

Ferry User Group Meeting

Ferry User Group Review

FERRY CONSULTATION ARRANGEMENTS FOR CHFS

PURPOSE OF REPORT

The purpose of this report is to set out the Ferry Service Stakeholder Engagement processes as they relate to the Clyde and Hebrides Ferry Service Contract ahead of the retendering exercise for this contract.

CONSULTATION PROCESS

The consultation arrangements set out in this report are designed to eliminate overlaps and ensure that each layer has a distinct role and focus. These effectively fall along the lines of having a tier that is operational that will have a relationship with a tactical tier.

The consultation tiers are set out in detail below but can be summarised as:

Operational – Ferry Committee (CHFS Operator Led)

Tactical – Regional Ferry User Groups (RTP Administered)

FERRY OPERATOR LOCAL CUSTOMER CONSULTATION (Tier 0)

The Ferry Operator should, through its Regional Management Structure, consult on and discuss matters affecting the timetable for the services within their area. Most customer-related issues can be dealt with locally and within short time-scales. CalMac proposes to consult with communities served by individual services on a regular basis, normally once or twice per annum, to consider service issues and timetables. In order to ensure credibility and representation, these groups should include a minimum of two elected members from the area, one of whom could be elected as chairperson although this is not essential. This consultation forum will exist separately from, but will work in conjunction with the Ferries User Groups.

This first line of consultation between the users of services to island and peninsular communities and the Operator will be focused on operational issues of concern to the individual communities served which should be capable of being resolved without requiring changes to the Operator's contract. Issues to be discussed at these operator level (Tier 0) will include: minor timetable adjustments, integration with other forms of transport, facilities on board or ashore, service performance and information services for users. Note that fares are a matter for Transport Scotland and that timetables are also all approved and authorised by Transport Scotland

Examples of subjects not for discussion at Tier 0 might include Vessel Replacement Strategy, Infrastructure requirements or developments and Strategic Issues.

CalMac will respond to all issues raised within 30 business days. Consultation and responses can be undertaken by conference call, email and or face to face meetings.

Unresolved matters may be referred to the relevant Ferry User Group (Tier 1) for consideration through the channels provided.

Any unresolved matters raised by a Ferry Committee (or Community Council) relating to service or timetables etc will be referred to the Ferry User Group who, if agreed by the Group, may appeal to Transport Scotland.

Tier 0: Consultation Agenda

- 1. Minutes of previous meeting and Actions*
- 2. Timetable adjustments*
- 3. Current challenges or service issues*
- 4. Next steps, Timescale, Actions and Date of Next Meeting*

FERRY USER GROUPS

The purpose of the Ferry User Groups is to provide an opportunity for stakeholder groups representing users of the CHFS services, the associated infrastructure, and linked services and facilities, to engage on the operation and development of ferry services on a regional basis. This will facilitate consideration of operational developments on the basis of multiple routes including where there are shared vessels and infrastructure between routes / island communities. This will also provide a platform for the operator to update on developments they are working on that have a wide impact or benefit across the area.

There are four Ferry User Groups currently although consideration is being given to reducing this to three and there will be an engagement exercise with the individual FUG groups in 2015 to determine this for the next CHFS period. The existing geographic arrangements are set out below:

- a) The **ARGYLL** GROUP is concerned with services operated in the **Islay, Kintyre, Jura, Gigha, Colonsay, Oban, Mull, Iona, Lismore, Coll, Tiree, Barra, South Uist** area.
- b) The **SMALL ISLES, SKYE, RAASAY, KILCHOAN, LOCHALINE** Group is concerned with services within this area.
- c) The **CLYDE** Group is concerned with services operated within the **Arran, Bute, Cumbrae, Cowal** area.
- d) The **HEBRIDES** Group is concerned with services operated within the **Barra, South and North Uist, Harris, Lewis** area.

It is important to consider the Membership of Ferry User Groups to ensure they remain accountable and representative of key stakeholders in the areas they cover. The following list sets out those that are expected to attend

- Local Authority elected Members
- HITRANS Board Member
- SPT Board Member
- Local Authority Officers
- Representatives from the relevant Local Ferry Committees
- CHFS Operator – Calmac Ferries Ltd propose their representatives be the Head of Commercial Contracts and Head of Operations
- CMAL
- SPT officer (Clyde)
- HITRANS officers
- HIE
- Freight Transport Association (FTA Member from the relevant area)
- Road Haulage Association (RHA Member from the relevant area)
- Port Authorities
- Tourism

- Business (FSB and/or local business rep, OHCG)
- Agriculture (NFU, SCF)
- Public Transport (ScotRail, CPT)

The Ferry User Group meetings are held in private to afford a freedom of discussion and allow information to be shared on a confidential basis. The agenda will be agreed in advance which will allow Members to be prepared for any update they give the wider Group. It is important that the meeting is chaired in a way that affords a flow of discussion and ensures all views are considered. It should not become a confrontational or negative environment.

Items to be considered and discussed might include:

- matters unresolved between the operator and the Local Committees
- Issues of concern between or relevant to local communities
- Matters to be escalated to Transport Scotland
- Matters and policies which have been agreed by the Strategic Forum and cascaded to the FUG for onward distribution to Local communities.

Agenda

1. *Minutes of previous meeting and Matters Arising*
2. *Events Calendar*
3. *Regional Issues and Current challenges or service issues*
4. *Ongoing Projects*
5. *Operational Update*
6. *Next steps, Timescale, Actions and Date of Next Meeting*

RELATIONSHIP BETWEEN OPERATOR LED AND FUG

The Operational and Tactical consultation levels will have an important relationship that is designed to be supportive and allow where necessary an information to flow between these two tiers. There will also be a mechanism that can see the FUG act as an escalation path for discussion from the Ferry Committee. This relationship is captured in the diagram below:

Consultation Connections

