

Service Review Meeting

Contract 1923C1

Date: 16 March 2015

In attendance: Mark Aikman (Clydelink), Ronnie Park (SPT), Alex Scott (SPT)

The meeting was called to discuss the events of 12 March 2015, when the Gourock – Kilcreggan ferry service was restricted to a maximum 12 passengers due to the absence of a passenger certificate.

In response to Mr Scott, Mr Aikman explained that an earlier inspection by the MCA had highlighted some items which required rectification and clearance. The MCA granted a 30-day extension to the passenger certificate (until 11 March 2015) to allow the items to be cleared in a further inspection.

Mr Aikman indicated that the MCA surveyor issued the new passenger certificate early in the morning of 13 March 2015. It was agreed that Mr Aikman should ensure that any future inspections of that nature should be arranged more in advance of the due date.

Mr Scott also raised the issue of information to the public during the disruption and referred to some complaints of inaccurate information as to service status. Mr Aikman explained that the company had endeavoured to provide as up to date information as possible but, in relation to the particular complaint relating to the later journeys on 12 March 2015, Clydelink had in good faith advised intending passengers that the service had been restored because it had chartered a vessel from Serco but, in the event, it had not been able to use the pier at Kilcreggan. He indicated that he had contacted Argyll & Bute Council to discuss the matter.

After further discussion of the matter, Mr Aikman undertook to review his processes to ensure that any information supplied to passengers in relation to service status was as accurate and timely as possible.