

FERRY SERVICES REVIEW

1. SUMMARY

At the Audit Committee Meeting on the 3rd June it was noted that the Ferry Services Review had been issued as a consultation paper under the title of Piers, Harbours and Ferries Review and that the closing date for responses was 30th June 2005. The Audit Committee queried why some of the Action Points raised in the Internal Audit Report had not been addressed and requested that a further report be brought before the Audit Committee. To this end the Head of Roads & Amenity Services prepared a report. Full details are enclosed explaining how the Action points have been addressed.

2. RECOMMENDATIONS

The Committee is asked to note the contents of the report.

3. DETAIL

- 3.1** In respect of the comments/complaints procedure for passengers, the Council have issued cards to the ferries at Cuan - Luing and Port Appin - Lismore. This card, included in Appendix 1 to this report is on display in the passenger compartment of the ferries and gives the travelling public the opportunity to voice their concerns. The third service, Easdale – Ellenabeich is an open vessel and this method is inappropriate, so these cards are on display in the waiting rooms at both Easdale and Ellenabeich. The fourth service between Islay and Jura that is managed by ASP Ship Management reports back to Council of complaints or comments through the process of contract meetings.
- 3.2** With regard to monitoring arrangements of the Lismore and Jura Services, the Lismore service transferred back to Council control in April 2005. Foster Yeoman extended their Contract term from February 2005 to the end of March 2005 but elected not to continue the Contract beyond this date. In order to protect the service the Council offered appointments to the Foster Yeoman's staff under the Transfer of Undertaking of Employment regulations. This service is now monitored on a weekly basis by the Harbour Master in Oban under whose remit it falls.
- 3.3** The Islay - Jura service is operated by ASP Ship Management and they submit monthly details of the sailing information log book, a copy of which is included in Appendix 2 to this report. These reports have consistently confirmed that the level of service provision exceeds that required under the terms of the Contract. The financial returns are inspected at random by the Council as agreed under the

Contract and regular meetings are held between the Council and ASP Ship Management where issues relating to service provision are discussed.

4. IMPLICATIONS

- 5.1 Policy – None.
- 5.2 Financial – None
- 5.3 Personnel – None
- 5.4 Equal Opportunities –None
- 5.5 Legal – None

For further information, please contact Stewart Turner (Tel: 01546 604611).

Andrew R Law
Director of Operational Services

APPENDIX 1



Argyll and Bute Council

Customer Feedback Form

If you have any comments that you wish to make on any aspect of your ferry journey today, please contact the Council either by telephone or in writing.

Please call 01631 562125 and ask for the Area Manager or an Assistant Area Manager.

If you prefer to write please address your letter to:

Argyll and Bute Council
Director of Operational Services
1a Manse Brae
Lochgilphead
Argyll
PA31 8RD

Thank you

APPENDIX 2

ASP-SEASCOT SHIPMANAGEMENT LTD.

EILEAN DHIURA SAILING INFORMATION LOG BOOK

WINTER TIMETABLE		R.D. Cards	Additional Sailings Schools Mon-Fri 0735 hrs	Additional Sailings Mon-Sat 21.30hrs	Special Sailings 23.00 hrs	ACTUAL NO OF SAILINGS	PROGRAM NO OF SAILINGS exc Schools	VARIANCE	NO. OF PASS	CARS/ VANS	LIGHT COMM.	HEAVY COMM AND HAZARD VEH.	COACH	MOTOR CYCLE	C/VAN TRACTOR	REMARKS
Feb-05																ü Available for school crossing X No morning school crossing @ Emergency Breakdown ú Sailings cancelled due to weather
1	TUE		✓	✓		21	13	8	180	61	2	25				
2	WED		✓	✓		25	13	12	188	62		35				
3	THU		✓			22	13	9	201	61	6	24				
4	FRI		✓		✓	20	13	7	165	50		22				Special Sailing @ 01:30 for vet
5	SAT					16	14	2	106	47		7				
6	SUN					3	2	1	36	13		2				
7	MON		✓			17	13	4	134	40	4	8				
8	TUE		✓			17	13	4	123	42		11				
9	WED		✓			18	13	5	171	59	4	15				
10	THU		✓	✓		19	13	6	157	63	2	14				
11	FRI		✓			21	13	8	186	69	1	17				
12	SAT					13	14	-1	80	30		3				No demand at 12:15, 17:45 & 18:30
13	SUN					0	2	-2								ú 75 knts winds at Port Askaig.
14	MON		✓		✓	18	13	5	149	50	2	12				ú No sailing at 07:35 - tide turning
15	TUE		✓			21	13	8	166	63		17				
16	WED		✓			22	13	9	170	59		23				No demand at 18:30
17	THU		✓	✓	✓	20	13	7	182	60	3	14				
18	FRI		✓			18	13	5	132	51		16				
19	SAT					12	14	-2	56	24						No demand at 18:30
20	SUN					4	2	2	41	18		1				
21	MON			✓		17	13	4	105	42	1	11				
22	TUE					23	13	10	138	67		17				
23	WED					19	13	6	110	52		16				
24	THU			✓		18	13	5	140	52		18				
25	FRI					19	13	6	143	48		15				
26	SAT					15	14	1	90	39		6				
27	SUN					3	2	1	69	20						
28	MON		✓			17	13	4	134	59		8				No demand at 18:30
						458	324	134	3552	1301	25	357	0	0	0	