

1. Why has there been no community engagement carried out as promised?

- The work of the steering group undertaken since the public engagement events in October 2018 have focused on the design of the marine works which included technical elements; whereby during this period direct engagement with the Arran community has been undertaken through the Arran Ferry Committee representative.
- The feedback from the initial public engagement events has informed the progress made to date.
- Ensuring the views of the community are heard and understood is an important part of the project and there are various stages of the project at which we will engage with the community.
- The Ardrossan project is currently in the planning and design phase with the Steering Group members developing the marine and landside infrastructure design.
- Due to Coronavirus the Public information events that were expected to take place late March/early April 2020 have been postponed and will be re-scheduled. The Transport Scotland and North Ayrshire websites will continue to be updated in the coming months and throughout the year.
- CalMac and Transport Scotland met with members of the AFC, Stagecoach, SPT and other members of the community in January and February to discuss service continuity and service requirements. Further engagement with the Ardrossan and Brodick communities will follow during 2020.

2. How much will this cost and who is paying what?

- The project at its current stage of development is estimated to cost between £35-£40million. The final cost of the project will not be known until the tender and procurement process has been undertaken and a contractor appointed.
- Peel Ports Group and North Ayrshire Council have committed funds to the project, along with external funding partners; with a significant contribution being sought from the Scottish Government

3. Who is in charge of the programme overall?

- The development works at Ardrossan are being overseen by a Ministerial Task Force which brings together Transport Scotland, Peel Ports Group Ltd, North Ayrshire Council (NAC), CalMac Ferries Ltd (CFL), Caledonian Maritime Assets Ltd (CMAL), the Arran Ferry Committee and Kenneth Gibson MSP.

4. How long will the work take?

- The marine and landside infrastructure works are expected to be completed within 21 months of construction commencing.
- During construction works the main Arran berth at Ardrossan will be closed and the service will utilise the Irish Berth.

5. Is it still the plan to start next year?

- The project is currently in the planning and design phase, with the marine infrastructure Option 2 – being progressed to exemplar design for tender stage.
- A more detailed programme will be available once a contractor is appointed.
- Works are expected to commence around the fourth quarter of 2020 with completion expected around quarter four of 2022.

6. Why is it taking so long to agree a design when the new vessel should have already been in service?

- The planning and design phase; and approval process of any project can be both lengthy and complex depending on the nature of the project.

- In 2018 the outline design for the marine upgrade was identified. To provide assurance to Ministers and stakeholders a review of the design was undertaken, and this was formally signed off by the Ministerial Task Force on 23 April 2019
- Both marine and landside infrastructure design phases are currently on-going. This ensures that all elements of the design are checked against the scope of the project and are in-line with operational requirements for the service and port infrastructure prior to being progressed to approvals and tender stage.
- North Ayrshire Council and Peel Ports Group have appointed a Lead Consultant Team which includes a Master planner and Architect for the landside design works.

7. Will the work be complete before the Glen Sannox is introduced and if so where will it berth?

- On 18 December 2019, the Scottish Parliament was informed that the estimated delivery window for the MV Glen Sannox, is October to December 2021.
- The Scottish Government remains committed to the delivery of the MV Glen Sannox to the Ardrossan and Brodick route, with £49.6million in this year budget (2020/2021) allocated to the vessel programme.
- We are pleased that good progress is being undertaken at the yard including the recruitment of new staff. The detailed understanding, we now have of what it will take to complete the ferries is also a huge step forward.
- The timeline for the development works will take cognisance of the delivery date for the MV Glen Sannox whereby timelines will continue to be monitored and service resilience plans developed.

8. Will this work reduce the frequency of unscheduled overnight berthing at Brodick?

- Yes, the frequency of unscheduled overnight berthing is expected to reduce under the works being proposed. Currently, the issues with berthing overnight at Ardrossan are largely due to the size of vessel in relation to the size of port which restricts available space and therefore reduces safe berthing parameters. The improvements planned for the Arran berth should address this concern.
- However, Ardrossan is an exposed port to swell from a SW – WSW directions and large swell from those directions gets inside the harbour. As the effect of swell cannot be fully mitigated there may still be an occasional requirement for unscheduled overnight berthing at Brodick.

9. We have heard the Glen Sannox won't fit into the Irish berth is this true and if so, why when larger boats have used it historically.

- It would be difficult to deliver a safe and resilient service to the Irish Berth using the MV Glen Sannox. This is because the 'entrance' to the Irish Berth, between Winton and Montgomery piers is narrow and out with safe berthing margins for the size of the MV Glen Sannox; berthing is already much slower when the MV Caledonian Isles uses this berth which is largely due to the vessels size. It is also not suitable for prevailing wind conditions (existing vessels only use the Irish Berth in Easterly or light winds). Previous larger vessels operating to the Irish Berth only had a poor reliability record and even a grounding, whilst operating a much less frequent timetable than CFL.

10. What confidence level do you have that the Irish berth will cope during the works?

- Peel Ports Group has confirmed that under normal weather conditions the Irish Berth can accommodate services to Brodick throughout the construction period.
- Peel Ports has carried out extensive works to the Irish Berth and linkspan to improve the resilience and reliability of the berth. These works included: overhaul and machining of sheaves, replacement of lifting wires, new ramp brake motors, oil change and new grease lines, maintenance of gears, installation of self-levelling unit, painting, upgrade of alarms, anti-skid coatings, replacement of structural bolts, the replacement of safety systems and linkspan hydraulics, fabrications repairs to the linkspan, CCTV and control monitoring and NDT and load testing. .

- Works will continue on the Irish Berth Linkspan between now and end of March 2020, which will include fabrication works, however these will be completed between sailings required to operate to/from the Irish Berth Linkspan. There will be no impact on service.
- The Task Force are working to identify a suitable alternative mainland berth for throughout the duration of the works at Ardrossan to ensure service continuity. Please refer to Question 22 & 28.

11. Will there be an effective Passenger ramp provided at the Irish berth to avoid everything going thru car deck? Including effective mobility impaired access?

- We are aiming to avoid passengers having to access the vessel over the vehicle deck, however investigation works are currently underway to determine what type of passenger access can be provided at the Irish Berth. This will include considerations for mobility impaired access.
- The Ardrossan Steering Group will continue to progress with the service continuity plan, which includes passengers access facilities being available on the Irish Berth to ensure an optimal service can be provided from Ardrossan during the upgrade work.

12. Will the new building be a copy of Brodick? If 2 storey's will there be an escalator?

- The design of the new terminal building has yet to be finalised. However, we can confirm that the building will take cognisance of the Equality Act 2010 and Health & Safety Regulations in regard to passenger facilities.
- To confirm that feedback received from communities regarding the Brodick terminal for example: passenger's access and egress, passenger experience and stairs/lifts are all being considered in the design of the Ardrossan terminal building.
- Proposed designs for the terminal building will be shared with each of the communities in Ardrossan and Brodick via engagement sessions whereby comments and feedback will be fully considered prior to a final design being implemented.

13. Will the PAS be the same as Brodick?

- The design of the Passenger Access System at Ardrossan will be the responsibility of CMAL in collaboration with PPG and NAC. The final design has yet to be finalised, however the design of the PAS is expected to be shorter than the PAS currently installed at Brodick, estimated to be up to 70metres.
- The Steering Group has taken cognisance of the communities' feedback regarding the Brodick PAS and has factored this into the design criteria, which will then be an integral part of the overall design for the landside infrastructure and integration with the terminal building.

14. Various reports suggest that the skippers have had difficulty berthing on the simulator. Is this true and if so why proceed?

- No, this is untrue. The reason for undertaking the simulations was to test the operational limits of the vessel against proposed infrastructure upgrade options, without the risk to actual vessels, infrastructure and people.
- Planned sea trials will offer CalMac Masters and crew the opportunity to experience first-hand how the vessel performs prior to being deployed on the route.

15. Is LNG safe? Will it actually be more efficient and environmentally friendly?

- The LNG facility will be built in line with industry and safety requirements.
- The project seeks to minimise works and the carbon footprint where practicable particularly through the introduction of LNG bunkering facilities.

- The upgrade includes the installation of LNG bunkering facilities which will be the first for a ferry service in the UK. LNG has a reduced GHG emission compared to MGO of c.20-25%.
- LNG also has significant local air quality benefits with Shore-powering providing for overnight powering of vessels, with significant local noise and air quality improvements for residents and crew.

16. Recent press suggests we will need to operate a different timetable- what will this mean?

- A Passenger Engagement Survey was recently undertaken by CalMac on the Ardrossan route, and this will inform the service continuity plans which are currently being undertaken.
- The Passenger Engagement Survey Report has been published on the TS webpage – <https://www.transport.gov.scot/transport-network/ports-and-harbours/ardrossan-harbour-taskforce/>
- To better understand service users' needs and ensure these are considered within timetable requirements. Further engagement with the Ardrossan and Brodick communities will follow.

17. Will sailings still connect with rail and road?

- Connectivity for onward travel and integration with other modes is a key consideration within the current development of the service continuity plan.

18. Will there still be 10 sailings per day?

- No decisions have been undertaken in regard to the timetable during the works. However, timetables will recognise the demand on the service and ensure we continue to support these during the works.
- Further engagement sessions will be organised to allow the communities to comment on any proposals prior to a final plan being implemented.

19. What about parking etc during the works? Is the car park going to be expanded upgraded? It is currently a bottleneck with passengers queueing for space, waiting for cars to leave before they get parked!

- The Steering Group is currently progressing a temporary works plan for access to the port when construction works are ongoing which includes parking.
- The landside design being prepared by the Lead Consultant will establish the parking requirements and design and associated queuing arrangements. This will provide car parking sufficient for the capacity of the ferry and demand on the route, while the design of the facilities will seek to address any concerns experienced by users such as unreasonable congestion or queuing.

20. How will the work impact the service to Campbeltown and which route will get priority if revised timetable causes conflict?

- The service continuity plan and the development of timetables will aim to ensure there is no conflict between services. All timetables that will be put in place during the construction period will aim to keep disruption and changes to a minimum.

21. Will connectivity eventually be improved with better bus services including the Ardrossan harbour in their route?

- Transport Scotland and CalMac continue to work collaboratively to improve integrated public transport connectivity with ferry services at each of the ports, Ardrossan and Brodick.

- One of the objectives from Peel Ports and North Ayrshire Councils commitment and investment to the Ardrossan project is to improve accessibility and the quality and reliability of ferry services supported by excellent multi-modal transport interchanges that offer travel choice for all users.
- NAC continues to engage with Strathclyde Partnership for Transport (SPT) as the Regional Transport Authority and local operators to improve active and sustainable travel opportunities.
- NAC's investment will help grow the economy, increase employment, maximise links and support the regeneration of North Ayrshire.

22. Are there contingency plans for delays to work or if service needs to go to Troon for a period ?

- Yes, contingency plans for disruptions and any delays to the infrastructure works are currently being developed as part of the service continuity plan.
- Engagement with the communities including the Arran Ferry Committee took place in January, February 2020 and more is expected throughout the year.
- The commitment from the Task Force is to retain services to Arran from the Irish Berth throughout the closure period, subject to safe operating conditions and weather conditions at the port.
- Contingency planning is part of the continuity plan and as such Troon has been considered as an alternative mainland berth, in the event the Irish Berth is unavailable during the works.

23. In summer what will 2 boats timetable be if we need to use Troon?

- No final decision has been taken in regard to the timetable during the works, including diversions to Troon as part of contingency plans. CalMac will work closely with the community to understand service users' needs and ensure these are considered within any temporary timetables.
- Engagement with the communities will be undertaken on any proposals prior to a final plan being implemented.

24. On completion, can Ardrossan cope in summer with 2 boats serving Arran and Campbeltown with the Glen Sannox and CI?

- The aim of the project once complete is to deliver a resilient port at Ardrossan.
- It is expected that with both the MV Glen Sannox and the Caledonian Isles, will meet demand over the summer months covering the route to Brodick and Campbeltown providing a resilient ferry service.

25. What provision is made for distance to parking, buses and rail at Troon?

- As noted above, the service continuity plan is currently being developed. However it is expected that should any services be required to operate to Troon, provisions for car parking and onward travel would be arranged.

26. Has consideration been made for notifying travellers to Arran coming from Glasgow by road and rail to avoid travel to Ardrossan when the vessel will use Troon?

- Yes, as part of the service continuity plan notification to travellers of any potential change to their journey will be included. In addition, consideration will be given to the processes required to make customers aware of any changes to their journey. These processes will be communicated to the communities as part of the service continuity plan is due course.

27. Have freight carriers been consulted to ensure any diversion to Troon will not compromise their services?

- CalMac will work closely with freight carriers to understand their service needs and feed these into the service continuity plans prior to any decisions being taken on timetables. CalMac and Transport Scotland have begun engagement with the AFC and other key stakeholders to understand their needs.

28. Where will the “port of refuge” be during the work and until Gourock is repaired?

- Troon is currently being considered as an option as the alternative mainland port during the works
- Gourock linkspan will undergo life extension works during 2020 to ensure its purpose continues as an alternative main land port for services from Ardrossan and Bute.
- Should a situation arise that renders both berths at Ardrossan and the berth at Gourock inaccessible for use by MV Isle of Arran or MV Caledonian Isles, which serve the Ardrossan-Brodick route, Wemyss Bay would be considered for MV Isle of Arran as an alternative berth. MV Caledonian Isles is unable to berth at Wemyss bay due to her size, therefore her port of original departure may be the best solution. In this case passengers could use the Claonaig-Lochranza route to and from Arran as well as Troon being considered for use as an alternative mainland port.

29. How will you keep the community updated on progress? Some don't use social media!

- A communications strategy for during the construction works is currently being progressed by the Steering Group, whereby all methods of communication will be used to ensure the general public is kept informed of progress. For example – posters, newsletters in the ports and on vessels as well as a dedicated webpage.
- We will also work with local organisations to raise awareness of progress through their communication channels.