



## Tiree Transport Forum Meeting

<b>Date</b>	Wednesday 10 <sup>th</sup> October
<b>Time</b>	11.30
<b>Venue</b>	Trust Offices
<b>Present</b>	<p><b>Tiree Transport Forum Members:</b> John MacAskill, Andy Hayes, Colin Woodcock, Alistair MacInnes</p> <p><b>Staff:</b> Andy Wright, Louise Reid</p> <p><b>Guests:</b> Finlay MacRea (Area Operations Manager-CalMac), David Gibson (Service Delivery Director- CalMac), Robert Morrison(Head Service Delivery- CalMac) Ian Gillies (Tiree Community Council), John Holliday (Tiree Community Council), William Angus MacLean(Tiree Community Council), Robert Trythall (Tiree Community Council) and Alison Clark (Tiree Community Council)</p>

### 1. Welcome and Apologies

- The chair welcomed all present, apologies were received from Catriona MacLennan. All present introduced themselves, special thanks were given to representatives from CalMac for attending.

### 2. Debrief of the Clansman Ferry Disruption and Tiree Impacts

- RT** gave a brief overview of some of the issues faced earlier in the year whereby emergency repairs and dry-dock scheduling caused issues for communities across the network. The main issues highlighted were with the reservation system. Due to a smaller vessel being used at the time of disruption, bookings had previously been taken for the larger ship, meaning capacity was cut at short notice, causing passengers having to re-book and in some cases, unable to travel on their previously booked date. The booking system caused further issues in that sailings were shown as full, where in fact the ships were not at capacity. Community events, such as the Tiree 10k and Half Marathon, felt the impact of this disruption.
- FMR** expressed that CalMac are aware of the issues caused to communities. During the time of disruption, staff members were required to move all bookings manually in a very short timescale. This issue was not unique to Tiree and was experienced through the network.
- It was also noted that Simon Hulme (IT Director-CalMac) is attending the Rural Economy and Connectivity Committee meeting to give evidence on the Transport Scotland Bill. It was suggested that time frame to give evidence on this matter is somewhat narrow.
- RM** noted that communications have not been to the highest standard in recent times, efforts are currently being made to fix this and include the introduction of an integrated operations centre, which will highly influence calibre of disruption management. An internal review of all issues arising from the disruption is currently underway.
- It was also noted that the Isle of Arran is currently having issues with its propulsion system, it is unsure as to when the vessel will be back at sea.
- It was noted that CalMac are good at putting on extra sailings for many events on the island, it was suggested that during the shoulder months of summer when there are other events taking place, the double Saturday Sailing be reinstated for one week. It was noted that capacity is also an issue during the School October Holidays with general commuters and Tiree Wave Classic attendees. As the event grows the capacity issues are highlighted. Weather is also can also be a variable at this time of year, with sailings more liable to disruption and cancellation.
- FMR** suggested that the Tiree Transport Forum gather evidence of this need from the community and event's organisers, which can then be presented to Transport Scotland for consideration. The process will also include a timetable dialogue and a budgeting exercise. It was noted that proposals will have to be cost neutral and of minimum impact to the rest of the network. **FMR** agreed to work with **WAML** on this. **WAML/FMR to action.**
- It was noted that CalMac can also help with marketing events etc.
- TTF** gave a brief overview with the arrangement with Loganair, whereby the community have some degree of control over additional flights. Representatives from CalMac explained that due to the limited fleet, cases for additional sailings would have to be made well in advance.

### 3. Review of Traffic stats/contingency planning/Dry Dock scheduling (Route and Network)

- Basic statistics have been produced and were discussed, full statistics will be given to JH and other Ferry Users Groups for circulation to any interested parties.
- At present Coll and Tiree are linked, meaning the statistics available are representative of both islands. It was noted that CalMac are working on a way to separate the two islands.
- It was noted that on the whole the figures for Tiree and Coll are universally up, however there are periods where numbers are significantly lower, the issues with the Clansman can be argued as a contributing factor in this. It was noted that no trend can be determined at present.
- RT** requested additional data from CalMac. **FMR to action.**
- It was noted that contingency planning is a very dynamic process, due to the limited number of vessels, the process is done on a case by case basis with the aim to try and cause as little disruption as possible whilst still delivering a service to communities on the network. Some communities do suffer as a result of emergency



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repairs or unplanned disruption, and to make these decisions many things are taken into considerations, such as the suitability of the vessel, location of the affected community and other transport links etc.

- The Dry-Dock schedule is usually done well in advance, however due to the Isle of Arran undertaking repairs, the schedule may have to be reassessed. It was noted that this will have no impact on the livestock sales on the island.
- It was clarified that a contingency planning exercise was done as a part of the tender process, however not on a vessel by vessel basis.

### 4. Review of Booking System and update on its upgrade

- The issues faced at the beginning of the year have been recorded and will be used as evidence of need for a new system, which CalMac are currently investigating alongside Transport Scotland. It is hoped that a Bart system will be implemented, this type of system is much more intuitive than the current one and is used in the Aviation sector. Scottish Government and Transport Scotland are currently looking at Budget for this upgrade which is expected to cost £3m. Once purchased it is expected to take 2 years to fully integrate.
- A question was raised as to if there is anything that can be done in the mean time to make the system more informative e.g. inform people when there are issues etc.
- It was noted that the current system is very limited and changes can only be made to the website, the website is updated very regularly and any issues with the system will be put on as and when they occur.
- The community however, can make suggestions as to what the patches say, during the time of booking. Currently the notice is regarding campervans travelling to Tiree.
- There is no way of recording failed bookings at present, however it is hoped that the proposed new system will allow for this feature, or something similar.
- It was suggested that there was a timetable discrepancy in recent sailings by the Lord of the Isles, whereby the boat was arriving earlier than scheduled. It was confirmed this was due to good tides on this occasion.

### 5. Ferry Replacement Update, and its effect on the existing fleet

- There are two ferries currently being built, the delivery date of the new vessels is yet to be confirmed, however CalMac are ready to accept them when complete.
- It was noted that CalMac are not involved in the building of the vessels only the operation. It was noted that harbour updates will be required to allow the ferries to berth.

### 6. Summer Sailings- Wednesday to Thursday

- Clarification was given as to why the Barra sailing was moved from a Thursday to a Wednesday, it was confirmed that due to vessel deployment the only day the Clansman can travel to Barra is a Wednesday.
- It was suggested that the Tiree Community continue to put the request in, the future may hold new capacity which will allow for the request to be actioned.
- It was noted that freight vessels have been used in the past, however due to vessel requirements and high costs it is very difficult to find a suitable ship to carry out the requirements.
- A question was asked as to how issues are solved within conflicting community needs, for example, if Tiree and Coll were to request conflicting sailings, how would CalMac decide which option is favourable.
- It was noted that decisions are based on what resources CalMac have to offer, communities will be prioritised in terms of need, regardless of size and political influence. All decisions are fair and transparent.

### 7. Update on Pier Upgrades

- It was noted that the scheduled Pier Upgrades will cause a change to operation. A discussion will take place with CMAL to ascertain what the restrictions will be, and then CalMac will plan how to operate with the restrictions in place.
- It was noted that there will be a period where the link span will not be operational, meaning there will be no vehicle access on and off the island. It was suggested that freight could potentially be lifted on and off the vessel.
- The works are currently scheduled to take place in Spring 2020

### 8. Changes to Pier Head, Ownership of Land at the Pier Head and Issues with Parking

- It is unclear as to who the parking area at the Pier Head belongs to, CalMac agreed to discuss with CMAL at a future meeting. *CalMac to action.*

### 9. Review of how RET affects Tiree

- RET is an issue for Hauliers in many islands, it was noted that a review was scheduled to take place for haulier pricing, but this is yet to be done.
- It was noted that CalMac do not set prices, they are decided through government policies.
- It was noted however that RET has boosted the economy of the islands, and has increased visitor numbers.

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### 10.2020 Year of Coasts and Waters

- It was noted that 2020 is the year of Coasts and Waters.
- CalMac agreed they would help publicise any events Tiree had planned with help of Andrew MacNair (Head of Marketing for CalMac)

### 11.AOCB

- Thanks, were given to all in attendance and special thanks given to representatives of CalMac for visiting the island.

*There being no other business the meeting was closed at 14.35*