

Tamar Bridge and Torpoint Ferry Funding the Crossings



Consultation, January 2022

Covid-19 has had a major effect on our toll income and the accompanying leaflet explains our current and forecast position. Please read the leaflet before completing this questionnaire.

Your responses to this consultation will ensure that all relevant factors are taken into account in finalising any changes to toll levels.

Section 1 Your use of the Tamar Bridge and Torpoint Ferry

Please provide an answer for both bridge and ferry

TAMAR BRIDGE Please tick one box only

TORPOINT FERRY Please tick one box only

1a How often do you usually travel across the bridge and/or ferry?

- 1 More than 5 times a week
- 2 5 times a week
- 3 1 – 4 times a week
- 4 Less than once a week
- 5 Less than once a month
- 6 Never

- 1 More than 5 times a week
- 2 5 times a week
- 3 1 – 4 times a week
- 4 Less than once a week
- 5 Less than once a month
- 6 Never

1b How do you usually travel across the bridge and ferry?

- 1 Private car/van
- 2 Light goods vehicle (eg Transit van)
- 3 Medium goods vehicle (ie 2-axle lorry)
- 4 HGV (ie lorry with more than 2 axles)
- 5 Motorcycle/scooter
- 6 Bicycle
- 7 Local bus
- 8 Walk
- 9 Do not use the bridge
- 10 Other

- 1 Private car/van
- 2 Light goods vehicle (eg Transit van)
- 3 Medium goods vehicle (ie 2-axle lorry)
- 4 Motorcycle/scooter
- 5 Bicycle
- 6 Local bus
- 7 Walk
- 8 Do not use the ferry
- 9 Other

1c How do you currently pay to use the bridge and ferry?

- 1 TamarTag
- 2 Cash
- 3 Contactless card
- 4 Sometimes cash/contactless, sometimes Tag
- 5 Exempt/free
- 6 Do not use the bridge

- 1 TamarTag
- 2 Cash
- 3 Sometimes cash, sometimes Tag
- 4 Exempt/free
- 5 Do not use the ferry

1d Thinking about your most frequent journey using the bridge and ferry, what is the main reason for the crossing?

- 1 Commuting journeys (to and from work)
- 2 Business
- 3 Education
- 4 Healthcare
- 5 Recreation/leisure
- 6 Shopping
- 7 Do not use the bridge
- 8 Other

- 1 Commuting journeys (to and from work)
- 2 Business
- 3 Education
- 4 Healthcare
- 5 Recreation/leisure
- 6 Shopping
- 7 Do not use the ferry
- 8 Other

Section 2 Your views on the Bridge and Ferry Price Structure

As things stand our only short-term option to increase income is to reduce pre-paid TamarTag discount. Increasing cash tolls involves applying to the Government under a statutory process, and typically takes several months to get approval. Currently our customers pay different amounts depending on what vehicle they drive and whether or not they pre-pay using a TamarTag account. There are potentially different ways in which tolls can be varied, and this section invites your views to inform the toll application. We also want to know how your travel may change in the future.

1 We could charge differently by the time of day or the day of the week to help manage demand. Should we:

Please tick one box

- 1 charge more for travelling during peak times 2 charge more for travelling during off-peak times 3 increase charges uniformly

2 We could have different prices at the Bridge and Ferry to reflect the higher operating costs at the ferry. Should we:

Please tick one box

- 1 charge more for using the Torpoint Ferry 2 keep the charges the same for both crossings

3 We could increase the pricing difference between bigger vehicles and cars to more accurately reflect the wear and tear on the crossings. Should we:

Please tick one box

- 1 increase the difference. 2 keep the current pricing ratios

4 We could change the discount we give for pre-payment using a TamarTag. Should we:

Please tick one box

- 1 reduce the percentage discount for TamarTag account holders 3 keep the existing 50% percentage discount
- 2 increase the percentage of discount for TamarTag account holders

5 We are in a climate emergency and we could reduce the impact on the environment if we encourage low emission vehicles by charging them less. Should we:

Please tick one box

- 1 reduce charges for vehicles with lower emissions 2 keep charges independent of vehicle emissions

6 Do you think that the pandemic will cause your travel patterns to permanently change?

- Yes, go to question 7 No, go to question 9

7 If you have replied yes to question 6, how do you think your use of the crossings will change?

- 1 less frequent 3 at different times of day 5 less car sharing
- 2 more frequent 4 using public transport less 6 walk more/cycle more

8 What do you think would cause this change in behaviour?

- 1 more home working 4 improve health/environment 7 using public transport less
- 2 less work available/unemployed 5 using local suppliers 8 other _____
- 3 less inclined to socialise 6 increased home deliveries

9 In order to help us analyse the responses, please provide your postcode:

10 Have you got any other concerns or suggestions on the charging structure or the service in general?

For further information please visit our website at www.tamarcrossings.org.uk

Please return using the pre-paid envelope provided by 14 February 2022

By submitting this form you agree that we will process your data in line with our privacy policy, which is available within the consultation pages on our website www.tamarcrossings.org.uk