

ARGYLL FERRIES REPORT NOVEMBER 2015

Background:

Argyll Ferries Ltd has operated a two-vessel passenger-only service between Gourock and Dunoon since June 2011. It has two vessels, MV Argyll Flyer and MV Ali Cat. It operates to a contract set by Transport Scotland which is due for renewal in 2017.

Carryings:

The most recently available carrying figures are for Winter 2014/2015.

	October	November	December	January	February	March	6 months
Total Scheduled Sailings	1,719	1,447	1,620	1,633	1,545	1,693	9,657
Operated Sailings	1,602	1,401	1,520	1,389	1,482	1,521	8,915
Cancelled Sailings	117	46	100	244	63	172	742
Total Cancelled Sailings after Relief Events	14	0	0	8	0	28	50
Total on Time	1,602	1,401	1,509	1,386	1,480	1,517	8,895
Total Level 1 Lateness	0	0	10	3	2	4	19
Total Level 1 Lateness after Relief Events	0	0	5	2	0	1	8
Total Level 2 Lateness	0	0	1	0	0	0	1
Total Level 2 Lateness after Relief Events	0	0	1	0	0	0	1
Reliability %	99.19%	100.00%	100.00%	99.51%	95.92%	98.35%	99.48%
Punctuality %	100.00%	100.00%	99.63%	99.88%	99.87%	99.94%	99.91%

The 2015 Summer season ended on October 25 and detailed figures will be published in due course once they have been formally audited. However, total carryings for the period were 192,855, a slight reduction (805) on 2014 Summer season's 193,660.

Cowal Games

Once again AFL put on an additional vessel to provide extra capacity for the Cowal Games. This was well used with carryings up 4% on previous years.

Gourock Port Improvements

During the course of the Winter of 2014/15 port owner Caledonian Maritime Assets Ltd carried out some major works in Gourock including the replacement of the 'Kilcreggan Steps' with a tailor-made boat steps, primarily for the SPT Kilcreggan Ferry service.

Major port works were also carried to prepare the port and marshalling area to take services from the Isle of Bute while extensive repair work is carried out by CMAL at Wemyss Bay during the Winter of 2015.

This has provided as safer environment for pedestrians and vehicle drivers. Customer facilities including a new shelter at the berth and improved waiting room facilities such as the installation of vending machines and new TV screens have also been provided.

Customer Service

AFL has continued to strive to improve the service within the limitations of the resources available and this is reflected in a 11% reduction in Customer Complaints for Winter 2014/15 period and an increase in Customer Appreciations by 15%.

The Marketing Department liaising with local businesses to promote Cowal visitor attractions.

Social Media

The AFL Twitter account has proved popular. Key stats from last winter are:

- Sent a total of 6206 tweets
- Received a total of 2398 tweets
- Re-tweeted 1353 times
- Our tweets have been shown as favourites 584 times
- Customers have thanked us 218 times
- Aside from a simple thank you, we have had 33 positive messages
- 19 negative messages
- Total audience reach of 1.4 million

Wemyss Bay Works

CMAL's works at Wemyss bay and the diversion of CalMac Bute services to Gourock has been a major logistical challenge. We are working through a number of teething problems but overall it is working well. The only impact on AFL services is that a number of sailings, mostly on Saturdays and Sundays, are having to use the new Gourock Boat Steps which means that there will be no wheelchair access on these sailings. Staff will be on hand to provide assistance; however an alternative option of travelling by taxi via Western Ferries will be offered to customers travelling in a wheelchair who need to travel on a sailing which is not fully accessible. Details are available at <http://www.argyllferries.co.uk>

We realise that this may cause some inconvenience to customers with accessibility requirements so we would urge them to plan ahead. Alternative plans are in place to accommodate wheelchair passengers if they have to travel on a service to which we cannot provide access.

Winter Refit

The annual refit for the MV Ali Cat is scheduled to take place between November 2 and 15. A single vessel service will operate during this time.

Christmas & New Year

The 2015/16 Christmas & New Year timetable will operate as in previous years -

- Christmas Eve & New Year's Eve - Last sailings depart Gourock at 2120hrs & from Dunoon 2145hrs
- Christmas Day & New Year's Day - No Service
- Boxing Day & 2nd January - Sunday Service in operation.

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