

## **OOH Users Group Notes – 28<sup>th</sup> April 2015**

NT opened the discussion and thanked everyone for their attendance.

It was noted that the service was a lifeline for many and that it was something that is held high with other Trusts who would also like to provide a similar service.

The question was asked about how the service could be operated within the financial restraints of the current budgets.

The discussion was then opened to the floor and the following comments were recorded:

Timings of the later evening sailings were sometimes too early for people who wished to be in town for a meal etc. and there was a feeling that the 10pm return could be adjusted to sail later.

In the winter the early sailing at 7.30 pm was sometimes too long to wait.

The Aberdeen sailings would only be accommodated if the passenger who had already booked the 10pm boat wished to return later, this could be very late if the Aberdeen boat is delayed. Confirmation of the charges was outlined to explain that if a passenger was asked to wait the cost would still be £7 although the passenger booking the Aberdeen ferry would be charged £15.

Groups such as the Darts were unable to use the earlier or later boat

Could Harvey be given more discretion in sailing times?

It was explained that there was a 30 minute waiting time if required.

Was there a possibility of an automatic text message service for all users with indications of sailings and cancellations?

Could Emergency and additional boats be added by Harvey.

Does the service need to be 9-5 Monday to Friday?

Cancelling on a Friday for the whole of the weekend is too long a time if the weather improves.

Could fares be increased to cover the cost of additional staff?

Possibility of the volunteer taking calls at the weekend for free ferry journey.

Board Members to take the phone

Can cancellations and changes be made to Harvey direct?

Place boats on the calendar all the time with or without passengers.

Any changes in timings would need to go to the community.

At what age are children still charged £2?

Clarification about children booking boats and travelling alone.

At this point it was decided to make some proposals to take forward.

It was asked if anyone would like to take on the bookings over the weekend and after no responses, Eileen Phillips agreed to volunteer.

It was then agreed that the following things would be taken to the Board for action and discussion.

- Weekend phone service between 2-4pm Saturday and Sunday
- Speak to Harvey to see if he could take on additional duties and have more responsibility for decisions
- Later flexibility in the late sailings
- The possibility of the master being able to add additional runs to the service.
- Look into multiple messaging

This meeting would be reviewed in 3-4 month time.