

# MULL AND IONA FERRY COMMITTEE

USERS SURVEY MARCH 2019

SUMMARY OF FINDINGS

01/05/2019

## **Methodology**

Between February 12<sup>th</sup> and March 15<sup>th</sup> 2019, an online survey was performed, using SurveyMonkey.com.

The survey was open to all respondents regardless of location, but was only publicised on Mull and Iona through social media and Round and About.

834 responses were received, of which 672 indicated that they were residents of Mull and Iona.

53 respondees indicated that they or a close relative were employed by Caledonian MacBrayne

All 834 responses are included included in this summary data.

## Satisfaction

There is a huge difference in users' satisfaction of each of the four services that operate in Mull and Iona. Lochaline-Fishnish is clearly the favourite route, as evidenced not just by the satisfaction scoring, but by the many comments praising it. The other two 'small craft' routes of Fionnphort-Iona and Tobermory-Kilchoan are close behind with a lot of appreciation expressed for the crews who operate them. Bottom of the pile is our main route to the mainland – Oban-Craignure. Given a scale between -10 and +10, the average satisfaction score for Oban-Craignure after 834 responses is +1.9. 57% of people are satisfied with CalMac performance across all routes over-all.

## Priorities

The reason for dissatisfaction with Oban-Craignure is indicated by the over-all ranking of priorities – reliability is the most important aspect of the service, ahead of space, fares, frequency, crossing time and on-board facilities in that order. Not only is reliability the most important aspect of the service, but an overwhelming 82% of users perceive reliability to have got worse in recent years. The Oban-Craignure service is the least reliable of all services (see [www.mullandionaferrycommittee.org/winter-reliability](http://www.mullandionaferrycommittee.org/winter-reliability)), and judging by the comments, it is declining reliability that is resulting in such a poor score for the route.

## Reservations and Ticketing

There are clear problems with the ticketing and reservations system, although it is lower down on the priorities of most users. Users want the return of books of tickets; to be able to contact their local office more easily; for the online system to be improved; to have paperless ticketing; to be able to book and pay for concession tickets without visiting the ticket office; and there are several threads of comments looking for local priority when booking.

## Road Equivalent Tariff

Whilst there is a clear majority (65%) who think that RET has been good for the islands over-all, there are clear caveats: it is widely felt that island infrastructure is not suited to the increase in car volumes; that the scheme should be extended to commercial vehicles, and that it should be removed from campervans and motorhomes. There is also a very strong majority against demand-management pricing (78%). It is also clear that there is a strong current of opinion shown in the comments that due to capacity constraints arising from RET, local users should be prioritised over visitors in the booking system.

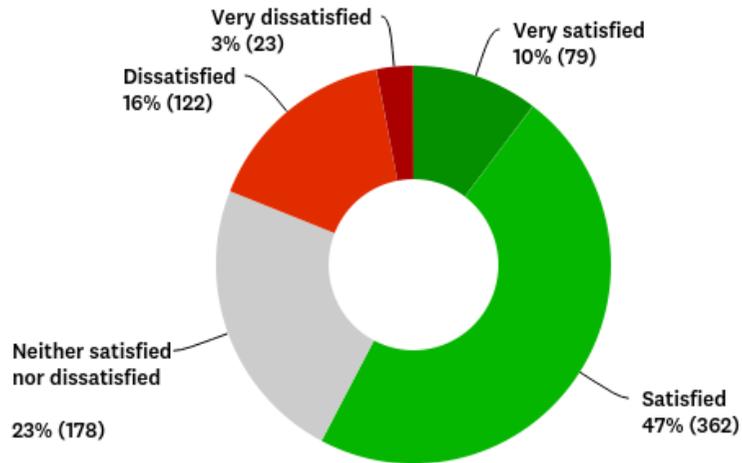
## Big Ideas for the Future

There were many imaginative ideas for the future, from passenger-only ferries; smaller more frequent ferries; a strong emphasis on environmental issues; timetable improvements; better infrastructure and a strong thread of comments just looking for improved reliability. And whilst many would like to see better services including those between the islands, there was a very strong majority who do not want a fixed link to the mainland. Users may want better ferry services, but they also want to remain an island.

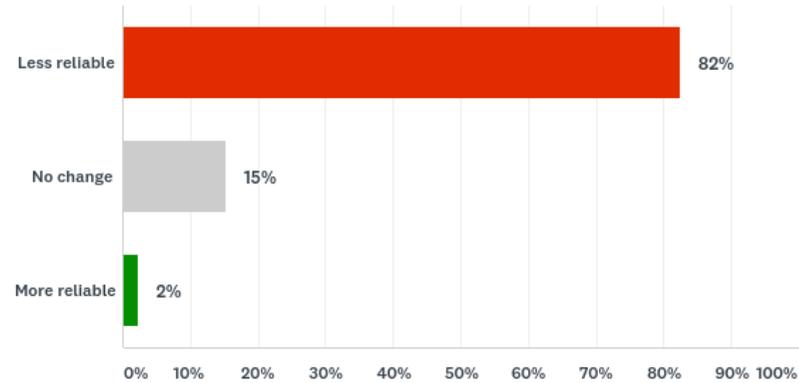
## Read On

**The summary above gives a flavour of the responses. In the following pages you can see both the answers to the pre-set questions in the survey, but also a selection of the many many comments received. In order to aid comprehension, those comments have been categorised and counted.**

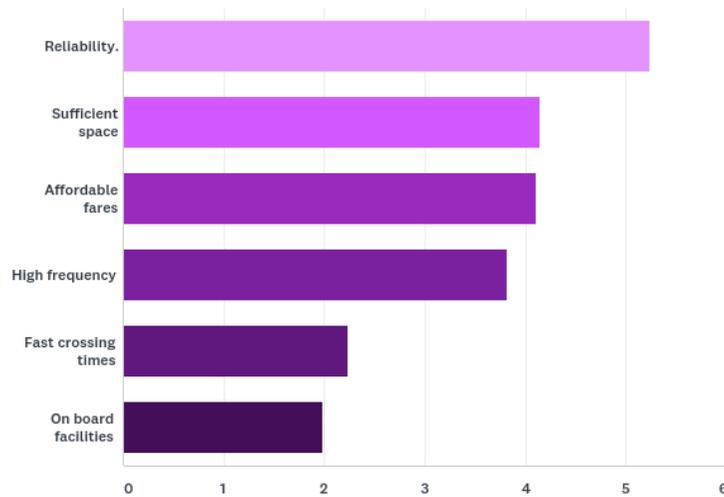
Thinking of CalMac performance in general (rather than one specific route) how satisfied are you?



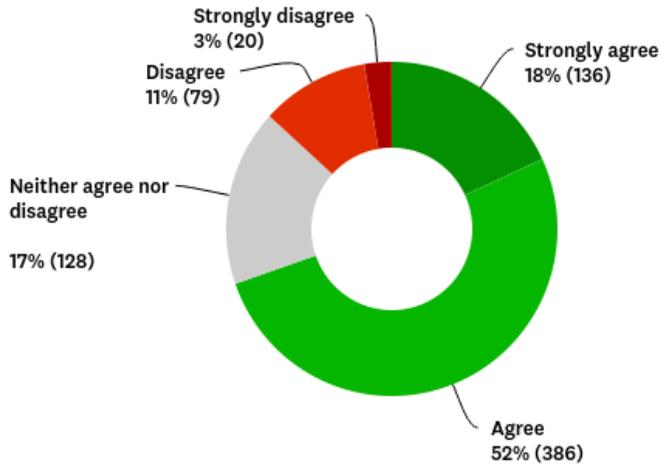
In general, what is your impression of how service reliability (ie cancellations and lateness) has changed in recent years?



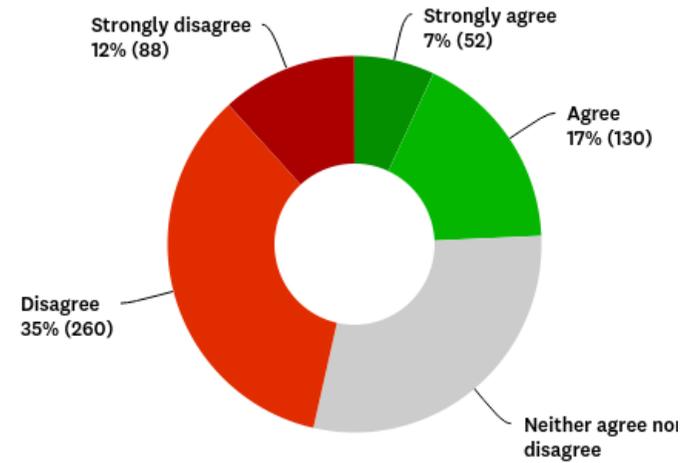
Rank these core aspects of our ferry services.



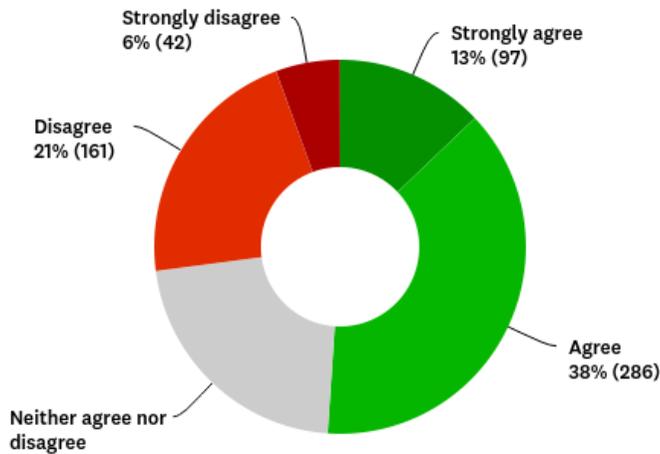
**Generally speaking, I find the reservation and ticketing system works well**



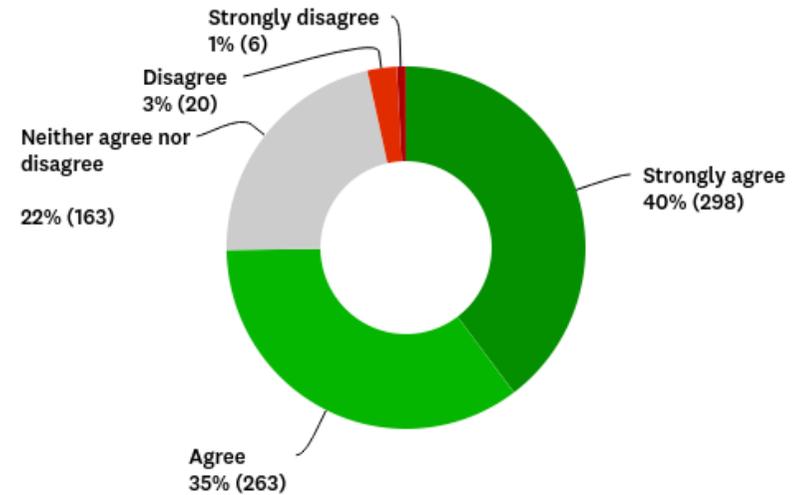
**In general I prefer turn-up-and-go services over bookable ones.**



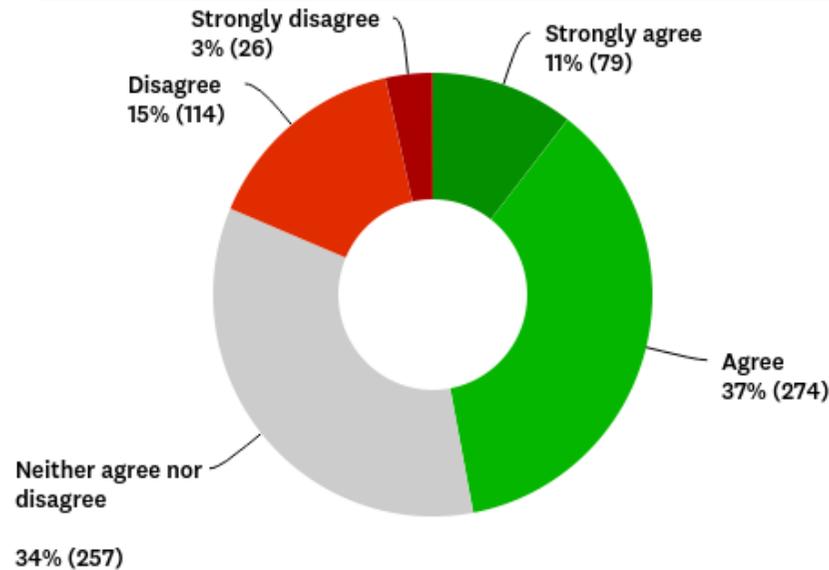
**Moving booked cars to the unbooked lane if they arrive less than 30 minutes before departure is a fair system that ensures travellers are prioritised correctly.**



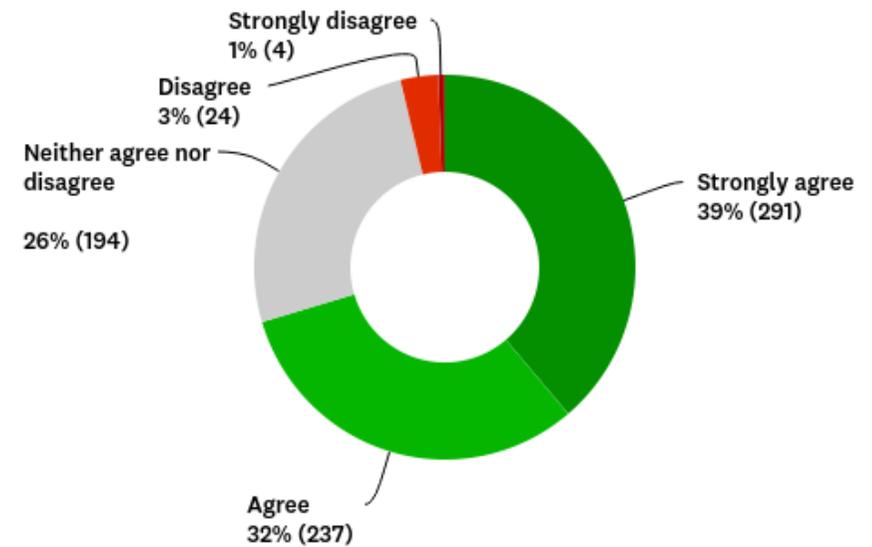
**I would like to be able to ring my local CalMac office more easily in order to make a booking.**



I find the telephone booking service convenient and easy.



I would like to be able to buy books of tickets.



## Summary of comments

**15** Comments asking for reduction / relaxation of the 30 minute check-in rule. *Half hour check in excessive - nearly doubles journey time. - If you have booked a place on the ferry but arrive after the check in, you should still be given priority over those who haven't booked. - Whilst I agree that those who are late should be moved into the unbooked lane there have been times where customers have been stuck because of accidents but have still be knocked into the queue. Some level of compassion should be shown. We have chores/work to do and if we get caught in the tourist queues round Oban and are 5 mins late, please be sympathetic.*

**32 Complimentary Comments about local staff.** *Staff very helpful and polite - The Craignure staff are efficient and helpful. - Friendly staff in Craignure - All Calmac staff are polite, helpful and friendly - Find the local office great, the head office less so. - Much easier when dealing with staff at each port who better understand a particular customers requirements.*

**25 Comments asking for space or booking priority for locals.** *during the summer season places for locals should be available as often all places are booked up so far in advance by tourists it is difficult to get off island with your car - Mull residents MUST have priority. This is an island service not a holiday cruise. - I think there should be a couple of spaces kept free on each sailing for an emergency ie. Local having to get off the island for Hospital/Death. - I think there should a set number of spaces reserved for locals during summer months. So often we cannot get a ferry - Would like the difference between local, regular traveller recognised against straight tourist booking. - I believe there should be a difference between residents on mull and iona and tourists booking systems. Spaces and priority should be given to residents of mull and iona.*

**43 Comments asking for improvements to the online ticketing & booking systems.** *The online ticketing system needs to be modernised. - Would like to be able to make changes to hopscotch and booked sailings online - I would like to be able to check the availability of a sailing before nearly completing the online booking process. - Get up to date by using apps - I would like to have e-tickets on my phone - We need a fast, modern, customer focused booking and ticketing system. - The system is totally outdated - Am put off booking car onto ferry as it's too complicated and now turn up and buy ticket in Craignure - The centralised booking service works for Cal Mac and visitors but can be frustrating for residents. - Don't like having to pay at time of booking. Not always financially possible but have to book ahead to get space - Payment when booking is a pain as sometimes the sailing/trip is cancelled. Would be better to be able to book and then pay online or at the ticket office on the day. Not everybody can travel again within the month and are then charged an admin fee for a refund. I prefer to book online, it would be great if we had the facility to amend bookings online too. This would reduce your calls to the booking line too. - A more comprehensive online booking management system (to include alterations or cancellations to existing bookings) really ought to be in place in this day & age! - It would be good to be able to book the Iona request service via the website or with the ferry crew rather than having to phone Craignure. - It is irritating to go to online and see a service the next morning has no availability only to find that there is space but they have closed online bookings so far in advance. I think the system is generally clunky and needs upgraded - The online ticketing system is not future-proof and needs modernisation, making it easier to book online and have ticket-less confirmations. - A booking App with live status and location of boats with their version of the weather forecast. Also number of bookable places remaining on each sailing - A far simpler ticketing system ie all on smart card/ phone app. Covering all services boat bus and train. The same consumer rights applied to ferry journeys as are applied to air travel. Compensation food hotel etc.*

**14 Comments asking for 'ticketless' payment systems.** *I would like a system like the Oyster card where we pre-load the car and it is scanned in the ferry queue. - As resident it would be much easier to have a book of tickets or card with credit on that could be swiped. - Ticketing should be able to be shown on a*

phone, in this day and age paper tickets are outdated. Having to get out and pick up a ticket from a desk only to hand it to a marshal outside is a horrendous waste of time, paper and energy. - System is far too complex. Books of tickets should be available, as should ticketless number-plate recognition where appropriate so that you just drive on and go, and fewer staff required.

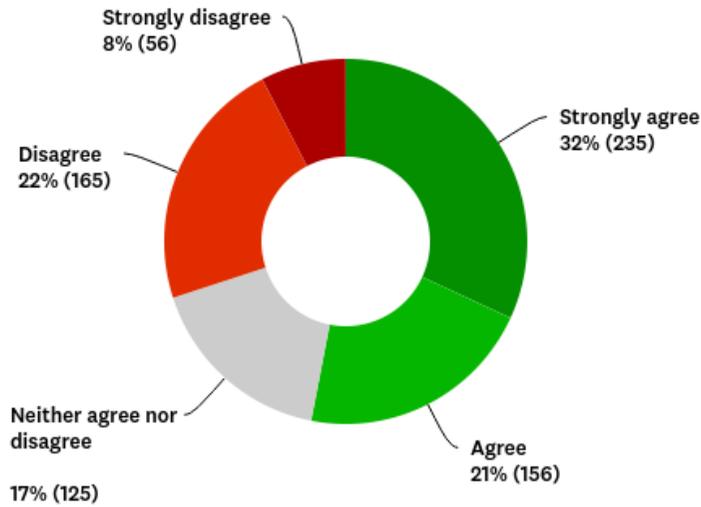
**13** **Comments complaining of ticket paper waste.** *I find the e-tickets waste a lot of paper. Half the page is advertising. Out and return could easily fit on one page. My recent booking used 8 sheets for the confirmation and tickets for car and 2 people - Too much paper wastage! I won't print them off anymore as they waste too much ink and paper.*

**33** **Comments asking for concession ticketing and booking to be improved.** *There needs to be an on line booking service that makes it possible to allow concession passenger tickets when making a car reservation. - No facilities for calculating discounted fare for disabled drivers when booking on line - perhaps this is because of the outdated system - I am unhappy with the new system of having to pay for my car ticket at the time of booking - particularly as I have a senior travel pass, and this cannot be paid in advance, which often causes confusion as different operatives deal differently with this. - Can't book car on ferry online if concession card holder. Have to use the phone to book but can only book car, still have to go to ticket office to obtain concessionaire ticket. Very time consuming! - Concession card holders are discriminated against as they cannot book online or by telephone if they are travelling alone and taking a vehicle. This is unacceptable, inefficient and for some, very distressing. - Would be good if concession fare holders could book online. This would free up telephone booking lines and save the near constant "You are x in the queue" messages. - I am a senior and have to always go and get tickets from the office. This is ageist.*

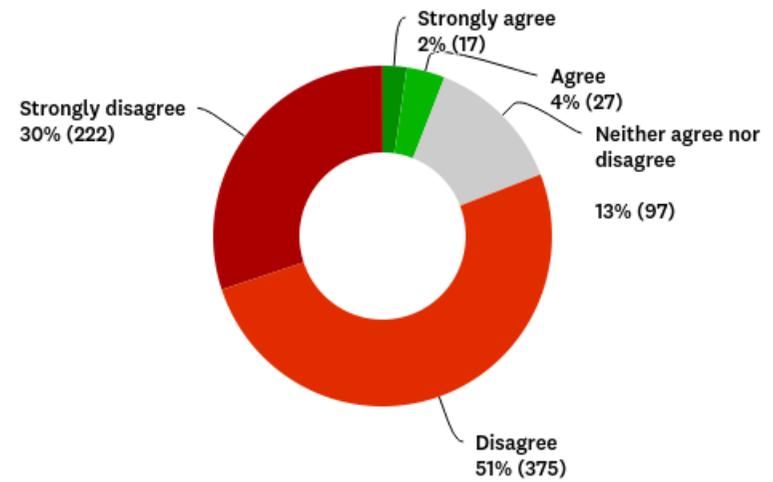
**16** **Comments asking for improvements to the phone contact system.** *At peak times and in the season it can be difficult to get through. - Prefer to speak to local office. - Can take ages for them to answer the phone - In the summer I can be waiting on the phone 4 a ridiculously long time before I can book a ticket. The website doesn't always work and I would prefer to speak to a person also the emails don't always come through - Dislike having to wait in phone queues to change bookings especially in peak summer - Far prefer to deal with my local offices - a dedicated phone/text line to let the port office know you're not going to make your ferry booking - won't work too well on island, but if you have to make the decision at (say) Tyndrum as a result (say) of an accident, the ability to quickly give up your space without penalty*

**8** **Comments asking for longer validity on tickets.** *Would like to see a longer date on tickets rather than a month ...used to be a year which was much better ,you can't even change your ticket in Oban which is unbelievable you have to send it to head office ...This is something that needs changing - Make ticket dates more flexible ie singles valid for a month and not just on date of purchase - I also think that, if you have a booking, for example for a hospital appointment and it's deferred for more than one month, you shouldn't have to lose the money already paid.*

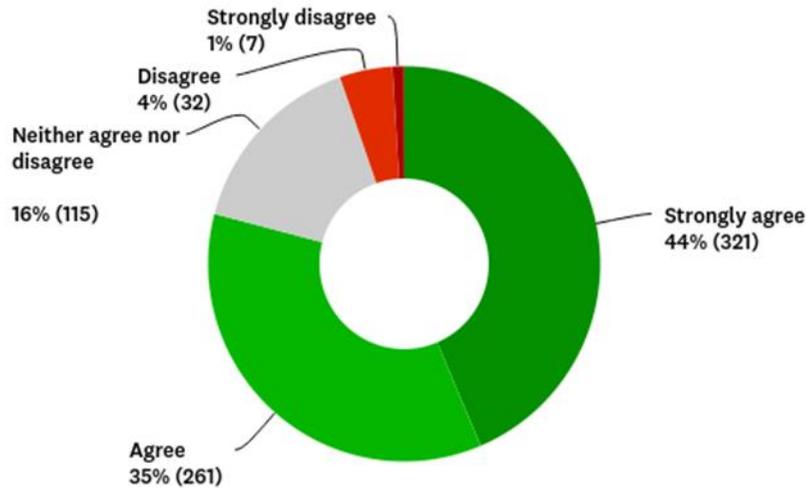
**RET should only apply to island residents**



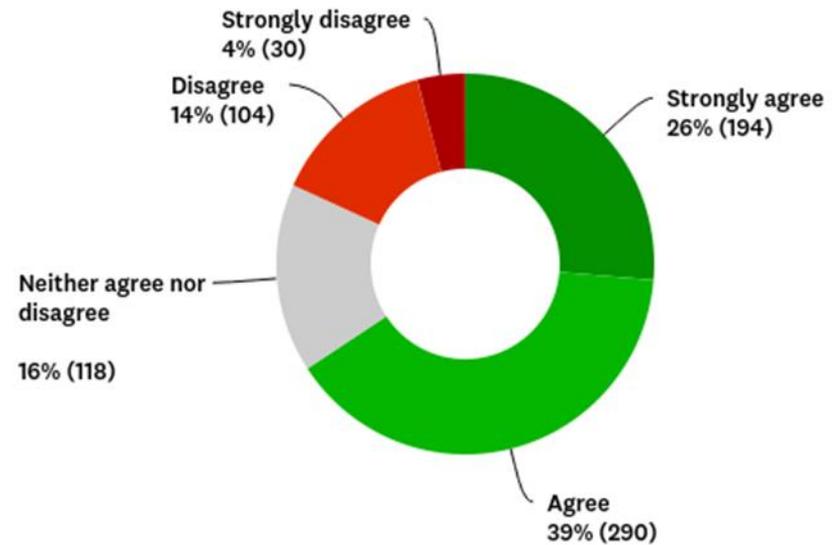
**RET should only apply in winter**



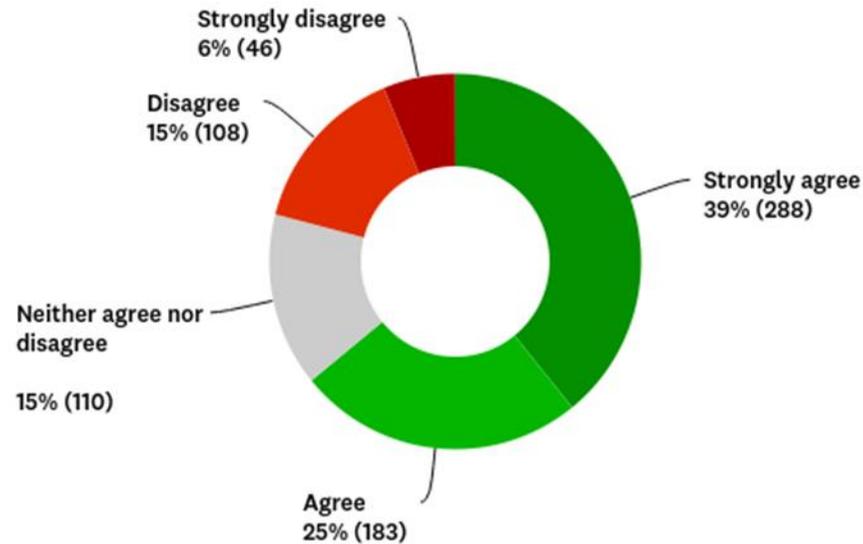
**Over-all RET has been good for the islands.**



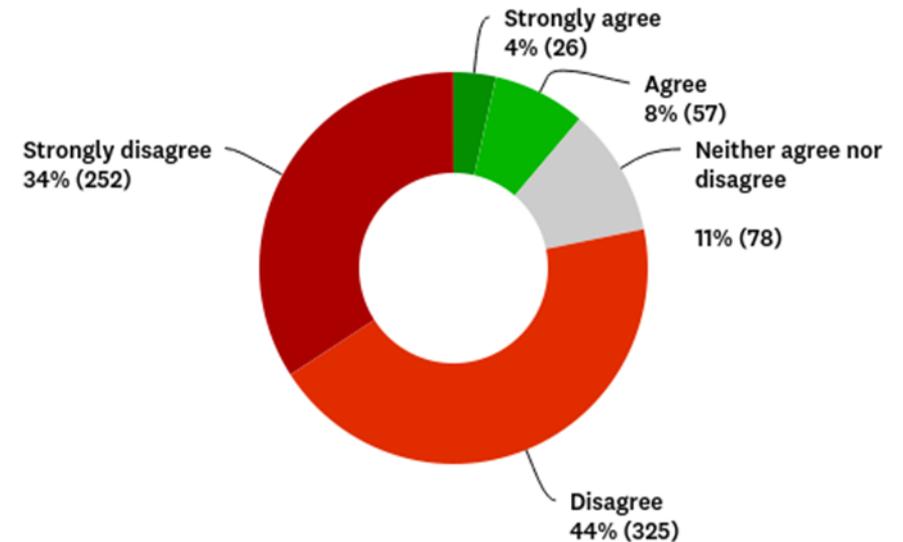
**RET Should be extended to commercial vehicles**



RET should not apply to visiting motorhomes and caravans.



Fares should be increased on the busiest sailings to manage demand



## Summary of comments

**36** Comments asking for **Commercials to be included in RET** *Commercial vehicles should also benefit from the reduced fare costs as locals rely on products being brought onto Mull and unfortunately prices of delivery have gone up because of this omission - There should be a proper review for freight transport especially farm supplies - Commercial vehicles keep the islands moving, so RET should apply. If commercial vehicles don't get RET, I don't agree campervans or motorhomes should. Commercial vehicles are supplying our islands with many goods and produce that are required to survive why should local businesses be penalised. Maybe permits for local business allowing reduced rates could be introduced. - RET needs to be extended to commercial vehicles: it would be interesting to know the implications of the Islands Act on excluding them.*

**22** comments asking that motorhomes/campervans are not included in RET. *Camper vans should pay a premium price - The additional camper vans and motorhomes that have been visiting Mull since RET has come in has led to congestion issues and a complete lack of parking for locals. The council is now trying to "fix" this by charging local people extortionate amounts to park in their own village. What a disaster! - Small car same price as a motorhome....stupid! - Busy summer months should have a tax/levy on camper vans/caravans . This happens in Europe - People coming in motorhomes bringing their own food are not contributing to the infrastructure of the Island if they aren't going to restaurants or staying in bed and breakfasts. - RET has increased our visitors, therefore has improved revenue from tourism. However, camper vans bring little revenue, clog up/pressurize our roads and public facilities. Our infrastructure suffers for very little return. - It would be fairer to charge more for motor homes & caravans, as often they are adding less to the local economy, but take up lots of space on roads and create rubbish.*

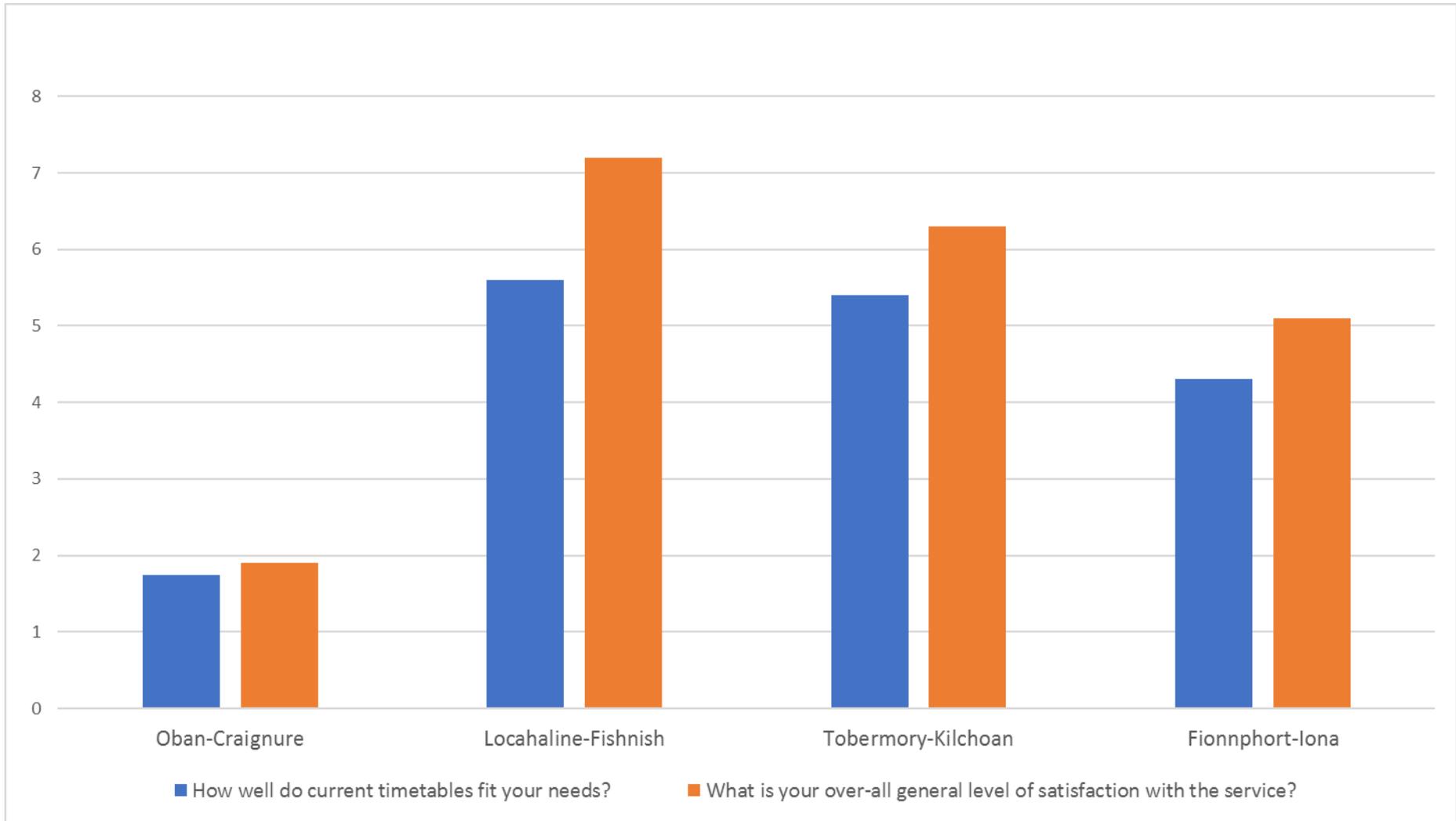
**46** comments generally negative about the impact of RET. *RET was a disaster for the Isle of Mull. It has become a day trip destination to drive around. Speaking to a lot of the small businesses it is clear that commercially there has been no benefit to the "local" economy the only benefits are off island. The joy of being a resident on Mull has declined over the last couple of years as the infrastructure cannot cope with the rise in traffic. - RET was introduced without improvements in island infrastructure and roads, overall it's been a negative impact. - RET puts too much pressure on local infrastructure when it benefits visitors who have added little to the island economy. The island had sufficient visitors previously, and now we frequently can't book (often urgent) journeys as residents nor benefit from reduced commercial costs. I would prefer a differential system which favours islanders to enable them to not suffer disruption in normal life. - I know that many residents depend on visitor numbers for their income, but I feel that since the introduction of RET, visitor numbers have become almost unmanageable. We simply don't have the necessary infrastructure in terms of toilets, road surfaces, waste disposal facilities etc. - For me, life in the summer has become unbearable on Mull, and I think RET was the worst thing that could have happened to the islands. - we haven't been given the infrastructure to cope - The council are now looking at "effective management of carparks" but not the quantity of vehicles, which is the actual problem. I'm not sure of the solution - but RET definitely seems to be the biggest contributor to this issue. - On the one hand RET has made travel more affordable for islanders, however the volume of tourist vehicles on the island has significantly increased over the years which makes day-to-day life (e.g. travel to work, appointments etc) for the resident population harder and much slower due to very busy single track roads. - Our retirement is no longer a gentle peaceful time , it is now filled with anguish and frustration for not just the summer season , as vans come here all the time now some just for a day trip to drive round the island because it is so cheap for them. - Causes havoc April thou September due to island infrastructure being insufficient ! Tobermory in particular is grid lock with insufficient parking road markings and clear rules for visitors where they can and cannot park ! - The Island infrastructure was not ready for RET this could ruin the very thing people come to the island for Also local people are suffering due to visitors not know how to drive on single track roads. - The Road Equivalent Tariff I think you need to take a look at the iona crossing it's a mile between the islands and it wouldn't cost £13.45 I think to do one journey. We are a captive market and I think it's disgusting - A complete, open and fair assessment of how RET affects the islands, not just taking into account the businesses that financially benefit, but also the quality of life of all residents. How many full-time, year-round jobs are actually created? Who is going to fix the roads (and cars) ruined by over-use? What extra services (toilets, parking spaces, waste removal etc) are needed? How content are*

people not be able to go and visit friends or get to doctors appointments etc because driving takes so long and is so stressful? What will be needed to educate and inform visitors about the correct way to drive on single track roads?

**24 Comments generally positive about the impact of RET.** *RET is the only reason that I visit, and therefore support the local economy, so many times each year. - Although it can be difficult to get booked on the Craignure boat on Saturdays in the summer, I think RET has been beneficial for residents on Mull, Iona and Ulva as well as increasing visitor numbers. - RET is definitely a benefit in terms of cost of living and the local economy. - Fares are great. Very reasonable compared to what we used to pay. - It makes life on Mull much easier - Has brought more tourism which is helping the island prosper. Also makes the island a more affordable place to live - Best thing that's happened to all the islands - RET has been a huge economic boost for ALL the islands, it has also hugely benefited residents without huge amounts of money to come and go more easily. - RET is fantastic for all of us with hospital appointments off island and family and I wish it had been available when I worked in Fort William. - RET helps to level the playing field for those of us living in already expensive places - it makes it more sustainable to live in remote rural islands and is helping to ensure a community can continue to exist in these places.*

**21 Comments negative about motorhomes / campervans.** *The additional camper vans and motor homes that have been visiting Mull since RET has come in has led to congestion issues and a complete lack of parking for locals. The council is now trying to "fix" this by charging local people extortionate amounts to park in their own village. What a disaster! - Ban campervans from busy times - There should be a limited number of motor houses per sailing, Maybe some spaces could be reserved for Residents as we do not always know far in advance that we need to travel, especially in the summer. - Small car same price as a motorhome....stupid! - Busy summer months should have a tax/levy on camper vans/caravans . This happens in Europe - People coming in motorhomes bringing their own food are not contributing to the infrastructure of the Island if they aren't going to restaurants or staying in bed and breakfasts. - RET has increased our visitors, therefore has improved revenue from tourism. However, camper vans bring little revenue, clog up/pressurize our roads and public facilities. - Ridiculous at moment that motor homes taking up space of Commercials pay a fraction of the cost.*

**21 Comments positive that RET should apply to all travellers.** *RET is being paid for by ALL taxpayers not just island folk. Therefore we should all be able to benefit from it. There is much talk of the island infrastructure being overwhelmed because of RET, by islanders. But in truth the whole West coast infrastructure is creaking, not just on the islands - I think the system works well and don't think island residents should get any better treatment than visitors. The island relies on the tourist trade. - The principle under which RET was introduced should apply to all travellers. I would like to see a cheaper fare for the Iona crossing for residents as it seems disproportionate at present. - R.E.T. should apply equally to all vehicles - there should be NO discrimination (the argument for which is arguably based on presumption and false premise). - RET has been great for my local business and all I hear from visitors is great feedback. - We rely on tourism so RET should absolutely extend to visitors - I think it would be completely unfair to only allow RET during certain seasons, or for certain vehicles and sailings. I know the demand on the roads etc has been huge but it has been a huge boost to the economy and I think the whole point of introducing it was to make fares fair - restricting it wouldn't be fair. - I think it's fair that all vehicles should be charged at RET rates ...*



# Summary of Tobermory – Kilchoan comments

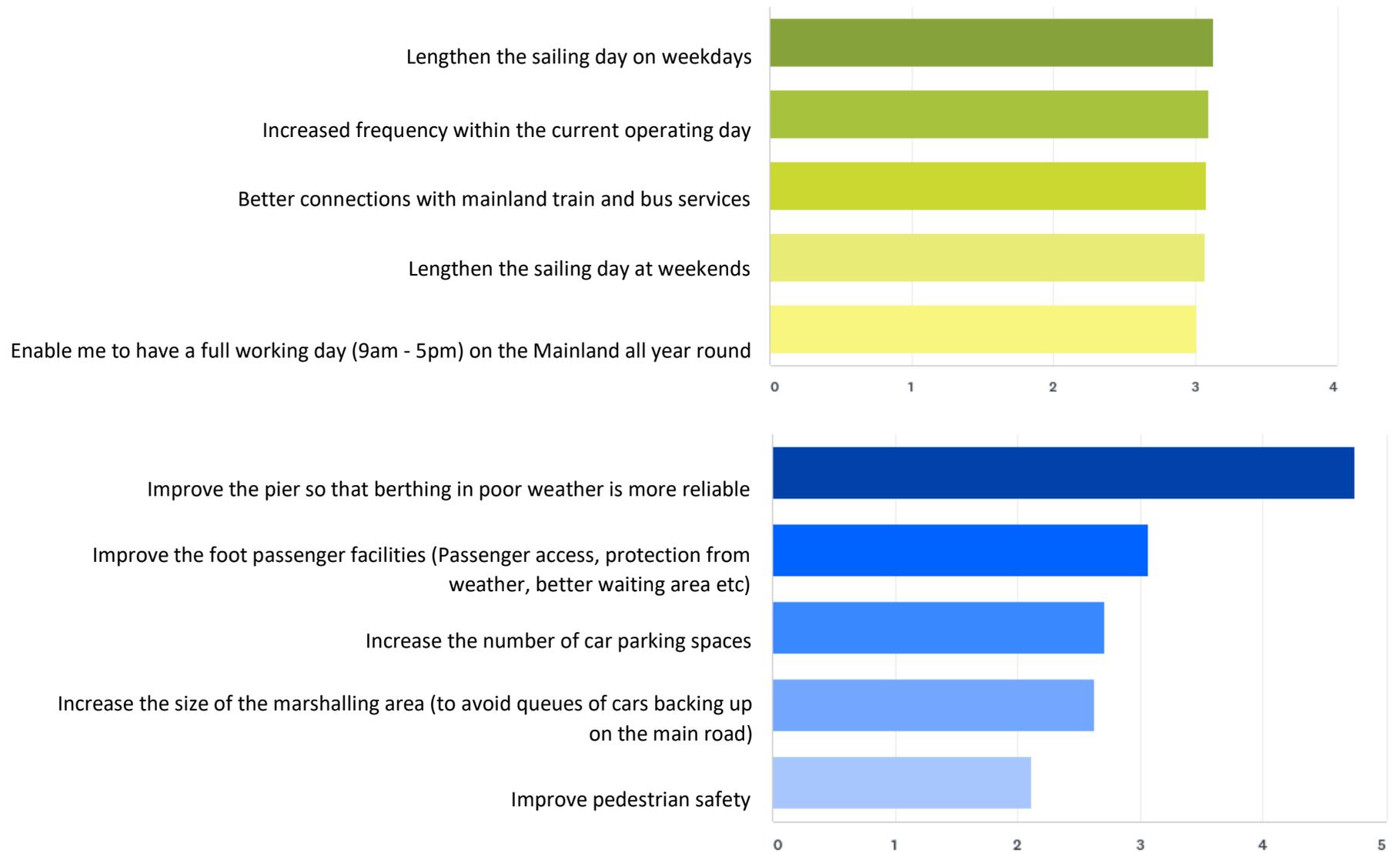
**8 Complimentary Comments.** *Both sets of crew are simply the best. Always polite and very helpful especially with the elderly. – Brilliant- Another lifeline service. Tobermory-Kilchoan has to be one of the most reliable Scottish routes, as it is hardly ever off due to weather or breakdowns. It's also a vital part of the tourist circular route which adds to the tourist facilities available in this beautiful part of the world. - Wonderful friendly helpful service. Crew are outstanding. Will point our dolphins etc. - Reliable ferries very friendly and helpful staff - Another example of a crew going above and beyond to help passengers, a fantastic lifeline service!*

**17 Comments asking for timetable improvements.** *earlier and later sailings - There should be a Sunday boat all year around. The team work on the boat on a Sunday during the winter timetable I don't understand why they can't be sailing. Also more sailings during the winter. - Winter Sunday sailings - More frequent winter sailings - Could do with later service as quite a few folk work on one side or the other and need to get home at the end of a working day. - Sunday ferry should be all year round. - Sunday ferry in winter is inadequate as is the reduced number of crossings Monday to Saturday - Sunday sailings - More frequent sailings with earlier and later sailings - I would like more ferries in the winter, and sailings on Sunday - Would benefit from continued Sunday sailings all year, instead of just during the summer timetable. - Add Sunday sailings in winter.*

**4 Comments negative about terminal facilities.** *Parking spaces for travellers vehicles at Tobermory - Foot passenger facilities at each port are beyond basic. A bus stop. - Better waiting areas for passengers - There are serious issues at Tob with motorhomes queuing to go over to Kilchoan in the busier months. Some of them use the queue as parking for a couple of hours.*

**4 Miscellaneous comments.** *Better system of sending small freight - Advice system at Kilchoan for any delays or cancellations - Bigger boat. - The Tobermory slip would be better sited at Ledaig*

## Ranked preferences for timetable changes and terminal improvements



## Summary of Oban – Craignure comments

**24 Comments about Craignure parking.** *There MUST be adequate free-parking for residents at Craignure. This is a fundamental life-line part of the transport infrastructure for islanders. - Essential that there is free parking facilities for island residents. - Need to leave my car for a couple of weeks every month in Craignure as the bus system isn't frequent enough. Would be a real problem for me if all the car spaces were taken in the carpark or if there was a fee for parking. - Once all car parking is charged it will result in haphazard parking on road and hospital grounds making it even more dangerous for pedestrians - Provide sufficient number of free time-unlimited parking spaces on both ends for Calmac customers. Just like plenty of other island residents I live too far from the nearest bus route on the island (over 6 miles) and parking fees about to be introduced on the council owned car park in Craignure are going to make life impossibly expensive and difficult. - Ensure free parking available in Craignure to continue option of driving to the ferry but travelling as a foot passenger. - Stop car parking charges before they start - Island residents should not need to pay to park if they need to travel to Oban on foot. - Parking in busy periods can be impossible. The car overspill car park should be cleared of abandoned and 'derelict - ' vehicles to allow more parking space. - Stop the TRO so that foot passengers don't have to pay a pound per hour for it! That's a big factor in taking the car and it's going to make sailings busier, putting more on services. –*

**22 Comments about the passenger access system.** *sort out the pier/landing issues so that foot passengers never have to share embarkation with the vehicles - Mainly the passenger ramp, it needs to be replaced or totally overhauled. It isn't fun waiting in the rain to go on the car deck - condition of passenger ramp needs improving as it doesn't always work and walking onto the car deck increases delays and you have to stand in the rain - the current Passenger Access System (gangway) is not fit for purpose. It is unacceptable for passengers to have to board the Craignure-Oban ferry via the car deck, as is currently the case with all vessels except the MV Isle of Mull. - Make sure that foot passengers NEVER have to embark/disembark via the car deck - being forced to walk onto the car deck in all weathers is unacceptable and is not what customers are paying for. - Improving the gangway so wider range of vessels can use it is long overdue, I can't believe it hasn't happened already. - Pedestrian gang plank should have been mended, and upgraded years ago - The main thing that needs changing is having the means to board any ferry as a foot passenger without having to use the car deck. It goes on for months sometimes and is particularly unpleasant in the winter, especially for the elderly - The gangway should be able to fit any ferry so that people do not have to walk on and off the car deck which is not suitable for elderly or infirm or people with mobility issues and is unsafe. being forced to walk onto the car deck in all weathers is unacceptable and is not what customers are paying for.*

**21 Comments supporting features of an Island Focussed Service.** *Evening sailings daily. Early morning sailings daily. Two ferries operating all year with one berthing overnight at Craignure. - A 7.00am ferry leaving Craignure every day and a 6.00pm ferry leaving Oban everyday in the evening. - We need to be able to have an early ferry leaving and a late ferry coming back most days. - It is essential that people can get to and back from hospital appointments in*

*Glasgow using public transport in one day - I work in Oban and have to stay over as my working day is otherwise 10-3. This upsets other staff members and I am forced into extra work outside my commuting time. In the winter I have to stay away and in the summer I am an hour early meaning my working day is 12 hours but I am paid for 8. It's exhausting and has lost me business on several occasions of late runs or cancelled runs . - I work in Oban and have to stay over as my working day is otherwise 10-3. This upsets other staff members and I am forced into extra work outside my commuting time. In the winter I have to stay away and in the summer I am an hour early meaning my working day is 12 hours but I am paid for 8. It's exhausting and has lost me business on several occasions of late runs or cancelled runs . - Operating day needs to be extended, particularly in winter. It is ridiculous in this day and age that I can leave Perth or Glasgow at 1400 and still have to have an overnight stay in Oban. I work in Glasgow part of the week and rarely am I able to get back to Mull at a convenient time. This causes a number of costs a reliable later service and early morning service would be brilliant. - I hope that something happens quickly to improve the pier at Craignure, to facilitate the suggestions put forward to extend the travelling day by having a ferry Moore overnight at Craignure. The current winter timetable has been very limiting for me, having to pay for 2 nights' accommodation in Oban as it allows such a short day on the mainland. - In the winter timetable it would be beneficial to have a later ferry from Oban than 16.00 every day!*

## **42** Comments regarding the pier. *Make better berthing facilities at Craignure - The pier should be upgraded/maintained such that it's (sub-standard)*

*condition is never a valid cause for service reliability. - the most important thing is not to have ferris cancelled due to inadequate berthing facilities - the pier needs either replaced or massively upgraded so overnight berthing is always an option, and it is future proofed for new vessels - Updated and reliable ro-ro system essential. - Repair the Craignuire pier. - the pier needs to be capable for berthing in all weathers and safe for those tying up the ropes - Just improve the pier so that the skippers can do their job - Improving the pier is a priority - The council has failed to manage the pier to allow for modern vessels. The community or cmal should be given the chance to do a better job. - Craignure pier maintenance is a significant problem, poor relationships and forward planning between CMAL, ABC and Calmac is essential and lacking. - The pier needs to be repaired and fitted with a round head to make docking easier. - The pier is a wreck and not fit for purpose. - Have the pier mended by the council or stop paying them the pier duties as we suffer in winter because of this. This pier needs fixing before something terrible happens - don't like the suggested pier upgrades. would prefer if they upgrade the present location. do not make Craignure another Oban. - Good solid repair/extension to the pier most important. No safe boat berthing, all the other problems fade away! - temporary extension to pier(10 years +) should be overcome this hurdle and a boat like the Lewis could have the capacity to increase sailings - Pier upgrading for over night berthing and easier loading and unloading in 'bad' weather! - Community ownership of a new pier - Improve pier in existing position and build out into bay for increased marshalling areas for ferry traffic. - It's obvious from the numerous cancellations that the pier is in desperate need of replacing. This needs to be a priority from all stakeholders. - Essential that if a new pier is built, it meets the needs of island ferry users as its first priority. It should be as sympathetic to Craignure as possible, but that is a SECONDARY concern to its main function. - don't like the suggested pier upgrades. would prefer if they upgrade the present location. do not make Craignure another Oban. - If a new pier is to be built its location should be optimised to reduce weather related berthing issues - By repairing the pier we have and not building the monstrous terminal building and pier that is planned. We are a small island not Calais or Dover*

**25 Comments complaining of poor reliability.** *Dont schedule late ferries if calmac will not operate them reliably. - I travel more often these days and know if wind speed around 40 are mentioned in the forecast ahead of time its unlikely I am getting over. I don't remember that being an issue previously - been travelling across for 30 years. This is a worry with elderly family needing me. Also now parents spend time in or have appoints in hospital (Oban) they can't always see each other. There is rthe worry they will be stuck on the wrong side -equally if family get stuck on the wrong side for school children being picked up. - Over the past few years the number of cancellations due to weather have increased far more than on every other route. This has to be urgently addressed -More reliable service please. Weather conditions can make leaving the Island a gamble by this route for most of the year! - Timetable would be adequate if CalMac would stop cancelling late ferries - A system that sails like it used to in mild weather - VITAL that this service becomes more reliable, and cancellations due to weather conditions are reduced - there are many more cancellations due to "weather" now than there was in the past. it seems that there is now more bottling out - Just a more reliable service would be great. - It would be good if late ferry sailed more frequently in winter. It seems every week either Friday or Saturday is cancelled - Reliability of the late night/ early ferry ar the weekends has affected me greatly this year. There is no way to predict whether it still run or not. I have missed important work courses and not been able to rely on the ferry running, no matter what the weather. I have had to alter and cancel plans quite often. - i just wish the timetable was 100% reliable. What is the point of timetabling vast sailings if Calmac cant fulfill the timetable. 2 ferrys a day as in previous years were at least almost always guaranteed! - Drastically improve realability.*

**8 Comments concerned about safety.** *Within Craignure Ferry Terminal area: Reduction in speed limit within specific area similar to 'School Zones' flashing road signs "Twenty's Plenty" during specific (busy) times? Deliveries/Post vans at Craignure stores should be rethought to avoid congestion and have 'Risk Assessment' applied.- The vehicles backing up and blocking the road in Craignure is a fatality waiting to happen. - Space between cars on Isle of Mull and Inaudible safety announcements should be improved. - Should have a pedestrian crossing from office to ferry. -*

**6 Comments about the waiting room / ticket office.** *Decent passenger waiting area. Have all the facilities on the seaside of the road for safety - Since getting rid of the books of tickets it is obvious that the ticket office is too small to deal with the volume of ticket sales on certain sailings. - Have separate IN and OUT doors on the ticket office. The waiting area could be bigger too. - Waiting facilities at Craignure are sub par.*

**8 Comments advocating smaller ferries.** *Replacement ferries, when they are commissioned, should take account of capacity of the road network to cope with intermittent, concentrated volumes of traffic. If possible vehicle capacity should be optimised to be lower and overall capacity maintained by increasing the number of vessels on the route. - 2 smaller faster ships running a shuttle service - More frequent service with smaller vessels seems the most obvious solution - Take examples from Norway where weather is more extreme but the ferry service is supportive of isolated communities: smaller, faster and more robust boats.*

**7** **Comments asking for more weekend ferries.** *More ferries on Saturdays and Sundays in the winter. - I require more sailings on the weekends and especially additional Saturday afternoon sailings. - Winter weekend service is poor. More afternoon/evening sailings on Saturdays and Sundays would be a great improvement. 6 hours (or 5 hours 45mins) is too long to have no ferrys sailing on a Saturday evening and Sunday afternoon.*

**14** **Comments negative about public transport links.** *As I work during the week I can only get to Oban during Saturday, the connection for bus & ferry is appauling, giving only either a 2 hour or 6 hour travel option on the mainland. Not very user friendly especially on the winter timetable - The rail-ferry 'integrated' transport link is a sham. We frequently experience incidents where the train is slightly late and arrives prior to the ferry sailing, but the ferry will not delay removing the gangway. Incredibly frustrating to stand beside the ferry and then watch it dail away 10 mins later. There needs to be grester leeway between the arrival-departure times and contact (any would be a start!) between train staff and Calmac Oban desk. - the limited bus service through Mull to Fionnphort is somewhat restrictive. - Coordinate with West Coast Motors for increased services to Fionnphort, especially at weekends and Sundays in wintertime. - The ferries definitely need to connect better with trains and buses - Aim to have every ferry met by a bus - The lack of bus services to each sailing means that people have to drive to Craignure and park, when travelling to Oban, especially for hospital appointments.*

## Summary of Lochaline – Fishnish comments

**53 Complimentary Comments.** *They are so lovely, great to know they are there to provide a solution. They get family home for Christmas and holidays - I always find the Fishnish boat the most reliable if I know I need to get off or on the island. I think the crew do a fantastic job - Being operated by locally based crews (not living on board) appears to be a factor in weather reliability compared to Craignure-Oban route - I love the ferry service, you can count on it running when the Craignure one is cancelled. - They always do their utmost to ensure everyone gets home. I am very appreciative of this service. - They are an example to the rest of Calmac - Have the Oban-Craignure Skippers do a spell with Bodie and see how a boat is handled in poor weather! - Best ferry route. Essential for Mull particularly as Craignure route is so unreliable. Fantastic crew who venture out in all weather and have compassion and understanding for islanders. - Great attitude, great crew, great service. - Keep up the good work, and Mull connected to the mainland when we can depend on Oban- Craignure service - the staff are wonderful, very helpful and dedicated to making sure the boat runs in all weather conditions - Staff are excellent - Fantastic service that I have much more confidence in than the Oban Craignure route - Lochaline-Fishnish is a brilliant service, with skipper and crews able to react to need, even putting on an extra sailing if there is a vital need. It's also a lifeline service as it tends to run even if Oban-Craignure is off due to weather etc. - They are perfect - The crews on this route are amazing and given in inadequacies of the Craignure route, islanders absolutely rely of this route. - great short service. cheery crews and as shorter more direct usually runs when IOM goes off. - Very reliable service which I feel caters more for the needs of the local resident population - This is a fantastic ferry. One you can always rely on, and can just turn up at. - It is the best of the four Mull ferry services by a country mile in terms of reliability. - Brilliant people on this run - The crew are the best and very helpful - Lochaline provide a fantastic services in all weather. Very friendly and helpful Crews - Always amazed at how great the team on this route are. Willing to try and get the ferry over in bad weather. - The Lochaline ferry is an example of a crew going above and beyond to ensure as many people as possible can travel - often shuttling into the evening to accommodate passengers displaced when the Oban ferry is cancelled. As the Lochaline ferry is rarely cancelled, it is a much more reliable option than Craignure-Oban. - Congratulate the skippers and crew on their service and attitude. - Excellent service, excellent crew, easy to use, reliable, always space. If only we had a service like this going to Oban.*

**54 Comments asking for additional sailings.** *More services weekend and winter. - Probably could do with more frequent service in summer - Later sailings throughout the year. - You have a blank hole at midday in the service when crew probably have rest and lunch which can lead up to back up on both sides. Not sure if you can do much about this the Crew has to have a break! - Perhaps run later in the day. - The lunch break times in winter can be very frustrating as it is such a gap if you are travelling from the north of Scotland south - Need services earlier in the morning & later at night. Also need far more sailings on sundays in the winter - A later sailing on the weekends would be good. - More sailings in Winter on a Sunday. - Ferries later into the evening would be useful. - Perhaps run the ferries a little later in the summer months. - First Saturday sailing same as weekdays - Some sailings later in the day would be appreciated. - The winter timetable also does not provide a very good Sunday service with only 2 morning and 2 afternoon sailings with a lengthy gap between times. - More sailings on weekends particularly Sundays, especially during winter timetables - More sailings on Sunday during winter are*

*required, also later runs in general. In summer 7pm is far too early to have a last run to and from the island. - Improved service in Sundays during winter timetable. Later service during winter due to poor Craignure timetable - Earlier/ later hours, possible larger ferry through winter - The ferry finishes too early.*

*Some consideration should be given to the fact that it's location means that almost all its passengers have to travel long distances to get there and are in many cases, dependent on a secondary ferry (Corran) That involves time - sunday services should be increased - especially in winter - A couple of later sailing times in the winter even just and extra hour. - Later boats would make sense so people can be sure of getting home. - Better Sunday timetable - More sailings on a Sunday in winter, and lengthen the day, so a day out is a possibility in winter especially. Even if this was a book able service( night before!) - A later finish a couple of nights?? - Possibly an extra ferry at the end of the day to allow disappointed potential Oban passengers to get back to Mull if the Oban ferry has been cancelled.*

**9 Comments relating to the Corran Ferry.** *All sailings to link with Corran Ferry timetable ie all sailings from Lochaline being either quarter to or quarter past the hour. - unfortunately the cost of the corran ferry has outweighed the benefits of this service - adjust timetable to match with Corran ferry - The 7:25 am from fishinish should be 7:15 to tie in with Corran better - some tie in with Corran ferry would help. (fares) - I know a lot of people are put off with the costs of Corran Ferry, but the 30 book ticket is sufficient for my needs. - Could do with the boats being slightly more aligned to Corran in the morning. - A sign at Corran ferry showing if the ferry is not running would have saved me many long journeys.*

**5 Comments regarding port facilities.** *Better waiting facilities at both ends would be good. - Tea room in Fishnish - Regular opportunity for refreshments/food at both sides. Improved toilet facilities. - Toilets at terminals improved and open - It would be nice to buy food in the queue from the fishnish side or on board.*

**14 Miscelaneous comments.** *Bring back the Loch Fyne . The Lochinvar isn't fit for the amount of commercial vehicles that use route. It's not got enough deck space - The signage for car parking spaces needs URGENT improvement. - Bigger boat to take traffic when craignure oban ferry fails to run. - winter connections from Iona are not always ideal - leave Iona Sunday 9am is very tight for 1025 from Fishnish. - Better variation from Craignure-oban, particularly on Sundays, so that they represent meaningful alternatives ie travelling midday Sunday - As a commuter from Lochaline I have real concerns regarding the development of the pier planned for later this year and the impact that will have with not having a car service for at least 6 weeks. - bus service connection is terrible as you never know if it's going to meet or the bus is going to wait - Greater on board capacity to allow commercial traffic to get on board when they need to - There is nothing on the Calmac website to direct potential travellers to consider using Lochaline when the OBAN ferry is fully booked. Surely there would be a link to the Lochaline timetable explaining that it is a great alternative. - Upgrade road on mainland side to improve travel times when Oban - Craignure service is cancelled.*

## Summary of Fionnphort – Iona comments

**5 Comments negative about bookable services.** *We need to address the uncertainty surrounding time table at the end of the day. At the moment there has to be a booking for it. Either run the ship or not same on Sundays run it but without caviats! - The system for booking on a Sunday is difficult as you have to know which sailing you want a day in advance. Also, if a particular ferry is booked and cancelled then at times no alternate sailing has been offered. Is there a more direct way to book sailings - you can book as a foot passenger on the craignure route now online so, why not to Iona? - The prebooking for winter Sunday service is a bit draconian. It removes spontaneity from travelling. - Make it much clearer on the timetable when passengers need to book. eg Sundays in winter. I have often met people who didn't spot the small print. - A much more stream lined ticketing system such as smart cards Mobile apps. If the early/late ferry is booked or not booked before 4 pm the day before. The information should be available on the route status ie the app or website. As it occasionally is already on the information boat on Iona.*

**14 Complimentary Comments.** *Great staff It works for me, doing nurse visits to island. Different for islanders - Brilliant local crew are very helpful and additionally ensure that the ferry sails as often as possible, particularly in poor weather conditions. - Our local crews are great. - The crew do very well, under the circumstances, and are hugely appreciated. - This crew go the extra mile to keep the ferry running. They all deserve a medal. They have total understanding of island life and islanders' needs. - Local crew excellent. - I think overall we have a good service, and I appreciate the commitment of the crews. - The 9am Sunday (winter) sailing which was added recently has been a very useful addition. - The current crews are excellent and always do their best in often trying circumstances. - I think we have a good service and that is mostly down to our crew on the boat. Who are willing to make sure we get the best service.*

**26 Comments generally negative about the timetable, or suggesting improvements.** *I find the 'frequent' sailings over lunchtime on summer timetable irritating - I can see why there isn't one, but a later sailing would improve visitor flow between Iona and Fionnphort. I.e. visitors having the choice of an evening meal across the water. - If there was any way to add a later sailing to Iona to ease traveling back home it would make a big difference. Having to leave Oban by 4pm or we won't get home cuts the travel day very short, and also limits the time we have for day trips to dentists, hospital appointments, etc. - Could be more sailings on the winter timetable. There should be a later evening service. - Over long break in middle of day - In winter the 2 hour wait between the 12:15 and 14:15 sailings is somewhat annoying. - Great that it ploughs back and forth but issues around lunch time stoppages and trying to work out which estimated ferry time day visitors should be aiming for to get back for coach on other side to Craignure for Oban ferry. Would be great if you said, e.g. for 4.30pm Craignure ferry, get 2.30pm Iona-Fionnphort sailing - More regular sailings with no long break between sailings - Later sailing if possible Friday, Saturday Sunday, Monday - Later evening sailings - Occasionally it would perhaps be useful to have a sailing in between the 7am and 9am (winter and summer equivalents) and in between the 4.15 and 6pm (winter). But I don't feel very strongly about that. The 9am Sunday (winter) sailing which was added*

recently has been a very useful addition. - A later ferry, e.g. one which connected with the 6pm sailing from Oban would be nice. The lunchtime break in winter is often inconvenient. A 3pm sailing from Iona (to connect better with the bus to Craignure) would also be nice. - Change afternoon sailing times from Iona. Currently to make the 1700 Craignure to Oban check in at 1630 you have to leave Iona on the 1430 as the 1530 doesn't allow enough time to get there depending on traffic. Leaving on the 1430 means you are up at Craignure around 1540 leaving you with a fair bit of time to kill. If there was a sailing from Iona at 1500 it would suit better. - If it was possible to have a later sailing from Fionnphort to Iona on weekday evenings it would contribute to more opportunities for the Mull and Iona communities to socialise more. - Longer sailing day especially in summer - Better coordination with West Coast Motors regarding bus times and services. - Extra morning and Sunday sailings particularly in season and an evening sailing - Cancel the long break in the morning between 1030 and 1145 - More sailings in the morning between 10.30 and 11.45. More late afternoon sailings too. Tourism is essential here and the frequency of summer sailings could be improved. - A later sailing in the summer months say 8 PM to allow Iona residents a bit more flexibility. - a later sailing in the evening a couple days a week.

**3 Comments about Fares** - price far higher than should be under RET - Reduce prices for resident vehicles. - Reduce the cost down for the local people who live on the island.

**39 Comments regarding infrastructure.** Means to ensure better protection for the ferry at both the Fionnphort and Iona sides should be a matter of urgency. - Breakwater needed urgently - Great need for improved berthing facilities to improve reliability of service - Improve pier at both sides so safer for crew and passengers - The parking (space, fees, resident parking) need a new comprehensive plan to avoid Fionnphort being just one big car park instead of a village. - Fionnphort needs a walk on overnight berth as a priority. This would help with health and safety but also with reliability, especially when relief skippers are on the route. Iona needs a breakwater structure to break up swell, enabling the ferry to hold the existing pier more easily - Breakwater at Iona. Overnight berthing at Fionnphort. - Berthing must be urgently addressed to improve reliability of early/late ferries. - More shelter from the weather, when boarding the ferry - Upgrade both piers so that the service continues to be reliable. - The main need is for improvements to the infrastructure to allow overnight berthing in Fionnphort and provide shelter for the Iona jetty so the ferry can safely land in stormier conditions than at present. - For safety of vessels, crew and passengers, build breakwater - Fionnphort and Iona slipways both need more protection from the weather and swell conditions and an overnight berthing setup is needed at Fionnphort. - In the winter the service is hopelessly unreliable and improvements to the berthing situation cannot come soon enough. - There could be a shelter built for the vast amount of people travelling to Iona in all weather's - A weather protected covered walkway would be good - Breakwater for protection on Iona side in order for a more reliable service in winter and days where the weather and swell is challenging. - Better berthing on Iona side with more facilities for people and vehicles. Enable people to live on Mull and work on Iona or to live on Iona and work in Oban. More segregation of buses cars and people at Fionnphort. Enable overnight berthing rather than Bullhole - The overnight berthing needs sorted out to enable a) a more reliable service and b) a longer service day. Having to be in Oban by 15.30 in order to get home that day is ridiculous. - A proper harbour would help! Both in Fionnphort and on Iona. - Better berthing facilities on both sides. This would allow a longer service each day and a more reliable service.

It's important that Hebridean Ferry Services are all run by the same Company

It's important that all Hebridean Ferry Services carry the 'CalMac' brand

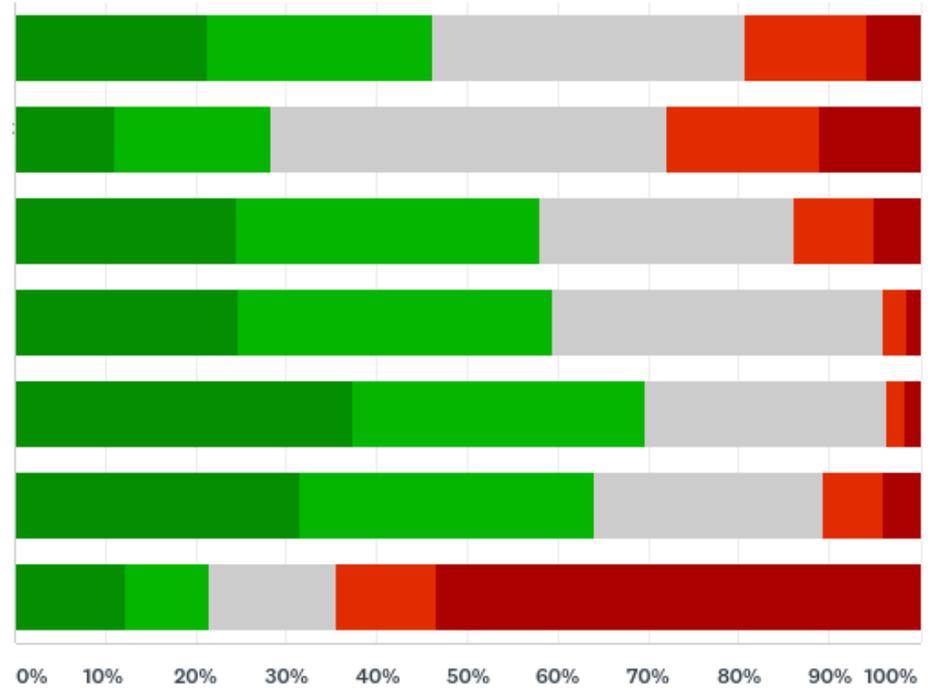
I think ferry contracts should be open to more competition.

I'd like ferries to use alternatives to fossil fuels

I'd like a return of services between Mull and Coll / Tiree

I'd like fast passenger-only boats in addition to existing car ferries, running from other parts of Mull to the mainland (eg from Tobermory or Fionnphort

If it were possible, I'd like a tunnel from Mull to Oban



■ Agree Strongly   
 ■ Agree somewhat   
 ■ Neither agree nor disagree  
■ Disagree somewhat   
 ■ Disagree Strongly

# Summary of “Big Ideas for the Future” Comments

**5 Comments suggesting an air service.** *seaplane could be resurrected. - An airport for Tobermory - Promote the reintroduction of an air service to Glenforsa. Logan Air used to run it. I know it's not a ferry but it would be part of an island package. Oban Airport - Glenforsa twice daily. - Airport service on Mull should be looked at....possibly at Or in Glenforsa glen....not at present site*

**13 Comments relating to the environment.** *Respect for the environment is the most crucial aspect of any future. Protecting the sea and sea bed and making sure the best options serve local people and not just the interests of tourism. - CalMac should strive to be the worlds most eco conscious ferry company, leading the way with their environmental policies and sustainability, to help protect Hebridean marine life. - piers and docking areas to have minimal impact on the islands natural beauty. - Having regular cups e.g. reusable ceramic cups on the Isle of Mull ferry (and all those that are currently using plastic-lined disposable cups) for hot drinks. Let's look after the environment. - Awareness that climate change is already affecting weather patterns, and long term sustainability of services must be ensured - probably best served by smaller ferries - and plan for alternative to fossil fuels in the long term future - I think whatever big ideas anyone has it is important to look at the impact on the environment. - A greener CalMac, with increased food education on dietary requirements, and more vegan options. - Freight overnight. Electric car pools in Craignure/Tobermory/Fionnphort for vistors to book and use. Tobermory completely car free. 'Electric' boats. - Mull to become part of a National Park. - Faster boats powered with hydrogen or hybrid/electric. - Smaller greener boats linked to sustainability of the island with more frequently crossings and links with greener transport options.*

**23 Comments regarding ferry design.** *- Smaller vessels - Smaller ferries on the Craignure-Oban run that are less susceptible to weather conditions and run more reliably. - CMAL must put some money into acquiring newer boats of a suitable size - ie. smaller than the ones currently being built, ideally with perhaps 2 main specs which would be interchangeable throughout the network. - To stop assuming that bigger boats are the way forward. Small is beautiful! - do not put bigger vessels on the mull route. - For the craignure to Oban service to use smaller faster more efficient vessels - Smaller, faster up to date ferries like Seacats to Ireland. - Boats better suited to the local sea conditions resulting in less cancellations. - More small ferries. - A newer more modern boat would be nice! The age of the current boats worry me slightly. - smaller more reliable ferries - ferries with standardised gang way entrances so they can be used across the different routes. - Electric / hybrid ferries that are reliable - Decent new Ferries that are suitable for the demand - I am very concerned about proposals for 2 much larger ferries for this route: I don't think Mull could cope with the additional influx of vehicles and it seems a quick fix approach without considering the full impact. - Look seriously at multihull vessels instead of the big flat sided existing ferries. Speed and flexibility.*

**21 Comments regarding fixed links to the mainland.** *Tunnels as they have in Norway to serve many of their hundreds of islands with viable populations. - Build a bridge or tunnels get rid of ferries - Surely a tuunel from Oban to mull is unrealistic. Would a tunnel from lochaline to fishnish not be a better option. -*

*A Tunnel between Iona and Fionnphort ? Could cross at any time and in all weathers. Iona would still be an island. No adverse affects on the Iona Sound. - A foot bridge to Iona. - Permanent link to the mainland - Don't fancy a tunnel, but how about a bridge to Lismore and from Lismore to Oban? - A bridge or tunnel anywhere to the mainland - Bridge Lochaline to Fishnish INFRUSTRUCTURE upgrade ASAP - Mull to oban Bridge - Lochaline sandmine has tunnels under the sound - the economy of Skye is much more vibrant than Mull and probably due to vastly superior ferry service and now bridge. - not a bridge or a tunnel it's not too much to ask. - If it was possible from an engineering perspective, I'd like a tunnel from the mainland to Mull. - Tunnel mull to morven.*

**49** **Comments regarding frequency of service and timetable improvements.** *more frequent sailings between Craignure and Oban - Later ferries and more frequent - Smaller boats with a more frequent service for the Mull-Craignure service. - A timetable that benefits and allows more people that live on Mull to be able to work on the mainland all year round instead of mainly benefiting workers from the mainland. - To actually be able to use the Craignure to Oban ferry to commute for work in summer, instead of being forced to go Lochaline way due to not being able to book/get on a ferry. - Reliable and frequent connections between a variety of ports, similar to that in Norway. - Later sailings - Late night ferries, increased - Increased frequency over a longer day - Summer timetable year round and more sailings on Sundays - achieve a fully commutable ferry service all year round. - Evening ferries Iona - Fionnphort once a week to test demand - More smaller ferries Oban - Craignure for frequent crossings. - More frequent Oban-Craignure boats might help people to feel less worried about missing ferries due to public transport delays. But more frequent links would also be needed for onwards travel from Craignure. - Hourly ferries for more months of the year would be nice. - ferries to get locals to be able to complete a 9-5 job in Oban. Then we could encourage locals and young generation to move home. - A Norwegian style service between Oban - Craignure (regular service running from early eg. 6am Craignure to late eg. 9pm Oban all year round - more regular sailings to enable people from mull to work on the mainland and vice-versa - Providing more frequent ferry services between Oban and Craignure. Essential for the economy and also for frequent travellers, particularly people working in Oban and on Mull - I would like to see the islands adopt a Norwegian type model ,smaller more frequent services. - Having more flexibility of when I can travel between mull and the mainland - Shuttle boats from Craignure to Oban - Let's get proper commuter services in place, so that businesses and employees can reach the mainland even in the winter. We should be looking to ways that increase commuting and become less reliable on tourism as the main earner. - A daily commutable service to Meet the needs of the island in 2019. I would like to see this commutable service in place Winter 2019 - More boats with greater frequency - More small ferries spread throughout the day. - Frequent ferries Oban Craignure with an early and late every day all year. - A shuttle service with 2 smaller boats - very early/late ferries would be excellent, would help commuters and family visitors - Smaller faster ferries operating over a longer day.*

**41** **Comments regarding infrastructure improvements.** *To improve the berthing at Craignure i.e. an upgrade of the present situation. - Have a proper weather protected ferry terminal at whatever site is appropriate, not necessarily at Craignure. - Better joined up thinking between Argyll and Bute infrastructure and the ferry services investment for the future - The infrastructure on Mull being capable of dealing with the amount of traffic generated by the boats particularly if we are getting boats with more capacity/more frequent sailings. Put as much pressure on the Scottish Government as you are putting on CalMac - Please do not inflict tunnels, causeways or bridges on us! Obviously we will always be subject to the bad weather conditions, but improvements to the Iona and Fionnphort piers, breakwaters and so on, would be a big help. - make sure that the main ferry continues to operate from*

*Craignure/Lochdon area and for the main road North and South to be improved. - Attempt to incorporate a suitable waiting room with cafeteria and ancillary facilities at Craignure - A new ferry terminal for Craignure - Alternative road access to Oban terminal - sometimes driving through Oban can be very slow. - The infrastructure on the main land as well as the islands is sufficient to cope with the new ferries. New ferries should not be introduced without making sure both sides can cope with the increased traffic - Major pier improvements at Craignure, Fionnphort, and Iona - Craignure pier that's fit for purpose - Piers that are fit for purpose and can accommodate all ferries to stop limiting the number of possible ferries which can be used on a run. - A bigger better fit for purpose pier - Improve the pier to standard seen in Norway. - Improved berthing at Fionnphort and Iona are crucial to a more reliable service at Iona. - Booking office on pier. - better roads from accessible ports. From sheltered convenient locations. - A better pier in Craignure. - Move Oban ferry terminal to Corran Halls to avoid the traffic mayhem in Oban. - Build a better road into the back of Oban to bypass the town. - Better shelter facilities (Coffee shop at all terminals run by Calmac) or at least be open when needed - Better piers, where all the ferries no matter what size can berth - with suitable infrastructure in all ports for safe overnight berthing! - small ferry terminal in Craignure - Better protection for vessels when berthing in poor weather, eg breakwaters, applies to various routes –*

**10** **Comments regarding public transport integration.** *A real 'joined up' time table with ferries, busses & trains. Also enabling meeting ferries to other islands as some time tables are out by only 10 minutes for connections thus prohibiting short weekend visits. - support public transport (park and ride system, where visitors leave car in car park in Oban) - more people going on busses, more timetabled busses (each Mull ferry is met by one) - less cars on the road- quieter roads - less damage to the roads - Also upgrade the bus service to Fionnphort to the same frequency as that to Tobermory - An integrated and effective transport system. - Anything which encourages more use of public transport. - Better public transport links both on Mull and mainland - Integrated timetables with fast train to Glasgow - A better joined up transport network ie boat busses trains*

**20** **Comments proposing more inter-island services.** *A pier at the north end of Mull for access to Coll, Tiree, Small Isles, Barra - not in the main street. - enable Coll/Tiree and Barra to be run from Tobermory/North Mull - It would be good great if the Tiree/Coll service could stop off in Tobermory as I believe it used to. I also think the idea of a fast passenger-only service is great. Maybe the answer is more frequent, smaller ferries that stop at several places. - My big idea would be the CalMac would have smaller routes between the islands (ie, Mull to Tiree, Mull to Lismore) encouraging not only tourists but locals to travel across the islands - improving inter-island relations; business or otherwise! - Tobermory Coll Tiree service would make such a difference to these communities. Passenger only and not necessarily every day maybe 3 days a week. - Mull as 'hub' for shorter ferry crossings to Coll, Tiree, Barra, and South Uist. - More connections between all islands to share services/resources and island hopping for tourists. - The Norwegian model, where islands are used as road bridges. - Inter-island ferries please! - Norwegian style island hopping ferry service i.e. Oban-Craignure-Tobermory-Coll-Tiree with more turn up and go services running to a flexible schedule where possible - return to the interconnected island focused services of the past, travelling to a neighbouring island should not require an overnight in Mull. Maybe the Coll/ Tiree service could make a foot passenger only stop in Tob? - More numerous smaller ferries with better links from Mull to Coll/Tiree - Tobermory to Salen road upgraded to dual track, then through island route to Coll and Tiree is practical - Ferry services*

*from Tobermory to Tiree and Coll - Use Mull as a land-bridge to Coll, Tiree and possibly Barra too. Road would need to be upgraded, but huge service improvements for those islands is possible, and massive benefits from better inter-island links.*

**14 Miscellaneous Comments.** *Keep the sense of service and individuality. Remain big on services and people. It is a great attraction to visitors. Give locals their place. Keep safe but don't increase the can't does. I travel abroad on ferries frequently, why can't we give announcements and notices in other key languages, the toilets would be cleaner. - Do away with the restaurant and have just drinks/snacks. - A better space for dog owners to sit with their pets cos what we have is rubbish. - Passenger and Modular Cargo, Mono Rail service between Craignure and Fionnphort, powered in part from suitably located Wind Turbines. This would provide fast, efficient, pollution free, scenic transport and would reduce the need for Tourist Coaches and similar "heavy vehicles" to cross on the ferry from Oban with a consequent reduction of wear and tear on the Mull roads. - Help both residents and visitors by not dragging the huge amounts of Iona and Tobermory visitor traffic through half the island when there could be more suitable services run from Oban straight to the visitors' destinations. - Fast trak boarding at extra cost so get off ferry 1st and not to get stuck behind traffic to.fionnphort!!! - I would like to see a longer sailing day with less ferries during the day as this is reducing the no of people staying on the island and would also reduce the volume of traffic to a more manageable no I think a boat every four hours is more realistic the rcyra sailings are not good and is hitting the economy - Much improved 'In-house' entertainment for children....cinema type screens for young children and/or safe play/activity areas. - Also a play area for children in both Oban and craignure as if it is adverse weather and having travelled from dervaig via public transport you are stuck exposed to the elements with young children.*

**19 Comments proposing passenger-only services.** *Fast, seasonal, passenger only service from Oban to Iona. - Oban to Iona ferry would be fab for day trippers as they don't really stop on Mull to spend money anyway (no time given ferry schedules) - Iona to Oban fast passenger service in Summer. - Passenger only services from Oban-craignure-Tobermory. - Fast passenger ferry Tobermory to Oban is a must! - Passenger only boat from Tobermory to Oban (possibly Coll and Tiree too). - Perhaps introduce an Oban to Tobermory service - Fast regular foot passenger services Oban-Craignure. - Passenger only boat would be great, limit he number of vehicles coming to the island. - passenger ferries from Fionnphort sound brilliant! - Passenger ferry tobermory to Fort William in summer months stopping at lochaline Salen and Craignure and oban - I would use a passenger only ferry if it was faster. What a great idea! - An out of hours "taxi" boat from Craignure for a reasonable price. Perhaps like the one suggested above for Fionnphort & Tobermory. Requiring booked so it doesn't have to run empty. - passenger ferries from Tobermory to Oban. - A ferry from Tob to oban would be great - Definitely a fast passenger only service - Fast ferries to Tobermory or craignure alongside car ferries to craignure. Extended sailing day is super important*

**22 Comments about policy / macro issues.** *If keeping a government subsidised service, bring ownership and operation of the vessels and ports into one organisation and take a stand against State Aid issues. Alternatively privatise the ports, vessels and allow the market to prevail - Get rid of the current structure, whereby CMAL provides the vessels and a separate company runs the service. No business can run successfully under these conditions, and my belief is that the system only currently limps along because it is supported by the Scottish Government. - it is unfair that those aged between 15 and 25*

*should pay adult fares. Most other public transport services have this discount. It would encourage younger folk to travel to/between the islands! - Presently the vision is too insular/ constraining: Adopt best practice from other ferry services around the world as given in "Who pays the Ferryman" by Roy Pedersen - Competition between different operators would save cost to the tax payer, and improve service. - coordinated joint working and planning between Calmac, CMAI and ABC. - Any ferry company should be able to compete to run the ferries. What needs to be in place is a minimum standard of service that all companies must adhere to or be penalised. If they can't meet the criteria they should not tender for the contract. - Discounted travel rates for frequent travellers - Open the tendering process for all to see as it seems to be very weighted towards one operator - Get Western Ferries interested CalMac is not the answer to everything. - Implement the proposals in the "who pays the ferry man " book - I think the west coast ferry service should be opened up to more competition and possibly break up the areas into more manageable chunks. - I think competition can actually worsen the service, as companies which might bid to run the ferries are commercial entities focuses on reducing costs and making profits for shareholders. Who owns companies like Serco? - Be careful what you wish for! A not-for-profit national service which provides the best possible service for island communities is what is needed. - Please re-iterate to the Calmac management, Transport Scotland and the Scottish Gov't that these ferries are a lifeline service primarily. Of course it's great that people visit the island but not to the detriment of islanders.*

**48** **Comments regarding reliability.** *Boats that run according to timetable - a safe reliable affordable service would be fantastic - Reliable sailings in windier weather. I don't mind when the boat is cancelled in high winds, but there are some cancellations now when the winds aren't strong at all - A boat that is able to berth in all weather with a suitable pier at either side of the crossing. - In terms of ferries, an efficient, dependable, customer focused service that encourages people to visit Iona and stay as long as possible, and enables locals to visit the mainland without stress about capacity or weather. - More reliable ways to get to the mainland. - I just want a reliable service, to not have to constantly check the weather and notifications that the ferry is cancelled. Essential investment in our island must be a priority. - Just reliability please - To have a reliable service that works all year round - Performance related pay for skippers so that they were paid in proportion to the number of times they sail. We have excellent local skippers & they should be rewarded for their fantastic performance - I think the priority must be to improve reliability - Bigger more powerful boats, better training of skippers - To have a more reliable service to the island instead of all the excuses not to sail and leaving people stranded. More up to date information on what's happening and to help stranded passengers find accommodation when not sailing (24hr hot line). - CalMac txt alerts to stop threatening cancellations in reasonable weather and having a huge knock on effect on people's plans. - Captains who are up to the job and who look out the window at the weather to make a judgement instead of relying on XC weather all the time. - Captains who do not cancel ferries for the whole day as more often than not, at points in the day there will be opportunities to cross. - To be able to go to Glasgow for a day trip, in winter, on a calm day and not worry that the 9:45pm ferry from Oban to Craignure will be cancelled and not have to spend money I don't really have on accommodation. I like to dream big. - Quite simply provide a reliable service which operates at a time convenient for its passengers - significantly improved reliability - reliable services especially at weekends (ha ha) - Commuting and planning trips have been a lot more difficult to plan in the last 5 years. Costing locals a lot of money when boats have been cancelled..... Or even worse, unable to make a decision on sailings till the last hour. The poor shore staff having to deal with the public, when sailings haven't been ran by under pressure staff on the bridge. - if where possible an early warning system that rates the likelihood of the service operating between 1-10. - A reliable ferry that berths on Mull. -*

*Ferries that run to schedule in the future no matter what the weather on the sheltered Oban-Craignure crossing. - Guaranteed sailings.....less cancelled sailings on a regular basis eg late Friday sailing/early Saturday sailing are regularly cancelled due to "weather" - More reliable service. Safer berthing in Craignure.*

**32** **Comments regarding the balance of priorities between resident and visiting users.** *more awareness of islanders needs during summer and winter season. - Mull and Iona are islands and should remain so. The visitor numbers should be controlled to maximise the business potential but ensure that the infrastructure is not overwhelmed. We must not adopt a boom and bust attitude but carefully plan to ensure our island isn't destroyed as Arran and Cumbrae have been. - No big idea, but generally, schemes which help keep island life costs and flexibility in line with the mainland should be promoted; as should those which prioritise multi-night visitors over day-trippers in the interests of lowering congestion, whilst benefitting the local economy. - More generally speaking - acknowledging the massive difference between the needs of visitors and residents throughout the year and designing the various ferry services with this in mind would be a very good start and would save a lot of grief on all sides! - As a lifeline to the islands, CalMac should take responsibility for the islands economy and growth and should ensure that their services work in the locals favour to get the best out of the tourist season. This does not mean squeezing as many ferry sailings as possible into one day, that would result in the Island being flooded with numbers of cars and people that the island cannot maintain, this instead means allowing tourists to enjoy the authentic island beauty in an easy, affordable way. - Sustainable service, focus on service to the islands people and businesses, - A balance between progress and Island life. Don't want to lose what makes us attractive. - Calmac must work for islanders first and tourists second. - Differential pricing structure for islanders (full time) and visitors. - RET for commercials and not tourists. Especially large campers which take up lots of space. Why should a huge camper pay way less than a commercial. - Need to maintain a healthy level of visitors to the island - (unless they are in caravans or motor homes. You can do what you like with them) - subsidised fares for local residents and contractors only - Better regard for all users and not dictated by private enterprise for financial gain. - Being able to actually get on the ferries with my car in the summer-spaces being kept for locals and then filled from the stand-by queue if not already taken by locals - That Calmac and/or the Scottish government would prioritise islanders needs over tourism and profits. - Preference given to local people at all times and a limit to the amount of camper vans allowed to be on Mull. - Preserving island life whilst having reasonable access to the mainland with consideration bias given to residents needs. - do not make Mull another Skye keep the ferries and limit the traffic naturally we do not need or want over-run with tourists - Co-ordinate overnight ferry and camping site reservations, so as to require visiting motor homes to have pre-booked camping site reservations on the island - restrictions on visitor traffic, especially the huge campers. - At least some proportional Priority booking for residents and businesses on the island in the summer. Motor homes to pay more or at least a landing tax. Commercial vehicles are currently subsidising. - Better deals for the islanders - For the increase in traffic to the island to bring up the standards and infrastructure on the island as a whole and not just boost the coffers of the local tourism trade. - Keep Mull the amazing place it is without over commercialising! - Easier booking for locals - Higher charges for motor homes / caravans. Small landing tax for non-residents (tourist tax). - Charge campers a lot more money and donate to the welfare of the island - ome kind of system where island residents have some priority on order to get off island or home. Especially if you have important appointments - We need an island-focussed service meeting the needs of local residents and businesses, with less emphasis on shipping as many visiting cars and campervans onto our island. - Tourists to pay more for their travel to help with costs of keeping roads/piers.*