



Mull & Iona Ferry Committee

Ferries & Coronavirus Survey

14th June 2020

This survey was undertaken in order to help inform CalMac, Transport Scotland and the Scottish Government of community expectations regarding ferry management, as we approach later phases of the Coronavirus Route-map.

METHODOLOGY

An online survey was live between Monday June 8th and Thursday June 11th. A qualifying residence question eliminated respondents who did not live on Mull and Iona. The qualifying number of responses was 1,108. This is equivalent to approximately 1/3 of the population.

The questions attempted to establish:

- a) General community attitudes toward the easing of restrictions.
- b) Traveller prioritisation preferences on the assumption that ferry capacity may not meet demand.
- c) Answer some specific operational/ ferry management questions.

SUMMARY OF FINDINGS

Community attitudes towards the easing of restrictions

At the time of writing, Scotland is in phase one of the Coronavirus Route-map. It is anticipated that the country will enter phase 2 on or around June 20th. Fergus Ewing (Cab Sec for Tourism and the Rural Economy) has announced an anticipated opening date for tourism of July 15th, when we enter phase three. As highly tourist-dependent islands, that have also remained relatively virus-free through three months of lockdown, the manner and timing of re-opening is sometimes perceived to be contentious and divisive. This survey attempts to ask some questions that would 'take the temperature' of broad community opinion on the easing of ferry restrictions.

Questions 1 and 2 (overleaf) essentially ask the same question, each the reverse of the other. In question 1, 32% of respondents do not agree that ferry capacity should be increased. This corresponds with the responses to Q2, where 37% agree that ferry capacity should be kept low, and travel restricted. In broad terms therefore, the conclusion from these first two questions is that **there is a majority in favour of easing ferry restrictions and 'opening up' at the same pace as the mainland on a roughly 60/35 split.**

However it is clear that there is a diversity of view, and there can be a lot of emotion attached to those views. The comments at the end of the survey demonstrate that. As with the nation as a whole, there are many people who are concerned for the health of themselves and their families as restrictions are eased. For island populations such as ours, who have been kept relatively isolated and virus-free for the past three months, those fears may be heightened by the prospect of re-opening.

Conversely, there are evidently many for whom the fear of growing economic damage now outweighs the diminishing fear of the virus itself, and progressive safe opening of ferry travel is firmly desired.

This survey reports a large majority in favour of easing restrictions and re-opening the ferry system. Government have now set us clearly on a path to re-opening, with balanced proportionate controls in place. However, the diversity of view and real fears of many islanders reflected in this survey should be given all due weight when managing that re-opening.

The balance and nuance of many comments also reflect that this issue is not a crude economy vs safety, or opening vs closing dichotomy. As the virus recedes and control system embed, both the health and economic concerns expressed in this survey must be satisfied in any progressive and well-considered re-opening plan.

Passenger Prioritisation

It is understood (but the magnitude unconfirmed) that in order to comply with social distancing rules, both ferry capacity and frequency will be significantly reduced relative to a 'normal summer' when tourist restrictions begin to be eased.

This raises the possibility that it may be necessary for government to prioritise different types of traveller. The community view on this prioritisation is clear: **Island residents, commercial vehicles and live animal transport** are all deemed significantly higher priority than any type of tourist traveller. This is unsurprising, and of course reflects the life-line nature of the service.

It is clear from the survey that there is a clear ranking of tourist visitor types. **The longer the visit, the higher the priority. Coach parties, day-trippers and campervans are deemed the lowest priority.**

In the coming months, if a decision has to be made to limit the amount of tourist travel to the islands due to lack of ferry capacity, it is clear that the community identify **those classes of tourist who contribute least to the local economy to be the lowest-priority recipients of the scarce resource of ferry space.**

Operational / ferry management questions.

When creating this survey, it was unclear what practical measures might be needed in order to mitigate risk and maximise capacity. We have attempted to answer some of the key operational questions that we were aware of at the time of setting the questions:

Sharing ferries with other islands – there is clear agreement and appreciation of the possible need for that.

Making the MV Coruisk available and running with vehicles occupied during the crossing – there is a clear desire for the Coruisk to re-enter service on this basis.

Using masks and reducing the 2 metre social-distancing rule – there is a majority in favour of this measure (48% to 36%), but the significant minority against indicates a number who remain fearful of relaxing social distancing rules.

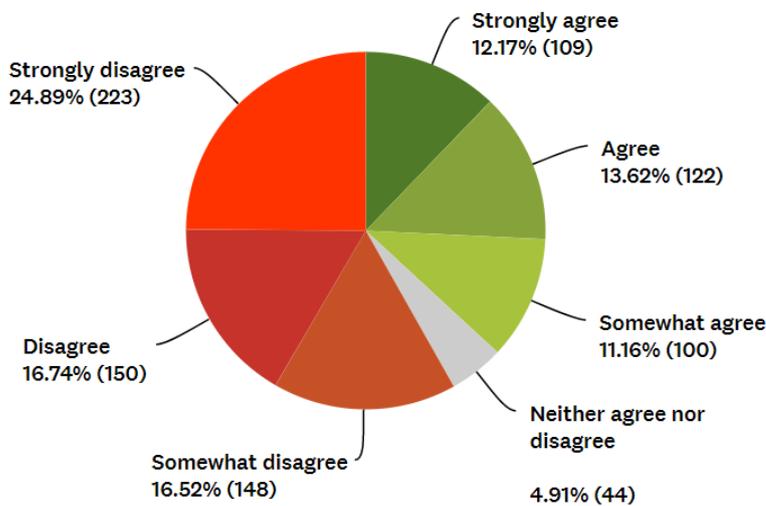
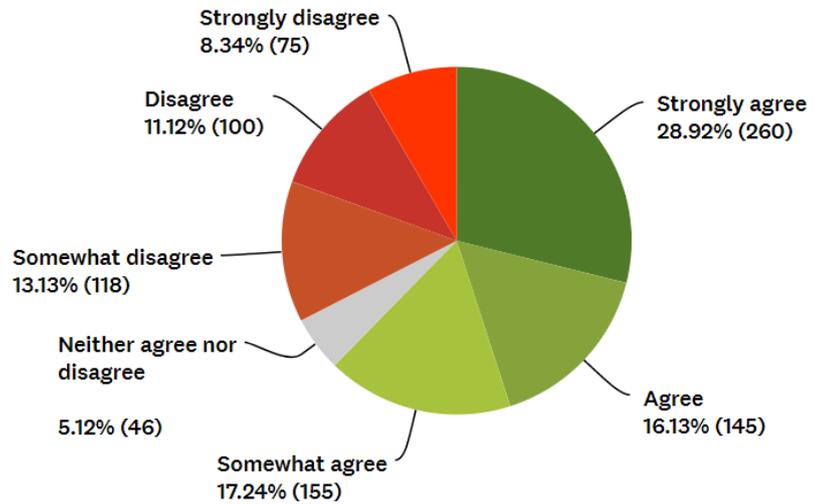
Vehicle booking arrangements – All vehicle bookings are currently suspended, and the service is operating on a turn-up-and-go basis for the small number of vehicles using the service. There is a lot of uncertainty about how vehicle bookings will be handled when volumes increase. It is clear however, that turn-up-and-go is not a viable or popular option once carryings increase on the busy major vessel routes. The most popular of the three options is the resumption of the booking system, but with a proportion of spaces still retained for 'turn-up-and-go'. This is likely to be due to the concern that **if tourist demand is high and capacity lower than usual, then local users will find it very difficult to travel.** Tourist travellers tend to plan far in advance, whereas local users often need more flexibility. **It will be important therefore to ensure that if demand for space is very much higher than supply, local users are not prejudiced.**

Foot passenger booking arrangements – It has been suggested that the magnitude of foot passenger capacity reductions will be so great that some kind of booking system will be needed. There is clear trepidation about this, and turn-up-and-go is the preference of those surveyed (with prioritisation given at embarkation). This is likely for the same reasons as above – a booking system that does not discriminate between users will likely prejudice local residents who travel more frequently and with less forward-planning.

Use of outside space – There is a strong majority view that if necessary, they would be happy to travel if it meant that they might have to spend the entire journey outside. It is believed that current capacity calculations do not take account of outside decks, but this survey suggests that they should.

QUESTION OUTCOMES

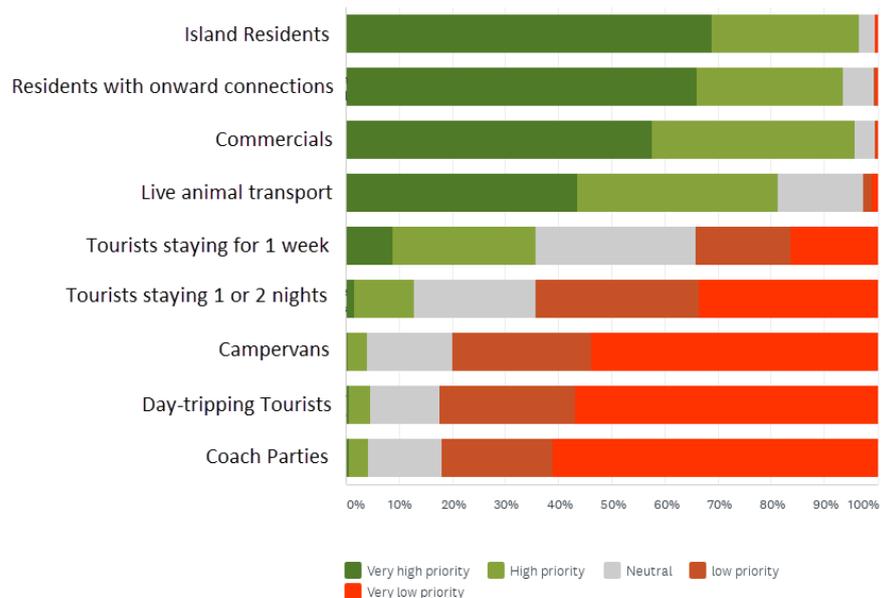
1. **Do you agree or disagree with this statement: As travel restrictions are eased in Scotland, ferry capacity should be increased so that generally, travel to and from the islands is as easy as it is on the mainland.**



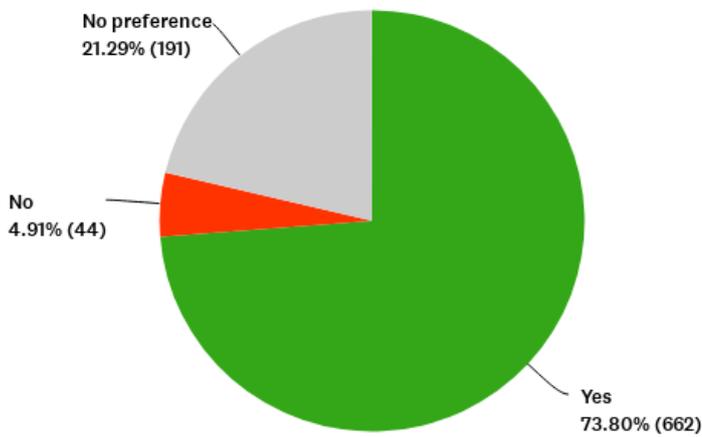
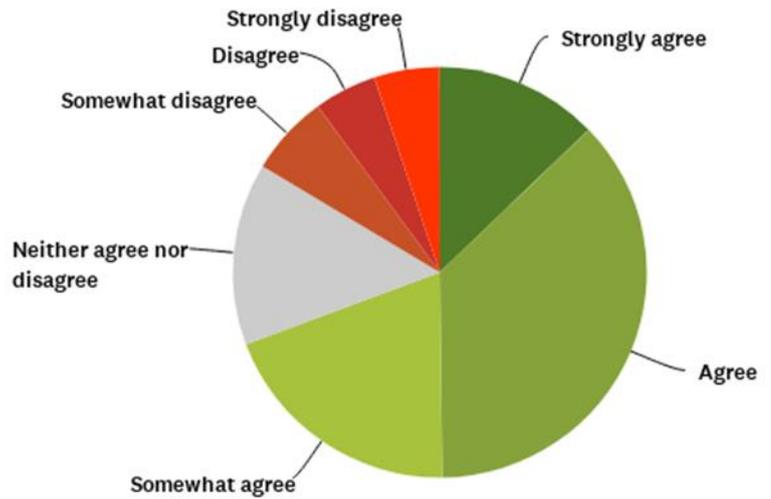
2. **Do you agree or disagree with this statement: As travel restrictions are eased in Scotland, ferry capacity should be kept low, in order to make it more difficult to travel to and from the islands than it is to travel on the mainland.**

3. **As travel restrictions are lifted in coming months, demand for ferry space may exceed supply, due to on-board social distancing rules. It may be necessary to prioritise different types of traveller. For each type of passenger below, how would you prioritise them?**

Respondents were given an 'other' option for prioritisation. Suggestions for high priority were those with medical appointments, school children, the family of island residents, key workers, commuters, construction and of course the emergency services.

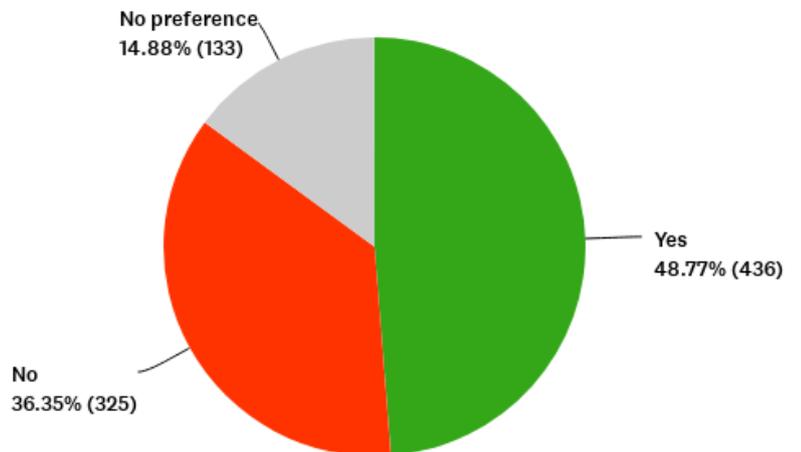


4. Do you agree or disagree with this statement: I would be happy for one of the ferries that usually serves Mull to occasionally be re-deployed to neighbouring islands, in order to equally share capacity.

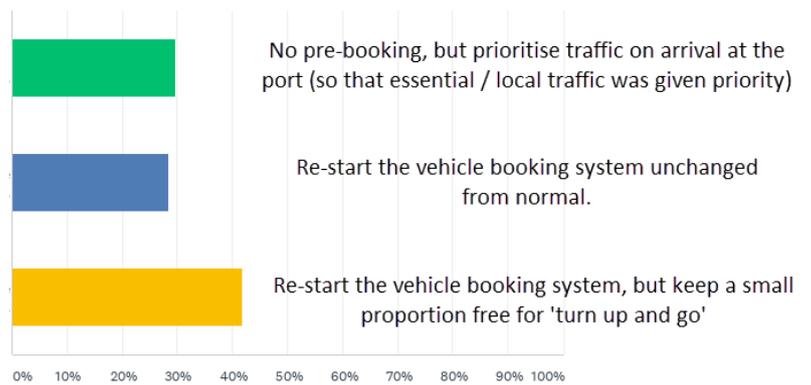


5. Safety authorities have given approval for passengers to remain in their cars at sea on the MV Coruisk. Would you like to use the Coruisk and remain in your car for the crossing?

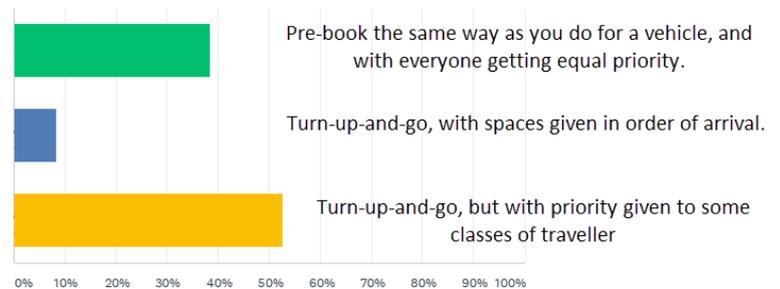
6. If the science supported it, would you like to see a reduction in the 2m social distance rule on ferries, in order to maximise capacity?



7. Which vehicle booking system would you prefer if demand for spaces exceeds supply?

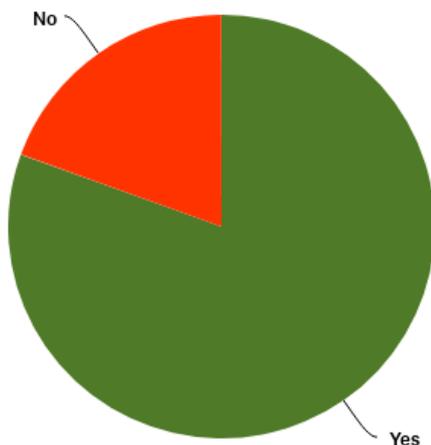


8. If foot passenger spaces are limited, what would be the best way of allocating them?



Respondents who answered 'turn-up-and-go, but with priority given to some classes of traveller' were given the opportunity to propose which travellers should be prioritised. They were:

Local residents; essential workers; people with medical appointments; commuters; family of residents; school children; people with public transport connections (in no particular order)



9. Would you be happy to travel if inside space was prioritised for those most in need, and it was possible that you might have to sit outside for the entire crossing?

RESPONDENT COMMENTS

Respondents were given an opportunity to add any comments and suggestions at the end of the survey.

280 comments were received. They are shown below, together with their key subject 'tags'. The tags have been added in order to draw out the recurring themes and views. Each comment may have more than one tag.

Tag	Description	Occurrences
Balance/choices	Comments that emphasised the difficulty of satisfying competing interests and mitigating competing risks.	16
CalMac Critical	Comments critical of CalMac	5
CalMac Praise	Comments appreciative of CalMac	4
Economy/Open	Comments focusing on the economic impact of Coronavirus and/or the need to re-open the islands.	44
Extend Timetable	Seeking a return to a longer sailing day.	5
Family Visits	Comments focussing on the need for family visits / family prioritisation on the ferries	15
Iona	Comments with explicit reference to Iona	8
Island / Mainland equity	Comments focussing on comparisons between islands and mainland and the desire to have parity of treatment.	31
Local Priority	Comments requesting priority access to ferries for residents.	77
Local Services	Comments expressing concern for the pressure on local services caused by re-opening.	12
Longer Term Policy	Comments raising issues of longer-term ferries policy, not necessarily relevant to Coronavirus.	5
Medical / Essential	Comments raising the need for priority ferry access on medical or essential reasons.	9
Outside Deck	Comments concerning the use of outside decks.	4
Public Transport	Comments focussing on the needs of public transport users.	7
Suggested Measures	Comments making suggestions for on-board measures.	44
Suppress / slow Tourism	Comments focussing on the desire to suppress or stop tourist travel.	34
Tourist Prioritisation	Comments concerning the differential prioritisation of different types of tourist traveller.	39
Virus Control / Close	Comments focussing on remaining closed, or preventing the virus reaching the islands.	54

Local priority	Please allocate plenty of foot passenger spaces for islanders who rely on the bus across Mull. Not everyone has a car, and we are restricted to one bus each way so need to be able to board the ferries that link up with the bus.
Tourist prioritisation	Campervans should only be allowed on the islands if they have booked at a camping site.
Local priority Virus control/close	We have to prevent people bringing the virus to the islands but still allow locals to get vital supplies delivered and to travel to the mainland for valid reasons ie medical and work.
Local priority Tourist prioritisation	First priority should be to be given to those who live, work on or service the islands otherwise there will be effectively no freedom of movement for the local inhabitants and the services which support them. The next priority should be for those where the benefits to island businesses are maximised versus restricted ferry capacity ie probably long stay tourists. Prioritising long stay visitors will also significantly reduce the probability of covid19 being spread to the islands compared with, for example, daily coach parties.
Tourist prioritisation Virus control/close	Since the ferries have been closed to all except islanders over the past few months, I feel they should not be opened up completely straight away, to prevent a sudden surge of infection on the island. This should be a gradual process, beginning with those who can prove they have accommodation booked.
Economy / Open Tourist prioritisation	I think it is important to start up tourism again but would be happier if it was in a controlled fashion to minimise risk, the usual mass of day visitors would be harder to keep track of. given that hospitality providers are going to be restricted because of social distancing and speaking personally as a hospitality provider I am finding it impossible to get a regular food delivery slot OK for one person but no good when you have up to 10 people to provide for. Also think important to have regular reviews and increase or reduce numbers according to information available re covid 19
Tourist prioritisation Virus control/close	I realise that businesses need to reopen urgently but at this stage we need to be very careful before we open our ports to everyone. We have been very sheltered here and many people would be very vulnerable if the island had too many brief visitors and day trippers who do not contribute to the Island's economy
Local priority Virus control/close	Coruisk would seem to be the best option at the moment, with islanders prioritised. Follow the guidelines stop pushing for change before it is time.
Local priority Tourist prioritisation	I think priority should be given to Mull & Iona residents but, in order to help those who rely on tourists for their income, those who will be staying in local hotels or bandbs should be next in line. Those coming just for the day, campervans or coaches should be last as they cost us money by wearing out the roads with very little money spent here.
Virus control/close	Do not jump too soon to protect the island from covid 19
Tourist prioritisation Virus control/close	I really appreciate the opportunity to do this survey. I personally I'm concerned about Mull & Iona suffering an influx of people escaping cities who in turn (and not their fault) infect local residents with COVID-19. I also understand these islands survive on tourism but we need to have full control of how we allow and maintain a lower tourist number rate during this very uncertain time. I have faith both you (ferry committee) and Calmac will take this into consideration for the sake of islander's lives.
Local services Economy / Open Tourist prioritisation Virus control/close	Caution should be exercised as we progress through the phases carefully ensuring that the health and safety of residents is not compromised by a mass influx of visitors especially as a lot of people won't be going abroad and saying they should head to the Highlands and Islands as it's safer here.. Longer stay visitors in campervans and local holiday accommodation seems a reasonable start when safe to do so as there is some degree of distancing Involved ... also need to consider food and other supplies if queuing and 2M distancing rules still apply as there is still some empty shelves and lack of some products... you need visitors to buy local and support the whole of the Islands economy too... but do residents or visitors get priority in queues etc as it's an unknown a very carefully planned approach to opening up the Islands is key as we have been socially "isolated" from the mainland population for some time now... evidence from seems to show catching the virus outside with distancing lowers your virus load whereas indoors with no social distancing / lots of people increases your virus load making it more severe... with good knowledge and proper information we should be able to start opening up in the late summer / early autumn if things continue as they are going and the R number does not jump up... thank you... good to have the opportunity to make some comments...
Family visits	When lock-down came in, mainland couples living in two separate properties, had the chance to move in with one another, for financial and emotional support. This chance was not afforded to those of us on the islands, because of the very understandable ferry restrictions. But this is the source of much stress and heartache for some on the islands to the point where moving away from the island is a serious consideration.
Economy / Open	The island need to start working again, and this means visitors returning to the island. This should be encouraged, but preparations are needed to ensure the safety of everyone. This is a situation that can be managed, it just needs sensible, common sense thought

Tourist prioritisation	As lockdown eases and visitors return, priority should be for those wishing to stay on the island - these visitors contribute more to the island economy and pose a lower infection risk - many are regular visitors and known locally, helpful if test and trace becomes necessary. Day visitors and coach trips would mean a large number of visitors and potentially a greater infection risk, with less benefit for the island, they and camper vans contribute much less to the island economy. Thankyou for the opportunity to comment, and for your services to he island.
Virus control/close	I don't think travel should be relaxed until the virus is controlled .
Local services	At the moment, some island food shops are struggling to cope with the demands of social distancing. It would be short-sighted to allow large numbers of tourists onto the island until/unless some support is given to these shops.
Local priority Tourist prioritisation	First priority should be given to islanders and those who work on or service the islands. The next priority should be given to those who maximise the benefit to businesses versus restricted ferry capacity. This is probably long stay tourists. Long stay tourists will also decrease the probability of Covid 19 spreading to the islands compared to, for example, day coach parties.
Local services Virus control/close Family visits	Family members coming to stay with resident islanders should be given priority to travel. We only have one small shop in our village and an influx of people would increase the risk of spreading the virus massively. We need more time to assess the risks before opening to tourists. We have a largely elderly and vulnerable community on Mull and Iona. They need to be shielded for as long as possible while a vaccination is developed.
Tourist prioritisation	Dont let day trippers or campers on the island. Allow on second home owners and tourists in self catering who come for 5 days plus.
Local priority	Priority vehicles to island resident
Family visits	There was nothing that covers any sort of provision for nonresidents visiting relatives that live in the island. They should be given priority over general tourists.
Suppress / slow tourism	I think this holiday season should be cancelled, all of the food outlets in Fionnphort have already agreed to stay closed for the season so we don't need any tourists.
Suppress / slow tourism	Do not open for non essential traffic, protect the lives of the island communities.
CalMac Critical	I have just watched a Covid health advertisement by the SG, it states that face coverings should be worn when social distancing cannot be achieved, such as on public transport? If SG accept this is the case what is different about ferries? I suspect the difference is CalMac management and possibly the RMT influence?
Suppress / slow tourism	no tourists until hospitality industry is able to reopen completely and safely
Economy / Open	Because of the tourism based economy we need to get back to some sort of normality, but with minimal risk
Suggested measures	Make it possible to stay in our cars when travelling to minimize risk of spreading virus
Virus control/close	Protection of health and minimising the spread of Covid-19 to the islands is the main priority.
island / mainland equity	If we extend lockdown on the island, we are only prolonging the inevitable. We must move with the rest of the country and follow the guidance provided by the Scottish Government.
Economy / Open Family visits	I think it is vital that normal services resume to Mull. The islands are suffering badly with lack of revenue and families are split - my personal family has been split for 14 weeks now.
CalMac Critical Economy / Open	CalMac need a 'can do' mentality. At the moment all their messages are 'can't do'. We have to live (safely) with Covid-19 and be as economically active as we can - CalMac have surrendered to the virus without trying to fight it.
island / mainland equity Local priority	Living on Iona, I don't want to risk travelling to Craignure and not getting on the ferry to Oban, especially if I have to request a sailing off Iona and cannot get back easily. Easing has to be within SG guidelines and I would hope that matches scientific advice.
Suggested measures	Face coverings should be required. Outdoor space maximised. Service on board closed if required. Sanitiser available
island / mainland equity Economy / Open	Open the Island. Do not allow a defacto quarantine of Mull be put in place. We should open at the exact same rate as the rest of the country.
island / mainland equity	There has to be a fair route to easing lockdown and enabling island residents to be able to move freely within a sensible and aware environment. Some semblance of routine life has to be returned in line with the rest of the country.
island / mainland equity Tourist prioritisation Family visits	Understand that if individual business owners choose not to open then that's absolutely fair, but island communities should be allowed to follow national guidelines. Passengers could give reasons for their visits at point of booking to issue priority. Young people at university or who work away should be able to return home over summer months even if Mull/Iona is no longer their primary address. Booking at a reduced capacity with priority customers being given first dibs on sailings should keep people safe.
island / mainland equity CalMac Critical	Calmac needs to allow local residents to travel unrestricted as is the case in the rest of the country. If it is possible to travel the length of Scotland to visit a family member.. why do Calmac think it's acceptable to stop people travelling 15 mins on a ferry, staying inside a car to visit family one mile from the port?

Tourist prioritisation	<p>I am not sure how you could do this but would travellers with existing hotel bookings, other accommodation have to present proof of accommodation when booking their ferry slot?</p> <p>As a hotel owner, if I have guests needing to arrive on a certain date then they would need a guarantee of being able to cross from Oban before setting out on their journey. We would certainly encourage all our guest to travel by car as arriving by public transport would be a lottery for foot passengers. They might end up on standby for days and not be able to find alternate accommodation in Oban. I envision lots of staff abuse from unhappy public transport travellers.</p> <p>With regards to coach groups, the coaches would take up a lot of ferry space for very few travellers on board.</p> <p>Foot passengers would have to be bookable to avoid disappointment. Not sure how this would be calculated in advance though. More complex booking software to calculate advance boat capacity.</p>
Suppress / slow tourism Family visits	I'd really like my children and grandchildren to be able to visit. I think everyone should have a reason for travel which is not idle curiosity ie tourism
Economy / Open	Unless we see a considerable easing of the ferries then the economy of this land is going to suffer considerably. People who are vulnerable should stay shielding and allow the island to resume some sense of economic reality!
CalMac Praise Virus control/close Suppress / slow tourism	I been very impressed and proud of the local business who have shown themselves willing to shoulder the financial impact of no visitors in order to protect the health of island residents. There is a sense of anxiety in our house, and across the island I am sure, that once travel restrictions are lifted we will be flooded with visitors and the impact this will have in our communities is a serious cause for concern. The arrival of holiday home owners, against advice given by government, has caused real anxiety and upset for many residents and this would only be increased by an influx of visitors and should be avoided. I understand that we cannot expect Calmac staff to act as arbiters of the free movement of people and that this is in itself a highly emotive issue. However, the welfare of our fragile communities must take precedent over the wishes of would-be tourists and this crisis presents us with a unique opportunity to refocus on the resourcefulness of Hebrideans. And thank you very much to all the Calmac staff who have done stalwart work in managing an unprecedented situation.
Suggested measures	I would like more ferries i.e. Just going back and forward all day and leaving when full
Local priority Virus control/close	<p>I am a care worker and concerned that we are in a bubble just now, when that breaks we could get a spike of infections at the same time as the mainland. This will possibly be too much for scarce medical resources and the ones on the mainland will be struggling too. Many people have not had the scans and medical treatment they should have had due to the priority given to the Virus and these residents should be given a chance to get them and return home safely before tourists in any form come to the islands.</p> <p>My second income stream is from the tourist industry so I am aware of the impact of no tourists has on the islands economy as well as its impact on me.</p>
Local priority	Prioritise local traffic whether foot passenger or travelling by car
Local priority	Pre booking foot passengers: should prioritise islanders.
Tourist prioritisation	Self catering accommodation could be facilitated as a priority perhaps?
Local priority Outside deck	<p>In previous years it has become increasingly difficult for a local person to get a place on the ferry if taking their car. Most visitors book well in advance which leaves no room for local's to book a week or few days before wanting to get to Oban or further afield. This needs to be addressed along with the problems of getting getting back to 'normal'. The idea of passengers being outside for the whole journey would only work if the weather was good, not if it is cold and raining.</p>
Suggested measures	Will the wearing of face masks be recommended or compulsory on the ferry?
Tourist prioritisation	Wild campers need to buy ticket for number of nights they plan to stay on the island. Could be sold with ferry tickets ?
Suggested measures	Some locals are worried about paying for traveling as a passenger by card. Please bring back cash as quickly as possible, thank you.
Suggested measures	How will it be Policed? And by whom?
island / mainland equity Economy / Open Suggested measures	If people can use the Tube and trains then islands should not be penalised. The economy is fragile on islands. Give people the choice, plenty of sanitisers and face coverings.
Local priority Tourist prioritisation	<p>I would be willing to limit the number of crossings to 1 or 2 each month if that helps. Maybe more people could. But I would then like to be able to reserve in advance so I can count on it. If we could somehow communicate who wishes to cross when and how often we can help each other and prioritise. If it's not for work then I think weekly crossings to shop in Oban is just not necessary. We could prioritise for work related trips. It would be easier to social distance. And then I cannot stress enough how not having camper vans would be great. It saves valuable space on the ferry and they barely contribute to the economy of the island anyhow.</p>
Suggested measures	Increase capacity on Lochaline route

Suggested measures	Smaller ferries should have all sailings book able to stop wasting money as they sit there unused or running sailings for no passengers. Concerned we will have to pay in the long run as prices are increased to cover costs incurred.
Local priority Tourist prioritisation	Local and working people must surely take priority over day trippers. Campervan should have pre-booked campsite with appropriate facilities.
Tourist prioritisation	I would be clever to use this momentum and urgent change in the system to increase the price of a camper van ticket. Campervans don't contribute to the island in any way. They load up at Tesco's, block the roads, and often leave their rubbish. Paying a certain tourist tax would be very reasonable.
Local services Suppress / slow tourism	The ferries control the influx of people to Mull. Don't open the floodgates, a slow controlled increase please, places like the co-op cannot cope.
Tourist prioritisation	Eliminate vehicle based wild camping
Family visits	As already stated it would be nice if family of residents were able to travel to check up on parents or children of local families who have not been able to return at the moment as they are no longer permanent residents of the island.. working living else where
Family visits	I think it is a huge challenge for all, all with different priorities, financial and personal. One of those times when being a pensioner is OK. I would love to see my Glasgow based grownups but am aware that the virus is potentially with us for a long time. I want the best solution for all, not biased towards my being in an at risk category. good luck
Local priority	Ferries are vital connections for us to access the mainland. Priority has to be given to residents and essential services before we start allowing pleasure travel. If capacity has to be limited then a substantial proportion must be reserved for residents, their vehicles, any livestock movement and deliveries
island / mainland equity Tourist prioritisation	Whilst sympathetic to the plight of the tourism reliant industry on the islands, the idea that residents will struggle for ferry space (as is always the case in summer), whilst people who contribute almost zero to local economies (day trippers, campervans, the scourge of second home owners already blighting these communities) travel in their usual numbers is, frankly, both absurd and offensive. I think, generally speaking, the islands need to move forward in close lockstep with the mainland but the obvious differences in vulnerabilities and infrastructure absolutely must be taken into account. To that end, it would feel wrong on a fundamental level to have to contend with the usual influx of entitled and inconsiderate tourists.
Suppress / slow tourism	Travel to the islands from tourists should only happen when it's safe to do so.
Local priority	Until the ferries have far greater capacity then priority should be given to island residents and those service that support the islands
Virus control/close	I would be happy overall for a conservative approach to be taken with regard to all questions relating to ferry travel i.e. no joyous leap out of lockdown, for the health and safety of residents primarily.
Balance/choices Local priority Tourist prioritisation Virus control/close	There is a great tension between prioritising the needs of Islanders to travel to/from the islands; the need for guests to return to the islands for some economic stability to be retrieved from this situation and consideration for the health and well-being of islanders. I do think this is achievable with thought and intelligent planning of ferry/bus/rail services. Maintaining and prioritising the lifeline links for islanders is key; enabling islanders to travel on/off island would be the next priority followed by a reduced percentage of tourist/visitor traffic, mainly for those who already have accommodation/ camping bookings on Mull/Iona etc. This would allow for a freer movement of islanders whilst accepting a limited number of committed visitors to travel over, so reintroducing some 'normality', income to islanders and some, perhaps reduced level of risk of Coronavirus without overwhelming the islands and health services. It is a difficult 'call', however I believe that we can get it right for the islands and for many of those who would like to visit the islands, especially those planning to stay on island for a week or more. Thank you for consulting with us all, it is very much appreciated, and we look forward to a sensible and mutually acceptable way forward out of lockdown to a safe and sustainable ferry service.
Iona Local priority Tourist prioritisation Outside deck	I would sit outside if it wasn't freezing, raining hard or snowing. I would support advance booking for vehicles and passengers as long as island residents were given first call, followed by essential workers, delivery people etc. For the time being, visitors to holiday cottages or those staying for a week or more should take precedence over day visitors or those staying for 1-2 nights. Mull and Iona has stayed disease free, therefore residents are now very vulnerable the minute visitors start to arrive, and I think we should take it slowly. For hotel workers welcoming guests, should they become ill, who looks after the guests? In the Abbey and the hostel on Iona, strangers share rooms in small dormitories, which is very risky. Everyone working in hospitality on Iona is at risk of falling ill, and their jobs cannot be done by agency workers because there is no agency, and because there are no spare staff beds anywhere on the island. If the cook becomes ill, you can't draft in a new cook because there would be no bed for them. We need to be careful.
Virus control/close	The ferries are vital - they connect us with each other and the wider world, and potentially (by controlling access to the islands) they can also protect us
Balance/choices	It's such a fine line ... we need the tourists but we don't need the virus! Tough choices to be made.

Iona	The survey focuses mainly on access to and from Oban and on ferry capacity. Travel, for island residents, between Iona and Mull must surely be lower risk, but at the moment seems restricted to work and "essential" travel.
Suggested measures	I think people should be allowed to stay in their cars
Local services Economy / Open Tourist prioritisation	For the sake of the Island's economy, people with second homes and self catering properties should be the first to be opened, as long as they are staying in the same place for at least a week. If the local shops feel they cannot cope with additional residents, then people must be told to bring their own supplies.
Medical / essential	The current restricted timetable makes it very difficult for residents to attend outpatient appointments in Glasgow/Paisley hospitals and get back for the last ferry - with no accommodation available if they miss it. An additional ferry is needed asap for at least some of the week.
Local services Virus control/close Suppress / slow tourism	Keep the islands safe , no need for tourism to start this late in the season !! Shops , health care , etc won't be able to cope with tourists anyway
Suggested measures	What about a certain number of places that can be booked for the peace of mind on essential journeys made by residents and for the limited tourism (say 40% of the 'covid capacity' split 50:50 between the above) and the rest on 'turn up with prioritizing rules in place'?
island / mainland equity	The islands should not be restricted, and should have the same opportunities for travel as the mainland.
island / mainland equity	I believe ferries should follow the same social distancing rules as other modes of transport, e.g. airplanes, buses, trams and underground public transport. If they are permitted to have passengers closer than 2m, then so should ferries.
Suggested measures	
Virus control/close Suppress / slow tourism	We are most interested in keeping the Islands secure until next Winter is done. We feel that there could be a resurrection of Covid 19 with the oncoming Winter as it is probable the virus will take a second wind during the short sunlight days from November onwards. We would like to see 'Temperature Checks before foot passengers enter on board and unless car passengers are not allowed to stay with their vehicles.
Suggested measures	
Balance/choices	As long as we are all being sensible life can return to a semi normal
Economy / Open	The island needs to get back to work as working people both business owners and employees are really suffering now. The island cannot remain locked down forever and the virus isn't going to go away anytime soon. Remaining locked down will have irreparable damage to the island.
Local priority	This is a lifeline for local people first and foremost
Tourist prioritisation	I think tourism should start with very slowly, maybe only owners of holiday houses first
Local priority Suppress / slow tourism	Priority should be given to residents. The amount of tourists visiting the islands needs to be restricted until it is safe.
Suppress / slow tourism	Very hard decisions to make over the next few month. but think the island should be given the opportunity to return to a more normal lifestyle before we receive the massive influx of tourists on a daily basis. With the help of cal-mac this could be achieved.
Local priority Virus control/close Suppress / slow tourism	Locals should always have priority whether they are leaving or returning. A booking system seems the fairest way for vehicles and passengers if restrictions are being made. It is unfair to expect an island resident who is a foot passenger to travel up from Glasgow for example to then be told there is no space on the ferry. Leaving them to either find somewhere to stay which is costly or to have to travel back down again and hope for the best the next day. People have commitments like work to go to, school runs the next day etc. Although the island needs tourists to survive, we are almost in July and only starting to turn a corner with coronavirus. It is unrealistic to think that there will be a tourist season or that it would economically benefit the island this year. Few people will have spare money to spend. Allowing tourists to come for a jolly without real reason to be on the island could undo all the work we have done to keep the island safe so far.
Tourist prioritisation	We strongly believe that tourist traffic must be discouraged or preferably prohibited where no proof of booked accommodation is provided. Including for motorhomes/campervans.
Local priority Virus control/close	I think Island should still be in lock-down on the ferries, to keep residents safe.
island / mainland equity	follow SG guidelines
Iona Economy / Open island / mainland equity	As an Iona resident I am totally dependent on the Craignure-Oban route for access to supplies, healthcare, social care, and business. Our island needs to be given every chance at social and economic recovery within the ScotGov framework and in line with the rest of the country. As lockdown eases, Calmac's decisions on timetabling, management of risk and access to a bookable and consistent service will have a huge impact on whether Mull and Iona benefit to the same extent and within a similar timeframe as mainland locations.
Local priority	health, supplies and maintenance must always come first, ferry use for shopping, visiting, holidays last.

Balance/choices	It's important to get the balance between public health and the freedom to move to and from the islands and the mainland right. This will involve some common sense and tolerance from both passengers and CalMac. We have a very good ferry service and I'm sure it will be possible to increase the ability to travel sensibly and safely. Many islands depend almost completely on tourism and it is a fragile economy. There is a need to get back as much normality as possible but that must also take into account the public health issues and the risks involved. There are no easy answers so we must try and work together at this time.
Local priority Virus control/close	This is a lifeline service and for now, the island populations should have priority. It's important to protect the very low level of virus transmission on the islands.
Iona Economy / Open	Thinking of the long-term sustainability of Iona as an island heavily dependent on tourism, it is essential that, within the constraints of Covid, Calmac helps the island re-open to visitors as early as is feasible.
Longer term policy Suggested measures	Surely an opportunity to revisit the whole booking and payment system. Allow islands residents to have an account, which prioritises their booking, and bills monthly. For all parties travelling, ticketing and payment can and should be entirely contactless.
Public transport	for foot passengers attention needs to be given to arrival times of buses on mull.
Local priority Medical / essential Family visits	Residents and their families might be able to pre- book as foot passengers to allow for hospital visits etc.
Virus control/close Suppress / slow tourism Suggested measures	Until accurate, rapid testing is available at piers. Visitors should be dissuaded. CML
Suggested measures	Being told that a ferry is fully booked when in fact it often is not has to be avoided, it is difficult to see how to achieve this but some guaranteed space for non booked might be the answer. Thank you for this opportunity.
Public transport	More foot passengers spaces allocated on ferries that meet the busses to Fionnphort and Tobermory
Virus control/close Suppress / slow tourism Suggested measures	As we are virtually free of the virus I would be against tourism being allowed this year. Open the cafeteria for sale of teas/coffees and cold snacks. MV IOM is big enough to achieve this even with social distancing.
Balance/choices	all very difficult decisions, thank you to everybody trying to reach the most effective compromise.
island / mainland equity Economy / Open	The island needs to be opened up as soon as possible and our being held back from the opening up of the rest of Scotland is going to have a real detrimental effect on mental health as well as the obvious economic harm.
Extend timetable	There should be more early and late ferries so that we can be away for a whole day but not overnight
Economy / Open Suggested measures	It's essential the islands are opened up otherwise our local economy will die. I believe that we have to accept a certain amount of risk mitigated by face masks, screens, hand sanitising and other sensible measures, if Covid returns then restrictions will have to be increased but there will be a natural change in behavior that I am sure will keep it in retreat.
Tourist prioritisation	Thinking in terms of restarting the economy - I don't think coach parties or day trippers should be a priority. They will take up a lot of capacity on the ferries and contribute very little to the local economy.
Longer term policy Local priority	Differential charges should be applied to favour residents, tradespeople, service vehicles. Visitors and tourists should be charged a tax to go towards infrastructure improvement. Large numbers of visitor vehicles attracted by subsidised fares means excessive wear & tear and congestion on single track roads, additional carbon burning during a climate crisis etc. There are simply too many vehicles on Mull and a useful source of investment revenue is being missed.
Local priority Suppress / slow tourism	Islanders should be allowed off the island (e.g for shopping or medical appointments) initially to monitor the effect on infection rates before opening ferries to general public
CalMac Praise	Just to say a huge thank you to calmac
Local priority Economy / Open Suggested measures	happy for capacity to increase as long as the science says it's done safely and with the needs of residents given priority I really think 1m distancing is safe. Other European countries have adopted this successfully. The human cost of the virus is not just about health and mortality but the financial impact, the mental health impact will have longer term devastating consequences. We need to open the islands up. The economies are fragile enough, with covid. Those that feel particularly vulnerable can still choose to self isolate, not travel and stay 2m away if they choose to. Enough is enough.
Public transport	An earlier ferry in morning would be helpful i.e. Oban arrival 8.30 - 8.45 for 9am work start. Ferries that link in better with connections to trains /buses to Glasgow, as currently you have to either sprint for ferry/ bus/ train or you have over 1hrs wait
Economy / Open	With limited capacity and to keep the islands economy sustained there would have to be more than normal sailings
Economy / Open	It seems vital that the island's maintain their lifeline connection to the rest of the country, that is the only way the local economy can thrive.

Economy / Open	Business relies on the Ferry service, no Ferry, no business
Medical / essential Suggested measures	Key workers must be allowed to travel back and forth on foot with no need to turn up a lengthy time before sailing to guarantee travel. Foot passengers must be given equity in this process to people in vehicles. Having a car or vehicle should not make you more important!
Balance/choices	What ever decision is made we know it will be in the best interest to continue to keep our island community safe thank you
Family visits	Travel to see immediate family eg elderly parents in Kilchoan Tobermory to Kilchoan must be allowed. Social distancing rules when visiting will be followed.
Balance/choices	We can't stay in a bubble for ever. It's always going to difficult to open the island to outside visitors. But slowly and in small steps, always ready to take a step back
Suggested measures	Compulsory mask wearing would reduce the need for 2m distancing, possibly reducing it to 1m which would give a new pax count of 300 which should be enough.
Virus control/close Suppress / slow tourism	<p>I know we need to start allowing tourists back to generate income for the many people who are reliant on it but I'm urging you to please put health first. Easy for me to say when I don't have a tourist based business but I worry everyday about the vulnerable people in my family and my community.</p> <p>We are so so lucky to be in the position we are in and I think we need to tread so carefully. We can't rely on people to have good hygiene and social distancing when we've already seen that people across the country are happy to flounder these rules whenever they fancy.</p> <p>Whilst I think it's excellent that those travelling on the coruisk can stay in their vehicles, it worries me that people won't practice the basic rules when on the island. If we start letting anyone and everyone on board, we don't know that they will wash their hands before entering a shop, we don't know if they will put their hand at their mouth when they sneeze. It's too risky.</p> <p><i>We have lots of people shielding. People who are dependent on folk to get food to parcel. Looking after their families.</i></p>
Economy / Open Suggested measures	We need to be able to travel, but with strict precautions face masks and hand sanitisation
Economy / Open	It is important that you follow the expert medical advice and not those that are trying to keep the islands in a virus free bubble.
Virus control/close	Close down was easy compared to the challenges of opening again. Very worried about the implications of herds of people arriving here
Virus control/close	While sympathising eith those whose livelihoods are affected by lockdown etc, I want to see Mull kept free of covid and in general the R number brought down and community transmission basically eradicated.
Longer term policy	This highlights the need and the practicality of two smaller capacity ferries for Mull
Virus control/close	Health and safety takes priority over economic interests
island / mainland equity Local priority	Residents must always be given priority. Both for foot passengers and cars, without any interrogation as to the reason for travel, and actually in line with governments policy. Isolating our communities for any longer than the mainland is deeply unfair and causing unrest as it is.
Local priority Family visits	I strongly feel that essential (as now), island residents and their families off island should have priority while numbers have to be restricted.
Virus control/close Suppress / slow tourism	I think the easing of travellers should be very slow. We're a vulnerable group on the island
Local priority	I'm really hopeful that islanders are going to be given priority for travelling over tourists if there is going to be little capacity on the ferries.
Local services Local priority Suppress / slow tourism	The ferry should be essential travel only for the foreseeable future. Mull does NOT have the infrastructure (medical and food supplies) to deal with visitors to the island until this pandemic is over!
Local priority	If bookable with a small proportion kept for turn up and go was deployed, islanders would still not have much chance of getting on as if the number carried on the boat was reduced there could be lots of unbooked tourists waiting.
Suggested measures	Need to have option to stay in car on Isle of Mull to increase capacity.
Medical / essential	Priority given to essential workers who can prebook in advance
Virus control/close Suppress / slow tourism	I think the priority should be to try and protect the health of those living on the islands as much as possible and limiting the number of visitors coming here has to be a major part in preventing the spread of the virus here.
Iona Virus control/close	Our islands are free from the virus. Given that we have no medical facilities on Iona at all, we must be VERY careful and NOT let it get onto the island. I speak as a person heavily dependant on tourism for my income. Lives come first.
Virus control/close Suppress / slow tourism	I strongly believe that until there is no longer any threat presented to us by COVID-19 that the ferries should remain "closed" to tourists. Industries such as manufacturing and construction should be allowed to move freely on the ferries.

Virus control/close	Keep our islands safe, keep all travel to a minimum
Virus control/close	We have limited facilities on our Islands and LOTS of elderly and vulnerable people. It's hard for some but please do not rush opening our Islands to everyone 🙏
Local priority	As much as tourism is our income !!! We can do without them this year and stay safe ! Locals on the islands only !
Virus control/close	We have the luxury of water around us to protect us so hopefully Calmac will assist ! So next year we can welcome tourists back to our islands
Suppress / slow tourism	
Tourist prioritisation	No camper vans. No caravans. No coaches until we reach at least phase three or four.
island / mainland equity	I don't think the islands should be treated any differently from the rest of Scotland with regards to travel and getting around.
Virus control/close	Keeping the island safe is priority over the wants of tourists and the tourist industry on the island. Our population is generally older & more at risk.
Suppress / slow tourism	
Virus control/close	The greatest risk to our island will be if tourists are allowed to come, especially if social distancing rules are still in place. This will not be practical and should be resisted. Keep the islanders safe.
Suppress / slow tourism	
Virus control/close	We on the islands have endured 12 weeks of lockdown when there has been minimal risk (obviously due to the ferry lockdown). Our biggest risk will be when travel restrictions are eased, not only from the virus itself but from additional strains put on our lifeline food supply. I strongly feel that the return to normal must be over the winter period and restrictions on travel should remain for the rest of the holiday period. This year should be written off for all of our sakes.
Suppress / slow tourism	
Virus control/close	The next few months will be when our islands are at greater risk. I understand the importance of tourism and the impact lockdown has had on businesses but think it is so important that we minimize the risk by not opening the island up to tourism too soon
Suppress / slow tourism	
Public transport	I'm concerned that as a public transport user I might not be able to get to the mainland for appointments etc if the ferry is fully booked with cars. The ferries available for travel to foot passengers are limited to those that link up with the buses across Mull, a car has the option of getting another ferry, or driving to Fishnish, a foot passenger may find themselves stranded. Please allow for plenty of foot passenger places on the ferries that the buses meet.
Economy / Open	The Islands desperately need some tourists for the economy. Facing the equivalent of three winters will be very damaging for many people. The elderly who wish to shield can still do so.
island / mainland equity	If the science suggest that the country can go back to a restricted normality then it's important that Mull and Iona residents are given the same opportunity to operate their businesses or work in the same way as others in Scotland. Assuming social distancing will be in place for some time then inevitably restrictions on travel will impact all our lives, but the the islands can't be treated any differently from the mainland without further and greater detriment to the islands economy.
Tourist prioritisation	Thank you for the opportunity to express views. While I completely understand that short stay tourism and day trippers are vital to the island's economy, I do feel they pose the biggest threat to a late outbreaks on our island. I have to disagree that we rush into getting the economy going because our population is small and fragile.
Virus control/close	
Local priority	Residents should have priority and be able to book online, but tourist should be able to travel to the island if they have accommodation booked.
Tourist prioritisation	
Longer term policy	Perhaps after this situation is back to nearer normal, Cal Mac and Transport Scotland could continue to prioritise the people and businesses that have been deemed to be key workers and essential businesses, with some sort of priority booking system, or keeping spare capacity on sailings, instead of just filling the boats with tourists who, quite often know their travel plans months in advance. Alternatively smaller boats with shuttle system.
Longer term policy	Economic benefits of Iona tour busses for Mull businesses are v. limited, but they undermine the quality of life for Mull road users. A high speed summer season passenger only service from Oban (or somewhere south of Oban) direct to Iona might helpfully resolve matters (and perhaps bring new life to Seil or Luig in the fullness of time?)
Iona	
Local priority	Local residents need to given a travel card to help with proof of residence when travelling. This should be carefully monitored. First and last ferries could be for locals only.
Economy / Open	It is essential for tourism to restart for the economic survival of the islands. Also important for health check. I.e temperature, covid antibody test.m
Suggested measures	
Local priority	Please prioritise Island residents
Suggested measures	Passengers should have temperature taken before boarding and access refused to those displaying symptoms. When antibody testing is available then passengers should present a valid health passport. There is no need for a cafeteria service. Car passengers should be able to stay in their vehicle, risk of COVID-19 is greater than risk of being trapped in a sinking vessel.

Suggested measures	The key to residents becoming comfortable with increasing ferry capacity is their knowledge and confidence in the testing, tracking, isolation and treatment regimen on the Island. Advocates for tourism, trade and increased ferry traffic need to first pressure NHS-Highland to explain, in much greater detail than at present, its plans for local rapid testing, isolation of infected visitors and for containing an outbreak.
Local priority	Island residents to always be given priority , especially to the island.
Suggested measures	If people are allowed to stay in their cars on the Coruisk, then there MUST be space between vehicles to allow them to exit in the case of an emergency. This questionnaire doesn't really account for travel to and from Lochaline (or the Tobermory to Kilchoan route) - the point above relates to both, as might the other questions. Thanks very much.
Public transport Local priority	Where passengers are travelling from the other islands off Mull, i.e. Gometra, Ulva and Iona, where an additional ferry crossing is involved and added onward travel logistics are involved. Perhaps consideration might be given to these travellers as well. Our case on Gometra is that it takes well over three hours to reach Craignure to catch a ferry to the mainland and therefore the logistics of this can be complex even in the best of times. If it is just going to be a reduced ferry service but also first come first served, us who live out off the west coast might find that we have to leave even earlier in order to get a place on a ferry as a foot passenger.
Economy / Open	If ferry capacity needs to be reduced to a point where tourism is unviable for some or all businesses, this can only be agreed to on the back of a clear commitment by government to provide suitable financial support to those affected.
Local priority	CalMac is state funded as a lifeline service so islanders and essential services should be prioritised over visitors.
Virus control/close	I am recently retired but used to run a small tourism business. My answers would be the same whether I was retired or not. The welfare of the island community must always take priority.
Tourist prioritisation	People travelling to the islands must have a place to stay to be monitored in the TTI stages. No wild camping.
island / mainland equity	Don't want to be kept out of step with the rest of Scotland due to CalMac restrictions.
Balance/choices	Whatever is done, do it very slowly with a lot of thought, yes businesses may not survive, consequently people may not survive if its all rushed.
island / mainland equity	Ferry crossings need to be available for the benefit of locals and island businesses. Any divergence from main land policy would be counter productive and have a severe impact on how the local population maintains their livelihood.
CalMac Critical	Rather than just stating they will be unable to cope as we go forward (and killing off the island tourism sector), they should be sending out a positive message and looking at ways of making their service work effectively alongside any new guidelines.
Economy / Open	Lets get back to normal asap. Wear masks.
Virus control/close	Money be four lives? Caution please. We have an opportunity so let's examine priorities with consideration for those most vulnerable.
island / mainland equity	In lockdown we've all been living under equal restrictions, and in the daunting very cautious process of transition we need to be equal too
island / mainland equity	I would like Calmac and the government to do their utmost to increase capacity to ensure people on the island and it's businesses have the same privileges of continued support and easing in lockdown measures as those on the mainland
Balance/choices	Whatever is needed to keep us safe but move forward if possible.
Suggested measures	More regular Lochaline services where we could stay inside the cars to increase the travel possibilities
Economy / Open	The ferries are vital to the Island and the islands livelihood, a normal service should be the priority
island / mainland equity Economy / Open	I would like Calmac and the government to do their utmost to increase capacity to ensure people on the island and it's businesses have the same privileges of continued support and easing in lockdown measures as those on the mainland
Suggested measures	Good to have dedicated area for those shielding travelling for hospital or essential trip
Local priority Tourist prioritisation	Island residents need to have priority. We need to be able to travel the mainland for supplies and for any needs arising with family there. We need to have some confidence that when we need to travel, we can access this lifeline service when spaces are limited. Absolutely support the idea that visitors come for longer stays rather than day trips or overnight.
Virus control/close	I am terrified at the thought of opening the island to visitors this summer. Whilst I understand folk are needing income for their businesses and the island economy in general will struggle the alternative when the virus gets here, and it will, does not bear thinking about. Surely our businesses qualify for some government assistance to tide over until more time has passed to be more sure than not that the danger has passed. Please please please.
Local priority	Please remember need to prioritise Oban High School children.

Balance/choices Local priority Suggested measures	It is very hard to see how this can be done. If there is to be given some priority to certain groups how can it be made fair, and without essential spaces ending up not being used. Could there be a waiting list system so that if held back spaces are not used they can be allocated on the day. I worry about being on the island if all travel off is by booking only. I should like to have some way of leaving if I need. I also certainly do not want the ferries to be used as a way of holding the island hostage beyond the limits of government guidelines. This will be very damaging. Although, it must also be considered that the capacity on the island will be reduced due to social distancing and this must be reflected in some way in the booking system. I am glad I do not have come up with the system!
island / mainland equity Economy / Open	I would like Calmac and the government to do their utmost to increase capacity to ensure people on the island and it's businesses have the same privileges of continued support and easing in lockdown measures as those on the mainland
Local priority	Island residents cannot be held hostage on Mull paying over the odds for poor quality food produce.
Local priority Virus control/close	Ferry services are a lifeline for islanders many of whom have not been anywhere other than their local shop for months. Opening the island to tourists in large numbers too quickly will risk the safety of those who have isolated so successfully for so long. It is important that the ferries control access to the island, managing the number of non-residents to prevent our shops and health facilities being overwhelmed. As someone who runs a self catering house I know how much money we have lost, however this is nothing to losing just one person to this disease. It is about time that the ferry services gave precedence to the people who live here.
Suggested measures	I'm a bit concerned that the needs of the disabled may not be considered with all the other demands being made.
Tourist prioritisation	Camping and campervan should only be allowed on with proof of paid over night stay at a campsite
island / mainland equity Local priority	Hopefully restrictions on the ferries will be eased so locals are not penalised and able to enjoy new freedoms given to those on the mainland
Balance/choices Local priority Tourist prioritisation Virus control/close	Residents need to be able to travel safely as the first priority after a long period of being unable to, with spaces available when they need them. Tourism is vital to our economy and we need visitors to return when it is safe to do so, but only in a manner that manages risks adequately, and when onward management is in place, so that shops, restaurants and accommodations can manage should a visitor fall ill on the island, for example, to minimise the risk to other visitors and residents alike. The experience should be as safe as possible for everyone involved, and I would hope the transition is gradual, giving the community time to prepare to welcome people back to Mull again safely.
Suggested measures	One vehicles space to be kept unbooked to accommodate unplanned ambulance transit.
island / mainland equity Economy / Open	Once Scotland moves into Phase 2 on 18th June, it is hoped that businesses on the mainland who need to carry out business on the Island will be allowed to travel over. As well as starting to allow visitors to the Island, some Islanders will wish to travel to the mainland for essential business so will need to ensure they can travel both ways
Public transport Local priority Suggested measures	Though will need to be put into how people can stay in cars during the crossing - people will need to go to the toilet, and you would need to allow for this. I am a student, and starting a masters course in September. As my course has a fluid structure, I won't be able to plan my trips home months in advance, I am worried a booking system will mean I can't get home, as spaces may be full before I know I can travel. Last year the ferry has been extremely busy, and sometimes the only place to sit has been outside. The Craignure-Tobermory bus had to refuse passengers a few times last summer, as there were not enough seats left for people- and of course you can't socially distance sitting next to someone on bus seats. So I really hope the ferry committee will think about the buses too! I'm unsure of how the buses will operate, but if it is at reduced capacity it is certainly going to be an issue.
Suggested measures	Compulsory face coverings on public spaces
Suggested measures	Wearing of masks if social distancing difficult- as with other forms of public transport
Economy / Open	We need to get the local economy going. There is also a need for people to try and use their common sense.
Local priority	Provide proof of residency and identity on arrival at port.
Local priority	I work full time in Oban, so commute daily (or did pre lockdown). I am currently able to work from home, however the time may come when I need to commute back to the office. This commute will not be possible with a 'turn up and go' - I would need the assurance that the 45 minute drive to the ferry was going to be worth it AND that I would get home again.
Economy / Open	Covid 19 restrictions are an absolute con by Government to control population. It is absolutely outrageous and definitely disproportionate to the REAL risk.
	GET THIS ISLAND UP AND WORKING ASAP.
Family visits	We would like relatives to be able to visit us - who will self isolate in a separate building to us- can this be covered please

Virus control/close	The ferry situation needs to be managed carefully as ferries such as the isle of mull have narrow steep enclosed stairways up from the car deck which will be impossible to socially distance on and require using the hand rail to get up and down for most. We are all aware that tourism is important to the islands, but health is also important and people have the right to feel safe in their own community, our elderly residents have been kept at home for nearly 3 months now and I feel it is more important that they are able to go to their local shop to do their weekly shopping, supporting the local businesses, and regaining their independence than it is for the ferries to be crammed full of visitors to boost the economy. Until a viable track and trace system is established, and/or a more concrete way of instant testing for the virus than temperature testing is available I feel that we need to be extremely careful how visitor numbers are managed.
Suggested measures	
Suggested measures	Last time I went over a group of mixed hauliers/business drivers were mixing closer than 2m in the observation lounge. Vulnerable folk who are in the shielding category and who MUST travel to the mainland for treatment don't always LOOK high risk. I travelled by car and we gave way at the bottom of the car deck steps to 2 hauliers wearing masks so they could go up first. As we set off up the steps one of them came back down without a mask (maybe had forgotten something from the cab) which meant they passed, maskless, just 1ft away and there was nothing we could do about it. Ironically, we took the car so I didn't have to hang around in the departure lounge for hours and had a safe space in which to wait for whichever return ferry we managed to get! There needs to be a safe space with a safe route to it on each ferry. Tucking someone away in the ambulance room is not a good solution! Maybe on IOM part of the observation lounge could be cordoned off but it still needs a route that is not shared by all and sundry.
Public transport	Please reintroduce Integration of travel times for journeys to Glasgow and back onThe coach so it's possible To get to Glasgow (or return) in a day.
Suggested measures	If face masks have to be worn on public transport then this should also apply to the ferries and so reduce social distancing measures
Local priority	Need system where it is possible to get on ferry as Island resident without need to book weeks ahead. If self catering starts up owners need to be encouraged to have change overs on different days to take the pressure off Saturday sailings. If capacity is real issue some sailings should be reserved for residents and deliveries etc.
Suggested measures	Traceability of people coming back on to islands , something like you do for international travel where you fill in a declaration form to say where you have been and your final destination, covering that day going back 14 days .
island / mainland equity	We need to open at the same rate as the rest of the country. NO DIFFERENCES. IT SHOULD NOT BE UP TO SELF APPOINTED QUANGOS TO DECIDE WHAT IS BEST FOR THE ISLAND.
Local priority	Pre booking for island residents only
Local priority	I think it is important that there is priority for locals whilst there is reduced services to avoid being stuck or staying in a hotel when they reopen.
Tourist prioritisation	Priority to those visiting family members who have had no contact with them during this time. I don't think there should be day visitors or coaches coming to the island in the foreseeable future.
Virus control/close	Only allow tourism back on the islands when there is no COVID 19 Cases in uk
Local priority	I think you are doing a wonderful job protecting our island communities. Islanders should have priority travel. I can see once there is free movement tourists flocking to the islands to make up for the rest of the year, not only taking up spaces for islanders but possibly putting us all at risk and undoing everything that has been done during lock down. By not allowing prebooking tourists might be put off so could reduce the number slightly. Day trippers should be an absolute no no!
Tourist prioritisation	
Local services	The system should support islanders travelling for essential reasons at the same time as supporting some limited, preferably day tourists to begin to boost the island economy, but without putting a strain on essential (food) resources and medical services
Local priority	
Tourist prioritisation	
Virus control/close	WE HAVE MANY OLD AND ILL FOLK IN VILLAGE, DO NOT ALLOW VIRUS TO COME AND SPOIL VILLAGE
Tourist prioritisation	Camper vans should not be allowed if ferry numbers are restricted at all. Bookings must also show holiday accommodation booking confirmation.
Local priority	It is very important that island residents are able to get off the island either with a vehicle or as a foot passenger WHEN THEY NEED TO. Lifeline service.
Outside deck	I have a child under two so wouldn't want to be outside the whole crossing if it was bad weather. I might also struggle to keep him entertained in car if we where in car the whole journey but I am sure we could make it work.
Family visits	Family of those living on Mull and Iona should be given preference over tourist on any sailings.
Virus control/close	Should not be incoraging people back to MULL until corona is totally under control or we get a jag for it
Balance/choices	Please proceed cautiously, listen to Gov. advice
Virus control/close	I do not agree with allowing visitors to Mull at all until we have a covid19 vaccination available for all. The ferries should just be run for essential services, trade vehicles and hospital appoint only.
Extend timetable	Early and late boats accommodated in the timetable to maximise available time on the mainland.
Economy / Open	Need to find a balance between needs of island residents and allowing visitors to cross so that hospitality businesses can trade

Local priority	If possible it would be good to prioritise tickets for those in need via an online booking system (this did not seem to be an option in your questions). Particularly if you are a foot passenger, you don't want to make your way to Craignure just to be told there is no space on the ferry. You may be stranded in Craignure if you do not own a car and have made an unnecessary journey putting everyone at risk for for reason.
Local priority	I understand tourism is a major financial boost for Calmac and the islands, however, it's maybe time for some people on the islands to consider a different source of income. Residents should have priority in both directions.
Suggested measures	If pre booking, the questionnaire Includes a lot more in terms of validating why they are travelling and then must display on themselves or vehicle a coloured validation. Just so the ferries can be monitored
Local priority Tourist prioritisation	On the return to the new normal. There will be higher demand as we can predict. Could there be certain sailings encouraged or recommended to non residents. For example the lunch one for visitors leaving early and late sailings to have higher capacity for residents returning to work? It could also help with a bit of comfort and safety that people coming onto the island have less contacts on route to their destination. In turn this could help contain any potential virus to specific parts of the island.
Suggested measures	If pre booked, and have reference number I don't see the need to get tickets! Could be on your phone like concerts or plane tickets
Virus control/close	I believe that the main priority is the safety of the residents of our island, many of whom are vulnerable. I understand this will likely make things extremely difficult for local businesses, my own included, so I am keeping my fingers crossed that additional funding may be released to help seasonal economies survive through to next season.
Iona Suggested measures	Passengers from Iona are far more likely to require toilets in Craignure or on the ferry therefore staying in vehicle, or waiting for another ferry would be impossible. Booking would be highly preferable even for foot passengers, particularly unaccompanied schoolchildren. Areas on ferry could be booked to 'households' (families share a space which would otherwise only accommodate 1-2 individuals).
island / mainland equity	I feel we as islanders should not be discriminated against just because we have to travel by ferry. Access to tourism, work, shopping, recreation, family and friends should be the same as those living on the mainland.
Local priority Suggested measures	I would like to see temperature checks at the Oban end for non-island residents before they travel. I would also like to see a permanent percentage of spaces kept for island residents (travelling for any reason) and part of this to be for island residents with appointments (medical, dental, opticians, other services). I would like to see the wearing of face masks made mandatory on the ferry and for foot passengers.
Local services Virus control/close	My answers are influenced to a great degree by the fact that if the island were to experience an outbreak of Covid19 as a result of becoming too lax there are not sufficient resources on Mull to deal with it. Also, the text box doesn't expand!
Virus control/close	I'm beginning to feel lockdown has been relevant only since it was imposed and now all efforts seem futile as I see so many different people here already- almost feel what as the point of it all and why continue as there are so many weak spots used by some to travel to do what they just want to do rather than only essential travel. Considering the precautions taken by so many it is sadly beginning to feel hopeless. I have a lot of anxiety about this.
Suppress / slow tourism	I think until the threat of this virus is gone we should limit tourists to the islands
Local priority	At this time I feel the locals must be given as much priority as possible to allow travel to relations is restrictions allow and for the ability to shop off island for essentials
island / mainland equity	I feel strongly that travel on the ferries should be no different than travelling on trains and busses. Capacity should be allowed to increase along the same rules as the mainland and face coverings mandatory if necessary.
Medical / essential	Please save some spaces for people who have rapid referrals to hospitals.
Medical / essential	Needs to be a method which allows for those needing medical treatment to travel asap, and to override any booking system
Local services	Increased travel for visitors should only happen when capacity of island services can take them. At the moment we are only allowed three people in the shop, the waits will be unbearable if tourist numbers swell without changes to capacity in these essential services.
Medical / essential Local priority Suppress / slow tourism	The first and last boat should give always priority to school children, hospital appointment or workers as it is their only mean to reach their household and their journey is essential. Other boats could be left for tourist and no priority journey on a booking basis.
Economy / Open	If you reduce capacity on ferries to 18 percent then you will extend the effect on the tourist industry . Ensure there are hand held displayed for use . Encourage social distancing The London Underground , buses , trains etc are not reducing capacity . People can make up their own minds about travel .
Local services	Be good for locals to get on & off island but unfortunately due to social distancing the island couldn't cope with tourists ie things like shop space etc as it is the cue can be up to a hour long with tourists here it would become impossible to shop unless they allowed more folk in ie cut the social distancing rule ps the safety of islanders & calmac staff must be the no.1 priority as it has been keep up the good work
Suppress / slow tourism CalMac Praise	I would like to thank Calmac for all here work over this crisis

Local priority Medical / essential	While this virus is active in the UK, please prioritise the islands' residents who are shielding and or medically vulnerable for both passenger and vehicle bookings and sheltered seating spaces.
Economy / Open Local priority	The ferries need to be opened back up asap. Once all locals are on board the remaining space should be used for tourists
Local services Local priority Suppress / slow tourism Family visits	Let's try open up the islands first locally without bringing loads of tourists on yet! And defiantly close family let on before tourists also. I would like to know how the local grocery shops will handle the influx of tourists also with social distancing
Economy / Open Extend timetable	It is essential for the island economy, for local businesses and for the good of the Island as a whole that early and late ferries are restored as soon as possible.
Family visits	Residents family need priority over visitors for travelling on the ferry.
Outside deck	I would be happy to sit outside for the entire crossing, however, only if I was told so beforehand so I could have the appropriate items of clothing and some food with me. Where it will be difficult will be those who have dogs who can only be in designated areas but cannot climb stairs
Economy / Open	Although it is necessary to bring back tourists to the island, it must be done once we are fully prepared. Although many locals want Mull to be a closed off island it simply will not survive. I believe calmac will do its best when lockdown becomes more relaxed. But be aware that some tourists are already here, as many shop employees have stated.
Balance/choices Economy / Open island / mainland equity Suggested measures	All ferries should be unlocked back to normal at exactly the same rate and timings as the rest of Scotland. Ferries should follow the same rules as all public transport ie trains buses. Masks worn can negate the 2m distancing rule. Islands should not be treated any different than any other part of Scotland especially if the rate of infections is much less than higher populated areas.
Economy / Open	It feels like ferry numbers are being used as a tool to control numbers to islands without that actually being said. There are no conversations around controlling numbers on trains / buses. I think that if tourist numbers are to be restricted then tourist businesses on the affected islands should be eligible for additional gov support.
Suppress / slow tourism	It's no use tourists coming until there are restaurants, pubs, boat trips to Staffa, public toilets etc open. It all has to be coordinated.
Local priority	Allow onward travel for islanders by car asap.
Economy / Open Balance/choices	I represent a lot of visitors to the island and would like to be sure they could get on a ferry and not be turned away. Although I would only want the islands to open when it is safe to do so.
Local priority	Bookings should be allowed if going off island to guarantee return crossing
Local priority	Although I am in the tourism industry I believe that islanders should get priority on ferries all the time as it is our lifeline. We should still plan if possible and book in advance, but sometimes this isn't possible.
Economy / Open Local priority	Priority should be given to residents in all instances. Whilst our island does depend on tourism and we need to begin opening the island again eventually for this purpose, this cannot be at the expense of anyone who needs to travel to the island whether it be for work, because they live here or to deliver essential services.
island / mainland equity Suppress / slow tourism	Many of the businesses and independent operators on Iona have fallen through the cracks of government provided funding; this needs immediate attention. However, I don't think opening the islands up to tourism is necessarily the best remedy for this situation this season. The Scottish government is making pragmatic decisions and I would be happy moving in line with them but NOT Westminster who is playing fast and loose with safety.
Virus control/close Suppress / slow tourism	Keeping tourists off the island is absolutely essential! The local economy should be allowed to re start with out tourists, mull can cope and live with in its means easily enough, until there becomes a time that the covid 19 is almost zero! Potential brining covid-19 to the island will be devastating if it was to spread! Allow mull to open with in itself, and reframe from opening the island to tourists!!!
Extend timetable	I think the first and last ferries should be put back on as they are very necessary for businesses, particularly as there are not many hotels open to stay overnight on the mainland .
Economy / Open Local priority	Although island residents and commercials should be given priority, once the restrictions are lifted further and some element of tourism can commence, those wishing to visit our islands on holiday must not be discouraged from doing so.
Suggested measures	Dont understand why there are no lunchtime ferries on a Sat?Anyone working all week and wanting to go to Oban for shopping has to stay over all day.
Iona Local priority	While I like the idea of turn up and go with prioritising of passengers at the time, I think that is putting a lot of pressure on the port staff and it would leave people disappointed, and perhaps not knowing if they are going to be able to travel until the ferry has been and gone. If we have to leave Iona 1.5 hours before our hoped for ferry and then can't get on it, that would have serious repercussions.

Balance/choices Economy / Open Local priority Tourist prioritisation	However the ferry service begins to increase capacity, priority must be given to islanders over tourists to use the ferries. There is already more freedom afforded to those on the mainland compared to Mull as restrictions are relaxed and to see the ferries full of tourists but Mull residents unable to get space on board to travel to visit families on the mainland would be a worst case scenario. Many on Mull rely on tourists for their income and tourists must be encouraged to visit here again, however it seems inevitable that their numbers will have to be controlled somehow.
Local priority Virus control/close Suppress / slow tourism	I feel tourist should not be allowed to mull until this crisis is in control and we have a vaccine but I also feel that residents shouldn't feel 'stranded' on Mull. Why can't the Coruisk be used and the MV Isle of Mull put on a different run to provide more sailings to Coll tiree and barra?
Local priority Medical / essential	The ferry is a lifeline service and priority should always be given to non-leisure traffic. We should be able to pre book for vehicle and foot traffic, but there needs to be capacity for emergencies too - for example if a relative is hospitalised and needs visiting or transport when discharged. Is there a possibility of a Residents photo I'd card as West Coast have for the bus?
Local priority	It is really important that local people can travel for medical and family reasons. While understanding the importance of tourism to the local economy, priority must always be given to local people over visitors.
Extend timetable	I think its important that Calmac retarting late and early sialings as soon as possible.
Island / mainland equity Economy / Open	Mull should be just as easy to access as the mainland. Reducing access puts the tourism industry at risk in what is already a very reduced income for this season
Balance/choices	A very difficult call. Clarity from government butif ferries are to have very restricted capacities there will need to be financial resuce package to accompany it.
CalMac Praise Virus control/close	Happy to see Mull closed for the foreseeable future. Cal Mac have done an amazing job keeping us all safe over the last ten weeks. Should not bend to commercial wishes to open too early. How can I deep clean a self catering cottage in 4 hours. Not possible. Stay closed
Local priority	I think islanders should be given priority travelling on the ferry.
Local priority	Residents must be given priority and be allowed un restricted travel asap
Suggested measures	Should utilise ferries like the coruisk to allow vehicle passengers to stay in vehicles and foot passengers can use the usual space
CalMac Critical Economy / Open island / mainland equity	CalMac communications need improving. Ferry capacity should be increased to match demand so that island tourist businesses have the same oppourtunity to recover as the mainland.