

**Wednesday 29<sup>th</sup> January 2020**

**7pm An Roth**

**Present** Joe Reade, Colin Morrison, Moray Finch, Finlay MacDonald, James Knight, Claire Simonetta, Iain Erskine(CalMac), David Galbraith, Robin Scorthorne (CalMac), Don McKillop(CalMac), Chris James.

**Apologies** Ben Wilson, Douglas Wilson, Andy Knight, John MacDonald, Mary Jean Devon, Jim Corbett

**Matters Arising from** Meeting of 13<sup>th</sup> November

Most will be repeated in this meeting

**Visitor Robin Scorthorne, Ar Turus Programme**

Ar Turus (Our Journey) aims to deliver a modern booking, ticketing and travel experience for customers and staff using market leading software.

Objectives:

- 1 To deliver an enhanced customer experience for CFL's passengers.
- 2 To deliver enhanced vessel capacity management.
- 3 To capture and derive insight and value for both CFL and TS from an enhanced and expanded customer information set.
- 4 To improve CFL's operational efficiency.

Ar Turus Solution Overview functional components discussed.

Phases of Work

- 1 Mobilisation – complete
- 2 Market Engagement- specifics looked for in systems from 6 suppliers and features offered.
- 3 Procurement – currently at this stage – involves the following.

Written Tender Submission

Individual Scoring and Moderation

Presentation

Reference Customer Visits

Demo Model Office

Adjusted Scoring and Moderation 2

4 Implementation Phase 1

5 Implementation Phase 2 ITSO ticket fulfilment

## 6 Decommission and Close

Time frame for the above:

Mobilisation 2 months

Market Engagement 3 months

Procurement 7 months

Implementation Phase 1 - 12 months

Implementation Phase 2- 6 months

Decommissioning and Closure 2 months

Customer Insight Research

Online survey – bookable routes 3356 responses

Face to Face Surveys – non bookable routes 812 responses

Online Business Survey 300 responses

In depth Business Interviews (phone) 16 interviews

When asked to make a choice regarding how to receive tickets the responses were – highest number - e ticket, print at home, collection face to face at port.

From the face to face survey there was a strong feeling that customers want to retain purchase at port with face to face booking or secondly online or mobile app. To these customers it was not so important to be able to book in advance.

The online business survey was less distinctive. The in-depth business interviews showed the desire to get flexibility through ports and the recognition that it is not always a fair system.

JR felt that the best system was one which is hardly noticed. The system should have users in mind. There are 2 distinct types of user - holiday service and local service. Need to remember core job of service is as public transport provider to local users, rather than holiday cruise line. RS contractually all customers are treated equally. FMCD asked that the system be simple for the user but have the technical ability 'behind the scenes' to use vehicle dimensions to calculate deck space. The current print at home option is not the best environmentally. A single scan barcode is the way forward.

Would the new system be able to differentiate where the booking is coming from and prioritise islanders? Further discussion with TS necessary with regard to prioritising locals, but capability for this type of differentiation is available on the market.

MF - regarding consultation about transient visitor levy- asked that the system should retain the possibility of collecting and sending to a 3<sup>rd</sup> party.

Also will the system be able to retain and record information if a customer is unable to book onto a crossing? Will there be an equivalent of a book of tickets available? This causes problems with capacity and record of the ticket.

## **Parliamentary enquiry into 801/2**

Results of the enquiry into 801/2 to be published In the Autumn which might give an indication of when they can come into the network. JR keen to understand what's gone on and when we get the boats. Is 801/2 holding up commissioning of new ships. The new Islay vessel is at the design stage.

### **Winter Timetable 2020/21 – Update on progress**

The Council have agreed to neutralise berthing fees from extra sailings. To be discussed with Paul Wheelhouse next week.

### **Craignure Pier CMILG meeting and update**

The lighting survey is complete with upcoming improvements. The hydraulic rams are due to be done next month, though recent investigation has shown this may not be easy and may impact timescale.

Chris James has signed off on the sale of the land, everything is agreed but still ongoing – hold up with Council legal team.

A structural survey of the link span has taken place – no report yet. JR wrote an e-mail to consultants re stating commitments and asking how we know what the design life of the pier is. The Outline Business Case is in March followed by public consultation, a time frame for delivery of pier improvement might then become apparent. MF extra month for impact study.

### **Upcoming meeting with Paul Wheelhouse**

To be attended by JR, FMcD and MF to discuss winter timetable improvements. JR to check length of meeting and confer beforehand. Further discussion of topics for productive, positive input to the meeting. JR Hopeful for positive outcome on winter timetable.

### **Multi-island co-operation and summit – update**

JR in contact with other island user groups. Discussion about what a summit might achieve. Necessity to be positive and productive, impactful and focussing on what all groups can agree upon. MF thought this might struggle and would need facilitated discussion to find commonality. The key thing would be uniting the islands, informing MSP's of underlying issues. Possible focus – vessel size, age, reliability. CM felt the principal was fine to encourage co-operation but perhaps without a summit.

### **Ferries Plan Two – finding the island consensus?**

JR asked if we should take the initiative and find the islands view of what the ferry service could look like. MF asked how the last survey results might feed into this, are results transferrable for us to respond to the ferries plan? MF to re-visit previous survey. The last survey had no questions about the types of boats. JR suggested a series of public meetings to present types of boats resulting in an informed view resulting from proper consultation and education. MF thought this should be a new consultation, following opportunities for the public to come along, listen and then respond to the survey. This informed consensus and decision is something which is perhaps more achievable than the summit.

### **Finances – ideas to fund activities?**

JR asked for fundraising ideas. FMcD to approach Iona Community Council. Regular annual contributions from individuals and businesses involved with MIFC and MCC were suggested. Perhaps membership of MIFC might be possible? JR to investigate online fundraising.

### **AOB**

Ideas for a minute taker. Advertise if no response.

CS could there be concessions for scrap material being taken off the island. MF to investigate with council. [Post meeting note – MF confirmed that contract for extension of Glengorm landfill has been re-advertised and therefore current scrap metal arrangements most likely will be unchanged]

IE briefly discussed figures, hugely skewed by the Lochaline closure. Indicates lateness of Oban Craignure route has been an issue – mostly pier related and particularly passenger access. The Oban link span has been closed since last Thursday, but may be operational again by Friday or Sunday. The IOM has a bow visor issue which is not completely fixed. The IOM will be away for a week pre-Easter for a dry dock slot. Too high a risk putting IOM through the summer with an ongoing problem. Lochaline to be completed by 7<sup>th</sup> February. FMcD to investigate Corran Ferry consultation.