



**Minute of Ferry Users Group Meeting
(Small Isles, Skye, Raasay, Kilchoan, Lochaline)**

**Held at Lochaber College, Fort William
13:00 16 January 2008**

IN ATTENDANCE

HITRANS

Mr Dave Duthie, Director
Mr Ranald Robertson, Programme Manager

HIGHLAND COUNCIL

Cllr John Laing, (Chair)
Cllr Allan Henderson
Cllr Roy Pederson
Mr Cameron Kemp, Integrated Transport Manager

ARGYLL & BUTE COUNCIL

Cllr Duncan MacIntyre
Cllr Gordon Chalmers

CALEDONIAN FERRIES LTD (CFL)

Mr David Taylor, Regional Manager (Fort William)
Mr Lawrie Sinclair, Managing Director
Mr Hugh Dan MacLennan, Communications Director
Mr Phil Preston, Operations Director

CALEDONIAN MARITIME ASSETS LTD (CMAL)

Mr Guy Platten, Managing Director
Mr Andrew Flockhart, Business Planning Manager

HIE LOCHABER

Mr Scott Dingwall

CONFEDERATION OF TRANSPORT (CPT)

Mr Mike Dean

RAASAY COMMUNITY COUNCIL

Mr Donnie Oliphant

APOLOGIES: Mr Sam MacNaughton, HC
Ms Lorna Spencer, CMAL
Mr Robert Muir, HIE Skye and Wester Ross

WELCOME & INTRODUCTIONS

Cllr John Laing, Chair welcomed everyone to the meeting.

ITEM 1: Minute of Meeting 27 June 2007

The Minute was approved with a single amendment to correct Cllr Gordon Chalmers surname.

ITEM 2: Matters Arising

No Items raised under Matters Arising

ITEM 4: CFL Operational Update for the Period from 1 October 2007

David Taylor provided the group with the performance report for the period ending 31/10/2007. This update included information on reliability and punctuality of those routes operating within the group area.

Discussion followed regarding connectivity between ferry, bus and rail with Mike Dean commenting on the details of a number of issues.

ITEM 5: Highland Council Update on Raasay Terminal Project

Cameron Kemp reported that the contract for the Raasay Ferry Terminal will take 18 months to deliver with completion scheduled for September 2009. Colin Howell of the Council's Project Design Unit is the principal contact for this job.

ITEM 6: Local Authority Report on Timetable and Service Issues

Cameron Kemp reported Rapsons have reverted to a late May start for their summer timetable on the Armadale to Broadford route. A interim timetable is in place for the Easter – May period. The draft summer timetable shows an improvement on previous years with an hourly service headway across the day.

Some changes are proposed to the Lochaline bus service and these are being discussed with the Community Council.

ITEM 7: Road Equivalent Tariff

Phil Preston advised that the consultants are still finalising their report prior to consultation with stakeholders. Caledonian MacBrayne do not know what this is likely to recommend but expects any pilot to involve some or all Western Isles routes. Caledonian MacBrayne have given existing figures for comparison and have been asked to come up with proposals, but need to know the scheme objectives, and how success/failure will be measured, this may take a substantial length of time.

ITEM 8: Cearcall na Gaidhlig (Gaelic Rings)

Hugh Dan gave a presentation on the latest position on the Cearcall na Gaidhlig. A project steering group meeting the previous Friday to finalise arrangement for the extension of the scheme to include five new rings. The launch of these is scheduled to take place at Queen

Street railway station, Glasgow on 14 March, with the event presided over by Jim Mather, Minister for Tourism. The website is being updated and will be live this week in both Gaelic and English.

Donnie Oliphant noted that Raasay did not feature on the Web Page, as presented. Hugh Dan advised that the website is being updated and this is just a temporary page. The final site does include Raasay on the Gaelic Rings itinerary.

ITEM 9: HITRANS Relationship with Passengers' View

Ranald Robertson reported some background on Passengers' View Scotland, which was set up by Ministers primarily to deal with bus issues. Hugh Dan MacLennan advised that Caledonian MacBrayne are concerned that PVS are seeking to extend their remit beyond that which they were established to deal with and that this may cause confusion. Hugh Dan added that Caledonian MacBrayne have been concentrating on promoting the consultation/complaints process with posters on board ships and at outports. These confirm that in the first instance contact should be directly with the operator, then through the RTPs to the Ferry User Group process.

ACTION: HITRANS to write to convenor of Passengers' View and request meeting to highlight/clarify the role of the Ferry User Groups as a point of contact to raise issues that remain unresolved by the company.

ITEM 10: HITRANS TIER 2 Update

David Duthie advised that no date has been set yet for the first Clyde and Hebrides Tier 2 Ferry Committee meeting. It is hoped to hold this in the summer.

ITEM 11: AOCB

No items raised under AOCB.

Date of Next Meeting

Meeting to be held 9 September 2008.