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Edward Mountain MSP  
Convener  
Net Zero, Energy and Transport Committee  
Scottish Parliament  
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25 July 2024

Dear Edward,

### **Release of CHFS3 Public Consultation Report and Summary**

I am pleased to announce the completion of the Clyde and Hebrides Ferry Services (CHFS3) public consultation process. The final report and summary are now publicly available at: [Clyde and Hebrides Ferry Service 3 | Public consultation | Transport Scotland](#). I would welcome any comments the Committee may have on these documents.

The public consultation process has been an invaluable exercise, providing a wealth of insights and feedback from a wide variety of stakeholders across the Clyde and Hebrides Ferry Services (CHFS) network. The consultation heard issues about the reliability of the services, communication issues, and the impact on passengers and businesses. I have also noted widespread commendations for vessel crew and port staff.

The final report provides a comprehensive analysis of the feedback received. The CHFS3 team are now in the process of considering this feedback, which will assist in shaping the next contract. They are exploring solutions to enhance resilience, increase transparency, improve communication and responsiveness, and develop greater flexibility across the services.

In advance of this, an Enhancement and Change Plan is being prepared by Transport Scotland and CalMac, and this will bring in a number of improvements ahead of the contract extension starting on 1 October 2024, to areas such as community engagement, local decision making and performance reporting; areas that the consultation evidenced would benefit from enhancement. Some aspects of the Enhancement and Change Plan are already in progress; CalMac have started the process of recruiting additional area operations managers to enhance local decision making and communication with communities. Once it has been published online, officials will provide a link to this document.

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Work is also being progressed in conjunction with development of the Islands Connectivity Plan, to seek to improve active and public transport linkages, so that onward and connecting travel for ferries contributes to reducing car journeys.

In the coming months, the CHFS3 team will conduct further stakeholder engagement to update communities on how their feedback will be considered within the contract. This will create further opportunity for stakeholders to engage and contribute to the ongoing enhancements and changes to ferry services.

Thank you once again for your continued support and engagement.

Yours sincerely,



**FIONA HYSLOP**  
**Cabinet Secretary for Transport**

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