

**Isle of Arran Ferry Committee Meeting
held on
Monday 14 January 2019
at the Modular Building, Lamlash Hospital**

Present:	I Thomson, Haulage (Chair)	In attendance:
	A Dobson, Business (Vice Chair)	K Gibson, MSP
	B Calderwood, ACC (Secretary)	A Hood, CalMac
	N Arthur, Independent Traveller	D Lockhart, CalMac
	S Borthwick, AEG	C McCort, CalMac
	D Henderson, NFU	R Morrison, CalMac
	J Lees, ACVS	S Richmond, CalMac

1. Welcome and Apologies

- 1.1 IT welcomed everyone to the meeting.
- 1.2 Apologies were received from R Betley, S Gilmore and E McMaster.

2. Minutes of Previous Meeting

- 2.1 The minutes of the previous meeting were approved by JL and seconded by DH.

3. Matters Arising and Action List

- 3.1 Action Items from Paul Wheelhouse meeting in November had been received but no detailed minutes were available. BC had responded with updates and requested info. Meeting agreed there should be a more comprehensive record and BC was asked to prepare from notes. Actions included a) a commitment to engage in the action plan we submitted with a view to issuing before summer b) develop cost benefit analysis for services from Oct/April and discuss with AFC, c) CalMac to provide Minister with details of service response to the recent disruptions. Minister is also interested to have details of patient transfer procedures currently being trialled.
Action: BC to prepare notes.
- 3.2 Recent Clyde Ferry Stakeholders meeting agreed the merger for Clyde and Argyll groups but there was still no clear agreement from other regions for an improved structure to cover the full Network. A further meeting is proposed with all regions participating to agree future format and terms.
- 3.3 Various interruptions to service were questioned and explanations provided. Extra staffing had been provided to avoid repeat of some incidents due to exceeding crew hours.

Vessels could not use Gourock due to weather and facilities. This was questioned as previous experience recalled Wemyss Bay being used by IoA. Vessels could not be repositioned on resumption of service due to limits of crew hours. Certification for all skippers are certified to same levels although some are more experienced on our route than others.

Action: RM to confirm status.

Question was asked regarding competence of management to operate effective service and it was explained that many factors need to be considered, not just wind.

- 3.5 Meeting to discuss residents' views was discussed and further communications to be concluded. It was agreed that this meeting would best be incorporated at the next update for the Ardrossan pier project at the end of which a question/answer session would be held and all parties would be represented.
- 3.6 Confirmation was still required from CalMac on points following livestock and haulage meetings.
- 3.7 Carrying numbers show +04% increase for passengers with cars, coaches and commercial volumes down for the 12month period to end Nov'18.

4. Update from Alan Hood "Applying Terms and Conditions"

- 4.1 AH gave a report of the above. There were no changes in the terms and conditions, which allowed for a charge for no shows/cancellations: they were merely being enforced more consistently. This was a result of 90,000 no shows/cancellations across the network in the past year. These rules were fluid and would take into consideration the reasons for no shows/cancellations. He was also asked if this charge would be applied to both single and return journeys. He stated it would be.
- 4.2 It was questioned whether the £10 would be effected for a change to a booking. AH declared "no". Also, if turning up for an earlier ferry than booked and successful loaded how it could be assured that the charge would not be applied. CMcC stated that a system was now in place to ensure this would not occur. However passengers should request that the port staff update the future manifest to remove their names
- 4.3 If a no show/cancellation claimant applies to rebook and states they already have tickets, it is planned that the transaction number from the ticket will be requested whereby their status can be verified.
- 4.4 This procedure is effective immediately.
- 4.5 General aspects of ticketing were discussed and, until the new system is procured, options are limited for improvement. Disappointment was voiced at the delay in procuring and introducing the new system.

5. Finance

- 5.1 As Sheila Gilmore was not present, there was no report on finance.

6. Correspondence:

- 6.1 Notification received of investigative work scheduled at Ardrossan Jan/Feb'19.
- 6.2 Confirmation that 2.4% price increase will apply to all traffic from start of summer timetable.

7. Port Manager's Report – Brodick

- 7.1 Bespoke gangway for overnight berthing will be in place for CI return.
- 7.2 The ambulance provision for hospital transfer of patients is working better with two sailings encompassed. Clinical referrals are functioning well. Gourock have enquired about system. RM was impressed by the procedure and stated it had been a problem on other routes. Perhaps it could be looked at for a roll out. Action: CMcC to write to BC.
- 7.3 SR reported that the parts for the lofA lifeboat situation would be arriving tomorrow (Tuesday).
- 7.4 SR also conveyed that the CI return to service would be delayed due to faults identified during the refurb. It was asked whether access to the PAS had been resolved. He confirmed that it had in terms of height but not width.

8. Port Manager's Report – Ardrossan

- 8.1 The procedure regarding the allowance of car passengers having to leave their cars at Ardrossan car park following cancellations and who chose to travel as foot passengers was discussed. This provides for them to travel back from Brodick to collect their cars and travel on the return sailing. Currently the required 30

minute check-in restricts this but it is hoped to agree a process to override this. There is a concern for staff who may get abuse from other passengers and this will be discussed before trial is agreed.

- 8.2 DL hoped, during the recent works at Ardrossan involving disruption which required foot passengers to board via the car deck, would be complete by the end of the week.
- 8.3 She also indicated that she is in communication Peel Ports and is pursuing them for an answer to the traffic congestion problem while works take place.

9. Date of Next Meeting


- 9.1 The date of the next meeting is Monday 11 February 2019. Time and venue remain unchanged.

10. Any Other Business

- 10.1 KG stated that he had received a request from a Calor Gas representative to meet with the AFC. The validity of such a request was questioned.
- 10.2 A question was asked when the Glen Sannox would come into service. The official stance is that this would be Summer 2019 but this was considered to be a challenge.
- 10.3 IT had asked of B Main, CalMac, regarding a two vessel service for the winter service. He had no information at this time. Transport Scotland was also not forthcoming in its response. KG had asked TS to get back to him. B Main was requested to look at this from a network perspective.
Action: AH to follow up.
- 10.4 Regarding the issue of safety restrictions on the use of the Irish berth during the upgrade work, KG stated that, in his opinion, of all the parties involved CalMac was the only detractor.

11. Close

- 11.1 The meeting closed at 10.08pm.

Signed: 
Iain Thomson
Chairman
Isle of Arran Ferry Committee

Date: 