

About your use of Sound of Harris Ferry Service

To support the development of its Islands Connectivity Plan, Transport Scotland is undertaking research to inform the future level of service provision on Clyde and Hebrides Ferry Service across Sound of Harris.

This survey will be used to collect information on how the route is used and to gather views on the impacts of the options around future services.

This survey is being carried out by Transport Scotland and all information gathered will only be used for the purposes of this research.

Please think of your **current/most recent journey** made using the CalMac ferry service on Sound of Harris when answering these questions.

1. Are you filling this survey on board the ferry?

- ☐ No
- ☐ Yes, I'm travelling from Berneray to Leverburgh
- ☐ Yes, I'm travelling from Leverburgh to Berneray

2. Where did you start your journey? *(Please provide geographical location e.g town/city, island, region or postcode)*

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3. Where was/is your final destination when using the ferry? *(Please provide geographical location e.g town/city, island, region, postcode)*

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4. What was/is the **main reason** for your trip? (*please tick one option only*)

- ☐ Commuting to/from place of work
- ☐ Travelling on business
- ☐ Education / training
- ☐ Visiting friends/family
- ☐ Leisure/Sport
- ☐ Holiday/Short Break/Tourism
- ☐ Shopping
- ☐ Health/Medical appointment
- ☐ Connect to onward flight or ferry

Other

5. For what **other purposes** have you used this ferry service in the past? (*select all that apply*)

- ☐ Commuting to/from place of work
- ☐ Travelling on business
- ☐ Education / training
- ☐ Visiting friends/family
- ☐ Leisure/Sport
- ☐ Holiday/Short Break/Tourism
- ☐ Shopping
- ☐ Health/Medical appointment
- ☐ Connect to onward flight or ferry

Other

6. Approximately how often do you use this ferry route?

- ☐ Over 5 times a week
- ☐ 2-5 times a week
- ☐ Once a week
- ☐ 2-3 times a month
- ☐ At least once a month
- ☐ 3-6 times a year
- ☐ Twice a year
- ☐ Once a year
- ☐ Less than once a year

7. What was the **main mode** of transport that you used for your journey **to** the ferry terminal? *(Please select one option only)*

- ☐ Walking / wheeling
- ☐ Car/van (brought on board)
- ☐ Car/van (parked at/near terminal or dropped off)
- ☐ Taxi
- ☐ Bicycle
- ☐ Motorbike
- ☐ Bus
- ☐ Coach
- ☐ Motorhome

Other

8. What will be the **main mode** of transport that you use to travel **to your onwards destination** once you arrive at the ferry terminal? *(Please select one option only)*

- ☐ Walking / wheeling
- ☐ Car/van (brought on board)
- ☐ Car/van (parked at/near terminal or dropped off)
- ☐ Taxi
- ☐ Bicycle
- ☐ Motorbike
- ☐ Bus
- ☐ Coach
- ☐ Motorhome

Other

9. What is the **main** reason you chose to take this ferry instead of flying? *(Please select one option only)*

- ☐ There are no flights to my destination
- ☐ I prefer sailing to flying
- ☐ Ferry is more affordable
- ☐ Ferry departure/ arrival times are more suitable
- ☐ Ferry is more suitable for onward connections
- ☐ I need to bring my own vehicle
- ☐ Flight was fully booked

Other

10. Please indicate how the current service performs on the following: *(please select one option only)*

	Very Good	Good	Neither good or poor	Poor	Very poor
Reliability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of deck space during summer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of deck space during winter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How often the ferry runs in a day during summer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How often the ferry runs in a day during winter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of onward public transport connections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. Is this your first trip on this ferry?

☐ Yes

☐ No

12. Were you able to book *your* desired sailing? *(Please only answer this question if this is your first trip on this ferry.)*

☐ Yes

☐ No

☐ N/A

13. How far in advance did you book your journey? *(Please only answer this question if this is your first trip on this ferry.)*

- ☐ As soon as the booking opened
- ☐ More than a month in advance
- ☐ More than two weeks before
- ☐ More than a week before
- ☐ A week before
- ☐ The day before I travelled
- ☐ The day of my travel

14. How often are you able to book vehicle space on a sailing that you want to use? *(Please only answer this question if this is not your first sailing on this route)*

- ☐ Always
- ☐ Most of the time
- ☐ Some the time
- ☐ Never

15. How far in advance do you book your journey? *(Please only answer this question if this is not your first sailing on this route)*

	During summer months	During winter months	When taking my car	When travelling as a foot passenger
As soon as the booking opens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than a month in advance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than two weeks before	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than a week before	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A week before	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The day before I travel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The day I travel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Never	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. If you are unable to book a space on the ferry at your desired time due to it being full, what is your usual course of action?

- ☐ I travel to the ferry terminal to try and catch the sailing I want to use in case a space is available
- ☐ I take the next available ferry on the same day
- ☐ I take the ferry next day at the same time
- ☐ I make the journey at a later date
- ☐ I will not travel at all
- ☐ I will travel as a foot passenger
- ☐ I will travel using other modes

Other

17. If the following changes were made to the transport network how would that affect your usual ferry use?* *(Please select one option only)*

** Please note, none of these changes are being proposed at this time. However, we would like to know how you see your travel needs changing as this will help us develop and consider future options.*

	I would take the ferry more often	I would take the ferry less often	No change
Additional ferry sailings are introduced during summer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of daily sailings are reduced during summer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Additional ferry sailings are introduced during winter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of daily sailings are reduced during winter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ferry crossing time is shorter/ Ferry is faster	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Additional flights are introduced	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A fixed link is built across the Sound	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More parking space is created at the ports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An alternate ferry route from Lochmaddy to Tarbert is created that allows for a longer sailing day or more sailings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18. If the following changes were made to the transport network how would that affect your usual travel?* *(Please select one option only)*

** Please note, none of these changes are being proposed at this time. However, we would like to know how you see your travel needs changing as this will help us develop and consider future options.*

	I would travel more often	I will travel less often	No change
Additional ferry sailings are introduced during summer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of daily sailings are reduced during summer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Additional ferry sailings are introduced during winter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of daily sailings are reduced during winter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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A fixed link is built across the Sound	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More parking space is created at the ports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An alternate ferry route from Lochmaddy to Tarbert is created that allows for a longer sailing day or more sailings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19. Please share anything you would like to tell us about this ferry service

Background Information

We'd like to know a little bit about the people that complete the survey so that we can assess possible impacts of the ferry service and possible changes on the community such as on affordability, accessibility amongst others. Please be assured that all analysis and reporting will be conducted to maintain anonymity.

20. Gender:

- ☐ Female
- ☐ Male
- ☐ Non-binary
- ☐ Prefer not to say

21. What is your age?

- ☐ 16-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65-74
- ☐ 75+
- ☐ Prefer not to say

22. Home postcode

.....

23. Do any of the following statements apply to you? (please tick all that apply)

- ☐ I am a Blue Badge holder
- ☐ I have a mobility-limiting health condition
- ☐ I have a concessionary bus pass
- ☐ I hold a valid driving licence
- ☐ I have access to a vehicle(s) (e.g. car, van, etc) in my household

24. Average annual household income: *(please tick one box only)*

- ☐ Less than £10,000
- ☐ £10,001 - £20,000
- ☐ £20,001 - £30,000
- ☐ £30,001 - £40,000
- ☐ £40,001 - £50,000
- ☐ £50,001 - £60,000
- ☐ Over £60,000
- ☐ Don't know
- ☐ Prefer not to say

25. If you would like Transport Scotland to keep in touch with you about this research and the vessel replacement projects, please provide an email address below.

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