Public Consultation for the next Clyde & Hebrides Ferry Services Contract (CHFS3)

Reliability and Resilience

Community feedback highlighted that the resilience & reliability of ferry services needs to be addressed as a priority due to the impact on business & communities when ferry services are disrupted.

Q1. Do you think that the current performance measures of the ferry services are the right ones:

Yes
No

Please explain your answer

Q2. Are there any additional or alternative performance measures that you think could be introduced to improve resilience and reliability of ferry services?

Yes
No

Please give us your views

Capacity and Demand

Fares have significantly reduced and made Scottish Islands more accessible to everyone through the Road Equivalent Tariff (RET) however, we understand there is a balance to be struck between vessel capacity and passenger demand, therefore we need to find a better way to manage the number of users and the available space.

Community feedback has highlighted the high demand for ferry services during summer. Therefore, there is a requirement to consider the balance

between capacity and demand to ensure car spaces are available to make essential or urgent travel.

Q3. We know that vehicle space capacity is at a premium during peak time sailings.
Do you have any suggestions that could be introduced to reduce vehicle space demand?

Yes
No

If yes, what are your suggestions?

Q4. To reduce the number of cars on deck at peak times, would you be willing to travel to and from a port using public transport?

Yes
No

If no, please explain your answer

Q5. To reduce the number of cars on deck at peak times, would you be willing to travel to and from a port using active travel modes (walking, wheeling, cycling)?

Yes
No

If no, please explain your answer

Q6. Should operators be required to hold dedicated vehicle deck spaces on busy routes for the use of island residents and key worker personnel required to travel at short notice?

Yes
No

If no, please explain your answer

Community Voice, Transparency and Accountability

Community feedback suggests there could be more dialogue and consultation carried out across the network, giving local communities a better opportunity to provide feedback, which will aid decisions related to ferry services.

Community feedback highlighted that ferry services need to be appropriately timetabled to balance the needs of different users.

Q7. How could communities be provided with a stronger role in providing input on ferries related decisions?

Please give us your views

Q8. Are there ways in which Operators' engagement with local communities can be improved?

Please give us your views

Q9. Is the Ferries Community Board representative of island populations?

Yes
No

If no, please explain your answer

Q10. Does the Ferries Community Board reflect your interests for the next contract?

Yes
No

If no, please explain your answer

Q11. Should communities have greater say in the development of timetables, so they suit the needs of ferry users?

Yes

No

Please explain your answer

Carbon Reduction and Environmental Impact

We are making good progress towards a net zero future; however, low carbon ferry engine technology is still being developed so we need to think of alternative ways to reduce our carbon footprint and our impact on the environment.

Q12. In what ways can ferries reduce their carbon emissions in line with Net Zero targets?

Please give us your views

Q13. Would you consider reducing your car use when travelling by ferry?

Yes
No

If no, please explain your answer?

Onward and Connecting Travel

Looking at how onward and connecting travel can be promoted will enable us to provide opportunities for better connectivity and ferry user-access via active travel, public transport, and other more sustainable transport modes.

Q14. What do you think could be introduced to improve public transport connectivity between ferries, rail and bus operators?

Please give us your views

Accessibility

Community feedback showed that some equality groups face additional challenges when accessing and using ferry services.

Q15. Would you support a regular accessibility audit taking place with accessibility groups such as Mobility Access Committee Scotland (MACS), with the aim of improving accessibility at ports and onboard vessels.

Yes
No

What else you think could be done to improve accessibility on our ferry services?

Freight Services

Feedback provided by the community has highlighted that freight bookings can impact available vehicle spaces on vessels.

Q16. Are there ways to improve the Operator's collaboration with hauliers and businesses to better plan commercial traffic volumes?

Please give us your views

Q17. Do you have any suggestions to better manage or reduce the demand on routes which experience high freight volumes?

Please give us your views

Monitoring and Review

Feedback has highlighted that communities would like greater clarity and accuracy on performance reporting to be embedded within the next contract.

Community feedback indicates that the true passenger experience is not reflected in the way the operator reports performance.

Q18. Would you welcome the opportunity to provide feedback to improve services?

Yes
No

If yes, how often should this happen and how should this be conducted?

Q19. Do you have any suggestions on how the Operator could provide a more accurate reflection of the passenger experience?

Please give us your views