



THE HIGHLANDS AND ISLANDS TRANSPORT PARTNERSHIP

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

**Held at the Tontine Hotel, Greenock
14:00 on 12 December 2013**

IN ATTENDANCE

HITRANS

Mr Ranald Robertson
Mrs Katy Cunningham

INVERCLYDE COUNCIL

Councillor Christopher McEleny

ARGYLL & BUTE COUNCIL

Mr Martin Goringe
Mr Michael Breslin

STRATHCLYDE PARTNERSHIP FOR TRANSPORT (SPT)

Mr Gordon MacLennan
Mr Alex Scott

TRANSPORT SCOTLAND (Ferries Division)

Mr Paul Linhart – MacAskill
Mr Douglas Ellis

CALEDONIAN MACBRAYNE (CalMac)

Mr David Cannon
Mr Peter Griffiths
Mr Simon Richmond

NATIONAL FARMERS UNION (NFU)

Mr Ninian McAllister

First ScotRail

Mr Des Bradley

APOLOGIES:

Councillor Ronnie Ahlfeld
Councillor Bruce Marshall
Councillor Denis McKenna

WELCOME & INTRODUCTIONS

The Chair welcomed members to the meeting

ITEM 1: Minute of Meeting

The minute of meeting of 27 March 2013 was approved as a correct reflection of the meeting

ITEM 2: Matters Arising

No items raised

ITEM 3: Introduction of Wi-Fi

David Cannon reported CalMac are looking to introduce a reliable and consistent Wi-Fi signal on vessels and waiting rooms free of charge to passengers. Trials have been undertaken of several different delivery methods, including satellite, point-to-point, wireless and 3G. Trials have allowed CalMac to determine which technology is most suited to which area. Now ready to procure with contract award January, completed by summer. Installation on large vessels first

ITEM 4: Homecoming 2014

Peter Griffiths informed the group Homecoming Scotland is a big tourist event for 2014, and will coincide to cover Ryder Cup, and Commonwealth Games. Various initiatives undertaken, advertising in Explore magazine, working closely with Visit Scotland, including TV campaign with Visit Scotland, and own digital campaign. Also, Homecoming messages in email and digital platform, also working with Islanders promoting CalMac/ferries/islands.

ITEM 5: Timetable Publicity

Michael Breslin raised the issue of summer timetabling. Now too late to promote Gourock – Dunoon in timetable, there is a need to increase visibility and asked if route could be included within the Cowal section? Michael also asked why the route can't be included in hopscotch, instead of being pushed to the back pages.

Chair agreed this is a legitimate point.

David Cannon responded as this is a non CHFS route they are not allowed to put this in the body of the timetable, that non CHFS routes go to back section.

Agreed - Peter Griffiths agreed to look at timetabling and to take issue back.

ITEM 6: Argyll Ferries Update

Simon Richmond Operations Manager provided the group with performance report on reliability and punctuality of the route for the period 20 October 2013 – 28 February 2014.

The Coruisk is being introduced next week through to the end of March, with 3 additional staff in place for the extra service. Also, Linkspan has been refurbished. This is a positive step forward and hopefully this will return numbers up.

Michel Breslin said it is interesting to see decline in numbers since passenger only service. A lot of passengers travelled in cars and these were not taken into account, as CalMac have confirmed. Intervention of deputy first minister has resulted in the extra provision of service.

ITEM 7: Caledonian MacBrayne Operational Update

Regional Manager Simon 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 March 2013 to October 2013.

Simon added, across the board, positive good summer weather wise and this is reflected in passengers. Arran, particularly, a very good performance.

Brodick – development of new building and pier, brand new terminal building, whether 1 – 2 phase still to be decided, with favour for 1 phase.

Ongoing problems with BT signal at Colintrave

Largs – work ongoing to improve slipway and navigational lights finishes pre-Christmas

ITEM 8: Public Transport Operational Update

Des Bradley reported no major issues. 2012 timetable re-cast has been a success. At the moment everything okay with interchange in modes, but need more communication from ferries

Michael Breslin agreed with one exception, Dunoon to Glasgow route 24 minutes past four departs platform 3, 10 minutes is not sufficient time. This affects the number of people who can use this service; people with disability especially are being restricted.

Des responded try to put as much into platform 1 but not always possible

Michael Breslin - Ferry concession card holder challenged at barrier and on train and told they should not be using this card. Can awareness be made to the staff that this card can be used throughout the day? Constituent had to run to catch train but was sent back to purchase ticket which caused a 2 ½ hour delay, flexibility needs to be shown.

ITEM 9:

AOCB

No Items raised