



**CLYDE, KINTYRE, AND ISLANDS FERRY STAKEHOLDER GROUP  
(Arran, Bute, Campbeltown, Cumbrae, Colonsay, Islay, Jura, Gigha and Cowal)**

Minute of Meeting held at SPT, Glasgow and through Microsoft Teams on **20<sup>th</sup> June 2023 at 11:00**

<b>IN ATTENDANCE</b>	<p><b>ARGYLL AND BUTE COUNCIL</b> Cllr. John Armour (Chair) Cllr. Robin Currie Cllr. Dougie McFadyen Cllr. Liz McCabe</p> <p><b>NORTH AYRSHIRE COUNCIL</b> Cllr Timothy Billings</p> <p><b>TRANSPORT SCOTLAND</b> Ms Alison Wills Mr Ewan Swaffield Ms Karen Furey Mr Gordon MacLeod Mr Brian Gordon Ms Caroline Connelly Mr Douglas Ellis</p> <p><b>CALEDONIAN MACBRAYNE LTD (CALMAC)</b> Mr Finlay Macrae Mr Don McKillop</p> <p><b>FERRIES COMMUNITIES BOARD</b> Mr Angus Campbell Ms Gail Robertson</p> <p><b>CALEDONIAN MARITIME ASSETS LTD. (CMAL)</b> Mr Brian Fulton Mr Chris Fisher</p> <p><b>HITRANS</b> Mr Ranald Robertson</p> <p><b>HIE</b> Lucinda Gray</p> <p><b>SPT</b> Mr Allan Comrie</p> <p><b>SCOTRAIL</b> Mr Des Bradley</p>
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	<p><b>SCOTTISH CITYLINK</b> Mr Ker Corbett</p> <p><b>COWAL TRANSPORT FORUM</b> Ms Kirstie Reid</p> <p><b>CAMPBELTOWN FERRY COMMITTEE</b> Ewen MacDonald</p> <p><b>KILCREGGAN COMMUNITY COUNCIL</b> Rev. Christine Murdoch Mr John Auld</p> <p><b>BUTE FERRY COMMITTEE</b> Mr David Herriot</p> <p><b>CUMBRAE FERRY COMMITTEE</b> Mr Angus D Campbell</p> <p><b>ISLAY FERRY COMMITTEE</b> Mr Jim Porteous</p> <p><b>ISLAY COMMUNITY COUNCIL</b> Mr Islay MacEachern</p> <p><b>ARRAN FERRY COMMITTEE</b> Mr Bill Calderwood</p> <p><b>NFU</b> Ms Lauren Worrell</p> <p><b>WESTERN FERRIES</b> Mr Gordon Ross</p>
<b>APOLOGIES</b>	<p>Jane MacLeod, Business Representative Lynsey Eckford, Visit Scotland Cllr Martin McCluskey, Inverclyde Council John Bannatyne, Gigha Community Council Robert Morrison, Calmac Ferries Limited Jean Moffat, Bute Ferry Committee Fergus Murray, Argyll and Bute Council Scott Reid, Argyll and Bute Council Jim Martin, Haulier Representative Rhianna Montgomery, NFU Scotland Cllr Sandra Reynolds, Inverclyde Council was unable to join on the Teams link.</p>

1	<b>Minute of Meeting held on 13<sup>th</sup> January 2023</b>	The Minute of Meeting on 13 <sup>th</sup> January 2023 was <b>approved as an accurate reflection of the meeting.</b>																																																																	
2	<b>Matters Arising – Action Tracker</b>	<p>Ranald Robertson, HITRANS drew members attention to the action tracker that was circulated in the meeting pack which updated on actions from the previous meeting.</p> <p><b>Action – It was agreed the Secretariat would circulate the draft minute of the meeting soon after the FSG meeting.</b></p> <p>Finlay MacRae presented the Calmac updates.</p> <p>There was a follow up discussion around the winter maintenance programme for 2022/23.</p> <p>Angus Campbell noted that the 12-month validity of 10 journey tickets has still not been addressed.</p> <p><b>Action – It was agreed that Calmac and Transport Scotland would revisit the 12-month validity of the 10-journey ticket.</b></p>																																																																	
3	<b>Caledonian MacBrayne Operational and Performance Presentation (CFL)</b>	<p>An update was provided by Finlay MacRae with input from Don McKillop covering updates on routes and services which has been hugely challenging in winter 2022/23. The winter maintenance programme is delayed with two major vessels still out of service through the annual maintenance process.</p> <p>The reliability issues are detailed in the table below:</p> <table border="1" data-bbox="635 1160 1329 1597"> <thead> <tr> <th colspan="5">Variance on Previous Period</th> </tr> <tr> <th>Route Name</th> <th>Passengers</th> <th>Cars</th> <th>Coaches</th> <th>CVs</th> </tr> </thead> <tbody> <tr> <td>Ardrossan - Brodick</td> <td>11%</td> <td>0%</td> <td>35%</td> <td>8%</td> </tr> <tr> <td>Claonaig - Lochranza</td> <td>23%</td> <td>22%</td> <td>-25%</td> <td>120%</td> </tr> <tr> <td>Colintraive - Rhubodach</td> <td>-9%</td> <td>-10%</td> <td>2,250%</td> <td>-1%</td> </tr> <tr> <td>Gourock - Dunoon</td> <td>20%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Gourock - Kilcreggan</td> <td>4%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Kennacraig - Islay</td> <td>16%</td> <td>9%</td> <td>75%</td> <td>9%</td> </tr> <tr> <td>Kennacraig - Islay/C'say/Oban</td> <td>-8%</td> <td>-16%</td> <td></td> <td>23%</td> </tr> <tr> <td>Largs - Cumbrae Slip</td> <td>12%</td> <td>8%</td> <td>-13%</td> <td>1%</td> </tr> <tr> <td>Tarbert LF - Portavadie</td> <td>17%</td> <td>15%</td> <td></td> <td>-26%</td> </tr> <tr> <td>Tayinloan - Gigha</td> <td>-4%</td> <td>-4%</td> <td></td> <td>25%</td> </tr> <tr> <td>Wemyss Bay - Rothesay</td> <td>21%</td> <td>22%</td> <td>70%</td> <td>-3%</td> </tr> </tbody> </table> <p>Finlay updated that the website will be refreshed as a follow-on from eBooking.</p> <p>Timetable consultation is still to be complete, but it is hoped to have October timetables available to book from July.</p> <p>In terms of ongoing outages, the MV Hebridean Isles is still out of service and MV Finlaggan is in dry dock. MV Alfred is in service on the Arran route.</p>	Variance on Previous Period					Route Name	Passengers	Cars	Coaches	CVs	Ardrossan - Brodick	11%	0%	35%	8%	Claonaig - Lochranza	23%	22%	-25%	120%	Colintraive - Rhubodach	-9%	-10%	2,250%	-1%	Gourock - Dunoon	20%				Gourock - Kilcreggan	4%				Kennacraig - Islay	16%	9%	75%	9%	Kennacraig - Islay/C'say/Oban	-8%	-16%		23%	Largs - Cumbrae Slip	12%	8%	-13%	1%	Tarbert LF - Portavadie	17%	15%		-26%	Tayinloan - Gigha	-4%	-4%		25%	Wemyss Bay - Rothesay	21%	22%	70%	-3%
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	<p>Gordon Ross asked if MV Heb Isles will require further annual drydock in winter 2023/24.</p> <p>Finlay MacRae confirmed that MV Hebridean Isles will still require a drydock in winter 2023/24.</p> <p>Bill Calderwood noted that a number of additional sailings have operated on a non-bookable basis and wondered if it could be feasible to make more sailings available to book online.</p> <p>Finlay confirmed that scheduled capacity vs actual capacity delivered is being integrated into the new system to better allow this to be considered across scenarios for future planning.</p> <p>Lauren Worrell noted that there was an issue with the Ardrossan linkspan and asked if there was an update on when it would be operational.</p> <p>Don McKillop updated the meeting to say the Linkspan at the Arran berth at Ardrossan has been unserviceable for 10 days or so. Technical support has been contracted to attend to the issue. Peel Ports have advised that they expect the linkspan to return to service on Friday 23<sup>rd</sup> June. Shared use of the Irish berth has impacted on operations to Arran with berthing clashes.</p> <p>Lauren Worrell asked for an update on the Major Redevelopment Plan for Ardrossan and sought assurance that this would improve weather resilience.</p> <p>Don McKillop confirmed that once complete these works will improve resilience at Ardrossan. Troon port is also being made ready to provide the diversion facility during closure of Ardrossan for the major redevelopment.</p> <p>Bill Calderwood noted that MV Alfred will be unable to berth at the Arran berth in the short term but would instead have to berth at Troon.</p> <p>Gordon Ross noted that there is interesting carrying data by route on the Calmac website. An observation Gordon made was on the traffic reduction on a number of routes against pre Covid carrying data including a 34% drop on Gourock – Dunoon. Gordon suggested there should be a breakdown on a route-by-route basis of the subsidy cost per route.</p> <p>Angus D Campbell asked for an update on flood defence work from North Ayrshire Council.</p> <p><b>Action – Cllr Billings offered to get an update from NAC officers to share through the Secretariat with the draft minute.</b></p> <p>Ewen MacDonald asked if Alfred could berth in Campbeltown in the short term while the Arran berth is unavailable to reinstate – even for a short period of time – the Campbeltown service.</p>
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Don McKillop responded to say this will not be possible for this short issue as work needs to be undertaken for the vehicle and passenger berth to be compatible for Alfred.

Cllr Billings suggested that a note should be included on the system where routes have had a capacity reduction as a result of loss of main vessels and their replacement with smaller tonnage reducing overall capacity and traffic carried falling as a result.

Cllr Armour asked if consideration has been given to deploying the MV Heb Isles crew to provide a freight service to Islay (and other islands).

Finlay MacRae confirmed that some of the MV Heb Isles crew have been redeployed to other vessels to support services but not enough to provide additional services. The other limiting factor is the fleet itself in terms of ability to operate while crew rest. The solution Calmac hope to see realised is a spare vessel and crew in hot lay-up.

It was noted that a proposal has been submitted to Ministers and Transport Scotland to have crew available to support different vessel operations.

Lauren Worrell noted that MV Alfred passenger capacity would be doubled by the addition of 2 crew members.

Brian Gordon confirmed that a proposal has been submitted for this recruitment by Transport Scotland.

There was agreement within the meeting that MV Alfred should be optimised in terms of the level of service and capacity she offers.

**Action – Transport Scotland to update on their deliberations on the proposal to increase the MV Alfred crew.**

Cllr Armour noted concerns from Kintyre Hauliers that phone calls are not being answered by Calmac and this requires people to attend physically in a Calmac office to be able to change bookings.

Jim Porteous reinforced that this is a major issue that has been a problem since the introduction of Ar Turas. Jim also provided examples of this impacting on people in Islay and Jura including someone having to travel from Jura to Islay (by Council ferry) to be able to make a booking in an office in Islay as they were unable to book by telephone.

Finlay MacRae confirmed this seems to be an issue from call volumes with regrettable instances of people being cut off before the caller is put through to someone. Consideration is being given to bringing in temporary staff, but this would probably not be with staff able to make bookings just take details before staff could call back when trained staff could call back.

Kirstie Reid raised issues about variable message boards not reflecting operational information in the event of a disruption.

		<p>Christine Murdoch asked for discussion with the community to develop a timetable that works for the Kilcreggan community on a regularised basis.</p> <p><b>Action – Don McKillop would take this issue forward with Christine separately.</b></p>
4	<b>Western Ferries Operational and Commercial Update</b>	<p>Gordon Ross introduced the Western Ferries Report which was circulated in the meeting papers. The report covered:</p> <ul style="list-style-type: none"> <li>○ Service Reliability – 17,563 sailings compared to 18,032 over the previous period. Only 12 sailings cancelled due to inclement weather.</li> <li>○ Carrying Data – passengers and commercials up 6% and cars up 4%</li> <li>○ 50 years of service – subsidy free. Now providing 32,000 sailings per year operating 365 days of the year.</li> </ul> <p>Members noted the Western Ferries update.</p>
5	<b>CMAL Update</b>	<p>Brian Fulton introduced the report provided within the meeting papers by CMAL drawing attention to several specific updates including:</p> <p><b>Vessels</b></p> <ul style="list-style-type: none"> <li>• The MV Loch Frisa has settled in quite well and is performing on the Oban/Craignure route; introduced in June 2022. The vessel was successfully drydocked at Troon in April/May.</li> <li>• Islay vessels 1 &amp; 2 in Cemre are progressing well.</li> <li>• Little Minch vessels 3 &amp; 4 in Cemre were signed on 11<sup>th</sup> January 2023 and good progress in line with milestones is being achieved.</li> <li>• To note that the 2 additional Little Minch Vessels is an additional £115m which is added to the IIP 21/22 – 25/26 (£580m) taking the 5-year financial commitment to £695m.</li> <li>• The Small Vessel Replacement Programme (SVRP) is progressing well but has slowed a little as there has been a requirement to engage with MCA regarding final approval. The 7 vessels in Phase I will be ready to tender within Q3/Q4 2023 – they will be fully electric with a backup diesel generator which would only be used should there be an overnight power outage.</li> <li>• Once SVRP Phase 1 is underway the attention will turn to Phase 2 which is an additional 3 vessels.</li> <li>• There is parallel work going on regarding SVRP supporting The Highland Council regarding the Corran Ferry replacement vessels.</li> <li>• The Mallaig/Lochboisdale vessel replacement programme is underway with concept design consultants – LMG Marin of Norway have been appointed. This vessel replacement remains unfunded.</li> <li>• The Gourock/Dunoon/Kilcreggan vessel replacement project is still ongoing and is highly complex. A passenger only catamaran solution is being worked on</li> <li>• We have initiated a project to replace the MV Carvorra (Gallanach/Kerrera) as the current vessel is being</li> </ul>

		<p>overwhelmed during the summer period (12 passengers only + 1 car).</p> <ul style="list-style-type: none"> <li>• We continue to scour the globe regarding 2<sup>nd</sup> hand tonnage but as stated it is not bearing fruit – the exception being the MV Loch Frisa.</li> <li>• The MV Alfred has been chartered for 9 months. To note that time charters whether for CHFS or NIFS are the responsibility of the operator.</li> </ul> <p><b>Port Infrastructure</b></p> <ul style="list-style-type: none"> <li>• Brodick old pier demolition was paused until Spring.</li> <li>• Brodick old terminal building is due to open in early June as a new pharmacy.</li> <li>• We await the report on the wave analysis for the new Brodick pier.</li> <li>• Castlebay linkspan rope replacement took place 21<sup>st</sup> May with plan to complete by 26<sup>th</sup> May. The job was completed one day earlier than scheduled. This work was originally planned for March, avoiding Easter and summer busy periods, but the contractor was called to prioritised work at Uig to ensure Uig was able to reopen.</li> <li>• The pier repairs at Colonsay have been put off until September now due to lack of accommodation during summer for the contractors. This does not affect the ferry service as the work is on the north side of the pier.</li> <li>• CMAL have met with North Ayrshire Council and CalMac with regard to the rebuild of Cumbrae Slip and marshalling works, as well as marshalling works at Largs. A joint public meeting is proposed with NAC and CFL in late June, details still to be finalised. There will be a meeting with the Cumbrae Ferry Users Group in advance of the public meeting.</li> <li>• Works to repair the slipway at Gallanach have started on site and are due to be completed within 3 weeks.</li> <li>• Additional wave, wind and navigation studies are being undertaken at Gasay, along with vessel simulations, to ensure that the proposed development at Gasay provides the most resilient port, especially when compared to the current site at Lochboisdale.</li> <li>• Ground investigation works at Gourrock recommenced w/c 22<sup>nd</sup> May for 4 to 6 weeks.</li> <li>• The tender for Port Askaig, Kennacraig and Colonsay port enabling works was issued at the end of April 2023 and is due back in June. This work is to ensure each port is ready for the arrival of the new Islay ferries.</li> <li>• Works at Lochmaddy are due for completion soon with demobilisation taking place in June 2023. CMAL helped to project manage the development on behalf of Western Isles Council.</li> <li>• The traffic management works at Armadale are now complete with the exception of the installation of the bus shelter.</li> <li>• The Port Ellen works are still to go to tender, still awaiting final comments from CFL before progressing. The Outline Business Case for the longer-term Port Ellen redevelopment has been completed and will go to TS for approval.</li> </ul>
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- The shelter at Tiree has been ordered and will be installed soon.
- Minor traffic management changes are being made at Lochaline to better manage the flow of traffic and the order of arrival at the port.

Members noted the CMAL update.

Angus D Campbell asked what advertising CMAL are doing to promote the Cumbræ public meeting.

Brian advised that local press adverts have been placed.

Angus D Campbell asked about maintaining the passenger capacity of MV Loch Riddon during relief.

Brian Fulton advised that the likely replacement will be MV Hallaig which can be modified to provide this capacity on this short crossing.

Robin Currie suggested that a discussion with Argyll and Bute Council on vessel replacement would be welcome to understand of the SVRP could help with the Council fleet.

Brian noted that this already happens with Highland Council for Corran Ferry replacement and that CMAL would be open to including Argyll and Bute Council in the process also.

Jim Porteous asked about Islay port side development noting that with Port Ellen not going to be ready for the new ferries entering service and there is a concern in Islay that the ports will not be ready for the new vessels.

**Action – The Argyll and Bute Council Infrastructure update will be issued with the draft minute, and this will include an update on making Port Askaig ready for the new ferries.**

Dougie MacFadyen asked when there will be full detail on completion of the works and what will be involved in making these ready. Cllr MacFadyen also noted his disappointment at there being no officer representation from Argyll and Bute Council again.

Brian confirmed that the infrastructure options may require port closure at Port Ellen for up to 18 months.

Bill Calderwood asked if we are any closer to understanding the level of risk to service operations from inclement weather and whether the weakest link is Ardrossan, Brodick, or both.

Don McKillop confirmed that Ardrossan is the more weather impacted port than Brodick. A recent alert did affect the Caledonian Isles but not the Alfred as the latter vessel does not experience the same windage and therefore the alert only applied to MV Caledonian Isles.

Gordon Ross asked the following questions:

1. if it is decarbonisation that makes the new Gourock – Dunoon – Kilcreggan vessels complex.
2. Has the needs-based assessment been shared with CMAL yet.



		<p>Brian Fulton confirmed it was the propulsion issue that makes this a complex project.</p> <p>Brian confirmed that the needs-based assessment has not been received by CMAL yet.</p>
6	<b>Ar Turas Update</b>	<p>Finlay MacRae provided the following update:</p> <ul style="list-style-type: none"> <li>• eBooking went live on 17 May.</li> <li>• This followed a system outage over the previous weekend.</li> <li>• Issues have emerged and the business continues to work through some of these.</li> <li>• Features of the system do work well and are bringing benefits.</li> <li>• Some Features have not performed as expects.</li> <li>• Questions have been asked on why go live took place in the summer season.</li> <li>• Free text aspects of the old Compass system proved complex to fix and left some account holders needing to set up new accounts.</li> <li>• Issues with email sends with issues of emails from CFL going into SPAM / Junk folders.</li> </ul> <p>Cllr Dougie McFadyen felt the new ticketing system has been a disaster and that the failings of the issue has really impacted on frontline staff. There are heartbreaking stories of staff leaving the business. There is also a suggestion that staff have not received adequate training. A system anomaly has been the splitting of Islay into two ports, and it would be better if all sailings to / from Islay appeared when a passenger searches not requiring the passenger to search both Port Ellen and Port Askaig as separate sailings on separate searches.</p> <p>Finlay acknowledged all the issues raised by Cllr McFadyen and reassured that the company and their contractor are working hard to fix issues and improve the system.</p> <p>Angus D Campbell asked if there is an Improvement Plan in place for Ar Turas and if so, can this be shared with the FSG Membership.</p> <p>Robin Currie supported the proposal that a review and Improvement Plan needs to happen for Ar Turas.</p> <p><b>Action – Finlay will provide an update on future phasing of Ar Turas and how the user issues will be improved and how regular user input will be improved for future phasing.</b></p> <p>Bill Calderwood expressed frustration at the difficulty of getting foot passenger bookings on sailings. This might be a terms and conditions issue. Frontline staff are standing out in the face of very difficult circumstances in having to manually override what appears to be failings in the eBooking system.</p>

		<p>Jim Porteous confirmed that Islay Ferry Committee have provided a list of issues that they have documented regards the new system.</p> <p>Angus D Campbell reported that people with tickets have been unable to travel due to problems with ticket scanning despite their having arrived in time for the sailing.</p> <p><b>Action – Don McKillop committed to providing an update on what Calmac are doing to ensure people are shipped when they have tickets even if the scanning fails.</b></p> <p>Gordon Ross asked why the decision was taken to press on and launch the system in the busy month of May when it had been delayed on at least two earlier occasions.</p> <p>Finlay recognised this proved challenging but noted that had it been delayed it would have had to be a delay of many months.</p> <p>Allan Comrie noted that the loss of the integrated Rail-Sail ticket has been a significant casualty of the new system. This point was supported by other members of the FSG who felt this disadvantaged the traveller.</p> <p>Members noted the Ar Turas update.</p>
7	<p><b>Transport Scotland Update - including Islands Connectivity Plan Update and CHFS 3</b></p>	<p>Brian Gordon, Transport Scotland introduced the Transport Scotland update covering the following points:</p> <ul style="list-style-type: none"> <li>• Since 2007 Scottish Government support for ferry services across CHFS and NIFS has totalled £2bn which covers the annual revenue support of both contracts across 16 years plus capital investment.</li> <li>• The Scottish Government announced investment of £580m and more recently £115m in services, including ports and vessels, to support and improve Scotland’s ferry routes as part of our wider five-year Infrastructure Investment Plan, in February 2021.</li> </ul> <p>The report included the following update on the Islands Connectivity Plan including:</p> <ul style="list-style-type: none"> <li>• Structure of ICP</li> <li>• Strategic ICP Document</li> <li>• Draft long-term plan for Vessels and Ports</li> <li>• Community Needs Assessments</li> <li>• Fares Policy Review</li> <li>• Carbon Reduction Plan</li> <li>• Onward and Connecting Travel</li> </ul> <p>It is anticipated that the majority of development work, engagement, and consultation on the ICP, including its delivery plans for CHFS and NIFS, will be undertaken during 2023 with the completion of some elements of the Plan continuing into 2024.</p>

		<p>Brian Gordon updated that winter fares remain under review and Transport Scotland will aim to have these confirmed in July or August.</p> <p>Brian Gordon updated on CHFS 3. Noting that Transport Scotland intends to continue to provide a lifeline ferry service to connect island and remote peninsula communities off the West Coast of Scotland with the mainland when the current Clyde and Hebrides Ferry Service (CHFS2) contract ends at midnight on 30th September 2024. Preparatory work by TS for the next CHFS contract, (CHFS3) has begun but remains at early stages.</p> <p>There followed a general discussion on points covered within the report.</p> <p>Gordon Ross asked when the Stantec report on the Community Needs Assessment for Gourock – Dunoon will be published.</p> <p><b>Action – Brian Gordon could not provide an update at the meeting but would confirm through the Secretariat when this is being published.</b></p> <p>Angus D Campbell asked for clarity on Fair Fares Review timescales.</p> <p>Brian Gordon confirmed this would report by the end of 2023.</p> <p>Cllr Billings asked why ScotRail changed the train timetables to Ardrossan.</p> <p><b>Action – The Secretariat to request the rationale for this from ScotRail.</b></p> <p>Angus D Campbell asked for an update on CHFS 3 and what will happen on 1 October 2024.</p>
8	<p><b>Project Neptune Consultation</b></p>	<p>Angus Campbell, ferries communities board provided an update on the Project Neptune consultation that covered:</p> <ul style="list-style-type: none"> <li>• Last consultation event was 8 June.</li> <li>• Report submitted to Transport Scotland on 10 June.</li> <li>• Transport Scotland have committed to publishing the report within a month of its submission.</li> <li>• The report captured common themes raised by the communities.</li> <li>• This included different groups.</li> <li>• 9 recommendations have been suggested.</li> <li>• Common themes are: <ul style="list-style-type: none"> <li>- Communication and Consultation is not working</li> <li>- Need for clear lines on where responsibility lies</li> <li>- Real appetite within islanders to be more involved in the decision making</li> <li>- Lack of trust in current governance</li> <li>- need for bottom-up design of services</li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <li>- need to look at organizational structures</li> <li>- need to look at culture around sharing information</li> <li>- views around a ferries commissioner</li> <li>- views on how island voice features at the top of the decision-making process</li> <li>- anxiety on the need to ensure the right contract is put in place post current NIFS and CHFS</li> <li>- asset ownership is an area of concern.</li> <li>- Need to recognise what a lifeline service is and ensure a common approach to responsibility is taken by Government.</li> <li>• The report will include a note of the discussion at each consultation event.</li> </ul>
9.	<b>Communities Board Update</b>	<p>Angus Campbell provided the FCB update. Covering:</p> <ul style="list-style-type: none"> <li>○ CB have continued our regular Quarterly meetings as a board. The last one on Friday 26th of May. We have recruited a new member Eleanor Logan from Gigha and hope to have a young person joining the board over the summer. Adverts are going out with help from the Young Islanders network.</li> <li>○ We have regular attendance from TS, CMAL and CalMac</li> <li>○ We also continue to meet on specific issues recently contributing to workshops on the ICT. We were represented at the Cross-Party parliamentary committee on Ferries. We had a joint meeting with DML and CMAL and also met the DML board.</li> <li>○ We have been expressing our concern around the introduction of the new Ticketing system. Over the last 18 months we have offered to test the system but have not been included in that process. We continue to worry about effective outcomes of the system and are very aware of the added pressure on front line staff. It is also disappointing that this level of public investment does not include integrated booking of onward travel.</li> <li>○ We had two online meetings with Kevin Stewart when he was minister and last week met with the Cabinet Secretary. We have requested a meeting with new Transport Minister.</li> <li>○ Although aware of there being a disruption Matrix type of process being used, we have had no prior input into the principals and processes used. We know there is a review taking place and last Friday some members had a session with management.</li> <li>○ From our perspective the use of numbers of travellers to decide priority or a simplistic use of alternative routes has big dangers for islands relying on lifeline services. An alternative</li> </ul>

		<p>is only an alternative if it has capacity. While recognising lack of tonnage makes life difficult there should be a conversation around wider options.</p> <ul style="list-style-type: none"> <li>○ Communication and consultation methods remain a problem and simply telling communities what is being done to them is not consultation which should be permanent and flow both ways.</li> <li>○ Board members were also heavily involved in the Neptune consultations. Doing the logistics, setting up meetings and publicising to try and ensure as wide a coverage as possible. We now look forward to the report being published by the end of the month.</li> <li>○ Board members continue to engage with their local communities with consultation methods a priority and we continue to make the case for free under 22 travel on ferries.</li> </ul> <p><b>It was agreed to note the Ferries Community Board update.</b></p>
10.	<b>Argyll and Bute Council Update</b>	<p>Scott Reid was unavailable for the meeting today but has committed to send a written update for the Secretariat to share with the draft minute.</p> <p><b>Action – Argyll and Bute Council update to be shared when the Secretariat issues the draft minute.</b></p>
11	<b>Confirm Pre-agreed Date of Next Meeting</b>	<p>It was agreed that the next meeting of the Clyde, Kintyre and Islands Ferry Stakeholder Group will be <b>virtual through MS Teams</b> and take place <b>on the 12<sup>th</sup> December 2023 at 1000</b></p>