

Islay & Jura Transport Group

DRAFT minutes of meeting held on Wednesday 11th December at 10.40am in Fire Station at Islay Airport

1. Present: Jim Porteous (JP) ICC; Rachel Whyte (RW) ICC; Niall Colthart (NC) HIAL; Roy Bogle (RB) Loganair; Maureen MacKinnon (MMK) Transport User; Mike Senior (MS) Seniors Forum; Michael Donnelly (MD) Ileach; Jean Knowles (JMK) Minutes.

Apologies: *Cllr A Redman, Cllr A Horn, Pat McGrann, Liz Renfrew, Andrew Burnham, Lesley MacColl, Martin Arnold.*

2. Minutes of previous meeting:

18/09/19 – Minutes agreed: NC & MMack.

30/09/19 – Minutes agreed: RW & JP.

3. Matters arising & actions:

1. JP - Emphasised how input from community is important in service provision & changes.
RB - This is why Loganair attend these meetings elsewhere across HIAL airports.

2. JP - pleased to see informative advert in Ileach.

RW - Also Islay Community Facebook Page which she has used to inform population of change in baggage allowance.

RB - Could Loganair join this closed group?

MD - Moderated by two administrators.

RW - Would do this for other messages.

3. Whisky/golf tours seemed not to be working.
RB - Only Machrie was approached by Loganair re day trips
 - Less popular than formerly.
 - Less corporate hospitality currently.
 - Loganair only do daytrips.
 - Other tour companies do packages.

RB - Keen to grow uptake.

- Management of day tours is co-ordinated by staff at Islay Airport.
- More interest being shown in Tiree which links with bike hire.
- Perhaps an Islay cycle day might work.
- Substantial difference in price between cycle day & golf/spa day.

RW - Also lots of taxi firms who do day tours for visitors.

RB - Had previous engagement with Lady of the Isles.

- Would day car hire work?
- Loganair can only do day-away trips.

JP - There is the Islay & Jura Marketing Group.

RB - Will take this concept to the group.

- Could Islay staff come to the marketing group to explain to those interested.

RB - Loganair have dedicated advertise day page and are willing to engage with interested providers.

Loganair to formerly interact with Marketing Group.

4. Survey has been commissioned by A&BC on public transport on the island.

- Circulated by ICC.
- Then “pulled” by A&BC.
- No more update from A&BC.
- Further attempts for update have been made twice.

Ileach - Will make (another) formal enquiry to A&BC.

RW - Could Loganair also approach A&BC about bus connectivity with flights.

RB - Loganair has set out their schedules for 2020.

MMack - There are bus ticket concessions on Islay. However, there were formerly bus connections with flights - especially for patient hospital appointments. People from her area can no longer get bus connection to the morning flight.

JP - No-one, either A&BC officer or local Councillors at this meeting.

MD - A Person has enquired if there is a ring & ride service elsewhere in A&BC?
Where is consistency?

RW - Will formally make this enquiry.

Also no update about other bus items from September meeting.

No update on Jura ferry & connectivity.

- Info on ferry connections.
- Info on bus times Kennacraig – Oban.

All were to have been progressed by A&BC.

4. Bus Services:

No update on any of these topics.

5. Loganair:

Updated stats shared.

Overall nos increased by 7%.

- No further Edinburgh service.
- 3rd flight Mon, Thurs, Fri April – October Summer 2020.
- 2nd flight Sun April – October Summer 2020.

Punctuality

- Performance down by 2%.
- Impact of HIAL strike/work to rule by air traffic controllers – delays from elsewhere.

Fleet renewal programme underway.

- ATR 72 – Orkney & Shetland.
- ATR 42 – Will start to become main aircraft replacing Saab 340.
 - Has 42 seats.
 - Planned phased introduction over next 2 years.

RW - Wishes to raise lack of consistency on 3rd flight times.
Could this be considered?

RB - There are some schedule revisions in process – will confirm final details.

RB – Welcome introduction of AVI ramps at Islay for boarding – easier access, less steep slopes, quicker turnaround – also to be introduced at Glasgow later.

RB – To **confirm final details of summer schedule.**

RB - Now has code-share with FlyBe so better connectivity.

- At present this needs to be booked through Loganair.
- In dialogue with other carriers.
- Glasgow is being used as the “hub”.
- General sales agents, Airline Pros, has been engaged in USA & appear at trade fairs.

RW - Offers to engage with marketing group to link with Airline Pros.

RW - Wishes to relay positive response locally to Loganair’s advert in Ileach.

MS - Questions baggage allowance.

RB - If booked through flight then larger baggage allowance will be permitted.

RB - Loganair have free bag service.

MD - Will Avios be linked with Loganair.

RB - No, but will check.

JMK - Does fly flex plus allow priority security. I was denied priority security at Glasgow last week. Has sent complaint.

RB - Priority security is identified as fast track on boarding pass. Also lounge access.

JMK - What about compensation.

RB - this only relates to technical fault but no compensation for weather delay but “duty of care” for welfare & food.

RW - What is the latest information on lift for the less ambulant passengers?

RB - No update.

JP - Patient transport have raised some concerns.

RB - Is in dialogue with patient transport.

6. Islay Airport HIAL:

NC - Fire appliance has been repaired and will be back in service by Xmas.
Avi ramp delayed at Glasgow (short-term).

NC -

- Two people training for Air Traffic.
- One resignation from fire service.
- Runway resurfacing feasibility survey take place Jan 20, work in 2021.
- Aircraft movement up 53% last month (Oban has lost fuelling facility).
- Hebridean Airways coming daily, but Oban facility now operational again.
- Islay Airport showing 3% passenger increase Nov 19 vs 18 (bucking general trend).
- Inverness only other airport in HIAL with increase.

JP - Is car parking at airport adequate?

NC - Hopes this may be extended when runway resurfaced.

7. Ferries:

JP - Ferry summit 16/9/19 – distilleries projecting 30% increase in 3 years.

- A manifesto for future was produced, so far little progress.
- Response has been sent for next years winter timetable with extra sailings and targeting freight to Finlaggan.
- Heb Isles delayed substantially after dry dock.
 - Was due back 25/11/19. Problem with steering – went to different dock.
 - Steering now sorted.
 - Weather has not allowed seat trials.
 - Further problem identified with engine on Mon.
 - Much inconvenience – no 7am sailing ex Islay for 6 weeks.
- Some talks with other suppliers.
- New build for Islay under preliminary design. Once out to tender will be approx. 3 years before entering service BUT with projected increase this may still be insufficient, therefore night freight service under consideration– similar to Stornoway.
- Single boat service with Finlaggan only is currently better for freight despite fewer sailings compared with Heb Isles and Isle of Arran but leaves us exposed in the event of breakdowns.

8. Scottish Citylink:

No update available.

9. AOB:

MD - Wishes to question Edinburgh flight.

RB - With Edinburgh, extra 10k seats but growth was only 2,200. This was not cost effective & to the detriment of the Glasgow service. There was some market stimulation but not sufficient.

JMK - Some flights in May nearly full already.

RB - Demand continuously monitored, there may be further rotations added.

JP - What about un-met demand?

RB - Measuring is challenging – additional capacity is added if demand shows need. Seat inventory **is** monitored 350 days ahead.

10. Date of next meeting

18/3/20 - Islay Airport 10.40am.