CalMac action on Block booking issues

CalMac have met with a number of hauliers to discuss block bookings and no shows, and have also written to them with revised Terms & Conditions from summer 2018.

No shows can result in removal of all future block bookings for the missed sailing, unless there are mitigating circumstances. CalMac may also not guarantee that all block bookings will be met if they take the view that the Customer has overstated their requirements and those who have a credit facility can have this facility withdrawn in the event of failure to give 24 hours notice when cancelling a booking.

The roll out of the Arran B2B service commenced in September 2017, with the rest of the CHFS network being rolled out throughout 2018. CalMac report a significant reduction in the number of no shows and a saving of 25,480 metres on the Arran route alone, which is space saved up to 24 hours before departure, to September 2018. CalMac will continue their work with hauliers to make more reductions and increase capacity utilisation in 2019 and beyond.

One particular haulier CalMac work with has increased their utilisation percentage to 78% for Q3 of 2018.

Lane meters freed up by B2B team within 24 hours of sailing that had been block booked

	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18
Arran	394	2069	5344	1364	1443	1513	2006	1417	5763	1387	1134	1473	533.5
Mull	0	0	93	199	312	40	184	1153	114	1278	255	335	180
Islay	0	0	3884	0	1034	3949	811	342	457	1147	1490	1638	833
Uig/Tar/Lma	0	0	0	0	34	968	1345	1018	1258	314	725	991	640
Stornoway												357	367.3
	394	2069	9321	1563	2823	6470	4346	3930	7592	4126	3604	4793	2553

Arran falls under North Ayrshire and Mull/Islay would be Argyll and Bute. The B2B team at the moment don't manage the traffic on other routes (most of which are unbookable anyway).

As this is the first year of data we can't see what the impact is accurately - anecdotally we know that no show data is decreasing however before the team were in place there isn't confidence in the accuracy of recorded no show data so it's almost impossible to compare.