

**CLYDE, KINTYRE & ISLANDS FERRY STAKEHOLDER GROUP**

**(Arran, Bute, Campbeltown, Cumbrae, Colonsay, Islay, Jura, Gigha, Kilcreggan and Cowal)**

Minute of Meeting held through Microsoft Teams, on 6 December 2021 at 10.30am.

<p>IN ATTENDANCE</p>	<p><b>NORTH AYRSHIRE COUNCIL</b>  Cllr Ellen McMaster (Chair)  Cllr Timothy Billings  Ms Claire Fitzsimmons</p> <p><b>ARGYLL AND BUTE COUNCIL</b>  Cllr John Armour  Cllr Alan Reid  Cllr Anne Horn  Cllr Robin Currie  Cllr Jim Findlay  Mr Steven Neilson</p> <p><b>TRANSPORT SCOTLAND</b>  Mr Laurence Kenney  Mr Richard Hadfield  Ms Caroline Connelly  Mr Graham Patrick  Mr Brian Gordon  Mr Liam Seaton  Ms Alison Wills  Ms Jacqueline Trousdale  Mr Graham Patrick</p> <p><b>CALEDONIAN MACBRAYNE LTD (CALMAC)</b>  Mr Finlay Macrae  Mr Tommy Gore  Mr Andrew MacNair  Mr Neil Hunter</p> <p><b>FERRIES COMMUNITIES BOARD</b>  Mr Bill Calderwood (Arran Ferry Committee and FCB)  Mr Jim Porteous (Islay Community Council Ferry Committee and FCB)  Mr David Herriot</p> <p><b>CALEDONIAN MARITIME ASSETS LTD. (CMAL)</b>  Mr Kevin Hobbs  Mr Brian Fulton  Ms Morven Bridges</p> <p><b>HITRANS</b>  Mr Neil MacRae  Mr Ranald Robertson</p> <p><b>KILCREGGAN FERRY REPRESENTATIVE</b>  Rev. Christine Murdoch,</p> <p><b>VISIT SCOTLAND</b>  Mr Gordon Smith</p>
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	<p><b>HAULAGE REPRESENTATIVE</b> Mr Jim Martin</p> <p><b>BUSINESS REPRESENTATIVE</b> Jane MacLeod</p> <p><b>SCOTTISH CITYLINK</b> Mr Ker Corbett</p>
APOLOGIES	<p>Cllr Timothy Billings, North Ayrshire Council Mr Willie Lynch, Cowal Transport Forum Mr Gordon Ross, Western Ferries Mr Alistair Dobson, Taste of Arran Mr Don McKillop, Calmac Ferries Ltd Mr Islay McEachern, Islay Community Council Mr Scott Reid, Argyll and Bute Council</p>

1	Minute of Meeting held on 7 June 2021	<p>The Minute of Meeting of 7 June 2021 was <b>approved</b> with the following change:</p> <p>Note Steven Neilson as having attended the meeting.</p>
2	Matters Arising – Action Tracker	<p>Finlay MacRae provided the update from the Action Tracker for Calmac Ferries Limited.</p> <p>Caroline Connelly noted the Transport Scotland update on the action in relation to Ardrossan Harbour.</p> <p><b>Members noted the Action Tracker update.</b></p>
3	Caledonian Operational and Performance covering (CFL) MacBrayne and Presentation	<p>The CalMac operational and performance report covered the following relative to the Clyde, Kintyre and Islands FSG area:</p> <ul style="list-style-type: none"> <li>• CalMac Region Update</li> <li>• CalMac Commercial Team Update</li> <li>• CalMac Community Fund</li> <li>• Youth and Philanthropy initiative</li> <li>• CHFS (Clyde and Hebrides Ferry Services) Contract Commitments</li> <li>• Timetable Integration and Consultation Update</li> <li>• CFL Socio Economic Report</li> </ul> <p><u>Timetable Consultation</u></p> <p>Bill Calderwood noted frustration at the delayed timetable process and the desire of the Arran Community to see the schedule from Summer 2021 to be retained with some Campbeltown services operating via Brodick.</p> <p>Cllr John Armour confirmed that the Kintyre community would be opposed to this proposal.</p> <p>Cllr Robin Currie sought clarification on consultation process for timetables. Jim Porteous also raised concern about timescales for consulting on timetable weren't sufficient.</p> <p>It was explained that FSG's held in June and December to coincide with appropriate time in the process to enable discussion of any unresolved issues but it was recognised that timescales in part through impacts of Covid had meant that the consultation this year was not satisfactory.</p>

Brian Gordon said that operator and Transport Scotland were committed to improving process in the future.

Alan Reid requested that the statistics reflect all the cancelled services on the Dunoon – Gourock service.

#### Ar Turas

Claire Fitzsimmons noted that the Cumbrae Community has raised concerns with the Ar Turas deployment.

Tommy Gore updated that discussions are ongoing with Cumbrae and the Ar Turas Team.

Jim Martin asked for detail on how the standby system works on the Islay service having observed 13 vehicles being shipped from the standby lane which would indicate that the approach to standby could be more customer friendly.

Finlay MacRae noted that all standby events can be different and will often see space freed up by a late release of capacity.

Ranald Robertson added that the situation described by Jim would appear to be something that the reinstatement of the waiting list system would resolve the main frustration so could this be achieved through ebooking / Ar Turas.

Robin Currie noted that it seems to be easier to arrange booking on particular sailings by contacting the local office when the central reservations team have advised that there is no capacity on the same sailing.

Bill Calderwood confirmed this was an issue observed elsewhere on the network.

David Herriot asked if for non-bookable routes there will be no loss of the ability to purchase tickets from current practice.

Tommy Gore replied to say under the new system return tickets will be removed and single ticket purchase will be required but Tommy Gore will check the detail of this.

Jim Findlay noted that the suggestion of not retailing return tickets is wholly unacceptable.

It was agreed that the wider Clyde, Kintyre and Islands FSG membership supported the need for the new booking system to allow the purchase of return tickets.

#### Operational

Jim Martin asked when cash payment will be accepted again on board.

Finlay MacRae confirmed that cash payment was now open again.

Christine Murdoch thanked Calmac

**It was agreed:**

**(1) to note the Report; and**

		<p>(2) <b>Finlay MacRae agreed to investigate how eBooking would manage standby bookings and whether the option of the Waiting List might be possible.</b></p> <p>(3) <b>Tommy Gore will share details how the new eBooking system will manage the sale of tickets for return journeys.</b></p> <p>(4) <b>FSG Secretariat to review date of June FSG based on discussion round timetable consultation for Winter 22/23.</b></p>
4	Western Ferries Update	<p>Gordon Ross provided a report to the meeting but was not in attendance. The Membership noted the report which covered:</p> <ul style="list-style-type: none"> <li>From April to September 2021 18,672 sailings, 0 cancelled for weather issues, however 6 cancelled re staff "Covid" issues. Carrying up significantly on April – September 2020 (stay-cations, good weather and poor weather re ongoing RABT issues) and much in line with April – September 2019.</li> <li>Still working/discussing commercial freight service to Islay with TS, waiting for a response from TS re latest suggestion.</li> </ul>
5	Fair Fares Appraisal	<p>Neil MacRae presented a report on work which HITRANS have agreed to undertake on a Fair Fares Appraisal which would help provide an evidence base of the key issues affecting passenger fares for public transport in Highland and Islands.</p> <p>The outputs of the report would be fed into the wider work which the Scottish Government has committed to undertaking in relation to Fair Fares within 2021/22 Programme for Government.</p>
6	Transport Scotland Update	<p><u>Fares Policy</u></p> <p>Brian Gordon presented a TS Fares Policy update:</p> <p>2022 Fares</p> <ul style="list-style-type: none"> <li>2.1% increase on all fares (except those frozen on NIFS)</li> <li>Additional 1% on cars (and derived) fares</li> <li>50% discount for school minibuses</li> <li>+1 increase in multiplier for motorhomes / caravans</li> </ul> <p>ICP Fares Review</p> <ul style="list-style-type: none"> <li>NTS</li> <li>National Islands Plan</li> <li>Fair Fares Review</li> <li>RET Evaluations</li> <li>CFL service improvement options</li> <li>Manifesto commitment</li> </ul> <p>Draft Timeline</p> <ul style="list-style-type: none"> <li>Early engagement February to April 2022</li> <li>Publication of consultation report May 2023</li> </ul> <p>Clr McMaster noted that RET can bring negative impacts and that Arran has seen the ability for local people to travel become severely restricted in recent Summer seasons. Bill Calderwood supported this view.</p> <p>Gordon Smith asked that Transport Scotland have a close eye to messaging and that the Campervan and Caravan club be engaged in the messaging around the fare change to this sector for Summer 2022.</p>

		<p><u>Investment Programme Summary</u></p> <p>Richard Hadfield presented a TS Investment Update:</p> <p>Scottish Government announced £580 million investment in vessels and harbours over the next five years in addition to the completion of 801 and 802. Infrastructure Investment Plan includes:</p> <p>Vessels</p> <ul style="list-style-type: none"> <li>• Islay</li> <li>• Gourock – Dunoon – Kilcreggan</li> <li>• Up to 7 Small Vessels</li> <li>• Up to 7 small vessels for CHFS network</li> <li>• Craignure – Oban</li> <li>• Mallaig – Lochboisdale</li> <li>• Northern Isles Freighters</li> </ul> <p>Harbours</p> <ul style="list-style-type: none"> <li>• Ardrossan</li> <li>• Uig, Tarbert, Lochmaddy</li> <li>• Gourock</li> <li>• Lochboisdale</li> <li>• Armadale</li> <li>• Kennacraig</li> <li>• Oban Masterplan</li> </ul> <p>Update since last FSG:</p> <ul style="list-style-type: none"> <li>• Pentalina time charter</li> <li>• MV Arrow time charters</li> <li>• New Islay Vessels</li> <li>• MV Utne</li> <li>• Argyll and Bute Council decision on Craignure interim works.</li> </ul> <p>10 – 12 Year Plan Small Vessel Replacement Programme 10 – 12 year Major Vessel Replacement Programme</p> <p><b>It was agreed:</b></p> <ol style="list-style-type: none"> <li>1. <b>Brian Gordon and Richard Hadfield will share his slides with the Secretariat for issue to the Membership.</b></li> </ol>
7	Infrastructure Update	<p><u>7 (a) CMAL Update</u></p> <p>Brian Fulton introduced the CMAL update report which was attached within the meeting papers and included details on:</p> <ul style="list-style-type: none"> <li>• Net Zero</li> <li>• MV Utne</li> <li>• Ferry Replacement Programme</li> <li>• Ferguson Marine Port Glasgow</li> <li>• Port Infrastructure Development and Maintenance</li> <li>• Update on work at each CMAL port</li> <li>• CMAL work at Non CMAL Ports</li> </ul> <p><u>7. (b) SPT Update</u></p> <p>Allan Comrie provided an update on:</p> <ul style="list-style-type: none"> <li>• Improvement works at the termini for Largs – Cumbrae. The main focus for SPT is to improve the journey experience for public transport users and active travel to ports.</li> <li>• Strathclyde Concessionary Fares Scheme amendments in 2022/23.</li> </ul>

		<p>In responding to questions about the impact of changes to the concessionary fares, Allan Comrie confirmed that the Arran Fare will go from a £3 capped return fare to a £4 capped return fare.</p> <p><b><u>7. (c) Argyll and Bute Council Update</u></b></p> <p>Scott Reid was a late apology for the meeting so there was no update to the day but a written report would be prepared by Scott for circulation by the Secretariat to the Membership.</p> <p><b>It was agreed:</b></p> <ol style="list-style-type: none"> <li><b>1. SPT and HITRANS would meet to discuss how HITRANS Fair Fares Appraisal can pick up any issues in respect to the Strathclyde Concessionary Scheme.</b></li> <li><b>2. Scott Reid would share a written update by Argyll and Bute for the Secretariat to circulate to Members.</b></li> </ol>
8	Ferries Community Board Update	<p>David Herriot provided the Ferries Community Board update which covered:</p> <ul style="list-style-type: none"> <li>• Change of name to assert independence.</li> <li>• Five new Members have been appointed to the Board.</li> <li>• Meeting of FCB took place on Friday 3<sup>rd</sup> December. <ul style="list-style-type: none"> <li>- Interim Report from CEBR on Socio Economic Report.</li> <li>- Met Commercial Director to discuss Customer Experience</li> <li>- Met with CFL Managing Director</li> </ul> </li> <li>• Chair continues to meet the Transport Minister on a 6 monthly basis</li> <li>• Meeting scheduled with Mairi Goudgeon, Islands Minister</li> <li>• Members of Small Vessels Replacement Programme Steering Group</li> <li>• Significant Response to Current Timetable Consultation</li> </ul> <p><b>It was agreed to note the Ferries Community Board update.</b></p>
9	Scottish Islands Passport	<p>Neil MacRae, HITRANS submitted a Report providing an update on the Scottish Islands Passport Project including:</p> <ul style="list-style-type: none"> <li>• 1<sup>st</sup> version of the Passport App now available for Android and iOS devices</li> <li>• Soft launch through autumn with main focus to be promotion from Spring 2022</li> <li>• Promotional campaigns with public transport operators including Northlink, Citylink and HIAL</li> <li>• Ongoing Community and Stakeholder engagement</li> <li>• Marketing and brand building</li> <li>• Funding and resource</li> </ul>
10	Confirm Pre-agreed Date of Next Meeting	<p>It was agreed that the next meeting of the Clyde, Kintyre and Islands Ferry Stakeholder Group would take place at <b>10.30am on Monday 6 June 2022.</b></p>