

**FERRY USERS GROUP**

(Barra, the Uists, Lewis and Harris)

Minute of Meeting held in The Caladh Hotel, on 14 December 2017 at 10.00am

IN ATTENDANCE	<p><b>COMHAIRLE NAN EILAN SIAR</b>          Mr Uisdean Robertson (Chairman)          Mr John Mackay          Mr Paul Finnegan          Mr Iain A Macneil          Mr Finlay Cunningham          Mr Iain Macleod          Mr Iain Mackinnon          Mr Derek Mackay          Miss Kaye Anne Afrin</p> <p><b>TRANSPORT SCOTLAND</b>          Mr Brian Gordon          Mr Daniel Lafferty          Mr John Inglis</p> <p><b>CALEDONIAN MACBRAYNE LTD (CALMAC)</b>          Mr Robert Morrison          Ms Demi Wylie          Capt. Lewis Mackenzie          Mr David Cannon</p> <p><b>OUTER HEBRIDES TOURISM (OHT)</b>          Mr Ian Fordham          Mr Donald Macarthur</p> <p><b>SCOTTISH CITYLINK</b>          Mr Ker Corbett</p> <p><b>AUDIT SCOTLAND</b>          Mr Graeme Greenhill</p> <p><b>HITRANS</b>          Mr Neil MacRae</p>
APOLOGIES	<p>Mr Iain MacNeil (Comhairle nan Eilean Siar)          Mr Donald Manford (Comhairle nan Eilean Siar)          Mr David Smart (Comhairle nan Eilean Siar)          Mr Kenny Macleod (Comhairle nan Eilean Siar)          Mr Ian Cockburn (Highland Council)          Mr Richard Hadfield (Transport Scotland)          Ms Lorna Spencer (CMAL)          Mr Kevin Hobbs (CMAL)          Mr David Summers (Highland Council)          Mrs Rachel Mackenzie (HIE)          Mr DR MacLeod (RHA)          Mr Kevin Peach (Ullapool Port Authority)          Ms Gail Robertson OHCG</p>

1	Minute	The Minute of Meeting of 27 April 2017 was <b>approved</b> .
	Matters Arising	<p><b>Mr Robert Morrison confirmed that CalMac's Cancellation Policy would be circulated during the course of the meeting</b></p> <p><b>Mr Robert Morrison agreed to provide details of historic tidal restricted sailings to enable a comparison with current figures.</b></p>
2	Finalised Ferry Stakeholder Group Terms of Reference	<p>Mr Neil Macrae, HITRANS Partnership Manager, presented a Report which set out the terms of reference and structures for Ferry Service Stakeholder Engagement processes that HITRANS officers had developed through discussion with Calmac Ferries Limited. The Report stated that the consultation arrangements set out to eliminate overlaps and ensure that each layer has a distinct role and focus. The Report detailed the most significant changes.</p> <p><b>Action –It was agreed that:</b></p> <ol style="list-style-type: none"> <li><b>(1) each Ferry Stakeholder Group should appoint a Chair from amongst its memberships;</b></li> <li><b>(2) Mr David Cannon would relay the concerns of the Ferry Users Group to the Community Board in respect of the lack of representation from Barra, Uist, Harris;</b></li> <li><b>(3) Mr David Cannon would confirm the communication process between Ferry Stakeholder Groups and the Community Board; and</b></li> <li><b>(4) meetings of the Ferry Stakeholder Group should be coordinated with the consultation period for Summer/Winter Timetables.</b></li> </ol>
3	Marketing/Commercial Update	<p>Mr David Cannon gave an update on Calmac marketing campaigns. Mr Iain Fordham provided an update on the OHTIA marketing campaign and confirmed that he had met with Calmac to discuss the provision and dissemination of information to passengers and tourists.</p> <p><b>Action – Calmac and OHTIA would share details of their marketing campaigns with each other.</b></p> <p><b>That Calmac would respond to the previously submitted requests from OHTIA.</b></p>
4	Ports/Harbours Update	<p><b>Ullapool Harbour Update</b></p> <p>The Group considered a Report from Mr Kevin Peach, CEO/Harbourmaster providing an update in respect of Ullapool Harbour. The Report gave the latest position with regard to improving traffic flow along the main pier access road, indicated that a new rapid charger outlet had been installed at the pier and detailed progress with the proposal to have a changing place / accessible toilet in the vicinity of the car park.</p> <p><b>Uig / Lochmaddy / Tarbert Infrastructure</b></p> <p>The Group discussed a Report which provided an update on the project to upgrade the piers at Tarbert, Lochmaddy and Uig which had entered the design stage following completion of masterplans for each port, and detailed design of the favoured options started. Design had been undertaken in conjunction with onsite investigations, testing and environmental studies to support applications for required Marine Licences and Harbour Revision Orders and/or planning consents.</p> <p><b>Action – It was agreed to note the updates.</b></p>

5	Audit Scotland Ferries Performance Audit	<p>The Group considered a Report from Mr Ranald Robertson, HITRANS Partnership Director, on the Ferries Performance Audit. The Report provided details of the findings and recommendations included in Audit Scotland's performance audit on Scottish Government supported ferry services.</p> <p>Mr Graeme Greenhill, Audit Scotland, gave a presentation which detailed the views of service users and outlined the messages and recommendations arising from the review. Mr Greenhill indicated that the Report had been considered by the Public Audit &amp; Post-legislating Scrutiny Committee (PAPLSC)</p> <p>Mr. Uisdean Robertson on behalf of Uist Association of Community Council thanked Audit Scotland for meeting with local communities to present the Ferries Performance Audit.</p> <p><b>Action – It was agreed:</b></p> <ul style="list-style-type: none"> <li>(1) to note the presentation;</li> <li>(2) that Iain Mackinnon would seek to facilitate meetings between the PAPLSC and Western Isles Community Representatives; and</li> <li>(3) that Gordon Greenhill would confirm contact details for the PAPLSC</li> </ul>
6	NTS Update by Transport Scotland	<p>Mr Daniel Lafferty gave a presentation providing an update on the National Transport Strategy Review. The purpose of the Review was to produce a successor to the National Transport Strategy (NTS) that would set out a compelling vision for the next twenty years. The Presentation highlighted the approach for the NTS Review which combined Partnership Working, Evidence and Engagement. Stakeholder engagement and the NTS Review Timeline were outlined in the Presentation.</p> <p>Mr Daniel Lafferty, Transport Scotland and Mr Ranald Robertson, Partnership Director submitted a joint Report providing an update on the National Transport Strategy Review detailing the co-production approach being taken and how this was supported by a range of Partnership and Thematic Working Groups. The Report stated that the National Transport Strategy would be subject to a comprehensive review which would work towards a formal public consultation on a draft Strategy in early 2019 with a view to publishing the successor Strategy in July 2019.</p> <p><b>Action – It was agreed:</b></p> <ul style="list-style-type: none"> <li>(1) to note the Transport Scotland offer to meet with the Comhairle and Western Isles Community Councils to discuss the National Transport Strategy;</li> <li>(2) that Mr Neil Macrae would provide details of groups within the HITRANS area with whom Transport Scotland may wish to engage; and</li> <li>(3) that Mr Neil Macrae would circulate copies of HITRANS finalised Report on the Value of Transport.</li> </ul>

7	Regional Update	Operational	<p>Mr Robert Morrison submitted a Report providing a performance update for Hebridean Ferry Services. The Report highlighted that the operated sailings between 31 March 2017 and 22 October 2017 had increased from 6,491 to 6,573 in comparison to the same period the previous year. Cancelled sailings had increased from 64 in 2016 to 103 in the current year although Diverted Sailings had decreased from 29 to 11 and Total Cancelled Sailings after Relief Events decreased from 20 to 12. The Report detailed that there was a slight decrease from Total on Time from 95.6% in 2016 to 95.3% in 2017.</p> <p>The Group was informed that Calmac were looking to introduce an additional sailing on the Sound of Harris and an extended peak timetable on the Tarbert/Lochmaddy/Uig route. Mr Iain Fordham expressed the OHTIA's disappointment that there would not be an enhanced Summer Service on the Stornoway/Ullapool service and raised the issue of an additional Saturday sailing. The Group commented on the requirement to provide advice to tourists on using single track roads.</p> <p><b>Action – It was agreed to note that:</b></p> <ol style="list-style-type: none"> <li>(1) <b>OHTIA and the Comhairle were developing an information leaflet on driving on single track roads and that Calmac would assist in distributing the leaflets at ferry ports;</b></li> <li>(2) <b>the Director of Technical Services would raise the feasibility of a third Saturday journey on the Stornoway-Ullapool route at the next Meeting of the Islands Transport Forum; and</b></li> <li>(3) <b>in future Report the details for Uist/Tarbet/Lochmaddy would be presented on a separate route basis.</b></li> <li>(4) <b>That Calmac would provide more detailed performance reporting for all routes at future FSG meetings in line with the information on selected routes such as Arran and Islay where improved reporting had been piloted in line with CHFS requirements</b></li> </ol>
8	Transport Update	Scotland	<p>Mr Brian Gordon provided an update on the Outer Hebrides Ferry Services STAG Appraisal. The Report stated that the STAG approach provided a clear framework for assessing evidence-based transport problems and opportunities based on robust, objective-led analysis that would develop options for future investment and service provision. The Report highlighted the following four main phases of the STAG:</p> <ul style="list-style-type: none"> <li>• Evidence gathering: statistics, trends and costs- desk-based and now underway</li> <li>• Stakeholder consultation, household survey and public exhibitions on current and future use of the services – in early 2018</li> <li>• Identification of problems and opportunities</li> <li>• Consultation with stakeholders and communities on options</li> <li>• Reporting</li> </ul> <p><b>Action – Brian Gordon would circulate an update on the Procurement Policy Review timetable</b></p>

9	Transport Integration Update	<p>Ms Demi Wylie gave a presentation providing an update on Transport Integration. The presentation detailed the progress during the first year of the Clyde and Hebrides Ferry Services Contract and the opportunities being explored in year two and beyond.</p> <p><b>Action – Robert Morrison would provide an update on the work of the Project Team tasked with upgrading the Calmac online booking system.</b></p>
10	Timetables Overview	<p>Ms Demi Wylie submitted a Report timetable change requests received by Community Councils and Ferry User Groups. It was confirmed that these would be submitted to Transport Scotland for review. The OHTIA had requested that summer timetables should be extended to meet help meet the OHTIA strategic aim to extend the tourism season.</p> <p><b>Action – Note that OHTIA were seeking discussions on the start and finish dates for future Winter/Summer timetables.</b></p>
11	Unresolved Issues from Ferry Committee for Resolution	None.
12	Next Steps, Timescales, Actions	<b>Action – That officers would create an Action Log</b>
13	Confirm Pre-agreed Date of Next Meeting	It was <b>noted</b> that the next Meeting of the Ferry Users Group would be Thursday 7 June 2018 (Venue to be confirmed)