



Shetland Islands Council

Special Shetland Islands Council

04 February 2013

INTER ISLAND FERRY SERVICE REVIEW	
Report Number : ISD-03-13-F	
Director of Infrastructure Services Director of Development Services	Infrastructure Services Department Development Services Department

1. Summary

- 1.1. On 14 December 2011 the Council's Environment and Transport Committee agreed a methodology, in line with the Scottish Transport Appraisal Guidance (STAG), and a project structure for the Inter Island Ferry Service Review.
- 1.2. On 31 October 2012 the Council considered the Inter Island Ferry Service Review Update report and approved a number of savings options for implementation and noted a number of options which required further detailed appraisal.
- 1.3. This report and appendices presents the detailed appraisal of these options and recommends a package of savings measures that will generate recurring savings of £3.1 million during the lifetime of the Council's approved medium term financial plan.

2. Decision Required

- 2.1. It is recommended that the Council:
 - i) Approve the implementation of the savings proposals detailed in paragraphs 6 and 7 below.

3. Detail

- 3.1. On 14th December 2011, the Council's Environment and Transport Committee (min ref 20/11) approved the Review of the Inter Island Ferry Service with the overarching objective:

“To develop a sustainable inter-island ferry service that can be delivered within an environment of reducing resources”.

3.2. Further sub-objectives were adopted as detailed below:

No	Objective
1	As a priority provide transport links to maximise economic activity throughout Shetland and provide links that maintain employment opportunities within Shetland.
2	Provide transport links to promote social mobility and inclusion in a way that does not widen the equality gap.
3	Provide transport links that use a risk based approach to managing safety and legislation requirements.
4	Provide transport links that maximise the ability to adapt to future influences external to the ferry service.
5	Provide transport links that minimise carbon emissions.

3.3. In line with the STAG process the review has been undertaken in a number of stages:

- Pre Appraisal
- Part 1 Appraisal
- Part 2 Appraisal
- Post Appraisal

3.4. On the 31 October 2012 the Council considered an update report at the end of the Part 1 Appraisal Stage, this report detailed a number of options which could be implemented at this stage, which did not affect service levels as perceived by our communities and noted the options which were to be taken forward to the Part 2 Appraisal stage. These options equated to savings of £1.276m which were approved for implementation at Part 1.

4. Appraisal

4.1. The appraisal of these options has now been concluded and the detailed Inter Island Ferry Services concluding report is attached as Appendix 1 and this appendix details the review process from start to finish. This report is intended as a summary of the main conclusions and recommendations from that report.

4.2. The part 2 appraisal processes was informed by an extensive round of public consultation, a detailed economic impact study and a traffic modelling study. Each option was appraised for the individual route using a 7 point scale, ranging from Major positive to Major Negative impact against the following criteria:

- | | |
|---------------|---------------------------|
| • Objective 1 | • Feasibility |
| • Objective 2 | • Risk and Uncertainty |
| • Objective 3 | • Community acceptability |

- Objective 4
- Objective 5
- Traffic Modelling
- Economic assessment

- 4.3. This appraisal led to the development of a number of packages of savings proposals that could be implemented as a number of options were mutually exclusive. The packages have been developed using the findings of the assessment process, the outcomes of the Business Impact and Traffic Modelling assessments and the feedback from the various consultation exercises with public, staff and key stakeholders. The packages allow for the individual service changes on each route to be combined to give a picture of what the level of service would be across the Council's inter-island ferries network overall and, therefore, the overall impact that may be realised following the service changes resulting from this Review.
- 4.4. The development of the packages has been based on understanding how various options interact to meet the level of savings required by the Review and how the impacts may be felt in the Isles communities affected.

5. Package Descriptions

- 5.1. Below are short descriptions of the purpose behind the design of each of the service change packages that have been developed during Part 2 of the Ferry Review.

5.1.1. **Package A** - This package is designed to minimise impacts on individual communities whilst still achieving the level of savings required from Ferry Operations to allow Infrastructure Services to meet the requirements of the Medium Term Financial Plan; it includes the service changes that are judged to have the least impact relative to the other service changes on that route and/or those service changes that have been designed or modified in response to the community consultation. This package leaves the opportunity to further explore options to rationalise the Foula and Papa Stour services at a later date, including the possibility of combining the two services and/or externalising them.

5.1.2. **Package B** - This package maximises savings on the Papa Stour and Skerries routes in order to minimise impacts on the major routes elsewhere in Shetland. This package does achieve the level of savings required from Ferry Operations to allow Infrastructure Services to meet the requirements of the Medium Term Financial Plan; however, it also contains an element of irreversibility in that moving M/V Snolda from Papa Stour to Skerries implies that one vessel will be removed from the Council fleet; most likely M/V Filla. This restricts the overall flexibility of the service moving forward.

5.1.3. **Package C** - This is a 'do nothing' package. If this package is implemented, the service will continue to run as it currently is (as of early 2013) and the only savings from the Review will be those approved in Part 1 of the appraisal in October 2012. This package does not meet the level of savings required from Ferry Operations to

allow Infrastructure Services to meet the requirements of the Medium Term Financial Plan.

5.1.4. **Package D** - This package maximises savings on Yell Sound and limits impacts on all other routes. The impacts on Yell Sound are significant but other impacts are minimised or reduced on the Whalsay, Skerries and Bluemull Sound routes. This package meets the level of savings required from Ferry Operations to allow Infrastructure Services to meet the requirements of the Medium Term Financial Plan.

5.1.5. **Package E** - This is a package where priority is given to maximising savings on all routes, with less consideration of social or economic impacts. It exceeds the level of savings required from Ferry Operations to allow Infrastructure Services to meet the requirements of the Medium Term Financial Plan by a considerable amount.

5.2. These packages were then considered at the Shetland wide level to allow the review to reach a conclusion on which package to recommend to Council for a decision to implement. The reasoning behind this is set out in detail in section 4.6 of Appendix 1 and, in summary, was based on the performance of the package against the assessment criteria and other key factors considered by the Review.

6. Recommended Package

6.1. The Ferry Review has reached the conclusion that Package A is the recommended package as it is based on minimising the impact across all routes and responding to the views of the communities affected, whilst still meeting the level of savings required from Ferry Operations to allow Infrastructure Services to meet the requirements of the Council's Medium Term Financial Plan. In effect it is the best package that will deliver the overarching objective of *“a sustainable inter-island ferry service that can be delivered within an environment of reducing resources”*.

7. Service Description

7.1. The implementation of Package A will result in the service described below for each of the routes in the Council's inter-island ferry network. For all routes, the final detail of the amended service timetables will not be finalised until after the decision taken by Shetland Islands Council on 4 February 2013. When the resource available for each route is known, detailed discussion will take place with community representatives and ferry crew to decide on the timetable.

7.2. Bluemull Sound

7.2.1. The shift vessel, “Bigga”, will operate in a similar way to at present, ie. 17 hours per day, 7 days each week.

- 7.2.2. The day vessel, “Geira”, will have one less crew member attached to her and the remaining crew will work an average of 40 hours per week compared to 42 at present. This will result in the vessel being manned for an average of 40 hours each week compared to 42 in winter and 66 in summer at present. It may be decided to operate more hours during the summer than in the winter.
- 7.2.3. Fares will be reintroduced onto the route. The final fares structure will not be introduced until new ticket machines are available (c June 2013). In the meantime, fares will only be charged for traffic moving between Yell, Unst and Fetlar. Traffic from mainland Shetland will not be charged twice.

7.3. Yell Sound

- 7.3.1. It is proposed that the Yell Sound service will continue to be operated with one shift vessel operating 18 hours/day (17 hours at sea), 7 days a week, and a day vessel operating 12 hours Monday – Friday (10 hours at sea), Monday to Friday. This will give a possible 24 return sailings a day on weekdays and 16 a day at weekends, compared to 28 Monday to Saturday and 19 on Sunday at present.
- 7.3.2. The through night manning will be reduced from a full crew to 2 shipkeepers. This could affect the availability of the vessel for emergency sailings out of hours although it is intended to introduce stand-by arrangements to mitigate this.

7.4. Skerries

- 7.4.1. The proposal is to base the Skerries ferry “Filla” in Skerries instead of Symbister, Whalsay. This will remove the need for positioning runs. One of the Lerwick sailings will be replaced with 2 return sailings in summer to Vidlin, reducing to 1 in winter.
- 7.4.2. This will give 12 Return crossings per week in Summer as is the case at present and 11 Return crossings per week in Winter compared to 12 at present.
- 7.4.3. The crew will require to be based in Skerries and to live there during their time on duty.

7.5. Whalsay

- 7.5.1. The Whalsay service will be very similar to Yell, with “Linga” operating a 18 hours/day (17 hours at sea), 7 days a week, and “Hendra” operating 12.5 hours (11.5 hours at sea) from Monday to Friday.
- 7.5.2. This will give a possible 17 return sailings a day on weekdays and 11 a day at weekends, compared to 18 Monday to Saturday and 12 on Sunday at present.

7.6. Bressay

- 7.6.1. The Bressay ferry “Leirna” will be operated with 4 crew instead of 5. The number of passengers able to be carried will be reduced to 50 (although application has been made for this to be increased by about 10). To reduce the impact on the 0830 sailing from Bressay, which frequently carries more than 50, an additional sailing at 0800 from Bressay will be introduced. It should be noted that there are restrictions on the operation of the vessel with 4 crew, which may result in disruptions if a 5th man cannot be deployed when required, such as severe weather or restricted visibility.
- 7.6.2. The vessel will operate 17 hours/day (16 hours at sea) Sunday to Thursday and 19 hours (18 hours at sea) Friday and Saturday. Start and stop times as per present timetable.
- 7.6.3. There will also be a reduction in the number of scheduled sailings (c15 sailings a week) by removing underutilised runs. The current arrangement will continue, with additional sailings being operated when traffic cannot be accommodated on scheduled runs and time permits, except during recognised breaks.

7.7. Fair Isle

- 7.7.1. The Fair Isle service will continue as at present as additional revenue will result from fares changes already implemented.

7.8. Papa Stour

- 7.8.1. The roll-on / roll-off service to Papa Stour will continue to be operated by “Snolda” but there will be a reduction in sailings with removal of the Monday sailings all year and the Saturday afternoon sailing in winter.
- 7.8.2. This will result in 7 return crossings per week in Summer compared to 8 at present and 6 return crossings per week in Winter compared to 8 at present.

7.9. Service Wide Changes

- 7.9.1. Reduced Service on public holidays (Up-Helly-Ah and Easter Monday) which will be a single vessel on Bluemull Sound, Whalsay Sound and Yell Sound and no Skerries Service on Easter Monday.
- 7.9.2. Staffing Options detailed in Appendix 2 in relation to staff qualification, revalidation and medicals and flexible crewing.

8. Package Assessment

- 8.1. **Objective 1 (As a priority provide transport links to maximise economic activity throughout Shetland and provide links that maintain employment opportunities within Shetland)** - In the development of the Review objectives, Objective 1 was considered to be of the highest

importance and this was borne out by the feedback received during the consultations. Many of the impacts identified by respondents in the November consultations relate to the effect that the proposed changes were likely to have on economic activity, and commuting to work and tourism. Package A contains those options that have the lowest impact on economic activities and employment opportunities in the affected communities. It also contains those options designed or modified in response to community and stakeholder feedback, which tended to prioritise economic activity over all other considerations. For example, the proposal put forward by Yell Community Council, emphasises retaining crossings during the working week that allow for commuter travel and the movement of goods and livestock at the expense of weekend and evening runs.

- 8.2. **Objective 2 (Provide transport Links to promote social mobility and inclusion in a way that does not widen the equality gap)** - As referred to above, much of the feedback received during the consultation process emphasised economic impacts; however, social mobility, inclusion and the ability to access services was also a key concern highlighted by communities. Package A emphasises retaining people's ability to travel, as it does not recommend a course of action that involves removing or moving vessels, and preserves a two vessel operation on the major routes. For example, the Fetlar and Unst communities felt strongly that retaining the two vessel service on Bluemull Sound was an important factor in the sustainability of life in the North Isles, due to the need to travel to Yell to access services. Waiting times at ferry terminals under a single vessel scenario were likely to be so long as to make a trip to the dentist or doctor extremely drawn out compared to currently. Furthermore, the ro-ro service to Papa Stour is also seen as key in facilitating the movement of people for crofting, social purposes and to access services – this is also retained in the recommended package.
- 8.3. **Objective 3 (Provide transport links that use a risk based approach to managing safety and legislation requirements)** - Package A has a slight negative impact on safety, should the Skerries ferry be based in Skerries. In order to mitigate this it is likely that the ferry will have to seek shelter in another port if forecast winds exceed Force 5/6 from the South West through South East. Historic forecasting predicts that this is likely to happen on ca. 100 nights per year. However, the project has identified procedures and processes that will be put in place to allow the vessel to shelter at an alternative location. The safety implications of the reduced crew on the Bressay and Skerries services can be addressed by reducing the passenger carrying capacity (Bressay) and changing the configuration of the man overboard equipment (Skerries).
- 8.4. **Objective 4 (Provide transport links that maximise the ability to adapt to future influences external to the ferry service)** - The adaptability of the ferry service infrastructure is retained under Package A, as this package does not require reducing the number of vessels available to the fleet beyond the current baseline (the fleet will be reduced by one vessel in 2015 following Part 1 of the Ferry Review). There will, however, be an impact on

the adaptability of the service following the personnel changes implied by Package A. The reduction in the overall number of professional staff within the ferry service means that future changes to the service that involve increases in service level may be more difficult to accommodate.

- 8.5. **Objective 5 (Provide transport links that minimise carbon emissions) –** Package A involves a reduction in the level of service and, therefore, a commensurate reduction in fuel burn which represents a significant reduction in the carbon footprint of the ferry service.
- 8.6. **Feasibility** - Most of the service changes in Package A have no technical or operational barriers associated with them, with the notable exception of basing M/V Filla in Skerries. This presents challenges in terms of safe overnight berthing of the vessel, accommodation for existing staff, hiring suitably qualified and competent replacement staff and accommodating staff elsewhere in Shetland should the vessel be diverted in adverse weather. However, these barriers are not insurmountable and in the context of the potential saving this option represents and the other criteria, this option remains a viable component of the recommended package.
- 8.7. **Risk and Uncertainty** - There is a risk associated with transferring the crew of M/V Filla to a base in Skerries, should they not wish to relocate during their period of duty. There is a further risk around the recruitment, training and supervision of any replacement staff. There is also uncertainty associated with the elasticity around reintroducing fares on Bluemull Sound and the income that this may generate in the future; this may impact the overall figure of income/savings generated by the Review. Furthermore, there is a risk associated with the crews on Bluemull Sound collecting all the fares if they are reintroduced, due to a perceived lack of time or personnel. These risks and uncertainties can be mitigated by introducing new ticket machines (scheduled for June 2013) and spreading the workload among more staff when fares are collected.
- 8.8. **Community Acceptability** - Package A contains those service changes that do least harm in terms of impact, and/or have been modified or developed in response to community and stakeholder feedback. As such, Package A is also the Package that is likely to be most acceptable, in relative terms, to the affected communities. That is not to say that communities are happy with the proposed levels of service, but it should be noted that, as far as possible, the Review has taken on board community feedback to provide the most acceptable level of service while still meeting the level of savings required in order to meet the requirements of the Medium Term Financial Plan.
- 8.9. **Traffic Modelling** - The traffic modelling demonstrated the potential impacts on carrying capacity of the service changes as they were during the November consultation. A further modelling exercise was also carried out on Service Changes for Bluemull Sound, Yell and Whalsay, which emerged from consultation feedback. Where relevant, Package A contains those service changes that have the lowest relevant impact on carrying capacity as demonstrated by the traffic models. The attached documents at Appendix 1 contains full details of the traffic modelling report.

- 8.10. **Business Impact Assessment** –The Business Impact Assessment contained as a supporting paper to Appendix 1 Identifies the potential impacts on businesses of the service changes as they were during the November consultation.
- 8.11. This assessment involved interviews with 130 businesses across a range of sectors with predominantly Island based businesses, but it also included mainland based business who do business in the isles. Based on the interview findings the scale of impact was rated in increasing degree of significance, from:
- Very slight.
 - Slight
 - Quite significant.
 - Significant
 - Very significant.
- 8.12. The new options that have emerged as a result of the consultation are more favourable for business activity and have been designed to mitigate the effects of the more severe option that formed part of the consultation.
- 8.13. The full results of the Business Impact Assessment are given in Appendix 1.

9. Links to Future Work

- 9.1. Fares Review – The implementation of the new ticket machine technology will allow for a comprehensive review of the Inter Island Fares Structure and will allow for a more flexible pricing methodology which could include: resident cards, monthly travel cards, annual travel cards discount rates etc: The objective of this review would be to increase fare income whilst maintaining costs for regular users.
- 9.2. Scottish Government Operation or Externalisation – The Scottish Government has expressed a willingness to discuss the potential for them taking over the operation of Local Authority operated Inter Island Ferries. This option will need further work to assess the benefits and dis-benefits. This option together with the other possible service delivery models will be considered further and a full report brought back to the council on the outcome.
- 9.3. Foula and Papa Stour Potential Synergies – The review has identified that there could be synergies between the Foula and Papa Stour Services which could lead to additional savings which should be considered as part of the specification for the retendering of the Foula Service in 2015.

10. Implications

Strategic

10.1. Delivery On Corporate Priorities

- 10.1.1. The recommendations in this report will contribute to the following outcomes from the Council Action Plan.

Outcome 3 “We have financial sustainability and balance across all sectors” and

Outcome 13 “Our internal and external transport systems are efficient, sustainable, flexible and affordable, meet our individual and business needs and enable us to access amenities and services.”

10.2. Community/Stakeholder Issues

- 10.2.1. Consultation and engagement with individuals, stakeholders, staff and communities has taken place throughout Shetland.
- 10.2.2. Full details of the range of consultation are given in Appendix 1 section 3.5.1 to 3.5.5 together with the results detailed in Appendix 1 appendices B to E.

10.3. Policy And/Or Delegated Authority

Functional Responsibilities within Ferry Review

- 10.3.1. All matters that relate to staffing are referred to the Employees’ Joint Consultative Committee (EJCC).
- 10.3.2. The Shetland Islands Council Inter Island Ferry Service Review, by its nature, spans operational and strategic functions.
- 10.3.3. The operational responsibility lies with the Council’s Environment and Transport Committee, and strategic responsibility lies with the Council’s Development Committee. However, as these functions are delegated or referred from Council under the Constitution, Council can also exercise the functions directly itself.
- 10.3.4. At the meeting of the 5 December 2012 Council RESOLVED that the final report on the Inter Island Ferries Review be brought straight to a special meeting of the Council following completion of the review and consideration of staffing matters by the Employees Joint Consultative Committee.

10.4. Risk Management

- 10.4.1. If the Council cannot reach a sustainable position in relation to its expenditure then there are long term risks to the Council's capacity to deliver necessary services. In addition to this, the Review of Inter Island Ferry Services must be sufficiently thorough and based on robust appraisal and evidence in order to lessen the risk of unpredicted economic and social consequences, since these in turn might bring risks to individual communities as well as to Shetland's overall economic and social well being. There is a risk that due to the scale of the proposals any delay in implementation will lead to the Infrastructure Directorate's inability to meet their Target Operating Budget in the Medium Term Financial Plan.
- 10.4.2. Discussions with the Scottish Government indicate that, under the current method of allocating funding to Local Authorities for council-operated ferry services, there is a risk that funding would be reduced in the next GAE settlement relative to any reduction in revenue expenditure on ferry services. This could affect funding allocations in the three year period beginning April 2015 unless, in the intervening period, Shetland Islands Council successfully influences an alternative method of allocating funding for Local Authority controlled ferry services.
- 10.4.3. Operational service risks have been identified as part of the appraisal process and are described in section 8.7 of this report. Appendix 1 contains full details of the risks associated with this project.

10.5. Equalities, Health And Human Rights

- 10.5.1. The proposals in this report have been the subject an extensive appraisal process including Equalities Impact Assessment and the full results are detailed in Appendix 1.
- 10.5.2. It is recognised that the changes proposed for Yell sound will require the provision of a standby facility in order that the service can provide emergency overnight cover. Informal discussions are ongoing with Scottish Ambulance Service and NHS Shetland with a view to finding an appropriate and affordable solution to ferry stand by on the 4 main routes of Bluemull, Bressay, Whalsay and Yell.

10.6. Environmental

- 10.6.1. The recommendations in this report will have a positive environmental impact as they involve reductions in carbon emissions, as they all involve a reduction in the number of sailings and, therefore, a commensurate reduction in fuel burn which represents a significant reduction in the carbon footprint of the ferry service.

Resources

10.7. Financial

- 10.7.1. The approved Medium Term Financial Strategy is to achieve financial sustainability by reducing the annual draw on reserves from £36m to £5m over the term of this Council. At present, the Council's level of expenditure is not sustainable and if left unchecked will result in reserves becoming fully depleted by 2016/17. It is therefore vital to the future economic wellbeing of the Council that its reduction in budget, incorporating that of the Infrastructure Directorate, is delivered in full.
- 10.7.2. The Ferries Review Team have identified £3.1m of savings proposals in this report including those already agreed for implementation. These proposals will be realised over the life of the Medium Term Financial as detailed below:

Year	13/14	14/15	15/16	16/17	Total
Recurring Saving	£1,844,606	£1,057,992	£187,572	£11,464	£3,101,634

- 10.7.3. Costs in relation to exit packages will be met from a contingency budget which has been included in the Council's proposed 2013/14 budget.

10.8. Legal

- 10.8.1. Consideration must be given to the political, legal and practical challenges of reducing elements of the Ferries Service.
- 10.8.2. The **Transport Act 1985** is the principal legislation which sets out the statutory responsibilities concerning provision of public passenger transport services, particularly section 63(2) –

63 Functions of local councils with respect to passenger transport in areas other than passenger transport areas

(2) It shall be the duty of a council in Scotland, in relation to any part of their area which is not a passenger transport area—

- (a) to secure the provision of such public passenger transport services as the council consider it appropriate to secure to meet any public transport requirements within their area which would not in their view be met apart from any action taken by them for that purpose; and

(b) to formulate from time to time general policies as to the descriptions of services they propose to secure under paragraph (a) above.

10.9. Human Resources

10.9.1. A detailed report on the staffing implications of all the proposals related to the Inter Island Ferries Report is attached as Appendix 2. This report was presented to the Employees Joint Consultative Committee on the 28 January 2013 to allow Trades Unions to formally input their views prior to the Council's consideration of this report. A verbal update on the outcome of those considerations will be provided at the meeting.

10.10. Assets and Property

10.10.1. Any reduction of capital asset, in terms of vessels or harbour infrastructure, will involve liaison with Assets and Property and Legal Services.

11. Conclusions

11.1. The recommendations and proposals contained within this report and associated appendices have been the subject a extensive consultation with Staff, Unions, Communities and Stakeholders and have been appraised using this data and the associated business impact and traffic modelling studies.

11.2. The recommended package is based on minimising the impact across all routes and responding to the views of the communities affected, whilst still meeting the level of savings required from Ferry Operations to allow Infrastructure Services to meet the requirements of the Council's Medium Term Financial Plan. In effect it is the best package that will deliver the overarching objective of "a sustainable inter-island ferry service that can be delivered within an environment of reducing resources"

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29 January 2013

List of Appendices

Appendix 1 – Inter-Island Ferry Services Review Concluding Report

Appendix 2 – Inter Island Ferry Services Review – Staffing Implications
This report contains EXEMPT information



Shetland Islands Council

Inter-Island Ferry Services Review Concluding Report

04 February 2013

TABLE OF CONTENTS

	Page No
1.0 INTRODUCTION.....	1
1.1 Background	1
1.2 Review Process Rationale	2
1.3 Review Structure	3
1.4 Review Coverage.....	6
1.5 Key Policy Areas	6
1.5.1 Shetland Islands Council Medium Term Financial Plan.....	6
1.5.2 Shetland Transport Strategy	7
1.5.3 Scottish Government Ferries Plan.....	8
1.6 Review Project Structure.....	8
1.7 Stakeholder Involvement.....	9
1.8 Sources of Information	10
1.9 Report Structure	10
2.0 FERRY SERVICES REVIEW PART 1	12
2.1 Introduction.....	12
2.2 Pre-Assessment	12
2.2.1 Governance – Structure and Approach...	12
2.2.2 Objective Setting	13
2.2.3 Option Generation, Sifting and Development	13
2.3 Part 1 Assessment	13
2.4 Results of Part 1 Assessment	14
3.0 FERRY SERVICES REVIEW PART 2	19
3.1 Study Development and Overall Approach	19
3.2 Establishing the Ferries Service Baseline	19
3.3 Defining and Refining Options.....	20
3.4 Assessing Options.....	26
3.5 Data Collection	26
3.5.1 Consultation	26
3.5.2 Community Consultation	26
3.5.3 Community Councils	27
3.5.4 Staff and Unions.....	28
3.5.5 Internal and External Stakeholder Consultations	28
3.5.6 Business Impact Assessment	29
3.5.7 Traffic Modelling.....	29
3.6 Assessment Methodology	30
3.7 Methodological Assumptions and Uncertainties...	33
4.0 PART 2 ASSESSMENT FINDINGS.....	35
4.1 Introduction.....	35
4.2 Development of Packages	35
4.3 Package Descriptions.....	37
Package A.....	37

	Package B	37
	Package C	37
	Package D	37
	Package E	38
4.4	Recommended Package	38
4.5	Service Description	38
	Bluemull Sound	38
	Yell Sound	39
	Skerries	39
	Whalsay	39
	Bressay	39
	Fair Isle	40
	Papa Stour	40
4.6	Package Assessment	40
	4.6.1 Introduction	40
	4.6.2 Key Findings: Objective 1	42
	4.6.3 Key Findings: Objective 2	42
	4.6.4 Key Findings: Objective 3	42
	4.6.5 Key Findings: Objective 4	43
	4.6.6 Key Findings: Objective 5	43
	4.6.7 Key Findings: Feasibility	43
	4.6.8 Key Findings: Risk and Uncertainty	43
	4.6.9 Key Findings: Community Acceptability	44
	4.6.10 Key Findings: Traffic Modelling	44
	4.6.11 Key Findings: Business Impact Assessment	44
4.7	Policy Integration	44
	4.7.1 Policy Integration: Equalities Impact	44
	4.7.2 Policy Integration: Transport Policy	45
	4.7.3 Policy Integration: Scottish Government Ferries Plan	45
4.8	Other Issues	45
	4.8.1 Implementation Timetable	45
	4.8.2 Staffing Implications	46
	4.8.3 High Level Risks and Uncertainties	47
4.9	Summary of Findings	50
5.0	CONCLUSIONS, RECOMMENDATIONS AND NEXT STEPS	52
5.1	Introduction	52
5.2	Development of Timetables	52
5.3	Staff Consultation	52
5.4	Communications Strategy	52
5.5	Monitoring and Evaluation	53
5.6	Links to Future Work	54
	5.6.1 Fares Review	54
	5.6.2 Externalisation	55
	5.6.3 Foula and Papa Stour Synergies	55
5.7	Conclusions	55

FIGURES AND TABLES

Figure 1	The Review Process.....	5
Figure 2	Ferry Review Project Structure.....	9
Figure 3	Review Objectives	13
Table 1	Results of Part 1 Assessment.....	14
A	Measures already in place or in the process of being implemented	14
B(i)	Measures which will be introduced as soon as possible	15
B(ii)	Measures agreed by Council 31 October 2012	15
C(i)	Measures discontinued from consideration following assessment, consultation and appraisal	16
Table 2	Summary of Options for Part 2 Assessment.....	22
Table 3	The scoring system used in the assessment process.....	31
Table 4	STAG Impact Appraisal System	32
Table 5	Example of assessment tables used in assessment process (Option 1.3).....	32
Table 6	Packages of options considered in the review, including total savings.....	36
Table 7	Summary of Part 2 Assessment for Recommended Package.....	41
Table 8	Implementation Timetable	46
Table 9	Reduction in number of posts required by Package A.....	46
Table 10	Risks, Uncertainty and Mitigation	50
Table 11	Monitoring and Evaluation Framework	54

APPENDICES

A:	List of consultative meetings and workshops
B:	Analysis of public consultation feedback
C:	Collated public consultation feedback
D:	Collated Community Council feedback
E:	Collated Stakeholder feedback
F:	List of service changes
G:	Business Impact Assessment Report
H:	Traffic Modelling Report
I:	List of Staff/Union meetings
J:	Specification of Options

1.0 INTRODUCTION

1.1 BACKGROUND

Shetland Islands Council faces severe financial challenges over the coming years. Current spending is drawing in the region of £60,000 per day from reserves to maintain the levels of service that have been provided for many years in Shetland. This cannot continue, and the Council is committed to ensuring that its budgets are brought to a sustainable position.

To achieve this, the Council has recently adopted its Medium Term Financial Plan. This will see the Council reduce its expenditure by around £36 million each year over the next 5 years, so that it has a balanced budget which does not rely on spending reserves.

This is hugely challenging for the whole of Shetland, and even with this Plan, there will be a draw of over £100 million from reserves over the next 5 years. This will leave £125 million for future generations.

The £125 million left in reserves is expected to generate around £7 million a year in income to spend on essential services within Shetland. If a balanced budget is not achieved, these reserves and this income would be lost forever, and reductions in services would inevitably be more severe.

The importance of sticking to the Medium Term Financial Plan cannot be stressed strongly enough. Failure would result in even more severe reductions in services, as well as legal consequences for the Council for failing to set budgets that it can live within.

The Plan sets a target for Infrastructure Services of £18.6 million a year. To put the scale of the challenge into perspective, the Council currently spends £25 million on these services so needs to reduce spending by over £6 million. Having said that, this will still mean that the share of the Council's overall budget spent on Infrastructure Services is slightly increased.

Although the financial constraints are very challenging and will lead to changes in services, it is entirely possible to adapt to live within these new conditions - but it means that people in Shetland will need to change the way we go about our lives.

Since the Ferry Review started, the financial constraints the Council faces have increased significantly, and the initial target set in February 2012 to reduce expenditure on ferry services by £1.7 million has increased significantly, to around £3 million.

The interim report on the Ferry Review identified proposals that would achieve £990,517 in savings, with little or no effect on service levels. Other work is also ongoing with a view to reducing shore-based costs by up to 25% (£240,000).

On 14 December 2011, the Council's Environment and Transport Committee agreed to carry out a review of inter-island ferry services (Minute Ref 20/11).

The objectives of the Review are detailed in section 2.2.3 of this report and will be covered in specific detail in later sections.

1.2 REVIEW PROCESS RATIONALE

The need to reduce Council expenditure is beyond question and failure to do so will result in very serious impacts on services, as well as legal risks to the Council. This needs to be balanced alongside the Council's statutory duties which in relation to Ferry Services, are defined by The **Transport Act 1985** which is the principal legislation which sets out the statutory responsibilities concerning provision of public passenger transport services, particularly section 63(2) –

63 Functions of local councils with respect to passenger transport in areas other than passenger transport areas

- (2) It shall be the duty of a council in Scotland, in relation to any part of their area which is not a passenger transport area -
 - (a) to secure the provision of such public passenger transport services as the council consider it appropriate to secure to meet any public transport requirements within their area which would not in their view be met apart from any action taken by them for that purpose; and
 - (b) to formulate from time to time general policies as to the descriptions of services they propose to secure under paragraph (a) above

The key elements of this are in the Council considering what it considers to be appropriate in the context of socio and economic needs and the resources available to meet these.

The fundamental principal of this review is balancing the understanding of the resources available with an understanding of the socio economic needs of communities, to enable the Council to adequately compare them and take fully informed decisions on the implementation of any measures in developing a sustainable Inter Island Ferry Service.

There is a need, therefore, for strong and reliable evidence on which to estimate potential savings to the Council and the impacts of the various ways in which these savings are achieved.

In order to ensure this, the Review has adopted the principles of the Scottish Transport Appraisal Guidance (STAG) as a framework for undertaking the review.

STAG is the Government standard for appraisal of transport services and infrastructure projects, and provides a framework for the objective consideration of different measures against Government and local planning and transport objectives. Consultation and participation with all stakeholders is important throughout the process.

STAG is conventionally used for appraisal of alternatives for investment in new transport services or projects. However, its methodology is equally appropriate as a framework for assessing measures to achieve cost reductions through service change, where it is essential that evidence and objectivity are at the forefront of the assessment.

The STAG framework has provided a sound methodology on which to structure the Ferry Review and has informed the process of defining and refining options for service changes, consulting with stakeholders and assessing the impact of service changes. However, in this instance, the challenge of meeting the substantial savings target defined by the Review has led to the STAG framework being modified for this particular context. Nevertheless, the Review and the report are still founded securely in the STAG process and the section below shows how this has been applied.

1.3 REVIEW STRUCTURE

As shown in Figure 1 below, the Review and appraisal process consisted of various stages:

- Pre-assessment: identified and perceived problems and/or opportunities are identified; study-specific objectives are set and, in the current Shetland context; an initial list of service change proposals is generated which could address the Review objectives.
- Ferry Review Part 1: the list of service change proposals which has been generated is initially assessed against the study objectives and other criteria grounded in STAG principles. This assessment is primarily qualitative and identifies which service change proposals can be recommended at the end of Part 1 and which proposals should be taken forward to the next stage for further assessment. The end of Part 1 of the Ferry Review saw the Council take decisions on some changes to the Ferry Service on 31 October 2012.
- Ferry Review Part 2: where the service change options taken through from the Part 1 assessment are assessed in more detail, following further consultation and against the objectives and relevant criteria. This assessment then fed directly into the development of packages of options that describe what the service may look like once changes are made and different factors are considered. Analysis of the risk and uncertainty, policy implications, staffing implications and total public sector costs of packages are also considered.

- Reporting: a clear evidence based assessment of the study is presented, providing essential information to make informed and appropriate choices.
- Post-Assessment: monitoring and evaluation plans are developed and implemented to assess performance of chosen measures against the original assessment, to ensure the Council can be confident that the choices made are delivering the required outcomes.

The above structure is also reflected in the structure of this report, with sections that reference all of the elements outlined above; however, it should be noted that this report focuses principally on Part 2 of the Ferry Review and providing a recommendation for Council decision on changes to the ferry service.

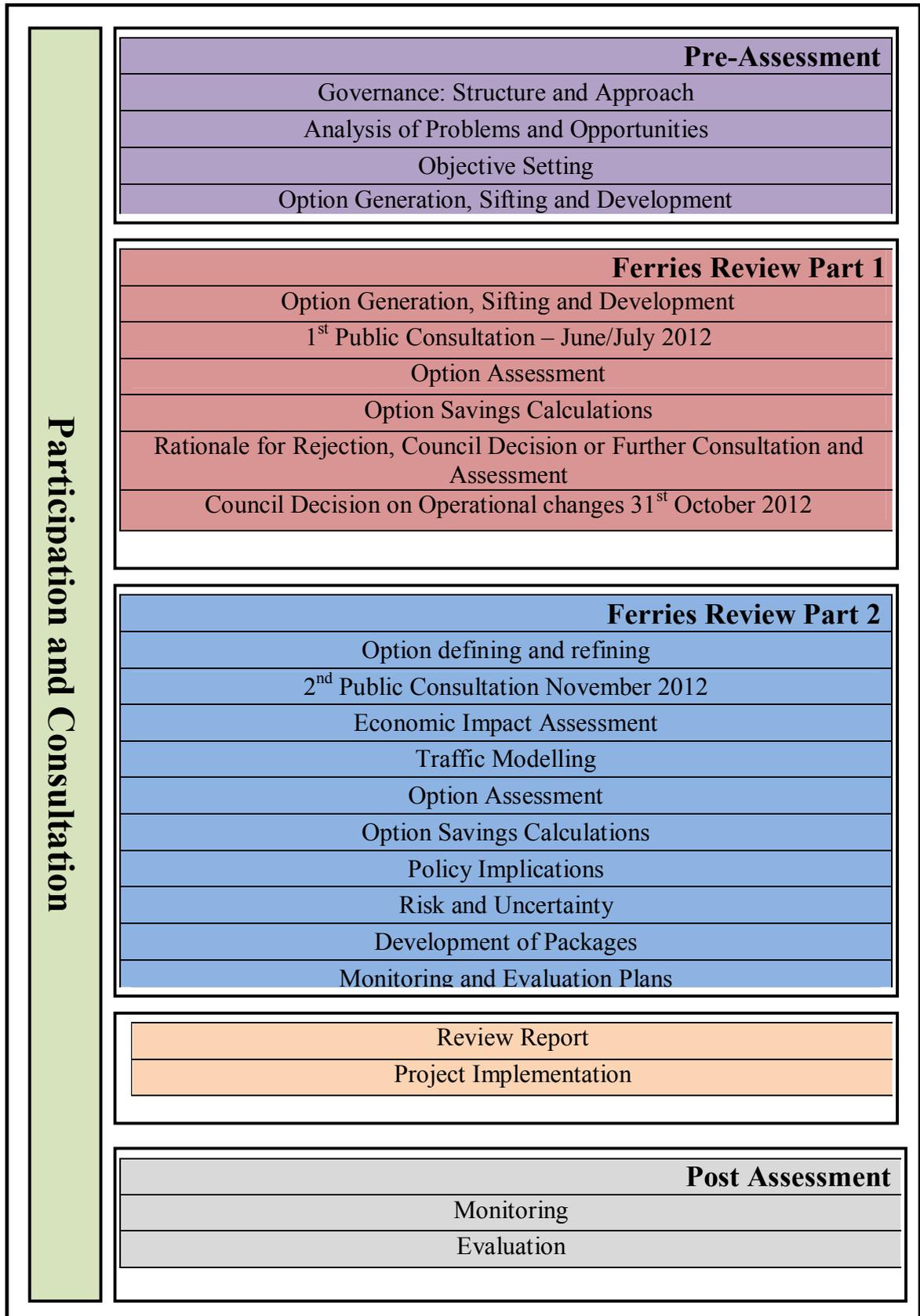


Figure 1: The Review Process

1.4 REVIEW COVERAGE

The Review covers all the ferry services currently directly provided by Shetland Islands Council in the network of inter island services. The islands reviewed are:

- Yell;
- Unst;
- Fetlar;
- Whalsay;
- Bressay;
- Fair Isle;
- Papa Stour; and
- Out Skerries.
-

* Note:- The Foula service is currently tendered and provided by an external contractor and as such did not form part of this Review.

1.5 KEY POLICY AREAS

This section outlines some of the key policy areas that overlap with the aims and objectives of the Review and have influenced the development of the Review structure and approach.

1.5.1 Shetland Islands Council Medium Term Financial Plan

As a result of a widening disconnection between income received by the Council and the level of expenditure incurred by the Council over a number of years, a structural deficit has been created which resulted in expenditure being £35.6m higher than income during 2011-12. This deficit was met in full by using funds available in the Council's reserves.

In order to address this structural deficit over the lifetime of this Council the Council adopted its current Medium Term Financial Plan on the 20 September 2012.

The purpose of this Medium Term Financial Plan (MTFP) is to set out the roadmap for Shetland Islands Council to achieve financial sustainability over the term of this Council and to align resources in accordance with the priorities of Members.

The MTFP combines all of the resources available to the Council; the General Fund, Harbour Account and Housing Revenue Account for both revenue and capital expenditure.

This plan therefore acts as a tool for financial planning; setting out the financial resources available to the Council, describing the cost pressures over the period and therefore setting out the level of expenditure that the Council can reasonably afford to incur on an annual basis.

In addition, the plan is an integrated budget strategy and reserves strategy for the life time of the current Council, ensuring that there is a clear understanding between the level of expenditure agreed for each year, and the impact that this will have on the Council's reserves.

By taking a longer term view of the Council's finances over a period of 5 years it allows Members to work towards delivering a sustainable budget over an extended period of time, and to understand the role that each annual budget setting exercise contributes to the overall strategy of delivering financial sustainability.

It improves financial planning and financial management of the Council's revenue and capital resources.

A major advantage of setting a MTFP is that it allows for the clear alignment of resources to the Council's spending priorities. The priorities of the Council will feed into the allocation of revenue resources for each directorate and capital expenditure over the period of the MTFP will be focused on genuine Council priorities.

Ensuring that resources are aligned to priorities will ensure that the Council maximises the use of resources at its disposal.

Finally, this integrated MTFP will help to ensure the delivery of the Council's reserves policy by clearly limiting expenditure to levels that comply with the policy on a Tolerable Reserves Floor.

The Ferries Review is therefore completely consistent with the Shetland Islands Council's Medium Term Financial Plan.

1.5.2 Shetland Transport Strategy

In 2008, ZetTrans, as Shetland's Regional Transport Partnership with the statutory remit to prepare a Regional Transport Strategy (RTS), concluded the consultation and development of Shetland's Transport Strategy¹. The Shetland RTS reiterates the five major objective areas as set out in Scotland's Transport Future (2004):

- Economy;
- Environmental Protection;
- Safety;
- Accessibility and Social Inclusion; and
- Integration.

These objectives are further expanded to encompass the Shetland context, and effectively set policy objectives specific to the islands. The key challenges identified in the Shetland RTS relating to developing an inter-island links strategy are:

Immediate term:-

¹ This strategy was produced by ZetTrans and was approved by Scottish Government in 2008 – ZetTrans (April 2008) Shetland Transport Strategy - Approved Strategy

- limited capital availability;
- pressure to reduce current levels of spending;

Medium term:-

- the requirement to secure availability of existing links, when faced with ageing vessels which are potentially becoming uneconomic to maintain, with obsolete components and/or reaching the end of their operational lifespan; and
- infrastructure requiring significant structural upgrading or replacement.

The Shetland RTS was developed with specific reference to relevant policy areas in Shetland. Since the original development of the Strategy, there have been no significant departures from the policy foundation upon which it was built; it therefore provides a sound basis for the consideration of the Ferry Review in relation to policy.

1.5.3 Scottish Government Ferries Plan

The Scottish Government's Ferries Plan makes little mention of Shetland's Inter-island Ferry Service, save to note that it is "currently the responsibility of the...local authority" and that discussions have taken place regarding future responsibility for the service. The Plan notes that, should Shetland Islands Council wish to transfer responsibility for the service to the Scottish Government in future, a series of principles will apply based on a Routes and Services Methodology used for determining the key dependencies for each ferry route and modelling the level of service required.

1.6 REVIEW PROJECT STRUCTURE

A Ferry Review Project Board, Steering Group and Project Team were set up in December 2011, to direct and carry out the Review. The membership and structure are given in Figure 2 below: -

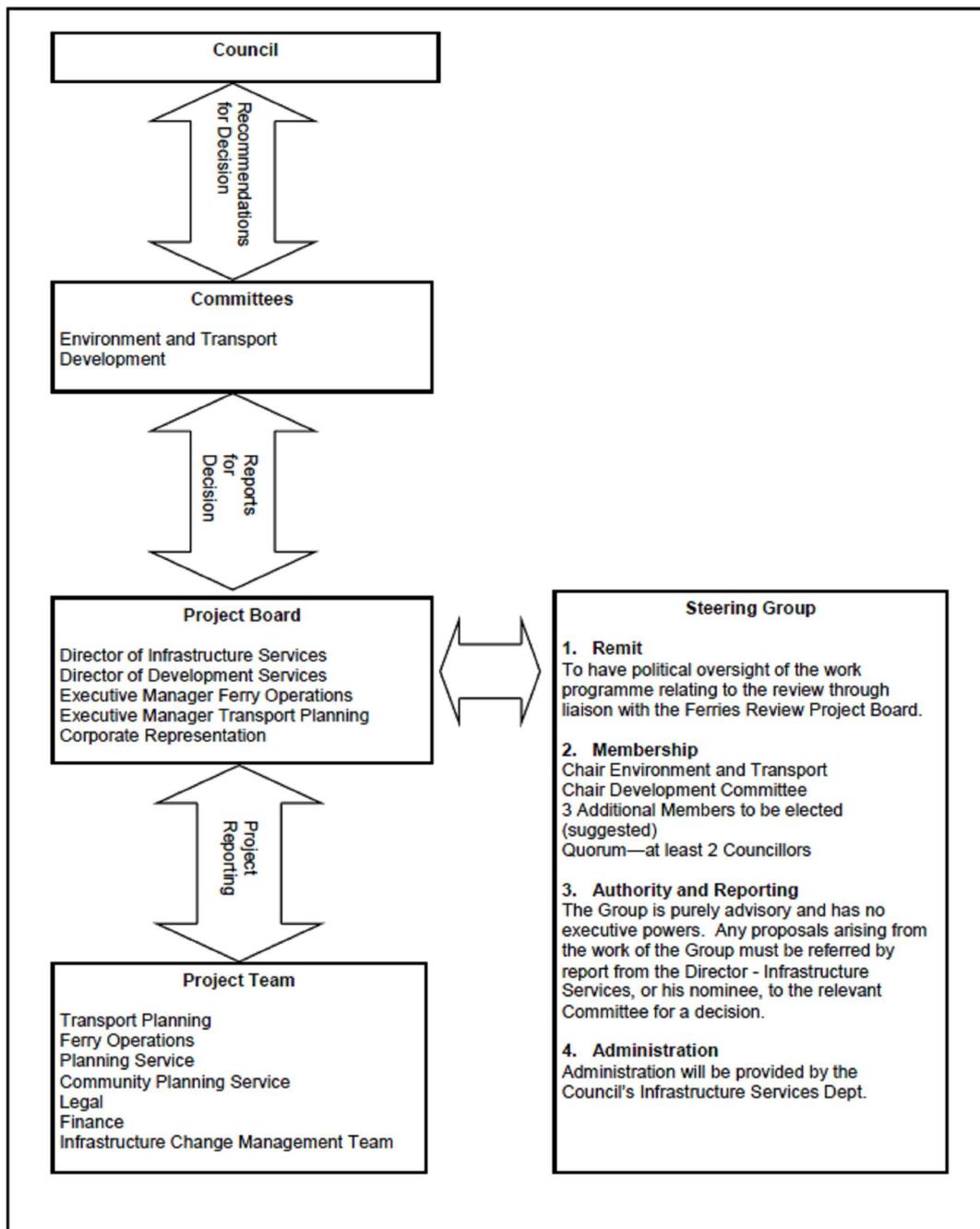


Figure 2: Ferry Review Project Structure

1.7 STAKEHOLDER INVOLVEMENT

Participation and consultation are important throughout a STAG process and this principle has been embedded into this Review. Throughout the Ferry Review, key stakeholders have been identified and included in the process in order to ensure their interests are considered in an inclusive, open, transparent and appropriate manner, in keeping with best practice guidelines.

During this study, individuals, community groups/representatives, services and businesses were included as key stakeholders together with staff and Trades Unions.

Consultation activities have included:

- Community consultation with all affected Isles communities, involving public drop-in sessions, public meetings and the opportunity to provide feedback to the Review Team.
- Meetings with Community Councils in affected areas.
- Staff and Union meetings and workshops
- Interviews with key businesses in the affected areas through the Business Impact Assessment
- Letters sent in hard copy and by e-mail to key stakeholders;
- Internal and external stakeholder meetings and workshops.

The workshops and meetings held during the course of the study are listed in Appendix A.

The feedback is collated in Appendices B – E, which includes analysis of the key messages from communities in response to the consultation.

1.8 SOURCES OF INFORMATION

Sources of information for this report include data held by the Council in relation to Ferry carryings and capacities and relevant financial data together with input from officers and ferry crew members, based on professional experience and local knowledge; input from the community in the form of feedback from individuals and community councils; the findings of the Business Impact Assessment and Traffic Modelling commissioned by the Review Team; feedback from staff and Union consultations; and input from internal and external stakeholders.

1.9 REPORT STRUCTURE

This report has been structured to follow the structure of the Review itself and to reflect the significant amount of information and data that has been gathered.

Following this introduction, the report is structured as follows:

Section 2: Ferry Review Part 1

Section 3: Ferry Review Part 2

Section 4: Part 2 Assessment Findings

Section 5: Conclusions and Recommendations

The following appendices support the report:

- Appendix A:** List of consultative meetings and workshops
- Appendix B:** Summary and analysis of public consultation feedback
- Appendix C:** Collated public consultation feedback
- Appendix D:** Collated Community Council feedback
- Appendix E:** Collated Stakeholder feedback
- Appendix F:** List of Service Changes
- Appendix G:** Business Impact Assessment Report
- Appendix H:** Traffic Modelling Report
- Appendix I:** List of Staff/Union meetings
- Appendix J:** Specification of Options

2.0 FERRY SERVICES REVIEW PART 1

2.1 INTRODUCTION

This section summarises Part 1 of the Ferry Review, which took place between the initiation of the Review in February 2012 and the Council meeting on 31 October 2012, where a number of changes to the ferries service were agreed and the Council also noted the initiation of Part 2 of the Ferry Review. Further detail on Part 1 of the Ferry Review can be found in the report to Council (Report Ref ISD-10-12-F; Minute Ref 97/12).

2.2 PRE-ASSESSMENT

This section outlines the steps that were taken between initiation of the Ferry Review and the assessment phase of Part 1 of the Ferry Review. This includes establishing the governance structure for the project, analysis of problems and opportunities, objective setting and initial service change generation.

2.2.1 Governance – structure and approach

The Governance structure and approach for the Ferries Review was agreed by the Directors of Infrastructure and Development in conjunction with the Executive Managers of Ferry Operations and Transport and the Project Manager when the review was initiated. Following this the relevant individuals were approached to be invited to take part. The structure is shown in Figure 1.2 above.

There was a clear need to have senior representatives from Transport Planning and Ferry Operations on the Project Team due to the knowledge and understanding they could offer of the current service, potential impacts of service changes and the policy implications of the review. The Project Team was completed by staff from the Infrastructure and Development Review Team who were able to provide project management, clerical and administrative support, research support, guidance on assessment methods and communication.

A Project Board was established, made up of the above mentioned Executive Managers together with the Directors of both Infrastructure and Development Services and a Corporate Representative. Where necessary, representatives from the Finance, Human Resources and Communication teams were also invited to attend.

The Governance was completed by the establishment of a Steering Group which was made up of the staff of the Project Board together with the Chair and Vice Chairs of the Environment and Transport and Development Committees.

2.2.2 Objective Setting

Study specific objectives were proposed by officers and approved by the Environment and Transport Committee on 14 December 2011.

The overarching object is aimed at addressing the financial challenges the Council faces. The sub-objectives are aimed at ensuring economic, social and environmental aims are included in the study.

Figure 3: Review Objectives

<p>Overarching Objective: To develop a sustainable inter-island ferry service that can be delivered within an environment of reducing resources.</p>
<p>Sub-Objectives</p>
<ul style="list-style-type: none"> • As a priority provide transport links to maximise economic activity throughout Shetland and provide links that maintain employment opportunities in Shetland; • Provide transport links to promote social mobility and inclusion in a way which does not widen the equality gap; • Provide transport links that use a risk based approach to managing safety within legislative requirements; • Provide transport links that maximise the ability to adapt to future influences external to the ferry service; • Provide transport links that minimise carbon emissions.

2.2.3 Option Generation, Sifting and Development

A long list of options was generated early in the study (see Appendix F of the report). This list was used as the basis for the first round of consultation.

These options were then subject to an initial sifting exercise to reduce the list to a manageable number of potential service changes, through a basic screening process which eliminated changes that would clearly be impractical or unaffordable to implement. This sifting exercise also allowed for discussion on the service changes to remain on the long list for Part 1 assessment and helped to put clearer definitions around the potential service changes to be assessed.

2.3 PART 1 ASSESSMENT

The assessment process for Part 1 of the Review was based on consideration of the service changes left over from the earlier sifting exercise, following the response to the initial Ferry Review consultation in June/July 2012. This process included discontinuing consideration of some service changes due to difficulties likely to follow implementation as identified by the public or stakeholders during the consultation process, and by officers involved on the Project Team and Project Board.

The assessment also sheds light on what was achievable at the end of Part 1 of the Ferry Review in terms of changes that would not affect the level of service and could be implemented subject to Council decision and service-level or third party agreement. These service changes were put to Council for decision where relevant and a further list of options for service changes was carried forward to Part 2 of the Ferry Review (see Table 2 in section 3.3).

2.4 RESULTS OF PART 1 ASSESSMENT

The following Tables detail the results of the Part one assessment and the implementation of these options will realise recurring savings of £990,052. These together with additional efficiencies and savings in Shore Based costs will realise a total saving of £1.276 m at the end of Part 1, thereby reducing the financial challenge required to be met as a result of the Part 2 Appraisal.

Table 1: Results of Part 1 Assessment - A

A	Measures already in place or in the process of being implemented	Ongoing saving/ Increased income
1.1	Delete two vacant posts on Bluemull Sound Service (two posts on M/V Bigga remain as a cost centre; crew has previously been reduced from 5 to 4).	£73,642
1.2	Delete one post on M/V Bigga (reorganisation of crewing arrangements on Bluemull Sound and the permanent reduction of crew from 5 to 4 means that less staff is required and total staffing numbers can be further reduced from 15 to 14).	£36,821
4.1	Create a Route Master for the Whalsay Based Vessels (organise crewing to achieve a reduction in non contractual overtime).	£12,000
9.1	Increase income through advertising (bulkhead on board vessels, through variable display notices and electronic links).	£10,000
9.2	Ticket machine maintenance (the present obsolete machines are maintained through an expensive service contract; spend to save has identified resources to replace these machines with a new generation which will require less maintenance and will have increased function).	£45,000
14.3	Manage sea staff leave (organise staff leave through a pre-planned rota system, similar to leave schedules for VTS operators and Launch Crew, to reduce dependency on non contractual overtime).	£50,000
14.8	Service succession planning (cease the sponsoring of officer cadets and transfer sponsorship to the private sector).	£74,840
14.12	Review uniforms and PPE (the procurement, quality and frequency of issue has been reassessed and new processes implemented).	£6,994
14.22	Remove public radio and TV viewing options from vessels (the licence to view public broadcasts will not be renewed next year and television licences will no longer be renewed on vessels).	£2,575
14.26	Increase vending machine prices (increase to match prices in shops)	£8,180
Total saving		£320,052

Table 1: Results of Part 1 Assessment - B(i)

B (i)	Measures which will be introduced as soon as possible	Year-on-year income/saving
3.6	Reduce crew on M/V Filla (by removing the MES evacuation system, installing equipment and initiating procedures to deal with “man overboard” will enable the Skerries Service to reduce the crew compliment from 5 to 4).	£123,247 (additional £30,000 recurring every 2 years)
10.1	Single centralised booking office and reduce staff from 4 to 3 (reorganise the booking service to single location)	£27,129
14.4	Review fuel procurement (enter into contracts to buy fuel at the cheapest possible rate whenever possible).	£90,000
14.24	Review First Aid Allowance Payments (reduce the number of staff within ferry Operations receiving the allowance, with notice start date 01 Dec 2012)	£39,165
Total Saving		£279, 541

Table 1: Results of Part 1 Assessment - B(ii)

B (ii)	Measures agreed by Council 31 October 2012	Year-on-year income/saving
8.6	Introduce a tourist fare for Fair Isle (raise additional revenue by creating a new fare structure for the Fair Isle Service). (<i>detailed below</i>)	£3,815
9.3	Increase revenue security (initiate processes to promote fare collection and prevent fare avoidance).	£35,000
9.7	Introduce a Pensioner Concessionary Fare and amalgamate with an increased Child Fare (increase the fares for children to around 25% of adult fare and implement the same charge on local passengers over the age of 60, this will apply proportionately to all service routes) (<i>detailed below</i>)	£39,929
14.10	Review need to retain relief vessels (remove the second relief vessel, M/V Thora, from service and dispose of vessel towards the end of the vessel life extension programme in 2015). Disposal of the M/V Thora would realise net income of £150,000. Based on today’s market and the present condition of the vessel.	£124,930 (from 2015) One off income IRO £150,000
14.25	Increase Passenger and Domestic Vehicle Fares (increase fares for non multi-journey ticket journeys this will apply proportionately to all service routes) (<i>detailed below</i>)	£165,000
Total Saving		£368, 674

Table 1: Results of Part 1 Assessment - C(i)

C (i)	Measures discontinued from consideration following assessment, consultation and appraisal	Main Reason
1.5	Base Bluemull Sound shift vessel in Unst (base the shift vessel, M/V Bigga, in Unst overnight at either Belmont or Uyeasound).	Would Require considerable Capital investment to upgrade Belmont terminal, or would involve additional time to berth at Uyeasound.
2.3	Operate Yell service with four crews (operate existing service with 4 crews and increase hours and staff pay).	Cost to deliver would be unduly high, and there would be significant staff safety and welfare issues if crews were permanently on 48 hour weeks.
3.2	Base Skerries ferry on Mainland (base M/V Filla at Vidlin or Toft).	On balance, it has been assessed that there would be too many practical difficulties with regard to crewing, and disruptions to service. Costs to operate would also be too high
3.5	Re-engine M/V Filla (purchase and install smaller more efficient engines – sell existing engines).	Investment return period too high for the use of Spend-to- Save funding
3.7	Base Skerries ferry in Lerwick (operate the Skerries Service from a base in Lerwick).	The additional costs to operate and the distances involved are considered to be unacceptable
4.4	Terminal at Dragon Ness (Provide Single Whalsay ferry service from New Mainland terminal).	Requires significant capital investment – the Council's Medium Term Financial Plan stipulates a Capital Programme based on Asset Maintenance rather than funding for new infrastructure
4.5	Terminal at Bonydale (Provide Single Whalsay ferry service from New Mainland terminal).	Requires significant capital investment – the Council's Medium Term Financial Plan stipulates a Capital Programme based on Asset Maintenance rather than funding for new infrastructure
5.3	Replace existing Vessel (Move M/V Snolda from the Papa Stour Service to Skerries Service and replace with a smaller vessel).	Requires Significant Capital investment - the Council's Medium Term Financial Plan stipulates a Capital Programme based on Asset Maintenance rather than funding for new infrastructure; see also option 3.8 above
6.2	Replace ferry with chain ferry (replace the Bressay Service vessel, M/V Leirna with a purpose built chain ferry operation at the north end of Lerwick Harbour).	Requires significant capital investment – the Council's Medium Term Financial Plan stipulates a Capital Programme based on Asset Maintenance rather than funding for new infrastructure
6.3	Decision on fixed link (Council to decide on a Fixed Link to Bressay).	Requires significant capital investment – the Council's Medium Term Financial Plan stipulates a Capital Programme based on Asset Maintenance rather than funding for new infrastructure
7.1	Combine Outer Isles service (Foula with Fair Isle and Papa Stour – part of STAG study).	Service already under contract - any changes to these services will be considered as part of the Outer Isles STAG study presently underway
7.2	Discontinue summer sailings to Scalloway (discontinue Foula Service summer service to Scalloway).	Service already under contract - any changes to these services will be considered as part of the Outer Isles STAG study presently underway

8.1	Combine Outer Isles services (with Foula and Papa Stour – part of STAG study).	Impractical – this option has been discontinued as it would reduce passenger capacity across all the Outer Isles routes; this option is also best considered as part of the Outer Isles STAG study presently underway
8.3	Replace Good Shepherd (with new purpose built vessel).	Requires significant capital investment – the Council's Medium Term Financial Plan stipulates a Capital Programme based on Asset Maintenance rather than funding for new infrastructure; this option is also best considered as part of the Outer Isles STAG study presently underway
8.4	Negotiate subsidy from the National Trust for Scotland (seek external funding through the National trust for Scotland to support the Fair Isle Service).	Impractical – owing to funding limitations on the part of the National Trust for Scotland, this option is not practical while the ferry service is operated by SIC
10.2	Discontinue ro-ro Booking Service (discontinue booking service for Bluemull Sound, Yell Sound, Whalsay, Skerries and Papa Stour).	Impractical in light of other proposals
11.1	Review engineering support (part of Ports and Harbours review).	Part of alternative project - the Review of Port Services has incorporated examination of the synergies and avenues of joint working within its review and consequently this option is now discontinued from the Ferry Review
11.3	Review dry-docking contractual arrangements (enter into a contract with a single yard or number of yards to benefit from economies of scale).	No savings identified - Following research it has been concluded by the project team, in conjunction with service management, that there is at present no merit in pursuing this option. Service management will keep this option under continual review
11.4	Construct a dry-dock facility (to be built, owned and operated by Council).	Requires significant capital investment – the Council's Medium Term Financial Plan stipulates a Capital Programme based on Asset Maintenance rather than funding for new infrastructure
12.1	Review management support (part of Ports and Harbours review).	Part of alternative project - The restructuring work already done, the current Ports Project and the Infrastructure administration support review will clash with this option
13.1	Review administration support (part of Ports and Harbours and the Infrastructure and Development business support reviews).	Part of alternative project - other wider reviews already underway will duplicate and frustrate this process i.e. Infrastructure Support of Business Review, HR and Finance reviews
14.2	Review weather forecast charges (review through Ports and Harbours).	Part of alternative project - Ports & Harbours Operations maintains the contract and budget for the provision of weather forecasts. Presently this is being reviewed and any changes will result in savings to the Ports and Harbours Operations
14.6	Reduce sea staff hours to 37 and increase staff (maintaining the existing timetables and crewing compliments).	Cost to operate too high - Work progressed through the service has calculated that this option would cost in the region of £58,000 more that the present

14.7	Reduce staff hours to 37 and reduce timetables (reduce staff hours and reduce timetables to fit crew hours).	Impractical – this option was discontinued as a result of concerns over staff retention, community opposition and consideration of other, route-based, options that allow for a more nuanced appraisal
14.11	Community runs (outwith the remit of the Ferry review – part of Transport Planning review).	Part of alternative project – this option is being covered by the Transport Planning review
14.16	Fuel consumption and vessel speeds (the service has already introduced this practice, where timetables allow).	Already delivered - The saving opportunities by this option have already been progressed by the service over the last 5 years and are being addressed further by other options being considered for each service area
14.18	Review all vessel deployment (has already been introduced by reviewing fleet requirement during docking on a case by case basis using local knowledge of prevailing circumstances).	Already delivered - Ferry Operations review the deployment of dry docking relief vessels on a case by case basis taking account of the vagrancies of local conditions and seasonal traffic trends; vessel deployment is already optimised
14.20	Stop certain routes (explore the practicality of ceasing to deliver individual services or routes).	Impractical – the obligations placed on local authorities by the Scottish Government in terms of providing transport infrastructure make this option unworkable
14.23	Remove budget support to Review Team 2013/14 (part of Director Infrastructure savings review).	Part of alternative project – this option has already been completed and the saving offered as part of the Director Infrastructure Review

3.0 FERRY SERVICES REVIEW PART 2

3.1 STUDY DEVELOPMENT AND OVERALL APPROACH

This chapter presents the approach to the second part of the Review. Following Part 1 of the Review, which was reported in October 2012, service changes were taken forward that required further data collection or assessment to more fully understand the impacts they may have and, therefore, what service changes could be recommended to the Council for decision.

The priority in Part 2 of the Ferry Review was to assess service changes, based on changing the level of service on inter-island ferry services to bring the overall ferry services budget in line with what is affordable to the Council moving forward.

The findings of the Part 2 assessment are presented in Section 4 of this report. The remainder of this chapter sets out the approach which has been taken to the detailed assessment of service changes in Part 2, and sets out any assumptions and limitations in the process.

3.2 ESTABLISHING THE FERRY SERVICE BASELINE

This section outlines the 'Baseline' from which Part 2 of the Review is working. Below is a description of the level of service across all routes in Shetland. This section includes reference to the changes agreed in Part 1 of the Ferry Review on 31 October 2012.

General: Shetland Islands Council operates inter-island ferries from Shetland mainland to 8 islands, which have a combined population of some 3,500 people (c16% Shetland population).

The services are operated by 12 ferries from 15 terminals, making some 70,000 crossings each year. They carry 800,000 passengers and 375,000 vehicles each year.

The ferry service currently has 153 staff (127 sea staff, 10 central staff, 12 maintenance staff and 4 booking office staff).

The 2011/12 actual controllable cost of the service was £11.2 million.

The individual services are as follows:

Bluemull Sound: 2 ferries provide a Roll-on / Roll-off (ro-ro) service from Yell to Unst and Fetlar. "Bigga" (16 cars) operates a 17 hour day, 7 days a week. Geira (12 cars) operates a 10 hour day, 5 days a week in winter and 6 days a week in summer. There are 197 return crossings a week.

Yell Sound: 2 ferries provide a ro-ro service from mainland Shetland to Yell. "Daggrì" and "Dagalien" (31 cars) operate the route. 1 vessel

operates a 20 hour day, 7 days a week but is manned through the night. The second vessel operates a 10 hour day, 6 days a week. There are 180 return crossings a week.

Skerries: 1 ferry provides a ro-ro and loose freight service from mainland Shetland to Skerries. "Filla" (9 cars) operates 6 days a week. There are 10.5 return crossings a week between Vidlin and Skerries and 2 return crossings a week between Lerwick and Skerries. "Filla" is based in Symbister (Whalsay) and has to position to or from Skerries or Vidlin morning and evening.

Whalsay: 2 ferries provide a ro-ro service from mainland Shetland to Whalsay. "Linga" (18 cars) operates a 17 hour day, 7 days a week. "Hendra" (14 cars) operates an 11.5 hour day, 7 days a week. There are 122 return crossings a week.

Bressay: 1 ferry provides a ro-ro service from Lerwick to Bressay. "Leirna" (20 cars) operates a 17 hour day 7 days a week. There are 153 return crossings a week.

Fair Isle: 1 ferry provides a passenger and loose freight service from mainland Shetland to Fair Isle. "Good Shepherd" (12 passengers) is scheduled to operate 3 return crossings each week in summer and 1 return in winter. Most sailings are to Grutness but there is a fortnightly sailing to Lerwick in summer.

Papa Stour: 1 ferry provides a ro-ro service from mainland Shetland to Papa Stour. "Snolda" (6 cars) operates 8 return crossings each week over 5 days.

3.3 DEFINING AND REFINING OPTIONS

During Part 1 of the Ferry Review, a list of service changes describing potential changes to the level of service across the inter-island ferries service was put to Council, with a recommendation that the Council note the need for further consultation on these service changes. Permission was given for the Project Team to embark on a further round of data collection in order to more fully assess the impact of service changes on communities, stakeholders, businesses and staff.

Table 2 below lists the service changes, together with the consultation that has taken place and expected savings. The service changes highlighted in green are those that have been adapted or developed in direct response to consultations with the public and Community Councils. These are either refined versions of existing service changes or new suggestions that have emerged directly from the feedback gathered during the consultation exercise.

The report to Council at the conclusion of Part 1 of the Ferry Review also contained details of options relating to changes to Ferry Operations that

were applicable across all routes and would not affect the level of service. These are options that do not require public consultation but may require consultation with staff, unions or external organisations. These options are also included in Table 2, where they are highlighted in yellow.

Table 2: Summary of Options for Part 2 Assessment (options highlighted in green are those developed following community consultation; those highlighted in yellow do not require public consultation but may require consultation with staff, unions or external organisations)

Option	Description	Consultation			Saving
		Public	Staff & Unions	External	
Shetland Islands Council Inter-Islands Ferry Service Review					
1.3	Reintroduce fares on Bluemull Sound services as soon as possible (a wider fares review will still be undertaken through option 9.6).	November Consultation exercise	November Consultation exercise	November Consultation exercise	£150,000
1.4	Delete one post on M/V Geira (reduce the Bluemull Sound timetable by 19% to compliment reduction in crewing hours).	November Consultation exercise	November Consultation exercise	November Consultation exercise	£37,350
1.6	Discontinue the two vessel operation on Bluemull Sound (Reduce service by removing the M/V Geira from service)	November Consultation exercise	November Consultation exercise	November Consultation exercise	£550,000
1.7	Fetlar consultation Geira Crew alternative option (to 1.4)	November Consultation exercise	Required	November Consultation exercise	£87,109
2.6	Yell Sound amalgamated Options (the proposed options for the future Service level on Yell Sound).	November Consultation exercise	November Consultation exercise	November Consultation exercise	£1,100,000
2.7	Yell Sound alternative option proposed by Yell Community Council	November Consultation exercise	Required	November Consultation exercise	£760,853
3.1	Base Skerries ferry in Skerries (base the Skerries Service in Skerries and accommodate existing crew overnight in Skerries during their period of duty).	November Consultation exercise	Required	November Consultation exercise	£271,795
3.3	Change Skerries to Lerwick sailings to alternative port (replace the Skerries to Lerwick sailings by a service to Vidlin, Toft or Symbister – service vessel based in Whalsay).	November Consultation exercise	November Consultation exercise	November Consultation exercise	£60,000
3.4	Remove positioning runs to and from overnight berth from Skerries service (realign the Skerries service to reduce fuel use and crew hours – service vessel based in Whalsay).	November Consultation exercise	November Consultation exercise	November Consultation exercise	£65,000
3.8	Replace M/V Filla (put M/V Snolda back to the Skerries Service and dispose of M/V Filla).	November Consultation exercise	November Consultation exercise	November Consultation exercise	£300,000
4.2	Reduce Whalsay service to 2 x 12 hour vessels	November	November	November	£100,000

3.4 ASSESSING OPTIONS

This section sets out the approach adopted for the Part 2 assessment process, including details of the consultations that took place as part of the data gathering exercise and the reports commissioned by the Review Team on Business Impacts and Traffic Modelling.

3.5 DATA COLLECTION

This section details the data collection that has taken place during Part 2 of the Ferry Review to allow the options to be assessed and the impact of service changes to be more fully understood.

3.5.1 Consultation

The data collection has been largely based on consultation with those likely to be affected by changes to the ferries service when the Ferry Review reaches its conclusion. This gives an insight into how different individuals, groups and organisations may be affected and allows for a greater understanding of the overall impact of service changes. Those groups consulted by Council Members and staff during Part 2 of the Ferry Review include: communities in the Isles affected by proposed changes; Community Councils; Council ferries staff and Staff Unions; and, Internal and External Stakeholders including the Shetland Community Planning Partnership members. Furthermore, two studies were commissioned to be carried out by external agencies on the likely Business Impacts of the service changes and the impact proposed changes may have on carrying capacity through a Traffic Modelling exercise. The sections below detail how these activities were carried out.

3.5.2 Community Consultation

The community consultation took place during November 2012 in all of the areas affected by the service changes proposed as part of the Ferry Review (see section 1.4 of this report – Review Coverage). The consultations involved officers from the Review Project Team, Transport Planning, Ferry Operations, Infrastructure Services, Development Services and Councillors representing both constituencies and the Project Steering Group travelling to the Isles to discuss the service changes with the communities and learn how those living and working in the Isles may be affected by changes to the ferry service. The sessions were based on:

- A ‘crew drop-in session’ where members of ferry crews could come to discuss the proposed changes with officers and raise any concerns or suggest any modifications or alternatives to the service changes;
- A ‘public drop in session’ where members of the public could come to discuss the proposed changes with officers and councillors, learn

more about the proposals and discuss the likely impacts on themselves, their families and communities;

- A public meeting where members of the public heard a presentation on the proposed service changes from the officers and councillors and had the opportunity to ask questions and comment on the impacts of the service changes.

As part of the community consultation exercise, 'consultation packs' containing details of the background to the Review, the service change options, indicative timetables and feedback forms, were made available to the public in local shops, health centres, schools and on Council vessels. Packs were also available via the Council's website and by request from the Review Project Team. The public was given around three weeks to return feedback and, once all the feedback was received, it was collated and compiled to form a substantial dataset. This dataset was then qualitatively analysed and the key messages in terms of the public's response to the proposals were drawn out, together with indicative quotes demonstrating how the views were expressed by members of the community. Suggestions from the public were also collated separately and reviewed by the Project Team in order to develop or modify service changes in response to the public's ideas. The dates and locations of the community consultations took place can be found in Appendix A, the analysis of the community feedback can be found in Appendix B and the complete collated feedback dataset can be found in Appendix C.

3.5.3 Community Councils

As part of the consultation process, Community Councils covering the affected areas were sent details of the Review and invited to express their views on proposed service changes. Community Councils were also offered the opportunity to request meetings with officers and councillors to discuss the proposals face-to-face and these meetings were arranged where requested. The responses from Community Councils were also collated and their views integrated into the emergent understanding of impacts. Notably, there were also some significant contributions from Community Councils in the form of suggestions for adapting service changes to mitigate impacts, whilst still making savings, or redesigned versions of the options in service changes to better meet the needs of the community under a reduced level of service. For example, Yell Community Council developed service change 1.7, which they feel is more suitable for the needs of the community while still representing a significant saving against the current level of service. The service changes developed or modified in response to community and Community Council feedback were fed directly into the list of service changes and assessed against the existing service changes as detailed in section 3.6 – Assessment Methodology. A full list of Community Council meetings and responses can be found in Appendices A and D.

3.5.4 Staff and Unions

Given the level of service changes proposed by the Ferry Review, it was crucial to consult with ferries staff and the relevant Staff Unions in order to capture their views on the proposals and ensure that they understood as far as possible the potential implications in terms of personnel changes. As well as the aforementioned ‘crew drop-in sessions’ as part of the community consultation, a series of staff and union meetings was also held. A full list of Staff and Union consultation meetings can be found in Appendix I.

Further to the sessions and meetings mentioned above, Ferry Operations management have liaised with staff throughout the Review by a variety of means, as set out below:

- Early in the process, the Directors of Infrastructure and Development met with senior Union officials to discuss all the Infrastructure reviews. This forum set up a group for each of the reviews, led by the relevant Executive Manager and with a named representative from each of the 3 unions (subsequently increased to 4 when Nautilus was recognised). In the case of the Ferry Review, this group was led by the Executive Manager – Ferry Operations. This group has met on several occasions (details in Appendix I) and has helped advise on several issues, including the format of crew and staff consultation. The unions were invited to submit written comments on the initial list of service change options.
- All ferry service staff have been sent questionnaires to complete with suggestions and comments.
- There have been formal meetings with Senior Masters, the senior sea staff representatives who attend regular Meetings with Management.
- At various stages of the Review, meetings have been held with staff representatives to discuss specific issues.
- Throughout the process, individuals and groups of staff have been encouraged to contact management with ideas or concerns and a number have done so.
- Whilst travelling on the vessels, especially during the formal consultation periods, management have made themselves available to speak to crew.

3.5.5 Internal and External Stakeholder Consultations

A number of other departments, groups and organisations, within and outwith the Council were also identified as key participants in the consultation exercise. These stakeholders were all contacted in writing and invited to give their response to the proposed changes and how these might affect their operations, service delivery or the activities of their members. Discussions are still ongoing with our partners in Scottish Ambulance Service and NHS Shetland to develop a financially sustainable resolution to the issue of emergency evacuations from the Isles and consideration is

being given to introducing standby arrangements on the four main sounds of Bluemull, Bressay, Whalsay and Yell. Again, meetings were arranged when requested. A full list of internal and external meetings and responses can be found in Appendix A.

3.5.6 Business Impact Assessment

The Project Team felt it was important that, as well as impacts on the above groups, some insight was gained into the specific impacts that the proposals may have on commercial, crofting and business interests in the Isles, in terms of staffing, footfall, tourism, movement of feed and livestock and the import and export of goods. To this end, a Business Impacts study was commissioned to be undertaken by Reference Economics Ltd. The approach of Reference Economics involved a series of telephone interviews with crofters and businesses in the affected communities. Selection of interview participants was based on:

- * Reference Economics' own prior knowledge of Shetland
- * Suggestions by Council officers
- * Information provided by contacts in the isles

The process involved 130 interviews across a range of sectors, with predominantly Island based businesses, but it also included mainland based business that do business in the isles. The interviews took place during November and early December 2012. The consequences of the proposals as foreseen by the interviewees were rated on a 5 point scale ranging from Very Slight to Very Significant and this information was then fed into the assessment process described in Section 3.6 – Assessment Methodology. The full report from Reference Economics can be found in Appendix G. It details the methods used and findings, as well as suggestions for a monitoring and evaluation framework.

3.5.7 Traffic Modelling

In order to better understand the potential impact of the proposed service changes on ferry capacity (and to an extent, therefore, the viability of the service changes) a Traffic Modelling exercise was commissioned by the Project Team to be undertaken by AECOM Ltd. This exercise focussed on the crossings to the larger Isles, ie. Yell, Unst, Whalsay and Bressay, and was based on Log Book data from 2006-2011. Using this data, AECOM developed forecasts from trends that were emerging from the last 5 years. They then applied existing demand patterns onto the timetable proposals and assessed the impact of current patterns of demand on new timetables against the current level of traffic and the projected levels for traffic until 2020. The models revealed a great deal about how capacity may be affected and the balance between capacity available and demand. This was taken into account as a key element in the assessment methodology described in section 3.6. The complete report from AECOM can be found in Appendix H with further discussion on the methods employed, limitations and assumptions in the process and graphs showing the modelled impacts.

3.6 ASSESSMENT METHODOLOGY

This section describes the methodology used for the assessment of service changes during Part 2 of the Ferry Review. The methodology has developed and evolved since the Review first began in December 2011. Following the completion of Part 1 of the Review, the methodology was reviewed in the context of the service changes to be assessed and a revised set of assessment criteria agreed by the Project Team and Project Board.

In line with other aspects of the Ferry Review process, the assessment framework draws on STAG guidance. Similar to a STAG appraisal, the assessment framework is based on assessing service changes against a number of criteria. These are:

The review objectives – developed in accordance with STAG principles, these cover many of the criteria that would be included in a conventional STAG appraisal as shown below:

- **Objective 1** - As a priority, provide transport links to maximise economic activity throughout Shetland and provide links that maintain employment opportunities in Shetland (STAG criterion: Economy);
- **Objective 2** - Provide transport links to promote social mobility and inclusion in a way which does not widen the equality gap (STAG criterion: Accessibility and Social Inclusion);
- **Objective 3** - Provide transport links that use a risk based approach to managing safety within legislative requirements (STAG criterion: Safety);
- **Objective 4** - Provide transport links that maximise the ability to adapt to future influences external to the ferry service;
- **Objective 5** - Provide transport links that minimise carbon emissions (STAG criterion: Environment).

Feasibility – drawn from STAG guidance, this is an assessment of the technical and operational barriers to implementing changes to the ferry service.

Risk and Uncertainty – drawn from STAG guidance, this is an assessment of what risks and uncertainties exist in implementing a service change; this may include: risks of legal challenge from the community, uncertainty over Council approval or the potential for unforeseen impacts.

Community Acceptability – developed from the STAG criterion ‘Public Acceptability’ and designed to capture the responses received from the community in the public consultations that have taken place during the Ferry Review.

Traffic Modelling – this is an assessment of how the service change performed in the external traffic modelling exercise commissioned by the Project Team (NB: this criterion is not relevant to all options on all routes, as some were not assessed in this exercise; where traffic modelling did occur on other service changes on a given route a relative score is applied).

Business Impact Assessment – this is an assessment that captures the feedback received from commercial respondents in the Business Impact Study commissioned by the Project Team (NB: some options were not specifically addressed in this exercise as they emerged as a result of the public consultation; in these instances a relative score has again been applied).

Each option has been qualitatively assessed against the above criteria, using a number of sources of information, together with input from officers where relevant. The assessment draws heavily on feedback from the public consultation, feedback from Community Councils, feedback from staff and Unions, feedback from stakeholders; and, the consultancy reports on Business Impacts and Traffic Modelling. This qualitative assessment is presented in a scaled form to give a score of each option’s relative performance against a given criterion – similar to the approach adopted under the STAG framework, whereby options are awarded a positive or negative score along a seven point scale. The scoring system is outlined in Table 3 below:

Table 3: The scoring system used in the assessment process

Score	Description
3+	Major positive impact on achieving objective or criterion
2+	Moderate positive impact on achieving objective or criterion
1+	Slight positive impact on achieving objective or criterion
0	No impact on achieving objective or criterion
1-	Slight negative impact on achieving objective or criterion
2-	Moderate negative impact on achieving objective or criterion
3-	Major negative impact on achieving objective or criterion

The seven point scale employed under STAG guidance is outlined in Table 4 below, to demonstrate the similarity between the approach used in this Review and STAG principles.

Table 4: STAG Impact Appraisal System

Impact Magnitude	Impact Significance	Symbol
• Negative major	• Negative major impact	---
• Negative moderate	• Negative moderate impact	--
• Negative minor	• Negative minor impact	-
• Neutral	• No impact	0
• Positive minor	• Positive minor impact	+

• Positive moderate	• Positive moderate impact	++
• Positive major	• Positive major impact	+++

The options were assessed against each criterion in turn and scored depending on the option's relative performance against that criterion compared to the other service changes for that route. For example, where two service changes have been put forward to the community consultation, the community response to each of the service changes will determine the score for community acceptability and any other criteria that the community response has fed into. Some commentary was also offered to justify the reasoning behind the score given for each criterion. The assessment tables that contain the scores and commentary for each option can be found in Appendix J.; an example of an assessment table is given below:

Table 5: Example of assessment tables used in assessment process (Option 1.3)

Option No: 1.3 Reintroduce fares on Bluemull Sound services			
Objective			
See key above for details of objectives	1	2-	Will affect people's ability to travel particularly in lower income groups
	2	1-	Will affect people's ability to travel in lower income groups
	3	0	No impact
	4	0	No impact
	5	1+	Could encourage car sharing and use of buses
Additional Appraisal Topic			
Feasibility	1-	Practical operational requirements (existing ticket machines, ability to collect fares from passengers)	
Risk and Uncertainty	1-	Effect of fares elasticity on carryings/income uncertain	
Community acceptability	3-	For Unst & Fetlar commuters	
Traffic Modelling	0	No impact	
Business Impact Assessment	2-	Quite significant impact on commuters across North Isles and cost of importing/exporting goods across Bluemull Sound	
Further information required			
Use space here to detail any further info required		Equalities Impact Assessment – no differential impact	

The methodology employed for assessing options in Part 2 of the Ferry Review aligns closely with the draft Integrated Impact Assessment that is currently being developed by the Council as a means of understanding intended and unintended outcomes of service or policy changes. Similarly to the assessment methodology employed here, the Integrated Impact Assessment is based on a series of questions that seek to identify the impact of potential changes on people and communities in terms of: economy, culture, environment, equality, poverty and health. Grounding the assessment methodology on the principles of STAG guidance has allowed for the relevant factors found in the Integrated Impact Assessment to be addressed in this review; namely:

- economy (through Objective 1 and Business Impact Assessment),
- culture (through Objective 2),
- environment (through objective 5), and;
- poverty (through Objectives 1 and 2).

It may be noted that equality was not a factor explicitly assessed as part of the option assessment detailed above and, to this end, the Council's Equality Impact Assessment framework was applied to all options in order to understand the potential differential impacts that may be felt by groups with protected characteristics. The Equality Impact Assessments can be found in Appendix J.

3.7 METHODOLOGICAL ASSUMPTIONS AND UNCERTAINTIES

This section details the limitations of the assessment methodology so that the process is as transparent as possible and the robustness of the approach can be demonstrated.

The assessment methodology is based on the qualitative assessment of the performance of the various service changes against criteria that best capture the potential impacts on communities that are most relevant in this context. As with any qualitative assessment of impacts, there is a degree of subjectivity from the officers involved in the assessment that should be taken into account. In order to mitigate this subjectivity, the assessment was conducted by a team of 4 officers drawn from Transport Planning, Ferry Operations and the Review Project Team. If all members of the assessment team were not present during the assessment of an option, they were asked to 'quality control' the assessment that had been carried out in their absence. This consistent approach meant that views and opinions related to impacts or the interpretation of the available data could be tempered, interrogated and adjusted to reflect as objective a position as possible. The assessment scores were also discussed with the Project Board.

Where gaps have existed in the data set, such as where certain service changes were not assessed in the Business Impact Assessment or Traffic Modelling report (emerging as they did following public consultation), a

relative score has been applied based on the level of service offered by the service change in question compared to other service changes on that ferry route. Again, this process has been 'quality controlled' to ensure consistency in the assessment and to retain objectivity as far as possible.

4.0 PART 2 ASSESSMENT FINDINGS

4.1 INTRODUCTION

This section presents the findings of Part 2 of the Ferry Review, which have fed directly into the conclusions of this report and the recommendation to the Council. This section covers the development of 'packages' of service changes based on; firstly, meeting the level of savings required from Ferry Operations to allow Infrastructure Services to meet the requirements of the Medium Term Financial Plan; and secondly, the relative performance of different service changes on the various ferry routes against the assessment criteria following the application of the assessment methodology. It also contains details of the recommended package that will be put forward to the Council, descriptions of the ferry service should this package be implemented, and key findings related to the performance of this package against the assessment criteria and other key factors.

4.2 DEVELOPMENT OF PACKAGES

The packages have been developed using the findings of the assessment process, the outcomes of the Business Impact and Traffic Modelling assessments and the feedback from the various consultation exercises. They allow for the individual service changes on each route to be combined to give a picture of what the level of service would be across the Council's inter-island ferries network overall and, therefore, the overall impact that may be realised following the service changes resulting from this Review.

The development of the packages has been based on understanding how various options interact to meet the level of savings required by the Review and how the impacts may be felt in the Isles communities affected. For example, it is possible to construct a package whereby savings are maximised in one particular area to minimise savings required elsewhere, which may also act to minimise impacts on other communities. It is not as straightforward as high savings coming from large reductions in service, which in turn have the most significant negative impacts, as some service changes have performed better in the assessment process despite making more savings than other service changes on that route. However, largely, the package development process has focused on; firstly, meeting the level of savings required (although not in the case of package C – the 'do nothing scenario' – or Package E – the package where savings are maximised); and secondly, how impacts are spread across the affected communities and Shetland as a whole. The following section details the description of each package, which gives an insight into the rationale behind each one. The options that make up each package are shown in Table 6, a breakdown of how each option performed in the assessment can be found in Appendix J.

Table 6: Packages of options considered in the review, including total savings

Pkg.	Options										Total Saving (approx)	
A	Option No: 1.3 Reintroduce fares on Bluemull Sound services	Option No: 1.7 Fetlar consultation alternative option	Option No: 2.7 Yell Sound Community Council alternative	Option No: 3.1 Base Skerries Ferry in Skerries	Option No: 4.6 Whalsay option derived from Yell CC option	Option No: 5.1 Remove one return sailing	Option No: 6.1 Reduce Leirna crew from 5 to 4	Option No: 6.4 Revise Timetable to reduce underused crossings	Option No: 9.6 Fares review		£3.10M	
B	Option No: 1.3 Reintroduce fares on Bluemull Sound services	Option No: 1.7 Fetlar consultation alternative option	Option No: 2.7 Yell Sound Community Council alternative	Option No: 3.1 Base Skerries Ferry in Skerries	Option No: 3.8 Replace M/V Filla	Option No: 4.6 Whalsay option derived from Yell CC option	Option No: 5.5 Discontinue Ro-Ro service to Papa Stour	Option No: 6.1 Reduce Leirna crew from 5 to 4	Option No: 6.4 Revise Timetable to reduce underused crossings		£3.52M	
C	N/A ('do nothing' package)										£1.28M	
D	Option No: 1.3 Reintroduce fares on Bluemull Sound services	Option No: 1.7 Fetlar consultation alternative option	Option No: 2.6a Yell single vessel - no overnight manning	Option No: 3.4 Remove deadlegs from Skerries service	Option No: 4.6 Whalsay option derived from Yell CC option	Option No: 5.1 Remove one return sailing	Option No: 6.1 Reduce Leirna crew from 5 to 4	Option No: 6.4 Revise Timetable to reduce underused crossings			£3.23M	
E	Option No: 1.3 Reintroduce fares on Bluemull Sound services	Option No: 1.6 Discontinue two vessel Operation on Bluemull Sound	Option No: 2.6a Yell single vessel - no overnight manning	Option No: 3.1 Base Skerries Ferry in Skerries	Option No: 3.8 Replace M/V Filla	Option No: 4.2 Reduce Whalsay service to 2 x 12 hours vessels	Option No: 5.5 Discontinue Ro-Ro service to Papa Stour	Option No: 6.1 Reduce Leirna crew from 5 to 4	Option No: 6.4 Revise Timetable to reduce underused crossings	Option No: 8.5 Discontinue Summer Sailings to Lerwick	Option No: 9.6 Fares review	£4.37M

 Bluemull Sound	 Yell	 Skerries	 Whalsay	 Papa Stour	 Bressay	 Fair Isle	 Fares Review
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4.3 PACKAGE DESCRIPTIONS

Below are short descriptions of the purpose behind the design of each of the service change packages that have been developed during Part 2 of the Ferry Review. All of the packages detailed below also contain those options relating to changes to Ferry Operations that do not affect the level of service; the savings from these options are incorporated in the overall saving for each package, these include 11.2, 14.5, 14.15, 14.17, 14.19 and 14.21.

Package A

This package is designed to minimise impacts on individual communities whilst still achieving the level of savings required from Ferry Operations to allow Infrastructure Services to meet the requirements of the Medium Term Financial Plan; it includes the service changes that are judged to have the least impact relative to the other service changes on that route and/or those service changes that have been designed or modified in response to the community consultation. This package leaves the opportunity to further explore options to rationalise the Foula and Papa Stour services at a later date, including the possibility of combining the two services and/or externalising them.

Package B

This package maximises savings on the Papa Stour and Skerries routes in order to minimise impacts on the major routes elsewhere in Shetland. This package does achieve the level of savings required from Ferry Operations to allow Infrastructure Services to meet the requirements of the Medium Term Financial Plan; however, it also contains an element of irreversibility in that moving M/V Snolda from Papa Stour to Skerries implies that one vessel will be removed from the Council fleet; most likely M/V Filla. This restricts the overall flexibility of the service moving forward.

Package C

This is a 'do nothing' package. If this package is implemented, the service will continue to run as it currently is (as of early 2013) and the only savings from the Review will be those approved in Part 1 of the appraisal in October 2012. This package does not meet the level of savings required from Ferry Operations to allow Infrastructure Services to meet the requirements of the Medium Term Financial Plan.

Package D

This package maximises savings on Yell Sound and limits impacts on all other routes. The impacts on Yell Sound are significant but other impacts are minimised or reduced on the Whalsay, Skerries and Bluemull Sound routes. This package meets the level of savings required from Ferry

Operations to allow Infrastructure Services to meet the requirements of the Medium Term Financial Plan.

Package E

This is a package where priority is given to maximising savings on all routes, with less consideration of social or economic impacts. It exceeds the level of savings required from Ferry Operations to allow Infrastructure Services to meet the requirements of the Medium Term Financial Plan by a considerable amount.

4.4 RECOMMENDED PACKAGE

The Ferry Review Project Board and Steering Group have reached the conclusion that Package A is to be recommended to the Council for decision as it is based on minimising adverse impacts across all routes and responding to the views of the communities affected, whilst still meeting the level of savings required from Ferry Operations to allow Infrastructure Services to meet the requirements of the Council's Medium Term Financial Plan. The reasoning behind this is set out in section 4.6 below, which outlines the performance of Package A against the assessment criteria and other key factors considered by the Review.

4.5 SERVICE DESCRIPTION

The implementation of Package A will result in the service described below for each of the routes in the Council's inter-island ferry network.

For all routes, the detail of the amended service provided will not be finalised until after the decision taken by Shetland Islands Council on 4 February 2013. When the resource available for each route is known, detailed discussion will take place with community representatives and ferry crew to decide on the timetable.

Bluemull Sound

The shift vessel, "Bigga", will operate in a similar way to at present, ie. 17 hours per day, 7 days each week.

The day vessel, "Geira", will have one less crew member attached to her and the remaining crew will work an average of 40 hours per week compared to 42 at present. This will result in the vessel being manned for an average of 40 hours each week compared to 42 in winter and 66 in summer at present. It may be decided to operate more hours during the summer than in the winter.

Fares will be reintroduced onto the route. The final fares structure will not be introduced until new ticket machines are available (c June 2013). In the meantime, fares will only be charged for traffic moving between Yell, Unst and Fetlar. Traffic from mainland Shetland will not be charged twice.

Yell Sound

It is proposed that the Yell Sound service will continue to be operated with one shift vessel operating 18 hours/day (17 hours at sea), 7 days a week, and a day vessel operating 12 hours Monday – Friday (10 hours at sea), Monday to Friday. This will give a possible 24 return sailings a day on weekdays and 16 a day at weekends, compared to 28 Monday to Saturday and 19 on Sunday at present.

The through night manning will be reduced from a full crew to 2 shipkeepers. This could affect the availability of the vessel for emergency sailings out of hours although it is intended to introduce stand-by arrangements to mitigate this.

Skerries

The proposal is to base the Skerries ferry “Filla” in Skerries instead of Symbister, Whalsay. This will remove the need for positioning runs. One of the Lerwick sailings will be replaced with 2 return sailings in summer to Vidlin, reducing to 1 in winter.

This will give 12 Return crossings per week in summer as is the case at present and 11 Return crossings per week in winter compared to 12 at present.

The crew will require to be based in Skerries and to live there during their time on duty.

Whalsay

The Whalsay service will be very similar to Yell, with “Linga” operating an 18 hours/day (17 hours at sea), 7 days a week, and “Hendra” operating 12.5 hours (11.5 hours at sea) from Monday to Friday.

This will give a possible 17 return sailings a day on weekdays and 11 a day at weekends, compared to 18 Monday to Saturday and 12 on Sunday at present.

Bressay

The Bressay ferry “Leirna” will be operated with 4 crew instead of 5. The number of passengers able to be carried will be reduced to 50 (although application has been made for this to be increased by about 10). To reduce the impact on the 0830 sailing from Bressay, which frequently carries more than 50, an additional sailing at 0800 from Bressay will be introduced. It should be noted that there are restrictions on the operation of the vessel with 4 crew, which may result in disruptions if a fifth man cannot be deployed when required, such as severe weather or restricted visibility.

The vessel will operate 17 hours/day (16 hours at sea) Sunday to Thursday and 19 hours (18 hours at sea) Friday and Saturday. Start and stop times as per present timetable.

There will also be a reduction in the number of scheduled sailings (c15 sailings a week) by removing underutilised runs. The current arrangement will continue, with additional sailings being operated when traffic cannot be accommodated on scheduled runs and time permits, except during recognised breaks.

Fair Isle

The Fair Isle service will continue as at present in Package A. Additional revenue will result from fares changes already implemented.

Papa Stour

The roll-on / roll-off service to Papa Stour will continue to be operated by “Snolda” but there will be a reduction in sailings with removal of the Monday sailings all year and the Saturday afternoon sailing in winter.

This will result in 7 return crossings per week in summer compared to 8 at present and 6 return crossings per week in winter compared to 8 at present.

4.6 PACKAGE ASSESSMENT

4.6.1 Introduction

In this section, the findings of the assessment of the service changes in the recommended package are reported in detail against the assessment criteria and other key considerations including; policy integration, implementation and risk and uncertainty. The assessment scores for the options in package A are shown in Table 7 below.

Table 7: Summary of Part 2 Assessment for recommended package

Package A	BLUEMULL SOUND		YELL SOUND	SKERRIES	WHALSAY	PAPA STOUR	BRESSAY		FARES REVIEW
Appraisal Criteria	Option No: 1.3 Reintroduce fares on Bluemull Sound services	Option No: 1.7 Fetlar consultation alternative option	Option No: 2.7 Yell Sound Community Council alternative	Option No: 3.1 Base Skerries Ferry in Skerries	Option No: 4.6 Whalsay option derived from Yell CC option	Option No: 5.1 Remove one return sailing (or a complete day's sailing from the winter timetable)	Option No: 6.1 Reduce Leirna crew from 5 to 4	Option No: 6.4 Revise Timetable to reduce underused crossings	Option No: 9.6 Fares review
Objective 1	2-	2-	1.5-	0	1-	1-	1-	0	2-
Objective 2	1-	2-	1.5-	0	1.5-	2-	1-	1-	2-
Objective 3	0	0	0	1-	0	0	0	0	0
Objective 4	0	0	1-	0	0.5-	0	0	0	0
Objective 5	1+	1+	1+	2+	1+	1+	0	1+	0
Feasibility	1-	0	0	3-	0	0	0	0	0
Risk and Uncertainty	2-	0	0	2-	0	0	0	0	1-
Community acceptability	3-	2-	0	2.5+	1-	1-	2+	0	0
Traffic Modelling	0	1-	1-	0 (N/A)	1.5-	0 (N/A)	0	0	0 (N/A)
Business Impact Assessment	2-	2-	2-	0.5-	2-	2-	0.5-	0.5-	0
SAVING	£150,000.00	£87,109.42	£760,853.30	£271,795.01	£350,426.62	£34,990.00	£152,427.72	£14,493.52	£0
TOTAL	£3, 101, 634 (inclusive of £1,279,538 from Part 1 Ferry Review (£990, 517) and ongoing SOFIE (£240, 000), plus £49,021 savings from options 14.5, 14.15, 14.17, 14.19, 14.21)								

4.6.2 Key Findings: Objective 1 (As a priority provide transport links to maximise economic activity throughout Shetland and provide links that maintain employment opportunities within Shetland)

In the development of the Review objectives, Objective 1 was considered to be of the highest importance and this was borne out by the feedback received during the consultations. Many of the impacts identified by respondents in the November consultations relate to the effect that the proposed changes were likely to have on economic activity, and commuting to work and tourism. Package A contains those options that have the lowest impact on economic activities and employment opportunities in the affected communities. It also contains those options designed or modified in response to community and stakeholder feedback, which tended to prioritise economic activity over all other considerations. For example, Service Change 2.7, suggested by Yell Community Council, emphasises retaining crossings during the working week that allow for commuter travel and the movement of goods and livestock at the expense of weekend and evening runs.

4.6.3 Key Findings: Objective 2 (Provide transport Links to promote social mobility and inclusion in a way that does not widen the equality gap)

As referred to above, much of the feedback received during the consultation process emphasised economic impacts; however, social mobility, inclusion and the ability to access services was also a key concern highlighted by communities. Package A emphasises retaining people's ability to travel, as it does not recommend a course of action that involves removing or moving vessels, and preserves a two vessel operation on the major routes. For example, the Fetlar and Unst communities felt strongly that retaining the two vessel service on Bluemull Sound was an important factor in the sustainability of life in the North Isles, due to the need to travel to Yell to access services. Waiting times at ferry terminals under a single vessel scenario were likely to be so long as to make a trip to the dentist or doctor extremely drawn out compared to currently. Furthermore, the ro-ro service to Papa Stour is also seen as key in facilitating the movement of people for crofting, social purposes and to access services – this is also retained in the recommended package.

4.6.4 Key Findings: Objective 3 (Provide transport links that use a risk based approach to managing safety and legislation requirements)

Package A has a slight negative impact on safety, should the Skerries ferry be based in Skerries. In order to mitigate this it is likely that the ferry will have to seek shelter in another port if forecast winds exceed Force 5/6 from the South West through South East. Historic forecasting predicts that this is likely to happen on ca. 100 nights per year. However, the project has identified procedures and processes that will be put in place to allow the vessel to shelter at an alternative location. The safety implications of the reduced crew on the Bressay and Skerries services

can be addressed by reducing the passenger carrying capacity (Bressay) and changing the configuration of the man overboard equipment (Skerries).

4.6.5 Key Findings: Objective 4 (Provide transport links that maximise the ability to adapt to future influences external to the ferry service)

The adaptability of the ferry service infrastructure is retained under Package A, as this package does not require reducing the number of vessels available to the fleet beyond the current baseline (the fleet was reduced by one vessel in 2015 following Part 1 of the Ferry Review). There will, however, be an impact on the adaptability of the service following the personnel changes implied by Package A. The reduction in the overall number of professional staff within the ferry service means that future changes to the service that involve increases in service level may be more difficult to accommodate.

4.6.6 Key Findings: Objective 5 (Provide transport links that minimise carbon emissions)

All of the packages described in section 4.5 above involve reductions in carbon emissions, apart from package C, as they all involve a reduction in the level of service and, therefore, a commensurate reduction in fuel burn. Whilst Package A does not imply the largest reduction possible, it still represents a significant reduction in the carbon footprint of the ferry service.

4.6.7 Key findings: Feasibility

Most of the service changes in Package A have no technical or operational barriers associated with them, with the notable exception of Service change 3.1. Basing M/V Filla in Skerries presents challenges in terms of safe overnight berthing of the vessel, accommodation for existing staff, hiring suitably qualified and competent replacement staff and accommodating staff elsewhere in Shetland should the vessel be diverted in adverse weather. However, these barriers are not insurmountable and in the context of the potential saving this option represents and the other criteria, this option remains a viable component of the recommended package.

4.6.8 Key findings: Risk and Uncertainty

The assessment of the service changes in Package A against this criterion raises similar issues to those outlined in section 4.6.7 above. There is a risk associated with transferring the current crew of M/V Filla to a base in Skerries during their period of duty, should they not wish to relocate. There is a further risk around the recruitment, training and supervision of any replacement staff. There is also uncertainty associated with the elasticity around reintroducing fares on Bluemull Sound and the income that this may generate in the future; this may impact the overall figure of income/savings generated by the Review. Furthermore, there is a risk associated with the crews on Bluemull Sound collecting all the fares if they are reintroduced, due to a perceived lack of time or personnel. These risks and uncertainties can be mitigated by introducing new ticket machines (scheduled for June 2013) and spreading the workload among more staff when fares are collected.

4.6.9 Key findings: Community Acceptability

As mentioned previously, Package A contains those service changes that minimise adverse impacts, and/or have been modified or developed in response to community and stakeholder feedback. As such, Package A is also the Package that is most acceptable, in relative terms, to the affected communities. That is not to say that communities are happy with the proposed levels of service, but it should be noted that, as far as possible, the Review has taken on board community feedback to provide the most acceptable level of service while still meeting the level of savings required in order to meet the requirements of the Medium Term Financial Plan.

4.6.10 Key findings: Traffic Modelling

The traffic modelling demonstrated the potential impacts on carrying capacity of the service changes as they were during the November consultation. A further modelling exercise was also carried out on Service Changes 1.7, 2.7 and 4.6 which emerged from consultation feedback. Where relevant, Package A contains those service changes that have the lowest impact on carrying capacity as demonstrated by the traffic models. Full analysis of the traffic models can be found in Appendix H.

4.6.11 Key findings: Business Impact Assessment

Again, the Business Impact Assessment represents the potential impacts on businesses of the service changes as they were during the November consultation. As such, some of the options contained in Package A were not assessed during this exercise. However, as mentioned earlier, the alternative options prioritise economic activity and, as such, are likely to have a lesser impact. Full analysis of the impacts on businesses can be found in Appendix G.

4.7 POLICY INTEGRATION

This section considers the important policy areas that overlap with the scope of the Ferry Review and the policy implications of the recommended package.

4.7.1 Policy Integration: Equalities Impact

The Council's Equalities Impact Assessment demonstrates that there are no differential impacts on groups with protected characteristics implied by the service changes in Package A. The Equalities Impact Assessment can be found in Appendix J.

4.7.2 Policy Integration: Transport Policy

Shetland's Regional Transport Partnership, ZetTrans, produced a Regional Transport Strategy (RTS) which was approved by Scottish Government in

2008. The RTS was based on the five major objective areas as set out in Scotland's Transport Future (2004).

The RTS assumed that there would be reducing levels of revenue and capital funding available to deliver transport services and that innovative solutions would be required to provide the necessary services. This Ferry Review is therefore completely aligned with the RTS and there are no areas of conflict between the two.

4.7.3 Policy Integration: Scottish Government Ferries Plan

The ferry service which would be implemented if the recommendations in this report are approved would not be inconsistent with the Scottish Government Ferries Plan (2013 – 2022). The level of service to each island would be broadly in line with the routes and service methodology developed for the Ferries Plan with the possible exception of the service to Papa Stour.

4.8 OTHER ISSUES

This section outlines other issues relevant to the decision and outcomes that will result from the conclusion of Part 2 of the Ferry Review

4.8.1 Implementation timetable

Subject to the results of consultation, it is proposed to implement the new structure from 01 August 2013. The proposed timetable is outlined in Table 8 below:

Table 8: Implementation timetable

Implementation Timetable	
Council decision	04 February 2013
‘90 day’ - 12 week consultation period	
Commences	05 February 2013
Concludes	30 April 2013
4 weeks notice for staff on temporary contracts	01 May to 31 May 2013
Ferry Timetable Changes	01 June 2013
12 weeks notice for permanent staff	01 May to 31 July 2013
Implement remaining changes	01 August 2013

4.8.2 Staffing Implications

A report (ISD-01-13-F) on the staffing implications of the recommendations in Package A has been submitted to the Special Employees’ Joint Consultative Committee for consideration on the 28 January 2013. This report outlines the staff changes implied by each of the options in Package A and details the Human Resources process that will be initiated when the decision of the Council is reached in response to the Ferry Review. The projected reduction in staff is given in Table 9 below and outlined in the description of service given in section 4.5. The reduction in staff reported here is for the service changes in Package A and does not include the reduction in staff from changes previously agreed by Council on 3 October 2012. The proposed timetable for this is outlined in Table 8 above.

Table 9: Reduction in number of posts required by Package A

Service Change		Current Staff Numbers	Future Staff Numbers
Bluemull Sound	Reduce ‘Geira’s’ operating hours (Option 1.7)	6	5
Bressay	Reduce Leirna crew from 5 to 4 (Option 6.1)	17	14
	Revise timetable to remove underutilised sailing (Option 6.4)	No change	
Papa Stour	Remove sailings (Option 5.5)	No change but staff hours reduced	
Skerries	Base ferry in Skerries (Option 3.1)	8	6

Whalsay	Derived from Yell Community Council suggestion (Option 4.6)	32	26
Yell	Yell Sound (Option 2.7)	42	29
		Total reduction	25

4.8.3 High-level Risks and Uncertainties

This section identifies high-level risks and uncertainties that may impact the implementation of the measures in Package A. High level risks not covered by the risk and uncertainty assessment above include potential risks associated with basing “Filla” in Skerries, wider potential risks relating to staffing, potential risks associated with emergency cover, uncertainty in how the changes may be perceived at national level and risks related to the implementation of the options.

The major potential risk relating to the proposals in Package A is basing “Filla” in Skerries. The existing pier infrastructure is not suitable for all weather overnight berthing, when the vessel would be left unmanned. Contingency plans can be implemented to send the vessel to a safe haven when adverse weather is forecast but there may be occasions when conditions are worse than forecast. This would lead to the risk of damage to the vessel or pier structure/linkspan. If it were to be damaged and unserviceable, vehicle service would have to be suspended and there would be a cost to repair.

There is a risk that the existing crew who are familiar with the vessel, the route and the Shetland Islands Council Safety Management System and procedures will not be prepared to relocate. The entrance to Skerries is narrow and space limited within the harbour for a vessel of “Filla’s” size. If the existing crew are no longer available, new crew will need to be recruited who are willing to live in Skerries at least two weeks out of three. These crew will not initially be familiar with the operation and there may be difficulties in supervising newly recruited crew in a remote location

There is a risk that, if a serious breach of procedures were to occur, that the MCA could suspend the Ferry Services Document of Compliance which would prevent the entire Shetland Islands Council fleet (with one exception) from operating. These risks will be mitigated by only recruiting competent crew, regular and frequent superintendent visits to the vessel, CCTV and lengthy induction and familiarisation processes.

With any remotely based vessel and crew there is a risk that the community may exert pressure on the master to sail when he considers it unsafe to do so. This risk will be mitigated by engagement and community education over the risks of such action.

Other control measures that may need to be considered if the above measures are unsuccessful are changing the base of operation back to

Whalsay which would lead to a reduced service to the community or consideration of outsourcing the service.

In terms of staffing, there is an ongoing risk over the availability of suitable crew as the Ferry Service already has problems recruiting sea staff and has had a number of long term vacancies which did not attract suitable applicants. Any reduction in remuneration or changes which make the working conditions (including shift pattern and ability to live at home whilst on duty) less attractive could exacerbate the problem. The proposed changes have tried to retain remaining staff on existing hours and salaries where possible to mitigate this risk.

There is also a risk that the staffing changes implied by the recommended package of measures lead to a reduction in staff to a level which leaves the service without the means to effectively and efficiently crew the vessels. This will be mitigated by appropriate management of the resources available.

As with any major service review there is a risk of industrial action and service disruption if the Council and staff and their representatives are unable to reach agreement on the implementation of the changes during the formal 12 week consultation phase which will follow the decision by Council. This will be mitigated through ongoing consultation and dialogue between the Council and Trades Unions.

In terms of cover for emergency situations, the Ferry Service currently provides through-night manning on Yell Sound which provides access for Emergency Services to the North Isles outwith normal operating hours. Reduction in crews and withdrawal of the through night manning on Yell Sound could affect the ability to respond to out of hours requests for Emergency Service access. While it is proposed to implement a standby duty in order to provide out of hours crewing this is dependent on external funding and there will inevitably be a delay while crew travel from their homes to the vessel.

There is also uncertainty regarding future financial and economic conditions in the Global, UK, Scottish and Shetland economies generally and also in relation to the future budgetary constraints which may affect the level of subsidy to services and the budgets available to SIC for transport investment, maintenance and service operations.

Specifically, the Scottish Government methodology for calculation of funding in relation to "Support of Ferries" as part of the General Revenue Grant is based on the average gross expenditure over a prior two year period. The current settlement runs from 2012/13 to 2014/15 so there is no risk to funding over this period. There is a risk that funding could be reduced in the next Local Government Finance three year settlement from 2015/16 if gross expenditure on ferries is reduced but this is highly dependent on the Government's chosen level of Support for Ferries and whether or not the other 15 Councils that receive a share of the allocation

also reduce or increase their expenditure. Under the current economic climate it is expected that all Councils will be supporting a reduction in expenditure levels over the next few years.

A risk has also been identified that any change in service or fares in service operated by Shetland Islands Council to inter-island ferry services could allow Transport Scotland to reduce the Northern Isles services (or increase fares on the Northern Isles ferries).

In terms of implementing the changes at the conclusion of the review, there are also several risks that should be considered.

With any proposed major change there is a risk that legal challenge from the public in opposition to proposed changes in the level of service may delay or impede the implementation of changes, leading to a need to repeat the review or draw on reserves to overcome any delays. This has been mitigated by the approach taken to this review in following the STAG principles and ensuring that appropriate assessments have been completed.

There is also a risk that increases in prices by suppliers may affect the level of savings that is achievable; for example, the savings have been calculated based on current fuel prices, were these to increase the level of saving would obviously be reduced. This is mitigated through the Medium Term Financial Plan which has taken account of Inflation and contingencies.

All of the options considered have been designed to be deliverable when the time comes, those considered impossible or impractical to deliver were discontinued during the options sifting exercise in Part 1 of the Ferries Review. However, until the changes are implemented an element of uncertainty will remain over the implementation date, the savings made and the deliverability of the changes.

It is important that these risks and uncertainties are recognised at this stage of the Ferry Review so that mitigating actions can be built into the implementation, monitoring and evaluation processes. Table 10 below summarises the risks and uncertainties outlined above and suggestions of what mitigation may be taken in response to them.

Table 10: Risks, Uncertainty and Mitigation

Risk/Uncertainty	Mitigation
Availability of suitable crew	Make posts as attractive as possible without increasing overall costs. Participate in the new Modern Marine Apprenticeship Scheme when available in Scotland. Explore opportunities to “share” sea staff with other similar organisations.
Reduction in staff too high	Consider phased implementation. Manage staff appropriately
Industrial action	Continue dialogue with unions at all levels. Minimise impacts on staff where possible. Use redundancy as a last resort.
Cover for emergency situations	Continue dialogue with Emergency Services. Implement Stand-by crews on the 4 main routes if external funding available.
Reduction in GAE	Engage with Transport Scotland and Scottish Government Ministers to seek alternative allocation of funds.
Reduced Northern Isles service/increased fares	Encourage ZetTrans to continue to represent Shetland’s interests to ensure service continues to meet needs.
Legal challenge	Ensure Due Diligence in process.
Increase in prices from suppliers	Work with Shetland Islands Council Procurement Section to achieve best prices through innovative means of supply and tendering / contracts.
Deliverability, implementation date, savings	Plan implementation in conjunction with communities, staff and other Council departments.

4.9 SUMMARY OF FINDINGS

This section reviews the overall findings of the assessment presented previously in this section and justifies the recommendation of Package A to the Council.

Package A represents the least impact on the communities and stakeholders affected by the Ferry Review. It fulfils the overarching objective of the Review in offering a description of a level of service that is both deliverable and sustainable under the current financial circumstances of the Council, as set out in the Medium Term Financial Plan, and preserves those elements of the service considered to be of most importance by the communities affected. It also performs the best, in relative terms, against the review objectives and criteria used in the assessment when compared to the other Packages developed during the Review process.

Package A also preserves the maximum flexibility of the ferry service moving forward as, under the recommendation, all of the vessels in the ferry fleet will be retained. This means that the door remains open to explore innovative ways of delivering services in the future, including options to align some services where possible or externalise the service or elements of the service.

Crucially, it also meets the level of savings required to be made in Ferry Operations, such that these service changes will need happen once only in the term of the current Council. This means that, in the main, communities, stakeholders and staff will know where they stand in relation to ferry provision for the near future.

5.0 CONCLUSIONS, RECOMMENDATIONS AND NEXT STEPS

5.1 INTRODUCTION

This section sets out the steps that will be initiated following the decision of the Council in response to this report – including how changes to the ferry service will be communicated, monitored and evaluated. The report ends with a summary of the conclusions of the Review and the recommendation to Council.

5.2 DEVELOPMENT OF TIMETABLES

Development of timetables will take place with representatives from Community Councils and ferry crew, starting immediately following the Council decision on service changes.

5.3 STAFF CONSULTATION

Once the level of service has been agreed and the configuration of ferry services has been developed in consultation with community representatives, a consultation period will commence with ferry staff and their union representatives to apprise them of the changes that will be made to the ferry service and to enable a seamless introduction of the required service changes. Consultation will focus on mitigating the effect of the reduction in posts (see table 9 above - Reduction in number of posts required by Package A) by terminating temporary appointments, redeployment, allowing appropriate staff to take early retirement or voluntary redundancy and by distribute the remaining staff to the new shift patterns and service delivery models when possible. Staff and unions will also be consulted on the final working patterns and shift systems that will apply from 1 June 2013 and the changes that will involve.

5.4 COMMUNICATIONS STRATEGY

It is important that any changes approved by the Council to the ferry service should be communicated as soon and as appropriately as possible to service users, staff, partner organisations and the wider public.

Following a Council decision on the final shape of the service, the following measures will be taken to communicate those changes. Further work will be undertaken to communicate with individual communities as and when changes are made.

1. Council website

An information bulletin will be placed on the Council's website as soon as possible after a final decision, bullet-pointing the most significant changes for each route, giving timescales, and contact details for individual queries.

The structure of the home page will be changed to clearly direct viewers to the necessary information, and a link added under the 'How can we help you?' banner.

2. Media release

This information will also be issued to the media, and relevant members of staff briefed to deal with journalists appropriately.

3. Council Website – Ferry Service pages

The appropriate pages on the Council's website will be updated to reflect, highlight, and explain any changes as and when they happen. The Communications Unit will work closely with the service on this.

4. Community Councils, Council outreach offices, etc.

Electronic copies of the appropriate information will be emailed to Community Councils within three working days of a final decision. Hard copies will be sent as soon as possible to Community Councils, Council community offices, care centres, local schools etc.

5. Social Media

Links to the appropriate information on the Council's website will be issued through the Council's Twitter account, along with contact details for enquiries. Individual service messages can also be communicated as and when changes are made.

6. Shetland News banner advert

An advert will be posted within the dedicated Council rolling banner advert space on the Shetland News website, with a direct link to the appropriate information on the Council's website. This will be updated to highlight individual services as and when changes are made.

5.5 MONITORING AND EVALUATION

Monitoring and evaluation of the package of measures taken forward for implementation will be important and it is necessary to measure changes in the use of the ferry services, the reasons for these and the potential social and economic impacts of the changes in travel behaviour. These results will feed into the Council's overall transport planning and strategy framework, and Local Development Plan. It will also allow the Council to fully understand the impacts of these changes and to consider mitigating actions if appropriate and feasible.

The proposed approach to this monitoring is detailed in Table 11, below:

Table 11: Monitoring and evaluation framework, suggested by Reference Economics

Timing	Activities
Baseline-Before Changes to Ferry Services	<ul style="list-style-type: none"> ➤ Continue collecting sailing-by-sailing carryings data ➤ On-board passenger surveys or travel diaries ➤ Monitoring short-shipped traffic
0-6 Months After Changes Introduced	<ul style="list-style-type: none"> ➤ Monitor sailing-by-sailing carryings data ➤ Review feedback on early impacts-from ferry crews, businesses and communities ➤ Monitoring short-shipped traffic
Monitoring: 12 Months After Changes Introduced	<ul style="list-style-type: none"> ➤ Review of carryings data ➤ On-board passenger surveys or travel diaries ➤ Monitoring short-shipped traffic ➤ Sample Surveys of households on relevant isles ➤ Sample Surveys of businesses, crofters, public sector
Evaluation: 2 Years After Changes Introduced	<ul style="list-style-type: none"> ➤ Repeat of previous monitoring exercise, ➤ Reflecting on any lessons learned ➤ Wider data collection-e.g. population trends or household data from council tax register

5.6 LINKS TO FUTURE WORK

This section briefly outlines work that will follow this Review in terms of exploring a new fares structure as part of a Fares Review, consideration of possibilities for the externalisation of the Inter-Island Ferry Service and investigation of potential synergies between the Foula and Papa Stour services in future.

5.6.1 Fares Review

The implementation of the new ticket machine technology will allow for a comprehensive review of the Inter-Island Fares Structure and will allow for a more flexible pricing methodology which could include: resident cards, monthly travel

cards, annual travel cards, discount rates etc. The objective of this Review would be to increase fare income whilst maintaining costs for regular users.

5.6.2 Externalisation

The Scottish Government has expressed a willingness to discuss the potential for them taking over the operation of Local Authority operated Inter-Island Ferries. This option will need further work to assess the benefits and dis-benefits. This option, together with the other possible service delivery models, will be considered further and a full report brought back to the Council on the outcome.

5.6.3 Foula and Papa Stour Synergies

The Review has identified that there could be synergies between the Foula and Papa Stour services, which could lead to additional savings, which should be considered as part of the specification for the retendering of the Foula service in 2015.

5.7 CONCLUSIONS

The recommendations and proposals contained within this report and associated appendices have been the subject an extensive consultation with Staff, Unions, Communities and Stakeholders and have been appraised using this data and the associated business impact and traffic modelling studies.

The recommended package is based on minimising the impact across all routes and responding to the views of the communities affected, whilst still meeting the level of savings required from Ferry Operations to allow Infrastructure Services to meet the requirements of the Council's Medium Term Financial Plan. In effect, it is the best package that will deliver the overarching objective of "a sustainable inter-island ferry service that can be delivered within an environment of reducing resources."

**Shetland Islands Council
Inter-Island Ferry Services Review: List of Consultative Meetings
and Workshops**

Ferry Review Project Board

13 January 2012
20 January 2012
22 February 2012
26 March 2012
10 April 2012
24 April 2012
8 May 2012
22 May 2012
4 June 2012
19 June 2012
3 July 2012
31 July 2012
14 August 2012
29 August 2012
11 September 2012
25 September 2012
9 October 2012
23 October 2012
6 November 2012
20 November 2012
4 December 2012
18 December 2012
7 January 2013 (special meeting)
15 January 2013

Ferry Review Steering Group

20 January 2012
31 July 2012
11 September 2012
23 October 2012
20 November 2012
15 January 2013

Ferry Review Workshop Meetings

16 December 2011
18 January 2012
5 July 2012
10 July 2012
11 July 2012
12 July 2012
17 July 2012
27 August 2012
14 September 2012
22 November 2012 (staffing implications)
23/26 November 2012 (programme for concluding review)
27 November 2012 (STAG report structure and tasks)
6 December 2012
13 December 2012 (option appraisal workshop)
17 December 2012 (prioritisation of tasks)
17 December 2012 (finance planning)
20 December 2012 (Papa Stour service changes)

3 January 2013 (post-Christmas catch-up)
11 January 2013 (finance)

Stakeholder Consultation

24 May 2012 (Emergency Services forum)
7 June 2012 (Council and essential services)
15 June 2012 (Drop-in session, Yell)
23 June 2012 (Drop-in session, Lerwick)
8 October 2012 (Co-ordination with Blueprint for Education)
12 October 2012 (External – emergency services, Visit Scotland and Disability Shetland)
20 November 2012 (Shetland Partnership)
26 November 2012 (NHS Shetland)
6 December 2012 (SIC Safety & Risk)
17 December 2012 (SIC HR, Pensions and Payroll)

Members' Seminars

25 October 2012
17 January 2013

Ferry Crews Consultation

13 June 2012 (Sellaness staff)
14 June 2012 (Whalsay-based crews)
15 June 2012 (Yell-based crews)
18 June 2012 (Geira/Bigga crews)
19 June 2012 (Leirna crews)
23 June 2012 (Lerwick; open to all ferry staff)
27 June 2012 (Brae; ferry service staff)
4 July 2012 (Papa Stour crew)
10 September 2012 (Route Master, Yell-based ferries)
13 September 2012 (Route Master, Whalsay-based ferries and Masters, Hendra and Linga)

First Public Consultation (drop-in sessions)

14 June 2012 (Whalsay)
15 June 2012 (Yell)
18 June 2012 (Unst)
19 June 2012 (Bressay)
21 June 2012 (West & Central)
22 June 2012 (Fetlar)
23 June 2012 (Lerwick)
26 June 2012 (Cunningsburgh)
27 June 2012 (Brae)
28 June 2012 (Scalloway)
30 June 2012 (Tingwall)
4 July 2012 (Papa Stour)

7 July 2012 (Skerries)

Second Public Consultation (combination of crew briefings, drop-in sessions and public meetings)

12 November 2012 (Fair Isle – crew briefing and public meeting only)
13 November 2012 (Whalsay)
14 November 2012 (Unst)
15 November 2012 (Yell)
16 November 2012 (Bressay)
17 November 2012 (Skerries)
19 November 2012 (Papa Stour – public meeting only)
19 November 2012 (Fetlar)

Community Council Meetings – First Public Consultation

14 June 2012 (Whalsay)
15 June 2012 (Yell)
18 June 2012 (Unst)
19 June 2012 (Bressay)
21 June 2012 (Sandness & Walls / Sandsting & Aithsting)
22 June 2012 (Fetlar)
23 June 2012 (Lerwick)
26 June 2012 (Sandwick / Dunrossness / Gulberwick, Quarff & Cunningsburgh)
27 June 2012 (Delting / Northmavine)
28 June 2012 (Burra & Trondra / Scalloway)
30 June 2012 (Tingwall, Whiteness & Weisdale / Nesting & Lunnasting)
4 July 2012 (Papa Stour community representative)
7 July 2012 (Skerries)

Community Council Meetings – Second Public Consultation

15 November 2012 (Yell)
16 November 2012 (Bressay)

Shetland Islands Council

Inter-Island Ferry Services Review: Analysis of Public Consultation Feedback

Option no: **6.1** Consultation area: **Bressay**

Key messages:

- A range of opinions were expressed in response to this option by the Bressay community; some respondents are in favour of the proposed reduction in crew while others raise concerns.
- Concerns are principally centred on busy sailings and the limit of 50 passengers that would be imposed under a reduced crewing regime; this has the potential to affect commuters and school pupils getting to Lerwick on time and home in the evenings. Many respondents suggest that extra sailings could be put on at peak times to reduce waiting times at the ferry terminals.
- Some concerns were also expressed around the potential loss of Ferry jobs described by this option; respondents note that this is an important source of employment in the Isle.

Indicative quotes:

“Reduction from a 5 man crew to a 4 man crew is a must. We are sure that, with the cooperation of the crews, this will have minimal impact on the service and the savings achieved enormously beneficial to the longer term sustainability of the service. The timetable proposed, with minor changes discussed at the meeting, has no impact on our use of the service.”

“The main problem will be for popular sailings, for example, 0830 from Bressay. Suggest 0800 extra sailing.”

“Real concern regarding reduction in crew from five to four. Ferry men provide excellent service which is safe and reliable and this seems a difficult option for them and their families and further reduces good employment based in Bressay. I trust any reduction in crew levels would be achieved on a voluntary basis.”

“Very concerned about limit of 50 passengers – it will not be acceptable at work to say “the ferry was full!” Who will have priority – passengers or cars? The same concerns apply to all busy ferry runs.”

“I commute for work everyday and I would imagine this option will lead to greater delays at peak times, particularly as these are the runs used by school children. The current shelter on the Bressay side is small and not very suitable for folk who need to sit down (disabled, elderly) and this would need looked at if delays are going to become more common. Being late for work could become regular.”

“This should have no consequence on passenger numbers. The old ferry worked for years with 4 and took fares in both directions. The Leirna crosses a busy harbour in

sheltered water. Some of the crew only come in to do their shift and don't live in Bressay."

"High time. Since the Leirna arrived, we have said that the crew should have remained at 4. Why should the number of passengers be reduced when the boat was designed to carry 125 with 4 in summer, the Lerwick Harbour Trust has a man in the lookout station 24hours and there is plenty of craft to help in an emergency. If the wind is too high – don't go."

Option no: **6.4** Consultation area: **Bressay**

Key messages:

- Comments relating to this option range from acceptance that there are runs that could feasibly be removed from the Bressay timetable with little disruption, to any reduction in service being viewed as a threat to Bressay's sustainability.
- Some respondents note that almost all services accessed by Bressay residents are situated in Lerwick, making a regular ferry service essential to access appointments, social opportunities, employment and shopping. Preserving the ability for residents to travel to Lerwick without long waiting times is seen as crucial to the long-term sustainability of the community.
- There is a general view that the Bressay community should be involved in the design of any reduced ferry service, to ensure that the accessibility mentioned above is preserved and that waiting times are kept to a minimum. Many respondents state that while runs could be reduced during the day, the early and late runs should remain unchanged as far as possible, as these are important for residents accessing employment and social opportunities.

Indicative quotes:

"If number of sailings reduced this will lead to further exclusion for Bressay residents. All services are in Lerwick, for example, Doctor, Hospital, supermarkets, sport facilities, cinema etc. This could mean longer waiting times to get back from Lerwick."

"If there are adjustments, no gap of more than one hour should be from either Lerwick or Bressay. Consideration should be given to a 0630 start from Bressay. We acknowledge the statement that the ferry will always (outside break times) return to pick up any one left behind due to the ferry capacity."

"Firstly, it's very hard to know which are the "under utilised sailings." Looking at the alternative timetables proposed, I would assume this means cutting a run at lunchtime and one in the late evening. I'm not against this but I would like to point out that one person's under utilised sailing is somebody else's essential sailing – really more information is required. I would also like to state that any reduction in runs that affected the start and end times of the ferry (eg. 7am – 11pm) would be unacceptable. As a regular user of both ferries, I just couldn't live here if they started later or finished earlier and I think it would have a knock on effect in trying to attract people to live here. I am also wary of cutting services in the evening. I currently can only afford to pay one ferry fare a day so if I want to go to something in the evening, I need to hang around after work. The prospect of then having to hang around because there are no ferries is distinctly unappealing, particularly as there are not many places to go in Lerwick. I'm sure you are more than aware but please remember this is a lifeline service. We rely on it to conduct almost every aspect of our lives (work, shopping, doctor, leisure). Significant fare increases and prolonged wrangling about fixed links have already deterred folk from moving to Bressay and

played a part in forcing others to leave Bressay. Please do your best to ensure that whatever cuts are necessary do not create further barriers to living in Bressay.”

“I am sure that there are many times in the day that can be cut that folk need to get to work or don’t need to go to appointments. We have to do our piece too.”

“As long as the early and late runs are still in for folk to get to work and have an evening off isle the timetable could be cut back inbetween as long as it saves money, and the only way to do this is to send the crew away when they are not needed to run and stop their pay. If the crew worked an equal length of day there could be a break between shifts that could save money.”

Option no: **8.5** Consultation area: **Fair Isle**

Key messages:

- All respondents from Fair Isle feel that this option would yield too many negative impacts for too little saving to be viable.
- Many potential economic and social impacts were identified, including; transporting freight (including machine parts and other bulky items), attending appointments, social opportunities and providing tourists with a relatively straightforward transport option for visiting Fair Isle.
- Respondents often note that the current Air Service could not take up the slack should the Ferry operation change and, as such, the population of Fair Isle may suffer as a result of more limited transport options.

Indicative quotes:

“Lerwick sailings 10 per year, when people can have 5 hours in town at minimum cost. Ferry is more reliable than the plane in summer as flights are often restricted by low visibility. Northlink ferry passengers to Fair Isle and have direct link to Fair Isle.”

“For the Bird Observatory, the primary impacts of a loss of service would be increased difficulty in accessing goods/services in the summer. We frequently ask Observatory trust Directors to put small but necessary items on the Lerwick boat or send items out for repair – our Directors are Lerwick based in some instances and it is certainly where we can access goods and services. It is less easy to get some items on the plane and companies are much happier putting things on the boat than taking them to the plane. Lerwick trips also provide staff with a cheap means of getting on and off the island and provides them with opportunities to access goods and services on their own behalf e.g. getting bikes repaired, extra belongings cheaply transported.”

“Let’s put this into perspective, imagine today if the Northlink Ferry sailed only 3 days a week to Kirkwall and only once every second week it went to Aberdeen? And then someone suggested we could save money by cutting the Aberdeen trip? Shetland I ask? I am quite frustrated with what seems like the let’s threaten to take away services so then Fair Isle will be happy with what they have. This is a track record that I have seen many times on issues dealing with Fair Isle.”

“The Lerwick trip is effectually our bus to Lerwick (with sea-sickness tablets). So Fair Isle’s current situation, since the last increase in service 26 years ago, is for this bus service equivalent, once a fortnight, over 5 summer months. These 10/11 trips per year constitute the only access for either a day trip or freight between the isle and the town for less that £50 - £60 (air fares/taxi bus/freight truck costs). Therefore this basic service provides a level of social inclusion which would otherwise be entirely missing in connecting this remote island with its only town. The social and economic impact of the loss of these **few** trips would alter every aspect, both short and long term, of living on the isle.”

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Option no: **1.3** Consultation area: **Fetlar**

Key messages:

- Although some respondents state that this option is acceptable, the majority feel that it would perhaps discriminate against Fetlar residents, mainly due to concerns over the sustainability of low-paid jobs in the North Isles and additional costs to local businesses.
- The need to travel to Yell for vehicle fuel is raised frequently as a key example of where the impacts of reintroduced fares would be most keenly felt, these costs are likely to be passed on to consumers where commercial vehicles are concerned.
- As well as the above economic concerns, negative impacts in social inclusion are foreseen by the Fetlar community, many of whom travel to Unst and Yell to socialise or visit family. There is also the issue of accessing Dental appointments at the surgery on Yell, which would now incur a cost to residents.

Indicative quotes:

“Fares on Bluemull Sound would unfairly discriminate against Fetlar residents as there are no local hauliers, and goods are delivered only when a worthwhile load has accrued in Yell/Unst! In recent years with the existing fare set-up, it has been possible to send goods into Fetlar in small quantities, and also keeps fuel prices more affordable. Extra charges on ferries are obviously going to be passed on to the customer!”

“It would depend on the cost. Going out to dance class/art/sewing/knitting classes and various other recreational activities, for some families, this would stop them from going, therefore, impacting on the other islands. The cost to going to the Doctor and Dentist would not just be fuel. Fetlar has no garage, so if we needed fuel for vehicles, the cost would be excessive. This would also impact on families coming onto the island for dancing or even just visiting relatives from other islands. Depending on the cost, it would stop me from leaving the island and have a detrimental effect on my family.”

“I think this is a good option, also tourist/occasional visitors could be charged a higher fare.”

“I would not be able to continue with my business in Unst if fares were to be reintroduced. The business did not make enough profits to stand £75 per week extra costs. Even the multi-ticket share at £48 is too much.”

“This would have the greatest impact of all options as I am on a low income pension. I would stop shopping in Lerwick, Yell and Unst (including charity shops) and mainly shop online and at the Fetlar shop. It would increase cost of all goods and services and might mean in long term that I move from Fetlar, and Shetland as I couldn't afford to stay. It would also mean that I couldn't afford to visit friends on other islands, attend church services, fund raising events and other social events on other islands and Shetland mainland. I would become depressed!”

“As there are no local fuel pumps on Fetlar, it is necessary to make a 30 mile round trip to fuel vehicles...this greatly increases the cost per litre. Without extra fare costs on the ferry!”

Option no: **1.4** Consultation area: **Fetlar**

Key messages:

- This option is widely viewed as being workable, with input from the Fetlar community and Ferries staff on the redesign of the new service to ensure that it meets the needs of the community.
- Some concerns were expressed around the economic impacts of large gaps in the daytime sailings schedule as a result of the reduced service; this would impact the turnaround time for deliveries and the activities of contractors etc. on Fetlar.
- The reduced level of service may also have an impact on social inclusion and accessing services such as education, healthcare etc. with many respondents highlighting the difficulty of travelling to Yell for Doctor/Dentist appointments and having to spend a longer time on Yell to wait for a return ferry.

Indicative quotes:

“The best option of the three, but nonetheless, disproportionate share of savings would be borne by the Fetlar crews who have little opportunity to earn the lost wages on Fetlar!”

“...Might be the best option although the suggested timetable is not really suitable owing to the long period during the day where there are no departures from Fetlar. This option would have a fairly big impact on my family and myself, also the community of Fetlar. The reason being the extra haulage costs and contractors costs due to the long waiting times where a quick ‘turn around’ will be impossible.”

“If I have an appointment at the Dentist, I already have a long wait at Gutcher. If this timetable went ahead, it would mean spending hours waiting for ferries. It would also make it impossible to socialise and go to groups, as I would be sat in the car for over 2 hours in the freezing cold and I have a disability.”

“This is the best option for my business plan. My product needs to be sent from Fetlar and is time sensitive, so as long as a reduced timetable connects with Yell Sound ferries to ensure a swift transport link to Lerwick this would work.”

“Reduced sailings would limit the ability for school children to return home from Unst early in times of bad weather.”

“Preservation of the ability to access work and statutory services such as medical, remain the prime considerations, especially for Fetlar with limited access to medical services. However, maintaining social and cultural ties should not be overlooked, nor the tourist trade, which is forming an increasing part of the North Isles economy.”

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Option no: **1.6** Consultation area: **Fetlar**

Key messages:

- Although some respondents did state that this option is favourable, it should be noted that the majority of Fetlar residents feel that this option is not workable due to the social and economic impacts it may have.
- Economically, respondents feel that there would be a contraction in job opportunities and the island economy as a whole, as a result of the reduced service, and difficulty in travelling between Unst and Fetlar at key times. There is a general feeling that, under the service proposed in this option, many of the efforts to bolster Fetlar's economic development in recent years will be compromised should this option be adopted.
- Respondents also express specific concerns around the loss of 5 ferry jobs from the community, as indicated by this option; it is felt that, proportionally, this would have a negative impact on Fetlar's small population.
- The reduced level of service is also a source of concern to residents in terms of accessing services elsewhere in the North Isles, particularly Doctor/Dentist appointments and school children travelling between Unst, Yell and Fetlar.

Indicative quotes:

"The consequences of this option would have a devastating effect on the isle as a whole. It would mean families would have to leave the isle – mine included. The loss of ferry jobs and depopulation would be crippling."

"No! No! No! To leave 6 hours without a ferry (11-5) is ludicrous! We have to go to Yell for Doctor/Dentist and Fuel, Unst to see the vet. These should not have to take all day."

"I think this is the better option of the lot."

"This would have a big impact as the Fetlar Doctor visits would not be possible and I might have to spend 6.5 hours travel for 15 minutes Dentist appointment. Deliveries from Lerwick would have to be held in a depot on Yell/Unst and emergency electrical and plumbing work would have to be done by unqualified Fetlar islanders – including myself. It is difficult to get builders over to do small jobs already and if they can't get back after 2-3 hours, they won't come. Again unqualified work will increase. Fuel would only be delivered when enough people made an all day delivery viable. I might leave Fetlar."

"Hard on children. Longer day. Might as well move, but who would buy? Is Council buying me out? If devaluation of properties need council tax reduction."

"Fetlar's population has nearly doubled in the last few years and this is because we have an excellent ferry service with new houses being built and planning applications in for more, a new pier and breakwater facility the options for employment has never been greater, take away the ferry service and all this will collapse. Every ferry that we will have will either travel through Unst in the way in or the way out so we will

have to share the deck space with Unst so reducing our service even more. The transport of livestock off the island will be restricted as the lorries will have to come into the isle the night before so they can leave in time to catch the Marts/Aberdeen ferry, this is going to increase crofters overheads dramatically.”

“[This option would] Remove 5 jobs from the island, with the consequent reduction in disposable income available to be spent in the island adversely affecting island businesses (ie shop & Post Office). Remove the capability of Fetlar to crew its own ferry service in the future which, in the light of a new purpose built breakwater, is somewhat ironic. Cause families to relocate as, with the proposed Saturday timetable, it would be extremely difficult for crew members to be able to access work opportunities on any other SIC ferry route. Place in jeopardy the plans of Fetlar Developments Ltd to develop the island further. Population is currently rising and a reduction in ferry service will curb that and any planned inward investment. There are plans for 2 new houses to be built in 2013 and, as all builders have to travel into the island this will result in greater constraints and increased costs (as materials delivered by truck will have to wait a further 6 hours to return - thereby tying up a vehicle and making contracts in Fetlar less attractive). Reduce capacity on Bluemull Sound services throughout the tourist season. It has been well documented that both vessels were operating at full capacity this summer, with bookings being essential. This will make travel in and out of Unst and Fetlar more problematic and adversely affect the SIC's objective to, "provide transport links to promote social mobility and inclusion in a way that does not widen the equality gap".”

“The length of the Primary bairns’ trips to/from Unst would increase with provision needing to be made for extra supervisory time at a cost from the school budget. Again, as the budget is fixed, savings would have to be made from other areas of the school budget which would impact on the bairns.”

“This option is not really an option. It would have catastrophic effects on the North isles economy, particularly Unst and Fetlar. Jobs would be lost, including potentially large numbers in salmon transport and processing, depopulation would be an inevitable consequence. Personally it would make commuting quite difficult and would limit my flexibility in travel.”

Option no: 2.6 Consultation area: **Fetlar**

Key messages:

- The feedback from the Fetlar community indicates that they have two main concerns regarding the proposed Yell Sound options; firstly that any redesigned service links with the Fetlar ferries to allow for straightforward travel to the mainland and; secondly, that two vessels are maintained on the route to allow for the volume of traffic on Yell Sound and in case of breakdown or emergency.
- The issue of overnight manning is not seen as having too much of an impact on the Fetlar community, although there is an acknowledgement that provision should be put in place for emergency medical evacuation.

Indicative quotes:

“Late nights do not affect people of Fetlar and as long as ferries still link up with Fetlar ferry, I don’t think it will have much effect on myself and my family, except when I need to attend hospital appointments.”

“Yell Sound needs 2 ferries. The gaps in running are too long with one vessel, taking into account break times. Yell ferries need to connect with those in and out of Fetlar. We need a comprehensive connection for emergency evacuations. Ferries do break down, a second vessel must be available. These large vessels were introduced because of projected traffic usage. This has come about so how can you justify halving the service? Serious backlogging will occur. I could say with these measures, I would not be able to go to Mareel.”

“Please keep 2 vessels. What happens when one breaks down? At refit time? 1 smaller vessel? I want to know if I can get home (connect to reduced Fetlar service).”

“More difficult to access activities in Lerwick for my family. Ferries need to link into the Fetlar ferries to make any trips to mainland practical. Loss of jobs and income for other north isles communities.”

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Option no: **5.1** Consultation area: **Papa Stour**

Key messages:

- The majority of responses to this option indicate that removing the Monday sailing from the Papa Stour service is the only viable alternative to the current timetable.
- Respondents noted that the service already runs as a 'skeleton schedule' but that removing a sailing on a Monday would have the least impact in terms of economic and social activities. Flexibility is viewed as important, as sailings can be disrupted by poor weather and may lead to extended periods where people cannot travel on or off the Isle in the event of a reduced timetable.
- Removing sailings at the weekend or on Fridays is seen as unworkable due to the essential travel that takes place on these days; such as crofters moving equipment/livestock and people visiting relatives.

Indicative quotes:

"Removing the Monday sailing (the least worst option). We often go out to Lerwick at the weekend leaving a friend in charge. If there is no Sunday boat due to bad weather, we are stuck out until Wednesday and friend is marooned."

"Monday sailing removed would be acceptable as this one would have least affect for myself."

"The loss of the Monday service would be perhaps the least damaging to an already skeleton schedule. The Sunday service would need to operate on Monday or Tuesday in the event of any cancellation on the Sunday."

"I believe that the removal of the Monday morning run would not have a serious impact on the isle and also the removal of the 2 runs on Saturday and Sunday through the winter months would make life a bit difficult for us but in these severe financial times we're living in we'd just have to reorganise ourselves to work our croft to fit in."

"The Papa Stour ferry as it stands serves the isle with a basic number of runs. It is difficult to see how the service could be cut without having a detrimental effect on the isle. The Friday and Sunday boats are essential for weekend movements in and out of the isle for family visits outside of the working week. To take away the Saturday run would put pressure on the number of spaces available on the Friday boat. The Friday return service is used by islanders for essential visits to doctor, dentist and for shopping. To take away the Monday service would perhaps be the lesser of two evils. However there would need to be flexibility where in the event of the Sunday boat being cancelled due to weather, this run would be rescheduled for the next possible day."

"To remove one return sailing per week throughout the year would be acceptable, provided it was the Monday sailing. Monday sailing is the least used and would cause little inconvenience to the island community. However, to remove double

return sailing one day a week, that is, Saturday, as has been suggested during the winter would create enormous difficulties for islanders/crofters as outlined below:

1. Unable to take livestock to/from the Saturday sales at the Marts.
2. Unable to take livestock to slaughterhouse.
3. Unable to get home for weekend when working late on Friday.
4. Families unable to visit grandparents during term time.
5. Severe congestion on Friday night ferry leading to some folk unable to get home for weekend.
6. Folk unable to get home for weekend if Friday ferry cancelled due to adverse weather conditions.

To remove double return sailing one day a week would be unacceptable. To remove Monday sailing throughout the year would be perfectly acceptable.”

Option no: **5.5** Consultation area: **Papa Stour**

Key messages:

- This option is universally unpopular with the respondents; the current community (together with crofters working from the mainland) has grown up around the current Ro-Ro provision and the general feeling is that Papa Stour will become a very difficult place to work and live should the Ro-Ro service be removed.
- It is felt that the needs of Papa Stour are best served by the current Ro-Ro service and that comparison to other Isles such as Foula and Fair Isle in terms of the level of service and type of vessel employed for Ferry runs does not apply. It is also noted that these other Island communities benefit from being able to charter the Papa Stour Ro-Ro ferry when required, providing positive impacts beyond Papa Stour.

Indicative quotes:

“The community of Papa Stour has built its life around the ro ro service that was introduced in 2005 bringing both individual benefits as well as to the island as a whole. We are appalled at the proposal put forward to possibly remove the present ro ro service and replace it with a passenger/freight service along the lines of Foula. It has to be appreciated that needs and conditions of Foula are completely different to that of Papa Stour. Furthermore, the community of Papa Stour has expressed unease and dismay at the very short notice being given, and time allowed, for full and proper consultation over these proposals.”

“The death Knell! Beyond consideration or debate.”

“Quite simply, this option would be a disaster for us trying to work our croft from the mainland. The service provided to Papa Stour since the ro ro came has been excellent and has allowed us to expand our crofting efforts. The thought of no longer being able to get in trucks or trailers to take the lambs away and even worse, no longer being able to get the silage bales in will make our croft almost unworkable. Papa Stour has received very little in the way of benefits over my lifetime, the ferry and current set up are certainly the most outstanding and now the Council is threatening to remove this.”

“To remove present ro-ro ferry service and revert to a passenger and loose freight service in line with ferry service to Foula and Fair Isle would be totally unacceptable. The present service to Papa Stour also serves the islands of Foula and Fair Isle. The Snolda is the only ferry able to safely carry heavy plant, road materials, large vehicles etc. to these isles. To remove this ferry would have serious implications on these two island communities as well as that of Papa Stour. In 2010/11 the Snolda earned £38,000 from private charters in Foula, Fair Isle and Papa Stour. The cost of fuel per annum is approximately £24,000. The Papa Stour ro-ro ferry service is the most cost effective of all the inter-island ferries and therefore this proposal should be dropped.”

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Option no: **3.1** Consultation area: **Skerries**

Key messages:

- This option was received largely favourably by the Skerries community, who point to positive economic impacts in terms of employment on the Ferries themselves, lower fuel costs and a greater flexibility in ferry operation that may allow for greater efficiencies in local industry such as aquaculture.
- Some concerns were noted regarding overnight berthing under certain weather conditions where the current berthing arrangements are not suitable.
- Concern was also raised in relation to a Skerries ferry based in Skerries removing workers from the community and putting fishing and aquaculture industries under threat.

Indicative quotes:

“If the ferry was based in Skerries this would lead to a loss of all the fishing boats based in Skerries and the closure of the salmon farm. It would take all people of working age to crew the ferry. This would be a big loss to the Shetland economy. Skerries would then become solely dependent on the Shetland Islands Council.”

“Easier to make harvesting decisions due to local weather awareness of harbour entrance conditions. Medivac and Doctor visits could be accommodated easier. Local employment opportunities for crewing.”

“This could work while it was weather for ferry to lie at Skerries, but can foresee some problems with certain weather conditions. Timetable would have to be altered.”

“The option of basing the ferry on Skerries is the most sensible option to save on fuel and money. It would mean the runs in the morning from Whalsay and back at night would not take place thus saving fuel and money and the crew’s time. It means the ferry runs to Lerwick could still take place – weather permitting. The crew could live on Skerries whilst on duty in one of the houses, or some may make their own arrangements – a caravan perhaps. It would also mean the salmon company could keep running and shipping their fish out. It might also provide work for some youngster on the isle as relief crew. In bad weather, the ferry might not be able to berth on Skerries and may have to go to another pier. All in all this is still the most sensible option despite any problems that would occur. We in Skerries feel that we are fighting for our very existence, for our fire brigade, air travel, secondary department of school, and now ferry service. The young families that we would need to live here to bring up the numbers might not come now. We feel that we are losing everything we have. Also, all these cutbacks are going to empty the isle.”

“Berthing in Skerries entails increased employment in Skerries and knock-on economic benefits in terms of, eg. business at the shops. The issue of delays because relief crew cannot be swiftly provided is mentioned; this would lead to problems with transport of salmon, making it to appointments and so on. There would be a need for increased flexibility in timetabling, with delayed sailings made up asap. Community operation of the ferry might be a useful way of promoting flexibility;

reversion to a smaller ferry might solve issues of safe berthing, and would affect further fuel savings. It would also enable use of the South Mouth, reducing cancellations for wind direction.”

“There is no suitable berthing at Vidlin for loading/unloading bulky cargo. Also, at the moment, at times when the Whalsay ferry is diverted to Vidlin, we have to wait while they get on the ramp, unload, wait till they have loaded up again and left the ramp at their timetabled departure time. Our ferry will not be able to lie at the ramp long enough to get everything loaded with the present set-up.”

Option no: **3.3** Consultation area: **Skerries**

Key messages:

- The ferry runs to Lerwick are seen by many in the Skerries community as vital and, as such, this option was not met with positive responses.
- Respondents point to logistical difficulties in transporting goods to an alternative port and the extra costs that this will entail; the suggested alternative of Vidlin is also seen as unworkable due to the difficulty in loading and unloading at the current pier there.
- Social inclusion also raised concerns, with trips to an alternative port leading to longer trips to hospital appointments and the like.

Indicative quotes:

“This proposal might seem to answer some expenditure problems however, I fear that socially and with the alterations needed to the infrastructure it will create more problems than it will solve.”

“The consequences of this option would make getting building materials/salmon feed very difficult as there is not a pier at Vidlin to load from. In winter in poor weather, it may be weeks until a heavy loaded truck could get in. Also the roads in Skerries can't take a large truck.”

“Ending the ferry runs to Lerwick would not benefit anybody, the local shops would struggle to operate and may have to close which would be a disaster, as cost of transporting goods would increase! Would it not be possible for SIC to negotiate with Lerwick Harbour Trust to come to some arrangement to lower charges for berthing at Hays Pier, such as an annual rate, surely it's time these two bodies worked together!”

“These runs are vital for everyone, but the older generation need them for hospital appointments etc.”

“Social impact for foot passengers who rely on the Lerwick run for hospital and dentist appointments as well as shopping. Currently there is no bus to or from Vidlin and with services to be cut, there is no prospect of such a service. Enormous extra cost to whole isle of freight (including timber, bricks, etc) transport to Vidlin, and cost of goods into shops would ruin the two businesses currently running in Skerries – and if the shops close, the population is less likely to want to stay.”

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Option no: **3.4** Consultation area: **Skerries**

Key messages:

- This option did not generate favourable responses in the main, with members of the Skerries community pointing out the logistical difficulties in implementing such a change.
- Comments relate to the already strained nature of the Whalsay service in terms of capacity and the friction that may be created between the communities in the event of travellers being asked to stay behind due to full ferries; other comments relate to the timing of the service and the increased time that would be taken up on journeys if a stop-off at Symbister was required to reach Skerries or the Mainland.
- The potential impacts on tourism are also noted; with confusion over what service to embark on and a lack of suitable waiting facilities at Symbister seen as potential factors in reduced visitor numbers.

Indicative quotes:

“This proposal is the most unworkable of all with the Whalsay service strained to breaking point already, even before any cuts to this service are made. The timetable is difficult to understand. Imagine the friction between the two communities if nine car spaces were required for Skerries travellers on an already full ferry, can you see nine Whalsay drivers going ashore to allow nine Skerries people to take their place, the idea is laughable.”

“This would have least impact as a lot of the runs on Tues/Thurs nights are through Symbister at present.”

“This option would not work at all. It would be a nuisance leaving Skerries in the morning and having to get another ferry to Laxo. It would also shorten the day in Lerwick considerably.”

“We have difficulty on occasions with visitors getting on the wrong ferry when both the Whalsay service and ours are running from Vidlin. Just imagine how much worse it could be. Then there is our mail, who will know where to put it, when will we get it and who will know where to pick ours up? “

“Our runs take long enough as it is. I work in Skerries on Monday but live on the Mainland – I would NOT be prepared to be at Laxo for 7.10 in order to arrive in Skerries at 9.15 – and nor would anyone else I spoke to, particularly on a winter day when we cannot be sure that mainland roads have been gritted early enough for safe travel. These plans would also have an adverse effect on tourism to the isle. No suitable waiting room at Symbister for those who lack easy mobility.”

“I go to work on mainland on Monday morning. This option would not be suitable for my work and would result in me having to leave Skerries at 19.00 on Sunday night, thus making a 2 hour 40 minute journey to mainland on Sunday. Also this would mean another nights’ accommodation on mainland every week.”

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Option no: **1.3** Consultation area: **Unst**

Key messages:

- The majority of comments from Unst relating to this option raise concerns about the economic impact it may have on the North Isles. Of particular note are the comments that highlight the experience of Unst residents who travel to Yell to work in relatively low-paid jobs, an activity facilitated, or even made possible by, the absence of fares on Bluemull Sound.
- Although there are some comments that mention fares on Bluemull Sound being “fair” in the wider Shetland context, the majority state that the reintroduction is likely to have a negative impact on employment, commerce, the price of goods and the cost of living in the North Isles. Most respondents favour a charging system that targets occasional travellers and tourists as a source of income on this route.
- Another issue highlighted in the consultation feedback is that of accessibility and social inclusion, for example accessing appointments in Yell (where the only dentist in the North Isles is now situated) or in Lerwick, which would cost more should fares be reintroduced.

Indicative quotes:

“This would mean a significant increase in outgoings for Unst residents who work on Yell adding potentially £50 per week to their expenses before they begin earning: this will have a huge effect on low income earners working in the care and processing/aquaculture industries for example.”

“I frequently use the Bluemull ferry. The “normal” fare is very expensive for a short crossing, given that – unlike Bressay – it is necessary to have a car when you get to the other side.”

““I commute to Yell to work at present, so this would add extra costs onto my already limited budget. This would probably tip the balance for me to leave the North Isles. We have always been encouraged to view Unst, Yell and Fetlar as one economic base. This will not be the case for isles residents who work between the three.”

“Commuters to Sullom will only be fractionally disadvantaged by reintroducing the fares. They are already on good wages. Most of the commuters within the North Isles are only paid just above the minimum wage (which is less than the living wage). I am considering moving because along with my additional ferry fare, all goods and services will incur extra costs and that price increase will be put on island residents.”

“There is a lot of fuel poverty in all the isles. Unst generally pays another 7/8 pence per litre of fuel compared with Lerwick. This along with ferry fares makes living in Unst extremely expensive.”

“To put the fares back on Bluemull Sound will have an effect on people with lower earnings, but it will mean a fair system as people on other routes have to pay.”

“The reintroduction of fares on Bluemull Sound using the existing ticketing equipment would represent an unworkable and hugely administrative burden for the staff on board the vessels and the staff at Sellaness as the net benefit would be very small for the period of time this option would exist for until new ticketing systems are introduced early in 2013. However, that said, the introduction of fares using a new ticketing system and differentiating between residents and non north isles residents could be a workable compromise. The new ticketing system proposed at the consultation meetings in the north isles will be able to capture tourism and occasional use revenue to reduce the operational costs, and still allow inter-north isles trade and economic growth to continue to develop. The reintroduction of fares to inter-north isles traffic as described under the old ticketing system would have a detrimental impact on my businesses ability to offer competitive services to our north isles clients’ ultimately losing business and employment potential for future staff as contracts would be lost in the short term. The reintroduction of fares under the ticketing system described at the public meetings allowing for north isles residential traffic to travel at no cost would be a workable compromise.”

“We have been the recipients of a concession now for 7 years. We should expect a fare to be applied in present circumstances. Something like the old quarter fare paid before 2005. It is important to apply for reduction for regular commuters.”

“This would mean that a simple visit to the dentist would cost a further £10 plus passenger fares on top of fuel costs and dental practice charges. There is no dentist on Unst so this travel expense is unavoidable compared to the majority of Shetland residents who have better access to a local dental practice.”

“It costs a lot to go to Lerwick for appointments etc, it needs to remain free for island residents.”

Option no: 1.4 Consultation area: **Unst**

Key messages:

- This option is, in the main, viewed as more acceptable than the alternatives by Unst residents; there is an acceptance that a reduction in service may be required to make savings within the Ferries Service; however, suggestions were put forward by the Unst community as to what potential difficulties may arise if this option is implemented and to mitigate the impact of any reduction in service. These are outlined below.
- A reduced winter service is seen as viable, but several respondents suggest that the summer timetable should remain largely unchanged due to the importance of tourism to the North Isles economy. There is also an acknowledgement that increased tourist traffic in summer can lead to capacity issues, particularly for commercial vehicles, and in turn can result in vehicles being left behind – this may become a more significant issue should a reduced service be implemented where waits would be longer.
- Respondents also stipulate strongly that any reduced service should be redesigned in full consultation with residents and businesses, to ensure that needs are met in terms of, for example, livestock transport, commuting, synchronisation with the Yell Sound service and accessing services in the Mainland.

Indicative quotes:

“The effect on local businesses (salmon, mussels, brewery, freight) is important: reduced ferries will affect supply and demand and potentially quality of product if full ferries cause delays. For example, the aquaculture industry could decide to import supplies by another means (boat) which would mean that local freight business (and ferries) would lose trade and income. Damage and set-back to local business income will inevitably affect the reputation of Unst traders and perhaps staffing numbers.”

“The Unst community and economy relies on tourism. Reducing the number of ferries to the island will limit the opportunities for tourists to visit Unst and could be an adverse factor for tourists when planning a visit north. In summer months – June, July and August when the tourist season is at its busiest – there will not be enough capacity to allow the tourists, locals and businesses to use limited crossings. Can there be an option of extra ferries in June, July, and August to help cope with this? If tourists travel north to get stuck at Gutcher because they have to wait an unacceptable amount of time due to full ferries there is a good chance they will turn around and not visit Unst.”

“This crossing also needs to be able to support livestock movement at prime sales times of the year (Sept/Oct) when large livestock lorries will be present on many journeys. The presence of livestock trailers and lorries will affect other users if the service is reduced and space is at a premium. See feedback from local farmers for details.”

“It would give me/family less choice when travelling to other rural areas of Shetland or outwith Shetland. More return bus journeys would be required for travel from and to Unst as would not always get the car on the ferry to attend meetings/events outside Unst.”

“It will obviously make it less convenient to travel and cause disruptions, however, with cuts needing to be made this is the only option that should be considered.”

“Of the proposals presented for ferry provision on Bluemull sound, this is the more palatable of the two put forward. There are some important timetabling issues that should be ironed out by full community consultation to ensure that the Bluemull service interleaves properly with the Yell sound service to ensure ‘dead-time’ waiting is minimised. The impact on my business can be minimised in this way, and transit time costs and therefore competitiveness can be ensured for our clients. The same is also true for my personal life arrangements.”

“The reduced timetable suggested appears to be a good step towards a sensible compromise. I acknowledge we will probably have to have a reduced service but am concerned about some of the large gaps where you can’t get out of Unst during the day. Also, some of the late afternoon ferries were essential if you had a meeting, etc, in Lerwick after teatime.”

“I think a reduced service will have a detrimental impact on visitor numbers as many people, often mainland Shetlanders, seem to get nervous about going on to an island if there is any doubt about getting off again!”

Option no: **1.6** Consultation area: **Unst**

Key messages:

- This is a deeply unpopular option amongst Unst residents, described variously as a “non-starter” and a “disaster,” putting the sustainability of Unst as a community at risk.
- Similar issues are raised in relation to this option as for option 1.4; such as concerns for commuters, commercial interests and the ability of tourists to travel to Unst. However, there is a general feeling that these issues cannot be addressed within a redesigned single-vessel service.
- Safety concerns were also raised in relation to gaps in the timetable leading to travellers taking risks when driving (such as speeding) in order to make ferries and claim limited deck space on daytime sailings.

Indicative quotes:

“Single vessel on Bluemull Sound severely restricts access from Belmont to Hamarsness and return for workmen living in Unst with contracts on Fetlar. Both the 0705 Belmont and the 1655 Hamarsness go via Gutcher, and the 0705 is a natural ferry for commuters, often booked up. Not a good service.”

“This is a non starter if people want to get anywhere. It will hamper commuters and destroy the business sector as bookings will have to be made further in advance and certainly cannot cope with today’s traffic.”

“Not Suitable. Councillors should stay in Unst for a week and try to get to Lerwick and back every day. How about a week, say early January, when weather is bad?”

“Due to fewer travelling options with the limited crossings incoming business/services/facilities will inevitably need to spend more time on Unst or travelling to and from the island which will increase their expenses. This could lead to a decision to choose not to service Unst in the future due to cost ineffectiveness which is damaging to the economy and development of the island.”

“One ferry is unworkable as it would bring Unst to a standstill for an unacceptable length of time every day. It would have a devastating effect on the Unst community and economy. Tourism, which has developed to be a big part of the economy would diminish to an unviable level, it is barely viable at present and needs to grow. Working out of the island would diminish and young families would move out, making it less viable for those left. Goods and services coming in would diminish as it will be harder to get in and out , and the cost will be added making the cost of living in Unst higher.”

“A single vessel on Bluemull Sound won’t cope with the traffic, not even in winter and people would be left waiting at the ferry terminal causing frustration and financial loss to contractors etc. In summer, the usage increases greatly and would be a disaster

with one vessel. A single vessel on any route means no back-up in a breakdown and Geira and Bigga are now old vessels.”

“Reducing the crossing to a single vessel service will also restrict the council’s ability to realise the additional fares revenues projected and prevent commuting traffic access their employment further reducing the SIC projected income levels. I would strongly urge that option 1.6 be completely removed from the consultation process as its presence is currently undermining confidence in strategic investments in Unst by private individuals and businesses alike.”

“Gaps in the timetable would make this very hard to live and work with. I would fear a return to the bad old days when people from Unst and Fetlar race, with potentially disastrous consequences, to get ferry spaces.”

Option no: **2.6** Consultation area: **Unst**

Key messages:

- The general view of Unst residents is that a single-vessel option for Yell Sound is unworkable due to concerns over 'bottlenecks' at Toft, as this is the crossing point for residents of all three North Isles from the Shetland Mainland.
- Overnight manning reductions are seen as a more viable option for making savings on the Yell Sound service as Unst residents are not likely to be affected by delays in implementing emergency crossings at night.
- There is a general opinion that all North Isles residents should be consulted on any changes to the Yell Sound service to accommodate opportunities for residents to continue to participate in social activities and to ensure that negative economic impacts are minimised.

Indicative quotes:

"From an Unst perspective, manning Yell Sound overnight is irrelevant – there are no connections to Unst, and in an emergency there would be at least one hour to arrange crews. The money would be better spent on manning the second morning ferry. If there are insufficient funds Option 1 is ok."

"If any of these options go ahead, Unst and Fetlar traffic will be lining up behind the Yell traffic making a bottleneck. As people compete for ferry crossings, we feel more crossings will be necessary as northern isles will become more isolated."

"The timetabling on this crossing must allow for Yell and Unst residents to access and participate in sport and leisure activities as much as any other resident in Shetland. By removing and reducing crossings which interfere with social inclusion the SIC would be annihilating its own policies and the quality of life of North Isles residents."

"There should be no sailings, except emergency, during the night that do not connect to Unst."

"A single ferry isn't an option for Yell Sound at all. Each day there is a lot of traffic in and out of Yell with people commuting to and from the mainland to work. A single ferry couldn't cope with the amount of cars travelling, never mind the trucks that are in and out every day for salmon farming, mussels, whitefish, which is all on tight deadlines to catch the north boat, otherwise there would be severe costs incurred if they didn't make the north boat and therefore reduce the shelf life of the product. People trying to attend appointments, flights etc, would have difficulty trying to get there on time. Giving up late runs and less runs on off peak times would be the only way forward. All these islands need a descent ferry service so that they can commute to work etc, and the islands can grow and have a future. If you cut our ferries severely, you will have the death of our islands on your hands!"

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Key messages:

- A large volume of feedback was received from the Whalsay community following the consultation exercise; almost universally, this feedback expresses the Whalsay community's dissatisfaction with the option presented to them – chiefly as a result of negative economic and social impacts.
- Respondents note that the current Whalsay ferry service operates at capacity for much of the day, particularly on key commuting runs where many people leave cars behind at the Mainland ferry terminals and travel as foot passengers. In light of this, members of the community feel that proposals to reduce the overall number of runs and to swop the Linga and Hendra on certain runs are unworkable and would lead to difficulties in people accessing employment opportunities on the mainland (including shift work at Sullom Voe). Further concerns were also expressed as to who would get booking priority at peak times - particularly in light of the Education Blueprint and the proposal to close Whalsay School's secondary department - and the lack of disabled facilities on the Hendra, which may lead to difficulties in elderly or disabled people travelling on certain runs or at weekends.
- It is also noted that reduced runs and capacity may lead to difficulties in making unplanned journeys, as bookings will be essential more often than at present; indeed, it is widely felt that the proposals will lead to only essential travel from the Isle taking place and, as a result, Mainland businesses will also suffer from reduced custom from Whalsay, as less non-essential and leisure trips will be taken.
- In terms of social inclusion, respondents state frequently and strongly that the proposals in the Whalsay option would likely lead to the community becoming isolated from wider social opportunities in Shetland. A number of sports teams use the Whalsay ferry to travel to other parts of Shetland to compete; the earlier finishing times proposed will lead to these opportunities being limited as, currently, teams often return quite late from these trips. The early finish times also led to concern being expressed over Whalsay residents' ability to take advantage of Mareel, as concerts, film showings and other events that took place later than early afternoon would be inaccessible without overnight accommodation on the Mainland. The proposed earlier finish times will also preclude people from elsewhere in Shetland participating in sport or other social activities in Whalsay.
- Overall, there is a feeling from the Whalsay community that their service is already one under strain and, relatively speaking, is at a disadvantage when compared to other Ferry services in Shetland in terms of frequency, start and finish times and capacity. Respondents feel that, having previously been denied a proposed upgrade to their Ferry service, it is unfair to suggest that the service is reduced further.

Indicative quotes:

“As a daily/shift ferry commuter to Sullom Voe Terminal for over 25 years, the main impact this option would have on myself and my family is that I would no longer be able to continue in my current job without having to seek alternative accommodation on the mainland. I work 12 hour shifts at SVT and the removal of the 0630 ferry on Sundays would hinder me from getting to work in time to relieve the off going night shift at 0730am. I am not alone in this situation either. There are other shift workers at SVT from Whalsay, and others aside who would use this particular ferry for their employment too. This situation would also prevent jobseekers, school leavers, graduates, etc. seeking shift employment at SVT or the adjacent Total gas plant when it comes on stream. SVT are currently looking for shift staff and Total will have a shift based workforce. This is a fantastic opportunity for job seekers young and old. However, put against mainland based residents, Whalsay residents would no doubt be discriminated against during selection processes by employers when the travel restriction facts become apparent.”

“A late decision to travel for whatever reason – emergency/family problems or just a last minute whim will not be possible. Ferry capacity will not allow us to make ‘a snap decision’. There are times when we do have to make an unplanned journey and there may be time restrictions imposed with appointments. We need to get off the isle and we need to know there is a space booked for us to get back home... If restrictions are imposed on our lives I hope that other islands have cuts in line with those being thought about for Whalsay. Different ‘goal posts’ for different isles is not acceptable. Whalsay’s contribution to the Shetland economy must be considered fairly and no discrimination when it comes to service cuts. Every fisherman who goes to sea keeps ten people employed on shore. Depopulation for whatever reason [transport cuts/school closures being two likely contributors] will take the heart out of our community and that would be a sad day for Whalsay and Shetland.”

“Recently there have been 2 house fires in Shetland, both requiring 3 fire engines. Now if such an event takes place in any of the 400+ homes on Whalsay, it’s unlikely with this reduced ferry service, that the local Whalsay brigade will get any backup very soon - when it is most required.”

“I do not believe the switching of MV Hendra and MV Linga to be a realistic option in terms of continuing to give a service capable of carrying current levels of traffic. With the MV Hendra restricted by MCA to a maximum of 50 passengers all year from 1 hour after sunset and all day from autumn to spring when on G.M.T. there would be insufficient capacity to maintain current demand/ traffic. Should the Blueprint for Education option to close the Secondary department of Whalsay School ever go ahead, then MV Hendra would have insufficient capacity to have all pupils travel on one run. With current practice that foot passengers take precedence over even booked vehicles, their drivers and passengers, there could be a situation where a vehicle based driver/passenger suffers through missed appointment, onward ferry connection or flight. I believe that reduction in service that is shown in Option 4.2 would affect not only the future viability of the community of Whalsay, but would have detrimental effect on the economy of Shetland. If Whalsay residents can’t get to the Mainland due to lack of ferry runs and capacity, they will not be able to support Mainland based businesses who will suffer. Having one ferry on at weekends does not take into account the social needs of Whalsay residents who could be excluded

from attending events on the Mainland, or other Shetland residents denied access to events on Whalsay. These events would therefore be less viable. The whole social fabric of Shetland life would suffer.”

“Considering the opening of Mareel, this would affect the amount of films I’d be watching, also sports teams are well known to sometimes have to get the late ferry. The options seriously affect the social mobility of the islanders which will ruin the community which gives so much back to the local economy.”

“How can the SIC justify changing the Hendra into the shift vessel? The current timetable struggles to cope at peak times and with the winter timetable who will get priority, this is only going to get worse given the lack of employment in the isle and that fact that our younger generation will have to commute if they want to stay on the island? The Hendra also has a lack of disabled services available i.e. no disabled toilet, no lift etc. making travel for people with mobility problems very difficult. There is no disabled toilets/waiting areas at any of the terminals if services are required. Please also bear in mind that the Hendra is quite an old vessel.....if she fails do we go back to the Thora??”

“We understand the necessity to cut ferry runs and reduce the budget, but would ask if at all possible to keep the late evening run at 1110. The late evening run is regularly used during the winter months by ‘darts’ teams and during the summer for Anglers for competitions. Withdrawal of this [late run] would hinder or destroy these pastimes and would also severely restrict people from going to the cinema and concerts at Mareel, Garrison and Clickimin. This would ultimately, we believe, lead to depopulation of the isles – which is already happening. It is important for the morale of the islanders to be able to continue participating in sports and enjoying pastimes.”

“The Whalsay economy is in a fragile state as the long term employment opportunities for the community were decimated when the Whalsay Fish Factory closed. That coupled with the massive downturn in the fishing industry, especially the white fish sector, means that a hugely increasing number of people from the community now need to commute to get to work. This is why the community are, understandably, very concerned about the possible reduction of the lifeline commuter ferry service. Whalsay has always been able to boast that the majority of young people in the community have continued to live on the island giving a youthful population demographic in relation to other areas of Shetland. I fear that the census figures will probably show a huge change in the demographic makeup of this population towards one which is ageing at an elevated rate and it is worrying that the reduction of ferry service may speed up this process which will ultimately lead to problems in the viability of the island into the future.”

“The most important aspect of the Shetland ferries consultation must be fairness. In Whalsay we have been highlighted as needing an improved service, this did not happen. So when we are talking about cutting services we are starting at a lower point than those who have seen upgrades in their service. If one islands ferries run for only 9.45 then why should others run for 1am, that is unfair. Fairness must also be considered with regards those accessing ferries, in particular disabled, older and less able people. Yell ferries have a disabled toilet on deck adjacent to the designated parking space on deck. The Linga has disabled access to lounge and

toilet via lift. The Hendra has no disabled access to either toilet or lounge. Should the option of replacing Linga with Hendra be introduced it will make the service inaccessible to those previously mentioned. This is further exacerbated by the lack of disabled toilets in Symbister and Laxo. It is unfair, unacceptable and discriminatory.”

“In response to the consultation papers regarding proposed ferry cuts for Whalsay, I would like to make a few points. The service as it is, at peak times, cannot cope already with demand. To cut it further would make commuting to work on the Mainland even more difficult. The Hendra taking over the 7.50am run is a complete non-starter. I sometimes have to work in Lerwick and believe me, it is nigh on impossible to get a ferry booking some days for 7.50am and that is on the much larger Linga. I got 4 weeks notice of a course I had to attend in Lerwick and even then I couldn't get a booking four weeks in advance! This is going to drive people away from Whalsay. Especially as we will be threatened more and more in years to come with even more cuts. This would be detrimental to Shetland as a whole, as anybody leaving the isles are going to have to join the already bulging housing waiting list in Lerwick, causing more delays for perhaps people of Lerwick to get to the top of the list. It would not necessarily be because people want to move, but because they would feel they have no option as commuting, which is difficult enough, will become unviable. We will find more and more young people seeking accommodation on the Mainland and frankly who could blame them? Not every employer is understanding about ferry timetables etc. The fish factory in Whalsay has already had to shut it's doors, citing the difficulty with transporting produce on the ferry, as one of the contributors. There is no way any business person is going to consider taking on the factory again if there are more cuts made. While I understand the need for cuts, I think more thought should go into the effect this will have on the (quite considerable) commuting population of Whalsay. Another point is the altering of the times of our last runs in/out of Whalsay. Why are we the only one of the 'big' isles that don't have a late run scheduled? Both Yell Sound and Bressay have ferries that go back in around 1am where we have to content ourselves with 11.10pm which is neither use nor ornament if you want to attend any social function on the Mainland. And now you are proposing to make this even earlier!!! Any of us who want to attend a social function in Lerwick for example either have to leave at 10.30pm to catch the ferry or fork out for accommodation and stay overnight. It is simply unfair that we are denied this late run at a weekend too. Until such times as fixed links are considered, the timetables should be left well alone during peak times. We islanders are feeling quite victimised at the moment. Our ferry service is facing harsh cuts and now our Secondary School is facing the axe also. It almost seems that it is the Council's intention to empty the isles completely.”

“You only have to look at the 30+ vehicles parked overnight at Laxo ferry terminal to realise that our ferry capacity is not large enough for all the island commuting workforce, and ordinary commuters compared with other ferries. Then there is also the fact that, by leaving your car out overnight, you are saving approx £50+ per week. The drawback to leaving your car out overnight is how do you get home from the ferry or to the ferry the next morning? And you won't be able to use it at home during the evening.”

Option no: 1.3 Consultation area: Yell

Key messages:

- Opinion on this option appears split amongst the Yell community, with some respondents stating that it is a good idea while others foresee negative impacts.
- In the main, those who foresee the negative impacts are those directly affected – these include people who commute to work in Unst or Fetlar, engage in voluntary work in the North Isles or who travel to socialise and visit family. Respondents also acknowledge that there is a wider economic benefit in the current lack of fares in that it facilitates a low-income economy for commuters across the North Isles and brings benefits to shops and other services as people travel more freely leading to more passing trade.
- Those not directly affected by this change (i.e. those without frequent need to travel to Unst and Fetlar) point out that free Ferries may be unsustainable under current economic conditions, with some drawing comparisons with those who commute across Yell Sound to work and have no option but to pay.

Indicative quotes:

“This would be a backward step for the north isles community as a whole as I have personally seen a marked increase in my trips to Unst over the past few years both socially and for work, and spend money in the Unst community each time. It would mean less trips to the other isles, meaning less income for myself for work trips = less money into the local economy. This will not bring in more revenue as will need an additional member of crew onboard. The latest increases in Yell Sound showed that they have taken in less fare revenue as more people are car sharing, or leaving vehicles at either side and fares for foot passengers are often not being taken up by busy crew. We would query why islanders should be charged for trips between the isles when visitors for the day could effectively travel from Toft to Belmont at half the charge - it should be visitors who pay more for these trips, as pay extortionate prices to get to Shetland another £10 to get to Unst is not too much to ask.”

“Good idea.”

“As the free fares situation on Bluemull has enabled lower paid jobs in Yell to employ from Unst, this would no longer be the case and these businesses would find difficulties as paying ferry fares would take a massive slice out of their earnings and would look elsewhere for a job. But where? Also Nordalea patients/clients would be affected and workers from Yell also going to Unst. As for the through ticket (tried before); with a reduction in ferry services, such as 1 ferry, many would find it impossible to book and connect the same day.”

“No free ferry anywhere else!! In the world! We must charge something. Tourists and non-residents pay more. Commuters rates must be kept to a minimum.”

“This would be a very backward step and make life difficult for people commuting between north isles for work etc, some on low wages, can’t help employment opportunities or employers seeking workers. Bringing back fares now after a period of none will really upset very many people.”

“Personally this wouldn’t change much for me. I occasionally go to Unst particularly in the Spring and Summer. I would find it acceptable to pay a fare. I think tourists going to Unst from the Mainland could be asked to pay 2 fares: one from the mainland to Yell and one from Yell to Unst. I have foreign relatives who have come to Shetland. For them going to Unst (the most northerly point) is a must and I have to say, they expect to pay 2 fares. They are surprised to only get charged for one ferry when they use two.”

“Since scrapping the fares on Bluemull sound the North Isles have become far more united, particularly Yell and Unst probably due to the short ferry crossing time. There are far more people both working and visiting in neighbouring isles. This has been a step forward both economically and socially. At the moment our shop enjoys regular visits from both Unst and Fetlar folk, some who work here in Mid Yell and some who come out to see the dentist, visit relatives and some who come over for a day trip or social outing. If fares are reintroduced I fear that this would gradually go back to how it was before, with people thinking twice about travelling and this would reduce foot fall in our shop. Equally the same would happen in Unst. To generate more revenue you could consider charging visitors on Bluemull, perhaps introduce an identity card which would distinguish regular travellers.”

“It would make a difference at my workplace if it cut down on the number of people who could afford to travel from Unst and Fetlar. We rely a lot on passing trade.”

“I think that they should pay something. Where else do you find free ferries? It’s great that they’ve had it for so long but now they would need to pay something as it can’t go on paying nothing with the savings that has to be made in SIC.”

“I will not be able to continue with voluntary work I do in Unst, because as a Yell resident I will be liable for fares on Bluemull Sound and I cannot afford these on top of existing fuel costs – it is voluntary work. (I am a retired person on a near-minimum state pension, and the money - £1250 approx per annum assuming my present 100 or so trips across and a return fare of £12.50 – just isn’t available.)”

“I do not travel to Unst or Fetlar very often therefore the reintroduction of ferry fares on these routes would have little impact on my personal circumstances and I would be happy to pay fares if required. However, as a commuter 5 days per week across Yell Sound, having to pay fares daily, it seems to me slightly unfair that regular users of the Unst and Fetlar ferries pay nothing when commuting to Unst or Yell to their work.”

Option no: 1.4 Consultation area: Yell

Key messages:

- There is a concern among some respondents that the reduced capacity proposed in this option would have a profound effect on summer tourism, as increased visitor numbers in this period already lead to capacity issues under the current level of service; it is generally accepted that this problem would be lessened in winter.
- As well as economic concerns as a result of decreased tourism, there are wider economic concerns associated with commuting across Bluemull sound and transporting goods as a result of decreased capacity.
- Some residents acknowledge that this option does not affect them directly; however, there is a general feeling that this option will have largely negative impacts across the North Isles.

Indicative quotes:

“This is not a viable working option for summer sailings as I work near the Gutcher ferry terminal and often see many cars still left behind and cars turning back through Yell who still can't get on the Bluemull Ferry at times.”

“Be aware that with reduced sailings on Yell Sound, the supposed quiet times will not exist as Yell Sound alterations will affect arrival times/peak times at Gutcher, and later in the day, Belmont.”

“Ferries are very busy in the summer. Fetlar is extremely important to tourists and Hermaness in Unst also. If ferries are cut, tourists will not be able to travel to the islands! Our economy will suffer, no sale for handcrafts etc.”

“What are you trying to do here, further strangle the north isles economy, one ferry at any time of year can't do.”

“No effects on me, some effect on Yell folk travelling to Unst and Unst folk travelling to Yell. (I am not sure about the consequences for those travelling to and from work especially if their hours are based on a shift system.)”

“I would be concerned about the affect it would have on people living in Unst and working away from Unst. I would be equally concern about the effects it would have on businesses travelling to and from Unst. This would result long term in people deciding not to live off the mainland of Shetland and this would have an impact on the viability of my job in Yell.”

“The reduction in hours of this option, would mean a substantial reduction in service, however if this option was to be worked on it may have potential, however consideration must be given to tourist numbers in the summer, in what is an ever growing industry in the North Isles, especially Unst and Fetlar. The Geira would also need to be based in Fetlar, to maximise the use of the crews hours.”

“I generally travel between Yell and Fetlar in the mornings and evenings. During the last two summers, the 1640 from Fetlar is invariably full, in which case I have to travel at 1500 hrs or 1930 hrs. These runs can be very busy also. I cannot imagine the effect/consequences of trying to operate this route using only one vessel, either summer or winter. Reducing Geira’s hours in winter could be acceptable.”

“It will make it more difficult to travel to Unst/Fetlar especially for artic trailers and trucks. However, savings need to be made and this would be an acceptable option. There is a huge difference between traffic in summer and winter. The winter timetable could be cut back significantly.”

Option no: 1.6 Consultation area: Yell

Key messages:

- The overwhelming response from Yell respondents to this option, even those not directly affected, is that it will have negative impacts so significant as to make it unworkable.
- Principally, there are concerns over the capacity of a single vessel on the route, where delays are already experienced in summer. The lack of capacity will impact the economy by limiting the amount of commercial traffic that can travel at any one time and by limiting tourist traffic in the peak summer period, causing long waiting times at ferry terminals.

Indicative quotes:

“Why not put a “Roads Closed” sign at the Gutcher terminal and leave the islands with no ferries. A single vessel cannot cope with demand even in the winter.”

“It’s the old story, works on a fine day with no breakdowns. No catch up available at present.”

“This will cripple the north isles, whether ‘business’ or ‘tourist’ or locals. One boat will not cope! Young families will leave the islands! It will be similar to the clearances of bygone days!! Homes will lose their value. We are doomed without 2 ferries on through the day.”

“Single vessel on Bluemull Sound is simply not a viable option for north isles residents. The knock on effect has huge implications, for example, the shipping of live seafood products to meet markets, the ability of commuters to get to and from work on time, contractors, food supplies, business people, SIC staff, care workers all have deadlines to meet which would no longer be possible.”

“I cannot imagine how detrimental effect to every aspect of work/life in general in Unst, Fetlar and Yell any attempt to operate these routes using only one vessel would create. Having a working knowledge of the operation, I think a single vessel service will put an intolerable workload on some crew, i.e. Mate.”

“Single vessel use on Bluemull Sound is not a practical option. I am well aware of travel disruptions when ferry breakdowns occur and traffic builds up at terminals causing distress and frustration to islanders who miss appointments with dentists and hospitals. This would be unacceptable on a daily basis. Tourism to Unst and Fetlar would diminish as potential visitors would not be prepared to wait for hours in ferry queues.”

“This plan would cause massive change to the islands with businesses (salmon) travelling back and fore it would cause massive delay.”

“The ferry can only take 10 cars or one artic and 2 cars, or 1 truck and 4 cars – what happens if say 16 cars, 1 artic and 2 trucks come off of Yell sound ferry, all wanting to go to Unst!!! – you’ll need a bigger car park!!!”

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Option no: 2.6 Consultation area: Yell

Key messages:

- There is an overwhelming view from the Yell community that reductions in the level of service on Yell Sound are likely to have negative economic impacts on communities in Yell and the other North Isles; there is a general opinion that preserving a two-vessel service on Yell Sound is essential, a single vessel service is likely to make commercial activities (particularly fishing and aquaculture) unsustainable due to the need to transport goods rapidly to market.
- However, there is also an acknowledgement that savings have to be made in the Ferries Service and the community recognises that some sailings will have to drop out of the current timetable. Peak times, such as the morning and evening rush-hour should be preserved at as high a level as possible to minimise negative economic impacts as a result of commuters and commercial vehicles experiencing long delays.
- The social impacts of the proposed options seem to be of secondary concern to some respondents in favour of maximising economic activity; there is a mention from some that reducing sailings in more 'social hours' would be acceptable as long as key runs in the working day are preserved.
- Concerns are expressed by respondents on the ability to transport emergency medical patients at night time if the service was to shut down between the last and first sailings on the timetable; a system that allows for a 30 minute turnaround time is suggested as being acceptable by the Yell GPs and this echoes the comments of the public.
- There is a strong desire for community involvement in the redesign of the Yell Sound ferry service, to help minimise negative social and economic impacts and ensure that transport links are optimised.

Indicative quotes:

“Personally, professionally and socially, as a family we would not be opposed to the 0520 sailing being removed, and the sailings after 9pm being bookings only basis.”

“Single vessel? There are times when two can hardly cope and of course any malfunction with a single vessel means no service. Yell, Unst and Fetlar have learned to rely on the ferry services to build up prosperity in the Isles and removing the services will just kill off a lot of that prosperity.”

“Please make sure our bus/ferry services connect. Many folk, young and older, rely on the bus.”

“I would support the option of night watch keepers only which is not ideal in times of emergency callouts but if it would allow more flexibility and frequency for commuters and business travel during the day then that would have to be my choice. I realise this will impact on jobs on the ferries and that is not a desirable outcome, but I suspect jobs will be impacted irrespective of this proposal. I realise all these

decisions are incredibly difficult for councillors to make and I appreciate the consultation with local users to work towards a solution, (albeit not an ideal or preferable one) which can go a little way towards working for the people who live, work, service and visit the isles.”

“I have general concerns that the timetable is actually workable during adverse weather conditions. Which such tight turnaround times there is very little room for manoeuvre, with a small delay having a significant knock on effect during the day. These proposals are effectively giving us a Sunday service all week, we rarely make trip off island on a Sunday as travelling is so inconvenient, especially ad hoc travel. Personally I won't attend mainland regattas when they occur on a Sunday as too much of the day is taken up with travelling, which is a choice I am happy to make. We have had occasions where we haven't got on the ferry or only made it on as another vehicle was too large. At times the Sunday service on a Sunday cannot cope with demand, so we find it hard to comprehend how a cut back service will cope with week day traffic.”

“We made the choice to move to Yell, but we made that choice based on the ferry services in place at the time that decision was made. We would not have considered the North Isles with either of the proposed services. We are happy to plan and travel with the ferry timetable in mind and haven't minded the restrictions placed on us by it, as it is part and parcel of living on Yell. But we feel that these proposed changes place too great a restriction upon residents for whatever reason travel is for. We accept cuts need to be made but these proposals will cripple Yell. I fear those that can leave will leave, while those of us in employment in Yell will be left worried that their employers can maintain their economic viability. Will our bairns want to raise their bairns here? I fear this will be the beginning of the end, that depopulation is inevitable and as the population shrink so do the services we get. I find it very hard to equate the stand taken by SIC against the Scottish Government when The Northlink service was under threat with the one taken by SIC against its own residents. The attitude taken by Holyrood about its remote populations and their needs appears to be the same as the one SIC hold with regard to the North Isles, and indeed the arguments to protect the economy and population of those isles are the very same SIC used to protect the lifeline Northlink service.”

“I would like to see 2 ferries retained on Yell Sound with the crews going home at night. Making the ferry crews domiciled in Yell would be good for our island economy. Either way, the first sailing time of 0615 will be good and the last one could be as early as 2100. With one boat the turnaround time from each end could be 45 minutes as you nearly always wait between 8 and 10 minutes from last vehicle off to first on.”

“Please consider this. If any SIC official has the need to attend a meeting in any of the north isles, how many hours will need to be set aside for the journey? Calculate the hours set against a high salary and work out the cost of that meeting, including mileage payments which he/she will be claiming and equate that to what local communities are out of pocket when attending meetings/training etc when expected to go to Lerwick on a regular basis. We are forced to leave home early in the morning with no real guarantee of when we will be able to get back home at night. Any reduction to the existing timetable can only create further disruption and stress to the local economy.”

“We [Yell GPs] would like to see the current service maintained but obviously this is (in all probability) not going to happen. As a very minimum to ensure safety for the folk of Yell, there needs to be an on-call ferry that can be ready to sail in 30 mins and so the only viable option we see is to have an engineer and mate (or whatever level of personnel it takes) to be on the boat at all times so it can sail without undue delay, and we feel that having to wait more than an hour puts the patients of Yell at risk. We hope our views are taken into account when the council meet. We have worked on Yell for nearly 15 years and have plenty of experience in having to deal with acutely ill patients out of hours. We know what we are talking about and have grave concerns for safety of our patients if we cannot evacuate patients quickly”

“This would have serious effects on community well being in the short and long term. The proposals would encourage further depopulation of the extremely remote Northern Isles. For people considering settling in the North Isles the reduced capacity for commuting - if they were considering working on the mainland (together with the increased ferry costs that have arisen already) and the increased time for response to medical emergencies all discourage folk from settling in the North Isles. Personally working on Yell in education the direct consequences would be limited (though any reduction in the range of times available for travel would potentially reduce quality of life in terms of reducing access to events on the mainland or other islands).”

“Neither of your proposed options for Yell sound gives an adequate service to cope with present day volume of traffic for the north isles, especially commercial and for the regular commuters and tourist in the summer months. To reduce this service it would have detrimental effect not only for the isles, this would have a massive impact on the economy of Shetland as a whole. A lot of people use the ferry frequently to attend hospital and other appointments and use it for social and recreational as well. I realise that savings have to be made, I feel nightshift is not really necessary, as long as there is some sort of cover in place for the event of an emergency in Yell as we don't have an airstrip we rely solely on the ferry for this service. However two ferries are required through the daytime to meet the current level of traffic. Your proposed options would increase my husband's travelling time up to an hour more per day which would have a great impact on our family as I rely on him to be home to look to the children when I'm at work. These suggestions is making our families future in the isles in doubt due to work life balance.”

“Personally, I travel regularly on the 5.20am ferry. Were this removed, I would have to leave the previous day and stay overnight before flying out from Sumburgh. This would cost my company, plus the inconvenience.”

“At the meeting in Mid Yell, it was pointed out to us that, per head of population, we cost much more than the mainland. When this was calculated, was all the cost of the ferries added to the north isles budget? Again, we would like to point out it is not only us that use the ferry!!! Our isles keep a lot of people in business. There are as many people who go out of Yell at night after their days work as people who come in. Please make cuts fairly. We are doing our best.”

“However, one point strikes me as a weekday regular user of the Yell Sound ferries, generally with a car but also using the 23 bus. The bus timetable as it stands suits very well the people who use it. Buses are timed to the start and finish of the

academic (school and Shetland College) day in Lerwick and to the start and end of the office day. In addition, buses are timed to pick up ferry arrivals at Holmsgarth and to return people there in time for the ferry's departure. These times cannot change."

"If Yell Sound is reduced to a single ferry it will absolutely destroy the Yell economy. This (which may surprise some mainland Councillors and Infrastructure officials) will have a wider effect on the Shetland economy. The salmon industry at present will not tolerate this service. It will simply transport the salmon from cage to processing plant on the Scottish mainland, albeit at a higher cost to them but at a much higher cost to the packing stations in Yell and Scalloway."

"The social hours of the timetable we can live without, but if it affects the major industries in the isles during the day that will be a disaster."

Shetland Islands Council

Inter-Island Ferry Services Review: Collated Public Consultation Feedback

Reference	Area	Option No.	Name & Address	Comment
UN/2/001	Unst			<p>Please don't charge for Bluemull Sound ferries as it will ruin local commerce! Workers who use the ferries to get to work will lose a massive chunk of their wages to ferry fares. Tourists won't go to the North Isles as much and people will not go to see friends and family as much. Due to all the austerity cuts they won't be able to afford to! I stay on Unst but I am a regular visitor to Yell and Fetlar because it is free, therefore taking my business to Yell and Fetlar. I go to Yell at least 3 times a week to visit the Old Haa and buy my petrol and other things from Aywick Stores and spend quite a bit of money in each place supporting local businesses and jobs. If I had to pay for ferries then I wouldn't be able to visit Yell and Fetlar as often, along with many other residents and tourists, and they would lose valuable business in the community!!</p> <p>Please please please do not charge for Bluemull ferries. They are a vital lifeline for the North Isles and will be even more devastated if you do!</p>
UN/2/002	Unst	1.3		<p>The main reason to go to Yell is for dental treatment, unless you are commuting to work in Yell. It is unlikely you would arrive in Gutcher as a pedestrian to go to Mid Yell so it is not like a Bressay resident arriving in Lerwick, where everything is within walking distance. There should be reduced rate return fares for cars only crossing Bluemull Sound, with Unst residents. Tourists should pay.</p>
		1.4		<p>Good timetable – especially on Monday morning compared with existing.</p>
		1.6		<p>Single vessel on Bluemull Sound severely restricts access from Belmont to Hamarsness and return for workmen living in Unst with contracts on Fetlar. Both the 0705 Belmont and the 1655 Hamarsness go via Gutcher, and the 0705 is a natural ferry for commuters, often booked up. Not a good service.</p>

		2.6		
<p>From an Unst perspective, manning Yell Sound overnight is irrelevant – there are no connections to Unst, and in an emergency there would be at least one hour to arrange crews. The money would be better spent on manning the second morning ferry. If there are insufficient funds Option 1 is ok.</p>				
UN/2/003	Unst	1.6		
<p>Single Vessel service on Bluemull Sound would affect me due to there being no 06:35 service on a Sunday morning. I need the early ferry to get to work as a shift worker. There are quite a few people living in Unst that'll be in the same position.</p>				
		1.4		
<p>Single Vessel service on Bluemull Sound would affect me due to there being no 06:35 service on a Sunday morning. I need the early ferry to get to work as a shift worker. There are quite a few people living in Unst that'll be in the same position.</p>				
UN/2/004	Unst	1.3		
<p>As a Director of Bluemull Development company, I frequently use the Bluemull ferry. The “normal” fare is very expensive for a short crossing, given that – unlike Bressay – it is necessary to have a car when you get to the other side.</p>				
		1.4		
<p>September is now a significant part of the tourist season, given the recent rise in migration – birdwatchers.</p> <p>As a Director of NHS Shetland, I frequently use this ferry & fewer sailings = longer journeys. I am convinced of the importance of having “island voices” in Shetland wide organisations, so this is a concern.</p>				
		1.6		
<p>As previous answer.</p>				
		2.6		
<p>I see the logic for the night time proposal, but we need to know what the alternative is for emergencies – eg. Could a Sullom Voe boat be used? I would like to see the Council taking responsibility for ensuring that an alternative for emergencies is organised.</p>				

UN/2/005	Unst	1.3		
<p>This will increase the cost of goods in Unst due to increase freight charges. Increase to people who work between the islands. We also have to attend the dentist in Yell and need a vehicle to do this.</p> <p>No 6.35 ferry from Unst on Sunday, this would mean shift workers at Sullom couldn't get to work. Could make more of the later, after 9.00pm ferries bookings only.</p>				
UN/2/006	Unst	1.6		
<p><u>Total Non Starter</u></p> <p>Look at the number that use the service and see what would need to be provided to cover same amount of traffic.</p>				
UN/2/007	Unst	1.3		
<p>As several people have to commute across Bluemull Sound for work in both directions, this would seem very unfair. If any growth is expected in the north isles, it would be impossible, limiting the few opportunities that are. This will also make living in the north isles more expensive, hitting the low earners very hard.</p>				
		1.4		
<p>These runs need to be more carefully looked at as the Geira is serving both islands and again people have to travel between the islands, school and work. Also need to access other facilities.</p>				
		1.6		
<p>This is a non starter if people want to get anywhere. It will hamper commuters and destroy the business sector as bookings will have to be made further in advance and certainly cannot cope with today's traffic.</p>				
		2.6		
<p>If any of these options go ahead, Unst and Fetlar traffic will be lining up behind the Yell traffic making a bottleneck. As people compete for ferry crossings, we feel more crossings will be necessary as northern isles will become more isolated.</p>				
UN/2/008	Unst	1.3		
<p>Good idea, if Unst residents could be exempt.</p>				

		1.4		
Reduce ferry runs to Fetlar, make it bookings only to and from Fetlar.				
		1.6		
Absolutely no use at all. No way could that cope. If the ferry broke down, it would be chaos.				
		2.6		
Second option preferred.				
In general, make sure there is consultation with the community, with peak times eg Unstfest, stock shipping, being considered.				
UN/2/009	Unst	1.3		
It costs a lot to go to Lerwick for appointments etc, it needs to remain free for island residents. It would also make everything bought in isles dearer and more expensive for businesses trying to supply a service. Has businesses who supply the isles been consulted about the changes?				
Passes for Fetlar and Unst residents and timetables that fit in with Yell Sound.				
		1.4		
Sunday – no 0635 from Belmont – essential for shift workers travelling to Sullom Voe. Offer bookings only winter and summer at certain times on late sailings and weekend sailings. When it is sheep sales/Unstfest and other busy times, could it be a shuttle service? It is essential to have 2 ferries (Unst based ferry as it should have been from the start).				
		1.6		
<u>Not Suitable</u>				
Councillors should stay in Unst for a week and try to get to Lerwick and back every day. How about a week, say early January, when weather is bad?				
		2.6		
No night staff could save money.				

Why don't you put a toll gate to charge Shetland residents into Lerwick, they use the road but pay nothing. The ferry is our road and we have to pay. Good luck.			
UN/2/010	Unst	1.3	
Would impact on community in terms of lower paid workers travelling between the three North Isles – an additional cost to them. Will also put up freight charges of goods travelling between the isles.			
		1.4	
Reduced sailing.			
<ul style="list-style-type: none"> • The example timetable does not take into account 3 Fetlar based Secondary pupils returning from Baltasound JHS presently on the 3.50 Belmont and 4.15 Gutcher ferries to Fetlar. It is already taking them about 90 mins to travel home. The new timetable suggests they would not be home until 6.45pm! • There are very few sailings from Yell to Unst around 5pm. This timetable has sailings at 3.50, 5.40 and 6.10pm around the teatime rush hour. The 4.30, 5pm and 5.15 sailings have gone. This will mean huge pressure on the 5.40 and 6.10 ferries. • Does the Bigga have to be stationary between 4.25 and 5.40? Is this a mandatory tea break or can further sailings not be made here? 			
		1.6	
Disaster			
		2.6	
Reducing sailings on Yell Sound at teatime again makes it harder for north isles travellers to return to Yell, Unst and Fetlar. There will be large queues (or no queue - because no-one will have a booking until later on in the evening!), incurring time and expense in staying longer on the mainland.			
UN/2/012	Unst	1.3	
It would cost family more to commute to work in Yell. It would cost me/family/community more to use health services such as the dentist, which we have to go to Yell for.			

It would cost me/family/community more to shop/socialise in Yell/Fetlar. If fares are increased by too much in one go it will deter visitors from travelling to Unst to the detriment of the economy. Gradual six monthly increases would be more acceptable.			
		1.4	
It would give family less choice when commuting to work.			
It would give me/family less choice when travelling to other rural areas of Shetland or outwith Shetland. More return bus journeys would be required for travel from and to Unst as would not always get the car on the ferry to attend meetings/events outside Unst.			
		1.6	
One ferry is unworkable as it would bring Unst to a standstill for an unacceptable length of time every day. It would have a devastating effect on the Unst community and economy. Tourism, which has developed to be a big part of the economy would diminish to an unviable level, it is barely viable at present and needs to grow.			
Working out of the island would diminish and young families would move out, making it less viable for those left. Goods and services coming in would diminish as it will be harder to get in and out, and the cost will be added making the cost of living in Unst higher.			
		2.6	
One ferry is unworkable as breakdown would bring the islands to a standstill for an unacceptable length of time. A skeleton crew overnight to maintain/clean and make the vessel ready to sail in an emergency and in the morning is acceptable. There should be no sailings, except emergency, during the night that do not connect to Unst.			
The present two ferry system should be retained, cutting down on slack runs, when cleaning/light maintenance can be carried out.			
UN/2/014	Unst	1.3	
I think charging tourists and infrequent users is perfectly reasonable. Commuters travelling between the isles are quite often in jobs that are not well paid. Ferry fares may make the difference between making that job worthwhile or not. People travelling between Unst, Yell and Fetlar is good for the community and economic activity. There is a lot of fuel poverty in all the isles. Unst generally pays another 7/8 pence per litre of fuel compared with Lerwick. This along with ferry fares makes living in Unst extremely expensive. Isles residents must be given the lowest possible fare should they be introduced.			

		1.4		
It will obviously make it less convenient to travel and cause disruptions, however, with cuts needing to be made this is the only option that should be considered.				
		1.6		
This is a disastrous option for Unst. It will make it much more difficult for commuters to continue living in Unst. It will destroy the tourist industry which has been growing in Unst. It will no longer be able to host events for the wider Shetland public as it doesn't have the ferry service to transport them. These vessels are thirty years old. Reliability will become an increasing problem and in times of a ferry breakdown, Unst could be left without a service for up to a day. Any community which doesn't have transport links cannot survive in the present economic environment. Unst has always contributed to the wider Shetland economy and this option will decimate the island.				
UN/2/015	Unst	1.3		
I think to put fares back on Bluemull Sound for everybody would make a large financial strain on lower incomes. I do believe that people commuting to the mainland have to pay, so people travelling to Unst or Fetlar to work should also have to pay.				
		1.4		
I think a reduced timetable for the Geira is a good idea. Peak times need to be covered but as long as that's done, I can't see a problem.				
		1.6		
A single ferry isn't an option for Bluemull Sound as it wouldn't be able to cope with the traffic in off peak times, never mind the busy tourist season. People trying to commute for work would be left waiting and would be unable to get to work on time. Contractors, hauliers etc, would also suffer financial loss due to waiting times.				
There would also be no backup for breakdowns.				
		2.6		
A single ferry isn't an option for Yell Sound at all. Each day there is a lot of traffic in and out of Yell with people commuting to and from the mainland to work. A single ferry couldn't cope with the amount of cars travelling, never mind the trucks that are in and out every day for salmon farming, mussels, whitefish, which is all on tight deadlines to catch the north boat, otherwise there would be severe costs incurred if they didn't make the north boat and therefore reduce the shelf life of the product.				

People trying to attend appointments, flights etc, would have difficulty trying to get there on time. Giving up late runs and less runs on off peak times would be the only way forward.

All these islands need a decent ferry service so that they can commute to work etc, and the islands can grow and have a future. If you cut our ferries severely, you will have the death of our islands on your hands!

UN/2/016	Unst	1.3	
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To put the fares back on Bluemull Sound will have an effect on people with lower earnings, but it will mean a fair system as people on other routes have to pay.

		1.4	
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I think a winter timetable for Geira is a wise move and the morning and evening runs would cover peak time sailings on the routes.

		1.6	
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A single vessel on Bluemull Sound won't cope with the traffic, not even in winter and people would be left waiting at the ferry terminal causing frustration and financial loss to contractors etc

In summer, the usage increases greatly and would be a disaster with one vessel. A single vessel on any route means no back-up in a breakdown and Geira and Bigga are now old vessels.

		2.6	
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In view of the number of businesses and workers that travel both ways on Yell Sound (it's the bottleneck to and from the 3 north isles), and at the moment people can travel without much delay, but a single vessel is without doubt not an option as it simply couldn't cope. Salmon, whitefish, mussels etc, wouldn't get shipped as and when required. People travelling to work in both directions, people catching flights, hospital appointments etc, would face serious problems. It would be worse than a single vessel on the Aberdeen route.

I personally would give up the social side, give up the late runs and do less runs at quiet and off peak times to save money, but if the isles are to survive, we need a ferry service fit for purpose and the Council must provide an infrastructure that does that.

UN/2/018

Unst

I am a BP Shift employee working at SVT on a 12 hour shift rota. I am a regular commuter from my home in Haroldswick, Unst to the Sullom Voe Terminal. The current cut backs which the council unfortunately must implement will have a significant impact on myself as an employee of SVT and my family. We, in the island of Unst have previously responded to requests for ways of saving money and accepted the impacts which occur as a result. I am deeply concerned about the current proposals to drastically reduce the lifeline ferry services to Unst and Yell. Please take the time to consider the real effects of the proposals on my family.

Firstly, please understand the importance of Sullom Voe Oil Terminal as a major employer in the isles. Over 500 people currently enter the gates every weekday to attend their work of all types. This number is expected to rise by approx. 200, due to the massive programme to make SVT fit to operate for another 50 years. Large scale projects worth over £500m will once again make SVT a "Hub" for North Sea Oil and Gas when they come to fruition. Generally the reward packages are healthy, which in turn boosts the local economy. The new Total Plant currently being built will also provide incredible job opportunities (approx. 400 full time) and future careers for our children. The number of locally domiciled employees must be maintained for the good of our communities and economy. Alternatively, these companies will use a greater number of travelling workers who will not spend their earnings in the isles.

I and my fellow shift colleagues currently travel out of Unst on the 0635 ferry which connects with the 0715 ferry from Ulsta. This allows us to arrive just in time for shift handover from the outgoing staff. The proposed winter timetables produced (after our initial consultation) show the first Sunday morning ferry departing Belmont at 0705, connecting with the 0800 from Ulsta. This clearly prevents SVT employees from attending their work on Sundays in the winter months. Bearing in mind we can be called in at relatively short notice, this is unworkable.

Any impact on attendance of SVT from the ferry users is clearly discriminating against the island population in regard to current and potential employment. This is unprecedented times in my lifetime for the north of Shetland with job opportunities in the Oil and Gas industry in abundance. It would be criminal to prevent island resident's access to such a major employer.

Like me, most people residing in Unst who are forced out of the island, would be in serious negative equity and having witnessed family suffering the consequences of the Saxavord base closure, I know of the heartache and life changing financial toil. "It's your choice to live in the Isles" can only be treated with the absolute contempt it deserves. The housing figures produced by the Council clearly show that housing on mainland Shetland is already over stretched to breaking point. In March 2012 there were 104 houses available for re-let which do not require a ferry crossing to access SVT. 3064 applications were received, giving a mere 3.4% re-let rate. This clearly shows the lack of SIC/Hjatland housing available.

In the private sector, the situation is even more untenable for anyone trying to find accommodation. In November 2012 only 78 mainland properties “of any kind” were available for rent or purchase. Mainland prices are extremely inflated due to the accommodation requirements of the Oil industry. An islander who may wish to make the “choice” to reside on the mainland can currently expect to achieve very little for their property or more likely not be able to sell their current property at all. Obtaining a mortgage of a value to allow the purchase any of these properties is simply not financially viable. Please do not underestimate the effects on housing requirements and exercise some joint up thinking.

My family travel to various forms of health care and the current service can be restrictive but manageable. Any service reduction will certainly impair the care for our children and our elderly.

The proposed reduction on Yell Sound is concerning due to the massive numbers travelling to Yell/Unst/Fetlar, particularly during the summer months and peak times. The current service has narrowly coped with the increased traffic over the summer and although I agree a slightly reduced service over winter may suffice, I strongly believe the requirements for the summer will be drastically under provided for. The suggestion by the Yell Community Council to concentrate any reductions on the weekend sailings must be considered first.

I expect the proposal to reduce the Bluemull service to a single vessel will not be forwarded to the Council Chamber if the proper research and modelling is completed to the standard expected by the public. Remember a single vessel service will be unacceptably unreliable.

The recent public meetings highlighted the priorities to those attending from both the Infrastructure Dept and the Council Chamber and we can only hope the decisions made are well informed by councillors who consider those living on the Shetland Islands equally to those who live only on the “mainland” of Shetland.

I will leave the massively significant and extensive Business and Economic case to be properly set by the Unst Community Council on behalf of all businesses affected and the general public.

UN/2/019	Unst	1.3	
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I am answering this question personally, but would like to make some general points first. Although the north isles contribute to the Shetland economy as a whole, Unst and Fetlar have the lowest median income in Shetland. It has been noted at all public ferry consultation meetings that commuting within the north isles has increased since fares were removed on this sound. Most of the

work is low paid work, so reintroducing fares for island residents may well prove a barrier for commuters in low paid employment. All of the North Isles are included in Shetland's Community Regeneration Strategy. Fetlar and Unst in particular have struggled in recent years to bounce back after severe set backs. Both are succeeding. Putting fares onto this sound may stop their recovery.

I currently work part time, my base is in Yell but we work across all of the North Isles. I earn approx £1000 a month after deductions. I am supposed to work three days a week, but my job requires flexibility, so it can be more.

If fares are reintroduced I will have to pay a minimum of:

3 days at 8.00 = £24.00 per week
4 weeks x £24.00 = £96.00 absolute minimum per month.

I already pay approximately £150 in fuel in travelling to work each month, so this would mean spending 25% of my income on travel to work. I think I will continue to work, but if fares or fuel costs increase I will have to review that. It is not possible for me to car share because of the nature of my work.

It will also represent a small cost to SIC as it is our role to travel between the isles including Fetlar. Often to work in Fetlar, it is necessary to make a crossing between Unst and Yell, before crossing to Fetlar. For example, in the current timetable, if I attend an evening meeting in Fetlar, I leave work in Yell, and must travel to Unst, before getting the ferry to Fetlar, and when returning, I must cross to Yell before returning to Unst. I would like to request that this is taken into account, when looking at fares on the Bluemull sound, as to reach the destination of Fetlar I could be charged two fares.

		1.4	
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Of the service reduction options presented, this option is my preferred option as opposed to option 1.6 - Single Vessel service on Bluemull Sound. It enables the summer timetable to remain as present, which is vital to Unst, as the tourism industry has increased dramatically in the last five years. It also offers enough ferry runs at peak morning travel times to enable me to work.

Through berthing the Geira at Hamarsness overnight, this option offers one improvement to the service, with an extra run from Belmont at 7:35, which I think will be appreciated by many Unst residents, myself included.

I would like to ask how much extra it would cost to add 4 extra runs between Unst and Yell on the Winter schedule of this option? This option only offers 2 more runs than the option of removing the Geira, although it enables traffic to cope at peak times. I must

put forward a plea to keep the length of the day for the timetable, as is proposed in this timetable, as I use the late ferries on the Bluemull sound both personally and for work.

There are two particular times of the day, where there is a gap in service that I would like to highlight. I realise that the timetable is indicative, but would like to put my concerns forward for consideration, for the group that looks at the timetable in detail.

Gap 1. Early Evening

This is a peak time of travel for commuters, and for Unst residents travelling to evening meetings in Yell or the mainland. It affects me as it is when I make my return journey from Yell.

Current timetable: (Tues – Sat summer)

Gutcher – Belmont 15:50, 16:30, 17:00, 17:15 17:40.

Proposed timetable:

Gutcher – Belmont 15:50, 17:40

I usually use the 17:15, and the time delay to the 17:40 ferries isn't too much of an issue. However these runs are often busy and I am certain that one run will not meet demand. I believe it would not be necessary to keep all 3 of the runs that have been dispensed with, but 1 or 2 would be necessary. I believe this time period is when the Geira is in operation, so would only mean extra runs for the Bigga.

Gap – Mid Morning

I think there is also a long gap mid morning from Belmont to Gutcher. This doesn't affect me personally generally, but if it could be filled, it would enable more flexibility for travel.

Current Timetable (Tues – Sat summer)

Belmont – Gutcher 9:45 10:05 10:35 11:20 11:35

Proposed Timetable

Belmont – Gutcher 9:45 11:35

If it were possible to put 1 run (rather than the current 3) in this gap it would be useful. It seems that to do that would impact on the Geira's hours, so I appreciate that may make more impact on the savings that can be made.

1.6

I am against this option. My main reasons for this are:

- It will not cope with the amount of traffic in summer. According to calculations by The Unst Community Council, the single vessel service will leave 40% of commercial traffic and 20% of passenger vehicles being left on the quay side. This will reverse the positive trend in Unst's tourism industry and make the service unreliable for commuter traffic.
- It makes the service too unreliable. If a breakdown occurs, with only a single vessel on Bluemull Sound it will not be possible to run any kind of service until a relief vessel arrives, which will mean that any disruption will be much more serious, resulting in loss of trade, missed appointments, flights etc.
- Currently in the summer there are extra runs at peak morning times which enables the increased traffic to travel. These also benefit connections to Lerwick. Losing this option completely will decrease our ability to travel at peak times.
- Recently when a single vessel service had to be in operation for morning peak travel, they were unable to make all the runs in time. This timetable is very tight and delays will probably be caused by weather or full runs or any technical difficulties, making this service more unreliable

2.6

I support the Yell Community Council's alternative proposal for Yell Sound.

I am against the single vessel service on Yell Sound because:

- It will not cope with current demand
- It does not meet the needs of Yell or Unst commuters to the mainland
- It will severely limit business growth in the north isles and impact on economic trade for the whole of Shetland.
- It will inhibit the ability of people from Unst to travel to the mainland for the day, to purchase necessary goods etc, as there are less evening ferries across Yell, which will be struggling to meet demand.

Personally

- It will impact on my ability to travel to Lerwick for work, especially when travelling directly from Unst in the morning, both as there will be less option for times to travel, and as the ferries will be oversubscribed

The proposal for two vessel service at morning peak with single service for the remainder of the day is better for morning travel but I still have the same concerns for this service as in the single vessel option.

UN/2/021	Unst	1.3	
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I have been looking over some of the figures regarding the operating costs and depreciation costs for the north isles ferries. There are a number of discrepancies regarding the depreciation of the Unst and Fetlar ferries, they just don't make sense. For example the depreciation of the Fetlar ferry Geira is higher than the Unst Ferry Bigga. I have not studied the Yell Sound figures, but the issues here are likely to be the same for that operation. I am particularly concerned that the depreciation is listed as in the OPEX budget and not in the Capital budget. This makes a significant difference to the budgets concerned and also to the ability of the SIC to maximise the grant contribution from the Scottish gov.

Can you explain why these figures are being used in this way?

UN/2/022	Unst	1.3	
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I do not travel to Unst or Fetlar very often, therefore, the reintroduction of ferry fares on these routes would have little impact on my personal circumstances and I would be happy to pay fares if required. However, as a commuter 5 days per week across Yell Sound, having to pay fares daily, it seems to me slightly unfair that regular users of the Unst and Fetlar ferries pay nothing when commuting to Unst or Yell to their work.

		1.4	
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A winter timetable for Geira would be practical, with assurance that peak times were covered adequately.

		1.6	
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Single vessel use on Bluemull Sound is not a practical option. I am well aware of travel disruptions when ferry breakdowns occur and traffic builds up at terminals causing distress and frustration to islanders who miss appointments with dentists and hospitals. This would be unacceptable on a daily basis.

Tourism to Unst and Fetlar would diminish as potential visitors would not be prepared to wait for hours in ferry queues.

2.6

As a commuter across Yell Sound 5 days per week, I am well aware of the volume of daily traffic. I see queues of cars and lorries at Toft and Ulsta, joining them as necessary. I have suffered the disruptions occurring during breakdowns, when a single vessel operates a shuttle system. I have been late for my work and have missed meetings and appointments because of this. A single vessel on Yell Sound is not a practical option. I fully understand the need for SIC cutbacks on spending and I also understand the need for a reduction in our inter-island ferries. However, I implore the Infrastructure & Development Services Review Team to consider the impact on north isles and, indeed, some mainland businesses if our ferries are reduced to one. Ferry sailings could be reduced at off-peak times, eg. Mid day and later evening, but must continue to operate adequately Monday – Friday to enable commuters to work and businesses to survive.

Travel flexibility is possible for islands during evenings and weekends but unlikely to be a possibility for workers/commuters or for haulage companies and salmon companies. Adequate ferries Monday-Friday to preserve the economy of the isles and to maintain the population of the north isles is essential.

I need to get to my work Monday to Friday on time, and get home again in a timely manner at the end of a long day in either Lerwick or Brae. But, I would happily be flexible at weekends or evenings, planning my travel around more limited ferries as required, to keep my job, keep my managers happy, and balance island economy and commuting necessity against any social travel or excursions taken by myself or family.

UN/2/023 Unst 1.3

Our business makes regular trips to Yell to collect ice, bins etc. To have to pay for our truck to make these trips would have a negative effect on our business, as we already operate in probably the most challenging economic location in the UK.

We also use a Yell based haulage firm to export our product. Each time he collects from us to deliver to Lerwick, his trip starts in Yell thereby he would incur additional costs. Any additional ‘squeezing’ of an already tight margin gives us deep cause for concern for the future viability of our business

1.6

This option is not viable in our opinion, as the service could not be maintained in the event of a breakdown or other exceptional

circumstances. This could result in our live shellfish missing onward connections from Lerwick to the UK mainland. We are of the opinion that this option does not merit consideration.			
UN/2/024	Unst	1.3	
<p>I don't think a full ro-ro rate should be charged to isles residents travelling between the isles. Some level of fare might be acceptable. Unst residents have to travel to Yell for a dental appointment. Removal of fares on Bluemull Sound has allowed many people to commute to work within the isles, some to not very well paid employment.</p> <p>I believe that visitors to Shetland would be prepared to pay higher fares, up to the level where it does not discourage them to travel.</p>			
		1.4	
<p>On the whole this seems acceptable; there are some gaps in the timetable which would make life harder. For example, no ferry between 1605 and 1755 would mean taking more time for Unst residents to attend meetings/events in Lerwick. Why not look at reducing vessel speed on the service within existing timetables to save fuel?</p>			
		1.6	
<p>Gaps in the timetable would make this very hard to live and work with. I would fear a return to the bad old days when people from Unst and Fetlar race, with potentially disastrous consequences, to get ferry spaces.</p> <p>I feel there would not be timely cover in the event of a single vessel breaking down. I do not feel that this would be a satisfactory service.</p>			
UN/2/025	Unst	1.3	
<p>This would have a significant impact on our family as we commute to Yell on a regular basis. I prefer the idea of an island discount and bring in revenue from visitors through higher fares.</p>			
		1.4	
<p>This option is viable but there are some changes I would consider, these being as follows:</p> <p>Base the Geira in Unst – this would stop the Bigga having to go to Fetlar in the mornings to deliver half the crew for the Geira. The reality is that in the next few years most of the existing Fetlar crew will be retiring and no young people to replace them it will be even less practical to base a ferry in Fetlar than it is now. The new Uyeasound pier would be an excellent overnight location for</p>			

berthing in Unst. Also, a system that some runs to Fetlar would be on a 'booking only' basis thus saving fuel and doing extra runs to Unst if required.			
		1.6	
<p>This option would kill off the island completely, there is far more traffic travelling on Bluemull Sound than there was when we had only one ferry. One ferry cannot serve two islands effectively.</p> <p>This option would severely disadvantage commuters going to Sullom Voe. Extra runs would need to be provided from the beginning of September until the end of October to allow for the shipment of lambs (this was not a problem in the past when only one vessel operated on Bluemull Sound as lambs were shipped directly from the pier at Baltasound on specialist livestock boats but this is no longer an option).</p>			
		2.6	
The best plan would be to go for the option proposed by the Yell Community Council at their consultation meeting.			
UN/2/026	Unst	1.3	
<p>The reintroduction of fares on this route would mean that Unst residents would be penalised when they were required to go to the dentists as this would add additional costs onto a journey that is presently costly enough. This would also be the case when Unst or Yell residents were playing against each other at sport.</p> <p>The majority of workers who travel between Unst and Yell tend to be those in low paid employment; this could mean these people having to give up their employment as they cannot afford the additional travel costs. This idea is a retrograde step and penalises the inhabitants of Unst and Fetlar.</p>			
		1.4	
Any reduction in service must be fully discussed and agreed with the majority of users, with the understanding that timetable revisions can be introduced, if required, due to an increase in traffic, ie. due to increased tourism or new work opportunities.			
		1.6	
This option is a non starter as what happens when the ferry breaks down, which seems to be happening more frequently as the fleet ages. There would be no means of emergency evacuation whilst waiting for a relief ferry as the weather may preclude the use			

of the air ambulance or coastguard.			
		2.6	
<p>I am of the opinion that the options for Yell Sound need to be revisited as the one ferry option would result in people queuing up for maybe 1-2 hours at peak times.</p> <p>The second option with only 2 ferries in the morning would result in tailbacks for the early evening sailings. The second option requires to be revisited, using all the usage data fed in to try and find the best solution.</p>			
UN/2/027	Unst	1.3	
<p>I struggle to see how this will make a saving as the original review stated that this would mean an extra crew member. They also stated that they would get new ticket machines which would more then likely wipe out any fare income through cost. (I know this is capital but I will get to that later).</p> <p>The addition of the fare to me as a business would mean a loss of trade from Yell and Fetlar from the "small jobs" as every job would have £12 added to the cost. With small jobs being less than £100 - this is a 12% increase to the customer which they just won't accept - which means they will more then likely wait until they are taking a trip to Lerwick rather than making a special trip over for a Hydraulic hose or quick welding job for example.</p> <p>Freight costs would increase due to a large portion of it doing an overnight in Yell before coming up to Unst. This would ultimately mean that all freight in to Unst would face a surcharge, even though there is supposed to be a straight through rate, it would have to be added for the trucks and vans that are only doing a trip between the isles.</p> <p>Personally I have a lot of friends in Yell and I am part of the Cullivoe Jarl squad for 2013. If this fare had been in place already I wouldn't have been able to afford the additional cost of travel and would have been facing social exclusion. For future social gatherings, I can see things being very difficult for the halls etc. to find people willing to come over the sound to go to an event. Also, with one isle being played off against another with the cuts/cost increases there is already building resentment as to who is the burden isle.</p>			

		1.4		
<p>Reduction of the operating hours is something that is just about tolerable but I can't see how the commercial traffic will manage as its bad enough trying to get trucks in to Unst from Yell. The cost saving will again be wiped out by the new ticket machines. It's hard to put a figure on it but we would have to add waiting time at ferries to customer jobs as this will become more frequent with the reduced sailings.</p>				
		1.6		
<p>This is totally out of the question for commercial traffic. If you want to shut down businesses in the isles then this is the one that will do it. Already trucks are regularly left behind in favour of cars, this problem will more than double with the backlog caused by less Unst/Yell shuttling and in effect more trips to Fetlar as currently due to only one ferry servicing the route. Combine that with the lengthy breakfast/lunch/tea breaks and you have an unworkable route. No it can't work.</p> <p>Additional points:</p> <p>Why are the depreciation costs of the ferries and link spans included in the expenditure budget? This should be part of capital. If you include that in capital then the new ticket machine idea should be an expense. Alan Wishart was very vocal about keeping the capital budget out of any discussions at the meetings, if this is true then the depreciation of the ferries assets should also be removed from running costs. If that was done and the accounts were not cooked to make the isles look like the lepers of Shetland then we wouldn't be having these meetings in the first place.</p> <p>Per capita is always used to show how expensive the isles are, remove the depreciation of the assets that we come to a new conclusion. If you want to use depreciation in the expenses figures, then the mainland starts to look very expensive per capita. The ferries are a life line service, you shouldn't be veiwing them as a profit making or even a break-even venture as it doen't fit the model.</p> <p>I am finding it very hard to justify staying in Unst currently, even without these proposed cuts. The problem is that as much as Alan Wishart would like us to move, if I do move, it won't be to another part of Shetland, it will be leaving Shetland all together. These cuts are based on bogus accounting and thanks to that, yet again, the integrity of the Council is in tatters.</p>				
UN/2/028	Unst	1.3		
<p>Since fares were removed from Bluemull Sound, it seems there is more 'interaction' between the three north isles and reintroducing fares will have a detrimental effect on this.</p>				

We have also seen many services being removed from Unst, such as the dentist, and it's bad enough having to travel to Mid Yell for this service, with the time it takes and the fuel costs, without adding ferry fares on top too. No fares on Bluemull Sound also attracts tourists to stay in the north isles as they can visit all three isles, and my business sees quite a lot of visitors during the tourist season so adding fares could affect that.

1.4

The reduced timetable suggested appears to be a good step towards a sensible compromise. I acknowledge we will probably have to have a reduced service but am concerned about some of the large gaps where you can't get out of Unst during the day. Also, some of the late afternoon ferries were essential if you had a meeting, etc, in Lerwick after teatime. I think a reduced service will have a detrimental impact on visitor numbers as many people, often mainland Shetlanders, seem to get nervous about going on to an island if there is any doubt about getting off again!

1.6

A single vessel is a non-starter for me as I don't think our lifeline service can adequately be provided by one ferry. If that vessel breaks down we need immediate cover, and that's not possible. Or if that vessel is needed for an emergency evacuation, that throws the whole timetable into disarray. If people are depending on the ferry to get them to the mainland, maybe for flights, etc, what would they do? It's not fair to subject people in the north isles to that sort of uncertainty. We should be able to depend on a reliable service.

2.6

When the Council first came with the 2 'super' ferries many thought they were too big, but it has been such a success story for the north isles. At that time the Council investigated whether 1 big ferry was an option and decided no. I don't see why anything has changed to make one ferry an acceptable option. If anything, there is more demand for 2 big ferries than ever before. I believe the Yell Community Council has put forward suggestions to how the timetable could be reduced and I would think they would know better than me what is acceptable.

Regarding the 24 hour manning, nobody seems very clear why this is necessary. If the only benefit to us in Unst is that it may help in a medical evacuation, I suggest that this is a situation that needs a proper solution, one that needs to be achieved in consultation with Scottish Ambulance Service, as it's completely unacceptable that we do not have proper cover in this place.

UN/2/029 Unst 1.3

I have for many years (about 40) run a B & B. I don't think paying a reasonable fare would have made any difference, or very little.

<p>People currently working at Sullom Voe are on a good wage, so should be able to afford to pay, again, a reasonable fare. However, Fish Farm workers are on a much lower wage. Overland buses? Timetable adjusted to suit these workers.</p>			
		1.4	
<p>Cutting ferries is bound to have an effect on tourism; however, it may be a case, as far as tourists are concerned, of getting used to new timetables.</p>			
		1.6	
<p>It is essential, for the community, that people who work outside Unst can get to and from their work, otherwise the young people, especially, will leave and that, of course, would be the death for Unst.</p>			
		2.6	
<p>The manning overnight on Yell Sound ferry is of no consequence to Unst. There could perhaps be a 'bookings only' late ferry on certain occasions, it works on Sunday mornings! It is not only essential that workers can get to work every day, but it is also essential that potential employers know that they can.</p> <p>Already Unst people are not being considered because of the uncertainty hanging over transport issues.</p>			
UN/2/030	Unst	1.3	
<p>We have been the recipients of a concession now for 7 years. We should expect a fare to be applied in present circumstances. Something like the old quarter fare paid before 2005. It is important to apply for reduction for regular commuters.</p>			
		1.4	
<p>During the winter months we could live with this reduction as long as the full timetable was retained during the summer months.</p>			
		1.6	
<p>This option would spell disaster for Unst. It could not even cope with the traffic during the winter. Any breakdown would have disastrous consequences both in the immediate short-term and in the longer term. Confidence in the ferry system and in doing business in Unst would disappear.</p> <p>During the summer, traffic is increasing by over 5% per year. This proposal would not have coped 10 years ago!</p>			

		2.6		
<p>The proposals would have disastrous consequences for Unst. Traffic would be a daily bottleneck at Toft and much fare revenue would be lost as a result.</p> <p>The proposal now on the table from Yell Community Council should be adopted.</p>				
UN/2/031	Unst	1.3		
<p>We have had a free ferry for 7 years. In the present circumstances we could not expect the fares to continue. As long as the multi-journey discount tickets continue, travel from Unst to the mainland, we will be able to travel as before. Full fares for Yell and Unst are a worry, there are now many commuters working at low wages. A Bluemull Sound season ticket available to Unst, Yell and Fetlar residents must be introduced.</p>				
		1.6		
<p>This option would have been inadequate 15 years ago!</p>				
		1.4		
<p>This could work at a push.</p> <p>A full summer timetable is essential.</p>				
		2.6		
<p>Both the proposed options are a recipe for disaster in the north isles. Adopt the Yell CC proposal instead.</p>				
UN/2/032	Unst	1.3		
<p>To put fares back on Bluemull Sound would make it harder for the local folk who already have high travelling costs.</p>				
		1.4		
<p>A reduced service timetable for the Geira in non-peak times would be ok, as long as the peak/tourist times would be covered.</p>				
		1.6		
<p>A single ferry wouldn't cope with all the traffic. With no flexibility for businesses, tourists and emergencies.</p>				

		2.6		
<p>A single ferry wouldn't work for Yell Sound as it wouldn't cope with all the contractors, trucks, etc, that have to use the service daily. The tourist season would be under strain as well. Local people would suffer for everyday things like catching flights, appointments and employment. There would be no back-up for breakdowns. Less runs would be the only options.</p>				
UN/2/033	Unst	1.3		
<p>This is a fair way to administer fares. Another would be to charge a realistic fare for travellers (tourists) in the summer months. As a Tour Guide, bringing visitors to Unst, I would always pay the full fare and not, in future, buy multi journey tickets to help raise monies for continued ferry support. Also as someone intending exporting fresh produce to Lerwick, the overland bus service and freight centre are very important.</p> <p>From a private perspective, the island's residents need to be issued with a free pass to maintain their ability to travel to Yell/Fetlar and onwards for jobs, appointments, social events etc. Heaping costs onto already fragile attempts to stay in the isles will see them emptying even faster, people are planning their escape as I write.</p>				
		1.4		
<p>The winter timetable could possibly be reduced but the summer timetable would then need to be expanded to accommodate the extra demand generally.</p>				
UN/2/034	Unst	1.3		
<p>As a tour guide, this would make no difference to visiting Unst. As a good will gesture, I would always factor the full costs of fares to my tour guests and not buy multi journey tickets, to raise as much from irregular visitors as possible.</p> <p>From a private perspective, the islands residents need to be issued with a free pass to maintain their ability to travel to Yell/Fetlar and onwards for jobs, appointments, social events etc. Heaping costs onto already fragile attempts to stay in the isles will empty them. People are already relocating where possible.</p>				
		1.4		
<p>How can this work? Whoever you are with... fuel tankers, lorries, artics, council workers (roads etc), coaches, salmon lorries, the ferries would have very little space left for residents whatever their reason for travelling.</p>				

		1.6		
Same comment. If you don't want the outer isles to contribute in the way they have been doing to the overall economy we need to be able to move as freely as possible.				
		2.6		
Any alterations can't help but have a detrimental impact, the biggest being on our ability to make a living. Unst is already being cleared by existing cuts on services. Can we all apply for housing on the mainland when our community is no longer viable?				
UN/2/036	Unst			
<p>Responding to the letter which introduced the pack from Cllrs Wishart and Cooper, the sentiments and rationale of the medium term financial plan are admirable in accepting that we need to 'change the way we go about our lives'. For years we (or more correctly our various councils) have gone about it rather imprudently. The realisation of that fact is now very welcome, and should be widely accepted – but not if it is done unfairly, or by degrading Shetland's infrastructure.</p> <p>One of the essential elements of a sound infrastructure is access and some of the options proposed, if adopted, are likely not only to reduce access to the north isles significantly but also to increase costs to their inhabitants. Reduced access will affect the economy, not just of the north isles; it has implications for the whole Shetland economy, and it is not apparent that this has been given due consideration in the study so far.</p> <p>It would be wrong to impose more severe cuts on Shetland's island communities than in other areas of the economy without very sound and transparent justification for not acting even handedly to all affected. Increasing costs and reducing ease of movement to one element of the population is not only unfair but will result in eventual depopulation.</p> <p>Penalising island communities</p> <p>It is unfair to penalise those who inhabit one third of Shetland's landmass, and particularly so because the current ferry situation has been largely self-inflicted by the conduct of the Council itself in past years. Ferry funding crises have been recurring every few years. It has been clear for well over 20 years that ferry costs would continue to escalate to the point where, by around 2020, they would exceed those of fixed link provision (painful though that initially might be). Indeed a former Unst Councillor, Mark Ritch, was confident that a fixed link would be provided by the mid 1990.</p> <p>At that time money was available from the EU and in the intervening years some of the EU's more far-seeing peripheral areas</p>				

worked hard at getting it, while our formal leaders, in pursuit of more trivial projects, missed out. Meanwhile the island of Madeira has built 120 kilometers of dual carriageway tunnels and viaducts to connect through difficult terrain, and Sicily has installed at least 23 kilometers of tunnels for better access, both with EU money. The Faroe islands too, have benefited. Failure of Shetland's past Administrations to grasp the nettle is coming home to roost but its peripheral islands should not be singled out to bear the brunt.

The ferry service substitutes for the absence of roads to island communities. It is therefore unacceptable that what has been an adequate (not a luxury) service throughout the 21st century – unless the intention is to wither the potential of those islands to prosper.

The demands on the ferry service have historically expanded constantly to meet the norms of modern life and will continue to do so if tourism and other potentials are to be realised. The intention should rather be to make efficient savings while striving positively towards the goal of fixed links: but those savings/cuts should only be sufficient to ensure there is no disruption in present capabilities, and to retain the potential to grow if necessary. Thus the single ferry option should be ruled out unless there is cast iron timely back up in the event of a shortfall (breakdown/emergency/surge in demand).

It is hoped that the influx of fresh blood within the current administration will work towards that. Anything less will inevitably lead to depopulation. It is after all declared Council (and I believe government) policy to sustain peripheral areas, not to trigger an exodus: that would be a folly likely to ensure this Council goes down in history as the villain of 21st century clearances.

Economic Infrastructure

The bedrock of a sound infrastructure is access for it affects the livelihood of all communities and renders them unsustainable in today's world if it is inadequate. Investment in a sound infrastructure to advance Shetland's agricultural potential has been lacking. Until very recently, lack of slaughter facilities and rejection of a mobile slaughter unit has meant that most animals have had to be exported on the hoof giving low returns (and high food miles). Shetland ought to be self-sufficient in meat with a large surplus to export as a premium product, giving much better returns to producers. A small scheme to provide Shetland lamb to prestige restaurants in several major cities in the 1980s was welcomed with enthusiasm by the recipients but foundered on the absence of an economic structure to ensure reliable deliveries – notably a co-ordinated transport and distribution system. Little has changed; we still cannot process and export the thousands of animals produced here, so cannot realise their proper value while adding unnecessarily to food miles.

The peripheral islands are not self sufficient but they do add to the economy of Shetland as a whole. Their products (fish, flesh,

fleece) have to be exported and their essentials (groceries/feed, materials, fuel, fertiliser, the services of technicians and contractors) have to be imported; then there is the provision of emergency services. All those significantly affect the economy of the mainland both by adding to its total output and to the turnover of its service suppliers.

Looking to the future, Britain will increasingly need to reduce its reliance on imported food. The rising cost of food miles will place more emphasis on home grown produce to support ever growing urban, suburban and industrial areas. Shetland should really be putting itself in a position to capitalise on that by encouraging and supporting development of its agricultural potential. Under present circumstances it clearly cannot do that, but it should at least not run down (or, at best, not stagnate) its islands which form a significant proportion of that asset – for that is what degraded access will do.

Conclusion

If the objective to this consultation is really to minimise the impact of the ferries review on the way we go about our lives rather than pay lip service while imposing cuts to predetermined targets, then all the targets making up the required total needs to be re-examined to make sure that:-

- a) The least necessary services absorb the largest cuts. If, in that process, legislation should demand unnecessary expenditure on any particular service (e.g. street or pier lighting for more hours than needed), we should demand exemption or recompense for being forced to provide the unnecessary.
- b) The pain is spread more evenly between other services. To be more specific
 - (i) A further £1.3m has now been added to the planned ferry cuts of £1.7m – an increased cut of 76%. That is unreasonable unless most other budgets are cut by a similar proportion.
 - (ii) To meet the financial plan of £38m savings, infrastructure as a whole is to take a £6m cut – that is a cut of only 24% of its current budget.
 - (iii) What percentage cuts are the other services taking? Budgets such as grants, subsidies, administration, street and harbour lighting, Lerwick's heating system, arts, funding for projects and events, quangos cloaked as development agencies (e.g. U.P., successors to the Unit Response Team, area development officers etc), many of which seem to soak up public funds with little to show for it. Is the roads budget bearing a similar share?

A further thought is that the SIC has historically had a larger workforce per head of population than other local authorities in addition to placing a heavy dependency on the consultancy industry. There must be scope for economies there, so all departmental administration budgets should bear an equal percentage cut to those applied to the spend on their services.

Perhaps the time has come to look for review of manning levels through natural wastage in order to bring the ratio more in line with mainland authorities and commercial organisations. For example, the consultation pack on page 6 mentions the importance of dialogue between three separate council services all relating to transport: surely they should rationally all be working together within one office for transport.

If the cuts are not evenly shared across the board, it seems to me that an independent body with no particular axe to grind should act as devils advocate to determine what is least essential to the long term economic prosperity and development of all Shetland including the islands which make up a third of its landmass.

It is incumbent of the Council to be transparent and to demonstrate to all affected that it is being even handed. A full list of all budgets being targeted should be made public showing the contribution each has to make and noting the percentage that represents in relation to its current allocation.

This response may be more critical than some would like, but I hope it has also tried to be constructive.

		1.3	
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I understand this to mean that:

- a) Travellers from Unst and Fetlar to the mainland would pay the return fare on embarking at Toft, as at present.
- b) The fare paid by them at Toft would be the same as that paid by Yell residents (not twice the sum) – in effect covering both crossings.
- c) Crossing Bluemull only between yell, Unst and Fetlar would be charged the same fare as those crossing Yell Sound, collected as a return fare on embarking at Gutcher.

If that is correct, the increased cost to island residents would not be as penal to them as paying a fare on both sounds. It will have

some effect on the social inclusion factor but should be acceptable on those grounds. However, it will:

- (i) incur an unfortunate penalty on those needing to visit dentist/Doctor;
- (ii) be serious for those in need of the services of tradesmen (e.g. plumber); and
- (iii) be a real deterrant to anyone with or seeking a job on another island – stagnating business or stifling any business aspirations.

Furthermore, tourists based on one island will be less inclined to take excursions to another if it is more expensive and so are likely to shorten their stay with implication for the economy.

Will the additional take raise much revenue? Will it justify the additional expense of setting up and operating the scheme; and will it have any impact on manning levels or shifts?

1.4

This option will probably have the least impact on the viability of the islands. I am not sure if the reduction of sailings from 55 + 18 to 38 + 14 would meet business, commodity, services, social or personal requirements but it is certainly worth exploring further. If any of these are seriously degraded they are likely to result in depopulation which is not only contrary to declared Council policy of supporting peripheral areas but will impact on the whole Shetland economy.

In particular, the ability to provide emergency cover, such as ambulance movement, needs to be considered.

If it becomes more difficult for tourists to take excursions to islands either while staying locally or on the mainland they are likely to shorten their stay with implications for the development of the tourist industry and the overall economy.

1.6

This option could have disastrous effects as 36 + 12 crossings will almost certainly be inadequate to cover the requirements of present or future traffic without frequent disruption; and without effective and timely back up in the event of a breakdown the effect will be a shambles. Consider also emergency cover. Think what the effect of an occasional breach of the road at Clickimin, if swept away by the action of the sea, would have on that community if it could not be swiftly repaired.

It is very likely to affect the viability of the islands and is quite unacceptable in the 21st century. If the decision in practice proved to be a disaster and an increase in capacity became necessary, there would not be the flexibility to recover the situation. It would be folly to adopt it.

2.6

It is a relief to learn that the disposal of the second vessel is no longer contemplated.

If night manning is reduced to watch keepers it is doubtful whether a cut of 33% (27 to 18) could meet the needs of the islands with just a single vessel operation. Furthermore, loss of early/late sailings affects shift workers. It should also be noted that it is difficult to attend any evening meetings, functions or concerts etc, and return the same day.

Cutting back late ferries will make it necessary to overnight on the mainland, a real penalty meaning peripheral areas will bear an uneven share. The pain of cuts should be spread more evenly around the whole population for which the council is responsible (including Council departments themselves) – after all the cuts have been exacerbated by its past imprudent spending, most of which was largely disapproved by much of that population, but sadly with insufficient vigour to deter the outcome.

The better option, reducing the service using both vessels from 27 to 22 (18.5% down), could have less effect on the economy and it would allow flexibility to increase capacity if necessary. There must surely be scope under the watch keeping option to adjust shifts to allow late evening sailings from Toft, otherwise the same remarks as made above will apply.

How about only employing a night watchman on the second vessel?

Overall the massive 76% increase in the previously planned cuts to be borne by the ferry budget is disproportionate and should be spread more evenly between all budgets. The ferries are not a luxury; they are as necessary to the survival of its outlying islands as Northlink is to that of Shetland.

Reference	Area	Option No.	Name & Address	Comment
YE/2/003	Yell	1.3		
<p>Reintroduction of fares as proposed will seriously affect the north isles community, creating population movement away from the area. Could close down Fetlar!</p> <p>Lerwick centred people appear not to understand the effect this has on community life.</p> <p>Making the savings over 3 years instead of 5 as originally planned is unreasonable.</p>				
		1.6		
<p>Age of ferries – reliability? Age of infrastructure – need for modernisation?!</p>				
		2.6		
<p>Reduction of service will increase isolation from the mainland – affect tourist trade. Also, in the summer, difficulty for business and leisure travel which is already affected with the current timetable at peak times. Night manning is essential for emergencies. However, Yell Sound ferry is reduced to single boat operation with the other ferry at Ulsta. Why not think of using it for tourist trips around the islands? Shetland Nature trip in July 2011 was well attended.</p> <p>Fixed Links – Long-term solution?</p> <p>I believe that the financial situation being what it is that some savings must be made, that I would therefore support Option 2 with night manning (would support if there is adequate support from emergency services/on-call service cover) with a review of how this has affected the North Isles within 12 months of implementation.</p>				
YE/2/004	Yell			
<p>While much that is proposed makes good sense, I am concerned that insufficient thought appears to have gone in to the proposal to re-introduce fees on the Bluemull crossing. In particular the idea of charging Yell residents a fee to cross to Unst and/or Fetlar while allowing travellers from the mainland who produce a 'same day' ticket to travel free strikes me as totally unsatisfactory and contrary to fair play. All island residents in Shetland are already disadvantaged over those living on the mainland. Your proposal would make Yell residents doubly disadvantaged. There is no reason why travellers from the mainland should not pay for multiple ferry services to outer isles. This is surely the case elsewhere in Scotland and in the case of tourists. I do not think any would expect to find free ferries being provided for them.</p>				

Your Review Team ought to be aware that the majority of residents in the North Isles are pensioners and as it is already proposed that they should pay passenger fees to cross Yell Sound, surely they can be exempted from paying on the Bluemull crossing. It ought to be a simple exercise to issue all North Isles residents with passes or for them to show postcode ID when using the Bluemull service. Inter-island traffic between the North Isles is a very small part of the Bluemull ferry usage but is nevertheless important to the maintenance of lifestyle and to some extent the economy of the isles – eating places, shops, entertainment etc. Imposing these sorts of costs on North Isles residents effectively makes them second-class citizens over other Shetlanders. Greater thought needs to be given to sustaining the standard of living in the North Isles else the de-population drift will escalate.

YE/2/005	Yell			
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Why bother with a ferry timetable when it is illegal or impossible. The crew do not have enough breaks. There's no time to take fuel. Maintenance period seems to be restricted etc. Has anyone run this timetable pass the MCA?

Residents going off the Island first thing with two ferries, won't be able to get back on the island in the evening with one ferry. We came home last Friday on the 17.25hrs from Toft. The ferry was full. Has anyone looked at the statistics? I know there used to be, as I did them myself. I was Senior Booking Clerk (Full time) in the Booking Office at Ulsta for 20 years.

As regarding Pensioners paying on the Ferry!!!!!!!!!!!!!!
 We have been given concessionary Travel Cards. Accessing public services in Scotland. That includes the ferries - as they are Public Transport- Pensioners that take their own vehicle over to the Mainland pay in any case as the fare is for driver and vehicle.

Why should I as a Yell resident be penalised for using the ferries, when OAP's on the mainland of Shetland still travel for free on Public Transport. Remembering that the ferries 'are our' extended roads. I was onto our local MSP, Tavish Scott's Office last week, as it was him that instigated the concessionary travel for OAP's when he was Transport Minister (in the Scottish Government). Unfortunately, he wasn't in the office, he was on his way to Edinburgh, then onto the Continent. I am waiting for his reply.

YE/2/006	Yell	1.3		
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This would be a backward step for the north isles community as a whole as I have personally seen a marked increase in my trips to Unst over the past few years both socially and for work, and spend money in the Unst community each time.

It would mean less trips to the other isles, meaning less income for myself for work trips = less money into the local economy.

This will not bring in more revenue as will need an additional member of crew onboard. The latest increases in Yell Sound showed that they have taken in less fare revenue as more people are car sharing, or leaving vehicles at either side and fares for foot passengers are often not being taken up by busy crew.

We would query why islanders should be charged for trips between the isles when visitors for the day could effectively travel from Toft to Belmont at half the charge - it should be visitors who pay more for these trips, as pay extortionate prices to get to Shetland Another £10 to get to Unst is not too much to ask.

1.4

This is not a viable working option for summer sailings as I work near the Gutcher ferry terminal and often see many cars still left behind and cars turning back through Yell who still can't get on the Bluemull Ferry at times.

1.6

Yet more backward steps and devastating impact on communities, businesses, and therefore Shetland as a whole.

2.6

Main consideration - Yell Sound is the lifeline artery that feeds the rest of the north isles of Unst and Fetlar and service needs to reflect the needs of these busy island communities.

Personally, professionally and socially, as a family we would not be opposed to the 0520 sailing being removed, and the sailings after 9pm being bookings only basis.

A single vessel through the week is unworkable, but perhaps weekend single vessel service could be considered. Through the night manning could be cut with night watchman only, crew on-call for emergencies. Otherwise, the explanations above are too complicated and the simplest format should be adopted.

YE/2/007

Yell

1.3

Not at all convinced that this makes any sort of sense. It would hurt Unst and Fetlar residents as well as those on Yell needing to travel to Unst or Fetlar. Either fares for all or free for all.

		1.4		
OK, having worked split shifts myself in the past, I am wondering how the office workers in SIC would like to work 6 to 10 and 3 till 7. Also observe that heavy traffic on the route can occur at any time of the day and that the proposed timetable leaves far too long a gap between crossings at certain times.				
		1.6		
Why not put a "Roads Closed" sign at the Gutcher terminal and leave the islands with no ferries. A single vessel cannot cope with demand even in the winter.				
		2.6		
Single vessel? There are times when two can hardly cope and of course any malfunction with a single vessel means no service. Yell, Unst and Fetlar have learned to rely on the ferry services to build up prosperity in the isles and removing the services will just kill off a lot of that prosperity.				
YE/2/008	Yell			
First option with night manning				
<ol style="list-style-type: none"> 1. Still possible for tourists and others to disembark the Northlink ferry in Lerwick and catch 0755 Mossbank/Toft bus to connect to Yell ferry at Toft for onward travel to Yell/Unst/Fetlar. 2. Yell/Unst/Fetlar bus to Lerwick usually gets the 0910 ferry from Ulsta. This would need to be rescheduled to get the 0940 ferry, with Unst/Fetlar bus connection also needing to be rescheduled to avoid a long wait. 				
First option with night ship keepers				
As above				
Second option with night manning				
<ol style="list-style-type: none"> 1. The 0755 bus from Lerwick would not connect with these ferry times. Tourists and residents would find it hugely inconvenient as it misses other onward connections, and a long wait needed in unheated waiting room at Toft. Saturday 				

wouldn't connect either, and onward connections missed.

Second option with night shift keepers

1. As above
2. Unst/Yell/Fetlar bus from Lerwick would need to be rescheduled on Saturday as no 3.25 sailing from Toft, with resultant rescheduling of onward services.

Please make sure our bus/ferry services connect. Many folk, young and older, rely on the bus.

YE/2/009

Yell

1.3

I fully understand the Council's need to save money by reducing the ferry expenditure and many people in Yell agree that this is now a necessity if our Council is to continue to function. We have become used to a superb service over the years and it is difficult to reduce from something so good and so supportive to something which is less adequate.

When introduced, the intent of this scheme was to allow travellers from Unst/Fetlar to travel to the mainland only incurring one ferry fare. In fact, I recall that the scheme which is being proposed (hand in proof that you travelled on Yell Sound and you could travel free on Bluemull Sound providing you were a Unst or Fetlar resident) was in operation for a short time but proved difficult to operate and somehow morphed into free travel between the North Isles on the ferry. This is typical of previous Council action in that something became something else which was not the original intent and at extra cost.

I propose that residents have to prove that they are Unst or Fetlar residents when they pay on the Bluemull Sound crossing. They retain this ticket whether it be for a car or passengers, hand it in on returning into Yell and are provided with equivalent free travel on Yell Sound for their return. This is providing it is the same day that they travel and the same mode of transport. This would align with the original intent of the scheme, ensure that non resident travellers pay on both ferries and provide additional revenue from tourists and casual visitors who are visiting Unst. Any Yell Sound ferry travellers who chose to travel to Whalsay or Bressay have to pay on both ferries journeys.

2.6

I understand the need to reduce costs by reducing runs, I also understand that Yell Community Council has made some proposals to you which would allow a longer timetable and allow a greater reduction of weekend sailings. I travelled for the past 21 years to

Sullom Voe to work and appreciate the input which the Community Council gave to the alterations to timetables etc to improve the service for commuters during that time. They have a local understanding of the islands residents and their needs which can greatly inform the decision process. The haulage traffic from the North Isles has also increased greatly over the years due to extended timetables so I urge councillors to consider the economic benefits to the whole of Shetland of the aquaculture and fishing industries when they make their decisions.

I would support the option of night watch keepers only which is not ideal in times of emergency callouts but if it would allow more flexibility and frequency for commuters and business travel during the day then that would have to be my choice. I realise this will impact on jobs on the ferries and that is not a desirable outcome, but I suspect jobs will be impacted irrespective of this proposal.

I realise all these decisions are incredibly difficult for Councillors to make and I appreciate the consultation with local users to work towards a solution, (albeit not an ideal or preferable one) which can go a little way towards working for the people who live, work, service and visit the isles.

YE/2/010	Yell		
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Bluemull Options

My main reasons for visiting Unst from my home in Yell are for veterinary consultations, social activities and for tourism when we have visitors ourselves. My main concern is the difficulty accessing the vet and being able to return to Yell in time for work. The vet visits the north isles on a Thursday, providing a booked appointment system at Baltasound Hall in the mornings and home visits within Yell in the afternoons. I cannot use the home visit service due to work commitments. Reducing the frequency of the service will add an additional inconvenience, meaning I have to leave earlier and be stuck waiting on Unst for a return ferry. The introduction of fares will probably reduce the amount of visits we make to Unst as we don't have a large disposable income.

Yell Sound Options

My husband commutes to work in Lerwick, sometimes using the car but often using the bus. It is imperative that any ferry options connect to the bus timetable, as a daily commute in the car is not economically viable. He cannot always plan when to use his car as he may or may not require it for work. We cannot see how a single vessel service can adequately meet the demand across Yell Sound. During the annual service with the Fivla providing half cover, commuters struggle to get to the mainland. Reducing the service to a single vessel would lead to a bottle neck of commuters at Ulsta. Realistically the best ferry for Lerwick commuters working office hours is the 7:15 or 7:45. With the 7:45 option gone if the 7:15 is full the proposed 8:00 ferry would make some folk

late for work. Using the 6:15 means unnecessarily early starts for folk who already have almost 12 hour days due to commuting, and while some workplaces allow flexible working many folk cannot take advantage of the early start to have an early finish.

We approve of the morning overlap of the second option as this offers the same level of service which meets the current demands placed on it. But it is perplexing as to why there is no increase in service to meet the evening peak demand. I am aware that the passenger data collected does not reflect an evening peak, but those using the service daily would say otherwise. There have been times when cars cannot get on the evening ferry and have to wait till the next one even with the current level of service. This can only become more and more common place if the service is reduced. My husband arrives at Toft very near to 18:00 and would be at the back of any potential backlog caused by the reduced service. The next ferry wouldn't go until a hour later meaning his arrival home would be approaching 19:45 using the example timetable, meaning my husband would have been out of the house around 13 hours. We have a young family and this late arrival would greatly impact on family life and my husband's work-life balance. He could potentially not see our youngest child all week as he leaves before the children are up and would return after bedtime. In effect this would be leaving me as a single parent during the week and my husband a part time dad. This is not an ideal way to raise children.

Additionally it would also have a knock on effect on my activities. I am Vice Chair of the Parent Council and also row with the Yell Yoal Squad, and participate in activities at the leisure centre and other social events locally. I would not be able to do any of these if my husband is home late as we have no family support. At the meeting, the view was that it only mattered if folk got to work on time and it was of less consequence when they get home. This is simply not true. Extremely long days, changes to work-life balance, constant fretting over whether or not you can get on a ferry, lack of quality family time, lack of opportunity to socialise and exercise can and will affect families and their health. It will add yet another layer of stress to daily life, which are already not inconsiderable. We are not in a position to move off Yell if the ferry service is untenable. We have our own home which would be effectively worthless and unsalable, and this causes us concern too.

My son has multiple allergies and carries an epipen. He is at risk of a potentially life threatening condition called anaphylaxis and we discussed any potential implications to his health when we moved to Yell. The excellent health provision given by our GPs reassured us, coupled with the regular ferry service and the measures in place to run blue light services across the sound should it be needed. Thankfully his condition is well managed and we have not needed an emergency admission since moving to Shetland, but I am concerned about any potential impact these cost cutting measures could have on our emergency services.

Furthermore I have general concerns that the timetable is actually workable during adverse weather conditions. Which such tight turn around times there is very little room for manoeuvre, with a small delay having a significant knock on effect during the day.

These proposals are effectively giving us a Sunday service all week, we rarely make trip off island on a Sunday as travelling is so inconvenient, especially ad hoc travel. Personally I won't attend mainland regattas when they occur on a Sunday as too much of the day is taken up with travelling, which is a choice I am happy to make. We have had occasions where we haven't got on the ferry or only made it on as another vehicle was too large. At times the Sunday service on a Sunday cannot cope with demand, so we find it hard to comprehend how a cut back service will cope with week day traffic.

We made the choice to move to Yell, but we made that choice based on the ferry services in place at the time that decision was made. We would not have considered the north isles with either of the proposed services. We are happy to plan and travel with the ferry timetable in mind and haven't minded the restrictions placed on us by it, as it is part and parcel of living on Yell. But we feel that these proposed changes place too great a restriction upon residents for whatever reason travel is for. We accept cuts need to be made but these proposals will cripple Yell. I fear those that can leave will leave, while those of us in employment in Yell will be left worried that their employers can maintain their economic viability. Will our bairns want to raise their bairns here? I fear this will be the beginning of the end that depopulation is inevitable and as the population shrink so do the services we get. I find it very hard to equate the stand taken by SIC against the Scottish Government when The Northlink service was under threat with the one take by SIC against it's own residents. The attitude taken by Holyrood about it's remote populations and their needs appears to be the same as the one SIC hold with regard to the north isles, and indeed the arguments to protect the economy and population of those isles are the very same SIC used to protect the lifeline Northlink service.

YE/2/011	Yell	1.3		
Good idea.				
		1.4		
Will have no affect on me.				
		1.6		
Will have no affect on me.				
		2.6		
I would like to see 2 ferries retained on Yell Sound with the crews going home at night. Making the ferry crews domiciled in Yell would be good for our island economy. Either way, the first sailing time of 0615 will be good or the last one could be as early as 2100. With one boat, the turnaround time from each end could be 45 minutes as you nearly always wait between 8 and 10 minutes from last vehicle off to first on.				

You speak of charging pensioners, but should you not be looking at the free disabled cars as well.

Regarding emergency cover, I can't recall ever hearing the ambulance arriving at Ulsta after the ferry crew when they were on call before.

I have been commuting across Yell Sound daily since 1977, the last 30 years doing shift work at Sullom and as long as the ferry times can get us workers to and from work with minimum delays, that will be my main priority.

YE/2/012

Yell

1.3

1. As the free fares situation on Bluemull has enabled lower paid jobs in Yell to employ from Unst, this would no longer be the case and these businesses would find difficulties as paying ferry fares would take a massive slice out of their earnings and would look elsewhere for a job. But where?
2. Also Nordalea patients/clients would be affected and workers from Yell also going to Unst.
3. As for the through ticket (tried before). With a reduction in ferry services, such as 1 ferry, many would find it impossible to book and connect the same day.

1.4

Be aware that with reduced sailings on Yell Sound, the supposed quiet times will not exist as Yell Sound alterations will affect arrival times/peak times at Gutcher, and later in the day, Belmont.

1.6

It's the old story, works on a fine day with no breakdowns. No catch up available at present.

Question: who do you take/leave till the next time more delays with irate public?

2.6

No problem exists with call-out as crews from Yell can arrive at vessel (part manned before call) always before the ambulance arrives at patients home and is loaded and then travels to ferry.

Looking generally at the options, one vessel would be unworkable, for example, breakdown at Toft? How do the crew get to Ulsta?

Also, could not keep to 25 minute timetable and running flat out would burn as much fuel. As 2 vessels running in moderation, one vessel could not keep to timetable in fog, snow, poor visibility and strong winds. Watch keepers with call out, I would suggest, however, the economic status of business in the islands, also commuter's needs are paramount to the islands success and considerable contribution to Shetland economy.

Hence 2 ferries maintaining the core service 0600-1000 approx and 1600-2000 approx, thereafter and between, one vessel operation.

As islanders and that the so called Rolls Royce days are over till the windmill money comes in, we realise that social needs must take a back step, but I cannot emphasise how very important the maintenance of our core service is maintained, such as, 2 vessels. By the way, if you are considering a bridge, do not have a suspension one as it will be closed. High winds, often in winter and only sometimes hopefully in our glorious summer.

I would suggest 2 alternatives.

1. Standing bridge Holm of Cruster to Loofa Baa incorporating several sea turbines in Loofa Baa area with swing/lift section from Loofa Baa to nearest point. This section would be higher to allow smaller vessels free passage and the north entrance could be widened and rock used for build. Look also at the hydraulic lift, which I think was in Antwerp in the 60s, a very quick but possibly expensive system. This crossing would take all traffic and pedestrians to the centre of town.
2. Jonathan Wills spoke some time ago about a chain ferry think on cheap, very effective, with 2 of a crew 24 hour operation to significant costly marine tickets required (big flat barge carrying easily 3 times as many vehicles as at present).

YE/2/013	Yell	1.3	
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No free ferry anywhere else!! In the world! We must charge something. Tourists and non-residents pay more. Commuters rates must be kept to a minimum.

		1.4	
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Ferries are very busy in the summer. Fetlar is extremely important to tourists and Hermaness in Unst also. If ferries are cut, tourists will not be able to travel to the islands! Our economy will suffer, no sale for handcrafts etc.

		1.6	
<u>Single Ferry</u>			
This <u>will</u> cripple the north isles, whether 'business' or 'tourist' or <u>locals</u> . One boat will not cope! Young families will leave the islands! It will be similar to the clearances of bygone days!! Homes will lose their value. We are doomed without 2 ferries on through the day.			
		2.6	
We need the '0520' for 'Airport' personnel first flight from <u>Sumburgh</u> for hospital etc, plus crew coming in from Toft. To stop the late 0100 from Toft at weekends would be very detrimental to the island social life, we must have that option, especially on Friday and Saturday nights, if required.			
Emergency services are paramount – we <u>need</u> crew on board to take action immediately!! Island life is doomed if we lose the above!! We rely on the ferry entirely, we have no airstrip!! Traffic is left behind on certain ferries at peak times – 1 boat will not cope.			
YE/2/014	Yell	1.3	
Yes for tourists only. £20 to go to Lerwick or Sullom – not worth the trip – not worth the trip!!! For a resident worker! £100 per week is a lot out of a wage before petrol and tax.			
		1.4	
Where do you get 18 trips to Fetlar per day year round? Not true. We also lose a trip – 2250. If there are 4 booking for that ferry in one week!			
		1.6	
The ferry can only take 10 cars or one artic and 2 cars, or 1 truck and 4 cars – what happens if say 16 cars, 1 artic and 2 trucks come off of Yell sound ferry, all wanting to go to Unst!!! – you'll need a bigger car park!!!			
		2.6	
We have no airstrip. We must have a ferry which can go at once when needed. It takes one hour from Ulsta carpark to go to Gilbert Bain Hospital – without hold ups!!			

YE/2/015	Yell	1.3	
<p>The reintroduction of fares would mean employing an extra deckhand to collect them, thus incurring further costs to SIC. On the positive side, this would improve employment prospects for Yell, but no savings for SIC.</p>			
		1.6	
<p>Single vessel on Bluemull Sound is simply not a viable option for north isles residents. The knock on effect has huge implications, for example, the shipping of live seafood products to meet markets, the ability of commuters to get to and from work on time, contractors, food supplies, business people, SIC staff, care workers all have deadlines to meet which would no longer be possible.</p>			
		2.6	
<p>Three people connected to my family are currently employed on the ferry. Any redundancy would have an adverse effect on young families and the knock on effect spreads to the whole community.</p> <p>Without facts and figures in place none of the options can be fully considered. SIC departments have access to this information and ideally this should all have been put in the melting pot at the start of the process to enable true facts to be clearly established and documented before presenting any scenario to the public.</p> <p>Please consider this. If any SIC official has the need to attend a meeting in any of the north isles, how many hours will need to be set aside for the journey? Calculate the hours set against a high salary and work out the cost of that meeting, including mileage payments which he/she will be claiming and equate that to what local communities are out of pocket when attending meetings/training etc when expected to go to Lerwick on a regular basis. We are forced to leave home early in the morning with no real guarantee of when we will be able to get back home at night. Any reduction to the existing timetable can only create further disruption and stress to the local economy.</p>			
YE/2/016	Yell	2.6	
<p>Without 2 vessels on Yell Sound on weekdays, all three north isles will be stragled. While we are in agreement that cuts need to be made, the SIC must look at how the proposed cuts are affecting the remote islands. Per head of population, we are being targeted threefold. We urge you to calculate the huge amount of north isles feedback to the Shetland economy and act now to preserve that.</p>			
YE/2/017	Yell	2.6	
<p>0820 ferry from Unst would have caught 0910. This ferry has now been cancelled. the 0845 has changed to 0850. This is a busy</p>			

ferry that serves both Unst and Fetlar and this would not be safe, if it could be 0900 then accessible to all traffic from Unst and Fetlar.

Suggestion for 2 ferries in morning, one at night (teatime). I do care at home and maybe work 2 hours am, 2 at lunchtime and 2 at bedtime, could the ferrymen not be paid/rota'd for morning and teatime (6 hours). This would keep 2 ferries when needed but not paying anybody during the day.

YE/2/019	Yell	1.3	
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This will make it more expensive for me to visit relations in Fetlar. Would the cost of an extra crewperson to collect the fares be covered by the revenue raised by such a move? If this was to be done then tourists should be charged eye watering amounts for travel i.e. £80 - £100. I have often heard people say that tourists are amazed that there is no fee for travelling to Unst at the moment.

		1.4	
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This will make it more difficult to travel to Fetlar. Any change in the operating hours might have an effect on the pay, terms & conditions of the crew. When this process has been complete then any jobs remaining on the ferries should provide a competitive wage, terms and conditions as these jobs are vital to the economy of Fetlar, I may be glad of a ferry job in the future.

		1.6	
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I can't see how this can work with the level of traffic using the service at the moment, even if a shuttle service was introduced. At the moment, if a large event such as a show, or especially a funeral, was to take place then the ferries are overstretched. I was recently at a funeral in Fetlar where several busloads went in and even with an extra sailing at denner time to get folk out it was still a mighty task. It would have been completely impossible to manage this with one vessel.

		2.6	
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I work on the tugs at Sullom Voe. Earlier this year we started a new shift system which means we are on standby for large amounts of time and can go home between tanker movements. Any reduction in service would affect my ability to travel to and from my work. The nature of my work means that I may need to travel at any time of day, it is not a 9 - 5 job like others who commute to Sullom from Yell daily. If the ferries are reduced I will have to spend a greater proportion of my time at work compared to my colleagues who live on the mainland. This would affect my work / life balance.

The fare for tourists should be increased dramatically. The only way I can see of doing this without implementing an expensive residents ID card system would be to increase the cost of single crossings but leave the multi journey card at a much lower rate.

I don't see why night manning or night watchmen should have any affect on the time of the first run of the ferries, as shown in your example timetable, since the crews should be able to start at any time whether they live in Yell or were mainland men staying aboard the ferry. I would be strongly opposed to any decision to have ANY Yell ferry based on the mainland.

If you checked the traffic usage figures for the past year then any changes to the service should maintain the same capacity. For example, if an average of 200 cars daily used the ferry last year then the new system should be able to get 200 cars across the Sound every day. If thing get too bad I will either have to get a second car to leave in Toft or get a boat to go to my work with. Even now a large car park is required in Toft as there are so many second cars left there overnight.

We have recently gone through a disastrous attempt to change working practices throughout the Ports & Harbours dept in Sella Ness. This project was called Ports For The Future (PFTF). The results of this foolishness are:

The pilot boat crews have been transferred to a system which was so poor and unfit for purpose that I believe one of the first things Phil Crossland had to look at upon his appointment as Infrastructures Director was how to sort it out.

We are often told of the manning problems in the workshop ashore.

We on the tugs were treated so poorly in negotiations (including being openly lied to) that we had to threaten to strike before we would be taken seriously, despite our suggestions delivering the required savings to the operation. It left me so disillusioned that my trust in the SIC to act honestly in any capacity, including the spending review as a whole not just the ferries, has been completely eroded.

If this ferry review is handled in the same fashion as the Ports For The Future project then I would imagine that the Yell Sound ferry would be replaced by a rowing boat. That you had to row yourself. I cannot pour enough scorn and hatred upon the whole PFTF project and anybody involved in it. I am also worried about the ferry workforce and their pay and conditions upon the completion of this review as several of my relations work on them and I myself may be glad of a job on them in the future. At the end of this then there should be a competitive living wage for the ferrymen. There were several underhanded tactics used in the PFTF project to try and destroy our jobs on the tugs which was, at best, extremely demoralising and, at worst, evil, malicious victimisation. I would be disgusted (but unfortunately not surprised) if the same methods were used on the ferrymen.

I must also touch on the LK vs. country arguement. We are constantly being told that far more money is spent on people who live in the country (isles especially) per head of population than is spent on people who live in LK (apparently despite Mareel, which because I live in Yell I cannot affordably attend). However I would be interested to know how much money was added to the Shetland economy per head of population by people who live in the isles compared to people from the town. I would say that this would be the most essential component of this entire process. If the isles were found to contribute more to the economy than the town and the ferries were then cut then this would affect the whole of Shetland, not only the isles.

I also cannot remember a day when I did not see a very large quantity of vehicles belonging to mainland companies coming off the ferry to work in either Yell, Unst or Fetlar. I am planning on building a house shortly and the cost of building in Yell will surely skyrocket if I have to pay a construction firm to have their employees sitting in a ferry queue because they cannot get out on a ferry. Or they will have to leave comparatively early to catch a ferry which would extend the time span of the whole project.

At the end of the day you'll just have to build a tunnel. You can say you can't afford to build one but you also say you can't afford to run the ferries.

YE/2/020	Yell	1.3	
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This would be a very backward step and make life difficult for people commuting between north isles for work etc, some on low wages, can't help employment opportunities or employers seeking workers. Bringing back fares now after a period of none will really upset very many people.

		1.4	
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What are you trying to do here, further strangle the north isles economy? One ferry at any time of year can't do.

		1.6	
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Same answer as before.

		2.6	
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Point to remember, Yell Sound service covers 3 isles, neither proposal in the report is acceptable unless you desire to strangle the economy and prevent commuters acceptability to get to and from work. Yell Community Council have put alternative proposals forward. Please consider this sensible solution to required savings. Also bear in mind we have been targeted compared to another route minimal reduction in budget and no runs lost.

YE/2/022	Yell		
<p>As we do not think any of the detailed options are suitable, we have added the following options for Yell Sound we think would be appropriate for your consideration:</p> <ul style="list-style-type: none"> • Cancel the 5.20am from Ulsta and the 5.45am from Toft (these were created to take in crew from the mainland who were not based on the island; if the crew want to keep their jobs they will have to stay in Yell when on shift as they used to do (this would be in keeping with Whalsay & Bressay). • There should be two ferries operating 5 days a week; one ferry starting at 6.15am and the last ferry at 11.05pm. (The 11.05pm could be for bookings only and if not used hours would be accumulated.) • The second ferry should work a 42 hr week. • Just have one ferry on at the weekends. • The crews should only have a 30 minute break at 10.00am and the same at 1.00pm. • 9 days on, 9 days off and 2088 hrs holidays annually are very expensive and unacceptable. • The second ferry over Christmas and New Year that lies tied up should not be crewed. • Men should be asked to take holidays for the two weeks over the festive period as this would mean less crew would have to take holidays over the summer/peak times (this would reduce the need to bring men in on overtime to cover holiday periods). • Concessionary ticket renewal could have an option to be done online. • Bookings could be done online. • Is it necessary to have shore staff at Sellaness when repairs are carried out by HNP, Malakoff and H Williamson? 			
YE/2/024	Yell	1.3	
<p>This is an unfair and unsound option that penalises Yell folk travelling to Unst and Unst folk travelling to Yell. The revenue increase</p>			

<p>would be very low (lower than charging everybody on the ferry, but with the disadvantage of still having to collect fares needing more personnel and equipment). The effect would be divisive over Shetland as a whole with mainland users and Unst to mainland commuters being favoured (though free fares for the latter are not undesirable).</p>			
		1.4	
<p>No effects on me, some effect on Yell folk travelling to Unst and Unst folk travelling to Yell. (I am not sure about the consequences for those travelling to and from work especially if their hours are based on a shift system.)</p>			
		1.6	
<p>It seems to me that the consequences would be greater than for option 1.4. In addition the availability of a replacement vessel in case of breakdown would be an issue.</p>			
		2.6	
<p>This would have serious effects on community well being in the short and long term. The proposals would encourage further depopulation of the extremely remote Northern Isles. For people considering settling in the north isles the reduced capacity for commuting- if they were considering working on the mainland (together with the increased ferry costs that have arisen already) and the increased time for response to medical emergencies all discourage folk from settling in the North Isles. Personally, working on Yell in education the direct consequences would be limited (though any reduction in the range of times available for travel would potentially reduce quality of life in terms of reducing access to events on the mainland or other islands).</p>			
YE/2/025	Yell		
<p>In regard to the restructuring of the isles ferry services, if you are contemplating introducing fares for pensioners and children, why not consider charging those holding 'blue badges'? Possible something like half an adult fare. Or maybe the equivalent of a child fare. If fares are to be increased, they should include everyone that uses the ferry service, with no exceptions.</p>			
YE/2/026	Yell		
<p>We are strongly opposed to the re-introduction of ferry fares on Bluemull Sound because although each of the north isles has its own identity the three isles should be viewed as one, free ferry travel on Bluemull Sound enables residents to travel to and from work without the huge cost of ferry fares, it enables people to move between the isles to shop thus saving expense on the trip to Lerwick. Plus we know from personal experience the benefits when visiting Care Homes on a regular basis. Ferry fares could also cause problems for those who by necessity must travel from Unst and Fetlar to Yell to attend the Dental Dept at Mid Yell H/C.</p>			

As regards provision of ferries on both Yell and Bluemull Sounds, we feel that a single vessel could be considered and viable but only at weekends and off peak periods throughout the year. At peak times two vessels must be employed to try and cope with cars and commercial vehicles especially in the busy tourist season. As far as we understand less sailings was not going to mean less crew so therefore the crew get paid the same for doing less is that good economics. On the subject of salaries, no one has ever come up with any figures regarding the total annual wages bill and also a comparison with other authorities and what they pay their ferry crews. Is it not the time for re-negotiation of contracts thereby instantly saving thousands in running costs and still providing a good income for the crew. We know of many locals who would happily work on the ferries for less than they are paying staff at the moment.

YE/2/027	Yell	1.3	
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Personally this wouldn't change much for me. I occasionally go to Unst particularly in the spring and summer. I would find it acceptable to pay a fare. I think tourists going to Unst from the mainland could be asked to pay 2 fares : one from the mainland to Yell and one from Yell to Unst. I have foreign relatives who have come to Shetland. For them, going to Unst (the most northerly point) is a must and I have to say, they expect to pay 2 fares. They are surprised to only get charged for one ferry when they use two.

		1.4	
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I would be concerned about the affect it would have on people living in Unst and working away from Unst. I would be equally concerned about the effects it would have on businesses travelling to and from Unst. This would result, long term ,in people deciding not to live off the mainland of Shetland and this would have an impact on the viability of my job in Yell. I feel unqualified to quantify the impact it would have on businesses and the people who generally rely on the ferry for their work but that would be a great concern for me. I would hope that every businesses affected would be consulted on this. Drawing a full list of those must be doable. Feedback from people living in Unst is crucial.

		1.6	
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I would be concerned about the affect it would have on people living in Unst and working away from Unst. I would be equally concerned about the effects it would have on businesses travelling to and from Unst. This would result long term in people deciding not to live off the mainland of Shetland and this would have an impact on the viability of my job in Yell. I feel unqualified to quantify the impact it would have on businesses and the people who generally rely on the ferry for their work, but that would be a great concern for me. I would hope that every businesses affected would be consulted on this. Drawing a full list of those must be doable. Feedback from people living in Unst is crucial

		2.6	
<p>Personally, reducing the quality of service particularly during evening peak times would mean :</p> <ul style="list-style-type: none"> - my children would have to stop going to pony club on a Friday night. They've done this for the last 5 years. It is expensive but doable at the moment. It would just become impossible if there were fewer evening ferries. There is no such club in Yell. - Attending competitions would be more difficult and I would think twice about attending if I am going to spend more time travelling and waiting for a ferry than actually taking part. - Going to meetings, training, going to the cinema, concerts in Lerwick at night wouldn't happen as they would require leaving before the end or paying for a BB to stay overnight. - When flying in or out of Shetland would likely mean an overnight stay on the mainland, increasing the cost of travelling. - I would worry about any emergency calls taking longer. <p>For the community of Yell, it would be disastrous. A lot of people would just not choose to live in Yell. More importantly a lot of businesses would disappear and as a result so would a lot of jobs. This would affect EVERYTHING and EVERYONE.</p> <p>I can cope with my social life being affected but it is most important to look after the people and businesses that rely on the ferries. We elected councillors. I hope that their voices are heard. They speak for everyone in the north isles.</p> <p>I don't think it's fair to affect a community that relies so much on ferries. Maybe removing some services on the mainland that we have to do without in Yell like the collection of recyclable plastics and tins for example would be a fairer way of making savings. I take my own recycling from Yell to Lerwick regularly nobody collects it for me. Just an example... There are a lot of things we do without, but if there is one thing we can't do without it is ferries. I would rather pay more for them than see the service being reduced.</p>			
YE/2/030	Yell	1.3	
<p>This would have a social effect on myself, due to me living in Yell and my elderly mother living in Unst. My family will not travel so regular to visit socially as we do now.</p> <p>There are also a considerable amount of people who commute between, Yell , Unst & Fetlar, who are on part-time or marginal</p>			

wages, if they were to pay fares, it would be a considerable amount out of their weekly/Monthly income, presuming you are thinking of putting on a discounted rate the same as other routes, then they could be paying £160/month on commuting fares, this may be a quarter of their wage.

Also, your description above of how you intend to collect the fares, would mean tourists travelling straight to Unst on Yell Sound would only pay £12.50 as they are going right through to Unst. If you worked with an islander pass (by that I mean all Shetland people not residing on the Shetland mainland) to be shown on purchase of the Bluemull sound ticket, you could charge non-islanders £12.50, thus you would increase income by getting fares from tourists, and people who are not already disadvantaged by staying on an island, and would not jeopardise the social and commuting side on this route..

1.4

The reduction in hours of this option, would mean a substantial reduction in service, however, if this option was to be worked on it may have potential, however consideration must be given to tourist numbers in the summer, in what is an ever growing industry in the North Isles, especially Unst and Fetlar. The Geira would also need to be based in Fetlar, to maximise the use of the crews hours.

1.6

Just not an option, totally unworkable.

2.6

Neither of your proposed options for Yell Sound gives an adequate service to cope with present day volume of traffic for the north isles, especially commercial and for the regular commuters and tourist in the summer months. To reduce this service, it would have a detrimental effect not only for the isles, this would have a massive impact on the economy of Shetland as a whole. A lot of people use the ferry frequently to attend hospital and other appointments and use it for social and recreational as well.

I realise that savings have to be made; I feel nightshift is not really necessary, as long as there is some sort of cover in place for the event of an emergency in Yell. As we don't have an airstrip, we rely solely on the ferry for this service. However two ferries are required through the daytime to meet the current level of traffic.

Your proposed options would increase my husbands travelling time up to an hour more per day which would have a great impact on our family as I rely on him to be home to look to the children when I'm at work. These suggestions are making our families future in the isles in doubt due to work life balance.

I feel on the whole that Yell sound is having to take more than its fair share the savings.			
YE/2/031	Yell	1.3	
I don't go to Unst very often, sometimes through work to visit Baltasound JHS or have a meeting. I think discounted (or free) tickets for people working in Unst/living in Yell or Fetlar and vice versa is a good idea. I would be happy to pay if I go on a 'social' trip to Unst or Fetlar. I think visitors/tourists should be charged!			
		1.4	
I think this could have a detrimental impact on the economy of Shetland and Unst/Fetlar in particular if visitors and businesses are not able to get into the isles. (I think capacity would be the main problem)			
		1.6	
If there is a single ferry and it breaks down it would have a huge impact on the commuters/businesses etc.			
YE/2/032	Yell	1.3	
During the working week, I travel between Unst and Yell around one day per week, which would obviously cost my employer. On a personal level, I don't travel very often to Unst but do on occasion. For those living on the isle, there will certainly be an impact and will reduce the amount of travel for social events in local communities. Also workers will not commute between the isles to their place of work.			
		1.4	
Provided there is sufficient service from the other boat to transport all the necessary traffic, this will have little impact on me personally. However, this ferry gives employment to a number of staff and also allows Fetlar residents the chance to work in Yell and Unst.			
		1.6	
Provided the timetable provides enough service to transport <u>all</u> traffic at the <u>necessary times</u> , this would have little impact on me personally. Any reduction in service will affect tourism, sports, as well as any other community events.			
		2.6	
Personally, I travel regularly on the 5.20am ferry. Were this removed, I would have to leave the previous day and stay overnight before flying out from Sumburgh. This would cost my company, plus the inconvenience.			

The suggestions above are unworkable for the volume of traffic and the required sailing times. For ourselves, we must have space for fish to get out in time to catch Northlink or we will locate the factory elsewhere, with the loss of 30 jobs.

Other comments

I work for one of the largest independent employers in Yell and Unst and would like to raise my concerns regarding the cuts to the ferry services.

The current operations and the number of staff we have employed in the north isles is:

Unst Hatchery & Sea Sites	30 staff
Yell Sea Sites & Yell Packing Station	57 staff

Our biggest user of the ferry services is the Yell Packing Station. The factory guts and packs around 30 tonnes of salmon Monday to Friday, which requires two trailers coming with packaging from the mainland and returning with the fish every day, giving 10 artic movements every week on the ferry. As I'm sure you can appreciate, salmon is a perishable commodity and it is therefore imperative that these are shipped to Aberdeen on time every night so we do not lose any of our short shelf life. The packing station has evolved over the years so that we harvest the correct volume of product that can be processed until departure for the ferry, with nothing held overnight.

Our packing station is operating at peak capacity, and requires major investment to increase production. With the recent purchase of Uyeasound Salmon and the merger with Lakeland Unst, the volume of fish that we farm in the north isles is greater than we have capacity for and have to use the services of a third party contractor for processing a proportion of our fish. The plan is to harvest these fish and land them in Cullivoe before transporting by road tanker to the mainland. This will equate to at least 8 return tanker journeys per day, twice per week.

As present, with the volumes farmed in Unst and Yell waters, we are not taking any fish from our sites on the mainland of Shetland for processing but it is something that we have done in the past and may do again in the future. With the ever present bio security risks of transporting fish to areas with other salmon farms, our operation of using dead haul harvests in the north isles helps to maintain the bio security of the area as the harvest boat is only operating at our sites and remains within the area.

Where any reduction in service was implemented, it would become more essential to maintain the booking service that priority vehicles such as our fish transport can ensure the ferry they will travel on. Is it possible to set up an on-line facility thus reducing the number of actual calls that the booking office handles?

There are other areas where ferries are regularly used which, were changes made, would have inconveniences for us if the services reduced and in turn lead to an increase in costs. Both farming operations in Yell and Unst use divers regularly (at least 4 days per week) who we require to remove mortalities from the cages regularly, check net integrity and ensure that moorings are intact.

Streamline transport our fish feed from the supplier to the hatchery and smolt sites, who are regular ferry users.

Although we do not pay staff travel allowance, a number of our staff live in Unst and work in Yell and vice versa, any changes to the Bluemull Sound service may impede this. There is a low level of unemployment in the north isles and it is difficult to employ staff who are trained to work either on the farm or at the packing station. The current ferry service allows us to employ from either area, giving a bigger selection pool.

On a personal note for myself, I travel regularly from the north isles early in the morning (5.20 ferry) or returning late in the evenings, for travel to and from Orkney. If a reduction comes into force, I would either have to travel during the working day or stay overnight on the mainland until the ferry service begins.

I understand the need to review the economics of the ferry service and there may be some services which can be reduced provided you are in full provision of all the requirements of the users.

From a business point of view, our need is such that without the availability of a reliable ferry service, we will have no option but to close our packing station and use a contractor for packing all our salmon. We would also have to take the extra risks to the bio security and land fish either at their factory or on the mainland. The impact to this would be the direct loss of 30 processing jobs at the packing station, and the services of RS Henderson & Victor Jamieson plant hire. This will have an impact on every other business and club in Yell and will certainly be a negative factor on the future of Yell and Unst.

YE/2/033	Yell	1.3	
It would make a difference at my workplace if it cut down on the number of people who could afford to travel from Unst and Fetlar. We rely a lot on passing trade.			

		1.6	
<p>As we heard at the public meeting in Mid Yell, it is difficult to get people to their work on time with only one ferry on the route. (Children were at school before staff when only one ferry on shift.)</p> <p>(I am a Yell resident who works in Yell so is not a problem for me personally.)</p>			
		2.6	
<p>If there are not enough ferry journeys to get people back home at night after work at a reasonable time, this will result in families leaving the islands. (Who on the mainland would put up with waiting around 2 hours after a days work to get back home!!) We maybe choose to go on living in the north isles but if we move out in large numbers, where does the Council plan to rehouse us all? We want to help to save money but we do not want to destroy our islands.</p> <p>I think you should look at the Community Council's proposal and consider this carefully. This is a much better option for the isles.</p> <p>I would also like to point out that this has been carefully planned by local people who use the ferries. Would this sort of consultation not be a much better option in lots of cases than timetables etc being set up by people who seldom use the ferry and know nothing about the north isles.</p> <p>At the meeting in Mid Yell, it was pointed out to us that, per head of population, we cost much more than the mainland. When this was calculated, was all the cost of the ferries added to the north isles budget? Again, we would like to point out it is not only us that use the ferry!!! Our isles keep a lot of people in business. There are as many people who go out of Yell at night after their days work as people who come in.</p> <p>Please make cuts fairly. We are doing our best.</p>			
YE/2/034		1.4	
<p>I generally travel between Yell and Fetlar in the mornings and evenings. During the last two summers, the 1640 from Fetlar is invariably full, in which case I have to travel at 1500 hrs or 1930 hrs. These runs can be very busy also. I cannot imagine the effect/consequences of trying to operate this route using only one vessel, either summer or winter.</p> <p>Reducing Geira's hours in winter could be acceptable.</p>			

		1.6		
I cannot imagine how detrimental effect to every aspect of work/life in general in Unst, Fetlar and Yell any attempt to operate these routes using only one vessel would create. Having a working knowledge of the operation, I think a single vessel service will put an intolerable workload on some crew, ie. mate.				
		2.6		
As a member of the public, I think some form of standby/call out arrangement from 2200 hrs until 0600 hrs could be acceptable.				
A single vessel service may be adequate at off-peak times, however not at busy times.				
Having a working knowledge of the service, I think a single vessel operation will put an unacceptable workload on some crew – mate.				
Other comments				
A criticism often used to describe island communities is “they choose to live there.” Probably they do but, to most its home, their forebears having arrived (possibly as refugees) and wrested a living from the land and sea. I’m sure that the generations of Shetland islanders who served in conflicts all over the world would be impressed with the good work done by Infrastructure Services and would wish, as I do, not to lose too much of what has been achieved.				
YE/2/035	Yell	1.3		
I think that they should pay something. Where else do you find <u>free ferries</u> ? It’s great that they’ve had it for so long but now they would need to pay something as it can’t go on paying nothing with the savings that has to be made in SIC.				
		1.4		
There is limited sailing going to Fetlar as there is; during the summer time there is a huge demand for tourists to visit the island for its beauty and wildlife. Tourist season would have to be kept the same as this brings in a lot of money into the islands. Plus, not all sailings will go unless they are booked before, therefore making sailing available is brilliant and having bookings only means that there isn’t a wasted journey. I’d keep as much as that in place as possible.				
		1.6		
This plan would cause massive change to the islands with businesses (salmon) travelling back and fore it would cause massive				

delay. Plus the workers that travel every day would definitely have to book, meaning that every day someone travelling to work wouldn't be able to get a booking. From Belmont 0635, 0705, 0820 are already almost fully booked every day, without the Geira it would cause massive disruption! To businesses and working people.

		2.6	
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We need that two ferries.

First option – single vessel operation wouldn't work. Would make it harder to get worker out for work.

Through night manning – reduction from 27 to 21 sailings per day, Mon-Fri. Great to keep late ferries for Hall functions at weekends. People from the mainland can get home again. If it wasn't available no one would bother coming.

Through night manning – reduction during morning peak from 5 returns to 4 – would that work?

Two watchkeepers, last sailing from Toft at 2305 – We need this to run. We could manage with sports with this. Can't shut down earlier.

Reaction time to through night emergency calls – very important. No air strip. Have to be carefully thought through. Through night sailings requested on payment and assuming crew willing to work overtime – how much though?

Second option

Morning peak from 0615 to 0915 would be retained at 5 returns – excellent.

Two watchkeepers, second ship manned for some 5.5 hours each weekday morning – how will crewing work? Will you rotate shifts?

Through night sailings requested on payment and assuming crew willing to work overtime – married in 2014. Be difficult to get people to come and stay. Hopefully if there is an 11 o'clock ferry, we'll have everyone from the mainland there for our day. Single vessel wouldn't work in the morning as not everyone would get to work. Also, there are businesses that are travelling in the morning and all the traffic wouldn't get to the mainland. Two vessels in the morning would be great, everyone would get out to work. Not having two vessels at teatime means hour or two will have to be added to people's days. Differently having two vessels

all day would be splendid, reducing a few runs in the day would mean we'd have a good service to keep traffic flowing.

* If we could keep the services we have, it would be great but we all know cuts have to be made, hopefully we can manage with what is coming in the near future. Hopefully you will consider every angle.

Yell Sound Fares

They are expensive enough, can't be put up no more as commuting out for work would become impossible and would be breaking down your wage far too much (not enough to live on).

Making tourists pay more is a good idea as they're only making a few trips in the year. Islanders could have cards to get the island fares. Tourists pay more but not a ridiculous amount, as too much they will not bother but just enough as Unst is a massive attraction.

Thank you for reading my feedback.

YE/2/036	Yell	1.6	
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A single vessel service doing both isles is not a good option as it could be disrupted by weather or breakdown, leaving both isles with no service.

		2.6	
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I feel that a two vessel service on Yell Sound is paramount for the future of the three north isles, definitely for the five working days Monday to Friday. There is a huge amount of traffic both out and in from Yell. People going to work on mainland and works vehicles travelling into the isles. There are also a lot of artic trucks moving fish daily to connect with sailings to Aberdeen. In the later part of the year, many truck loads of live animals are carried down for shipment south. A one vessel service may be possible for Saturday and Sunday.

YE/2/037	Yell	1.3	
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Personally I cross Bluemull two or three times a week. So fares would add to my expenses. Many users are crossing five times a week, both to work in Unst and to work in Yell. Most of these people are on low pay. Can they continue their employment? The cost to islanders of having tradesmen call to do work will be further increased.

		1.4		
<p>People travelling to Fetlar would be there for a long day. Difficulty for the occasional funeral. Living in Gutcher, I frequently see long queues after lunch for both 1345 and 1400. In summer I usually find it necessary to book crossings in the afternoon into and out of Unst.</p>				
		1.6		
<p>People visiting Fetlar for whatever reason would be there for a long day. In Gutcher, we see long queues for ferries into Unst after the lunch break. Booking will be essential. Sundays will be difficult for family visits, Farmers Market etc.</p>				
		2.6		
<p>The biggest difficulty with either option is for people returning from work tea-time, early evening. Again with either option, evening meetings or social events on Mainland become almost impossible to attend.</p>				
YE/2/038	Yell	2.6		
<p>No figures given for savings with the different options. That makes weighing them up difficult. However, one point strikes me as a weekday regular use of the Yell Sound ferries, generally with a car but also using the 23 bus. The bus timetable as it stands suits very well the people who use it.</p> <p>Buses are timed to the start and finish of the academic (school and Shetland College) day in Lerwick and to the start and end of the office day. In addition, buses are timed to pick up ferry arrivals at Holmsgarth and to return people there in time for the ferry's departure. These times cannot change. Thus, the 7.35 from Toft gets to Lerwick at 9.00. That would still be feasible but both the returning journeys reach Toft at times when there will be no ferry, ie. at 16.55 and 17.55.</p> <p>Equally, there is no ferry for people arriving by Northlink and catching an 8.00 bus to connect with (at present 9.10) and they cannot cross from Ulsta to catch the 16.55 bus back to the ferry.</p> <p>I assume that the ferries are scheduled the opposite way round from the current Sunday timetable for a reason (perhaps to have a lunchtime break at Ulsta and be available for a medical emergency) but why not have more ferries in the evenings? Teatime ferries are well filled and it seems that the current users would not fit comfortably on to a reduced number of ferries. Sullom Voe workers use the 16.30. Why not shuttle or two vessels after that?</p>				

YE/2/039

Yell

1.3

On myself – I will not be able to continue with the voluntary work I do in Unst, because as a Yell resident I will be liable for fares on Bluemull Sound and I cannot afford these on top of existing fuel costs – it is voluntary work. (I am a retired person on a near-minimum state pension, and the money - £1250 approx per annum assuming my present 100 or so trips across and a return fare of £12.50 – just isn't available.)

On my family – at the Yell consultation meeting on 15th November, I understood that the existing no charge for disabled persons and their vehicles and the person who drives for them will continue unchanged; if so, there will be no effect. (Though if charges are introduced, my wife, who is severely disabled and with a wheelchair, will be cut off from the only regular social contact she has, which is in Unst, for the same reason as above – cost which a small income cannot bear.)

On the community for whom I do voluntary work - I understand that there is no one in Unst available or willing to replace me on a regular basis.

The financial gain to the Council through reintroducing fares may turn out to be small when compared to the damage to both employment and social life within the north isles that it brings about. Please consider the following:

- (1) Those who do not have income to spare may not be able to afford to make non-essential journeys (eg. for social purposes etc). No journey = no revenue.

(My own unmade journeys – see response above – may only seem small change in terms of the millions to be saved, but when multiplied by a number of persons making a similar decision the total amount may become more significant.)

This may also tend to socially isolate the north isles from each other.

- (2) It was pointed out at the Yell consultation meeting on 15th November that jobs in the north isles tend to be low paid, so folk living in one isle but employed in another may not be able to afford the additional cost of fares for their commuting. One employer spoke of employees in this situation who had already intimated to him that they would have to leave and seek other work if fares were reintroduced. Therefore more journeys not made, and consequently no revenue raised.

(It is hardly valid to compare with commuting to Lerwick and point out that commuters have to pay fares on Yell Sound; folk willing to travel that distance tend to be in relatively well paid jobs – they need to be to make it worthwhile – and commute for

the sake of those jobs and the higher wages they bring, consequently are more able to afford their commuting costs.)

It should be remembered that skills needed in one isle are not always available in that isle.

1.4

On myself and my family – Same as Option 1.6 on next page (qv), since the illustrative Sunday timetables seem to be identical. Probably little impact on us weekdays and Saturdays, as we can generally suit ourselves for my/our times across.)

On the community in Unst for whom (at present) I do voluntary work, which conventionally functions on Sundays: same as Option 1.6.

1.6

On myself and my family – At present I use either the 9.35 or 10.00 or 12.50 crossing northbound most Sundays, and the 13.50 southbound alternate Sundays – all of which are discontinued on the illustrative timetables. The longer times away from home resulting from this may not be possible for me due to the nature of my wife’s disabilities.

On the community in Unst for whom (at present) I do voluntary work, which conventionally functions on Sundays – the discontinuing of the above crossings would, I imagine, create difficulties for them and the specialist input travelling from the mainland that they need in order to function. Connections through Yell are sometimes poor with the illustrative timetables. There might be a knock-on effect on a similar community in Yell.

2.6

On myself and my family – Little effect on ourselves whichever option is adopted other than longer waits. We are unlikely ever to use the night sailings, but could survive a night’s wait in our car if need be.

On our community – We cannot speak for them, but it was obvious at the Yell meeting that there would be problems for many.

YE/2/040

Yell

1.3

Yell relies on a strong Unst economy, many Yell workers commute or do business in Unst. It will be another cost in marginal profitable business.

At the moment there are no wage increases and increasing bills at home. A link between the isles which is free encourages

economic activity.			
		1.4	
It will make it more difficult to travel to Unst/Fetlar especially for artic trailers and trucks. However, savings need to be made and this would be an acceptable option. There is a huge difference between traffic in summer and winter. The winter timetable could be cut back significantly.			
		1.6	
Unst/Fetlar cannot survive with a one ferry option. If this option is adopted then Unst will be in a very similar situation to Fetlar in a short period of time. People will no longer put up with this level of service. Thirty years ago they would but not now. Industry cannot develop with these inadequate transport links. A reduced service in the winter is the only option for savings.			
		2.6	
<p>If Yell Sound is reduced to a single ferry it will absolutely destroy the Yell economy. This (which may surprise some mainland Councillors and Infrastructure officials) will have a wider effect on the Shetland economy. The salmon industry at present will not tolerate this service. It will simply transport the salmon from cage to processing plant on the Scottish mainland, albeit at a higher cost to them but at a much higher cost to the packing stations in Yell and Scalloway. I do not understand why Infrastructure Service are withholding ferry usage numbers. We know that the numbers using both ferries cannot cope with a single ferry or a vastly reduced timetable (second option). If you are at Toft on an early weekday morning, you will realise how much work Yell/Unst/Fetlar generates for the Shetland economy. It is unbelievable the ignorance and arrogance the Council departments have shown in presenting these options. I do not believe the single ferry option will save anywhere near the proposed amount. Ferry takings will obviously dive as there is not the capacity for travel.</p> <p>As Yell Sound contributes 60% (£800,000) of overall income of fares, it is a strange assumption that you will not have a large reduction in income. I see no details of that figures here or mentioned in any ferry consultation. The salmon trucks themselves must pay a six figure sum on fares.</p> <p>I believe Council departments have completely underestimated the wider effect on the Shetland economy. Yell/Unst/Fetlar produces: salmon, mussels, shellfish, whitefish and agriculture in large numbers. This can only continue with good infrastructure and transport links. There are also haulage firms and bus companies. As far as I know, none of these companies have been bailed out by millions of pounds from the Council. This should be the kind of economic activity the Council is promoting. I don't see any companies like this in Lerwick, only service industries, not wealth creating industries. If this is the level of Council officials'</p>			

competence and imagination in coming up with these options then we are in deep trouble. The social hours of the timetable we can live without, but if it affects the major industries in the isles during the day that will be a disaster.

YE/2/041	Yell	1.3	
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I do not travel to Unst or Fetlar very often therefore the reintroduction of ferry fares on these routes would have little impact on my personal circumstances and I would be happy to pay fares if required. However, as a commuter 5 days per week across Yell Sound, having to pay fares daily, it seems to me slightly unfair that regular users of the Unst and Fetlar ferries pay nothing when commuting to Unst or Yell to their work.

		1.4	
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A winter timetable for Geira would be practical, with assurance that peak times were covered adequately.

		1.6	
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Single vessel use on Bluemull Sound is not a practical option. I am well aware of travel disruptions when ferry breakdowns occur and traffic builds up at terminals causing distress and frustration to islanders who miss appointments with dentists and hospitals. This would be unacceptable on a daily basis.

Tourism to Unst and Fetlar would diminish as potential visitors would not be prepared to wait for hours in ferry queues.

		2.6	
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As a commuter across Yell Sound 5 days per week, I am well aware of the volume of daily traffic. I see queues of cars and lorries at Toft and Ulsta, joining them as necessary. I have suffered the disruptions occurring during breakdowns, when a single vessel operates a shuttle system. I have been late for my work and have missed meetings and appointments because of this. A single vessel on Yell Sound is not a practical option. I fully understand the need for SIC cutbacks on spending and I also understand the need for a reduction in our inter-island ferries. However, I implore the Infrastructure & Development Services Review Team to consider the impact on north isles and, indeed, some mainland businesses if our ferries are reduced to one. Ferry sailings could be reduced at off-peak times, eg. mid-day and later evening, but must continue to operate adequately Monday – Friday to enable commuters to work and businesses to survive. Travel flexibility is possible for islands during evenings and weekends but unlikely to be a possibility for workers/commuters or for haulage companies and salmon companies. Adequate ferries Monday-Friday to preserve the economy of the isles and to maintain the population of the north isles is essential.

I need to get to my work Monday to Friday on time, and get home again in a timely manner at the end of a long day in either

Lerwick or Brae. But – I would happily be flexible at weekends or evenings, planning my travel around more limited ferries as required, to keep my job, keep my managers happy, and balance island economy and commuting necessity against any social travel or excursions taken by myself or family.

Reference	Area	Option No.	Name & Address	Comment
FE/2/001	Fetlar	1.3		<p data-bbox="188 312 1951 379">It seems obvious to all that the option of losing the Fetlar ferry altogether would simply begin depopulation of the island. This seems so counterproductive after Fetlar has done so much to bring new people with families in and get back on its feet.</p> <p data-bbox="188 421 2040 488">I believe the second option would be manageable but I do understand that this will mean a substantial cut in the ferry men's wages. Some of them may find it difficult if they have a mortgage or other ongoing expenses based on their salary now.</p> <p data-bbox="188 529 2040 711">I am retired and do not depend so much on frequent ferries but I believe the loss of income from tourists who cannot easily get to the north isles with all the cuts envisaged, would have a severe effect on the general economy of Shetland. As a retired nurse, I can easily foresee the difficulties of providing adequate medical/nursing care when required in an emergency. It would make families with young children feel insecure. The Fetlar ferry service must be a very small proportion of the overall ferry service and it is hoped the cuts will be in proportion to that.</p>
FE/2/002	Fetlar			<p data-bbox="188 796 2040 863">Following a recent meeting on Fetlar to discuss this matter and listening to the very real concerns expressed as to the reality of the future of Fetlar, I would like to add a personal and general reflection as to what it might mean.</p> <p data-bbox="188 904 1995 1045">The option to remove the Fetlar ferry from the service caused so much anxiety that it was hard to focus on alternatives. Nevertheless, it seems very obvious that if this did occur then it would simply mean depopulation of the island. This seems very inconsistent with the commitment that has been expressed by the SIC to support the repopulation and development of the island which it has achieved remarkably well.</p> <p data-bbox="188 1086 2018 1153">The building of a new breakwater seems an unnecessary expense as well if it has no future either. The several new families must wonder what it is all about and feel very threatened.</p> <p data-bbox="188 1195 2040 1378">It is very obvious that some cuts must be made and an option of a reduced ferry service inevitable. I know this will mean reduction in the salary of the Fetlar ferry crew and feel very sorry that they may have to bear the weight of the economic losses involved. The cuts should be made in proportion to the actual running costs of the ferry and not ask a small population to bear a totally disproportionate cut to this lifeline. I have lived on Fetlar for 16 years and am now retired. I did work for many years as Shetland Community Nurse on the northern isles and know how seriously these cuts would interfere with health care and the economic</p>

stability needed to maintain the balance of community life on the island.			
FE/2/003	Fetlar	1.3	
This would be unpopular and very expensive for a lot of people, but probably the best of a bad job.			
		1.4	
This again would be bad, as a job would be lost and cause a big loss for someone.			
		1.6	
This option would be a devastating blow for Fetlar as the ferry provides jobs and with the breakwater in operation is a lifeline. This option would cause depopulation.			
		2.6	
This would cause delays and frustration.			
FE/2/004	Fetlar	1.3	
<p>The most practical option with the current crew and ticket equipment is to only charge for the traffic originating in Yell which would be charged the normal ro-ro fares. Traffic from the mainland which could produce a Yell Sound ticket dated the same day would be carried free of charge on Bluemull Sound.</p> <p>Fares on Bluemull Sound would unfairly discriminate against Fetlar residents as there are no local hauliers, and goods are delivered only when a worthwhile load has accrued in Yell/Unst! In recent years with the existing fare set-up, it has been possible to send goods into Fetlar in small quantities, and also keeps fuel prices more affordable. Extra charges on ferries are obviously going to be passed on to the customer!</p> <p>As there are no local fuel pumps on Fetlar, it is necessary to make a 30 mile round trip to fuel vehicles....This greatly increases the cost /Litre. Without extra fare costs on the ferry!</p> <p>In recent times, Fetlar has been trying to entice incomers to live there, and has had great success with 36 incomers to date. Some have managed to find jobs out with Fetlar and some are shift workers in care homes etc....Changes of any kind to our ferry services could be catastrophic for those and any other new incoming families who feel that the rug is being pulled from under them if the proposed changes are made!</p>			

Tourism in Fetlar has greatly increased with the bigger ferries as they tend to generate extra traffic. This has always proved the case! Some locals have set up small businesses, cafes, knitwear, locally produced craft work etc to cater for visitors, and would like to expand on tourist accommodation etc. This would all be jeopardised if the ferries were altered in any way! If extra money is needed, tourists could be charged extra on Yell Sound to cover the costs of them visiting any/all the North isles!

1.4

This option considers whether a reduction in the operating hours for m.v."Geira", the second vessel on the Bluemull Sound service to Unst and Fetlar, could allow the vessel to operate with less crew and save costs. The vessel currently operates as the second ferry on Bluemull Sound providing sailings between Gutcher (Yell), Belmont (Unst) and Hamar's Ness (Fetlar). She provides a summer timetable of 6 days per week and a winter timetable of 5 days per week with 6 staff allocated to her. There are currently some 51 single journeys daily on the winter midweek timetable to and from Unst (55 in summer). The similar number to and from Fetlar are 18 per day year round.

The best option of the three, but nonetheless, disproportionate share of savings would be borne by the Fetlar crews who have little opportunity to earn the lost wages on Fetlar!

Would the crews on the Bressay ferry with 48 journies/day be justified?...at least they could find alterative employment in Lerwick....

1.6

The Bluemull Sound service from Yell to Unst and Fetlar is currently operated by 2 ferries. "Bigga" operates an average of 126 hours each week with 3 crews allocated to her. "Geira" has a single crew and operates 66 hours a week in summer and 42 hours a week in winter. There are currently some 51 single journeys daily on the winter midweek timetable to and from Unst (55 in summer). The similar number to and from Fetlar are 18 per day year round. This option considers reducing the route to a single vessel service.

The possible consequence would be to operate the current Saturday winter timetable every day. Maintenance and drill time would need to be scheduled, probably on a Sunday.

An illustrative timetable is attached. This timetable gives year round sailings midweek to and from Unst of 36 single journeys each day. Also sailings to and from Fetlar mid week of 12 single journeys each day.

If this option is to be implemented, detailed discussions will be held with the representatives of the communities affected and the ferry crew before the timetable is decided. Saturday timetable is not workable as the 1500 sailing from Fetlar is the one which is used by local crofters to go for PetrolDerv in Yell. The 1655 sailing is too late for any useful shopping in Yell as most shops are closed! Any animal work has to be done in the limited daylight hours and the mid afternoon sailing is a must! Also, any contractors vehicles would want to be back to Shetland mainland to avoid extra overtime costs! Mail deliveries would be affected! Secondary schoolbairns would have long waits unsupervised at Gutcher as it used to being the bad old days!

If this option is chosen, it would be necessary to base the ferry overnight in Fetlar with an earlier starting run in the morning to allow locals the chance of work out with Fetlar! This could be done without altering the Unst timetable! Shortening the day by doing away with the late runs after 2100hrs should be considered as there is less traffic then and this would lead to considerable savings These late runs are seldom used by Fetlar, and would be the preferred way to save costs rather than cutting more useful mid afternoon runs!

	2.6	
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This option considers alternatives to reduce the timetable of sailings on Yell Sound between Toft (mainland) and Ulsta (Yell) to reduce costs. The service is currently provided with 2 ferries. One is manned 24 hours a day and the other, 12 hours a day. The through night crew look after both ships.

The first option considers reducing the Yell Sound service to a single ship operation. There are 2 sub options; one with through night manning and the other with night watch keepers. The First option would reduce the Yel service. The second option considers reducing the Yell Sound service to a single ship operation but with the second vessel operating some sailings during the morning peak. There are 2 sub options; one with through night manning and the other with night watch keepers.

Sound service to a single vessel operation. Consideration was given to disposing of the second ship which cannot be utilised with current terminal configurations on other SIC routes. However, this is not being recommended as it would leave inadequate breakdown and overhaul relief capability and restrict future growth. This option proposes that the two ships be rotated to equalise operating hours with the out of service vessel being laid up at Ulsta to be readily available if there is a breakdown.

The single vessel in service would operate to a timetable designed to maximise the number of sailings

FE/2/005	Fetlar			
<p>Option 1.3 reintroduce fares – that would have no great impact on me or my immediate family, but more so on daily commuters. An increased fare charge for non residents could be considered.</p> <p>Option 1.4 reduced Geira operating hours – that might be the best option although the suggested timetable is not really suitable owing to the long period during the day where there are no departures from Fetlar. This option would have a fairly big impact on my family and myself, also the community of Fetlar. The reason being the extra haulage costs and contractors costs due to the long waiting times where a quick ‘turn around’ will be impossible.</p> <p>Option 1.6 single vessel on Bluemull – that would certainly have a huge detrimental impact on my family, myself and the community of Fetlar. I personally would be forced to leave the island and am fairly sure others will be in the same position.</p> <p>Option 2.6 – this option should not directly affect me or my family as long as the timetables connect and there are not too many delays due to over capacity.</p>				
FE/2/006	Fetlar	1.3		
<p>It would depend on the cost. Going out to dance class/art/sewing/knitting classes and various other recreational activities, for some families, this would stop them from going, therefore, impacting on the other islands. The cost to going to the Doctor and dentist would not just be fuel. Fetlar has no garage, so if we needed fuel for vehicles, the cost would be excessive. This would also impact on families coming onto the island for dancing or even just visiting relatives from other islands. Depending on the cost, it would stop me from leaving the island and have a detrimental effect on my family.</p>				
		1.4		
<p>This is preferable to a single vessel; however, it would only work if Fetlar can arrange the timetable.</p>				
		1.6		
<p>Totally unworkable! To be able to leave the island for 6 hours would cause families to leave. If you had to go out to Yell for the dentist, you would be out all day! Businesses wouldn’t come onto the island, council workers would be on the island all day for just a few repairs. Visitors would not come for the reason they were stuck for so long. If you needed to take someone to the Doctors, you would not be able to after 10.50am, which is totally unacceptable.</p> <p>The children would not have visitors to the school.</p>				

<p>If families leave the school will shut and the island will be decimated. It would also mean that Anderson High pupils would not arrive in Fetlar on a Friday night at 19.35, resulting in them being alone for around 2 hours, which is totally unacceptable.</p>			
		2.6	
<p>The 2nd option is more preferable to the first.</p>			
FE/2/007	Fetlar	1.3	
<p>I would not object to this option. No residents/tourists could pay more.</p>			
		1.4	
<p>I understand that cuts have to be made, but with a reduced service it is too big a gap in the middle of the day. Going to the Doctor, dentist, truck waiting times etc. all have to be considered.</p>			
		1.6	
<p>The consequences of this option would have a devastating effect on the isle as a whole. It would mean families would have to leave the isle – mine included. The loss of ferry jobs and depopulation would be crippling. One ferry Saturday timetable is completely inadequate.</p>			
		2.6	
<p>We need Yell Sound ferry to connect with Fetlar.</p>			
FE/2/008	Fetlar	1.3	
<p>I think this is a good option, also tourist/occasional visitors could be charged a higher fare.</p>			
		1.4	
<p>This option could be possible with better use of the runs allocated. But there is an unacceptable gap in the middle of the day. This is the period when freight delivery has to depart Fetlar. Otherwise a very long waiting time has to be paid for.</p>			
		1.6	
<p>This option would have a devastating impact on me, my family and the community within a very short time. Two of my family members and their families would be forced to leave the island immediately.</p>			

		2.6		
I am unsure about this option. I do not know how this will connect with Bluemull Sound.				
FE/2/009	Fetlar	1.3		
This would have an effect on me as it would mean paying out money just to nip to the dentist, this would make me miss appointments, also to attend social groups sewing, which already costs me £4, would be a lot more so I wouldn't be able to attend.				
		1.4		
This would have a big impact on me and my family. If I have an appointment at the dentist, I already have a long wait at Gutcher. If this timetable went ahead, it would mean spending hours waiting for ferries. It would also make it impossible to socialise and go to groups, as I would be sat in the car for over 2 hours in the freezing cold and I have a disability.				
		1.6		
This would also impact on appointments in Yell, but out of them all, this seems to have the less impact on my family.				
		2.6		
Late nights do not affect people of Fetlar and as long as ferries still link up with Fetlar ferry, I don't think it will have much effect on me and my family, except when I need to attend hospital appointments.				
FE/2/010	Fetlar	1.3		
As a newcomer to Fetlar and trying to set up a new business, this would have a big impact on my painting and decorating business. I need to be able to get on and off Fetlar, Unst and Yell regularly to different jobs and in order for my business to survive, I need a regular ferry service and by paying on ferries would mean I would have to charge more, meaning people will not want to hire me. Also getting to an appointment for the dentist would also cost more.				
		1.4		
It would make it very hard/impossible for me to go to football games and other stuff, plus, if anyone needed to go to the dentist or Doctors, it would mean them having to spend a full day in Yell rather than a few hours.				
		1.6		
I think this is the better option of the lot.				

		2.6		
Late nights do not affect people on Fetlar, as long as it links with a Fetlar ferry.				
FE/2/011	Fetlar	1.3		
<p>I would not be able to continue with my business in Unst if fares were to be reintroduced. The business did not make enough profits to stand £75 per week extra costs. Even the multi-ticket share at £48 is too much. The business put £10,000+ into the North Isles economy this past summer 6 month season, and a further £3000 to mainland Shetland supplies.</p> <p>I have another business opportunity to run in tandem with my first from Unst or to stand alone in Fetlar, which I cannot pursue until I know if ferry charges would be made.</p>				
		1.4		
<p>This is the best option for my business plan. My product needs to be sent from Fetlar and is time sensitive, so as long as a reduced timetable connects with Yell Sound ferries to ensure a swift transport link to Lerwick this would work.</p> <p>We need to have a timetable that would make it possible to visit the Doctor/dentist (Yell) and not be off island all day.</p>				
		1.6		
<p>No! No! No!</p> <p>To leave 6 hours without a ferry (11-5) is ludicrous! We have to go to Yell for Doctor/dentist and fuel. Unst to see the vet. These should not have to take all day. My son and family live in Unst and if an emergency arose, I need to know I can get out there in a reasonable time. When we only had one vessel on this Sound the timetable then was better than this suggestion.</p> <p>Workmen and tradesmen will not come if they have to stay here all day. Council house repairs will be very costly to SIC to pay your boys to be in Fetlar all day. So repairs may not be done in the stated time frames.</p> <p>I would have serious issues with my business. My product must get to Lerwick quickly, I don't want to have to be away from home (and my work) all day.</p>				
		2.6		
Yell Sound needs 2 ferries. The gaps in running are too long with one vessel, taking into account break times. Yell ferries need to				

connect with those in and out of Fetlar. We need a comprehensive connection for emergency evacuations. Ferries do break down, a second vessel must be available.

These large vessels were introduced because of projected traffic usage. This has come about so how can you justify halving the service? Serious backlogging will occur. I could say with these measures, I would not be able to go to Mareel. Truth is, as the service is now, I can't, so that is no argument. Except that I was counted in the figures for who it is for. This manipulation of figures has once again seen Lerwick get external funding by suggesting a higher usage than can actually happen. It's a pity the willingness to juggle figures does not go the other way to benefit islands occasionally. You may say there is no town-country divide, but do you really believe it?

FE/2/012	Fetlar	1.3	
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I work in Unst. I take home £1200 a month. I have a home and family to support. Even with multi-journey tickets, this would cost me over £200 a month. I cannot afford this.

		1.4	
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Okay if the timetable is agreed and fitted in with my working hours in Unst.

		1.6	
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This is a poor excuse for a "service". Much worse than when there was only one vessel on Bluemull Sound in the 80s.

		2.6	
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Please keep 2 vessels. What happens when one breaks down? At refit time? 1 smaller vessel? I want to know if I can get home (connect to reduced Fetlar service).

FE/2/013	Fetlar	1.3	
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This would have a high impact on the activities of the Church and retreat house at St Sunniva Street. All costs of services and supplies will increase and travel to voluntary work on Unst, Yell and in Lerwick may have to cease. St Sunniva Street provides the only orthodox church in Shetland, which has a growing importance, especially for Eastern Europeans & Russians.

Increased travel costs would limit pastoral work. In addition, it might limit residential visitors visiting religious sites on other islands, which is a great attraction at the moment... St Olaf's, St Ninian's Isle etc.

		1.4		
<p>This would be a better option than 1.6 provided there was a sailing from/to Fetlar mid-day or early afternoon, which would enable health visits, deliveries, maintenance work, short pilgrimages in uncertain weather, attending church services on other islands plus orthodox attending church services at St Sunniva Street, which is the only orthodox church in Shetland.</p>				
		1.6		
<p>This would have a high impact on St Sunniva Street due to lack of ferry service mid day or early afternoon. This makes deliveries from Lerwick impossible in one day and will deter maintenance workers from small jobs of 2-3 hours. Power cuts will last longer.</p> <p>Visitors arriving in Lerwick usually do a big food shop as a guest house is self catering, then travel up here. They will not have time for the shop or else will have to wait to arrive at 5pm. It will put off more elderly visitors. In long term St Sunniva Trust may decide to sell property.</p>				
		2.6		
<p>This would not have a great impact as long as ferries provided a good connection with Fetlar ferry with not too long a wait for visitors.</p>				
FE/2/014	Fetlar	1.3		
<p>This would have the greatest impact of all options as I am on a low income pension. I would stop shopping in Lerwick, Yell and Unst (including charity shops) and mainly shop online and at the Fetlar shop. It would increase cost of all goods and services and might mean in long term that I move from Fetlar, and Shetland as I couldn't afford to stay. It would also mean that I couldn't afford to visit friends on other islands, attend church services, fund raising events and other social events on other islands and Shetland mainland. I would become depressed!</p>				
		1.4		
<p>This would probably have least impact for me. It is important that there is a mid day or mid afternoon sailing so that builders and maintenance can do repairs of a few hours, and deliveries from Lerwick can get back the same day. Also so I can attend Doctor/Dentist on Yell and not get stuck there all day.</p>				
		1.6		
<p>This would have a big impact as the Fetlar Doctor visits would not be possible and I might have to spend 6.5 hours travel for 15 minutes dentist appointment. Deliveries from Lerwick would have to be held in a depot on Yell/Unst and emergency electrical and</p>				

plumbing work would have to be done by unqualified Fetlar islanders – including myself. It is difficult to get builders over to do small jobs already and if they can't get back after 2-3 hours, they won't come. Again unqualified work will increase. Fuel would only be delivered when enough people made an all day delivery viable. I might leave Fetlar.			
		2.6	
This might only impact on me if I needed emergency travel, but it would probably mean increase in use of helicopter. I don't use early morning or late evening ferry.			
FE/2/015	Fetlar	1.3	
No opinion, since registered disabled so don't pay. If I had to pay, I would use internet more for shopping and leave island a lot less. Do Lerwick residents pay to travel through Tingwall? Charge them. Ferries are our roads. If we have to pay why not introduce toll roads into Lerwick.			
		1.4	
Longer school day as children would not get current ferry. Who will look after them? Will this be extra education cost? 1730 ferry instead of 1655 would affect evening classes and school events. Social inclusion harder.			
		1.6	
Hard on children. Longer day. Might as well move, but who would buy? Is Council buying me out? If devaluation of properties need council tax reduction. Hospital/Doctor appointments would mean being out all day. There is nowhere to go on Yell for 3-4 hour wait. Doctor could not see many between morning ferries, this would affect our health. It would kill all social life and any chances of seeing school plays etc. Again it would affect the Shetland economy because if we can't get out, we have to spend on the internet. I would worry about being stranded overnight in Gutcher waiting room due to volume of traffic.			
		2.6	
The reintroduction of fares wouldn't have too much of a detrimental effect on me or my family as we only travel out maybe once or twice a week but for daily commuters who are working in Yell or Unst I can see this being a problem as the wages involved might not be the best and depending on the cost of the fares it would probably make more sense to stay home on benefits.			
		1.4	
If the service has to be reduced, this would obviously be the best option for the community as a whole, but for the crew (and I am one of them) it will be reduced wages, and some with mortgages and the like it might not be workable, I am sure we can produce a			

timetable that would be acceptable to the community and the review panel.

		1.6		
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I can't stress strongly enough what effect this option would have on both Unst and Fetlar as the capacity just now, with two ferries running, especially in the summertime, isn't enough. We regularly leave traffic on the 1640 from Hamars Ness, usually tourists who then have a three hour wait till the next ferry out which might not seem too bad but if they are travelling on to the mainland they can't cross Yell Sound till 2040.

Five salaries will be lost to the island and potentially five families.

If there is only one vessel running, a majority of tourists won't bother visiting and this will probably have a wider impact on tourism as a whole in Shetland because if they can't get to see all of the Isles they might think it's not worth visiting at all.

Fetlar's population has nearly doubled in the last few years and this is because we have an excellent ferry service with new houses being built and planning applications in for more, a new poer and breakwater facility the options for employment has never been greater, take away the ferry service and all this will collapse.

Every ferry that we will have will either travel through Unst in the way in or the way out, so we will have to share the deck space with Unst so reducing our service even more. The transport of livestock off the island will be restricted as the lorries will have to come into the isle the night before so they can leave in time to catch the Marts/Aberdeen ferry, this is going to increase crofters overheads dramatically.

Any contractor visiting is going to be stuck in all day he will then pass his expenses onto the customer this applies to a wide range of examples, heating fuel deliveries being one of them.

All the past efforts at regeneration will have been wasted and Fetlar will head for depopulation once more and **a single ferry will probably not even be needed!**

		2.6		
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This wouldn't affect me or my family but it could have ramifications regarding medi vacs if the helicopter can't fly.

FE/2/017	Fetlar	1.3		
<p>This option will lead to increased costs in all aspects of our life. People commuting to Yell and Unst for work – will their wages cover the cost of travel? Many are on the minimum wage.</p> <p>Cost of travel to Doctor, Dentist, business meetings, leisure activities all increased. All services coming into the isle will cost more – contractors, oil tankers, stock movements, funerals.</p> <p>I think this will lead to depopulation from an island which has seen a successful regeneration in recent years.</p>				
		1.4		
<p>This is the preferred option because although reduced we will still have some sort of service.</p>				
		1.6		
<p>This option is a disaster for both Fetlar and Unst.</p> <p>No one working on Fetlar will wish to stay for 6 hours. Stock movement will be non-existent, so what becomes of the crafting businesses? The fuel tanker can't stay for 6 hours as this will be over hours for the driver. Funeral director cannot stay for 6 hours. Every aspect of island life will be affected. This option will certainly lead to depopulation of both Unst and Fetlar.</p>				
		2.6		
<p>I would prefer a reduced service with 2 vessels rather than 1 single vessel. My sons both commute from Yell daily and this will have an impact on their working lives.</p>				
FE/2/018	Fetlar	1.3		
<p>Fares on Bluemull Sound would unfairly discriminate against Fetlar residents as there are no local hauliers, and goods are delivered only when a worthwhile load has accrued in Unst/Yell! In recent years with the existing fare set-up, it has been possible to send goods into Fetlar in small quantities, and also keeps fuel prices more affordable. Extra charges on ferries are obviously going to be passed on to the customer!</p> <p>As there are no local fuel pumps on Fetlar, it is necessary to make a 30 mile round trip to fuel vehicles...this greatly increases the cost per litre. Without extra fare costs on the ferry!</p>				

In recent times, Fetlar has been trying to entice incomers to live there, and has had great success with 36 incomers to date. Some have managed to find jobs out with Fetlar and some are shift workers in care homes etc. Changes of any kind to our ferry services could be catastrophic for those and any other new incoming families who feel that the rug is pulled from under them if the proposed changes are made!

Tourism in Fetlar has greatly increased with the bigger ferries as they tend to generate extra traffic. This has always proved the case! Some locals have set up small businesses, cafes, knitwear, locally produced craftwork etc. This would all be jeopardised if the ferries were altered in any way!

If extra money is needed, tourists could be charged extra on Yell Sound to cover the costs of them visiting any or all of the north isles.

FE/2/019	Fetlar	1.3	
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This would, of course, make living in Fetlar and Unst more expensive as the ferry fares would be added on to any freight costs. In fact ALL the work which needs outside contractors would be more expensive. Costs would also rise for our local shop which would have to be passed on to us as customers. However, this would generate income from tourists!

		1.4	
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Whilst not at all satisfactory, this would be the better option – so long as the Geira continues to be berthed in Fetlar.

It would be essential for a sensible workable timetable – which would allow people already working outwith the island and people coming into the isle to work – to be implemented.

A reduction in runs would make going out of the isle for fuel, to the dentist or doctor etc, last twice as long as present.

We have quite a few new families living in Fetlar now – 3 of them with primary school children and 3 with secondary pupils. We want them all to stay! A decent ferry service is absolutely essential for the future of our small, but at the moment, thriving community.

		1.6	
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This would be the death knell for our island!

I know cuts are inevitable but surely they can be implemented in a fair and proportionate manner NOT at the expense of our island!

If the Geira is taken away these are SOME of the things that will be a disaster for our island

Jobs

The ferrymen's jobs themselves.

For people working OFF the isle –

People who rely on the ferry for their work, such as, care workers in Yell and Unst, Salmon farm workers, fish factory workers (these are already established full and part time jobs). In fact anyone needing to work off the island – we have families (some with children) who have recently moved to Fetlar in the knowledge that our ferry service, at the moment, enables their finding employment off the island, it's a bit of a slap in the face to find that this will not be possible with only one ferry running.

For people from outwith the isle working in Fetlar –

Fetlar Primary School's Head Teacher travelling in from Unst, Fetlar Nursery's Early Year's worker travelling in from Unst (again established jobs, and both travelling regularly), social care workers who might need to work in Fetlar, our GP coming in from Yell – a regular fortnightly visit, the travelling library, vet, maintenance workers. Lorries coming onto the island with coal, freight etc, will have to stay for longer thus costing the Fetlar customer more than it would be with both ferries running. Lorries taking out stock – the extra costs would be crushing.

FE/2/020	Fetlar	1.3	
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Fares collection on Yell Sound ferries are a simple and fair system for the 3 north isles and should stay!

Tourists could be charged higher fares than local as they expect to pay for services. Locals could be issued on application with a car window sticker to assist with fare collection. Local hauliers delivering goods on Unst/Fetlar should not have to pay on Bluemull Sound!

		1.4	
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Timetable with no 1500 run is of little use to Fetlar residents who want to go to Yell for fuel/shopping etc. This is the best time of

day to do so as craftwork takes up most of daylight hours in winter. Also, it allows a quick turnaround and return on next ferry. Cutting runs after 1850 would make savings as these runs get little use!

1.6

This is not an option for Fetlar it would be like going back 25 years. It would seriously put at risk all our efforts to rejuvenate Fetlar with incoming families (40 new folk in 2 years). Recreation, shopping, services, haulage costs, waiting times for contractors, deliveries, work outwith Fetkar, school bairns at school in Unst. The Fetkar school roll has gone from 2 infants in nursery in 2010 to 7 primary and 2 nursery and 1 pre school bairn (all incomers). This will all be jeopardised along with our tourist efforts, cafe etc.

FE/2/021 Fetlar 1.3

Unthinkable, unworkable, unfair.

Due to extra tourism generated by easier access with existing service, the single ferry could not cope with traffic and locals might have difficulties with booking! Freight, fuel tankers, library van, SIC staff and Fetlar residents working outwith Fetlar would also have problems.

Great efforts in Fetlar recently to regenerate and encourage enterprise have had encouraging results with the population increasing by nearly 50%. Some of which work outside Fetlar and commute daily. The school roll has increased from zero in 2009/10 to 7 pupils and 2 nursery and 1 pre nursery at present!

Some new housing is planned for the near future! All this effort will have been pointless if our ferries are altered! Fetlar will have been very unfairly discriminated against and expected to bear a disproportionate cutback burden. Would the ferry service to Bressay be similarly cut back?

1.4

If this option turns out to be the preferred one, it might be worth thinking about cutting the 'Bigga' timetable. Late runs after 2000hrs as these runs are seldom used! This would save money to be used for busier earlier crossings! Some late runs for weddings etc must still be available!

If the service is reduced, the 1500 hours run from H.N is very important for Fetlar people going to Yell for petrol/coal etc as the 1655 run is too late!

Fares on Bluemull Sound should be for tourists only. As there are no fuel pumps on Fetlar, we have to make a 30 mile round trip to Yell to fill up. Ferry fares would discriminate against Fetlar. Hauliers should not have to pay if delivering to Fetlar. There are no recreational facilities of any kind in Fetlar (not even a designated area for football). Cutting our ferries will result in even less chance of locals using all the wonderful facilities in Yell/Unst/Lerwick.

The present system for collecting fares on Yell Sound are fair to all 3 north isles. Maybe locals could be issued with windscreen stickers to assist with fare collection – tourists expect to pay!

Suggestion

If service is reduced to one ferry, it should be based at Hamars Ness with a Fetlar/Unst crew. This would keep up a fair sharing of jobs in the isles they serve. An early run out of Hamars Ness would give Fetlar commuters the chance to work on mainland/Unst/Yell without disrupting the normal early Unst runs.

FE/2/022	Fetlar	1.3		
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Hauliers with goods destined for Fetlar do not always come to Fetlar on the same day, and any extra cost incurred would be passed on to Fetlar customers. The existing method of fare collection is fair to all the north isles and should be kept in place.

Extra revenue could be generated by increases in fares for tourists, which could be collected on Yell Sound. Locals could be issued with car window stickers on request to simplify who pays extra!

As there are no fuel pumps on Fetlar, it is necessary to make a 30 mile round trip to fill up in Yell. This is already an extra expense without having to pay for ferries!

Folk in Fetlar have to go to Yell/Unst for schooling, recreational facilities, dentist, doctors, socialising etc. this is all the more reason to leave fare system as it is.

		1.6		
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Saturday timetable is not workable as the 1500 sailing from Fetlar is the one which is used by local crofters to go for petrol derv in Yell. The 1655 sailing is too late for any useful shopping in Yell as most shops are closed.

Any animal work has to be done in the limited daylight hours and the mid afternoon sailing is a must! Also, any contractor's

vehicles would want to be back to Shetland mainland to avoid any extra overtime costs! If this option is chosen, it would be necessary to base the ferry overnight in Fetlar with an earlier starting run in the morning to allow locals the chance to work outwith Fetlar! This could be done without altering the Unst timetable!

Shortening the day by doing away with the late runs after 2100hrs should be considered as there is less traffic then and this would lead to considerable savings. These late runs are seldom used by Fetlar and would be the preferred way to save costs rather than cutting more useful mid afternoon runs!

FE/2/023	Fetlar	1.3	
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Putting fares on the Bluemull Sound route will further hinder the limited opportunities for people to work in Unst & Yell, by placing a further cost – roughly equivalent to at least an hour’s pay at the minimum wage rate (according to fare approximations given at the Fetlar Consultation) This will contravene the SIC’s stated Review objective of, "Maximising economic activity throughout Shetland". Fares will also add to transport costs for goods & livestock coming into or going out of the isle. It will make living in Fetlar more expensive & will mean that the prices charged by tradesmen / outside services will increase. It will make it hard for existing businesses to survive & hamper growth in the tourism sector. It will disproportionately affect Fetlar as we are dependent on other islands to access some of our services. Petrol / fuel & coal are not available in the island so the cost of getting these will increase.

Fetlar residents have to access the Yell Health centre for dental or other medical services. This will be an extra cost that neither Unst or Yell have to bear. It will also affect children and families abilities to access the leisure facilities in Unst or Yell, as we have no leisure facilities in Fetlar.

The STAG consultation advocated the removal of fares in order to stimulate growth in the North Isles – this measure will reduce growth.

		1.4	
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Mean adoption of a far less practical 'Saturday Service' with gaps between ferries of 3 hours, 6 hours, 2 hours & 2hours restricting movements for businesses, SIC employees and islanders. This will ultimately mean that the island will receive a worse service from the council / electricity board / medical services as so many services are reliant on transport into or out of the island. Eg - an electrical fault may take up to six hours before an operative is able to get to the island meaning that the emergency lighting in the sheltered housing will have run down. Increase the difficulties in getting heating fuel or coal; and accessing the nearest petrol pump (in either Unst or Yell). Mean that ferry journeys in worsening weather conditions to Fetlar will be unlikely to run as conditions abate, as the ferry will have to keep to its scheduled timetable. This will mean that Fetlar residents will have to wait longer at Gutcher,

further "widening the equality gap".			
		1.6	
<p>Remove 5 jobs from the island, with the consequent reduction in disposable income available to be spent in the island adversely affecting island businesses (ie shop & Post Office) Remove the capability of Fetlar to crew its own ferry service in the future which, in the light of a new purpose built breakwater, is somewhat ironic.</p> <p>Cause families to relocate as, with the proposed Saturday timetable, it would be extremely difficult for crew members to be able to access work opportunities on any other SIC ferry route. Place in jeopardy the plans of Fetlar Developments Ltd to develop the island further. Population is currently rising and a reduction in ferry service will curb that and any planned inward investment. There are plans for 2 new houses to be built in 2013 and, as all builders have to travel into the island this will result in greater constraints and increased costs (as materials delivered by truck will have to wait a further 6 hours to return - thereby tying up a vehicle and making contracts in Fetlar less attractive). Reduce capacity on Bluemull Sound services throughout the tourist season. It has been well documented that both vessels were operating at full capacity this summer, with bookings being essential. This will make travel in and out of Unst and Fetlar more problematic and adversely affect the SIC's objective to, "provide transport links to promote social mobility and inclusion in a way that does not widen the equality gap".</p>			
		2.6	
<p>It will affect our ability to access services on the mainland. However, until the outcome of either ferry service consultation is completed, it is difficult to state exactly how the changes to Yell Sound will affect us. Resulting ferry connections must enable people to travel through Yell without having to wait too long for a connecting ferry. Costs of transport will increase. Delivery & response times will increase.</p> <p>Removal of "Geira" will... remove 5 jobs from the island, with the consequent reduction in disposable income available to be spent in the island adversely affecting island businesses (ie shop & Post Office). Remove the capability of Fetlar to crew its own ferry service in the future which, in the light of a new purpose built breakwater, is somewhat ironic. Cause families to relocate as, with the proposed Saturday timetable, it would be extremely difficult for crew members to be able to access work opportunities on any other SIC ferry route. Place in jeopardy the plans of Fetlar Developments Ltd to develop the island further. Population is currently rising and a reduction in ferry service will curb that and any planned inward investment. There are plans for 2 new houses to be built in 2013 and, as all builders have to travel into the island this will result in greater constraints and increased costs (as materials delivered by truck will have to wait a further 6 hours to return - thereby tying up a vehicle and making contracts in Fetlar less attractive). Reduce capacity on Bluemull Sound services throughout the tourist season. It has been well documented that both vessels were operating at full capacity this summer, with bookings being essential. This will make travel in and out of Unst and</p>			

Fetlar more problematic and adversely affect the SIC's objective to, "provide transport links to promote social mobility and inclusion in a way that does not widen the equality gap". Reduce available tourist revenue in the Museum, Cafe & Shop as there will be less capacity. This will be the same for Unst also. This will make businesses even more marginal and affect the Fetlar's ability to regenerate itself. Remove opportunities for people to work in Unst & Yell, by restricting the hours people can access work and contravening the SIC's stated Review objective of, "Maximising economic activity throughout Shetland". Add to transport costs for goods & livestock coming into or going out of the isle. Make redundant the £3,000,000 spent on a breakwater and contravene the objective of berthing a ferry here and keep jobs in the island. Make hospital appointments at GBH more difficult to access. This is particularly important on a non-Doctor island. Make Doctor's & dental appointments in Mid Yell more restricted, meaning that patients may have a six hour wait before they can return home. (ie an appointment at 3pm will mean leaving Fetlar at 10:50 to return home after 5pm. Further reduce access to leisure facilities in either Unst or Yell. Reduce the ability of the ferry to evacuate patients as the ferry will constantly be in use. Fetlar has had several medical evacuations this year. Restrict our ability to get to (or receive) vet services. Reduce social links between Unst, Yell & Fetlar, which have enabled people to access education outside the isle. Make Fetlar more remote and place a further barrier to its population accessing the majority of SIC services. Put at risk the improvements in Fetlar since the SIC Regeneration Policy in 2009 Appendix 1, defined it as a community that, "can be defined as fragile." Affect the residents' ability to attend events / courses in the other North Isles. Faber Maunsell, in the STAG consultation in 2008, discovered that most ferry passengers from Fetlar were mainly bound for Unst or Yell (presumably for social, medical or work reasons). Mean adoption of a far less practical 'Saturday Service' with gaps between ferries of 3 hours, 6 hours, 2 hours & 2 hours restricting movements for businesses, SIC employees and islanders. This will ultimately mean that the island will receive a worse service from the Council / electricity board / medical services as so many services are reliant on transport into or out of the island. Eg - an electrical fault may take up to six hours before an operative is able to get to the island meaning that the emergency lighting in the sheltered housing will have run down. Increase the difficulties in getting heating fuel or coal; and accessing the nearest petrol pump (in either Unst or Yell). Mean that ferry journeys in worsening weather conditions to Fetlar will be unlikely to run as conditions abate, as the ferry will have to keep to its scheduled timetable. This will mean that Fetlar residents will have to wait longer at Gutcher further "widening the equality gap". In summary, reducing the service on Bluemull Sound will, in direct opposition to the Ferry Review, reduce economic activity, reduce links that maintain employment and further erode transport links which will reduce social mobility and inclusion in a way that will, for Fetlar, further widen the equality gap.

I feel that Option 1.6 will disproportionately affect Fetlar as the removal of the ferry will remove jobs from the island, remove money from the island's economy and mean that we bear the brunt of the impact of the cuts as we already have the least access to jobs, SIC facilities and other services of the 3 north isles.

FE/2/024	Fetlar	1.3	
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I think in principle that the idea of re-introducing fares is a good one, especially if this can be done without the need for additional manning or complex equipment. After all, additional revenue that can be earned is money that does not need to be saved! However, there are some significant points that I would like to make in relation to charges:

At the ferries consultation meeting in Fetlar on 19th November, it was suggested that a flat fare would be introduced. I understood this to mean that the same charge would be made for crossing to/from Fetlar & Unst as is currently charged to cross from mainland Shetland to Yell. I understand the appeal of a flat fare – it's very easy administratively aside from anything else. However, one of the distinctive features of Fetlar (compared to Unst & Yell) is that there is no access to fuel on Fetlar. To access fuel, Fetlar residents have either to cross to Unst or Yell (or Shetland mainland) – there is no option about this. In a flat fare charging regime (where I assume the flat fare for a crossing from Fetlar to Unst or Yell is the same as that from Shetland mainland to Yell), this effectively means that each and every tank of fuel I put in my car – an essential use - will have an additional £8/£10/£12 levy added to it. This is something that is not the case for residents of Unst or Yell, and therefore it is an active discrimination against Fetlar residents. As we all know, and the law supports, discrimination against any section of our population is illegal and this could lead SIC to face legal challenge. It is also possible that people might stockpile petrol at home, which is extremely dangerous and risky.

On a related point, Fetlar residents can access a healthcare centre only by travelling to Unst or Yell. Again, this means in practice that a visit to the GP or dentist will have an additional £8/£10/£12 levy added to it. This is something that is not the case for residents of Unst or Yell and therefore it is another active discrimination against Fetlar residents and is an assault upon the concept of NHS-funded healthcare being free to UK citizens.

All households/all adults resident in Fetlar are issued with a number of “essential use” passes to allow a limited number of ‘free’ crossings each year for essential and unavoidable use, such as accessing fuel or healthcare. This could be as simple as issuing a book of, say, 12 tickets (like the multi ticket we can buy on Yell Sound at the moment) once per year, thus providing each resident/household with the equivalent of one essential use crossing per month at no charge. Alternatively, reconsider the flat charge aspect of the fares – it is the size of the fares that would cause a problem, but a more modest charge of a few £ to get to/from Fetlar would probably be ok for most people.

		1.4	
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Ferry crew members will I am sure make direct representations to SIC about reduction in their wages etc, and as they are much more expert in that than me they are much better placed to make that point.

My own suggestions are as follows:

- 1) That there is an earlier departure from Fetlar in the mornings to enable more Fetlar residents to access employment in Yell, Unst or mainland Shetland. Current ferry timetables mean that Fetlar residents simply cannot access shift start times at, for example, the fisheries or care homes on neighbouring islands. An earlier ferry from Fetlar, that departed at say 7am or so, should enable more Fetlar residents to access a much wider range of employment options than they do at the moment.
- 2) That the number of late night sailings are reduced (or eliminated) to enable better day time provision. The regular service to Unst/Fetlar could stop with the 21:05 departure from Gutcher (current timetable) as the last sailing. Or maybe there could be later night crossing just once or twice a week, say on Fridays & Saturdays.

		1.6	
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This option is simply not viable for Fetlar residents and visitors. Its impacts on the economy and population numbers would be a disaster.

Ferry services in the summer are full of tourists, with many crossings running at full capacity and many tourists already unable to board the ferry of their choice. This scale of reduction would seriously hamper our own attempts to grow our tourism sector and would actively deter tourists from visiting the North Isles. This would have a huge impact on our economy in Fetlar, at a time when we are actively seeking to develop our tourism sector as a targeted growth area for local employment and provision of services. This option would be a disaster for Fetlar's fragile economy as it would lead to many skilled and experienced ferry crew members losing their jobs. It would also be a complete disaster for Fetlar's growing population, as many people may have no option but to leave the island permanently in search of work.

FE/2/025	Fetlar	1.3	
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Re-introduction of fares would have a major impact on costs for the school

- ✓ We would be able to afford fewer visits outwith Fetlar e.g. to Lerwick to benefit from the Museum, Clickimin activities and to develop inter-island links.
- ✓ At the moment our Head Teacher comes to Fetlar Primary every Tuesday. If fares were reintroduced this would have to come out of the school's already reduced budget meaning that less money would be available for learning materials.
- ✓ Increased costs to council when electrician/DLO/Boiler Servicing/ICT support staff visit as they would incur additional costs.

<ul style="list-style-type: none"> ✓ Fewer trips out means less social interaction for the children. At the moment our pupils go to Baltasound JHS every Thursday. This gives them the opportunity to mix with their peers, access specialist teaching in Art, Music and PE, access the library and even get a hot meal in the middle of the day. At present this trip out costs £8 per week. If fares were reintroduced this would more than double. These costs come out of the school's own budget. The reintroduction of fares would result in fewer opportunities for pupils to meet with their peers and for staff to benefit from collegiate working and professional dialogue. ✓ Costs for Shetland Field Studies Service, Dental Hygienist and Museum Education Officer will increase. This will make our visitors (who enhance the curriculum) even less frequent. 				
		1.4		
<p>A reduced service would make it difficult for our Primary pupils to benefit from weekly visits to BJHS unless the timetable was adjusted to facilitate this. At present they go out on the 7.55 and return on the 16.15. This is already a long day and it would be undesirable for the day to be any longer. Reduced sailings would limit the ability for school children to return home from Unst early in times of bad weather.</p> <p>Our Early Years Worker comes in to Fetlar from Unst. At present, she comes in on the 10.20 ferry and leaves on the 16.45. This already means she is on the island for longer than her working hours. Any further changes to the length of time spent outwith working hours would impact on our ability to recruit.</p>				
		1.6		
<p>We cannot see how a single vessel service would be able to cope with the existing level of traffic on this route. This would impact in the same way as previous comments. The length of the Primary bairns' trips to/from Unst would increase with provision needing to be made for extra supervisory time at a cost from the school budget. Again, as the budget is fixed, savings would have to be made from other areas of the school budget which would impact on the bairns. Visits from Specialists (Field Studies, Museum, other schools etc) would decrease and the schools' weekly visits to Unst in order to access PE, Music, Art and their own peer group would be affected.</p>				
		2.6		
<p>Given reductions on timetable on Bluemull Sound, this would mean that school trips to Lerwick would probably cease.</p>				
FE/2/026	Fetlar			

Firstly, my circumstances are that I am a single person with no dependents and I am nearing retirement age, if 60 is still that age for women. I am currently unemployed apart from seasonal work on the island. My income is low but I am not entitled to any benefits.

Single vessel or reduced Geira hours: Re employment on mainland.

It does not appear on the timetables that either option might offer an earlier ferry from Hamars Ness - if there was an earlier ferry than the current 0750 one, and then I could apply for work on the mainland, say at Sullom Voe. So if cuts are made upon either of these options in the afternoon as is being suggested, then perhaps an 0700 service from Hamars Ness could be introduced?

As for **attending for medical or dental appointments on Yell**, neither option appears to offer a lunchtime or early afternoon ferry service back from Gutcher to Hamars Ness and I think it is too long a wait until 1620 or 1730.

Re Social Inclusion - the option timetables include a late 2250hrs from Gutcher to Hamars Ness via Belmont that is bookable but Phil Crosland seemed to be saying that this is likely to be cut. Currently I attend an SIC Adult Learning Course at the Anderson High School every Thursday evening which finishes at 9 pm. but I can only get home from this, or any other evening course in the future, if the late night bookable ferry remains an option. So I am very much hoping that there will be some way to keep this on the timetable.

Yell Sound

I understand that consideration is being given to reducing this service to one boat only except for peak time in the morning. I would be happy with that. I am a little concerned, however, that there might be a 'bottle-neck' in the evenings at peak-time.

Reintroducing Fares on Bluemull Sound

I have already stated that I am on a low-income, so I am not particularly in favour of this option, but if it had to be implemented, I hope that the cost of bringing myself and my car across from Gutcher would not cost me anything more than say £4.00. I understand the Bluemull crossing would be free if I was coming from the Mainland and had paid for my ticket at Toft.

FE/2/027	Fetlar	1.3	
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This response is based around advice provided by SIC staff at the ferry consultation meeting in Fetlar on Monday the 19th of November. That fares at the same level as Yell Sound would be charged on all journeys on Bluemull. Except for trips to mainland

Shetland, where only one of the two crossing would be charged. Crossings via another island, eg Fetlar to Unst via Yell would also only be charged as a single crossing.

There would be a number of serious consequences to reintroducing fares at these levels. Since fares were removed from this sound, there has been considerably more inter island trade and employment. Commuters will face a significant reduction in income. This would in most cases be at least £170 pcm (based on pre paid tickets). For many workers in lower paid jobs it might mean that travel to work is no longer viable. For others it would materially affect their standard of living. For those in business it will substantially increase costs of working off your base island, costs which will have to be passed on to customers, further increasing costs for local people.

In respect of medical services, people on Fetlar only have regular access to a nurse, with a Doctor (based in Yell) visiting once a fortnight. Implementing fares on this crossing would effectively “tax” people for access to medical and dental services.

For children accessing the option to attend Baltasound school instead of the AHS. A choice which probably saves the SIC money. Significant extra daily costs would be incurred.

Tourism may be affected, but is one area where there is local support for the introduction of charges, “rover” tickets such as those offered by Calmac on Western isles routes could be used to help ease fare collection and encourage exploring by visitors.

As there are no fuel pumps on the island, fuelling your car would require a costly journey. Access to leisure, cultural and social activities would be restricted due to added costs.

Please see also see the alternative suggestions provided at the end of this questionnaire. It is crucial if charges are made, the cost of collecting them is taken into account.

		1.4	
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We consider this is an option which could work. There are some downsides as there will be some loss of service. However, carefully utilisation of vessel availability to best meet the needs of the community, should be able to provide significant savings while still offering a service which would meet the core requirements of the community. It is likely that this would require some modification to the summer as well as the winter timetable, so that the requirements for people to get to and from work and access statutory services are met year round.

The crew locally are prepared to look at a split shift system to help make best use of available hour. It will also be necessary to fine tune the timetable so that through services from Lerwick incorporating busses and ferries work as well as possible.

1.6

This is an option, which is not acceptable, as its affects as totally disproportionate. Its end result would be in effect, to complete the work started by Sir Arthur Nicholson in the mid 19th Century, in “clearing” the island.

- Unable to meet existing demand, especially in summer time;
- Does not meet needs of islanders to access employment on Yell/Unst;
- Loss of at least 5 full time jobs and potentially those families;
- Huge increases in costs for developments on the island, potentially making these developments unviable;
- Loss of confidence and likely to bring an end to inward investment;
- High likelihood of rapid depopulation, undoing all the work of the last 4 years;
- Significant increases, on top of already high costs and logistical problems moving livestock off the island;
- Reduction in tourism due to lack of capacity, threatening viability of local businesses, this may also have wider effects for Shetland tourism;
- Significant difficulties in obtaining reasonable access to medical services, a whole day off island would be needed, for even a short appointment;
- Loss of trade to Shetland businesses due to more online purchases from e.g. Amazon; and
- Very likely to incur clawback of savings by Scottish Executive.

2.6

We consider that the basis of the proposal put forward by Yell Community Council, seems to offer the best compromise of reducing costs, while leaving a service which will meet the basic needs of the Fetlar Community for access to the mainland. Therefore we fully support the proposals being put forward by Yell Community Council as an alternative to the options offered in this document. There would need to be some account taken of major community events such as weddings or larger events such as the folk festival. However these could be covered by an allocation of “Community runs” as was the case previously. Given that these are likely to be well used. The actual net costs of provision should be modest.

FE/2/028 Fetlar 1.3

Since the fares were removed from Bluemull sound there has been a significant increase in cross island trade and the number of

people commuting to work including myself

Should the fares be reintroduced it would mean a reduction in my take home pay of over 11%, even when using discounted tickets. I am on a salary just below the average salary. However we have had no increases in three years and none are likely next year. While I would be able to manage, just, my standard of living would reduce significantly. Many on lower incomes would not be able to afford the costs.

Any businesses or self employed contractors would have to add these additional costs onto these charges, putting additional inflationary pressure on already high prices.

Perhaps introducing a very low level fare would be acceptable perhaps along with option 1.4. However care has to be taken that the costs of collection do not exceed or even form the greatest part of collected fares, otherwise it will have been a wasted and harmful change. If some sort of way of operating a cashless system could help keep costs down this might be a way forward.

1.4

If significant sums have to be saved, a solution based on this option is probably the best compromise. The summer timetable would have to be reduced to offer a reasonable year round timetable to the steadily increasing Fetlar population.

With the offer from the crews to work spilt shifts if required, there must be scope for a reasonable service and savings.

Preservation of the ability to access work and statutory services such as medical, remain the prime considerations, especially for Fetlar with limited access to medical services.

However maintaining social and cultural ties should not be overlooked, nor the tourist trade, which is forming an increasing part of the North Isles economy.

1.6

This option is not really an option. It would have catastrophic effects on the north isles economy, particularly Unst and Fetlar. Jobs would be lost, including potentially large numbers in salmon transport and processing, depopulation would be an inevitable consequence.

Personally it would make commuting quite difficult and would limit my flexibility in travel. There would be insufficient capacity to carry the traffic. Tourism would suffer as a result, potentially with Shetland wide effects. Costs of developing and building, already extremely high, would reach unviable levels. House values would probably fall. Access to medical services would be very difficult

for Fetlar residents. As would getting off isle to fuel your vehicle. Work done and money spent in providing infrastructure eg the new still to be opened! Fetlar pier and regeneration posts to the north isles would have been mostly wasted. This is an option which is NOT proportional and if implemented is likely to cause a severe public outcry

2.6

The option not mentioned here, but being progressed by Yell community Council, is in my opinion the best option I have heard so far. None of the options above come close and the single vessel option is neither sensible nor proportional.

The potential loss of salmon shipping and processing alone. Should the ferry service not meet industry needs and they opt to ship out by well boat, should in itself be sufficient to show the folly of this route for the whole Shetland economy

There will need to be some flexibility to cater for weddings and major events, but as these are generally well attended, the net cost of provision for these, will not be that significant.

More work needs to be done to cut more drastically the management of the ferries which is at crazy levels when compared to most private companies. Target savings of at least £500k (50%) should be sought as a minimum.

The maintenance budget should also be able to be reduced as operating hours of most vessels will reduce. Ambitious targets should be set to challenge these budgets. These budgets would not affect frontline services and would contribute potentially a very large chunk of the £2m in savings still to be confirmed

FE/2/029

Fetlar

1.3

Since fares were removed from Bluemull Sound, commuting between the North Isles has increased. There have been other social and economic benefits through increased social contact and inter-isles trade.

The sudden introduction of a full fare (£12.50) would have a negative impact. Families supported by a daily commute between Fetlar and Unst or Yell could be faced with travel costs of up to £2700 per year (for a 5 day week based on the discounted fare). An increase of this magnitude in travel expense would be unviable for those on a low income and may force some to leave their employment or leave Fetlar altogether.

In addition to the increased cost of travel, general living costs would increase since all trades and deliveries coming into the isle would pass on their ferry fare to the customer.

Fetlar residents must travel to Unst or Yell to access medical services, fuel, leisure facilities, schools and local shops. If an equivalent charge was imposed on every community in Shetland there would be public outcry.

We suggest that a residents' pass at a reduced price of, for example, £25 per quarter would be a more manageable option. A simple system with a card displayed in the windscreen with a different colour for different quarters would be cheap and easy to implement and manage.

Regarding tourists, it had been suggested at the first consultation in Fetlar that a 'gateway ticket' might be offered at Yell Sound to allow a certain number of journeys between Fetlar, Unst and Yell. If marketed correctly it would offer value for money to holidaymakers who wish to explore the north isles whilst collecting considerably more income than is currently received through tourists on the ferries. It is disappointing to see that this idea has not been picked up and we ask again that it be seriously considered.

The suggestion to offer a ticket at Yell Sound with through-travel on the same day to Unst or Fetlar is a fair and sensible one.

		1.4	
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Any reduction in front-line services such as ferries will have a negative impact on Fetlar community. This is, however, our preferred option. Some services would be lost and the impact will be felt but it seems that with some work, this option might provide a service that largely meets the community's needs whilst making some significant savings.

Extended hours in the summer would be essential and the Geira would need to be crewed and based in Fetlar. The crew has suggested operating a split shift in order to cover the key service runs.

Detailed discussion would be necessary with Unst Community Council to design a timetable that would meet the needs of both communities.

		1.6	
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This option would be devastating to the community. It would be detrimental to all aspects of everyday life that involve travel to or from the isle. Some of the many problems with this option include:

The lack of capacity to meet demand, particularly during the summer would impact on all service users including tourists.

The inability to commute may result in at least five resident families losing their main source of income. Fetlar would become

unattractive to potential residents and may slip back into depopulation.

The cost incurred by tradesmen (including vets) waiting for the return ferry would be passed to the customer. The cost of services would, therefore, increase and tradesmen may choose not to accept work on the isle. Any significant building projects may become unviable. Council services such as road maintenance and cemetery ground-staff would be affected by long delays as would an undertaker for a funeral.

Transport of livestock would be expensive and restrictive. Hauliers may need to come in the night before in order to catch the boat or market the following morning.

Domestic and agricultural fuel would carry the extra cost of a day's delivery time from the lorry waiting to leave the isle.

Reduced transport links may result in residents using online providers rather than local services/suppliers.

Access to medical services, fuel purchases etc in Yell would take all day. Appointments in Lerwick might require an over-night stay.

We conclude that this option is unacceptable to the Fetlar community.

		2.6	
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We are aware of the proposal being put forward by Yell Community Council. It would provide an adequate service to meet the essential needs of Fetlar and Unst communities, whilst making necessary savings. We believe that it offers a preferable solution to any of the options put forward in 2.6 of this consultation.

FE/2/030	Fetlar	1.3	
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The reintroduction of fares on Bluemull sound would be extremely detrimental to the community in Fetlar. Employment, medical support and education are all dependant on ferry services. If the cost of accessing these basics were to take a significant increase it could do nothing other than have a huge negative effect.

My partner currently commutes to work in Unst and also takes her children out to the playgroups and to nursery there. Very few families could say that an increase of £60 per week would not have a significant effect on their household budget; we could not afford it for sure. There are a number of people in the Fetlar community who regularly have to travel for Doctors appointments and again, they would be significantly affected. Also, anyone who wants to take advantage of the excellent sporting and cultural

facilities in Shetland faces an extra charge to be able to access them. However, we can all see that, in the current economic climate the Council finds itself in, that changes need to be made, so perhaps an increase in fares has to be implemented, perhaps a two tier structure that allowed residents and businesses a reduced rate and charged a higher rate for non residents could be looked at.

1.4

The difficulties in providing a successful timetable in this scenario are well understood by those who have sat in timetabling meetings over the years. Also, this creates a situation where the crews' hours are maybe cut to the point where they cannot afford to remain in those posts.

If one of the ferries has to run on reduced hours a better scenario would be to cut the Bigga's hours first thing in the morning and later at night, thus removing a whole shift. This could actually allow an improvement in the Fetlar service as they would be running an early service out of Fetlar to provide the early morning runs for Unst whilst allowing the saving of a whole crew from the Bigga's expenses.

Always the thinking by officials in obtaining any savings on this route centre on making cuts to the service provided by the crew of the Geira, since the implementation of this service the 'Fetlar Ferry' has been cut drastically on 4 separate occasions. It's high time the pain of cuts was shared around a bit. The Fetlar crew have always done their absolute best to provide a great service and to be as accommodating as possible in making changes to reduce costs. More thought as to how cuts could be found in other parts of the service would seem to be in order.

1.6

The crew of the Geira do a fantastic job providing an excellent service not just to Fetlar but also Unst and Yell. They hold five of the seven full time jobs currently available in Fetlar and so are at the nucleus of the islands economic heart. The damaging effect that losing the spending power of those five households could have on the shop could well be described as terminal.

The economy of Fetlar has been boosted in recent months due to the arrival of new families. Reductions in the ferry service can only be detrimental to this fragile recovery.

Access to employment, education and health services as well as all the many social and sporting facilities and events throughout Shetland are all dependant on the ferry service. The current experience of the weekend winter timetable tells us that a one ferry service is not able to service the requirements of both Unst and Fetlar, with the smaller community naturally being the one to lose

out.

I fear that the implementation of this measure would begin a process that would lead to the depopulation of the island and a breakdown of the community as a functioning entity.

2.6

Cuts on this sound have to be made but care must be taken that the ferries provided, link in to any service running to Fetlar especially in the likelihood that the Fetlar service is going to be reduced.

Finally, this whole process has been rushed through in far too short a space of time given the complexity of the issues and the far reaching consequences of the effects on vulnerable communities.

FE/2/031

Fetlar

1.3

Adverse effects on me due to extra cost when I:

- Travel to Unst or Yell to work as a relief Practice Nurse
- Travel to Unst and Yell to work as a voluntary toe nail clipper (a service for people unable to clip their own nails but not eligible to see a Podiatrist)
- Travel to Yell to see the doctor
- Travel to Yell to use the Leisure Centre facilities
- Travel to Yell to obtain diesel for my car
- Travel to Yell or Unst to attend evening classes
- Travel to Yell or Unst to have a meal out in a restaurant
- Travel to Yell or Unst to meet my friends
- Travel to Yell to attend meetings
- Start building a new house on Fetlar next year

Adverse effects on others on Fetlar due to extra expense:

- Problems to continue a successful business recently started on Unst
- Problems in working on Yell or Unst

- Problems taking children to Leisure Centres in Yell or Unst
- Problems with attending parents evenings at Unst school and collecting children from school if they need to return to Fetlar outside of the usual time either due to illness or staying to after school activities
- Problems in attending classes or clubs in Yell or Unst
- Problems with joining in with social activities in Yell or Unst
- Problems with attending the Doctor or dentist on Yell
- Problems with obtaining services from Yell or Unst or doing any business there from agricultural to building business

Adverse effect on Education Dept:

- Payment of daily fares for Fetlar bairns at High School on Unst
- Cost of providing passes for these bairns for use on the ferries
- Cost of fares for Fetlar primary school bairns on their regular 1-2 weekly trips to Unst plus fares for their teachers and support staff

Adverse effect on Health Board:

- Payment of fares for community nursing services moving between North Isles
- Payment for Doctor's regular fortnightly visits to Fetlar
- Though the Education Dept and Health Board expenses may not be the concern of the Ferry Services, it hardly seems right to make savings in one area of Shetland only at the expense of another area which is also trying to make savings

Adverse effect on the North Isles:

- Since the introduction of free travel between Fetlar, Yell and Unst, a greater togetherness has developed between these three North Isles, as it has been easier to move between them
- The imposition of fares again will arrest this tendency as people will not travel between the isles so much

Effectiveness of this measure:

- Apparently the expected increased income by charging fares is based on the numbers of people travelling on the ferries at

present

- Once fares are charged, the number of people travelling on Bluemull Sound ferries will drop dramatically and the income will be much less than expected
- I think it will be so low as to make the reintroduction of fares NOT cost effective, especially taking into account the expenses that will be incurred by introducing fares again and collecting them and the extra costs incurred by other departments like the Education department, which is also desperately trying to make savings
- Thus there will be no gain to the Council by this measure, while much harm will be done to the North Isles, whose residents will be impoverished in many different ways by this measure

1.4

I understand that the crew of the Geira are to make a separate suggestion for reducing hours and making the necessary savings. I trust them to come up with something that I could live with.

There are many problems with the present suggested timetable – to name two:

- The doctor could not get into Fetlar in time to conduct his/her clinic and leave on 1050 ferry
- The essycart could not get into Fetlar in time to go to all the properties and leave on the 1050 ferry

1.6

It will no longer be possible for anyone coming into Fetlar to stay for a short while. The stay would have to be all day. This would create much extra expense for the islanders and difficulties with the following:

- Oil tankers coming to bring oil to many households dependent on oil for heating their homes
- Council repairs services to Council owned property
- Repair services to other properties
- Collection of animals to be transported to Aberdeen by ferry. (Lorries would have to come in the previous day as they would need to leave on the 10.50 ferry from Fetlar to connect with Aberdeen ferry.)
- Building materials being brought to Fetlar
- Visit by vet to sick animal may not be possible
- Visit by mobile library would not be possible

Likewise, it will be difficult when leaving Fetlar as it may not be possible to return for several hours:

- The latest Doctor or dentist appointment would need to be 9.15am in order to return to Fetlar by 11am, otherwise it would not be possible to return until 5pm
- To obtain fuel for a car, it would be necessary to leave at 07.50 to return by 11.00, otherwise it means being away all day – not returning until 5pm. This would be difficult for the Nurse as most of her patient care takes place in the morning

I would be mostly affected by the extra costs with bringing building materials for our new build house. Suppliers having to spend 6 hours on Fetlar before leaving will charge at least double to if they only stay 2 hours. I am concerned about whether I can afford my new build if only one ferry operates on Bluemull Sound.

I have two horses so I am worried about increased vet fees and even if it will be possible to persuade a vet to come if they have to stay 6 hours on the island.

I depend on the mobile library service which almost certainly would be stopped if there was only one ferry and the library van would be stuck on Fetlar for 6 hours.

Thinking of any service coming from Lerwick, their departure time from Lerwick would need to be 8am and arrival back in Lerwick would be 7pm.

This would really isolate Fetlar, put the clock back and no doubt lead again to depopulation.

FE/2/032	Fetlar	1.3	
Big increase in commuting costs – significant decrease in family income - May mean need to relocate or leave employment in Unst. I work as Senior Social Care Worker in Unst and make at least 3-4 crossings a week to Unst			
Any social or educational/ sports/activity trips to Yell or Unst would be expensive for my family.			
De-population of Island.			
Increased isolation of both adult and child population			

However, if fares mean jobs and services would not be cut in Fetlar would be the best option for the sake of the whole community

1.4

Big problems commuting to work in Unst – Work as SSCW in Nordalea Children would not be able to attend any nursery sessions in Unst – vital part of their socialisation at an early age as only my 2 boys at nursery in Fetlar and need to play with other children own age. Other children would be unable to attend Baltasound School because return journey so late – huge impact on Island – depopulation.

Loss of earnings for a lot of families on the island-loss of ferry men jobs – depopulation.

Increasing social isolation due to inability to attend social/sport/social activities outside of Fetlar.

Negative impact on tourism

1.6

Completely unacceptable to island – making 5 people redundant in an island with a population under 80 – saving should be throughout Shetland on an equal basis. Seems as though vulnerable communities being targeted as we obviously have a smaller voice than bigger communities.

Why would so much be spent on building new breakwater just to cut services?

All the issues in box above but higher impact because even less ferries.

Big problems commuting to work in Unst – Work as SSCW in Nordalea.

Children would not be able to attend any nursery sessions in Unst – vital part of their socialisation at an early age as only my 2 boys at nursery in Fetlar and need to play with other children own age. Other children would be unable to attend Baltasound School because return journey so late – huge impact on Island – depopulation.

Loss of earnings for a lot of families on the island- depopulation.

Increasing social isolation due to inability to attend social/sport/social activities outside of Fetlar

Negative impact on tourism

		2.6	
<p>More difficult to access activities in Lerwick for my family.</p> <p>Ferries need to link into the Fetlar ferries to make any trips to mainland practical.</p> <p>Loss of jobs and income for othe north isles communities.</p>			

Reference	Area	Option No.	Name & Address	Comment
WH/2/001	Whalsay			<p>As a commuter who uses the Whalsay ferry service on an almost daily basis, I am alarmed and feel threatened by some of the proposals being put forward for consultation.</p> <p>Under the proposed timetable, as a shiftworker at the Sullom Voe Terminal, I will not be able to attend work on time for shifts on Sunday.</p>

Currently, day shifts for myself require me to leave on the 0630 ferry to relieve my night shift colleagues at 0730. The earliest ferry on the published timetable is 0750 which would only enable me to get to the Terminal at approaching 0900. Clearly my employer would find this unacceptable, which worries me greatly. Surely one of the most basic no frills functions of a ferry service would be to enable the movement of workers to their places of employment on time.

Hopefully, this has been a simple mistake in the timetable and can be rectified easily, as at a stroke residents of Whalsay are now not able to gain employment as a shift worker at the Sullom Voe Terminal, the Total gas plant or any other shift position on the Shetland mainland. Day workers will also be more than likely disadvantaged and discriminated against due to inflexibility of overtime availability.

Worryingly, the large Hotel being built in Brae would indicate to me that vacancies recently advertised are likely to be filled by workers travelling from out with Shetland, these workers' wages will not be seen in the Shetland economy.

I have been commuting to work from Whalsay to Sullom Voe for over 20 years. I have colleagues from other islands that travel to work by ferry. It is apparent to most that the Whalsay service is already the worst served route, this I accept is partly down to the length of the crossing, but it would be hard to argue that the facilities provided are comparable to those provided elsewhere, most especially the Yell sound crossing. The festive timetable is very indicative of the differing service levels provided (there is no provision, and never has been, for shift workers travelling from Whalsay).

The economic implication of cutting the service is obvious to most, and will lead to forced economic depopulation and people, such as myself, trapped in negative equity. This is against a backdrop of an increasing population, massive investment in industry and private housing stock recently on Whalsay – surely the key ingredients of a self-sustaining economy the Council tries to achieve in Shetland as a whole.

I am under no illusion that savings to council expenditure have to be made. However, these should be fair and impact all equally as far as possible. Unfortunately, I fear that those with loudest voices will have more effect on Council cutbacks, than the decisions being made on an economic and social basis. The situation regarding the Whalsay school would seem to illustrate this. Hopefully I am wrong.

WH/2/002	Whalsay	4.2	
I am a 21 year old Whalsay resident currently studying Medicine in Glasgow and returning home every holidays (Christmas, Easter			

& summer) to work. During my time home, I do social care work at a number of care homes in Lerwick (due to the limited work for young people on Whalsay) as a relief member of staff; the shifts can vary from 7:30-15:30, 9:00-16:00, 15:00-22:00 or 22:00-9:00 throughout Monday to Sunday. Under the current ferry timetable I am able to commute on days where I am unable to stay at my elderly grandparent's home in Lerwick, and as they get older I would be hoping to commute more and more often to reduce the burden on them. Currently I often have to wait at the ferry terminal for about an hour at the weekends when I finish a shift because the ferries run less frequently and having looked at the proposed new timetable, my ability to work at the weekends (where my pay is increased) would be severely limited. I would be forced into refusing any shift starting at 7:30am or finishing at 10:00pm which are the most common shifts over the weekend period. As a graduate student, I also have to now pay my university fees as well as my rent and general living costs and my ability to earn money while I am home is crucial to allow me to continue my studies, therefore, if my hours were reduced simply due to ferry timetable issues I would be understandably upset as it could compromise my studies. As well as this, my mother's partner currently works at Sullom Voe oil terminal and he has already pointed out that they would have to move out of the isle in order for him to continue his current job. So as well as my work life being affected my family would be forced to live apart from one another.

In terms of the impact on the social life in Whalsay, it would be severely affected. Who from out-of-the-isle is going to want to come up to any events when they are forced to leave the isle at 21:10 Sunday –Thursday or 22:20 Friday-Saturday to get home? And in terms of people leaving the isle to attend events this would be largely compromised; I attended the comedian Bill Bailey's event at the Clickimin Leisure Centre and it finished after 22:30 and under the current timetable we were able to catch the 23:10 ferry back home, but under these new timetables we would have to leave the event early or pay for accommodation in town. Under the current economic climate the option of paying for expensive overnight accommodation, as well as the cost of the ticket for the event is not feasible, whereas, the cost of a ferry journey home (while, still somewhat expensive) is much more manageable.

I do understand that some cuts must be made, and a few of the proposed cuts to the timetable could be manageable, but the current feeling in Whalsay due to this proposed change, as well as the threat of closing our secondary school, has resulted in us feeling very much unfairly targeted for wanting to live on an island and not in Lerwick. I urge the Council to reconsider some of these proposals as I don't feel as if I could ever move back to Whalsay if all of these changes were made due to the limitations it would place on my life. I would also be reluctant to move back to Shetland in general to work as a Doctor, as I would no longer see it as a place where everyone is valued, no matter where they live, but as a place where everyone feels forced to live on the mainland with the amazing islands left with only pensioners and then eventually no-one living on them.

WH/2/003	Whalsay	4.2?	
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Listed below, are what I believe the main impacts and consequences this option would have, both personally (family) and to the

community.

As a daily/shift ferry commuter to Sullom voe Terminal for over 25 years, the main impact this option would have on me and my family is that I would no longer be able to continue in my current job without having to seek alternative accommodation on the mainland. I work 12 hour shifts at SVT and the removal of the 0630 ferry on Sundays would hinder me from getting to work in time to relieve the off going night shift at 0730am. I am not alone in this situation either. There are other shift workers at SVT from Whalsay, and others aside who would use this particular ferry for their employment too.

This situation would also prevent jobseekers, school leavers, graduates, etc. seeking shift employment at SVT or the adjacent Total gas plant when it comes on stream. SVT are currently looking for shift staff and Total will have a shift based workforce. This is a fantastic opportunity for job seekers young and old. However, put against mainland based residents, Whalsay residents would no doubt be discriminated against during selection processes by employers when the travel restriction facts become apparent.

From a community point of view, the obvious impact these cuts would have would be a slow reluctant depopulation of the island. Whalsay's population is currently increasing and the economy on the island is in good shape. Depopulation would begin to create economic instability, local business would begin to suffer and the inevitable snowball effect would begin.

The Whalsay ferry service already struggles to cope with the commuting traffic, especially at times when mainland based companies are travelling in and out daily, mostly with heavy goods vehicles, for their businesses, building houses etc. Any further cuts would magnify this problem. Many daily commuters still commute on the ferry by car. Cuts in service, leading to over congestion, coupled with the increase in fares would inevitably lead to these commuters opting to leaving their cars at Laxo and travelling on foot. This would radically reduce any revenue raised through the daily car fares. Furthermore, any commuters returning from work, a trip to the mainland for goods, were returning from a flight etc. Not catching a particular ferry or being turned away due to ferry capacity, will face a very unreasonable wait until the next available ferry. You are usually indebted to sit a Laxo for this duration, in fear of losing places again for the next ferry.

In my opinion, the Whalsay ferry service has always played second fiddle to the other north isles ferries in any case. So why should we be looking at further major cuts? Look at the festive timetable every year for example. When I work day shifts over either Christmas or New Year (normally 24th, 25th & 26th or 31st, 1st & 2nd) then I cannot get home to spend time with my family for 3 days. For example, I was roatd for Christmas this year, and then I would leave home at 0630 on Christmas Eve and wouldn't get home again until the morning of 27 December. I would have to find somewhere to stay for three nights. I seem to recall hotels are all closed at this time of year, so I'm afraid it's a sleeping bag in an office at SVT somewhere. Very festive! I happen to be on night

shift this year over New Year. On night shift we can commute each day but the times are ridiculous. I finish my shift at 0730 and the first available ferry isn't until 1130, getting me home just after 1200. I will then have just six hours at home to sleep, wash and eat before I have to set off again at 1800 for another night shift. Then it's the same routine again the next day. This situation does not happen to the extreme with Yell and Unst residents.

WH/2/004 | **Whalsay** |

How do you expect the Hendra will cope on a Saturday. From April to October when Linga could not. 0750 Saturday mornings for 8-10 cars for anglers, that's nearly every Saturday. Also horse shows, cars with horse boxes, regatta cars with boats on trailers, then at times golfers, then general public, you don't have to be an educated person to see that just cannot work.

To reduce the ferry service to the extent you're talking about, after all the service on the Whalsay Sound is our road and to reduce the way you want must come into the human rights category. Would need to be looked into. I think you mainland Councillors don't care what happens to the isles, not much savings around Lerwick. New uniforms for Leisure Centre workers must have cost a bomb.

Are old age pensioner going to pay bus fares on mainland?

You would need to alter the last runs at night. Either stop the 2145 run in from Laxo and still do the 2310, or, make sure that all sporting activities and any other shows etc. would have to finish so that isles people could catch the last ferry.

The Mareel was built for the use of Shetland people for millions of pounds, now you are trying to stop isles people even getting to it.

WH/2/005 | **Whalsay** |

Impact & consequences as I, a Whalsay resident, see the proposed changes to the Whalsay ferry timetable making to my life and that of others.

I do hope the idea that the option of our ferry service stopping at 7pm in the evening is not up for serious consideration. Such a ridiculous idea would prevent Whalsay residents taking part in any Shetland organisation. It would lead to no island input being possible with the many sporting and social groups that hold meetings on Mainland Shetland, in the evening. We could not attend competitions, functions, fundraising events, social activities etc. Marginalisation at its worst for the island.

Anyone working in a normal nine to five job would not be able to visit relatives who are, unfortunately, in the Gilbert Bain Hospital.

Evening visits would not be an option as there would be no chance of getting back to the isle.

Anyone returning to Shetland on an evening flight would not be able to get back to the isle. Penalised again! Booking into a hotel the only option for those without mainland Shetland relatives. That seems somewhat unfair to the islander imposing more expense to their already high travel budget.

If the option to have the last evening sailing at 21.45 takes effect, things are not greatly improved.

Shetland prides itself in its music tradition and all the 'Festivals' that have evolved from this sector. Folk, Fiddle and Accordion, Jazz, Blues etc. At the moment with the late booking option it is possible to attend some of these concerts but with the last sailing being earlier, the decision will be to stay off the isle [more expense!!!] or not go. AND not to mention Mareel. Islanders should have the option of supporting the venue, but ferry timetable cuts for Whalsay will rule that out. Matinee performances will be the only option there!!

Throughout the year there are many evening events that are planned with friends and family. Islanders would be restricted in their attendance. Being an active member of a Shetland committee will again be an option if meetings are held through the day. Or will all meetings take the new restricted ferry times into account allowing us to leave in time to return home? I trust the mainland delegates will be sent home at the same time and business will be curtailed at the appropriate hour??

I do serve on a Shetland committee and I feel strongly about not being able to fully fulfil my commitments.

Saturday/Sunday vessel timetable restrictions too seem to prevent the Whalsay family making use of 'no school days'. A single vessel will not have the capacity to allow those who wish to go to major events held at the weekend. Craft Fairs, Ideal Homes, Vintage Cars etc.

A late decision to travel for whatever reason – emergency/family problems or just a last minute whim will not be possible. Ferry capacity will not allow us to make 'a snap decision'. There are times when we do have to make an unplanned journey and there may be time restrictions imposed with appointments. We need to get off the isle and we need to know there is a space booked for us to get back home. Unlike mainland folk, we just can't get up and go, we need to book the ferry! Is the ferry booking system going to allow us 24/7 access? [Better get our ferries booked for Christmas shopping now].

If restrictions are imposed on our lives, I hope that other islands have cuts in line with those being thought about for Whalsay.

Different 'goal posts' for different isles is not acceptable. Whalsay's contribution to the Shetland economy must be considered fairly and no discrimination when it comes to service cuts. Every fisherman who goes to sea keeps ten people employed on shore. Depopulation for whatever reason [transport cuts/school closures being two likely contributors] will take the heart out of our community and that would be a sad day for Whalsay and Shetland.

Maybe 'officials' who are based on mainland Shetland should experience island life first hand and see how freedom of movement affects their daily journeys and commitments to work and families.

Remember no one can turn the clock back. The world has moved on and we islanders live in a modern society too. A society that has freedom of choice. A society where there is equality. Whalsay is part of Shetland. Are the Shetland mainland dwellers facing restrictions' on their daily journeys.

WH/2/006	Whalsay			
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I listened in dismay to the 'ferry consultation' for the future of the Whalsay ferry service last night in the Symbister Hall (13th Nov). After which we were encouraged to offer our feedback, well here it is.

I worked on the Whalsay ferry from 1985 until 2008.

In 1985, the 'Hendra' was relatively new, and replaced an out of date vessel which could not keep the expanding traffic moving. As demand for transport increased, the Hendra's schedule had to be increased during the next few years. In the late 1980's, a 2nd ferry was put in place running 9-5, Monday-Saturday, this eased congestion for a short time, until the traffic quickly caught up with the schedule, and the 2nd ferry had to increase to a 12 hour service, 7 days a week - this old vessel was due to be replaced next on the agenda, at the earliest opportunity - it was over 40 years old.

That was in 1991.

The Whalsay service timetable has remained like this for over 20 years, with ever increasing demand for transport, nothing much has been done about it, except many off -island workers have been forced from their homes to live somewhere that a ferry running over capacity does not prevent them getting to/from work.

During these 20+ years, Bressay has had a new modern ferry, Bluemull Sound has had a 2nd ferry, and the Yell Sound ferries

have been replaced and replaced again with 2 state of the art modern ferries, all of these items multiplying their crossing capacities many fold. No disrespect to any of the other ro-ro island communities intended here, but they have always had a superior ferry services to Whalsay.

Admittedly Whalsay got a new ferry in 2001 - only 10 years after it was best needed! This measure was supposed to be a stop-gap, until new modern vessels/terminals were built - after the new Yell ferries. This was recognised by the then Council, that Whalsay was in the most need of a better ferry service.

The 'Linga', only increased the car capacity from 12 to 16, so these spaces were soon fully booked every time. This situation is unchanged, and from 20-50 cars are currently parked at each terminal daily, due to the inadequate ferry service.

We now hear that the 'Hendra', almost the oldest vessel in the Shetland ferry fleet, with no disabled access or toilet, is to become the main vessel on the Whalsay crossing - the most open sea, roughest, and longest ro-ro crossing to any of the Shetland islands. It shall only be running to 9.45pm, and this vessel alone at weekends.

Now in these times of cutbacks, when we also read that Yell Sound and Bressay will continue to have their modern ferries running to 1.00am, this seems far from fair.

Recently there have been 2 house fires in Shetland, both requiring 3 fire engines. Now if such an event takes place in any of the 400+ homes on Whalsay, it's unlikely with this reduced ferry service, that the local Whalsay brigade will get any backup very soon - when it is most required.

To all the island residents of Whalsay, with whom I have discussed this, it seems like they are being sold short once again. Cutbacks have already been made here in the form of lack of any improvement during 20 years, as opposed to how much better transport services have been supplied elsewhere.

To guarantee getting passage, as I work unpredictable shifts, I must own 2 cars. One of which stays on the mainland, one in the isle. If more people are forced to do the same to travel, a very large car parking facility will need to be supplied at each ferry terminal - Whalsay, Laxo, and Vidlin - where our ferry runs to regularly during the rough winter months. I wonder if any of these carparks have been factored in to the 'savings' to be made.

Much revenue is already lost with many of the workforce forced to sit waiting at ferry terminals trying to get to/from Whalsay, but

prevented from by the ferry. Any further reduction in service will only snowball this problem - which will affect businesses across Shetland.

I can remember clearly what the ferry service was like in 1988, and recall turning away lines of cars, some of whom with work to go to, planes to catch, or hospital appointments. If the proposed measures go ahead, this is what we will be returning to. Good luck to the men who will be operating these ferries, I do not envy their coming task.

To summarise, cropping transport to Whalsay, will be like cutting of the blood supply to a limb you need. The place will die. I'm sure the folk here would much rather see some of the unnecessary council run luxuries across Shetland go before the lifeline services. The ferries were here before any of the leisure centre's. Folk across Shetland will survive without these, but not without the ferries.

WH/2/007	Whalsay	4.2	
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Whalsay has a very poor service compared to the other isles. Bressay has 300-400 (approx) people and has a very frequent service till 1am, Yell has 700- 800 people (approx) and a 24hr service with 2 very large ferries. Whalsay has 1000 people and a longer less frequent service. With one small ferry, the Hendra, which carries 12 cars and, the Linga, which can carries 16-18 cars. The Yell ferries carry 34-36 cars. We have already lost the salmon factory - one of the reasons for it shutting was the poor ferry service.

We all know that everybody has to bear some cuts but looking at the propopsals for Whalsay, it seems that we are being treated very unfairly. If our service finishes at 10pm they all should be the same. Our service has already been cut as we have not had the upgrades that everybody has.

Comparing like for like:

Schools: Yell - 3 Whalsay - 1
SIC Harbours: Yell - 4 Whalsay - 1
Ferries: Yell - 2 large Whalsay - 1 medium & 1 small
Service: Yell - 24hr Whalsay - up to 11pm
Population: Yell - 700-800 Whalsay - 1000 ??
The list goes on.

Whalsay has been treated very shabbily by the SIC for years and it seems to me that this is more of the same. Come on, at least be fair.

WH/2/008 | **Whalsay** | **4.2**

I am strongly opposed to Option 4.2 and the illustrative timetable as set out in the circulated document. I believe if it were to go ahead it would severely impact on the economy of the community of Whalsay and Shetland as a whole and also result in social exclusion for Whalsay residents. Much has been made of the need for fair cuts to all Shetland residents. I believe targeting the ferries service in the way outlined will disproportionately impose cuts. I believe the starting point for consideration of what is financially sustainable for ferry services in Shetland is to have equivalent timetables appropriate to the community needs on all main runs.

Bressay to Mainland
Whalsay to Mainland
Yell to Mainland
Unst to Yell
Fetlar to Yell/Unst

Currently the Whalsay to Mainland timetable does not match other routes and there needs to be equalization specifically to the following crossings before any change is made to the current Whalsay to Mainland timetable.

- Bressay to Mainland
- Yell to Mainland

Consideration should also be given to crossing times on each route and adjusting frequency so that, as appropriate to community needs, there is similar provision on each crossing i.e. on runs where crossing times are short. There could be fewer runs compared to those with longer journey times.

I do not believe the switching of MV Hendra and MV Linga to be a realistic option in terms of continuing to give a service capable of carrying current levels of traffic. With the MV Hendra restricted by MCA to a maximum of 50 passengers all year from 1 hour after sunset and all day from autumn to spring when on G.M.T. There would be insufficient capacity to maintain current demand/ traffic.

Should the Blueprint for Education option to close the Secondary department of Whalsay School ever go ahead, then MV Hendra would have insufficient capacity to have all pupils travel on one run.

With current practice that foot passengers take precedence over even booked vehicles, their drivers and passengers, there could be a situation where a vehicle based driver/passenger suffers through missed appointment, onward ferry connection or flight.

I believe that reduction in service that is shown in Option 4.2 would affect not only the future viability of the community of Whalsay, but would have detrimental effect on the economy of Shetland. If Whalsay residents can't get to the Mainland due to lack of ferry runs and capacity, they will not be able to support Mainland based businesses who will suffer.

Having one ferry on at weekends does not take into account the social needs of Whalsay residents who could be excluded from attending events on the Mainland, or other Shetland residents denied access to events on Whalsay. These events would therefore be less viable. The whole social fabric of Shetland life would suffer.

WH/2/009	Whalsay		
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Following the consultation on the future of ferries it is now blindingly obvious that Whalsay's only chance of a viable future is a tunnel as quickly as possible.

WH/2/010	Whalsay		
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Cutting sailing not only costs jobs. It should be considered that swapping ferries is the equivalent of sailings lost. This will prevent keeping appointments as at present will probably have to wait around Lerwick until we can get a ferry back. Parents with a morning appointment need to get on the 2.45 to be back before the school is out.

Will there be concessionary fares for pensioners on all buses including Unst and Yell. We don't have a bus.

I will be asked to pay a concessionary fare on the ferry. When we go with our car, my husband gets no concession, He is in his 70s and had to collect his medical socks from Boots, they no longer deliver to Whalsay Health Centre. His fare was £8.01. I don't mind paying if everyone is treated the same. Unst gets free journeys owing to lost jobs. Whalsay has probably lost as many. Station one of the Yell ferries in Whalsay. The pelagic fishermen wanted the ferries based at Symbister. They should now be prepared to move to the outer arm. The pursers get into the harbor, as a big Yell ferry would.

Keep the Filla there, do both maintenance on the same day and use Filla for an extra sailing.

Whalsay folk have worked in fish and at the fishing as long as we can remember and contributed to the economy of Shetland with no redundancy pay and no pensions. We have paid our rates as everyone else.

New piers have been built all over Shetland. Our harbor is in a poor state and the ferry that needs derogation is the one we are getting for our main transport.

Please treat us fairly.

WH/2/011	Whalsay			
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Island Clearances!

What happened to the tunnel programme?

Disaster for Whalsay, a community who put millions into the Shetland economy should not be victimised by continuing to use ferries. Get real and move forward with tunnels.

Lerwick can't house everyone so stop centralisation and open up the isles with fixed links, not cutting them off by a continued use of an out dated ferry service.

WH/2/012	Whalsay			
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Get the tunnel now!

WH/2/013	Whalsay			
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The impact would be devastating because I'd be restricted to leaving any event in Lerwick through the week at 9.15!

Considering the opening of Mareel, this would affect the amount of films I'd be watching; also sports teams are well known to sometimes have to get the late ferry.

The options seriously affect the social mobility of the islanders which will ruin the community which gives so much back to the local economy. Also the other ferries (Hendra & Filla) can't take as much cars as the Linga.

WH/2/014	Whalsay			
<p>I've just read a press release and I quote Douglas Irvine "These investments will go a long way to ensuring the fisheries sector remains the cornerstone of our economy in the future". This is why I am in favour of fixed links and out of all the isles Whalsay deserves this! The Whalsay fleet has taken millions into the Shetland economy but don't have a suitable pier or harbour.</p> <p>Ferries are unsustainable. Go with Council policy and get the tunnel funding sorted out asap or go back in time to 1 ferry every few days?? This is the road you seem to be on.</p>				
WH/2/015	Whalsay	4.2		
<p>By stopping the late runs, this stops me attending events on the mainland.</p> <p>Also at weekends, I believe the reduced service may give me problems with lack of space for cars on the Hendra.</p> <p>I commute to Lerwick, my work starts at 0850. Having the Hendra running at 0750 I hope I can get a space for my car on the Hendra. The main problem I have is:</p> <p>Looking at the timetable for Bressay and Yell, Whalsay has a much reduced service to the other isles. For example, why should Yell have a late run and Whalsay not? I believe Whalsay provides well to the Shetland economy. There should be a fairer reduction to the Whalsay service and not have a poorer service than Yell.</p>				
WH/2/016	Whalsay			
<p>Recently the Sullom tug crews manpower were reduced by 25%. This means one tug is unmanned, and crewed by a standby crew 24/7. Many of the tug crewmen are situated in the isles. Therefore, cuts in ferries will affect their ability to get to work within a few hours notice – as required – like what currently happens with the present ferry services.</p> <p>Any delays to the shipping movements happening will have a bad effect on the Oil Terminal operations. There are many other isles people employed in critical areas of Sullom Voe Oil Terminal, on different shift patterns. Many of the ferry timetables have been historically set to suit these workers changing shifts. Have the proposed new schedules been thought out to this level, like in the past?</p> <p>Apart from the whole Council taking a leaf from the Tugmen and cutting 25% of staff to make savings, my point here is that there is</p>				

a large portion of the Shetland workforce commuting from the isles. You should think very carefully before cutting their access to get to work, to keep Shetland functioning as it does.

WH/2/017 | **Whalsay** |

Over 70s not 60s as pensioners – then half price. Keep children cost as it is.

Must have 24hr internet booking.

Stop running Skerries/Lerwick.

Teatime Sunday to accommodate caravans, horseboxes, sports minibuses – less in winter.

Find happy medium, i.e. less late runs to Yell, Unst and Bressay to same as Whalsay bit later – Whalsay – earlier Yell and Bressay.

Stop 24hr manning on Yell.

Stop 0100 runs to Yell and Bressay. Fairness across the board stop persecuting Whalsay!

If 945 ferry last in, my 18 year old daughter will have to quit her 10 hours per week part-time job at Clickimin and go on the dole as can't afford a room in Lerwick and you are stopping her commuting!

What does that say to young workforce. Move to Yell maybe?

WH/2/018 | **Whalsay** | **4.2** |

These changes are awful for an island full of young people of working age!! How do you as ferry service feel about restricting the 'service' so much that people will not get to work.

I work full-time in Lerwick and work 12 hours per shift. However, if my work is busy I need to stay on shift for an hour or two. If these changes happen, I can hardly work my 12 hours, let alone extra emergency hours.

So what do you feel I should do??! I also have a young daughter. Do you expect me to do a shift, miss the last ferry to Whalsay, and then not get back till the next night, due to shift patterns? Thus, not getting back to see my young daughter.

At this point I am unable to book the 0750, as too many cars booked. Thus, not able to take my car in to Whalsay. Leaving my car out at Laxo/Vidlin. In summer, this is fine, but in winter or in bad weather when the ferry goes to Vidlin. The parking is very restricted and no room for workers'/overspill cars.

Solution:

Larger car park (to accommodate at least 35 cars). Or leave the ferry service. However, it would be handy to increase the ferry service to accommodate people who would like to take their cars in and out on the ferry.

The 2 outwith ferry ports (Laxo/Vidlin) are extremely hard to leave a car out of Whalsay. As the next day, the ferry may go to the other port, leaving you car less at that port.

Using the Filla ferry is an interesting idea. However, not realistic. With the amount of traffic with the Whalsay ferry.

The idea SIC workers are not allowed to comment on the proposed cutbacks, or as it is being dubbed 'the isle clearances of 2012', is awful, should the SIC workers not get the chance to voice their concerns about their community??! This is 2012, and freedom of speck is a right!

WH/2/020	Whalsay	4.2		
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Here we go again, Whalsay getting the short end of the stick. Does the council not realise by cutting the service to Whalsay that some people are not going to be able to stay here or is that what they want to empty the isles and try to get everyone to stay in Lerwick? Where are they going to house them? I'm told it's difficult to get a house in Lerwick nowadays.

I have a 98 year old mother and god forbid I ever have to take her to the mainland at the weekend as having to go in the Hendra without disabled access to a toilet, which she has to go quite frequently. Are the Council going to build disabled toilets at Symbister, Laxo and Vidlin? I don't think so.

WH/2/021	Whalsay	4.2		
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I work on the Whalsay ferries and can say from experience there is seldom a day on which we have to leave cars as the deck space is full. Yes, there are also times there is plenty of room, but not often. I also know cuts have to be made. To that end, I would suggest cancelling any Christmas and New Year sailings.

As far as I am aware, the vast majority of the population would be in agreement with this.

Cheaper fuel also comes to mind if possible by any means at all.

Whatever cuts are made, as was pointed out several times in Symbister Hall, we very much need at least a level playing field with Bressay and Yell.

WH/2/022	Whalsay			
<p>Working commuter five days per week. Leave Whalsay, 0750 and return from Laxo on 1530 ferry 5 days per week. To discontinue the 1530 sailing from Laxo, will obviously play havoc with my working and travel arrangements and will be extremely disruptive. May have to move family to Shetland mainland depending on travel disruption and cutbacks.</p> <p>Shetland in general and the Whalsay community will suffer greatly, both economically and culturally with severe restrictions at weekends.</p> <p>Fixed links should have been built throughout Shetland many years ago, but it is never too late. Please get on with it. Whalsay has contributed millions to the Shetland economy and if given the chance to develop further can increase that economic contribution</p>				
WH/2/023	Whalsay			
<p>I am a mother of 3 small children and feel that I have to voice my opinion on the ferry consultation discussed here at Whalsay last Tuesday. I was born and raised on the island and would like nothing more than to bring my children up on the here however, reducing this service will destroy the possibility of family life as we know it. The younger generation will have no option but to leave the island as employment opportunities is scarce as the local factory has closed, fishing opportunities are rare and building new businesses, unheard of due to the reliance on our, already inadequate, ferry service.</p>				
WH/2/025	Whalsay	4.2		
<p>Bressay, Whalsay and Yell timetables should start and stop at the same time as these are the 3 services most used by communities, therefore most comparable. Even this would give Whalsay fewest crossings due to distance. This could be adjusted after a trial period when demand could be assessed.</p>				
WH/2/026	Whalsay			
<p>Please see my points on the consultation on the changes to the ferry service.</p> <p>I have 2 children; I work out of the isle, simply because there are no jobs in the isle. I travel every morning on the 7.50am ferry as I start work at 8.30am every day. I travel back home on the 5pm ferry. These ferries work in with my work and my childminder, if I had to go out earlier it would cost me more to get a childminder and the same at night time. I do not work for the SIC and my employer does not have flexi working or remote working. This would have a detrimental effect on my family life if I had to go out earlier or come in late!</p>				

I have been travelling on these ferries for more than 5 years now and I see every day that there are many people who have to leave their cars out at night or cannot get on the ferry at these times, for example: - I came in on the 5pm ferry and there were 13 booked cars and 14/15 unbooked cars who did not get onboard, these passengers had to either leave their cars or wait until the next ferry at 5.50pm in hope that they get on board. The 5pm ferry is the Linga and if the Hendra took over the runs of the Linga, especially at the commuters times then this will have an effect on all people who work out of the island.

As a commuter I would be very affected if the price of the multi journey tickets went up, currently it costs £80.80 for 2 weeks. It can be very expensive to travel, it adds 1 hour onto your working day that is not including the driving to work. I know I chose to stay on the island but this was for the benefit of them to give them the opportunities I had when I was a child.

It is also quite worrying that the Hendra is an old vessel and will eventually require work to be done. There is no disabled access or children's changing areas on the Hendra, if you are travelling with children and you cannot get your car onboard the ferry it is very hard to get downstairs, not all people in Whalsay are good sailors! I know that people have had to stand on the deck of the Hendra due to no vehicle and cannot access the passenger saloon; the Linga has a lift, disabled toilet and changing area for babies.

I am also part of the Whalsay Netball team who travels every week to and from the mainland to play games or take part in training to be part of the Shetland squads. If the ferries stops early in the evening it will not be possible for us to travel or the children to travel to the mainland to take part in the training, this would have an effect on the children by excluding them from the chance to play or train with the Shetland teams.

I also travel on Saturdays to either my work or to family trips, the ferries are always full of people and if the ferry was reduced to 1 ferry they would never manage to get everyone onboard, again having an effect on inclusion of people who live in Whalsay.

Looking at the time tables from here and from other islands and it looks like Whalsay is being cut so much more than any other place, the feeling I have is that if, for example, Whalsay and Yell were making the same amount of cuts then Whalsay wouldn't feel so punished. Whalsay won't have the late run at 11.10pm from Laxo however Yell will keep their late ferry.

My feelings on the closure of the booking office is that if there was an online booking system which would be accessible over the weekend then the reduction of this service wouldn't effect Whalsay so badly. At present trying to book ferries in and out of Whalsay is quite a challenge and at the weekend the office is closed so you can't book ferries or amend your current bookings. It would be a real shame if the job went out of the isle as there are already no jobs in the isle.

Increasing the price of children's fares is good, and yes anyone over the age of 60 should pay, pension's only start at 65 and most people are still working at that age!

If the Hendra takes over for the Linga in the mornings and I cannot get onto the ferry then I will not be able to do my job, therefore this will have an effect on our organisation.

At present, the Fivla is running for the Linga whilst it is getting work done to it, and it cannot cope with the traffic. My partner tried to book out on the 6.30am, 7.00am, 7.50am and the 8.25am and they were all booked up, for commuters this is never going to help their work. Unemployment will increase as workers cannot travel to and from their work.

I can be contacted if you require any further information.

WH/2/027	Whalsay			
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I am a mother of a young family and have family in Sumburgh and Unst. We travel a great deal to go and visit them and it is a struggle now to get the ferries to meet in never mind with this proposed changes. Waiting at Laxo/Vidlin with 3 fed up children for 45 minutes is not fun, with these proposed changes it would be 1 hour 30 minutes!!!

I also play netball and regularly travel up and down to Lerwick and Scalloway for games. The ferry changes would affect anyone playing sport or doing any other activities outside of Whalsay, making it difficult to continue.

Changing the Linga and Hendra around on weekends and cutting the amount of runs does not make sense to me. That is the days people go to the town for shopping and maybe out visiting etc. Surely that is busy days for the ferries?

These are just a few of my concerns. I really believe these cuts would directly result in a thriving community dwindling away.

WH/2/028	Whalsay			
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Comparing our neighbouring islands of Unst and Yell, Whalsay already has the poorest service which has contributed in the past to the closure of our local factory. Our crossing is lengthier, has fewer runs, starts later and finishes earlier than ANY of the other crossings. Due to the closure of the factory, employment opportunities have reduced significantly with no work prospects at all for the younger generation.

How can the SIC justify changing the Hendra into the shift vessel? The current timetable struggles to cope at peak times and with the winter timetable. Who will get priority? This is only going to get worse given the lack of employment in the isle and that fact that our younger generation will have to commute if they want to stay on the island? The Hendra also has a lack of disabled services available i.e. no disabled toilet; no lift etc making travel for people with mobility problems very difficult. There are no disabled toilets/waiting areas at any of the terminals if services are required.

Please also bear in mind that the Hendra is quite an old vessel.....if she fails do we go bck to the Thora??

WH/2/029	Whalsay			
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1. Would introducing the Filla have safety issues? As you are aware this ferry opens at one end only which means that at some point you will have to reverse either on or off the ferry. Reversing a vehicle on a dark, rainy, windy winters day with foot passengers milling around?
2. Disabled access? The Hendra was not built with disability in mind! No disabled toilet, no lift, difficulty with elderly family members getting to either the toilet or down to the lounge are? Even taking my grandson out for the day to

Lerwick on the bus, having to get the pram and a 2 year old child over difficult steps?

3. Social and sports events? Why do we have to endure our service stopping so early? The Unst, Yell and Bressay ferry service continue to run late into the evenings and even later at weekends to allow their community the ability to have a social life and the younger generation the possibility of taking part in sports events? Our current service, is already one step behind our neighbouring islands and our social lives is already affected, please do not reduce this even further?
4. Commuting? Both my husband and son commute each day, luckily my husband has a standing booking at 6.30am each morning but my son does not have this luxury and has to leave his car out of the island each night as he cannot get a booking back in at the end of the day. How can the SIC justify changing around the ferries when the current rota/timetable cannot cope with the daily traffic?

There are many reasons why the proposed changes cannot work and I am fully aware and recognise that the SIC need to make changes/savings, however, reducing our service further will, I feel, have a detrimental affect on island life.

I also feel that there are still quite a few savings to be made in the central belt of the Shetland Islands?? Have the SIC considered introducing more car parking charges throughout Lerwick and at Sumburgh Airport?

Halt all overtime being paid on ferries.....introduce pay as you go bank workers? I know of a ferryman working overtime most of this week whilst a pool worker is sitting at home doing nothing!!!!!!!!!!!!!!

Stop enhanced payments for all public holidays with the exception of Christmas and New Year?

Introduce payment at time of booking?

Introduce no sickness absence payments until Doctors certs are received?

Introduce road toll on vehicles entering Lerwick?

I could go on and I am sure you have heard all this before.....

WH/2/030	Whalsay	4.2		
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We understand the necessity to cut ferry runs and reduce the budget, but would ask if at all possible to keep the late evening run at 1110. The late evening run is regularly used during the winter months by 'darts' teams and during the summer for Anglers for competitions. Withdrawal of this [late run] would hinder or destroy these pastimes and would also severely restrict people from going to the cinema and concerts at Mareel, Garrison and Clickimin. This would ultimately, we believe, lead to depopulation of the isles – which is already happening.

It is important for the morale of the islanders to be able to continue participating in sports and enjoying pastimes.

WH/2/031	Whalsay		
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As parents of a disabled son who commutes to work in Lerwick, we can't see how cutting ferries, especially through the week, will work for the good of the community. In our sons case, just now we have to consider before he goes out in the morning, will he get back at night. On a rough day we have to constantly ring the ferry information line to see if ferries are to keep running so we can contact him to come in early or make sure either one of us can get out to help at night. If the present service is to be cut, it is obvious more people will have to crush onto fewer ferries and it would be much less likely that we could guarantee him getting home. He has come through a hell of a lot in his life and managed to get a job so we don't want to have it taken away from him again due to even more uncertain ferry travel and the cost of overnight accommodation.

His father's job is based in Whalsay, his mother is his carer, most of his family and friends are here, our house is built on Whalsay and like everyone else on Shetland he wants to stay in his own community so it wouldn't be practical moving to the Shetland mainland.

We feel the inequalities on the Whalsay, Yell Sound and Bressay ferries would need to be readdressed. The proposed timetable in the 'Whalsay Ferries Consultation Pack' would need to be scrapped and start of with fairness across the board. Each island should have the same time start in the morning and the same at night. If you are seen to be fair you should have less discord!

We know the Council must be having to make very difficult decisions just now due to an utter lack of restraint and forward thinking by (a spend, spend attitude) previous Councils but, in our opinion, none of these proposed cuts will mean anything unless this present Council stops throwing money away needlessly on non-essential projects, for example, resurfacing the road from the JWJ shop to the North Park, arguably the best stretch of road in Whalsay, while leaving other areas, which is in need of repair, to get worse.

At present, surely no more of Shetlanders money should be pumped into non-essential projects like Mareel, golf clubs, skate parks

etc. they should be encouraged to raise more of their own funds, especially while the health and well-being of the elderly and needy in Shetland is being jeopardised. Also while rural communities are facing school closures and their lifeline transport services are being cut

WH/2/032	Whalsay	4.2	
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We need our ferry service because without it we are cut off from the rest of Shetland, we are reliant on it for the delivery of food for the shop and if you need oil or gas bottles for heating and cooking. We really are not crying wolf and for you to stop our ferries without a bye or leave is not a democratic thing to do.

Our means of travelling to Lerwick for hospital appointments and being able to go shopping. We go to Lerwick, rather than go online which helps the local economy. You can save fuel by making the ferries larger and by slowing the ferries down by about 5mph. We are already penalised, as you cannot get items delivered because firms won't pay the ferry charges. Without Whalsay Haulage, we would be cut off.

You talk about saving money, yet you'll make the pupils from the senior school go to Lerwick and then bus them to the school. How much is the cost of sending them over there going to be? How much revenue does the SIC make from us, the customers from Whalsay?

We are not a bottomless pit, why are Unst and Yell to keep their ferries running till 1.00am and we have to be in 'bed' by 9.45pm? The situation you are making is unfair and unthought through. We cannot go over for a meal or to Mareel as we have to leave before the end of the film as we have to be back for the last ferry. Why can't you put larger ferries on the route to Whalsay? We have 1,000 people on the island and we need the ferry service, it is our highway.

How often are the Unst and Yell ferries under used? Our ferries are never under used, they are always full and the passengers by foot are also larger.

We understand cuts are needed, but how much are the Councillors of SIC taking? Not much. We want to be treated fairly and not just pushed aside. We live on this island because we like it and we like the peace and quiet and the fact that we can live safely as we do not get burgled, as we are a community. The SIC do not seem to be interested in our lives over here and as far as you are concerned we are just numbers.

Are you trying to get people off of the island which we call home? We have had 8 new houses built over here this year. We need

people over here, so stop trying to make us leave. I for one will not go quietly as I like it here. We all pay council tax and that's for our bins to be emptied.

Why don't you turn the lights off in the summer as it stays light all the time and stop putting our lives at risk for turning off the lights would be dangerous and devastating for us.

WH/2/033 | **Whalsay** | **4.2**

I am a pensioner and have used the Whalsay ferry quite a lot for many years. Admittedly, I do not use it so much nowadays, so not being a commuter, I will leave the subject of necessary timetables to those who know what they are talking about.

However, from a pensioner's point of view, I would stress that we need a booking office to remain in Whalsay.

As people get older – and everyone does – eye tests, hearing tests, various specialists and other medical appointments often become more necessary as one just doesn't ring the hospital and say "sorry, I couldn't get on the ferry, when can you take me again?", especially if it's an appointment with someone from Aberdeen who is in Shetland for a few days.

If the booking office is centralised, staff cuts and trying to cope with calls all over Shetland, bookings will inevitably take longer to make. I should think that the end result will be a need to increase staff again, thereby going back to square one.

As the system in place works well, why change it? After all 'if it aint broke, why fix it'?

WH/2/034 | **Whalsay**

I have been studying the latest ferries review for the Whalsay route. I agree with some of the suggestions, such as 14.12, 14.22, 14.24 and 14.26. I also agree that tourist fares on all the ferries could be increased.

I wonder about reducing the Filla's crew from 5 to 4. If there was a need to launch a lifeboat, is there not meant to be 2 men in the wheelhouse and the engineer in the engine room, leaving only 1 man to attend to the passengers. Maybe this no longer applies, but the Filla operates in open water.

Introduce a pensioner concessionary fare. Does this mean the SIC will also introduce a concessionary fare for pensioners traveling on all the buses in Shetland or will this charge only be applied to islanders who have to cross water?

Stopping the ferry runs at 21.45 each day except Fridays and Saturdays seems a bit harsh. Often there is entertainment during the week (eg concerts in the Garrison) which we will no longer be able to attend. Even now with the last ferry into Whalsay at 11.10, we often have to leave before the concert is finished in order to catch that ferry. This will ruin our social life.

Running the Hendra only on Saturdays and Sundays cannot work. The Hendra has no facilities for disabled folk. Also during the summer or when there is something on (such as the Voe show) the Hendra will not cope with the volume of traffic.

At present Whalsay, with a population of under 1100 has the poorest service of all the North isles. When some of the councillors were campaigning for election to the ward, they freely admitted this. Our isle has the biggest population of any of the isles, so why are we not treated as well as the rest? What time in the evenings are the Bressay and Yellsound ferries due to stop running in this new review? We want to be treated on an equal level with them. If we are to have our late runs cut back, so must they, to the same time.

Cutting back on ferry jobs will also have a big impact on the isle. Nowadays there are no jobs in Whalsay except for the ferries, 2 shops a few joiners and a bricklayer. All the rest have to commute to work except for the fishermen who are left. Even they are dwindling because of rules and regulations. If people don't have work they can't spend money and this affects all Shetland businesses, whether private or public.

Rumour has it that the "baa" in the South mouth of Skerries is only getting half a metre off the side of it at a cost of £200.000. Is half a meter worth all this expense? Would bringing back the Snolda to the Skerries run and selling the new Filla not be a good idea, or is this too much sense. You are looking into ways of saving money. Why not bring back the Snolda and cancel the "baa" project?

WH/2/035	Whalsay	4.2	
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This proposed option will have a greater effect on all island communities than on mainland Shetland and Councillors and ferry management cannot do this if cuts have to be implemented fairly and squarely across the whole of Shetland and no part of our infrastructure should be exempt. It could be possible to reduce ferry crew numbers if this doesn't affect safety or simply by not renewing posts when crew retire.

Most people would like to see and should have a more even ferries timetable covering all routes, at present there's a lot of anomalies and cuts in places will make these even more apparent, for instance, compare Whalsay with Bressay, transport is a priority for everyone, more so for workers and businesses and should be maintained, not cut, by any means possible.

We can only hope Councillors and Ferry management fully understand our needs and do what has to be done in a transparent and unbiased manner.

WH/2/036 | **Whalsay** | **4.2**

If the Linga only runs an 18 hour day, why the need for 3 crews? Surely it's not too much to ask a crew to do 9 hour shifts, or can't the Council work out it would be cheaper to pay an hours overtime than have another crew who needs holiday pay, coursed for this, that and the other, clothing allowances etc. that's why so many crews were taken on, to cut overtime. " D id not work".

Whalsay gets 18 runs per day, how many do Yell, Unst and Bressay get?? We have about 1,000 people. Why do you think we need less?

We go dancing at Lerwick about twice per month probably you don't think that's important, but it's more important to us than football, darts or whatever other sport you want to name that seems to get plenty of money. We have to stay at Lerwick all night mostly in hotels or bed and breakfasts because we can't get home, but the Yell dancers can book a ferry and get home every week, even one person (I know this for a fact) where's the fairness in that?

Stopping ferries at 2110 – it will be impossible to attend any function out of the isle and get back the same night. How would people on the mainland like that? It will also impact on anyone having the functions.

There is a lot of building work going on in Whalsay. The refurbishing of 2 cruden houses that is costing a fortune while the people next door are living quite happily in the ones they bought. What was the need of that? Sometimes 4 vans come in for that work. Another 4 or 5 come into the fire engine house, another needless expense. All these vans coming out and in probable block booked, restricts our travel options.

Cut a couple of runs every day, would be much better that just one ferry all week when most families are having a day out together. In summer, lots of caravans go out and in, also horse boxes, a few of them and the ferry is soon full. If we don't have a booking office, we probably won't get booked. Anyhow, everyone does not have or want to work with e-mail or have time to sit around with it to wait for an answer. Another needless thing you set up. Now it sends endless messages to people, even when not wanted.

If these cuts come to pass, what are you going to cut at Lerwick, a few lights and old folks meals. Get your priorities right as far as meals are concerned.

The ferries are our road links after all. How would you all like your roads closed every now and then during the day and night. Not a lot I would guess. Just think about it.

Former Councillors are to blame I know, went daft with the oil money. We could have had all the amenities they built, but not so elaborate all the leisure centers and care centers could have cost half as much and still been serviceable.

And look at Mareel, not needed at all, or the new council offices. It's not the offices that count, it's what's done in them.

WH/2/037	Whalsay	4.2		
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Just now Whalsay have the least runs on the ferry service on Shetland for the population. To cut it, it would be a big step back. I tried to book a 0750 and 0700 for a week before I needed it but the ferries were full. As it is just now, we can't get booked on 0750 ferry through the week, the 0700 ferry is mostly full too. Commuters have to get to their work, but folk also need to get to appointments and catch planes. Whalsay has the longest crossing and roughest in winter. Why are the people in Whalsay being targeted for the majority of the cuts? Transport cuts should be in all areas of Shetland, not just the isles.

At the weekend, one ferry running is not enough. The Hendra couldn't cope with the traffic. Whalsay folk have never been able to get the early planes out of Sumburgh because of poor ferry times. The Hendra doesn't have disabled access. If you try to cut our ferry timetables, you will encourage folk not to travel to Lerwick to shop, play sport and attend local events on the mainland.

The ferry is a lifeline to the Whalsay folk, what you are proposing is an insult to Whalsay.

I think the people in Whalsay need an apology from Shetland Islands Council for the LIES we were told 2 years ago when they wanted to build 3 piers and buy a big ferry. It's a good job the majority didn't believe them.

WH/2/038	Whalsay			
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The 0750 run from Symbister is the busiest sailing. The Linga already struggles to cope with the demand. It is very difficult to get a booking. The Hendra running at this time would only make the problem worse. The majority of people travelling at this time, are travelling to work, school or college – all Council businesses. Personally, as a teacher, I can't work flexible hours and I need to be guaranteed to get out on the ferry of my choice.

There is no way that a single vessel sailing at weekends would be sufficient when there is an event on within/out with the isle that people wish to attend, such as, football matches, golf tournaments, summer shows, regattas etc.

If the ferry stopped at 9.45pm, Whalsay residents would not be able to compete in many of Shetland's sporting competition leagues – how is this fair when Bressay and Yell continue to have 11pm and 1.00am sailings? The ferry service should be equalized across all isles and then look at further cuts which could be made. It should and must be done fairly.

The Hendra has no disabled access – are people with disabilities only supposed to travel at the limited times when the Linga is running? Surely the ferry timetable should accommodate to view the evening showings at Mareel?

I know cuts have to be made and don't envy you of this task, but please do it fairly. Yell and Bressay have always had a much better service than us and it looks like they will continue to do so. Whalsay is one of the few isles where the population is remaining constant/increasing. We rely on our ferry service.

WH/2/039	Whalsay	4.2	
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Firstly I would like to say that I attended the last round of consultation for the ferries (which included discussion on gritting and street lighting) and am puzzled by the 'key points' listed on the consultation document. This is not representational of the views I heard put forward on the day last time and I cannot understand how these key points have been pulled out of that feedback. This has led to my concern about the methods used for a robust analyzing process for the consultation. However, I will put forward my comments hoping the process will be sound.

I commuted from Whalsay to Mainland Shetland for over 9 years. I worked flexible hours and observed the Whalsay ferry service during that time at varying hours of the day and night. The restricted service has already been increasingly strangling the economic viability of the Whalsay community for many years.

As stated at the consultation event on 13th November, the Whalsay people would find it easier to 'live with' the cuts if the final ferry service for Shetland had equity between the different island communities in Shetland. Because of the stalling of the ferry upgrade programme due to the financial climate, Whalsay starts this review process with a poorer level of service at the outset as it had not yet been upgraded as the other areas had been. For this reason the final reduced service for all the islands in Shetland cannot be equitable if each route is reduced by the same relative amount. Therefore, the proposed new timetables for each area need to be looked at together to make sure each area has an equitable service once the changes are made. This needs to be done in relation to the needs of each community for a service that supports an economically viable future. The SIC prides itself on providing equity of service and all the Whalsay people want to see is that this is what they receive as a result of this review.

The Whalsay economy is in a fragile state as the long term employment opportunities for the community were decimated when the Whalsay Fish Factory closed. That coupled with the massive downturn in the fishing industry, especially the white fish sector, means that a hugely increasing number of people from the community now need to commute to get to work. This is why the community are, understandably, very concerned about the possible reduction of the lifeline commuter ferry service. Whalsay has always been able to boast that the majority of young people in the community have continued to live on the island giving a youthful population demographic in relation to other areas of Shetland. I fear that the census figures will probably show a huge change in the demographic makeup of this population towards one which is ageing at an elevated rate and it is worrying that the reduction of ferry service may speed up this process which will ultimately lead to problems in the viability of the island into the future.

Economic impact of current proposed new timetable for Whalsay ferry route:

- Difficulty of people to be able to commute to work – not all employers have flexible hours and if people have to go out with an earlier ferry because the Hendra cannot take the number of people at 7.50am that have a 9am work start i.e. using 7am run meaning they get to Lerwick/Scalloway/elsewhere and their work premises is not open at 8am;
- Difficulty of business to be able to get in/out of isle to fit in with business requirements – ie. Many workers having to spend lengthy periods of time at Laxo or Symbister waiting for a space on the ferry which is a non productive economic period of time (this has been happening for a long time and with reductions will become more common);
- In recent times many houses have been built on Whalsay and this has created a great deal of work for Shetland businesses. Although they say waiting time at Laxo/Symbister is 'chargeable to the customer' it is a non productive time and means huge extra costs for the customer reducing what they have to spend in other areas of the Shetland economy. This also slows down the completion date for projects like houses if workers spend so much time waiting for ferries and reduces completion time of projects in general in Shetland;
- Sports teams no longer being able to take part in Shetland leagues mean they will not be able to spend at the sports events or on ferry fares – i.e. 4 Whalsay darts teams commute for 18 weeks of the winter to Mainland Shetland. Cuts of service will mean they do not spend money in the darts venues and will not be contributing to ferry fares. Many other sporting teams will be similarly restricted;
- Whalsay now has 30-40 caravans/caravanettes and they will be restricted in being able to get in/out which stops them spending in the Shetland economy and supporting Shetland businesses/venues;

- Ferry reductions will mean current plans to develop tourist businesses on the isle may have to be put on hold, i.e. plans to set up the first Whalsay restaurant (by my niece);
- Lack of opportunity to attend social events – i.e. the Whalsay community will not be able to attend Mareel events or similar social activities. This will mean they cannot support these events financially and contribute to their future financial viability;
- Big sporting events – sometime two teams come into the isle to use the artificial pitch, which helps to make it sustainable from hire charges – capacity issues may restrict this;
- Big sporting events – without the contribution of the Whalsay teams in all sports it may make many sporting leagues unviable. These events contribute greatly to the economic and social infrastructure of Shetland and the prowess of Whalsay sports people is well known and appreciated in Shetland. Withdrawing the Whalsay input to many of these could mean the end of some sporting leagues;
- Lead up to Christmas shopping, especially late night shopping on Thursday – if people cannot get in/out on the ferries that they need to use they will continue to drift towards online shopping thus reducing spending in Lerwick shops (I was once told by an employee of J R White that if they lost their Whalsay customers they would probably have to close down);
- I am currently trying to sell my house in Whalsay but there has been no interest in it. There have never been so many empty houses for sale in Whalsay before. With the current threat to the Secondary School and now the proposed reduction in the Whalsay ferry service it is going to be very difficult to sell a house in Whalsay;
- There is a perception that ‘everyone’ in Whalsay is rich. Yes, there are some well off people in the isle but they cannot share their wealth by spending in the wider Shetland economy if they are restricted from getting to the Mainland and have a curfew which means they must leave Lerwick at 9.15 weekdays and 10.15 at weekends.

As a regular commuter some of the activities I needed to be aware of in order to be sure to get home because of over capacity (this can restrict work if meetings run on late):

- Lead up to Christmas shopping, especially late night shopping on Thursday (I called this the “rack ‘em, pack ‘em, stack ‘em” season on the ferry evening schedule);

- Parent's evening at Anderson High;
- Angling competitions – large number of anglers in Whalsay and all taking their own car as they go to different lochs – 6 – 8 vehicles going out and in;
- Riding competitions – large number of horse boxes going out/in;
- Voe/Cunningsburgh Show;
- Weddings – in the isle or out of the isle;
- Funerals – in the isle or out of the isle;
- Large public meetings on issues related to isle;
- Music/entertainment events;
- School/youth club attending the pantomime in Lerwick – they already have to split the age groups or restrict numbers because of ferry passenger number capacity in the winter;
- Big sporting events – sometime two teams come in the isle to use the artificial pitch, plus spectators – again passenger number restrictions on Hendra;
- Big sporting events out if the isle – sometimes football and hockey matches for instance may both be on the same night filling the ferry with players and supporting spectators and
- Etc, etc

I have not even touched on the social impact of this proposed timetable. This must nearly speak for itself from the above although there are many other factors there. I have heard people say the folk in Whalsay are inward looking but in recent years Whalsay people have been getting more involved in wider Shetland society, mainly through sport but if the current proposed reductions and

restrictions on the ferry service come to pass Whalsay will have to become more inward looking again or leave the isle. The people of Whalsay are 'get up and go' folk and they contribute greatly to the Shetland economy and social infrastructure. If the proposed ferry cuts take place there is an increasing likelihood of folk moving away – and not just to Mainland Shetland but further afield. If the Shetland Islands Council want to maintain its population they need to support and encourage all areas of Shetland, not just the central belt, to continue to thrive and provide an attractive place to live. This cannot be achieved by restricting the lives of people from the isles. Whalsay has been able to maintain and even gradually increase its population over recent times but the current ferry proposals will reverse that trend.

WH/2/040	Whalsay	4.2		
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The proposed earlier final sailing from Laxo would present my wife and I with a problem as we regularly have to attend work related evening meetings in Lerwick which may well not finish in time for us to get the 2145 ferry home. This time would also make things difficult for others attending sporting or social events as well as any shift workers needing to commute. I notice that other crossings have a much later finishing time.

I see the merit in changing over the roles of the *Linga* and the *Hendra* but would point out that the 0750 sailing of the *Linga* from Symbister is usually completely full with people travelling to Lerwick to start work at 0900. The *Hendra's* smaller capacity would force more people to use the 0700 sailing, arriving for work over an hour early or the 0825, arriving half an hour late.

Another concern that I have is that the sole use of the *Hendra* at weekends may not provide adequate capacity. I know from my own experience that the 1615 and 1700 sailings from Laxo on a Sunday often have a lot of deck space taken up by caravans and/or horse boxes, especially during the summer months.

WH/2/041	Whalsay			
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Mainly Whalsay's ferry service has been found to be inadequate for a while now and any reduction is not feasible in the service. We have taken a big cut already by not getting an upgrade. Whalsay already has less runs, smaller, older ferries and a shorter working day than Yell, Unst and Bressay.

Personally a reduced service will affect me and my family as I work in Whalsay but attend training and meetings in Lerwick which mostly start at 9am and I can rarely get a booking on the 0750 ferry. Our children work off the isle and would like to settle in Whalsay but this will not be possible if our ferry service is reduced and fares increased. Where will they stay though as there is no houses in the central area??

Many businesses will be affected such as Whalsay Haulage, Local shops, there is in excess of 50 crofts who all need feeding and shipping in and out sheep, Health Centre, builders from Whalsay and all over Shetland who travel in and out for their work and Shetland as a whole will suffer if Whalsay and other isles folk can't get to their work on the mainland. Service provision must fit in with commuters and all links with buses etc.

Whalsay fish factory sadly closed and the ferry service, or lack of it, was a large contributing factor for ceasing to trade. Hendra can't possibly cope with 0750 run, many folk can't get a booking on that ferry as it is and is mostly always full of cars and many foot passengers. At the public meeting either Phil Crossland or Ken Duerden said that it would benefit more people as the bigger ferry would be on the 7am and the 8.25am runs, but this is not the main ferry for commuters, so not feasible. There is at times space on the 7am ferry and the 8.25am but rarely on the 7.50am so Linga is needed at the peak time for commuters.

Hendra is totally unsuitable for all weekend running as there are a lot of folk who use the service at the weekends and many sports teams etc who travel in and out and Hendra could not cope with the traffic many times.

Hendra is not accessible for disabled or less able people; the stairs down to the saloon is dangerous for younger children and the elderly or infirm. There is no lift and there's a big step to go in over to get to the toilet.

Any cuts that are made need to be equal and I am amazed/stunned to see that it is being considered to bring 10pm run from Laxo to be earlier when Yell and Bressay still have proposed runs until 1am. Where is the equality in that? Whalsay has less runs than these areas, smaller ferries and the longest, most exposed journey. It has been thought that Whalsay has been discriminated against before and these proposals appear to confirm that.

Whalsay is already socially excluded from many events outwith the isle and will be more so if new timetable is implemented. How can Shetland Islands money be spent on amenities, which all seem to be in the central area, and Shetland as a whole be excluded from anything which is on at night. Isles folk are being discriminated against by doing this; we can't attend a events in Lerwick unless we stay down or miss the end to catch a ferry. The average person may afford to go to an event but can't always afford to stay at a hotel as well.

The whole timetables need to be taken back to the drawing board and crewing of ferries looked at. Meantime most ferries are set up with crew getting contractual overtime which should never have been done. There should be more staff employed and staff working 37hr per week, SIC can't afford overtime and in the ferry service the bill for overtime must be astronomical. Many times holidays and sickness is covered by someone who is getting overtime. There should be more relief staff that can pick this up and

pool staff. Between the Linga and the Hendra I reckon there is well in excess of 100hrs overtime contracted per week which is the equivalent of 3-4 full time staff- a perfect job for those who have to leave the Filla if that crew goes to 4. This is the same or worse for Yell, Unst and Bressay as their working day is longer. **It must be addressed.** A huge saving within the service without affecting the service. You must be more creative with the rotas and have more staff to make the rota work with no overtime. Anyone who wants extra can get a relief post and different employee number and work extra at straight time. The only overtime that should be is if there is a call out during the night or an organised late run for a wedding etc. I have been led to believe that if an engineer works as a deckhand they are paid as an engineer?? An engineer should have a relief post for a deckhand should they not and be paid for the job they are doing ?? This was maybe all fine in the days when there was plenty of money but this is no longer the case. Far better to sort the rotas without overtime than take away some of our lifeline service.

Filla is too big for Skerries, the ferry they had before was adequate for the people who live in Skerries. If you look at the amount of passengers on each trip it would be seen to be an awful waste of resources. Filla burns a lot of fuel; they don't do all their trips as no bookings which means men are paid for not working. Many times they are apparently travelling with 5 crew and 1 or 2 passengers. A boat to take 29 passengers for an isle which has about 60 people – does that mean that Whalsay needs a ferry to take 500 passengers??

Using the Filla while the Hendra and Linga tie up for maintenance won't work as vehicles will have to reverse off which is maybe okay at Symbister in the summer on a fine day but definitely not at Laxo or Vidlin as there is no room to turn. Imagine trying to reverse off a vehicle with a trailer. Where would the savings be if the Filla burns nearly as much fuel as the Linga?

Our ferry service is a lifeline and most especially for commuters, there should be a cheaper fare for commuters to keep folk in the Isles as not everyone can move to Lerwick as it is already too built up with a lack of housing. Island communities will become more fragile if they depopulate any further due to a poorer, more expensive service. Increased fares are a false economy as less folk take their cars in and out and less folk can access the service as often as they would like if it's more expensive.

SIC should remember how much the Islands put in to the economy from aquaculture. If services are more restricted it will affect the whole of Shetland as this figure of 340million will reduce and folk will not be going to Lerwick to spend so often either. It will encourage more buying over the internet.

During the summer there are many sporting events, charity fund raisers at golf club etc which raise a lot of money for the lifeboat, coastguard, shoard etc. There are also a lot of caravans which come and go, this is all going to be affected if the service is reduced. It is already very difficult at many times to get a booking when you want one.

I feel that centralised booking is a good idea and the service for Yell, Unst and Fetlar is very good and should be able to serve the whole of Shetland ferries.

Many people have already been forced to leave the Isles and this will get worse with a more reduced service. SIC should be encouraging folk to stay out of the central area and in the Isles and trying to help sustain fragile communities rather than work against them.

At the meetings folk accepted that money had to be saved but considering our service is already less than Yell, Unst or Bressay it is not fair to reduce our service any more. Perhaps it would be wiser to bring their services more in line with our service to make savings and cut out all the overtime.

Yell ferries should not be manned overnight and I believe it is our own council who made this by-law that ferries need to be manned so surely the council can remove it. It is an awful waste of resources, none of the other ferries are manned and all respond accordingly when needed, staff who have been on the late shift are contacted to come if there is an ambulance run and it works as well as it can for living on an isle.

There should be a fare on the Unst ferry but not if you have already come on the Yell ferry and can prove it with your ticket. Many folk are travelling between Yell and Unst for free which is not in line with everyone else. In fact those who have a ticket from any ferry should not have to pay on any other ferry for that day. I went from Whalsay to Unst which was 3 ferries and really it should be just one ferry you have to pay and show your ticket on the others.

There could be a more expensive fare for tourists but unsure if this would be easy for fare collectors to know who is a tourist and who is not.

The public holiday following the Lerwick Up helly aa could be done away with, I've never understood why we all need a PH for that considering it is in Lerwick and it's not an event that everyone attends. Surely if anyone taking part wants the day after off they should book one of their annual leave days. This would save a considerable amount of money.

Ferries on public holidays should only be run if there is folk who need to get to work and the ferry staff only paid for the hours they work. Strangely here in Whalsay the ferries at the festive are never run to suit the folk who essentially need it to get to work – this should change.

Over 60's should pay half fare but children need to stay cheaper as this makes it more expensive for families to be socially included outwith the isle.

It is really sad and discriminatory that all savings to be made are targeting the isles and having an impact on fragile communities. There needs to be something done to raise funds from the whole of Shetland not just the isles folk. Perhaps a toll on the roads at Lerwick for any one who has not paid a ferry fare or more paid parking places in the central area. Considering the largest part of the population is in the central area a means of raising money for the council from them would be a great idea. Our ferries and our schools are under threat and this is having a great impact on the folk who live in the isles.

WH/2/042

Whalsay

Parents may want to or need to get to the Mainland, and may have to take children with them. Increasing the child fare essentially is increasing the fare for parents that are unfair.

Hendra has no disabled access to the toilet or passenger saloon, using it as the main ferry may be cheaper but surely is against all policies on equal opportunities and ensuring access for all. It is one of the oldest ferries in the fleet which will now be expected to operate as the main vessel on the most exposed crossing, this does not seem a viable long term option.

Not having an option to book a 'late' ferry during the week will limit sporting and social opportunities for people traveling from Whalsay and also for people traveling into Whalsay. No evening cinema opportunities during the week for the isles residents! There seems to have been a focus on travel out of Whalsay, but we must look to the future and hope to build the number of people traveling into Whalsay for social or economic reasons.

The proposals unbelievably have the last standard ferry into Whalsay at 9.45pm, almost an hour and a half earlier than the last Yell run, which is later than the Whalsay bookings only 'late' ferry. The current Yell service is far superior to the Whalsay service, with two excessively sized ferries and options to travel much earlier and later than the current Whalsay service. This review should be aiming for parity of service to isles of similar size (although that was obviously not the case with the school estate review).

Reducing the number of ferries at the weekend, when there is surely much more likelihood of people wanting to travel during the day, will obviously limit travel options. This reduces options for seeing exhibitions, social opportunities etc.

WH/2/043

Whalsay

Please find below my thoughts regarding the proposed Whalsay ferry service cuts. I have grave concerns regarding the proposed cost saving measures for the Whalsay ferry service, both economic and social.

- (1) The proposed timetable has no 06:30 run on Sunday morning. Shift work commuters will not be able to travel to work on time to relieve their co-workers. The implications here are very serious as this is not tolerable to employees and employers alike. In addition Whalsay residents could well be excluded from the new wave of oil jobs. Have the council considered relocation packages for the people who can no longer work from the island in light of the service cuts?
- (2) Reducing the arterial trade/commuting links between Whalsay and the mainland will stifle new business opportunities (Whalsay's fish factory is an example) and place more pressure on existing ones
- (3) Employers are already biased against isles commuters due to the inflexible working hours. Families who may require the extra income that overtime and secondary employment provide are also endangered by this proposal.
- (4) The proposals appears to made on the basis that cuts have to made to all ferry services to appear fair regardless of state of the service to begin with. Whalsay already had a second class service before the cuts were proposed. Yell Sound, even after cuts, will still have earlier and later sailings than Whalsay. The proposal looks at best ill-advised and at worst discriminatory.
- (5) Are the figures quoted actual savings to the council or just reduced total expenditure? The ferry service is hugely subsidised by central government and the actual savings may be only top line. The cost saving to SIC may be only a small percentage of that headlined. Further, could a cut in service result in a cut in subsidy which results in no net cut at all; as the council would then have to make up the difference for a now reduced service. A vicious circle in which the council shoots its self in the foot.
- (6) Have the council considered the legal implications of these proposals and the legal challenges they may face? For instance, are the proposals in breach of, or do they have any implications with regards the European Human Rights Charter; in particular articles: 15, 33 (1), 34(3), 36, 41(3), 43

The council decision makers, it would appear, need to be reminded that the ferry service is Whalsay's equivalent of a road. Imagine that your conditions of travel outside your community are as follows:

- You are only allowed to travel at certain times of day but almost not at all at night
- The numbers allowed to travel are limited to the teens of cars and you have to book or queue
- You have to pay to use this “road substitute” the amount being high enough that a young apprentice couldn’t afford to drive if they had to
- Ill weather can sometimes prevent travel and not just in winter
- No provision is made for those working at Christmas and New Year
- Your business is under continued threat due to the politics involved with the “road substitute”

If you find these conditions less than appealing they are the ones that are already in place these proposals make it worse.

That the council should consider strangling a vibrant and economically viable community beggars belief. Surely providing stability and promoting growth in such areas is key to Shetland’s re-emergence from this economic downturn. Reducing the already woeful service damages both Whalsay’s residences right to work and to have a social life within Shetland. These two rights are the essence of what circulates money and creates commerce. They are essential to a communities wellbeing. In targeting Whalsay’s travel links the council need to ask itself the question. Does the council wish to make Whalsay a dependent or a producing community for Shetland?

WH/2/044	Whalsay			
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This is our concerns regarding the ferry timetable cuts.

- There is 12 to 15 shell fish boats fishing out of Symbister with 1 or 2 men on board we sell our catches to the Yell factory and to a vivier truck in Lerwick which goes on to the Spanish market if there is only going to be a cut to the timetable this will cause problem getting our catch to the market and also the supplies to the Yell factory.

WH/2/045	Whalsay			
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Savings to Date

These are mainly standard practice routines in any commercial company for cost control, and should have been implemented throughout, but, better late than never.

Hendra as main ferry

On the face of it, seems good proposal to run Hendra at slack times, but would need careful evaluation of utilising statistics. Official figures might not tell the true story, due to cars being left out to be taken in on later runs, when they could not get onto desired ferry. This is extremely inconvenient and causes more problems for passengers. Would probably not cope on commuter runs. Would not cope at weekends with boat trailers, caravans, horse boxes, social, and sporting outings, especially in summer months. Does not have invalid facilities. Limitations on passenger numbers mean bookings can never be guaranteed.

Linga inefficient

Could she cut speed any further to economise? Is it true that it is partly due to mechanical defects in back up generators operation, which have not been rectified? She does carry more cars per crew member, which mitigates the fuel consumption when being fully utilised.

Filla to take on mid day runs as required

Good idea, but limited passenger capacity, and potential problems with trailers trying to reverse off, not to mention cars.

Proposed timetabling

Moving last run to 2145 further excludes participation in events or meetings on the mainland, when the ideal would be to move it forward towards 1030. Yell and Unst are down to get about 50% more runs than Whalsay, despite much smaller populations. And, they appear to retain their late night 'booked runs' option. Personally, I think these are over expensive luxuries. Each ferry on Yell Sound has vastly more capacity than those for Whalsay. That does not seem to be starting from a level playing field.

Potential effect on Whalsay's future

Inadequate ferry facilities has already been a major contributor to the failure of the Whalsay fish Factory. This has greatly increased the number of commuters making the demand on peak time ferries even greater. Some people have already moved out of the isle. We have family living in Lerwick and find the problems of ferry travel limit the amount of contact we have with them at present. The prospect of further degrading of the service is at the point where we now discuss leaving. There is no doubt young people will choose not to set up home here in that situation. This, coupled with the recent threats to move all secondary education

to Lerwick, will undoubtedly lead to an exodus of Whalsay's population. Each of these issues will interact to produce an accelerating downward spiral.

In conclusion, Shetland would, I think, be a very unattractive place without its outer isles populations, if not totally unviable. Whalsay has consistently punched above its weight in contributing to the Shetland's economy over generations. Many Lerwick based businesses have depended to considerable degree on the tenacity and industrious commitment of the Whalsay population. Many millions of pounds have been spent, and are being spent on far more frivolous causes than saving these communities. Blanket percentage cuts across all budgets in this situation is not the answer. The priorities of saving communities have to come first or Shetland will be destroyed. Finally, we would have been in a much better position today if we had driven tunnels instead of spending vast amounts of money on an over expensive ferry service. That has to be the future, if there is one.

WH/2/046	Whalsay	4.2		
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Currently I work full time in Lerwick and so take the 07.50 hours ferry from Symbister and return on the 17.50 hours. My wife works full time in Brae and also takes the 07.50 hours ferry from Symbister.. We also transport two of our daughters on the 07.50 hours ferry, one daughter attends Brae High School and requires this journey to match the start of the school day and one daughter attends Gressay Loan special needs department in Lerwick. My daughter is disabled and cannot access the passenger cabin or the toilet on the Hendra and so when travelling on the Hendra is confined to the car. This also means that we must take at least one car out on the 07.50 ferry each morning.

My concern with the Hendra taking on the extremely busy 07.50 run from Symbister is that there would be a considerable risk of us not being able to get a block booking and so having to wait for the next ferry. This would mean that my daughter(s) would be late for school, my wife and I for work and more importantly my disabled daughter would be confined to the car for an approximate 35 minute wait in a queue and then a 30 or 45 minute ferry crossing. Added to that would be a further 30 minutes car journey as the public toilets at both Symbister and Laxo have no disabled access or facilities. Should the Hendra become the single vessel for all weekend runs my daughter will not be able to access the cabin all toilet on any journey and the likelihood of having to queue will also increase. This would essentially make any unplanned journeys very difficult to manage due to the increased risk and possible discomfort for my daughter.

Should the proposal go ahead as outlined we would have to plan for one car to be left out of the isle, a concern about this would be inadequate and insecure car parking facilities, particularly at the Vidlin terminal.

The proposal also includes a much earlier "last ferry" from Laxo to Symbister during the week. This would make my attendance at

frequent evening meetings (which I must attend) very difficult and would have to result in overnight stays on the mainland. This would impact on my family life and travel arrangements for my disabled daughter the following day. As an SIC employee it would also result in a cost to the Council as I would require overnight subsistence. Another consequence of this would be that no members of my family would be able to attend the majority of events held in Lerwick during the week, for example watching a children's evening film performance would not be possible with the last ferry departing at 19.45pm.

To summarise I would like to see the following issues looked at in more detail before final proposals are put in place:

- Disabled access and toilet facilities on board, should the Hendra become the primary vessel on the Whalsay route.
- Block bookings, will priority be given to certain user groups such as the disabled, the elderly and people attending hospital appointments and catching flights?
- Late ferries and impact on resident's attendance of cultural events and impact on work patterns.
- Parking facilities and the lack of disabled access and toilet facilities at ferry terminals.
- Reduced capacity on the busiest and most over booked crossing each morning.

WH/2/047	Whalsay			
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I really don't think the council know the impact of all the cut backs this would have on whalsay as a community. Before making cuts in Whalsay, the ferry services would need to be on equal playing field for all the islands. Whalsay has never had late runs like Yell and Bressay, there are more people on whalsay than Unst, Yell and Bressay altogether.

It really feels to me that Whalsay has and still is being discriminated against. All sports and social functions will be affected if the ferry stops at 21.45. It seem ridiculous that the council is going ahead with the blasting at the south mouth of Skerries when its only going to widen the mouth 1/2 a meter which means the Filla will still not be able to use the south mouth. Which no doubt will be costing 3 or 4 hundred thousand. So maybe money can be saved there.

I wish the council would see sense and try not to ruin the livelihood of the Whalsay community.

WH/2/048	Whalsay			
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I attended the recent meeting held in Whalsay and would like to make the following points: You intend to only have the Hendra running at weekends. As was mentioned at the recent meeting, there is no disabled access on here. Does this mean that any disabled or elderly residents are limited to going out of the isle during weekdays only? If the Hendra has a full load, cars are often

crammed together and there is no way out of your car (without damaging the car beside you!). How does this comply with health & safety regulations??

Will the waiting time be factored in your proposals? For example, if the ferry is running a shuttle service at the weekends (as you are proposing) and is running to Vidlin, this is a 45mins crossing. If you happen to miss the ferry (which often happens if you get stuck behind a line of cars with no chance of overtaking!) or the ferry is too full then that is at least a 1 ½ hour wait before even getting on the ferry – add another 45mins to the journey before getting home. The Whalsay run is much longer than others so this should be factored into any decision you make

I understand cuts need to be made, but the Whalsay Service is already quite limited (when you compare it to Bressay and Yell). Perhaps you should be looking at making the timetables fairer for all before cutting runs? To still have runs as late as 1am for Yell and Bressay is a joke when you are proposing that our ferry will stop at 9.45pm. You should also consider the size of the Yell ferries compared to ours! Also, as some suggested at the meeting, having seasonal timetables would be an advantage. I'm sure there are a lot of runs not used in winter but are quite busy in summer.

Will block bookings still stand under these new proposals? There are many times people do not cancel them. Perhaps they should be charged if they are not cancelled within a certain time? A lot of this, I understand, is to do with the booking system and trying to phone to book, e.g. phone never answered or constantly engaged. I know we can email to book/cancel now, would it be possible to have a text number or have bookings online? This would save people having to spend hours trying to get through to 1 phone number and may encourage more people to book/cancel bookings. I commuted for a few years and spent alot of afternoons on the phone trying to cancel bookings – ended up giving up as it wasn't important to me if it got cancelled! Although if I had to pay for them I would've made sure they got cancelled. Having bookings online would enable us to book at weekends and nights when the booking office is closed.

I've also noticed on the Shetland Island Council website that you can view the timetable for Yell and Unst to see if the ferry is full or even half full – why can't we do this for Whalsay?? This is yet another example of how Whalsay is being left behind. By looking at this I've also noticed that there are no runs between Yell and Toft that are full and only a handful that are half full – it would be interesting to see the comparison with the Whalsay route!

Why are the runs to Unst/Fetlar still free? I understand they have suffered job losses etc. in the past, but this has got to stop. Every island community should be treated the same. I'm not saying charge them the same fares as us, but to continue to have free runs is madness, especially in this economic climate where we're all struggling! They live there knowing there are 2 ferry journeys so

should be expected to pay for these – the same as we know if we live on Whalsay then we will be expected to pay for our journeys.

WH/2/049	Whalsay	4.2		
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After viewing the figures for all the ferries to the Isles, it has become obvious to me that Whalsay is already and has been for a considerable time, served by a very much reduced service compared to the services to Bressay and Yell.

This disparity between the Isles ferry services is viewed by many in our Isle as discrimination.

Therefore it is my view that with our Isle already being served by an extremely reduced ferry service compared to the other isles, until these other routes are reduced to the same level of service we have, it would be a complete disservice to our 1000+ community for us to have to endure more cuts to our ferry service.

When viewing the figures related to the Yell sound route, which show that the cost of providing the ferry service rose by 70%, when the two new yell sound ferries came into service, it is obvious that the present level of ferry service cannot be sustained and when also considering that the council had a price for a tunnel at that time of 22 million pounds, but they decided it could not be built for less than 30 to 35 million pounds, they made the very costly mistake of building ferries and terminals costing 23 million pounds. When we consider that the cost for running the Yell sound service from 2002 till the present day including the build costs the cost will now be over 60 million pounds, a tunnel for even 35 million pounds would have been a very good investment.

All of the ferries will at some point have to be replaced so it is my opinion that, after considering the obvious mistake made in 2002 and that the Norwegians at present, are offering a loan of £40 million at 2.3% interest it is time to start the ferries replacement programme by building the tunnel to Whalsay now thus saving the council many millions into the future.

WH/2/051	Whalsay	4.2		
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I now work shifts as a social care worker on the mainland. My shifts are made up of early shifts or late shifts. This proposed timetable does not coincide with my current shifts, but the current timetable does. I recently changed my job on the costs of fuel and the difficulty of getting my car booked on and getting on the ferry was proving difficult. Now I run the risk of not being able to get to work/home or home from work due to the proposed cuts to ferry times. I have been a commuter for nearly 13 years and have never felt my employment threatened until now.

The thought of the SIC cuts is worrying and I understand the need to cut, however, by proposing to cut our ferry service feels to me

an insult, a threat and shows no real concern, or respect for the Whalsay folk and our community. This might appear to be a narrow minded and biased view, however, my employment is being threatened and other opportunities are limited. You will often hear it being suggested that you should move from Whalsay. Why should I? My family is here, I have a home and have recently acquired a croft. Why should I be asked to give that up for the cuts? I feel that modern life is doing a u-turn, going back to the old days, so I think I will be blyde to have my croft!!

I am also very worried about the cuts in ferry crew. My husband has been employed on the ferries for a number of years, however, and he is now fixed to a shift. Will he be cut from the service? I have a dread he will be, again perhaps a negative view, but I am just being realistic.

Another concern is to have the Hendra as the main ferry which will mean sheer chaos and create frustration. Be prepared to have very irate commuters bombarding Sellaness/SIC with phone calls/e-mails conveting their annoyance, inconvenience and dismay at an inadequate and very restrictive service. If the Linga cannot copw with the sheer amount of traffic, how is the Hendra going to manage?

For some councillors/others in this consultation process, they may know of the reality of residing on an island, however, many of you will not. I have experienced the sheer misery of sitting at Laxo/Vidlin/Symbister waiting to get to work or get home after a days work, only to be turned away because of a lack of capacity. I have had to wait for 2 hours on several occasions due to lack of space. I do, however, agree that the booking service should be centralised. Our booking service is terrible! The phone is rarely answered and if I do get through, there is no room anyhow.

To conclude, I feel the cuts to the proposed timetable for me cannot work for my employment. I also feel my job and my husband's jobs are under threat and generally concerned for the ferry service and the future of Whalsay. I do hope that any cuts are realistic, and fair in comparison to other isles.

WH/2/052	Whalsay	3.6		
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I have been studying the latest ferries review for the Whalsay route. I agree with some of the suggestions, such as 14.12, 14.22, 14.24 and 14.26. I also agree that tourist fares on all the ferries could be increased.

I wonder about reducing the Filla's crew from 5 to 4. If there was a need to launch a lifeboat, is there not meant to be 2 men in the wheelhouse and the engineer in the engine room, leaving only 1 man to attend to the passengers. Maybe this no longer applies, but the Filla operates in open water.

		9.7		
<p>Introduce a pensioner concessionary fare. Does this mean the SIC will also introduce a concessionary fare for pensioners traveling on all the buses in Shetland or will this charge only be applied to islanders who have to cross water?</p> <p>Stopping the ferry runs at 21.45 each day except Fridays and Saturdays seems a bit harsh. Often there is entertainment during the week (eg concerts in the Garrison) which we will no longer be able to attend. Even now with the last ferry into Whalsay at 11.10, we often have to leave before the concert is finished in order to catch that ferry. This will ruin our social life.</p> <p>Running the Hendra only on Saturdays and Sundays cannot work. The Hendra has no facilities for disabled folk. Also during the summer or when there is something on (such as the Voe show) the Hendra will not cope with the volume of traffic.</p> <p>At present Whalsay, with a population of up under 1100 has the poorest service of all the North isles. When some of the councillors were campaigning for election to the ward, they freely admitted this. Our isle has the biggest population of any of the isles so why are we not treated as well as the rest? What time in the evenings the Bressay and Yell Sound are ferries due to stop running in this new review? We want to be treated on an equal level with them. If we are to have our late runs cut back, so must they, to the same time.</p> <p>Cutting back on ferry jobs will also have a big impact on the isle. Now a days there are no jobs in Whalsay except for the ferries, 2 shops a few joiners and a bricklayer. All the rest have to commute to work except for the fishermen who are left. Even they are dwindling because of rules and regulations. If people don't have work they can't spend money and this affects all Shetland businesses, whether private or public.</p> <p>Rumour has it that the "baa" in the South mouth of Skerries is only getting half a metre off the side of it at a cost of £200.000. Is half a meter worth all this expense? Would bringing back the Snolda to the Skerries run and selling the new Filla not be a good idea, or is this too much sense. You are looking into ways of saving money. Why not bring back the Snolda and cancel the "baa" project?</p>				
WH/2/053	Whalsay			
<p>I am very disappointed by the proposed timetables for the Whalsay route. The cut in operating hours will have a very negative effect of me, my family, Whalsay and the Shetland economy as a whole.</p> <p>My Daughter has been unable to secure work in Whalsay, which has a very narrow employment range. She has secured 10 hrs</p>				

per week at the Clickimin Leisure Centre in Lerwick, and also casual work there. She has already had to tell them that she cannot do early shifts unless they give her plenty of notice, as she will have to find someone who will put her up for the night on mainland Shetland as the current Whalsay ferry timetable cannot get her to work on time. The nature of casual work means it is almost always short notice; it's the nature of the work. Late shift does not finish till 9.30pm and with the cuts proposed in the timetable she won't be able to do those either. She will find herself in the position of not being able to afford to rent a room in Lerwick and not having the option to commute either. The only option will be to give up her job and go on the dole, with not much chance of securing a job in Whalsay! However if we lived in Yell she could commute and make early and late shifts.

I feel that this is very unfair, there must be parity across the ferry cuts, something having studied the other islands consultation packs, certainly isn't the case!

I am part of one of the four netball teams from Whalsay which takes part in the Shetland ladies netball league every winter. We will not be able to participate if the ferry operating hours are cut. This will be a loss in revenue to Clickimin of £84.00 each week. (Each team pays £21.00 each per game). However again if I lived in Yell – no problem.

The changing of the Linga and Hendra is again worrying. The capacity at peak commute times will be hell. (Vidlin has no car parking so going in on foot is out of the question) And also the single vessel of Hendra at weekends with no disabled access is very discriminatory. Something again Yell with its supper ferry does not have to worry about.

Sunday teatime runs during the summer months is also very congested, with regular Horse boxes, caravans and minibus with junior footballers all trying to get home, especially with the long gap between 6.30pm and 8.30pm runs. If you can't get on the ferry when you have a bus load of youngsters with no phone signal to inform parents it's not very nice.

To summarise, in the proposed timetables Whalsay is being unfairly persecuted! It has to be fair. It is NOT!

WH/2/055	Whalsay		
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The most important aspect of the Shetland ferries consultation must be fairness. In Whalsay we have been highlighted as needing an improved service, this did not happen. So when we are talking about cutting services we are starting at a lower point than those who have seen upgrades in their service. If one islands ferries run for only 9.45 then why should others run for 1am, that is unfair.

Fairness must also be considered with regards those accessing ferries, in particular disabled, older and less able people. Yell ferries have a disabled toilet on deck adjacent to the designated parking space on deck. The Linga has disabled access to lounge

and toilet via lift. The Hendra has no disabled access to either toilet or lounge. Should the option of replacing Linga with Hendra be introduced it will make the service inaccessible to those previously mentioned. This is further exacerbated by the lack of disabled toilets in Symbister and Laxo. It is unfair, unacceptable and discriminatory.

Swapping Hendra and Linga may save fuel but for passenger accessibility and comfort it is a step in the wrong direction in a time where we should be making services more accessible and inclusive. Most of all it will reduce capacity which has been highlighted as a concern upon the Whalsay route.

In the proposals there are 50% more runs on the Yell sound than Whalsay, again highlighting the unfairness of the consultation. If the proposal were to come into place Whalsay folk would have to leave Lerwick in the evening at 9.15 to catch the last ferry at 9.45. Yell runs remain later. Whalsay folk would miss meetings, shifts at work and time with family in order to make it to the ferry on time.

There would appear to be a lot of work needing to be done with regards ferry men working hours. In community care there is no room for overtime and yet ferry men continue to receive overtime. If a better rota was in place overtime could be reduced considerably and savings made. This would be worthwhile looking at in more detail.

£17.5m was ring fenced for Whalsay ferry improvements, it did not happen. We have saved the council this money and this should be considered when Whaleboats proposals are looked at.

Whalsay's fish factory closed as capacity on the ferry could not cope with trucks. Further cuts to service would give less incentive for business to start up in Whalsay.

Finally, reconsideration must be made to a terminal being built in the North Voe allowing a Yell vessel to be used in Whalsay. Spend to save.

WH/2/056	Whalsay			
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12 years ago I moved back to Whalsay to enable my son to grow up in a safe community close to family and friends. Over the past 5 years I have sat back and watched a community being torn apart with threatened cuts to school and ferry links.

I gave up a job which I loved in Lerwick 3 years ago as at that point I was a single mum and was spending £160.00+ on ferry fares, I had to take my car in and out as I couldn't afford to have 2 cars and couldn't rely on my family to run me back and fore. The rising cost of petrol and ferry fares was the final nail in the coffin and I had to seek work nearer to home. I couldn't imagine going back to

travelling now as you can hardly get a booking at peak times now and now the fares have gone up again. Various times I have turned up at the ferry, having failed to get a booking thinking I might be lucky enough to get a space only to find 7+ cars ahead of me in the unbooked queue - absolute nightmare.

My mum mentioned something the other day which really hit home as to the impact these cuts will have not only on Whalsay but on the economy of Shetland. If we can't afford to get in and out of the island then the shops are going to suffer in Lerwick as we will just start doing our shopping online. With the rising costs of ferry fares, limited runs and the uncertainty of getting back home; there now has to be a real reason to leave the island.

My husband and I were out of the isle at various appointments two weeks ago, we headed up to 4.15 ferry and ended up waiting until 5.50 ferry, we couldn't abandon the car as I am heavily pregnant and wasn't feeling well that night. My mum and sister ended up in the same situation last week and had to abandon the car as they couldn't wait out the island with my baby nephew, there were 10 cars ahead of them trying to get home to the island.

Having received the text from SIC to announce fare increases last night I was absolutely disgusted to see the hike in prices and the lack of fares to other islands and being charged more to travel to Whalsay than to Skerries - surely we should all be treated the same. Why should islanders in Unst and Fetlar not have to pay fares, why are we getting charged excessively?

Cutting the ferry runs will also affect the islanders attending sporting and social events; you struggle to get a booking as it is due to the amount of parents who take their children out to train for Shetland squads, swimming, music, hockey, football, also families attending Mareel etc. Myself and my son both play in a Scottish Dance Band and so there will be no more performing at Accordion & Fiddle Clubs for us as we will have to stay out of the island to do so both costing me more money to find accommodation.

We are now in limbo as to what to do with our future now, we have recently purchased a plot of land close to my family and are now unsure whether to continue with building the house. My husband works away 6 months of the year all over the world and I want my children growing up with the support of a close knit family around them but now I feel it's getting more and more difficult to justify living here which will tear my family apart.

It feels like the SIC are trying to rid the islands and with what I've seen over the past 5 years they are doing a great job!! If we are forced to leave Whalsay we will certainly not be moving anywhere else in Shetland, it will be on the UK mainland away from all our family & friends so thank you SIC with all the uncertainty raised you are ruining peoples lives, why do you not look at making cuts elsewhere and leave us alone.

WH/2/057	Whalsay	4.2	
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Any cuts to the Whalsay ferry service are unacceptable until the other two main ferry services to Bressay and Yell have been reduced down to our present level.

Both the above ferry services have also enjoyed late night runs from the mainland until 01.00, where the latest Whalsay service available has been 11.10pm. These are 'luxury' runs as far as we can see, and yet they are not being removed from the time table with the new proposed cuts. These trips should either be removed from the time table altogether, or all three islands should have the option of booking a 01.00 ferry, with a minimum passenger booking of 15 people, being charged £20-£30 each, a small price to pay to get home instead of staying in overnight accommodation on the mainland.

Many establishments on the mainland would benefit from this, especially Mareel which will need all the support it can get to keep it afloat.

The proposals are also to reduce the Whalsay ferry down to only one vessel at weekends which is the only time working people, or those with schoolchildren have to go into town, visiting family, shopping and socialising – be that taking part in sports, dancing, or enjoying films and events at Mareel as film showings through the week are not outlying islander friendly.

Ferry crews report that Saturdays are the busiest day of the week, especially in summertime, and ferries can't cope with the sheer volume of traffic at times meaning many cars are left behind to wait for the next ferry, and in some cases even the one after.

The Hendra does not have the capacity to cope alone on weekend runs. In summer, it can carry 95 people and only 10 cars, and only 50 passengers from October – March, which is a very limited capacity compared with the Yell and Bressay ferries.

Ferry trips should be fairer for each community, ie. with proposed cuts, Bressay will manage to carry a minimum of 2034 passengers on Saturday in winter while Whalsay will only manage 550 passengers and 101 cars, but with three times the population to cater for.

I believe ferry men are best placed to know which services are over capacity or underused and I hear a proposal has been made by one of the Whalsay ferry crew on how to save money by having the Hendra do all the evening runs. Because our ferries have less passenger capacity, a booking system for passengers would also be necessary, so when any large sporting event or wedding etc was to be held, it would make sense to use the ferry with the capacity to suit the need.

I believe the best way to save money in the long run, would be to secure funding and build fixed links and tunnels.			
WH/2/058	Whalsay		
<p>My name is Michael Anderson, i'm a 31 year old fisherman and have stayed in Whalsay all my life. I have just built a house in Whalsay with my girlfriend and our one year old son and there is no other place i want to live. The cuts that the sic are proposing for our isle are ridiculous. The proposed ferry timetable is bonkers. Im captain of one of the Whalsay darts teams and im also manager of the Whalsay b football team. The last ferry at 9 45 will put an end to darts and football teams here, Makes it impossible to play matches unless we stay off the island. How come lerwick gets a multi million pound complete waste of money in mareel and we're getting threatened with our lifeline service??? Its going to force people to move off the island when they dont want to!! I know of people who would like to build houses here and settle down but are having to think twice because of this pathetic idea of a timetable. Whalsay is being threatened with its secondry school being shut down aswell while lerwick is going to get a new ahs! There is no way my son will be going to travel to the ahs at 11 years old. The sic has more people on over £50000 per annum than Orkney islands council and the western isles council put together. How this?!?! Made up jobs or what?!?! I think cuts should be starting at the top end of the sic and should be across the board not just the isles!!!!</p>			
WH/2/059	Whalsay		
<p>Just a few points I would like to point out about,whalsays new Ferry timetable.</p> <ol style="list-style-type: none"> 1. We have 4 darts teams, 2 travelling out and 2 mainland teams coming in each Friday during the winter months. Therefore we need our late run kept the same as it is just now,or the teams won't be able to get back in on a Friday night.Sometimes it is a bit nipped as it is.Why is it that other ferrys have later runs as us?It should all be the same. 2. It is all very well cutting out some afternoon runs but there will be such a back log of traffic trying to get in at teatime,which is the time that our ferry is very booked up,this will mean not getting in until very late at night. 3. Not starting to run until 7.50 on a Sunday is no use for anyone doing shift work starting at 8am 			
WH/2/060	Whalsay		
<p>In response to the consultation papers regarding proposed ferry cuts for Whalsay, I would like to make a few points.</p> <p>The service as it is, at peak times, cannot cope already with demand. To cut it further would make commuting to work on the</p>			

Mainland even more difficult. The Hendra taking over the 7.50am run is a complete non-starter. I sometimes have to work in Lerwick and believe me, it is nigh on impossible to get a ferry booking some days for 7.50am and that is on the much larger Linga. I got 4 weeks notice of a course I had to attend in Lerwick and even then I couldn't get a booking four weeks in advance! This is going to drive people away from Whalsay. Especially as we will be threatened more and more in years to come with even more cuts. This would be detrimental to Shetland as a whole, as anybody leaving the isles are going to have to join the already bulging housing waiting list in Lerwick, causing more delays for perhaps people of Lerwick to get to the top of the list. It would not necessarily be because people want to move, but because they would feel they have no option as commuting, which is difficult enough, will become unviable. We will find more and more young people seeking accommodation on the Mainland and frankly who could blame them? Not every employer is understanding about ferry timetables etc. The fish factory in Whalsay has already had to shut it's doors, citing the difficulty with transporting produce on the ferry, as one of the contributors. There is no way any business person is going to consider taking on the factory again if there are more cuts made.

While I understand the need for cuts, I think more thought should go into the effect this will have on the (quite considerable) commuting population of Whalsay.

Another point is the altering of the times of our last runs in/out of Whalsay. Why are we the only one of the 'big' isles that don't have a late run scheduled? Both Yell Sound and Bressay have ferries that go back in around 1am where we have to content ourselves with 11.10pm which is neither use nor ornament if you want to attend any social function on the Mainland. And now you are proposing to make this even earlier!!! Any of us who want to attend a social function in Lerwick for example either have to leave at 10.30pm to catch the ferry or fork out for accommodation and stay overnight. It is simply unfair that we are denied this late run at a weekend too.

Until such times as fixed links are considered, the timetables should be left well alone during peak times. We islanders are feeling quite victimised at the moment. Our ferry service is facing harsh cuts and now our Secondary School is facing the axe also. It almost seems that it is the Council's intention to empty the isles completely.

WH/2/061	Whalsay		
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I write to you about the new proposed timetable for our Island Whalsay. I work on one of the Whalsay ferries, the Hendra and travel as a fare paying passenger frequently. Before I had looked at any timetables, I decided I would look at any proposals and give it a fair hearing and a fair Judgment from my point of view. Having looked at all the proposals, so far I am yet to see one that can cater for Whalsays needs in a manner which is not going to strangle the community. When living on an island the ferry service is the backbone of our transport link to and from the island. It is very important that this needs to be consistent and reliable. The

timetables that I have seen so far are not so. Some sailings through the day can not be done in the set timescale stated in the new timetable, for example leaving Symbister at 22:20 then leaving Laxo at 22:45 this is impossible the crossing is a 30minute crossing and after arrival a 5minutes gap for discharging and loading. This would be a turn around time of 35minutes at a push, not 25minutes. Rushing around loading and discharging is not a good idea. You need time to do this safely. If the ferry is running to Vidlin another 10minutes can be added onto this. The Whalsay ferry night schedule at the moment is operating on a tight rope schedule with many of the runs lagging behind when the ferry is operating to Vidlin during bad weather, finishing well after midnight when the crews are scheduled to finish. This is impossible to alter and I can't see how any new timetable will change this. The main ferry which operates at the moment for the Whalsay route, the largest the Linga is the shift vessel, I can't possibly see how it is going to be possible to swop these ferries making the Hendra the shift vessel, The Hendra is not a practical ship for the modern day passengers needs, with no disabled facilities onboard, also being very poor for catering for the elderly with many steep steps to the saloon and high doorways at each end of the alley way, which can't be altered due to MCA regulations, There has been times where elderly passengers or disabled passengers have had to be seated within cars on deck as they can't physically get to the saloon. This is less then ideal, I ask what happens on an evening or weekend sailing when there are no cars onboard and a group of elderly people come onboard the Hendra after a night out at bowls etc. I am sorry but I don't see this as an option. We need a ferry which caters for all our community on our nights and Weekends, when people are traveling to sporting and social events or even just visiting families. People have to travel in these modern days, it's just how things have evolved. We need the Linga with all facilities or then a major job must be done on the Hendra to get her up to scratch with what the modern day public needs and this will cost a significant figure and I would question if it is possible at all. With only one ferry running at weekends and this being the smaller of the two the Hendra, this will pose problems to workers trying to commute with products and produce from the island. There are several crofts on the islands with sheep, cattle and horses which travel regularly. There are also a number of Scallop Vessels, Creel Vessels which all rely on the ferries to ship their stocks, weekends included. They all have to meet deadlines and sales on the mainland, Impossible to do with the new timetables, this is going to cause significant problems. The first scheduled run on Sunday is 07:50 some shift workers who work at Sullom Voe will have to think about moving to the Mainland and I wouldn't fancy trying to sell there homes on the island with the new timetables proposed, Who would move to somewhere with very poor connections. I said earlier in my letter if these dramatic changes happens then I can only see our population decreasing with people moving on to where they can live with more freedom, to get on with work and where they are not throttled by poor transport connections. I would hate to see Whalsay depopulating as a result of inadequate transport links, not only would this be bad for Whalsay but it would also be cutting off what is one of Shetlands main arteries economically.

WH/2/062	Whalsay			
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What consequences and impact this will have on me,my family and work?

As most people know the Whalsay service is severely stretched during peak times and when one of the two vessels are off on maintenance. I do not have the statistics on how many vehicles are left but I assume you have this information. Whilst commuting into Whalsay to work I often have to leave my car and travel on foot. This is a problem when the service changes from laxo and vidlin.

Having lived in whalsay i understand how terribly poor the service is when participating in sporting events, functions, weddings etc. On many occasions having to leave early from events or not taking part at all. This should be no different from the services provided to other similar isles with the start and cut of times the same. If the Hendra is to run in the evenings this will cause problems with maximum numbers.

As the ferries are so problematic, changeable and soon to be much more expensive this has lead to me spending less time with my family and friends.

The ferry crew do an excellent job under the circumstances and improvements IT communications has been helpful. However, the limited booking office times causes major inconveniences and often takes considerable time make a booking.

What really worries me with all this reviews is that the Whalsay service has the worst service before any of this reductions take place. I do not want to compare with other islands but this really must be factored in before cuts are made to the Whalsay service. Because the length of the route any cuts will have a far bigger impact then isles with shorter crossings.

WH/2/063	Whalsay	4.2	
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I feel that these proposals will not work. Changing to the Hendra on commuter runs will reduce the capacity at these times, with many workers currently having to leave cars at Laxo overnight meaning that the car park at Laxo is often overfilled. During the winter months when the ferry has to go to Vidlin instead of Laxo due to weather conditions, many of these people need to take their cars into Whalsay in order to prevent getting stuck at Laxo, unable to get to work in the morning due to their cars being at Vidlin, as there is no guarantee which terminal the ferry will go to in the winter due to the weather in Shetland, which can often be unpredictable.

I also feel that stopping the ferries at 7pm each night would be ridiculous. Not everyone finishes work before half past 6 every night, meaning that they would then be stuck on the mainland overnight. This would also have a massive effect on Whalsay's sports teams with them not being able to go to the competitions or training that most other teams would still be going to. Also, cutting out the 06:30 ferry run in the morning from Whalsay to Laxo on Sundays would prevent the horse riding people in Whalsay, including

myself, from going to many local shows throughout the summer, many of which are held on Sundays.

If the booking system was removed, many people would struggle to get to work or appointments on time, which can be difficult enough with the current service, never mind if the service was also reduced.

As a student currently studying at university in Aberdeen, I sincerely hope to be able to find work in Shetland when I graduate. If this is possible, I would very much hope to be able to continue living on my home island of Whalsay, however, with the proposed changes to the ferry services, I feel that this would not be possible. These changes would have a huge impact on the Whalsay community with many people being forced to move onto the mainland. With the council claiming that they wish to support the island communities and to prevent centralisation, these changes seem very hypocritical, as centralisation is exactly what they are promoting.

Whalsay has been in need of an improved ferry service for years. Sadly, the council decided to look into fixed links, which it looks as if they will not be able to afford any time in the foreseeable future. The Whalsay community struggles with the limited ferry service it already has, and the proposal to reduce this service even further would have a seriously negative effect on the community. Whalsay is in need of an improved ferry service – not a reduced one.

WH/2/064	Whalsay			
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I am worried that on the proposed timetable that there is not a 6:30AM ferry going out on Sunday Mornings.

This would mean that my husband would no longer arrive on time to change over his shift at Sullom Voe Fire Department for 8am!!

PLEASE KEEP THE 06:30AM RUN ON SUNDAY MORNINGS OTHERWISE IT MEANS THAT MY HUSBAND WILL HAVE TO PAY AND LODGE SOMEWHERE AWAY FROM US!. THIS IS A TERRIBLE WORRY!

WH/2/065	Whalsay			
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Whalsay as you know has a population of over 1000, a good percentage of the working class commutes to the mainland, other islands within shetland or travel south via Northlink or Flybe. The ferry service as it stands is a descent service. I have commuted from the island to work since I left school 8 years ago, I would say the timetable as it stands fulfilled my needs, I have commuted about as much as anyone would, working 12 days on, 2 off, same start time everyday, out on 0630 ferry and in, anything from 1530 to 2200 depending on harvests (I work in the salmon industry) so with my commuting history I would say the current service is ok,

but looking at the proposed cuts I think its not too good. Weekends would maybe be ok if the Linga was the sole ferry, whats the point of having a multi million pound vessel capable of taking the upper teens of cars tied to the pier 60% of the year? I know tying up the Hendra wouldn't save as much, but it would save, also a couple of runs could be taken away through the week, do away with the 12 ferry everyday, which would save 10 runs through the week, plus the already proposed savings at the weekends. I think really any more than this would cause a lot of grief and problems for the people of Whalsay. To take away a public service from a very contributing community seems a bit unfair to say the least. The Filla runs all over the place, I can never understand why, and at such a speed, Lerwick, Vidlin, Whalsay, flying about guzzling a lot of fuel with 5 P.O.B as I always hear over the VHF, which I know is the number of crew...

I think a few things need looked at, not just the ferries. The work which takes place within the Islands of shetland generates hundreds of millions of pounds, aquaculture is more than half of this, mostly within Islands, Unst, Yell and Whalsay. Unst and Yell having the vast majority but Whalsay having one of the best salmon sites in Shetland, been known to profit millions, which is why it is such a big employer, with hundreds of people involved in the farming alone. Then there is the fishing, Whalsay has a huge pelagic fleet, and still a fair whitefish fleet, which generates many jobs in and out of the island, very contributing to Shetland as a whole, anything from company pick-ups leased from Jims Garage Toyota, money invested to Delta Marine to buy boats to create more employment, I would say there is a lot of people in work because of the pelagic. I am glad Shetland seems to be doing fine, there isn't a high number of unemployment compared to other places, which is excellent, we have Sullom Voe, all the ports and harbours jobs, Aquaculture, Fishing, Building firms, haulage and transport firms, Taxi's, restaurants and pubs, Hotels, Garages, Shops, Welding, fabricating and engineering firms, many seafarers offshore, and much more, all jobs which are paying for themselves. This is great in a small community. I just think to try and centralize 23000 people in Lerwick is far fetched, it might seem like a good 20 year plan to keep Shetland afloat, but...in reality it isn't, Shetland will do fine if everyone in it works together. Would it be that good if we had no ferries, no islands, just a mess between Gremista and Quarff? There are homes, schools leisure centres, shops...everything you will ever need outlying in Shetland, people with jobs and homes, it just doesn't make sense to try and move everyone out, is it?

Bottom line from my point of view is, yes cuts have to be made, take every ferry service, remove one or two runs from non-peak times from each one, all ferries to all islands that is, not just Whalsay, one ferry at weekends, yes, maybe, but make it the one that can actually hold a few cars. The fares are steep but affordable, although no fare to Unst? Also to make a few sencible cuts elsewhere and I am sure that would lead to a better community with a small step in the right direction rather than a huge step in the wrong direction with a community of hatred.

WH/2/066	Whalsay			
<p>I am very disappointed that the amount of cuts thats being proposed for the Whalsay service... This is going to have a big impact on commuters that work shift work, my daughter has recently gotten a job out of the isle this means she will not be able to come home on a saturday night and get to work on time on a sunday... This also is going to have a massive effect on the sporting folk every one of the sports teams.. football, netball, darts, hockey etc this means we wont be able to compete and get home... This is just devastating for our commuters and our very dedicated sport fenatics.. Please take all of this into consideration. Its going to ruin our island life and make us unable to go to our sports... I feel our sevice is quite poor as it is , Yell and Bressay still seem to be having a much better service than ours ie late runs.. This will have a huge impact on our daily life in the isle... Thank you please take all of this into consideration... I have never written a letter in my life and felt i really had to voice my opinion.</p>				
WH/2/067	Whalsay			
<p>I would accept better that cuts have to be made if it was fairly done over all the island ferries i.e. why should Yell and Bressay run until 1am for their last runs when Whalsay only gets to run for 9.45pm?</p> <p>The Hendra does not have the facilities for Disabled access.</p> <p>It is a concern that they seem to be halving the runs to Whalsay on a Saturday and Sunday and using the Hendra for all the runs when she takes less cars. If you half the runs you will be expecting more vehicles on each trip therefore will need the bigger ferry.</p> <p>In winter when the numbers of passengers is reduced to 50 and they are only using the Hendra they will need to start booking passengers as well as cars. Who gets preference if school kids come home on a Friday night and perhaps a football team at the same time, and they all walk on board and then the people in the booked cars make the passenger numbers over the 50 limit? Who gets priority??</p> <p>It seems to me with the population of each of the isles taken individually that Whalsay is worse off in the quantity of runs they get. As ours is the longest run this should not mean that the other isles can have 2 or 3 runs over the same 2 hour period if we are having only 1 run, unless of course they have a lot more vehicles/persons in need of the ferry, but considering they have fewer population I don't think this is the case.</p> <p>As my son does football training every Saturday through Oct – Apr, if the ferry runs are cut this will impact on me having to get home later, which is not ideal during the winter months when weather is worse with the possibility of icy roads. I will also have to try</p>				

to find someone to look to my other children for longer.

On the whole I know cuts have to be made but it **MUST BE FAIR OVER ALL THE ISLANDS FERRIES.**

Over all this will impact on me, my family, the community and businesses on and off the isle.

WH/2/068

Whalsay

First and foremost the ferry service is a lifeline to the island!!

1:- Fairness.

Looking at all the ferry consultations the glaring point to me is the difference in the ferry services between the islands. it is not a level playing field!! Whalsay which is the most under pressure has the worst timetable even before any proposed cuts. For example, Yell and Bressay both have crossings after midnight, Whalsay has never had this luxury (Unless a special booking, (Weddings etc) and it is proposed to have the last run at 9.45pm! Surely this unfair and discriminatory to say the least!

2:- Passenger accessibility!

Only Hendra at weekends & Swapping of Hendra/Linga. One of the big concerns that there is no disabled access on the Hendra or at Laxo or Symbister! On a personal note my elderly mother who has chronic back pain goes (On weekends) to some of the functions on the Shetland mainland. This will now mean she cannot go at all because there are no disabled facilities which are essential if she is to travel. My father and mother only booked the Linga for this reason as it has a lift and the disabled toilet!

3:- Affects on Commuters and Business. Swapping of Hendra /Linga and less crossings.

I dont know where to start but here i go,
Commuters need the 7.50am ferry to be the Linga as it has the most capacity (Getting to Lerwick etc in time for work)
At the consultation in the hall it was said by one of the attending representatives from the Council/Hayfield that giving commuters the 7.00am and the 8.25am from Symbister would be better!, HOW! If you go out at 7.00am you have to wait an hour before work and if its the 8.25am you miss the first 30mins of your working day! Not many employers (If any) would tolerate that timetable.

There is already 40-50 cars standing at Laxo most days because of the existing ferry situation. This will only get worse!

Businesses trying to get to Whalsay on the 8.30am from Laxo need the Linga for the same reason(As their working day starts at 8am its the first ferry they will catch!)

Last week i had 2 workmen sitting at Laxo for 3 hours trying to get to Whalsay! As they were not booked they sat in the unbooked queue for the 8.30am/9.35am & 10.30am ferries and could not get on. . When they got in at 11.15am it only left 3 hours working time because they couldnt get a booking from Symbister any later because of other work vans.

The time they spent waiting at Laxo i have to pay for and also cant get to other jobs they have planned. This is not an isolated case, it happens all the time!

This type of scenario must have a knock on affect to the whole Shetland economy!! And this is before any proposed cuts.

4:- And Finally--Finance!

This is for all the islands and not just Whalsay. As i said in before businesses & commuters not getting on ferries will have a drastic effect on the Shetland Economy as a whole. Whalsay fish factory for example would have kept open if the ferry service had been better. The money taken in to the Shetland economy through fishing/aquaculture is overlooked as should be invested in not hindered by less or no ferry crossings.

Whalsay which had 17.5 million ring fenced for a new ferry/s & terminals and to be asked to cut what is already the most under pressure service is a real slap in the face.

It is totally unfair to see the other islands benefit over the recent years with upgrades and to get nothing and still have a worse service.

These are only some of the points, i know there will be more.

WH/2/069	Whalsay		
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Below is another reason to reconsider the currently porposed changes to the Whalsay Timetable.

If you go ahead with the proposed changes to the Whalsay Ferry Timetable, especially changing the Linga and Hendra's runs around there will be a significant ammount of disruption to commuters getting to and from work. Which will have a direct effect

on the businesses involved. Here is a list of businesses and organisations members of the Whalsay community commute to most mornings

- Nortech Marine engineering
- Buildbase
- Shetland Arts
- Streamline
- Anderson & Goodlad
- Garriock Brothers
- Citizens Advice Bureau
- Lerwick Fish Traders
- DITT
- Bolts Car Hire
- Hjatland Seafarms
- Scottish Seafarms
- Petrofac
- Total
- E&N Plant
- Sumburgh Airport
- NFU
- Ocean Kinetics
- Co-op
- Cope
- SSE
- Irvine Contractors
- Royal Mail
- Gilbert Bain Hospital
- LHD
- Outdoor For Kids
- Jim's Garage
- Baker Tilly
- Bon Accord Accountancy

- Studio 4
- Independent Finance Shetland
- The Royal Bank Of Scotland
- DE Shoes
- Scalloway Care Centre
- Blueshell Mussels
- Westside Vets
- Shetland Museum
- Sinclairs Taxis
- Clickimin Leisure Centre
- J.W. Grays
- Northlink/ Serco
- Montfield Dental Practise
- Lerwick Fish Market
- Blydoit
- NAFC Marine Centre
- Careers Scotland
- Shetland Hotel

And finally various departments of the SIC.

The list above does not include anyone trying to get into Whalsay to work or any Whalsay based businesses.

The way the Whalsay Ferries are just now, commuters can get to work on time, most days. This will change if the proposed changes take place.

Currently when you are trying to get a job. If you have to commute from Whalsay it is seen as a disadvantage. If the timetable changes there will be even more of a disadvantage to anyone from Whalsay trying to get a job.

I hope you take into consideration the point I am trying to get across to you before deciding on the future of the Whalsay Ferries.

WH/2/070

Whalsay

This would have a devastating effect on life as we know it for Whalsay's community for our economy and social inclusion of all team sports, family and friends socialising and entertainment. Our family participate in all of these pursuits on a weekly basis. As an artist/designer setting up a part time business, I feel this may be the end as I wanted to join the 'craft trail' prices and logistics for clients and consumers to travel here will be too great and arduous. We will have to sell up and move to the mainland as this is an unworkable timetable for a service that is already completely inadequate in this day and age.

The 'Shetland Plan' is a great read, forward thinking for Shetlands future ,of social inclusion for rural areas and the isles, fixed links etc, well where are they? This new ferry consultation proposal is about as far from that fiction ledger as you could get. Whalsay's ferry services has been below that of Bressay, Yell and Unst from the start in vessel age and timetable limitations at night with unacceptable bias and discrimination for an isle which contributes the most to Shetlands economy, does Shetland think it can afford to destroy that steady high income?

I have written to previous councillors over the years from a commuter's point of view of the shambles that the two mainland ferry terminals of Vidlin and Laxo fiasco causes. Many workers need to keep their cars on the mainland because it's too expensive to commute otherwise. We never know which terminal we are going to, from one day to the next or even from one hour to the next some days! When you have to take your car from Vidlin at night as the ferry may be back to Laxo in the morning, you may then not get out in the morning if the ferry is full. The stress and expense to the hard working commuter who is made an unreliable employee is utterly sole destroying. How incompetent and short-sighted to still have no improvements to this unsustainable transport service in decades.

A tunnel has always been the obvious transport link for Whalsay more so than any other of the out lying isles in Shetland because of the rough long arduous crossing time and two terminals to the mainland our community deserves this for what it has and still contributes to Shetlands economy as 'go ahead' forward thinking folk. Tunnels should have been built decades ago with the oil money like Norway did, now one of the best economies in the world. Our past council excluding Gussy Angus and Betty Fullerton have destroyed Shetlands future with lack of vision, no brains and no balls to take on the challenges required to achieve the main rural goals of the Shetland Plan'. Shetland could have been and still could be dynamic, as was done in Faroe many years ago. The only sustainable futures for all the isles economically and socially are fixed links. We all know tunnels pay for themselves after ten years, why is outdated ferries still running here when they have been made obsolete else where? It's embarrassing.

We want equality for the first time and deserve the same ferry service and timetable without bias and discrimination to that of Yell, Bressay and Unst.

WH/2/071	Whalsay	4.2	
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The current service is not fit for purpose. Evidence of this is the closure of the Whalsay Fish factory, partly due to capacity limitations on the route, and failure by SIC to provide a suitable service to sustain the business on the Island, costing almost 30 jobs. Also failure to provide alternative support to help this business thrive. Surely for the future sustainability of the Island, cutting the Whalsay service when it already cannot cope with demand is out of the question.

There are no disabled facilities on MV Hendra. In this day and age, this is quite remarkable. To propose to move this ferry to the Linga timetable is clearly a flawed plan, as this will further reduced provision for disabled passengers.

Whalsay has already been subjected to *AT LEAST* at £17 million cut. This SHOULD be taken into account. The long drawn-out 'consultation' process of the last few years, resulted in the millions allocated to Whalsay being withdrawn, and nothing whatsoever done to improve the service. For this reason, Whalsay has already been short changed massively compared to other areas of Shetland, so to impose further cuts seems ridiculous and unfair in the extreme.

Increasing fares too much will decrease travel. There will come a point where fares are too high to merit taking a car across, which in turn will lead to a reduction in revenue for the council. Increasing fares is a red herring, and will not raise as much as you think, in my opinion. If fares increase even further, it will prove untenable for people to commute to and from Whalsay to work.

Night service. Quite why there seems to be unfairness in provision compared to Yell at the moment is a mystery, but why the proposals have not addressed this is a greater cause for concern. Why do some areas deserve later runs than others?

No vision in proposals. There have been several proposals put forward by various individuals that indicated that a saving could be made within 10 years if a terminal was built at a location nearer to Whalsay. Spend to save, in the relatively short term. This would also put in place necessary infrastructure for a future tunnel; a tunnel which would provide a saving long term and connect the Island indefinitely. Is it the case that council officials can see no further than 3 or 4 years? I urge you to consider the long term implications of the proposed cuts, and try to see the big picture. *A noose around the north Isles neck will strangle Shetland as a whole.*

To conclude – Whalsay is a vibrant, dynamic and enterprising place which benefits both residents of the Island, and others in Shetland in various ways. You should be looking to improve service rather than reduce it. I urge you to consider the £17 million cut that has ALREADY been made to Whalsay, and remember that the Whalsay Service is already well below-par compared to other similar areas in Shetland.

WH/2/072

Whalsay

Regarding Reduced Whalsay Service,

A good start for Depopulating the Isle!

42 runs less per week is a drastic cut, average 15 cars for two ferries =630 cars per week.

One ferry (Hendra) at the weekend running on at least 3 dispensations

1, passengers bellow decks

2, no disabled access, no disabled toilet.

3, 3 toilets discharging raw sewage into the sea, no sewage treatment plant.

The SIC would need to be thinking long and hard about a Ferry replacement programme, not cuts, as the M.C.A. could stop the dispensations at any time making 5 ferries obsolete .

Earlier last runs in the evening will seriously damage social activity

Less runs during the week will have a detrimental affect on the economy of the Isle,

Shellfish boats ship there crabs, lobsters, and escallops with the Ferries every weekend.

Crofters rely on the Ferries to market there produce (usually lamb sales at the weekend Saturday, one ferry running not enough capacity) and import fodder during the winter.

Show's during the Summer, again Saturday, not enough capacity.

Any house building rely on quick turn around for trucks, to save hourly payments, reduced sailings midday on would cause serious delays,

A lot of the incoming contractors use the afternoon sailings.

I could go on for ever, but at least keep us on a par with the other Isles ferry services, in the past Whalsay has been left behind. Unst no fares, Yell 24 hour service and two new big capacity ferries, Bressay until 1 am weekends.

WH/2/073	Whalsay	4.2	
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I understand that it is necessary to find ways to make cuts, but I believe they must be done fairly, across the board, across all communities and not causing particular hardship to any individual community or area. Having conducted a small review of Bressay, Whalsay and Yell ferry timetables, vessels capacity and island populations, it seems to me that Whalsay has had a raw deal for many years, eg. we have never had the option of a late night run. You would think in times of needing to make savings, the luxuries would be trimmed away first, yet even with the proposed cuts, Yell and Bressay will still be able to enjoy late night weekend ferry services, with the last ferry leaving the mainland at 01.00am as a matter of course on Bressay, bookings only for Yell, while our latest ferry option is being REDUCED to 22.45! Surely that must be an excessive waste of money?

These runs should either be removed completely with Bressay and Yell having the Friday/Saturday late time of 22.45 we may end up with, or all 3 islands should have the 'bookings only' option of 01.00, with a minimum of 10-15 passengers, and a fare of £20+ pounds, which is cheap compared to prices we have to pay for overnight accommodation if we want to attend an event in Lerwick. Make it fairer for ALL.

Proposed reducing Whalsay ferry services to only one vessel on weekends are ludicrous, especially being the Hendra which may use 50% less fuel than the Linga, but can only carry 50% of the Linga's passenger capacity from October to March, which is half the year! Saturday is, according to ferry men, one of the busiest times, when working people, families with school age children who are unable to travel during the week, take the opportunity to go to the mainland to visit family, friends, do their shopping, attend classes, sporting events, training, dancing etc. Not forgetting taking in a film at Mareel, as film showings during the week are not often outer island friendly. If our opportunity to get into town is further reduced, surely it will have knock on effects for the businesses in the town, lets face it, none of us leave Whalsay and come home better off!

We are all aware that the building of Mareel was on overly luxury which the Council couldn't really afford. It is going to need all the customers it can get, and there will be several hundred of these sitting in Whalsay who would have loved a night out.

Local shopping and spending need to be encouraged, Living Lerwick is trying to do its bit, but more of us will end up buying over the internet if we can't get to Lerwick when we need to.

Unfortunately, Whalsay does not have its fish factory any more. An attempt was made to resurrect it last year, but the company

had to finally close its doors, and one of the major problems was getting the raw materials into the island and the product off the isle. There just happened to be at that time a huge amount of vehicle traffic travelling out and into Whalsay, and seeing vehicles parked waiting for several ferries came and went before they could get out or in was a common occurrence, our small ferries simply couldn't cope with the sheer amount. I believe figures have shown that the Whalsay ferry has the highest 'full to capacity' rate. If you rate the ferries passenger capacity by their island population figures, it's plain to see that Bressay is over provided for, while Whalsay is well under. Even with the present service here, large queues of vehicles often have to wait for several ferries come and go before getting into the isle, that is all 'lost' working time which someone has to pay for at the end of the day. Ferries need to run to suit the amount of commuters in each area. As long as the commuting workforce, both travelling out of the isle, and into the isle can travel at the times they need to, (but not to the exclusion of ordinary commuters who have many reasons for travelling to the mainland) perhaps ferries on all isles could run hourly, depending on the ferry capacity, the frequency could be increased again in the evening to cope with returning workforce commuters. There is not going to be a solution to please every one, and those who are used with their late night weekend trips won't like to lose them, but they can do as we do, either leave the event early, stay over night or just don't go at all.

The only possible way to save money on ferries would be to 'Spend to Save' and look into securing funding for anywhere possible to begin a fixed links system, it is the only way ahead for us all. Norwegian specialists have been and seen the islands, they know tunnels can be done in some areas, and have the knowledge, expertise and equipment to do the jobs. They have been doing it for years in Norway. How it would open up travel through Shetland, and even reduce travel costs. Otherwise we will be going backwards, economies on the isles will suffer, people will have to move to the mainland as the cost will overgo the honour of commuting to work on ferries.

WH/2/074	Whalsay	4.2		
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This option would kill Whalsay.

I have four bairns who want to come back to stay in Whalsay. They are: a teacher, BP electrician, physiotherapist, naval architect. Their Dad died when they were very young and his wish was to give them a fine site to build their houses. This, of course, would be impossible if the ferry service is cut and charges increased. There is no room on the ferries on the busy runs and there is no room for parking at Laxo and Vidlin. Whalsay needs the early run (5.40am) and late run (12pm) as Yell has, so we can catch early flights (Rich flies from Scatsta at 8) for work, hospital and general travel.

There are around 60 crofts in Whalsay and we have to get feeding etc from the mainland. This is becoming very difficult (pick up in car). Everything is getting so expensive, feeding, fuel, etc, and the ferry fare increases are getting to be too much – is it worth

keeping sheep on our crofts, can we afford this? I doubt it.

I would suggest putting a toll on the Shetland mainland roads, keeping ferry ticket holders exempt. This would even the playing field. Thank you for reading this.

WH/2/075

Whalsay

I felt the Whalsay ferry service was quite good on the whole until I began to look at some of the other island ferry services in more detail, I now realise, in comparison, we have been missing out badly for years. I have compared island populations (from 2001 census), ferry trips per day, and capacity of the vessels on each sailing.

One quick glance at these figures make it clear why Bressay do not need a booking office. Their ferry is able to accommodate 1/3 of its population with each 7 minute crossing, meaning the entire population could get to the Mainland within 1 hour. They also enjoy the ability to attend Mainland functions and stay to the end, even with the proposed cuts they will still continue to enjoy their 01.00 weekend socialising on the Mainland without the bookings only conditions applied to Yell. Even if their vessel passenger capacity is cut from 124 to 50, this will still be an excellent travel opportunity ratio per head of population.

Yell also has good ferry capacity, and though the proposed cuts may mean a single vessel only service, it will still be able to carry 144 passengers (95 in winter) and 31 cars per 20 minute crossing. They will also be able to continue enjoying late evening Mainland socialising at weekends and get home on the 01.00 ferry into Yell. There is also quite a substantial parking and queuing area at Yell terminal.

Whalsay has only been given one cuts proposal so far, as yet, we are still waiting to see the alternative proposal put forward by local ferry men. Since we do not have access to daily commuting figures and weekly commuting patterns, the ferrymen may be best placed to judge which ferries are underused or unable to accommodate traffic volume at specific times, and which could be reduced or altered accordingly. They can also advise the appropriate departments on the amount of cars that have to be left waiting for the next ferry crossing and those which are parked overnight at Laxo.

Whalsay folk – on the whole – don't tend to pick up the phone to Sellaness and complain because they can't get a booking when they need it, instead, if we have to catch an early flight, or have an early appointment in Lerwick, and the ferry is fully booked with the commuting workforce, we put the car out the night before, or even stay overnight on the Mainland and don't complain ... maybe that has been our downfall over the years ... we haven't complained enough! We have never been able to enjoy regular late night crossings at weekends. If we want to attend evening events on the Mainland, we either have to leave early to catch the last ferry,

missing the best part of the event, stay overnight at considerable expense, or not go at all. We would all have loved the opportunity to have the option of late evening runs at the weekend, especially now to enjoy the benefits of Mareel. Think of how the town centre would have benefitted from a few hundred extra people being able to frequent their facilities and spend.

You only have to look at the 30+ vehicles parked overnight at Laxo ferry terminal to realise that our ferry capacity is not large enough for all the island commuting workforce, and ordinary commuters compared with other ferries. Then there is also the fact that, by leaving your car out overnight, you are saving approx £50+ per week. The drawback to leaving your car out overnight is how do you get home from the ferry or to the ferry the next morning? And you won't be able to use it at home during the evening.

If the weather forces the ferries to use the Vidlin terminal the next morning, how do you get to your car that is parked at Laxo? The ferry foot-passenger workforce have to rely on the goodwill of others who are travelling to work in their cars being kind enough to give them a lift to the other terminal.

It's worse still when weather dictates you have to leave your car in the VERY limited parking area at Vidlin. This also causes huge congestion problems for traffic which are still commuting to or from Whalsay in the evening. There is a larger problem the next morning when the ferry is able to resume running to Laxo. How do the commuting workforce get to their cars at Vidlin?

Again, they very much have to rely on their fellow commuters going out of their way to drive them into Vidlin, maybe even being late for their own work in the process. Due to the large area of open water the ferries have to cross, we have to rely on an alternative terminal in bad weather conditions, so Whalsay's ferry situation is completely on a different par from the rest of Shetlands island commuters. It is also one of the longest crossings, taking 30-45 minutes, depending on which terminal is in use.

To even suggest that the Saturday and Sunday service can be provided by the Hendra, which, at 30 years old was deemed to be needing replaced not long ago – is an absolute insult to us all! (Just look at the Saturday breakdown of proposed ferry cuts.) All of a sudden she is quite capable of taking on the larger slice of the ferry runs for as long as it takes it seems, to save on fuel! It's strange how facts and figures and rules can all of a sudden change when the Council's Infrastructure Department deems it to be so!

Sadly, the Whalsay community is still suffering badly from the effects of the ill feeling caused within the isle from the gross distortion of the figures quoted by the Infrastructure Department for the costs of the proposed ferries and new terminal in North Voe. What a good thing that some people were brave enough to spend their time looking into this, querying costs and unfortunately, having to suffer the wrath of those in the community who were anxious that a new terminal should be built in North Voe. Otherwise it would

have gone ahead, and in this present savings climate, the new Council would probably have had to cease building operations and we would have been left with an uncompleted terminal, a useless eyesore in our lovely Voe, and a huge waste of money.

This unfortunate episode means that some departments in the SIC have entirely lost the trust of the local community. What we have is openness, honesty, and REAL facts and figures, not the untruths we have been given before. We are saddened that those responsible are still in their well paid jobs.

If you look at the SIC Ferries site, you will see ‘A Brief History’ of the ferries. It tells how an Advisory panel of the Highlands and Islands visited Norway in 1961 to view their ferry system and realised it would be of great benefit to those in the outlying isles. And it most certainly has been!

In 2000, it became apparent once again that with the increasing use of ferries and changing work patterns, that demand and need was outstripping capacity and things had to move forward. What a pity that the Councillors at that time didn’t have the foresight to follow Norway’s lead again and introduce a fixed links/tunnels system where suitable. The benefits of that possible ‘Spend to save’ move would have been starting to show by now.

Many disillusioned people have told me not to bother sending a letter, I will be wasting my time, it will only be binned. “They” won’t pay attention any way. Please prove them wrong!!

We all understand that cuts have to be made, please make them as fair as possible across the board so as not to disadvantage any individual community or island. Lerwick, in fact – Shetland, depends on the outlying communities.

Thank you for taking the time to read this.

<u>Winter service 2012-2013</u>	Whalsay	Bressay	Yell (Fetlar, Unst)
Population	1,034	384	1,763
(max) Return trips per day	18	24	27
Vessels passenger capacity	95/95(s)	124(s)	144/144(s)

Vessels passenger capacity	95/95(s)	124(s)	144/144(s)
(S)ummer/(W)inter	95/50(w)	113(w)	95/95(w)
(R) Ferry Trips per week	75(L)47(H)	153	180
Passenger capacity per week	11,590/9,475(w)	18,972/17,289(w)	25,920/17,100(w)
(R) Trips per head of population	11/9	49/45	14/9
First ferry from Home base	06.30am	07.00am	05.20am (BO)
Last ferry from Mainland	23.10pm (BO)	01.00am	01.00am (BO)

Proposed cuts ..(Note). Whalsay has been given NO 2nd option as yet. And the vessel suggested to do most of the runs will be the Hendra which is 30 years old, and can only carry 50 passengers in winter time, cutting the winter passenger capacity by almost 50%.

Proposed cuts	Whalsay	Bressay	Yell (Fetlar, Unst)
Population	1,034	384	1,763
(max/min) Return trips per day	17/9	21/16	21/18

Vessels passenger capacity	95/95(s)	124(s)	144/144(s)
(S)ummer/(W)inter	95/50(w)	113(w)	95/95(w)
Ferry Trips (PW)	60(H)33(L)8(F)	143/135	131/118
Passenger capacity (PW)	9,075/6,373	17,732/16,159:16,740/15,255	18,864/12,445:16,992/11,210
(R) Trips per head of population (PW)	8/6	46/42 43/39	10/7 9/6
First ferry from Home base	06.30	07.00	05.20(BO)/06.15
Last ferry from Home base	22.20(BO) F&S	23.59	00.30(BO)
Last ferry from Mainland	22.45(BO) F&S	01.00 F&S	01.00(BO) F&S

(BO) Bookings only. F&S = Friday & Saturday. (R) return (PW) per week.
(H) Hendra. (L) Linga. (F) Filla.

Proposed cuts to Ferry Services Saturday only

<u>Saturday</u>	Whalsay	Bressay	Yell (Fetlar, Unst)
Population	1,034	384	1,763
Return trips per day	11	20/18	20/17
Vessels passenger capacity	95(s)/50(w)	124(s)/113(w)	144(s)/95(w)
Passenger capacity	1045/550	2480/2232:2232/2034	2880/1900:2448/1615
(R) Trips per head of pop	1/0.5	6/5:5/5	1/1:1/0.9
First ferry from Home base	06.30	07.00	06.15
Last ferry from Home base	22.20(BO)	23.59/00.45	22.40/00.30
Last ferry from Mainland	22.45(BO)	01.00	23.05/01.00
(R) Vehicle capacity for day	110	?	620/527

Unfortunately, I could not find information about all the SIC ferries vehicle and passenger capacity on the SIC Ferries site, so these figures may not be entirely accurate, it is not my intention to mislead, and bear in mind that I am not a mathematician!

To reduce the ability of Whalsay commuters to travel to the mainland on the only day that the majority of working people or those with school children can go will have a huge impact, not only on the lives of those who commute but also on the businesses and

facilities on the mainland that we would spend money in.

Fair enough, once the other two main island ferry services have been reduced down to our level, reduce our service to one ferry at the weekend, but at least make it the Linga.

(I hope you will be able to make sense of my very amateurish attempt at combining and comparing figures.)

WH/2/076	Whalsay	4.2		
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This option can suit us as we are semi-retired.

Our main concern is that Whalsay should be treated the same as Yell and Bressay – same number of sailings. We are a much larger population.

WH/2/077	Whalsay			
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The proposed reduction of service on the Whalsay ferry route will have major impact on the lives of all the community in a detrimental way.

The service currently is struggling to meet the demand of traffic now let alone reducing it and down a single ferry at weekends is plain madness. This will severely limit the option for travel both in and out of the island putting more pressure on the working and social demands of the residents.

The community is thriving here in Whalsay with a large number of young families moving back to the island to raise their family in the way they were and the way in which they wish to raise the next generations and have the right to do so. This should be encouraged and helped by the SHETLAND Islands Council, which is forever increasingly becoming the LERWICK/Mainland Council with the way they are seemingly making massive cuts to the Northern Isles compared to the mainland.

It seems incredibly unfair and plain wrong to punish the people who live away from the mainland and especially Lerwick where there seems to be no similar impact or reduction of services when the Council have stated that the pain for their massive wastage of money would have to be shared by all, not by a soft target, ie. Whalsay and the other islands. The amount of council tax paid, I believe, is equivalent in both Lerwick and Whalsay so why should we have to suffer major cut to a vital service allowing us to be able to commute both to employment or social events, let alone any medical emergency that could occur. There would be an

outcry if in a similar fashion the roads were shut to traffic for hours in a day stopping people from being able to go about their business.

If the Council goes ahead as usual and ignores the views and wishes of the community the proposed cuts in the ferry service will be the first nail in the coffin for Whalsay and will have a long and far reaching legacy for which you should be ashamed.

WH/2/078

Whalsay

The impact this option would have on me, my family, the community and Whalsay generally would be tangible.

Whalsay is one of the only, if not the only Scottish isle that is still thriving. Young folk still want to come back and settle here where they can bring up their children in relative safety, allowing bairns to experience the childhood which they had with family and friends around them.

Reducing the ferry service would have a massive impact for folk, honest decent folk who work for a living and pay their taxes.

It is a struggle getting booked onto a ferry at the moment with the service we have and the clever Councillors think reducing the service would be a good money saver. Yeyah right, saving money, where do we start. Well perhaps Mareel or Bressay fixed link.

None of these people have a clue what it is like to live on an outlying isle and they think they can just waltz in with their big bold proposals which they probably wrote with smug grins. That aside, this will have a major impact on Whalsay, the isle that is being discriminated against in so many ways.

I don't know how many times lately cars have not been able to get on and subsequently left at Laxo for the next run, which may not be for 20.30 at night and you have a long two hour wait.

The SIC should be proud they have an island which is thriving and start to promote this instead of cutting off its blood supply which we all know leads to a slow and painful death ...

WH/2/079

Whalsay

In Whalsay we have been tolerating a service which has been unable to meet the needs of the community for a long time. It has already prevented some people from working in certain jobs and live on the isle. A lot of people would have chosen to live on the

isle but the limitations of the ferry timetable and the cost has prevented this.

The new proposed timetable will further restrict movement and make it even harder to live on the isle and work on Mainland Shetland. Also contractors and companies with business in Whalsay will be hindered in their ability to get in and out of the isle at suitable times.

The Hendra going on the Linga runs will seriously impact on capacity in a number of ways. The 7.50 ferry is one of the busiest and is almost always full. Many people leave their cars out in order to ensure they can get to their work – as they can't get bookings on the ferry and they need their cars at/for work.

Some evening runs are also very busy with the Linga having to leave cars – the Hendra will make this much worse.

Having only the Hendra running at weekends will impact on the shipping of shellfish. The restricted capacity and number of runs could harm the business of 11 shellfish boats on the isle.

The ability of islanders to partake in social occasions on the Mainland will be limited. The numbers who can go on the ferry and the timetable will prevent any involvement in many events on in the evenings.

A 24 hour booking system is the only way for people to make changes and have planned usage of the ferries.

I think concessionary fares should be 50% of the full fare in line with other public transport.

Finally – Whalsay is the only island with a stable population – there is growing numbers of young people and a viable economy. Unfortunately it appears that is not recognised. Our ferry service is struggling to keep up as is, when others have had an incredible level of service. Now when it comes to cuts, Whalsay is being pushed even further behind the others with Yell and Bressay's timetables continuing to start earlier and finish much later. Whatever you do this has to be done fairly and equitably – there can be no justification for this massive difference in the length of the day the runs stretch across.

The Hendra is unsuitable for less able and disabled people. To put it on as the only ferry at the weekends will prevent some people from travelling at all.

WH/2/080	Whalsay			
<p>I would like to bring to your attention the difficulties i had entering the passenger alley way on the Ferry Hendra the other week. I currently have a badly broken ankle which i cannot put any weight on and am using crutches to get around.</p> <p>I was travelling home from the hospital after having a checkup. When we were on board the Hendra i needed to use the toilet on the crossing. We where on the aft deck so i looked at going in through the aft door but once i got there i did not feel safe enough to enter with the stairs being directly in front of the door. So i went to the forward door which i had huge difficulty entering due to the step being so narrow and also the slippy gloss paint in the alley way. Once inside the toilet designated for the men was a no go so i used the Ladies toilet. Again this was not so suitable with crutches as it's a tiled floor which is slippy when wet.</p> <p>I found this to be a quite a daunting experience in my circumstances. I'm fit and able but just hampered by a broken ankle i would not like to be in this same position in 10,20,30 years time when a bit older. I do not know how disabled or elderly people manage this obstacle course when they are travelling on the Hendra. Then you have the problem of getting between and around cars on deck which is not so easy with crutches.</p> <p>I worked on the ferries for 15 years and after the Linga arrived on the Whalsay service most days there was passengers coming up to me saying it was so much easier and safer for them to get around the deck and passenger saloons than it was on board the Hendra so they always travelled when possible on the Linga. I have now witnessed this first hand and feel sorry for anyone who has to organise there travel arrangements around which ferry is on certain times. This means either going out early, going out late or not going out at all.</p> <p>One of your suggestions it to put the Linga onto the day boat to save a few pound on fuel. I think this is a huge slap in the face for anyone who must travel on the Linga due to there personal disabilities whether they are short term or unlucky enough to have it for life. This is verging on discriminating against these people being able to travel using the full range of ferry times available. I really hope you can take this into consideration when deciding on whether a few pounds saved is better than discriminating against the elderly, Mothers with young children and disabled people who rely on this life line service.</p>				

Reference	Area	Option No.	Name & Address	Comment
FI/2/001	Fair Isle			
I would have liked some recognition of what this community has played in thinking about transport needs and savings.				
		14.3		
When we have a full establishment of crew surely it would be agreeable to make local arrangements for holidays and avoid restrictions of a fixed rota.				
		10.1		
<p>Bookings have been made locally on a voluntary basis for which we should say, thank you. Advice on possible weather problems, the alternative travel options and general observations to assist the holiday maker have been much appreciated. It is doubtful if this could be duplicated from Sellaness by individuals who have never visited the isle.</p> <p>The Lerwick run during the summer months was very important for building works, larger items could be arranged, reduced freight cost, local delivery done to Hay's dock and the link with individuals has created a person to person rapport resulting in better service through understanding.</p> <p>Relief boat – larger than good shepherd – has again this year not managed to make the promised trips. Logic suggests that this is a factor that should be taken into account in any future discussions between Councillors and their expert advisors.</p>				
FI/2/002	Fair Isle	8.5		
<p>Lerwick sailings 10 per year, when people can have 5 hours in town at minimum cost.</p> <p>Ferry is more reliable than the plane in summer as flights are often restricted by low visibility.</p> <p>Northlink ferry passengers to Fair Isle and have direct link to Fair Isle.</p>				
FI/2/003	Fair Isle	8.5		
<p>For the Bird Observatory, the primary impacts of a loss of service would be increased difficulty in accessing goods/services in the summer.</p> <p>We frequently ask Observatory trust Directors to put small but necessary items on the Lerwick boat or send items out for repair – out</p>				

Directors are Lerwick based in some instances and it is certainly where we can access goods and services. It is less easy to get some items on the plane and companies are much happier putting things on the boat than taking them to the plane.

Lerwick trips also provide staff with a cheap means of getting on and off the island and provides them with opportunities to access goods and services on their own behalf e.g. getting bikes repaired, extra belongings cheaply transported.

FI/2/004

Fair Isle

The Lerwick trip is effectually our bus to Lerwick (with sea-sickness tablets). So Fair Isle's current situation, since the last increase in service 26 years ago, is for this bus service equivalent, once a fortnight, over 5 summer months.

These 10/11 trips per year constitute the only access for either a day trip or freight between the isle and the town for less than £50 - £60 (air fares/taxi bus/freight truck costs). Therefore this basic service provides a level of social inclusion which would otherwise be entirely missing in connecting this remote island with its only town.

The social and economic impact of the loss of these **few** trips would alter every aspect, both short and long term, of living on the isle.

There are many examples re access to basic services no longer met on the island due to changes in National provision. Our family (2 adults, 4 children including two dependant/semi-dependant students) used the trip last year to attend the dentist, costing around £45 less each time without a plane fare etc. Since the Dentist service ceased to provide any dental treatment on the island, this is our only really affordable access to basic treatment for both children and adults. (Bearing in mind also that our High School children can access an appointment while on the mainland for school but also that some islanders are not able to cope with the sailing due to the nature of travelling by the Good Shepherd and the islanders' age or infirmity.)

Fair Isle's High School bairns' peers, from the age of 11 onwards, are mostly their Lerwick-based class mates. The Lerwick trip also provides an affordable direct link between visiting friends either incoming or outgoing, over the summer.

The Lerwick trip brings an economic refreshal after the 7 months of winter trips, weekly and storm dependant. Many things wait, having been put on hold, until these trips begin, when we can then access the town's amenities/services directly.

Fair Isle is fortunate to sustain a reasonable, and reasonably level population for a remote Scottish island, and although there are some current housing issues, we would hope to maintain a maximum population in order to maintain our own intra-island economic viability (considering our remoteness, this is essential). These few trips are a vital socio-economic component of this equation.

If the Fair Isle shop ceased to be viable, the community would not manage through periods of NO BOAT due to either weather or planned/extended maintenance on the mainland with little alternative cover. This shows the value of maintaining the level of service which allows the shop and other businesses to continue, and manage in spite of already extraordinary circumstances.

This is not a major economic point, but for such a far-flung island this occasional sailing direct to the town helps keep all sorts of connections with the rest of the archipelago which could otherwise be forgotten. The sort of marginalisation and disconnection effected by the loss of the service would not be evident until the connection was lost.

Given the lack of modernisation of the service in the last 26 years, and the actual modernisation of the community in line with the rest of Shetland/U.K., Fair Isle has been looking for an improvement to the Good Shepherd, not necessarily the number of runs, but improved access/conditions/speed in order to keep up with modern requirements and demands of modern travel — both of islanders and visitors.

IAN BEST BOATBUILDER

The Lerwick trip has been used many times to transport goods to Lerwick to be shipped south and onward. This has a sizeable implication in both cost and the safety of handling the new boat with one less transfer during shipping. Also, given the freight cost to Grutness and the manageability of boat planks in the store, the Lerwick trips are key to the importing of the raw material for the trade.

LISE SINCLAIR

Working as a poet and musician, living and writing on the isle with an income from the work, it is vital to be able to travel to do concerts or poetry readings locally, nationally and internationally. The link to Lerwick, because of its early departure from Fair Isle, and late departure from Lerwick, allows a much better link for onward travel or work. This enables an artist to create an income from the isle and be a part of Shetland's export market, while still living on the isle.

FI/2/005	Fair Isle			
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I am writing in regard to the potential suspension of the Fair Isle - Lerwick sailings which are being considered for replacement by increased Fair Isle to Grutness sailings.

Currently there are approximately 11 sailings per year direct to Lerwick from Fair Isle. These 11 sailings provide a more economical

method of transporting larger equipment and agricultural supplies to and from Fair Isle than routing it through Grutness both for the benefit of residents of Fair Isle and businesses on the Shetland Mainland because Lerwick is centrally located.

The harbour in Lerwick is also near the Northlink ferry terminal. It is not only more costly to have goods from the Scottish Mainland shipped to Fair Isle through Grutness it is also more damaging to the environment because of the yearly amount of traffic and its pollution if we were to lose the Lerwick - Fair Isle sailings.

The Fair Isle to Lerwick service is the only service which allows Fair Isle residents to get to Lerwick and back in the same day. The services from Fair Isle to Grutness leave you on the Shetland mainland for at least 2 days in the summer and a week in the winter if you have no friends or family in Lerwick who might be able to offer accommodation.

FI/2/007	Fair Isle			
<p>Crew and boat benefits of Lerwick trips</p> <p>Living wage/ ¾ job Small engineering jobs undertaken (less cost to engineering – less time on refit). Customers seem very happy with service – good morale in isle. Good practice for Skippers coming in and out of busy port. Less mileage for stores. Team briefs – less mileage, more likely to happen. Less pressure on Grutness Store Avbility for passengers to return to isle the same day after a day trip to Lerwick. The saving to islanders for not having to pay road haulage charges.</p>				

Reference	Area	Option No.	Name & Address	Comment
SK/2/001	Skerries	3.1		<p>I have read with great interest your consultation pack, you are to be congratulated on the savings you have made with the absolute minimum impact on the travelling public, as was publicly pledged on radio Shetland by Cllr Allan Wishart, Chair of Environment and Transport, I hope you continue to honour this pledge.</p> <p>Option no 3.1 is the only one of the three options on the table which fills this criteria not only with minimum disruption but with no change to the timetable at all being required whilst making an overall adjusted saving of some sixty two thousand pounds , this saving will rise substantially after a three year period according to figures supplied to me by Ken Duerden, Executive Manager – Ferry Operations, also, cheap accommodation is available in Skerries [a house capable of accommodating four men can be rented for thirty pounds per night, under 11k per year]which I think may also increase the overall saving shown in the figures available to me. The part of the report dealing with sickness cover and off island relief is stupid and should not be repeated as it makes the speaker sound silly , do you really think that it is impossible for a skipper, mate, engineer or deckhand to fall ill or injure himself while the vessel is on passage or berthed in Skerries even if the overnight berth is Symbister. Are you going to instruct the crew to become unwell only when the ship is berthed in Symbister or Vidlin. Remove this from your report as it devalues the common sense which the report contains, the vessel can also break down at any point during the service under the present or any other system which also illustrates the flaws in this ill advised statement . This proposal will undoubtedly be unpopular with some of the present crew , this must not be allowed to stand in the way of making real savings with minimum disruption , the needs of the travelling public should outweigh the wishes of the crew that they be transported home to their own bed every night. Of course there are difficulties with this proposal, these have also been outlined in your report and can be dealt with by able and competent seamen. I urge you grasp the nettle; honour your pledge; make root and branch changes; make huge savings with no disruption to our community or the timetable. Do not let the tail wag the dog.</p>
		3.3		<p>This proposal might seem to answer some expenditure problems however, I fear that socially and with the alterations needed to the infrastructure it will create more problems than it will solve.</p>
		3.4		<p>This proposal is the most unworkable of all with the Whalsay service strained to breaking point already, even before any cuts to this service are made. The timetable is difficult to understand. Imagine the friction between the two communities if nine car spaces were</p>

required for Skerries travellers on an already full ferry, can you see nine Whalsay drivers going ashore to allow nine Skerries people to take their place, the idea is laughable.			
SK/2/002	Skerries	3.1	
If the ferry was based in Skerries this would lead to a loss of all the fishing boats based in Skerries and the closure of the salmon farm.			
It would take all people of working age to crew the ferry. This would be a big loss to the Shetland economy. Skerries would then become solely dependent on the Shetland Islands Council.			
		3.3	
The consequences of this option would make getting building materials/salmon feed very difficult as there is not a pier at Vidlin to load from. In winter in poor weather, it may be weeks until a heavy loaded truck could get in. Also the roads in Skerries can't take a large truck.			
		3.4	
This would have least impact as a lot of the runs on Tues/Thurs nights are through Symbister at present.			
SK/2/004	Skerries	3.1	
This could work while it was weather for ferry to lie at Skerries, but can foresee some problems with certain weather conditions. Timetable would have to be altered.			
		3.3	
Ending the ferry runs to Lerwick would not benefit anybody, the local shops would struggle to operate and may have to close which would be a disaster, as cost of transporting goods would increase! Would it not be possible for SIC to negotiate with Lerwick Harbour Trust to come to some arrangement to lower charges for berthing at Hays Pier, such as an annual rate, surely it's time these two bodies worked together!			
		3.4	
Absolute non starter! Worst idea yet!			

SK/2/005		3.1	
<p>As I work in Lerwick from Monday to Friday, usually leaving Skerries Sunday 7pm and coming back Friday at 6pm, I am very concerned that the timetable allows these runs to continue or maybe be able to leave Skerries earlier on a Monday morning allowing time to arrive in Lerwick for work! I think if Skerries is to survive more and more of the younger generations will have to travel off the island to seek work, and if it is not attractive to travel back and forth easily, the young folk will simply leave!</p> <p>The SIC has a policy not to centralise everything in Lerwick and I think they would need to try and carry this out!</p>			
		3.3	
<p>Skerries needs the Lerwick runs to get in the fresh goods, and to have to transport the goods will be very costly for everyone! These runs are vital for everyone, but the older generation need them for hospital appointments etc.</p>			
		3.4	
<p>Terrible suggestion! Can you imagine the congestion on the Whalsay ferries which are already overcrowded! This idea is my worst nightmare! Do <u>not</u> go down this route!</p>			
SK/2/006	Skerries	3.1	
<p>The option of basing the ferry on Skerries is the most sensible option to save on fuel and money. It would mean the runs in the morning from Whalsay and back at night would not take place thus saving fuel and money and the crew's time. It means the ferry runs to Lerwick could still take place – weather permitting. The crew could live on Skerries whilst on duty in one of the houses, or some may make their own arrangements – a caravan perhaps. It would also mean the salmon company could keep running and shipping their fish out. It might also provide work for some youngster on the isle as relief crew. In bad weather, the ferry might not be able to berth on Skerries and may have to go to another pier. All in all this is still the most sensible option despite any problems that would occur. We in Skerries feel that we are fighting for our very existence, for our fire brigade, air travel, secondary department of school, and now ferry service. The young families that we would need to live here to bring up the numbers might not come now. We feel that we are losing everything we have. Also, all these cutbacks are going to empty the isle.</p>			
		3.3	
<p>This option is not a good idea. It is very important to keep Skerries links with Lerwick. As a shopkeeper it would be very difficult to get freight up to Vidlin. A van or bus hired would cost more money in freight costs. It is difficult enough for the shop to run as it is with a dwindling population. I can't keep up with supermarket prices or the choice of goods they have. It would also be difficult to bring heavier goods – building materials, electrical goods, nets and heavy parts for fishing boats up to Vidlin. Also, transport would</p>			

<p>need to be provided for folks to get to Lerwick who don't drive or have a car. Also folks put their vehicle to Lerwick for MOTs and repairs. There is too much work needed to be done at Vidlin pier for it to be able to handle freight. It would be a great expense also. So, for saving money, this is not the option.</p>			
		3.4	
<p>This option would not work at all. It would be a nuisance leaving Skerries in the morning and having to get another ferry to Laxo. It would also shorten the day in Lerwick considerably. I don't think this option should even be considered.</p>			
SK/2/007	Skerries		
<p>After I came home from the meeting in the Skerries hall and thought about all that was said. Our thoughts and views on the proposals that was on the table for cuts is to base the Skerries ferry at vidlin to cut out deadlegs. Upgrade ferry berth and facility at Vidlin to accommodate both Skerries and Whalsay ferries in the long term and save money. Scrap the going through Whalsay to Laxo as it is unworkable and a silly thought in the first place as it will be riddled with obstacles. On the timetable there may be fine tuning that could be done to make it better. This could be done with the Skerries folk. As it is the runs do not seem to put our customers off. I do not know what impact stopping the Lerwick runs will have on tourists with all the extra costs of travel. It is bad now getting to Shetland in the first place. What you will have to take on board is what the cuts have on the travelling community. Us as well. At the end of the day folk will vote with their feet. Us included.</p>			
SK/2/008	Skerries	3.1	
<p>This option is the most sensible choice for our community. It will give the council the maximum savings while giving our community the least disruption to our lifeline service.</p> <p>There is no doubt that there may be a few problems to begin with but none which cannot be overcome. The Filla could have cabins fitted in the empty space left when the evacuation system is removed. This need not be too expensive if ready made and welded in place.</p> <p>I cannot understand the inflated figures for the crew staying overnight in Skerries, at £50.00 each per night I should think that there may be a battle between the B&Bs for the contract. I may even consider taking it on myself! I wonder if the figures have been calculated to take this option to the £60,000.00 savings, the same as the other two options, or am I just cynical! The savings without the expenditure stated is in the region of £180,000.00.</p> <p>There is also the question of berthing in Skerries in adverse weather conditions. I do not necessarily agree with the statement that they would be unable to berth for over 100 days per year but there would still be a huge saving even if the Filla were only based in</p>			

Skerries through the summer season, April – September.

The question of relief crew is a little ridiculous in my opinion. There are ships in the North Sea with crews on board who work a shift system who do not have relief crew on hand to take over immediately and are miles from port. What do they do?

I am sure that quite a large percentage of the ferry crews have been fishermen and they have been used to a lot less time home than week on, week off. There will be many men who will be glad to work on our ferry as the job will be guaranteed. We will never have a bridge or a tunnel here.

It should not be the crews needs that are in the forefront in this consultation but the needs of the communities that the ferries are serving. After all they are paid a salary by the council to provide a lifeline for islanders to the Shetland mainland. How would Shetlanders feel if Northlink decided to lessen their service from Lerwick to Aberdeen? We all know that savings have to be made and as Councillor Allan Wishart said, maximum savings with the least impact on the communities. It is as plain as the nose on your face that this is the only feasible option.

Our community came up with the idea of having a bookings only service on non-freight days years ago when faced with cuts to our service. There must have been huge savings already made due to that. Option 3.1 was also proposed by this community.

		3.3	
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This proposal seems sensible but when taking on board the full facts it really cannot work. There is nowhere for our ferry to berth while loading freight and if the Whalsay ferry service is running to Vidlin it becomes impossible.

The cost of upgrading the Vidlin terminal would be huge and would have to include a large parking facility for booked, unbooked and commuter's cars (for occasional Whalsay ferry use) along with berthing facilities and a loading area away from ferry queues for the Skerries ferry.

I think the sheer cost of this proposal should take it out of the options or people will wonder why. There is savings that have to be made.

		3.4	
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This proposal, I have to say, is absolutely crazy. What will the Whalsay passengers think if the Skerries folk use up their ferry spaces when they will perhaps be facing a reduced service as well. It will cause ill-feeling between the communities and it is so complicated that it will take a genius to understand it.

We have difficulty on occasions with visitors getting on the wrong ferry when both the Whalsay service and ours are running from Vidlin. Just imagine how much worse it could be. Then there is our mail, who will know where to put it, when will we get it and who will know where to pick ours up? There is also the same problem as option 3.3 with the Vidlin terminal. The problems just go on and on. Please use common sense and jettison this option also.

SK/2/009	Skerries		
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I can't understand the councils thinking in blasting the south mouth of Skerries, costing about 300,000, which is only going to widen the mouth a half a metre. Meaning the Filla won't be able to use it. When the Filla was ordered about 8 years ago, everyone new and agreed she was too big for the south mouth. So there is a saving of at least 300,000. Also I have heard a lot of people suggesting putting back the old Filla (Snolda) to Skerries. This makes perfect sense as it means she can use the south mouth, there wouldn't be a problem with engineers tickets and she would burn a third of the fuel that the current Filla uses. You would also be able to sell the current Filla and get money towards the council. I am appalled at the proposals for the Whalsay service. I think before any cuts are made Whalsay should be on an even playing field with Yell and Bressay. after all there are much more people living in Whalsay than Yell or Bressay. I think Yell Unst and Fetlar altogether is the same as Whalsay. There is no way Whalsay can cope with the proposed cuts. We have a service which can't cope as it is. It is simply not fair to have yell and bressay ferrys running for one in the morning (something Whalsay has never had) and have Whalsay stopping at 9.45. I don't no how this would stand up in a European court of human rights. The proposed timetable has us down to one ferry for much of the time . The Hendra which is the smallest one. She can take 12 cars or 10 big cars, it takes a half hour to go to laxo. Forty minutes to Vidlin. So this means , if she sailed at 9.00am with 10 cars , next ferry out is one and a half hours at the soonest, 10.30 10 cars, 12.00 10 cars. 14.00 10 cars, 15.30 10 cars. 1700 10 cars, Which is 60 cars for a whole day. Yell ferry can take 33 cars. And it is a 15 minit crossing , with one ferry running she could leave at 9.00am 30 cars then be back to leave again at 10.00 am with thirty cars,..!! That's 60 cars in an hour which would take the Hendra most of the day. Shurly the council can see this and realise that Whalsay is the sound that can least stand cuts as it has by far the worst service as is.

SK/2/010	Skerries		
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- + Snolda can't carry all the freight especially now that salmon is not processed in Skerries.
- +Can only carry 12 passengers - not unusual for Filla carry more than that number.
- +Passenger area too small - sick passengers can't have a 'lie-down'.
- +John Wm Anderson's fishing boat the 'Renown' lies at the berth unless wind direction is directly southerly. Wonders if the SE to

SW sector is too wide for calculating number of nights that the ferry couldn't lie at Skerries. He suggests that John Wm Anderson could offer good info on this question.

+Wondered if there is any merit in considering an community operated ferry for the Tues and Thurs runs to Lerwick but clearly hadn't given too much thought to the economics of that.

SK/2/011	Skerries	3.1	
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Berthing in Skerries entails increased employment in Skerries and knock-on economic benefits in terms of, eg. business at the shops. The issue of delays because relief crew cannot be swiftly provided is mentioned; this would lead to problems with transport of salmon, making it to appointments and so on. There would be a need for increased flexibility in timetabling, with delayed sailings made up asap. Community operation of the ferry might be a useful way of promoting flexibility; reversion to a smaller ferry might solve issues of safe berthing, and would affect further fuel savings. It would also enable use of the South Mouth, reducing cancellations for wind direction.

		3.3	
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Losing the Lerwick runs would increase freight charges, probably putting the shops out of business; would make salmon transport very difficult; would make it harder to keep appointments in town and to shop in quantity. For older folk without transport it would add time and cost to journey. It is vital that the Lerwick runs continue.

		3.4	
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The proposed timings make it pointless to go to the Mainland for the day; mean that educational outings would be so short as to be useless; make it even harder to book a band for a dance. Timetables would be meaningless when the Whalsay ferry is diverted to Vidlin. At the least, the times of sailing need to be re-examined.

SK/2/012	Skerries	3.1	
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PLUS

Ferry based in Skerries not only saves money but would be able to better judge the sea conditions at Skerries and so sailings would not be cancelled as frequently as they are at present.

The proposed timetable would need to be agreed with the community (as promised at the consultation meeting in Skerries) to make sure that runs into Skerries on Monday mornings arrive by 10am for those people who work the week in Skerries but live on

mainland Shetland (including teachers). However, a 7am first sail from Skerries on Monday would not be worse for crew time than the present start from Whalsay.

Consideration might be given to the possibility of assigning the 'Snolda' to Skerries instead of the 'Filla,' since berthing it in Skerries would be easier as it would not have to stay on the linkspan and could therefore safely overnight in most weathers. Also, to save money, future crew contracts should be for 'crewman, SIC,' not for a particular ship or starting point.

3.3

Dreadful

Social impact for foot passengers who rely on the Lerwick run for hospital and dentist appointments as well as shopping. Currently there is no bus to or from Vidlin and with services to be cut, there is no prospect of such a service.

Enormous extra cost to whole isle of freight (including timber, bricks, etc) transport to Vidlin, and cost of goods into shops would ruin the two businesses currently running in Skerries – and if the shops close, the population is less likely to want to stay.

A reply to questions from Ken Duerden stated that the Council had no requirement to provide transport for freight to Vidlin but with only one sailing in or out on the Tues and Thurs, a lorry could not deliver goods to Skerries and return on the same day – we are not in the fortunate position of Whalsay, Unst or Yell.

On days with a SE wind direction, the logistics of working with the Whalsay ferry needing to berth at Vidlin also would be virtually impossible without spending a great deal to improve the area for vehicles and freight at Vidlin.

3.4

Our runs take long enough as it is. I work in Skerries on Monday but live on the Mainland – I would **NOT** be prepared to be at Laxo for 7.10 in order to arrive in Skerries at 9.15 – and nor would anyone else I spoke to, particularly on a winter day when we cannot be sure that mainland roads have been gritted early enough for safe travel. These plans would also have an adverse effect on tourism to the isle. No suitable waiting room at Symbister for those who lack easy mobility.

SK/2/013

Skerries

3.1

There is no suitable berthing at Vidlin for loading/unloading bulky cargo. Also, at the moment, at times when the Whalsay ferry is diverted to Vidlin, we have to wait while they get on the ramp, unload, wait till they have loaded up again and left the ramp at their timetabled departure time. Our ferry will not be able to lie at the ramp long enough to get everything loaded with the present set-up.

		3.4		
<p>For me, this option is unworkable. My partner works on the mainland during the week. As our timetable does not support anyone commuting daily, he leaves home on Monday morning and is not back till Friday night. This option would mean his day on Monday would be half gone before he got to work.</p> <p>From my own side, I am the postie here and this would be impossible to tie in with the mail coming in on Monday at all and, on the other days, the mail going out from Skerries would not be able to tie in with the existing postal service, this would make the whole thing unacceptable.</p> <p>Also, going to town for a day is not possible – you will get your afternoon – if you are lucky!</p> <p>Another concern I have is regarding 10.1 – Centralised Booking Office.</p> <p>My concern from a mail point of view is that, on a Friday night at 5pm, I phone our local booking office to find out what sailings have been booked for the next day for mail going out and coming in as it only goes out/comes in when a booking has been made for passengers. (Although a comment made by one of the visiting Council officers at our consultation meeting on Saturday made it sound like freight etc was bookable and therefore I could have been booking mail whether any passengers were on the ferry or not, which would have made by life a lot easier!!).</p> <p>Also, in our situation, where a sailing only happens if a booking exists before 5pm the day before, this office would have to be open 7 days or, in effect, you would have to know on Friday if you wanted or <u>needed</u> to sail on <u>Sunday</u> or <u>Monday</u>.</p>				
SK/2/014	Skerries	3.1		
<p>There is no suitable berthing at Vidlin for loading and unloading cargo to and from cargo hold on Filla. Also, no berthing at Vidlin to do above when Whalsay service is operating to Vidlin.</p>				
		3.4		
<p>I go to work on mainland on Monday morning. This option would not be suitable for my work and would result in me having to leave Skerries at 19.00 on Sunday night, thus making a 2 hour 40 minute journey to mainland on Sunday. Also this would mean another nights accommodation on mainland every week. Also, would put even more pressure on the Whalsay service. This option would not work for me.</p>				

Other comments

A single centralised booking office is one of the proposed savings.
The Skerries service for the most part requires bookings to be made by 5pm on the night before travel. Therefore, the booking office would need to be open 7 days per week if it is centralised to one booking office only.

SK/2/015	Skerries	3.1		
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No transport to get passengers from Vidlin. Old people and people that don't drive use this. It's better for the shops here for getting goods delivered.

Easier to offload salmon bins.

Could provide jobs for Skerries folk.

May bring families to Skerries.

We know the filla can't berth here 365 days a year but could during the summer months.

		3.3		
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There is no room at Vislin for all the salmon bins that go out and in for the salmon feed that comes in.

Road out of Vidlin is single track not good for all the trucks that would be needed.
All the above points would be costly.

Rubbish skips standing at Vidlin.

Lack of transport for older passengers.

		3.4		
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If there was no room on the next Whalsay ferry, we would have a long wait.

Poor access to a waiting room.

No disabled access on one of the ferries.

The Post Office has problems getting our mail to us without the added problem of another ferry trip.

If there was a tunnel this might work to a degree.

We are having to make cuts that affect our whole island and then we read in the 'Times' that the Council is spending money on the noise levels of cars at Tingwall – are the planes silent?

SK/2/016	Skerries	3.1	
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Salmom bins (24ish) each Tues – Thurs during killing time gets to buyer in better shape.

Elderly passengers can get to hospital etc, easy when Filla is at Bressay ramp.

Shop freight is easily transported while in Lerwick.

Not everybody that stays here has a car to get from Vidlin to Lerwick.

Scallop bins are easier to transport.

No mail items get delivered to Filla, so makes it cheaper than having to get it to Vidlin.
This could bring employment and families to Skerries.

		3.3	
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All of the above bullet points would cost a lot of money.

When low tide, the ramp is very steep and not easy for salmon bins to be unloaded, water would spill out and fish would be rubbed bare of scales.

Road out of Vidlin is not suitable for all the traffic that would be using it.

Artic trucks would take up a lot of space at Vidlin, so would be very tight for space when Whalsay was using it too.

		3.4		
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If the tunnel was built, this might work.

There is no easy access to a waiting room in Whalsay.

There is no disabled access on one of the Whalsay ferries (can't mind which).

If we lose our secondary, children would have to wait for the next ferry at night in winter.

How come the Council has money to spend on noise levels at Tingwall – for cars. Is the planes that take off silent!!

SK/2/017	Skerries			
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Review of Inter-Island Ferry Service

We were both perplexed and saddened at the content of your letter dated 19th December '12 which arrived on Christmas Eve. This was very poor timing and did not make for a 'Happy Christmas' for anybody, its like a 'death knell' on the community.

We have several points we want to raise with you.

This was never muted, if it was I missed it, at the consultation when you visited Skerries early in December.

1) **Advantages For the Community**

While we agree it would easier to base Snolda in Skerries rather than Filla, we never want to see Snolda in Skerries again; there is no crew available on Skerries to crew the vessel, unless you know something we don't, which is possible.

Yes Snolda would be able to use the South Mouth more frequently, but so can Filla when the job is done in the mouth. That money is European Funding and as we understand can't be used for anything else. The fishing boats would also benefit

when the work is carried out.

Not sure about income from accommodating the vessels crew if the ferry was based in Skerries, have the crew been approached to hear whether or not they will want to go into B/B or self-catering, it could be a chalet or something similar for accommodation.

The ability to provide a service more responsive to the islands needs, what we need is on occasions when its bad weather for the ferry to make even one run in/out which is better than no ferry, the 'weather window' can still be taken advantage of from Whalsay, if the vessel is based there.

2) Advantages for the Council

While we know the Snolda uses less fuel, the Filla will use less fuel if the speed is reduced, yes the journey would be a little longer but that outweighs the disadvantage of having Snolda.

Reduction in hours at sea and crew time, how is the crew time going to be achieved? Can you really reduce the crew's hours?

Agreed the Snolda doesn't require pilotage for Lerwick Harbour, even if the service was reduced to one day a week to Lerwick, Thursday would be the preferred day, so all cargo can come in on that day. Also, if enquiries could be made as to having the ferry berth nearer the Bressay Lerwick Terminal, what the saving would be.

Able to use the South Mouth without the need to dredge, that money is ear-marked for that project, EU funding + SIC help, its 3 years comes May since that funding was guaranteed, and we will be enquiring when the work will start.

Easier to find a suitable berth in Skerries for Snolda; is there space in the harbour for more anchors?

Disadvantages of Operating Snolda on the Skerries Route

3) For the Community:

The passenger capacity is limited to 12 and car space is limited especially if a van is booked, it reduces it to 4 cars and a

van.

To say the Snolda is less comfortable for passengers is an understatement, there is nowhere to lie on bad days, the seating is even more uncomfortable than Filla, and also the journey is much longer both from Lerwick and Vidlin.

Where are you thinking you are going to find local staff from other occupations?

4) For the Council:

All points un this heading is also a disadvantage for Skerries, just our opinion.

Another disadvantage for Skerries is what you call the 'dead leg of the journey', from Skerries to Whalsay, this is used frequently and basing the ferry in Skerries is removing the choice of having the option to travel on the Tuesday/Thursday evening for onward travel from Whalsay.

There is several other suggestions that can be made for savings, e.g. having a summer/winter timetable, cutting a few hours at either side of the day.

We would be happy to discuss this further, but no way do want the Snolda as an option for making savings, that can come from within.

Reference	Area	Option No.	Name & Address	Comment
NSA/2/002	No Specific Area			<p>Here are my observations regarding the ferry consultation. Like other Shetlanders with concerns about the present unsustainable overspending in the local authority. I have some ideas and I hope that these shall be given due consideration. These points are more or less in descending order of import:</p> <ol style="list-style-type: none"> 1. The general thrust is concerned with trying to make money, such as raising fare rates. But this avoids the fundamental need – to save costs: we desperately need to save money, not make more. If the ferries were about making money and everyone was charged the all-in real costs, we'd have the most expensive ferries in Britain. Offering advertising space on a ferry, or levying £3,000 off Fair Isle tourist, is to entirely miss the point. 2. The largest single cost in any organisation is wages, the Council included. Not one single person should be laid off, but there must be slimming-down through natural wastage by non-replacement after retirement. This must encompass boats' crews and managers alike. The programme should be planned-for and phased, not suddenly done in one year by cutting everything vut staff savings – the most needful saving of all. 3. The 2 huge capacity ferries running on Yell Sound are disproportionately large, given the relative size of the 3 north isles population. One vessel should be sold. This would raise a large sum of course. More vitally, the remaining boat can then run more often but within a shorter span of hours in the day; because crew are paid whether boats run or not it is best to have them running while men are being paid. 4. Rather than tinker with timetables, deleting certain runs and creating complex timetables where no days are the same, and crew are being paid between runs, there is a much simpler and cheaper solution. There should be just 2 shifts, morning and afternoon/evening, with a bigger gap in the middle of the day when no crew are on duty. This compacts the time into blocks, with a gap between shifts. It will inconvenience some, but any change will inconvenience. But my option would save money. 5. It is absolutely vital not to give favouritism to any route, there should be no special case for any island. As proposed, the last normal inward run to Whalsay is 9.45, but it is 11.05 to Yell. Runs that late don't connect to Unst or Fetlar, so

to provide, at massive expense, deluxe service to Yell (a population much smaller than Whalsay) is crazy! Taking into account the later bookings available for both places, the disparity becomes even worse.

6. Since the 1980s there has been an incremental increase in lavishness that is difficult to undo; uniforms, electronic ticket machines, digital screens, and whatnot. All this costs money to run, and needs maintenance and replacement all the time. It wouldn't hurt in the least to dispense with such adornments, and you shouldn't be timid of the initial complaints that would have to be endured.
7. You should consider how we taxpayers view the fact the ferrymen are sent on courses like crowd control and deckhands getting Microsoft Excel training. This is an extravagance we cannot justify, let alone afford.
8. It is a good idea to have a shared ferry for Papa Stour and Foula. Clearly, the dwindling population squared against the net economic drain on public funds maintaining the present level of links is disproportionately high. When these islands' economies more vigorous, like Fair Isle, the issue might be different, but realities must be faced.
9. The very late night booking service to Yell, whereby crew remain onboard awaiting the possibility of a callout, must be banned. Likewise, very early runs from Yell are possible so that persons can catch early flights. This is absolutely a concern of private persons, not council tax payers, and if a private individual needs to take a flight that is their concern; they should seek mainland accommodation or travel the day before. Folk on other islands must do that.
10. It is suggested to sell one or more of the older boats, but certainly the Linga uses much more fuel than some older boats. Also, the lamentable, technical record of that boat, and the recurrent need to go to Poland to get parts or expertise is a needless cost. At least only use the Linga in certain blocks of time, not alternating runs with another vessel e.g. have her at weekends.
11. There may well be an impact on social life in omitting some runs, because folk cannot get to/from Lerwick so readily in the evening. But, given that the trend to centralisation is inexorable, this may stem the reliance on town-centrality, and foster local activities.

To end, I'm not from the isles, so think I can be unbiased. I use ferries often, especially Whalsay, Yell and Unst, but I also know things must be cut. I do hope that this consultation is more than a gesture exercise, as previous ones I've contributed to, such as the windfarm and the education 'blueprint' were campaigns to validate decisions that were already made. For example, your

proposals divide all the routes into separate documents, which means people in more hard-hit routes won't see the others unless they do a lot of investigation.

NSA/2/005

**No
Specific
Area**

Following our meeting on Wednesday, I checked with my north isles' members - David Niven of Unst Shellfish, Christopher Thomason of C. & A. Thomason and Gibby Clark of C. & S. Mussels - to see if they had sent individual company responses to the internal ferry consultation process.

Of the 3, David Niven is the only member to have replied to me, confirming that he has done so. However, Davie S tells me that Dan Thompson of the Yell Community Council has submitted a good response so I would like to think that he will have covered all angles and certainly will have taken seafood shipments from Yell to the mainland into consideration.

I'll chase these other chaps of mine but if you consider that there isn't sufficient representation, would you be good enough to let me know. The hauliers are really best placed to know what's what but I'm not confident that they will have taken the time to make a considered response.

Reference	Area	Option No.	Name & Address	Comment
PS/2/001	Papa Stour	5.1		
<p>Reduces post delivery income.</p> <p>We regularly attend a place of worship on Sunday in Lerwick and during the winter, due to weather, cannot always return on Sunday night. This, however, would be the least negative option for the island.</p>				
		5.5		
<p>Papa Stour can in no way be compared to Foula or Fair Isle. When the Council took over the ferry in the 1980's, we were not given the choice continuing to run the ferry from the isle, therefore no jobs. Foula and Fair Isle also have multiple flights which is not possible in Papa Stour without investment in Fire Crew etc and useless for the agricultural business on Papa Stour. The cost of transporting feed and animals would rise dramatically.</p> <p>Life has changed to reflect the Council's decision to give us a ro-ro.</p>				
PS/2/002	Papa Stour	5.1		
<p>Removing the Monday sailing (the least worst option). We often go out to Lerwick at the weekend leaving a friend in charge. If there is no Sunday boat due to bad weather, we are stuck out until Wednesday and friend is marooned. Otherwise, Magnus Scott often comes in for the weekend and Jamiesons all work on mainland during the week, so what happens to them? Ditto Petersons.</p>				
		5.5		
<p>Disastrous. Silage contractors, sheep movement to marts. Extra transport costs, handling charges etc.</p> <p>I note Foula has 2 boats per week, it also has frequent flights and the boat jobs are on the isle. We have no flights.</p> <p>When it was first suggested that Papa Stour have a ro-ro, I stated that it would be better if you gave us £100,000 each to buy our own boats. I was assured there was a Council to support the outer isles. When did the Council policy change?</p>				
PS/2/003	Papa Stour	5.1		
<p>Monday sailing removed would be acceptable as this one would have least affect for myself.</p>				

		5.5		
Not an option. This would, in effect, close down Papa Stour.				
PS/2/004	Papa Stour			
<p>The community of Papa Stour has built its life around the ro ro service that was introduced in 2005 bringing both individual benefits as well as to the island as a whole. We are appalled at the proposal put forward to possibly remove the present ro ro service and replace it with a passenger/freight service along the lines of Foula. It has to be appreciated that needs and conditions of Foula are completely different to that of Papa Stour. Furthermore, the community of Papa Stour has expressed unease and dismay at the very short notice being given, and time allowed, for full and proper consultation over these proposals.</p> <p>Below are outlined the benefits of present service, both to Papa Stour as well as Foula and Fair Isle followed by outline of serious implications to the isle if the service was to be removed.</p> <p><u>Benefits of Present Service to community of Papa Stour</u></p> <p>Increase in value of property.</p> <p>Heavy investment by individuals within the isle i.e. new cars, building works, new agricultural machinery, improved livestock handling facilities, new stock trailers (to comply with animal welfare regulations) etc.</p> <p>Food and other household supplies brought in by car without need for unloading at West Burrafirth and reloading in Papa Stour (often in wind and rain).</p> <p>No need for separate 'island' cars and 'mainland' cars.</p> <p>Greater health and safety for all passengers when travelling.</p> <p>Elderly and disabled able to travel without added burden of climbing steep gangplank.</p> <p>Stock buyers come in with a double deck stock trailers to buy lambs; therefore, less stress to animals.</p>				

Community hire in extra contractors with large machinery to cut, bale and wrap silage.

Community hire in sheep shearers who bring their own equipment complete with purpose built trailer.

Crofters now enabled to take own clip in trailers to wool brokers/mill instead of having to manhandle heavy wool sacks on to and off ferry.

Island nurse/surgery medicine chest not required as folk can drive from their own front door to the surgery in Walls.

Greater peace of mind as, in the event of fire, Bixter and/or Walls fire unit can bring in fire appliance on the ferry with minimum of delay. (There is no fire unit in the isle and no fire appliance).

Second option available in event of medical evacuation if both air ambulance and helicopter unavailable i.e. ambulance can come in on the ferry.

Utilities, Scottish Water, Scottish Hydro, BT etc bring vans and trailers for maintenance and/or repairs.

Community Council skips are brought in and Shetland Amenity Trust and skips to remove scrap metal, old cars etc.

Visitors and family members regularly bring in cars, caravans and camper vans.

Shetland Caravan Club hold summer weekend rallies in the isle.

Considerable investment made in private holiday cottage.

Groups of people, of all ages, come in for weekend retreats and hire facilities.

Shetland Canoe Club brings in canoes on their vehicles and hire facilities.

Private outside contractors come in with vans holding all necessary equipment i.e. electricians, Sky TV etc.

Improved mental health and well-being of community.

Easier to plan trips out for shopping, social and family visits, hospital and other appointments.

Regular royal Mail collections and deliveries.

SIC has invested in the isle with new road, thus increasing traffic into the isle.

SIC has invested in the isle with provision of gates and stiles to facilitate easier access round the isle.

Papa Stour History Group has invested in the isle with development at the Biggins and building of the Stofa; repair and renovation to the unique kirk war memorial window as well as contributing to installation of heating and lighting in the building. Visitor numbers have increased to both.

Church of Scotland has invested in the isle with considerable repairs to the kirk as well as installation of heating and lighting.

Wider Benefits of Present Service

Ferry provides service to both Foula and Fair Isle when required.

Service earns income from private charters to Foula and Fair Isle.

Service earns income from increased passenger and vehicle numbers.

Implications to Papa Stour if present service is removed

Piers at Papa Stour and West Burrafirth purpose built for ro ro ferry. Not designed for small passenger/freight ferry. Therefore health and safety implications when using narrow gangway for embarkation and disembarkation.

Need to provide proper disabled access if unable to drive cars on and off.

Emotional, mental and physical health and well-being affected.

Loss of confidence within the community.

Fall in value of property.

Fall in value of livestock (unable to take/send to the Marts; buyers no longer willing to come in).

Unable to hire in silage cutter, baler and wrapper leading to lack of winter animal feed.

Unable to hire in sheep shearers with equipment and purpose built trailer.

Need to have both 'island' cars and 'mainland' cars (with provision of secure parking facilities at West Burrafirth).

Less maintenance carried out on utilities thus leading to greater risk of breakdown and consequent inconvenience and discomfort to residents.

Cessation of Community Council Skips, Shetland Amenity Trust unable to come in to remove old cars etc.

Need to provide considerably enhanced air service leading to requirement for fire cover at airstrip under CAA regulations.

Fewer Royal Mail collections and deliveries and loss of income for island resident.

Greater difficulties in persuading private contractors to come in.

Increased difficulties in obtaining hospital and other appointments at convenient times.

No fire cover at all.

No second option for ambulance in event of medical evacuation.

Difficulty of getting to surgery in Walls therefore need for some medical facility within the isle.

Drop in visitor numbers to loss of income re holiday lets, hire of facilities for group bookings etc.

Very difficult to attract new people into the isle.

Very difficult to set up new businesses.

Islanders unable to travel to work for Monday returning home for weekends. Therefore threat to welfare of livestock.

Unlike Foula and Fair Isle, who have their ferries based in the island and therefore can reschedule ferry time in event of cancellation due to weather, the Papa Stour folk would simply have to wait until next scheduled sailing which could be anything up to a week.

Papa Stour has no video conferencing facilities therefore making it impossible to attend college classes/conferences etc.

Wider Implications if Present Service Removed

Loss of service to Foula and Fair Isle.

Loss of income from private charters to Foula and Fair Isle.

Threat of financial penalties if SIC found to be in breach of grant conditions as piers and facilities for ro ro ferry service were funded by the EU and Scotland.

PS/2/005	Papa Stour	5.1		
The loss of the Monday service would be perhaps the least damaging to an already skeleton schedule. The Sunday service would need to operate on Monday or Tuesday in the event of any cancellation on the Sunday. Any loss of service on Friday, Saturday or Sunday would be disasterous.				
		5.5		
The death Knell! Beyond consideration or debate.				
PS/2/006	Papa Stour	5.1		
The only sailing that we can afford to lose is Monday morning. To lose the return sailings on Saturday would be a disaster especially for those who return to Papa Stour at the weekends.				

		5.5		
Not an option.				
PS/2/007	Papa Stou	5.1		
<p>Papa Stour has been very fortunate to have such an accommodating ferry service for several years. The new pier and ro ro ferry was certainly a big asset to Papa, costing a considerable amount of money. Would it be wise to throw away what was spent upgrading the pier in Papa? We understand cutbacks must be made and the reduced ferry timetable would be better, rather than the withdrawal of the ro ro. Going back to a passenger ferry would make life so much more difficult for the island. As I have been travelling back and forwards to Papa Stour for over 40 years, I remember the inconvenience, and now how transport has moved forwards. Reverting back to a passenger ferry would certainly be a step backwards.</p>				
		5.5		
<p>We are part of a family team involved in running a small croft from the mainland, the withdrawal of the ro ro service to Papa Stour would be devastating. As it is not economically viable to live permanently in Papa Stour, we frequently travel there as a family to help out and enjoy the beautiful scenery. The ro ro service means that we can travel very comfortably with our disabled son. We are able to drive straight from 'door-to-door'. If the ro ro was no longer, it would not be possible to take him to a place that is very dear to us all – our second home.</p> <p>At present we rent a park for seasonal grazing from an island resident who no longer wishes to run his croft. The ro ro makes this workable, by being able to take the horse trailer straight from one croft to another. Papa Stour is a fragile community with a good proportion of land being worked from the mainland, if the ro ro is withdrawn we feel it would be the "end of Papa". Also, it will not encourage any new families to the island, which is much needed.</p>				
PS/2/008	Papa Stour	5.1		
<p>We have the croft at Bangaster at the south end of Papa, where we stock sheep. The Crofters Commission is fully aware of the situation and my son Martin, and my son-in-law Steven Laurensen carefully monitor things and look to the well-being of the animals. Both work on the mainland and are limited to Saturdays. It is vital that the Snolda be retained on the Papa run. I have no objection to the Monday sailing being removed for good.</p> <p>We know cuts must come, and I would not be against paying for my full fare, as all pensioners should.</p>				

		5.5		
<p>I consider the above proposal to be a serious retrograde step. To get to our croft in Papa we would need a vehicle at the pier and it would be impossible to ferry animals on and off the island.</p> <p>To remove the Snolda would be a terrible blow, for although we live outwith the isle, we are active there at various times of the year.</p>				
PS/2/009	Papa Stour	5.1		
<p>This option, while not ideal, would most certainly be the lesser of the 2 evils as the removal of the ro ro service to Papa Stour would be like going back in time!!</p> <p>I believe that the removal of the Monday morning run would not have a serious impact on the isle and also the removal of the 2 runs on Saturday and Sunday through the winter months would make life a bit difficult for us but in these severe financial times we're living in we'd just have to reorganise ourselves to work our croft to fit in.</p>				
		5.5		
<p>Quite simply, this option would be a disaster for us trying to work out croft from the mainland. The service provided to Papa Stour since the ro ro came has been excellent and has allowed us to expand our crafting efforts. The thought of no longer being able to get in trucks or trailer to take the lambs away and even worse, no longer being able to get the silage bales in will make our croft almost unworkable. Papa Stour has received very little in the way of benefits over my lifetime, the ferry and current set up are certainly the most outstanding and now the Council is threatening to remove this. I can scarcely believe this after some of the nonsense that has been worked with the Shetland peoples once huge reserves. Moving in to Papa Stour to live on our croft is simply not economical, so we work it as best we can from our house in brae and Muckle Roe. If the ferry goes I fear so will our interest in this isle.</p>				
PS/2/010	Papa Stour	5.1		
<p>The Papa Stour ferry as it stands serves the isle with a basic number of runs. It is difficult to see how the service could be cut without having a detrimental effect on the isle.</p> <p>The Friday and Sunday boats are essential for weekend movements in and out of the isle for family visits outside of the working week. To take away the Saturday run would put pressure on the number of spaces available on the Friday boat. The Friday return</p>				

service is used by islanders for essential visits to doctor, dentist and for shopping.

To take away the Monday service would perhaps be the lesser of two evils. However there would need to be flexibility where in the event of the Sunday boat being cancelled due to weather, this run would be rescheduled for the next possible day.

		5.5		
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Taking away the ro-ro is not an option and is simply not worthy of discussion.

RO RO Ferry Service to Papa Stour

The community of Papa Stour has built its life around the RO RO Service that was introduced in 2005 bringing both individual benefits as well as to the island as a whole. We are appalled at the proposal put forward to possibly remove the present RO RO service and replace with a passenger/ freight service along the lines of Foula. It has to be appreciated that needs and conditions of Foula are completely different to that of Papa Stour. Furthermore, the community of Papa Stour has expressed unease and dismay at the very short notice being given, and time allowed, for full and proper consultation over these proposals.

Below are outlined the benefits of present service, both to Papa Stour as well as Foula and Fair Isle followed by outline of serious implications to the isle if the service was to be removed.

Benefits of Present Service to Community of Papa Stour

Increase in value of property.

Heavy investment by individuals within the isle ie new cars, building works, new agricultural machinery, improved livestock handling facilities, new stock trailers (to comply with animal welfare regulations) etc.

Food and other household supplies brought in by car without need for unloading at West Burrafirth and reloading in Papa Stour (often in the wind and rain).

No need for separate 'island' cars and 'mainland' cars.

Greater health and safety to all passengers when travelling.

Elderly and disabled able to travel without added burden of climbing steep gangplank.

Stock buyers come in with double deck stock trailers to buy lambs; therefore less stress to animals.

Community hire in outside contractors with large machinery to cut, bale and wrap silage.

Community hire in sheep shearers who bring their own equipment complete with purpose built trailer.

Crofters now enabled to take own clip in trailers to wool brokers/ mill instead of having to manhandle heavy wool sacks on to and off ferry.

Island nurse/ surgery/ medicine chest not required as folk can drive from their own front door to the surgery in Walls.

Greater peace of mind as, in the event of fire, Bixter and / or Walls Fire Unit can bring in fire appliance on the ferry with minimum of delay. (There is no fire unit in the isle and no fire appliance).

Second option available in event of medical evacuation if both air ambulance and helicopter unavailable ie ambulance can come in on the ferry.

Utilities, Scottish Water, Scottish Hydro, BT etc bring vans and trailers in for maintenance and/ or repairs.

Community Council Skips are brought in and Shetland Amenity Trust bring in truck and skips to remove scrap metal, old cars etc.

Visitors and family members regularly bring in cars, caravans and camper vans.

Shetland Caravan Club hold summer weekend rallies in the isle.

Considerable investment made in private holiday cottage.

Groups of people, of all ages, come in for weekend retreats and hire facilities.

Shetland Canoe Club brings in canoes on their vehicles and hire facilities.

Private outside contractors come in with vans holding all necessary equipment ie electricians, Sky tv etc.

Improved mental health and well being of community.

Easier to plan trips out for shopping, social and family visits, hospital and other appointments.

Regular Royal Mail collections and deliveries.

SIC has invested in the isle with new road thus increasing traffic into the isle.

SIC has invested in the isle with provision of gates and stiles to facilitate easier access round the isle.

Papa Stour History Group has invested in the isle with development at the Biggins and building of the Stofa; repair and renovation to the unique Kirk war memorial window as well as contributing to installation of heating and lighting in the building. Visitor numbers have increased to both.

Church of Scotland has invested in the isle with considerable repairs to the Kirk as well as installation of heating and lighting.

Wider Benefits of Present Service

Ferry provides service to both Foula and Fair Isle when required.

Service earns income from private charters to Foula and Fair Isle.

Service earns income from increased passenger and vehicle numbers.

Implications to Papa Stour if Present Service Removed.

Piers at Papa Stour and West Burrafirth purpose built for RO RO ferry. Not designed for small passenger/freight ferry. Therefore health and safety implications when using narrow gang way for embarkation and disembarkation.

Need to provide proper disabled access if unable to drive cars on and off.

Emotional, mental and physical health and well-being affected.

Loss of confidence within the community.

Fall in value of property.

Fall in value of livestock (unable to take/ send to the Marts; buyers no longer willing to come in).

Unable to hire in silage cutter, baler and wrapper leading to lack of winter animal feed.

Unable to hire in sheep shearers with equipment and purpose built trailer.

Need to have both 'island' cars and 'mainland' cars (with provision of secure parking facilities at West Burrafirth).

Less maintenance carried out on utilities thus leading to greater risk of breakdown and consequent inconvenience and discomfort to residents.

Cessation of Community Council Skips. Shetland Amenity Trust unable to come in to remove old cars etc.

Need to provide considerably enhanced air service leading to requirement for fire cover at airstrip under CAA regulations.

Fewer Royal Mail collections and deliveries and loss of income for island resident.

Greater difficulties in persuading private contractors to come in.

Increased difficulties in obtaining hospital and other appointments at convenient times.

No fire cover at all.

No second option for ambulance in event of medical evacuation.

Difficulty of getting to surgery at Walls therefore need for some medical facility within the isle.

Drop in visitor numbers leading to loss of income re holiday lets, hire of facilities for group bookings etc
Very difficult to attract new people into the isle.

Very difficult to set up new businesses.

Islanders unable to travel to work for Mondays returning home for weekends. Therefore threat to welfare of livestock
Unlike Foula and Fair Isle, who have their ferries based in the island and therefore can re schedule ferry time in event of cancellation due to weather, the Papa Stour folk would simply have to wait until next scheduled sailing which could be anything up to a week.

Papa Stour has no video conferencing facilities therefore making it impossible to attend college classes/ conferences etc.

Wider Implications if Present Service Removed

Loss of service to Foula and Fair Isle.

Loss of income from private charters to Foula and Fair Isle.

Threat of financial penalties if SIC found to be in breach of grant conditions as piers and facilities for RO RO ferry service were funded by the EU and Scotland.

PS/2/011	Papa Stour	5.1		
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To remove one return sailing per week throughout the year would be acceptable, provided it was the Monday sailing. Monday sailing is the least used and would cause little inconvenience to the island community.

However, to remove double return sailing one day a week, that is, Saturday, as has been suggested during the winter would create enormous difficulties for islanders/crofters as outlined below:

12. Unable to take livestock to/from the Saturday sales at the Marts.
13. Unable to take livestock to slaughterhouse.
14. Unable to get home for weekend when working late on Friday.
15. Families unable to visit grandparents during term time.
16. Severe congestion on Friday night ferry leading to some folk unable to get home for weekend.
17. Folk unable to get home for weekend if Friday ferry cancelled due to adverse weather conditions.

To remove double return sailing one day a week would be unacceptable. To remove Monday sailing throughout the year would be perfectly acceptable.

		5.5		
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To remove present ro-ro ferry service and revert to a passenger and loose freight service in line with ferry service to Foula and Fair Isle would be totally unacceptable.

The present service to Papa Stour also serves the islands of Foula and Fair Isle. The Snolda is the only ferry able to safely carry heavy plant, road materials, large vehicles etc. to these isles. To remove this ferry would have serious implications on these two island communities as well as that of Papa Stour. In 2010/11 the Snolda earned £38,000 from private charters in Foula, Fair Isle and Papa Stour. The cost of fuel per annum is approximately £24,000.

The Papa Stour ro-ro ferry service is the most cost effective of all the inter-island ferries and therefore this proposal should be dropped.

As Chairman of Foula Airstrip Trust, I can say that removal of present service to Papa Stour would have a serious impact on air service to Foula.

The Snolda is the only SIC ferry capable of taking heavy machinery and materials into Foula for necessary on-going maintenance and improvement to the air strip. Removal of this service would result in unacceptable deterioration to the air strip, thus jeopardising safe operation of life-line air service to Foula.

And the same situation would apply to Fair Isle.

PS/2/012	Papa Stour	5.1		
<p>For an already skeletal service to have a sailing removed is really scraping the barrel in terms of cuts this council can make. Considering the number of sailings the other isles receive, and the noise they will make about having any of them removed I think it's completely unfair to target Papa Stour as somewhere with already fewer sailings and fewer residents to stand up to any potential cut backs.</p> <p>From the points made in the attached list, there is no way that any of these ESSENTIAL sailings could be cut without serious implications.</p>				
		5.5		
<p>This is outrageous on a number of levels (see attached sheet). Firstly, the investment that was made to provide the ro-ro service would be rendered a waste of time and resources. Secondly, cutting the ro-ro service would be horrifically detrimental to Papa Stour and its residents (again, see attached comments sheet). In particular, emergency situations could have far more serious outcomes, with the potential for the council to experience some difficult and embarrassing situations, if anything were to go wrong. Such a cut would need to be justified based on whether a fair consideration has been given to the other ferry services across the board. If such a decision has been suggested for Papa Stour and none of the other isles then there are serious ethical issues in that. Every isle should be considered equally. I would like to urge the council to make decisions FAIRLY. Everything must be considered, but it is NOT fair to make such a huge reduction to Papa Stour whilst merely cutting a couple of sailings/jobs elsewhere.</p>				
PS/2/014	Papa Stour	5.1		
<p>As a relative of inhabitants of Papa Stour I believe that I have the right to express my sincere concern about this situation. As it stands, there is a minimum amount of access to and from the island. My grandparents, who live in Papa Stour, own a croft which they cannot leave unattended and so I do not see them on a regular basis. They rely on the skeletal service to attend medical appointments or to buy food and other essential provisions.</p> <p>The fact that I am a student and work part-time means that I find it hard enough to travel to Papa Stour with the ferry timetable as it is now. If the ferry timetable were to become even more limited, as is proposed, it is certain that this would devastate the island. However, of the two options, the Monday service is the only one which could be touched. The rest of the sailings are crucial.</p>				

As a whole, the notion of deconstructing the ferry service of Papa Stour is completely unreasonable – I do not think this would save a great deal of money; and there are larger ferry services to the other islands which would not be as affected if they were to be restructured.

5.5

This is a ridiculous notion. I do not understand why it has been brought up as an option.

PS/2/015

**Papa
Stour**

1. I have received representations from folk in Papa Stour regarding impact on Scottish Hydro Electric and Scottish Water should our RO RO service be removed. Both these utilities need to be consulted. If the RO RO ferry is removed they will be unable to bring in equipment to maintain and improve both these services. In the event of, for example, a hydro pole catching fire and needing replacing, it would cost Scottish Hydro Electric thousands to hire another boat! They must there be consulted. Also the fire service. We have no fire unit in Papa Stour and no fire vehicle or indeed appliances of any kind. In the event of a fire would the HIFRS be prepared, at extremely short notice and vast expense, to hire a suitable ferry to bring in a fire tender? HIFRS must be consulted.

2. Bearing in mind that the RO RO ferry to Papa Stour also serves Fair Isle and Foula if the second proposal, ie to remove the RO RO service from Papa, is adopted by the Council then both these isles would also be severely impacted.

Fair Isle and Foula both charter the Snolda to take in heavy plant machinery and materials for essential maintenance on their roads, airstrips, pier areas etc etc. The Foula Electricity Trust relies on the Snolda taking in materials etc to support their stand alone electricity scheme. Both islands rely on the Snolda taking in large vehicles, building materials, and many other items too large to be taken in either on the Good Shepherd or the New Advance. Also the Snolda is the only large vessel able to negotiate the narrow harbour entrance to Foula.

3. As chairman of the Foula Airstrip Trust I would also point out that removal of the Snolda would impact severely on Foula's lifeline air service in that we would be unable to take in materials and machinery to maintain the airstrip to required standards. This in turn could lead, ultimately, to loss of air service.

It is therefore vital that a full and proper socio-economic impact assessment is carried out for both Fair Isle and Foula as well as Papa Stour with regard to proposal to remove RO RO service from Papa Stour.

I hope you will pass all this on to Tom Matthew as time time is running out and the assessment must be thorough.

PS/2/016	Papa Stour			
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Reference	Area	Option No.	Name & Address	Comment
BR/2/001	Bressay			
<p>I support both measures proposed for the Bressay ferry. I would like to add that the late night sailings are very useful and I would rather fewer sailings during the day than to lose those.</p>				
BR/2/002	Bressay			
<p>We recognise the need for savings and broadly support the proposals in the consultation document.</p> <p>Reduction from a 5 man crew to a 4 man crew is a must. We are sure that, with the cooperation of the crews, this will have minimal impact on the service and the savings achieved enormously beneficial to the longer term sustainability of the service. The timetable proposed, with minor changes discussed at the meeting, has no impact on our use of the service.</p> <p>Considering the equitable distribution of SIC resources for services to rural areas a 6.30 am service, to enable Bressay residents' access to the first flight from Sumburgh, must be considered. For example, this access has been provided for residents of Yell for some long time. We ask you, Is this fair? Perhaps a 6.30 service could be on a bookable provision. On page 6 of your consultation document you stress the importance of the maintenance of connections with other transport services and we support this.</p> <p>Of course we do not welcome the introduction of senior citizen fares to and from Bressay. Undoubtedly this will contribute to social exclusion – please remember that travel to Lerwick is essential for almost everything that is needed to sustain our way of life in Bressay – be it a visit to the doctor, collect a prescription from the chemist etc, etc. This is not so for the residents of Unst, Fetlar, Yell and Whalsay. Our situation is very clearly different and consideration must be given to the removal of this new tax on Bressay senior citizens if only in terms of an equitable distribution of SIC resources.</p> <p>As identified in para. 9.3 on page 5 of the consultation document we are <u>dismayed</u> at the level of fare avoidance. Clearly it is the SIC's responsibility to resolve this as <u>a matter of urgency</u>.</p>				
BR/2/003	Bressay			
<p>Feedback was requested at the recent consultation meeting in the Bressay hall on the subject of the cuts and the staffing of the ferry.</p> <p>The greatest saving would be made if the crew could be reduced by one member. On rare occasions, the number of passengers</p>				

would exceed the maximum allowed under the present rules, and also quite frequently on the 0830 ferry on school days. The number on this particular run could be dealt with in various ways, as discussed at the meeting.

On any other rare runs when the deckhand may find it difficult to cope, he could be assisted by another member of the crew. It would be a good plan to cut out, say, one under-utilised run, and substitute it for a crossing at 0630, so that passengers could take advantage of the first flight to Aberdeen in the morning.

BR/2/004	Bressay	6.1	
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Would this mean that parents and children would have to go to the ferry at 8am to make sure they all get on together to be able to go to work/school. It would be too early for children to go over for a 9am start at school.
How likely is children's education to be effected due to weather conditions?
Get a better ticket machine – so everybody who should pay – does pay.

		6.4	
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I hope that you don't restrict our sailings as I and others do shift work. Also our children and other children enjoy the youth club in Lerwick and are able to meet up with friends in a safe environment. For health and well-being they also enjoy activities at Clickimin.

So, not only will you be making it more expensive for our children to have access to this, the likelihood is that they won't be able to get over to any of this if the timetables change.

Funding has already been cut for our local out of school club.

The ferrymen seem to have huge 'perks' in their job as do their families. I think it's a shame that we have to pay so much in fares, when so many don't!

I also work for the SIC and I certainly don't have any 'perks' in my job.

A better system is needed to make sure that everyone pays.

You are making it too expensive for the average working family to be able to access many activities in Lerwick. Most days can be 2 trips to Lerwick, first for school, second for evening activities. And now you want to cut sailings to prevent them having access to anything.

Remember – we have never had anything on our island because we were too close to Lerwick, and now you are making things difficult, expensive, and almost impossible to live a normal life like someone in the town who has access to everything when they like.

I know you have to save money, but don't do it here when we have so little to begin with!

BR/2/005	Bressay	6.1		
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The main problem will be for popular sailings, for example, 0830 from Bressay.

Suggest 0800 extra sailing.

		6.4		
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If number of sailings reduced this will lead to further exclusion for Bressay resident. All services are in Lerwick, for example, Doctor, Hospital, supermarkets, sport facilities, cinema etc.

This could mean longer waiting times to get back from Lerwick.

BR/2/006	Bressay			
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We recognise that SIC's annual deficit is dire and that all possible savings must be made. We note that 80% of the spend is on Staff and 20% on Services.

Ferries Management, Sellaness

Current budget £1,100,000.

This unit employs 10 and has failed to take action on non-collection of fares on ferries, failed to impress MCA of anomalies in restrictions imposed on Bressay Sound, and failed to make any savings in their budget.

We suggest absorbing the Ferries Management role into Infrastructure management and closing down the Sellaness unit, saving c. £750,000.

Savings could be made by management of the Bressay ferry by Lerwick Port Authority. This should be explored.

Bressay Crew

We accept a reduction to 4. Saving £160,000.

Ferry Masters must be given full responsibility for all ferry performance and the actions of the crew.

Bressay Timetable

If there are adjustments, no gap of more than one hour should be from either Lerwick or Bressay. Consideration should be given to a 0630 start from Bressay.

We acknowledge the statement that the ferry will always (outside break times) return to pick up any one left behind due to the ferry capacity.

Fares

We would expect to be treated fairly in relation to other forms of transport in Shetland viz. Bus, taxi and car transport. It should not be made a disadvantage to live on an island in comparison with Shetland Mainland if island communities are to sustain themselves. The issue of fare collection causes resentment amongst those passengers who do pay fares when others travel free. This must be tackled properly. Currently Sellaness estimates losing £35,000 to £170,000 in unpaid fares.

MCA

We deplore the decision to restrict the number of passengers to 50 with a 4 man crew on Bressay Sound. We are sure that this could be negotiated to a more sensible level. We suggest Councillor Wills should be involved, as should Lerwick Port Authority.

BR/2/007	Bressay		
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Salient points raised by members of the Bressay public at the meeting all stressed the unfairness of ferry costs when compared to the transport costs of the Lerwick/Mainland residents. High ferry charges to Bressay residents who commute daily and who have extra commitments with children who need to use leisure/sport facilities necessitate somewhere in the region of £ 3000.00 p.a.

from their family budget. The targeting of children and pensioners is only acceptable in the current circumstances if the same groupings in Lerwick and the Mainland are treated in the same way. The next percentage rise in fares is awaited with some trepidation. The continual raising of fares is certainly not going to stop the steady drain of young people leaving the island nor encourage a viable increase of new families (witness the number of houses unsold).

Unlike other island populations Bressay residents rely totally on Lerwick/Mainland for such facilities as educational, medical, hospital, ambulance provision as well as leisure and sporting facilities to say nothing of public transport on the roads. In consideration of these points and in light of the obvious need to offset massive ferry funding serious and immediate consideration must be given to:-

- 1) The provision of a fixed link to Lerwick – preferably a tunnel.
- 2) Whilst the ferry is maintained in service investigation of the financial implications of a Road Equivalent Tariff as in the Western Isles.
- 3) Bring back full charges to Unst residents immediately.
- 4) An in depth targeting of the massive financial burden of the SIC’s huge labour force – from the top down.

Finally as a personal consideration I would like to see a coming together as one voice of the island Community Councils; a getting together of their Chairpersons to draft a critical yet creative letter of serious concern to the SIC would help. Bressay suffers by comparison with the main island groups in the provision of facilities but the issue of costs is of common concern.

BR/2/008	Bressay		
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General comments on the tables of savings as applied to Bressay.

- The impression has been encouraged that the c£990,000 of already identified savings has been by good housekeeping, prudent management and of course efficiency savings and that neither service users nor the general public will notice any impact. Such an impression is false as some measures that are extremely noticeable to service users have been sneaked through with little publicity and short notice. The 1st December fares increase is a major example, although care has been taken not to increase multijourney tickets used by many regular users.

- It is astonishing, short-sighted and above all socially **exclusive** to double the children's fare from next week **and** also to have introduced an older persons concessionary fare from next week. There are numerous reasons against this unwise decision.
 - Why combine two such different purpose fares as one – are the new ticket machines incapable of separating them off? Even the present machines seem to be able to differentiate between “oldies” and children and issue the appropriate ticket.
 - Why not say how much income is coming from the older and younger ends of the age range? Someone must have estimated it to get £39,929 and combining them gives the impression that there could be something to hide!
 - Doubling children's fares for non-regular users does nothing to encourage sensible travel, exploration of your native islands, the opportunity to understand more of how Shetland lives and works and the chance to see places tourists pay good money to visit. Again, retrogressive, very anti-social inclusion and generally mean-spirited.
 - The Scottish government has firmly established policies supporting bus fares for the over 60s especially and specialised support for young and old even on Northlink's services. It means that a Bressayman could make an bi-annual pilgrimage without charge by surface transport from Bressay to Gretna Green and the only place they would have to pay a fare would be the Bressay ferry. What a shameful indictment! It requires some explanation if the Council is to be taken seriously on addressing social inclusion; equality; accusations of centralisation, anti-rural bias and so on.
 - For foot passengers, the ferry is their bus and previously this was recognised by the Council. Are similar 25% “oldies” fares being introduced on buses and similar charges for children? If not, please explain how this addresses social and economic exclusion.
 - The current free travel for older passengers is only for the passenger element - the equivalent of bus travel – and has no discount past or proposed for fit older vehicle drivers. That is actually a penalty on people who make an effort to remain fit and are lucky enough to maintain sufficiently good health to avoid being classed as mobility disabled.! How does that support inclusion? Why not introduce a pensioner driver fare at the same sort of percentage off the full fare to encourage the social and economic participation of the numerous older people who play an astonishingly active part in Shetland's economic, social and community life?

- The estimated income from these two regressive measures is estimated at £39,929 in a year. The abolition of first aid allowances for some ferry services staff (and presumably saving on the training costs) saves almost as much - £39,165. How can such a small measure as that yield almost as much income as these punitive fares increases on children and older residents? What other savings are waiting to be found – a cheaper paint system or livery for ferries perhaps? It's noticeable that Norway's ferries generally have a very simple black and white livery.
- How can introducing a fleet-wide system of managing staff leave save a large and suspiciously rounded figure of £50,000? Most services and businesses manage staff leave in a manner that ensures the core business remains operational without recourse to expensive means such as overtime. Thirty years or so ago tug crew at the then busy Sullom Voe worked round a planned leave calendar issued every year. Ever gone to a hospital and found a "closed – we've let too many nurses and doctors take a holiday today" ? Why has the ferry service not done this before until suddenly this last month it finds a saving of £50,000 a year. That's more than enough to keep the children's fares rise to the general average and to avoid the politically-damaging fares to over 60s. Both are ongoing and not one off savings too!
- When will the council address the issue of uneven charging of fares (eg still none on Bluemull Sound) and the de facto subsidisation of less economic routes by the routes which once managed to cover direct fuel and crew costs.
- **Option 6:1 reduce crew from 5 to 4. and option 6.4 remove underutilised runs.**

I am surprised at the 50 pax and daily risk assessment limit. I think that when the Leirna came it displayed certificates for over a hundred passengers (slightly different in winter and summer) and a crew of four. This was even though the operators chose to operate with a crew of five (I think following a crewman's fatal collapse at Ulsta)

I seem to remember that about the time when the crew increased to five on some council ferries that Cal Mac were applying for permission to have the crew numbers on their Kyle/Kyleakin ferries reduced from 4 to 3. I don't think that they got the permission but then the ferries had 50 or 100% greater vehicle and passenger capacities and of course had to avoid each other as well. Have we had endemic overmanning?)

Nevertheless, if the answer is 50 pax + 4 crew + a **daily** risk assessment, was the correct question asked? Why did a senior official at the public meeting say that this risk assessment process would be gone through "before every crossing"? Surely every skipper is effectively doing something similar as they prepare to set sail on every crossing; evaluating weather, tide, deck load, harbour

traffic, visibility, swell and all the factors that make their work challenging, responsible, well paid and interesting?

- The consultation mentions that the introduction of an 0810 from Bressay “will be considered” if this option is chosen. The correct phrase should surely have been “will be introduced on days the AHS is open to pupils”. Transportation systems earn money when they move and carry traffic/passengers. Fleets, timetables, maintenance and even painting schemes are designed to maximise availability and income at the peak traffic hours. Not so the Bressay ferry in the morning – it does an 0730 run to town, an 0800 from Lerwick and then back to town at 0830 after acting as a waiting room for AHS pupils. (That should be unnecessary since the ferry terminal waiting room has actually reverted to that role!). That’s about 21 minutes work in well over an hour i.e. two thirds of the morning peak hour is unproductive vessel idleness. Relief ferry use has proven that foot passengers want to travel on the 0810 as well. Look at something like 0755, 0820, 0840, 0905 from Lerwick and 0810, 0830, 0850, 0915 from Bressay – then tie up in Lerwick for a meal break until 1000. In short, use the MCA restriction and the low marginal cost of fuel per crossing to create a win-win situation where there is enough passenger and vehicle capacity by frequent runs at the morning rush hour.
- It would help to meet the connections with other transport that the consultation document mentions. For example, the connection between the 0830 Bressay ferry and the bus to the edge of town and Scalloway is illusory, whereas an 0810 would ensure a connection. Why run a 1700 from Bressay to miss most buses for the country when a 1650 would provide passenger connections throughout Shetland and get vehicles to town before the esplanade rush which so often slows unloading and in turn the prompt loading of the 1710?
- Looking at the two “indicative” timetables, there are certainly several runs that can be underused and consolidated - I know, I’ve travelled on most of them. I’m also aware that while there is heavy commuter traffic and secondary school pupil traffic, there are also seasonal peaks for fish processing traffic, for sheep exporting traffic and of course for any building work whatsoever. There are also some positive signs – continuing “double runs” when traffic entails it including for passenger traffic (as stated at the Bressay meeting) and the maintenance of the current first/last runs.
- Some past service changes were introduced for long-gone reasons. For example, the 0840 from Lerwick arose because a school head teacher many years ago was non-resident – but why the run also operated on Saturday escaped my understanding. In practice, it established itself as a relief for vehicle traffic from Bressay at 0850 that might otherwise have scrambled for the 0830. Ceasing that pair of runs on a Saturday is sensible – even though I sometimes use them.
- I’m not convinced about changes in the 1630 – 1800 period but I would agree that removing a return trip around the 1300

period and again at the 2000 – 2200 period would probably be acceptable.

- Perhaps useful instead of or as well would be a booking system for evening runs in winter, say in the period after the 1930 run from Bressay and before the 2200 from Lerwick. Try Sunday to Thursday nights from October to end of March. It was managed in the distant past for some runs by speaking direct to the ferry crew on the day, long before internet and mobile phones in the days of the Grima and 4 man crews. That could now be supplemented with a dedicated mobile phone in the wheelhouse; bookings to be made by say 1845 and the times for that evening immediately displayed for the rest of the night on the screens at Lerwick and Bressay.
- You will appreciate that a longer consultation period would have enabled more grammatically correct responses.

BR/2/009

Bressay

The forthcoming Ferries Review would seem to suggest that 3 crewmen on the Bressay Ferry will lose their jobs, bringing in a saving of £150,000. In the hope of preventing some of this from happening, here are some figures I have dug up.

The amount of overtime (not contracted overtime) paid out to the crew for years 11/12, April to March, was : £71,150.34p

Relief costs (men from other ferries and other jobs, crewing, when no one from the "Leirna" was available) : £9,468.47p

Relief men overnight accommodation at the Maryfield and Spa : £3,034.50p

Cost of ferry uniforms since April 2012 : £3,267 (you can easily double that figure for the year.)

Add it all up and it comes to : £86,920.31p

This, as far as I am concerned, is all unnecessary expenditure, which, with a bit of forward planning could be eradicated. And if we start doing away with needless, unused runs on our timetable and start with a bookings system after 2200, during the winter months, then I am sure we can quite comfortably reach a £100,000, per year, in savings, and save two Ferry jobs.

I know this will not play well with Bressay Community Council, who are quite happy to see the Ferry crew as sacrificial lambs, and are calling for a 4 man crew and additional runs.

However, it should be remembered why crewing the "Leirna" is incurring so much extra cost and the role the Community Council played in this :

The "Leirna" used to be a self relieving ferry, ie : the mate could act up to skipper... a deckhand could act up to mate..... and a deckhand could act up to engineer.

However, as a fixed link was only a couple of years away (a fixed link being enthusiastically backed by the Community Council) and the "Leirna" would no longer be required, this excellent system was allowed to lapse. So no crewmen were trained to come through to replace retirements and crew moving on, resulting in the crewing shambles we see today, and the massive overtime bills.

There is also a further twist to this saga, but it has only been told by word of mouth to me, so you would need to check it out. The "Leirna" used to have 3 self relieving crews with 6 men to each crew, so there would always be 5 men when one of the crew was on holiday.

However, when John Bateson, an engineer, left to go to the tugs and as the fixed link would be here in a couple of years, John was not replaced and his salary was used to pay of Jim Strachan, who had been dismissed by the SIC (or he may have left before he was pushed), after he grounded one of the new Yell Ferry's on the Ulsta breakwater. So, in effect, as opposed to other Sounds, the "Leirna" has been running one crewman light for the past several years.

As to what can be done :

Although it pains me to say it, the "Leirna should be reduced to 3, 5 men, self relieving crews. This would go down to a crew of four when a crewman is on holiday.

To this I would add : As there are only three engineers onboard the "Leirna" - due to no one being trained, pending the arrival of the fixed link - I would train up a 16th man as a relief engineer, so that he can cover for engineers on holiday and can also relieve other posts too, eg. On other ferries (a pool man).

As to the timetable. The Community Council will oppose any cuts to this, but I propose it is time we all sat down and had a good look at this, as there are quite a few runs which could be dropped with only very minor inconvenience.

We are - to quote the Chancellor of the Exchequer - all in this together and it is simply not fair that the "Leirna's" crew should take all the hits for past mistakes, which had nothing to do with them.

BR/2/010	Bressay		
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Ferry crew reduced to 4-			
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I think this could work but the 50 passengers maximum will be a problem for ferries at peak times. I would like to make the point of the issues around monitoring the number on board.

- Some passengers will embark then cars with passengers and more passengers, and more cars. If there are 3 people in a car, is someone going to be asked to get out if they make a total of 51?
- Or, are one or two pedestrians going to be left behind in the wind and rain?
- People needing to get to health centre appointments, missing them, because they were the 51st person?
- Is it possible to have ferry men/women volunteers as we have firemen/women volunteers? These people could be trained to deal with certain aspects of ferry work, eg collecting fares, opening and closing ferry ramps, organising loading and unloading passengers and Vehicles. They would be trained in Health and Safety on the ferry and for any other occurrence/accident.
- I would respectfully suggest that the MCA should be approached to reappraise the issue around the certificate issued. If I understood it correctly this restriction is not placed on the Bluemull sound ferry, which I believe is a more difficult crossing. This does not make a lot of sense,
- I understand that the original certificate for the number of the Leirna Crewe was 4. So therefore why would it be changed now?

Visitors paying more - I strongly urge the Environment and Transport Committee and the Development Committee to review the proposed fare structure

- This rise in fares will have a negative affect on Tourism. Many people I know don't visit Shetland as often as they might because of the cost to get here. Add to that the cost of internal ferries and they will come even less if at all.
- The effects of high cost inter island ferries has already had a negative affect on Orkney, why take Shetland down the same route?
- The small islands will lose revenue and will depopulate.
- Is this what the Council wants, to have everything and everyone centralised?
- When I spoke at the meeting about the cost to family visiting folk in the islands, I was told by one of the panel that I should buy a book of tickets and give them to family? How is this going to help with SIC budgets? You may just as well have left the fares as they were!

Monthly Card -

The present arrangement can only work if the person travelling is sure of travelling each day of the month. I ask that this be looked at again. Many more people would use this scheme if the card system worked over a longer period, allowing for people to use it even when not travelling every day. Something like the Oyster card would work well.

Bressay Ferry Timetable -

- I note that there is still not a ferry to enable people on Bressay to catch the first flight out of Shetland. Again it seems that people on the islands are penalised. As this means that not only do they have to pay for a nightsa accommodation on Shetland mainland, but if one cannot catch the first flight, this often means that other flights cannot be arranged to arrive to destination on the same day and therefore further expcnditure to stay another night in a hotel.
- The loss of the 12,45 ferry from Bressay means that it is not possible for folk to go to Lerwick, do a couple of messages and return on the 1.30. The extra 15 minutes makes this trip workable, half an hour turn around as both Alternative 1 & 2 suggest does not facilitate this! Again an ill effect on people of Bressay.
- The alternative 1 timetable is I think the better one in the am, 8.10 & 8.30 from Bressay would help the heavy pressure on morning traffic and hopefullynot leaving vehicles behind from the 8.30 ferry as at present. I think the 8am option may not work to this advantage, Interesting that people of Bressay have been asking for an 8.10 ferry for many years!

While I appreciate that the Counsil must make savings, they must also ensure that the savings will not return Shetland to a previous era in this modern world. Going backwards will not help the council coffers .Penalising sections of the community will not help the council's budget either. People will leave Shetland, or move to the mainland depopulating islands, and young peoploe will not return from their time away at University. Visitors will not come to Shetland, this will all affect our economy negatively. This is surely the opposite to what we need to happen here in Shetland. Make things more affordable and more people will visit more often and many more will come to stay!

BR/2/011	Bressay	6.1	
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Real concern regarding reduction in crew from five to four. Ferry men provide excellent service which is safe and reliable and this seems a difficult option for them and their families and further reduces good employment based in Bressay. I trust any reduction in crew levels would be achieved on a voluntary basis.

The reduction of crew causes real problems regarding timetabling and travel in adverse weather. When the Leirna was on refit, I travelled daily at 8.10 sailing and found this satisfactory.

If, however, Leirna cannot turn around so quickly and needs runs on ¼ hr, eg. 8.00am from Bressay, 8.15 from Lerwick, this would not be so convenient – also what would happen with 8.40 and 8.50 runs at present?

Also very concerned about limit of 50 passengers – it will not be acceptable at work to say “the ferry was full!” Who will have priority – passengers or cars? The same concerns apply to all busy ferry runs.

Bad weather = safety concerns for wellbeing of passengers and crew. Also increase in feelings of insecurity – when will we get home etc? If only allowed to run with 50 passengers, it will take a long time to clear backlog of passengers and cars trying to get home especially if ferry has had to stop running for a period of time.

Really feel need some way of calling on extra crew if needed although I realise this would not be at all easy to arrange and would reduce cost savings.

Despite proximity to Lerwick, Bressay is not thriving as a community. Increases in fares, continuing uncertainty regarding the ferry service in general and the need to travel to Lerwick for basic services, eg. doctor, hospital, all adds to a nervousness which is putting off potential house buyers, house builders, businesses. The school is struggling with low pupil numbers. Older people can become isolated by lack of transport and now increase in ferry fares affecting pensioners. Please proceed with caution.

I see clearly the need to save money and feel that I have not been able to come up with any helpful suggestions for which I apologise.

Again I would like to record my appreciation to the Bressay ferry service and urge you to do all possible to minimise disruption to this excellent service.

		6.4	
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I work part time 5 days/week. The ferries I currently use are 8.30 (from Bressay) , 1pm (Wed & Fri from Lerwick) and 4.30pm from Lerwick – Mon, Tues, Thurs. ALL THESE SAILINGS ARE AFFECTED BY PROPOSED ALTERNATIVE TIMETABLES. I am unlikely to be able to alter my working hours to fit in with new ferry times so could face the prospect of spending much more time in Lerwick than I do currently.

Also when attending night classes and events in Lerwick on a week day, I often travel home on 9.30 ferry – also affected by proposed timetable changes.

Commuters travelling daily to part time work may be disproportionately affected by rises in ferry fares and timetable alterations.

BR/2/012 | **Bressay** | **6.1**

To reduce from 5-4 means redundancies, relocations and general disruption and instability to the crews and families concerned who have given such good and reliable service to the community. Such is the cost of 'Mareel,' new tugs' and quite a few other poor management decisions over the years.

Some information in this feedback form has been superseded by what officials said at meeting in Bressay Hall on Friday.

No 10 min turnaround of the ferry due to only 4 crew to load/discharge. Minimum of 15 minutes. When Leirna came in 1992, she ran with 4 man crews and 10 minute turn rounds were never an issue then and fares had to be taken in both directions.

This lack of 10 min turn round drives only 15 min shuttle timetable as only option, leading to long delays at peak times and other consequential difficulties in moving traffic.

To a large degree, the Master already risk assesses his journeys due to weather conditions.

All our services come from Lerwick, we are a commuter island. On many past occasions, we have been told by Council officials "The ferry will always give you access to Lerwick, to everything you need."

Houses are empty here. How many more unsold ones will it take.

This is the most cost effective ferry in the fleet, with best cost/income return, lowest fuel consumption due to economical to run engines. Use less fuel than two unnamed tugs do for their boilers!

Just how will you police the number with cars in a queue and folk walking down the pier?

- (1) Think again on ten min turn round.
- (2) Employ someone just for busy times to get you '5' men, Mon-Fri.
- (3) Need more engineers – system can't work without them.

		6.4		
<p>The revised timetables come with a severe health warning, ie. “they are for illustration only.”</p> <p>That’s because 10min turn rounds will not be able to happen with 4 man crew.</p> <p>Consequences are fairly dire, with missed ferries, no proper place to shelter in bad weather near ferry.</p> <p>Getting appointments in Lerwick and going for flights is difficult enough or as in case of early flights, impossible, (yet another thing we’d get, access to early flights from Sumburgh).</p> <p>Let’s have our Sunday morning services restored. It was taken away for “maintenance periods” but that is not what they’re used for. Drills can be done at any time and better under time pressure.</p> <p>On numerous occasions, this has restricted me both going and going to and from my work on call and along with no buses on a Sunday a real pain.</p> <p>Neither of alternative timetables would suit my wife’s work as she uses 1300 from Lerwick on Wed & Fri and 4.30 from Lerwick the other days. In evenings, she uses 2130 from Lerwick, which could never be said to be under utilised.</p>				
BR/2/013	Bressay	6.1		
<p>I commute for work everyday and I would imagine this option will lead to greater delays at peak times, particularly as these are the runs used by school children. The current shelter on the Bressay side is small and not very suitable for folk who need to sit down (disabled, elderly) and this would need looked at if delays are going to become more common. Being late for work could become regular.</p> <p>On a wider level, I would be deeply disappointed to lose 3 members of the crews and 3 members of the community. Our ferry crews do a magnificent job and play a key role in our community. Given very little has been done to encourage folk to stay in and move to Bressa, I think these measures would create an extra barrier for folk who want to live here and strike another blow to a struggling community.</p>				
		6.4		
<p>Firstly, it’s very hard to know which are the “under utilised sailings.” Looking at the alternative timetables proposed, I would assume</p>				

this means cutting a run at lunchtime and one in the late evening. I'm not against this but I would like to point out that one person's under utilised sailing is somebody else's essential sailing – really more information is required.

I would also like to state that any reduction in runs that affected the start and end times of the ferry (eg. 7am – 11pm) would be unacceptable. As a regular user of both ferries, I just couldn't live here if they started later or finished earlier and I think it would have a knock on effect in trying to attract people to live here. I am also wary of cutting services in the evening. I currently can only afford to pay one ferry fare a day so if I want to go to something in the evening, I need to hang around after work. The prospect of then having to hang around because there are no ferries is distinctly unappealing, particularly as there are not many places to go in Lerwick.

I'm sure you are more than aware but please remember this is a lifeline service. We rely on it to conduct almost every aspect of our lives (work, shopping, doctor, leisure). Significant fare increases and prolonged wrangling about fixed links have already deterred folk from moving to Bressay and played a part in forcing others to leave Bressay. Please do your best to ensure that whatever cuts are necessary do not create further barriers to living in Bressay.

BR/2/014	Bressay	6.1	
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- This option requires further consultation with the MCA regarding the restrictions placed on operations with a four man crew in the comparatively sheltered waters of Bressay Sound.
- If a 4 man crew restricts passenger carriage to 50, then a 5th person should be employed for the busy commuter period during the morning (approx 2 ½ hours per day).
- If neither of the above options is possible then an additional sailing at 8.10 or 8.15 remains essential.
- To reduce non-operation of the ferry during adverse weather conditions, an additional 5th person should be employed or MCA restrictions should be lifted.
- Consideration must also be given to the importance of emergency cover for an island with no resident doctor.

		6.4	
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A reduction in fuel costs would obviate this requirement. Only 5% of the fuel costs for the entire Bressay operation derive from the total amount for the inter-island ferries – a service which provides 20% of the revenue. This means the island ferry

disproportionately subsidises other ferries.

It was stated at the public consultation meeting on 16.11.12 that 'savings in fuel were not worth having' on such a short journey. The community has not been provided with information showing the extent to which present scheduled sailings are underutilised. More money would be saved by ensuring that ALL passengers paid the requisite fare. At the meeting, it was also stated that it was the intention of the personnel present to consult with the Bressay Community Council re 6.30 ferry, season tickets, etc.

Changes to the present timetable should be postponed until this consultation has taken place.

It should also be noted that Bressay does not have many of the facilities which other islands, served by ro-ro ferries, possess, eg. resident doctor, leisure centre, police, fire cover.

The economic impact on the island so far has been detrimental – little employment, low school roll, houses for sale still on the market. Further fare increases or alterations to the service will have a disproportionately negative effect. Every effort should be made to lessen the effects of the SIC's financial situation on this community.

The viability of seeking external funding for a fixed link to Bressay will be decided in January. If this does not go ahead, and ferry fares continue to increase, the island will start to lose the economically viable proportion of its population and will cease to be a vibrant community. Bressay, at present, relies on its connection to Lerwick – people can only live on the island if that connection is affordable and non-restrictive. Although this is an economic exercise, social factors should be taken into account fully.

Please note that the intention was to construct a bridge to the island which would have removed the need for this consultation exercise from 2000 onwards.

At the meeting on 16.11.12, mention was made of the lack of secure parking areas near the Lerwick terminal so that residents can leave their cars and save on travel costs. Bressay is the only island without this facility at its arrival port.

Finally, one week's consultation time from this meeting is INSUFFICIENT – suggesting a token exercise.

BR/2/015	Bressay		
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We welcome the opportunity to provide feedback following your consultation exercise regarding the future structure of the Shetland Inter-Island Ferry Service.

As you are already well aware, Bressay is wholly reliant on its link to Lerwick for its essential services such as health care, social care, secondary education, leisure facilities and, most importantly, employment. Because of its proximity to Lerwick, a succession of Councils have acknowledged the role the ferry service plays in maintaining the islands social inclusion; however this is becoming increasingly threatened as the service becomes less affordable. Bressay has circa 150 people (almost half the population) who commute daily and it is these people that are increasingly affected by the proposed changes to the service provision.

With respect to the current consultation exercise, we off the following comments for your consideration.

1. Reduction of Leirna crew from 5 to 4

We acknowledge that this measure delivers a significant financial saving on the Bressay service (£157k from your June 2012 consultation document) and that this represents circa 50% of the Bressay fare revenue. We also recognise the impacts that may be associated with its adoption:-

- Limit of 50 passengers
- Loss of ferry jobs
- Need for risk assessment in inclement weather
- Fare collection may be slower

Notwithstanding the above, we welcome the implementation of this measure as we are well aware of the implications to our, and the services provided to other islands of not doing so. However, we strongly urge your Ferry Administration to enter into dialogue with the MCA to return to the operational parameters that the Leirna was permitted to operate under (namely 4 crew and 120 passengers) until some 5 years ago. We believe that a common sense approach could be adopted given that the vessel crosses the centre of a harbour in full view of VTS control, which is manned 24 hours a day. Additionally, it operates within sight of a Coastguard Station which is also manned on a 24 hours basis. If it is not possible to return to these original parameters then a practical, demonstrable, compromise which provides a carrying capacity somewhat greater than 50 should be presented to the MCA for endorsement.

With respect to the loss of jobs on the Leirna, we understand through the consultation process, that it has been the practice for some time only to assign staff to vacant posts on temporary contracts. However, we seek your assurance that any effected employee will be treated fairly and have every opportunity afforded by your human resources policies and procedures.

When questioned on the subject of the need to produce a risk assessment to sail the Leirna, with a crew of 4, the Ferry Manager was unfortunately vague to the point that it was clear that little or no thought had gone into the process or to determine what guidance, parameters or consequences would shape this. There appeared to be little knowledge of the expected frequency of any possible disruption and therefore no knowledge as to the possible impacts. We question the need to perform this risk assessment given the original approved crewing level, the competency and training of the Master and crew, the industry guidance and practice, the council instructions and policies, the Masters Standing Orders and the generic risk assessments already in place.

At the consultation meeting, we were informed that fare collection might be slower. We would challenge this assumption on the basis that:

- a. At present a single deckhand collects fares and following a crew reduction a single deckhand would continue to collect fares.
- b. If passenger limit was to be reduced clearly it would on occasions be quicker to collect fares.
- c. Fares were successfully collected by a 4 crew operation for many years, in both directions, with slow antiquated ticket machines.
- d. The introduction of new 'modern' ticket machines must surely streamline the process.
- e. The future fares review will surely seek to further reduce the task while preventing fare avoidance and fraud.

2. Timetable alterations

We are pleased to accept your invitation to participate in a Ferry Consultative Group, comprising members of our Community Council and Ferry Operations Administration. We see the remit of this group to include tailoring the ferry timetable to suit the needs of the travelling public, integrating it with other transport provision, and most importantly to network users to fully understand usage patterns. We also expect that our members on the group will have access to the ferry usage statistics, traffic modelling figures and other relevant information gathered to inform the decision process.

We recognise that savings could be made by reducing the number of crossings. However, we are aware that the Leirna's fuel cost is extremely low (believed to be between £10 and £14 per trip).

The timetable produced for the first consultation in June which showed an afternoon break in the timetable was seen by us as a workable solution, we are surprised that this timetable has not been presented as an option for this current consultation. We will pursue this further within the Ferry Consultative Group.

3. Fare increase December 2012

The fare increase that is due on 1st December was a surprise to most people and not a welcome move. Working families that are not able to afford a multi-journey ticket will now have to suffer a 25% increase in their journey costs. We would appreciate seeing the analysis of the yield assumption based on the elasticity of demand from above inflation fare increases.

4. Fare Collection

The figure of £35,000 is concerning and we acknowledge there is evidence of fare avoidance on the Bressay route. We therefore welcome the adoption of improved infrastructure to ensure 100% accuracy in their collection. More information on the techniques you have under consideration should be made available to the new Ferry Consultative Group. Meanwhile we expect that all your ferry staff be reminded of their contractual duty to collect fares from **ALL** passengers.

5. Pensioners Fares

The implementation of pensioners fares was never going to be popular and we request that some form of 'Means-Testing' be considered as people have commented about the affordability for some members of our community.

Once again, thank you for giving us the opportunity as elected members of the Bressay Community to comment on your proposed changes and we look forward to participating fully in the Ferry Consultative Group.

BR/2/016	Bressay	6.1	
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This should have no consequence on passenger numbers. The old ferry worked for years with 4 and took fares in both directions. The Leirna crosses a busy harbour in sheltered water. Some of the crew only come in to do their shift and don't live in Bressay.

		6.4		
<p>I am sure that there are many times in the day that can be cut that folk need to get to work or don't need to go to appointments. We have to do our piece too.</p>				
BR/2/017	Bressay	6.1		
<p>High time.</p> <p>Since the Leirna arrived, we have said that the crew should have remained at 4.</p> <p>Why should the number of passengers be reduced when the boat was designed to carry 125 with 4 in summer, the Lerwick Harbour Trust has a man in the lookout station 24hours and there is plenty of craft to help in an emergency. If the wind is too high – don't go.</p> <p>Why not let the skipper decide if he has to reduce passengers if the weather is bad – less folk travel when it is bad.</p>				
		6.4		
<p>As long as the early and late runs are still in for folk to get to work and have an evening off isle the timetable could be cut back inbetween as long as it saves money, and the only way to do this is to send the crew away when they are not needed to run and stop their pay.</p> <p>If the crew worked an equal length of day there could be a break between shifts that could save money.</p> <p>The lack of leisure facilities, health provision and the lack of employment means that the Council has promoted living on Bressay by telling us that our facilities are on the other side. We don't need as many ferries but there are key times. The timetable I saw in June was fine and I heard nothing against it – where did it go? This timetable is not as good. In saying that, I don't think it was a good idea to have a start at 6.30am every day. Better to have it selected days so folk can catch flights for hospital appointments in Aberdeen.</p> <p>I wish to comment on the introduction of fares for pensioners.</p> <p>How long will it be before North Link stops the pensioner fare now that the Council has decided that pensioners need to pay.</p>				

I have asked the bus service if they are going to do the same and they have said no. This means that islanders using our water buses will be penalised.

The car fare should now be reduced for pensioners to reflect the difference between pensioner and non pensioner foot passenger.

BR/2/018	Bressay			
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The SIC should take account of the impact their actions have on individual communities. Fetlar and Unst are the only 2 islands with a direct link to the mainland and it's to the SIC's credit that they only pay one fare. All the islands are bemoaning the cost of ferry fares, what would it be like to pay double?? Bressay has not amenities, is part of the harbour ward, and totally dependent on Lerwick for all services. This must be taken into account.

Comments on:

Table 1

9:2 Give consideration before spending money on fandangled machines – as discussed at the meeting.

14:3 It's disappointing that management have not been on the ball recently. A lot of money wasted?

14:12 Make sure the deck crew are well insulated. No cheap skate uniforms!

Table 2

10:1 Consider 'booking only' for under used runs (have a dedicated phone on the ferry to operate when the ferry is docked).

14:4 Go for it.

14:24 This happened years ago in other SIC departments.

Table 3

8:6 Beware of discouraging tourists.

9:3 Get on with it!

9:7 Agree (as senior).

14:25 This puts up the cost of goods and services coming into the islands and so we pay more again!

Links to other transport

This has been debated for years. Let's get integrated.

Other

In favour of crew reduction as an option and prefer alternative 2 timetable.
Hope management make a good case to the MCA re passenger numbers.
Consider standby staff at peak times.

Please update the voicebank regularly to give travellers up to date information, especially in bad weather. When the ferry shuts down for bad weather the situation should be reassessed regularly right up to the last run – if the weather improves before then, residents should be able to come home.

There is concern for folk with chronic illness (who don't qualify for a disabled pass) and have to go to Lerwick for medical treatment/tests/assessments on a regular basis – sometimes several times in one week. The ferry fares are prohibitive. We must protect vulnerable people.

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Shetland Islands Council

Inter-Island Ferry Services Review: Collated Community Council Feedback

UN/2/013	Unst	1.3	Unst Community Council
<p>I commute to Yell to work at present, so this would add extra costs onto my already limited budget. This would probably tip the balance for me to leave the North Isles.</p> <p>We have always been encouraged to view Unst, Yell and Fetlar as one economic base. This will not be the case for isles residents who work between the three.</p> <p>Commuters to Sullom will only be fractionally disadvantaged by reintroducing the fares. They are already on good wages. Most of the commuters within the North Isles are only paid just above the minimum wage (which is less than the living wage).</p> <p>I am considering moving because along with my additional ferry fare, all goods and services will incur extra costs and that price increase will be put on island residents.</p>			
		1.4	
<p>Commuting tea time ferries.</p> <p>Fetlar has 73 residents while Unst has nearly 700 and increasing. Shouldn't Unst have some sort of priority.</p>			
		1.6	
<p>This just wouldn't work. I have been late for my work several times because the Bigga has broken down.</p>			
UN/2/020	Unst		Unst Community Council
<p>We have considered all the options presented in the consultation pack and we have been made totally aware of the financial constraints which make them necessary. Our main consideration therefore has been to protect the interests the essential users both commuters and commercial interests and in particular, our tourism industry which has developed so well over the past few years.</p> <p>Options 1.3, 1.4 and 1.6.</p>			

A single vessel ferry service on Bluemull Sound (option 1.6) is seen by the whole community as a totally unworkable proposal, damaging commercial growth for the whole of Shetland. Even in the winter months, capacity is often over stretched and during the summer this option would be totally inadequate. A single vessel service would be susceptible to a complete breakdown in service jeopardising any confidence in future investment in Unst. Car equivalent unit movements across Bluemull Sound have been increasing steadily year on year by an average of 7%.

Our service at present is operated by 'Bigga', 22 years old and 'Geira', 25 years old. Three times this year, Bigga has suffered major mechanical failure resulting in the whole Bluemull Sound service falling apart, with long queues and major delays developing for extensive periods of time due the capacity issues a single vessel service delivers.

The replacement of Bigga's engines should be treated as a priority in order to deliver any form of manageable service into the future incorporating two vessels. The Bigga is the backbone of the existing and any future Belmont/Gutcher service and has 50% more deck space than the Geira. Currently there is a 150% increase in service utilisation for traffic travelling in and out of Unst during the summer months and option 1.6 put forward in the review fails to incorporate any additional capacity to cover this utilisation pattern. The removal of a vessel from Bluemull Sound will result in a significant increase in the level of traffic left behind due to insufficient capacity. During the summer season this is highly likely to result in over 40% of commercial traffic being left on the quay side and 20% of passenger cars as industry and tourism continue to grow in Unst.

Option 1.4 with Geira operating reduced hours could become a workable alternative but will leave the service very stretched on occasions. The increased summer hours are essential as usage figures will testify. As a cost saving measure, both evening runs into Fetlar could be considered for 'bookings only' as often one or both run empty. To maximise efficiency it would be advantageous if the Geira was based and crewed from Fetlar.

Under Options 1.3 traffic will pay the full fare (£12.50) on Yell Sound which will take them across Bluemull Sound the same day. With discounted multi- journey fares still being available this increase should not impact on the local usage. If, however, either the first or second option for Yell Sound is implemented well over half of the deck space on each run will be taken up by commercial vehicles. There would be very little space for the North Isles regular private users or tourists. The bottleneck thus created at Toft would prevent a large percentage (certainly well over 50%) of the infrequent or visitor traffic being able to get to Yell and hence on to Unst and Fetlar in the first place. The effect on our tourism numbers would be drastic and significantly reduce the SIC's potential to raise additional revenue from their proposal to increase fares. Because of this, we find both proposals for the Yell Sound service damaging in every aspect to Unst's basic requirements.

We are aware, however, of a proposal being worked on by Yell Community Council which will solve this problem. With an almost full day-time timetable on Yell Sound traffic could reach Unst and Fetlar and the tourism industry which has increased to unprecedented levels over the past few years could continue to develop. Traffic levels over the past few summers can confirm this. **Unst Community Council entirely endorses the proposal presently being put forward by Yell Community Council.**

The Unst Community Council were pleased that the review panel recognized the community's requirement to maintain the length of the operating day to enable commuters to have access to employment at Sullom Voe and other mainland locations.

The situation regarding the regular commuters between Unst, Yell and Fetlar does, however, cause concern. (Option 1.3). Free fares were introduced after the closure of R. A. F. Saxavord in 2005. This has resulted in a big increase in workers commuting between the three islands and an increase generally in social contact and trade. The proposal for full fares between the three islands will stall the gains made over the past seven years. Many of these jobs are at the minimum wage and often not for a full day. Full fares will consume a quarter or more of their income. If full fares were to be introduced for all traffic originating in Yell, we would suggest creating a Bluemull Sound Commuter ticket for these regular commuters otherwise the gains made over the past seven years would be lost.

We strongly advise the Ferries Review Board to consider the Yell proposal and retention of the second vessel on Bluemull sound as a way to alleviate the worst effects of the necessary savings. We are assured that it would lead to more fuel economy due to the slower speed required on the crossings. It would also result in increased numbers of visitors being able to come to the Isles thus increasing revenue.

The present ferry service is now achieving its original objective, making Shetland one economic unit which is much greater than the sum of its parts. Any fragmentation to the service will be to the economic detriment of Shetland as a whole.

YE/2/001	Yell	1.3	Yell Community Council	
<p>Yell Community Council believes this would be a step backwards for the local economy as this will have a detrimental impact on both Yell and Unst communities who rely on daily travel over Bluemull Sound for work at both Isleshavn and Nordalea Care Centres, as well as the fish processing factories on Yell and other small businesses.</p> <p>This will have devastating consequences both socially and economically not just for local workers, but for families travelling between the isles who couldn't afford the standard fares, and many NI family members in a care centre on another isle.</p> <p>Would extra admin for fare collection cover the proposed income.</p> <p>YCC members who commute daily completed an informal on-board survey of commuters over Yell Sound over the past week and have compiled the following figures:</p> <p>Lerwick 30 daily Other 27 daily Sella Ness / Sullom Voe 48 daily and shift workers Commuting to Yell 3 permanent posts daily Plus workers from mainland based firms with contracts in the north isles</p>				
1.4				
<p>Yell CC agree this is not a viable option for summer sailings as would lead to negative impact on all areas of island life, socially and economically.</p>				
1.6				
<p>Yell Community Council agree this would be an impossible option to work out – no further discussion is required.</p>				
2.6				
<p>Major point to bear in mind – Yell Sound ferry service covers service for Yell, Unst and Fetlar and is the artery into all NI.</p>				

Yell CC agree a sensible ferry service is adopted (neither proposals as above acceptable) and have put together an alternative proposal which would deliver a more acceptable level of service and emergency cover that will sustain, and allow, economic growth.

The consequences would be dire for the North Isles should the SIC proposals go ahead as Yell Sound ferries service all three north isles.

Counter proposals for savings from Yell CC to follow feedback form under separate cover – summary of YCC proposals on following page.

YE/2/002

Yell

Yell Community Council

Ferry Review - North Isles (NI) input to Shetland Economy

Yell Community Council have been doing some homework on the overall input into the Shetland economy from the north isles of Yell, Unst and Fetlar. The figures taken recently from a survey of local businesses and compared with the Shetland in Statistics 2011, show a rare positive input from the growing seafood industry that exports worldwide.

Yell CC would respectively request that Councillors give the following information serious consideration for this Review as not all will be aware of the actual input to the overall Shetland economy that relies on a regular, affordable ferry service. Cuts to service and increases in fares would be detrimental to Shetland as a whole, not just the island communities.

The only figures available to date from EDU show an average of £27 million from the NI compared to the Shetland average based on a GRDP of £333m. By our calculation, if the current Shetland total GRDP is below £483 million, then the NI are above average.

The following figures have been collected within the past few weeks from local businesses and compared with Shetland in Statistics 2011:

- I. The NI produce 25% of Shetland's salmon
- II. The NI process 95% of all brown crab caught in Shetland - 3 boats from North Isles and 26 boats from the rest of Shetland
- III. The North Isles produce 750+ tonnes of mussels per year and expanding

- IV. The current estimate for lobster sales from the NI is £150K annually
- V. 22,800 boxes of white fish were landed in the NI last year
- VI. 93 people are employed in the salmon industry in the NI with related jobs throughout Shetland for: transport, divers, equipment & feed delivery, waste removal and crews for harvest vessel among others
- VII. From aquaculture alone, the NI inject **£40 million** into the Shetland economy
- VIII. This means on average that every ferry that departs Ulsta brings in at least £4,000 to the Shetland economy which is more than the cost of each journey
- IX. Salmon production is obviously the biggest factor and will continue to grow as long as it has the infrastructure in place to do so. With the Scottish Government setting to increase salmon production by 50% by 2020 we can't allow for our ferry service to be reduced and fares increased which will stand in the way of future development for Shetland as a whole.

Although we do not have any final figures at this point, it is also worth considering the income from animal sales and tourism from the NI which are also an overall benefit to the Shetland economy.

Our ferry service is not a luxury but is basically our main road to the mainland. As much our island communities rely on this service both socially and economically, Councilors need to be aware that the overall economy is also dependant on this ferry service. Especially Yell Sound which is the main artery that feeds the rest of the NI of Yell, Unst and Fetlar.

The proposed reductions and yet more increases in fares will have a devastating effect on our island communities which in turn, will have a knock on effect for Shetland as a whole.

Many thanks for your time and attention and we hope you give this matter your utmost attention for the benefit of Shetland and it's growing reputation for first class seafood production throughout the world.

WH/2/081	Whalsay	4.2	Whalsay Community Council	
Whalsay Community Council Concerns Regarding the Proposed Timetable				
<p><u>Equity</u></p> <p>At the moment Whalsay is facing a double hit with the proposed ferry time table and the secondary School facing consultation to close in 2015, these two major actions are causing very serious concerns and anguish in the community. Whalsay people would find it easier to 'live with' the cuts if the final ferry service for Shetland had equity between the different island communities in Shetland. Because of the stalling of the ferry upgrade programme due to the financial climate, Whalsay starts this review process with a poorer service at the outset as it had not yet been upgraded as the other areas had been. For this reason the final reduced service for all the islands in Shetland cannot be equitable if each route is reduced by the same relative amount. Therefore, the proposed new timetables for each area need to be looked at together to make sure each area has an equitable service once the changes are made. This needs to be done in relation to the needs of each community for a service that supports an economically viable future. The SIC prides itself on providing equity of service and all the Whalsay people want to see is that this is what they receive as a result of this review.</p> <p><u>Capacity constraints</u></p> <p>We have been concerned about the lack of capacity for several years now and it is documented in the last "Socio economic study" which was completed for the Shetland fixed links strategy report, it said; "Lack of capacity mostly affects those with least flexibility of travel (e.g. commuters)."</p> <p>This same study indicated the lack of capacity on the ferries as one of the major problems on the Whalsay route, by adopting the proposed time table this will exacerbate the problem.</p> <p>Evidence of this came when ferry capacity was highlighted as one of the major reasons cited for "Norpak Salmon" ceasing trading. It is worrying to think the SIC plan to reduce a service which has already proved to be a barrier, at its current level, to business development in a remote community.</p> <p>Reducing the use of Linga, our newest most up to date ferry, and replacing it with Hendra and Filla would be taking a step in the wrong direction. It is unusual to say the least to hear of a service down grading instead of upgrading.</p> <p><u>Restriction on commuters</u></p> <p>Should the proposed timetable become a reality it will seriously affect the commuters who have to work shifts or irregular work patterns – which is much more common in the modern workplace. Those finishing after 9.30 cannot get home, we know of one girl who has a few hours work at Clickimin. She cannot take on early shifts as the ferries cannot get her there on time. The new timetable would mean she could not take on late shifts. She cannot afford to stay in Lerwick on a part time wage and has no alternative choice of employment within Whalsay. The restricted timetable plus increasing fare costs (above inflation) reduces</p>				

employment opportunities for many.

Ultimately shift workers will not be able to reside on Whalsay due to the lack of early and late ferry crossings or the lack of capacity on the ferries. These people will either give up working or move off the isle leaving altogether. We feel this is a major cause of concern.

Increase in Commuters

There are a growing number of commuters due to the limited number of job opportunities in Whalsay.

Whalsay suffered a major blow when the fish factory closed, one which it has not yet recovered. The factory acted as a springboard for the young into employment. We have lost that. The two shops on the isle can employ no more, our young workers have no alternative but to work out of the isle.

People on a low income and especially young workers, who can't afford to buy a property or rent on the mainland, have to stay at home and commute to work. Reducing capacity and ferry crossing will further strangle the choice of the ever increasing number of commuters.

Lack of Car Parking at Symbister, Vidlin and Laxo.

The current bus time table doesn't suit everyone, as it doesn't allow for the variety in workers start and stop times.

Ferry terminals at Whalsay, Laxo and Vidlin are outdated and unaccommodating to the traffic it receives.

Cars spill out from designated ferry queues onto road making access at terminals difficult and, at times, dangerous. At Vidlin the terminal is often inaccessible where ferrymen must become traffic coordinators to enable disembarking cars to pass queuing traffic. Further cuts to the service and fare increases will only see this problem worsen as more cars are left by commuters.

Filla cars must reverse when disembarking from the vessel. Would this be legal in Whalsay reversing out onto a main road?

Vision

There appears to be a general lack of forward vision and planning from the SIC, in particular the ferry replacement programme which has been cancelled. Whalsay has already made a tremendous saving for the council by dropping out of the ferry upgrade/improvement programme. Several million were to be spent on the new terminal and upgrade of others, this money has effectively gone back into the SIC money pot. How can business development, to replace the loss of the Whalsay Fish Factory or start up new ventures in general, be encouraged on the isle with no vision for the prospect of the development of an 'adequate' transport link?

House value

Again taken from the "Socio economic study" which states that Whalsay has some of the lowest house prices in Shetland, the

proposed cut to the ferry service potentially pushes house prices lower and home owners into negative equity. Would the SIC compensate the home owners for this loss?

Social Inclusion

With the new museum and Mareel being a success, the proposed ferry time table reduction would create a reduction in people's ability to partake and enjoy these venues. This would not only affect Whalsay residents but would curb Mareel, Museum and other entertainment establishment and venue revenue.

Mainland Economy

Reduction in the ability for Whalsay residents to travel onto the mainland for shopping trips will lead to a down turn in business for mainland shops. A further drift into Internet shopping would occur if accessing ferries and getting to town became more restricted.

Disabled Access

The information on the ferry web site suggests that people with disability, or lack of mobility in any form, should not use the Hendra as there is high threshold into the passenger saloon and should travel on the Linga which has disabled access to lounge and toilet, if there is room on deck to access it. Taking Linga out of the timetable at weekends effectively closes the route to those less able. Ferries need to be accessible to all. Older people, disabled and those feeling less able need a vessel that has easy access to toilet and lounge. No disabled toilet at Laxo or Symbister along with a 30/45 min ferry run can result in over an hours wait for accessing a toilet, a basic human right.

Capacity constraints result in cars being squashed together, no room for wheelchairs or walking frames to maneuver, so you're effectively stuck in your car.

In a time when we are all promoting an inclusive society, including the SIC, excluding folk from a public service would appear less than ideal.

Costs to Customer

Services and contractors visiting Whalsay will be affected with proposed cut in runs. In the past we have witnessed builders waiting at Laxo until a space is available to come into and out of Whalsay. Waiting time will be charged to customer. Ultimately reducing ferry capacity will incur further costs to those receiving services from outwith Whalsay. This can lead to loss of business for visiting contractors which will impact on the wider Shetland economy.

Emergency Services

If an ambulance is called out in Whalsay the ferry will work with medical team to ensure evacuation from the isle is done as quickly

as possible. In the last week the ferry has taken over 4 ambulance call outs. Each time they have worked with medical teams providing an immediate run from the island, the ambulance, and ultimately the patient, did not have to wait. If there are fewer runs, as proposed, there will be fewer ferries to catch. At the weekend if a ferry could be 30 minutes away at laxo before it can get back to Whalsay for an ambulance, too long a time in case of an emergency.

PS/2/013	Papa		Sandness & Walls	
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	Stour		Community Council	
<p>The Papa Stour Ferry Review was discussed at the Sandness and Walls Community Council meeting held on Tuesday 13th November. The representative from Papa Stour was present and was able to voice the views of the islanders. As a Community Council, we feel those views are paramount in the formulation of our response to the ferry service review.</p> <p>As regards option No.5.1 – ‘Remove one return sailing from Papa Stour Service’, it was felt acceptable by the residents of Papa Stour to lose the Monday sailing from the schedule but under no circumstances should the Saturday sailing be removed. There are several reasons for this decision. They include the movement of people and also of livestock to markets.</p> <p>In relation to Option No. 5.5 – ‘Replace the ro-ro service to Papa Stour with passenger and freight service’ there is unanimous opposition to this proposal.</p> <p>The residents of Papa Stour have developed their life styles and work pattern around the existence of the ro-ro service and its removal would have a devastating effect. Many residents on Papa Stour regularly travel to the Mainland for work, business and shopping. It is currently possible for them to do so using just one vehicle. In particular the elderly and disabled and those requiring medical treatment can be transported with much greater ease using the ro-ro ferry. It also enables visitors for a variety of purposes to reach destinations on the island with much greater ease. From a health and safety perspective it is possible for emergency services to respond to incidents on the island more efficiently. Royal Mail deliveries and collections are better owing to the ro-ro service. It is also the case that tourism is more viable.</p> <p>The above list is by no means comprehensive nor is it prioritised.</p> <p>Additional Points.</p> <ul style="list-style-type: none">• The Papa Stour ferry transports large items of plant and equipment to both Fair Isle and Foula. In the case of Foula it is the only vessel currently in the SIC Ferry Division’s fleet capable of entering Foula’s harbour.• It earns money whilst carrying out private charters to Foula and Fair Isle• The purchase of a dedicated passenger / freight boat would incur capital costs as would lifting equipment at Papa Stour				

- The ro-ro infrastructure is already in place and its removal would also result in additional and unnecessary expense to the Council
- The future of the air service to Papa Stour is currently under review and if it ceases then Papa Stour will become even less accessible.

We hope the above will go some way to support the people of Papa Stour in maintaining their current ferry service.

FI/2/006	Fair Isle	8.5	Community Council	
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Given that our ferry service already operates at a minimum any cuts would have a profound impact.

The Lerwick run provides every islander with an affordable daytrip option. In order to maintain a viable community this option is essential. For those less well off or on low incomes, this is paramount.

It is the *only* opportunity to go directly to Lerwick. Cutting the Lerwick boat would be a great loss of service and amenity to the community.

Affordable travel to access optician, dentist or chiropractic appointments (travel expenses not funded by NHS). Or to take children to these services. One person has spent over £150 on airfares to go to the dentist.

Low cost opportunity to network, meet with business contacts, wholesalers & suppliers, official appointments and/or services on the mainland. Nothing can replace meeting face to face.

Affordable social visits to family & friends, social engagements. Access to main/local town (to which we pay rates/contribute to) for shopping and to make use of a variety of town based facilities - services, leisure, education etc (to which we may pay for). Supports town retail businesses.

Opportunity to get in bulk freight such as coal, timber, cement, building materials, animal feed, crofting essentials etc without incurring costly delivery charges to Grutness.

Many plan ahead for goods/supplies to come in on the Lerwick boat.

Fair Isle Electricity Company use LK boat for parts/repairs for island windmills and diesel generators.

The bus does not carry large items or goods such as paint, animal feed, car batteries, and formalin. This applies to the plane.

Not everyone has the storage facilities or money to buy in 6 months worth of animal feed. Use LK boat.

Many shops will happily deliver goods (esp larger items) to the Lerwick boat. Many do not deliver to Tingwall or Grutness (or charge the earth to do so).

Fresh supplies, fruit, veg, dairy & other food supplies come in every Lerwick boat, this is vital as there are significantly more visitors to cater for. Immediate direct access to fresh goods. Good business opportunities for LK based suppliers.

Opportunity to get vehicles to Lerwick for repair/service/MOT without serious collection charge (£60 - £100 collection & return). Fair Isle is MOT exempt on vehicles so the service offers direct transport to LK garages. The ferry is not a roll on roll off ferry - cannot just roll off and drive to Lerwick.

Same day repairs/replacement for kitchen appliances, gas cookers, and machinery parts esp during harvesting operations. Impossible from Grutness - would have to wait for collection & return, plus cost.

Easy and affordable way just to get off the island for a short break.

Only way to get bikes serviced/repaired. Some islanders on a trip use their bikes to get a round LK.

It is 10 or 11 trips per annum as part of a service already operating at a minimum.

Much miscellaneous maintenance is carried out on the 'Good Shepherd' during berth time in Lerwick. This must surely shorten the out of service time during refit time and the costs involved.

Direct access for summer Northlink passengers, who may support town retailers - unmeasured income.

Stranded Tingwall passengers (due to fog/low visibility in summer) can use boat.

Freight centre in Lerwick - easy access.

£5000 is only 0.17% of the total savings needed by SIC. It is not a significant saving considering the impact that cutting the Lerwick ferry service would have on the community, businesses, family, opportunities.

Significant freight costs will be passed on to islanders if the Lerwick service is cut.

Only *one* boat per week for seven months, three per week for five months. This is barely adequate for our needs. All very weather dependent.

Some businesses spend well over 10% of their turnover on freight – very significant for the many 1-person small-scale island industry/business.

Used to send items to charity shops. It is not viable to pay for stuff you are donating to be delivered by taxi.

Lerwick boat provides parents of AHS children with an easy option to put items out to their children and visa versa (clothes/presents/paperwork) esp bearing in mind they only come home every 3rd weekend. It allows parents to see their children easily & affordably, all be it only for a short while on the day.
Opportunity to visit school/meet with teachers.

Quote - 'the Lerwick boat is an essential lifeline for my life on Fair Isle and I would ask that it is retained'.

Some islanders have submitted comments direct, one persons comments were handed to Michael Craigie at the meeting. As far as the community is aware the businesses identified (and those subsequently added to the list) have been contacted. Comment at a previous transport meeting was communicated to Michael Craigie. Many islanders had similar comments, and some comment has been summarised.

I have collated this information. Fiona Mitchell, 21/11/2012.

I would like to draw attention to the following from the Ferry Service review -

Ferry service review project

1. Lifeline Service – Definition

Definition of 'Lifeline' Ferry Service

A ferry service may be defined as 'lifeline' in circumstances where there is no realistic alternative method of transporting, people, vehicles and goods to or from an Island. Lifeline services aim to support economic activity across the islands and to allow island populations access to basic services, such as health care, education and employment opportunities. And where removal or reduction would;

- restrict or deny inhabitants access to medical facilities

- restrict or deny inhabitants access to educational opportunities
- deny inhabitants access to employment or economic opportunities
- damage the viability of island based businesses
- deny inhabitants access to social and leisure opportunities

FI/2/010

Fair Isle

**Dunrossness Community
Council**

The Fair Isle Community feel that their current ferry service to the Isle already operates at a minimum and should therefore not be cut in any way. They are extremely keen to retain the summer Fair Isle to Lerwick route in addition the Fair Isle to Grutness one and have already submitted their response detailing many individual reasons why this route should be retained and the detrimental effect the ceasing of this service would have on Island life. As we all know, the Ferry Service to Fair Isle is a lifeline service to such a remote community and we, as Community Council for the area, fully support the Fair Isle Community's views on this matter.

**Isle community presented numerous comments, reasons and argument for this option
NOT to be adopted.**

The community was asked the following question - *'What impact or consequences would this option have on you; your family; your community, your business/organisation?'*

Given that our ferry service already operates at a minimum any cuts would have a profound impact.

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- restrict or deny inhabitants access to medical facilities
- restrict or deny inhabitants access to educational opportunities
- deny inhabitants access to employment or economic opportunities
- damage the viability of island based businesses
- deny inhabitants access to social and leisure opportunities

PS/2/016	Papa		Community Council	
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	Stour			
<p>1. I have received representations from folk in Papa Stour regarding impact on Scottish Hydro Electric and Scottish Water should our RO RO service be removed. Both these utilities need to be consulted. If the RO RO ferry is removed they will be unable to bring in equipment to maintain and improve both these services. In the event of, for example, a hydro pole catching fire and needing replacing, it would cost Scottish Hydro Electric thousands to hire another boat! They must there be consulted. Also the fire service. We have no fire unit in Papa Stour and no fire vehicle or indeed appliances of any kind. In the event of a fire would the HIFRS be prepared, at extremely short notice and vast expense, to hire a suitable ferry to bring in a fire tender? HIFRS must be consulted.</p> <p>2. Bearing in mind that the RO RO ferry to Papa Stour also serves Fair Isle and Foula if the second proposal, ie to remove the RO RO service from Papa, is adopted by the Council then both these isles would also be severely impacted.</p> <p>Fair Isle and Foula both charter the Snolda to take in heavy plant machinery and materials for essential maintenance on their roads, airstrips, pier areas etc etc. The Foula Electricity Trust relies on the Snolda taking in materials etc to support their stand alone electricity scheme. Both islands rely on the Snolda taking in large vehicles, building materials, and many other items too large to be taken in either on the Good Shepherd or the New Advance. Also the Snolda is the only large vessel able to negotiate the narrow harbour entrance to Foula.</p> <p>3. As chairman of the Foula Airstrip Trust I would also point out that removal of the Snolda would impact severely on Foula's lifeline air service in that we would be unable to take in materials and machinery to maintain the airstrip to required standards. This in turn could lead, ultimately, to loss of air service.</p> <p>It is therefore vital that a full and proper socio-economic impact assessment is carried out for both Fair Isle and Foula as well as Papa Stour with regard to proposal to remove RO RO service from Papa Stour.</p> <p>I hope you will pass all this on to Tom Matthew as time time is running out and the assessment must be thorough.</p>				

BR/2/015	Bressay		Bressay Community Council	
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We welcome the opportunity to provide feedback following your consultation exercise regarding the future structure of the Shetland Inter-Island Ferry Service.

As you are already well aware, Bressay is wholly reliant on its link to Lerwick for its essential services such as health care, social care, secondary education, leisure facilities and, most importantly, employment. Because of its proximity to Lerwick, a succession of Councils have acknowledged the role the ferry service plays in maintaining the islands social inclusion; however this is becoming increasingly threatened as the service becomes less affordable. Bressay has circa 150 people (almost half the population) who commute daily and it is these people that are increasingly affected by the proposed changes to the service provision.

With respect to the current consultation exercise, we off the following comments for your consideration.

1. Reduction of Leirna crew from 5 to 4

We acknowledge that this measure delivers a significant financial saving on the Bressay service (£157k from your June 2012 consultation document) and that this represents circa 50% of the Bressay fare revenue. We also recognise the impacts that may be associated with its adoption:-

- Limit of 50 passengers
- Loss of ferry jobs
- Need for risk assessment in inclement weather
- Fare collection may be slower

Notwithstanding the above, we welcome the implementation of this measure as we are well aware of the implications to our, and the services provided to other islands of not doing so. However, we strongly urge your Ferry Administration to enter into dialogue with the MCA to return to the operational parameters that the Leirna was permitted to operate under (namely 4 crew and 120 passengers) until some 5 years ago. We believe that a common sense approach could be adopted given that the vessel crosses the centre of a harbour in full view of VTS control, which is manned 24 hours a day. Additionally, it operates within sight of a Coastguard Station which is also manned on a 24 hours basis. If it is not possible to return to these original parameters then a practical, demonstrable, compromise which provides a carrying capacity somewhat greater than 50 should be presented to the MCA for endorsement.

With respect to the loss of jobs on the Leirna, we understand through the consultation process, that it has been the practice for

some time only to assign staff to vacant posts on temporary contracts. However, we seek your assurance that any effected employee will be treated fairly and have every opportunity afforded by your human resources policies and procedures.

When questioned on the subject of the need to produce a risk assessment to sail the Leirna, with a crew of 4, the Ferry Manager was unfortunately vague to the point that it was clear that little or no thought had gone into the process or to determine what guidance, parameters or consequences would shape this. There appeared to be little knowledge of the expected frequency of any possible disruption and therefore no knowledge as to the possible impacts. We question the need to perform this risk assessment given the original approved crewing level, the competency and training of the Master and crew, the industry guidance and practice, the council instructions and policies, the Masters Standing Orders and the generic risk assessments already in place.

At the consultation meeting, we were informed that fare collection might be slower. We would challenge this assumption on the basis that:

- a. At present a single deckhand collects fares and following a crew reduction a single deckhand would continue to collect fares.
- b. If passenger limit was to be reduced clearly it would on occasions be quicker to collect fares.
- c. Fares were successfully collected by a 4 crew operation for many years, in both directions, with slow antiquated ticket machines.
- d. The introduction of new 'modern' ticket machines must surely streamline the process.
- e. The future fares review will surely seek to further reduce the task while preventing fare avoidance and fraud.

2. Timetable alterations

We are pleased to accept your invitation to participate in a Ferry Consultative Group, comprising members of our Community Council and Ferry Operations Administration. We see the remit of this group to include tailoring the ferry timetable to suit the needs of the travelling public, integrating it with other transport provision, and most importantly to network users to fully understand usage patterns. We also expect that our members on the group will have access to the ferry usage statistics, traffic modelling figures and other relevant information gathered to inform the decision process.

We recognise that savings could be made by reducing the number of crossings. However, we are aware that the Leirna's fuel cost is extremely low (believed to be between £10 and £14 per trip).

The timetable produced for the first consultation in June which showed an afternoon break in the timetable was seen by us as a workable solution, we are surprised that this timetable has not been presented as an option for this current consultation. We will pursue this further within the Ferry Consultative Group.

3. Fare increase December 2012

The fare increase that is due on 1st December was a surprise to most people and not a welcome move. Working families that are not able to afford a multi-journey ticket will now have to suffer a 25% increase in their journey costs. We would appreciate seeing the analysis of the yield assumption based on the elasticity of demand from above inflation fare increases.

4. Fare Collection

The figure of £35,000 is concerning and we acknowledge there is evidence of fare avoidance on the Bressay route. We therefore welcome the adoption of improved infrastructure to ensure 100% accuracy in their collection. More information on the techniques you have under consideration should be made available to the new Ferry Consultative Group. Meanwhile we expect that all your ferry staff be reminded of their contractual duty to collect fares from **ALL** passengers.

5. Pensioners Fares

The implementation of pensioners fares was never going to be popular and we request that some form of 'Means-Testing' be considered as people have commented about the affordability for some members of our community.

Once again, thank you for giving us the opportunity as elected members of the Bressay Community to comment on your proposed changes and we look forward to participating fully in the Ferry Consultative Group.

Shetland Islands Council

Inter-Island Ferry Services Review: Collated Stakeholder Feedback

UN/2/011	Unst	1.3		
<ul style="list-style-type: none"> • This would mean a significant increase in outgoings for Unst residents who work on Yell adding potentially £50 per week to their expenses before they begin earning: this will have a huge effect on low income earners working in the care and processing/aquaculture industries for example. • This would mean that a simple visit to the dentist would cost a further £10 plus passenger fares on top of fuel costs and dental practice charges. There is no dentist on Unst so this travel expense is unavoidable compared to the majority of Shetland residents who have better access to a local dental practice. • A residents and local business' pass would be a better option on the Bluemull crossing, therefore only charging tourists and non-islanders. Or a pass offering a reduced annual rate if necessary. 				
		1.4		
<ul style="list-style-type: none"> • It is imperative that representatives from the Unst community – and a range of ferry users – are consulted on the timetable should this go ahead. • Reducing the crew will mean that critical jobs and hourly contracts will be compromised, potentially leading to unemployed and impoverished individuals and families on Unst and Yell. • The effect on local businesses (salmon, mussels, brewery, freight) is important: reduced ferries will affect supply and demand and potentially quality of product if full ferries cause delays. For example, the aquaculture industry could decide to import supplies by another means (boat) which would mean that local freight business (and ferries) would lose trade and income. Damage and set-back to local business income will inevitably affect the reputation of Unst traders and perhaps staffing numbers. • Reducing the ferries into Unst in the evening from 6 to 4, between 4 and 7pm would have disastrous consequences. The lack of ferries into Unst (there are suggested sailings only at 1550, 1740, 1810 –and the of loss of 1630, 1700 and 1715 on week nights) will be a problem as commuters will need to negotiate working hours or face extended waiting periods at ferry 				

terminals. Extensive negotiation by too many people may cause employers to force redundancy leading to unemployment.

- Suggested reductions in the illustrative timetable mean that those commuting from Unst to Fetlar daily will have a restricted and extended working day as they cannot get off of Unst before 0820 and cannot leave Fetlar to go via Gutcher to Unst until later – the 1730 and 1810 would add one hour on due to ferry changes only. Changing the 0720 to 0820 restricts working time on Fetlar and means a 35 minute wait at Gutcher at the start of a working day. There are also problems for Secondary School pupils returning daily from Unst to Fetlar and for Primary pupils on a Wednesday.
- Furthermore, any resident on Fetlar working on Unst cannot get to work as there are no ferries to Belmont on the illustrative timetable and only one option for a 0900 start. Commuting home from Unst to Fetlar sees a delay (assuming normal 9-5 working day) until 2115 if you remove the direct ferries at 1725 and 1905; the option via Gutcher incurs a 25 or 45 minute wait and earlier release from work. This is not acceptable for commuters and could affect employers on Unst if staff cannot get to and from work to meet business needs.
- The Unst community and economy relies on tourism. Reducing the number of ferries to the island will limit the opportunities for tourists to visit Unst and could be an adverse factor for tourists when planning a visit north. In summer months – June, July and August when the tourist season is at its busiest – there will not be enough capacity to allow the tourists, locals and businesses to use limited crossings. Can there be an option of extra ferries in June, July, and August to help cope with this? If tourists travel north to get stuck at Gutcher because they have to wait an unacceptable amount of time due to full ferries there is a good chance they will turn around and not visit Unst.
- Similar to the above mentioned point about seasonality, Unst Fest is a huge attraction for visitors to the island in July and if reduced ferries impeded attendance then the community investment in this event would be severely compromised.
- This crossing also needs to be able to support livestock movement at prime sales times of the year (Sept/Oct) when large livestock lorries will be present on many journeys. The presence of livestock trailers and lorries will affect other users if the service is reduced and space is at a premium. See feedback from local farmers for details.

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- The effect on local businesses (salmon, mussels, brewery, freight) is important: reduced ferries will affect supply and demand and potentially quality of product if full ferries cause delays. For example, the aquaculture industry could decide to import supplies by another means (boat) which would mean that local freight business (and ferries) would lose trade and

income. Damage and set-back to local business income will inevitably affect the reputation of Unst traders and perhaps staffing numbers.

- In addition, due to fewer travelling options with the limited crossings, incoming business/services/facilities will inevitably need to spend more time on Unst or travelling to and from the island which will increase their expenses. This could lead to a decision to choose not to service Unst in the future due to cost ineffectiveness which is damaging to the economy and development of the island.
- The length of the timetable must stay the same to allow shift workers to leave the island for example on a Sunday morning at 0635 and in order to meet with the 0715 at Ulsta.
- What would happen if the single vessel needed unscheduled maintenance and could not operate? Would this mean that Unst was abandoned with no means of travel or connection to the rest of Shetland? How long would it take to source a temporary replacement service? This could have dire consequences for all users and especially emergency situations.
- There is a seasonal variation of ferry users which hopefully your modelling study will reveal alongside ferry records. Consideration must be given on this option to extra ferry crossings during the summer months to allow tourists to visit Unst and support the economy here. As before, if tourists are held up at Gutcher or put off by limited crossing times then the impact will be significant to local businesses. The local community has worked hard to build a tourist trade and opportunities on the island and this must be allowed to flourish as much as possible to safeguard the future of many on Unst. In conjunction with this is the chaos that could ensue for resident and regular ferry users due to the increased volume of tourist ferry traffic demanding crossings at already stretched peak times.

	2.6	
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- There is a general acceptance to remove the bookable late sailings at 2359 and 0100.
- With only two ferries at peak morning time and the same in the evening, queues and delayed travellers are obvious. Include tourist cars/caravans/campers/livestock lorries in the summer months and there is a definite need for more and extra crossings.
- It was also noted that presently there have been traffic management issues in the lanes when queuing traffic at Toft cannot be accommodated and is forced to back-up on the main road. The local police officer confirmed that with overspill facility

and the potential for more queues on this option that this situation could breach the Road Traffic Act with dangerous consequences.

- The timetabling on this crossing must allow for Yell and Unst residents to access and participate in sport and leisure activities as much as any other resident in Shetland. By removing and reducing crossings which interfere with social inclusion the SIC would be annihilating its own policies and the quality of life of North Isles residents.
- Whilst any job cuts could be devastating, the need to reduce night crews to a minimum, without compromising reaction times to emergency calls, would be accepted.

Conclusion

Overall it seems there is a willingness from the community to accept reductions on ferry crossings but they must be practical and support commuters, local businesses and the tourist season as much as possible. The casual user will hopefully be more accepting of change when flexibility is available and everyone understands that extra planning and booking of ferries will be a necessity. Small changes made to living and working patterns will be endured through time as long as drastic cuts do not cause a decline in the socio-economic balance that prevents a fulfilling isles lifestyle. The decision to tighten the vital lifeline of a community existing on the edge of Shetland cannot be made without the inclusion of the people to whom it will directly affect. Please consider the detail offered to you as the tool and key to making the ferry reductions in the north Isles satisfy all agendas.

UN/2/017	Unst	1.3	
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The reintroduction of fares on Bluemull Sound using the existing ticketing equipment would represent an unworkable and hugely administrative burden for the staff on board the vessels and the staff at Sellaness as the net benefit would be very small for the period of time this option would exist for until new ticketing systems are introduced early in 2013. However, that said, the introduction of fares using a new ticketing system and differentiating between residents and non north isles residents could be a workable compromise. The new ticketing system proposed at the consultation meetings in the north isles will be able to capture tourism and occasional use revenue to reduce the operational costs, and still allow inter-north isles trade and economic growth to continue to develop. The reintroduction of fares to inter-north isles traffic as described under the old ticketing system would have a detrimental impact on my businesses ability to offer competitive services to our north isles clients' ultimately losing business and employment potential for future staff as contracts would be lost in the short term. The reintroduction of fares under the ticketing system described at the public meetings allowing for north isles residential traffic to travel at no cost would be a workable compromise.

The impact to many of my friends and family who commute inter-north isles is likely to result in at least 25% of their annual minimum wage income lost to ferry fares and make their employment unsustainable. Introducing full fares for inter-north isles resident commuters will ultimately result in the loss of their employment through financial reasons and revenue considered for addition to the SIC coffers would be lost, making it a completely false economy for the SIC ferry service budget.

Figures proposed at the public meetings indicated that under a **new** ticketing system that can differentiate between north isles residents and other traffic at least £150k of additional revenue could be realised from occasional use and tourist traffic travelling to Unst.

1.4

Of the proposals presented for ferry provision on Bluemull sound, this is the more palatable of the two put forward. There are some important timetabling issues that should be ironed out by full community consultation to ensure that the Bluemull service interleaves properly with the yell sound service to ensure 'dead-time' waiting is minimised. The impact on my business can be minimised in this way, and transit time costs and therefore competitiveness can be ensured for our clients. The same is also true for my personal life arrangements.

One of the main requirements of the Unst service is to provide provision for summer requirements where traffic in and out of Unst had been well documented as increases by over 150% leaving the existing service extremely over stretched. During summer months over 20% of commercial traffic is left behind with the existing service which has a direct detrimental impact on my business and those of my friends and colleagues. The same is also true of tourist traffic and passenger cars where around 10% is left at the terminals.

From public meetings, some modification to this proposal concept could save the SIC ferries budget in the region of £50k to £70k and may be the best compromise for those proposals put forward in the consultation papers provided.

1.6

Of the two options presented, a single vessel service on Bluemull Sound would be a financial disaster for my business as it would result in:

- unaffordable waiting times for my staff ;
- inability to reach business meetings;

- difficulty in moving freight;
- loss of business contracts by not being able to reach clients reliably; and
- complete loss of confidence in ability to get out of Unst due to a complete lack of robustness in the proposed service.

The restrictions and inherent reliability issues a single vessel service would be able to deliver will make operating business from Unst unsustainable and may result in the movement of many businesses out of Shetland particularly if combined with the two single vessel proposals for Yell Sound. It will also devastate the growing tourism industry.

It is also worth noting that combining this option with a single vessel service on Yell Sound will result in a 60% compound reduction in service provision to Unst, which is unacceptable and unworkable, for economic growth. It is also worthy of note that the business community of Unst are estimated to contribute around £25m of aquaculture produce and £1m of agriculture activity to the processing facilities in the rest of Shetland. Removal of a vessel on Bluemull Sound will have a hugely detrimental impact to the entire Shetland economy as this produce will ultimately have to be shipped directly to the EU or UK mainland losing a huge economic opportunity to the rest of Shetland in product processing.

There is also no scope within this proposal to accommodate the well documented 150% increase in summer traffic to Unst, increasing the commercial traffic left behind due to capacity constraints reaching over 40%! I am sure all would agree that if Serco Northlink were to impose this level of freight restriction to Shetland as a whole, by selling of the Helliar there would be outcry by all elected members and SIC executives. If the Scottish Government observe this level of cuts within Shetland, they are highly likely to consider reducing the Northlink budget, as was the case previously with their fare increases in line with SIC internal ferry fare increases.

The present level of year on year increase on Passanger Car Units travelling in and out of Unst will further compound the lack of capacity on a single vessel service serving **three** islands (Unst, Yell and Fetlar). Reducing the crossing to a single vessel service will also restrict the Councils ability to realise the additional fares revenues projected and prevent commuting traffic access their employment further reducing the SIC projected income levels. I would strongly urge that option 1.6 be completely removed from the consultation process, as its presence is currently undermining confidence in strategic investments in Unst, by private individuals and businesses alike.

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Any option incorporating a single vessel service is completely unsustainable to Shetland and the north isles. Whilst I can recognise the potential staff cost savings, both proposals will have whichever service vessel is in operation running at 100% throttle for over 65% of the time. This will result in significantly higher wear and tear on the vessels, significantly more maintenance, and a greater

fuel burn than operating two vessels at 65% of their throttle capacity. The proposed timetables are impossible to maintain with a single vessel due no more throttle capacity available to make up for bad weather, loading delays, commercial loads requiring lashing down etc.

With a single vessel service operating on Yell Sound, over 50% of deck space will ultimately be occupied by commercial freight movements, no ability for commuters to reach their place of work reliably or get home at night. Nor would it allow capacity to accommodate tourism traffic in summer months. The north isles are estimated to contribute at least £40 to £50m of produce for processing in Shetland and would ultimately be a lost economy for the whole of Shetland, costing the SIC more money in the long term.

Proposals put forward by the Yell Community Council have shown that it is possible to operate both vessels at their most efficient operating parameters and actually save the SIC money on fuel burn when compared with either option on the table in the consultation documents! This proposal from the Yell Community Council, I also understand, enables saving of over £600k with cover for blue light cover through the night. The counter proposal by the Yell CC makes much more operational sense than the proposals presented by the SIC consultation documents and also allows major savings to be realised whilst reducing fuel burn and vessel wear and tear and therefore future maintenance costs. The counter proposal from the Yell CC is also a much more acceptable compromise to me personally and my business and it also saves substantial amounts of money from the ferry operating budget – win win in my opinion.

SIC have a secret swag bag holding these accounted depreciation 'payments' for new vessels that the public don't know about, these depreciation values are essentially fictitious 'payments' that are never actually occurring as no tax or loans implications are attached to the capital expenditure from the operational budget. Therefore, I suggest that these should be in the capital asset register as an indication of the capital asset value for the overall council. This has been highlighted in other service reviews undertaken by the council in the past year and have found to be incorrectly accounted in OpEx instead of CapEx. Just a thought and one I feel should be investigated and explained very clearly to the general public what is meant by these costs as it represents a significant portion of the operating budget.

UN/2/035	Unst	1.3	
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From Saxa Vord's point of view this would have a big impact both on staff travelling to work. We currently have staff based on Yell who would have difficulty paying for ferry tickets out of their pay. Sharing transport is often not an option because of the different shifts worked.

Charging for tickets from Yell will also affect visitors to Yell, who might have opted for a short visit to Unst. If there are time restrictions on their visit – but decide it isn't worth the while because of the ferry fare.

		1.6	
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I would say that our guests who stay on Unst for more than 2 days will always include a visit to Fetlar. We actively promote Fetlar to visitors and to our groups, as an extremely worthwhile island to visit, and most groups include a day trip to Fetlar as part of their tour.

We usually notify Fetlar of our group visits so they can be prepared in the community centre to prepare lunch, we encourage our groups to do this, rather than take a packed lunch from us because it is all part of the Fetlar experience. To be able to include Fetlar as part of their Northern Isles experience, is an important selling point as we try to attract as much group business as possible. The fact that the travel is free is an important selling point. If the timetable changes significantly and the visitor has to spend a full day on Fetlar, we feel this will greatly affect our guests decision to visit. Wildlife enthusiasts may be willing to spend a full day on Fetlar, other guests will want to return to 'base' after several hours, and may decide not to visit.

Saxa Vord has made great progress in lengthening the stay of our guests since we opened 6 years ago. From a 'short break' of 2 days, a much greater majority are staying 3 and 4 days because there is so much to see and do, but also they can use Unst as a base and visit the other northern isles and return to Unst for accommodation. Anything affecting the flexibility and the cost of doing this will have an effect on the length of stay at Saxa Vord.

40% of our visitors are from the Shetland Islands, and our repeat visitor rate is 32%, which means many of our guests will be comparing future visits with past, and will have a view on how the ferry cuts have affected their visit.

2.6

The current early morning and late evening sailings would not be possible – this will affect Saxa Vord in the following ways:

- a significant effect on being able to recruit staff from Yell to work at Saxa Vord – to meet early morning shifts (for serving breakfast) and late shifts (for closing the restaurant and bar etc). We have staff based on Yell who travel on a daily basis in the summer months. It also means that the staff (only minimum hourly rate) may decide that they just cannot afford the extra travel costs. This means we cannot recruit locally (which is always our aim), and have to bring in staff from off-island who we then have to house on-site. This affects our tourism offering and the experience our guests have, we would much prefer to recruit local folk who can engage our visitors with their local knowledge.
- Would greatly affect our guests ability to organise and make their arrival and departure transport arrangements, it would greatly affect their flexibility – and make meeting an early morning flight from Sumburgh impossible, which may then require an overnight stay on mainland (which maybe difficult to find in the peak months) but also meaning a loss of income for a nights accommodation and evening meal.
- Saxa vord is keen to attract any contractors or business visitors, and this affect on the timetable will affect our ability to do so. As the construction work and oil related business continues to grow, and there is little available accommodation, saxa vord is hoping it may be able to attract some business, for example, in connection with Viking Energy developments.

Additional information

Saxa vord is greatly concened about the proposed cuts to the ferries. After 6 years of hard work, we have close to 7,000 bednights each year, and employ 20 or so people in the peak months. We have received short-listing for a Highlands and Islands Tourism Award for Dining Out Experience 2010, and last year received an Award for 'Best Supplier Partnership' with URGE, the community garden on Unst.

The Unstfest has been short-listed for a Created Scotland Award.

Despite the dire economic circumstances, the people of Unst and every business and group on the island is striving to compete with every other tourism destination in Scotland. It currently has to overcome massive challenges to be able to offer a top quality tourism product, and it is working hard – together, to do this. It has to attract people knowing it is expensive to get to Shetland, and for that reason it is vitally important that once in Shetland, the visitors find that it is easy and relatively cheap to get around – because this is what our visitors want to do. They want to travel all over Shetland, to soak up the wildlife, scenery, history and traditions, and to take part in the real authentic experiences that only Shetland can offer.

Tourism is a key sector on Shetland and specifically on Unst, it must be given every opportunity to continue to grow and develop, and this is not the time to deliver a severe blow by affecting the transport to and between the northern isles.

We have spoken about specific business concerns to the consultants, and have responded as above. If there is any further information that you feel we can provide about our business please get in touch.

YE/2/018	Yell			
<p>I am the GP on Yell (I job share with my wife, but these are her views too). I will just concentrate on the use of ferries "out of hours" for emergency evacuations from Yell. You will be aware, Yell has no airstrip and so we can not use the usual Scottish Ambulance Services air ambulance, as a designated landing strip is required for this. To the best of our knowledge there is no imminent likelihood of a landing strip being made (or anywhere being converted to be suitable) and so emergency evacuations via the SAS is not possible. Only in "life or limb threatening" situations will we as GP's be allowed to ask for the Coastguard Helicopter to evacuate a patient from Yell. Even then it depends on whether the helicopter is available and the ultimate decision as to whether to task Oscar Charlie or not does not lay with us as GPs but by the SAS. We could therefore find ourselves with a very sick patient or one in severe pain or a pregnant lady in labour who we simply can not evacuate until the first ferry starts running again.</p> <p>We therefore feel it is simply unsafe for the folk of Yell not to have access to a ferry at all hours to evacuate ill patients. That said, we need to be able to access the ferry quickly. We believe that the only safe option (and I stress safe, not just for convenience) is to have a ferry on standby 24/7 AND that it must be ready to sail within 30 mins or so. Having to wait an hour and a quarter to get it ready for sailing (which is the time we were told at the meeting in Yell if there was no engineer or mate on board all the time), is simply not safe or practicable.</p> <p>We would like to see the current service maintained but obviously this is (in all probability) not going to happen. As a very minimum to ensure safety for the folk of Yell, there needs to be an on-call ferry that can be ready to sail in 30 mins and so the only viable option we see is to have an engineer and mate (or whatever level of personel it takes) to be on the boat at all times so it can sail without undue delay, and we feel that having to wait more than an hour puts the patients of Yell at risk. We hope our views are taken into account when the council meet.</p> <p>We have worked on Yell for nearly 15 years and have plenty of experience in having to deal with acutely ill patients out of hours. We know what we are talking about and have grave concerns for safety of our patients if we can not evacuate patients quickly. We can give many specific examples if required - the most recent just this weekend.</p>				
YE/2/021	Yell	1.3		
<p>I am replying to this consultation as a Director of a salmon farm on Yell. As a going concern, I can confirm that a little part of this business depends on road transport for bringing salmon feed onto the island from Scalloway and taking out either salmon products in Mid Yell or for processing in Scalloway or Lerwick. As for the other components for this company, there is not so much urgency, such as, departure times or arrival times and as such adjustments could be made. However, the main components feed in. Fish out are very much dependent on a regular and numerically sufficient number of crossings during daylight hours.</p>				

Approximately 2/3 to ¾ of our annual feed intake comes by road (900-1,000 tonnes @ 22 tonne load = 50 lorries per annum).

Approximately 2/3 of our fish go by lorry either processed or round, this would equivalent to 750 tonnes or says 35 lorry loads.

With the options put forward, I have very serious concerns regarding the reliability of goods/food coming in and/or fish going out. Shetland salmon already have a disadvantage of 24 hours by having to use the south boat as against west coast Scotland production and if a deadline are missed the impact would be doubled in lost revenue. I am sure that should all go to plan. In any one day, bookings can be kept and all is well. But one slip and the financial impact is great. This also applies to incoming goods (feed).

Our biggest concern is the daylight (8-5.30) situation and that adequate cover of 2 boats must be given in order to facilitate throughput of traffic. Very early and post 5pm from a company point of view, this we are not so concerned about. The weekend is, unless from a person/private travel situation, also of less urgency.

I am also concerned regarding the fares. In 1990, I crossed Skye and was charged £4.85 return (single car and driver). In November 2012, I am charged £10.00 return single car and driver. Somehow, this does not add up. I would be prepared both privately and as a business to have an increase in fares in order to resolve some semblance of service rather than lose the service and pay the same.

As a business, we understand the Councils dilemma and having heard about the local Community Council proposal, we earnestly urge that this is the way to go. We understand that there will be changes but the economics of the islands must come first and as such, reduced services at the weekend and evenings must be the way to go.

I hope and trust that our thoughts are taken on board. We have been contacted by your consultants and in much greater detail we have supplied information, but submitting this does no harm.

YE/2/023	Yell		
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I am responding to your Ferry Consultation that is on – going at the moment. We (Skretting) are a UK based Salmon Feed Producer with customers in Scotland , Orkney & Shetland. We have a local office and warehouse in Scalloway where we distribute salmon feed to our customers throughout Shetland. The two main customers in Yell that we have contracts with are Meridian Salmon Company, Mid Yell and Thompson Brothers Salmon , Basta Voe , Yell.

I have been looking at the proposed Council's options that have been put forward to the community and also have made contact with the Yell Community Council to get their views.

We currently supply in excess of 2000 tonnes of feed that all goes by road to our customers, I have discussed what impact it would have with both companies and as a result, I am supporting the new Option put forward by the Community Council. The options 1 & 2, as per your own document, will result in a lower level of service. We do understand that fares will have to rise which will have an impact on us as a supplier but also our customers in Yell – but if it is done in conjunction with the Community option then we will all have to seek ways to be as efficient as possible .

The input to the Yell community, with the two salmon companies and a large Yell Haulier is significant and any move to reduce their competitiveness could threaten local jobs, I therefore urge the Council to move with the local Community's ferry option.

YE/2/028	Yell		
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On behalf of the Shetland fishing fleet, I would like to take the opportunity just to make the one comment, albeit maybe fit into any of the options you are looking at.

It is very important to the white fish fleet to have a facility to transport fish from Cullivoe down to the white fish markets either in Lerwick or Scalloway. This is something that takes place all during the year and has probably grown over the last 3-4 years with the vessels operating on reduced fishing opportunities and cuts in the number of days they can spend at sea. To achieve the best quality, most boats tend to land twice a week now and especially if they are fishing at the north end of Shetland it saves time and fuel costs to nip into Cullivoe to land. It is extremely important that this service is able to be maintained. The bulk of the fish being transported out of Yell comes out at 8.30pm ferry the night before the market but of course other ferry times are also utilised. It maybe does not fit into any of your questions as such but I thought I should make the point.

YE/2/029	Yell		
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Regarding reintroducing fares on Bluemull:

Since scrapping the fares on Bluemull sound the north isles have become far more united, particularly Yell and Unst, probably due to the short ferry crossing time. There are far more people both working and visiting in neighbouring isles. This has been a step forward both economically and socially.

At the moment our shop enjoys regular visits from both Unst and Fetlar folk, some who work here in Mid Yell and some who come

out to see the dentist, visit relatives and some who come over for a day trip or social outing. If fares are reintroduced I fear that this would gradually go back to how it was before, with people thinking twice about travelling and this would reduce foot fall in our shop. Equally the same would happen in Unst.

To generate more revenue you could consider charging visitors on Bluemull, perhaps introduce an identity card which would distinguish regular travellers.

Reduce Geira's operating hours/single vessel service:

I have put these two options together as I feel the outcome would be the same for both.

We have the main post office and sorting office attached to the shop and are therefore aware of the mail run which comes from Lerwick every morning on the 6.45am from Toft, drops off mail here at Mid Yell then goes on to Cullivoe to collect mail from the Post Office there. He then catches the 8.35am run into Unst to drop off and pick up mail at Baltasound. He travels back out on the 9.45am from Unst and comes back along Mid Yell to pick up the mail bound for Lerwick and beyond. He empties mail boxes on his way down the West side of Yell then meets in with the Yell postman who empties the East side mail boxes. He then catches the 11.15am from Ulsta. This gives him time to get to Lerwick and any South bound mail is then taken on to Sumburgh to catch the plane. This works fine, providing everything is straight forward. But there is not a lot of spare time should anything go wrong i.e. ferry breakdown or icy roads. This is a concern as the Royal Mail is a life line service. Any reduction in service could lead to long delays, which could mean that the mail misses the flight out that day.

The other thing which directly affects the shop is that we get bread delivered from Unst twice a week. It arrives here at approx 10:15am and I would not want it to be any later so that we can get a full days sale on it. Again, what if there are breakdowns or if the delivery driver is late for some reason, it could mean long delays.

Generally speaking these two options would have a detrimental affect on the north isles and I would question the viability of our way of life.

Single vessel/reduced service on Yell Sound:

A single vessel on Yell Sound could never cope with the volume of traffic crossing.

I do a goods run to Lerwick for the shop every Tuesday and Thursday morning. I catch the 7:15am from Ulsta and this ferry is

always busy. I collect meat, fish and chilled goods, fruit and veg, bread and papers etc. I then just have time to catch the 11:10am back in from Toft. Again, it all fits perfectly providing everything goes as it should. Sometimes if some of the goods are late arriving in Lerwick, I stay back to pick it up and catch the next ferry in (11:45am). If we go down to single vessel I would not have that flexibility as it would be too long to wait before I got back to the shop with the chilled goods and also for reliability for our customers.

We also have a lot of deliveries in from the mainland:

Bread 3 times a week from Johnson and Wood

JW Grays every Thursday and Friday with chilled, frozen and ambient goods.

Hughson Bros every Thursday with chilled and ambient goods.

Shetland Freezer Foods Wednesday and Thursday with chilled, frozen and ambient goods.

I have extra staff on to cope with these deliveries; therefore, if the deliveries are late it will mean we are paying staff to wait around.

In general, I feel that if these cuts are implemented it will empty the north isles.

YE/2/042	Yell	1.3	
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From Saxa Vord's point of view this would have a big impact both on staff travelling to work. We currently have staff based on Yell who would have difficulty paying for ferry tickets out of their pay. Sharing transport is not often an option because of the different shifts worked. Charging for tickets from Yell will also affect visitors to Yell, who might have opted for a short visit to Unst, if there are time restrictions on their visit – but decide it isn't worth the while because of the ferry fare.

		1.6	
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I would say that our guests who stay on Unst for more than 2 days will always include a visit to Fetlar. We actively promote Fetlar to visitors and to our groups, as an extremely worthwhile island to visit, and most groups include a day trip to Fetlar as part of their tour. We usually notify Fetlar of our group visits so they can be prepared in the community centre to provide lunch, we encourage our groups to do this, rather than take a packed lunch from us because it is all part of the Fetlar experience. To be able to include Fetlar as part their Northern Isles experience is an important selling point as we try and attract as much group business as possible. The fact that the travel is free is an important selling point. If the timetable changes significantly and the visitor has to spend a full day on Fetlar, we feel this will greatly affect our guests decision to visit. Wildlife enthusiasts may be willing to spend a full day on Fetlar, other guests will want to return to 'base' after several hours, and may decide not to visit.

Saxa Vord has made great progress in lengthening the stay of our guests since we opened 6 years ago. From a 'short break' of 2 days, a much greater majority are staying 3 and 4 days because there is so much to see and do, but also they can use Unst as a base and visit the other northern isles and return to Unst for accommodation. Anything affecting the flexibility and the cost of doing this will have an effect on the length of stay at Saxa Vord.

40% of our visitors are from the Shetland Islands, and our repeat visitor rate is 32%, which means many of our guests will be comparing future visits with past, and will have a view on how the ferry cuts have affected their visit.

		2.6	
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'The current early morning and late evening scheduled sailings would not be possible' – this will affect Saxa Vord in the following ways:

- a significant effect on being able to recruit staff from Yell to work at Saxa Vord – to meet early morning shifts (for serving breakfast) and late shifts (for closing the restaurant and bar etc). We have staff based on Yell who travel on a daily basis in the summer months. It also means that the staff (only minimum hourly rate) may decide that they just cannot afford the extra travel costs. This means we cannot recruit locally (which is always our aim), and have to bring in staff from off-island who we then have to house on-site. This affects our tourism offering and the experience our guests have, we would much prefer to recruit local folk who can engage our visitors with their local knowledge.
- Would greatly affect our guests ability to organise and make their arrival and departure transport arrangements, it would greatly affect their flexibility – and make meeting an early morning flight from Sumburgh almost impossible, which may then require an overnight stay on mainland (which maybe difficult to find in the peak months) but also meaning a loss of income for a nights accommodation and evening meal.
- Saxa Vord is keen to attract any 'contractors or business visitors, and this affect on the timetable will have an affect on our ability to do so. As the construction work and oil related businesss continues to grow, and there is little available accommodation, Saxa Vord is hoping it may be able to attract some business, for example, in connection with Viking Energy developments. It is a hard enough task persuading contractors to travel to Saxa Vord with the current timetable, any major changes to it will probably mean we won't be able to pursue this avenue for additional business. As a small tourism business in a fragile area in the most difficult economic times ever, we have to pursue all opportunities for extra business to ensure business survival, and changes to the timetable will prevent us from doing that.

Additional Information

Saxa Vord is greatly concerned about the proposed cuts to the ferries. After 6 years of hard work, we have close to 7,000 bed nights each year, and employ 20 or so people in the peak months. We have received short-listing for a Highlands and Islands Tourism Award for the Dining Out Experience 2010, and last year received an award for 'Best Supplier Partnership' with URGE, the community garden on Unst. The Unstfest has been short-listed for a Creative Scotland Award.

Despite the dire economic circumstances, the people of Unst and every business and group on island is striving to compete with every other tourism destination in Scotland. It currently has to overcome massive challenges to be able to offer a top quality tourism product, and it is working hard – together, to do this. It has to attract people knowing that it is expensive to get to Shetland, and for that reason it is vitally important that once on Shetland, the visitors find that it is easy and relatively cheap to get around – because this is what our visitors want to do. They want to travel all over Shetland, to soak up the wildlife, scenery, history and traditions, and to take part in the real authentic experiences that only Shetland can offer. Tourism is a key sector on Shetland and specifically on Unst, is must be given every opportunity to continue to grow and develop, and this is not the time to deliver a severe blow by affecting the transport to and between the Northern Isles.

We have spoken about specific business concerns to the consultants, and have responded as above. If there is any further information that you feel we can provide about our business please get in touch.

YE/2/043	Yell	1.3	
Charging fares on Bluemull Sound could make quite an impact on my business as I get quite a lot of people from Unst and Fetlar travelling to my shop every week.			
		1.6	
I think this would be very unfair as this is the residents and tourists' only way of getting off the islands. This would restrict them too much.			
		2.6	
We, the residents of Yell, Unst & Fetlar depend on two ferries running during the day. People on the mainland have to get out and in every day. More than half my customers travel from the mainland everyday so having one ferry would have a devastating effect on my business. I get deliveries every day and Thursday and Friday I get eight deliveries from different companies.			

WH/2/019	Whalsay			
<p>I am one of the Directors of Aurora Marine; we are a new company with revolutionary net cleaning equipment for the aquaculture industry and received grants and loans from the Council. We have had a very successful first year and the business is going very well. We have had enough work to take on another young employee with a family in Whalsay making it 4 full time employees and we are hoping to expand the business into the future. We firmly believe net cleanliness is a key factor to the success of any salmon farm which is a massive primary industry in Shetland. We use the ferry services to get as far as Unst and back frequently at all different times of the day and feel the Whalsay service in particular is squeezed tightly as it is. The proposed ferry cuts would have a serious detrimental effect on our business.</p>				
WH/2/024	Whalsay	4.2		
<p>I run 2 taxis on Whalsay and on mainland.* My usual times out are 6.30 (fishermen) and 7.50 (school run). Both of these runs would be the smaller ferry and almost impossible to book at short notice. Many of my runs are at short notice. I already leave a taxi at Laxo or Vidlin but this is a problem, especially in winter as the destination is sometimes uncertain and lack of space (parking) at both terminals. I have already had a taxi damaged at Laxo. I usually return to Whalsay on the first ferry on Saturday and Sunday mornings after all night shifts in Lerwick, now on Sundays I would not get home till 9.00.</p> <p>I am in the lucky position of being able to afford and having an extra car to use on the island, most working people cannot afford this.</p> <p>Any option with an earlier finish time than present will decimate participation in sports and social activities.</p> <p>How the reduction of crew is achieved also concerns me. I have 2 sons and a son in law employed on the ferries. Whalsay and Yell are commuter islands the other seven islands are not.</p> <p>If you are going to sell a ferry why not Filla? Recall Snolda for Skerries and smaller ferry for Papa Stour. Make community runs chargeable. No ferries for 2 days at Christmas and 2 days at new year. Abolish bookings only runs. I generally agree with measures you have already taken.</p> <ul style="list-style-type: none"> • The school run which I do is for a disabled client with special needs and requires an escort and driver at all times. My vehicle is only classed disabled when the client is on board. The pick up and let down points are not always the same and subject to change at very short notice. I already have some problems getting to right place; right time with my escort and being stranded would create significant problems. For example, the withdrawal of Linga next week for urgent maintenance 				

and the status of our bookings on the now grossly over-booked runs will cause problems. Sellaness statement when phoned of 'make sure you're first in the unbooked queue' is not satisfactory when dealing with vulnerable children.

This is just an example of what we will face with a loss of frequency and capacity. I have 2 full time drivers and 4 casual drivers/escorts, these runs and other Whalsay to Lerwick hires are the mainstay of our business.

WH/2/050

Whalsay

I am a resident of Whalsay and have lived here most of my 62 years, and as such, am very interested in keeping the community as vibrant and prosperous as it has been in the past. I own one of the only 2 shops on the island and the Post Office, both of which is very busy all the time, as is the other shop on the island.

To lessen the ferry service to any great extent i.e. more than 1 or 2 runs a day less, will certainly have a detrimental effect on my business, not to say the whole community. I get goods in at least once, if not twice every day, and we go out twice a week too. Whalsay Haulage, which is the local haulier, comes to us with goods every day. 2 of that days, JW Gray and Hughson Brothers also come with big trucks to serve the whole island, not just the shops. They have to deliver to the schools, care centres etc and while any time may suit these businesses, we, at the shops, depend on getting the goods on time every day. This may not happen if the service is reduced and the trucks cannot get in when they want, and there will be a lack of space because the ferry is running to full capacity most days just now at the times we need spaces on them. If we are lucky enough to ever get our roads tarred again, that always causes a problem with the huge trucks, especially loaded ones when hardly any other vehicles can travel with the extra weight. This happens too if a builder is getting in a house kit or the like and it stops all other traffic.

Regarding the proposal to cut out the 10.50 service, I am very angry about that because although we have most things on this island that we need, we still want to go off the island for social events like dining, concerts, meetings, football, netball, hockey, cinema and most importantly to me, being an avid darts player, we need to get home when we play darts at least 2/3 nights every week. On a rare occasion, if the games go quickly, we can just about make the 10 p.m. ferry but usually it is the 11.10 one that we need to use. The women play every Wednesday all the year round and the men play every Friday during September through to May and they too use the 11.10 ferry every time. From October to April there are usually darts competitions every Saturday and the 11.10 ferry is a must if we go to that.

If we want to support Mareel, we can only see a film in the afternoon because there is no evening film that finishes in time for us to catch even the 10 ferry so they will be losing out on our custom too, and of course their concerts will be out of the question as will the Garrison Theatre concerts. I know these things all seem pretty insignificant but after all, our social life is part of our life too and

everybody wants to get the same as everyone else.

I am the chairperson of the Symbister Hall committee. It is an extremely busy hall and in the past we have relied on getting the free, community, late ferries and while I appreciate that this was a luxury that the SIC can no longer afford, that too was a great boost for our island life. It just seems that we are about to lose everything that we have had and at this rate we will be back to relying on our fishing boats for transport as we did before the ferries came, although that too has been hampered by decommissioning etc. as now there are so few boats even if you needed one.

If you want to cut down on things, by all means cut down on street lighting and you can easily start here!! We have lights here that are not required e.g. the Police station outside and inside lights burn constantly and the brand new fire station has been burning for a few months now and it's not even open yet! There are street lights here in Symbister that could easily be cut by 50% and from my window I can count approx 20-30 at the pier alone – not needed! 10 would easily suffice. Cut down on the SIC vehicles – all kinds, there are far too many. Cut down on the heating in the SIC buildings, let the staff wear more clothes, that's what people used to do. Most of the places I have visited are far too hot to work in and people are going around in t shirts and thin blouses when a jumper could be worn.

Of course the main thing, sorry to say, is the staff, which is badly needing to be cut. I know from running my business for the past 25+ years that staff is my biggest cost and next to that is vehicles and light/heat and I know every business is the same!

If I had my way I would have a half hour earlier ferry every morning and a half hour later one every night and then by all means cut out a run in the late morning and one in the afternoon but for goodness sake do not make us worse off. I guarantee that Whalsay is the most prosperous island in Shetland and contributes to the Shetland economy more than most others and we don't ask for very much. e.g if we need a new football field or money for our halls, playparks etc, we raise funds! When has the community of Lerwick ever had to do that for their new playing fields etc?? With this in mind please do not cut our service or you will destroy the isle.

FI/2/008	Fair Isle	8.5		
I run Mati Ventrillon Fair Isle Knitwear, an online bespoke service. The business is a starting up and as part of the expansion plan for next year it is possible that I will be building a workshop and purchasing equipment. The discontinuation of the summer sailing to Lerwick from Fair Isle will significantly impact my budget and delay its expansion because of the high freight costs to Grutness.				

FI/2/009	Fair Isle	8.5		
<p>Thursday Lerwick trips from Fair Isle are very important to me, my family, my Auld Haa Guesthouse and South Lighthouse Art Studio, both for guest transportation and the shipping of goods. We also use it for family travel. Of course it very important to be linked with Lerwick instead of just the remote isolated pier of Grutness. All Fair Islanders benefit from this service as well as many contractors working on building project , the mass or radio tower, etc. I would think that any person that has actually been to Fair Isle (consultant?) would easily find out that Fair Isle's transport should not be limited but expanded. Maybe the question is why the Thursday Lerwick trip isn't weekly or twice a week? Because the council is already saving money. we are already at the bare minim sailing only 3 days a week maybe once a week in the Winter and that is in a slow old and inefficient Good Shepherd ferry boat that should have been replaced years ago.</p> <p>Let' put this into perspective, imagine today if the Northlink Ferry sailed only 3 days a week to Kirkwall and only once every second week it when to Aberdeen? And then someone suggest we could save money by cutting the Aberdeen trip? Shetland I ask? I am quite frustrated with what seems like the let's threat to take away services so then Fair Isle will be happy with what they have. This is a track record that I have seen many times on issues dealing with Fair Isle.</p>				

SK/2/003	Skerries	3.1		
<p><u>Consequences to Bound Skerries Seafoods LTD</u></p> <p>Easier to make harvesting decisions due to local weather awareness of harbour entrance conditions. Medivac and Doctor visits could be accommodated easier. Local employment opportunities for crewing.</p>				

		3.3	
Consequences to Bound Skerries Seafoods LTD			
<p>Lack of commercial quay at Vidlin or Laxo prevents safe shipping operations taking place. We would not be able to get our 1 tonne fish bins craned off the vessel and onto articulated lorry alongside vessel.</p> <p>Forklift trucks could not operate when tidal conditions prevent level access via Linkspan to and from car waiting area. No room for such operations to take place and probably not legal on a public road.</p> <p>Fish would lose 'Superior' status when shipped to Lerwick Processing Factory by road due to sides 'scaling' as fish rubbed against each other in the bins, this results in a 50% or more reduction of fish sales value.</p> <p>The actual freight costs of running articulated lorries between Lerwick and Vidlin carrying feed in, harvested fish out and then empty bins back again would be extremely high and due to freight carriers availability at short notice, very difficult to organise.</p> <p>Road infrastructure between Vidlin not suitable for loaded articulated HGV lorries, 2 fish shipments have been lost or delayed due to lorries being unable to get up main road on ice and snow conditions previously. One lorry actually left the road and overturned, blocking road for hours before recovery was able to take place. Two mobile cranes have slipped off the same road in recent years, again resulting in road access to Vidlin being closed for considerable periods.</p> <p>Other Council cutbacks including reduced gritting and snow clearing to side roads would make this option even more difficult.</p>			

NSA/2/001	No Specific area		
<p>I've tried to address below only how the proposed changes would impact directly on our business, this does not examine other social and economic impacts within the isles. And regards the most-remote isles, please note that we were doing work on Foula, Papa Stour & Skerries regularly, just a few years ago, but we don't currently have work on any of them, nor have we ever had any work on Fair Isle, therefore my comments do not include consideration of the proposals for any of these more remote islands, as they don't currently directly affect our firm. My comments are only in consideration of Whalsay, Bressay, Fetlar, Unst, and Yell.</p>			

Our firm has strong ties with the north isles, and I have family working on the ferries, therefore I would appreciate it if you could refrain from advertising our firm's name alongside these comments if possible. However, I hope nevertheless that this feedback will be useful to you, and do feel free to quote any of it, so long as it's used properly in-context, and providing that you don't publish our firm's identity. If these are not acceptable terms, please let me know, so that I can tailor our firm's submission into something that you can use more fully.

Regards the impact on our **business**, cutting back on the following would **not** affect it at all:

- Removing the late-night crossings (our business doesn't use the service after 9pm).
- Reducing the overnight Yell-Sound crew to a night-watchman basis.
- Reducing crew numbers on any of the ferries' shifts, from, say, 5 to 4 (so long as this did not affect the timetable).

The following cutbacks would only affect it **slightly**:

- Increased fares.
- Marginally reduced crossings on Bluemull Sound not significantly affecting our ability to get to and fro Unst, Fetlar and Yell between 7am and 8.30pm.
- Reducing the number of crossings being made in the middle of the day (off-peak time) across Yell Sound, and those to Whalsay.
- Reductions in weekend timetables.

However, any of the following proposals would affect us pretty **badly**, as it would make the logistics of getting to and from the work even more challenging and expensive than they currently are:

- Any reduction in the crossings on Yell Sound or to Whalsay in the early-to-mid-mornings, late-afternoons, or evenings up to approx 9pm (ie, mainly during peak-times, and later-on).
- Significantly reduced crossings on Bluemull Sound affecting our ability to get to and from Unst, Fetlar and Yell at any time between 7am and 8.30pm.
- Significantly reduced crossings to and from Bressay at any time between 7am and 8.30pm.

To put this in context, one of our two or three-man teams, sitting around waiting in a van for an hour at a ferry terminal, costs our

firm somewhere between approx £45 to £90 +VAT or more per hour (the notional "rate" varies considerably, depending on the size of the crew, what type of work is being done, whether an hour's delay means having to make a return trip all the way back up to the north isles to finish off the remaining hour of a "round" that would otherwise have been completed the previous day, and whether you want to include the "profit" element of our costs in the figure).

Therefore, from my firm's perspective, ***an increase in fares would be preferable to a reduction in sailing frequencies*** between 7am and 9pm, because an extra £10 on a fare is very little compared to, say, £60 in lost business-turnover if a crew is left sitting around for an hour, or considerably more than that if we don't get everything done on an isle in one day due to a reduced timetable and have to send a crew back again the following day.

The SIC should definitely make a big effort to significantly reduce spending on the ferries, but if the wrong choices are made (ie, cutting back on the service during peak times etc), it will:

- Considerably increase the costs of operating our service in the isles.
- Impact significantly on our firm's profits (there's a limit to how much of an increase we can bung onto our clients' prices).
- Increase the cost of the service to the end user when prices come due for review (including increased costs to our largest client, the SIC).

NSA/2/003	No Specific Area		Shetland Livestock Marketing Group Shetland Rural Centre Staney Hill Lerwick	
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The SLMG is a cooperative for the benefit of the agricultural community throughout the isles. We provide the dual services of livestock marketing and deadstock processing.

We would like to make a representation to you regarding the consequences for our livestock marketing business on behalf of our members. We are very concerned that the SIC is considering cuts to this vital service.

We have members from Unst to Fair Isle and from Foula to Skerries all who depend on the ferries to get their stock to the mart and abattoir. There are already logistical difficulties, which we accept annually, in getting the stock in from these islands with animals

having to be put in lairage for up to a week at a time before sales. This is due to, in some cases, the limited service that already exists, weather conditions, ferry capacity, etc.

It is of the utmost importance for the welfare of livestock that they arrive on time with as little stress as possible. Any cut back to the already limited service would be detrimental.

I would also note that on our north isles sale days we move over 3600 sheep out of Unst and over 3200 sheep out of Yell. Some of these sheep have to be lairaged in the mart lairage overnight as it is impossible to catch the ferry to the mainland. Any cut back to the north isles ferry service would result in another 'nail in the coffin' for the north isles producers and our service.

Please make sure that our representation is discussed before any decision is taken.

NSA/2/004	No Specific Area		Shetland Library	
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Fetlar and Unst The indicative timetables would have an impact on the Shetland Library's mobile library service to Unst and a *major negative impact* on the mobile library service to Fetlar. Both are dependant on connections from Yell Sound, where some connections are not possible for a larger speed-limited vehicle and less suitable than at present. Fetlar and Unst are currently served by a four-weekly mobile library visit which uses the present 1005 from Gutcher and 1300 to Belmont to continue with an afternoon's work in Unst; a night stop and then a full service day in Unst before returning to Lerwick. The Fetlar time cannot realistically be reduced below two hours and includes the school while our combined Fetlar/Unst service time has been reduced from a historical 3 days to the present 2 days.

Option 1.3 Reintroduction of Bluemull Sound fares. *No major impact* expected on our public service to customers as limited number of crossings per month. Ferry fares could lead to fewer resident journeys outwith their island and greater demand for the visiting mobile library.

Option 1.6 – single Bluemull Sound ferry – *would be extremely difficult* for the mobile library especially serving Fetlar.

The 0820 in/1050 out of Fetlar provides sufficient time but requires the vehicle to catch the 0645 from Toft (the 0745 doesn't provide enough connection time for a large vehicle). Catching the 0645 would require a start from Lerwick before 0600, potentially difficult in winter and unrealistically reliant on staff goodwill to get up before five am. A ferry c 0725 from Toft could make this a

viable option in summer months but still vulnerable to winter weather delays.

Alternatively, arrival in Fetlar about 1050 and departure at 1655 would require an extra night stop in Unst or at least a fourteen hour working day if returning to Lerwick. It would be very inefficient to use > a third of a person's working week for 2-3 hours of customer service in Fetlar. There is a theoretical opportunity using the 1620 from Gutcher to give 1655 – 1935 in Fetlar but it loses the opportunity to visit the school. It would also be mainly outside gritting/ploughing hours in winter; the customer service hours would often be in the dark and it would again require an overnight stop in the north isles and/or a very long working day. These practical costs in staff time threaten the viability of the mobile library service to Fetlar.

It would be extremely useful to have a ferry from Fetlar about 1330-1430 on a Tuesday, Wednesday or Thursday, which would enable us and other utilities/services/deliveries to make practical use of the service for Fetlar residents benefit.

Option 1.4 – reduced winter ferry hours.

Effects on Fetlar service similar to those under option 1.6

Options 1.6 and 1.4 – Unst Library Services.

Some impact on mobile library service to Unst – partly the knock on effect of difficulties in serving Fetlar but some Yell Sound options reduce the number of connections for the vehicle. Extremely difficult to quantify until definitive timetables are available for both sounds.. Potential of delays to small delivery van trips might be avoidable if able to find an earlier northbound timing. (to avoid 1420/1600 gap from Ulsta in some options).

Yell

Option 2.6 Yell Sound

Effects on connections for Fetlar and Unst services – see separate paragraphs.

Mobile Library currently serves Yell on three days per month: generally leaving Toft by 0900 and Ulsta early/mid afternoon

The “Second option” timetables would have *limited impact* due to the number of ferries from Toft before 1000 and the 1415/1505/1600 pattern from Ulsta

The “First Option” timetables would have a *significant impact*. The much reduced services between 0730-1000 combined with the 1420/1600 gap from Ulsta make it very difficult to complete each mobile library service day and catch the 1420. The likelihood is that at least one day in three would fail and incur unplanned extra staff time till the 1600 - assuming that there was available short-notice vehicle space. Occasional staff and car/van journeys to Yell would have to adapt to the timetable.

Papa Stour; Foula – *negligible impact* on our services at present.

Fair Isle – no impact on sailings to/from Grutness due to the store building. Loss of direct Lerwick sailing could mean about two additional trips per year for a small van from the Shetland Library to Grutness. *No direct service impact*.

Bressay

Option 6.1 ferry crew reduction & Option 6.4 removal of underutilised sailings.

A mobile library serves Bressay every 4 weeks, normally in on a weekday at 0840/0900 and out around lunchtime. Duration varies significantly from week to week. Changes would have limited impact – they would not affect the service times to customers and could add anything from no delay to an hour’s delay at most to the returning vehicle. (Finishing times could be for 1245, 1315 or 1400 runs at present). *Negligible impact: can be worked round*.

Whalsay *Limited impact* on library services as appear similar crossings around the times when the Mobile Library uses the service eg 1400 from Symbister. (two visits/month) As the vehicle is too high to go under the gallery decks on the Linga increased use of Hendra would not be a problem and could aid the loading officer.

Skerries - Mobile Library currently uses the 1000/1600 runs ever fourth Friday, very much weather permitting. These are unchanged in option 3.4, the proposed base service so *no impact* on Library services.

Abolition of direct Skerries/Lerwick runs will affect us. Books to/from the school for school/community use (sometimes also additional material when the mobile has been unable to travel to Skerries on its regular day) usually travel as cargo in plastic crates. Very quick and easy to deliver to Hay’s Dock (can use internet to monitor Filla’s progress) Loose cargo via Vidlin would need either a collection/delivery point in Lerwick (? Viking Bus Station) or some sort of secure store in Vidlin to leave material and to which we’d have to make a special delivery run with a small van. *Limited impact on costs/service delivery*.

NSA/2/006	No Specific Area		Scottish & Southern Energy	
<p>Whilst we cannot comment specifically on ferry routes, we will endeavour to plan our work around any proposed timetable. The greatest impact to us may be when we need to use ferries at short notice e.g. when the power is off due to a fault.</p>				
NSA/2/007	No Specific Area		Scottish Ambulance Service	
<p>Following my letter dated 27 July (attached), I outlined the major impact that proposed measures to alter the Inter-Island Ferries arrangements, particularly in the Out of Hours period, would have on Scottish Ambulance Services and the resilience of local communities. I urged that consideration would be given to the provision of contingent emergency measures throughout any decision making process and requested that Scottish Ambulance Service personnel were directly involved assisting to identify solutions which would address the needs of the communities.</p> <p>I continue to express my concern over the reduction in ferry provision, particularly in services provided to the outer islands. I am also aware that senior Scottish Ambulance Service personnel have not been directly engaged in discussing this important matter. Mr Andy Fuller, Head of Island Ambulance Services had arranged to meet with the Shetland Island Council Chief of Ferries and the Chief Executive of NHS Shetland on 6th November. Unfortunately, this meeting was cancelled as the Shetland Island Council representative had to reschedule. This meeting is now arranged for 10th December and I would like the outcomes and solutions identified from this meeting to inform the consultation process.</p> <p>As you are aware, the Scottish Ambulance Service has recently introduced measures to improve access for the Air Ambulance Service for the outer islands, however, any additional demand which may result from changes to ferry provision will directly impact on this service. In addition, if the alternative to utilising ferries for patient evacuation fell to the Scottish Ambulance Service Emergency medical helicopter, there would be costs involved which may negate any potential savings produced from the Ferries Review.</p>				

I have reviewed the feedback from the Shetland Islands Council Ferry Services Review for each island and note that direct community feedback highlights patient safety concerns over Island evacuation for patients with acute or medical emergencies.

Please ensure that the consultation process will incorporate the concerns already raised and any outcomes and solutions which will follow from the meeting on 10th December.

If you would like to discuss this matter further, please do not hesitate to contact Mr Andy Fuller, Head of Island Ambulance Services

NSA/2/008	No Specific Area		Shetland Health Board	
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NHS SHETLAND RESPONSE TO THE SHETLAND ISLANDS COUNCIL FERRIES REVIEW

1. Introduction

NHS Shetland welcomes the opportunity to respond to the Council's Review of Ferry Services. Whilst a number of staff have been involved directly in the community consultations that have taken place, there are a number of potential impacts on health services that the Board would like to draw the Council's attention to. We trust that this will both inform the Council's decision making on the options and their potential impacts on health and health services, and also then provide some pointers to potential mediation or management of adverse impacts.

We have collated responses to the proposals from staff working in primary and community services across the isles, and from hospital and specialised staff who provide outreach or community based services, as well as considering the potential impact on patients travelling into the Gilbert Bain Hospital and into other Lerwick based services from other parts of Shetland, and patients travelling to the Scottish mainland for more specialist care. We have also considered the impact on staff travel both to their place of work and to patients living in the community across Shetland.

We have not responded on behalf of the Scottish Ambulance Service, who we trust are making their own response, but we have included some impacts that link to the services provided by SAS.

We have divided our response into a number of themes based on these different issues, and some more generic points.

2. Generic Impacts

While we recognise the context in which the council is working and the need to make significant savings right across Council budgets:

- 2.1 we wouldn't expect this exercise to result in cost shifting to other parts of the public sector;
- 2.2 it is important that any future ferry service is linked into the Bus service, and thence into airline and off island ferry services;
- 2.3 we / the communities will expect to be able to maintain robust urgent / emergency links to allow appropriate transfer of patients for healthcare, and to allow emergency services into the islands;
- 2.4 we note that emergency access for the outer isles (Fair Isle, Foula, Papa Stour, Skerries) is based on the Air Ambulance,
- 2.5 and emergency / urgent access to Bressay / North Isles is based on both Air and Ferry access;
- 2.6 in general a long day and less frequent day time crossings is preferable for health service access than a shorter day.

We see the potential risks of cost shifting as being in two areas:

- a) to our staff travel budget in relation to any fare increases, for each department that does go out to the islands for patient care, and the need for island based staff eg nurses who will need to travel off island for training;
- b) reductions in ferry services that result in additional air journeys whether by the Scottish Ambulance Service or using internal flights.

We would also want to understand the risk assessments that we assume have been done or are being done on the potential impact of the changes, and particularly the ones pertaining to emergency service access into the islands, as well as our specific concerns about evacuation for emergency health care. We are keen to see and contribute to plans to mitigate and manage the adverse impacts, not only on health but also the social and economic impacts that may have indirect health consequences. Poverty and unemployment worsen health. Anything reducing income and employment and increasing the cost of living is likely to increase the

burden of disease, worsen mortality and place greater pressures on healthcare services. We would be keen to contribute on this collaboratively with our Community Planning Partners.

3. Specific Service Impacts

3.1 COMMUNITY SERVICES DELIVERING OUTREACH TO COMMUNITIES:

These include podiatry, community nursing and health visiting, occupational therapy, general practice and some mental health services.

Price rises and the introduction of a charge on the Unst ferry route will have an impact upon budgets.

The ferries generally used currently for staff to get to Yell, Unst, Whalsay and Bressay are in 'core' daytime hours and so appear little affected by the Review proposals, and for planned visits, journeys can be booked in advance. The need to rely on booking is difficult where, for example, someone is much more ill than expected, so a visit takes longer and the staff member is delayed and misses a booked ferry back, if the next ferry is also fully booked, you could be delayed for a considerable amount of time. However staff do and will work flexibly to make best use of unavoidable waiting time.

Obviously a reduced service concentrates demand, so this may require further forward planning. This is raised as a potential concern on the Bressay ferry options, particularly regarding capacity at peak times.

In addition to this if the proposed changes to air services to Fair Isle, Foula and Out Skerries reduce the number of flights we may see an increase in ferry usage and therefore greater demand for spaces on these ferries.

Needing to pre-book ferries, or limited capacity so less available non-booked space, could cause issues where we have urgent deliveries to make or urgent visits - these are usually in cases of palliative care or where someone has deteriorated quickly. Staff are currently looking at ways to mitigate the potential impact of this for instance with increased equipment stores on remote islands, which would save time and mileage/ fuel costs regardless of any changes to ferry timetables.

Occupational Therapy joint service staff have flagged potential impact on their current work patterns for delivering equipment

particularly to Whalsay and Unst as likely to need to change to accommodate reduced lunch time sailings, however, staff will in general work flexibly to set off early/return later should this be necessary.

There is a concern that increased costs and more limited ferry services will have an impact on the care available informally from family and informal carers to maintain frail and older people at home on the outer isles, particularly if it drives younger people away from the islands and limits the number of carers available either overall or at key times / days.

3.2 STAFF COMMUTING TO WORK

Staff in some services have identified a potential impact on staff living on the isles travelling to work on other islands or Shetland mainland, but as long as the changes preserve the ferries in 'core' daytime hours and allow end of shift commuting – to get to Gilbert Bain for 8am starts, and to get home from 8pm shift ends, the impact will be fairly minor and manageable with staff flexibility – it already requires a certain amount of planning to get in/ out of the more remote islands. There is a concern that heavier traffic on a reduced timetable may mean that staff who miss a booked service because of unavoidable delays in leaving work (a not infrequent occurrence for clinical staff) may then not be able to get on a subsequent service if there is no spare capacity.

3.3 PATIENT ACCESS TO ROUTINE OR PLANNED SERVICES ON SHETLAND MAINLAND OR OTHER ISLANDS

If there are major changes in the routes that bring people in to mainland Shetland, for instance off Fair Isle, then the Board would consider the configuration of practice populations.

There are particular concerns about the potential changes to the Skerries routes around access to health services in Lerwick – see below for specific comments.

3.4 ACCESS TO URGENT AND EMERGENCY CARE

Any reduction in sailings or number of ferries on a particular crossing reduces the opportunity to move a sick person from an island to the mainland. During the day the fastest route, usually is to move someone by ferry/road. There will be potential adverse health impact if there are reductions in end of day or out of hours services particularly where the alternative routes (specifically by air) are limited. Making the last scheduled sailing off an island earlier, will reduce the choice available to a local doctor or nurse about getting a sick patient off island before night-time, and will potentially result in extra air ambulance calls. The less frequent the ferry

service, the more adjustments the healthcare team will have to make to the care of patients, and the more limited the choices available to them to plan evacuation.

The out of hours on call availability is probably the greatest risk for the more populous islands, where the chance of someone needing emergency care increases with size of population. We would expect the SAS to flag potential impacts on the additional costs of extra Out Of Hours calls. The OOHs on call system may not be a tenable way of moving people in an emergency if ferries are shut down overnight and it can take hour and half to restart the larger ferries.

These are detailed below for the individual island routes. NHS Shetland would want to work jointly with SIC and the Scottish Ambulance Service (SAS) on how to manage or mitigate these impacts if those options go ahead.

3.5 There are specific issues relating to the individual island routes that are set out below:

Papa Stour ferry service.

Having the ro-ro ferry means that the road ambulance can be used to evacuate patients if the level of urgency permits, though most commonly patients are airlifted off, and the infrequency of the ferry service means this will continue to be inevitable. At present with the current population on the island (the extremely small numbers on Papa now available to help in an emergency), there is a potential difficulty taking a casualty/ sick person to the airstrip for air ambulance transport, but the details of the air ambulance service provision are continually under review, and the ferry proposals seem unlikely to make a significant difference to the service available.

Fair Isle

The proposed change to the Fair Isle service would have little impact on our current use of the ferry to send medicines etc into the island. If the ferry is going to give the opportunity of a day trip to the mainland but Grutness rather than Lerwick then it would actually be easier for a patient to attend the Levenwick surgery from Grutness than from Lerwick.

Yell

The concerns in relation to the Yell service are about access to urgent and emergency care.

At the present time, the 24-hour on-call ferry service supports the evacuation of patients by road ambulance. The ferry takes no longer than 15 to 20 minutes to get ready to sail, and therefore there is no delay in getting patients across the Sound. The coastguard helicopter is only used in dire emergencies (only four or five times in the last 15 years in Yell). Since there is no landing strip on Yell for fixed wing aircraft, and also the Bond helicopter cannot land there, the usual air ambulance evacuations are therefore not an option.

If the proposal to stop a 24-hour manned ferry goes ahead, we would need to see an alternative arrangement put in place that did not incur significant extra cost to NHS Shetland. This may be some sort of on-call system, but if this is dependent on a volunteer crew to be on standby and if there are doubts about the dependability of this service, ie the crew were not always going to be available, that would give us considerable cause for concern in terms of access to emergency care and retrieval. Even if there was a standby crew, if there is a long delay in getting a ferry ready to sail when it has been completely shut down (ie a couple of hours), and this is after all the crew have driven to the ferry - which can take more than 30 mins for those that live in the north of the island, the clinical view is that this would add an unacceptable delay to transporting seriously ill patients across to the hospital.

Senior clinical colleagues have provided a personal perspective that they would not be happy to live on Yell without a 24 hour ferry service for emergencies that can be ready to go very quickly.

Whalsay

We have concerns about staff travel between Yell and Whalsay if the service is reduced to both islands, as coordinating journeys between the two at present can be difficult.

We understand that the Whalsay Health Centre practice team have given a full and considered written response to the consultation process and we would want to endorse and support the views expressed in that response. To summarise:

Fewer or more expensive ferries to and from Whalsay will have an impact on access to mainland health services for people living on Whalsay. This will potentially exacerbate the problems which already exist where travel even to non-urgent services is already often distressing and costly in time and money.

The issues around access to emergency care and the impact of changes to out of hours services or less frequent services apply

particularly to Whalsay, where people with acute and urgent medical problems already have slower access to hospital and specialist care than their counterparts on Shetland and Scotland mainlands, which exposes them to excess risk. Access to care depends on sea and/or air evacuation which is slow and – because of adverse weather - sometimes impossible to effect. These are life-line services for the island communities.

Skerries

In relation to the proposal that Skerries loses its twice weekly Lerwick run, this will have an impact on freight and supplies with additional costs incurred by the NHS.

From a patient care perspective if there is no direct link to Lerwick for Skerries residents to attend healthcare appointments including hospital and dental visits, this will have a significant impact. The biggest impact will be felt by the elderly, non car drivers and those who have no access to transport. At present there is no connecting bus service to ferries from Vidlin, so we would want to see a linked bus service to provide transport between Vidlin and Lerwick to mitigate the impact of the change to the ferry route. The current return taxi fare from Vidlin ferry terminal to Lerwick is £80 which is beyond most peoples' budgets, and it would not be acceptable to expect to shift the cost onto the NHS.

Because of the distance and time taken to reach the mainland, the ferry service is rarely used for evacuating patients in an emergency (exceptionally, we have had occasion when the resident nurse has travelled with a patient by ferry met by ambulance at Vidlin when there was dense fog so air evacuation was impossible). The ferry is used to transport non emergency patients who are stable and suitable to reach further medical services within a few hours, and if the frequency of the service is reduced this will potentially result in additional cost in having to use the air ambulance service. Whether it can respond appropriately to increased calls of this nature needs to be explored with SAS.

We would also want to understand any proposed changes to the inter-island air service, because for instance, changes to the flights to Skerries from Tingwall (currently 4 flights per week), would have its own impact on the community but the knock on effect will be that the ferry service will be needed more, particularly for transporting in the GP, podiatrist, dental services etc.

We understand that the impact on the community as a whole is seen as potentially quite devastating, if all of the service changes and cuts are seen together: on the fire service, school, direct flights and ferries. The incidence of depressive illness on the Isle is

understood to be high, so concerns have been raised appropriately about the potential impact of further service cuts on the community. We would also want to understand any mitigating actions that are proposed, in terms of supporting and developing community wellbeing, sustainability and resilience, in the light of the proposed service changes. This applies to other islands as well as Skerries.

Bressay

In terms of the Bressay options, if an option means that the ferry will carry less passengers at peak times, this raises a concern about capacity to carry health staff both commuting to work and visiting patients in the community.

Removing runs at lunchtime and evening (Option 6.4) probably won't impact on staff or health service access so would be preferable.

Shetland Islands Council
Inter-Island Ferry Services Review: List of Service Changes

No	Service Change Title
1.1	Delete two vacant posts on Bluemull Sound Service (two posts on M/V Bigga remain as a cost centre; crew has previously been reduced from 5 to 4).
1.2	Delete one post on M/V Bigga (reorganisation of crewing arrangements on Bluemull Sound and the permanent reduction of crew from 5 to 4 means that less staff is required and total staffing numbers can be further reduced from 15 to 14).
1.3	Reintroduce fares on Bluemull Sound services as soon as possible (a wider fares review will still be undertaken through option 9.6).
1.4	Delete one post on M/V Geira (reduce the Bluemull Sound timetable by 19% to compliment reduction in crewing hours).
1.5	Base Bluemull Sound shift vessel in Unst (base the shift vessel, M/V Bigga, in Unst overnight at either Belmont or Uyeasound).
1.6	Discontinue the two vessel operation on Bluemull Sound (Reduce service by removing the M/V Geira from service).
1.7	Fetlar consultation alternative option (Alternative suggested by crew of M/V Geira, based on Option 1.4 - retains two vessel operation, reduces role of second vessel (Geira) by approximately 20%, reduces crew by 1)
2.1	Remove overnight manning on Yell Sound
2.2	Two ship four crew operation Yell Sound
2.2a	Two ship four crew operation Yell Sound alternative version
2.3	Operate Yell service with four crews (operate existing service with 4 crews and increase hours and staff pay).
2.4	Single vessel service Yell Sound
2.5	Alternative crewing arrangement
2.6	Yell Sound amalgamated Options (the proposed options for the future Service level on Yell Sound – including options for 1 vessel operation and no through-night manning)
2.7	Yell Sound Community Council alternative (Alternative suggested by Yell Community Council – day vessel 18 hours/day Mon-Fri, shift vessel 12 hours/day Mon-Fri, single vessel Sat & Sun)
3.1	Base Skerries ferry in Skerries (base the Skerries Service in Skerries and accommodate existing crew overnight in Skerries during their period of duty).
3.2	Base Skerries ferry on Mainland (base M/V Filla at Vidlin or Toft).
3.3	Change Skerries to Lerwick sailings to alternative port (replace the Skerries to Lerwick sailings by a service to Vidlin, Toft or Symbister – service vessel based in Whalsay).

3.4	Remove positioning runs to and from overnight berth from Skerries service (realign the Skerries service to reduce fuel use and crew hours – service vessel based in Whalsay).
3.5	Re-engine M/V Filla (purchase and install smaller more efficient engines – sell existing engines).
3.6	Reduce crew on M/V Filla (by removing the MES evacuation system, installing equipment and initiating procedures to deal with “man overboard” will enable the Skerries Service to reduce the crew compliment from 5 to 4).
3.7	Base Skerries ferry in Lerwick (operate the Skerries Service from a base in Lerwick).
3.8	Replace M/V Filla (put M/V Snolda back to the Skerries Service and dispose of M/V Filla).
4.1	Create a Route Master for the Whalsay Based Vessels (organise crewing to achieve a reduction in non contractual overtime).
4.2	Reduce Whalsay service to 2 x 12 hours vessels (reduce the service in Whalsay between morning and afternoon peaks to a single vessel).
4.3	Swap Linga and Hendra
4.4	Terminal at Dragon Ness (Provide Single Whalsay ferry service from New Mainland terminal).
4.5	Terminal at Bonydale (Provide Single Whalsay ferry service from New Mainland terminal).
4.6	Whalsay option derived from Yell Community Council alternative (Alternative developed from Yell Community Council suggestion – day vessel 18 hours/day Mon-Fri, shift vessel 12 hours/day Mon-Fri, single vessel Sat & Sun)
5.1	Remove one return sailing (or a complete day sailing from the Papa Stour winter timetable).
5.2	Combine Outer Isles service
5.3	Replace existing Vessel (Move M/V Snolda from the Papa Stour Service to Skerries Service and replace with a smaller vessel).
5.4	Combine Foula and Papa Stour services
5.5	Discontinue the Ro-Ro Service to Papa Stour (replace the present service with a passenger and freight service along the lines and frequency of the Fair Isle and Foula services).
6.1	Reduce Leirna crew from five to four (and reduce the passenger complement on the Bressay Service to ensure reduced staffing can cope in emergency situations).
6.2	Replace ferry with chain ferry (replace the Bressay Service vessel, M/V Leirna with a purpose built chain ferry operation at the north end of Lerwick Harbour).
6.3	Decision on fixed link (Council to decide on a Fixed Link to Bressay).
6.4	Revise timetable to reduce underused crossings (reduce the year round timetable on the Bressay Service to reduce the identified underused sailings. Additional crew hours will be ‘banked’ to reduce overtime

	requirements.).
7.1	Combine Outer Isles service (Foula with Fair Isle and Papa Stour – part of STAG study).
7.2	Discontinue summer sailings to Scalloway (discontinue Foula Service summer service to Scalloway).
8.1	Combine Outer Isles services (with Foula and Papa Stour – part of STAG study).
8.2	Externalise service to Fair Isle
8.3	Replace Good Shepherd (with new purpose built vessel).
8.4	Negotiate subsidy from the National Trust for Scotland (seek external funding through the National trust for Scotland to support the Fair Isle Service).
8.5	Discontinue summer sailings to Lerwick (and replace with Fair Isle to Grutness service).
8.6	Introduce a tourist fare for Fair Isle (raise additional revenue by creating a new fare structure for the Fair Isle Service).
9.1	Increase income through advertising (bulkhead on board vessels, through variable display notices and electronic links).
9.2	Ticket machine maintenance (the present obsolete machines are maintained through an expensive service contract; spend to save has identified resources to replace these machines with a new generation which will require less maintenance and will have increased function).
9.3	Increase revenue security (initiate processes to promote fare collection and prevent fare avoidance).
9.4	Replace pensioner concessionary fares with 50% Charge
9.5	Higher fares on Public Holidays
9.6	Review entire fare structure (in addition to options 1.3, 8.6, 9.4 and 14.25 taking into account the socio economic study, specifications of new ticket machines and future crew numbers).
9.7	Introduce a Pensioner Concessionary Fare and amalgamate with an increased Child Fare (increase the fares for children to around 25% of adult fare and implement the same charge on local passengers over the age of 60, this will apply proportionately to all service routes).
10.1	Single centralised booking office and reduce staff from 4 to 3 (reorganise the booking service to single location).
10.2	Discontinue ro-ro Booking Service (discontinue booking service for Bluemull Sound, Yell Sound, Whalsay, Skerries and Papa Stour).
11.1	Review engineering support (part of Ports and Harbours review).
11.2	Review maintenance of ferries and terminals (review in conjunction with Ports and Harbours and finding synergies with other reviews in Infrastructure Services).
11.3	Review dry-docking contractual arrangements (enter into a contract with a single yard or number of yards to benefit from economies of scale).
11.4	Construct a dry-dock facility (to be built, owned and operated by

	Council).
12.1	Review management support (part of Ports and Harbours review).
13.1	Review administration support (part of Ports and Harbours and the Infrastructure and Development business support reviews).
14.1	Remove late/underused runs (superseded by individual route options).
14.2	Review weather forecast charges (review through Ports and Harbours).
14.3	Manage sea staff leave (organise staff leave through a pre-planned rota system, similar to leave schedules for VTS operators and Launch Crew, to reduce dependency on non contractual overtime).
14.4	Review fuel procurement (enter into contracts to buy fuel at the cheapest possible rate whenever possible).
14.5	Reduced timetable on Public Holidays (reduce service on 6 Council "public" holidays).
14.6	Reduce sea staff hours to 37 and increase staff (maintaining the existing timetables and crewing compliments).
14.7	Reduce staff hours to 37 and reduce timetables (reduce staff hours and reduce timetables to fit crew hours).
14.8	Service succession planning (cease the sponsoring of officer cadets and transfer sponsorship to the private sector).
14.9	Externalise service(s) (the various permutations to externalise the service or parts of the service needs to be explored once decisions have been made on the future level of service to each community, the crewing arrangements and the cost of delivering the future service).
14.10	Review need to retain relief vessels (remove the second relief vessel, M/V Thora, from service and dispose of vessel towards the end of the vessel life extension programme in 2015). Disposal of the M/V Thora would realise net income of £150,000. Based on today's market and the present condition of the vessel.
14.11	Community runs (outwith the remit of the Ferry review – part of Transport Planning review).
14.12	Review uniforms and PPE (the procurement, quality and frequency of issue has been reassessed and new processes implemented).
14.13	Review delivery costs to dry-dock (superseded by individual route options).
14.14	Review crewing levels all routes (amalgamated into individual route options).
14.15	Crew qualification, re-validation and training (discussions with staff, support services and external agencies as to future levels of qualification and training provision required).
14.16	Fuel consumption and vessel speeds (the service has already introduced this practice, where timetables allow).
14.17	Review standby and call-out provision (in conjunction with support staff review when stand-by is paid and how the maximum recovery can be obtained through third parties).
14.18	Review all vessel deployment (has already been introduced by reviewing fleet requirement during docking on a case by case basis using local

	knowledge of prevailing circumstances).
14.19	Review ENG1 and ML5 revalidation costs (in conjunction with Ports and Harbours and support services review initial medical and revalidations costs).
14.20	Stop certain routes (explore the practicality of ceasing to deliver individual services or routes).
14.21	Staff interchangeability arrangements (explore, and where necessary change, existing council policy to streamline sea staff interchangeability between crews, vessels, routes and Marine services).
14.22	Remove public radio and TV viewing options from vessels (the licence to view public broadcasts will not be renewed next year and television licences will no longer be renewed on vessels).
14.23	Remove budget support to Review Team 2013/14 (part of Director Infrastructure savings review).
14.24	Review First Aid Allowance Payments (reduce the number of staff within Ferry Operations receiving the allowance, with notice start date 01 Dec 2012).
14.25	Increase Passenger and Domestic Vehicle Fares (increase fares for non multi-journey ticket journeys this will apply proportionately to all service routes).
14.26	Increase vending machine prices (increase prices to match prices in shops).

**Shetland Ferries Review:
Business Impacts Study**

Final Report

to

Shetland Islands Council

by



January 2013

CONTENTS

1	Introduction	1
2	Bressay	3
3	Fair Isle	5
4	Fetlar	7
5	Papa Stour	10
6	Skerries	13
7	Unst	15
8	Whalsay	21
9	Yell	25
10	General Findings	32
11	Conclusions	34
12	Monitoring and Evaluation	42

1 INTRODUCTION

This is the final report of a study of the potential business impacts of possible changes to internal ferry services in Shetland. The research was undertaken on behalf of Shetland Islands Council (SIC) during November and December 2012.

1.1 BUSINESS SURVEY

The work involved a telephone survey of businesses in the isles that would be affected by potential changes to their ferry services. We also interviewed a number of mainland Shetland businesses regarding their trade with these isles.

The sample of organisations for the interviews was based on a combination of:

- Our own prior knowledge of the Shetland economy.
- Suggestions by SIC staff.
- Information provided by those in some of the isles, including Community Councils.

The telephone interviews were undertaken between November 9th and December 4th 2012. In total 130 businesses/crofters were covered. **Table 1.1**, over, provides a breakdown of the respondents by type and location.

1.2 REPORT STRUCTURE

The following Chapters contain the analysis for each of the isles as follows:

- **Chapter 2**-Bressay.
- **Chapter 3**-Fair Isle.
- **Chapter 4**-Fetlar.
- **Chapter 5**-Papa Stour.
- **Chapter 6**-Skerries.
- **Chapter 7**-Unst.
- **Chapter 8**-Whalsay.
- **Chapter 9**-Yell.

Chapter 10 contains some general findings regarding use of the ferry services. **Chapter 11** provides our conclusions.

Chapter 12 contains a suggested approach to monitoring and evaluation of the ferry service changes that are introduced.

TABLE 1.1: SURVEY RESPONDENT PROFILE

Type/Location	Bressay	Fair Isle	Fetlar	Papa Stour	Skerries	Unst	Whalsay	Yell	Mainland Shetland	Total
Agriculture-Non-Crofting						1				1
Aquaculture/Aquaculture Support					1	1	1	5	2	10
Business/Personal/Development Services	1		1		1	1	1	4		9
Construction and Related Trades		1				3	2	1	3	10
Energy		1				1				2
Engineering						1	1			2
Fish (Caught)							1			1
Manufacturing	1					2	1	1	2	7
Pub/Restaurant						1	1	1		3
Retail/Wholesale	1	1	1		2	1	2	5	5	18
Tour Operator	1					1				2
Transport Services/Haulage						2	2	2	3	9
Visitor Accommodation	2	3	2		1	3		4		15
Crofting	4	3	4	4		13	2	11		41
Total	10	9	8	4	5	31	14	34	15	130

- 426 -

2 BRESSAY

2.1 EXISTING POSITION

2.1.1 Overview

Bressay has a quite limited private sector business base. It consists largely of services and visitor accommodation. This reflects the island's proximity to Lerwick and its extensive provision of employment, suppliers and service. With a low population level on the island most Bressay businesses are very heavily dependent on trade from customers outside the island. These include visitors from mainland Shetland and further afield, as well as Bressay service providers working at customers' premises elsewhere in Shetland.

Most Bressay employers are small scale, at least in terms of the number of full-time employees. The exception is the fish product factory. It is also one of the few Bressay businesses with employees who commute into the island.

2.2.2 Business Use of the Ferry Service

Goods for visitor accommodation providers and the shop are delivered late on a single day per week. The vehicle then stays overnight on Bressay before departing on an early morning sailing the following day. Other mainland Shetland companies that we interviewed reported similarly infrequent deliveries. Most come onto and depart the island outwith the peak commuting times.

Given Bressay's small size and its limited number of customers mainland companies making deliveries are keen to achieve a quick turnaround on the island. There is, however, flexibility in their timings given that the ferry service operates from Lerwick, where most of the suppliers are based.

The fish product factory is the main source of freight on the ferry service. Volumes peak during the herring season in August and September. The company's commuters generally travel to Bressay on the 0715 sailing from Lerwick. Their return times vary between the 1545, 1720 and 1930 sailings.

The two main hotels/restaurants share key times for getting customers in and out of the island: between 1200 and 1300 is particularly important. For one of them many customers are travelling to Bressay around 0900 and also at 1700. Other key times are inbound from 1700-1900 for evening meals, after which these customers may remain on Bressay up until the 2230 sailing.

2.2.3 Crofters

The crofters we interviewed all bring goods (feed, straw, etc.) in from Lerwick using their own vehicles. The frequency of these trips is once per week or less. Some have fixed days or times of travel on the ferry. However, others travel as and when required, with no usual day or time.

Among those in our sample, most of their livestock sales are via Lerwick mart. These sales tend to be on Fridays and Saturdays in September and October.

The livestock are taken off using the crofter's own vehicle, with maybe more than one trip required on some days. With the sales starting at 1000, the animals are mostly transported off Bressay between 0800 and 0900.

The crofters return to Bressay after the sales at different times. However, the sailings used generally fall between early and late afternoon.

2.3 **POTENTIAL IMPACTS OF CHANGES TO FERRY SERVICES**

2.3.1 Overview

Interviewees expect very little business impact from the scenarios shown below. This is both in absolute terms and also relative to the other isles' ferry services considered in this research. The key issue for Bressay interviewees is fare levels. This reflects the high number of ferry trips made by Bressay residents.

2.3.2 Reduction of Capacity to 50 Passengers

None of the interviewees expected any business impacts from this scenario. To some extent this is because it includes undertaking a double run of the ferry-outwith the published schedule-if passengers are short-shipped.

It also reflects, first, interviewees' understanding that there are currently very few sailings with more than 50 passengers. Most referred to a single ex Bressay sailing during the morning peak. One other respondent stated that some sailings in the festive period currently carry over 50 passengers. This is where a number of large parties are travelling to the island for a Christmas meal.

Second, many businesses and crofters' use of the ferry service-for both freight and passenger travel-is outwith the main commuting times.

2.3.3 Fewer Sailings Between 0900 and 1800

Based on the specimen timetables, there would be two up to fewer sailings between 0900 and 1800. There would, in one scenario, be one less return sailing during lunchtime and, in both, one fewer in the late afternoon.

Again, there was expected to be very little impact. Respondents stated that they have the flexibility to revise their/their customers' travel times to suit the revised timetable. The more important issue for interviewees was that no significant headways between sailings would be created under this scenario.

2.3.4 Fewer Sailings After 1800

Based on the specimen timetables there would 1-2 fewer sailings after 1800, with the time of the last sailing from Lerwick as at present.

There were not expected to be any notable business impacts under this scenario. Indeed, a number of interviewees stated that if the number of sailings was to be reduced then it was preferable to do so in the evening rather than during business hours.

3 **FAIR ISLE**

3.1 **EXISTING POSITION**

Lerwick sailings account for a minority of sailings in the summer and throughout the year. Their main function is, first, allowing the purchase of small volumes of goods from Lerwick suppliers that would otherwise make their transport cost to Grutness expensive. There is no charge by suppliers or receivers of goods for delivery to, or collection from, the Lerwick sailings.

In the case of food items these are in addition to the main shipment via Grutness on a Tuesday. Most other types of goods-e.g. animal feed- are moved on some but not all of the Lerwick sailings.

The Lerwick sailings' other main function is allowing the same day shipment, repair and return of goods sent from Fair Isle to companies in Lerwick. In most cases, the benefit is their quick return to the isle rather than the financial saving compared to being moved on sailings to/from Grutness.

The context for any changes to the Lerwick sailings is:

- Almost all significant suppliers are based in Lerwick.
- Some goods can be delivered to Grutness by bus rather than by carrier.
- The air service has limited freight capacity and restrictions on the type of goods that can be conveyed.
- The sales made by mainland based suppliers using the Lerwick sailings are not a main source of custom.

Overall, larger consignments (including animal feed) are moved on the Grutness sailings in the summer. This includes all liquid fuel and livestock.

For passenger travel the Lerwick sailings are used by:

- A number of visitors and NTS workers. Many of them will have arrived in Shetland via NorthLink making a Lerwick departure more convenient than one from south mainland.
- Fair Isle residents to make business-related day trips to Lerwick. Interviewees generally referred to 2-3 such trips per annum on the Lerwick sailings. They are seen as being cheaper and more direct than the other transport options.

3.2 **POTENTIAL IMPACTS OF CHANGES TO FERRY SERVICES**

The option for Fair Isle is the cessation of Lerwick summer sailings, replaced by sailings to Grutness.

Additional freight transport costs would be charged by some but not all suppliers. Those who would not charge are either based in south mainland or who operate a daily service to the area. Other, largely Lerwick-based, suppliers would charge for delivery to Grutness for what are generally small volumes of goods.

The figures supplied to us were:

- Wholesaler-£25 for delivery to Grutness if order is less than £500 in value.
- £35 for courier delivery.
- £50 delivery charge for animal feed (with a value of £80).
- £60/£70 for small loads of construction materials.
- £100/£120 collection/delivery charge for car repair.

The other main impact would be extended repair and return times for equipment and vehicles compared to their same day turnaround via a Lerwick sailing. However, the volumes are relatively slight and to an extent unpredictable.

There would also be reduced convenience for some passengers. However, we would not expect that visitors who currently use the Lerwick sailings would be deterred from travelling to Fair Isle.

4 **FETLAR**

4.1 **EXISTING POSITION**

4.1.1 Overview

The business base on Fetlar consists largely of crofting, visitor accommodation and shop/café. The very limited range of business services on the island, plus the importance of exporting livestock and importing tourists, means that the ferry service is especially important

The organisations that we interviewed are generally very small in employment terms. Only one employs staff who commute into Fetlar.

4.1.2 Business Use of the Ferry Service

The shop sees over half of its annual custom from Fetlar residents. Most of its supplies are brought in by the owner. They make a day trip to Lerwick one day per week with their own vehicle. This involves leaving Fetlar before 0800 and getting back around 1640. The timings of Yell Sound sailings are important in ensuring that the day is not even longer than this. The shop also receives occasional small consignments delivered by third parties. These are either wholesalers who drop off the goods at Gutcher to be carried on the ferry, or via a third party haulier.

The self-catering changeover day is Saturday. The previous week's guests depart Fetlar on the 1050 sailing, while the ones for the coming week arrive on the 1415 sailing from Gutcher.

There is limited overnight accommodation on Fetlar. Therefore, day trippers form a large proportion of overall visitor numbers. The main points made by interviewees were that:

- Not all day trippers want to spend a full day in Fetlar. Many, including bus tours, arrive on the island via the 1005 ex Gutcher sailing but depart from Fetlar on various sailings throughout the afternoon and early evening.
- Visitor numbers are reduced on Sunday due to the limited timetable.

Mainland construction companies undertaking work on Fetlar tend to have their staff staying overnight on the island rather than travelling daily.

4.1.3 Crofters

Larger consignments of feed and fertiliser are brought in-a few times per year-by a Yell-based haulier. Crofters may pool their requirements in order to generate a full load, thus reducing the transport cost per tonne moved.

Some other items (e.g. fencing) are brought in by a wholesaler based on mainland Shetland. Smaller items tend to be brought in by the crofters themselves. Some use is made of contractors from Yell (e.g. for fencing).

Suppliers and transport companies who visit Fetlar schedule the journey to minimise time on the island. For example, livestock carriers and a liquid fuel supplier (who visits the island 1-2 times per month) tend to come in on the 1005 ex Gutcher.

They look to depart Fetlar at either lunchtime or 1500. The fuel deliveries tend to be red diesel for agricultural use. Some residents have to travel to Yell to fill up on other types of fuel.

Livestock are transported off the island by a mix of large float (carrying up to 300 animals, and which can cost over £500) and the crofter's own vehicle. Most appear to be sold at Lerwick mart. Each crofter sends animals to the mart between two and six times per year.

4.2 POTENTIAL IMPACTS OF CHANGES TO FERRY SERVICES

4.2.1 Reinstatement of Fares on Bluemull Sound

Most respondents believe that reintroducing fares would not lead to a decrease in the number of visitors to Fetlar. However, some businesses would face increased costs when travelling to Yell for vehicle fuel. In addition, the cost of crofters' deliveries would increase when these are from suppliers based in Yell. (The ro-ro services' current return ferry fare for a CV greater than 12m in length is around £57, excluding VAT).

4.2.2 Bluemull Sound-Reduced Number of Fetlar Sailings

This was viewed as the most negative scenario. In particular this reflects the large gap between sailings-between the mid/late morning and late afternoon. The main types of impact were seen as being those affecting:

- Visitors.
- Those moving goods into, or livestock out of, Fetlar.

The visitor impact was seen as most likely to reduce the number of day trippers to Fetlar. This is because many do not want to spend an extended period on the island. This scenario was seen as having a much more detrimental effect on day trips than the reinstatement of fares.

It appears that tradespeople and those delivering to Fetlar would increase their charges. This would be due to having spend longer on the island than at present and thus having to pay staff overtime due to their extended day. It would also reflect the opportunity cost of vehicles being tied up on Fetlar due to the gaps in the timetable. One mainland construction company quoted a cost of an additional £60 per hour for a delivery truck. This in a context where the transport cost of a full artic load of building materials to Fetlar is currently £400-£500.

A number of interviewees raised the prospect of drivers being over their permitted hours due to the extended day. However, this was not seen as an issue by the mainland companies that we interviewed.

There was also a concern that mainland companies would simply no longer serve Fetlar due to the gaps in the ferry timetable. Again, however, our interviews with these companies do not suggest that this would be the case. They would, nevertheless, look to pass on the additional costs that they would incur.

4.2.3 Yell Sound-Fewer Pre-0900 Sailings

This scenario was not seen as likely to have any notable impact. This is because the earliest southbound ferry from Yell that Fetlar residents can catch at 0910. However, interviewees may have not fully appreciated that fewer sailings on Yell Sound before 0900 may lead to extra pressure and capacity constraints on subsequent sailings. These could include the 0910 which Fetlar businesses and crofters use to reach Lerwick.

4.2.4 Yell Sound-Later First Sailing

The potential impact that interviewees identified was on inbound goods to Fetlar. In fact, under this scenario the first sailing from Toft would not reach Yell until just after 0700. This would prevent a connection being made with the 0720 ex Gutcher sailing to Fetlar. Thus, the earliest arrival on Fetlar from mainland Shetland would not be until:

- 0845-under one of the timetable scenarios; or
- after 0900-current summer timetable; or
- after 1000-current winter timetable and one of the timetable scenarios.

The changes to the timetable would require livestock floats to be on Fetlar the night before animals are moved off the island. This would mean additional costs for the driver's overnight stay. However, it was stated that this would be required in order to get animals to Lerwick mart in time.

4.2.5 Yell Sound-Fewer Sailings Between 0900 and 1800

The main potential impacts identified by interviewees were:

- A decrease in the integration between the Bluemull Sound and Yell Sound timetables.
- Reduced capacity, making short notice trips to/from mainland Shetland harder to undertake.

4.2.6 Yell Sound-Earlier Last Sailing of The Day

Interviewees did not see this having any potential business impacts.

5 **PAPA STOUR**

5.1 **EXISTING POSITION**

Crofting forms a highly significant part of activity on Papa Stour. It was stated that the island's current resident population is eight. A further eight people come onto the island at certain times of the week to work their crofts. This is mostly over the weekend, although some travel onto Papa Stour to tend to animals during the week.

Crofting inputs are mainly brought to the island by crofters using their own vehicles. This tends to be less than weekly. It also varies by time of year, with more feed purchased during the winter. Those who live on the island tend to go to Lerwick for supplies on days when a day trip is possible (i.e. Wednesday, Friday or Saturday). In general, own account running is seen as offering convenience as to the time of shipment and also cost savings compared to using a third party transport company.

Some inputs are delivered to West Burrafirth by suppliers. They are left in the store at the pier and subsequently loaded onto the ferry at the time of the sailing.

The crofters rely on outside contractors to spend a number of days each year making silage and sheep shearing on Papa Stour. They bring specialist machinery on the ferry, along with their own vehicles.

Both own account and third party transport are used to move sheep off the island. Sales are mostly made between August and November. Larger lots (between 60 and 250 head) are transported off the island on a float which is organised by the buyer.

Smaller lots are moved own account. They tend to be sold at Lerwick Mart on the main sales days of Friday and Saturday. Papa Stour sheep are placed later on the sales list. This is because although the sales start at 1000, the ferry timetable means that the sheep do not reach West Burrafirth until 1040.

5.2 **POTENTIAL IMPACTS OF CHANGES TO FERRY SERVICES**

5.2.1 Reducing the Number of Timetabled Sailings-remove one return sailing all year round

This was seen as the least negative of the three scenarios. If it was to be introduced, then interviewees' preference would be for the Monday sailing to be withdrawn. This reflects that the current ferry timetable does not offer a day trip opportunity on Mondays.

The identified impacts of this were, first, decreased resilience of the service to sailing cancellations on other days of the week. There would only be one sailing day (Wednesday) during the first four days of the week. Also, creating further gaps in the timetable could extend the number of days that a crofter is off the island, raising the issue of who would tend their livestock during that time.

Other impacts that interviewees mentioned were:

- Loss of access to livestock sales that take place on a Monday-although it was felt that this could worked round.
- Mail no longer being taken to or from Papa Stour on a Monday.

5.2.2 Reducing the Number of Timetabled Sailings-remove double return sailing one day a week for the winter season only

This scenario was seen as less negative than the withdrawal of a ro-ro service. However, there was no consensus on the day on which a double return could be withdrawn in this scenario.

Some saw that **Saturday** would be acceptable. This is because the island could still be accessed over the weekend by using Friday and Sunday sailings. However, others saw this as potentially creating a bottleneck on these sailings. Also, some valued the option of travelling to the island on a Saturday rather than Friday when this fitted their plans better.

Withdrawal of Saturday sailings during the winter timetable would also remove same day access to Saturday livestock sales from around mid-September onwards. (This was not specifically referred to by respondents).

The day trip opportunity on **Wednesday** was seen as offering contractors a good working day on the island. It was also seen as important for some midweek travel onto the island by crofters who live elsewhere during the week. It also allows other crofters to make a day trip to mainland Shetland for supplies. **Friday** sailings are an important means for crofters to travel into the island for the weekend.

Irrespective of the particular day selected, this scenario was seen as reducing travel choice. Further, two sailings would be removed at a time of year when other days' sailings are more likely to be cancelled due to bad weather. Thus, the service would have a lower resilience.

5.2.3 Ceasing the Ro-Ro Ferry Service and Reverting to a Passenger and Loose Freight Service

This was very clearly seen as the scenario with the most negative potential impacts. In particular, its effect on own account transport-both to bring goods into and taking smaller lots of livestock out of the isle. Some viewed that if the crofter was to continue own account running then they would need to have vehicles both on the island and the mainland.

Even if this was financially possible there would still be the physical work associated with moving the consignments to or from the ferry at both ends of the journey. Sheep would have to be unloaded from vehicles and put onto the ferry in order to travel across on the deck, with the same effort required on the mainland side. Some interviewees saw that this process might mean an animal losing their life. Other animals could have their sale value reduced due to a more stressful journey.

The alternative would be to use third party transport companies. However, this would increase costs and reduce the flexibility of when consignments could be moved. Increased transport costs would be in a context where they are likely to form a relatively high proportion of the overall purchase price.

In addition, interviewees were unclear how agricultural contractors would bring their equipment to the island. If this was not possible, interviewees were unclear on how the contractors' work might otherwise be done given the very low and ageing population of Papa Stour.

Lo-lo operated pre-2005. However, it seems that since then the number and age of crofters has changed. This limits their ability or desire to return to the practices used before the ro-ro service was introduced.

It was put to us that crofters have changed their working practices to reflect the availability of ro-ro. In particular, the work has become less labour intensive.

This factor-rather than simply financial impacts-may be the most important implication of this scenario. The loss of the benefits of ro-ro could lead to a reduction in the scale of crofts' activity. It could make crofting less attractive to existing and prospective crofters. This would have clear implications for community viability given the high proportion of the island's very low population that is involved in crofting.

6 **SKERRIES**

6.1 **EXISTING POSITION**

The existing position can be summarised as follows:

- Almost all freight is moved on Lerwick sailings. There are some seasonal variations-mainly for salmon and agricultural goods.
- There is no charge by suppliers or receivers of goods for delivery to, or collection from, the Lerwick sailings. Almost all significant suppliers are based in Lerwick.
- Salmon is moved to a Lerwick processor every week between August and March. There are higher volumes travelling on Thursdays than on Tuesdays. The fish farm is the island's major employer, with 7 full-time posts. It produces organic fish which have a much higher value than non-organic salmon. Fish feed also comes to the island on the ferry.
- Lerwick sailings are scheduled. In contrast, Vidlin sailings have to be booked by at least one passenger. If none is booked then the sailing does not operate even if freight is looking to move on it.
- Lerwick sailings are used by visitors to Shetland who do not have cars. The numbers on Lerwick sailings are perceived as high relative to those via Vidlin.
- Most of the two shops' sales are to residents rather than visitors.

6.2 **POTENTIAL IMPACTS OF CHANGES TO FERRY SERVICES**

6.2.1 Replace Tuesday and Thursday Skerries-Lerwick Sailings With Skerries-Vidlin Sailings

Most suppliers to the shops would levy a charge for delivery to Vidlin, especially where the value of a consignment is relatively low. Some non-perishable items could be left at the store at the pier and not charged. Delivery charges could be of the order of £25 for a shop consignment (depending on the sale value of the goods). They could also be £20-£40 for some agricultural goods depending on whether they could be combined with deliveries to other locations.

One impact on the salmon farm would be added transport costs for goods in and out. This will reduce margins but the salmon price levels should make this bearable.

A greater issue would be the means of transportation from Vidlin to the Lerwick processor. The salmon are currently moved in bins. The farm stated that these are not suited to road transport and their use would result in a considerable loss of the product's value. They also stated that Skerries harbour lacks sufficient depth for a well boat, so transport by ferry will continue to be required.

The impacts of this scenario would be reduced if:

- The new Tuesday and Thursday Vidlin sailings were scheduled. That would still allow freight to be moved when no passengers were using the sailings.

- A bus service was provided for travel to/from Vidlin.

6.2.2 Base Skerries Ferry in Skerries

Under this scenario there would be:

- Little business impacts, although the mail would arrive in Skerries at 1230 rather than 0930.
- Later arrival of one current fish farm worker on Monday, who lives on mainland Shetland at the weekend.

6.2.3 Utilise Positioning Runs To/From Symbister

There were mixed views among interviewees. This scenario was seen as desirable in principle, but some raised issues around transferring goods between the different ferry services.

7 **UNST**

7.1 **EXISTING POSITION**

7.1.1 Overview

Very few Unst businesses employ staff from outside the island. Most who do so are tourism-related, with some of their commuters employed on a seasonal basis. Tourism is more important on Unst than in the other isles.

7.1.2 Business Use of The Ferry Services

Traffic From Unst

Of the 18 companies we interviewed five have goods exported to Shetland mainland. In each case this is on a less than daily basis.

Only one movement (which is once per week) is time critical. It has to connect with the Northlink sailing on the same day, requiring arrival in Lerwick by 1500. This company reported a current lack of capacity. Their truck sometimes has to be taken over to Yell the previous evening to ensure that their goods are in Lerwick on time the following day.

Two companies move their goods off Unst on an own account basis. A further two make use of the overland bus service to Shetland mainland. One company exports goods to Yell. This is twice weekly.

In addition a small number of companies travel to undertake work at customers' premises as follows, to:

- Yell (3 companies).
- Fetlar (2).
- Mainland Shetland (2).

Traffic to Unst

Three companies import goods from Yell. Further, three companies' customer base includes Yell residents who travel to their premises on Unst.

Four companies bring in goods-from mainland Shetland-on an own account basis. This is up to two times per week. However, the vast majority are served by third party hauliers and/or wholesalers.

A number of mainland-based wholesalers visit the island with their own vehicle on at least a weekly basis. These runs are almost always combined with deliveries to Yell. This means that the times of the ferries used to go across to, and back from, Unst is variable. They depend on the volume of goods being delivered to Yell customers on the same day.

Other mainland suppliers and third party hauliers deliver goods to Unst, although on a less frequent basis than the wholesalers. In some cases their run is solely to Unst with no deliveries made on Yell.

When undertaking work on Unst, the staff of mainland-based construction companies we interviewed either:

- Stay on the island overnight-particularly in the summer when work can be undertaken in the evening; or
- On other occasions, move staff to and from Unst on a daily basis.

Overall, mainland Shetland is a much more important source of inputs and exports than are either of the two other North Isles. However, some goods that originate on the mainland are held for a period of time (i.e. at least overnight) by suppliers on Yell before being forwarded on to Unst.

7.1.3 Crofters

Crofters' general supplies come mostly from mainland Shetland. They are split broadly evenly between those who take their own vehicle and bring back the goods, and those that are delivered to them by a haulier. Most feed-and apparently almost all fertiliser-is delivered by a third party haulier and is sourced from mainland Shetland. A small number of crofters take a vehicle to Yell and buy supplies there.

A majority of crofters sell some or all of their sheep at Unst sales. There can be between 2,000-3,000 sheep to be moved on the busiest days. Transport to Lerwick is the responsibility of the buyers. This involves the use of floats that are brought in from the mainland. These depart Lerwick from 0700 onwards with the first arriving on Unst at around 0900. The first loaded float (with around 250 sheep) will leave the island around 1030.

On the busiest day the work may require the use of 4-5 floats, some of which will make more than one trip between Lerwick and Unst. The aim is to move as many sheep as possible on the NorthLink sailing on the same evening. This has a cut off time of 1700 at NorthLink's terminal.

The sheep that do not meet the cut off are held in Lerwick that night. They are taken off on the following day's sailing.

A smaller number of crofters also make sales at Lerwick mart. These mainly involve the crofters taking the sheep in their own vehicles, although larger loads are moved in floats by a third party haulier. The Lerwick sales commence at 1000, so the aim is to get the sheep into town around 0900. Where third party floats are used these arrive as early as possible on Unst having travelled up from the mainland that morning.

A small number of Unst crofters also send stock to sales in Aberdeenshire. They need to be with NorthLink by mid-afternoon/1600 to allow them to travel on that night's sailing.

7.2 **POTENTIAL IMPACTS OF CHANGES TO FERRY SERVICES**

7.2.1 Introduction

Many of the trips to/from Unst start/end in mainland Shetland. Thus, they require use of both the Bluemull Sound and Yell Sound services.

Unst respondents, however, tended to focus on the impacts of potential changes to “their” (i.e. Bluemull Sound) ferry service. Thus, they provided less information regarding the possible changes on Yell Sound.

7.2.2 Reinstatement of Fares on Bluemull Sound

The vast majority (11 out of 13) of the businesses offering a view felt that reintroduction of fares would have at least one type of negative impact.

Three out of five tourism businesses felt that fares would not reduce the amount of visitors that they get at their premises. A further one business felt that while on Unst staying visitors would make fewer day trips to Fetlar and Yell.

Two of the three businesses having goods imported from Yell expected a negative impact. One perceived that there would be a very significant increase in costs.

As noted earlier, a small number of crofters get goods from Yell-either collecting them own account or having them delivered by the supplier. The related costs would increase with the reintroduction of fares. However, it appears that Yell purchases form a relatively small proportion of crofters’ total purchases.

Three businesses (all largely tourism-based) reported impacts in terms of staff commuting. One questioned the viability of staff continuing to commute. A second expected that Yell based staff may have to stay overnight at their premises rather than commute daily.

A third was concerned about the viability of having a key staff member continuing to commute from Fetlar if fares were reintroduced. However, it was possible that they could stay overnight on Unst. This company also has staff that commute from Yell. It was viewed that if they were no longer able to commute then it would be possible to replace them with Unst residents.

Those businesses who have Yell residents as customers at their premises expected to see a decrease in the amount of trade this generates.

The three businesses who undertake work at customers’ premises in either Yell or Fetlar would all look to pass on the fare costs. One felt, however, that this could reduce the amount of work they do on Yell.

7.2.3 Bluemull Sound-Reduced Number of Unst Sailings

The vast majority (12 out of 14) of the **businesses** offering a view felt that a reduction in the number of sailings between Unst and Yell would have at least one type of negative impact.

The ones most commonly mentioned were:

- Loss of staff productivity and/or increased charges by contractors due to increased waiting times between ferries (5 companies).
- Less resilient service if only a one ferry operation (3).

- Possibly unable to reach Unst after late Lerwick meetings or arriving on last flight into Sumburgh (3). (However, the specimen timetables show post-2000 sailings from Yell to Unst unchanged from the existing ones).
- Fewer visitors and/or day trippers to Unst (3).

The following potential impacts were each mentioned by a single business respondent:

- Risk of freight not making the connection to the NorthLink sailing due to lack of capacity.
- Reduced time to undertake work at customers' premises elsewhere in Shetland, reducing staff productivity.
- Lower quality of fresh produce due to extended delivery times.

Unst businesses were more likely than those on the other isles other to be concerned that a reduced ferry service would make it more difficult to attract staff to live and work on the island.

Some similar potential impacts were stated by **crofters**:

- Delays and related costs (including contractors' charges) due to a lack of capacity (4 respondents).
- Less resilient service if only a one ferry operation (3).
- Issues around getting livestock off the island (3). This could require bringing in a float and driver the previous evening, resulting in additional costs.

A number of crofters stressed that sailings outwith the peak commuting periods are very important for business traffic. The specimen timetables show reduced sailings from Unst between 0945 and around 1100. This would clearly reduce the ability to get livestock away from the main Unst sales. One respondent wondered whether a special timetable could operate on the main sales days to help address this issue.

Those delivering to Unst-both wholesalers and third party hauliers-highlighted the cost implications of extended trips to make deliveries. A number of wholesalers travel to Unst, each making 1-2 trips per week. They tend to arrive on Unst around late morning/lunchtime and depart early afternoon. It seems that the sailing times in the specimen timetables should meet most of their needs for getting on and off Unst-*assuming that capacity is available on the required sailings.*

However, the actual sailings used can vary from day to day depending on the volumes being delivered to Unst (and on most trips also to Yell). The current sailing frequency is valued. It allows flexibility according to the specific circumstances on any one day. Each wholesaler is trying to minimise the time spent away from their base on mainland Shetland.

Should their day in the North Isles be extended, wholesalers will seek to pass on the additional staff costs (arising from extra hours/overtime) to their customers. None stated that they might no longer serve Unst under a reduced service. However, one commented that if the length of a day return trip from Lerwick increased to around 12 hours they may sub-contract out their deliveries to a North Isles-based haulier.

Mainland-based third party hauliers tend to leave Lerwick for Unst at around 0800. This means they are presently travelling from Gutcher around 1000, although possibly later. The specimen timetables could leave them waiting until 1120 to travel to Unst, meaning that they may not be able to return from the island until 1345.

Mainland-based hauliers' currently allow for a 6 hour round trip between Lerwick and Unst. Any increase in this would have cost implications. However, not all respondents felt that they would be able to pass on these increased costs.

7.2.4 Bluemull Sound-Reduced Number of Fetlar Sailings

Three Unst businesses referred to potential impacts from a reduced number of sailings to Fetlar. Two of these were tourism related businesses who felt that day trips to Fetlar would be less attractive to some guests. This is because of the extended time that would have to be spent on Fetlar.

The other business was a tradesperson. He felt that he could face an overly long waiting time on Fetlar to return to Unst after undertaking jobs that might last only 1-2 hours.

7.2.5 Yell Sound-Fewer Pre-0900 Sailings

The main points are that:

- It was viewed that this would affect tour groups rather than other types of visitors, given that the groups arrive in Unst relatively early-i.e. around 1000.
- There could be delays in getting contractors (e.g. Hydro) and others into Unst from mainland Shetland to make urgent repairs.
- Fewer sailings on Yell Sound before 0900 could cascade traffic onto to post-0900 sailings. This could restrict capacity for mainland Shetland-Unst trips being made at that time.

While not specifically mentioned by interviewees, this scenario could also limit the ability to get Unst livestock to the Lerwick mart sales which commence at 1000.

7.2.6 Yell Sound-Later First Sailing

Unst respondents made little comment on this scenario. However, one stated that it could have a knock-on effect of cascading traffic and capacity constraints onto later southbound sailings on Yell Sound.

7.2.7 Yell Sound-Fewer Sailings Between 0900 and 1800

Of the four Yell Sound scenarios, this was seen as having the greatest potential impact on Unst businesses.

Respondents mentioned two main potential impacts. First, delays for visitors and company staff due to poorer integration of the Bluemull Sound and Yell Sound timetables.

Second, reduction in the number of day trip visitors from mainland Shetland, due to fewer sailings and possible capacity constraints.

It was stated that these visitors generally travel northbound across Yell Sound between 1030-1100, and make the return sailing between 1600 and 1800.

7.2.8 Yell Sound-Earlier Last Sailing of The Day

Almost all Unst respondents saw this scenario as having no impact on their business.

One business does, however, serve meals to Shetland mainland residents. They tend to leave Unst on the current 2230 sailing. Under this scenario the last sailing out of Ulsta would be at 2240 which means that the connection back across Yell Sound could not be made. Therefore, to get back to mainland Shetland the customers would have to leave Unst earlier-i.e. on the 2045 sailing.

It was noted that this custom is only quite occasional. However, the party sizes can be quite large.

8 **WHALSAY**

8.1 **EXISTING POSITION**

8.1.1 Overview

Our Whalsay sample contained a number of companies in the service sector. Their customer base largely comprises Whalsay residents. Some of them have relatively large employment levels, albeit that the staff are mainly part-time.

Most other businesses are quite dependent on making sales/undertaking work outside Whalsay. The extent of this can vary according to the particular project that tradespeople, for example, are undertaking at any one time. Others may be required to respond to off-island customer demand at short notice. For one interviewee this forms a significant part of their overall custom.

Other points are that:

- None of the companies we interviewed employs staff who commute into Whalsay.
- Family commitments constrain the flexibility of travel of some one-person businesses.

Of the 12 businesses we interviewed:

- Six are wholly-or for periods of time-providing services outside Whalsay. These include tradespeople, aquaculture support and engineering.
- Three have customers from outside Whalsay who visit their premises on the island.

Two companies export products from Whalsay. One of these is seafood which has to be timed to meet onwards connections-either a NorthLink sailing or their customer's delivery vehicles. The other business is a very small scale manufacturer whose products are not time sensitive. Both companies move the goods in their own vehicles.

Mainland companies that we interviewed see the current Whalsay route as currently the most capacity constrained of the ro-ro routes. For some, this presents difficulties in getting the bookings they require.

8.1.2 Business Use of the Ferry Service

Outbound From Whalsay

There is business traffic which adds to pressure on the pre-0900 sailings out of Whalsay, although most of these movements are not daily. A key one is the daily (i.e. Monday-Friday) departure of Whalsay Haulage's vehicle on the 0700 sailing. This is because the company serves a significant number of customers on the island.

Other, less than daily, traffic on the pre-0900 sailings includes:

- One of the shops' own vehicles travelling to pick up goods in Lerwick.

- Construction workers, when Whalsay tradesmen are undertaking projects off the island.
- Workers leaving on Monday morning to spend the week working on Unst.

Most of the sample who use outbound sailings between 0900 and 1245 do so on a less than daily basis. These include shops taking their own vehicle to Lerwick to pick up goods.

In addition are a number of wholesalers and other suppliers who have spent the morning delivering on Whalsay. They mostly return to the mainland on either the 1200 or 1245 sailing.

Generally, these companies are looking for a quick turnaround on Whalsay-one interviewee stated "2½-3 hours maximum". This reflects that they are delivering to a relatively small number of customers across what is physically quite a small island. Further, many companies' Whalsay deliveries have to be fitted into that day's schedule which also includes drops on the north mainland.

When mainland construction companies are undertaking projects on Whalsay their staff tend to travel off the island on the 1745 sailing. Some travel as foot passengers, having left a vehicle overnight on Whalsay for use when they return the following morning.

At the weekend, live shellfish are moved off the island on an own account basis. This is usually either on the 1615 Saturday sailing; or on the 0915 or 1030 sailings on Sunday. The fish has to be at Lerwick no later than 1430 on the Sunday. This is to connect with a vivier lorry that will leave on the NorthLink sailing later that day.

Inbound To Whalsay

Among our sample there is little inbound business traffic before 0900. It can include mainland based construction workers when they are undertaking projects on Whalsay. In some cases they have left a vehicle on the island the night before and travel across as foot passengers.

Suppliers (e.g. fuel) and wholesalers visit the island once a week or less frequently. They tend to arrive on either the 0935 or 1030 sailings. The later sailings before 1300 are used on a weekly basis by the shops' own vehicles which have collected goods from Lerwick. A key movement is daily (i.e. Monday-Friday) by Whalsay Haulage on either the 1200 or 1245 sailing. This when they are returning with goods for afternoon delivery to their Whalsay customers. In addition there are runs by a haulage company in relation to aquaculture activity.

Another inbound movement is one company's workers returning on the last Friday night sailing having spent the week working on Unst. In addition, the vehicle that has taken live shellfish to Lerwick at the weekend returns to Whalsay either late on Saturday evening or at Sunday lunchtime.

8.1.3 Crofters

The crofters we interviewed buy goods, hay and feed from Lerwick based suppliers, bringing these back to Whalsay in their own vehicles. The day and times of these trips can vary.

The trip can last for a few hours, or for a whole working day when getting supplies is combined with other business. The frequency of sourcing inputs is no more than weekly, and can be less at certain times of the year.

One crofter reported attending up to nine sheep sales per year on Shetland mainland. Most of these take place on a Saturday. The animals are transported using their own vehicles. They leave Whalsay on the 0825 or 0915 sailings in order to get to the sales in time.

This crofter also attends around six horse shows during the year. These are on either a Saturday or Sunday. The departure is on the 0630 or 0750 sailing, returning to Whalsay on the 1830 ferry. It was noted that a number of Whalsay residents attend the same shows and tend to travel with their vehicles on the same sailings.

8.2 POTENTIAL IMPACTS OF CHANGES TO FERRY SERVICES

8.2.1 Fewer Sailings/Less Capacity Than At Present

For most of the **businesses** regularly bringing goods into Whalsay the sailing times in the specimen timetable match reasonably closely the sailings they currently use.

The exception is the lack of a 1245 sailing from Whalsay on Wednesdays and Fridays. This is currently used by a number of companies to return to mainland Shetland. Their ability to revise their timings is limited because of the need to fit deliveries around the rest of their schedule on that day. Similarly, the lack of a 1200 ex Laxo sailing on those two days will constrain the flexibility of those who bring goods into Whalsay around that time.

Overall, in terms of freight movements the key issues are:

- Whether sufficient capacity would still be available on the sailings that continue to operate; and
- How much more difficult it could be for the most frequent users to secure block bookings.

The result could be delays in customers receiving their goods. This is particularly likely to affect the shops and also engineers and tradespeople waiting for materials required for particular tasks.

Another identified impact was additional charges by mainland suppliers if their vehicles are delayed. A figure of £60 per hour was quoted for mainland based trucks delivering construction materials. This could form a high proportion of the total costs of what can be quite low value commodities (e.g. hardcore).

This is in a context where Whalsay companies would have a reduced ability to make more own account runs to mainland Shetland. One Whalsay business stated that if they were delayed on mainland Shetland when bringing back materials for a particular job they would look to pass on the time cost (of around £20 per hour) to the customer.

Other points made by interviewees were that:

- There would be a reduced ability to respond to short notice requests from customers based outside the island. As a result some businesses could become increasingly restricted to undertaking work solely on Whalsay.
- Inbound custom to the island could be reduced-both during the week or at the weekend-if there is a lack of capacity.
- Some relying on Whalsay residents' custom in the evening may see this reduced if commuters have to travel back later than at present. It was felt that these commuters would be more likely to buy more goods and services on Shetland mainland after work.

For **crofters** there may be a reduction in the number of runs they make with their own vehicles to buy supplies. A minimum amount of time is required to make such trips worthwhile. One interviewee defined this as leaving Whalsay just after 0900 and returning from the mainland between 1400 and 1500.

The specimen timetable shows a reduction in pre-0900 sailings on Saturdays. As stated earlier these are used to get animals to sheep sales and also to attend horse shows. It was suggested that crofters might consider combining their lots in a single vehicle to ensure they can use particular sailings.

8.2.2 Earlier Last Sailing Than At Present

Almost all businesses and crofters felt that this scenario would not have any impacts. The points that were mentioned were that:

- It is important to maintain late Friday connections for those working off Whalsay during the week. However, it appears that a 2245 ex Laxo sailing should suffice.
- There could be some (very limited) loss of taxi trade if sports teams were no longer able to take part in evening matches on Shetland mainland.

9 **YELL**

9.1 **EXISTING POSITION**

9.1.1 Overview

The island's major private sector employers are in aquaculture and aquaculture support services, fish processing, transport services/haulage and retail. The last of these sectors rely receive trade from visitors to Shetland and those who live elsewhere in Shetland (including Unst and Fetlar), as well as residents of Yell itself. Very few businesses employ staff who live outside Yell.

9.1.2 Use of Yell Sound Service

Use Made of the Service

Of the 23 companies that we interviewed:

- Three have goods moved (seafood) on the Yell Sound service which depart Shetland on the NorthLink service that day. These are some of the largest employers on Yell.
- Three have goods moved (seafood) to processors on mainland Shetland which are subsequently exported on NorthLink sailings.
- One moves perishable products to the Viking Bus Station in Lerwick from where they are distributed across mainland Shetland.

In almost all cases export of goods from Yell to mainland Shetland is less than daily, while volumes also vary by season.

A further five companies regularly travel on the ferry to provide services to mainland customers.

First Sailing of The Day

Seven of the 23 businesses we interviewed make some use of the current (0520) first sailing of the day. This is largely used to connect with the first flights out of Sumburgh Airport.

The number of trips that our sample makes on these sailings is quite low. However, a number of the companies are among the largest employers on Yell.

Usage includes:

- Transporting NHS patients who are travelling to Aberdeen for treatment.
- Staff travelling to business meetings on mainland Scotland. These range between 1 and 12 trips per company per annum.
- B&B guests returning to mainland Scotland-between 4 and 6 per business per annum.

Pre-0900 Sailings

Among the companies we interviewed there are a number of movements inbound from mainland Shetland to Yell before 0900. These include:

- Contractors, including those involved in aquaculture or construction.
- Less than daily runs by wholesalers.
- Guests at self-catering or B&B establishments who have arrived on that morning's NorthLink sailing.

There is also some use of the pre-0900 sailings *from Yell*. These include:

- Project-related/construction work.
- Small scale service companies travelling to clients on mainland Shetland.
- Moving goods to the Viking Bus Station for collection and onward delivery.
- Taxis taking passengers to/from Lerwick.
- On occasion, transport of mussels.

0910-1245 Sailings

Between 0910 and 1000 a number of Lerwick-based companies' vehicles travel on the ferry to Yell, in some cases to deliver goods on more than one of the North Isles. This includes almost daily deliveries to the shops on Yell.

Inbound traffic later in the morning includes visitors during the summer months. It also includes some Yell companies returning to the island having made deliveries on mainland Shetland. On some days there will also be salmon feed, albeit that most of this appears to be brought in by well boat rather than ferry.

Before or on the 1245 sailing some fisheries products (crab, mussels, salmon) may have left Yell, although most travel on the afternoon sailings. In addition, visitors who have stayed overnight on Yell and are heading back to mainland Shetland will generally leave the island between 1000 and 1100.

1355-1800 Sailings

The afternoon *southbound* freight traffic includes, first, seafood products, largely connecting with that evening's NorthLink sailing to Aberdeen. Cut off times at NorthLink's terminal appear to range between 1500 and 1700. They will change according to the time of the sailing (which could be either the NorthLink passenger or freight ship) on a particular day. These consignments travel on sailings from Yell between the 1355 and 1600 (at the latest).

Second, Lerwick based suppliers who will have made deliveries around the North Isles. They tend to use the sailings between 1430 and 1630. Mainland Shetland companies undertaking construction work on Yell will use later ferries, notably the 1730 or 1800.

Inbound traffic to Yell in the afternoon will include:

- Seafood product for processing the following day.
- Yell B&Bs guests who will stay overnight on the island.

- Small scale service providers returning to Yell after working at clients' premises on mainland Shetland.

Post-1800 Sailings

As would be expected there is much less business-related traffic after 1800. However, there can be some inbound movement of seafood product for processing the following day, plus some movements of mussels from Yell for processing on north mainland.

9.1.3 Use of Bluemull Sound Service

Of the 23 companies we interviewed:

- Seven have customers who are residents of Unst and Fetlar. They visit their premises in Yell-either as a trip to/from Yell or en route to/from mainland Shetland. These companies are mostly either shops or service providers.
- Four travel to Unst and/or Fetlar to undertake work there. While their departure times to Unst are fixed, the return leg of the ferry trip depends on the volume of work to be undertaken.
- Three have staff who commute daily from Unst. These are either aquaculture or fish processing companies.
- Three (all shops) buy goods from suppliers based in Unst. These are delivered to their premises in the morning on two days of the week.
- One supplies goods to business customers on Unst.

All visitor accommodation providers have guests who make a day trip to at least one of the other two North Isles. They also benefit from through traffic to/from the other two North Isles.

Most day trips are to Unst rather than Fetlar. In most cases guests leave their accommodation in Yell around 1000 and return at 1700-1800.

Visitor day trips to Fetlar may be for a full day. Alternatively, they can vary between two and five hours depending on the sailings used.

9.1.4 Crofters

Among the crofters we interviewed most sheep are sold at sales on Yell. However, a number also sell at Lerwick Mart. This is mostly on Fridays and Saturdays between September and November.

The sales start at 1000. This requires use of the 0745 sailing out of Yell. It appears that most of the sheep are moved to Lerwick in the crofter's own vehicle.

Among our sample most inputs (fertiliser, feed, fencing, etc.) are purchased from mainland Shetland suppliers. Three of the eleven crofters we interviewed buy some goods from shops on Yell.

For goods brought into the island, fertiliser is mostly via a third party haulier. This is because these loads tend to be relatively large in volume and are delivered maybe only once or twice per year.

Feed is either brought in own account or by a haulier. Most crofters bring other types of supplies into Yell using their own vehicles.

9.2 POTENTIAL IMPACTS OF CHANGES TO FERRY SERVICES

9.2.1 Reinstatement of Fares on Bluemull Sound

The findings were that:

- Almost all Yell accommodation providers do not believe that fares would reduce their guests' day trips to Unst and Fetlar.
- There were mixed views among businesses that generate a proportion of their custom from Unst and Fetlar residents. However, those with a larger level of sales from these sources felt that the custom would decrease.
- Businesses who have staff that commute in from Unst envisage an impact. However, this was mainly in relation to potential future recruits rather than the loss of existing commuting staff (who are small in number).

Also, three businesses that visit Unst to provide services to customers felt that they would have to absorb the fares themselves rather than being able to pass the cost on. In contrast, one larger service provide stated that they would pass the fare costs on to their customers.

In addition:

- One company stated that they would not consider starting to move goods to Unst for processing-a current possibility-if fares were reinstated.
- One crofter stated that they would no longer keep sheep on Fetlar. This would not be viable if fares had to be paid.

9.2.2 Bluemull Sound-Reduced Number of Unst Sailings

Most Yell accommodation providers did not believe that fewer sailings would reduce guests' day trips to Unst. The island would remain attractive given its "most northerly" status. (This assumes, of course, that there would sufficient capacity on the remaining sailings.) However, it is our view that a reduction in ex Gutcher sailings between 1000 and 1200 could reduce the number of day trips or shorten the amount of time that their guests would spend on Unst.

Other reported impacts were that:

- Most businesses selling goods or services on Unst felt they would be able to work round the revised timetable-assuming that sufficient capacity was available.
- Most would expect to see a reduction in the sales they make to Unst residents who visit Yell.

It can also be expected that a reduction in the number of sailings to Unst between 1600 and 1800 will make it more difficult for Yell companies to recruit staff who live in Unst. (This was not specifically mentioned by interviewees).

9.2.3 Bluemull Sound-Reduced Number of Fetlar Sailings

Most Yell accommodation providers do not believe that fewer sailings would significantly reduce the number of day trips that their customers make to Fetlar. However, some reductions were seen as possible. This was because:

- Some guests want to visit Fetlar for only a few hours.
- Some would be deterred by the greater planning that would be required, possibly including the need to book.

One crofter stated that keeping sheep on Fetlar would become less attractive. They might have to be on Fetlar for an extended period to undertake tasks which would last only 1-2 hours.

9.2.4 Yell Sound-Fewer Pre-0900 Sailings

This would mean up to two fewer return sailings than presently operate during this period. The specimen timetables show a loss of the first return sailing of the day, plus loss of a single sailing in each direction between 0745 and 0845.

A number of interviewees currently travel on the ferry *before 0745*. These include service providers travelling off Yell and mainland-based construction workers inbound to the island. The issue for them is the continued availability of capacity on the pre-0745 sailings in the light of fewer sailings between 0745 and 0900.

There could be constraints placed on those currently travelling on the ferry *between 0745 and 0900*, when there would be fewer sailings than at present. These include:

- Some small scale service providers travelling to mainland Shetland. They have limited ability to travel much later than 0830-0900 in order to make their day's work financially worthwhile.
- Perishable goods travelling to the interchange at Viking Bus Station. These really need to leave Yell no later than 0800 to make onward connections.
- Taxis picking up passengers from the NorthLink service at Lerwick. Although we would expect that there would be some flexibility in timings for their passengers, there would be less intensive use of the taxis themselves.
- Some tourists travelling to accommodation in Yell could be delayed until after 0900. Again, however, we would expect that they would be flexible.

Crofters will have a degree of flexibility on the times when they travel to pick up supplies. However, Lerwick livestock sales times are fixed.

A further impact could be the cascading of traffic to sailings after 0900, possibly affecting current users of those sailings.

9.2.5 Yell Sound-Later First Sailing

This would see the 0520 ex Ulsta and corresponding 0545 ex Toft sailing no longer operating. Thus, the first sailings of the day would be 0615 from Ulsta and 0645 from Toft.

The impacts of this option would generally be relatively limited. As noted earlier seven of the 23 businesses we interviewed make some use of the current first sailing of the day. Therefore, most Yell businesses would see no impact.

Companies that use the first sailings would still continue to use the early flights out of Sumburgh. However, in order to do so they would incur the additional cost of overnight accommodation on mainland Shetland.

9.2.6 Yell Sound-Fewer Sailings Between 0900 and 1800

Key impacts would arise from the reduction in capacity for freight traffic.

As noted earlier, the first sailing after 0900 is important to mainland-based wholesalers and for other goods being supplied from Lerwick in particular. The ability to travel earlier is likely to be constrained by increased pressure on the pre-0900 sailings, while the Lerwick-based suppliers' working day starts at 0800.

Delaying the delivery runs until later would reduce the quality of service to customers. In particular, some of the shops' goods have limited shelf lives and have already had to travel overnight to get to Shetland.

Further, delaying arrival on Yell will mean that any deliveries to Unst on the same trip will not commence until the afternoon. This will lead to later arrivals back at Lerwick depots. This will incur additional staff costs. These are not only for the vehicle driver. They would also be for the warehouse staff whose job it is to fill the vehicle that afternoon to be ready for the next day's deliveries.

Second, and even more significant, would be through the reduction in capacity and sailings between 1355 and 1630. As noted earlier, this time is when a lot of **seafood** products leave Yell, with most requiring to meet the NorthLink sailing to Aberdeen. Failure to do so will result in a loss of value to most of these goods-many of which are not frozen. This is in a context where the product is already arriving in mainland Scotland a day later than that of competitors.

If capacity-as opposed to simply timings-is an issue then there may be limits to how much product can be moved off Yell on any one day. The ability to move product off earlier is limited by the time needed to harvest and, where relevant, process, pack and load it for onward shipment.

As a result overall production could be reduced. Two companies identified this as a likely consequence.

The second group of commercial vehicles that would be affected are the **mainland Shetland suppliers** returning to their base after having delivered goods on Yell and, in most cases, also on Unst. If these vehicles are delayed in returning to Shetland mainland then additional costs would be incurred through the extra hours worked by drivers and other staff.

Wholesalers are likely to seek to recoup these costs. However, other businesses are also likely to require compensation for the opportunity cost of the vehicle or plant involved.

The following additional costs were identified in relation to delays (excluding overtime premiums) that could be caused by a reduced ferry service:

- Delivery drivers: £8-£11.50 per hour.
- Skilled construction workers: £12-£13 per hour.
- Plumber: £22 per hour.
- General haulage: £30 per hour.
- Livestock float: up to £45 per hour.
- Plant/truck: £50-£60 per hour.
- Staff to work one hour later to receive goods inward: £30.
- Staff required to work later to load vehicle for next day: £60.

In most cases suppliers would look to pass on these costs to their business, crofter or household customers.

Other impacts are expected to include the following:

Shortened day trips by, or discouragement to, visitors arriving from mainland Shetland. The interviews suggest that most come into Yell between 1000 and 1100, while most depart between 1500 and 1630 during the week (Those in self-catering will depart Yell between 1000 and 1200 on Saturdays).

Loss of productive time for small businesses and crofters who travel to Lerwick to pick up goods with their own vehicles. They currently do this because it is more cost effective than having a small load brought in by a haulier and/or they can get the goods quicker than would otherwise be the case.

Extra buffer stocks, in case of delays or more limited deliveries under a reduced ferry service (e.g. salmon feed). For smaller businesses the need to hold more stock can have cash flow and/or storage implications.

In addition:

- Delays to small scale service providers returning to Yell in the later afternoon, effectively reducing the amount they earn per hour.
- Reduced ability to respond to customers' short notice needs.

9.2.7 Yell Sound-Earlier Last Sailing of The Day

Any business impact would be very limited. This is because businesses generally do not move freight or have their customers travelling at that time of night. Indeed, a number of interviewees were positively in favour of a 2305 last sailing as a means of conserving resources in order to provide sailings at other times of the day.

One accommodation provider thought there could be an impact on some of their guests who have an evening meal on mainland Shetland. They thought that this could become more of an issue if, over time, there were no longer any businesses on Yell offering evening meals to the public.

10 **GENERAL FINDINGS**

There are a number of general findings regarding use of the ferry services to some or all of the isles:

- Respondents had some difficulties in assessing the impacts of scenarios which comprised reductions in the number of sailings on a particular day. They were able to comment on the adequacy of the timings of the remaining sailings. However, further potential impacts would depend on the actual balance of supply and demand across the lower number of sailings.
- Seasonal concentration of demand adds to impacts of reduced sailings/capacity.
- The influence of the weather on some activities can lead to short notice delays/rescheduling (e.g. in aquaculture harvesting). This introduces an element of unpredictability to the timing of movements on the ferries.
- Similarly, some service providers need to respond to short notice demand that requires travel to, or outbound from, the isles-e.g. urgent repairs to boats and machinery.
- There is a general concern about service resilience under options where a two vessel service is replaced by a single vessel.
- The system of freight transport is already highly varied. It includes sub-contracting to other hauliers, own account picking up of goods by crofters and shops, own account deliveries, placing goods as loose freight on ferries-including on ro-ro services, pick ups/drop offs using bus services, and the use of freight facility at the Viking Bus Station in Lerwick.
- Changes to ferry services may prompt reconsideration of current practices-e.g. flat rates charged for some products throughout Shetland, exiting from crofting.
- There is considerable movement of goods and other commercial activity using vehicles which are charged as cars rather than CVs on the ferry services.
- Micro businesses/crofters' ability to change their times of travel is limited by other commitments-notably to other jobs and family.
- Transport companies and wholesalers do not all currently book their vehicles on North Isles and Whalsay sailings. Where they do so this tends to be on the outbound leg. They look to undertake the return leg as soon as work/deliveries are completed.
- Some freight-notably seafood-is moved outside 0900-1700, including at weekends.

- Small-scale isles/companies/crofters are more likely to receive limited and/or higher cost freight transport services. They partly address this by using their own vehicles to move goods.
- The wider context includes rising ferry fares, increasing road fuel prices, rises in some input costs (e.g. agricultural feed) and buoyancy of the aquaculture sector.
- Crofters are among the most concerned about additional financial costs arising from changes to ferry services. In part this reflects the relatively low value of their inputs and production.
- Livestock movements are seasonally concentrated. They are further concentrated by the fixed times and days when livestock sales are held.

11 **CONCLUSIONS**

This Chapter provides some conclusions. It gives a potential scale of overall business impacts for each of the possible ferry service changes, and shows the key factors underlying the assessment. The analysis is based on the information shown in the earlier Chapters.

The scale of impact used ranges, in increasing degree of significance:

- Very slight.
- Slight.
- Quite significant.
- Significant.
- Very significant.

Some of the conclusions need to be viewed in the context of the general comment made at **Chapter 10**. That is, where there would be a reduction in the number of sailings on a particular day, actual impacts would depend on the balance of supply and demand across the lower number of sailings.

TABLE 11.1: BRESSAY		
Potential Change	Potential Scale of Business Impact	Key Factors
Reduction of Capacity to 50 Passengers	Very slight	<ul style="list-style-type: none"> • Very few sailings currently operate with more than 50 passengers and a double run would clear short-shipped passengers • Much business/crofter use of the ferry service is outwith times of peak passenger demand
Fewer Sailings Between 0900 and 1800	Very slight	<ul style="list-style-type: none"> • Where use is currently made of the sailings that would be withdrawn businesses/crofters have flexibility to use adjacent sailings • Small number of sailings would be withdrawn and schedule would remain very regular
Fewer Sailings After 1800	Very slight	<ul style="list-style-type: none"> • Very little business/crofter use of these sailings • Some saw this as the most preferable of the three potential changes to the Bressay service

TABLE 11.2: FAIR ISLE		
Potential Change	Potential Scale of Business Impact	Key Factors
Cessation of Lerwick Summer Sailings, Replaced by Sailings to Grutness	Slight	<ul style="list-style-type: none"> • The vast majority of sailings and business/crofting-related use are via Grutness • Reduced convenience for some passengers but most unlikely to be deterred from travelling by having to travel via Grutness • Some loss of benefits of cost effective movement of small freight volumes from Lerwick based suppliers • Loss of benefit of same day repair and return of machinery by Lerwick based suppliers-although volumes are small and unpredictable

- 459 -

TABLE 11.3: FETLAR		
Potential Change	Potential Scale of Business Impact	Key Factors
Reinstatement of Fares on Bluemull Sound	Slight	<ul style="list-style-type: none"> • General view that visitors are unlikely to be deterred by fares • Additional costs from getting goods and services from Yell-based suppliers, but most appear to be sourced from mainland Shetland companies
Bluemull Sound-Reduced Number of Fetlar Sailings	Very significant	<ul style="list-style-type: none"> • Viewed as the most negative of the potential changes due to the large gap between the final morning and first post-1200 sailing • Increased charges by third party hauliers and tradespeople coming into Fetlar, due to gaps in the timetable. This is in a context of already high third party freight charges, particularly in relation to lower value goods/livestock • Increased unproductive waiting time for Fetlar businesses/crofters moving goods own account • Deterrent to some day trippers, not all of whom want to spend an extended period of time on the island
Yell Sound-Fewer Pre-0900 Sailings	Slight	<ul style="list-style-type: none"> • Not perceived as significant. However, could become so if the result is constrained capacity on the 0910 ex Yell sailing. This is the first one that can be used by those travelling from Fetlar to Lerwick
Yell Sound-Later First Sailing	Quite significant	<ul style="list-style-type: none"> • Later morning arrival on Fetlar by traffic originating on mainland Shetland. Extra costs incurred through having livestock floats on Fetlar the night before animals are transported and through fewer sailings available to other service providers (e.g. fuel delivery)
Yell Sound-Fewer Sailings Between 0900 and 1800	Significant	<ul style="list-style-type: none"> • Actual scale of impact would depend on balance of supply and demand for the reduced number of sailings • Decreased ability to make through trips between Fetlar and mainland Shetland, which is a more common trip end than Yell
Yell Sound-Earlier Last Sailing of The Day	Very slight	<ul style="list-style-type: none"> • Very little business/crofter-related use of latest Yell Sound sailings

- 460 -

TABLE 11.4: PAPA STOUR		
Potential Change	Potential Scale of Business Impact	Key Factors
Reducing the Number of Timetabled Sailings-remove one return sailing all year round	Quite significant	<ul style="list-style-type: none"> • Seen as the least negative of the three potential changes-preference is for the Monday sailing to be withdrawn • Reduced service resilience given limited number (4) of remaining sailing days • Could lead to residents having extended periods off the island due to no sailing between Sunday and Wednesday • Reduced number of mail delivery days
Reducing the Number of Timetabled Sailings-remove double return sailing one day a week for the winter season only	Significant	<ul style="list-style-type: none"> • No consensus on the day on which the sailing should be withdrawn • Removal of a sailing day where a day trip opportunity is currently available • Reduced service resilience given limited number (4) of sailing days that would remain • Impact offset to some extent by the reduced number of sailings operating only during the winter timetable (mid September to early April)
Ceasing the Ro-Ro Ferry Service and Reverting to a Passenger and Loose Freight Service	Very significant	<ul style="list-style-type: none"> • Very clearly seen as the most negative of the potential changes • Physical work in loading/unloading freight and livestock would make crofting increasingly unappealing. This is in a context where crofters are few in number and relatively old. Crofting is the mainstay of economic activity and population retention on the island. • Increased costs as own account transport would require vehicles on both the island and the mainland, or greater use of third party transport providers • Uncertain how third party contractors and their equipment would access the island

TABLE 11.5: SKERRIES		
Potential Change	Potential Scale of Business Impact	Key Factors
Replace Tuesday and Thursday Lerwick Sailings With Vidlin Sailings	Significant	<ul style="list-style-type: none"> • Key impact is for freight, almost all of which is moved on Lerwick sailings • Potential impact would be <i>very significant</i> if it is not logistically possible to move salmon by road to Lerwick via Vidlin. This is more important than associated transport costs given high value of product. Aquaculture is a key island employer • Extra costs would be incurred for transport of inbound freight to Vidlin-almost all suppliers are Lerwick based. Significance of additional costs difficult to gauge without further information on value of specific freight items
Base Skerries Ferry in Skerries	Very slight	<ul style="list-style-type: none"> • Very little impact from retiming of some sailings
Utilise Positioning Runs To/From Symbister	Very slight	<ul style="list-style-type: none"> • Very little impact from revised schedule, assuming that transferring goods between the Whalsay and Skerries services can be effected

- 461 -

TABLE 11.6: UNST		
Potential Change	Potential Scale of Business Impact	Key Factors
Reinstatement of Fares on Bluemull Sound	Quite significant	<ul style="list-style-type: none"> • There would be additional costs for those who import goods from Yell, businesses whose customers include Yell residents and for tradespeople who visit customers' premises elsewhere in the North Isles. However, in each case these form a relatively small part of their overall activity • Most tourism businesses believe that visitors would not be deterred from coming to Unst by having to pay fares • Potential constraint on the ability to have staff commuting in from the other North Isles, although this would largely be confined to the tourism sector • For some specific businesses the impact could be <i>significant</i>, but this would not generally be the case
Bluemull Sound-Reduced Number of Unst Sailings	Significant	<ul style="list-style-type: none"> • Potential impact could be <i>very significant</i> depending on the balance of supply and demand for the reduced number of sailings • Reduced own staff productivity and/or increased charges by suppliers due to increased waiting time between ferries • Less resilient service if single vessel operation • Reduced ability/increased costs of getting livestock and other products to market on time • Some expectation of fewer visitors/day trippers to Unst • Reduced ability to attract staff to work and live on Unst
Bluemull Sound-Reduced Number of Fetlar Sailings	Slight	<ul style="list-style-type: none"> • Very little business/crofting-related activity dependent on links with Fetlar • Would mainly affect the tourism sector, with some expecting that Unst would be less attractive as a base for visitors to the North Isles
Yell Sound-Fewer Pre-0900 Sailings	Quite significant	<ul style="list-style-type: none"> • Reduced ability for inbound traffic (e.g. tour groups, utilities) to reach Unst at the required time and also to get livestock from Unst to Lerwick mart on time • Impact would increase to the extent that traffic cascades onto post-0900 sailings on Yell Sound reducing available capacity for trips between Unst and mainland Shetland
Yell Sound-Later First Sailing	Slight	<ul style="list-style-type: none"> • Only comments made were in relation to possible cascading of traffic to later, more important Yell Sound sailings

- 462 -

Yell Sound-Fewer Sailings Between 0900 and 1800	Significant	<ul style="list-style-type: none"> • Of the potential Yell Sound changes this was seen as having the greatest potential impact • Potential impact could be very <i>significant</i> depending on the balance of supply and demand for the reduced number of sailings • Reduced capacity for inbound visitors, leading to delays and reduced numbers • Reduced ability to attract day trippers from mainland Shetland. Their outward and return trips are largely made within this time window • Reduced capacity for staff travel and own account freight movements. This would lead to delays-with attendant costs-and poorer integration of the Bluemull Sound and Yell Sound services
Yell Sound-Earlier Last Sailing of The Day	Very slight	<ul style="list-style-type: none"> • Very little business/crofter-related use of latest Yell Sound sailings

TABLE 11.7: WHALSAY

Potential Change	Potential Scale of Business Impact	Key Factors
Fewer Sailings/Less Capacity Than At Present	Significant	<ul style="list-style-type: none"> • Potential impact could be very <i>significant</i> depending on the balance of supply and demand for the reduced number of sailings. Mainland Shetland companies already view the Whalsay service as the most capacity constrained • Business-related use of the ferry service is reduced by the nature of the island's economy-a relatively high proportion of residents commute to work on mainland Shetland rather than work on Whalsay • Mainland suppliers' ability to move to different sailings is limited by the need to combine Whalsay deliveries with those on mainland Shetland. • Potential delays in receipt of inbound freight, plus additional charges from off-island suppliers. There would be a reduced ability to mitigate this by making more own account runs to collect goods • Reduced ability to respond to short notice requests from mainland based customers would affect some Whalsay businesses • Potential for reduced custom for Whalsay service businesses with customers who travel to the island
Earlier Last Sailing Than At Present	Very slight	<ul style="list-style-type: none"> • Very little business/crofter-related use of current last sailing

- 463 -

TABLE 11.8: YELL		
Potential Change	Potential Scale of Business Impact	Key Factors
Reinstatement of Fares on Bluemull Sound	Slight	<ul style="list-style-type: none"> All visitor accommodation providers have guests that make day trips elsewhere in the North Isles (mostly Unst). However, fares not seen as likely to reduce these day trips and this would not have an impact on the attractiveness of Yell as a base for touring the North Isles Some businesses who have Unst and Fetlar residents as customers expect this custom to reduce. Others expect lower margins due to being unable to pass on additional transport costs. However, in many cases these are small businesses which draw most of their custom from sources other than Unst and Fetlar It was mostly felt that staff who currently commute on the service would continue to do so. Nevertheless, the fares would constrain the ability to recruit from Unst and Fetlar in future. This is, however, in a context where few Yell businesses employ staff who live outside the island
Bluemull Sound-Reduced Number of Unst Sailings	Slight	<ul style="list-style-type: none"> Could affect demand for visitor day trips to Unst, especially if there are capacity constraints at key travel times. However, most accommodation providers were optimistic that guests would still make a day trip Those selling goods or services into Unst believe that they could work around the sailing times that were available Expectation among Yell shops that they would see less custom from Unst residents Reduced ability to recruit staff who live on Unst, although this would affect only a small number of Yell businesses Overall context is that the Unst market is not significant for most Yell businesses. However, impact could be <i>quite significant</i> depending on the balance of supply and demand for the reduced number of sailings
Bluemull Sound-Reduced Number of Fetlar Sailings	Very slight	<ul style="list-style-type: none"> Fetlar is not an important generator of business for Yell companies Most visitor accommodation providers would not expect a significant reduction in guests' day trips to Fetlar
Yell Sound-Fewer Pre-0900 Sailings	Significant	<ul style="list-style-type: none"> Use is made of these sailings by a number of sectors-either for travel to or from Yell. Some have a limited ability to switch to post-0900 sailings Potential impact will depend on the balance of supply and demand for the reduced number of sailings.
Yell Sound-Later First Sailing	Slight	<ul style="list-style-type: none"> Current first ex Yell sailing is used by some Yell businesses or their customers-very largely to connect with flights out of Sumburgh Airport The number of trips on the first sailing is generally low Most users have the flexibility to stay on mainland Shetland the night before, albeit some would incur additional accommodation costs

- 464 -

<p>Yell Sound-Fewer Sailings Between 0900 and 1800</p>	<p>Very significant</p>	<ul style="list-style-type: none"> • Key employment sectors (aquaculture, fish processing, transport services, retail) have goods moved in and out during this time period • Most crofters buy goods on mainland Shetland rather than from Yell based suppliers • Seafood products being moved off Yell in the afternoon are perishable and, to a greater or lesser extent, time sensitive. They need to connect with that night's NorthLink sailing or reach processors' premises. Lack of capacity could limit the overall amount of seafood that can be moved off Yell each day and thus reduce overall production • Mainland Shetland suppliers' ability to move to sailings before 0900 or travel later in the afternoon is constrained by their hours of operation. Delays and extended trips would mean additional staff costs or opportunity costs of vehicle time being passed onto Yell customers • Loss of productive time of Yell businesses' staff due to longer headways between sailings • Reduction in day trip activity in the North Isles, as those from mainland Shetland could face a lack of capacity at the times they seek to use the ferry
<p>Yell Sound-Earlier Last Sailing of The Day</p>	<p>Very slight</p>	<ul style="list-style-type: none"> • Very little business/crofter-related use of latest Yell Sound sailings. Some saw this scenario as very much the most preferable of the four potential changes to the Yell Sound service

- 465 -

12 **MONITORING AND EVALUATION**

12.1 **SCOPE**

The monitoring and evaluation should aim to measure changes in the use of the ferry services, the reasons for these and the wider impacts of the changes in travel behaviour. This will require research covering the:

- Traffic volumes on the ferry services.
- Traffic profile on the ferry services-notably trip purpose and origin-destination.
- Frustrated demand due to lack of capacity, on routes where capacity has been reduced.
- Changes in the use of the ferry services by households, businesses, crofters, the public sector and third sector organisations.
- Impacts on households and organisations from the changes in their use of the ferry services.

This would be in addition to SIC's own monitoring of actual cost reductions in ferry operations compared to those forecast.

12.2 **TIMING AND CONTENT**

12.2.1 Before Changes to the Ferry Services

The timing of any changes to the services has not been confirmed. If sufficient time is available before changes are made we would recommend the following.

First, collection of carryings data in a format that will allow a comparison with carryings after the changes have been introduced. This will, in effect, extend the pre-changes baseline of carryings undertaken for the Ferries Review. Given the nature of the potential changes, sailing by sailing data will be required. In addition, short-shipped traffic data should continue to be collected and recorded.

Second, on-board surveys of users of the ferry services. This will allow a baseline traffic profile to be developed. It can then be compared to the profile after the changes have been introduced. Surveying on board will provide an accurate picture of all traffic carried, including that originating in mainland Shetland. There is currently no such baseline information.

12.2.2 Ongoing Review: 0-6 Months After Changes to the Ferry Services

Data on carryings and short-shipped traffic should be monitored to help assess the impacts on traffic levels. This can be combined with feedback received from ferry crews, as well as, possibly, any information received from the isles communities and individual businesses on the early impacts of the changes.

12.2.3 Monitoring: 6-12 Months After Changes to the Ferry Services

A fuller monitoring exercise should be carried out within six to twelve months of the changes being introduced. This will be sufficient elapsed time for changes in both traffic levels and distribution across sailings to have occurred, plus some of the wider impacts on households, businesses and other organisations.

To the extent that the changes seem to have produced significant impacts and remain contentious then the exercise should be conducted closer to six rather than twelve months.

Reflecting the scope suggested at **12.1** the monitoring exercise should encompass:

- 1 **Review of carryings and short-shipped traffic** since the changes were introduced, on a sailing by sailing basis.
- 2 A repeat of the baseline **on-board surveys**. This information would also form a very useful input to the proposed fares review. It would help inform the design of changes to the fares structure and also the assessment of potential impacts.
- 3 **Surveys of households on the relevant isles**. These are required in addition to the on-board surveys because they will allow exploration of issues to a depth not possible while surveying on the ferry itself. However, they cannot substitute for the on-board surveys. Those are required to produce a detailed and fully accurate picture of all traffic using each ferry service.

The household surveys would cover changes in use of the ferry services and the reasons for these (including factors like general fare increases, changed personal circumstances, etc.). They would also cover the wider impacts of changed use of the ferry, including location of employment and non-work related activity (e.g. personal business, leisure). At the end of the interview it would be useful to secure respondents' agreement to participate in the subsequent evaluation (see **12.2.4**). This would allow consistent tracking of individual households over time.

- 4 **Surveys of businesses, crofters, public sector and third sector.**

These surveys would cover changes in use of the ferry services. They would explore how far these are attributable to the services rather than, for example, changes in the wider business environment.

The surveys would also cover the business effects following on from changed use of the ferry services. This would include effects on costs, sales, and location of recruitment, and their final impacts in terms of employment levels and investment.

It can be challenging to collect these data from organisations. This can be addressed by having a more in-depth questionnaire for a number of respondents, plus a more general one for the others.

The organisations providing detailed information would be a pre-recruited panel. Their agreement to supply the required data would be secured in advance. This would also cover the subsequent evaluation (see **12.2.4**). That would remove the difficulty of comparing results over time when not all organisations that participate in a first exercise do so in a second one.

The monitoring exercise should be used to identify required changes to the ferry services in the light of findings, rather than simply being an end in itself. It may also recommend that detailed monitoring of carryings data should continue for at least some of the routes.

12.2.4 Evaluation: 18 Months-2 Years After Changes to the Ferry Services

An overall evaluation should be undertaken between 18 months and 2 years after the changes are in place. This should allow sufficient time for most impacts to fully emerge, including some location decisions of households and businesses. It would also avoid being so long an elapsed time that respondents struggle to attribute changes in their behaviour to the changes in the ferry services.

The approach would replicate the monitoring exercise undertaken in the first 12 months (shown at **12.2.3**), taking on board any lessons learned. In addition, it would be useful to consult a number of organisations and collect data from them on wider community impacts. For example, population trends as measured by school rolls, GP patient registrations, etc.

12.3 **RESOURCES**

The scope of the work will reflect the financial and SIC staff resources that are available. To the extent that these are constrained then the scope outlined at **12.1** would have to be reduced. SIC would also need to determine which elements would be undertaken in-house and those, if any, to be undertaken by third parties.

The survey elements are particularly resource-intensive. The cost of the household and organisation surveys would be reduced by undertaking them online rather than, say, by telephone. Whatever approach is adopted (including for the on-board surveys) it is essential that the numbers of returns are sufficient to produce robust results. This will not be the case if resources are spread too thinly across the various routes and isles.

Shetland Ferry Services - Demand Modelling

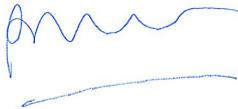




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Shetland Ferry Services - Demand Modelling

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Table of Contents

Executive Summary	1
1 Introduction	4
2 Trend Analysis	6
3 Economic and Demographic Data	20
4 Forecasting	26
5 Testing of Scenarios - Approach	35
6 Demand Analysis - Bressay	37
7 Demand Analysis - Whalsay	52
8 Demand Analysis - Yell	63
9 Demand Analysis - Bluemull	82
10 Further Considerations	114
Appendix – Trend Analysis	115

Capabilities on project:
Transportation

Executive Summary

Introduction

AECOM have been commissioned, under the terms of the Highlands and Island Framework to assess the potential impact of a set of revised timetables, and revised vessel deployments, on Shetland's internal ferry network.

The agreed brief was issued on 02 October 2012, and concentrates on the proposals for the Mainland to Bressay ferry service, the Mainland to Whalsay ferry service, the Mainland to Yell ferry service, and the Bluemull Sound Ferry Service (links Yell, Unst and Fetlar).

The principal focus of the commission has been to provide officers of Shetland Islands Council information on the possible impacts of the consultation options, in order to inform the assessment of the options. During the consultation process, several revised proposals have been developed, and these too have been able to be assessed.

Background Context

Shetland Islands Council operates an inter-island ferry service that links Shetland's offshore islands with Shetland Mainland. The principal routes provided by the service (Bressay, Whalsay, Yell, Bluemull Sound) provide frequent Ro-Ro services, with a typical operating day of 18 hours. The services are relied upon for access to employment, health, education, shopping, and leisure.

As part of wider policies to ensure that the Council's spending plans are financially sustainable, a series of revisions to the current provision of ferry service are being considered. The proposals include changes to existing vessel deployment, and reductions in the frequency of operation. This study has been commissioned as one element of a package of works to determine the potential impact of the proposals, and is being undertaken alongside a programme of community consultation.

Limitations of Analysis

The process of converting current observed patterns of demand onto revised timetables necessarily requires a number of assumptions of how travellers may react, as well as some broad simplifying assumptions regarding how different categories of vehicles utilise deckspace. The analysis has been undertaken without detailed knowledge of trip purposes, and without the benefit of being able to verify in practice some of the deckspace/capacity assumptions. Furthermore, the nature of demand on Shetland's ferry routes can be very variable on a day to day, week to week basis.

The analysis has sought to overcome some of these issues being taking a consistently conservative approach. The demand patterns are based on some of the busiest times of the year, selecting the busiest days of the week. Future high growth demand forecasts have been considered. The conversion of vehicle types into Passenger Car Units builds on previously published work.

Overall, it is considered that the analysis provides a very good basis for assessing the overall performance of each option, relative to current demand patterns, but care must be taken when interpreting future demand levels on a "sailing-by-sailing" basis.

Current Demand on Each Route

An assessment of the current operation of the each of the routes has been undertaken. This has found that:

- Demand on the Bressay Route is generally declining. The average annual rate of decrease for cars is 2.2% over the last five years. During 2011, across all timetabled services on the route, the overall ratio of demand to capacity on the vehicle deck was 26%.
- Demand on the Whalsay Route is not growing, as the route is capacity constrained. The average annual rate of increase for cars is 0.2% over the last five years. During 2011, across all timetabled services on the route, the overall ratio of demand to capacity on the vehicle deck was 48%.
- Demand on the Yell Sound Route has exhibited sustained growth. The average annual rate of increase for cars is 2.4% over the last five years. During 2011, across all timetabled services on the route, the overall ratio of demand to capacity on the vehicle deck was 30%.

Capabilities on project:
Transportation

- Demand on the Bluemull Sound Route (Yell-Unst) has exhibited very high levels of growth. The average annual rate of increase for cars is 6.0% over the last five years. During 2011, across all timetabled services on the route, the overall ratio of demand to capacity on the vehicle deck was 40%.

Proposals for Bressay

Proposals for Bressay are mainly limited to the reduction in a number of currently under-utilised sailings, and a restriction in the passenger capacity to 50. Projection of current demand patterns onto the new timetable confirms sufficient deckspace capacity for vehicles. For passengers, some peaks will be experienced in the morning (off Bressay) and in the evening (returning to Bressay), which can be adequately accommodated provided that a proportion of passengers are able to slightly change their travel patterns, by catching either an earlier or later ferry. A priority system may have to be considered for school pupils.

Proposals for Whalsay

The route currently experiences high levels of demand at particular times of the day, and is considered to be capacity constrained. Consultation proposals have been tested, which revealed some capacity issues raised by the swapping of the Linga and Hendra, and some reduction in service levels. A revised proposal has been tested, which during the weekday, broadly retains the current timetable pattern. Whilst some pressures continue to exist on some sailings, the revised proposal improves upon the consultation proposals.

Proposals for Yell Sound

Consultation proposals for Yell Sound focussed on the removal of one of the two current ferries used on the route. The demand analysis demonstrated that this caused particular operational problems on this route, and would probably have resulted in queuing for extended periods of the day. This would have caused a significant negative impact on the social and economic well-being of the North Isles. A revised proposal was developed by the Yell Community Council that broadly retained the current day time pattern of service during weekdays. This option has been tested, and is shown to adequately cater for the anticipated demand.

Proposals for Bluemull

Consultation proposals for Bluemull affected both Unst and Fetlar, and had differing impacts on both the Winter and Summer timetables. Similar to Whalsay, the current pattern of demand causes some capacity issues on the route. Within the modelled options, these impacts are exacerbated, particularly when timetable revisions cause a large gap between sailings, for example, 15.50 to 17.40, Gutcher-Belmont, Winter Proposals.

The proposal developed by the Fetlar Community to continue to operate MV Geira, albeit with reduced hours relative to the existing timetable is shown to improve the ability of the route to cater for demand, as well as facilitating adequate levels of accessibility to Fetlar.

It is recommended that some further refinement of the timetable is undertaken (within the total proposed resource provision), in order to better manage the remaining peaks in demand, yet still provide a coherent through linkage to the Yell Sound service.

Some Further Considerations

- It has highlighted that current demand patterns will respond dynamically following implementation of proposals, and it will be important to closely monitor how demand responds post-implementation.
- Future predicted growth forecasts have been developed on a do-minimum assumption. On Bluemull and Yell, current high levels of growth in demand may be curtailed by the proposals.
- Furthermore, it is anticipated that the proposed re-introduction of fares on Bluemull Sound may also act to reduce some elements of demand.
- If further confidence is required of the impact of the proposals, which may help the finalisation of timetables, officers may wish to consider targeted pre-implementation on-board passenger surveys. This may be particularly beneficial for the Bluemull Services.

Capabilities on project:
Transportation

- Particularly for the Bressay Service, management of essential trips (eg school children) maybe required.
- Given the large impact that HGVS and other large vehicles have on deckspace, it may be desirable to consider a regime that encourages the pre-booking of these vehicles.
- During the implementation phase, it is anticipated that significant pressure will be placed on booking system. It is critical to the success of the proposals that the booking system is able to accommodate this anticipated peak in demand.
- Proactive planning and support for ferry users during the implementation phase will also be key component of the successful introduction of the proposals. Transport and freight best practice indicates the requirement for lots of advance warning and publicity about potential impacts, and support to help ferry users make the required changes to their travel patterns where necessary. Companies in Shetland may wish to consider the opportunities for more flexi working / home working. Freight operators may require support in order to ensure continued efficient operations.
- Finally, consideration may wish to be given to the best of time of year to introduce the changes. From an operational point of view, introducing the changes following the summer peak period (eg end of September) would coincide with a time of lower demand. This will provide some “wriggle room” in terms of capacity to iron out any problems that become apparent, prior to the highest period of demand, which occurs during June, July and August.

Capabilities on project:
Transportation

1 Introduction

1.1 Introduction

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The principal focus of the commission has been to provide officers of Shetland Islands Council information on the possible impacts of the consultation options, in order to inform the assessment of the options. During the consultation process, several revised proposals have been developed, and these too have been able to be assessed.

1.2 Background Context

Shetland Islands Council operates an inter-island ferry service that links Shetland's offshore islands with Shetland Mainland. The principal routes provided by the service (Bressay, Whalsay, Yell, Bluemull Sound) provide frequent Ro-Ro services, with a typical operating day of 18 hours. The services are relied upon for access to employment, health, education, shopping, and leisure.

As part of wider policies to ensure that the Council's spending plans are financially sustainable, a series of revisions to the current provision of ferry service are being considered. The proposals include changes to existing vessel deployment, and reductions in the frequency of operation. This study has been commissioned as one element of a package of works to determine the potential impact of the proposals, and is being undertaken alongside a programme of community consultation.

1.3 Study Approach

The following approach has been adopted for this task.

- Task 1: Data Collection. Collation of vessel log book data, and along with population, GDP, and employment information.
- Task 2: Ferry Log Book Data - Input of all log book data for each vessel used on the routes of interest into an MS Access database, covering the period 2006 to 2011. The dataset has then been used to produce reports on historic carryings on a route by route basis.
- Task 3: Interrogation of data – Assessment of historic demand patterns to identify key trends.
- Task 4: Brief literature review - Includes other relevant work, including previous appraisals of Whalsay and Bluemull, Scottish Ferries Review, and Small Ferries Demand Forecasting report.
- Task 5: Development of Growth Forecasts – Based on historic trends, and examination of trends against possible explanatory variables, including local GVA; island populations, wider Scottish GDP, fares etc.
- Task 6: Modelling of a 'no change' scenario for demand growth for each route for base year, and future years (+5, +10)
- Task 7: Modelling of anticipated demand scenarios for the different options being considered for each route.
- Task 8: Production of results detailing anticipated impacts (with respect to do-minimum situation) on each service, focussing on instances where demand may exceed available capacity (Passenger or car deck capacity), or other potential changes in level of service currently experienced by ferry passengers.

1.4 Structure of Report

The report is structured as follows

- Chapter 2 provides recent trend analysis for each of the four routes under consideration;

Capabilities on project:
Transportation

- Chapter 3 provides analysis of economic and demographic data;
- Chapter 4 provides growth forecasts for each route.

The following chapters then apply the current demand patterns to the proposed scenarios on each of the following routes, in order to identify the extent to which current and future demand can be accommodated on each of the scenarios.

- Chapter 6 provides analysis for Bressay
- Chapter 7 provides analysis for Whalsay
- Chapter 8 provides analysis for Yell
- Chapter 9 provides analysis for Bluemull Sound.
- Chapter 10 then provides some key findings resulting from the analysis.

Capabilities on project:
Transportation

2 Trend Analysis

2.1 Introduction

For the purposes of the analysis four ferry services have been considered:

- Bressay Service (Lerwick to Bressay);
- Whalsay service (Laxo to Symbister, and Vidlin to Symbister);
- Yell service (Toft to Ullsta) and
- Unst service (Gutcher to Belmont).

For each service, log book data from each vessel has provided the loading in terms of passengers and vehicles for each sailing. These have been combined to produce first annual demands and then quarterly demand for the purpose of analysis. Data was available for the full years between 2006 and 2011, although for some services missing data at the beginning of the dataset meant that, in some cases, the analysis period was shortened.

2.2 Overall Trends on Major Routes

2.2.1 Passengers

The total number of ferry passengers carried has remained relatively constant over the last five years, a reduction between 2007 and 2008 has been offset with small increases in each subsequent year such that the total passenger count in 2011 was 0.7% higher than in 2007.

Table 2.1 – Passenger Trends – Major Routes

	2007	2008	2009	2010	2011
Passengers	740159	729832	735677	742480	745385
Change (%) on year		-1.4%	0.8%	0.9%	0.4%

Annual total two way demands

2.2.2 Cars

The total number of cars carried on the four services follows a similar pattern to that of the passengers. A small decrease occurred between 2007 and 2008, which was followed by increases in each of the following years. The overall number of vehicles carried in 2011 was 5.6% higher than in 2007.

Table 2.2 – Car Trends – Major Routes

	2007	2008	2009	2010	2011
Cars	317660	316365	324156	333457	335548
Change (%) on year		-0.4%	2.5%	2.9%	0.6%

Annual total two way demands

2.2.3 HGVs

The total number of HGVs carried increased slightly between 2007 and 2010 before a significant reduction in 2011. The total number of vehicles carried on the four services in 2011 was 6% lower than in 2007.

A sharp drop in 2011 could reflect change in fares, as a large increase introduced in this year. There was a 12% fall on paid for ferries against a 4% drop on the ferries on which fares were suspended (Bluemull).

Table 2.3 – HGV Trends – Major Routes

	2007	2008	2009	2010	2011
Cars	17822	18000	18006	18846	16761
Change (%) on year		1.0%	0.0%	4.7%	-11.1%

Annual total two way demands

Capabilities on project:
Transportation

2.3 Analysis of Trends By Service

A detailed analysis has been carried out to examine the data sets for general trends that can be used for forecasting future demand. Separate models have been constructed for each ferry, by direction, for cars and for HGVs. Each data set has been grouped by quarter year for analysis, and the general trend and seasonal variation extracted from each.

2.4 Bressay Service

2.4.1 Annual Demand Patterns

Data from the logs of the ferries sailing between Lerwick and Bressay have been analysed, and the following profiles in terms of annual demands have been extracted.

Table 2.4 - Bressay – Volumes Carried 2006 - 2011

	2006	2007	2008	2009	2010	2011
Passengers	218625	210967	211142	200658	198579	218625
Change (%) on year		#N/A	-3.5%	0.1%	-5.0%	-1.0%
	2006	2007	2008	2009	2010	2011
Cars	#N/A	73773	69792	69654	69281	67346
Change (%) on year		#N/A	-5.4%	-0.2%	-0.5%	-2.8%
	2006	2007	2008	2009	2010	2011
HGVs	#N/A	1882	2065	1627	2853	2342
Change (%) on year		#N/A	9.7%	-21.2%	75.4%	-17.9%
	2006	2007	2008	2009	2010	2011
Buses	#N/A	540	486	524	477	455
Change (%) on year		#N/A	-10.0%	7.8%	-9.0%	-4.6%

Annual total two way demands

Table 1.5 – Bressay - Change Between 2007 and 2011

	Number	Percentage
Passengers	-20046	-9.2%
Cars	-6427	-8.7%
HGVs	+460	+24.4%
Buses	-85	-15.7%

Table 2.4 shows that the pattern of demand for the Bressay – Lerwick route shows a steady decline in terms of cars and passengers over the five years for which data exists. There was a sharp fall in 2008, which may be related to the spike in fuel prices experienced that year, although the 2007 values may have been exceptionally high. Further falls are observed in 2010 and in 2011.

The demands for HGVs show a much more irregular profile with large increases and decreases in alternate years. Numbers of buses carried has declined in a similar way to passengers.

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Table 1.5 shows that over the five year period the overall decline in passenger and car volumes has been about 10% whilst there has been a 24% increase in HGVs carried. Variations in HGV traffic may be attributed to the fish oil processing plant located on Bressay.

Plots showing the annual trends for the service are included in the appendix.

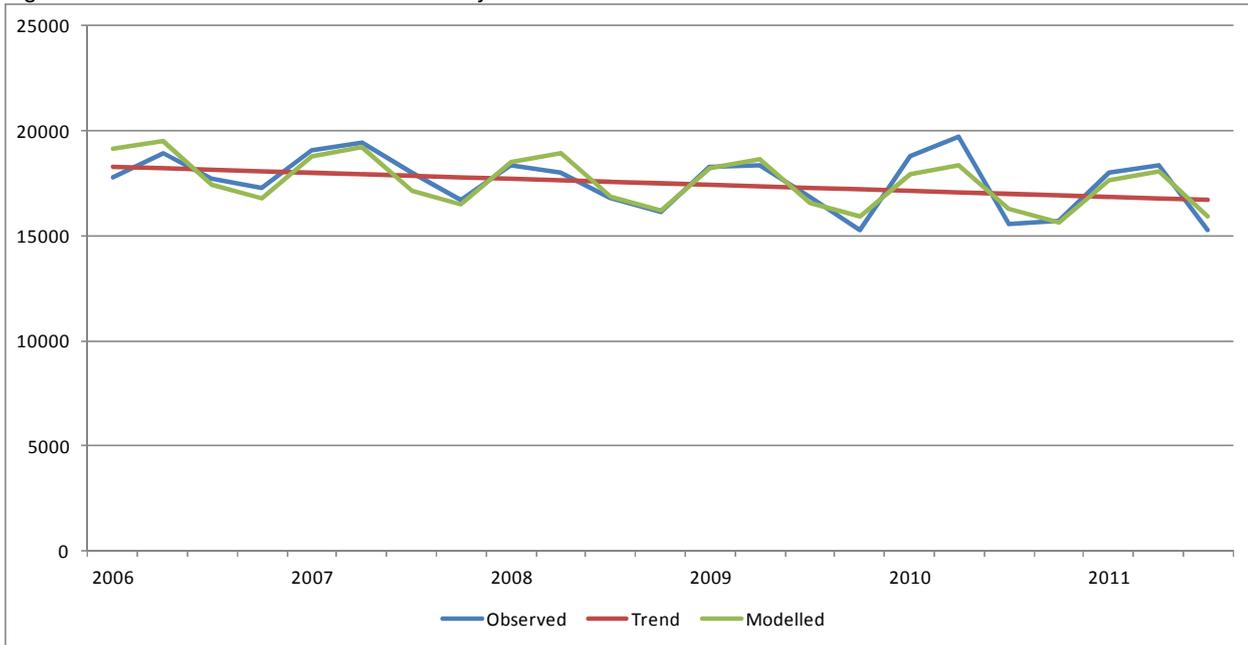
2.4.2 Trend Analysis

Regression analysis was carried out to identify the primary trend within the data, and the seasonal variation analysed to identify the profile through the year. Analysis was carried out separately for each direction of travel, and similar results were obtained for both. Directional flows were then added to produce a two way flow.

The observed numbers of cars carried in each quarter; overlaid with trend line and the modelled values are shown in Figure 2.1 In both directions the overall trend shows the number of vehicles carried per quarter falling, the typical reduction is by 40 vehicles per quarter.

The plot shows clearly that there are more vehicles carried in the summer months than in the winter months, although the downward trend is observed in all quarters. The curve fitted by the model parameters represents a close fit to the observed data.

Figure 2.1– Trends in Car Demands: Bressay Service



Capabilities on project:
Transportation

Figure 2.2 – Trends in HGV Demands: Bressay Service

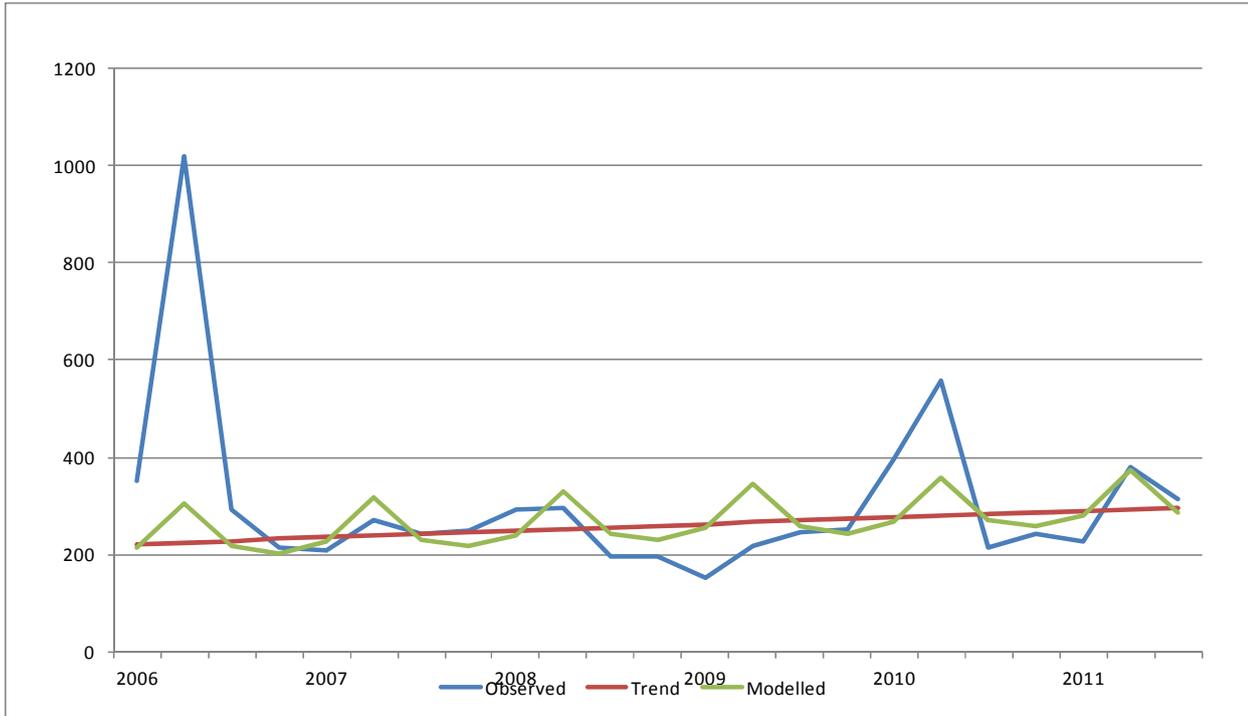


Figure 2.2 shows the trend in HGV trips over the corresponding period. HGV demands may be more influenced by specific events, such as construction projects. The HGV profile exhibits very specific short term peaks, in Q2 2006 and in Q2 2010. Omitting these, the overall trend remains upwards with a very small growth in HGV demands over the five year period, equivalent to around 3 vehicles per quarter.

Capabilities on project:
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2.5 Whalsay Services

2.5.1 Annual Demand Patterns

Data from the logs of the ferries sailing between Laxo/Vidlin and Symbister have been analysed, and the following profiles in terms of annual demands have been extracted.

Table 2.6- Whalsay Ferry – Volumes Carried 2006 - 2011

	2006	2007	2008	2009	2010	2011
Passengers	176815	178139	169176	166606	161978	175863
Change (%) on year		0.7%	-5.0%	-1.5%	-2.8%	8.6%
	2006	2007	2008	2009	2010	2011
Cars	77032	77146	75193	75922	73412	77809
Change (%) on year		0.1%	-2.5%	1.0%	-3.3%	6.0%
	2006	2007	2008	2009	2010	2011
HGVs	3814	3740	3620	3331	2458	3390
Change (%) on year		-1.9%	-3.2%	-8.0%	-26.2%	37.9%
	2006	2007	2008	2009	2010	2011
Buses	82	122	93	92	86	70
Change (%) on year		48.8%	-23.8%	-1.1%	-6.5%	-18.6%

Annual total two way demands

Table 2.7- Change Between 2006 and 2011

	Number	Percentage
Passengers	-952	-0.5%
Cars	+777	+1.0%
HGVs	-424	-11.1%
Buses	-12	-14.6%

Table 2.6 shows that the pattern of demand for the Whalsay service route which demonstrates a fluctuating pattern of annual changes in demand for passengers and cars, with rises and falls over the period. Between 2006 and 2010 there was a downward trend in demand, however this was reversed in 2011 such that over the five year period as a whole the level of demand has remained effectively unchanged as shown in Table 2.7.

The demands for HGVs show a similar pattern, with a sharply decreasing trend between 2006 and 2010, offset by a significant increase in 2011. Overall the demand for HGV travel has fallen by 11% over the five year period. Numbers of buses carried are small, although these too exhibit a downward trend over time, a trend which continued in 2011.

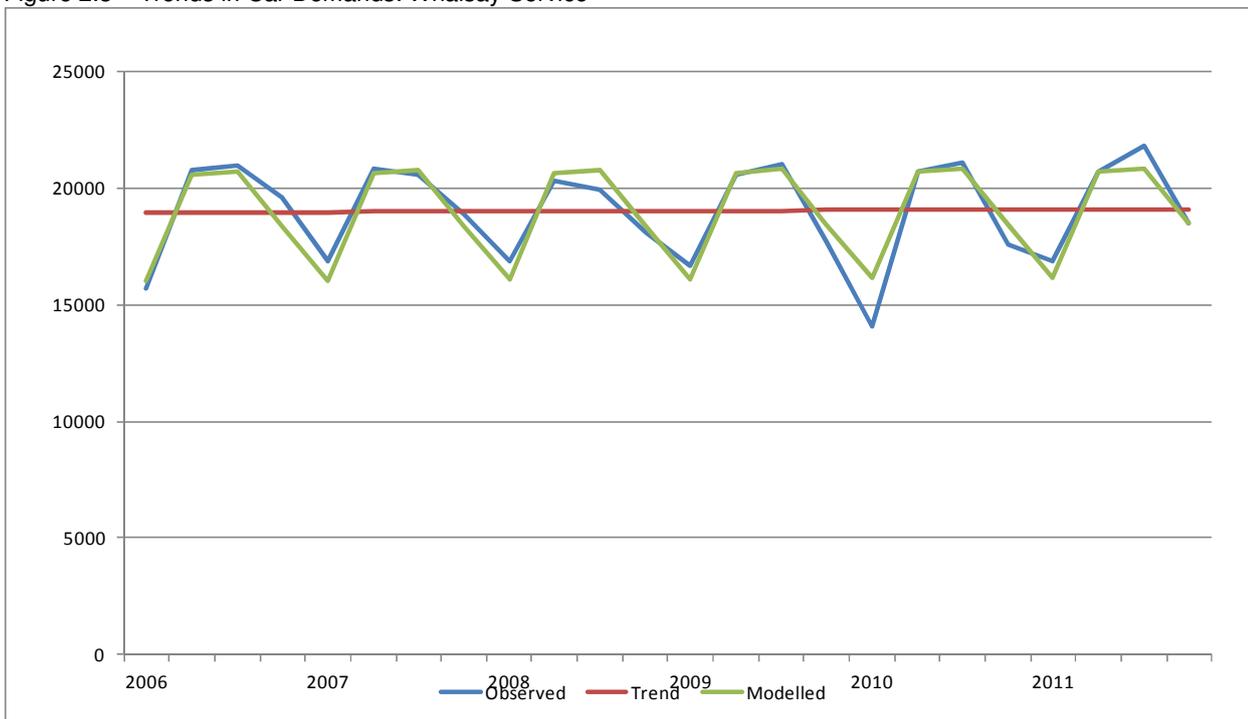
2.5.2 Trend Analysis

Regression analysis was carried out to identify the primary trend within the data, and the seasonal variation analysed to identify the profile through the year. Analysis was carried out separately for each direction of travel, and similar results were obtained for both. Directional flows were then added to produce a two way flow.

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The observed numbers of cars carried in each quarter; overlaid with trend line and the modelled values are shown in Figure 2.3. This plot reflects the findings reported above that over the period the average demand has remained effectively constant. As in the case of the Bressay ferry, the plot shows clearly that there are more vehicles carried in the summer months than in the winter months, although the same trend is observed in all quarters. The curve fitted by the model parameters represents a close fit to the observed data. It is known that there is significant capacity constraint on the Whalsay ferry, which is constraining opportunities for growth.

Figure 2.3 – Trends in Car Demands: Whalsay Service



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Figure 2.4 – Trends in HGV demand – Whalsay Service



Figure 2.4 shows the trend in HGV trips over the corresponding period. HGV demands may be more influenced by specific events, such as construction projects, and the varying fortunes of the island’s fish processing factory, and is much less well represented by the modelled trend profile. The HGV trend is decreasing over the period, although a very sharp increase has been observed in 2011. This is related to a single specific, non typical, event related to the fish processing factory and has been omitted from the trend and modelling analysis.

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Transportation

2.6 Yell Service

2.6.1 Annual Demand Patterns

Data from the logs of the ferries sailing between mainland and Yell have been analysed, and the following profiles in terms of annual demands have been extracted.

Table 2.8 - - Yell Ferry – Volumes Carried 2006 - 2011

	2006	2007	2008	2009	2010	2011
Passengers	256408	259590	260224	269698	281856	273176
Change (%) on year		1.2%	0.2%	3.6%	4.5%	-3.1%
	2006	2007	2008	2009	2010	2011
Cars	117775	120720	121850	128156	133902	132223
Change (%) on year		2.5%	0.9%	5.2%	4.5%	-1.3%
	2006	2007	2008	2009	2010	2011
HGVs	9372	8983	9598	9749	10317	8197
Change (%) on year		-4.2%	6.8%	1.6%	5.8%	-20.5%
	2006	2007	2008	2009	2010	2011
Buses	Missing data	1176	1081	1100	1133	1111
Change (%) on year			-8.1%	1.8%	3.0%	-1.9%

Annual total two way demands

Table 2.9 - Change Between 2006 and 2011

	Number	Percentage
Passengers	+16768	6.5%
Cars	+14448	12.3%
HGVs	-1175	-12.5%
Buses	-65	-5.5%

The profile of passenger and car demands shown in Table 2.8 and Table 2.9 show that there demand between the Mainland and Yell has risen steadily over recent years, although there was a small reduction in 2011. Over the five year period car volumes have increase by 12%. Unlike Whalsay, there is both a demand for growth, and the capacity to accommodate it on the ferries, which were introduced to the route during 2004.

As is the case on other routes, HGV numbers are more volatile, there have been increases between 2008 and 2010, however these were offset by a sharp decrease in 2011. Bus numbers have been relatively consistent, although demonstrate a small decline.

2.6.2 Trend Analysis

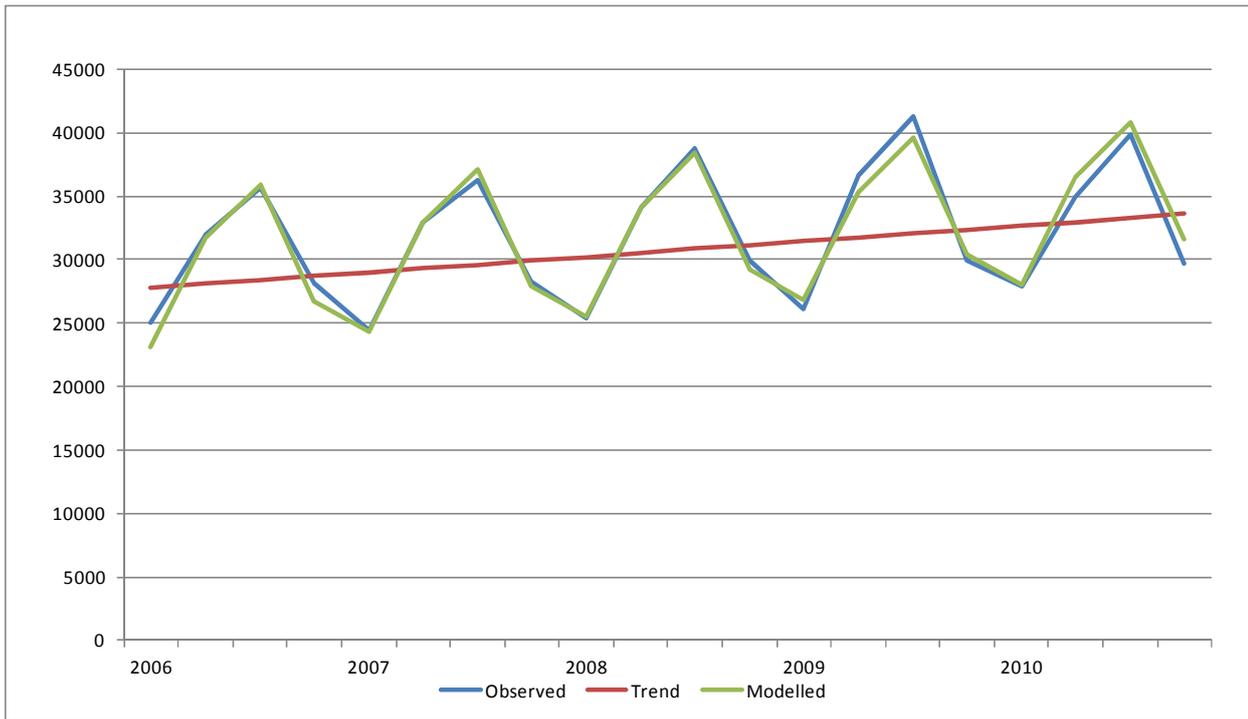
Regression analysis was carried out to identify the primary trend within the data, and the seasonal variation analysed to identify the profile through the year. Analysis was carried out separately for each direction of travel, and similar results were obtained for both. Directional flows were then added to produce a two way flow.

The observed numbers of cars carried in each quarter; overlaid with trend line and the modelled values are shown in Figure 2.5. This demonstrates the increasing trend in car demand over the time period. The plot shows clearly that there are more vehicles

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carried in the summer months than in the winter months, although the downward trend is observed in all quarters. The curve fitted by the model parameters represents a close fit to the observed data.

Figure 2.5 - Trends in car demand – Yell Service



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Figure 2.6 - Trend in HGV demands – Yell Service

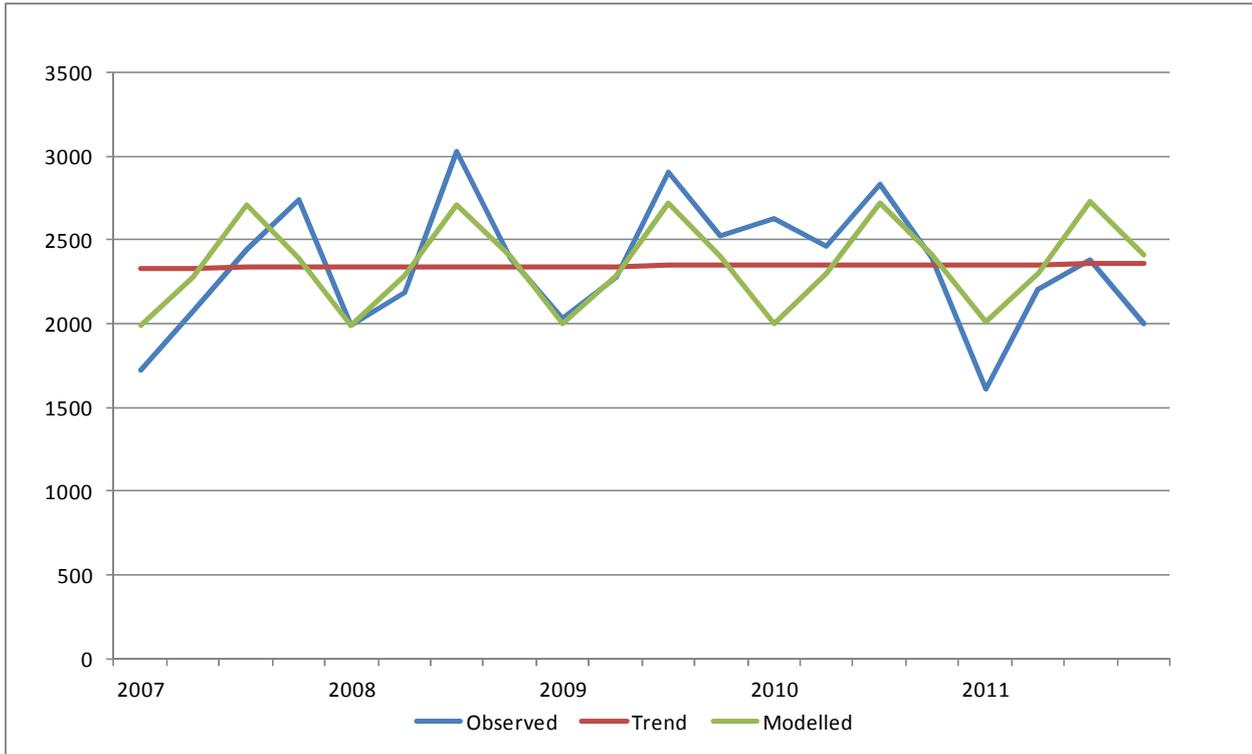


Figure 2.6 shows the trend in HGV trips over the corresponding period. Taking account of the increase in 2010 and the decrease in 2011 the overall trend line is flat.

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2.7 Bluemull (Unst) Service

2.7.1 Annual Demand Patterns

Data from the logs of the ferries sailing between Gutcher and Belmont have been analysed, and the following profiles in terms of annual demands have been extracted.

Table 2.10 Bluemull (Unst) – Volumes Carried 2006 - 2011

	2006	2007	2008	2009	2010	2011
Passengers	123638	125573	129571	133737	138516	146541
Change (%) on year		1.6%	3.2%	3.2%	3.6%	5.8%
	2006	2007	2008	2009	2010	2011
Cars	58549	62009	64690	67856	71737	76159
Change (%) on year		5.9%	4.3%	4.9%	5.7%	6.2%
	2006	2007	2008	2009	2010	2011
HGVs	3721	3905	3306	3832	3545	3356
Change (%) on year		4.9%	-15.3%	15.9%	-7.5%	-5.3%
	2006	2007	2008	2009	2010	2011
Buses		438	407	392	468	506
Change (%) on year			-7.1%	-3.7%	19.4%	8.1%

Annual total two way demands

Table 2.11 Bluemull (Unst) Change Between 2006 and 2011

	Number	Percentage
Passengers	+22903	+18.5%
Cars	+17610	+30.1%
HGVs	-363	-9.8%
Buses	+68	+15.5%

Within this period there has been steady growth in car volumes on the Unst services with volumes in 2011 being some 30% higher than in 2006. The profile of HGV flows has been much less consistent, with large falls in some years and increases in other years. Over all the number of HGVs using the service has fallen by 10% between 2006 and 2011.

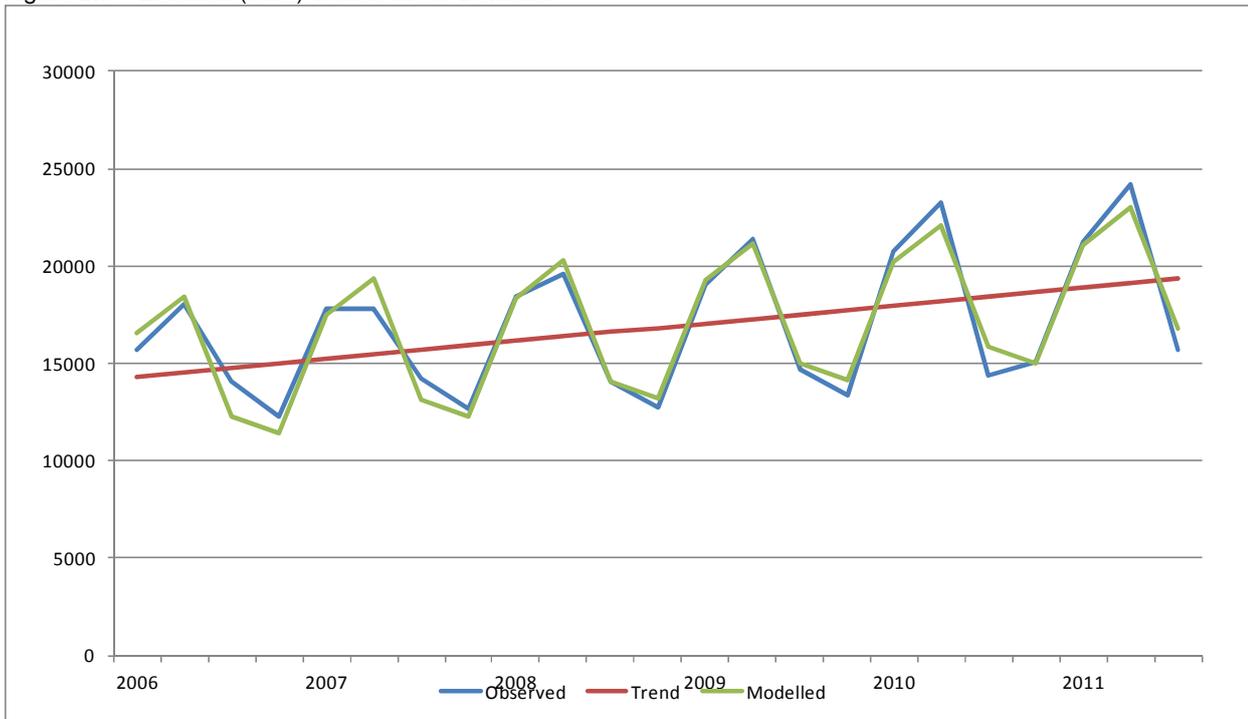
2.7.2 Trend Analysis

Regression analysis was carried out to identify the primary trend within the data, and the seasonal variation analysed to identify the profile through the year. Analysis was carried out separately for each direction of travel, and similar results were obtained for both. Directional flows were then added to produce a two way flow.

The observed numbers of cars carried in each quarter; overlaid with trend line and the modelled values are shown in Figure This demonstrates the increasing trend in car demand over the time period. The plot shows clearly that there are more vehicles carried in the summer months than in the winter months, although the downward trend is observed in all quarters. The curve fitted by the model parameters represents a close fit to the observed data.

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Figure 2.7 – Bluemull (Unst) Trends in car Demand



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Figure 2.8 – Bluemull (Unst) Trends in HGV Demand

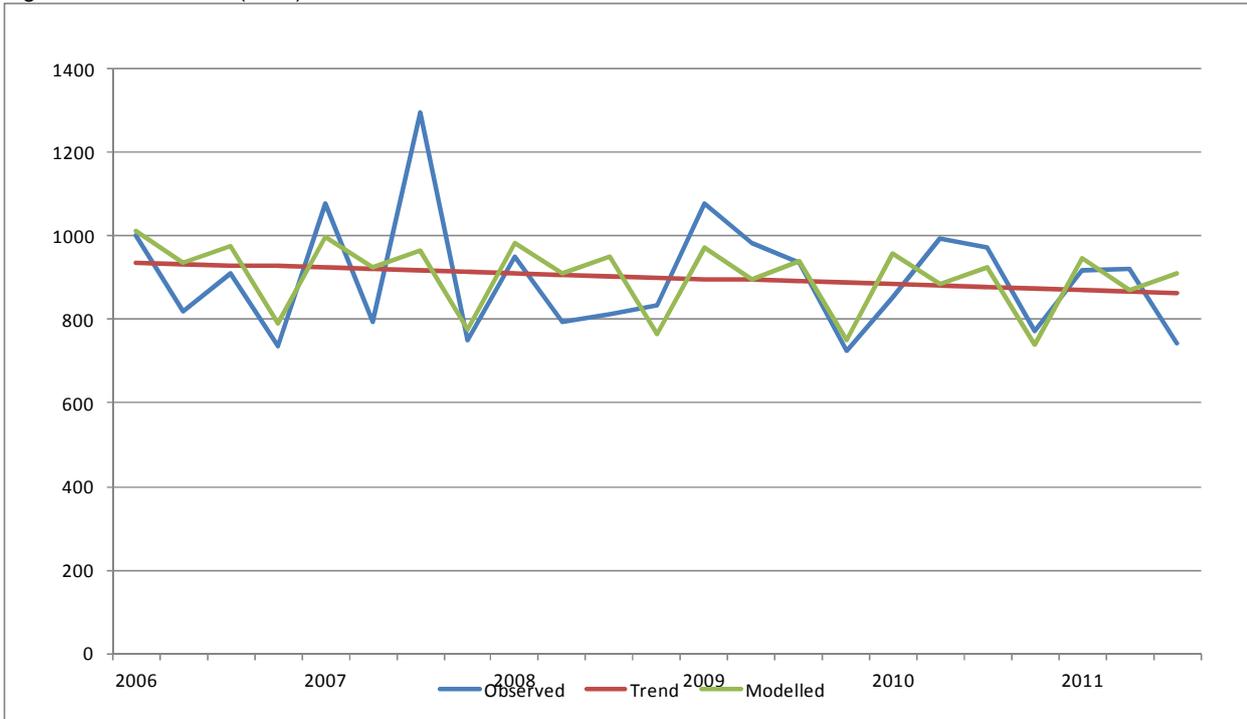


Figure 2.8

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Figure shows the trend in HGV trips over the corresponding period. Taking account of the increase in 2010 and the decrease in 2011 the overall trend line is flat.

2.8 Summary of Trend Analysis

With the exception of the Bressay service, all the ferry routes experienced growth in demand for car spaces between 2007 and 2011. The greatest increase in demand was on the free crossing between Yell and Unst. Growth for this service has been steady throughout the period running at around 5% per annum.

Table 2.12– Overall Change in Car demand

	2007	2011	Change	Percentage	Annual Change
Whalsay	77146	77809	+663	+0.9%	+0.2%
Bressay	73719	66984	-6735	-9.1%	-2.2%
Yell	120720	132223	+11503	+9.5%	+2.4%
Unst	62009	76159	+14500	+23.3%	+6.0 [^]

With the exception of the Bressay service, all ferry routes have experienced a decline in HGV volumes carried between 2007 and 2011.

Table 2.13- Overall Change in HGV demand

	2007	2011	Change	Percentage	Annual Change
Whalsay	3740	3390	-350	-9.3%	-2.3%
Bressay	1882	2342	+460	+24.4%	+6.1%
Yell	8983	8197	-786	-8.7%	-6.1%
Unst	3905	3356	-549	-14.1%	-3.5%

Assessment of Ratios of Capacity to Demand have also been undertaken for the year 2011. This provides an overall consideration of deckspace utilisation.

Table 2.14 – Overall Deckspace Utilisation, Across all Timetabled Services, 2011

	2011
Whalsay	26%
Bressay	48%
Yell	30%
Unst	40%

It is noted that there is a strong correlation between the Mainland-Yell service, and the Yell-Unst Service of in that demand between Unst and Shetland Mainland affects both the Yell and Unst services equally.

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3 Economic and Demographic Data

3.1 Introduction

An analysis has been undertaken of relevant economic and demographic data for Shetland over the period 2006 to 2011 to consider whether trends in the observed ferry demand data have been created by economic trends.

3.2 Population

The current population breakdown by age group and area is shown in Table 3.1.

Table 3.1- Population 2010

	0-24	25-64	65+	Total
Whalsay	327	546	236	1109
Bressay	221	472	204	900
Yell	258	529	234	1021
Unst and Fetlar	210	438	151	799
Lerwick	2049	3600	1175	6834
Other Mainland	2306	4130	1134	7570
Other Islands	1134	2323	660	4177
Shetland Total	6568	12038	3794	22400

Source Small Area Statistics supplied Shetland Islands Council

3.2.1 Recent Change

Over the last 10 years total island population has been relatively static with a small increase indicated over recent years. Total estimated island population by year is shown in Table

Table 3.2 – Total Shetland Population Estimates (2002-2010)

Year	2002	2003	2004	2005	2006	2007	2008	2009	2010
Popn	21900	21900	21900	22000	21900	22000	22000	22200	22400

Source NOMIS

Between 2001 and 2010, whilst overall there has been a 2% increase in population, it is noted that the population of both Whalsay and Yell have both grown by almost 7%, whilst Unst and Fetlar and reduced by almost 1%.

3.2.2 Population Forecasts

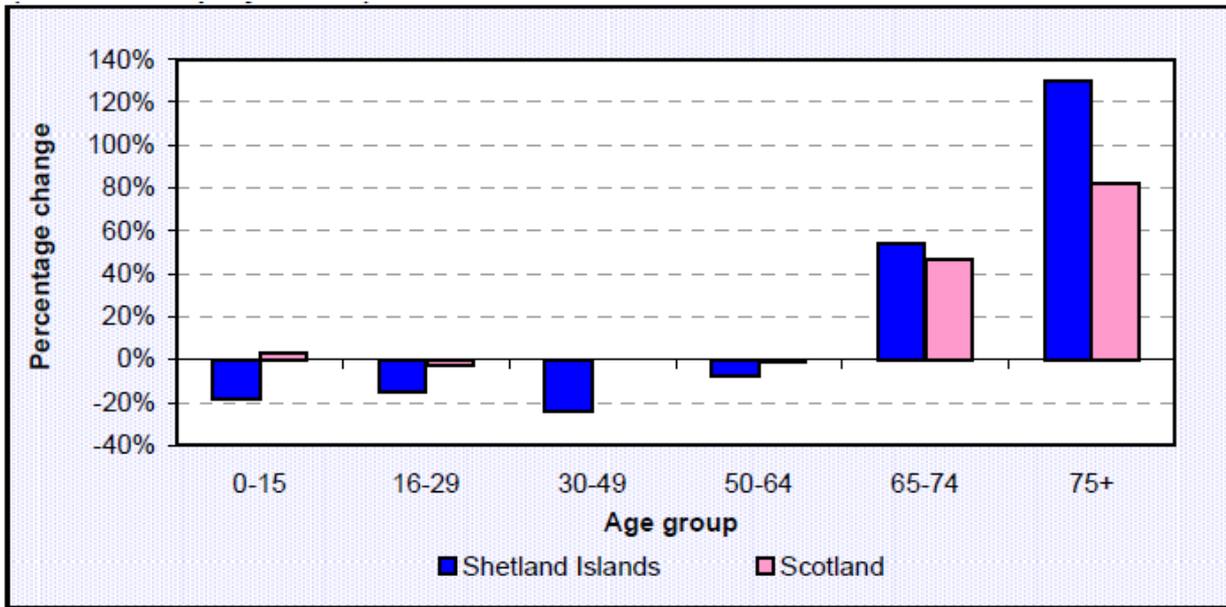
The National Records Office expect continued population growth over the next 15 years, with a further 2% expansion between 2010 and 2015 followed by a slower growth in following years. The trends do however reflect an expectation of an aging population, with the largest growth in the 65+ age band with declines in numbers of school and working age population. This trend may be seen to be more marked on Shetland than in Scotland as a whole.

Table 3.3 – Forecast Population growth 2010-2025

Year	0-15	16-64	65+	Total	Growth
2010	4286	14320	3794	22400	
2015	4275	14096	4484	22855	2.0%
2020	4251	13609	5154	23014	0.7%
2025	4087	13163	5801	23051	0.2%

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Figure 3.1 – Forecast Percentage change by population group (2010-2025)



Source National Records of Scotland. Shetland Islands Council Area Demographic Fact Sheet (08/2012)

3.2.3 Conclusion

The results show that the population of Shetland has been relatively constant over the last 10 years. There is evidence of a trend towards higher growth on the islands of Yell and Whalsay than on the mainland. Future population levels are expected to grow at a relatively slow rate, the highest levels of growth being observed in the older age brackets with a decline in the working age population.

3.3 Employment

Table 3.4 shows the trends in levels of employment and unemployment over the period 2004 – 2011. This shows a generally unchanging level over the period, although employment levels rose during the period 2008-2010 before falling back in 2011.

Table 3.4- Economically active (Jan-December)

Year	Economically Active	Employees	Self Employed	Unemployed
2004	12300	10200	1600	400
2005	12300	10000	1700	400
2006	12500	9800	1600	500
2007	12500	10400	1500	300
2008	12600	10600	1700	300
2009	12600	10600	1500	400
2010	12800	10700	1700	500
2011	12300	10400	1700	500

The employment trends show little variation over time, number of employees has risen from 2007 to 2010 by about 3% before falling back in 2011 to the 2007 value.

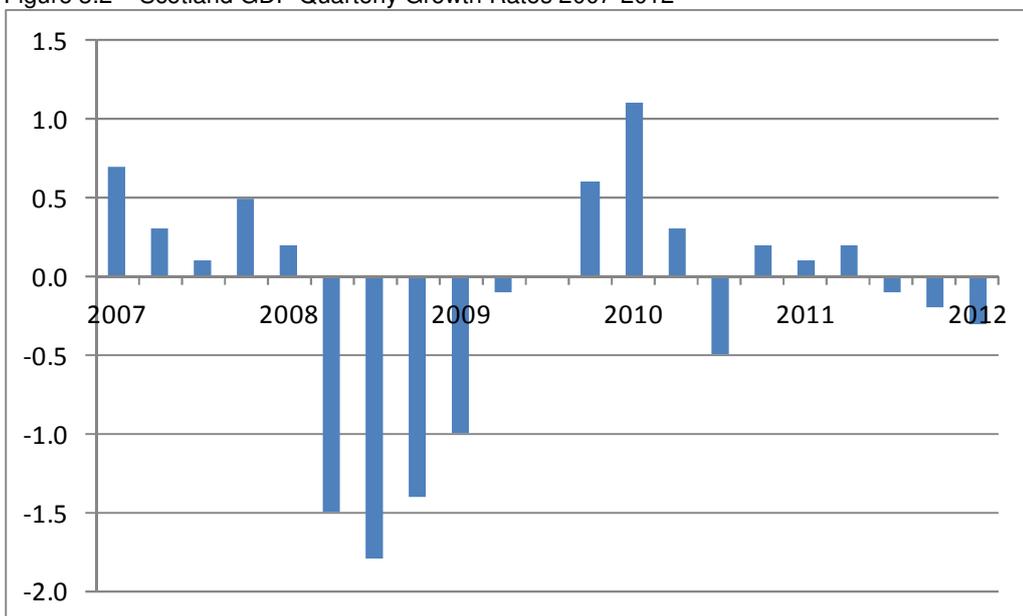
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No employment forecasts were available for 2015 and 2020, although the population forecasts indicate that there might be expected to be a long term trend in reducing numbers of the economically active population.

3.4 GDP/GVA

There are no long run figures available for Shetland GVA. However from the data available, GVA on Shetland tends to be slightly lower than for Scotland as a whole. The quarterly changes to Scottish GDP between 2007 and 2011 are shown in Figure 3.2. This shows the deep recession of 2008 followed by a second recession in 2012.

Figure 3.2 – Scotland GDP Quarterly Growth Rates 2007-2012



Source Scottish Government Statistics

3.5 Fares

Fare levels follow the same pricing structure for each. In general, in recent years they have grown annually broadly in response to changes in RPI, with the exception of the change in 2011 when a 15% increase was applied.

Fares applicable in each year between 2007-08 and 2012-13 are shown in Table 3.5. The changes reported represent an average annual increase of around 6% per annum over that period. Fares on the Bluemull Service have been suspended since September 2005.

Table 3.5 – Change in Ferry Fares (2008 – 2012)

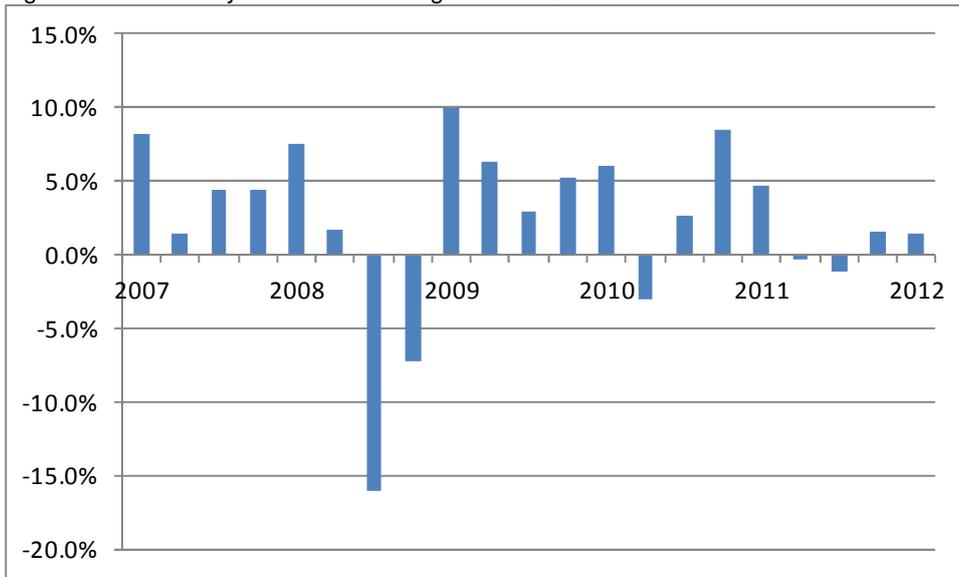
Ticket Type	2007/8	2008/9	2009/10	2010/11	2011/12	2012/13	Change
Adult – return	3.20	3.30	3.40	3.60	4.10	4.03	34.4%
Adult (10 ticket)	1.54	1.58	1.62	1.70	1.96	2.06	33.8%
Vehicle up to 5.5m return	7.60	7.80	8.00	8.40	9.60	10.00	31.6%
Vehicle (10 ticket)	6.06	6.20	6.36	6.68	7.70	8.08	33.3%

RPI over the same period (April 2007 to April 2012) has increased by 18%.

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Figure 3.3 shows the changes in fuel prices over the same period. The recession of 2008 was marked by substantial falls in price followed by strong increases in fuel costs in 2009 and 2010.

Figure 3.3 – Quarterly Fuel Prices Changes 2007 - 2012



Source Department for Transport

3.6 Summary

An examination of the population and employment trends over the past six years show only minimal changes. Population levels are relatively flat, and numbers in employment, although showing a slight peak around 2009 which has declined since then are again relatively flat.

Economic trends point to the recession of 2008 followed by limited growth between 2009 and 2011. Fuel price rises between 2008 and 2011 have led to noticeable reductions in travel on roads in mainland UK and it is possible that they have had a similar effect in Shetland. Similarly the above inflation rises on ferry fares, particularly in 2011 would act as a barrier to longer distance travel within the islands.

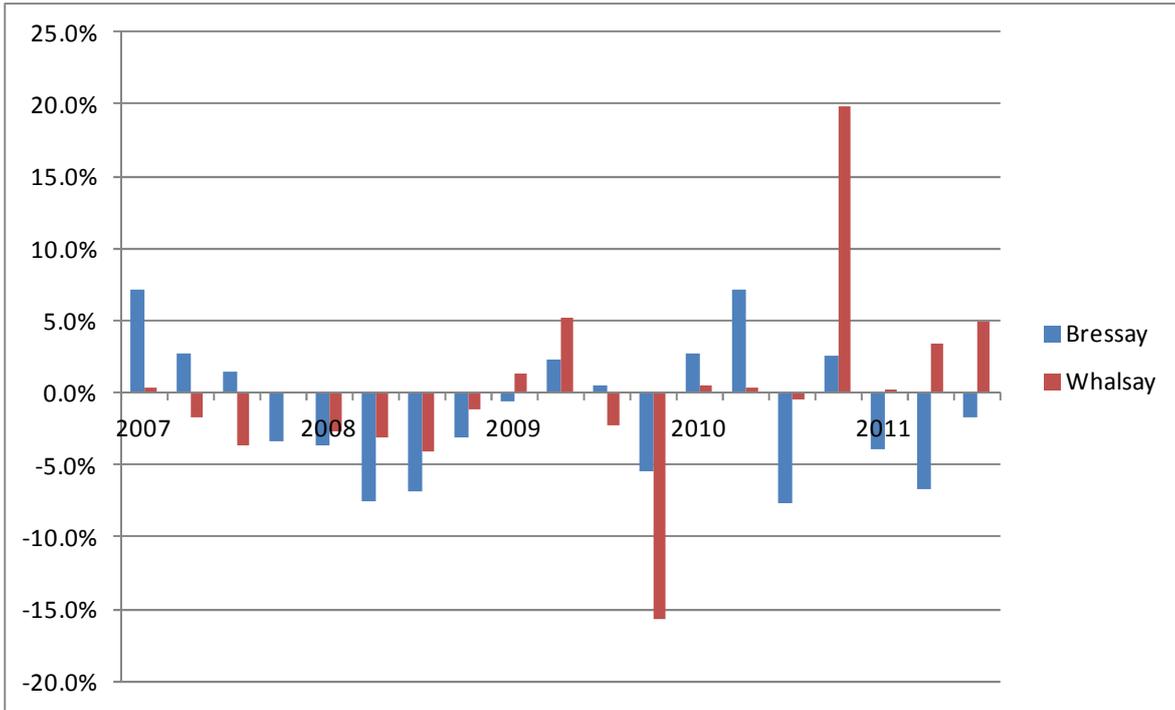
All of these elements suggest a reduction in ferry use over this period, and this is borne out in the data for the Bressay service.

Whilst the Whalsay service data suggests some growth has occurred this is minimal, and effectively usage has remained flat. However, potentially more significant than the economic factors, is the fact that the service experiences high levels of capacity utilisation, which will in effect choke off any potential growth. This is explored in more detail in later chapters.

Figure 3.4 shows the quarterly changes on the Bressay and Whalsay services compared with the corresponding quarters of the previous year. Both services demonstrate significant falls during 2008, tying in with the recession, however changes during the period of growth since have differed, with periods of large growth and decline. This reinforces the trends reported above on the Bressay service of continued decline in usage and a small increase on the Whalsay service.

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Figure 3.4 – Quarterly Changes – Bressay and Whalsay services 2007-2012



The significant rises in usage of the Unst service have no basis in the Islands wide population and economic data. The quarterly growth profiles shown in

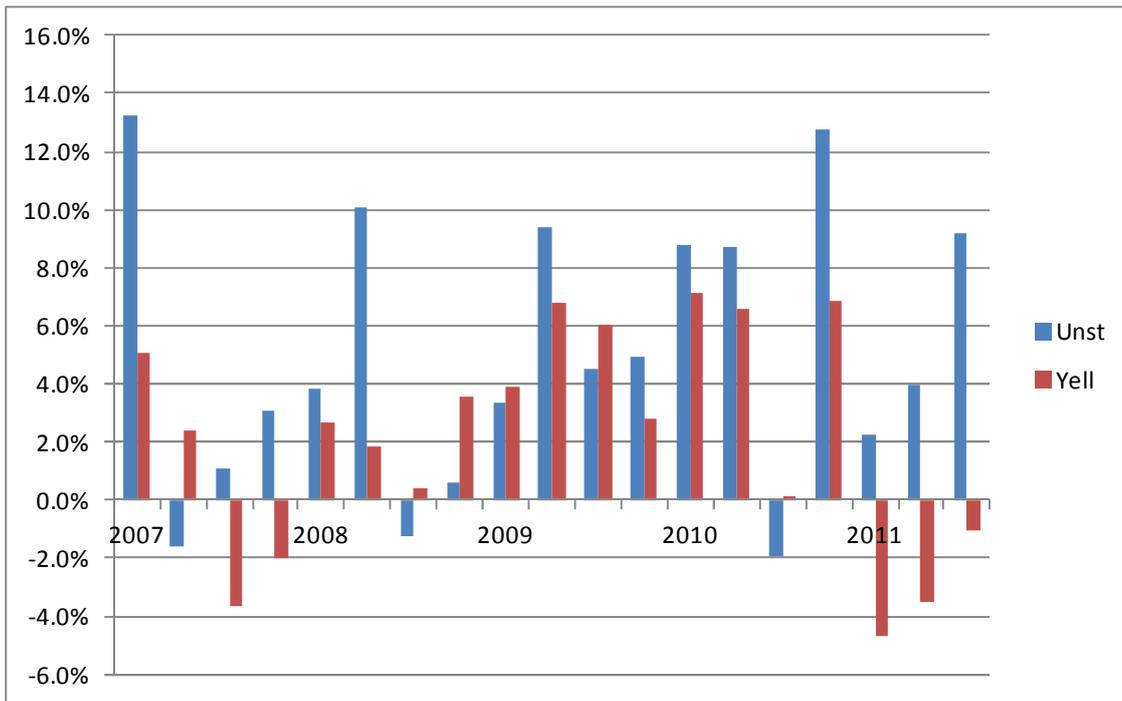
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Figure show consistent growth throughout the period, growth was weaker during 2008, however between 2009 and 2011 both services showed very strong growth. In 2011 the Yell service has shown some scaling back in demand in quarters which had experienced very high growth in 2010.

A variety of issues may impact on the Yell and Unst trends, over and above the economic data. Closure of RAF Saxa Vord, and the removal of fares on the route, may have encouraged more commuting to employment off the island. Furthermore, on Yell Sound, any potential growth could be accommodated, due to available deck space capacity on MV Daggri and MV Dagalien.

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Figure 3.5 – Quarterly Changes – Yell and Unst services 2007-2012



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4 Forecasting

4.1 Forecasting

Demand forecasting has been carried out to produce expected ferry demands for future years. These have been produced to study the capacity of the service to cater for anticipated demand up to 2020.

Although the trends in demand are, to some extent reflected in the economic data, there is not sufficient data to obtain a high degree of correlation between economic data and ferry usage. It is not possible, therefore to create usable forecasting models of ferry demand based on economic data.

Forecast demands have been prepared for two years – 2015 and 2020. Two sets of have been produced, these represent:

- a most likely scenario – to represent, on the basis of current evidence the most likely ferry demands; and
- a worst case scenario, representing an upper bound to the most likely demand, to ensure that the assessment of the ferry capacity is sufficiently robust.

Forecasts have been produced for cars and for HGVs for each scenario for each of the services under consideration.

4.2 Approach to Forecasting

4.2.1 Most Likely Scenario

There is little evidence of correlation between recent trends and the demographic data on which to form relationships to be used for forecasting. Evidence from other sources suggest the following factors:

Increasing Demand:

- that there is an increasing concentration of employment and education on Shetland Mainland resulting in more residents from the Islands being required to commute daily
- tourism plans aimed at increasing visitor numbers to the islands

Decreasing demand:

- Decreasing employed population

A number of projects with the capability to create new jobs in the region, biased mainly in oil, gas and power industries are generally concentrated on Shetland Mainland. It is assumed that the majority of new jobs and new population will be based on Shetland Mainland and not significantly affect ferry use.

Forecasts are presented in terms of total vehicular demand per quarter. The most likely case is formed on the basis that recent trends would continue until 2015 after which volumes would remain constant up to 2020.

4.2.2 High Growth Scenario

To examine the robustness of the analysis of ferry capacity a higher demand scenario has also been considered.

For services where the trend indicates a decline in demand then the high growth scenario envisages no change between 2011 and 2020 whilst for services, with an increasing demand, the current trend has been projected forward to 2020 rather than cut off at 2015. The seasonal variation about the trend is taken from the maximum recently observed values rather than the longer term average to produce more extreme, although realistic outcomes for high growth testing.

Capabilities on project:
Transportation

4.3 Forecasts

4.3.1 Bressay

For the Bressay service most likely forecasts for demand are based on the assumption the currently observed trends in demand will continue until 2015 after which demand will remain stable. The most likely forecasts Under these forecasts the total number of vehicles carried during each quarter would be as shown in Table 4.1.

Table 4.1 - Bressay Service – Most Likely Forecasts

	Q1	Q2	Q3	Q4	Change from 2011
2011	15687	18026	18368	15265	
2015	14534	16572	16973	14863	-6.5%
2020	14534	16572	16973	14863	-6.5%

HGVs

	Q1	Q2	Q3	Q4	Change from 2011
2011	492	442	769	639	
2015	561	625	788	610	10.3%
2020	561	625	788	610	10.3%

The high demand forecasts for car trips are based on the assumption that the downward trend stops and demand remains at its present levels. For HGV trips the assumption is that the current upward trend continues through to 2020. Under these assumptions the forecast vehicle demands for each quarter would be as shown in Table 4.2.

Table 4.2 – Bressay Service – High Growth Forecasts

	Q1	Q2	Q3	Q4	Change from 2011
2011	15687	18026	18368	15265	
2015	15933	18352	19340	16862	4.7%
2020	15933	18352	19340	16862	4.7%

HGVs

	Q1	Q2	Q3	Q4	Change from 2011
2011	492	442	769	639	
2015	618	879	1194	736	46.3%
2020	698	959	1274	816	60.0%

The demand profiles by quarter and year are shown in Figure 4.1 and Figure 4.2.

Capabilities on project:
Transportation

Figure 4.1 – Bressay Service – Car Demand Forecasts

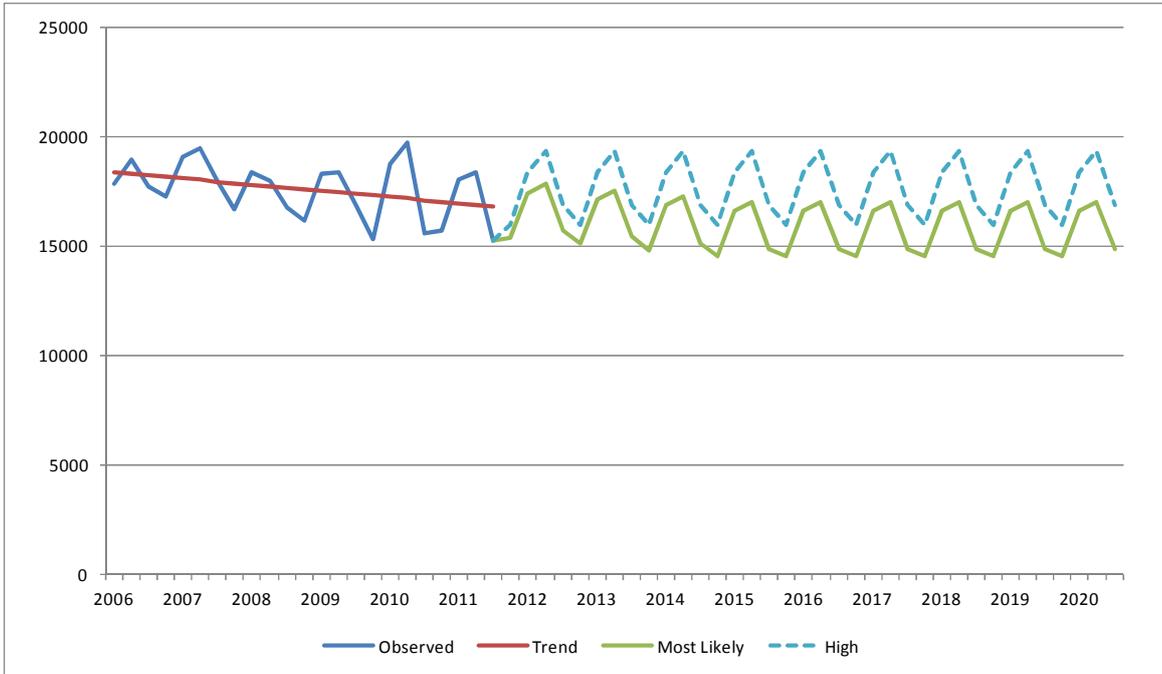
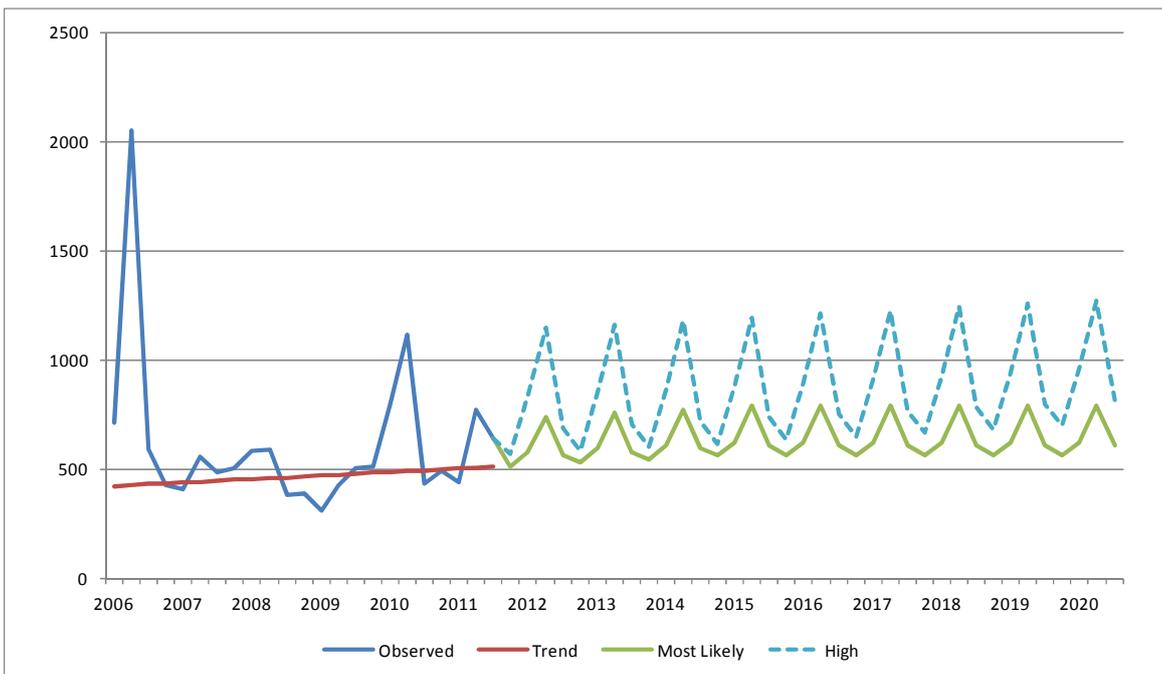


Figure 4.2 – Bressay Service HGV demand forecasts.



Capabilities on project:
Transportation

4.3.2 Whalsay

For the Whalsay service most likely forecasts for demand are based on the assumption the currently observed trends in demand will continue until 2015 after which demand will remain stable. Under these forecasts the total number of vehicles carried during each quarter would be as shown in Table 4.3.

Table 4.3 – Whalsay Service – Most Likely Forecasts

Cars

	Q1	Q2	Q3	Q4	Change from 2011
2011	16836	20723	21778	18472	
2015	16255	20818	20966	18570	-1.5%
2020	16255	20818	20966	18570	-1.5%

HGVs

	Q1	Q2	Q3	Q4	Change from 2011
2011	497	720	1012	1161	
2015	503	610	584	596	-32.3%
2020	503	610	584	596	-32.3%

The high demand forecasts for car trips are based on the assumption that the upward trend continues through to 2020 and that the maximum observed seasonal variation may be repeated in any year. For HGV trips the assumption is that the current downward trend is halted and demand remains constant through to 2020. HGV demands in 2011 are considered unrepresentative of recent trends due to significant variations in HGV activity during that year, related to activities at the island's fish processing factory. For the HGV analysis 2010 has been taken as the last observed year for trend assessment, Under these assumptions the forecast vehicle demands for each quarter would be as shown in Table 4.4.

Table 4.4 – Whalsay Service – High Growth Forecasts

Cars

	Q1	Q2	Q3	Q4	Change from 2011
2011	16836	20723	21778	18472	
2015	17062	21061	21882	19811	2.6%
2020	17192	21191	22013	19941	3.3%

HGVs

	Q1	Q2	Q3	Q4	Change from 2011
2011	497	720	1012	1161	
2015	570	726	663	746	-20.2%
2020	570	726	663	746	-20.2%

The demand profiles by quarter and year are shown in Figure 4.3 and Figure 4.4.

Capabilities on project:
Transportation

Figure 4.3– Whalsay Service – Car Demand Forecasts

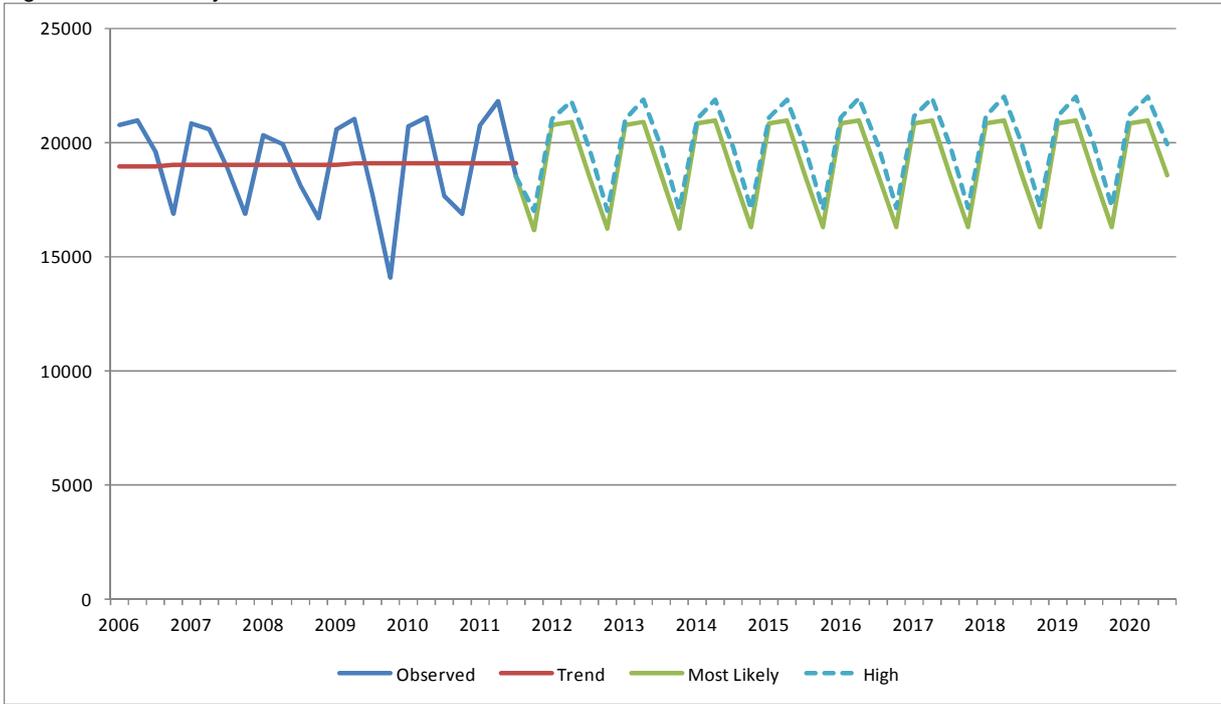
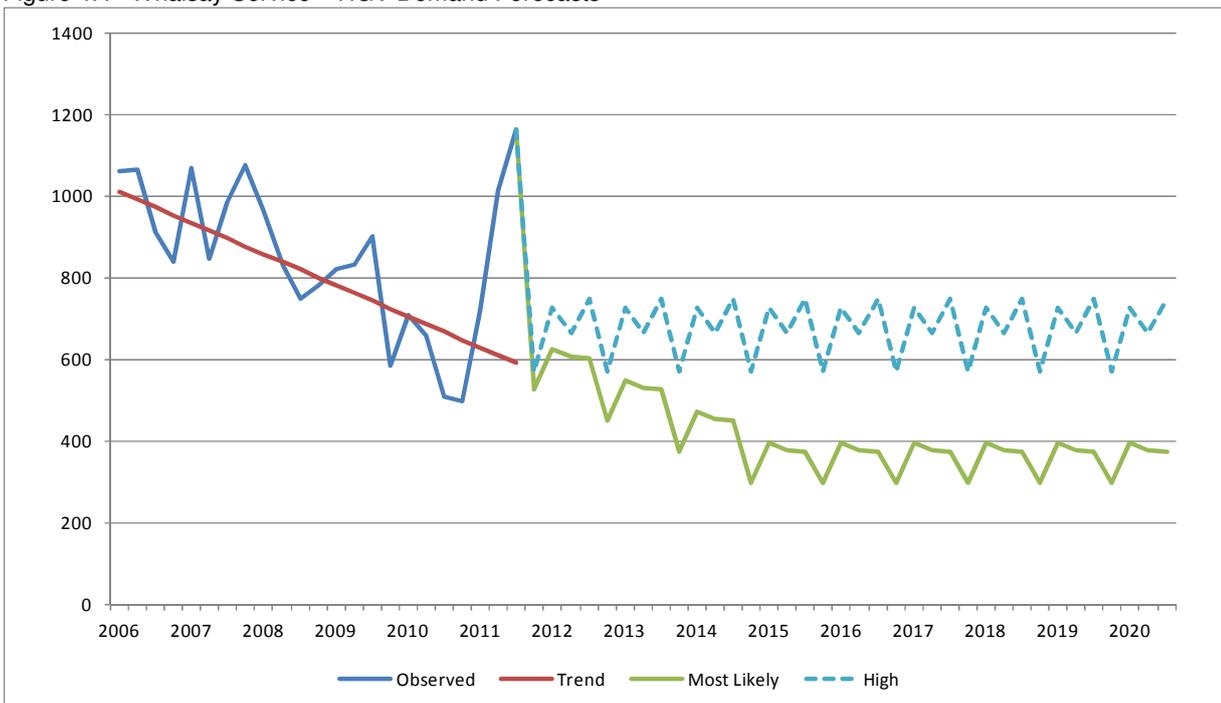


Figure 4.4– Whalsay Service – HGV Demand Forecasts



Capabilities on project:
Transportation

4.3.3 Yell

For the Yell service most likely forecasts for demand are based on the assumption the currently observed trends in demand will continue until 2015 after which demand will remain stable. The most likely forecasts under these forecasts the total number of vehicles carried during each quarter would be as shown in Table 4.5.

Table 4.5 Yell Service – Most Likely Forecasts

Cars

	Q1	Q2	Q3	Q4	Change from 2011
2011	27843	34886	39861	29633	
2015	31525	40015	44286	35064	14.1%
2020	31525	40015	44286	35064	14.1%

HGVs

	Q1	Q2	Q3	Q4	Change from 2011
2011	1609	2211	2379	1998	
2015	2029	2321	2750	2434	16.3%
2020	2029	2321	2750	2434	16.3%

The high demand forecasts for car trips are based on the assumption that the upward trend continues through to 2020 and that the maximum observed seasonal variation may be repeated in any year. The same assumptions are made for HGV trips. Under these assumptions the forecast vehicle demands for each quarter would be as shown in Table 4.6.

Table 4.6– Yell Service – High Growth Forecasts

Cars

	Q1	Q2	Q3	Q4	Change from 2011
2011	27843	34886	39861	29633	
2015	32862	41516	46240	38024	20.0%
2020	37789	46444	51168	42952	34.9%

HGVs

	Q1	Q2	Q3	Q4	Change from 2011
2011	1609	2211	2379	1998	
2015	2067	2852	3068	2781	31.3%
2020	2092	2877	3093	2806	32.6%

The demand profiles by quarter and year are shown in Figure 4.5 and Figure 4.6.

Capabilities on project:
Transportation

Figure 4.5– Yell Service – Car Demand Forecasts

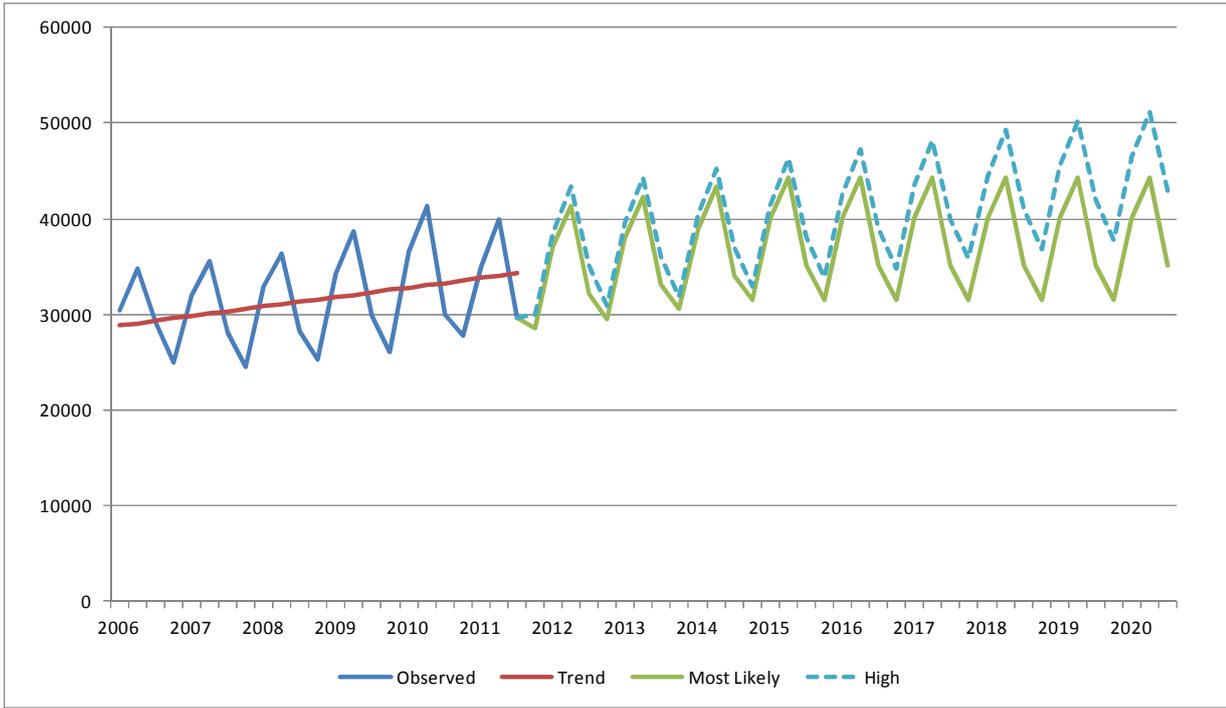
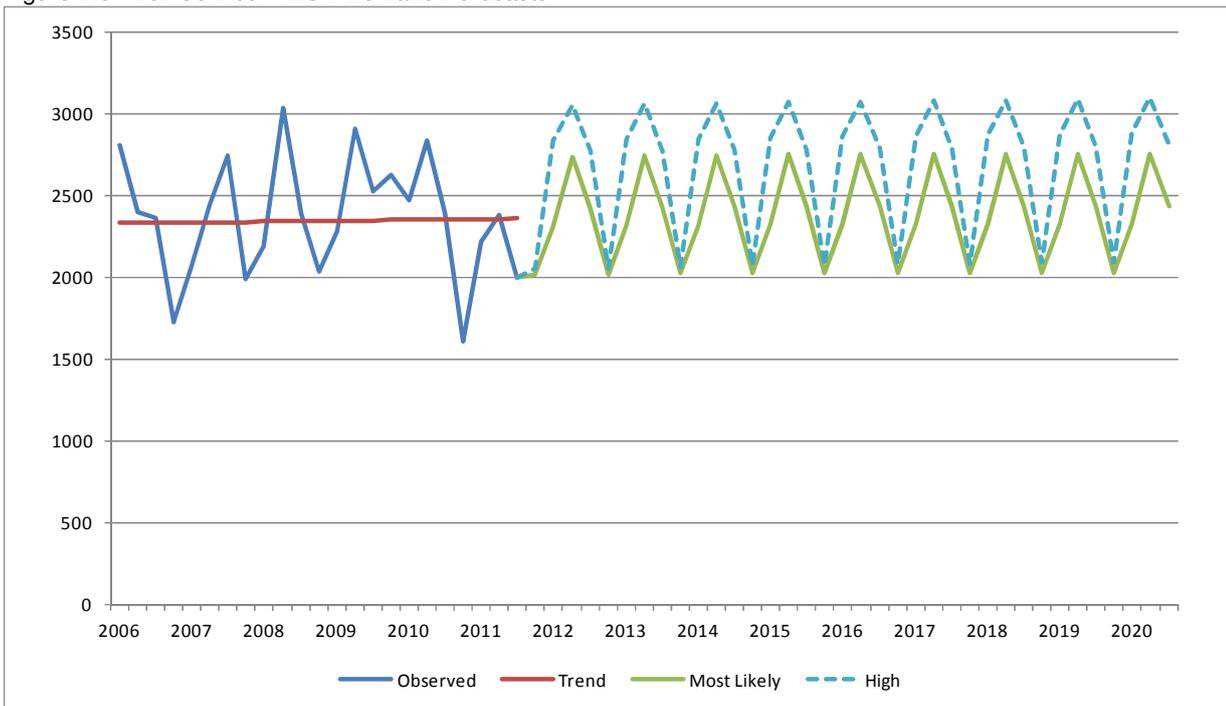


Figure 4.6– Yell Service – HGV Demand Forecasts



Capabilities on project:
Transportation

4.3.4 Bluemull (Unst)

For the Unst service the most likely forecasts for demand are based on the assumption the currently observed trends in demand will continue until 2015 after which demand will remain stable. The most likely forecasts under these forecasts the total number of vehicles carried during each quarter would be as shown in Table 4.7.

Table 4.7 – Bluemull (Unst) Service – Most Likely Forecasts

Cars

	Q1	Q2	Q3	Q4	Change from 2011
2011	15039	21215	24198	15707	
2015	18675	24744	26637	20439	18.8%
2020	18675	24744	26637	20439	18.8%

HGVs

	Q1	Q2	Q3	Q4	Change from 2011
2011	774	917	923	742	
2015	686	893	819	860	-2.9%
2020	686	893	819	860	-2.9%

The high demand forecasts for car trips are based on the assumption that the upward trend continues through to 2020 and that the maximum observed seasonal variation may be repeated in any year. For HGV trips the assumption is that the current downward trend is halted and demand remains constant through to 2020. Under these assumptions the forecast vehicle demands for each quarter would be as shown in Table 4.8.

Table 4.8 – Unst Service – High Growth Forecasts

Cars

	Q1	Q2	Q3	Q4	Change from 2011
2011	15039	21215	24198	15707	
2015	19546	25299	27844	22264	24.7%
2020	24104	29856	32401	26821	48.6%

HGVs

	Q1	Q2	Q3	Q4	Change from 2011
2011	774	917	923	742	
2015	798	1045	979	958	12.6%
2020	798	1045	979	958	12.6%

The demand profiles by quarter and year are shown in Figure 4.7 and Figure 4.8.

Capabilities on project:
Transportation

Figure 4.7– Bluemull (Unst) Service – Car Demand Forecasts

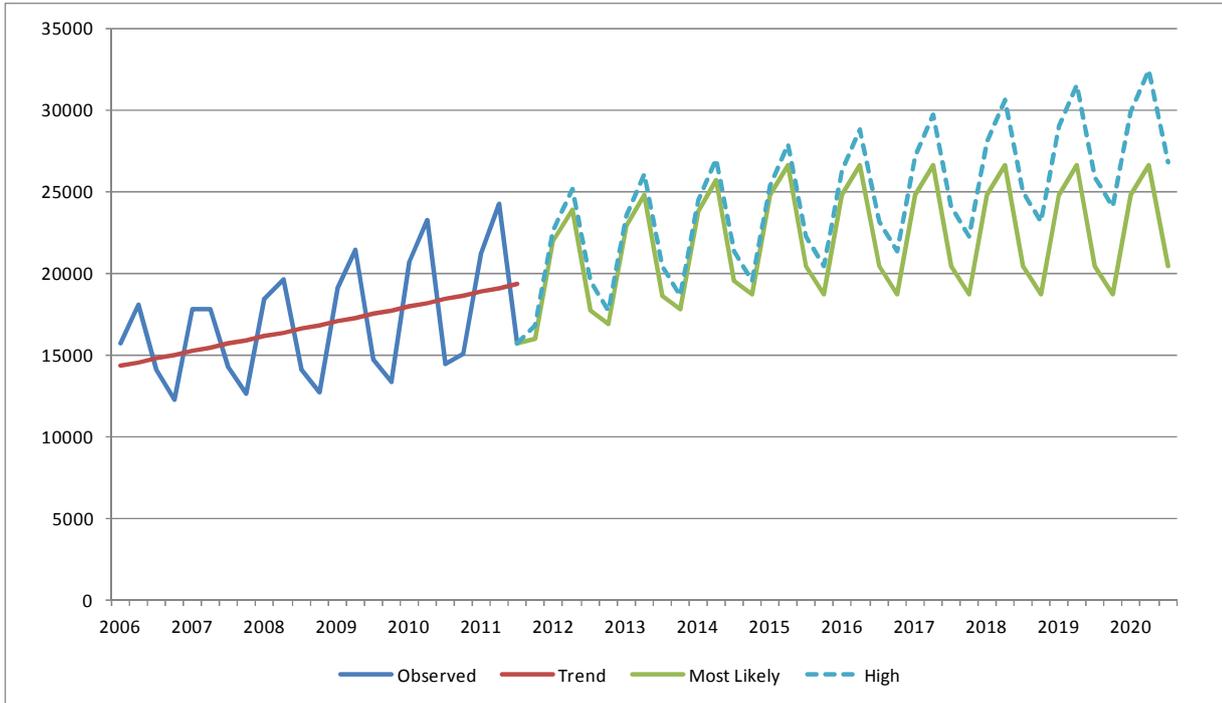
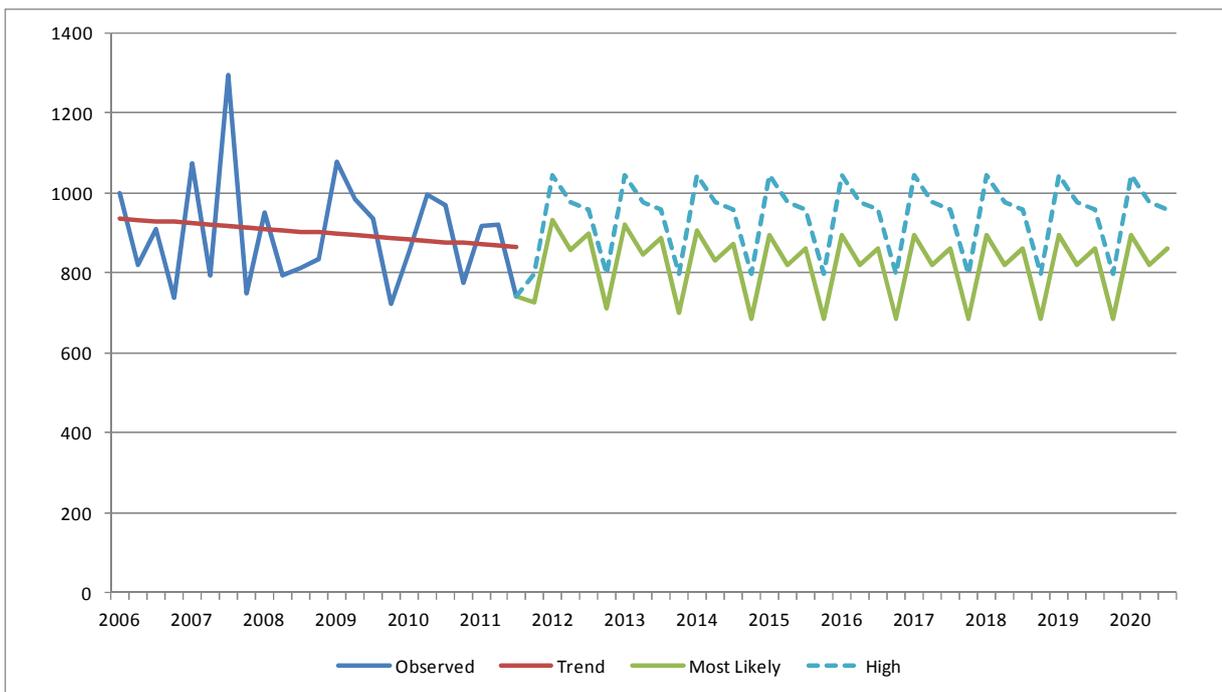


Figure 4.8 – Bluemull (Unst) Service – HGV Demand Forecasts



Capabilities on project:
Transportation

5 Testing of Scenarios - Approach

5.1 Introduction

This chapter details the approach taken to the testing of demand for each of the scenarios developed for the consultation process, and in some cases, generated during and following the consultation process.

5.2 General Approach

The following approach has been followed in order to undertake the capacity analysis.

5.2.1 Logbook Data Imported into Database.

The vessel logbook records, for each sailing undertaken by the vessel, the route, date, time, and the total number of crew, passengers, and vehicles (by category). For the analysis, the key sailing details (route, date, time), passengers, and vehicles by category was the key information used.

5.2.2 PCU Factors assigned for each category of vehicle in Log data.

It was necessary to standardise the different categories of vehicles and trailers into a consistent unit. Building on previous work undertaken in 2007¹, Passenger Car Units (PCUs) have been used. A standard car has a PCU equivalent of 1. A car with an average sized trailer would have a PCU unit of 1.6. By contrast, a large commercial vehicle would have a PCU unit of up to 7, due to the amount of deck space used when the vehicle is lashed to the vehicle deck of the ferry.

5.2.3 Current Timetables input into database

Current timetables were entered into the database, and matched to Logbook data. A “fuzzy” process has been used to allow for a degree of late/early departures, as the timetabled departures did not always exactly match the log book times, which recorded actual sailing times. Unscheduled sailings (community hires, positioning sailings etc) were disregarded.

5.2.4 Demand, and Capacity Calculated for Each Sailing

Using information for each vessel, PCU capacities were calculated. The demand for each sailing was then assessed. This allowed for calculation of ratios of demand to capacity on a sailing by sailing basis. It is highlighted that whilst 100% represents the theoretical capacity on any one sailing, operational practice is for a demand to capacity ratio of 70% to 75% to be used in planning to represent effective capacity. This is due to the sailing by sailing variation in types of vessels, and the need to position large/heavy vehicles in specific locations, which can also mean that it is not possible for the whole of the deckspace to be fully utilised.

5.2.5 Consultation Scenario Timetables Input into Database

The timetables developed for each consultation scenario, as well as timetables that were developed during and after the consultation process, were input to the database.

5.2.6 Current Demand Reallocated to Scenario Timetables

A matching process was then developed, in order to match the demand associated with sailings in the current timetable for each route, with the revised timetable sailings. The following logic was adopted for this process.

- a) Where there was a reduction in the number of sailings, demand associated with the sailings that were being withdrawn would transfer to earlier sailings in the morning and later sailings in the evening, and arguably could split either way during the middle part of the day. We have transferred to earlier sailings up to 11am, transferred to later sailings after 4pm, and split 50:50 early/late in the period 11am – 4pm.
- b) In the instance that additional sailings have been introduced into the timetable, then demand has been allocated using a third of the preceding sailing, and a third of the subsequent sailing.

¹ Analysis of Ferry Demand, BM Consultants for Zettrans, March 2007.

Capabilities on project:
Transportation

Growth factors were included in the database, derived from trend analysis of 6 years of logbook data, presented in chapter 4. Taking a conservative approach, we have used the Worst Case (high growth) predictions for years 2015 and 2020.

The analysis has also been based on the demand experienced during targeted times of the year, typically during May through to July (Bressay, Yell, Bluemull), but using August-September for Whalsay. Specific days of the week have also been used for the analysis, representing the busiest days of the week. Fridays (Thursdays for Bluemull) have been selected for the analysis, as interrogation of data revealed these to be consistently the busiest days of the week during the sample period.

5.3 Analysis of Data

- To assess current deckspace capacity a ratio is displayed for each sailing – representing the **average** deckspace capacity used. This has been done for base year 2011 and the forecast years of 2015 and 2020 **using worst case high growth forecasts**.
- For each scenario the predicted loading factors for the modelled sailings are given for each sailing.
- “Over Capacity” graphs are also given to give a visual indication of the **total numbers** of sailings that are forecast to be over capacity within the selected study period for each route.
- In the case of Bressay services **average** passenger numbers have also been plotted for each sailing – because the option is considering reducing the passenger capacity of the ferry, which would have the biggest impact. In all other cases it is assumed that vehicle capacity and not passenger numbers are the defining factor.

5.4 Limitations

It is important to highlight limitations to the data and methodology which mean that the results presented below have to be interpreted with some care.

The most important limitation arises from a current lack of detailed knowledge of trip purpose on the routes affected, and also the most likely traveller reaction to changes in timetables etc. This may vary from reduced trip making, changing times of trips (earlier, later, different days), to changed mode to travel (from car to passenger/public transport). A set of relatively simple assumptions have been used to capture what is a particularly complex range of possible outcomes.

Secondly, it is highlighted that modelling the utilisation of vehicle deck capacity is also subject to a range of assumptions based on average vehicle spaces, and the impact of HGVs. Different configurations of vehicles, combined with different configurations of HGVs can all create very different deck space utilisations, which may not be accurately reflected from the raw carryings data.

No account of deadweight capacity has been considered in the methodology.

Finally, it is noted that across the year, and across different days of the week, there can be considerable variations in demand which can be disguised by taking the mean average. We have sought to overcome this by modelling periods of year which have higher demands, and days of the week that have highest demand.

Due to the limitations imposed by the modelling approach, care is required when interpreting the results. In particular, the work is useful for demonstrating the overall impact of the imposition of particular scenarios, and is also useful at indicating the times of the day at which the particular service will come under particular stress and pressure. However more caution must be used when assessing the modelling sailings on a sailing by sailing basis.

Capabilities on project:
Transportation

6 Demand Analysis - Bressay

6.1 Introduction

The following analysis presents capacity assessment for both passengers and vehicles on the Bressay service.

- The period of analysis extends from May to mid July.
- For Passengers, both Fridays and Saturdays were considered due to these being the peak days.
- For Vehicles, Fridays have been used.

6.2 Current Timetable

Graphs for the current timetable configuration include error bars, highlighting variations to the mean (1 standard deviation), for each sailing, across the study period. These demonstrate that both passenger capacity, and vehicular capacity is adequately maintained at present.

6.3 Modelled Option

The principal impact of the consultation impact is to remove under-utilised sailings, and restricted passenger capacity to 50.

There appear to be no issues with vehicle capacity.

Within the proposal, the introduction of an additional early morning sailing helps to ensure adequate passenger capacity for both school children and commuter coming off Bressay. However, some priority system may be required to ensure school children are able to get access onto the ferry during these times.

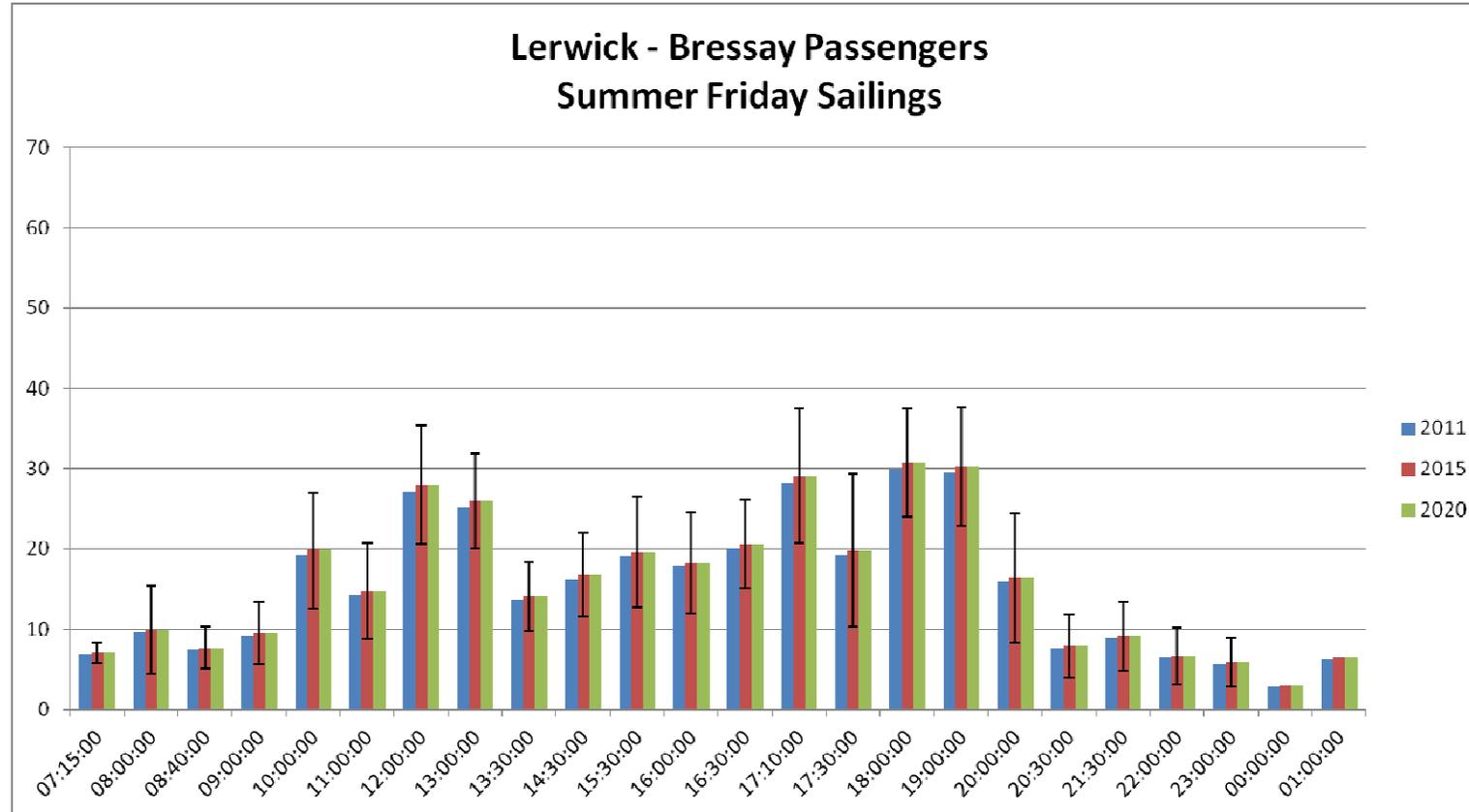
Based on the initial assumptions used in the modelling, the return evening sailings at around 17.00/17.30 are shown to experience peak passenger capacity, and some sailings will be over capacity.

However, given the available capacity at either side of the peak period sailings, it is anticipated that, overall, the demand will be able to be catered for, provided that some existing travel patterns can be modified.

Capabilities on project:
Transportation

6.4 Current Timetable Configuration

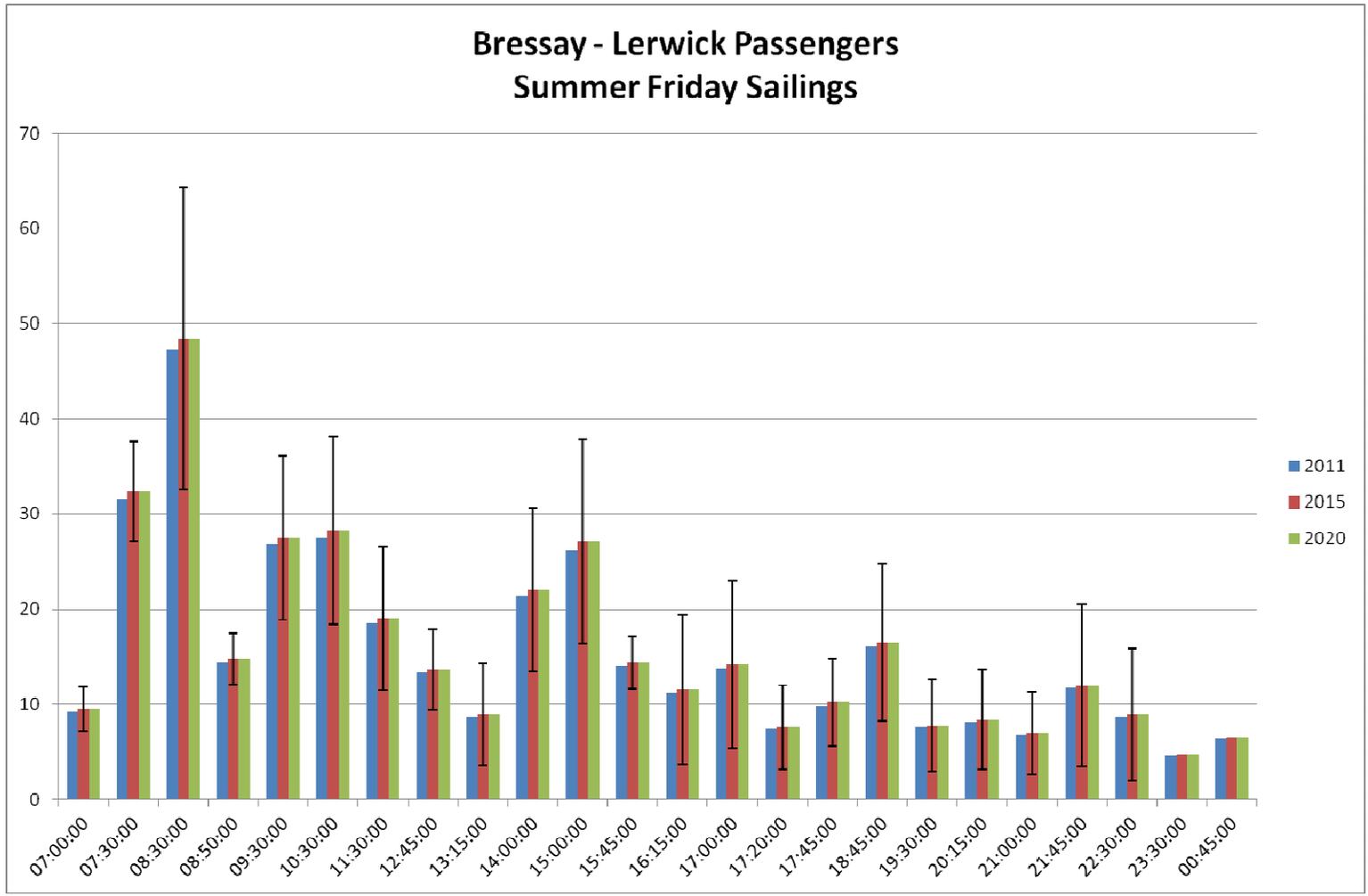
6.4.1 Passengers



- 510 -

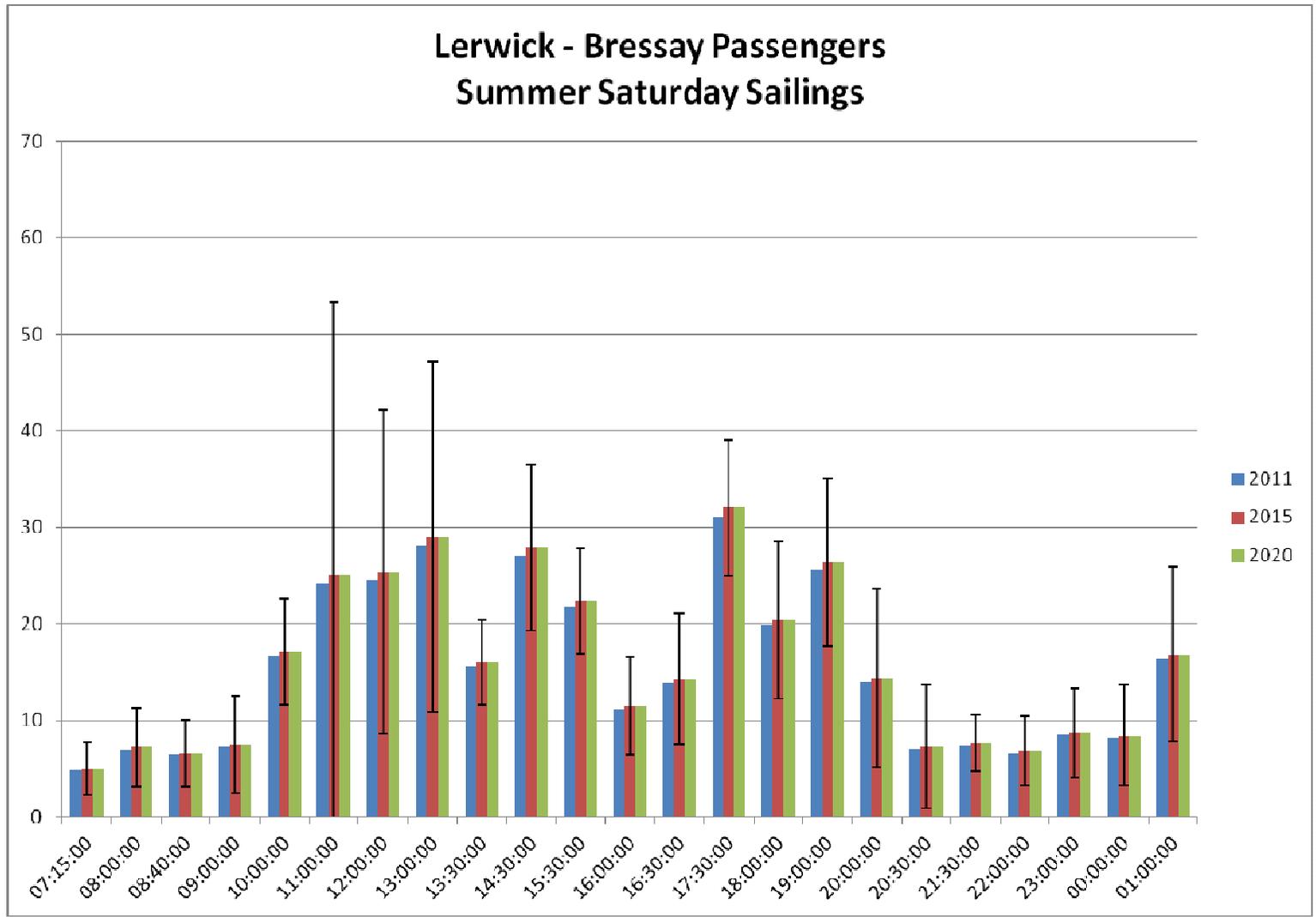
Capabilities on project:
Transportation

- 511 -



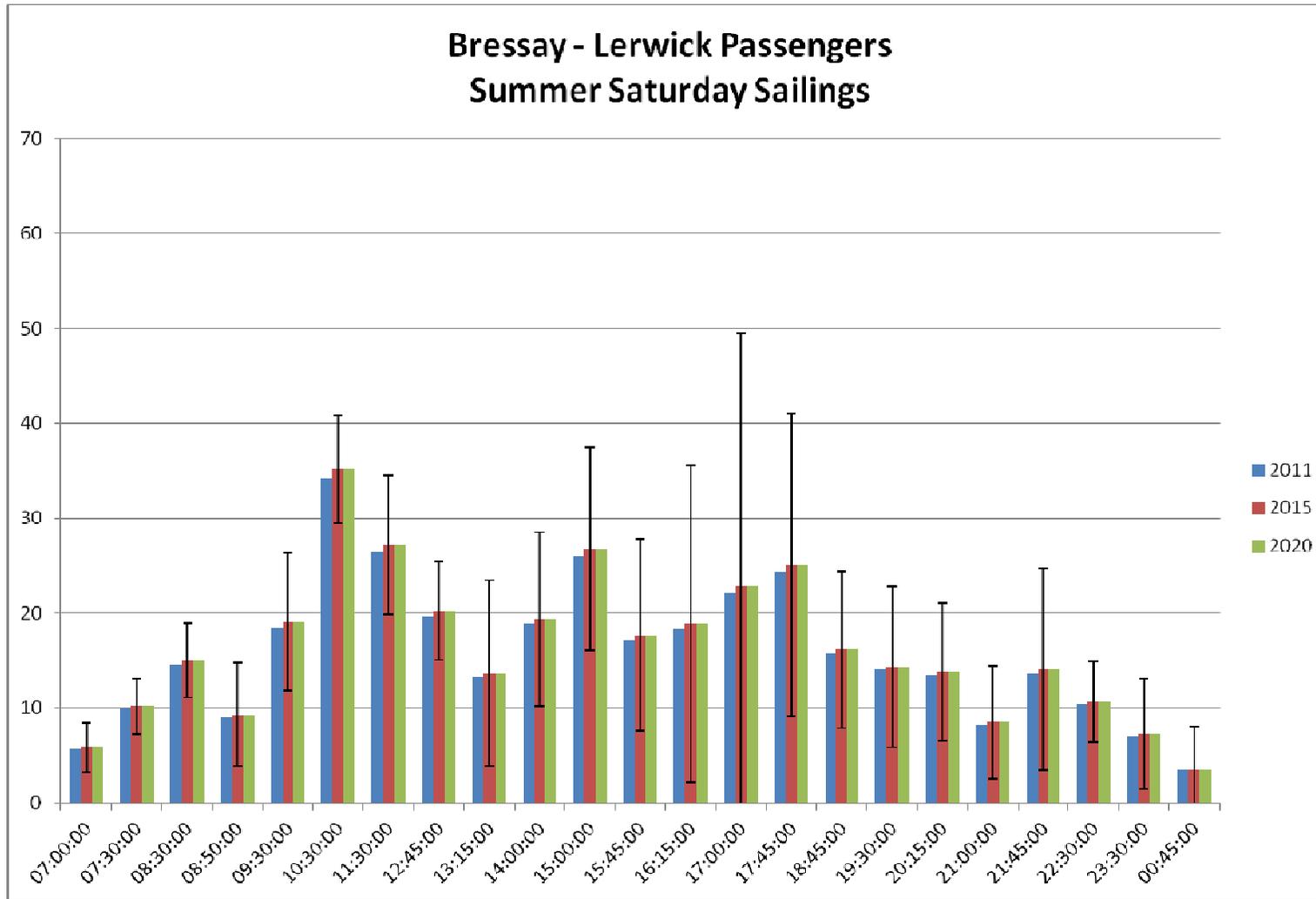
Capabilities on project:
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- 512 -



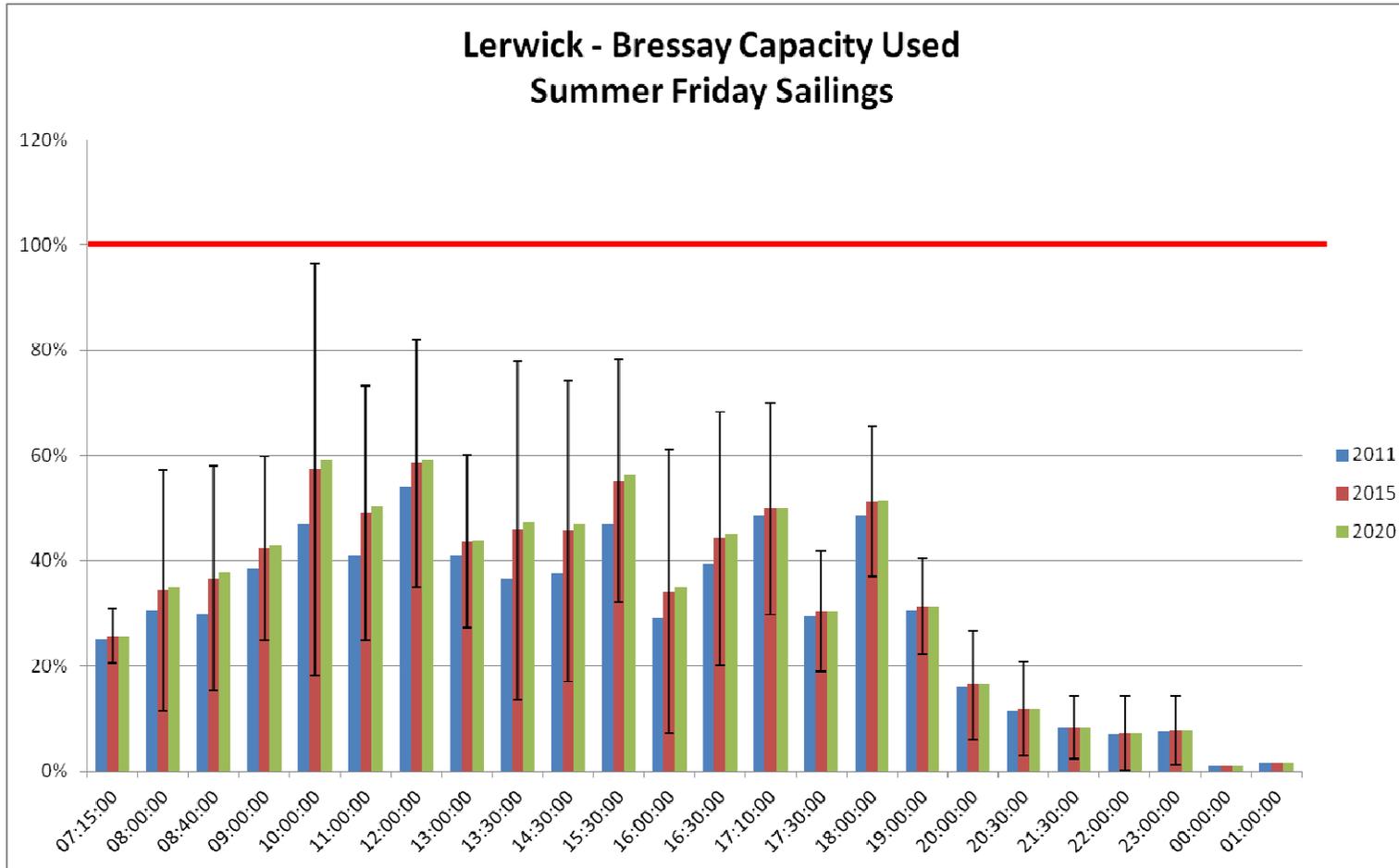
Capabilities on project:
Transportation

- 513 -



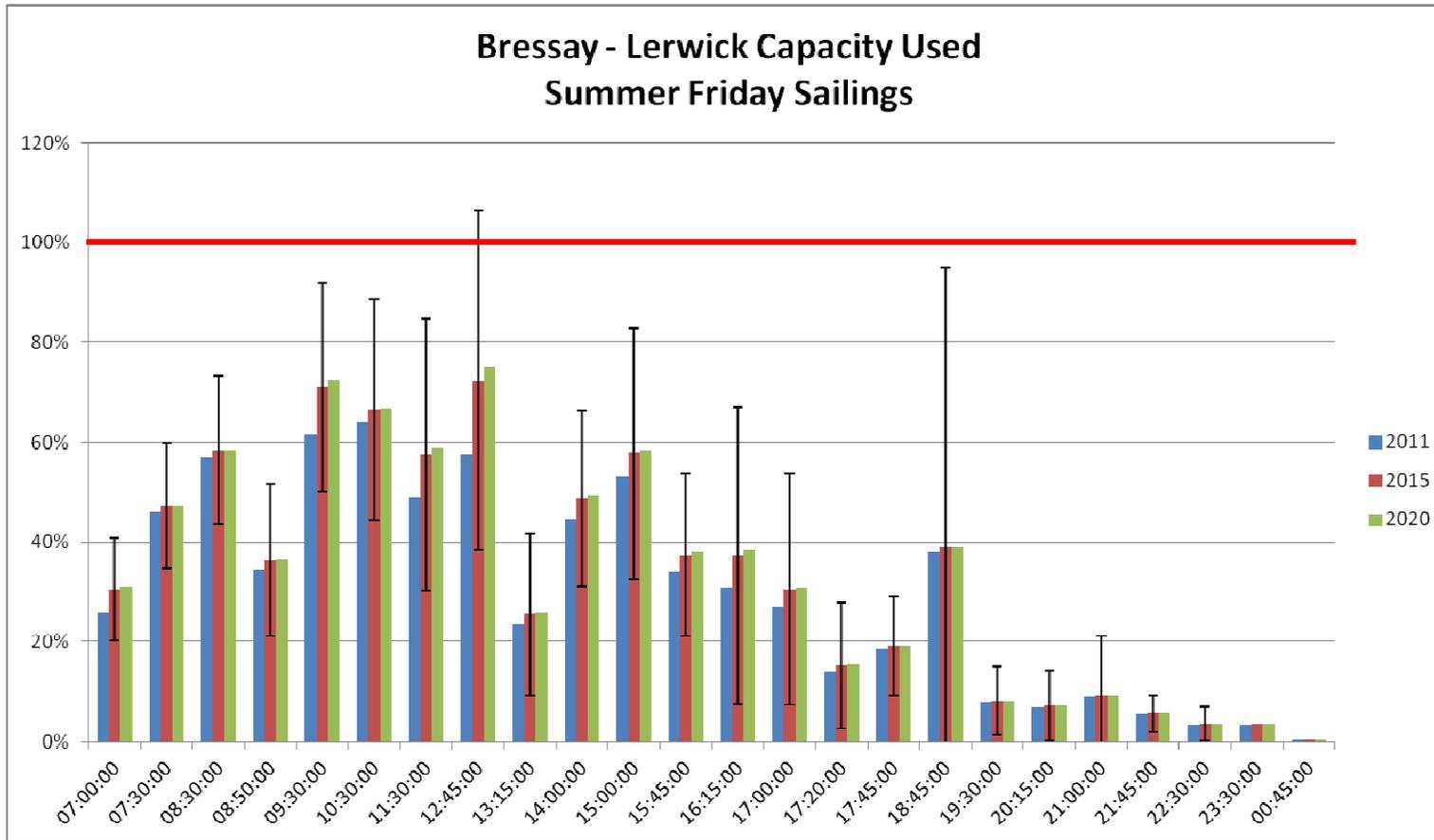
Capabilities on project:
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6.4.2 Vehicle Deck Capacity



- 514 -

Capabilities on project:
Transportation

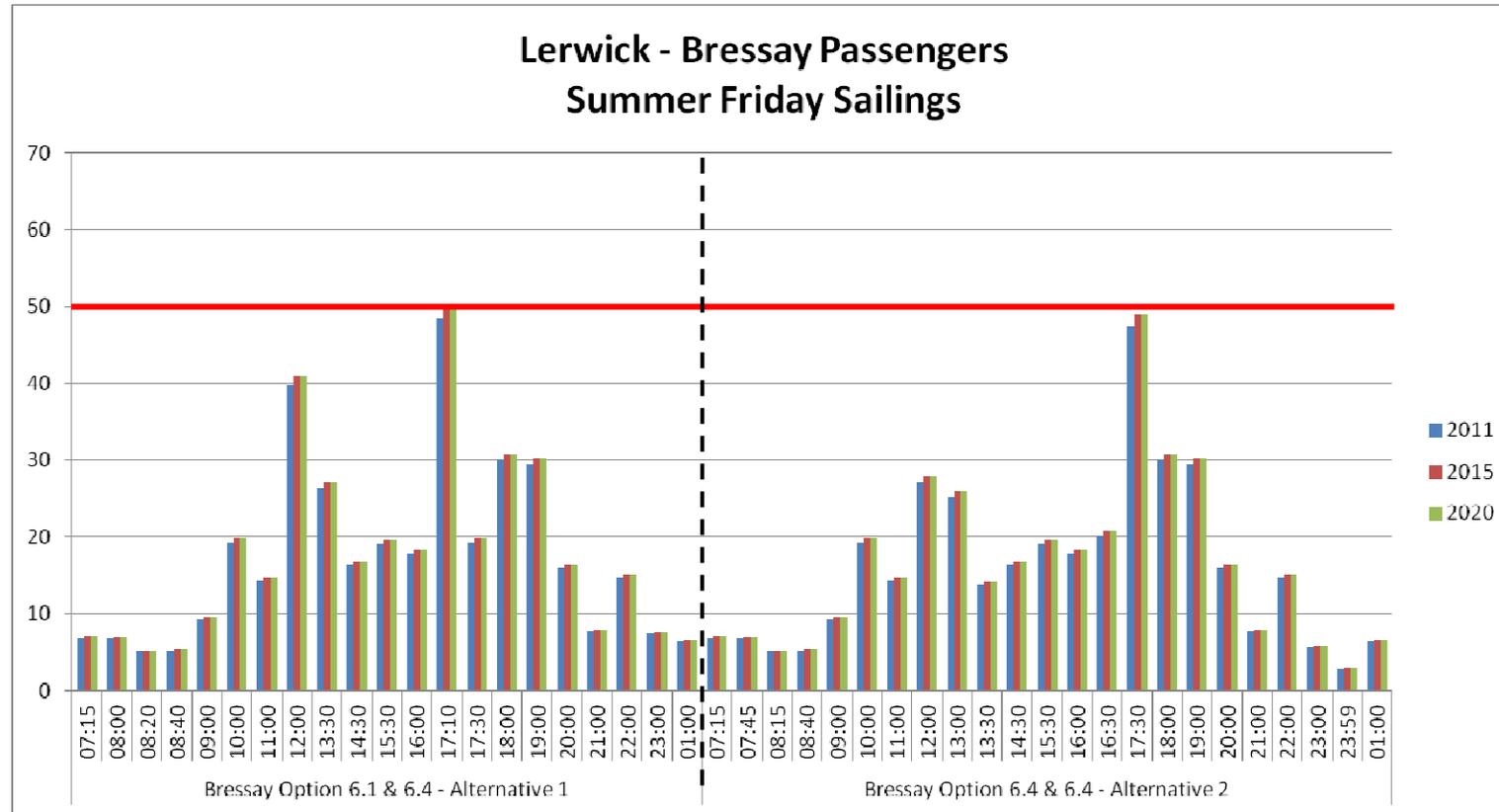


- 515 -

Capabilities on project:
Transportation

6.5 Modelled Option

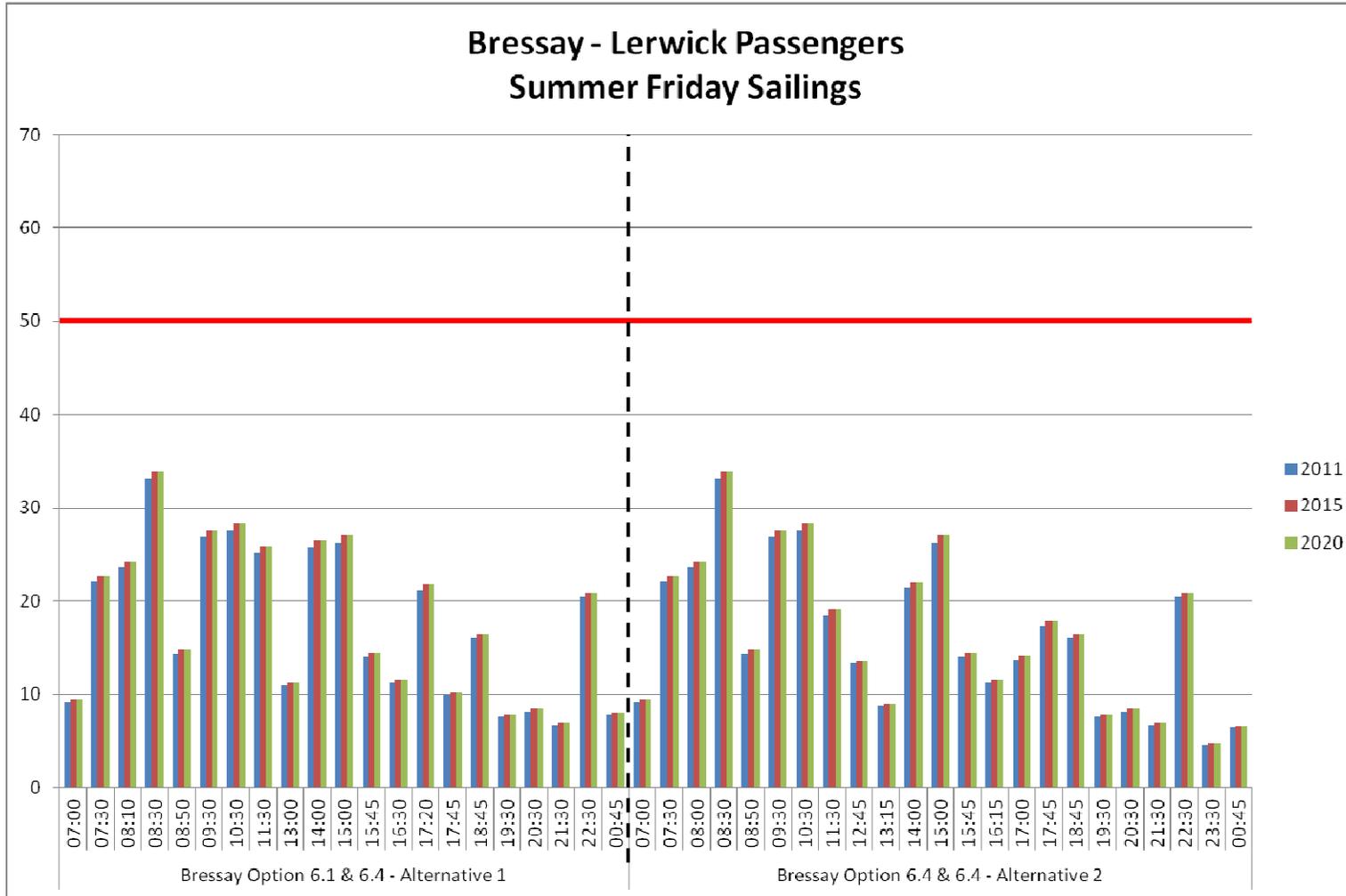
6.5.1 Passengers



- 516 -

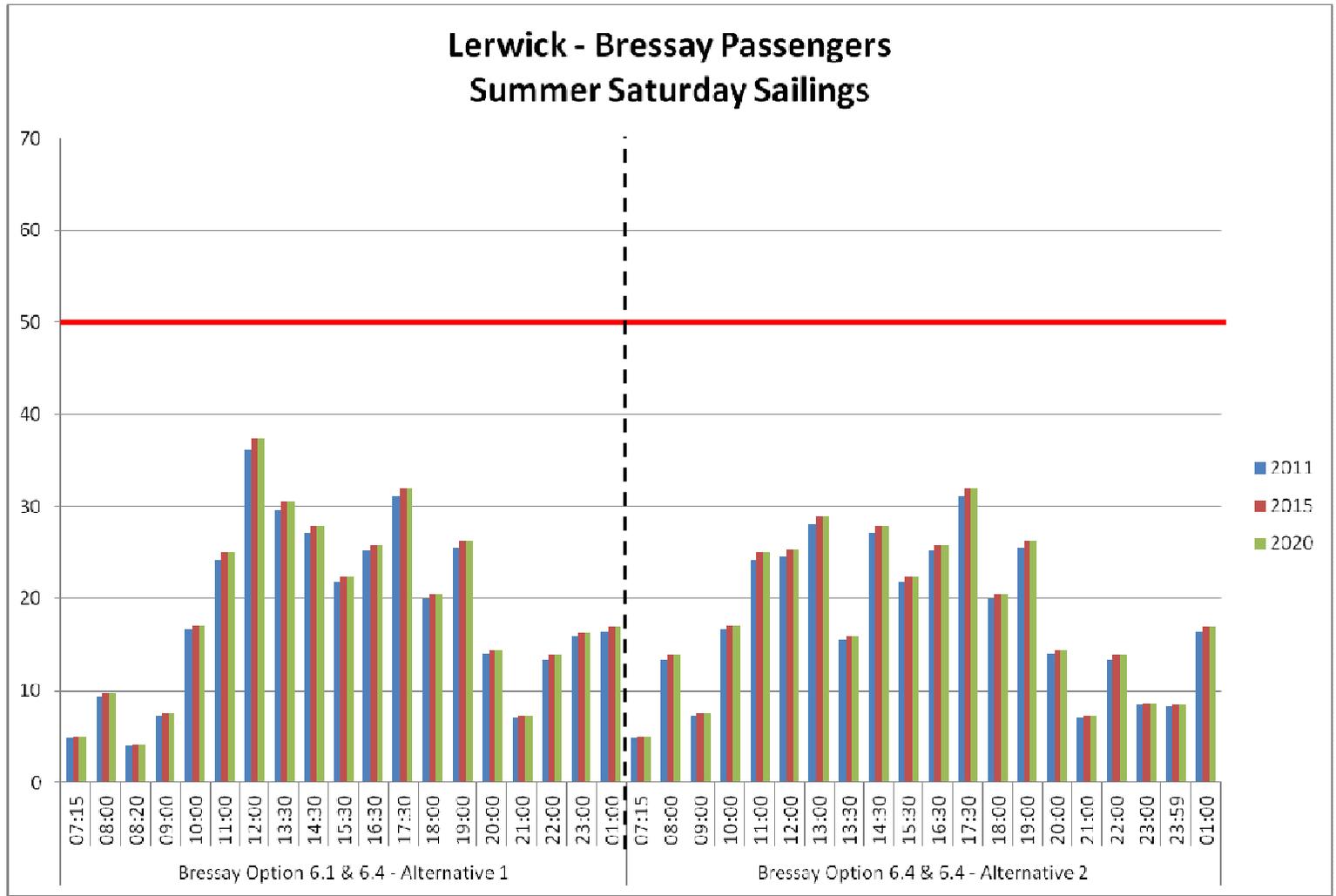
Capabilities on project:
Transportation

- 517 -



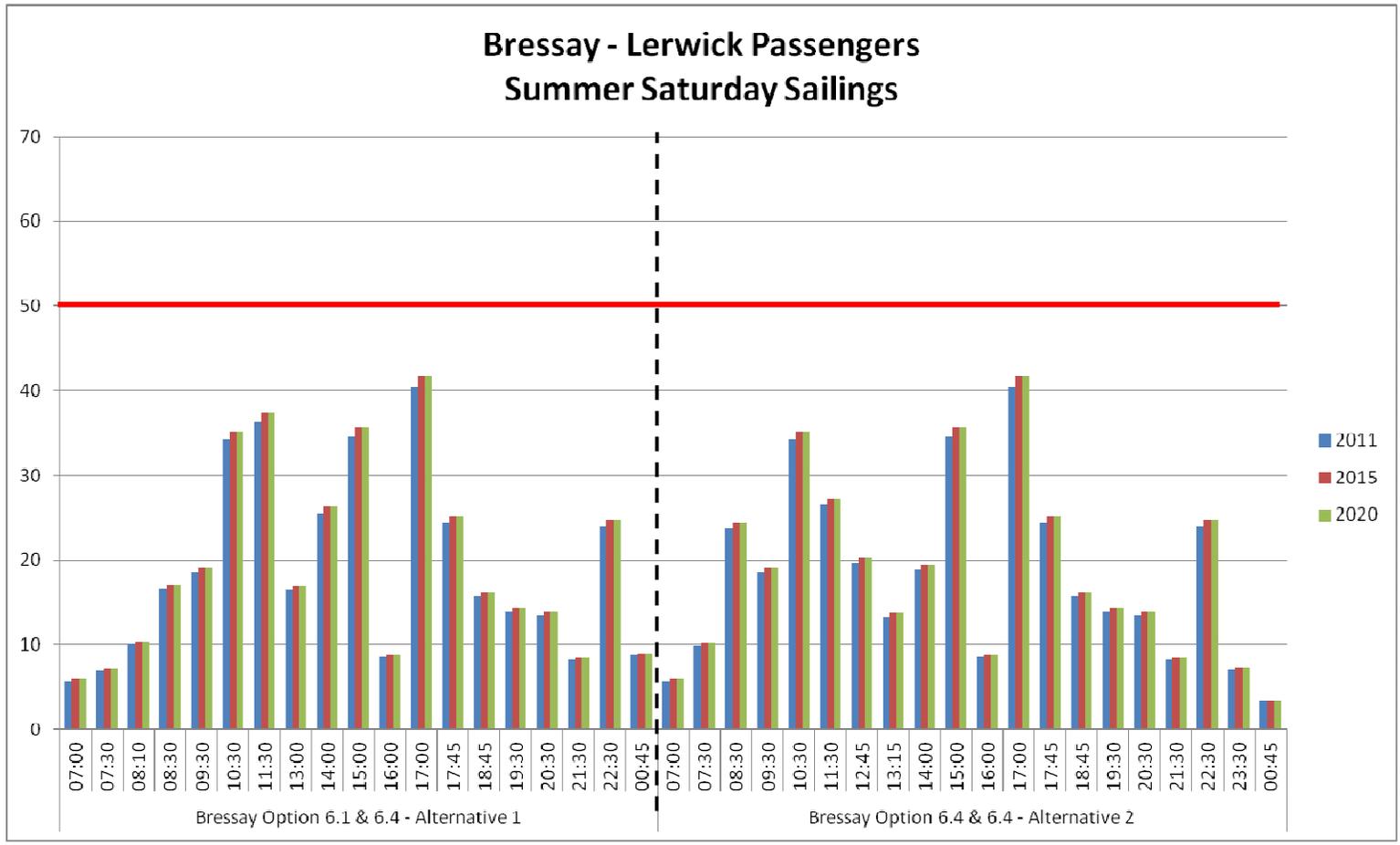
Capabilities on project:
Transportation

- 519 -



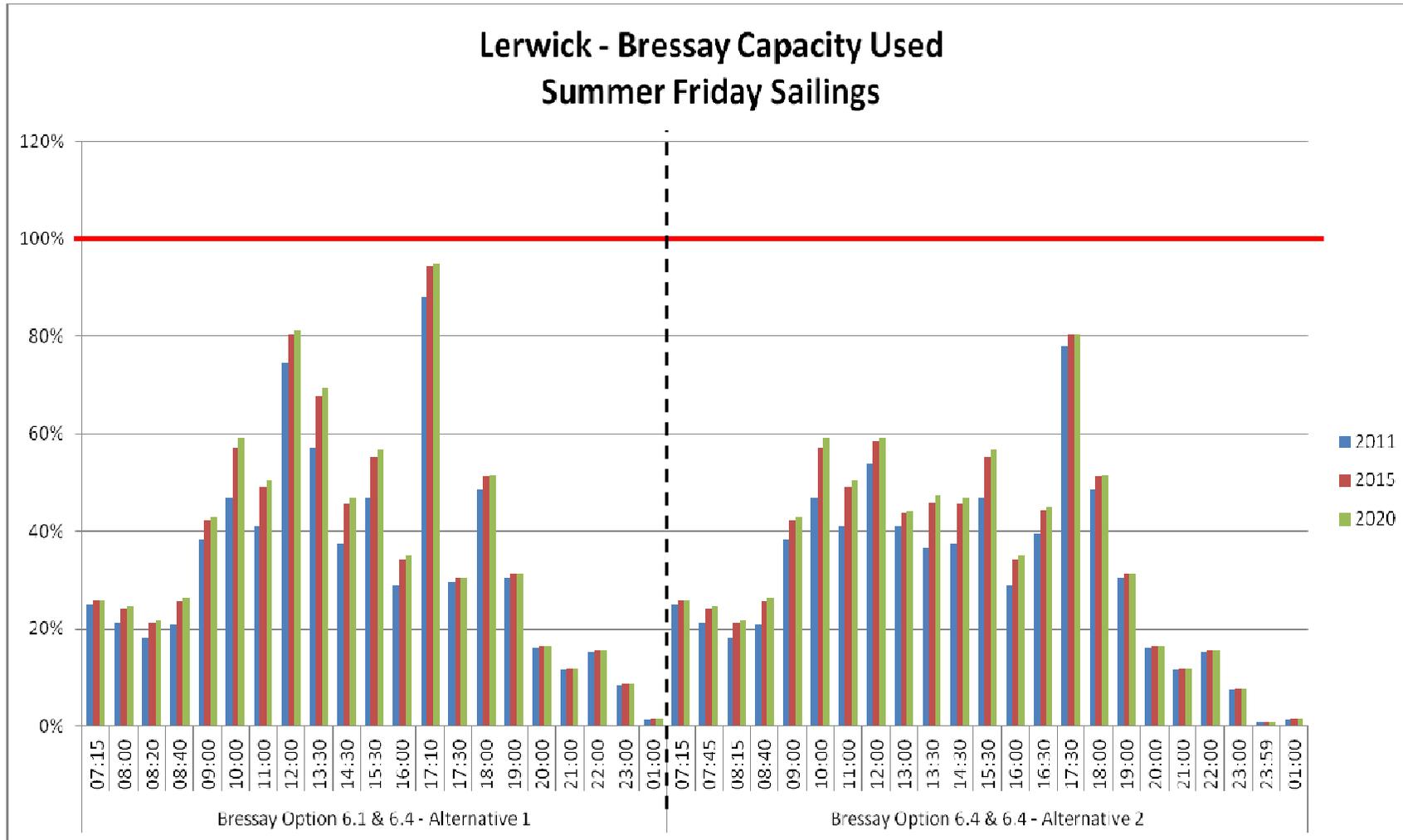
Capabilities on project:
Transportation

- 519 -



Capabilities on project:
Transportation

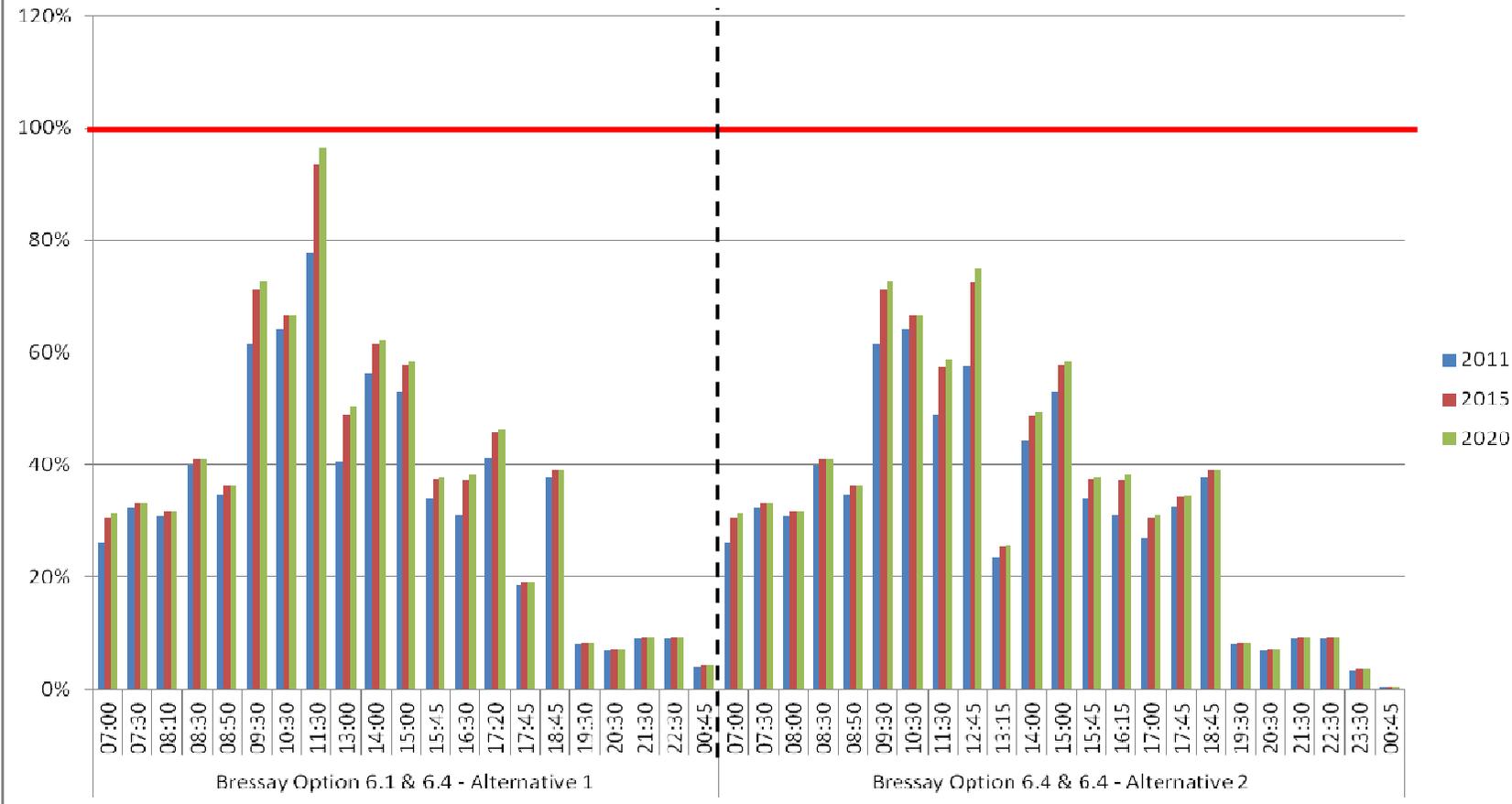
6.5.2 Vehicle Deckspace



- 520 -

Capabilities on project:
Transportation

Bressay - Lerwick Capacity Used Summer Friday Sailings

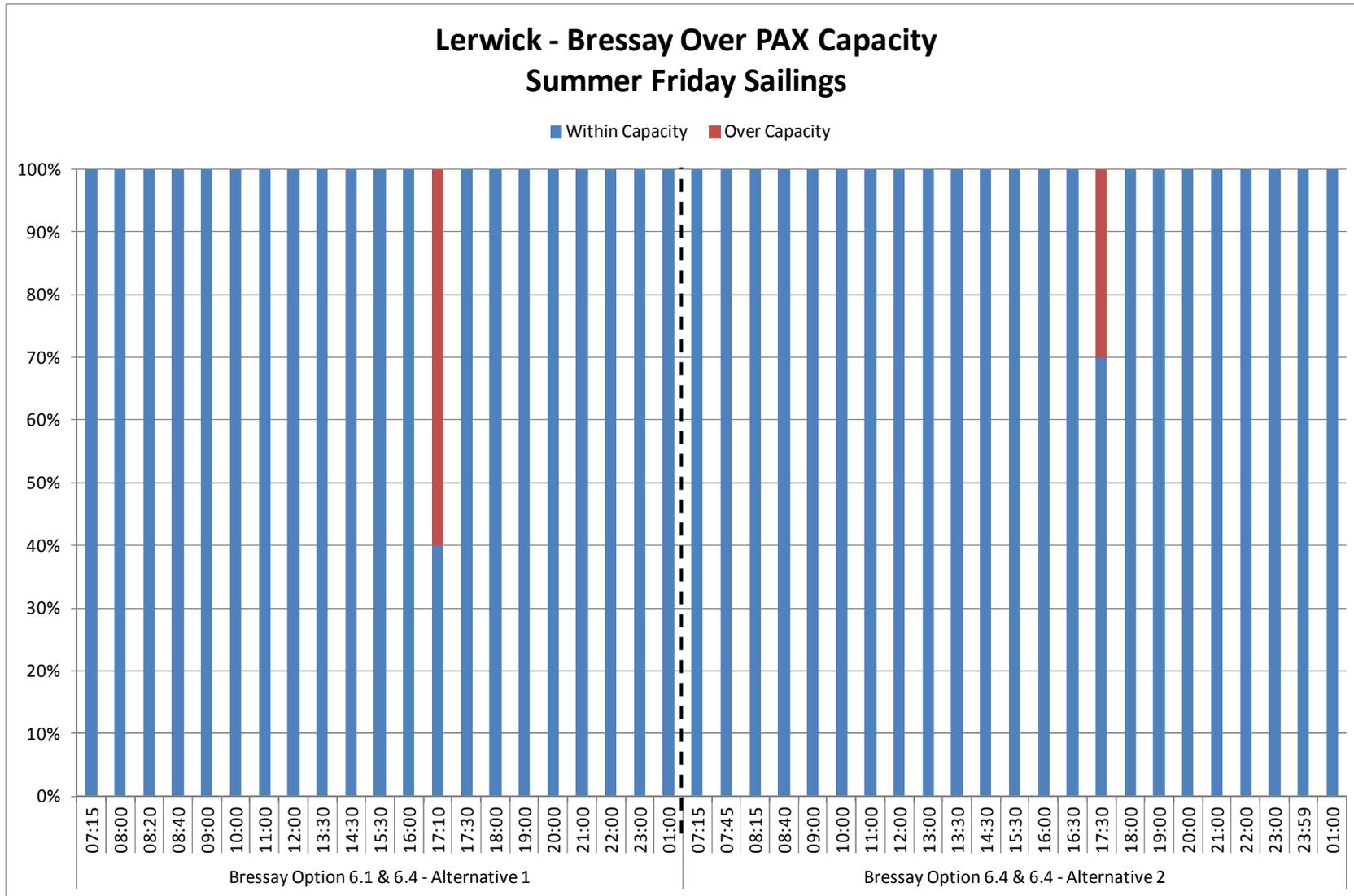


- 521 -

Capabilities on project:
Transportation

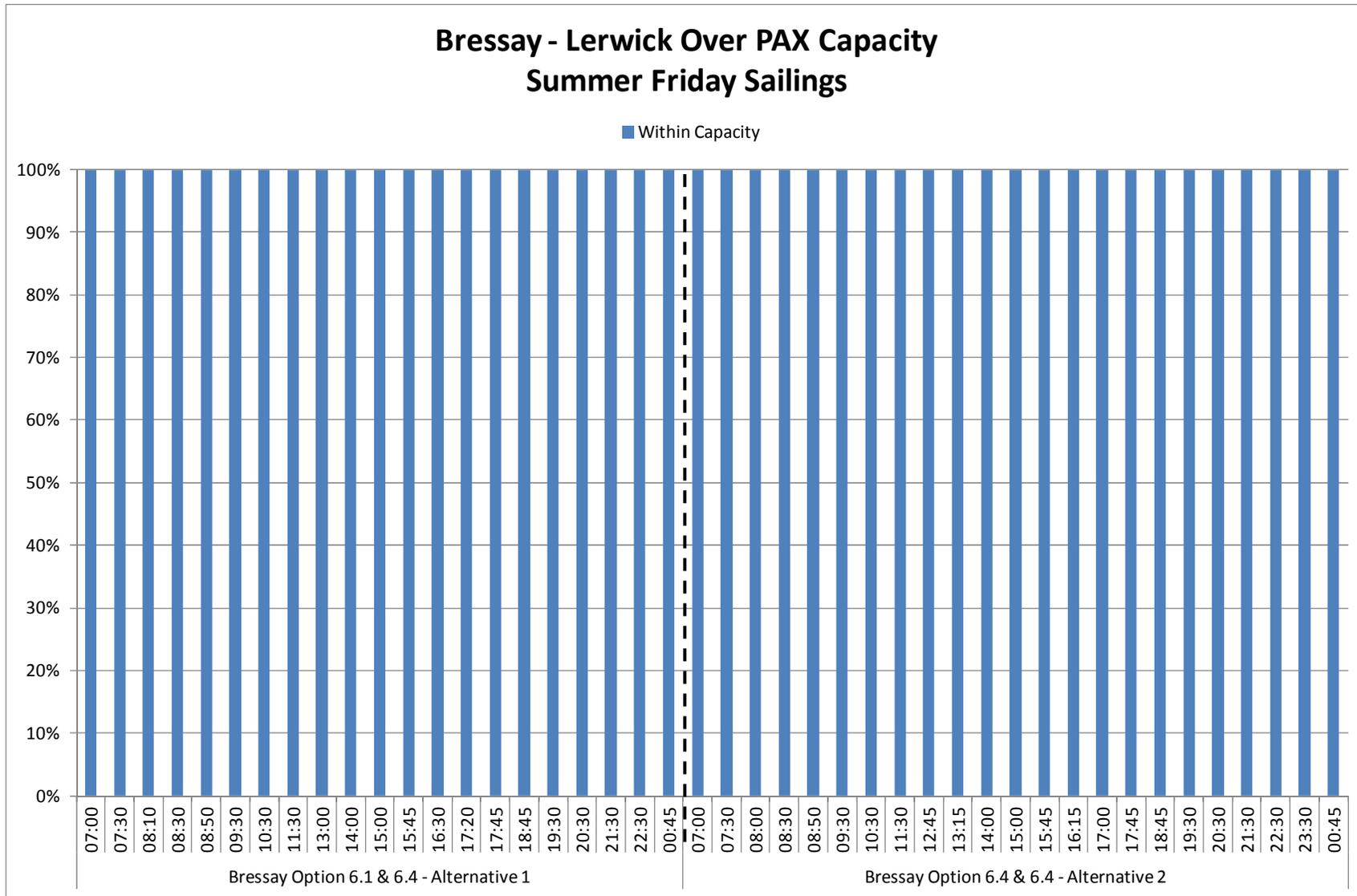
6.6 Modelled Options – Passengers – Sailings Over Capacity

The graphs below show the % of sailings during the study period (Fridays, May to Mid July) which, if current demand transfers as modelled, may be within, or over capacity.



- 522 -

Capabilities on project:
Transportation



- 523 -

Capabilities on project:
Transportation

7 Demand Analysis - Whalsay

7.1 Introduction

The following analysis presents capacity assessment for vehicles on the Whalsay service.

- The period of analysis extends from the beginning of August until the end of September.
- For Vehicles, Fridays have been identified as the peak day of the week.

7.2 Current Timetable

Graphs for the current timetable configuration include error bars, highlighting variations to the mean (1 standard deviation), for each sailing, across the study period. These demonstrate that vehicular capacity is very much at capacity, for a number of sailings, in each direction. Operational best practice considers that a vessels effective deckspace capacity can be reached when 70% - 75% is utilised, which enables adequate ability to cope with large vehicles, and the range of different vehicle sizes that can present for any particular sailing.

7.3 Modelled Options

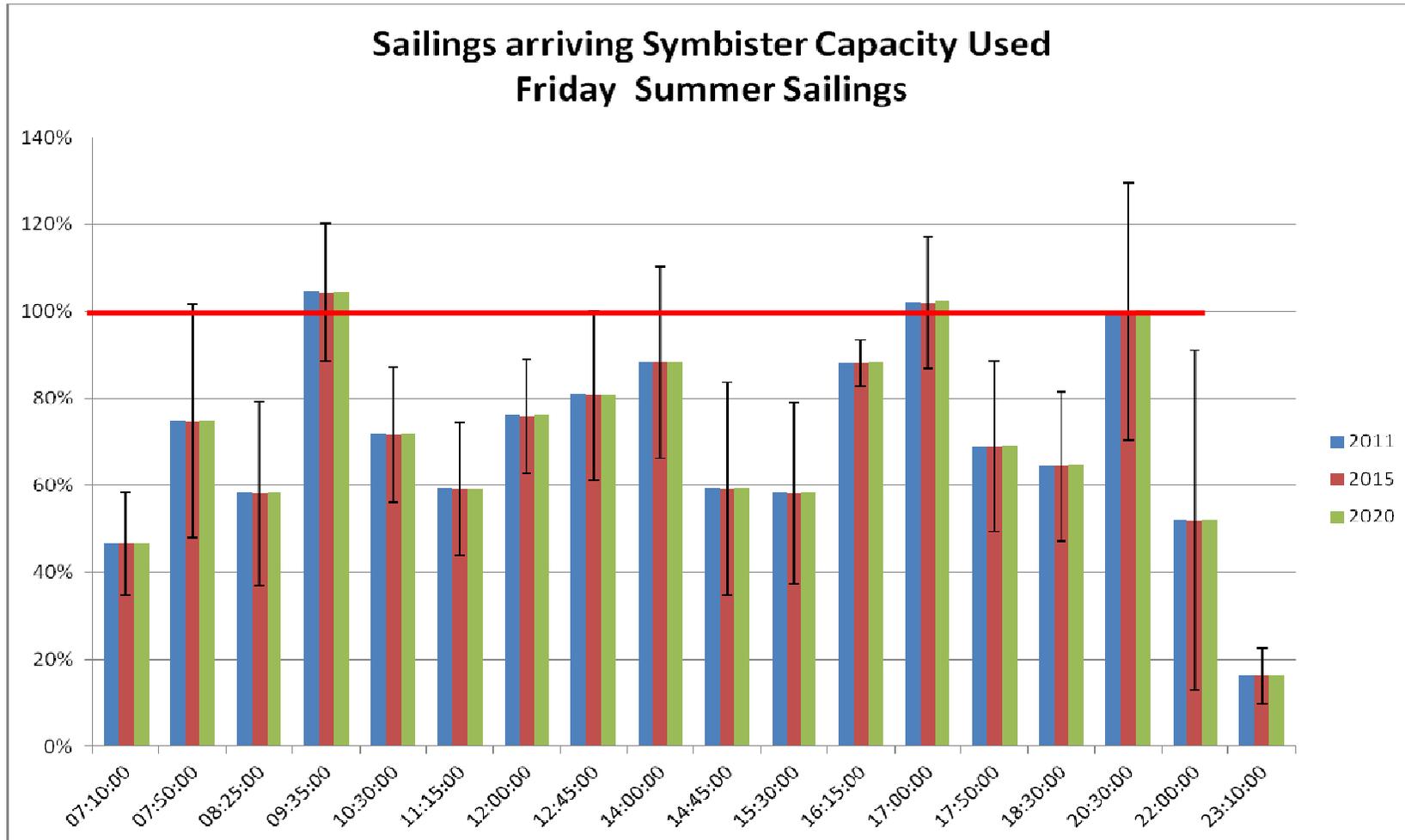
The principal impact of the consultation option was to swap the day vessel and shift vessel, and to reduce some of the day-time sailings. In the context of a service which is already running near to effective capacity at certain times of the day, the analysis shows that there is a clearly identifiable adverse impact on the service in both directions.

A revised option has been developed, which follows the philosophy of the Yell Community Proposal. This proposal does not eliminate specific peaks, however, does demonstrate some improvement over the original consultation option.

Some further refinement of timetable options, within the proposed resources, may provide an opportunity to mitigate the impact of these peaks.

Capabilities on project:
Transportation

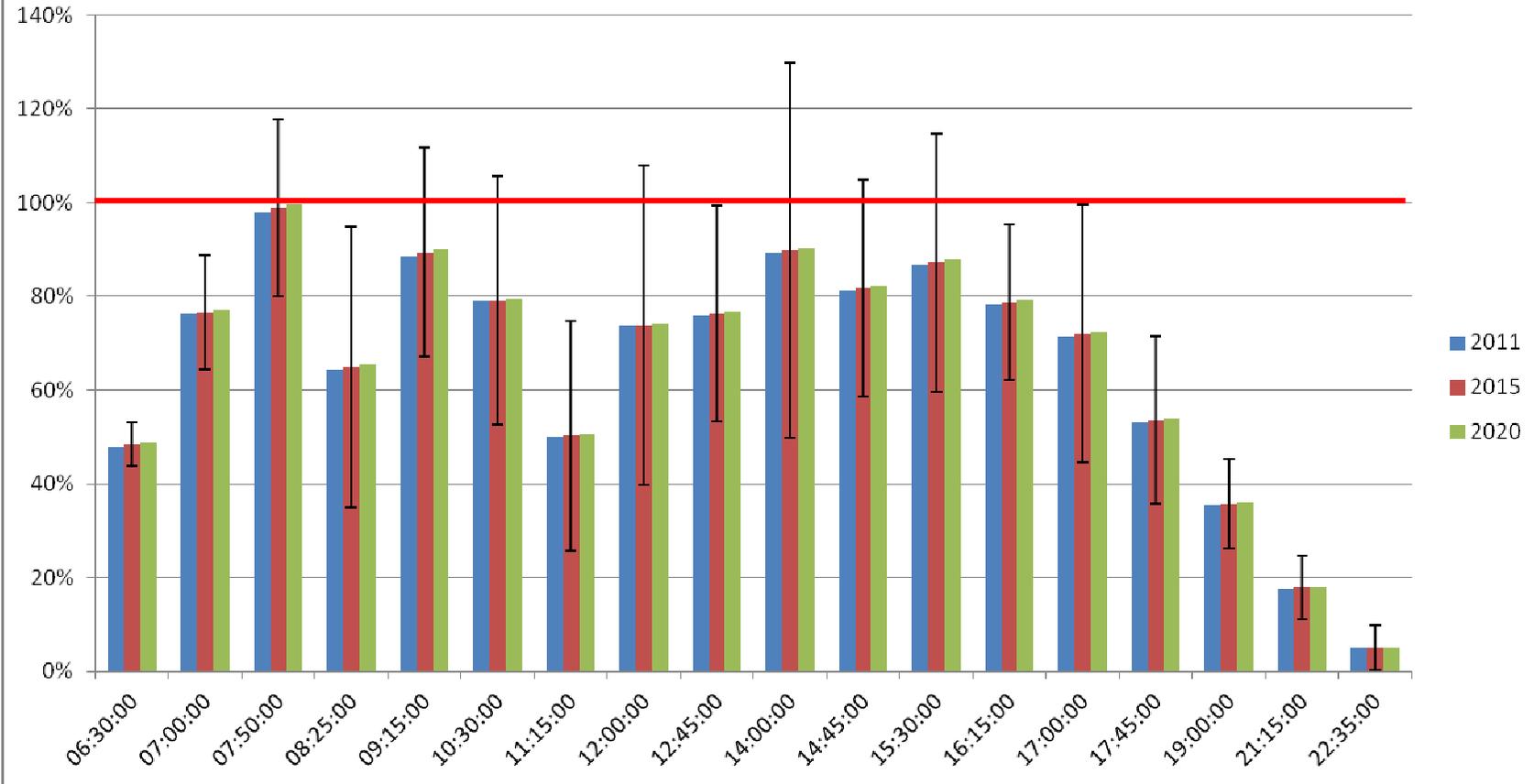
7.4 Current Timetable



- 525 -

Capabilities on project:
Transportation

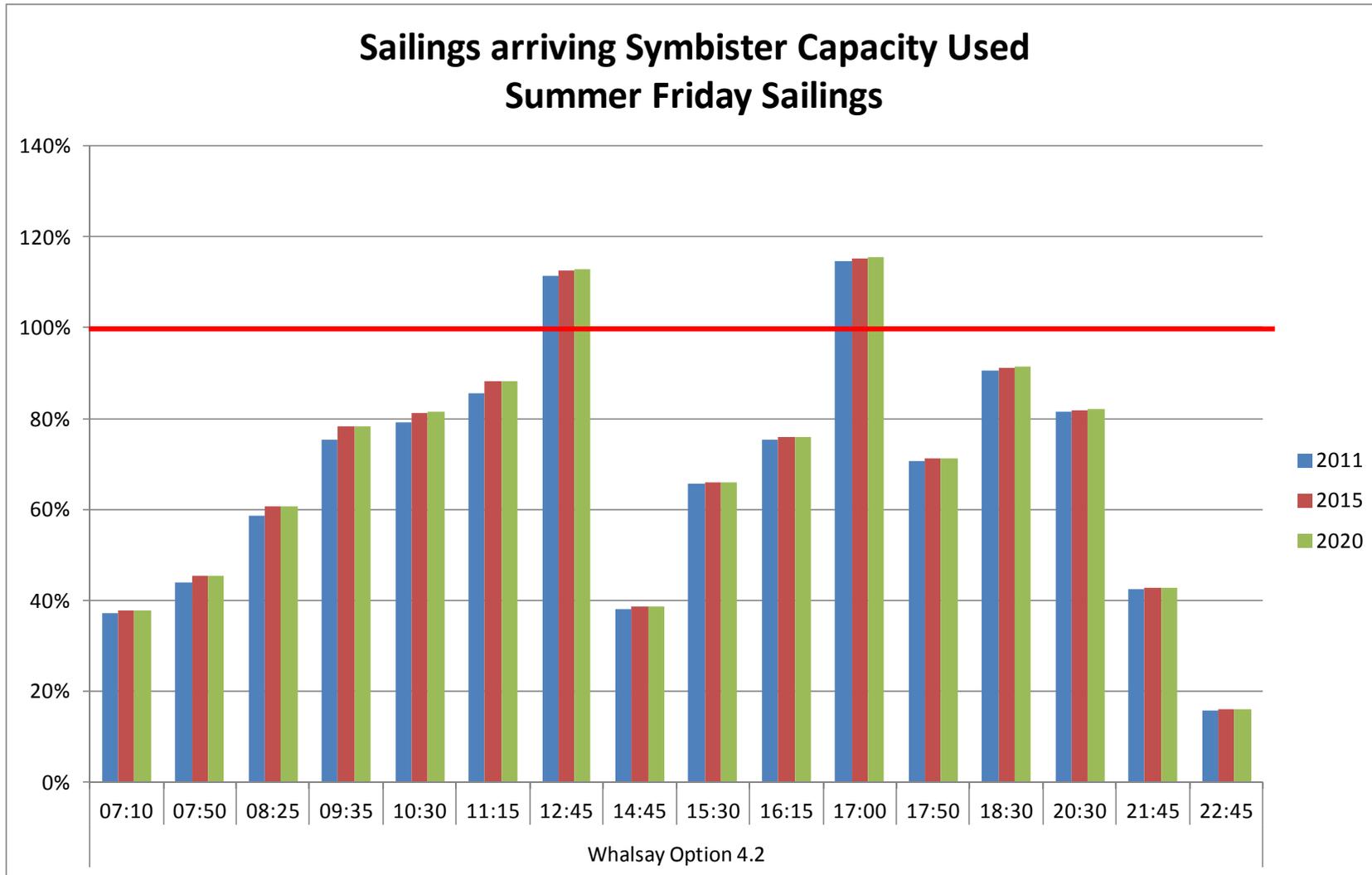
Sailings departing Symbister Capacity Used Friday Summer Sailings



- 526 -

Capabilities on project:
Transportation

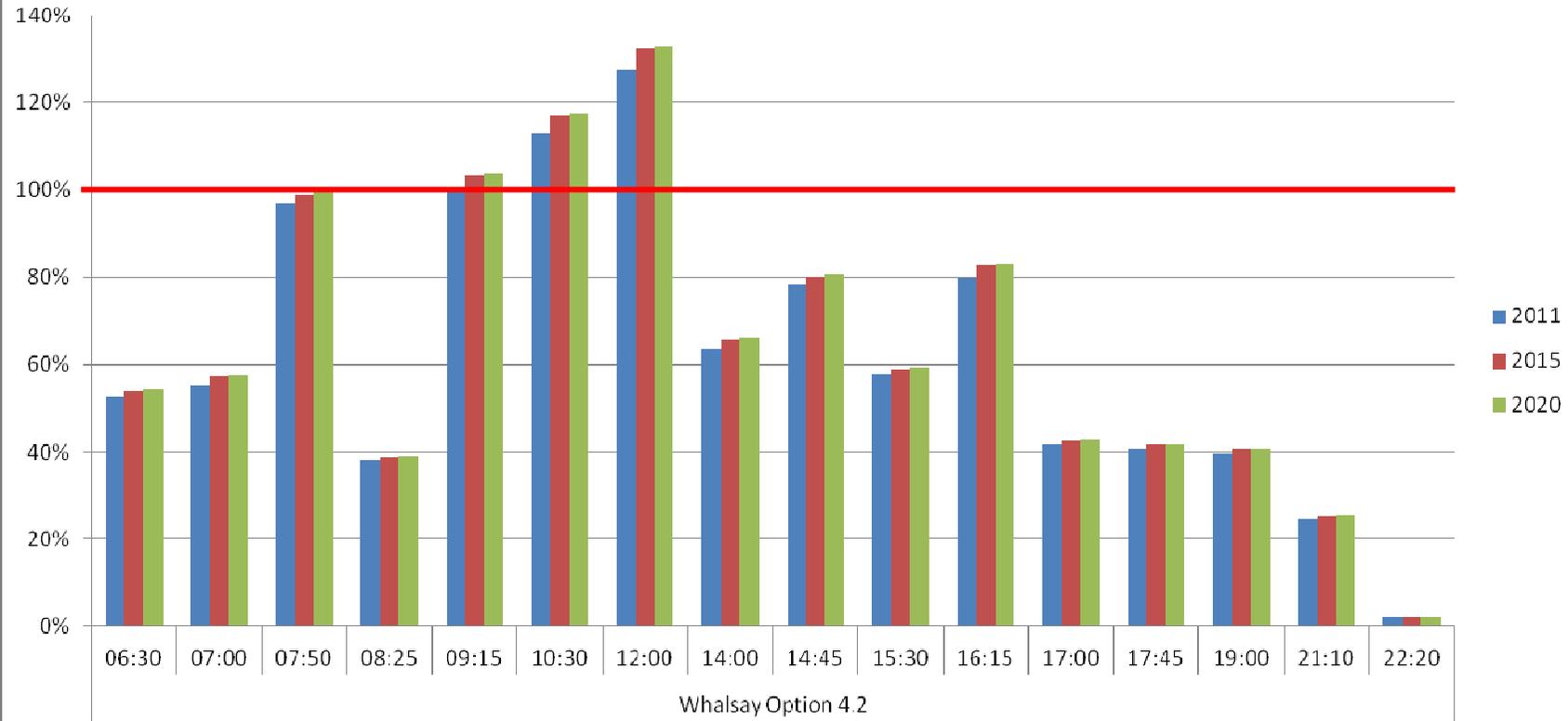
7.5 Consultation Option



- 527 -

Capabilities on project:
Transportation

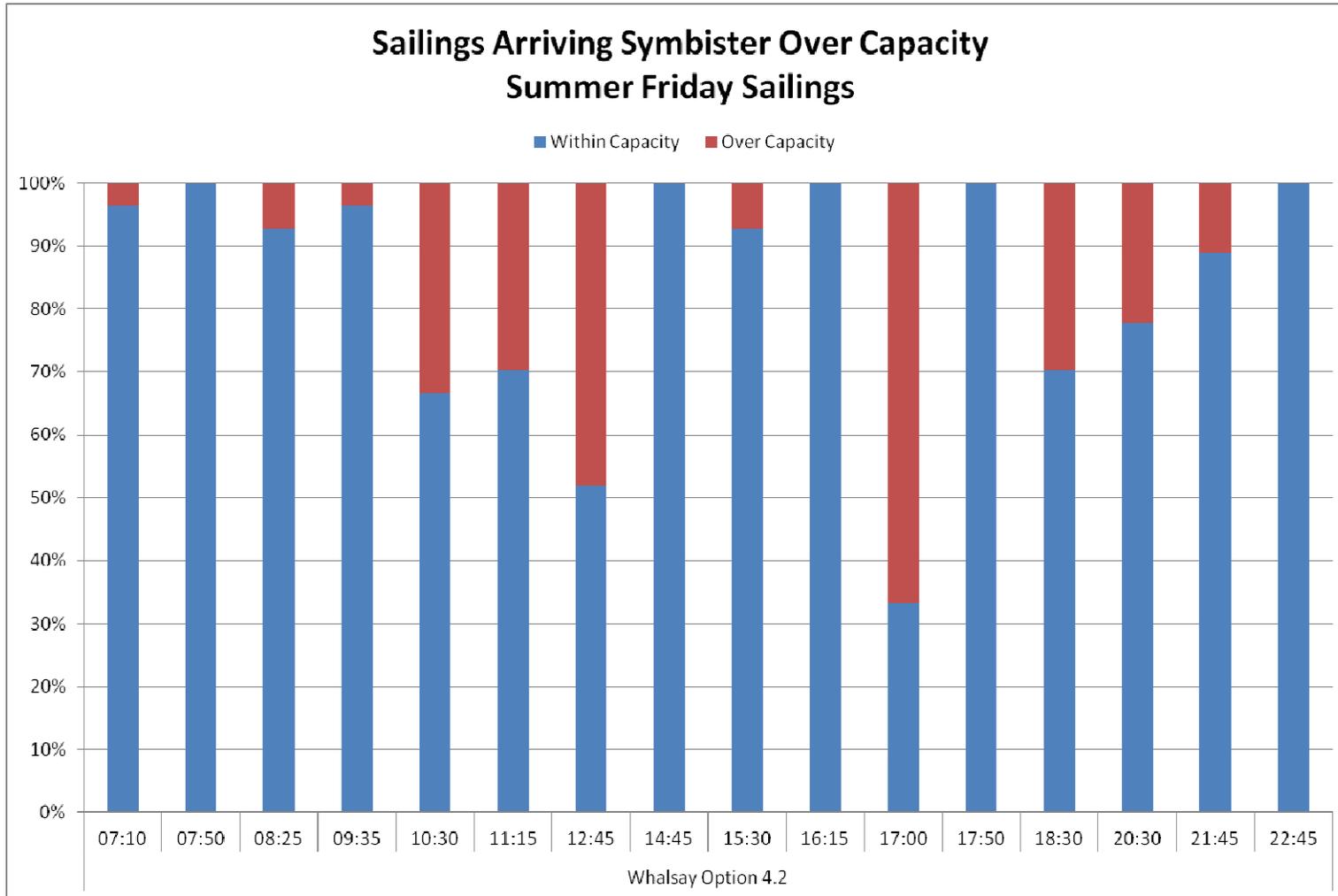
Sailings departing Symbister Capacity Used Summer Friday Sailings



- 528 -

Capabilities on project:
Transportation

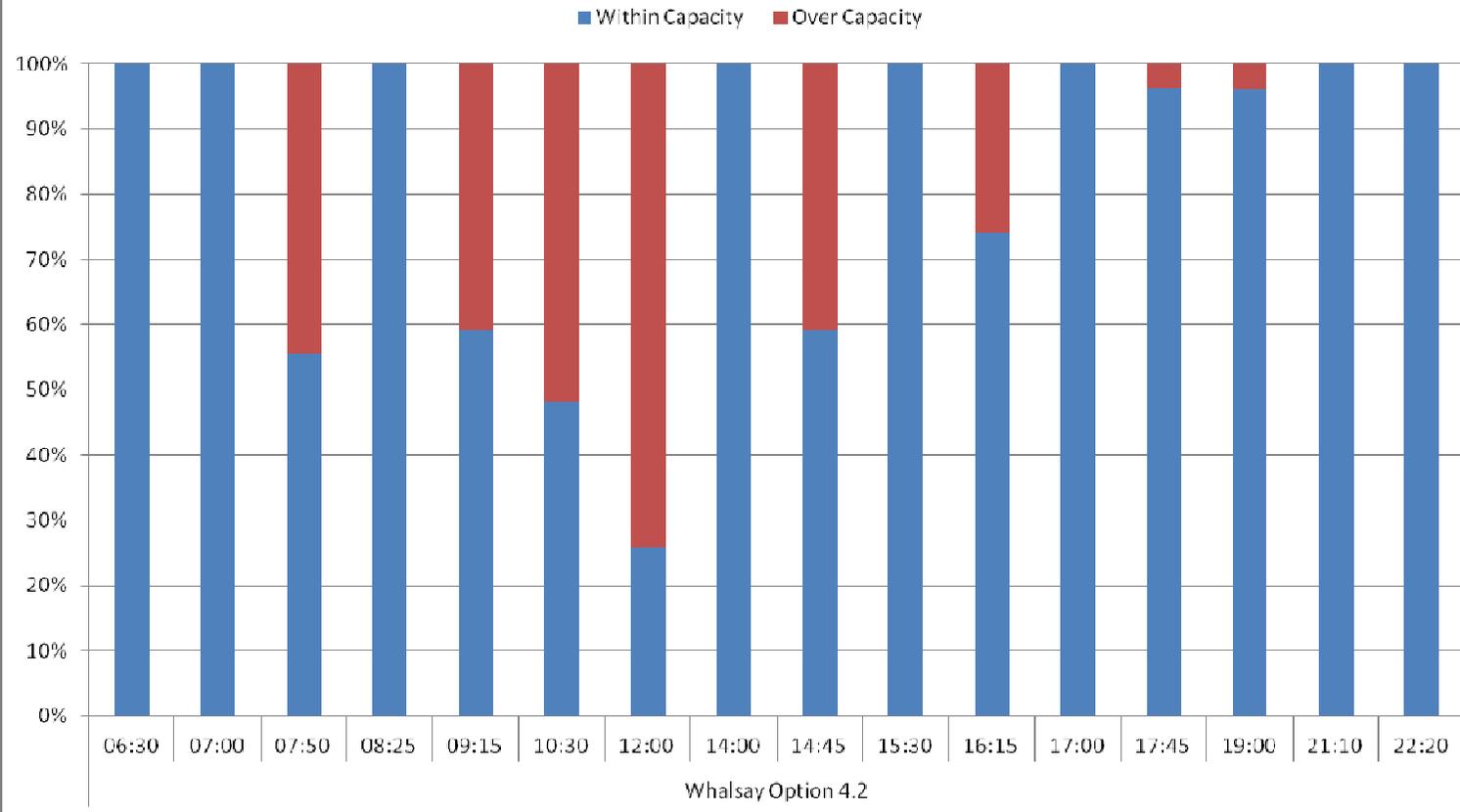
7.6 Over Capacity Sailings



- 529 -

Capabilities on project:
Transportation

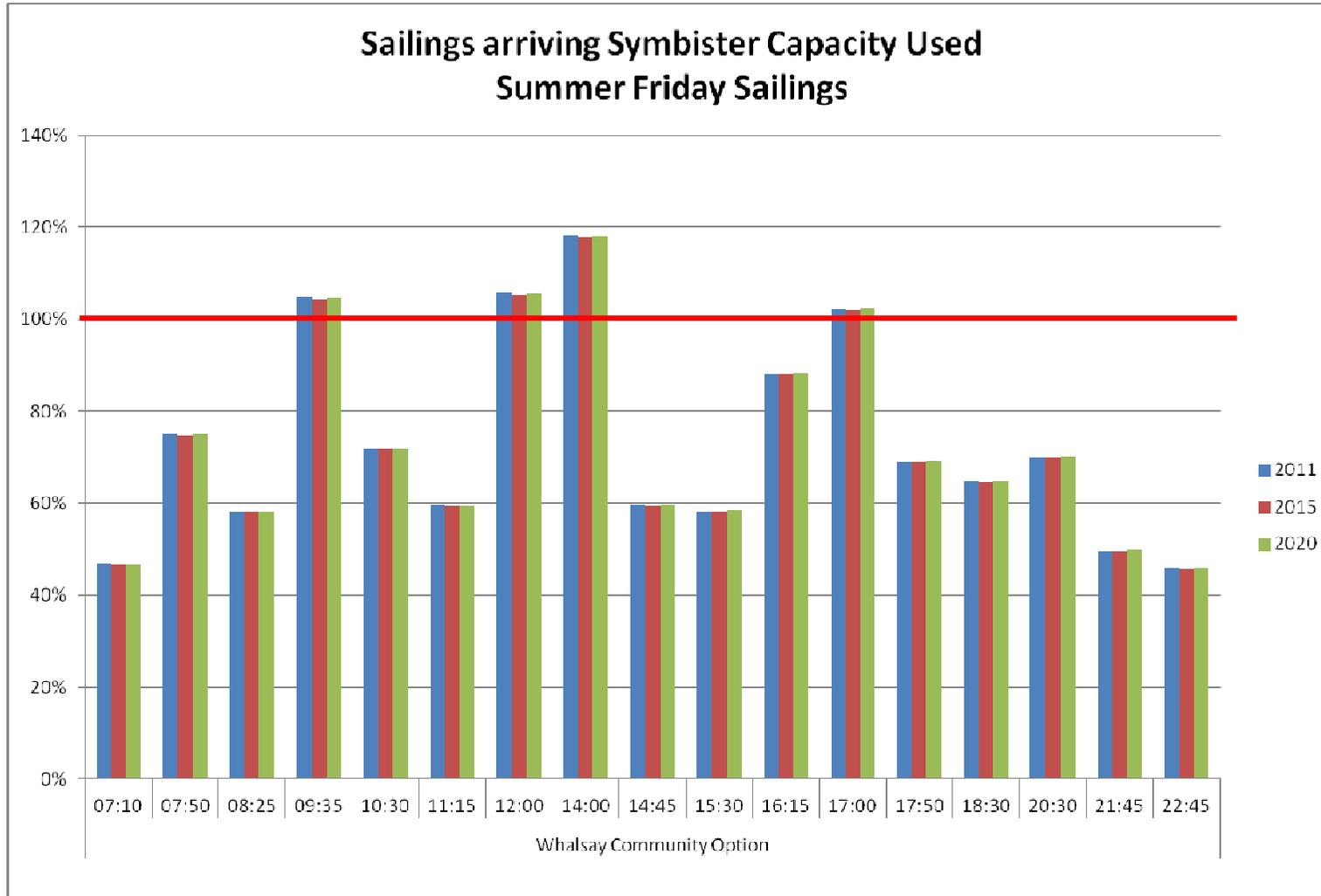
Sailings Departing Symbister Over Capacity Summer Friday Sailings



- 530 -

Capabilities on project:
Transportation

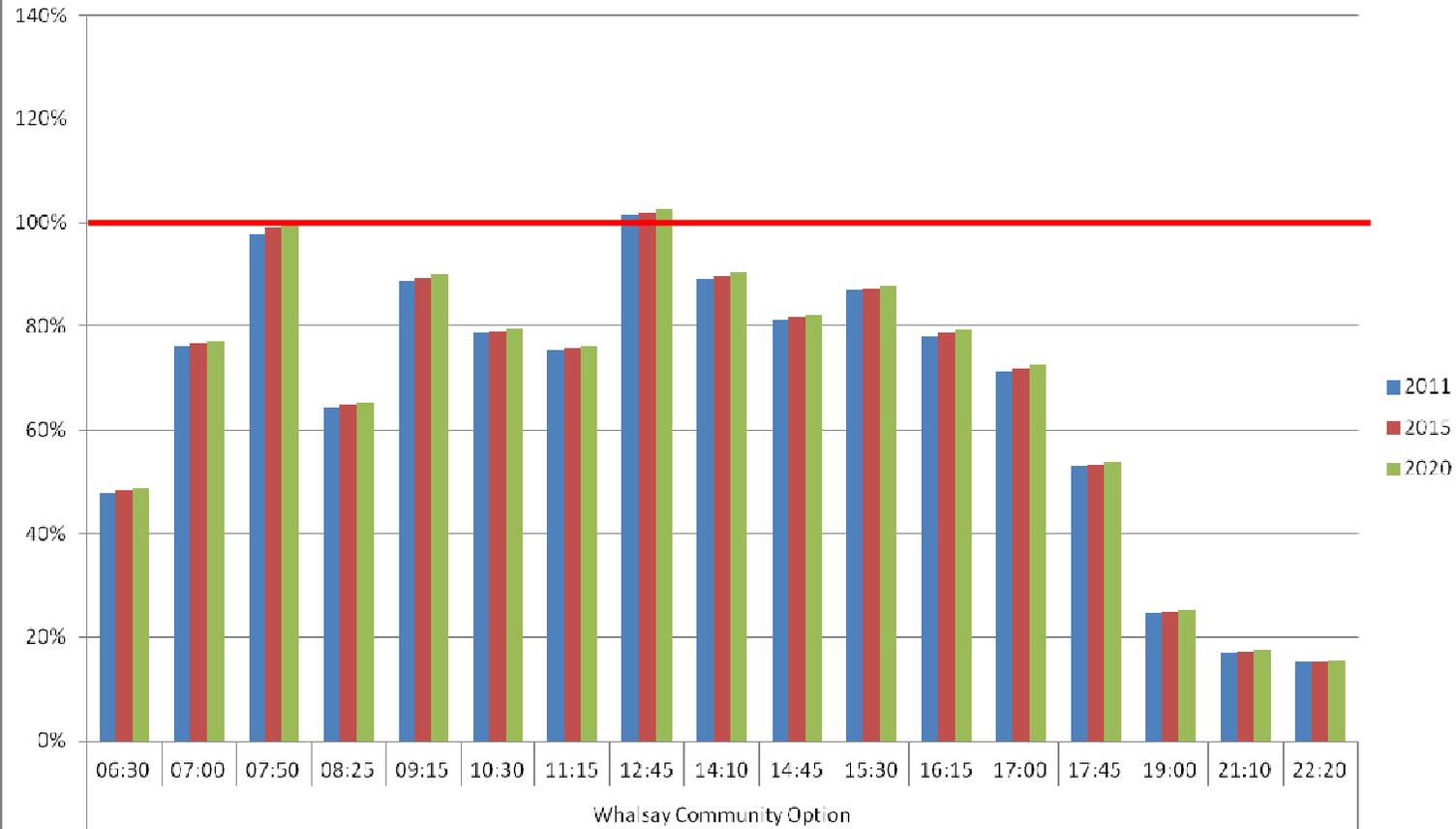
7.7 Revised Whalsay Option



- 531 -

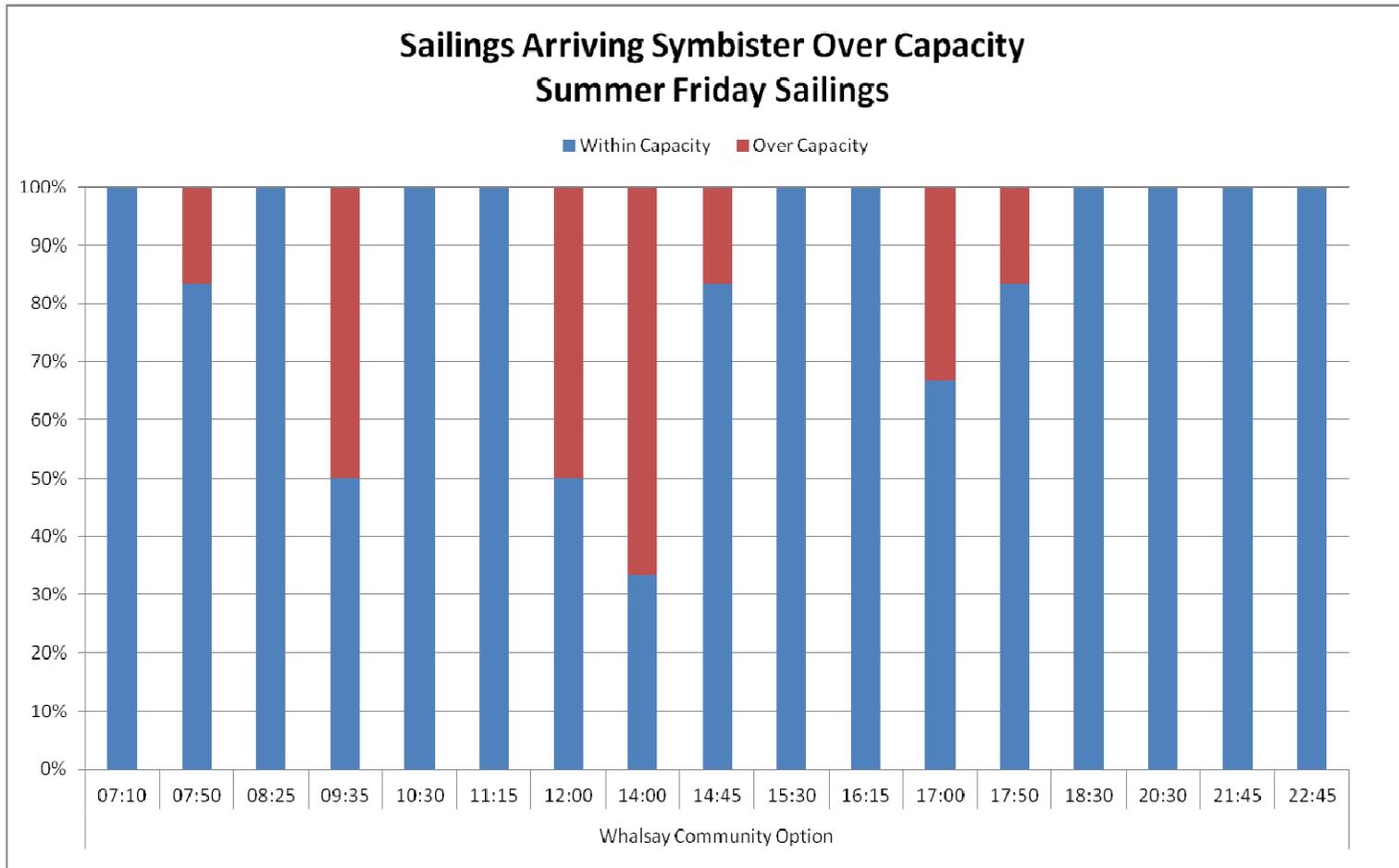
Capabilities on project:
Transportation

Sailings departing Symbister Capacity Used Summer Friday Sailings



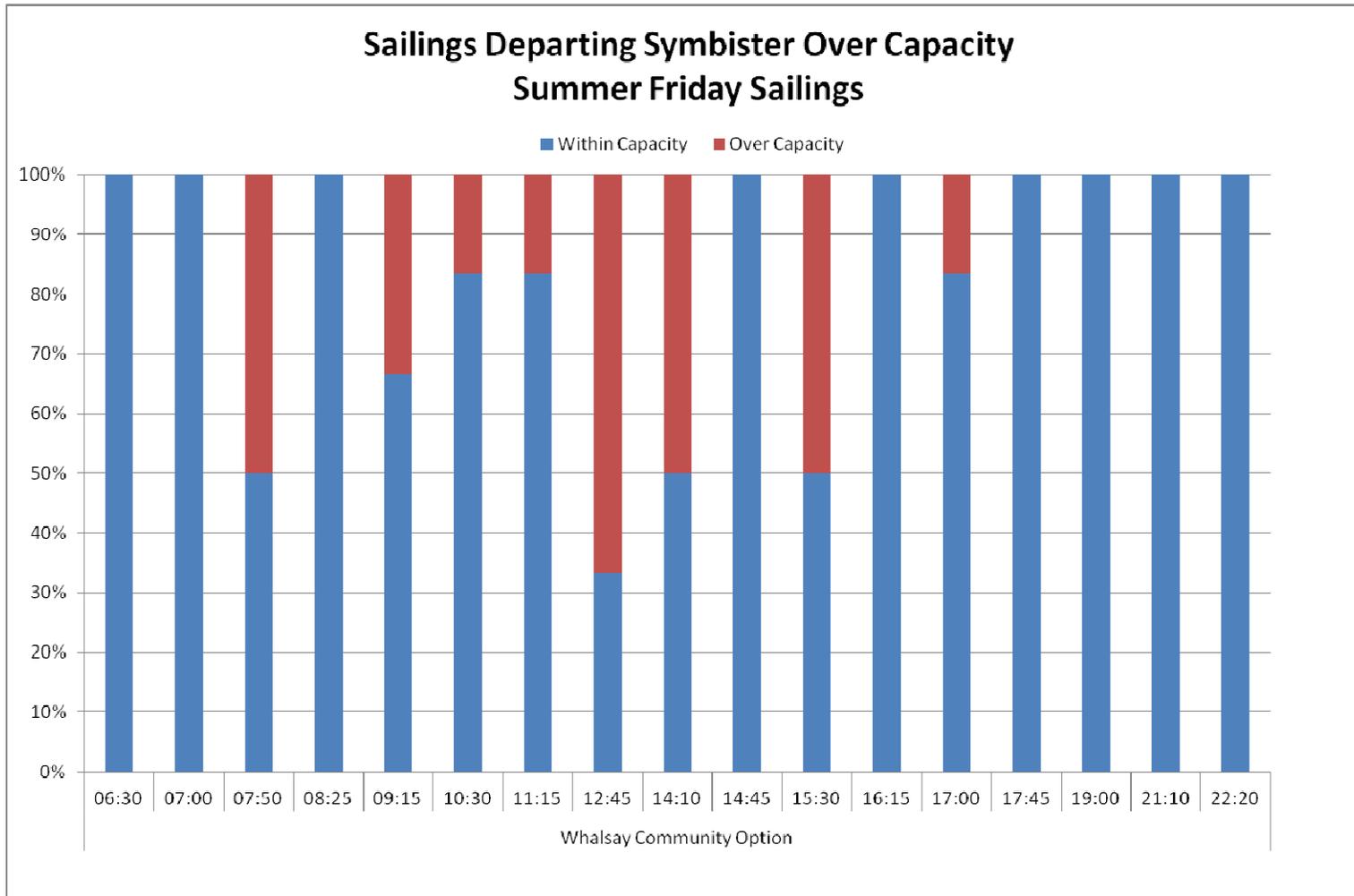
- 532 -

Capabilities on project:
Transportation



- 533 -

Capabilities on project:
Transportation



- 534 -

Capabilities on project:
Transportation

8 Demand Analysis - Yell

8.1 Introduction

The following analysis presents capacity assessment for vehicles on the Yell service.

- The period of analysis extends from the beginning of June until mid July.
- For Vehicles, Fridays have been identified as the peak day of the week.

8.2 Current Timetable

Graphs for the current timetable configuration include error bars, highlighting variations to the mean (1 standard deviation), for each sailing, across the study period. There are currently few capacity constraints, although, during the study period, the 10.45 and 18.00 sailings from Toft from Ulsta stand out as being busy.

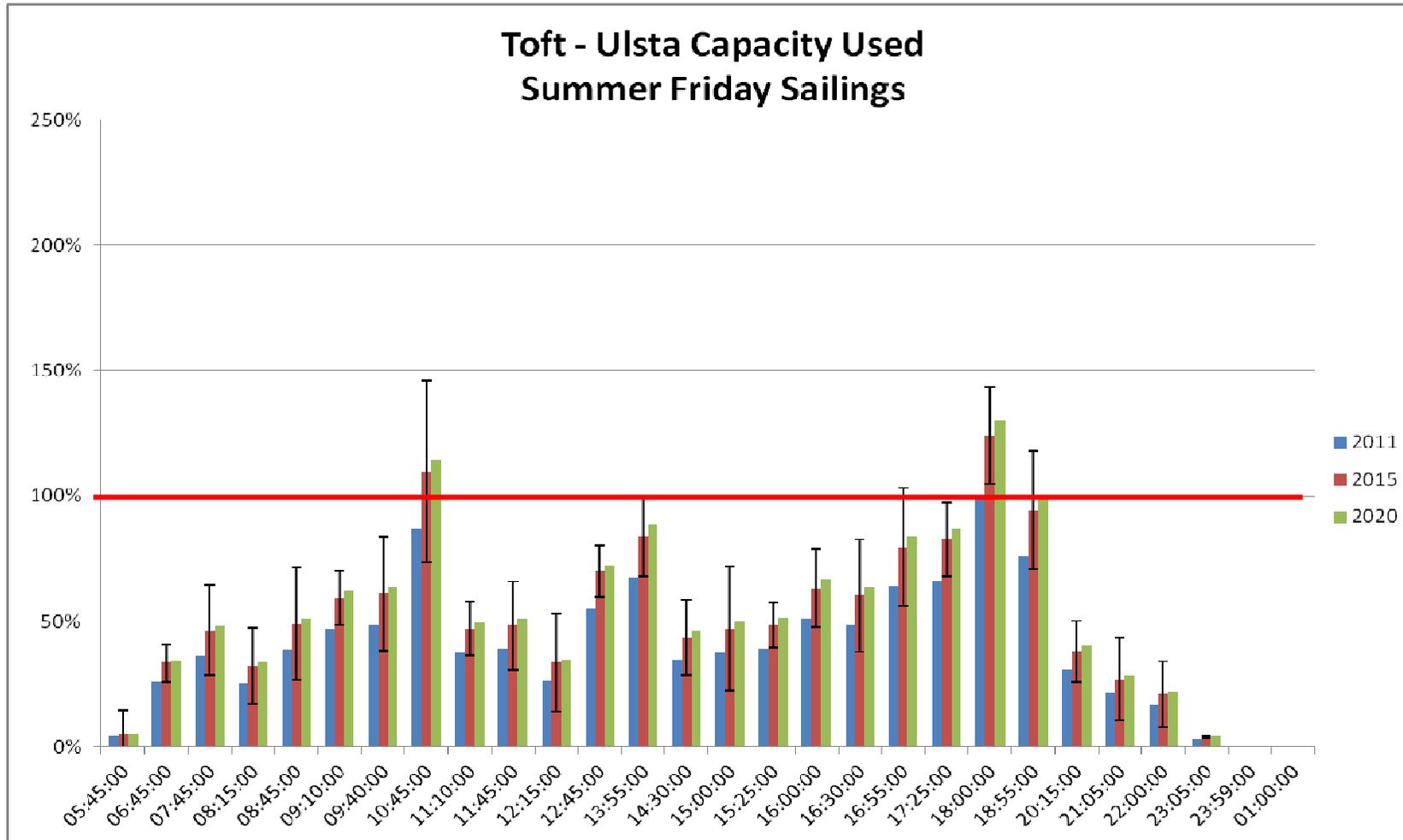
8.3 Modelled Options

The principal impact of the consultation options were to operate the Yell Sound service with a single ferry. The analysis clearly shows that there is a clearly identifiable adverse impact on the service in both directions, which could result in prolonged queuing at both ferry terminals. It is considered that this would have significant adverse impacts on social and economic aspects on the North Isles.

A revised option has been developed in response to the consultation proposals, developed by Yell Community Council. This option retains a two ferry service throughout the main daytime operational periods, during weekdays, with a similar timetable to that currently anticipated. As would be expected, the modelled demand for this option closely resembles that of the current situation, and is considered to perform successfully.

Capabilities on project:
Transportation

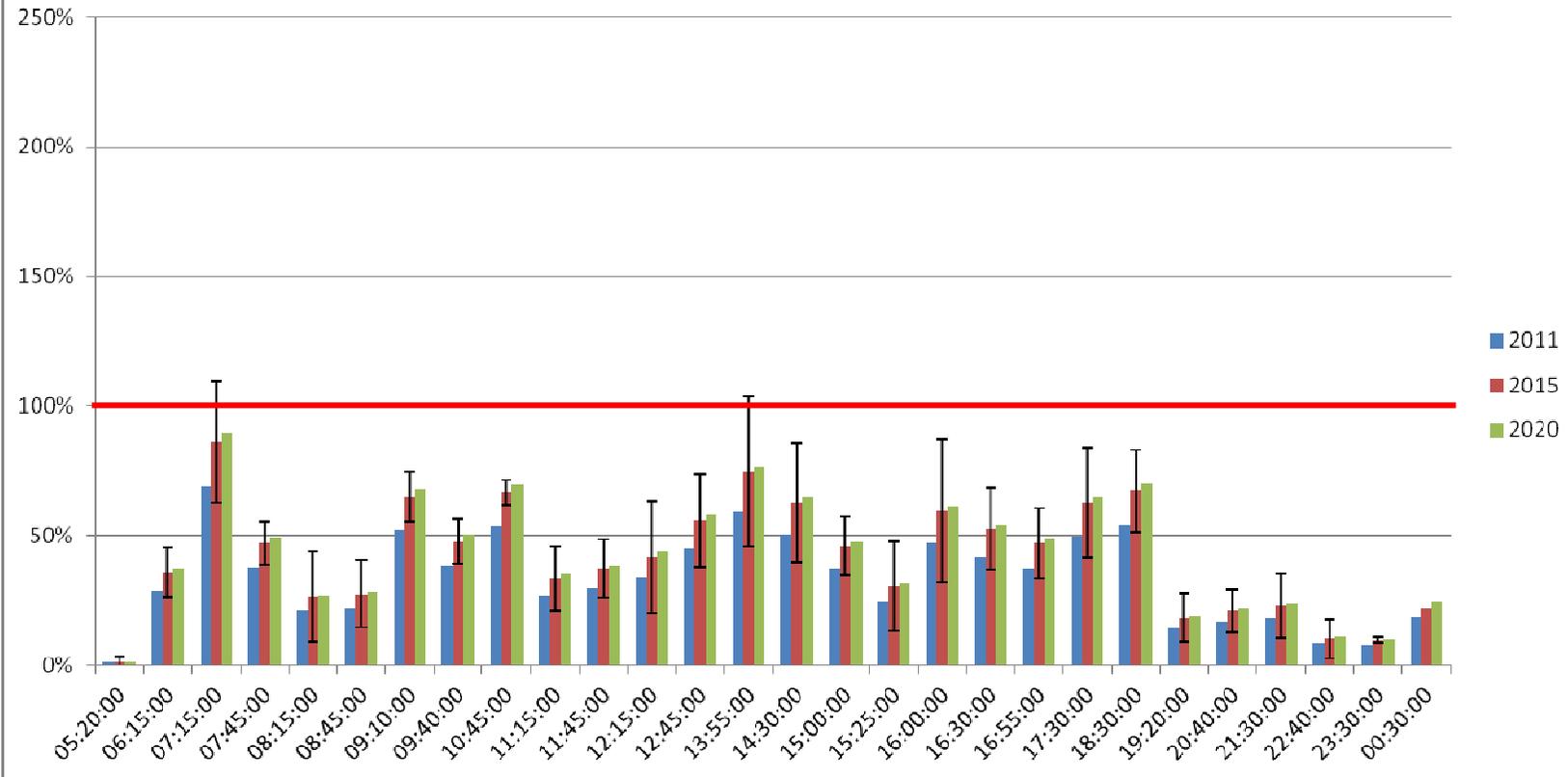
8.4 Current Timetable



- 536 -

Capabilities on project:
Transportation

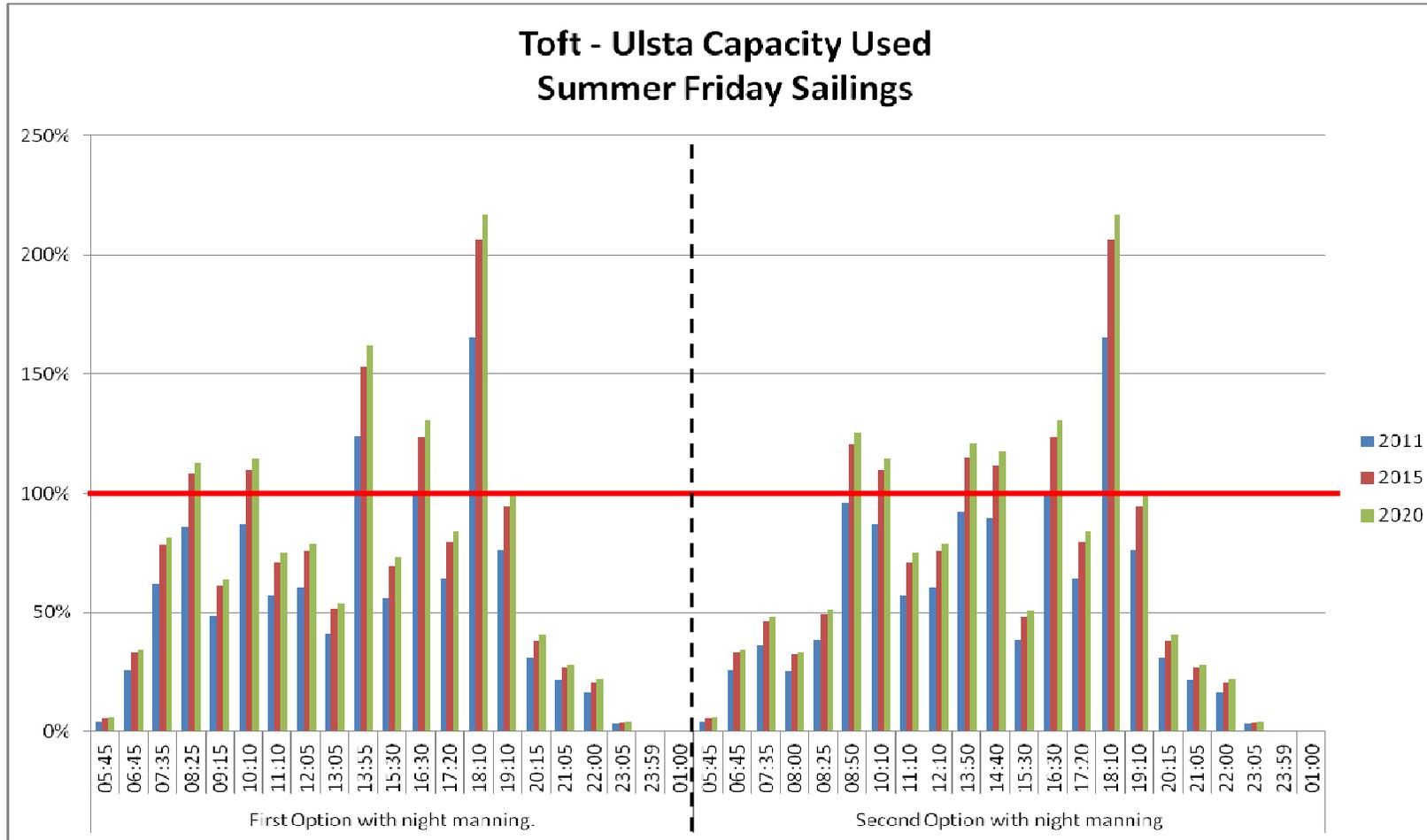
Ulsta - Toft Capacity Used Summer Friday Sailings



- 537 -

Capabilities on project:
Transportation

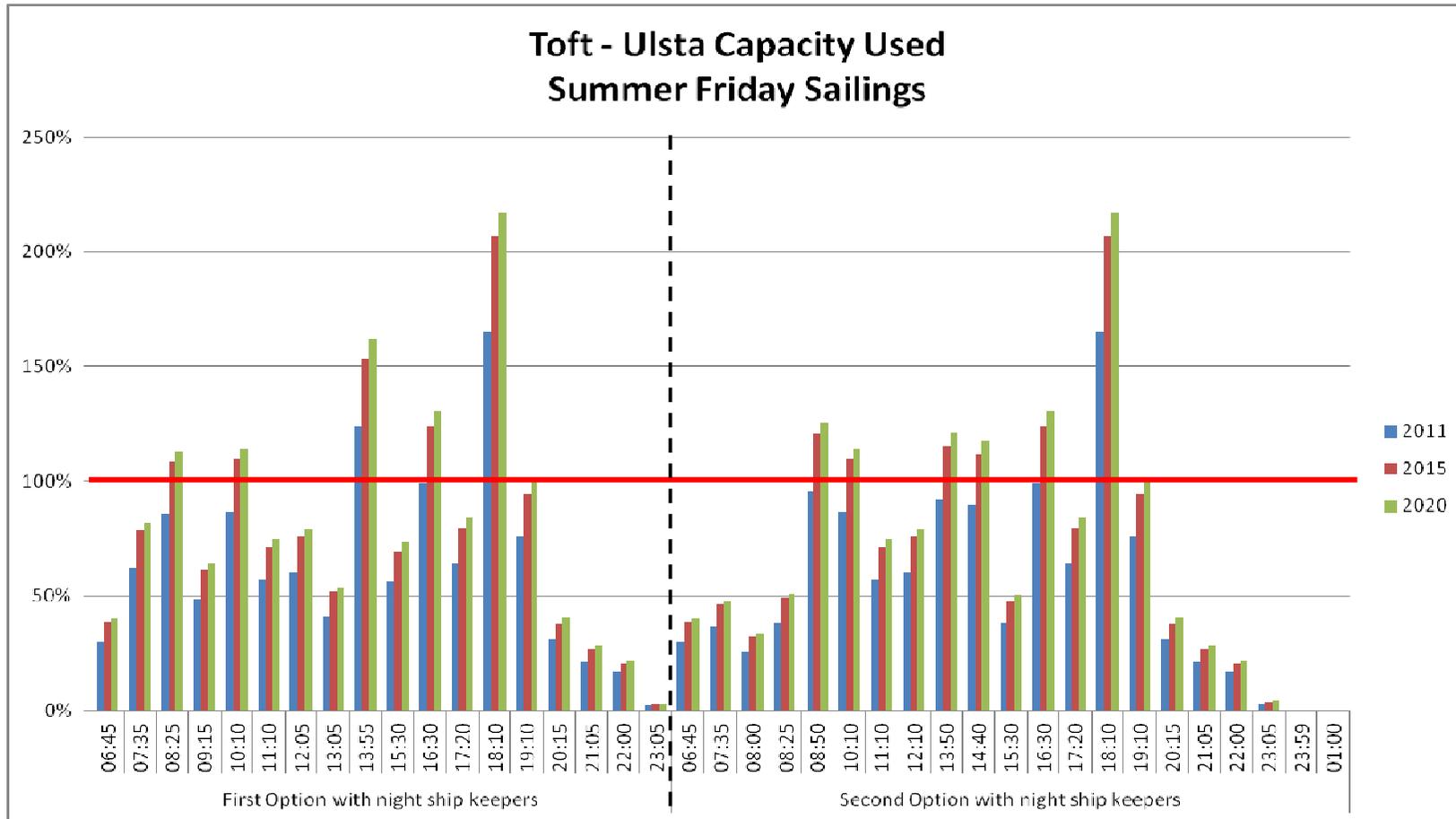
8.5 Consultation Options



- 538 -

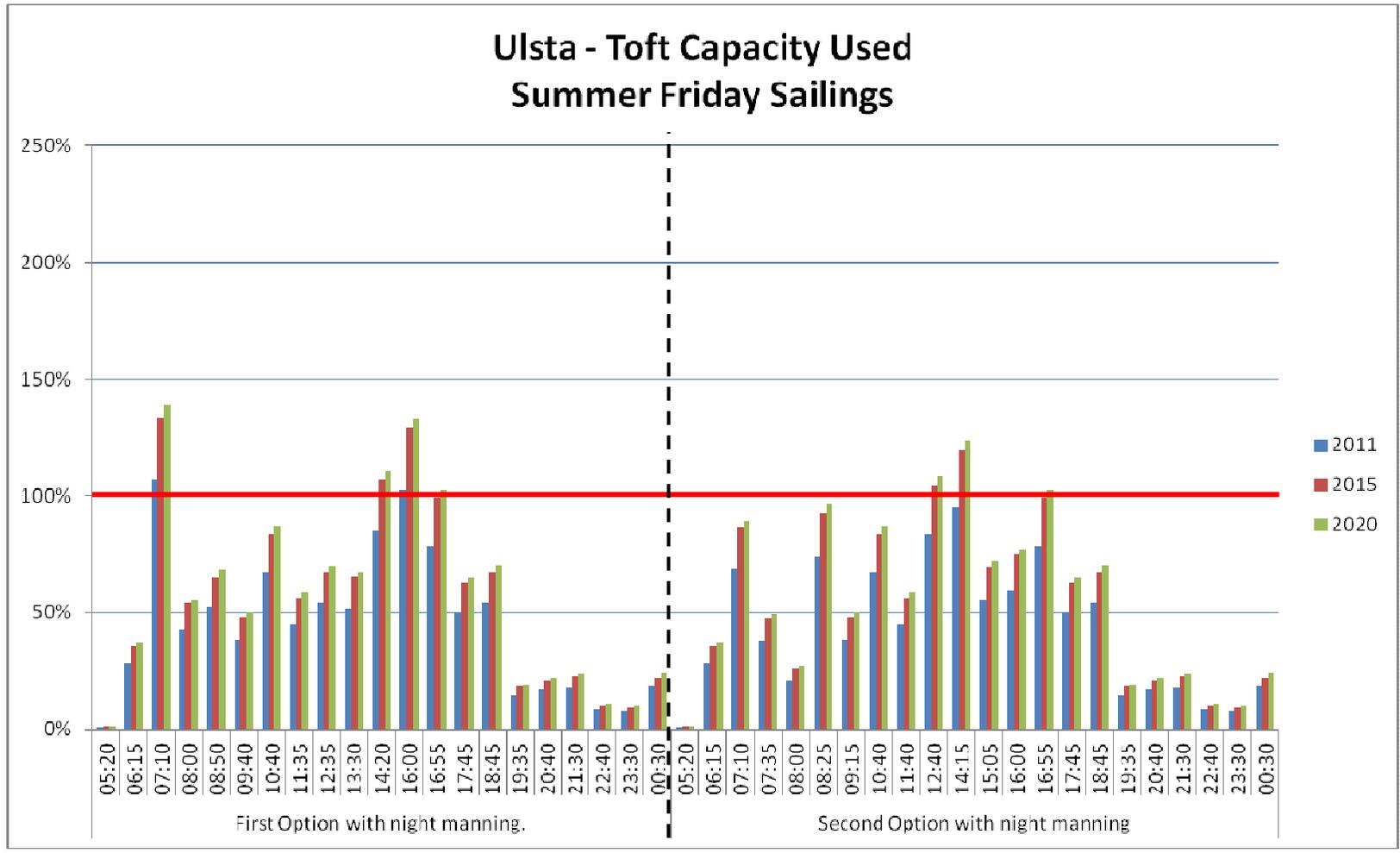
Capabilities on project:
Transportation

- 539 -



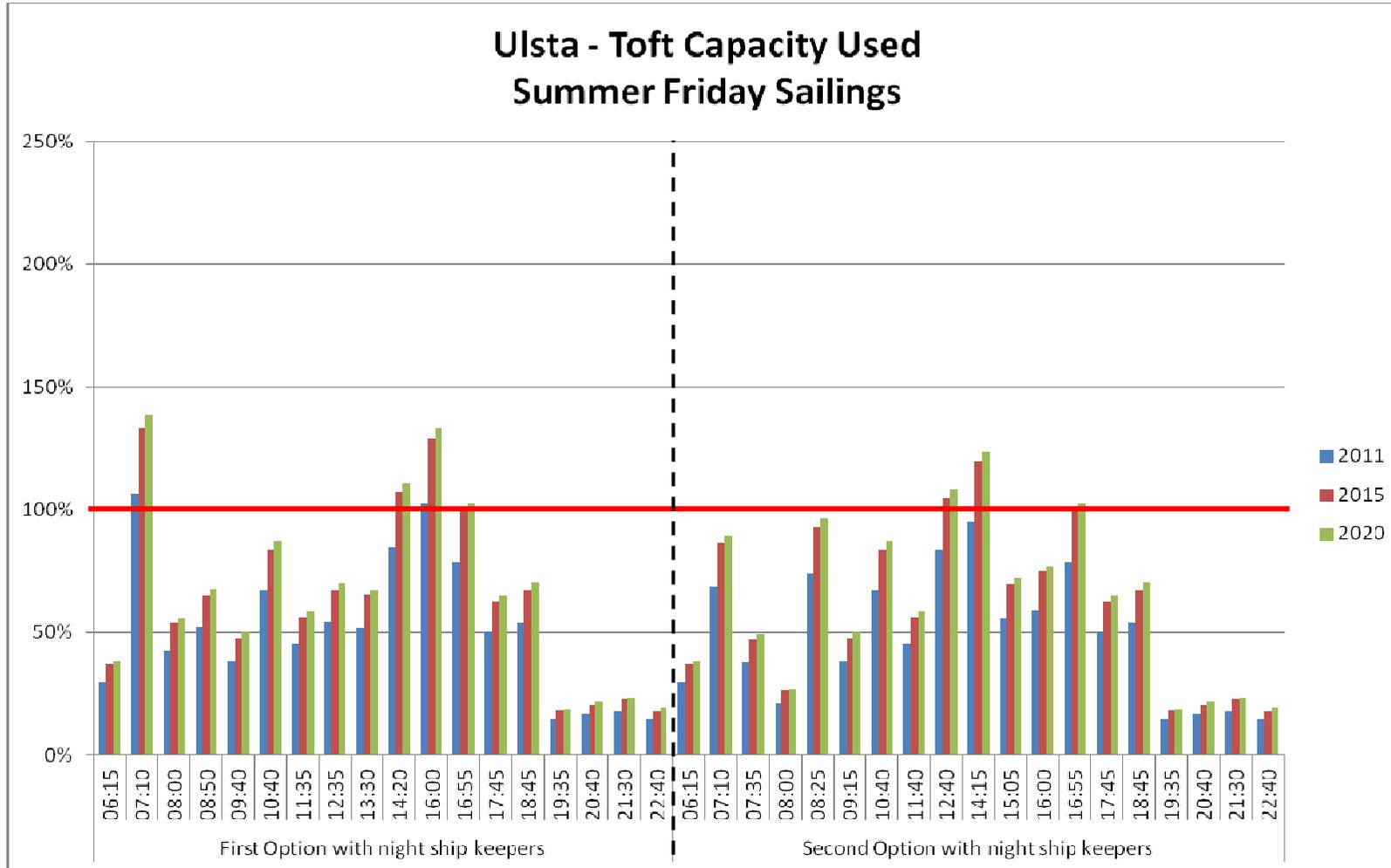
Capabilities on project:
Transportation

-540-



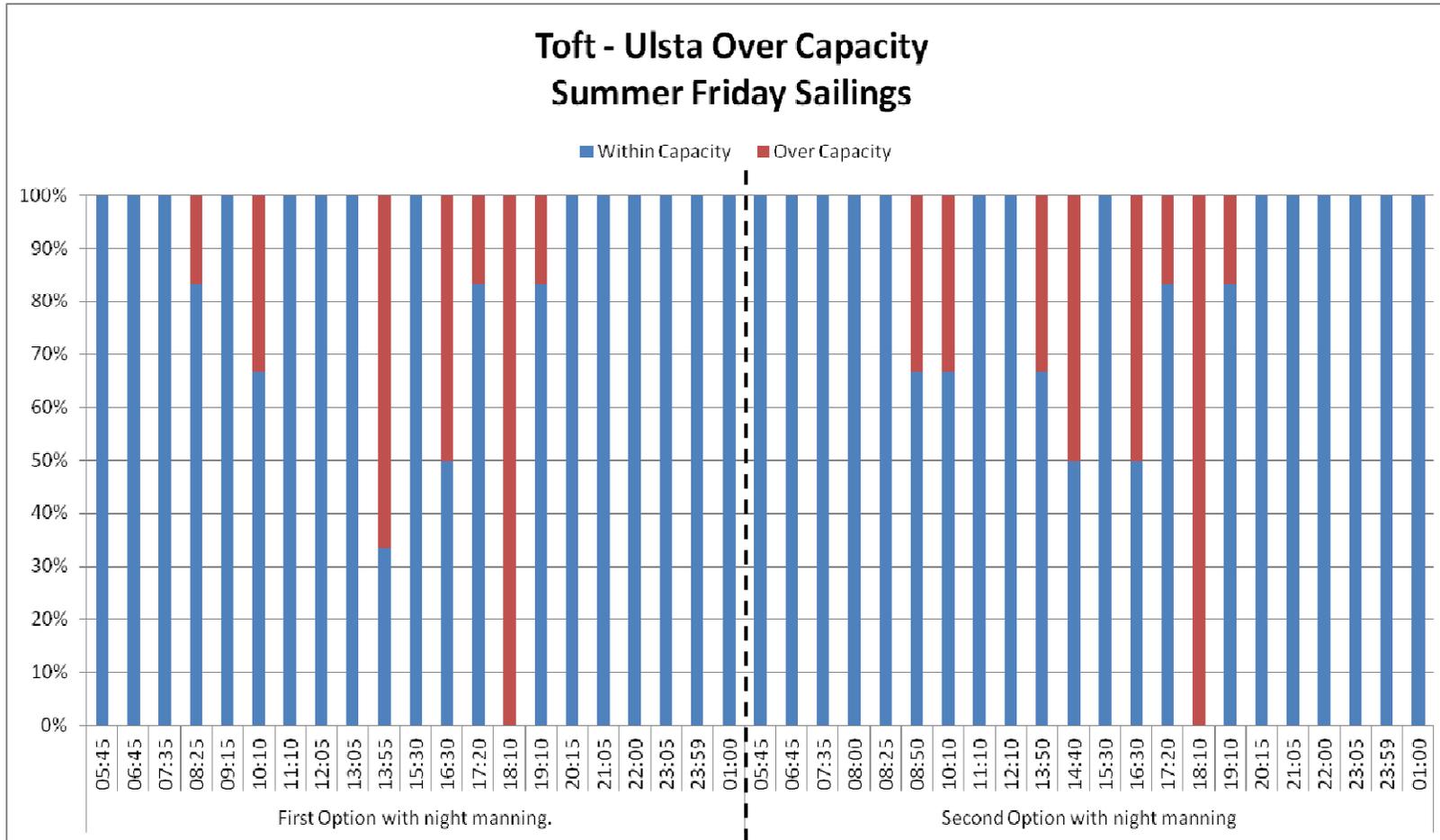
Capabilities on project:
Transportation

- 541 -



Capabilities on project:
Transportation

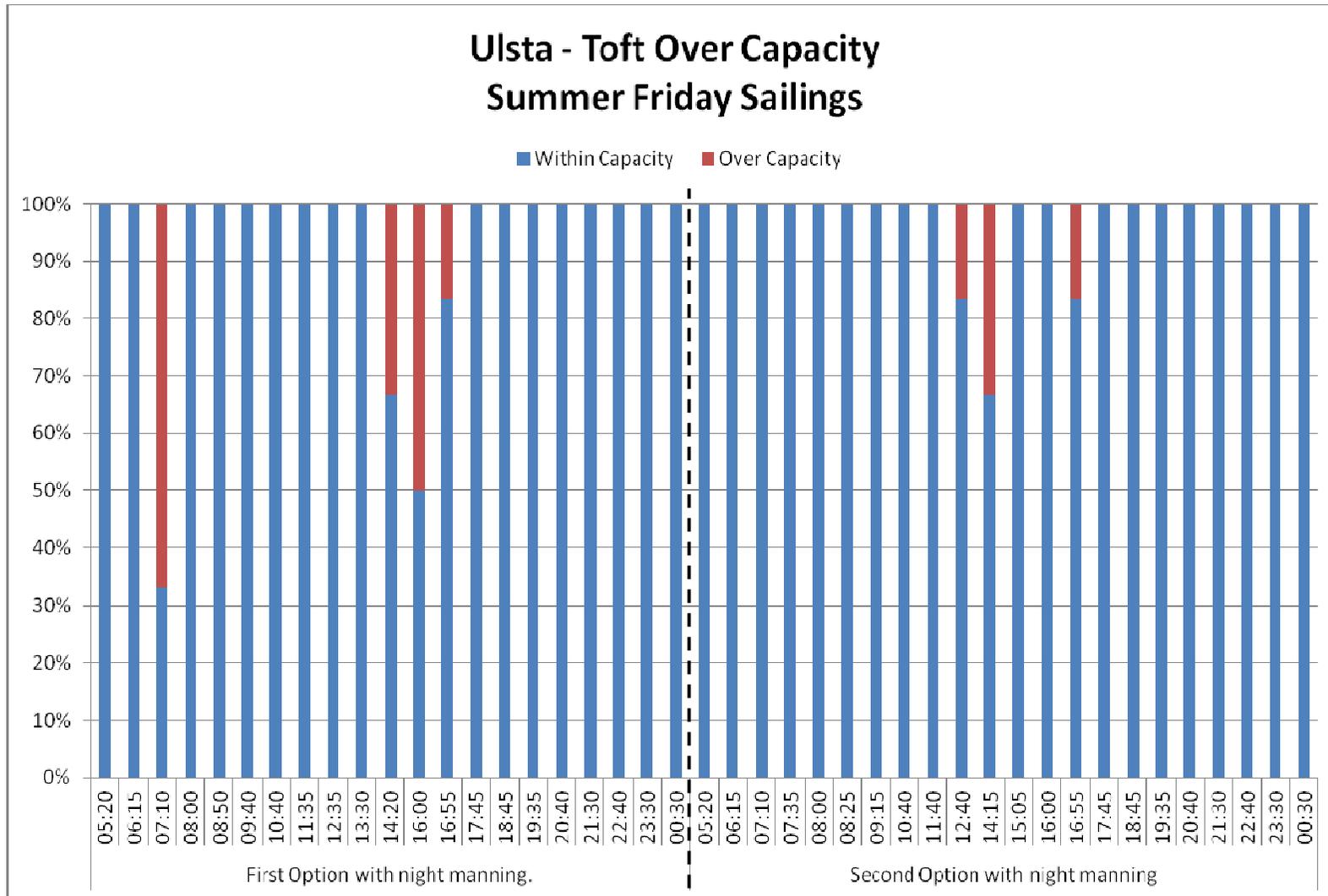
8.6 Over Capacity Sailings



- 542 -

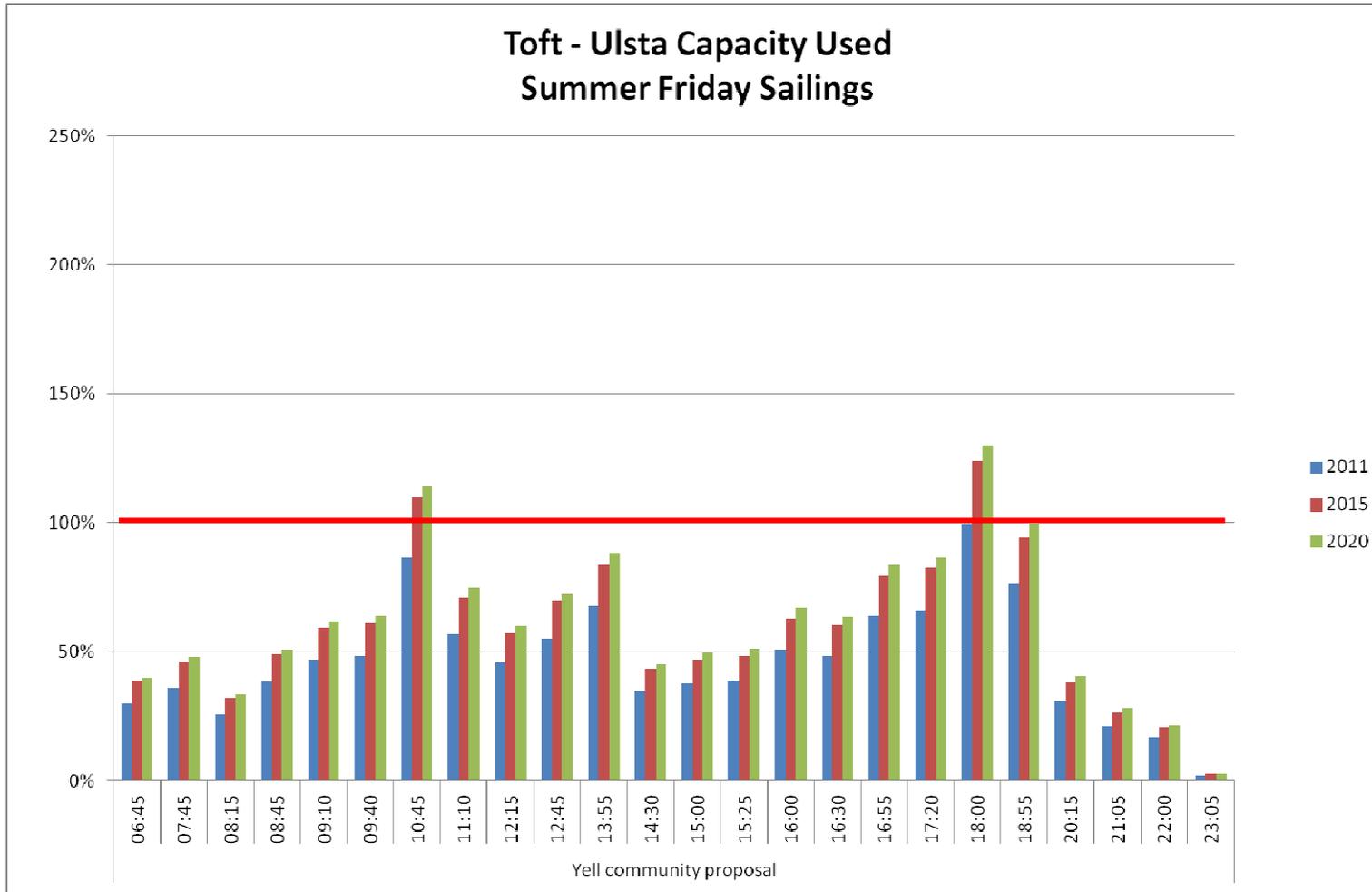
Capabilities on project:
Transportation

- 543 -



Capabilities on project:
Transportation

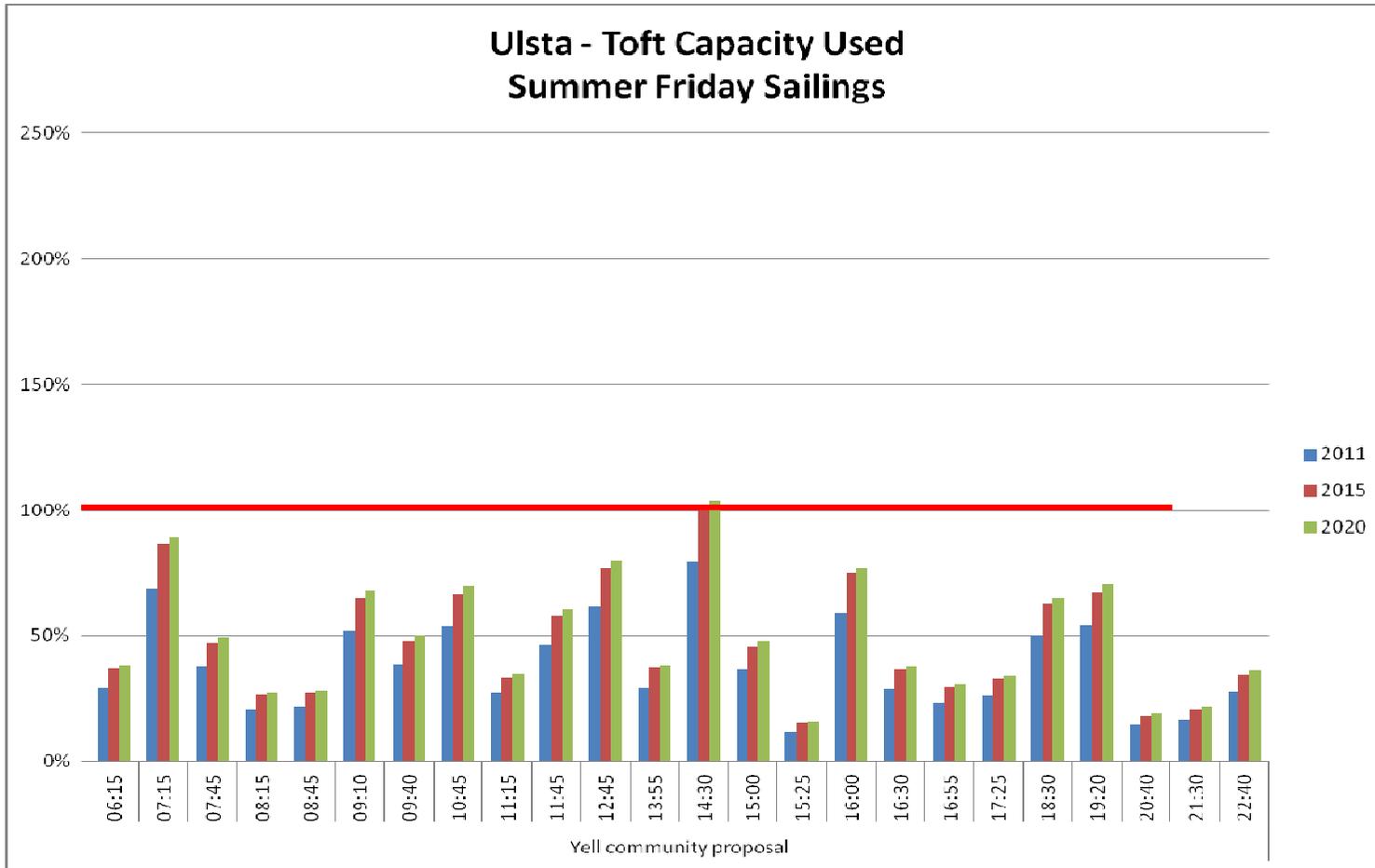
8.7 Yell Community Proposal



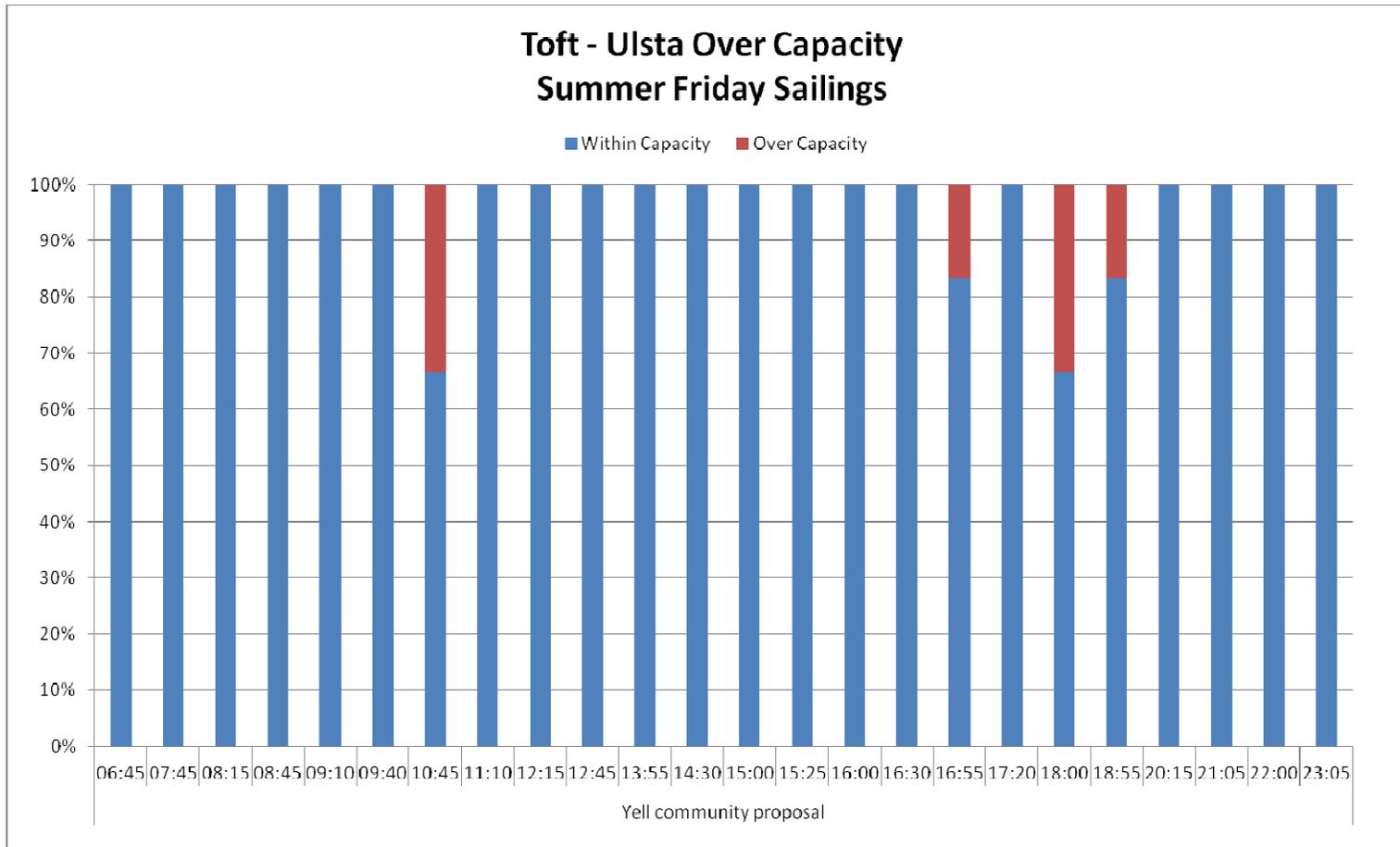
- 544 -

Capabilities on project:
Transportation

- 545 -



Capabilities on project:
Transportation

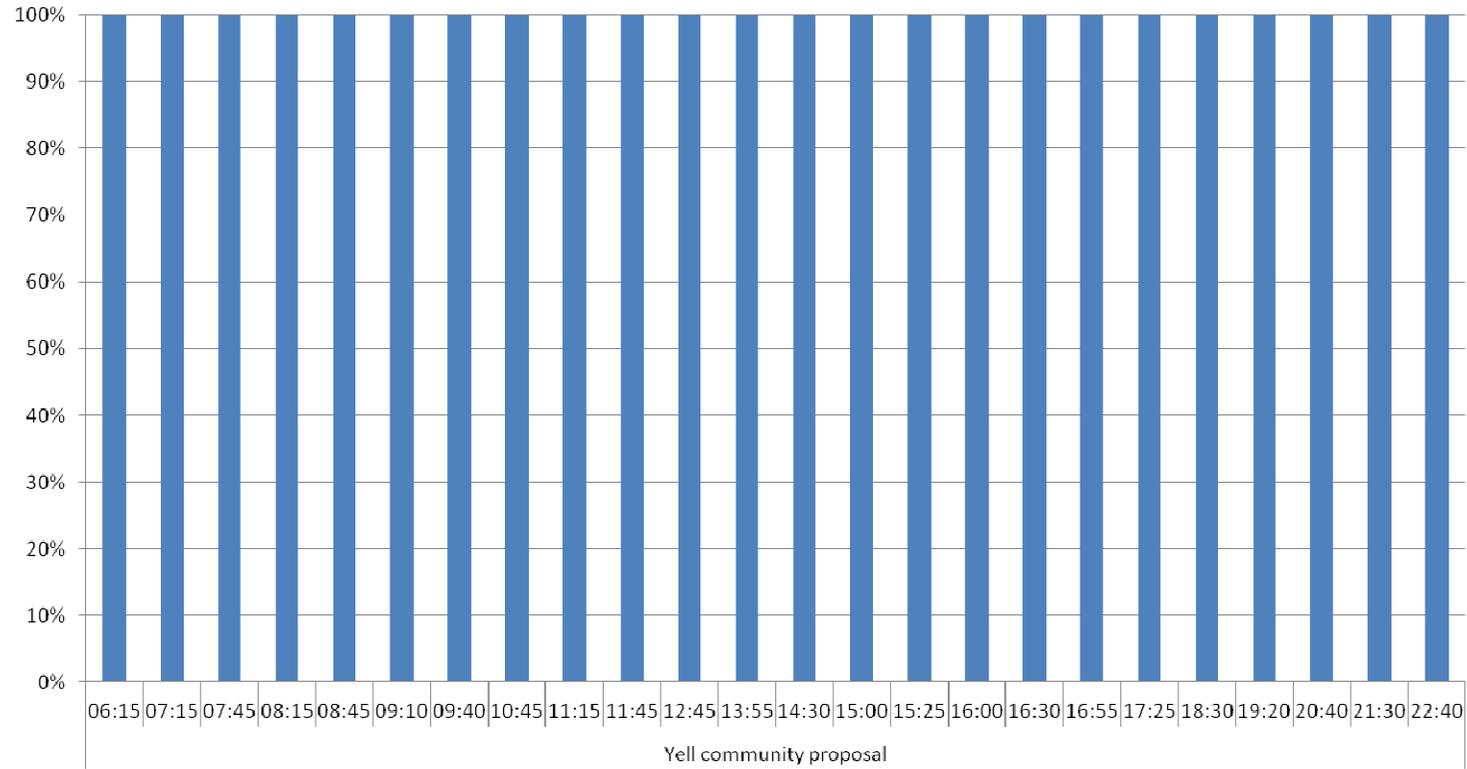


- 546 -

Capabilities on project:
Transportation

Ulsta - Toft Over Capacity Summer Friday Sailings

■ Within Capacity

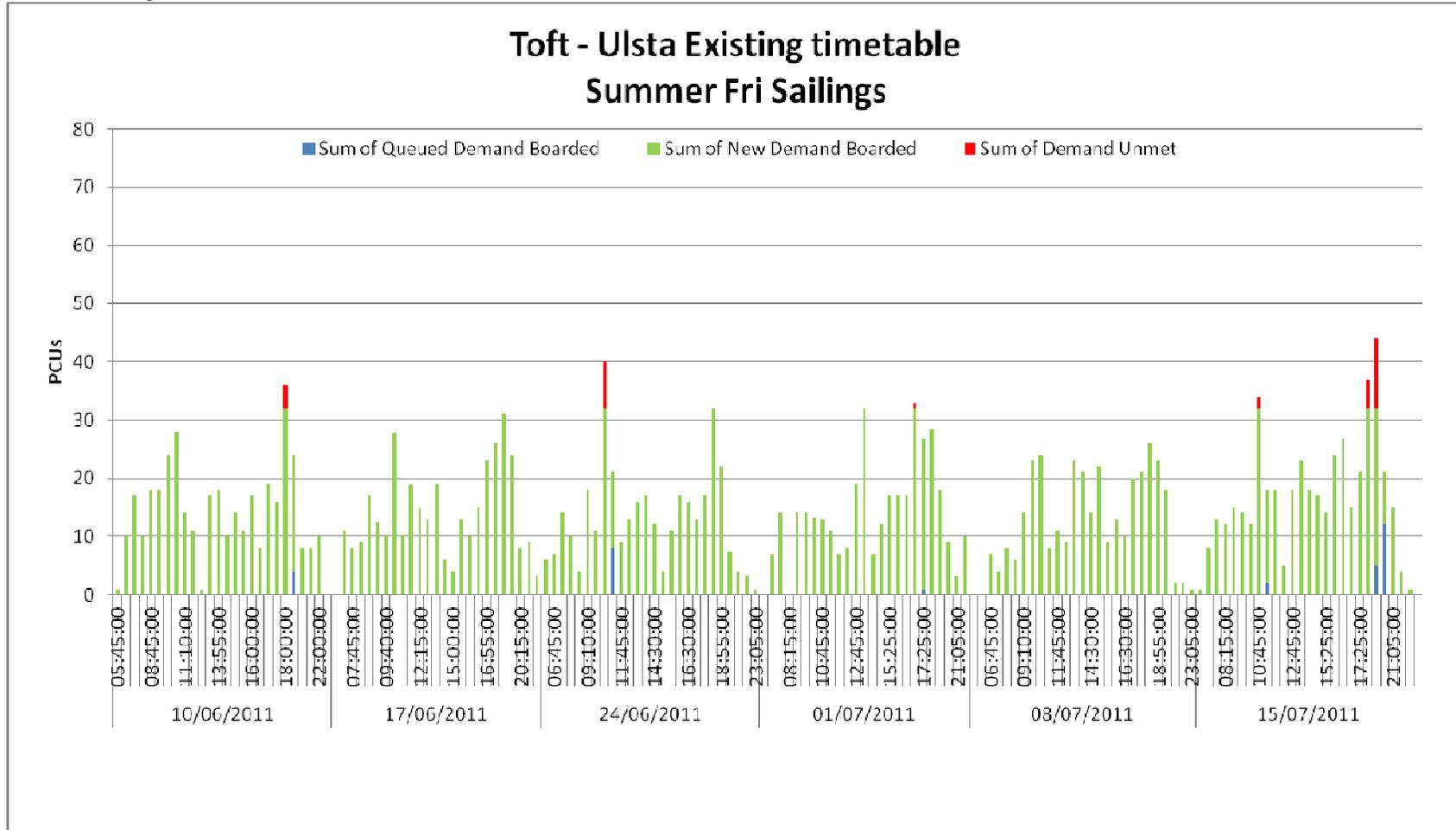


- 547 -

Capabilities on project:
Transportation

8.8 Queuing Analysis

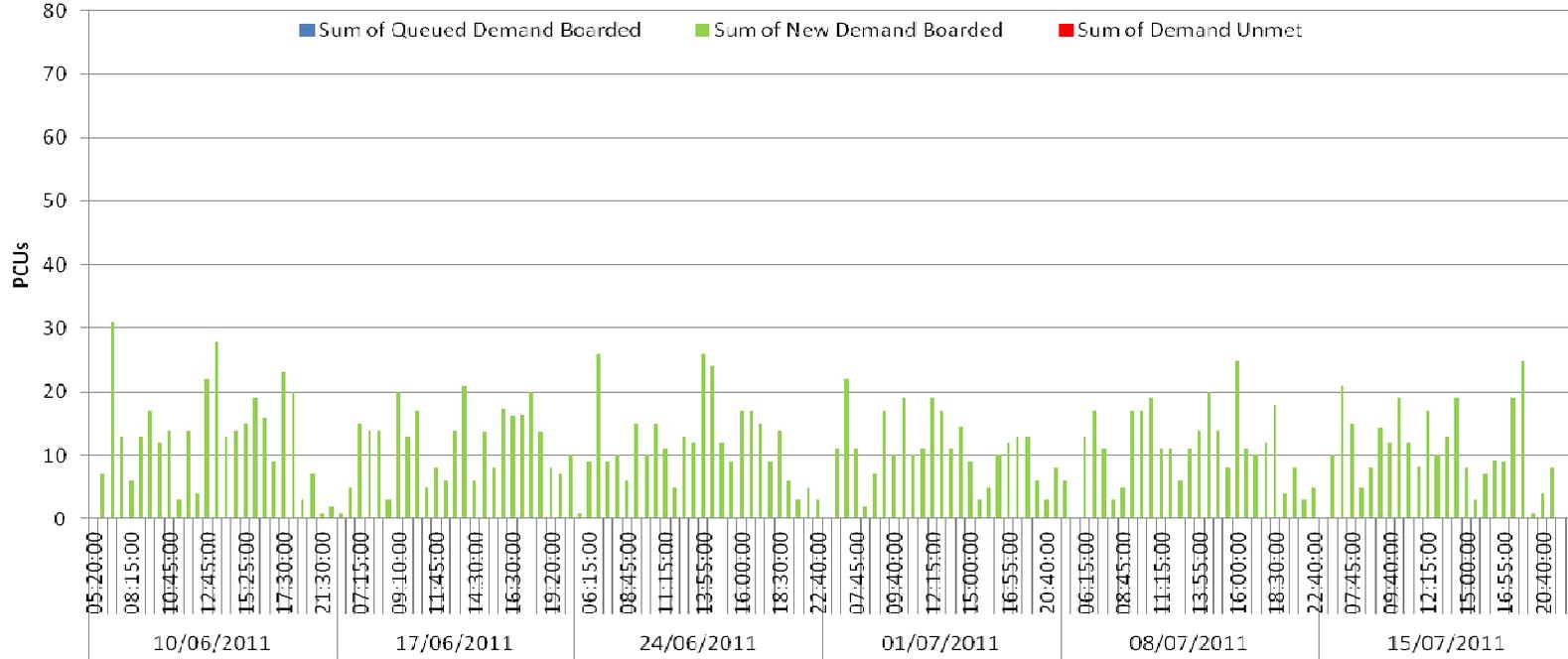
8.8.1 Existing Timetable



- 548 -

Capabilities on project:
Transportation

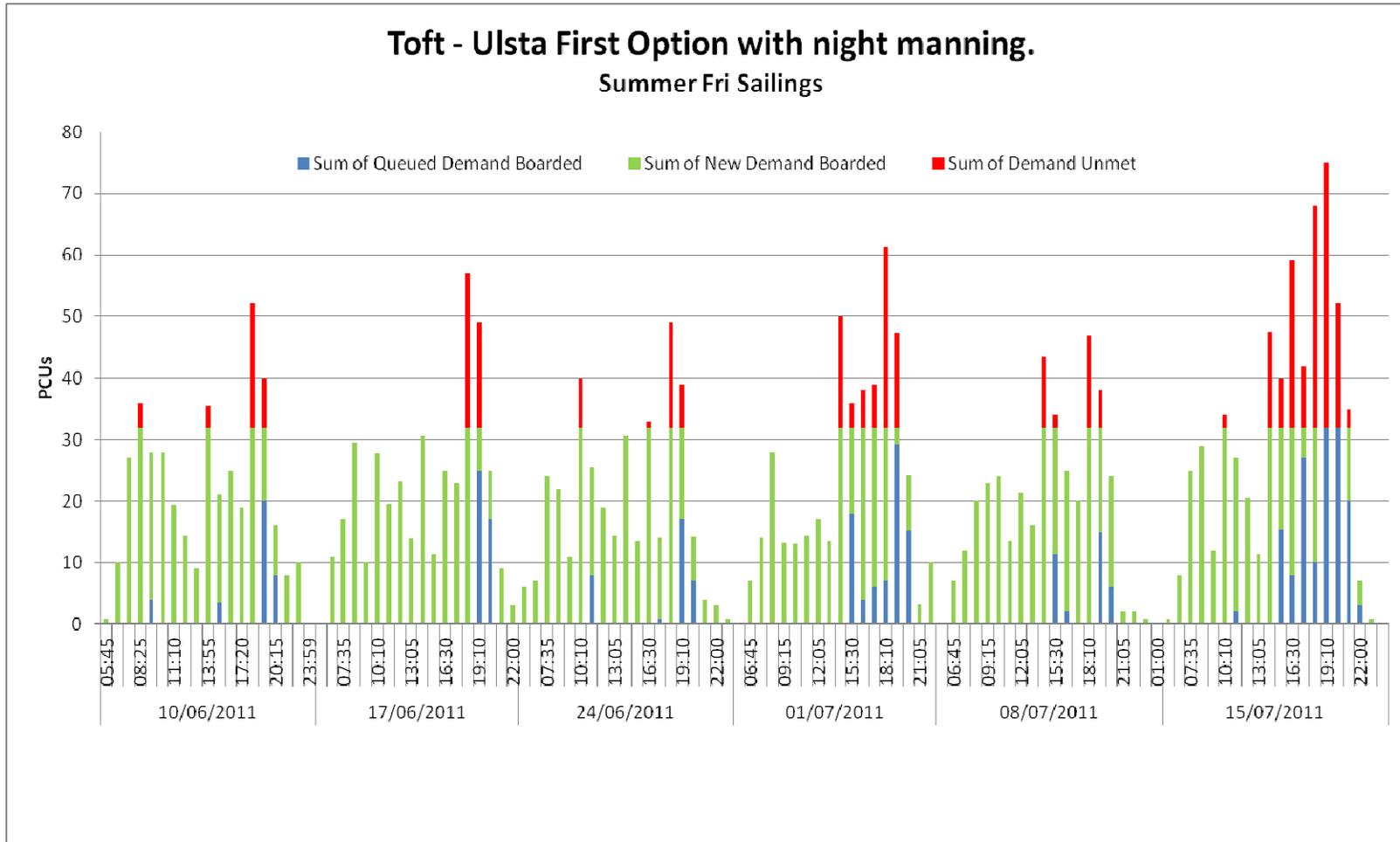
Ulsta - Toft Existing timetable Summer Fri Sailings



- 549 -

Capabilities on project:
Transportation

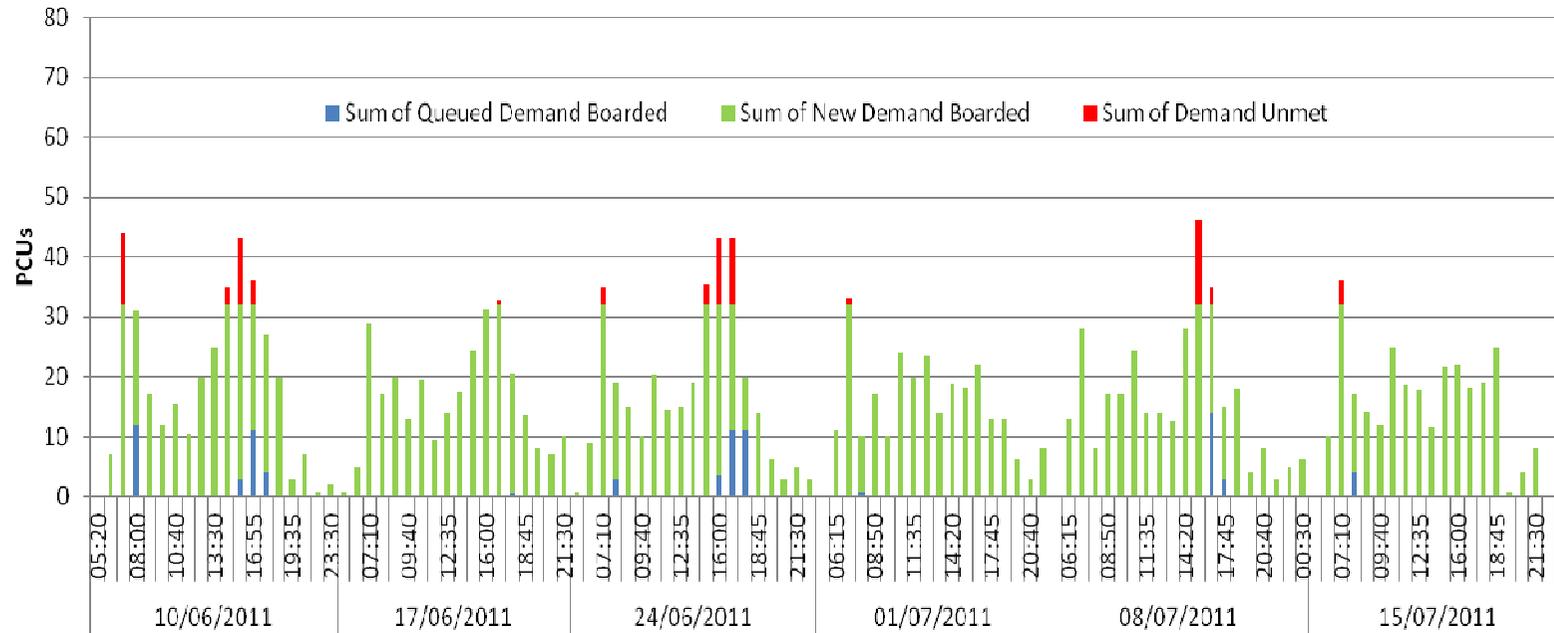
8.9 Modelled Options



- 550 -

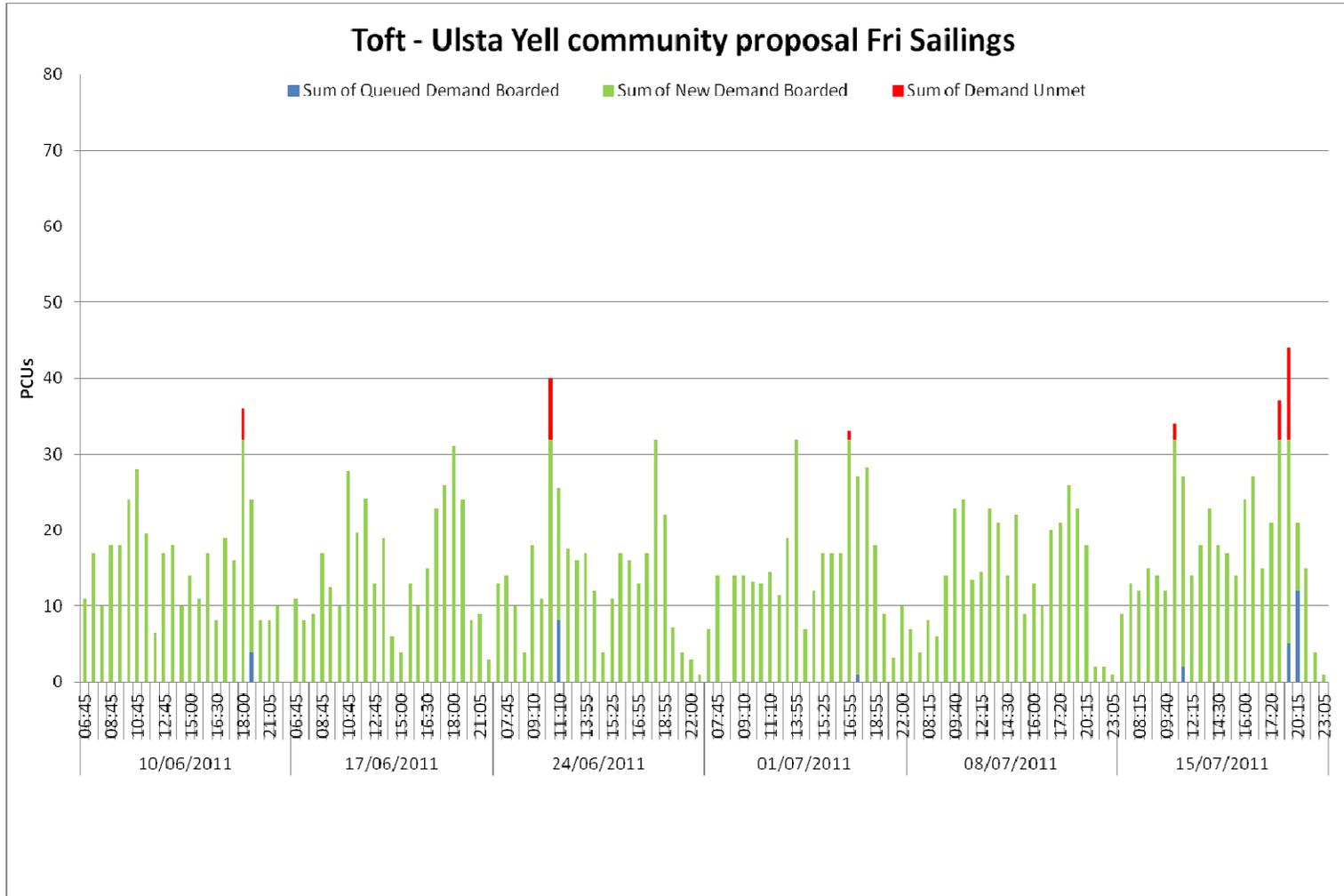
Capabilities on project:
Transportation

Ulsta - Toft First Option with night manning. Summer Fri Sailings



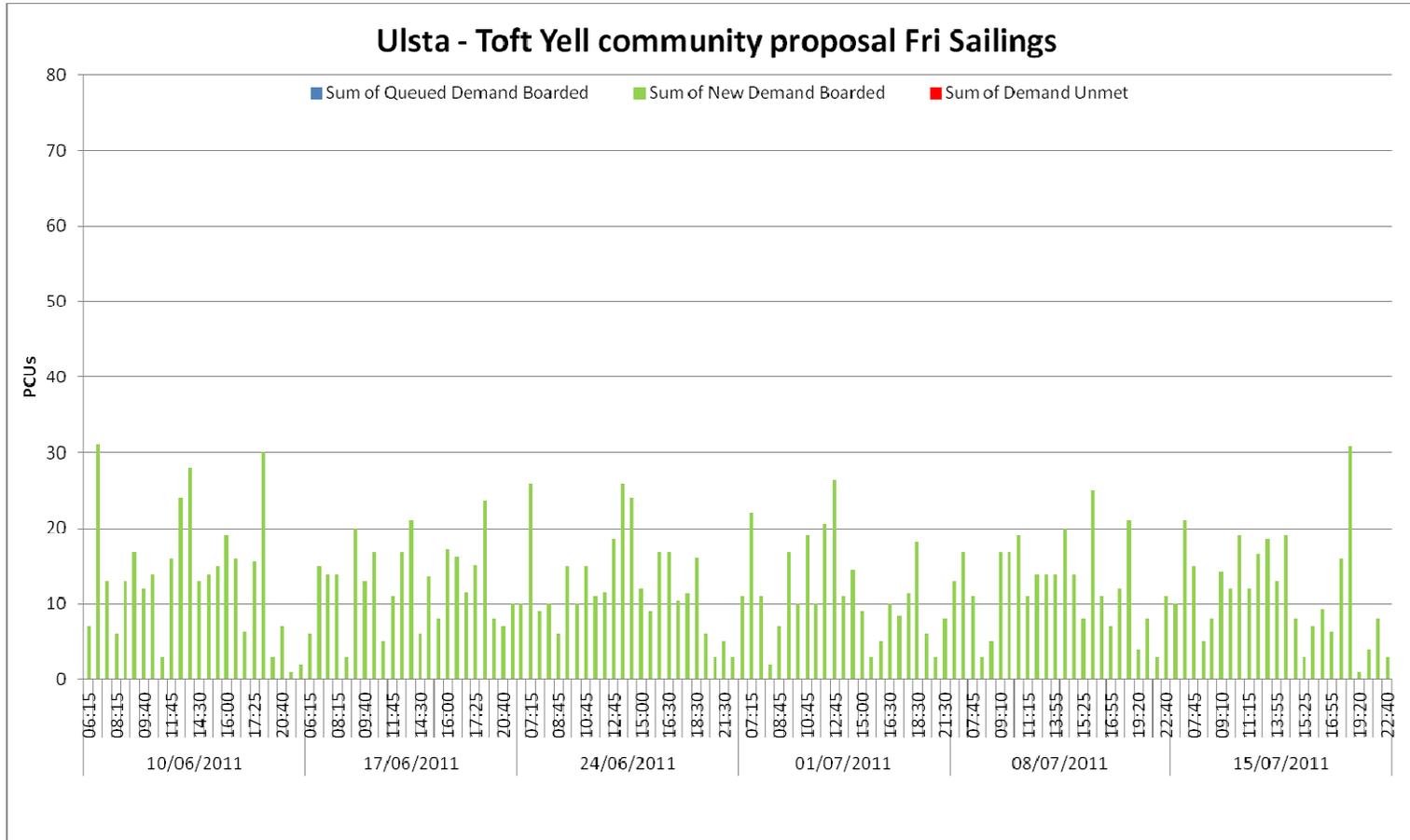
- 561 -

Capabilities on project:
Transportation



- 552 -

Capabilities on project:
Transportation



- 553 -

Capabilities on project:
Transportation

9 Demand Analysis - Bluemull

9.1 Introduction

The following analysis presents capacity assessment for vehicles on the Bluemull service, for both Unst and Fetlar.

- The period of analysis extends from mid June until mid July for the summer timetable.
- As the proposals also affect the winter timetable, end of March to mid April have been used to test these options.
- For Vehicles, Thursdays have been identified as the peak day of the week.

9.2 Current Timetable

Graphs for the current timetable configuration include error bars, highlighting variations to the mean (1 standard deviation), for each sailing, across the study period. Capacity constraints currently exist during the study periods, most particularly on the Unst-Yell service.

9.3 Modelled Options

A number of options have been tested during the consultation process, typically based around single vessel operation.

However, a revised option has been developed in response to the consultation proposals, developed by Fetlar Community Council / Geira Ferry Crew. This option retains a two ferry service throughout the main daytime operational periods, during weekdays, although with a reduced period of operation compared to the current timetable.

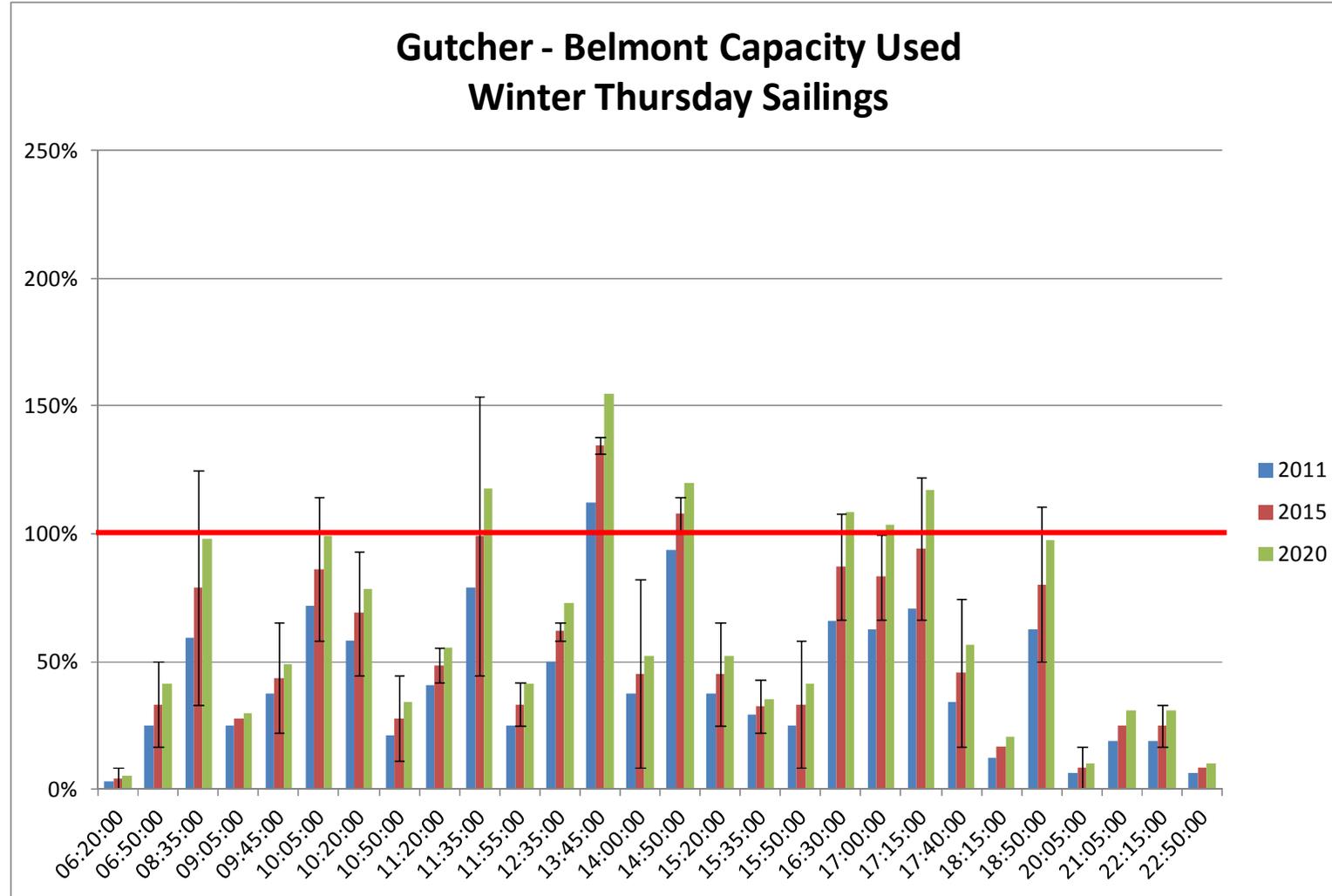
All the proposals experience sailings where demand will exceed capacity, at specific times of the day. However, it can be seen that the additional resource provided by the Fetlar proposal does provide the opportunity to handle this demand in a better manner.

Further consideration of refining timetabling is proposed, potentially along with up to date survey information on trip patterns, to better understand opportunities to manage demand to where there is available capacity.

Capabilities on project:
Transportation

9.4 Current Timetable (Yell - Unst)

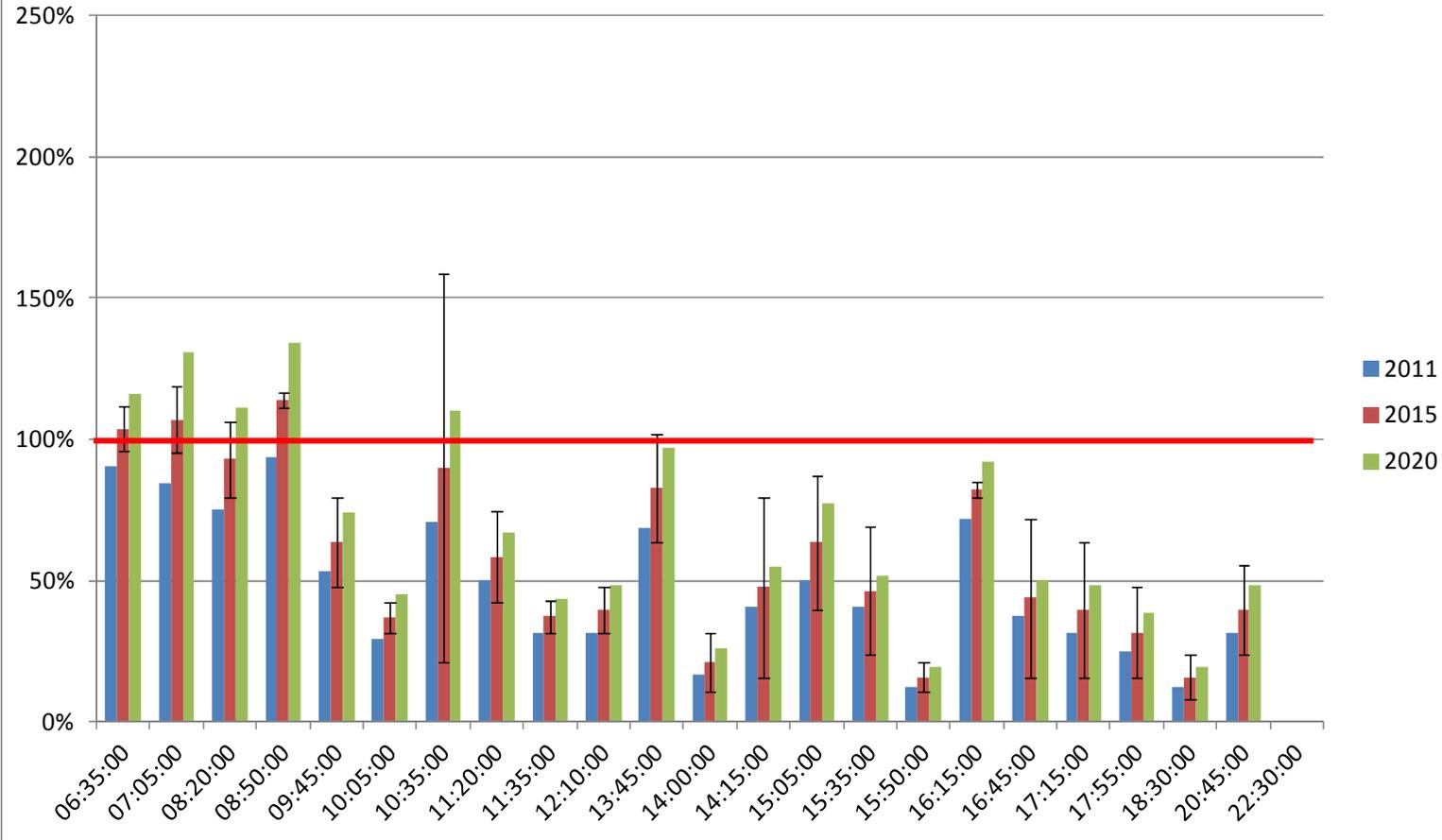
9.4.1 Winter Thursdays



- 555 -

Capabilities on project:
Transportation

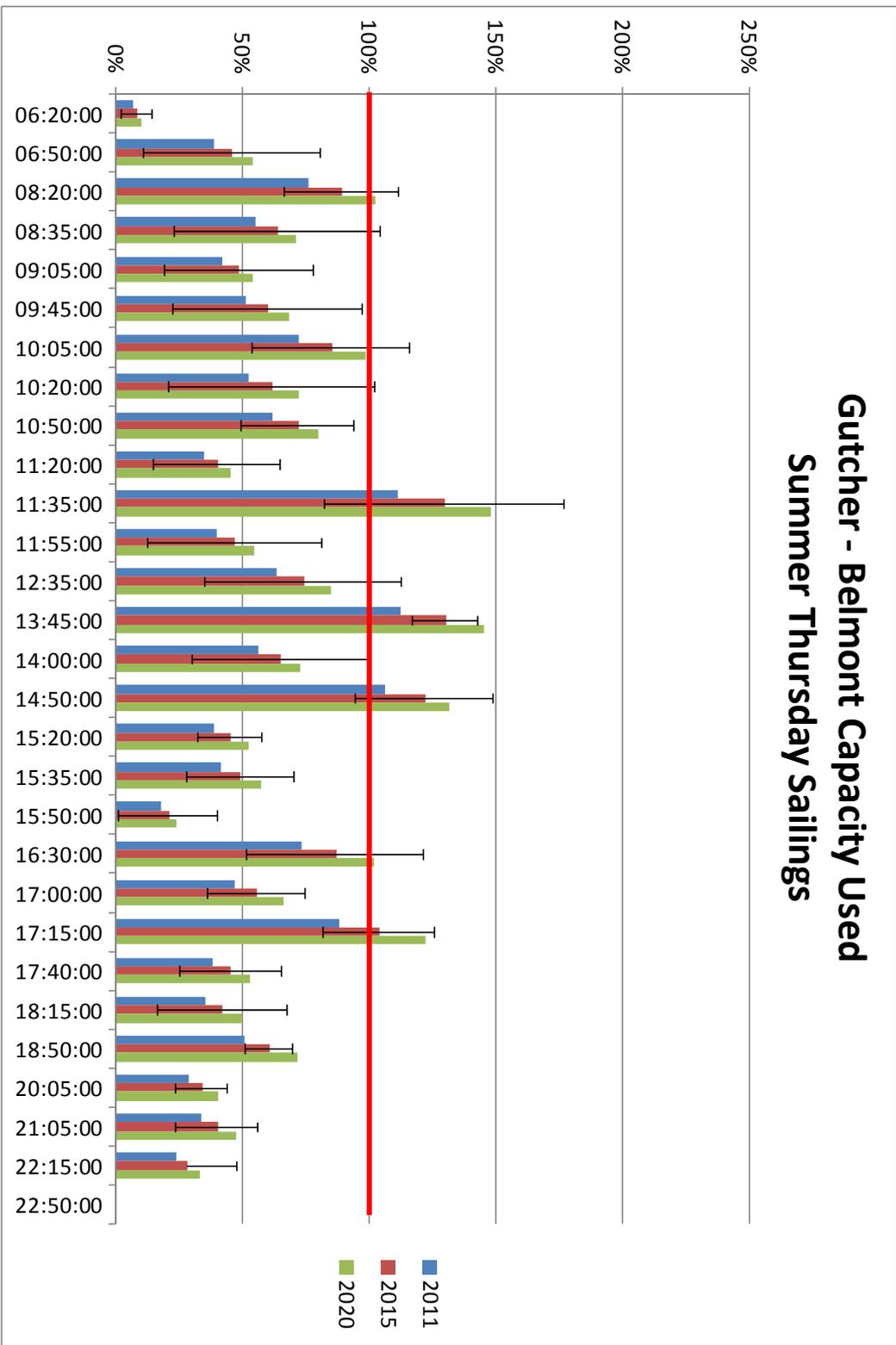
Belmont - Gutcher Capacity Used Winter Thursday Sailings



- 556 -

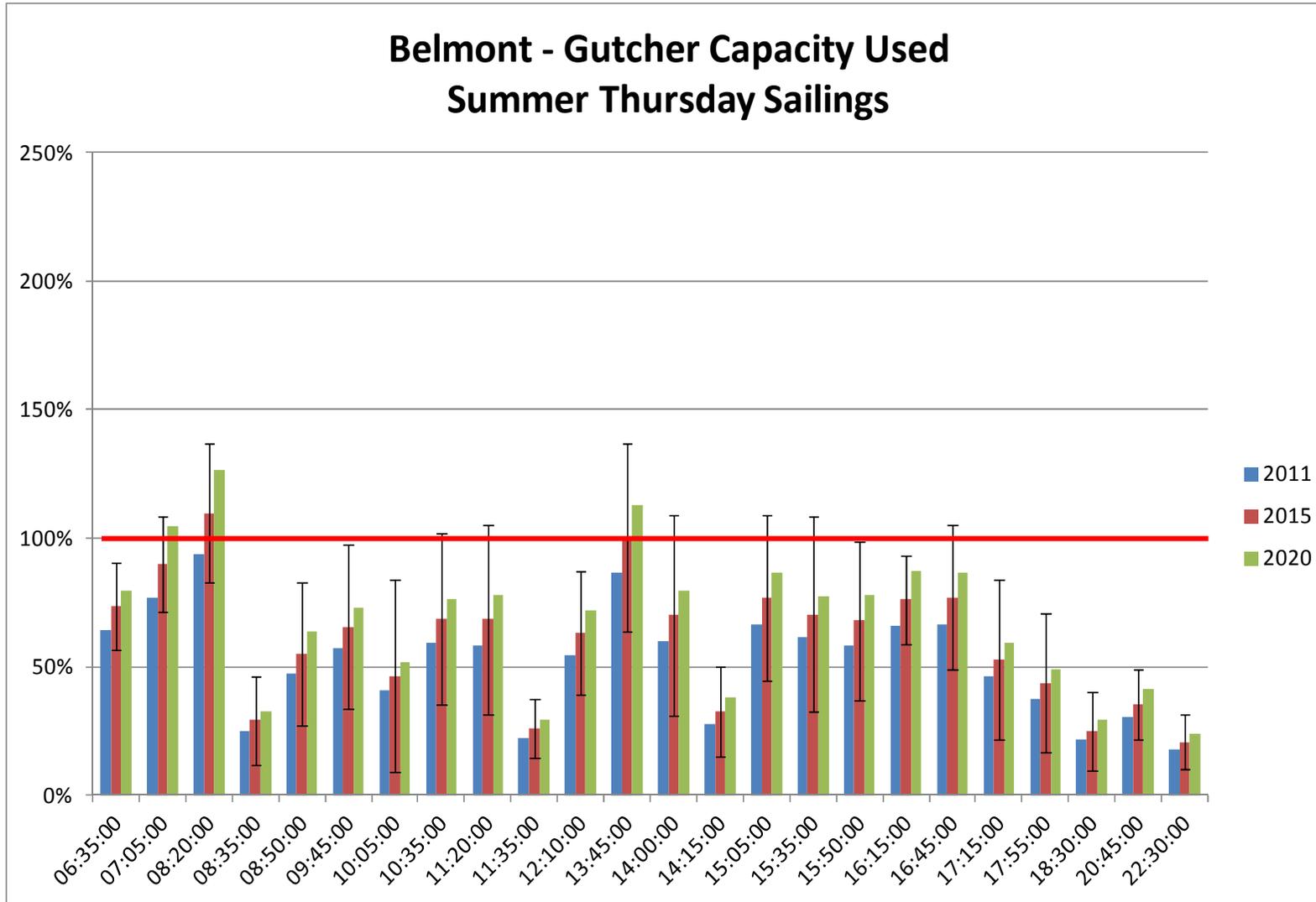
Capabilities on project:
Transportation

9.4.2 Summer Thursdays



Capabilities on project:
Transportation

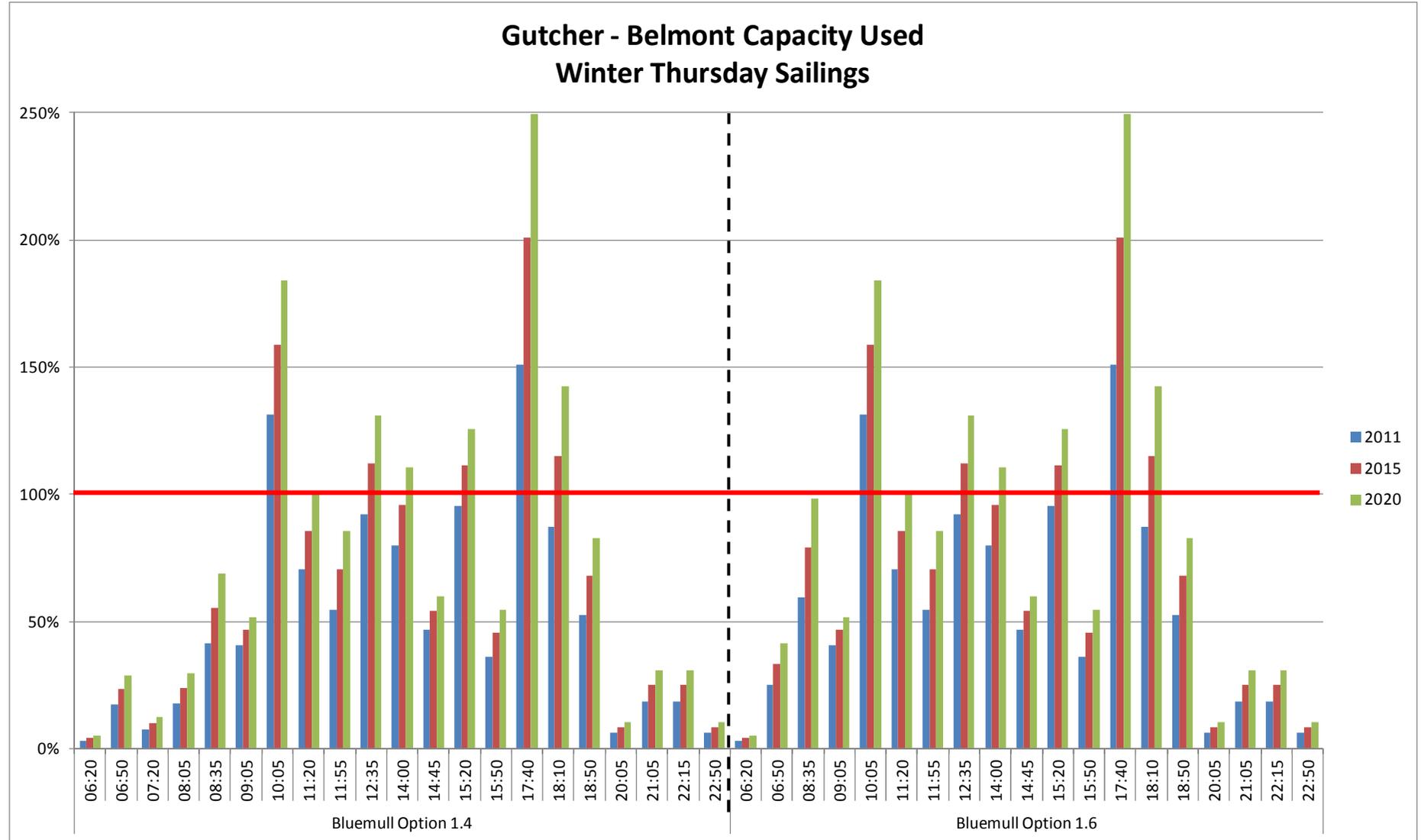
- 558 -



Capabilities on project:
Transportation

9.5 Modelled Options

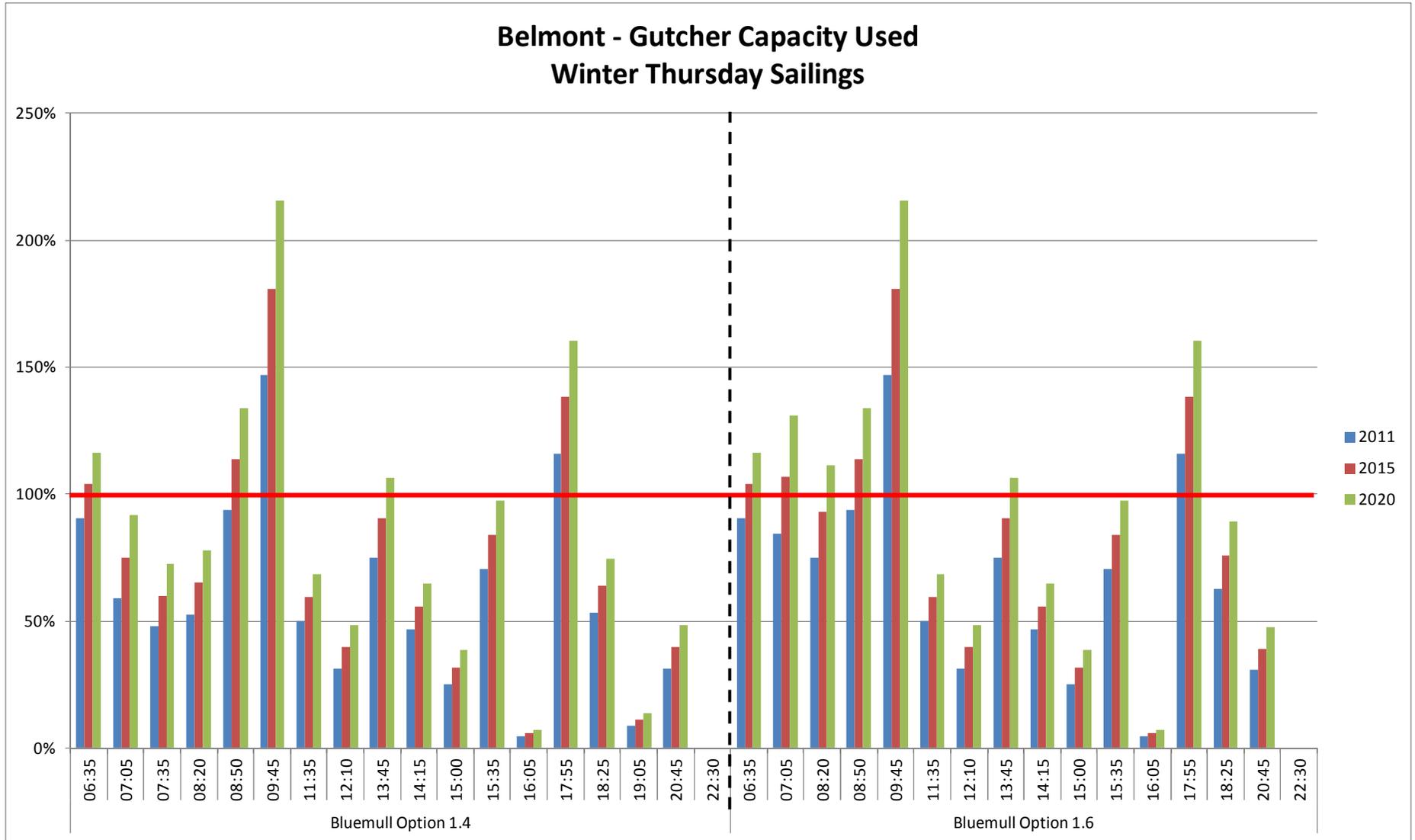
9.5.1 Winter Thursdays



- 559 -

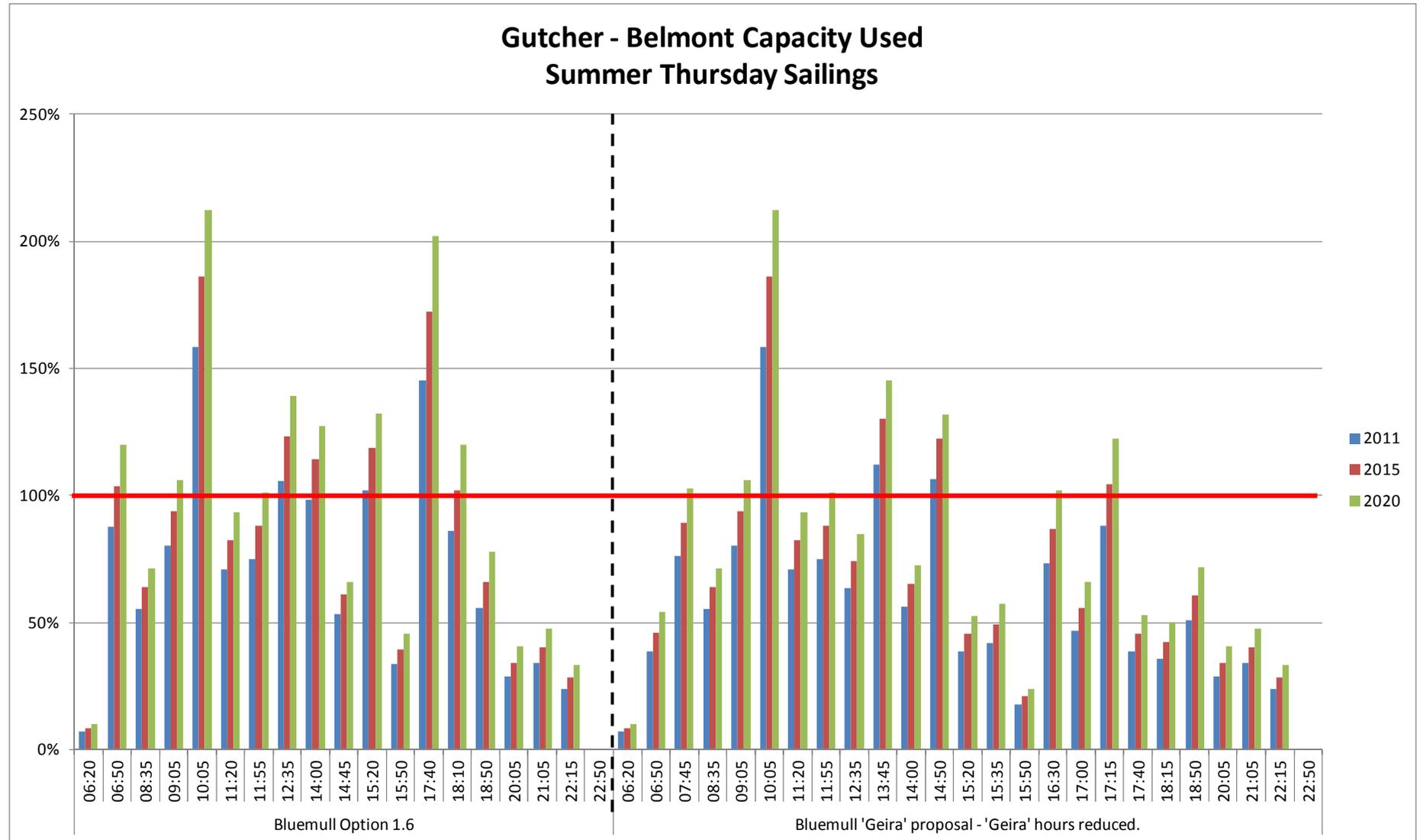
Capabilities on project:
Transportation

- 09\$ -



Capabilities on project:
Transportation

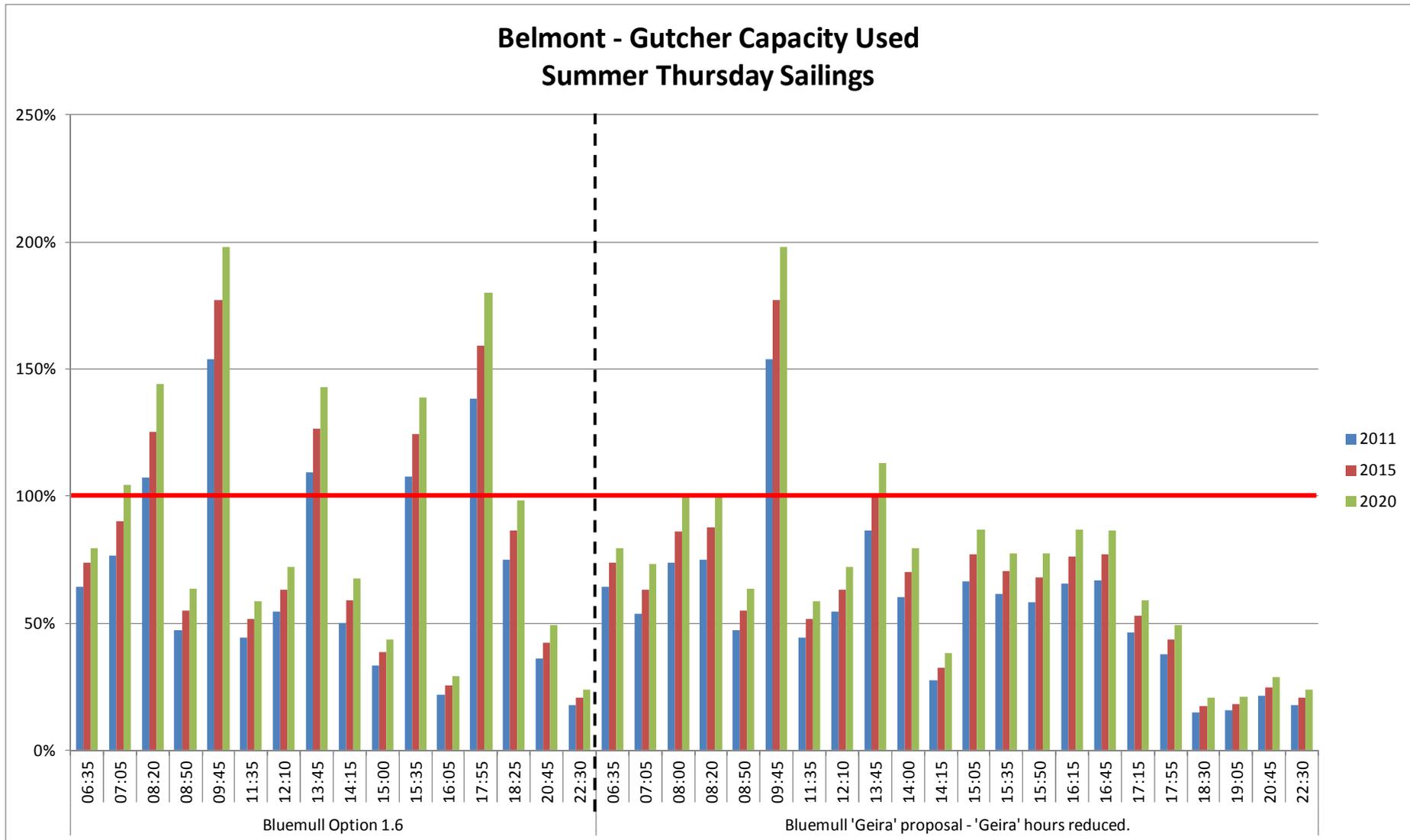
9.5.2 Summer Thursdays



- 561 -

Capabilities on project:
Transportation

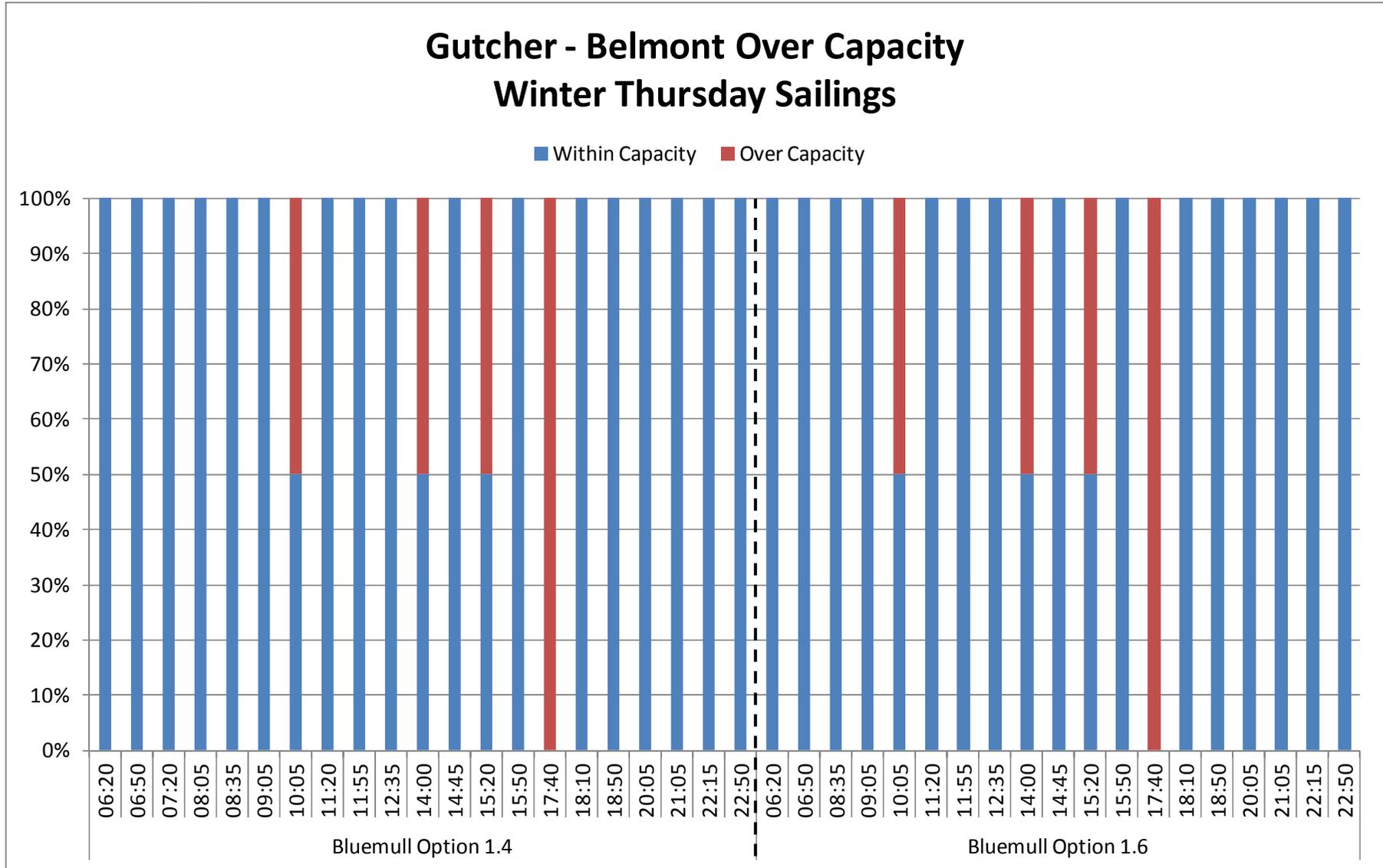
- 562 -



Capabilities on project:
Transportation

9.6 Over Capacity Sailings

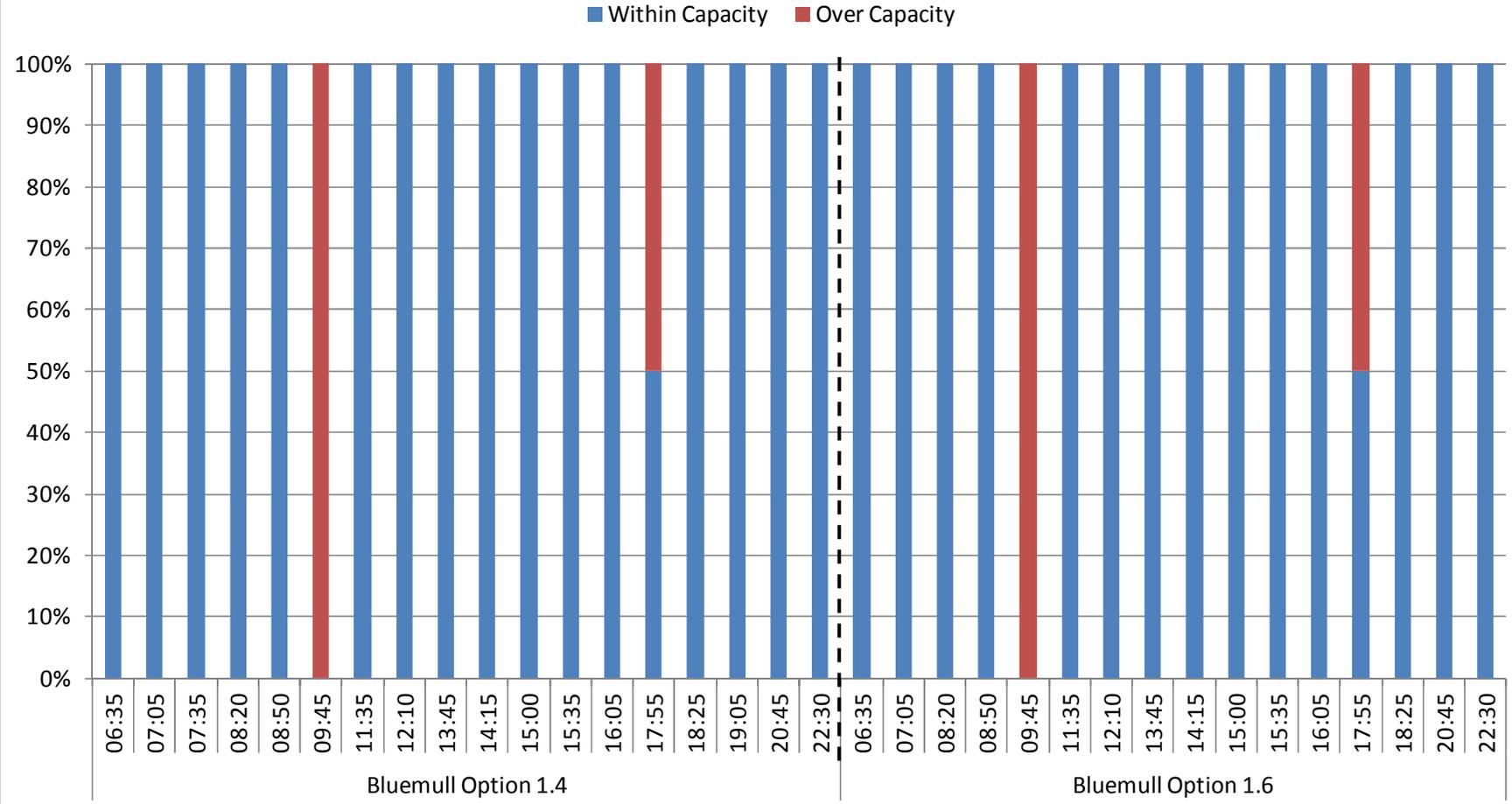
9.6.1 Winter Thursdays



- 563 -

Capabilities on project:
Transportation

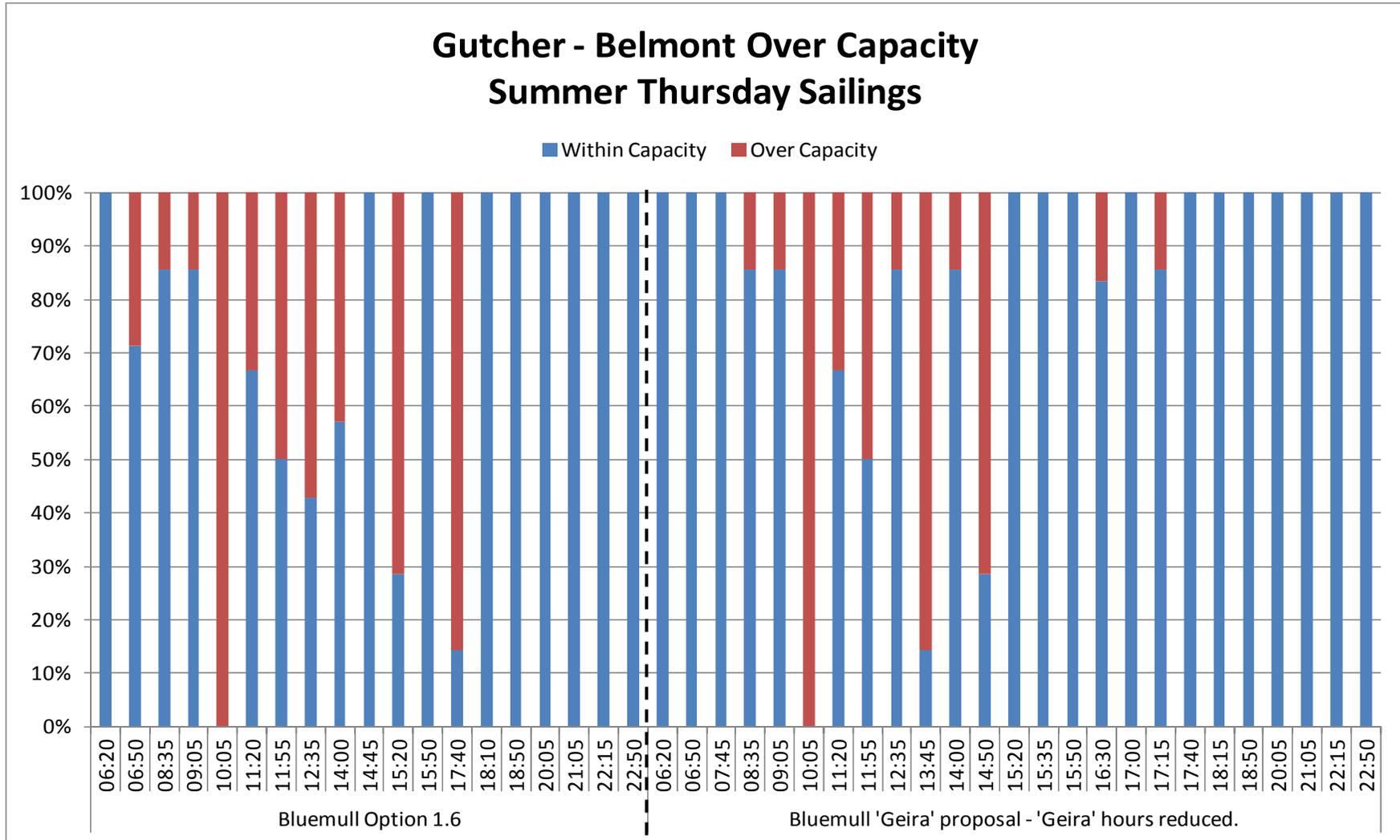
Belmont - Gutter Over Capacity Winter Thursday Sailings



- 564 -

Capabilities on project:
Transportation

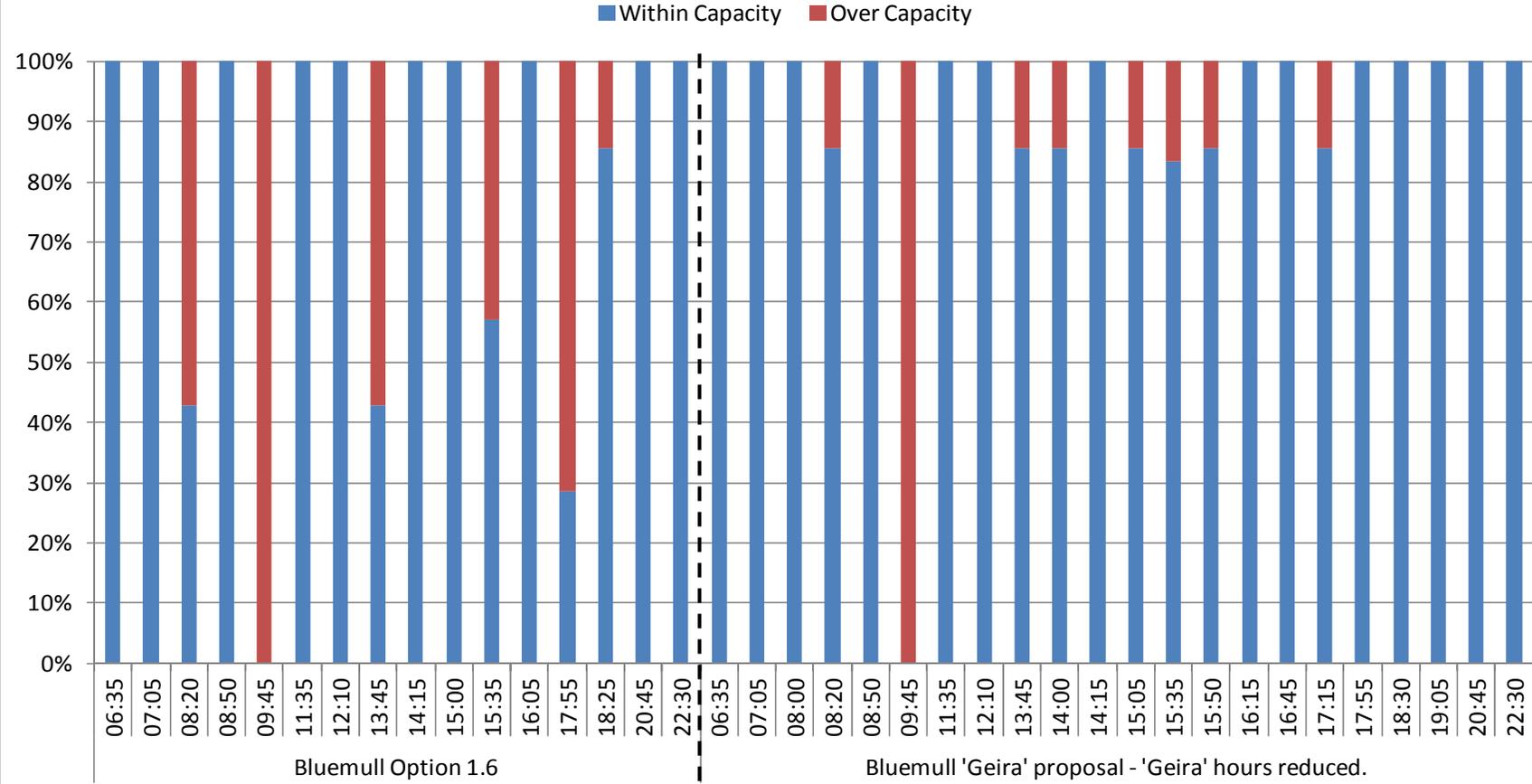
9.6.2 Summer Thursdays



- 565 -

Capabilities on project:
Transportation

Belmont - Gutcher Over Capacity Summer Thursday Sailings

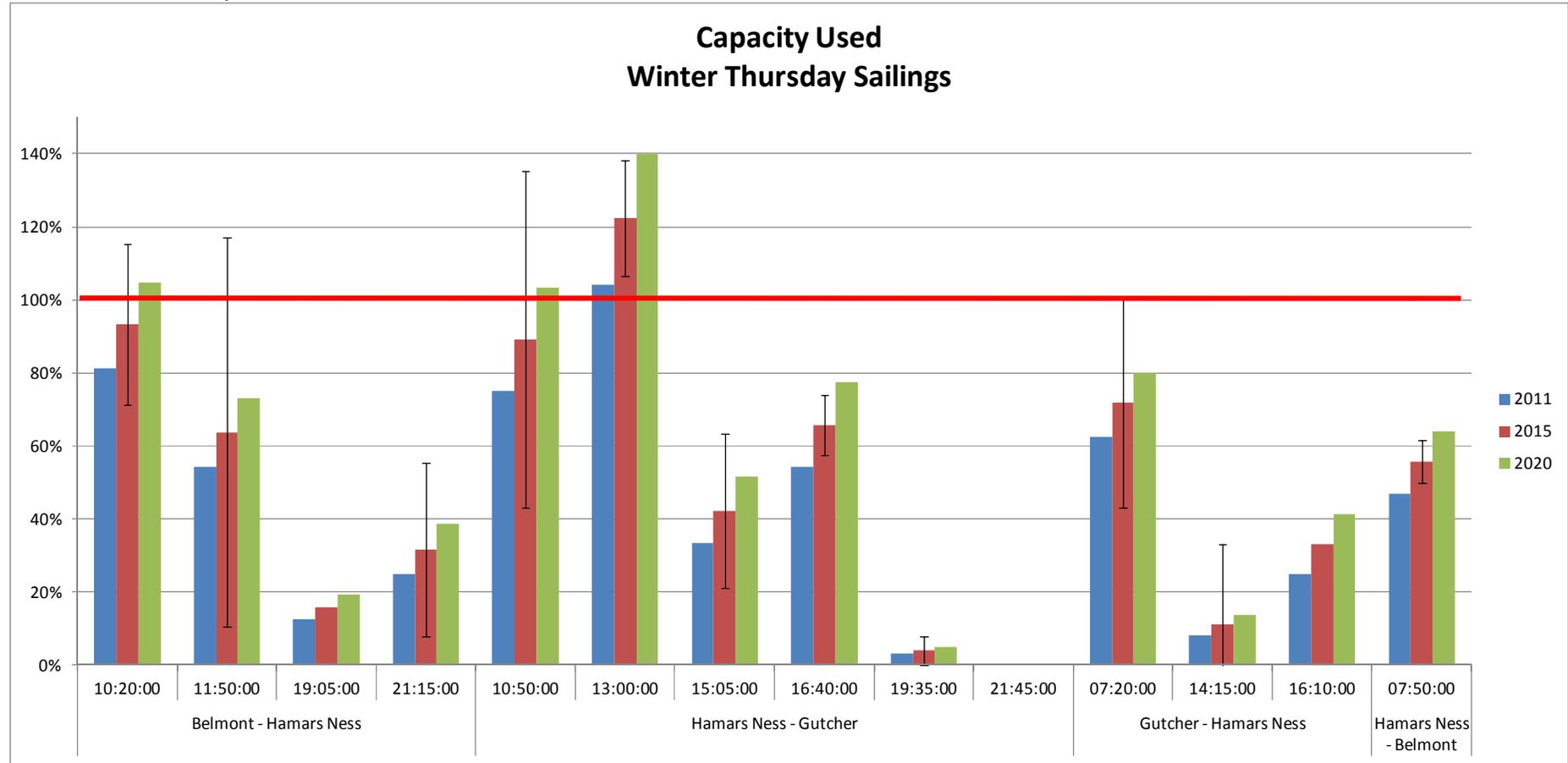


- 566 -

Capabilities on project:
Transportation

9.7 Current Timetable (Fetlar)

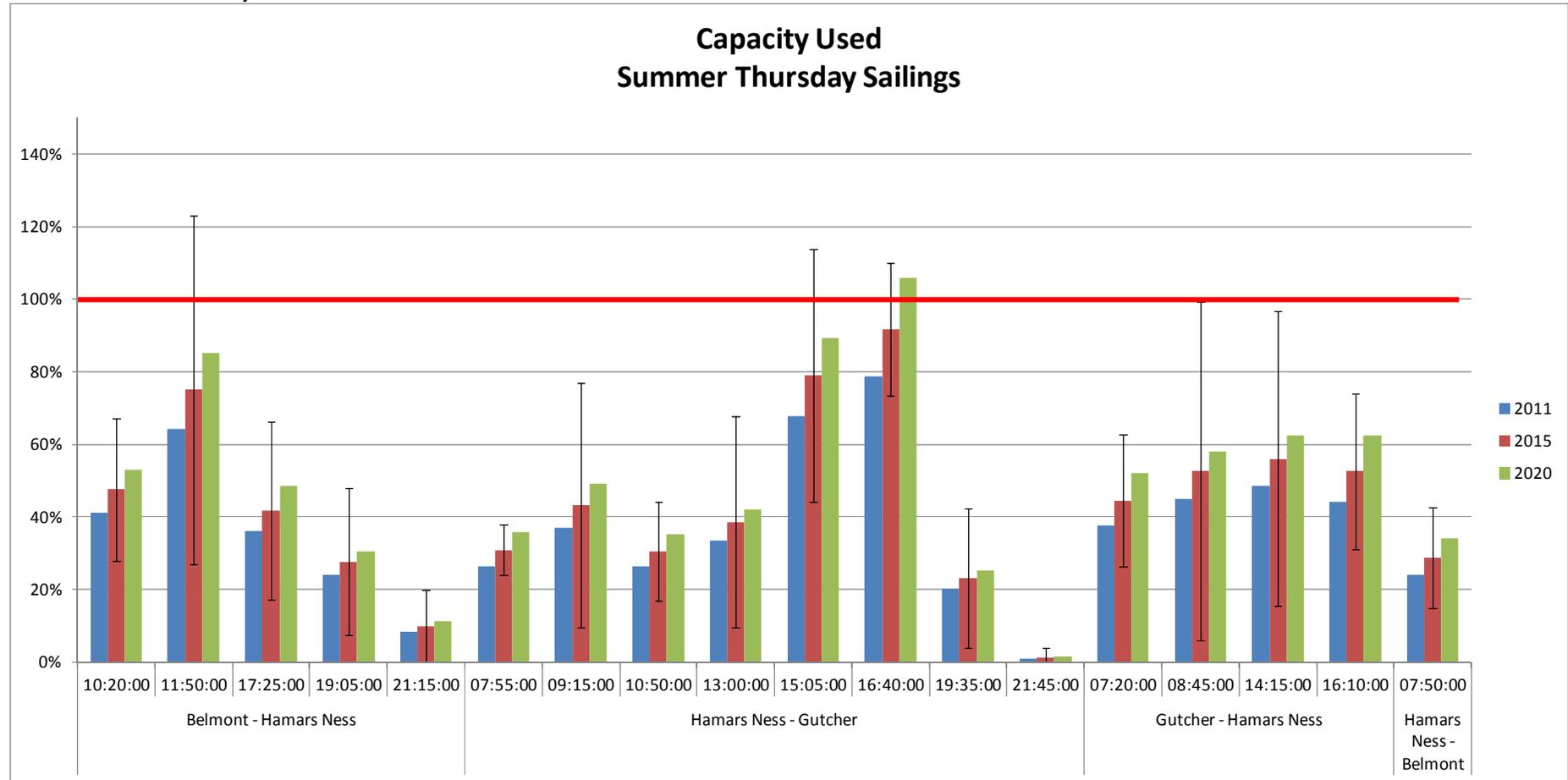
9.7.1 Winter Thursday



- 567 -

Capabilities on project:
Transportation

9.7.2 Summer Thursday

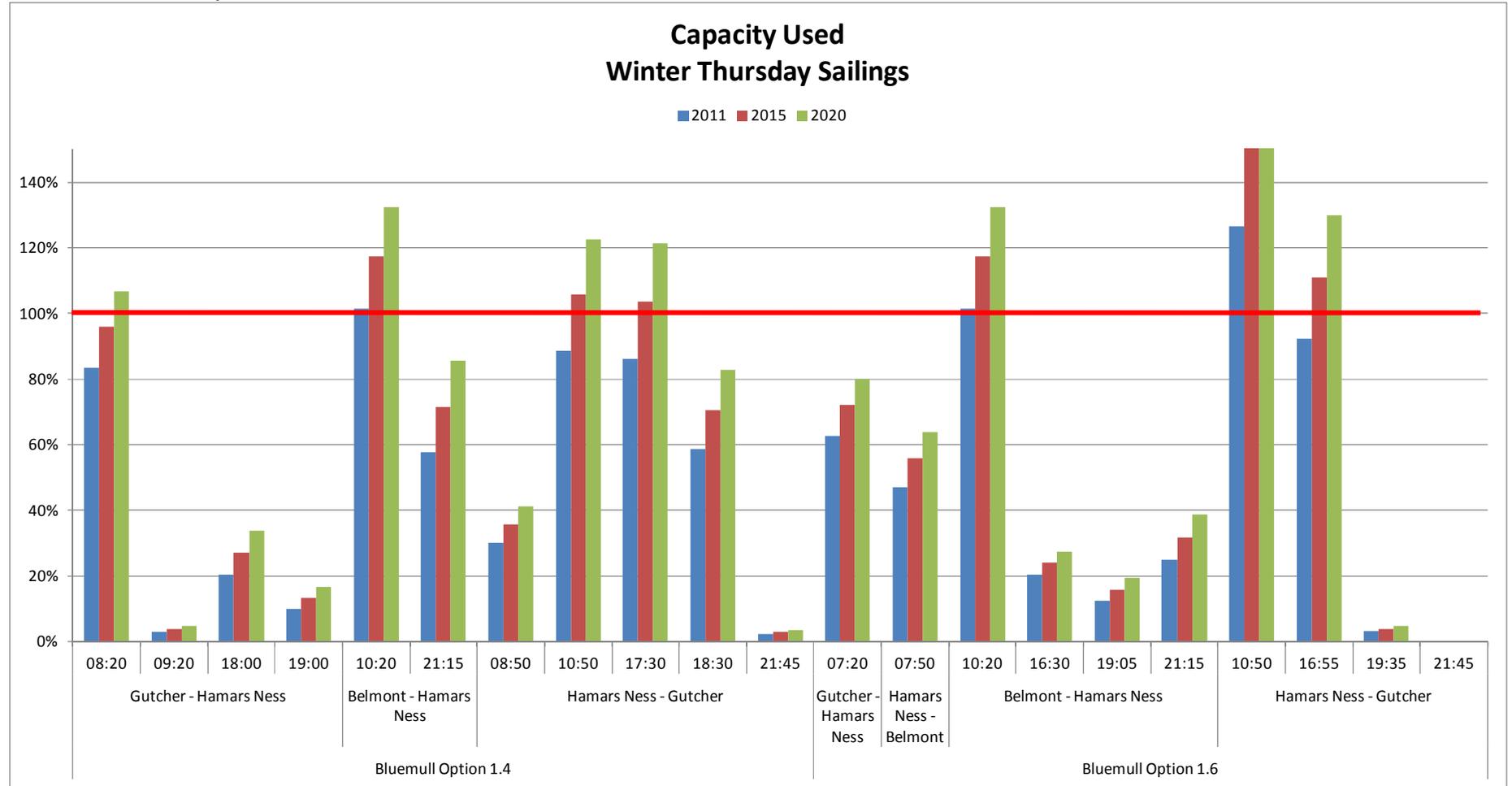


- 568 -

Capabilities on project:
Transportation

9.8 Modelled Options

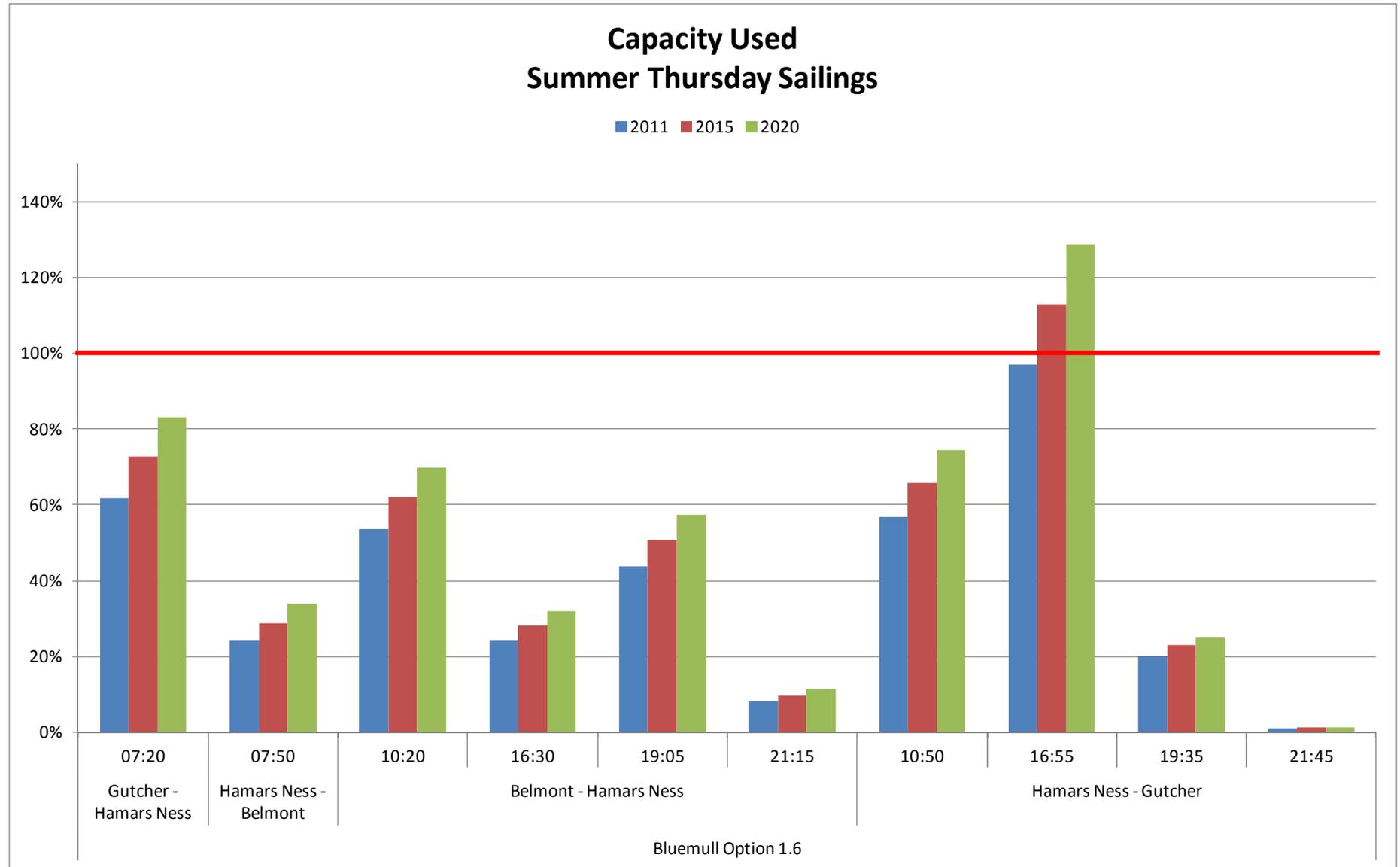
9.8.1 Winter Thursday



- 569 -

Capabilities on project:
Transportation

9.8.2 Summer Thursdays

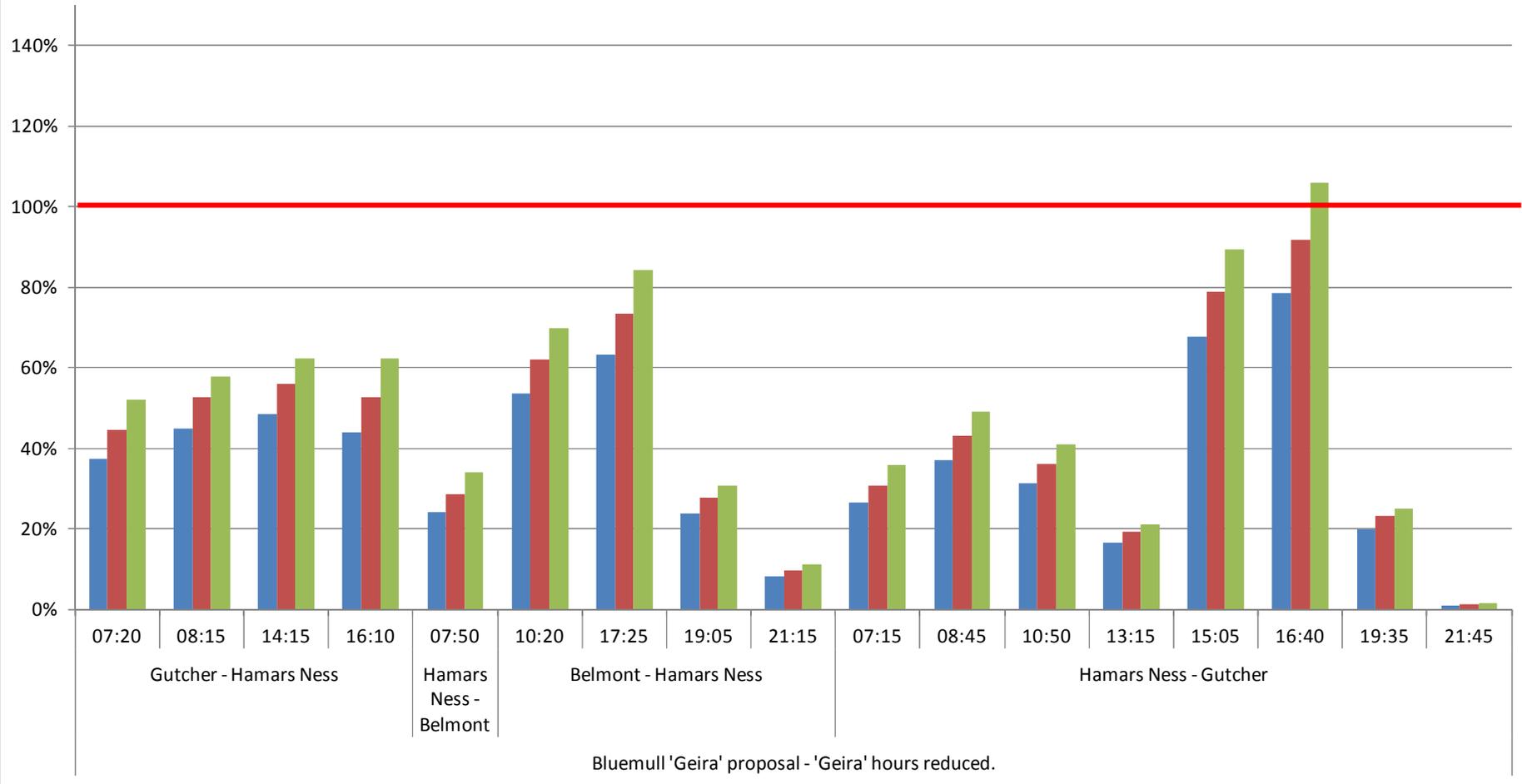


- 570 -

Capabilities on project:
Transportation

Capacity Used Summer Thursday Sailings

■ 2011 ■ 2015 ■ 2020

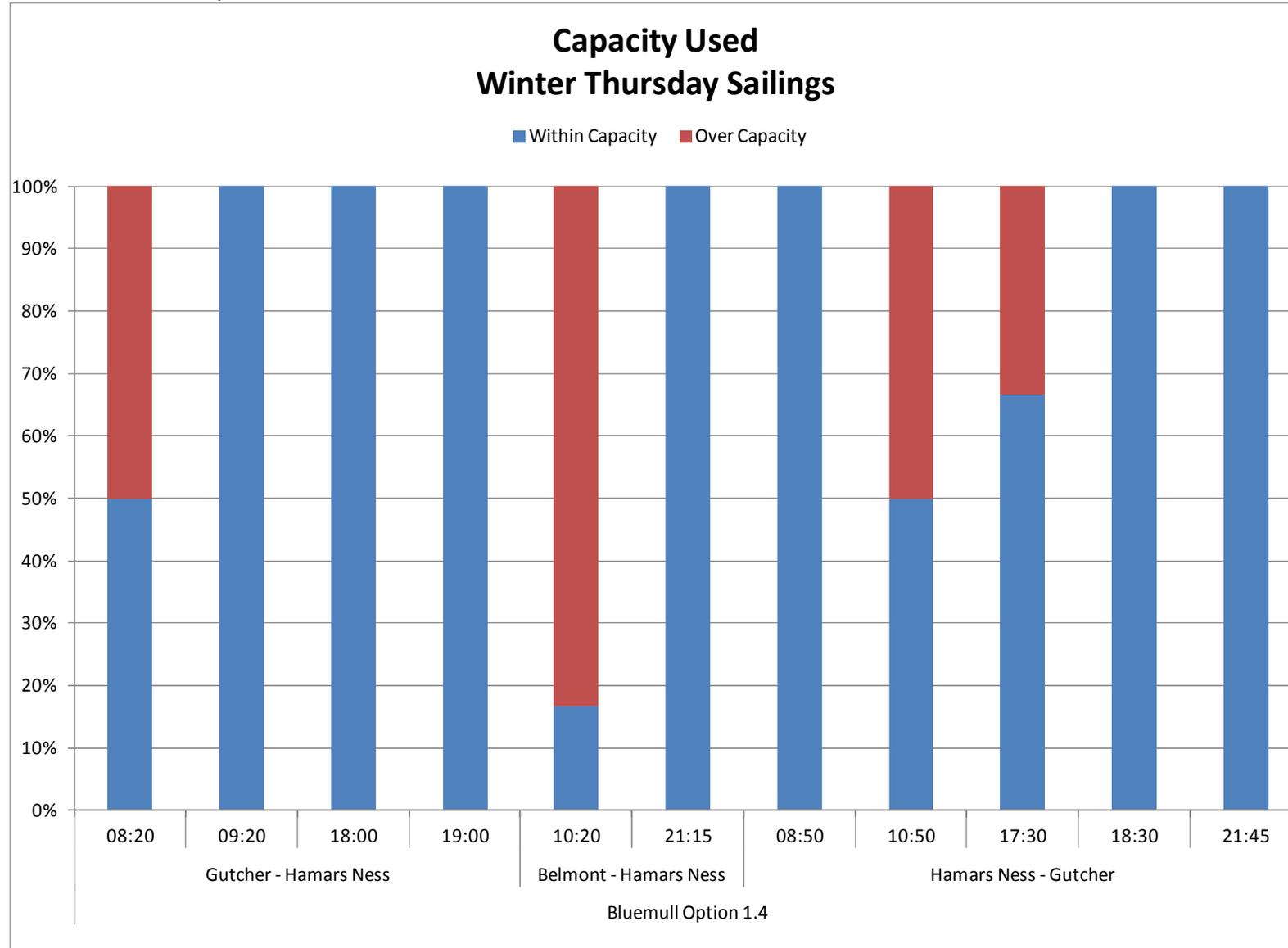


- 571 -

Capabilities on project:
Transportation

9.9 Over Capacity Sailings

9.9.1 Winter Thursdays

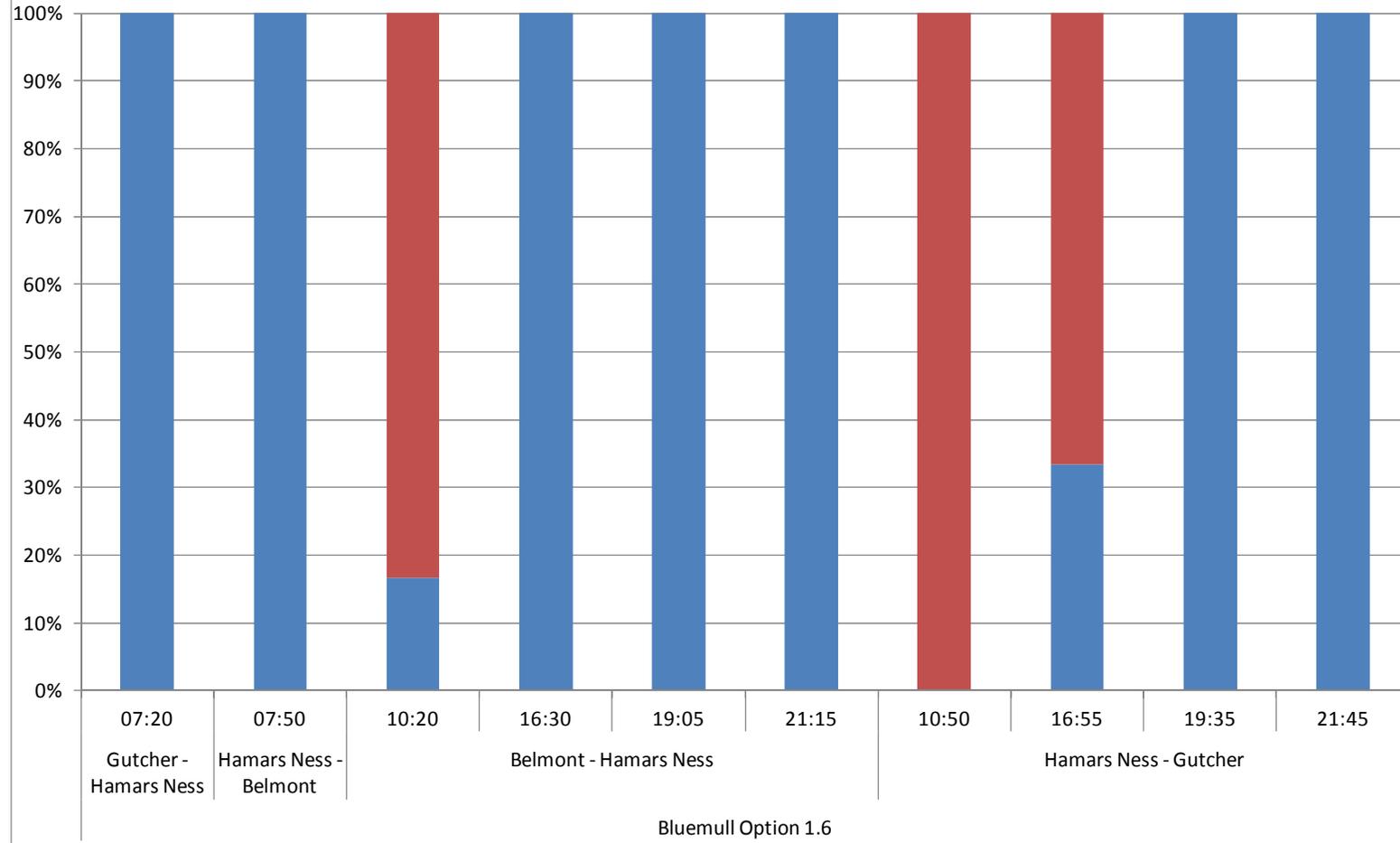


- 572 -

Capabilities on project:
Transportation

Capacity Used Winter Thursday Sailings

■ Within Capacity ■ Over Capacity

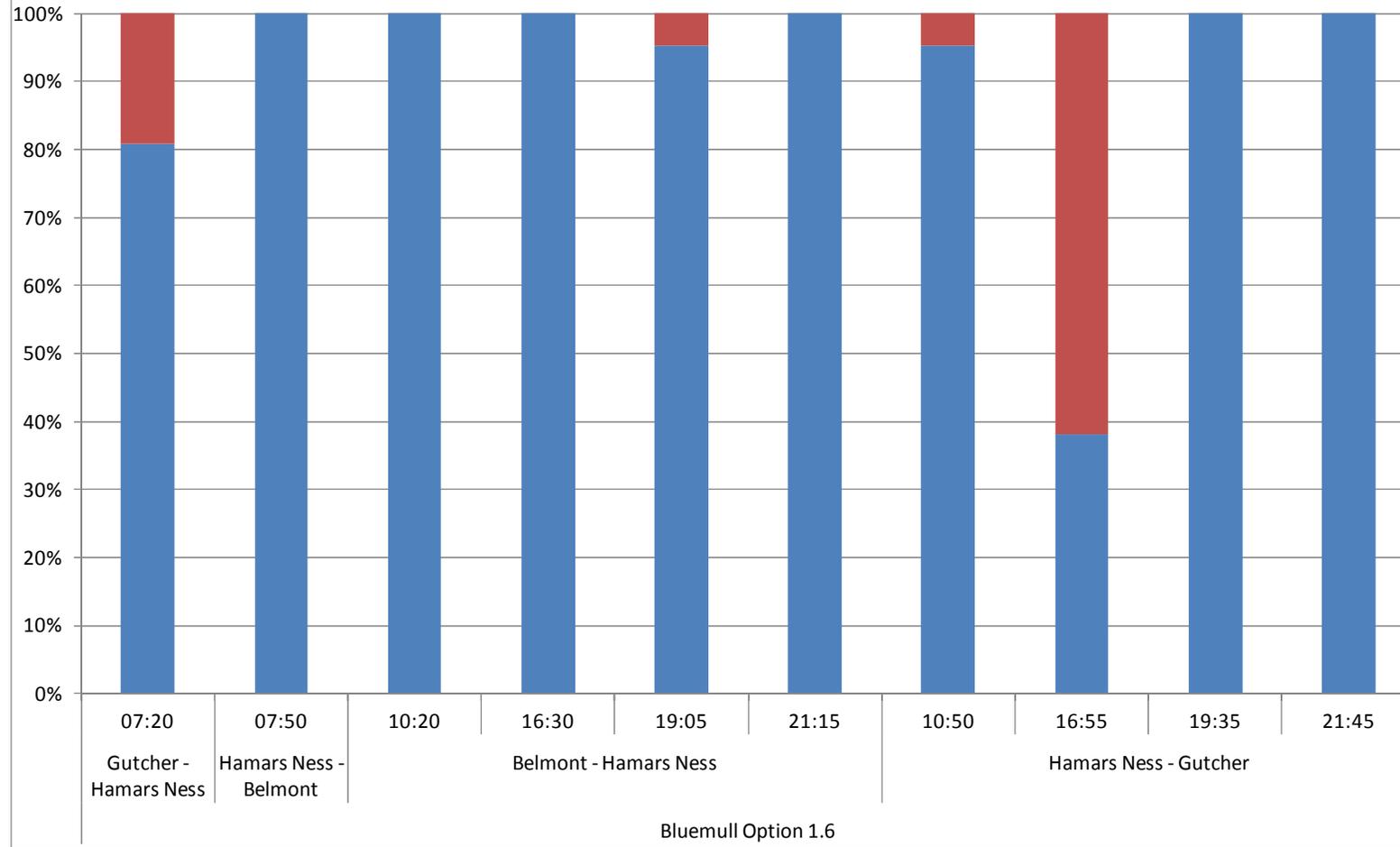


- 573 -

Capabilities on project:
Transportation

Capacity Used Summer Thursday Sailings

■ Within Capacity ■ Over Capacity

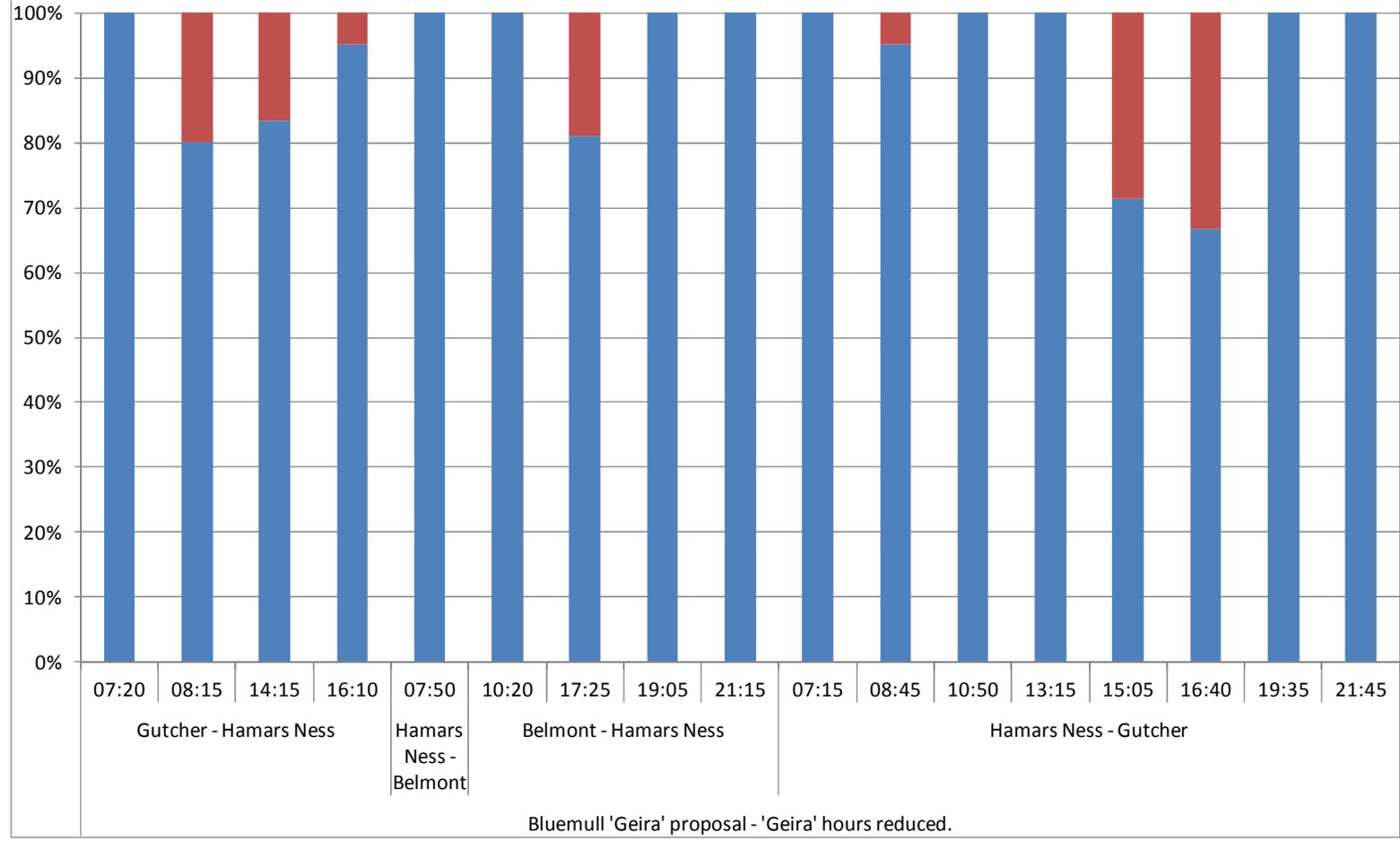


- 574 -

Capabilities on project:
Transportation

Capacity Used Summer Thursday Sailings

■ Within Capacity ■ Over Capacity

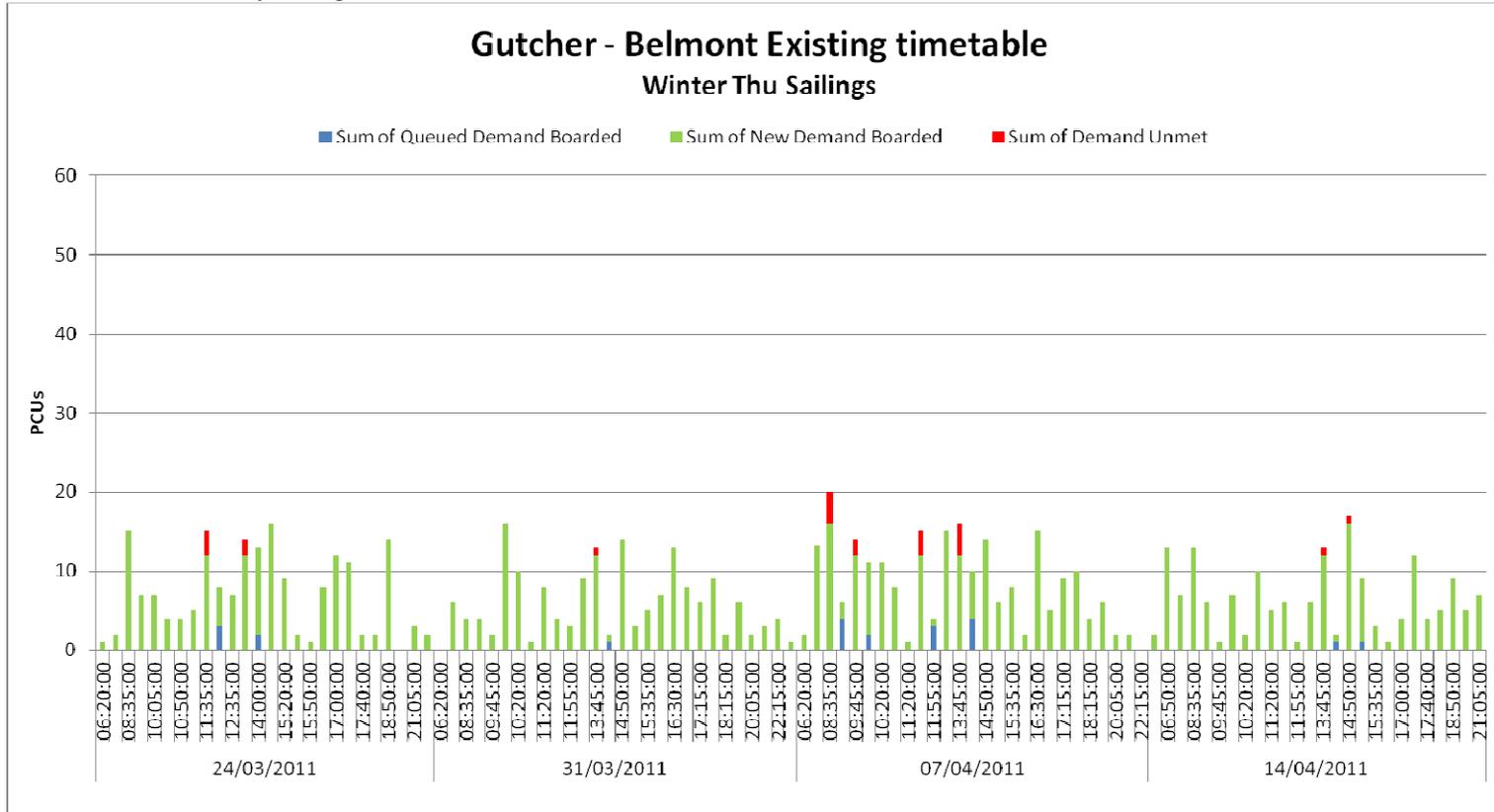


- 575 -

Capabilities on project:
Transportation

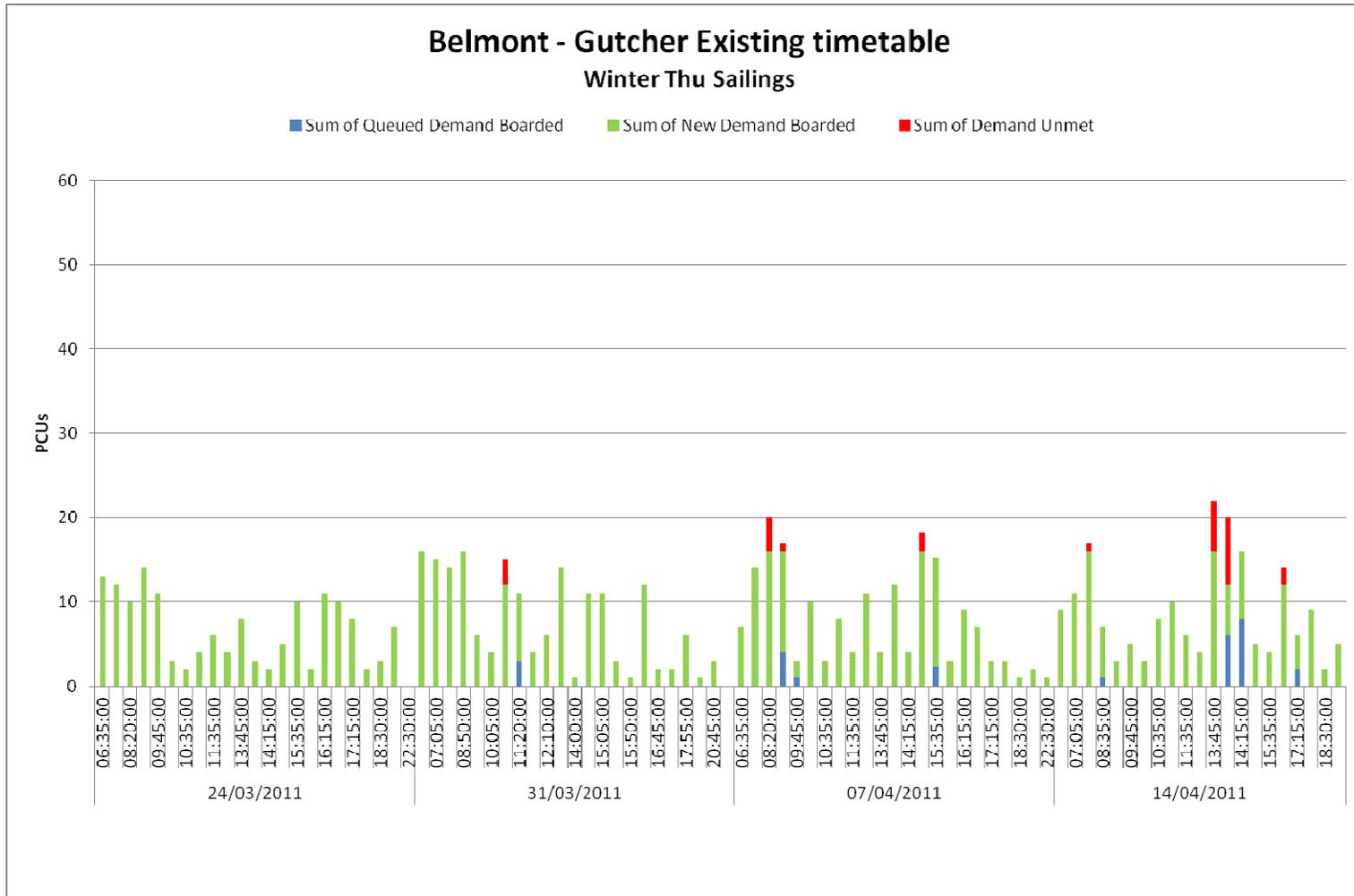
9.10 Queuing Analysis of Existing Timetable

9.10.1 Winter Thursday Sailings



- 576 -

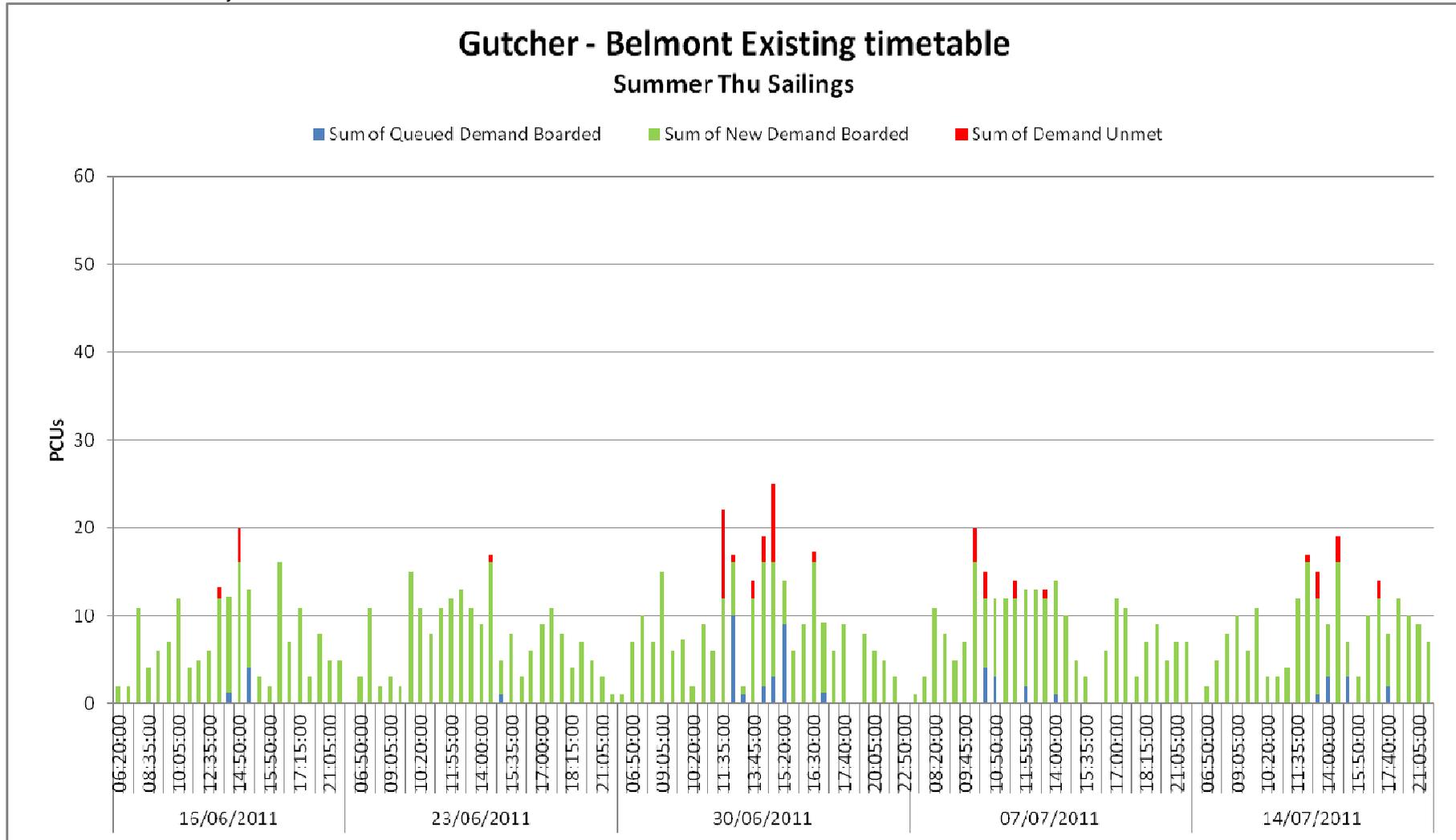
Capabilities on project:
Transportation



- 577 -

Capabilities on project:
Transportation

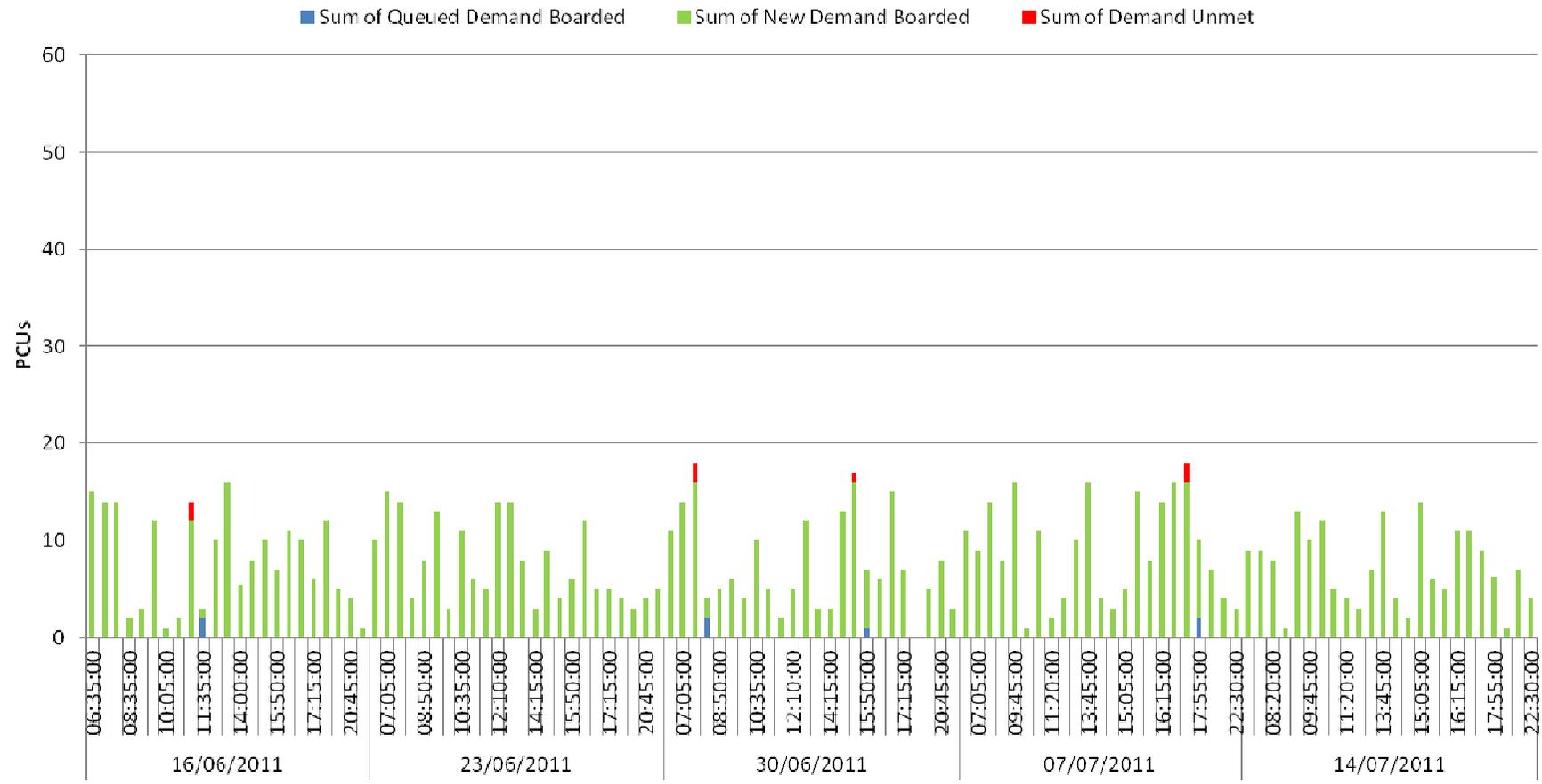
9.10.2 Summer Thursdays



- 8/9 -

Capabilities on project:
Transportation

Belmont - Gutcher Existing timetable Summer Thu Sailings

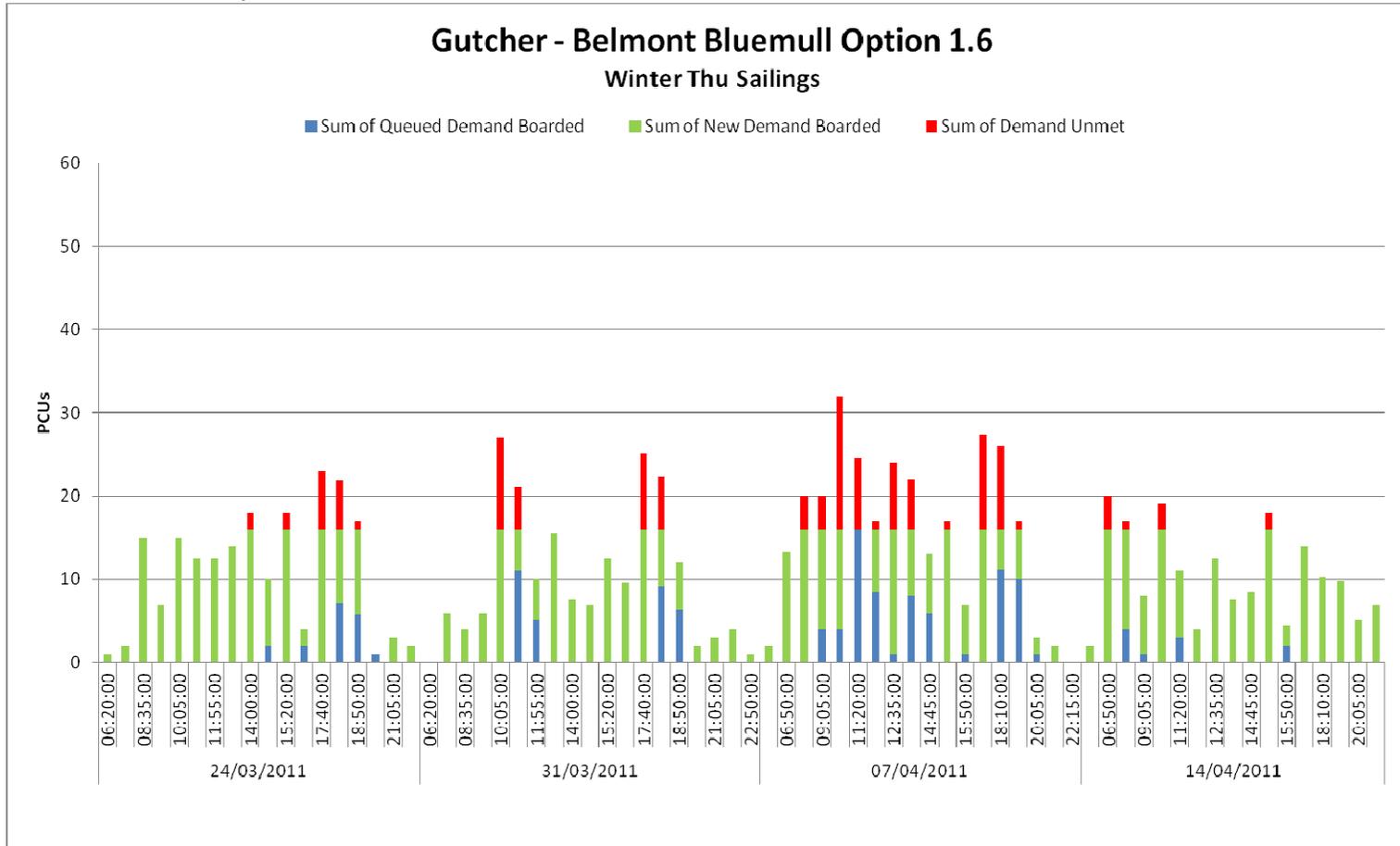


- 6/9 -

Capabilities on project:
Transportation

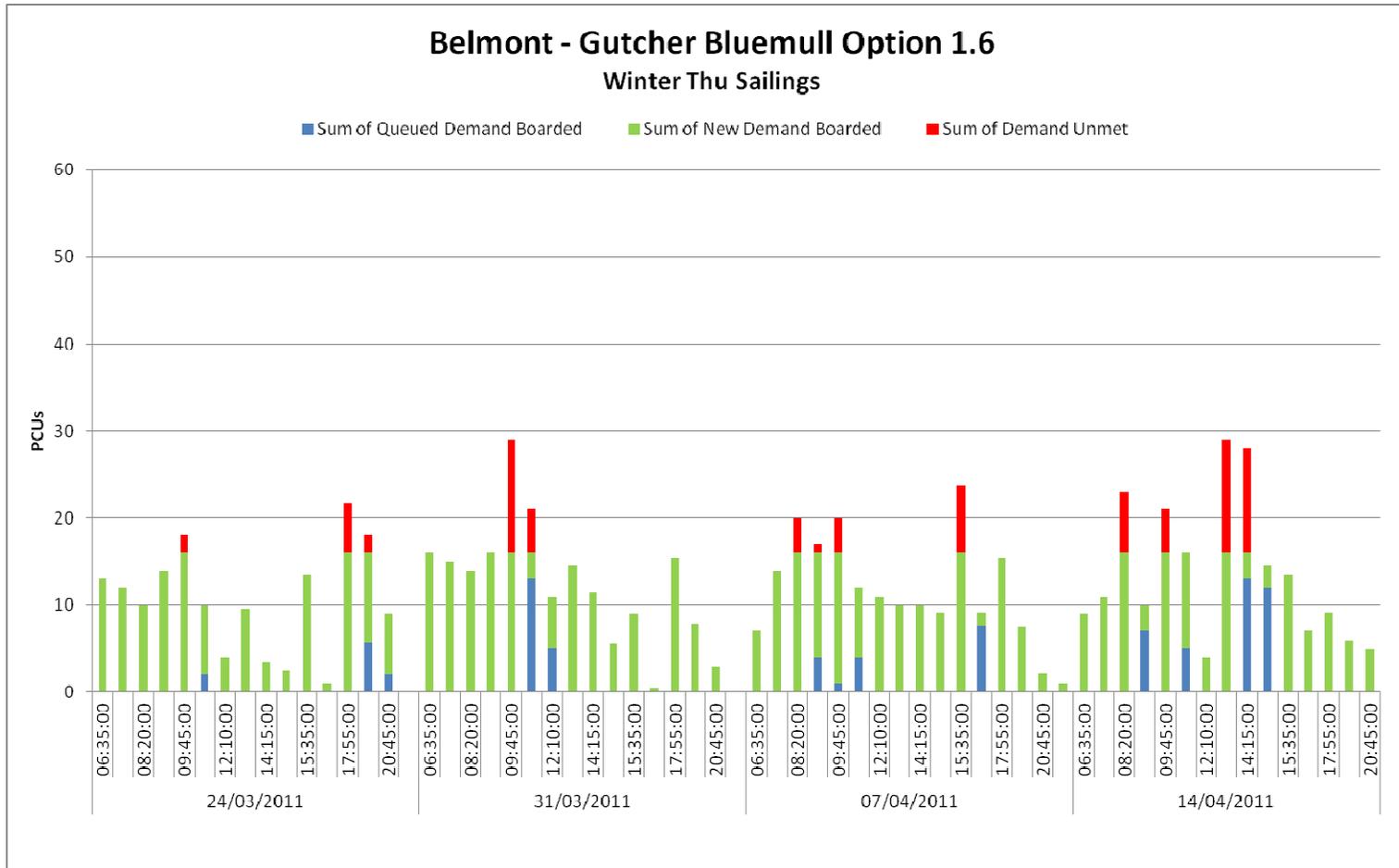
9.11 Queuing Analysis of Modelled Options

9.11.1 Winter Thursdays



- 089 -

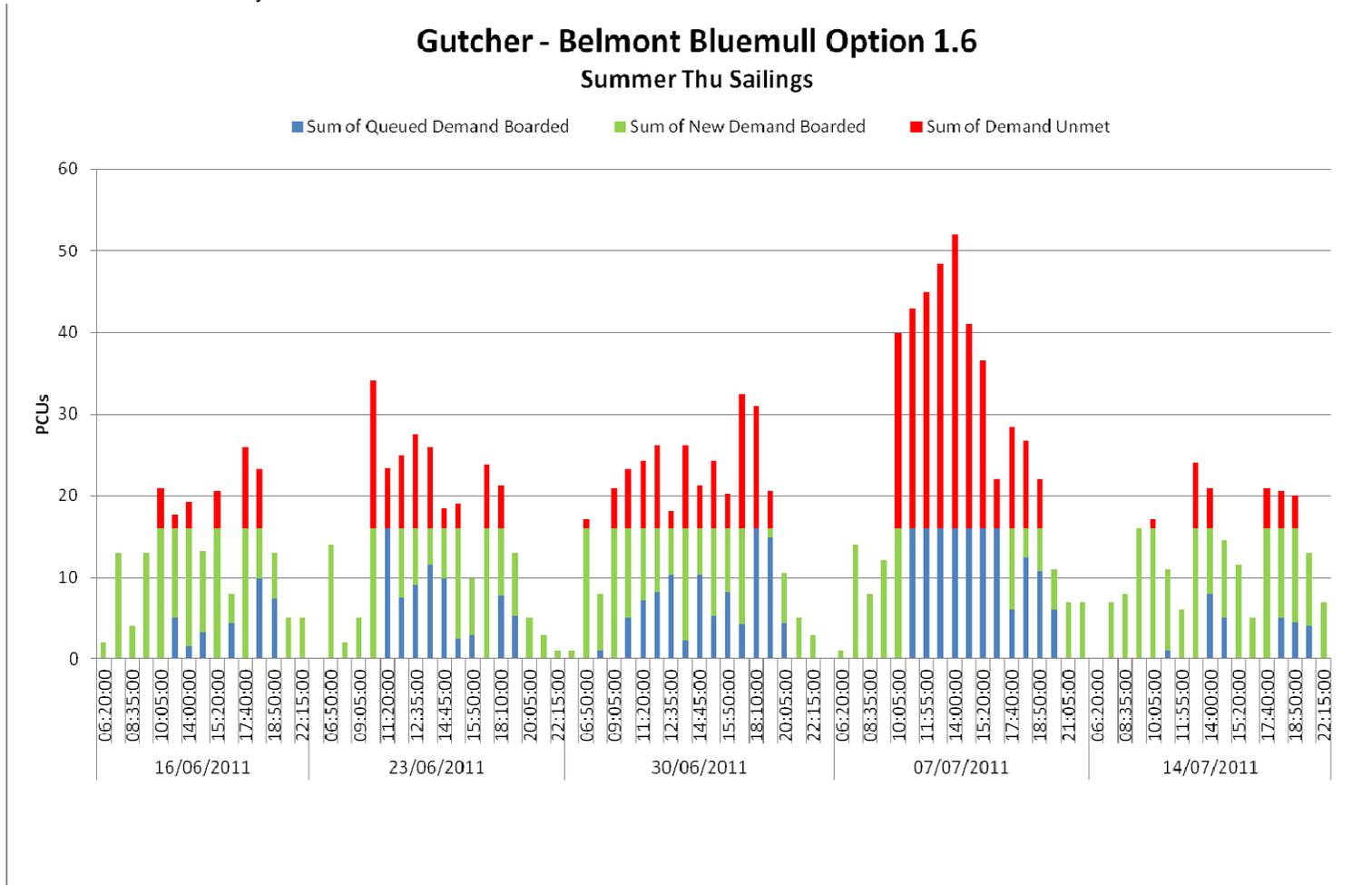
Capabilities on project:
Transportation



- 581 -

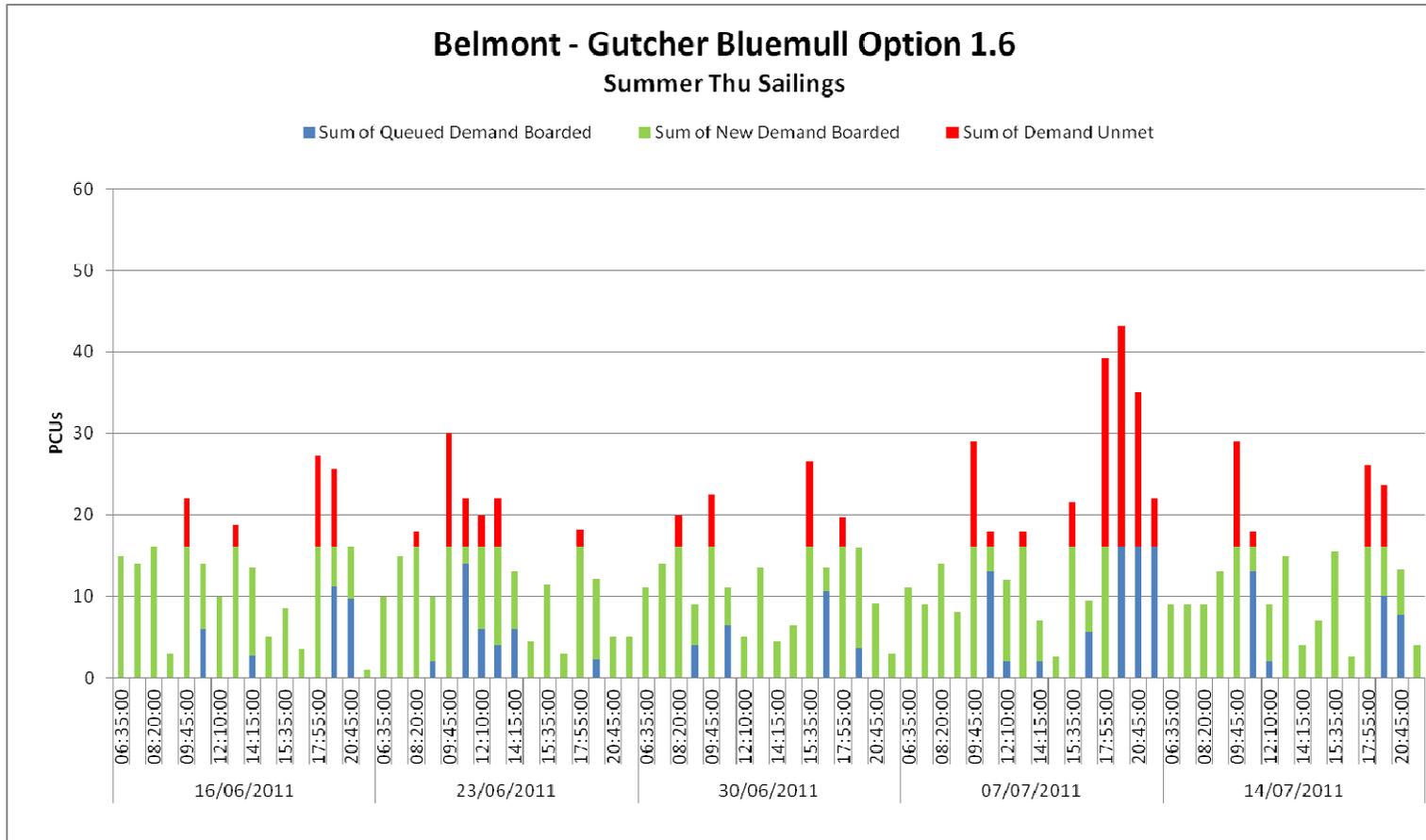
Capabilities on project:
Transportation

9.11.2 Summer Thursdays



- 582 -

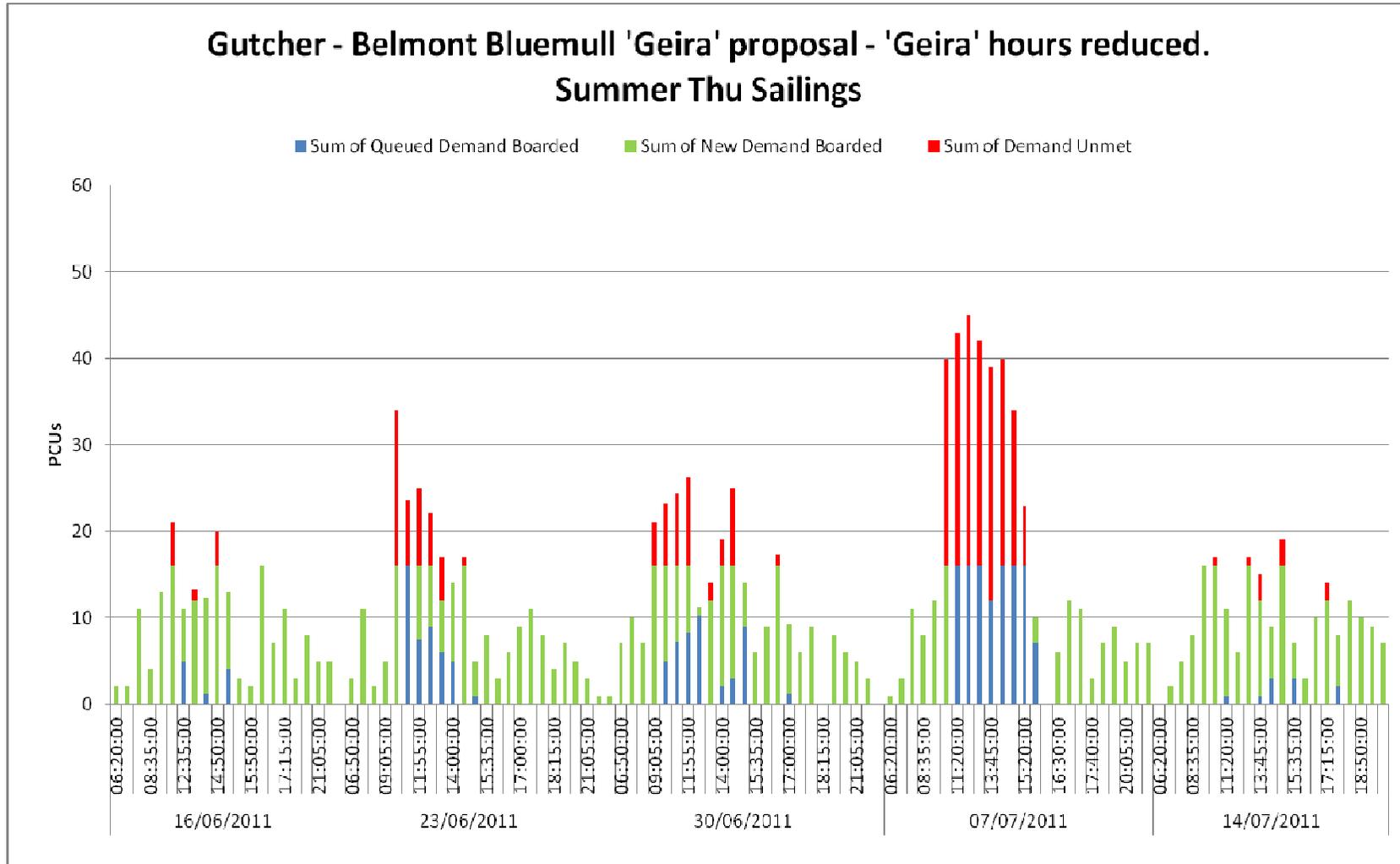
Capabilities on project:
Transportation



- 583 -

Capabilities on project:
Transportation

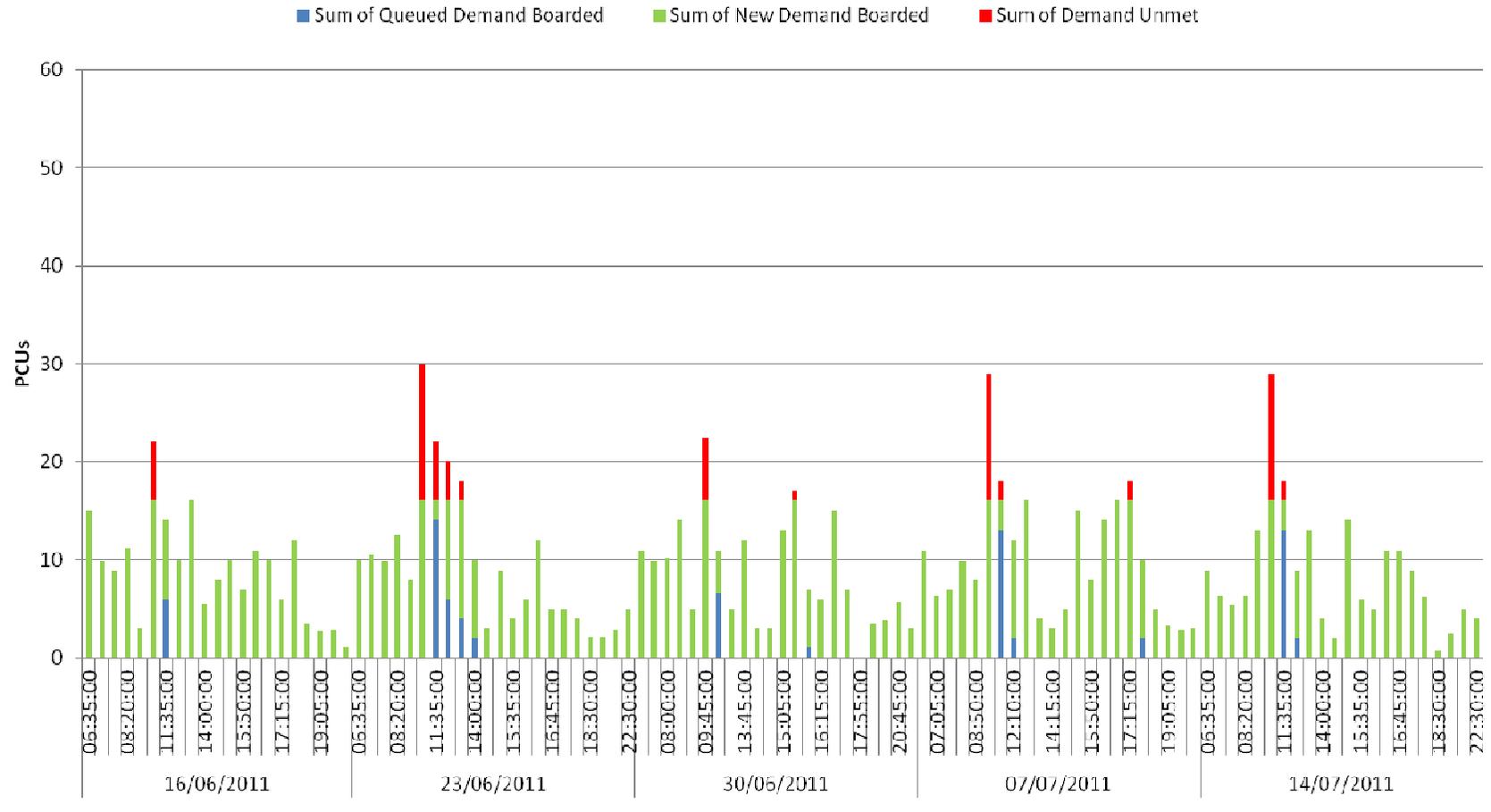
9.11.3 Geira Proposals



- 584 -

Capabilities on project:
Transportation

Belmont - Gutcher Bluemull 'Geira' proposal - 'Geira' hours reduced. Summer Thu Sailings



- 585 -

Capabilities on project:
Transportation

10 Further Considerations

10.1 Introduction

This final chapter consider some wider considerations relating to the implementation of the revised timetabling proposals.

- It has highlighted that current demand patterns will respond dynamically following implementation of proposals, and it will be important to closely monitor how demand responds post-implementation. This will provide an opportunity, following a period of time, for a further refinement of timetabling.
- Future predicted growth forecasts have been developed on a do-minimum assumption. On Bluemull and Yell, current high levels of growth in demand may be curtailed by the proposals.
- Furthermore, it is anticipated that the proposed re-introduction of fares on Bluemull Sound may also act to reduce some elements of demand.
- If further confidence is required of the impact of the proposals, which may help the finalisation of timetables, officers may wish to consider targeted pre-implementation on-board passenger surveys. This may be particularly beneficial for the Bluemull Services.
- Particularly for the Bressay Service, management of essential trips (eg school children) maybe required.
- Given the large impact that HGVS and other large vehicles have on deckspace, it may be desirable to consider a regime that encourages the pre-booking of these vehicles.
- During the implementation phase, it is anticipated that significant pressure will be placed on booking system. It is critical to the success of the proposals that the booking system is able to accommodate this anticipated peak in demand.
- Proactive planning and support for ferry users during the implementation phase will also be key component of the successful introduction of the proposals. Transport and freight best practice indicates the requirement for lots of advance warning and publicity about potential impacts, and support to help ferry users make the required changes to their travel patterns where necessary. Companies in Shetland may wish to consider the opportunities for more flexi working / home working. Freight operators may require support in order to ensure continued efficient operations.
- Finally, consideration may wish to be given to the best of time of year to introduce the changes. From an operational point of view, introducing the changes following the summer peak period (eg end of September) would coincide with a time of lower demand. This will provide some "wriggle room" in terms of capacity to iron out any problems that become apparent, prior to the highest period of demand, which occurs during June, July and August.

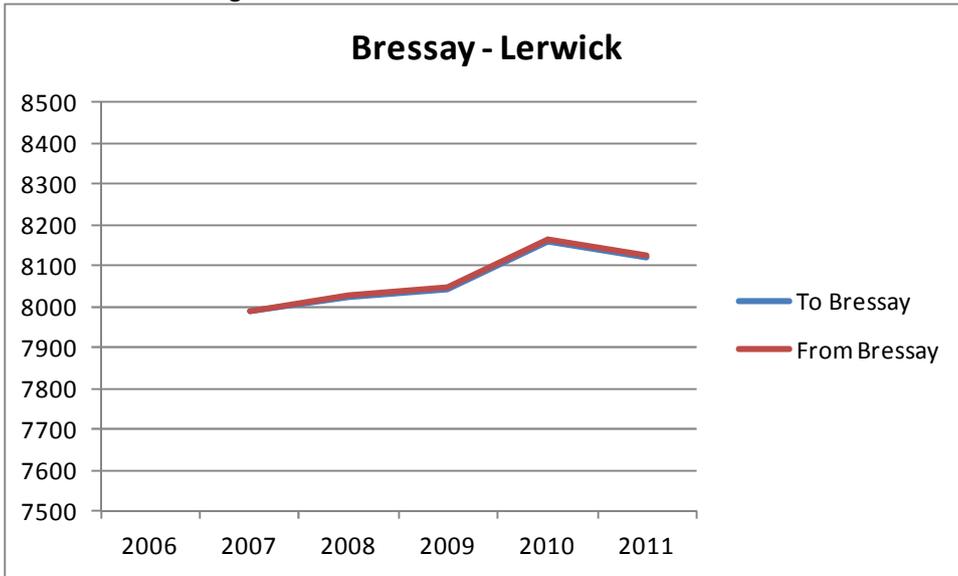
Capabilities on project:
Transportation

Appendix – Trend Analysis

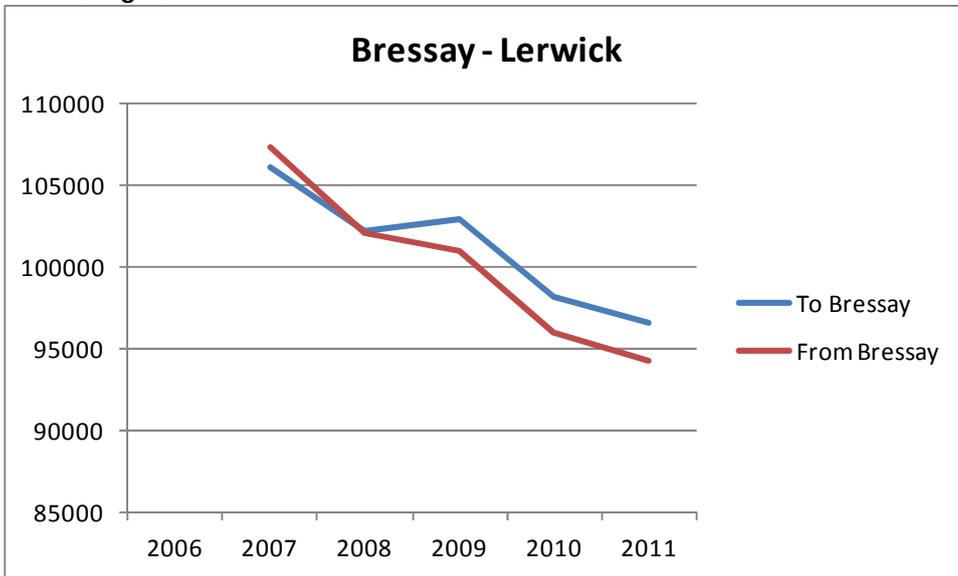
Capabilities on project:
Transportation

Bressay

1. Number of Sailings

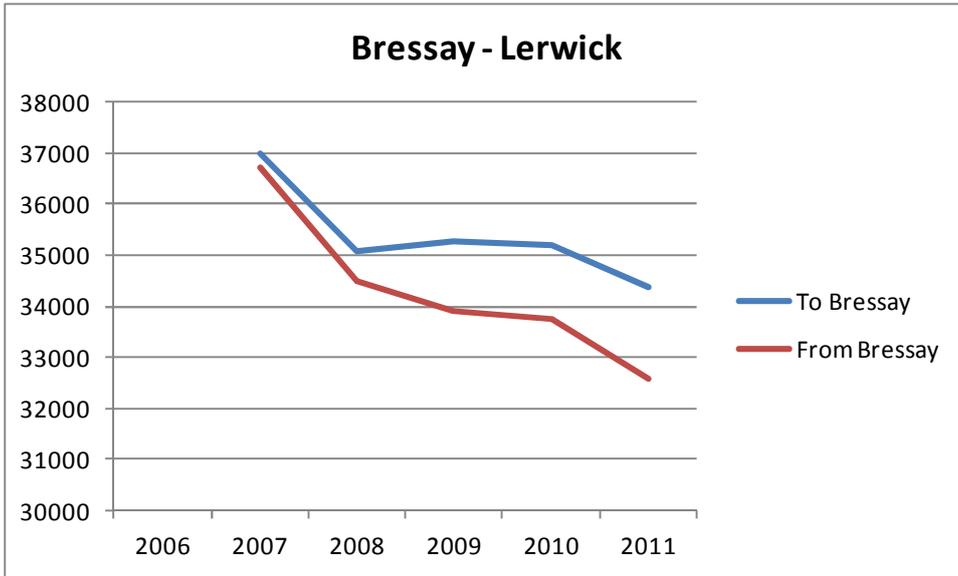


2. Passengers

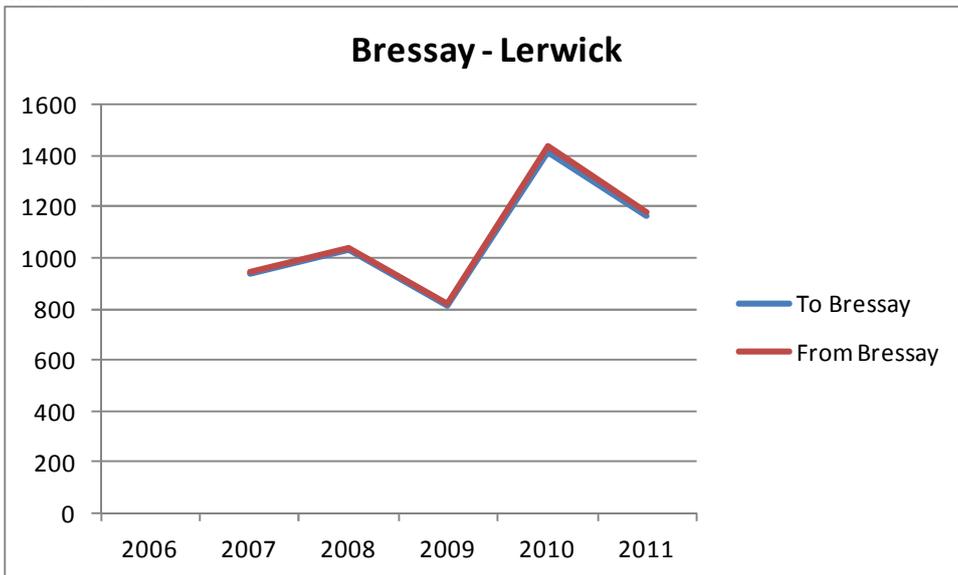


Capabilities on project:
Transportation

3. Cars



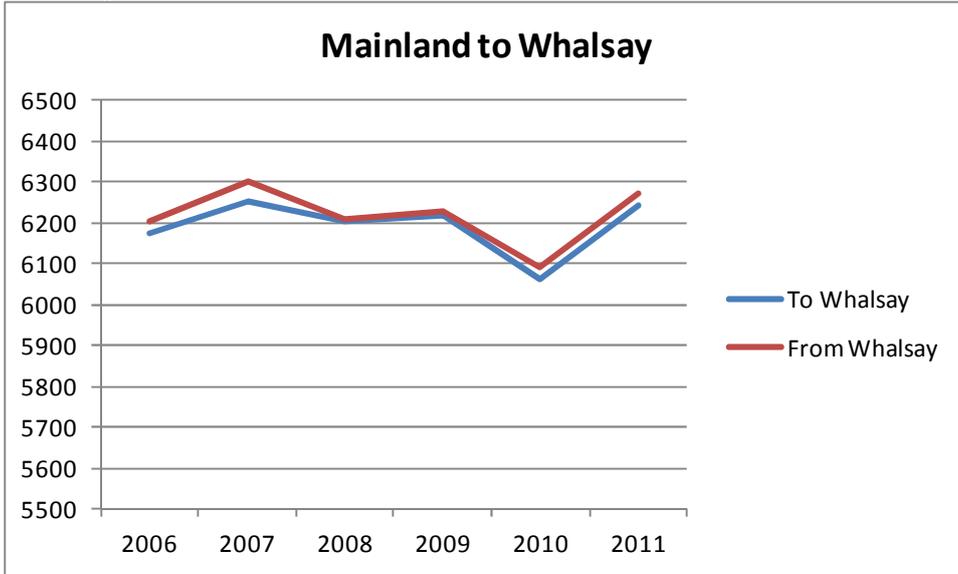
4. HGVs



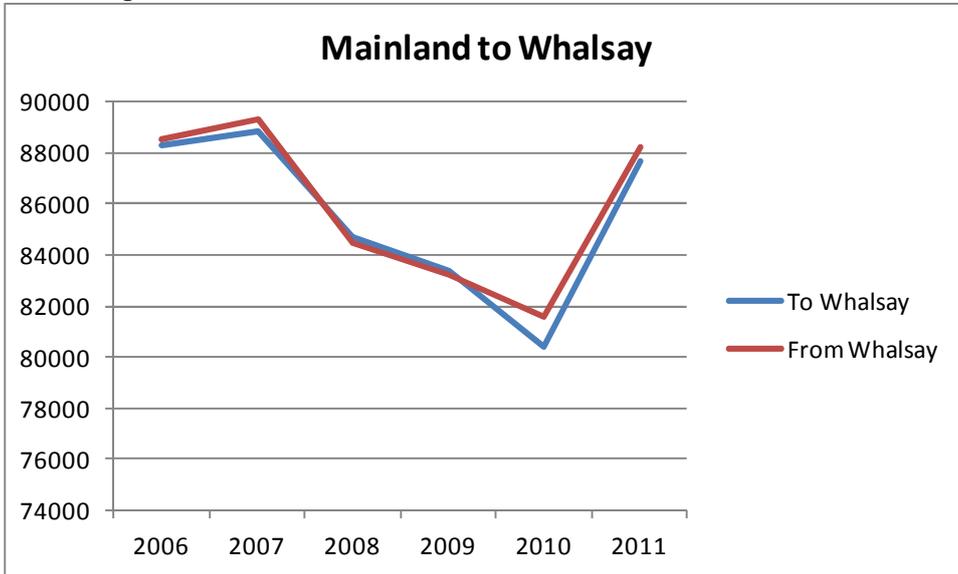
Capabilities on project:
Transportation

Whalsay

1. Sailings

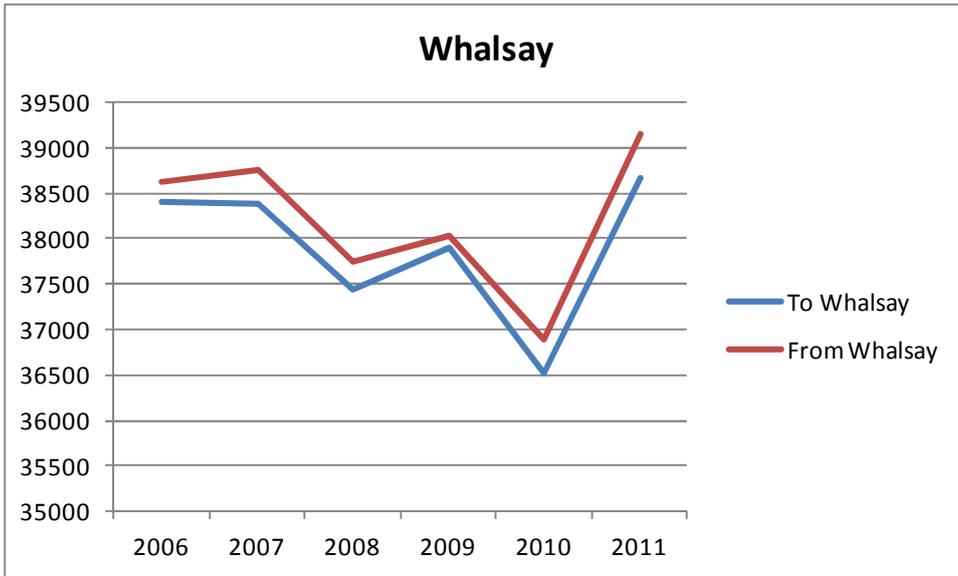


2. Passengers

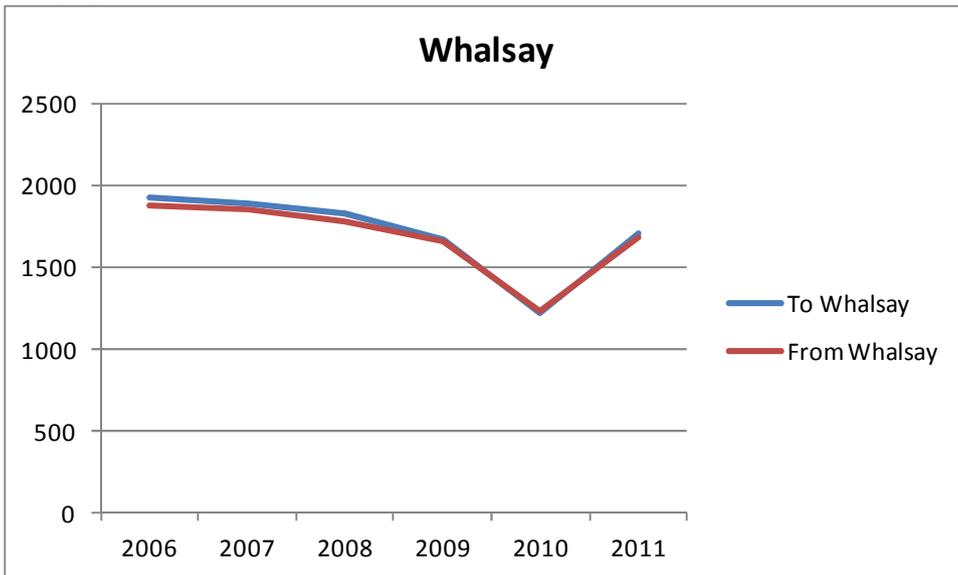


Capabilities on project:
Transportation

3. Cars/Vans



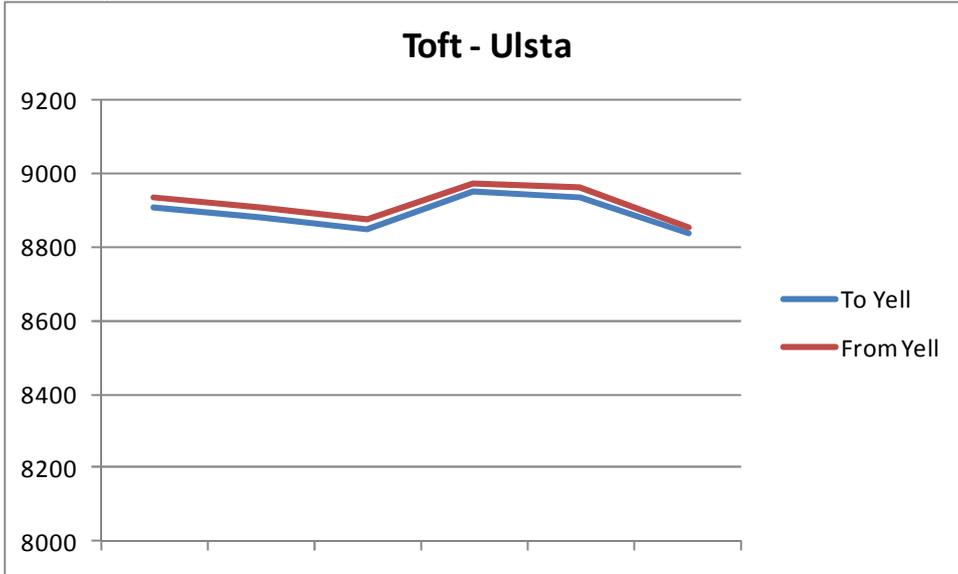
4. HGVs



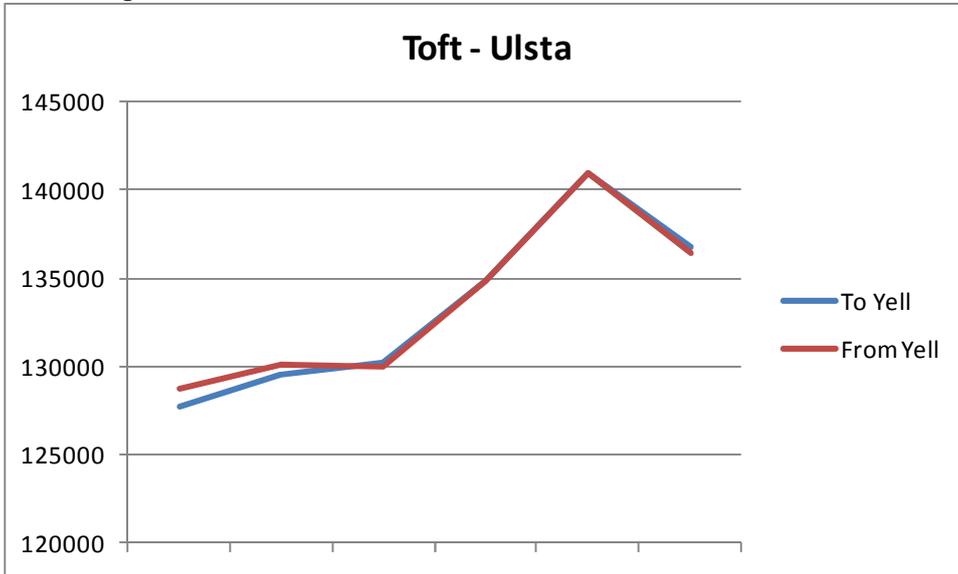
Capabilities on project:
Transportation

Yell Sound

1. Sailings

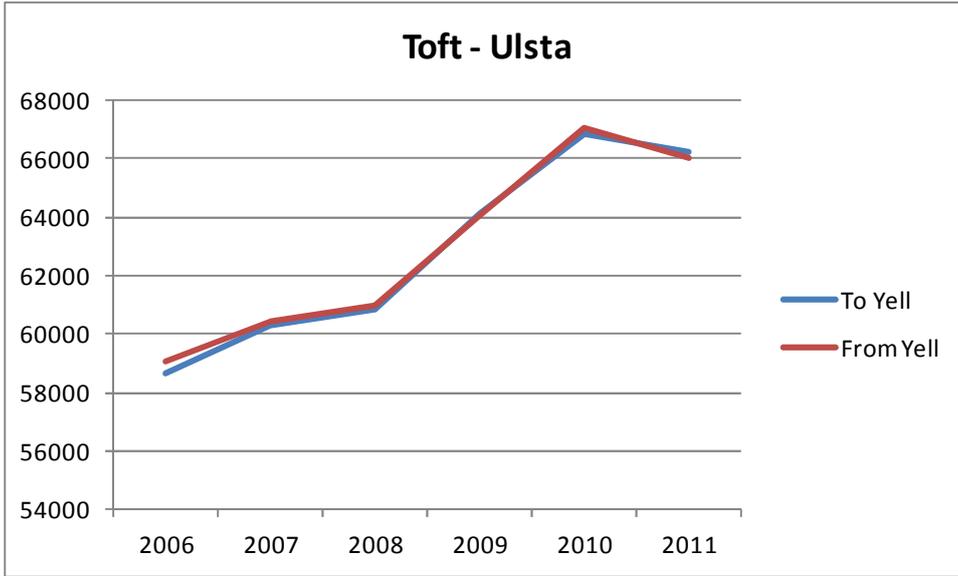


2. Passengers

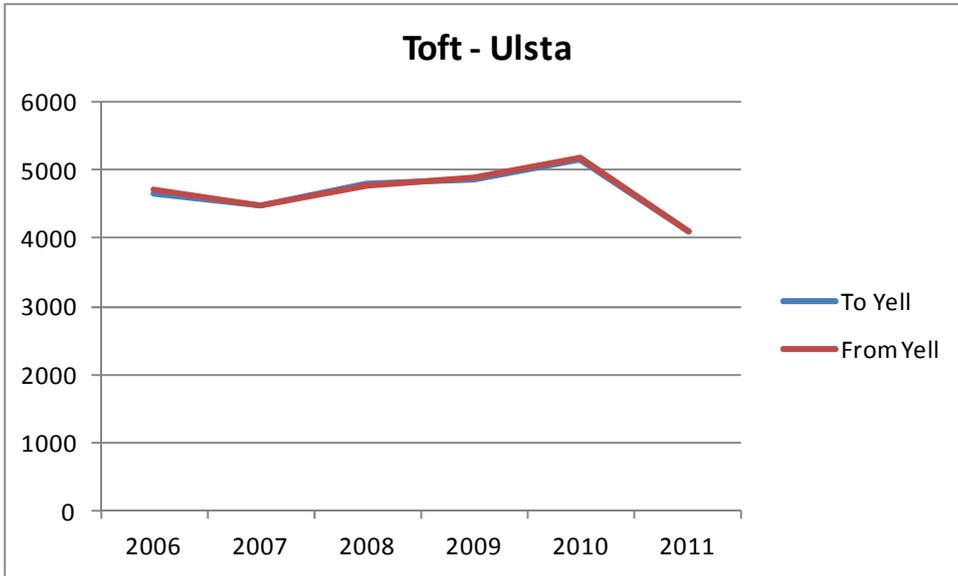


Capabilities on project:
Transportation

3. Cars / LGVS



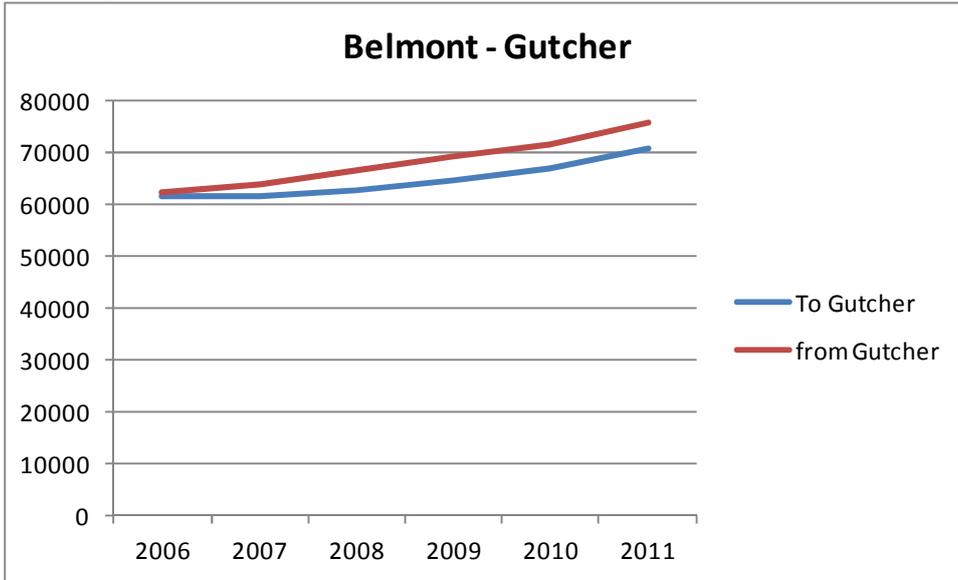
4. HGVs



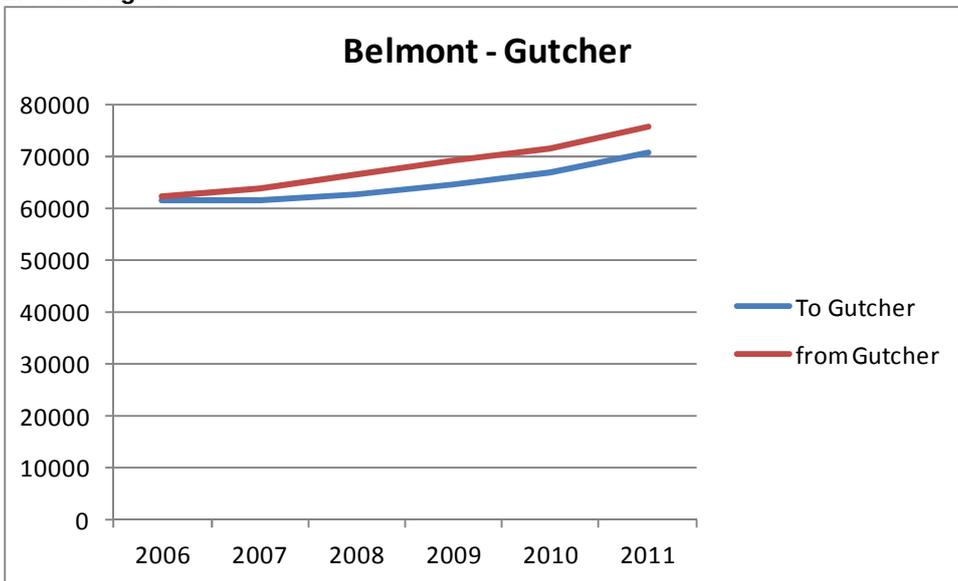
Capabilities on project:
Transportation

Bluemull (Unst)

1. Sailings

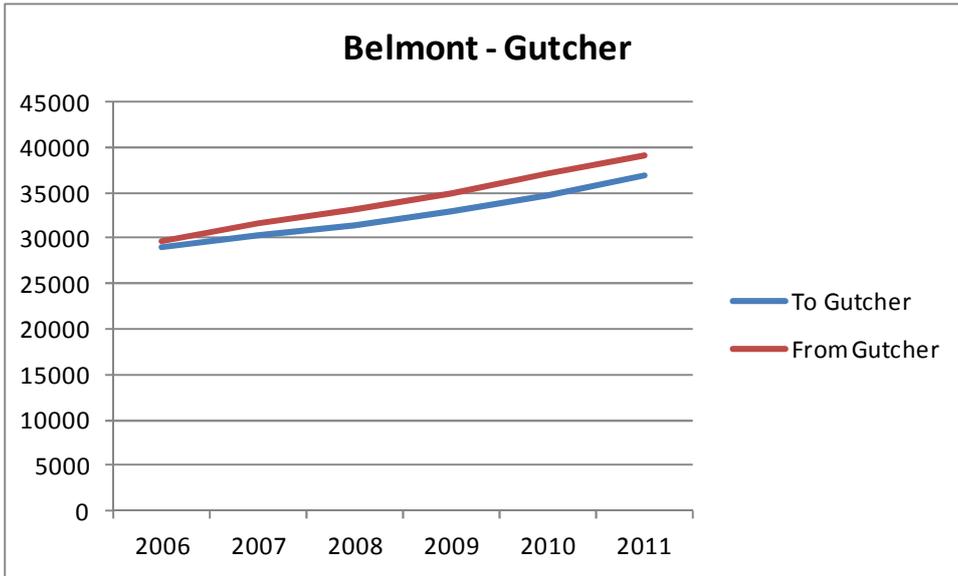


2. Passengers

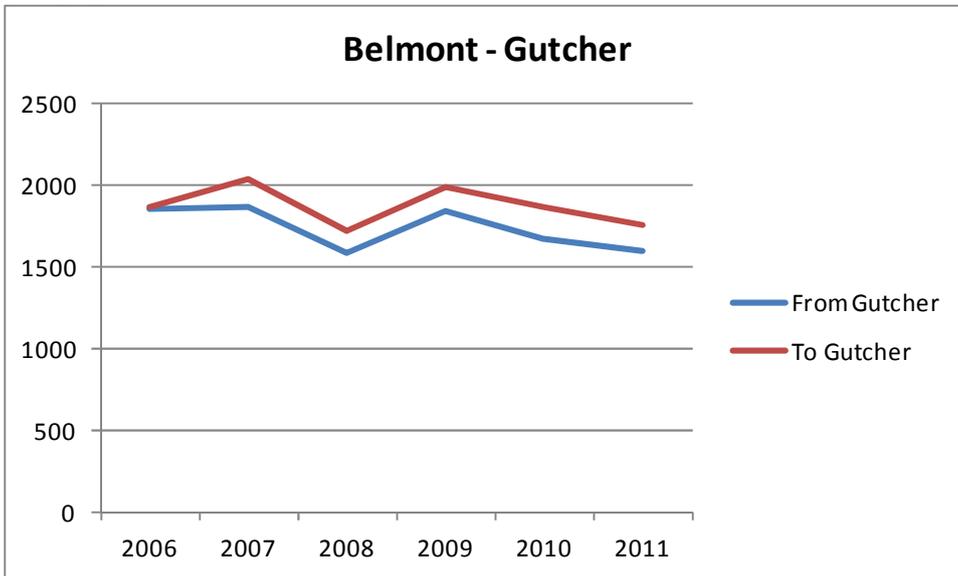


Capabilities on project:
Transportation

3. Cars/Vans



4. HGVs



**Shetland Islands Council
Inter-Island Ferry Services Review: List of Staff/Union Meetings**

**Union Consultation Meetings
(with Executive Manager, Ferry Operations)**

27 April 2012
14 May 2012
23 May 2012
20 September 2012
26 October 2012

Director Union Consultation

16 August 2012
16 October 2012

HR Partnership Group Meeting

10 January 2013



Shetland Islands Council

Ferry Service Review Project

Specification of Options:

For Part 2 of the Infrastructure Ferry Service Review STAG stage 2 Appraisal

This document sets out in detail the characteristics of each option, the results of the filtering process on the rejected options and the costings and other relevant information which has guided the endorsement of successful options. The Baseline conditions and the assumed Do Minimum (with short commentary on assumptions) are first established for the appraisal, followed by information on each option which has been taken forward from the Part 1 appraisal.

A short title page has been used to define each option. This document allows for inclusion of a list of the necessary background information, relevant input studies/sources and supporting data. Each successful option, where relevant, will include the supporting financial data, statistical analysis and predictions based on the qualified data which has been used to identify whether the option will result in a positive or negative change in the services available and a reduction in the cost of providing the service.

This document is structured as follows:

1. Present Baseline Service Provision and Infrastructure Mapping
2. Lifeline Service – statement
3. Present cost distribution of Ferry Service
4. Specification of Options, which includes option categories:
 - Operational Change 1
 - Operational Change 2
 - Service Change 1
 - Service Change 2
 - Service Change 3

5. Appraisal Information Requirements

1. Present Baseline Service Provision and Infrastructure Mapping

Routes & Vessels
<p>1. Bluemull Sound: Two Roll on Roll off (Ro-Ro) vessels – MV Bigga & MV Geira Passenger Capacity: 50 – 96 dependant on route and season Vehicle Capacity: Up to 16 PCU equivalents Bigga, and 12 PCU equivalents Geira</p>
<p>2. Yell Sound: Two Ro-Ro vessels – MV Daggri & MV Dagalien Passenger Capacity: 144 (6 crew) Vehicle Capacity: Up to 32 PCU equivalents each vessel</p>
<p>3. Skerries: One vessel – MV Filla Passenger Capacity: 29 (5 crew) Vehicle Capacity: Up to 9 PCU equivalents Cargo Capacity: 120 tonnes cargo in addition to PCU's.</p>
<p>4. Whalsay: Two Ro-Ro vessels – MV Hendra & MV Linga. Passenger Capacity: 95 Linga, Hendra 50-95 Vehicle Capacity: Up to 14 PCU equivalents Hendra, 16 PCU equivalents Linga</p>
<p>5. Papa Stour: One vessel - MV Snolda (24.4m long, 150t deadweight, max draft 3.36m). Passenger Capacity: 12 Vehicle Capacity: Up to 6 PCU equivalents Cargo Capacity: 40 tonnes cargo in addition to PCU's</p>
<p>6. Bressay: One Ro-Ro vessel – MV Leirna. Passenger Capacity: 124 summer, 113 winter (5 crew) Vehicle Capacity: Up to 20 PCU equivalents.</p>
<p>7. Foula: One vessel – MV New Advance (9.8m long, 21t deadweight, max draft 1.72m). Passenger Capacity: 12 Cargo Capacity: 9 tonnes cargo or 1 small vehicle</p>
<p>8. Fair Isle: One vessel - MV Good Shepherd IV (18.3m long, 54t deadweight, max draft 2.63). Passenger Capacity: 12 Vehicle Capacity: 1-2 vehicles dependant on size Cargo Capacity: 55 tonnes cargo</p>
<p>9. Relief Vessels MV Fivla: Ro-Ro vessel. Passenger Capacity: 50-95 dependant on season Vehicle Capacity: 12 PCU equivalents MV Thora Ro-Ro vessel. Passenger Capacity: 50-93 dependant upon season/route Vehicle Capacity: nominally 10 PCU's equivalents</p>

Vessel manning

1. Bluemull Sound:

MV Bigga: 4 Crew consisting of; 1 master, 1 mate, 1 engineer & 1 Deckhands (2 if passengers more than 46)

MV Geira: 4 Crew consisting of; 1 master, 1 mate, 1 engineer & 1 Deckhands (2 if passengers more than 46)

2. Yell Sound:

MV Daggri: 5 Crew consisting of; 1 master, 1 mate, 1 engineer & 2 Deckhands (3 deckhands if passenger numbers more than 95)

MV Dagalien: 5 Crew consisting of; 1 master, 1 mate, 1 engineer & 2 Deckhands (3 deckhands if passenger numbers more than 95)

3. Skerries:

MV Filla: 5 Crew consisting of; 1 master, 1 mate, 1 engineer & 2 Deckhands

4. Whalsay:

MV Hendra: 5 Crew consisting of; 1 master, 1 mate, 1 engineer & 2 Deckhands

MV Linga: 5 Crew consisting of; 1 master, 1 mate, 1 engineer & 2 Deckhands

5. Papa Stour:

MV Snolda: 4 Crew consisting of; 1 master, 1 mate, 1 engineer & 1 Deckhand

MV Thora: 4 Crew consisting of; 1 master, 1 mate, 1 engineer & 1 Deckhands

6. Bressay:

MV Leirna: 5 Crew consisting of; 1 master, 1 mate, 1 engineer & 2 Deckhands, can be reduced to 4 crew (1 deckhand) if conditions allow, passenger numbers then restricted to 50

7. Foula:

MV New Advance: Contracted out

8. Fair Isle:

MV Good Shepherd IV: 4 Crew consisting of; 1 Skipper, 1 mate, 1 Workboat Rating & 1 Workboat Deckhand

9. Relief Vessels

MV Fivla: Depends on service, minimum 4 (Master, Mate, Engineer, 1 Deckhand)

MV Thora: Depends on service, minimum 4 (Master, Mate, Engineer, 1 Deckhand)

Overnight Berthing & Departure Port

1. **Bluemull Sound:**

Bigga berths Gutcher overnight attached to linkspan.

Geira berths Hamarsness in Fetlar or Cullivoe in Yell dependant on weather forecast

2. **Yell Sound:**

Both vessels berthed overnight at Ulsta 1 on linkspan the other at lay-by berth. Service is provided 24 hours/day; however, late evening runs are restricted and operate on a bookings only basis.

3. **Skerries:**

Vessel berthed at Symbister on Whalsay where crews report for duty. Service operated by SIC using one ferry working primarily between Skerries and Vidlin except on Tuesday and Thursday when service is between Skerries and Lerwick. Service does not operate on Wednesday.

4. **Whalsay:**

Both vessels berthed overnight at Symbister M/V Linga on linkspan and M/V Hendra at lay-by berth

5. **Papa Stour:**

Vessel berthed overnight at West Burrafirth where Crew reports for duty. Service operated by SIC using one ferry working between West Burrafirth and Papa Stour. Present service vessel is limited to carrying 12 passengers year round. The M/V Thora if available can be deployed during June and July (max 93 passengers).

6. **Bressay:**

Vessel berthed overnight at Bressay, the evening crew provide a standby duty and therefore must remain on the island overnight the crews report for duty at the Bressay terminal.

7. **Foula:**

Crewed by staff based on Foula (at least when on duty). Service operated by BK Marine Ltd using one ferry based at Foula, working primarily between Foula and Walls.

8. **Fair Isle:**

Existing crewing is wholly from staff living on Fair Isle. Service operated by SIC using one ferry based at Fair Isle, working primarily between Fair Isle and Grutness.

9. **Relief Vessels:**

MV Fivla relief vessel for planned or breakdown maintenance and principal relief vessel for dry docking arrangements. If vessel is out of service she is usually berthed at Sellaness.

MV Thora relief vessel for planned or breakdown maintenance and a back up to the M/V Fivla as relief vessel for dry docking arrangements. If vessel is not in service she is usually berthed at Sellaness except when based at West Burrafirth for summer period

1. Bluemull Sound:

Ferry Service Review STAG Part 2

Specification of Options

Two vessels provide up to a 17 hours 365 day service

- Combined ferry sailings commence at 06:20 (Gutcher) Monday – Sunday and end at 22:35 Monday to Saturday (22:30, Sunday)
- On Mondays there are 23 return sailings between Gutcher and Belmont and 7 return sailings to Fetlar
- Tuesday to Saturday there are 29 return sailings between Gutcher and Belmont and 10 return sailings to Fetlar
- on Sundays there are 17 return sailings between Gutcher and Belmont and 5 return sailings to Fetlar
- The day vessel operates 12:30 (Hamarsness) to 17:25 (Hamarsness) Mondays, 08:20 to 17:25 Tuesday - Saturday
- In winter Sunday morning services operate on a bookings only basis
- The Council provide the Fetlar and Unst communities with a community hire allocation which is generally equivalent to about 8 hires each island (2011). These are delivered as and when required through non contractual overtime.

2. Yell Sound:

Two vessels provided a 24 hours 365 day service:

- Day vessel operates a timetable providing 9 return sailings Monday to Saturday from 07.45 (Ulsta) to 17.20 (Toft)
- Shift vessel operates a timetable providing 15 scheduled daily sailings from 06.15 (Ulsta) to 22.00 (Toft), 2 (from 3) late evening bookings only sailings and 1 early morning bookings only sailing.
- Sunday service is provided by a single vessel operating the Shift vessel timetable. This facilitates the requirement to withdraw each vessel from service for a period of weekly maintenance.
- During the Festive period at Christmas and New Year the service is also reduced to a single vessel.
- The shift vessel is crewed overnight and crew are therefore available to provide a response to Bluelight emergencies.
- Crew retained overnight also carry out routine maintenance, planned maintenance and fabric maintenance on both vessels.
- The service does not provide a 'community hire' service. However, a portion of the 'community hire' budget is allocated to the service to part fund the overnight service.

3. Skerries:

One vessel provides a service on 6 days each week 52 week year:

- Monday 1 return service from Vidlin to Skerries
- Tuesday & Thursday 1 return service Skerries to Lerwick
- Friday & Saturday 3 return sailings Skerries to Vidlin
- Sunday 3 return and 1 single sailings Skerries to Vidlin and 1 sailing Skerries to Symbister
- The vessel is not crewed overnight and there is no obligation to provide any emergency cover
- The Council provide the Skerries community with a community hire allocation which is generally equivalent to about 6 hires (2011). These are delivered as and when required through non contractual overtime.
- With the exception of the Skerries to Lerwick sailings all other sailings are bookings only.

4. Whalsay:

Two vessels provide up to a 16.5 hours 365 day service

- The timetable provides for 18 return sailings from 06:30 (Symbister) to 23:10 (Laxo) Monday to Saturday and 14 return sailings from 06:30 (Symbister) to 22:35 (Laxo) on Sunday
- The day boat operates 07:00 to 17:50 Monday to Saturday and 10:30 to 17:50 on Sunday
- The vessel is not crewed overnight and there is no obligation to provide any emergency cover
- The Council provide the Whalsay community with a community hire allocation which is generally equivalent to about 6 hires (2011). These are delivered as and

- **Gutcher:** Single linkspan with the berthing face of timber pile construction, braced to the shore. This terminal has retained the original (1970s) length and provides the ability to berth overnight, however the second generation vessel overhang the berthing face. No lift on, lift off facilities. Four lanes for queuing vehicles provide adequate waiting capacity on for most days. A waiting room with adjacent toilets is available.
- **Belmont:** Single linkspan with the berthing face being timber pile construction, braced to the shore. No lift-on lift-off facilities. Lanes for queuing vehicles adequate for light loads but can easily be over-full when loads are high. A waiting room with adjacent toilets is available.
- **Hammars Ness:** Single linkspan constructed in 2003 to provide access for Daggri / Dagalien class vessels. Construction of an improved breakwater to provide additional shelter and permit safer overnight berthing is underway. Berth jetty is of a suspended pier concrete construction which will allow lift-on lift-off facilities if required, however the fendering system makes make this unadvisable for use as a regular feature. There is adequate vehicle waiting lanes for most eventualities. A waiting room with adjacent toilets is available, however, no fresh water is available and the toilets and hand wash facilities have sea water only.

2. Yell Sound:

- **Ulsta:** Single linkspan constructed in 2003 to provide access for Daggri / Dagalien class vessels. Berth jetty is of a suspended pier concrete construction which will allow lift-on lift-off facilities if required, however the fendering system makes make this unadvisable for use as a regular feature. . Fresh water is available. Additional moorings points provided to allow day vessel to lay-by on NE face of the berth jetty. Vehicle marshalling lanes are constrained in area which although adequate is complex to unfamiliar users. A toilet block is available, however, no waiting room is provided. Vehicle parking is available around the perimeter of the vehicle marshalling area. The Ulsta Booking office, which is manned Monday to Saturday through the year, is housed adjacent to the toilet block.
- **Toft:** Single linkspan constructed in 2003 to provide access for Daggri / Dagalien class vessels. Berth jetty is of a suspended pier concrete construction which will allow lift-on lift-off facilities if required, however the fendering system makes make this unadvisable for use as a regular feature. . Fresh water is available. The original 1970 terminal, but not linkspan, remains in existence, however it is poor condition. Two waiting lanes can often be filled with booked and unbooked vehicles backing up the access road. A waiting room and toilet block with a large, unlined, parking area is available.

3. Skerries:

- **Out Skerries:** Ferry berth not sufficiently strong to allow all weather overnight berthing. Dredging plans for the South Mouth is at the tendering stage, when dredged it will open the channel for occasional diversion in controlled conditions. Toilets are provided close to the linkspan.
- **Vidlin:** Ro-ro facility. Single linkspan with the berthing face being timber pile construction, braced back to the shore. No crane/freight handling or refrigeration facilities (Skerries ferry vessel has a crane and refrigerated holds). The marshalling area is adequate to meet the needs for the Skerries service. However, when Whalsay service diverted to Vidlin waiting traffic tailing back into the single track road access causing congestion problems when discharging vehicles from the two Whalsay ferries. A new waiting room and toilet block with disabled access and facilities, hot water and heating was constructed in 2002. There is limited unlined, parking available adjacent to the toilet block

- **Lerwick linkspan:** Single linkspan alongside a fendered, suspended concrete pier. The pier is owned by Lerwick Port Authority and leased by SIC. The

Other Inter Island Transport provided by or through Shetland Islands Council

Aircraft
Foula, Fair Isle, Papa Stour and Skerries are currently serviced by a fleet of 2 PBN <i>Islander</i> aircraft based at Tingwall. The <i>Islander</i> is a single pilot twin propeller aircraft with capacity for 6 passengers. It has a take off weight of 2994 kg.
Service provision – air service
All services are provided by SIC and operated under contract by Directflight Ltd under a Public Service Obligation arrangement. Air service primarily provided from Tingwall air strip on the Shetland mainland (except Summer service from Sumburgh to Fair Isle). Some constraints on operations at Tingwall (and each of the island airstrips) in the form of the limited navigational aids and the incidence of snow which even when cleared can create disruption due to European regulations on take-off performance.
Timetable – air service
Fair Isle: In summer, two return flights on 4 days a week (Monday, Wednesday, Friday & Saturday with flights on Saturday to Sumburgh & Tingwall). In winter, two return flights on 3 days a week (Monday, Wednesday & Friday). Foula: In summer, one return flight on 2 days a week (Monday & Tuesday) and two return flights on 2 days a week (Wednesday & Friday). In winter, one return flight on 3 days a week (Monday, Tuesday & Wednesday) and two return flights on 1 day a week (Friday). Papa Stour: In summer & winter, two return flights on one day per week (Tuesday).

<p>Skerries: In summer & winter, one return flight on 2 days a week (Monday & Wednesday) and two return flights on 1 day a week (Thursday).</p>
<p>Infrastructure - air service</p>
<p>Fair Isle: Managed by National Trust Scotland, CAA licence.</p> <p>Foula: Operated as a charity, no CAA licence.</p> <p>Papa Stour: Owned by SIC, no CAA licence.</p> <p>Skerries: Owned by SIC, no CAA licence. Short runway requires a headwind of c10 knots to allow safe landing.</p> <p><i>Flights in darkness hours are not possible due to limited facilities at each airstrip.</i></p>
<p>Regulation & Franchising</p>
<p>Unlicensed air strips at Foula, Papa Stour & Out Skerries</p>
<p>User Costs</p>
<p>Qualitative evidence from consultations indicates that the cost of freight transport by bus is considered reasonable but by other means (e.g. private haulage) is expensive. Ferry and air service travel for passengers is currently subsidised (by SIC) but community consultation indicates that users generally consider fares to be expensive (particularly for Foula and Fair Isle).</p>

2. Lifeline Service – Definition

Definition of 'Lifeline' Ferry Service

A ferry service may be defined as ‘lifeline’ in circumstances where there is no realistic alternative method of transporting, people, vehicles and goods to or from an Island. Lifeline services aim to support economic activity across the islands and to allow island populations access to basic services, such as health care, education and employment opportunities. And where removal or reduction would;

- *restrict or deny inhabitants access to medical facilities*
- *restrict or deny inhabitants access to educational opportunities*
- *deny inhabitants access to employment or economic opportunities*
- *damage the viability of island based businesses*
- *deny inhabitants access to social and leisure opportunities*

The following section defines what the Shetland Islands Council will do taking into account the statement above and the Council’s economic circumstances

3. Present cost distribution of Ferry Service

3.1 Cost per Capita based on 2011/12 Actuals

Vessel/Route	Population served	Population (2001 census)	Ferry Service cost (2011/12)	Cost per capita
Unst/Fetlar	Unst & Fetlar	806	£2,594,037	£3,218
Yell Sound	Yell	957	£4,120,586	£4,306
Yell Sound & Bluemull Sound	Yell, Unst & Fetlar	1763	£6,714,623	£3,809
Skerries	Skerries	76	£1,531,867	£20,156
Whalsay	Whalsay	1034	£2,894,757	£2,800
Bressay	Bressay	384	£1,365,388	£3,556
Papa Stour	Papa Stour	24	£569,320	£23,722
Fair Isle	Fair Isle	69	£422,262	£6,120

3.2 Cost per Sailing based on 2011/12 Actuals

Service	Net Service Cost	Single Crossings	Cost per Timetable Single Crossing
Unst/Fetlar	£2,594,037	20,514	£126.45
Yell	£4,120,586	19,411	£212.28
Skerries	£1,531,867	1,305	£1,173.84
Whalsay	£2,894,757	12,732	£227.36
Papa Stour	£569,320	835	£681.82
Bressay	£1,365,388	15,967	£85.81
Fair Isle	£422,262	197	£2,143.46
Total	£13,498,216	70,960	£190.22 (av)

3.3 Present Cost of Ferries Service Based on 2011/12 Actuals

	Bressay	Fair Isle	Fetlar	Papa Stour	Skerries	Unst	Whalsay	Yell	TOTAL
Sea Staff Costs	843,676	148,382	255,139	188,543	567,530	737,707	1,519,734	1,835,340	6,096,052
Vessel Costs (excluding transport fuel)	318,296	79,350	235,031	107,939	227,690	368,807	481,708	865,721	2,684,542
Fuel Costs	131,715	20,608	152,187	24,188	326,350	229,582	728,776	1,035,083	2,648,489
Terminal Costs	40,680	10,467	41,783	23,378	24,575	45,291	53,816	82,875	322,865
Other Costs	12,930	8,397	10,096	6,118	18,633	12,759	27,828	34,029	130,789
Share of Maintenance Team Costs	43,664	14,358	34,774	30,172	47,282	53,002	65,884	76,990	366,126
Share of Operational Compliance Costs	118,492	59,246	67,710	50,782	101,564	101,564	135,419	126,955	761,732
Share of Infrastructure Management Costs	8,338	7,487	9,035	4,842	7,464	7,464	18,069	8,775	71,474
Share of all other SIC Support Service Costs	41,625	20,813	23,786	17,839	35,679	35,679	47,571	44,598	267,589
Financing costs	182,826	62,983	175,535	134,168	211,589	665	279,367	847,880	1,895,013
Total Gross Service Cost	1,742,240	432,091	1,005,074	587,970	1,568,357	1,592,520	3,358,171	4,958,246	15,244,671
Total Income	-376,852	-9,829	-180	-18,650	-36,490	-3,378	-463,415	-837,661	-1,746,456
Total Service Cost Net of Income	1,365,388	422,262	1,004,895	569,320	1,531,867	1,589,142	2,894,757	4,120,586	13,498,216

Key:

Sea Staff Costs: Basic Pay, Overtime, Pension, National Insurance, Islands Allowance, Standby, Call-out, First Aid, Travelling, Medical Fees, Employee Insurance, Car Allowance/Mileage, Travel, Training, Telephone Expenses, Subsistence

Vessel Costs: Repairs & Maintenance, Cleaning Materials, Equipment, Consumables, Publications, Miscellaneous, Hired & Contracted Services, Dry Docking, Vessel Repairs & Maintenance, Slipping, Spares, Lubricants, Transport & Moveable Plant Insurance, Transport Hired & Contracted Services, Licence Fees

Fuel Costs: Transport Fuel

Terminal Costs: General Rates, Water Rates, Water/Waste, Hire/Rent of Property, Other Repairs & Maintenance, Electricity, Cleaning Materials, Property Insurance, Equipment Purchase, Hired & Contracted Services, Plant Repairs & Maintenance, Lubricants

Other Costs: Repairs & Maintenance, Equipment, Consumables, Subscriptions & Memberships, Protective Clothing/Uniforms, Miscellaneous, Hired & Contract Services, Stores Charges, Printing, Stationery, ICT Equipment, Mobile/Blackberry Charges, Cadets

Operational Compliance Costs: Superintendence, Control and Clerical Staff Costs; Printing and Advertising; Computer Maintenance Agreements and Licences; Phone and Computer costs; Building Costs; Subscriptions including Weather Forecasts; Regulatory Bodies Fees; Vehicles and Training.

Financing Costs: Depreciation

4. Options: Raised, Filtered, Assessed and Appraised

4.1 Option Index

Section 1 – Bluemull Sound Services

Options 1.1 – 1.7

Section 2 – Yell Sound Service

Options 2.1 – 2.7

Section 3 – Skerries Service

Options 3.1 – 3.8

Section 4 – Whalsay Service

Options 4.1 – 4.6

Section 5 – Papa Stour Service

Options 5.1 – 5.5

Section 6 – Bressay Service

Options 6.1 – 6.4

Section 7 – Foula Service

Options 7.1 – 7.2

Section 8 – Fair Isle Service

Options 8.1 – 8.6

Section 9 – Fares Collection and Revenue

Options 9.1 – 9.7

Section 10 – Booking Service

Options 10.1 – 10.2

Section 11 – Engineering Support

Options 11.1 – 11.4

Section 12 – Management Structure

Options 12.1

Section 13 – Administration Support

Options 13.1

Section 14 – All vessels/routes

Options 14.1 – 14.26

4.2 Definitions of terms used to categorise the following options

Operational Change 1, this means a change that can be accomplished by the Council without adversely affecting or impacting on:

- The numbers staff employed in established posts
- The custom and practice of staff in established posts
- The terms and conditions of staff in established posts
- Existing Policy & Procedures
- Equality
- The present level of service to the Communities and Stakeholders
- The environment

Operational Change 2, this means a change that can be accomplished by the Council without adversely affecting or impacting on:

- Equality
- The present level of service to the Communities and Stakeholders
- The environment

But may impact on:

- The number of established posts
- The custom and practice of staff in established posts
- The terms and conditions of staff in established posts
- Existing Policy & Procedures

Any changes at this level will require consultation with, a) the staff involved, b) their unions, c) other Council agencies.

Service Change 1, this means a change that can be accomplished by the Council that might inconvenience regular users, is not expected to detract from overall service provision but might increase the cost to irregular or seasonal users. However, it should not:

- Increase the cost to regular commuters
- Reduce the number or frequency of timetabled crossings
- Inconvenience island residents and other stakeholders

Any changes at this level will require consultation with Community Councils and may require consultation with staff, their unions and other Council agencies.

Service Change 2, this means a change that would be expected to reduce commuter choice and opportunity and would be expected to increase the cost to users, but will not:

- Withdraw service provision
- Remove key timetabled service runs
- Restrict commuter opportunity to travel

Any changes at this level will require consultation with, a) Communities and Stakeholders, b) staff and their unions, c) emergency services, d) other council agencies.

Service Change 3, this means a change that might remove user choice, significantly increase cost to travel, withdraw some or all of the present service provision, these changes might:

- Threaten island community sustainability
- Threaten continued viability of service provision

Changes of these magnitudes may require consultation with the Scottish Executive in addition to consultants for Service Change 2 above.

4.3 Option Summary:

Table A

A	Savings measures already in place or in the process of being implemented	Year-on-year income/saving	Impact on Commuters
1.1	Delete two vacant posts on Bluemull Sound Service (two posts on M/V Bigga remain as a cost centre; crew has been previously reduced from 5 to 4).	£73,642	No Impact
1.2	Delete one post on M/V Bigga (reorganisation of crewing arrangements on Bluemull Sound and the reduction of crew from 5 to 4 means that less staff is required and total staffing numbers can be further reduced from 15 to 14).	£36,821 (2013/14)	No Impact
4.1	Create a Route Master for the Whalsay Based Vessels (organise crewing to achieve a reduction in non contractual overtime).	£12,000	No Impact
9.1	Increase income through advertising (bulkhead on board vessels, through variable display notices and electronic links).	£10,000 (2013/14)	No Impact
9.2	Ticket machine maintenance (the present obsolete machines are maintained through an expensive service contract; spend to save has identified resources to replace these machines with a new generation which will require less maintenance and will have increased function).	£45,000 (2013/14)	No Impact
14.3	Manage sea staff leave (organise staff leave through a pre-planned rota system, similar to leave schedules for VTS operators and Launch Crew, to reduce dependency on non contractual overtime).	£50,000	No Impact
14.8	Service succession planning (cease the sponsoring of officer cadets and transfer sponsorship to the private sector).	£16,000 £32,000 (2013/14) £74,840 (2014/15)	No Impact
14.12	Review uniforms and PPE (the procurement, quality and frequency of issue has been reassessed and new processes implemented).	£2,330 £6,994 (2013/14)	No Impact
14.22	Remove public radio and TV viewing options from vessels (the licence to view public broadcasts will not be renewed next year and television licences will no longer be renewed on vessels).	£2,575	No Impact
14.26	Increase vending machine prices (increase prices to match prices in shops)	£14,407 (2013/14)	Increased cost

Table B (i)

B (i)	Savings measures which are expected to be introduced following further consultation and third party agreement	Year-on-year income/saving	Impact on Commuters
3.6	Reduce crew on M/V Filla (by removing the MES evacuation system, installing equipment and initiating procedures to deal with "man overboard" will enable the Skerries Service to reduce the crew compliment from 5 to 4).	£123,247 (2013/14) (additional £30K recurring every 2 years)	No Impact
10.1	Single centralised booking office and reduce staff from 4 to 3 (reorganise the booking service to single location – for the purpose of this review the office would initially be located at Ulsta – with a view to combining the service in the future to create further efficiencies the eventual location will be the subject of a further future service review).	£27,129 £4,520 (01/02/13)	May take longer to place a booking
14.4	Review fuel procurement (enter into contracts to buy fuel at the cheapest possible rate whenever possible).	£90,000 (2013/14)	No Impact
14.24	Review First Aid Allowance Payments (reduce the number of staff within ferry Operations receiving the allowance, with notice start date 01 Dec 2012)	£39,165 £14,330 (01/12/12)	No Impact

Table B (ii)

B (ii)	Implementation of the measures requiring Council decision	Year-on-year income/saving	Impact on Commuters
8.6	Introduce a tourist fare for Fair Isle (raise additional revenue by creating a new fare structure for the Fair Isle Service). (<i>detailed below</i>)	£3,815 (2013/14)	Islander commuter costs unchanged
9.3	Increase revenue security (initiate processes to promote fare collection and prevent fare avoidance).	£35,000 (2013/14)	No Impact
9.7	Introduce a Pensioner Concessionary Fare and amalgamate with an increased Child Fare (increase the fares for children to around 25% of adult fare and implement the same charge on local passengers over the age of 60, this will apply proportionately to all service routes)	£12,000 (01/12/12) £39,929 (2013/14)	Increased commuter cost
14.10	Review need to retain relief vessels (remove the M/V Thora from service and dispose of vessel towards the end of the vessel life extension programme in 2015). The M/V Thora has an estimated net value of £150,000. Based on today's market and the present condition of the vessel.	£140,953 (2015/16) One off income IRO £150,000 (2015/16)	Disruption to service in the event of breakdown when relief vessel already in use
14.25	Increase Passenger and Domestic Vehicle Fares (increase fares for non multi-journey ticket journeys this will apply proportionately to all service routes) (<i>detailed below</i>)	£55,000 (01/12/12) £165,000 (2013/14)	Increased cost to irregular users

Table C (i)

C (i)	Discontinued from consideration following assessment, consultation and appraisal	Main Reason
1.5	Base Bluemull Sound shift vessel in Unst (base the shift vessel, M/V Bigga, in Unst overnight at either Belmont or Uyeasound).	Requires Capital investment
2.3	Operate Yell service with four crews (operate existing service with 4 crews and increase hours and staff pay).	Cost to deliver too high
3.2	Base Skerries ferry on Mainland (base M/V Filla at Vidlin or Toft).	Cost to operate too high
3.5	Re-engine M/V Filla (purchase and install smaller more efficient engines – sell existing engines).	Investment return period too high
3.7	Base Skerries ferry in Lerwick (operate the Skerries Service from a base in Lerwick).	Cost to operate too high
3.8	<i>Replace M/V Filla (put M/V Snolda back to the Skerries Service and dispose of M/V Filla).</i> <i>This option has been revisited following the consultation exercise</i>	<i>Impractical, reduces passenger capacity</i> <i>Provides an alternative way of delivering 3.1</i>
4.4	Terminal at Dragon Ness (Provide Single Whalsay ferry service from New Mainland terminal).	Requires Significant Capital investment
4.5	Terminal at Bonydale (Provide Single Whalsay ferry service from New Mainland terminal).	Requires Significant Capital investment
5.3	Replace existing Vessel (Move M/V Snolda from the Papa Stour Service to Skerries Service and replace with a smaller vessel).	Requires Significant Capital investment
6.2	Replace ferry with chain ferry (replace the Bressay Service vessel, M/V Leirna with a purpose built chain ferry operation at the north end of Lerwick Harbour).	Requires Significant Capital investment
6.3	Decision on fixed link (Council to decide on a Fixed Link to Bressay).	Requires Significant Capital investment
7.1	Combine Outer Isles service (with Fair Isle and Papa Stour – part of STAG study).	Service already under contract
7.2	Discontinue summer sailings to Scalloway (discontinue Foula Service summer service to Scalloway).	Service already under contract
8.1	Combine Outer Isles services (with Foula and Papa Stour – part of STAG study).	Impractical, reduces passenger capacity
8.3	Replace Good Shepherd (with new purpose built vessel).	Requires Significant Capital investment
8.4	Negotiate subsidy from the National Trust for Scotland (seek external funding through the National trust for Scotland to support the Fair Isle Service).	Impractical, funding limitations
10.2	Discontinue ro-ro Booking Service (discontinue booking service for Bluemull Sound, Yell Sound, Whalsay, Skerries and Papa Stour).	Impractical in light of other proposals
11.1	Review engineering support (part of Ports and Harbours review).	Part of alternative project
11.3	Review dry-docking contractual arrangements (enter into a contract with a single yard or number of yards to benefit from economies of scale).	No savings identified
11.4	Construct a dry-dock facility (to be built, owned and operated by Council).	Requires Significant Capital investment

12.1	Review management support (part of Ports and Harbours review).	Part of alternative project
13.1	Review administration support (part of Ports and Harbours and the Infrastructure and Development business support reviews).	Part of alternative project
14.2	Review weather forecast charges (review through Ports and Harbours).	Part of alternative project
14.5	Reduced timetable on Public Holidays (reduce service on 6 Council "public" holidays). <i>This option has been revisited following the consultation exercise</i>	(Reduce on 2 public holidays)
14.6	Reduce sea staff hours to 37 and increase staff (maintaining the existing timetables and crewing compliments).	Cost to operate too high
14.7	Reduce staff hours to 37 and reduce timetables (reduce staff hours and reduce timetables to fit crew hours).	Impractical reduces services below review objectives
14.11	Community runs (outwith the remit of the Ferry review – part of Transport Planning review).	Part of alternative project
14.16	Fuel consumption and vessel speeds (the service has already introduced this practice, where timetables allow).	Already delivered
14.18	Review all vessel deployment (the service has already introduced by reviewing fleet requirement during docking on a case by case basis using local knowledge of prevailing circumstances).	Already delivered
14.20	Stop certain routes (explore the practicality of ceasing to deliver individual services or routes).	Impractical
14.23	Remove budget support to Review Team 2013/14 (part of Director Infrastructure savings review).	Part of alternative project

Table C (ii)

C (ii)	Discontinued – superseded or amalgamated into other options	Now Part of Option No
1.4	Delete one post on M/V Geira (reduce the Bluemull Sound timetable by 19% to compliment reduction in crewing hours).	D (i) 1.7
2.1	Remove overnight manning on Yell Sound	D (i) 2.6.
2.2	Two ship four crew operation Yell Sound	D (i) 2.6
2.2a	Two ship four crew operation Yell Sound alternative version	D (i) 2.6
2.4	Single vessel service Yell Sound	D (i) 2.6
2.5	Alternative crewing arrangement	D (i) 2.6
4.3	Swap Linga and Hendra	D (i) 4.2
5.2	Combine Outer Isles service	D (ii) 14.9
5.4	Combine Foula and Papa Stour services	D (ii) 14.9
8.2	Externalise service to Fair Isle	D (ii) 14.9
9.4	Replace pensioner concessionary fares with 50% Charge	B (ii) 9.7
9.5	Higher fares on Public Holidays.	D (i) 9.6.
14.1	Remove late/underused runs (superseded by individual route options).	i.e. D (i) 2.6.
14.13	Review delivery costs to dry-dock (amalgamated into 11.3 or superseded by individual route options).	i.e. D (i) 2.6.
14.14	Review crewing levels all routes (amalgamated into individual route options).	i.e. D (i) 6.1.

Table D (i)

D (i)	Carried forward and appraised in further detail – consult staff and public and conduct Socio-economic study into consequences	Consultation		Possible income/saving
		Public	Staff & Unions	
1.3	Reintroduce fares on Bluemull Sound services (subject to council decision the service would re introduce fares in the short term – a wider fares review study will still progress through option 9.6) . <i>(detailed below)</i>	Yell, Unst & Fetlar	Conducted November	£150,000
1.6	Discontinue the two vessel operation on Bluemull Sound (Reduce service by removing the M/V Geira from service)	Yell, Unst & Fetlar	Conducted November	£550,000
1.7	Fetlar consultation alternative option (to 1.4)	Yell, Unst & Fetlar	Conducted November	£87,109
2.6a	Yell Sound amalgamated Options (the proposed options for single vessel – reduced overnight manning).	Yell, Unst & Fetlar	Conducted November	£1,100,000

2.6b	Yell Sound amalgamated Options (the proposed options for single vessel with AM overlap with reduced overnight manning).	Yell, Unst & Fetlar	Conducted November	£850,000
2.7	Yell Sound Community Council Alternative (this provides an alternative to options 2.6a & 2.6b).	Yell, Unst & Fetlar	Conducted November	£760,853
3.1	Base Skerries ferry in Skerries (base the Skerries Service in Skerries and accommodate existing crew overnight in Skerries during their period of duty).	Skerries	Conducted November	£271,795
3.3	Change Skerries to Lerwick sailings to alternative port (replace the Skerries to Lerwick sailings by a service to Vidlin, Toft or Symbister – service vessel based in Whalsay).	Skerries & Whalsay	Conducted November	£60,000
3.4	Remove deadlegs from Skerries service (realign the Skerries service to reduce fuel use and crew hours – service vessel based in Whalsay).	Skerries & Whalsay	Conducted November	£65,000
3.8	<i>Replace M/V Filla (put M/V Snolda back to the Skerries Service and dispose of M/V Filla).</i> <i>This option has been revisited following the consultation exercise</i>	Skerries & Papa Stour	Conducted November	£300,000
4.2	Reduce Whalsay service to 2 x 12 hours vessels (reduce the service in Whalsay between morning and afternoon peaks to a single vessel).	Whalsay	Conducted November	£400,000
4.6	Whalsay option derived from Yell CC option	Whalsay	Conducted November	£350,427
5.1	Remove one return sailing (or a complete day sailing from the Papa Stour winter timetable).	Papa Stour	Conducted November	£34,990
5.5	Discontinue the Ro-Ro Service to Papa Stour (replace the present service with a passenger and freight service along the lines and frequency of the Fair Isle and Foula services)	Papa Stour	Conducted November	£150,000
6.1	Reduce Leirna crew from five to four (and reduce the passenger complement on the Bressay Service to ensure reduced staffing can cope in emergency situations).	Bressay	Conducted November	£152,428
6.4	Revise timetable to reduce underused crossings (reduce the year round timetable on the Bressay Service to reduce the identified underused sailings).	Bressay	Conducted November	£14,494
8.5	Discontinue summer sailings to Lerwick (and replace with Fair Isle to Grutness service).	Fair Isle	Conducted November	£5,000
9.6	Review entire fare structure (in addition to options 1.3, 8.6, 9.4 and 14.25 taking into account the socio economic study, specifications of new ticket machines and future crew numbers).	Public on all routes	Conducted November	?
14.5	Reduced timetable on Public Holidays (reduce service on 6 Council “public” holidays). <i>This option has been revisited following the consultation exercise</i>	Public on all routes	November Consultation exercise	£12,131
14.9	Externalise service(s) (the various permutations to externalise the service or parts of the service needs to be explored once decisions have been made on the future level of service to each community, the crewing arrangements and the cost of delivering the future service).	Public on all routes	Conducted November	?

Table D (ii)

D (ii)	Carried forward and appraised in further detail – consult staff, support services and where necessary external agencies	Consultation		Possible income/saving
		Others	Staff & Unions	
11.2	Review maintenance of ferries and terminals (review in conjunction with Ports and Harbours and finding synergies with other reviews in Infrastructure Services)	Lloyds, MCA	None	SOFIE £240,000
14.15	Crew qualification, re-validation and training (discussions with staff, support services and external agencies as to future levels of qualification and training provision required).	Support Services	Conducted November	£5,744
14.17	Review standby and call-out provision (in conjunction with support staff review when stand-by is paid and how the maximum recovery can be obtained through third parties).	Support Services	Conducted November	£7,486
14.19	Review ENG1 and ML5 revalidation costs (in conjunction with Port and Harbours and support services review initial medical and revalidations costs).	Support Services	Conducted November	£10,160
14.21	Staff interchangeability arrangements (explore, and where necessary change, existing council policy to streamline sea staff interchangeability between crews, vessels, routes and Marine services).	Support Services	Conducted November	£13,500

4.4 Summary table of savings identified for each service area over a five year period:

1 Bluemull Sound Service (4 active)									
Cat.	Opt.	Title	Table	2012/13	2013/14	2014/15	2015/16	2016/17	
OC-1	1.1	Delete 2 Vacant Posts (Bigga)- Introduced	A	£73,642	£73,642	£73,642	£73,642	£73,642	Recurring
OC-2	1.2	Delete 1 Post (Bigga)- Introduced	A		£36,821	£36,821	£36,821	£36,821	Recurring
SC-2	1.3	Reintroduce Fares Bluemull Sound	D (i)		£150,000	£150,000	£150,000	£150,000	Recurring
SC-2	1.4	Delete 1 Post (Geira)	D (i)						
SC-3	1.5	Base Bluemull Sound Shift Vessel in Unst	C (i)						
SC-3	1.6	Discontinue the two-vessel operation on Bluemull Sound	D (i)						
SC2	1.7	Fetlar consultation alternative option	D (i)		£87,109	£87,109	£87,109	£87,109	

2 Yell Service (1 active)									
Cat.	Opt.	Title	Table	2012/13	2013/14	2014/15	2015/16	2016/17	
SC-2	2.1	Remove overnight manning Yell Sound	C (ii)						
SC-2	2.2	Single ship operation – morning overlap	C (ii)						
SC-2	2.2a	Two Ship Four Crew Operation	C (ii)						
SC-2	2.3	4 crews on 21 day 48 average week cycle	C (i)						
SC-2	2.4	Single Vessel Shuttle Service	C (ii)						
SC-2	2.5	Alternative crewing arrangement	C (ii)						
SC-3	2.6a	Yell Sound (Single vessel no overnight)	D (i)						
SC3	2.6b	Yell Sound (Overlap vessel no overnight)	D (i)		£710,000	£710,000	£710,000	£710,000	
SC2	2.7	Yell Community Council alternative	D (i)		£760,853	£760,853	£760,853	£760,853	

3 Skerries Service (4 active)									
Cat.	Opt.	Title	Table	2012/13	2013/14	2014/15	2015/16	2016/17	
SC 2	3.1	Base Skerries Ferry in Skerries	D (i)		£271,795	£271,795	£271,795	£271,795	
SC 2	3.2	Base Skerries Ferry on Mainland	C (i)						
SC 2	3.3	Change Skerries to Lerwick sailings	D (i)		£60,000	£60,000	£60,000	£60,000	
SC 2	3.4	Remove deadlegs from Skerries service	D (i)		£65,000	£65,000	£65,000	£65,000	
OC 1	3.5	Re-engine M/V Filla	C (i)						
OC 2	3.6	Reduce crew on M/V Filla	B (i)		£123,247	£153,247	£123,247	£123,247	Additional £30k every two years
SC 2	3.7	Base Skerries Ferry in Lerwick	C (i)						
SC 2	3.8	Replace M/V Filla	D (i)						

4 Whalsay Service (3 active)									
Cat.	Opt.	Title	Table	2012/13	2013/14	2014/15	2015/16	2016/17	
OC 2	4.1	Create Route Master Whalsay Introduced	A	£12,000	£12,000	£12,000	£12,000	£12,000	Recurring
SC 3	4.2	Reduce Whalsay service 2 x 12 hours v/h	D (i)						
SC 2	4.3	Swap Linga and Hendra	C (ii)						
SC 3	4.4	Single Ferry Service from Dragon Ness	C (i)						
SC 3	4.5	Single Ferry Service from Bonydale	C (i)						
SC2	4.6	Whalsay option derived from Yell CC option	D (i)		£350,427	£350,427	£350,427	£350,427	

5 Papa Stour Service (1 active)				2012/13	2013/14	2014/15	2015/16	2016/17	
Cat.	Opt.	Title	Table						
SC 2	5.1	Remove 1 return sailing	D (i)		£34,990	£34,990	£34,990	£34,990	
SC 3	5.2	Combine Outer Isles service	C (ii)						
SC 3	5.3	3 Remove vessel to service Skerries	C (i)						
SC 3	5.4	Combine Foula & Papa Stour	C (ii)						
SC 3	5.5	Discontinue Ro-Ro Service	D (i)						

6 Bressay Service (2 active)				2012/13	2013/14	2014/15	2015/16	2016/17	
Cat.	Opt.	Title	Table						
SC 1	6.1	Reduce Leirna crew from 5 to 4	D (i)		£152,428	£152,428	£152,428	£152,428	
SC 3	6.2	Replace ferry with Chain Ferry	C (i)						
SC 3	6.3	Decision on Fixed Link	C (i)						
SC 2	6.4	Revise Timetable to reduce underused runs	D (i)		£14,494	£14,494	£14,494	£14,494	

7 Foula Service (0 active)				2012/13	2013/14	2014/15	2015/16	2016/17	
Cat.	Opt.	Title	Table						
SC 3	7.1	Combine Outer Isles service	C (i)						
SC 2	7.2	Discontinue Summer Sailings to Scalloway	C (i)						

8 Fair Isle Service (2 active)				2012/13	2013/14	2014/15	2015/16	2016/17	
Cat.	Opt.	Title	Table						

Cat.	Opt.	Title	Table	2012/13	2013/14	2014/15	2015/16	2016/17	
SC-3	8.1	Combine Outer Isles service	C (i)						
SC-3	8.2	Externalise service to Fair Isle	C (ii)						
SC-1	8.3	Replace Good Shepherd	C (i)						
OC1	8.4	Negotiate subsidy from National Trust	C (i)						
SC 2	8.5	Discontinue Summer Sailings to Lerwick	D (i)		£5,000.00	£5,000.00	£5,000.00	£5,000.00	Recurring
SC-2	8.6	Introduce a Tourist Fare for Fair Isle To be Introduced	B (ii)		£3,815.00	£3,815.00	£3,815.00	£3,815.00	Recurring

9 Fares Collection and Revenue (5 active)									
Cat.	Opt.	Title	Table	2012/13	2013/14	2014/15	2015/16	2016/17	
OC-1	9.1	Increase Income through advertising To be Introduced	A		£10,000	£10,000	£10,000	£10,000	Recurring
OC-1	9.2	Ticket Machine maintenance To be Introduced	A		£45,000	£45,000	£45,000	£45,000	Recurring
OC-1	9.3	Increase revenue security Introduced	B (ii)		£35,000	£35,000	£35,000	£35,000	Recurring
SC-3	9.4	Pensioner concessionary fares 50% charge	C (ii)						
SC-2	9.5	Higher fares on Public Holidays	C (ii)						
SC 3	9.6	Review entire Fare Structure	D (i)		?	?	?	?	?
SC-2	9.7	Introduce Pensioner Fare – amalgamate with an increased Child Fare Introduced	B (ii)		£39,929	£39,929	£39,929	£39,929	Recurring

10 Booking Service (1 active)									
Cat.	Opt.	Title	Table	2012/13	2013/14	2014/15	2015/16	2016/17	
OC-2	10.1	Single centralised Booking Office To be Introduced	B (i)		£27,129	£27,129	£27,129	£27,129	Recurring
SC-1	10.2	Discontinue Ro-Ro Booking Service	C (i)						

11 Engineering Support (1 active)									
Cat.	Opt.	Title	Table	2012/13	2013/14	2014/15	2015/16	2016/17	
OC-2	11.1	Review Engineering support	C (i)						
OC 1	11.2	Review maintenance of ferries & terminals	D (ii)	£240,000	£240,000	£240,000	£240,000		
OC-1	11.3	Review Drydocking contractual arrangements	C (i)						
OC-1	11.4	Construct a Drydock Facility	C (i)						

12 Management Structure (0 active)									
Cat.	Opt.	Title	Table	2012/13	2013/14	2014/15	2015/16	2016/17	
OC-2	12.1	Review Management support	C (i)						

13 Administration Support (0 active)									
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Cat.	Opt.	Title	Table	2012/13	2013/14	2014/15	2015/16	2016/17	
OC-2	13.1	Review Administration support	C (i)						

14 All Vessels/Routes (15 active)				2012/13	2013/14	2014/15	2015/16	2016/17	
Cat.	Opt.	Title	Table	2012/13	2013/14	2014/15	2015/16	2016/17	
SC-2	14.1	Remove late/underused runs	C (ii)						
OC-1	14.2	Review weather forecast charges	C (i)						
OC-2	14.3	Manage sea staff leave Introduced	A	£50,000	£50,000	£50,000	£50,000	£50,000	Recurring
OC-2	14.4	Review fuel procurement Introduced	B (i)		£90,000	£90,000	£90,000	£90,000	Recurring
SC-2	14.5	Reduce timetable on Public Holidays	D (i)		£12,131	£12,131	£12,131	£12,131	
OC-2	14.6	Reduce staff time to 37 hrs/employ more staff	C (i)						
SC-3	14.7	Reduce staff time to 37 hrs/reduce timetables	C (i)						
OC-1	14.8	Service Succession Planning Introduced	A	£16,000	£32,000	£77,840	£77,840	£77,840	Recurring
SC-2	14.9	Externalise Service(s) (A, B, C & D)	D (ii)		?	?	?	?	
SC-2	14.10	Review need to retain relief vessels Introduced	B (ii)			£140,953	£140,953	£140,953	One off income IRO £150,000
SC-3	14.11	Community Runs	C (i)						
OC-1	14.12	Review Uniforms and PPE Introduced	A	£2,330	£6,994	£6,994	£6,994	£6,994	Recurring
OC-2	14.13	Review delivery costs to drydocks	C (ii)						
OC-2	14.14	Review crewing levels all routes	C (ii)						
14 All Vessels/Routes (continued)				2012/13	2013/14	2014/15	2015/16	2016/17	

OC 2	14.15	Crew qualification, re-validation & training	D (ii)		£5,744	£5,744	£5,744	£5,744	
OC 1	14.16	Examine fuel consumption and vessel speeds	C (i)						
OC 2	14.17	Review standby and call-out provision	D (ii)		£7,486	£7,486	£7,486	£7,486	
SC 1	14.18	Review all vessel deployment	C (i)						
OC 2	14.19	Review ENG1 and ML5 costs	D (ii)		£10,000	£10,000	£10,000	£10,000	
SC 3	14.20	Stop Certain Routes	C (i)						
OC 2	14.21	Staff interchangeability arrangements	D (ii)		£13,500	£13,500	£13,500	£13,500	
OC 1	14.22	Remove Public radio & TV viewing option Introduced	A	£2,575	£2,575	£2,575	£2,575	£2,575	Recurring
OC 2	14.23	Remove budget – Review Team from 2013/14	C (i)						
OC 2	14.24	Review First Aid Allowance Payments To be Introduced	B (i)		£39,165	£39,165	£39,165	£39,165	Recurring
SC 2	14.25	Increase Passenger & Domestic Vehicle Fares Introduced	B (ii)	£55,000	£165,000	£165,000	£165,000	£165,000	Recurring
OC 1	14.26	Increase vending machine prices Introduced	A	£3,600	£14,407	£14,407	£14,407	£14,407	Recurring

4.5 Options Generation, Appraisal and Filtering

Section 1 – Bluemull Sound Services

Option No: 1.1 Delete 2 posts		Table: A
Brief description: Remove cost centre from 2 vacant posts on M/V Bigga		Type: Operational Change 1
		Source document Ref: Workshop 3 – 2.1
Assessment Required:	None	
Consultation Required:	None	
Origin: <ul style="list-style-type: none"> Operational Service Review Commentary/Specification: <ul style="list-style-type: none"> This means the permanent deletion of 2 posts that had been retained to support the reintroduction of fares on the Bluemull Sound service Consideration of impact of reintroduction of fares on Bluemull Sound Add essential requirements/criteria: <ul style="list-style-type: none"> None Existing Information or required information: <ul style="list-style-type: none"> Manning review Project savings analysis 		
Impact on capacity:	None	
Impact on frequency:	None	
Impact on journey duration:	None	
Impact on user cost:	None	
Impact on cost to Council:	Budget Reduction of £73,642	
Might this option depend on another option or requirement? Yes/No	Yes	
<ul style="list-style-type: none"> If Yes, which option(s) or requirements 	Reintroduction of fares – option 1.3. May impact on staff ability to collect fares	

At their meeting of 9 Feb Council approved implementation of this Option and budgets for the period 2012/13, and subsequent years have been permanently reduced by £73,642

Because of the Council decision this Option can now be removed from further consideration. However, the difference between the proposed savings and the savings estimate will now form part of the Review Project saving for 2012/13

Savings Analysis

Option 1.1		Delete 2 vacant Posts – Bluemull Sound (MV Bigga)									
Post GRY 7607	SS Grade	Basic Hours	Basic Salary	Contracted Overtime	Unsocial Hours	Island Allowance	First Aid	Total Salary	NI	Pension	Total Emp Cost
Deckhand	G 2	1931	£20,079	£4,069	£2,749	£1,890	£362	£29,149.00	£2,318.00	£5,354.00	£36,821
Deckhand	G 2	1931	£20,079	£4,069	£2,749	£1,890	£362	£29,149.00	£2,318.00	£5,354.00	£36,821
Total			£40,158	£8,138	£5,498	£3,780	£724	£58,298.00	£4,636.00	£10,708.00	£73,642

Option No: 1.2 Delete 1 post on M/V Bigga		Table: A	
Brief description: Reduce the crew compliment of M/V Bigga from 15 to 14		Type: Operational Change 2	
		Source document Ref: Workshop 3 – 2.2	
Assessment Required:	None		
Consultation Required:	Sea staff union(s)	Support Services	Individual when Identified
<p>Origin:</p> <ul style="list-style-type: none"> Operational Service review <p>Commentary/Specification:</p> <ul style="list-style-type: none"> Consultation with staff and union Notice period to individual <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> Change of manning arrangements on Yell Sound Redundancy, Early Retirement and Redeployment Policies <p>Existing Information or required information:</p> <ul style="list-style-type: none"> Manning review Project savings analysis 			
Impact on capacity:	None		
Impact on frequency:	None		
Impact on journey duration:	None		
Impact on user cost:	None		
Impact on cost to Council:	Budget Reduction of £36,821		
Might this option depend on another option or requirement? Yes/No <ul style="list-style-type: none"> If Yes, which option(s) or requirements 	No		

At their meeting of 9 Feb Council agreed that this Option should form part of the efficiency savings. However, Council approved that this option should be further 'assessed' in order to be implemented. The Project/Service now needs to follow Council Policies and established methodology in order to achieve implementation

Other staffing issues have impacted on the service ability to initiate this change and savings is not likely this financial year

Savings Analysis

Option 1.2		Delete 1 Posts – on MV Bigga									
Post GRY 7607	SS Grade	Basic Hours	Basic Salary	Contracted Overtime	Unsocial Hours	Island Allowance	First Aid	Total Salary	NI	Pension	Total Emp Cost
Deckhand	G 2	1931	£20,079	£4,069	£2,749	£1,890	£362	£29,149.00	£2,318.00	£5,354.00	£36,821
Total			£20,079	£4,069	£2,749	£1,890	£362	£29,149.00	£2,318.00	£5,354.00	£36,821

Option No: 1.3 Reintroduce fares on Bluemull Sound services		Table: D (i)	
Brief description: Sub options, all fares, partial fares, vehicle only		Type: Service Change 2	
		Source document Ref: Workshop 3 – 3.1	
Assessment Required:	Socio Economic	Equality	
Consultation Required:	Community Councils	Users & Stakeholders	Sea staff union(s)
<p>Origin:</p> <ul style="list-style-type: none"> • Ways to Save • Operational • Service Review • Staff Consultation <p>Commentary/Specification:</p> <p>Consultation with:</p> <ul style="list-style-type: none"> • Unst and Fetlar CC • Stakeholders • Crew and union <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> • Ticket machine availability • Sufficient time to collect fares <p>Existing Information or required information:</p> <ul style="list-style-type: none"> • Economic impact assessment (2007) • Various Council reports • Aborted fares review 2007/08 			
Impact on capacity:	Yes – fares may discourage travel		
Impact on frequency:	None		
Impact on journey duration:	None		
Impact on user cost:	Yes – service is presently exempt from fares		
Impact on cost to Council:	Recurring annual income from 2013 onwards: £150,000		
Might this option depend on another option or requirement? Yes/No	Yes		
• If Yes, which option(s) or requirements	Review of fare structure 9.6		

Project Savings Analysis.

The most practical option with the current crew and ticket equipment is to only charge for the traffic originating in Yell which would be charged the normal ro-ro fares. Traffic from the mainland which could produce a Yell Sound ticket dated the same day would be carried free of charge on Bluemull Sound.

The last year of fares being collected on Bluemull Sound was 2005 when the income was £172.7k. Allowing for inflation (CPI Transport index) this would now be about 25% higher at £216k. However, the populations of Unst and Fetlar have declined in this period. Also reintroduction of fares would lead to car sharing etc. The proportion of Bluemull traffic originating in Yell (and hence paying full fare) is not known but is probably about half the total. Combining these influences suggests a full year's income on Bluemull Sound of £150k. If the decision to reintroduce fares is taken on 31/10/12, and fares are taken from start January 2013, likely income in 2012/13 could be £30k. This can be monitored until the full Fares Review is carried out and the new ticket machines introduced.

2012/13 income: £30K

Recurring annual income from 2013 onwards: £150,000

Equality Impact Assessment

Option No: 1.3 Reintroduce fares on Bluemull Sound services

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities (consider different ethnic groups, nationalities, language barriers)			X	
Gender			X	
Gender Reassignment (consider transgender and transsexual people. This can include issues such as privacy of data and harassment)			X	
Religion or Belief (consider people with different religions, beliefs or no belief)			X	
People with a disability (consider attitudinal, physical and social barriers)			X	
Age (consider across age ranges. This can include safeguarding, consent and child welfare)			X	
Lesbian, Gay and Bisexual			X	
Pregnancy and Maternity (consider working arrangements, part-time working, infant caring responsibilities)			X	
Other (please state)				

Equality Impact Assessment Continued

<p>Have any positive impacts been identified? (We must ensure at this stage that we are not achieving equality for one group at the expense of another)</p>	None
<p>Have any negative impacts been identified? (Based on direct knowledge, published research, community involvement, customer feedback etc.)</p>	None
<p>What action is proposed to overcome any negative impacts? (e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc)</p>	None
<p>Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome? (If the policy shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	Over-60 travellers will now be treated the same as other Island residents in Shetland
<p>How will the policy be monitored? (How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc)</p>	<p>Historic carrying data does not exist for over-60s commuters on this route.</p> <p>Future trends will be monitored, after the introduction of new ticket machines</p>

Objectives:

To develop a sustainable inter-island ferry service that can be delivered within an environment of reducing resources

1. As a priority provide transport links to maximise economic activity throughout Shetland and provide links that maintain employment opportunities within Shetland
2. Provide transport links to promote social mobility and inclusion in a way which does not widen the equality gap;
3. Provide transport links that use a risk-based approach to managing safety within legislation requirements;
4. Provide transport links that maximise the ability to adapt to future influences external to the ferry service
5. Provide transport that minimises carbon emissions

Option No: 1.3 Reintroduce fares on Bluemull Sound services			
Objective			
See key above for details of objectives	1	2-	Will affect people’s ability to travel particularly in lower income groups
	2	1-	Will affect people’s ability to travel in lower income groups
	3	0	No impact
	4	0	No impact
	5	1+	Could encourage car sharing and use of buses
Additional Appraisal Topic			
Feasibility	1-	Practical operational requirements (existing ticket machines, ability to collect fares from passengers)	
Risk and Uncertainty	1-	Legal challenge unlikely Effect of fares elasticity on carryings/income uncertain	
Community acceptability	3-	For Unst & Fetlar commuters	
Savings/Income achieved		Income in the region of £150,000	
Traffic Modelling	0	No impact	
Economic/Business assessment	2-	Quite significant impact on commuters across North Isles and cost of importing/exporting goods across Bluemull Sound	
Further information required			
Use space here to detail any further info required to populate the above table		Equalities – no differential impact	

Feasibility – Consider of option in light of above appraisal criteria

Risk and Uncertainty – Identify and mitigate risks and uncertainties (consider optimism bias)

Community Acceptability – Consider that acceptability may vary across different groups/communities

Option No: 1.4 Delete 1 post on M/V Geira		Table: D (i)	
Brief description: Reduce the crew compliment of M/V Geira from 6 to 5		Type: Service Change 2	
		Source document Ref: Service Review	
Assessment Required:	Socio Economic	Equality	
Consultation Required:	Sea staff union(s)	Support Services	Individuals when Identified
<p>Origin:</p> <ul style="list-style-type: none"> Service review <p>Commentary/Specification:</p> <ul style="list-style-type: none"> Consultation with staff and union Notice period to individual <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> Geira Timetable Change of manning arrangements on Yell Sound Redundancy, Early Retirement and Redeployment Policies <p>Existing Information or required information:</p> <ul style="list-style-type: none"> Manning review 			
Impact on capacity:	None		
Impact on frequency:	None		
Impact on journey duration:	None		
Impact on user cost:	None		
Impact on cost to Council:	Ongoing annual saving of £37,349.49		
Might this option depend on another option or requirement? Yes/No <ul style="list-style-type: none"> If Yes, which option(s) or requirements 	Yes Reintroduction of fares – 1.3 Extend fare collection to pensioners – 9.4 Staff interchangeability arrangements – 14.21 Manage Sea Staff Leave – 14.3		

When compared against option 1.7 this option generated less savings, and had less support from crew on the Geira although achieving a similar objective analysis. The Project Board at their meeting on 18 December agreed that this option would be superseded by option 1.7

Savings Analysis

Option 1.4		Delete 1 Post – on MV Geira								
Post GRY7607	Basic Salary	Contracted Overtime	Unsocial Hours	Island Allowance	Total Salary	National Insurance	Pension Contribution	Overtime	NI O/time	Total Emp Cost
Deckhand	£20,079.00	£4,069.00	£686.00	£1,890.00	£26,724.00	£2,104.00	£4,971.00	£1,019.47	£106.02	£35,286.49
Total	£20,079.00	£4,069.00	£686.00	£1,890.00	£26,724.00	£2,104.00	£4,971.00	£1,019.47	£106.02	£35,286.49

Post GRY7607	Total Emp Cost	Training	ENG 1	Uniform/PPE	Travel & Subsistence	Total
Deckhand	£35,286.49	£1,616.00	£14.00	£175.00	£258.00	£37,349.49
Total	£35,286.49	£1,616.00	£14.00	£175.00	£258.00	£37,349.49

Fuel saving figure to be added

Service reduction by 19% of Annual Operating Hours – this assumes that the service will be reduced through consultation with the Unst and Fetlar communities

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities (consider different ethnic groups, nationalities, language barriers)			X	
Gender			X	
Gender Reassignment (consider transgender and transsexual people. This can include issues such as privacy of data and harassment)			X	
Religion or Belief (consider people with different religions, beliefs or no belief)			X	
People with a disability (consider attitudinal, physical and social barriers)			X	
Age (consider across age ranges. This can include safeguarding, consent and child welfare)			X	
Lesbian, Gay and Bisexual			X	
Pregnancy and Maternity (consider working arrangements, part-time working, infant caring responsibilities)			X	
Other (please state)				

Equality Impact Assessment Continued

Have any positive impacts been identified? (We must ensure at this stage that we are not achieving equality for one group at the expense of another)	N/A
Have any negative impacts been identified? (Based on direct knowledge, published research, community involvement, customer feedback etc.)	N/A
What action is proposed to overcome any negative impacts? (e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc)	N/A
Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome? (If the policy shows actual or potential unlawful discrimination you must stop and seek legal advice)	N/A
How will the policy be monitored? (How will you know it is doing what it is intended to do? E.g. data collection, customer survey etc)	N/A

Objectives:

To develop a sustainable inter-island ferry service that can be delivered within an environment of reducing resources

1. As a priority provide transport links to maximise economic activity throughout Shetland and provide links that maintain employment opportunities within Shetland
2. Provide transport links to promote social mobility and inclusion in a way which does not widen the equality gap;
3. Provide transport links that use a risk-based approach to managing safety within legislation requirements;
4. Provide transport links that maximise the ability to adapt to future influences external to the ferry service
5. Provide transport that minimises carbon emissions

Option No: 1.4 Delete 1 post on M/V Geira			
Objective			
See key above for details of objectives	1	1.5-	Reduce winter capacity to travel
	2	2-	Reduce opportunity to travel during weekdays outwith morning and evening service. May impact on ability to access health care appointments.
	3	0	No impact
	4	0	No impact
	5	1+	Reduces vessel emissions and could encourage car sharing and use of buses
Additional Appraisal Topic			
Feasibility	0	No technical or operational barriers	
Risk and Uncertainty	0	Legal challenge unlikely Subject to members decision	
Community acceptability	2-0	For Unst & Fetlar users – lack of capacity/frequency in winter For Yell users	
Savings/Income achieved		Provides a saving of £37,349.	
Traffic Modelling	1-	Shows that current traffic levels can be accommodated except certain winter weekdays	
Economic assessment	?	???	
Further information required			
Use space here to detail any further info required to populate the above table		Equalities Impact Assessment – no differential impact	

Feasibility – Consider of option in light of above appraisal criteria

Risk and Uncertainty – Identify and mitigate risks and uncertainties (consider optimism bias)

Community Acceptability – Consider that acceptability may vary across different groups/communities

Option No: 1.5 Base Bluemull Sound Shift Vessel in Unst		Table: C (i)	
Brief description: Reposition the Bluemull Sound shift vessel to begin and end daily operations from Unst		Type: Service Change 2	
		Source document Ref Consultation exercise feedback	
Assessment Required:	Economic Impact	Social Inclusion	Equalities Impact Assessment
Consultation Required:	Community Councils	Users & Stakeholders	Sea staff union(s)
<p>Origin:</p> <ul style="list-style-type: none"> • Consultation exercise • Political Consultation <p>Commentary/Specification:</p> <ul style="list-style-type: none"> • Unst and Fetlar CC • Yell CC • Stakeholders • Crew and union <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> • Staff relocation • Adequate overnight berthing facilities • Survey of Belmont Linkspan Terminal • Survey of Uyeasound berthing facility <p>Existing Information or required information:</p> <ul style="list-style-type: none"> • Economic impact assessment • Belmont underwater surveys • Project savings analysis 			
Impact on capacity:	None		
Impact on frequency:	If vessel is based overnight in Uyeasound		
Impact on journey duration:	None		
Impact on user cost:	None		
Impact on cost to Council:	Capital cost to develop overnight berthing in Unst		
Might this option depend on another option or requirement? Yes/No <ul style="list-style-type: none"> • If Yes, which option(s) or requirements 	Yes		

Option No 1.5 Base Bluemull Sound Shift Vessel in Unst.

Background

The Bluemull Sound Shift vessel, MV Bigga, berths overnight on the linkspan at Gutcher, Yell. Her crew is domiciled in Yell and report for duty at Gutcher. The vessel commences daily scheduled timetabled operations from Gutcher and ends operations each day at the Gutcher terminal. In normal weather and tidal conditions the passage between Gutcher and Belmont is accomplished in 7 minutes; and between Gutcher and Hammars Ness 30 Minutes

Overnight berthing in Unst

The ferry berth (linkspan) at Belmont in Unst is not sufficiently sheltered or strong enough to allow all weather overnight berthing. To allow the Bigga to be left at the linkspan overnight the swell and wave action from certain directions would need to be considerably reduced or eliminated. Detailed surveys to ascertain ways to achieve this has not been carried out and would involve a cost and study over a period of time. The pier would also need to be substantially strengthened to absorb the forces from the windage of the ferry moored overnight alongside.

There is an alternative overnight berth available at the recently developed Uyeasound pier that could be employed during the winter months or when certain weather conditions made it impracticable to berth at Belmont.

There will be a fuel and labour cost involved or a reduction in the timetable to allow vessel to position at the beginning and end of each day.

Crewing

Following the introduction of reduced crewing arrangements there will be 12 crew attached to the vessel plus 2 full time equivalent sea staff forming a relief bank. To allow the vessel to be berthed overnight in Unst and therefore to commence her operations from Belmont, crew would need to report for work at Belmont. This would require them to relocate to or find suitable accommodation in Unst, at least during their period on duty. Alternatively, where they cannot or will not relocate or cannot find overnight accommodation the Council would require to make staff redundant and bear the cost of this severance. The Council would then need to recruit suitably qualified and competent seafarers from within the Unst Community or find new staff willing to relocate to Unst. There would also need to be a sufficient number of qualified casual relief seafarers resident in Unst to provide occasional sick cover.

Summary

1. There would be a Capital Cost in establishing a suitable all year round overnight berth at Belmont and a cost in time and labour or a reduction in the timetable sailings to berth overnight at Uyeasound New Pier.
2. There would be an ongoing service cost in relocation staff or dismissing and re-engaging and then training new staff.

3. It is likely that staff would wish to oppose relocation proposals
4. There are insignificant savings to be made from introducing this option and they are overshadowed by the expenditure and the need to change crew terms and conditions of service.

Project Recommendation.

This Option involves a capital outlay that is unavailable at the moment. Coupled with the operational difficulties of crewing from Unst and the costs and disruption involved in providing safe berthing facilities it is thought impractical to continue costing or giving further consideration to this option and the Project therefore requests the Project Board to allow this option to be discontinued.

Option No: 1.6 Discontinue two vessel Operation on Bluemull Sound		Table: D (i)
Brief description: Discontinue the two vessel operation on Bluemull Sound (Reduce service by removing the M/V Geira from service)		Type: Service Change 3
		Source document Ref: Ferry Review
Assessment Required:	Socio Economic	Equality
Consultation Required:	Community & Stakeholders	Staff and union
<p>Origin:</p> <ul style="list-style-type: none"> • Service review <p>Commentary/Specification:</p> <ul style="list-style-type: none"> • Discontinue two ferry operation <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> • Crew consultation and unions • Community/ Stakeholder consultation • Alternative service provision • Purpose of Journeys • Relationship Yell Sound Service <p>Existing Information or required information:</p> <ul style="list-style-type: none"> • Shetland Transport Strategy • Draft Scottish Ferries Plan (applies to all service options) • Carrying Data • Survey of users • Project savings analysis 		
Impact on capacity:	Yes – reduced by removal of second vessel weekdays	
Impact on frequency:	Yes – remove second vessel	
Impact on journey duration:	Yes if journey delayed	
Impact on user cost:	Yes	
Impact on cost to Council:	In the region of £550,000	
<p>Might this option depend on another option or requirement? Yes/No</p> <ul style="list-style-type: none"> • If Yes, which option(s) or requirements 	Yes – other Bluemull Sound Options	

	Fetlar	Unst
Sea Staff Costs	255,139	737,707
Vessel Costs (excluding transport fuel)	235,031	368,807
Fuel Costs	152,187	229,582
Terminal Costs	41,783	45,291
Other Costs	10,096	12,759
Share of Maintenance Team Costs	34,774	53,002
Share of Operational Compliance Costs	67,710	101,564
Share of Infrastructure Management Costs	9,035	7,464
Share of all other SIC Support Service Costs	23,786	35,679
Financing costs	175,535	665
Total Gross Service Cost	1,005,074	1,592,520
Total Income	-180	-3,378
Total Service Cost Net of Income	1,004,895	1,589,142

Equality Impact Assessment

Option No: 1.6 Discontinue two vessel Operation on Bluemull Sound

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities (consider different ethnic groups, nationalities, language barriers)			X	
Gender			X	
Gender Reassignment (consider transgender and transsexual people. This can include issues such as privacy of data and harassment)			X	
Religion or Belief (consider people with different religions, beliefs or no belief)			X	
People with a disability (consider attitudinal, physical and social barriers)			X	
Age (consider across age ranges. This can include safeguarding, consent and child welfare)			X	
Lesbian, Gay and Bisexual			X	
Pregnancy and Maternity (consider working arrangements, part-time working, infant caring responsibilities)			X	
Other (please state)				

Equality Impact Assessment Continued

<p>Have any positive impacts been identified? (We must ensure at this stage that we are not achieving equality for one group at the expense of another)</p>	N/A
<p>Have any negative impacts been identified? (Based on direct knowledge, published research, community involvement, customer feedback etc.)</p>	N/A
<p>What action is proposed to overcome any negative impacts? (e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc)</p>	N/A
<p>Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome? (If the policy shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	N/A
<p>How will the policy be monitored? (How will you know it is doing what it is intended to do? E.g. data collection, customer survey etc)</p>	N/A

Objectives:

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4. Provide transport links that maximise the ability to adapt to future influences external to the ferry service
5. Provide transport that minimises carbon emissions

Option No: 1.6 Discontinue two vessel Operation on Bluemull Sound			
Objective			
See key above for details of objectives	1	3-	Reduce capacity and frequency for travel
	2	2-	Reduce opportunity to travel. Will impact on ability to access health care appointments.
	3	0	No impact
	4	2-	Reduces fleet by 1 vessel
	5	2+	Significantly reduces vessel emissions and would necessitate car sharing and use of buses
Additional Appraisal Topic			
Feasibility	1.5-	No immediate alternative vessel on location during breakdowns	
Risk and Uncertainty	1-	Legal challenge unlikely Subject to members decision	
Community acceptability	3-	For Unst & Fetlar users – lack of capacity/frequency in winter	
Savings/Income achieved		£550,000 reduction in operating Bluemull Sound Service	
Traffic Modelling	3-	Shows that current traffic levels cannot be accommodated at times	
Economic/Business assessment	3-	Very Significant	
Further information required			
Use space here to detail any further info required to populate the above table		Equalities Impact Assessment - no differential impact	

Feasibility – Consider of option in light of above appraisal criteria

Risk and Uncertainty - Identify and mitigate risks and uncertainties (consider optimism bias)

Community Acceptability - Consider that acceptability may vary across different groups/communities

Option No: 1.7 Geira Crew reduction - Fetlar consultation alternative option		Table: D (i) (alternative)
Brief description: Delete 1 post and reduce hours of remaining crew from 42 to 40 hours		Type: Service Change 3
		Source document Ref: Ferry consultation
Assessment Required:	Socio Economic	Equality
Consultation Required:	Community & Stakeholders	Staff and union
<p>Origin:</p> <ul style="list-style-type: none"> November 2012 consultation exercise <p>Commentary/Specification: Consultation with:</p> <ul style="list-style-type: none"> Yell, Unst and Fetlar Communities Stakeholders Crew and union <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> Crew consultation and unions Community/ Stakeholder consultation Alternative service provision Purpose of Journeys Relationship Yell Sound Service <p>Existing Information or required information:</p> <ul style="list-style-type: none"> Shetland Transport Strategy Draft Scottish Ferries Plan (applies to all service options) Carryings Data Survey of users 		
Impact on capacity:	Yes – reduction in service level	
Impact on frequency:	Yes – remove	
Impact on journey duration:	Yes if journey delayed	
Impact on user cost:	Yes	
Impact on cost to Council:	£87,109	
<p>Might this option depend on another option or requirement? Yes/No</p> <ul style="list-style-type: none"> If Yes, which option(s) or requirements 	Yes – other Bluemull Sound Options	

Fetlar, Geira - SALARY ESTIMATES FOR 2012/13

Cost Ctr	POST	GR	HRS	FTE	Basic	COT	UnS	IA	FA	Hours OT	SALARY	NI	ER	TOTAL	
GRY7603	Sen Master	J2	1931	1.00	29,172	5,912	997	1,890			37,972	3,236	7,063	48,270	
GRY7603	Mate	H2	1931	1.00	22,608	4,582	773	1,890	362		30,215	2,429	5,553	38,196	
GRY7603	Engineer	I2	1931	1.00	25,852	5,239	884	1,890			33,865	2,809	6,299	42,972	
GRY7603	Deckhand	G2	1931	1.00	20,079	4,069	686	1,890			26,725	2,066	4,971	33,761	
GRY7603	Deckhand	G2	1931	1.00	20,079	4,069	686	1,890			26,725	2,066	4,971	33,761	
GRY7603	Deckhand	G2	1931	1.00	20,079	4,069	686	1,890			26,725	2,066	4,971	33,761	
GRY7603	OVERTIME									7,000	7,000	728		7,728	
GRY7603	RELIEF COVER incl Higher Duties				4,400						4,400	458	818	5,676	
TOTAL FETLAR SERVICE					6.00	142,268	27,941	4,713	11,340	362	7,000	193,625	15,857	34,645	244,127

Geira Crew Option 1.7

Cost Ctr	POST	GR	HRS	FTE	Basic	COT	UnS	IA	FA	Hours OT	SALARY	NI	ER	TOTAL	
GRY7603	Sen Master	J2	1931	1.00	29,172	3,547	997	1,890			35,607	2,990	6,623	45,220	
GRY7603	Mate	H2	1931	1.00	22,608	2,749	773	1,890	362		28,382	2,238	5,212	35,832	
GRY7603	Engineer	I2	1931	1.00	25,852	3,144	884	1,890			31,769	2,591	5,909	40,268	
GRY7603	Deckhand	G2	1931	1.00	20,079	2,442	686	1,890			25,097	1,897	4,668	31,662	
GRY7603	Deckhand	G2	1931	1.00	20,079	2,442	686	1,890			25,097	1,897	4,668	31,662	
GRY7603	OVERTIME									6,000	6,000	624		6,624	
GRY7603	RELIEF COVER incl Higher Duties				4,000						4,000	416	744	5,160	
TOTAL FETLAR SERVICE					5.00	121,790	14,323	4,027	9,450	362	6,000	155,951	12,652	27,824	196,427

Fuel & Running cost Reduction			
120,657	2712	44.49	Saving
88,980	2000	44.49	
31,677	712		35070.83
	712		2136.00
		3.00	37,206.83

Summary of 'Fetlar' Savings		
Fetlar Status		
Quo	-	244,127
Option 1.7	-	196,427
		47,699
Fuel & Running	37,207	
GRY Reduction	0	2,203
		£87,109

Other Budgets - Per Capita reductions 6 - 5			
GRY76030820	Fetlar Service Medical Fees	85	
GRY76031322	Fetlar Service Protect Cth/Uni	1,050	
GRY76031461	Fetlar Service Car Allow/Mila	1,500	
GRY76031470	Fetlar Service Travel Costs	50	
GRY76031600	Fetlar Service All Train Costs	9,700	
GRY76031662	Fetlar Service Subsistence	100	
		12,485	
			2,203

Reduce remaining 5 crew from 42 to 40 hours. 5 man crew costs SIC £82.93/hr (12/13 crew costs) at time and half = £124.40 per hour for 2 hrs for 52 weeks = £12,937.60. (altering hours on 13/14 salary estimates gives saving of £12,287)

Fuel for 2000 hrs (50 x 40) instead of 2712 (current). 11/12 actual fuel cost £120,657. 712 less hours saves £31,677 pa. Increase price 56 to 62 ppl gives £35,071.

Reduced maintenance of £3 per hour gives 712 x £3 = £2,136.

Total possible saving of £37,349 + £12,938 + £35,071 + £2,136 = £87,494.

Equality Impact Assessment

Option No: 1.7 Geira Crew reduction - Fetlar consultation alternative option

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities (consider different ethnic groups, nationalities, language barriers)			X	
Gender			X	
Gender Reassignment (consider transgender and transsexual people. This can include issues such as privacy of data and harassment)			X	
Religion or Belief (consider people with different religions, beliefs or no belief)			X	
People with a disability (consider attitudinal, physical and social barriers)			X	
Age (consider across age ranges. This can include safeguarding, consent and child welfare)			X	
Lesbian, Gay and Bisexual			X	
Pregnancy and Maternity (consider working arrangements, part-time working, infant caring responsibilities)			X	
Other (please state)				

Equality Impact Assessment Continued

<p>Have any positive impacts been identified? (We must ensure at this stage that we are not achieving equality for one group at the expense of another)</p>	N/A
<p>Have any negative impacts been identified? (Based on direct knowledge, published research, community involvement, customer feedback etc.)</p>	N/A
<p>What action is proposed to overcome any negative impacts? (e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc)</p>	N/A
<p>Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome? (If the policy shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	N/A
<p>How will the policy be monitored? (How will you know it is doing what it is intended to do? E.g. data collection, customer survey etc)</p>	N/A

Objectives:

To develop a sustainable inter-island ferry service that can be delivered within an environment of reducing resources

- 1 As a priority provide transport links to maximise economic activity throughout Shetland and provide links that maintain employment opportunities within Shetland
- 2 Provide transport links to promote social mobility and inclusion in a way which does not widen the equality gap;
- 3 Provide transport links that use a risk-based approach to managing safety within legislation requirements;
- 4 Provide transport links that maximise the ability to adapt to future influences external to the ferry service
- 5 Provide transport that minimises carbon emissions

Option No: 1.7 Geira Crew reduction - Fetlar consultation alternative option			
Objective			
See key above for details of objectives	1	2-	Reduce capacity and frequency for travel
	2	2-	Reduce opportunity to travel. Will impact on ability to access health care appointments.
	3	0	No impact
	4	0	No impact
	5	1+	Reduces vessel emissions and would promote car sharing and use of buses
Additional Appraisal Topic			
Feasibility	0	No technical or operational barriers	
Risk and Uncertainty	0	Legal challenge unlikely Subject to members decision	
Community acceptability	2-	For Unst users – Unst CC verbal feedback indicates concern over reduced summer capacity and impact on tourism	
Savings/Income achieved		£87,109	
Traffic Modelling	1-	Current traffic levels can be accommodated, except during summer tourist season	
Economic assessment	2-	Relative score	
Further information required			
Use space here to detail any further info required to populate the above table	Equalities Impact Assessment - no differential impact		

Feasibility – Consider of option in light of above appraisal criteria

Risk and Uncertainty - Identify and mitigate risks and uncertainties (consider optimism bias)

Community Acceptability - Consider that acceptability may vary across different groups/communities

Section 2 – Yell Sound Service

Option No: 2.1 Remove overnight manning (now part of 2.6)		Table: C (ii)		
Brief description: Remove all overnight manning		Type: Service Change 2		
		Source document Ref: Workshop 3 – 1.3		
Assessment Required:	Economic Impact	Community Safety Assessment	Social Inclusion	Equalities Impact Assessment
Consultation Required:	Community Councils	Users & Stakeholders	Sea staff union(s)	
<p>Origin:</p> <ul style="list-style-type: none"> • Ways to Save • Service Review • Staff consultation <p>Commentary/Specification:</p> <ul style="list-style-type: none"> • This means that crew shut down vessel and end shift after last sailing <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> • Appropriately skilled, certificated and competent staff • Sufficient watch keeping arrangements • Identify timetable options with removed manning • Alternative emergency arrangements • Consequences for the safety of the ships • Consequences for crewing of remaining services (off island crew for example) • Consequences for Bluemull timetable • Consequences for maintenance and cleaning of the vessels • The requirements of the Sullom Voe Harbour Bylaws • Purpose of Journey <p>Existing Information or required information:</p> <ul style="list-style-type: none"> • Shetland Transport Strategy (Project) • Carrying data (identify sailings affected) • Sullom Voe Harbour Bylaws • Survey of users • Spend to save vessel monitoring system 				
Impact on capacity:		Yes -		
Impact on frequency:		Yes – regular overnight runs will be discontinued		
Impact on journey duration:		None		
Impact on user cost:		None		
Impact on cost to Council:		Ongoing annual saving of: £459,673.24 Attached details of Project savings analysis		
Might this option depend on another option or requirement? Yes/No		Yes		
<ul style="list-style-type: none"> • If Yes, which option(s) or requirements 		Option 14.1 – remove underused runs Option 14.7 – reduce crew hours and timetables Option 14.11 – Community runs Option 14.3 – Manage Sea Staff Leave		

Following the consultation exercise the project concluded that a range of similar Yell Sound options could be amalgamated to prevent double working and ambiguity. On 14 August the Project Board

agreed to amalgamate this option into option 2.6 below.

Option No: 2.2 Two Ship Four Crew Operation Yell Sound (now part of 2.6)		Table: C (ii)	
Brief description: Includes through-night manning		Type: Service Change 2	
		Source document Ref: Staff Consultation	
Assessment Required:	Economic Impact	Social Inclusion	
Consultation Required:	Community Councils	Users & Stakeholders	Sea staff union(s)
<p>Origin:</p> <ul style="list-style-type: none"> Staff Consultation <p>Commentary/Specification:</p> <ul style="list-style-type: none"> Only 2 vessels for up to 6 hours day <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> Identify timetable options with removed manning Consequences for Bluemull timetable Consequences for bus connections Purpose of Journey <p>Existing Information or required information:</p> <ul style="list-style-type: none"> Shetland Transport Strategy (Project) Carrying data (identify sailings affected) Economic impact assessment (2007) Survey of users Project savings analysis 			
Impact on capacity:	TBC		
Impact on frequency:	Yes		
Impact on journey duration:	None		
Impact on user cost:	None		
Impact on cost to Council:	Attach details of Project savings analysis		
Might this option depend on another option or requirement? Yes/No <ul style="list-style-type: none"> If Yes, which option(s) or requirements 	Yes All other Options for Yell service Option 14.1 – remove underused runs Option 14.7 – reduce crew hours and timetables Option 14.11 – Community runs		

Following the consultation exercise the project concluded that a range of similar Yell Sound options could be amalgamated to prevent double working and ambiguity. On 14 August the Project Board agreed to amalgamate this option into option 2.6 below.

Option No: 2.2a Two Ship Four Crew Operation Yell Sound (now part of 2.6)		Table: C (ii)	
Brief description: 4 crews each working 12 hours week on week off 2 ships operated each manned 12 hours day		Type: Service Change 3	
		Source document Ref: Staff Consultation	
Assessment Required:	Economic Impact	Social Inclusion	
Consultation Required:	Community Councils	Users & Stakeholders	Sea staff union(s)
<p>Origin:</p> <ul style="list-style-type: none"> Staff Consultation <p>Commentary/Specification:</p> <ul style="list-style-type: none"> This means that service reduces to 18 hours And only 2 vessels for 6 hours day <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> Appropriate infrastructure Sufficient watch keeping arrangements Identify timetable options with removed manning Alternative emergency arrangements Consequences for the safety of the ships Consequences for crewing of remaining services (off island crew for example) Consequences for Bluemull timetable Consequences for maintenance and cleaning of the vessels The requirements of the Sullom Voe Harbour Bylaws Purpose of Journey <p>Existing Information or required information:</p> <ul style="list-style-type: none"> Shetland Transport Strategy (Project) Carryings data (identify sailings affected) Economic impact assessment (2007) Survey of users Sullom Voe Harbour Bylaws Project savings analysis 			
Impact on capacity:	TBC		
Impact on frequency:	Yes – regular overnight runs will be discontinued		
Impact on journey duration:	None		
Impact on user cost:	None		
Impact on cost to Council:	Attach details of Project savings analysis		
Might this option depend on another option or requirement? Yes/No	Yes		
<ul style="list-style-type: none"> If Yes, which option(s) or requirements 	<ul style="list-style-type: none"> Option 14.1 – remove underused runs Option 14.7 – reduce crew hours and timetables Option 14.11 – Community runs 		

Following the consultation exercise the project concluded that a range of similar Yell Sound options could be amalgamated to prevent double working and ambiguity. On 14 August the Project Board agreed to amalgamate this option into option 2.6 below.

Option No: 2.3 Operate Yell Service with 4 crews on a 21 day 48 average week cycle		Table: C (i)	
Brief description: 8 dayshifts @ 12 hours followed by 8 backshifts @ 6 hour followed by 5 days off		Type: Service Change 3	
		Source document Ref: Member input – Staff Consultation	
Assessment Required:	Economic Impact	Social Inclusion	
Consultation Required:	Community Councils	Users & Stakeholders	Sea staff union(s)
<p>Origin:</p> <ul style="list-style-type: none"> Member input following staff comments <p>Commentary/Specification:</p> <ul style="list-style-type: none"> This means that crew would work average of 48 hours/week Service reduces to cover 18 hours a day <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> Appropriate infrastructure Sufficient watch keeping arrangements Identify timetable options with removed manning Alternative emergency arrangements Consequences for the safety of the ships Consequences for crewing of remaining services (off island crew for example) Consequences for Bluemull timetable Consequences for maintenance and cleaning of the vessels The requirements of the Sullom Voe Harbour Bylaws Purpose of Journey <p>Existing Information or required information:</p> <ul style="list-style-type: none"> Shetland Transport Strategy (Project) Carryings data (identify sailings affected) Economic impact assessment (2007) Sullom Voe Harbour Bylaws Survey of users Project savings analysis 			
Impact on capacity:	Yes – service reduced to 18 hours		
Impact on frequency:	Yes – regular overnight runs will be discontinued		
Impact on journey duration:	None		
Impact on user cost:	None		
Impact on cost to Council:	Attach details of Project savings analysis		
Might this option depend on another option or requirement? Yes/No	Yes		
• If Yes, which option(s) or requirements	All other Options for Yell Service Option 14.1 – remove underused runs Option 14.7 – reduce crew hours and timetables Option 14.11 – Community runs		

[The Council is unable to remunerate employee's outwith the present Single Status Collective Agreement and the contracted hours are considered too long for safe operation. Consequently the Project recommends to the Project Board that this Option is discontinued]

Option No: 2.4 Single Vessel Service Yell Sound (now part of 2.6)		Table: C (ii)	
Brief description: Operate 1 vessel on Yell Sound on a peak time quick turn round timetable operation. Sell or Mothball second vessel.		Type: Service Change 3	
Assessment Required:		Economic Impact	
Consultation Required:		Community Councils	Users & Stakeholders
Sea staff union(s)			
Origin: <ul style="list-style-type: none"> Members views Service Review 			
Commentary/Specification: <ul style="list-style-type: none"> This means that only 1 of two vessels would remain in operation Two shifts 24 hour manning One of two vessels would be sold or laid up and not immediately available for use 			
Add essential requirements/criteria: <ul style="list-style-type: none"> Crew rest and breaks Consequences for Bluemull timetable Is there sufficient capacity at peak times on a single vessel? Cover required during Docking Period & breakdown contingency 			
Existing Information or required information: <ul style="list-style-type: none"> Shetland Transport Strategy (Project) Carryings data (identify sailings affected) Economic impact assessment (2007) Users survey statistics Project savings analysis 			
Impact on capacity:	Yes – less journeys		
Impact on frequency:	Yes – overall less crossings		
Impact on journey duration:	None		
Impact on user cost:	None		
Impact on cost to Council:	Ongoing annual saving of: £695,854.05 Attached details of Project savings analysis		
Might this option depend on another option or requirement? Yes/No • If Yes, which option(s) or requirements	Yes Option 14.1 – remove underused runs Option 14.7 – reduce crew hours and timetables Option 14.11 – Community runs Option 14.3 – Manage Sea Staff Leave		

Following the consultation exercise the project concluded that a range of similar Yell Sound options could be amalgamated to prevent double working and ambiguity. On 14 August the Project Board agreed to amalgamate this option into option 2.6 below.

Option No: 2.5 Alternative Crewing arrangement (now part of 2.6)		Table: C (ii)	
Brief description: Alternative Crewing arrangements in conjunction with revised timetable		Type: Service Change 2	
		Source document Ref: Staff Consultation	
Assessment Required:	Economic Impact		
Consultation Required:	Community Councils	Users & Stakeholders	Sea staff union(s)
<p>Origin:</p> <ul style="list-style-type: none"> Staff Consultation <p>Commentary/Specification:</p> <ul style="list-style-type: none"> <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> Crew rest and breaks Consequences for Bluemull timetable Is there sufficient capacity at peak times on a single vessel? Cover required during Docking Period & breakdown contingency <p>Existing Information or required information:</p> <ul style="list-style-type: none"> Shetland Transport Strategy (Project) Carryings data (identify sailings affected) Economic impact assessment (2007) Users survey statistics Project savings analysis 			
Impact on capacity:	Yes – less journeys		
Impact on frequency:	Yes – overall less crossings		
Impact on journey duration:	None		
Impact on user cost:	None		
Impact on cost to Council:	Ongoing annual saving of: Attached details of Project savings analysis		
Might this option depend on another option or requirement? Yes/No	Yes		
<ul style="list-style-type: none"> If Yes, which option(s) or requirements 	All other Yell Sound Options Option 14.1 – remove underused runs Option 14.7 – reduce crew hours and timetables Option 14.11 – Community runs Option 14.3 – Manage Sea Staff Leave		

Following the consultation exercise the project concluded that a range of similar Yell Sound options could be amalgamated to prevent double working and ambiguity. On 14 August the Project Board agreed to amalgamate this option into option 2.6 below.

Option No: 2.6 Yell Sound Amalgamated Options 2.1, 2.2, 2.2a, 2.4 & 2.5		Table: D (i)	
Brief description: This option supersedes the above options and offers a choice of permutations for council and communities to consider		Type: Service Change 3	
Assessment Required:		Source document Ref: Workshop 3 – 1.3	
Socio Economic		Equalities	
Consultation Required:	Community Councils	Users & Stakeholders	Sea staff union(s)
<p>Origin:</p> <ul style="list-style-type: none"> • Ways to Save • Service Review • Consultation exercise • Project Board <p>Commentary/Specification:</p> <ul style="list-style-type: none"> • Present three alternative variations with timetables and crewing methods <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> • Appropriately skilled, certificated and competent staff • Appropriate infrastructure • Sufficient watch keeping arrangements • Identify timetable options with removed manning • Alternative emergency arrangements • Consequences for the safety of the ships • Consequences for crewing of remaining services (off island crew for example) • Consequences for Bluemull timetable • Purpose of Journey <p>Existing Information or required information:</p> <ul style="list-style-type: none"> • Shetland Transport Strategy (Project) • Carryings data (identify sailings affected) • Economic impact assessment (2007) • Sullom Voe Harbour Bylaws 			
Impact on capacity:	Yes – Reduced frequency		
Impact on frequency:	Yes – Revised timetables		
Impact on journey duration:	None		
Impact on user cost:	None		
Impact on cost to Council:	Ongoing annual saving of: TBA Attached details of Project savings analysis		
Might this option depend on another option or requirement? Yes/No	Yes		
• If Yes, which option(s) or requirements	Option 14.3 – Manage Sea Staff Leave		

Option No: 2.6a Yell Sound Amalgamated – Single vessel, no overnight manning		Table: D (i)	
Brief description: This option supersedes option 2.6 above options and offers a choice of permutations for council following consultation		Type: Service Change 3	
Assessment Required: Economic		Source document Ref: Workshop 3 – 1.3	
Assessment Required: Economic		Equalities	
Consultation Required:	Community Councils	Users & Stakeholders	Sea staff union(s)
<p>Origin:</p> <ul style="list-style-type: none"> • Ways to Save • Service Review • Consultation exercise • Project Board <p>Commentary/Specification:</p> <ul style="list-style-type: none"> • Present three alternative variations with timetables and crewing methods <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> • Appropriately skilled, certificated and competent staff • Sufficient watch keeping arrangements • Identify timetable options with removed manning • Alternative emergency arrangements • Consequences for Bluemull timetable • Consequences for maintenance and cleaning of the vessels • The requirements of the Sullom Voe Harbour Bylaws • Purpose of Journey <p>Existing Information or required information:</p> <ul style="list-style-type: none"> • Shetland Transport Strategy (Project) • Carryings data (identify sailings affected) • Economic impact assessment (2007) • Sullom Voe Harbour Bylaws • Survey of users • Spend to save vessel monitoring system 			
Impact on capacity:		Yes – Reduced frequency	
Impact on frequency:		Yes – Revised timetables	
Impact on journey duration:		None	
Impact on user cost:		None	
Impact on cost to Council:		£1,100,000	
Might this option depend on another option or requirement? Yes/No		Yes	
<ul style="list-style-type: none"> • If Yes, which option(s) or requirements 		Option 14.3 – Manage Sea Staff Leave	

Following the Consultation Exercise November 2013, taking into account the findings of the Economic Study and the introduction of the alternative Option 2.7 the Project Team recommends to the Project Board that this Option has insufficient merit to warrant further progression.

Project Board 15 Jan 2013 agreed that this option should be discontinued.

Other budgets:

Reduced Fuel Consumption Calculations - £268,000

Reduced oils and lubricants

Reduced maintenance, including annual dry dock workload

Reduced Consumables

Number of runs drops from 180 to 152 (reducing to what can be accommodated within 18 hour shift, based on 2 out of 3 late night runs)

£1,032,000 of fuel used 11/12

2.6a – Yell single vessel (reduced overnight manning):

180 return sailings per week reduced to 126. Pro rata saving on (11/12 Actual £1,035,083) fuel of £310,525. Increased price 56 to 62 ppl gives £343,795.

Crew reduced from 42 to 25. Pro rata reduction on total sea staff costs of £1,835,340 (11/12 Actual) gives saving of £742,875.71

Total fuel and crew saving of £1,086,671.

See page 69 - 71 STAG document.

Saving on main machinery maintenance from reduce running of £4 per hour for 74 hours per week for 50 weeks giving £14,800.

Overall possible saving for option of £1,101,471.

Equality Impact Assessment

Option No: 2.6a Yell Sound Amalgamated – Single vessel, no overnight manning

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities (consider different ethnic groups, nationalities, language barriers)			X	
Gender			X	
Gender Reassignment (consider transgender and transsexual people. This can include issues such as privacy of data and harassment)			X	
Religion or Belief (consider people with different religions, beliefs or no belief)			X	
People with a disability (consider attitudinal, physical and social barriers)			X	
Age (consider across age ranges. This can include safeguarding, consent and child welfare)			X	
Lesbian, Gay and Bisexual			X	
Pregnancy and Maternity (consider working arrangements, part-time working, infant caring responsibilities)			X	
Other (please state)				

Equality Impact Assessment Continued

<p>Have any positive impacts been identified? (We must ensure at this stage that we are not achieving equality for one group at the expense of another)</p>	N/A
<p>Have any negative impacts been identified? (Based on direct knowledge, published research, community involvement, customer feedback etc.)</p>	N/A
<p>What action is proposed to overcome any negative impacts? (e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc)</p>	N/A
<p>Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome? (If the policy shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	N/A
<p>How will the policy be monitored? (How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc)</p>	N/A

Objectives:

To develop a sustainable inter-island ferry service that can be delivered within an environment of reducing resources

1. As a priority provide transport links to maximise economic activity throughout Shetland and provide links that maintain employment opportunities within Shetland
2. Provide transport links to promote social mobility and inclusion in a way which does not widen the equality gap;
3. Provide transport links that use a risk-based approach to managing safety within legislation requirements;
4. Provide transport links that maximise the ability to adapt to future influences external to the ferry service;
5. Provide transport links that minimise carbon emissions

Option No: 2.6a Yell Sound Amalgamated – Single vessel, no overnight manning			
Objective			
See key above for details of objectives	1	3-	Severely negative impact on ability of commercial vehicles and commuters to travel on Yell Sound
	2	2-	Lower frequency and capacity will increase waiting times
	3	0	No impact
	4	1-	Impact on ability to reintroduce services following reduction in certificated staff
	5	2+	Significantly reduces vessel emissions and would necessitate car sharing and use of buses
STAG Appraisal Topic			
Feasibility	0	No technical or operational barriers	
Risk and Uncertainty	1-	Potential for legal challenge; subject to members' decision	
Community acceptability	3-	For Yell Service users	
Savings/Income achieved		£1,100,000	
Traffic modelling	3-	Models indicate that a significant amount of traffic would not be able to be accommodated at critical times	
Economic assessment	3-	Very Significant	
Further information required			
Use space here to detail any further info required to populate the above table	Equality Impact Assessment – no differential impacts		

Feasibility – Consider of option in light of above appraisal criteria

Risk and Uncertainty - Identify and mitigate risks and uncertainties (consider optimism bias)

Public Acceptability - Consider that acceptability may vary across different groups/communities

Option No: 2.6b Yell Sound Amalgamated – Overlap Service, no overnight manning		Table: D (i)	
Brief description: This option supersedes option 2.6 above options and offers a choice of permutations for council following consultation		Type: Service Change 3	
		Source document Ref: Workshop 3 – 1.3	
Assessment Required:	Socio Economic		Equalities
Consultation Required:	Community Councils	Users & Stakeholders	Sea staff union(s)
<p>Origin:</p> <ul style="list-style-type: none"> • Ways to Save • Service Review • Consultation exercise • Project Board <p>Commentary/Specification:</p> <ul style="list-style-type: none"> • Present three alternative variations with timetables and crewing methods <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> • Appropriately skilled, certificated and competent staff • Appropriate infrastructure • Sufficient watch keeping arrangements • Identify timetable options with removed manning • Alternative emergency arrangements • Consequences for the safety of the ships • Consequences for crewing of remaining services (off island crew for example) • Consequences for Bluemull timetable • Consequences for maintenance and cleaning of the vessels • The requirements of the Sullom Voe Harbour Bylaws • Purpose of Journey <p>Existing Information or required information:</p> <ul style="list-style-type: none"> • Shetland Transport Strategy (Project) • Carrying data (identify sailings affected) • Economic impact assessment (2007) • Sullom Voe Harbour Bylaws • Survey of users • Spend to save vessel monitoring system 			
Impact on capacity:	Yes – Reduced frequency		
Impact on frequency:	Yes – Revised timetables		
Impact on journey duration:	None		
Impact on user cost:	None		
Impact on cost to Council:	c £850,000		
Might this option depend on another option or requirement? Yes/No	Yes Option 14.3 – Manage Sea Staff Leave		
<ul style="list-style-type: none"> • If Yes, which option(s) or requirements 			

Other budgets:

Reduced Fuel Consumption Calculations - £268,000 New option £?????

Reduced oils and lubricants New option £?????

Reduced maintenance, including annual dry dock workload New option £?????

Reduced Consumables New option £?????

Number of runs drops from 180 to 152 (reducing to what can be accommodated within 18 hour shift, based on 2 out of 3 late night runs)

£1,032,000 of fuel used 11/12

2.6b – Yell overlap (reduced overnight manning):

180 return sailings per week reduced to 133. Pro rata saving on (11/12 Actual £1,035,083) fuel of £270,272. Increased price 56 to 62 ppl gives £299,230.

Crew reduced from 42 to 33. Pro rata reduction on total sea staff costs of £1,835,340 (11/12 Actual) gives crew saving of £393,287.14

Total fuel and crew saving of £692,516.

See page 77 - 79 STAG document.

Saving on main machinery maintenance from reduce running of £4 per hour for 47 hours per week for 50 weeks giving £9,400.

Overall possible saving for option of £701,916.

Equality Impact Assessment

Option No: 2.6b Yell Sound Amalgamated – Overlap Service, no overnight manning

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities (consider different ethnic groups, nationalities, language barriers)			X	
Gender			X	
Gender Reassignment (consider transgender and transsexual people. This can include issues such as privacy of data and harassment)			X	
Religion or Belief (consider people with different religions, beliefs or no belief)			X	
People with a disability (consider attitudinal, physical and social barriers)			X	
Age (consider across age ranges. This can include safeguarding, consent and child welfare)			X	
Lesbian, Gay and Bisexual			X	
Pregnancy and Maternity (consider working arrangements, part-time working, infant caring responsibilities)			X	
Other (please state)				

Equality Impact Assessment Continued

<p>Have any positive impacts been identified? (We must ensure at this stage that we are not achieving equality for one group at the expense of another)</p>	N/A
<p>Have any negative impacts been identified? (Based on direct knowledge, published research, community involvement, customer feedback etc.)</p>	N/A
<p>What action is proposed to overcome any negative impacts? (e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc)</p>	N/A
<p>Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome? (If the policy shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	N/A
<p>How will the policy be monitored? (How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc)</p>	N/A

Objectives:

To develop a sustainable inter-island ferry service that can be delivered within an environment of reducing resources

1. As a priority provide transport links to maximise economic activity throughout Shetland and provide links that maintain employment opportunities within Shetland
2. Provide transport links to promote social mobility and inclusion in a way which does not widen the equality gap;
3. Provide transport links that use a risk-based approach to managing safety within legislation requirements;
4. Provide transport links that maximise the ability to adapt to future influences external to the ferry service;
5. Provide transport links that minimise carbon emissions

Option No: 2.6b Yell Sound Amalgamated – Overlap Service, no overnight manning			
Objective			
See key above for details of objectives	1	2-	Severely negative impact on ability of commercial vehicles and commuters to travel on Yell Sound
	2	1-	Lower frequency and capacity will increase waiting times
	3	0	No impact
	4	1-	Impact on ability to reintroduce services following reduction in certificated staff
	5	2+	Significantly reduces vessel emissions and would necessitate car sharing and use of buses
STAG Appraisal Topic			
Feasibility	0	No technical or operational barriers	
Risk and Uncertainty	1-	Potential for legal challenge; subject to members' decision	
Community acceptability	3-	For Yell Commuters- less for Unst & Fetlar users	
Savings/Income achieved		<i>£850,000</i>	
Traffic modelling	3-	Models indicate that a significant amount of traffic would not be able to be accommodated at critical times	
Economic assessment	2-	Quite Significant	
Further information required			
Use space here to detail any further info required to populate the above table	Equality Impact Assessment – no differential impacts		

Feasibility – Consider of option in light of above appraisal criteria

Risk and Uncertainty - Identify and mitigate risks and uncertainties (consider optimism bias)

Public Acceptability - Consider that acceptability may vary across different groups/communities

Option No: 2.7 Yell Sound Community Council alternative		Table: D (i) (Alternative)	
Brief description: This option proposes an alternative to option 2.6 above		Type: Service Change 3	
		Source document Ref: Consultation Exercise	
Assessment Required:	Socio Economic		Equalities
Consultation Required:	Community Councils	Users & Stakeholders	Sea staff union(s)
<p>Origin:</p> <ul style="list-style-type: none"> November 2012 consultation exercise Project Board <p>Commentary/Specification:</p> <ul style="list-style-type: none"> Alternative variations with timetables and crewing methods <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> Appropriately skilled, certificated and competent staff Appropriate infrastructure Sufficient watch keeping arrangements Identify timetable options with removed manning Alternative emergency arrangements Consequences for the safety of the ships Consequences for crewing of remaining services (off island crew for example) Consequences for Bluemull timetable Consequences for maintenance and cleaning of the vessels The requirements of the Sullom Voe Harbour Bylaws Purpose of Journey <p>Existing Information or required information:</p> <ul style="list-style-type: none"> Shetland Transport Strategy (Project) Carryings data (identify sailings affected) Economic impact assessment (2007) Sullom Voe Harbour Bylaws Survey of users Spend to save vessel monitoring system 			
Impact on capacity:		Yes – Reduced frequency	
Impact on frequency:		Yes – Revised timetables	
Impact on journey duration:		None	
Impact on user cost:		None	
Impact on cost to Council:		£760,853.30	
Might this option depend on another option or requirement? Yes/No		Yes Option 14.3 – Manage Sea Staff Leave	
<ul style="list-style-type: none"> If Yes, which option(s) or requirements 			

Present Yell Service - SALARY ESTIMATES FOR 2012/13

COST CENTRE	POST	GR	HRS	FTE	Basic 0000	Cont Hrs	US 0200	IA 0600	FA 0623	SALARY	NI 0570	ER 0400	Strain 0412	0417	TOTAL
Ferry Service Review STAG Part 2	Route Master	K2	1931	1.00	32,339	6,554	5,745	1,890		46,528	4,263	8,654			59,445
	Master	J2	1931	1.00	29,172	5,912	5,183	1,890		42,157	3,660	7,841			53,658
	Master	J2	1931	1.00	29,172	5,912	5,183	1,890		42,157	3,660	7,841			53,658
	Master	J2	1931	1.00	32,229	5,872	5,726	1,890		45,717	4,151	8,503			58,371
	Master	J2	1931	1.00	29,172	5,912	5,183	1,890		42,157	3,660	7,841			53,658
	Master	J2	1931	1.00	29,172	5,912	5,183	1,890		42,157	3,660	7,841			53,658
	Master	J2	1931	1.00	29,172	5,912	5,183	1,890		42,157	3,660	7,841			53,658
	Master	J2	1931	1.00	32,229	5,872	5,726	1,890		45,717	4,151	8,503			58,371
	Mate	H2	1931	1.00	22,608	4,582	4,017	1,890	362	33,458	2,766	6,156			42,381
	Mate	H2	1931	1.00	22,608	4,582	4,017	1,890	362	33,458	2,766	6,156			42,381
	Mate	H2	1931	1.00	22,608	4,582	4,017	1,890	362	33,458	2,766	6,156			42,381
	Mate	H2	1931	1.00	22,608	4,582	4,017	1,890	362	33,458	2,766	6,156			42,381
	Mate	H2	1931	1.00	22,608	4,582	4,017	1,890	362	33,458	2,766	6,156			42,381
	Mate	H2	1931	1.00	22,608	4,582	4,017	1,890	362	33,458	2,766	6,156			42,381
	Mate	H2	1931	1.00	22,608	4,582	4,017	1,890	362	33,458	2,766	6,156			42,381
	Mate	H2	1931	1.00	22,608	4,582	4,017	1,890	362	33,458	2,766	6,156			42,381
	Senior Engineer	I2	1931	1.00	25,852	5,239	4,593	1,890		37,574	3,194	6,989			47,757
	Senior Engineer	I2	1931	1.00	25,852	5,239	4,593	1,890		37,574	3,194	6,989			47,757
	Engineer	I2	1931	1.00	25,852	5,239	4,593	1,890		37,574	3,194	6,989			47,757
	Engineer	I2	1931	1.00	25,852	5,239	4,593	1,890		37,574	3,194	6,989			47,757
	Engineer	I2	1931	1.00	25,852	5,239	4,593	1,890		37,574	3,194	6,989			47,757
	Engineer	I2	1931	1.00	25,852	5,239	4,593	1,890		37,574	3,194	6,989			47,757
	Engineer	I2	1931	1.00	25,852	5,239	4,593	1,890		37,574	3,194	6,989			47,757
	Engineer	I2	1931	1.00	25,852	5,239	4,593	1,890		37,574	3,194	6,989			47,757
	Engineer	I2	1931	1.00	25,852	5,239	4,593	1,890		37,574	3,194	6,989			47,757
	Deckhand	G2	1931	1.00	20,079	4,069	3,567	1,890		29,605	2,366	5,507			37,478
	Deckhand	G2	1931	1.00	20,079	4,069	3,567	1,890		29,605	2,366	5,507			37,478
	Deckhand	G2	1931	1.00	20,079	4,069	3,567	1,890		29,605	2,366	5,507			37,478
	Deckhand	G2	1931	1.00	20,079	4,069	3,567	1,890		29,605	2,366	5,507			37,478
	Deckhand	G2	1931	1.00	20,079	4,069	3,567	1,890		29,605	2,366	5,507			37,478
	Deckhand	G2	1931	1.00	20,079	4,069	3,567	1,890		29,605	2,366	5,507			37,478
	Deckhand	G2	1931	1.00	20,079	4,069	3,567	1,890		29,605	2,366	5,507			37,478
	Deckhand	G2	1931	1.00	20,079	4,069	3,567	1,890		29,605	2,366	5,507			37,478
	Deckhand	G2	1931	1.00	20,079	4,069	3,567	1,890		29,605	2,366	5,507			37,478
	Deckhand	G2	1931	1.00	20,079	4,069	3,567	1,890		29,605	2,366	5,507			37,478
	Deckhand	G2	1931	1.00	20,079	4,069	3,567	1,890		29,605	2,366	5,507			37,478
Ferry Service Review Project	Deckhand	G2	1931	1.00	20,079	4,069	3,567	1,890	81	29,605	2,366	5,507			37,478
	Deckhand	G1	1931	1.00	19,404	3,932	3,447	1,890		28,673	2,269	5,333			36,275
	Relief Engineer	I1	60	0.03	769			59		827					827
	Relief Engineer	I1	60	0.03	769			59		827					827
	Relief Engineer	I1	60	0.03	769			59		827					827
	Relief Engineer	I1	60	0.03	769			59		827					827
	Relief Engineer	I1	60	0.03	769			59		827					827

COST CENTRE	POST	GR	HRS	FTE	Basic 0000	Cont Hrs	US 0200	IA 0600	FA 0623	SALARY	NI 0570	ER 0400	Strain 0412	0417	TOTAL
Yell Sound Shift Vessel															
GRY760 9	Master	J2	1931	1.00	29,172	5,912	4,377	1,890		41,351	3,549	7,691			52,591
GRY760 9	Mate	H2	1931	1.00	22,608	4,582	3,392	1,890	362	32,834	2,701	6,040			41,575
GRY760 9	Senior Engineer	I2	1931	1.00	25,852	5,239	3,879	1,890		36,859	3,120	6,856			46,835
GRY760 9	Deckhand	G2	1931	1.00	20,079	4,069	3,013	1,890		29,051	2,308	5,403			36,762
GRY760 9	Deckhand	G2	1931	1.00	20,079	4,069	3,013	1,890		29,051	2,308	5,403			36,762
GRY760 9	Master	J2	1931	1.00	29,172	5,912	4,377	1,890		41,351	3,549	7,691			52,591
GRY760 9	Mate	H2	1931	1.00	22,608	4,582	3,392	1,890	362	32,834	2,701	6,040			41,575
GRY760 9	Engineer	I2	1931	1.00	25,852	5,239	3,879	1,890		36,859	3,120	6,856			46,835
GRY760 9	Deckhand	G2	1931	1.00	20,079	4,069	3,013	1,890		29,051	2,308	5,403			36,762
GRY760 9	Deckhand	G2	1931	1.00	20,079	4,069	3,013	1,890		29,051	2,308	5,403			36,762
GRY760 9	Master	J2	1931	1.00	29,172	5,912	4,377	1,890		41,351	3,549	7,691			52,591
GRY760 9	Mate	H2	1931	1.00	22,608	4,582	3,392	1,890	362	32,834	2,701	6,040			41,575
GRY760 9	Engineer	I2	1931	1.00	25,852	5,239	3,879	1,890		36,859	3,120	6,856			46,835
GRY760 9	Deckhand	G2	1931	1.00	20,079	4,069	3,013	1,890		29,051	2,308	5,403			36,762
GRY760 9	Deckhand	G2	1931	1.00	20,079	4,069	3,013	1,890		29,051	2,308	5,403			36,762
Yell Sound relief pool															

GRY760 9	Route Master	K2	1931	1.00	32,339	6,554	4,852	1,890		45,634	4,140	8,488			58,262
GRY760 9	Mate	H2	1931	1.00	22,608	4,582	1,698	1,890	362	31,140	2,525	5,725			39,390
GRY760 9	Engineer PT	I2	1096	0.57	14,675	2,974	1,102	1,073		19,825	1,348	3,687			24,861
GRY760 9	Deckhand	G2	1931	1.00	20,079	4,069	3,013	1,890		29,051	2,308	5,403			36,762
Yell Sound Day Vessel															
GRY760 9	Master	J2	1931	1.00	29,172	8,573	1,007	1,890		40,642	3,451	7,559			51,653
GRY760 9	Mate	H2	1931	1.00	22,608	6,644	781	1,890	362	32,284	2,644	5,938			40,866
GRY760 9	Mate	H2	1931	1.00	22,608	6,644	781	1,890	362	32,284	2,644	5,938			40,866
GRY760 9	Engineer	I2	1931	1.00	25,852	7,597	893	1,890		36,231	3,055	6,739			46,025
GRY760 9	Deckhand	G2	1931	1.00	20,079	5,901	693	1,890		28,563	2,257	5,313			36,133
GRY760 9	Deckhand	G2	1931	1.00	20,079	5,901	693	1,890		28,563	2,257	5,313			36,133
GRY760 9	Deckhand	G2	1931	1.00	20,079	5,901	693	1,890		28,563	2,257	5,313			36,133
GRY760 9	Engineer PT	I2	1454	0.75	19,469		336	1,423		21,229	1,494	3,949			26,672
Yell Sound Watchkeepers															
	Watchkeeper	I2	1260	0.65	16,871		3,670	1,233		21,775	1,551	4,050			27,377
	Watchkeeper	I2	1260	0.65	16,871		3,670	1,233		21,775	1,551	4,050			27,377
	Watchkeeper	H2	1260	0.65	14,755		3,210	1,233		19,198	1,283	3,571			24,052
	Watchkeeper	H2	1260	0.65	14,755		3,210	1,233		19,198	1,283	3,571			24,052
Part Time relief bank hours															
GRY760 9	Relief Engineer	H1	300	0.16	3,363			294		3,657					3,657
GRY760 9	Relief Deckhand	G1	300	0.16	2,985			294		3,279					3,279
Common overheads															
GRY760 9	OVERTIME									39,357	4,093				43,450

GRY760 9	RELIEF COVER incl Higher Duties	1,381	1,381	144	257			1,781
Strain Payments								
GRY760 9	Pensioner - GRY7609		-				3,278	3,278
GRY760 9	Pensioner - GRY7609		-			3,495		3,495
								1,279,129

Other budgets:

Other Budgets - Per Capita reductions 42 - 30				
GRY76090820	Yell Service	Medical Fees	2,125	
GRY76091322	Yell Service	Protect Cth/Uni	10,000	
GRY76091461	Yell Service	Car Allow/Mila	3,000	
GRY76091470	Yell Service	Travel Costs	1,900	
GRY76091600	Yell Service	All Train Costs	44,600	
GRY76091662	Yell Service	Subsistence	1,000	
			62,625	
				17,893

Option 2.7 – Yell C.C.

180 return sailings per week reduced to 152. Pro rata saving on (11/12 Actual £1,035,083) fuel of £178,264. Increased price 56 to 62 ppl gives £197,364.

Saving on main machinery maintenance from reduce running of £4 per hour for 28 hours per week for 50 weeks giving £5,600.

Summary of Yell Sound Savings	
Yell Status Quo	1,817,474
Yell Option 2.7	1,277,477
	539,997
Fuel Saving Reduced running	197,364
GRY Reduction	5,600
	17,893
	£760,853.30

Equality Impact Assessment

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities (consider different ethnic groups, nationalities, language barriers)			X	
Gender			X	
Gender Reassignment (consider transgender and transsexual people. This can include issues such as privacy of data and harassment)			X	
Religion or Belief (consider people with different religions, beliefs or no belief)			X	
People with a disability (consider attitudinal, physical and social barriers)			X	
Age (consider across age ranges. This can include safeguarding, consent and child welfare)			X	
Lesbian, Gay and Bisexual			X	
Pregnancy and Maternity (consider working arrangements, part-time working, infant caring responsibilities)			X	
Other (please state)				

Equality Impact Assessment Continued

<p>Have any positive impacts been identified? (We must ensure at this stage that we are not achieving equality for one group at the expense of another)</p>	N/A
<p>Have any negative impacts been identified? (Based on direct knowledge, published research, community involvement, customer feedback etc.)</p>	N/A
<p>What action is proposed to overcome any negative impacts? (e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc)</p>	N/A
<p>Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome? (If the policy shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	N/A
<p>How will the policy be monitored? (How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc)</p>	N/A

Objectives:

To develop a sustainable inter-island ferry service that can be delivered within an environment of reducing resources

1. As a priority provide transport links to maximise economic activity throughout Shetland and provide links that maintain employment opportunities within Shetland
2. Provide transport links to promote social mobility and inclusion in a way which does not widen the equality gap;
3. Provide transport links that use a risk-based approach to managing safety within legislation requirements;
4. Provide transport links that maximise the ability to adapt to future influences external to the ferry service
5. Provide transport that minimises carbon emissions

Option No: 2.7 Yell Sound Community Council alternative			
Objective			
See key above for details of objectives	1	1.5-	Reduced capacity and frequency at evenings and weekends
	2	1.5-	Reduced capacity and frequency at evenings and weekends
	3	0	No impact
	4	1-	Impact on ability to reintroduce services following reduction in certificated staff
	5	1+	Reduces vessel emissions and could encourage car sharing and use of buses
Additional Appraisal Topic			
Feasibility	0	No technical or operational barriers	
Risk and Uncertainty	0	Legal challenge unlikely – came from Yell CC Subject to members decision	
Community acceptability	0	For Unst & Fetlar users – feedback indicates this is the preferred option; for Yell users – least disruptive option to make savings	
Savings/Income achieved		£760,853	
Traffic Modelling	1-	Models indicate sufficient capacity barring summer Saturdays	
Economic/Business assessment	2-	Quite Significant	
Further information required			
Use space here to detail any further info required to populate the above table		Equalities Impact Assessment - no differential impact	

Feasibility – Consider of option in light of above appraisal criteria

Risk and Uncertainty - Identify and mitigate risks and uncertainties (consider optimism bias)

Community Acceptability - Consider that acceptability may vary across different groups/communities.

Section 3 – Skerries Service

Option No: 3.1 Base Skerries Ferry in Skerries		Table: D (i)	
Brief description: Base the ferry in Skerries which means operating from and crewing from the island.		Type: Service Change 2	
		Source document Ref: Workshop 3 – 1.1	
Assessment Required:	Socio Economic		Equalities
Consultation Required:	Community Councils	Users & Stakeholders	Sea staff union(s)
<p>Origin: Ways to Save Project:</p> <ul style="list-style-type: none"> Views of the Skerries community perceived increase in economic and employment opportunities service improvement through removal of dead legs <p>Commentary/Specification:</p> <ul style="list-style-type: none"> This means base the ferry in Skerries which means operating from and crewing from the island. <p>Add essential requirements/criteria: This requires consideration of:</p> <ul style="list-style-type: none"> Provision of adequate all-weather berth Relocation/recruitment of ferry crews Sustainability of ferry crews Cover for crew Maintenance problems Timetable restructure Provision of accommodation Appropriately skilled, certificated and competent staff Appropriate infrastructure <p>Existing Information or required information:</p> <ul style="list-style-type: none"> Shetland Transport Strategy (Project) Outer Isles Stag Skerries Service Relocation Paper (CM) Response to WtoS (KD) 			
Impact on capacity:		None	
Impact on frequency:		None	
Impact on journey duration:		Yes – eliminate positioning runs	
Impact on user cost:		None	
Impact on cost to Council:		£271,795.01	
Might this option depend on another option or requirement? Yes/No		Yes	
<ul style="list-style-type: none"> If Yes, which option(s) or requirements 		Base ferry on Mainland 3.2 Skerries/Lerwick runs 3.3 Base ferry in Lerwick 3.7	

Based on the Option assessment below the Project Board agreed to remove this option from further consideration, min reference Ferry Review Project Board 26 March 2012.

Following the consultation exercise this decision has been reversed

Option No 3.1 Base Skerries Ferry in Skerries.

Background

The Skerries ferry MV Filla berths overnight in Symbister, Whalsay. Her crew is predominantly domiciled in Whalsay and all crew reporting for duty there. The vessel presently has to position light to either Skerries (1 hour 15 minutes) or Vidlin (45 minutes) each day in order to commence the scheduled timetabled sailings and is required to do the same repositioning at the end of each working day. This adds to the costs of providing the service with a considerable fuel burn and the use of crew hours without benefit to the service.

Overnight berthing in Skerries

The ferry berth (linkspan) in Skerries is not sufficiently sheltered or strong enough to allow all weather overnight berthing (local fishing boats often have to leave the pier and go to moorings in certain weather conditions). To allow the ferry to be left at the linkspan overnight the swell in the harbour would need to be considerably reduced or eliminated. Detailed work on ways to achieve this has not been carried out but it might involve blocking or severely restricting the south entrance, potentially preventing any vessel from using it. The pier would also need to be substantially strengthened to absorb the forces from the windage of the ferry lying alongside.

Crewing

There are currently 10 crew attached to the vessel plus 2 full time equivalent sea staff from the relief pool. To allow the vessel to be berthed overnight in Skerries and therefore to commence her operations from Skerries, crew would need to report for work at Skerries. This would require them to relocate to or find suitable accommodation in Skerries, at least during their period on duty. Alternatively, where they cannot or will not relocate or cannot find overnight accommodation the Council would require to make staff redundant and bear the cost of this severance. The Council would then need to recruit suitably qualified and competent seafarers from within the Skerries Community or find new staff willing to relocate to Skerries, given the limitations presented in the housing market this would be highly unlikely.

Operational Requirements

There would be practical operational difficulties that cannot be easily overcome if berthed overnight in Skerries. For example how would the service operate if a crew member who becomes sick or unable to attend work for any other reason – in these circumstances sufficient qualified relief crew must be available on Skerries often at short notice to be able assume the duties. The service cannot guarantee to be able to have a suitably qualified and trained relief available on the island. The ferry will be unable to sail shorthanded to pick up a relief from outside Skerries. A relief would have to be found elsewhere and transported to Skerries by some other mode of transport. This would, at best, take time and be expensive to organise.

Option No 3.1 Base Skerries Ferry in Skerries (continued).

Summary

1. There are insufficient people presently on Skerries with the required certification, background or experience to fill the posts.
2. Housing is not available in sufficient quantity.
3. This option will require significant cost initially and every time there is a vacancy.
4. There will be a significant cost in creating an all weather berth for Filla.

Project Recommendations.

Given the practical difficulties crewing from the Island and the costs and disruption involved in providing safe berthing facilities it is thought impractical to continue costing or giving further consideration to this option and the Project therefore requests the Project Board to consider its rejection at STAG stage 2.

[Following the Consultation Exercise the project has reviewed this option and recommends to the Project Board that further work is undertaken and that the Option is reconsidered in light of the magnitude of the probable savings]

Option 3.1 Base Skerries Vessel in Skerries

Skerries Current Skerries – Vidlin & Lerwick, Mainland Shetland														
Monday - Sunday														
Port of departure	Symbister	Vidlin	Skerries	Vidlin	Skerries	Vidlin	Lerwick	Skerries	Vidlin	Skerries	Vidlin	Crew Start	Crew Finish	Hours
Monday	0700	0800	0930	1100	Vessel maintenance at Symbister							0630	1700	10.50
Tuesday	0530		0800				1445	1730				0500	1930	14.75
Wednesday	No scheduled service													
Thursday	0530		0800				1445	1730				0500	1930	14.75
Friday	0630		0800	1000	1130	1430		1600	1800	1930		0600	2115	15.25
Saturday	0630		0800	1000	1130	1400		1530	1700	1830		0600	2015	14.25
Sunday	0730		0900	1030	1200	1430		1600	1730	1900	2030	0700	2145	14.75
Tuesday & Thursday sailings are scheduled. All other sailings operate on a bookings only basis												84.25		

Skerries A Skerries Based Vessel																					
Port	Depart SK	Arrive Vid/LK	Depart Vid	Arrive Sk	Depart Sk	Arrive Vid	Depart Vid	Arrive Sk	Depart SK/LK	Arrive Vid	Depart Vid	Arrive Sk	Return Sailings	Morning Start	Morning Finish	Afternoon Start	Afternoon Finish	Hours Unsocial	Hours Social	Total	
Monday	06:45	08:10	08:20	09:45									1	06:15	09:45			0.75	3.25		
Tuesday	08:30	09:55	10:05	11:30					16:00	17:25	17:35	19:00	2	08:00	12:00	15:30	19:30		8.00		
Wed													0					0	0		
Thursday	08:30	10:55	<i>Discharge, Crew Change, maintenance and load in Lerwick</i>						14:05				16:30	1	08:00			17:00	0	9.00	
Friday	08:30	09:55	10:05	11:30	11:40	13:05	14:00	15:30	16:00	17:25	17:35	19:00	3	08:00			19:30	11.5		11.5	
Saturday	08:30	09:55	10:05	11:30	11:40	13:05	14:00	15:30	16:00	17:25	17:35	19:00	3	08:00			19:30	11.5	0	11.5	
Sunday	08:30	09:55	10:05	11:30					16:00	17:25	17:35	19:00	2	08:00	12:00	15:30	19:30	8	0	8	
													12								
All sailings operate on a bookings only basis																					

Skerries B Skerries Based Vessel																					
Port	Depart SK	Arrive Vid/LK	Depart Vid	Arrive Sk	Depart Sk	Arrive Vid	Depart Vid	Arrive Sk	Depart SK/LK	Arrive Vid	Depart Vid	Arrive Sk	Return Sailings	Morning Start	Morning Finish	Afternoon Start	Afternoon Finish	Hours Unsocial	Hours Social	Total	
Monday	06:45	08:10	08:20	09:45									1	06:15	09:45			0.75	3.25		
Tuesday	08:30	09:55	10:05	11:30									1	08:00	12:00				4.00		
Wed													0					0	0		
Thursday	08:30	10:55	<i>Discharge, Crew Change, maintenance and load in Lerwick</i>						14:05				16:30	1	08:00			17:00	0	9.00	
Friday	08:30	09:55	10:05	11:30	11:40	13:05	14:00	15:30	16:00	17:25	17:35	19:00	3	08:00			19:30	11.5		11.5	
Saturday	08:30	09:55	10:05	11:30	11:40	13:05	14:00	15:30	16:00	17:25	17:35	19:00	3	08:00			19:30	11.5	0	11.5	
Sunday	08:30	09:55	10:05	11:30					16:00	17:25	17:35	19:00	2	08:00	12:00	15:30	19:30	8	0	8	
													11								
All sailings operate on a bookings only basis																					

4 weeks on (6 days per week) 2 weeks off - annual leave inclusive. All public holidays taken.					
40 hr wk		Pro rata leave		37 hr wk	
272.43 hrs				252 hrs	
4 on 2 off	Equ excluding annual leave	Wk/Yr			
52 Hrs/week	34.67	52.18			1808.9
Hrs paid leave					272.5
Contract hrs					2081.4
Actual hrs					2087.2
Surplus hours per person					5.8

Summer timetable allows 12 return trips (including 1 return to Lerwick)

Timetable allows for passage time at economic speed and use of South Mouth

No surplus hours if 12 return year round

4 weeks on (6 days per week) 2 weeks off - annual leave inclusive. All public holidays taken.					
40 hr wk		Pro rata leave		37 hr wk	
272.43 hrs				252 hrs	
4 on 2 off	Equ excluding annual leave	Wk/Yr			
48 Hrs/week	34.67	52.18			1669.8
Hrs paid leave					272.5
Contract hrs					2081.4
Actual hrs					1942.3
Surplus hours per person					144.9

Winter timetable allows 11 return trips (including 1 return to Lerwick)

Timetable allows for passage time at economic speed and use of South Mouth

Surplus hours if 11 return year round

Both timetables retain the possibility to shorten the time spent in Lerwick on a winter timetable

Skerries based vessel			Basic Salary		Contracted Overtime			Unsocial payment			Higher duties		Allowances			
Post	Grade	Rate	Hrs/Yr	Basic	Hrs	Weeks	Earnings	Unsocial	Ratio	Earnings	Weeks	Equiv. Hr/Wk	Earnings	Island All	First Aid	Salary
Master	J	15.11	1931	29172.27	3	52.18	3547.98	16.25	603	3038.78	0		0.00	1890.00		£37,649.03
Mate	H	11.71	1931	22608.03	3	52.18	2749.63	16.25	603	2355.00	9	53.42	1634.65	1890.00	362.00	£31,599.31
Mate	H	11.71	1931	22608.03	3	52.18	2749.63	16.25	603	2355.00	9	53.42	1634.65	1890.00	362.00	£31,599.31
Engineer	I	13.39	1931	25851.54	3	52.18	3144.11	16.25	603	2692.87	0		0.00	1890.00		£33,578.51
Deckhand	G	10.40	1931	20078.86	3	52.18	2442.02	16.25	603	2091.55	0		0.00	1890.00		£26,502.44
Deck/Eng	G	10.40	1931	20078.86	3	52.18	2442.02	16.25	603	2091.55	18	53.42	2875.06	1890.00		£29,377.50
£190,306.10																

Post	Grade	Salary	NI	Superannuation	Emp costs
Master	J	£37,649.03	£3,202.16	£7,002.72	£47,853.91
Mate	H	£31,599.31	£2,572.99	£5,810.14	£39,982.44
Mate	H	£31,599.31	£2,572.99	£5,810.14	£39,982.44
Engineer	I	£33,578.51	£2,778.83	£6,245.60	£42,602.94
Deckhand	G	£26,502.44	£2,042.92	£4,929.45	£33,474.81
Deck/Eng	G	£29,377.50	£2,341.92	£5,464.22	£37,183.64
		£190,306.10	£15,347.43	£35,262.27	
Overtime					£26,252.00
					£267,332.18

FERRY OPERATIONS - SALARY ESTIMATES FOR 2012/13

COST CENTRE	POST	GR	HRS	FTE	Basic 0000	Higher Duties	Overtime 0200	Unsocial 0200	IA 0600	FA 0623	OT 0200	TOTAL SALARY	NI 0570	ER 0400	TOTAL
GRY7606	Master	J2	1931	1.00	29,172		5,912	4,736	1,890			41,710	3,625	7,758	53,093
GRY7606	Senior Master	J2	1931	1.00	29,172		5,912	4,736	1,890			41,710	3,625	7,758	53,093
GRY7606	Senior Engineer	I2	1931	1.00	25,852		5,239	4,197	1,890			37,177	3,153	6,915	47,246
GRY7606	Mate	H2	1931	1.00	22,608		4,582	3,670	1,890	362		33,112	2,730	6,092	41,934
GRY7606	Mate	H2	1931	1.00	22,608		4,582	3,670	1,890	362		33,112	2,730	6,092	41,934
GRY7606	Engineer	I2	1931	1.00	25,852		5,239	4,197	1,890			37,177	3,153	6,915	47,246
GRY7606	Deckhand	G2	1931	1.00	20,079		4,069	3,260	1,890			29,298	2,334	5,449	37,081
GRY7606	Deckhand	G2	1931	1.00	20,079		4,069	3,260	1,890			29,298	3,053		32,351
Leave cover from Whalsay Pool															
GRY7606	OVERTIME RELIEF COVER incl Higher Duties										41,200	41,200	4,285		45,485
GRY7606					2,000							2,000	208	372	2,580
TOTAL SKERRIES SERVICE				8.00	197,421		39,605	31,724	15,120	724	41,200	325,795	28,895	47,351	447,501
GRY7606	Master	J2	1931	1.00	29,172		3,547	3,039	1,890			37,648	3,202	7,003	47,853
GRY7606	Mate	H2	1931	1.00	22,608	1,635	2,749	2,355	1,890	362		31,599	2,573	5,810	39,982
GRY7606	Mate	H2	1931	1.00	22,608	1,635	2,749	2,355	1,890	362		31,599	2,573	5,810	39,982
GRY7606	Engineer	I2	1931	1.00	25,852		3,144	2,693	1,890			33,578	2,779	6,246	42,602
GRY7606	Deckhand	G2	1931	1.00	20,079		2,442	2,092	1,890			26,502	2,043	4,929	33,474
GRY7606	Deckhand	G2	1931	1.00	20,079	2,875	2,442	2,092	1,890			29,377	2,342	5,464	37,183
GRY7606	Deckhand	G1	250	0.13	2,488				245			2,732			2,732
GRY7606	OVERTIME	See below									25,730	25,730	2,676		28,406
TOTAL SKERRIES SERVICE				6.00	140,398		17,072	14,625	11,340	724	25,730	218,765	18,187	35,262	272,214

Whalsay Pool hours to cover leave for 8 staff			
Master	286	2,191	6,930
Senior Master	286	2,191	6,930
Senior Engineer	286	2,191	6,167
Mate	286	2,191	5,474
Mate	286	2,191	5,474
Engineer	286	2,191	5,422
Deckhand	286	2,191	4,840
Deckhand	286	2,191	4,228
			45,460

Ferry Service Review Project Rev 2012 24 Jan 2013

Overtime Skerries based self relieving			
Post	Rate	Hours	Total
Master	15.11	22.67	245
Mate	11.71	17.57	230
Mate	11.71	17.57	230
Engineer	13.39	20.09	245
Deckhand	10.40	15.60	230
Deckhand	10.40	15.60	230
			25,730

Fuel Saving

Fuel Change							
	Hours	Change	Litres/Hr	Weeks	PPL	Saving	Less diversions
Present	54.5		225	52.18	0.62		Mean
Timetable A	38	16.5	225	52.18	0.62	£120,105.32	
Timetable B	35	19.5	225	52.18	0.62	£141,942.65	
						£262,047.96	£131,023.98
Diverted to Shelter							
Occasions	Hrs	Hrs	Litres/Hr	Ltrs	PPL	Saving	£96,148.98
100	2.5	250	225	56250	0.62	£34,875.00	

Crew Accommodation Expenses if Diverted

Occasions	Crew			Total	Cost PP	Expense	
100	4			400	50.00	£20,000.00	

Lerwick Port Autho(LPA) charges 2011 rates

Description	Rate	Frequency/amount	Year	50% Total
Port Dues	£53.75	Per call	104 calls	2,795.00
Pilotage Charges	£7.92	Per transit	208 transits	823.68
Pilots Exemption Annual Fees	£130	Per Officer per year	6	
Pilots Exemption Revalidation	£211.22	Per Officer every 5 years	6	
				£3,618.68

Hay & Co Buildbase charges 2011 rates

Description	Rate	Frequency/amount	Year	50% Total
Forklift Hire	£20.00	Per call	104 calls	1040.00
Tonnage Dues	£9.43	Per call	104 calls	490.36
Cargo Dues	£1.99	Per tonne loaded or discharged	1400 tonnes	£1,393.00
				£2,923.36

GRY Savings – per capita

Per Capita reductions				
GRY76060820	0820	Skerries Svc	Medical Fees	510
GRY76061322	1322	Skerries Svc	Protect Cth/Uni	1,830
GRY76061461	1461	Skerries Svc	Car Allow/Mila	1,400
GRY76061470	1470	Skerries Svc	Travel Costs	400
GRY76061600	1600	Skerries Svc	All Train Costs	37,250
GRY76061662	1662	Skerries Svc	Subsistence	100
				41,490
				10,373

Savings Summary

Whalsay Based 8 man operation		447,501
Skerries Based 6 man operation		272,214
		175,287
Fuel Saving	96,149	
GRY reductions	10,373	
LPA & Hays	6542	
Reduced Running	3443	
Divert expenses	20,000	
		£271,795.01

3.1 – Base Skerries ferry in Skerries:

Crew saving by reducing from 42 to 37 hour week (altering 13/14 Salary Estimates spreadsheet) for 8 crew - £50,754 (previously reported as £85k)

Fuel saving - 225 lit/per hour at £0.62/litre 14 hours a week 52 weeks a year £101,556.

Total possible fuel and crew costs - £50,754 + £101,556 = £152,310.

Additional cost incurred when unable to lie overnight in Skerries.

Estimated that unable to lie safely with winds (or forecast) of force 5/6 or above from SW through SE. Analysis of one year's weather data showed 101 nights when weather is this. For each occasion 2.5 hours positioning to Symbister and return assumed.

Fuel – 2.5 x 225 litres per hour @62ppl = £348.75

Crew time - £68.67 per hour for 4 man crew x 2.5 hours @ time and half = 257.51

Subsistence – assume £50 per night x4 = £200

Total per night £806.26. If 100 nights then c£80k. (Previously reported as c£55k)

Also cost of accommodation in Skerries for duty crew if base transferred for 3 years. Allow £50 per night for 4 crew giving £73,000 pa.

Net savings of basing ferry in Skerries:

£50,754 + £101,556 - £80,000 - £73,000 = additional cost of £690!!

Equality Impact Assessment

Option No: 3.1 Base Skerries Ferry in Skerries

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities (consider different ethnic groups, nationalities, language barriers)			X	
Gender			X	
Gender Reassignment (consider transgender and transsexual people. This can include issues such as privacy of data and harassment)			X	
Religion or Belief (consider people with different religions, beliefs or no belief)			X	
People with a disability (consider attitudinal, physical and social barriers)			X	
Age (consider across age ranges. This can include safeguarding, consent and child welfare)			X	
Lesbian, Gay and Bisexual			X	
Pregnancy and Maternity (consider working arrangements, part-time working, infant caring responsibilities)			X	
Other (please state)				

Equality Impact Assessment Continued

<p>Have any positive impacts been identified? (We must ensure at this stage that we are not achieving equality for one group at the expense of another)</p>	N/A
<p>Have any negative impacts been identified? (Based on direct knowledge, published research, community involvement, customer feedback etc.)</p>	N/A
<p>What action is proposed to overcome any negative impacts? (e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc)</p>	N/A
<p>Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome? (If the policy shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	N/A
<p>How will the policy be monitored? (How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc)</p>	N/A

Objectives:

To develop a sustainable inter-island ferry service that can be delivered within an environment of reducing resources

1. As a priority provide transport links to maximise economic activity throughout Shetland and provide links that maintain employment opportunities within Shetland
2. Provide transport links to promote social mobility and inclusion in a way which does not widen the equality gap;
3. Provide transport links that use a risk-based approach to managing safety within legislation requirements;
4. Provide transport links that maximise the ability to adapt to future influences external to the ferry service;
5. Provide transport links that minimise carbon emissions

Option No: 3.1 Base Skerries Ferry in Skerries			
Objective			
See key above for details of objectives	1	0	No impact overall on economic activity in Shetland
	2	0	No impact on opportunities to travel for social purposes
	3	1-	Infrastructure does not currently exist to berth Ferry in Skerries full-time; concern over long-term availability of competent crew
	4	0	No impact
	5	2+	Reduces vessel emissions due to positioning runs no longer being required
Additional Appraisal Topic			
Feasibility	3-	Lack of suitable berthing facilities and accommodation at present Difficulties associated with repairing on-island breakdowns Crewing challenges	
Risk and Uncertainty	2-	Uncertainty associated with overnight berthing and crewing	
Community acceptability	2.5+	For Skerries community – popular due to job opportunity (the opposite applies to Whalsay community - as heard at Whalsay community drop in)	
Savings/Income achieved		£271,795.01	
Traffic Modelling	N/A	N/A	
Economic/Business assessment	0.5-	Very Slight	
Further information required			
Use space here to detail any further info required to populate the above table		Equalities Impact Assessment - no differential impact (Filla)	

Feasibility – Consider of option in light of above appraisal criteria

Risk and Uncertainty - Identify and mitigate risks and uncertainties (consider optimism bias)

Public Acceptability - Consider that acceptability may vary across different groups/communities

Option No: 3.2 Base Skerries Ferry on Mainland			Table: C (i)	
Brief description: Base Skerries ferry on Mainland which means changing the base of the crews to a mainland terminal.			Type: Service Change 2	
			Source document Ref: Workshop 3 – 1.2	
Assessment Required:	Economic Impact	Social Inclusion	Environmental Impact	Staff Equality
Consultation Required:	Community Councils	Users & Stakeholders	Sea staff union(s)	
<p>Origin: Ways to Save Project:</p> <ul style="list-style-type: none"> Anonymous suggestion from public <p>Commentary/Specification:</p> <ul style="list-style-type: none"> Base Skerries ferry on Mainland which means changing the base of the crews to a mainland terminal. <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> Appropriate infrastructure Provision of adequate all-weather berth: Vidlin Toft Relocation/recruitment of ferry crews Sustainability of ferry crews Timetable restructure <p>Existing Information or required information:</p> <ul style="list-style-type: none"> Shetland Transport Strategy (Project) Outer Isles Stag (MC) Skerries Service Relocation Paper (CM) Whalsay Stag (MC) Whalsay Ferries and Terminal Project (MC) 				
Impact on capacity:		None		
Impact on frequency:		None		
Impact on journey duration:		Yes – eliminate some positioning runs		
Impact on user cost:		None		
Impact on cost to Council:		Attach details of Project savings analysis		
Might this option depend on another option or requirement? Yes/No		Yes		
<ul style="list-style-type: none"> If Yes, which option(s) or requirements 		Base ferry in Skerries 3.1 Skerries/Lerwick runs 3.3 Base ferry in Lerwick 3.7		

Based on the Option assessment below the Project Board agreed to remove this option from further consideration.

Min reference Ferry Review Project Board 26 March 2012

Option No 3.2 Base Skerries Ferry on Mainland.

Background

The Skerries ferry MV Filla berths overnight in Symbister, Whalsay. Her crew is predominantly domiciled in Whalsay and all crew reporting for duty there. The vessel presently has to position light to either Skerries (1 hour 15 minutes) or Vidlin (45 minutes) each day in order to commence the scheduled timetabled sailings and is required to do the same repositioning at the end of each working day. This adds to the costs of providing the service with a considerable fuel burn and the use of crew hours without benefit to the service.

Overnight berthing in Vidlin

The ferry berth (linkspan) at Vidlin is sufficiently sheltered in certain weather conditions to allow overnight berthing with Symbister used as an all weather secondary port. However, the Vidlin terminal is required as a diversionary port for the Whalsay service in certain weather conditions and circumstances. Construction of a new berthing face to accommodate overnight berthing could be incorporated into a new terminal if the Council were minded to make replace the terminal in conjunction with alterations to the Whalsay Service. Any solution to provide suitable berthing at Vidlin will involve time and capital cost and will depend on changes to the Whalsay ferry service.

Overnight berthing in Toft

The ferry berth pier at Toft is not sufficiently sheltered to allow all weather overnight berthing. To allow the ferry to be left overnight the swell at the pier would need to be considerably reduced or eliminated or in certain weather conditions the M/V Filla would have to divert to a secondary safe port, either Sellaness or Symbister. The distance to transport material to and from Lerwick will increase as will travel time for commuters. Onward public transport from Toft does not exist, it is likely that a revised Skerries timetable will not fit with existing bus times.

Crewing

There are currently 10 crew attached to the vessel plus 2 full time equivalent sea staff from the relief pool. To allow the vessel to be berthed overnight on the Mainland and therefore to commence her operations from Mainland, crew would need to report for work at either Toft or Vidlin. Presently, 2 crew members have homes on the Mainland, 6 reside in Whalsay and 2 posts are presently vacant. There are, however, crew attached to the Whalsay Service vessels Hendra and Linga who reside on the mainland that may wish to seek appointment to vacant posts if based at a Mainland port. Alternative arrangements for Whalsay based crew is to redeploy into Whalsay Service, relocate to Mainland or timetable Skerries service start up to accommodate crew commuting from Whalsay.

*Option No 3.2 Base Skerries Ferry on Mainland (continued).***Operational Requirements**

Ready access to a pool of suitably trained, qualified and inducted staff cannot be achieved at short notice if based on the Mainland. However, access to part time relief staff or other Council Seafarers who are Mainland based is available. Access for maintenance purposes is increased.

Summary

1. All weather overnight berthing at Vidlin is not presently possible and will disrupt the Whalsay Service
2. Previous appraisals in relation to the Whalsay Service indicate that the cost of providing a suitable lay-by berth in Vidlin will be in the region of £500,000
3. There is no guarantee that works at Vidlin would be accommodated within the Capital Programme and if it were included where it would rank in order of priority
4. All weather berthing at Toft is not suitable year round
5. Cost to transport good and commute is increased by berthing at Toft
6. The majority of staff employed on the vessel reside in Whalsay
7. There will be a cost in redistributing staff across the Whalsay and Skerries services
8. There may be additional training costs associated with redistributing staff
9. There are benefits in ease of access to Ferry Service Engineering support

Project Recommendations.

Given the practical difficulties encountered by crewing from the Mainland; the costs and disruption involved in providing safe berthing facilities and the additional costs and distance to transport goods and commuters it is thought impractical to continue to give further consideration to this option and the Project therefore requests the Project Board to consider its rejection at STAG stage 2.

Option No: 3.3 Change Skerries to Lerwick sailings to alternative port		Table: D (i)	
Brief description: Reduce costs of delivering service by sailing to alternative port instead of Lerwick		Type: Service Change 2	
		Source document Ref: Workshop 3 – 3.7	
Assessment Required:	Socio Economic	Equality	
Consultation Required:	Community Councils	Users & Stakeholders	Sea staff union(s)
<p>Origin:</p> <ul style="list-style-type: none"> Operational Review Staff Consultation <p>Commentary/Specification:</p> <ul style="list-style-type: none"> Reduce costs by sailing to nearer port instead of Lerwick Potential to reinforce Whalsay service <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> Appropriate infrastructure. Provision of public transport Symbister, Vidlin & Toft Port costs LPA (pilotage and harbour dues) Port costs Hays (berthing, tonnage and fork truck) Pilotage exemptions Fuel costs Reduced running hours Ability for lift-on/lift-off cargo at alternative port Public transport Additional potential freight costs Timetable restructure <p>Existing Information or required information:</p> <ul style="list-style-type: none"> Shetland Transport Strategy (Project) Outer Isles Stag (MC) Carryings data Whalsay Stag (MC) Whalsay Ferries and Terminal Project (MC) 			
Impact on capacity	None		
Impact on frequency:	Yes – opportunity for more runs Tue/Thu		
Impact on journey duration:	Yes – journey times will considerably shorter		
Impact on user cost:	Yes – delivery charge on goods from Lerwick		
Impact on cost to Council:			
Might this option depend on another option or requirement? Yes/No	No		
<ul style="list-style-type: none"> If Yes, which option(s) or requirements 			

Option 3.3 Change Skerries to Lerwick sailings to alternative port

Present Timetable Tuesday & Thursday

Skerries Current Skerries – Lerwick, Mainland Shetland								
Tuesday & Thursday								
Port	Depart Symbister	Arrive Skerries	Depart Skerries	Arrive Lerwick	Depart Lerwick	Arrive Skerries	Depart Skerries	Arrive Symbister
Tuesday	0530	0700	0800	1030	1445	1715	1730	1900
Thursday	0530	0700	0800	1030	1445	1715	1730	1900
Tuesday & Thursday sailings are scheduled sailings								

Example 1 - Alternative Timetable Tuesday & Thursday

Skerries Alternative Example A1 Skerries – Vidlin, Mainland Shetland								
Tuesday & Thursday								
Port	Depart Symbister	Arrive Skerries	Depart Skerries	Arrive Vidlin	Depart Vidlin	Arrive Skerries	Depart Skerries	Arrive Symbister
Tuesday	0645	0800	0830	1000	1515	1645	1700	1830**
Thursday	0645	0800	0830	1000	1515	1645	1700	1830**
Tuesday & Thursday bookings only basis								

**Connects with 1900 Whalsay Service Symbister-Laxo

Example 2 - Alternative Timetable Tuesday & Thursday

Skerries Alternative Example A2 Skerries – Vidlin, Mainland Shetland										
Tuesday & Thursday										
Port	Depart Symbister	Arrive Vidlin	Depart Vidlin	Arrive Skerries	Depart Skerries	Arrive Vidlin	Depart Vidlin	Arrive Skerries	Depart Skerries	Arrive Symbister
Tuesday	0645	0730	0745	0915	0930	1100	1515	1645	1700	1830**
Thursday	0645	0730	0745	0915	0930	1100	1515	1645	1700	1830**
Tuesday & Thursday bookings only basis										

**Connects with 1900 Whalsay Service Symbister-Laxo

Example 3 - Alternative Timetable Tuesday & Thursday

Skerries Alternative Example A3 Skerries – Vidlin, Mainland Shetland										
Tuesday & Thursday										
Port	Depart Symbister	Arrive Skerries	Depart Skerries	Arrive Vidlin	Depart Vidlin	Arrive Skerries	Depart Skerries	Arrive Symbister		
Tuesday	0800*	0915	0930	1100	1515	1645	1700	1830**		
Thursday	0800*	0915	0930	1100	1515	1645	1700	1830**		
Tuesday & Thursday bookings only basis										

*Connects with 0710 Whalsay Service Laxo-Symbister

**Connects with 1900 Whalsay Service Symbister-Laxo

SKERRIES TIMETABLE OPTIONS 3.3

Example 3.3 A1:

Tuesday & Thursday

One return sailing Skerries/Vidlin allowing same time in Lerwick as at present
Able to connect to 1900 from Symbister via 1700 from Skerries

Example 3.3 A2:

Tuesday & Thursday

One return sailing Skerries/Vidlin (but arriving Vidlin 1 hour later than in Example 3.3 A1)
Extra sailing Vidlin/Skerries at 0745
Able to connect to 1900 from Symbister via 1700 from Skerries

Example 3.3 A3:

Tuesday & Thursday

One return sailing Skerries/Vidlin (same times as Example 3.3 A2)
Able to connect from 0710 from Laxo into Skerries arriving 0915
Able to connect to 1900 from Symbister via 1700 from Skerries

Option 3.3 Change Skerries to Lerwick sailings to alternative port & **Option 3.4** Remove deadlegs from Skerries Service**Present Timetable & Crew Hours**

Skerries Current Skerries – Vidlin & Lerwick, Mainland Shetland														
Monday – Sunday														
Port of departure	Symbister	Vidlin	Skerries	Vidlin	Skerries	Vidlin	Lerwick	Skerries	Vidlin	Skerries	Vidlin	Crew Start	Crew Finish	Hours
Monday	0700	0800	0930	1100	Vessel maintenance at Symbister							0630	1700	10.50
Tuesday	0530		0800				1445	1730				0500	1930	14.75
Wednesday		No scheduled service												
Thursday	0530		0800				1445	1730				0500	1930	14.75
Friday	0630		0800	1000	1130	1430		1600	1800	1930		0600	2115	15.25
Saturday	0630		0800	1000	1130	1400		1530	1700	1830		0600	2015	14.25
Sunday	0730		0900	1030	1200	1430		1600	1730	1900	2030	0700	2145	14.75
Tuesday & Thursday sailings are scheduled. All other sailings operate on a bookings only basis												84.25		

Lerwick Port Authority (LPA) charges 2011 rates

Description	Rate	Frequency/amount	Year	Total
Port Dues	£53.75	Per call	104 calls	5590.00
Pilotage Charges	£7.92	Per transit	208 transits	1647.36
Pilots Exemption Annual Fees	£130	Per Officer per year	6	780.00
Pilots Exemption Revalidation	£211.22	Per Officer every 5 years	6	253.46
				£8,270.82

Hay & Co Buildbase charges 2011 rates

Description	Rate	Frequency/amount	Year	Total
Forklift Hire	£20.00	Per call	104 calls	2080.00
Tonnage Dues	£9.43	Per call	104 calls	980.72
Cargo Dues	£1.99	Per tonne loaded or discharged	1400 tonnes	£2,786

	£6,060.72
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Revised Timetable variation A

(Replacing Skerries – Lerwick sailings and realigning service vessel sailing times to support the Whalsay Service Monday & Friday)

Skerries Alternative		Skerries – Vidlin & Lerwick, Mainland Shetland													
Monday – Sunday															
Port of departure	Symbister	Vidlin	Skerries	Vidlin	Skerries	Vidlin	Skerries	Symbister	Vidlin	Skerries	Vidlin	Crew Start	Crew Finish	Hours	
Monday	0730	0815	0945*** Sym		Relieve Whalsay Shift Vessel 1115 – 1430								0700	1515	8.25
Tuesday	0800*		d0915	a1045		d1600	d1730	a1845				0730	1930	12.00	
Wednesday	No scheduled service														
Thursday	0800*		d0915	a1045		d1600	d1730	a1845				0730	1930	12.00	
Friday	0800*		0915	1045			1630		1800	1930**		0730	2130	14.00	
Saturday	0800*		0915	1045	1215*** Sym	Whalsay Service	1630		1800	1930**		0730	2130	14.00	
Sunday	0800*		0915	1045	1215	1430	1600		1730	1900**		0730	2100	13.50	
All sailings between Symbister and Vidlin are scheduled. All other sailings operate on a bookings only basis													73.75		

*Connects with 0710 Whalsay Service Laxo-Symbister

**Connects with 2115 Whalsay Service Symbister-Laxo

*** Laxo via Symbister

Whalsay Service: Saturday – Filla substitute 14:00 from Symbister, 14:45 from Laxo, 15:30 Symbister cancelled, 16:15 Laxo cancelled

:

Reduced Fuel Consumption**Reduced Vessel running costs****Reduced crew (time)****Cost of small freight store at Vidlin:****Retain freight centre at Viking Bus Station****3.3 – Discontinue sailings to Lerwick:**

Hour and quarter later start and half hour earlier finish for 2 days = saving of 3.5 hours per week.

3.5 hrs for 50 weeks @ time and half @ £68.67 / hour (4 men) = £18,026.

Passage Skerries / Lerwick = 2.5 hours. Passage Skerries / Vidlin = 1.5 hours.

Saving of 4 hours per week for 50 weeks @ 225 liters / hour @ 62 ppl = £27,900.

LPA charges of £14,330 (from STAG document page 105)

Total possible savings = £18,026 + £27,900 + £14,330 = £60,256.

Option No: 3.3 Change Skerries to Lerwick sailings to alternative port

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities (consider different ethnic groups, nationalities, language barriers)			X	
Gender			X	
Gender Reassignment (consider transgender and transsexual people. This can include issues such as privacy of data and harassment)			X	
Religion or Belief (consider people with different religions, beliefs or no belief)			X	
People with a disability (consider attitudinal, physical and social barriers)		X		
Age (consider across age ranges. This can include safeguarding, consent and child welfare)		X		
Lesbian, Gay and Bisexual			X	
Pregnancy and Maternity (consider working arrangements, part-time working, infant caring responsibilities)			X	
Other (please state)				

Equality Impact Assessment Continued

<p>Have any positive impacts been identified? (We must ensure at this stage that we are not achieving equality for one group at the expense of another)</p>	N/A
<p>Have any negative impacts been identified? (Based on direct knowledge, published research, community involvement, customer feedback etc.)</p>	<p>Potential negative impacts on people with disabilities, the elderly and the young accessing services in Lerwick. This option will necessitate the use of a car or public transport to travel to Lerwick from Vidlin, which may cause these groups difficulty.</p>
<p>What action is proposed to overcome any negative impacts? (e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc)</p>	<p>Provision of public transport options that accommodate the needs of the above groups.</p> <p>Explore car sharing and other community transport options.</p>
<p>Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome? (If the policy shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	Yes
<p>How will the policy be monitored? (How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc)</p>	<p>Ferries Review Monitoring and Evaluation framework, aligned with Integrated Impact Assessment plan.</p>

Objectives:

To develop a sustainable inter-island ferry service that can be delivered within an environment of reducing resources

1. As a priority provide transport links to maximise economic activity throughout Shetland and provide links that maintain employment opportunities within Shetland
2. Provide transport links to promote social mobility and inclusion in a way which does not widen the equality gap;
3. Provide transport links that use a risk-based approach to managing safety within legislation requirements;
4. Provide transport links that maximise the ability to adapt to future influences external to the ferry service;
5. Provide transport links that minimise carbon emissions

Option No: 3.3 Change Skerries to Lerwick sailings to alternative port			
Objective			
See key above for details of objectives	1	1-	Potential to increase sea-freight costs to get goods into Skerries
	2	0	No impact on opportunities to travel for social purposes (provided Ferry connects with a bus service from Vidlin to Lerwick)
	3	1-	No suitable cargo arrangements at Vidlin at present
	4	0	No impact
	5	1.5+	Reduces vessel emissions due to shorter runs
Additional Appraisal Topic			
Feasibility	1-		Lack of suitable cargo-handling facilities at Vidlin at present Potential disruption when Whalsay service diverted to Vidlin
Risk and Uncertainty	0		Subject to members' decision
Community acceptability	3-		For Skerries community – see Lerwick runs as vital for continued sustainability of community
Savings/Income achieved			£60,000
Traffic Modelling	N/A		N/A
Economic assessment	2.5-		Significant
Further information required			
Use space here to detail any further info required to populate the above table		Equalities Impact Assessment – Slight impact on age and disability	

Feasibility – Consider of option in light of above appraisal criteria

Risk and Uncertainty - Identify and mitigate risks and uncertainties (consider optimism bias)

Public Acceptability - Consider that acceptability may vary across different groups/communities

Option No: 3.4 Remove deadlegs from Skerries service		Table: D (i)
Brief description: Reduce costs of delivering service by reconfiguring service or redesignate deadlegs as timetabled services.		Type: Service Change 2
		Source document Ref: Workshop 3 – 3.8
Assessment Required:	Socio Economic	Equalities
Consultation Required:	Whalsay Community Council	Skerries Community Council
<p>Origin:</p> <ul style="list-style-type: none"> Operational Staff Consultation <p>Commentary/Specification:</p> <ul style="list-style-type: none"> Reduce costs of delivering service by reconfiguring service or redesignate deadlegs as timetabled services with savings in fuel and crew time Increase in potential to reinforce Whalsay service <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> Appropriate infrastructure. Provision of public transport <p>This requires consideration of:</p> <ul style="list-style-type: none"> Amending capacity constraints on Whalsay service Link span conflict Fuel costs Reduced running hours Public transport PRM Timetable restructure <p>Existing Information or required information:</p> <ul style="list-style-type: none"> Outer Isles Stag Whalsay Community Survey Carryings data (Whalsay & Skerries) Whalsay Stag Project savings analysis 		
Impact on capacity:	None	
Impact on frequency:	None	
Impact on journey duration:	Re-configuration of timetable may impact of user expectation	
Impact on user cost:	None	
Impact on cost to Council:	Attach details of Project savings analysis	
Might this option depend on another option or requirement? Yes/No • If Yes, which option(s) or requirements	Yes Re locate the operation base for M/V Filla 3.1, 3.2, 3.7 Change Lerwick/Skerries sailings 3.3	

Option 3.4 Remove deadlegs from Skerries Service

Present Timetable Monday, Friday, Saturday & Sunday

Skerries Current Skerries – Vidlin, Mainland Shetland																						
Monday, Friday, Saturday & Sunday																						
Port	Depart Sym	Arrive Vid	Depart Vid	Arrive Sk	Depart Sk	Arrive Vid	Depart Vid	Arrive Sym	Arrive Sk	Depart Sk	Arrive Vid	Depart Vid	Arrive Sk	Depart Sk	Arrive Vid	Depart Vid	Arrive Sk	Depart Sk	Arrive Vid	Depart Vid	Arrive Sym	
Monday	0700	0745	0800	0920	0930	1050	1100	1145	Vessel maintenance at Symbister													
Friday	0630			0750	0800	0930	1000		1120	1130	1300	1430	1550	1600	1730	1800	1920	1930			2100	
Saturday	0630			0750	0800	0930	1000		1120	1130	1300	1400	1520	1530	1650	1700	1820	1830			2000	
Sunday	0730			0850	0900	1020	1030		1150	1200	1330	1430	1550	1600	1720	1730	1850	1900	2020	2030	2200	
All sailings operate on a bookings only basis																						

Example 1 - Alternative Monday, Friday, Saturday & Sunday

Skerries Alternative Example B1 Skerries – Vidlin Mainland Shetland																						
Monday, Friday, Saturday & Sunday																						
Port	Depart Sym	Arrive Vid	Depart Vid	Arrive Sk	Depart Sk	Arrive Vid	Depart Vid	Arrive Sym	Arrive Sk	Depart Sk	Arrive Sy	Arrive Vid	Depart Vid	Depart Sy	Arrive Sk	Depart Sk	Arrive Vid	Depart Vid	Arrive Sk	Depart Sk**	Arrive Sym	
Monday	0730	0805	0815	0935	0945			1105	Relieve Whalsay Shift Vessel 1115 – 1430													
Friday	0800*			0915	0920	1040	1045		1215	Maintenance Period						1630	1730	1800	1920	1930	2100	
Saturday	0800*			0915	0920	1040	1045		1205	1215	1330	Whalsay Service		1445	1615	1630	1650	1800	1820	1930	2100	
Sunday	0800*			0915	0920	1040	1045		1205	1215		1345	1430		1550	1600	1720	1730	1850	1900	2030	
All sailings operate on a bookings only basis																						

*Connects with 0710 Whalsay Service Laxo-Symbister

**Connects with 2115 Whalsay Service Symbister-Laxo

Example 2 - Alternative Monday, Friday, Saturday & Sunday

Skerries Alternative Example B2 Skerries – Vidlin Mainland Shetland																					
Monday, Friday, Saturday & Sunday																					
Port	Depart Sym	Arrive Vid	Depart Vid	Arrive Sk	Depart Sk	Arrive Vid	Depart Vid	Arrive Sym	Arrive Sk	Depart Sk	Arrive Sy	Arrive Vid	Depart Vid	Depart Sy	Arrive Sk	Depart Sk	Arrive Vid	Depart Vid	Arrive Sk	Depart Sk**	Arrive Sym
Monday	0800*			0915	0920	1040	1045	1130													
Friday	0800*			0915	0920	1040	1045		1215	<i>Maintenance Period</i>						1630	1730	1800	1920	1930	2100
Saturday	0800*			0915	0920	1040	1045		1205	1215	1330	<i>Whalsay Service</i>		1445	1615	1630	1650	1800	1820	1930	2100
Sunday	0800*			0915	0920	1040	1045		1205	1215		1345	1430		1550	1600	1720	1730	1850	1900	2030
All sailings operate on a bookings only basis																					

*Connects with 0710 Whalsay Service Laxo-Symbister
 **Connects with 2115 Whalsay Service Symbister-Laxo

Example 3 – Alternative Monday, Friday, Saturday & Sunday

Skerries Alternative Example B3 Skerries – Vidlin Mainland Shetland																					
Monday, Friday, Saturday & Sunday																					
Port	Depart Sym	Arrive Vid	Depart Vid	Arrive Sk	Depart Sk	Arrive Vid	Depart Vid	Arrive Sym	Arrive Sk	Depart Sk	Arrive Sy	Arrive Vid	Depart Vid	Depart Sy	Arrive Sk	Depart Sk	Arrive Vid	Depart Vid	Arrive Sk	Depart Sk**	Arrive Sym
Monday	0730	0805	0815	0935	0945			1115													
Friday	0800*			0915	0920	1040	1045		1215	<i>Maintenance Period</i>						1630	1730	1800	1920	1930	2100
Saturday	0800*			0915	0920	1040	1045		1205	1215	1330	<i>Whalsay Service</i>		1445	1615	1630	1650	1800	1820	1930	2100
Sunday	0800*			0915	0920	1040	1045		1205	1215		1345	1430		1550	1600	1720	1730	1850	1900	2030
All sailings operate on a bookings only basis																					

*Connects with 0710 Whalsay Service Laxo-Symbister
 **Connects with 2115 Whalsay Service Symbister-Laxo

SKERRIES TIMETABLE OPTIONS 3.4

Example 3.4 B1:

Monday

One sailing Vidlin/Skerries at 0815

One sailing Skerries/Symbister at 0945 connecting to 1115 to Laxo arriving 1145

Friday

Two return sailings Skerries / Vidlin

Able to connect from 0710 from Laxo into Skerries arriving 0915

Able to connect to 2115 from Symbister from 1930 from Skerries

Saturday

Two return sailings Skerries / Vidlin

Able to connect from 0710 from Laxo into Skerries arriving 0915

Able to connect to 1400 from Symbister from 1215 from Skerries

Able to connect to 2115 from Symbister from 1930 from Skerries

Sunday

Three return sailings Skerries / Vidlin

Able to connect from 0710 from Laxo into Skerries arriving 0915

Able to connect to 2115 from Symbister from 1930 from Skerries

Example 3.4 B2:

Mondays

One sailing Skerries/Vidlin at 0915

Able to connect from 0710 from Laxo into Skerries arriving 0915

Friday

Two return sailings Skerries / Vidlin

Able to connect from 0710 from Laxo into Skerries arriving 0915

Able to connect to 2115 from Symbister from 1930 from Skerries

Saturday

Two return sailings Skerries / Vidlin

Able to connect from 0710 from Laxo into Skerries arriving 0915

Able to connect to 1400 from Symbister from 1215 from Skerries

Able to connect to 2115 from Symbister from 1930 from Skerries

Sunday

Three return sailings Skerries / Vidlin

Able to connect from 0710 from Laxo into Skerries arriving 0915

Able to connect to 2115 from Symbister from 1930 from Skerries

Example 3.4 B3:

Mondays

One sailing Vidlin/Skerries at 0815

One sailing Skerries /Vidlin at 0945

Friday

Two return sailings Skerries / Vidlin

Able to connect from 0710 from Laxo into Skerries arriving 0915

Able to connect to 2115 from Symbister from 1930 from Skerries

Saturday

Two return sailings Skerries / Vidlin

Able to connect from 0710 from Laxo into Skerries arriving 0915

Able to connect to 1400 from Symbister from 1215 from Skerries

Able to connect to 2115 from Symbister from 1930 from Skerries

Sunday

Three return sailings Skerries / Vidlin

Able to connect from 0710 from Laxo into Skerries arriving 0915

Able to connect to 2115 from Symbister from 1930 from Skerries

3.4 – Remove Skerries deadlegs:

Save fuel for 9 hours per week @ 225 litres per hour @ 62ppl = £65,286

Equality Impact Assessment

Option No: 3.4 Remove deadlegs from Skerries service

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities (consider different ethnic groups, nationalities, language barriers)			X	
Gender			X	
Gender Reassignment (consider transgender and transsexual people. This can include issues such as privacy of data and harassment)			X	
Religion or Belief (consider people with different religions, beliefs or no belief)			X	
People with a disability (consider attitudinal, physical and social barriers)			X	
Age (consider across age ranges. This can include safeguarding, consent and child welfare)			X	
Lesbian, Gay and Bisexual			X	
Pregnancy and Maternity (consider working arrangements, part-time working, infant caring responsibilities)			X	
Other (please state)				

Equality Impact Assessment Continued

<p>Have any positive impacts been identified? (We must ensure at this stage that we are not achieving equality for one group at the expense of another)</p>	N/A
<p>Have any negative impacts been identified? (Based on direct knowledge, published research, community involvement, customer feedback etc.)</p>	N/A
<p>What action is proposed to overcome any negative impacts? (e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc)</p>	N/A
<p>Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome? (If the policy shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	N/A
<p>How will the policy be monitored? (How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc)</p>	N/A

Objectives:

To develop a sustainable inter-island ferry service that can be delivered within an environment of reducing resources

1. As a priority provide transport links to maximise economic activity throughout Shetland and provide links that maintain employment opportunities within Shetland
2. Provide transport links to promote social mobility and inclusion in a way which does not widen the equality gap;
3. Provide transport links that use a risk-based approach to managing safety within legislation requirements;
4. Provide transport links that maximise the ability to adapt to future influences external to the ferry service;
5. Provide transport links that minimise carbon emissions

Option No: 3.4 Remove deadlegs from Skerries service			
Objective			
See key above for details of objectives	1	1-	Increased journey times for commuters (provided concessions on through-fares offered)
	2	0	No impact on opportunities to travel for social purposes
	3	0	No impact
	4	0	No impact
	5	2+	Reduces vessel emissions due to removal of deadlegs
Additional Appraisal Topic			
Feasibility	0	No technical or operational barriers	
Risk and Uncertainty	0	Subject to members' decision	
Community acceptability	2-	For Skerries community – largely due to concerns over travel times and conflict with Whalsay timetable	
Savings/Income achieved		£65,000	
Traffic Modelling	0	Models indicate sufficient capacity exists on Whalsay services to accommodate proposed runs	
Economic/Business assessment	0.5-	Very Slight	
Further information required			
Use space here to detail any further info required to populate the above table	Equalities Impact Assessment - no differential impact		

Feasibility – Consider of option in light of above appraisal criteria

Risk and Uncertainty - Identify and mitigate risks and uncertainties (consider optimism bias)

Public Acceptability - Consider that acceptability may vary across different groups/communities

Option No: 3.5 Re-engine M/V Filla		Table: C (i)
Brief description: Replace current engines on Filla with more fuel efficient engines Alternatively down-rate engines permanently to reduce kw output and burn less fuel		Type: Operational Change 1
		Source document Ref: Workshop 3 – 6.5
Assessment Required:	Environmental Impact	
Consultation Required:	None	
Origin: <ul style="list-style-type: none"> Operational Service Review Commentary/Specification: <ul style="list-style-type: none"> Replace current engines on Filla with more fuel efficient engines – the current engines are considered too powerful for the hull size Dependant on the availability of suitable alternative engines and the resale value of the existing engines Reduce engine capacity permanently to: <ul style="list-style-type: none"> Reduce speed and fuel consumption Crew with lesser qualification Add essential requirements/criteria: <ul style="list-style-type: none"> Lloyds and MCA approvals Appropriate Cost Benefit Analysis Impacts on existing monitoring equipment and systems. Propeller design/ efficiency Existing Information or required information: <ul style="list-style-type: none"> Vessel design documentation (Sella Ness) Current Engine Specs 		
Impact on capacity:	None	
Impact on frequency:	None	
Impact on journey duration:	Vessel speed will decrease therefore journey times will increase	
Impact on user cost:	None	
Impact on cost to Council:		
Might this option depend on another option or requirement? Yes/No <ul style="list-style-type: none"> If Yes, which option(s) or requirements 	Yes Savings envisaged are based on maintaining the status quo. However, savings will decrease if other changes at 3.1, 3.2, 3.3, 3.4, 3.7 & 3.8 are adopted and as a result alter spend to save viability	

The Capital Programme budget reduction makes this option unachievable and the spend-to-save recovery is outwith the payback limit. The Project Board has already approved that this option be revise to consider down rating engines only. However, evidence and advice from the Engineering Superintendant has concluded that this cannot be done without impairing the engine integrity. Consequently the Project advises the Project Board to discontinue this option

MEMO

To: Executive Manager, Ferry Services**From:** Engineer Superintendent

If calling please ask for

Winston Brown

Direct Dial: 01595 744274

Date: 17 September 2012**Medium:** Paper**Our Ref:** WB/SK**Your Ref:****Filla Main Engines**

With regard to your query about de-rating the Main Engines on Filla to save fuel.

Along with all vessels in the fleet, we have spent considerable time looking at fuel efficiencies on Filla.

I would not recommend this for 2 main reasons:

Firstly during periods of bad weather, 100% of available power is used whilst navigating at Skerries. Any reduction of available power would reduce the current operational limits of the vessel, which would reduce the amount of passages to and from the island.

Secondly diesel engines are designed to operate at a certain load. Low load operation for continuous periods will increase contamination of lubricating oil, resulting in more frequent oil changes. Another more significant factor is that low load operation reduces gas flow, which results in carbon deposits collecting around the exhaust system. This increases thermal stresses, to the point that pistons and cylinder heads start to crack.

We may indeed reduce our fuel costs, but at the expense of vessel availability, reliability, spare parts, maintenance hours and lubricating oil/filter costs.

We have conducted extensive low load running trials on other Mitsubishi engines within our fleet and have found the above to be the case.

We currently operate the main engines on Filla with the smallest size of fuel injectors recommended. We would, as machinery ages and becomes less efficient, consider upgrading these to maintain current operational characteristics. In my opinion any further reduction of the load settings on Filla main propulsion is not a sensible way forward.

Regards

Winston Brown**Engineer Superintendent****Shetland Islands Council**

Option No: 3.6 Reduce crew on M/V Filla		Table: B (i)	
Brief description: Reduce each of two crews from 5 to 4; replace the MES system; reposition the FRC		Type: Operational Change 2	
		Source document Ref: Workshop 3 – Addendum 2	
Assessment Required:	None		
Consultation Required:	Sea staff and union(s)	Support Services	Individuals when Identified
Origin: <ul style="list-style-type: none"> Operational Service review Commentary/Specification: <ul style="list-style-type: none"> Reduce the crewing from 5 to 4 - by reducing from 2 to 1 deckhands Replace the MES evacuation system by conventional liferafts Reposition the FRC Add essential requirements/criteria: <ul style="list-style-type: none"> Reconfiguration of life saving appliances (LSA) Consequential approval by MCA of removal of MES Additional equipment to provide MOB rescue Implications for handling loose cargo (timetable issues) Reposition FRC Remove FRC overhang – vessel will fit local drydock (with updated cradle) Existing Information or required information: <ul style="list-style-type: none"> Passenger Safety Certificate Proposal for LSA reconfiguration Existing spend to save application Project savings analysis 			
Impact on capacity:	None		
Impact on frequency:	None		
Impact on journey duration:	None		
Impact on user cost:	None		
Impact on cost to Council:	Ongoing annual saving of: £123,247 Attached details of Project savings analysis		
Might this option depend on another option or requirement? Yes/No	Yes		
<ul style="list-style-type: none"> If Yes, which option(s) or requirements 	Manage Sea Staff Leave – 14.3		

Council approval granted on 31 October 2012 – to be introduced as soon as possible

Objectives:

To develop a sustainable inter-island ferry service that can be delivered within an environment of reducing resources

1. As a priority provide transport links to maximise economic activity throughout Shetland and provide links that maintain employment opportunities within Shetland
2. Provide transport links to promote social mobility and inclusion in a way which does not widen the equality gap;
3. Provide transport links that use a risk-based approach to managing safety within legislation requirements;
4. Provide transport links that maximise the ability to adapt to future influences external to the ferry service;
5. Provide transport links that minimise carbon emissions

Option No: 3.6 Reduce crew on M/V Filla		
Objective		
See key above for details of objectives	1	0 No impact
	2	0 No impact
	3	0 No impact
	4	+2 The new MES system will permit dry-docking in Shetland, making MV Filla more adaptable to future changes in circumstances
	5	0 No impact
STAG Appraisal Topic		
Feasibility	+2 Dependent on MCA approval	
Risk and Uncertainty	0	
Public acceptability	+ 3 Saving to Council with no reduction in service	
Community acceptability	+3 At no cost to the Skerries Community	
Further information required		
Use space here to detail any further info required to populate the above table		

Feasibility – Consider of option in light of above appraisal criteria

Risk and Uncertainty - Identify and mitigate risks and uncertainties (consider optimism bias)

Public Acceptability - Consider that acceptability may vary across different groups/communities

Savings Analysis

Option 3.6		Reduce Crew on MV Filla									
Post GRY7606	Basic Salary	Contracted Overtime	Unsocial Hours	Island Allowance	First Aid Allowance	Total Salary	National Insurance	Pension Contribution	Overtime	NI O/time	Total Emp Cost
Deckhand	£20,079.00	£4,069.00	£2,937.00	£1,890.00	£362.00	£29,337.00	£2,338.00	£5,389.00	£3,560.58	£370.30	£40,994.88
Deckhand	£20,079.00	£4,069.00	£2,937.00	£1,890.00	£362.00	£29,337.00	£2,338.00	£5,389.00	£3,560.58	£370.30	£40,994.88
Deckhand	2/5 of Pool Deckhand required to relieve					£11,734.80					£16,397.95
Total	£40,158.00	£8,138.00	£5,874.00	£3,780.00	£724.00	£58,674.00	£4,676.00	£10,778.00	£7,121.16	£740.60	£81,989.76

Post GRY7606	Total Emp Cost	Training	Total inc ER Cost
Deckhand	£40,994.88	£2,025.00	£43,019.88
Deckhand	£40,994.88	£2,025.00	£43,019.88
2/5 of Pool Deckhand required to relieve			£17,207.95
Total	£81,989.76	£4,050.00	£103,247.71

Invoice from Star International for £16,771.35 charged to VRY 7675 1421.

Additional cost of Liferrafts servicing c£3,000 = **c£19,772 (£20,000)**

£103,247.71 + £20,000 = £123,247

Ability to fit local dry dock £30,000 (2014/15 and every second year thereafter)

Option No: 3.7 Base Skerries Ferry in Lerwick			Table: C (i)	
Brief description: Base the ferry in Lerwick which means operating from and crewing from Lerwick			Type: Service Change 2	
			Source document Ref: None	
Assessment Required:	Economic Impact	Social Inclusion	Environmental Assessment	Staff Equality
Consultation Required:	Community Councils	Users & Stakeholders	Sea staff union(s)	
<p>Origin:</p> <ul style="list-style-type: none"> Staff Consultation Exercise <p>Commentary/Specification:</p> <ul style="list-style-type: none"> Base the ferry in Lerwick which means operating from and crewing from Lerwick <p>Add essential requirements/criteria: This requires consideration of:</p> <ul style="list-style-type: none"> Provision of adequate all-weather berth Relocation/recruitment of crew Sustainability of ferry crew Cover for crew Timetable restructure Provision of accommodation Appropriately skilled, certificated and competent staff Appropriate infrastructure <p>Existing Information or required information:</p> <ul style="list-style-type: none"> Shetland Transport Strategy (Project) Outer Isles Stag (MC) Skerries Service Relocation Paper (CM) Whalsay Stag (MC) Whalsay Ferries and Terminal Project (MC) Project savings analysis 				
Impact on capacity:	None			
Impact on frequency:	None			
Impact on journey duration:	Yes – eliminate some positioning runs			
Impact on user cost:	None			
Impact on cost to Council:	Attach details of Project savings analysis			
Might this option depend on another option or requirement? Yes/No	Yes			
<ul style="list-style-type: none"> If Yes, which option(s) or requirements 	Base ferry in Skerries 3.1 Base ferry on Mainland 3.2 Skerries/Lerwick runs 3.3			

Based on the Option assessment below the Project Board agreed to remove this option from further consideration.

Min reference Ferry Review Project Board 26 March 2012

Option No 3.7 Base Skerries Ferry in Lerwick.

Background

The Skerries ferry MV Filla berths overnight in Symbister, Whalsay. Her crew is predominantly domiciled in Whalsay and all crew reporting for duty there. The vessel presently has to position light to either Skerries (1 hour 15 minutes) or Vidlin (45 minutes) each day in order to commence the scheduled timetabled sailings and is required to do the same repositioning at the end of each working day. This adds to the costs of providing the service with a considerable fuel burn and the use of crew hours without benefit to the service.

Overnight berthing in Lerwick

There are thought to be adequate sheltered all weather berthing facilities in Lerwick Harbour to facilitate overnight lie up day berthing. However, there will be significant additional costs incurred:

- Lerwick Harbour dues that are presently only partly incurred on Tuesday and Thursday
- Port dues, pilotage and pilotage exemption charges
- Forklift, tonnage and cargo charges to Hay & Co Buildbase
- Increased sailing time between Lerwick and Skerries as an alternative to Vidlin Lerwick would increase fuel consumption in the region of ?????? Litres pre year
- Positioning time would increase by 1 hour each journey with consequent increase in crew hours
- Commuters would be required to spend an additional hour in transit – in all weather conditions on the Lerwick – Skerries routes
- There is an increased probability of service cancellation due to nature and length of passage
-

Additional cost of Lerwick Based vessel

	Per annum	Rate	Total
Port Dues	260 additional days in Lerwick	£53.75	£13,975.00
Pilotage Charges	208 additional transits	£15.84	£3,294.72
Forklift Hire	208 additional sailing days	£20.00	£4,160.00
Tonnage Dues	208 additional calls	£9.43	£1,961.44
Cargo Dues	????? Additional Tonnes loaded/discharged	£1.99	
Fuel	????? litres of fuel used	£0.63	

Crewing

There are currently 10 crew attached to the vessel plus 2 full time equivalent sea staff from the relief pool. To allow the vessel to be berthed overnight in Lerwick and therefore to commence her operations from Lerwick, crew would need to report for work at Lerwick. Presently, 1 crew member lives in Lerwick and another in Burra Isle. The rest reside in Whalsay, presently there are 2 vacant posts. There are, however, crew attached to other services, who reside on the mainland that may wish to seek appointment to a Lerwick based vessel. Provision would need to be made for Whalsay based crew to either redeploy/relocate to Mainland or timetable Skerries service start up to accommodate crew commuting from Whalsay.

Operational Requirements

Ready access to a pool of suitably trained, qualified and inducted staff cannot be achieved at short notice if based on the Mainland. However, access to part time relief staff or other Council Seafarers who are Mainland based is available. Access for maintenance purposes is increased.

Summary

1. There are considerable additional costs involved in basing the Skerries Ferry in Lerwick
2. The majority of staff employed on the vessel reside in Whalsay
3. There will be a cost in redistributing staff across the Whalsay and Skerries services
4. There are benefits in ease of access to Ferry Service Engineering support

Project Recommendations.

Given the practical difficulties crewing from Lerwick; the costs involved in providing berthing facilities and the additional costs and distance to transport goods and commuters it is thought impractical to continue to give further consideration to this option and the Project therefore requests the Project Board to consider its rejection at STAG stage 2.

Option No: 3.8 Replace M/V Filla (possibly base M/V Snolda in Skerries)		Table: C (i)	
Brief description: Sell Filla and replace with Snolda or similar sized vessel		Type: Service Change 2	
		Source document Ref: Project Board	
Assessment Required:	Economic Impact	Social Inclusion	Environmental
Consultation Required:	Sea staff and union(s)	Support Services	
<p>Origin:</p> <ul style="list-style-type: none"> • Staff Consultation Exercise • Project Board <p>Commentary/Specification:</p> <ul style="list-style-type: none"> • Filla was designed and built to service a trade that has never materialised. • A smaller vessel will reduce operating costs • A smaller vessel will be easier to man (qualifications & crew numbers) <p>Add essential requirements/criteria:</p> <p>This requires consideration of:</p> <ul style="list-style-type: none"> • Resale value of Filla • Availability of suitable alternative vessel • Availability of new build • Impact on community of reduced passenger capacity • Appropriately skilled, certificated and competent staff • Staff consultation • Community/Stakeholder consultation <p>Existing Information or required information:</p> <ul style="list-style-type: none"> • Passenger carryings • Snolda upgrade study • Market research (alternative vessel[s]) • Project savings analysis 			
Impact on capacity:	Yes – Snolda limited to 12 pax		
Impact on frequency:	Yes – smaller vessel more weather dependant		
Impact on journey duration:	Yes – alternative vessel slower and smaller		
Impact on user cost:	None		
Impact on cost to Council:	Attach details of Project savings analysis		
Might this option depend on another option or requirement? Yes/No	Yes		
• If Yes, which option(s) or requirements	Option 5.3 – Papa Stour All other Skerries options		
<p>Based on the Option assessment below the Project Board agreed to remove this option from further consideration.</p> <p>Min reference Ferry Review Project Board 10 April 2012</p> <p>Addendum: Option raised again owing to current financial circumstances (unable to find sufficient savings through other options)</p> <p>Min reference Ferry Review Project Board 18 December 2012</p>			

Option No 3.8 Replace M/V Filla.

Background

The ferry MV Filla berths was designed and purpose built in 2003 to serve as the service vessel on the Skerries to Shetland Mainland route. The Filla entered service in 2004 as a replacement vessel for the M/V Snolda (previously also named Filla) who subsequently became the service vessel on the Papa Stour to Shetland Mainland route.

Replace MV Filla with Snolda

The present M/V Filla is able to carry 34 passengers and crew, year round. The M/V Snolda while on the Skerries service originally was allowed to carry 24 passengers summer and 18 passengers winter under a dispensation granted by the MCA. This dispensation was withdrawn and was the main feature in replacing with the present vessel. An approach was made to the MCA in 2008 to seek a dispensation to increase the passenger capacity above 12, however, this was not granted. An evaluation was made also in 2008 to look into ways of increasing passenger capacity; this proved that the vessel stability characteristics could not be altered to meet construction requirements.

Replace MV Filla with new purpose built vessel

It is extremely unlikely that the merit of building a new service vessel would allow its entry to the Capital programme. Within the ferry service prioritisation demands would give consideration to replacement of other vessels and refurbishment or replacement of ageing infrastructure before the need to provide an alternative vessel for Skerries.

Carrying Statistics – Skerries route

The number of times that passengers numbers exceeded 12 during the years 2010 and 2011 are tabulated below:

Year	13 – 18 Pax	19 – 24 Pax	25 – 30 Pax
2010	67	27	8
2011			

Summary

- The ability to carry more than 12 passengers was one of the key features in deciding to replace the Skerries Service vessel in 2012
- The requirement to carry in excess of 12 passengers is demonstrated by the above statistics the increased cost in providing additional runs both in fuel and labour would increase the cost of delivering the service
- There would be a knock on effect of having to replace the Papa Stour Service vessel with an alternative fit for purpose craft.
- The required funds and permissions to design, construct and commission a suitable replacement vessel is likely to be withheld given present pressures on the Capital Programme.

Project Recommendation

Given that the costs involved in providing additional sailings; the cost of providing an alternative vessel for Papa Stour and the realism of gaining entry to the Capital Programme it is thought impractical to continue to give further consideration to this option and the Project therefore requests the Project Board to consider its rejection at STAG stage 2.

3.5 – Replace “Filla” with “Snolda”:

11/12 Actual total cost of “Snolda” £116,438 and “Filla” £498,995. Difference £382,557. Assume “Snolda” fuel (11/12 Actual £23,215) trebles for extra running gives additional cost of £46,430. Allow extra £35k for machinery maintenance, etc.

Total possible saving £382,557 - £46,430 - £35,000 = £301,127.

Option No: 3.8 Replace M/V Filla (possibly base M/V Snolda in Skerries)

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities (consider different ethnic groups, nationalities, language barriers)			X	
Gender			X	
Gender Reassignment (consider transgender and transsexual people. This can include issues such as privacy of data and harassment)			X	
Religion or Belief (consider people with different religions, beliefs or no belief)			X	
People with a disability (consider attitudinal, physical and social barriers)		X		
Age (consider across age ranges. This can include safeguarding, consent and child welfare)			X	
Lesbian, Gay and Bisexual			X	
Pregnancy and Maternity (consider working arrangements, part-time working, infant caring responsibilities)			X	
Other (please state)				

Equality Impact Assessment Continued

<p>Have any positive impacts been identified? (We must ensure at this stage that we are not achieving equality for one group at the expense of another)</p>	N/A
<p>Have any negative impacts been identified? (Based on direct knowledge, published research, community involvement, customer feedback etc.)</p>	Yes – potential negative impacts on those with disabilities should M/V Snolda return to the Skerries route. This vessel has not been built with disability access in mind whereas the M/V Filla has.
<p>What action is proposed to overcome any negative impacts? (e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc)</p>	None
<p>Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome? (If the policy shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	Yes – although this option raises the potential for negative impacts on those with disabilities all options for providing a sustainable Ferry Service must be explored. Given that this vessel is currently in service with the SIC fleet, legal challenge is unlikely on the grounds of equality.
<p>How will the policy be monitored? (How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc)</p>	Ferries Review Monitoring and Evaluation framework, aligned with Integrated Impact Assessment plan.

Objectives:

To develop a sustainable inter-island ferry service that can be delivered within an environment of reducing resources

1. As a priority provide transport links to maximise economic activity throughout Shetland and provide links that maintain employment opportunities within Shetland
2. Provide transport links to promote social mobility and inclusion in a way which does not widen the equality gap;
3. Provide transport links that use a risk-based approach to managing safety within legislation requirements;
4. Provide transport links that maximise the ability to adapt to future influences external to the ferry service;
5. Provide transport links that minimise carbon emissions

Option No: 3.8 Replace M/V Filla (possibly base M/V Snolda in Skerries)			
Objective			
See key above for details of objectives	1	2-	Reduced passenger capacity
	2	2-	Reduced passenger capacity for certain key events (can be mitigated by redeploying another vessel, provided sufficient notice)
	3	1+	Vessel can use both entrances to Skerries harbour
	4	1-	Reduced fleet capacity
	5	2+	Reduced emissions due to lower fuel burn on M/V Snolda
Additional Appraisal Topic			
Feasibility	0	No technical or operational barriers	
Risk and Uncertainty	0	Subject to members' decision	
Community acceptability	3-	For Skerries community – concerns about passenger capacity and comfort	
Savings/Income achieved			
Traffic Modelling	N/A	N/A	
Economic assessment	2.5-	Relative score	
Further information required			
Use space here to detail any further info required to populate the above table		Equalities Impact Assessment – less able to facilitate disabled passengers than present vessel	

Feasibility – Consider of option in light of above appraisal criteria

Risk and Uncertainty - Identify and mitigate risks and uncertainties (consider optimism bias)

Community Acceptability - Consider that acceptability may vary across different groups/communities

Section 4 – Whalsay Service

Option No: 4.1 Create a Route Master		Table: A
Brief description: Create a Route Master based in Whalsay		Type: Operational Change 1
		Source document Ref: Workshop 3 – 2.4
Assessment Required:	None	
Consultation Required:	None	
Origin: <ul style="list-style-type: none"> Operational Commentary/Specification: <ul style="list-style-type: none"> A single person in charge of Whalsay based vessels (3) will allow more effective and efficient management of crews leading to reduced service costs. Add essential requirements/criteria: <ul style="list-style-type: none"> Appropriately skilled, certificated and competent staff Existing Information or required information: <ul style="list-style-type: none"> Manning review Spend to save application Overtime analysis 		
Impact on capacity:	None	
Impact on frequency:	None	
Impact on journey duration:	None	
Impact on user cost:	None	
Impact on cost to Council:	Budget reduction of £12,000	
Might this option depend on another option or requirement? Yes/No	Yes	
<ul style="list-style-type: none"> If Yes, which option(s) or requirements 	If there is a mind to adopt option(s) 4.2, 12.1, 14.9, 14.18,	

At their meeting of 9 Feb Council agreed that this Option should form part of the efficiency savings. However, Council approved that this option should be further 'assessed' in order to be implemented. The Project/Service now needs to follow Council Policies and established methodology in order to achieve implementation.

Savings of £12,000 have been identified and form part of the efficiency savings for the period 2012/13, and subsequent years.

Because of the Council decision this Option can now be removed from further consideration, no further work is required

Add page of calculations - KD

The Councils agreed budget strategy for 2012/13 includes an efficiency saving (146) in overtime based on the creation of a Route Master post to manage staffing on the Whalsay route. This saving includes the creation of a route master by redesignating an existing master/senior master as a route master. The costs of this is circa £8,000 and the anticipated gross saving in overtime is £20,000 giving a net saving of £12,000.

Option No: 4.2 Reduce Whalsay service to 2 x 12 hours vessels		Table: D (i)	
Brief description: 2 vessels operating 12 hour days		Type: Service Change 3	
		Source document Ref: Workshop 3 – 3.6	
Assessment Required:	Socio Economic	Equality	
Consultation Required:	Whalsay Community Council	Community & Stakeholders	Staff and union(s)
Origin: <ul style="list-style-type: none"> Operational 			
Commentary/Specification: <ul style="list-style-type: none"> Each of the 2 vessels would operate 12 hour days with one working a straight 12 hour shift and the second would operate a split shift pattern to give the longest achievable overall service day. 			
Add essential requirements/criteria: <ul style="list-style-type: none"> Appropriately skilled, certificated and competent staff Effects on employment contracts and T&Cs Consultation with staff and unions Community/ stakeholder consultation Recruitment and retention issues Timetabling issues Journey purpose 			
Existing Information or required information: <ul style="list-style-type: none"> Limited work from cost cutting measures November 2010 Carryings Data (Short-shipped traffic data) Project savings analysis Survey of users (to be designed and carried out) 			
Impact on capacity:	Yes – may create capacity problems during social events		
Impact on frequency:	Yes – less scheduled runs during the day		
Impact on journey duration:	None		
Impact on user cost:	None		
Impact on cost to Council:	Attach details of Project savings analysis		
Might this option depend on another option or requirement? Yes/No <ul style="list-style-type: none"> If Yes, which option(s) or requirements 	No		

Inter-Island Ferry Service Timetable

Possible option for consultation – November 2012

WHALSAY Laxo (or Vidlin in certain conditions, which may disrupt timetable) mainland – Symbister, Whalsay Linga Hendra Filla

Monday

Laxo		0710	0750	0825	0935	1030	1115	1200	1245	1400	1445	1530	1615	1700	1750
Symbister	0630	0700	0750	0825	0915	1030	1115	1215	1245	1400	1445	1530	1615	1700	1745
Laxo	1830	2030	2145												
Symbister	1900	2110													

Linga maintenance 1145 - 1445

Tuesday & Thursday

Laxo		0710	0750	0825	0935	1030	1115	1200	1245	1400	1445		1615	1700	1750
Vidlin Symbister	0630	0700	0750	0825	0915	1030 1030	1115	1200	1245	1400	1435V	1530	1615	1700	1745
Laxo	1830	2030	2145												
Symbister	1900	2110													

Wednesday

Laxo		0710	0750	0825	0935	1030	1115		1245		1445		1615	1700	1750
Symbister	0630	0700	0750	0825	0915	1030		1200		1400		1530	1615	1700	1745
Laxo	1830	2030	2145												
Symbister	1900	2110													

4.2 – 2 x 12 hour vessels on Whalsay:

Fuel: Hendra increase from 47 to 60 sailings per week. 11/12 actual fuel cost £177,745. Pro rata increase plus factor 56 to 62ppl gives increase of (£251,220 – £177,745) £73,475.

Linga decrease from 75 to 33 sailings per week. 11/12 actual fuel cost £527,099. Pro rata decrease plus factor 56 to 62ppl gives decrease of (£256,772 – £527,099) £270,326.

Filla introducing 8 sailings per week. 225 l/hr @ 1.5 hrs per sailing for 50 weeks gives extra cost of £83,700.

Net fuel saving of £270,326 - £73,475 - £83,700 = £113,151.

Total crew hours for Hendra and Linga reduced from 213 to 168 per week. 11/12 actual crew costs £1,519,734. Pro rata £1,198,663. Saving of £321,070.

No allowance for crew time on “Filla”. Assume that would be paid anyway.

Total possible saving £113,151 + £321,070 = £434,221.

Equality Impact Assessment

Option No: 4.2 Reduce Whalsay service to 2 x 12 hours vessels

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities (consider different ethnic groups, nationalities, language barriers)			X	
Gender			X	
Gender Reassignment (consider transgender and transsexual people. This can include issues such as privacy of data and harassment)			X	
Religion or Belief (consider people with different religions, beliefs or no belief)			X	
People with a disability (consider attitudinal, physical and social barriers)			X	
Age (consider across age ranges. This can include safeguarding, consent and child welfare)			X	
Lesbian, Gay and Bisexual			X	
Pregnancy and Maternity (consider working arrangements, part-time working, infant caring responsibilities)			X	
Other (please state)				

Equality Impact Assessment Continued

<p>Have any positive impacts been identified? (We must ensure at this stage that we are not achieving equality for one group at the expense of another)</p>	N/A
<p>Have any negative impacts been identified? (Based on direct knowledge, published research, community involvement, customer feedback etc.)</p>	N/A
<p>What action is proposed to overcome any negative impacts? (e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc)</p>	N/A
<p>Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome? (If the policy shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	N/A
<p>How will the policy be monitored? (How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc)</p>	N/A

Objectives:

To develop a sustainable inter-island ferry service that can be delivered within an environment of reducing resources

1. As a priority provide transport links to maximise economic activity throughout Shetland and provide links that maintain employment opportunities within Shetland
2. Provide transport links to promote social mobility and inclusion in a way which does not widen the equality gap;
3. Provide transport links that use a risk-based approach to managing safety within legislation requirements;
4. Provide transport links that maximise the ability to adapt to future influences external to the ferry service;
5. Provide transport links that minimise carbon emissions

Option No: 4.2 Reduce Whalsay service to 2 x 12 hours vessels			
Objective			
See key above for details of objectives	1	3-	Severe negative impact on ability of commuters and commercial vehicles to travel
	2	3-	Severe negative impact on ability of residents to access social opportunities on the Mainland
	3	1-	Potential fatigue issues owing to long split-shift
	4	0	No impact
	5	2+	Reduced emissions due to fewer sailings
Feasibility			
	0		No technical or operational barriers
Risk and Uncertainty			
	1-		Subject to members' decision; potential for legal challenge
Community acceptability			
	3-		For Whalsay community – residents feel service already operating close to capacity
Savings/Income achieved			
			£400,000
Traffic Modelling			
	3-		Models indicate this option would lead to insufficient capacity being available to carry current traffic levels for long periods
Economic assessment			
	2.5-		Significant
Further information required			
Use space here to detail any further info required to populate the above table			Equalities Impact Assessment - no differential impact

Feasibility – Consider of option in light of above appraisal criteria

Risk and Uncertainty - Identify and mitigate risks and uncertainties (consider optimism bias)

Community Acceptability - Consider that acceptability may vary across different groups/communities

Option No: 4.3 Swap Linga and Hendra		Table: C (ii)	
Brief description: Change of Shift/Day Vessels on Whalsay Route		Type: Service Change 2	
		Source document Ref: Staff Review Workshop	
Assessment Required:	Environmental Impact		
Consultation Required:	Whalsay Community Council	Community & Stakeholders	Staff and union(s)
<p>Origin:</p> <ul style="list-style-type: none"> • Staff Consultation • Service Review <p>Commentary/Specification:</p> <ul style="list-style-type: none"> • Change the Hendra to be Shift Vessel instead of Linga. <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> • Appropriately skilled, certificated and competent staff • Effects on employment contracts and T&Cs • Consultation with staff and unions • Community/ stakeholder consultation • Recruitment and retention issues • Timetabling issues • Journey purpose <p>Existing Information or required information:</p> <ul style="list-style-type: none"> • Limited work from cost cutting measures November 2010 • Carrying Data (Short-shipped traffic data) • Project savings analysis • Survey of users (to be designed and carried out) 			
Impact on capacity:	Yes – may create capacity problems during social events		
Impact on frequency:	None		
Impact on journey duration:	Minor – slightly slower vessel in evenings		
Impact on user cost:	None		
Impact on cost to Council:	Attach details of Project savings analysis		
Might this option depend on another option or requirement? Yes/No	Yes		
• If Yes, which option(s) or requirements	Reduce Whalsay service to 2 x 12 hours vessels		

This Option produces a fuel saving in the region of £98,000; however this option in conjunction with 4.2 above would generate savings in the order of £500,000. The Project therefore recommends to the Project Board that this option is discontinued.

Option No: 4.4 Terminal at Dragon Ness		Table: C (i)	
Brief description: Provide Single ferry service from New Mainland Terminal at Dragon Ness		Type: Service Change 3	
		Source document Ref: Consultation exercise	
Assessment Required:	Environmental Impact		
Consultation Required:	Whalsay Community Council	Community & Stakeholders	Staff and union(s)
Origin: <ul style="list-style-type: none"> Consultation exercise Commentary/Specification: <ul style="list-style-type: none"> Provide Single ferry service from New Mainland Terminal at Dragon Ness Add essential requirements/criteria: <ul style="list-style-type: none"> Appropriately skilled, certificated and competent staff Effects on employment contracts and T&Cs Consultation with staff and unions Community/ stakeholder consultation Timetabling issues Journey purpose Existing Information or required information: <ul style="list-style-type: none"> Whalsay STAG Proposal from Whalsay Resident 			
Impact on capacity:	Yes – Single vessel operation		
Impact on frequency:	Yes – Single vessel operation		
Impact on journey duration:	Yes – Reduced sailing time		
Impact on user cost:	Unknown		
Impact on cost to Council:	Capital Cost to construct Terminal and Road		
Might this option depend on another option or requirement? Yes/No	Yes		
<ul style="list-style-type: none"> If Yes, which option(s) or requirements 	Availability of resources from Capital Programme and external funding		

This option is outwith the remit of the Project, has been previously been partly considered through the Whalsay STAG study and is influenced by the absence of Capital Programme revenue support. The Project therefore recommends to the Project Board that this option is discontinued.

Option No: 4.5 Terminal at Bonydale		Table: C (i)	
Brief description: Provide Single ferry service from New Mainland Terminal at Bonydale		Type: Service Change 3	
		Source document Ref: Consultation exercise	
Assessment Required:	Environmental Impact		
Consultation Required:	Whalsay Community Council	Community & Stakeholders	Staff and union(s)
<p>Origin:</p> <ul style="list-style-type: none"> • Consultation exercise <p>Commentary/Specification:</p> <ul style="list-style-type: none"> • Provide Single ferry service from New Mainland Terminal at Dragon Ness <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> • Appropriately skilled, certificated and competent staff • Effects on employment contracts and T&Cs • Consultation with staff and unions • Community/ stakeholder consultation • Timetabling issues • Journey purpose <p>Existing Information or required information:</p> <ul style="list-style-type: none"> • Whalsay STAG • Proposal from Whalsay Resident 			
Impact on capacity:	Yes – Single vessel operation		
Impact on frequency:	Yes – Single vessel operation		
Impact on journey duration:	Yes – Reduced sailing time		
Impact on user cost:	Unknown		
Impact on cost to Council:	Capital Cost to construct Terminal and Road		
Might this option depend on another option or requirement? Yes/No	Yes		
<ul style="list-style-type: none"> • If Yes, which option(s) or requirements 	Availability of resources from Capital Programme and external funding		

This option is outwith the remit of the Project, has been previously been partly considered through the Whalsay STAG study and is influenced by the absence of Capital Programme revenue support. The Project therefore recommends to the Project Board that this option is discontinued.

Option No: 4.6 Whalsay option derived from Yell CC option		Table: D (i) (alternative)	
Brief description: This option derived from Yell CC suggestion; continue 2 vessel operation Monday – Friday, 1 vessel operation at weekends		Type: Service Change 3	
Assessment Required:		Source document Ref: Nov 2012 consultation	
Socio Economic		Equality	
Consultation Required:	Whalsay Community Council	Community & Stakeholders	Staff and union(s)
<p>Origin:</p> <ul style="list-style-type: none"> November 2012 consultation <p>Commentary/Specification:</p> <ul style="list-style-type: none"> Linga retained as shift vessel Shift vessel would continue operation largely unchanged Day vessel operating only Monday to Friday and with reduced runs <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> Appropriately skilled, certificated and competent staff Effects on employment contracts and T&Cs Consultation with staff and unions Community/ stakeholder consultation Recruitment and retention issues Timetabling issues Journey purpose <p>Existing Information or required information:</p> <ul style="list-style-type: none"> Limited work from cost cutting measures November 2010 Carryings Data (Short-shipped traffic data) Project savings analysis 			
Impact on capacity:	Yes – may create capacity problems during social events		
Impact on frequency:	Yes – less scheduled runs during the day		
Impact on journey duration:	None		
Impact on user cost:	£350,427		
Impact on cost to Council:	Attach details of Project savings analysis		
Might this option depend on another option or requirement? Yes/No <ul style="list-style-type: none"> If Yes, which option(s) or requirements 	No		

Whalsay Service - SALARY ESTIMATES FOR 2012/13

COST CTR	POST	GR	HRS	FTE	Basic	COT	US	IA	FA	OT	SALARY	NI	ER	Strain	TOTAL
GRY7608	Senior Master	J2	1931	1.00	29,172	5,912	3,755	1,890			40,729	3,523	7,576		51,828
GRY7608	Senior Master	J2	1931	1.00	29,172	7,686	3,755	1,890			42,503	3,708	7,906		54,116
GRY7608	Master	J2	1931	1.00	31,757	5,912	3,755	1,890			43,314	3,820	7,576		54,710
GRY7608	Master	J2	1931	1.00	29,172	5,912	3,755	1,890			40,729	3,523	7,576		51,828
GRY7608	Master	J2	1931	1.00	29,172	5,912	3,755	1,890			40,729	3,523	7,576		51,828
GRY7608	Mate	H2	1931	1.00	22,608	4,582	3,160	1,890	362		32,602	2,677	5,997		41,276
GRY7608	Mate	H2	1931	1.00	22,608	4,582	3,160	1,890	362		32,602	2,677	5,997		41,276
GRY7608	Mate	H2	1931	1.00	22,608	4,582	2,910	1,890	362		32,352	2,651	5,950		40,953
GRY7608	Mate	H2	1931	1.00	22,608	4,582	3,160	1,890	362		32,602	2,677	5,997		41,276
GRY7608	Mate	H2	1931	1.00	22,608	4,582	2,910	1,890	362		32,352	2,651	5,950		40,953
GRY7608	Mate (Hendra)	H2	1931	1.00	22,608	5,956	2,910	1,890	362		33,726	2,794	6,206		42,726
GRY7608	Mate (Hendra)	H2	1931	1.00	22,608	5,956	2,910	1,890	362		33,726	2,794	6,206		42,726
GRY7608	Senior Engineer	I2	1931	1.00	25,852	5,239	3,327	1,890			36,308	3,063	6,753		46,124
GRY7608	Engineer (Linga)	I2	1931	1.00	25,852	5,239	3,327	1,890			36,308	3,063	6,753		46,124
GRY7608	Engineer (Linga)	I2	1931	1.00	25,852	5,239	3,327	1,890			36,308	3,063	6,753		46,124
GRY7608	Senior Engineer	I2	1931	1.00	25,852	6,811	3,327	1,890			37,880	3,226	7,046		48,152
GRY7608	Engineer	I2	1931	1.00	27,889	6,811	3,327	1,890			39,917	3,438	7,046		50,401
GRY7608	Engineer (Pool)	I2	1931	1.00	25,852	6,811	3,160	1,890			37,713	3,209	7,015		47,936
GRY7608	Deckhand	G2	1931	1.00	20,079	5,290	2,584	1,890			29,843	2,390	5,551		37,785
GRY7608	Deckhand	G2	1931	1.00	20,079	5,290	2,584	1,890			29,843	2,390	5,551		37,785
GRY7608	Deckhand	G2	1931	1.00	20,079	5,290	2,584	1,890			29,843	2,390	5,551		37,785
GRY7608	Deckhand	G2	1931	1.00	20,079	4,069	2,584	1,890			28,623	2,263	5,324		36,210
GRY7608	Deckhand	G1	1931	1.00	19,951	4,043	2,810	1,890			28,695	2,271	5,337		36,303
GRY7608	Deckhand	G1	1931	1.00	19,951	4,043	2,810	1,890			28,695	2,271	5,337		36,303

Ferry Service Review Project

Rev 20

24 Jan 2013

Whalsay Service - SALARY ESTIMATES FOR 2012/13

COST CTR	POST	GR	HRS	FTE	Basic	COT	US	IA	FA	OT	SALARY	NI	ER	Strain	TOTAL
GRY7608	Master	J2	1931	1.00	29,172	5,912	3,755	1,890			40,729	3,523	7,576		51,828
GRY7608	Mate	H2	1931	1.00	22,608	4,582	2,910	1,890	362		32,352	2,651	5,950		40,953
GRY7608	Senior Engineer	I2	1931	1.00	25,852	5,239	3,327	1,890			36,308	3,063	6,753		46,124
GRY7608	Deckhand	G2	1931	1.00	20,079	4,069	2,584	1,890			28,623	2,263	5,324		36,210
GRY7608	Deckhand	G2	1931	1.00	20,079	4,069	2,584	1,890			28,623	2,263	5,324		36,210
GRY7608	Master	J2	1931	1.00	29,172	5,912	3,755	1,890			40,729	3,523	7,576		51,828
GRY7608	Mate	H2	1931	1.00	22,608	4,582	2,910	1,890	362		32,352	2,651	5,950		40,953
GRY7608	Engineer	I2	1931	1.00	25,852	5,239	3,327	1,890			36,308	3,063	6,753		46,124
GRY7608	Deckhand	G2	1931	1.00	20,079	4,069	2,584	1,890			28,623	2,263	5,324		36,210
GRY7608	Deckhand	G2	1931	1.00	20,079	4,069	2,584	1,890			28,623	2,263	5,324		36,210
GRY7608	Master	J2	1931	1.00	29,172	5,912	3,755	1,890			40,729	3,523	7,576		51,828
GRY7608	Mate	H2	1931	1.00	22,608	4,582	2,910	1,890	362		32,352	2,651	5,950		40,953
GRY7608	Engineer	I2	1931	1.00	25,852	5,239	3,327	1,890			36,308	3,063	6,753		46,124
GRY7608	Deckhand	G2	1931	1.00	20,079	4,069	2,584	1,890			28,623	2,263	5,324		36,210
GRY7608	Deckhand	G2	1931	1.00	20,079	4,069	2,584	1,890			28,623	2,263	5,324		36,210
GRY7608	Route Master	K2	1931	1.00	32,339	6,554	4,162	1,890			44,945	4,045	8,360		57,349
GRY7608	Mate	H2	1931	1.00	22,608	4,582	2,910	1,890	362		32,352	2,651	5,950		40,953
GRY7608	Engineer PT	I2	1096	0.57	14,675		944	1,073			16,693	1,023	3,105		20,820
GRY7608	Deckhand	G2	1931	1.00	20,079	4,069	2,584	1,890			28,623	2,263	5,324		36,210
GRY7608	Master	J2	1931	1.00	29,172	8,573	1,007	1,890			40,642	3,513	7,559		51,715
GRY7608	Mate (Hendra)	H2	1931	1.00	22,608	6,644	781	1,890	362		32,284	2,644	5,938		40,866
GRY7608	Mate (Hendra)	H2	1931	1.00	22,608	6,644	781	1,890	362		32,284	2,644	5,938		40,866
GRY7608	Engineer	I2	1931	1.00	25,852	7,597	893	1,890			36,231	3,055	6,739		46,025
GRY7608	Deckhand	G2	1931	1.00	20,079	5,901	693	1,890			28,563	2,257	5,313		36,133
GRY7608	Deckhand	G2	1931	1.00	20,079	5,901	693	1,890			28,563	2,257	5,313		36,133
GRY7608	Deckhand	G2	1931	1.00	20,079	5,901	693	1,890			28,563	2,257	5,313		36,133
GRY7608	Engineer PT	I2	1454	0.75	19,469		336	1,423			21,229	1,494	3,949		26,672
GRY7608	Master	J2	1931	1.00	29,172	8,573	1,007	1,890			40,642	3,513	7,559		51,715
GRY7608	Relief Engineer	I1	300	0.16	3,843	779	495	294			5,410				5,410
GRY7608	Relief Deckhand	G1	300	0.16	2,985			294		155	3,279				3,279
GRY7608	OVERTIME									80,000	80,000	8,320			88,320
GRY7608	RELIEF COVER incl Higher Duties				2,200						2,200	229	409		2,838
GRY7608	Pensioner - GRY7608										-			1,152	1,152
GRY7608	Pensioner - GRY7608										-			1,383	1,383
TOTAL WHALSAY SERVICE							26,675	632,043	134,759	62,456	50,334	2,172	80,000	961,764	79,943

Other Budgets - Per Capita reductions 32 - 26				
GRY76080820	Whalsay Svc	Medical Fees	1,530	
GRY76081322	Whalsay Svc	Protect Cth/Uni	6,900	
GRY76081461	Whalsay Svc	Car Allow/Mila	1,400	
GRY76081470	Whalsay Svc	Travel Costs	1,000	
GRY76081600	Whalsay Svc	All Train Costs	50,800	
GRY76081662	Whalsay Svc	Subsistence	1,000	
			62,630	
				11,743

Summary of Whalsay Savings		
Whalsay Status Quo		1,463,633
Option 6.1		1,206,231
		257,402
Linga Fuel	52,710	
Hendra Fuel	71,179	
Hendra Maintenance	2,852	
GRY Reduction	11,743	
Less relief crew Filla	£45,460	350,426.62

4.6 – Whalsay service based on Yell C.C. proposal:

Save 10% (half a crew out of 5) of Whalsay crew costs (11/12 actual £1,519,734) = £151,973.

Save Hendra fuel reducing 47 to 30 sailings per week. (11/12 Actual £177,745) pro rata and factor 56 to 62 ppl = £71,179.

Save fuel (10%) by slowing down “Linga” (11/12 Actual £527,099) = £52,710.

Total possible saving £151,973 + £71,179 + £52,710 = £275,862.

Hendra Maintenance 17 sailings at £3 for 50 weeks + 47 sailings for 2 weeks =

Equality Impact Assessment

Option No: 4.6 Whalsay option derived from Yell CC option

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities (consider different ethnic groups, nationalities, language barriers)			X	
Gender			X	
Gender Reassignment (consider transgender and transsexual people. This can include issues such as privacy of data and harassment)			X	
Religion or Belief (consider people with different religions, beliefs or no belief)			X	
People with a disability (consider attitudinal, physical and social barriers)			X	
Age (consider across age ranges. This can include safeguarding, consent and child welfare)			X	
Lesbian, Gay and Bisexual			X	
Pregnancy and Maternity (consider working arrangements, part-time working, infant caring responsibilities)			X	
Other (please state)				

<p>Have any positive impacts been identified? (We must ensure at this stage that we are not achieving equality for one group at the expense of another)</p>	N/A
<p>Have any negative impacts been identified? (Based on direct knowledge, published research, community involvement, customer feedback etc.)</p>	N/A
<p>What action is proposed to overcome any negative impacts? (e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc)</p>	N/A
<p>Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome? (If the policy shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	N/A
<p>How will the policy be monitored? (How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc)</p>	N/A

Objectives:

To develop a sustainable inter-island ferry service that can be delivered within an environment of reducing resources

1. As a priority provide transport links to maximise economic activity throughout Shetland and provide links that maintain employment opportunities within Shetland
2. Provide transport links to promote social mobility and inclusion in a way which does not widen the equality gap;
3. Provide transport links that use a risk-based approach to managing safety within legislation requirements;
4. Provide transport links that maximise the ability to adapt to future influences external to the ferry service;
5. Provide transport links that minimise carbon emissions

Option No: 4.6 Whalsay option derived from Yell CC option			
Objective			
See key above for details of objectives	1	1-	Reduced level of service at weekends, especially on Saturdays
	2	1.5-	Reduced level of service at weekends, especially on Saturdays
	3	0	No impact
	4	0.5-	Minimal impact to numbers of certificated crew
	5	1+	Reduced emissions due to fewer sailings
Feasibility			
Feasibility	0	No technical or operational barriers	
Risk and Uncertainty			
Risk and Uncertainty	0	Subject to members' decision	
Community acceptability			
Community acceptability	1-	For Whalsay community – anticipate that this would be preferred option	
Savings/Income achieved			
Savings/Income achieved		£350,427	
Traffic Modelling			
Traffic Modelling	1.5-	Model for Saturday carryings required	
Economic/Business assessment			
Economic/Business assessment	2-	Relative score	
Further information required			
Use space here to detail any further info required to populate the above table	Equalities Impact Assessment - no differential impact		

Feasibility – Consider of option in light of above appraisal criteria

Risk and Uncertainty - Identify and mitigate risks and uncertainties (consider optimism bias)

Community Acceptability - Consider that acceptability may vary across different groups/communities

Section 5 – Papa Stour Service

Option No: 5.1 Remove 1 return sailing (or a complete day's sailing from the winter timetable)		Table: D (i)	
Brief description: Remove Monday sailings year round & Saturday evenings winter timetable.(following consultation exercise)		Type: Service Change 2	
Assessment Required:		Source document Ref: Workshop 3 – Addendum 4	
Socio Economic		Equality	
Consultation Required:	Walls and Sandness CC	Community & Stakeholders	Staff and union
<p>Origin:</p> <ul style="list-style-type: none"> Members Finance Review Workshop – suggestion from Members. Service review <p>Commentary/Specification:</p> <ul style="list-style-type: none"> Remove one currently unspecified return sailing per week. Community preference expressed during November 2012 consultation to remove Monday year-round service and Saturday pm (winter only) <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> Crew retention and recruitment Crew consultation and unions Community/ Stakeholder consultation Timetabling Purpose of Journeys Relationship with air service <p>Existing Information or required information:</p> <ul style="list-style-type: none"> Shetland Transport Strategy Draft Scottish Ferries Plan (applies to all service options) Carryings Data Outer Isles STAG Survey of users 			
Impact on capacity:		None	
Impact on frequency:		Yes – remove return sailing	
Impact on journey duration:		None	
Impact on user cost:		None	
Impact on cost to Council:		£34,990	
Might this option depend on another option or requirement? Yes/No		Yes,	
<ul style="list-style-type: none"> If Yes, which option(s) or requirements 		Review of air services	

Normal rostered hours

Papa Stour			Fair Isle		
Monday	0800 - 1230	4.5 x 1 = 4.5	Tuesday	0600 - 1700	11 x 52 = 572
Wednesday	0800 - 1800	10 x 1 = 10	Thursday (Grutness)	0600 - 1600	10 x 12 = 120
Friday	0800 - 1200 + 1600 - 2000	8 x 1 = 8	Thursday (Lerwick)	0500 - 2200	17 x 12 = 204
Saturday	0800 - 1200 + 1600 - 2000	8 x 1 = 8	Saturday	0600 - 1600	10 x 24 = 240
Sunday summer	1600 - 2000	4 x 1 = 4			

Version 19, 29/11/11

5.1 – Reduce Papa Stour sailings:

Report to Shetland Islands Council on 31/10/13 had £18k. Crew savings of 200 hrs @ £70.84 / hr = £14,168.

Fuel 101 l/hr @ 1.33 hrs per sailing @ 62ppl = £4,164.

PAPA STOUR SALARY ESTIMATES FOR 2012/13

COST CENTRE	POST	GRADE	HRS	FTE	Basic 0000	Unsocial 0200	IA 0600	FA 0623	OT 0200	TOTAL SALARY	NI 0570	ER 0400	TOTAL
GRY7605	Sen Master	J2	1800	0.93	27,201	2,893	1,762			31,856	2,600	5,925	40,381
GRY7605	Mate	I2	1800	0.93	24,105	2,564	1,762	362		28,793	2,940		31,733
GRY7605	Engineer	I2	1800	0.93	24,105	2,564	1,762			28,431	2,243	5,288	35,962
GRY7605	Deckhand	G2	861	0.45	8,954		843			9,797	306	1,822	11,925
GRY7605	Deckhand	G2	939	0.49	9,768	1,039	919			11,726	506	2,181	14,414
GRY7605	Deckhand	G2	125	0.06	1,300		122			1,422		265	1,687
GRY7605	Mate	I1	500	0.26	6,405		489			6,894			6,894
GRY7605	Deckhand	G1	125	0.06	1,244		122			1,366			1,366
GRY7605	Deckhand	G1	125	0.06	1,244		122			1,366			1,366
GRY7605	Deckhand	G1	125	0.06	1,244		122			1,366			1,366
GRY7605	OVERTIME								24,000	24,000	2,496		26,496
TOTAL PAPA STOUR SERVICE				4.25	105,569	9,059	8,028	362	24,000	147,018	11,091	15,481	173,591

Papa Stour Service Proposed Option 5.1

COST CENTRE	POST	GRADE	HRS	FTE	Basic 0000	Unsocial 0200	IA 0600	FA 0623	OT 0200	TOTAL SALARY	NI 0570	ER 0400	TOTAL
GRY7605	Sen Master	J2	1461	0.76	22,076	1,952	1,430			25,458	1,934	4,735	32,128
GRY7605	Mate	I2	1461	0.76	19,563	1,729	1,430	362		23,085	2,152		25,237
GRY7605	Engineer	I2	1461	0.76	19,563	1,729	1,430			22,723	1,650	4,226	28,599
GRY7605	Deckhand	G2	1461	0.76	15,195		1,430			16,625	1,016	3,092	20,733
GRY7605	Deckhand	G1	450	0.23	4,478		441			4,918		915	5,833
GRY7605	Mate	I1	450	0.23	5,764		441			6,205			6,205
GRY7605	OVERTIME								24,000	24,000	2,496		26,496
TOTAL PAPA STOUR SERVICE				3.49	86,640	5,410	6,602	362	24,000	123,014	9,248	12,969	145,231

Fuel Reduction					
Litres/Hour	Day	Ret time	Removed	PPL	Saving
101	Monday	1.33	51	0.62	4247.51

Summary of Bressay Savings	
Papa Stour Status Quo	- 173,591
Option	- 145,231

101	Saturday	1.33	25	0.62	2082.12
					6,329.63

5.1		
		28,360
Fuel Saving	6,630	£34,990

Equality Impact Assessment

Option No: 5.1 Remove 1 return sailing from Papa Stour Service

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities (consider different ethnic groups, nationalities, language barriers)			X	
Gender			X	
Gender Reassignment (consider transgender and transsexual people. This can include issues such as privacy of data and harassment)			X	
Religion or Belief (consider people with different religions, beliefs or no belief)			X	
People with a disability (consider attitudinal, physical and social barriers)			X	
Age (consider across age ranges. This can include safeguarding, consent and child welfare)			X	
Lesbian, Gay and Bisexual			X	
Pregnancy and Maternity (consider working arrangements, part-time working, infant caring responsibilities)			X	
Other (please state)				

Equality Impact Assessment Continued

<p>Have any positive impacts been identified? (We must ensure at this stage that we are not achieving equality for one group at the expense of another)</p>	N/A
<p>Have any negative impacts been identified? (Based on direct knowledge, published research, community involvement, customer feedback etc.)</p>	N/A
<p>What action is proposed to overcome any negative impacts? (e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc)</p>	N/A
<p>Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome? (If the policy shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	N/A
<p>How will the policy be monitored? (How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc)</p>	N/A

Objectives:

To develop a sustainable inter-island ferry service that can be delivered within an environment of reducing resources

1. As a priority provide transport links to maximise economic activity throughout Shetland and provide links that maintain employment opportunities within Shetland
2. Provide transport links to promote social mobility and inclusion in a way which does not widen the equality gap;
3. Provide transport links that use a risk-based approach to managing safety within legislation requirements;
4. Provide transport links that maximise the ability to adapt to future influences external to the ferry service;
5. Provide transport links that minimise carbon emissions

Option No: 5.1 Remove one return sailing (or a complete day's sailing from the winter timetable)			
Objective			
See key above for details of objectives	1	1-	Reduced number of sailings, less opportunity for tourists to travel
	2	2-	Reduced number of sailings
	3	0	No impact
	4	0	No impact
	5	1+	Reduced emissions due to reduced sailings
Feasibility			
Feasibility	0	No technical or operational barriers	
Risk and Uncertainty			
Risk and Uncertainty	0	Subject to members' decision	
Community Acceptability			
Community acceptability	1-	For Papa Stour community – viewed as preferred option to make savings	
Savings/Income achieved			
Savings/Income achieved		£34,990	
Traffic Modelling			
Traffic Modelling	N/A	N/A	
Economic//Business assessment			
Economic//Business assessment	2-	Quite Significant	
Further information required			
Use space here to detail any further info required to populate the above table		Equalities Impact Assessment - no differential impact	

Feasibility – Consider of option in light of above appraisal criteria

Risk and Uncertainty - Identify and mitigate risks and uncertainties (consider optimism bias)

Community Acceptability - Consider that acceptability may vary across different groups/communities

Option No: 5.2 Combine Outer Isles service			Table: C (ii)	
Brief description: A means of providing services to Fair Isle, Foula and Papa Stour using a single vessel			Type: Service Change 3	
			Source document Ref: Workshop 3 – 3.9	
Assessment Required:	Economic Impact	Social Inclusion	Environmental Impact	Staff Equality
Consultation Required:	Community Council	Community & Stakeholders	Staff and union(s)	
<p>Origin:</p> <ul style="list-style-type: none"> Operational Ways to save (Combine Foula and Papa Stour) <p>Commentary/Specification:</p> <ul style="list-style-type: none"> There is a view offered that the services to Fair Isle, Foula and Papa Stour could be provided from a base on Mainland Shetland with a single suitable vessel. Detail to be developed. <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> Vessel Type and performance Timetabling and journey times Crewing implications (dependent on vessel type, size, base port, etc) Consultation with staff/ unions Community/ stakeholder consultation Ability to deal with weather disruptions Infrastructure requirements (particularly Foula) Relationship with Inter Island Air Service Impacts on existing Foula Ferry contract <p>Existing Information or required information:</p> <ul style="list-style-type: none"> Shetland Transport Strategy Outer Isles STAG Draft Scottish Ferries Plan Carryings data (freight) Work done considering this previously Survey of Purpose of Journey 				
Impact on capacity:		None		
Impact on frequency:		Yes – probable change to timetable		
Impact on journey duration:		Yes – may reduce or increase sailing times		
Impact on user cost:		None		
Impact on cost to Council:		Attach details of Project savings analysis		
Might this option depend on another option or requirement? Yes/No		Yes		
<ul style="list-style-type: none"> If Yes, which option(s) or requirements 		Externalise the Fair Isle service 8.2 Combining services 7.1 & 8.1		

The work undertaken through the “Outer Isles STAG” review covers this particular option. The Project Board agreed to defer further consideration of this option to the Outer Isles STAG process.
Min reference Ferry Review Project Board 26 March 2012

Option No: 5.3 Replace existing V/L			Table: C (i)	
Brief description: Alternative vessel and/or alternative service			Type: Service Change 3	
			Source document Ref: Project Board	
Assessment Required:	Economic Impact	Social Inclusion	Environmental Impact	Staff Equality
Consultation Required:	Community Council	Community & Stakeholders	Staff and union(s)	
<p>Origin:</p> <ul style="list-style-type: none"> • Service review • Project Board <p>Commentary/Specification:</p> <ul style="list-style-type: none"> • Assign Snolda to Skerries service and replace with alternative v/l • Assign Snolda to Skerries service and combine with Foula Service • Dispose of Snolda and replace with workboat <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> • Vessel Type and performance • Timetabling and journey times • Crewing implications (dependent on vessel type, size, base port, etc) • Consultation with staff/ unions • Community/ stakeholder consultation • Ability to deal with weather disruptions • Foula and Fair Isle requirements • Relationship with Inter Island Air Service • Purpose of Journey <p>Existing Information or required information:</p> <ul style="list-style-type: none"> • Shetland Transport Strategy • Outer Isles STAG • Draft Scottish Ferries Plan • Carryings data (freight) • Work done considering this previously 				
Impact on capacity:	None			
Impact on frequency:	Yes – probable change to timetable			
Impact on journey duration:	Yes – may reduce or increase sailing times			
Impact on user cost:	None			
Impact on cost to Council:	Attach details of Project savings analysis			
Might this option depend on another option or requirement? Yes/No	Yes			
• If Yes, which option(s) or requirements	Externalise the Fair Isle service 8.2 Combining services 7.1 & 8.1			

**Based on the Option assessment above for Option 3.8 the Project Board agreed to remove this option from further consideration.
Min reference Ferry Review Project Board 10 April 2012**

Option No: 5.4 Combine Foula and Papa Stour Services		Table: C (ii)	
Brief description: Externalise Papa Stour Service and operate in conjunction with Foula Service		Type: Service Change 3	
		Source document Ref: Public Consultation	
Assessment Required:	Economic Impact	Social Inclusion	Environmental Impact
Consultation Required:	Walls and Sandness CC	Community & Stakeholders	Staff and union
<p>Origin:</p> <ul style="list-style-type: none"> Public Consultation exercise <p>Commentary/Specification:</p> <ul style="list-style-type: none"> Externalise in conjunction with Foula Service, run both vessels from West Burraferth using a combined crewing. Circumstances and cargo would determine which ferry is utilised. <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> Existing Foula Contract Crew consultation and unions Community/ Stakeholder consultation Timetabling Summer/Winter variations Relationship with air service(s) <p>Existing Information or required information:</p> <ul style="list-style-type: none"> Shetland Transport Strategy Draft Scottish Ferries Plan (applies to all service options) Carryings Data Outer Isles STAG Survey of users Project savings analysis 			
Impact on capacity:	None		
Impact on frequency:	Yes – remove return sailing		
Impact on journey duration:	None		
Impact on user cost:	None		
Impact on cost to Council:	Attach details of Project savings analysis		
Might this option depend on another option or requirement? Yes/No	Yes,		
<ul style="list-style-type: none"> If Yes, which option(s) or requirements 	Review of air services Other Foula and Papa Stour Options		

Option 14.9 covers all permutations to externalise the Ferry Service by part or as a whole. Consequently the Project recommends to the Project Board that this option is discontinued

Option No: 5.5 Discontinue the Ro-Ro Service to Papa Stour		Table: D (i)	
Brief description: Discontinue the Ro-Ro Service to Papa Stour and replace with a passenger and freight service along the lines and frequency of the Fair Isle and Foula services		Type: Service Change 3	
		Source document Ref: Consultation Exercise	
Assessment Required:	Socio Economic	Equality	
Consultation Required:	Walls and Sandness CC	Community & Stakeholders	Staff and union
<p>Origin:</p> <ul style="list-style-type: none"> • June 2012 Consultation Exercise. • Service review <p>Commentary/Specification:</p> <ul style="list-style-type: none"> • Discontinue the Ro-Ro Service to Papa Stour • Replace with a passenger and freight service along the lines and frequency of the Fair Isle and Foula services <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> • Crew consultation and unions • Community/ Stakeholder consultation • Alternative service provision • Purpose of Journeys • Relationship with air service <p>Existing Information or required information:</p> <ul style="list-style-type: none"> • Shetland Transport Strategy • Draft Scottish Ferries Plan (applies to all service options) • Carrying Data • Outer Isles STAG • Survey of users • Project savings analysis 			
Impact on capacity:	Yes		
Impact on frequency:	Yes – remove return sailing		
Impact on journey duration:	Yes		
Impact on user cost:	£150,000		
Impact on cost to Council:	Yes – alternative service at reduced cost		
Might this option depend on another option or requirement? Yes/No <ul style="list-style-type: none"> • If Yes, which option(s) or requirements 	No		

5.5 - Discontinue Papa Stour Ro-Ro service:

Difference between Fair Isle and Papa Stour services. 11/12 Actuals £587,970 - £432,091 = £155,879.

Revised timetable examples

Reduced crew (time)

Reduced Fuel Consumption

Reduced Vessel running costs

Articulate changes to option 5.5 here – implications for future service delivery

Equality Impact Assessment

Option No: 5.5 Discontinue the Ro-Ro Service to Papa Stour

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities (consider different ethnic groups, nationalities, language barriers)			X	
Gender			X	
Gender Reassignment (consider transgender and transsexual people. This can include issues such as privacy of data and harassment)			X	
Religion or Belief (consider people with different religions, beliefs or no belief)			X	
People with a disability (consider attitudinal, physical and social barriers)		X		
Age (consider across age ranges. This can include safeguarding, consent and child welfare)		X		
Lesbian, Gay and Bisexual			X	
Pregnancy and Maternity (consider working arrangements, part-time working, infant caring responsibilities)			X	
Other (please state)				

Equality Impact Assessment Continued

<p>Have any positive impacts been identified? (We must ensure at this stage that we are not achieving equality for one group at the expense of another)</p>	N/A
<p>Have any negative impacts been identified? (Based on direct knowledge, published research, community involvement, customer feedback etc.)</p>	Yes – replacement of the ro-ro service with a ‘workboat’ type vessel may make getting on and off the vessel difficult for elderly, young or disabled people if the linkspan is not employed (i.e. if a gangway is used).
<p>What action is proposed to overcome any negative impacts? (e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc)</p>	Efforts would be made to secure a replacement vessel that could use the linkspan or provide another, easier, means of getting on and off.
<p>Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome? (If the policy shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	Yes – although there may be grounds to challenge this option on equalities grounds, all options for providing a sustainable Ferry Service should be explored.
<p>How will the policy be monitored? (How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc)</p>	Ferries Review Monitoring and Evaluation framework, aligned with Integrated Impact Assessment plan.

Objectives:

To develop a sustainable inter-island ferry service that can be delivered within an environment of reducing resources

1. As a priority provide transport links to maximise economic activity throughout Shetland and provide links that maintain employment opportunities within Shetland
2. Provide transport links to promote social mobility and inclusion in a way which does not widen the equality gap;
3. Provide transport links that use a risk-based approach to managing safety within legislation requirements;
4. Provide transport links that maximise the ability to adapt to future influences external to the ferry service;
5. Provide transport links that minimise carbon emissions

Option No: 5.5 Discontinue Ro-Ro service to Papa Stour			
Objective			
See key above for details of objectives	1	2.5-	Vehicular capacity reduced, may impact crofting activities
	2	1.5-	Passenger timetable service largely unaffected, difficulty accessing social opportunities when vehicle required
	3	0	No impact
	4	1-	Fleet capacity reduced
	5	0	No impact
Feasibility			
Feasibility	0	No technical or operational barriers (provided current infrastructure maintained)	
Risk and Uncertainty			
Risk and Uncertainty	1-	Risk that tendering process may be prolonged and adversarial Risk that tender may be prohibitively expensive	
Community acceptability			
Community acceptability	3-	For Papa Stour community and absentee crofters	
Savings/Income achieved			
Savings/Income achieved		£150,000	
Traffic Modelling			
Traffic Modelling	N/A	N/A	
Economic/Business assessment			
Economic/Business assessment	3-	Very Significant	
Further information required			
Use space here to detail any further info required to populate the above table		Equalities Impact Assessment – Impact on age and disability	

Feasibility – Consider of option in light of above appraisal criteria

Risk and Uncertainty - Identify and mitigate risks and uncertainties (consider optimism bias)

Community Acceptability - Consider that acceptability may vary across different groups/communities

Section 6 – Bressay Service

Option No: 6.1 Reduce Leima crew from 5 to 4		Table: D (i)		
Brief description: Reduce crew complement from 17 to 14 FTE		Type: Service Change 1		
		Source document Ref: Workshop 3 – 3.2		
Assessment Required:	Socio Economic		Equality	
Consultation Required:	Support Services	Sea staff and union(s)	Individuals when identified	Bressay CC
<p>Origin:</p> <ul style="list-style-type: none"> Operational Service review <p>Commentary/Specification:</p> <ul style="list-style-type: none"> It may be possible to reduce the duty crew from 5 to 4 through sailing with one less deckhand on each shift. <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> Appropriately skilled, certificated and competent staff Impact on passenger numbers that can be carried Recruitment and retention Consultation with staff/ unions Community/ stakeholder consultation Implications for fare collection Requirement for additional risk assessment to comply with MCA approval Do we need a booking system to manage demand? Consideration increased risks of delays in certain conditions due to MCA requirements <p>Existing Information or required information:</p> <ul style="list-style-type: none"> Shetland Transport Strategy (Project) Bressay STAG studies Carryings data Passenger Safety Certificate Number of Sailings in excess of 50 Passengers 				
Impact on capacity:		Yes – passenger carrying capacity will reduce		
Impact on frequency:		Yes – to compensate for reduced capacity additional runs will be required at peak times		
Impact on journey duration:		None		
Impact on user cost:		None		
Impact on cost to Council:		Ongoing annual saving of: £152,428		
Might this option depend on another option or requirement? Yes/No		Yes		
<ul style="list-style-type: none"> If Yes, which option(s) or requirements 		<ul style="list-style-type: none"> Introduction of pensioner fares – 9.4 Alteration in staff hours – 14.7 Manage Sea Staff Leave – 14.3 		

Project Savings Analysis

Bressay Service Existing														
COST CENTRE	POST	GR	HRS	FTE	Basic 0000	Contr OT 0200	Unsocial 0200	IA 0600	First Aid 0623	Overtime 0200	TOTAL SALARY	NI 0570	ER 0400	TOTAL
GRY7601	Master	J2	1931	1.00	29,172	5,912	4,267	1,890			41,242	3,534	7,671	52,446
GRY7601	Master	J2	1931	1.00	29,172	5,912	4,267	1,890			41,242	3,534	7,671	52,446
GRY7601	Master	J2	1931	1.00	29,172	5,912	4,267	1,890			41,242	3,534	7,671	52,446
GRY7601	Senior Eng	I2	1931	1.00	25,852	5,239	3,782	1,890			36,762	2,915	6,838	46,516
GRY7601	Engineer	I2	1931	1.00	25,852	5,239	3,782	1,890			36,762	2,915	6,838	46,516
GRY7601	Engineer	I2	1931	1.00	25,852	5,239	3,782	1,890			36,762	2,915	6,838	46,516
GRY7601	Mate	H2	1931	1.00	22,608	4,582	3,307	1,890	362		32,749	2,362	6,024	41,135
GRY7601	Mate	H2	1931	1.00	22,608	4,582	3,307	1,890	362		32,749	2,362	6,024	41,135
GRY7601	Mate	H2	1931	1.00	22,608	4,582	3,307	1,890	362		32,749	2,362	6,024	41,135
GRY7601	Deckhand	G2	1931	1.00	20,079	4,069	2,937	1,890			28,975	1,841	5,389	36,206
GRY7601	Deckhand	G2	1931	1.00	20,079	4,069	2,937	1,890			28,975	1,841	5,389	36,206
GRY7601	Deckhand	G2	1931	1.00	20,079	4,069	2,937	1,890			28,975	1,841	5,389	36,206
GRY7601	Deckhand	G2	1931	1.00	20,079	4,069	2,937	1,890			28,975	1,841	5,389	36,206
GRY7601	Deckhand	G2	1931	1.00	20,079	4,069	2,937	1,890			28,975	1,841	5,389	36,206
GRY7601	Deckhand	G2	1931	1.00	20,079	4,069	2,937	1,890			28,975	1,841	5,389	36,206
GRY7601	Deckhand	G2	1931	1.00	20,079	4,069	2,937	1,890			28,975	1,841	5,389	36,206
GRY7601	Deckhand	G2	1931	1.00	20,079	4,069	2,937	1,890			28,975	1,841	5,389	36,206
GRY7601	Deckhand	G2	1931	1.00	20,079	4,069	2,937	1,890			28,975	1,841	5,389	36,206
GRY7601	OVERTIME					-				65,000	65,000	6,812	12,090	83,902
GRY7601	STANDBY				20,862	-					20,862	721	3,880	25,463
	RELIEF COVER incl Higher Duties				8,000						8,000	832		8,832
														828,132

Bressay Service Proposed Option 6.1														
COST CENTRE	GRY7601 POST	GR	HRS	FTE	Basic 0000	Contr OT 0200	Unsocial 0200	IA 0600	First Aid 0623	Overtime 0200	TOTAL SALARY	NI 0570	ER 0400	TOTAL
GRY7601	Master	J2	1931	1.00	29,172	5,912	4,267	1,890			41,242	3,534	7,671	52,446
GRY7601	Master	J2	1931	1.00	29,172	5,912	4,267	1,890			41,242	3,534	7,671	52,446
GRY7601	Master	J2	1931	1.00	29,172	5,912	4,267	1,890			41,242	3,534	7,671	52,446
GRY7601	Senior Eng	I2	1931	1.00	25,852	5,239	3,782	1,890			36,762	2,915	6,838	46,516
GRY7601	Engineer	I2	1931	1.00	25,852	5,239	3,782	1,890			36,762	2,915	6,838	46,516
GRY7601	Engineer	I2	1931	1.00	25,852	5,239	3,782	1,890			36,762	2,915	6,838	46,516
GRY7601	Mate	H2	1931	1.00	22,608	4,582	3,307	1,890	362		32,749	2,362	6,024	41,135
GRY7601	Mate	H2	1931	1.00	22,608	4,582	3,307	1,890	362		32,749	2,362	6,024	41,135
GRY7601	Mate	H2	1931	1.00	22,608	4,582	3,307	1,890	362		32,749	2,362	6,024	41,135
GRY7601	Deckhand	G2	1931	1.00	20,079	4,069	2,937	1,890			28,975	1,841	5,389	36,206
GRY7601	Deckhand	G2	1931	1.00	20,079	4,069	2,937	1,890			28,975	1,841	5,389	36,206
GRY7601	Deckhand	G2	1931	1.00	20,079	4,069	2,937	1,890			28,975	1,841	5,389	36,206
GRY7601	Deckhand	G2	1931	1.00	20,079	4,069	2,937	1,890			28,975	1,841	5,389	36,206
GRY7601	Deckhand	G2	1931	1.00	20,079	4,069	2,937	1,890			28,975	1,841	5,389	36,206
	OVERTIME					-				37,000	37,000	2,948		39,948
	Part time relief	G1	300	0.16	2,985		437	294			3,715			3,715
	STANDBY				20,862	-					20,862	721	3,880	25,463
	RELIEF COVER incl Higher Duties				9,000						9,000	936		9,936
														680380

Other Budgets - Per Capita reductions 17 - 14			
GRY76010820	Bressay Servic Medical Fees	595	
GRY76011322	Bressay Servic Protect Cth/Uni	3,600	
GRY76011461	Bressay Servic Car Allow/Mila	900	
GRY76011470	Bressay Servic Travel Costs	250	
GRY76011600	Bressay Servic All Train Costs	20,355	
GRY76011662	Bressay Servic Subsistence	800	
		26,500	
			4,676

Summary of Bressay Savings		
Bressay Status Quo		
	828,132	
Option 6.1		
	680,380	
		147,751
GRY Reduction	4,676	
		£152,428

Equality Impact Assessment

Option No: 6.1 Reduce Leima crew from 5 to 4

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities (consider different ethnic groups, nationalities, language barriers)			X	
Gender			X	
Gender Reassignment (consider transgender and transsexual people. This can include issues such as privacy of data and harassment)			X	
Religion or Belief (consider people with different religions, beliefs or no belief)			X	
People with a disability (consider attitudinal, physical and social barriers)			X	
Age (consider across age ranges. This can include safeguarding, consent and child welfare)			X	
Lesbian, Gay and Bisexual			X	
Pregnancy and Maternity (consider working arrangements, part-time working, infant caring responsibilities)			X	
Other (please state)				

Equality Impact Assessment Continued

<p>Have any positive impacts been identified? (We must ensure at this stage that we are not achieving equality for one group at the expense of another)</p>	N/A
<p>Have any negative impacts been identified? (Based on direct knowledge, published research, community involvement, customer feedback etc.)</p>	N/A
<p>What action is proposed to overcome any negative impacts? (e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc)</p>	N/A
<p>Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome? (If the policy shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	N/A
<p>How will the policy be monitored? (How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc)</p>	N/A

Objectives:

To develop a sustainable inter-island ferry service that can be delivered within an environment of reducing resources

1. As a priority provide transport links to maximise economic activity throughout Shetland and provide links that maintain employment opportunities within Shetland
2. Provide transport links to promote social mobility and inclusion in a way which does not widen the equality gap;
3. Provide transport links that use a risk-based approach to managing safety within legislation requirements;
4. Provide transport links that maximise the ability to adapt to future influences external to the ferry service;
5. Provide transport links that minimise carbon emissions

Option No: 6.1 Reduce Leima crew from 5 to 4			
Objective			
See key above for details of objectives	1	1-	Possible delay at if passenger numbers exceed demand
	2	1-	Passenger capacity at peak times may exceed demand
	3	0	No impact
	4	0	No impact
	5	0	No impact
Feasibility			
Feasibility	0	No technical or operational barriers (provided current infrastructure maintained)	
Risk and Uncertainty			
Risk and Uncertainty	0	Subject to members' decision	
Community acceptability			
Community acceptability	2+	Bressay Commuters	
Savings/Income achieved			
Savings/Income achieved		£152,427.72	
Traffic Modelling			
Traffic Modelling	0	If additional ferry covering morning peak	
Economic/Business assessment			
Economic/Business assessment	0.5-	Very Slight	
Further information required			
Use space here to detail any further info required to populate the above table		Equalities Impact Assessment - no differential impact	

Feasibility – Consider of option in light of above appraisal criteria

Risk and Uncertainty - Identify and mitigate risks and uncertainties (consider optimism bias)

Public Acceptability - Consider that acceptability may vary across different groups/communities

Option No: 6.2 Replace ferry with Chain Ferry			Table: C (i)	
Brief description: Replace existing service with a Chain Ferry			Type Service Change 3	
			Source document Ref: Workshop 3 – Addendum 1	
Assessment Required:	Economic Impact	Social Inclusion	Environmental Impact	Staff Equality
Consultation Required:	Community Council	Community & Stakeholders	Staff and union(s)	
<p>Origin:</p> <ul style="list-style-type: none"> Ways to Save <p>Commentary/Specification:</p> <ul style="list-style-type: none"> Replace the Leirna with a chain ferry crossing at an appropriate point in the harbour. <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> Appropriately skilled, certificated and competent staff Impacts on harbour operations and the LPA's position regarding this alternative Appropriate new shore infrastructure Appropriate consents MCA approval Consultation with staff/ unions Community/ stakeholder consultation Timetabling Relief arrangements – how can the service be maintained when vessel is on refit or broken down? <p>Existing Information or required information:</p> <ul style="list-style-type: none"> Shetland Transport Strategy (Project) Bressay STAG studies MCA Categorisation of Waters [CR] Project savings analysis 				
Impact on capacity:			None	
Impact on frequency:			Yes – more frequent service	
Impact on journey duration:			Yes – shorter sea journey	
Impact on user cost:			Yes – possible reduction in fares	
Impact on cost to Council:			Attach details of Project savings analysis	
Might this option depend on another option or requirement? Yes/No			No	
<ul style="list-style-type: none"> If Yes, which option(s) or requirements 				

The cost of constructing chain ferry, Infrastructure cost and on going crewing and maintenance similar to that proposed in 6.1 in conjunction with the requirement to request the LPA to negotiate a change of water categorisation with the MCA makes this option unviable. Consequently the Project recommends to the Project Board that this option is discontinued

Option No: 6.3 Decision on Fixed Link			Table: C (i)	
Brief description: Replace existing service with a Fixed Link			Type Service Change 3	
			Source document Ref: Workshop 3 – 5.5	
Assessment Required:	Economic Impact	Social Inclusion	Environmental Impact	Staff Equality
Consultation Required:				
Origin: <ul style="list-style-type: none"> • Service Review • Members suggestion Commentary/Specification: Add essential requirements/criteria: Existing Information or required information: <ul style="list-style-type: none"> • Shetland Transport Strategy (Pro) • Bressay STAG studies 				
			<ul style="list-style-type: none"> • Recommend removal from consideration – outwith scope of review • A positive decision would still require retention of a ferry service for 5-6 years and year on year savings would still be required during this period • Project Board decision 22 Feb 2012 	
Impact on capacity:		Yes		
Impact on frequency:		Yes		
Impact on journey duration:		Yes		
Impact on user cost:		Yes		
Impact on cost to Council:		Yes		
Might this option depend on another option or requirement? Yes/No		Yes		
<ul style="list-style-type: none"> • If Yes, which option(s) or requirements 				

Rejection at stage 2 having considered that decision is outwith the remit of the Project and that savings will still have to be achieved even if a positive decision is made

The decision to remove from further consideration is predicated by the present absence of capital funding to undertake a project of this magnitude in the timescale allowed for this review project.

Option No: 6.4 Revise Timetable to reduce underused crossings		Appendix: D (i)
Brief description: Remove lesser used crossings from the timetable		Type: Service Change 1
		Source document Ref: Ferry Review
Assessment Required:	Socio Economic	Equality
Consultation Required:	Bressay CC	
<p>Origin:</p> <ul style="list-style-type: none"> • Service review • <p>Commentary/Specification:</p> <ul style="list-style-type: none"> • Identify underused crossings and consider removing them from timetable • <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> • Impact on passenger numbers that can be carried • Community/ stakeholder consultation • Do we need a booking system to manage demand? <p>Existing Information or required information:</p> <ul style="list-style-type: none"> • Shetland Transport Strategy (Project) • Bressay STAG studies • Carrying data • Number of Sailings in excess of 50 Passengers • Future Developments (Bressay Local Plan) 		
Impact on capacity:	Yes – passenger numbers will increase on remaining crossings	
Impact on frequency:	Yes – fewer return crossings outwith peak times	
Impact on journey duration:	None	
Impact on user cost:	None	
Impact on cost to Council:	Ongoing annual saving of: £14,493	
Might this option depend on another option or requirement? Yes/No	No – but supersedes consideration through option 14.1	
<ul style="list-style-type: none"> • If Yes, which option(s) or requirements 		

BRESSAY Current Bressay- Lerwick, Mainland Shetland													
Monday - Saturday													
Lerwick		0715	0800	0840	0900	1000	1100	1200	1300	1330	1430	1530	1600
Bressay	0700	0730	0830	0850	0930	1030	1130	1245	1315	1400	1500	1545	1615
Lerwick	1630	1710 M-F	1730	1800	1900	2000	2030	2130	2200	2300	2400 FSa	0100 FSa	
Bressay	1700	1720 M-F	1745	1845	1930	2015	2100	2145	2230	2330 FSa	0045 FSa		
Sunday													
Lerwick		0715	0800	0840	0900	1045	1230	1300	1430	1530	1630	1730	1800
Bressay	0700	0730	0830	0850	1030	1215	1245	1400	1500	1600	1700	1745	1845
Lerwick	1900	2000	2030	2130	2200	2300							
Bressay	1930	2015	2100	2145	2230								

Crossings	Existing timetable		Total
	Day	Back	
Monday	32	12	44
Tuesday	32	12	44
Wednesday	32	12	44
Thursday	32	12	44
Friday	32	16	48
Saturday	30	16	46
Sunday	24	12	36
Total Week	214	92	306
Total Year (ignore PH)	15912		15912

BRESSAY alternative A																	
Monday - Thursday													Trips	Start	Finish	Hours	Period
Lerwick		0715	0745	0815	0840	0900	1000	1100	1200	1300	1430		10	0630			
Bressay	0700	0730	0800	0830	0850	0930	1030	1130	1230	1400			10		1500	8.5	34
Lerwick		1545	1630	1710	1730	1800	1900	2000	2100	2200	2300		10	1500			
Bressay	1515	1600	1700	1720	1745	1845	1930	2030	2130	2230			10		2330	8.5	34
Friday																	
Lerwick		0715	0745	0815	0840	0900	1000	1100	1200	1300	1430	1545	11	0630			
Bressay	0700	0730	0800	0830	0850	0930	1030	1130	1230	1400	1515		11		1600	9.5	9.5
Lerwick		1630	1710	1730	1800	1900	2000	2100	2200	2300	2400	0100	11	1600			
Bressay	1600	1700	1720	1745	1845	1930	2030	2130	2230	2330	0045		11		0130	9.5	9.5
Saturday																	
Lerwick		0715	0800	0900	1000	1100	1200	1300	1430	1545			9	0630			
Bressay	0700	0730	0830	0930	1030	1130	1230	1400	1515				9		1600	9.5	9.5
Lerwick		1630	1730	1800	1900	2000	2100	2200	2300	2400	0100		10	1600			
Bressay	1600	1700	1745	1845	1930	2030	2130	2230	2330	0045			10		0130	9.5	9.5
Sunday																	
Lerwick		0715	0800	0900		1045		1230	1245	1430			7	0630			
Bressay	0700	0730	0830		1030		1215	1245	1400				7		1500	8.5	8.5
Lerwick		1545	1630	1730	1800	1900	2000	2100	2200	2300			9	1500			
Bressay	1515	1600	1700	1745	1845	1930	2030	2130	2230				9		2330	8.5	8.5
													Weekly		61.5		61.5
													Average	41	Hrs	41	Hrs

Fuel Saving Bressay Service

Bressay Service	Existing timetable	Alternative	Less	Reduction over year	Fuel @ 14 Litres per crossing	At 0.62 ppl
Monday	44	40	4	208.72	2922.08	1811.69
Tuesday	44	40	4	208.72	2922.08	1811.69
Wednesday	44	40	4	208.72	2922.08	1811.69
Thursday	44	40	4	208.72	2922.08	1811.69
Friday	48	44	4	208.72	2922.08	1811.69
Saturday	46	38	8	417.44	5844.16	3623.38
Sunday	36	32	4	208.72	2922.08	1811.69
Total Week	306	274	32			
Total Year (Ignore PH)	15967	14297	1670	1669.76	23376.64	£14,493.52

Equality Impact Assessment

Option No: 6.4 Revise Timetable to reduce underused crossings

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities (consider different ethnic groups, nationalities, language barriers)			X	
Gender			X	
Gender Reassignment (consider transgender and transsexual people. This can include issues such as privacy of data and harassment)			X	
Religion or Belief (consider people with different religions, beliefs or no belief)			X	
People with a disability (consider attitudinal, physical and social barriers)			X	
Age (consider across age ranges. This can include safeguarding, consent and child welfare)			X	
Lesbian, Gay and Bisexual			X	
Pregnancy and Maternity (consider working arrangements, part-time working, infant caring responsibilities)			X	
Other (please state)				

Equality Impact Assessment Continued

<p>Have any positive impacts been identified? (We must ensure at this stage that we are not achieving equality for one group at the expense of another)</p>	N/A
<p>Have any negative impacts been identified? (Based on direct knowledge, published research, community involvement, customer feedback etc.)</p>	N/A
<p>What action is proposed to overcome any negative impacts? (e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc)</p>	N/A
<p>Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome? (If the policy shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	N/A
<p>How will the policy be monitored? (How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc)</p>	N/A

Objectives:

To develop a sustainable inter-island ferry service that can be delivered within an environment of reducing resources

1. As a priority provide transport links to maximise economic activity throughout Shetland and provide links that maintain employment opportunities within Shetland
2. Provide transport links to promote social mobility and inclusion in a way which does not widen the equality gap;
3. Provide transport links that use a risk-based approach to managing safety within legislation requirements;
4. Provide transport links that maximise the ability to adapt to future influences external to the ferry service;
5. Provide transport links that minimise carbon emissions

Option No: 6.4 Revise Timetable to reduce underused crossings			
Objective			
See key above for details of objectives	1	0	Frequency at peak times unchanged
	2	1-	Reduced frequency at weekends and evenings
	3	0	No impact
	4	0	No impact
	5	1+	10% reduction in the scheduled crossings
Feasibility			
Feasibility	0	No technical or operational barriers (provided current infrastructure maintained)	
Risk and Uncertainty			
Risk and Uncertainty	0	Subject to members' decision	
Community acceptability			
Community acceptability	0	Bressay Commuters	
Savings/Income achieved			
Savings/Income achieved		£14,493.52	
Traffic Modelling			
Traffic Modelling	0	If additional ferry covering morning peak	
Economic/Business assessment			
Economic/Business assessment	0.5-	Very Slight	
Further information required			
Use space here to detail any further info required to populate the above table	Equalities Impact Assessment - no differential impact		

Feasibility – Consider of option in light of above appraisal criteria

Risk and Uncertainty - Identify and mitigate risks and uncertainties (consider optimism bias)

Public Acceptability - Consider that acceptability may vary across different groups/communities

Section 7 – Foula Service

Option No: 7.1 Combine Outer Isles service		Table: C (i)		
Brief description: See Option 5.2		Type: Service Change 3		
		Source document Ref: Workshop 3 – 3.9		
Assessment Required:	Economic Impact	Social Inclusion	Environmental Impact	Staff Equality
Consultation Required:	Community Council	Community & Stakeholders	Staff and union(s)	
<p>Origin:</p> <ul style="list-style-type: none"> Operational Ways to save (Combine Foula and Papa Stour) <p>Commentary/Specification:</p> <ul style="list-style-type: none"> There is a view offered that the services to Fair Isle, Foula and Papa Stour could be provided from a base on Mainland Shetland with a single suitable vessel. Detail to be developed. <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> Vessel Type and performance Timetabling and journey times Crewing implications (dependent on vessel type, size, base port, etc) Consultation with staff/ unions Community/ stakeholder consultation Ability to deal with weather disruptions Infrastructure requirements (particularly Foula) Relationship with Inter Island Air Service Impacts on existing Foula Ferry contract <p>Existing Information or required information:</p> <ul style="list-style-type: none"> Shetland Transport Strategy Outer Isles STAG Draft Scottish Ferries Plan Work done considering this previously 				
Impact on capacity:		None		
Impact on frequency:		Yes – probable change to timetable		
Impact on journey duration:		Yes – may reduce or increase sailing times		
Impact on user cost:		None		
Impact on cost to Council:		Attach details of Project savings analysis		
Might this option depend on another option or requirement? Yes/No		Yes		
<ul style="list-style-type: none"> If Yes, which option(s) or requirements 		Externalise the Fair Isle service 8.2 Combining services 5.2 & 8.1		

**The work undertaken through the “Outer Isles STAG” review covers this particular option. The Project Board agreed to defer further consideration of this option to the Outer Isles STAG process.
Min reference Ferry Review Project Board 26 March 2012**

Option No: 7.2 Discontinue Summer Sailings to Scalloway		Table: C (i)
Brief description: Replace fortnightly Summer sailings to Scalloway with sailings to Walls		Type: Service Change 1
		Source document Ref:
Assessment Required:	None	
Consultation Required:	Community & Stakeholders	Staff and union
<p>Origin:</p> <ul style="list-style-type: none"> Service review <i>Present contract ends 31 March 2015</i> <p>Commentary/Specification:</p> <ul style="list-style-type: none"> Discontinue Scalloway sailings Replace with Walls Shorten operating day – reduce hours Synergies with Skerries sailings to Lerwick <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> Onward travel expectations of Lerwick passengers Volume of freight carried <p>Existing Information or required information:</p> <ul style="list-style-type: none"> Passenger carryings Project savings analysis 		
Impact on capacity:	None	
Impact on frequency:	None	
Impact on journey duration:	None	
Impact on user cost:	There may be an additional cost in transporting freight or loose cargo to Walls	
Impact on cost to Council:	Attach details of Project savings analysis	
Might this option depend on another option or requirement? Yes/No	Yes	
<ul style="list-style-type: none"> If Yes, which option(s) or requirements 	Combining outer isles 5.2, 7.1 & 7.2	

Recommend removal from consideration – Foula contract in place and this option can be considered as part of a revised contract in 2015

Section 8 – Fair Isle Service

Option No: 8.1 Combine Outer Isles services			Table: C (i)	
Brief description: See Option 5.2			Type: Service Change 3	
			Source document Ref: Workshop 3 – 3.9	
Assessment Required:	Economic Impact	Social Inclusion	Environmental Impact	Staff Equality
Consultation Required:	Community Council	Community & Stakeholders	Staff and union(s)	
<p>Origin:</p> <ul style="list-style-type: none"> Operational Ways to save (Combine Foula and Papa Stour) <p>Commentary/Specification:</p> <ul style="list-style-type: none"> There is a view offered that the services to Fair Isle, Foula and Papa Stour could be provided from a base on Mainland Shetland with a single suitable vessel. Detail to be developed. <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> Vessel Type and performance Timetabling and journey times Crewing implications (dependent on vessel type, size, base port, etc) Consultation with staff/ unions Community/ stakeholder consultation Ability to deal with weather disruptions Infrastructure requirements (particularly Foula) Relationship with Inter Island Air Service Impacts on existing Foula Ferry contract <p>Existing Information or required information:</p> <ul style="list-style-type: none"> Shetland Transport Strategy Outer Isles STAG Draft Scottish Ferries Plan Work done considering this previously 				
Impact on capacity:		None		
Impact on frequency:		Yes – probable change to timetable		
Impact on journey duration:		Yes – may reduce or increase sailing times		
Impact on user cost:		None		
Impact on cost to Council:		Attach details of Project savings analysis		
Might this option depend on another option or requirement? Yes/No		Yes		
<ul style="list-style-type: none"> If Yes, which option(s) or requirements 		Combining services 5.2 & 7.1		

The work undertaken through the “Outer Isles STAG” review covers this particular option. The Project Board agreed to defer further consideration of this option to the Outer Isles STAG process.
Min reference Ferry Review Project Board 26 March 2012

Option No: 8.2 Externalise service to Fair Isle		Table: C (ii)
Brief description: See Options 5.2 & 7.1		Type: Service Change 3
		Source document Ref: Workshop 3 – Addendum 5
Assessment Required:	Economic Impact	
Consultation Required:	Community & Stakeholders	Staff and union(s)
<p>Origin:</p> <ul style="list-style-type: none"> Ways to Save <p>Commentary/Specification:</p> <ul style="list-style-type: none"> Adopt the same model as the Foula Ferry Service i.e. tender the service to a private operator. <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> Consultation with staff/ unions Community/ stakeholder consultation Service specification Experience from Foula Ferry Tendering process Relevant procurement legislation and Council policies Relationship with Foula contract <p>Existing Information or required information:</p> <ul style="list-style-type: none"> Foula Ferry Contract Comparison of costs carried out on Foula service Draft Scottish Ferries Plan 		
Impact on capacity:	None	
Impact on frequency:	None	
Impact on journey duration:	None	
Impact on user cost:	None	
Impact on cost to Council:		
Might this option depend on another option or requirement? Yes/No	Yes	
<ul style="list-style-type: none"> If Yes, which option(s) or requirements 	Combining outer isles 5.2, 7.1 & 7.2	

Option 14.9 covers all permutations to externalise the Ferry Service by part or as a whole. Consequently the Project recommends to the Project Board that this option is discontinued

Option No: 8.3 Replace Good Shepherd		Table: C (i)
Brief description: Replace the present vessel with a purpose built vessel.		Type: Service Change 1
		Source document Ref: Staff Consultation
Assessment Required:	None	
Consultation Required:	Community & Stakeholders	External Agencies
<p>Origin:</p> <ul style="list-style-type: none"> Service review – Staff consultation <p>Commentary/Specification: Replace MV Good Shepherd with a new purpose built vessel which would allow:</p> <ul style="list-style-type: none"> During planning, construction and commissioning spend less on upkeep of present vessel Fit within “Workboat” criteria Design vessel to be operated by 3 crew only Design vessel to offer a combined Foula/Fair Isle service Design vessel to provide overnight accommodation for 3 crew Design and equip vessel to shorten passage times <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> Availability of funds – Capital Programme Service specification Relevant procurement legislation and Council policies Vessel replacement programme <p>Existing Information or required information:</p> <ul style="list-style-type: none"> Draft Scottish Ferries Plan Project savings analysis 		
Impact on capacity:	None	
Impact on frequency:	Yes – new vessel faster in fair weather	
Impact on journey duration:	Yes – take advantage of weather windows	
Impact on user cost:	None	
Impact on cost to Council:	Attach details of Project savings analysis	
Might this option depend on another option or requirement? Yes/No	Yes	
<ul style="list-style-type: none"> If Yes, which option(s) or requirements 	Combining outer isles 5.2, 7.1 & 7.2	

This option would be best considered as part of the Outer Isles STAG study presently nearing completion. Advise Project Board to discontinue this option Board meeting ????? Ref ???

Option No: 8.4 Negotiate subsidy from National Trust for Scotland		Table: C (i)
Brief description:		Type: Operational Change 1
		Source document Ref: Staff Consultation
Assessment Required:	None	
Consultation Required:	Community & Stakeholders	External Agencies
Origin: <ul style="list-style-type: none"> Service review – Staff consultation Commentary/Specification: <ul style="list-style-type: none"> Add essential requirements/criteria: <ul style="list-style-type: none"> Relevant legislation and Council policies Existing Information or required information: <ul style="list-style-type: none"> Draft Scottish Ferries Plan Project savings analysis 		
Impact on capacity:	None	
Impact on frequency:	None	
Impact on journey duration:	None	
Impact on user cost:	None	
Impact on cost to Council:	Attach details of Project savings analysis	
Might this option depend on another option or requirement? Yes/No	Yes	
<ul style="list-style-type: none"> If Yes, which option(s) or requirements 	Combining outer isles 5.2, 7.1 & 7.2	

Given the improbability of achieving this option, as long as the service is operated by the SIC, the project advises Project Board to discontinue this option

Option No: 8.5 Discontinue Summer Sailings to Lerwick		Table: D (i)
Brief description: Replace fortnightly Summer sailings to Lerwick with sailings to Grutness		Type: Service Change 1
		Source document Ref:
Assessment Required:	Socio Economic	Equality
Consultation Required:	Community & Stakeholders	Staff and unions
<p>Origin:</p> <ul style="list-style-type: none"> • Service review <p>Commentary/Specification:</p> <ul style="list-style-type: none"> • Discontinue Lerwick sailings • Replace with Grutness • Shorten operating day – reduce hours • Synergies with Skerries sailings to Lerwick <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> • Onward travel expectations of Lerwick passengers • Volume of freight carried • Income from Lerwick – Fair Isle freight • Costs to LPA and Hay & Co Buildbase <p>Existing Information or required information:</p> <ul style="list-style-type: none"> • Passenger carryings • Project savings analysis 		
Impact on capacity:	None	
Impact on frequency:	None	
Impact on journey duration:	Shorter crossing, passengers will need to find onward transport if not going to airport	
Impact on user cost:	There will be an additional cost in transporting freight or loose cargo to Grutness	
Impact on cost to Council:	Attach details of Project savings analysis	
Might this option depend on another option or requirement? Yes/No	Yes	
<ul style="list-style-type: none"> • If Yes, which option(s) or requirements 	Combining outer isles 5.2, 7.1 & 7.2	

Fair Isle Service Fair Isle – Grutness & Lerwick, Mainland Shetland							
Monday – Sunday Winter Service (18 September 2011 – 08 April 2012)					Crew Start	Crew Finish	Hours
Port of Departure	Fair Isle	Grutness	Lerwick				
Monday	No scheduled service						
Tuesday	0730	1130			0600	1700	11
Wednesday	No scheduled service						
Thursday	No scheduled service						
Friday	No scheduled service						
Saturday	No scheduled service						
Sunday	No scheduled service						
							11

Fair Isle Service Fair Isle – Grutness & Lerwick, Mainland Shetland							
Monday – Sunday Summer Service (09 April 2012 – 15 September 2012)					Crew Start	Crew Finish	Hours
Port of Departure	Fair Isle	Grutness	Lerwick				
Monday	No scheduled service						
Tuesday	0730	1130			0600	1700	11
Wednesday	No scheduled service						
Thursday 1	0730	1130			0600	1600	10
Thursday 2 (from 03 May)	0600		1530		0500	2200	17
Friday	No scheduled service						
Saturday	0730	1130			0600	1600	10
Sunday	No scheduled service						
							31/37

Alistair

I was asked to advise additional fuel cost for Good Shepherd's Lerwick runs.

Vessel uses about 115 litres per single way crossing to or from Grutness, 160 minutes (Stuart's spreadsheet). Colin's usage spreadsheet shows 345 per round trip.

Time to Lerwick is 110 minutes longer so fuel usage is $(115 / 160) * (160 + 110) = 195$ litres (17 miles additional steaming each way). Additional fuel is $195 - 115 = 80$ litres. Additional usage is therefore 160 litres per Lerwick round trip.

Lerwick trips are 12 per year so additional usage is in the order of 1900 litres per year at 62p per litre is £1175 per year potential saving.

Note, usage figures seem to vary, would be a greater saving using Colin's figures of about £1700. Not sure which are accurate.

Colin**8.5 – Discontinue Fair Isle sailings to Lerwick:**

Crew 47 hours (2 hrs 20' extra each way for 10 weeks) @ £68.67 = £3,227

Fuel 69 l/hr = £2,011

Total £5,238.

Equality Impact Assessment

Option No: 8.5 Discontinue Summer Sailings to Lerwick

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities (consider different ethnic groups, nationalities, language barriers)			X	
Gender			X	
Gender Reassignment (consider transgender and transsexual people. This can include issues such as privacy of data and harassment)			X	
Religion or Belief (consider people with different religions, beliefs or no belief)			X	
People with a disability (consider attitudinal, physical and social barriers)		X		
Age (consider across age ranges. This can include safeguarding, consent and child welfare)		X		
Lesbian, Gay and Bisexual			X	
Pregnancy and Maternity (consider working arrangements, part-time working, infant caring responsibilities)			X	
Other (please state)				

Equality Impact Assessment Continued

<p>Have any positive impacts been identified? (We must ensure at this stage that we are not achieving equality for one group at the expense of another)</p>	N/A
<p>Have any negative impacts been identified? (Based on direct knowledge, published research, community involvement, customer feedback etc.)</p>	<p>Potential negative impacts on people with disabilities, the elderly and the young accessing services in Lerwick. This option will necessitate the use of a car or public transport to travel to Lerwick from Grutness, which may cause these groups difficulty. There may also be issues with getting on and off the ferry at the Grutness terminal for these groups.</p>
<p>What action is proposed to overcome any negative impacts? (e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc)</p>	<p>Provision of public transport options that accommodate the needs of the above groups.</p> <p>Explore car sharing and other community transport options.</p>
<p>Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome? (If the policy shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	Yes.
<p>How will the policy be monitored? (How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc)</p>	<p>Ferries Review Monitoring and Evaluation framework, aligned with Integrated Impact Assessment plan.</p>

Objectives:

To develop a sustainable inter-island ferry service that can be delivered within an environment of reducing resources

1. As a priority provide transport links to maximise economic activity throughout Shetland and provide links that maintain employment opportunities within Shetland
2. Provide transport links to promote social mobility and inclusion in a way which does not widen the equality gap;
3. Provide transport links that use a risk-based approach to managing safety within legislation requirements;
4. Provide transport links that maximise the ability to adapt to future influences external to the ferry service;
5. Provide transport links that minimise carbon emissions

Option No: 8.5 Discontinue Summer Sailings to Lerwick			
Objective			
See key above for details of objectives	1	1-	Additional costs and logistical problems involved in transporting freight, decrease in visitor numbers
	2	2-	Increased difficulty in getting to Lerwick for appointments etc. and social opportunities
	3	0	No impact
	4	0	No impact
	5	1+	Reduced emissions due to shorter journeys
Further information required			
Feasibility	0	No technical or operational barriers	
Risk and Uncertainty	1-	Potential for legal challenge Subject to member's decision	
Community acceptability	3-	Fair Isle community feel that negative impacts outweigh savings	
Savings/Income achieved		£5,000	
Traffic Modelling	N/A	N/A	
Economic/Business assessment	1-	Slight	
Use space here to detail any further info required to populate the above table	Equalities Impact - Impact on aged and disabled		

Feasibility – Consider of option in light of above appraisal criteria

Risk and Uncertainty - Identify and mitigate risks and uncertainties (consider optimism bias)

Public Acceptability - Consider that acceptability may vary across different groups/community

Option No: 8.6 Introduce a tourist fare for Fair Isle		Table: B (ii)
Brief description: Introduce a tourist fare on the Fair Isle service.		Type: Service Change 1
		Source document Ref: Consultation Exercise
Assessment Required:	None	
Consultation Required:	None	
Origin: <ul style="list-style-type: none"> • Consultation exercise Commentary/Specification: <ul style="list-style-type: none"> • Add essential requirements/criteria: <ul style="list-style-type: none"> • Existing Information or required information: <ul style="list-style-type: none"> • Passenger carryings 		
Impact on capacity:	Yes – higher fares might discourage use	
Impact on frequency:	None	
Impact on journey duration:	None	
Impact on user cost:	Yes – higher cost to visitors; service sector and visitors from rest of Shetland	
Impact on cost to Council:	£3,815	
Might this option depend on another option or requirement? Yes/No • If Yes, which option(s) or requirements	No	

Approved by Council 31 October 2012

Project Saving Analysis

Passenger numbers and fares

Fair Isle Passenger Numbers				
	2008	2009	2010	2011
Jan	2	7	17	9
Feb	14	5	13	3
Mar	4	4	10	0
Apr	19	12	31	18
May	90	62	104	81
Jun	209	127	154	148
Jul	178	145	153	199
Aug	133	113	149	138
Sep	86	21	52	62
Oct	7	11	7	1
Nov	5	9	7	9
Dec	7	8	33	23
Total	754	524	730	691

	<i>Estimated number of tourists</i>
<i>£</i>	<i>increase in revenue</i>
<i>£4.10</i>	<i>Current fare</i>
<i>£15.00</i>	<i>New fare</i>

Equality Impact Assessment

Option No: 8.6 Introduce a tourist fare for Fair Isle

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities (consider different ethnic groups, nationalities, language barriers)			X	
Gender			X	
Gender Reassignment (consider transgender and transsexual people. This can include issues such as privacy of data and harassment)			X	
Religion or Belief (consider people with different religions, beliefs or no belief)			X	
People with a disability (consider attitudinal, physical and social barriers)			X	
Age (consider across age ranges. This can include safeguarding, consent and child welfare)			X	
Lesbian, Gay and Bisexual			X	
Pregnancy and Maternity (consider working arrangements, part-time working, infant caring responsibilities)			X	
Other (please state)				

<p>Have any positive impacts been identified? (We must ensure at this stage that we are not achieving equality for one group at the expense of another)</p>	N/A
<p>Have any negative impacts been identified? (Based on direct knowledge, published research, community involvement, customer feedback etc.)</p>	N/A
<p>What action is proposed to overcome any negative impacts? (e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc)</p>	N/A
<p>Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome? (If the policy shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	N/A
<p>How will the policy be monitored? (How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc)</p>	N/A

Objectives:

To develop a sustainable inter-island ferry service that can be delivered within an environment of reducing resources

1. As a priority provide transport links to maximise economic activity throughout Shetland and provide links that maintain employment opportunities within Shetland
2. Provide transport links to promote social mobility and inclusion in a way which does not widen the equality gap;
3. Provide transport links that use a risk-based approach to managing safety within legislation requirements;
4. Provide transport links that maximise the ability to adapt to future influences external to the ferry service;
5. Provide transport links that minimise carbon emissions

Option No: 8.6 Introduce a tourist fare for Fair Isle			
Objective			
See key above for details of objectives	1	2-	Negative impact on tourism
	2	0	No Impact on Island residents
	3	0	No Impact
	4	0	No Impact
	5	0	No Impact
Feasibility			
Risk and Uncertainty			
Community acceptability			
Savings/Income achieved			
Traffic Modelling			
Economic assessment			
Further information required			
Use space here to detail any further info required to populate the above table		Equalities Impact Assessment - no differential impact	

Feasibility – Consider of option in light of above appraisal criteria

Risk and Uncertainty - Identify and mitigate risks and uncertainties (consider optimism bias)

Public Acceptability - Consider that acceptability may vary across different groups/communities

Section 9 – Fares Collection and Revenue

Option No: 9.1 Increase Income through advertising		Table: A
Brief description: Sell advertising space through various media		Type: Operational Change 1
		Source document Ref: Workshop 3 – 2.5
Assessment Required:	None	
Consultation Required:	Support Services	
<p>Origin:</p> <ul style="list-style-type: none"> Operational <p>Commentary/Specification: There is an opportunity to sell advertising space by various means e.g.:-</p> <ul style="list-style-type: none"> On board vessels and on side of ferries Variable message signs at terminals Advertising boards at terminals SMS messaging Emails Websites Back of tickets <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> Compliance with various safety and operational considerations Legal and moral issues around advertising (what are the Council views on what is appropriate?) Robust terms and conditions Market demand? Procurement <p>Existing Information or required information:</p> <ul style="list-style-type: none"> Service Business Plan 		
Impact on capacity:	None	
Impact on frequency:	None	
Impact on journey duration:	None	
Impact on user cost:	None	
Impact on cost to Council:	Revenue increase of £10,000	
Might this option depend on another option or requirement? Yes/No	No	
<ul style="list-style-type: none"> If Yes, which option(s) or requirements 		

At their meeting of 9 Feb Council approved implementation of this Option and income budgets for the period 2012/13, and subsequent years have been permanently increased by £10,000.

Ferry Operations

Advertising Opportunities

1. Electronic Message Boards
2. Side of ferries
3. Notice board on-board ferries
4. Ferries website
5. Service update text/e-mails
6. Timetable
7. Faretable
8. Passenger areas on-board ferries
9. On screens on-board B600's
10. Voicebanks

1. Electronic Message Boards

There are currently 10 electronic message boards capable of displaying messages positioned at ferry terminals around Shetland. These message boards consist of displays of 3 lines with 26 characters per line. The below table shows where the signs are at and how many travellers see the signs per annum:

Location	Exposure
Hamars Ness	22,000
Belmont	135,000
Gutcher	157,000
Ulsta	261,000
Toft	261,000
Laxo	162,000
Symbister	162,000
Vidlin	6,000 + bad weather portion of above
Lerwick	199,000
Bressay	199,000

For offer is one page displayed for 7 seconds on the normal cycle of the above signs, there are currently between 7-9 pages on each sign each displayed for 7 seconds each.



2. Side of Ferries

Lettering could be painted onto the side of a ferry advertising a website for example. This would be a relatively long term advert as the only times possible to change the advert would be every 2 years while the vessel is out of service and water for dry docking on the mainland.

3. Notice Board On-board Ferries

A3, A4 or A5 adverts could be positioned on the notice boards currently onboard the ferries.

The proposer could bid for a certain length of campaign on certain ferries.

4. Ferries Website

There are several pages on the Ferries website, the three main pages being the homepage, timetable page and latest news page. Below shows how many hits these pages currently get per annum:

Webpage	Number of Hits
Homepage	30,000
Timetable	21,000
Latest News	2,400

The advertising opportunity would be in the form of a banner or boxed advert at the foot of the page, only one company would be allowed to advertise at any one time.

5. Service update text/e-mails

As part of the ferry service customer information service anyone can subscribe to receive service updates, we currently have approx 600 people currently subscribed. When there is a change to the normal timetabled service a SMS & e-mail is sent to all relevant subscribers notifying them of the update. From Jan to April this year approx 14,000 messages were sent.

The table below shows how many people are subscribed to each service.

The advertising opportunity would be to sponsor this service so all messages would go out with a “sponsored by” at the end.

6. Timetable

There are 3 timetables produced during the year, Summer, Winter and festive. These timetables are extensively advertised and are distributed to thousands of people each time. They are also permanently on display at all ferry terminals throughout the year.

The advertising opportunity would be a banner or box at the bottom of the timetable. There would be a limit of one company per timetable. Adverts would be live for at least 6 months at a time.

7. Faretable

The Faretable is usually changed every year and is advertised and distributed to thousands of people each time. They are also permanently on display at all ferry terminals throughout the year.

The advertising opportunity would be a banner or box at the bottom of the faretable. There would be a limit of one company per faretable. Adverts would be live for at least 1 year at a time.

8. Passenger Areas On-board Ferries

The advertising opportunity would to place an A4 advert in special holders in the passenger areas onboard the ferries.

The proposer would bid for a certain length of advertising campaign onboard one or more ferries.

9. On Screens On-board B600's

The advertising opportunity would be to display an advert after the visual safety demonstration onboard the B'600's.

10. Voicebanks

There are Voicebanks public can phone to hear what the specific ferry service is operating to. These are extensively used especially during adverse weather.

The advertising opportunity would be for the Voicebank messages to be “sponsored by

Justification for £10K from advertising revenue:

It is expected that £10k pa of advertising revenue can be generated by Ferry Services. Rather than pay an agency to advise on how to price the opportunities, the intention is to invite “bids” from interested parties. The highest bids will be successful. Due to the competitive nature of this process, a detailed breakdown of the anticipated income from each of the advertising areas is not given here.

Option No: 9.2 Ticket Machine maintenance	Table: A
Brief description: Replace the current ticket machines from alternative supplier with more beneficial maintenance arrangements	Type: Operational Change 1
	Source document Ref: Workshop 3 – 2.6
Assessment Required:	None
Consultation Required:	Support Services
Origin: <ul style="list-style-type: none"> Operational Commentary/Specification: <ul style="list-style-type: none"> The existing maintenance contract is expensive and machines are inherently unreliable to maintenance costs are high. Machines are also obsolete and don't have required functionality therefore risks increase with passage of time. Market research shows there are better products available with lower maintenance costs. Add essential requirements/criteria: <ul style="list-style-type: none"> Description of requirements is lengthy and is contained in existing information. Compatibility with current and future fare strategies. Existing Information or required information: <ul style="list-style-type: none"> National and Shetland Transport Strategy sections on integrated ticketing Ticketing project PID Spend to save application Lean Project documentation Project savings analysis SMART cards study [MC] 	
Impact on capacity:	None
Impact on frequency:	None
Impact on journey duration:	None
Impact on user cost:	None
Impact on cost to Council:	Budget Saving of £45,000 once new machines are sourced and introduced (Spend to Save)
Might this option depend on another option or requirement? Yes/No <ul style="list-style-type: none"> If Yes, which option(s) or requirements 	Yes

At their meeting of 9 Feb Council approved implementation of this Option and budgets for the period 2013/14, and subsequent years will be reduced by £45,000.

Consequently no further direct consideration or Project input is required. However, consideration of options will be reviewed in Option 9.6 – review entire Fare Structure.

Project Savings Analysis

Background:

The existing Ticket machines that are being used on the Ferries are coming to the end of their life. This is mostly due to the harsh condition in which they are used which reduces their operational life.

The existing system does no longer seem to be in development, the system uses old Access 97 database as its back end. This Access 97 is not being updated to support newer versions of Access, provides very poor security, Microsoft support is removed (as of 2004), and the maximum size of an Access 97 MDB is 1Gb (currently 890Mb). Also, the hardware is no longer being developed to support new technology such as Smartcards, and advanced Reporting Functionality. The current system will be continued to be supported and so there is no immediate rush for replacement. However the frequent repairing of these machines causes quite a high overhead. As many of 4 (of 5 spare) machines were away for repair this year at one time, and this will only worsen as the machines continue to age.

The existing maintenance contract for the ticket machines is very expensive in addition to the charges for repairs and upgrades.

Option:

Replace the current machines with an up to date system which costs less to maintain than the existing system. This would provide extra benefits and would mean paying less per annum in maintenance costs. This would also ensure we were able to continue to collect fares with additional fares products for the foreseeable future.

Spend to Save budget estimate:

Cost to replace existing machines: £135k – This has increased from the initial Spend to Save application of £80k to reflect revised costs from suppliers and include contingency, training and project management

Estimated savings:

Replacement machines will allow reductions in maintenance costs (estimated at saving of £45k per annum) which will allow recovery of the project costs within 3 years.

Option No: 9.3 Increase revenue security	Table: B (ii)
Brief description: Able to demonstrate that all revenues due are collected and accounted for.	Type: Operational Change 1
	Source document Ref: Workshop 3 – 3.3
Assessment Required:	None
Consultation Required:	Support Services
Origin: <ul style="list-style-type: none"> Operational Ways to Save Commentary/Specification: <ul style="list-style-type: none"> Establish and evaluate appropriate systems and processes that can demonstrate that all revenue due is secured and/or collected. This could include vending machines, fares, customer accounts, advertising revenue, etc. Add essential requirements/criteria: <ul style="list-style-type: none"> Processes Technological solutions Audit compliance Appropriate HR policies/ processes Existing Information or required information: <ul style="list-style-type: none"> Internal Audit report Lean Project Electronic log book project Project saving analysis SMART cards study [MC] 	
Impact on capacity:	None
Impact on frequency:	None
Impact on journey duration:	None
Impact on user cost:	None
Impact on cost to Council:	Attach details of Project savings analysis
Might this option depend on another option or requirement? Yes/No <ul style="list-style-type: none"> If Yes, which option(s) or requirements 	No

Approved by Council 31 October 2012

Option 9.3 increase Revenue Security

- **Process of counting the items for the log book**

For every journey one of our ferry make we are required by law to have a record of how many passengers are onboard. This is done by the Mate counting the number of passengers and vehicles which pass by him at the head of the linkspan whilst he is allowing them onto the vessel. This is then written into the ships log book as total number of passengers and the vehicles are split into different categories.

- **Process of counting fares sold by ticket machine**

The ticket machine which are used by the deckhands count and are able to report on the number of ticket items sold for a particular journey.

- **Perception**

There is a very real and strong perception by a number of individuals that the correct amount of revenue is not being collected by the ferry service. It has been suggested that there are various reasons for this;

- Ticket sellers not charging the correct fare for the individual item
- Ticket sellers not going around and collecting all fares
- Ticket machine stats not reliable
- The numbers counted by the Mate are not accurate

- **Actual difference between log book and ticket machines**

- Please see attached spreadsheet

- **Issues with counting items for log book**

- Tinted windows
- Miscounting
- Broken or faulty clicker
- Data entry error when converting from hard copies to electronic
- Poor writing when converting from hard copies to electronic

- **Issues with selling tickets**

- Vehicle passengers may vacate the vehicles before the deckhand gets to them. The driver of the vehicle pays for all passengers then once in the saloon the deckhand doesn't know who has paid and who has not and those who were paid for by the drivers don't have a ticket to show the deckhand as it is still with the driver in the car.
- It would be very easy for passengers to avoid the deckhand

- The deckhand has a limited time to collect all tickets so to save time they may make assumptions about a person's age to sell them the correct ticket.
 - They may not charge the correct length of vehicle (commercial vehicles and cars towing trailers)
- **Potential solutions**
 - Ticket spot check – Conditions of carriage would need to be altered to allow us to do
 - A person employed to check tickets randomly across the fleet – High cost and ineffective
 - Tickets checked and collected/checked/marked/torn on the return leg – Impractical, the return journey may not be a reverse of the initial journey
 - Free fares – Substantial loss of revenue
 - Onshore ticketing involving sophisticated machinery which only allows access to the terminal area when a ticket is bought – Limited space at terminals, prohibitive infrastructure costs
 - Using second deckhand to check and or sell tickets in lounge or busy sailings
 - CCTV at terminals and used to randomly cross check against ticket machine sales
 - An identity based system on the new ticket machines which means any person entitled to a concessionary fare would produce a card to the ticket seller which would be swiped through the ticket machine which resulted in the correct fare structure on the machine
 - PR campaign advising public that they are committing fraud by not paying a fare and will be prosecuted if caught. Also an education process for the crew clearly stating the rules surrounding the sale of tickets and the consequences for not collecting the correct fares
 - A method of checking the tickets while the passengers, vehicles etc are disembarking.

The table below shows the discrepancies between the log book records and fares collected for two routes – Yell and Whalsay – and the potential income lost as a result of fares not being collected. The total potential lost income across the two routes is £34,804.10, when expressed as a percentage of the total income this represents a loss of 3.17%. Across all routes a 3.17% increase in the efficiency of fares collection represents a total increase in income.

2010							
					Yell		
Yell Total Passengers log book	280348						
Yell Total Vehicles log books	150144				Passengers difference	4269	
	130204					£23,516.40	Potential Extra Income
Yell Total Passengers ticket machines	284617						
Yell Total Vehicles ticket machines	143767	Units carried	Average fare income	*2 (return)			
	140850	271054	£2.75	£5.51	Vehicles difference	6377	
						£35,128.61	Potential Lost Income
Whalsay total passengers log book	165256					£11,612.22	Total Potential Lost Income
Whalsay total vehicles log book	81296						
	83960				Whalsay		
					Passengers difference	1374	
Whalsay total passengers ticket machines	163882					£5,672.06	Potential Lost Income
Whalsay total vehicles ticket machines	77052						
	86830	170790	£2.06	£4.13	Vehicles difference	4244	
						£17,519.82	Potential Lost Income
						£23,191.88	Total Potential Lost Income
Yell total income	£746,569.81						
						£34,804.10	Potential Lost Income Yell and Whalsay
Whalsay total income	£352,522.40						
	£1,099,092.21					3.17%	Percentage of total income

Option No: 9.4 Replace pensioner concessionary fares with 50% charge		Table: C (ii)
Brief description: Introduce a pensioner fare		Type: Service Change 3
		Source document Ref: Workshop 3 – 3.5
Assessment Required:	Socio Economic	Equality
Consultation Required:	Relevant Community Councils	Commuters & Stakeholders
Origin: <ul style="list-style-type: none"> • Operations • Senior Management Commentary/Specification: <ul style="list-style-type: none"> • Introduce a 50% concessionary fare for pensioners Add essential requirements/criteria: <ul style="list-style-type: none"> • Ability to pay • Ability to access essential services • Discount scheme Existing Information or required information: <ul style="list-style-type: none"> • Service usage statistics • Project saving analysis 		
Impact on capacity:	Yes – may discourage travel	
Impact on frequency:	None	
Impact on journey duration:	None	
Impact on user cost:	Yes – introduce a charge	
Impact on cost to Council:	Revenue generation – Attach details of Project savings analysis	
Might this option depend on another option or requirement? Yes/No	Yes	
<ul style="list-style-type: none"> • If Yes, which option(s) or requirements 	Review Fare Structure 9.6	

At their meeting of 9 Feb Council approved implementation of this Option and income budgets for the period 2012/13, and subsequent years have been permanently increased by £33,000.

However, there are conflicting issues with implementation and synergies with other options such as overall fares review, reduction in manning on Bressay, Bluemull Sound. Consequently further consideration and Project input is required.

Following the CMT decision this option is considered in conjunction with Option No 9.6. Project Board min ref 26 March.

Following the consultation exercise and appraisal process this option has been discontinued and superseded by new Option 9.7 (Project Board 11 September 2012)

Option No: 9.5 Higher fares on Public Holidays		Table: C (ii)
Brief description: Charge those that are using the services on public holidays a premium fare		Type: Service Change 2
		Source document Ref: Workshop 3 – 8.2
Assessment Required:	Socio Economic	Equality
Consultation Required:	Relevant Community Councils	
Origin: <ul style="list-style-type: none"> Operational Commentary/Specification: <ul style="list-style-type: none"> Should include this option as one of the issues to be considered in the overall review fares Add essential requirements/criteria: <ul style="list-style-type: none"> Requires feedback from Project Board? Existing Information or required information:		
Impact on capacity:	None	
Impact on frequency:	None	
Impact on journey duration:	None	
Impact on user cost:	Yes – more expensive to travel	
Impact on cost to Council:		
Might this option depend on another option or requirement? Yes/No	No	
<ul style="list-style-type: none"> If Yes, which option(s) or requirements 		

Rejection at stage 2 having considered that the option should be covered within an overall review of fares – Option 9.6 Review entire Fare Structure

Option No: 9.6 Review entire Fare Structure		Table: D (i)
Brief description: Explore all appropriate fare configurations to maximise revenue generation		Type: Service Change 3
		Source document Ref: Workshop 3 – Addendum 6
Assessment Required:	Socio Economic	Equality
Consultation Required:	Staff and union	Relevant Community Councils
<p>Origin:</p> <ul style="list-style-type: none"> Operational Ways to Save Finance Review Panel Staff Consultation <p>Commentary/Specification:</p> <ul style="list-style-type: none"> There are opportunities to reconfigure the fare structure to lever income from different sources. The most obvious is how we can exploit the willingness and ability of tourists (both visitors and local tourists) to pay higher fares. The fare structure also need to consider the setting for appropriate fares for different travel needs and purposes. <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> Is it about Social and Economic priorities? Is it about revenue generation principally? Ability to collect fares – crewing levels can have a bearing Ability of ticketing infrastructure to accommodate various fare structures Community/stakeholder consultation Council policies – e.g. community planning EU Competition and State Aid legislation? Include option to vary fares on Public Holidays <p>Existing Information or required information:</p> <ul style="list-style-type: none"> Shetland Transport Strategy Fares study by Ekos Fares elasticity work by BM Consulting and Reference Economics Draft Scottish Ferries Plan Impact assessment on Bluemull Sound Fares Project savings analysis SMART cards study [MC] 		
Impact on capacity:	Yes – might discourage usage	
Impact on frequency:	Yes – might reduce capacity	
Impact on journey duration:	None	
Impact on user cost:	Yes – some may travel cheaper and other pay more	
Impact on cost to Council:	Attach details of Project savings analysis	
Might this option depend on another option or requirement? Yes/No	Yes	
<ul style="list-style-type: none"> If Yes, which option(s) or requirements 	Pensioner fare 9.4	

Option will examine increasing fares revenue should other savings targets not be met

Draft Ferry Service Fares Review. [Officers involved KD, MC, ACH]

1. Prepare Work Plan

Workshop held on 02 April 2012, attended by KD ACH & MC.

2. Establish Objectives of fare review

The Workshop concluded that there were two principles to address;

- a. Is the objective to generate additional revenue in which case the project **requires direction from the Project Board** as to how much additional income should be included or
- b. rebalance existing income in which case the project **requires direction from the Project Board** to establish if the base figure should ~~or should not~~ include the following;
 - (i) predicted income following the 5% fare increase 01 April 2012/13, (60,000 aprox)
 - (ii) Increased revenue security (40,000 aprox)
 - (iii) the income expected to be achieved in a full year following the reintroduction of fares from Shetland Resident Pensioners, (33,000 aprox)
 - ~~(iv) the income expected to be raised following the reintroduction of vehicle fares on Bluemull Sound,~~
 - ~~(v) the income expected to be raised by the reintroduction of all other fares on Bluemull Sound.~~

In either case the views and **direction of the Project Board is required** to establish the following:

- a. What the existing income should be expressed as when broken down into;
 - (i) public commuter fares,
 - (ii) fares recharged to all Council Service areas,
 - (iii) fares derived from other Public bodies (i.e. NHS, Emergency Services)
 - (iv) the costs involved in recharging fares to Council Services and to other Public bodies.
- b. What level of income can be expected to be derived from those with ability and willingness to pay?
- c. What measures if any should be put in place to protect;
 - (i) vulnerable individuals such as People with Restricted Mobility,
 - (ii) the young and job seekers
 - (iii) regular commuters
 - (iv) fares from the elderly
 - (v) low income groups
- d. Should the equalisation of fares across all Ro-Ro routes be maintained?

3. Identify what should be included in review

The Workshop concluded that the following should be included for consideration, consultation and conclusion through the Fares Review:

- a. Synergies with bus fares i.e. through Yell
- b. Review should apply to cargo and loose freight
- c. Stop collecting fares from council services

- d. Stop collecting fares from other public services
- e. Bluemull Sound fare structure options
- f. Bressay Service fare structure options
- g. Fares on Public Holidays
- h. The continuation of charging fares in one direction only and identification of direction
- i. Types of tickets
- j. Methods of payment and collection to include;
 - i) Shetland smart card,
 - ii) credit & debit cards,
 - iii) pre pay with direct debit top up,
 - iv) cash
 - v) credit facility
 - vi) unmanned ticket machines at terminals
- k. Fares for travel outwith service core hours such as;
 - i) fares if overnight service continues on Yell Sound,
 - ii) fares for "Community Runs" if they are maintained,
 - iii) hire and charter charges.

4. Identify what should be excluded from Fares Review

The Workshop concluded that the following should be excluded from consideration:

- a. Standby charges to others and standby payments made to staff,
- b. The principle of free fares across entire network

5. Identify the information that is required to support, influence and enable decisions

The Workshop concluded that there has been a number of previous studies and therefore an amount of existing information available or obtainable that can offer guidance.

However, these studies have been done some time ago and the relevance of some information may be out of date.

- a. Existing information;
 - i) Ekos study,
 - ii) Road Equivalent Tariff, Scottish Government Pilot,
 - iii) Shetland Transport Strategy
 - iv) Draft Scottish Ferries Plan
 - v) fares elasticity study by BM Consulting and Reference Economics
 - vi) Impact assessment on Bluemull Sound Fares
 - vii) existing revenue streams

- b. Required additional data;

Additional information cannot be identified yet but will be influenced by the objectives above. In any case further studies and information gathering will be limited to that which can be obtained within the time of the review and constrained by the resources available to the Project.

6. Identify the Consultations necessary to gather information, promote inclusion and encourage participation.

The Workshop identified the areas and groups that require to be consulted – as part of the overall options appraisal and particularly on the fares review:

- a. Staff representatives should be informed of the process and consulted on arrangements relating to their ability to collect fares only.

- b. A workshop or workshops should be held to include representatives of other Council Services such as Internal Audit, Finance, ITC, Legal Services and HR.
- c. Workshop or workshops should be held with representatives of the Communities, Stakeholders, Emergency Services and the Third Sector
- d. It is important to include the following in the consultations
 - i) ZetTrans
 - ii) Community Planning PartnershipRoad Equivalent Tariff, Scottish Government Pilot

7. Decide the governance process required through the stages and identify the final decision process

The workshop identified the need to seek the direction of the Project Board on the decision making process. Is there a need to meet with the Steering Group? Is there executive powers?

8. Establish time line for review to enable Council to decide measures on 19 Sept 2012

- a. Draft Fares Review work plan 03 April – 10 April
- b. Ferry Review Project Board 11 April – adjust and approve draft Fares Review work plan
- c. Hold series of Workshops with consultees **commencing ????**

Equality Impact Assessment

Option No: 9.6 Review entire Fare Structure

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities (consider different ethnic groups, nationalities, language barriers)			X	
Gender			X	
Gender Reassignment (consider transgender and transsexual people. This can include issues such as privacy of data and harassment)			X	
Religion or Belief (consider people with different religions, beliefs or no belief)			X	
People with a disability (consider attitudinal, physical and social barriers)			X	
Age (consider across age ranges. This can include safeguarding, consent and child welfare)			X	
Lesbian, Gay and Bisexual			X	
Pregnancy and Maternity (consider working arrangements, part-time working, infant caring responsibilities)			X	
Other (please state)				

Equality Impact Assessment Continued

<p>Have any positive impacts been identified? (We must ensure at this stage that we are not achieving equality for one group at the expense of another)</p>	N/A
<p>Have any negative impacts been identified? (Based on direct knowledge, published research, community involvement, customer feedback etc.)</p>	N/A
<p>What action is proposed to overcome any negative impacts? (e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc)</p>	N/A
<p>Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome? (If the policy shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	N/A
<p>How will the policy be monitored? (How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc)</p>	NB: This review should be monitored to ensure that no differential impacts occur as a result

Objectives:

To develop a sustainable inter-island ferry service that can be delivered within an environment of reducing resources

1. As a priority provide transport links to maximise economic activity throughout Shetland and provide links that maintain employment opportunities within Shetland
2. Provide transport links to promote social mobility and inclusion in a way which does not widen the equality gap;
3. Provide transport links that use a risk-based approach to managing safety within legislation requirements;
4. Provide transport links that maximise the ability to adapt to future influences external to the ferry service;
5. Provide transport links that minimise carbon emissions

Option No: 9.6 Review entire Fare Structure (potential revenue generation)			
Objective			
See key above for details of objectives	1	2-	Probable increased cost to commuters and commercial activity
	2	2-	Increase in cost may deter travel for social purpose
	3	0	No Impact
	4	0	No Impact
	5	0	No Impact
Feasibility			
Feasibility	0	No technical or operational barriers	
Risk and Uncertainty	1-	Subject to member's decision	
Community acceptability	3-	All users	
Savings/Income achieved		Adjust fares to increase revenue	
Traffic Modelling	n/a		
Economic/Business assessment	0	Relative score	
Further information required			
Use space here to detail any further info required to populate the above table	Drop off needs to be factored in		

Feasibility – Consider of option in light of above appraisal criteria

Risk and Uncertainty - Identify and mitigate risks and uncertainties (consider optimism bias)

Public Acceptability - Consider that acceptability may vary across different groups/communities

Option No: 9.7 Introduce an over 60 Fare and amalgamate with an increased Child Fare		Table: B (ii)
Brief description: Introduce a Pensioner Concessionary Fare and amalgamate with an increased Child Fare (increase the fares for children to around 25% of adult fare and implement the same charge on local passengers over the age of 60)		Type: Service Change 1
		Source document Ref: Consultation & Ferry Review
Assessment Required:	Socio Economic	Equality
Consultation Required:	Staff and union	Relevant Community Councils
<p>Origin:</p> <ul style="list-style-type: none"> Ferry Review Consultation Exercise <p>Commentary/Specification:</p> <ul style="list-style-type: none"> Introduce a Concessionary Fare for over 60 passengers Amalgamate with an increased Child Fare Set the fares for these groups at around 25% of present adult fare and implement the same charge on local passengers over the age of 60. Generate additional revenue <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> Ability to collect fares Ability of ticketing infrastructure to accommodate the fare structure Community/stakeholder consultation Council policies – e.g. community planning EU Competition and State Aid legislation? <p>Existing Information or required information:</p> <ul style="list-style-type: none"> Shetland Transport Strategy Fares study by Ekos Fares elasticity work by BM Consulting and Reference Economics Draft Scottish Ferries Plan Impact assessment on Bluemull Sound Fares Project savings analysis 		
Impact on capacity:	Yes – might discourage usage	
Impact on frequency:	Yes – might reduce capacity	
Impact on journey duration:	None	
Impact on user cost:	Yes – some may travel cheaper and other pay more	
Impact on cost to Council:	Increased revenue of £39,929	
Might this option depend on another option or requirement? Yes/No	Yes	
• If Yes, which option(s) or requirements	9.6 Fares Review	

Approved by Council 31 October 2012

Option 9.7 Project Savings Analysis

Child and over 60 Shetland Resident Fares

At the Project Fares Workshop on 07 August 2012 the Project concluded that Ferry Operations does not currently possess the technology to bring in a new fare structure for Shetland residents over the age of 60 which would include the ability to offer customers multi journey discount tickets.

The Project concluded, however, that combining an over 60 fare with the existing child fare arrangement and by increasing the return journey price from £0.50 to £1.00, and from £3.80 to £5.00 for multi journey, on ro-ro routes it would be possible to generate an additional income of £31,000.

The creation on an over 60/Child ticket option on the current ticket machines should remain in place as an interim measure until new ticket machines are introduced and the Full Fare Review is carried out.

The potential revenue generated by this option is detailed below:

Current Income from Children and Shetland resident over 60 adults (based on 2011/12 actual income)				
Service	Children		Over 60	
	Passengers	Income	Passengers	Income
Unst/Fetlar		£0.00		£0.00
Bressay	9,680	£4,835.10	13,956	£0.00
Whalsay	12,275	£6,137.50	1,358	£0.00
Skerries	590	£225.50	913	£0.00
Yell	7,825	£3,912.50	14,813	£0.00
Papa Stour	247	£123.50	428	£0.00
TOTAL	30,617	£15,234	31,468	£0

Projected Fares Income from Children and Shetland Resident over 60 adults (based on 100% fare collection)				
Service	Children		Over 60	
	Passengers	Income	Passengers	Income
Unst/Fetlar				
Bressay	9,680	£9,680.00	13,956	£13,956.00
Whalsay	12,275	£12,275.00	1,358	£1,358.00
Skerries	590	£590.00	913	£913.00
Yell	7,825	£7,825.00	14,813	£14,813.00
Papa Stour	247	£247.00	428	£428.00
TOTAL	30,617	£30,617	31,468	£31,468

Equality Impact Assessment

Option No: 9.7 Introduce an over 60 Fare and amalgamate with an increased Child Fare

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities (consider different ethnic groups, nationalities, language barriers)			X	
Gender			X	
Gender Reassignment (consider transgender and transsexual people. This can include issues such as privacy of data and harassment)			X	
Religion or Belief (consider people with different religions, beliefs or no belief)			X	
People with a disability (consider attitudinal, physical and social barriers)			X	
Age (consider across age ranges. This can include safeguarding, consent and child welfare)			X	
Lesbian, Gay and Bisexual			X	
Pregnancy and Maternity (consider working arrangements, part-time working, infant caring responsibilities)			X	
Other (please state)				

Equality Impact Assessment Continued

<p>Have any positive impacts been identified? (We must ensure at this stage that we are not achieving equality for one group at the expense of another)</p>	N/A
<p>Have any negative impacts been identified? (Based on direct knowledge, published research, community involvement, customer feedback etc.)</p>	N/A
<p>What action is proposed to overcome any negative impacts? (e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc)</p>	N/A
<p>Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome? (If the policy shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	N/A
<p>How will the policy be monitored? (How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc)</p>	N/A

Section 10 – Booking Service

Option No: 10.1 Single centralised Booking Office		Table: B (i)	
Brief description: Locate the booking services in a single location that provides booking services for all appropriate routes		Type: Service Change 1	
		Source document Ref: Workshop 3 – 1.5	
Assessment Required:	None		
Consultation Required:	Community Councils	Staff and union	Individuals
Origin: <ul style="list-style-type: none"> Operational Service review Ways to Save Staff Consultation Commentary/Specification: <ul style="list-style-type: none"> There is a view that a single centralised booking service can adequately cover all relevant routes reducing the number of people required overall and hence costing less money. Add essential requirements/criteria: <ul style="list-style-type: none"> Appropriately skilled and competent staff Appropriate infrastructure Identify the most appropriate service location Consultation with staff/ unions Consultation with communities/ stakeholders Consideration to be given to whether different islands need different booking services e.g. is Fair Isle treated the same as Yell. Existing Information or required information: <ul style="list-style-type: none"> Shetland Transport Strategy (Project) EU Passenger Rights Legislation 			
Impact on capacity:	None		
Impact on frequency:	None		
Impact on journey duration:	None		
Impact on user cost:	None		
Impact on cost to Council:	Ongoing annual saving of: £27,129 Attached details of Project savings analysis		
Might this option depend on another option or requirement? Yes/No If Yes, which option(s) or requirements	Yes Discontinue Booking Service 10.2		

Approved by Council 31 October 2012

Need to retain a Booking Function

A number of the options being progressed through the Ferry Review involve reduced frequency / vehicle capacity on the current bookable routes. If these are implemented, the users of the services will become more reliant on a booking function to avoid unnecessary waiting time at ferry terminals if they cannot get on the first sailing they arrive for.

And without a booking function it would not be possible to have “bookings only” sailings in the timetable. The sailings currently designated as such would therefore have to operate even if there is no traffic on them. The resulting increase in fuel consumed would incur unnecessary costs and reduce the saving from not having a bookings function.

Savings Analysis

Option 10.1		Single Centralised Booking Office										
Post	SS Grade	Basic Hours	Basic Salary	Unsocial Hours	Island Allowance	Total Salary	National Insurance	Pension Contribution	Emp Cost	Training	Travel & Subsistence	Total inc ER Cost
Booking Clerk	C 2	1931	£15,453.00	£0.00	£1,890.00	£17,343.00	£960.00	£3,226.00	£21,529.00	£75.00	£25.00	£21,629.00
GRY7606												
Skerries	Commission					£5,500.00						£5,500.00
		£15,453.00	£0.00	£1,890.00	£22,843.00	£960.00	£3,226.00	£21,529.00	£75.00	£25.00	£27,129.00	

Equality Impact Assessment

Option No: 10.1 Single centralised Booking Office

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities (consider different ethnic groups, nationalities, language barriers)			X	
Gender			X	
Gender Reassignment (consider transgender and transsexual people. This can include issues such as privacy of data and harassment)			X	
Religion or Belief (consider people with different religions, beliefs or no belief)			X	
People with a disability (consider attitudinal, physical and social barriers)			X	
Age (consider across age ranges. This can include safeguarding, consent and child welfare)			X	
Lesbian, Gay and Bisexual			X	
Pregnancy and Maternity (consider working arrangements, part-time working, infant caring responsibilities)			X	
Other (please state)				

Equality Impact Assessment Continued

<p>Have any positive impacts been identified? (We must ensure at this stage that we are not achieving equality for one group at the expense of another)</p>	N/A
<p>Have any negative impacts been identified? (Based on direct knowledge, published research, community involvement, customer feedback etc.)</p>	N/A
<p>What action is proposed to overcome any negative impacts? (e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc)</p>	N/A
<p>Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome? (If the policy shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	N/A
<p>How will the policy be monitored? (How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc)</p>	N/A

Option No: 10.2 Discontinue Ro-Ro Booking Service		Table: C (i)	
Brief description: Stop providing a booking service for Ro-Ro services.		Type: Service Change 2	
		Source document Ref: Workshop 3 – Addendum 3	
Assessment Required:	None		
Consultation Required:	Community Councils	Staff and union	Individuals
<p>Origin:</p> <ul style="list-style-type: none"> Review Project Staff consultation <p>Commentary/Specification:</p> <ul style="list-style-type: none"> That the ferries booking service covering Yell Sound, Bluemull Sound, Whalsay, Skerries and Papa Stour is discontinued. The service to Fair Isle would need to continue due to the specific nature and requirements of the service. Alternative arrangements to confirm usage of bookings only runs needs to be developed as an alternative <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> Ability to take bookings for “bookings only” sailings Impacts on tourist information provision Impacts on management of demand Will marshalling areas require reconfiguration? Who has priority? – Set of rules required for users and the ferry crew <p>Existing Information or required information:</p> <ul style="list-style-type: none"> Shetland Transport Strategy Project savings analysis 			
Impact on capacity:	Yes – anticipate congestion on peak commuter runs on Bluemull Sound		
Impact on frequency:	None		
Impact on journey duration:	None		
Impact on user cost:	None		
Impact on cost to Council:	Ongoing annual saving of: £102,970 Attached details of Project savings analysis		
Might this option depend on another option or requirement? Yes/No	Yes		
If Yes, which option(s) or requirements	Options Yell & Whalsay 2.2, 2.3, 2.4 & 4.2 Single centralised Booking Office 10.1		

Options for Whalsay, Skerries, Yell Sound and Bluemull Sound depend on retaining a Booking Service. The Project recommends to the Project Board that this option is discontinued,

Project Savings Analysis

Service Change 2

Option 10.2		Discontinue Ro-Ro Booking Service										
Post SRD7000	SS Grade	Basic Hours	Basic Salary	Unsocial Hours	Island Allowance	Total Salary	National Insurance	Pension Contribution	Emp Cost	Training	Travel & Subsistence	Total inc ER Cost
Booking Clerk	C 2	1931	£15,453.00	£0.00	£1,890.00	£17,343.00	£960.00	£3,226.00	£21,529.00	£75.00	£25.00	£21,629.00
Booking Clerk	C 2	1930	£15,136.00	£0.00	£1,890.00	£17,026.00	£927.00	£3,167.00	£21,120.00	£75.00	£25.00	£21,220.00
Booking Clerk	C 2	1931	£15,136.00	£0.00	£1,890.00	£17,026.00	£927.00	£3,167.00	£21,120.00	£75.00	£25.00	£21,220.00
Booking Clerk	C 1	1931	£14,461.00	£0.00	£1,890.00	£16,351.00	£856.00	£3,041.00	£20,248.00	£75.00	£25.00	£20,348.00
Booking Clerk	C 1	296	£2,217.00	£0.00	£290.00	£2,507.00	£0.00	£0.00	£2,507.00			£2,507.00
Booking Clerk	C 1	296	£2,217.00	£0.00	£290.00	£2,507.00	£0.00	£0.00	£2,507.00			£2,507.00
Overtime						£2,300.00		£239.00	£2,539.00			£2,539.00
Skerries	Commission					£5,500.00			£5,500.00			£11,000.00
			£64,620.00	£0.00	£8,140.00	£80,560.00	£3,670.00	£12,840.00	£97,070.00	£0.00	£100.00	£102,970.00

Section 11 – Engineering Support

Option No: 11.1 Review Engineering support	Table: C (i)
Brief description: This is a broad area that could cover the Engineering function in Ferry Operations and Ports and Harbours Operations – see Commentary/ Specification	Type: Operational Change 2
	Source document Ref: Workshop 3 – 6.2c
Assessment Required:	None
Consultation Required:	Staff and union(s)
Origin: <ul style="list-style-type: none"> Operational Staff Consultation Commentary/Specification: <ul style="list-style-type: none"> There are Engineering Services in Ports and Harbours, Ferry Operations, Fleet Management, Waste to Energy, Scord Quarry, building maintenance etc which to greater or lesser degrees share common disciplines and skills. There should be opportunities to rationalise these areas to create more efficient and effective use of resources overall. Crew to carry out more onboard maintenance of their own vessels and reduce workload on engineering support staff Examine use of contracted services versus own staff. Reduce works required at dockings Add essential requirements/criteria: <ul style="list-style-type: none"> Appropriately skilled and competent staff Appropriate infrastructure Existing Information or required information: <ul style="list-style-type: none"> Ports for the Future FMU review Project saving analysis 	
Impact on capacity:	None
Impact on frequency:	None
Impact on journey duration:	None
Impact on user cost:	None
Impact on cost to Council:	To be quantified
Might this option depend on another option or requirement? Yes/No If Yes, which option(s) or requirements	Yes Maintenance levels – 11.2 Drydock contracts – 11.3
<p>The discretion to expand this option to include examination of synergies and associated options applicable to services outwith the Ferry Service was not approved. However the Review of Port Services has incorporated examination of the synergies and avenues of joint working within its review and consequently this option is now discontinued from the Ferry Review</p>	

Option No: 11.2 Review maintenance of ferries and terminals		Table: D (ii)
Brief description: This option covers all aspects of ferry and terminal maintenance and how it is currently carried out. Procurement of parts and supplies.		Type: Operational Change 1
		Source document Ref: Workshop 3 – 5.3
Assessment Required:	None	
Consultation Required:	None	
<p>Origin:</p> <ul style="list-style-type: none"> Operational Staff consultation <p>Commentary/Specification: To consider two principal issues: -</p> <ul style="list-style-type: none"> Are the current levels of maintenance correct (is it too high or inefficient?) Are the current processes and practice in maintaining ferries the most efficient (e.g. is out sourcing an alternative?). Look at procurement of parts (pattern parts/alternate suppliers) Look at in conjunction with other services. Roads/DLO take over terminal and jetty lighting maintenance/repairs <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> Appropriately skilled, certificated and competent staff Appropriate infrastructure Appropriate plans and processes Appropriate compliance with class and flag state Impacts on reliability; short and long term Stores, spares, procurement of – separate option? Impacts on services? <p>Existing Information or required information:</p> <ul style="list-style-type: none"> Gremista Stores Review PID Corporate/ Infrastructure Management Restructure Project saving analysis 		
Impact on capacity:	None	
Impact on frequency:	None	
Impact on journey duration:	None	
Impact on user cost:	None	
Impact on cost to Council:	Attach details of Project savings analysis	
Might this option depend on another option or requirement? Yes/No If Yes, which option(s) or requirements	No	

Equality Impact Assessment

Option No: 11.2 Review maintenance of ferries and terminals

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities (consider different ethnic groups, nationalities, language barriers)			X	
Gender			X	
Gender Reassignment (consider transgender and transsexual people. This can include issues such as privacy of data and harassment)			X	
Religion or Belief (consider people with different religions, beliefs or no belief)			X	
People with a disability (consider attitudinal, physical and social barriers)			X	
Age (consider across age ranges. This can include safeguarding, consent and child welfare)			X	
Lesbian, Gay and Bisexual			X	
Pregnancy and Maternity (consider working arrangements, part-time working, infant caring responsibilities)			X	
Other (please state)				

Equality Impact Assessment Continued

<p>Have any positive impacts been identified? (We must ensure at this stage that we are not achieving equality for one group at the expense of another)</p>	N/A
<p>Have any negative impacts been identified? (Based on direct knowledge, published research, community involvement, customer feedback etc.)</p>	N/A
<p>What action is proposed to overcome any negative impacts? (e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc)</p>	N/A
<p>Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome? (If the policy shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	N/A
<p>How will the policy be monitored? (How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc)</p>	N/A

Option No: 11.3 Review Drydocking contractual	Table: C (i)
------------------------------------------------------	---------------------

arrangements	
Brief description: Review the way in which the Council procures the services of ship yards to carry out docking of vessels.	Type: Operational Change 1
	Source document Ref: Workshop 3 – Appendix 7
Assessment Required:	None
Consultation Required:	Executive Managers
<p>Origin:</p> <ul style="list-style-type: none"> Operational Project review Staff Consultation <p>Commentary/Specification:</p> <ul style="list-style-type: none"> Review the way in which the Council procures the services of ship yards to carry out docking of vessels. The requirement is to match the efficient procurement of docking services with the procurement regulations of the Council. Crew to carry out more onboard maintenance in order to reduce dry docking charges. <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> Compliance with EU and Council procurement regs. And standing orders Adequate quality of service and skills from yards Dockings need to be carried out at times to suit service delivery and operational constraints and/ or imperatives. <p>Existing Information or required information:</p> <ul style="list-style-type: none"> Work carried out so far between Ferries and Port Engineering and Procurement Project saving analysis 	
Impact on capacity:	None
Impact on frequency:	None
Impact on journey duration:	None
Impact on user cost:	None
Impact on cost to Council:	Attach details of Project savings analysis
Might this option depend on another option or requirement? Yes/No If Yes, which option(s) or requirements	Yes Reduce time spent at docking will reduce the need to need to retain 2 relief ferries, Option 14.10
<p>Following research it has been concluded by the project team, in conjunction with service management, that there is at present no merit in pursuing this option. Service management will keep this option under continual review. The recommendation to the project board is to discontinue this option.</p>	

Option No: 11.4 Construct a Drydock Facility		Table: C (i)
Brief description: Construct Drydock for Council and External use		Type: Operational Change 1
		Source document Ref: Staff Consultation
Assessment Required:	None	
Consultation Required:	External Agencies	Support Services
Origin: <ul style="list-style-type: none"> Staff Consultation Commentary/Specification: <ul style="list-style-type: none"> Construct Drydock for Council and External use Add essential requirements/criteria: <ul style="list-style-type: none"> Compliance with EU and Council procurement regs. And standing orders Adequate quality of service and skills in Shetland Support from within local fishing and marine industry Support from other ferry services, i.e. Orkney Ferries Existing Information or required information: <ul style="list-style-type: none"> Work carried out by Development Department 		
Impact on capacity:	None	
Impact on frequency:	None	
Impact on journey duration:	None	
Impact on user cost:	None	
Impact on cost to Council:	Significant capital cost	
Might this option depend on another option or requirement? Yes/No If Yes, which option(s) or requirements	Yes Reduce time spent at docking will reduce the need to need to retain 2 relief ferries, Option 14.10	

Given the improbability of progressing this option in the absence of Capital Programme funding, the Project recommends to the Project Board that this option is discontinued Min ref????

Section 12 – Management Structure

Option No: 12.1 Review Management support		Table: C (i)	
Brief description: Is the Sella Ness management resource appropriate for the services delivered?		Type: Operational Change 2	
		Source document Ref: Workshop 3 – 6.2a	
Assessment Required:	None		
Consultation Required:	Executive Managers	Support Services	Staff and union(s)
<p>Origin:</p> <ul style="list-style-type: none"> • Project review • Operational • Staff Consultation <p>Commentary/Specification:</p> <ul style="list-style-type: none"> • There are possible synergies within the Sella Ness site that may be available but not yet developed. This is not limited to Ferry Operations but also includes Ports and Harbours Service. • Review the links and synergies with Ports and Harbours Operation • Encourage paperless communications as far as possible. • Electronic Timesheets • Review need to retain training officer. <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> • Appropriately skilled, certificated and competent staff • Appropriate infrastructure and systems • Review of ICT policies <p>Existing Information or required information:</p> <ul style="list-style-type: none"> • Ports For the Future PID • Ferry Service Management Review Study 2005 [KD] • Project saving analysis 			
Impact on capacity:	None		
Impact on frequency:	None		
Impact on journey duration:	None		
Impact on user cost:	None		
Impact on cost to Council:	Attach details of Project savings analysis		
Might this option depend on another option or requirement? Yes/No If Yes, which option(s) or requirements	No		

The restructuring work already done, the current Ports Project and the Infrastructure administration support review will clash with this option and consequently the Project recommends to the Project Board that Option is discontinued.

Section 13 – Administration Support

Option No: 13.1 Review Administration support		Table: C (i)	
Brief description:		Type: Operational change 2	
		Source document Ref: Workshop 3 – 6.2b	
Assessment Required:	None		
Consultation Required:	Executive Managers	Support Services	Staff and union(s)
Origin: <ul style="list-style-type: none"> Project review Commentary/Specification: <ul style="list-style-type: none"> There is a departmental business support review underway and it is anticipated that it will include Ferry Operations Seek direction from Project Board Add essential requirements/criteria: <ul style="list-style-type: none"> Appropriately skilled, certificated Appropriate infrastructure Existing Information or required information: <ul style="list-style-type: none"> Project saving analysis 			
Impact on capacity:	None		
Impact on frequency:	None		
Impact on journey duration:	None		
Impact on user cost:	None		
Impact on cost to Council:	Attach details of Project savings analysis		
Might this option depend on another option or requirement? Yes/No If Yes, which option(s) or requirements	No		

- Recommend that this option should be excluded from consideration in this Project and instead considered as part of the Project - Infrastructure Business Support Review.**
- There are also a further two reviews already being undertaken (by Finance and Human Resources) that will examine tasks and duties presently undertaken by support**

Recommend rejection at stage 2 having considered that other wider reviews already underway will duplicate and frustrate this process

Section 14 – All vessels/Routes

Option No: 14.1 Remove late/underused runs		Table: C (ii)	
Brief description: This option looks at taking late evening runs and underused runs out of the timetable		Type: Service Change 2	
		Source document Ref: Workshop 3 – 1.4	
Assessment Required:	Socio Economic	Equality	
Consultation Required:	Community Councils	Stakeholders & Communities	Staff and union(s)
<p>Origin:</p> <ul style="list-style-type: none"> • Ways to Save • Project • Staff Consultation <p>Commentary/Specification:</p> <ul style="list-style-type: none"> • It is recognised that ferries do not have a consistent level of usage and that there may be some sailings that are consistently showing low usage and there may be an opportunity to take out some sailings from timetables and/ or making some sailings bookings only. <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> • Need to understand the nature of the usage and not just focus on numbers but also why journeys are or aren't necessary. • Consultation with staff/ unions • Consultation with communities/ stakeholders <p>Existing Information or required information:</p> <ul style="list-style-type: none"> • Shetland Transport Strategy • Draft Scottish Ferries Plan • Carryings data • Purpose of Journey Survey • Project savings analysis 			
Impact on capacity:	Yes – improve usage of remaining runs		
Impact on frequency:	Yes – remove certain runs		
Impact on journey duration:	None		
Impact on user cost:	None		
Impact on cost to Council:	Attach details of Project savings analysis		
Might this option depend on another option or requirement? Yes/No If Yes, which option(s) or requirements	No		

Option 6.4 will look at Reducing underused crossings on Bressay the alternative timetables for the other ferry services already take accord of optimising carryings. The Project recommends to the Project Board that this option is discontinued.

Option No: 14.2 Review weather forecast charges		Table: C (ii)
Brief description: There may be different means of securing weather information that are more cost efficient		Type: Operational Change 1
		Source document Ref: Workshop 3 – 1.6
Assessment Required:	None	
Consultation Required:	None	
Origin: <ul style="list-style-type: none"> Operational Ways to Save Commentary/Specification: <ul style="list-style-type: none"> There may be different means of securing weather information that are more cost efficient. This is also relevant to Ports and Harbours service Add essential requirements/criteria: <ul style="list-style-type: none"> Compliance with MCA requirements Existing Information or required information: <ul style="list-style-type: none"> Existing contract data Project saving analysis 		
Impact on capacity:	None	
Impact on frequency:	None	
Impact on journey duration:	None	
Impact on user cost:	None	
Impact on cost to Council:	Attach details of Project savings analysis	
Might this option depend on another option or requirement? Yes/No If Yes, which option(s) or requirements	No	

Ports & Harbours Operations maintains the contract and budget for the provision of weather forecasts. Presently this is being reviewed and any changes will result in savings to the Ports and Harbours Operations as a consequence the Project recommend to the Project Board that this option is discontinued

Option No: 14.3 Manage sea staff leave		Table: A
Brief description: This option looks at what can be achieved through a prescriptive approach to assigning leave periods to staff.		Type: Operational Change 2
		Source document Ref: Workshop 3 – 2.3
Assessment Required:	Staff Equality	
Consultation Required:	Staff and union(s)	Support Services
Origin: <ul style="list-style-type: none"> Service Review Commentary/Specification: <ul style="list-style-type: none"> This option looks at what can be achieved through a prescriptive approach to assigning leave periods to staff. It will include detailed plans to provide cover for leave that ensures minimum use of overtime to cover leave. Add essential requirements/criteria: <ul style="list-style-type: none"> Consultation with staff/ unions Clear understanding of current policies Constraints of employee numbers and certification Disconnect between time to recruit and notice required (1 month notice but at least 6 weeks to carry out recruitment) Existing Information or required information: <ul style="list-style-type: none"> Council policies Manning spreadsheets Overtime analysis VTS, Pilot, Launch Crew schedules 		
Impact on capacity:	None	
Impact on frequency:	None	
Impact on journey duration:	None	
Impact on user cost:	None	
Impact on cost to Council:	Reduce overtime budget by £50,000 annually	
Might this option depend on another option or requirement? Yes/No If Yes, which option(s) or requirements	Yes Any crew reductions through other options will impact positively	
<p>At their meeting of 9 Feb Council approved implementation of this Option and the occasional overtime budgets for the period 2012/13, and subsequent years should be reduced by £50,000. However, consultation is still required with staff and staff unions in order to implement this saving. This consultation has now taken place.</p> <p>Temporary procedures are in place to monitor leave and effectively reduce the overtime budget by £50,000.</p>		

Project Savings Analysis

Actual overtime:

TIME:	Vessel Rep/Maint	Vessel Familiar	ENG 1	Drug Test	Review & Dev.	Term/ Ramp	Audit	Meetings
	156.77	61.48	210.10			112.28		528.69
		125.16					186.36	
	2213.30	1465.37	222.16		226.65	800.97	303.49	938.44
	523.14		160.49			300.69	426.87	108.32
	3827.01	1693.31	663.78	93.60	355.59			2959.05
	461.48	336.40	233.27	93.60	271.98		256.20	308.44
	7181.70	3681.72	1489.80	187.20	854.22	1213.94	1172.92	4842.94

	Running	Late Finish/	Extra	Crew	Ferry	Overpaid/		
Crewing	Vidlin	Bus Late	Crew	Late	Review	Errors	Contracted	Total
90.67								68217.11
								-194.33
								7184.72
								4057.78
1070.94								59395.21
								33317.07
400.42								137546.48
213.36				35.13				68373.47
1775.39				35.13				£377897.51

Hours Short/Surplus Summary After Acting Up:

	Engineer	Mate	Deckhand	
Papa Stour	383	678	300	
Bressay	1,246	1,178		
Bluemull - Bigga		2,942		
Bluemull - Geira		335		
Whalsay Inc Skerries	2,606	134	4,116	
Yell			3,515	
	4,235	5,267	7,931	17,433
	£21.91	£19.16	£17.02	
	£92,788.85	£100,915.72	£134,985.62	£328,690.19

Amount of hours
required
Total minimum cost of
overtime just to run
timetabled services

Total saving possible by rostering leave etc. = 377,897.51 - 328,690.19
= **£49,207.32**

The two tables above show firstly the actual overtime figures for the Ferry Service (minus the figures for the elements of overtime that are arguably not counted for this purpose – these headings are shown in red) and, secondly, the hours the service is 'short' for each type of crew member. The total in the first table shows the total overtime paid by the service and counted in this exercise, the total in the second table shows the minimum cost of voluntary overtime to run the timetabled service. Subtracting the second table's total from the first shows the saving achievable through rostering crew leave.

Option No: 14.4 Review Fuel Procurement		Table: B (i)
Brief description: Find a sustainable source of fuel oil for the ferry fleet at rates and terms that cost less than present.		Type: Operational Change 2
		Source document Ref: Workshop 3 – 2.7
Assessment Required:	None	
Consultation Required:	External Agencies	Executive Managers
Origin: <ul style="list-style-type: none"> • Ways to Save • Operational • Staff Consultation Commentary/Specification: <ul style="list-style-type: none"> • Review must consider service resilience • Consider the larger picture, Council wide and Shetland wide • Construct own tanks at Sella Ness or alternative location. Add essential requirements/criteria: <ul style="list-style-type: none"> • Source must be sustainable • Quality & grade must meet specifications Existing Information or required information: <ul style="list-style-type: none"> • Service analysis already undertaken • Work undertaken by other services – Development, Ports & Harbours 		
Impact on capacity:	None	
Impact on frequency:	None	
Impact on journey duration:	None	
Impact on user cost:	None	
Impact on cost to Council:	Initial saving of 2p per litre - £90,000	
Might this option depend on another option or requirement? Yes/No If Yes, which option(s) or requirements	No	

At their meeting of 9 Feb Council approved implementation of this Option and the budgets for the period 2012/13, and subsequent years have been permanently reduced by £90,000.
[Savings from this implemented option have not been realised therefore the Project recommend to the Project Board that this option is retained for further consideration,

Project Savings Analysis

The ferries consumed 4,738,299 litres of fuel in 2011/12. For every penny per litre that the delivery costs are reduced, this would give a saving of c£45k pa. For this saving, it is assumed that 2 ppl can be saved giving total saving of **£90,000**.

Option No: 14.5 Reduced timetable on Public Holidays		Table: D (i)
Brief description: Run reduced level of service on Up Helly Aa holiday and Easter Monday and reconsider the level of service given over the festive holidays		Type: Service Change 2 Source document Ref: Workshop 3 – 3.4
Assessment Required:	Socio Economic	
Consultation Required:	Community Councils	Stakeholders & Communities
<p>Origin:</p> <ul style="list-style-type: none"> Operational Service review Ways to Save <p>Commentary/Specification:</p> <ul style="list-style-type: none"> Run a reduced level of service on Up Helly Aa holiday and Easter Monday and reconsider the level and frequency of service given over the festive holidays <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> Community/ stakeholder consultation Is there a corporate review of public holidays? Consultation with staff/ unions. <p>Existing Information or required information:</p> <ul style="list-style-type: none"> Carryings data and cost data for existing running on public holiday Project savings analysis Purpose of Journey Survey 		
Impact on capacity:	Yes – remove underutilised runs	
Impact on frequency:	Yes – less frequent	
Impact on journey duration:	None	
Impact on user cost:	None	
Impact on cost to Council:	Attach details of Project savings analysis £12,131.26	
Might this option depend on another option or requirement? Yes/No If Yes, which option(s) or requirements	No	

Given the impracticalities of reducing the timetable on Up Helly AA and Easter holidays the Project recommends to the Project Board that this Option is discontinued

Following consultation exercise in November this has been reconsidered.

Comments: (from November consultation feedback)**Yell:**

- 9 days on, 9 days off and 2088 hrs holidays annually are very expensive and unacceptable.
- **The second ferry over Christmas and new Year that lies tied up should not be crewed.**
- **Men should be asked to take holidays for the two weeks over the festive period as this would mean less crew would have to take holidays over the summer/peak times (this would reduce the need to bring men in on overtime to cover holiday periods).**

Whalsay:

- **Stop enhanced payments for all public holidays with the exception of Christmas and New Year?**
- The whole timetables need to be taken back to the drawing board and crewing of ferries looked at. Meantime most ferries are set up with crew getting contractual overtime which should never have been done. There should be more staff employed and staff working 37hr per week, SIC can't afford overtime and in the ferry service the bill for overtime must be astronomical. Many times holidays and sickness is covered by someone who is getting overtime. There should be more relief staff who can pick this up and pool staff. Between the Linga and the Hendra I reckon there is well in excess of 100hrs overtime contracted per week which is the equivalent of 3-4 full time staff- a perfect job for those who have to leave the Filla if that crew goes to 4. This is the same or worse for Yell, Unst and Bressay as their working day is longer. It must be addressed. A huge saving within the service without affecting the service. You must be more creative with the rotas and have more staff to make the rota work with no overtime. Anyone who wants extra can get a relief post and different employee number and work extra at straight time. The only overtime that should be is if there is a call out during the night or an organised late run for a wedding etc. I have been led to believe that if an engineer works as a deckhand they are paid as an engineer?? An engineer should have a relief post for a deckhand should they not and be paid for the job they are doing?? This was maybe all fine in the days when there was plenty of money but this is no longer the case. Far better to sort the rotas without overtime than take away some of our lifeline service.
- **The public holiday following the Lerwick Up Helly AA could be done away with, I've never understood why we all need a PH for that considering it is in Lerwick and it's not an event that everyone attends. Surely if anyone taking part wants the day after off they should book one of their annual leave days. This would save a considerable amount of money.**
- **Ferries on public holidays should only be run if there is folk who need to get to work and the ferry staff only paid for the hours they work. Strangely here in Whalsay the ferries at the festive are never run to suit the folk who essentially need it to get to work – this should change.**

Crewing - Additional Salary - Public Holidays

1 x B600				Time @ 1.5		
	Hrs	Rate	Cost	x 2	Totals	x 2 PH
Master	24	15.11	362.64		725.28	1450.56
Engineer	24	13.39	321.36		642.72	1285.44
Mate	24	11.71	281.04		562.08	1124.16
Deckhand	24	10.40	249.60		499.20	998.40
Deckhand	24	10.40	249.60		499.20	998.40
					0.00	
Geira					0.00	
				x 2	0.00	x 2 PH
Master	10.5	15.11	158.66		317.31	634.62
Engineer	10.5	13.39	140.60		281.19	562.38
Mate	10.5	11.71	122.96		245.91	491.82
Deckhand	10.5	10.40	109.20		218.40	436.80
					0.00	
Hendra					0.00	
				x 2	0.00	x 2 PH
Master	12.5	15.11	188.88		377.75	755.50
Engineer	12.5	13.39	167.38		334.75	669.50
Mate	12.5	11.71	146.38		292.75	585.50
Deckhand	12.5	10.40	130.00		260.00	520.00
Deckhand	12.5	10.40	130.00		260.00	520.00
					0.00	
Filla					0.00	
				x 2	0.00	x 1 PH
Master	9	15.11	135.99		271.98	271.98
Engineer	9	13.39	120.51		241.02	241.02
Mate	9	11.71	105.39		210.78	210.78
Deckhand	9	10.40	93.6		187.20	187.20
Deckhand	9	10.40	93.6		187.20	187.20
			3307.36		6614.72	£12,131.26

Equality Impact Assessment

Option No: 14.5 Reduced timetable on Public Holidays

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities (consider different ethnic groups, nationalities, language barriers)			X	
Gender			X	
Gender Reassignment (consider transgender and transsexual people. This can include issues such as privacy of data and harassment)			X	
Religion or Belief (consider people with different religions, beliefs or no belief)			X	
People with a disability (consider attitudinal, physical and social barriers)			X	
Age (consider across age ranges. This can include safeguarding, consent and child welfare)			X	
Lesbian, Gay and Bisexual			X	
Pregnancy and Maternity (consider working arrangements, part-time working, infant caring responsibilities)			X	
Other (please state)				

Equality Impact Assessment Continued

<p>Have any positive impacts been identified? (We must ensure at this stage that we are not achieving equality for one group at the expense of another)</p>	N/A
<p>Have any negative impacts been identified? (Based on direct knowledge, published research, community involvement, customer feedback etc.)</p>	N/A
<p>What action is proposed to overcome any negative impacts? (e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc)</p>	N/A
<p>Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome? (If the policy shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	N/A
<p>How will the policy be monitored? (How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc)</p>	N/A

Objectives:

To develop a sustainable inter-island ferry service that can be delivered within an environment of reducing resources

1. As a priority provide transport links to maximise economic activity throughout Shetland and provide links that maintain employment opportunities within Shetland
2. Provide transport links to promote social mobility and inclusion in a way which does not widen the equality gap;
3. Provide transport links that use a risk-based approach to managing safety within legislation requirements;
4. Provide transport links that maximise the ability to adapt to future influences external to the ferry service;
5. Provide transport links that minimise carbon emissions

Option No: 14.5 Reduced timetable on Public Holidays			
Objective			
See key above for details of objectives	1	1-	Reduced timetable opportunities
	2	1-	Reduced timetable opportunities
	3	0	No impact
	4	0	No impact
	5	1+	Reduced emissions due to less crossings
Additional Appraisal Topic			
Feasibility	0	No technical or operational barriers	
Risk and Uncertainty	0	Subject to members' decision	
Community acceptability	1-	Loss of flexibility	
Savings/Income achieved		£12,131.26	
Traffic Modelling	N/A	N/A	
Economic/Business assessment	0	N/A	
Further information required			
Use space here to detail any further info required to populate the above table	No differential impact		

Feasibility – Consider of option in light of above appraisal criteria

Risk and Uncertainty - Identify and mitigate risks and uncertainties (consider optimism bias)

Community Acceptability - Consider that acceptability may vary across different groups/communities

Option No: 14.6 Reduce sea staff hours to 37 and increase staff		Table: C (i)
Brief description: All sea staff that are currently contracted on >37 hours are reduced to 37 hours and additional crew recruited to maintain service levels and length of service day.		Type: Operational Change 2
		Source document Ref: Workshop 3 – 3.10
Assessment Required:	None	
Consultation Required:	Staff and union(s)	Support Services
<p>Origin:</p> <ul style="list-style-type: none"> • Members • Senior Management <p>Commentary/Specification:</p> <ul style="list-style-type: none"> • All sea staff that are currently contracted on >37 hours are reduced to 37 hours and additional crew recruited to maintain service levels and length of service day. <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> • Recruitment and retention of staff • Overall costs • Logistics of crew scheduling • Consultation with staff/ unions • Accommodation problems on islands <p>Existing Information or required information:</p> <ul style="list-style-type: none"> • Manning review and subsequent work • Project savings analysis 		
Impact on capacity:	None	
Impact on frequency:	None	
Impact on journey duration:	None	
Impact on user cost:	None	
Impact on cost to Council:	Additional £58k – Attach details of Project savings analysis	
Might this option depend on another option or requirement? Yes/No If Yes, which option(s) or requirements	No	

Work progressed through the service has calculated that this option would cost in the region of £58,000 more than the present – given the impracticalities of implementing the Project recommends to the Project Board that this option should be discontinued

Min ref???

Option No: 14.7 Reduce staff hours to 37 and reduce timetables			Table: C (i)	
Brief description: All sea staff that are currently contracted on >37 hours are reduced to 37 hours and service timetables are designed to fit with what can be done with this level of resource			Type: Service Change 3	
			Source document Ref: Workshop 3 – 4.1	
Assessment Required:	Socio Economic		Equality	
Consultation Required:	Staff and union(s)	Support Services	Community Councils	Communities & Stakeholders
<p>Origin:</p> <ul style="list-style-type: none"> Members Senior Management <p>Commentary/Specification:</p> <ul style="list-style-type: none"> All sea staff that are currently contracted on >37 hours are reduced to 37 hours and service timetables are designed to fit with what can be done with this level of resource <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> Recruitment and retention of staff Overall costs Logistics of crew scheduling Consultation with staff/ unions Community/ stakeholder consultation Timetable impacts <p>Existing Information or required information:</p> <ul style="list-style-type: none"> Manning review and subsequent work Project savings analysis 				
Impact on capacity:		Yes – less frequent runs		
Impact on frequency:		Yes – less frequent runs		
Impact on journey duration:		None		
Impact on user cost:		None		
Impact on cost to Council:		Attach details of Project savings analysis		
Might this option depend on another option or requirement? Yes/No If Yes, which option(s) or requirements				

Given the impracticality of implementing this option – given the merits of other considered options, staff retention and community opposition the Project recommends to the Project Board the this option is discontinued Min ref???

Option No: 14.8 Service succession planning		Table: A
Brief description: Develop a long term succession plan taking into regard Officer Cadet sponsorship, market forces and industry training requirements and opportunities		Type: Operational Change 1
		Source document Ref: Workshop 3 – 3.11
Assessment Required:	None	
Consultation Required:	Support Services	
Origin: <ul style="list-style-type: none"> • Service review • Operational Commentary/Specification: <ul style="list-style-type: none"> • Review the continuation of directly sponsored officer cadets and develop a succession plan which will look at least 5 years ahead • Review the arrangement and opportunities to support and tailor the craft apprentice scheme to meet future needs • Identify if there are opportunities to provide entry level training Add essential requirements/criteria: <ul style="list-style-type: none"> • Industry training providers • Ability and willingness of others to take up Council draft of cadets • If service remains in house Existing Information or required information: <ul style="list-style-type: none"> • Regulations and policies • Qualifications and standards • Modern Day Apprentice Scheme • Information regarding MNTB rating training (KM) • Project saving analysis 		
Impact on capacity:	None	
Impact on frequency:	None	
Impact on journey duration:	None	
Impact on user cost:	None	
Impact on cost to Council:	Ongoing annual saving after 3 years of: £74,840 Attached details of Project savings analysis	
Might this option depend on another option or requirement? Yes/No If Yes, which option(s) or requirements	No	

At their meeting of 9 Feb Council approved implementation of part of this Option and budgets for the period 2012/13, and subsequent years have been permanently reduced by £16,000

However, full year on year savings of £74,840 will be realised by 2015 once Cadets already in system have graduated. Other parts of this succession planning option may also generate future savings.

Project saving analysis:

1. Cease Sponsoring Cadets

Ferry –Cadets		2011/12	Year 1	Year 2	Year 3
SRY76101322	Protective Clothing/Uniforms	1,297.26			
SRY76101600	All Training Costs	118,362.72			
SRY76104015	Training Grants	- 55,067.00			
		64,592.00			£64,592.00

SSTG		2011/12	Year 1	Year 2	Year 3
GRY76**1600	Membership	£6840			
		£6840			£6840

Total: £71,432

Option No: 14.9 Externalise service(s)		Table: D (ii)	
Brief description: Explore the various permutations to externalise as a whole or in part, or in conjunction with other Council marine services		Type: Service Change 3	
		Source document Ref: Workshop 3 – 4.2	
Assessment Required:	Socio Economic	Equality	
Consultation Required:	Staff and union(s)	Support Services	External Agencies
<p>Origin:</p> <ul style="list-style-type: none"> • Ways to Save • Service review • Members • Senior Management • Staff Consultation • <p>Commentary/Specification:</p> <ul style="list-style-type: none"> • Permutations to consider for externalisation are covered in the sub option sheets following • <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> • Community/ stakeholder consultation • Consultation with staff/ unions. • Relevant legislation, Policies and European Rules <p>Existing Information or required information:</p> <ul style="list-style-type: none"> • Northlink benchmarking exercise • Ports for the Future – tendering options • Project saving analysis 			
Impact on capacity:	Unknown		
Impact on frequency:	Unknown		
Impact on journey duration:	Unknown		
Impact on user cost:	Unknown		
Impact on cost to Council:	Attach details of Project savings analysis		
Might this option depend on another option or requirement? Yes/No If Yes, which option(s) or requirements	Unknown		

Decision of Board 22 Feb 2012 to expand this option to expand this option to identify for assessment the various permutations to externalise the service activities in whole or in part or in conjunction with other marine activities

Option No: 14.9 (A) Contract out Entire Marine Function		Table D (ii)	
Brief description:		Type: Service Change 3	
		Source document Ref: Project Board	
Assessment Required:	Socio Economic	Equality	
Consultation Required:	Staff and union(s)	Support Services	External Agencies
<p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> • Community/ stakeholder consultation • Consultation with staff/ unions. • Relevant legislation, Policies and European Rules <p>Existing Information or required information:</p> <ul style="list-style-type: none"> • Northlink benchmarking exercise • Ports for the Future – tendering options • Project saving analysis 			
Impact on capacity:	Unknown		
Impact on frequency:	Unknown		
Impact on journey duration:	Unknown		
Impact on user cost:	Unknown		
Impact on cost to Council:	Attach details of Project savings analysis		
Might this option depend on another option or requirement? Yes/No If Yes, which option(s) or requirements	Unknown		

Equality Impact Assessment

Option No: 14.9 (A) Contract out Entire Marine Function

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities (consider different ethnic groups, nationalities, language barriers)			X	
Gender			X	
Gender Reassignment (consider transgender and transsexual people. This can include issues such as privacy of data and harassment)			X	
Religion or Belief (consider people with different religions, beliefs or no belief)			X	
People with a disability (consider attitudinal, physical and social barriers)			X	
Age (consider across age ranges. This can include safeguarding, consent and child welfare)			X	
Lesbian, Gay and Bisexual			X	
Pregnancy and Maternity (consider working arrangements, part-time working, infant caring responsibilities)			X	
Other (please state)				

Equality Impact Assessment Continued

<p>Have any positive impacts been identified? (We must ensure at this stage that we are not achieving equality for one group at the expense of another)</p>	N/A
<p>Have any negative impacts been identified? (Based on direct knowledge, published research, community involvement, customer feedback etc.)</p>	N/A
<p>What action is proposed to overcome any negative impacts? (e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc)</p>	N/A
<p>Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome? (If the policy shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	N/A
<p>How will the policy be monitored? (How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc)</p>	N/A

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3. Provide transport links that use a risk-based approach to managing safety within legislation requirements;
4. Provide transport links that maximise the ability to adapt to future influences external to the ferry service;
5. Provide transport links that minimise carbon emissions

Option No:		
Objective		
See key above for details of objectives	1	
	2	
	3	
	4	
	5	
Feasibility		
Risk and Uncertainty		
Community acceptability		
Cost to Government		
Traffic Modelling		
Economic assessment		
Further information required		
Use space here to detail any further info required to populate the above table		

Feasibility – Consider of option in light of above appraisal criteria

Risk and Uncertainty - Identify and mitigate risks and uncertainties (consider optimism bias)

Community Acceptability - Consider that acceptability may vary across different groups/communities

Option No: 14.9 (B) Contract in conjunction with Ports and Harbours vessel operations		Table D (ii)	
Brief description:		Type: Service Change 3	
		Source document Ref: Project Board	
Assessment Required:	Socio Economic	Equality	
Consultation Required:	Staff and union(s)	Support Services	External Agencies
<p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> • Community/ stakeholder consultation • Consultation with staff/ unions. • Relevant legislation, Policies and European Rules <p>Existing Information or required information:</p> <ul style="list-style-type: none"> • Northlink benchmarking exercise • Ports for the Future – tendering options • Project saving analysis 			
Impact on capacity:	Unknown		
Impact on frequency:	Unknown		
Impact on journey duration:	Unknown		
Impact on user cost:	Unknown		
Impact on cost to Council:	Attach details of Project savings analysis		
Might this option depend on another option or requirement? Yes/No If Yes, which option(s) or requirements	Unknown		

Equality Impact Assessment

Option No: 14.9 (B) Contract in conjunction with Ports and Harbours vessel operations

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities (consider different ethnic groups, nationalities, language barriers)			X	
Gender			X	
Gender Reassignment (consider transgender and transsexual people. This can include issues such as privacy of data and harassment)			X	
Religion or Belief (consider people with different religions, beliefs or no belief)			X	
People with a disability (consider attitudinal, physical and social barriers)			X	
Age (consider across age ranges. This can include safeguarding, consent and child welfare)			X	
Lesbian, Gay and Bisexual			X	
Pregnancy and Maternity (consider working arrangements, part-time working, infant caring responsibilities)			X	
Other (please state)				

Equality Impact Assessment Continued

<p>Have any positive impacts been identified? (We must ensure at this stage that we are not achieving equality for one group at the expense of another)</p>	N/A
<p>Have any negative impacts been identified? (Based on direct knowledge, published research, community involvement, customer feedback etc.)</p>	N/A
<p>What action is proposed to overcome any negative impacts? (e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc)</p>	N/A
<p>Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome? (If the policy shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	N/A
<p>How will the policy be monitored? (How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc)</p>	N/A

Objectives:

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3. Provide transport links that use a risk-based approach to managing safety within legislation requirements;
4. Provide transport links that maximise the ability to adapt to future influences external to the ferry service;
5. Provide transport links that minimise carbon emissions

Option No:		
Objective		
See key above for details of objectives	1	
	2	
	3	
	4	
	5	
Feasibility		
Risk and Uncertainty		
Community acceptability		
Cost to Government		
Traffic Modelling		
Economic assessment		
Further information required		
Use space here to detail any further info required to populate the above table		

Feasibility – Consider of option in light of above appraisal criteria

Risk and Uncertainty - Identify and mitigate risks and uncertainties (consider optimism bias)

Community Acceptability - Consider that acceptability may vary across different groups/communities

Option No: 14.9 (C) Contract out Ferry Service		Table D (ii)	
Brief description:		Type: Service Change 3	
		Source document Ref: Project Board	
Assessment Required:	Socio Economic	Equality	
Consultation Required:	Staff and union(s)	Support Services	External Agencies
<p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> • Community/ stakeholder consultation • Consultation with staff/ unions. • Relevant legislation, Policies and European Rules <p>Existing Information or required information:</p> <ul style="list-style-type: none"> • Northlink benchmarking exercise • Ports for the Future – tendering options • Project saving analysis 			
Impact on capacity:	Unknown		
Impact on frequency:	Unknown		
Impact on journey duration:	Unknown		
Impact on user cost:	Unknown		
Impact on cost to Council:	Attach details of Project savings analysis		
Might this option depend on another option or requirement? Yes/No If Yes, which option(s) or requirements	Unknown		

Equality Impact Assessment

Option No: 14.9 (C) Contract out Ferry Service

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities (consider different ethnic groups, nationalities, language barriers)			X	
Gender			X	
Gender Reassignment (consider transgender and transsexual people. This can include issues such as privacy of data and harassment)			X	
Religion or Belief (consider people with different religions, beliefs or no belief)			X	
People with a disability (consider attitudinal, physical and social barriers)			X	
Age (consider across age ranges. This can include safeguarding, consent and child welfare)			X	
Lesbian, Gay and Bisexual			X	
Pregnancy and Maternity (consider working arrangements, part-time working, infant caring responsibilities)			X	
Other (please state)				

Equality Impact Assessment Continued

<p>Have any positive impacts been identified? (We must ensure at this stage that we are not achieving equality for one group at the expense of another)</p>	N/A
<p>Have any negative impacts been identified? (Based on direct knowledge, published research, community involvement, customer feedback etc.)</p>	N/A
<p>What action is proposed to overcome any negative impacts? (e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc)</p>	N/A
<p>Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome? (If the policy shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	N/A
<p>How will the policy be monitored? (How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc)</p>	N/A

Objectives:

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3. Provide transport links that use a risk-based approach to managing safety within legislation requirements;
4. Provide transport links that maximise the ability to adapt to future influences external to the ferry service;
5. Provide transport links that minimise carbon emissions

Option No:		
Objective		
See key above for details of objectives	1	
	2	
	3	
	4	
	5	
Feasibility		
Risk and Uncertainty		
Community acceptability		
Cost to Government		
Traffic Modelling		
Economic assessment		
Further information required		
Use space here to detail any further info required to populate the above table		

Feasibility – Consider of option in light of above appraisal criteria

Risk and Uncertainty - Identify and mitigate risks and uncertainties (consider optimism bias)

Community Acceptability - Consider that acceptability may vary across different groups/communities

Option No: 14.9 (D) Externalise individual routes or combinations of routes		Table D (ii)	
Brief description:		Type: Service Change 3	
		Source document Ref: Project Board	
Assessment Required:	Socio Economic	Equality	
Consultation Required:	Staff and union(s)	Support Services	External Agencies
<p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> • Community/ stakeholder consultation • Consultation with staff/ unions. • Relevant legislation, Policies and European Rules <p>Existing Information or required information:</p> <ul style="list-style-type: none"> • Northlink benchmarking exercise • Ports for the Future – tendering options • Project saving analysis 			
Impact on capacity:	Unknown		
Impact on frequency:	Unknown		
Impact on journey duration:	Unknown		
Impact on user cost:	Unknown		
Impact on cost to Council:	Attach details of Project savings analysis		
Might this option depend on another option or requirement? Yes/No If Yes, which option(s) or requirements	Unknown		

Equality Impact Assessment

Option No: 14.9 (D) Externalise individual routes or combinations of routes

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities (consider different ethnic groups, nationalities, language barriers)			X	
Gender			X	
Gender Reassignment (consider transgender and transsexual people. This can include issues such as privacy of data and harassment)			X	
Religion or Belief (consider people with different religions, beliefs or no belief)			X	
People with a disability (consider attitudinal, physical and social barriers)			X	
Age (consider across age ranges. This can include safeguarding, consent and child welfare)			X	
Lesbian, Gay and Bisexual			X	
Pregnancy and Maternity (consider working arrangements, part-time working, infant caring responsibilities)			X	
Other (please state)				

Equality Impact Assessment Continued

<p>Have any positive impacts been identified? (We must ensure at this stage that we are not achieving equality for one group at the expense of another)</p>	N/A
<p>Have any negative impacts been identified? (Based on direct knowledge, published research, community involvement, customer feedback etc.)</p>	N/A
<p>What action is proposed to overcome any negative impacts? (e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc)</p>	N/A
<p>Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome? (If the policy shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	N/A
<p>How will the policy be monitored? (How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc)</p>	N/A

Objectives:

To develop a sustainable inter-island ferry service that can be delivered within an environment of reducing resources

1. As a priority provide transport links to maximise economic activity throughout Shetland and provide links that maintain employment opportunities within Shetland
2. Provide transport links to promote social mobility and inclusion in a way which does not widen the equality gap;
3. Provide transport links that use a risk-based approach to managing safety within legislation requirements;
4. Provide transport links that maximise the ability to adapt to future influences external to the ferry service;
5. Provide transport links that minimise carbon emissions

Option No:		
Objective		
See key above for details of objectives	1	
	2	
	3	
	4	
	5	
Feasibility		
Risk and Uncertainty		
Community acceptability		
Cost to Government		
Traffic Modelling		
Economic assessment		
Further information required		
Use space here to detail any further info required to populate the above table		

Feasibility – Consider of option in light of above appraisal criteria

Risk and Uncertainty - Identify and mitigate risks and uncertainties (consider optimism bias)

Community Acceptability - Consider that acceptability may vary across different groups/communities

Option No: 14.10 Review need to retain relief vessels		Table: B (ii)
Brief description: Consider the relative costs and benefits of retaining the existing 2 relief ferries.		Type: Service Change 2
		Source document Ref: Workshop 3 – 5.1
Assessment Required:	Socio Economic	Equality
Consultation Required:	Communities & Stakeholders	Community Councils
<p>Origin:</p> <ul style="list-style-type: none"> Operational <p>Commentary/Specification:</p> <ul style="list-style-type: none"> SIC currently retains 2 Ro-Ro ferries that are not permanently deployed on routes. They are utilised for overhaul reliefs, breakdown cover and ad hoc other work such as charters. The requirement for relief vessels will be greater in coming years with the planned life extension programme for all ferries. This work should consider the balance of cost versus operational benefits. <p>Add essential requirements/criteria inc</p> <ul style="list-style-type: none"> Utilisation of relief vessels in recent years Life extension programme Future changes in legislation Availability of suitable vessels to charter Consultation with Communities <p>Existing Information or required information:</p> <ul style="list-style-type: none"> Recent utilisation Ship deployment spreadsheet – Colin Reeves Ship overhaul programme Life extension programme Work done by CR c 2009 Project savings analysis 		
Impact on capacity:	None	
Impact on frequency:	Yes – if a ferry breaks down or is removed to cover another service during a breakdown	
Impact on journey duration:	None	
Impact on user cost:	None	
Impact on cost to Council:	Ongoing annual saving of: £124,930 Attached details of Project savings analysis	
Might this option depend on another option or requirement? Yes/No If Yes, which option(s) or requirements	No	

Approved by Council 21 October 2012

Project Savings Analysis

Service Change 2

Option 14.10	Review need to retain relief vessels (reduce from 2 – 1)	
MV Thora		
VRY76721120	Other Repair & Maintenance Cost	£10,000.00
VRY76721172	Cleaning Materials	£500.00
VRY76721200	Equipment Purchase	£1,000.00
VRY76721272	Books/Publications	£400.00
VRY76721360	Miscellaneous	£1,000.00
VRY76721421	Dry Dock Contractors	£43,000.00
VRY76721423	Dry Dock Parts	£17,000.00
VRY76721425	Dry Dock Sundries	£2,900.00
VRY76721426	Slipping Charge	£2,400.00
VRY76721440	Transport Fuel	£12,444.00
VRY76721442	Lubricants	£1,000.00
VRY76721446	Licence	£30.00
VRY76721486	Transport Hired & Contr S	£15,000.00
VRY76721567	Central Mobile & Blackberry Charges	£0.00
VRY76721448	Transp/Moveable Plant Insurance	£17,479.00
VRY76721035	Water/Waste meter charge	£63.00
VRY76721160	Energy Costs Electricity	£714.00
		£124,930.00

This saving is targeted for 2014/15 at the earliest to complement the Vessel life extension programme

Equality Impact Assessment

Option No: 14.10 Review need to retain relief vessels

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities (consider different ethnic groups, nationalities, language barriers)			X	
Gender			X	
Gender Reassignment (consider transgender and transsexual people. This can include issues such as privacy of data and harassment)			X	
Religion or Belief (consider people with different religions, beliefs or no belief)			X	
People with a disability (consider attitudinal, physical and social barriers)			X	
Age (consider across age ranges. This can include safeguarding, consent and child welfare)			X	
Lesbian, Gay and Bisexual			X	
Pregnancy and Maternity (consider working arrangements, part-time working, infant caring responsibilities)			X	
Other (please state)				

Equality Impact Assessment Continued

<p>Have any positive impacts been identified? (We must ensure at this stage that we are not achieving equality for one group at the expense of another)</p>	N/A
<p>Have any negative impacts been identified? (Based on direct knowledge, published research, community involvement, customer feedback etc.)</p>	N/A
<p>What action is proposed to overcome any negative impacts? (e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc)</p>	N/A
<p>Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome? (If the policy shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	N/A
<p>How will the policy be monitored? (How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc)</p>	N/A

Objectives:

To develop a sustainable inter-island ferry service that can be delivered within an environment of reducing resources

1. As a priority provide transport links to maximise economic activity throughout Shetland and provide links that maintain employment opportunities within Shetland
2. Provide transport links to promote social mobility and inclusion in a way which does not widen the equality gap;
3. Provide transport links that use a risk-based approach to managing safety within legislation requirements;
4. Provide transport links that maximise the ability to adapt to future influences external to the ferry service;
5. Provide transport links that minimise carbon emissions

Option No:		
Objective		
See key above for details of objectives	1	
	2	
	3	
	4	
	5	
Feasibility		
Risk and Uncertainty		
Community acceptability		
Cost to Government		
Traffic Modelling		
Economic assessment		
Further information required		
Use space here to detail any further info required to populate the above table		

Feasibility – Consider of option in light of above appraisal criteria

Risk and Uncertainty - Identify and mitigate risks and uncertainties (consider optimism bias)

Community Acceptability - Consider that acceptability may vary across different groups/communities

Option No: 14.11 Community Runs		Table: C (ii)
Brief description: Either do not deliver community hires in the future or fund them through different means.		Type: Service Change 3
		Source document Ref: Workshop 3 – 5.2
Assessment Required:	Socio Economic	Equality
Consultation Required:	Communities & Stakeholders	Community Councils
<p>Origin:</p> <ul style="list-style-type: none"> • Service review <p>Commentary/Specification:</p> <ul style="list-style-type: none"> • Currently each island is allocated “runs” or extensions to existing service based on available budget and these are funded from the Rural Transport budget. • The aim of this option is to examine the impacts of removing this practice altogether or finding a method of alternative funding/ delivery i.e. <ul style="list-style-type: none"> ○ full cost recovery through fares ○ reduced scheduled service ○ deliver as part of an overall service package <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> • Community/ stakeholder consultation • Relationship with air services as an alternative • Impacts on freight runs to small isles • Unravel the linkage between through night manning and community runs on Yell Sound <p>Existing Information or required information:</p> <ul style="list-style-type: none"> • Council reports/ policy? • Single Status Collective Agreement • Project savings analysis 		
Impact on capacity:	None	
Impact on frequency:	Yes – reduce service	
Impact on journey duration:	None	
Impact on user cost:	None	
Impact on cost to Council:	Attach details of Project savings analysis	
Might this option depend on another option or requirement? Yes/No If Yes, which option(s) or requirements	No	

Option No: 14.12 Review Uniforms and PPE		Table: A
Brief description: To review the issue of uniforms and PPE to sea staff		Type: Operational Change 1
		Source document Ref: Workshop 3 – 5.4
Assessment Required:	None	
Consultation Required:	None	
Origin: <ul style="list-style-type: none"> Operational Service review Commentary/Specification: <ul style="list-style-type: none"> To review the issue of uniforms and PPE to sea staff To review the procurement of uniforms and PPE Add essential requirements/criteria inc <ul style="list-style-type: none"> There is a statutory requirement to issue adequate PPE for the jobs performed Stop providing uniforms? Corporate Image Authority – ability to recognise rank Emergency – ability to recognise individuals as crew and their rank Rationalise H & S Visible – ability to differentiate between crew and passengers on deck and in marshalling areas Control of the issuing of uniforms £34,000 Budget £23,000 Usual spend Existing Information or required information: <ul style="list-style-type: none"> Management Spreadsheet Stores study Project savings analysis 		
Impact on capacity:	None	
Impact on frequency:	None	
Impact on journey duration:	None	
Impact on user cost:	None	
Impact on cost to Council:	Budget reduction of £6,994	
Might this option depend on another option or requirement? Yes/No If Yes, which option(s) or requirements	No	

The procurement, quality and frequency of issue has been reviewed by Ferry Operations management and changes introduced that will generate an annual budget reduction of £6,994.70 based on present manning levels.

Append data

Ferry Operations

2012 Service Review Options

Option A - Rationalise stock

Provide vessels with general use oilskins. Introduce new less expensive splash proof trouser. Stop issue of Polo Shirt.

Provide new deckhand trouser.

Saving per 5 year: £4,686.60

Saving per year: £937.32

Option A - Rationalise Stock	Year 1 & 5		Year 2 & 4		Year 3	
	Saving	Expenditure	Saving	Expenditure	Saving	Expenditure
Instruction:						
Stop issue of oilskins	1428		1428		1428	
Introduce splash proof trouser 1per2yrs		850				850
Supply oilskin set to boats		1890				
Introduce new deckhand trouser		700				700
Stop issue of existing DH trouser	1015		1015		1015	
Stop issue of Polo Shirt	544		544		544	
Additional T-shirt supply		364		364		364
Totals	2987.32	3804	2987.32	364	2987.32	1914
Net Saving	-816.68		2623.32		1073.32	

Option B - Provide 25% less budget per person

Saving per year: £6,057.38

Option B - 25% entitlement reduction						
Discipline	Existing	Average yr spend	Less 25%	Saving per person	Qty	Saving per year
Master	210	167.10	125.33	41.78	24	1002.6
Mate	225	167.10	125.33	41.78	28	1169.7
Engineer	234	167.10	125.33	41.78	26	1086.15
Deckhand	234	167.10	125.33	41.78	67	2798.925
Totals	903	668.40	501.30	167.10	145	6057.375

Option C - Provide 50% less budget per person
 Saving per year: **£12,114.75**

Option C - 50% entitlement reduction						
Discipline	Existing	Average yr spend	Less 50%	Saving per person	Qty	Saving per year
Master	210	167.10	83.55	83.55	24	2005.2
Mate	225	167.10	83.55	83.55	28	2339.4
Engineer	234	167.10	83.55	83.55	26	2172.3
Deckhand	234	167.10	83.55	83.55	67	5597.85
Totals	903	668.40	334.20	334.20	145	12114.75

Option D - Rationalise Engineer issue
 Annual saving per Engineer: **£36.45**
 Saving per year: **£911.25**

Option D - Rationalise Engineer issue	Year 1		Year 2	
	Saving	Expenditure	Saving	Expenditure
Instruction:				
Issue 2 Overalls per annum		79		79
Issue one safety boot per 2 yrs		61		
Issue one Thermal Jacket per 2 yrs		42.1		
Current Issue	167			
Totals	167	182.1	167	79
Net Saving	-15.1		88	
Net Saving per Engineer over 2yrs	72.9			

Option E - Rationalise Deckhand issue to provide only PPE

Annual saving per deckhand: £27.45
 Saving per year: £1,372.50

Option C - Rationalise Deckhand issue	Year 1		Year 2	
	Saving	Expenditure	Saving	Expenditure
Instruction:				
Issue 2 Overalls per annum		88		88
Issue one safety boot per 2 yrs		61		
Issue Thermal Jacket 1 per 2year		42.1		
Current Issue	167			
Totals	167	191.1	167	88
Net Saving	-24.1		79	
Net Saving per Deckhand over 2yrs	54.9			

Option A - Rationalise stock	Saving per year:	£937.32
Option B - Provide 25% less budget per person	Saving per year:	£6,057.38

Total:	£6,994.70
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Option No: 14.13 Review delivery costs to drydocks		Table: C (ii)	
Brief description: Review crewing and other requirements when taking vessels from the service route to/ from a refit yard either within or outwith Shetland		Type: Operational Change 2	
		Source document Ref: Workshop 3 – 5.6	
Assessment Required:	None		
Consultation Required:	Staff and union(s)	Support Services	External Agencies
Origin: <ul style="list-style-type: none"> • Service review Commentary/Specification: <ul style="list-style-type: none"> • Review crewing and other requirements when taking vessels from the service route to/from a refit yard either within or outwith Shetland. • Determine impacts on effectiveness of liaison with Class and Flag State Surveyors. Add essential requirements/criteria: <ul style="list-style-type: none"> • Suitably qualified and experienced crew • Ability to satisfy MCA at exercise (requires fully familiarised crew) • Ability to liaise with Class and MCA surveyors to expedite work/ refit • Potential consequence on NAFC income Existing Information or required information: <ul style="list-style-type: none"> • Discussion document prepared by Colin Reeves • Exemption from overtime moratorium document • Project savings analysis 			
Impact on capacity:	None		
Impact on frequency:	None		
Impact on journey duration:	None		
Impact on user cost:	None		
Impact on cost to Council:	Attach details of Project savings analysis		
Might this option depend on another option or requirement? Yes/No If Yes, which option(s) or requirements	Yes Drydock contracts – 11.3		

This option is already covered by option 11.3 and the options for crewing on Yell Sound & Whalsay. The Project recommends to the Project Board that this option is discontinued

Option No: 14.14 Review crewing levels all routes		Table: C (ii)	
Brief description: Review manning of each vessel on a duty crew basis and on a total crew basis.		Type: Operational Change 2	
		Source document Ref: Workshop 3 – 5.7	
Assessment Required:	None		
Consultation Required:	Staff and union(s)	Support Services	External Agencies
Origin: <ul style="list-style-type: none"> • Service review • Ways to Save Commentary/Specification: <ul style="list-style-type: none"> • Review manning of each vessel on a duty crew basis (i.e. number of personnel on board at any one time) and on a total crew basis (i.e. total crew allocated to that vessel). Add essential requirements/criteria inc <ul style="list-style-type: none"> • Meet statutory requirements: Bigga – 4 crew Dagalien – 5 crew (6 when pax >95) Daggri – 5 crew (6 when pax >95) Filla – 4 crew, 5 on risk assessment (possible spend to save reduction to 4) Fivla – 4 crew (5 in categorised waters) Geira – 4 crew (5 in categorised waters) Good Shepherd IV – 2 crew but compliance with MGN 280 required) Hendra – 5 crew Leima – 5 crew (4 possible with restrictions) Linga – 5 crew Snolda – 2 deck officers, one engineer plus requirements of MSN 1767 Thora – 4 crew Existing Information or required information: <ul style="list-style-type: none"> • MCA certification for each vessel • Qualification document (CR) • Manning spreadsheet (CM) 			
Impact on capacity:	None		
Impact on frequency:	None		
Impact on journey duration:	None		
Impact on user cost:	None		
Impact on cost to Council:	Attach details of Project savings analysis		
Might this option depend on another option or requirement? Yes/No If Yes, which option(s) or requirements	Yes All options concerning vessel crewing		

This option is already covered by other route-specific options and the Project recommends to the Project Board that this option is discontinued min ref???

Option No: 14.15 Crew qualification, re-validation & training		Table: D (ii)	
Brief description: Review the qualifications required for each rank on each vessel on each route.		Type: Operational Change 2	
		Source document Ref: Workshop 3 – 6.1	
Assessment Required:	None		
Consultation Required:	Staff and union(s)	Support Services	External Agencies
Origin: <ul style="list-style-type: none"> • Service review • Staff Consultation Commentary/Specification: <ul style="list-style-type: none"> • Justify a rank and pay structure • Justify revalidation and costs • Establish base line for recruitment and agree processes for future staff development • Examine synergies with other Council marine function needs Add essential requirements/criteria: <ul style="list-style-type: none"> • Consultation with staff and union Existing Information or required information: <ul style="list-style-type: none"> • Payment of Professional Fees Policy • Training & Development policy • CR previous works – Qualification Levels of Crew on SIC Ferries 			
Impact on capacity:	None		
Impact on frequency:	None		
Impact on journey duration:	None		
Impact on user cost:	None		
Impact on cost to Council:	£5,744		
Might this option depend on another option or requirement? Yes/No If Yes, which option(s) or requirements	No		

14.15 – Certificate renewals:

Use lower certification for Leirna Engineers to allow Deckhands to act up rather than other Engineer on O/T.

Saving of 3 x 286 hours leave each at straight time rather than time and half. 858 hrs @ £13.39 / 2 = £5,744.

Equality Impact Assessment

Option No: 14.15 Crew qualification, re-validation & training

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities (consider different ethnic groups, nationalities, language barriers)			X	
Gender			X	
Gender Reassignment (consider transgender and transsexual people. This can include issues such as privacy of data and harassment)			X	
Religion or Belief (consider people with different religions, beliefs or no belief)			X	
People with a disability (consider attitudinal, physical and social barriers)			X	
Age (consider across age ranges. This can include safeguarding, consent and child welfare)			X	
Lesbian, Gay and Bisexual			X	
Pregnancy and Maternity (consider working arrangements, part-time working, infant caring responsibilities)			X	
Other (please state)				

Equality Impact Assessment Continued

<p>Have any positive impacts been identified? (We must ensure at this stage that we are not achieving equality for one group at the expense of another)</p>	N/A
<p>Have any negative impacts been identified? (Based on direct knowledge, published research, community involvement, customer feedback etc.)</p>	N/A
<p>What action is proposed to overcome any negative impacts? (e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc)</p>	N/A.
<p>Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome? (If the policy shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	N/A
<p>How will the policy be monitored? (How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc)</p>	N/A

Option No: 14.16 Examine fuel consumption and vessel speeds		Table: C (i)
Brief description: Examine if vessels can operate at a lower speed to save fuel		Type: Operational Change 1
		Source document Ref: Workshop 3 – 6.3
Assessment Required:	None	
Consultation Required:	None	
Origin: <ul style="list-style-type: none"> Operational Ways to Save Service review Commentary/Specification: <ul style="list-style-type: none"> Examine if vessels can operate at a lower speed to save fuel. Add essential requirements/criteria <ul style="list-style-type: none"> Safety Timetable considerations Relationship between engine performance and manufactures requirement and fuel savings. Existing Information or required information: <ul style="list-style-type: none"> General Fleet Circular 17/09 Project savings analysis 		
Impact on capacity:	None	
Impact on frequency:	None	
Impact on journey duration:	If vessels slow down journey times will increase	
Impact on user cost:	None	
Impact on cost to Council:	Attach details of Project savings analysis	
Might this option depend on another option or requirement? Yes/No If Yes, which option(s) or requirements	Yes Vessels deployment, re-engining M/V Filla and changes to timetables through adoption of other options	

The saving opportunities by this option have already been progressed by the service over the last 5 years and are being addressed further by other options being considered for each service area consequently the Project recommends to the Project Board that this Option is regarded as complete and Implemented

Option No: 14.17 Review standby and call-out provision		Table: D (ii)		
Brief description: Review the present arrangement and payments made to covering standby and call-out duties in the ferry service, afloat and ashore		Type: Operational Change 2		
		Source document Ref: Workshop 3 – 6.4		
Assessment Required:	None			
Consultation Required:	Staff and union(s)	Support Services	External Agencies	Executive Managers
Origin: <ul style="list-style-type: none"> • Service review Commentary/Specification: <ul style="list-style-type: none"> • Consider what has changed since arrangements were first put in place recognising changes in technology and requirements • Establish synergies and potential resource sharing opportunities with Ports and Harbours Operations and other Council services • Establish a requirement based on present need using up-to-date risk assessment • Research need for out of hours emergency cover and alternative means of delivering and funding. Add essential requirements/criteria: <ul style="list-style-type: none"> • Consultation with staff and union • Consultation with staff and their union(s) in other marine areas • Consultation with stakeholders e.g. blue light services, Emergency Planning • Ways to Save negotiations with SS staff Existing Information or required information: <ul style="list-style-type: none"> • SS collective agreement • Existing arrangement with Scottish Ambulance Service • Usage statistics 				
Impact on capacity:	None			
Impact on frequency:	None			
Impact on journey duration:	None			
Impact on user cost:	None			
Impact on cost to Council:	£7,486			
Might this option depend on another option or requirement? Yes/No If Yes, which option(s) or requirements	No			

Project Savings Analysis

Payment of Standby – IR 06/10
Each complete week of standby duty – payment of £80.76
For each public holiday in that week – additional payment of £15.16

14.17 Annual cost of providing Stand-by on the Bressay Service:

5 crew @ 52.18 weeks/year.	£21,070.28	
6 public Holidays	£454.80	
		£21,525.08
Employer NI Cost @ 10.4%	£2,238.61	
Employer Pension Costs @ 18.7%	£4,025.19	
TOTAL COST TO SERVICE		£27,788.88
Recovered from Ambulance Service 2011/12 (actual)	£20,303.04	
Shortfall needed to be recovered from 2012/13		£7,485.84

Equality Impact Assessment

Option No: 14.17 Review standby and call-out provision

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities (consider different ethnic groups, nationalities, language barriers)			X	
Gender			X	
Gender Reassignment (consider transgender and transsexual people. This can include issues such as privacy of data and harassment)			X	
Religion or Belief (consider people with different religions, beliefs or no belief)			X	
People with a disability (consider attitudinal, physical and social barriers)			X	
Age (consider across age ranges. This can include safeguarding, consent and child welfare)			X	
Lesbian, Gay and Bisexual			X	
Pregnancy and Maternity (consider working arrangements, part-time working, infant caring responsibilities)			X	
Other (please state)				

Equality Impact Assessment Continued

Have any positive impacts been identified? (We must ensure at this stage that we are not achieving equality for one group at the expense of another)	N/A
Have any negative impacts been identified? (Based on direct knowledge, published research, community involvement, customer feedback etc.)	N/A
What action is proposed to overcome any negative impacts? (e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc)	N/A.
Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome? (If the policy shows actual or potential unlawful discrimination you must stop and seek legal advice)	N/A
How will the policy be monitored? (How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc)	N/A

Option No: 14.18 Review all vessel deployment		Table: C (i)
Brief description: Consideration of the current deployment of the SIC inter island ferries (incl. reliefs) to see if the match of capability and demand is optimised.		Type: Service Change 1
		Source document Ref: Workshop 3 – 7.1
Assessment Required:	Environmental	
Consultation Required:	External Agencies	Relevant Community Councils
<p>Origin:</p> <ul style="list-style-type: none"> Operational <p>Commentary/Specification:</p> <ul style="list-style-type: none"> This option will consider the capacity requirements and classification of the routes and compare this with the vessel capacities and other capabilities. <p>Add essential requirements/criteria inc</p> <ul style="list-style-type: none"> Requires consideration of policy for deploying relief vessels for planned maintenance and breakdowns. Implications for overall fuel consumption. <p>Existing Information or required information:</p> <ul style="list-style-type: none"> Historic Carryings Known changes in demand Vessel capacities Certification requirements of routes Certification of vessels Project savings analysis 		
Impact on capacity:	Yes – dependant on vessel	
Impact on frequency:	None	
Impact on journey duration:	None	
Impact on user cost:	None	
Impact on cost to Council:	Attach details of Project savings analysis	
Might this option depend on another option or requirement? Yes/No If Yes, which option(s) or requirements	Yes Any options which relate to vessel capacity	

Ferry Operations review the deployment of dry docking relief vessels on a case by case basis taking account of the vagrancies of local conditions and seasonal traffic trends; consequently the Project is satisfied that the vessel deployment is already optimised and as a consequence recommends to the Project Board that this Option should be considered complete.

Option No: 14.19 Review ENG1 and ML5 revalidation costs		Table: D (ii)
Brief description: Establish a Council wide procedure of when and when not the Council will reimburse the costs associated with ENG1 and ML5 revalidations.		Type: Operational Change 2
		Source document Ref: Workshop 3 – 7.2
Assessment Required:	None	
Consultation Required:	Staff and union(s)	Support Services
<p>Origin:</p> <ul style="list-style-type: none"> • Service review <p>Commentary/Specification:</p> <ul style="list-style-type: none"> • Possession of a valid ENG1 is an essential requirement therefore all employees should be in possession of a valid ENG1 at the commencement of their employment (ML5 for workboats and pilot boats etc.) • Establish a robust procedure clearly specifying the circumstances where the Council will or will not cover the costs of revalidation • Consider effect on other Council services e.g. HGV drivers, VTS, Pilots <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> • Consultation with staff and union • Consultation with staff and their union(s) in other marine areas • Ways to Save negotiations with SS staff • Ensure understanding of the three elements of cost <ul style="list-style-type: none"> ○ Time ○ Travel ○ Fees <p>Existing Information or required information:</p> <ul style="list-style-type: none"> • Payment of Professional Fees Policy • Statistical records • External Information on Industry Practice [CR/KD] 		
Impact on capacity:	None	
Impact on frequency:	None	
Impact on journey duration:	None	
Impact on user cost:	None	
Impact on cost to Council:	£10,160	
Might this option depend on another option or requirement? Yes/No If Yes, which option(s) or requirements	No	

14.19 Review ENG1 and ML5 revalidation costs

ENG1

Staff requiring annual renewal	Fee	Total
127	80.00	£10,160.00

Equality Impact Assessment

Option No: 14.19 Review ENG1 and ML5 revalidation costs

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities (consider different ethnic groups, nationalities, language barriers)			X	
Gender			X	
Gender Reassignment (consider transgender and transsexual people. This can include issues such as privacy of data and harassment)			X	
Religion or Belief (consider people with different religions, beliefs or no belief)			X	
People with a disability (consider attitudinal, physical and social barriers)			X	
Age (consider across age ranges. This can include safeguarding, consent and child welfare)			X	
Lesbian, Gay and Bisexual			X	
Pregnancy and Maternity (consider working arrangements, part-time working, infant caring responsibilities)			X	
Other (please state)				

Equality Impact Assessment Continued

<p>Have any positive impacts been identified? (We must ensure at this stage that we are not achieving equality for one group at the expense of another)</p>	N/A
<p>Have any negative impacts been identified? (Based on direct knowledge, published research, community involvement, customer feedback etc.)</p>	N/A
<p>What action is proposed to overcome any negative impacts? (e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc)</p>	N/A.
<p>Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome? (If the policy shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	N/A
<p>How will the policy be monitored? (How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc)</p>	N/A

Option No: 14.20 Stop certain routes		Table: C (i)	
Brief description: Explore if it is practicable to cease delivery of services on certain routes.		Type: Service Change 3	
		Source document Ref: Workshop 3 – 7.3	
Assessment Required:	Economic Impact	Social Inclusion	Environmental Impact Staff Equality
Consultation Required:	Staff and union(s)	Support Services	External Agencies
<p>Origin:</p> <ul style="list-style-type: none"> Service review <p>Commentary/Specification:</p> <ul style="list-style-type: none"> Explore the Council’s statutory obligations and consider if services are actually required. <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> Legislative definition of Local Transport Plan Understanding if an alternative would develop if Council did not provide a transport link. Community/ stakeholder consultation. <p>Existing Information or required information:</p> <ul style="list-style-type: none"> Transport Act 1985 Section 63(2) Check this Transport (Scotland) Act 2005 Project savings analysis <div style="border: 1px solid black; padding: 5px; margin: 10px auto; width: fit-content;"> <ul style="list-style-type: none"> Require decision from the Project Board on the recommendation below Decision of the Board on 22 Feb 2012 is to replace this option with a specific option to review the level of service presently provided to Papa Stour </div>			
Impact on capacity:	Yes		
Impact on frequency:	Yes		
Impact on journey duration:	Yes		
Impact on user cost:	Yes		
Impact on cost to Council:	Attach details of Project savings analysis		
Might this option depend on another option or requirement? Yes/No If Yes, which option(s) or requirements	No		

Return to Board

- **Recommend rejection at stage 2 having considered the obligations placed on local authorities by the Scottish Government**
- **Superseded by Option 5.3 Review Level of Service – Papa Stour**

Option No: 14.21 Staff interchangeability arrangements		Table: D (ii)
Brief description: Develop a process whereby the present Council process can be set aside, by passed or amended to allow transfer of staff from vessel to vessel or crew to crew without being subjected to a recruitment process.		Type: Operational Change 2
		Source document Ref: Workshop 3 – 7.1
Assessment Required:	None	
Consultation Required:	Staff and union(s)	Support Services
<p>Origin:</p> <ul style="list-style-type: none"> • Service review <p>Commentary/Specification:</p> <ul style="list-style-type: none"> • Current interpretation of present Council policy is perceived to be restrictive • The service needs to be able to divert appropriately skilled and certificated staff to duties or vessels or routes that better meet geographic or skilling needs • Develop a robust procedure that can sit alongside or compliment existing policies <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> • Appropriately skilled, certificated and competent staff • Staff retention and recruitment • Consultation with staff/ unions • Succession plan <p>Existing Information or required information:</p> <ul style="list-style-type: none"> • Recruitment and Selection policy • Equalities legislation • Other Council policies • Project savings analysis 		
Impact on capacity:	None	
Impact on frequency:	None	
Impact on journey duration:	None	
Impact on user cost:	None	
Impact on cost to Council:	£13,500	
Might this option depend on another option or requirement? Yes/No If Yes, which option(s) or requirements	No	

Project savings Analysis:**Reduce recruitment cost & reduce overtime caused by delay in filling vacant posts****Assess net benefit****Ken Sheena data to follow 17 Jan 2013****£13,500****14.21 – Flexible staffing:**

Extra time taken filling vacant posts by not being able to transfer pool crew into rostered posts. Vacancies covered on overtime.

In 1 year, 4 recruitments taking 9, 11, 8 and 9 weeks extra to fill. Total of 37 weeks at difference between overtime and straight time ie 50%. Take average annual cost of Deckhand to Shetland Islands Council of £38k.

Extra cost therefore $0.5 \times 37/52 \times £38k = £13,500$.

Equality Impact Assessment

Option No: 14.21 Staff interchangeability arrangements

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities (consider different ethnic groups, nationalities, language barriers)			X	
Gender			X	
Gender Reassignment (consider transgender and transsexual people. This can include issues such as privacy of data and harassment)			X	
Religion or Belief (consider people with different religions, beliefs or no belief)			X	
People with a disability (consider attitudinal, physical and social barriers)			X	
Age (consider across age ranges. This can include safeguarding, consent and child welfare)			X	
Lesbian, Gay and Bisexual			X	
Pregnancy and Maternity (consider working arrangements, part-time working, infant caring responsibilities)			X	
Other (please state)				

Equality Impact Assessment Continued

<p>Have any positive impacts been identified? (We must ensure at this stage that we are not achieving equality for one group at the expense of another)</p>	N/A
<p>Have any negative impacts been identified? (Based on direct knowledge, published research, community involvement, customer feedback etc.)</p>	N/A
<p>What action is proposed to overcome any negative impacts? (e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc)</p>	N/A.
<p>Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome? (If the policy shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	N/A
<p>How will the policy be monitored? (How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc)</p>	N/A

Option No: 14.22 Remove Public radio and

Table: A

television viewing options from vessels	
Brief description: Remove Performing Rights Society licences from all vessels. Remove capability of televisions to receive or broadcast and remove the need to have television licences.	Type: Operational Change 1
	Source document Ref: Management consultation
Assessment Required:	None
Consultation Required:	None
Origin: <ul style="list-style-type: none"> • Service review – management consultation Commentary/Specification: <ul style="list-style-type: none"> • Remove Performing Rights Society licences from all vessels. • Remove capability of televisions to receive or broadcast • Remove the need to have television licences on Yell Sound and Skerries services Add essential requirements/criteria: <ul style="list-style-type: none"> • Allow passengers to use own portable equipment • Advise charterers to obtain own licences Existing Information or required information: <ul style="list-style-type: none"> • Revenue estimates • Project savings analysis 	
Impact on capacity:	None
Impact on frequency:	None
Impact on journey duration:	None
Impact on user cost:	None
Impact on cost to Council:	Ongoing annual saving of: £2,575.93 Attached details of Project savings analysis
Might this option depend on another option or requirement? Yes/No If Yes, which option(s) or requirements	No

The television and Performing Rights Society licences on vessels will not be renewed as off September 2012

Project Savings Analysis

Operational Change 1

Option No: 14.22		Remove Public radio and television viewing options from vessels		
			TV licence	PRS licence
VRY76611663	Licence Fees	Bigga	140.00	
VRY76621663	Licence Fees	Snolda	140.00	
VRY76631663	Licence Fees	Fivla	140.00	
VRY76651663	Licence Fees	Geira	140.00	
VRY76681663	Licence Fees	Hendra	140.00	
VRY76701663	Licence Fees	Leirna	140.00	265.53
VRY76731663	Licence Fees	Linga	140.00	265.53
VRY76751663	Licence Fees	Filla	140.00	113.81
VRY76761663	Licence Fees	Daggri	140.00	265.53
VRY76771663	Licence Fees	Dagalien	140.00	265.53
			1400.00	1175.93
				£2,575.93

Dates for renewal: January 20th (TV Licence), January 27th (PRS licence)

Option No: 14.23 Remove budget support to Infrastructure Review Team 2013/14		Table: C (i)
Brief description: Cease funding the post of Acting Ferry Services Manager.		Type: Operational Change 2
		Source document Ref: Service Review
Assessment Required:	None	
Consultation Required:	Staff union	Individuals
<p>Origin:</p> <ul style="list-style-type: none"> • Service review • Operational <p>Commentary/Specification:</p> <ul style="list-style-type: none"> • At end of Infrastructure Review Projects disband review team • Remove support funding <p>Add essential requirements/criteria:</p> <ul style="list-style-type: none"> • Assess remaining work to implement changes introduced by Project(s) <p>Existing Information or required information:</p> <ul style="list-style-type: none"> • Revenue salary estimates • Project savings analysis 		
Impact on capacity:	None	
Impact on frequency:	None	
Impact on journey duration:	None	
Impact on user cost:	None	
Impact on cost to Council:	Ongoing annual saving of: £58,034.00 Refer attached details of Project savings analysis	
Might this option depend on another option or requirement? Yes/No If Yes, which option(s) or requirements	No	

This Option has already been completed and the saving offered up elsewhere. To progress further would be double counting. Consequently the Project recommends to the Project Board that this option should be discontinued

Option No: 14.24 Review First Aid Allowance Payments		Table: B (i)
Brief description: Review the practice of paying First Aid Allowances to all staff.		Type: Operational Change 2
		Source document Ref: Management consultation
Assessment Required:	None	
Consultation Required:	Staff and Union	
Origin: <ul style="list-style-type: none"> Service review – management consultation Commentary/Specification: <ul style="list-style-type: none"> Reduce numbers of sea staff receiving allowance – consider paying to Mates only. Reduce numbers of shore support staff receiving allowance - conform to the principal applied across rest of Council. Reduce numbers of Engineering Support Staff receiving allowance – conform to principal applied across rest of Council. Add essential requirements/criteria: <ul style="list-style-type: none"> Revenue estimates Policy/Practice on First aid allowances Existing Information or required information:		
Impact on capacity:	None	
Impact on frequency:	None	
Impact on journey duration:	None	
Impact on user cost:	None	
Impact on cost to Council:	Ongoing annual saving of: £39,165	
Might this option depend on another option or requirement? Yes/No If Yes, which option(s) or requirements	No	

Approved by Council 21 October 2012

First Aid allowance – no of staff less 1/5 x £362 plus N/I @ 10.4%

There are currently 126 Ferries sea staff in receipt of First Aid Allowance as per the 2012/13 Salary Estimates (total £45,612). 4 of these posts may be deleted through other savings. Of the remaining 122, it is proposed that Mates will be the only posts to continue to receive this.

Resulting saving of 98 @ £362 plus 10.4% National Insurance contribution making **£39,165**
(Note: this is less than previously stated due to the number of posts being overstated)

Option No: 14.25 Increase Passenger and Domestic Vehicle Fares		Table: B (ii)
Brief description: Increase the fares for non multi-journey travellers		Type: Service Change 2
		Source document Ref: Service review & Consultation Exercise
Assessment Required:	Socio Economic	Equality
Consultation Required:	None	
Origin: <ul style="list-style-type: none"> • Service review • Consultation exercise Commentary/Specification: <ul style="list-style-type: none"> • Increase the fares for non multi-journey travellers • Target additional income from occasional travellers particularly: <ul style="list-style-type: none"> a) Non Commuters b) Shetland Visitors c) Occasional travellers Add essential requirements/criteria: <ul style="list-style-type: none"> • Vessel Carrying Statistics • Previous Fares Studies • Income statistics Existing Information or required information: <ul style="list-style-type: none"> • Revenue estimates • Project savings analysis 		
Impact on capacity:	None	
Impact on frequency:	None	
Impact on journey duration:	None	
Impact on user cost:	None	
Impact on cost to Council:	Ongoing annual saving of: Attached details of Project savings analysis	
Might this option depend on another option or requirement? Yes/No If Yes, which option(s) or requirements	No	

Approved by Council 21 October 2012

Project Saving Analysis

From the Ferry Service Fares Workshop – 07/08/2012:

Prime areas of focus for altering the fare structure were the adult passenger (£4.30 or £4.10) and car (£10 or £5) fares paid by occasional users.

The total annual income from infrequent users' car fare is £560,220; after discussion an increase of 25% was agreed upon – this would represent a new annual income of £700,275.

The total annual income from infrequent users' adult passenger fares is £154,018; after discussion an increase to a £5 fare was agreed – this would represent a new annual income of £179,091 (using the £4.30 fare as a benchmark).

In total this represents an overall increase in annual revenue of around £165,000; if this were implemented on the 1st of November 2012 (following the Council meeting on 31/10/2012) it was projected that around £55,000 would be raised over and above expected income before the end of the financial year 2012/13.

Infrequent travellers (non multi-journey ticket sales)						
	Adult			Cars		
	nos	income		nos	income	
Bressay	10,998	£31,688.50		13,944	£99,644.56	
-						
Whalsay	9,338	£38,247.40		14,433	£139,505.52	
-						
Skerries	1,229	£4,791.10		1,391	£6,674.40	
-						
Yell	18,565	£76,092.50		32,089	£311,707.36	
-						
Papa Stour	820	£3,198.00		522	£2,688.40	
-						
Fair Isle						
-						
TOTAL	40,950	£154,018	Current	62,379	£560,220	Current
		179091	increase by factor 5/4.3 representing £5 adult fare		700,275	Increase by 25% to £12.50

Equality Impact Assessment

Option No: 14.25 Increase Passenger Domestic Vehicle Fares

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities (consider different ethnic groups, nationalities, language barriers)			X	
Gender			X	
Gender Reassignment (consider transgender and transsexual people. This can include issues such as privacy of data and harassment)			X	
Religion or Belief (consider people with different religions, beliefs or no belief)			X	
People with a disability (consider attitudinal, physical and social barriers)			X	
Age (consider across age ranges. This can include safeguarding, consent and child welfare)			X	
Lesbian, Gay and Bisexual			X	
Pregnancy and Maternity (consider working arrangements, part-time working, infant caring responsibilities)			X	
Other (please state)				

Equality Impact Assessment Continued

<p>Have any positive impacts been identified? (We must ensure at this stage that we are not achieving equality for one group at the expense of another)</p>	N/A
<p>Have any negative impacts been identified? (Based on direct knowledge, published research, community involvement, customer feedback etc.)</p>	N/A
<p>What action is proposed to overcome any negative impacts? (e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc)</p>	N/A
<p>Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome? (If the policy shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	N/A
<p>How will the policy be monitored? (How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc)</p>	N/A

Option No: 14.26 Increase Vending Machine Prices		Table: A
Brief description: Increase the prices of vending machine and drinks machine products		Type: Operational Change 1
		Source document Ref: Service review & Consultation Exercise
Assessment Required:	None	
Consultation Required:	None	
Origin: <ul style="list-style-type: none"> • Service review • Consultation exercise 		
Commentary/Specification: <ul style="list-style-type: none"> • Increase the vending machine prices 		
Add essential requirements/criteria: <ul style="list-style-type: none"> • Sales statistics 		
Existing Information or required information: <ul style="list-style-type: none"> • Revenue estimates • Project savings analysis 		
Impact on capacity:	None	
Impact on frequency:	None	
Impact on journey duration:	None	
Impact on user cost:	Customers will pay more	
Impact on cost to Council:	Revenue Increase of £14,407	
Might this option depend on another option or requirement? Yes/No If Yes, which option(s) or requirements	No	

The vending machine and drinks dispensers prices on vessels have been increased to reflect the market rates expected full year revenue increase of **£14,407**

Project Saving Analysis

<u>Service</u>	<u>Income</u>	<u>Number of units sold</u>	<u>Increased income</u>	<u>Budget code</u>
<i>Bressay</i>	<i>£1,990.63</i>	<i>3,318</i>	<i>£331.77</i>	<i>GRY 7601 4201</i>
<i>Fetlar</i>	<i>£179.78</i>	<i>300</i>	<i>£29.96</i>	<i>GRY 7603 4201</i>
<i>Skerries</i>	<i>£960.00</i>	<i>1,600</i>	<i>£160.00</i>	<i>GRY 7606 4201</i>
<i>Unst</i>	<i>£485.18</i>	<i>809</i>	<i>£80.86</i>	<i>GRY 7607 4201</i>
<i>Whalsay Boat 1</i>	<i>£11,729.17</i>	<i>19,549</i>	<i>£1,954.86</i>	<i>GRY 7608 4201</i>
<i>Boat 2</i>	<i>£6,369.22</i>	<i>10,615</i>	<i>£1,061.54</i>	<i>GRY 7608 4209</i>
<i>Yell Boat 1</i>	<i>£14,076.23</i>	<i>23,460</i>	<i>£2,346.04</i>	<i>GRY 7609 4209</i>
<i>Boat 2</i>	<i>£13,287.31</i>	<i>22,146</i>	<i>£2,214.55</i>	<i>GRY 7609 4201</i>
	£49,077.52		£8,179.59	

The spreadsheet shows the total annual sales from each code, divides it by 60p to find the number of units sold then multiplied by 10p to find the extra income.

