

# Tamar Bridge and Torpoint Ferry Funding the Crossings



## Consultation, October 2023

The accompanying leaflet explains our current and forecast financial 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 considering any changes to toll levels.

### Section 1 Your use of the Tamar Bridge and Torpoint Ferry

Please provide answers for both bridge and ferry

#### TAMAR BRIDGE Please tick one box only

##### 1a How often do you usually travel across the bridge?

- 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?

- 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 \_\_\_\_\_

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

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

##### 1d Thinking about your most frequent journey using the bridge, 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 \_\_\_\_\_

#### TORPOINT FERRY Please tick one box only

##### 1a How often do you usually travel on the 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

##### 1b How do you usually travel across on the ferry?

- 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 ferry?

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

##### 1d Thinking about your most frequent journey using the 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 ferry
- 8  Other \_\_\_\_\_

## Section 2 Your views on the Bridge and Ferry price structure

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 our decisions.

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*

- Charge more for travelling during peak times
- Charge more for travelling during off-peak times
- 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*

- Charge more for using the Torpoint Ferry
- 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*

- Increase the difference
- Reduce the difference
- 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*

- Reduce the percentage discount for TamarTag account holders
- Increase the percentage discount for TamarTag account holders
- Keep the existing 50% percentage discount

### 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*

- Reduce charges for vehicles with lower emissions
- Keep charges independent of vehicle emissions

## 6 Do you think that your travel patterns will change in the near future?

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?

*Please tick all boxes that apply*

1  Less frequent

4  Using public transport less

2  More frequent

5  Using public transport more

3  At different times of day

6  Walk more/cycle more

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

*Please tick all boxes that apply*

1  More home working

5  Using local suppliers

2  Unemployed/retirement

6  Increased home deliveries

3  Socialising less

7  Other \_\_\_\_\_

4  Improve health/environment

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

## Section 3 The options to resolve the financial shortfall

The accompanying leaflet details the characteristics of the various options being considered. Of the options which do you think is the most appropriate to resolve the financial shortfall?

**Option details are as follows:**

*Please tick one box*

**1** Increase tolls for cars to £3.00 cash and £1.50 tag, with corresponding increases for other tolls.

**2** Increase tolls for cars to £3.20 cash and £1.60 tag, with corresponding increases for other tolls.

**3** Increase tolls for cars to £3.00 cash and £1.80 tag, with corresponding increases for other tolls.

**4** Increase bridge tolls for cars to £3.00 cash and £1.50 tag and ferry tolls to £4.00 cash and £2.00 tag, with corresponding increases for other tolls.

**5** No change in tolls.

For each option, the proposed toll for other classes of vehicle are available online at our website [www.tamarcrossings.org.uk](http://www.tamarcrossings.org.uk)

Continued →

**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](http://www.tamarcrossings.org.uk)**  
Please return using the pre-paid envelope provided by 29 October 2023