

Tiree Community Development Trust

Tiree Transport Forum Meeting



Date	8 th February 2018
Time	12.30pm
Venue	Trust Office, Crossapol
Present	Tiree Transport Forum Members: John MacCaskill, Isabella MacKinnon, Susan Lamont, Stewart MacLennan Staff: Andy Wright, Louise Reid Guests: Michael Bratcher – Transport Scotland, Jonathan Hinkle - Loganair, Finlay MacRae - CalMac, John Holliday - Tiree Community Council

1. Welcome and Apologies

- The chair welcomed all present, apologies were received from Catriona MacLennan, Andy Hayes, Ian Gillies, Alastair MacInnes and Angus John MacKechnie.

2. Ferry Transport

- Timetabling Winter 2018/2019**
 - It was noted that there is a new process through the CalMac Future Planning Department, when creating timetables, a specialist has been put in place and it is hoped that this new process will allow timetabling to be more controlled.
 - It was noted that the weather has been quite bad this winter meaning some disruption to service has been experienced, however this has been kept to a minimum with the flexibility of the vessel. Throughout winter there have been some timetable changes to ensure a sailing has taken place. For example, sailings leaving Oban early etc.
 - Timetable changes have been well advertised both locally and through the app and text service provided by CalMac. It was noted that communication to the hauliers has also improved greatly.
 - It was noted that only those travelling with a vehicle get automatic text notifications, however it is possible to sign up to text alerts for a specific route if desired.
 - Some islands also work with community email loops, digital information, and leaflets advertising the app etc.
 - It was agreed to check the opening hours of the Tiree Office and have this placed in An Tirisdeach. **FMR to action.**
 - The Clansman is due to go into dry dock; 25th February until 11th March meaning that the Hebridean Isles will cover the Tiree Route. It was noted that this vessel is not as capable in rough seas as the Clansman meaning there may be some disruption to service during this time.
- Pax/Load Statistics**
 - It was noted that between 31st March and 22nd October 2017 the following passenger statistics, including the Barra link, were achieved overall.
 - 4% increase in passenger numbers
 - 5% increase in car passengers
 - 4% increase in commercial vehicles
 - A reduction in the number of coaches
 - It was noted that the second Saturday sailing worked well last year, mostly utilised by passengers arriving on Tiree rather than leaving.
 - FMR** agreed to share this information with the Tiree Transport form for Feedback. **FMR and JMC to action.**
 - Road Equivalent Tariff (RET) is scheduled to be re-measured, however this will not affect Tiree until new tonnage becomes available, this will also trigger Vessel Deployment Plans.
- Vessel Deployment**
 - It was noted that CalMac are expecting new vessels.
 - The Clansman class of vessel is more suited for the Tiree route, meaning that vessel deployment plans for this route are further in the future.
 - These plans will be confirmed after community consultation. **FMR** agreed to keep the Tiree Transport Form informed of any updated.
- Argyll Ferry Users Group**
 - It was noted that Argyll Ferry Users Group has now been rebranded to Argyll Stakeholders Ferry Users Group, which feeds into Highlands and Islands Transport Partnership (HITRANS). The new format looks positive and all minutes are available on the HITRANS Website. It was advised that the group will be looking into the Audit Scotland Report.
 - The CalMac Communities Board are independent of CalMac and deal with more strategic and high level issues as oppose to operation issues. Stewart MacLennan has been appointed onto the Communities Board and has been working on community engagement on Tiree and Coll.
 - It was noted that Robert Morrison is now the Head of Service for the North.



- **General Ferry Updates/Concerns**
 - It was noted that there are some concerns over parking at the pier; it is unsure who owns the parking area and whose responsibility it is to manage it. It was noted that Caledonian Maritime Assets Ltd (CMAL) owns the area and have the responsibility to advise CalMac staff on how to manage it. It was agreed to progress this issue with CMAL. **FMR, IG, JMC to action.**
 - The new ticketing system is still underway, there has been some delays due to issues with the providers meaning that the original system is still in use. The next stage is to work with Transport Scotland to modify this, with the hope that individuals will be able to have their own accounts etc.
 - It was noted that there is an inconsistency with the uplift of boarding passes with some being collected and others not. It was found that although this is a requirement the on board security protocols tend to abolish any issues. This will again be dealt with when the new ticketing system comes into place.
 - Concerns were once again raised regarding the infrastructure of the pier. This is being monitored closely by CMAL and is still found to be structurally sound. It was agreed to get an official statement from CMAL for the Transport Form. **FMR to action.**
 - It was also agreed to invite CMAL to the next meeting. **JMC to action.**
 - It was noted that Clyde Marine is not a full time employer on the island; however it is of benefit to have outside agencies on standby in case of staff absence etc.
 - It was noted that the consultation for the Winter 2018/2019 time table is coming to an end, after this has been agreed consultation for Summer 2019 timetable will begin.
 - It was noted that to request a change in the Barra sailing would have a knock-on effect to other island services such as Colonsay and Barra; however a request can be made and will be considered. There will be no change to the Barra sailing date for Summer 2018.
 - ***Thanks were given to FMR for attending the meeting.***

3. Air Transport

- **Transport Scotland PSO**
 - It was noted that Tiree is halfway through the current Public Service Obligation (PSO). The new contact start date will be October 2019. The tender for this must go out at least six months prior to the start date.
 - Overall the community were happy with the service and PSO during Summer 2017, with good provisions made for community events etc.
 - Statistics show that the winter bookings have a lower uptake.
- **Changes to Winter Flights**
 - It was proposed that 20 Saturday evening flights could be 'banked' over the winter period allowing for extra services during the busy Summer period.
 - It was noted that Orkney currently has this agreement and it works well for the community.
 - This suggestion was discussed at a previous Community Council meeting and was well received.
 - This was agreed by all present meaning that triple Saturday flights would begin in Summer 2018, with two additional flights banked for ad hoc community requirements. Winter 2018 would see only one flight on a Saturday.
 - It was agreed this change would be advertised in advance and any complaints will be monitored.
 - It was also suggested that if this test is successful, the flight changes could be factored into the new PSO.
 - It is hoped additional summer flights will be available to book within the next 10 days.
- **Other Flight Updates/Concerns**
 - It was noted that the SAAB can only operate to avoid the cancellation of a Twin Otter service or to avoid a backlog of customers. A SAAB flight cannot be called in advance, and can only be used for unforeseen issue with the Twin Otter fleet used by Loganair. The reason for this is the Department of Transport have advised that on flights weighing 10 tonnes or less there are no security regulations, however on flights over this weight a full security screening must take place. As Tiree Airport has no security service the Department of Transport have made the condition that a SAAB can be used on the Tiree route at short notice only to avoid the cancellation of a Twin Otter service.
 - It was noted that the change on luggage weight restrictions from 20KG to 15kg is necessary to keep all seats on the flights available for customer purchase. There is an allocation of 150kg for mail and newspapers.
 - It was highlighted that there is not as many cheaper flights available as there once were. It was noted that this is a system issue and it has now been resolved.
 - There has been a 10% growth in passenger numbers this year.
 - There have been a number of cancellations due to bad weather, mainly associated with crosswinds being out of flying limits on the main runway during the hours of darkness. It is also challenging when one Twin Otter is on maintenance and another has unexpected issues, however punctuality has improved, with flights to Tiree ahead of the national average.

Tiree Community Development Trust

Tiree Transport Forum Meeting



- De-icing on the Twin Otters can also be challenging, however a new method is currently being investigated which will help avoid additional cancellations.
- Customers are now being advised when there is a period of bad weather which could affect their flights, and being allowed to change the day of travel free of charge.
- Timetable variations due to Barra tides were fewer over Summer, with variations being limited to 20 minutes and shared equally with Campbeltown.
- Pressure is now being put on Glasgow Airport to provide mobility access points to gates 1, 2 & 3, it was advised that feedback from the Tiree community would also be beneficial. As well as access to these gates, the time given to reach these gates after announcements is not adequate. An additional reduced mobility route would also be greatly appreciated. **JMC to action.**
- It was noted that the Tiree Tasters worked well.
- Tiree Transport Form acknowledged the moving and thoughtful naming of the Twin Otter- Spirit of Eilidh, And it was suggested by the Chair that Loganair and Transport Scotland should consider naming the two remaining Twin Otters the 'Spirit of Tiree' and 'Spirit of Campbeltown'. **Action Loganair and TS**
- It was also noted that the level of customer care in times of cancellations etc. is of a very high standard.
- It was agreed Tiree Music Festival and Loganair representatives should meet separately to discuss matters surrounding the festival. **SML/JH to action.**
- Lastly, the STV documentary that was scheduled to take place has been delayed due to staff change, there is now a possibility that another channel will move forward with this project.

4. Tiree Airport

- It was noted that there are some renovations being done to the central tower. As well as this there a private hanger being built on the grounds and a long stay car park will also be provided.
- It is hoped to have a new LED remote controlled portable lighting system installed by next winter. It would be beneficial if this could be used on more than one runway.
- There are some environmental issues being addressed at the moment, Particularly around the use of the Fire Service Training Ground, the use of de-icer on runways and a review of Aerodrome Drainage Systems
- The 'FOLLOW ME' process will also be reinstated next winter. Meaning that aircrafts will be shown to the runway in the dark.
- The remote towers project will not be initiated on Tiree meaning that the Tiree Airport Tower will continue to run in the same way, locally.
- There is now a designated bus stop on the grounds.

5. AOCB

- It was agreed to request tourism statistics from Colin Woodcock and circulate. **CW/JMC to action.**
- Thanks, were given to all in attendance, the date of the next meeting it to be confirmed. **MB** will visit Tiree in July to discuss the new PSO.
- **JMC** agreed to continue to chair the Tiree Transport Forum, this was agreed by all present.

There being no other business the meeting was closed.

Agreed Actions

ACTION	BY WHOM	DEADLINE
Request a statement from CMAL regarding the pier infrastructure.	FMR	ASAP
Invite CMAL to next TTF meeting.	JMC	ASAP
Advertise Tiree CalMac office opening hours.	FMR	ASAP
Load Statistics and other info to be shared with TTF and feedback on.	JMC/FMR	ASAP
Write to Glasgow Airport re mobility route to gates and mobility access to gates 1, 2 &3	TTF	ASAP
Arrange TMF/Loganair debrief	SML/JH	ASAP
Request tourism stats from Colin Woodcock and share with attendees.	JMC/CW	ASAP