



Lochaber, Skye, Small Isles and Raasay Ferry Stakeholder Group

Sabhal Mor Ostaig, 1100 on Tuesday 5th June 2018.

Minute

Present

Cllr Denis Rixon, Highland Council
Neil MacRae, HITRANS
Robert Morrison, CalMac Ferries Limited
Demi Wyllie, CalMac Ferries Limited
Robbie Drummond, CalMac Ferries Limited
Finlay J MacRae, CalMac Ferries Limited
Brian Fulton, CalMac Ferries Limited
Hilda Ibrahim, Small Isles CC
Paul Flynn, Transport Scotland
Margaret Horn, Transport Scotland
Daniel Lafferty, Transport Scotland
Rob Ware, Sleat Transport Forum
Roddy Murray, Sleat Transport Forum
Kevin Hobbs, CMAL
Boyd Robertson, Sleat Transport Forum & UHI
Angus Campbell, CalMac Community Board
David Summers, The Highland Council

Apologies

Cllr Alan Henderson, Highland Council
Des Bradley, ScotRail
Ker Corbett, Scottish Citylink
Chris Taylor, VisitScotland
Scott Dingwall, HIE

Neil MacRae, HITRANS chaired the meeting and welcomed Members to the meeting and invited a round of introductions.

1 **Minute of Meeting held on 25th April 2017 and Matters Arising**

Kevin Hobbs to be removed from list of Apologies in previous Minute. Minute otherwise approved as an accurate reflection of the discussion.

Matters Arising - CalMac agreed to provide Sleat Transport Forum with monthly statistics for the Mallaig – Armadale service.

2 **Appointment of Chair / Vice Chair**

Neil MacRae advised members of the updated Terms of Reference which had been agreed following the previous round of Ferry Stakeholder Meetings and invited nominations for the position of Chair.

Roddy Murray requested that at either the position of Chair or Vice Chair be filled by a representative of one of the local community organisations rather than an elected member. Neil MacRae advised that the Terms of Reference had been agreed with a view to establishing a consistency across all the groups but that this could be reviewed if justification and after a discussion it was agreed to proceed on this basis.

Rob Ware nominated Cllr Allan Henderson for the position of chair and this was seconded by Cllr Denis Rixon.

Nominations were then sought for the position of Vice Chair but none were put forward. As a result it was agreed to defer the appointment for the position of Vice Chair to the next meeting by which time members would have time to consider.

3 **Communities Board Update from Chair (Angus Campbell)**

Mr Angus Campbell Chair of the CalMac Communities Board provided an update of the work of the Board to date stating that it was now finding its feet with members tasked with engaging with Community Councils and other local groups. Members would serve an 18month term. The Board would meet with the Transport Minister every 6 months. The Board recognized that some of the areas including Bute and Uists were not adequately represented and were therefore seeking to co-opt members from these communities.

4 **Marketing / Commercial Update**

Robert Morrison updated Members on progress being made to improve the booking arrangements for commercial vehicles to avoid instances where space is unnecessarily booked up that could otherwise be used by private vehicles. He informed members that a pilot on four routes had resulted in 2880 spaces previously 'block booked' being freed up through work undertaken by their Business to Business team.

5 **Ports / Harbours Update**

Kevin Hobbs provided an update on various projects which CMAL are managing. This included;

Work at Lochaline where tenders were expected back in 6 weeks. It was anticipated that the work may require a closure of the port for 6 weeks but the exact timeframe would depend on proposal received from the successful tenderer. Communication and contingency planning would commence at the earliest opportunity once a contractor had been appointed.

The options proposed in a STAG Appraisal for Lochboisdale were currently being considered.

Work on upgrading the harbours and marshalling areas at Uig, Lochmaddy and Tarbert so as to accommodate the new vessel were progressing. A full closure of Uig for up to 6 weeks was anticipated with the preference from partners to schedule this for the quietest time of the year with consultation on potential working hours to be agreed. KH said that all piers could accommodate new vessel but that there would be restrictions in severe weather.

HI requested an update on Mallaig Harbour proposals. KH said that the Masterplanning exercise had identified costs of £80million for improvements required with a significant element related to cost of a breakwater.

6 **Cal Mac Operational & Performance Update**

Robert Morrison provided members with a hard copy of the performance reporting for winter 17/18 timetable.

Cllr Rixon highlighted the importance of data when understanding the root of issues and requested more information on cancellations.

NM also requested that the information provided be in advance of the meeting and that it included comparison against more than the previous calendar year and used meaningful measures so that it added value to members understanding of the different routes and services.

RM said that separate data on Mobile homes was not currently recorded.

RW highlighted Sleat Forum request for extending the summer timetable to cover the shoulder months and also meet demand over the Festive period.

BR highlighted need to better understand unmet demand. RM also asked if it was possible to record any instances of passengers who had communicated with ports where services were fully booked. RD said that this could be resource intensive and something not helped by current outdated booking system – the replacement of which is currently being reviewed by Transport Scotland. RD added that this also affected CalMac's ability to communicate effectively when managing disruption on the network.

7 **CHFS Contract Commitments**

Neil MacRae provided an overview of the commitments made by CalMac in its successful bid to operate the Clyde and Hebrides Ferry Services. The Report stated that as part of the £900m contract to operate ferry services on the west coast of Scotland, CalMac identified almost 350 commitments to improve the service, help drive economic growth, improve customer service and make sure the company delivers value for money. Relevant summary tables extracted from the CHFS contract were attached in the Report.

8 **Scottish Government Review of Ferry Procurement**

Neil MacRae provided an update on the progress of the review being undertaken into procurement processes and state aid requirements for the future funding of Scottish Government ferry services following publication of an Interim Report in December. The Report detailed the Legal Framework, Stakeholder Engagement and Future Operating Models for Ferry Companies Owned by Scottish Ministers and Implications for Ferry Services.

9 **Transport Scotland Update including VRDP**

Daniel Lafferty provided members with a presentation outlining the progress to date made by Transport Scotland in updating the National Transport Strategy.

Margaret Horn provided an update in relation to the Transport Scotland Vessel Replacement and Deployment Plan (VRDP) highlighting current priorities including design work for a new vessel for Islay, the introduction of vessels 801/802 into the network and plans for upgrading Craignure.

KH confirmed that Fergusons Shipyard had indicated the projected delivery date for the 801 was winter 2018/19 but that there was no official date from the yard for the 802. KH also confirmed that CMAL were actively looking for a suitable vessel that might be available for purchase but that the need for it to fit particular requirements meant that options on the open market were very limited.

Margaret Horn also highlighted that Transport Scotland submission to the Audit Scotland report was now online; and that the procurement of the new ticketing system would be a transferrable asset fully funded by Transport Scotland.

Action – HITRANS to collate any feedback on VRDP report and share with Transport Scotland

10 **Transport Integration Updates**

Ms Demi Wylie provided an update on Transport Integration including in respect of the Active Travel working Group.

David Summers highlighted the work of the West Highland Line Review group which had just held an initial meeting and identified an aspiration of 6 services per day for the Fort William/Mallaig route so as to bring frequency to a similar level of the Oban line.

RM/HI highlighted the need to be able to book ferry services with examples of problems on the Eigg service.

NM reported that he had met with Transport Scotland and CalMac with a view to establishing who is responsible for replacing / upgrading the ferry information signage on the A830 trunk road and other similar signs at Kyle, etc.

11 **Timetables Overview**

Demi Wylie provided a summary of the timetable requests which they had received from Ferry Committees or Community Councils highlighting need for them to be cost neutral unless a case for additional funding supported by government.

HI highlighted that the way timetables were currently presented in publicity made it difficult unclear

Action – Cal Mac to review how the timetable of some services were presented in future

12 **Unresolved Issues from Ferry Committee for Resolution**

No unresolved issues reported

13 **Actions / AOCB**

No other items were raised. A list of Actions would be included within the draft minute.

14 **Date of Next Meeting**

Preference for 5th / 6th December expressed by some members. HITRANS to confirm date and venue following completion of all FSG Meetings.

Following meeting HITRANS confirmed Thursday 5th December in Fort William as the date / venue of next meeting