



**Minute of Ferry Users Group  
Kintyre and it's Islands**

**Held at the Stonefield Castle Hotel, Tarbert  
12:30 15 January 2008**

**IN ATTENDANCE**

**HITRANS**

Councillor Duncan MacIntyre, Chair  
Mr Randal Robertson, Programme Manager

**ARGYLL & BUTE COUNCIL**

Mr Blair Fletcher, Transportation Manager  
Councillor Robin Currie (Kintyre & Islands)

**CALEDONIAN MACBRAYNE**

Mr Lawrie Sinclair, Managing Director  
Mr Hugh Dan MacLennan, Communications Director  
Mr Phil Preston, Operations Director  
Mrs Fay Harris, Regional Manager (Kennacraig)  
Mr Robbie Brown, Regional Manager (Arran & Cumbrae)

**CALEDONIAN MARITIME ASSETS LTD (CMAL)**

Mr Andrew Duncan

**CONFEDERATION OF TRANSPORT (CPT)**

Mr Mike Dean

**TARBERT PORT AUTHORITY**

Alan MacDonald

**APOLOGIES:**

Ms Lorna Spencer, CMAL  
Ms Sue Gledhill, Head of Global Connections, HIE AI  
Mr Ian Fox, Regional Manager (Oban), Caledonian  
MacBrayne

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## **INTRODUCTIONS**

Cllr Duncan MacIntyre, Chair welcomed all to the meeting, advising that meetings were to be administered by HITRANS.

Cllr Robin Currie asked why no other ferry operators were present at the FUG meetings. Randal Robertson explained that the groups were established with a specific remit to deal with the ferry services procured by the Scottish Government. We have no locus in other ferry operations.

**ITEM 1: Minute of Meeting 26 June 2007**

The Minute was approved.

**ITEM 2: Matters Arising**

**ITEM 2:** Robin Currie asked if HITRANS chased up Community Council representation. It was confirmed representation was again sought with no response.

**ITEM 3: Caledonian MacBrayne Operational Update for The Period From 1 October 2007**

Fay Harris provided the group with a performance report for the period ending 31/10/2007. This report included information on reliability and punctuality of routes covered within the area covered by the FUG. Regular meetings throughout the year with distillers from Islay have helped cement a good relationship.

**ACTION:** Fay Harris to email stats/percentages as reported to Katy Cunningham (HITRANS), who will circulate to members with the minute in advance of the next meeting.

**ITEM 4: Infrastructure – Argyll Services**

Blair Fletcher reported on the latest progress on delivering the new Port Askaig facilities.

Robin Currie advised the new berthing structure for the Jura service will not be available for a significant period of time during construction works and there may be implications for Caledonian MacBrayne.

Discussion followed on this issue particularly regarding the suitability of the Jura berthing structure.

**ITEM 4.1:**

Alan MacDonald reported that the overnight ferry berth at Tarbert is showing signs of corrosion. Engineers advise something needs to be done within the year and costs are estimated to be in the region of £80,000. Funding for these remedial works will need to be investigated. The Chair asked Blair Fletcher to raise the issue with Council colleagues.

**ITEM 5: CMAL Update on new Islay Ferry**

Andrew Duncan reported that the new Islay ferry was ordered in November 2007 for an expected delivery in 2011. The ship is being constructed in Poland. Plans of the vessel were circulated for group members benefit. The vessel will be the maximum size that shore facilities can accommodate. This will be similar to, but smaller than, the MV Clansman.

**ITEM 6: Local Authority Report on Timetable and Service Issues**

Phil Preston reported on Local Authority Young Scot Liaison Group, that there is no scope for Young Scot ticket, as no funding available. Phil would discuss with groups and assist in helping them to source funding elsewhere.

**ITEM 6.1:**

Robin Currie asked Caledonian MacBrayne to explain why there was so little knowledge or information on the passenger limit on certain Isle of Arran sailings. Fay Harris responded by explaining that there is a limit but this only caused problems on three sailings, mainly due to factors at the time of year. A press release had been issued to the Illeach explaining the situation but unfortunately this was not published. The company had learned lessons and will ensure that the information is published widely in the future.

**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.

**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**  
Ranald Robertson 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**

The next meeting will be held on 10<sup>th</sup> September at the Carinbaan Hotel.