

# Tiree Community Development Trust

## Tiree Transport Forum Meeting



Date	10 <sup>th</sup> November 2016
Time	12 PM
Venue	Trust Office, The Island Centre, Crossapol
Present	<b>Tiree Transport Forum Members:</b> Ian Gillies, John MacCaskill, Colin Woodcock, Susan Lamont, Stewart MacLennan, Catriona MacLennan, Isabella MacKinnon, Andy Wright <b>Staff:</b> Shari MacKinnon <b>Guests:</b> Robert Morrison (CalMac), Michael Bratcher (Transport Scotland), Donna McHugh (Loganair)

### 1. Welcome and Apologies

- The chair welcomed all present, apologies were received from Andy Hayes and Iain MacKinnon, special thanks were given to the attending guests.

### 2. Air Transport

- It was noted that the Tiree Transport Forum has taken over the role of Tiree Airport Consultative Committee
- The Public Service Obligation (PSO) has now entered its 2<sup>nd</sup> year and will end in October 2019. Transport Scotland will also carry out an annual appraisal.
- The new PSO has been well received, most notably in the summer season. Extra services during TMF, provided out with the PSO have been greatly appreciated.
- Transport Scotland hold no concerns at present regarding winter passenger numbers to date.
- The PSO will be reviewed by Transport Scotland towards the end of the contract period. Things taken into considered will be, has it worked well for the community, has it been good value for money to Scottish Government?
- It was noted that there isn't a huge amount of extra capacity when it is most needed, as Loganair, prior to the introduction of Transport Scotland Twin Otter aircraft, used to deploy a SAAB 340 for most the week during the busiest summer period.
- It was reported by the Chairman that Barra has requested a third daily service during the summer. The community is concerned as to how this will affect Tiree's service. Transport Scotland advised that they are looking into this request, which could be provided over and above the PSO, but would be dependent on state aid rules, whether it was operationally possible, and if there is sufficient budget.
- It was noted that Tiree has already seen 44 variations to service during the summer, with Campbeltown only seeing three. It is also thought that the Tiree flight is always dropped in favour of the Barra flight. The Tiree Sunday flight time was varied throughout the 8-week period that Campbeltown had a Sunday service. It was the expectation that the Campbeltown flight would be slotted in to work around the Tiree flight.
  - LOGANAIR**
    - DH pointed out that Barra is not favoured over Tiree. It is possible to take Barra passengers through Benbecula, and it is easier to get to Tiree as there are no restrictions caused by daylight or tides.
    - Campbeltown have always had two daily flights. Loganair do have someone in position to smooth out the scheduling issues, however this may not always be possible due to crew constraints.
  - It was noted that flights during the TMF period are usually fully booked by the end of spring. Loganair hold bookings for TMF and release additional capacity nearer the date.
    - TRANSPORT SCOTLAND**
      - Transport Scotland would be willing to consider additional capacity at peak times, similar to Barra. TMF emailed Transport Scotland with this idea. As well as TMF, this would be beneficial during such events and peak times such as, Ultra-Marathon and 10k, Easter and May Weekends, etc. Transport Scotland will consider dates of peak periods mentioned above. A formal request is to be emailed to Transport Scotland. **JMC to action.**
  - 'Tiree Tasters' are being run by Loganair, where by people can come to Tiree for the day. Packages offered include return flights with a windsurfing lesson, cycling adventure etc. These are on sale all year round and could be highly beneficial during quieter times on the island. It was agreed that as well as this it would be beneficial for to have deals running the other way, Tiree to Glasgow return, which would allow for Christmas shopping trips etc. **Loganair to investigate.**
  - It was noted that there is a lack of information at Glasgow with regards to the departures, gate changes etc. There is also not enough time for older people and families between the gate being displayed on the notification boards, and the plane actually boarding. **Transport Scotland to investigate.**
  - The Tiree flight usually departs from gates 1-3, but it was noted that the steps down to the gate are not suitable for the elderly or those with prams etc. It is thought there is a 'push for assistance' button located at the top of the flight of stairs, but it is unsure if this is the case, or if the button works. RM advised that Calmac had worked with SATA (Scottish Accessible Transport Alliance) in the past on issues like this and can potentially assist. Contact details to be passed on to Loganair. **Transport Scotland, CalMac and Loganair to action.**
  - The Twin Otters are committed to the Tiree/Barra/Campbeltown routes and will not be used for Skye if such a request for scheduled services to/from Skye materialises.



- It was noted that two extra firemen are required to be on shift if it is the SAAB being used for the Tiree route.

### 3. Ferry Transport

- CalMac are pleased with the use of the second Saturday sailing. All have been very well used and have considerably relieved congestion on this peak demand day.
- The capacity issues on Saturdays were raised previously at a higher level CalMac/TS meeting, however there was some doubt that there was in fact any capacity issue on the Tiree route. It is therefore good to see both Saturday peak sailings operating at good vehicle and passenger capacity.
- The Thursday sailing to Barra being changed to Wednesday has not been well received by some sectors of the community as the change from a Thursday has affected the Tiree Tours, due to the earlier Oban start. Coll tours have also been dropped due to RET, as more tourists are going to Mull. It was suggested that the Tiree Tours could be revamped to include those who are already on the Island etc. It was agreed that CalMac would help with the advertising of the Tiree Tours. **CalMac to action.**
- A Thursday was also more beneficial when going away during the weekend. Two late night sailings back to back is not ideal.
- Calmac pointed out that it was always going to be difficult to cover if a vessel was out of use as fleet use is maximised.
- The only circumstances a community would lose their vessel is in dry dock, this used to be longer, however it now only lasts 2-3 weeks, Tiree is allocated the Isle of Arran or Hebrides in this time as per the timetable states.
- It is the hope that CalMac will provide the same service in 2017 for TMF.
- Coll have requested a double call during the summer morning sailings. Tiree have agreed to this timetable alteration.
- During a recent livestock sale, it was made possible to do a day trip between Tiree and Coll, is it possible for this to happen again or is it just a one off?
- The additional livestock sailings are limited to six per year, with October and February seeing additional sailings on Tiree. The Government has stated that things will continue as they have done in the past, and there will be no impact on these additional sailings to Tiree for livestock sales.
- The reliability statistics for this year were circulated and discussed. It was noted that the number of cancelled sailings has increased overall. This is thought to be due to those occasions where a second berthing at Coll is not permitted due to the sea swell. There has been a 10% increase in passengers and 15% increase in vehicles, over the same period, however commercial numbers are down.
- It was noted that the RET discount for hauliers is not evenly spread throughout the islands. This is identified as a Transport Scotland issue.
- Block booking have changed and the introduction of a policy whereby if the space is not being occupied, CalMac must be informed within a time period, otherwise a charge will still be incurred.
- It was noted that it is now no longer possible to make a return booking without a driver; only a one-way booking is possible, this has just been introduced recently.
- It was commented that with regards to the winter timetable 2017/2018, it would be more beneficial to have sailings on Monday, Wednesday, Friday, Saturday & Sunday rather than the current Monday, Tuesday, Thursday, Saturday & Sunday. It was noted that this would have to be considered as to what effect this would have on Colonsay and Coll before the proposal can be carried forward. Tiree will in any event make the case to the CalMac Forward Planning Team in our submission which is due to be submitted. **I.G. to action**
- It was noted that vehicles need to be at the ferry terminal 45 minutes before a sailing, however, when arriving for early sailings it was noted that the ferry terminal in Oban isn't always manned. **CalMac to investigate.**
- It is expected that Clansman will be deployed to Tiree for summer 2017, including the Saturday double sailings, it was agreed to write a report to Transport Scotland regarding the success of the double Saturday Sailing. **JMC/IG to action.**
- It was noted that the dates for the Argyll Ferry Users Group (FUG) meetings are not always advertised far enough in advance for Tiree to make suitable arrangements to attend. It is thought that the FUG will continue to deal with high level and strategic issues, leaving the Tiree Transport Form to engage with CalMac on smaller and more manageable operational matters of concern.
- There is a team that deal with the management of harbours. It is thought that the Tiree pier maintenance is not as high priority as Craignuire.
- The public are generally notified of cancellations the day before the indented sailing; however the decisions made sometimes appear to the public as being inconsistent.
- It's difficult to get statistics which are specific to Tiree as these are contained in the same category and set of statistics as Coll. **CalMac to investigate.**

### 4. Airport

- There are improvements being made to the airport building, with the wall space now being used to promote the island. It was noted that outside business advertising will also be available.
- There have also been slight changes to the passenger check in area and investigation is ongoing regarding an area for car hire etc.

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- The runway lighting will be upgraded next year to high intensity lights, which can be used in day time for periods of low visibility, these lights also stay out all the time, and charging is much easier with one unit getting charged at a time.
- Funding is currently being investigated for approach lighting which would allow for the second runway to be used in crosswind conditions.

### 5. Tiree Tourism

- The visitor numbers for Tiree have increased this year, with help from the double Saturday sailing. Cancellation loss has also been reduced due to this extra ferry.
- It was agreed to invite the bus operators to the next Tiree Transport Meeting **JMC to action**.
- It was noted that Maggie, who works for CalMac may be able to help with marketing of the Tiree Tour. Contact details to be passed onto operators. **IG to action**.

### 6. AOCB

- The draft terms of reference for the group were previously circulated and discussed. It was agreed to change the quorum for meeting to be found. It was agreed that meetings would remain closed to the public, but other relevant guests may be invited where appropriate.
- ***There being no other business the meeting was closed and thanks were given to all who attended, and in particular to Transport Scotland, Loganair and CalMac for their attendance and assistance with Tiree issues.***