



SERVICE OUTAGE STRATEGY

1 Communication Plan

1. Ferry-Off Procedure

- Agency Telephone Contacts will be notified immediately (and emailed as appropriate) (incl. Traffic Scotland/NADICS, incl. Fort William south VMS).
- The drop-down sign at both slipways will be flipped-open to read “Corran Ferry Off – Foot Passenger Service in Operation”.
- The messaging will be updated on the Council’s VMS signs at Salen junction (A861) and Carr’s Corner (A82 Fort William north).

2. Media Updates

- Real-time service updates will be posted on @CorranFerry (X) and Facebook, tagging @HighlandCouncil, @trafficscotland and @NWTrunkRoads for sharing, and links to these are provided on the Highland Council [Corran Ferry](#) webpage.
- To assist the travelling public in journey planning, [Live Traffic Cameras](#) of the Corran Ferry queues can also be viewed on the Corran Ferry webpage, along with the details of vehicle [Diversion Routes](#).

3. Lochaber Member Updates – Daily updates will be provided by the Corran Ferry Operations Team to local Councillors for as long as is required, then revert to weekly.

4. Stakeholder Updates – Weekly updates will be provided to Corran Ferry Stakeholders via Corporate Communications by email.

5. Passenger Updates – Media press-releases will be issued for passengers via Corporate Communications as required, designed to be clear, provide sufficient notice for travel planning where possible, and also linked to the [Corran Ferry](#) webpage.

2 Replacement Service for Foot Passengers

1. The Corran Ferry Flit Boat (crew transfer launch) will be deployed immediately to provide a Replacement Foot Passenger Service to follow the normal Corran Ferry timetable across the Corran Narrows. This allows passengers to continue to make their onward travel connections with scheduled service buses, etc.
2. £2.00 fare (for non-concessions only). No charge for pedal cycle.

3 Camusnagaul Ferry

1. The Camusnagaul ferry operator will provide supplementary sailings both during the week and at weekends as soon as soon as possible (within a maximum target of 72 hours because we are reliant on third party contract).

4 Shuttle Bus

1. Also, as soon as can be arranged, an hourly connecting shuttle bus service will commence on the A82 between Corran slipway and Fort William bus station (within a maximum target of 72 hours because we are reliant on third party contract).
2. £3.50 single (indicative fare).