



**Minute of Clyde Ferry Users Group Meeting (FUG)  
(Arran, Bute, Cumbrae, Cowal, Dunoon)**

**Held at the Tontine Hotel, Greenock  
10:30 on 20 February 2015**

**IN ATTENDANCE**

**HITRANS**

Ranald Robertson  
Katy Cunningham

**ARGYLL & BUTE COUNCIL (A&B)**

Cllr Bruce Marshall  
Cllr Robert E MacIntyre  
Clive Hayward

**STRATHCLYDE PARTNERSHIP FOR TRANSPORT (SPT)**

Allan Comrie

**CALEDONIAN MACBRAYNE (CaIMac)**

Matthew Harrison  
Eric Smith  
Bill Main  
Karen Milliken

**TRANSPORT SCOTLAND (Ferries Division)**

Graham Laidlaw  
Douglas Ellis

**CALEDONIAN MARITIME ASSETS LTD (CMAL)**

Lorna Spencer  
Tom Docherty

**HIGHLANDS AND ISLANDS ENTERPRISE (HIE)**

Sue Gledhill

**SCOTRAIL**

Des Bradley

**APOLOGIES**

Cllr Christopher McEleny  
Cllr Duncan MacIntyre  
Cllr Denis McKenna  
Moya Ingram

Alex Scott  
Alastair Dobson  
Cllr Chris McEleny  
Alan Malone

## **WELCOME & INTRODUCTIONS**

Ranald Robertson (Chair) welcomed Members to the meeting. Round table introductions.

### **ITEM 1: Minute of Previous Meeting**

The minute of 12<sup>th</sup> December 2013 was approved as a true reflection of the meeting

### **ITEM 2: Matters Arising**

No items raised under matters arising.

### **ITEM 3: Caledonian MacBrayne Events Calendar 2015 (for noting)**

Mathew Harrison presented the Events Calendar and offered the opportunity for stakeholders to provide details of additional events to be included on the Calendar.

### **ITEM 4: Caledonian MacBrayne Digital Projects Platform Update**

Mathew Harrison gave a PowerPoint presentation on the new online ticketing and reservation/booking system that CFL are in the process of implementing under the project title of Titan. Matthew provided background on the new system highlighting that the benefits and functionality offered by the system will support -

- printing of boarding cards
- sms/email/ Smartphone/ipad compatible
- Smart Ticketing
- M Ticketing
- Improved intelligence on who is on board.
- Tracking who is going onto the islands, this will help with issue of block booking as will be able to see what other services people are booked on..

### **ITEM 5: Ferry Demand Capacity Forecasting –**

PowerPoint presentation given by Karen Milliken and Bill Main on the CalMac Vessel Replacement Strategy.

Karen provided background to the CalMac vessel replacement strategy across the CHFS network which is a tripartite project also involving Transport Scotland and CMAL. The work has been supported with independent forecasting undertaken by Reference Economic Consultants. The Strategy is designed to compliment the Ferries Plan covering acquisitions and disposal of vessels to create a refined and repeatable process which could facilitate annual review,

Bill Main provided the detail on statistics on the model which will help decide a replacement vessel programme. Looking at the entire network, forecasting demand on each route/model for capacity utilisation.

**Action** – Details of the VRS would be circulated to all FUG Members.

**ITEM 6: Argyll Ferries Update**

Eric Smith provided the performance report on the Argyll Ferries service on reliability and punctuality for the period 26 October 2013 – 11 January 2015. Advising report circulated ahead of meeting was produced for earlier postponed meeting, therefore, stats slightly out of date and have increased to 100% since report produced.

Bruce Marshall asked if there are any plans for vehicle traffic on this route.

Graham Laidlaw confirmed there are currently no plans to introduce a vehicle service on this route. Adding current contract to run for 6 years.

Bruce Marshall raised connection issues of Argyll services connecting with bus services, with buses leaving before ferries arrive.

**Agreed:** Eric Smith to contact McGill's to discuss timetable connections  
Allan Comrie added he would be willing to input into timetable discussions

**ITEM 7: CalMac Operational Update**

Eric Smith reported on routes within the area and provided the group with performance reports providing information on reliability and punctuality of routes covered within the group area for the period 26 October 2013 – 11 January 2015. Eric provided update on performance on routes within this group area – circulated prior to meeting. It was noted report was produced for meeting scheduled to be held in January

Discussion followed on planned introduction of RET and the impact this will have on demand.

**ITEM 8: Regional Issue – Rothesay to Weymss Bay Service Disruption**

Tom Docherty advised the group that the planned disruption due to start 4<sup>th</sup> March will not go ahead. This is due to a dispute with the design engineers who have indicated they can't comply with the original contract.

Disruption but will now move to beyond the summer period, with no start date set, but end date of January 2016

Robert MacIntyre read out letter received from Mr Blair, on behalf of Community Council, awaiting 15% introductory discount to be confirmed, decision on multiple journey and season tickets and RET to come in on 26 October.

Graham Laidlaw confirmed he is aware of this issue and it is being factored into consideration ahead of RET roll out on this route.

**ITEM 9: Public Transport Update**

Des Bradley provided an update on rail services to Gourock, Wemyss Bay, Ardrossan and Largs.

Allan Comrie updated on improvements to bus services in Arran.

**ITEM 10: CHFS Contract Procurement Process**

Graham Laidlaw, Transport Scotland provided a verbal report on CHFS Contract Procurement Process.

Graham advised that TS are working to have the next CHFS contract in place by October 2016, with award made summer 2016.

Information to tenderers will be out within the next few weeks, with invitation to tender this summer. The contract specification will be drawn from the Ferries Plan and this has already been subject to significant consultation. However communication with communities must continue. FUGs to be informed of engagement, with communication through RTPs. All Information will be placed on Transport Scotland Ferries page website and recommends group members to visit site to keep informed.

Chair thanked Graham for his presentation

**ITEM 11: Ferry User Group Review**

Ranald Robertson outlined review of the remit of these groups to improve membership to reflect user and island communities, and to strengthen consultation going on, on a more strategic level. For members information on how these groups will go forward with the contractor. This should lead to better communication, and more operator led meetings.

Actions to be issued following on from meetings

Robert MacIntyre responded the group membership is good at the moment and no need to extend membership.

Sue Gledhill suggested Argyll Ferries be included in the Argyll FUG meeting.

Bill added it would be of benefit if Visit Scotland could attend these meetings.

**Action** – Visit Scotland to be included in those invited to attend Clyde FUG.

**ITEM 8: AOCB**

Bruce Marshall asked that Cowal be included in Caledonian MacBrayne Explore magazine. Also, Caledonian MacBrayne website

seems to promote Oban heavily, other islands should be promoted with the same level of publication.

Eric Smith thinks Cowal is included, will explore this and get back to him if there is an issue.

Bill Main advised one of the features of the new website is an interactive map, and all routes will be included with more content.