

# **Clyde and Hebrides Ferry Services Contract 3 (CHFS3)**

## **Public Engagement Events January/February 2024**

# CHFS3 Engagement: Purpose

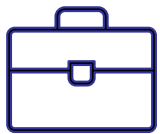
**Raising awareness of CHFS3 contract development and Islands Connectivity Plan**

**Explore current CHFS2 issues**

**Gain a clearer understanding on community views for developing CHFS3 contract and Islands Connectivity Plan**

**Guidance on how communities can stay informed and participate in the process**

# Improving the Current CHFS2 Contract: CHFS3 Objectives



# CHFS2: Example of Current Issues



Below is a small selection of CHFS2 issues which were identified through previous Transport Scotland stakeholder engagement sessions.

Various other sources including CHFS2 contract, National Transport Strategy, National Islands Plan, Strategic Transport Projects Review (consultations) and reports from Rural Economy Connectivity Committee, Public Audit Committee, Audit Scotland, and Net Zero Energy and Transport have also been reviewed.

## Some Examples of CHFS2 Issues

<b>CHFS Fleet</b>	<ul style="list-style-type: none"><li>• Four major ferries beyond operational life; leading to increased faults, delays and cancellations.</li></ul>
<b>Service Disruptions</b>	<ul style="list-style-type: none"><li>• Lack of spare vessels and ineffective maintenance schedules; resulting in frequent disruptions and unreliable services.</li></ul>
<b>Booking</b>	<ul style="list-style-type: none"><li>• E-Booking system launched May 2023 and has gone through numerous iterations since launch.</li></ul>
<b>Capacity and Demand</b>	<ul style="list-style-type: none"><li>• Lack of space available for urgent or essential travel plans.</li></ul>
<b>Freight</b>	<ul style="list-style-type: none"><li>• Window for booking is unbalanced, reserving space versus cancellation. Impacting capacity available to regular users.</li></ul>
<b>Timetables</b>	<ul style="list-style-type: none"><li>• Timetables required to be published before October and April but are often delayed. Timetable uncertainty impacts passenger travel plans and local economies (visitors, freight etc).</li></ul>
<b>Performance Reporting</b>	<ul style="list-style-type: none"><li>• Reports on performance and network status are not reflective of the real-time passenger experience.</li></ul>
<b>Engagement</b>	<ul style="list-style-type: none"><li>• Lack of engagement around cancellations and disrupted services.</li></ul>

# CHFS3: Public Consultation



- Communities have the opportunity to provide *meaningful input* on the development of the CHFS3 contract and *to improve the reliability and efficiency* of ferry services in Scotland as such, Transport Scotland will be seeking views on potential ferry service improvements via public consultation.
- The CHFS3 public consultation remains open until **8 March 2024**. Feedback can continue to be provided via email beyond the consultation period to a dedicated mailbox.
- The public consultation will address key themes identified by Transport Scotland stakeholder engagement, and reviews of various sources including National Transport Strategy, National Islands Plan, Strategic Transport Projects Review (consultations) and reports from Rural Economy Connectivity Committee, Public Audit Committee, Audit Scotland, and Net Zero Energy and Transport.

## Key Consultation Themes

Resilience and Reliability	Community Voice, Transparency and Accountability	Onward and Connecting Travel	Freight Services
Capacity and Demand	Carbon Reduction and Environmental Impact	Accessibility	Monitoring and Review

# CHFS2: Emerging Findings



Below is a small selection of possible measures for CHFS3 which have been identified following previous engagement and through discussions with communities and stakeholders so far.

## Examples of Possible Measures for CHFS3

<b>Resilience and Reliability</b>	<ul style="list-style-type: none"> <li>• Dedicated relief vessel(s) once new vessels are introduced to the fleet.</li> <li>• Increased standardisation of vessels to improve interoperability between routes.</li> </ul>
<b>Capacity and Demand</b>	<ul style="list-style-type: none"> <li>• Spaces available for last minute bookings for islanders and key workers.</li> <li>• Operator required to make best use of available deck space.</li> </ul>
<b>Community Voice, Transparency and Accountability</b>	<ul style="list-style-type: none"> <li>• Communications on service disruption could be regionalised, instead of being managed by HQ.</li> <li>• On site communication for users travelling – when boarding commencing, estimated departure and sailing times..</li> </ul>
<b>Carbon Reduction and Environmental Impact</b>	<ul style="list-style-type: none"> <li>• Explore where public transport connections could be improved to make alternative travel modes more feasible.</li> <li>• Full environmental impact of ferry services to be reported e.g. Climate impact report.</li> <li>• Removal of single use takeaway cups, takeaway food containers and plastics on ferries.</li> </ul>
<b>Onward and Connecting Travel</b>	<ul style="list-style-type: none"> <li>• Improved connectivity to ensure that ferry services align with bus and rail links, even during disruption.</li> <li>• Development of SMART ticketing to streamline booking processes.</li> </ul>
<b>Accessibility</b>	<ul style="list-style-type: none"> <li>• Regular accessibility audits to take place with accessibility groups such as Mobility Access Committee Scotland (MACS), with the aim of improving accessibility at ports and onboard vessels.</li> </ul>
<b>Freight Services</b>	<ul style="list-style-type: none"> <li>• Freight to be encouraged to travel via non-peak or dedicated freight services where practicable.</li> </ul>
<b>Monitoring and Review</b>	<ul style="list-style-type: none"> <li>• Suite of Performance metrics to cover all aspects of the ferry experience including customer satisfaction, service performance and sustainability.</li> <li>• Real time accurate performance reporting through a user-friendly application (app) to reflect the true passenger experience.</li> </ul>

# CHFS3: Contract Development Milestones



Stakeholder and  
Community  
Engagement

Stakeholder and Community  
Engagement (Update on CHFS3  
Public Consultation)



CHFS3 Public  
Consultation Go-Live

ICP Public Consultation  
Go-Live

CHFS3 Public  
Consultation Closes

CHFS3 Public  
Consultation Report  
Published

ICP Public Consultation  
Closes

New Contract  
Commences

# CHFS3: Opportunity to Share Your Views



Feedback provided by stakeholders and communities is crucial in helping us serve you better.

## Planned Engagement

- **Community Engagement:** Ongoing for first half of 2024.
- **Public Consultation:** Remains open until 8 March 2024

## Open Engagement

- **Email:** CHFS3 feedback and queries can be sent via [chfs3@transport.gov.scot](mailto:chfs3@transport.gov.scot). ICP feedback and queries can be sent via [ICP@transport.gov.scot](mailto:ICP@transport.gov.scot).
- **Website:** To view CHFS3 updates or for further information visit our website [www.transport.gov.scot/chfs3](http://www.transport.gov.scot/chfs3)
- **Writing:** Views and CHFS3 feedback forms can be returned by post to: [CHFS3 Consultation, Transport Scotland, George House, 2nd Floor, 36 North Hanover Street Glasgow G1 2AD.](#)



# CHFS3: Key Consultation Themes



- You are invited to share your feedback on how to improve services against the identified key themes, either by adding a post-it note against specific themes on this document, by filling in the engagement feedback form or via the public consultation in early December.

Key Consultation Themes				
Resilience and Reliability	Community Voice, Transparency and Accountability	Onward and Connecting Travel	Freight Services	Other
Capacity and Demand	Carbon Reduction and Environmental Impact	Accessibility	Monitoring and Review	

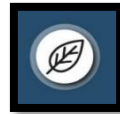
# Islands Connectivity Plan

**Draft Vision:** Scotland's ferry services, supported by other transport services, will be safe, reliable, affordable and inclusive for residents, businesses and visitors enabling transport connectivity, sustainability and growth of island and peninsula communities and populations.

## Draft Priorities:



**Accessible** – easy to use and affordable connectivity for all users.



**Integrated** – enable sustainable and active travel choices which support our health and well-being and make our island and other ferry dependent communities great places to live, work and visit.



**Reliable and Resilient** - meet the needs of communities and businesses and support the transition to a Wellbeing Economy.



**Low Carbon** – take actions to reduce the negative environmental impact of their operations and help to achieve Scotland's net-zero targets.

## Islands Connectivity Plan

Replacing previous Ferries Plan,  
Community Needs Assessments  
and Fares Policy

Strategic Approach Paper

Vessels and Ports Plan

(Refreshed) Community Needs  
Assessment

Low Carbon

Fares Policy

Onward and Connecting Travel



Clyde and Hebrides Ferry  
Services and Northern Isles  
Ferry Services

The Islands Connectivity Plan will replace the Ferries Plan (2012 -2022) but will be wider in scope, taking account of **aviation, ferries and fixed links**, as well as **onward and connecting travel**.

The Islands Connectivity Plan draft Strategic paper will **set a vision for Scottish ferries**, outlining good practice for the delivery of ferry services in Scotland which will support local authority delivery plans.

We have focused on **existing feedback from our Island and Peninsula communities**, key stakeholders, the recent Net Zero, Energy and Transport Committee Report, as well as reviewing the previous Ferries Plan.