



Crew Calling 2006

Gilmour Research

Getting it onboard

Objectives

- What communications options have they got onboard?
- What do they want?
- How much are they paying?
- Can they get Pre-Paid Phone Cards (PPCs)?
- Where is the handset and the terminal installed ?
- Is that the right place for it?

Getting the numbers

- 578 Questionnaire-based interviews
- There was only **one** larger direct-interview onboard survey
 - GRS-Inmarsat: Crew Calling 2001
 - 603 interviews

415 Crew interviews

103 Masters

60 Owners

Over 10,000 GRT

Crew

- Onboard face-to-face on the dock, in ports
- You can't get them direct **any** other way.
- Only GRS do this

Owners

- International
- Random sample from Fairplay & phone them

Masters

- Face-to-face on same ships as crew **when available**

But in-port is the Master's busiest time

- So contact some by satphone.
- GRS Maritime phone interviewers are the world's most experienced team.

Crew Calling - then & now

- Crew Calling is happening
- On the same terminals as it was before.
- In the same place it was before.
- On an ordinary ship's business Inmarsat B terminal.
- On the bridge.
- With wages deduction.

Increasing Crew Calling airtime

- Since 2001, average CC spend has increased by 25%
- If it was easier it would almost double.
- 36% say they are not happy with the amount of time they are able to call friends or family.
 - Same for all crew ranks.
- Spend on dedicated CC terminals was \$38/month in 2001
- Now it's \$47.30.
- They're just in the wrong place.
- If it was easier, crew said they would spend another \$41.30/month - nearly \$50 per man per month.

Important issues for owners:

- *Get it off the bridge.*

- 74% say they want to use a terminal they've already paid for, not a new one.
- 70% say they want the handset off the bridge.
- 51% are worried about the cost of a handset
- 88% are worried about the cost per minute
 - for their crews

Looking to the future

- Any plans to install a crew handset away from working areas?
 - 48% of Owners with crew using business phone in a working area on a shared terminal say: “**No.**”
 - Why?
 - Half said “***Didn’t know we could***”.

Dedicated CC handset

Owners say “soft” issues are the point of installing dedicated handsets.

They feel it makes for a happier crew.

One in five Owners with a dedicated CC handset can't see a big difference - they just do it.

These were Owners using dedicated non-working area handsets for Crew Calling.

Sharing pros & cons

- Biggest **advantage** of shared terminal is cost (18%)
- Biggest **disadvantage** is that dual use may conflict with ship's business (21%)
 - And long queues to use it (18%)
- One in three still **don't know** they can put a dedicated handset off the bridge (32%)
 - If they had, 75% of them would have thought about doing that.

Off-bridge Handsets

- Some Owners had them
 - More privacy for personal calls - 61%
 - Less noise, it's safer, doesn't interfere with ship's business - each 15%
 - We don't like crew on the bridge - 6%
- Why put handsets in working areas?
 - We've only got one terminal: 33%
 - To monitor calls: 24%
 - Don't really know: 24%.

It was never designed as a place
to make phone calls



It's good to talk.

- Nearly every Captain/Master allows outgoing calls now.
 - Some still don't allow incoming calls
 - Most of them say they have no spare capacity to do it.
 - 53% of those who don't allow personal calls today are planning to install.
- In 2001 half the Masters did not allow crew to use onboard communications equipment.
 - Now **only 8% don't** allow outgoing calls.

Owner attitudes - times change

- 86% say CC is good for morale
- 85% say crew work better when they can keep in touch
- 77% say it works much better with PPCs.
- Only 17% think it causes too many administration problems
- Just 23% still think there is no point because crew all use mobiles
- 31% say it can interfere with ship safety.

Pre-Paid Cards

- 60% using PPCs still use plastic cards.
 - 78% say it's fine that way.
 - But they don't know any better.
- 30% use wages deduction to pay for cards.
 - Only 11% use a virtual card and PIN.
 - About the same proportion as in 2001.

More Crew Calling?

Tell them they can have what they want - a crew phone off the bridge.

There's still room for growth



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