



Mull & Iona Ferry Committee

Craignure-Oban Replacement Ferries Survey

July 2021

## Methodology

MIFC set out to ascertain the broad view of the communities of Mull and Iona regarding the replacement of the MV Isle of Mull, and what kind of vessel and service would best meet their needs and expectations.

An online survey (SurveyMonkey.com) was open for responses from May 17<sup>th</sup> to June 30<sup>th</sup> 2021. It was promoted to residents of Mull and Iona through local social media and local printed press.

A total of 587 responses were received. An initial screening question asked if the respondent was a) Full time resident of Mull and Iona, b) Non-resident regular user, c) not resident or regular user.

Only respondents who answered yes to options a and b were allowed to complete the survey. 412 respondents were full time residents of Mull or Iona (or surrounding islands) and 132 were non-resident regular users. There were therefore 544 valid responses, which are summarised in the following pages.

The questions asked were focussed, and sought to have specific principles validated or rejected. The questions were not neutral, but presented a set of principles that we asked respondents to either agree or disagree with. The principles are those that we understand to be important to users from informal consultation and communication.

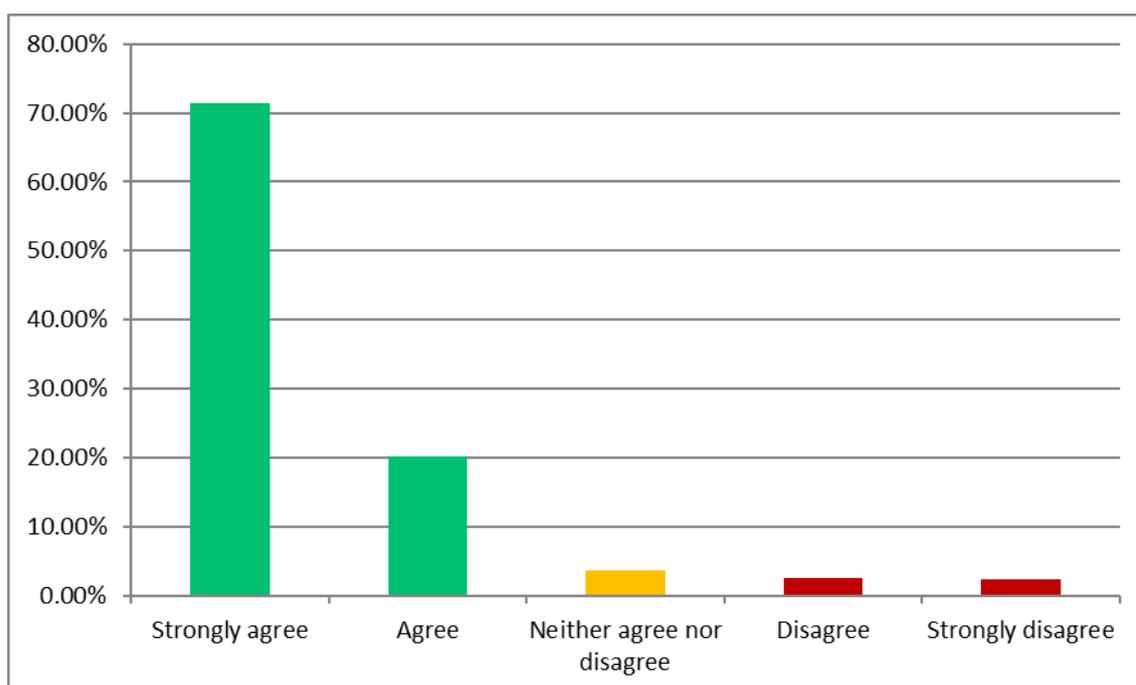
Because the questions asked respondents to support or reject specific non-neutral principles, every question was accompanied with a comment box that allowed respondents to elaborate on their answer, add further points or refute the basis of the question. It is important therefore to read those comments in conjunction with the answer summaries, to get a full picture of the variety of views and topics covered.

## Question One. Timetable

- Timetable frequency must be maximised, with a significant increase in sailings both in summer and winter.
- Operating hours should be lengthened at both the beginning and the end of the day.
- Island Focussed Principles, with at least one Craignure-based ferry all year round. First sailing of the day should depart Craignure, and the last sailing should end in Craignure.

### Why –

- **Maximise travel opportunities, making it easier to travel at a time of your choosing**
- **Make more public transport connections with services in/out of Oban**
- **Enable a full working day on the mainland for island-based commuters and trades people**
- **Lengthen the time available on the mainland for all island-based travellers**
- **Minimise traffic convoys on the island by spreading demand over a larger number of sailings**



### Comments

These are 3 different questions, which may well have different answers. I do not agree that we need more sailings than currently.

Timetable should be regularly reviewed so that enough capacity is provided but you also don't want ferries running empty. You mentioned down crew because of expense, consider a maximised ferry service in winter carry <40% capacity. The cost in fuel is outrageous. Regular reviews of timetables to ensure a ferry service that operates at 70% capacity that give the operators a chance of washing its hands and doesn't destroy the tax payers money. Fixed timetable for full seasons could be a thing of the past, we have efficient ways of collecting data (apps) it would take long to make decision. You just need an efficient and strong team to do it.

Red Funnel who operate from Southampton to The Isle of Wight have two identical vessels with mezzanine decks and the timetable is as good as it gets, very early one leaves Southampton I think about 5am, then both boats are running and pass each other exactly in the middle....so simple if you arrive early for your ferry there's a very good chance you will get the next one. They also operate The Red Funnel Jet, which is a passenger only catamaran, again two identical boats which pass each other in the middle of the Solent.

Cal Mac is miles behind in service that they offer....to tell passengers please wait until all the vehicles are discharged and then walk off the car deck.
As things stand it would be impossible for me to do a job that involves commuting to Oban.
Season changes in passenger numbers, bad weather and bus links from Iona and all parts of the island contribute to all of the above.
I agree, providing the times of the other sailing remain similar to those in place now so that those of us living on Iona can still do a day trip to Oban. We currently rely on the 11am(ish) sailing and the 4pm(ish) sailing that meet up timing-wise with our first and last Iona ferries. Any deviation from this would shorten our already brief time we can make appointments in Oban.
Ideally workers should be able to get to Oban by 8am and leave after 6pm
We need to have more choice and freedom when it comes to free movement of people, goods and services and be in line with other transport operators that already offer this
Hourly service in Summer and 2 hourly in winter
Current timetabling must include increased frequency of buses on the Fionnphort - Craignure route. At present one is severely limited by bus times and of necessity must often travel by private car.
By vessels able to fulfil timetable commitments in all but the severest of weather conditions
Why are we not given an option to give different answers to the 3 questions that have been asked?
Connections with other public transport is a must
One thing that has always been a problem is getting Ferries to run so ,able to catch trains from Oban or vice versa
No wish to see significantly more sailings.
Extremely limited especially in these times of COVID. There is not much allowance for locals during summer months.
Particularly island-focused principles
There are too many questions in this one. I do think the times should be broader to suit people working off island, allow for travel to glasgow etc... But I do not think Car capacity should be increased. The Islands infrastructure - most notably the roads, can not cope with too many cars, we are in danger of ruining the experience for all - resident and visitor, if we increase capacity too much.
Lengthen the time on the island for mainland companies (deliveries ,constuction etc.). This is as important as vv.
There should be at least one day each week with a very early ferry(6.45?) AND a late ferry (21.45?) to enable a full day shopping in Glasgow by public transport.
Great thought needs to be put into the way forward regarding ferries. The island is suffering greatly with the increased numbers since ret was introduced. Mull will never have the infrastructure to cope with further over stretching, nor would it be the haven of nature so pleasant to live and holiday in.
Shuttle best
People argue that we are lucky to have so many sailings per day. Yes maybe but it is very difficult to work round hospital appointments in winter within the sailing options.
'Commutable' time-tabling is less important to island residents who live far from Craignure.
More sailings would be great, or reserved spaces for residents, but the ticket office does not need to be open for longer hours.
I feel as tho they should make at least 1 ferry per day from mull and Oban freight only this way island businesses can plan their working week instead of having to take a chance on getting a booking
Already busy enough as it is, roads and Main Street won't handle more tourism thank you.
More frequent sailings with quicker journey times/turnarounds is more user responsive than maximising vehicle capacity even at the cost of increased fares to compensate for increased operating expense
Buses need to be available for every sailing
This does not relate to a replacement ferry. This relates to the timetables which is a different matter
Should have Coruisk or another vessel all year round. Last ferry should be leaving oban after 8
While it's important to meet the needs of Mull residents in terms of a commutable service this MUST NOT come at the expense of the Iona - Oban through connections. Previous timetables that were sculpted around commuting have severely effected the ability of Iona residents to reach the mainland for day trips to access essential services. Particularly in the winter in needs to be kept in mind that those on Iona cannot currently rely on the first or last ferry of the day due to darkness and weather conditions. Numerous options need to be available.
I feel the service is currently acceptable and with the introduction of home working I feel there is now less of a need for a timetable to suit commuters for work purposes.
This is vital for island residents who may need to move on/off island at short notice during peak tourist times when booking slots are at a premium.
I think enabling a longer working day on the mainland is imperative.
An island focused timetable is essential to reduce one of the barriers to improving sustainability of the island community
Overall strategy should be to curb overtourism not meet ever increasing demand. RET should be for residents and commercials only.

Important not to overload island with traffic & visitors
The infrastructure of the island needs to be updated along with the ferry if the Island had to cope with more traffic and people
Having children at school on mull during the week with the winter timetable it was impossible for parents on a day off or stay at home mums or dads go to Oban for shopping and come back in time for children finishing school. It is something it should be looked at.
The more accessible the island is the better
Should be island focussed and not just for tourists
Later sailings to allow those who must travel long distances to be able to get there & back in a single day
We need ferry's to operate 5-30 am to 11-30pm seven days a week one each hrs
In summer, as residents, it can be really difficult to access ferries as all places are taken by tourists. More sailings woud help mitigate this
An opportunity for islanders to work on ferry
Encourage commuters
It isvital that the ferry links in with the timetables for public transport, both on the island and on the mainland.
Island focussed timetable needs to be looked at in conjunction with Iona timetable -longer timetabled hours and more services don't help if buses stay the same and Iona residents can't take advantage of longer sailing day (and may in fact end up with a shorter day in Oban)
Only agree with lengthening hours
The cost of living on the island is high already so unnecessary overnights in Oban/mainland would be reduced significantly if they followed the principles of the above approach to timetabling to facilitate early Craignure departures and last ferry returning to Mull.
Need smaller vessel for many winter sailings to be more economic. 2 smaller boats more flexible
Biased towards business owners
Mull is already at maximum capacity with the current sailings. The island can't afford to take any more traffic.
Frequency is ok: capacity vis the issue
Later ferries, especially at weekends will allow for more time spent off the island. More frequent and later sailings on a Sunday should also be considered.
I agree that the time table should be island focused, but don't think we need more frequent ferries.
Given the constraints of the working hour directive his first you envisage catering for crew rest periods if sailing day is extended
Needed for commute reasons and better flexibility for residents. Also need a Oban starting ferry for tourism and business reasons.
Early and late ferries, allowing a longer day are essential in the retention of existing and future working age islanders.

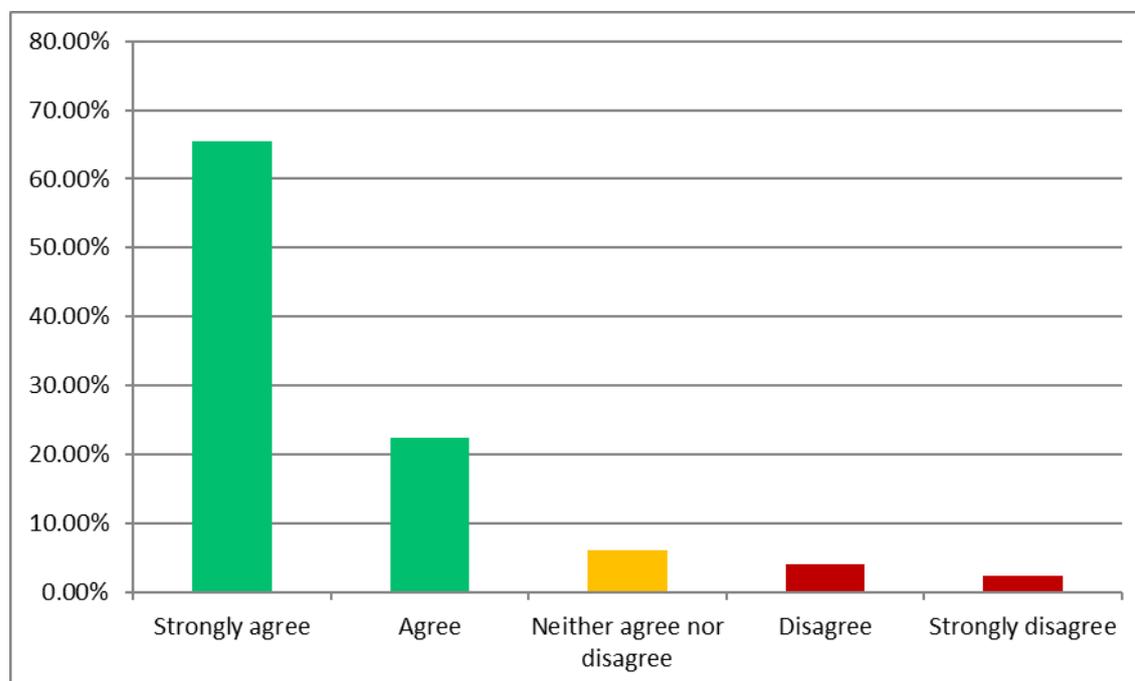
## Question Two. Vessel size / vehicle loads

- Adequate vehicle capacity should be achieved by increasing service frequency before increasing individual vessel capacity.
- A presumption in favour of smaller but more frequent ferries (circa 60-80 car capacity).
- A presumption against larger, but less frequent ferries (circa 100 cars and above)

Ample route capacity for current and forecast demand.

### Why –

- **Smaller vessels operating at higher frequency offer greater travel choices**
- **Smaller batches of vehicles disembarking from each vessel reduce on-island congestion and convoys.**
- **Freedom of travel is key driver of island economic and social improvement.**



### Comments

A medium sized vessel operating a shuttle service from 7am -10 pm would be the best interests of the island. A service with vessels mirroring MV Argyle and MV Bute would offer an efficient and fast service as per a similar operation at Wemyss Bay to Rothesay, a route with significantly greater traffic than Oban to Craignure. The approach taken by CalMac on this service has been excellent and has allowed ample car deck space whilst also providing a fast service.

Other nations similar to our own (Canada and scandinavian countries) have a completely different design of ferry which doesn't appear to be considered. Smaller more frequent ferries is fine for shorter distance but it's not as easy as saying we need new boat or more boats. We need the right boat, but before that comes we need the berths first. A lot of talk about can that boat fit here or that boat fit. Make a multi purpose berth first and the rest will follow.

I'd like to suggest that impetus to reduce island levels of private car ownership might be a good and desirable thing for sustainability's sake, so long as folk can get to and from the ferry in Oban and Craignure in other ways... We should be developing alternatives to so many island households needing so many cars, and think twice about making it easier for more visitors to bring their vehicles to the islands, when our roads and infrastructure can't cope as it is. We might do very well to consider alternative forms of island road transport, public, private, and community led, with an eye on options for increased generation of renewable energy locally to power vehicles in years to come, thus displacing dependence on fossil fuels and plugging massive holes in our island economies which siphon so very much money away to multinational oil companies....

My previous comment is about two identical boats passing each other at the halfway point....you do not need a huge lump of a boat like The Isle of Mull.

Although I have concerns that the infrastructure of Mull cannot take more vehicles, I do think that increasing the number of cars that can travel would be a good thing. Ferries are getting booked up so far in advance that it's really difficult to travel if you live on the islands.
Faster, smaller, more frequent ferries are what's needed for reasons above .. and they should probably be more cost-efficient than running a big ferry less often and sometimes half-empty.
Vessel size and frequency of sailing are two different things, with hourly ferries presently we can't get off the island Craignure to Oban without weeks of notice or inconvenient times. If by more frequent you mean more frequent than hourly then smaller ferries half hourly in the season works, if not you need bigger ferries hourly.
As long as there are frequent ferries making living on mull and working in Oban commutable the size of ferry should be appropriate for this purpose
Agree but this is why we need the service to run more frequently throughout the day
2 ferries Clansman/Hebrides size for summer. One could be relief vessel around network in winter, go anywhere.
Larger vessel leaving early and returning later with a couple of sailings in between. Mid morning and afternoon.,
Ferries are the life blood of Island so rely Large Lorries delivering Goods, The Driver can not run according to set Ferry times as the Law restricts their Driving hours.
Agree but still don't feel the need for significantly increased sailings, The island is busy enough.
I agree wholeheartedly with this. I also think we should be encouraging more people on foot and cyclists - with the bus facilities to support this.
This needs to be fleshed out with vehicle and passenger volume forecasts.
Smaller batches will also mean less congestion at both ends where space is already very constrained.
A vessel carrying much the same as the Mull at a two hourly frequency was adequate, and still is to serve an island the size of Mull.
Small enough for Tobermory
Calmac, OTOH seem hell-bent on ever larger ferries requiring ever larger piers. The last lot of proposals for Craignure were gross.
The island should have plenty of boats during the day as an on island company I can say first had I never know when we need to travel so it would be good to know we can travel when ever needed
Bigger is not better for users
bigger ferries with more cars would make the already difficult travel on single track roads unworkable. It would take 2 hours instead of 1 hour to drive from Craignure to Fionnphort
Operating costs would be much cheaper on smaller boats and the service would be greatly improved
Replacing MV Isle of Mull with 2 or even 3 Catamarans will significantly improve weather related reliability of the service and will also improve mechanical related reliability by offering redundancy of vessels and redundancy of the number of engines per vessel
Smaller vessels/car numbers also help with tourist traffic, unfamiliar with single track roads, congesting local traffic on routes across the island
The infrastructure of the island needs to be taken into account before we start to encourage more vehicles on the island
The roads are bad enough on the single tracks of mull that having a bigger ferry with even more cars on the road at one time would completely block the roads making it impossible for emergency services to get by which is a problem already
MV Coruisk size ideal
Smaller vessels make it less congested on the island during ferry times & more frequent sailings give better access to all passengers
We need two vessels that can carry 80 car's + every hrs
Limiting Vessel load essential for our roads
Help stop congestion at Craignure
Vital that priority spaces are kept open on sailings for ambulances, hospital appointments. really priority for all vehicle bookings is given to island residents, not a commercial first come first served basis.
Size and fitness for purpose of the vessel would eliminate significant number of the existing cancellations of crossings.
2 smaller vessel better. Only need 1 some days in winter. More resilience in summer
Less queuing also in Oban when ferries arrive & depart, making Oban more user friendly as well
Biased towards rich business owners
Mull is already at maximum capacity with the current sailings. The island can't afford to take any more traffic.
Smaller ferries work well, Coruisk has proven this. Something slightly bigger with more room for passengers would be great.
If smaller ferries are less likely to be affected by weather/have trouble berthing at Craignure then this is an ideal solution. More frequent, smaller ferries reduce congestion everywhere (thinking oban here too), would create less stress and rushing to meet a sailing
Listen to the island
Agree with smaller ferries, with some increase in frequency, to maintain vehicle capacity, but not overall increase if vehicle capacity is not needed .
IF you insist on pushing through a smaller single vessel option to leave yourself open to massive gaps in coverage if vessels are unserviceable of in dry dock Current situation surely shows what happens
Two vessels much like the Argyle and Bute would be amazing for this route. Regular, fast and good load sizes with fairly spacious deck space and passenger facilities
Smaller and more frequent ferries are exactly what is required on this route!

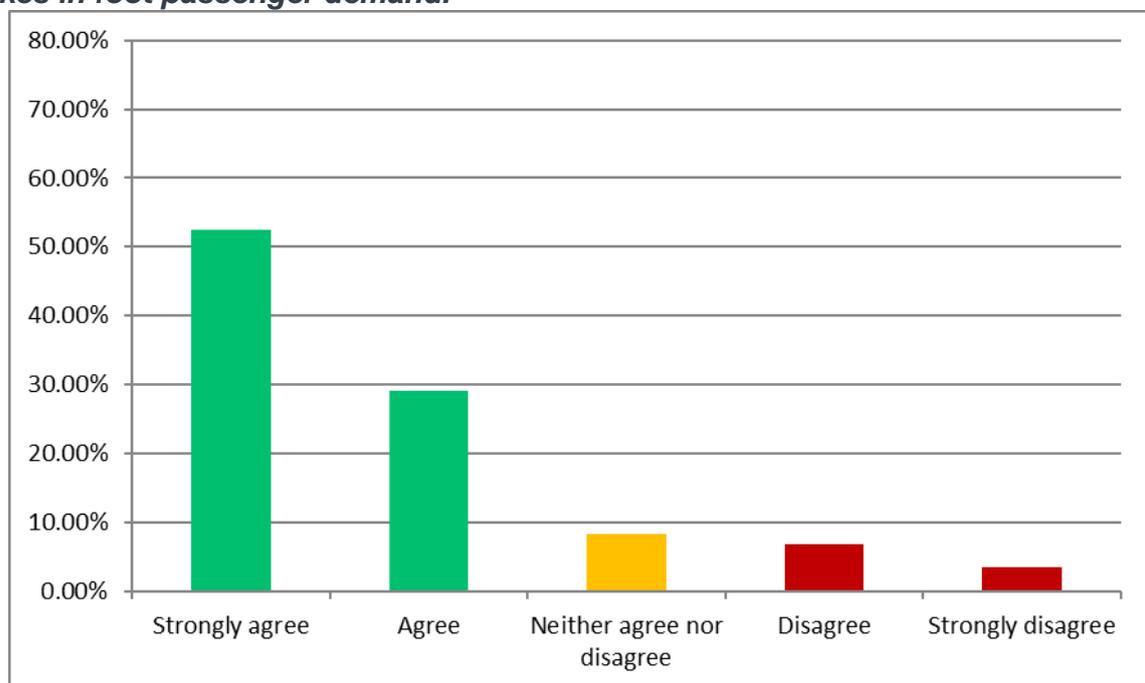
I feel there should be a larger ferry on the more popular sailings.

### Question Three. Number of Vessels.

- Craignure-Oban must be served by a minimum of two equally-sized vessels in the summer months
- Full investigation and cost-benefit analysis of a two vessel winter service to be undertaken.
- Full investigation and cost-benefit analysis of a three vessel summer service to be undertaken.
- Full investigation and cost-benefit analysis of a dedicated passenger-only vessel to supplement the vehicle carrying vessels must be undertaken.

Why –

- **A larger number of smaller vessels maximises flexibility and redundancy**
- **A passenger-only vessel may be a more flexible and cost-effective way to meet the large spikes in foot passenger demand.**



### Comments

A two vessel service is only required in winter for Mull. Two vessels in winter does not demonstrate value for the taxpayer overall. A vessel of similar design to MV Argyle would meet the operational requirements of the Mull service in winter.

Again, I have varying answers to these questions - I do not agree that a passenger only vessel is a good idea.

Depends on vessels. Look at what BC ferries are building. Two of them would do.

Whilst a passenger only vessel might be good a smaller vessel with a passenger bias may be more versatile and useful for the winter as the island based vessel

More vessels may generate congestion in oban bay resulting in regular delays

Let's put a catamaran in the mix and compare performance!

I think we are singing of the same hymn sheet here.

Whilst it may seem more ferries the better, the logistics of even the current number of ferries using Oban is problematic; more mull ferries is only going to load that up. The self-imposed restrictions in Oban bay only serve to cause backlogs waiting to enter the bay. If there were three ferries on the mull run the risk of these back logs and resultant delays will only increase unfortunately.

We rely on these ferries for essential services. It's not possible to plan medical emergencies weeks in advance! Flexibility and reliability is key.
As a foot passenger I have often wondered why there are not smaller, more frequent ferries.
Passenger only vessel must be in addition to 'minimum of two car carrying vessels'
At least 2 vessels
Although disagree with passenger only vessel
So many foot passengers from Tobermory have to travel by car (especially when there are few suitable buses) to Craignure just to get to Oban for shopping/appointments/onward travel. If there were 3 ferries on the route, maybe 4 times a day one of them could provide a fast passenger-only service between Oban and Tobermory, thus removing a lot of traffic from the road. So many times, there's no choice but to take a car, with just the driver, to Craignure and park it for the day (which will eventually be charged for) whereas a fast passenger ferry from Tobermory would save this. Could even move some of the bus subsidy to such a ferry. How about an early/late passenger only ferry from and to Tob which would then bring passengers to Craignure at the busiest times during the day and return them before doing a run back from Oban to Tob?
Helps when ferry is out of service, if there is more than one on the route ; been difficult to get booked on ferries due to large number of visitors this year
Late boat required again
not convinced about need for passenger only option
As above, there is incapacity and infrequency - the argument is false, if the ferries are large enough and can accommodate sufficient passengers with reduced sailings, start early finish late with fewer in between - and vice versa - it is as always a capacity issue and no account made for the need of individuals who can't get off for hospital appointments via Craignure unless they have many days or weeks notice.
We need enough vessels to cope with tourist demand during high peak season. The service needs to reflect the demand and the demand is most definitely there. More so in fact now more people in the U.K. are holidaying within the U.K. including Mull.
See previous comments
A passenger only vessel could also provide a much faster crossing. Consider also for Fionnphort/Iona crossing.
Avoids congestion on single track roads
Would it not make more sense to run 2 larger ferries in the summer a one of them to run in the winter.
Total daily capacity more important than frequency or vessel numbers
Winter Months rely more so on Goods being Brought over to Mull i.e Food ,Fuel The Island of Mull is that a Island.
3 vehicle and passenger ferries could allow the third ferry to overnight in Colonsay giving that island a daily morning departure with evening return. This vessel could augment the Mull timetable through the day.
I agree and needed for future-proofing, but would put this further down urgent objectives list
I would not be in favour of more than 2 boats in the summer - dont forget we have got Lochaline and Kilchoan too.
i'm sure 2 boats could be viable in winter, but you have to remember a lot of places are shut - if you want to try and get winter visitors there needs to be places open for them to eat.
Im not in favour of the island being the same as the mainland, its an island, its why a lot of us live here. we really can learn a lot from Skye.
Smoothing flows has to make sense particularly when taking marshalling yard space at both ends into account. It should also gives more resilience in the event of a catastrophe such as the Loch Seaforth.
Perhaps electric drones may one day deal with passengers.
The most important thing is good sense is used in the planning!
Nothing flexible by passenger-only.
3 vessels is too many two would suffice. A passenger only option would not be viable.
I wasn't aware that there were ever such large spikes in foot-passenger demand as to require a dedicated ferry. This must mainly be for coach tours in summer?
I think in the winter there is no need for 2 ferry's however in the summer we need 2 large ferry's that can keep up with demand
Island gets busy enough over summer, but the Catamarang that is the obvious choice.
Calmac is the wrong entity to run a fast passenger only ferry service
3 vessels has the potential to overload the other island facilities.
Passenger only vessel would require more buses on the island which is not sustainable
I agree that two vessels operating together during the summer and winter months is needed to offer islanders the best choice of sailings as possible. I'm not convinced that there are sufficient numbers of foot passengers to warrant a passenger only vessel. However, if it would encourage day trippers and the bus timetable and infrastructure can also match any additional demand it could be good for the local economy.
As comments above regarding redundancy to improve service reliability.

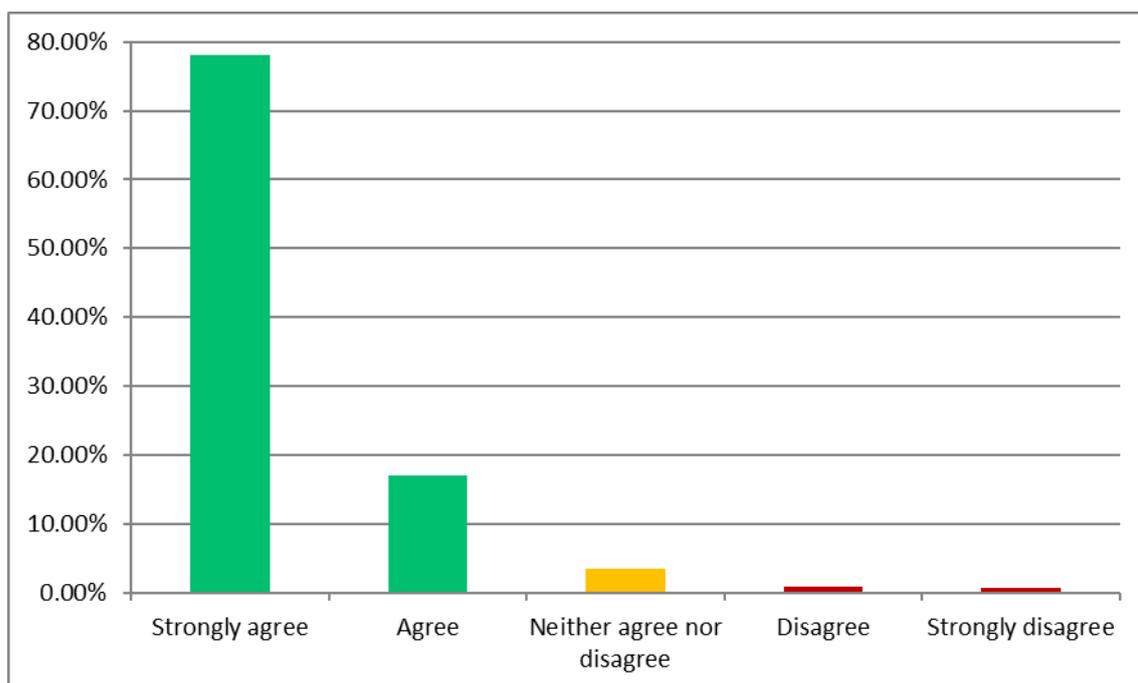
Passenger only vessel for locals and day trippers may affect design of vehicle boats with more economical use of space. Another option might be a freight only vessel as the Lewis service does.
There are too many aspects in this to be answered in a generic like/dislike answer
Two ferries in the winter! Why? If you
Why not get the teree ferry to stop in Craignure as a passenger only ferry. It doesn't make sense for Mull residents either to travel to Oban to visit other islands and double their route
Two best
Summer traffic often exceeds island infrastructure
Better coordination with bus services (also using smaller vehicles) is very necessary. West Coast Motors do not appear to understand their role Viz, no early bus from Fionnphort, so presently cannot arrive in Oban before noon.
Two vessels
Unconvinced that demand outstrips supply by that much
Not the coruisk
Two medium sized 80m ships should be in the run during the summer months. Giving a lot more flexibility to trade and tourists.
I am not sure that having a ferry which cannot carry vehicles is really helpful, for many residents they need to take their car over due to their limited mobility, and the net result may be few vehicle options
Passenger only ferries are surely not necessary!
Don't think passenger only vessel should be a priority.
Suits business owners over needs of residents
Mull is already at maximum capacity with the current sailings. The island can't afford to take any more traffic.
2 vessels is a realistic proposal. Given the existing problems with congestion in Oban Bay it seems highly unlikely that CMAL would even consider a 3 vessel service.
Listen to the island
I feel that two vessels would be adequate enough for this route. With say 750/800 passenger capacity.
More regular and smaller ferries are definitely required!
If ferries are cancelled in the winter months additional ferries to be added so that everyone can get on and off the island.

## Question Four. Weather Resilience

- A top design priority must be resilience to windy weather. The vessel must demonstrate:
  - a) Lowest achievable windage (windage is boat structure that acts like a sail, making the boat difficult to control in windy weather).
  - b) Greatest achievable manoeuvrability
  - c) Controllable berthing in all wind conditions

Why –

- **Weather reliability is the users' top priority (Users' survey 2019)**
- **Current designs with high superstructures are increasingly vulnerable to high wind**
- **Service reliability is essential to maintaining the island economy and quality of life, particularly in winter.**



### Comments

Limitations on speed due to the short nature of the crossing and the time spent in Oban Bay means a catamaran is NOT in the best interests of the service. Indeed, MV Bute and MV Argyle cope particularly well with stability in all weathers and experience few cancellations. The Firth of Lorne is by all accounts a fairly sheltered passage and vessels of this design would meet the needs comfortably if constructed with double Hull to Euro Class B or greater specification.

This is the most important. No matter what the time table looks like. If the ferry doesn't run then it is worthless.

Azimuth or azipods- most efficient method of 360 propulsion, again look at what other countries are fitting in new builds of inter island services. Voith require higher input power for same output propulsion which intern means more fuel. Twin screw is limiting and requires greater skill (you can only get this skill test your ability against weather. The company would need to back masters and crew when confronting weather...

The weather might usefully be harnessed to generate renewable energy to help fuel ferries...

The Isle of Mull ferry only draws...I'll probably get corrected on this about 3 metres, above the water line I have no idea, but way to much if you're looking at gale force winds.
Big win safe isn't a problem PROVIDED it's matched with big power; however that's not always a desirable. Also, there is another aspect of the manoeuvrability of the ship, and that is redundancy in equipment. Designing a ship for "all" wind conditions will not necessarily change the masters mind in attempting a berthing as this is a risk-based issue, and the risk in high winds is losing an item of propulsion just when you need it. So, redundancy in equipment ( including power generating equipment ) is another approach to this particular question.
but decision to sail safely should not be pressured by unrealistic passenger expectation
MV Isle of Mull is a slab-sided bus! Coruisk is a lovely, nimble vessel. A fast passenger vessel would complement two Coruisk-style vessels very nicely - see previous comment. Is there really a need for a huge vessel with catering facilities (beyond drinks and snacks) on such a short crossing? .. which could be even shorter with a faster vessel.
If CalMac isn't off due to "technical" reasons the other excuse which is varying thin is "weather conditions"
Increased power for berthing rather than lower superstructure.
Consider also the use of anchors to assist with berthing [see Greek Ferries in operation]. Similar use at Iona might negate the need for a breakwater.
This is one of the most important aspects to be considered if this really is a "lifeline service".
Is the new pier to be built so that it lies in the same direction as Oban pier reducing the winds that will affect berthing.
Windage may not be important with adequate design ie powerful thrusters
The Island relies on the Ferries this is a Fact, the weather gets Rough Ferry to from Mull to Oban and Oban to Mull stop .So we must have Ferries that can sail no matter the Weather . This has been a long outstanding Problem and this time needs to be resolved.
its an island, this is what you have to deal with if you live here. if you don't like it/cant cope with it. don't live here.
This is an essential pre-requisite and as it happens not a problem to design for.
Indeed, extremely important the island is not cut of as much as it has been in recent years.
Winter cancellations have become more frequent.
For too long now the ferry keeps going off because of the weather. However I am unsure if this is because the captains are on a bonus scheme where if they damage the vessel they do not get their bonus or is it because they really are no longer aloud to sail it rough seas. Back in kenny elders day they would sail in just about anything
Vessels should be designed to allow uninterrupted service knowing full well the voyage/berthing worst case conditions
Yes increasingly over the top health and safety regs has meant that ferries used to sail in most weathers and that has not been the case for many years. Sooo many cancelled ferries now esp in winter when smartly designed vessels could have coped no problem.
In addition the pier at Craignure needs to be upgraded to support berthing in difficult conditions.
Intuitively a lower "windage" vessel like a Catamaran will be better suited to the Craignure Oban Route where weather related reliability is related more to berthing at both Ports rather than to sea state or wind conditions en route. A Catamaran seems to be more manoeuvrable due to the distance between prop shafts and less susceptible to wind during berthing
I strongly feel a new pier in Craignure would solve a lot of these problems. The current 'no bump' policy being a big problem for ships masters.
This MUST be backed up by more capable berthing capability at Craignure pier.
We need reliability
It causes a fair bit of disruption when the boat goes of because of the weather
Should be able to berth in any reasonable coditions
Ferry cancellation in winter is currently unacceptable. Wind is a major issue
We need ferry's that can operate in all weather's
Too many cancellations due to weather forecast which is often wrong.
Berthing needs improvement
As previously mentioned the vessel must be fit for purpose and eliminate the frequent existing cancellations of service where weather/wind direction etc is the cause/excuse.
The underpowered engines on the MV Isle of Mull make life here difficult when the weather is against her.
Increase thruster power and numbers
What about ferries in foggy conditions as this has delayed or cancelled ferries when I have been visiting.
Mull is already at maximum capacity with the current sailings. The island can't afford to take any more traffic.
I have found it difficult to come on the late Friday ferry due to cancellations, ostensibly due to weather conditions
Some of the weather that causes cancellations to our ferries really shouldn't cause cancellations. Since this weather does cause cancellations then there is obviously an issue with the infrastructure in place. Large, high sided vessels are not necessary and appear to be the main reason for cancellation as they are so difficult to manoeuvre
It's a sheltered crossing
Are ferry group going to take responsibility for overriding masters decisions and state of thdd EC art weather monitoring equipment that is a requirement of MCA

The current vessel, Isle of Mull has proven that a modern, more manoeuvrable vessel is required!

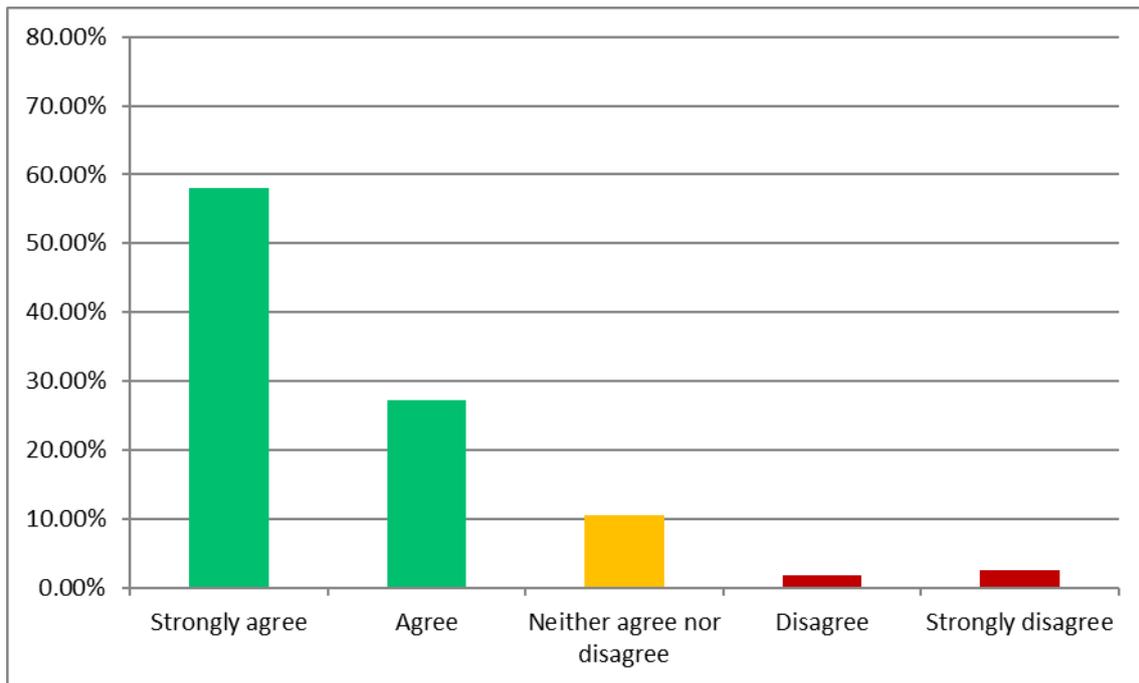
Winter service has deteriorated severely over the last 10-15 years

## Question Five. Hull Form.

- All potential hull forms must be explored and openly judged against objective criteria.

*Why –*

- ***There is considerable evidence that alternative hull forms – particularly medium-speed catamarans – have not been fairly or properly considered in previous vessel***



***procurement rounds.***

- ***There is considerable evidence that medium-speed catamarans offer a cost-effective means to satisfy user requirements.***

## Comments

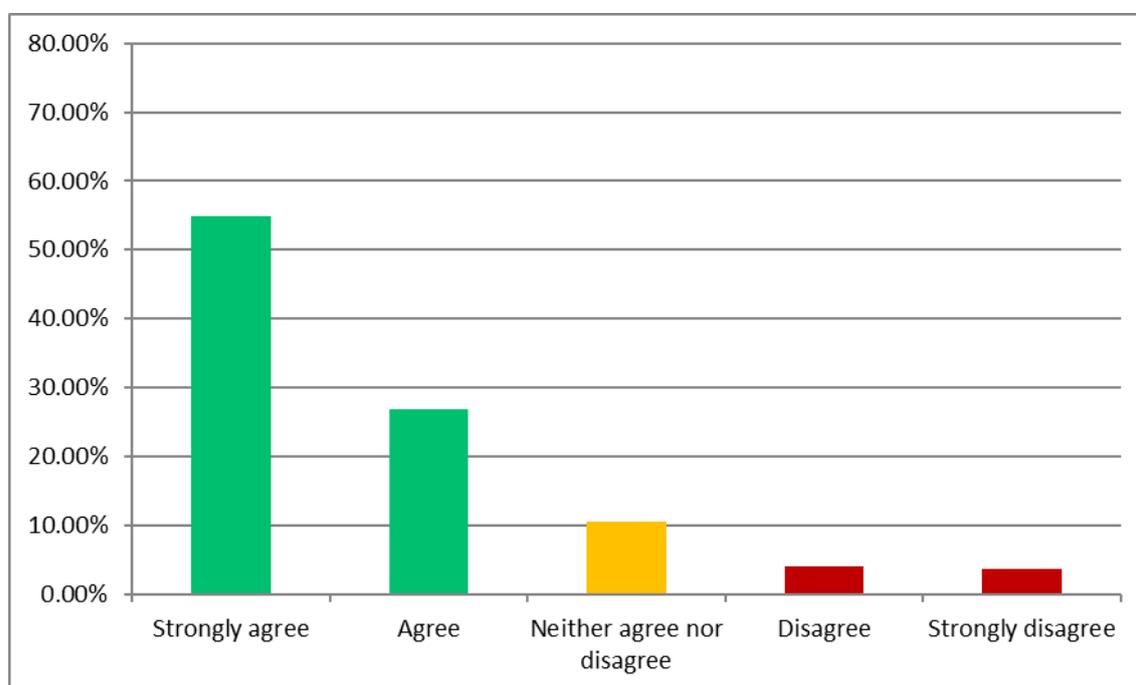
<p>This statement is not true. The evidence is limited and there is no benefit to of a catamaran to a monohull for this service. I, along with others qualified in maritime operations and vessel construction struggle to understand the committee's insistence on this design. Indeed a catamaran would be more vulnerable to cancellations. The Mull service sits within CHFS and must be part of that flexibility. I would urge the committee to study closely the system operated by the company at Wemyss Bay to Rothesay.</p>
<p>Again look at other inter island nations, on 45min passages they are making open deck single hull ferries. Mediterranean companies use Cat hulls but these are larger passages. Tunnel vision is a worry. Norwegian, Canada, American, Finland, Denmark all use single hull vessels with pods on each corner.</p>
<p>There was a reason cross-channel catamarans were called vomit comets when they operated in the 1990s! Comfort of journey is important and must be considered against speed and weather factors too.</p>
<p>A catamarine is naturally more efficient</p>
<p>I'd like to be convinced that resistance to anything but monohulls by policy and decision makers is based on sound scientific reasoning rather than institutional resistance to change or bias in favour of the status quo....</p>
<p>Hybrid catamaran for vehicles and passengers and passenger only is the way forward.</p>
<p>Anything rather than slab-sided bus shape!</p>
<p>I'd prefer the appropriate individuals delivering capacity and continuity of service should be involved in boat procurement</p>
<p>Vessels need to be able to cover services all over the network when disruptions happen , which they will. Catamarans are NOT the answer. We are in this with other islands not just Mull.</p>
<p>Consider also for Fionnphort/Iona. A new vessel with raised bow [with hydraulic ballast tanks for raising and lowering] could land at St Ronans or Martyrs Bay without any need for a breakwater. Think Tank Landing Craft as used in WW2.</p>
<p>Catamaran operates between North and South Islands of New Zealand in similar winds</p>
<p>No-brainer.</p>
<p>Another reason for Hull Form to be fully considered is so that we dont end up with the ridiculous situation that happened with the Isle of Mull, delivered and found to be unstable which required the inserting of middle section to give stability.</p>
<p>The lack of innovation had been an affront to Macbrayne history.</p>
<p>I fear Calmac/Scottiish Government 'experts' have a different agenda.</p>
<p>I feel like the catamaran is a great idea. Can I please ask will this reduce the cost of travel or is it something that all sounds good with no benefit to the people who use it on a daily basis.</p>
<p>Hull form is just one factor amongst many that influence operability in marginal coditions</p>
<p>agree that all forms must be considered but do not know about the evidence supporting catamarans</p>
<p>Stability in rough weather and comfort of passengers is important. All vessel shapes should be appropriately assessed against specific criteria.</p>
<p>There is a strong perception within the community that within the Scottish Government, Transport Scotland and CMAL, there is institutional bias against medium speed Catamarans for the route.</p>
<p>Conversely the community view is that the best solution is for a vessel which reverses the documented reduction in weather related reliability on the route (We know that Calmac dispute this reduction in reliability)</p>
<p>The recent investigation has demonstrated that a catamaran-form is ideal fo his run.</p>
<p>Catamaran ok</p>
<p>Catamaran hull is wind resistant</p>
<p>They all should be exploited</p>
<p>Recent investigative reports have shown medium sized catamarans meet the largest majority of these requirements.</p>
<p>As long as the ship design meets the needs then I am in divine of both single and double hull ships. Moving to double hull ships creates issues for docking etc.</p>
<p>Any new vessel must be roll on roll off entrance bow and stern to avoid slow loading like Pentalina</p>
<p>And they may be more fuel efficient..important for an uncertain energy future</p>
<p>If it's good enough for the Pentland Firth, a catamaran hull is good enough for the Forth of Lorn.</p>
<p>Might be more speed but stability and passenger comfort suffer</p>
<p>Mull is already at maximum capacity with the current sailings. The island can't afford to take any more traffic.</p>
<p>The ferry committee are a smart bunch they've got real industry experience perhaps you should listen.</p>
<p>As long as the boat can be deployed to Brodick if Ullapool</p>
<p>In other countries Catamarans are used for routes just like our Route! Why can we not move with the times like other countries?</p>

## Question Six. Efficiency and Emissions.

- Starting with the most efficient hull form, Mull’s new vessels must have energy efficiency and emissions reduction as a key priority, without compromising other objectives.
- Emissions and energy efficiency must be considered from the very outset of the design, and not be applied retrospectively as a ‘sticking plaster’.
- Full zero emission propulsion systems (eg battery electric) must be the objective.

Why –

- **Emissions reductions are an urgent priority locally and globally**
- **Mull’s new vessels will be in service for around 30 years – decisions now will have long-term impacts**
- **Battery electric technology is already proven on routes of the same length as Craignure-Oban. There is no technological barrier.**



### Comments

This could be achieved and should be in any vessel.
Yet again I have varying answers to your set of questions. I do not agree that full zero emission should be the objective - the power has still to be created somehow!
The ferrys are noisy. It is a good time to look at other options.
Diesel electric consumes less fuel than conventional medium speed diesels. The battery technology is not ready yet and it's dangerous. It is a complete false economy at the moment. It has been proven that on smaller vessels with batteries, that if the masters operate the vessel economically, they can save more fuel than 8 tons of batteries can. Also with batteries, you need the infrastructure... Scotland does not have that. Get the infrastructure and berth sorted first.
Carbon emissions associated with ferries currently make up a significant and measurable proportion of Island Carbon footprints. The environmental integrity of islands aspiring to eco friendly green lifestyles and tourism can only be undermined and compromised by fossil fueled ferries ...
You want a vessel suitable for "all" winds, but you also want a zero-emissions ferry. Battery electric vessels have limitations, and you are not likely to find one any time soon (nor master) which will commit to a berthing in 60 knots of wind in a battery powered vessel with an acceptable residual risk to the vessel and those on board. Measures such as minimising windage is fine enough, but there's only so much you can reduce it (ie your accommodation block still needs to reach the pier for foot passengers to disembark).
Electric vessels/reduced emissions should be a forefront of objectives
But let's avoid the complicated stuff that's left 2 ferries sitting in Ferguson's yard!

Priority is for vessels in service now, can be adapted in the future when required.
Is a more efficient boat sailing more frequently more or less polluting boat sailing less frequently - deliver the right capacity in as environmentally efficient way - if the numbers of journeys can't be accommodated for a given level of pollution, restrict journeys and give locals priority
Battery power must be adequate for the length of crossing and able to withstand power outages
I'm not particularly bothered but if it means better efficiency this can only be a good thing
New fuels are being developed. Battery electric is not the answer. What happens to the battery at end of life? Can the electric grid support it. A lot of transport going electric.
Battery power is a nice thought but it should not be a limiting objective. Get the cheap electricity first [tidal power]!
Emission reductions is essential to future-proof the vessels.
Has Mull enough capacity to provide overnight charge?
What about Hydrogen?
Minimizing emissions is key to any future ferries
As long as it doesn't delay/compromise the robustness of service now/near future
Stick with what works, vanity projects are seldom successful.
Not sure IF there are battery driven car ferries 60-80 size in operation anywhere as yet in similar conditions. Clearly ideal if economically as well as technically feasible (but beware of the Ferguson trap). It would not affect the planet if Mull had to wait 30 years for an electric ferry service. Affordability and reliability should take precedence over green perfection. Mull is in no position to be a guinea pig in this respect. No obvious reason for emissions to be an urgent local priority FOR MULL (ie desirable but not essential).
The Norwegian experience is that battery charging is very hard to support leading to poor time keeping and pressure on local grid.
What provision would be required for charging batteries at each end? Does Mull have the necessary grid capacity (in the future). Would the need for re-charging require longer idle time at each end?
Out emissions are a drop in the Ocean it's negligible.
This is a financial cost issue and a build oversight concern. There is ample evidence that CMAL/calmac do not have the ability to procure or manage construction of the kind of vessel envisaged.
Reliability should be top priority. Possibly better to concentrate on efficient hull shape with well tested more traditional fuel systems
This is not an optional add-on extra. The new ferry must be fully capable of zero emissions. This should also extend to environmentally friendly and ethically sourced fixtures and fittings in the passenger and staff areas.
I agree that we should aim to be as green as possible, but we also need the boats to be reliable and long-lasting. Would going for the latest technology mean that we ended up with something that quickly became out of date?
Battery boats are still relatively still in their infancy and tend to be much slower and heavier than currently conventional diesel powered boats so not sure on that at the moment
battery-driven design must aim to maximise on-board or port-based or at the very least local electricity generation to minimise the real carbon footprint of the vessel in terms of energy transport from elsewhere with associated transit losses etc.
But essential to assess the real ecological effect of elec. power systems including where the elements come from & how they are disposed of.
This is an absolute priority if we are to achieve targets required to limit Global Warming to 1.5C above pre-industrial times...
Important but not at the cost of providing a reliable all weather service.
Reliability is important
The vessels all should be as green as possible
This will become more important as time goes by
See notes above on public transport. It is equally important to prioritise public transport and to make it flexible.
The battery packs on MV Lochinvar are failing now, and are not very old at all. CMAL have been quietly trying to cobble them up to avoid having to fit replacements at an eye watering cost. The vessel will, at this rate soon revert to diesel only propulsion. I'm not at all convinced that we are where we need to be with electric propulsion for ships.
There is too much emphasis on low carbon when a lot of bigger countries around the world have massive carbon footprints
An efficient service and efficient method of propulsion is essential and if electric is the answer or a hybrid then the community AND the environment will both be happy.
In order to achieve reliability you often have to sacrifice advancements in efficiency and lowered emissions. First and foremost reliability should be the prime focus.
Reliability and no in built obsolescence is key
We need to match functionality with environmental sustainability and useability.
Need to seriously consider having on board vehicle charging points and also make sure vehicle deck is equipped to deal with problems related to electric vehicles (e.g. fire)
Electrical engines more prone to problems/ breakdowns
Mull is already at maximum capacity with the current sailings. The island can't afford to take any more traffic.

Technology is evolving rapidly - vessels are rarely designed with a 'lifetime' propulsion system. The ability for the design to adapted in the future to take new technology may be an effective compromise?

You want a more frequent service - how long does it take to charge the batteries?

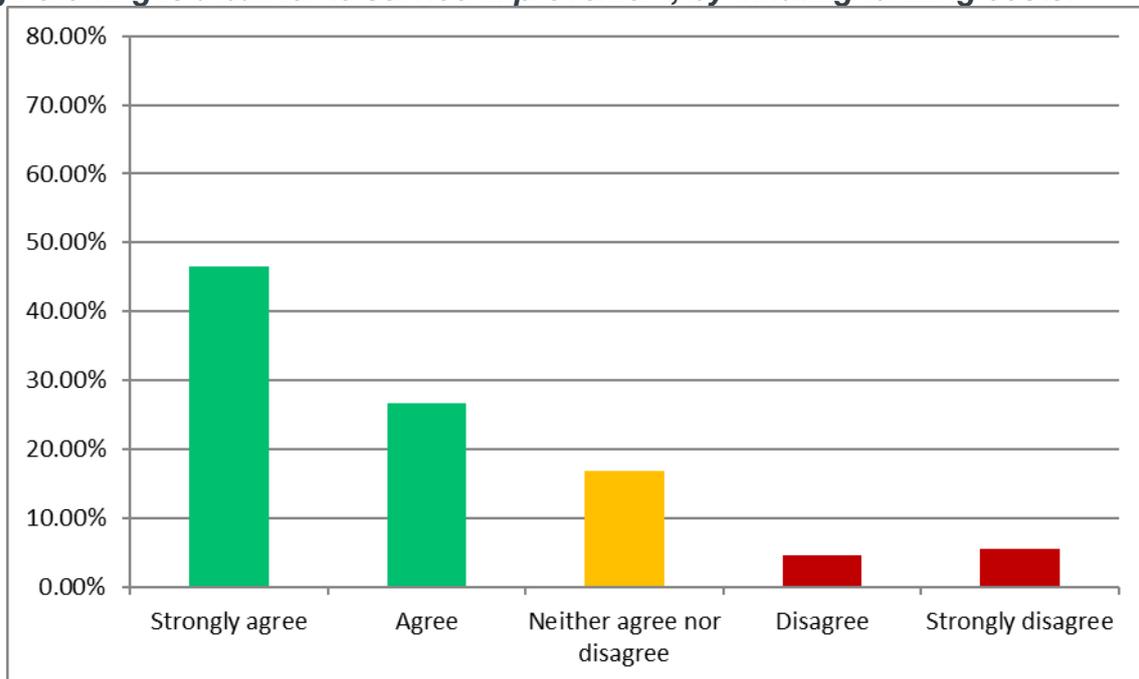
Agree however this must not be allowed to increase the overall build time / costs.

## Question Seven. Crewing.

- On-board crewing must be minimised. (Note that this may not change total crew numbers, if there is a larger number of smaller vessels as proposed)
- Design for crewing efficiency must be demonstrated from the outset.
- No presumption in favour of live-aboard crewing. All potential crewing regimes must be explored, and judged by how well they optimise the service delivered.
- A full socio-economic analysis of live-aboard versus shore-based crewing must be undertaken.

*Why –*

- ***High numbers of live-aboard crew increase the cabins and crew space needed, thus adding to superstructure size and windage.***
- ***High crewing is a barrier to service improvement, by inflating running costs.***



- ***Shore-based crewing may offer increased operating flexibility.***
- ***Shore-based crews may bring significant socio-economic benefits to the island.***

## Comments

<p>On-board crewing is essential for the flexibility of the network and the route. This does not compromise service as demonstrated on the Wemyss Bay service where there is a core onboard crew supported by day work crew in high season.</p> <p>These vessels operate with three officers, two engineers, four dual purpose ratings, cook and two stewards. Stewards providing a limited onboard service in the form of a coffee shop with light snacks.</p>
<p>I not believe there is any need for a socio-economic analysis of live-aboard versus shore-based crewing. On our very short routes there is absolutely no need for a live-aboard crew - it has to be more cost-effective for the crew to live onshore.</p>
<p>This is wildly wrong. Major vessels are heavily crewed (agreed), smaller vessels under crewed. Minimising crew has a significant impact on passenger safety, CalMac safety record is remarkable for a shipping company, removing crew and adding work load will risk this. Every thing about your proposal is increased service and less people (increased work load). Escalating crew costs may not be simply wages of sea going staff. Comparisons of wages, expenses and office staff number and wages to be done with other shipping companies. You mention local crew, doesn't work. An Element of rotation is required. If you rely on local crews, what happens is someone who probably isn't the best candidate for the job will have a heightened chance of being successful. For passengers service, you need the best candidate to get the job for safety, efficiency, vessel performance and vessel reliability. You also need to consider the responsibility some crew members hold, how many other jobs in the world could a boss be jailed for an accident that happens in another department or when he is in his bed.</p>
<p>Can relevant Union interests be persuaded that changes to present crewing regimes could be a good thing for their members?</p>
<p>Massive hurdle with Cal Mac over the last 20 years seems to be their insistence on having crew from all over the UK on the ships. There's high scope for them to maximise local crew on many routes, which they seem loathe to move towards. There does need to be elements of flexibility across multiple vessels but this only really applies to critical positions, but cal Mac seem to apply it to EVERY position. Lots of room here for improvement.</p>
<p>Crew/unions need to be flexible in their thinking, being open and willing to change is vitally important to sustain good relations between passengers and crew.</p>
<p>New services shouldn't affect current crewing standards. Calmac provide great opportunities for UK seafarers and should continue in doing so.</p>
<p>Absolutely not</p>
<p>Certainly being able to live at home while working shifts on the ferry is advantageous to family life but it may be difficult to recruit sufficient senior officers from the local populations.</p>
<p>On board crewing allows for a more effective use of the available workforce who travel from across the region. It allows them to stay on board and reduces the necessity for an accommodation payment.</p>
<p>We need only the minimum numbers of staff to run the ship</p>
<p>Shore based crews have to live in the area. Many of the crews live away from the area and might not be attracted to moving here or Oban.</p>
<p>Not crew, but I could not help but notice TEN CALMAC operatives in attendance on shore whilst loading the Coruisk plus another FOUR on the loading deck. That is, in my opinion, an excess of operatives. Note also that two of the shore based staff were wearing life jackets and one a hard hat. Why? Inappropriate use of safety equipment detracts from their proper use and should be discouraged, not encouraged.</p>
<p>Shore crewing is certainly something worth looking into.</p>
<p>Does that mean no cafeteria provision?</p>
<p>It would be unrealistic to expect crew to be shore based, with the assumption that this means more home time, given the vast geographical extent of CalMac routes, travel distances and sailing schedules. Where is the existing accommodation that would be available for use by shore-based crew?</p>
<p>You would never achieve the necessary skilled crewmembers with shore based also to unreliable for time keeping</p>
<p>Whilst I strongly agree with this and I love the fact that it opens up more employment opportunities, I do wonder if this will impact in the already dire housing situation we have in the island!</p>
<p>Locally based crews will bring significant benefits to the local economy.</p>
<p>again this is something i think an experienced skipper/boat engineer would need to decide.</p>
<p>Calmac look to be substantially over-manned afloat and ashore at present. At some point economics and productivity will have to over-ride politics.</p>
<p>This may not be feasible</p>

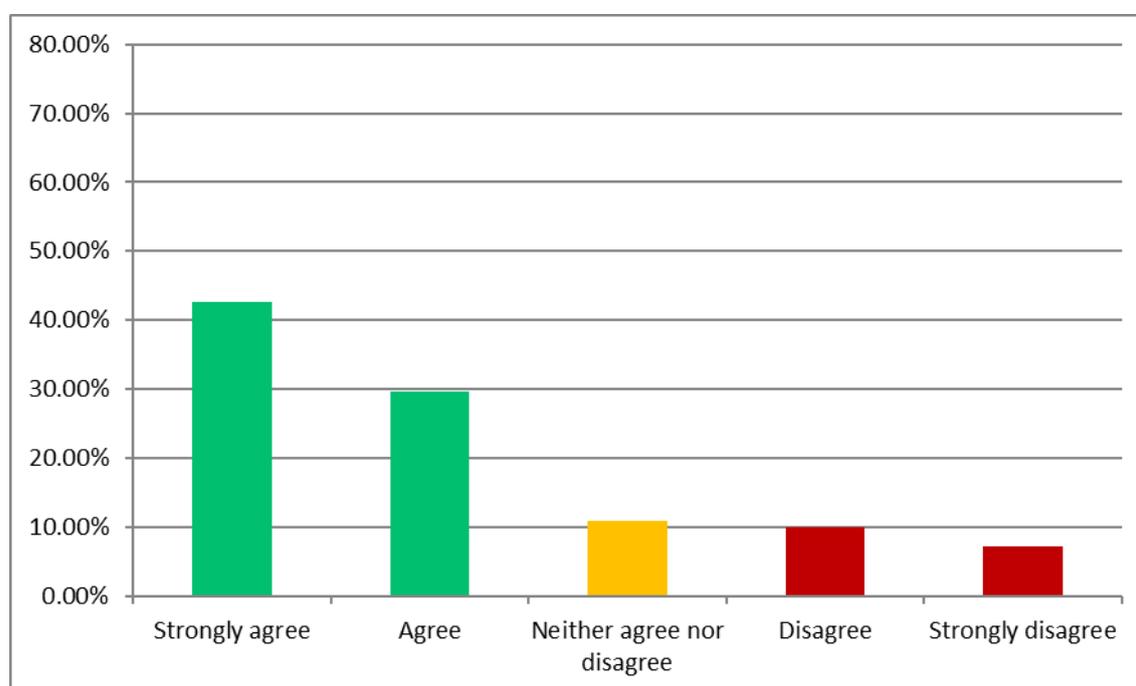
I think in regards to crew this comes down to a safety matter they will need to have sufficient crew per head on the boat so crew levels need to be maximised to deal with the volume of customers
This issue creates potential problems with a desire for the vessels to overnight in Craignure
Crewing should not be minimised. It is hard to get a job on board boats and cutting crewing would have a negative impact to the island communities.
Shore-based crew are great in theory, but would there be issues with housing when people are already struggling to find affordable (any) housing
Crews bring economic benefit to islands and reductions would have negative impact. Reduction of retail staff would have negative impact on local economies, staff have good terms and conditions that should be the target of others and not reduced in a race to bottom.
Whilst running costs are important to keep down it is also essential to the island economy to maintain levels of employment.
Shore based crews will bring important economic benefit to the island community, [providing year round as well as seasonal employment. The current live aboard crew model exports much of the payroll outside of Mull, Argyll and in some cases outside the UK
I disagree this is an important point, and consideration to job protection/maintenance over current levels is important.
Small crew numbers work on Orkney catamaran service
I think flexibility change over of crews and multi race crews this should stamp out some of the race issues remarks
At present the crews are based wherever the vessel is berthed overnight. Tob-Kilchoan Ferry is berthed overnight in Tobermory and crew based in Tobermory, Fionnphort-Iona Ferry is overnight berthed in Fionnphort vicinity and crew based in Fionnphort. My point is why could there not be thought put in for recruitment so a partial crew from the population of Mull for the Craignure-Oban Ferry would reduce live aboard crew if the vessel was overnighting at Craignure.
Island communities need good jobs. If we were to minimise crewing, other onboard services may be sacrificed.
This will bring costs down massively. It will also help to reinforce the local working marketplace.
Utter nonsense. Crew recruited from all over Scotland and further afield. Aboard ship accommodation is essential as crew couldn't afford ' local digs. Especially on Mull. There wouldn't be accommodation for as there isn't enough for residents as it is!
Mull is already at maximum capacity with the current sailings. The island can't afford to take any more traffic.
Crewing accommodation is more key if the ferries were for the outer isles, though accommodation for crew if overnight berthing in Craignure may be an issue.
I think crewing onboard is important to ensure flexibility.
Whilst not wanting to be a parrot for CalMac/CMAL, their point about flexibility seems valid. It is likely that on occasion a Mull vessel will be redeployed elsewhere (albeit briefly) in the event of disruption, as has happened in recent years. A largely shore-based crew would be a barrier to redeployment, and the reality of the Oban-Craignure service being part of a larger network is inescapable. Therefore it seems highly unlikely that pushing for a shore-based crew is likely to achieve anything.
Absolutely agree, particularly when it comes to catering staff. I'd rather a faster/cheaper service than the option of mac & cheese! Most people can manage a 45-minute commute without having a full meal.
Jobs will be lost.
This would also offer more local employment, which would be beneficial and also allow the boat design to be based on the actual requirements of the route!! Makes sense!

## Question Eight. On-board Facilities.

- On-board services such as catering, retail and bars (and the crew required to staff them) are a low priority and must not compromise the core function of the service, which is to provide a reliable transport connection.

Why –

- On-board services are the users' lowest priority (Users' survey 2019)
- On-board services require additional crewing, crew accommodation, and add to vessel size and cost.
- Larger vessels with increased windage compromise reliability. There is therefore a direct trade-off between on-board services and weather-reliability.



### Comments

I agree but as evidenced on MV Argyle and MV Bute this does not compromise excellent car deck capacity or passenger capacity. Stewards operating the limited coffee shop also undertake some boarding operations. Any vessels should mirror this approach.

There are advantages to having food and drink available on board, especially for example when driving long distances eg to hospital appointments in Glasgow - saves time and effort. This does not however need to be a full meals service as offered by MV Isle of Mull. What MV Coruisk offered until Covid is adequate.

Spot on

As a haulier I often used time aboard the ferry for meal breaks

Hot food and beverages are a must. These facilities are most welcome on all crossings. Don't forget they will act as tourist transport as well!

I guess CalMac catering staff cover their own salary costs and then some... but folk needing fed en voyage could potentially buy a much wider variety of carry out meals from land based enterprises operating in ferry ports...

Have a small coffee, tea, sandwich service...one crew member at the till, do away with full blown meals.

Although I agree that we do not really need a restaurant facility on every vessel, passengers would appreciate being able to purchase hot/cold drinks and snacks, as they might have travelled a long distance to catch the ferry.

Absolutely no need for on board food, people can buy food in Craignure or Oban and boost their economy and reduce costs of running the service.

I'm not entirely bought on the direct correlation between on board services and windage :-); folk sit like to sit down somewhere inside. I don't think that many users are desperate etc sit down for a 2-course meal in the likes of the mariners cafe on a 45 minute crossing. A pile of vending machines would likely satisfy many needs and would absolutely negate the need for catering crew, and associated life-aboard and recreational arrangements.
It's a short journey. All the facilities we really need are toilets. This shouldn't compromise more important considerations.
Fewer facilities and more sailings with catamaran based on the island please. 45 minutes is not a long passage.
Reliability of vessel is number 1 priority for island living, however efforts should be made to prevent crewing cuts.
I like on board services
See previous comments. A faster service reduces the need for on-board catering, apart from the ability to get a drink and snack as on Coruisk. Catering on board does, however, allow those who have to drive long distances (visitors and commercial drivers) to have a break and a meal during the crossing so I can see it from both angles. I've certainly appreciated breakfasts and suppers on board at either end of a long day when there's not been time to eat at other times but there's no need for it outside mealtimes. Eating on board means that visitors take one less meal on the island or in Oban.
It's such a short journey although it's nice to have a full cooked breakfast on the early ferry, it's not a necessity
It is handy but we can't get in the ferries in the summer so we don't get to eat or drink as can't sail, generally have to go loch Aline without services.
On board facilities are important for passengers who have traveled a long way eg to Glasgow for medical treatment and then have another hour or more onward travel on Mull. Plus Cal Mac meals are the best!!! And very evocative for those Muilleachs who live away.
You're not on the boat long enough to get a meal. Coffee bothy would be more appropriate
As a diabetic. My husband and I actually want and need a coffee shop on board. There is no need for retail or bars (let's face it most people using this will be vehicle owners therefore you shouldn't be using a bar anyway - drink driving) however I must say a coffee or snack bar is most definitely required which would not take up much room on board and could be a self service therefore reducing the numbers of crew needed but still provide much needed catering facilities to those of us with health and dietary needs.
With the limitations on bus services from Fionnphort to Craignure, it is often a relief to be able to get something to eat on the Ferry. If catering is to be discontinued on the ferry then there must be a better bus service.
It is far more preferable to have a reliable service, whatever the weather, than to have on-board services on such a short journey.
The length of the journey between Craignure and Oban is such that having a meal on board is the very best use of that time. If you get a very early ferry, skip breakfast at home and get it on the boat, if you're over shopping for the day don't waste shopping time having lunch somewhere, if you're on a late ferry have your dinner on the boat to save cooking when you get in. Some of us have a pretty long drive to the ferry which exacerbates the need to eat on the boat. I do think the bars should be got rid of, too tempting for some people to drink and drive.
Given the distances/sailing times are often long, catering is vital. It is often the best opportunity to eat during long journeys to or from destinations
The reduction of catering staff numbers will have a parallel effect of reducing the number of passengers allowed aboard.
On-board services are pretty critical for Iona travellers, particularly in winter months. Absence of hot drinks/food during covid has been felt, particularly older people and those travelling with young children. Needs balance between highly commercial and decent welfare considerations.
Artificially slowing crossing times to sell food and drink has been a strategy for years, passage time has never reduced but miraculously the boat can make up lost time when it suits.
1 hr without sustenance is easily tolerated by almost everyone, who now have mobiles to occupy the time painlessly.
It's a 45min journey. NO NEED for full meals, drinks or alcohol. A vending machine can be installed with drinks
Those of us who live a long way from Craignure find it very convenient to be able to get a HOT meal on the ferry before facing the hour-long drive home. It's good not to have to cook after a long day in Oban.
They do not need catering facilities however the staffing levels need to be covered for the number of passengers which will be aloud on the boat
The shorter the voyage time, the less need for catering and passenger comfort. This will be dependent on a vessel being route specific and not one boat fits all.
Eating and drinking on board is a key part of the ferry experience, and makes efficient use of travel time. Having the option to have breakfast on board the morning services especially.
On bird facilities should remain in place. Yet again cutting jobs is not going to make a more reliable ferry
There should not be bars on board ferries, particularly on a short run such as this. It is irresponsible to sell alcohol to vehicle drivers who will shortly be disembarking.
If the ferries are going to be operating longer hours then adequate catering would be required. I especially like the cooked breakfast on the early ferry and having a meal in the evening on the later ferry.
It's only a 45minute run! No one needs more than a cup of coffee and a biscuit!
Would not want to see catering etc downgraded provided crew are shore-based.
Good breakfasts are appreciated on early crossings...
The crossing is an hour Mac. Surely we can manage without tea and food if this gives us a better service and more reliable efficient sailings?

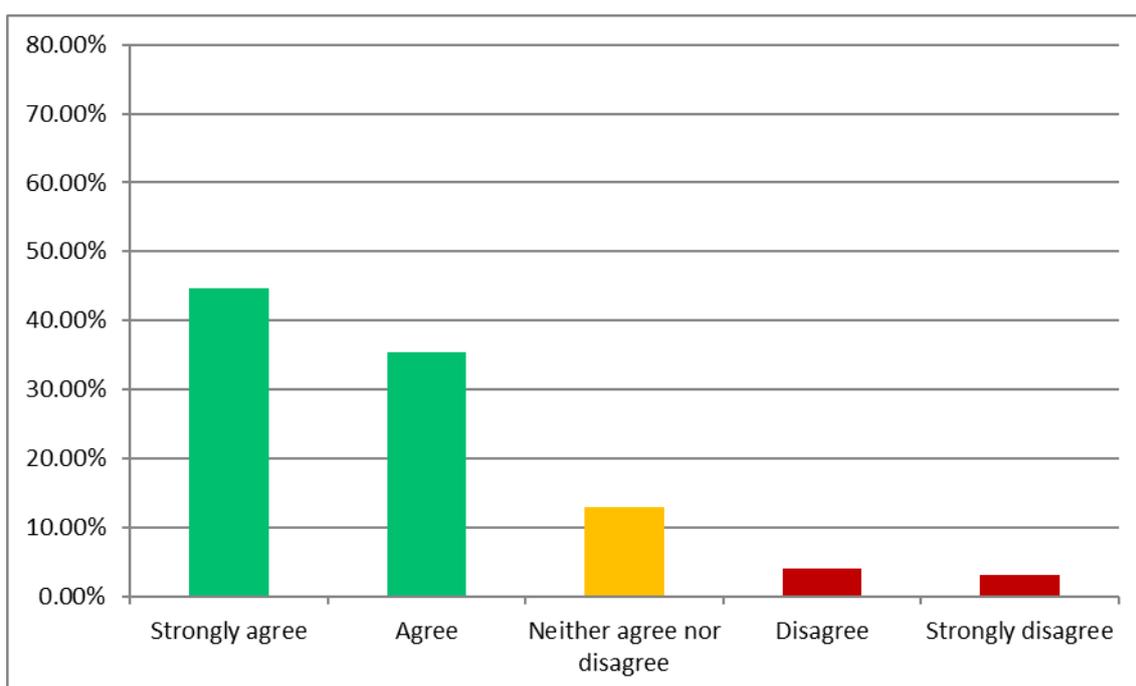
Onboard facilities make a more enjoyable pleasant journey. It was terrible when everything onboard was closed. Having a baby and trying to feed her, her food on my lap and nowhere I could warm her bottle while looking after another child who decides they are hungry or you forgot to bring a colouring book ect for them is not fun
Should be catering service for reasonable meals
A 45 minute crossing does not require a full service cafeteria.
I think we need to keep something like we have on the M.V Isle of Mull
Future ships maybe quicker therefore less demand for onboard service
Self service drinks and food are very helpful to travellers, whether from Iona or Hull.
Catering of some extent must be factored in
The cafe is something I find useful but the bar and shop don't add anything to the journey. The bar only encourages loud and drunken behaviour.
Careful consideration or an existing feasibility study of which service has a busy catering requirement A significant number of Foot Passengers (Coach Trips) spend little money in the catering area as they are returning to their Hotels for their meals or have had a Hotel breakfast so maybe not every sailing requires the same amount of catering.
The catering services in particular are crucial to the effective and comfortable running of my tours. As we usually take the first sailing of the day (personally it'd be the 0730ish crossing on a Thursday) I need to collect my passengers from their accommodation at 0645. This is long before any hot breakfast is available.
however I have to confess I do like to be able to get a nice breakfast after my early morning start to get to the first ferry of the day....I usually have some refreshment when crossing and hence often choose the Isle of Mull ferry in preference to the Coruisk
If calmac fear they will lose revenue, open a cafe at both ends, the 30 minute check in will allow captive customers
The voyage time for our ferry is an hour or less..food not a vital part of the service
Saying this, I absolutely love a Lorne sausage in the morning.
No need for full restaurant and bar on 45 min crossing
Having no onboard facilities would no doubt lead to a more efficient service, but you would definitely loose some of the on board experience.
Catering could be more coffee shop setup, the a café type setup
For locals they are not a necessity but for visitors and people travelling here from great distances they are essential.
Mull is already at maximum capacity with the current sailings. The island can't afford to take any more traffic.
On-board facilities are often of little benefit for island residents. Vending machines could provide an alternative
Agree with this, though services offered should be more than a Coruisk style (microwave), catering not a priority for the Mull run, though the crews will need to be fed.
I agree with your reasoning but do wonder if sales contribute to economic viability. It should be possible to have some more streamlined catering. More than the Coruisk but less than the bigger ferries.
Oh I just answered this. A Coruisk-style coffee shop is surely the most a 45-min trip needs.
I rarely use the on board facilities, other than perhaps a coffee. If I travel on the fishnish-lochaline route I don't find that I miss these facilities. Why a full size bar is needed on a ferry for a 50 minute crossing I have never understood
Covid has shown the crossing is fine without a hot meal
I would like to maintain some catering as that is part of the positive experience on the ferry, but it does not need to include retail or games.
How does an island community realistically expect work persons to travel early morni on vessels without the opportunity of a cooked breakfast , which in some cases is the only opportunity of a hot meal while on island servicing the island
Catering facilities are a must for those commuting wether that be short or long journeys. It also provides jobs for local Scottish seafarers that are already dwindling.
On board services are incredibly important for folk travelling early able to get food before hitting the road or first coffee. Although I believe there is only one outlet needed/two at a push
I do not believe that our route requires anything more that a coffee machine/drinks dispenser! I reiterate my point above, we need the design of the vessel to reflect a modern, efficient and reliable service, all year round!

## Question Nine. Passenger Capacity.

- There must be sufficient passenger capacity to meet demand, without compromising other key criteria such as weather resilience.

Why –

- *There is considerable evidence that existing CalMac vessels have large over-provision of passenger capacity, which leads to increased construction costs, crewing, and windage.*



### Comments

Passenger capacity is large due to size of vessel due to car deck size. The large passenger capacity is purely coincidental on this basis.
There should be provision for island residents to always be able to travel as a passenger in case of urgent need - there must in this day and age be a way of doing this!
Major vessel agree. Again, look at the vessel BC ferries have built 8 of in last two years. However, you mention weather again, the crew need the boat with manoeuvrability and then they the support and back to operate in bad weather.
With the introduction of RET the number of coach tours has declined so historical data may no longer be accurate
There should ALWAYS be capacity to carry islanders attending hospital appointments on sailings most convenient for their purposes
Smaller island-based vessels and more frequent sailings please.
This should be a priority however should not lead to issues of overbooking of ferry services, especially during events like the recent pandemic which has caused huge issues in booking ferry tickets for residents of island needing to leave and return for work/living needs. Passenger capacity during events like a pandemic should be taken into account
Biased question
Not sure about this at peak times when the boat's full of coach parties.
At last, a question not driven to a fleet of smaller boats which may or may not be the answer
As said above in a previous question - if it's not "technical issues" it's "weather conditions" Really! the excuses are just laughable now
If you reduce passenger numbers it makes getting on a suitable ferry in the summer harder. Presume we still want visitors to come here.
Capacity should make it possible for residents to get last minute bookings for travel even at peak.
What evidence? If there is over-provision, why are ferries regularly fully booked?

Reduced passenger capacity may have the unfortunate result of local residents being prevented from travelling because all available space has been taken up by 'visitors'.
Calman have a history of not getting the passenger and vehicle numbers properly synchronised in their ship specifications. This needs to be watched. The current policy of offering tourists trips round the bay is ludicrous and has nothing to do with cost effective transport.
I assume good sense on what is required will come into play, I don't know enough nor would I reckon many others will.
I assume the over-capacity is there to deal with the peaks of passenger numbers as in an earlier question about a passenger-only boat?
This must always be a compromise. Demand cannot be specified for a vessels lifetime, unless there is an intention to regulate visitor numbers to mull.
During the season coach tours put a heavy load on passenger capacity. Unless we have good reason to believe that this demand will decrease, we need to ensure that there is always plenty of passenger capacity. Foot passengers should never have to book ahead, or risk not travelling. Their needs should not be sacrificed to the demands of businesses.
This ties in with passenger only boats - separate designs might work better.
Doesn't feel like that in tourist season.
Smaller, more frequent ferries please.
I would think somewhere in the 300-400 capacity
Limit the tour buses, and charge them realistic fares.
This in itself would surely lead you to a serious investigation of the reasons why a catamaran is a very popular solution to the problem or issues.
Peak capacity may need to ration how do calmac prioritise
this seems to contradict the suggestion of a passenger only ferry
Large numbers of passengers on peak sailings cause knock on effects right across the island..on roads on buses on the roads and in cafe / restaurants
Over provision occurs in the winters months. During summer months there is an under provision and so can be difficult to get of the island as ferries are often fully booked.
Smaller, frequent service would help with this
Only true in the quieter winter months
Mull is already at maximum capacity with the current sailings. The island can't afford to take any more traffic.
A more frequent service could deliver the additional passenger capacity when needed e.g. peak season
See previous you haven't stated if vessels will be similar to current vessel ie enclosed , surely you should be pushing for an open deck vessel to allow futt Ed kvetch to be carried
We do not need large people moving vessels, like the Isle of Mull!

Question Ten. Please add any additional comments or subjects not covered above.

Happy to discuss my comments further.
Ferry fares - I believe the current pricing structure is all wrong. Local residents should have access to cheap fares, the current so-called RET is about right for us. Commercial vehicles should absolutely be included in this. However visitors, whether they travel by car, motorhome or tour bus, should be expected to pay more. Most holidaymakers would be happy to pay more than islanders - indeed over the years many have told us they are surprised that this is not the case.
Tunnel vision is a concern. A lot of CalMac this and CalMac that. CalMac hasn't got any input on what ferry they get. It's get what is given. Diesel electric is the way forward as it reduced emissions and operational costs. Reactive timetables would be a benefit, why does it need to be fixed. If feels like we are trying to roof the house before the kit is up. You don't want accommodation on vessels, need better berths and you don't want to be charging 100 if not thousands of batteries with no crew covering fire watch. You want a reliable ferry service, repairs and maintenance is prioritised through the night, can't be done if no crew unless you get a riding squad. But a riding squad don't care for the vessel if they don't operate it, they will do the minimum (human nature)which affects reliability.
Easy access for elderly persons .
We need a ferry service that supports island life not just the tourists, it is possible to have both .keep up the good work .
Reduced mileage and maintenance costs associated with electric vehicles, but relatively high capital costs compared to petrol and diesel cars, will surely shape new patterns of shared travel and shared vehicles and 'mobility as a service' on islands. All being well, we'll not be needing so many cars to travel on big ferries in future, because there will be fleets of bookable vehicles (or bookable seats in shared vehicles) available at every island and mainland ferry port.... but we'll need v. well signposted easily accessible luggage buggies (or porters?) in Oban and Craignure to get passengers bags and stuff on and off every ferry to their means of onward travel, be it train, bus, taxi, self drive or club car, or whatever.
It is very frustrating for passengers wanting to go to Tiree from Mull or Iona that they have to travel to Oban...spend the night in a hotel, travel up the sound of Mull passing Craignure and then passing Tobermory.
That needs to change.
Good luck
To my eyes, there are many weak points in the current service provision. Craignure pier - literally hanging together but a replacement in the pipeline albeit many years in the future. The vessels - IoM over-spec'd for what she needs to do and Coruisk shows rather well what a successful alternative can look like. Finally, Oban. Too busy, no legitimate Harbour authority to manage movements, coupled with Cal Macs own control measures on the basis of navigational risk assessment just makes smooth and efficient operation of the port nearly impossible. So increasing service frequency, certainly beyond the summer pair, would on present parameters just increase the risk and consequences of service disruption.
Availability for island communities must be a priority. Farmers ability to get to market, locals to hospital or other medical appointments, locals ability to get to shops and visit family and friends. During summer months this is very difficult and ferry availability is limited.
Thank you for your sustained efforts in getting the catamaran and promoting possive change.
Anything that gives island residents last minute vehicle spaces during peak times would be extremely useful.
Residents of the island should have a priority booking system in order to carry out their daily lives without being hindered by overbooking of ferry's by tourists to island. Reduced rates for island residents should also be given as they are most likely to be regular users of the services.
2 things
the lift. it is inadequate for an aging population who require it and for disability access for tourists. It certainly holds up the disembarking process ,cars stuck waiting for disabled.
2 booking
why cant the unique customer number include the long blue badge number and concession card numbers so that we could book on line and save your operators and us fromhaving long calls to book. Much more cost effective,fewer phone queues and frustrated callers
Really appreciate the effort being put in to getting as many locals' views as possible. Hope the consultation will give due weight to some fast passenger ferries between Tob and Oban (the new large pontoons in Tob may be adequate if the calmac pier isn't suitable). It's far more ecologically sound to have folk travelling by ship than singly in cars.
Passeenger only ferry options from Oban to Iona and from Oban to Tobermory to be explored. A lot more affordable improvements of pier facilities on Iona and in Tobermory compared to major works in Craignure required for bigger car ferries would at the same time relieve the island traffic by serving 2 major destinations directly.
Priority must be given to locals who sometimes cannot book a journey months in advance and require access to the lifeline service at short notice
Comments as above, there needs to be local spaces reserved for hospital appointments, emergencies and work commitments. I am not sure why you are asking if there needs to be sufficient capacity and weather resistance and what design of boat or size or frequency of service meets this - you have the capacity numbers and demand and % occupancy on boats for cars and passengers.
The considerations above are helpful but in the effort to achieve a fast frequent and reliable service which suits the island, please don't lose sight of the lack of infrastructure on the island and the mainland, the lack of public transport, the remote and rural nature of the sound of mull and the dreadful weather conditions which exist there and are likely to increase- not only wind, but storms and flooding.

There must be capacity for livestock, ambulances and freight.
Everyone hates the Coruisks passenger area and the rubbish catering facilities on board so please don't replicate them!!
I agree with vast majority of subjects but I must reinforce the point of a need to provide some form of catering services!!
2 ferries Clansman/Hebridies size will do the job just fine.
How about a tunnel from Fionnphort to Iona? That would provide:
Invisibility and therefore no visible impact on the environment.
Crossings 24/7 Independent of weather and time of year.
No need for a ferry or new breakwater.
No impact on tidal flow or vessel passage through the Sound.
If the Faroes can do it then why not Scotland?
Mull's terminal should be established at a point where longevity can be assured with reliable passenger access facilities. If it is possible for forestry to justify construction of alongside quay facilities why does our ferry have to rely on pier type facilities which must surely have lifespan issues and increased maintenance costs.
As someone who has been recently diagnosed with a condition that will require regular hospital treatment for the rest of my life, the current state of our ferry services is extremely worrying, inconvenient and inadequate. Considering how short notice a lot of appointments can be given, after waiting a very long time to get, it is of great concern that there is such limited availability to locals trying to get off the island for vital journeys. My husband has had difficulty booking the ferry to go away for work, and to get home, because they are fully booked. We don't get appointments or offers of work months in advance, whereas tourists book their holidays months in advance and then book up all the ferries. Living here has become incredibly difficult for us since RET, it was supposed to make things cheaper but it's no good being able to more easily afford a ferry that you cannot travel on because it's full.
I have found this an exceptional poor survey.
We need more fruit machines!
Easier Accessibility for disabled and pushchair passengers, bearing in mind not all disabled people are wheelchair users, steep narrow stairs are a daunting task for older people.
Main Landers Look upon the Ferries to and from The Isle of Mull and other Isles as just a profit making Vessel. To the People who live on the Islands they are Far more than that , The Ferries are the life line between the Main land and them selfs For Food Delivers, Hospitals Fuel ect things those on the Main land take for Granted. So that said respectful ask the Islanders opinions are take very seriously not just pushed aside and phoo phooed.
Ensure private space for medical cases - need more privacy than currently provided
I think that cost needs to come into consideration. Ferries are already expensive, it would be great to not have a significant increase in price. I would also love to see a vessel that has enough capacity to cater for both tourists and locals - it is mega frustrating trying to get to Oban for a hospital appointment or off island for compassionate/urgent reasons and being hit with the stumbling block of their being no space in the ferry! It would be fabulous to have a proportion of spaces kept back for the islands' residents.
Provision should be made for emergency medical passengers and regular hospital appointments for islanders.
As said above. I would be very against a private service. In the 15 years I have lived here I have never had any complaints about Calmac. I appreciate there are issues - like having to board through the car deck, and sailings being cancelled with questionable weather
The fake consultation on the potential new pier location shows the contempt for the islanders. It is obvious some tube has chosen the deep water option, no matter what comments anyone has made.
A ferry design which minimises the cost of port facilities should also be high on the priority list. Larger ships are more likely to need more substantial docking arrangements.
Let's hope that we can make sure our islands have the best chance we can give them and progress.
Priority space should be allocated to Islanders wishing to leave and return to the island. We should not be marooned when there are frequent ferries running
Adequate lift facilities (depending on vessel) so as to cater for breakdowns. Also boarding facilities need to be considered in the vessel procurement so there is no repeat of the current situation of passengers having to board via the car deck because of inadequate facilities at Craignure. Adequate boarding facilities for passengers with heavy luggage or boxes that may need to be 'transported' onto the vessel
Whatever decisions are made please, please, please use good common sense and not the fantastical ideas that are costly and not required. And DO NOT order any more vessels to lie unfinished in poorly run builders yards!
A boat that can get to and from in most weather . So we don't have cancellations.
We really are in last chance saloon!!
The service has deteriorated over the ten years I have lived here.
This is a vital service and politicians can no longer ignore this. We cannot carry on with a service that is unfit for purpose.
We just need ferries that don't break down every week and ones that can sail in bad weather
On-board phone cell should be considered.
I wholly support what you are trying to do. Nothing further to add at this stage.

<p>Buy the catamarang, stop over complicating everything. Fix the pier, INFRASTRUCTURE AT CRAIGNURE NEEDS TO BE SYMPATHETIC TO THE SMALL VILLAGE ITS IN.</p> <p>Keep it simple, fix the pier so it's fit for purpose. DO NOT increase capacity on the ferry. Don't ruin one of the last perfect places in the British isles.</p> <p>Also up the cost of caravan/camper vans coming to the island to a minimum of £400.00 they will still pay, and quite frankly £48.00 return for a holiday home is ridiculous considering the price of holiday cottages.</p>
<p>It should not be assumed that calmac is the be all and end all, now and forever. Or that service from Oban can only go to craignure. If mull has a bespoke ferry service it must expect to pay a premium for that service.</p>
<p>Vessels should be open ended to take dangerous goods and possibly allow people to stay in their cars such as the position we are in with covid</p>
<p>Spaces should be reserved for island residents until 30 mins before sailing at which point stand bys can be allocated. This is system used in other countries</p>
<p>Top priority should to get new ferries as quickly as possible. Catamaran option seems to offer great value and answers all the most important needs</p>
<p>Crewing should not be minimised. You are talking from an island community, where locals often get jobs aboard ships. It's hard enough to get a job aboard a ship never mind when you cut crewing!!</p>
<p>consideration must be given to the provision of dedicated standby lanes for locals and commercials separately to tourists and holidaymakers, examples of this exist elsewhere and work well. tourism is important for many businesses but must not be encouraged and supported at the cost and/or inconvenience to locals and commercial traffic.</p>
<p>Consideration of the catamarans already available should be at top of list of choices.</p>
<p>have answered all questions which have appeared 10/13</p>
<p>CalMac/Cmal will push A&amp;B hard to allow larger boats to stay at Craignure if weather situations mean they are stuck. This will then mean design decisions will have to accommodate the largest vessel. I fear that will then 'allow' a large new vessel to be designed and built on the basis it can support more of the longer routes in the portfolio. Whilst this makes sense to CalMac it does nothing to assist the smaller more often rationale which I agree with for mull. I also feel any vessel should have crews who live here bringing all the additional financials with them (like the small vessels used for Tob &amp; Iona). If a standardised design with lockable boats (to the pier) was used, incorporating hybrid propulsion it would bring a massive savings in running costs.</p>
<p>Discount on travel for residents on Isle of Mull</p>
<p>I do implore that some consideration be made as to whether off-loading residents at Craignure could be prioritised. Living on the Ross, it is possible that tourist unfamiliar with single track road passing protocols can severely extend journey time and not allow locals to pass them.</p>
<p>Mull hosts a rally every year and some mull residents travel away to Rallies. Their vehicles can be large enough to have a living space plus car in the load area</p> <p>Rally drivers pay a motor home equivalent for their vehicles. I have a 7.5t horsebox which has full living and stalls for 3 horses. I cannot afford to travel away to competitions or training as I am charged commercial rates. As I am also not empty on the return journey I pay twice, £270 return. This feels grossly unfair and discriminatory.</p>
<p>We need to focus the boat design and requirements on the needs of local people who rely on the service year round. I'm fed up with everything being visitor orientated yet at the same time CalMac calling it a lifeline service. Boats need to be designed to facilitate travel all year round for residents as well as supporting numbers during peak season.</p>
<p>An Island based service should be that not a service to get more tourists onto the Island. We are at near saturation point now , add another few hundred people per day and Mull and Iona will loose the magic that make people want to live, work and visit these beautiful Islands</p>
<p>could the bus services coincide with ferries. reducing further car parking facilities for foot passengers.</p>
<p>Other ferries from other places should be able to collect passengers and drop off passengers if going past Craignure</p>
<p>Cannot emphasize enough the need for bus services to coordinate with ferries. Present bus service to Fionnphort illustrates poor schedule. No early morning bus, but one after six pm, pointless!</p>
<p>We need this service to be upgraded now because it's killing off the inland</p>
<p>Calamac should have fair competition from another company on an equal footing funding wise or they will continue to do what ever they want.</p>
<p>Please provide vessels fit for purpose within a sensible time frame.</p>
<p>It is vital that these issues are addressed and an acceptable solution is identified and in place asap as the island community deserve a reliable lifeline service that can also accommodate the anticipated number of visitors the island attracts.</p>
<p>Priority spaces/bookings must be given to Islanders leaving and returning to the Island.</p>
<p>I wish there were a late Saturday ferry, like the Friday one, and also wish there were a crossing between the 18.20 and 21.45, ... its great that you can get off the island really early and home again on the last ferry so can do chores without an overnight stay on the mainland but often I end up with a long wait for a ferry after a long day on the mainland</p>
<p>The figures show this is a no brainer, I cant see where the issue lies!</p>
<p>Passenger boat to craignure and going on to Tobermory return every day in peak season would help to reduce road traffic</p>
<p>Docking capabilities need to be able to facilitate the ferries using them! (Thinking of the fiasco with the Arran, Brodick/Adrossan crossing).</p>

<p>We need a better service for the sustainability of island life. The pandemic has shown us how we can work from home which supports island life in many ways. The need to be 5 days in the office is no longer deemed a requirement. If we have a decent, reliable and frequent service this will allow more people to live on and off island. Help us protect our unique way of life my giving us the service we need and desire.</p>
<p>I hope someone somewhere in the government machine listens to your results</p>
<p>We need a service that is resilient and reliable, able to sail consistently in a Hebridean climate. It's energy use must be sustainable and efficient, and very low or zero carbon.</p>
<p>My preference is a large boat like the current MV Isle of Mull, it's part of the magic of Mull, I hate the idea of smaller catermarans the current ones are iconic</p>
<p>We need a solution and swiftly.</p>
<p>Have wheelchair uses &amp; others with mobility issues be considered in these proposals'</p>
<p>Totally biased and slanted questions to suit business owners not giving a true reflection of what's really needed</p>
<p>Mull is already at maximum capacity with the current sailings. The island can't afford to take any more traffic.</p>
<p>This assumes ferries will just be for the Mull run, assuming they will not be required for outer isles replacement vessels, I strongly agree with all the listed points in the survey.</p>
<p>Vehicle capacity over the operating day to accommodate peak demand (times of week and times of day) is critical</p>
<p>The important thing to remember is that while tourism is important to Mull and Iona, other areas of economic activity provide year-round employment for residents, and need a reliable service. The ability to spend a longer day on the mainland is very important eg to attend medical appointments in Glasgow or Paisley, and be able to return home on the same day. More people seem to be commuting to work on the mainland and want an extended day, while specialists coming to the island would benefit as well.</p>
<p>We certainly need more sea worthy vessels especially in the winter. To provide a more reliable service.</p>
<p>Thanks for the work you're doing for all islanders.</p>
<p>CalMac don't have a leg to stand on with those 2 ferries rusting on the Clyde. The ferry committee are smart and should be listened to as they certainly represent my views</p>
<p>I urge the powers that be ,listen to the requirements of the island communities being served.</p>
<p>Over engineering is costly, short journey ferries should be fast, reliable, efficient with a quick turnaround. Local crewing keeps costs down with less travelling costs, crew parking etc keeping good jobs in the islands that the ferries serve. Cafe standard meals, snacks and drinks rather than expensive restaurant level on board catering is not needed.</p>
<p>Will the desired catamaran Thad you have set your heart on work at all CalMac ports</p>
<p>We need our current ferry provider to waken up and provide replacement vessels that are modern and efficient and move people and goods from A to B in an effective manner! Thanks</p>