

Agenda 7b.

COUNCIL

20/08/26

Reply to Councillor Davis' question, posited at the July 2026 Council meeting.

Good morning, Milly,

Happy Monday and thank you, and it is really positive to hear that the Ferry team received praise for how they managed the additional traffic during the A38 closures. I will make sure that feedback is passed on to the team.

In relation to Councillor Davis' question, **06:15 is not currently a published or official timetable departure time**, which is why it does not appear on the website.

What we have been doing is based on operational and safety considerations, and current teams' terms and conditions and roster implications. Where the vessel, crew and associated safety checks are complete, and it is safe and operationally appropriate to do so, the team may bring the ferry into service slightly earlier rather than unnecessarily holding traffic until the published timetable start time. This also explains why the precise departure time may occasionally be slightly before or after 06:15.

Separately, there is work taking place behind the scenes looking at our wider ferry schedules. We are using historical traffic data, operational information and learning from situations to understand how demand has changed and whether our current timetable remains the most appropriate.

The existing schedule has, in broad terms, been operating around patterns established more than 20 years ago. Any future amendments therefore need to consider the needs of today's community and traffic flows, while also looking at operational efficiency, resilience and the work-life balance of our 24/7 operational teams.

Any formal timetable changes would, of course, be clearly communicated and published before implementation and I will let the council know.

Have a great week.

Kind regards,

Kellyann