



Caledonian Maritime Assets Ltd
Municipal Buildings
Fore St
Port Glasgow PA14 5EQ

Tel: 01475 749920
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Councillor Alan Reid
Chairman
Cowal Transport Forum
Customer Service Point
22 Hill Street
Dunoon
PA23 7AP

31 October 2017

Dear Councillor Reid,

Gourock Outer Lifting Dolphin Works Cowal Transport Forum

I am responding to your letter of 9th October 2017, to our Lorna Spencer, regarding the Cowal Transport Forum's concern that there is an apparent breach of the Disability Discrimination Act as a result of the works we are carrying out at Gourock.

Caledonian Maritime Assets Ltd. (CMAL) have a contractor undertaking essential repair works to the fendering system on the Gourock linkspan outer lifting dolphin. Due to the location and nature of the works, it was not possible to carry these out during periods of ferry operations from the linkspan, so the works are being undertaken as a night shift. As the Argyll Ferries timetable runs from 06:20 until 23:35 during the week and even later at the weekends, there was a concern that the available "working window" allowed by the timetable would simply not permit some tasks to be undertaken, and certainly would reduce efficiency and increase the overall works programme.

Based on the above, and working in close cooperation with Argyll Ferries & Transport Scotland, it was agreed that a limited number of ferries of each day be scheduled to use the boat steps and not the linkspan, therefore allowing a longer working window for our contractor. The ferries that are using the boat steps during the works are: Monday - Saturday ex Dunoon at 23:10; Friday & Saturday only 23:40 & 01:00 ex Gourock and 00:10 & 01:25 ex Dunoon; and Sunday 22:50 ex Dunoon. Argyll Ferries agreed these revised berthing arrangements with Transport Scotland prior to works starting.

Whilst the limited number of sailings use the boat steps, Argyll Ferries, and port operator CalMac Ferries, have a procedure in place where they will transport the passengers via Western Ferries by taxi if required. For the duration of the works, there are posters displayed explaining that anyone requiring assistance should contact the customer care department prior to travel and they will provide alternative arrangements. It is fully understood that this is not always possible, so the port staff also have an agreement in place with our contractor to stop the works and allow a vessel to berth on the linkspan, hence ensuring that no passenger is without travel.





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Given the above, we believe that no passengers will be affected by operating a limited number of sailings from the boat steps for the short duration of these essential works. However, we would apologise to anyone who feels they have been affected by the works.

For your information, the works are going well and it is envisaged that they will be complete later this week.

Yours sincerely,

Ramsay AM Muirhead
Head of Civil Engineering

- c.c. - Lorna Spencer, CMAL
- Argyll Ferries
- CalMac Ferries

