

Caledonian MacBrayne
Clyde & Hebridean Ferries

CHFS Enhancement and Change Plan

Progress Update
Q2



Enhance the Community Voice



We will enhance the community's voice so that they can influence the decisions that affect them.

To do this we will...	Due date	Status	Progress Update
Review and improve the consultation process for major vessel outages	01 April - 30 June 2025	On track	Consultation process being reviewed and will align with stakeholder engagement protocols and service level agreements under development. Next step will be to consult with stakeholders on the process and make improvements where possible.
Establish clear engagement protocols and Service Level Agreements for engagement with CalMac	01 June – 30 Sep 2025	On track	Redefining stakeholder groups and roles of individuals to remove duplication and creating clear terms of reference for all stakeholder engagement activities. This will help recover trust and transparency with regards to decision making and reshape how we interact with all our service users.

Strengthen Regionalisation



We will strengthen regionalisation to ensure that services better reflect and support the unique characteristics of each community.

To do this we will...	Due date	Status	Progress Update
Devolve decisions to local ports wherever possible, customising to community needs	30 June 2025	On track	Standardisation of processes underway across all ports and customising processes where possible. Framework for community social responsibility being developed which should see area managers with a budget which can be used for their area.
Assess and potentially expand (where appropriate) the deck space reservation pilot on Mull, Coll and Tiree	01 Nov 2024 - 30 Sep 2025	On track	Pilot now live on Sound of Harris and Sound of Barra. A performance update will be shared at the end of May 2025 and community feedback will be gathered. Proposal now being developed to run the pilot on Colonsay too.
Carry out a pilot to optimise deck space on Islay	30 Sep 2025	On track	Given the revised dates for MV Isle of Islay the due date for this pilot has been extended. Analysis of deck space management and areas for improvement complete and a proposed model for the pilot has been developed which will be discussed with the Islay community for feedback.
Pilot space reservations for healthcare workers on Cumbrae and Arran	01 June – 30 Sep 2025	On track	NHS, Scottish Ambulance Services and local stakeholders have been consulted and the existing process managed at the port has been reviewed. Feedback suggests the local port process is meeting the community need. To validate this feedback, healthcare worker's travel will be monitored for the next two months, to understand how often the local solution is used and any occurrences where healthcare worker's travel can not be accommodated.

Enhance Customer Satisfaction



We will enhance customer satisfaction by improving the quality of the service we provide.

To do this we will...	Due date	Status	Progress Update
Continuously improve the booking system	Ongoing through charter extension	On track	<p>The following software enhancements are due to go live in May 2025, these will significantly improve the customer experience:</p> <ul style="list-style-type: none">• Application of Apple Pay and Google Pay for online bookings.• When customers make a booking, the footer will no longer overlay the page on a mobile device.• Improvement to concession messaging when passengers check in, e.g. SPT concessions.
Establish a Centre of Excellence (CoE) for better adherence to customer experience standards	31 July 2025	On track	Training continues to be delivered to seasonal port staff with 60 due to complete the CoE training. Permanent port staff are now being assessed on their booking system competencies and training will be designed to support staff based on the results.
Expand protocols to prioritise and assist passengers travelling for urgent medical appointments	01 Jan – 30 June 2025	On track	HiTrans have published a report with recommendations from the Western Isles Transport & Health Working Group. This will be reviewed internally and a timeline created for updating protocols to reflect the recommendations across the network where possible.

Improve Transparency



We will improve transparency by making it easier for customers to understand how we make our decisions and provide more meaningful performance information that matters.

To do this we will...	Due date	Status	Progress Update
Pilot weather operating limits for Arran, Coll and Tiree to ensure safe operations	01 April – 30 Sep 2025	On track	We are approaching consultants to support with the pilot through our procurement process and continue to develop the proposal for the pilot. Once the proposal for the pilot is finalised, we will share the relevant pilot details with the impacted communities.
Consult on the process to prioritise traffic during disruptions, meeting customer and community needs	31 August 2025	On track	Due date extended to August 2025. Given the challenges currently facing the network the usual prioritisation process is not able to be applied. Propose to consult on the process with all communities in June 2025.

Enhance Connectivity and Onward Transportation



We will enhance connectivity and onward transportation to ensure customers enjoy a seamless journey across different transport modes, while also promoting active travel options.

To do this we will...	Due date	Status	Progress Update
Develop partnerships with Scotrail and other providers to enhance integration	30 June 2025	On track	CalMac are preparing to sign a partnership agreement with Scotrail, and a road map of tasks will be completed once agreement in place.
Collaborate with Transport Scotland to create a forum for resolving timetable conflicts affecting customer experience	01 April – 30 Sep 2025	On track	Initial discussions between CalMac and Transport Scotland are underway to create a forum to help resolve timetable conflicts affecting customer experience.