,000-32,000.

2. Norkis was experiencing no shut-outs of their shipments. The company was paying arrastre (from the vessel to the pier) and wharfage charges of around P1,000 for 22 units at the port of Tacloban.

3. Shippers had either to obtain a Tacloban Port sticker for ₱200 to be regularly permitted to enter the port, or to pay a receipted entrance fee of ₱ 10 per visit.

4. Gleen Marketing was receiving shipments from Manila once a week of 10 or 20 units of Honda motorcycles. These were being shipped in 10-ft and 20-ft containers aboard the vessels of William Lines (10-ft or 20-ft containers) or Sulpicio Lines (20-ft vans only). The door-to-door service was prepaid in Manila by their supplier. Arrastre rate was P30/motorcycle at Tacloban Port.

   Gleen Marketing complained that it was their own laborers who loaded the motorcycles from the pier to the truck and not the arrastre workers at the port, despite the fact that the latter were being paid by their company. The arrastre and stevedoring contractor maintained that their services did not extend to loading cargoes onto trucks.

5. In regard to Gleen's shipments of appliances, refrigerators were being damaged whenever they were unloaded from the vessel to the pier. The company was being charged PPA tariffs based on measurement, and they never complained of the rates being charged.

6. Gleen was also receiving shipments of truck tires from Cebu through the Fast Cargo Transport Corporation of William Lines. Sea freight was P35 per tire and P2.00 for wharfage.

7. Pilferage of spare parts at Tacloban Port had been very rampant the preceding year (i.e., 1992). Parts which were stolen included the signal light lenses, side car covers and other small spare parts. This problem had, by 1993, been

largely corrected. However, Gleen Marketing was still encountering problems of "scratches and dents" on their units, and claims for damages were processed by Sulpicio Lines within one month. The company had stopped shipping with William Lines because of higher sea freight.

8. Both Am-cor Marketing and Best Motors were regularly receiving from Manila consignments of 10-15 motorcycles. The two companies were experiencing slight damage to many of their units, i.e., scratches and dents. Prices of these motorcycles ranged from ₱ 37,000 to ₱ 66,000.

9. Mr. Robert Tan, consignee of rubber tires, noted that because of the high freight rates from Cebu to Tacloban, the shipper preferred to ship cargo via Ormoc and from there, truck the cargo to Tacloban and save about P2,000 per shipment. Shipments of tires were 100 tires per month, on the average, and total savings amounted to more than P10,000-15,000 per month.

10. The Cebu-Ormoc RORO vessel was regularly carrying about 6 trucks loaded with cargo, or around 120 tons of cargo per voyage. According to Mr. Tan, the Philippine Coast Guard at Ormoc was asking for grease money.

11. The pilotage charges were very high for tramper vessels entering the port of Tacloban; charges exceeded P5,000 for a barge entering the port of Tacloban carrying about 5,000-10,000 bags of cement. There was no problem with the arrastre workers, since they were willing to work at night.

12. An empty ten-wheeler truck from Cebu to Isabel, Leyte was being charged P1,800 by the ferry operator, and loaded vehicles of the same size were being charged P3,000-4,000. The trip required about 2 hours and forty-five minutes. The Matnog-Allen, RORO ferry was charging an 8-wheeler P330 per trip.) A cargo jeepney or a car was being charged P650 per trip in the Carmen-Isabel ferry crossing.

13. Trucking rates from Tacloban to various destinations were as follows:

Tacloban - Catbalogan	P 3,000
Tacloban - Ormoc	3,000
Tacloban - Davao	40,000
Tacloban - Cag. de Oro	35,000

The trucks are ten-wheeler trucks with payload of 15-20 tons, except that the indicated Tacloban-Davao charge is for a tractor/semitrailer hauling a 20-ft container.

14. The ferry serving the Isabel-Carmen route was not issuin receipts and bills of lading, and therefore the cargoes wer not being covered by insurance. The ferry also was no operating to its schedule.

The ferry's scheduled departure from Carmen, Cebu was 093(hours but it usually was departing the port at 1230 hours, o even at 1330 hours. The reason for these delays was that th ferry waited for its sister company's bus service (Ceb Autobus). It also cancelled trips without prior notice t passengers and shippers. At the time of LSRS surveys, onl one ferry was serving the Carmen-Isabel route.

Construction Supplies

There were three shippers of construction supplie interviewed, namely, Go Pao Trading, Leyte Lumber Yard and Manil Construction Supply. The information gathered is summarized in 1(points below.

1. Go Pao Trading was shipping in construction supplies such as steel bars and barbed wire from Manila on passenger/cargo vessels of William Lines or Sulpicio Lines. There were no delays being experienced in their shipment, and pilferage was minimal. A year earlier, one shipment was lost with Sulpicio Lines and it took 3-5 months before the company could claim the loss.

2. Sea freight was being prepaid in Manila, and it represented 6-7 percent of the price of the steel bars. The arrastre rates were relatively high but the shipper felt that they could not do anything to reduce the charges. They maintained a checker at the port to look after their cargoes, in order to prevent theft.

3. Go Pao was also shipping in whole barges of cement from Iligan, with consignment sizes of 15,000-20,000 bags, about 3-4 times a year. Unloading proceeded at Tacloban at a rate of 2,000-3,000 cement bags per day, and arrastre workers would stop unloading whenever they had finished their daily quota.

4. The company was also shipping in plywood from Cebu on K & T Shipping Lines. The sea freight was lower than the rates charged by Carlos Gothong Lines for accommodation aboard the Don Calvino. Shut-outs were being experienced at Cebu, but their shipments were then being accommodated in the next vessel scheduled.

5. Leyte Lumber Yard was shipping in construction supplies from Manila, and they utilized the vessels of William Lines and Sulpicio Lines. The company suggested that additional vessels

be given franchises to encourage competition, and thereby lower the sea freight from Manila. They felt that they could not compete with the Cebu-based construction supply dealers.

6. Manila Construction Supply (MCS) was shipping in construction supplies and hardware from Manila, such as steelbars, nails, etc., and was shipping from Cebu electric pumps, pipes, paints, and plumbing and electrical supplies. Cargoes were received 2-4 times weekly, depending on the orders of their customers. Lumber shipments were coming from Samar and were trucked to Tacloban.

7. MCS was sharing the container vans with other consignees and they utilized the vessels of K & T Lines and Carlos Gothong Lines from Cebu (supplier's preference). The sea freight charged for steel bars was deemed by MCS to be high, i.e., Class A rate of P331 per ton.

8. MCS found the arrastre rates at the port of Tacloban to be almost double the rates at Cebu Port: P39.15 per ton at Tacloban against P20.00 per ton at Cebu. Some of their steel bars and cargoes were damaged because of the forklift operation. The company had not experienced pilferage of cargo.

9. MCS was paying storage fees of P6 per ton per day to PPA, when they failed to get their cargoes from the port. There were times during the rainy season when the arrival of a vessel was delayed and part of their cargoes could not be unloaded because the vessel had to depart on schedule. In those cases, the remaining portions of their cargoes were then unloaded on the next vessel trip.

10. MCS was encountering few shut-outs from Cebu and to them there was no problem. Shut-outs did constitute a problem with their Manila shipments, however, and their cargoes could sometimes be loaded only after 2 vessel trips, particularly during the summer months. The company had not experienced problems of cargo damage. They were obtaining construction supplies from about ten suppliers in Manila.

Freight Forwarder Interviews

Freight forwarders interviewed included Pambato Freight Forwarder, LBC and LIBCAP. The information provided is summarized in 8 points below.

1. Pambato Freight Forwarder was shipping about forty 10-ft. vans monthly: Sulpicio Lines with 15 vans and William Lines with 25 vans. The freight forwarding rates were either weight charges or valuation charges (P6.00/P1,000 cost of item). A

10-ft. van cost P5,500 and Pambato was charging the shippers P81.50/P1,000 value or P850/cbm.

2. Sulpicio Lines was dropping the rate levels due to lack of shippers and in order to compete with William Lines. From Cebu to Tacloban, the forwarder's shipments consisted of office supplies, hardware and dry goods.

   Pambato was always being charged Class A rates by the shipping lines and was not aware of the existence of MARINA's fork tariffs. Since William Lines and Sulpicio Lines started their own trucking services, Pambato had a hard time competing with the rates.

3. William Lines was charging the following: freight charge of P4,053, wharfage of P3.00, handling of P214.50, for a total of P4,270.50 per 10-ft. van. With other charges, the total transport and handling cost would reach to about P5,500. Private trucking charges were P475/20-ft. van FCL to the warehouse within Tacloban.

4. LBS, another freight forwarder was shipping only documents, and was charging P30 minimum or P65 per pouch. Transpac was charging P100 for a minimum of 3 kgs. and P40 per kilo in excess of 3 kgs.

5. PAL was charging cargoes of any shipper per kilo. LBS used to ship their cargoes by sea; however, constant delay in the ports forced them to avail only of air services, since their delivery service had to be within 24 hours.

6. LIBCAP was shipping with Sulpicio Lines because William Lines was charging higher rates. Sulpicio Lines was charging P311.75/cbm and William Lines charged more. Most of LIBCAP's cargoes were personal effects and documents.

7. Customers with breakbulk cargo preferred to ship with freight forwarders rather than go direct to shipping lines, because forwarder service was door-to-door and they would not have to go through the hassles of dealing with cargo handling services.

8. Air freight charge was P65 for the first 3 kilos and P16.00 per kilo after the first 3 kilos, and there was also a handling charge of P1.00 per kilo or a valuation charge of P1.00/P100 value.

Agency Interviews

Agencies interviewed included MARINA-Tacloban, Leyte Chamber of Commerce and Industry, the Department of Trade and Industry, the

Philippine Ports Authority and Leyte Integrated Port Services, Inc. Other government agencies interviewed included the National Economic Development Authority (Region VIII), the Department of Agriculture, the National Statistics Office, the Office of the Mayor, the Office of the Governor, and the National Food Authority. The information gathered is summarized in 30 points below:

1. The OIC, MARINA-Tacloban said that the decentralization policy of MARINA had been effected. In 1993, operators no longer had to go to Manila for the processing of permits to operate. Regarding service monitoring, the office had so far not encountered any complaints from shippers and operators.

2. The Leyte Chamber of Commerce had chapters established in the municipalities of Borongan and Biliran and at Tacloban City. Its members comprised traders of rice, marine products and general merchandise.

3. The problems cited by the Chamber in regard to port and shipping services were:

   (a) Tacloban had high arrastre rates. Hence, Eastern and Northern Samar based copra shippers preferred to ship their copra directly to Cebu, rather than via Tacloban Port.

   (b) In San Jose, Northern Samar, there was a problem of pilferage of beer and softdrink cargoes by arrastre workers which had been going on for 50 years. Hence shippers preferred to ship from the ports of Victoria and Calbayog, although San Jose port was considered to be one of the best ports in Northern Samar.

   (c) The port of Tacloban could not accommodate foreign vessels and the port required dredging; it could only accommodate 4,000-ton vessels and smaller.

4. Shipping rates were found to be reasonable because of the existing competition with the door-to-door trucking services. It was still cheaper to ship by sea, but with the high arrastre charges at Tacloban, the cost to the shipper increased, and the cost differential between the sea transport and long-distance trucking options narrowed.

5. Leyte and Samar islands were thought to have potential for harnessing their forest and mineral resources, as well as being a source of geothermal electricity.

6. The ports of Catbalogan and Calbayog needed breakwaters to protect boats during typhoons.

7. The Chamber found the DTI not to be sufficiently aggressive

in pushing livelihood industries, and considered that DTI was only providing lip service. Further, the Department of Agriculture was not providing assistance to increase agricultural productivity on the two islands.

8. The present (1993) advantage of Leyte in terms of accessibility to Manila and Luzon was not fully utilized; nor was its supply of labor fully utilized. Other advantages of Leyte were thought to include infrequent visitation by typhoons and a satisfactory peace and order situation.

9. According to the Department of Trade and Industry, exports were coming from Isabel, Leyte and Tacloban. Exports from Isabel, Leyte, in 1992, amounted to US $52 million. Agricultural exports were fishery products shipped via the port of Tacloban, destined either to Manila or Cebu.

10. Leyte traders were directly affected by the increase of cargo freight rates of the Aboitiz vessel, MV El Cano, which operated in the Ormoc-Cebu route. Aboitiz claimed that the cargo throughput of the vessel had decreased, but the data gathered by DTI from PPA statistics showed that cargo traffic from Ormoc to Cebu rose by 60 percent from 1991 to 1992, while cargo volumes in the opposite direction declined by just 13 percent. The two-directional total of 1992 was nearly 11,000 tons, up by about 11 percent from 1991.

Cargo Traffic (in metric tons)

	1991	1992	1993 (January-June)
Ormoc-Cebu	3,187	5,147	3,871
Cebu-Ormoc	6,705	5,839	2,843
2 directions	**9,842**	**10,986**	**6,714**

The PPA General Manager noted that they had received complaints from tramper operators and even CISO operators regarding the high charges of compulsory pilotage, including the costs of car hire and pumpboat hire.

Delays were also being encountered by trampers at the entrance to the Juanico Strait waiting for a pilot. During low tide at San Pedro Bay, the channel depth was only 17 feet. The water depth was 19 feet during high tide.

11. PPA had scheduled dredging of the channel for 1993, estimated to cost P11 million.

12. PPA's Port Management Office (PMO) at Tacloban had

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jurisdiction over 13 terminal ports and 27 municipal ports in Samar and Leyte. The terminal ports included Ormoc, Catbalogan, Palompon, Maasin, Liloan, Bato, Baybay, Borongan, San Jose Carangian, San Isidro, Calbayog and Isabel, Leyte. Other government ports included the Liloan ferry terminal, Hilongos, Guiuan, Sogod, Pingag, Cabalian, Oras, Bantique, Tanauan, Babatngon and St. Bernard.

13. There were more incoming cargoes to Tacloban, in 1993, than outgoing. Incoming cargoes comprised eggs, vegetables, meat and machinery. Outgoing cargoes were charcoal, copra, fish and abaca.

14. According to the PPA port operations office at Tacloban, most of the outgoing copra was being shipped on chartered vessels destined for Iligan and Legaspi oil mills. Minimal volumes of copra were being shipped to Manila on the William Lines vessel. There was an oil mill based in Tacloban which also procured copra from Leyte and Samar copra traders. There were cargoes originating from Mindoro, such as rice and salt, which were shipped on chartered vessels, and a direct liner service between Batangas and Tacloban would benefit these shippers.

15. PPA Tacloban was coordinating with the various shipping operators on their plans for replacing existing vessels.

16. The Chief Pilot, Capt. Ramon Pulay, said that the pilots were coordinating with PPA and the various operators to agree on the rates to be charged regarding compulsory pilotage. The fee itself was minimal but the incidental charges were very high consisting of car hire and pumpboat hire, since the entrance channel was about 32 kms. away from Tacloban.

According to the Chief pilot, following were the pilotage rates, which were minimal, and the corresponding incidental expenses:

Vessels	Docking Fee	Channeling Fee
100-under 500 gross tons	₱ 41.70	₱ 100
500-under 600 gross tons	55.60	150
600-under 1,000 gross tons	69.60	200
1,000-under 3,000 gross tons	139.20	250
3,000-under 5,000 gross tons	194.80	300

The incidental expenses include:

Launch assistance for docking/ undocking, below 1,000 GRT	180.00	
above 1,000 GRT	270.00	
Car hire from Tacloban to Babatngon to meet incoming vessel at Canauay I		₱ 600

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Car Hire from Babatngon to Tacloban after deboarding outgoing vessel at Canauay I	600
Launch service to meet incoming vessel at Canauay I	300
Launch service to meet outgoing vessel at Canauay I	300

The above rates were not being followed, however, and the actual rates, according to operators, are much higher, car hire being P1,200-1,600 (one-way).

17. LIPSI noted that their productivity rates were within the approved rates of PPA. They had not received any complaints regarding damage resulting from improper handling. When handling NFA cargo, LIPSI had to wait for the NFA checker, COA auditor, and a military security and classifier before they could start unloading rice shipments. Hence, they could work only for 5 hours instead of 8 hours. Each laborer was being paid P104/day.

18. LIPSI could not stockpile cargoes because they had to wait for trucks, and this decreased their productivity, particularly for cement cargoes being received from Union Cement of Iligan, with consignments of 30,000-35,000 bags. Hence the palletized cargo vessel was being used as a temporary "bodega" or warehouse.

19. LIPSI provided both stevedoring and arrastre services, with the latter extending to loading/unloading of trucks or stacking/unstacking in the port's transit sheds and other storage areas. Stevedoring and arrastre services were being charged for separately, with a combined total of ₱ 1.10 per bag of cement.

20. LIPSI preferred to unload palletized cargo since it is easier and faster than unpalletized cargo to unload and move into transit sheds. They had a total labor complement of fewer than 500 persons. The total number of registered employees was 521.

In earlier years, they had hired gangleaders, but had discontinued this practice since they had then no control over productivity. These gangleaders would pay the laborers P90, which was less than what LIPSI was paying the gangleader, viz., P104 per laborer per day.

21. The charges for heavylift cargoes were as follows:

	Arrastre	Stevedoring
5-15 tons	62.4	59.30
15-20 tons	104.45	9.30

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22. The productivity rate of LIPSI was 20 containers per hour. They had 3-4 forklifts, cable slings and palletboards.

23. There were also rolling cargoes at the port, such as trucks and graders.

24. LIPSI noted that the sea freight was higher than the trucking rate from Manila to Tacloban so that shippers were shifting from transporting their cargoes by sea.

25. The arrastre workers were not allowed to do stripping and stuffing inside the warehouse of the shipping lines, and hence it was the shipping line labor who did such work.

26. Arrastre charges at the port of Tacloban were as follows in August 1993, in pesos per revenue ton:

	Non-Palletized		Palletized	
	Arrastre	Steved.	Arrastre	Steved.
Non-Prime Commod.	37.40	9.30	29.15	6.60
Rice	17.20	9.30	13.40	6.60
Corngrits	18.20	9.30	14.10	6.60
Refined sugar	22.00	9.30	17.15	6.60
Fresh eggs	37.40	9.30	29.15	6.60
Canned milk	37.40	9.30	29.15	6.60
Canned fish	35.40	9.30	27.50	6.60
Edible oil	36.85	9.30	28.50	6.60
School supplies	37.40	9.30	29.15	6.60
Dressed chicken	37.40	9.30	29.15	6.60
Bulk (copra, in mt)	22.80	9.30		

27. NFA indicated the problems of rice distribution within the region:

- pilferage by arrastre workers at Catarman port because of arrastre.
- poorly organized arrastre at Borongan port.
- shipping lines did not want to accept NFA rice shipments because they were strict in terms of security, and, they always made the shipping lines pay for damaged cargo or pilferage.
- shipping lines did a poor job of stowage, with different commodities being piled together.
- container vans were too expensive.

28. NFA Tacloban was chartering vessels for their rice shipments. They usually had a contract with tramper operators that any damage or pilferage would be shouldered by the tramper operator.

29. A team of five persons from NFA was taking care of loading and unloading of rice: 1 Port Operations Officer, 3 checkers and 1 security officer.

30. NFA was proposing to obtain its own vessel, with financing from the Australian Government. Unfortunately, according to the NFA, the Philippine Government did not think it was feasible for NFA to own and maintain its own vessel, due to the high cost of vessel maintenance.

Catbalogan City

Shipper Interviews

Marine Products

There were sixteen shippers of marine products interviewed. The information provided by the shippers is summarized in 10 points below.

1. There were only four shipping operators calling at the port of Catbalogan every week. These were:

Tacloban Princess	-	Sulpicio Lines
Masbate I	-	William Lines
Don Calvino	-	Gothong Lines
Elizabeth Lily	-	Western Samar Shipping

2. Daily shipment of marine products to Manila included fish, squid, shrimps, black tiger prawns, crabs, octopus, lobster, and cuttlefish. These were usually packed in styrofoam boxes of 25-45 kilos per box.

3. During 1992-1993, most of the fish dealers had not been availing of shipping services. Instead, their commodities were being transported to Manila by trucks. They cited the following advantages of trucking over shipping:

   - Less travel time : trucks - 14-16 hours
     ships - 22-24 hours

   - Freight rate was competitive at P105-135/box, or "pakyaw" ranging from P12,000 to P18,000 for a full load per trip, with no need to deal with and pay arrastre, PPA, and other shipping/port charges, except for the ferry cost

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from Allen to Matnog, which ranged from P850 to P1,900 (depending on the size of the truck).

- Door-to-door service (commodities were delivered directly to the consignee).
- Faster cargo handling.
- Flexible schedule. Unlike in shipping, where the shippers have to adhere to schedules, trucks can leave anytime.
- Dealers could easily make and settle claims in cases of pilferage and losses.

4. On the other hand, trucking service was seen by the shippers to have two disadvantages:

   - Problems with checkpoints "lagay" (minimum of P100) and Highway Patrol "tong" (up to P600, plus fish and other products on load).
   - The roughness of land travel affected the physical quality of marine products.

5. However, other fish dealers, who did not own trucks, were willing to shift to shipping services provided there would be daily services on the Catbalogan-Manila route. In August 1993, only the Tacloban Princess of Sulpicio Lines accepted marine products for shipment to Manila, and the vessel called at Catbalogan just once a week.

6. Since most of the fish dealers were members of the Maqueda Bay Fish Dealer's Association, they transported their goods together. Shipments ranged from 5 to 50 boxes per dealer/day, utilizing either 10-ft. or 20-ft. vans.

7. Black tiger prawn producers were not directly exporting their products because there were buyers in Catbalogan and Tacloban who exported them to the US, Japan, Hongkong, Australia and Taiwan. These producers found the prices of exporters competitive with Manila buyers, with no additional costs/charges and no problems of packaging and transporting.

8. The three biggest exporters of marine products were Solid Exports, SMI Fish Industries, Inc. and the Philippine Marisco Corporation. Solid Exports had its own shipping fleet (Sta. Elena series), while SMI and Marisco shipped their cargoes from Catbalogan to either Naga or Tacloban, from which cities they could be moved by refrigerated vans to Manila. Their Manila offices handled the shipments to their final (export) destination. Their offices in Catbalogan were only buying

stations.

9. The fish dealers mentioned the following disadvantages of shipping by sea:

   - Pilferage at Catbalogan Port was uncontrollable.
   - Additional costs were incurred in cargo handling (stevedoring, arrastre and other port charges).
   - Longer travel time by sea.
   - Delays were encountered in shipping (this was considered to be very important, since their products were highly perishable).
   - Sea shipment nevertheless entailed trucking expense at Manila, in moving fish from North Harbor to consignees in Malabon.

10. Suggestions from fish dealers:

   - Additional vessels were needed in the Catbalogan-Manila and Catbalogan-Cebu routes.
   - The PPA should look into the problems of pilferage and losses because of the free movement of vendors, illegal porters and other persons with no business in the port area.
   - An additional arrastre operator was needed at Catbalogan to improve service.

Other Cargo

Other shippers interviewed included five rice shippers, two dry goods/grocery shippers, one hardware shipper, one salt dealer, and one shipper of bottled cargo. The results of the survey are summarized in the following 9 points.

1. Sulpicio Shipping Lines and William Lines were seldom accepting rice shipments from Manila direct to Catbalogan. Rice dealers were often coursing their shipments via Tacloban, with trucking services costing them an additional P10/sack (50 kilos).

2. These rice dealers were hiring trampers in lieu of liner services for covering the rice shortfalls of the Catbalogan area. They were paying P13 to P15 per sack from Manila, P12 per sack from Iloilo and P10 per sack from Tacloban, which were their sources of rice. Regular shipments ranged from 400

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to 1,000 sacks in lean months and 3,000-4,000 sacks during peak season.

3. Trampers were also being chartered for the shipment of salt from Mindoro to Catbalogan with freight rates ranging from P10 to P15 per sack of 45 kilos.

4. The rice dealers were willing to pay additional freight cost and to waive the right to make any complaints just so the liner operators would accept their shipments. However, it was the Manila offices of the shipping lines that did not accede to accepting higher payments.

6. Corn by-products like "ipa" (45 kilos/sack) and "tiki-tiki" (60 kilos/sack) were being shipped to Manila weekly. These were loaded in 10-foot containers (100-110 sacks/van), with a maximum of 6 vans per week. Freight rate was P13 per sack. Arrastre services (forklift only, because cargo handling was being done by their own men) was P2 per sack. PPA was charging them P0.35 per sack.

7. In cases when the vessels of Sulpicio Shipping Lines and William Lines experienced engine trouble, the ships were proceeding to their destination without calling at the port of Catbalogan (this was possible because Catbalogan Port was only an intermediate call for these shipping lines). When this happened, shippers were left with no choice but to avail of trucking service from Tacloban to Catbalogan. Trucking cost ranged from P40 to P60/sack, or "pakyaw" amounting to P20,000-25,000 per truckload.

8. Since the port of Catbalogan was unable to handle 20-ft. vans (limited handling equipment imposed a 10-ft. van maximum size), hardware and dry goods dealers were availing of trucking services from Manila, instead of shipping services. They coordinated with transporters who accommodated other commodities to Manila and then loaded the dealers' goods going back to Catbalogan. Freight cost ranged from P40 to P60 per carton/box (depending on the size).

9. Asia Brewery had its own barge that handled the shipment of its bottled cargo and empty bottles.

Agency Interviews

The agencies interviewed as regards the shipping and support services in Catbalogan, Samar included the Philippine Ports Authority, Ocenar Maqueda Bay Port Arrastre Stevedoring, Inc. (OMBPASI), NFA, Department of Agriculture, and Department of Trade and Industry. Information gathered is summarized in 9 points below.

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1. There had been no formal turnover of Catbalogan Port from the contractor to PPA because PPA found the pier to be of sub-standard quality and structurally weak. For example, the rubber or cluster fenders were designed for small fishing vessels, so when big vessels would hit these fenders, they got destroyed/damaged.

2. A second pier, RORO-type, was under construction, with completion scheduled for 1994. However, there had been a delay in the construction because of a change that would lengthen the RORO ramp from 6 meters to 20 meters.

3. PPA had no control at the gate because of lack of manpower. Vendors were able to go in and out of the port area at will. When PPA tried to ban the vendors, the vendors would go in by bancas via the sea.

4. Management contract of Ocenar Maqueda Bay Port Arrastre was five years (1991-1996).

5. PPA said that when trampers were docked and regular liner ships arrived, the trampers were pulled out because the liner vessels were given priority. However, shipping operators contested this statement.

6. In 1993, PPA had approved the following charges :

Arrastre	- P5.95/ton
Stevedoring	- 7.75/ton
Wharfage	- 1.65/ton

7. Sulpicio Lines provided a 15-ton forklift for OMBPASI's use.

8. Pilferage in the port area was said by OMBPASI to be under control. However, in rare cases of pilferage, if proven to be OMBPASI's fault, they paid right away.

9. OMBPASI considered that there should be another vessel to serve the Catbalogan-Cebu route more often than did the Elizabeth Lily of Western Samar Shipping because the MV Elizabeth Lily was out calling regularly at Catbalogan, but only when it could.

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ANNEX B

EASTERN VISAYAS PASSENGER SURVEY RESULTS

ANNEX B

EASTERN VISAYAS PASSENGER SURVEY RESULTS

Passenger surveys to assess the adequacy of Eastern Visayas ferry and liner shipping services were conducted during the period August-September 1993. Surveys were undertaken aboard 23 vessels to assess the adequacy of services on 14 routes. The LSRS survey schedule is shown in Table B.1

Questions asked of passengers for the purpose of shipping service evaluation include the following:

- Passenger travel purpose and frequency of travelling the route being evaluated.
- Adequacy of services to meet demand on the route
- Adherence to service schedule (service reliability)
- Space reservation system.
- Baggage accommodation (including stowage space adequacy and baggage security).
- Operator concern for safety (as viewed by the passengers)
- Vessel boarding procedure.
- Physical accommodation standards.
- Vessel crew attitude toward passengers (courtesy and helpfulness).
- Passenger baggage and extra charges paid (in addition to passage), if any.
- Service improvement, if any, over 2-year period.
- Other services taken by passengers, and comparison of service standards.
- Seriousness of problem of traffic congestion during peak travel period.
- Passenger suggestions for service improvement.

In September 1993, the LSRS made some changes in the passenger survey form, and three of the routes between Cebu and the Leyte west coast were surveyed partially with the original form and partially with the revised form. The results in these cases are separately tabulated, with the results obtained through use of the revised form being signified by (A), and (B) signifying results obtained by using the original form for the same route. For all other routes only the original form was used.

Results of LSRS surveys are presented in tables B.2 through B.289. The tables that apply to each of the 14 routes surveyed are:

- Tacloban-Manila (B.2 through B.17)
- Tacloban-Cebu (B.18 through B.33)
- Tacloban-Guiuan (B.34 through B.49)
- Tacloban-Balangiga, Samar (B.50 through B.65)
- Catbalogan-Cebu (B.66 through B.83)
- Calbayog, Samar-Cebu (B.84 through B.99)
- Cabalian, Samar-Cebu (B.100 through B.117)
- Baybay, Leyte-Cebu (B.118 through B.135)
- Bato, Leyte-Cebu (B.136 through B.151)
- Hilongos, Leyte-Cebu Route (A) (B. 152 through B.169)
- Hilongos, Leyte-Cebu Route (B) (B.170 through B.185)
- Naval, Leyte-Cebu (B.186 through B.203)
- Palompon, Leyte-Cebu (B.204 through B.221)
- Ormoc, Leyte-Cebu Route (A) (B.222 through B.239)
- Ormoc, Leyte-Cebu Route (B) (B.240 through B.255)
- Maasin, Leyte-Cebu (A) (B.256 through B.273)
- Maasin, Leyte-Cebu (B) (B.274 through B.289)

TABLE B.1

Schedule of Vessel Surveys
and Number of Passengers Interviewed

Routes Date of Interview	Name of Vessel/Company	Sample 1st	2nd	3rd	Total
Tacloban - Manila					
08/18/93	Masbate Uno/WLI	7	-	86	93
08/23/93	Tacloban Princess/SLI	-	-	51	51
Sub-total : Tacloban - Manila		7	-	137	144
Tacloban - Cebu					
08/18/93	Leyte Queen/K & T	18	41	7	66
08/03 & 19/93	Don Calvino/GL	1	22	70	93
Sub-total : Tacloban - Cebu		19	63	77	159
Tacloban - Guiuan					
08/20/93	Flo-Soccour/Roly Lines	6	35	13	54
08/19/93	Stacey/K & T	8	21	8	37
Sub-total : Tacloban - Guiuan		14	56	21	91
Tacloban - Balangiga, Samar					
08/20/93	San Lorenzo/Proceso Canillas	-	-	21	21
Catbalogan, Samar - Cebu					
08/31/93	Elizabeth Lily/WSL	-	-	25	25
Calbayog - Cebu					
09/04 & 06/93	Don Martin 6/PSL	-	5	34	39
Cabalian - Cebu					
09/17/93	Guiuan/K & T	-	29	31	60
Baybay, Leyte - Cebu					
09/01/93	Pink Rose/Rose Lines	5	23	6	34
Bato, Leyte - Cebu					
09/01/93	South Pacific/SPSL	7	6	25	38
Hilongos - Cebu					
09/01/93	Gloria 2/Gabisan Lines	2	18	14	34
08/31/93	Queen Belinda/RSL	-	12	12	24
09/01-03/93	Guada Cristy/RSL	-	27	16	43
Sub-total : Hilongos - Cebu		2	57	42	101

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Naval - Cebu					
09/04/93	MY Katrina/MMYE Shipping	-	20	10	30
08/31/93	Michael III/MMYE Shipping	-	4	15	19
Sub-total :	Naval - Cebu	-	24	25	49
Palompon, Leyte - Cebu					
09/13/93	Our Lady of Mt. Carmel/GL	4	21	52	77
08/31/93	Michael III/MMYE Shipping	-	3	40	43
09/01/93	Sacred Heart/GL	-	12	64	76
Sub-total :	Palompon, Leyte - Cebu	4	36	156	196
Ormoc - Cebu					
09/06/93	Cebu Princess/SLI	-	[illegible]	60	76
09/08/93	Elcano/ASL	15	11	11	37
Sub-total :	Palompon, Leyte - Cebu	15	27	71	113
Maasin - Cebu					
09/06/93	Asia-Brunei/Trans-Asia	-	35	38	73
09/02/93	Filipinas Maasin/CSL	-	15	42	57
Sub-total :	Palompon, Leyte - Cebu	-	50	80	130
TOTAL		73	376	751	1,200

Note :

GL (Gothong Lines), ASL (Aboitiz Shipping Lines), SLI (Sulpicio Shipp Lines), RSL (Robles Shipping Lines), SPSL (Southern Pacific Shipping Lines CSL (Cokaliong Shipping Lines), K & T (K & T Shipping Lines), PSL (Pala Shipping Lines), WSL (Western Shipping Lines), Roly Lines (Rolly Shipp Lines), Rose Lines (Rose Shipping Lines).

TACLOBAN - MANILA ROUTE

TABLE B.2

PURPOSE OF TRAVEL

	M/V MASBATE UNO				M/V TACLOBAN PRINCESS			TOTAL			
	FIRST CLASS	THIRD CLASS	TOTAL	% SHARE	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	THIRD CLASS	TOTAL	% SHARE
EMPLOYEE		2	2	2	1	1	2		3	3	2
BUSINESS		19	19	20	19	19	37		38	38	26
STUDENT	1	3	4	4	3	3	6	1	6	7	5
VACATION/HOLIDAY	3	24	27	29	19	19	37	3	43	46	32
OTHERS	2	34	36	39	9	9	18	2	43	45	31
NO ANSWER	1	4	5	5				1	4	5	3
TOTAL	7	86	93	100	51	51	100	7	137	144	100

TABLE B.3

FREQUENCY OF TAKING THIS PARTICULAR VOYAGE

	M/V MASBATE UNO				M/V TACLOBAN PRINCESS			TOTAL			
	FIRST CLASS	THIRD CLASS	TOTAL	% SHARE	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	THIRD CLASS	TOTAL	% SHARE
1- 2 times a month	2	2	4	4	4	4	8	2	6	8	6
1-5 times a year	5	56	61	66	34	34	67	5	90	95	66
6-10 times a year		2	2	2	1	1	2		3	3	2
Once every 2-4 years		9	9	10	1	1	2		10	10	7
No answer		17	17	18	11	11	22		28	28	19
Total	7	86	93	100	51	51	100	7	137	144	100

TABLE B.4

SERVICES ADEQUATE FOR DEMAND

	M/V MASBATE UNO				M/V TACLOBAN PRINCESS			TOTAL			
	FIRST CLASS	THIRD CLASS	TOTAL	% SHARE	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	THIRD CLASS	TOTAL	% SHARE
YES	6	61	67	72	43	43	84	6	104	110	76
NO		24	24	26	8	8	16		32	32	22
NO ANSWER	1	1	2	2				1	1	2	1
TOTAL	7	86	93	100	51	51	100	7	137	144	100

TABLE B.5

RELIABILITY OF SERVICE

	M/V MASBATE UNO				M/V TACLOBAN PRINCESS			TOTAL			
	FIRST CLASS	THIRD CLASS	TOTAL	% SHARE	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	THIRD CLASS	TOTAL	% SHARE
YES	3	61	64	69	22	22	43	3	83	86	60
NO	3	24	27	29	29	29	57	3	53	56	39
NO ANSWER	1	1	2	2				1	1	2	1
TOTAL	7	86	93	100	51	51	100	7	137	144	100

TABLE B.6

GOOD SPACE RESERVATION

	M/V MASBATE UNO				M/V TACLOBAN PRINCESS			TOTAL			
	FIRST CLASS	THIRD CLASS	TOTAL	% SHARE	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	THIRD CLASS	TOTAL	% SHARE
YES	5	74	79	85	48	48	94	5	122	127	88
NO	1	11	12	13	3	3	6	1	14	15	10
NO ANSWER	1	1	2	2				1	1	2	1
TOTAL	7	86	93	100	51	51	100	7	137	144	100

TABLE B.7

GOOD BAGGAGE ACCOMMODATION/SECURITY

	M/V MASBATE UNO				M/V TACLOBAN PRINCESS			TOTAL			
	FIRST CLASS	THIRD CLASS	TOTAL	% SHARE	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	THIRD CLASS	TOTAL	% SHARE
YES	3	70	73	78	29	29	57	3	99	102	71
NO	2	14	16	17	22	22	43	2	36	38	26
NO ANSWER	2	2	4	4				2	2	4	3
TOTAL	7	86	93	100	51	51	100	7	137	144	100

TABLE B.8

ADEQUATE CONCERN FOR SAFETY

	M/V MASBATE UNO				M/V TACLOBAN PRINCESS			TOTAL			
	FIRST CLASS	THIRD CLASS	TOTAL	% SHARE	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	THIRD CLASS	TOTAL	% SHARE
YES	3	73	76	82	31	31	61	3	104	107	74
NO	3	11	14	15	20	20	39	3	31	34	24
NO ANSWER	1	2	3	3				1	2	3	2
TOTAL	7	86	93	100	51	51	100	7	137	144	100

TABLE B.9

ORGANIZED BOARDING PROCEDURE

	M/V MASBATE UNO				M/V TACLOBAN PRINCESS			TOTAL			
	FIRST CLASS	THIRD CLASS	TOTAL	% SHARE	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	THIRD CLASS	TOTAL	% SHARE
YES	6	78	84	90	41	41	80	6	119	125	87
NO		4	4	4	10	10	20		14	14	10
NO ANSWER	1	4	5	5				1	4	5	3
TOTAL	7	86	93	100	51	51	100	7	137	144	100

TABLE B.IV

ACCOMMODATION STANDARDS

	M/V MASBATE UNO				M/V TACLOBAN PRINCESS			TOTAL			
	FIRST CLASS	THIRD CLASS	TOTAL	% SHARE	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	THIRD CLASS	TOTAL	% SHARE
FOOD/CANTEEN											
UNACCEPTABLE		6	6	6					6	6	4
POOR	1	3	4	4	18	18	35	1	21	22	15
FAIR	4	51	55	59	33	33	65	4	84	88	61
GOOD/EXCEL.	2	20	22	24				2	20	22	15
NO ANSWER		6	[illegible]	6					6	6	4
TOTAL	7	86	93	100	51	51	100	7	137	144	100
TOILET/SANITARY FACILITIES											
UNACCEPTABLE		5	5	5	9	9	18		14	14	10
POOR	2	19	21	23	16	16	31	2	35	37	26
FAIR	3	45	48	52	24	24	47	3	69	72	50
GOOD/EXCEL.	2	10	12	13	1	1	2	2	11	13	9
NO ANSWER		7	7	8	1	1	2		8	8	6
TOTAL	7	86	93	100	51	51	100	7	137	144	100
BEDDINGS/BLANKETS											
POOR		2	2	2	6	6	12		8	8	6
FAIR	5	46	51	55	13	13	25	5	59	64	44
GOOD/EXCEL.	2	19	21	23	4	4	8	2	23	25	17
NO ANSWER		19	19	20	28	28	55		47	47	33
TOTAL	7	86	93	100	51	51	100	7	137	144	100
LEISURE FACILITIES											
UNACCEPTABLE		1	1	1					1	1	1
POOR		2	2	2	7	7	14		9	9	6
FAIR	5	38	43	46	35	35	69	5	73	78	54
GOOD/EXCEL.	2	26	28	30	1	1	2	2	27	29	20
NO ANSWER		19	19	20	8	8	16		27	27	19
TOTAL	7	86	93	100	51	51	100	7	137	144	100
VENTILATION											
POOR	1	8	9	10	5	5	10	1	13	14	10
FAIR	4	46	50	54	40	40	78	4	86	90	63
GOOD/EXCEL.	2	27	29	31	6	6	12	2	33	35	24
NO ANSWER		5	5	5					5	5	3
TOTAL	7	86	93	100	51	51	100	7	137	144	100
CREW'S COURTESY/ASSISTANCE											
UNACCEPTABLE		1	1	1					1	1	1
POOR	1	7	8	9	9	9	18	1	16	17	12
FAIR	4	40	44	47	36	36	71	4	76	80	56
GOOD/EXCEL.	2	30	32	34	5	5	10	2	35	37	26
NO ANSWER		8	8	9	1	1	2		9	9	6
TOTAL	7	86	93	100	51	51	100	7	137	144	100
DRINKING FOUNTAINS ETC.											
POOR	1	10	11	12	10	10	20	1	20	21	15
FAIR	4	46	50	54	35	35	69	4	81	85	59
GOOD/EXCEL.	2	21	23	25	5	5	10	2	26	28	19
NO ANSWER		9	9	10	1	1	2		10	10	7
TOTAL	7	86	93	100	51	51	100	7	137	144	100
SPACE TO MOVE AROUND											
POOR	1	11	12	13	7	7	14	1	18	19	13
FAIR	4	40	44	47	35	35	69	4	75	79	55
GOOD/EXCEL.	2	17	19	20	5	5	10	2	22	24	17
NO ANSWER		18	18	19	4	4	8		22	22	15
TOTAL	7	86	93	100	51	51	100	7	137	144	100

TABLE B.11

BAGGAGE CARRIED BY PASSENGERS

KIND OF BAGGAGE / NO. OF BAGGAGE	M/V MASBATE UNO				M/V TACLOBAN PRINCESS			TOTAL			
	FIRST CLASS	THIRD CLASS	TOTAL	% SHARE	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	THIRD CLASS	TOTAL	% SHARE
BOXES											
1 - 2	1	23	24	22	11	11	19	1	34	35	21
3 - 4		2	2	13					2	2	10
BAGS											
1 - 2	7	66	73	66	43	43	75	7	109	116	69
3 - 4		11	11	69	2	2	67		13	13	65
SACKS											
1 - 2	1	13	14	13	3	3	5	1	16	17	10
3 - 4		3	3	19	1	1	33		4	4	20
CANS											
3 - 4			1	1	1	1	2		1	1	1
TOTAL											
1 - 2 Baggage	9	102	111	87	57	57	88	9	159	168	89
3 - 4 Baggage		16	16	13	3	3	5		20	20	11
NO ANSWER		4	4	3	5	5	8		9	9	5
TOTAL	9	118	127	100	65	65	100	9	179	188	105

TABLE B.12

WEIGHT OF BAGGAGE AND EXTRA CHARGES PAID

	M/V MASBATE UNO				M/V TACLOBAN PRINCESS			TOTAL			
	FIRST CLASS	THIRD CLASS	TOTAL	% SHARE	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	THIRD CLASS	TOTAL	% SHARE
WEIGHT											
1-10 kilos	2	19	21	23	18	18	35	2	37	39	27
11-20 kilos	2	11	13	14	16	16	31	2	27	29	20
21-30 kilos		4	4	4	4	4	8		8	8	6
31-40 kilos	1		1	1	2	2	4	1	2	3	2
41-50 kilos		8	8	9	1	1	2		9	9	6
Above 50 kilos		5	5	5	2	2	4		7	7	5
No answer	2	39	41	44	8	8	16	2	47	49	34
TOTAL	7	86	93	100	51	51	100	7	137	144	100
EXTRA CHARGES PAID											
No answer	7	86	93	100	51	51	100	7	137	144	100
TOTAL	7	86	93	100	51	51	100	7	137	144	100

TABLE B.13

ADEQUATE BAGGAGE STORAGE

	M/V MASBATE UNO				M/V TACLOBAN PRINCESS			TOTAL			
	FIRST CLASS	THIRD CLASS	TOTAL	% SHARE	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	THIRD CLASS	TOTAL	% SHARE
YES	5	52	57	61	21	21	41	5	73	78	54
NO	2	31	33	35	29	29	57	2	60	62	43
NO ANSWER		3	3	3	1	1	2		4	4	3
TOTAL	7	86	93	100	51	51	100	7	137	144	100

TABLE B.14

IS BAGGAGE STORAGE SECURED

	M/V MASBATE UNO				M/V TACLOBAN PRINCESS			TOTAL			
	FIRST CLASS	THIRD CLASS	TOTAL	% SHARE	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	THIRD CLASS	TOTAL	% SHARE
YES	3	57	60	65	21	21	41	3	78	81	56
NO	4	23	27	29	29	29	57	4	52	56	39
NO ANSWER		6	6	6	1	1	2		7	7	5
TOTAL	7	86	93	100	51	51	100	7	137	144	100

TABLE B.15

CHANGE OF SERVICES OVER THE PAST TWO YEARS

	M/V MASBATE UNO				M/V TACLOBAN PRINCESS			TOTAL			
	FIRST CLASS	THIRD CLASS	TOTAL	% SHARE	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	THIRD CLASS	TOTAL	% SHARE
YES	6	34	40	43	10	10	20	6	44	50	35
NO	1	38	39	42	40	40	78	1	78	79	55
NO ANSWER		14	14	15	1	1	2		15	15	10
TOTAL	7	86	93	100	51	51	100	7	137	144	100

TABLE B.16

CONGESTED TRAVEL DURING PEAK SEASON BEEN A SERIOUS PROBLEM

	M/V MASBATE UNO				M/V TACLOBAN PRINCESS			TOTAL			
	FIRST CLASS	THIRD CLASS	TOTAL	% SHARE	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	THIRD CLASS	TOTAL	% SHARE
YES	5	33	38	41	25	25	49	5	58	63	44
NO		43	43	46	25	25	49		68	68	47
NO ANSWER	2	10	12	13	1	1	2	2	11	13	9
TOTAL	7	86	93	100	51	51	100	7	137	144	100

TABLE B.17

PASSENGER SUGGESTIONS

SUGGESTIONS	M/V MASBATE UNO				M/V TACLOBAN PRINCESS			TOTAL			
	FIRST CLASS	THIRD CLASS	TOTAL	% SHARE	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	THIRD CLASS	TOTAL	% SHARE
Impose regulations/check time schedule	1	2	3	3				1	2	3	2
Improve accommodation/services offered	1	5	6	6	7	7	14	1	12	13	9
Shipping agencies should monitor the porter	1	1	2	2				1	1	2	1
Put/add more leisure facilities	1	4	5	5	2	2	4	1	6	7	5
Maintain cleanliness especially the comfort room	1	17	18	19	11	11	22	1	28	29	20
Impose penalty to vessel who does not follow rules	1	2	3	3				1	2	3	2
Crew must be courteous & should assist passengers in boarding the vessel		3	3	3	2	2	4		5	5	3
Lower the price of commodities sold at the canteen		2	2	2	2	2	4		4	4	3
Improve food preparation/meal service, provide water		5	5	5	7	7	14		12	12	8
Provide medicine for the passenger who have headaches or allergy		1	1	1					1	1	1
Porters should force the passengers to carry their baggages		1	1	1					1	1	1
During peak season authorities must have a representative to check wether the vessel is in good condition		2	2	2					2	2	1
Provide trash cans/waste baskets		1	1	1					1	1	1
Provide baggage storage/compartment		3	3	3	1	1	2		4	4	3
Impose restriction on the number of passengers allowed on board		1	1	1					1	1	1
Systematic procedure during disembarkation to avoid danger		1	1	1					1	1	1
Put safey measure for the passenger		1	1	1					1	1	1
Repaint the vessel					1	1	2		1	1	1
Discounts should be given to students & AFP					2	2	4		2	2	1
Provide enough ventilation in the economy class					1	1	2		1	1	1
Vendors should not be allowed to enter the vessel during embarkation/disembarkation					1	1	2		1	1	1
Provide faster service					1	1	2		1	1	1
No answer/no suggestions	1	34	35	38	13	13	25	1	47	48	33
Total	7	86	93	100	51	51	100	7	137	144	100

TACLOBAN - CEBU ROUTE

TABLE B.18
PURPOSE OF TRAVEL

	M/V LEYTE QUEEN					M/V DON CALVINO					TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
EMPLOYEE	2	1	1	4	6		4	6	10	11	2	5	7	14	9
BUSINESS	8	6		14	21		17	22	39	42	8	23	22	53	33
STUDENT	3	1		4	6			9	9	10	3	1	9	13	8
VACATION/HOLIDAY	1	11	4	16	24			17	17	18	1	11	21	33	21
OTHERS	2	18	2	22	33	1	1	14	16	17	3	19	16	38	24
NO ANSWER	2	4		6	9			2	2	2	2	4	2	8	5
TOTAL	18	41	7	66	100	1	22	70	93	100	19	63	77	159	100

TABLE B.19
FREQUENCY OF TAKING THIS PARTICULAR VOYAGE

	M/V LEYTE QUEEN					M/V DON CALVINO					TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Monthly	4	1		5	8		16	11	27	29	4	17	11	32	20
2-3 times a month		4	3	7	11		2	13	15	16		6	16	22	14
4-5 times a month	2	3	1	6	9			4	4	4	2	3	5	10	6
Once a year	7	11	1	19	29		3	5	8	9	7	14	6	27	17
As the need arises	2	11	1	14	21		1	21	22	24	2	12	22	36	23
No answer	3	11	1	15	23	1		16	17	18	4	11	17	32	20
Total	18	41	7	66	100	1	22	70	93	100	19	63	77	159	100

TABLE B.20
SERVICES ADEQUATE FOR DEMAND

	M/V LEYTE QUEEN					M/V DON CALVINO					TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	18	29	4	51	77	1	22	63	86	92	19	51	67	137	86
NO		12	3	15	23			3	3	3		12	6	18	11
NO ANSWER								4	4	4			4	4	3
TOTAL	18	41	7	66	100	1	22	70	93	100	19	63	77	159	100

TABLE B.21
RELIABILITY OF SERVICE

	M/V LEYTE QUEEN					M/V DON CALVINO					TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	10	31	2	43	65	1	22	61	84	90	11	53	63	127	80
NO	8	8	3	19	29			5	5	5	8	8	8	24	15
NO ANSWER		2	2	4	6			4	4	4		2	6	8	5
TOTAL	18	41	7	66	100	1	22	70	93	100	19	63	77	159	100

TABLE B.22
GOOD SPACE RESERVATION

	M/V LEYTE QUEEN					M/V DON CALVINO					TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	9	36	4	49	74	1	22	58	81	87	10	58	62	130	82
NO	9	5	3	17	26			8	8	9	9	5	11	25	16
NO ANSWER								4	4	4			4	4	3
TOTAL	18	41	7	66	100	1	22	70	93	100	19	63	77	159	100

TABLE B.23
GOOD BAGGAGE ACCOMMODATION/SECURITY

	M/V LEYTE QUEEN					M/V DON CALVINO					TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	7	23	2	32	43	1	20	54	75	81	8	43	56	107	67
NO	11	18	4	33	50		2	4	6	6	11	20	8	39	25
NO ANSWER			1	1	2			12	12	13			13	13	8
TOTAL	18	41	7	66	100	1	22	70	93	100	19	63	77	159	100

TABLE B.24
ADEQUATE CONCERN FOR SAFETY

	M/V LEYTE QUEEN					M/V DON CALVINO					TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	11	25	4	40	61	1	22	59	82	88	12	47	63	122	77
NO	7	16	3	26	39			2	2	2	7	16	5	28	18
NO ANSWER								9	9	10			9	9	6
TOTAL	18	41	7	66	100	1	22	70	93	100	19	63	77	159	100

TABLE B.25
ORGANIZED BOARDING PROCEDURE

	M/V LEYTE QUEEN					M/V DON CALVINO					TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	9	36	4	49	74	1	22	58	81	87	10	58	62	130	82
NO	9	5	3	17	26			8	8	9	9	5	11	25	16
								4	4	4			4	4	3

ACCOMMODATION STANDARDS

	M/V LEYTE QUEEN					M/V DON CALVINO					TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
FOOD/CANTEEN															
UNACCEPTABLE	2	5	1	6	9			2	2	2	2	3	3	8	5
POOR	8	25	1	34	52	1	18	12	31	33	9	43	13	65	41
FAIR	1	8	4	13	20		4	34	38	41	1	12	38	51	32
GOOD/EXCEL.								5	5	5			5	5	3
NO ANSWER	7	5	1	13	20			17	17	18	7	5	18	30	19
TOTAL	18	41	7	66	100	1	22	70	93	100	19	63	77	159	100
TOILET/SANITARY FACILITIES															
UNACCEPTABLE		2	1	3	5			5	5	5		2	6	8	5
POOR	5	22	1	28	42			11	11	12	5	22	12	39	25
FAIR	10	15	4	29	44		14	36	50	54	10	29	40	79	50
GOOD/EXCEL.	3	2		5	8	1	8	12	21	23	4	10	12	26	16
NO ANSWER			1	1	2			6	6	6			7	7	4
TOTAL	18	41	7	66	100	1	22	70	93	100	19	63	77	159	100
BEDDINGS/BLANKETS															
UNACCEPTABLE		1		1	2			1	1	1		1	1	2	1
POOR	7	18	1	26	39			8	8	9	7	18	9	34	21
FAIR	10	15		25	38	1	14	45	60	65	11	29	45	85	53
GOOD/EXCEL.		1		1	2		8	10	18	19		9	10	19	12
NO ANSWER	1	6	6	13	20			6	6	6	1	6	12	19	12
TOTAL	18	41	7	66	100	1	22	70	93	100	19	63	77	159	100
LEISURE FACILITIES															
UNACCEPTABLE	2	1		3	5			1	1	1	2	1	1	4	3
POOR	7	26		33	50		4	10	14	15	7	30	10	47	30
FAIR	1	2	1	4	6		12	36	48	52	1	14	37	52	33
GOOD/EXCEL.						1	5	9	15	16	1	5	9	15	9
NO ANSWER	8	12	6	26	39		1	14	15	16	8	13	20	41	26
TOTAL	18	41	7	66	100	1	22	70	93	100	19	63	77	159	100
VENTILATION															
UNACCEPTABLE	3	2	1	6	9			1	1	1	3	2	2	7	4
POOR	6	27	1	34	52		5	5	10	11	6	32	6	44	28
FAIR	5	9	5	19	29	1	13	45	59	63	6	22	50	78	49
GOOD/EXCEL.		2		2	3		4	13	17	18		6	13	19	12
NO ANSWER	4	1		5	8			6	6	6	4	1	6	11	7
TOTAL	18	41	7	66	100	1	22	70	93	100	19	63	77	159	100
CREW'S COURTESY/ASSISTANCE															
UNACCEPTABLE		3		3	5							3		3	2
POOR	4	4	1	9	14			2	2	2	4	4	3	11	7
FAIR	12	28	6	46	70		9	43	52	56	12	37	49	98	62
GOOD/EXCEL.	2	5		7	11	1	12	20	33	35	3	17	20	40	25
NO ANSWER		1		1	2		1	5	6	6		2	5	7	4
TOTAL	18	41	7	66	100	1	22	70	93	100	19	63	77	159	100
DRINKING FOUNTAINS ETC.															
UNACCEPTABLE	2		2	4	6						2		2	4	3
POOR	8	27	3	38	58		8	23	31	33	8	35	26	69	43
FAIR	8	12	1	21	32	1	12	34	47	51	9	24	35	68	43
GOOD/EXCEL							1	7	8	9		1	7	8	5
NO ANSWER		2	1	3	5		1	6	7	8		3	7	10	6
TOTAL	18	41	7	66	100	1	22	70	93	100	19	63	77	159	100
SPACE TO MOVE AROUND															
UNACCEPTABLE	2			2	3						2			2	1
POOR	10	19	4	33	50			22	22	24	10	19	26	55	35
FAIR	4	18	3	25	38		9	34	43	46	4	27	37	68	43
GOOD/EXCEL	2	3		5	8	1	12	7	20	22	3	15	7	25	16
NO ANSWER		1		1	2		1	7	8	9		2	7	9	6
TOTAL	18	41	7	66	100	1	22	70	93	100	19	63	77	159	100

TABLE B.27

BAGGAGE CARRIED BY PASSENGERS

KIND OF BAGGAGE / NO. OF BAGGAGE	M/V LEYTE QUEEN					M/V DON CALVINO					TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
BOXES															
1 - 2	3	6	2	11	15		4	11	15	20	3	10	13	26	17
3 - 4	1	1		2	33			4	4	20	1	1	4	6	23
5 above								1	1	7			1	1	6
BAGS															
1 - 2	14	37	7	58	77	1	17	40	58	76	15	54	47	116	77
3 - 4	2	2		4	67		5	11	16	80	2	7	11	20	77
5 above		1		1	100			1	1	7		1	1	2	13
SACKS															
1 - 2	2	3	1	6	8			3	3	4	2	3	4	9	6
5 above								12	12	80			12	12	75
CANS															
5 above								1	1	1			1	1	1
TOTAL															
1 - 2 Baggage	19	46	10	75	88	1	21	54	76	63	20	67	64	151	73
3 - 4 Baggage	3	3		6	7		5	15	20	17	3	8	15	26	13
5 above Baggage		1		1	1			15	15	12		1	15	16	8
NO ANSWER	2	1		3	4			10	10	8	2	1	10	13	6
TOTAL	24	51	10	85	100	1	26	94	121	100	25	77	104	206	100

TABLE B.28

WEIGHT OF BAGGAGE AND EXTRA CHARGES PAID

	M/V LEYTE QUEEN					M/V DON CALVINO					TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
WEIGHT															
1-10 kilos	6	19		25	38		16	15	31	33	6	35	15	56	35
11-20 kilos	1	4		5	8			14	14	15	1	4	14	19	12
21-30 kilos		3	3	6	9			6	6	6		3	9	12	8
31-40 kilos		1		1	2			3	3	3		1	3	4	3
Above 50 kilos		3	2	5	8			6	6	6		3	8	11	7
No answer	11	11	2	24	36	1	6	26	33	35	12	17	28	57	36
TOTAL	18	41	7	66	100	1	22	70	93	100	19	63	77	159	100
EXTRA CHARGES PAID															
None		18	5	23	35		1	26	27	29		19	31	50	31
Freight Charge P39.00								1	1	1			1	1	1
P10.00/sack								1	1	1			1	1	1
No answer	18	23	2	43	65	1	21	42	64	69	19	44	44	107	67
TOTAL	18	41	7	66	100	1	22	70	93	100	19	63	77	159	100

TABLE B.29

ADEQUATE BAGGAGE STORAGE

	M/V LEYTE QUEEN					M/V DON CALVINO					TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	7	26		33	50	1	17	43	61	66	8	43	43	94	59
NO	0	15	7	31	47		3	11	14	15	9	18	18	45	28

TABLE B.30

IS BAGGAGE STORAGE SECURED

	M/V LEYTE QUEEN					M/V DON CALVINO					TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	8	26	2	36	55	1	16	37	54	58	9	42	39	90	57
NO	8	15	4	27	41		4	16	20	22	8	19	20	47	30
NO ANSWER	2		1	3	5		2	17	19	20	2	2	18	22	14
TOTAL	18	41	7	66	100	1	22	70	93	100	19	63	77	159	100

TABLE B.31

CHANGE OF SERVICES OVER THE PAST TWO YEARS

	M/V LEYTE QUEEN					M/V DON CALVINO					TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	8	7	2	17	26	1	12	24	37	40	9	19	26	54	34
NO	8	19	2	29	44		8	30	38	41	8	27	32	67	42
. NO ANSWER	2	15	3	20	30		2	16	18	19	2	17	19	38	24
TOTAL	18	41	7	66	100	1	22	70	93	100	19	63	77	159	100

TABLE B.32

CONGESTED TRAVEL DURING PEAK SEASON BEEN A SERIOUS PROBLEM

	M/V LEYTE QUEEN					M/V DON CALVINO					TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	7	10	6	23	35		12	38	50	54	7	22	44	73	46
NO	9	31	1	41	62	1	8	27	36	39	10	39	28	77	48
NO ANSWER	2			2	3		2	5	7	8	2	2	5	9	6
TOTAL	18	41	7	66	100	1	22	70	93	100	19	63	77	159	100

TABLE B.33

PASSENGER SUGGESTIONS

SUGGESTIONS	M/V LEYTE QUEEN					M/V DON CALVINO					TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Additional leisure facilities	2	5	1	8	12		2		2	2	2	7	1	10	6
No increase of fare if possible/discount for students	4			4	6		1	2	3	3	4	1	2	7	4
Change the chairs to provide appropriate accommodation/enough space	1			1	2						1			1	1
Make the vessel faster	3			3	5						3			3	2
Provide food for passengers/sufficient food to be sold with lower price	2		1	3	5	1		2	3	3	3		3	6	4
Free beddings/blankets for all passengers	3	1	1	5	8						3	1	1	5	3
Cleanliness and orderliness must be practiced	1	4		5	8		2	7	9	10	1	6	7	14	9
Put suggestion box and complaints should be given attention/action		1	1	2	3							1	1	2	1
Change the vessel/Co. operating this route because of poor services they offered		1		1	2							1		1	1
Strict implementation & regulation of rules to provide safe & quality service		2	1	3	5							2	1	3	2
Put baggage compartment/storage		4		4	6							4		4	3
Have enough space		1		1	2							1		1	1
Safe travel & passenger security		2		2	3							2		2	1
Drydock the vessel since it appears dilapidated			1	1	2								1	1	1
Vessel should leave on time given							6	4	10	11		6	4	10	6
Upgrade the quality of service offered by adopting modern techniques							1	5	6	6		1	5	6	4
Additional vessel for this route								2	2	2			2	2	1
Do not allow vendors inside the vessel								5	5	5			5	5	3
Crew member should assist the passengers								1	1	1			1	1	1
Installation of separate drinking water								1	1	1			1	1	1
No comments/no answer/no suggestion	2	20	1	23	35		10	41	51	55	2	30	42	74	47
TOTAL	18	41	7	66	100	1	22	70	93	100	19	63	77	159	100

TABLE B.34

PURPOSE OF TRAVEL

	M/V FLO-SOCCOUR					M/V STACEY					TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
EMPLOYEE		2		2	4							2		2	2
BUSINESS	3	3	5	11	20	5			5	14	8	3	5	16	18
STUDENT	2	5	2	9	17	1	2		3	8	3	7	2	12	13
VACATION/HOLIDAY		12	4	16	30	1	11		12	32	1	23	4	28	31
OTHERS	1	12	2	15	28	1	6	8	15	41	2	18	10	30	33
NO ANSWER		1		1	2		2		2	5		3		3	3
TOTAL	6	35	13	54	100	8	21	8	37	100	14	56	21	91	100

TABLE B.35

FREQUENCY OF TAKING THIS PARTICULAR VOYAGE

	M/V FLO-SOCCOUR					M/V STACEY					TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Weekly	3	6	2	11	20	1	1	1	3	8	4	7	3	14	15
Monthly	2	3	1	6	11	1	1	2	4	11	3	4	3	10	11
2-4 times a month		6	4	10	19	3	5		8	22	3	11	4	18	20
Once a year		9	1	10	19	3	7	1	11	30	3	16	2	21	23
2-5 times a year	1	4		5	9		6	4	10	27	1	10	4	15	16
If needed		3	2	5	9							3	2	5	5
No answer		4	3	7	13		1		1	3		5	3	8	9
Total	6	35	13	54	100	8	21	8	37	100	14	56	21	91	100

TABLE B.36

SERVICES ADEQUATE FOR DEMAND

	M/V FLO-SOCCOUR					M/V STACEY					TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	6	34	13	53	98	8	16	5	29	78	14	50	18	82	90
NO		1		1	2		5	3	8	22		6	3	9	10
TOTAL	6	35	13	54	100	8	21	8	37	100	14	56	21	91	100

TABLE B.37

RELIABILITY AND ON TIME

	M/V FLO-SOCCOUR					M/V STACEY					TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	5	34	11	50	93	5	21	8	34	92	10	55	19	84	92
NO	1	1	2	4	7	3			3	8	4	1	2	7	8
TOTAL	6	35	13	54	100	8	21	8	37	100	14	56	21	91	100

TABLE B.38

GOOD SPACE RESERVATION

	M/V FLO-SOCCOUR					M/V STACEY					TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	5	25	10	40	74	8	16	5	29	78	13	41	15	69	76
NO	1	9	3	13	24		5	3	8	22	1	14	6	21	23
NO ANSWER		1		1	2							1		1	1
TOTAL	6	35	13	54	100	8	21	8	37	100	14	56	21	91	100

TABLE B.39

GOOD BAGGAGE ACCOMMODATION/SECURITY

	M/V FLO-SOCCOUR					M/V STACEY					TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	6	21	9	36	67	8	12	5	25	68	14	33	14	61	67
NO		14	3	17	31		9	3	12	32		23	6	29	32
NO ANSWER			1	1	2								1	1	1
TOTAL	6	35	13	54	100	8	21	8	37	100	14	56	21	91	100

TABLE B.40

ADEQUATE CONCERN FOR SAFETY

	M/V FLO-SOCCOUR					M/V STACEY					TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	6	32	13	51	94	8	12	6	26	70	14	44	19	77	85
NO		3		3	6		8	2	10	27		11	2	13	14
NO ANSWER							1		1	3		1		1	1
TOTAL	6	35	13	54	100	8	21	8	37	100	14	56	21	91	100

TABLE B.41

ORGANIZED BOARDING PROCEDURE

	M/V FLO-SOCCOUR					M/V STACEY					TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	3	26	10	39	72	7	11	5	23	62	10	37	15	62	68
NO		9	3	12	22	1	10	3	14	38	1	19	6	26	29
NO ANSWER	3			3	6						3			3	3
TOTAL	6	35	13	54	100	8	21	8	37	100	14	56	21	91	100

ACCOMMODATION STANDARDS

	M/V FLO-SOCCOUR					M/V STACEY					TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
FOOD/CANTEEN															
POOR	4	9	5	18	33	5	4		9	24	9	13	5	27	30
FAIR	2	13	3	18	33	2	1	1	4	11	4	14	4	22	24
NO ANSWER		13	5	18	33	1	16	7	24	65	1	29	12	42	46
TOTAL	6	35	13	54	100	8	21	8	37	100	14	56	21	91	100
TOILET/SANITARY FACILITIES															
UNACCEPTABLE	1	14	3	18	33		6	2	8	22	1	20	5	26	29
POOR	4	20	8	32	59		3	5	8	22	4	23	13	40	44
FAIR	1		2	3	6	5	11		16	43	6	11	2	19	21
GOOD/EXCEL						3		1	4	11	3		1	4	4
NO ANSWER		1		1	2		1		1	3		2		2	2
TOTAL	6	35	13	54	100	8	21	8	37	100	14	56	21	91	100
BEDDINGS/BLANKETS															
POOR	1	8	1	10	19	5	2	2	9	24	6	10	3	19	21
FAIR	3	13	6	22	41	2	11	3	16	43	5	24	9	38	42
GOOD/EXCEL						1		1	2	5	1		1	2	2
NO ANSWER	2	14	6	22	41		8	2	10	27	2	22	8	32	35
TOTAL	6	35	13	54	100	8	21	8	37	100	14	56	21	91	100
LEISURE FACILITIES															
POOR	1	3	1	5	9	6	5	1	12	32	7	8	2	17	19
FAIR						1			1	3	1			1	1
NO ANSWER	5	32	12	49	91	1	16	7	24	65	6	48	19	73	80
TOTAL	6	35	13	54	100	8	21	8	37	100	14	56	21	91	100
VENTILATION															
POOR	2	18	4	24	44	4	8	6	18	49	6	26	10	42	46
FAIR		11	4	15	28	4	9	1	14	38	4	20	5	29	32
NO ANSWER	4	6	5	15	28		4	1	5	14	4	10	6	20	22
TOTAL	6	35	13	54	100	8	21	8	37	100	14	56	21	91	100
CREW'S COURTESY/ASSISTANCE															
POOR		5		5	9		3	2	5	14		8	2	10	11
FAIR	5	28	13	46	85	3	17	5	25	68	8	45	18	71	78
GOOD/EXCEL		2		2	4	5	1	1	7	19	5	3	1	9	10
NO ANSWER	1			1	2						1			1	1
TOTAL	6	35	13	54	100	8	21	8	37	100	14	56	21	91	100
DRINKING FOUNTAINS ETC.															
POOR	1	16	5	22	41	5	4		9	24	6	20	5	31	34
FAIR		10	3	13	24	2	10	6	18	49	2	20	9	31	34
GOOD/EXCEL							1	2	3	8		1	2	3	3
NO ANSWER	5	9	5	19	35	1	6		7	19	6	15	5	26	29
TOTAL	6	35	13	54	100	8	21	8	37	100	14	56	21	91	100
SPACE TO MOVE AROUND															
UNACCEPTABLE		3		3	6			1	1	3		3	1	4	4
POOR		18	5	23	43	1	6	1	8	22	1	24	6	31	34
FAIR	5	12	8	25	46	5	10	4	19	51	10	22	12	44	48
GOOD/EXCEL						2		1	3	8	2		1	3	3
NO ANSWER	1	2		3	6		5	1	6	16	1	7	1	9	10
TOTAL	6	35	13	54	100	8	21	8	37	100	14	56	21	91	100

TABLE B.43

BAGGAGE CARRIED BY PASSENGERS

KIND OF BAGGAGE NO. OF BAGGAGE	M/V FLO-SOCCOUR FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	M/V STACEY FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	TOTAL FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
BOXES															
1-2	1	4	1	6	12	5	2		7	16	6	6	1	13	14
3-4		1		1	17		1	3	4	44		2	3	5	33
5-Above			1	1	25								1	1	20
BAGS															
1-2	5	24	11	40	80	8	19	4	31	72	13	43	15	71	76
3-4			1	1	17		1	1	2	22		1	2	3	20
5 - Above		3		3	75							3		3	60
SACKS															
1-2			3	3	6	2	2		4	9	2	2	3	7	8
3-4			4	4	67	1		1	2	22	1		5	6	40
5 - Above						1			1	100	1			1	20
CANS															
3-4						1			1	11	1			1	7
OTHERS															
Gas range (1-2)		1		1	2		1		1	2		2		2	2
TOTAL															
1-2 Baggage	6	29	15	50	78	15	24	4	43	78	21	53	19	93	78
3-4 Baggage		1	5	6	9	2	2	5	9	16	2	3	10	15	13
5 - Above baggage		3	1	4	6	1			1	2	1	3	1	5	4
NO ANSWER	1	2	1	4	6			2	2	4	1	2	3	6	5
TOTAL	7	35	22	64	100	18	26	11	55	100	25	61	33	119	100

TABLE B.44

WEIGHT OF BAGGAGE AND EXTRA CHARGES PAID

	M/V FLO-SOCCOUR FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	M/V STACEY FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	TOTAL FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
WEIGHT															
1-10 kilos	4	15	8	27	50	3	10	2	15	41	7	25	10	42	46
11-20 kilos		2	1	3	6	3	5	3	11	30	3	7	4	14	15
21-30 kilos							1	1	2	5		1	1	2	2
31-40 kilos		2		2	4							2		2	2
60 kilos above		2	1	3	6			1	1	3		2	2	4	4
No answer	2	14	3	19	35	2	5	1	8	22	4	19	4	27	30
Total	6	35	13	54	100	8	21	8	37	100	14	56	21	91	100
EXTRA CHARGES PAID															
None		9	4	13	24							9	4	13	14
P5.00/Box		1	9	10	19							1	9	10	11
P6.00/Sack								1	1	3			1	1	1
No answer	6	25		31	57	8	21	7	36	97	14	46	7	67	74
Total	6	35	13	54	100	8	21	8	37	100	14	56	21	91	100

TABLE B.45

ADEQUATE BAGGAGE STORAGE

	M/V FLO-SOCCOUR					M/V STACEY					TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	4	13	5	22	41	7	11	6	24	65	11	24	11	46	51
NO	2	21	7	30	56		10	2	12	32	2	31	9	42	46
NO ANSWER		1	1	2	4	1			1	3	1	1	1	3	3
TOTAL	6	35	13	54	100	8	21	8	37	100	14	56	21	91	100

TABLE B.46

IS BAGGAGE STORAGE SECURED

	M/V FLO-SOCCOUR					M/V STACEY					TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	4	13	5	22	41	7	11	6	24	65	11	24	11	46	51
NO	2	21	7	30	56		10	2	12	32	2	31	9	42	46
NO ANSWER		1	1	2	4	1			1	3	1	1	1	3	3
TOTAL	6	35	13	54	100	8	21	8	37	100	14	56	21	91	100

TABLE B.47

CHANGE OF SERVICES OVER THE PAST TWO YEARS

	M/V FLO-SOCCOUR					M/V STACEY					TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	5	15	6	26	48	5	9	2	16	43	10	24	8	42	46
NO	1	18	6	25	46	3	12	6	21	57	4	30	12	46	51
NO ANSWER		2	1	3	6							2	1	3	3
TOTAL	6	35	13	54	100	8	21	8	37	100	14	56	21	91	100

TABLE B.48

CONGESTED TRAVEL DURING PEAK SEASON BEEN A SERIOUS PROBLEM

	M/V FLO-SOCCOUR					M/V STACEY					TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	3	15	2	20	37	4	5	3	12	32	7	20	5	32	35
NO	3	14	6	23	43	3	15	5	23	62	6	29	11	46	51
NO ANSWER		6	5	11	20	1	1		2	5	1	7	5	13	14
TOTAL	6	35	13	54	100	8	21	8	37	100	14	56	21	91	100

TABLE B.49

PASSENGER SUGGESTIONS

	M/V FLO-SOCCOUR					M/V STACEY					TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Discount fare for students	1			1	2						1			1	1
Maintain cleanliness of facilities	1	7	3	11	20		1		1	3	1	8	3	12	13
Improve passenger services	1	1	1	3	6	1	1		2	5	2	2	1	5	5
Limit the passenger especially in peak season		3		3	6							3		3	3
Repaint the vessel once in a month		1		1	2							1		1	1
Reading materials should be available		1		1	2							1		1	1
Don't increase the fare		1		1	2							1		1	1
Space should not be overcrowded		2	1	3	6		1		1	3		3	1	4	4
Serve food to passengers and provide canteen	1	2	1	4	7		1	1	2	5	1	3	2	6	7
Crew should always assist the passengers		1	1	2	4	2	2	3	7	19	2	3	4	9	10
Authorities should monitor/inspect the vessel		4		4	7							4		4	4
Full coordination of Authorities, PPA, MARINA % Coastguard		5	1	6	11							5	1	6	7
Change the folding beds to double-deck for a better space to move around		3	1	4	7		1		1	3		4	1	5	5
Limit the cargoes of the passengers		2	1	3	6							2	1	3	3
Put leisure facilities		1	1	2	4	1		1	2	5	1	1	2	4	4
Provide storage			1	1	2		1		1	3		1	1	2	2
Vessel must leave on time given			1	1	2								1	1	1
Maintain good condition of engine							1		1	3		1		1	1
Improve the vessel facilities							1		1	3		1		1	1
No answer/no comments/no suggestion	2	1		3	6	4	11	3	18	49	6	12	3	21	23
Total	6	35	13	54	100	8	21	8	37	100	14	56	21	91	100

TACLOBAN - BALANGIGA, SAMAR ROUTE

TABLE B.50
PURPOSE OF TRAVEL

	M/V SAN LORENZO (3rd Class Only)	
	NO. OF PASSENGERS	% SHARE
EMPLOYEE	1	5
BUSINESS	3	14
STUDENT	7	33
HOLIDAY/VACATION	3	14
OTHERS	6	29
NO ANSWER	1	5
TOTAL	21	100

TABLE B.51
FREQUENCY OF TAKING THIS PARTICULAR VOYAGE

	M/V SAN LORENZO (3rd Class Only)	
	NO. OF PASSENGERS	% SHARE
Once a month	4	19
3-4 times a month	3	14
Once a year	3	14
4-5 times a year	3	14
No Answer	8	38
Total	21	100

TABLE B.52
SERVICES ADEQUATE FOR DEMAND

	M/V SAN LORENZO (3rd Class Only)	
	NO. OF PASSENGERS	% SHARE
YES	11	52
NO	9	43
NO ANSWER	1	5
TOTAL	21	100

TABLE B.53
RELIABILITY OF SERVICE

	M/V SAN LORENZO (3rd Class Only)	
	NO. OF PASSENGERS	% SHARE
YES	12	57
NO	8	38
NO ANSWER	1	5
TOTAL	21	100

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TABLE B.54

GOOD SPACE RESERVATION

	M/V SAN LORENZO (3rd Class Only)	
	NO. OF PASSENGERS	% SHARE
YES	4	19
NO	15	71
NO ANSWER	2	10
TOTAL	21	100

TABLE B.55

GOOD BAGGAGE ACCOMMODATION/SECURITY

	M/V SAN LORENZO (3rd Class Only)	
	NO. OF PASSENGERS	% SHARE
YES	5	24
NO	12	57
NO ANSWER	4	19
TOTAL	21	100

TABLE B.56

ADEQUATE CONCERN FOR SAFETY

	M/V SAN LORENZO (3rd Class Only)	
	NO. OF PASSENGERS	% SHARE
YES	8	38
NO	8	38
NO ANSWER	5	24
TOTAL	21	100

TABLE B.57

ORGANIZED BOARDING PROCEDURE

	M/V SAN LORENZO (3rd Class Only)	
	NO. OF PASSENGERS	% SHARE
YES	5	24
NO	10	48
NO ANSWER	6	29
TOTAL	21	100

TABLE B.58

ACCOMMODATION STANDARDS

	M/V SAN LORENZO (3rd Class Only)	
	NO. OF PASSENGERS	% SHARE
FOOD/ CANTEEN		
UNACCEPTABLE	1	5
POOR	10	48
FAIR	6	29
NO ANSWER	4	19
TOTAL	21	100
TOILET FACILITIES		
POOR	5	24
FAIR	9	43
NO ANSWER	7	33
TOTAL	21	100
BEDDINGS/BLANKETS		
POOR	3	14
FAIR	10	48
NO ANSWER	8	38
TOTAL	21	100
LEISURE FACILITIES		
UNACCEPTABLE	1	5
POOR	3	14
FAIR	10	48
GOOD/EXCEL.	2	10
NO ANSWER	5	24
TOTAL	21	100
VENTILATION		
POOR	4	19
FAIR	2	10
GOOD/EXCEL.	2	10
NO ANSWER	13	62
TOTAL	21	100
CREW'S COURTESY/ASSISTANCE		
POOR	2	10
FAIR	3	14
GOOD/EXCEL.	2	10
NO ANSWER	14	67
TOTAL	21	100
DRINKING FOUNTAINS ETC.		
UNACCEPTABLE	1	5
POOR	4	19
FAIR	2	10
NO ANSWER	14	67
TOTAL	21	100
SPACE TO MOVE AROUND		
GOOD/EXCEL.	1	5
NO ANSWER	20	95
TOTAL	21	100

TABLE B.59

BAGGAGE CARRIED BY PASSENGERS

KIND OF BAGGAGE NO. OF BAGGAGE	M/V SAN LORENZO (3rd Class Only) NO. OF PASSENGERS	% SHARE
BOXES		
1 - 2	3	20
BAGS		
1 - 2	11	73
SACKS		
1 - 2	1	7
TOTAL		
1 - 2 Baggage	15	65
No Answer	8	35
TOTAL	23	100

TABLE B.60

WEIGIIT OF BAGGAGE AND EXTRA CIIARGES PAID

	M/V SAN LORENZO (3rd Class Only) NO. OF PASSENGERS	% SHARE
WEIGHT		
1-10 kilos	6	29
11-20 kilos	3	14
21-30 kilos	1	5
No Answer	11	52
Total	21	100
EXTRA CHARGES PAID		
No Answer	21	100
Total	21	100

TABLE B.61

ADEQUATE BAGGAGE STORAGE

	M/V SAN LORENZO (3rd Class Only) NO. OF PASSENGERS	% SHARE
YES	9	43
NO	4	19
NO ANSWER	8	38
TOTAL	21	100

TABLE B.62

IS BAGGAGE STORAGE SECURED

	M/V SAN LORENZO (3rd Class Only) NO. OF PASSENGERS	% SHARE
YES	6	29
NO	7	33
NO ANSWER	8	38
TOTAL	21	100

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TABLE B.63

CHANGE OF SERVICES OVER THE PAST TWO YEARS

	M/V SAN LORENZO (3rd Class Only)	
	NO. OF PASSENGERS	% SHARE
YES	4	19
NO	9	43
NO ANSWER	8	38
TOTAL	21	100

TABLE B.64

CONGESTED TRAVEL DURING PEAK SEASON BEEN A SERIOUS PROBLEM

	M/V SAN LORENZO (3rd Class Only)	
	NO. OF PASSENGERS	% SHARE
YES	13	62
NO ANSWER	8	38
TOTAL	21	100

TABLE B.65

PASSENGER SUGGESTIONS

	M/V SAN LORENZO (3rd Class Only)	
SUGGESTIONS	NO. OF PASSENGERS	% SHARE
Improve & maintain services of this vessel	2	10
Strictly impose the existing laws & regulations	1	5
Improve ventilation	1	5
Give corresponding penalties in every non-compliance	1	5
Authorities would monitor compliance of motor boat/banca operators in observance of public safety	1	5
Upgrade the vessel by maintaining cleanliness & provide proper comfort room	6	29
Additional ferry service that would offer good quality of service	2	10
Crew must assist the passengers on boarding the vessel	1	5
Provide a fix schedule	1	5
No further comments/suggestion	3	14
No answer	2	10
Total	21	100

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CATBALOGAN - CEBU ROUTE

TABLE B.66
PURPOSE OF TRAVEL

	M/V ELIZABETH LILY (3rd Class Only)	
	NO. OF PASSENGERS	% SHARE
Marketing of goods	1	4
Medical	2	8
Family affairs	4	16
Provincial fiestas	1	4
Vacation (non-student)	7	28
School break/holiday	3	12
Other travel purposes	7	28
Total	25	100

TABLE B.67
FREQUENCY OF TAKING THIS PARTICULAR VOYAGE

	M/V ELIZABETH LILY (3rd Class Only)	
	NO. OF PASSENGERS	% SHARE
Monthly	1	4
1-2 times a year	15	60
3-4 times a year	6	24
5-7 times a year	2	8
8-9 times a year	1	4
Total	25	100

TABLE B.68
CLEANLINESS OF SLEEPING/EATING AREA AT THE START OF THE VOYAGE

	M/V ELIZABETH LILY (3rd Class Only)	
	NO. OF PASSENGERS	% SHARE
Satisfactory	15	60
Not clean	10	40
Total	25	100

TABLE B.69
AIR COMFORT LEVEL OF SEATING/SLEEPING AREA

	M/V ELIZABETH LILY (3rd Class Only)	
	NO. OF PASSENGERS	% SHARE
Satisfactory	17	68
Not Comfortable	8	32
Total	25	100

TABLE B.70

CLEANLINESS AND MAINTENANCE OF TOILET AND WASHING FACILITIES DURING THE VOYAGE

	M/V ELIZABETH LILY (3rd Class Only)	
	NO. OF PASSENGERS	% SHARE
Satisfactory	14	56
Unsatisfactory	11	44
Total	25	100

TABLE B.71

ADEQUACY OF ON-BOARD DRINKING WATER AVAILABILITY

	M/V ELIZABETH LILY (3rd Class Only)	
	NO. OF PASSENGERS	% SHARE
Excellent	1	4
Satisfactory	17	68
Inadequate	7	28
Total	25	100

TABLE B.72

COMFORT AND CLEANLINESS OF EATING AREAS ON-BOARD

	M/V ELIZABETH LILY (3rd Class Only)	
	NO. OF PASSENGERS	% SHARE
Satisfactory	10	40
Not satisfactory	8	32
Unacceptable	7	28
Total	25	100

TABLE B.73

MEALS AND MEAL SERVICE ON BOARD

	M/V ELIZABETH LILY (3rd Class Only)	
	NO. OF PASSENGERS	% SHARE
Meals:		
Excellent	8	32
Satisfactory	7	28
Unsatisfactory	10	40
Total	25	100
Meal Service:		
Excellent	8	32
Satisfactory	6	24
Unsatisfactory	11	44
Total	25	100

TABLE B.74

VESSEL OPEN AREAS FOR PASSENGER

	M/V ELIZABETH LILY (3rd Class Only)	
	NO. OF PASSENGERS	% SHARE
Satisfactory	15	60
Inadequate	10	40
Total	25	100

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TABLE B.75

WAITING AREA BEFORE BOARDING, IN TERMS OF COMFORT & CLEANLINESS

	M/V ELIZABETH LILY (3rd Class Only)	
	NO. OF PASSENGERS	% SHARE
Satisfactory	14	56
Unsatisfactory	5	20
Unacceptable	6	24
Total	25	100

TABLE B.76

BOARDING PROCESS

	M/V ELIZABETH LILY (3rd Class Only)	
	NO. OF PASSENGERS	% SHARE
Satisfactory	19	76
Unsatisfactory	6	24
Total	25	100

TABLE B.77

BAGGAGE SECURITY ON BOARD THE VESSEL

	M/V ELIZABETH LILY (3rd Class Only)	
	NO. OF PASSENGERS	% SHARE
Fair (but psngrs. need pay close attention to their baggage	19	76
Poor (security inadequate, and losses occur)	6	24
Total	25	100

TABLE B.78

ANY BAGGAGE LOSSES FOR THIS ROUTE

	M/V ELIZABETH LILY (3rd Class Only)	
	NO. OF PASSENGERS	% SHARE
Baggage are safe	1	4
Never been experienced	20	80
No comments/no answer	4	16
Total	25	100

TABLE B.79

SHIPPING LINES RESERVATION SYSTEM IN REGARD TO CONVENIENCE & SECURITY OF BOOKING

	M/V ELIZABETH LILY (3rd Class Only)	
	NO. OF PASSENGERS	% SHARE
Convenience of Booking :		
Satisfactory	25	100
Total	25	100
Security of Booking :		
Satisfactory	25	100
Total	25	100

TABLE B.80

BUMPED AFTER HAVING RESERVATION WITH THIS SHIPPING LINE ON THIS ROUTE, DURING 1991, 1992 & 1993

	M/V ELIZABETH LILY (3rd Class Only)	
	NO. OF PASSENGERS	% SHARE
Not yet experienced	25	100
Total	25	100

TABLE B.81

RATING OF MANAGEMENT AND STAFF

	M/V ELIZABETH LILY (3rd Class Only)	
	NO. OF PASSENGERS	% SHARE
Management Attitude of Service Quality :		
Satisfactory	24	96
Variable/Poor	1	4
Total	25	100
Land Based Staff Attitude to Passenger & Efficiency :		
Satisfactory	25	100
Total	25	100
Vessel Crew Attitude to Passenger Attitude & Efficiency :		
Excellent	2	8
Satisfactory	23	92
Total	25	100

TABLE B.82

RATING OF SERVICE SCHEDULE, ADHERENCE AND SPEED

	M/V ELIZABETH LILY (3rd Class Only)	
	NO. OF PASSENGERS	% SHARE
Sufficient and Convenient :		
Excellent	6	24
Generally good	16	64
Fair/Poor	2	8
Don't have view	1	4
Total	25	100
Adherence to Schedule/Reliability:		
Excellent	1	4
Generally good	17	68
Fair/Poor	5	20
Don't have view	2	8
Total	25	100
Service Speed:		
Excellent	1	4
Satisfactory	22	88
Slow	2	8
Total	25	100

TABLE B.83

CHANGE OF SERVICES OVER THE PAST TWO YEARS

	M/V ELIZABETH LILY (3rd Class Only)	
	NO. OF PASSENGERS	% SHARE
Have not travelled this route before	1	4
Slight improvement on services	17	68
Service standards have not changed	2	8
Services are less good now	2	8
Cannot estimate change	3	12
Total	25	100

CALBAYOG, SAMAR - CEBU ROUTE

TABLE B.84

PURPOSE OF TRAVEL

	M/V DON MARTIN 6 (Only Vessel Surveyed)			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
EMPLOYEE	1	2	3	8
BUSINESS	1	4	5	13
STUDENT	2	5	7	18
HOLIDAY/VACATION		20	20	51
OTHERS	1	3	4	10
TOTAL	5	34	39	100

TABLE B.85

FREQUENCY OF TAKING THIS PARTICULAR VOYAGE

	M/V DON MARTIN 6 (Only Vessel Surveyed)			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Once a month	2	9	11	28
2-4 times a month		10	10	26
Once a year	2	2	4	10
2-4 times a year	1	2	3	8
No answer		11	11	28
Total	5	34	39	100

TABLE B.86

SERVICES ADEQUATE FOR DEMAND

	M/V DON MARTIN 6 (Only Vessel Surveyed)			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	5	34	39	100
TOTAL	5	34	39	100

TABLE B.87

RELIABILITY OF SERVICE

	M/V DON MARTIN 6 (Only Vessel Surveyed)			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	5	33	38	97
NO		1	1	3
TOTAL	5	34	39	100

TABLE B.88

GOOD SPACE RESERVATION

	M/V DON MARTIN 6 (Only Vessel Surveyed)			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	5	27	32	82
NO		7	7	18
TOTAL	5	34	39	100

TABLE B.89

GOOD BAGGAGE ACCOMMODATION/SECURITY

	M/V DON MARTIN 6 (Only Vessel Surveyed)			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	5	17	22	56
NO		7	7	18
NO ANSWER		10	10	26
TOTAL	5	34	39	100

TABLE B.90

ADEQUATE CONCERN FOR SAFETY

	M/V DON MARTIN 6 (Only Vessel Surveyed)			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	3	24	27	69
NO	2		2	5
NO ANSWER		10	10	26
TOTAL	5	34	39	100

TABLE B.91

ORGANIZED BOARDING PROCEDURE

	M/V DON MARTIN 6 (Only Vessel Surveyed)			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	4	24	28	72
NO	1		1	3
NO ANSWER		10	10	26
TOTAL	5	34	39	100

TABLE B.92

ACCOMMODATION STANDARDS

	M/V DON MARTIN 6 (Only Vessel Surveyed)			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
FOOD/CANTEEN				
POOR		4	4	10
FAIR	5	30	35	90
TOTAL	5	34	39	100
TOILET FACILITIES				
POOR		11	11	28
FAIR	5	23	28	72
TOTAL	5	34	39	100
BEDDINGS/BLANKETS				
POOR		9	9	23
FAIR	2	18	20	51
NO ANSWER	3	7	10	26
TOTAL	5	34	39	100
LEISURE FACILITIES				
POOR	4	10	14	36
FAIR	1	22	23	59
NO ANSWER		2	2	5
TOTAL	5	34	39	100
VENTILATION				
POOR		1	1	3
FAIR	5	32	37	95
NO ANSWER		1	1	3
TOTAL	5	34	39	100
CREW'S COURTESY/ASSISTANCE				
FAIR	5	34	39	100
TOTAL	5	34	39	100
DRINKING FOUNTAINS ETC.				
POOR		6	6	15
FAIR	5	28	33	85
TOTAL	5	34	39	100
SPACE TO MOVE AROUND				
POOR		9	9	23
FAIR	5	25	30	77
TOTAL	5	34	39	100

TABLE B.93

BAGGAGE CARRIED BY PASSENGERS

	M/V DON MARTIN 6 (Only Vessel Surveyed)			
KIND OF BAGGAGE NO. OF BAGGAGE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
BOXES				
1-2	1	4	5	17
3-4		2	2	22
BAGS				
1-2	4	20	24	80
3-4		7	7	78
SACKS				
1-2		1	1	3
TOTAL				
1-2 Baggage	5	25	30	71
3-4 Baggage		9	9	21
NO ANSWER		3	3	7
TOTAL	5	37	42	100

TABLE B.94

WEIGHT OF BAGGAGE AND EXTRA CHARGES PAID

	M/V DON MARTIN 6 (Only Vessel Surveyed)			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
WEIGHT				
1-10 kilos	5	7	12	31
11-20 kilos		10	10	26
40-50 kilos		1	1	3
No Answer		16	16	41
Total	5	34	39	100
EXTRA CHARGES PAID				
None	5	17	22	56
No Answer		17	17	44
Total	5	34	39	100

TABLE B.95

ADEQUATE BAGGAGE STORAGE

	M/V DON MARTIN 6 (Only Vessel Surveyed)			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	5	22	27	69
NO		11	11	28
NO ANSWER		1	1	3
TOTAL	5	34	39	100

TABLE B.96

IS BAGGAGE STORAGE SECURED

	M/V DON MARTIN 6 (Only Vessel Surveyed)			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	4	13	17	44
NO	1	21	22	56
TOTAL	5	34	39	100

TABLE B.97

CHANGE OF SERVICES OVER THE PAST TWO YEARS

	M/V DON MARTIN 6 (Only Vessel Surveyed)			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	2	5	7	18
NO	3	29	32	82
TOTAL	5	34	39	100

TABLE B.98

CONGESTED TRAVEL DURING PEAK SEASON BEEN A SERIOUS PROBLEM

	M/V DON MARTIN 6 (Only Vessel Surveyed)			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	5	25	30	77
NO		9	9	23
TOTAL	5	34	39	100

TABLE B.99

PASSENGER SUGGESTIONS

	M/V DON MARTIN 6 (Only Vessel Surveyed)			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Additional vessel for this route		8	8	21
Don't agree with 20% increase		1	1	3
Discount of fares for students		3	3	8
Lower the fare		4	4	10
Vendors should not be allowed inside the vessel		1	1	3
No ans./no comments/suggestions	5	17	22	56
Total	5	34	39	100

CABALIAN, SAMAR - CEBU ROUTE

TABLE B.100

PURPOSE OF TRAVEL

	M/V GUIUAN (Only Vessel Surveyed)			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Marketing of goods	3	4	7	12
Medical	3		3	5
Family affairs	5	2	7	12
School break/holiday	1	1	2	3
Provincial fiestas	4	3	7	12
Vacation (non-student)	5	6	11	18
Employment change	1	3	4	7
Other business related	3	7	10	17
Other travel purposes	4	5	9	15
Total	29	31	60	100

TABLE B.101

FREQUENCY OF TAKING THIS PARTICULAR VOYAGE

	M/V GUIUAN (Only Vessel Surveyed)			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
1-2 times a year	17	12	29	48
3-4 times a year	6	5	11	18
5-7 times a year	1	1	2	3
8-9 times a year	1	2	3	5
12 times a year	3	2	5	8
17times a year		1	1	2
24-26 times a year	1	4	5	8
36-52 times a year		4	4	7
Total	29	31	60	100

TABLE B.102

CLEANLINESS OF YOUR SEATING/SLEEPING AREA AT THE START OF THE VOYAGE

	M/V GUIUAN (Only Vessel Surveyed)			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Satisfactory	29	25	54	90
Not clean		6	6	10
Total	29	31	60	100

TABLE B.103

AIR COMFORT LEVEL OF SEATING/SLEEPING AREA

	M/V GUIUAN (Only Vessel Surveyed)			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Satisfactory	29	24	53	88
Not clean		6	6	10
Unacceptable		1	1	2
Total	29	31	60	100

TABLE B.104

CLEANLINESS AND MAINTENANCE OF TOILET AND WASHING FACILITIES DURING THE VOYAGE

	M/V GUIUAN (Only Vessel Surveyed)			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Clean and well maintained	2	3	5	8
Satisfactory	19	13	32	53
Unsatisfactory	8	15	23	38
Total	29	31	60	100

TABLE B.105

ADEQUACY OF ON-BOARD DRINKING WATER AVAILABILITY

	M/V GUIUAN (Only Vessel Surveyed)			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Satisfactory	16	14	30	50
Inadequate	9	13	22	37
Unacceptable		2	2	3
Do not drink water	4	2	6	10
Total	29	31	60	100

TABLE B.106

COMFORT AND CLEANLIN S OF EATING AREAS ON BOARD

	M/V GUIUAN (Only Vessel Surveyed)			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Satisfactory	17	11	28	47
Not satisfactory	4	2	6	10
Unacceptable	1	1	2	3
No answer	7	17	24	40
Total	29	31	60	100

TABLE B.107

MEALS AND MEAL SERVICE ON BOARD

	M/V GUIUAN (Only Vessel Surveyed)			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Meals:				
Satisfactory	9	5	14	23
Unsatisfactory	11	3	14	23
No answer	9	23	32	53
Total	29	31	60	100
Meal-Service				
Satisfactory	11	5	16	27
Unsatisfactory	9	2	11	18
Unacceptable		1	1	2
No answer	9	23	32	53
Total	29	31	60	100

TABLE B.108

VESSEL OPEN AREAS FOR PASSENGERS

	M/V GUIUAN (Only Vessel Surveyed)			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Excellent	1		1	2
Satisfactory	28	26	54	90
Inadequate		5	5	8
Total	29	31	60	100

TABLE 109

WAITING AREA BEFORE BOARDING, IN TERMS OF COMFORT AND CLEANLINESS

	M/V GUIUAN (Only Vessel Surveyed)			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Satisfactory	21	22	43	72
Unsatisfactory		7	7	12
Unacceptable	8	2	10	17
Total	29	31	60	100

TABLE B.110

BOARDING PROCESS

	M/V GUIUAN (Only Vessel Surveyed)			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Made very easy & safe, with avoidance of discomfort	4	5	9	15
Satisfactory	23	17	40	67
Unsatisfactory	2	9	11	18
Total	29	31	60	100

TABLE B.111

BAGGAGE SECURITY ON BOARD THE VESSEL

	M/V GUIUAN (Only Vessel Surveyed)			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Excellent (baggage securely stowed, and loss/theft rare unlikely)	4		4	7
Fair (but psngrs. need pay close attention to their baggage)	24	29	53	88
Baggage security is a seriuos problem with frequent losses/thefts		2	2	3
No Answer	1		1	2
Total	29	31	60	100

TABLE B.112

ANY BAGGAGE LOSSES FOR THIS ROUTE

	M/V GUIUAN (Only Vessel Surveyed)			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Never encounter (use to be careful/ baggage are safe)	25	28	53	88
Wallet/bags		2	2	3
Can't remember		1	1	2
No answer	4		4	7
Total	29	31	60	100

TABLE B.113

SHIPPING LINES RESERVATION SYSTEM IN REGARD TO CONVENIENCE & SECURITY OF BOOKING

	M/V GUIUAN (Only Vessel Surveyed)			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Convenience of booking:				
Excellent		1	1	2
Satisfactory	27	27	54	90
Difficult	1	3	4	7
No answer	1		1	2
Total	29	31	60	100
Security of booking:				
Excellent		1	1	2
Satisfactory	27	25	52	87
Uncertain	1	5	6	10
No answer	1		1	2
Total	29	31	60	100

TABLE B.114

BUMPED AFTER HAVING RESERVATION WITH THIS SHIPPING LINE ON THIS ROUTE, DURING 1991, 1992 & 1993

	M/V GUIUAN (Only Vessel Surveyed)			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
No yet happened/experienced	28	28	56	93
No answer	1	3	4	7
Total	29	31	60	100

TABLE B.115

RATING OF MANAGEMENT AND STAFF

	M/V GUIUAN (Only Vessel Surveyed)			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Management attitude of service quality:				
Excellent	2	2	4	7
Satisfactory	26	27	53	88
Unacceptable		2	2	3
No answer	1		1	2
Total	29	31	60	100
Land based staff attitude to passenger & efficiency:				
Excellent	5		5	8
Satisfactory	23	31	54	90
No answer	1		1	2
Total	29	31	60	100
Vessel crew attitude to passenger attitude & efficiency:				
Excellent	4		4	7
Satisfactory	24	27	51	85
Variable/Poor		4	4	7
No answer	1		1	2
Total	29	31	60	100

TABLE B.116

RATING OF SERVICE SCHEDULE, ADHERENCE & SPEED

	M/V GUIUAN (Only Vessel Surveyed)			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Sufficient and convenient :				
Generally good	17	14	31	52
Fair/Poor		11	11	18
Very poor/bad		4	4	7
No Answer	9	2	11	18
Don't have view	3		3	5
Total	29	31	60	100
Adherence to schedule/reliability				
Generally good	22	16	38	63
Fair/Poor	3	6	9	15
Very poor/bad		4	4	7
Don't have view	3	4	7	12
No Answer	1	1	2	3
Total	29	31	60	100
Service Speed				
Fast		3	3	5
Satisfactory	23	17	40	67
Very slow		3	3	5
Slow	1	4	5	8
Don't have view	4	4	8	13
No answer	1		1	2
Total	29	31	60	100

TABLE B.117

CHANGE OF SERVICES OVER THE PAST TWO YEARS

	M/V GUIUAN (Only Vessel Surveyed)			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Have not travelled this route before	1	1	2	3
Services have considerably improved	3	2	5	8
Slight improvement on services	10	7	17	28
Services standards have not changed	9	12	21	35
Service are less good now		1	1	2
Cannot estimate change	5	8	13	22
No answer	1		1	2
Total	29	31	60	100

BAYBAY, LEYTE - CEBU ROUTE

TABLE B.118

PURPOSE OF TRAVEL

	M/V PINK ROSE (Only Vessel Surveyed)				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Marketing of goods		3		3	9
Medical		1		1	3
Family affairs		4	1	5	15
Provincial fiestas	2		1	3	9
Vacation (non-student)		5	2	7	21
Employment change		2		2	6
Other business related	3	3	2	8	24
Other travel purposes		5		5	15
Total	5	23	6	34	100

TABLE B.119

FREQUENCY OF TAKING THIS PARTICULAR VOYAGE

	M/V PINK ROSE (Only Vessel Surveyed)				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
1-2 times a year	2	14	3	19	56
3-7 times a year	1	5	1	7	21
8-12 times a year	1	1	1	3	9
19-24 times a year		3	1	4	12
36 times a year	1			1	3
Total	5	23	6	34	100

TABLE B.120

CLEANLINESS OF YOUR SEATING/SLEEPING AREA AT THE START OF THE VOYAGE

	M/V PINK ROSE (Only Vessel Surveyed)				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Satisfactory	5	18		23	68
Not clean		5	6	11	32
Total	5	23	6	34	100

TABLE B.121

AIR COMFORT LEVEL OF SEATING/SLEEPING AREA

	M/V PINK ROSE (Only Vessel Surveyed)				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Satisfactory	5	19		24	71
Not comfortable		4	6	10	29
Total	5	23	6	34	100

TABLE B.122

CLEANLINESS AND MAINTENANCE OF TOILET AND WASHING FACILITIES DURING THE VOYAGE

	M/V PINK ROSE (Only Vessel Surveyed)				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Satisfactory	4	16		20	59
Unsatisfactory	1	6	6	13	38
Unacceptable		1		1	3
Total	5	23	6	34	100

TABLE B.123

ADEQUACY OF ON-BOARD DRINKING WATER AVAILABILITY

	M/V PINK ROSE (Only Vessel Surveyed)				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Satisfactory		14		14	41
Inadequate	4	7	6	17	50
Do not drink water	1	2		3	9
Total	5	23	6	34	100

TABLE B.124

COMFORT & CLEANLINESS OF EATING AREAS ON BOARD

	M/V PINK ROSE (Only Vessel Surveyed)				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Satisfactory	2	15	1	18	53
Not satisfactory		5	5	10	29
Unacceptable	3	2		5	15
No answer		1		1	3
Total	5	23	6	34	100

TABLE B.125

MEALS AND MEAL SERVICE ON BOARD

	M/V PINK ROSE (Only Vessel Surveyed)				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Meals:					
Satisfactory	3	4	1	8	24
Unsatisfactory		5	5	10	29
No answer	2	14		16	47
Total	5	23	6	34	100
Meal-Service					
Satisfactory	3	5	6	14	41
Unsatisfactory		5		5	15
No answer	2	13		15	44
Total	5	23	6	34	100

TABLE B.126

VESSEL OPEN AREAS FOR PASSENGERS

	M/V PINK ROSE (Only Vessel Surveyed)				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Satisfactory	4	18		22	65
Inadequate	1	4	6	11	32
Unacceptable		1		1	3
Total	5	23	6	34	100

TABLE B.127

WAITING AREA BEFORE BOARDING, IN TERMS OF COMFORT AND CLEANLINESS

	M/V PINK ROSE (Only Vessel Surveyed)				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Satisfactory	2	15	1	18	53
Unsatisfactory	1	5	5	11	32
Unacceptable	2	3		5	15
Total	5	23	6	34	100

TABLE B.128

BOARDING PROCESS

	M/V PINK ROSE (Only Vessel Surveyed)				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Satisfactory	5	19		24	71
Unsatisfactory		4	6	10	29
Total	5	23	6	34	100

TABLE B.129

BAGGAGE SECURITY ON BOARD THE VESSEL

	M/V PINK ROSE (Only Vessel Surveyed)				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Excellent (baggage securely stowed, and loss/theft rare unlikely)		1		1	3
Fair (but pangrs. need pay close attention to their baggage)	5	15	1	21	62
Poor (security inadequate, and losses occur)		3	5	8	24
Baggage security is a serious problem with frequent losses/ thefts		4		4	12
Total	5	23	6	34	100

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TABLE B.130

ANY BAGGAGE LOSSES FOR THIS ROUTE

	M/V PINK ROSE (Only Vessel Surveyed)				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Never encounter	2	2		4	12
No answer	3	21	6	30	88
Total	5	23	6	34	100

TABLE B.131

SHIPPING LINES RESERVATION SYSTEM IN REGARD TO CONVENIENCE & SECURITY OF BOOKING

	M/V PINK ROSE (Only Vessel Surveyed)				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Convenience of booking:					
Satisfactory	5	22	6	33	97
No answer		1		1	3
Total	5	23	6	34	100
Security of booking:					
Satisfactory	5	23	6	34	100
Total	5	23	6	34	100

TABLE B.132

BUMPED AFTER HAVING RESERVATION WITH THIS SHIPPING LINE ON THIS ROUTE, DURING 1991, 1992 & 1993

	M/V PINK ROSE (Only Vessel Surveyed)				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
No yet happened/experienced	3	1		4	12
No answer	2	22	6	30	88
Total	5	23	6	34	100

TABLE B.133

RATING OF MANAGEMENT AND STAFF

	M/V PINK ROSE (Only Vessel Surveyed)				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Management attitude of service quality:					
Excellent		11		11	32
Satisfactory	5	12	6	23	68
Total	5	23	6	34	100
Land based staff attitude to passenger & efficiency:					
Excellent		10		10	29
Satisfactory	5	13	6	24	71
Total	5	23	6	34	100
Vessel crew attitude to passenger attitude & efficiency:					
Excellent		12		12	35
Satisfactory	5	11	6	22	65
Total	5	23	6	34	100

TABLE B.134

RATING OF SERVICE SCHEDULE, ADHERENCE & SPEED

	M/V PINK ROSE (Only Vessel Surveyed)				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Sufficient and convenient :					
Generally good	4	6		10	29
Fair/Poor	1	13	5	19	56
Very poor/bad			1	1	3
Don't have view		4		4	12
Total	5	23	6	34	100
Adherence to schedule/reliability					
Generally good	5	8		13	38
Fair/Poor		5	6	11	32
Very poor/bad		1		1	3
Don't have view		9		9	26
Total	5	23	6	34	100
Service Speed					
Satisfactory	5	21	5	31	91
Very slow			1	1	3
Don't have view		2		2	6
Total	5	23	6	34	100

TABLE B.135

CHANGE OF SERVICES OVER THE PAST TWO YEARS

	M/V PINK ROSE (Only Vessel Surveyed)				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Have not travelled this route before	1	1		2	6
Services have considerably improved	1	2		3	9
Slight improvement on services		3	3	6	18
Services standards have not changed	3	11	3	17	50
Cannot estimate change		6		6	18
Total	5	23	6	34	100

BATO, LEYTE - CEBU ROUTE

TABLE B.136

PURPOSE OF TRAVEL

	M/V SOUTH PACIFIC (Only vessel Surveyed)				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
EMPLOYEE	1	1	2	4	11
BUSINESS	2	1	3	6	16
STUDENT		1	4	5	13
HOLIDAY/VACATION	4	2	14	20	53
OTHERS		1	2	3	8
TOTAL	7	6	25	38	100

TABLE B.137

FREQUENCY OF TAKING THIS PARTICULAR VOYAGE

	M/V SOUTH PACIFIC (Only vessel Surveyed)				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Daily			1	1	3
1-3 times a week			5	5	13
1-3 times a month	3	3	10	16	42
Once a year		2	5	7	18
1- 2 times a year	4		3	7	18
4 times a year		1		1	3
No Answer			1	1	3
Total	7	6	25	38	100

TABLE B.138

SERVICES ADEQUATE FOR DEMAND

	M/V SOUTH PACIFIC (Only vessel Surveyed)				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	7	6	25	38	100
TOTAL	7	6	25	38	100

TABLE B.139

RELIABILITY OF SERVICE

	M/V SOUTH PACIFIC (Only vessel Surveyed)				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	7	6	24	37	97
NO			1	1	3
TOTAL	7	6	25	38	100

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TABLE B.140

GOOD SPACE RESERVATION

	M/V SOUTH PACIFIC (Only vessel Surveyed)				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	1	6	24	31	82
NO	5		1	6	16
NO ANSWER	1			1	3
TOTAL	7	6	25	38	100

TABLE B.141

GOOD BAGGAGE ACCOMMODATION/SECURITY

	M/V SOUTH PACIFIC (Only vessel Surveyed)				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	1	6	24	31	82
NO	5		1	6	16
NO ANSWER	1			1	3
TOTAL	7	6	25	38	100

TABLE B.142

ADEQUATE CONCERN FOR SAFETY

	M/V SOUTH PACIFIC (Only vessel Surveyed)				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	6	6	15	27	71
NO ANSWER	1		10	11	29
TOTAL	7	6	25	38	100

TABLE B.143

ORGANIZED BOARDING PROCEDURE

	M/V SOUTH PACIFIC (Only vessel Surveyed)				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	4	6	15	25	66
NO	3			3	8
NO ANSWER			10	10	26
TOTAL	7	6	25	38	100

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TABLE B.144

ACCOMMODATION STANDARDS

	M/V SOUTH PACIFIC (Only vessel Surveyed)				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
FOOD/ CANTEEN					
FAIR	7	6	25	38	100
TOTAL	7	6	25	38	100
TOILET FACILITIES					
POOR		1	7	8	21
FAIR	7	5	18	30	79
TOTAL	7	6	25	38	100
BEDDINGS/BLANKETS					
POOR		1	5	6	16
FAIR	7	5	20	32	84
TOTAL	7	6	25	38	100
LEISURE FACILITIES					
POOR			1	1	3
FAIR	7	6	22	35	92
NO ANSWER			2	2	5
TOTAL	7	6	25	38	100
VENTILATION					
POOR			1	1	3
FAIR	7	6	24	37	97
TOTAL	7	6	25	38	100
CREW'S COURTESY/ASSISTANCE					
POOR	2			2	5
FAIR	5	6	25	36	95
TOTAL	7	6	25	38	100
DRINKING FOUNTAINS ETC.					
POOR	5	1	6	12	32
FAIR	2	5	19	26	68
TOTAL	7	6	25	38	100
SPACE TO MOVE AROUND					
POOR	6		4	10	26
FAIR	1	6	21	28	74
TOTAL	7	6	25	38	100

TABLE B.145

BAGGAGE CARRIED BY PASSENGERS

	M/V SOUTH PACIFIC (Only vessel Surveyed)				
KIND OF BAGGAGE NO. OF BAGGAGE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
BOXES					
1 - 2	1		6	7	20
3 - 4	2			2	40
BAGS					
1 - 2	6	5	14	25	71
3 - 4	1	1	1	3	60
5 - Above			1	1	100
SACKS					
1 - 2			3	3	9
TOTAL					
1 - 2 Baggage	7	5	23	35	85
3 - 4 Baggage	3	1	1	5	12
5 - Above baggage			1	1	2
TOTAL	10	6	25	41	100

TABLE B.146

WEIGHT OF BAGGAGE AND EXTRA CHARGES PAID

	M/V SOUTH PACIFIC (Only vessel Surveyed)				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
WEIGHT					
1-10 kilos	3	1	10	14	37
11-20 kilos	4	1	6	11	29
21-30 kilos		1	3	4	11
41-50 kilos above		1	1	2	5
No Answer		2	5	7	18
TOTAL	7	6	25	38	100
EXTRA CHARGES PAID					
None	3	4	12	19	50
No Answer	4	2	13	19	50
TOTAL	7	6	25	38	100

TABLE B.147

ADEQUATE BAGGAGE STORAGE

	M/V SOUTH PACIFIC (Only vessel Surveyed)				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES		2	13	15	39
NO	7	4	10	21	55
NO ANSWER			2	2	5
TOTAL	7	6	25	38	100

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TABLE B.148

IS BAGGAGE STORAGE SECURED

	M/V SOUTH PACIFIC (Only vessel Surveyed)				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES		2	13	15	39
NO	7	4	10	21	55
NO ANSWER			2	2	5
TOTAL	7	6	25	38	100

TABLE B.149

CHANGE OF SERVICES OVER THE PAST TWO YEARS

	M/V SOUTH PACIFIC (Only vessel Surveyed)				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	1	1	3	5	13
NO	6	5	22	33	87
TOTAL	7	6	25	38	100

TABLE B.150

CONGESTED TRAVEL DURING PEAK SEASON BEEN A SERIOUS PROBLEM

	M/V SOUTH PACIFIC (Only vessel Surveyed)				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	7	6	17	30	79
NO			8	8	21
TOTAL	7	6	25	38	100

TABLE B.151

PASSENGER SUGGESTIONS

	M/V SOUTH PACIFIC (Only vessel Surveyed)				
SUGGESTIONS	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Vendors should not be allowed			5	5	13
Provide additional vessel	3			3	8
Crew must be courteous	1			1	3
Maintain the cleanliness of the toilet			1	1	3
Reduce the prices of goods sold			2	2	5
Improve drinking facilities			1	1	3
Does not agree with the 20% increase of fare			1	1	3
Provide beddings			1	1	3
No answer	3	6	14	23	61
Total	7	6	25	38	100

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HILONGOS - CEBU ROUTE (A)

TABLE B.152
PURPOSE OF TRAVEL

	M/V GLORIA 2					M/V QUEEN BELINDA				TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Marketing of goods		1	1	2	6		2	2	8		1	3	4	7
Medical						2	1	3	13		2	1	3	5
Family affairs	1	3	1	5	15	1		1	4	1	4	1	6	10
Provincial fiestas			1	1	3							1	1	2
Vacation (non-student)	1	2	7	10	29	4	5	9	38	1	6	12	19	33
Employment change		2		2	6	1		1	4		3		3	5
Other business related		6	2	8	24	1	3	4	17		7	5	12	21
Buying/Shopping							1	1	4			1	1	2
Other travel purposes		4	2	6	18	3		3	13		7	2	9	16
Total	2	18	14	34	100	12	12	24	100	2	30	26	58	100

TABLE B.153
FREQUENCY OF TAKING THIS PARTICULAR VOYAGE

	M/V GLORIA 2					M/V QUEEN BELINDA				TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
1-4 times a year	2	12	11	25	74	8	7	15	63	2	20	18	40	69
5-12 times a year		6	2	8	24	4	1	5	21		10	3	13	22
19-24 times a year							3	3	13			3	3	5
3-4 times a month			1	1	3		1	1	4			2	2	3
Total	2	18	14	34	100	12	12	24	100	2	30	26	58	100

TABLE B.154
CLEANLINESS OF YOUR SEATING/SLEEPING AREA AT THE START OF THE VOYAGE

	M/V GLORIA 2					M/V QUEEN BELINDA				TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Very clean														
Satisfactory	2	18	14	34	100	7	8	15	63	2	25	22	49	84
Not clean						5	4	9	38		5	4	9	16
Unacceptable														
Total	2	18	14	34	100	12	12	24	100	2	30	26	58	100

TABLE B.155

AIR COMFORT LEVEL OF SEATING/SLEEPING AREA

	M/V GLORIA 2					M/V QUEEN BELINDA				TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Satisfactory	2	18	13	33	97	7	7	14	58	2	25	20	47	81
Not comfortable			1	1	3	5	5	10	42		5	6	11	19
Total	2	18	14	34	100	12	12	24	100	2	30	26	58	100

TABLE B.156

CLEANLINESS AND MAINTENANCE OF TOILET AND WASHING FACILITIES DURING THE VOYAGE

	M/V GLORIA 2					M/V QUEEN BELINDA				TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Satisfactory	2	18	7	27	79	6	7	13	54	2	24	14	40	69
Unsatisfactory			6	6	18	6	5	11	46		6	11	17	29
Unacceptable			1	1	3							1	1	2
Total	2	18	14	34	100	12	12	24	100	2	30	26	58	100

TABLE B.157

ADEQUACY OF ON-BOARD DRINKING WATER AVAILABILITY

	M/V GLORIA 2					M/V QUEEN BELINDA				TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Satisfactory	2	14	6	22	65	2	3	5	21	2	16	9	27	47
Inadequate		4	4	8	24	9	7	16	67		13	11	24	41
Unacceptable			4	4	12							4	4	7
Do not drink water						1	2	3	13		1	2	3	5
Total	2	18	14	34	100	12	12	24	100	2	30	26	58	100

TABLE B.158

COMFORT AND CLEANLINESS OF EATING AREAS ON BOARD

	M/V GLORIA 2					M/V QUEEN BELINDA				TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Satisfactory	2	18	14	34	100	8	5	13	54	2	26	19	47	81
Not satisfactory						3	4	7	29		3	4	7	12
Unacceptable						1	3	4	17		1	3	4	7
Total	2	18	14	34	100	12	12	24	100	2	30	26	58	100

TABLE B.159

MEALS AND MEAL SERVICE ON BOARD

	M/V GLORIA 2					M/V QUEEN BELINDA				TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Meals:														
Excellent						2	5	7	29		2	5	7	12
Satisfactory	2	15	13	30	88	8	4	12	50	2	23	17	42	72
Unsatisfactory						2		2	8		2		2	3
Unacceptable		3	1	4	12		3	3	13		3	4	7	12
Total	2	18	14	34	100	12	12	24	100	2	30	26	58	100
Meal-Service														
Excellent						2	5	7	29		2	5	7	12
Satisfactory	2	15	13	30	88	8	4	12	50	2	23	17	42	72
Unsatisfactory						2		2	8		2		2	3
Unacceptable		3	1	4	12		3	3	13		3	4	7	12
Total	2	18	14	34	100	12	12	24	100	2	30	26	58	100

TABLE B.160

VESSEL OPEN AREAS FOR PASSENGERS

	M/V GLORIA 2					M/V QUEEN BELINDA				TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Excellent		7		7	21						7		7	12
Satisfactory	2	9	4	15	44	8	7	15	63	2	17	11	30	52
Inadequate		2	10	12	35						2	10	12	21
Unacceptable						4	5	9	38		4	5	9	16
Total	2	18	14	34	100	12	12	24	100	2	30	26	58	100

TABLE B.161

WAITING AREA BEFORE BOARDING, IN TERMS OF COMFORT AND CLEANLINESS

	M/V GLORIA 2					M/V QUEEN BELINDA				TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Excellent		7		7	21						7		7	12
Satisfactory	2	10	3	15	44	9	5	14	58	2	19	8	29	50
Unsatisfactory		1	6	7	21	1	3	4	17		2	9	11	19
Unacceptable			5	5	15	2	4	6	25		2	9	11	19
Total	2	18	14	34	100	12	12	24	100	2	30	26	58	100

TABLE B.162

OARDING PROCESS

	M/V GLORIA 2					M/V QUEEN BELINDA				TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Made very easy & safe, with avoidance of discomfort		9		9	26						9		9	16
Satisfactory	2	9	12	23	68	11	8	19	79	2	20	20	42	72
Unsatisfactory			2	2	6	1	4	5	21		1	6	7	12
Chaotic														
Total	2	18	14	34	100	12	12	24	100	2	30	26	58	100

TABLE B.163

BAGGAGE SECURITY ON BOARD THE VESSEL

	M/V GLORIA 2					M/V QUEEN BELINDA				TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Fair (but psngrs. need pay close attention to their baggage)	2	12	13	27	79	12	10	22	92	2	24	23	49	84
Poor (security inadequate, and losses occur)							1	1	4			1	1	2
Baggage security is a serious problem with frequent losses/thefts		6	1	7	21		1	1	4		6	2	8	14
Total	2	18	14	34	100	12	12	24	100	2	30	26	58	100

TABLE B.164

ANY BAGGAGE LOSSES FOR THIS ROUTE

	M/V GLORIA 2					M/V QUEEN BELINDA				TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
None						2		2	8		2		2	3
No answer	2	18	14	34	100	10	12	22	92	2	28	26	56	97
Total	2	18	14	34	100	12	12	24	100	2	30	26	58	100

TABLE B.165

SHIPPING LINES RESERVATION SYSTEM
IN REGARD TO CONVENIENCE & SECURITY OF BOOKING

	M/V GLORIA 2					M/V QUEEN BELINDA				TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Convenience of booking:														
Excellent						3		3	13		3		3	5
Satisfactory	2	18	14	34	100	9	12	21	88	2	27	26	55	95
Total	2	18	14	34	100	12	12	24	100	2	30	26	58	100
Security of booking:														
Excellent						3		3	13		3		3	5
Satisfactory	2	18	14	34	100	9	12	21	88	2	27	26	55	95
Total	2	18	14	34	100	12	12	24	100	2	30	26	58	100

TABLE B.166

BUMPED AFTER HAVING RESERVATION
WITH THIS SHIPPING LINE ON THIS ROUTE, DURING 1991, 1992 & 1993

	M/V GLORIA 2					M/V QUEEN BELINDA				TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Yes, on a first come first serve basis		3		3	9						3		3	5
None, never, not yet						12	12	24	100		12	12	24	41
No answer	2	15	14	31	91					2	15	14	31	53
Total	2	18	14	34	100	12	12	24	100	2	30	26	58	100

TABLE B.167

RATING OF MANAGEMENT AND STAFF

	M/V GLORIA 2					M/V QUEEN BELINDA				TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Management attitude of service quality:														
Excellent		10		10	29						10		10	17
Satisfactory	2	8	14	24	71	12	12	24	100	2	20	26	48	83
Variable/Poor														
Unacceptable														
Total	2	18	14	34	100	12	12	24	100	2	30	26	58	100
Land based staff attitude to passenger & efficiency:														
Excellent		10		10	29						10		10	17
Satisfactory	2	8	14	24	71	12	12	24	100	2	20	26	48	83
Variable/Poor														
Unacceptable														
Total	2	18	14	34	100	12	12	24	100	2	30	26	58	100
Vessel crew attitude to passenger attitude & efficiency:														
Excellent		11	2	13	38	4	2	6	25		15	4	19	33
Satisfactory	2	7	12	21	62	8	9	17	71	2	15	21	38	66
Variable/Poor							1	1	4			1	1	2
Unacceptable														

TABLE B.168

RATING OF SERVICE SCHEDULE, ADHERENCE AND SPEED

	M/V GLORIA 2					M/V QUEEN BELINDA				TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Sufficient and convenient :														
Excellent		9		9	26	1	2	3	13		10	2	12	21
Fair/Poor	2	5	5	12	35	5	4	9	38	2	10	9	21	36
Generally good		4	6	10	29	4	6	10	42		8	12	20	34
Don't have view			3	3	9							3	3	5
No answer						2		2	8		2		2	3
Total	2	18	14	34	100	12	12	24	100	2	30	26	58	100
Adherence to schedule/reliability														
Excellent		10		10	29	1	1	2	8		11	1	12	21
Fair/Poor	1	2	3	6	18	1	4	5	21	1	3	7	11	19
Generally good	1	6	8	15	44	9	7	16	67	1	15	15	31	53
Don't have view			3	3	9							3	3	5
No answer						1		1	4		1		1	2
Total	2	18	14	34	100	12	12	24	100	2	30	26	58	100
Service Speed														
Fast														
Satisfactory	2	18	11	31	91	11	12	23	96	2	29	23	54	93
Don't have view			3	3	9							3	3	5
No answer						1		1	4		1		1	2
Total	2	18	14	34	100	12	12	24	100	2	30	26	58	100

TABLE B.169

CHANGE OF SERVICES OVER THE PAST TWO YEARS

	M/V GLORIA 2					M/V QUEEN BELINDA				TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Have not travelled this route before		1	1	2	6	1		1	4		2	1	3	5
Slight improvement on services	1	2	6	9	26	5	3	8	33	1	7	9	17	29
Services have considerably improved	1	12		13	38					1	12		13	22
Services standards have not changed		2	3	5	15	4	7	11	46		6	10	16	28
Cannot estimate change		1	4	5	15	2	2	4	17		3	6	9	16
Total	2	18	14	34	100	12	12	24	100	2	30	26	58	100

HILONGOS - CEBU ROUTE (B)

TABLE B.170

PURPOSE OF TRAVEL

	M/V GUADA CRISTY			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
EMPLOYEE	3		3	7
BUSINESS	4	1	5	12
STUDENT	4	5	9	21
HOLIDAY/VACATION	12	8	20	47
OTHERS	4	2	6	14
TOTAL	27	16	43	100

TABLE B.171

FREQUENCY OF TAKING THIS PARTICULAR VOYAGE

	M/V GUADA CRISTY			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Once a week	4	2	6	14
2 times a week	1	2	3	7
1-2 times a month	8	4	12	28
7 times a month		1	1	2
1-2 times a year	8	5	13	30
3-6 times a year	5	2	7	16
No Answer	1		1	2
Total	27	16	43	100

TABLE B.172

SERVICES ADEQUATE FOR DEMAND

	M/V GUADA CRISTY			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	25	16	41	95
NO	2		2	5
TOTAL	27	16	43	100

TABLE B.173

RELIABILITY OF SERVICE

	M/V GUADA CRISTY			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	23	16	39	91
NO	4		4	9
TOTAL	27	16	43	100

TABLE B.174

GOOD SPACE RESERVATION

	M/V GUADA CRISTY			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	22	15	37	86
NO	5	1	6	14
TOTAL	27	16	43	100

TABLE B.175

GOOD BAGGAGE ACCOMMODATION/SECURITY

	M/V GUADA CRISTY			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	22	9	31	72
NO	1	1	2	5
NO ANSWER	4	6	10	23
TOTAL	27	16	43	100

TABLE B.176

ADEQUATE CONCERN FOR SAFETY

	M/V GUADA CRISTY			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	22	9	31	72
NO	1	1	2	5
NO ANSWER	4	6	10	23
TOTAL	27	16	43	100

TABLE B.177

ORGANIZED BOARDING PROCEDURE

	M/V GUADA CRISTY			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	21	9	30	70
NO	2	1	3	7
NO ANSWER	4	6	10	23
TOTAL	27	16	43	100

TABLE B.178

ACCOMMODATION STANDARDS

	M/V GUADA CRISTY			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
FOOD/ CANTEEN				
POOR	3	3	6	14
FAIR	22	13	35	81
GOOD/EXCEL.	2		2	5
TOTAL	27	16	43	100
TOILET FACILITIES				
POOR	10	10	20	47
FAIR	14	6	20	47
GOOD/EXCEL.	3		3	7
TOTAL	27	16	43	100
BEDDINGS/BLANKETS				
POOR	8	5	13	30
FAIR	12	9	21	49
GOOD/EXCEL.	3		3	7
NO ANSWER	4	2	6	14
TOTAL	27	16	43	100
LEISURE FACILITIES				
POOR	4	2	6	14
FAIR	14	12	26	60
GOOD/EXCEL.	3		3	7
NO ANSWER	6	2	8	19
TOTAL	27	16	43	100
VENTILATION				
POOR	2		2	5
FAIR	22	16	38	88
GOOD/EXCEL.	3		3	7
TOTAL	27	16	43	100
CREW'S COURTESY/ASSISTANCE				
POOR	3	1	4	9
FAIR	21	14	35	81
GOOD/EXCEL	3	1	4	9
TOTAL	27	16	43	100
DRINKING FOUNTAINS ETC.				
POOR	4	1	5	12
FAIR	20	15	35	81
GOOD/EXCEL	3		3	7
TOTAL	27	16	43	100
SPACE TO MOVE AROUND				
UNACCEPTABLE	1		1	2
POOR	4	1	5	12
FAIR	20	14	34	79
GOOD/EXCEL	2		2	5
NO ANSWER		1	1	2
TOTAL	27	16	43	100

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TABLE B.179

BAGGAGE CARRIED BY PASSENGERS

KIND OF BAGGAGE / NO. OF BAGGAGE	M/V GUADA CRISTY			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
BOXES				
1 - 2	2	2	4	13
3 - 4		2	2	33
BAGS				
1 - 2	18	9	27	84
3 - 4		3	3	50
5 - Above	1		1	50
SACKS				
3 - 4	1		1	17
5 - Above	1		1	50
CANS				
1 - 2	1		1	3
TOTAL				
1 - 2 Baggage	21	11	32	73
3 - 4 Baggage	1	5	6	14
5 - Above baggage	2		2	5
None/No answer	4		4	9
TOTAL	28	16	44	100

TABLE B.180

WEIGIIT OF BAGGAGE AND EXTRA CIIARGES PAID

	M/V GUADA CRISTY			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
WEIGHT				
1-10 kilos	12	7	19	44
11-20 kilos	3	2	5	12
21-30 kilos	2	2	4	9
41-50 kilos above	3		3	7
No Answer	7	5	12	28
TOTAL	27	16	43	100
EXTRA CHARGES PAID				
None/Nothing	13	11	24	56
No Answer	11	8	19	44
TOTAL	24	19	43	100

TABLE B.181

ADEQUATE BAGGAGE STORAGE

	M/V GUADA CRISTY			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	11	7	18	42
NO	15	9	24	56
NO ANSWER	1		1	2
TOTAL	27	16	43	100

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TABLE B.182
IS BAGGAGE STORAGE SECURED

	M/V GUADA CRISTY			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	14	12	26	60
NO	12	4	16	37
NO ANSWER	1		1	2
TOTAL	27	16	43	100

TABLE B.183
CHANGE OF SERVICES OVER THE PAST TWO YEARS

	M/V GUADA CRISTY			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	5	2	7	16
NO	20	12	32	74
NO ANSWER	2	2	4	9
TOTAL	27	16	43	100

TABLE B.184
CONGESTED TRAVEL DURING PEAK SEASON BEEN A SERIOUS PROBLEM

	M/V GUADA CRISTY			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	16	8	24	56
NO	11	8	19	44
TOTAL	27	16	43	100

TABLE B.185
PASSENGER SUGGESTIONS

	M/V GUADA CRISTY			
SUGGESTIONS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Vendors should not be allowed	1	2	3	7
Agree with the 20% increase	1		1	2
Does not agree with 20% increase	1	1	2	5
Maintain the cleanliness of the toilet	1	2	3	7
Improve drinking facilities	3	1	4	9
Give assurance of safety on board	2		2	5
Reduce the price of goods at the canteen	1		1	2
Vessel improvement	4	2	6	14
Avoid gambling inside the vessel to avoid accident		1	1	2
No suggestion	11	9	20	47
TOTAL	25	18	43	100

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TABLE B.186

PURPOSE OF TRAVEL

	M/V MY KATRINA				M/V MICHAEL III				TOTAL			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Marketing of goods		1	1	3		1	1	5		2	2	4
Medical						2	2	11		2	2	4
Family affairs	4	3	7	23		4	4	21	4	7	11	22
School break/holiday	6		6	20	1	1	2	11	7	1	8	16
Provincial fiestas	3	2	5	17	1	2	3	16	4	4	8	16
Vacation (non-student)	4	2	6	20	1	1	2	11	5	3	8	16
Employment change	1		1	3	1	3	4	21	2	3	5	10
Other business related		1	1	3		1	1	5		2	2	4
Other travel purposes	2	1	3	10					2	1	3	6
Total	20	10	30	100	4	15	19	100	24	25	49	100

TABLE B.187

FREQUENCY OF TAKING THIS PARTICULAR VOYAGE

	M/V MY KATRINA				M/V MICHAEL III				TOTAL			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Monthly	1	2	3	10		1	1	5	1	3	4	8
2-3 times a year	2	2	4	13					2	2	4	8
1-2 times a year	14	3	17	57	4	7	11	58	18	10	28	57
3-7 times a year	3	3	6	20		7	7	37	3	10	13	27
Total	20	10	30	100	4	15	19	100	24	25	49	100

TABLE B.188

CLEANLINESS OF YOUR SEATING/SLEEPING AREA AT THE START OF THE VOYAGE

	M/V MY KATRINA				M/V MICHAEL III				TOTAL			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Satisfactory	20	8	28	93	4	15	19	100	24	23	47	96
Not clean		2	2	7						2	2	4
Total	20	10	30	100	4	15	19	100	24	25	49	100

TABLE B.189

AIR-COMFORT LEVEL OF SEATING/SLEEPING AREA

	M/V MY KATRINA				M/V MICHAEL III				TOTAL			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Very comfortable	16	5	21	70	1		1	5	17	5	22	45
Satisfactory	4	5	9	30	2	15	17	89	6	20	26	53
Not comfortable					1		1	5	1		1	2
Total	20	10	30	100	4	15	19	100	24	25	49	100

TABLE B.190

CLEANLINESS AND MAINTENANCE OF TOILET AND WASHING FACILITIES DURING THE VOYAGE

	M/V MY KATRINA				M/V MICHAEL III				TOTAL			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Satisfactory	12	1	13	43	3	10	13	68	15	11	26	53
Unsatisfactory	8	9	17	57	1	5	6	32	9	14	23	47
Total	20	10	30	100	4	15	19	100	24	25	49	100

TABLE B.191

ADEQUACY OF ON-BOARD DRINKING WATER AVAILABILITY

	M/V MY KATRINA				M/V MICHAEL III				TOTAL			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Satisfactory	11	2	13	43	2	6	8	42	13	8	21	43
Inadequate	8	6	14	47	2	9	11	58	10	15	25	51
Unacceptable	1		1	3					1		1	2
Don't drink water		2	2	7						2	2	4
Total	20	10	30	100	4	15	19	100	24	25	49	100

TABLE B.192

COMFORT AND CLEANLINESS OF EATING AREAS ON BOARD

	M/V MY KATRINA				M/V MICHAEL III				TOTAL			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Satisfactory	10		10	33					10		10	20
Unsatisfactory	1		1	3		1	1	5	1	1	2	4
No answer	9	10	19	63	4	14	18	95	13	24	37	76
Total	20	10	30	100	4	15	19	100	24	25	49	100

TABLE B.193

MEALS AND MEAL SERVICE ON BOARD

	M/V MY KATRINA				M/V MICHAEL III				TOTAL			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Meals:												
No answer	20	10	30	100	4	15	19	100	24	25	49	100
Total	20	10	30	100	4	15	19	100	24	25	49	100
Meal Service:												
Satisfactory		1	1	3						1	1	2
No answer	20	9	29	97	4	15	19	100	24	24	48	98

TABLE B.194

VESSEL OPEN AREAS FOR PASSENGERS

	M/V MY KATRINA				M/V MICHAEL III				TOTAL			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Satisfactory	10	9	19	63	4	11	15	79	14	20	34	69
Inadequate	9	1	10	33		4	4	21	9	5	14	29
No answer	1		1	3					1		1	2
Total	20	10	30	100	4	15	19	100	24	25	49	100

TABLE B.195

WAITING AREA BEFORE BOARDING, IN TERMS OF COMFORT AND CLEANLINESS

	M/V MY KATRINA				M/V MICHAEL III				TOTAL			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Excellent					1	1	2	11	1	1	2	4
Satisfactory	17	6	23	77	1	8	9	47	18	14	32	65
Unsatisfactory	3	4	7	23	2	5	7	37	5	9	14	29
Unacceptable						1	1	5		1	1	2
Total	20	10	30	100	4	15	19	100	24	25	49	100

TABLE B.196

BOARDING PROCESS

	M/V MY KATRINA				M/V MICHAEL III				TOTAL			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Satisfactory	15	5	20	67	4	4			19	9	28	57
Unsatisfactory	5	5	10	33		11	11	100	5	16	21	43
Total	20	10	30	100	4	15	11	100	24	25	49	100

TABLE B.197

BAGGAGE SECURITY ON BOARD THE VESSEL

	M/V MY KATRINA				M/V MICHAEL III				TOTAL			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Excellent		1	1	3	2	1	3	16	2	2	4	8
Fair	17	7	24	80	2	8	10	53	19	15	34	69
Poor	3	2	5	17		6	6	32	3	8	11	22
Total	20	10	30	100	4	15	19	100	24	25	49	100

TABLE B.198

ANY BAGGAGE LOSSES FOR THIS ROUTE

	M/V MY KATRINA				M/V MICHAEL III				TOTAL			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Never encountered (use to be careful/baggage are safe	8	2	10	33					8	2	10	20
No comment	8	2	10	33					8	2	10	20
No answer	4	6	10	33	4	15	19	100	8	21	29	59
Total	20	10	30	100	4	15	19	100	24	25	49	100

TABLE B.199

SHIPPING LINES RESERVATION SYSTEM IN REGARD TO CONVENIENCE & SECURITY OF BOOKING

	M/V MY KATRINA				M/V MICHAEL III				TOTAL			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Convenience of Booking:												
Satisfactory	16	7	23	77	4	14	18	95	20	21	41	84
Difficult	3	1	4	13		1	1	5	3	2	5	10
No answer	1	2	3	10					1	2	3	6
Total	20	10	30	100	4	15	19	100	24	25	49	100
Security of Booking:												
Satisfactory	16	10	26	87	4	12	16	84	20	22	42	86
Difficult	3		3	10		3	3	16	3	3	6	12
No answer	1		1	3					1		1	2
Total	20	10	30	100	4	15	19	100	24	25	49	100

TABLE B.200

BUMPED AFTER HAVING RESERVATION WITH THIS SHIPPING LINE ON THIS ROUTE, DURING 1991, 1992 & 1993

	M/V MY KATRINA				M/V MICHAEL III				TOTAL			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Always happened during peak season	1	2	3	10					1	2	3	6
Never encountered	5	2	7	23					5	2	7	14
No answer	14	6	20	67	4	15	19	100	18	21	39	80
Total	20	10	30	100	4	15	19	100	24	25	49	100

TABLE B.286

IS BAGGAGE STORAGE SECURED

	M/V FILIPINAS MAASIN			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	9	20	29	51
NO	5	22	27	47
NO ANSWER	1		1	2
TOTAL	15	42	57	100

TABLE B.287

CHANGE OF SERVICES OVER THE PAST 2 YEARS

	M/V FILIPINAS MAASIN			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES		13	13	23
NO	15	21	36	63
NO ANSWER		8	8	14
TOTAL	15	42	57	100

TABLE B.288

CONGESTED TRAVEL DURING PEAK SEASON BEEN A SERIOUS PROBLEM

	M/V FILIPINAS MAASIN			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES		39	39	68
NO	7	2	9	16
NO ANSWER	8	1	9	16
TOTAL	15	42	57	100

TABLE B.289

PASSENGER SUGGESTIONS

	M/V FILIPINAS MAASIN			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Do not allow vendors inside the vessel	1		1	2
Provide television, drinking fountain in the vessel	7	2	9	16
Assure safety on board		1	1	2
Limit passenger capacity		1	1	2
Lower price of beddings		1	1	2
Crews must wear uniforms		1	1	2
There should tight security		1	1	2
Improve ticket area/cleanliness	3	6	9	16
No comments/suggestions/no answer	4	29	33	58
Total	15	42	57	100

TABLE B.283

BAGGAGE CARRIED BY PASSENGERS

KIND OF BAGGAGE NO. OF BAGGAGE	M/V FILIPINAS MAASIN			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
BOXES				
1 - 2		3	3	7
3 - 4		3	3	43
5 Above	1		1	20
BAGS				
1 - 2	6	34	40	91
3 - 4	4		4	57
5 Above	3		3	60
SACKS				
1 - 2	1		1	2
5 Above	1		1	20
TOTAL				
1 - 2 Baggage	7	37	44	79
3 - 4 Baggage	4	3	7	13
5 Above baggage	5		5	9
TOTAL	16	40	56	100

TABLE B.284

WEIGHT OF BAGGAGE AND EXTRA CHARGES PAID

	M/V FILIPINAS MAASIN			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
WEIGIIT				
1-10 kilos	5	19	24	42
11-20 kilos	5	6	11	19
21-30 kilos	1		1	2
31-40 kilos	1		1	2
41-50 kilos above	2	2	4	7
No answer	1	15	16	28
TOTAL	15	42	57	100
EXTRA CHARGES PAID				
None	8	26	34	60
No answer	7	16	23	40
TOTAL	15	42	57	100

TABLE B.285

ADEQUATE BAGGAGE STORAGE

	M/V FILIPINAS MAASIN			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	12	12	24	42
NO	2	30	32	56
NO ANSWER	1		1	2
TOTAL	15	42	57	100

TABLE B.282

ACCOMMODATION STANDARDS

	M/V FILIPINAS MAASIN			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
FOOD/CANTEEN				
POOR	1	6	7	12
FAIR	14	29	43	75
GOOD/EXCEL.		6	6	11
NO ANSWER		1	1	2
Total	15	42	57	100
TOILET FACILITIES				
POOR	7	4	11	19
FAIR	8	31	39	68
GOOD/EXCEL.		6	6	11
NO ANSWER		1	1	2
Total	15	42	57	100
BEDDINGS/BLANKETS				
POOR	8	16	24	42
FAIR	6	13	19	33
GOOD/EXCEL.		6	6	11
NO ANSWER	1	7	8	14
Total	15	42	57	100
LEISURE FACILITIES				
POOR	1	10	11	19
FAIR	11	24	35	61
GOOD/EXCEL.	3	6	9	16
NO ANSWER		2	2	4
Total	15	42	57	100
VENTILATION				
POOR	2	1	3	5
FAIR	13	33	46	81
GOOD/EXCEL.		6	6	11
NO ANSWER		2	2	4
Total	15	42	57	100
CREW'S COURTESY/ASSISTANCE				
FAIR	15	35	50	88
GOOD/EXCEL.		6	6	11
NO ANSWER		1	1	2
Total	15	42	57	100
DRINKING FOUNTAINS ETC.				
POOR	9	1	10	18
FAIR	6	35	41	72
GOOD/EXCEL.		5	5	9
NO ANSWER		1	1	2
Total	15	42	57	100
SPACE TO MOVE AROUND				
POOR	1	3	4	7
FAIR	13	30	43	75
GOOD/EXCEL.	1	7	8	14
NO ANSWER		2	2	4
Total	15	42	57	100

TABLE B.278

GOOD SPACE RESERVATION

	M/V FILIPINAS MAASIN			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	14	41	55	96
NO	1	1	2	4
TOTAL	15	42	57	100

TABLE B.279

GOOD BAGGAGE ACCOMMODATION/SECURITY

	M/V FILIPINAS MAASIN			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	5	40	45	79
NO ANSWER	10	2	12	21
TOTAL	15	42	57	100

TABLE B.280

ADEQUATE CONCERN FOR SAFETY

	M/V FILIPINAS MAASIN			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	5	40	45	79
NO ANSWER	10	2	12	21
TOTAL	15	42	57	100

TABLE B.281

ORGANIZED BOARDING PROCEDURE

	M/V FILIPINAS MAASIN			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	4	39	43	75
NO	1		1	2
NO ANSWER	10	3	13	23
TOTAL	15	42	57	100

MAASIN - CEBU ROUTE (B)

TABLE B.274
PURPOSE OF TRAVEL

	M/V FILIPINAS MAASIN			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
EMPLOYEE		5	5	9
BUSINESS	2	6	8	14
STUDENT	5	5	10	18
HOLIDAY/VACATION	6	20	26	46
OTHERS	2	6	8	14
Total	15	42	57	100

TABLE B.275
FREQUENCY OF TAKING THIS PARTICULAR VOYAGE

	M/V FILIPINAS MAASIN			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
1-3 times a week	5	2	7	12
1-2 times a month	3	12	15	26
3-5 times a year	1	11	12	21
1-2 times a year	5	13	18	32
As the need arises		2	2	4
No answer	1	2	3	5
Total	15	42	57	100

TABLE B.276
SERVICES ADEQUATE FOR DEMAND

	M/V FILIPINAS MAASIN			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	15	42	57	100
TOTAL	15	42	57	100

TABLE B.277
RELIABILITY OF SERVICE

	M/V FILIPINAS MAASIN			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	13	39	52	91
NO	2	3	5	9
TOTAL	15	42	57	100

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TABLE B.272

RATING OF SERVICE SCHEDULE, ADHERENCE & SPEED

	M/V ASIA-BRUNEI			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Sufficient and Convenient:				
Excellent	12	5	17	23
Generally good	17	19	36	49
Fair/poor	4	14	18	25
Don't have view	2		2	3
Total	35	38	73	100
Adherence to Schedule/Rellability:				
Excellent	9	10	19	26
Generally good	21	12	33	45
Fair/Poor	3	16	19	26
Don't have view	1		1	1
No answer	1		1	1
Total	35	38	73	100
Service Speed:				
Fast	3	3	6	8
Satisfactory	30	35	65	89
Don't have view	2		2	3
Total	35	38	73	100

TABLE B.273

CHANGE OF SERVICES OVER THE PAST TWO YEARS

	M/V ASIA-BRUNEI			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Have not travelled this route before	3		3	4
Slight improvement of services	12	17	29	40
Services have considerably improved	6	2	8	11
Service standards have not changed	8	17	25	34
Cannot esimate change	6	2	8	11
Total	35	38	73	100

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TABLE B.269

SHIPPING LINES RESERVATION SYSTEM IN REGARD TO CONVENIENCE & SECURITY OF BOOKING

	M/V ASIA-BRUNEI			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Convenience of Booking:				
Excellent	2		2	3
Satisfactory	33	28	61	84
Difficult		5	5	7
No answer		5	5	7
Total	35	38	73	100
Security of Booking :				
Satisfactory	35	33	68	93
No answer		5	5	7
Total	35	38	73	100

TABLE B.270

BUMPED AFTER HAVING RESERVATION WITH THIS SHIPPING LINE ON THIS ROUTE, DURING 1991, 1992 & 1993

	M/V ASIA-BRUNEI			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Not yet happened/experienced	32	28	60	82
First come, first serve basis	2		2	3
Priorities are with serial no.	1		1	1
During peak season		4	4	5
No answer		6	6	8
Total	35	38	73	100

TABLE B.271

RATING OF MANAGEMENT AND STAFF

	M/V ASIA-BRUNEI			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Management Attitude of Service Quality:				
Excellent	10	4	14	19
Satisfactory	25	34	59	81
Total	35	38	73	100
Land Based Staff Attitude to Passenger & Efficiency:				
Excellent	11	1	12	16
Satisfactory	24	35	59	81
Unsatisfactory		2	2	3
Total	35	38	73	100
Vessel Crew Attitude to Passenger Attitude & Efficiency:				
Excellent	10	2	12	16
Satisfactory	23	34	57	78
Variable/Poor	2	2	4	5
Total	35	38	73	100

TABLE B.264

VESSEL OPEN AREAS FOR PASSENGERS

	M/V ASIA-BRUNEI			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Excellent	6		6	8
Satisfactory	28	27	55	75
Inadequate	1	11	12	16
Total	35	38	73	100

TABLE B.265

WAITING AREA BEFORE BOARDING

	M/V ASIA-BRUNEI			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Excellent	6		6	8
Satisfactory	22	32	54	74
Unsatisfactory		4	4	5
Unacceptable	7	2	9	12
Total	35	38	73	100

TABLE B.266

BOARDING PROCESS

	M/V ASIA-BRUNEI			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Made very easy & safe, with avoidance of discomfort	1		1	1
Satisfactory	30	23	53	73
Unsatisfactory	4	15	19	26
Total	35	38	73	100

TABLE B.267

BAGGAGE SECURITY ON BOARD THE VESSEL

	M/V ASIA-BRUNEI			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Fair	29	34	63	86
Poor	1	4	5	7
Serious problem	5		5	7
Total	35	38	73	100

TABLE B.268

ANY BAGGAGE LOSSES FOR THIS ROUTE

	M/V ASIA-BRUNEI			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Never encounter/experienced	32	24	56	77
Big box/sacks		2	2	3
No answer/no comments	3	12	15	21
TOTAL	35	38	73	100

TABLE B.260

CLEANLINESS AND MAINTENANCE OF TOILET AND WASHING FACILITIES DURING THE VOYAGE

	M/V ASIA-BRUNEI			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Clean & well maintained	3	2	5	7
Satisfactory	32	20	52	71
Unsatisfactory		14	14	19
Unacceptable		2	2	3
Total	35	38	73	100

TABLE B.261

ADEQUACY OF ON-BOARD DRINKING WATER AVAILABILITY

	M/V ASIA-BRUNEI			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Excellent	1		1	1
Satisfactory	19	28	47	64
Inadequate	6	3	9	12
Do not drink water	9	7	16	22
Total	35	38	73	100

TABLE B.262

COMFORT AND CLEANLINESS OF EATING AREAS ON BOARD

	M/V ASIA-BRUNEI			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Satisfactory	31	11	42	58
Unacceptable	4		4	5
No answer		27	27	37
Total	35	38	73	100

TABLE B.263

MEALS AND MEAL SERVICE ON BOARD

	M/V ASIA-BRUNEI			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Meals:				
Satisfactory	10	8	18	25
Unacceptable		1	1	1
No answer	25	29	54	74
Total	35	38	73	100
Meal Service:				
Satisfactory	10	8	18	25
Unsatisfactory		1	1	1
No answer	25	29	54	74
Total	35	38	73	100

MAASIN - CEBU ROUTE (A)

TABLE B.256
PURPOSE OF TRAVEL

	M/V ASIA BRUNEI			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Marketing of goods		7	7	10
Medical	3		3	4
Family affair	8	5	13	18
School break/Holiday		4	4	5
Provincial fiestas	2	7	9	12
Vacation (non-student)	8	6	14	19
Employment change	3	3	6	8
Buying/Shopping	2	3	5	7
Other business related	3		3	4
Other travel purposes	6	3	9	12
Total	35	38	73	100

TABLE B.257
FREQUENCY OF TAKING THIS PARTICULAR VOYAGE

	M/V ASIA BRUNEI			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
1-2 times a year	22	19	41	56
3-4 times a year	7	5	12	16
5-7 times a year	3	2	5	7
1-3 times a month	3	11	14	19
No answer		1	1	1
Total	35	38	73	100

TABLE B.258
CLEANLINESS OF YOUR SEATING/SLEEPING AREA
AT THE START OF THE VOYAGE

	M/V ASIA BRUNEI			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Very clean	4	5	9	12
Satisfactory	30	29	59	81
Not clean	1	4	5	7
Total	35	38	73	100

TABLE B.259
AIR-COMFORT LEVEL OF SEATING/SLEEPING AREA

	M/V ASIA BRUNEI			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Very comfortable	3	4	7	10
Satisfactory	32	26	58	79
Not comfortable		1	1	5
Unacceptable		4	4	5
Total	35	38	73	100

TABLE B.252

BAGGAGE STORAGE SECURED

	M/V ELCANO				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	10	3	2	15	41
NO		4	4	8	22
NO ANSWER	5	4	5	14	38
TOTAL	15	11	11	37	100

TABLE B.253

CHANGE OF SERVICES OVER THE PAST 2 YEARS

	M/V ELCANO				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES		1		1	3
NO	15	9	11	35	95
NO ANSWER		1		1	3
TOTAL	15	11	11	37	100

TABLE B.254

CONGESTED TRAVEL DURING PEAK SEASON BEEN A SERIOUS PROBLEM

	M/V ELCANO				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	15	10	10	35	95
NO		1	1	2	5
TOTAL	15	11	11	37	100

TABLE B.255

PASSENGER SUGGESTIONS

	M/V ELCANO				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Additional vessel for this route	7	1	4	12	32
Improve gangplank, make it wider	1			1	3
Strongly opposed the 20% increase in fare	2			2	5
More security to protect the baggages		1		1	3
Discount fare for students		2		2	5
Crew must be courteous/approachable		1		1	3
Gambling & drinking inside the vessel should be prohibited		1		1	3
Improve ticket area/cleanliness		1	2	3	8
Vendors should not allowed on board			1	1	3
Improved facilities and services			1	1	3
No comments/suggestions/no answer	5	4	3	12	32
Total	15	11	11	37	100

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TABLE B.249

BAGGAGE CARRIED BY PASSENGERS

KIND OF BAGGAGE NO. OF BAGGAGE	M/V ELCANO				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
BOXES					
1 - 2	1			1	4
3 - 4	1	3		4	33
5 Above	2			2	67
BAGS					
1 - 2	8	9	5	22	88
3 - 4	4	2	2	8	67
SACKS					
1 - 2			2	2	8
5 Above			1	1	33
TOTAL					
1 - 2 Baggage	9	9	7	25	63
3 - 4 Baggage	5	5	2	12	30
5 Above baggage	2		1	3	8
TOTAL	16	14	10	40	100

TABLE B.250

WEIGHT OF BAGGAGE AND EXTRA CHARGES PAID

	M/V ELCANO				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
WEIGHT					
1-10 kilos	6	9	4	19	51
11-20 kilos	6	1		7	19
21-30 kilos	2		2	4	11
31-40 kilos		1		1	3
41-50 kilos above	1			1	3
No answer			5	5	14
TOTAL	15	11	11	37	100
EXTRA CHARGES PAID					
None	12	7	9	28	76
Porter charge	1			1	3
No answer	[illegible]	4	2	8	22
TOTAL	15	11	11	37	100

TABLE B.251

ADEQUATE BAGGAGE STORAGE

	M/V ELCANO				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	15	6	7	28	76
NO		5	4	9	24
TOTAL	15	11	11	37	100

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TABLE B.248

ACCOMMODATION STANDARDS

	M/V ELCANO				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
FOOD/CANTEEN					
UNACCEPTABLE	2		2	4	11
POOR	4	1		5	14
FAIR	8	8	9	25	68
GOOD/EXCEL.		2		2	5
NO ANSWER	1			1	3
Total	15	11	11	37	100
TOILET FACILITIES					
UNACCEPTABLE	2		2	4	11
POOR	1	9		10	27
FAIR	12	2	9	23	62
Total	15	11	11	37	100
BEDDINGS/BLANKETS					
UNACCEPTABLE	2		2	4	11
POOR	1	2	4	7	19
FAIR	12	6	4	22	59
GOOD/EXCEL.		2		2	5
NO ANSWER		1	1	2	5
Total	15	11	11	37	100
LEISURE FACILITIES					
UNACCEPTABLE	2		2	4	11
POOR	1	1	4	6	16
FAIR	12	8	5	25	68
GOOD/EXCEL.		2		2	5
Total	15	11	11	37	100
VENTILATION					
UNACCEPTABLE	2		2	4	11
POOR	1	1	1	3	8
FAIR	11	8	8	27	73
GOOD/EXCEL.		2		2	5
NO ANSWER	1			1	3
Total	15	11	11	37	100
CREW'S COURTESY/ASSISTANCE					
UNACCEPTABLE	2		1	3	8
POOR	9		1	10	27
FAIR	4	9	9	22	59
GOOD/EXCEL.		2		2	5
Total	15	11	11	37	100
DRINKING FOUNTAINS ETC.					
UNACCEPTABLE	3		1	4	11
POOR	11	3	1	15	41
FAIR	1	6	9	16	43
GOOD/EXCEL.		2		2	5
Total	15	11	11	37	100
SPACE TO MOVE AROUND					
UNACCEPTABLE	4	1	2	7	19
POOR	3			3	8
FAIR	8	8	9	25	68
GOOD/EXCEL.		2		2	5
Total	15	11	11	37	100

TABLE B.244

GOOD SPACE RESERVATION

	M/V ELCANO				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	15	10	10	35	95
NO			1	1	3
NO ANSWER		1		1	3
TOTAL	15	11	11	37	100

TABLE B.245

GOOD BAGGAGE ACCOMMODATION/SECURITY

	M/V ELCANO				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	15	10	11	36	97
NO		1		1	3
TOTAL	15	11	11	37	100

TABLE B.246

ADEQUATE CONCERN FOR SAFETY

	M/V ELCANO				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	11	9	11	31	84
NO		1		1	3
NO ANSWER	4	1		5	14
TOTAL	15	11	11	37	100

TABLE B.247

ORGANIZED BOARDING PROCEDURE

	M/V ELCANO				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	8	9	10	27	73
NO	3	1	1	5	14
NO ANSWER	4	1		5	14
TOTAL	15	11	11	37	100

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ORMOC, LEYTE - CEBU ROUTE (B)

TABLE B.240
PURPOSE OF TRAVEL

	M/V ELCANO				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
EMPLOYEE	5	1		6	16
BUSINESS	5	2	2	9	24
STUDENT	4	2	7	13	35
HOLIDAY/VACATION	1	4		5	14
OTHERS		2	2	4	11
Total	15	11	11	37	100

TABLE B.241
FREQUENCY OF TAKING THIS PARTICULAR VOYAGE

	M/V ELCANO				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Daily	1			1	3
1-2 times a month	8	7	8	23	62
3-4 times a month	1	2		3	8
1-2 times a year	2	2	3	7	19
3-4 times a year	1			1	3
No answer	2			2	5
Total	15	11	11	37	100

TABLE B.242
SERVICES ADEQUATE FOR DEMAND

	M/V ELCANO				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	15	10	11	36	97
NO		1		1	3
TOTAL	15	11	11	37	100

TABLE B.243
RELIABILITY OF SERVICE

	M/V ELCANO				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
YES	15	10	11	36	97
NO		1		1	3
TOTAL	15	11	11	37	100

TABLE B.238

RATING OF SERVICE SCHEDULE, ADHERENCE & SPEED

	M/V CEBU PRINCESS			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Sufficient and Convenient:				
Excellent		14	14	18
Generally good	7	24	31	41
Fair	9	17	26	34
Very poor/bad		1	1	1
Don't have view		4	4	5
Total	16	60	76	100
Adherence to Schedule/Reliability:				
Excellent	1	14	15	20
Generally good	11	29	40	53
Fair	3	9	12	16
Very poor	1	2	3	4
Don't have view		6	6	8
Total	16	60	76	100
Service Speed:				
Fast		2	2	3
Satisfactory	14	47	61	80
Very slow		1	1	1
Slow	2	5	7	9
Don't have view		4	4	5
No answer		1	1	1
Total	16	60	76	100

TABLE B.239

CHANGE OF SERVICES OVER THE PAST TWO YEARS

	M/V CEBU PRINCESS			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Services have considerably improved		3	3	4
Slight improvement of services	7	14	21	28
Services have considerably improved	3	7	10	13
Service standards have not changed	5	19	24	32
Cannot esimate change	1	17	18	24
Total	16	60	76	100

TABLE B.235

SHIPPING LINES RESERVATION SYSTEM IN REGARD TO CONVENIENCE & SECURITY OF BOOKING

	M/V CEBU PRINCESS			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Convenience of Booking:				
Excellent		2	2	3
Satisfactory	13	51	64	84
Difficult	2	6	8	11
No answer	1	1	2	3
Total	16	60	76	100
Security of Booking :				
Excellent		8	8	11
Satisfactory	15	48	63	83
Difficult		1	1	1
No answer	1	3	4	5
Total	16	60	76	100

TABLE B.236

BUMPED AFTER HAVING RESERVATION WITH THIS SHIPPING LINE ON THIS ROUTE, DURING 1991, 1992 & 1993

	M/V CEBU PRINCESS			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
None/haven't experienced	12	27	39	51
Always happened during peak season		1	1	1
Yes, first come, first serve basis		1	1	1
No answer/no comment	4	31	35	46
Total	16	60	76	100

TABLE B.237

RATING OF MANAGEMENT AND STAFF

	M/V CEBU PRINCESS			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Management Attitude of Service Quality:				
Excellent		19	19	25
Satisfactory	14	38	52	68
Unsatisfactory	2	3	5	7
Total	16	60	76	100
Land Based Staff Attitude to Passenger & Efficiency:				
Excellent		15	15	20
Satisfactory	16	36	52	68
Unsatisfactory		6	6	8
Unacceptable		3	3	4
Total	16	60	76	100
Vessel Crew Attitude to Passenger Attitude & Efficiency:				
Excellent	1	16	17	22
Satisfactory	13	40	53	70
Unsatisfactory	2	4	6	8
Total	16	60	76	100

TABLE B.230
VESSEL OPEN AREAS FOR PASSENGERS

	M/V CEBU PRINCESS			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Excellent		6	6	8
Satisfactory	16	50	66	87
Inadequate		3	3	4
Unacceptable		1	1	1
Total	16	60	76	100

TABLE B.231
WAITING AREA BEFORE BOARDING

	M/V CEBU PRINCESS			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Excellent		7	7	9
Satisfactory	14	40	54	71
Unsatisfactory	2	7	9	12
Unacceptable		6	6	8
Total	16	60	76	100

TABLE B.232
BOARDING PROCESS

	M/V CEBU PRINCESS			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Made very easy & safe, with avoidance of discomfort		6	6	8
Satisfactory	13	48	61	80
Unsatisfactory	3	6	9	12
Total	16	60	76	100

TABLE B.233
BAGGAGE SECURITY ON BOARD THE VESSEL

	M/V CEBU PRINCESS			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Excellent		13	13	17
Fair	15	38	53	70
Poor	1	8	9	12
Serious problem		1	1	1
Total	16	60	76	100

TABLE B.234
ANY BAGGAGE LOSSES FOR THIS ROUTE

	M/V CEBU PRINCESS			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Haven't experienced/none	11	31	42	55
Baggage are safe		1	1	1
No answer/no comments	5	28	33	43
TOTAL	16	60	76	100

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TABLE B.226

CLEANLINESS AND MAINTENANCE OF TOILET AND WASHING FACILITIES DURING THE VOYAGE

	M/V CEBU PRINCESS			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Clean & well maintained		5	5	7
Satisfactory	13	40	53	70
Unsatisfactory	3	15	18	24
Total	16	60	76	100

TABLE B.227

ADEQUACY OF ON-BOARD DRINKING WATER AVAILABILITY

	M/V CEBU PRINCESS			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Excellent		5	5	7
Satisfactory	14	42	56	74
Inadequate		4	4	5
Do not drink water	2	9	11	14
Total	16	60	76	100

TABLE B.228

COMFORT & CLEANLINESS OF EATING AREAS ON BOARD

	M/V CEBU PRINCESS			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Satisfactory	13	28	41	54
Not satisfactory		3	3	4
Unacceptable		5	5	7
No answer	3	24	27	36
Total	16	60	76	100

TABLE B.229

MEALS AND MEAL SERVICE ON BOARD

	M/V CEBU PRINCESS			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Meals:				
Satisfactory	10	26	36	47
Unacceptable		2	2	3
No answer	6	32	38	50
Total	16	60	76	100
Meal Service:				
Satisfactory	8	19	27	36
Unsatisfactory	1	8	9	12
No answer	7	33	40	53
Total	16	60	76	100

ORMOC, LEYTE - CEBU (A)

TABLE B.222
PURPOSE OF TRAVEL

	M/V CEBU PRINCESS			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Marketing of goods	2	7	9	12
Medical	2	5	7	9
Family affair	3	11	14	18
Provincial fiestas	1	9	10	13
Vacation (non-student)		8	8	11
School break/Holiday	1		1	1
Employment change		4	4	5
Other business related	2	7	9	12
Buying/Shopping		1	1	1
Other travel purposes	5	8	13	17
Total	16	60	76	100

TABLE B.223
FREQUENCY OF TAKING THIS PARTICULAR VOYAGE

	M/V CEBU PRINCESS			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
1-5 times a year	15	39	54	71
5-12 times a year	1	4	5	7
19-24 times a year		3	3	4
36-48 times a year		1	1	1
No answer		13	13	17
Total	16	60	76	100

TABLE B.224
CLEANLINESS OF YOUR SEATING/SLEEPING AREA
AT THE START OF THE VOYAGE

	M/V CEBU PRINCESS			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Very clean		6	6	8
Satisfactory	16	53	69	91
Not clean		1	1	1
Total	16	60	76	100

TABLE B.225
AIR-COMFORT LEVEL OF SEATING/SLEEPING AREA

	M/V CEBU PRINCESS			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Very comfortable	2	6	8	11
Satisfactory	13	50	63	83
Not comfortable	1	4	5	7
Total	16	60	76	100

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RATING OF SERVICE SCHEDULE, ADHERENCE AND SPEED

	M/V OUR LADY OF MOUNT CARMEL					M/V MICHAEL III				M/V SACRED HEART				TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Sufficient and convenient :																		
Excellent	4	11	21	36	47		1	1	2	10	6	16	21	4	21	28	53	27
Fair/Poor		4	7	11	14		21	21	49		31	31	41		4	59	63	32
Generally good		5	20	25	32	3	16	19	44	2	26	28	37		10	62	72	37
Don't have view		1	1	2	3		2	2	5		1	1	1		1	4	5	3
No answer			3	3	4											3	3	2
Total	4	21	52	77	100	3	40	43	100	12	64	76	100	4	36	156	196	100
Adherence to schedule/reliability																		
Excellent	1	7	15	23	30		3	3	7	11	6	17	22	1	18	24	43	22
Generally good	3	12	27	42	55	3	20	23	53		31	31	41	3	15	78	96	49
Fair/Good		1	9	10	13		13	13	30		14	14	18		1	36	37	19
Very poor/bad											1	1	1			1	1	1
Don't have view		1	1	2	3		4	4	9	1	12	13	17		2	17	19	10
Total	4	21	52	77	100	3	40	43	100	12	64	76	100	4	36	156	196	100
Service Speed																		
Fast		3	12	15	19	1		1	2						4	12	16	8
Satisfactory	4	15	36	55	71	2	35	37	86	11	56	67	88	4	28	127	159	81
Very slow			1	1	1											1	1	1
Slow			1	1	1		2	2	5							3	3	2
Don't have view		1	1	2	3		3	3	7	1	8	9	12		2	12	14	7
No answer		2	1	3	4										2	1	3	2
Total	4	21	52	77	100	3	40	43	100	12	64	76	100	4	36	156	196	100

TABLE B.221

CHANGE OF SERVICES OVER THE PAST TWO YEARS

	M/V OUR LADY OF MOUNT CARMEL					M/V MICHAEL III				M/V SACRED HEART				TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Have not travelled this route before		1	7	8	10		1	1	2		1	1	1		1	9	10	5
Slight improvement on services		8	13	21	27	2	13	15	35	1	17	18	24		11	43	54	28
Services have considerably improved	3	7	17	27	35		2	2	5		10	10	13	3	7	29	39	20
Services standards have not changed	1	4	11	16	21	1	12	13	30	11	23	34	45	1	16	46	63	32
Cannot estimate change		1	3	4	5		12	12	28		13	13	17		1	28	29	15
No answer			1	1	1											1	1	1
Total	4	21	52	77	100	3	40	43	100	12	64	76	100	4	36	156	196	100

TABLE B.2.17

SHIPPING LINES RESERVATION SYSTEM IN REGARD TO CONVENIENCE & SECURITY OF BOOKING

	M/V OUR LADY OF MOUNT CARMEL					M/V MICHAEL III				M/V SACRED HEART				TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Convenience of booking:																		
Excellent	1	3	8	12	16	2	1	3	7					1	5	9	15	8
Satisfactory	3	17	40	60	78	1	38	39	91	12	63	75	99	3	30	141	174	89
Difficult							1	1	2		1	1	1			2	2	1
Unacceptable																		
No answer		1	4	5	6										1	4	5	3
Total	4	21	52	77	100	3	40	43	100	12	64	76	100	4	36	156	196	100
Security of booking:																		
Excellent		2	7	9	12	2	1	3	7						4	8	12	6
Satisfactory	4	18	40	62	81	1	37	38	88	11	59	70	92	4	30	136	170	87
Uncertain							2	2	5	1	5	6	8		1	7	8	4
Unacceptable																		
No answer		1	5	6	8										1	5	6	3
Total	4	21	52	77	100	3	40	43	100	12	64	76	100	4	36	156	196	100

TABLE B.2.18

BUMPED AFTER HAVING RESERVATION WITH THIS SHIPPING LINE ON THIS ROUTE, DURING 1991, 1992 & 1993

	M/V OUR LADY OF MOUNT CARMEL					M/V MICHAEL III				M/V SACRED HEART				TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Crew gave another deck			2	2	3		1	1	2							3	3	2
No answer	4	21	50	75	97	3	39	42	98	12	64	76	100	4	36	153	193	98
Total	4	21	52	77	100	3	40	43	100	12	64	76	100	4	36	156	196	100

TABLE B.2.19

RATING OF MANAGEMENT AND STAFF

	M/V OUR LADY OF MOUNT CARMEL					M/V MICHAEL III				M/V SACRED HEART				TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Management attitude of service quality:																		
Excellent		2	9	11	14	1	1	2	5	10	4	14	18		13	14	27	14
Satisfactory	4	19	41	64	83	2	38	40	93	2	60	62	82	4	23	139	166	85
Unsatisfactory			2	2	3		1	1	2							3	3	2
Unacceptable																		
Total	4	21	52	77	100	3	40	43	100	12	64	76	100	4	36	156	196	100
Land based staff attitude to passenger & efficiency:																		
Excellent		2	10	12	16					10	5	15	20		12	15	27	14
Satisfactory	4	19	40	63	82	3	38	41	95	2	51	53	70	4	24	129	157	80
Unsatisfactory			2	2	3		2	2	5		8	8	11			12	12	6
Unacceptable																		
Total	4	21	52	77	100	3	40	43	100	12	64	76	100	4	36	156	196	100
Vessel crew attitude to passenger attitude & efficiency																		
Excellent		8	17	25	32		3	3	7	10	10	20	26		18	30	48	24
Satisfactory	4	13	35	52	68	3	35	38	88	2	50	52	68	4	18	120	142	72
Unsatisfactory																		

TABLE B.2 14

BOARDING PROCESS

	M/V OUR LADY OF MOUNT CARMEL					M/V MICHAEL III				M/V SACRED HEART				TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Made very easy & safe, w/ avoidance of discomfort	2	3	15	20	26					2	4	6	8	2	5	19	26	13
Satisfactory	2	18	36	56	73	3	31	34	79	8	43	51	67	2	29	110	141	72
Unsatisfactory			1	1	1		9	9	21	2	17	19	25		2	27	29	15
Total	4	21	52	77	100	3	40	43	100	12	64	76	100	4	36	156	196	100

TABLE B.2 15

BAGGAGE SECURITY ON BOARD THE VESSEL

	M/V OUR LADY OF MOUNT CARMEL					M/V MICHAEL III				M/V SACRED HEART				TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Excellent (baggage securely stowed, and loss/theft rare unlikely)	1		11	12	16		37	37	86		3	3	4	1		51	52	27
Fair (but psngrs. need pay close attention to their baggage)	3	21	41	65	84	3	3	6	14	4	52	56	74	3	28	96	127	65
Poor (security inadequate, and inadequate losses occur)										3	4	7	9		3	4	7	4
Baggage security is a serious problem with frequent losses/thefts										5	5	10	13		5	5	10	5
Total	4	21	52	77	100	3	40	43	100	12	64	76	100	4	36	156	196	100

TABLE B.2 16

ANY BAGGAGE LOSSES FOR THIS ROUTE

	M/V OUR LADY OF MOUNT CARMEL					M/V MICHAEL III				M/V SACRED HEART				TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Yes, (medium size bag, carton, shoes, but no claims made and was not recover			3	3	4											3	3	2
No answer	4	21	49	74	96	3	40	43	100	12	64	76	100	4	36	153	193	98
Total	4	21	52	77	100	3	40	43	100	12	64	76	100	4	36	156	196	100

TABLE B.2.11

MEALS AND MEAL SERVICE ON BOARD

	M/V OUR LADY OF MOUNT CARMEL					M/V MICHAEL III				M/V SACRED HEART				TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Meals:																		
Excellent		1		1	1										1		1	1
Satisfactory	4	11	16	31	40		22	22	51	12	57	69	91	4	23	95	122	62
Unsatisfactory							10	10	23		7	7	9			17	17	9
Unacceptable																		
No answer		9	36	45	58	3	8	11	26						12	44	56	29
Total	4	21	52	77	100	3	40	43	100	12	64	76	100	4	36	156	196	100
Meal-Service																		
Excellent	1	7	15	23	30									1	7	15	23	12
Satisfactory	3	12	27	42	55		22	22	51	12	58	70	92	3	24	107	134	68
Fair/Poor		1	7	8	10		10	10	23		6	6	8		1	23	24	12
Don't have view		1	1	2	3										1	1	2	1
No answer			2	2	3	3	8	11	26						3	10	13	7
Total	4	21	52	77	100	3	40	43	100	12	64	76	100	4	36	156	196	100

TABLE B.2.12

VESSEL OPEN AREAS FOR PASSENGERS

	M/V OUR LADY OF MOUNT CARMEL					M/V MICHAEL III				M/V SACRED HEART				TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Excellent										7	1	8	11		7	1	8	4
Satisfactory	3	8	24	35	45	3	35	38	88	5	57	62	82	3	16	116	135	69
Inadequate	1	13	28	42	55		5	5	12		6	6	8	1	13	39	53	27
Total	4	21	52	77	100	3	40	43	100	12	64	76	100	4	36	156	196	100

TABLE B.2.13

WAITING AREA BEFORE BOARDING, IN TERMS OF COMFORT AND CLEANLINESS

	M/V OUR LADY OF MOUNT CARMEL					M/V MICHAEL III				M/V SACRED HEART				TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Excellent	1	3	13	17	22					5	4	9	12	1	3	17	26	13
Satisfactory	3	17	32	52	68	3	29	32	74	6	45	51	67	3	26	106	135	69
Unsatisfactory		1	6	7	9		4	4	9	1	6	7	9		2	16	18	9
Unacceptable			1	1	1		7	7	16		9	9	12			17	17	9
Total	4	21	52	77	100	3	40	43	100	12	64	76	100	4	36	156	196	100

AIR COMFORT LEVEL OF SEATING/SLEEPING AREA

	M/V OUR LADY OF MOUNT CARMEL					M/V MICHAEL III				M/V SACRED HEART				TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Very comfortable		3	9	12	16		2	2	5		6	6	8		3	17	20	10
Satisfactory	4	18	36	58	75	3	37	40	93	12	51	63	83	4	33	124	161	82
Not comfortable			7	7	9		1	1	2							8	8	4
Unacceptable											7	7	9			7	7	4
Total	4	21	52	77	100	3	40	43	100	12	64	76	100	4	36	156	196	100

TABLE B.208

CLEANLINESS AND MAINTENANCE OF TOILET AND WASHING FACILITIES DURING THE VOYAGE

	M/V OUR LADY OF MOUNT CARMEL					M/V MICHAEL III				M/V SACRED HEART				TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Clean & well maintained		2	7	9	12					1	3	4	5		3	10	13	7
Satisfactory	4	18	37	59	77	3	28	31	72	11	48	59	78	4	32	113	149	76
Unsatisfactory			2	2	3		11	11	26		13	13	17			26	26	13
Unacceptable		1	6	7	9		1	1	2						1	7	8	4
Total	4	21	52	77	100	3	40	43	100	12	64	76	100	4	36	156	196	100

TABLE B.209

ADEQUACY OF ON-BOARD DRINKING WATER AVAILABILITY

	M/V OUR LADY OF MOUNT CARMEL					M/V MICHAEL III				M/V SACRED HEART				TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Satisfactory		2	7	9	12	1	12	13	30	10	42	52	68		13	61	74	38
Inadequate	4	18	37	59	77		18	18	42	2	15	17	22	4	20	70	94	48
Unacceptable			2	2	3		1	1	2							3	3	2
Do not drink water		1	6	7	9	2	9	11	26		7	7	9		3	22	25	13
Total	4	21	52	77	100	3	40	43	100	12	64	76	100	4	36	156	196	100

TABLE B.210

COMFORT AND CLEANLINESS OF EATING AREAS ON BOARD

	M/V OUR LADY OF MOUNT CARMEL					M/V MICHAEL III				M/V SACRED HEART				TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Excellent	2	3	9	14	18	1		1	2	1		1	1	2	5	9	16	8
Satisfactory	2	17	28	47	61	2	32	34	79	11	55	66	87	2	30	115	147	75
Not satisfactory		1	1	2	3						1	1	1		1	2	3	2
Unacceptable			3	3	4		7	7	16		8	3	11			18	18	9
No answer			11	11	14		1	1	2							12	12	6
Total	4	21	52	77	100	3	40	43	100	12	64	76	100	4	36	156	196	100

PALOMPON, LEYTE - CEBU ROUTE

TABLE B.204

PURPOSE OF TRAVEL

	M/V OUR LADY OF MOUNT CARMEL					M/V MICHAEL III				M/V SACRED HEART				TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Marketing of goods			2	2	3		2	2	5		9	9	12			13	13	7
Medical		2	3	5	6		2	2	5		8	8	11		2	13	15	8
Family affairs		5	10	15	19		4	4	9	1	6	7	9		6	20	26	13
Provincial fiestas		2	6	8	10		3	3	7	2	5	7	9		4	14	18	9
Vacation (non-student)	1	3	22	26	34	1	10	11	26	4	14	18	24	1	8	46	55	28
School break/Holiday			1	1	1		2	2	5		3	3	4			6	6	3
Employment change			1	1	1		2	2	5		2	2	3			5	5	3
Other business related	3	2		5	6	1	7	8	19		8	8	11	3	3	15	21	11
Buying/Shopping		1	2	3	4					1	1	2	3		2	3	5	3
Other travel purposes		6	5	11	14	1	8	9	21	4	8	12	16		11	21	32	16
Total	4	21	52	77	100	3	40	43	100	12	64	76	100	4	36	156	196	100

TABLE B.205

FREQUENCY OF TAKING THIS PARTICULAR VOYAGE

	M/V OUR LADY OF MOUNT CARMEL					M/V MICHAEL III				M/V SACRED HEART				TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
1-4 times a year	4	17	41	62	81	2	33	35	81	11	51	62	82	4	30	125	159	81
5-12 times a year		4	5	9	12	1	5	6	14	1	9	10	13		6	19	25	13
19-24 times a year			2	2	3		2	2	5		2	2	3			6	6	3
3-4 times a month			4	4	5						2	2	3			6	6	3
Total	4	21	52	77	100	3	40	43	100	12	64	76	100	4	36	156	196	100

TABLE B.206

CLEANLINESS OF YOUR SEATING/SLEEPING AREA AT THE START OF THE VOYAGE

	M/V OUR LADY OF MOUNT CARMEL					M/V MICHAEL III				M/V SACRED HEART				TOTAL				
	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	FIRST CLASS	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Very clean	4	8	11	23	30						1	1	1	4	8	12	24	12
Satisfactory		13	40	53	69	3	35	38	88	12	63	75	99		28	138	166	85
Not clean			1	1	1		5	5	12							6	6	3
Total	4	21	52	77	100	3	40	43	100	12	64	76	100	4	36	156	196	100

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RATING OF MANAGEMENT AND STAFF

	M/V MY KATRINA				M/V MICHAEL III				TOTAL			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Management Attitude of Service Quality:												
Satisfactory	20	10	30	100	4	9	13	68	24	19	43	88
Variable/Poor						6	6	32		6	6	12
Total	20	10	30	100	4	15	19	100	24	25	49	100
Land Based Staff Attitude to Passenger & Efficiency:												
Satisfactory	20	10	30	100	4	9	13	68	24	19	43	88
Variable/Poor						6	6	32		6	6	12
Total	20	10	30	100	4	15	19	100	24	25	49	100
Vessel Crew Attitude to Passenger Attitude & Efficiency:												
Satisfactory	20	6	26	87	4	14	18	95	24	20	44	90
Variable/Poor		4	4	13		1	1	5		5	5	10
Total	20	10	30	100	4	15	19	100	24	25	49	100

TABLE B.202

RATING OF SERVICE SCHEDULE, ADHERENCE AND SPEED

	M/V MY KATRINA				M/V MICHAEL III				TOTAL			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Sufficient and Convenient:												
Generally good	16	1	17	57	3	7	10	53	19	8	27	55
Fair	3	8	11	37		7	7	37	3	15	18	37
Don't have view	1		1	3	1	1	2	11	2	1	3	6
No answer		1	1	3						1	1	2
Total	20	10	30	100	4	15	19	100	24	25	49	100
Adherence to Schedule/Reliability:												
Excellent						7	7	37		7	7	14
Generally good	16	2	18	60	3	5	8	42	19	7	26	53
Fair/Poor	3	8	11	37					3	8	11	22
Very poor/bad						2	2	11		2	2	4
Don't have view	1		1	3	1	1	2	11	2	1	3	6
Total	20	10	30	100	4	15	19	100	24	25	49	100
Service Speed:												
Satisfactory	17	7	24	80	3	14	17	89	20	21	41	84
Slow	2	3	5	17	1	1	2	11	3	4	7	14
No answer	1		1	3					1		1	2
Total	20	10	30	100	4	15	19	100	24	25	49	100

TABLE B.203

CHANGE OF SERVICES OVER THE PAST TWO YEARS

	M/V MY KATRINA				M/V MICHAEL III				TOTAL			
	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE	SECOND CLASS	THIRD CLASS	TOTAL	% SHARE
Have not travelled this route before	1		1	3	1	4	5	26	2	4	6	12
Slight improvement of services	9	4	13	43		1	1	5	9	5	14	29
Services are less good now	1		1	3					1		1	2
Services have considerably improved		1	1	3						1	1	2
Service standards have not changed	1	5	6	20	2	7	9	47	3	12	15	31
Cannot estimate change	8		8	27	1	3	4	21	9	3	12	24
Total	20	10	30	100	4	15	19	100	24	25	49	100