



## **Advanced Standby Consultation**

### **September 2022**

#### **Purpose**

This document aims to provide an overview of our plans to replace the current Waitlist process with alternative 'Advanced Standby' process across Caledonian MacBrayne's bookable routes. We seek stakeholders' views on the proposed change and will present the following:

- Description of the existing Waitlist process and the proposed Advanced Standby Process
- Explain why Advanced Standby is being introduced
- Provide detail of how stakeholders will be given the opportunity to review and feedback on Advanced Standby formally to Caledonian MacBrayne including any direct impact the process may have on them or their community during a consultation process.

**The consultation period will last 30 days**

#### **Background**

##### **Waitlist Process**

Currently all customers travelling on bookable routes can be Waitlisted for a sailing they have selected but which is fully booked free of charge. The Waitlist process is as follows:

1. The customer selects a sailing they wish to travel on, in advance, but it is fully booked.
2. The customer can call the Customer Engagement Centre or contact the port office by phone or in person up to the day before travel and be put on a waitlist for the fully booked sailing
3. The customer does not need to pay to be waitlisted
4. The customer may choose to or be encouraged to purchase an alternative confirmed sailing ticket too to ensure they are able to travel, if no space becomes available on the sailing, they are waitlisted for
5. The customer will receive confirmation of their waitlisted booking and if purchased, confirmation of their alternative sailing booking.
6. If suitable space becomes available on the sailing the customer is waitlisted for, the customer will be contacted up to the day before the sailing to confirm if they still wish to travel on the waitlisted sailing
7. If the customer still wishes to travel on the waitlisted sailing, then they will purchase the ticket and receive confirmation.
8. If the customer purchased an alternative sailing, there may be a balance to resolve depending the cost of the waitlisted ticket and their alternative sailing ticket
9. The customer will receive confirmation of any purchase or refund required and their confirmed booking
10. If no suitable space becomes available for the waitlisted sailing, the customer will not be notified however they could turn up on the day of travel and join the Standby Queue, but their waitlist request will no longer be valid and they will be in the queue which is first come first served depending on the suitable available space
11. If the customer purchased an alternative sailing, they will be able to travel on that sailing

##### **Situation Analysis**

We recognise that there are currently no limitations to the number of sailings a customer can be waitlisted for at any one time and usually these waitlisted customers are booking far in advance of when they require to travel. This results in any possible available space being filled with waitlisted customers meaning that last minute urgent or emergency travel needs are not always able to be met. Since 2017, and excluding Arran/Campbeltown routes, an average of circa 14,200 waitlisted bookings were made (approximately 274 per week). Most prominently, Kennacraig – Islay passengers utilise the waitlist process, with almost 10% of all booked traffic on these routes being waitlisted each year. The waitlist is most impacted during peak periods such as Summer. Going forward, ebooking will facilitate data accuracy and we will be able to better monitor numbers not used or cancelled (the above data only includes scheduled sailings and not those cancelled or amended).

Often the waitlisted process is favourable to holiday makers and day trippers who book in advance and we recognise that this can result in islanders missing out in the opportunity for available space when they require it last minute for lifeline needs such as deliveries of perishable foods, urgent appointments or trying to reach family who are critical ill or for funerals.



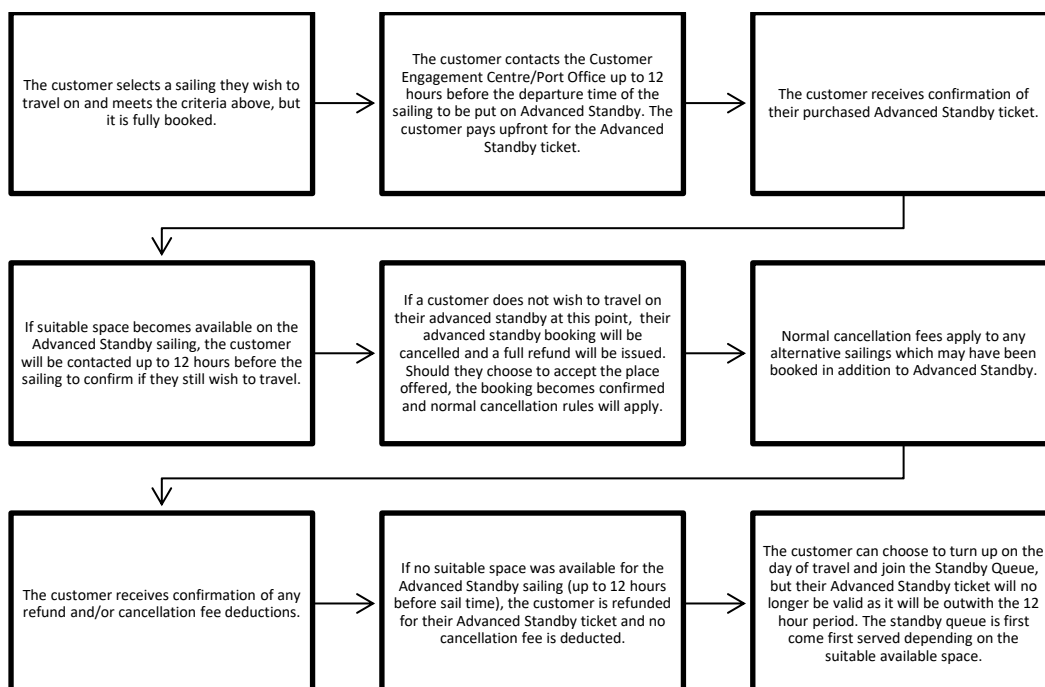
## Proposal

We recognise a need to continue with the principle of waitlisting however we need to amend the process to control the volume of customers taking advantage and ensure a fair opportunity for all for the use of last-minute available space on sailings. We are proposing to remove the waitlist option and move to a new model called Advanced Standby which would restrict the number of customers able to be waitlisted for multiple sailings.

### Advanced Standby

- The following criteria which must be met to be eligible for an Advanced Standby ticket:
  - Vehicles carrying ambient time critical food/shellfish
  - Emergency Response, Medical & Military Vehicles
  - Customers with Urgent Medical Appointments (excl. where NHS protocol applies)
  - Close Family Critical Illness, Death or Funerals
  - Urgent Vet Appointments
  - Vehicle Bookings Impacted by Service Disruption
  - CalMac Operations: critical travel during incident management
- Payment for an Advanced Standby ticket will be required
- Advanced Standby will become available when the passenger's chosen sailing has become fully booked. It will only be available up until 12 hours before departure.
- The customer can choose to turn up on the day of travel and join the Standby Queue, but their Advanced Standby ticket will no longer be valid as it will be outwith the 12-hour period. The standby queue is first come first served depending on the suitable available space
- If an Advanced Standby ticket is purchased and not used due to lack of availability on the sailing, then the ticket will be refunded, and no cancellation fee deducted
- Should an Advanced Standby sailing become available, but the customer does not want to accept and confirm the booking, the ticket will be refunded, and no cancellation fee deducted
- **To reiterate, no Advanced Standby sailing is *automatically* confirmed.** The customer must verify the offered sailing at the point of contact via one of our customer representatives. This will be managed via a multichannel approach.
- Should the customer choose to accept the place offered, the booking will become confirmed and normal cancellation rules will apply
- The implementation of this proposal is part of our continuous improvement to our service, helping communities thrive and this proposal will be further supported by the new booking system.

The Advanced Standby process, will be as follows:





## Consultation

This is a consultation on the proposed replacement of the Waitlist process with Advanced Standby process. Responses should be limited to the proposed Advanced Standby process.

### Why do we want community consultation?

- To provide an opportunity for the community to express their concerns and feedback on proposed changes which may impact their service.
- To ensure we have considered all community impacts before implementing any changes

### When will the consultation start?

- The consultation will start 5 September 2022 and last for 30 days ending on 5 October 2022

### What are the community being consulted on?

- The replacement of the Waitlist process with the introduction of the Advanced Standby process
- How this change will impact the community

### How will the communities provide feedback?

- This link will take you to a Microsoft Form to complete and share feedback directly to Caledonian MacBrayne – [Advanced Standby Consultation](#)

### Who will be consulted?

- The following groups will be contacted directly to consult but they are welcomed to share the proposal and opportunity to consult with other Stakeholders. Responses can be made collectively or individually:
  - The Arran Ferry Committee
  - Comhairle nan Eilean Siar (CNES)
  - The Campbeltown Ferry Committee
  - The Coll Ferry Committee
  - The Islay Community Council Ferry Committee (ICFC)
  - The Tiree Transport Forum Meeting
  - The Sleat Transport Forum
  - The Mull/Iona Ferry Committee
  - The Ferries Committee Board

### What if I have questions about the consultation process?

- If you have any questions about the consultation process or completing the form please submit your questions using the following link and Caledonian MacBrayne will respond to you - [Advanced Standby Consultation Support](#)

### What if I want to have a face-to-face consultation?

- Please use our [Advanced Standby Consultation Support](#) form to request face to face consultation within the first 10 days of the consultation being open.
- Any organised dates for face-to-face consultation must be within the 30 days consultation period.

## Next Steps

- We will review all feedback and where possible update the proposal to mitigate any impact to the community.
- The revised proposal will be shared with the communities with a plan for implementation.
- The output from the consultation will be incorporated into an Island Community Impact Assessment (ICIA) and the results shared on the Caledonian MacBrayne website