



MULL AND IONA FERRY COMMITTEE
ARRAN FERRY ACTION GROUP

'SAMSO SYSTEM' TICKETING SURVEY
REPORT OF FINDINGS

May 2022

Methodology

Between April 13th and May 8th 2022, two separate online surveys were performed, one by Mull & Iona Ferry Committee, and another by Arran Ferry Action Group.

The questions posed were very similar in both surveys, and we present them here together as a joint publication.

Mull & Iona -

845 responses were received, of which 707 indicated that they were residents of Mull, Iona or nearby surrounding mainland. This represents a sample size of approximately 30% of the adult population.

Respondents not from Mull, Iona or nearby mainland were excluded from the survey.

Arran -

726 responses were received, of which 670 indicated they were residents of Arran, or nearby surrounding mainland. This represents a sample size of approximately 30% of the adult population.

Respondents not from Arran or nearby mainland were excluded from the survey.

Introduction (as used in the survey).

We regularly hear complaints from island residents that they have not been able to buy vehicle tickets for the day or time when they wish to travel, particularly in the summer months when tourist traffic is highest.

The aim of this survey is to establish how island residents have been affected by this problem and to gauge support for a potential solution based on a system used on the Danish island of Samsø.

Samsø is very similar to Mull in size and population. It is also a popular tourist destination, and in the busy summer months there is competition for vehicle space on their ferries between locals and visitors.

In order to overcome that conflict the Samsø ferry company has a different ticket sales policy than that of Caledonian MacBrayne.

CalMac do not differentiate between travellers, and sell all tickets on a first-come-first-served basis. The key criticism of this approach is that most journeys undertaken by island residents (shopping trips, family visits, livestock movements, hospital visits, funerals etc) cannot be planned as far ahead as those undertaken by visitors. Consequently visitors are given preferential access to vehicle tickets over islanders.

By contrast the Samsø system identifies regular (local) users, and reserves space that can only be used by them. This increases the likelihood that a space will be available, regardless of how close to the sailing day a ticket is bought.

One of the reasons that CalMac have given for not changing the system is that there is no clear consensus on the alternative. We think the only answer to that is to ask you. If there is broad support for the Samsø system, we intend to advocate to Transport Scotland, Government and CalMac that the main principles are adopted on the Craignure-Oban and Brodick-Ardrossan routes on a trial basis.

Executive Summary

The survey reports overwhelming and firm dissatisfaction with CalMac's current first-come-first-served ticket sales system. From Mull and Iona respondents, the average satisfaction score was less than 3 out of ten across 707 respondents. On Arran, three quarters of respondents are "not at all satisfied" with the system.

In free-text responses (all of which are included below) this dissatisfaction is illustrated by more than 250 personal reports of how the ferry service and ticketing system impacts on their lives.

The opportunity was taken to seek views on the 'Urgent Medical Appointment Protocol'. The results show that there is widespread ignorance of the scheme. In comments there are many examples of dissatisfaction with its implementation, and evidence that the protocol is not fully understood within CalMac itself.

The fundamental problem with the ticketing system is the inability of islanders to travel at a time of their choosing – this is reflected in the survey results, with more than 40% of respondents able to get a booking on their first choice of sailing 'only rarely'. Up to 10% of respondents report that they were not able to book their first choice of sailing on any occasion in 2021.

The consequence of this inability to travel when desired is reluctance to travel at all. 40% of Mull & Iona respondents, and 64% of Arran respondents report that they are very frequently deterred from travelling as a result.

Support for the proposed 'Samsø System' is overwhelmingly positive. 95% of respondents from Mull & Iona, and 96% of respondents from Arran support the proposal either unchanged or with minor modification.

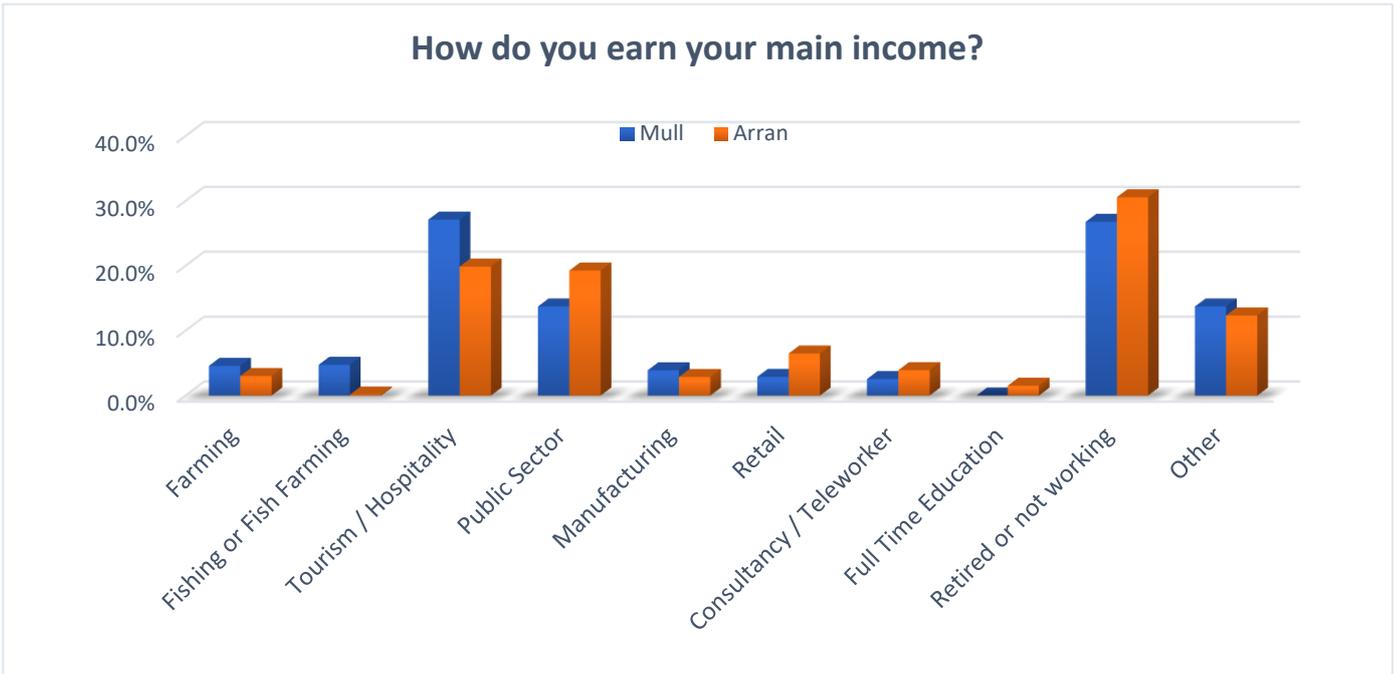
As can be seen from the respondent characteristics chart on page 4, responses from both islands came from a broad spectrum, in terms of economic sector. 20% of Arran respondents earn their income in tourism; and for Mull it is 27%. One suggestion prior to this survey was that it would be difficult to build a booking policy that satisfied both tourist and non-tourist interests. On the contrary, our surveys show that the Samsø System has very strong support across island communities and business interests.

Whilst there is overwhelming support for the Samsø System, there are common adjustments suggested by respondents:

- There is concern about how qualification for a 'Green Card' will be determined, and repeated suggestion that only full-time island residents should qualify.
- More than 50 respondents suggest that local prioritisation should be stronger than outlined in the Samsø System, primarily by also giving Green Card holders priority in the unbooked vehicle queue.

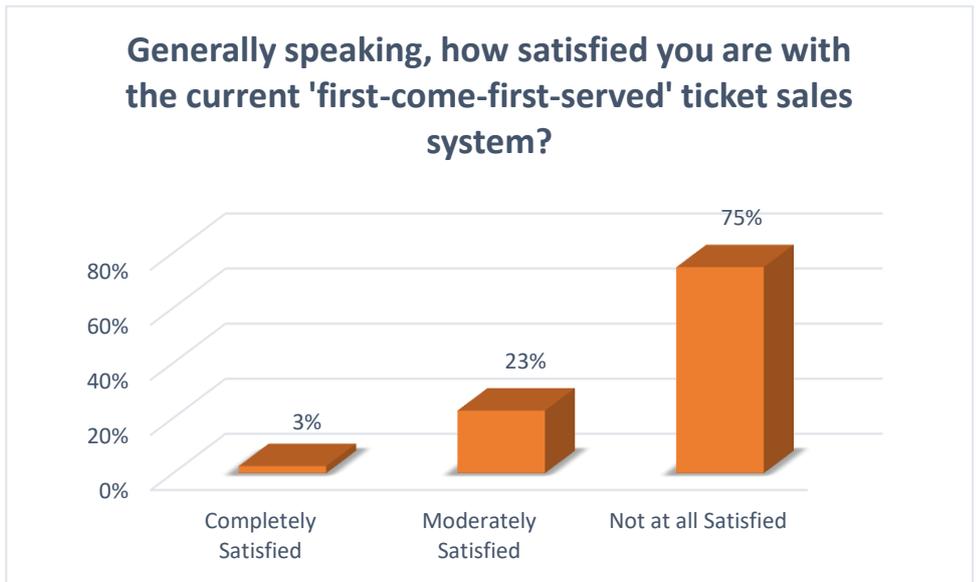
The survey results give us confidence that the Samsø System has strong support on Mull, Iona and Arran. On behalf of all three islands, we urge Scottish Government to move forward in adopting the system. Any change should have trial and stress-testing, and we propose that Mull and Arran have the system adopted on a trial basis for full appraisal and thereafter wider roll-out.

1. Respondent Characteristics

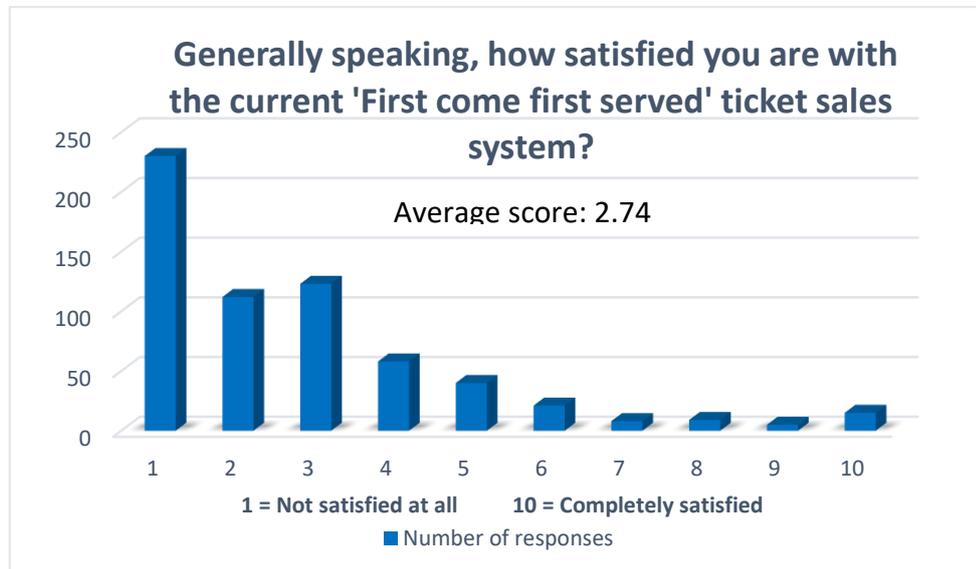


2. General satisfaction with the current system

This question was asked in slightly different ways on each island.
The response for Arran:

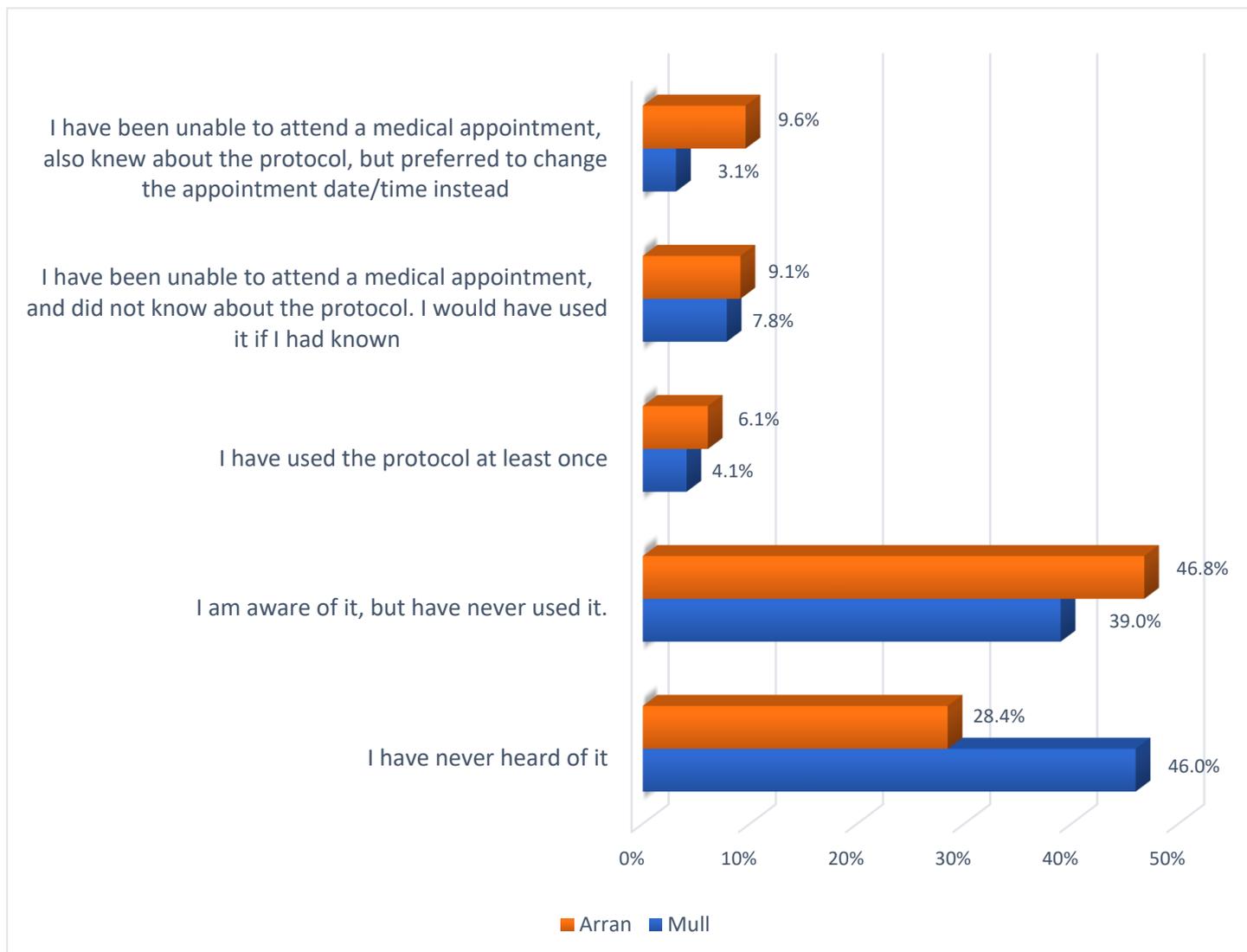


The response for Mull:



3. Awareness of the Urgent Medical Appointment Protocol

CalMac have a system called the 'Urgent Medical Appointments Protocol'. If you have a medical appointment on the mainland that you would choose to drive to, but are unable to get a booking for your car, CalMac will take steps to ensure you can get your car on-board; and if that fails, they will provide you with a taxi for the mainland portion of your journey.



Comments on the Urgent Medical Appointments Protocol

Survey

We were two years going to hospital app calmac never let us down allways got on very good service	MIFC
The urgent medical appointments is great but only guarantees you passage one way, I have had lots of complaints from patients who have no guarantee of getting home amd this causes a lot of anxiety for people who are already ill	MIFC
I tried to use the Urgent Medical Appointments Protocol but the staff at the ticket office did not seem to know about it.	MIFC
On one occasion the GP arranged for the car at short notice but I was refused a booking to come back.	MIFC

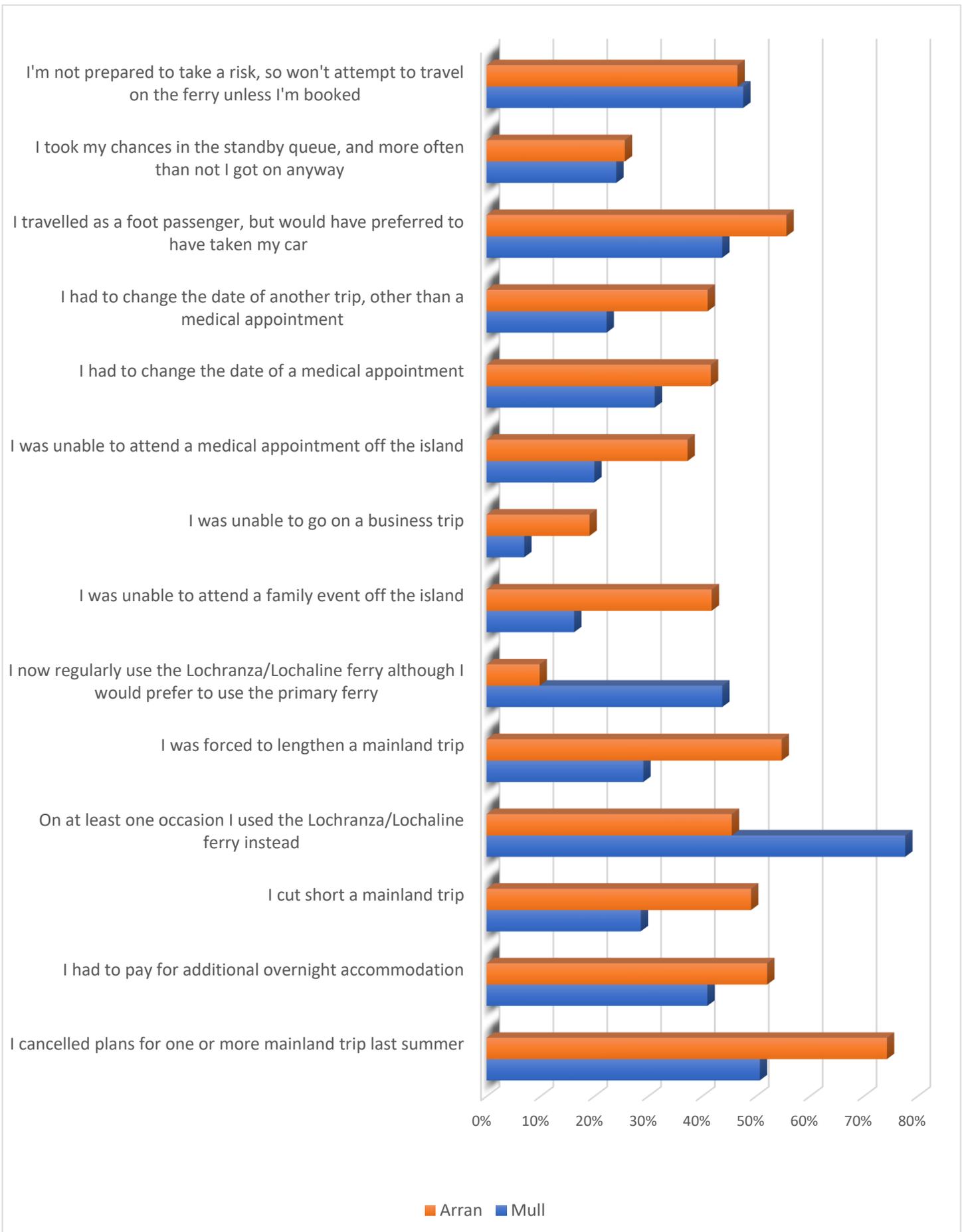
The car was needed in Glasgow as well as just to and fro medical appointment, as we had to stay and get out to eat etc. whilst being in a delicate condition unsuitable for taxis. It meant that both there and back we had to travel the longer route via Lochaline.	MIFC
I am a Blue Badge holder who has to attend Glasgow QEUH for artificial limb provision. I have never heard of the Protocol and have had to change appointment dates to suit ferry availability. Furthermore, I am not able to obtain disabled concessions online and although registered with CalMac as an island resident, I always have to ring to book to ensure lift access and reduced rates of travel for myself and my carer.	MIFC
I was advised by calmac that the protocol was only for use in Oban for foot passengers and only for travelling to, not from, an appointment. My husband had a hospital appointment and travelled via Lochaline so that he could definitely make the appointment in Oban (lesser chance of the ferry being cancelled in the winter). He was subsequently admitted to hospital unexpectedly and overnight following his appointment. I rang calmac to seek help getting him on the Oban ferry the next morning under the protocol and they told me that it only applied to foot passengers if the appointment was in Oban and only applied to the inward journey to the appointment , not the return journey. I was too upset at the time about my husband's medical diagnosis to argue with calmac and booked the first car space available at the end of the day which of course he had to wait at the hospital until that time came around.	MIFC
At what level is a medical appointment considered eligible as 'urgent'?	MIFC
Twice in 2021 I was unable to book a car with a family member driving me and had to change my appointment with no mention of the protocol when phoning Calmac. On a third occasion I was informed about the protocol but decided I didn't want to travel alone by taxi all the way to Paisley and back so we went via Fishnish and all had to book an overnight stay in Oban. NHS covers less than half this cost. What I need is to be able to get a car booked on the Oban Craignure ferry, not a taxi	MIFC
Friends have tried to use this but it didn't work at all	MIFC
When I attempted to invoke the protocol, call handler was new and had never heard of it, so had to consult supervisor who advised that outpatient would have to make their own taxi booking arrangements and keep receipt to reclaim costs. V. unsatisfactory for an outpatient with limited mobility. I explained need for staff to assist with a wheelchair on and off ferry, and space was subsequently found for our community transport vehicle to deliver out patient door to door after all.	MIFC
All of my medical appointments have been routine so far and were rebooked at a later date. However it is a pain as I would say 50% roughly of my appointments since living here have had to be rebooked. Either because of being fully booked, technical issues, ferry cancellations, ferries not able to dock at craignure over night.	MIFC
If appointment in Oban this would be fine but generally further afield Would only want to travel in my own car . Generally have someone with you & have to stay overnight So try & do other things when away	MIFC
Have just turned down medical appointments cos I can't cope with stress trying to sail & not sure of sailing there or back.	MIFC
As a nurse working in Oban I cared for many patients who had to attend frequent appointments on the mainland and getting ferry bookings through the summer months caused great stress and worry. Although this option is available, it still has a huge element of uncertainty for people and leaves them uneasy.	MIFC
Got hospital appointment coming up and have been put on wait list, which am still on. I asked about priority for hospital patients and apparently there isn't any. May end up having to go via Lochaline, additional driving not great for someone who is unwell. Appointment is in Glasgow, do Calmac really offer a taxi service there and back?!	MIFC
Should not have to make alternative arrangements for medical appointments.	MIFC
We were 5 mins late for check in and even though we were going to a medical appointment in Glasgow we had waited near 2 years for we were put at the back of standby lane . Staff really had no interest in our situation .. we did not get on the ferry and missed a very important appointment	MIFC
Protocol is not suitable alternative to take frail elderly relative to hospital especially when asked to wait in your car until called into hospital	MIFC
We did not take advantage of the Protocol following an operation in Glasgow. We returned via Lochaline as we did not realise we could ask for it.	MIFC
But as I understand it does not cover the return journey, so if your incapacitated after your appoint eg joint surgery are you expected to use public transport?	MIFC

I told the operator on more than one occasion that I had a hospital appointment I had to cancel twice then my husband had to cancel twice only to have to go on as a passenger or he would have had to cancel for a third time we're both in our 70s and have had the extra expense of a taxi , apart from it being totally unfair to locals it's also unfair to the hospital !!!	MIFC
I am aware of it but Would not know how to use it or who to contact	MIFC
Urgency isn't the only criterion of importance, and sometimes deferring one or more appointments means very long delay, with significant health and practical consequences	MIFC
This is only for appointments created at short notice. If you know of an appointment 2 weeks ahead this does not apply, but there are still no spaces. I have found the local staff very helpful in this situation and the have advised of the time and ferry I might get on and I have gone on the waiting list. Not everyone is as comfortable not having a fixed plan. I was also lucky my appointment time fitted the ferry - because I asked for it and therefor only needed a 1 night stay away.	MIFC
Staff were not able to help with assisting me get on ferry to make an appointment as nothing was available.	MIFC
Only applies to 'urgent' appts within 7 days, even with more notice car space haven't been available and no alternative transport offered.	MIFC
Often don't book ferries immediately for medical appointments as, ideally, you know nearer the time whether you need to combine off-island trip with shopping/other mainland errands, visits or purposes	MIFC
Wanted to take my own car rather than a taxi due to covid	MIFC
My in-laws had to change an appointment because, even though they knew about the protocol, they were still told that they couldn't get the car on!	MIFC
Often not feasible option if need own transport for additional activity as part of journey off island. Therefore normally have to resort to leaving far earlier than required and/or going off Lochaline.	MIFC
Even when a friend knew about it there wasn't availability.	MIFC
Recently I missed four "VERY URGENT" appointments for an MRI scan. These were due to weather and faults with the ferry.	AFAG
A taxi to get to / from a medical appointment is nowhere near an acceptable alternative to taking your own car	AFAG
Even though I had a medical appointment I still couldn't book my car on - was told it was full	AFAG
I have tried to use it on many occasions but the staff insist that no such agreement exists. I have even had letters from doctors and oncologists etc.	AFAG
I have heard of the protocol but it involves taking a taxi at the other side. This is not convenient with a baby and toddler in tow especially with prams and car seats etc. Also I feel rather uncomfortable as a younger female In a taxi alone with a stranger	AFAG
Because of being disabled I'm unable to use this version of having a taxi, so I have to cancel cancer appointments which are difficult to get rebooted.	AFAG
This service only works if you have to get to an appointment the next day and you have just been given the emergency appointment. It is of no use when you are booking 1-4 weeks in advance depending on when your appointment is!	AFAG
I have no faith nor confidence in anything Calmac say or do, so much prefer to organise everything myself even it means that it inconveniences me.	AFAG
Protocol only covers foot passengers, Health issues mean the car is required to get on and off the ferry, the protocol should be for car and passenger. There is an issue of privacy breached even by having to refer to the protocol when trying to use what should be our road, something we were promised in 1990 with the (then) new ferry service discussions.	AFAG
This only partly solves the problem. I needed a hip replacement op but in the period before the operation I didn't just need a taxi. I couldn't be sure of a car parking space at Brodick ferry terminal. I was unable to walk from other parking areas or from the bus station. In addition a taxi would restrict me to that one journey only. Most islanders plan to fulfil several off island things both before and after medical appointments and thus need a car.	AFAG
The protocol does not cover getting back from an appointment or getting back if one has been in hospital.	AFAG
Port staff at Brodick showed little empathy to helping me get off the island when my Mum died, despite Cal Mac cancelling my booking and reverting to first come, first served basis. August 2021. MSP and Minister of Transport intervened aided by Robbie Drummond	AFAG
Ill people not having priority to return from appointments for which they have been given medical priority makes a mockery of this protocol.	AFAG
I was still unable to get a booking despite explaining it was for a medical appointment	AFAG

I have told staff when unsuccessfully booking the car that it was for a hospital appointment but they have never reminded me of this protocol - I think they should.	AFAG
I have patients who have been told that they cannot get booked on despite having medical appointments. I have NO faith in your system.	AFAG
I am aware of the protocol. However, due to medical conditions I cannot travel without my vehicle. I have NEVER been able to travel with my vehicle using the protocol, despite claims that CalMac "will take steps to ensure we can travel with our vehicles". I have seen standby travellers with vehicles, get on crossings that I could not get on for urgent appointments.	AFAG
You can get off with a car....but no allowance for returning....?	AFAG
I want to be able to take my car and not have to sit in another vehicle with someone who may be a carrier of Covid and not be aware that they are.	AFAG
Did not use it during Covid as unsure re cleanliness/sanitising of taxis. I am immuno compromised so need my own car.	AFAG
I was told i would need to get a taxi to Crosshouse hospital and pay for it and then claim it back from Calmac. I had a hospital appointment letter and was told this was what i had to do.	AFAG
I rarely leave island due to ferry worries and not being able to afford overnight acc on mainland. Also when i go over i fill the day to make cost worthwhile. Only time i used medical protocol i could only do foot passenger and taxi - but had arranged 4 different appointments in the same day - hospital, dental, hearing and phone replacement - and taxi NOT available to do all of these so had to cancel 3 out of the 4.	AFAG
It is not always practical to travel by taxi to/from hospital appt, depending on your medical condition. Covid restrictions meant you could not enter hospital until just before appt time and accompanying person could not enter - where were you supposed to wait?	AFAG
I tried to use it last year as I had received a medical appointment 14 days ahead, ferry full but was told by Calmac it could only be used within 7 days. Should not be time limited.	AFAG
Not being able to take your own transport, when you're sporting a disability, just makes traveling too difficult to manage. Extra arranging, changing and worrying are really off putting.	AFAG
As I also have to arrange childcare and have a disabled child we require our car	AFAG
It's hearsay from a few people that they contacted CalMac with medical appt/full ferry issues, and were told it couldn't be helped, despite the oft repeated statements they'd always help.	MIFC

It is clear from the comments above that the protocol is often not understood well by either passengers or CalMac staff. There also seems to be reluctance to use the protocol, and many comments from people who are dissatisfied with it as a solution for their urgent medical travel needs.

4. Common impacts



Respondents' notable examples of the impact of the current booking system

The inconvenience and expense of travelling a day early or late as a result of not being able to travel on the required date is unacceptable.	MIFC
I visit my elderly parents who both have dementia and live on mainland Argyll frequently. The inability to book a ferry HUGELY adds to my stress levels.	MIFC
Very reluctant now to travel off the island due to being unable to book the ferries I want and the danger of the return ferry to Mull being cancelled at short notice and being left stranded in Oban with no overnight baggage or being able to find accommodation. Dire situation!	MIFC
My mum was suddenly taken in to hospital and I couldn't get booked on the ferry to go and see her.	MIFC
I was unable to attend the funeral of my oldest friends father. I couldn't get on the Oban ferry and as it was peak season couldn't risk how long I'd have to wait at Loch Aline as I still had an 8 hour drive afterwards. There were no spaces on any Oban ferries other than last one of the day over a 4 day period I looked at. We urgently needed a new fridge freezer and to get it in situ in time meant picking it up from Oban ourselves, to do this we had to take the LochAline ferry both ways.	MIFC
My husband regularly travels to work on the mainland and abroad. He has had to go via Lochaline, which adds a substantial amount of driving to already arduous trips (as well as time) it's pretty inconvenient having to go via Lochaline when your destination is Campbeltown. He has also had to travel a day earlier to guarantee making it for a flight and has incurred overnight costs because of that.	MIFC
Plan to go and see family after not having seen them for a long time due to covid and couldn't get a ferry to suit my timetable	MIFC
I had to attend a family funeral without taking my car over to Oban as I couldn't get my car booked. I had to get the first ferry or I would miss the whole thing. A day that was very wet. It was made much worse for not getting booked on. The cemetery is out of town. It would've been nice to have had my car on this occasion.	MIFC
You can rarely commit to something social/business/health as there's always the nagging feeling -	MIFC
on numerous occasions my partner has had to cut a job short to try to get home earlier than anticipated due to lack of availability. He has also missed check in times as a result of having to travel long distances at shorter notice than anticipated and then not got home. He has taken chances in the standby queue and not been successful. He wishes there was a better way to make a decision at Tyndrum on the chances of getting on without a booking via Oban, or reroute to Lochaline. All of the above incur additional costs, are detrimental to business as firm plans for travel are difficult without a booking. Last minute business opportunities are almost out of the question as it is no longer viable to be impulsive, as travel without a booking is almost impossible. The list is endless	MIFC
Calmac are caring and go ott for its mull residents brilliant	MIFC
Having to go to Oban regularly for medical treatment we could not always get booked on through CalMac system but the staff at Craignure went out their way to help us	MIFC
It has affected many trips amd family get togethers, I am anxious about this summer already as every event can't be planned for amd there is no give in the booking system for such events	MIFC
I have had to go standby for my three weekly chemo treatment, medical protocol did not apply as I new the dates more than 2 weeks in advance, very stressful	MIFC
It can be quite stressful knowing that I am likely to have problems getting a ferry booking when I need it, I have elderly frail family which I need/might need to visit at very short notice.	MIFC
Was not able to meet my child from school in Oban because I could not get booked on.	MIFC
Partner had to stay overnight in Oban in more than one occasion	MIFC
I have been very unwell requiring hospital urgent visits during the last 12 months and as I was unable to book our car onto the ferry we had to resort to standby to be able to get to Oban on more than one occasion. Including returning from a hospital stay of ten days. The booking system is extremely unfair to residents who have legitimate urgent reasons to travel at short notice to Oban. The crew at the port however are very good and understanding.	MIFC

I was returning to Mull after a hip replacement and did not want to take the longer , Fishnish, journey. Decisions about discharge are taken with little warning so we had the extra worry of not being able to get back the day I was discharged. I did get the Oban ferry as managed to persuade the hospital to keep me in an extra day	MIFC
Apart from bookings it's the amount of cancellations that is a real worry. Years ago there were very very few cancelations	MIFC
Family having to book different holiday dates because the ferry's are fully booked for what seems to be 3-4 months.	MIFC
In the passed on a call out with my search and rescue dog have been turned away from a sailing. Even though it has been a SARDA call out to search for a missing person.	MIFC
Family member air-lifted off and had to go via Lochaline as Oban "full" which adds to cost and length of journey	MIFC
it was a nightmare trying to line up maternity appointments with ferries and taking time off work. Often had to move or cancel.	MIFC
There are too many examples to list. A shambles unless you can plan months ahead	MIFC
I have friends & family who have moved off the island for work + mental health issues for the simple reason that island residents are treated as 2nd class citizens which makes life difficult. Want to plan something a few days before hand or make a last minute visit to a friend over on the mainland?...No chance. Want to attend an event that you've just seen & is in a few weeks?...No chance. Want to have family or friends come visit in a few weeks?...No chance in hell! Want to be happy, do all the things you want with reasonable ease, see friends & family more easily, not have to book travel weeks in advance?...Give up your roots & move to the mainland so you don't have to live life on an island prison because CalMac treat you as a foreigner even though you live/work there.	MIFC
We left the car at Craignure and a wheelchair was provided fro my husband who was being admitted to Oban hospital. But we organised the taxi ourselves and I returned as a foot passenger.	MIFC
It has been difficult to attend dental appointments in Oban and return on the same day due lack of ferry space. On other journeys during the summer I have to use the Lochaline crossing even though this adds a lot of fuel and driving time to the journey.	MIFC
I know several people who have had to change their date of travel because they could not get booked on the day of their choice.	MIFC
on 22.04.2022 I have tried to get a booking on 4th June 2022 on the 8.40 AM to get to Dalmally as I am selling cattle but can only get wait listed. This means I may have to go by Lochaline which is a v long way round	MIFC
Having to go round the longer Lochaline route with no guarantee of getting a space	MIFC
I am fortunate, because I am retired I have more flexibility in the times and dates when I wish to travel. There have been occasions when I could not book on my first choice ferry so I have opted for an alternative.	MIFC
Running Shellfish off the Island to Oban on last minute orders usually entails having to go via Fishnish/ Lochaline — a long all day route just to get to Oban and back	MIFC
One of my friends in Salen was in the latter stages of cancer (he has since died) and had to travel via Lochaline in pain all the way. The lack of service has restricted my life and shut down thoughts of going off island as much as I would like to.	MIFC
On at least two occasions we had to take the car or white goods for service in Oban when we had to travel to and from Lochaline.	MIFC
unable to attend an organised function.	MIFC
My brother was returning to Mull and the boat was cancelled. He took the decision to drive to Lochaline but was too late for the last boat. He had difficulty finding accommodation for him and his wife who has a serious health condition.	MIFC
I have had to defer hospital appointments for my artificial limb provision in Glasgow	MIFC
When your parents are dying as both of mine did last year you don't want to have to be fearful that you cannot quickly leave the island in time to be with them when doctors advise.	MIFC
I have lost business at times due to customers being unable to get booked on the Mull ferry, however this might be considered a capacity issue rather than a booking one?	MIFC

I have a partner and child in Glasgow. I have to travel there regularly and sometimes with not much notice. I book ferries WELL in advance but this is really the only way I can do it. Otherwise I travel via Lochaline or take my chances in the unreserved queue.	MIFC
Unable to book on early evening ferry on a Friday and could not take chance to travel in case late Friday ferry was cancelled. Late ferry was cancelled often at short notice.	MIFC
Umpteen direct and indirect logistical problems have occurred in relation to supplies her arriving or leaving our distillery - delays and difficulty booking ferries has inevitably incurred 3rd party costs to other carriers resulting in eating away our profits or us needing to travel via lochalaine - either way the ferry service and the difficulty in being able to use it at medium to short notice is crippling for our distillery and production costs and logistics	MIFC
I have had to travel via Lochaline to Oban and back on several occasions	MIFC
Frequently having to change plans due to unreliability of ferry service	MIFC
We have to take our car to Oban to buy goods for our business , and very very very difficult in the summer as it is always booked by tourists !	MIFC
Business meetings, hospital appointment's and shopping trips are very difficult to arrange during the summer timetable and cause considerable disruption to island life.	MIFC
A few of our B&B guests have had difficulty booking their preferred ferry times, even well in advance. That's reflection more on the lack of capacity than on the booking system itself.	MIFC
Taking an infirm relative to Hospital appointments via Lochaline even in October via lochalaine due to no space available on the Oban boat	MIFC
Recently a friend had to be helicoptered off because they couldn't get a space for the ambulance on the ferry	MIFC
Unable to get to the livestock auctions. Unable to book for a medical appointment.	MIFC
Multiple hotel cancellations from guests being informed by Calmac that sailings are full when there is plenty of space on the boat.	MIFC
Friend unable to attend a medical appointment and at one point 2021 you couldn't get off island via Craignure for even as foot passenger - a lot of locals were complaining about the booking system	MIFC
We have to plan far further in advance than if we lived on the mainland	MIFC
Dental appointment in Oban for implant surgery. The surgeon only comes to Oban once a month. I could not get there and back in one day as could not get a booking. Had to stay overnight to make the appointment.	MIFC
I needed to book van hire, ferry, house clearance and coordinate with a family member who was travelling from another distant part of UK. Planning and getting a set of bookings for each of these services that worked was a stressful challenge. It was made all the harder by needing to book ferries by phone to get concession ticket prices.	MIFC
I have a health problem, it is very worrying not to be able to access hospital appointments and affects the continuation of treatment	MIFC
I needed to travel off island to help my mum sort dads belongings after his death, and spread his ashes... she had to wait 6 months for this as I couldn't get booked on a ferry that coincided with our planned dates...	MIFC
Some days we have not been able to get booked on certain ferries for my mums chemo treatment/hospital appointments in Oban	MIFC
Mainly medical (hospital and opticians) have had to be changed due to full ferry.	MIFC
Had to chemo and couldn't make it	MIFC
We operate a significant business from offices in Craignure and Oban, therefore we require to make extensive use of this service. We constantly have employee's requiring to travel often with vehicles or trucks and the inefficient imposed on our business during the past couple of years has been huge. If there is no sign of improvement in the near future we will have to consider closing our Mull office.	MIFC
I had to go off island on the first ferry as every other ferry was booked, although I could of left later in the day. Causing my partner and I to take an additional days holiday from work.	MIFC
It's impossible to book online for a concession ticket	MIFC
Outpatient / passenger in situation described above would have cancelled his appointment, had I not taken time to champion his need.	MIFC

My grandfather had to re schedule 3 times a hospital appointment, as a family we believe this had a detrimental effect on he cancer treatment as it developed quickly. I feel there is a real disconnect between those running Calmac and the islanders they are paired to serve.	MIFC
My husband and son travel regularly to DTL shooting competitions all over Scotland. It is so difficult and often impossible to get bookings for them to travel via Oban, adding miles and hours to their journeys as well as often overnight stays. This all impacts heavily on the cost of their trips.	MIFC
Often my family visiting have to find a parking space on oban when they can't find a place on ferry	MIFC
When travelling with my trailer for work I'll just make the long journey via Lochaline to get to Oban. It's a lot of driving and involves 2 ferries but at least I know I'll get on if you've got a deadline you can't sit in standby and just accept you may get the next one the stress is too much.	MIFC
I was unable to get booked on the ferry for a friends funeral on Mull in 2021. I am originally from Mull and now live in Oban.	MIFC
I moved from dumfries and galloway 3 years ago my father took seriously unwell in the truck July 2021 down in Liverpool I couldn't get booked on the ferry for 2 week and going for standby was impossible at Craignure as it was constantly full! Travelling via Lochaline added nearly 3 hours on the journey!	MIFC
Coming from Gometra, its a three hour trip just to reach Craignure, so catching a ferry require a lot of logistics and we are restricted to mid morning to mid afternoon ferries, as otherwise we can't cross over to Ulva. Many hospital appointments require us to sleep in the car overnight in order to catch a ferry in time to reach Oban. I had to cancel one cancer checkup in September last year because I couldn't get a booking on any ferry that day, even though I tried a week in advance.	MIFC
I had to take my chances in the standby queue every time I wanted off the island last summer! It's very unnerving not knowing if you're going to get off the island!	MIFC
Having to book overnight accommodation in Oban frequently due to regular cancellation of late and early boats.	MIFC
Returning having just had a baby, I obviously couldn't book in advance because my babies arrival was unknown. The ferry was full booked and we ended up waiting in the overflow queue for 6 hours. No concession was made that we had a two day old baby, a two year old and I had just undergone major surgery and we were trying two get home.	MIFC
I have mobility issues so need to use the car when travelling to the mainland. Also, as a trip to the mainland is a day-long event if both myself and my husband travel together we need to take the dog and this means we need to have the car with us. If we need to make a trip that is unplanned to Oban it is virtually impossible in the summer months and this is extremely concerning. We also have two elderly relatives on the mainland so unexpected trips are becoming more of a frequent concern.	MIFC
Previously tried to get off for a family emergency but craignure wouldn't let me on as ferry was full	MIFC
Required urgent repairs to my car and was only able to get to Oban and was unable to get a ferry back. So had to take a detour to lochaline	MIFC
I missed a medical appointment in Glasgow which I was given the day before as an emergency. I also had to go via Lochaline for a funeral in England even though I was given 10 days notice of date. 2 days either side were fully booked.	MIFC
Had to leave a night early for an appointment meaning I had to pay for a nights accommodation.	MIFC
its not a particular example more that any unexpected or short notice travel plans have had to be changed or cancelled	MIFC
The effect is not necessarily immediate or obvious, but is more the constant erosion of amenity to the islands. Combined with the erosion of other services it makes the sustainability of the island community increasingly questionable.	MIFC
When trying to attend my husbands cremation could not get a space for me or my family	MIFC
It's just very frustrating and inconvenient.	MIFC
My colleague's husband had a serious operation. The GP was concerned about the wound and insisted that they travel to the mainland to have it checked, instructing them to leave immediately although this was by car and not an emergency ambulance journey. Despite explaining the situation in Craignure they were told to go in the unbooked queue and had to hope to get on (which they did but not without a lot of stress). This was a medical situation which could happen to any islander yet there is no provision in place.	MIFC

Specifically we delayed a visit to have our baby scan. The ferry we were booked on was cancelled, then the follow up was full. My wife was not up for walking to the hospital as she was at this point pretty big	MIFC
Don't travel Craignure to Oban unless absolutely necessary	MIFC
It makes me very reluctant to try and go off island.	MIFC
On weekend from the RAH I managed to get off via Kilchoan as I was able to drive but went early and stayed in hotel at own expense	MIFC
As mentioned above....even CalMac employees on mull struggle to get booked....constantly juggling travel plans to get to another Crew Change over on time	MIFC
Had to use the lochaline ferry to attend hospital In Glasgow as no space on the Oban. We were going to come back on a later crossing at Oban the next day, we chose not to because of the risk of cancellation. We went home via Lochaline - oban ferry was cancelled so we made the right choice!!	MIFC
Twice had to go Loch A hospital app , as didn't want to risk not getting on Oban boat. Due to my medical condition , the roads up to Corrin very uncomfortable for me	MIFC
Had to leave island a day earlier than planned with additional expense.	MIFC
Had to go from fishnish for a hospital appointment in Glasgow as ferry cancelled from craignure added a lot of time to the journey didn't want to cancel appointment as it was urgent	MIFC
It is very stressful when I can't book to bring my car as the ferry is always booked during the tourists season Find it very frustrating when the ferry is a lifeline to mainland when living on an island makes me feel trapped	MIFC
Attending a funeral	MIFC
Have had to go over as a foot passenger when needed the car. Also had to go on a mainland trip a day early.	MIFC
sometimes you have to take a different time slot than wanted, which adds stress to your journey.	MIFC
I had to take more annual leave than necessary to enable me to travel off Iona as preferred ferries were fully booked.	MIFC
My parents are elderly (101 and 94) and live in Edinburgh. They sometimes urgently need me to visit and help them in their home. My main worry is not being able to book a ferry to travel to see them in a reasonable timescale.	MIFC
Needing to go to Oban, tried booking days ahead, got 2nd standby but no cancellation so had to go via Lochaline and Corran.	MIFC
I had booked opticians and hairdresser to fit on the same day as a scan at oban hospital but had to cancel hair and rearrange scan and opticians as I couldn't book the relevant ferries.	MIFC
Had to leave a day early to ensure a booking to get me to a hospital appointment in glasgow	MIFC
I'm a pensioner & through-out the last 2 years i have only been to Oban for Essential medical trips. This is because I just can't cope with the constantly altering sailings & general complications that are associated with trying to book a trip. When I have gone to Oban I suffer vast anxiety before the sailing & during the day cos I can't afford to have a night's stay anywhere. This means I've had to do all my grocery shopping at very expensive local village shops.	MIFC
As a nurse living on Mull and working in Oban/Connel/Fort William areas it greatly affected and cut down on my down time between shifts as I frequently had to get an earlier ferry than required and a later ferry after work. Many times when travelling for nightshift I have had to catch a mid afternoon ferry to be certain I would get on a ferry and make my shift and likewise often couldn't get the first suitable ferry to come home in the morning meaning I have gone about 22hrs door to door to carry out a 12hr shift. While I often would make do without a vehicle to avoid these long wasted hours either end of my shift this wasn't always possible when working late hours or in different locations.	MIFC
see above, and there will be more hospital trips over the next months - the added stress of not knowing if you can get a ferry is awful and happens to too many island residents	MIFC
Probably every 5th journey has necessitated going the long way round via Corran	MIFC
Lost an appointment because I couldn't get a ferry place	MIFC
No issues always get booked with no problem	MIFC
More often than not, a trip to the mainland is something that requires a full day, en if it's only for a ten minute appointment. When people have to work and arrange appointments around one day off in the week, it makes it almost impossible to do. It's also infuriating seeing upteen camper and coming off the boat which require more space than cars, when there are islanders desperate for a space.	MIFC

I needed to get to the cash and carry to replenish stocks but couldn't get a ferry to Oban and back. Ended up going lochaline there and Oban back. That day the lochaline ferry had broken down so we ended up with about 20 minutes to shop and had to return a few weeks later.	MIFC
We have an electric car with a range of 80-100 miles. Given the lack of [functioning] rapid charging stations on the Lochaline-Glencoe-Tyndrum-route, we can only "safely" travel to Glasgow or Edinburgh via Oban. The lack of availability on this route in summer is therefore a considerable barrier to travel to those destinations for us.	MIFC
Not easy to book dental or optician appointments, having to use taxi in Oban because couldn't get car over for business and hospital reasons	MIFC
Just inconvenient postponed trips	MIFC
I thought I would have to change the date if my husband's funeral.	MIFC
We have had to go via Lochaline numerous times and then drive round to Creran to work on our boat.	MIFC
Couldn't visit my mom in hospital in Birmingham unless I added 4 more hours to my round trip	MIFC
Made it difficult to do spontaneous journeys	MIFC
Constant problem getting a ferry of choice Craignure to Oban and return	MIFC
Have always been. "Hit and hope" when making a booking via Oban in the summer time. If we can get a booking great, but we do have two other ferries that we can use to get to the mainland.	MIFC
Daughter competing in school rugby tournament was too late for last ferry on Sunday so we had to stay in Oban at a cost of £200.... Only to discover there were no ferries available to book from Oban at any time on Monday. This was over a week before the date of travel on the winter timetable. Had to send her over to mull herself on the Monday morning to catch bus and then to travel onwards to lochaline ourselves. Daughter had to leave ferry via car deck and advised it was less than half full! Not an acceptable service nor is it reliable.	MIFC
On several occasions I have been forced to spend 2 nights in a mainland hotel prior to catching a flight for a holiday. This is an added expense that I really don't need.	MIFC
We now use Fishnish ferry for all travel ... it longer travel but far less hassel	MIFC
regularly use Lochaline ferry as chances of getting an Oban booking in time to reach Glasgow hospital appointments were pretty slim last summer. Incurred one or two nights accommodation in order to make appointments	MIFC
No flexibility to change ferry bookings if plans had to change.	MIFC
Going to the mainland to meet friends, go shopping, collect deliveries not directly brought to the island have all been compromised due to not being able to book last minute! Ferry cancellations have compounded the problems to a great degree. The need to leave, for islanders, is often short dated. Appointments, bereavements, other sensitive and upsetting events are made more difficult by the inaction of Calmac to redress the ticket issue for local people.	MIFC
Never has staff are always helpful	MIFC
It's impossible to get Saturday bookings	MIFC
Unable to take terminally ill relative to cancer clinic	MIFC
Had to go Lochaline way and unable to go to our storage facility in Oban as planned	MIFC
Family members having to travel to Lochaline after a long journey as unable to get a booking on the Oban/Craignure ferry.	MIFC
When taking a horse away for a last minute(doesn't even need to be last minute booking is impossible with months notice) competition we aren't able to get booked and going Lochaline isn't ideal when your towing and have to add on the miles. Also it's an animal welfare issue if we can't get back home, so it can be off putting going away in the risk of being stuck in oban with an animal.	MIFC
We had to return via Lochaline as all boats booked. This is now more expensive because of the cost of the Corran ferry	MIFC
Unable to attend a funeral	MIFC
Missed funerals	MIFC
To visit my partner in hospital could not get car space	MIFC
Going to a funeral in England involved an additional overnight stay in one direction and a long diversion to Lochaline in the other.	MIFC
Have arrived at Oban unexpectedly early but had to travel to Loch Aline for a ferry to avoid a lengthy wait, due to volume of tourist traffic.	MIFC

Too many to mention!	MIFC
Had to pay for an overnight stay as unable to travel only required	MIFC
I had a medical appointment which happened to be on the day the ferries opened up to tourist traffic after lockdown 2020, my appointment only came through the post 3 days before and I was unable to book a boat off the island to attend. The next available appointment was 3 months later in October 2020, at this appointment I was diagnosed with cancer. My cancer diagnosis and treatment was delayed by 3 months because I was unable to book a ferry to attend the original appointment. The ferry is first and foremost a lifeline service. The current first come first served is not good enough.	MIFC
For someone who works full time and can therefore only leave Mull at the weekend for shopping, family visits or appointments, that was effectively impossible via the Oban-Craignure route during the summer of 2021, as weekends (and even weekdays!) were fully booked for months in advance. That sounds like an exaggeration, but it really was that bad. Impossible to see why CalMac can't keep some space back for local people who can't plan everything six months ahead - particularly as a so-called lifeline service. People have been asking for this as long as I have lived on Mull and yet it hasn't happened.	MIFC
I had a major emergency operation in Oban on Friday night. My husband got over from Craignure to Oban on Saturday but had to be back on Mull the same day because of animals. He was unable to get back to Mull via Oban and had to drive around to Lochaline in the hope he would get back that way. Extra stress (and expense in these times of rising fuel costs, and cost of Corran Ferry) that he certainly shouldn't have to bear so someone can have a holiday booking!	MIFC
Both my husband and I have had to cancel hospital appointments which were very important my husband was rushed to Glasgow with internal bleeding at the end of last year he missed two appointments because of CalMac who was made aware of why we needed to get to Oban then the same happened to me I'm just recovering from cancer and like David I needed to get an appointment with the surgeon and we were very stressed out waiting for more appointments to come through then another cancellation I'm going for my 3 appointment tomorrow I'm just praying this also doesn't get cancelled. We start stressing on the run up to the sailing just watching the internet wondering if we will actually get to the hospital this time. It's totally unacceptable!!	MIFC
I childmind quite frequently off island and have had to go a day earlier as all ferries were booked	MIFC
Its hard to be spontaneous if you can't get away or home again	MIFC
To be able to attend sporting competitions with a trailer resulted in 3hr detour	MIFC
I had to present proof of identity in person for a change of address at my bank (HSBC, off island). Because there was no availability for car space on the Oban ferry I had to stay in a hotel overnight and lost 2 days work. It cost me +/- £450.00 in last earnings purely because I could not get a space on the ferry.	MIFC
trying to book an urgent ferry for a meeting that afterwards had to be changed twice due to non availability of vehicle spaces	MIFC
1) delayed medical treatment 2) longer drive time, mileage and cost for trips to Glasgow	MIFC
WE HAVE HAD TO CANCELLED APPOINTMENTS FOR SCANS AND DENTIST ITS NOT ON WHEN I GET APP I TRY TO BOOK BUT THEY COULD GET US THERE BUT NOT GET US BACK JUST STUPID.	MIFC
Both me and my partner have either had to leave home a day early or missed the work entirely due to not being able to get booked on the Oban ferry.	MIFC
Frequently had to travel on Lochaline ferry and add an extra hour to journey for elderly fathers hospital appointment. Father unable to attend scheduled surgery due to ferry cancellations	MIFC
I have had to cancel or postpone work courses, other time colleagues from the mainland have been unable to attend to assist in urgent work	MIFC
Having to change medical appointments to avoid having to pay extra for overnight accommodation. Had to use Lochaline ferry to get to Oban for important appointments.	MIFC
We have booked an overnight stay in Oban for our return from our son's wedding in July as we don't trust CalMac to run the late boat on the Saturday evening. They cancel it more often than it runs!	MIFC
Regular overnight stays in Oban due to inability to access the ferry...very costly exercise!!	MIFC

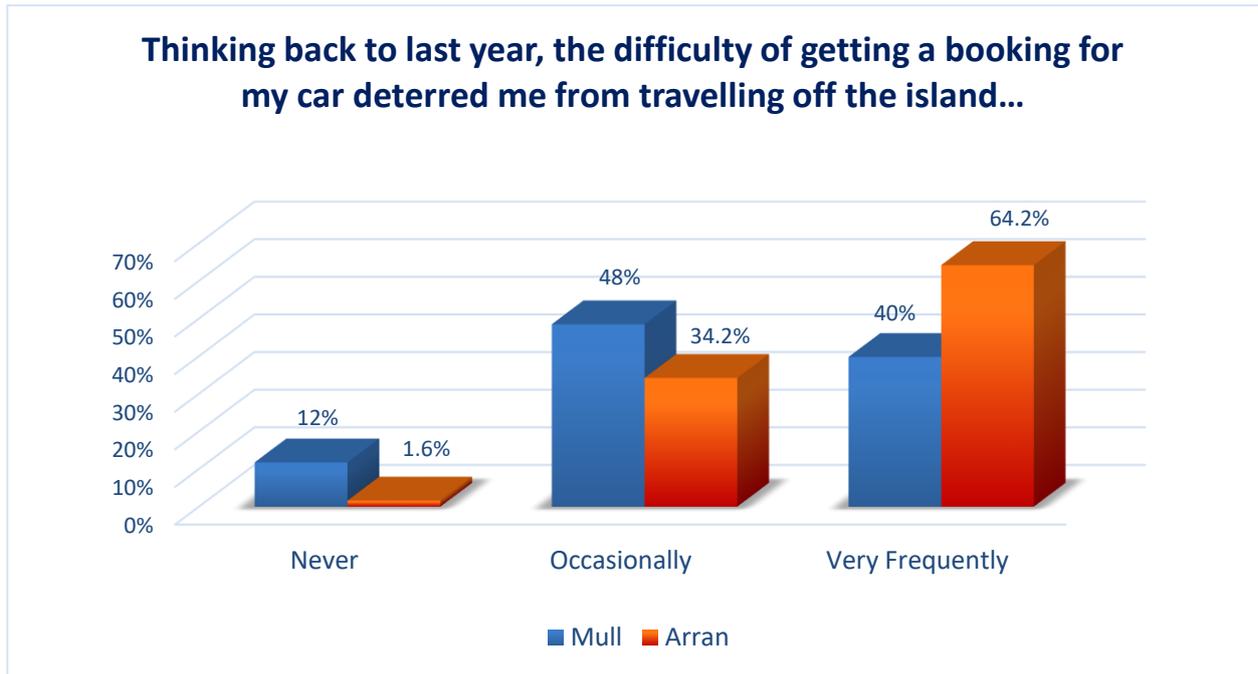
My parents come to visit me and my sister if they can't get the Oban ferry and have extra driving by lochaline they will not stop to see me as they worry about getting away.i miss family visits because the ferry is unbookable. They do not live on the island, but don't plan visits 6months ahead. It makes it harder for me to ask for childcare as they have to consider the ferry/ extra travel by la in whether they can come.	MIFC
My elderly father has decided to stop getting his dental care because I cannot guarantee to get him to the appointment on time he gets very upset if things are not running smoothly he suffers with depression and the ability to have everything organised or not can set it off.	MIFC
Trying to get away to do shopping became ridiculous. We had to rely on friends/family on the mainland to get it to us.	MIFC
I had a medical recall after a diagnostic test. I couldn't get a booking on the Craignure to Oban ferry and had to go via Lochaline. This added to the stress that I was already experiencing.	MIFC
Had to use alternate route on several occasions	MIFC
I had to carry a 25kg dog onto the boat after emergency surgery in Oban as I couldn't get the car booked on the boat. The Lochaline ferry wasn't running that day either due to technical issues.	MIFC
Having to travel via Lochaline to attend medical appointment has been difficult and caused undue exhaustion and stress.	MIFC
Customers have had food, drink and other essential delivery's delayed due to difficulties getting on boats	MIFC
Regularly needing to travel a long distance to provide care for elderly parents and knowing the difficulty getting a booking has added further stress to a difficult situation. On numerous occasions I have been unable to get a booking on the required date and time and had to either travel late into the night or go via Lochaline, extending an already long journey.	MIFC
I was collecting kayaking equipment for the community kayaking club and the earliest booking I could get on a Saturday (my only day off) was 7 weeks away. I had to carry 6 large heavy boxes by hand. Oban office said they would send the luggage van to the terminal building. They ferry was about to depart and still no van. I had to sprint back and forth to via the linkspan (Coruisk). To have such stress while volunteering for my community made me so fed up that I would reconsider taking on such a task again in the future until the booking system changes. Having an electric car, Lochaline is not an option because there are no EV charge points on Morvern Peninsula	MIFC
For those with mobility difficulties, even if not using a wheelchair, using a taxi can be a problem eg unfamiliar vehicle difficult to get in/out of.	MIFC
Last August I needed to attend a memorial for two members of my family (funerals I'd missed due to covid) I could not get a booking and had to use stand by. Couldn't get on two sailings and had to wait several hours before getting off the island. Very distressing as we where travelling to Wales and arrived very very late.	MIFC
A friend and neighbour recently was forced to stay overnight in Oban unable to board his preferred ferry due to late arrival and a long stand-by queue. I have been uncomfortably close to the same situation. Feeling the pressure of being denied boarding can cause driving pressure and increase the chances of road traffic accidents.	MIFC
In order to stock up for lambing with groceries and lamb milk, etc (and with Tesco deliveries still on item limit & expensive) I needed to get to Oban - it could not be planned well in advance because of weather and work commitments. I travelled via Lochaline, extending time off-farm (at a critical time of year) by many hours and resulting in significantly more miles. Travelling to and from Oban via Lochaline has become a very typical scenario which we would have ruled out previously as too time consuming and costly	MIFC
My family no longer live on Mull. When I have to go to see them for an emergency then I rarely get a last minute booking and go via Lochaline which adds considerable time, cost and stress to what is also a stressful situation.	MIFC
No particular one example, but on several occasions I've had the added time penalty, both ways, of going via Fishnish on trips to Glasgow. Time that you don't get back.	MIFC
It's a joke, if there in a emergency it's near enough Impossible as a resident to get off the island quickly via Oban, no space. Our dog died and we wanted to have him cremated. We couldn't get on the Oban ferry to head to Glasgow so had a longer journey via lochaline. It was traumatic. There is no safely net for residents	MIFC
Numerous occasions we have tried to get a booking on the Craignure ferry, especially during the school holidays, to go off island with our children but have had to go off Lochaline resulting in a longer journey.	MIFC

Without getting the required sailing time of choice often means it is impossible be to make a connection with ferries to the other island I work between.(Arran) with the service to and from Arran being much more difficult to get a booking, particularly website booking, and also when it is a known fact that the booking system is closed, with 10 spaces still available.	MIFC
No particular example but the constant hassle of trying to plan something and then not being able to get on a ferry til last thing at night to leave Mull is very tiresome. And that's if your sailing isn't then cancelled but maybe we that's for another survey....	MIFC
Had to go and see my very poorly dad in hospital in glasgow (was told he may not pull through), phoned Craignure, needed to get on first ferry, they said absolutely no spaces on ferry and I should just try stand by and that there was nothing else they could do. Was a horrendous, worrying, awful situation made worse by the lack of compassion and not knowing if I would get there on time or even get there at all! Once I got to Craignure the staff in the office assured me they would get us on but it still made a difficult situation even more awful. We also happened to need the lift for my mum who was travelling with us and I'm not convinced that we would have necessarily got on if we had been in the stand by que.	MIFC
Regularly have to travel Lochaline or travel hours/day before desired travel. When this is for work you have little flexibility to make any changes. This has significant implications for home childcare as well resulting in increased costs to us, family favours, stress, and occasionally having to let down employer as no alternative solution.	MIFC
Had to leave a day early to catch international flights Often have to travel via Lochaline Ferry due to fully booked ferries, adding mileage to journeys	MIFC
I wasn't able to attend a gamy gathering and a funeral. I had to leave on a late ferry and drive through the night.	MIFC
Have been unable to get materials for work in the required timescale; customers have been left for days without heating and/or hot water because I couldn't travel on a ferry to collect parts.	MIFC
If you only get given time off at short notice then travelling away via Craignure to Oban I the summer is often impossible. On Iona we are already restricted by which ferries we can get so our options are hampered further by the current system.	MIFC
Not about space difficulty, rather whether it sails. Cars a low priority, the focus should be passengers.	AFAG
Coming back from Crosshouse with a newborn baby our ferry home was cancelled and we were put at the back of a very long standby queue. If were not for the intervention of several car loads of locals to the staff we would have not been able to get home, with a baby that was a day old.	AFAG
I have had six months of chemo. And surgery having to leave the island at least two days in advance as the service is too unreliable. I wasn't prepared to risk missing such important appointments.	AFAG
I live in Glasgow . However operate a business on the island which supports the tourism industry shops , bars & Restaurant and all attractions etc . I completely understand and support the need for islanders to have the green card however this must extended to people like me . The real issue is the old ferrys and constant tech issues etc . And total failure of the SNP to properly support the islanders with a fit for purpose ferry service and service to support the tourism sector without which Arran would not thrive !! Be careful what you wish for and do not be insular in your approach .	AFAG
My husband was coming out of hospital (having lost his short term memory) and I could not get over with the car to collect him.	AFAG
failure to get on early ferry with a health emergency	AFAG
1. If booked sailing is cancelled I have missed work on 2 occasions because couldnt rebook on next sailing. 2. I book the last boat as this is less busy but means extra night accomodation and often this is the boat that gets cancelled.	AFAG
I have had to reduce my business activities as I cannot rely on the ferry.	AFAG
Failure of ferry to sail in low to moderate winds when wind observation sites are showing gusts of under 25mph. Had to find accommodation and because cancellation is ' due to adverse weather' had to pay for accommodation.	AFAG
Didn't bother going as travelling with young children I didn't want to risk standby que. This meant children missed out on mainland activities and seeing family.	AFAG
I've had to leave the car on the mainland when we had to cut short a holiday due to ill health and collect it four days later, so relying on friends and the bus.	AFAG

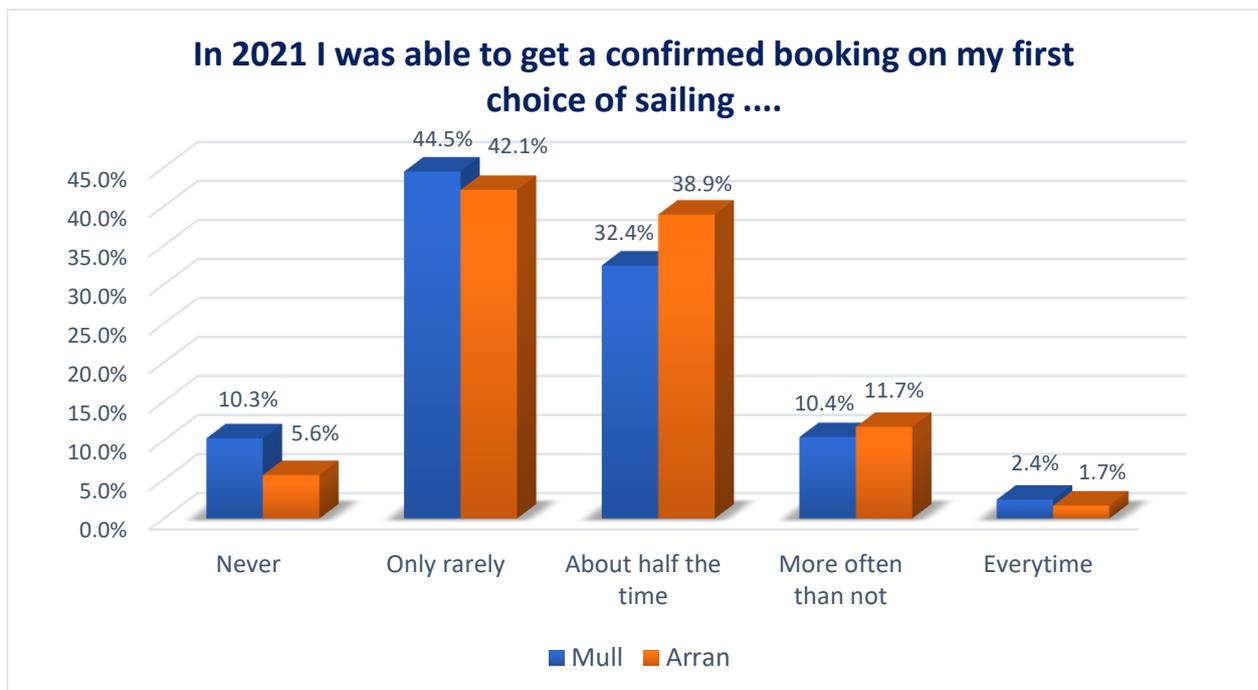
Shocked to see how many I cd tick	AFAG
I took my chances in the standby queue but had to wait for more than one ferry or go very early in the morning.	AFAG
I missed the last opportunity to see my uncle during Lockdown. I was unable to get a booking or even a last minute car space while he could stand up to look out the window and wave. By the following week when a booking was available he had lost the strength to stand.	AFAG
No empathy at Brodick Terminal in case of bereavement	AFAG
Preparing livestock for travel reduced flexibility so the inability to plan travel reduces sale opportunities and income.	AFAG
Won't travel as four passenger due to bad experience using CalMac wheelchair.	AFAG
I am seriously out of pocket due to staying in hotels because of several of the above	AFAG
I had to lengthen a mainland trip but at no cost	AFAG
Supporting ill parent i hospital when only one visitor allowed through covid rules.	AFAG
Unable to take car to collect patient from mainland hospital.	AFAG
Managed to get sailing off island in morning but not back on same day, chanced unbooked queue and didn't get in despite arriving 2hours before sailing check-in time, had to leave car in Ardrossan and travel home on foot and make separate trip to collect car days later - not ideal with 3 children and puppy	AFAG
I often put my name on the wait list - sometimes I got a confirmed booking, sometimes not.	MIFC
I was unable to attend a funeral on the mainland	MIFC
I took my chances in the standby queue and more often than not I was unable to travel	MIFC
I have allways got on brilliant service	MIFC
Because the Craignure ferry was booked out we did not feel able to rely on Fishnish because we anticipated long queues, and had to be at hospital in Glasgow for a certain time for an operation. We had to go a day early (via Fishnish) and stay an extra night	MIFC
Can't take a risk on the standby queue as I have a small baby	MIFC
Having to attend a last minute medical appointment (not quite emergency) we were forced to wait in the standby queue in both directions. This was extremely stressful for everyone including children left at home. We were fortunate in that we made it but the level of stress could have been avoided. Not good with someone who was very unwell and in pain.	MIFC
My husband needed several emergency trips to Oban hospital, we had to go without the car. Being discharged from a Glasgow hospital we had to come via Lochaline	MIFC
Had to pay Mull Builders to take tumble drier to and from service engineer rather than lower cost of us taking it there and back.	MIFC
I do use the Fishnish/Lochaline ferry but not from choice.	MIFC
Countless essential short notice business travel arrangements have been disrupted, unfulfilled or postponed	MIFC
very difficult to book my car in the summer, also stop transporting Camper van as they are not suitable for our small roads !!	MIFC
We have taken to booking at least a week in advance, albeit knowing that we might have to cancel or change it.	MIFC
Cannot get livestock to the auction so end up feeding them over winter	MIFC
Hotel Guests cancelling rooms after being told ferry was full (it wasn't)	MIFC
I was unable to get to a long awaited dental appointment as a foot passenger because the Isle of Mull ferry broke down	MIFC
During summer months it has become a waste of time even attempting to make a booking	MIFC
Hospital appointment time had to be changed	MIFC
Standby is a lottery and it is again suited to tourists who can chill out and get on the next one it's a stress when you've got a deadline	MIFC
A hospital appointment in Oban, there was no available ferry via Craignure, so had to travel using our car via Lochaline and meant an overnight stay in Oban as we can't get back to Gometra in the same day if we go via Lochaline.	MIFC
2021 was not typical as restrictions still applied.....	MIFC
Hopeless for getting livestock to market on first choice of dates ie when prices are high.	MIFC

Going to work as CalMac employee...cannot book !	MIFC
The uncertainty on knowing if I can get on a ferry causes unnecessary stress . We can not plan to far ahead especially during this time as rules change etc. We now have to pay as soon as we book & unless you have a very good reason to cancel & not even then you don't get your full money back .	MIFC
Got a standby option but because no cancellation was then asked to join back of queue. Went Lochaline instead to go to Oban at considerable cost and time	MIFC
For the last 2 years I never have access to mainland grocery shops	MIFC
I had problems arranging my husband's funeral.	MIFC
Plan family holidays around leaving via Kilchoan or Fishnish	MIFC
None of these apply. The ferry staff are always accommodating	MIFC
If working in oban(but live on Mull), I'd finish a night shift I was never able to get the ferry I wanted in the morning, my shifts aren't always allocated till 4 weeks so impossible to book ferries in advance.	MIFC
I regularly travel off island to Glasgow etc for work and last summer I alsmot entirely had to travel via Lochaline due to not being able to get on the Oban ferry. This adds a lot of time, stress and huge amount of fuel costs throughout a year making commuting from Mull all the more challenging.	MIFC
Wife rushed to hospital. I got over next day but couldn't get back for animals due to huge stand by queue. Had to rush to Lochaline. Scary drive.	MIFC
The extra stress of checking ferries and arranging time away around available ferries or missing a day to spend it sitting in the stand by queue in Oban. I have been unable to get shopping on the mainland due to being unable to get car over.	MIFC
We live on the Ross, it's a long way to travel just in case I can get on the ferry.	MIFC
I have to travel regularly to provide care for elderly relatives. Numerous times last year I had to travel via Lochaline, adding an extra hour to a 10hr journey.	MIFC
Lochaline is not an option for me as my electric car does not have the range (Morvern peninsula has no EV charge points)	MIFC
I work full time so can only travel at the weekend to mainly do my food shopping. Took 3 weeks last year before I could get my car onto the ferry.	MIFC
Just to note that it's significantly more difficult for Iona residents to take a chance on Standby	MIFC
This problem is not limited to just be travel to mainland and back, trying to do business between two islands doubles the difficulty	MIFC
I took my chance in standby but didn't always get on	MIFC
Took a chance in stand by and didn't get on! I would either change plans or go via Lochaline. This happened several times.	MIFC

5. General deterrence to travel



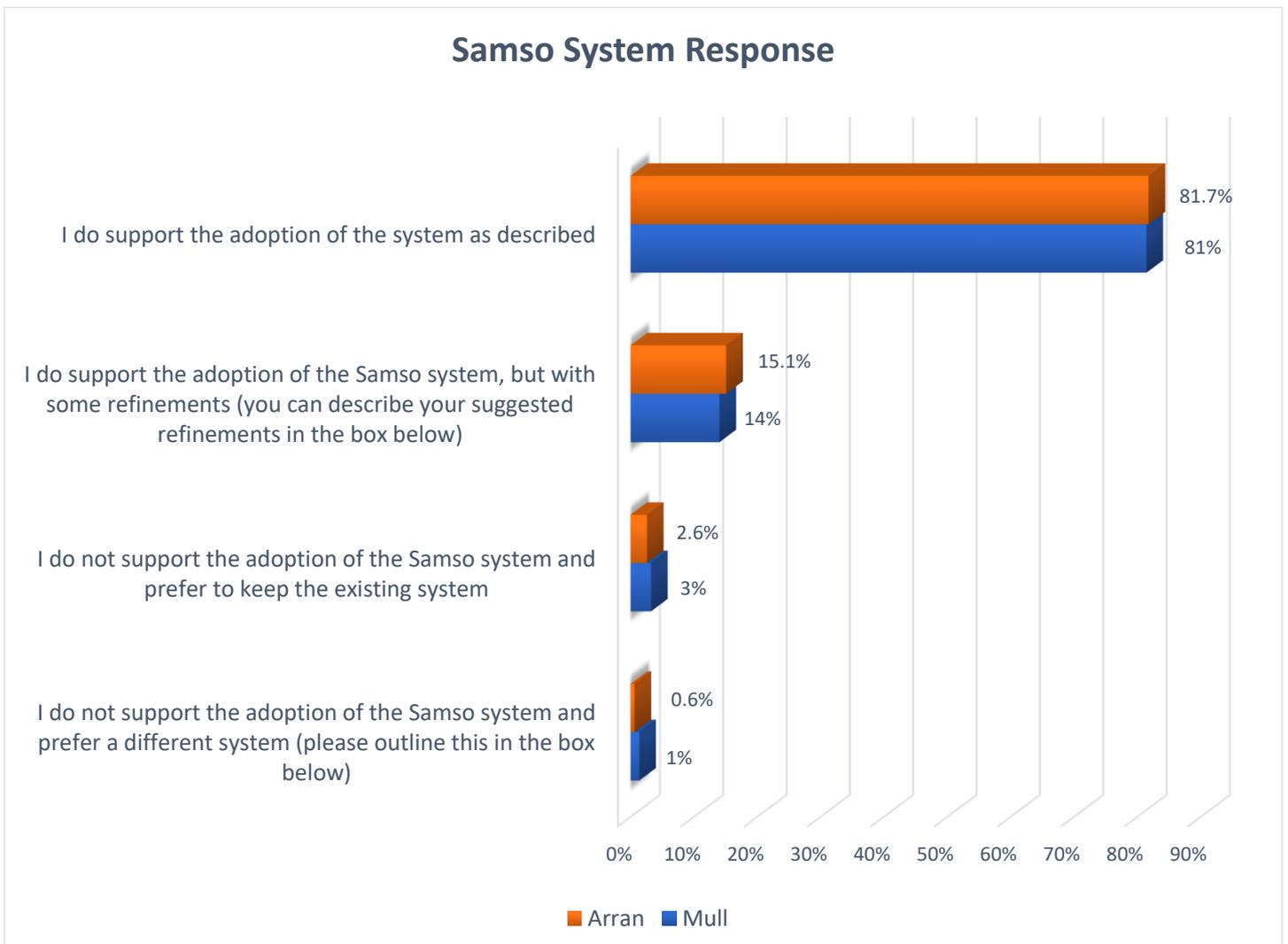
6. Ability to get a booking



7. Samsø System

Below is an outline of how a Samsø-style system could operate on the Craignure-Oban or Ardrossan-Brodick routes:

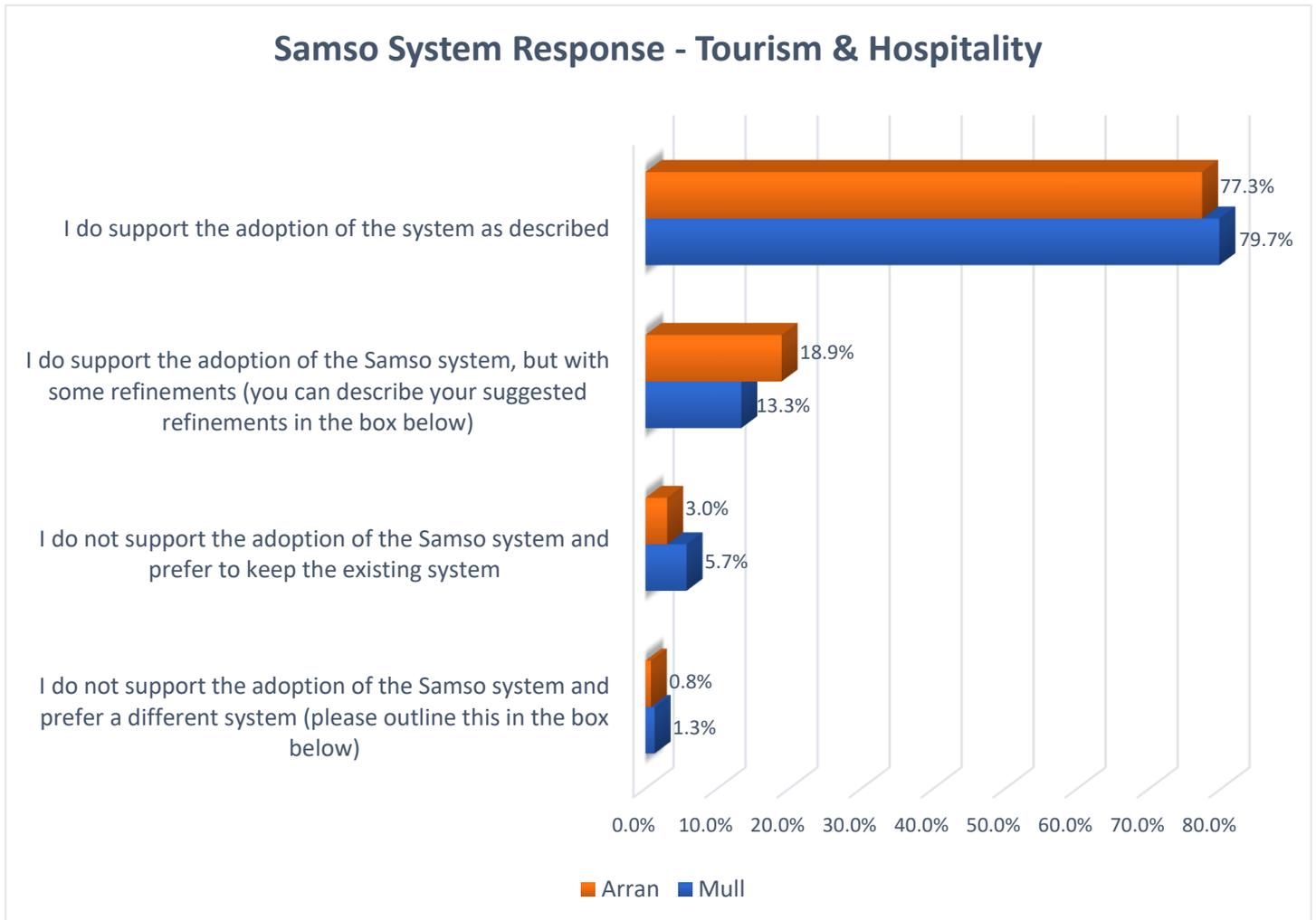
1. Island residents and mainland-resident regular users of the ferry are issued with a 'Green Card' by the ferry company. Typical means of photo ID and address verification would be used, such as a driving licence and/or Council Tax demand.
2. Green card holders present their card when buying tickets at a ticket office, or online with a password-protected user ID that is associated with the Green Card.
3. The company gathers records on a sailing-by-sailing basis of how much car deck space is bought by Green Card holders, and how much by everyone else (ie visitors).
4. Using that data, a prediction is made of how much car deck space is required on each sailing for Green Card holders. This prediction of 'Green Card space' is regularly adjusted over time, so that it remains as accurate as possible for each sailing.
5. Green Card space cannot be sold to visitors. It is available only for the use of Green Card holders.
6. If Green Card space is entirely sold out ahead of a particular sailing, but some visitor space is unsold, it may be sold to Green Card holders.
7. If a particular sailing is sold out, a standby queue operates just as it does currently, with no distinction between Green Card holders and visitors. Standby priority is assigned simply by order of arrival.
8. This system is only used for vehicle ticket sales. Foot passenger tickets are sold to both Green Card holders and visitors on an equal first-come-first-served basis. (This is because there is ample foot passenger space)



The view from Hospitality & Tourism

It has been suggested that new booking policies could be divisive, with tourism interests favouring the status quo. We have therefore isolated responses from those who make their main income from tourism and hospitality, and present them in the graph below.

As can be seen, support for the Samsø system is overwhelmingly positive among this group.



Comments related to how qualification for a local 'Green Card' is decided

Survey

Why should "mainland-resident regular users" be entitled to the same status as full time residents....who also pay full council tax? If they have sufficient funds to have two houses they should not mind paying in full.	AFAG
Second home owners - would they be able to access this green card, as that would seem unfair. Also perhaps some last minute spaces as not everyone can plan in advance	AFAG
Not sure how calmac could police mainland regular users, i.e. what determines a regular user? How do calmac know they havent used the password for someone else to use?Is it reasonable to expect calmac staff to check ID of greencard users? Its therefore its likely to be abused. Id prefer this sytem to be used exclusively for island residents.	AFAG
It needs to not include holiday home owners who do live and travel regularly but eill still have proof of island address... so it should clearly be for full time residents of the island	AFAG
The system has to be for full time living islanders, and not for those who have second homes on the island. Those that have second homes should be classed as visitors.	AFAG
what constitutes a regular visitor? For example, mainland residents with houses or caravans on Arran need to be included in the scheme as they consistently invest time and money in the island	AFAG
It's how you identify the residents vs visitors. We all know that with a utility bill you can get a resident card for cheaper passenger ferry tickets - so second home owners will always be considered residents when they are not - they are visitors.... it's just a joke.	AFAG
Not sure the green card should be applied to mainland visitors?	AFAG
What constitutes a regular user? ...once a week, month? All island residents should qualify for a green card regardless of frequency of travel off island. Some frequent travellers may not be travelling for urgent or priority reasons i.e shopping trips, whereas occasional travellers may need short notice urgent appointments. Islanders should not be discriminated against just because they might not use the ferry on a regular basis.	AFAG
Restrictions on holiday house owners, e.g. limit number of crossings	AFAG
Downside may be that people with holiday homes on the island but their permanent home is elsewhere will be able to claim a green card	AFAG
This should be for genuine permanent residents of the island, not for second home owners etc	AFAG
Can we please be able to book concession tickets online. Also, I would wish to see the Samsø system in operation for island dwellers and those travelling to work on the island. I do not think it should be available to second home owners.	AFAG
2nd home owners should also get priority	AFAG
How would you differentiate between permanent residents and second home owners? They also receive council tax bills?	AFAG
What is the supporting evidence required to gain a green card?	AFAG
An allowance should be made available for family members to visit at short notice. How will it work when ferries are cancelled....who gets priority...on which side	AFAG
Some definition between permanent residents and holiday home residents who don't permanently live on Arran	AFAG
How do you check the address? If I have a second home , I have an address but I am not a full time resident ...	AFAG
There needs to be greater clarification of who holds a Green card. Ideally island permanent residents should have priority status.	AFAG
How can it be ensured that island residents only can obtain a green card. Many second home owners will have rate bills and some gave island addresses in driving licences. Would proof of registration at the island medical centre help overcome this problem?	AFAG
Not to be restricted to North Ayrshire residency as we know many folk who come regularly from further afield and from England.	AFAG
Needs to be for residents who live on island, work on the island and not second home/holiday home owners who have utility bills with island address.	AFAG
Green card reserved for permanent full full time residents not owners of holiday homes	AFAG
Green card for locals and family members	AFAG
Ensuring 2nd home owners do not have access and that Airbnb owners do not pass onto potential guests the green card details. Some hosts purchase tickets here and send them to their guests.	AFAG
There would need to be some measures taken to stop the scheme being exploited by second home owners etc!	AFAG

I think careful thought needs to be given to 'regular mainland traveller'. Some visitors/tourists consider themselves in this category (I imagine many of whom have tried to access this survey!). I would prefer 'key worker' rather than regular traveller. I would also exclude second home and holiday let owners from this category on the grounds of the damage which they are doing to our community but that might be a bit controversial!	MIFC
However, the green card system should be available only for those who are permanently resident on the island and not those who visit their holiday home on a few weeks per year and let it out as an air B and B the rest of the year. I know this may be difficult but it's could be doable.	MIFC
There needs to be some way of distinguishing between permanent island residents and those with holiday homes, there is such a high number of holiday homes on the island I don't feel that holiday home owners should be offered the green card, as could be easily abused and Id given to their s/c guests to use.	MIFC
I believe a registration plaque or sticker for cars/vans should also be employed to ensure green cards are not just 'borrowed' for any reason.	MIFC
It would be crucial to ensure that second home owners cannot apply for a Green card	MIFC
With covid b and b used there address details to let non locals travel when not aloud. Samo system could allow the same.	MIFC
Friends and family of islanders need to be prioritised over tourists. RET should be abolished for tourists.	MIFC
How do we define a "local" and how would we police this? Would family members "native" to the island be eligible for this scheme, or would it only be with a home address- what would happen if we had a student trying to get home from University/College, would they have access to this scheme? How would this apply to second home owners on the island, who maybe don't frequent the island as often as others? How could we stop the self let property owners pass on utility bills like we saw during lock down? How would Cal Mac police this? Would they hire additional staff to police this, or will it be yet more strain on an already pressure pot role? We need to remember what RET was brought into the island for- to give the islanders the same access as those on the mainland, not solely to fill our Air B and B's. Would be really keen for the committee to work constructively with Cal Mac on this- not just publicly slag them off like they normally do.	MIFC
It would be easy to verify Island residents applying for a green card, but how do you verify regular mainland based users? I don't think you could just by using proof of name/address, so once word gets out that the green card system is in place, there will be a flood of applications for it. And how do you decide who gets one and who doesn't? Maybe have a ferry based quiz? Like how many items are you allowed in a calmac breakfast?! Joking aside, it could cause issues. We have a similar problem with the Iona vehicle permit system, albeit on a much smaller scale.	MIFC
If you have a residence on the island you should get priority . This could be the council tax list from the council. I prefer the user ID system for online or phone booking.	MIFC
in theory i think this is a good idea but could be open to abuse. I am thinking about the holiday home owners who don't live on the Island but feel entitled to use this. I have seen it first hand with some people requesting free ferry travel cards even though they are not full time residents on the island and i feel that this system would probably be the same.	MIFC
I would be interested to understand how the system might work for ie off-island regular support networks - for example, islanders often rely on family or friends to come at short notice for childcare, help on farm, etc	MIFC
Additionally I suggest that a list of vehicles registered to an address on Mull & Iona be kept and that such vehicles be given priority. Perhaps both in terms of vehicle space and an island price.	MIFC
A large portion of houses on the island are holiday homes. Will the owners of these properties be given a green card? I think this would defeat the purpose as they are only here a few weeks of the year. This is what is happening with the over 60 ferry concession card. Unsure how to police it but folk with a green card should live on Mull for a minimum of 6 months of the year.	MIFC
It should be ensured green cards are only available to permeant island residents, ie not those who have second home here and may have utility bill to demonstrate proof of address.	MIFC
Green cards are used by local residents only, not to be extended to holiday home owners. This applies to passenger and vehicles.	AFAG

There is a common theme to the comments above - Green Cards should not be available to second home owners. Since it is proposed that the Green Card system only applies to vehicle tickets, proof of address could be a drivers licence. This is unlikely to be registered anywhere else than the holder's main residence. There will also need to be a means of preventing the transfer of the Green Card. This could perhaps be done by comparing the Green Card details with the driver's licence when required.

Comments suggesting that local prioritisation should be stronger than outlined in Samsø System

Ref point g.: this is likely to result in much of the same problems with visitors being given priority over locals trying to get home or get off the island. Would it not make sense to have 2 standby queues, one for green card holders and one for visitors, the standby queue for green card holders gets loaded first, then the visitors queue.	AFAG
Locals should get priority on getting home over visitors	AFAG
Point G - Islanders should be given priority in a standby Q before visitors.	AFAG
Re (g) if a sailing is sold out it would be preferable for the standby queue to prioritise Green Card holders, particularly if a medical appointment is involved.	AFAG
Point G should have a priority for island residents	AFAG
The standby lane if being used due to sailing cancellations for weather or technical issues with the boat should be offered to locals (green card holders) on a first come basis and then if space to non locals who are just coming over for a holiday on the sailing ardressan to brodick so locals can return home for work and responsibilities to family, children, elderly parents, pets and disabled family members requiring care, as a holiday is not more important than the care needed to be given to children and elderly, disabled family members and pets left home alone	AFAG
Priority to be given to Island businesses and Islanders	AFAG
I would suggest adding a few more spaces for green card users than is thought to be required to guarantee that islanders can travel in an emergency.	AFAG
The standby would need to be green card holders before visitors. I have come back from medical appointments with my ferry cancelled and been unable to return home to My children because there were too many visitor vehicles ahead of me	AFAG
When a sailing is cancelled 'green card' holders should get priority on next sailings to avoid missing work, young people missing school etc	AFAG
I think that green card holders should have priority in the standby queue. I am not sure if second home owners should be given access to the scheme.	AFAG
Locals should take priority in the unbooked queue as some events can only happen within hours of a sailing such as deaths, serious illnesses. In these instances perhaps some proof of event required?	AFAG
The stand by queue should prioritise islanders and when please will we be able to book concession tickets online. We now drive to Brodick ferry terminal to buy tickets as the telephone booking service isn't fit for purpose. The long waiting times to get through and then the longest recorded message ever before you speak to a person present a very bad customer experience.	AFAG
a. Island residents and mainland-resident regular users of the ferry are issued with a 'Green Card' by the ferry company. Typical means of photo ID and address verification would be used, such as a driving licence and/or Council Tax demand Refinement: it must be shown that Island addresses are first/main homes. Not second/holiday homes/holiday lets e. Green Card space cannot be sold to visitors. It is available only for the use of Green Card holders Refinement: Fines/restriction of privilege issued for anyone allowing use of ID/codes/space/etc by those not entitled g. If a particular sailing is sold out, a standby queue operates just as it does currently, with no distinction between Green Card holders and visitors. Standby priority is assigned simply by order of arrival Refinement: Priority to be given, in standby queue at Ardrossan, to residents trying to get home.	AFAG
Still concerned about unable to travel if allocated green space used on date.	AFAG
Locals should also have priority on standby.	AFAG
Every consideration for genuine medical needs / family of patients. Stand by queue needs priority for Green Card holders first given it is ther home address.	AFAG
Green card holders should have priority in the standby queue.	AFAG
Surely standby should give green card holders priority?	AFAG
I feel the unbooked queue should give priority to island residents - especially on the Ardrossan to Brodick sailings as this is always going to be people who are trying to get home. There should be 2 unbooked queues, 1 for 'green card' holders and one for visitors to help make sure residents can get home, then whatever space is left is allocated to visitors. Explore the possibility of keeping a certain no. Of spaces available for on the day/day before booking, either available to green card holders which could then if not sold could be allocated to the unbooked queue or those on a wait list	AFAG
Still think that the standby queue should be prioritise for green card holders	AFAG
Islanders holding green cards should be given priority even in the standby lane	MIFC
This sounds fair however some priority to the standby queue may be needed for an urgent reason for getting on the next ferry.	MIFC
the standby q still to favour residents	MIFC

I think there should be provision for standby residents to be prioritised if it's work related travel	MIFC
Standby queue should also operate the green card system, particularly coming onto the island. Residents need to be as close to guaranteed that they will be able to get home as possible.	MIFC
The system sounds great, the only thing is I feel like locals should be first off the ferry as well. As I'm sure you all know you end up getting stuck behind a queue of 50 cars. If this could be implemented I think the system would be perfect.	MIFC
Residents should be 1st priority for everything - How does this system work if a large number of residents want to leave at the same time such as school holidays?	MIFC
1) Indian railways implements a scheme called 'Tatkal' (meaning 'emergency') for booking journeys at short notice; a small quota of tickets are made available 24hrs before departure. This could be used on ferrys by 'Green Card' holders and where spaces remain empty, these could be filled by standby passengers. 2) Tickets for passengers (excluding vehicles) attending medical appointments should be free!	MIFC
Vehicle deck space kept to offer islanders chance to travel when a last minute occurrence necessitates this. This could be used for standby if unused. Travel for any ferry from the Ross requires at least ninety minutes so can not always book in advance for unexpected journeys.	MIFC
It would be helpful if green card holders were also able to be taken first on stand by.	MIFC
Standby lanes should also give priority to Island resident green card holders, a vehicle windscreen sticker would be of great use in this respect.	MIFC
I would like to trial a system where if a particular sailing is sold out, the green card holders have priority in the standby queue. The green card system should allow both visitors and regular users a more fair access to the ferry service according to their ability to book in advance so green card priority in the standby queue should therefore not make a huge difference to the visitors but could make a big difference to a resident.	MIFC
Islanders should have priority on ALL sailings and standby. Any islander spaces not used can be sold to non-islanders no more than 5 minutes prior to sailing. Non-islanders should be warned that they may be shifted to a different sailing if an islander needs space to leave or return to the island. No rules that give priority to non islanders should ever be in use or adopted. Island life is challenging enough without having to worry about getting home or leaving the island.	MIFC
I think Green Card passengers should also be given priority in the stand by queue.	MIFC
The green card system needs to be available to book online and not just 'in person'. Once you are identified as a legitimate permanent resident you shouldn't have to present your green cars in person at every booking. But you should be able to present it if requested on the day of your travel. In addition, the booking system should allow for the online booking of discounted fares for disabled badge holders. If all green card space is sold priority in the standby queue should also be given to greencard holders on a first come first serve basis and especially to those sailings that are returning to the island late in the day.	MIFC
The green card should still have priority if the only option left is "stand by"	MIFC
I think priority in unbooked Lane should be given the green card holders. I also think there should be an express lane for booked green card holders that allows vehicles to turn up 15mins beforehand rather than the 30mins.	MIFC
Residents/Green card should have priority in standby to.	MIFC
Green card holders should be given priority in the stand by queue also	MIFC
Split the standby lane into 2. One for green card holders that are allowed on first.	MIFC
preference for green card holders in standby queue	MIFC
Stand by should prioritise local traffic. Saw a motor home fill the last space on the ferry once and the vet , who was on shift overnight, had to leave car and run down ramp. Just wrong.	MIFC
Standby queue should give priority to island residents	MIFC
giving some priority to locals in the stand by queue	MIFC
Give priority to green card holders on the standby queue	MIFC
On standby locals should still have priority.	MIFC
Standby lane should be a priority to green card holders. If a holiday maker hasn't planned we enough that's there fault. If a resident had to go off island for an emergency for example, they should have priority to go home. Homes over holidays	MIFC

Many of the comments above suggest that Green Card prioritisation should be extended to the stand-by queue.

Comments suggesting changes in favour of non-locals / visitors.

Any unused spaces are allocated on the day to visitors	AFAG
I would support such a system but think the green card places should be limited to certain sailings in the day	AFAG
Green card spaces should be available for visitors if spaces left	AFAG
If green card system not sold out then allocation of car space available to anyone as with the 30 minute unbooked system	AFAG
I 'm assuming this means Green card spaces CAN be sold to visitors in the form of unbooked green card spaces being made available for cars in the unbooked queue, irrespective of green card status, rather than being left unbooked and empty? Point e makes that sound possible, but I'm sure that's not what was meant.	AFAG
Any spaces not used by green card holders are released to be used by anyone just prior to sailing, like the unbooked queue, so that ferries do not sail with unnecessary empty spaces.	AFAG
Any green card spaces could be used as unbooked space just prior to sailing. Seems not very efficient to possibly sail with car space not used and leave cars behind	AFAG
If a green card space remains on a sailing and no green card users require it why not allow it to be used by non green card travellers if required on a first come basis?	AFAG
Perhaps 24 or 48 hrs before any unused Green card rickets are made available to non-green card holders.	AFAG
The system should have a set number of spaces for green card holders and also visitors. At a defined time in advance of sailing, all spare capacity is opened up regardless of who is trying to book. Commercial traffic should have a blue card and a limited number of spaces for each ferry. If disrupted then they should be moved to the visitors allocation and not the green card holders list	AFAG
I believe the real 'crunch times' for vehicle reservations (excl. breakdown interferences) are Saturdays from beg. May to mid-August. I assume largely due to changeover days being Saturdays. As planned medical appointments would very rarely be on a Saturday, maybe the Green card system should operate for Mon - Fri sailings on the summer timetables. This is one way of reducing the potential impact on the vital tourist trade while preserving short-notice reservations for islanders.	MIFC
You all want tourist to keep the businesses going and now your trying to detain them	MIFC
Unused green card space should go to anybody wishing to travel to maximise use of ferry capacity	MIFC
I feel that Green Card space not booked should be released to all potential travellers a defined period of time (say 24 hours) ahead of a sailing. This mitigates against the major cost of the system: unused Green Card spaces on any given sailing.	MIFC
Spare Green tickets should for standby use for all	MIFC
Close to the sailing times, all unsold tickets should be available for anyone to purchase.	MIFC

Most of these comments suggest that in the event of Green Card Spaces being unused, they should be made available to non-green card holders on standby. This would not compromise the principles of the system and would increase vessel utilisation. When writing the survey questions it was assumed this would be the case, but it was an omission not to state it explicitly in the outline of the proposal.

Comments relating to commercial vehicles

I am a little wary of the 'other regular users' .. a major issue in booking is the very advanced block booking of commercials,, this means even if you try to book well in advance when you get hospital notice (3 weeks) you may still have to wait until the late afternoon prior to your booking to know if you are guaranteed a place. Apparently this is because the commercials decide only then if they wish to take up the space or not for the following day. ,, with 'other regular users' on the Green Card system, this would still happen... there needs to be a separate commercial allocation in order that they do not eat into the residents allocation, as is happening now.	AFAG
A particular problem on the Bro-Ard run is island freight bookings which are block booked then not used so there would need to be some consideration of this otherwise the 'green card' space would just be taken up with unused freight space every day as is half the problem now anyway.	AFAG
A huge issue is haulage companies making block bookings and then not using them at the last moment	AFAG
I feel that most of these issues, particularly with the 08.20 from Brodick, are caused by commercial vehicles (who would qualify for a green card) rather than people who would not qualify for a green card; therefore this would not solve the issue around hospital appointments in particular (as most need to be away on 0820 for medical appointments).	AFAG
Regular deliveries must be assigned a green card.	MIFC

Commercial block bookings are obviously contentious and anecdotally it is known that commercial 'no-shows' are a cause of deck under-utilisation. There is a case for better management of the block-booking process.

Comments relating to medical prioritisation

Medical appointments should always be given priority whether there is Samsø space or not.	AFAG
If all space sold out medical appointments should have priority in the standby by queue.	AFAG
I think the Emergency Medical Protocol needs to be in place and all Calmac staff need to understand it and operate it. Likewise it needs to be more widely shared.	MIFC
I fully support the concept but would add that hospital appointments are prioritised in some way, even if the Green Card section is full.	MIFC
Blue Badge holders attending hospital appointments should ALWAYS be assured of vehicle space if they cannot easily board as foot passengers.	MIFC
I like the green card system, it sounds sensible. Is there a way of incorporating emergency medical journeys/dental appointments etc within the model?	MIFC
I currently have repeated hospital appointments and if I can't make it through lack of car space I get anxiety attacks and stressed	MIFC
Any new system should have provision for medical persons travelling from Oban to carry out surgeries on Mull. I missed many appointments at Craignure Hospital because medical staff at Oban Hospital couldn't get a booking on the Oban Ferry	MIFC

Other comments

Essential refinements to the system are the provision of reliable and capable ferries that can operate all timetable crossings without frequent cancellations for weather or technical reasons	AFAG
May be you could use vehicle registration numbers some how instead of people as I'm sure green card holders will book for friends etc!!!	AFAG
Must cover all residents vehicle types, Inc motor homes.	AFAG
If the day ever comes when we have 2 ferries on the route which fail to sail only infrequently, I believe the second or extra ferry should be first come first served with no pre booking. That way any vehicle unable to get on the main ferry from the unbooked queue would know they were almost certain to get on the next sailing.	AFAG
More a query. What is proposed to deal with haulier block bookings and cancellations? Can Arran support a commercial-only ferry?	AFAG
The online system needs to cater for concessionary passengers.	AFAG

Motorcycles should be free to encourage their use	AFAG
Need more and newer ferries!! Our current ferries are well past their sell by date !!!	AFAG
I think this should have been started when RET was introduced. Since RET, family from the mainland have rarely had 1st choice ferry, its made visiting/caring for our elderly mum on the island problematic.	AFAG
Arran residents already have, or can have, a customer ID number. I have one. This could be used, together with a password, to identify locals without the need for a green card, thus making the system even easier to implement.	AFAG
Residents should, across all CalMac served destinations, receive a discount. This policy is in place in the Isle of Wight.	AFAG
I travelled daily to work b4 retiring there should be annual Prices for locals	AFAG
The current online system cannot be used by anyone with a concession card. It has to be a phone or in person booking. This needs to change.	AFAG
Modifications to include flexibility - pointless to run ferry with spaces if categories could be flexible (at the end of the day)	AFAG
I think if staff are told you are booking for a hospital appointment they should inform the booker about the hospital appointment protocol.	AFAG
I think locals should be allowed to buy books of tickets	AFAG
Able to book in line, currently if you hold a travel card as over 60 you have to visit the port office	AFAG
The urgent medical appointment system should still run	AFAG
The system should be used on both sides of the journey	AFAG
Concession tickets able to purchase on line	AFAG
both ways brodick to ardrossan and ardrossan to brodick	AFAG
I would like to see some priority given to the transport of time-sensitive goods and workers. For example: Livestock and fresh produce. I am aware that not being able to reliably transport food products is causing harm to the farming businesses on Arran. Care and health services - people coming across to provide care and health services where there is a critical shortage of island staff should get priority for late bookings.	AFAG
it needs to be given a fair chance to work over time as many have had problems travelling or not even bothering that the numbers initially will not reflect the true numbers of residents wishing to travel so allowing so many spaces needs to be adjusted over time and not set in stone. How that can be identified will also need to be taken into account since not keeping a record of those wanting to book but unable to do so within the system needs to be recorded to be able to up the number of residents spaces.	AFAG
Anything would be better than the current system.	AFAG
Would be delighted with this being introduced! Thankyou x	AFAG
The paying up front for bookings at time of booking is very costly when trying to pre plan trips as no reservation only available and no discounts given to island residents	AFAG
Unsure what you mean by 'present the Green Card'. You should be able to book online and currently as the holder of a Senior Ferry Card I can't book online. Have to phone to book car then go in to ferry office to buy passenger tickets and 'present my Senior Ferry card'. I should be able to do all this online in a single transaction. CalMac already have ID numbers for locals - this could be adapted. By the way, I've travelled on the Samsø ferry!	AFAG
The issue is that now everyone seems to HAVE to take their car on a ferry; you don't have to at all!	AFAG
Environmentally this is not to be encouraged. My concerns would be that all these rich retired people would use this scheme, none of whom rely on the impact of tourism and most of whom have no idea about island life, and have moved here to retire, and moan! There's also second home owners who may abuse the system like they do with existing ferry passes. None of it is perfect	AFAG
Please start as soon as possible	AFAG
I would be concerned that this would become a further restriction to making reservations for both islanders and visitors. Whilst totally support priority booking for islanders I think there needs to be further support for visitors too. Knowing CalMac and their attitude I would suspect we would see a huge number of "empty" sailings because "we can't sell those to you" spaces.	AFAG
Main issue is the failure by CalMac to accurately capture unmet demand for sailings. Often I have been told there is no capacity, only to turn up and be able to go via standby. Getting off seems to be such a gamble. Impossible to plan anything on this basis! Not acceptable either. We don't wish to prevent visitors travelling either, that would be a disaster for Arran. We need additional dedicated freight sailings, and a longer ferry day so that everyone who wishes to travel can be accommodated. I would be delighted to see a "nobody left behind" policy, whereby extra sailings could be arranged to get everyone on and off. CalMac can arrange extra sailings when it suits them, to reposition the boats for example. Why can't the same flexibility be shown for paying passengers?	AFAG

I would prefer not to have to attend the terminal. As a disabled traveler living in Bwft area it's very inconvenient having to attend the terminal to get tickets in advance. As the new ticketing system is supposed to do away with that for the few travellers affected it seems counter-productive making all locals attend in person. Also, Green card should be shown at point of travel to confirm eligibility	AFAG
I would be interested to know what the plan would be in the event of ferry cancellations. How would the green card/ visitor spaces be prioritised and allocated on the next available sailing?	AFAG
I've not personally had significant problems with ferry booking as I don't need to make short notice trips, but I know others have. And the Lochaline ferry is a reasonable (although not great) option if you're going to Glasgow or beyond, but it's a dreadful waste if you just need to go to Oban. The only reason it is a semi-viable option is because it's out of the way. As an aside, as an electric car owner, travelling via Lochaline requires much more planning than going via Craignure as there is a lack of working fast chargers across the highlands.	MIFC
I've probably not read it properly but I'm a bit confused about green card spaces not being sold to visitors. If there are empty green card spaces and a standby queue of visitors surely they would be able to use those spaces?	MIFC
There should be more green card space on Oban to Craignure sailings on a Sunday and Monday morning. Craignure to Oban on Fridays and Saturdays. The sailings that most of the local islanders use.	MIFC
Calmac try there hardest it is only a handful that moan 50 ferries out of Mull a day we are so lucky to have a service where passengers get put before profit , ret spoiled Mull as it's doing every island put fares back to the way it was ,	MIFC
The green card system should also enable holders with Strathclyde concession cards to beer concession tickets and their cars online without having to go to a booking office. Frankly not being able to book concessions online is far more regularly inconvenient and a nuisance than finding available space most of the year.	MIFC
It would solve my travel challenges thank you	MIFC
Anything has got to be better than what happens just now	MIFC
It is something of a "no brainer" not to understand that island residents have a totally different need and use of the ferry as opposed to those who use it once a year - if that! It recalls the old adage "The world belongs to God and all it contains - except the islands for they are Macbraynes".....	MIFC
Calmac already have a Customer ID number system in operation for many years, holds customers details eg email ,car type/reg no. Surely this can be adapted instead of green cards. Or is this to simple ?	MIFC
it is a fair system and gives greater equality	MIFC
I think there should be the facility for someone visiting an island resident to have access to a green card space	MIFC
Anything is better than the unfair and limiting system in operation at present. It is a real stopper for development of non tourist businesses on the Island	MIFC
I am not sure there will always be sufficient foot passenger spaces judging by the massive numbers of foots passengers queuing at Craignure the other day. This needs continuous checking and a change in the protocol required if demand is exceeded. The company should also be required to keep a record of how many unsuccessful attempts are made by islanders to book a specific journey. At the moment whilst booking you merely move on to discuss or find another time or date. This is very important if a real estimate be made of demand and adjustments made accordingly.	MIFC
I think that any new system should also allow holders of islander concession passes to book and pay for their concession ticket on-line at the same time as booking and paying for the vehicle. CALMAC currently seem unable to do this	MIFC
I'm not clear if the green card tickets in the Samsø system can be purchased online, or if only in person or by phone. If they are not available online then I would want this refinement added to a Mull/Oban system. With the online accounts required for purchasing tickets that already remember your car details (for example) surely it would be straightforward to have green card associated with your account where appropriate.	MIFC
As stated before the current system means we have to constantly adjust our lives to accommodate it. An islander reserve space system would mean we can get on with our lives without booking months in advance or hang around for hours in the unbooked lane.	MIFC
I did not travel as often as I would usually in summer 2021 because of covid but know many who have been affected with not being able to get over for medical appointments and would be really stressed if this happened to me. We are lucky to have the fishnish ferry as an alternative but not always most convenient. I know that it is more often the case for older people needing to visit the mainland and I hope/plan to live on MULL for the rest of my life so know this issue is very likely to affect me more as I age, so I would really appreciate a scheme like this and think it sounds a sensible way to gauge possible numbers without 'wasted' spaces / sales etc, plus during busy times any free spots could probably be given to standby? I am for the change	MIFC

I fully appreciate the need for the islands to function in a way that supports tourism and that a balance must be struck. However, the current system is not working to maintain a reasonable island life for islanders and CalMac as a government owned transportation business must adapt to address the imbalance that has occurred due to the success of the islands as a tourist destination. That should include an adaptation of the ferry timetable to include the needs of resident travel AND the increase in tourism. At present it is just accommodating the tourism increase by decreasing the travel of residents. That is neither fair nor sustainable and CalMac have a duty to address this imbalance.	MIFC
If visitor places are not filled then residents should have first option on these places if the green card places are already taken	MIFC
It sounds a really sensible scheme (and has the benefit of having been tested by its use in Denmark) and is the most practical and fairest system suggested to date. There is clearly a conflict between the (immediate and unpredictable) needs of islanders compared to the needs of visitors which necessarily are planned in advance. There has to be an attempt to resolve this and for a trial period, at least, give this system a go. If nothing else it would result in an online system for islanders which enables the use of the discount card to be used when booking rather than having to always purchase passenger tickets in person which is unnecessarily cumbersome and a pain if you're running late!	MIFC
If we understand the system correctly, We do not believe that those who use the ferry the most and can prove do by a green card system are necessarily those who should get priority - after all, one user or business may use the ferry every week, others may choose to stay on the island for most of the summer to work their seasonal businesses and then find that they do not have priority at other times of the year because their points were not adequately accumulated	MIFC
Very good idea for people that live, and run a business on the island of MULL	MIFC
Under para 2 of the Samsø description above, there needs to be provision for telephone bookings too. As concession holders (MULL residents over 60) we cannot book on line as there's no provision (AFAIK) for NOT including driver and passengers at full price. MULL residents presumably already hold an Unique Customer Number (UCID), whether concessionaires or not?	MIFC
It looks a bit too complicated and has the potential to make inaccurate forecasts, which could actually make the capacity shortage on this route worse, by in more vacant space at peak times. Any system of this sort should be stress tested for unexpected consequences.	MIFC
This is called a lifeline service for the islands but increasingly CalMac is failing to provide this. A booking service that enabled locals to be given some guaranteed space would be welcomed.	MIFC
It would be better to always keep a set number of bookings for locals. If they are not used can be used for stand by	MIFC
Rather than issue yet another card to all island residents, perhaps the existing Argyll & Bute Ferry Passes could suffice for those that hold them. As an O.A.P., I don't particularly wish to have to manage yet another card/password/etc.	MIFC
If people understood the stand by system better they wouldn't find it so difficult to travel	MIFC
From a personal view. My age and medical condition require that I attend consultant appointments and during the summer months this has proved to be problematic.	MIFC
I think this seems like a great progression from the current system, this would give much better confidence when travelling.	MIFC
If this system works and helps not traveling via fishness for hospital/ dentist appointments or in general traveling to main land am all in favour in it.	MIFC
As a concession ticket holder I cannot book online so online booking would need to be extended to concession ticket holders.	MIFC
No harm in trying it	MIFC
Islanders MUST have priority.	MIFC
This system sounds entirely fair and reasonable	MIFC
I anticipate the difficulty lying within the first month of use. How many visitors spaces vs how many green card spaces will be done on a "best guess" until there is sufficient data for an accurate prediction. I can also foresee problems with times like rally weekend when predictions will not follow usual patterns. I would like to know how these issues will be addressed.	MIFC
Currently 60 and over concession card holders cannot book their tickets online. The online booking system needs to be able to cope concessions. This will make booming much more easeful for customers and save CalMac time in answering calls that shouldn't really be necessary.	MIFC
This is primarily a lifeline service and should work to ensure this is actually delivered.	MIFC
It would be a lot fairer to locals and can be amended to reflect usage if required. It's a not fail to me	MIFC
islanders should always have preference to sail to mainland. Worth a trial in the summer.	MIFC

I am a resident on Iona but do not have council tax bills in my name. My only proof of residency is my driving licence and car permit. If these can be definitely be used as proof of residency then I agree with a green card system, as outlined.	MIFC
It would be very helpful if concession tickets could be purchased along with ferry bookings online. Over the last 10 years I have spent many hours trying to phone Calmac to make bookings. I imagine this must be very frustrating for Calmac Staff also.	MIFC
Also have reserved spaces for foot passengers with a green card.	MIFC
If at all possible, I think that local ferry access/green cards should be made available via an App (as I think all Calmac ticketing should be). Having to maintain a physical green card may present an issue if someone forgets it, etc. Just a suggestion.	MIFC
Something has to be done and CALMAC have offered no potential solutions	MIFC
I think provision should be made in terms of price & size of vehicle. I have a tiny Peugeot car & it only takes up 1/3 of the space needed for big camper vans etc. No way does the current ticketing system reflect a realistic RET tariff as very small cars like mine should have a category of their own.	MIFC
I've long since thought Calmac need to adopt some sort of system to distinguish between residents and visitors when it comes to booking deck space. After all, the ferry is there to serve the community. I believe that if the above system is adopted it would greatly improve mainland accessibility for local residents allowing them to attend work, medical appointments, social events, shopping etc. without the stress and compromise it currently requires.	MIFC
Allows residents access to travel	MIFC
Our ferry to Oban is our only suitable link to the mainland if you don't have a car. With the cost of living rising, many of us have to buy our goods in stores offering bargains. If the ferry is full of visitors, this depletes our chances of getting over and back if we have a car	MIFC
There's nothing wrong with the existing system and allows you to plan and book ahead, it ensures boats are at their best capacity	MIFC
This seems like the most obvious way to ensure that islanders are not affected negatively by the huge numbers of tourists coming to the island.	MIFC
The Samsø system isn't as good as your making it out to be (worked and used this system in Norway)	MIFC
Hopefully some provision will be made to allow concession ticket holders to book online. As you know you cannot book concession tickets online which means that you have to make an in person booking at an office or wait in a telephone queue.	MIFC
I want to feel confident about getting on and off the island.	MIFC
I run a B&B on Mull and do get some of my supplies from Bookers in Oban. There have been lots of times when I have not been able to go on my first choice of date and or time of ferry. It is not always possible to know weeks in advance when you are going to need to restock.	MIFC
I don't really know. If I were a regular ferry user tho, it seems sensible for Calmac to be aware that I am requiring a regular space. It won't help the local that needs to make that one-off last-minute journey tho.	MIFC
It's just common sense. I was shocked after moving to Mull that islanders do not have preferential status on ferry bookings.	MIFC
For the ferry company to understand local needs the green card would work perfectly hopefully leading to a reasonable allocation of spaces for local people to be able to carry out shopping trips etc without having to plan months in advance	MIFC
CalMac appear to be unable to list foot passenger island resident concession fares in their dropdown menu. I think the Samsø System is well beyond their capabilities.	MIFC
It would be useful to be able to book concessionary travel online.	MIFC
Please ensure online booking can accommodate ferry travel card holders.	MIFC
This system makes sense!	MIFC
Trial to start with	MIFC
A method of ensuring we get to & from Mull when we need to would be greatly appreciated & give us less to worry about.	MIFC
When we travel to the mainland there is almost always a good reason for us going. Family commitments or medical appointments.	MIFC
Should be able to book concessions on line	MIFC
In peak season our presumption is that we will travel via Lochaline or not travel at all. Typically, Scandinavia does things so much better.	MIFC
A much needed change. I hope that essential services will also be given priority - delivery vehicles, fire-engine changeovers etc etc	MIFC
Perhaps a priority system for the stand by queue(for all- eg medical appointments)	MIFC

There has to be spaces available for locals	MIFC
IT WOULD BE BETTER FOR US TO GET TO HOSPITAL WE ARE BOTH IN ARE 60,S I HAVE BRAIN CONDITION SO ITS HARD FOR US TO GET OFF,THE ISLAND ,	MIFC
Seems simple to implement, straight forward & much fairer to all. A complete no brainer that would make life living on an island far easier and encourage people to stay living here rather than leave because of the ferry difficulties as they are doing now.	MIFC
We need more support living on the island, especially in the summer when the coop is raided by tourists and we are unable to get off the island to buy food supplies	MIFC
I am encouraged to hear that it works well elsewhere, therefore it has been tried and tested.	MIFC
This system sounds very fair. It should also include the booking of the concession tickets as I can't do them online currently for my father that also means I need to go into the ticket office with him to pick up his ticket. I should be able to book him on at yhe same time I book the car to take him onto the mainland	MIFC
This appears to be a fair system for islander who are the forgotten passengers	MIFC
It sounds great!	MIFC
Point 8 infers there is sufficient foot passenger spaces which is incorrect. I believe there is a maximum number of foot passengers spaces (during normal times as well as was during Covid restrictions) for insurance.	MIFC
Point 6 should not be may be sold to green card holders, it should be will be sold to green card holders. It reads as if we may only be able to buy this space but with no guidance. If there is space Islanders should be able to purchase it	MIFC
Sometimes you can't even get on as a passenger, never mind taking a car over!	MIFC
System would need monitored to ensure correct space was being allocated	MIFC
A system that supports local residents and responds to local need is vital. The current system is not working and creates resentment.	MIFC
Remember concession passengers. Any new booking system must allow them to book their passenger tickets on-line without having to phone in to change an adult ticket to a concession ticket	MIFC
Excellent idea!	MIFC