



Annual Report – 2020

Guernsey Harbours

Issue Date	31/08/2021
Document Owner	Managing Director – Ports

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Chapter 1 - Message From The Managing Director – Ports

2020 has arguably been the most challenging year in living memory for Guernsey Ports, due to the direct and indirect impacts of COVID-19 on our core business. Despite the challenges it has been very encouraging to see how the teams at Guernsey Ports have adapted to such unique circumstances and still maintain core services to ensure the flow of essential goods and services, necessary to keep the Bailiwick economy and infrastructure functioning.

Recruitment to vacant posts has been suspended for most of the year, as was all but essential overtime. This has meant that the existing staff have had to respond to continued staff shortages in some areas of the business as the recruitment freeze has persisted to reduce costs.

Overall the financial impact of COVID-19 on the Guernsey Ports is unprecedented. The Ports outturned a deficit of £10.7m in 2020 (2019: surplus £1.3m) with overall income lower than 2019 by £11.7m. The decrease in revenue is primarily due to restrictions on non-essential air and sea travel. Passenger movements through both Ports were 83% lower than in the prior year resulting in a decrease in income amounting to £8.7m compared to 2019. Income derived from rental properties was 40% lower than 2019, resulting in a further decrease in income of £1.2m. Expenses at the Harbours were slightly down on 2019 by 1.6% and outturned at £13.4m (2019: £13.6m).

These unprecedented pressures on revenue streams has resulted in significant additional challenges on cash and funding. Cash and cash equivalents across the Ports brought forward from 2019 amounted to £6.6m. The closing balance as at 31 December 2020 amounts to a £5.0m cash deficit across the Ports which has been advanced to the ports through an overdraft facility, provided by the States of Guernsey's Policy and Resources Committee. This represents an in-year decrease in cash reserves across the Ports amounting to £11.6m. An overdraft facility has been extended through 2021 whilst recovery plans continue to be established and delivered.

Operational departments have taken advantage of reduced activity at the Harbours to undertake additional maintenance in areas normally operational or in passenger use. This has included marina pontoon, redecoration of buildings, grounds maintenance and additional training. The work has used in-house expertise whenever possible.

In addition, Harbour staff have been working closely with the COVID-19 response team to manage aspects of the island's response, including management of port-related essential worker permits, construction of the COVID-19 testing facilities at the Harbours and more general input on changes to the lockdown strategy.

I would like to thank all our staff for meeting these additional challenges in this exceptional year and their ongoing commitment to play their part in continuing to provide lifeline services to these islands.

Colin Le Ray

Managing Director – Guernsey Ports

Chapter 2 - Profile

2.1. Purpose

The stated purpose of Guernsey Harbours' operations was unchanged in 2020. Guernsey Harbours provide for safe and expeditious movement of commercial and private vessels, passengers and cargo to and from the islands on the most cost-effective basis. The Harbours also seek to ensure that policies, facilities and services are aligned to the Guernsey Ports five-year business plan. The purpose also needs to be commensurate with the requirements of the Islands in respect of commercial and private sea transport services, general marine navigation and aligning to the standards set by the United Kingdom Maritime and Coastguard Agency (MCA) the United Nations' International Maritime Organization (IMO) and other external maritime regulatory agencies, when required to do so.

2.2. Vision

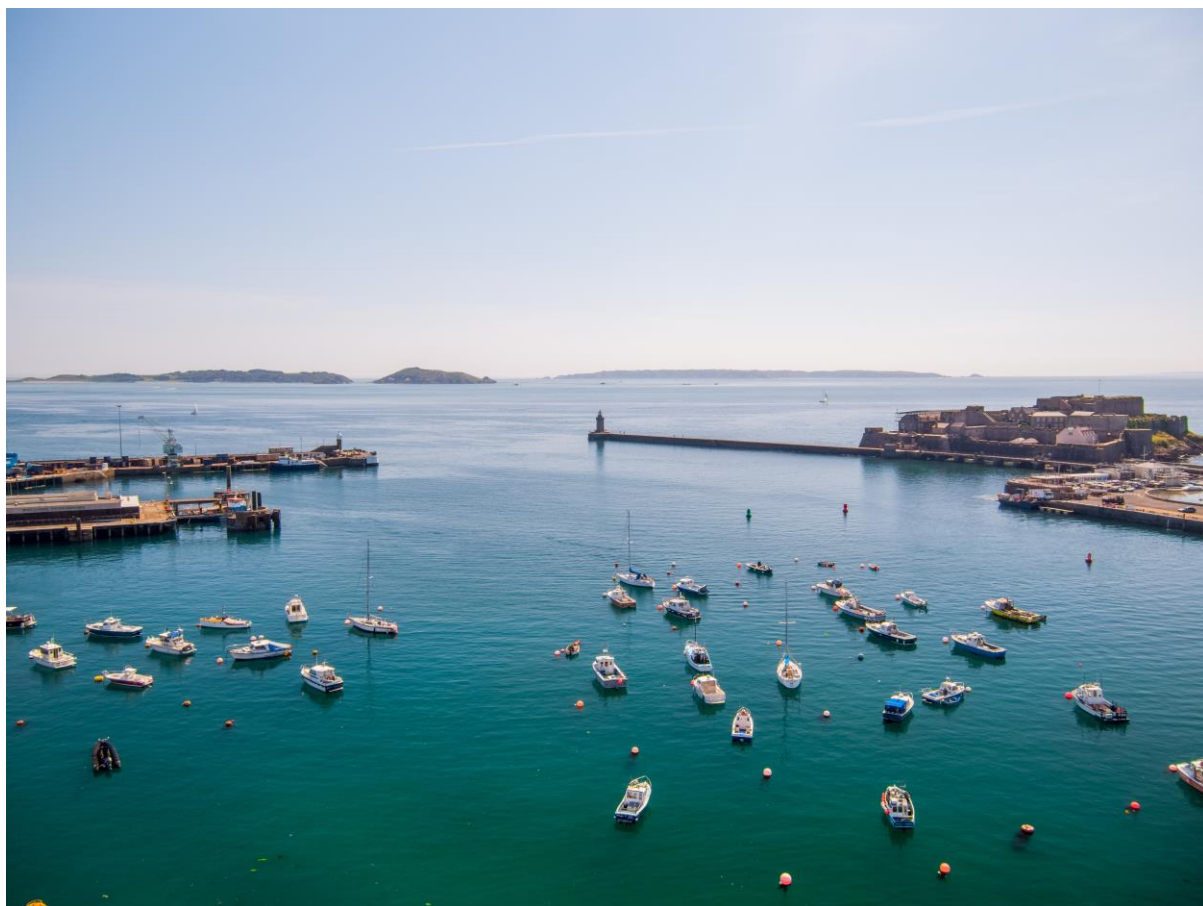
Guernsey Harbours remain committed to ensuring both St Peter Port and St Sampson Harbours remain open, safe and secure and that its operations and standards are industry leading.

2.3. Core Business









Guernsey Harbours' core business in 2020 was based upon the published Business Plan and its services to its customers continue to be delivered to exacting standards in a transparent and non-discriminatory manner. The core business of Guernsey Harbours encompasses the following services:

- Provision of serviceable marine harbours, marina infrastructure for local and visiting vessels, passenger terminal and operational infrastructure at St Peter Port and St Sampson's Harbours, which ensure both ports, remain open, safe and secure.
- Provision of a Vessel Traffic Service covering both St Peter Port and St Sampson's Harbours, with a clear objective to providing a safe, structured and smooth vessel traffic service within its area of responsibility.
- Provision of marine navigation aids under Guernsey Harbours jurisdiction and liaising with other providers (Trinity House) on maintaining and enhancing navigation assets for mariners in Bailiwick territorial waters.

- To provide staffing for Search and Rescue (SAR) Co-ordination for Guernsey Coastguard and the Registry of British Ships – Guernsey.



Chapter 3 - Summary And Key Year Highlights

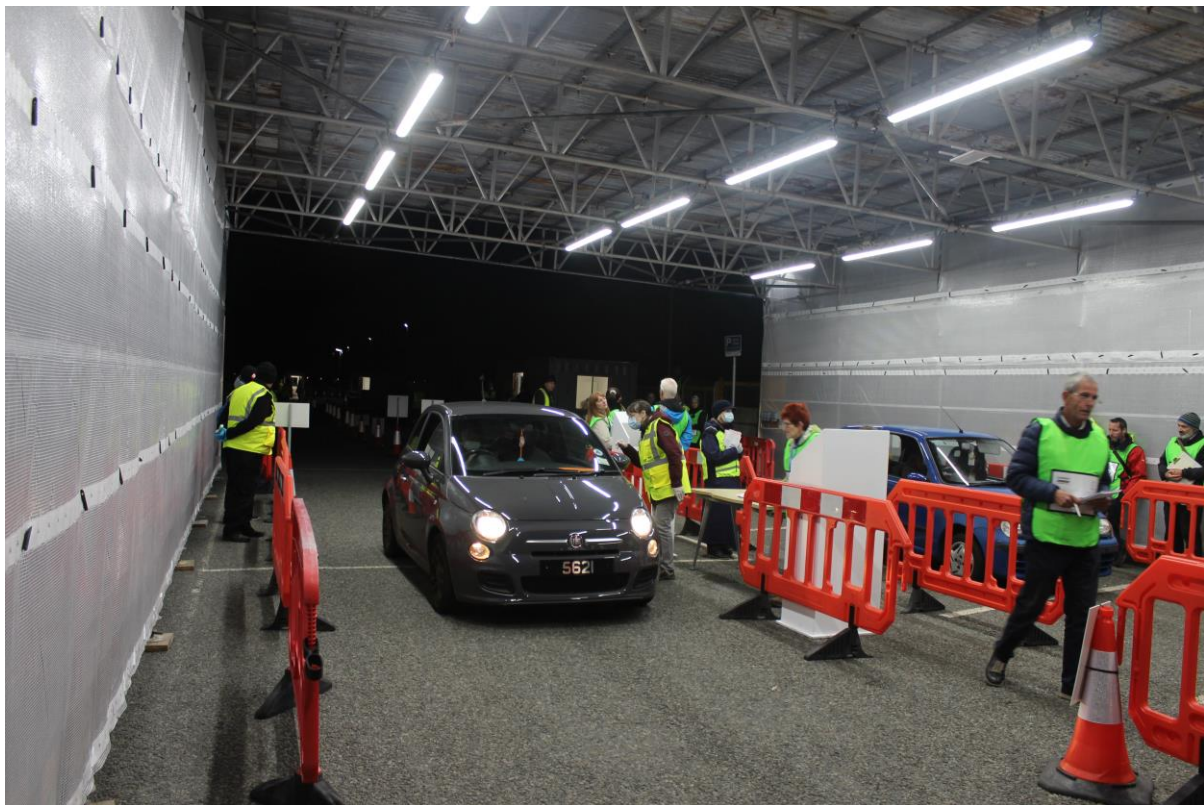
Full Time Equivalent Employees (FTE's):  79	Total Income:  £7,468,000
Freight Landed (Metric tons):  288,349t	Active Moorings:  1,800
Cruise Liner Visits:  0	Cruise Ship Passengers Landed:  0
Harbours Estate (Properties):  116	RIDDOR¹ Events:  2

¹ Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR) which are required to be reported to the States of Guernsey Health and Safety Executive.

Chapter 4 - 2020 Performance

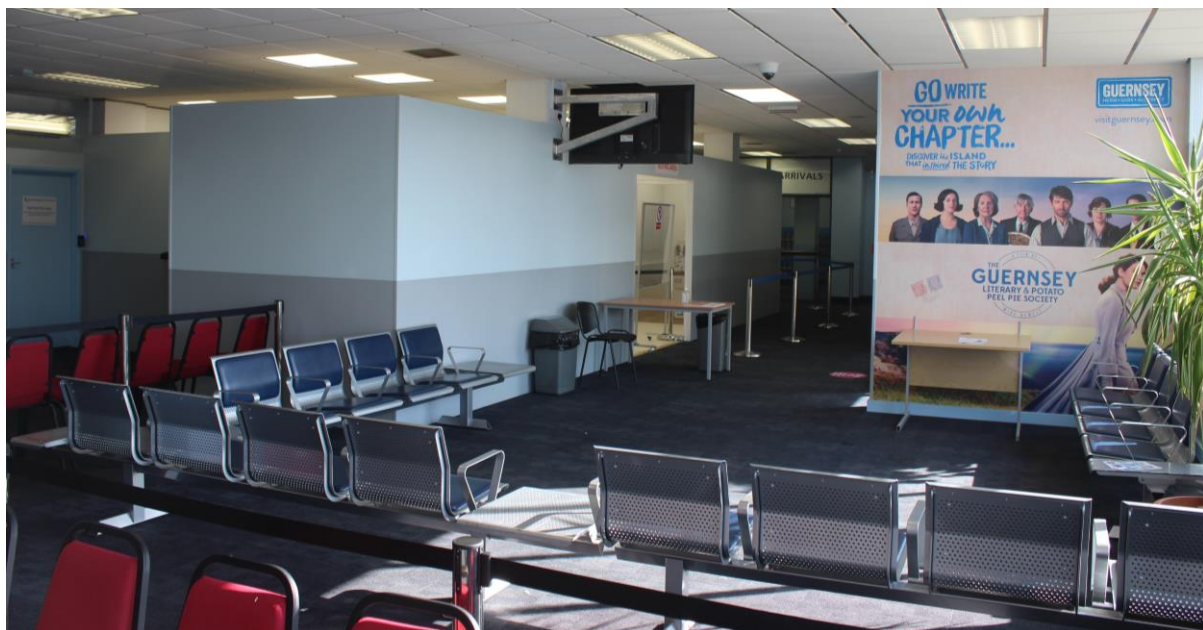
4.1. COVID-19 Impact

Guernsey Harbours provide essential lifeline services including sea passenger and freight facilities for commercial operators, a fishing port, and visitor and several local marinas. Without these facilities, the goods the islands' economies need to thrive on. Additional facilities include the provision of berthing and/or marina facilities for local and visiting boat owners, together with berthing and handling facilities for the commercial sea transport requirements of the Island. All these services have been delivered all year round despite the extra pressure COVID-19 has brought to day to day operations, whilst complying with the international codes and requirements. Testing centres for the arrivals from vehicles and foot passengers have been constructed and Guernsey Harbours staff were heavily involved in their planning, construction and ongoing maintenance.



4.2. Foot Passenger Movements – Guernsey Harbours

The COVID-19 pandemic saw a significant reduction in passenger and private vehicle numbers in 2020 due to the legal restrictions on non-essential travel. Overall, just 190,058 passengers were recorded in 2020 this compares to 309,400 in 2019. Poole saw the most passengers carried at 6,567 followed by other UK destinations, mainly Portsmouth at 5,850 passengers as high-speed ferry services were paused during long periods of the pandemic. The French routes of St Malo recorded just 3,370 passengers in 2020 and services to and from Dielette saw no passenger traffic at all. Inter-island journeys also saw a decrease in 2020. With only 63,781 passenger movements recorded on the Herm, Sark and Alderney routes compared to 130,492 just over a 51% decrease.



4.3. Private and Commercial Vehicle Movement Analysis – Guernsey Harbours

Private vehicle numbers in 2020 (occupied and unoccupied) saw an 88% drop to just 7,546 compared to the 2019 figure of 62,627 in 2019. Poole saw the most vehicles in 2020 with 3,083, with other UK (Portsmouth) at 2,657 and St Malo seeing only 1,045 private vehicle numbers. Commercial vehicle numbers saw a 20% drop in traffic numbers in both directions. Other UK routes, mainly Portsmouth, saw the majority of commercial vehicle ro-ro traffic into and out of the Bailiwick with 25,168 movements. Jersey was the next popular with 2,177 movements in both directions, and St Malo saw 521 movements.



4.4. Cruise Ships

Due to the COVID-19 pandemic, no cruise ships called into St Peter Port during the 2020 season. During the 2020 European season, most cruise ships were moored in anchorages in across the south coast of England.



4.5. Cargo



General Cargo saw only an 11% drop in volumes into Guernsey, 208,401 metric tons compared to 235,975 in 2019. Oil and Petroleum products saw a 58% drop to 38,723t in 2020 compared to 2019's figure of 94,292t. This is most likely down to the 2020 lockdown causing a decline in demand in petroleum fuels for private and commercial vehicles. Due to the 2020 lockdown, people stayed at home and businesses were not able to conduct face to face trading. Also, Guernsey's power station was not using heavy fuel oil for electricity generation and instead used for the new Guernsey – Jersey power cable to import power from the European grid compared to 2019. LPG gas imports in 2020 rose 12% to 6,352t in 2020, compared to 5,647t in 2019.



Chapter 5 - Financial

5.1. Financial Performance – Guernsey Harbours



The financial impact of COVID-19 on the Ports' (including Guernsey Airport) finances has been unprecedented. The Ports outturned a deficit of £10.7m in 2020 (2019: surplus £1.3m) with overall income lower than 2019 by £11.7m. The decrease in revenue is primarily due to restrictions on air and sea travel. Passenger movements through both ports were 83% lower than in the prior year resulting in a decrease in income amounting to £8.7m compared to 2019. Income derived from rental properties was 40% lower than 2019, resulting in a further decrease in income of £1.2m.

Revenue generated through maritime leisure services is 27% lower than 2019 resulting in a further decrease of £0.8m, primarily due to the legal restrictions placed on visiting yachts and cruise liners during the 2020 summer season. Expenses remained in line with 2019 outturn with costs at the Harbour amounting to £6.5m (2019: £6.6m).

These unprecedented pressures on revenue streams has resulted in significant additional challenges on cash and funding. Cash and cash equivalents brought forward from 2019 amounted to £6.6m. The closing balance as at 31 December 2020 amounts to a £5.0m cash deficit which has been advanced to the Ports through an overdraft facility, provided by the Policy & Resources Committee (P&RC). This represents an in-year decrease in cash reserves amounting to £11.6m. An overdraft facility has been extended through 2021 whilst recovery plans continue to be established and delivered.

A link to Guernsey Harbours' accounts can be found in Appendix 2.

Chapter 6 - Safety, Environment and Security

6.1. Safety Management

Guernsey Harbours operates a marine safety management system which has been further developed throughout 2020.

Extensive safety related activities were completed during 2020 that included:

- Safety occurrence reporting and investigations.
- Internal and business partner audit programme.
- Health and safety training.
- Internal and external safety meetings in person once restrictions allowed and online.
- Safety promotional activities.

6.2. Security Management

The challenges of the COVID-19 pandemic meant that staff and business partners had to wear enhanced PPE whilst processing passengers for screening in the lead up and just after lifting of lockdown in 2020. Business as usual was maintained in 2020 with the core security management focus remaining:

- Continuing to ensure compliance with relevant maritime security legislation in the Bailiwick, international treaty obligations (ISPS) and best practice.
- Protecting all users, the facilities and infrastructure of both St Peter Port and St Sampson's harbours.
- Ensuring a robust regime of auditing, inspection and testing of security measures and procedures were maintained

Security awareness campaigns remained a priority through 2020 with the ongoing maritime threat level remaining at 'Moderate'.

6.3. Fire Service Exercise

Once COVID-19 restrictions were lifted later into 2020, the Guernsey Fire and Rescue Service and St John Ambulance tested their response if an incident were to occur on the cranes at St Peter Port Harbour. In this particular exercise, it involved the 'rescue' of one of our crane drivers and required the use of the turntable ladder appliance. These exercises between the emergency services and Guernsey Harbours ensure the testing of procedures and processes and ensures familiarity with port layouts in the event of a real incident.



Chapter 7 - Project Updates

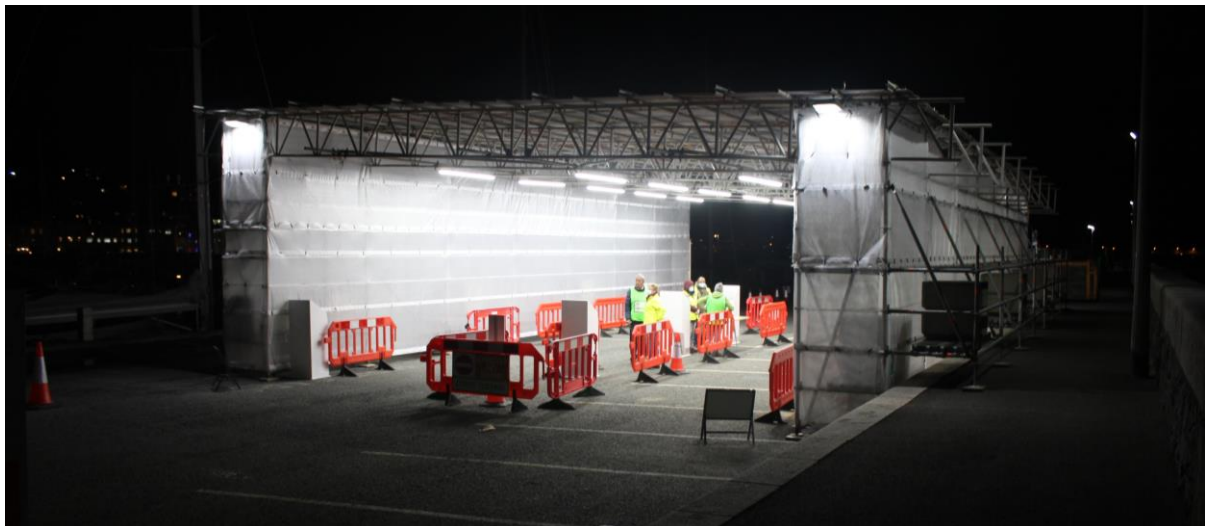
7.1. COVID-19 Impact

Like Guernsey and Alderney Airports, the COVID-19 pandemic also affected Guernsey Harbours' commercial passenger ferry services, visiting and local private pleasure vessels and general marine traffic.

High speed car ferry passenger sailings from the UK and France with Condor Ferries were heavily disrupted during the 2020 COVID-19 pandemic. In some periods of the pandemic Condor only operated a ro-ro freight service utilising the Commodore Clipper, Commodore Goodwill which were supported by the Arrow during maintenance or high demand periods. This ensured essential supplies continued to flow into the islands. Manche Ile Express sailings from France were cancelled in the 2020 season due the pandemic.

Lo-lo operators of all cargo types also continued to operate during the pandemic with harbour staff and freight operators adapting hygiene regimes to ensure the risk of infection was reduced to a minimum. This maintained essential lifeline links to the other islands of the Bailiwick.

Despite the challenges of the pandemic and the restrictions that were imposed for public health reasons, the flow of vital supplies (food, fuel and materials) continued into the Bailiwick throughout 2020.



7.2. COVID-19 Testing Centres

As part of the 2020 Bailiwick exit from lockdown strategy and in order to facilitate some restoration of travel during the pandemic, the Civil Contingencies Authority (CCA) authorised the creation of COVID testing facilities at the ports of entry in St Peter Port Harbour and at Guernsey Airport. At St Peter Port Harbour, the foot passenger terminal and the East Arm of North Beach had their own dedicated testing facilities built so passengers from commercial ferry services from outside the Bailiwick could be tested on arrival before proceeding to varying periods of isolation before their test results were produced. The testing facilities are still in place as the pandemic continued to impact on border activity into 2021.

7.3. Future Harbour Requirements Study²

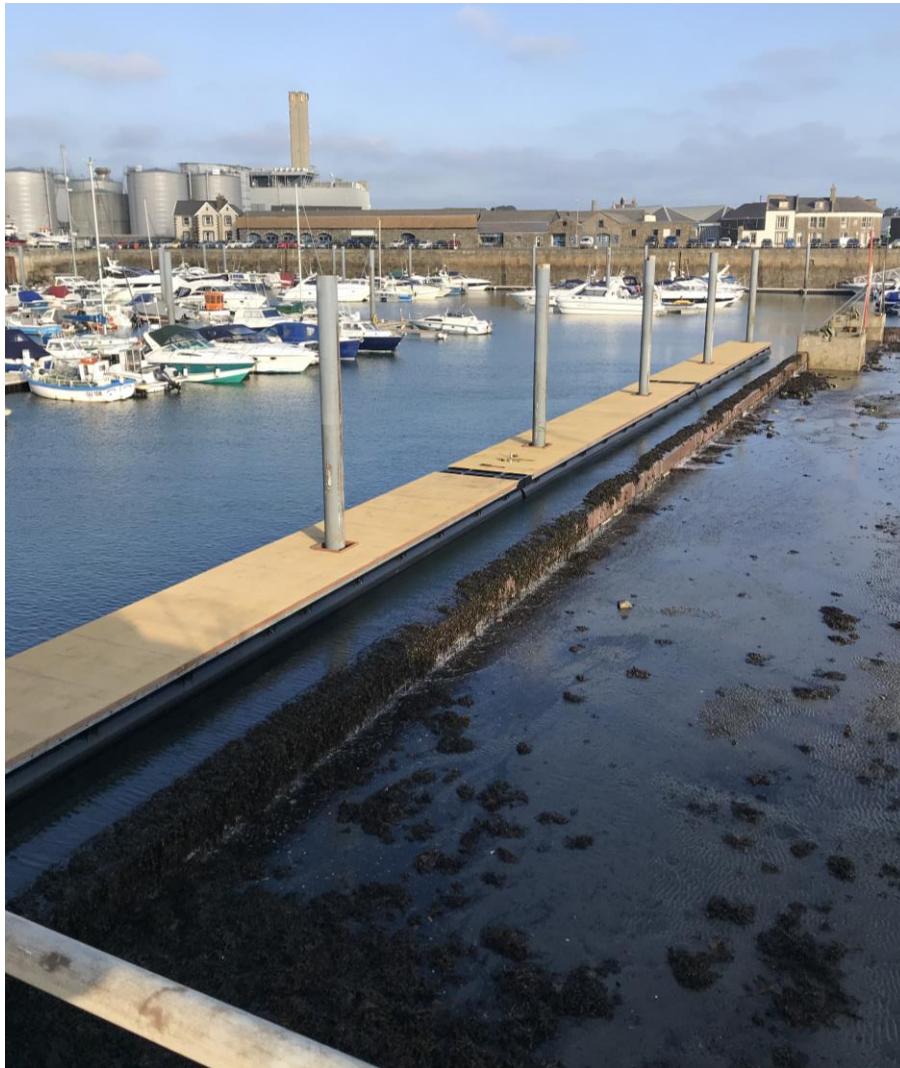
Work on this project continued in 2020 despite some COVID-19-related delays. The Ports team behind the project worked remotely with its team of external consultants during lockdown and continued to progress the study despite the lack of 'in person' face to face contact. The study looked at Guernsey's future harbour requirements following the resolutions of a States Assembly Requete on the issue approved in May 2019.



² A Policy Letter on the Future Harbour Development was debated by the States Assembly in June 2021. After several days of debate, the States resolved not to advance the States' Trading Supervisory Board's propositions but agreed that proposals to advance a 'Pool Marina' should be submitted for consideration by December 2022.

7.4. St Sampson's Marina Wave Attenuating Pontoons

In January 2020, the project to install new wave attenuating pontoons which are designed to protect the St Sampson's Marina from large wave and swell conditions during adverse weather, were completed by Guernsey Harbours staff and third-party contractors. In 2019, a combination of a very high tide and an easterly gale caused severe damage to the old pontoons and to one of the supporting piles on the Southside wave attenuating pontoons.



The new pontoons are designed to dissipate the effects of wave actions and swell entering the harbour and offer protection for vessels berthed in the marina. The St Sampson's Harbour Marina is an important asset for Guernsey Harbours and holds 344 local vessel berths. The contractor and our Technical Services team had to work in very challenging weather and marine conditions to complete the project which represented a £350,000 investment.

7.5. Guernsey Swimarathon 2020

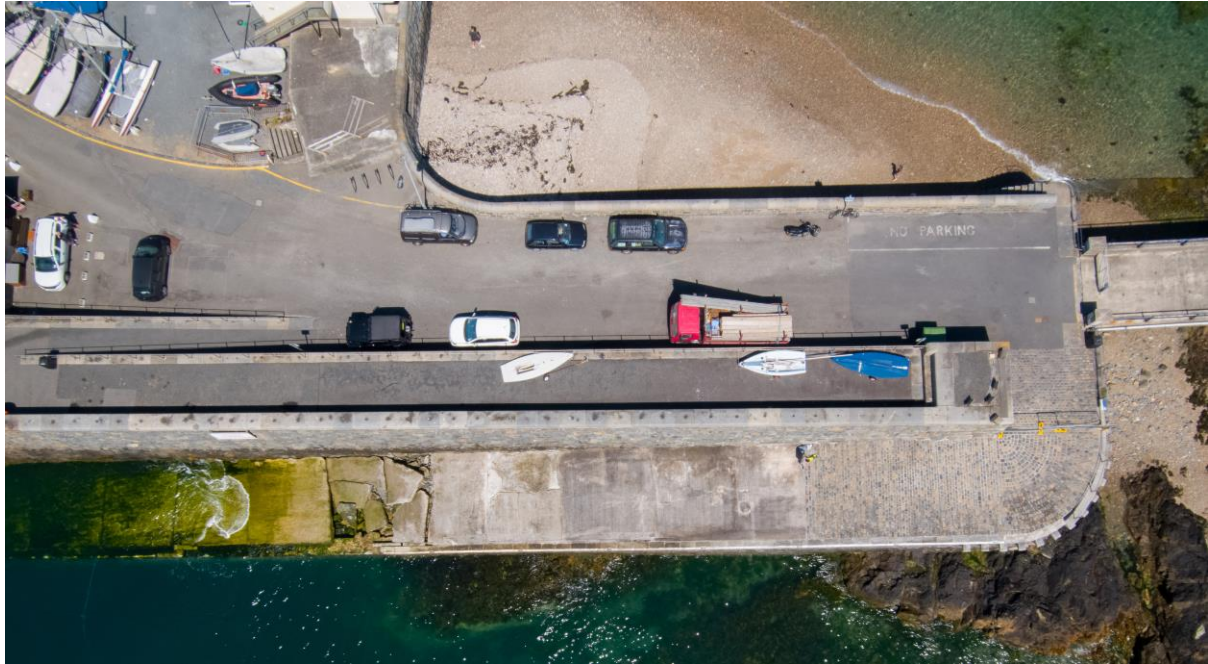
Guernsey Harbours' team raised £638 with 74 laps of the Beau Sejour pool as part of the Skipton Swimarathon 2020, which raised money for the Guernsey Alzheimer's Association, The Lions Club of Guernsey and the Guernsey Round Table. The team from across the various harbour departments and was awarded the bronze corporate award during in 2020 event.



Picture: Michelle Stanfield

7.6. Havelet Slipway

The COVID-19 pandemic and its draw on cash reserves of the Ports necessitated a delay in tendering for the repairs to the Havelet Slipway near Castle Cornet. The slipway, which is the responsibility of Guernsey Harbours and is near Castle Cornet, bore the brunt of bad weather consisting of force ten winds and large wave conditions in November 2018. Since that date, the slipway has been closed to the public and port users as it suffered considerable damage.



Guernsey Harbours accepts this repair project is part of its wider public realm responsibility, and it recognises the slipway provides convenient access into Havelet Bay for port users. It is regrettable that the work could not go ahead due to a reprioritisation of funding requests in the face of material disruption to Ports operations in the face of the pandemic, which otherwise had to be concentrated in more urgent operational maintenance. In 2021, the States' Trading Supervisory Board will bid for States of Guernsey capital funding earmarked for island-wide coastal defence repairs and investment to fund these repair works.

Chapter 8 - Consultation and Feedback

8.1. Commercial Port Users Group (CPUG)

The Commercial Port Users Group (CPUG) was formed in 2015 and meets quarterly with the Commercial Manager – Ports acting as Chairman to discuss all aspects of the Guernsey Harbours' Port operations, and strategic matters.

The Group comprises senior representatives of all the Harbours' key customers and tenants; including ferry operators, handling agents, service-delivery organisations, general and maritime business representatives and law enforcement agencies.

The Group's agenda and discussions over the last year covered a wide range of topics, including:

- COVID-19 Impact and recovery.
- Promotion of general maritime affairs.
- Technological updates on navigational aids.
- Consultation on future dues and charges for 2021.

The Group provides a valuable check and balance on the activities of Guernsey Harbours. It holds its management and officers to account and provides all our key stakeholders with an opportunity to challenge and direct the work planned and subsequently undertaken.

Chapter 9 - Human Resources

Recruitment to vacant posts has been suspended for most of 2020, as was all but essential overtime. Existing staff have had to respond to continued staff shortages in some areas of the business as the recruitment freeze has persisted to reduce costs.

The team has taken advantage of reduced activity at the Ports to undertake additional maintenance in areas normally operational or in passenger use. This has included marina pontoon, redecoration of buildings, replacing moorings, navigation buoys and additional training.

The work has used in-house expertise whenever possible. In addition, Ports staff have been working closely with the COVID-19 response team to manage aspects of the island's response, including management of port-related essential worker permits, construction of COVID testing facilities at the Harbour and more general input on changes to the lockdown strategy.

Prior to the COVID-19 pandemic, the Ports decided to reorganise its Senior Leadership responsibilities in order to continue the work on pan-Ports working. The posts of Chief Operations Officer and Chief Commercial and Infrastructure Officer were created to develop a pan-ports approach to delivering the various operational, commercial and infrastructure responsibilities of Guernsey Harbours and Guernsey and Alderney Airports.

Operational, Administration, and Support staff numbers at Guernsey Harbours remained unchanged in 2020 with 79 full time employees.

Appendix 1 – Contact Details

Guernsey Harbours

Postal Address: Guernsey Harbours, P.O. Box 631, St Julian's Emplacement, St Peter Port, Guernsey, GY1 3DL

Tel: +44 (0)1481 220229

Marina Office: (Victoria Marina) +44 (0)1481 725987

Guernsey Vessel Traffic Service: (24 Hours) +44 (0)1481 220481

Email: guernsey.harbour@gov.gg

Web: www.harbours.gg

Like, Follow and Share Guernsey Harbours on Facebook, Twitter, LinkedIn and Instagram.

Appendix 2 – Guernsey Harbours Accounts

The 2020 published accounts for Guernsey Ports (including Harbours and Airports) can be viewed online at:

<https://gov.gg/article/183782/The-States-of-Guernsey-Accounts-2020>

Appendix 3 – Passenger, Vehicle And Cargo Statistics

GUERNSEY HARBOURS - MOVEMENTS 2020																
ROUTE BY MONTH																
PASSENGERS	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL YTD	TOTAL	Change	%
POOLE	1367	1129	1557	0	0	0	266	197	1291	760	0	173	6567	106487	-99920	-93.83
OTHER UK	1180	1293	437	0	19	70	347	933	581	252	738	555	5850	23543	-17693	-75.15
JERSEY	1063	776	637	2	10	22	122	145	201	193	100	85	3271	78300	-75029	-95.82
ST MALO	959	1618	339	0	0	0	3	19	196	136	100	112	3370	81331	-77961	-95.86
GRANVILLE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
DIELETTE	0	0	0	0	0	0	0	0	0	0	0	0	0	19739	-19739	-100
COMMERCIAL TOTAL	4569	4816	2970	2	29	92	738	1294	2269	1341	938	925	19058	309400	-290342	-93.84
2019	5049	9153	11177	30034	38716	40451	51484	62928	32323	16861	5248	5976	303424			
CHANGE	-480	-4337	-8207	-30032	-38687	-40359	-50746	-61634	-30054	-15520	-4310	-5051	-284366			
%	-9.51	-47.38	-73.43	-99.99	-99.93	-99.77	-98.57	-97.94	-92.98	-92.05	-82.13	-84.52	-93.72			
HERM	243	160	202	0	0	2871	12747	12420	6742	1477	2162	1200	39024	72239	-33215	-45.98
SARK	463	404	415	0	0	1560	5885	6055	3892	897	968	1060	20539	53128	-32589	-61.34
ALDERNEY	0	0	0	0	0	564	1358	1407	889	0	0	0	4218	5125	-907	-17.7
INTER BAILIWICK TOTAL	706	564	617	0	0	4995	19990	19882	11523	2374	3130	2260	63781	130492	-66711	-51.12
2019	676	736	1793	9199	15864	19348	30581	29800	14541	3891	1745	2318	128174			
CHANGE	30	-172	-1176	-9199	-15864	-14353	-10591	-9918	-3018	-1517	1385	-58	-64393			
%	4.44	-23.37	-65.59	-100	-100	-74.18	-34.63	-33.28	-20.76	-38.99	79.37	-2.5	-50.24			
CRUISE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CRUISE TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2019	0	0	0	6263	35827	20493	28151	16518	5214	158	0	0	112624	0	112624	
CHANGE	0	0	0	-6263	-35827	-20493	-28151	-16518	-5214	-158	0	0	-112624			
%	0	0	0	-100	-100	-100	-100	-100	-100	-100	0	0	-100			

VEHICLES PRIVATE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL YTD	TOTAL	Change	%
POOLE	558	448	752	0	0	0	132	85	692	416	0	99	3083	30322	-27239	-89.83
OTHER UK	490	532	178	0	15	47	188	438	300	106	363	301	2657	7791	-5134	-65.9
JERSEY	201	199	136	2	2	5	24	46	50	61	35	24	761	7636	-6875	-90.03
ST MALO	312	354	154	0	0	0	1	10	106	71	37	44	1045	19100	-18055	-94.53
TOTAL	1561	1533	1220	2	17	52	345	579	1148	654	435	468	7546	64849	-57303	-88.36
2019	1602	2158	3018	6336	7373	7739	9465	11225	7080	4622	2009	2222	62627			
CHANGE	-41	-625	-1798	-6334	-7356	-7687	-9120	-10646	-5932	-3968	-1574	-1754	-55081			
%	-2.56	-28.96	-59.58	-99.97	-99.77	-99.33	-96.35	-94.84	-83.79	-85.85	-78.35	-78.94	-87.95			

VEHICLES COMMERCIAL	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL YTD	TOTAL	Change	%
POOLE	41	30	44	0	0	0	13	8	123	37	0	5	296	967	-671	-69.39
OTHER UK	2301	2278	2617	1438	1637	2172	2493	2432	2350	2710	2740	2408	25168	29690	-4522	-15.23
JERSEY	226	245	197	70	199	283	188	181	202	193	193	143	2177	3298	-1121	-33.99
ST MALO	83	98	65	29	22	35	0	0	36	75	78	98	521	1534	-1013	-66.04
TOTAL	2651	2651	2923	1537	1858	2490	2694	2621	2711	3015	3011	2654	28162	35489	-7327	-20.65
2019	2690	2574	3386	2933	3106	2941	3150	2958	2999	3169	2988	2595	32894			
CHANGE	-39	77	-463	-1396	-1248	-451	-456	-337	-288	-154	23	59	-4732			
%	-1.45	2.99	-13.67	-47.6	-40.18	-15.33	-14.48	-11.39	-9.6	-4.86	0.77	2.27	-14.39			
CARGO	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL YTD	TOTAL	Change	%
GENERAL CARGO	18371	17232	20382	12599	14985	18824	20857	19301	19617	24311	21922	21362	208401	235975	-27574	-11.69
OIL / PETROL	4497	4599	7229	3043	1939	2640	5236	0	4727	0	4813	5322	38723	94292	-55569	-58.93
GAS	440	980	540	450	0	462	0	0	470	2670	340	470	6352	5647	705	12.48
SELF DISCHARGE	1209	0	1276	125	0	699	200	949	573	1597	0	0	6628	7937	-1309	-16.49
COMMODITIES	5269	1579	2180	0	1834	5356	3018	4229	2007	596	2177	3367	28245	31177	-2932	-9.4
TOTAL	29786	24390	31607	16217	18758	27981	29311	24479	27394	29174	29252	30521	288349	375028	-86679	-23.11
2019	31361	33270	33836	34281	35169	26852	29670	29119	34046	31726	30832	24866	350162			
CHANGE	-1575	-8880	-2229	-18064	-16411	1129	-359	-4640	-6652	-2552	-1580	5655	-61813			
%	-5.02	-26.69	-6.59	-52.69	-46.66	4.2	-1.21	-15.93	-19.54	-8.04	-5.12	22.74	-17.65			