



Welcome to the 10th edition of Tamar Crossings



This edition looks at a wide range of topics ranging from technical to mental health. I am pleased that it goes behind the scenes on some of these topics and gives some insight into the work we do to deliver the service at both crossings, that users do not usually see.

As well as our core work operating, maintaining and improving the crossings, we are really pleased that we continue to develop our educational offer through our 'Bridging the Tamar' Learning Centre.

Collecting tolls at the Bridge and the Ferry
Maintaining the Tamar Bridge
Bridging the Tamar archives
Learning about the world of work
Supporting our customers
Breakdown Recovery
Mental Health
Emergency Services
Loading and unloading the ferry
Managing cyclists and motorcycles on the ferry

Spotlight on Cornwall Councillor Andrew Long

Andrew grew up on a farm just to the north of Callington, went to Stoke Climsland Primary and Callington Comprehensive. After leaving school he began working with Alan Weatherhead Shopfitters and has been with them off and on for 49 years.

Andrew was co-opted to Callington Town Council in 1999 and is now the longest serving Councillor. In 2007 he was elected to Caradon District Council for Callington ward in 2007 and, when it was replaced by Cornwall Council in 2009, was elected as the Callington member for Mebyon Kernow. He has been the member ever since, with his electoral division expanded in 2021 to include Kelly Bray and St Dominic. He represents Cornwall Council on the Joint Committee.

When not doing work or on Council business, Andrew loves singing and is a member of the Barrett's Privateers shanty group which has grown out of the Shout tradition in Cornish Pubs. He is also involved in Callington Town Football Club, Callington Litter Pick Group and Callington Soup Run team.

"The Tamar Crossings are incredibly important for communities both sides of the Tamar and working to find a viable and sustainable future for the services in Saltash and Torpoint is essential." he said **"The location of the main hospital for this part of the peninsula in Derriford means tens of thousands of people have to use the facilities to access health services. It is vital that both Plymouth City Council and Cornwall Council and the UK Government understand the reality on the ground."**



Collecting tolls at Tamar Crossings

Between them, the Tamar Bridge and Torpoint Ferry carry around 18 million vehicles a year (16 million on the bridge and 2 million on the ferries). Tamar Crossings are almost entirely funded by toll income, which is used to operate, maintain and improve the bridge and ferries.

At both crossings we toll vehicles in one direction only, eastbound from Cornwall to Plymouth, except motorcycles which are not tolled at the Bridge and are charged westbound only at the Ferry for operational reasons.

Users have a few options on how they pay their tolls. Whilst infrequent users often choose to pay by cash (or by contactless card at the Bridge), around 60% of customers use the pre-paid electronic TamarTag system which offers faster transactions and a 50% discount and the convenience of a prepayment account. Unsurprisingly, the TamarTag option is very popular – the organisation has 55,000 accounts, with over 96,000 tags in operation!

→ *PTO for the full story*



Collecting tolls at the Bridge

Vehicles travelling east across the bridge will arrive at one of the seven lanes of the toll plaza. Each lane automatically reads TAG equipped vehicles so drivers do not have to stop to pay their toll.

All lanes are supported by our dedicated team of Toll Collectors provided by our service partner, Securitas Group UK. Toll Collectors operate a range of specially designed equipment inside the toll booths to process transactions and handle any issues that arise, while keeping drivers safe.

As well as tag and cash payments, Toll Collectors assist motorcyclists, broken down vehicles, buses, emergency vehicles and even animals that very occasionally find themselves in the road! Sometimes drivers arrive at the toll booths having left their purse or wallet at home and collectors are there to help drivers without funds and to allay any fears they must cross back over!

The Toll Collector role is certainly varied and interesting and requires considerable responsibility and dedication.

One of our newest Toll Collectors is Lisa Midgley who joined the team in December 2022.

After working for a cleaning company whose clients included large buildings, student residences and high-end houses for a number of years, Lisa was looking at changing careers when she broke her ankle and was forced to stay at home for five months while the injury healed. She had previously replied to an advert for new Toll Collectors at the bridge, but had accepted another job in the meantime.

“I was sitting at home feeling fed up when I saw that Securitas were advertising again for collectors” she said. “I immediately applied and was delighted to be given an interview and then offered a job.”

After five days of intense training covering everything from how to sort out failed tags, dealing with someone who refuses to pay, managing the safe passage of buses and unusual or abnormal vehicles, and ensuring emergency services get through the

barrier as quickly as possible, to what to do if the barrier stops working or a driver is unable to stop and drives straight through, Lisa was ready to go.

Two months into her new role Lisa, who lives with her two daughters in Saltash, says she is loving every minute.

“There is definitely a lot to remember and I am still coming across new situations but I have never been happier” she said. “There is always a training supervisor available in the toll plaza if you need support, and we also have a button we can use to call the Bridge Control team if necessary.”

The toll plaza is open 24 hours a day, seven days a week, 365 days a year (although there are no tolls charged on Christmas Day). Members of the team work various shifts with frequent breaks which are covered by another member of staff called the ‘Booth Hopper’ to ensure lanes are not closed to drivers.

“I love dealing with people and always try and send them away with a smile on their face. With most people you only have a few seconds to interact with them whilst their TAG is checked or they pay the toll by cash or card but it is enough time to smile at them and say you hope that they have a good day.”

Lisa always offers a friendly smile when dealing with people who are carrying the worries of their day or find themselves without funds... **“Sometimes individuals get upset when their tag account has run out of credit or they would rather not be paying at all to cross the bridge but with most people you can defuse the situation by offering excellent customer service and listening and talking to them.”**



Collecting tolls at the Ferry

Vehicles arriving to use the ferries at either Torpoint or Devonport are held in marshalling lanes which are controlled by a system of overhead traffic lights. There are seven traffic lanes at the Torpoint side and 11 lanes at Devonport.

The lanes are monitored via CCTV by supervisors based in control towers at Devonport and Torpoint. They call forward the traffic using a traffic light system (beginning with the priority lane), enabling the waiting vehicles to drive onto the ferry once it has been safely unloaded.

Each ferry can accommodate nominally 73 cars, but the actual number will vary depending on the mix of vehicle sizes being carried. There are up to six members of staff on each vessel – the controller, who is in charge of the vessel and responsible for taking the ferry safely across the river, two collectors, a mechanical assistant and two ferry cleaners. There are nine crews in total, working a nine week shift pattern, including a week of nights. Each crew is managed by a nominated supervisor.

Whilst the collectors’ task is similar to that at the Bridge but the actual process at the Ferry is very different.

Here the collectors collect the tolls on the deck of the ferry, walking along the rows of vehicles and using handheld scanners to read the tags and taking cash payments by hand. As well as collecting tolls, they are also responsible for loading and unloading vehicles, and for the safe embarkation and disembarkation of all foot passengers. A ferry will travel to Devonport and back again up to 16 times during an eight-hour shift, with the two collectors taking it in turns to either collect the tolls or to unload and load the ferry.

Chris Thompson joined Tamar Crossings four and a half years ago as a Ferry Cleaner/Relief, which meant he also collected tolls when one of the two designated collectors was on holiday or off sick.

Two years later Chris was promoted to a full-time collector and last year was appointed as a crew trainer. Chris has successfully completed further training in all other crew roles, which means

he can cover for colleagues in the engine room and act up as a controller if needed.

“I was looking for a change in direction when I saw the advert for a cleaner / ferry relief” said Chris “It was definitely the right decision – I really enjoy being on the deck interacting with customers, and alternating between collecting tolls and loading and unloading the ferry provides great variety during a shift.”

While Chris admits being out on deck in all weathers can sometimes be challenging – **“Surprisingly it is not just the wind and rain which can cause problems - being on the deck when it is very hot can also be unpleasant”** – but says the great camaraderie between colleagues and with the regulars using the service and the stunning views more than makes up for this.

Loading and unloading the ferry is not a straightforward task - Chris and his colleagues need to direct vehicles, bicycles and motorcycles to different lanes on the ferry to balance the load and optimise the available space to maximise loading capacity. They also need to load emergency vehicles running with blue lights on to the ferry as quickly as possible and manage any negative impact if the ferry then leaves early possibly leaving other ferry users waiting in the lanes. (The ferries have their own blue lights which would be switched on for blue light crossings). Crew also need to ensure that foot passengers can board and leave the ferry safely.

“Some people can be upset if they have had to wait longer than usual for a ferry, but most understand that you are not to blame” said Chris **“Collecting tolls on the deck means that you are the face of Tamar Crossings to the two million people who use the ferry each year and so it is vital that you treat everyone with courtesy and respect.”**



Maintaining the Tamar Bridge

Although there have been no conspicuous major engineering projects at the bridge for over a year, the engineering team has continued to undertake regular bridge inspections as well as carrying out essential routine maintenance and other significant defect investigation works in preparation for upcoming projects.

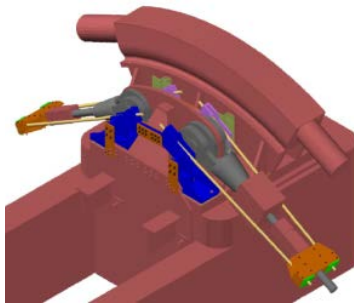
Last month saw an inspection of the bridge toll plaza canopy structure. This involved a full structural inspection within the canopy structure as well as an external inspection of the cladding, signs, brackets etc. The work was carried out from specialist access platforms within the canopy and by roped access methods.

Work has been continuing on the project to install short to medium-term temporary repairs to the supplementary cable supports at the top of Saltash main tower.



The photo above shows the preliminary cable clamps and a weatherproof enclosure with cable monitoring equipment already installed, and the graphic below illustrates the planned remedial work. This work is currently expected to be completed in June 2023.

Work has been continuing on the project to carry out remedial work to the rockers (also known as pendles) at various locations on the bridge structure. The rockers are critical structural elements that support the ends of the bridge truss and connect them to the concrete side towers or main towers.



The next photo shows the bottom section of a typical rocker connected at the concrete tower.

Routine inspections have identified signs of corrosion and wear at 4 rocker locations and inspections have monitored and recorded visible movements of the rocker pins. This has shown that the movement in 3 of the pins is gradually increasing. At present the remaining 8 rockers are unaffected but are still being routinely inspected.



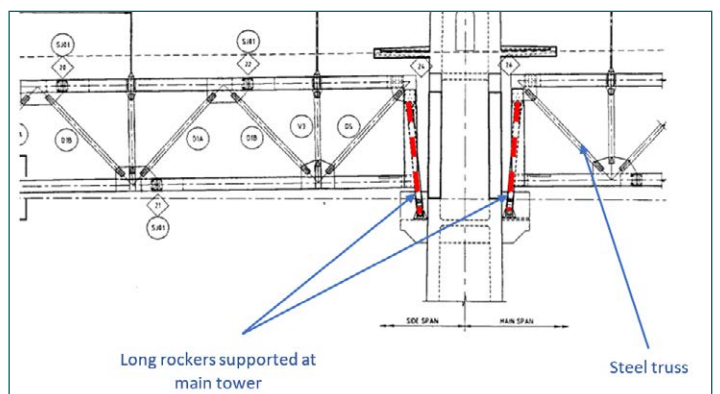
The photo above shows the end plates removed from the rocker pin with visible wear allowing unwanted vertical movement of the rocker arm.

The engineering team have been considering a range of options to repair the worn out rocker pins and are working with the structural term consultant and engineering contractors to finalise plans for the first trial repairs on one of the worn rockers.

The preferred repair method is complex, requiring support and equipment from specialist contractors, but, if it proves successful, it could provide a much more cost-effective repair solution to full rocker replacement which would be very expensive and bears significantly more risk. The trial is due to take place in spring 2023.

The team, with the support of Underhill Engineering, have also been carrying out some significant enhancements around the bridge structure to install new permanent access arrangements that will improve the safety of inspection and maintenance works. Bridge maintenance painting has also continued, despite the sometimes cold and wet weather!

Two critical inspections are also due to be carried out later this year. These include an internal inspection of the main cables by AECOM, supported by the engineering team. There will also be a principal inspection of the bridge maintenance access gantries. This inspection is carried out every six years and forms a vital part of the maintenance



Exploring 'Bridging the Tamar' Archives

Although Sam Brown regularly drives across the Tamar Bridge on her way to work and her partner was "Born and bred" in Plymouth, she freely admits she knew very little about the history of the iconic structure before joining the Bridging the Tamar Learning and Visitor Centre as a volunteer earlier this year.

Sam is currently studying part time for an MA in Heritage Theory and Practice at the University of Plymouth where she also works as a Senior Information Specialist at the university's academic library. The library is responsible for overseeing the university's archive collection which, Sam says, helped to trigger her interest in "the stories that archives hold", and led to her becoming a volunteer at the Learning Centre.

"There is a large element of archival practice in the MA course, with one of the modules focusing on Public History" explained Sam, who is in the first year of her two-year course **"I am particularly interested at discovering some different voices – such as those of women and working-class men – and telling their stories."**

While Sam knew of the existence of the Learning Centre, having watched its construction during her journeys from Calstock into Plymouth, she had never been inside the building or walked across the bridge and was unaware of the richness of its archive of photography, records, oral histories and objects.

Opening to the public in 2019, the Centre now has an archive with more than 40,000 images covering a wide range of subjects. These include the Tamar Bridge (construction and operation), the Royal Albert Bridge (construction and operation), the social history of Saltash and Saltash Passage (St Budeaux), Saltash Ferry, the Torpoint Ferry, the Railways (Cornwall Railway, Great Western Railway, and the British Rail Saltash Station), World War Two and Normandy Way.

The team would like to explore the diverse histories of those who helped build the Royal Albert Bridge and Tamar Bridges, including the role of women during the building of the Royal Albert Bridge and Tamar Bridges (what was their role in the local communities of Saltash and St Budeaux, what was the role of women close to the engineers and contractors who built either of the bridges?), and identifying and putting together the biographies of specific named workers who built the bridges. The team is also interested in challenging the assumption that there were no deaths in the building of the Royal Albert Bridge in the 19th century. One of the Research volunteers recently found a death certificate that confirms that this was not the case.

The Centre is also building up a fantastic array of objects and oral histories donated by the public, and will be holding another Share your stories day later on May 20th 2023. Led by Visitor Experience Manager Mary Olszewska and Heritage Officer Mark Tebbs, the team is in the process of documenting and recording the material so it can be seen by members of the public. As this a mammoth task, earlier this year they advertised for volunteers to come and help them to document and catalogue the archive.



"My tutor emailed all students on my course with a copy of the request" said Sam **"I was immediately interested and contacted the Centre to find out more."**

Sam joined the team as a volunteer at the beginning of February and is now volunteering one morning a week at the Centre. Although juggling her full time job and MA course with her volunteering is challenging, she is thoroughly enjoying her new role.

"There is so much incredible material in the archive" she said **"As well as the thousands of photos and objects, I have been looking at minutes of early meetings of the Joint Committee which give a fascinating insight into the workings of the organisation."**

Next year Sam needs to do a dissertation as part of her MA course. She is currently planning to base this around her interest in discovering different voices and is hoping that her time at the Centre will help her to find and tell their stories.



Easter at the Learning Centre

This Easter the Learning Centre will be offering some family activities including storytelling sessions with Clive PiG, river workshops with the West Country Rivers Trust, and guided tours onto the Tamar Bridge. The Centre is open daily and is free to enter. www.bridgingthetamar.org.uk

 [bridgingthetamar](https://www.facebook.com/bridgingthetamar)



Learning about the world of work

We know that Tamar Crossings is a great place to work and were delighted when Year 10 student Charlie Bawor chose us for his work experience placement. Charlie, from Barley Lane School in Exeter, spent six days with us visiting different parts of the organisation.

This included finding out about all of the health and safety procedures that we need to follow to keep members of the public and staff safe from Health Safety and Environmental Manager Davood Kalantar and his team; spending time with Bridge Manager Mark Meredith, Bridge Operations Manager Mike Houghton and the staff in the Bridge Control Centre, the 'nerve centre' for managing the day to day operation of the crossing; and learning about the history of our iconic bridge and the work of the staff and volunteers at the Bridging the Tamar Visitor and Learning Centre from Visitor Experience Manager Mary Olszewska and Heritage Officer Mark Tebbs.

Charlie also spent time with our customer services staff, who are responsible for dealing with customer queries, compliments and complaints and managing our 55,000 plus toll accounts and 96,000 tags; and ICT Manager Rob Woodhall and the IT team.

Charlie also visited the Torpoint Ferry, the UK's busiest inland waterway ferry crossing which provides crossings for two and a half million vehicles and approximately 750,000 foot passengers and cyclists each year. As well as finding travelling on the ferries for the first time "A great experience", Charlie had the opportunity to go inside the engine room and talk to members of the ferry technical team about the work they do to keep the ferries running 24-hours a day, seven days a week. He also spent time with the toll collectors and ferry crews, and talked to some of the controllers and supervisors who are responsible for taking the ferries safely across the river.

His spent his final day with Bridge Engineering Manager Richard Cole, Assistant Engineering Manager Steve Rimmer and Bridge Inspector and Maintenance supervisor Piotr Helm who, between them, carry out the engineering and maintenance works at the Tamar Bridge. Ensuring the bridge is properly maintained and safe for the 50,000

vehicles which use every day is a huge task which ranges from carrying out regular inspections of the two giant 76 metre high concrete towers and 1,340 metres of main suspension cable, to managing complex resurfacing and repair projects.



As well as having the opportunity to go underneath the bridge and look inside the anchorage chamber, Charlie also went to the very top of one of the two towers.

Summing up his visit Charlie said "My time with all of the team here has been nothing short of spectacular. Everyone has welcomed me with open arms. Taught me things I would never have known and I can't thank everyone enough.

The highlights of my placement include exploring under the Tamar Bridge and having the opportunity to go to the top of the Saltash Tower, however I've still greatly enjoyed my time with the rest of the departments.

Thank you to everyone for opening my eyes to Civil Engineering – you may have just inspired me to further involve myself in it."



Supporting our customers

Our customer services team is always busy. Staff are responsible for dealing with everything from responding to basic customer queries, compliments and complaints, to managing the 55,000 plus TamarTag accounts and 96,000 tags.

On an average day the team can receive around 450 phone calls from people needing to top up their tag accounts, with a further 250 people walking through the door in person with a range of issues and queries. These can vary from wanting to set up new toll accounts and add new vehicles to existing accounts, to changing their direct debit details.

The team also deal with between 20 to 30 people a day who are issued with a debit note because they were unable to pay the toll when they arrived at the toll booths or at the ferries.



Customer Services Assistant Sarah Cox joined Tamar Crossings in 2010. Initially recruited as a temp, at the end of her three month stint she decided she wanted to stay and, 13 years later, says she still loves being part of the customer services team.

“My role involves doing lots of different things and every day is different” she said **“As well as helping people who want to set up new tag accounts, top up their existing accounts or replace old tags which no longer work, we sometimes find ourselves trouble shooting when people report problems with their tags not working.**

Sometimes this is because the tag has been fitted in the wrong place in the vehicle (the correct place is on the centre of the windscreen behind the rear view mirror so the camera in the toll booth can see it - if you have a newer model use the shaded area of the screen as a guide). It can also be because the tag needs a new battery or even, as on one memorable occasion, as a result of a driver removing the tag from their vehicle and then leaving it at home!”

Sarah particularly enjoys the financial side of her job, which includes setting up direct debits and credit card payments, managing violation payments for people who have failed to pay the toll when making a crossing, and carrying out the reconciliation process at the end of the day.

“When I first joined Tamar Crossings this process – which involves checking that the amount collected in payments matches the number of crossings made used to be done by hand, with staff weighing bags of coins and notes” said Sarah. **“Now it is all done by computer which means it is much quicker to complete at the end of the day.”**

While the office is always busy, the team has recently seen a significant increase in the number of new tag applications, Following the increase in the cash tolls on 1 January, the demand has risen from an average 15 applications a day to 50 applications each day (with 150 applications on one particular day – the highest number ever!). Most applications are being handed in at the front desk in person which can lead to people having to wait at busy times. There has also been an increase in phone calls for tag account top ups which rose to an average of 670 calls per day in January and February.

The sheer volume of applications means that there is currently a longer than usual wait for the application to be processed and the units being sent to customers. Our staff are working as hard as possible to deal with the backlog and we apologise for any delay.

Both applications for new tag accounts and making amendments to existing accounts, together with most other routine activities, can be done online via the Tamar Crossings website - <https://www.tamarcrossings.org.uk> While we are always happy to help customers in person or over the phone, it is worth checking if you can sort out what you need to do online to avoid waiting at busy times.

As well as managing the dramatic increase in applications for new tags, the team is also dealing with the impact of the ongoing worldwide shortage of computer chips which are used in the electronic tag units. As there are no UK manufacturers of the units, supplies have to come from the nearest manufacturer which is based in Austria. Although we always try to ensure that we have a supply of both new and recycled tags in stock for customers, the shortage of parts has previously led to a delay in receiving new stock which has, in turn, affected waiting times for new tags.

New breakdown recovery vehicle at the Bridge

You may have seen a white recovery vehicle parked in the Bridge Office car park. This is our Light Recovery Vehicle (LRV) operated by our service partner, Tonkin Recovery, that we use to provide free recovery



from the Bridge and Saltash Tunnel for vehicles under 3.5 tonnes. National Highways shares the cost of vehicle recovery with us, as we operate the tunnel for them.

Our new Isuzu LRV is capable of recovering vehicles (including up to six occupants) under 3.5 tonnes including 4x4s, electric vehicles and motorcycles. We use a rear mounted articulated lift to lift, secure and tow vehicles and occupants to safety. Additional wheelsets, or dollies, allow us to lift all four wheels off the ground – handy should a vehicle have a defective electronic handbrake or gearbox!

To minimise congestion, we aim to rescue stranded vehicles and their occupants within 30 minutes of breaking down but we average about 20 minutes – compared to an average of over 2 hours for recovery on the public highway by commercial operators!

Mental Health first aiders

We have recently invested in our teams to provide mental health support at work.

Tamar Crossings already has five mental health first aiders and a decision was made to provide additional support for our teams by training more employees. The employees are in a variety of roles at both crossings, are easily accessible to the teams and are a first point of contact for employees who are experiencing mental health issues or emotional distress.

Most recently two of our Torpoint Ferry staff, Stewart Trumper and Emily Park, and our Storekeeper, Tor Waterfield, attended the training and found it a very positive experience!

Emily Park said “I joined Tamar Crossings six months ago as a ferry crew cleaner/relief after completing 22 years in the Royal Navy. Having worked in a highly stressful environment, I understand the importance of good mental health to the general wellbeing of personnel. My role as ferry crew cleaner/relief gives me access to multiple crews as I conduct daily cleaning, miscellaneous tasks and collecting tolls.”

Tor Waterfield said “I joined in June 2021 as the Torpoint Ferry storekeeper. I found the training to be very useful for my role and in everyday life. Staff often come to me to discuss personal issues and I feel that the training has helped me gain knowledge and better my understanding about mental health issues. This will help me to provide support to the Torpoint Ferry team.”

Stewart Trumper said “I’ve been at Tamar Crossings for 17 years as a Ferry Collector, not yet reached the dizzy heights of Ferry Controlling, but I’ll get there! I wanted to do the course as I have struggled with my own mental health whilst recovering from cancer treatment, and with the right support I know things can improve. With my own experience and doing the course I would like to be able to help others in need of support. ITS GOOD TO TALK!”

An additional two employees who are based at the Tamar Bridge are completing the MHFA training in March.



Supporting emergency services on the Torpoint Ferry

We have a very close working relationship with local emergency services, with a long-established process in place to ensure that emergency services vehicles are able to cross the river as quickly as possible.

All emergency services blue light vehicles use the priority lane whether they are running on blue lights or not.

In the case of an emergency vehicle running on a blue light the ferry staff will immediately load the vehicle onto the ferry and the ferry will be instructed to leave the slipway as soon as possible.

During the daytime the respective control room/operations centre are asked to contact the respective embarkation control tower to enable a message to be sent to the ferry controller ahead of their arrival. If the incident occurs at night respective control room/operations centre are asked to contact the ferry controller on the Night Shift Duty Number.

In the case of an emergency vehicle on a routine or non-emergency journey, using the priority lane will ensure that the vehicle is loaded onto the next available ferry.

If the situation escalates the emergency vehicle drivers are asked to engage their blue lights which will lead to the vehicle being loaded on to the ferry as quickly as possible and the ferry then authorised to leave.

If an emergency services vehicle has arrived at the crossing with flashing lights, the ferry carrying that vehicle will display blue flashing lights as a general indicator to other users and river traffic, and we also inform the King’s Harbour Master of our crossing status.



Loading and unloading the Torpoint Ferry

It takes up to seven minutes to load and unload around 70 vehicles on the ferries. During busy rush hours it is important that we manage the constant flow of traffic to the ferries so that we can maintain schedule and our crews work very hard to load the ferries in the most efficient way possible to optimise load capacity against schedule departures.

Collectors assess a number of different factors when directing the traffic onto the vehicle deck lanes. These include the weight, height, width and shape of the vehicle. Rather than simply starting the loading at the front of one lane, filling it and then loading the next, filling it and so on, our collectors direct each vehicle in turn to drive onto a particular lane on the ferry. This balances the load on the ferry and maximises the use of space available for each crossing.

We generally assume we are going to get a full load of the most awkward shaped vehicles possible as the loader does not have sight of what vehicles are queuing on the shoreside. Where sufficient staff are available we encourage cars to move up closely to the next vehicle to maximise deck loading capacity.

Some people think we operate a true “first on - last off” system but this is not actually the case. Collectors direct the disembarkation of vehicles in a manner that allows the commencement of simultaneous unloading and loading at the earliest opportunity. This means vehicles can often leave the ferry in a different order to how they boarded. This helps to improve overall efficiency, waiting times for traffic and optimise turnaround times.

From Torpoint, traffic arrives on the up-river (Northerly) side of the ferry so we empty that side first to start loading as soon as possible. Once we get to the Devonport side, the traffic ready to board is now waiting on the down-river (Southerly) side so we need to unload this side first. This usually means that the people who were last to board are usually the first to leave the ferry, leaving those who were first to board tending to be the last off.



Managing cyclists and motorcyclists on the Ferry

During the COVID 19 pandemic we reviewed our procedures and processes for loading and unloading the ferries to ensure that we could continue to deliver a safe and efficient service. This included reviewing the way we were managing cyclists and motorcycles from the point of entry to the vehicle queuing lanes through to the point of disembarkation from ferries.

As a result of the review the system for managing cyclists and motorcyclists was redefined in April 2020 to enable us to meet COVID restraints. Following the easing of the restraints we have continued to employ the same system as our monitoring shows that these procedures provide a safer and more reliable operational provision.

This is a summary of our procedures for cyclists and motorcyclists:

- all cyclists and motorcycles must queue in the designated priority lanes at Torpoint and Devonport (Lane 7 and 11 respectively) and approach the slipways via road and traffic light management systems
- cyclists and motorcycles are called forward from the priority lanes for loading via the traffic light management system and directed to the designated lane (F) on the respective ferry (the most southerly/down river lane of each ferry)
- cyclists queuing at the top of slipways will be redirected to the queuing lanes for safety purposes while other vehicles are loading / unloading, ensuring wider operational safety, efficiency and to maintain a fair principle of “first come, first served” for all customers
- disembarkation from the ferry to the shore is managed under the direction of the ferry crew

Information on policies and processes relating to the Ferry, including the procedures for loading and unloading and management of cyclists and motorcyclists, is available in our Ferry Frequently Asked Questions (FAQs) section on the Tamar Crossings website:

<https://www.tamarcrossings.org.uk/>

