

## **Clyde Ferry Stakeholder Group**

Wednesday 12<sup>th</sup> December 2018 at SPT, St Vincent Street, Glasgow

### **PRESENT:**

Cllr Timothy Billings	North Ayrshire Council (Vice Chair)
Gordon Ross	Western Ferries
Cllr Len Scoullar	Argyll & Bute Council (Chair)
Cllr Alan Reid	Argyll & Bute Council
Cllr John Armour	A&B / Campbeltown Ferry Committee
Douglas Ellis	Transport Scotland
Marie Garvie	Transport Scotland
Sean Jamieson	Transport Scotland
Bill Main	CalMac
Demi Wyllie	CalMac
David Cannon	CalMac
Robert Morrison	CalMac
David Cannon	CalMac
Simon Richmond	CalMac
David Gibson	CalMac
Iain Slorach	CalMac
Ker Corbett	Citylink/CPT
Steven Neilson	Argyll & Bute council, Rothesay Harbour
Bill Calderwood	Arran Ferry Committee
Allan Comrie	SPT
Ranald Robertson	HITRANS

### **APOLOGIES:**

Richard Hadfield	Transport Scotland
Graham Laidlaw	Transport Scotland
Cllr Ellen McMaster	North Ayrshire Council
Cllr Roddy McCuish	Argyll & Bute Council / HITRANS
Fergus Murray	Argyll & Bute Council
Gordon Smith	Visit Scotland
Kevin Hobbs	CMAL

### **1. Minute of Meeting held on 8 June 2018**

The Minute was agreed as an accurate account of the meeting with a single edit being to add Kevin Hobbs to the list of those in attendance.

### **2. Matters Arising**

No matters arising raised that were not covered elsewhere on the agenda.

### **3. Caledonian MacBrayne Operational and Performance Update**

David Gibson updated the group on the change in organisational structure at Calmac Ferries with his role not covering day to day operations across the whole of the

network. This will see three Area Operations Manager roles relating to a revised geographic focus.

Simon Richmond led the operational / performance update. The following summary of performance was provided:

**Variance on Previous Period**

Route Name	Passengers	Cars	Coaches	CVs
Ardrossan - Brodick	1%	-3%	-10%	-7%
Ardrossan - Campbeltown	-12%	-11%	-29%	114%
Claonaig - Lochranza	8%	7%	18%	99%
Colintraive - Rhubodach	-5%	-6%	-6%	15%
Gourock - Dunoon	-2%			
Largs - Cumbrae Slip	9%	4%	5%	15%
Tarbert LF - Portavadie	5%	10%	24%	-5%
Wemyss Bay - Rothesay	3%	4%	-10%	3%

The follow up discussion included members asking that the Campbeltown service continue to report back to the Clyde area of operations. Similarly, it was suggested that the Tarbert to Portavadie route should fall within the oversight of the Clyde AOM.

Concerns were raised at the impending end date of the Argyll Ferries Gourock – Dunoon service. Members expressed concern that the future for the route, staff and Argyll and Bute Council port staff who must be worried for their futures.

Bill Calderwood drew Members attention to the reports CalMac are publishing on their website and the need for a form of performance reporting against published timetables that might be more useful in a real world context than publishing reports based on contract performance with the very well understood exemptions that apply to contractual performance.

**Action – CFL will continue to progress the more detailed and higher quality reporting with a view to having this available for future meetings.**

**Action – Transport Scotland and CFL will continue to work on developing the reporting approach to reflect the issues raised by the Membership.**

**Western Ferries Update**

Gordon Ross provided a performance and operational update on behalf of Western Ferries. This covered the following performance information:

- Western Ferries approach to managing increased demand is to deploy the fourth ferry and accelerate the service from the usual 23 minute passage

time to 11 minute crossing time. This provides theoretical hourly capacity of 500 cars per hour.

- Four new vessels, four new linkspans and four new berthing structures will have been provided over the last 10 years.

**Action – Gordon Ross will share a table of route performance and carryings for sharing after the meeting.**

#### **4. Winter 2019/20 Timetables Overview**

Demi Wylie confirmed that the response deadline for Timetables was 10<sup>th</sup> December. So far two requests have been submitted by Bill Calderwood on behalf of Arran FC. These relate to a request to initiate discussions for a year round 2 ferry service to Brodick and improvements on the Lochranza service in the winter period to provide more meaningful travel opportunities to Kintyre and beyond. Demi anticipated a request being received from Cumbrae Ferry Committee.

**Action – Members will note that requests will be considered by CFL and Transport Scotland on 15<sup>th</sup> December.**

#### **5. Regional VRDP Update**

Bill Main presented the VRDP 2017 and 2018 update report. Key points covered include:

- Updates on the 2016 Annual Report analysis
- Actual carryings data used for period January 2017 to September 2018
- Forecast of future demand based on those used in 2016 analysis.
- Review of vessel capacities
- Summer 2018 and Winter 2019/20 timetables used as baseline for future service frequency

There followed a discussion on the detail of the information presented.

#### **6. Current project / programme update**

##### **a. Marketing**

*David Cannon presented the Marketing update.* The Marketing team has undergone a restructuring in the last two months. This is to better align resource and skills within the department to deliver the business needs.

In terms of strategy going forward key priorities are:

- Continually research to understand better our audiences – existing and new
- Align our marketing outputs e.g. digital, social media, outdoor, print

- Build up our assets
- Be more proactive in communicating the good stuff
- Roll out the customer facing brand
- Work collaboratively with our partners (you!) to help each other achieve mutual objectives

Key activities for remainder of calendar year and Q4

- Big push mid Jan/ Feb to encourage forward booking for Summer 2019
- Working direct with DMOs in joint partnerships to stimulate shoulder season traffic
- A major audit of the website as a preamble to a significant overhaul in 2019
- Review of print including - as priority – timetables to make improvements in format and presentation
- Improving 'front of house' presentation - both on vessels and in key ports
- Tactical campaign in run up to end of year focusing on pushing summer timetable, retail offer, Adventures and online shop

#### **b. Commercial**

No update provided for this standing item.

#### **c. Contract Commitments Progress Report**

Iain Slorach presented the report updating Members on progress with the Contract Commitments.

There followed a general discussion on the bid commitments and how these are measured and reported.

### **7. Glen Sannox and Ardrossan Harbour Update**

Caroline Connelly updated the Group on CMAL plans which included:

- Glen Sannox delivery date is still expected to be handed over to CMAL in Summer 2019.
- Hull 802 is still committed for delivery by Spring 2020.
- There will be a 2 to 3 month familiarisation period for CFL to takeover the vessels before they enter service.
- Contract is a £97Million build contract.
- Dispute resolution is a matter for the contract between FMEL and CMAL.
- Ardrossan Ministerial Taskforce met in August and reaffirmed that Ardrossan will be the mainland port.
- Paul Wheelhouse MSP will chair the next Ardrossan Taskforce meeting.
- 2 days of public consultation events took place in October (23<sup>rd</sup> and 24<sup>th</sup>)

- Marine and landside,; funding and communications sub-groups are progressing the work
- A new Arran berth and terminal / marshalling area will be provided.
- Peel Ports are reviewing the Irish berth and this will be upgraded too.
- The works are expected to be completed in 2020.

Cllr John Armour asked that Campbeltown be represented on the Taskforce and as a minimum receive updates on the work.

To help Clyde FSG Members keep up with the work of the Ardrossan Taskforce Caroline shared the following information after the meeting:

- Ardrossan Task Force page of the Transport Scotland website.  
(<https://www.transport.gov.scot/transport-network/ports-and-harbours/ardrossan-harbour-taskforce/>)
- Please use the following link to access the North Ayrshire Council Ardrossan Harbour Upgrade Project webpage.  
<https://www.north-ayrshire.gov.uk/business/ardrossan-harbour-upgrade-project.aspx>

**Action – Caroline Connelly will share information on the Ardrossan Taskforce with Cllr Armour and pass on the request that Campbeltown gain representation on the Taskforce.**

## **8. Ports / Harbours update**

Steven Neilson updated the report on Argyll and Bute Council port and harbours.

- Rothesay Terminal upgrade
- Traffic management measures and improvements to the marshalling system are planned at Rothesay.
- Dunoon pier passenger facilities are under review while the temporary Portakabin buildings remain in use.

## **9. Communities Board Update**

Bill Calderwood provided an update on the work and meetings of the Communities Board. The last meeting took place last month and including a meeting with the full DML Board. The Communities Board business meeting covered a wide range of topics. A sub group of the Communities Board provided a report on service priorities and has met with CMAL, CFL and Transport Scotland. Bill offered to share this report with the FSG Membership. There is also a Marketing sub-group and other focus areas.

It was confirmed that David Herriot has joined the Communities Board as a representative from Bute.

**Action – Bill Calderwood agreed to share the Communities Board sub-group report on Network Development Opportunities. This was completed on 16<sup>th</sup> December 2018.**

## 10. Transport Integration Updates

Demi Wylie presented a report on Transport Integration. In the Argyll FSG area the following update was tabled:

<b>CalMac</b>	<ul style="list-style-type: none"> <li>• Transport integration strategy in draft and due to be finalised Feb 2019</li> <li>• New peak timetable approved for Largs-Cumbrae which aligns to new bus contract timings</li> <li>• Wemyss Bay-Rothesay timetable under review again to ensure train connectivity is robust as it can be</li> <li>• No other issues to report</li> </ul>
<b>ScotRail</b>	<ul style="list-style-type: none"> <li>• On the Inverclyde route (trains to Gourock / Wemyss Bay), more of our older class 314 trains will be withdrawn from service and replaced with more modern trains.</li> </ul>
<b>SPT</b>	<ul style="list-style-type: none"> <li>• Bus contracts renewed on Cumbrae which maintains the 30 minute year round service level on the island and allows for connection with all ferry journeys to/from the mainland.</li> <li>• In partnership with NAC, SPT has funded a project to examine options for pedestrian, cyclist, car and other users at Cumbrae Slip with regard to the safe operation of the ferry slip, as well as for the connecting bus service and other users.</li> <li>• SPT has allocated £200K funding to NAC for improved access to/from the town of Ardrossan from the Harbour as part of the wider Ardrossan Harbour project.</li> <li>• No other timetable alterations on issues within the area to report</li> </ul>
<b>Argyll &amp; Bute Council</b>	<ul style="list-style-type: none"> <li>• Cowal and Bute bus contracts will be renewed April 2019. Currently reviewing timetable specifications – no large changes expected.</li> </ul>

## 11. Proposal to reduce number of FSGs

Ranald Robertson introduced the paper with the four options for future FSG geography set out. These options were:

- Option 1 – geographic Status Quo
- Option 2 – change FSG geography to match the 3 CFL Area Operations Manager regions.
- Option 3 – merger of Argyll and Clyde FSGs with other FSG areas unchanged
- Option 4 – change FSG geography to three groups including a Clyde and Kintyre Group.

Bill Calderwood confirmed that Option 4 was recognised as a good option by the Arran Ferry Committee and they would move that the Clyde FSG gave their support

to Option 4 as the preferred geographic coverage in the opinion of the Clyde FSG membership.

There followed a discussion on the proposed options and it was agreed that the Clyde Ferry Stakeholder Group were happy to support Option 4 and for that cross FSG Group support to be shared at any future meeting of the collective FSG Membership to settle the issue.

**Action – It was agreed to seek a resolution to the proposal by arranging a combined FSG membership meeting in the New Year to address the future geography of the FSG meetings. At this meeting the preference of the Clyde FSG for Option 4 would be expressed.**

## **12. Scottish Islands Passport**

Ranald Robertson presented the report on the Scottish Islands Passport.

Members noted the report and expressed unanimous support for the initiative.

## **13. Date of next meeting**

The next meeting was agreed to take place on **Monday 10<sup>th</sup> June 2018**