Q6. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

Yes, limited a lot
Yes, limited a little
No

Q7. What do you mainly use the ferry services for?

For Business
For Employment/Education
For Personal/Leisure
All of the above

Q8. How frequently do you use the ferry services?

Never
Occasionally
Weekl

Transport Scotland

- Argyll and Bute Council, Orkney Council, Shetland Council, Comhairle nan Eilean Siar and Transport Scotland all have responsibility for financially subsidising PSO air service routes and airports; with each organisation carrying out its own individual procurement for the air services it has responsibility for. This lack of a joined up approach limits opportunity in terms of procurement savings, advertising, potential to stimulate competition and offer linkages not currently being met to ensure no islands are left behind. Argyll and Bute Council therefore would welcome an update on the Scottish Government's committment to undertake a Scottish Air Services Review.

- The Council wish to unite with island community council's that recognition is given to air services across Scotland and the significantly important role the play in supporting fragile island communities as an integration with ferry services for island transport connectivity. We would also expect, similar to the commitment for the Scottish Ferry Services Review( )-1s

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Based on feedback and discussions with key stakeholders and drawing on Scotland's National Transport Strategy 2 and the National Islands Plan, we have developed a draft vision and associated priorities for ferry services, supported by other transport services.

Draft Vision

Scotland's ferry services, supported by other transport services, will be safe, reliable, affordable and inclusive for residents, businesses and visitors enabling transport connectivity, sustainability and growth of island and peninsula communities and populations.

Draft Priorities

Priority 1: Reliable and Resilient

Reliable and resilient ferry services that meet the needs of communities and businesses and support the transition to a well-being economy which is fair, green and growing.

Priority 2: Accessible

Ferry services that are accessible and provide easy to use and affordable transport connectivity for all users.

Priority 3: Integrated

Ferry services that enable sustainable and active travel choices which support our health and well-being and make our Island and other ferry dependent communities great places to live, work and visit.

However, we have heard from communities that more can be done to take account of their views when it comes to decisions on ferry services and that there is a lack of clarity on how decisions are made.

Q12. Are there other ways of engaging with communities and stakeholders that would benefit decision making on ferry services, including vessels and ports projects?

Yes
No

Please explain your answer.

There are already ferry user groups and the opinions expressed in these groups need to be taken into account. Each ferry route has different user needs and pressures. Lifeline ferry services /networks must be reliable, high quality, affordable, flexible and futureproofed in order to meet the needs of our communities and enable growth in key local sectors (tourism, food and drink, agriculture, aquaculture, forestry and renewable energy). An uplift in economic activity is vital to reverse the trend of declining populations in some of our rural and island communities and improved transport and connectivity is essential for these communities to thrive. It is also essential that there is investment in local ferry and port infrastructure to ensure this is futureproofed to accommodate increased patronage generated by the predicted growth in tourism, local industries such as food and drink including aquaculture and whisky and general vehicle traffic due to initiatives such as RET.

More could be done to raise awareness of the Ferries Community Board across communities and that its primary purpose is be the voice of the communities and provide the community view to CalMAC. It should be better highlighted to ensure greater involvement of the communities for example, served by the Clyde and Hebrides Ferry Services over the duration of the new contract.

Communities should have a greater say in the development of timetables, it is important to involve a wide range of island representatives involved that have a number of different requirements and ambitions for their community. The business community for example, young people, and people in need of regular medical treatment off the island.   There is also a need to recognise local strategic priorities. Argyll and Bute Council for example have a priority to increase our economically active population and develop our local economy. This is just as important for our islands as it is for our mainland communities. Improved transport connectivity is a top priority of our local people confirmed recently through CPP consultations and it is therefore

considered essential for a successful community and economy. Timetables need to reflect this ambition.

Facilities to allow access for those with limited mobility will therefore be a priority but in addition to improved access for foot passengers the movement of luggage should also be considered. Consideration for example, should be given to providing separate luggage transfer facilities, equivalent to the service provided to air passengers, on the larger vessels.

Port and ship operators need to plan their communication and information dissemination to take full recognition of PRMs. Audio, visual or other disabilities need to be considered, especially when considering passenger safety.

Disabled Persons Assistance policies should be developed by all ferry and port operators as a matter of best practice.

A policy for those passengers which may require additional assistance which fall outside the general categorisation of PRM, for example people travelling with small children, or heavy / awkward luggage or baggage should be encouraged.

An accessibility indicator system would be beneficial but would need clear definition of its rating system. Indicators would require to inform on the 'level' of accessibility rather than in terms of 'accessible' or 'not accessible'.

Reliability and Resilience

Community feedback highlighted that the reliability and resilience of ferry services needs to be seen as a priority due to the impact on communities, businesses and visitors when ferry services are disrupted.

Q15. Do you agree or disagree that the first priority of the Islands Connectivity Plan should be to improve reliability and increase resilience of ferry services?

Agree
Disagree

Please explain your answer.

Argyll and Bute given is the second largest geographic area of any Scottish Local Authority but with less than 2% of the total population of Scotland. The area is also characterised by its diverse geography with 23 inhabited islands and long peninsulas and as such, lifeline ferry networks are essential to support a sustainable, well connected economy.
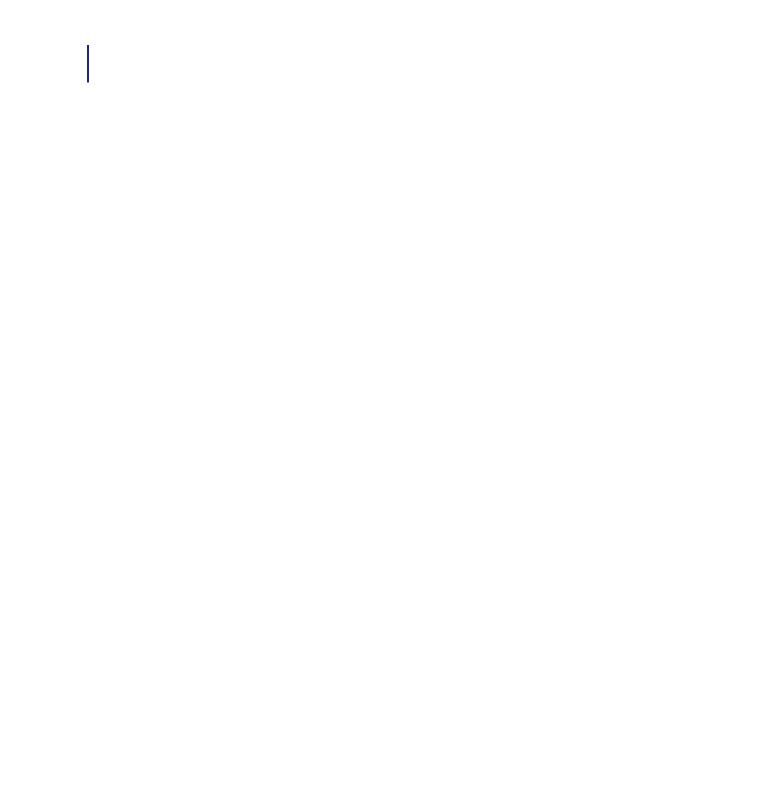
Integration of Services

Journeys on our ferry networks are often only part of a longer journey between the traveller's ultimate origin and destination. The end-to-end journey can combine the use of several transport modes which can include public transport and/or active travel (walking, wheeling, and cycling) or a private vehicle. An integrated transport network that allows easier transition between the ferry and public transport or active

marshalling area. The Council welcome this study and are encouraged by the work undertaken to date however, we would also be keen to investigate the feasibility of taking forward a park and ride facility as a possible alternative to ease congestion in Oban Town Centre.

Argyll and Bute has a wide range of public transport services including lifeline ferry and air links, local and regional bus services, rail, trunk and public roads. We would agree that the connectivity between all of these elements of the transport network is vital to the region's economy.

Local authority budget cuts – pressure strained transport budget. 96% of public transport bus services in Argyll are subsidised by the Council. Opportunity for more funding to be directed towards local authorities to support rural bus services which are commercially unviable. At present the £500m committed by the Scottish Government to improve bus services by targeting areas of congestion and bus priority measures will predominantly benefit urban areas and do very lit-3( )-aGovernment to ioq[s f

Air services from Oban to the central belt and international airports of Glasgow or

Transport Scotland

The 3 key principles of RET are:

- **Simplicity and Transparency** - the basis for fares must have an established rationale and simple for a user to understand.
- **Comparability and Consistency** - the basis for fares should be the same for each community.
- **Public Sector Affordability versus Community Sustainability** - fare-

impact on island infrastructure that has resulted from the introduction of RET we would have thought a fixed link would only compound this – again another example of why there needs to be consideration of local authority infrastructure and a joined up approach. We understand that a business case on this intervention is proposed and we assume this will also identify what likely impacts such a transport intervention would have on the local economy of Oban. The lack of clarity on the proposal is causing uncertainty in terms of future ferry and port investment. ABC would request an urgent meeting with TS to discuss this issue particularly in light of the islands connectivity plan and recent announcements.

Significant consideration should be given to the provision of fixed links to islands where it is cost effective. Whole life costings of the ferry service should be compared with a fixed link solution. Argyll and Bute Council have carried out a STAG assessment on provision of a fixed link to Lismore, Luing and Easdale where a fixed link to these islands offers a solution to the provision of a ferry service.

The issue of peninsula communities should also be addressed as although connected to the mainland these communities can still suffer from isolation. Argyll and Bute is characterised by numerous peninsulas separated by deep sea lochs. We feel that a designation is needed for peninsula access along the same lines as islands that conveys the lifeline nature of ferry services to these areas in supporting and sustaining social and economic well-being.

On Islay there are specific business needs that need to be taken account of that impacts on the accessibility of the service for residents and also visitors.

It is also worth noting that Argyll and Bute is characterised by numerous peninsulas separated by deep sea lochs and includes 23 inhabited islands. It is important to retain flexibility to provide and sustain access and economic stability because of the essential and lifeline nature of ferry services.

Introducing different levels of fares such as "islander fares" on Clyde and Hebrides Ferry Service routes, could increase overall fare revenue and keep services more affordable for islanders. It could also allow use of different fare types to tackle overcrowding of vehicle-deck capacity, on busier sailings through the year.

Q25. Do you agree or disagree with the option to create different levels of fares for different types of users, e.g. islander and non-island residents.

Yes
No

Please explain your answer.

Q27. Do you agree or disagree with a fares structure that both