

Ferry User Group Meeting

Ferry User Group Review

FERRY CONSULTATION ARRANGEMENTS FOR CHFS

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

- 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 completion*

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 the