



Public Document Pack

COUNCIL OF THE ISLES OF SCILLY

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11 November 2013

To: Councillors C R Thomas (Chairman), S M Sims (Vice-Chairman),
Mrs K M Bennett, C R Daly, A J G Davis, R Dorrien-Smith, J L Francis,
Mrs A J Martin, R I McCarthy and G O'Neill

Dear Member,

You are requested to attend a meeting in the Council Chamber - Old Wesleyan Chapel, as follows:-

Committee: **Transport Committee**

Date and Time: **Tuesday, 19 November 2013 at 1.30 pm**

The Agenda is set out below. If you have any queries regarding the content please contact the Administration Officer via committee@scilly.gov.uk or phone 01720 424000.

Yours sincerely,

A handwritten signature in blue ink, reading "Barry A. Keel".

BARRY A KEEL
Interim Chief Executive

AGENDA

- 1 Declarations of Interest
Members and Officers should declare personal or prejudicial interests, stating the agenda item number and the reason for the declaration.
- 2 Minutes (Pages 1 - 18)
To confirm as a correct record the minutes of the Transport Committee on 18 July 2013 (Min no's TS30/13 – TS42/13)

To confirm as a correct record the minutes of the Transport Committee on 24 September 2013 (Min no's TS43/13 – TS52/13)
- 3 Urgent Items
Any items considered urgent by the Chairman.

PART 1 REPORTS REQUIRING A DECISION

- 4 Airport Finance and Activity Monitoring 2013/14 (Pages 19 - 52)
Report of Head of Finance and Reporting
- 5 St Mary's and Penzance Quay Update (Pages 53 - 54)
Report of Strategic Investment Framework Manager
- 6 Transport Survey Results (Pages 55 - 208)
Report of Economic Development Officer
- 7 Isles of Scilly Airport Opening Hours 2014/15
Report of Senior Airside and Fire and Rescue Officer (*to follow*)
- 8 Isles of Scilly Airport and Land's End Airport Development Project (Pages 209 - 210)
Report of Strategic Investment Framework Manager
- 9 Appointment to Airport Management Group (Pages 211 - 212)
Report of Administration Assistant

PART 2 REPORTS FOR INFORMATION ONLY

- 10 Airport Management Group - Update (Pages 215 - 224)
Report of Economic Development Officer
- 11 Annual Airport Safety Report (Pages 225 - 228)
Report of Senior Airside and Fire and Rescue Officer
- 12 CAA Aerodrome and RFFS Audit (Pages 229 - 238)
Report of Senior Airside and Fire and Rescue Officer
- 13 General Report - Airport (Pages 239 - 242)
Report of Senior Airside and Fire and Rescue Officer
- 14 Air Traffic Control Staff Duties (Pages 243 - 244)
Report of Chief Fire Officer

PART 3 REPORTS CONTAINING EXEMPT INFORMATION

- 15 Exclusion of the Public
That under section 100(A)(4) of the Local Government Act 1972, the public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in paragraph 2 of Part 1 of Schedule 12A of that Act (as amended).
(being information about the business affairs of particular persons)
- 16 Airport Management
Report of Chief Planning and Development Officer (*to follow*)

Agenda Item 2

MINUTES OF A MEETING OF THE TRANSPORT COMMITTEE HELD ON THURSDAY, 18 JULY 2013 AT 6.30 PM

Present:	Councillor C R Thomas (Chairman). Councillors Mrs K M Bennett, C R Daly, A J G Davis, R Dorrien-Smith, Mrs A J Martin, D Mumford, R I McCarthy, G O'Neill and S M Sims (Vice Chairman)
In Attendance:	Councillor Mrs Fran Grottick Councillor Mrs Avril Mumford
Apologies:	Councillors J L Francis
Staff Present	Strategic Investment Framework Manager, Senior Airside and Fire and Rescue Officer, Senior Air Traffic Controller, Administration Assistant, Economic Development Officer, Head of Finance and Reporting and Chief Planning and Development Officer

TS30/13 Declarations of Interest

The Chairman said that he would like it stated that he is not a shareholder or director of the Isles of Scilly Steamship Company, as has been suggested in the community.

Councillor D Mumford declared a non-registerable interest as a small shareholder of the Isles of Scilly Steamship Company.

Councillor Mrs K M Bennett declared a non-registerable interest as the co-ordinator of the Friends of Island Transport lobby group, and also declared a non-registerable interest in Item 7 as a business rate payer.

Councillor R Dorrien-Smith declared a non-registerable interest as a small shareholder of the Isles of Scilly Steamship Company.

Councillor A J G Davis declared a non-registerable interest as a small shareholder of the Isles of Scilly Steamship Company, and also as an aircraft owner.

TS31/13 Minutes

Councillor A J G Davis felt that minute 24/13 should specify 'airport terminal'.

Resolved:

- 1 That with the above amendment the Minutes of the Transport Committee on 11 April 2013 (Min No's TS17/13 – TS27/13) be accepted as a true record and signed by the Chairman.

- 2 That the Minutes of the Transport Committee on 28 May 2013 (Min No's TS28/13 – TS29/13) be accepted as a true record and signed by the Chairman.

TS32/13 Urgent Items

There were no urgent items.

PART 1 REPORTS REQUIRING A DECISION**TS33/13 Revenue Budget Outturn 12/13**

The Head of Finance and Reporting presented his report entitled 'Revenue Budget Outturn 2012/13' and dated 9 July 2013.

He said that the turnout is better than first expected and that £35,000 was put into the reserves though some of this is earmarked for a slipped payment to Parsons Brinkerhoff relating to work undertaken in 12/13.

He explained that all depreciation costs only relate to the airport buildings and the runways.

Councillor R Dorrien-Smith said that he felt the report was very clear and a well-written document.

Resolved:

That the out-turn of the Transport Committee be noted.

TS34/13 Finance and Activity Monitoring

The Head of Finance and Reporting presented his report entitled 'Finance and Activity Monitoring 2013/14' and dated 11 July 2013.

He said that budgetary estimates were based on 108,000 passengers using the airport during the year, and 9,000 landings occurring, but these figures are currently very unlikely to be met and that this will impact on the anticipated £200,000 per annum saving that was intended to be put aside over the next 20 years.

The Senior Airside and Fire and Rescue Officer remarked that it is important to note that the figures only relate to the first few months of what is a 20 year plan and that this should be considered. He also noted that 90% of income is generated from flights and that the commercial side of operations needed to be more fully investigated.

Councillor Mrs K M Bennett asked if Scillonian III passenger numbers have increased and if this has had an impact on flights.

Mr C Gregory commented that they have recorded a 20% increase compared with January to June last year, but that this still represents an overall decrease of 12% in visitors to the islands compared with last year.

Councillor R Dorrien-Smith said that decreases on last year are especially not encouraging as last year's numbers were themselves very concerning.

Resolved:

- 1 That the significant reduction with activity and income and the impacts to our income forecasts be noted.
- 2 That the Airport Management Group will, by the next Transport Committee:
 - a. Re assess the Asset Replacement Plan and revise costs, replacement periods and assets required;
 - b. Have reviewed all expenditure, the efficiency of the operation and prepared options for the Transport Committee to consider.
 - c. Assessed and prepared plans, forecasts and the charges of the areas where additional income could be generated.

TS35/13 Charter Flight and Training Flight Charges

The Senior Airside Operations Officer presented his report entitled 'Charter Flight and Training Flight Charges' and dated 14 June 2013.

He said that this is an area where income can be easily generated and would bring us in line with fees and charges operated by other airports.

Councillor A J G Davis asked if this would affect concessions enjoyed by local pilots.

Councillors Mrs K M Bennett asked if this would also affect humanitarian flights operated by Skybus or private operators.

The Senior Airside Operations Officer said that it would not affect local concessions.

Councillor Mrs A J Martin said that she believed that humanitarian flights should be exempt from these charges.

The Senior Airside Operations Officer also assured Councillors that RNAS Culdrose flights do not fit the criteria as they are not private charter, and so will not be charged.

Resolved:

- 1 That a 'charter flight' out of hours charge be set at twice the existing extension charge, totaling £757.44 per hour of use, be approved.
- 2 That a 'training flight' landing charge of 40% of the standard landing charge be approved.
- 3 That the new fees and charges detailed, in accordance with Financial Regulation 66.5, be submitted to Policy and Resources for approval.
- 4 That flights undertaken for 'humanitarian purposes' be exempt from charter flight charges.

TS36/13 Funding Options Airport

The Head of Finance and Reporting presented his report entitled 'Airport Funding Options' and dated 11 July 2013.

Councillor Mrs K M Bennett said that she believed the best options on the table are to lease the airport or transfer it, thus alleviating the Local Authority of the financial burden associated with it.

Councillor R Dorrien-Smith said that he would not entertain the options listed before we were absolutely certain that all running costs of the airport were as streamlined as possible, and that this should be the focus of work to be undertaken and this be done by an independent body and not through the Airport Management Group.

He also felt that the subsidising of ventures often do not work as it is not tackling the root cause of the issue which is dwindling passenger numbers, and that any such talk of subsidies might be better utilised by the Islands Tourism and Business Partnership (ITBP).

Councillor S Sims asked if Lands End Airport was a good comparator for studying costs.

The Senior Air Traffic Control Officer said that St Mary's Airport is far busier than Lands End and would therefore not be an accurate comparator.

Councillor R Dorrien-Smith asked if there was an upper-limit to burdening the tax payer with funding the airport.

The Head of Finance and Reporting said that Council Tax rises can be set anywhere upto 5% but anything over that would require a referendum to take place.

Resolved:

- 1 That a deep audit of the airport be undertaken and presented to the next Transport Committee
- 2 That revenue-increasing measures based around those set out in Option 10 be investigated and presented to the next Transport Committee.

TS37/13 St Mary's and Penzance Quay Update

The Strategic Investment Framework Manager presented her report entitled 'St Mary's and Penzance Quay Update' and dated July 2013.

She highlighted that she had received notification today that Cornwall Council have submitted their business plan to the DCLG, and that our role in the quay projects is that of a facilitator only.

The Chairman said that he recently undertook a trip to Westminster to meet with Norman Baker MP, along with partners from Cornwall Council and Penzance Town Council, and that this meeting was very successful and that the project would go forward. Norman Baker MP also very clearly indicated that the cap on the project was £10m and that any over-spend would not be permitted, but the Chairman noted that Cornwall Council stepped in and said that they would under-write any such overspend themselves.

Councillor Mrs A J Martin proposed that a vote of thanks be extended to the Strategic Investment Framework Manager for the work she has undertaken in order to achieve this outcome for the islands.

Councillor Mrs K M Bennett also asked that thanks be extended to Penzance Town Council, and also to Cornwall Council, for their work and support.

Councillor R Dorrien-Smith said that it should also be recognised that the investment in Penzance Harbour would signal only Phase One of what is intended to be a complete redevelopment of the harbour area, and that this can only be good news for Scilly.

Mr C Gregory remarked that the Duchy of Cornwall are also investing £2m into the St Mary's Quay Project, and he also said that HRH Prince of Wales held a meeting on Monday with various partners in the project and that he was fully supportive of the work being undertaken.

Resolved:

- 1 That the submission of the ERDF and DFT Business plan be approved.
- 2 That there be no significant Value engineering on the St Mary's project.

TS38/13 Transport Survey

The Economic Development Officer presented his report entitled 'Transport Survey' and dated 10 July 2013.

He said that phone interviews of residents have already begun, and that 519 visitor survey respondents have completed the survey already and that if the survey continues at this rate of response then it will provide a depth of data-sets that we have not experienced before.

Councillor Mrs A J Martin said that she would like to run exit surveys at the airport and would be interested to know if this could happen.

The Economic Development Officer said that this could be further contemplated after the finish and evaluation of this survey.

Resolved:

- 1 That the progress with regards the Transport Survey be noted.
- 2 That the use of information from this survey to inform the discussion on the potential of scheduled airline services to the islands on a Sunday be approved.

TS39/13 Exploration of Sunday Flying

The Economic Development Officer presented his report entitled 'Exploration of Sunday Flying' and dated 10 July 2013.

He said that a full discussion on this topic has never materialised and that now is the time to undertake an in-depth study of the implications of scheduled Sunday flying.

Councillor Mrs K M Bennett asked that a amendment be made to the recommendation that all work be completed with a suitable timescale to allow for Sunday flying to commence in 2014, if Sunday flying be deemed appropriate.

Resolved:

That work be undertaken by the Airport Management Group to explore the potential of scheduled airline services to the islands on a Sunday including a review of the business case, consultation with stakeholders and discussions with the Isles of Scilly Steamship Company, and that it be done in a timely fashion to allow for scheduled Sunday flying to begin in 2014.

TS40/13 St Mary's Airport and Land's End Airport Development Project

The Strategic Investment Framework Manager presented her report entitled 'St Mary's Airport and Land's End Airport Development Project' and dated July 2013.

She said that no publicity on the works can be undertaken until the contracts have been signed-off.

Councillor Mrs K M Bennett said that she felt the news was welcomed but that in future it should be regarded as proper to consult the Transport Committee in projects that involve Lands End runway hardening, or any such partnership working with Lands End Airport or the Isles of Scilly Steamship Company.

She also asked what degree of risk that the Isles of Scilly Steamship Company are being exposed to for this project, compared with the local authority.

The Strategic Investment Framework Manager said that all financial risk on the Land's End development will lie with the Isles of Scilly Steamship Company, and that any overruns will be their responsibility also, and that there will likely be two separate contracts used to undertake the projects at St Mary's and Land's End.

Councillor Mrs K M Bennett remarked that it would be ironic if the price of a Skybus fare increased after having received all this assistance from the local authority and through grant funding.

The Strategic Investment Framework Manager said that she felt that the works are designed to stabilise costs, so that scheduled flights can continue throughout the year and provide stability in the passenger market.

Councillor Mrs A J Martin felt that the work of the Strategic Investment Framework Manager was of the highest order and that she should be congratulated.

The Chairman endorsed these comments, also offering his thanks to the Strategic Investment Framework Manager.

Councillor R Dorrien-Smith commented that he felt that St Mary's Airport should now be renamed Isles of Scilly Airport, as it now represented the only flight gateway to the islands and that this would be more useful for marketing purposes going forward.

The Chairman said that he was happy to consider this proposal at the next meeting of this committee, and that a report should accompany it.

Resolved:

- 1 That the progress report, and the decision of Policy and Resources, be noted, to take the project to the next stage of contract agreement with DCLG.

- 2 That a report be brought back to the next committee meeting to consider a change of name for St Mary's Airport.

PART 2 REPORTS FOR INFORMATION ONLY

TS41/13 Airport Management Group minutes

Resolved:

That the report of the Economic Development Officer entitled 'Airport Management Group – Update' and dated 9 July 2013 be accepted for information only.

TS42/13 General Report - Airport

Resolved:

That the report of the Senior Airside Operations Officer entitled 'General Report – Airport' and dated 10 July 2013 be accepted for information only.

The Meeting ended at 8.07 pm

MINUTES OF A MEETING OF THE TRANSPORT COMMITTEE HELD ON TUESDAY, 24
SEPTEMBER 2013 AT 6.30 PM

Present: Councillor C R Thomas (Chairman).
Councillors Mrs K M Bennett, C R Daly, R Dorrien-Smith,
J L Francis, Mrs A J Martin, D Mumford, R I McCarthy,
G O'Neill and S M Sims

Apologies: Councillors A J G Davis

Staff Present Strategic Investment Framework Manager, Senior Airside
and Fire and Rescue Officer, Administration Assistant,
Economic Development Officer, Chief Planning and
Development Officer, Director of Finance and Resources
and Chief Fire Officer

TS43/13 Declarations of Interest

Councillor Mrs K M Bennett declared a non-registerable interest as the coordinator of FRIST.

Councillor D Mumford declared a non-registerable interest as a small shareholder in the Isles of Scilly Steamship Company.

Councillor R Dorrien-Smith declared a non-registerable interest as a small shareholder in the Isles of Scilly Steamship Company.

The Vice-Chairman declared a non-registerable interest as the brother-in-law of the Acting Airport Manager.

Mr J Marston declared a disclosable pecuniary interest as the Managing Director of the Isles of Scilly Steamship Company.

TS44/13 Urgent Items

The Chairman said that there were no urgent items.

PART 1 REPORTS REQUIRING A DECISION

TS45/13 St Mary's Airport: 7 Days Per Week Operations

The Economic Development Officer presented his report entitled 'St Mary's Airport; 7 Days Per Week Operations' and dated 16 September 2013.

He said that the decision on this needs to be made from a clear economic standpoint and that Members must be mindful of a long-term decline in visitor numbers which dates back to 2002. He handed out an amendment to the original recommendations and these read:

- 4.1 *That the Transport Committee recommend to Full Council that a piece of work be undertaken to understand the requirements of developing working*

practices that will enable the flexibility to offer seven days a week operations at St Mary's Airport.

- 4.2 *That the move to 7 days a week operations would be a business decision based on the needs of the airport's single client, the economic demand for the service from businesses on the islands and the ability of St Mary's Airport to provide this service in a cost effective manner.*
- 4.3 *That the hours of opening will be dictated by the operator needs but that the costs of the service will be covered by charges such that there is a zero net impact on the overall airport budget.*
- 4.4 *That any schedule proposed to implement a 7 day a week service be discussed and agreed by the Airport Management Group prior to presentation to this Committee and Full Council prior to its adoption. This schedule is to be accompanied by a financial review and analysis of the operations to ensure no net additional costs and no financial risks to the Council. Private sector partners will be approached in order to share the risks associated with any changes to flying times prior to any decision being made.*

Councillor R Dorrien-Smith said that the viability of the airport was of the utmost importance to the economic welfare of the islands and that it is inconceivable that the committee resolves to do nothing to try to arrest the decline in visitor numbers and that resolving to move to Sunday operations could be a 'game changing' decision. He said that he had calculated that they would need only 5606 passengers to use the Sunday service over the course of a year to repay the initial estimated outlay of £74,000 to enable Sunday operations over a year.

He highlighted the need for an alternative to the recommendation in the report and he tabled his own recommendations which were:

- 4.1 *That the Transport Committee approve the proposal to open St Mary's Airport 7 days a week in the interests of the viability of the airport and the positive impact that is anticipated for the economy of Scilly, the islanders, visitors and the operators.*
- 4.2 *That all operational matters relating to staffing, timetables and costs be agreed between the airport management and the air operators. All such decisions to be monitored by the Airport Management Group.*
- 4.3 *That the new timetable should commence no later than 1 April 2014 unless prevented by circumstances beyond the control of the interested parties.*

Councillor Mrs K M Bennett said that she supported the proposal by Councillor R Dorrien-Smith.

Councillor J L Francis said that he supported the proposal by Councillor R Dorrien-Smith and commented that he also felt the market for young professionals was suffering due to the lack of access to and from the islands on Sunday as many people needed to be back in work on Monday. He added that he felt the success of the Sunday sailings of Scillonian III is a valuable indication of the demand for movement on Sundays.

Councillor D Mumford said that he would like to know more detail about the 'demand' for Sunday travel as he felt that this had not yet been outlined, and also the cost of Sunday opening.

The Chief Planning and Development Officer said that the Local Authority must not be put at financial risk and until a detailed report that shows the likely costs to running the airport for seven days per week has been properly scrutinised by Officer and Members then a decision should be deferred until that time.

The Director of Finance and Resources and Section 151 Officer said that he endorsed the need for a full financial analysis before committing to the approval of seven day opening. He also pointed out that the airport is a ring-fenced trading account and that it has to be self-sustaining, so that the cost is not passed onto local taxpayers. He advised Members to defer the decision to open on Sundays until a proper financial evaluation has been completed.

Councillor R I McCarthy said that he believed that the only course of action open to the Transport Committee on this matter was to recommend a decision to Full Council, and he asked for confirmation to this effect.

The Administration Assistant said that he had discussed this with the Administration Officer and the Legal Officer and their opinion was that the matter was a strategic one and that it should go to Full Council for approval.

Councillor G O'Neill remarked that the operator would not contemplate offering a Sunday service if they felt that there was no demand for it, it must therefore be financially viable.

The Chief Fire Officer commented that there will definitely be financial implications to running a seven day service and that there will also be issues around contract arrangements and management, and that this already has been highlighted by the CAA as an issue at the airport.

Councillor Mrs A J Martin said that she had misgivings about the financial implications and was unclear at this stage what they might be, and so to make a decision under such circumstances would not be permissible, indeed, by law councillors are not allowed to make decisions without fully considering the full risk to their local authority. She also felt that she was unsure of the calculation by which it is mooted that the £74,000 outlay from the Council would be repaid, and felt it needed some more analysis.

Councillor R Dorrien-Smith said that his calculation of 5606 passengers to cover the outlay of £74,000 was based on each person paying the landing fee charge of £13.60 but admitted that his calculation may have been crude.

Councillor D Mumford said that any loss suffered by the Local Authority would have to be put back onto passengers, and that this represented a real risk that merited further financial analysis before proceeding.

Mr J Marston said that any decision taken would have an unknown cost element to it for the long-term anyway, and that this would never be known until it was tried. He also remarked that he felt that now was the time to take risks, just as he had done with the Isles of Scilly Steamship Company over the last 12 months in investing in the strengthening of the sea and air route to Scilly and that they now needed the help of the Local Authority to enable them to push on that bit further and try something new to help arrest the decline in visitor numbers.

A vote was taken on Councillor R Dorrien-Smith's recommendations:

- 4.1 *That the Transport Committee approve the proposal to open St Mary's Airport 7 days a week in the interests of the viability of the airport and the positive impact that is anticipated for the economy of Scilly, the islanders, visitors and the operators.*
- 4.2 *That all operational matters relating to staffing, timetables and costs be agreed between the airport management and the air operators. All such decisions to be monitored by the Airport Management Group.*
- 4.3 *That the new timetable should commence no later than 1 April 2014 unless prevented by circumstances beyond the control of the interested parties.*

Resolved:

- 1 *That St Mary's Airport be opened for 7 days a week in the interests of the viability of the airport and the positive impact that is anticipated for the economy of Scilly, the islanders, visitors and the operators.*

(This vote was won by 7 to 2, with Councillors C R Thomas, S Sims, R Dorrien-Smith, Mrs K M Bennett, C R Daly, J L Francis and G O'Neill voting in favour of the recommendation. Councillors R I McCarthy and D Mumford voted against the proposal, and Councillor Mrs A J Martin abstained from voting.)

- 2 *That all operational matters relating to staffing, timetables and costs be agreed between the airport management and the air operators. All such decisions be monitored by the Airport Management Group.*

(This vote was won by 7 to 2, with Councillors C R Thomas, S Sims, R Dorrien-Smith, Mrs K M Bennett, C R Daly, J L Francis and G O'Neill voting in favour of the recommendation. Councillors R I McCarthy and D Mumford voted against the proposal, and Councillor Mrs A J Martin abstained from voting.)

3 That the new timetable be commenced no later than 1 April 2014 unless prevented by circumstances beyond the control of the interested parties.

(This vote was won by 7 to 2, with Councillors C R Thomas, S Sims, R Dorrien-Smith, Mrs K M Bennett, C R Daly, J L Francis and G O'Neill voting in favour of the recommendation. Councillors R I McCarthy and D Mumford voted against the proposal, and Councillor Mrs A J Martin abstained from voting.)

The Chief Planning and Development Officer said that he believed the decision was not made in accordance with the Terms of Reference of the committee as established at Full Council in May 2013.

The Administration Assistant said that he believed this to be the case also, and noted that Full Council can recall a decision if they felt that a committee was acting outside of its remit.

Councillor R Dorrien-Smith said that he felt the decision to move to Sunday opening was an operational decision and not a strategic decision.

Councillor Mrs K M Bennett agreed with this and felt it to be a purely operational decision.

Councillor Mrs A J Martin said that she would be happy to hold a Special Council to discuss this if that was what Members wanted.

Councillor D Mumford proposed a recommendation 4.4 that the decisions taken today also be taken to Full Council for approval.

There was no seconder for this motion and the proposal was lost.

TS46/13 St Mary's Airport Seven Day Operation Costs

The Chief Fire Officer presented his report entitled 'Airport Seven Day Operation' and dated 11 September 2013.

He said that he would have to revisit his figures because he wasn't aware that the Local Authority paid time-and-a-half for working on Sundays.

Councillor G O'Neill asked why there was a need for more air traffic controllers when the present staff already ran operations on a Sunday for rescue flights.

The Chief Fire Officer said that this was a different classification as they were out-of-hours and not paid in the same way as a normal working day.

Councillor J L Francis felt that an independent advisor should be sought to offer advice on this matter.

(Councillor C R Daly left the meeting)

Councillor R I McCarthy commented that Lands End air traffic control staff are contracted for upto 50 hours of work per week whereas on St Mary's they are contracted for 37 hours per week, and asked how this was possible.

The Chief Fire Officer replied that this is because St Mary's airport staff are employed under contracts from the Council of the Isles of Scilly, whereas Lands End are employed privately through the Isles of Scilly Steamship Company.

Councillor R Dorrien-Smith made a proposal that the Civil Aviation Authority be asked to meet with Councillors to discuss this in more detail and to give Members a better understanding of the regulations and how they relate to us and whether or not we can negotiate a better solution at less cost.

The Chairman seconded this proposal and felt that there has been conflicting information in this area for a long time now that needed to be cleared up.

The Chief Fire Officer welcomed the idea but also warned that this might also lead to the Civil Aviation Authority become more aware of long-term issues which may not help the Local Authority.

Resolved:

- 1 That the report be noted.
- 2 That a meeting with the Civil Aviation Authority be arranged with Members of the Transport Committee to look at potentially negotiating conditions that affect St Mary's Airport.

TS47/13 St Mary's Airport Asset Replacement Plan

The Chief Fire Officer presented his report entitled 'Airport Asset Replacement Plan' and dated 11 September 2013.

He drew Members attention to the changes contained in the document and noted that the runway and the replacement fire service vehicles are the two most costly aspects and so he wanted to look at ways of minimising these costs where possible and that part of this may be in extending the life of both assets.

The Chairman remarked that the cost of the runway in 20 years time would likely be less than we are currently saving for because we would be starting from an improved position unlike we are now.

The Director of Finance and Resources and Section 151 Officer commented that the Local Authority should still be saving towards meeting these original costs, regardless of the possible extension of service life of those assets and the anticipated saving that might result from this.

Resolved:

- 1 That the changes to the asset replacement plan be approved.
- 2 That it be agreed that the asset management plan is routinely reported to the Airport Management Group.
- 3 That it be agreed that a detailed review be brought via the Airport Management Group to the Transport Committee when the full scope of the project and costs are known.
- 4 That it be agreed that a range of other financial options for funding the runway and infrastructure are explored in conjunction with the recommendation 4.3 above.

TS48/13 St Mary's Airport Efficiency: Contracts & Maintenance

The Chief Fire Officer presented his report entitled 'Airport Efficiency: Airport Contract and Maintenance Spend' and dated 13 September 2013.

He said that many savings have been made in this area by using existing staff to carry out tasks that would otherwise have been outsourced, such as simple runway repairs, but that this was not always possible. He added that there are other costs that result from the lack of suitable storage conditions for equipment, and that exposure to the elements obviously decreases the life of equipment.

Members discussed the report.

Resolved:

That the continuation of a proactive approach to maintenance and repairs at the airport and the practice of utilising staff to undertake this work whenever possible be approved.

TS49/13 St Mary's Airport Renaming

The Economic Development Officer presented his report entitled 'St Mary's Airport – Name Change' and dated 11 September 2013.

He noted that the name change shall tie-in with the re-opening of the airport once the airport improvement plan has been completed.

Councillor Mrs A J Martin felt that there would almost certainly be financial implications to this and though they are not shown in the report she felt Members should be mindful of this.

Resolved:

- 1 That the Transport Committee recommend to Full Council that the renaming of St Mary's Airport to the Isles of Scilly Airport be approved.
- 2 That the renaming be coincided with the completion of the Airport Improvement Project.
- 3 That development of a publicity and rebranding campaign, the costs of which will be contained within existing budgets or brought to Members for approval as a budgetary growth item at the appropriate time be approved.

TS50/13 Transport Preference Survey

The Economic Development Officer presented his report entitled 'Transport Preference Survey' and dated 16 September 2013.

Members briefly discussed the findings.

Councillor Mrs A J Martin felt that there should have been a neutral preference in the survey, but that the answers were designed to push you into positive or negative feedback.

The Economic Development Officer replied that this was the idea behind the survey and it was carefully designed to produce this outcome.

Resolved:

That the Transport Preference Survey findings be noted.

(Mr C Gregory and Mr J Marston left the meeting)

PART 3 REPORTS CONTAINING EXEMPT INFORMATION**TS51/13 Exclusion of the Public**

That under section 100(A)(4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in paragraph 3 of Part I of Schedule 12A of that Act.

TS52/13 St Mary's Airport Efficiency

The Chief Fire Officer presented his report entitled 'Airport Efficiency: Staffing' and dated 11 September 2013.

Members discussed the report in detail.

(Councillors R Dorrien-Smith, Mrs K M Bennet, and G O'Neill left the meeting)

Resolved:

- 1 That the content of the report and comparison with broadly similar airports be noted.
- 2 That the current level of staffing as reflected in the Airport Manual which forms a key component of the Airport CAA licensing obligations be noted.

The Meeting ended at 8.58 pm

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COUNCIL OF THE ISLES OF SCILLY	TRANSPORT	19.11.2013	PART 1 DECISION
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Title **Airport Finance and Activity Monitoring 2013/14**

Author Airport Manager & Head of Finance & Reporting

1 Introduction

- 1.1 This report provides Members of the Transport Committee with the 2013/14 finance and activity monitoring as at October 2013.

2 Activity and Income Highlights

- 2.1 Each month the Airport Management Group (AMG) receives information about the airport finance and activity. For this meeting we are providing the same information that would be provided to AMG as at October 2013.
- 2.2 The presentation within Appendix 1 sets out the key activity and the impact on income to date and to the latest month October 2013.
- 2.3 Forecast. A scenario has been created to forecast the impact of an average continuing reduction of 8% in passengers and landings in November against budget and 2% thereafter. This would equate to 16,000 fewer passengers than forecast and also reduced flights for the financial year 2013/14. It is estimated that the combined effect will create a shortfall in income of £172,000 to that expected.
- 2.4 Appendix 2 includes the detailed budget monitoring and commentary by cost centre for the Transport Committee including the airport.
- 2.5 Other income including freight fees are higher than forecast and it is expected will generate an additional £14,000.

3 Financial Implications

- 3.1 The total planned expenditure of the airport for 2013/14 was £1.07 million. Income was forecast to be £1.27 million with the surplus of £200,000 contributing to a 20 year asset replacement fund.
- 3.2 The airport derives over 90 per cent of its income from the charges it makes to the airline Skybus for passenger movements and landings. For the financial year 2013/14, it was anticipated that 108,000 passenger movements would be carried via 9,000 landings.
- 3.3 Monthly monitoring of passenger numbers and landings shows that activity has been significantly lower than anticipated with 16,039 (19%) fewer than expected passenger movements between April and September 2013. Likewise landings are

also fewer by 1,234 (17%). The figures for September 2013 were particularly poor, due in part from 10 days of disruption due to the weather. Only 7,793 passenger movements came through the airport compared with an anticipated target of 13,263 anticipated – a 41 per cent reduction and £42,000 less income than anticipated.

- 3.4 October's passengers were 1,355 (17%) fewer than anticipated and landings 669 (10%) fewer.
- 3.5 The forecast for the year April 2013 – March 2014 indicates that passenger numbers could be 16,000 fewer, resulting in £125,000 less income than anticipated. The forecast flight numbers are expected to result in £49,000 less income than anticipated. The overall impact is that passenger and landing income is expected to be £172,000 lower than anticipated.
- 3.6 In year monitoring of the expenditure budget has identified that £89,000 of budget savings are available. These have arisen from a number of areas, including the vacant Airport Manager post and a budget for recruiting to that post, the deferral of an increase to business rates due to the timing of the proposed improvement works and the recognition of income from freighter flights.
- 3.7 However, these savings are offset by a sum of £100,000 to meet elements of the runways improvement project including interest and risk and £15,000 brought into this financial year for the remaining work to be completed by Parsons Brinkerhoff. The projected out-turn, taking into account income projections and known budget reductions and pressures, is shown in Table 1 below and in more detail in Appendix 2 of the report.

4 Management Response

- 4.1 At the last Transport Committee the following recommendations were approved:
 - a. Re assess the Asset Replacement Plan and revise costs, replacement periods and assets required;
 - b. Have reviewed all expenditure, the efficiency of the operation and prepared options for the Transport Committee to consider.
 - c. Assessed and prepared plans, forecasts and the charges of the areas where additional income could be generated.
- 4.2 These recommendations were subsequently revised by Full Council that approved that an independent peer review of the activities and operating costs of the Airport should take place. The terms of reference of that review have now been agreed and work will start shortly and will be completed by the end of December 2013.

5 Recommendations.

- 5.1 That Members note the significant reduction with activity and income and the impacts to our income forecasts and the action taking place to review operational costs.

Implications	Environmental Impact	Highlighted in the report if relevant
	Community Health	Highlighted in the report if relevant
	Crime and Disorder Reduction	Highlighted in the report if relevant
	Best Value Implications	Highlighted in the report if relevant
	Equality and Diversity	Highlighted in the report if relevant
	Financial Implications	Whole report concerns financial matters.
	Legal Check required/date	No

HC/IMcC 11.11.2013

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Airport Management Group

Activity and Finance Monitoring
Isles of Scilly Airport – 2013/14

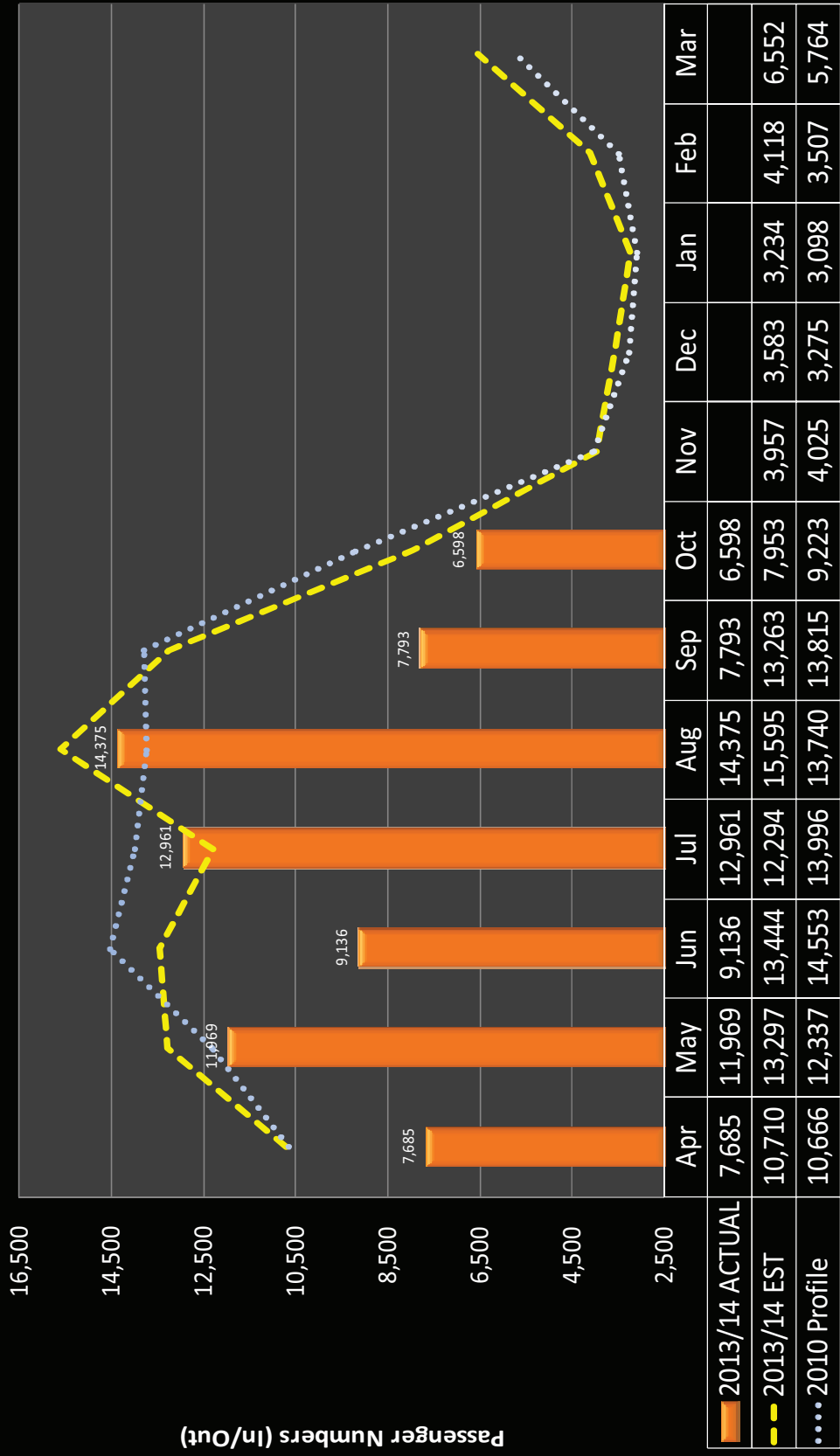


OCTOBER 2013

Appendix 1

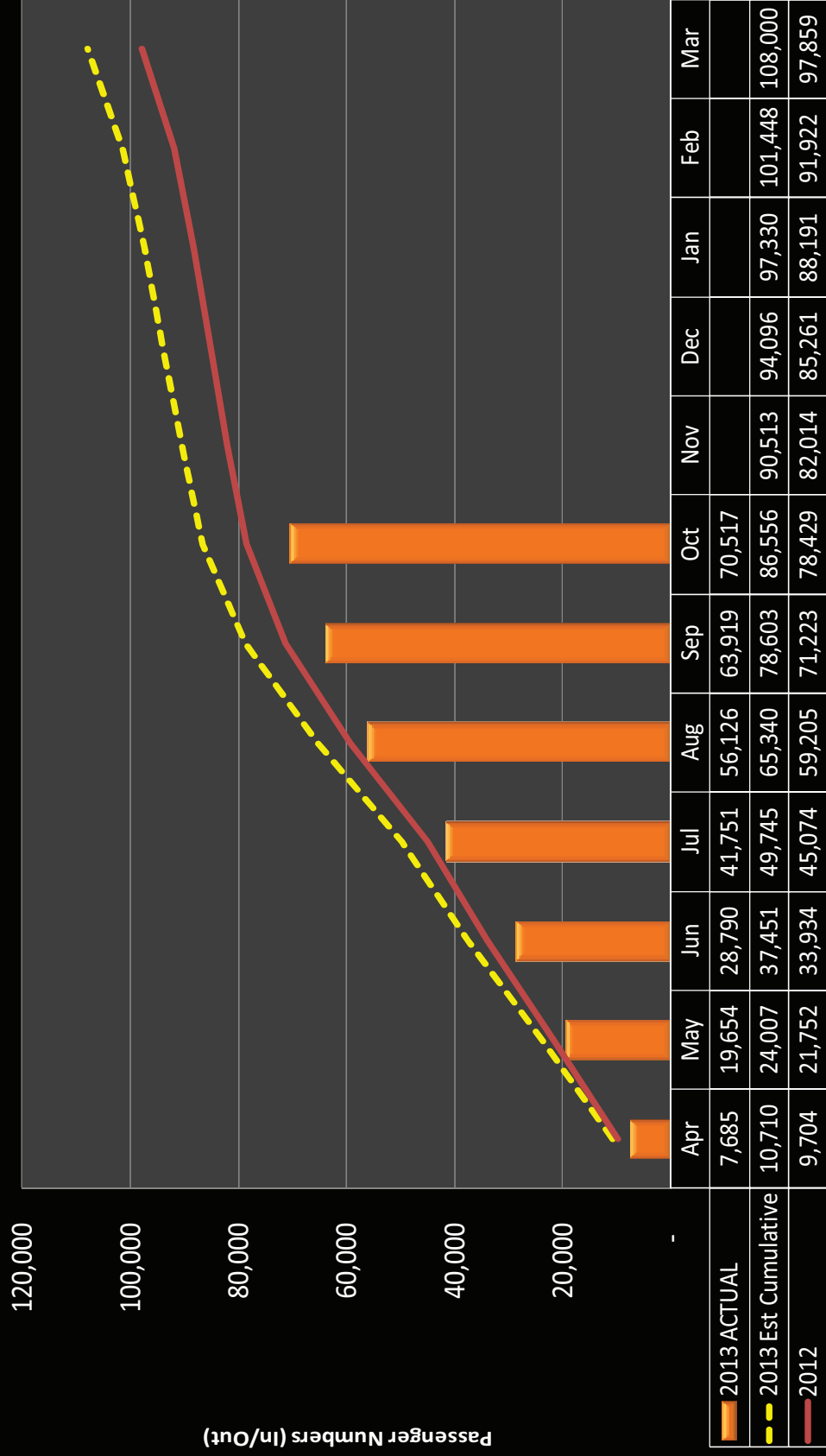
Passenger Numbers

Airport Passenger Numbers Month by Month



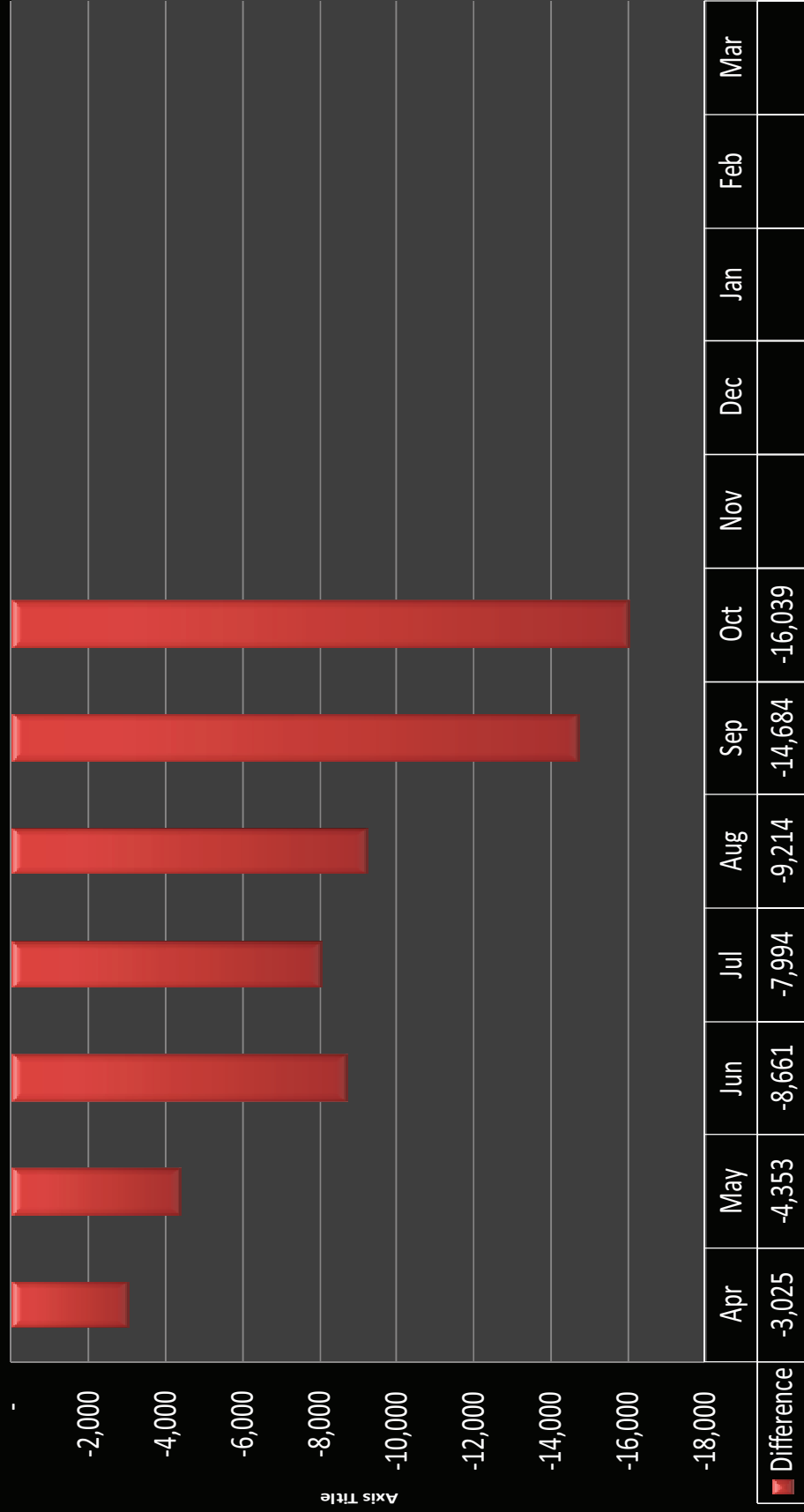
Passenger Numbers

Passenger Numbers - Cumulative 2012/13 vs Estimated & Actual 2013/14



Passenger Numbers

Passenger Numbers - Cumulative Difference to Expected





Budget 108,000 Passengers 2013/14

October 2013/14

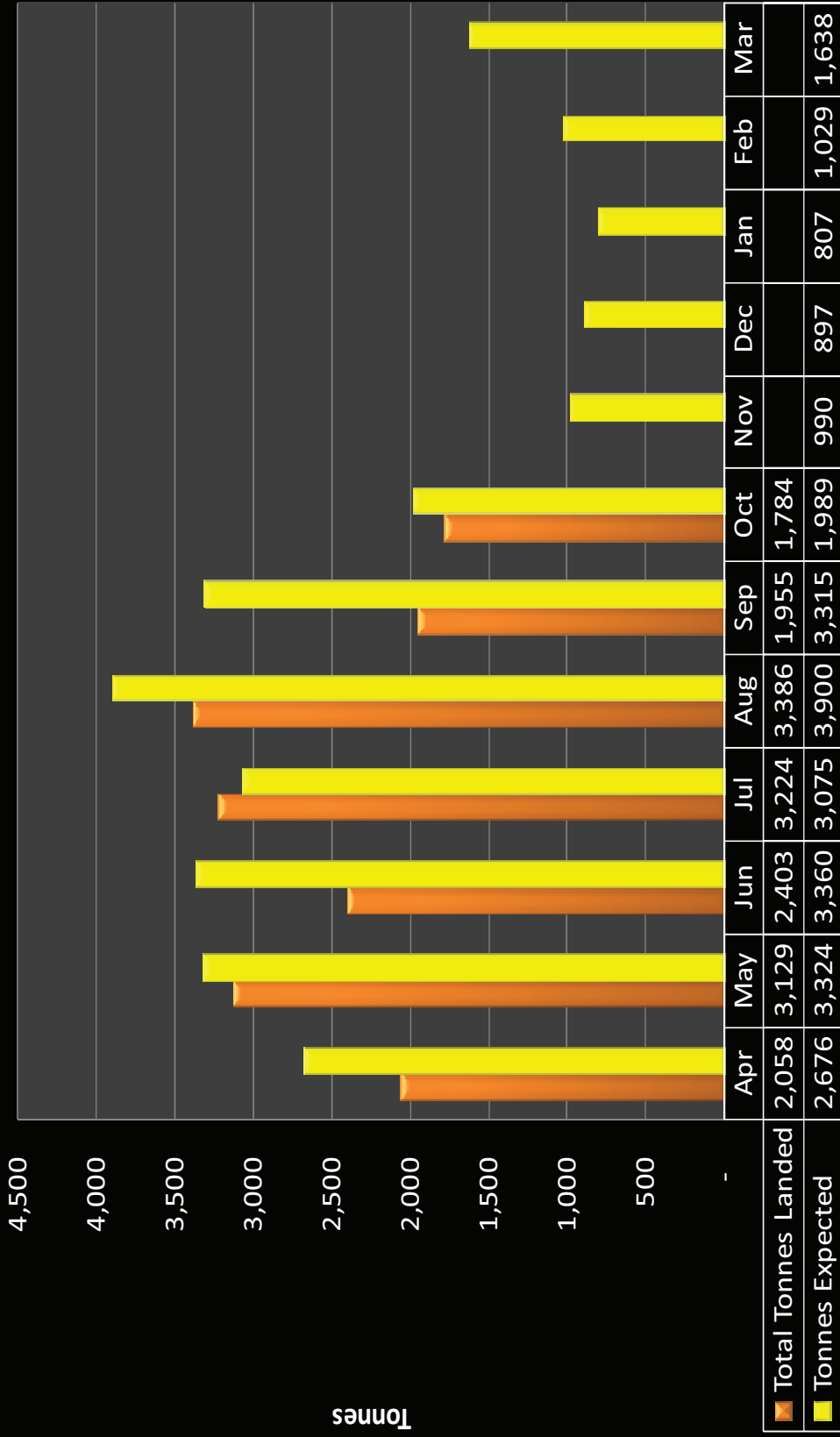
1,355 Fewer Passengers

17.0% Below Estimate

£10,406 Lost Income

Landings

Number of Landings - Total Tonnes





Budget for 9,000 Landings 2013/14

October 2013/14

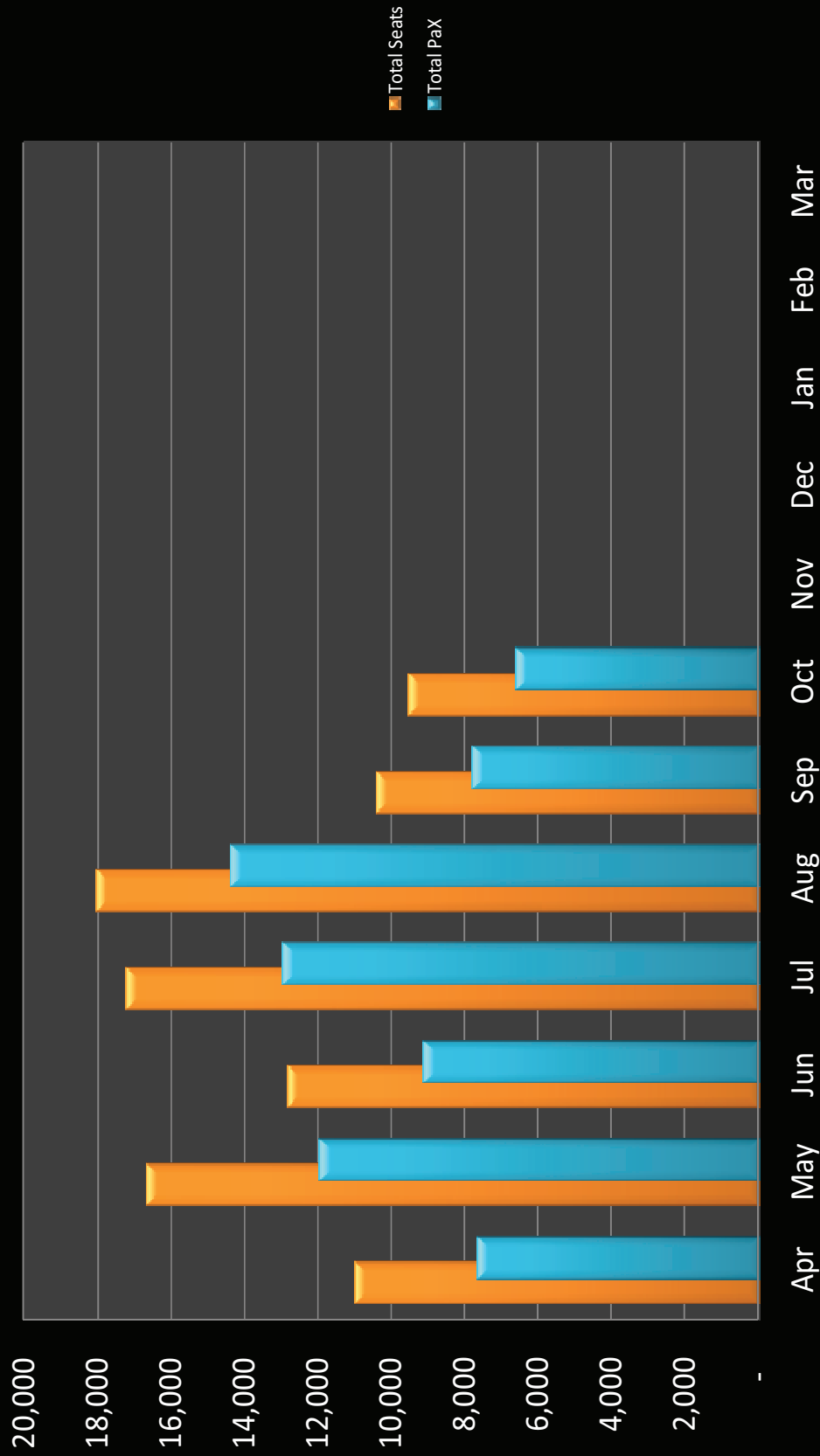
69 Fewer Landings

10.3% Below Estimate

£2,472 Lost Income

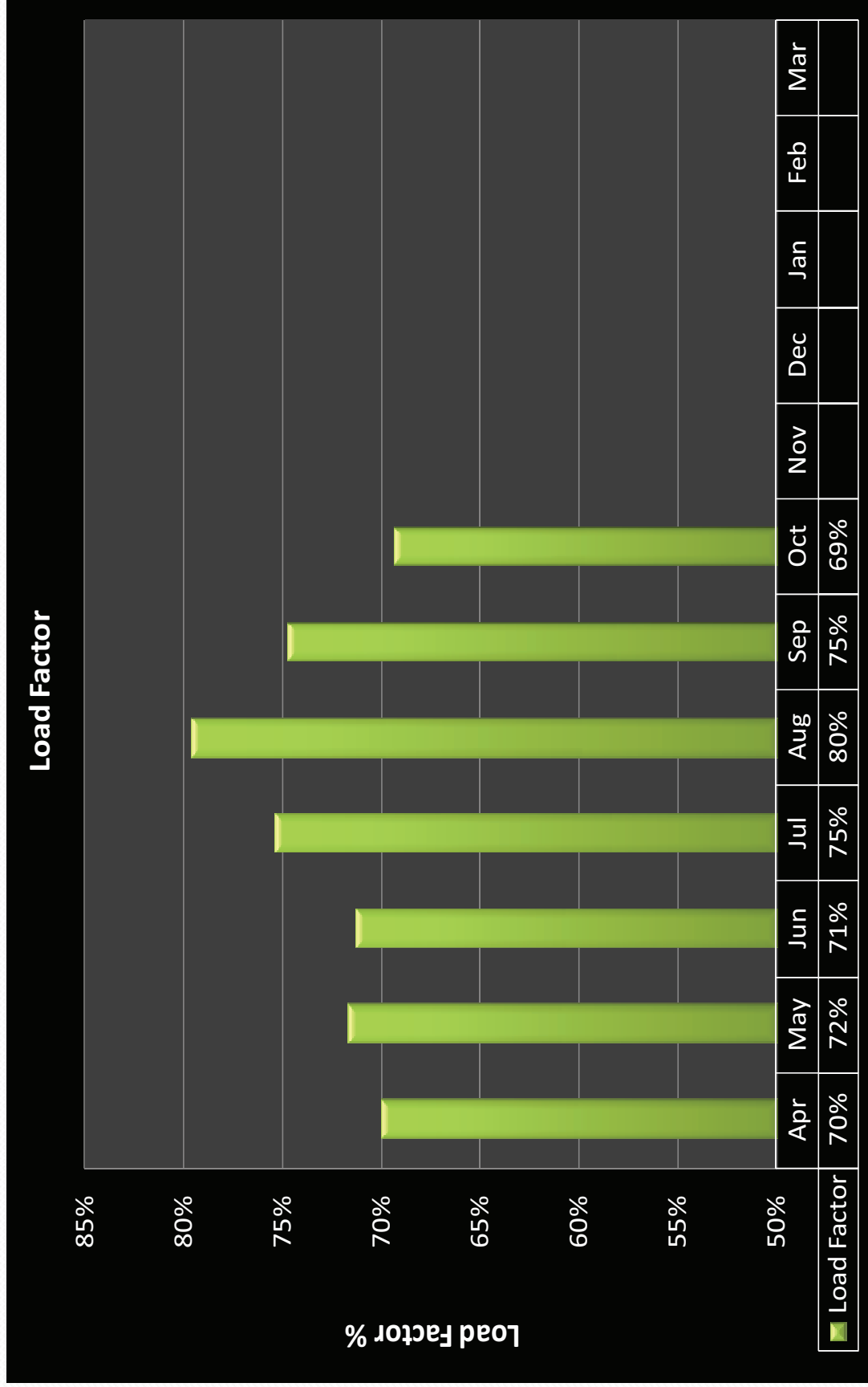
Load Factor

Load Factor - Seats Available vs Seats Used



Council of the Isles of Scilly

Load Factor



Council of the Isles of Scilly



Airport Disruption - October

1 day of no flying

9 days of disruption



Summary

- **16,039 (19%)** Fewer passengers than estimated to

date

- **1,234 (17%)** Fewer landings

- **£168,000 less income** than expected.

- Cumulative Disruption – 20 days of no flying and 20

days of disruption

Council of the Isles of Scilly



Forecast 2013/14



Forecast - Scenario*

Passengers 16k fewer- £128k

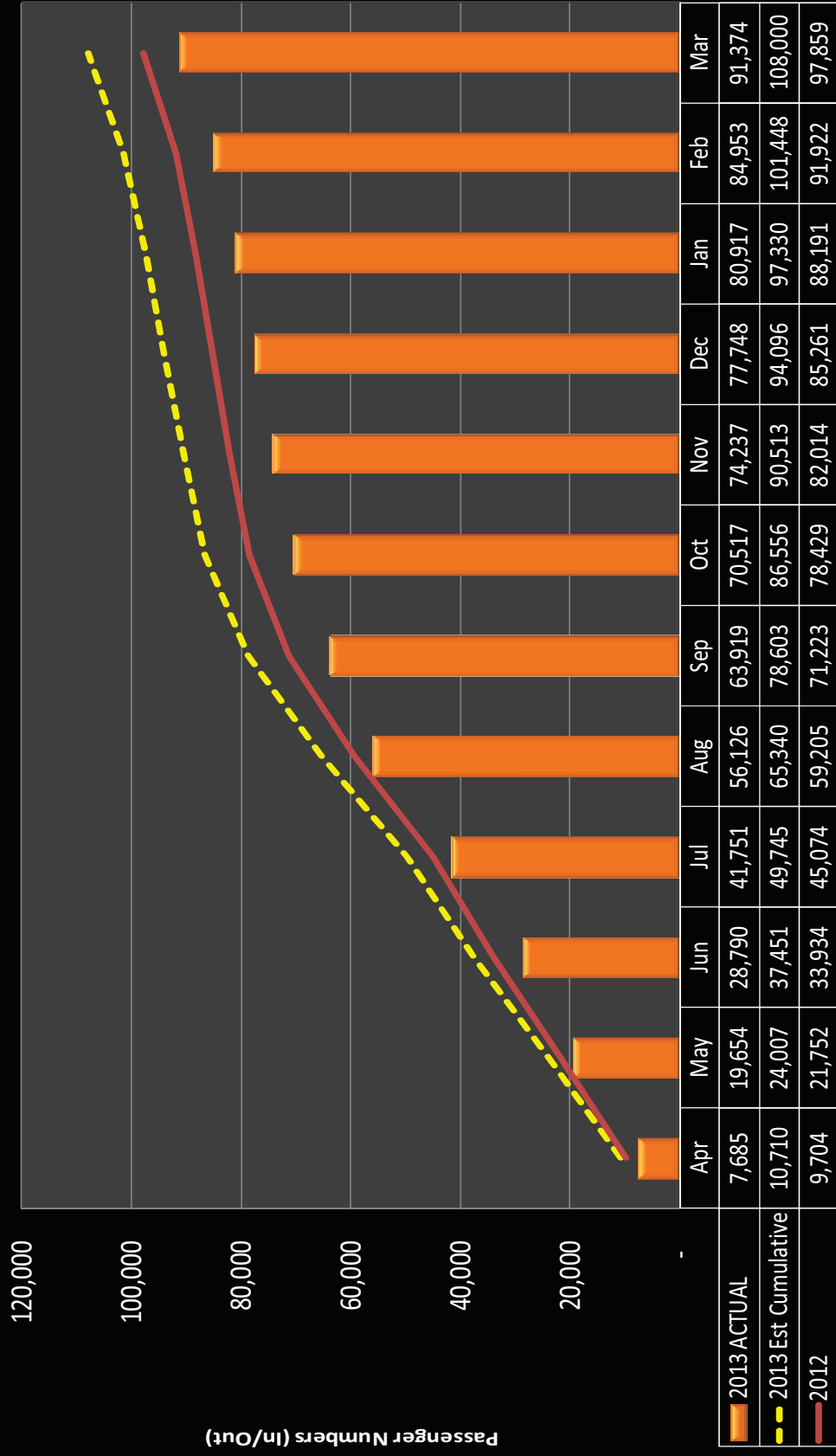
Fewer flights - £44k

£172,000 Less income

* November – 8% December to March 2% – Revised over last month to take out Lands End closure now not going ahead.

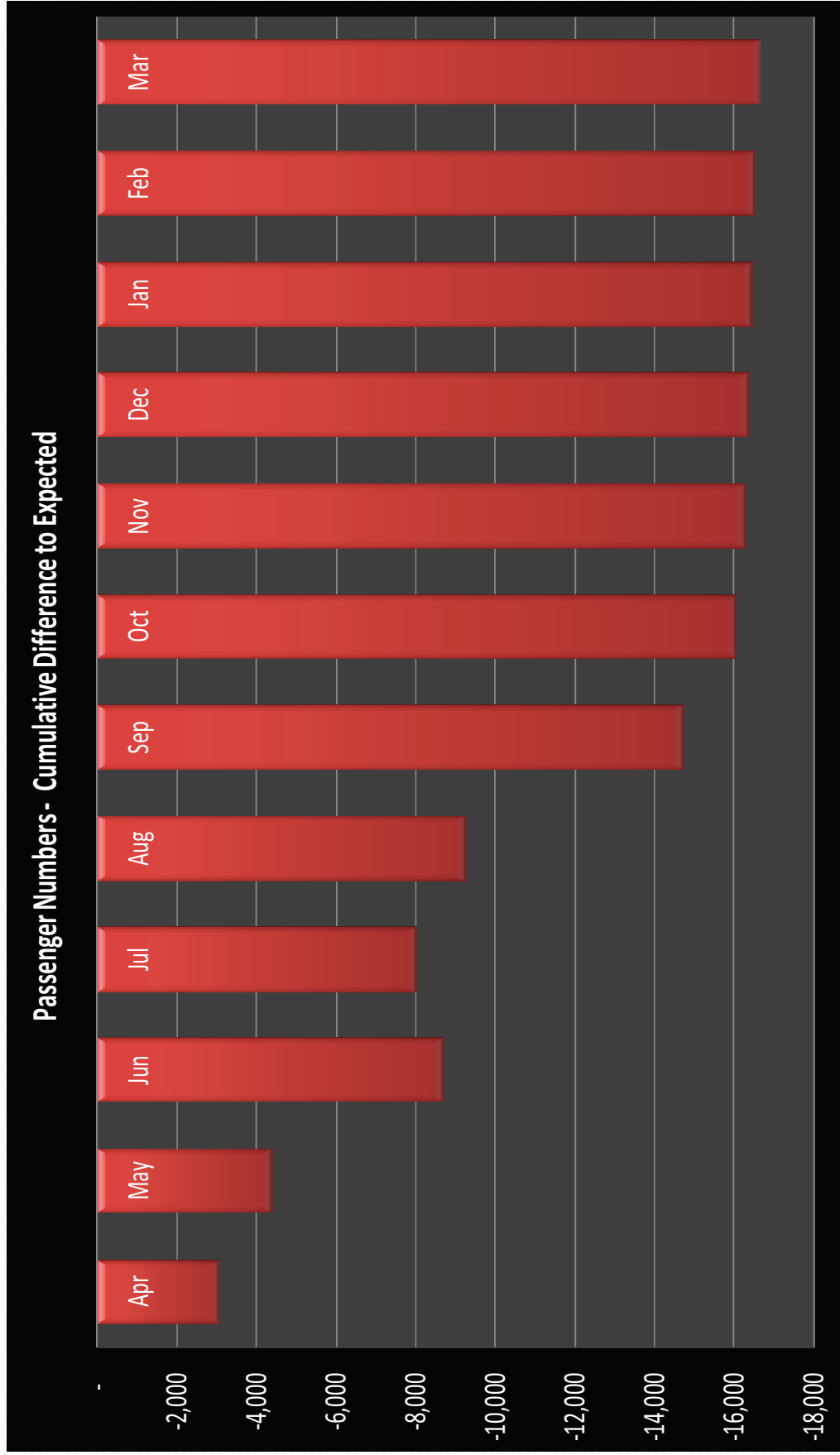
Passenger Numbers - Scenario

Passenger Numbers - Cumulative 2012/13 vs Estimated & Actual 2013/14



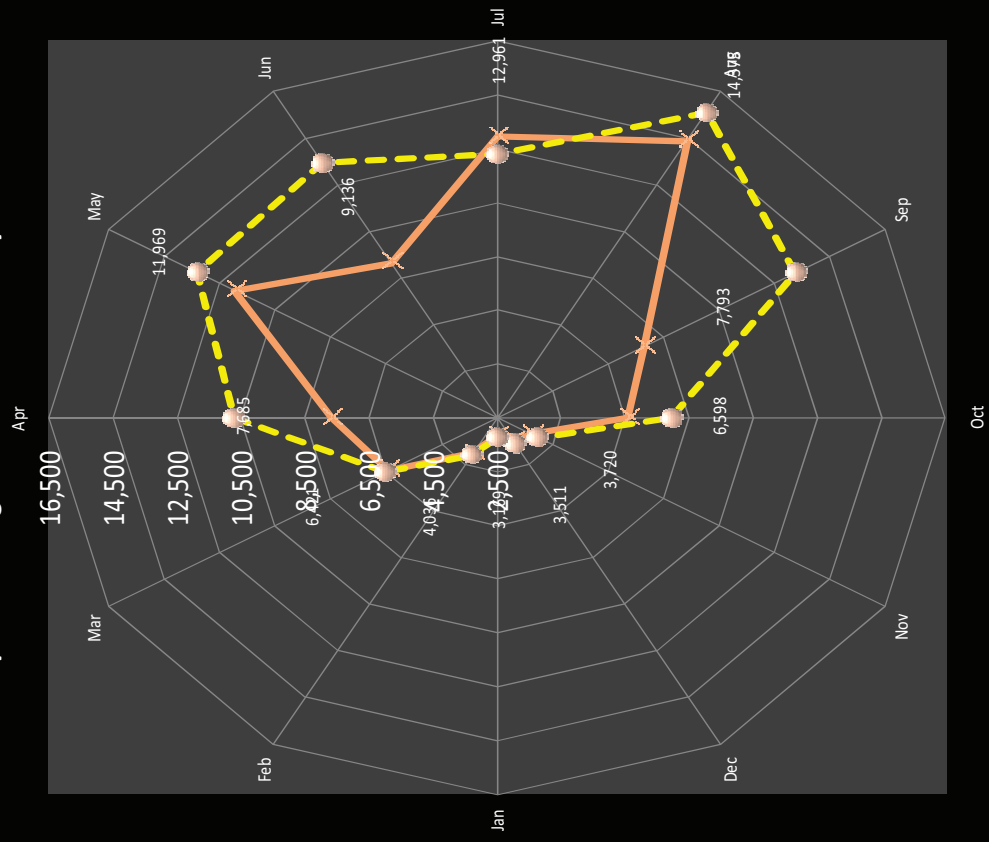
Council of the Isles of Scilly

Passenger Numbers - Scenario

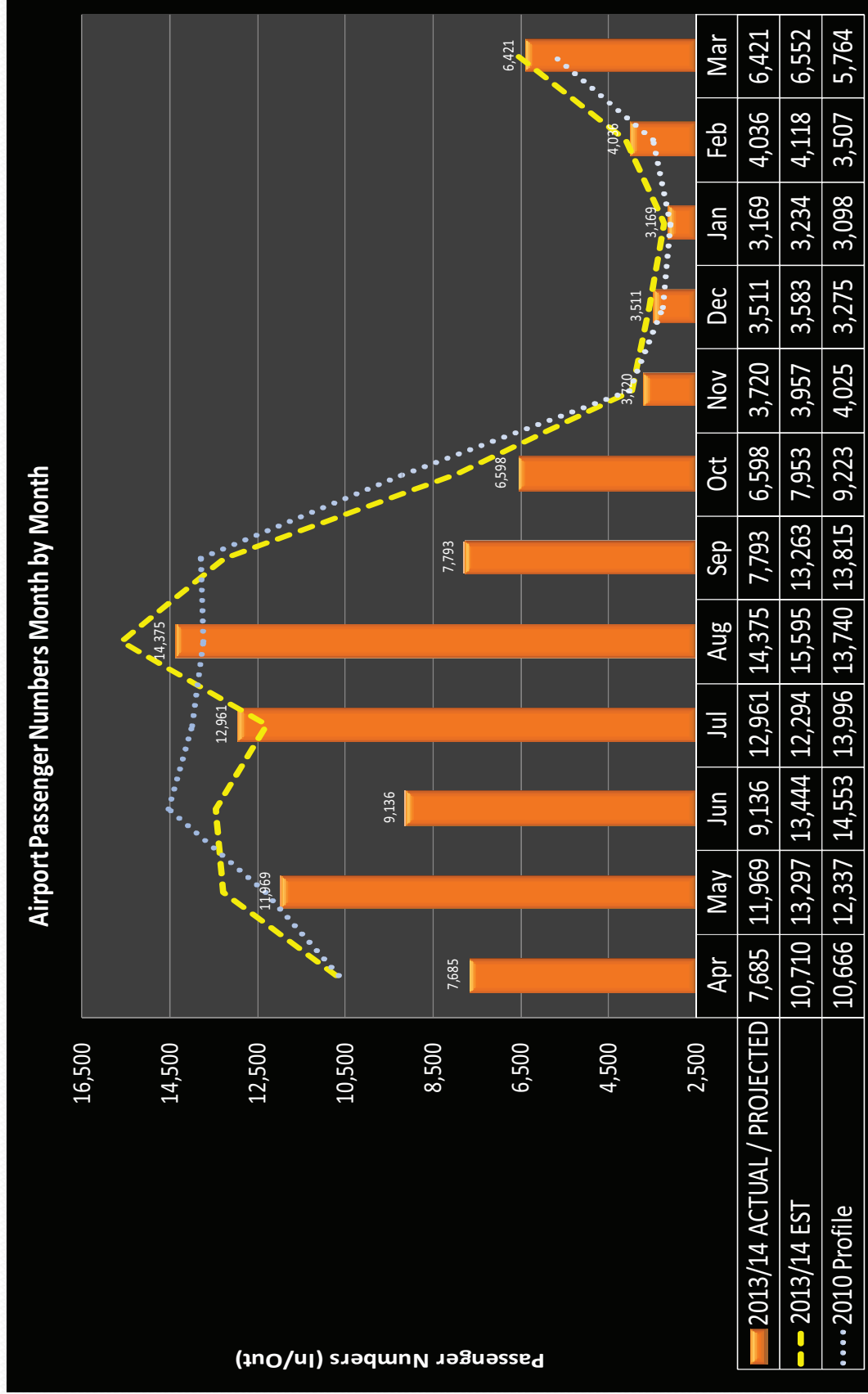


Passenger Numbers - Scenario

Airport Passenger Numbers Month by Month



Passenger Numbers - Scenario





Forecast Outturn

Type	Total £
Expenditure reductions	(89,000)
Runway interest charges and risk	100,000
Parsons Final Instalment	15,000
Income estimate reductions	172,000
Net change	198,000
Revised Expenditure	1,105,000
Revised Income	(1,111,000)
Net contribution (to) / from ARF	(6,000)

Breakdown of Budget Forecast for the Airport

Type	13/14 Approved Budget £ (August Forecast)	13/14 Approved Budget £ (September Forecast)	13/14 Projected Outturn £ (adjusted)
0. Staff	717,167	717,167	651,971
1. Premises	114,280	114,280	102,186
2. Transport	53,360	53,360	53,360
3. Supplies and Services	97,774	97,774	210,577
4. Payments to Third Parties	40,054	40,054	40,054
6. Support Services	46,305	46,305	46,305
Total Expenditure	1,068,940	1,068,940	1,104,453
<i>Parsons final instalments</i>	15,000	15,000	0
<i>Runway risk and costs</i>	100,000	100,000	0
<i>Savings - Vancant post, BR etc</i>	0	(74,687)	0
Total Changes	115,000	40,313	0
Net	1,183,940	1,109,253	1,104,453
8. Income	(1,268,940)	(1,268,940)	(1,110,940)
<i>Less income</i>	141,000	172,000	0
<i>Freighter income</i>	0	(14,000)	0
Income changes	141,000	158,000	(1,110,940)
8. Income	(1,127,940)	(1,110,940)	(1,110,940)
From (To) Reserves	56,000	(1,687)	(6,487)
Reserves Balance 1.4.2013	(199,000)	(199,000)	(199,000)
From (To) Reserves	56,000	(1,687)	(6,487)
Net Reserves Balance Forecast	(143,000)	(200,687)	(205,487)



Reserves – Estimates

- 1 April 2013 - £199k
- Contribution from the trading account to the reserve = £6,000
- Estimated Balance 31.3.2014 = £205k

BUDGET MONITORING

2013/14

April 2013 - October 2013 (7 Months)

Appendix 2

Transport Committee

Notes on Budget Monitoring

Statement layout

The statements split costs between controllable and non controllable.

Controllable are generally those sums that budget managers have a direct influence over through their procurement decisions and income raising powers.

Non controllable costs relate to support service and capital charges that are controlled by others but included for total cost purposes.

In the 'budget' and 'actual' columns, income is shown in brackets. In the variance columns, an underspend is denoted by a positive figure; an overspend by a figure in brackets.

Exception Reporting

Budget variances are report on an exception basis.

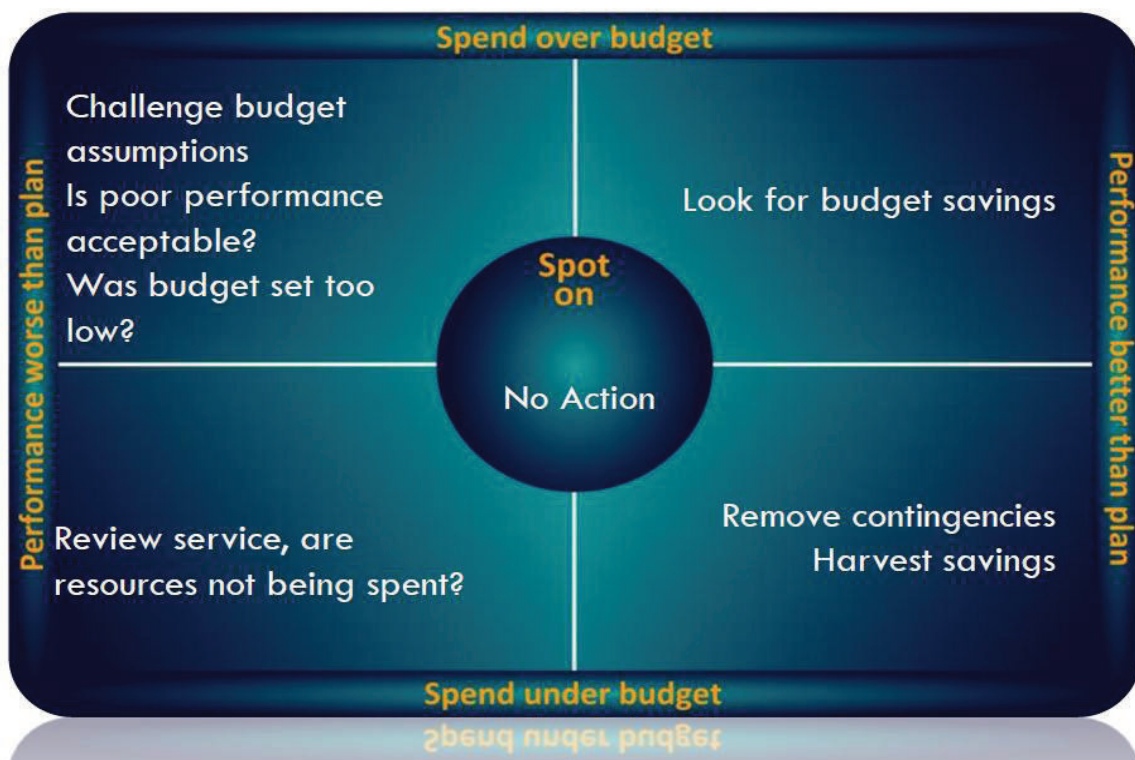
An exception arises where a department budget varies to profiled budget by £5,000 or more.

Profiling

Profiling of budgets can help monitor financial performance as profiles are set to reflect as closely as possible the spending and income.

The Monitoring Compass

The compass below can aid in determining budget performance.

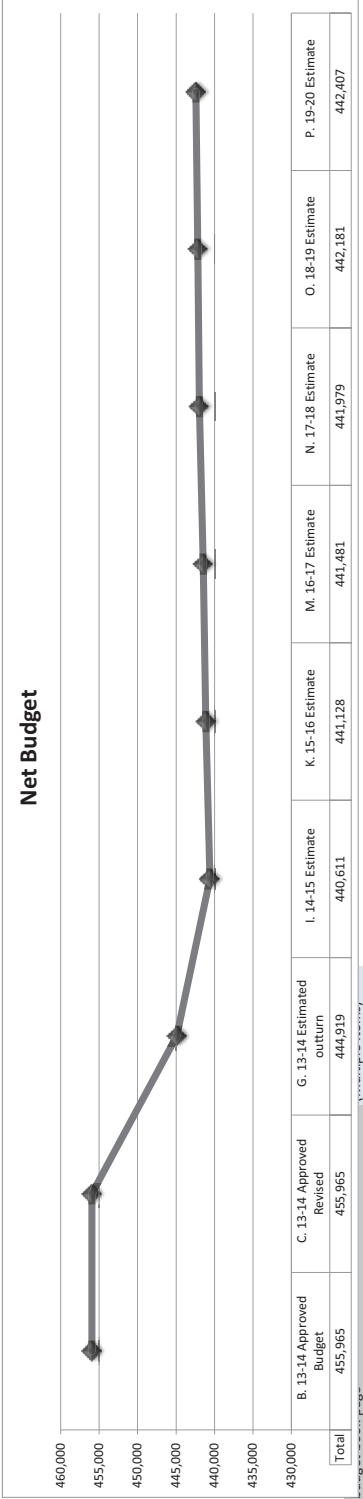


Committee 3. Transport Committee -

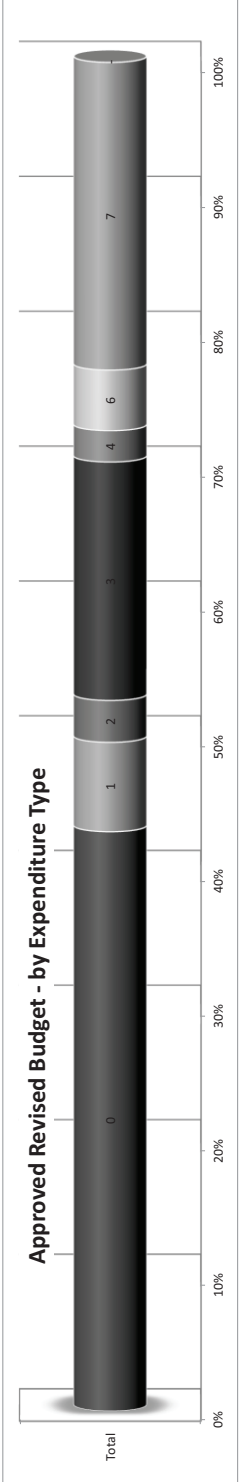
April 2013 - October 2013 (7 Months)

Analysed by Service (Objective)

Group	A. 2012-13 Actual £	B. 13-14 Approved Budget £	C. 13-14 Approved Revised £	D. Budget Profiled to Period £	E. Actual to Period £	Sum of Variance (D - E) £	Annual Variance - Controllable £	Annual Variance Non- Controllable £	Budget Variance (C - E) £	G. 13-14 Estimated outturn £
Transport Committee	242,833	455,965	455,965	18,748	14,079	4,669	18,061	423,825	441,886	444,919
Transport Committee Total	242,833	455,965	455,965	18,748	14,079	4,669	18,061	423,825	441,886	444,919
Airport										
Air Traffic Control	316,812	316,492	316,492	184,619	175,561	9,058	140,931	0	140,931	314,667
Airport - Fire & Rescue	336,344	381,125	381,125	213,740	175,731	38,009	205,394	0	205,394	346,483
Airport - General	(695,609)	(911,211)	(911,211)	(699,041)	(532,484)	(166,557)	(425,196)	46,469	(378,727)	(681,137)
Airside Maintenance	15,623	13,594	13,594	7,929	8,892	(963)	4,702	0	4,702	13,500
Airport Total	(26,829)	(200,000)	(200,000)	(292,753)	(172,300)	(120,453)	(74,169)	46,469	(27,700)	(6,487)
Net Cost / (Income)	216,003	255,965	255,965	(274,005)	(158,221)	(115,784)	(56,108)	470,294	414,186	438,432



Service	A. 2012-13 Actual £	B. 13-14 Approved Budget £	C. 13-14 Approved Revised £	D. Budget Profited to Period £	E. Actual to Period £	Sum of Variance (D - E) £	Sum of Variance (what's left) (C - E) £	G. 13-14 Estimated Outturn £
Controllable								
0. Staff Costs	667,002	742,107	742,107	424,262	371,179	53,083	370,928	672,865
1. Premises	106,750	114,280	114,280	96,891	80,820	16,071	33,460	102,186
2. Transport	64,152	53,560	53,560	31,912	39,501	(7,589)	14,059	53,560
3. Supplies and Services	98,919	104,774	104,774	82,391	63,128	19,263	41,646	210,577
4. Payments to Third Parties	34,148	40,054	40,054	32,531	23,765	8,766	16,289	40,054
8. Income	(1,039,997)	(1,268,940)	(1,268,940)	(941,992)	(736,450)	(205,542)	(532,490)	(1,110,940)
Controllable Total	(69,027)	(214,165)	(214,165)	(274,005)	(158,057)	(115,948)	(56,108)	(31,698)
Non-Controllable								
0. Staff Costs	(3,099)	0	0	0	0	0	0	0
6. Support Services	78,676	77,360	77,360	0	0	0	77,360	77,360
7. Depreciation and Impairment	210,257	392,770	392,770	0	0	0	392,770	392,770
8. Income	(804)	0	0	0	(164)	164	164	0
Non-Controllable Total	285,030	470,130	470,130	0	(164)	164	470,294	470,130
Net Expenditure / (Income)	215,003	255,965	255,965	(274,005)	(158,221)	(115,784)	414,186	438,432



Transport Committee - Budget Monitoring 2013/14

Transport Committee

Budget Manager: Craig Dryden

Brief Description of the service

Transportation strategy, including formulating transport plans and policy, working with developers to assess impacts of developments, associated planning applications, transportation adaptations and monitoring of works.

Finances by Type (subjective)

	A. 2012-13 Actual £	B. 13-14 Approved Budget £	C. 13-14 Approved Revised £	D. Budget Profiled to Period £	E. Actual to Period £	Profile Variance (D - E) £	Annual Variance (C - E) £	G. 13-14 Estimated outturn £
Controllable								
0. Staff Costs	0	24,940	24,940	14,548	14,060	488	10,880	20,894
2. Transport	0	200	200	117	0	117	200	200
3. Supplies and Services	638	7,000	7,000	4,083	19	4,064	6,981	0
Controllable Total	638	32,140	32,140	18,748	14,079	4,669	18,061	21,094
Non-Controllable								
0. Staff Costs	464	0	0	0	0	0	0	0
6. Support Services	31,473	31,055	31,055	0	0	0	31,055	31,055
7. Depreciation and Impairment	210,257	392,770	392,770	0	0	0	392,770	392,770
Non-Controllable Total	242,195	423,825	423,825	0	0	0	423,825	423,825
Net Totals	242,833	455,965	455,965	18,748	14,079	4,669	441,886	444,919

Key Performance & Success Measures / Activity

The terms of reference and purpose of the select committee are in the process of review, the Key Performance Measures / Activity will be directed by this review.

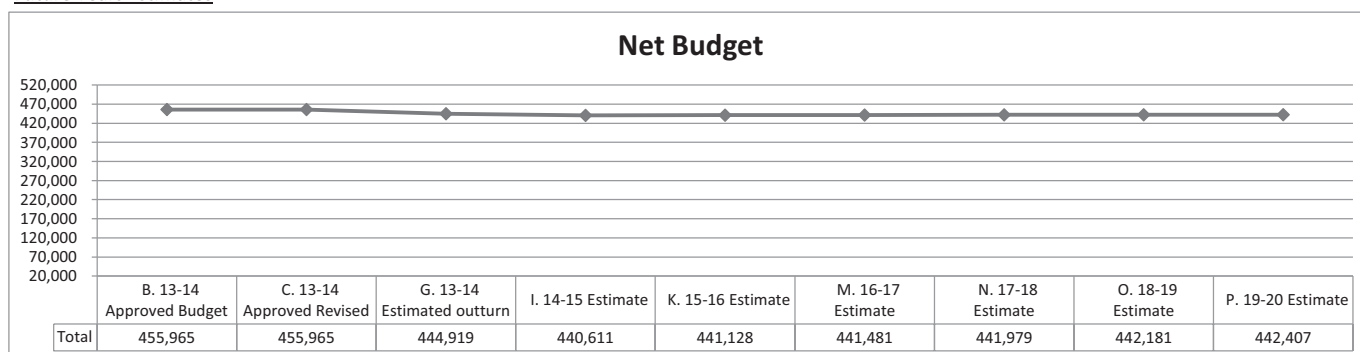
Commentary / Notes on Budget Monitoring Position

April 2013 - October 2013 (7 Months)

0. Staffing - Salary allocation reduced.

3. Supplies - A one-off budget of £7,000 for the comparative study of the Isles of Scilly and the Scottish Islands as well as for a Transport Consultation report has now been released as a saving.

Future Years Estimates



Transport Committee - Budget Monitoring 2013/14

AIRPORT - ALL

Brief Description of the service

A summary of all the Airport expenditure and income.

Finances by Type (subjective)

	A. 2012-13 Actual	B. 13-14 Approved Budget	C. 13-14 Approved Revised	D. Budget Profiled to Period	E. Actual to Period	Profile Variance (D - E)	Annual Variance (C - E)	G. 13-14 Estimated outturn
	£	£	£	£	£	£	£	£
Controllable								
0. Staff Costs	667,002	717,167	717,167	409,714	357,118	52,596	360,049	651,971
1. Premises	106,750	114,280	114,280	96,891	80,820	16,071	33,460	102,186
2. Transport	64,152	53,360	53,360	31,795	39,501	(7,706)	13,859	53,360
3. Supplies and Services	98,281	97,774	97,774	78,308	63,109	15,199	34,665	210,577
4. Payments to Third Parties	34,148	40,054	40,054	32,531	23,765	8,766	16,289	40,054
8. Income	(1,039,997)	(1,268,940)	(1,268,940)	(941,992)	(736,450)	(205,542)	(532,490)	(1,110,940)
Controllable Total	(69,664)	(246,305)	(246,305)	(292,753)	(172,136)	(120,617)	(74,169)	(52,792)
Non-Controllable								
0. Staff Costs	(3,563)	0	0	0	0	0	0	0
6. Support Services	47,202	46,305	46,305	0	0	0	46,305	46,305
8. Income	(804)	0	0	0	(164)	164	164	0
Non-Controllable Total	42,835	46,305	46,305	0	(164)	164	46,469	46,305
(To) / From ARF	(26,829)	(200,000)	(200,000)	(292,753)	(172,300)	(120,453)	(27,700)	(6,487)

Key Performance & Success Measures / Activity

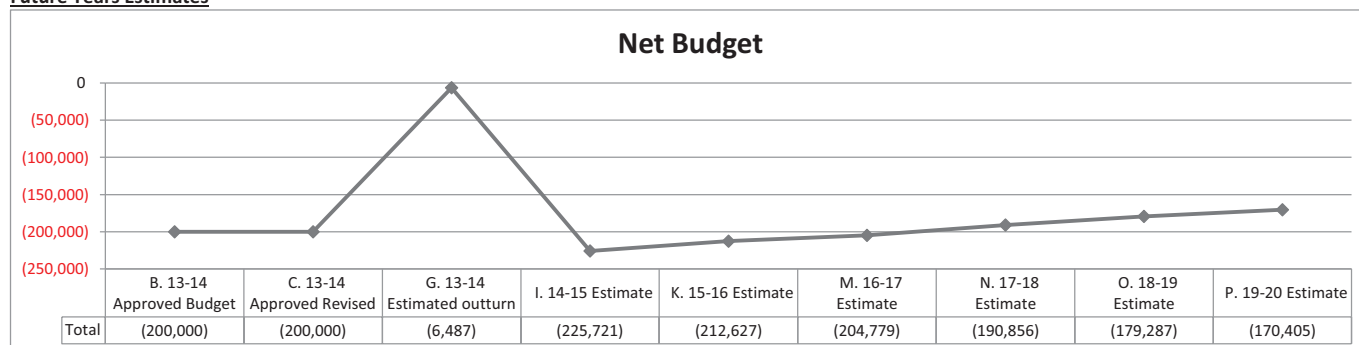
Target net total budget should be (£200,000) credit to reflect a surplus to be paid into the Asset Strategy Replacement Fund. The revised contribution is £6,487. Balance of Reserves = £199,000 1.4.2013 and 31.3.2014 £200,000.

Commentary / Notes on Budget Monitoring Position

April 2013 - October 2013 (7 Months)

It was planned that the airport would need to contribute at least £200,000 per year to meet repairs and replacement of its assets. However, due to a significant reduction in passengers and flights the projected outturn anticipates that the contribution will be £6,487. The forecast now includes sums set aside for the airport development project, Parsons Brinkerhoff and other adjustments to the budget as described in the following pages.

Future Years Estimates



Transport Committee - Budget Monitoring 2013/14

Air Traffic Control

Budget Manager: Howard Cole

Brief Description of the service

Provision of air traffic control services at the airport.

Finances by Type (subjective)

	A. 2012-13 Actual £	B. 13-14 Approved Budget £	C. 13-14 Approved Revised £	D. Budget Profiled to Period £	E. Actual to Period £	Profile Variance (D - E) £	Annual Variance (C - E) £	G. 13-14 Estimated outturn £
Controllable								
0. Staff Costs	294,225	281,882	281,882	164,430	169,671	(5,241)	112,211	282,254
1. Premises	223	50	50	29	310	(281)	(260)	50
2. Transport	3,566	7,660	7,660	4,469	1,244	3,225	6,416	7,660
3. Supplies and Services	18,570	26,900	26,900	15,691	4,336	11,355	22,564	24,703
Controllable Total	316,584	316,492	316,492	184,619	175,561	9,058	140,931	314,667
Non-Controllable								
0. Staff Costs	228	0	0	0	0	0	0	0
Non-Controllable Total	228	0	0	0	0	0	0	0
Net Totals	316,812	316,492	316,492	184,619	175,561	9,058	140,931	314,667

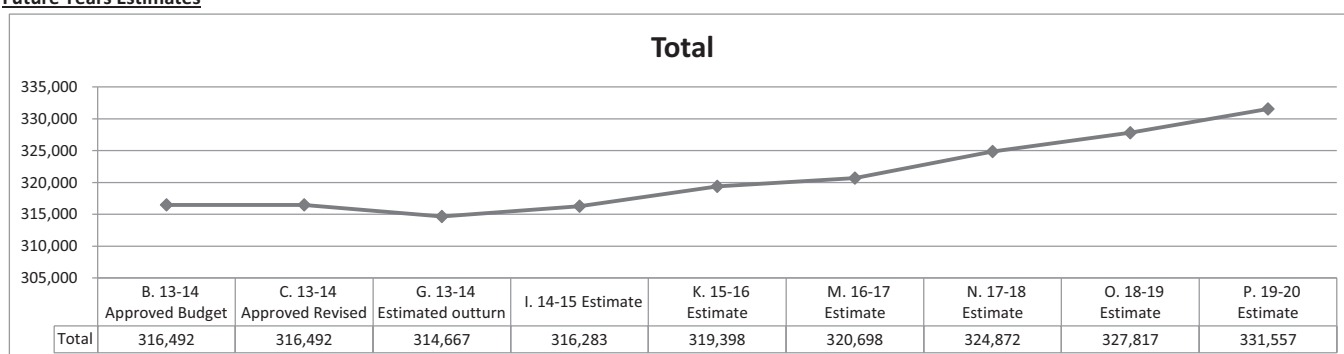
Key Performance & Success Measures / Activity

Commentary / Notes on Budget Monitoring Position

April 2013 - October 2013 (7 Months)

3. Supplies and Services - A combination of newer equipment and better management via the ATE maintenance contract with Newquay Cornwall Airport has reduced maintenance costs on equipment.

Future Years Estimates



Transport Committee - Budget Monitoring 2013/14

Airport - Fire & Rescue

Budget Manager: Howard Cole

Brief Description of the service

Operation and management of the fire and rescue service sited at the airport.

Finances by Type (subjective)

	A. 2012-13 Actual £	B. 13-14 Approved Budget £	C. 13-14 Approved Revised £	D. Budget Profiled to Period £	E. Actual to Period £	Profile Variance (D - E) £	Annual Variance (C - E) £	G. 13-14 Estimated outturn £
Controllable								
0. Staff Costs	329,495	369,735	369,735	207,045	171,538	35,507	198,197	335,093
1. Premises	241	0	0	0	0	0	0	0
2. Transport	3,836	2,650	2,650	1,546	1,119	427	1,531	2,650
3. Supplies and Services	6,242	8,740	8,740	5,149	3,074	2,075	5,666	8,740
Controllable Total	339,814	381,125	381,125	213,740	175,731	38,009	205,394	346,483
Non-Controllable								
0. Staff Costs	(3,470)	0	0	0	0	0	0	0
Non-Controllable Total	(3,470)	0	0	0	0	0	0	0
Net Totals	336,344	381,125	381,125	213,740	175,731	38,009	205,394	346,483

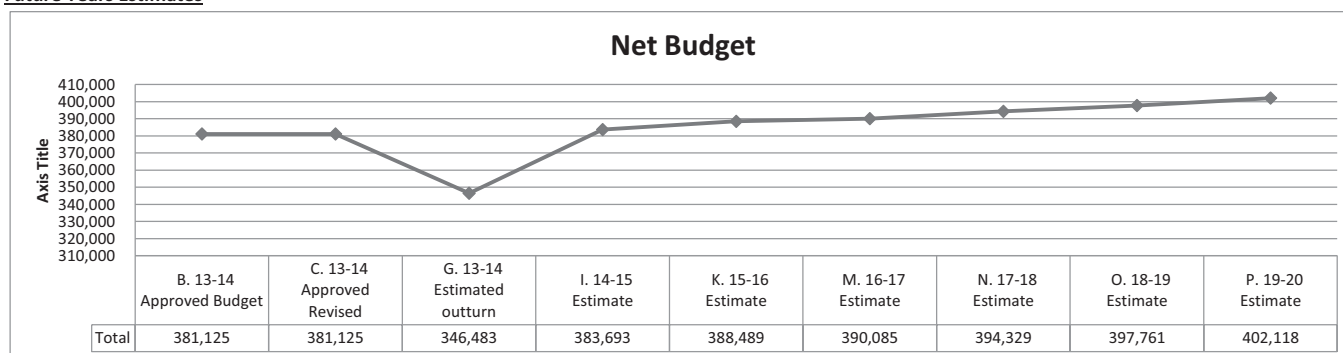
Key Performance & Success Measures / Activity

Commentary / Notes on Budget Monitoring Position

April 2013 - October 2013 (7 Months)

0. Vacancy savings on the airport manager role are resulting in the variance. An adjustment has been included within the outturn forecast for the full year effect but any final saving will depend on plans for the post.

Future Years Estimates



Transport Committee - Budget Monitoring 2013/14

Airside Maintenance

Budget Manager: Howard Cole

Brief Description of the service

Cost of maintaining the airside facilities at the airport.

Finances by Type (subjective)

	A. 2012-13 Actual £	B. 13-14 Approved Budget £	C. 13-14 Approved Revised £	D. Budget Profiled to Period £	E. Actual to Period £	Profile Variance (D - E) £	Annual Variance (C - E) £	G. 13-14 Estimated outturn £
Controllable								
0. Staff Costs	317	94	94	55	0	55	94	94
1. Premises	14,241	11,000	11,000	6,416	8,473	(2,057)	2,527	10,906
2. Transport	782	0	0	0	108	(108)	(108)	0
3. Supplies and Services	283	0	0	0	249	(249)	(249)	0
4. Payments to Third Parties	0	2,500	2,500	1,458	63	1,395	2,437	2,500
Controllable Total	15,623	13,594	13,594	7,929	8,892	(963)	4,702	13,500
Net Totals	15,623	13,594	13,594	7,929	8,892	(963)	4,702	13,500

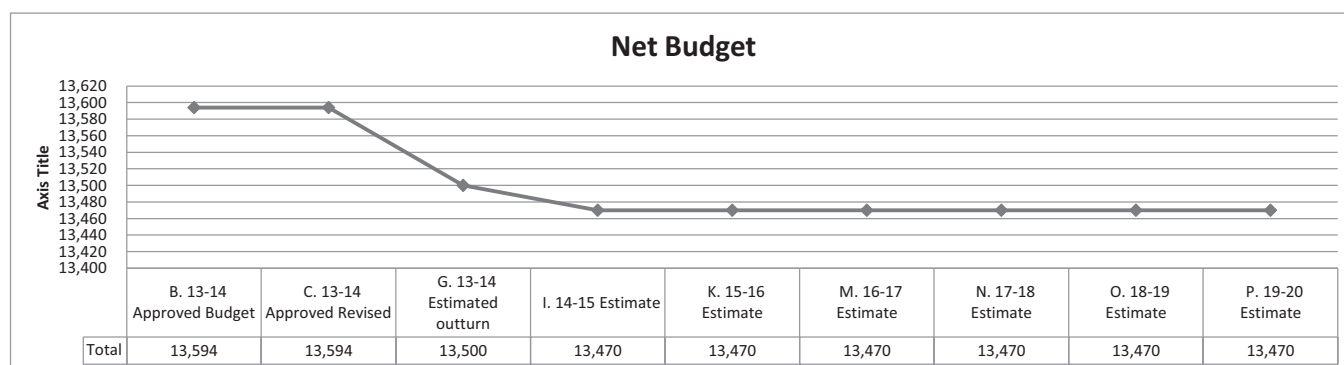
Key Performance & Success Measures / Activity

Commentary / Notes on Budget Monitoring Position

April 2013 - October 2013 (7 Months)

No significant variances

Future Years Estimates



Transport Committee - Budget Monitoring 2013/14

Airport - General

Budget Manager: Howard Cole

Brief Description of the service

Provision of airport services for the Islands including general running, cleaning, management and maintenance costs and levy of fees and charges for service provision.

Finances by Type (subjective)

	A. 2012-13 Actual	B. 13-14 Approved Budget	C. 13-14 Approved Revised	D. Budget Profiled to Period	E. Actual to Period	Profile Variance (D - E)	Annual Variance (C - E)	G. 13-14 Estimated outturn
	£	£	£	£	£	£	£	£
Controllable								
0. Staff Costs	42,965	65,456	65,456	38,184	15,910	22,274	49,546	34,530
1. Premises	92,045	103,230	103,230	90,446	72,038	18,408	31,192	91,230
2. Transport	55,968	43,050	43,050	25,780	37,031	(11,251)	6,019	43,050
3. Supplies and Services	73,185	62,134	62,134	57,468	55,450	2,018	6,684	177,134
4. Payments to Third Parties	34,148	37,554	37,554	31,073	23,702	7,371	13,852	37,554
8. Income	(1,039,997)	(1,268,940)	(1,268,940)	(941,992)	(736,450)	(205,542)	(532,490)	(1,110,940)
Controllable Total	(741,686)	(957,516)	(957,516)	(699,041)	(532,320)	(166,721)	(425,196)	(727,442)
Non-Controllable								
0. Staff Costs	-321	0	0	0	0	0	0	0
6. Support Services	47,202	46,305	46,305	0	0	0	46,305	46,305
8. Income	(804)	0	0	0	(164)	164	164	0
Non-Controllable Total	46,077	46,305	46,305	0	(164)	164	46,469	46,305
Net Totals	(695,609)	(911,211)	(911,211)	(699,041)	(532,484)	(166,557)	(378,727)	(681,137)

Key Performance & Success Measures / Activity

Commentary / Notes on Budget Monitoring Position

April 2013 - October 2013 (7 Months)

0. Staff costs - The vacancy saving on the airport manager role (Part) has been included in the projected outturn. An £8,000 budget set aside for recruitment advertising of the airport manager has not been spent yet. It is assumed that the vacancy will be for the full year but the final outturn will depend on any plans to recruit to this post. There is also a reduction in the training budget for the above post too of £4,800.

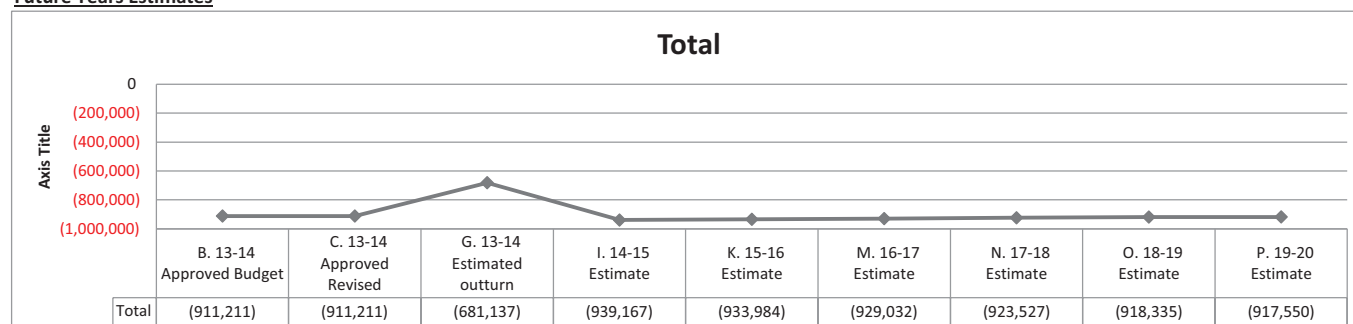
1. Premises - The budget was increased for an increase in business rates following the redevelopment of the airport. This budget can now be revised and the adjusted for a one-off saving of £12,000 in 2013/14 as the project will now take place later than initially intended.

2. Transport - The purchase of a new tug and trailer was made in June 2013.

3. Supplies - £100,000 included for airport development project risk and interest payments and a further £15,000 for the final phase of the Parsons Brinkerhoff review. Insurance: The second instalment is due to be paid at the end of September.

8. Income - A combined reduction of £172,000 has been included in the projected outturn for income. Passenger movements are expected to be 92,000 for the year against a budgeted 108,000, a shortfall of £128,000. Aircraft landings are also below budget and a shortfall of £44,000 has been included in the forecast outturn. A new budget of £14,000 has been included for Freighter landings that were not included in the original budget.

Future Years Estimates



COUNCIL OF THE ISLES OF SCILLY	TRANSPORT COMMITTEE	19/11/13	PART 1 – DECISION
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Title **Transport Preference Survey**

Author Economic Development Officer

1 Introduction

1.1 This report presents the report and results of the Transport Preference Survey undertaken by Bluegrass Research during July and August 2013.

1.2 The report and appendices are attached as Appendix 1.

2 Information

2.1 The Transport Preference Survey comprised;

- A residents telephone survey – 261 respondents
- A residents on-line survey – 231 respondents
- A visitors on-line survey (made available to a 7,500 strong database of individuals who have requested a Simply Scilly brochure over the last 2 years) – 872 respondents
- A visitors on-line survey (available via an open link) – 496 respondents

2.2 The following key points have been identified in the results summary by Bluegrass Research;

2.2.1 Residents Research;

- a) The majority are travelling fairly regularly to the mainland, the most common frequency being between 4 and 6 journeys in a year.
- b) Flying is preferred for all journey purposes – a preference which is stronger for appointments and business/ work related trips than for visiting family or for holidays.
- c) Flying is valued for being quicker and, by the Online respondents, for being the only choice in winter months.
- d) Land's End is the preferred arrival point for the majority (74-76%).
- e) There is a contingent however who do prefer to sail – typically between a quarter and a third for most journey purposes; fewer for medical appointments and business trips. Where sailing is preferred, it is its affordability and, to a lesser extent, its reliability which attracts.
- f) The overall transport provision receives a positive rating by the majority, although the telephone respondents are more positive.
- g) The Skybus service receives more positive ratings than the Scillonian Ferry service.
- h) In particular the Ferry service receives negative ratings for the quay facilities at Penzance and at St Mary's and for its schedule of sailing times.

- i) For the appeal of possible changes to facilities and services: first is improved facilities at Penzance Quay; second is the introduction of a Winter Boat Service; and third is improved facilities at St Mary's Quay. This is in line with the lower ratings given to the Ferry services when respondents were asked about current provision. Improvements to the airport terminal at St Mary's have appeal (to around 3 in 5 respondents), but are less popular than the possible changes to sailing services and facilities.
- j) The majority say they would use a Winter Boat Service if one was available, with the months of November, December and March being popular months.
- k) A Winter Boat Service appealed most often for holidays and visiting family on the mainland, although Online respondents indicated they would make more use of the service for a wider range of purposes.
- l) Interest in winter flights to Exeter is not so strong, around one third of each sample envisage using such a service with November and December being the most popular months.

2.2.2 Visitors Research;

The Visitor Survey engaged with actual visitors and non-visitors to the islands (48% of Database sample and 99% of Open Link sample had visited). It is important to remember however, that the survey only included people who had either been to the Isles of Scilly before or who had considered visiting – so to that extent, this is a 'warm' sample. In addition there are some differences between previous visitors answering from the two samples. It may be the case that the difference is because those responding to the Open Link were motivated to respond because they are particularly interested in or have specific views about the transport to and from the Isles of Scilly.

One of the most encouraging findings is the strength of interest in visiting the Isles of Scilly in future with the majority saying they are likely to make a future visit.

- *Barriers to visiting the Isles of Scilly*
The main reason is cost of travel, followed by cost of accommodation. The islands are perceived as expensive to reach and cost is a barrier for many. There are also perceptions of the islands 'taking too long to reach' and being 'too far'. However, almost a quarter of non-visitors chose not to visit because they 'did not know enough' about the islands – representing a communications challenge for marketing the destination to potential visitors.
- *Travel preferences*
Air travel is popular for future visits – especially for those who have visited before. People who have not visited before are more open-minded and more likely to consider either sailing or flying.
The attractions of flying are seen as quicker journey times as well as convenience, flexibility and departure points. Only a minority actively prefer sailing – largely attracted by its affordability. It is interesting to note too that sailing can be seen as more reliable – especially by those who have visited before.

- *The Journey on the Mainland*

There is a strong preference for driving to and from the UK departure/arrival point and consequently the distance from home to the departure/arrival point is the strongest influence on which departure/arrival point they choose - a key reason for Exeter coming out as the strongest preference. However, length of flight time is also a factor for some and a prime reason for choosing Land's End. Rail travel on the mainland to point of departure/arrival is favoured by around one fifth of the samples.

Awareness of the combined rail tickets was limited, although there was a clear difference in levels of awareness with previous visitors being significantly more likely to be aware of the availability of these tickets.

Interest in using such services in the future is reasonably high, suggesting an opportunity for development of rail travel as part of the journey.

The majority of respondents expect they would include an overnight stay on the mainland in a future journey to the islands – although those who have visited before are less likely than first time visitors, who are more likely to see an overnight mainland stay as an important part of the trip.

- *Attitudes towards the journey to the Isles of Scilly*

Although the majority agree that the journey to the islands is 'all part of the adventure', there is a substantial minority [around one third] who are put off by it – higher amongst non-visitors [40%]. The majority see it as a great holiday destination, but expensive to reach – and this is a barrier for many, including almost half of those who have not visited before. Importance of cost of travel is further emphasised by the fact that three quarters of previous visitors agree that cost of a visit limits the frequency with which they visit.

There is general agreement that sailing is more affordable, but that flying is: more convenient; quicker; and offers better departure and arrival points on the mainland. Those who have visited before believe these factors more strongly than non-visitors. Non-visitors are also not sure about which mode of transport offers the greatest flexibility, while experienced visitors are sure it is air travel. Similarly those who have not previously visited are less sure about which service is more reliable, while previous visitors indicate sailing is more reliable.

2.2.3 Other key themes

The main themes emerging in the open-ended comments from Visitors and Residents were;

- bemoaning the loss of the helicopter,
- the cost of travelling to the islands,
- the desire from visitors for additional flights from different mainland airports.

- 2.3 The following have been recommended by Bluegrass Research as potential areas for further research;

For previous visitors;

- to understand in more detail their perceptions of the facilities which are available for Ferry and Air services. In particular;
- Are they similarly dissatisfied with the quay facilities at St Mary's and Penzance?
- How do they perceive the current facilities at the airport terminal at St Mary's?
- How would investment in either of these impact on their propensity to visit in future and the mode of transport they would favour if they did?

For residents;

- to explore the extent to which the current sailing provision is impacting on their preference to fly.
- Sailing is seen as more affordable and more reliable, so would improved facilities increase their propensity to favour sailing for more journey types?

For both visitors and residents;

- to explore in more depth some of the prevailing perceptions and opinions which this quantitative exercise has identified.
- Qualitative research could be used to delve more deeply into the drivers and barriers which are behind the findings, and so provide further indication of the direction to be taken and the nature of the task in hand.

- 2.4 To date the results of the study have been:
- Used as evidence in support of the funding for the airports improvement project.
 - Used to justify the case for State Aid in relation to the work being undertaken on the airports improvement project.
 - Reviewed as part of the assessment of seven day operations at the Airport.
 - Identified as data to share with the Isles of Scilly Steamship Group and Cornwall Council to inform ongoing and future discussions about our transport infrastructure and mainland links.

3 Financial Implications

- 3.1 There are no financial implications as a result of this report.

4 Recommendations

- 4.1 That Members accept the report on the Transport Preference Survey by Bluegrass Research.

Implications	Environmental Impact	None as a result of this report
	Community Health Implications	None as a result of this report
	Crime and Disorder Reduction	None as a result of this report
	Best Value Implications	None as a result of this report
	Financial Implications	See Paragraph 3
	Legal opinion Required/ Date	Yes /Operational: Date

JMP/6 November 2013

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Report

DRAFT Transport Research Report

Isles of Scilly

by

Linda Landles

October 2013

Project 13039

DRAFT



COUNCIL OF THE ISLES OF SCILLY

Transport Survey

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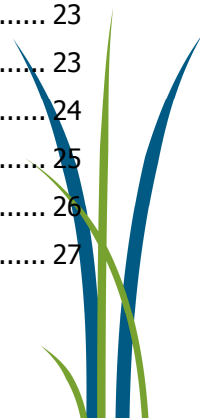


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1 Introduction

Bluegrass Research were delighted to be commissioned by the Council of the Isles of Scilly to conduct research into methods of transport preferred by locals and visitors for travelling to and from the islands. The findings are to be used to help the Council to understand attitudes, behaviours and preferences of locals and visitors and to support funding bids for investment into the transport infrastructure for the islands.

Headline findings from the research have been provided to the Council in a series of Powerpoint presentations. The purpose of this report is to bring all of the findings together in one document and so to provide a definitive account of the project.

2 Objectives

The overall, objective of the research was to identify preferred methods of transport [considering *sea* versus *air* transport] to and from St Mary's amongst visitors and local residents. Within this overall objective, the research was to consider:

- Preferences for mainland departure and arrival destinations, including issues surrounding connectivity/services/access relating to those destinations
- Differences in preferences amongst different profiles of people
- The impact of season/ time of the year on preferences
- Price sensitivities surrounding preferences

3 Method

A programme of quantitative research was designed to meet the requirements of the project and to suit the two main target research 'audiences' – Residents and Visitors. There were 4 main components of the Research:

Residents

A **Telephone Survey** of Residents, sampled from a telephone directory of local residents provided by the Client. A sample of **261 respondents** was achieved in the telephone survey, drawn from an overall list of 675 contacts [after cleaning] provided. Fieldwork for the telephone survey took place between 16th and 25th July 2013

An **Online Survey** was also completed by **231 Residents**, responding to an Open Link which was posted on websites used by Isles of Scilly residents, once the fieldwork for the Telephone Survey was complete.



Visitors

An **Online Survey** of visitors was distributed to named individuals on 2 databases provided by the Council of the Isles of Scilly, achieving a sample of **872 responses drawn from the overall listing of 7502 contacts who had requested a Simply Scilly brochure in the last 2 years.**

An **Open Link** to the Survey was then posted by the Client on a number of relevant websites. A sample of **495 was achieved** from this link.

4 Sample Profiles

4.1 Residents

Figure 1: Resident Sample location

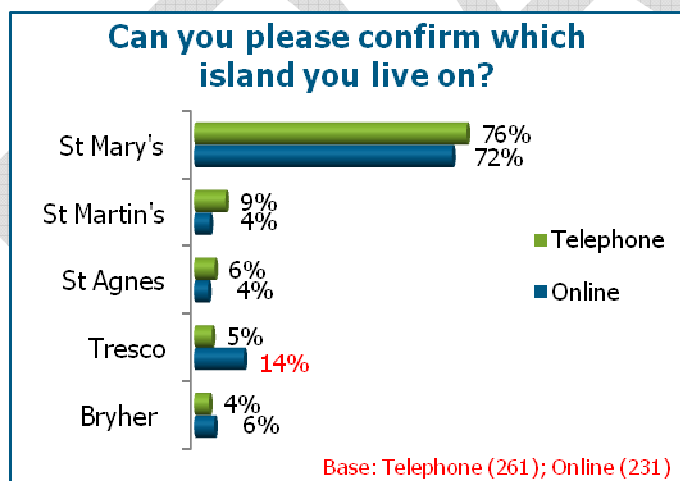


Figure 2: Age

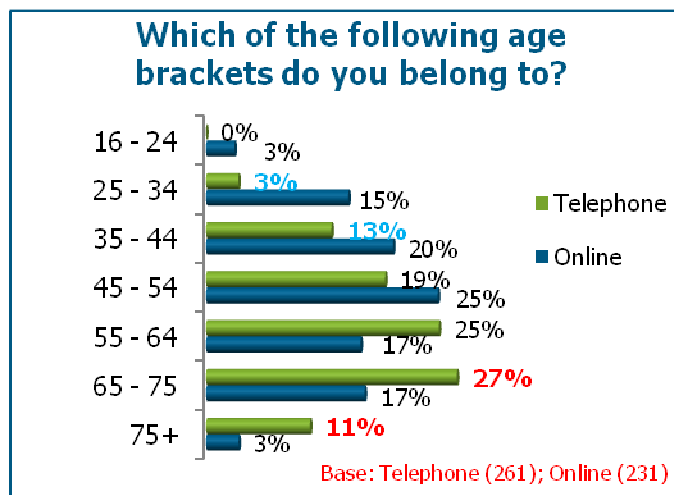


Figure 3: Gender

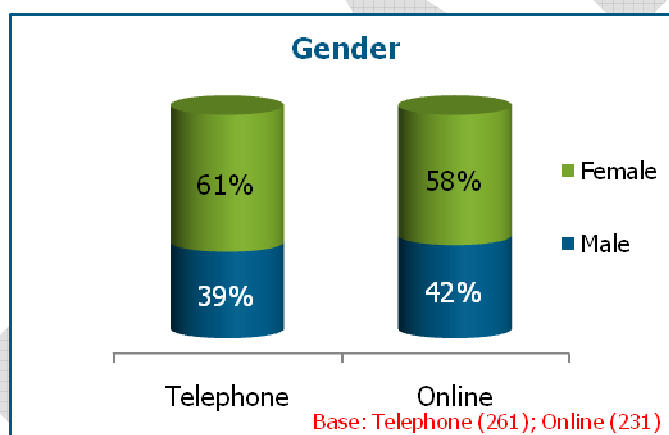


Figure 4: Number of Children

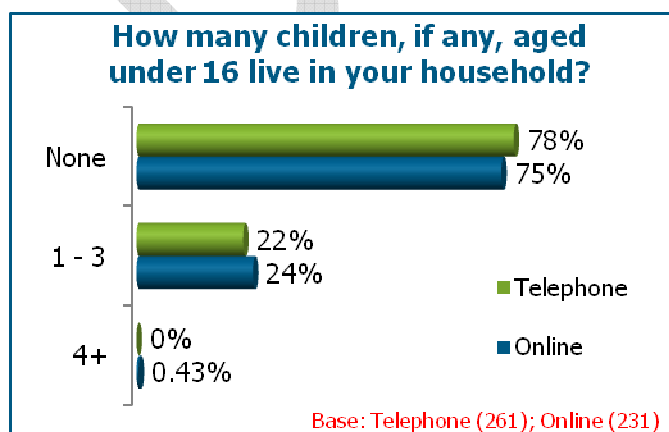
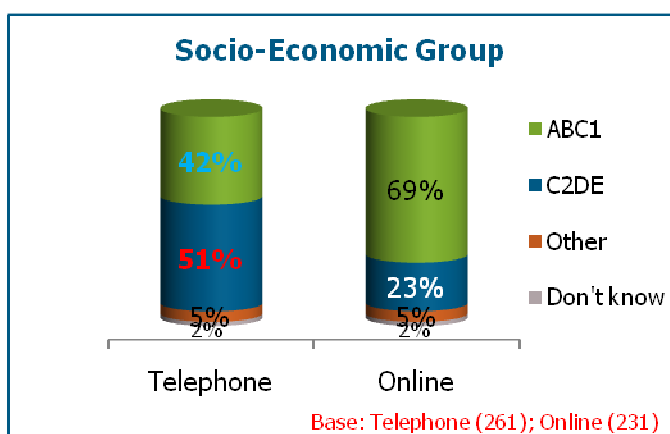


Figure 5: Socio-Economic Group



The two **Resident samples** – from the **Telephone Survey** and from the **Online Survey** - are in fact very similar in many respects, only differing significantly in some aspects of age and socio-economic group:

- the **Telephone sample** has a **higher proportion of over 55s** and a **lower proportion of under 25s**;
- the **Telephone sample** has a **lower proportion of ABC1s** and a **higher proportion of C2DEs**

The only other significant difference is a higher proportion of respondents from Tresco in the Online Sample. Otherwise they were very similar on: *travel frequency, gender, presence of children, travel preferences*

4.2 Visitors

Figure 6: Age

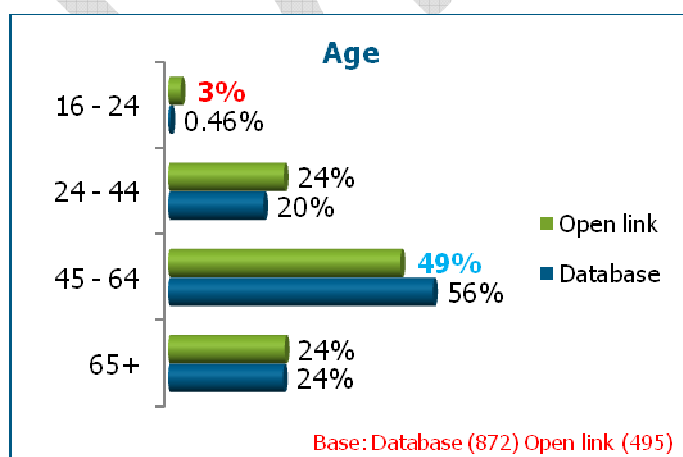


Figure 7: Gender

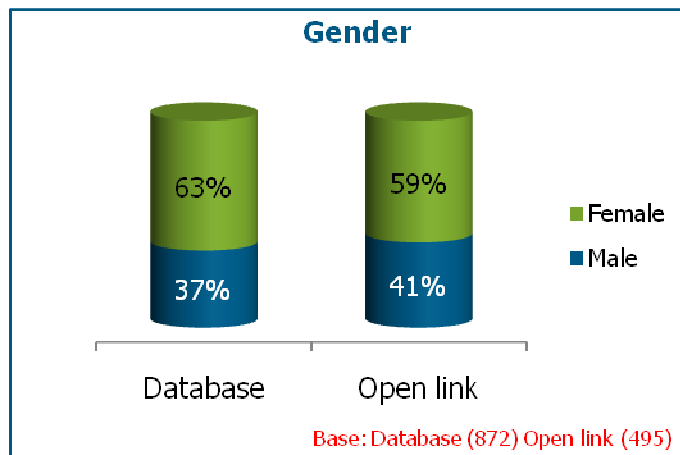


Figure 8: Location

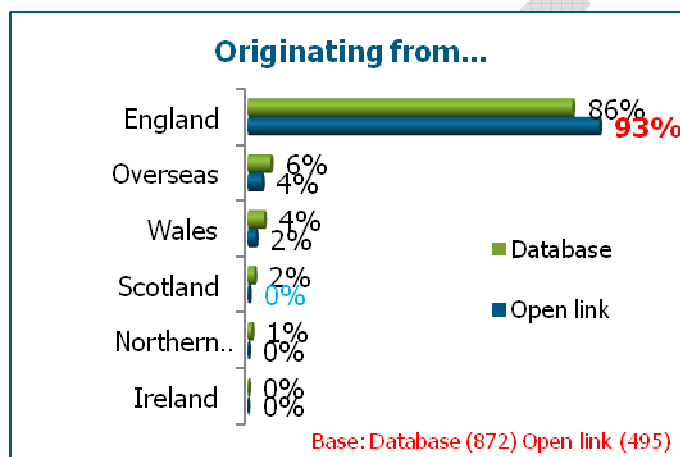


Figure 9: Location in England

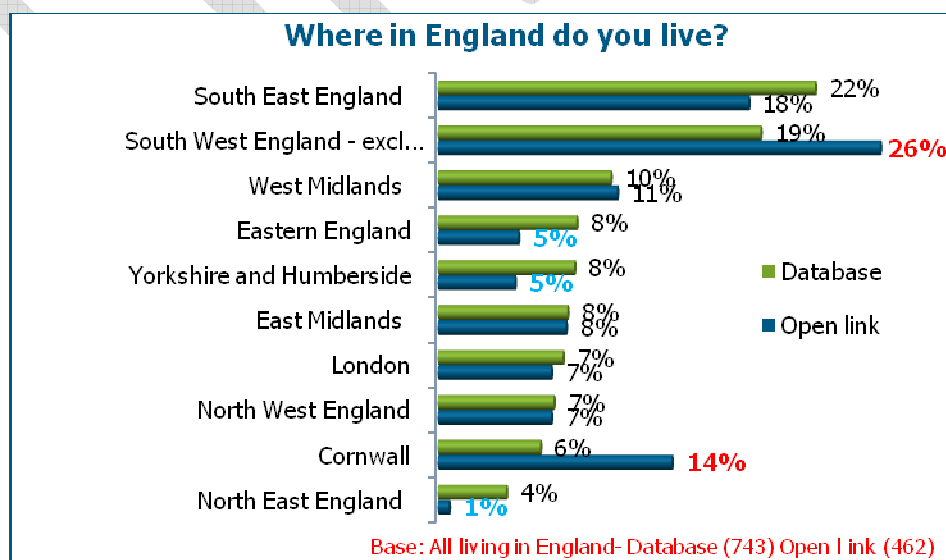


Figure 10: Ages of children

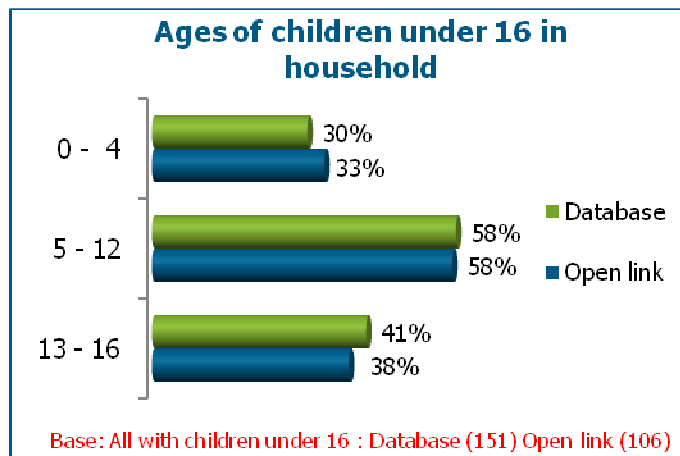


Figure 11: Number of children

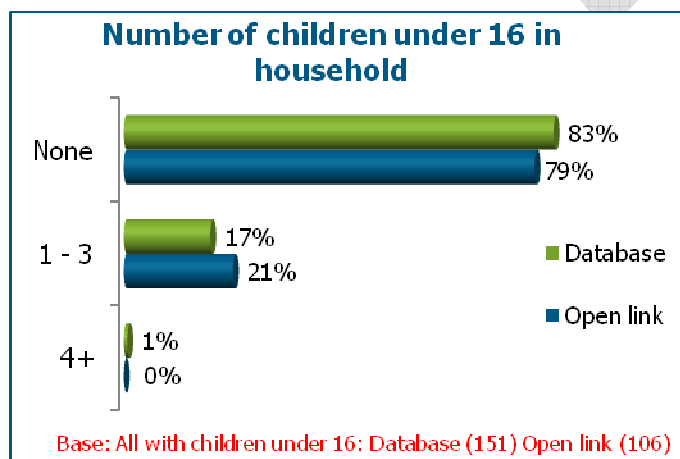
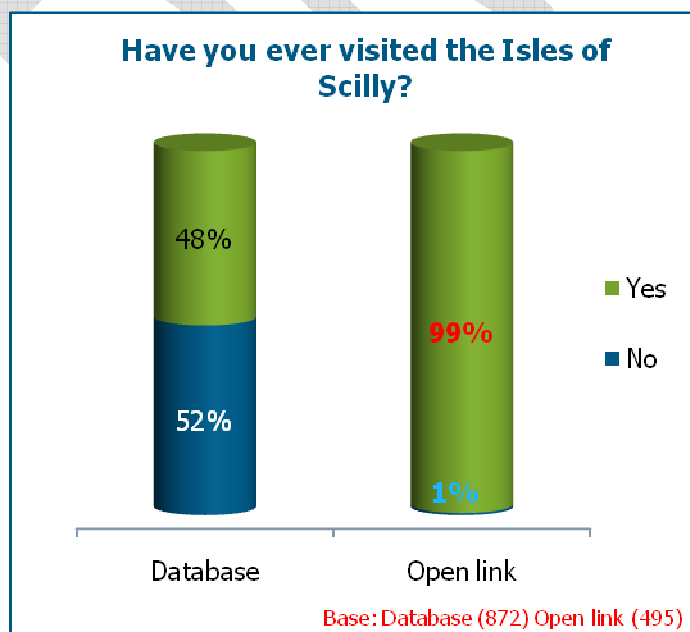


Figure 12: Ever visited



Respondents from the Visitors' **Open Link sample** were:

- **younger** [73% aged 45+ vs 80%]
- **more likely to originate from England** [93% vs 86%] and in England, more likely to come from the South West and Cornwall
- **much more likely to have visited the Isles of Scilly** [99% vs 48%]

5 Findings

The Findings are presented in this Section **by each audience**: first *Residents*, then *Visitors*. In each case, the results from each element of the research are shown separately, to maintain the integrity of each dataset and to enable comparisons to be made between the samples from each source.

Significant statistical differences, tested on a 95% confidence level, are identified on the charts in **RED** for significantly higher statistics and in **BLUE** for significantly lower statistics.

5.1 The Surveys with *Residents*

The Telephone interview and online questionnaire for Residents were very similar, covering:

- Current travel habits, behaviour and preferences
- Perceptions of current transport provision
- Appeal of range of potential changes to transport services

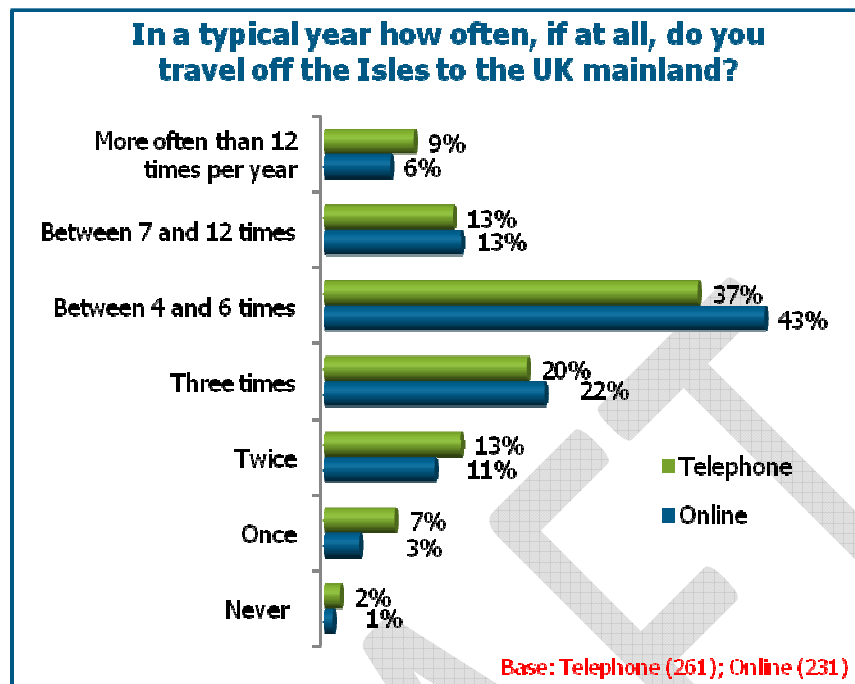
The findings are presented here under these 3 subject areas. Results from the Telephone Survey and the Online Survey are shown separately.

5.1.1 Residents: Current travel habits, behaviour and preferences



The chart below shows the frequency with which Residents travel off the Isles of Scilly to the UK mainland in a typical year.

Figure 13: Frequency of travel to mainland



The most common frequency of travelling off the islands is between **4 and 6 times** in a year – with around 2 in 5 Residents choosing this frequency. The **majority of Residents** travel off the Islands between **3 and 6 times in a year – 57% in the Telephone Survey and 65% in the Online Survey.**

Also, there are approximately **1 in 5** of Residents who make the journey **7 or more times a year**, those travelling for work being the most likely to travel at this frequency.

There are no significant differences between the samples on this measure.

All Residents who said they travelled off the islands to the UK mainland were asked for which purposes they travelled to the UK mainland and then which took them to the UK most often.



Figure 14: Reason for travel to the mainland

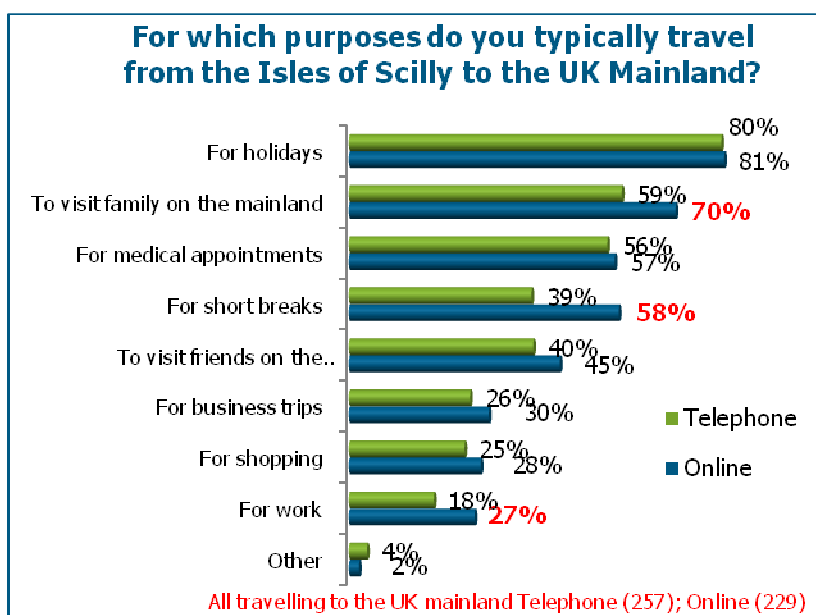
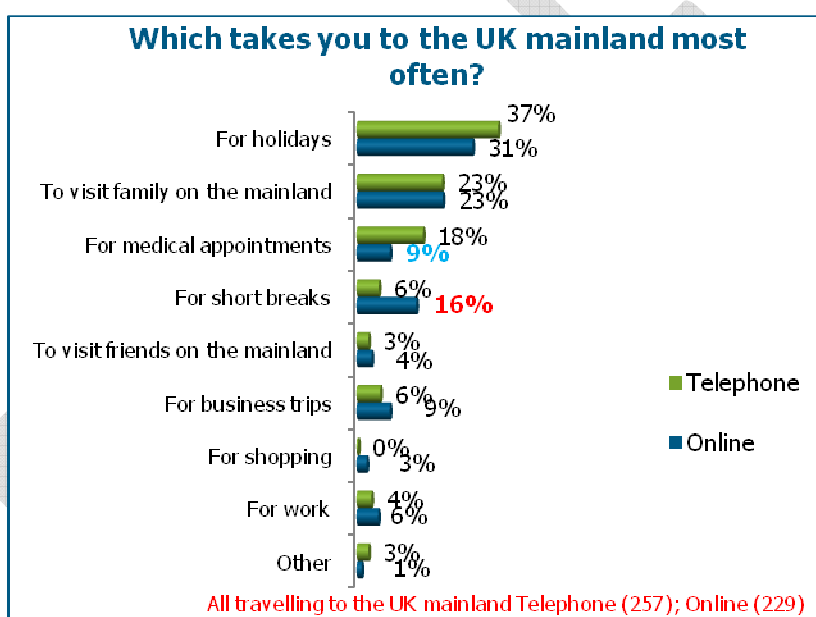


Figure 15: Main reason for travel to mainland



The purpose which takes residents to the UK mainland most often is **holidays**, followed by **visiting family**.

Interestingly, the Resident **Online** sample is:

- **more likely** to travel for **short breaks**, to **visit family** and **work**
- **less likely** to travel **most often** for **medical appointments**

Other notable differences between different profiles of respondents generally:

- those aged **25-44** are **more likely than those aged 45+** to travel **most often** for **short breaks**



- Those in Socio-Economic Group **ABC1** are more likely than **C2DEs** to travel off the islands **most often** for **short breaks** and for **business trips**
- Whereas **C2DEs** are more likely than **ABC1s** to travel **most often** to **visit family**

All those Residents in the samples who travelled to the UK mainland in a typical year were asked about their travel preferences for a range of different journey purposes.

Figure 16: Reasons for travel and method of transport – Resident Telephone Sample

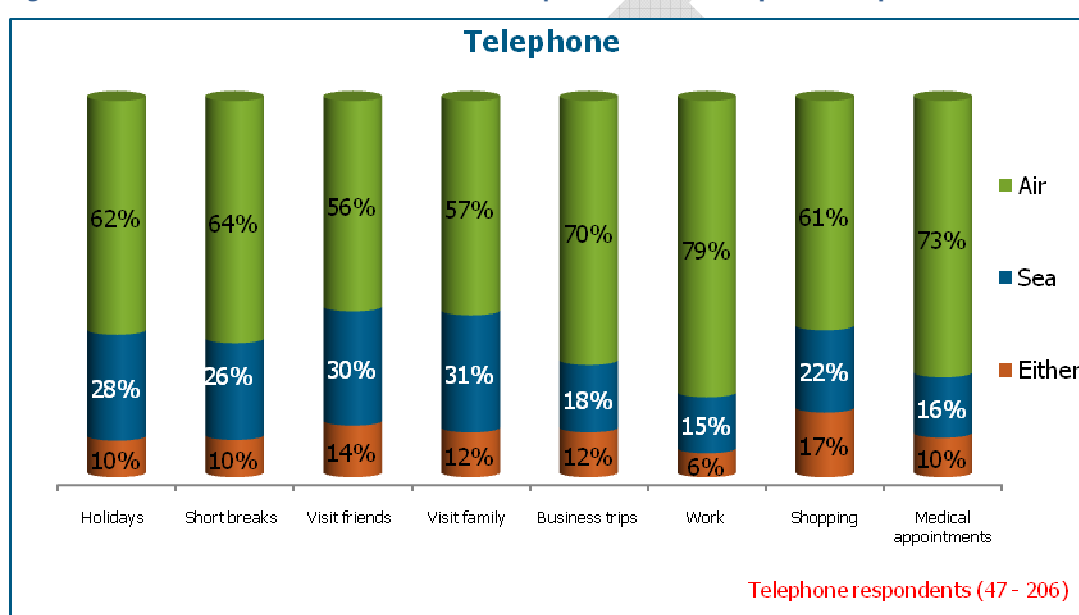
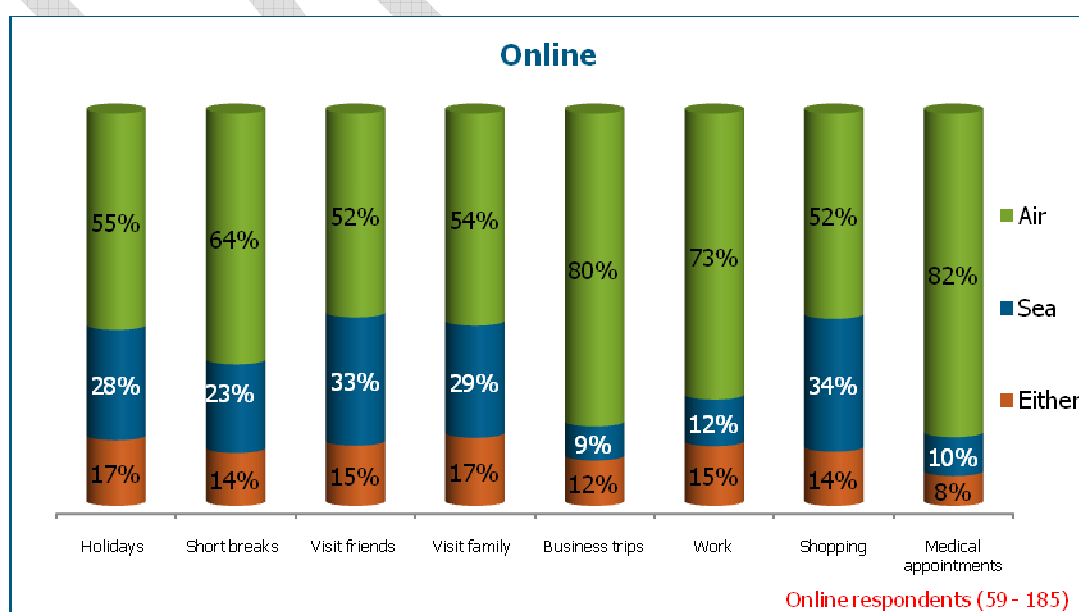


Figure 17: Reasons for travel and method of transport - Resident Online Sample

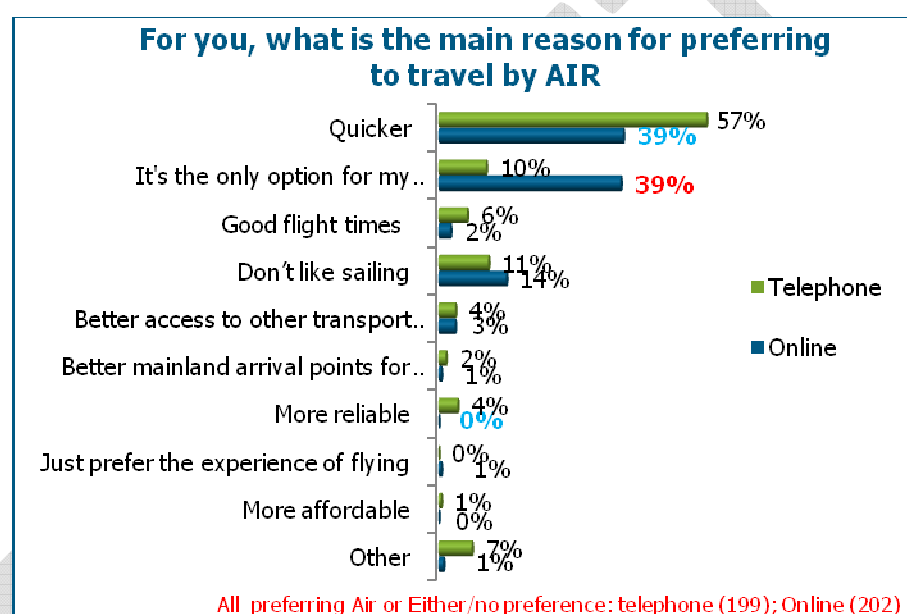


Air travel is the preferred method of transport by the majority across all journey purposes. This **preference for flying is strongest for work, medical appointments and for business trips**, and **weaker** [although still stronger than the preference for sailing] for **leisure journeys**, such as **visiting family or friends** and for **holidays** – indicating different attitudes and approaches to these different journey purposes.

The pattern is very similar for Telephone and Online respondents and there are no important differences across the breaks.

In order to gain more understanding of the preferences they had expressed, Residents were asked why they preferred Air or Sea travel.

Figure 18: Reasons for choosing to travel by air



In the case of a preference for flying, there is a difference between the Telephone and Online samples:

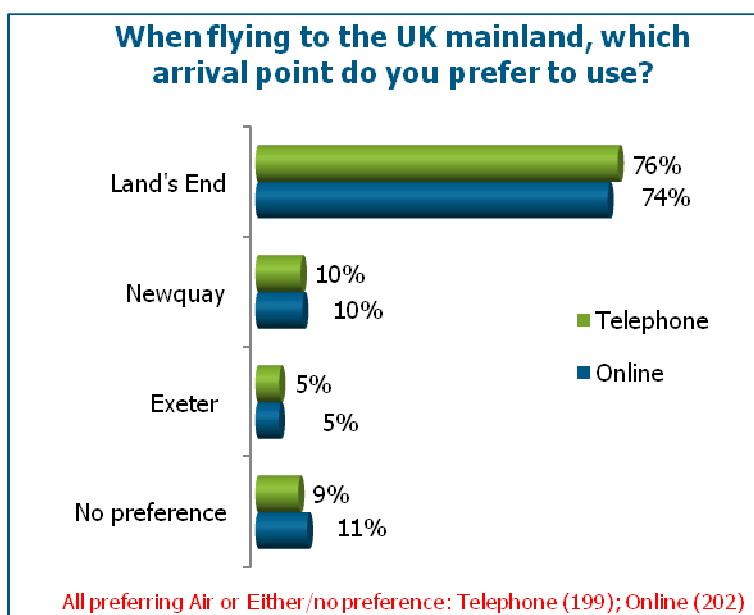
- In the **Telephone Survey**, the main reason given by respondents for choosing air travel is: **it's quicker to fly**
- **Online respondents** on the other hand, give **equal weight to flying being quicker** and this being the **only option in winter months**

No other important differences emerge.

Residents who had expressed a preference for flying were asked which arrival point they preferred to use on the UK mainland.



Figure 19: Favoured UK mainland departure point

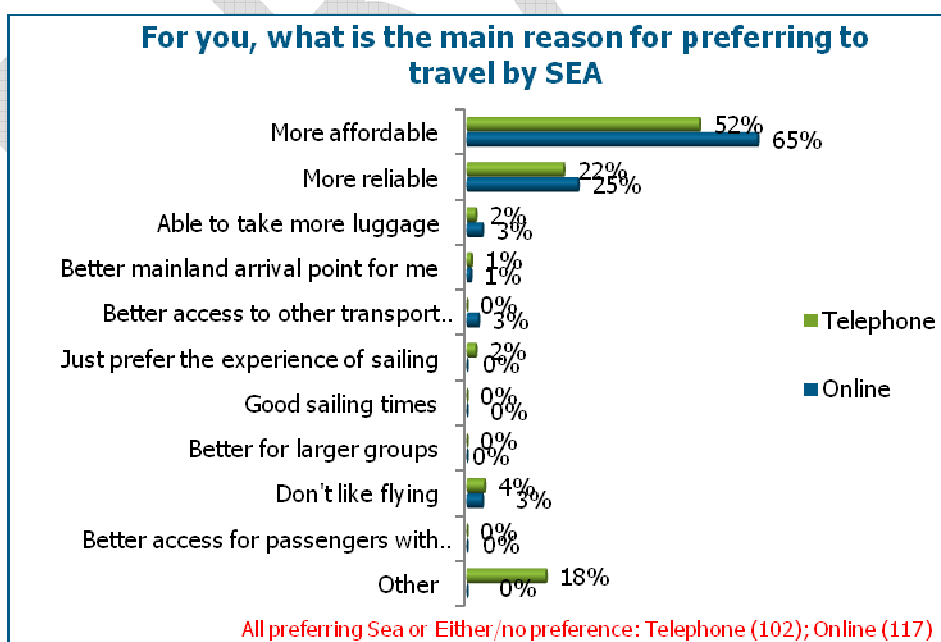


The **vast majority** of those preferring to fly – around three quarters in each sample - **prefer to arrive at Land's End**.

The patterns are similar across the samples and across the different variables.

When it comes to sailing, there is more agreement between the two samples on the main reason for preferring this method of transport.

Figure 20: Reasons for travelling by sea



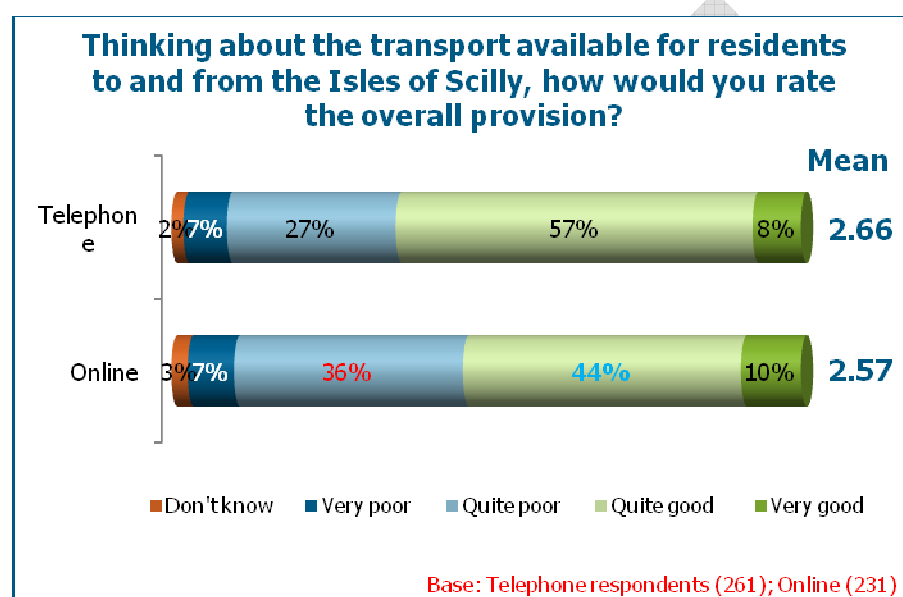
The **main reason for preferring to sail** – in both samples - is that it's **more affordable** particularly for people with children. Interestingly, travelling by sea is also seen to be **more**

reliable by a sizeable minority of both samples – Telephone respondents [22%]; Online respondents [25%].

5.1.2 Residents: Perceptions of current transport provision

All Residents responding in both the Telephone and Online Surveys were asked to rate the overall transport provision for Residents travelling to and from the Isles of Scilly.

Figure 21: Rating the current transport provision



As the figure above shows, the majority in both samples were positive about travel provision. However, the Telephone respondents were more positive overall than those responding Online.

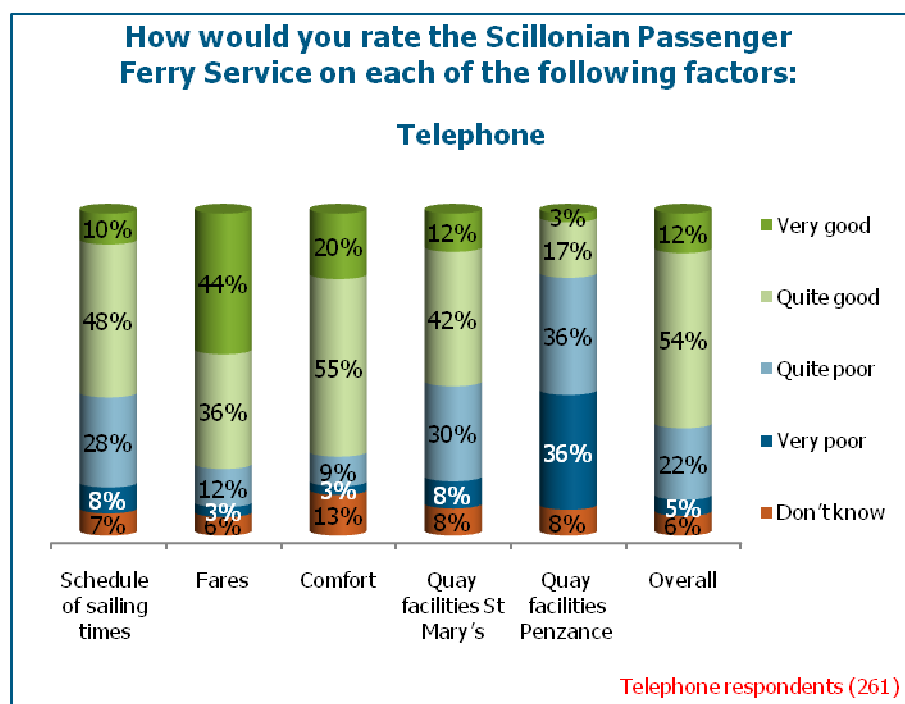
There were some differences between different profiles of respondents generally:

- females are more positive than males
- C2DEs are more positive than ABC1s
- the more frequently you travel, the less positive you become

As there is a higher proportion of C2DEs in the Telephone sample this is driving some of the difference.

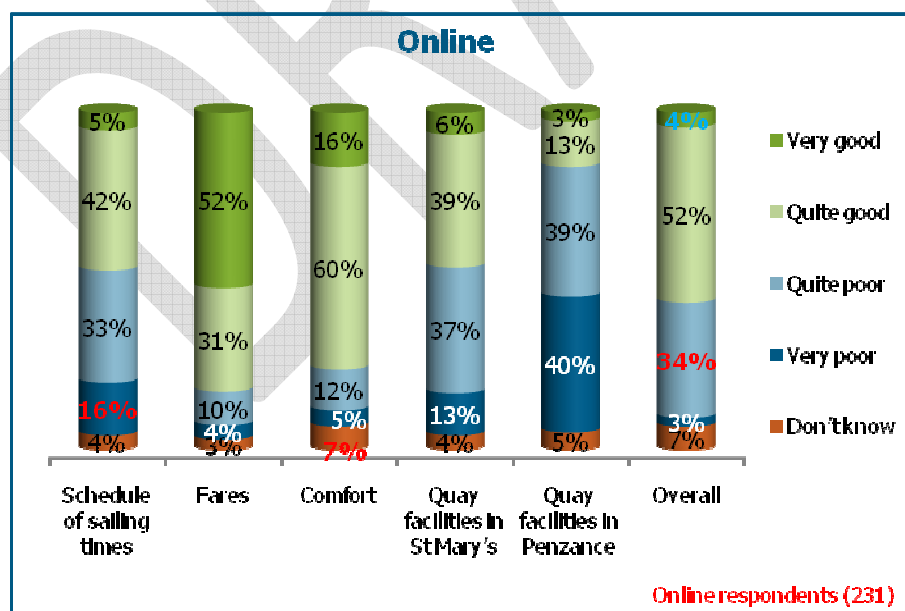
Residents were asked to rate first the Scillonian Passenger Ferry Service and then the Skybus Airline Service on a range of specific factors.

Figure 22: Rating the Scillonian Passenger Ferry Service – Resident Telephone Sample



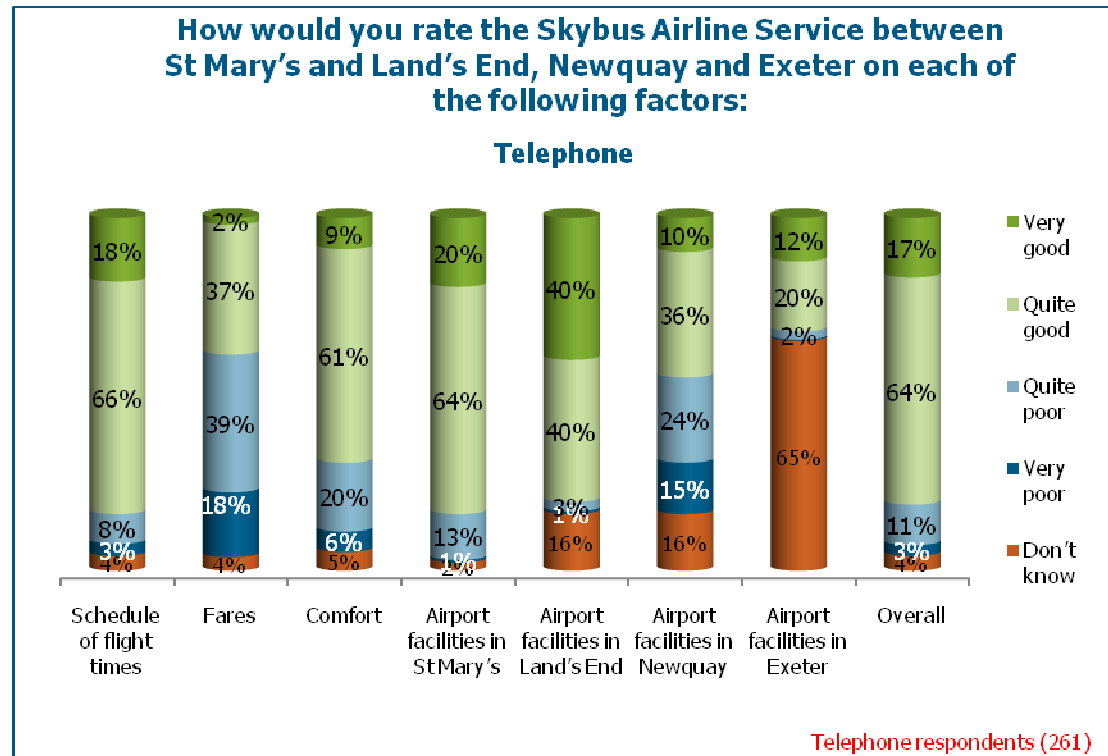
In the **Telephone survey**, the Ferry Service receives generally positive ratings, the strongest being for **Fares [79% positive]** and **Comfort [75% positive]**. The weakest rating is for **Quay facilities in Penzance**, for which **almost three quarters give a negative rating**.

Figure 23: Rating the Scillonian Passenger Ferry Service – Resident Online Sample



The **patterns are similar for respondents in the Online Survey**: respondents here too give the strongest ratings for **Fares** and **Comfort**. However, it is interesting to note that Online respondents are less positive than Telephone respondents on every rating, except for Fares, where they are more positive.

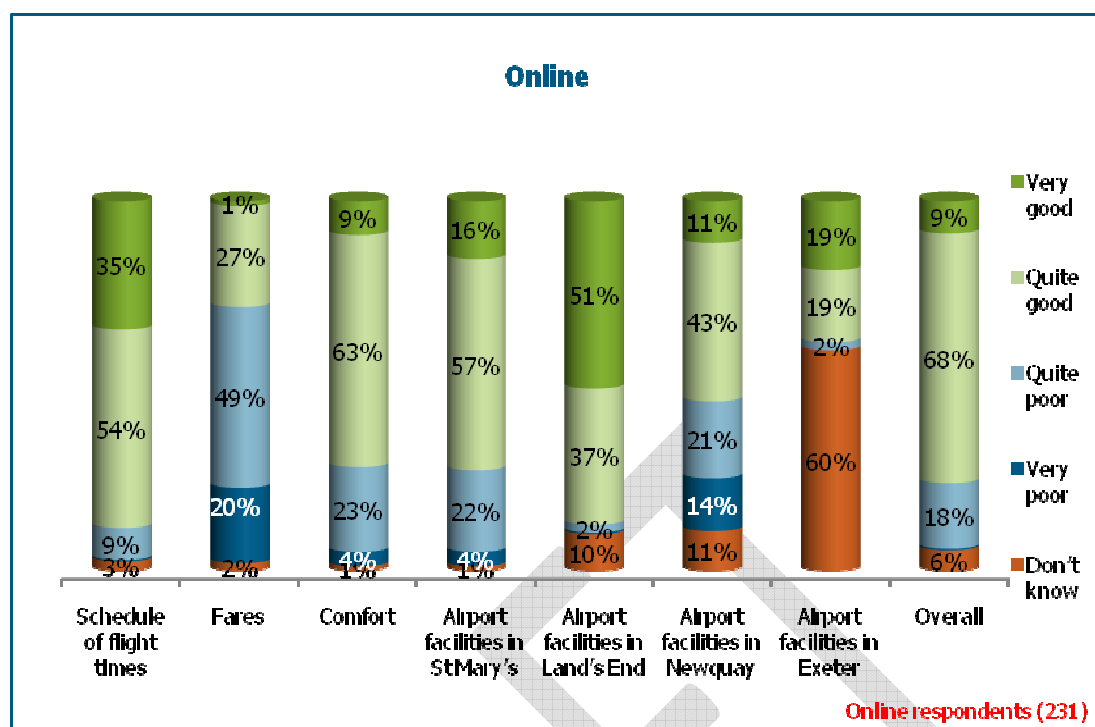
Figure 24: Rating the Skybus – Resident Telephone Sample



In the **Telephone Survey**, the **Skybus Airline Service** receives **generally positive ratings** – especially for the **Airport facilities at Land's End** and **St Mary's** and for the **schedule of flight times**.



Figure 25: Rating the Skybus – Resident Online Sample



The **pattern is very similar with the Online Resident respondents** – they too give **highest ratings** to **Airport facilities at Land's End, St Mary's** and for the **schedule of flight times**.

Figure 26: Rating the Scillonian Passenger Ferry Service and Skybus overall – Resident Telephone

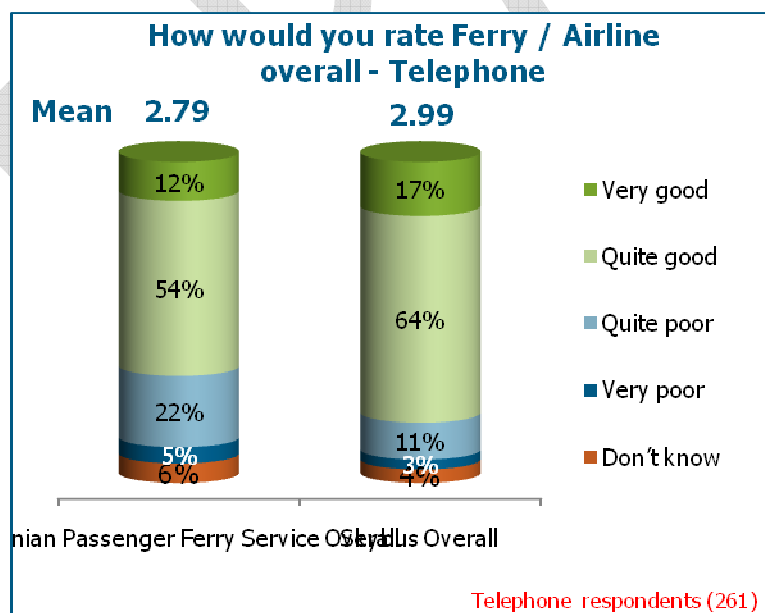
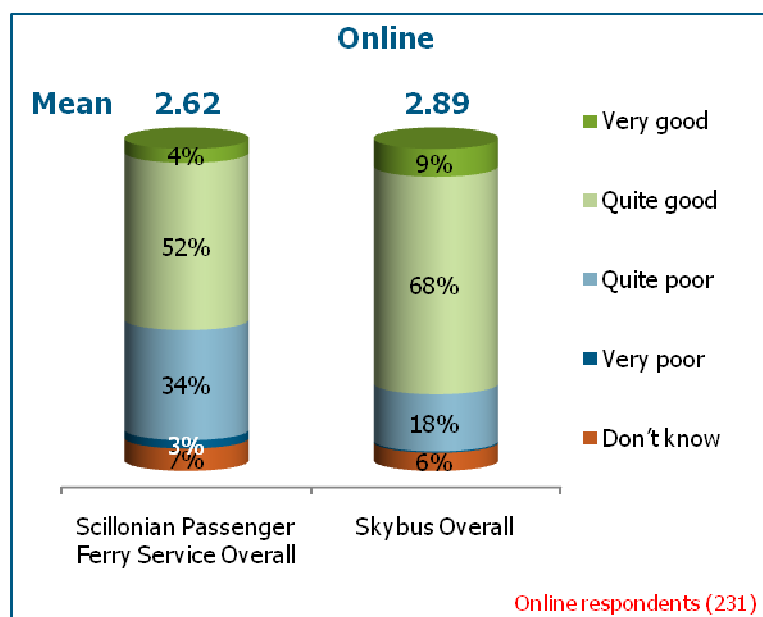


Figure 27: Rating the Scillonian Passenger Ferry Service and Skybus overall – Resident Online



When ratings for the two services are compared, the **Airline Service receives higher ratings than the Ferry Service overall**, from both samples. However, again it is interesting to note the difference between the samples - those responding Online are less positive about both services than those responding to the Telephone Survey.

Looking at the overall ratings for the Ferry service, the **Telephone sample is significantly more positive than the Online sample**. In the Online survey:

- 65+ are more negative than 25-64s
- Males are more negative than females

Other differences across the variables in rating the Ferry service overall:

- **More frequent travellers are less positive**

Looking at the ratings for the **Skybus overall**, as with the Scillonian Ferry Service, **Telephone respondents are significantly more positive than the Online respondents**.

Other differences across the variables in rating the Skybus service overall:

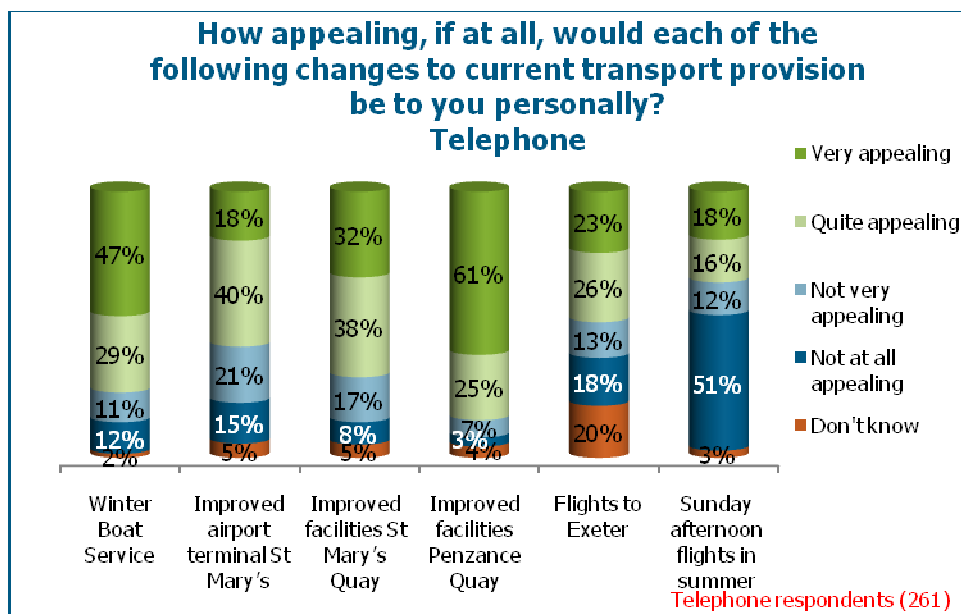
- **65+ are more negative than 25-64s**
- **Males are more negative than females**



5.1.3 Appeal of changes to current transport provision

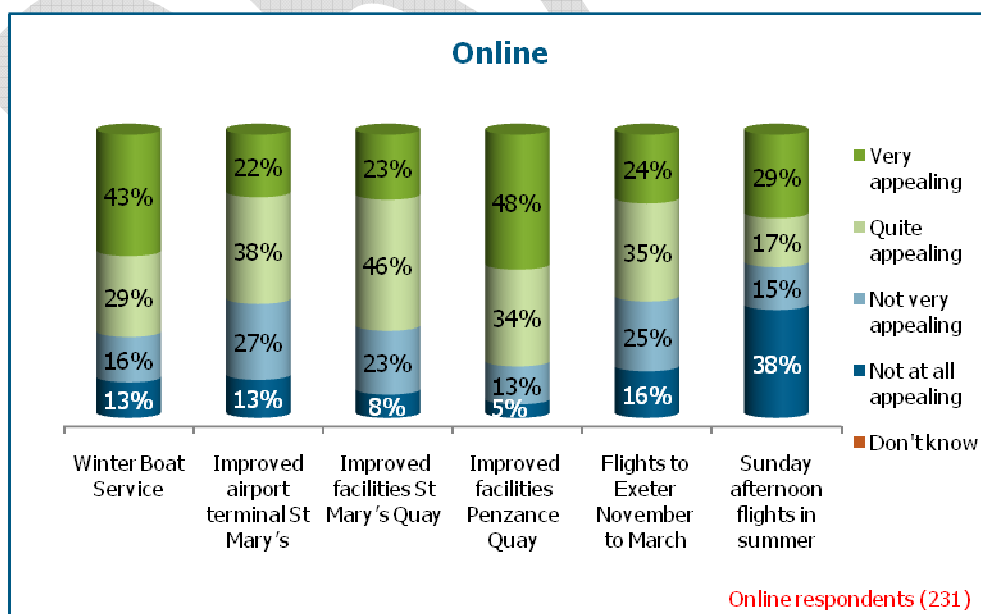
Respondents in the Resident surveys were asked to rate how appealing they found each of six possible changes to existing transport provision.

Figure 28: Appeal of changes to current transport provision – Resident Telephone Sample



Within the **Telephone sample**, the most appealing change to the current provision is **improved facilities at Penzance Quay [86% appealing]**. A **Winter Boat Service** and **improvements to facilities at St Mary's Quay** also figure highly, appealing to 75% and 70% respectively.

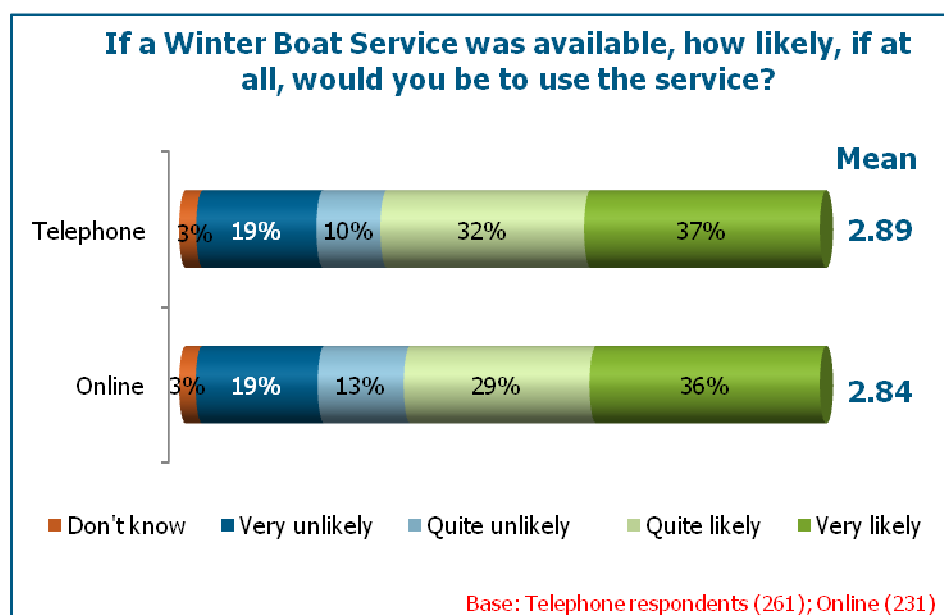
Figure 29: Appeal of changes to current transport provision – Resident Online Sample



Findings from the **Online sample**, reflect those of the Telephone sample closely, with **improvement to facilities at Penzance Quay being the most appealing**, followed by a **Winter Boat Service** and **improvements to St Mary's Quay**.

All respondents were asked to say how likely it would be that they would use a Winter Boat Service, if one was available.

Figure 30: Likelihood of using a Winter Boat Service



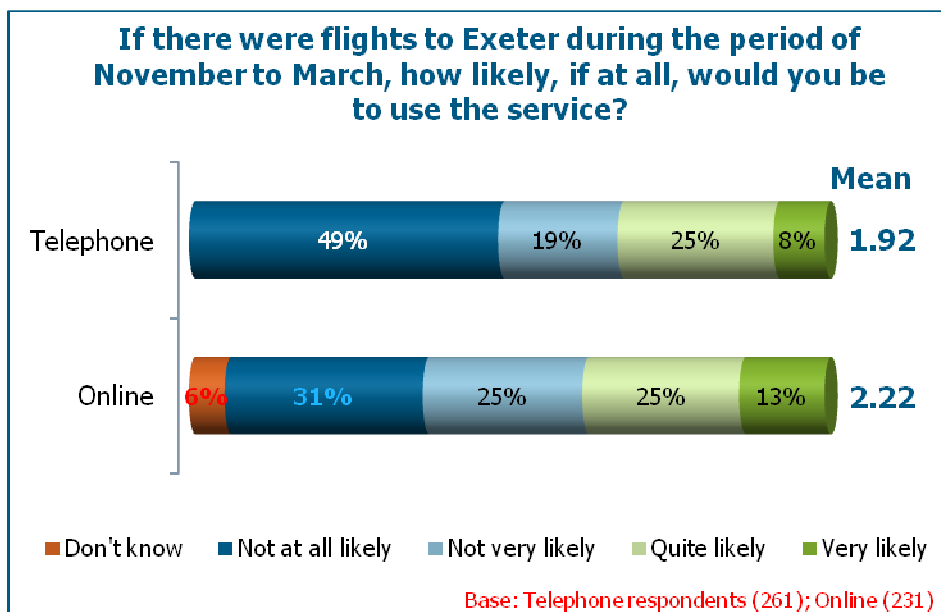
The **majority of respondents to both the Telephone and Online Surveys say they are likely to use a Winter Boat Service** between November and March – **69% of Telephone respondents and 65% of Online respondents are likely to use such a service**. Patterns of response are very similar in the two samples.

Around two thirds of respondents say they would be likely to use the Winter Boat Service in **November** [76%] and **December** [77%].

All respondents were asked how likely it would be that they would use Flights to Exeter during November to March, if they were available.



Figure 31: Likelihood of using flights to Exeter



Ratings for **Winter Flights to Exeter** were generally less positive than for the **Winter Ferry Service**. A minority in each sample [33% Telephone; 38% Online] agree they would be likely to use a **Winter Flights service**. Overall, Online respondents are significantly more likely than those responding by Telephone to use the Winter Flights Service.

Like the Winter Ferry Service, **November** [63%] and **December** [64%] were the most popular months for likely usage.



5.2 The Surveys with *Visitors*

The Survey with Visitors was conducted only Online but using two different sampling methods : first an individual link was sent to contacts on a Visitor / Enquirer database; then an Open Link was posted by the Client on a number of sites likely to be used by Visitors. The resulting samples had different profiles [as detailed in Section 4] and for this reason the data from each is presented here separately.

Analysis of the Visitor data generally shows a consistent difference in the perceptions of *previous visitors* and *non-visitors* to the islands. As the main difference between the Database and the Open Link samples was the heavy representation of previous visitors in the Open Link sample, there is a correlation between how previous visitors and the Open Link sample respond. Additional analysis of the Database sample [into *previous visitors and non-visitors*] is provided where it is useful, to draw out important differences between the two types of visitor and show how they impact on the respective samples.

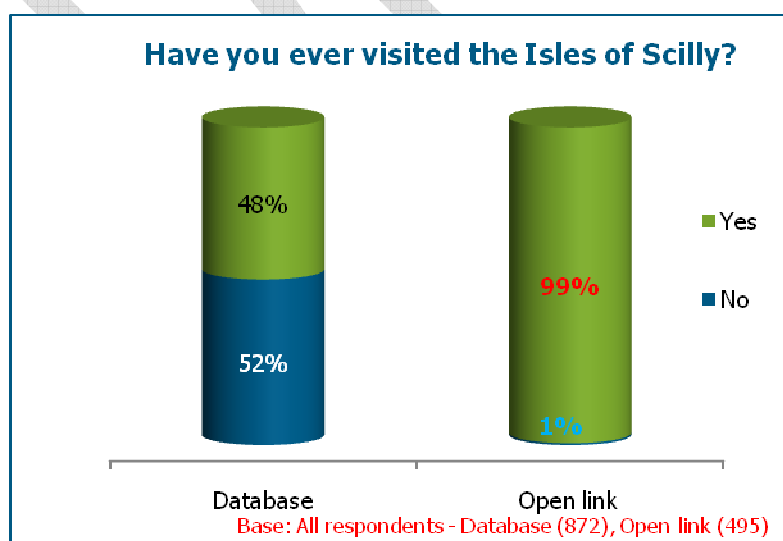
The Online Surveys for the two samples used an identical questionnaire, covering:

- Current travel habits, behaviour and preferences
- Perceptions of current transport provision
- Appeal of range of potential changes to transport services

The findings are presented here under these 3 subject areas.

5.2.1 Current travel habits, behaviour and preferences

Figure 32: Visiting the Isles



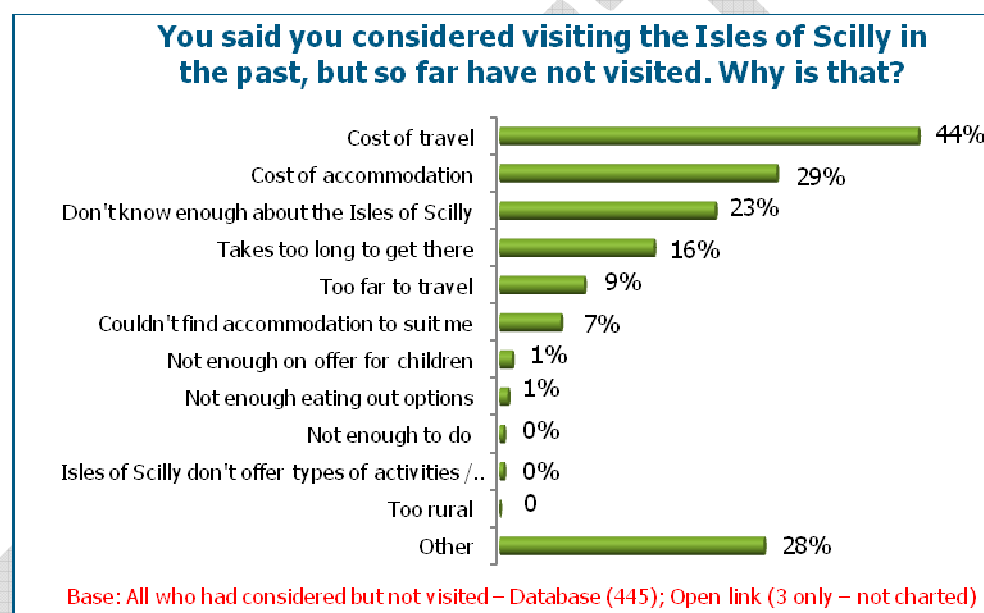
Within the Database sample just under half [48%] had visited the Isles of Scilly. All those who had not visited had considered visiting the Islands [those who had not visited and had not considered visiting were screened out of the Survey].

As illustrated in the figure, a much larger proportion [99%] of Visitors answering the Open Link version of the Survey had already visited the Islands.

The main difference between *those who had visited* and *those who had not visited* the islands previously is age: *previous visitors* are more likely to be older [aged 65+] than younger [aged 24 to 64].

All Respondents who had not visited the Isles of Scilly were asked why this was the case.

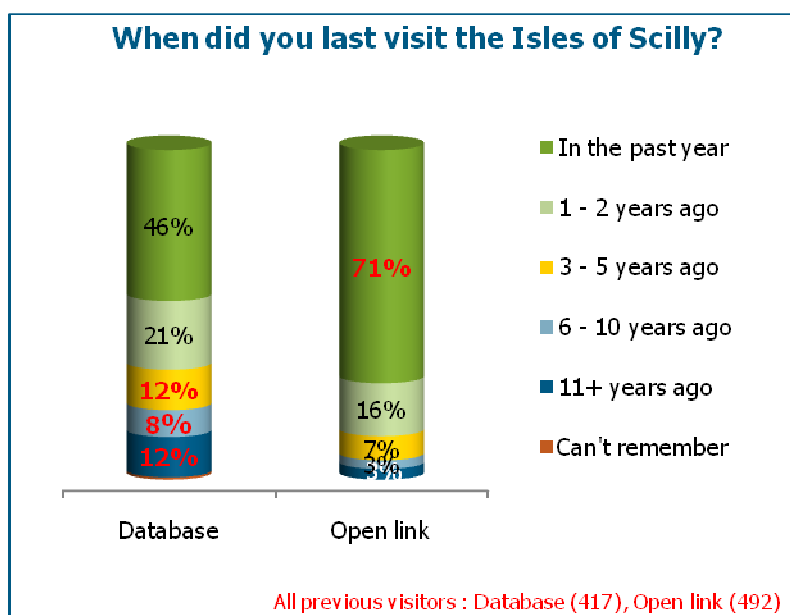
Figure 33: Reasons for considering a visit to the Isles



Cost was a key barrier, with 44% specifying cost of travel, and 29% indicating cost of accommodation as reasons for not visiting. The journey to the islands also figures as a barrier, with just less than 1 in 6 [16%] stating it **takes too long to get there** and 1 in 10 [9%] agreeing the **distance was too far to travel**. It is interesting to note that **23% cite not knowing enough about the Isles of Scilly as a reason for not previously visiting**.

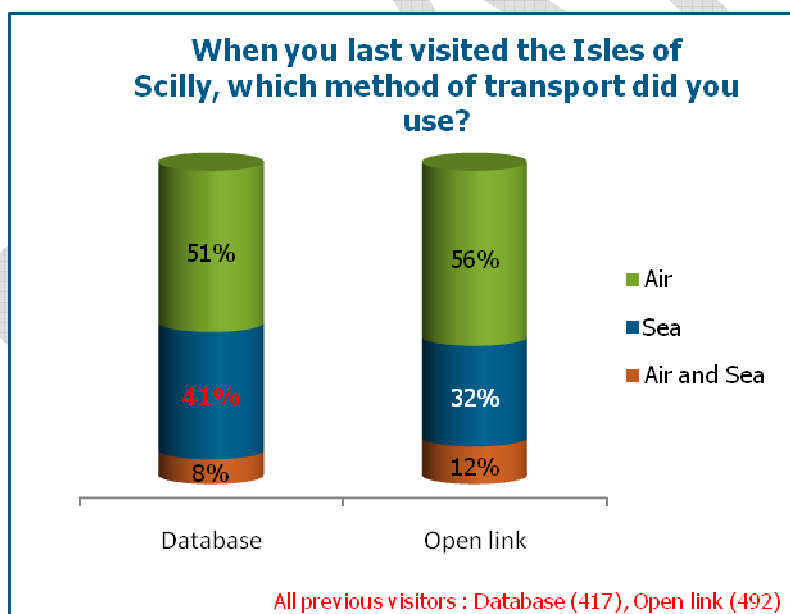


Figure 34: Elapsed time since previous visit



Previous visitors were **most likely to have visited in the last year** – especially strong amongst the Open Link sample. In both cases, the **majority have visited [67% Database; 87% Open Link] within the last 2 years**.

Figure 35: Method of transport used to visit the Isles

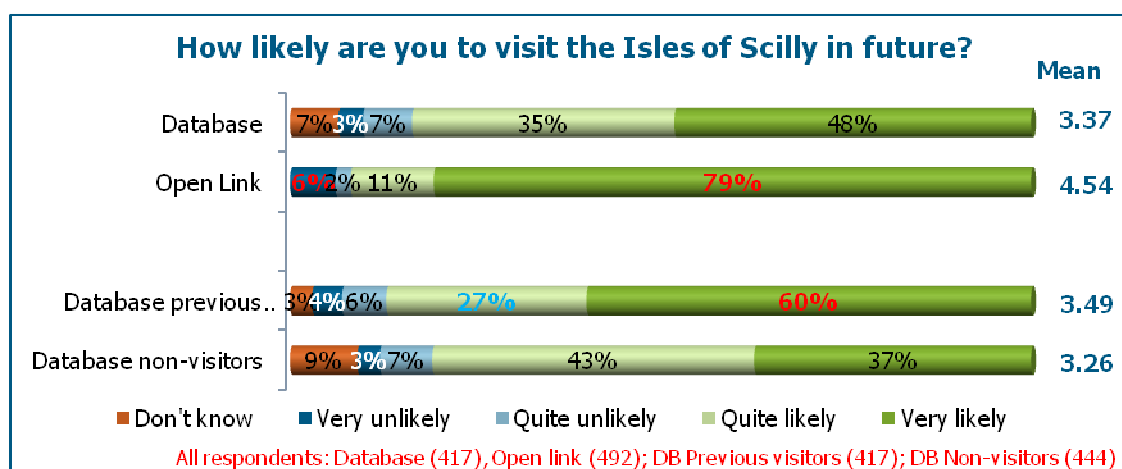


Just **over half of previous visitors flew to the islands on their last visit** – 51% of Database; 56% from Open Link. Previous visitors from the Database sample are more likely than the Open Link sample to have sailed to the islands on their last visit.



All Respondents were asked to rate how likely they are to visit the Isles of Scilly in the future.

Figure 36: Likelihood of visiting the Isles in future



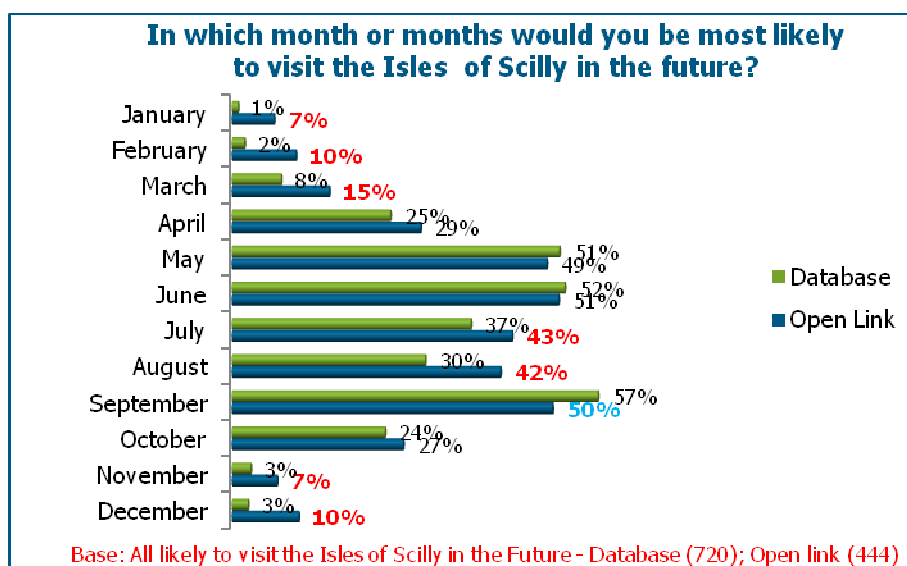
As the chart illustrates, the **likelihood of visiting the Isles of Scilly in future is strong**. The majority of Database respondents are likely to visit [84%] – and intention is even stronger amongst Open Link sample [90%].

It is interesting to note the difference in likelihood of visiting between *Previous visitors* and *Non-visitors within the Database sample*: **Previous visitors are more likely to visit in future [89% positive] than non-visitors [80%]**, bringing them more in line with visitors in the Open Link sample [90%]. However the *strength* of likelihood of visiting in future is stronger amongst the Open Link sample.

All respondents who said they were likely to visit the islands in future were asked in which months they would be likely to visit.



Figure 37: Months likely to visit in



September, May & June are the months in which future visits are most likely - for Database and Open Link sample. However there are some significant differences between the two samples in their likelihood to visit in the winter months – **Open Link respondents are significantly more likely than Database respondents to visit between November and March.**

	Database Sample		Open Link
	Previous visitors [364]	Non-visitors [356]	Previous visitors [444]
January	1%	1%	7%
February	2%	2%	10%
March	7%	9 %	15%
April	24%	25%	29%
May	55%	47%	49%
June	57%	46%	51%
July	38%	36%	43%
August	26%	34%	42%
September	59%	55%	50%
October	23%	24%	27%



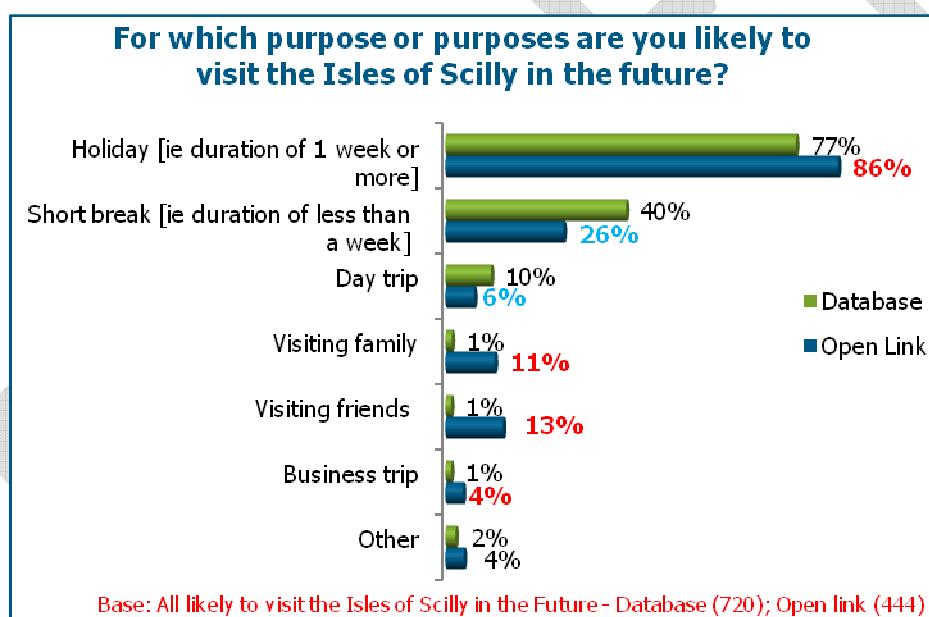
November	2%	4%	7%
December	4%	1%	10%

A closer analysis of the data, shows that:

- **previous visitors** in the Database sample are **more likely than non-visitors to visit in the months of May and June**; less likely to visit in August
- the propensity to visit in the winter months is stronger amongst Open Link previous visitors than for previous visitors in the Database sample

Respondents who were likely to visit in future were asked for which purpose they were likely to visit.

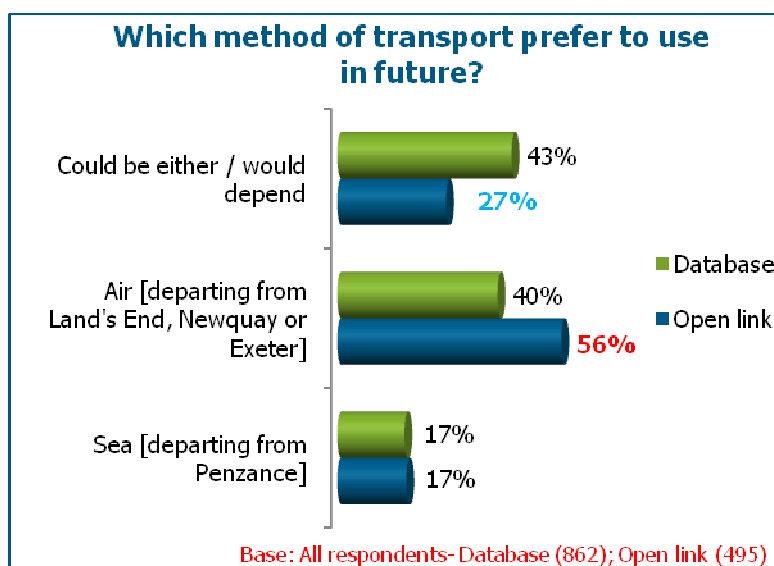
Figure 38: Purpose of future visit



The **majority [in both samples] are most likely to visit in future for a holiday or short break**. There are some differences to note between the samples: **Open Link respondents are more likely** [than Database respondents] **to visit for holidays and to be visiting friends and family**; more likely too when compared only with previous visitors in the Database sample.

All respondents were asked to consider which method of transport they would prefer to use if they were visiting the islands in future.

Figure 39: Method transport to use in future



As the chart illustrates, the **two samples differ in their transport preference for future visits**:

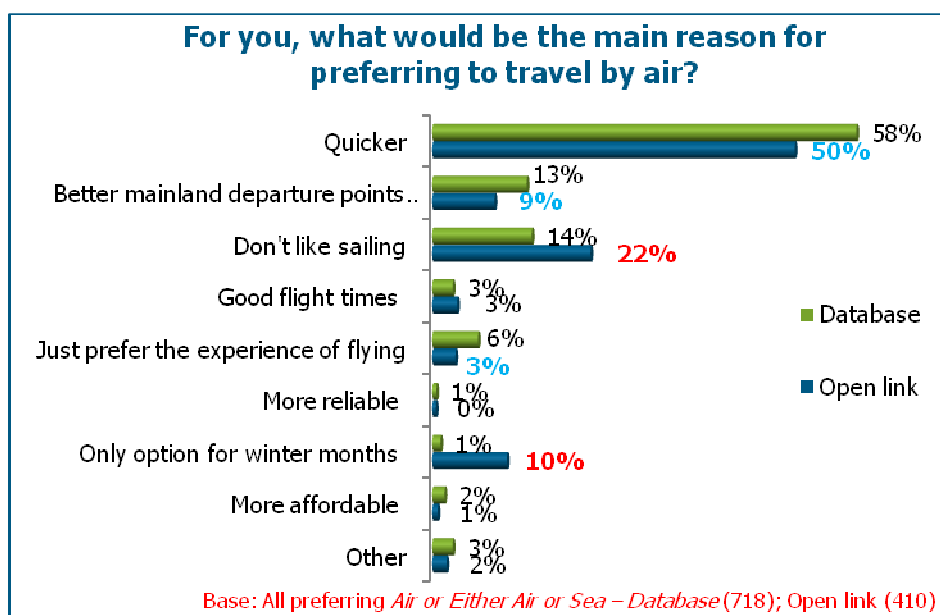
- **Database respondents were more ambivalent about their preference:** 40% would prefer to fly, but for 43% it could be either flying or sailing
- **Open Link respondents are much less undecided** – 56% would prefer to fly, significantly higher than the Database sample

	Database Sample		Open Link
	Previous visitors [417]	Non-visitors [444]	Previous visitors [492]
Either	31%	55%	27%
Air	52%	29%	56%
Sea	18%	16%	17%

However, as the table shows, it is also the case that **previous visitors in the Database sample are more likely to choose to fly [52%] than non-visitors [29%]** – and therefore the predominance of previous visitors in the Open Link sample is the factor driving the difference between the two samples on this question.



Figure 40: Main reason for preferring air travel



The **main reason for choosing to fly for both samples is quicker journey time** - although it is interesting to note that Open Link respondents are less likely to offer the fact that *the journey time is quicker* as a reason for choosing flying than Database respondents.

	Database Sample		Open Link
	Previous visitors [344]	Non-visitors [373]	Previous visitors [407]
Quicker	58%	58%	50%
Don't like sailing	18%	10%	22%
Only option for winter months	1%	1%	10%

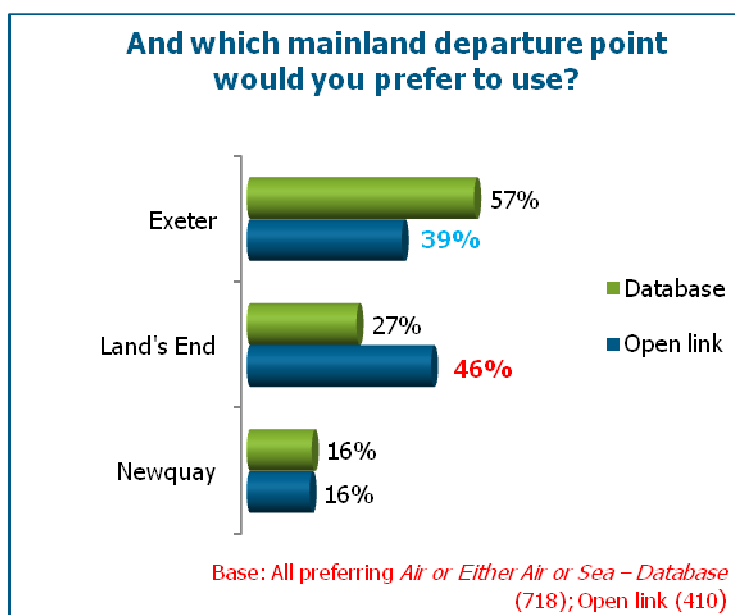
Comparing findings from *previous visitors* from each sample, it becomes evident that:

- there is a **difference in the way the 2 sets of previous visitors are responding** – Open Link respondents being less likely than Database previous visitors to cite journey time
- Open Link respondents are more likely to give *Only option in the winter months* as their main reason than other previous visitors – although here sample sizes are low, so this is indicative only

Respondents who prefer to fly were asked which would be their preferred mainland departure point.



Figure 41: Mainland departure point for future visits



Results show that **Database respondents prefer Exeter** – while **Open Link** respondents choose **Land's End**.

	Database Sample		Open Link
	Previous visitors [344]	Non-visitors [373]	Previous visitors [407]
Exeter	47%	66%	39%
Land's End	38%	18%	46%
Newquay	16%	16%	16%

Closer analysis shows that there is a difference between previous visitors and non-visitors:

- **Non-visitors are more likely than previous visitors to choose Exeter**
- **Previous visitors are more likely than non-visitors to choose Land's End**

This is most likely to be attributable to the different geographic profiles of the samples – and the fact that **respondents living in Cornwall** [who are more represented in the Open Link than the Database sample] are **more likely to prefer Land's End and Newquay**, whereas those living in the **South East, South West (excluding Cornwall) or elsewhere in England are more likely to choose Exeter**.

Respondents were asked to indicate why they preferred their choice of mainland departure point, for each of Exeter, Land's End and Newquay.

Figure 42: Reasons for preferring Exeter

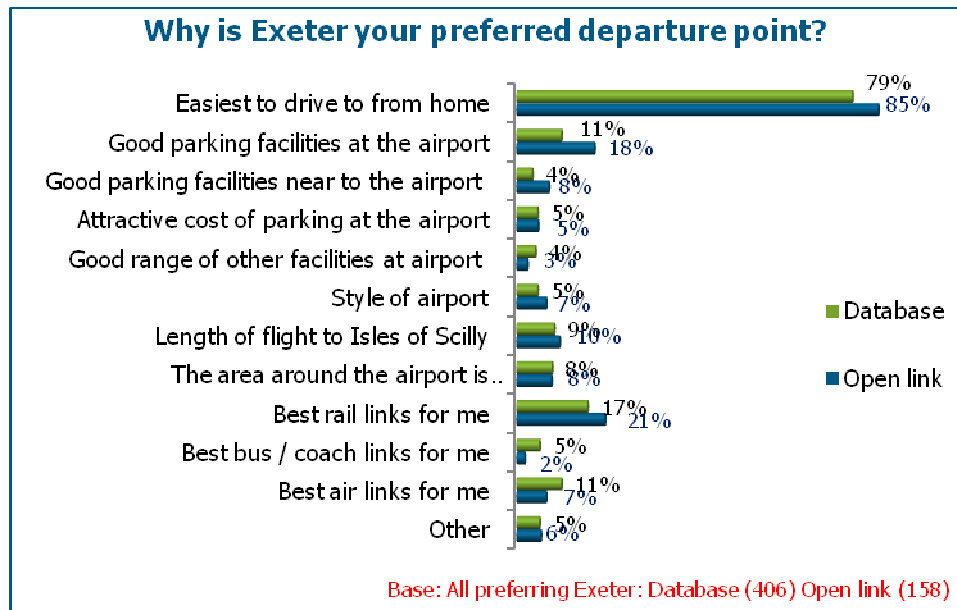


Figure 43: Reason for preferring Land's End

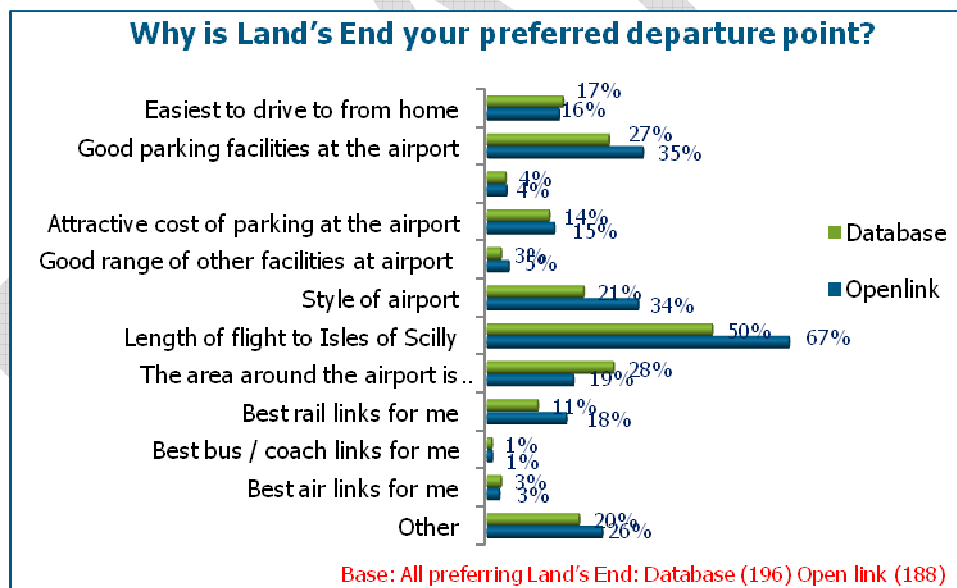
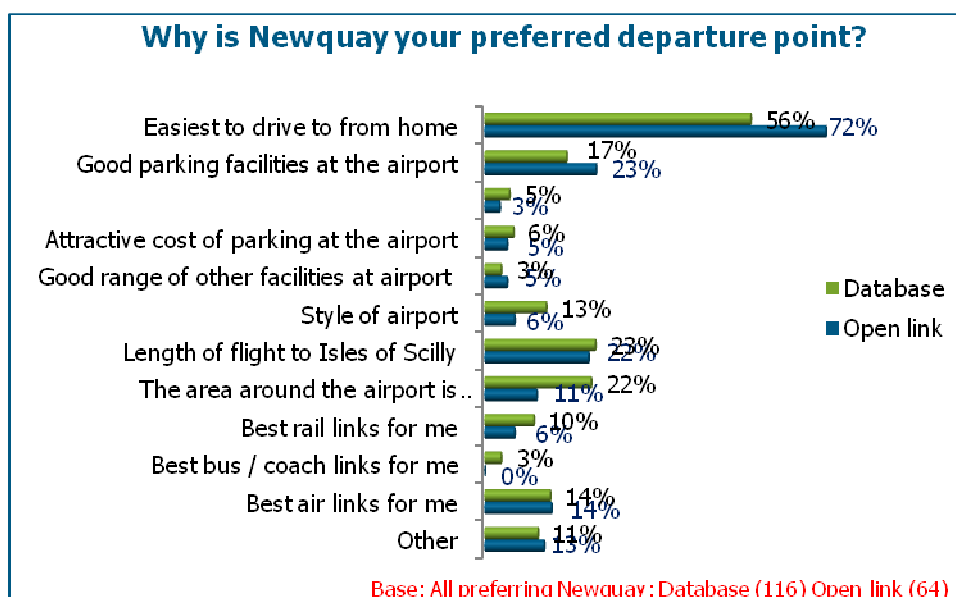


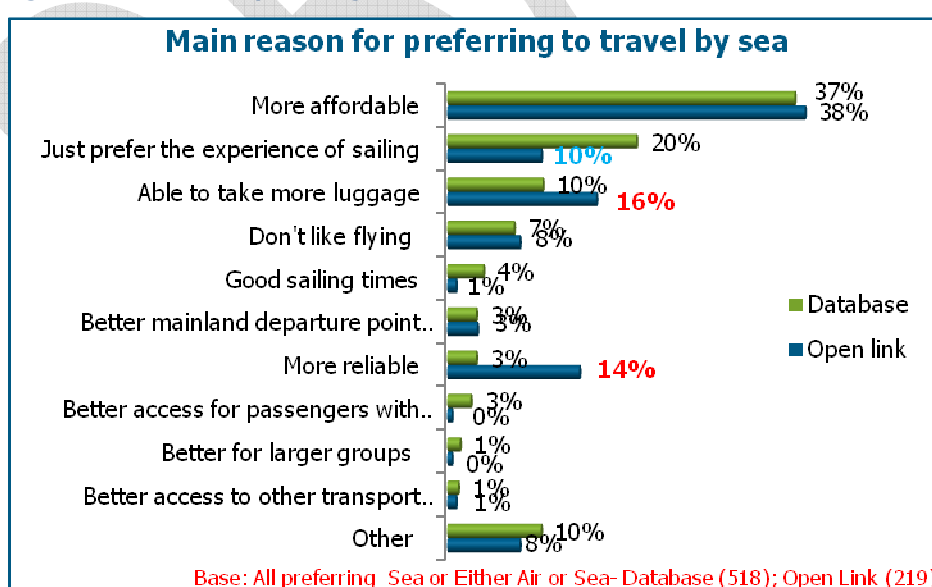
Figure 44: Reason for preferring Newquay



The main reason for choosing both **Exeter and Newquay** was the fact that these points are easiest to drive to from home. When **Land's End** is the preferred departure point, the main attraction is the **length of flight** to the Isles of Scilly.

Respondents who had indicated a preference for travelling by sea were asked the main reason for that choice.

Figure 45: Reasons for preferring sea travel



Affordability is the main reason for choosing to sail – for both samples.



Approximately **1 in 5 of Database respondents just prefer the experience**, much **less likely in the Open Link** sample. Open Link respondents are also likely to give *Able to take more luggage* and *More reliable as the main reason for choosing sailing*.

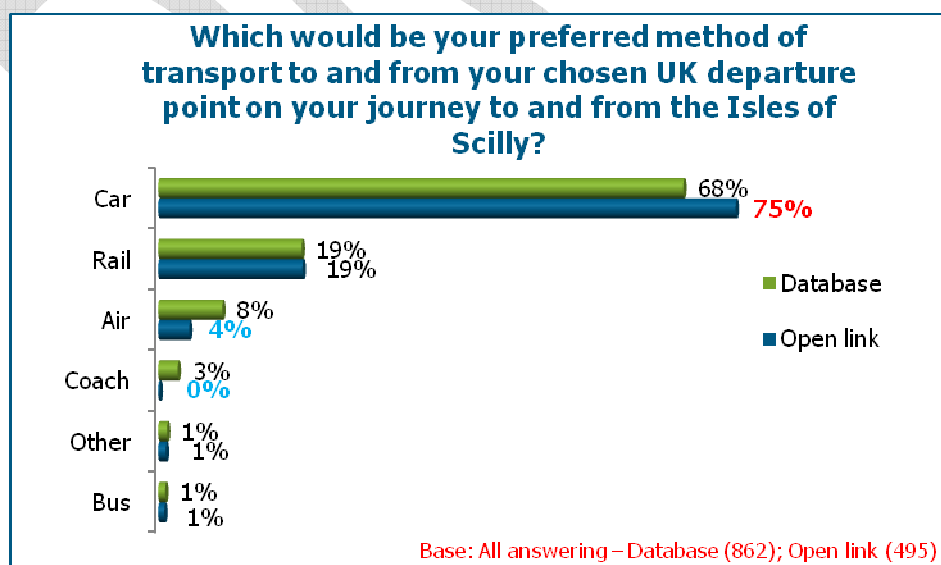
	Database Sample		Open Link
	Previous visitors [202]	Non-visitors [315]	Previous visitors [217]
Prefer the experience of sailing	13%	25%	10%
Able to take more luggage	9%	11%	15%
More reliable	6%	1%	14%

Closer analysis shows that:

- **Previous visitors are less likely to prefer the experience of sailing**
- but are **more likely to think sailing is more reliable**

All respondents were asked about their preferred method of transport on the UK mainland.

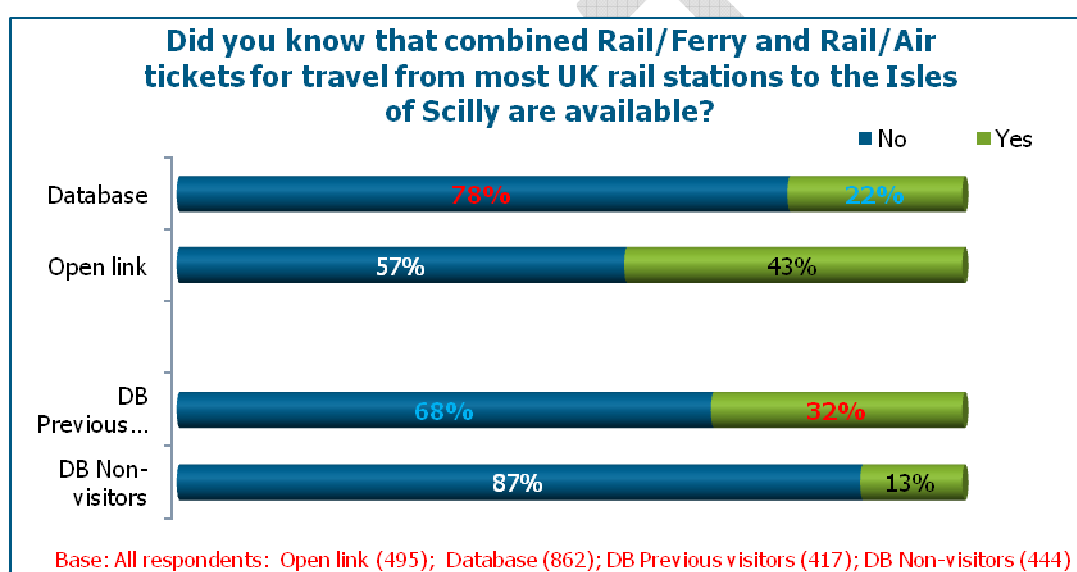
Figure 46: Preferred method of transport to UK mainland departure point



The **majority of respondents would prefer to drive to and from their departure/arrival point on the UK mainland**. Not surprisingly, home location is an important influencing factor here – while Car is the preferred mode of transport for all, **respondents living in Cornwall and the South West are significantly more likely to prefer to drive** to their departure point – and less likely to prefer rail - than those living elsewhere in England.

All respondents were asked if they were aware of the availability of combined Rail/Ferry and Rail/Air tickers for travelling to the Isles of Scilly.

Figure 47: Awareness of combined Rail / Ferry and Rail / Air links



As the chart above illustrates, **Open Link respondents are significantly more aware of combined tickets** than Database respondents.

Further analysis of the data shows that:

- **Previous visitors are more likely to have heard of the combined tickets** than those who have not visited before – but **levels of awareness are stronger amongst previous visitors in the Open Link sample**

Amongst those who are aware, similar proportions in each sample have actually used the service:

- **19% of previous visitors from the Database sample** who are aware of the combined ticket option have used the service
- **20% of previous visitors from the Open Link sample** who are aware of the combined ticket have used the service

Those respondents who had used a combined ticket in the past were asked how they would rate the service they had used.

Figure 48: Rating the Rail / Air service

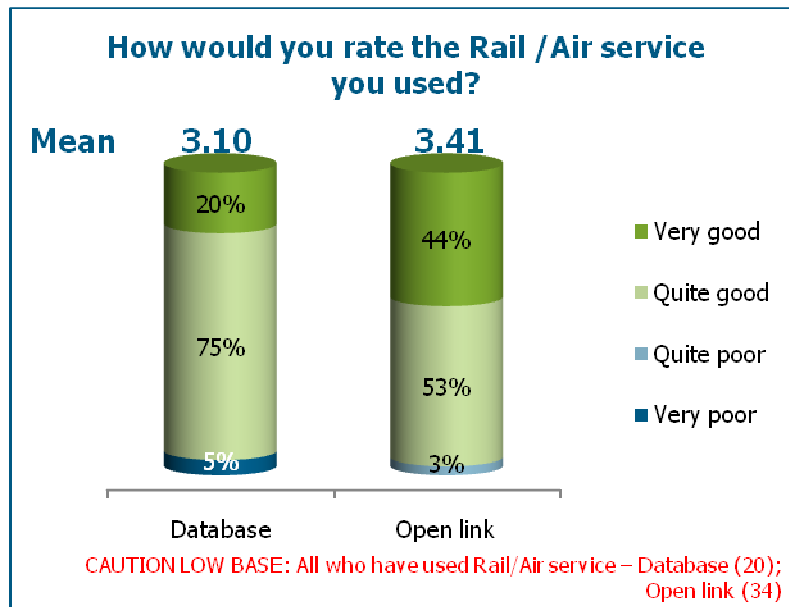
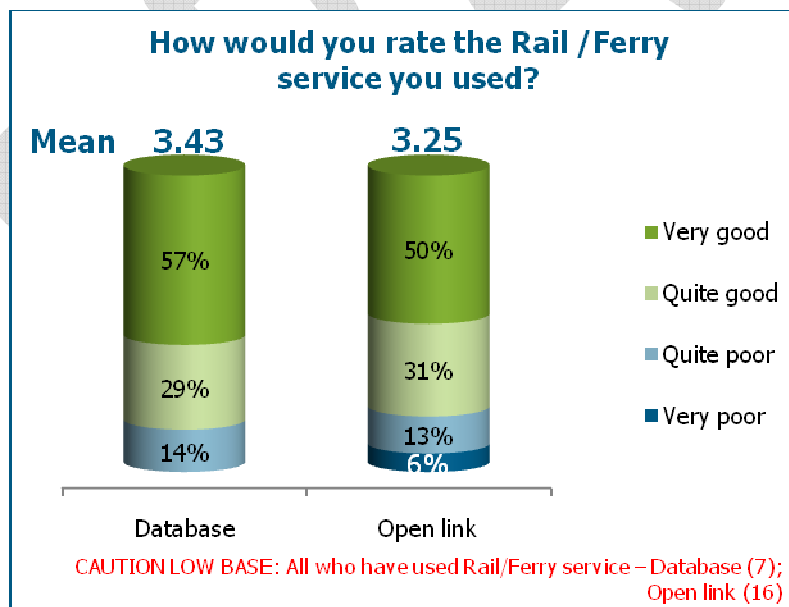


Figure 49: Rating the Ferry / Rail service



Ratings are generally positive amongst those who have used the services, with no statistically significant differences between samples. **However bases are very low and therefore this data should be viewed as indicative only.**

All respondents were asked how likely they would be to use either the Rail /Ferry or Rail/Air services in the future.

Figure 50: Likelihood of using Rail / Air link

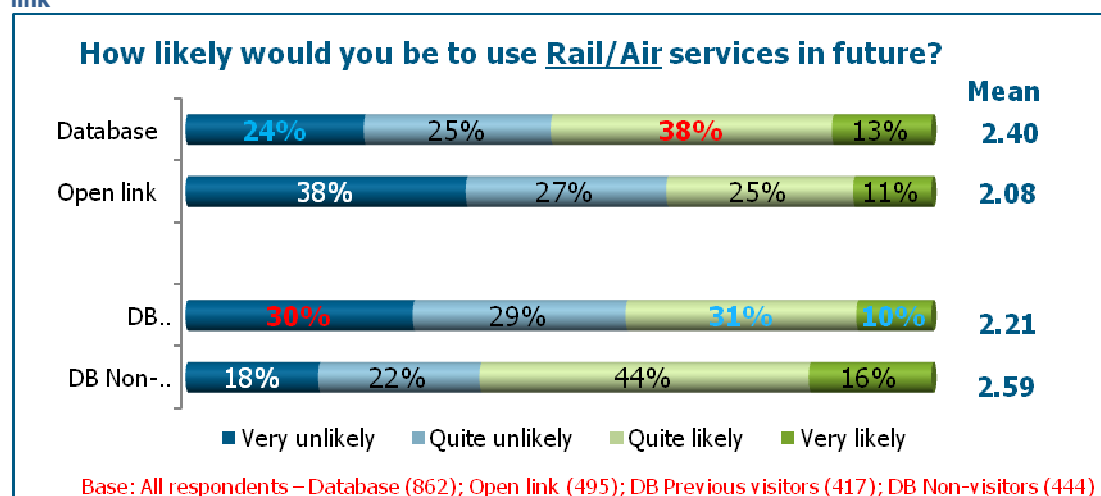
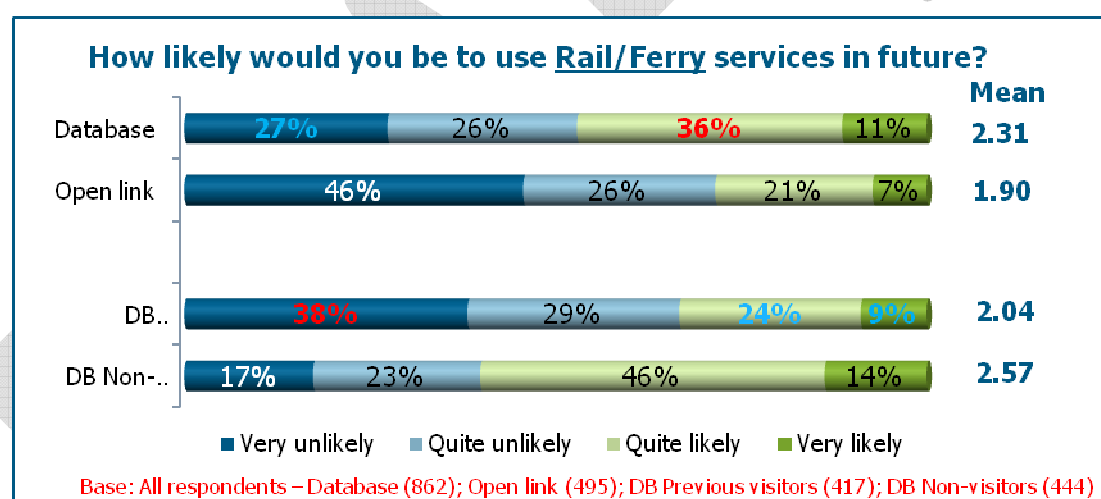


Figure 51: Likelihood of using Rail / Ferry link

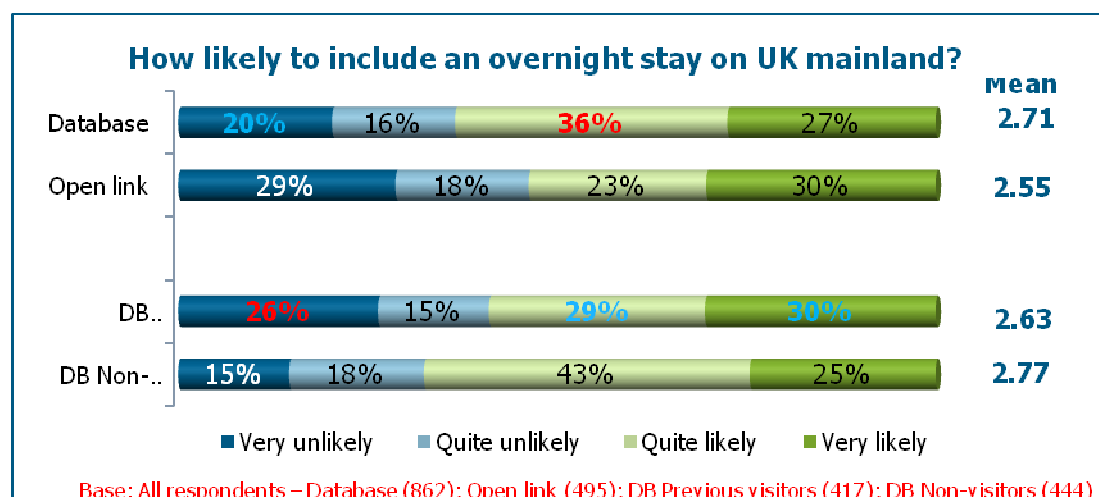


In fact, **interest is higher in the Rail/Air service than Rail/Ferry service**. The **Database respondents are more positive** about using these services than those who responded to the Open Link which is driven by more enthusiasm amongst non-visitors.

Respondents were asked a number of questions about their attitudes to the journey to and from the islands.

First, how likely would they be in future to include an overnight stay on the UK mainland?

Figure 52: Likelihood of including on overnight stay



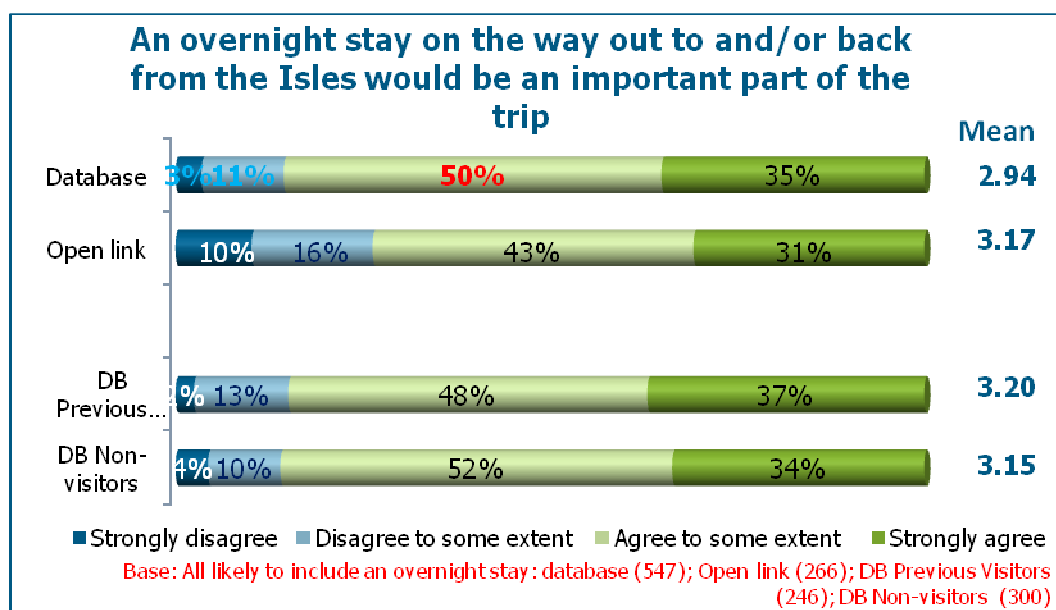
Almost **two thirds of the Database sample [63%]** say they are likely to include an **overnight mainland stay** on a future trip to the islands. **The Open Link sample is less positive – just over half [54%]** say they are likely to include an overnight stay, driven by the fact [also illustrated in the chart] that previous visitors are less likely to incorporate an overnight stay.

In both cases the majority who elect for an overnight stay would prefer to stay very close [under 50 miles] from their departure/arrival point on the mainland.

All respondents who were likely to include an overnight stay on the mainland were asked the extent to which they agreed that it would be an important part of the trip.



Figure 53: Importance of an overnight stay

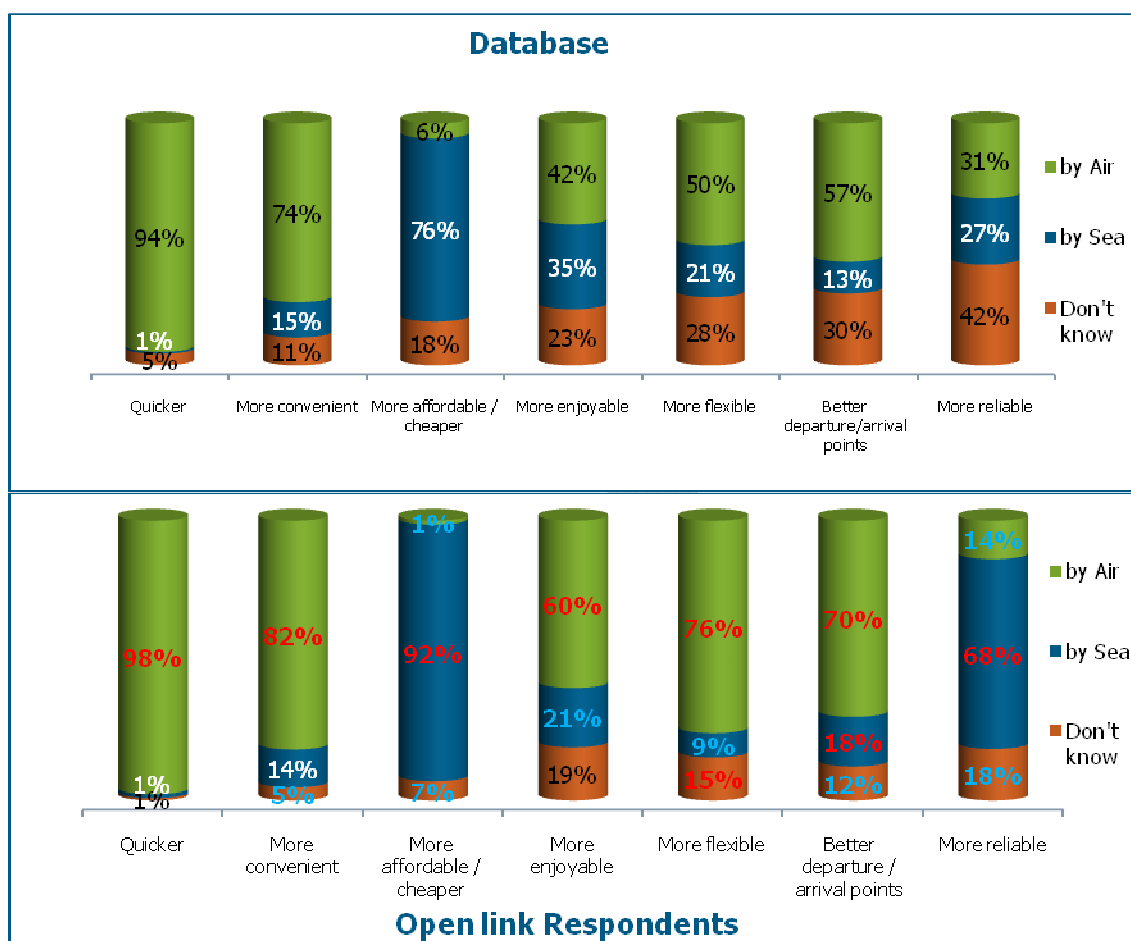


There are no significant differences on this question between previous visitors and non-visitors in the Database sample – so the difference in the Open Link sample is more likely to be attributable to other factors, such as home location and the high proportion of respondents in the Open Link sample living in Cornwall.

All respondents were asked to compare air and sea travel to the Isles of Scilly on a number of different factors.



Figure 54: Comparing Air and Sea travel



Base: All respondents: Database (862); Open link (495)

The results show **agreement between the two samples** that:

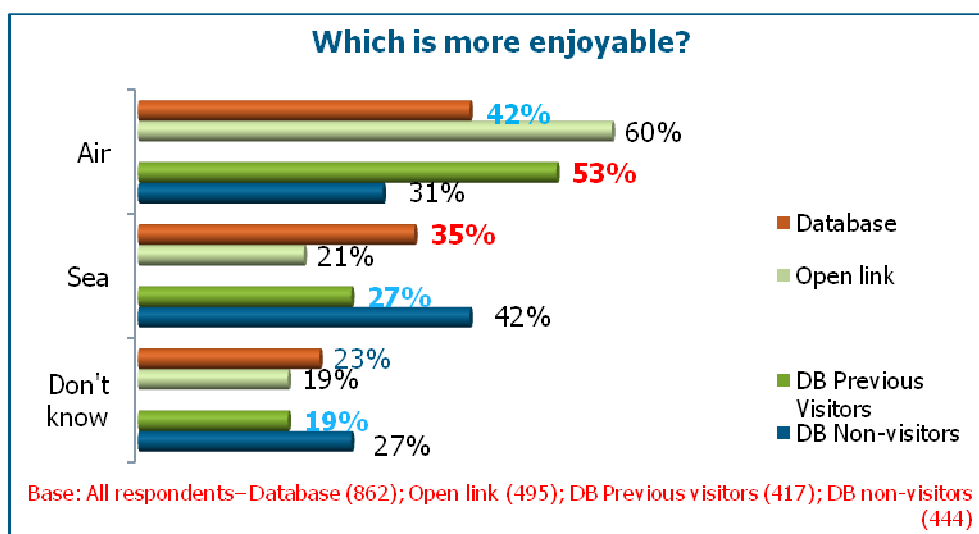
- **Flying is quicker and more convenient** [Open Link stronger on both]
- **Sailing is more affordable** [Open Link stronger]

There is less certainty on the other factors, with differences in perceptions between the samples on which method of travel is:

- more **enjoyable**
- more **flexible**
- has **better departure/arrival points**
- more **reliable**

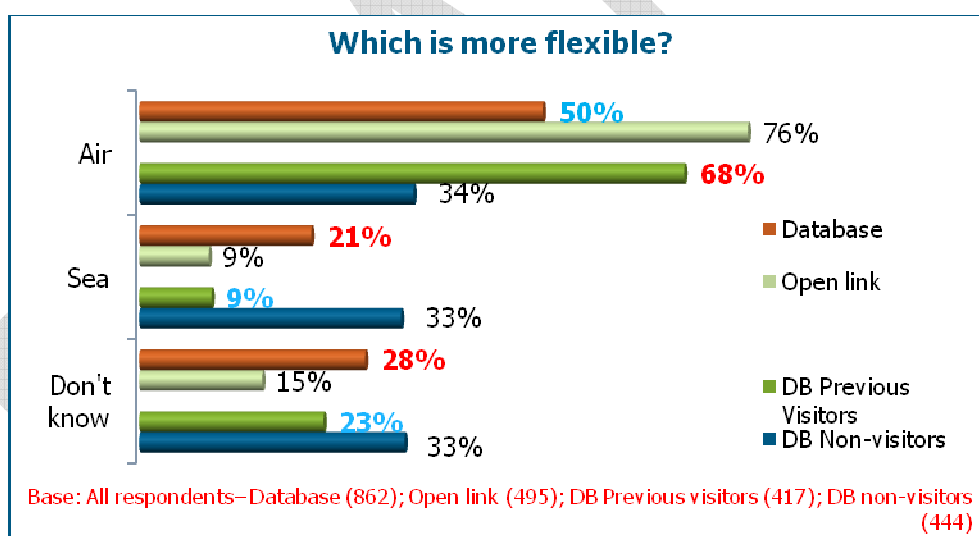


Figure 55: Which mode of transport is more enjoyable?



Open Link and previous visitors from the Database give stronger ratings to Air travel being more enjoyable, and weaker ratings to the enjoyability of Sea travel.

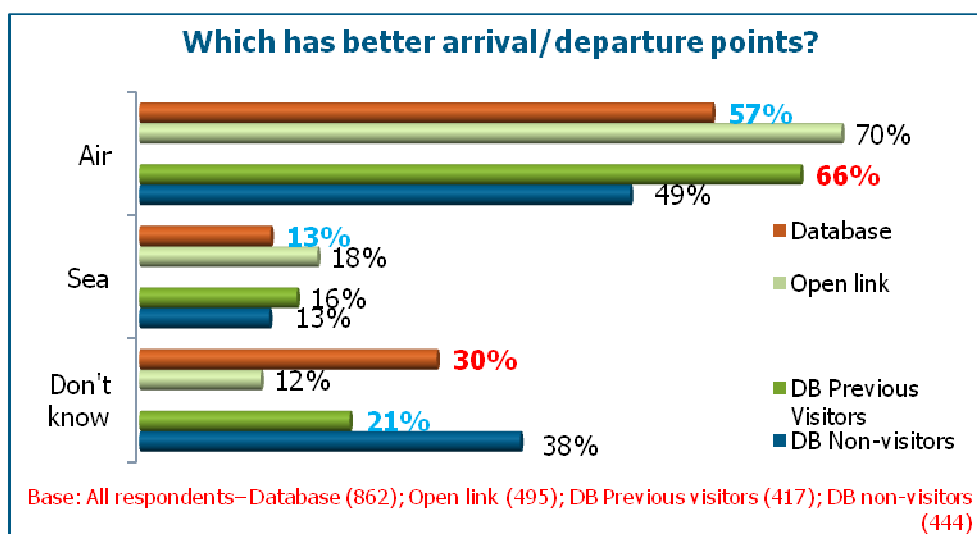
Figure 56: Which mode of transport is more flexible?



There is a similar pattern for flexibility – Open Link and previous visitors are more certain about the flexibility of Air travel.

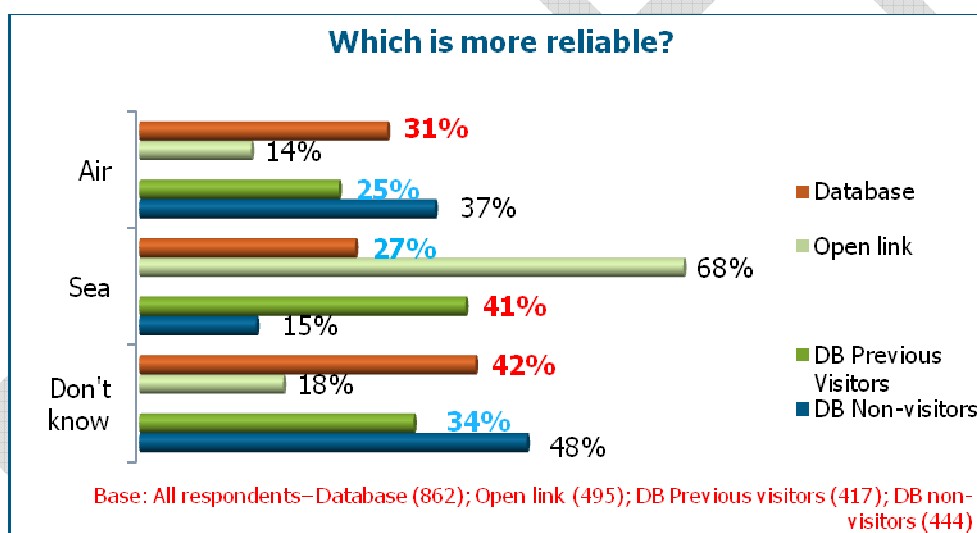


Figure 57: Which mode of transport has better arrival / departure points?



For better arrival/departure points, again Open Link and previous visitors are more positive than non-visitors about travelling by Air.

Figure 58: Which mode of transport is more reliable?

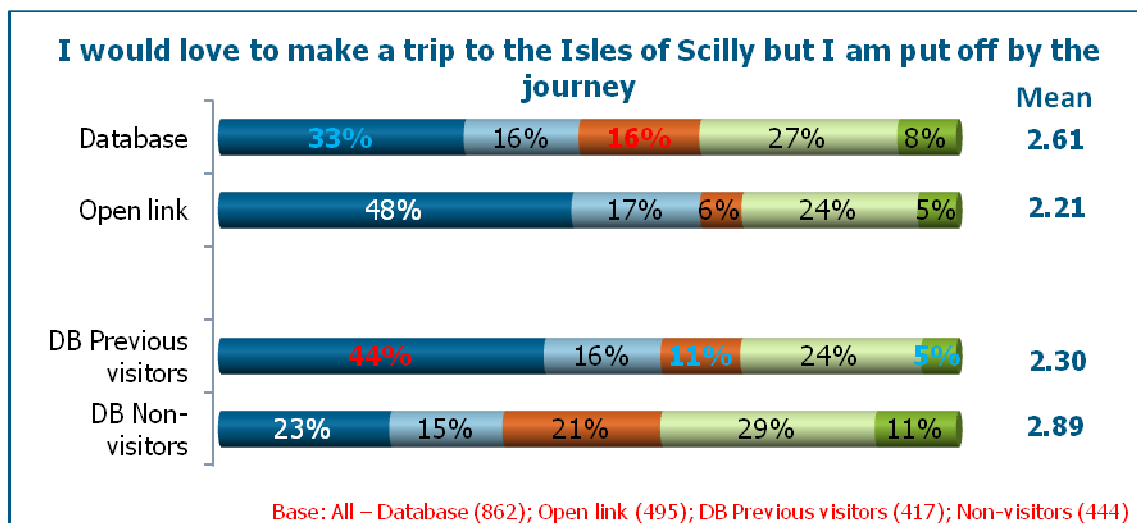


Open Link and previous visitors are more certain that Sea travel is more reliable, while non-visitors are more unsure about which mode is the more reliable.

Finally, respondents were asked for their level of agreement with a number of statements relating to the Isles of Scilly and specifically, travelling to the islands.

Statement 1: *I would love to make a trip to the Isles of Scilly but I am put off by the journey* was asked.

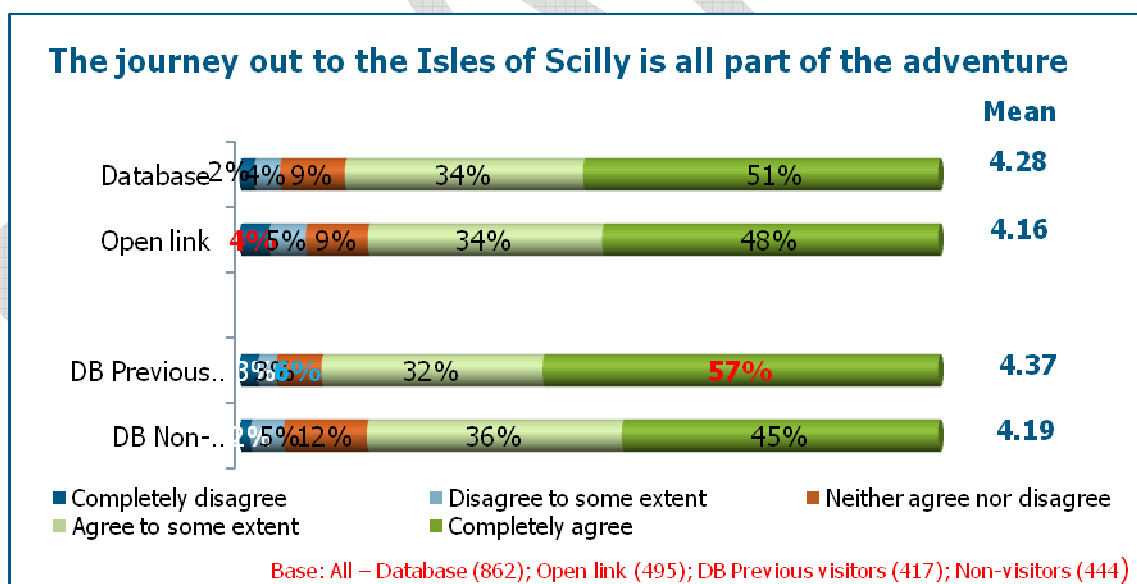
Figure 59: I would love to make a trip to the Isles of Scilly but I am put off by the journey



Non-visitors are more likely to be put off by the journey to the Isles of Scilly than those who have visited before.

Statement 2: *The journey out to the Isles of Scilly is all part of the adventure*

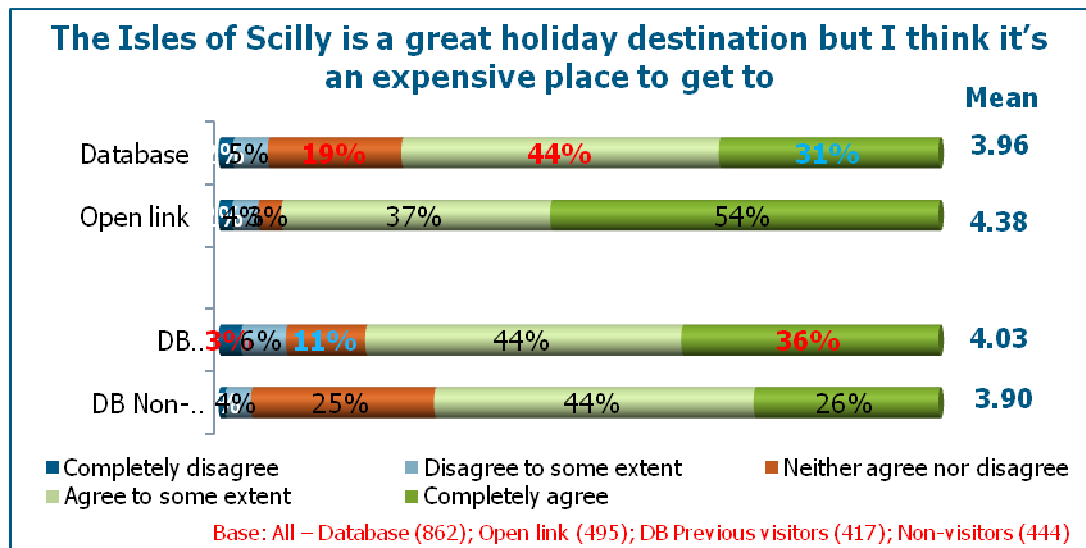
Figure 60: The journey out to the Isles of Scilly is all part of the adventure



The **majority in both samples see the journey as part of the adventure**, but as the previous figure illustrates, there is a contingent [35% Database; 29% Open Link] who are put off by it. Previous visitors are overall more positive than non-visitors.

Statement 3: *The Isles of Scilly is a great holiday destination but I think it's an expensive place to get to*

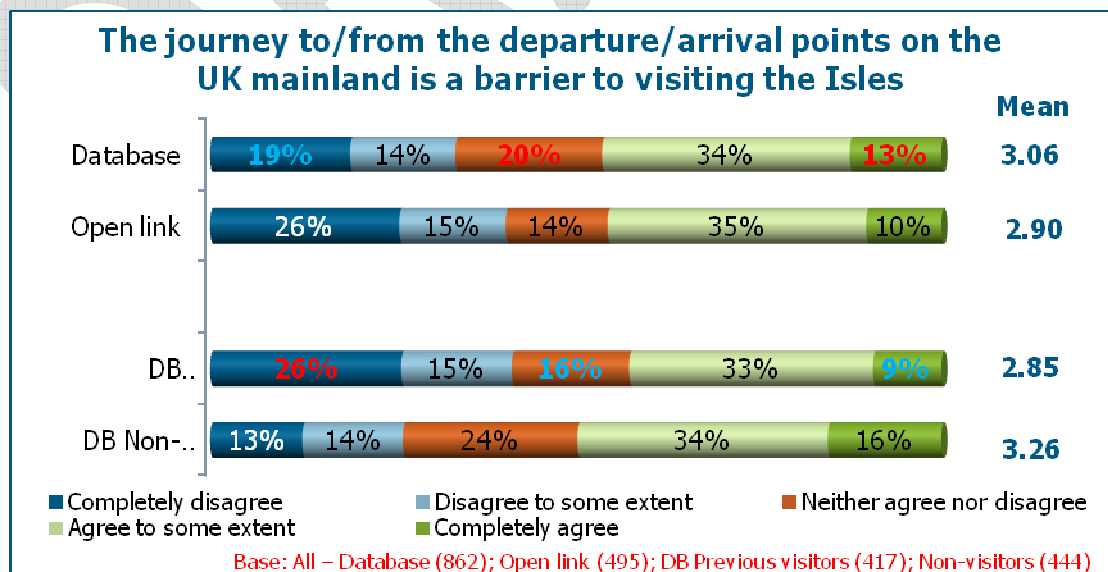
Figure 61: The Isles of Scilly is a great holiday destination but I think it's an expensive place to get to



In this statement, there is **strong difference between the samples** – the Open Link respondents are significantly more likely to agree that *the Isles of Scilly is a great destination but that it's an expensive place to get to* - and previous visitors are more likely than non-visitors to agree with the statement.

Statement 4: *The journey to/from the departure/arrival points on the UK mainland is a barrier to visiting the Isles*

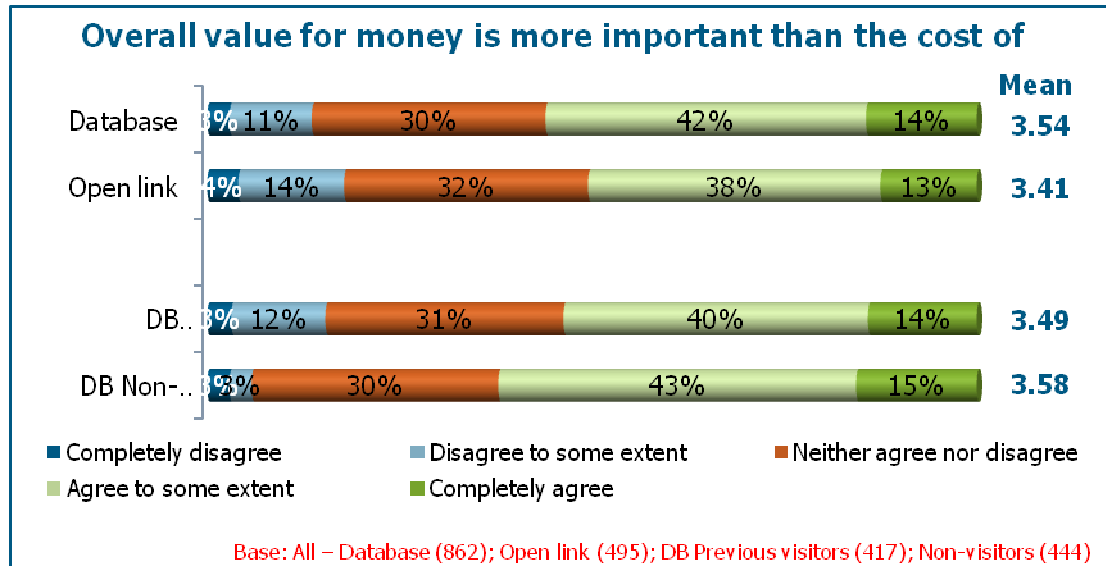
Figure 62: The journey to/from the departure/arrival points on the UK mainland is a barrier to visiting the Isles



The journey on the mainland is **a barrier for a sizeable minority** in each sample. However, Open Link respondents and previous visitors are more likely to disagree.

Statement 5: *Overall value for money is more important than the cost of travel*

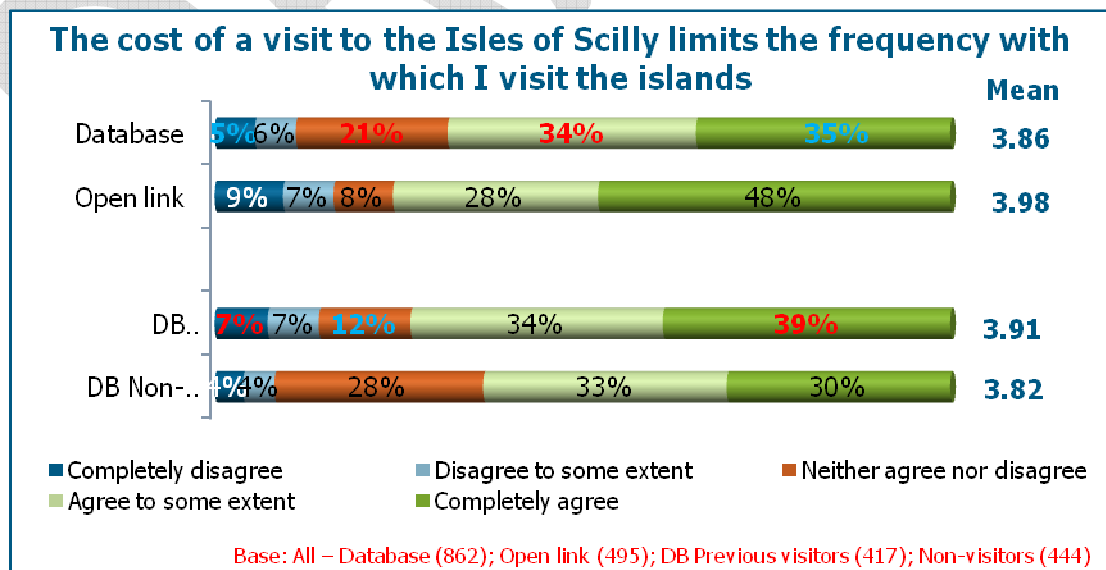
Figure 63: Overall Value for money is more important than the cost of travel



There is very little difference between the two samples – and previous visitors and non-visitors – in the way that they respond to this statement.

Statement 6: *The cost of a visit to the Isles of Scilly limits the frequency with which I visit the islands*

Figure 64: The cost of a visit to the Isles of Scilly limits the frequency with which I visit the islands



The Open Link sample - and previous visitors - are more likely to agree with this statement.

In Summary

Residents

The two Resident samples were similar in many respects, the only differences of significance in their profile being that the Online respondents tended to be younger and of a higher Socio-economic profile – which could well be a reflection of the different research methods used.

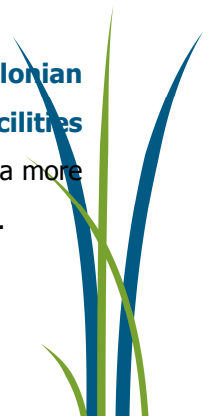
The research shows that the **majority of Residents are travelling fairly regularly to the UK mainland**, the **most common frequency being between 4 and 6 journeys** in a year.

It is clear that **flying is preferred for all journey purposes** – a preference which is stronger for appointments and business/ work related trips than for visiting family or for holidays. **Flying is valued for being quicker** – and by Online respondents for being the only choice in winter months. For the majority, **Land's End is the preferred arrival point**.

There is a **contingent however who do prefer to sail** – typically between a quarter and a third for most journey purposes; fewer for medical appointments and business trips. Where sailing is preferred, it is its **affordability** and, to a lesser extent, its **reliability** which attracts.

When Residents were asked to rate the current transport provision to and from the islands, there was a difference between ratings from Telephone and Online respondents – the former being more positive overall – a result which could have been driven by the nature of the sample, including the higher proportion of C2DE SEG in the Telephone sample. However, **taking a broad view of this result, in both cases, the overall transport provision receives a positive rating by the majority**.

More specifically, the **Skybus service receives more positive ratings than the Scillonian Ferry service**. In particular the **Ferry service receives negative ratings** for the **quay facilities at Penzance and at St Mary's** and for its **schedule of sailing times**. Once again, there is a more positive response from the Telephone sample than from the Online sample on these measures.



When it comes to the **appeal of possible changes to facilities and services, both samples agree on the 3 most appealing changes**: first is **improved facilities at Penzance Quay**; second is the **introduction of a Winter Boat Service**; and third is **improved facilities at St Mary's Quay** – all in line with the lower ratings given to the Ferry services when respondents were asked about current provision. Improvements to the airport terminal at St Mary's have appeal [to around 3 in 5 respondents] – but are less popular than the possible changes to sailing services and facilities.

The **majority of the Resident samples** [around two thirds] say they **would use a Winter Boat Service** if one was available- the months of November and December being popular months across the samples, and the Online sample also showing particular interest in a service in March. Respondents envisage they would use the service most often for holidays and visiting family on the mainland – but it is interesting to note that Online respondents are likely to make more use of the service for a wider range of purposes.

Interest in winter flights to Exeter is not so strong – around **one third of each sample envisage using such a service**. Patterns of likely usage were similar to that for a winter boat service – November and December are the most popular months, with a slightly higher propensity to use the service in January amongst Online respondents.

Overall then, the indications are that there is **more appetite amongst the Resident samples for improvements to quay facilities** – and a **stronger propensity to use an additional boat service** – than for improvements to air services and facilities.

Visitors

A word on the sample

The Visitor Survey engaged with actual visitors and non-visitors to the islands [48% of Database sample and 99% of Open Link sample had visited] – and some interesting differences between previous visitors and non-visitors emerge. It is important to remember however, that the survey only included people who had either been to the Isles of Scilly before or who had considered visiting – so to that extent, this is a 'warm' sample.

There are some further differences between previous visitors answering from the two samples which are highlighted in the report. It would be worthwhile reflecting on how the Open Link was promoted and therefore the visitors who will have been exposed to it, but it may well be the case that they are 'different' in some ways because they are responding during a visit to the islands and/or that they are motivated to respond because they are particularly interested in, knowledgeable about, the Isles of Scilly.

Nevertheless, one of the most encouraging findings is the **strength of interest in visiting the Isles of Scilly in future** – the **majority say they are likely to make a future visit**.



Barriers to visiting the Isles of Scilly

The dominant reasons for **choosing not to visit the Isles of Scilly in the past are related to cost**- the main reason is **cost of travel**, followed by **cost of accommodation**. The islands are perceived as expensive to reach – and cost is a barrier for many. There are also perceptions of the islands 'taking too long to reach' and being 'too far'.

Interesting also to note, however, that **almost a quarter of non-visitors chose not to visit because they 'did not know enough'** about the islands – representing a communications challenge for those marketing the destination to potential visitors.

Travel preferences

When it comes to **preferred mode of travel for Visitors, air travel is popular for future visits** – especially for those who have visited before. People who have not visited before are more open-minded and more likely to consider either sailing or flying.

The **attractions of flying are seen as quicker journey times** as well as **convenience, flexibility** and **departure points**. Only a minority actively prefer sailing – largely attracted by its affordability. It is interesting to note too that sailing can be seen as more reliable – especially by those who have visited before.

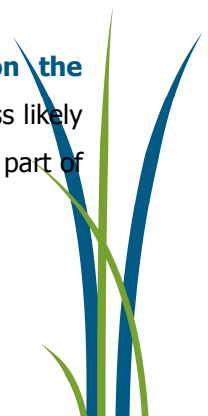
The Journey on the Mainland

There is **a strong preference for driving to and from the UK departure/arrival point** on the journey to and from the Isles of Scilly – and so the **distance from home to the departure/arrival point is the strongest influence on which departure/arrival point they choose** - a key reason for Exeter coming out as the strongest preference. However, length of flight time is also a factor for some and a prime reason for choosing Land's End. Rail travel on the mainland to point of departure/arrival is favoured by around one fifth of the samples.

Awareness of the combined rail tickets was limited, although there was a clear difference in levels of awareness between those who had visited before and non-visitors - and between the two samples - previous visitors being significantly more likely to be aware of the availability of these tickets. Around **one fifth of those who had visited before and were aware of the combined tickets had made use of them** – in line with the proportion who express a preference for rail travel generally. However, **interest in using such services in the future is reasonably high**, ahead of the standard propensity for using rail services generally, perhaps indicating an opportunity for development of rail travel as part of the journey to the islands.

The **majority of respondents expect they would include an overnight stay on the mainland** in a future journey to the islands – although those who have visited before are less likely than first time visitors, who are more likely to see an overnight mainland stay as an important part of the trip.

Attitudes towards the journey to the Isles of Scilly



Although the **majority agree that the journey to the islands is 'all part of the adventure'**, there is a substantial minority [around one third] who are put off by it – higher amongst non-visitors [40%]. The **majority see it as a great holiday destination**, but **expensive to reach** – and this is a barrier for many, including almost half of those who have not visited before. Importance of cost of travel is further emphasised by the fact that three quarters of previous visitors agree that cost of a visit limits the frequency with which they visit.

There are some interesting differences in perceptions of flying and sailing between past visitors and non-visitors. There is **general agreement that sailing is more affordable**, but that **flying is: more convenient; quicker; and offers better departure and arrival points on the mainland**; but those who have visited before believe these factors more strongly than previous non-visitors. **Non-visitors are also not sure about which mode of transport offers the greatest flexibility** – while **experienced visitors are sure it is air travel**. Similarly **those who have not previously visited are less sure about which service is more reliable** – while **previous visitors are more certain that sailing** is more reliable.

Finally, it is worth noting the themes **emerging in the open-ended comments from Visitors and Residents**. Although the Surveys had not mentioned **travel by Helicopter**, many respondents took the opportunity to appeal for the **return of the Helicopter service and to bemoan its loss**. Other key themes were the **Cost of travelling to the Isles of Scilly** and **calls** [from Visitors] **for additional flights from different mainland airports**.

Implications to Consider

Flying is the preferred method of transport for Residents and for previous visitors to the islands. Those who have not been before are more split – but the indications are that repeat visits are likely to be by air.

Residents are more positive about the air services and facilities which they have currently than the ferry services. The data suggests that the ferry services, and particularly quay facilities at St Mary's and Penzance, are an issue for Residents. It is perhaps therefore not surprising that, when given the choice, Residents are favouring improvements to these facilities above possible changes to the airport terminal at St Mary's. That is not to say they reject an investment at the airport, but rather that they give more priority to the proposed improvements to the Quays and to the introduction of a winter boat service.

The indications are that a winter boat service would be used by Residents – especially in the months of November and December when they envisage making journeys to the mainland for holidays and to visit family.



Cost of travel and distance to the islands are clearly barriers to visiting – but the indications are that having visited once, the chances of making return visits are high. The challenge is therefore to persuade previous non-visitors to commit to their first trip to the Isles of Scilly – although the indications in the data are that they are already very warm to the concept, even though they may have decided not to in the past.

There is an indication that lack of knowledge is in itself a barrier to making the decision to visit – and so a communications campaign which: targeted non-visitors with positive messages about the destination; worked to overcome negative perceptions about the journey; and perhaps attractive offers or promotions to address the issue of cost, could all be considered.

More information would be useful...

It would be interesting to do more work with previous visitors to the Isles of Scilly to understand how they perceive the facilities which are available for Ferry and Air services:

- Are they similarly dissatisfied with the quay facilities at St Mary's and Penzance?
- How do they perceive the current facilities at the airport terminal at St Mary's?
- How would investment in either of these impact on their propensity to visit in future and the mode of transport they would favour if they did?

With Residents, it would be interesting to explore the extent to which the current sailing provision is impacting on their preference to fly. We know that they see sailing is more affordable and more reliable, so would improved facilities increase their propensity to favour sailing for more journey types?

It would be interesting too to explore in more depth some of the prevailing perceptions and opinions which this quantitative exercise has identified. Qualitative research could be used to delve more deeply into the drivers and barriers which are behind the findings, and so provide further indication of the direction to be taken and the nature of the task in hand.

APPENDIX 1

Questionnaires

APPENDIX 2



Tables

APPENDIX 3

Open-ended comments

APPENDIX 4

Data deck

DRAFT



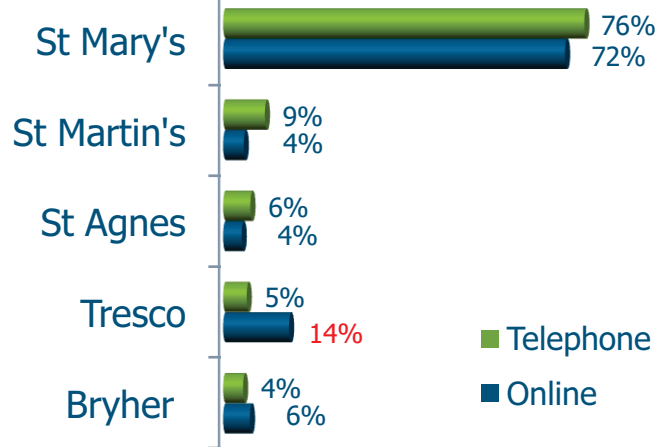


Transport Survey Findings

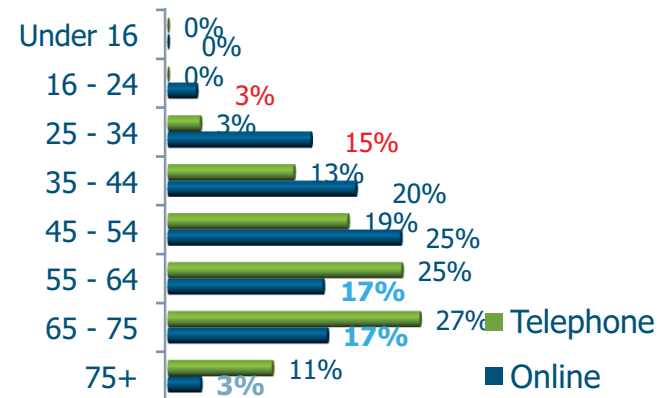
Resident Survey
**Online and Telephone
Samples**
September 2013

Sample Profiles

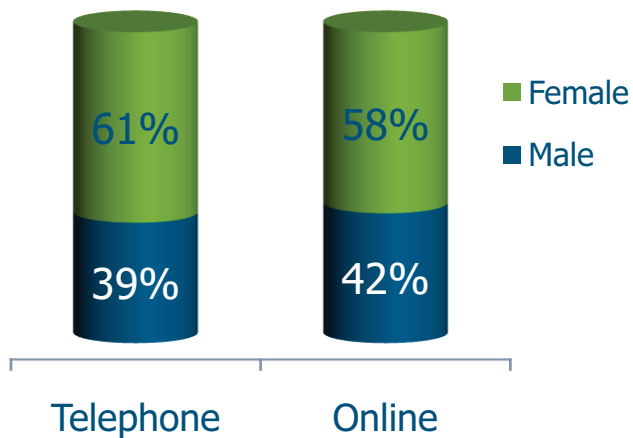
Can you please confirm which island you live on?



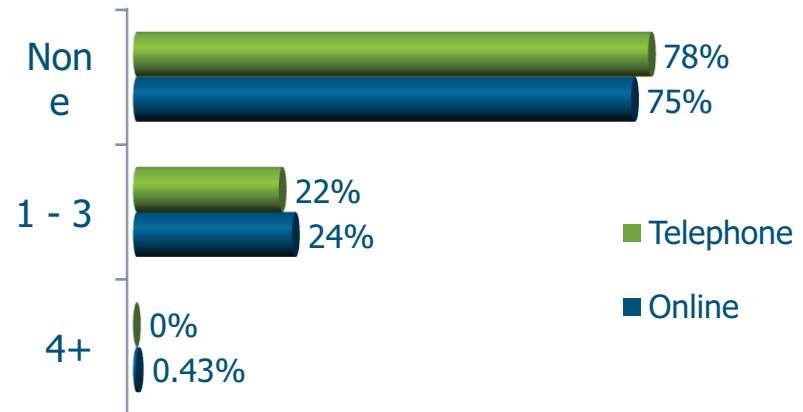
Which of the following age brackets do you belong to?



Gender

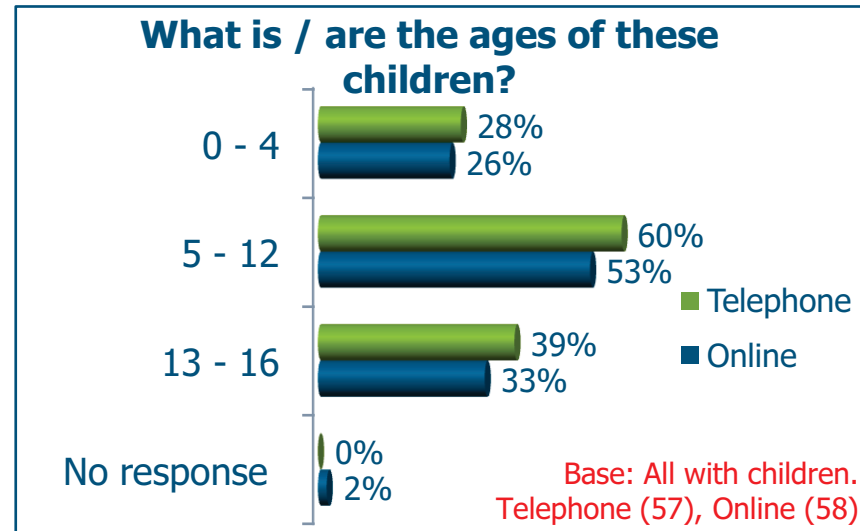


How many children, if any, aged under 16 live in your household?

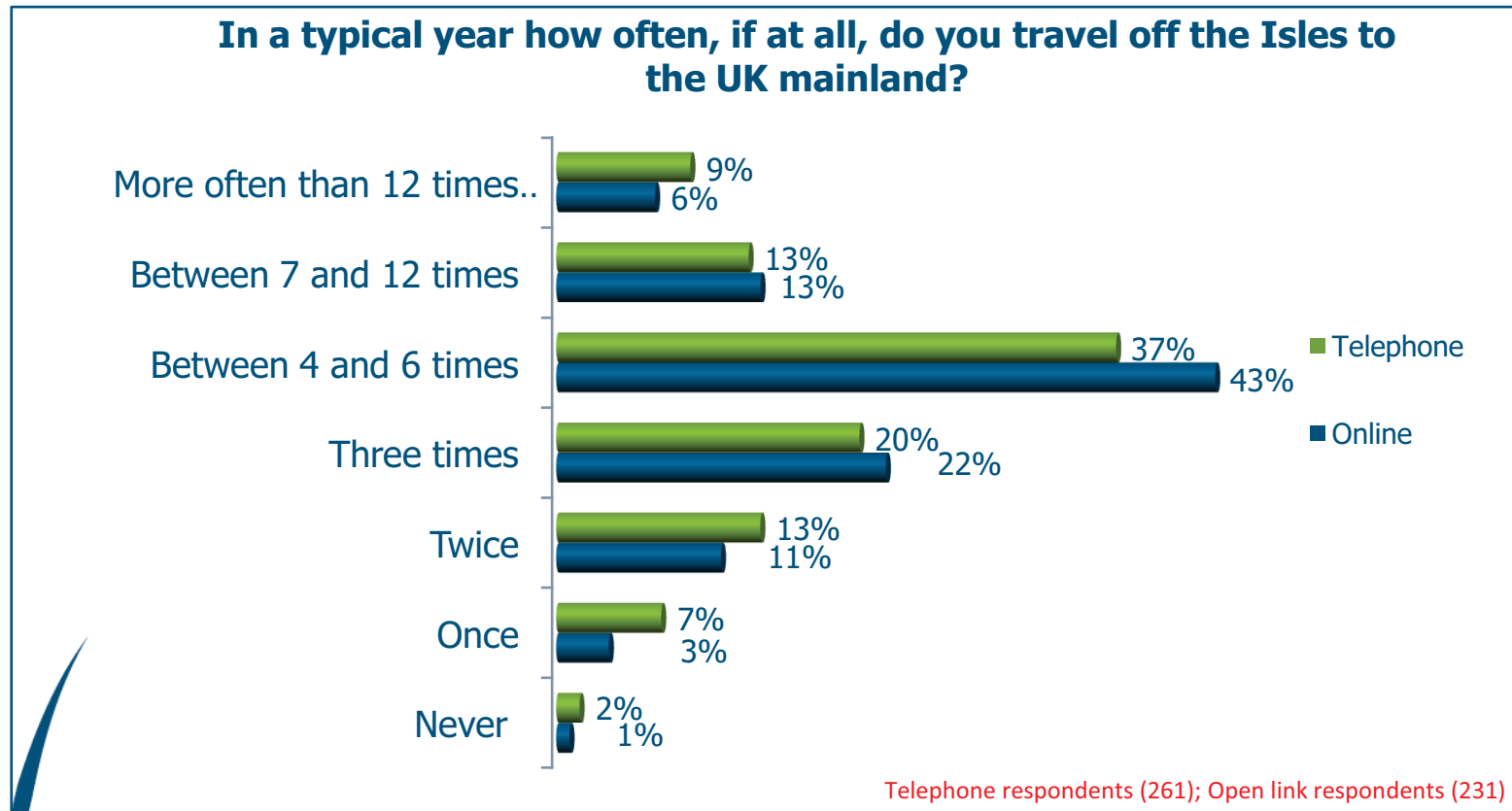


Telephone respondents (261); Online respondents (231)

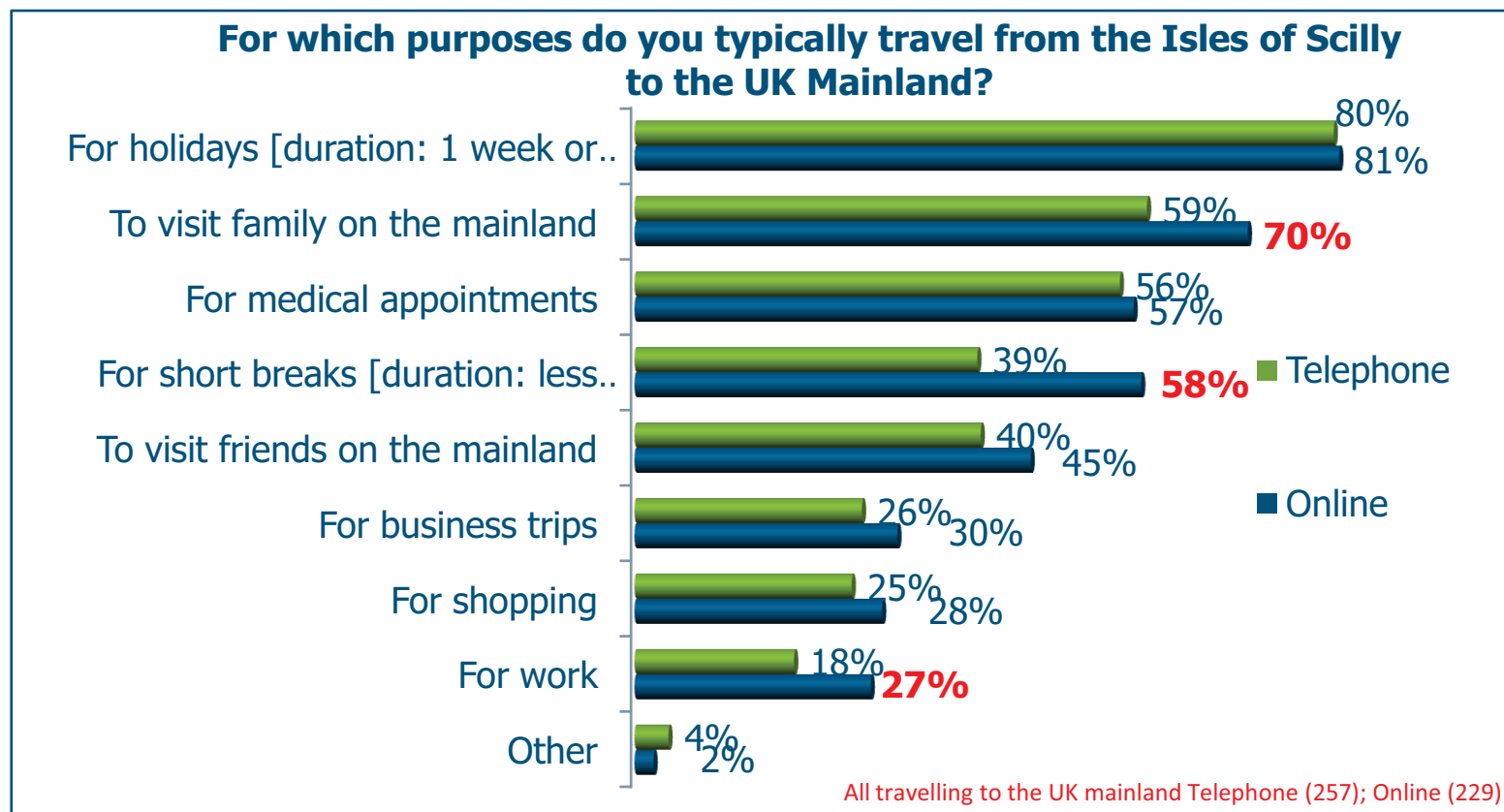
Sample Profiles



Typical travel frequency

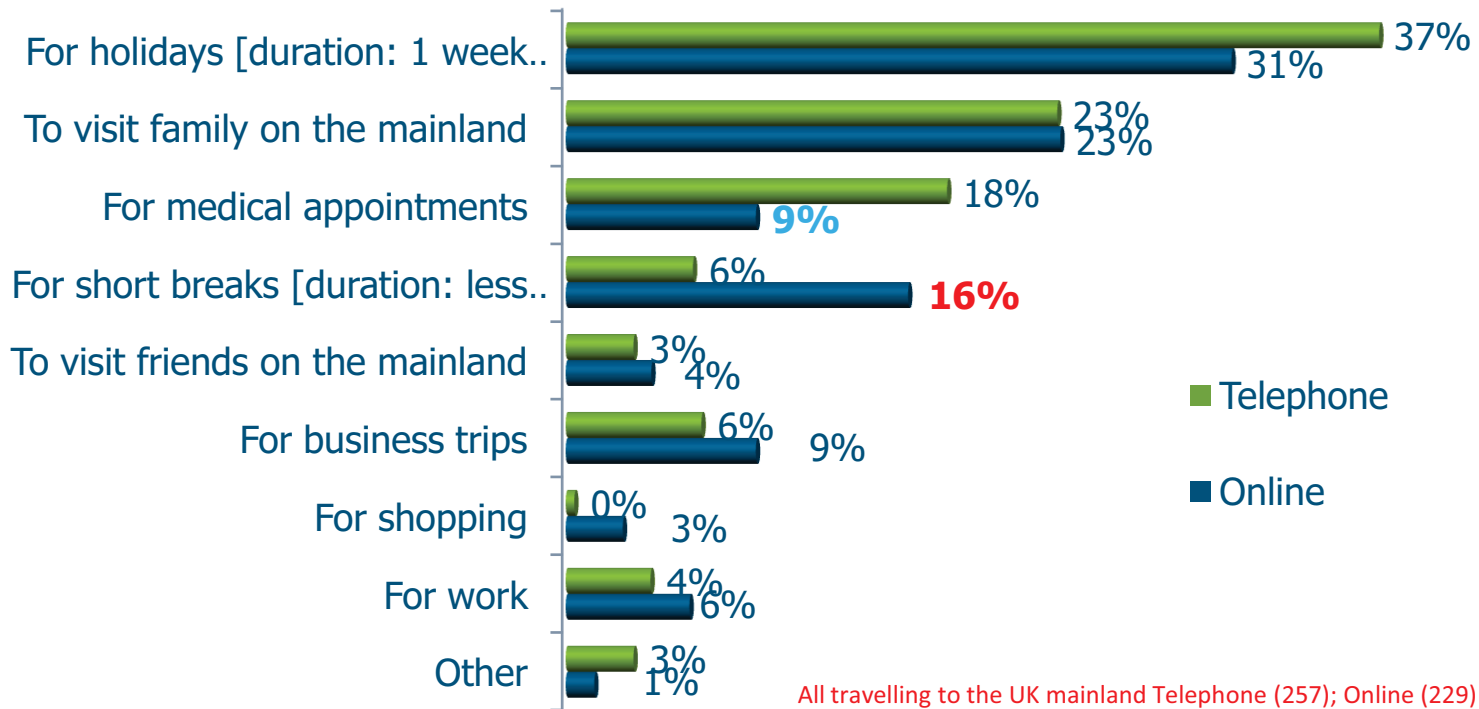


Typical travel purpose



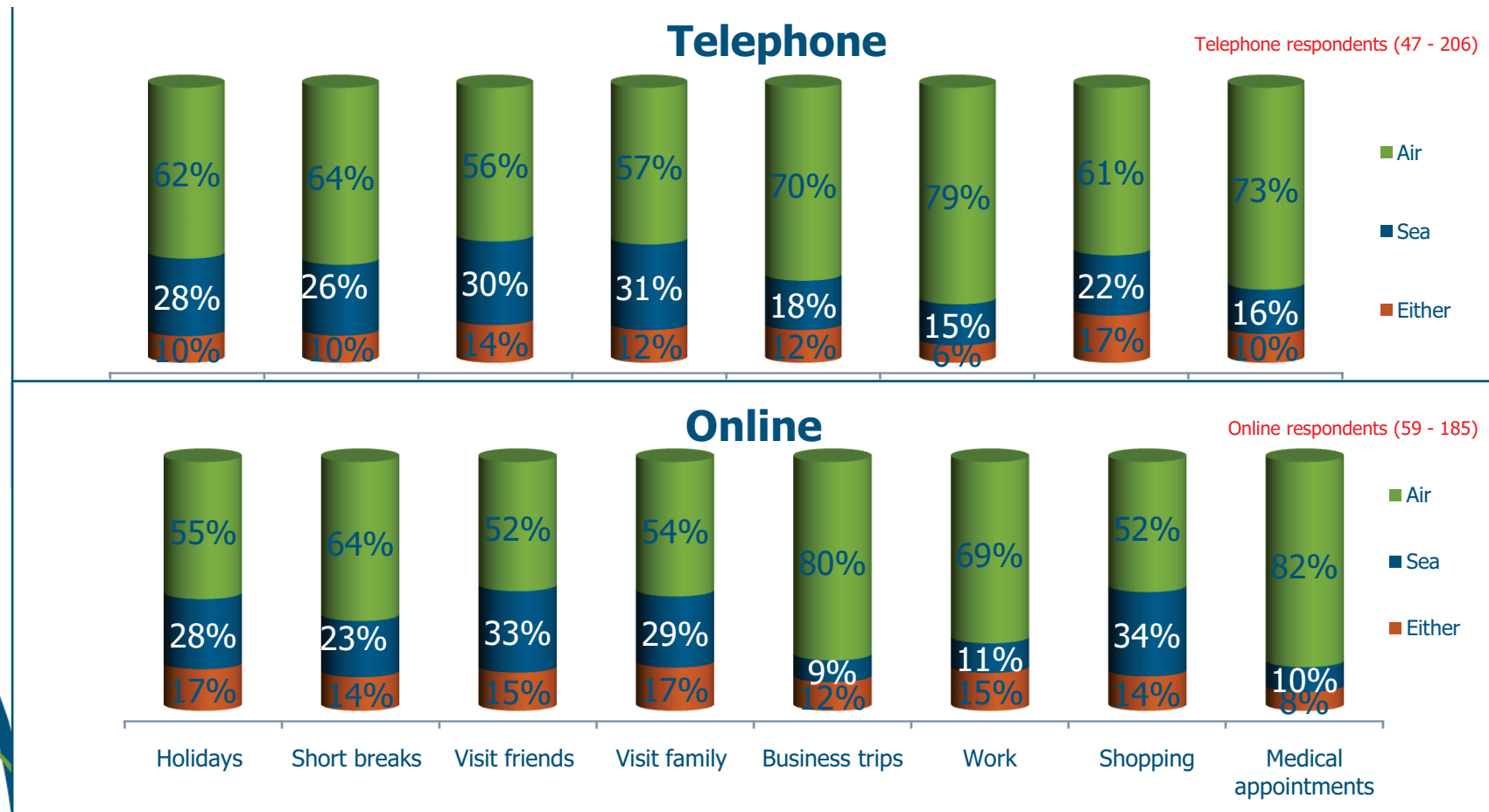
Travel purposes

Which takes you to the UK mainland most often?

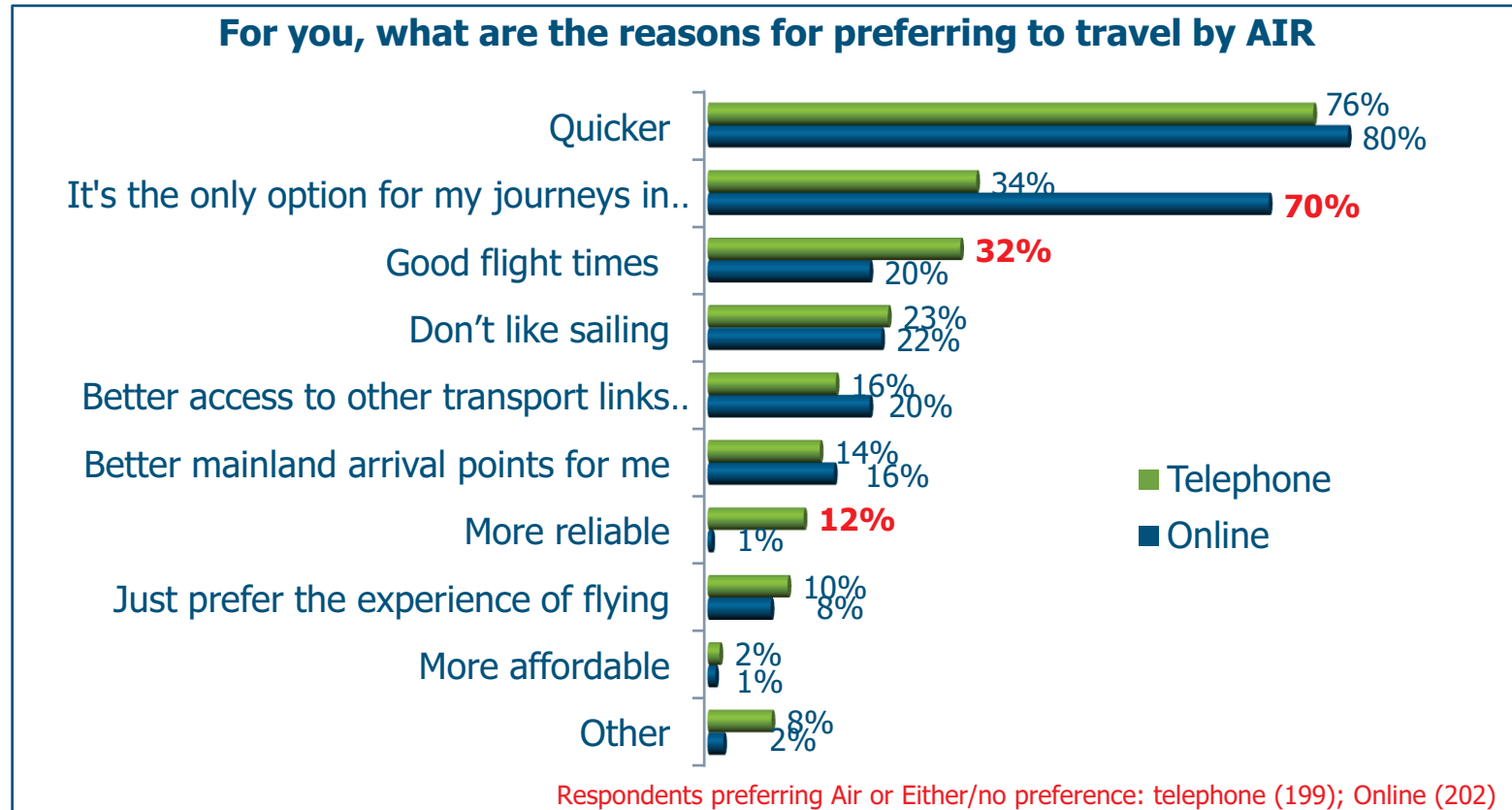


Transport preferences for different journey purposes

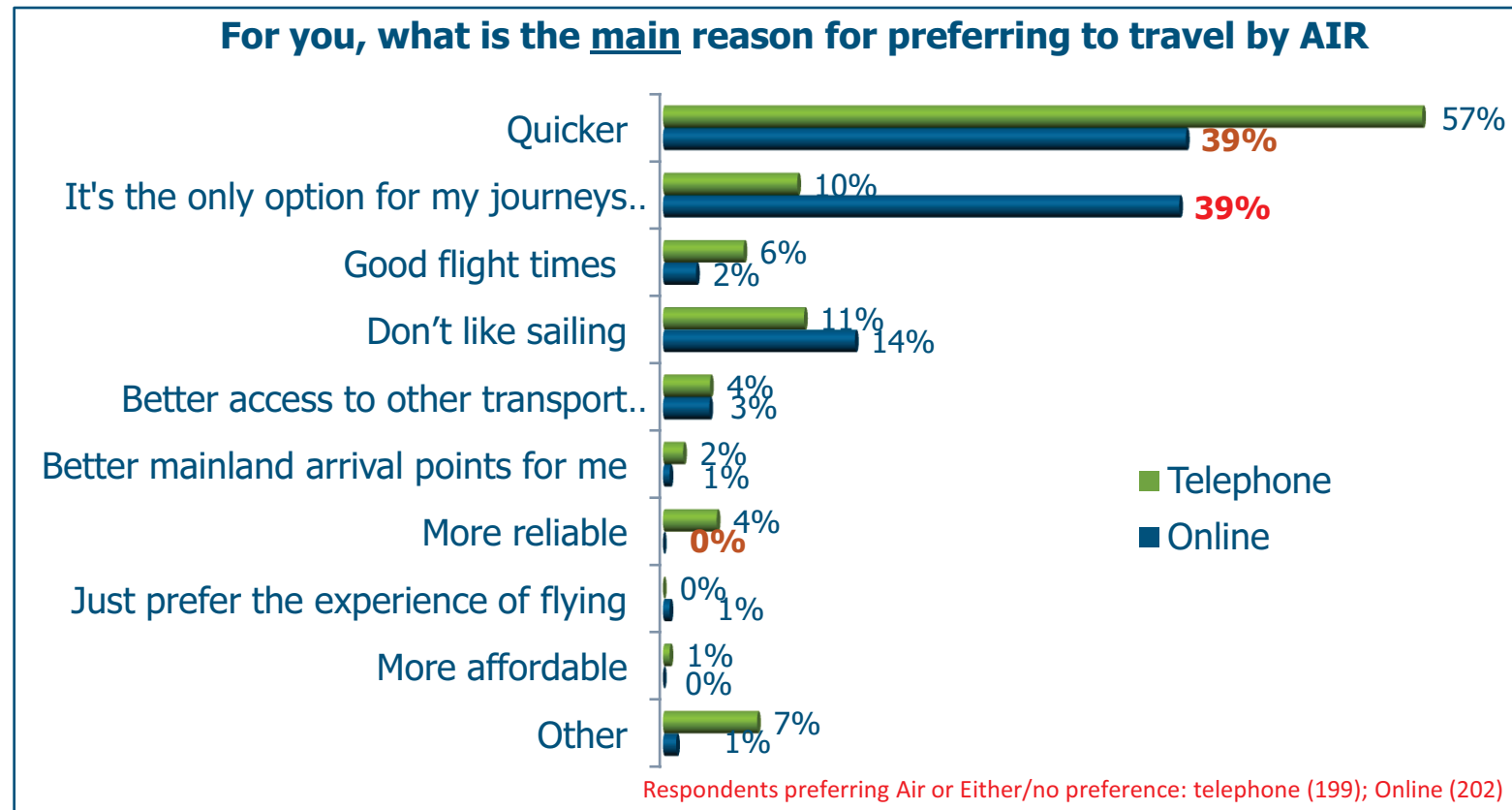
Which method of transport do you prefer for the journeys you make to the UK mainland?



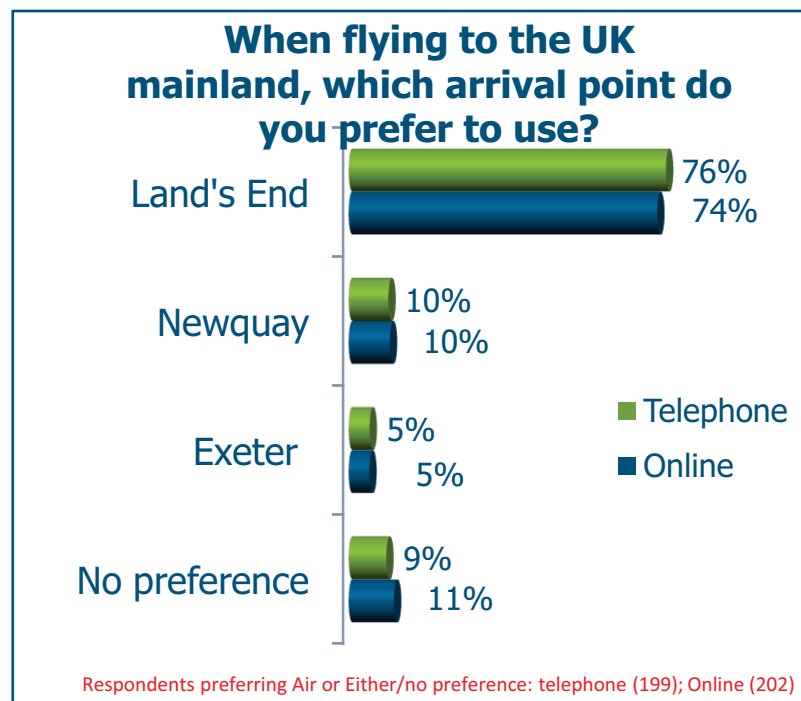
All reasons for preferring Air travel



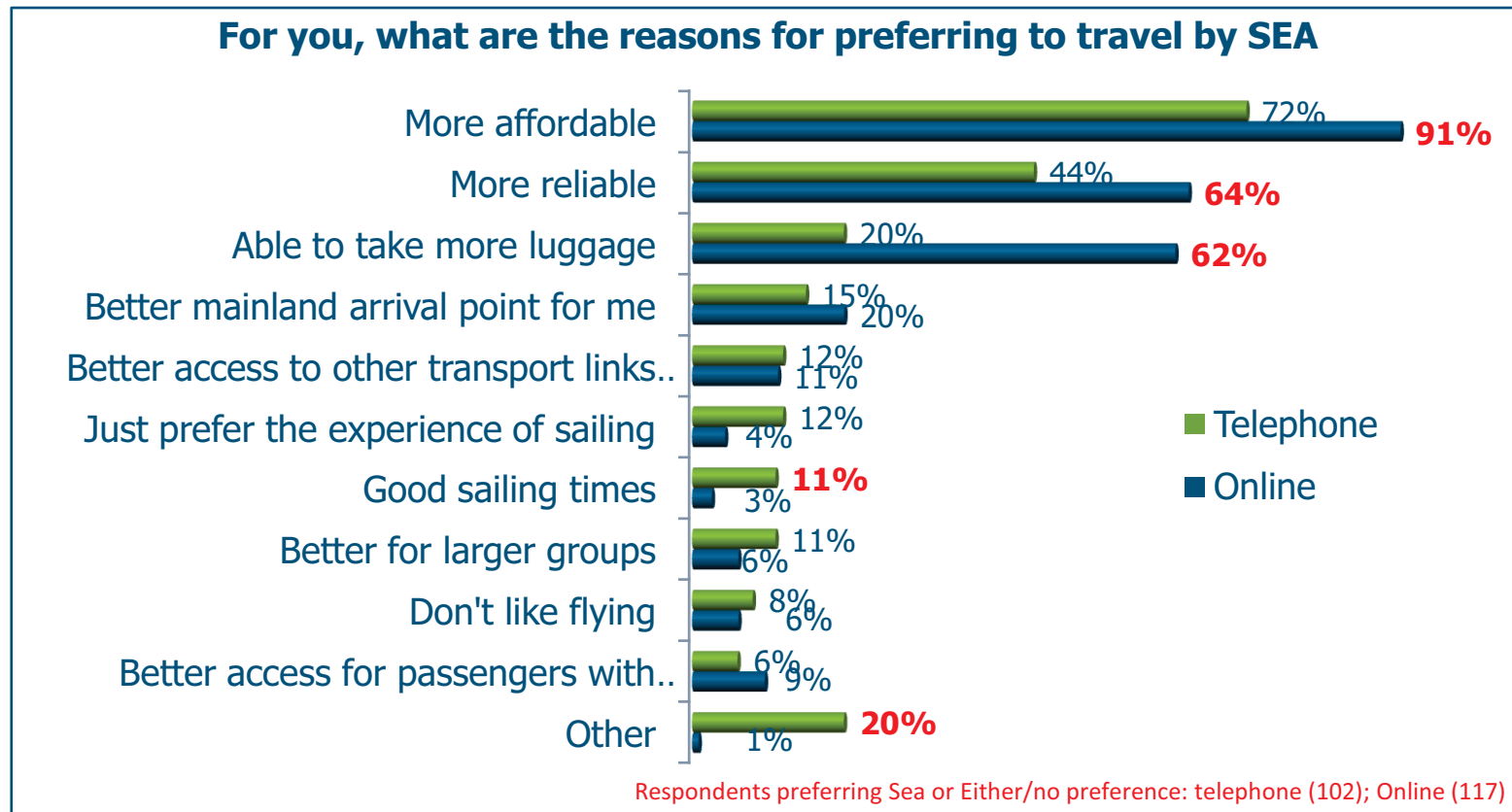
Main reason for preferring Air travel



Preferred mainland arrival point

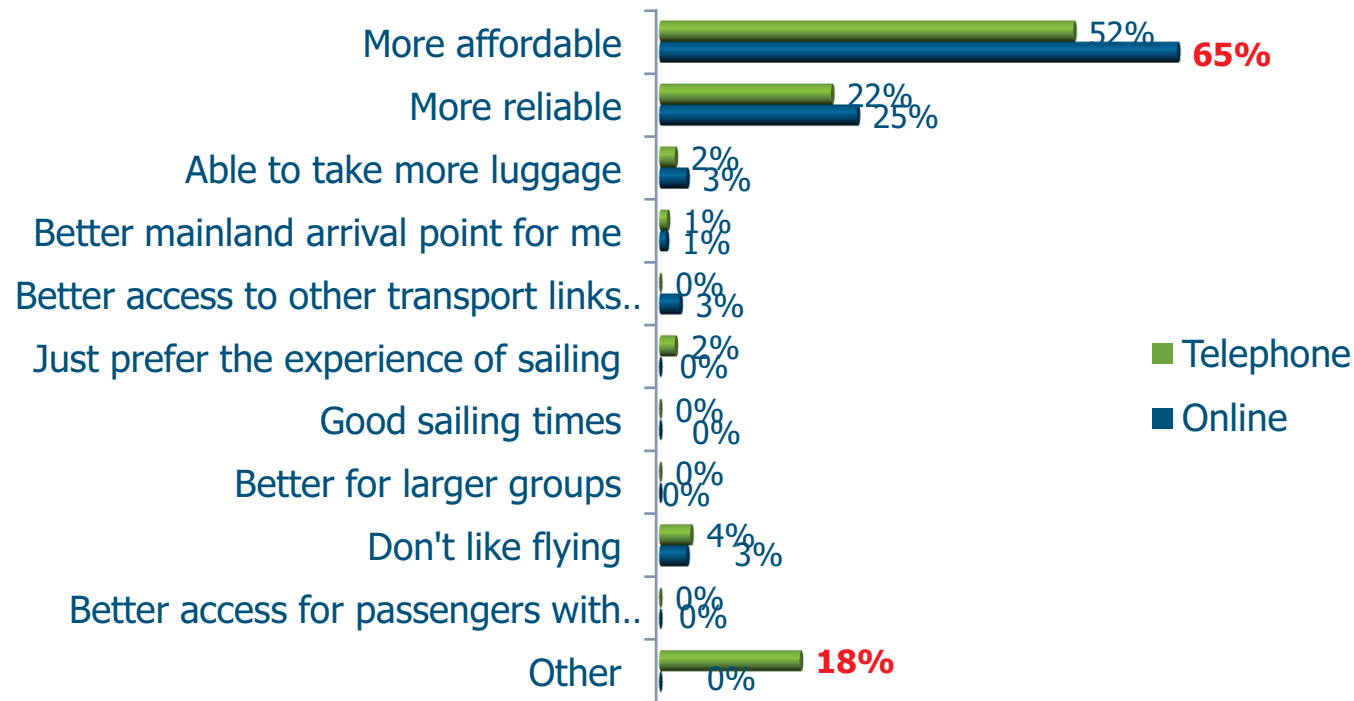


All reasons for preferring to travel by Sea



Main reason for preferring to travel by Sea

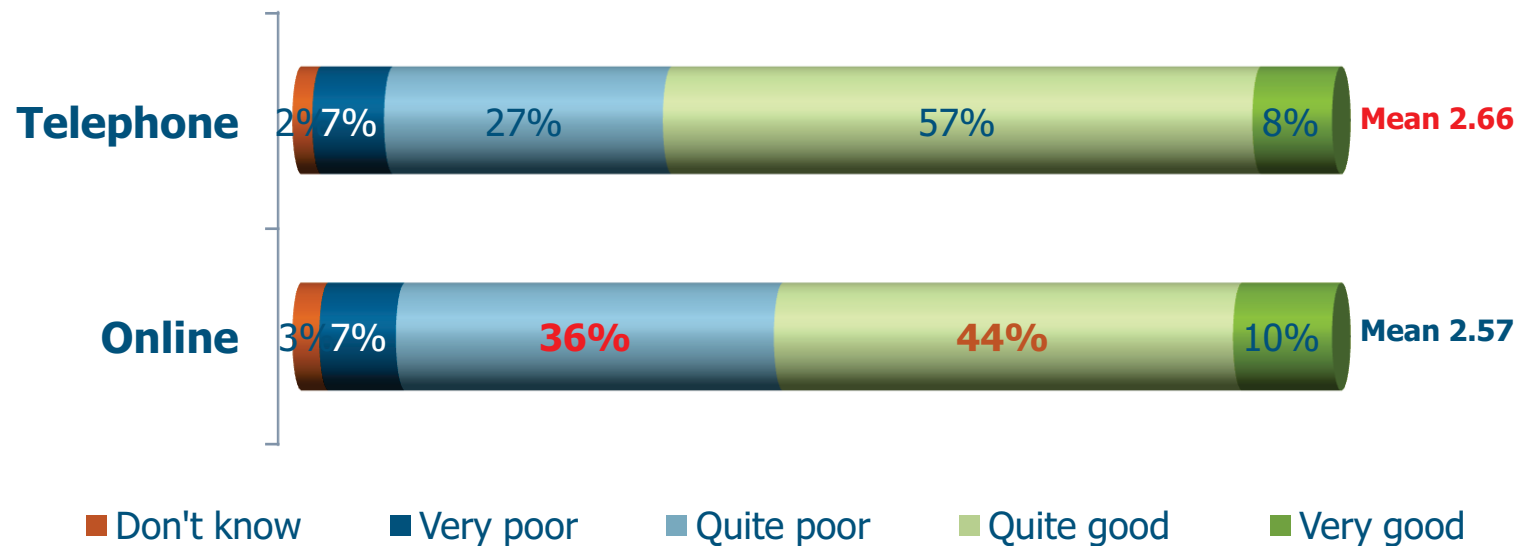
For you, what is the main reason for preferring to travel by SEA



Respondents preferring Sea or Either/no preference: telephone (102); Online (117)

Rating overall travel provision

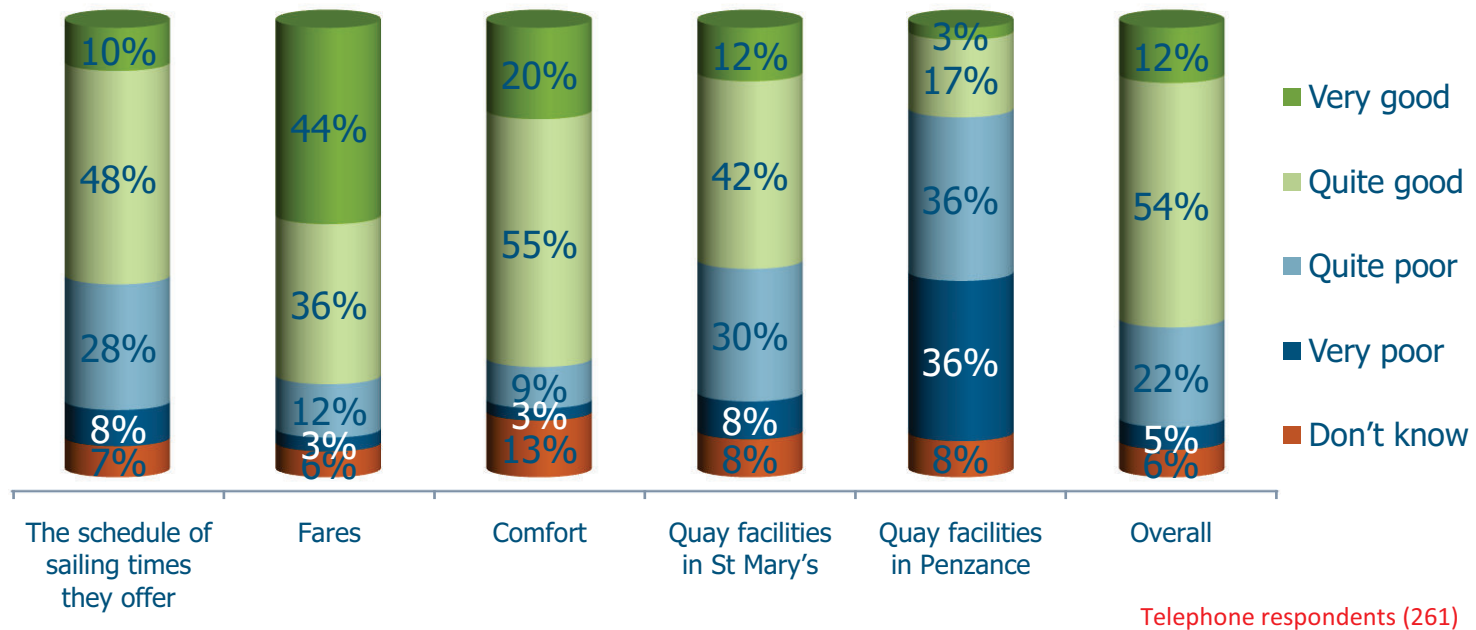
Thinking about the transport available for residents to and from the Isles of Scilly, how would you rate the overall provision?



Telephone respondents (261); Online respondents (231)

Rating the Ferry Service

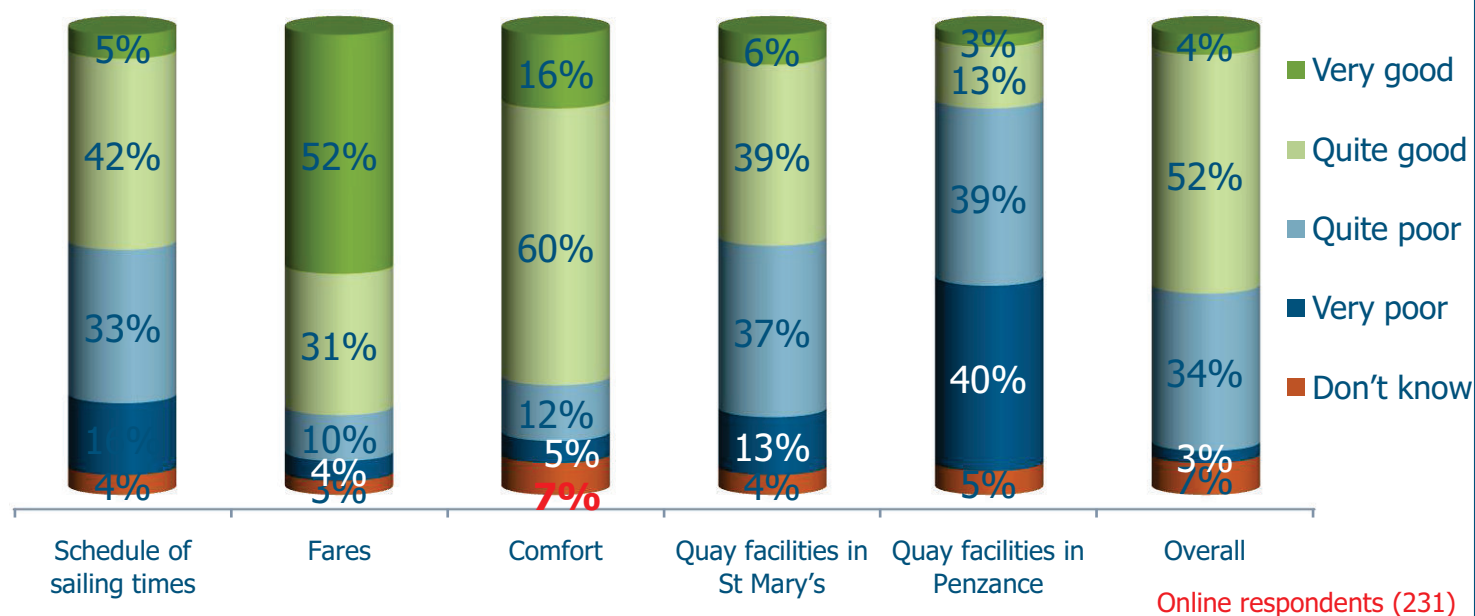
Specifically, How would you rate the Scillonian Passenger Ferry Service between St Mary's and Penzance on each of the following factors:
Telephone



Rating the Ferry Service

Specifically, how would you rate the Scillonian Passenger Ferry Service between St Mary's and Penzance on each of the following factors:

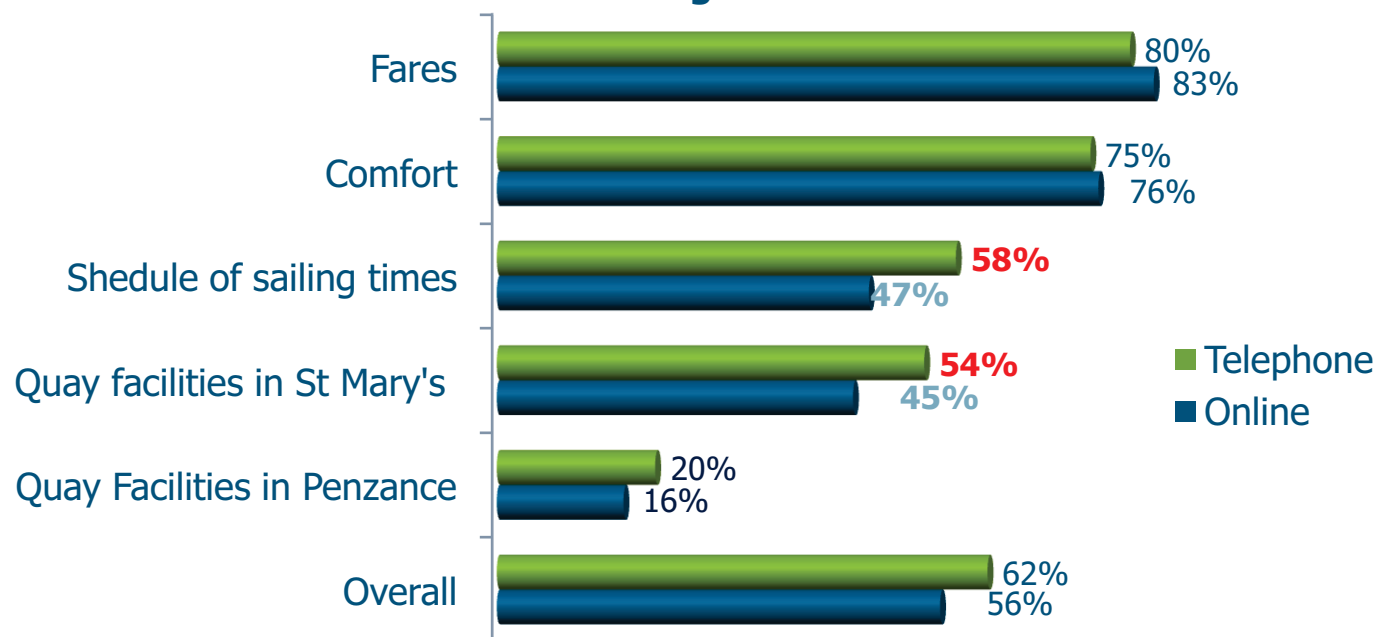
Online



Rating the Ferry Service

% Positive

Specifically, how would you rate the Scillonian Passenger Ferry Service between St Mary's and Penzance on each of the following factors:

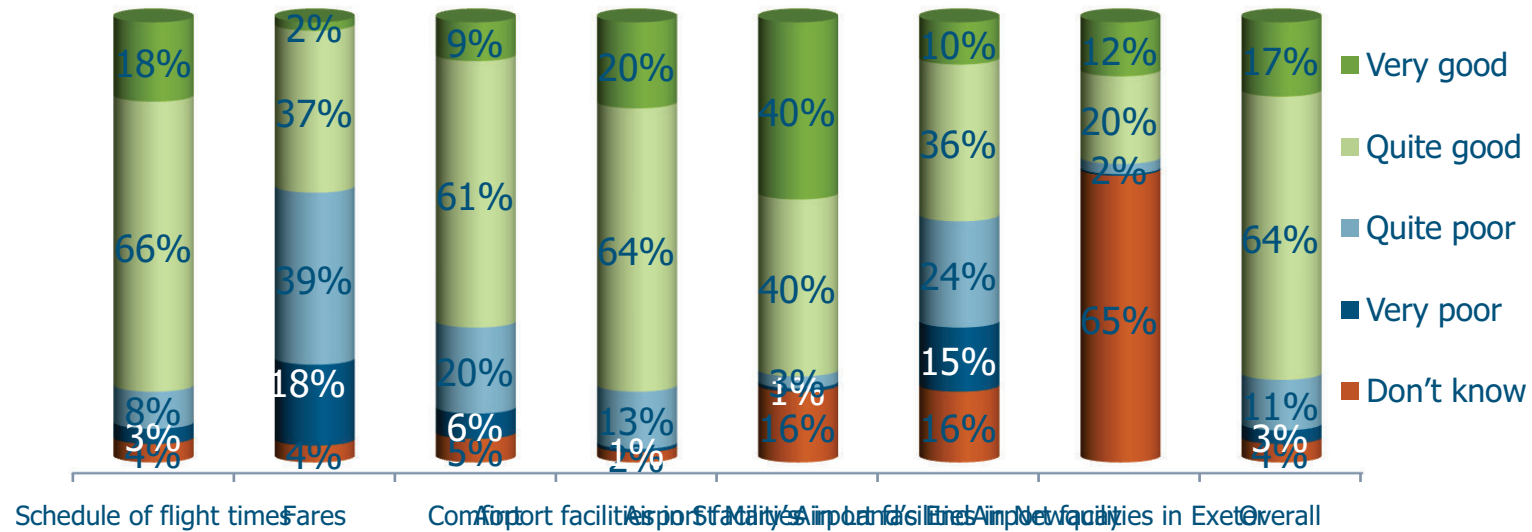


All respondents: Telephone (261) Online (231)

Rating the Airline Service

How would you rate the Skybus Airline Service between St Mary's and Land's End, Newquay and Exeter on each of the following factors:

Telephone

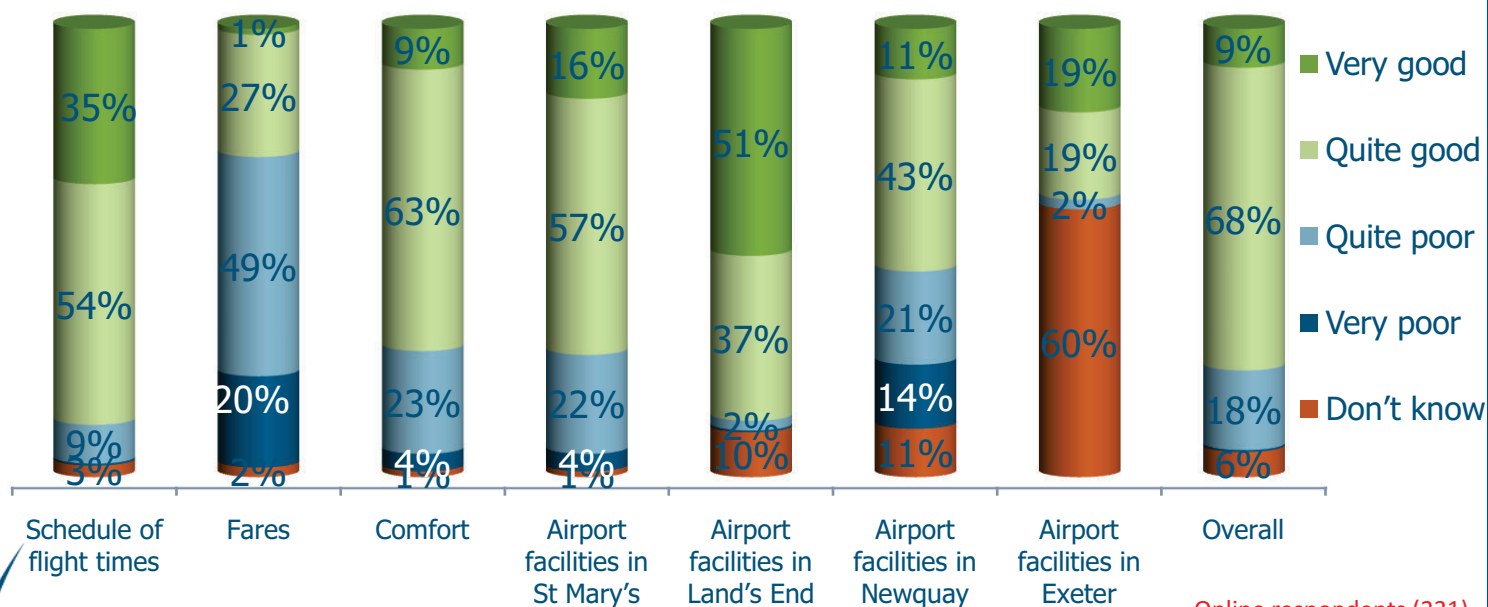


Telephone respondents (261)

Rating the Airline Service

How would you rate the Skybus Airline Service between St Mary's and Land's End, Newquay and Exeter on each of the following factors:

Online

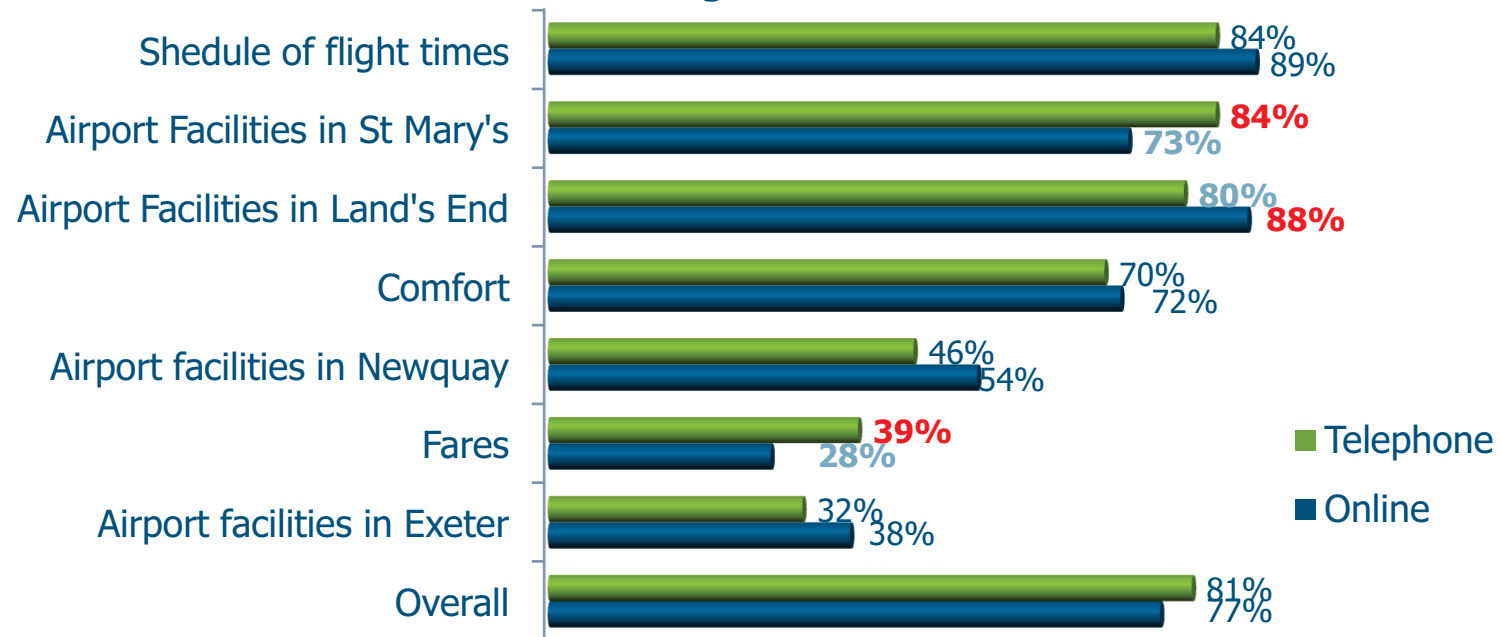


Online respondents (231)

Rating the Airline Service

% Positive

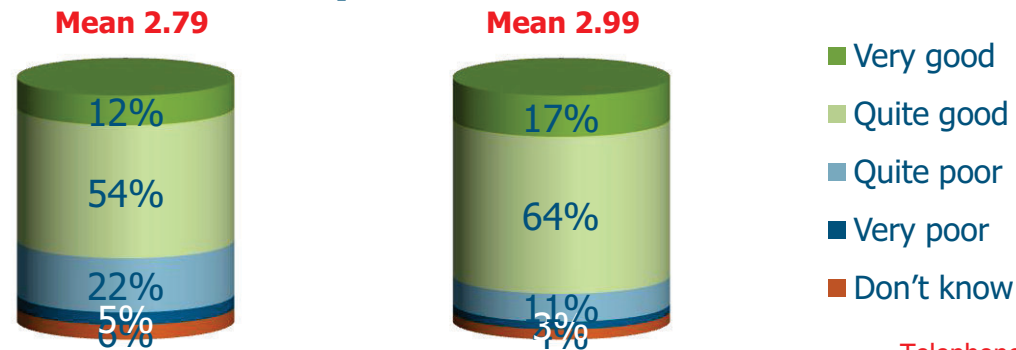
How would you rate the Skybus Airline Service between St Mary's and Land's End, Newquay and Exeter on each of the following factors:



All respondents: Telephone (261) Online (231)

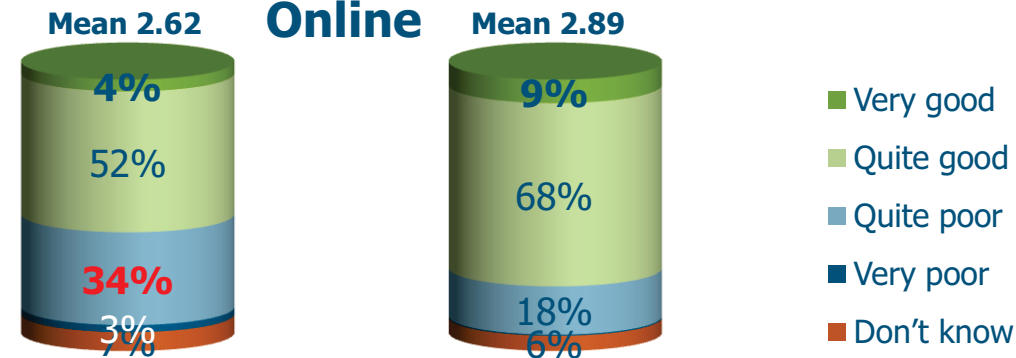
Overall : comparing Ferry and Airline Services

Telephone



Telephone respondents (261)

Online



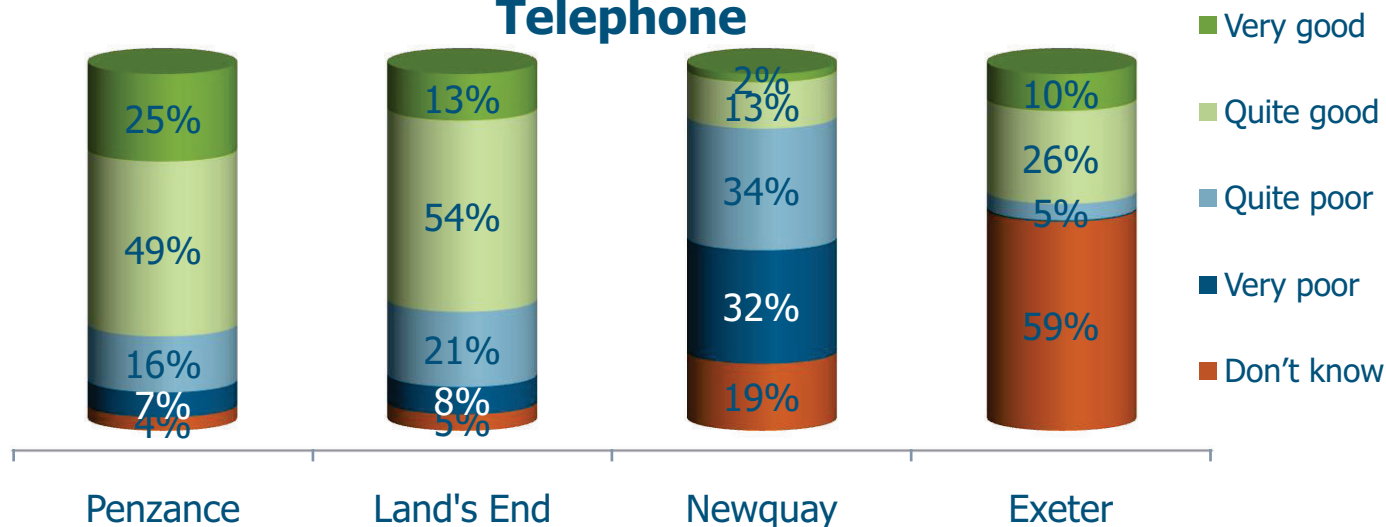
Online respondents (231)

Scillonian Passenger Ferry Service Overall Skybus Overall

Rating UK mainland arrival points

Thinking now about the arrival points on the UK mainland for sailing [Penzance] and flying [Land's End, Newquay and Exeter] from St Mary's, how would you rate each arrival point for connections and access for onward and return journeys on the UK mainland:

Telephone

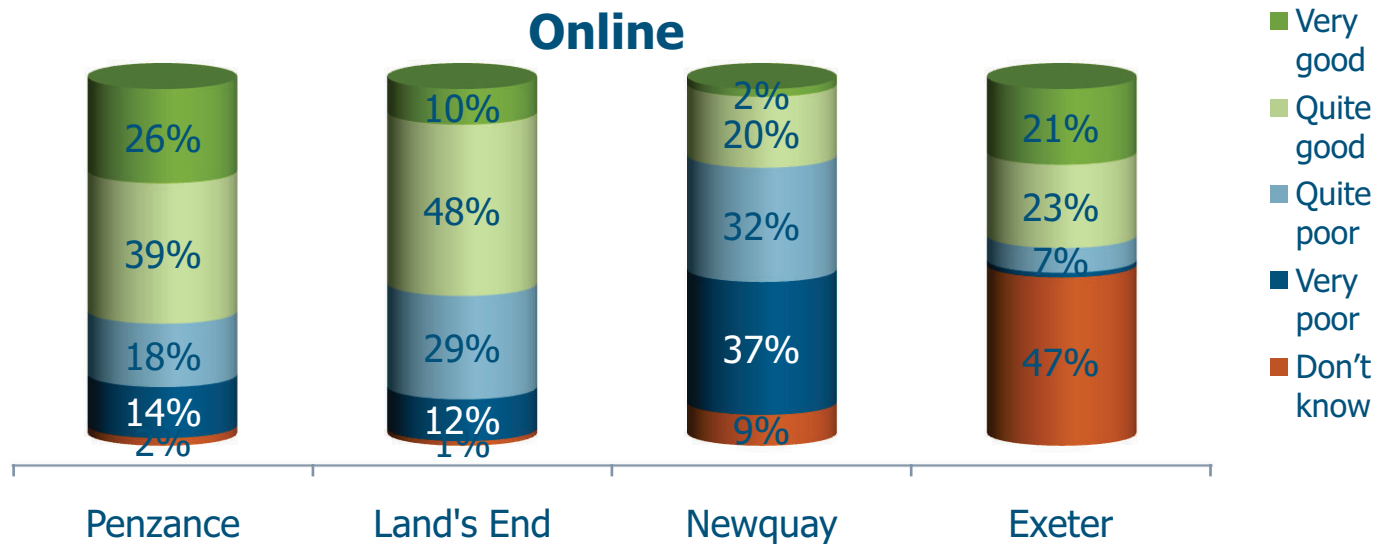


Online respondents (261)

Rating UK mainland arrival points

Thinking now about the arrival points on the UK mainland for sailing [Penzance] and flying [Land's End, Newquay and Exeter] from St Mary's, how would you rate each arrival point for connections and access for onward and return journeys on the UK mainland:

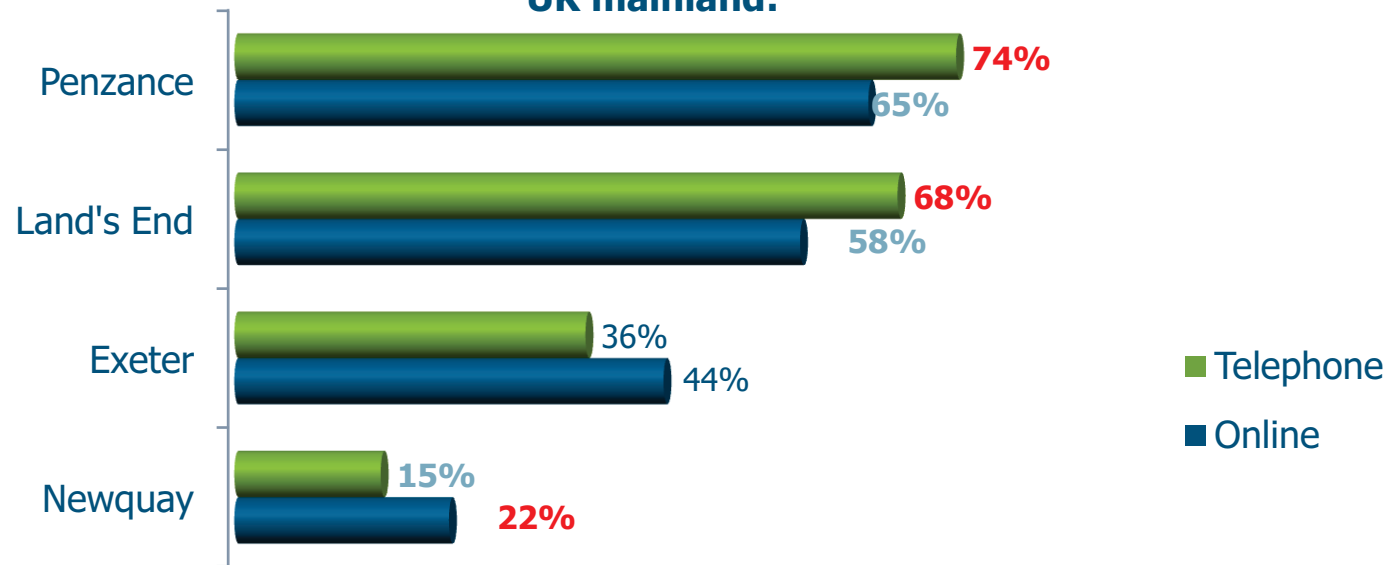
Online



Online respondents (231)

Rating UK mainland departure points - % Positive

Thinking now about the arrival points on the UK mainland for sailing [Penzance] and flying [Land's End, Newquay and Exeter] from St Mary's, how would you rate each arrival point for connections and access for onward and return journeys on the UK mainland:

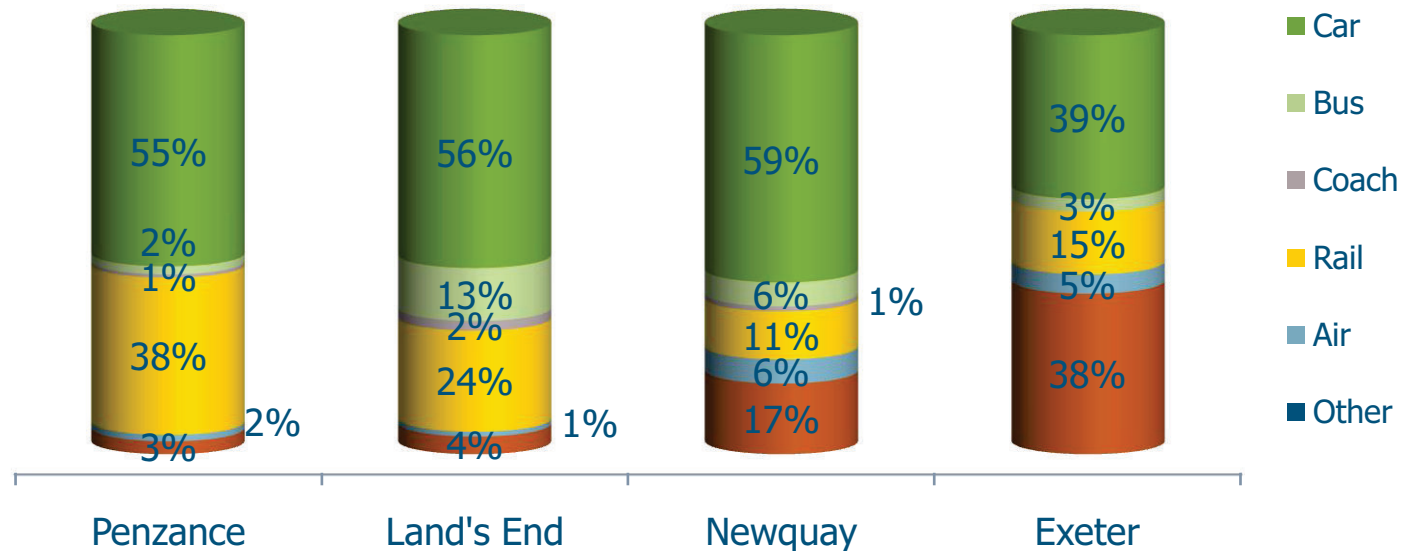


All respondents: Telephone (261) Online (231)

Travelling from UK mainland arrival points

Generally speaking, which is your preferred method of transport for any onward journeys from each mainland departure point?

Telephone

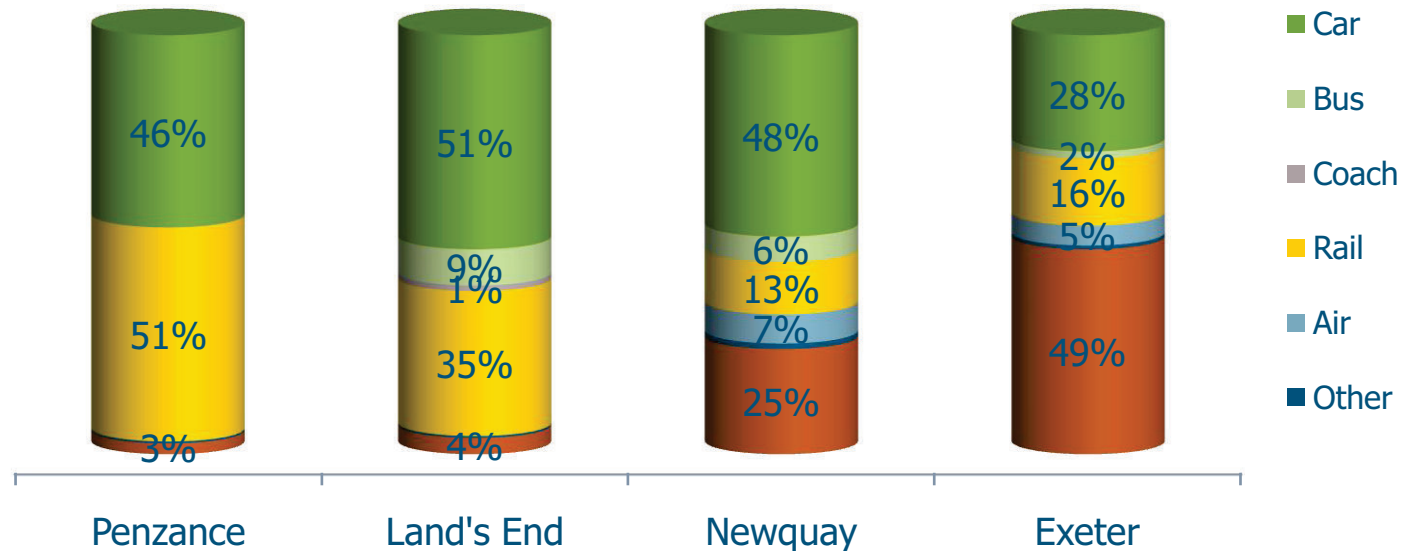


Online respondents (261)

Travelling from UK mainland arrival points

Generally speaking, which is your preferred method of transport for any onward journeys from each mainland departure point?

Online

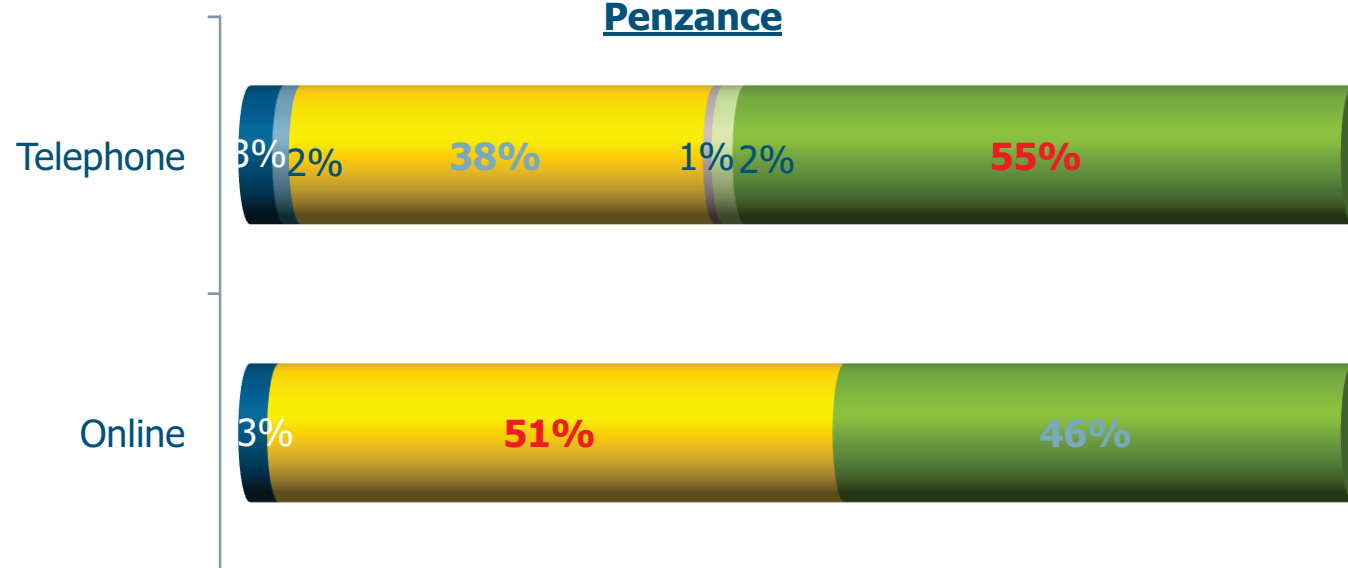


Online respondents (231)

Travelling from UK mainland arrival points

Generally speaking, which is your preferred method of transport for any onward journeys from each mainland departure point?

Penzance



■ Don't know

■ Other

■ Air

■ Rail

■ Coach

■ Bus

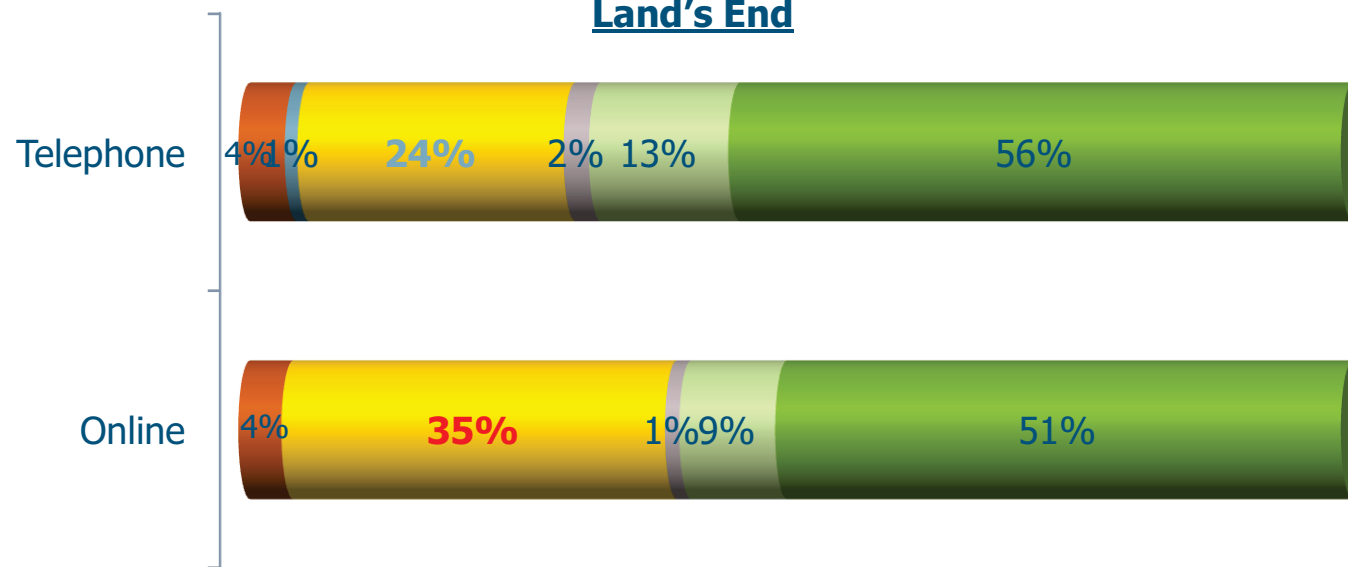
■ Car

All respondents: Telephone (261) Online (231)

Travelling from UK mainland arrival points

Generally speaking, which is your preferred method of transport for any onward journeys from each mainland departure point?

Land's End



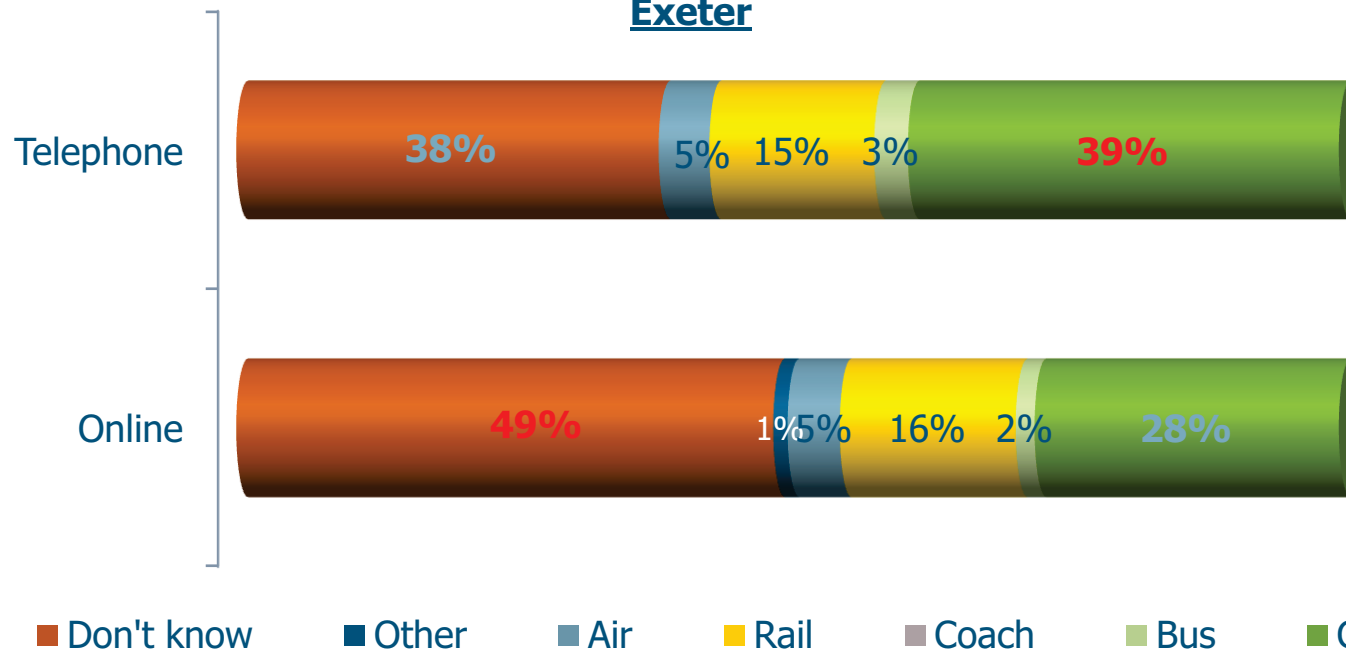
Don't know Other Air Rail Coach Bus Car

All respondents: Telephone (261) Online (231)

Travelling from UK mainland arrival points

Generally speaking, which is your preferred method of transport for any onward journeys from each mainland departure point?

Exeter

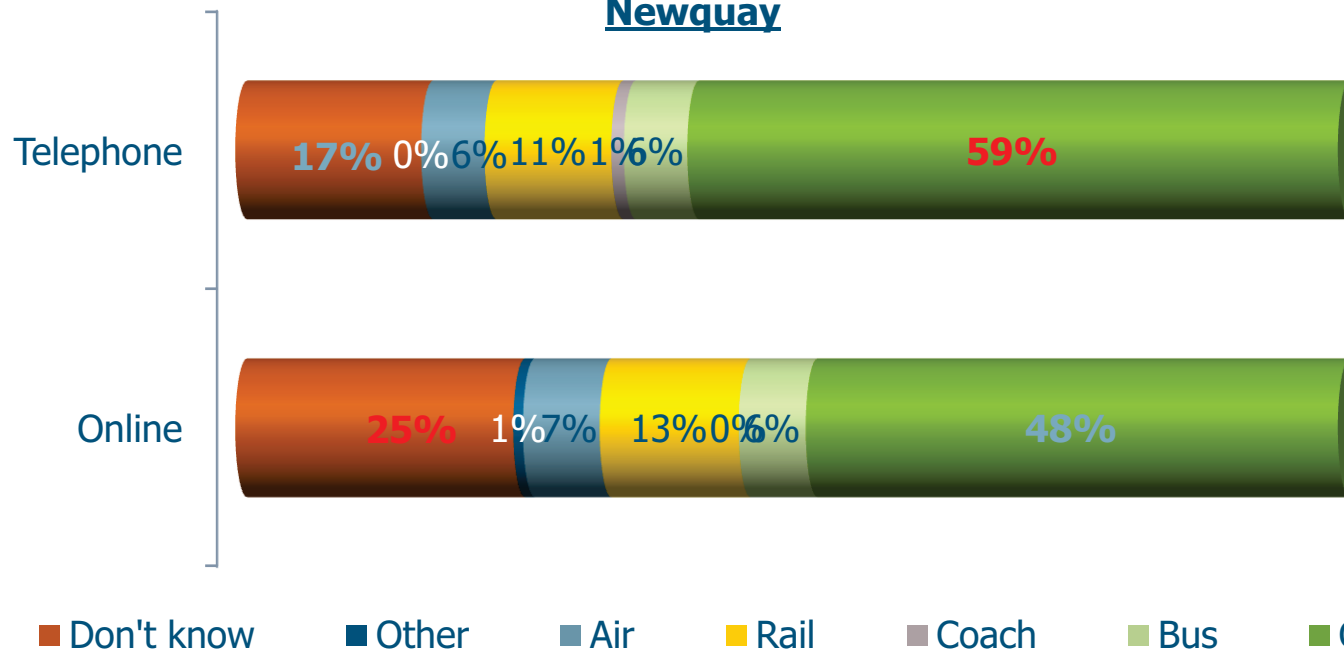


All respondents: Telephone (261) Online (231)

Travelling from UK mainland arrival points

Generally speaking, which is your preferred method of transport for any onward journeys from each mainland departure point?

Newquay

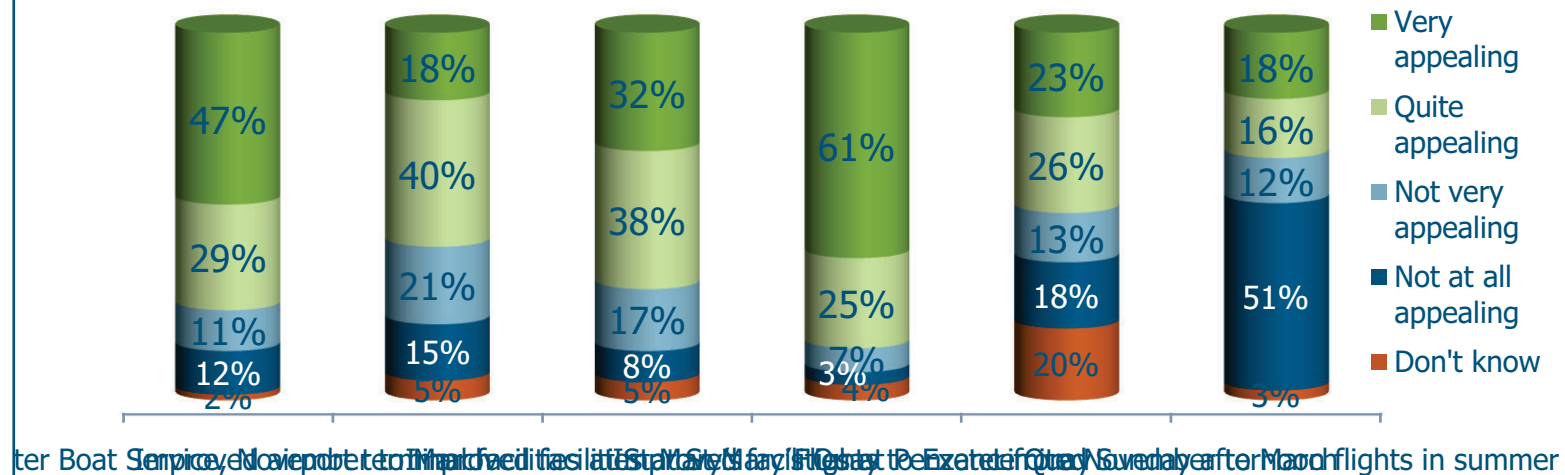


All respondents: Telephone (261) Online (231)

Appeal of changes

How appealing, if at all, would each of the following changes to current transport provision be to you personally?

Telephone

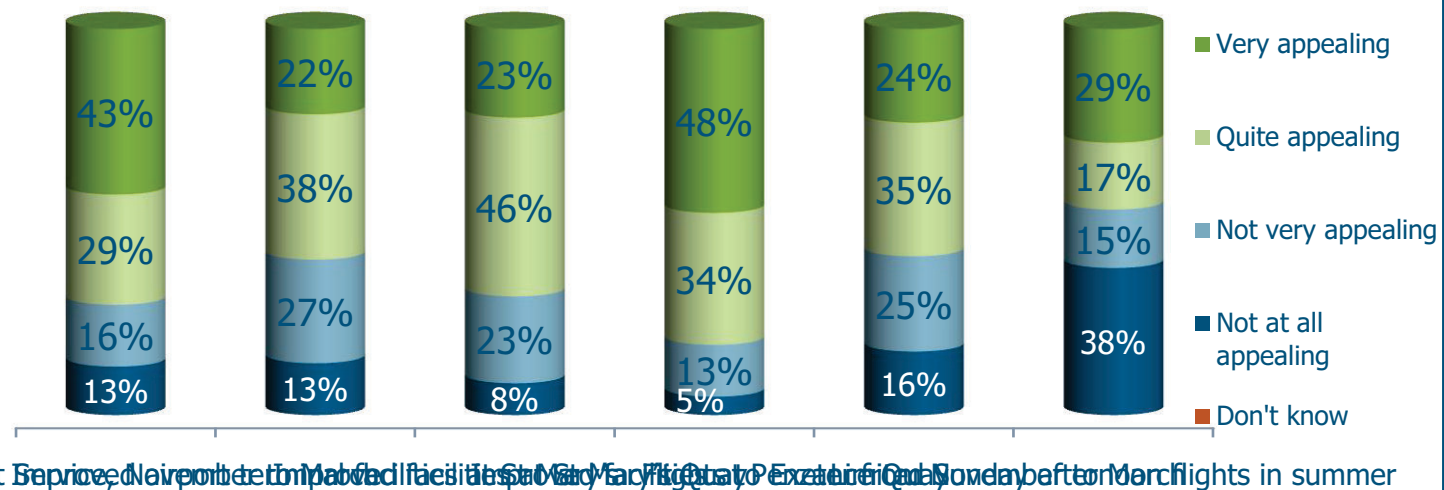


Telephone respondents (261)

Appeal of changes

How appealing, if at all, would each of the following changes to current transport provision be to you personally?

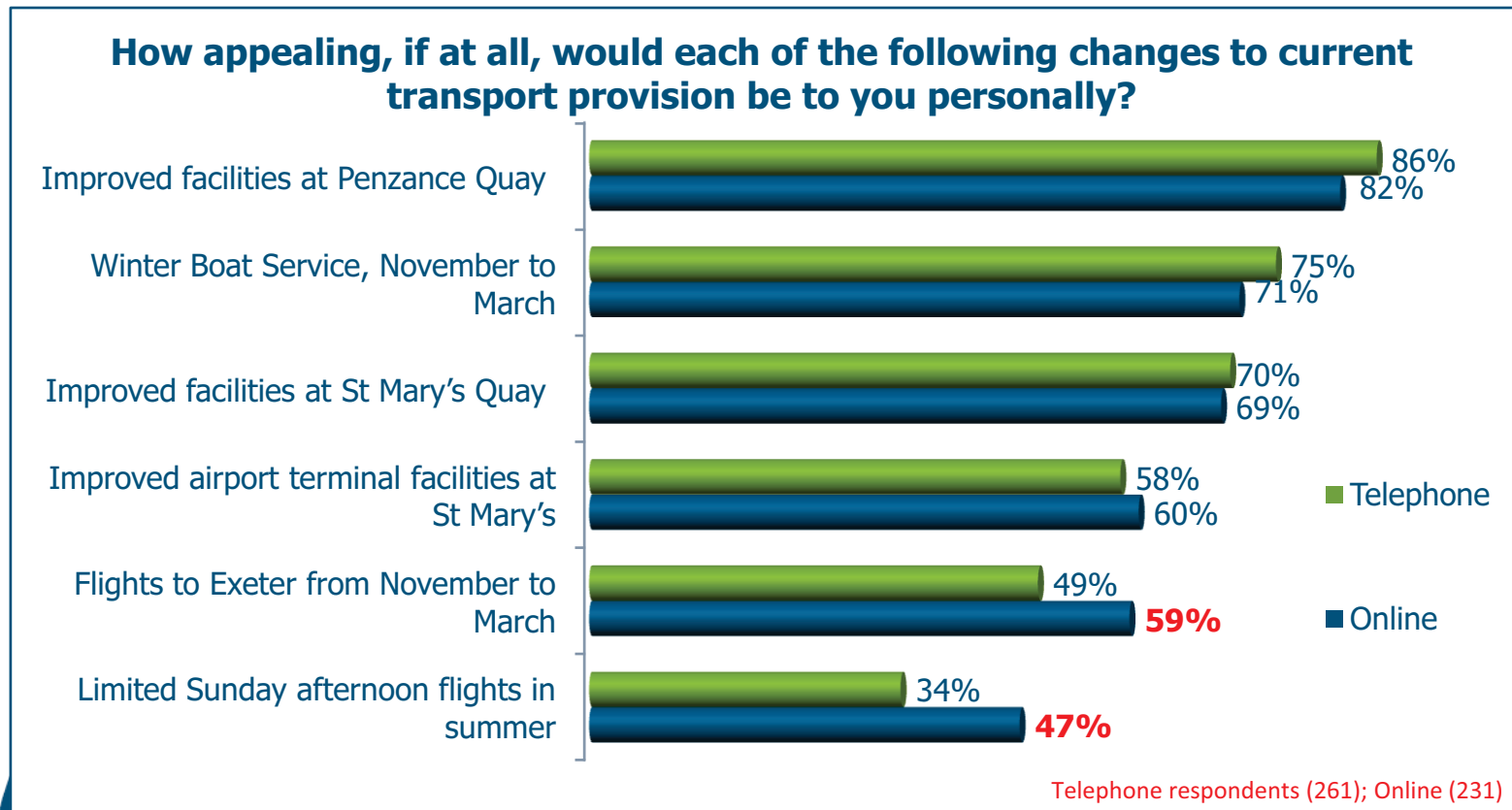
Online



Online respondents (231)

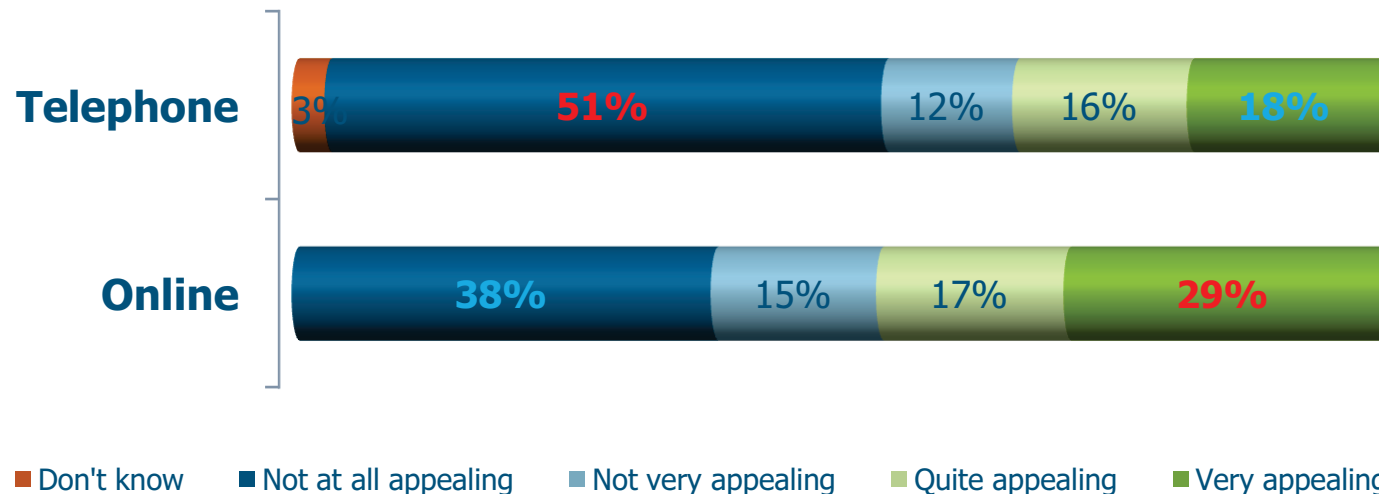
Comparing the samples

Appeal of Changes - % positive



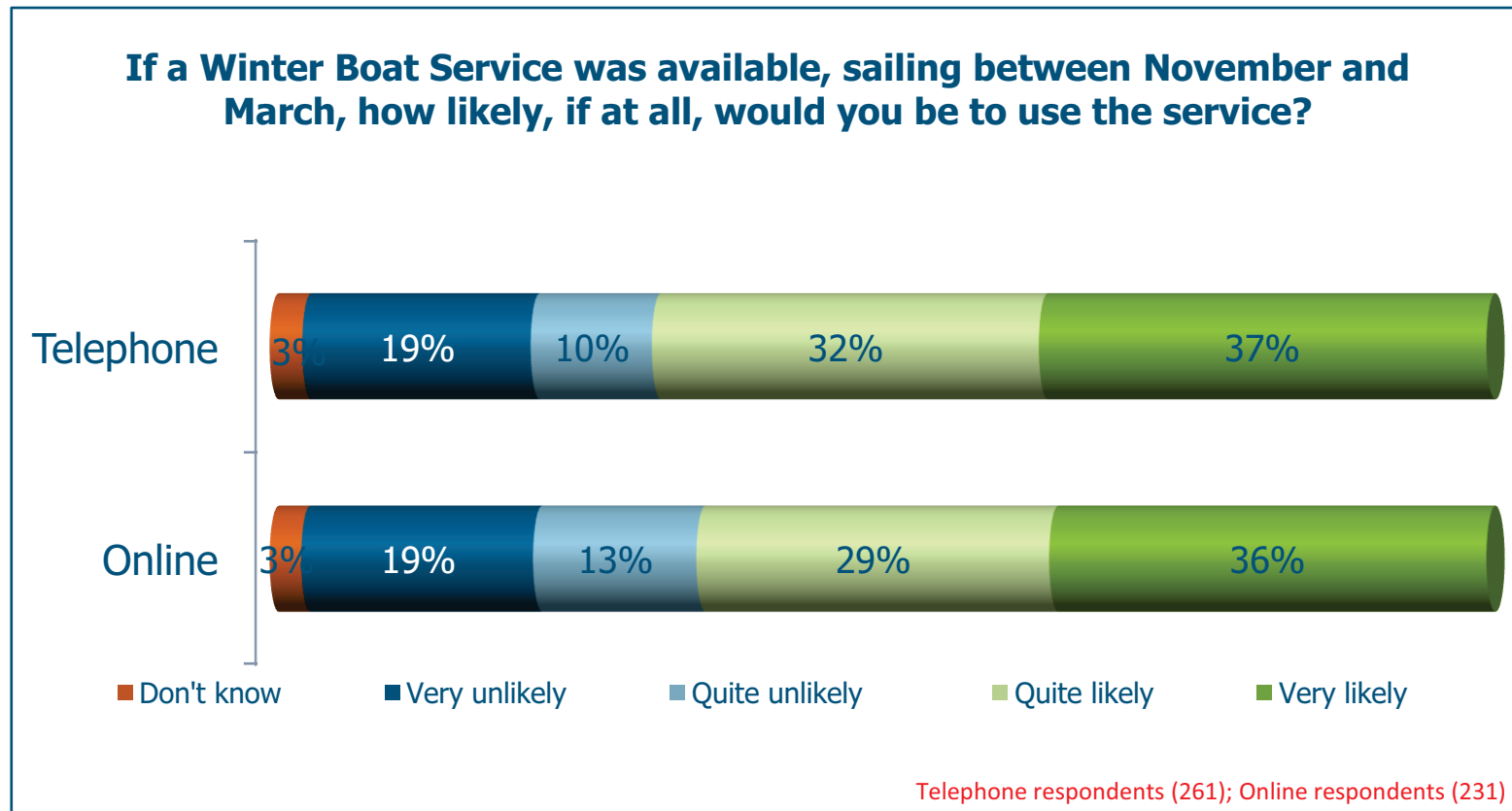
Appeal of Sunday Flights in Summer

How appealing, if at all, would limited Sunday afternoon flights in summer be to you personally?

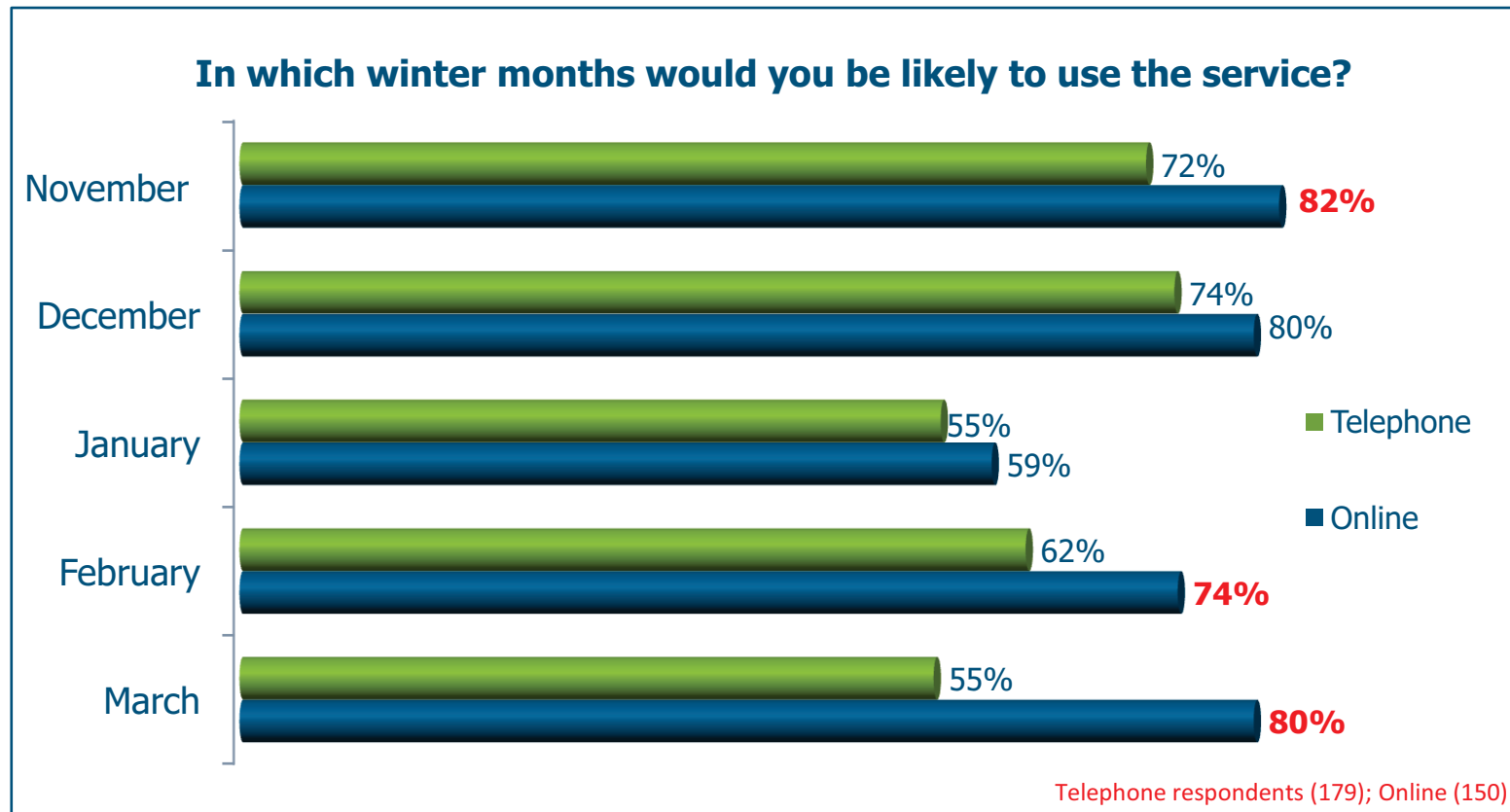


Telephone respondents (261); Online respondents (231)

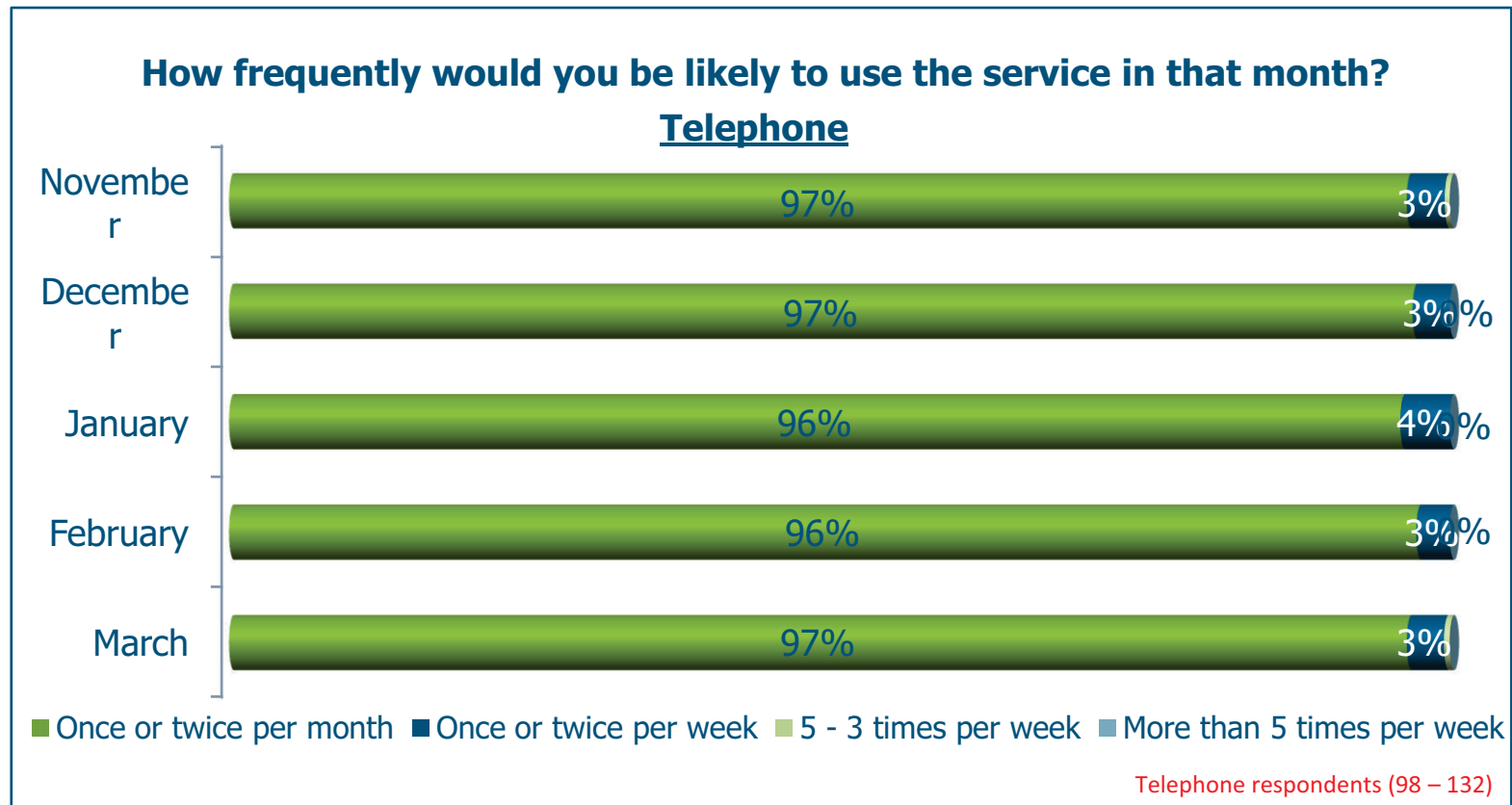
Likelihood of using Winter Boat Service



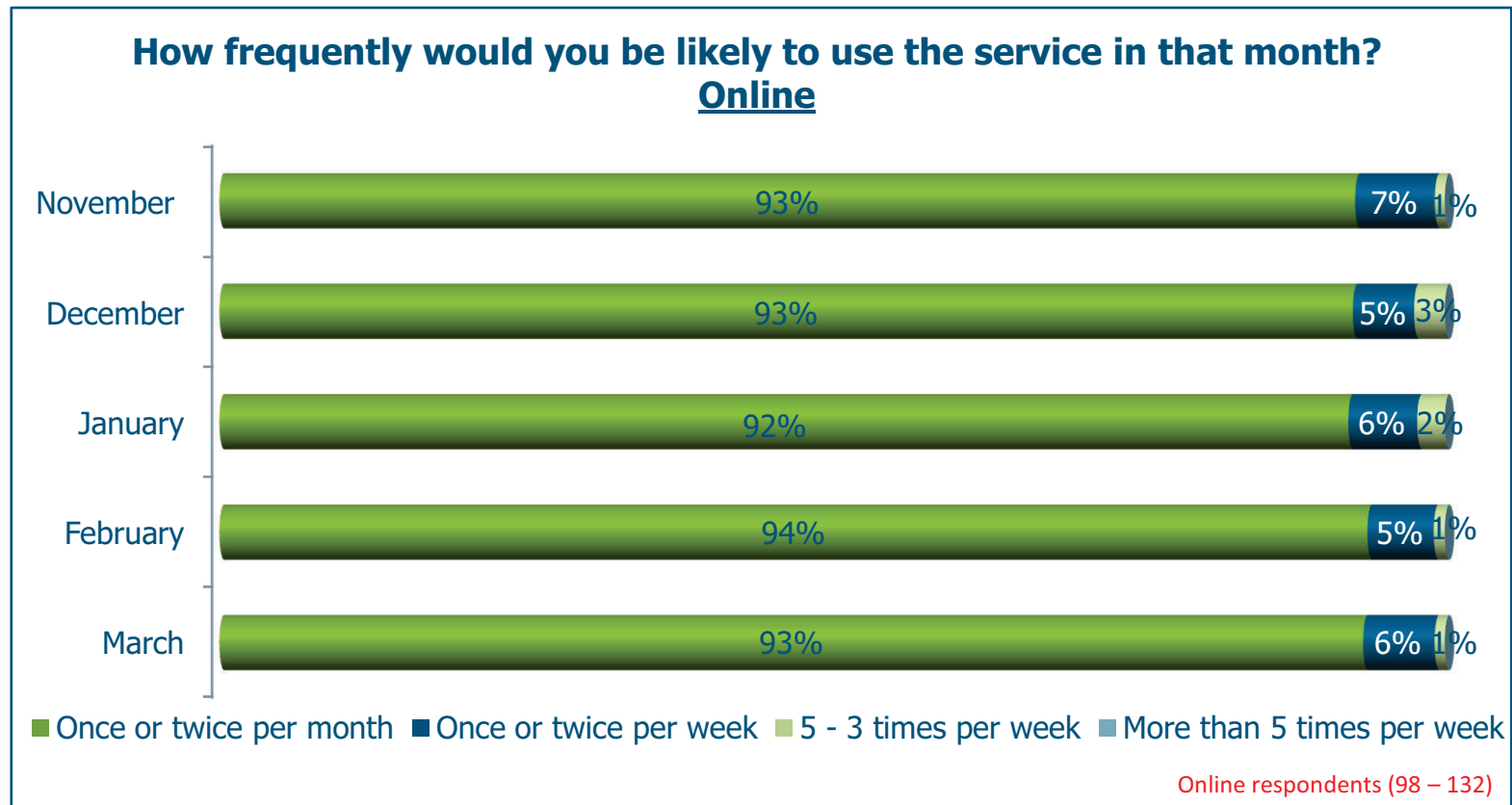
Months a Winter Boat Service may be used



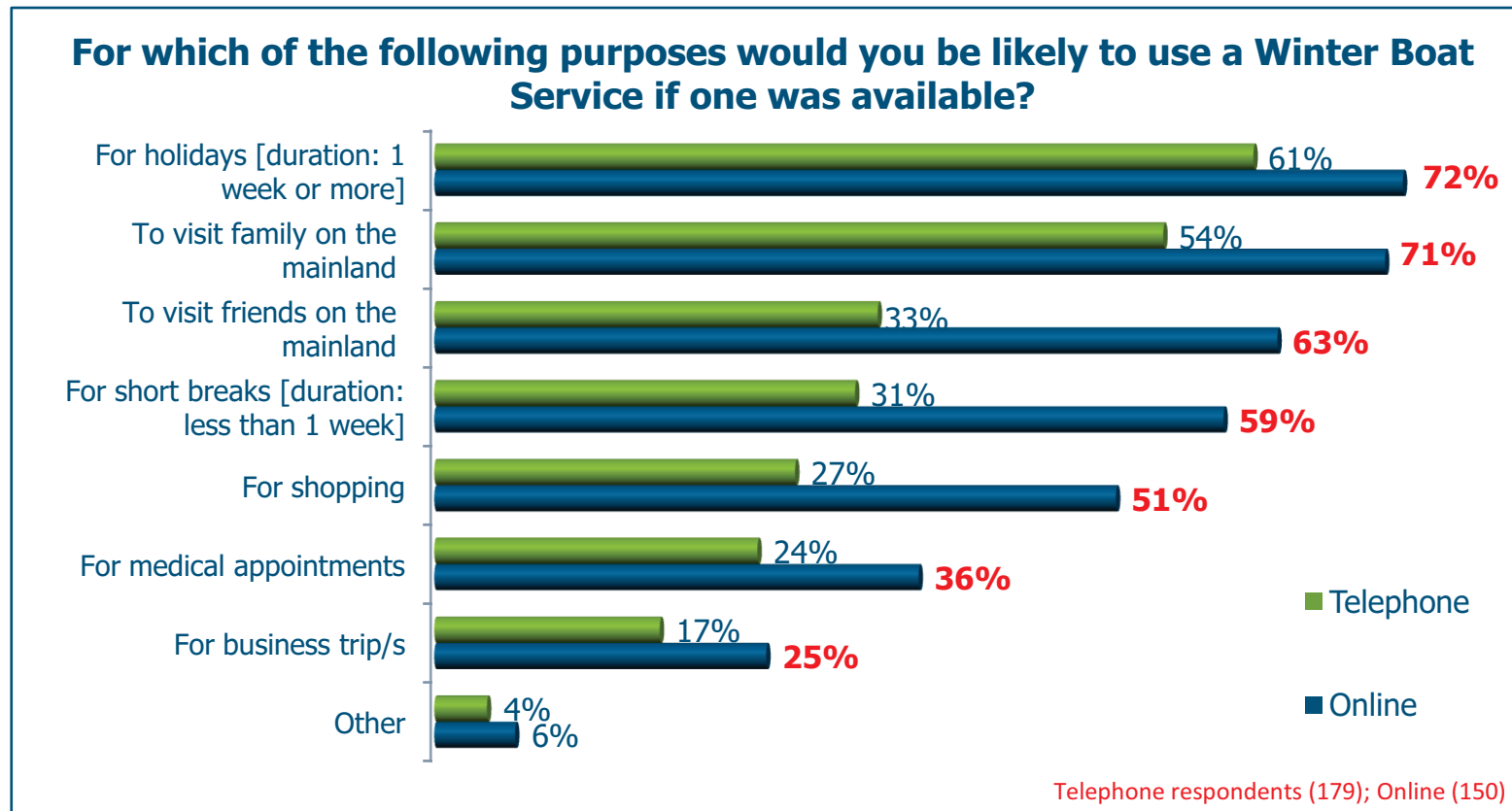
Frequency of use



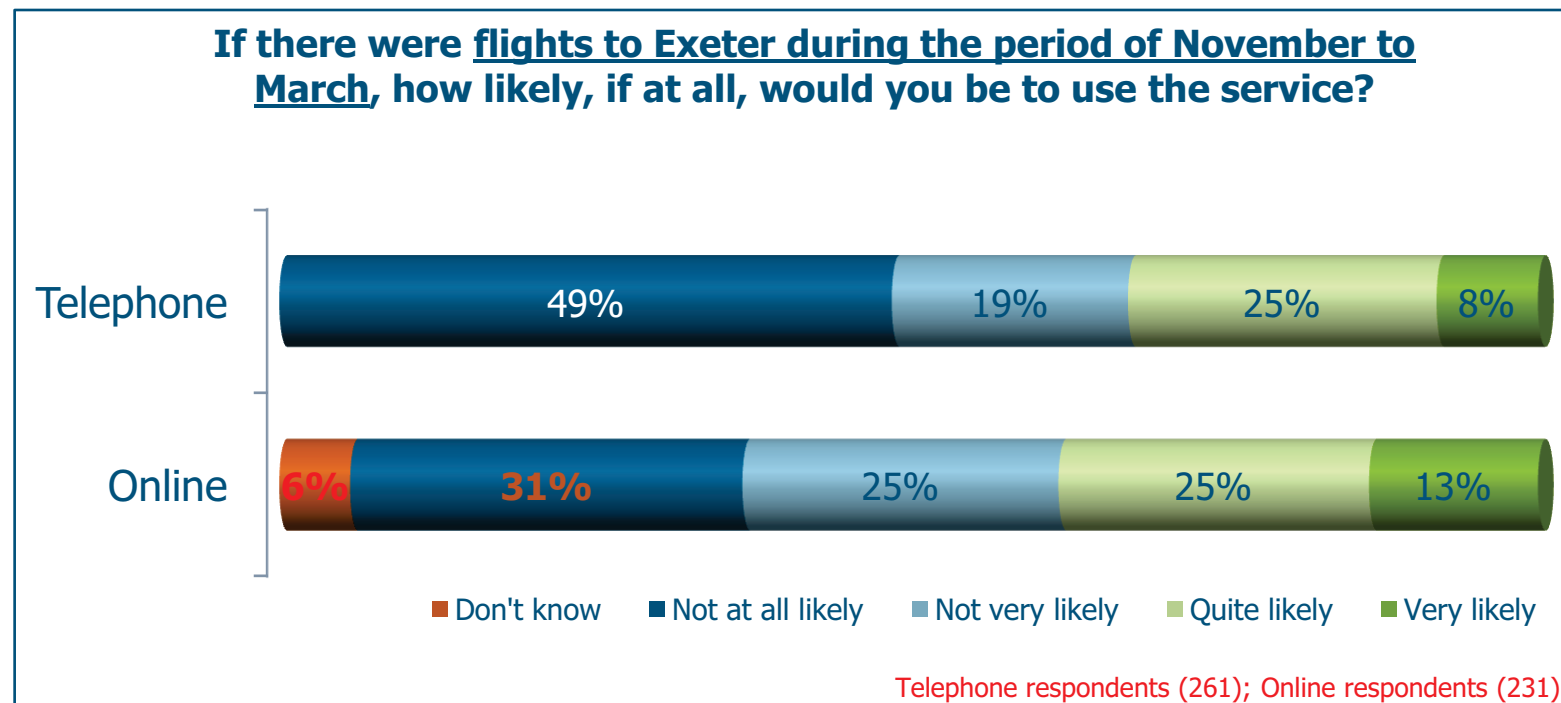
Frequency of use



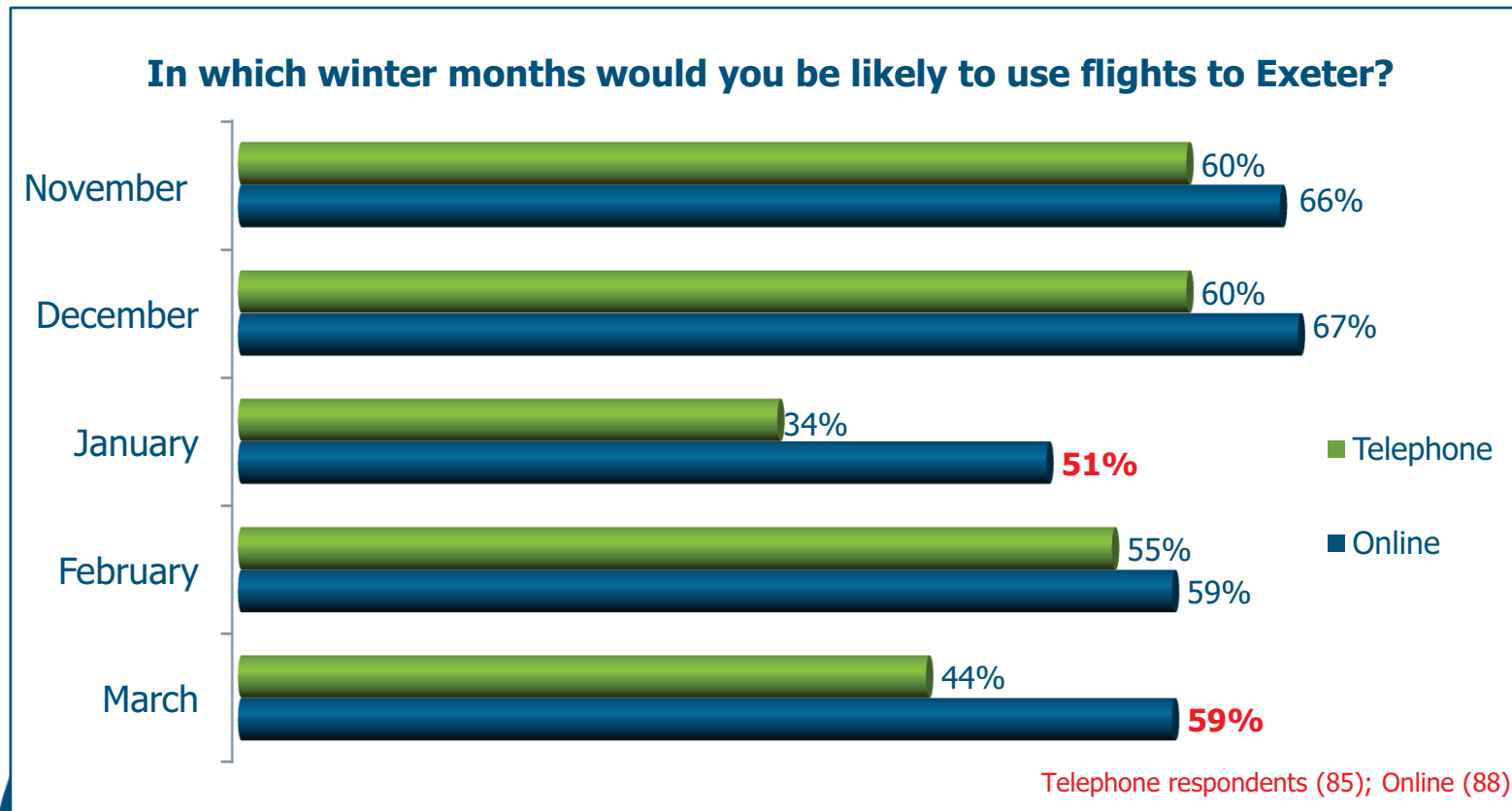
Purpose of using a Winter Boat Service



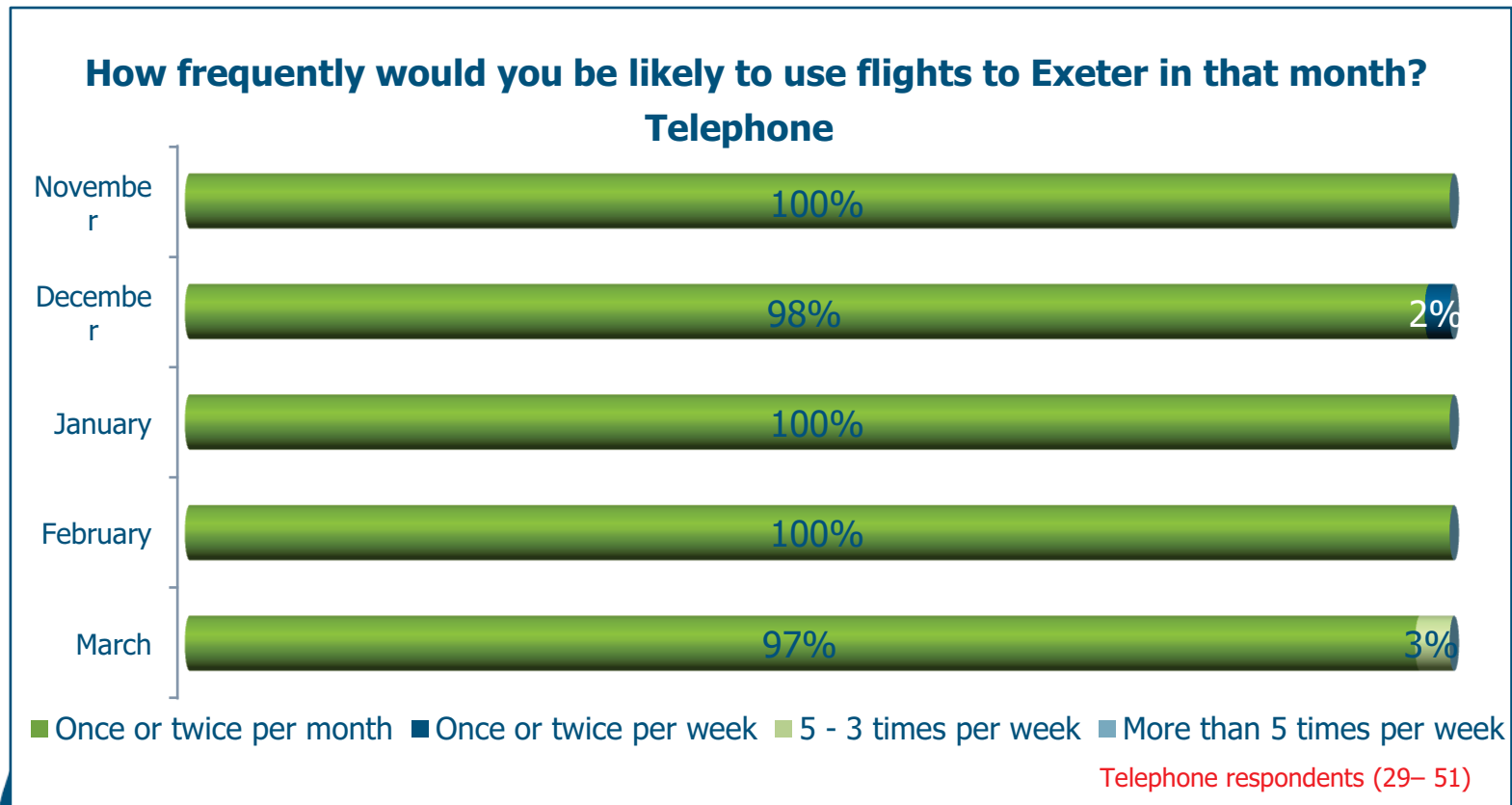
Likelihood of using winter flights to Exeter



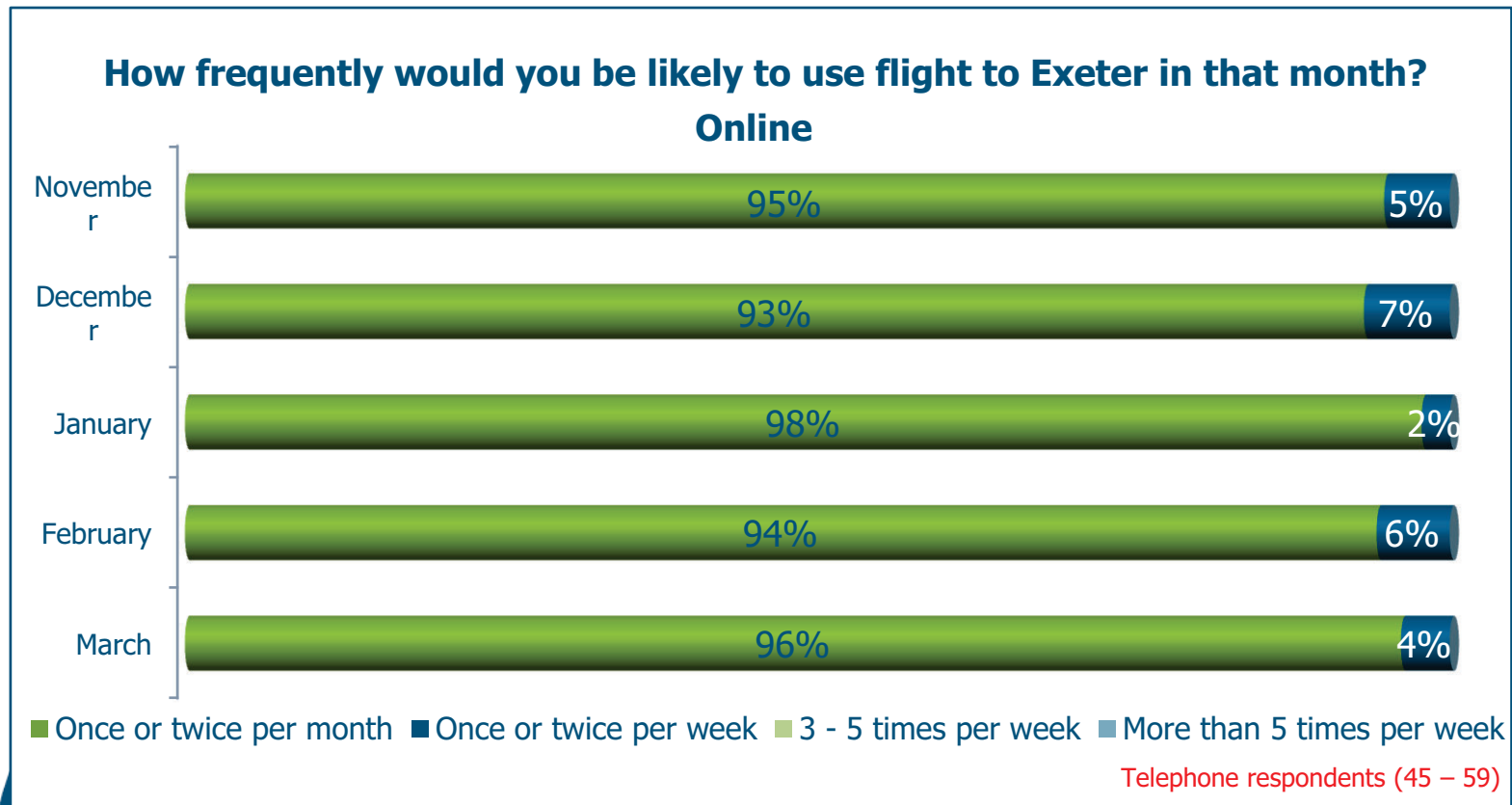
Months winter flights to Exeter may be used



Frequency of use

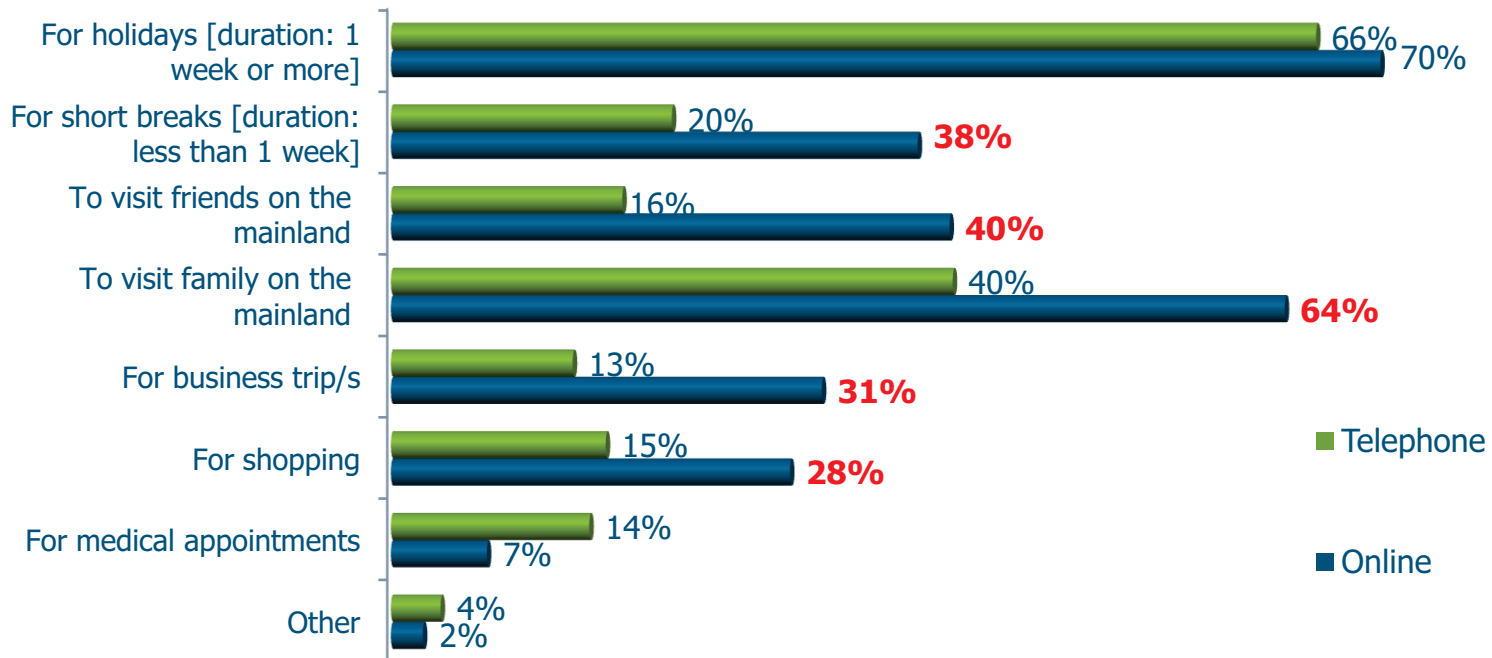


Frequency of use



Purpose of using flights to Exeter

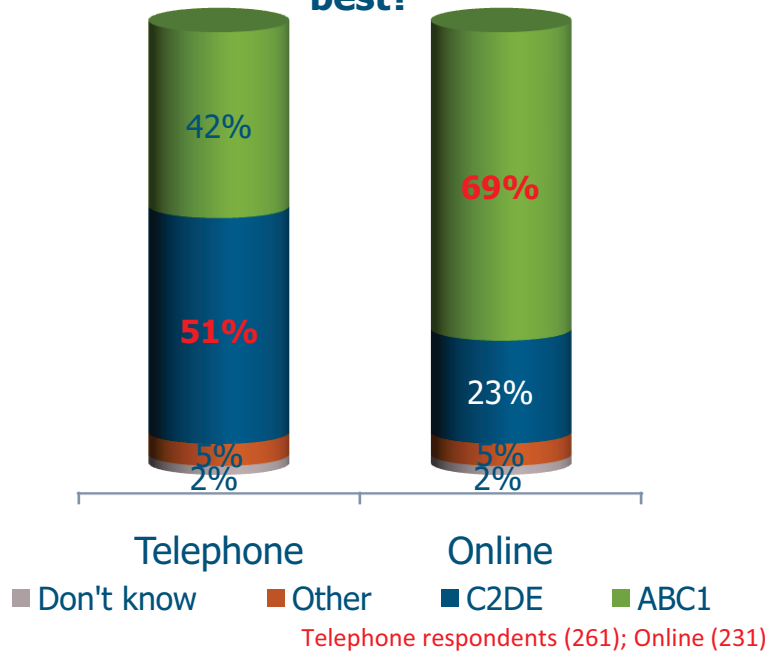
For which of the following purposes would you be likely to use flights to Exeter if they were available?



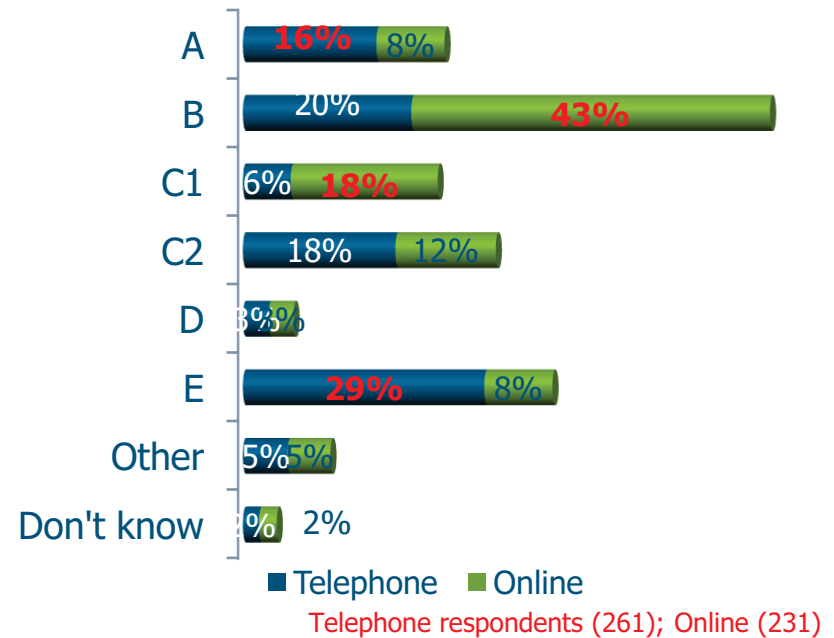
Telephone respondents (85); Online (88)

SEG

Please indicate to which occupational group the Chief Income Earner in your household belongs, or which group fits best?



Please indicate to which occupational group the Chief Income Earner in your household belongs, or which group fits best?



Transport Survey Findings

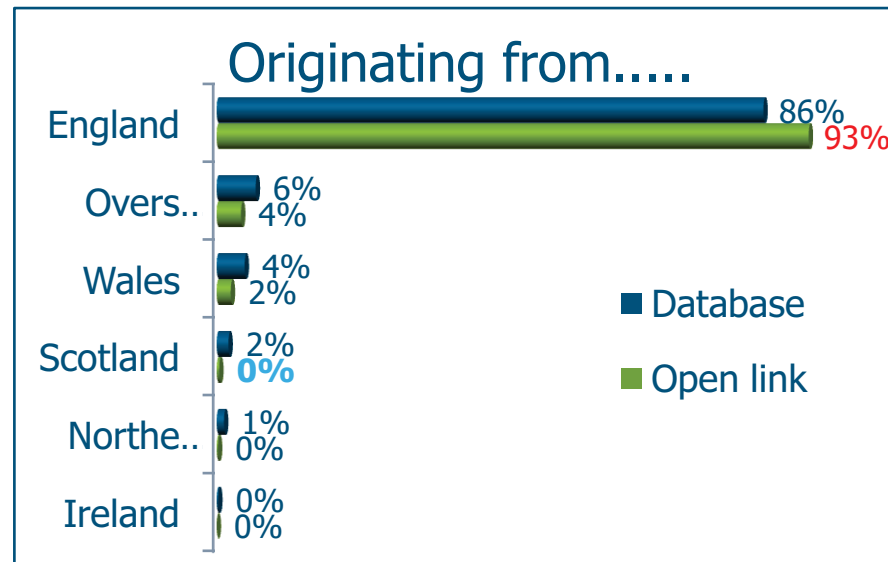
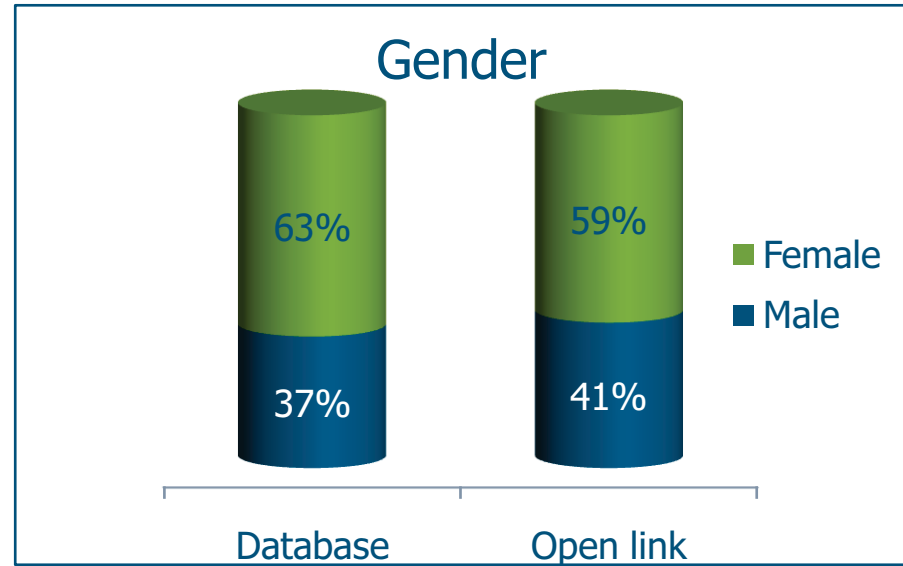
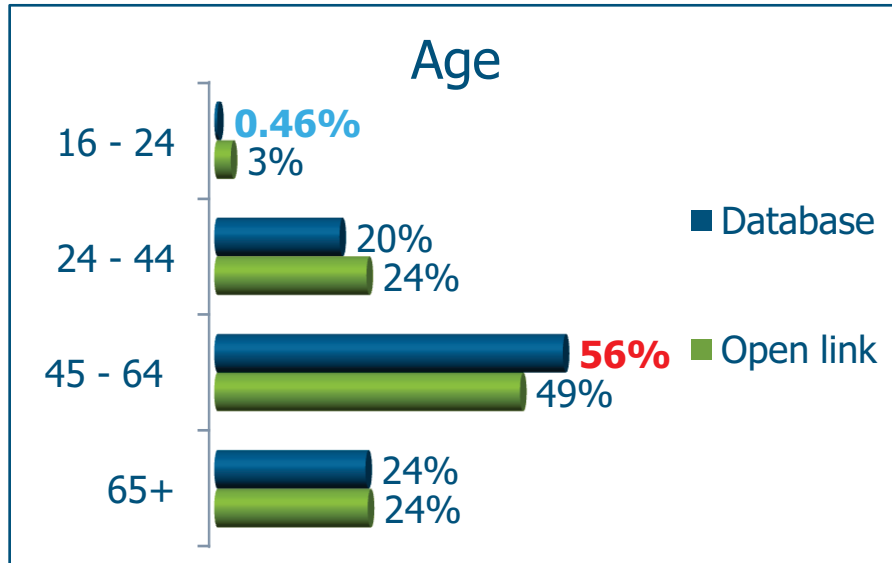
Visitor Survey

Database and Open Link Samples
September 2013

Sample Profiles



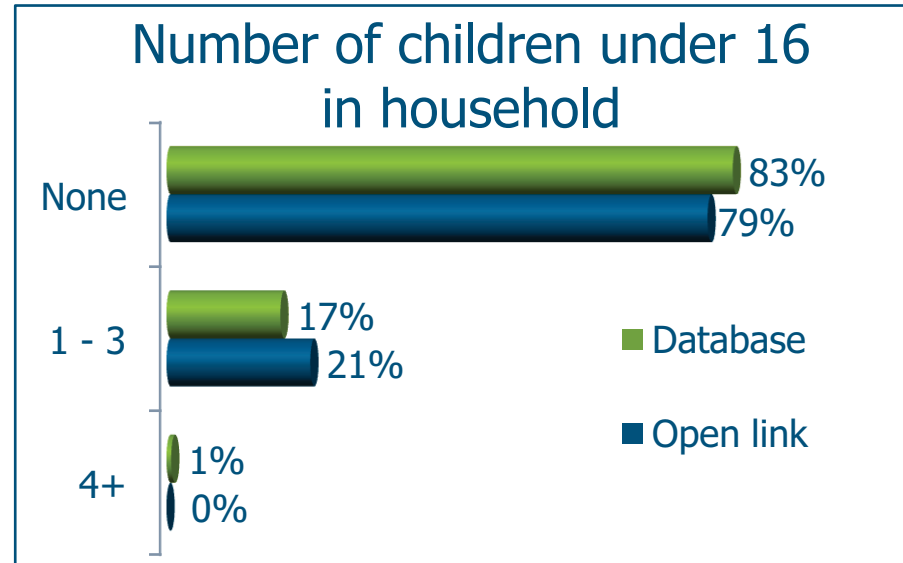
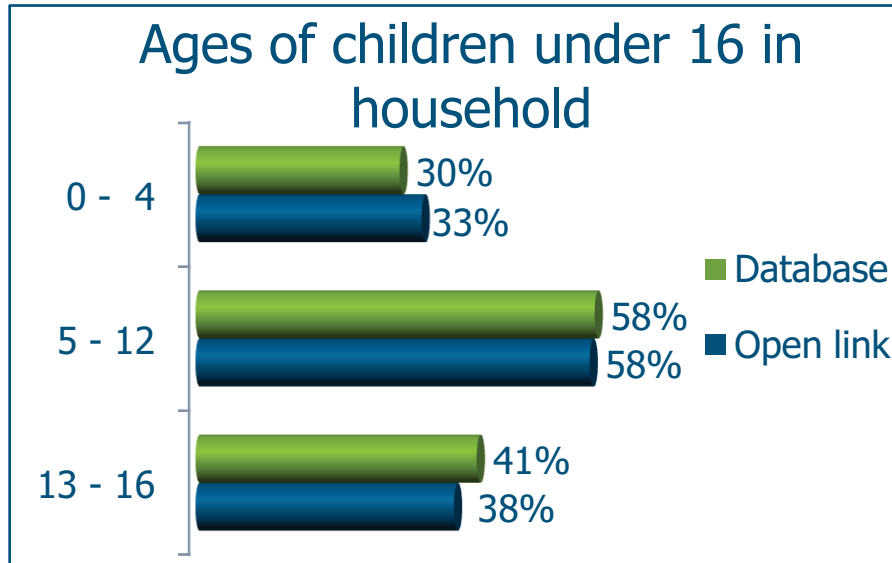
Demographics



Base: All respondents (872) Open link (495)



Demographics

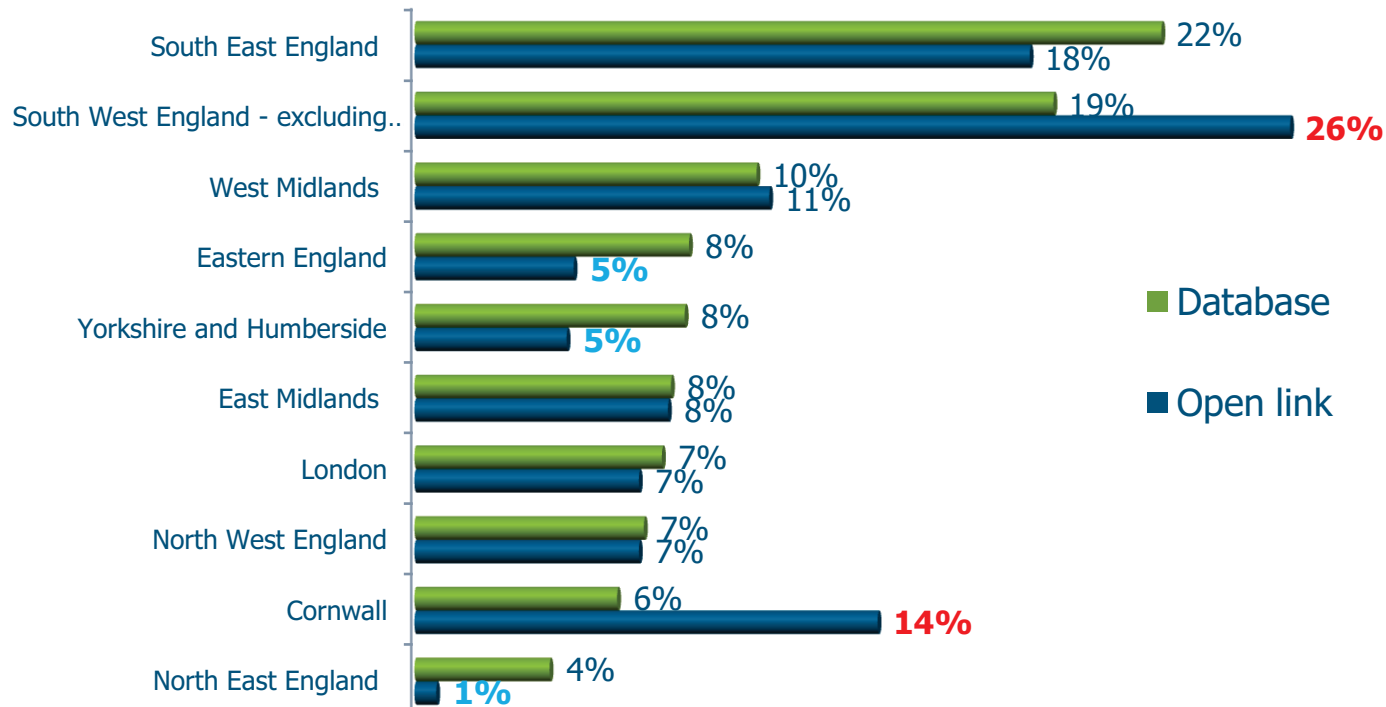


Base: All respondents with children under 16 : Database (151) Open link (106)



Those originating from England...

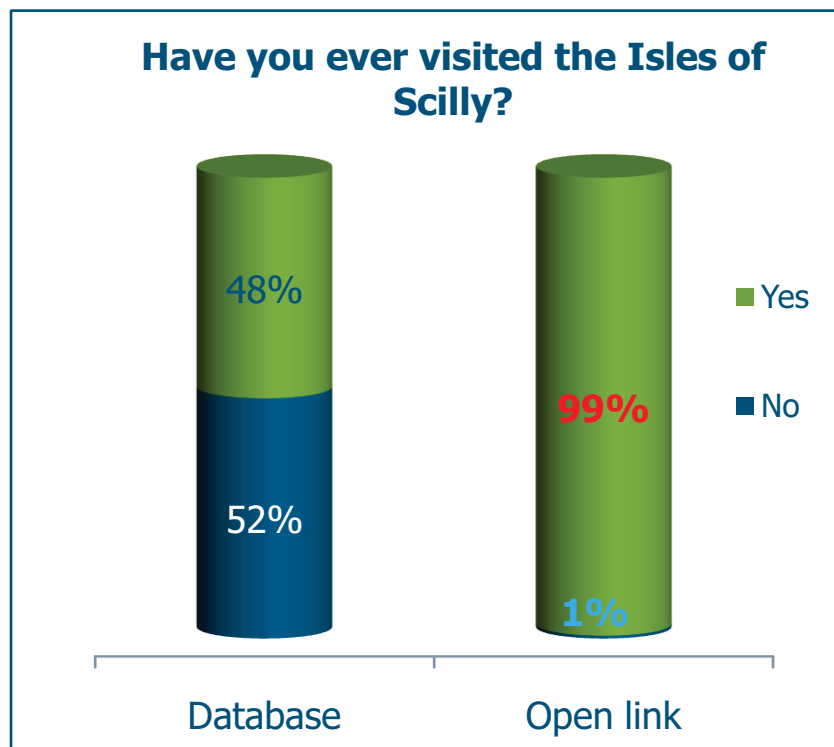
Where in England do you live?



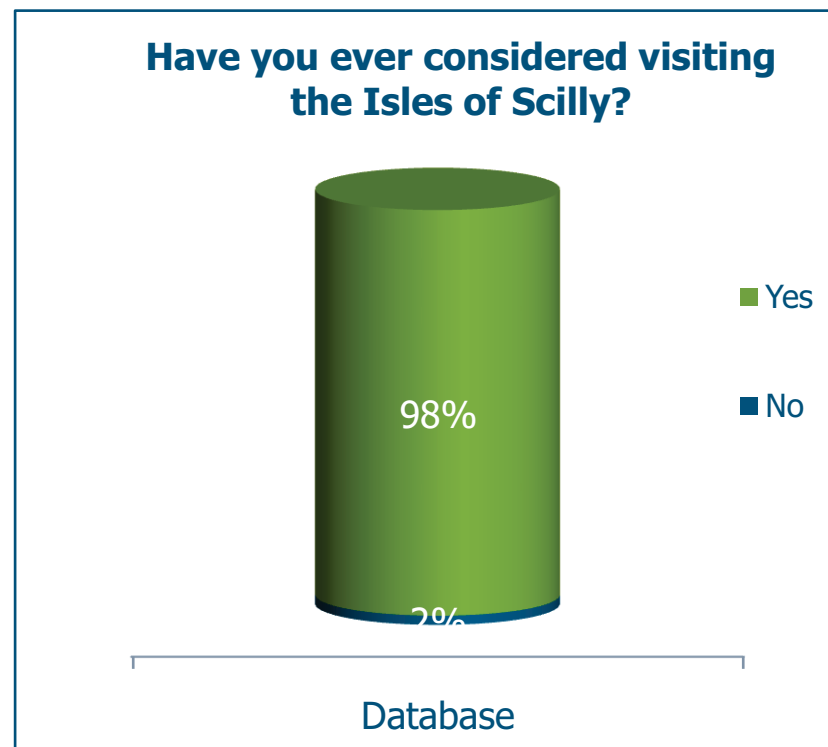
Base: All living in England- Database (743) Open link (462)

Visiting the Isles of Scilly

Visit History

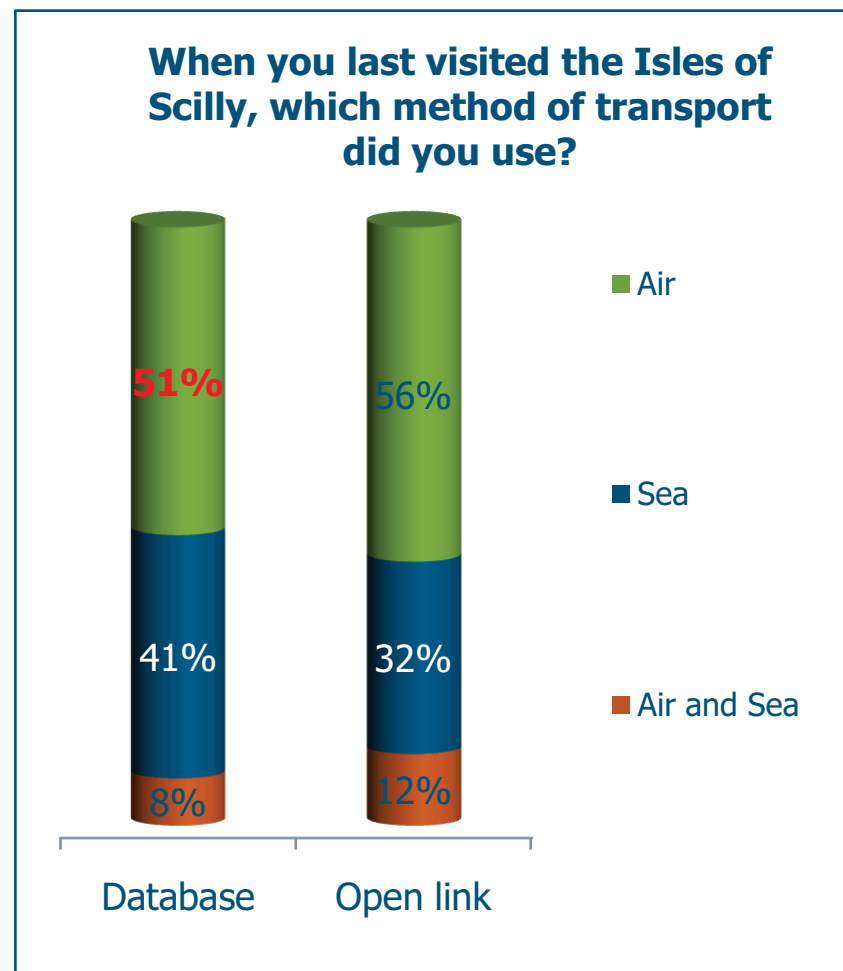
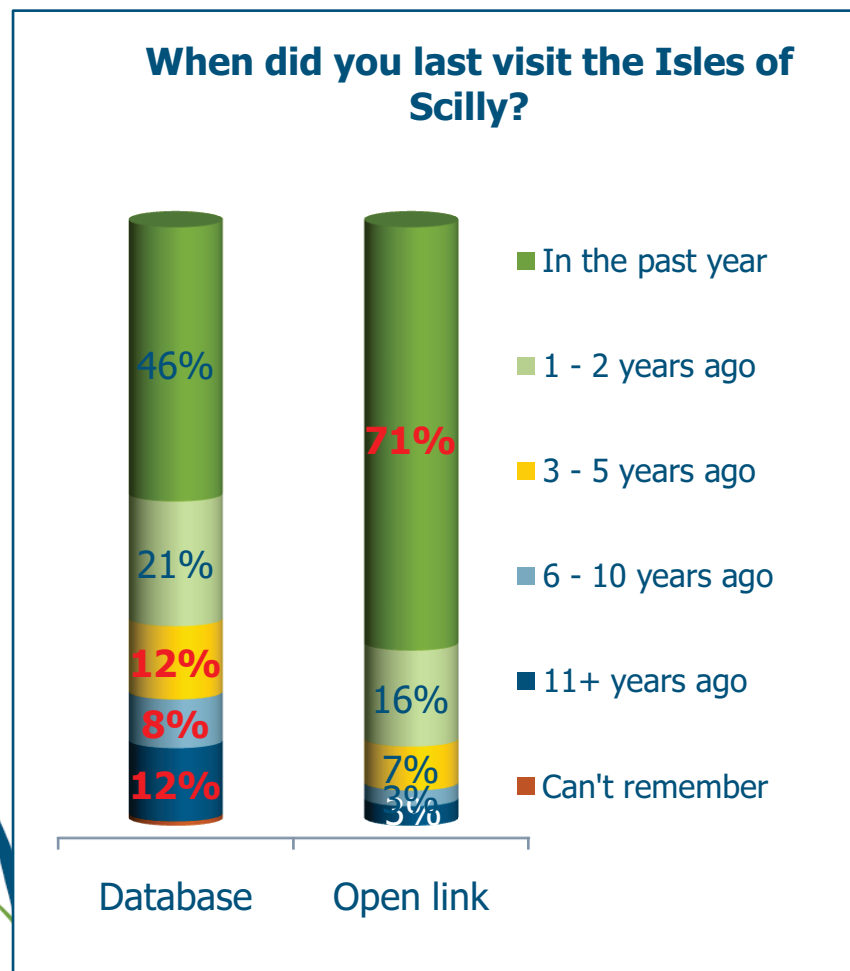


Base: All respondents - Database (872), Open link (495)



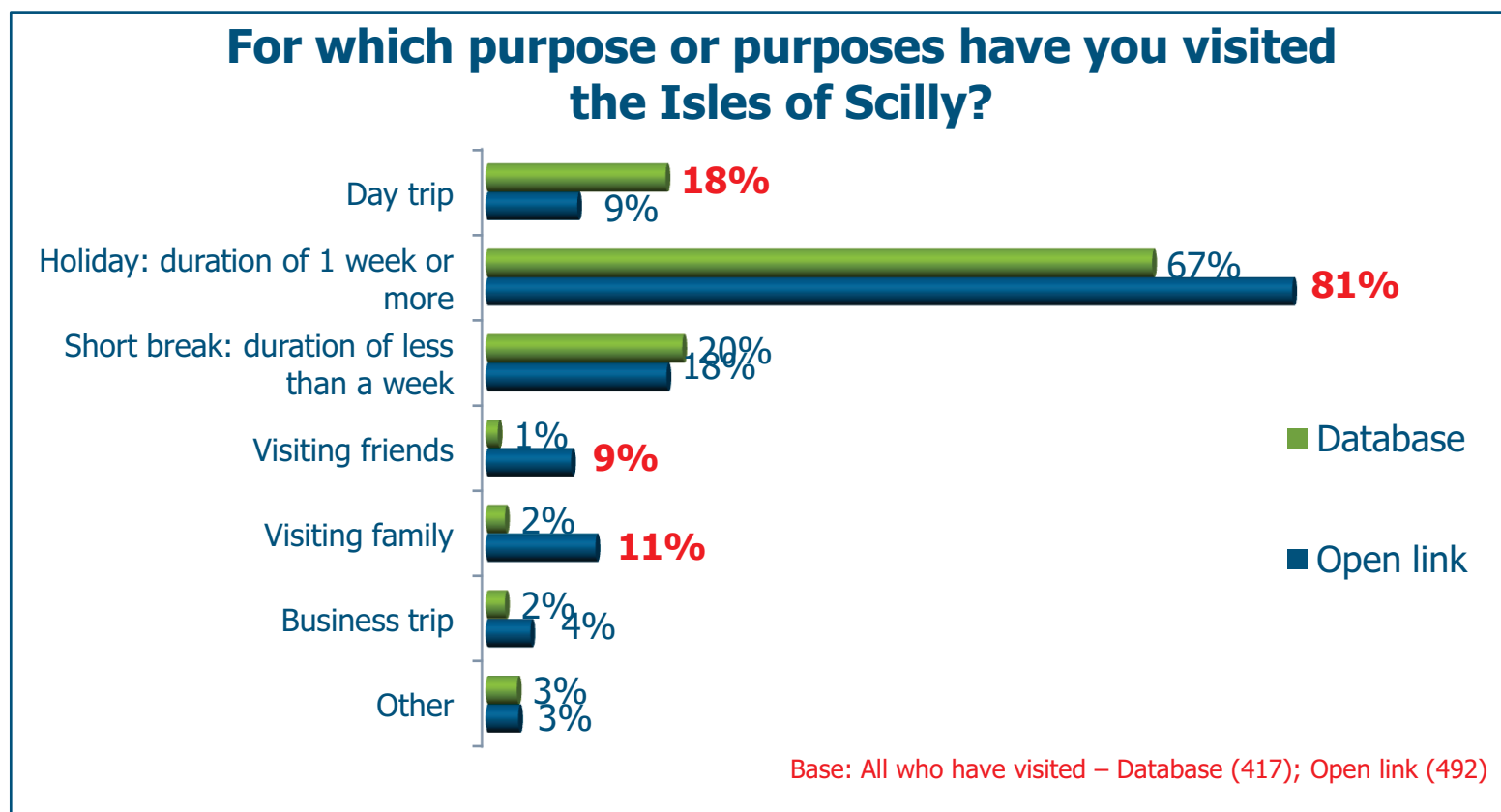
Base: All respondents - Database (455),
All Open link respondents who had not visited (3) had considered visiting

Visit History



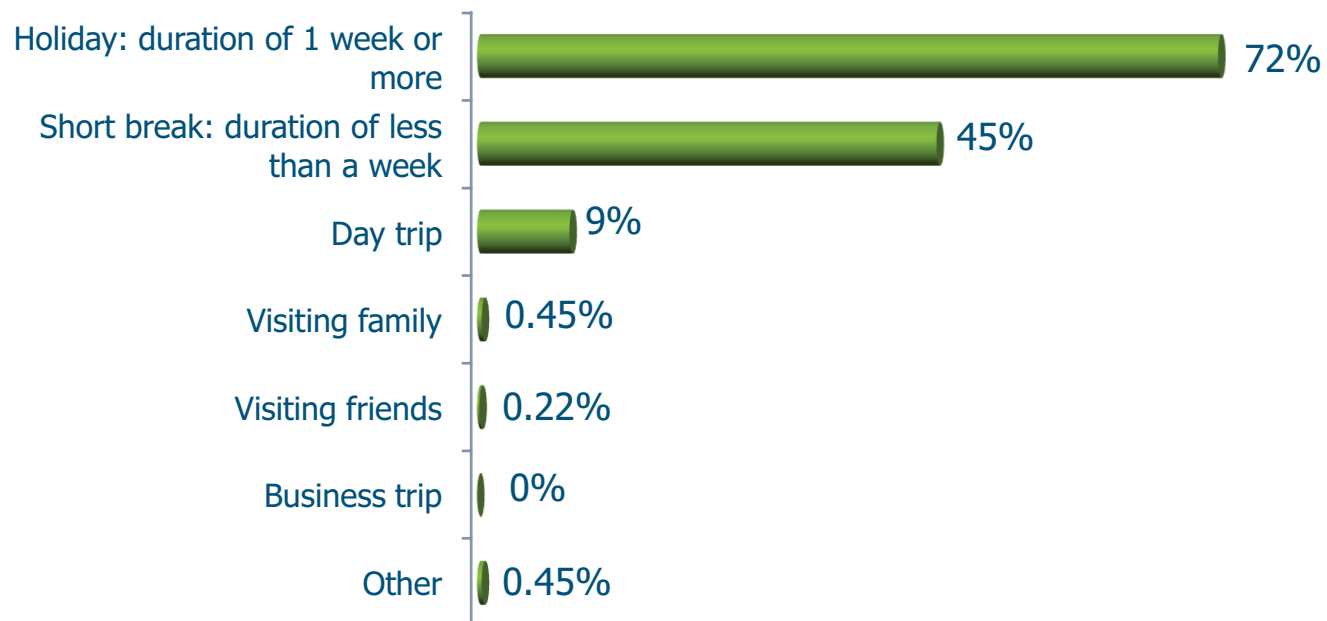
Base: All who have visited – Database (417); Open link (492)

Reasons for visiting?



Reasons for considering a visit to the Isles?

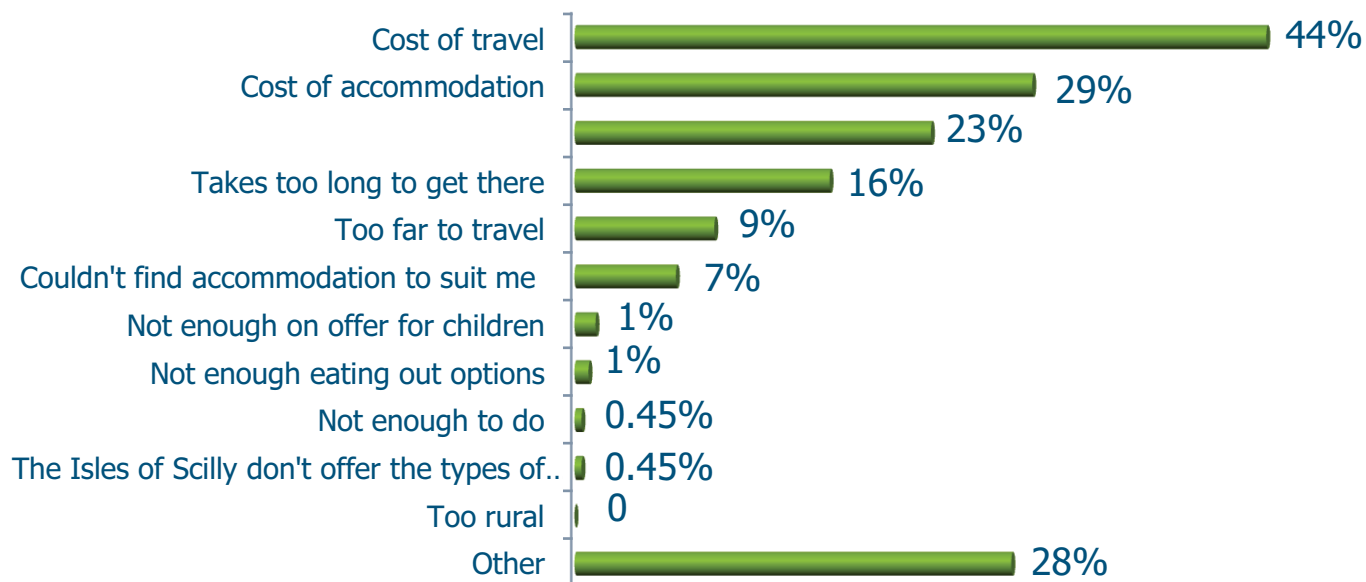
For which purpose or purposes have you considered visiting the Isles of Scilly?



Base: All who had considered but not visited – Database (445); Open link (3 only – not charted)

Reasons for not visiting?

You said you considered visiting the Isles of Scilly in the past, but so far have not visited. Why is that?

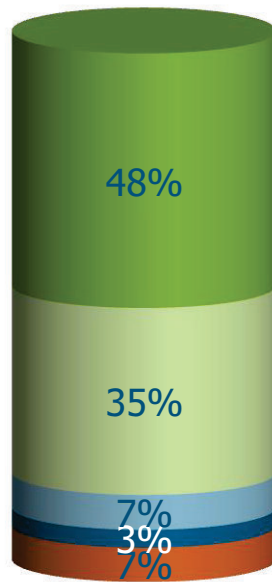


Base: All who had considered but not visited – Database (445); Open link (3 only – not charted)

Likelihood of visiting in future

How likely are you to visit Isles of Scilly in future?

Database
Mean : 3.37



Base: All Database respondents (862); Database Previous Visitors (417)

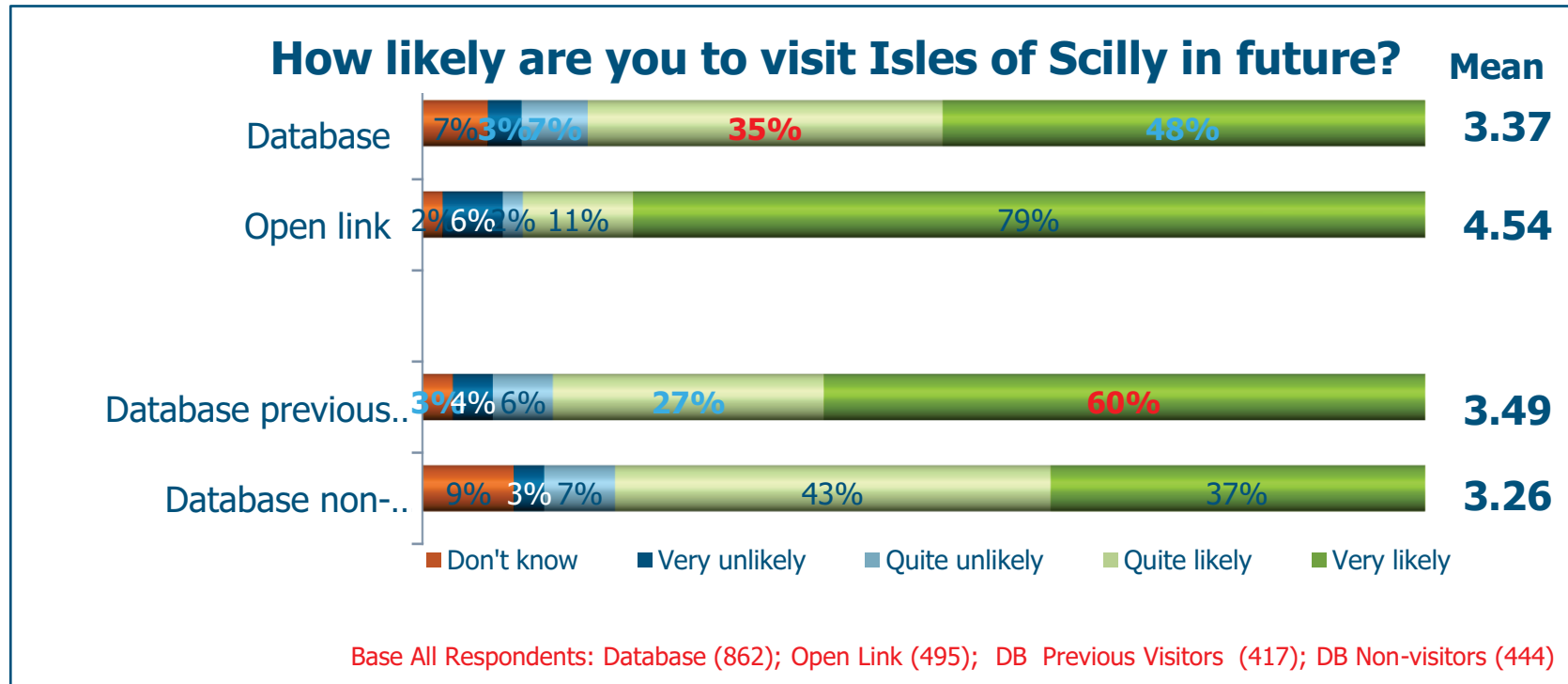
Open link
4.54



Base: All Open link respondents (495)

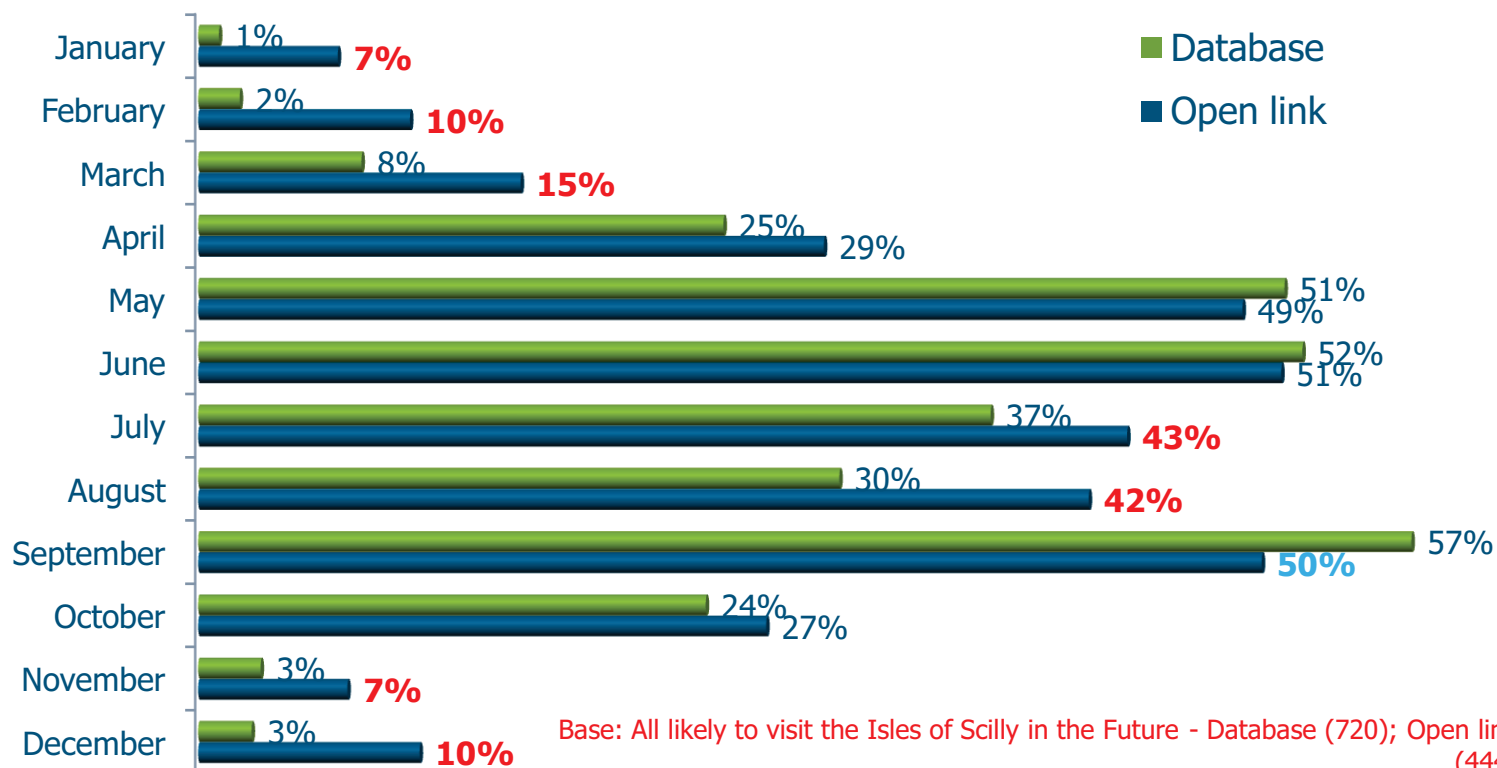
*This shows the mean score for previous visitors within the database sample and is only shown where it is significantly different to non-visitors

Likelihood of visiting in future



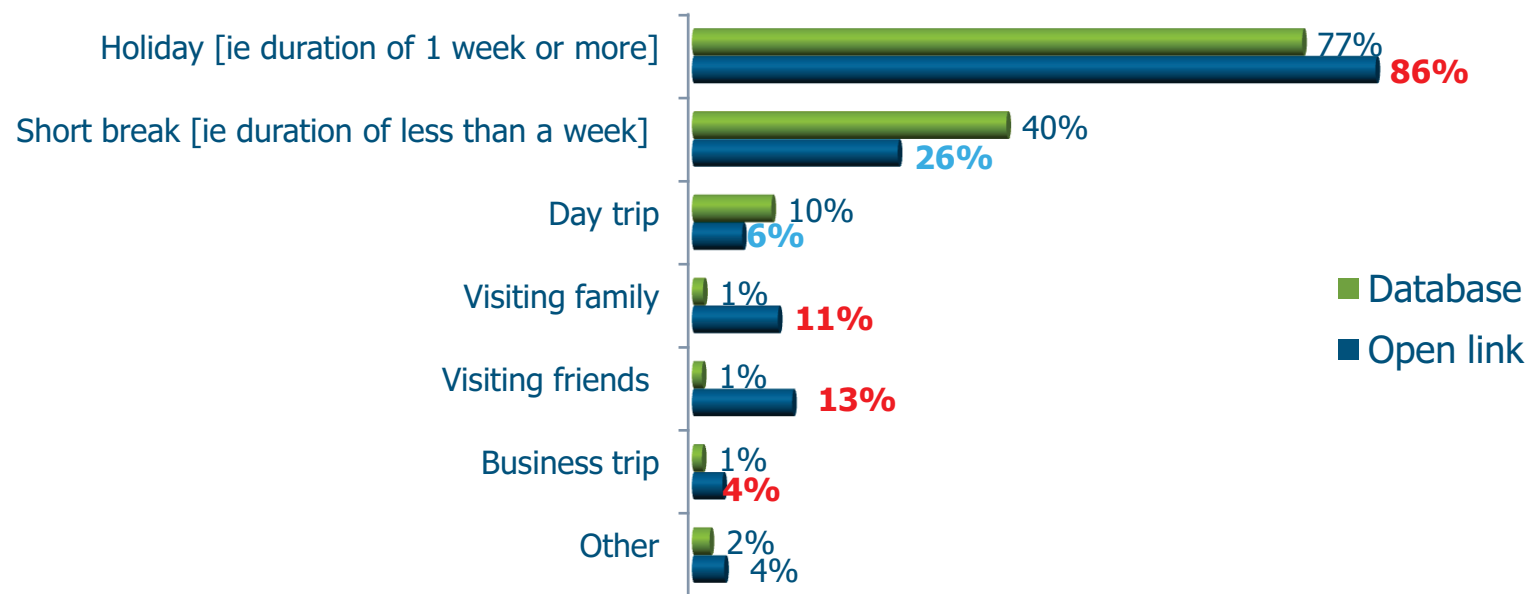
Future visits

In which month or months would you be most likely to visit the Isles of Scilly in the future?



Future visits

For which purpose or purposes are you likely to visit the Isles of Scilly in the future?

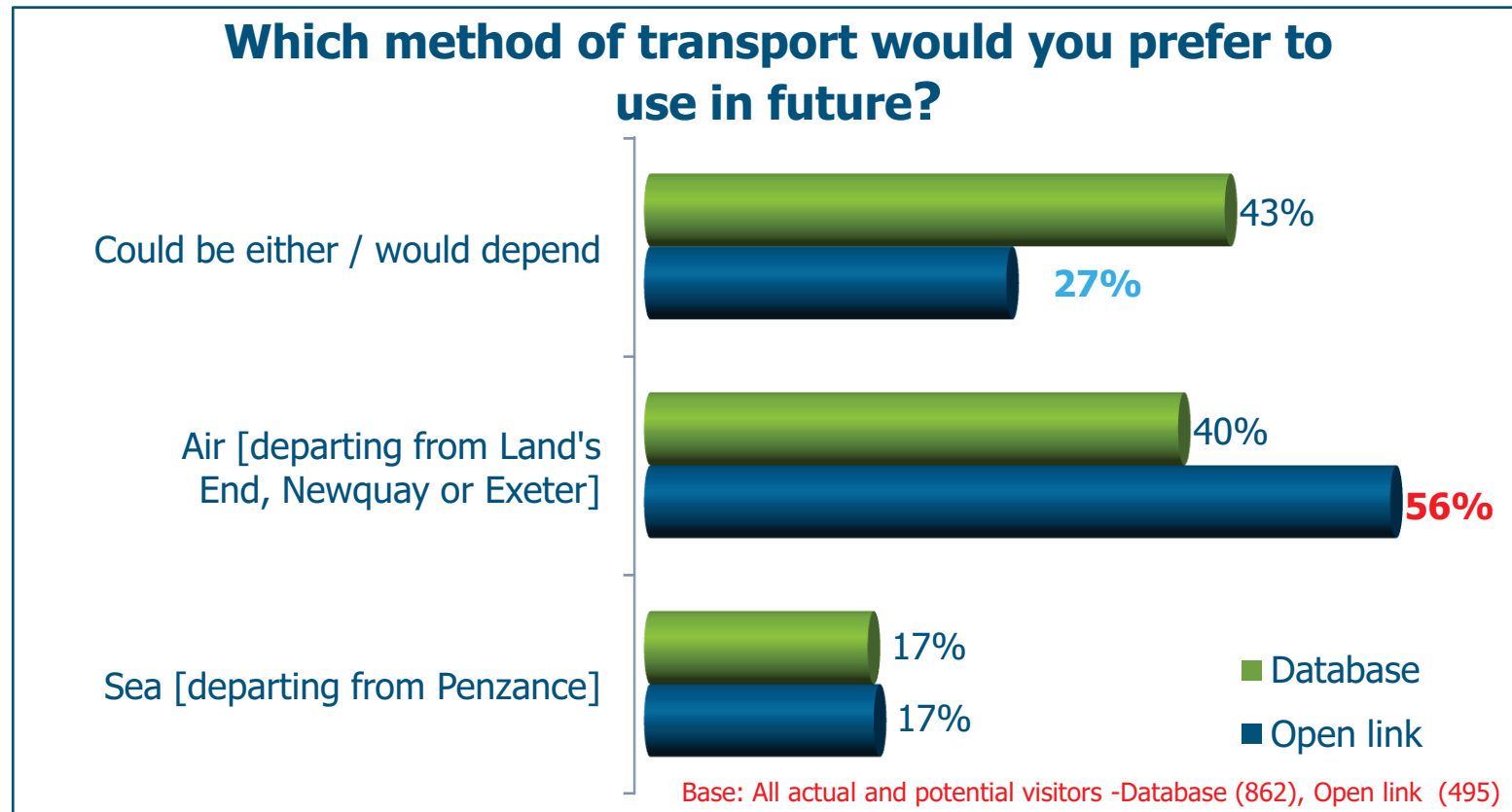


Base: All likely to visit the Isles of Scilly in the future- Database (720); Open link (444)



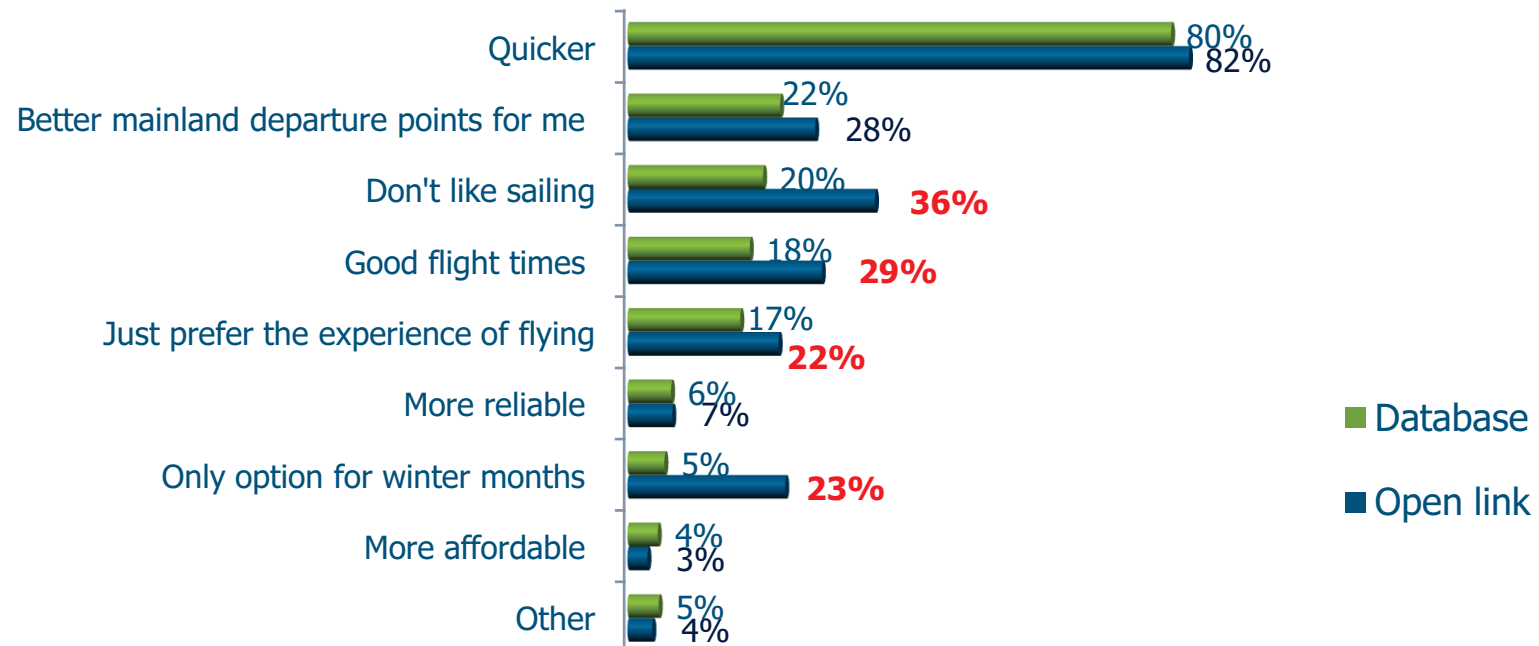
Transport and Travel Preferences

Transport preferences



Preferring to fly

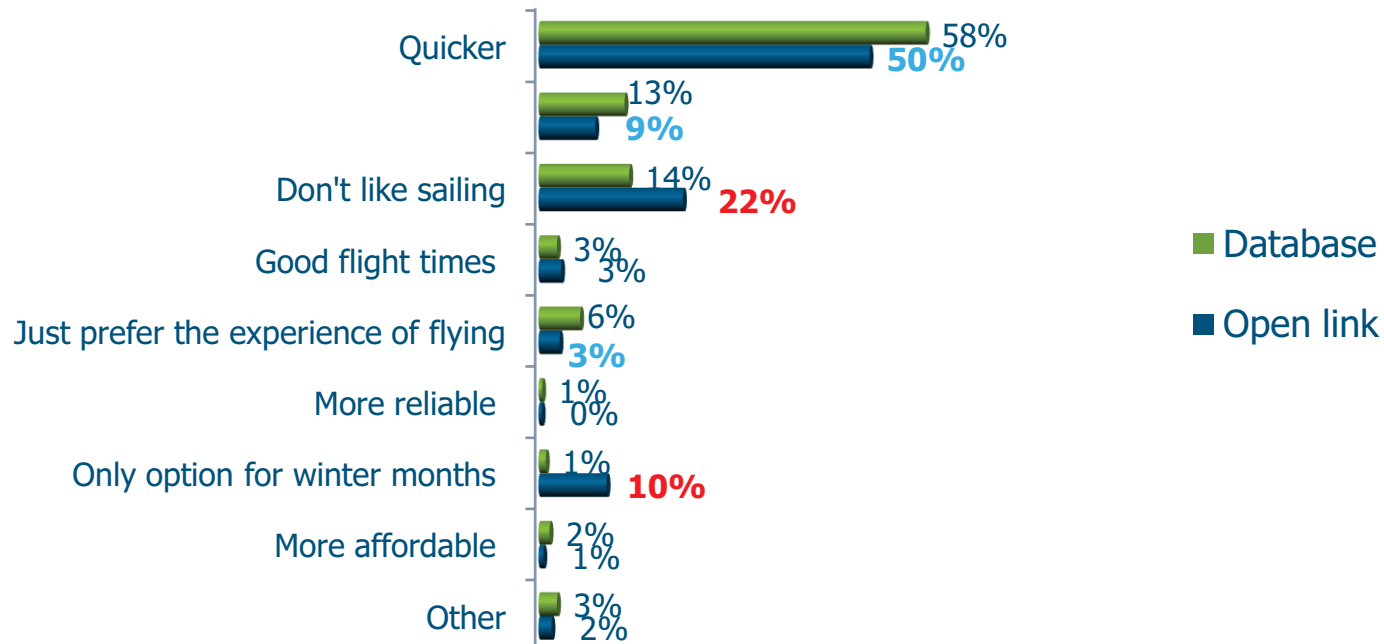
For you, what would be the reasons for preferring to travel by air?



Base: All preferring *Air or Either Air or Sea* – Database (718); Open link (410)

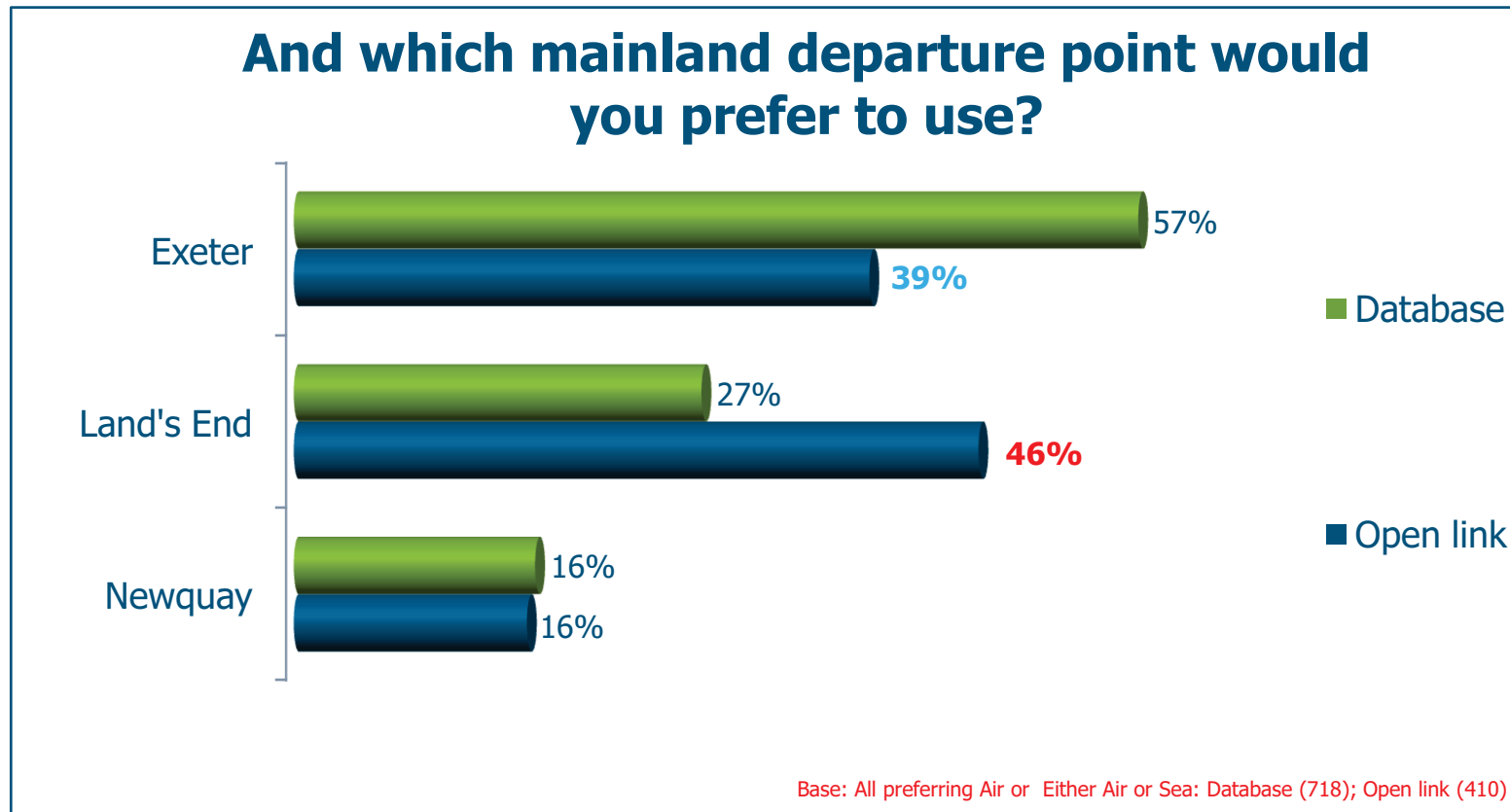
Preferring to fly

For you, what would be the main reason for preferring to travel by air?



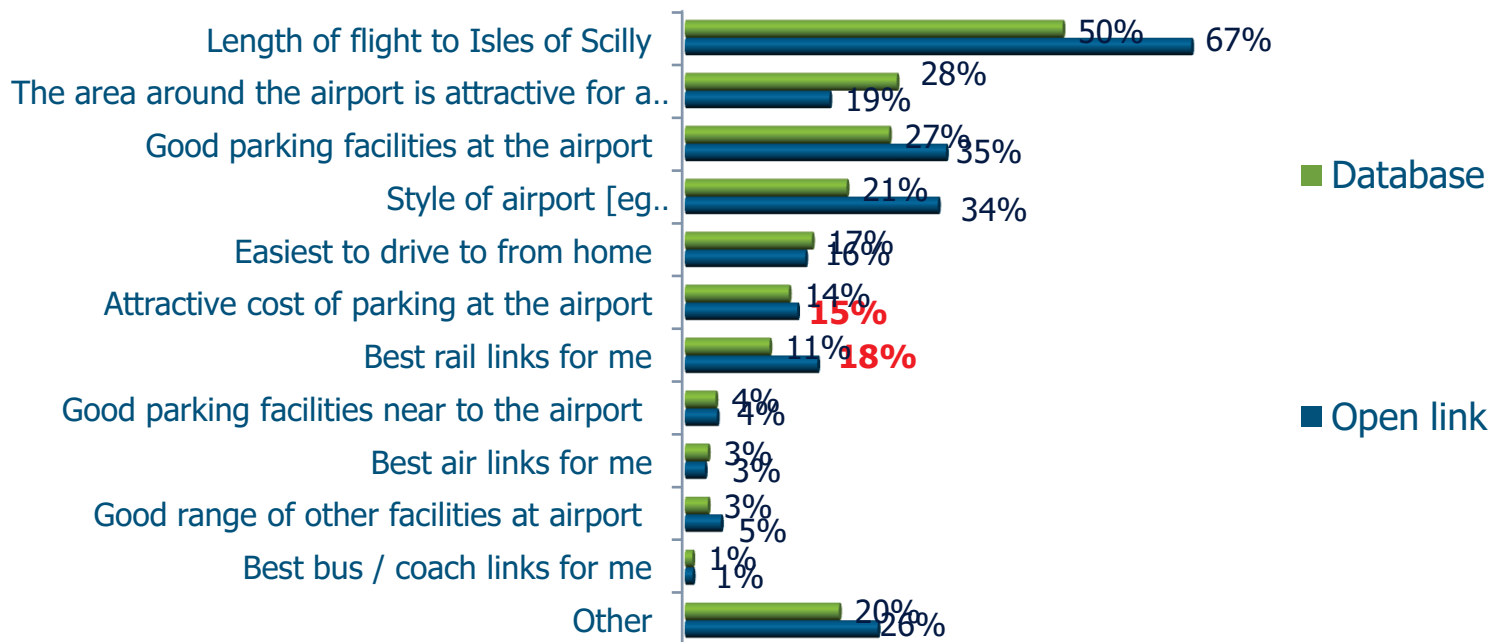
Base: All preferring *Air or Either Air or Sea* – Database (718); Open link (410)

Preferred departure point



Reasons for preferred departure point

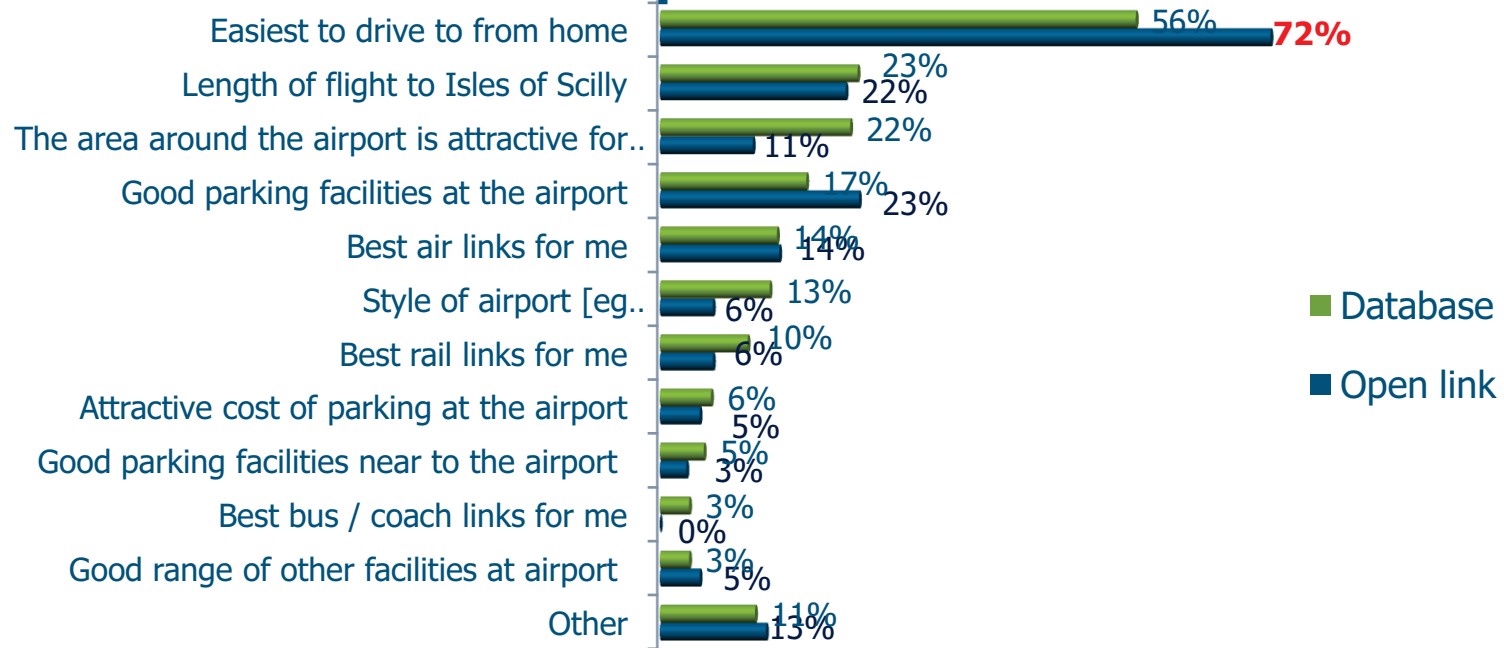
Why is Land's End your preferred departure point?



Base: All preferring Land's End: Database (196) Open link (188)

Reasons for preferred departure point

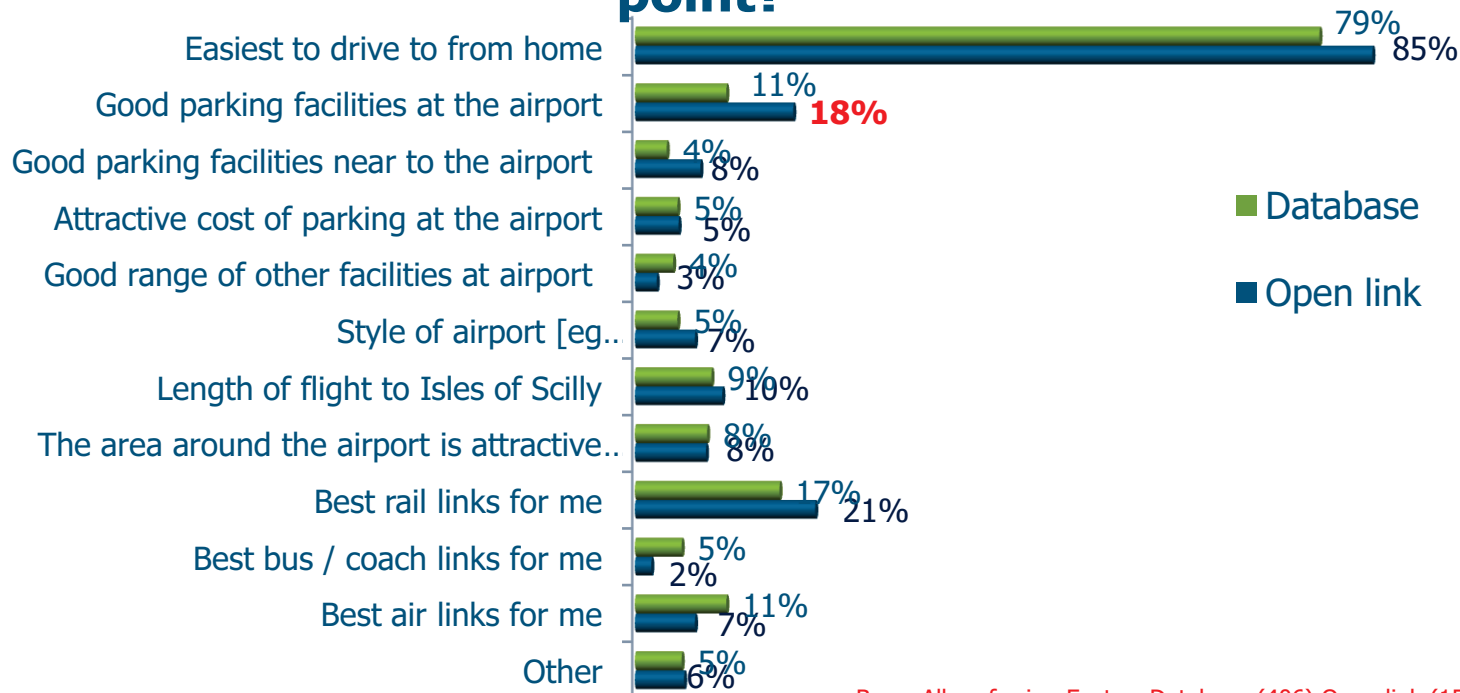
Why is Newquay your preferred departure point?



Base: All preferring Newquay: Database (116) Open link (64)

Reasons for preferred departure point

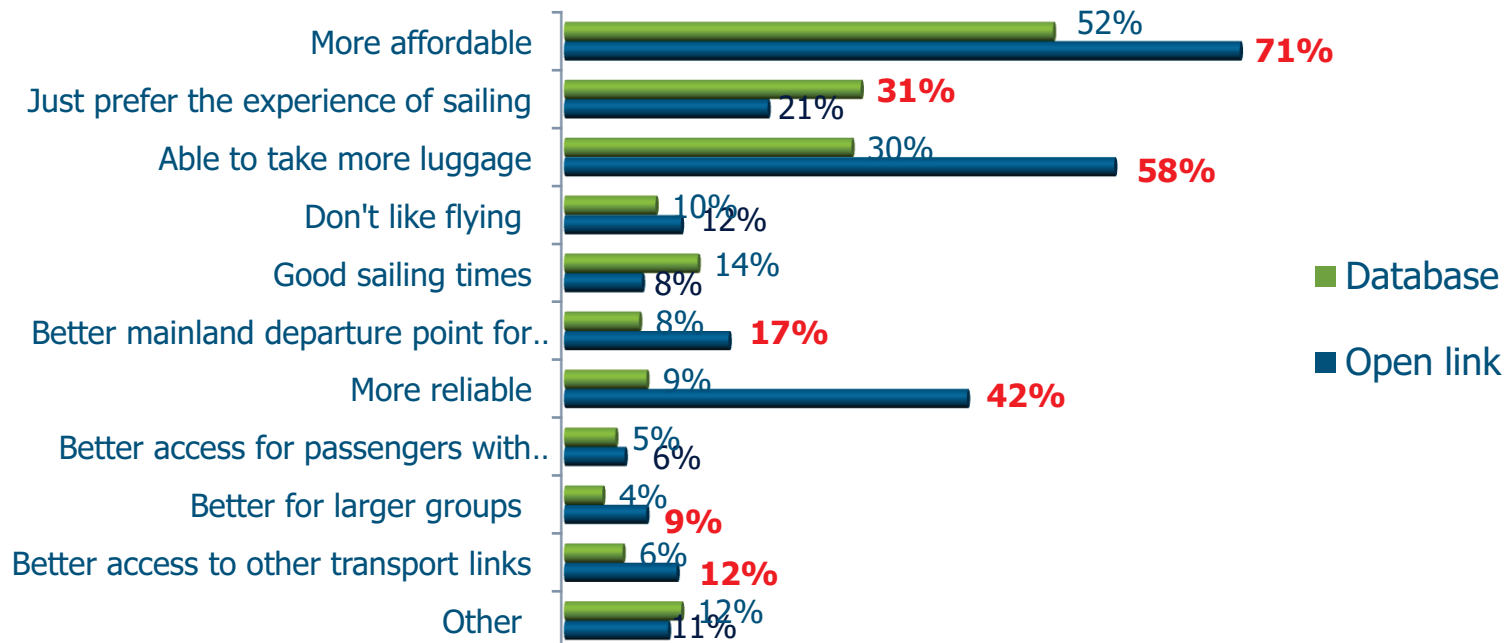
Why is Exeter your preferred departure point?



Base: All preferring Exeter: Database (406) Open link (158)

Preferring to sail

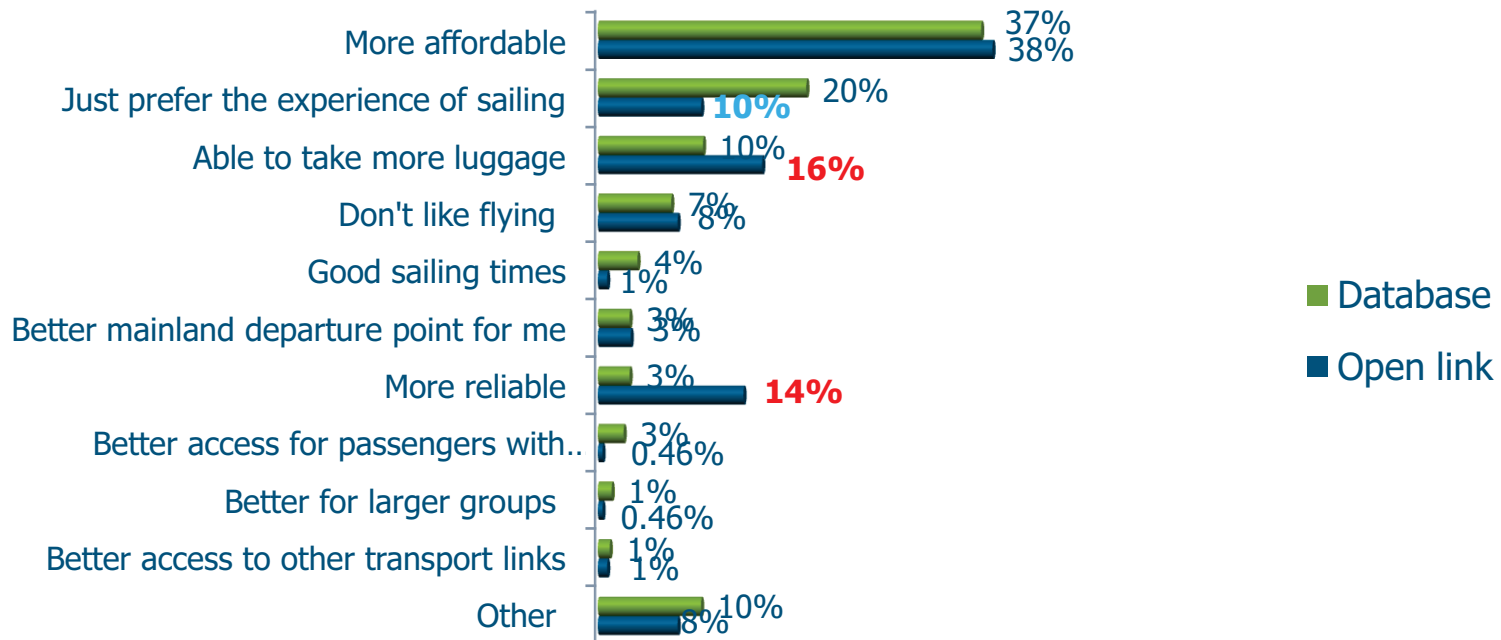
Reasons for preferring to travel by sea



Base: All preferring Sea or Either Air or Sea- Database (518); Open link (219)

Preferring to sail

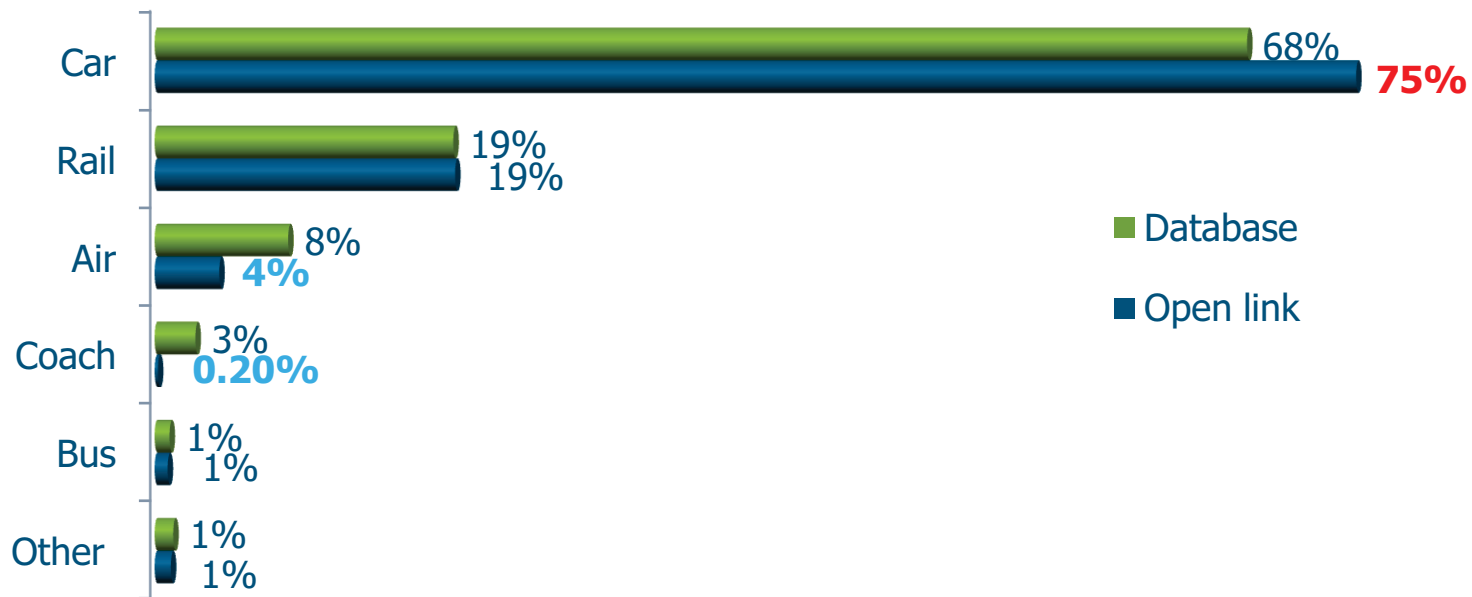
Main reason for preferring to travel by sea



Base: All preferring Sea or Either Air or Sea- Database (518); Open link (219)

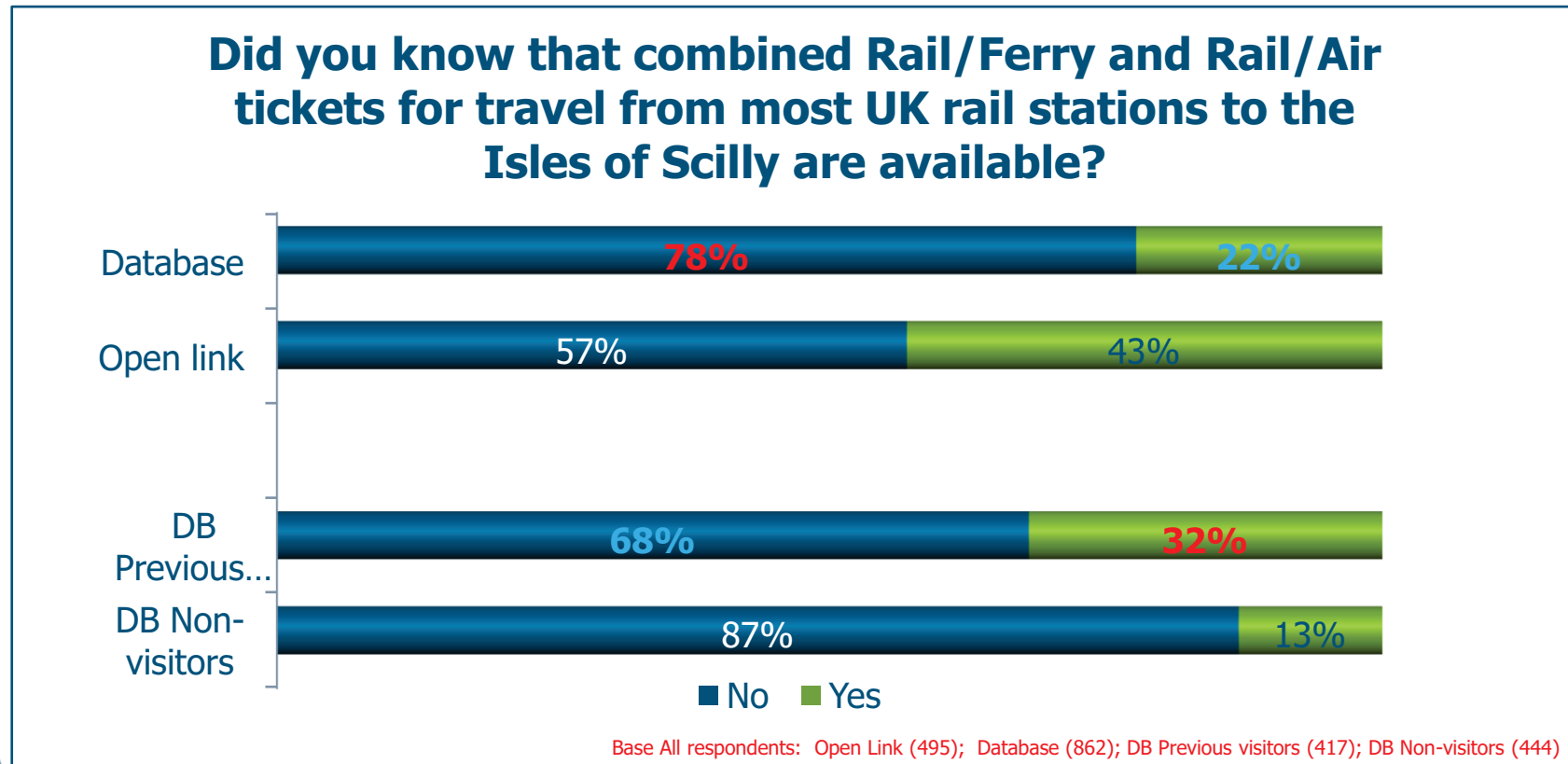
The journey on the mainland

Which would be your preferred method of transport to and from your chosen UK departure point on your journey to and from the Isles of Scilly?

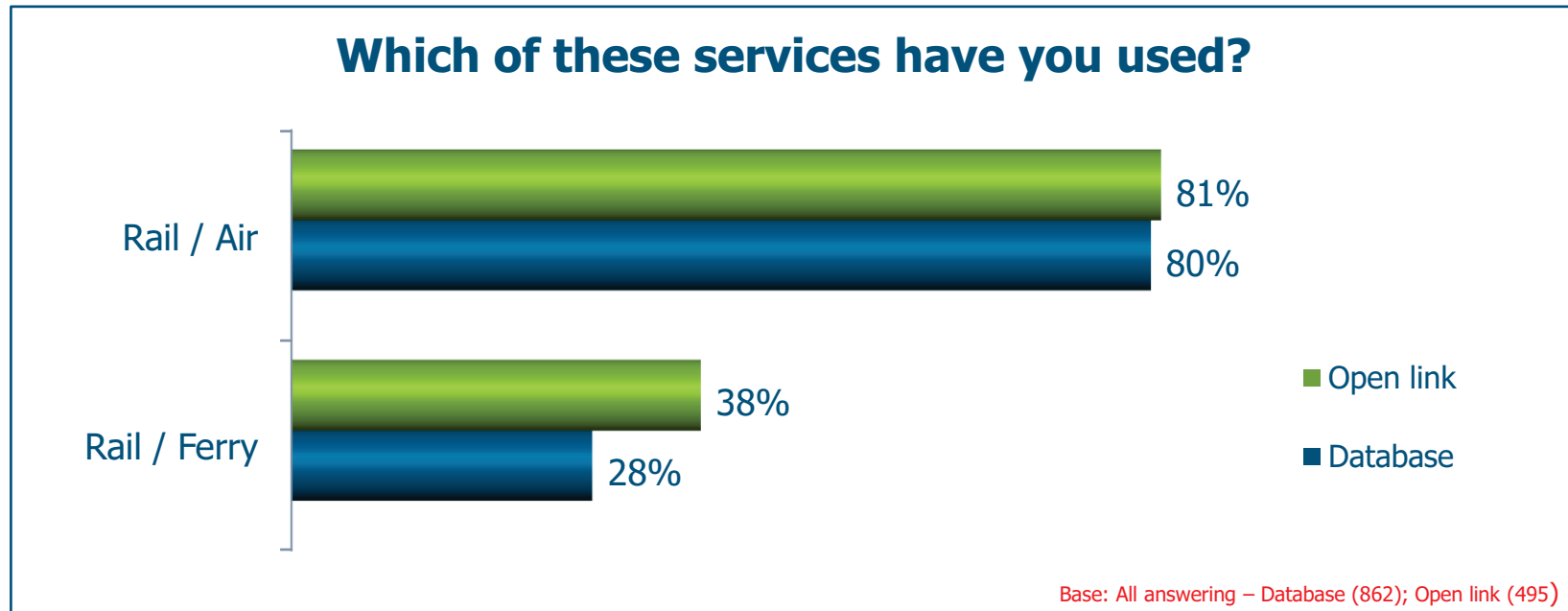


Base: All answering – Database (862); Open link (495)

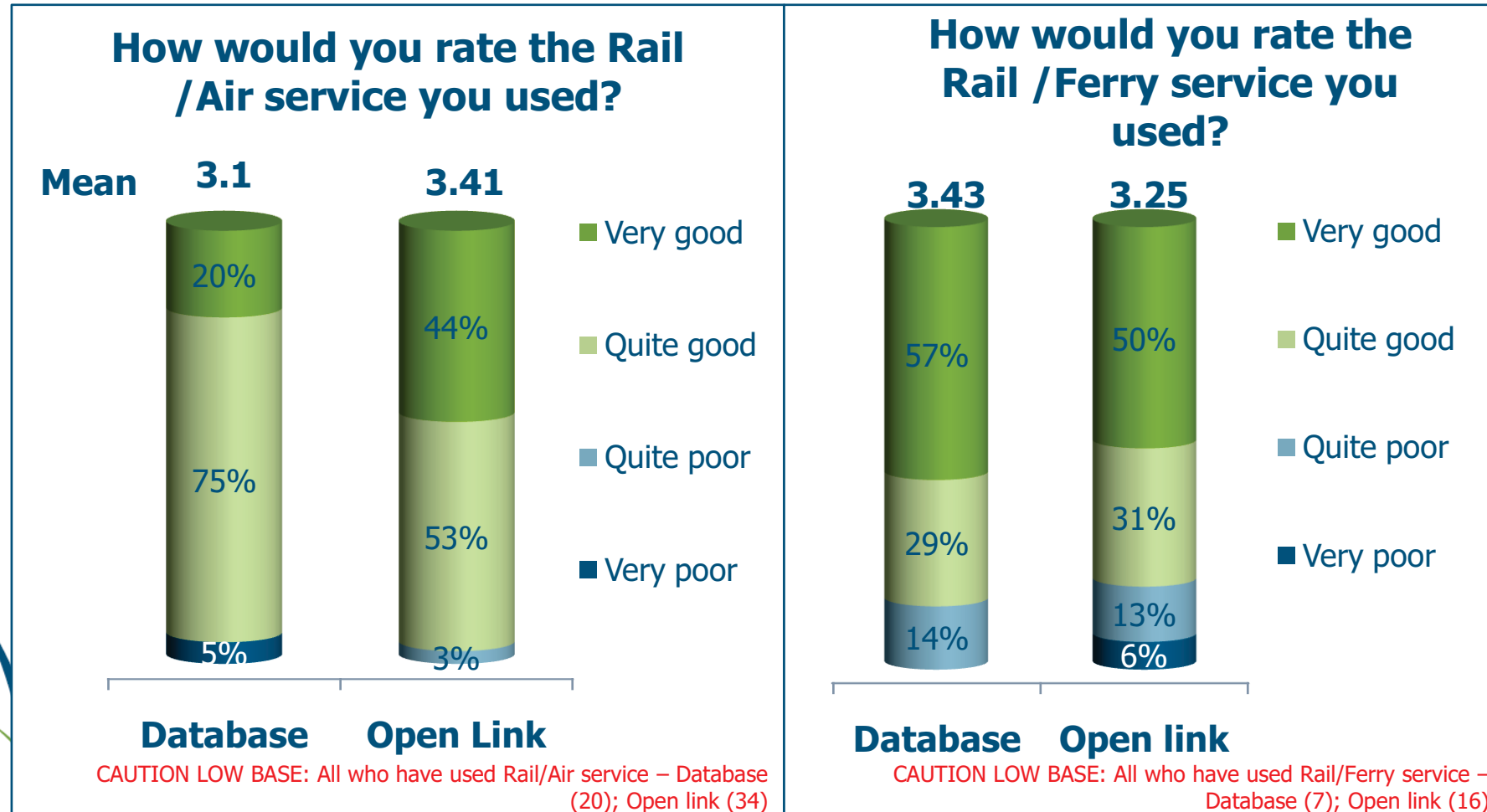
The journey on the mainland



The journey on the mainland

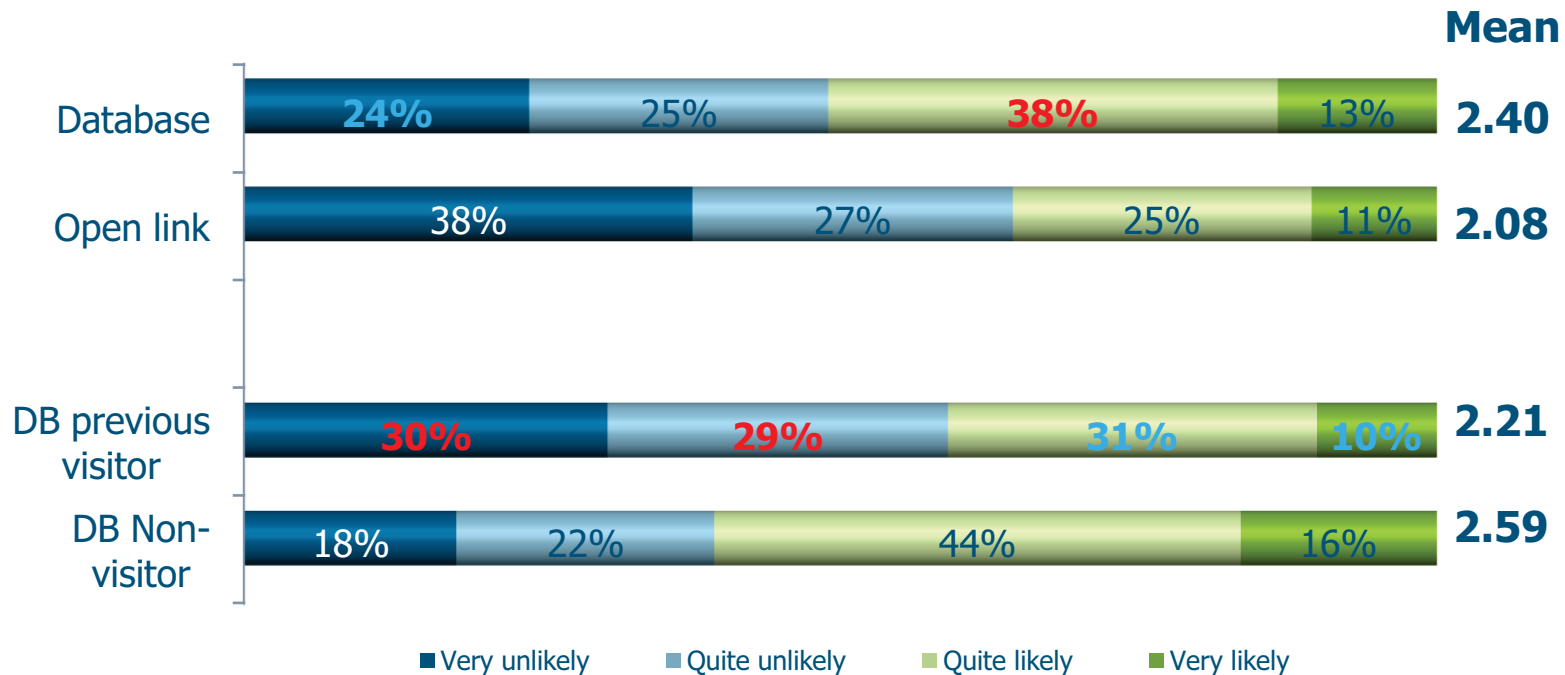


The journey on the mainland



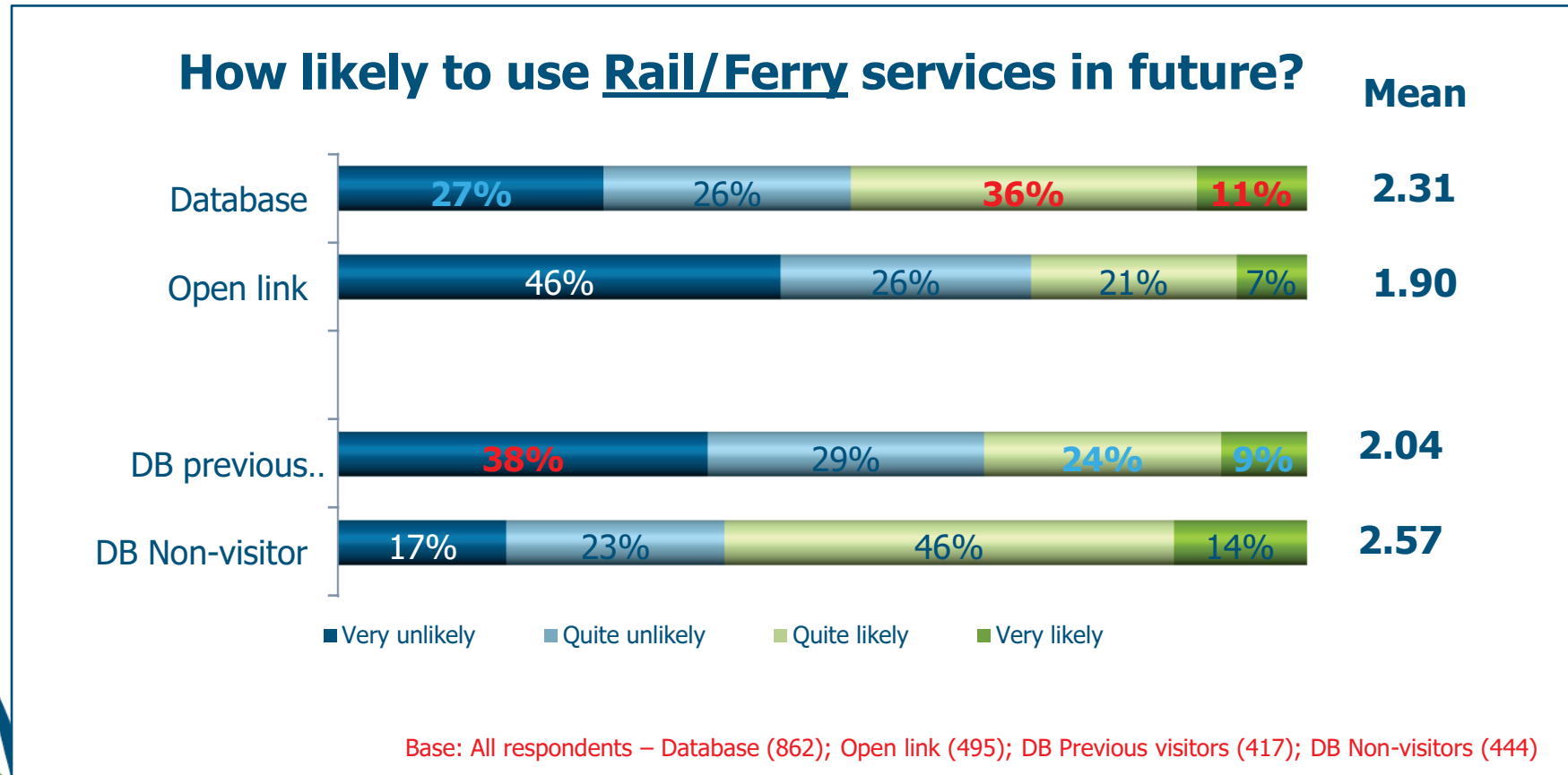
The journey on the mainland

How likely would you be to use Rail/Air services in future?

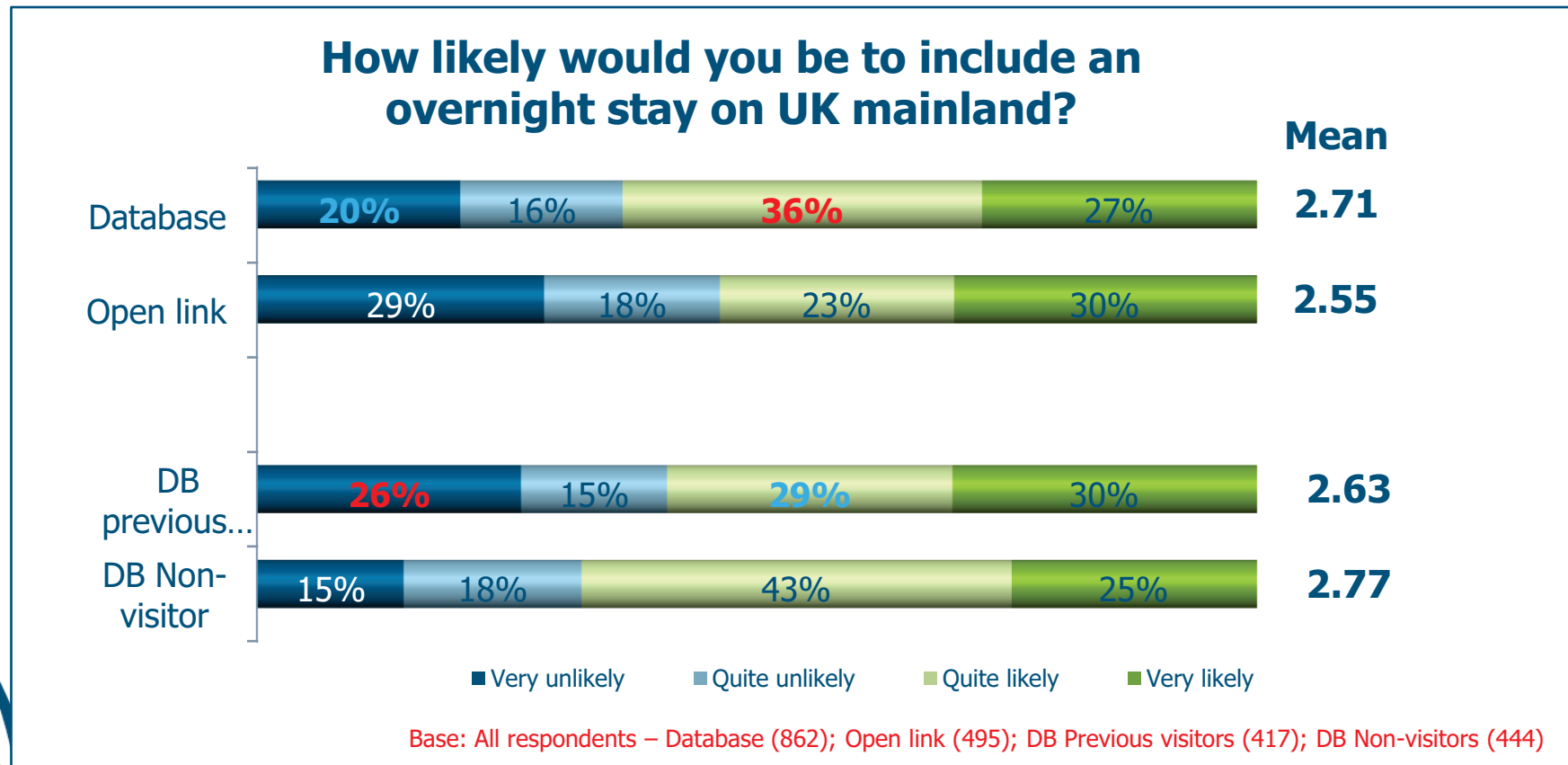


Base: All respondents – Database (862); Open link (495); DB Previous visitors (417); DB Non-visitors (444)

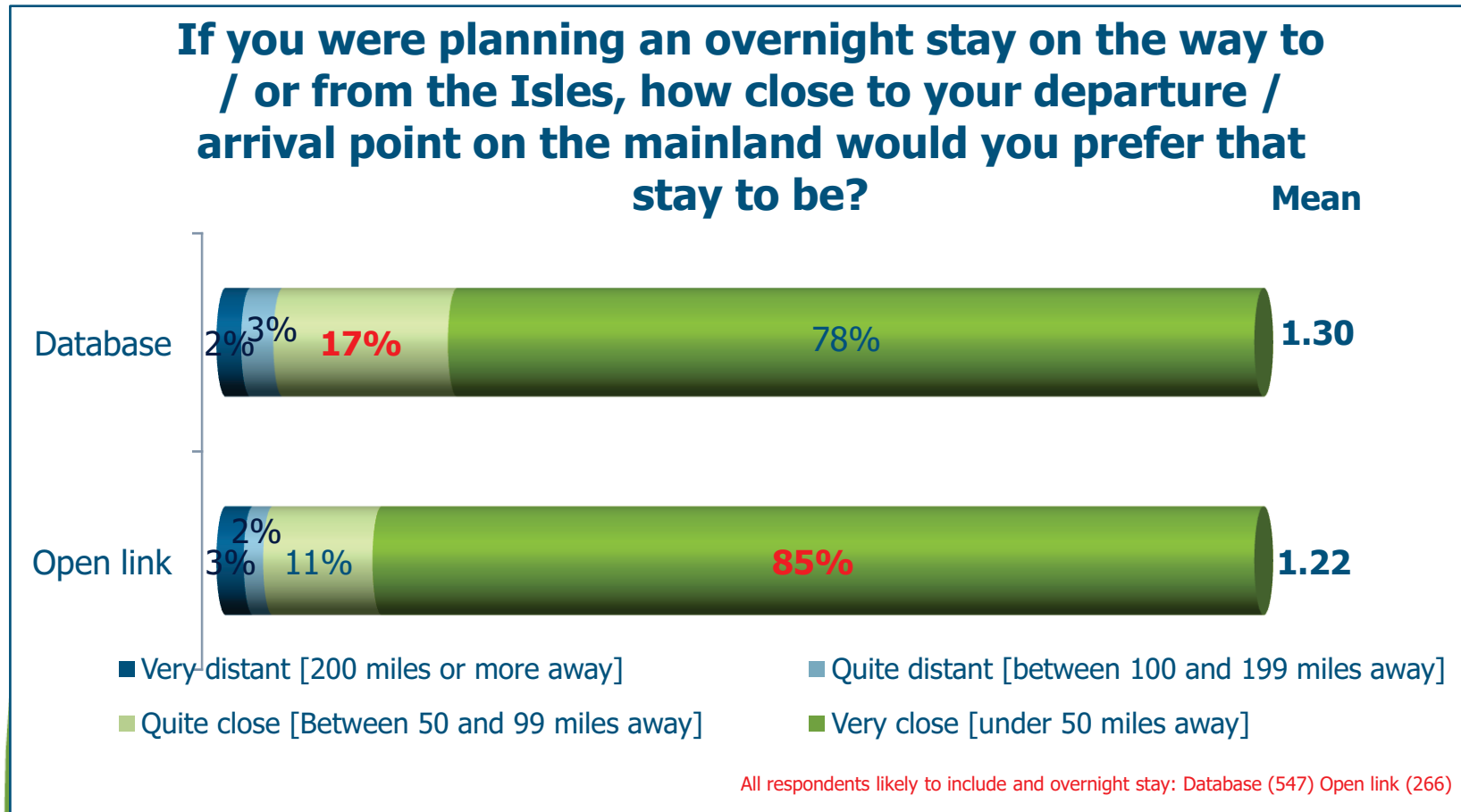
The journey on the mainland



The journey on the mainland



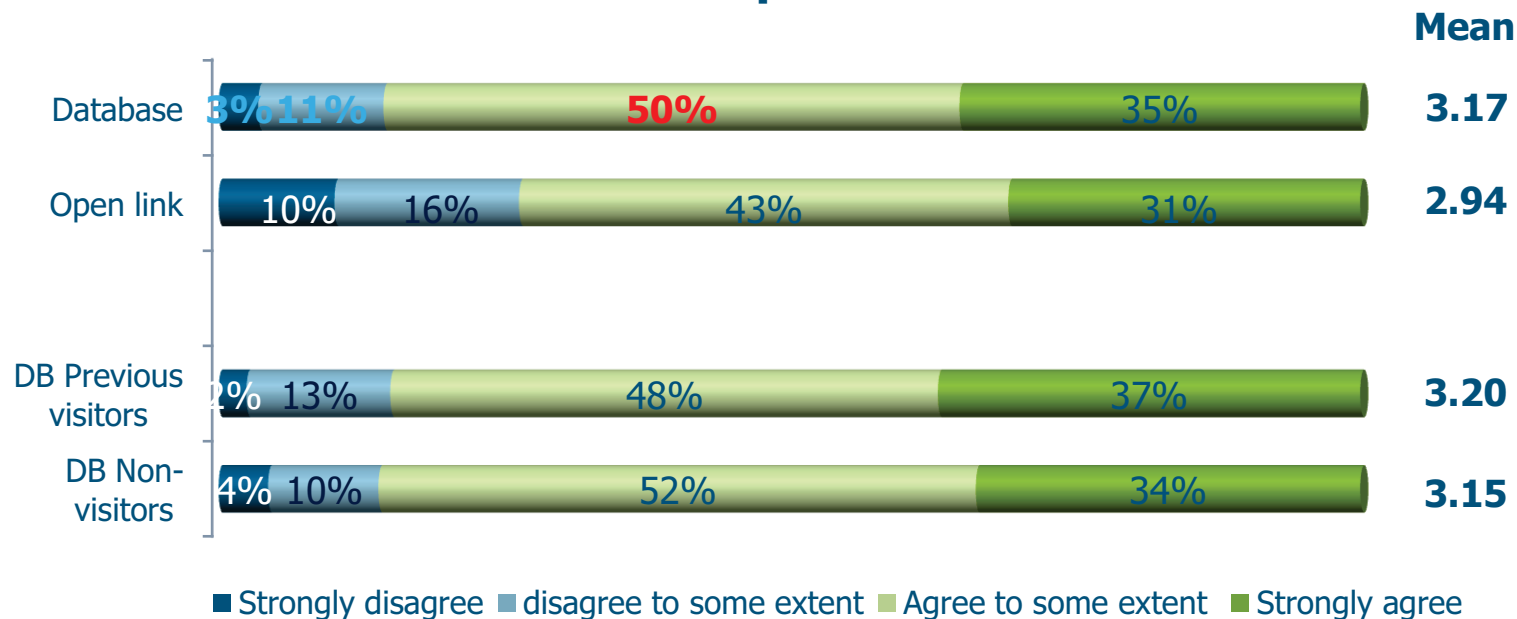
The journey on the mainland



The journey on the mainland

To what extent do you agree or disagree that...

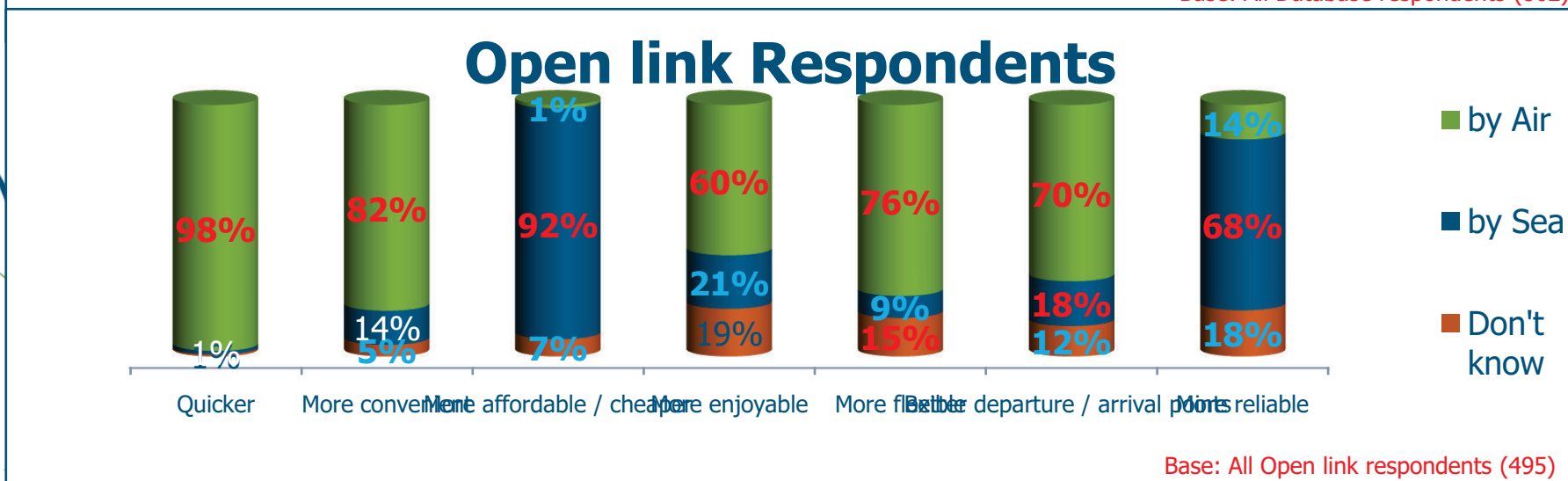
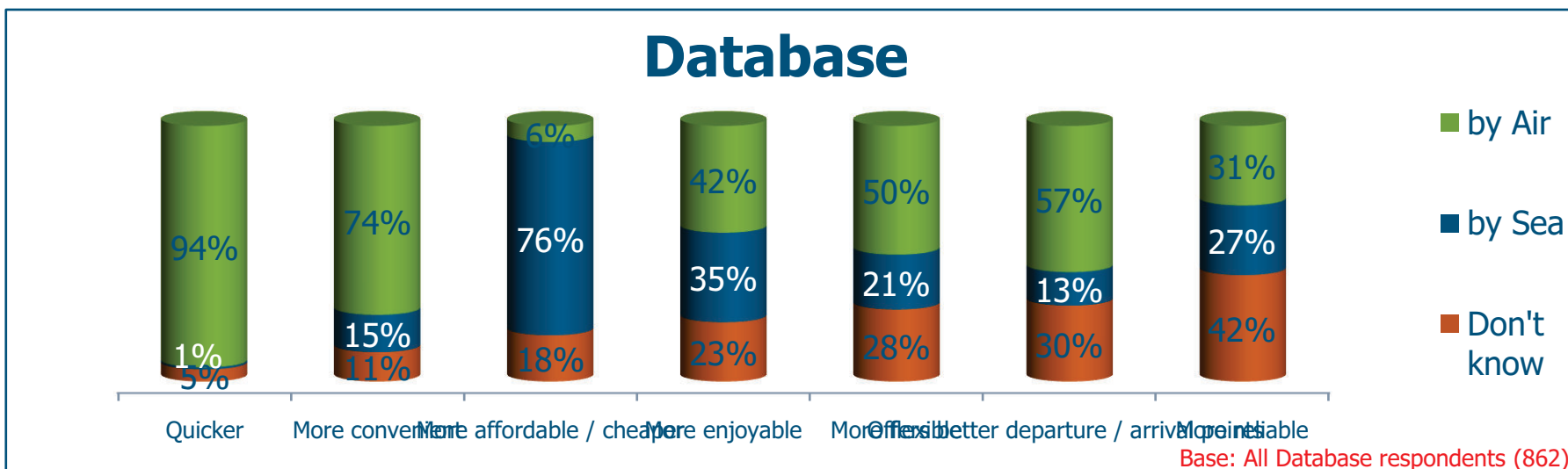
An overnight stay on the way out to and/or back from the Isles would be an important part of the trip



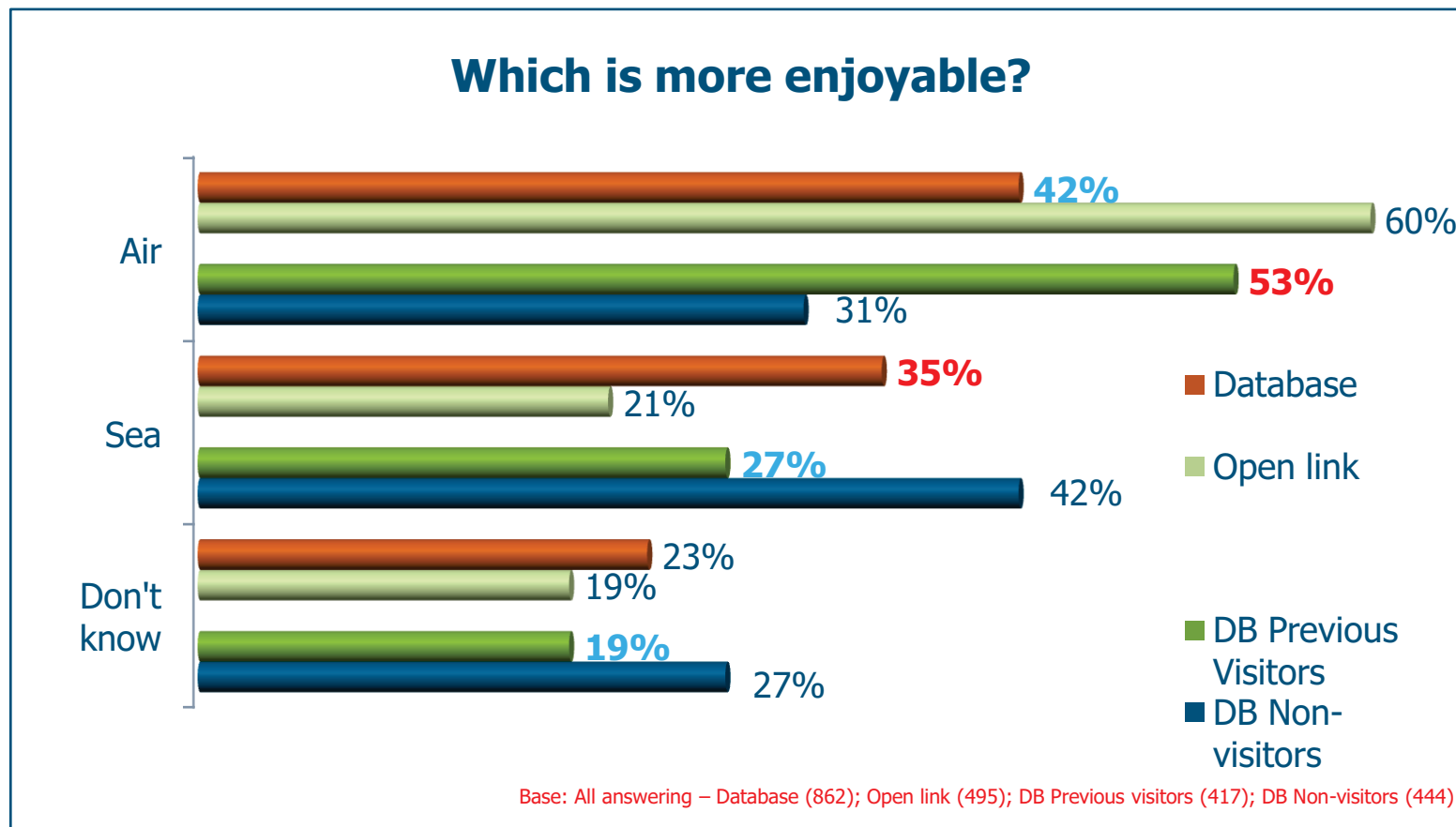
All respondents likely to include and overnight stay: Database (547) Open link (266); DB Previous visitors (246); DB Non-visitor (300)

Comparing Air and Sea

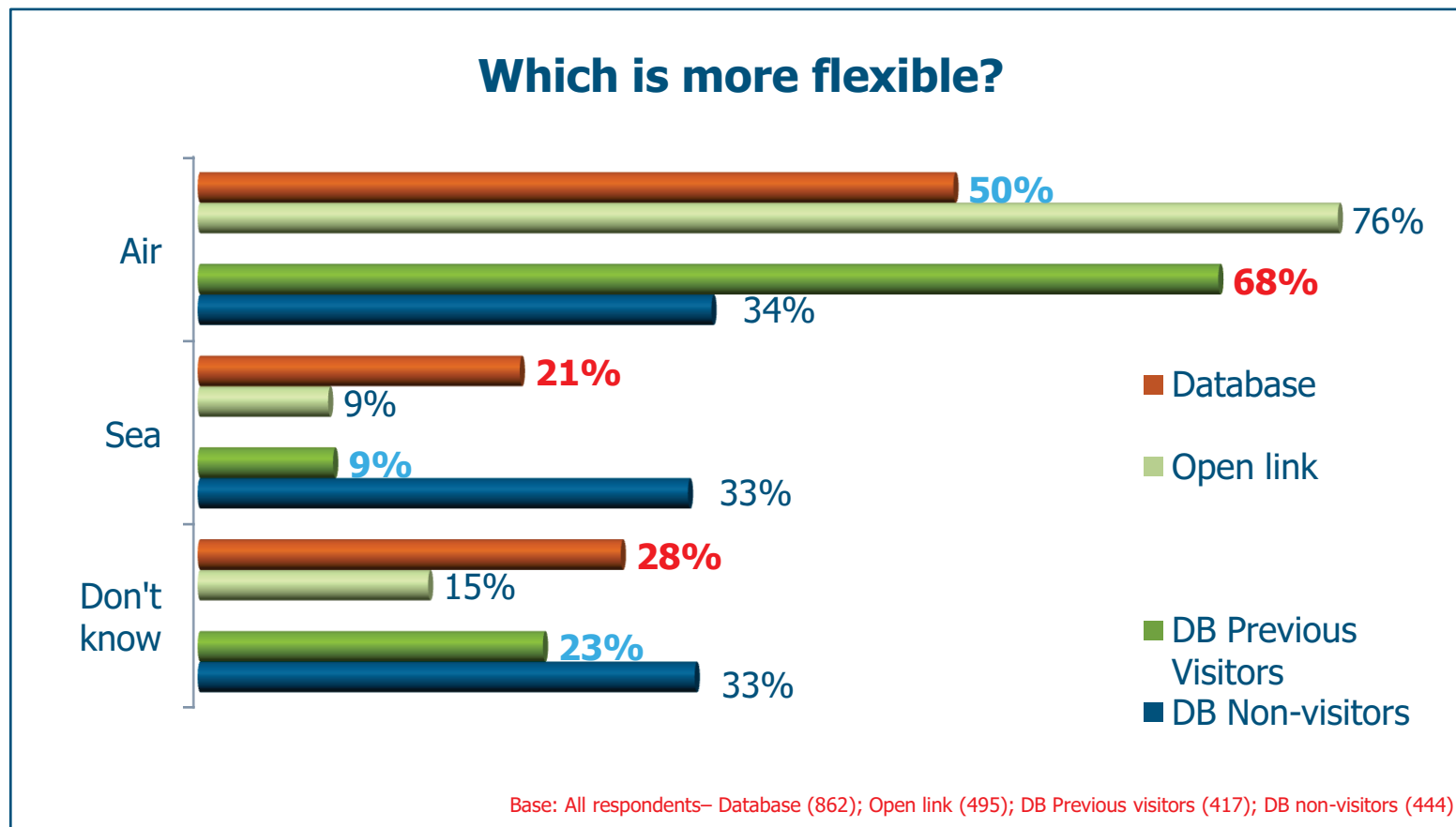
Thinking now of the comparison between travelling to the Isles by Air and by Sea. Which method do you believe is:



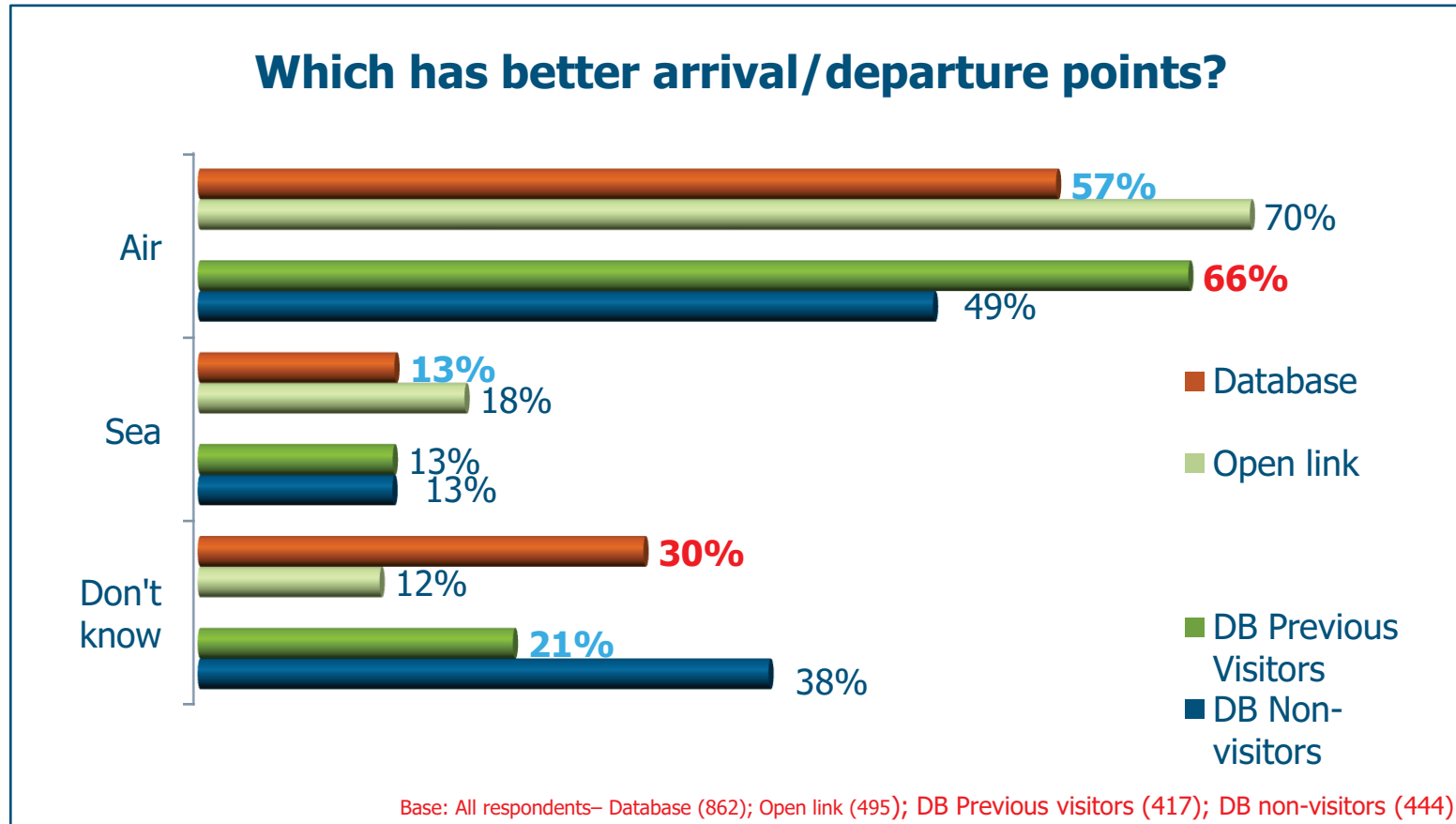
Comparing travel by Air & Sea



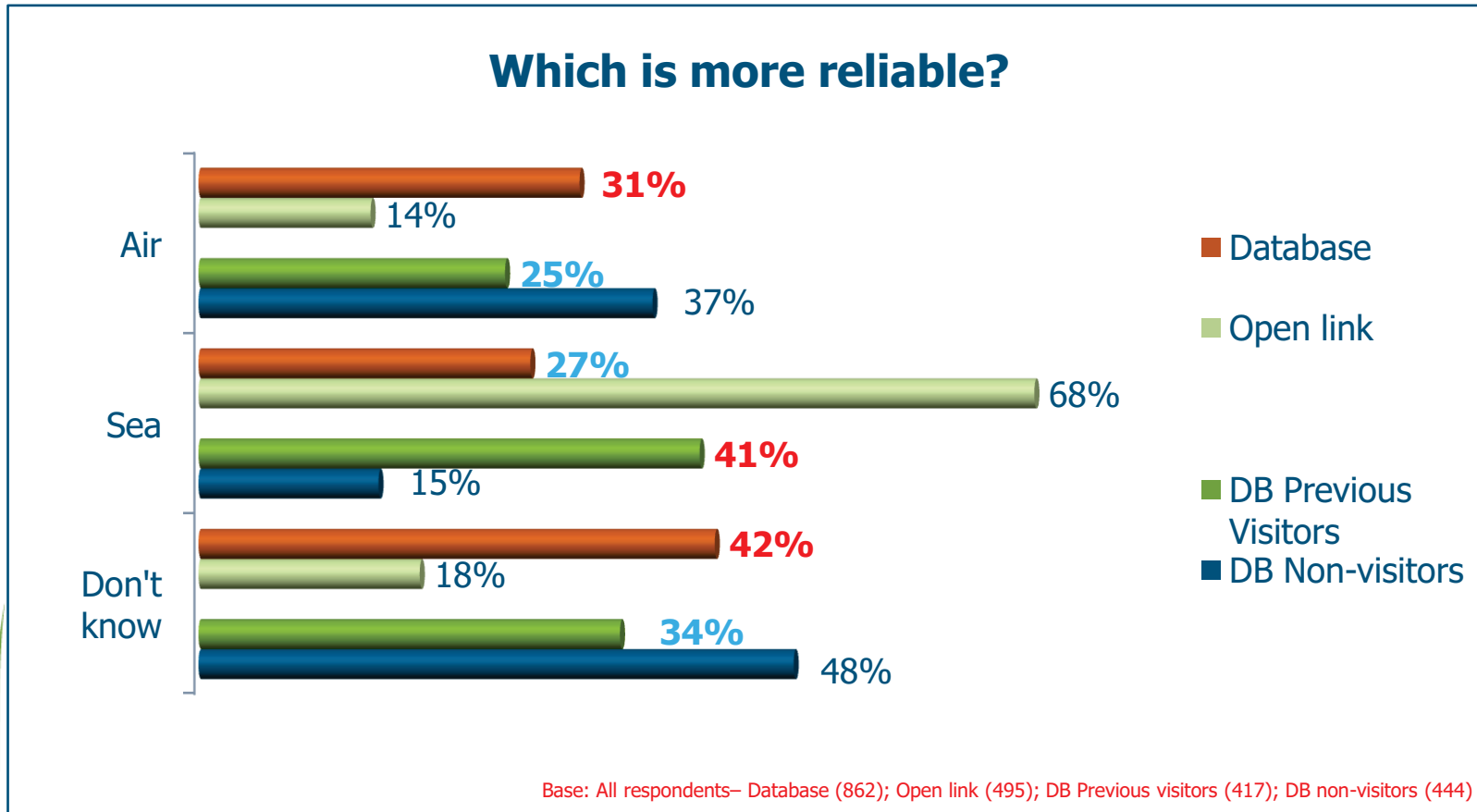
Comparing travel by Air & Sea



Comparing travel by Air & Sea

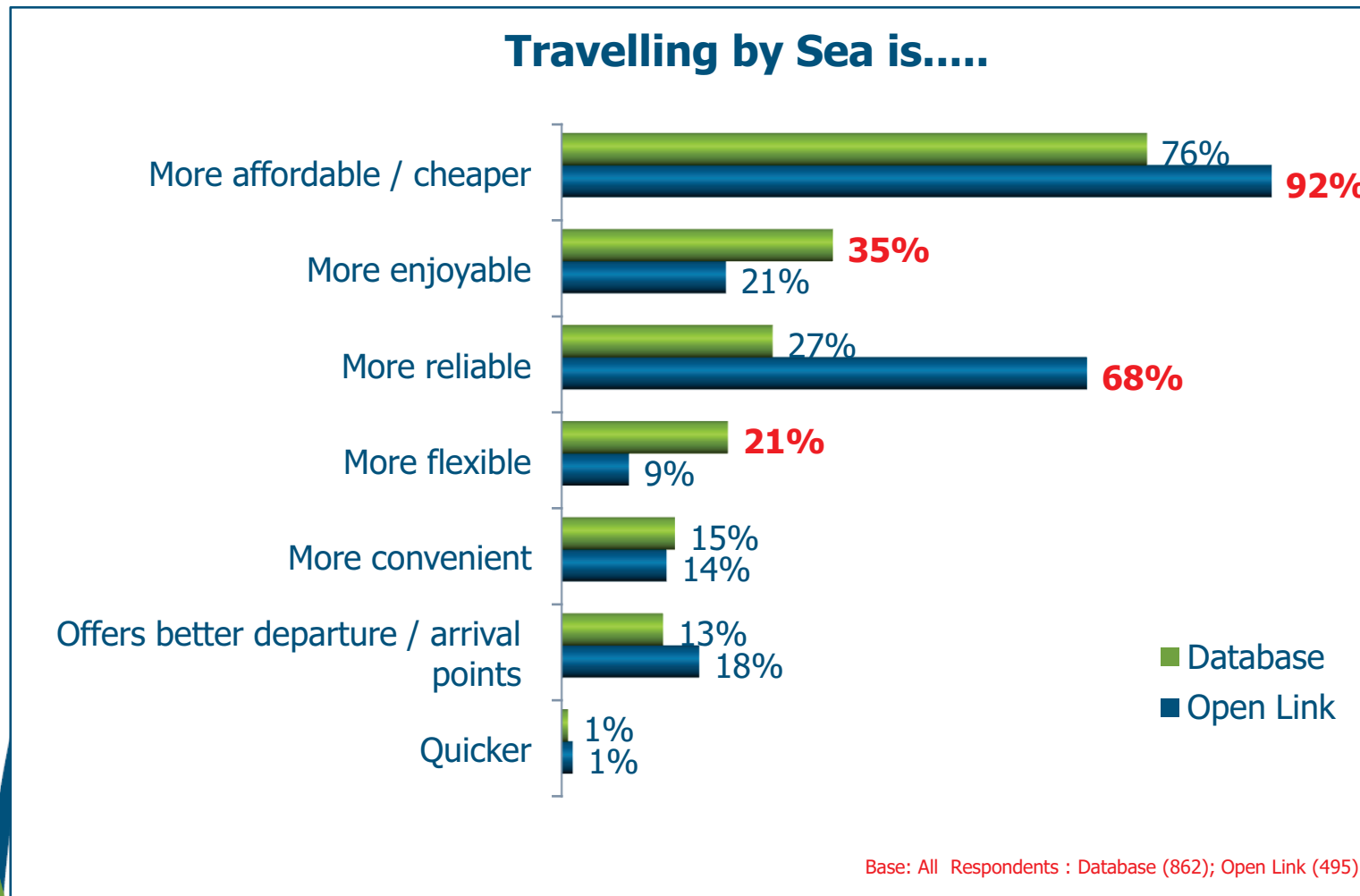


Comparing travel by Air & Sea



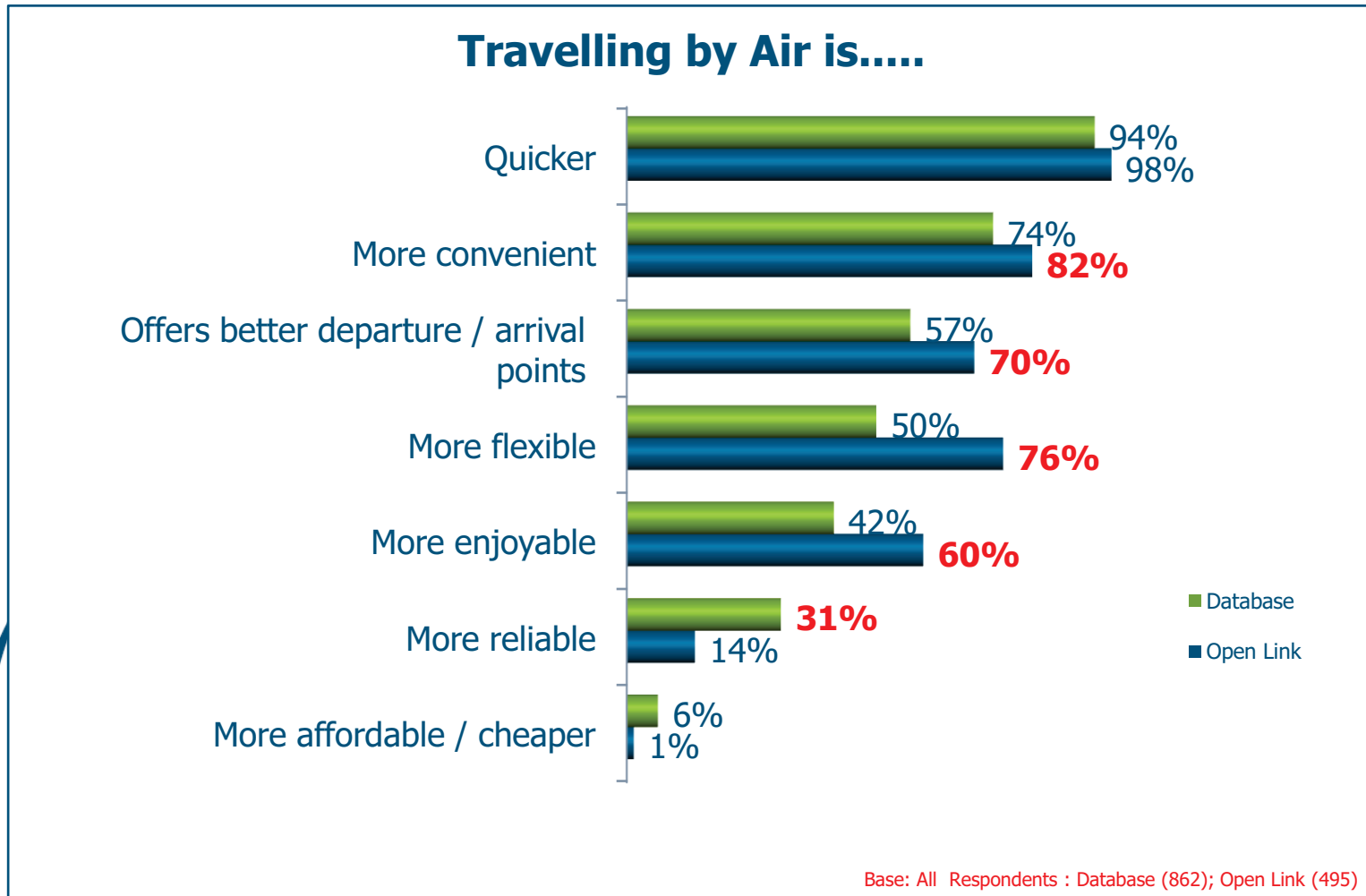
Comparing Sea

Thinking now of the comparison between travelling to the Isles
by Air and by Sea.



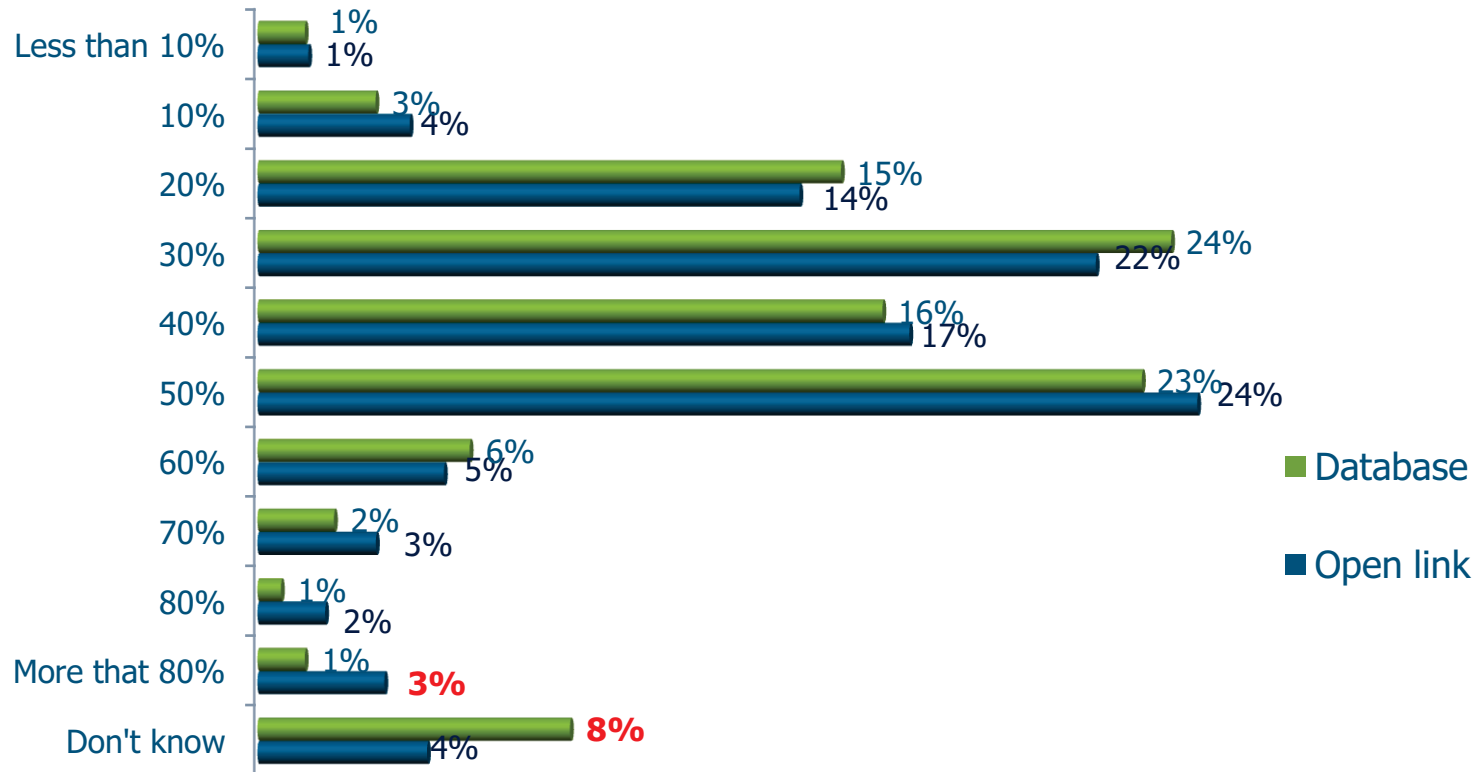
Comparing Air

Thinking now of the comparison between travelling to the Isles by Air and by Sea. Which method do you believe is:



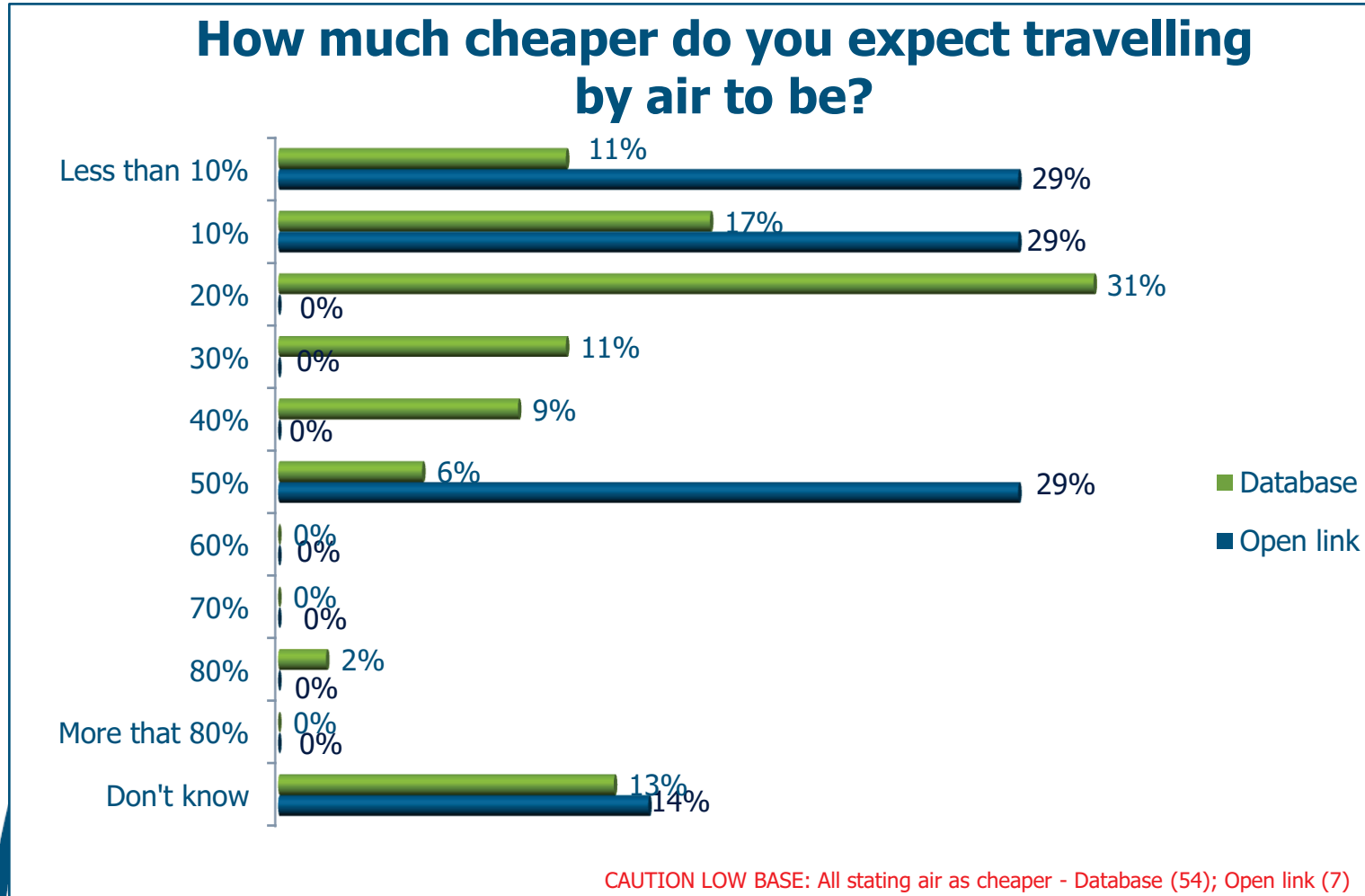
Cheaper to sail

How much cheaper do you expect travelling by sea to be?



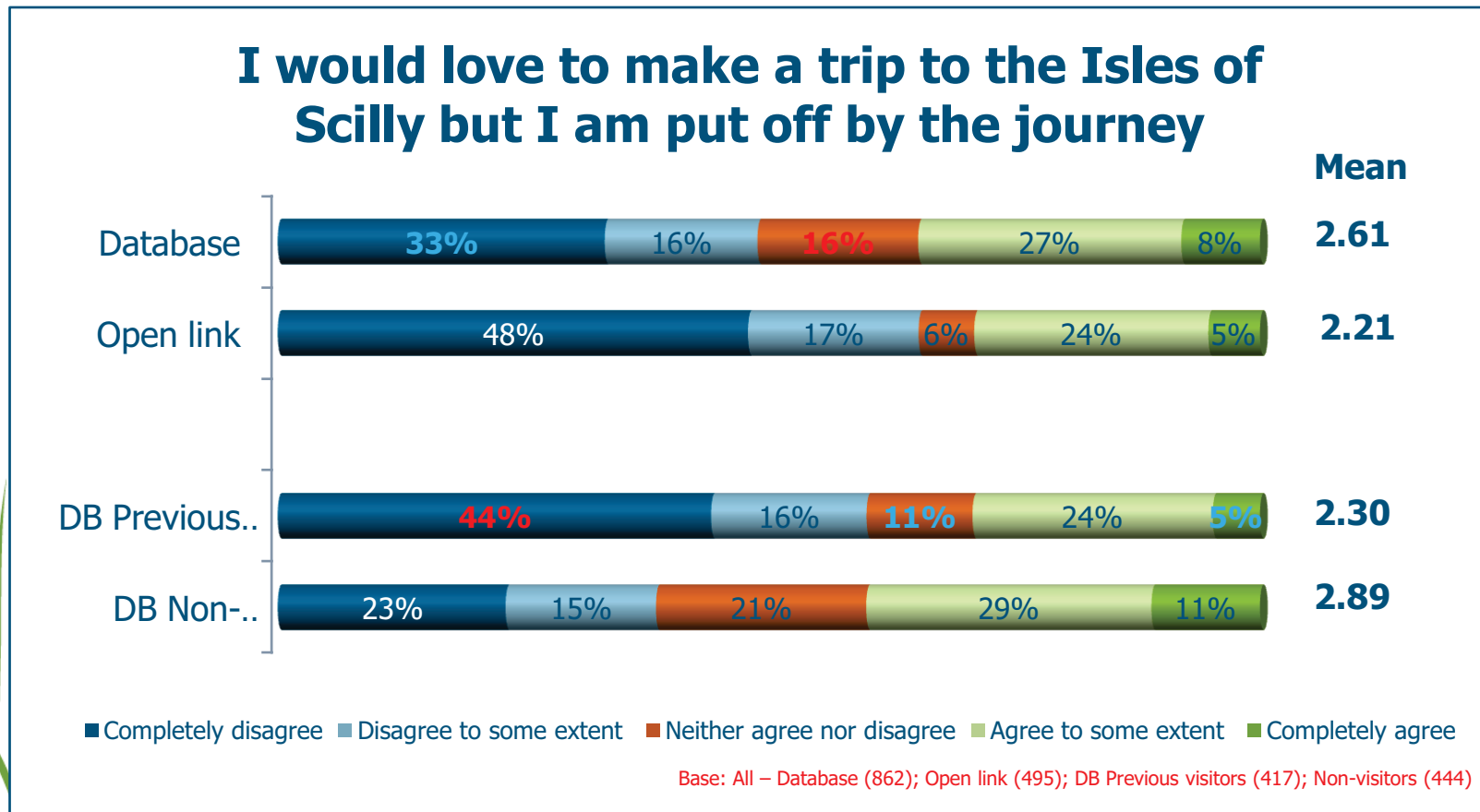
Base: All stating Sea as cheaper - Database (652); Open link (454)

Cheaper to fly



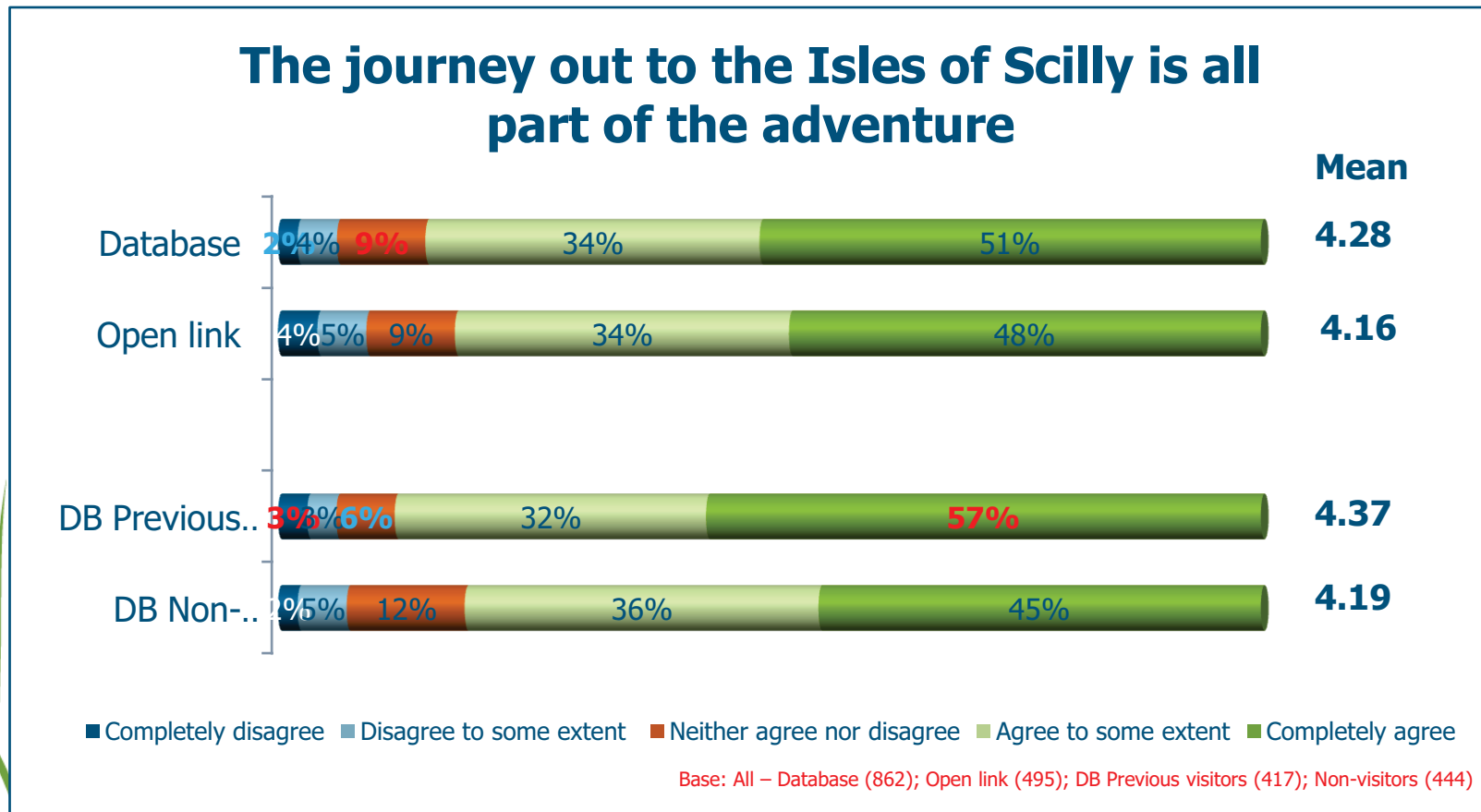
General perceptions

To what extent do you agree or disagree with these statements...



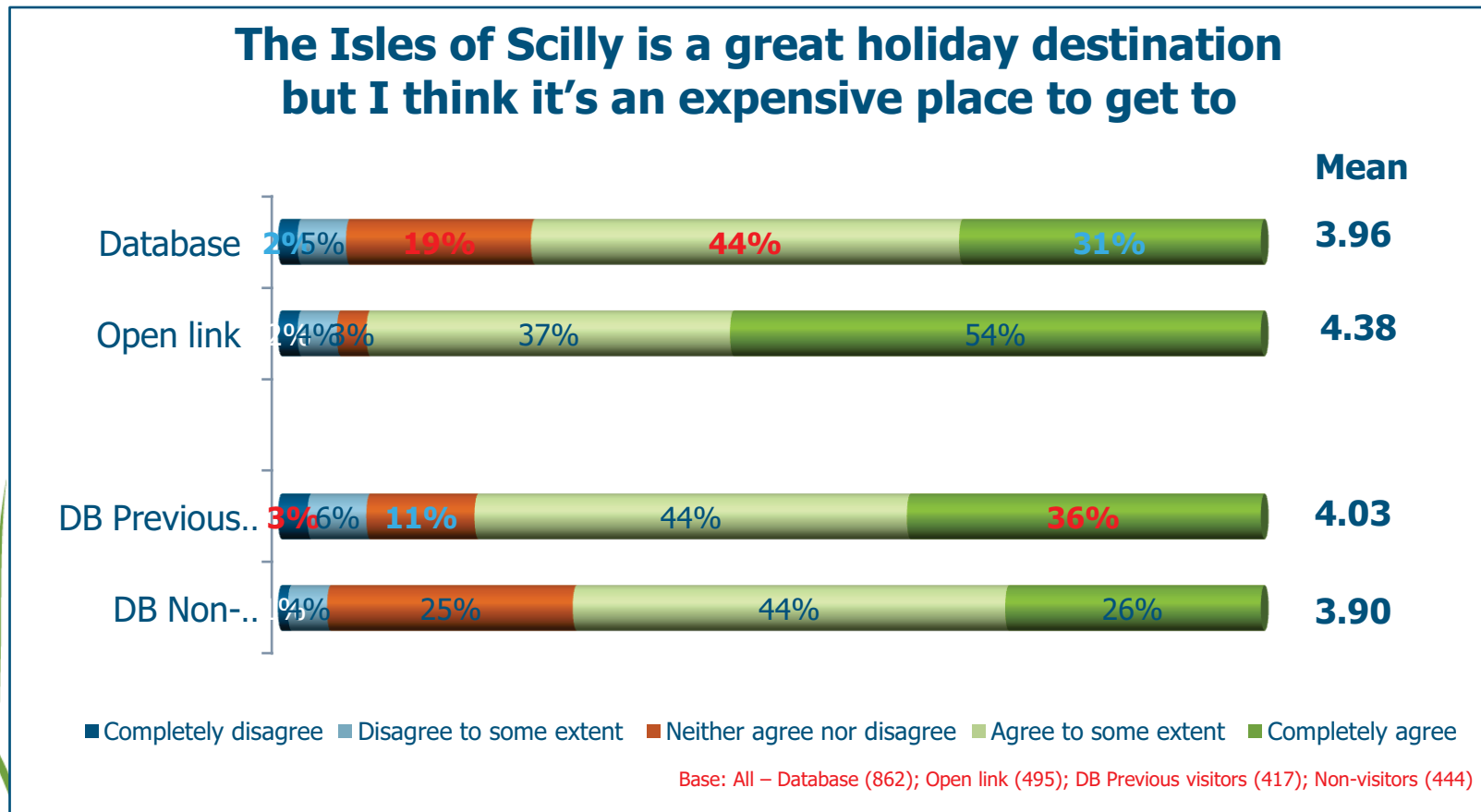
General perceptions

To what extent do you agree or disagree with these statements...



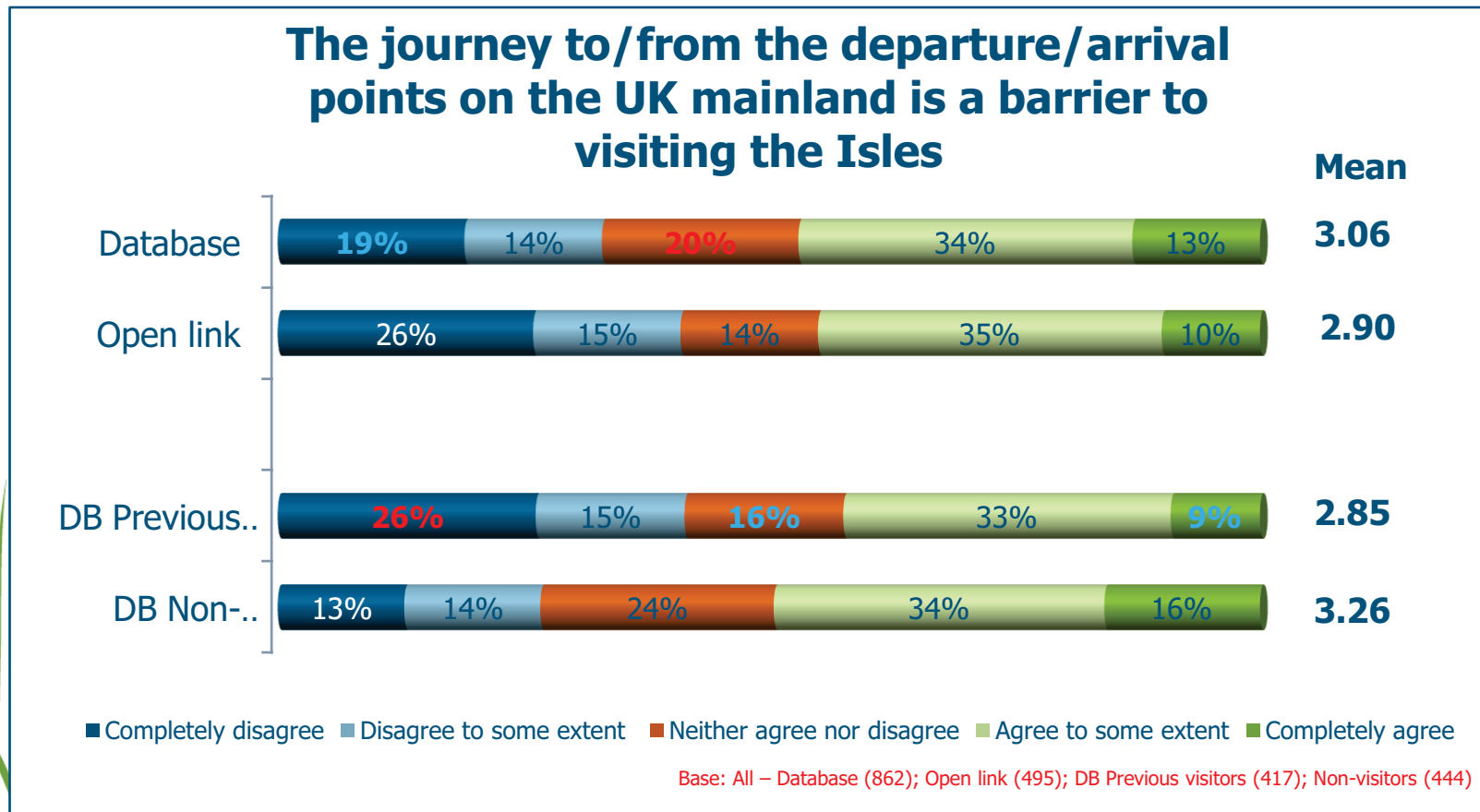
General perceptions

To what extent do you agree or disagree with these statements...



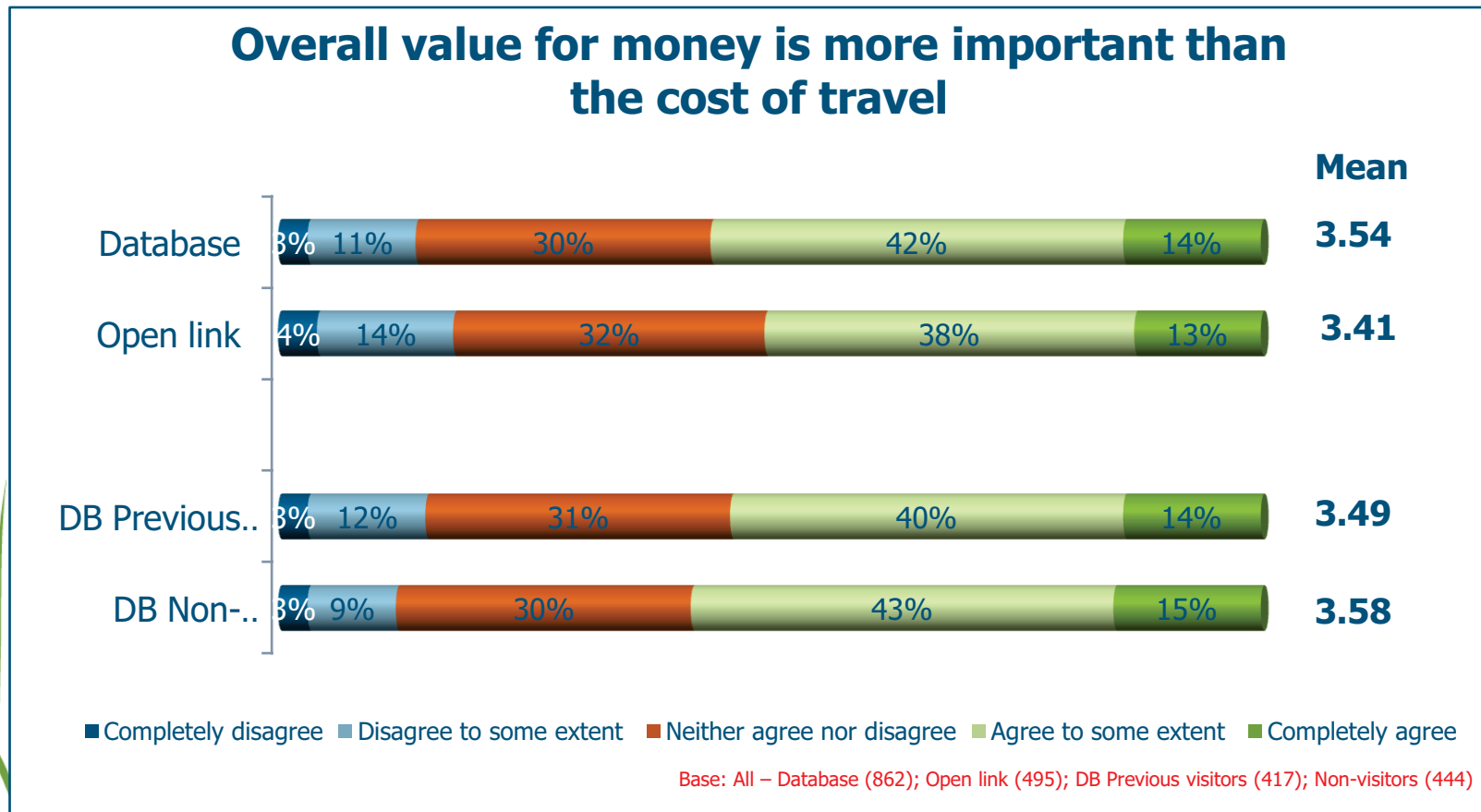
General perceptions

To what extent do you agree or disagree with these statements...



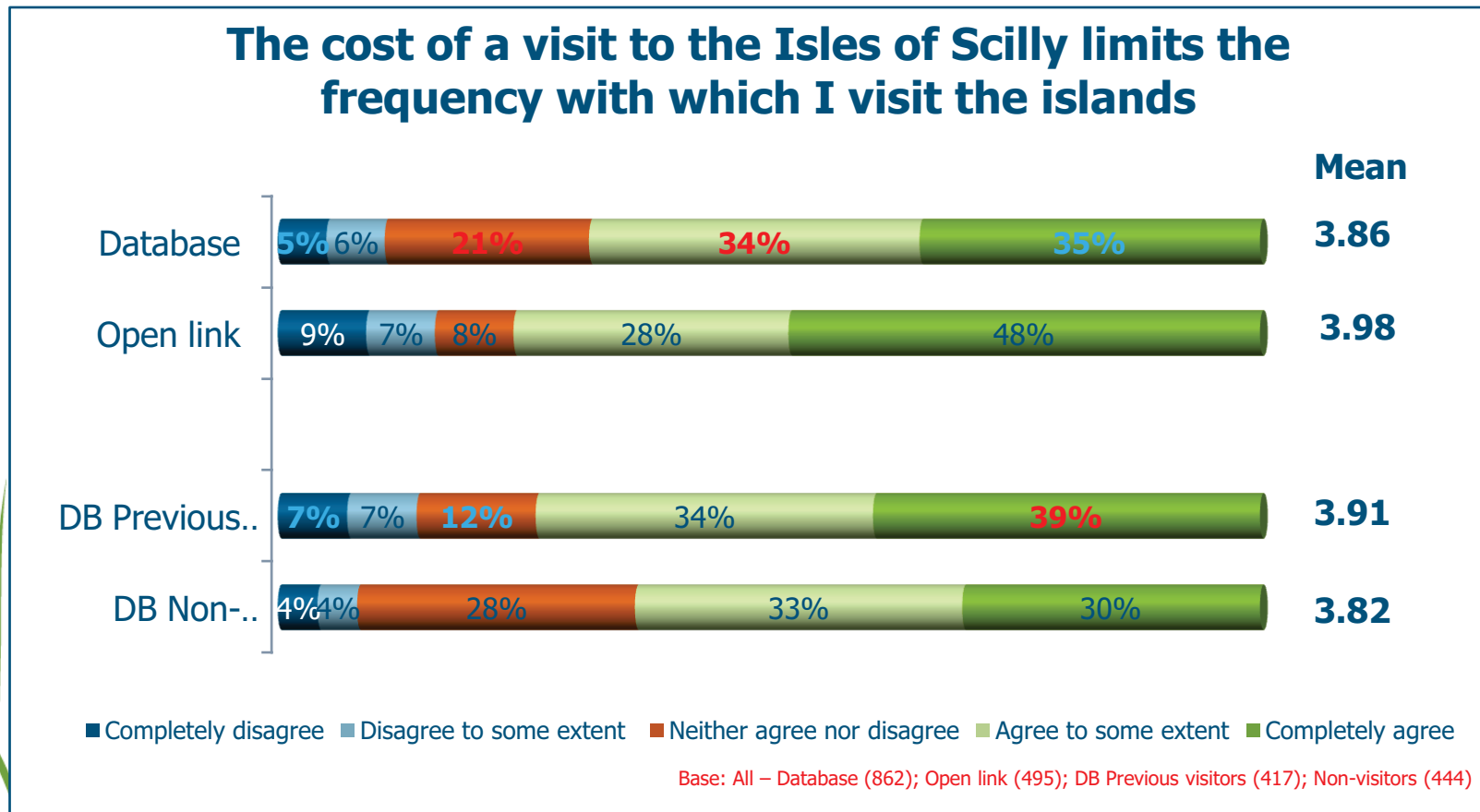
General perceptions

To what extent do you agree or disagree with these statements...



General perceptions

To what extent do you agree or disagree with these statements...



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COUNCIL OF THE ISLES OF SCILLY	TRANSPORT COMMITTEE	19/11/13	PART 1 - DECISION
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Title **St Mary's Airport and Land's End Airport Development Project**

Author Strategic Investment Framework Manager

1 Introduction

- 1.1 Over the past 12 months, the SIF Team with the Airport Staff have been developing a project to address the deterioration of the runways at St Mary's, which were close to the Minimum Friction Level, refurbishment of the Airport Terminal and the hardening of Land's End Runways. This work was initially supported with a £1m Regional Growth Fund (RGF) grant, which has underwritten the design costs. The bulk of the funds were identified to come from the European Regional Development Fund (ERDF).

2 St Mary's Airport Development Project Update

- 2.1 The St Mary's Airport and Land's End Airport Runway Hardening project seeks to upgrade and refurbish the islands only year round transport gateway and to harden the grass runway at Land's End, Cornwall. St Mary's Airport is owned and operated by the Council of the Isles of Scilly (CIOS) on a long lease from the Duchy of Cornwall and Land's End Airport is owned and operated by the Isles of Scilly Steamship Company (IOSSCo).
- 2.2 The airport on St Mary's is in need of significant improvement to make sure that this crucial piece of economic and social infrastructure remains open and is protected into the future. There are a number of issues that will need to be addressed through the delivery of this project, these are:
- 1) The reduced friction levels on the existing hard surfaced main runway (14/32) mean that resurfacing will be required to remain operational into the future.
 - 2) Decreasing the likelihood of deterioration of runway 09/27 through the hardening of the grass stripped element of runway.
 - 3) The need to reduce the number of days lost to bad weather through improved navigational aids/systems, the upgrading of Air Traffic Control and improvements to approach lighting.
 - 4) Reducing the impact of delays through improvements to the terminal facilities; this includes both passenger experience and operational issues.
- 2.3 All aspects of the project are currently out to tender, the tender for Land's End was completed but the price was very close to the maximum amount from ERDF and the IOSSCo and the company chosen wanted to push the price further. This led to the withdrawal of the tender. The LEQ Team are meeting to discuss which areas of the scheme can be sacrificed with the least impact and then the works will be re-tendered.

It is worth noting that some remedial drainage works have been undertaken as part of the site investigations. It is hoped that this will help the waterlogging situation through the winter.

3 Financial Implications

- 3.1 The full financial risks were discussed at the previous P and R and Transport Committees. This is still a risky project because of the costs uncertainties so it was financially prudent to withdraw the tender at Land's End.

4 Recommendations

- 4.1 That members note the withdrawal of the Land's End tender and the requirement to re-tender.

Implications	Environmental Impact	These have been mitigated through the design process
	Community Health Implications	Less transport disruption is essential for medical transport
	Crime and Disorder Reduction	None as a result of this report
	Best Value Implications	None as a result of this report
	Equality and Diversity	<i>EQIA has been prepared and submitted to funders</i>
	Financial Implications	<i>See Paragraph 3</i>
	Legal opinion Required/ Date	State Aid advice sought and obtained

DM/11 November /2013

COUNCIL OF THE ISLES OF SCILLY	TRANSPORT COMMITTEE	19.11.13	PART 1 DECISION
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Title **Appointment to Airport Management Group**

Author Administration Assistant

1 Introduction

- 1.1 At the meeting of the Airport Management Group on 21 August 2013 it was resolved that a request be made to the Transport Committee that Councillor R Dorrien-Smith be appointed to the Airport Management Group.

2 Information

- 2.1 The Transport Committee is the parent committee of the Airport Management Group.

- 2.2 Quorum for the Airport Management Group is set at three.

- 2.3 The approved Members of the Airport Management Group are currently:

Chairman of Policy and Resources	(Currently vacant)
Chairman of Transport	(Councillor C R Thomas)
Chairman of General Purposes	(Councillor S Sims)
Chairman of Planning and Development	(Councillor G O'Neill)
Vice Chairman of Policy and Resources	(Councillor R I McCarthy)
Vice Chairman of Transport	(Councillor S Sims)

- 2.4 As you can see, only four Members are currently available to sit at any one time at present. This can be problematic in terms of meeting and maintaining quoracy.

- 2.5 Councillor R Dorrien-Smith is a Member of the Transport Committee but has no Chairmanship or Vice-Chairmanship of any committee. However, it is felt by Members of the Airport Management Group that his experience in air transport matters would qualify him as a suitable appointment.

3 Financial Implications

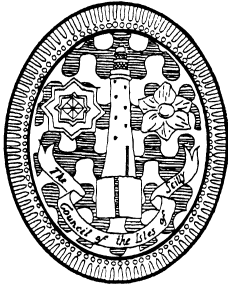
- 3.1 There would be a slight increase in costs relating to this sub-committee as Councillor R Dorrien-Smith is based on Tresco, thereby the additional cost of a boat to travel to St Mary's may be incurred.

4 Recommendations

- 4.1 That Members consider appointing Councillor R Dorrien-Smith to the Airport Management Group with immediate effect.

Implications	Environmental Impact	None as a result of this report
	Community Health Implications	None as a result of this report
	Crime and Disorder Reduction	None as a result of this report
	Best Value Implications	None as a result of this report
	Equality and Diversity	<i>None</i>
	Financial Implications	<i>See Paragraph 3</i>
	Legal opinion Required/ Date	No / 11 Nov 2013

AT/11 Nov 2013



Council of the Isles of Scilly

PART 2

Reports for the information of Members

(This follows the decision of Full Council on 14 January 2000 to separate the parts of the agenda into those requiring a decision and those for information only.

The items in Part 2 will be for information only and should be accepted without further discussion.

Any matters which Members feel require further discussion should in the first instance be referred to the author for further clarification. Should it still be felt that a proper debate on the item is required then the Chairman of the Committee should be approached prior to the meeting with a view to amending the agenda.

As always it will be incumbent on the Chairman of the meeting to decide whether to change the order of the agenda or to add an item which he considers to be urgent.

COUNCIL OF THE ISLES OF SCILLY	TRANSPORT COMMITTEE	19/11/13	PART 2 - INFORMATION
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Title **Airport Management Group - Update**

Author Economic Development Officer

1 Introduction

- 1.1 Members are aware that the Airport Management Group (AMG) was established to support the Transport Committee in the aim of delivering and maintaining a viable and future proof airport. This report presents an update on the work of this Group.

2 Information

- 2.1 The minutes of the AMG meetings since the last update presented to Members at the Transport Committee meeting on 18 July 2013 are provided as attachment 1.
- 2.2 Members will note there was no meeting in July as relevant updates were provided to the Transport Committee on the 18 July meeting. The October meeting was cancelled because the group was not quorate.

3 Financial Implications

- 3.1 There are no financial implications as a result of this report.

4 Recommendations

- 4.1 That members accept the minutes from the meetings of the Airport Management Group for information.

Implications	Environmental Impact	None as a result of this report
	Community Health Implications	None as a result of this report
	Crime and Disorder Reduction	None as a result of this report
	Best Value Implications	None as a result of this report
	Financial Implications	See Paragraph 3
	Legal opinion Required/ Date	Yes /Operational: Date

JMP/6 November 2013

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MINUTES OF A MEETING OF THE AIRPORT MANAGEMENT GROUP HELD ON
WEDNESDAY, 21 AUGUST 2013 AT 11.00 AM

Present: Councillors R Dorrien-Smith, D Mumford, S M Sims and
C R Thomas

Apologies: Councillors R I McCarthy and G O'Neill

Staff Present Senior Airside and Fire and Rescue Officer, Head of Finance
and Reporting, Strategic Investment Framework Manager
and Economic Development Officer

AMG71/13 Declarations of Interest

Councillor D Mumford declared a non-registerable interest as a small shareholder in the Isles of Scilly Steamship Company.

AMG72/13 Minutes of previous meeting

Resolved:

That the minutes of the previous meeting held on 19 June 2013 (AMG57/13 – AMG70/13) be approved as a correct record and signed by the Chairman.

AMG73/13 Urgent Items

The Chairman noted that there were three urgent items to be heard, those being; Work Programme for Airport Management Group, Transport Survey Update, and CAA Audits, and all would be heard within the Projects Update.

He also welcomed Councillor R Dorrien-Smith to the meeting as an observer and invited him to sit at the table and take part in any debate, though he would have no voting rights.

AMG74/13 Operational Update

The Head of Finance and Reporting presented the Operational Update.

He said that July 2013 has shown to be a successful month but that the cumulative deficit of estimated passengers for the year still stands at 7,994.

The Strategic Investment Framework Manager said that these figures should also be noted in line with the Scillonian III passengers and that these are 39% up compared with the previous July.

Councillor R Dorrien-Smith said that although this was encouraging we should be ever mindful that 2012 represented rock-bottom in terms of visitors and so although improvement is welcome news it is also expected news. He also asked as to the status of the report into airport expenditure.

The Head of Finance and Reporting said that the Chief Fire Officer was currently undertaking this and it was ongoing.

The Strategic Investment Framework Manager commented that Sunday Sailing has been deemed a success by the Isles of Scilly Steamship Company to date, and that they are now keen to move to a seven day per week flying schedule and will formalise this request very soon.

Councillor R Dorrien-Smith said that the Parsons Brinkerhoff Report had made it very clear that the airport should open 7 days a week in order to be effective and to attract competing airline providers. He also pointed out that the ITBP brochure was to be finalised in October and that any such decision to switch to full time opening would be vitally important to the brochure.

Councillor D Mumford asked how the Council would deal with dissenters in the community, of which he felt there would be many, who would like to keep Sunday 'sacred'.

The Strategic Investment Framework Manager replied that the decision is purely a business-based decision. If the Isles of Scilly Steamship Company request this, and they are the only client of St Mary's Airport, then we are duty-bound to consider this request.

She also said that Karma Resorts, who are set to take over key businesses on St Martins, are very strongly in favour of the airport being open full time, and that they may write a letter in support of any decision.

Resolved:

- 1 That the update be noted
- 2 That the Senior Airside and Fire and Rescue Office write a report for the next Transport Committee to show the cost of opening St Mary's Airport 7 days-a-week with scheduled flights as any other normal day.
- 3 That the Airport Management Group recommend to the Transport Committee that St Mary's Airport be opened for 7 days-a-week for commercial and private use.
- 4 That the Chairman requests that the Transport Committee consider Councillor R Dorrien-Smith to sit on the Airport Management Group.

AMG75/13 Projects Update

The Economic Development Officer presented his update.

He said that there were no recent developments in the areas of Aviation Development, Commercial and Improving Revenue, or Governance and that this is largely due to the need to await the completion of the Airport Improvement Works.

It was noted that the Chief Fire Officer was currently undertaking a review of airport costs which may impact on the 20 Year Investment Programme when complete.

The Senior Airside and Fire and Rescue Officer presented a report entitled 'Airport Management Group – Work Programme' which underlined the key responsibilities for the airport staff.

He also gave an update of feedback from the Civil Aviation Authority Audit which will be reported to the Transport Committee in full.

The Economic Development Officer said that the Transport Survey was now complete and that headline figures should be available by the end of the month.

The Strategic Investment Framework Manager updated Members on the Airport Improvement Plan for St Mary's and said that the pre-qualification questionnaire should go out in September 2013, with work being undertaken in Spring 2014. The Lands End project went out to tender this month and we have already had five expressions of interest which bodes well for when we go to contract.

Resolved:

That the updates be noted.

The Meeting ended at 1.00 pm

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MINUTES OF A MEETING OF THE AIRPORT MANAGEMENT GROUP HELD ON
WEDNESDAY, 18 SEPTEMBER 2013 AT 11.00 AM

Present: Councillors R I McCarthy, D Mumford and C R Thomas
(Chairman)

Apologies: Councillors G O'Neill and S M Sims

Staff Present Senior Airside and Fire and Rescue Officer, Head of Finance
and Reporting, Strategic Investment Framework Manager
and Economic Development Officer

AMG76/13 Declarations of Interest

Councillor D Mumford declared a non-registerable interest in the Isles of Scilly Steamship Company as a small shareholder.

AMG77/13 Minutes of previous meeting

Resolved:

That the minutes of the previous meeting of the Airport Management Group held on 21 August 2013 (AMG71/13 – AMG75/13) be considered a correct record and signed by the Chairman.

AMG78/13 Urgent Items

The Chairman said that there were no urgent items.

AMG79/13 Operational Update

The Head of Finance and Reporting presented a verbal update to Members.

He said that passenger numbers for August were slightly below expected, and that this means that estimates for the year are now 9,000 below estimates.

He said that aircraft landings are also down against estimates with 172 less landings in August than anticipated.

The Strategic Investment Framework Manager commented that this could partly be because more Twin Otter flights are taking place, which can hold many more passengers than the smaller Skybus aircraft.

The Head of Finance and Reporting presented figures for load factors, and that flights in August were 80% full, which is well above industry standard, and that August also yielded 4 days of disruption to flying, but no days of non-flying.

He said that the forecast for the remainder of 2013/14 anticipates a reduction in income of £141,000 and that this would mean that the airport reserves would be at £143,000 by March 2014, though £100,000 would also have been set aside for a runway maintenance programme.

Councillor D Mumford felt that the figures seemed to indicate that the Isles of Scilly Steamship Company might have a capacity issue.

Members discussed the suitability of scheduled Sunday flying.

The Strategic Investment Framework Manager said that a consultation had already taken place with the providers of 50% of bed spaces across the islands (specifically hoteliers and large campsite providers) and they are all very much in favour of Sunday flying as it lends itself more easily towards people who want short breaks.

She also said that it was vital to fight back against the Civil Aviation Authority guidelines in terms of employing what we perceive to be a very high amount of air traffic controllers for what is a small airport.

The Head of Finance and Resources felt that was vital to prepare a statement to the public immediately after the Transport meeting so that the position of the Local Authority was clear on Sunday flying.

Resolved:

That the update be noted.

AMG80/13 Projects Update

Airport Improvement Works

Work on the three aspects of the programme continues at pace.

The SIF Manager reported that the Lands End Airport tenders will be opened tomorrow. The ITT for the works on St Mary's Airport is due to go out today. The issue of the Batching Plant location for the works on St Mary's needs resolution. The SAFRO and SATCO are involved with the design team to finalise the terminal design later today. With regards the ERDF funding for the projects, the last pieces of work on compliance issues and State Aid rules are being completed and thereafter it is hoped that the exchange of contracts will be completed. The Heads of Service agreement with the Isles of Scilly Steamship Company is being finalised to cover the Lands End phase of the project.

Aviation Development

Parsons Brinckerhoff continue to provide support in a route development strategy.

Commercial & Improving Revenue and Governance

Both these areas wait completion of the Airport Improvement Works before significant progress can be made in these areas.

20 Year Investment Programme

A separate report on the Airport Asset Replacement Plan is going to the Special Transport Committee meeting on 24 September.

Resolved:

That the update be noted.

The Meeting ended at 1.00 pm

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COUNCIL OF THE ISLES OF SCILLY	TRANSPORT COMMITTEE	19.11.13	PART 2 INFORMATION
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Title	Annual Airport Safety Report
Author	Senior Airside Operations Officer

1 Introduction

- 1.1. A requirement of the Airport Safety Management System is that an annual report be presented to the relevant Committee to keep Members updated on events at the Airport that may have an effect on safety.

2. Information

- 2.1. Any event at the Airport that could affect the safety of an aircraft or its passengers must be reported within 96 hours of the event to the CAA Safety Data Analysis Unit via a Mandatory Occurrence Report (MOR).
- 2.2. For the period 1st October 2012 – 30th September 2013 St. Mary's Airport has had five MOR's issued and two bird strikes reported, as detailed in Appendix A.

2.3 Runway Friction Tests

- 2.4. On 26th September 2013 the annual friction test on our main runway was carried out by staff from Newquay Cornwall Airport with their Griptester machine. The overall friction level for the main runway 14/32 was 0.57. This is below Maintenance Planning Level (0.63) and above Minimum Friction Level (0.55). The sweeping programme that has been developed will continue until the runway works are started.
- 2.5. The report shows that the maintenance sweeping programme undertaken by the aerodrome has greatly reduced the rate of deterioration and the friction values have not changed significantly in the last twelve months, indeed, there are some central portions of the runway that have shown a slight improvement.

3. Financial Implications

- 3.1. None as a result of this report.

4. Recommendation

- 4.1. That members accept this report for information.

Implications	Environmental Impact	None as a result of this report
	Community Health Implications	None as a result of this report
	Crime and Disorder Reduction	None as a result of this report
	Best Value Implications	None as a result of this report
	Financial Implications	See Paragraph 3
	Legal opinion Required/ Date	Yes/No: Date

HC/16 October 2013

OCCURRENCE REPORTS FOR ST MARY'S AIRPORT FOR PERIOD 1st OCTOBER 2012-30th SEPTEMBER 2013

CATEGORY OF OCCURRENCE	DATE	OPERATOR	CALLSIGN	TYPE	BRIEF DETAILS OF THE INCIDENT TO INCLUDE TYPE OF EMERGENCY DECLARED
Runway Incursion	20/04/13	Private	GIFAB & GBRBI	C182 C172	Aircraft Parked on the North side of the Airfield, Pilots & Passengers disembarked and walked across Runway 14 to the Control Tower
Runway Incursion	01/05/13	Private	Not Known	N/A	Aircraft Parked on the North side of the Airfield, Pilot & Passengers disembarked and walked across Runway 14 to the Control Tower
Incident	03/05/13	Private	GKAOS	RV7	Aircraft clipped and broke Runway edge light when vacating Runway 27
Incident	31/05/13	Skybus	GSSKY	BN2	Flat Nose wheel Tyre on landing
Incident	15/07/13	Private	N485ED	PA32	Propeller Strike when transiting from the grass to the hard Runway Surface
Bird Strike	17/07/13	Skybus	GBIHO	DHC6	Hit a swift during the landing roll Runway 32
Bird Strike	13/06/13	Skybus	GCBML	DHC6	Hit a house sparrow on the take off run Runway 27

Safety Performance Indicators

**Number of occurrences
1.10.11 to 30.9.12**

**Number of occurrences
1.10.12 to 30.9.13**

- Runway Incursions
- Runway Excursions
- Bird Strikes (confirmed)
- Aircraft Accidents
- Aircraft Incidents

1	2
1	0
1	2
1	0
3	3

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COUNCIL OF THE ISLES OF SCILLY	TRANSPORT COMMITTEE	19.11.13	PART 2 INFORMATION
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Title **CAA Aerodrome and RFFS Audit**

Author Senior Airside Operations Officer

1 Introduction

- 1.1. St. Mary's Airport was audited over two days, on the 23rd and 24th July 2013, by the CAA Safety Regulation Group Inspectors.

2. Information

- 2.1. The audit interrogates and tests the Safety Management Systems adopted by the Aerodrome and RFFS elements of the airport.
- 2.2. A copy of the final audit report compiled by Dave Evans (Aerodrome) and Graham Bartlett (Rescue and Fire Fighting Service) is attached (Appendix A).
- 2.3. An action plan is also attached which details the response to the items found during the audit (Appendix B). Members will note all agreed actions have been closed with the CAA audit team.
- 2.4. The report is divided into three categories with Category 1 items being a serious non compliance affecting safety, Category 2 items being a lesser non compliance needing to be rectified in a short time period, and Category 3 items being issues that the inspectors have commented on for us to consider.
- 2.5. I am happy to report that no Category 1 and 2 items were recorded. The Category 3 items have been put into the action plan for completion by October 2013. It should be noted that, although not recorded, the Inspectors had many positive comments in respect of the Aerodrome Operations at our Airport.

3. Financial Implications

- 3.1. Minor maintenance costs which will be contained from within the maintenance budget for the airport.

4. Recommendation

- 4.1. That Members note the contents of the report for information.

Implications	Environmental Impact	None as a result of this report
	Community Health Implications	None as a result of this report
	Crime and Disorder Reduction	None as a result of this report
	Best Value Implications	None as a result of this report
	Financial Implications	See Paragraph 3
	Legal opinion Required/ Date	Yes/No: Date

HC/16 October 2013



Safety Regulation Group
Aerodrome and Air Traffic Standards Division

Aerodrome Oversight
2W Aviation House
Gatwick Airport South
West Sussex RH6 0YR

Switchboard: 01293 567171
Fax: 01293 573971
Internet: www.caa.co.uk

Aerodrome Audit Report Aerodrome Name: St Mary's Licence No: P672 Licence Type: Public	
Audit Date: 23 – 24 July 2013	
Aerodrome Inspector (Ops): Mr Dave Evans	e-mail: dave.evans@caa.co.uk
Aerodrome Inspector (RFF): Mr Graham Bartlett	e-mail: graham.bartlett@caa.co.uk
Aerodrome Details	Licence Holder Details
St Mary's Aerodrome Isles of Scilly TR21 0NG Tel No: 01720 424330	Council of the Isles of Scilly Town Hall St Mary's Isles of Scilly TR21 0LW Tel No: 01720 422537

There are no outstanding items from the previous audit held May 2012

Name of Aerodrome:	St Mary's	Start date of Audit:	23 July 2013
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CATEGORY 1 (ONE) NON-COMPLIANCE CREATING A SIGNIFICANT SAFETY HAZARD

Category 1 items will appear below and be reported to the Accountable Manager for action if the inspection of the aerodrome has shown a major failure of compliance with the aerodrome licensing requirements set out in either the Air Navigation Order, the Aerodrome Licence, ICAO Annex 14 or Civil Aviation Publication (CAP) 168 as indicated in the reference box(es) below.

If any Category 1 items are reported, the major failure of compliance must be rectified immediately or within the short timescales indicated. Failure to do so will result in the CAA having to take regulatory action, which could result in suspension of the Aerodrome Licence.

Item Number:		Discipline		Reference	
Heading					
Latest Correction Date:	NON-COMPLIANCE CORRECTED (for CAA use only)				
	Date		Reference		

There are no Category 1 items to report.

CATEGORY 2 (TWO) NON-COMPLIANCE

Category 2 items will appear below and be reported to the Accountable Manager for action if inspection of the aerodrome has shown that it is not in full compliance with the aerodrome licensing requirements set out in either the Air Navigation Order, the Aerodrome Licence, ICAO Annex 14, Civil Aviation Publication (CAP) 168 or the Aerodrome Manual as indicated in the reference box(es) below.

If any Category 2 items are reported, the CAA Aerodrome Oversight team must be informed that these items have been rectified by the dates agreed with the aerodrome during the inspection, and shown in the Latest Correction Date box below. Failure to rectify any items within the agreed time scale may result in the CAA having to take regulatory action, which could result in suspension of the Aerodrome Licence.

Item Number:		Discipline		Reference	
Heading					
Latest Correction Date:	NON-COMPLIANCE CORRECTED (for CAA use only)				
	Date		Reference		

There are no Category 2 items to report.

CATEGORY 3 (THREE) ITEMS WHICH MAY AFFECT AERODROME SAFETY

In addition to those items set out in Category 1 and 2 the Aerodrome Inspector has commented on the following items which have the potential to affect safety and for which it is recommended that the Licence Holder consider appropriate remedial action. The CAA Aerodrome Oversight team must be informed that these items have been considered by the date given for each item.

Item Number:	3.1	Discipline	Ops	Response Date	31 October 2013
Heading	Aerodrome Inspection				
RESPONSE RECEIVED (for CAA use only)					
Date			Reference		

1. Aerodrome Inspection

At the time of audit, the following items were noted:

- A disused concrete AGL plinth with an exposed vertical face was found 20m from the runway centreline and within the cleared and graded area of Runway 27. This should be removed.
- The Runway designator markings for Runway 32, 14, and 27 were showing advanced signs of fading and wear. These should be repainted.
- A white painted square centreline marking consisting of 'Perfo' tiles was found just inside the threshold of Runway 09 which does not comply with CAP168. This is apparently used by SkyBus pilots as an 'aiming point'. This should be removed.
- A number of areas of bare earth are present on the grass portion of Runway 09/27. This should be brought back to an acceptable condition to match the rest of the grass area.

Agreed Action: It is recognised that all of the above items will be addressed and rectified during the runway replacement project scheduled for October 2013. The Aerodrome License holder should ensure that if the runway project is delayed, these items will be rectified by the response date quoted.

Item Number:	3.2	Discipline	RFFS	Response Date	31 October 2013
Heading	Station Management				
RESPONSE RECEIVED (for CAA use only)					
Date			Reference		

1. Emergency Access Gates

Whilst Emergency Access Gates appear to be serviceable, it was identified that there is no policy relating to the periodicity for inspecting Access/Egress points.

Agreed Action: The Aerodrome Manager should consider the benefit of including Emergency Access Points as part of the Internal audit process.

Item Number:	3.3	Discipline	RFFS	Response Date	31 October 2013
Heading	Training & Development (CAP 699)				
RESPONSE RECEIVED (for CAA use only)					
Date		Reference			

1. Personnel Driving Licences

During the audit the Inspector sampled a number of RFFS personnel LGV driving licences. Whilst those licences sampled were in order, currently there is no formal process to ensure appliance drivers LGV Licences are routinely audited

Agreed Action: The Aerodrome Manager should consider the benefit of introducing a periodic audit of all RFFS drivers LGV driving Licences; this usually equates to an annual inspection.

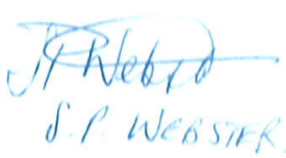
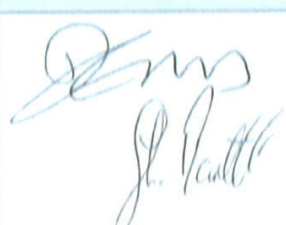
2. Practical Training Facilities (Environmental)

(Previous Audit Item) During a Safety Inspection at the Fire Training Ground it was identified that there appears to be an area where hydrocarbon fuel used for the Fire Scenarios is seeping off into the sub soil. Whilst some preliminary work has been initiated to lessen the impact by changing filters, it appears that there remains some further work required to effectively remedy the issue.

Agreed Action: The Aerodrome Manager should consider the benefit of completing the work to remove the environmental concern.

ADDITIONAL COMMENTS (if required) a) Inspectors b) Licence Holder

By signature below the Licence Holder agrees that the non-compliances set out in Category 1 and 2 have been acknowledged, and will either be addressed by the dates agreed with the inspector, or information given on progress made in dealing with the issue. Likewise the issues raised in Category 3 will also be dealt with accordingly.

CAA Form 1560C - Declared Distance Data Confirmed by the Licence Holder:		Correct at audit
CAA Form 1560J - Variations Confirmed by the Licence Holder:		Correct at audit
Name(s) of CAA Inspectors	D Evans, G Bartlett	
Type of Audit	Periodic	Period of Audit 23-24 July 2013
Date	AUTHORISED AERODROME OFFICIAL (Sign and Print Name)	SIGNATURE OF INSPECTOR
24 July 2013	 J.P. WEBSTER	

FOR CAA USE ONLY

Pass Report To (Tick where appropriate):

Snr AI (Ops) ☐

Snr AI (RFF) ☐

HAO ☐

HAATSD (If Req'd) ☐

ACTION PLAN
CAA AERODROME AUDIT 2013

Item No.	Details	Current Position	Target Date	Date Completed	Officer
3.1.1.(a)	Disused concrete AGL plinth to be removed from CGA of runway 27.	Plinth removed and back filled. Item closed	31.10.13	30.7.13	HC
3.1.1.(b)	Runway designator markings showing signs of wear. Repaint if project does not go ahead.	Monitor markings for ongoing signs of wear prior to start of project. Item closed.	31.10.13	20.9.13	HC
3.1.1.(c)	White perfo tile square on runway 09 threshold to be removed.	Square painted black, no longer visible. Remove during project. Item closed.	31.10.13	7.8.13	HC
3.1.1.(d)	Bare earth patches on grass runway 09. Maintained in acceptable condition until project works to replace.	Monitor and re ram patches prior to start of project. Item closed.	31.10.13	30.7.13	HC
3.2.1.	Consider benefit of including Emergency Access points on Internal Audit process.	Added to Internal Audit process. Item closed.	31.10.13	20.9.13	HC
3.3.1.	Consider benefit of introducing periodic audit of RFFS driving licences.	Annual inspection of driving licences introduced for December. Item closed.	31.10.13	20.9.13	HC
3.3.2.	Complete works to prevent hydrocarbon fuel seepage.	Pellows Waste has rectified situation, 6 monthly inspection now planned to stop environmental concerns.	31.10.13	10.10.13	HC

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COUNCIL OF THE ISLES OF SCILLY	TRANSPORT COMMITTEE	19.11.13	PART 2 INFORMATION
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Title **General Report - Airport**

Author Senior Airside Operations Officer

1 Introduction

1.1 This report is to update Members on matters which have occurred since the last meeting.

2. Passengers and Aircraft Movements (See Appendix A)

2.1. Passenger Movements – St. Mary's

Month	2011	2012	2013	+/-% 12/13
July	14,874	11,140	12,961	+ 16.3
August	16,603	14,131	14,375	+ 1.7
September	12,114	12,018	7,793	- 35.1
October	7,956	7,206	6,598	- 8.4

2.2. All Aircraft Movements – St. Mary's

Month	2011	2012	2013	+/-% 12/13
July	1,604	1,308	1,798	+ 37.5
August	1,658	1,502	1,746	+ 16.2
September	1,206	1,416	972	- 31.3
October	914	971	915	- 5.8

3. Freight and Mail Figures - St Mary's Airport

3.1. <u>Month</u>	<u>Weight Kg</u>
July - 13	20,674
August - 13	19,980
September - 13	15,524
October – 13	15,623
Total	71,801

4. Extensions to Opening Hours

4.1. The following table lists the number of times the opening hours at the Airport were extended, at the operators' request, for the benefit of the travelling public.

<u>Month</u>	<u>Skybus</u>
July - 13	1
August - 13	2
September – 13	1
October – 13	0

5. Health and Safety Monitor

- 5.1. As part of the safety management system at the Airport there is a safety event reporting system in place. Since the last report on the 18th July 2013 we have had two safety event reports issued.

6. CAA Aerodrome ATC, ATE and RFFS Audit

- 6.1. Over two days on the 23rd and 24th July we had the CAA inspectors here to carry out our annual audits. This year Aerodrome, Air Traffic Control, Air Traffic Engineering and Airport Fire Service audits were all carried out. Final audit reports are subject to separate information reports.

7. Exercise Bingo

- 7.1. Exercise Bingo, a table top scenario, took place on the 10th September 2013 in the Wesleyan Chapel. It was well attended by Police, Ambulance, Fire Service, Doctors, Hospital and the Steamship Company. It was facilitated by the Council of the Isles of Scilly and forms part of the licensing requirement at the Airport.
- 7.2. The final debrief report is to follow with any recommendations falling out of the exercise.

8. Financial Implications

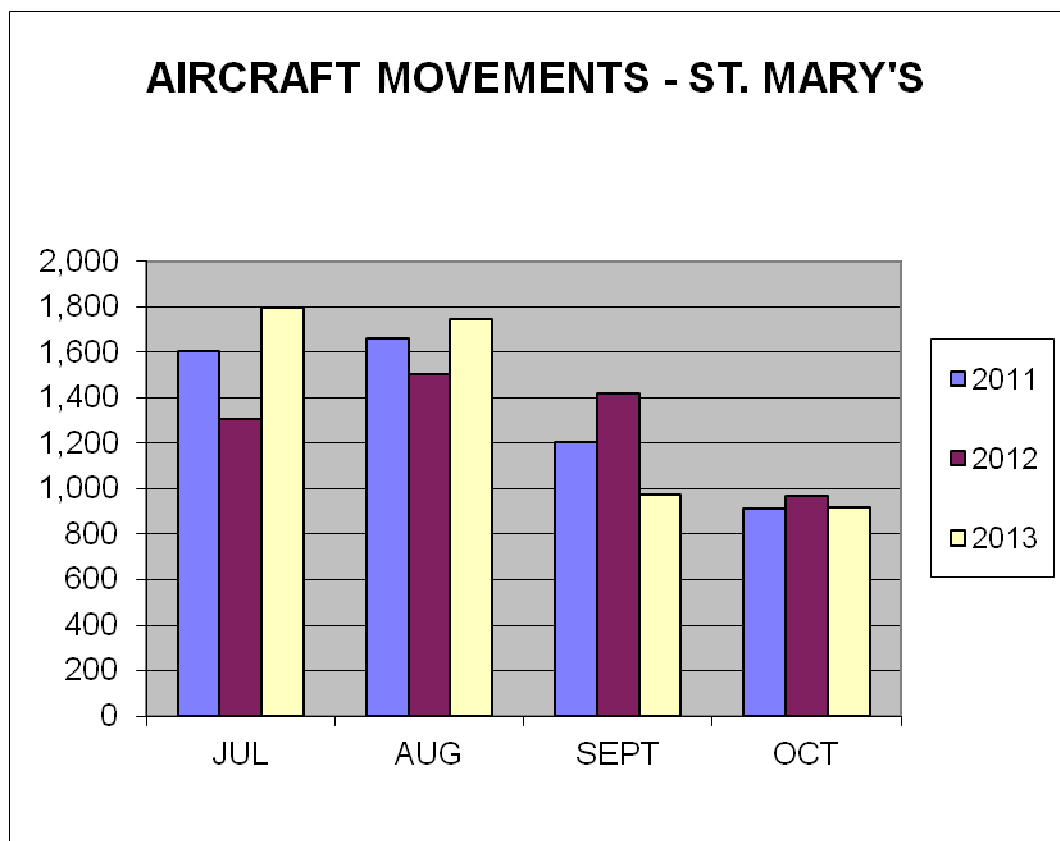
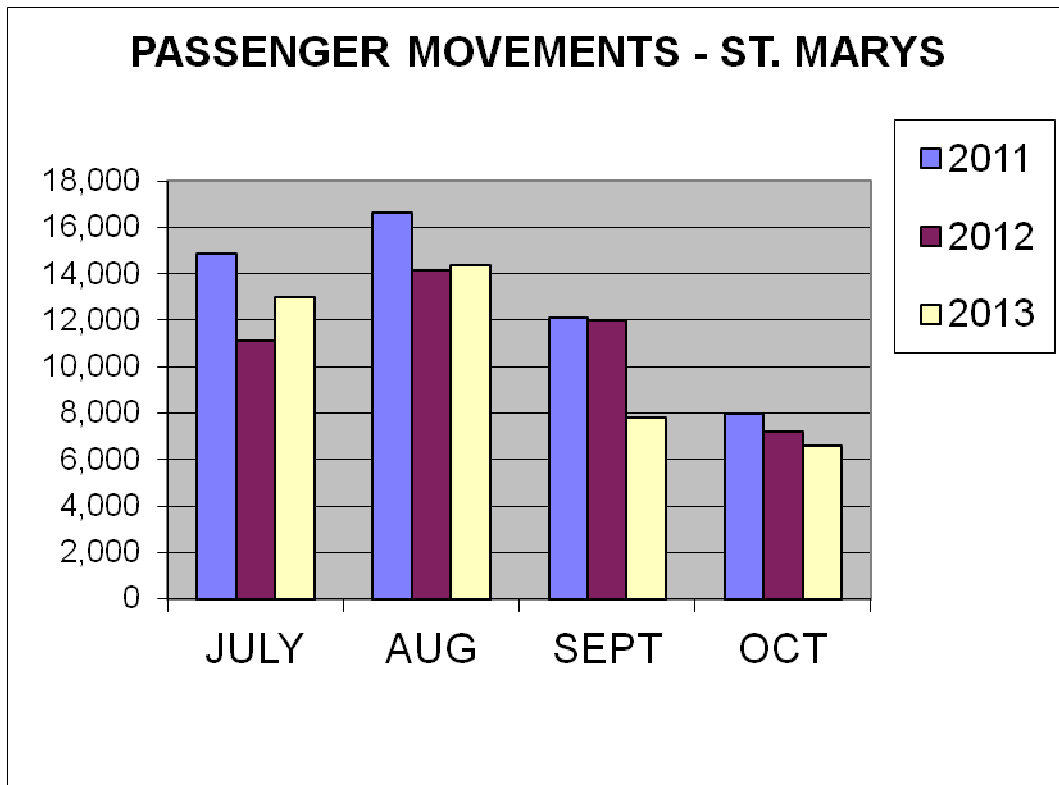
- 8.1. None as a result of this report.

9. Recommendation

- 9.1. That Members accept this report for information.

Implications	Environmental Impact	None as a result of this report
	Community Health Implications	None as a result of this report
	Crime and Disorder Reduction	None as a result of this report
	Best Value Implications	None as a result of this report
	Financial Implications	See Paragraph 8
	Legal opinion Required/ Date	Yes/No: Date

HC/5 November 2013



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COUNCIL OF THE ISLES OF SCILLY	TRANSPORT COMMITTEE	19.11.13	PART 2 INFORMATION
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Title **Air Traffic Control Staff Duties**

Author Accountable Manager

1 Introduction

- 1.1. Members discussed the duties of the Air Traffic Control Officers at their last meeting, the discussion being in connection with the requirements of delivering an Airport operation based on a full seven day week.

2. Information

- 2.1. The information provided to Members may have left them with a false impression regarding the current arrangements for providing ATC out of hours services for medical evacuation and Search & Rescue flights that require the operational facilities at the airport.
- 2.2. The option to open the airport for medical evacuations and Search & Rescue flights is facilitated by the licensed Air Traffic Control Officers. Importantly, and this information was not made clear at the meeting, the Air Traffic Control Officers provide this on call facility in their own time and without the payment of standby rates or call out fees in accordance with the Council Pay Policy. In effect they complete the contracted weekly hours for which they are paid to provide the ATC Service during the opening hours of the Airport, it is over and above this that they provide the call out service.
- 2.3. Additionally the Air Traffic Control Officers also regularly work overtime with no additional payment and no time off in lieu to cover extensions to the opening hours of the Airport caused by delays to the Airline Operators scheduled as a result of poor weather conditions on the Islands and on the Mainland.
- 2.4. The roster for provision of the Air Traffic Control Service during the Airport Operating Hours contains a column that identifies which staff member will make themselves available if such an event takes place.

3. Financial Implications

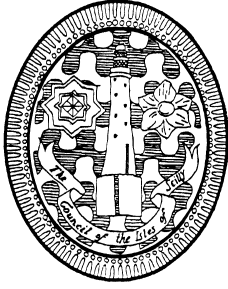
- 3.1. None as a result of this report.

4. Recommendation

- 4.1. That the report be accepted for information only.

Implications	Environmental Impact	None as a result of this report
	Community Health Implications	None as a result of this report
	Crime and Disorder Reduction	None as a result of this report
	Best Value Implications	None as a result of this report
	Financial Implications	See Paragraph 3
	Legal opinion Required/ Date	Yes/No: Date

SW/11 November 2013



Council of the Isles of Scilly

PART 3

Reports Containing Exempt Information

Reports in this section of the agenda contain information, which in the opinion of the Officers contains exempt information as defined within the 7 possible classifications under Section 100 (A) (4) Part I of Schedule 12A of the Local Government Act 1972.

Each report will have noted on it a paragraph number, which relates to the schedule as listed in the Members Pack and is considered the most appropriate to the contents of the report.

Note for Chairmen:

VIDEO RECORDING WILL NOW CEASE

