

Coutts Lee@Marine and Air Operations

From: Grant Neil@Development
Sent: 22 June 2022 12:07
To: Craigie Michael@Transport Planning; Coutts Lee@Marine and Air Operations
Cc: Ferry and Terminal Replacement Programme
Subject: FW: LUFR2 - Letter of Support - IB & AI, Exec Manager

From: Ian C Best <ianbest@btinternet.com>
Sent: 22 June 2022 11:58
To: Grant Neil@Development <nrj.grant@shetland.gov.uk>
Subject: Re: LUFR2 - Letter of Support - IB & AI, Exec Manager

Dear Neil,
Thank you for your email. Please find support letter below. I've tried to keep it simple and brief.
Regards
Ian

Fair Isle Ferry - Application to UK Government Levelling Up Fund – Round 2

From: Ian Best, Master, Good Shepherd IV, Fair Isle.
To: Levelling Up Fund.

To whom it my concern,
I'm writing to you in support of my employers application to your fund in respect of the Fair Isle ferry.
The current vessel that I'm master of is a small, old, but sea worthy vessel. We do what we can to deliver a service to the isle. Our customers are truly the most understanding of people. They accept very frequent delays especially in winter with endless juggling around of cargo bookings due to limited capacity.
Many tourists visit Fair Isle staying at the world famous Bird Observatory. Passengers with knowledge of my ferry and the waters we pass through 'prefer' alternative transport to the isle. Capacity and cancellations effect everyone in the back pocket.
Experiences' on the Good Shepherd are the stuff of legend but really as the provider of these it's not something I'm especially proud of. Passengers with extra needs are not well catered for.
My job/life is in constant contact with the latest weather forecast as we cannot afford to 'miss a chance' to sail. In the winter it is often ten/twelve days or more since the previous sailing. My crew are ready to sail when ever I spot a chance, they don't always love me. The weather is worse nowadays but the forecasts are better!
The community has out grown the current ferry, it cannot now deliver what is required to an evolving and dynamic island. This is positive news from the most remotest of places.
Increasing operational days is the only way to improve the service. Safe, sheltered harbours and a strong able vessel. Please consider this application.
Best regards
Ian Best

On 21 Jun 2022, at 15:08, nrj.grant@shetland.gov.uk wrote:

Our Values

excellent service - taking personal responsibility - working well together

<LUFR2 - Letter of Support - IB & AI, Exec Manager.docx>