



## TamarTag - Consultation on proposed increase in monthly administration fee

Public Consultation - 9 March to 6 April 2026

### Overview

Tamar Crossings – the Tamar Bridge and the Torpoint Ferry – are owned by Cornwall Council and Plymouth City Council and operated by a Joint Committee on their behalf.

In spring 2024, Tamar Crossings applied to the Department for Transport for a toll increase. This is a legal process and only the Government can approve changes to the toll. The increase was set at the minimum level needed to:

- Meet rising costs
- Maintain a small reserve for future works

Following Government approval, the toll increase was implemented in May 2025. However, as part of an ongoing financial review, Tamar Crossings have found that the TamarTag scheme currently costs more to run than it generates, meaning other parts of the business are subsidising it. This is not financially sustainable.

The TamarTag administration fee is currently set at 80p per month, regardless of the number of crossings made each month. The fee has remained the same since 2014 despite the rising costs described above. We are therefore proposing to increase the monthly administration fee to £2. This means that the annual fee for securing the 50% toll discount will cost £24 rather than the current price of £9.60.

Increasing the administration fee to £2 per month would:

- Cover the actual cost of running the scheme.
- Avoid the immediate need to reduce the TamarTag discount or increase tolls.
- Help prevent deeper cuts to services or maintenance.

For full details, please refer to the Tamar Crossings website - [www.tamarcrossings.org.uk/about/tag-admin-consultation](http://www.tamarcrossings.org.uk/about/tag-admin-consultation)

### Your feedback

Once you've had a chance to consider the information provided on the website and/or attended one of our consultation events, we would like your views on the proposed increase in the monthly TamarTag administration fee, as well as alternative funding options and the proposed mechanism for future increases. All questions are optional but please answer as many questions as you can. Please post your completed paper copy of the survey to Avril Baker Consultancy, 126 Somerset Road, Bristol, BS4 2JB. Alternatively, you can hand it to a member of Tamar Crossings staff at any of our advertised drop-in sessions.

The deadline for submitting your comments is **Monday 6 April 2026**.

## Tamar Crossings Income

The income generated by tolls, TamarTags and the administration fee pays for:

- All Tamar Crossings staff
- Providing a service 24 hours a day, 365 days a year
- Day-to-day operation of the bridge and ferry
- Essential inspections, maintenance and safety work
- Major improvement projects to keep both crossings safe and reliable

We are actively seeking funding from Central Government to help manage our maintenance costs, but we are mindful that these costs will continue to grow in the coming years.

1. There are a number of other ways we could increase our income:

- **Freeze the administration fee and increase the toll** - We would need to apply to the Department for Transport (DfT) for permission to do this.
- **Freeze the administration fee and reduce the TamarTag discount** - The discount is currently set at 50% of the standard fee but we could reduce it to 40%.
- **Introduce annual increases in the administration fee in line with inflation** - An annual increase would reflect inflation.
- **Freeze the administration fee and introduce annual increases in the toll in line with inflation** - An annual increase would reflect inflation. We would need to apply to the DfT for this.
- **Freeze the administration fee but charge it to each Tag rather than each account** - Some accounts have multiple Tags but only pay one admin fee

What would you prefer us to do? Please list in order of preference.

	1st choice	2nd choice	3rd choice	4th choice	5th choice
Freeze the administration fee and increase the cash toll	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Freeze the administration fee and reduce the TamarTag discount (e.g. from 50% to 40%)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Introduce annual increases in the administration fee in line with inflation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Freeze the administration fee and introduce annual increases in the toll in line with inflation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Freeze the administration fee but charge it to each Tag rather than each account	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. To what extent do you agree that future increases to the toll should be linked to inflation to reflect rising costs?

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

3. At present, the monthly administration fee is charged to each individual account. However, some accounts have more than one Tag. Do you think the administration fee should be charged for each Tag rather than each account?

- Yes
- No
- Unsure

4. We could have different prices at the Bridge and Ferry to reflect the higher operating costs at the ferry. What is your preference?

- Charge more for using the Torpoint Ferry
- Keep the charges the same for both crossings

5. We are investigating a range of options to modernise the crossings (although please note that each option requires some financial investment). Which of the following would you like to see?

- Open road tolling (Automatic Number Plate Recognition)
- Shop and refreshments at the bridge
- Play areas
- Car Charging points
- Conference facilities
- Other (please specify)

- None of the above

6. Considering all of the information provided and your answers to the previous questions, do you support the proposed increase in the TamarTag monthly administration fee from 80p to £2?

- Yes
- No
- Unsure

7. Do you have any additional comments or suggestions?

### About you

Please provide the following details

8. How do you usually travel across the Tamar?

- Tamar Bridge
- Torpoint Ferry
- Both the Bridge and Ferry

9. How often do you travel across the Tamar?

- More than once a day
- More than 5 times per week
- 1 to 4 times per week
- Less than once per week
- Less than once per month
- Never

10. What mode of transport do you usually use when you are crossing the Tamar?

- Private car/van
- Light goods vehicles (e.g. transit van)
- Medium goods vehicle (i.e. 2 axle lorry)
- HGV
- Motorcycle/ scooter
- Bicycle
- Public transport
- Walking
- Other wheeled transport e.g. wheelchair, scooter
- Do not cross the bridge or use the ferry

11. Do you have a TamarTag account?

- Yes
- No

12. To what extent do you agree that the current TamarTag scheme meets your needs?

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree
- Not applicable

13. What is your full postcode?

14. And finally, do you represent a group or organisation? If so, please specify:

Thank you for participating in this survey. If you have any further questions or concerns, please contact **[consultation@tamarcrossings.org.uk](mailto:consultation@tamarcrossings.org.uk)**

Please post your completed paper copy of the survey to Avril Baker Consultancy, 126 Somerset Road, Bristol, BS4 2JB.

Alternatively, you can hand it to a member of Tamar Crossings staff at any of our advertised drop-in sessions.

If you want to keep up to date with this project and other news relating to Tamar Crossings, please visit **[www.tamarcrossings.org.uk](http://www.tamarcrossings.org.uk)**