

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

## **Public Engagement Events November 2023**

# CHFS3 Engagement: Purpose

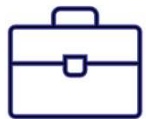
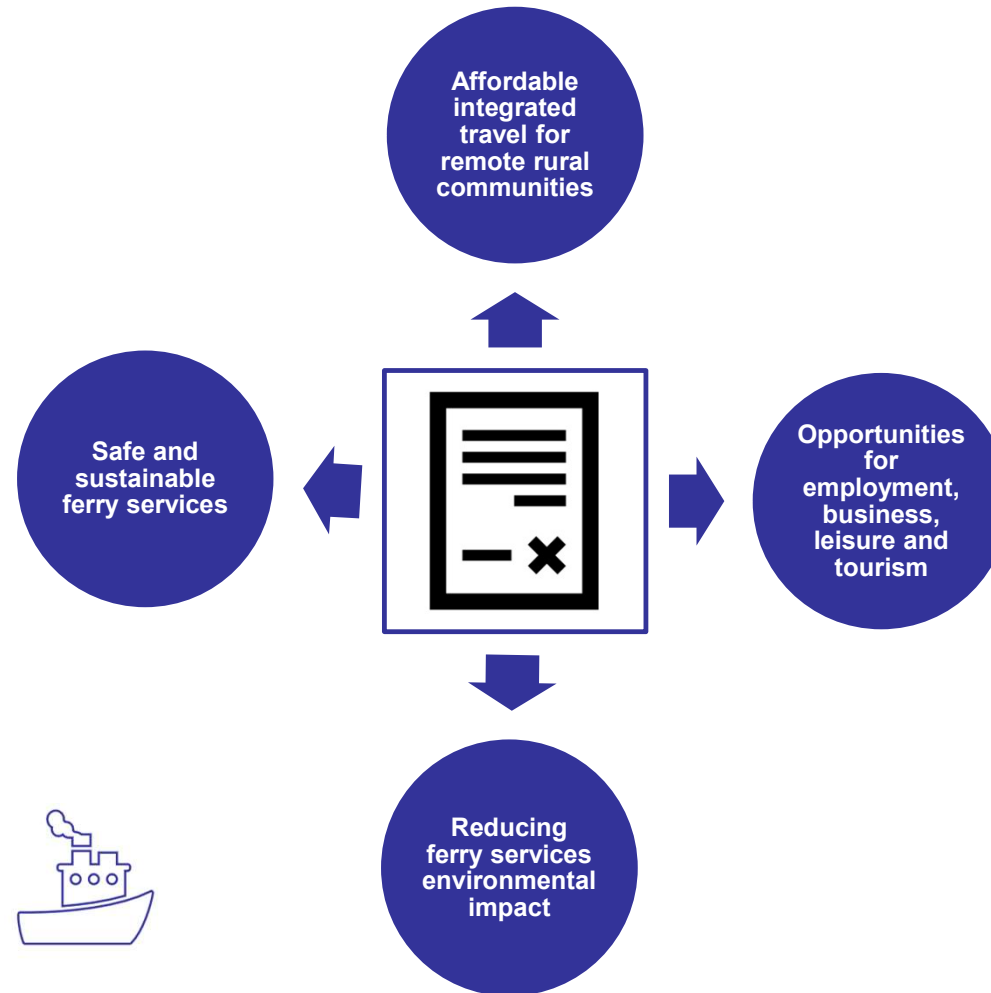
Raising awareness of CHFS3 contract development and Islands Connectivity Plan

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 public consultation will open in **early December** and will run for a 12-week period. 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

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

# CHFS3: Contract Development Milestones



Stakeholder and  
Community  
Engagement

Stakeholder and Community  
Engagement (Update on Public  
Consultation)



Public Consultation Go-Live

Public Consultation Closes

Public Consultation Report Published

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:** Commencing November 2023 and first half of 2024.
- **Public Consultation:** Commencing in December 2023, running for 12 weeks until February 2024.

## Open Engagement

- **Email:** Feedback and queries can be sent at any time via [chfs3@transport.gov.scot](mailto:chfs3@transport.gov.scot)
- **Website:** To view CHFS3 updates or for further information visit our website [transport.gov.scot/chfs3](https://transport.gov.scot/chfs3)

# 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



## Islands Connectivity Plan

Replacing previous Ferries Plan, Community Needs Assessments and Fares Policy

Strategic Paper

Long Term Plan for Vessels and Ports

(Refreshed) Community Needs Assessment

Low Carbon Plan

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.

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

## Draft Priorities:



**Integrated Transport** – support health and wellbeing and enable sustainable and active travel choices



**Accessible** - easy to use and affordable connectivity for all users



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



**Low Carbon** - help to achieve Scotland's net-zero targets