

TravelWatch- *ISLE OF MAN*

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Representing and promoting the interests of Isle of Man Passengers

www.travelwatch-isleofman.org

Isle of Man General Election 2021



TravelWatch Isle of Man – July 2021

To all TravelWatch Members/Supporters

Dear Colleagues,

General Election 2021 – TW Contribution

1. Introduction - As the passenger watchdog, TW Board discussed recently how to encourage discussion of passenger issues during the 2021 General Election Campaign. This letter is part of TravelWatch's attempts to assist both the electorate and candidates by providing some suggestions and guidance about issues we consider are of importance to many passengers.

2. Transport and Travel Issues

- **Air** Passenger concerns about the reliability and frequency of services including a lack of convenient connecting flights.



- **Sea** While the new Manxman will be welcomed by many, concerns remain about foot passenger access to the new Liverpool Terminal. Recently, sea departure and arrival times have been adversely impacted by a lack of harbour dredging.



- **Wind Farms** Ensuring that new or expanded Wind Farms do not interfere with long established Steam Packet ferry routes.
- **Buses** Will the new Bus Station in Lord Street Douglas have adequate facilities for passengers?



- **Information** Information from operators about services is patchy and can be poor during service disruptions.
- **Complaints Handling** Operators do not publish annual information about complaints, including numbers of complaints received and issues complained of.
- **IOM Government** Should the “development of Air policy” be separated from “delivery” by placing “policy” and “delivery” in different Government Departments?

- **Handling Passenger Issues** Should there be a formal “Consultative Committee” able to raise passenger issues with Government and operators?
- 3.** In addition, TravelWatch is concerned for the future of **Small Manx Charities** - In our opinion, a review is needed of recent changes to charity regulations to assess how far the new rules are adversely impacting smaller Island charities.

4. Possible questions to discuss with candidates

- How do candidates consider that the Government should be held to account on passenger issues?
- Would the candidate support a formal consultative committee to enable passenger issues to be raised with operators?
- What does the candidate consider Government policy should be to ensure adequate air services? What – if any - are their views on “Open Skies”?
- Despite the failure to provide a bus station in Douglas for decades, is the candidate aware of the minimal passenger facilities planned for the new Bus Station at Lord Street.? What should be done about this?
- What does the candidate think should be done about the design and delays to the new Liverpool Sea Terminal?
- How much information does the candidate think the Government should make public about ferry operations as these are now tax payer owned and supported?
- Does the candidate support protecting – and if necessary subsidising – defined air routes and operators – for example patient transfer services?
- Does the candidate support extending Demand responsive “Dial a Ride” services – currently only in the north – to other parts of the Island?
- What improvements – if any - would the candidate seek to assist passengers with disabilities to travel around the Island and to and from the Island?

- 5. Information sources.** Remember that the TravelWatch website has information on many of these issues – candidates may wish to visit our website: - www.travelwatch-isleofman.or