

## Orkney Islands Council – Orkney Ferries Tariff Review

### Questionnaire for residents of / frequent travellers to the isles

Orkney Islands Council has been reviewing the present tariff scheme on Orkney Ferries' services. The review has been designed to address a number of historic anomalies, to simplify the scheme and to achieve consistency and fairness, and at the same time to assist in promoting social and economic development in the isles.

Please spend 10-15 minutes completing this questionnaire about your personal travel on Orkney Ferries' services, and comment on the options that are presented for consideration. The responses to this questionnaire will be fed back to Councillors to inform their decision-making on the future of the tariff scheme for Orkney Ferries services.

Further information on the Tariff Review and an online version of this questionnaire can be found at [www.orkney.gov.uk](http://www.orkney.gov.uk).

If you require any further information on the questionnaire, please contact Transportation Services on 01856 873535 [transport@orkney.gov.uk](mailto:transport@orkney.gov.uk).

Please return your completed questionnaire to the local shop on your isle, to the Council Offices in Kirkwall or Stromness, or to an Orkney Ferries office.

**Please return your completed questionnaire by 16<sup>th</sup> December 2011. Please continue on a separate sheet if required.**

#### **Q1 Where do you live?**

Eday	<input type="checkbox"/>	Papa Westray	<input type="checkbox"/>	North Ronaldsay	<input type="checkbox"/>
Sanday	<input type="checkbox"/>	Stronsay	<input type="checkbox"/>	Westray	<input type="checkbox"/>
Egilsay	<input type="checkbox"/>	Flotta	<input type="checkbox"/>	Graemsay	<input type="checkbox"/>
Hoy	<input type="checkbox"/>	Rousay	<input type="checkbox"/>	Shapinsay	<input type="checkbox"/>
Wyre	<input type="checkbox"/>	Orkney Mainland	<input type="checkbox"/>	Other (please state) _____	<input type="checkbox"/>

#### **Q2 How frequently do you or other members of your household travel on Orkney Ferries' services?**

State either the number of return trips per week if you are frequent traveller(s) or per month if you travel less frequently.

You personally	Per week: _____	Per month: _____
Other adults within your household	Per week: _____	Per month: _____
Junior from within your household	Per week: _____	Per month: _____
A car / other vehicle from your household	Per week: _____	Per month: _____

**Q3 What are the purposes of your own journeys on Orkney Ferries?** Please state the usual number of return journeys for each of the following either per week OR per month.

	Usual number of journeys per week	Usual number of journeys per month	Please tick if someone else usually pays for this trip for you (e.g. an employer, NHS)
Employment			<input type="checkbox"/>
Education or training			<input type="checkbox"/>
Healthcare appointment			<input type="checkbox"/>
Shopping or other leisure activity			<input type="checkbox"/>
Other personal business			<input type="checkbox"/>
To make an onward travel connection			<input type="checkbox"/>
Any other journey purpose			<input type="checkbox"/>

**Q4 Generally what type of ticket do people within your household use for their passenger travel and when they are travelling with a vehicle?** Please select all ticket types that apply.

	For passenger travel	For your vehicle
Standard full fare	<input type="checkbox"/>	<input type="checkbox"/>
Junior fare	<input type="checkbox"/>	n/a
Student fare	<input type="checkbox"/>	n/a
10 journey book of tickets	<input type="checkbox"/>	<input type="checkbox"/>
20 journey book of tickets	<input type="checkbox"/>	<input type="checkbox"/>
50 journey book of tickets	<input type="checkbox"/>	<input type="checkbox"/>
Orkney Islands Council 12 free concessionary travel returns	<input type="checkbox"/>	<input type="checkbox"/>
Orkney Ferries ½ price registered disabled fare	<input type="checkbox"/>	<input type="checkbox"/>
Orkney Ferries free registered blind fare	<input type="checkbox"/>	n/a
Orkney Ferries ½ price senior citizen fare	<input type="checkbox"/>	n/a
Mobile home fare	n/a	<input type="checkbox"/>
Motorcycle	n/a	<input type="checkbox"/>
Other	<input type="checkbox"/> Please state type:	<input type="checkbox"/> Please state type:

**Q5 Orkney Islands Council has been considering options for a revised tariff structure and booking / ticketing system for the internal ferry services provided by Orkney Ferries Limited.**

Councillors have recommended three options for public consultation, and we are keen to hear how the options might affect you personally and your community as a whole.

The three options for a new tariff scheme are shown below. We are equally keen to hear about any alternative ideas you might have.

(These options assume that multi-journey books of tickets would no longer be available.)

**Inner and South Isles Fares**

<b>Fares (singles)</b>	<b>Present rates</b>	<b>Option 1</b>	<b>Option 2</b>	<b>Option 3</b>
<b>Passenger</b>	£3.95	£2.50	£2.40	£2.50
<b>5m domestic vehicle</b>	£12.55	£10.00	£7.40	£8.00
<b>5m commercial vehicle</b>	£12.55	£10.00	£23.60	£16.00
<b>10m commercial vehicle</b>	£69.05	£35.00	£47.20	£32.00

**Outer North Isles Fares**

<b>Fares (singles)</b>	<b>Present rates</b>	<b>Option 1</b>	<b>Option 2</b>	<b>Option 3</b>
<b>Passenger</b>	£7.70	£5.00	£3.65	£5.00
<b>5m domestic vehicle</b>	£18.25	£20.00	£14.90	£16.00
<b>5m commercial vehicle</b>	£18.25	£20.00	£34.85	£32.00
<b>10m commercial vehicle</b>	£114.25	£70.00	£69.70	£64.00

**Q5a Overall, please indicate which is your preferred option**




**Q5b Under your preferred option would you make any additional passenger trips?**

**Yes**

**No**

**Q5c If you answered YES, please state what the purpose of these extra passenger trips would be?**

<b>Q5d Under your preferred option would you make any additional trips with a vehicle?</b>	<b>Yes</b>	<input type="checkbox"/>	<b>No</b>	<input type="checkbox"/>
<b>Q5e If you answered YES, please state what the purpose of these extra trips with a vehicle would be?</b>				
<b>Q5f Please provide any additional comments on your preferred or the other tariff scheme options.</b>				
<p><b>Q6 The options include the introduction of passenger commuter passes. These would offer a discount on the passenger rates for the most frequent users. A full-time and a part-time commuter option are being considered, which would both offer around a <u>25% discount</u> on full passenger rates.</b></p> <p>A full-time commuter pass would provide unlimited travel on either the Outer North Isles or Inner and South Isles network, and the part-time commuter pass would provide a maximum of three return trips per week on either part of the network. The passes could be available monthly in advance or could be purchased annually for convenience.</p>				
	<b>Yes, a full-time pass</b>	<b>Yes, a part-time pass</b>	<b>No / not relevant for me</b>	
<b>Q6a Do you think you would use a commuter pass?</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Q6b Please provide any additional comments on the introduction of a commuter pass in the box below.</b>				

**Q7 Councillors have recommended that smartcard technologies should be examined, and that an online booking and ticketing system should be tested in addition to present phone and in-person booking systems.**

**A smartcard could be used to store passenger information, and could be used for a concessionary travel scheme, for commuter passes or to pre-load cash for buying ferry tickets.**

**Q7a Would you be happy to use a smartcard for your travel on Orkney Ferries?**

<b>Yes</b>	<input type="checkbox"/>	<b>No</b>	<input type="checkbox"/>
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**Q7b Please provide any comments on the introduction of smartcards.**

**Q7c Would you make use of an online booking / payment system?**

<b>Yes</b>	<input type="checkbox"/>	<b>No</b>	<input type="checkbox"/>
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**Q7d Please provide any comments on the introduction of online booking and ticketing.**

**Q8 There are two types of concession available on Orkney Ferries' services:**

Orkney Ferries currently offer a 50% fare concession to **all** senior citizens, to **all** people who are registered disabled and free travel to **all** people who are registered blind.

In addition, for people who are **a permanent resident on one of the isles**, and who are in possession of the National Entitlement Card and are **aged 61 and over**; they are entitled to twelve free return ferry trips per year between their home isle and the Orkney Mainland. The qualifying age will increase on an annual basis, by one year, thereby raising the qualifying age from 60 to 65 over the next five years. Eligible residents in Papa Westray and North Ronaldsay receive vouchers for plane travel instead of ferry travel.

The two current schemes come at considerable cost and affect the rates that are charged across all user types.

**Q9a Are you eligible for either of the present concessionary travel schemes?**

<b>Yes, the Orkney Ferries Scheme</b>	<input type="checkbox"/>	<b>Yes, the Orkney Islands Council Scheme</b>	<input type="checkbox"/>	<b>No, I'm not eligible</b>	<input type="checkbox"/>
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**Q9b The options for consideration are stated below, please state your preferred option.**

<b>Option 1 – retain the two parallel concessionary schemes</b>	<input type="checkbox"/>
<b>Option 2 – retain the OIC concessionary scheme with a limited number of free return trips per annum for isles residents</b>	<input type="checkbox"/>
<b>Option 3 – retain only the Orkney Ferries scheme with a discount on all concessionary trips for any eligible person</b>	<input type="checkbox"/>
<b>Option 4 – retain only the Orkney Ferries scheme with a discount on all concessionary trips but for Orkney residents only</b>	<input type="checkbox"/>
<b>Option 5 – remove all concessionary travel schemes</b>	<input type="checkbox"/>

**Q9c Why is this your preferred option? Please explain the reason why you have chosen this option.**

**Q10 The options recommended for consultation by Councillors include reducing the standard commercial rates and charging the same for every given metre of deck space used.** This means that all commercial users, including vans (used for commercial purposes), tractors and trailers, hauliers etc. would pay the same for any given metre of deck space used.

**In addition, frequent users of the services would be eligible for discounts on commercial rates equivalent to their level of usage.** The intention with these proposals is to reduce the cost of moving goods to and from the isles to support the economies of the isles. Please provide your comments on these proposals for commercial traffic on board Orkney Ferries' services.

**Q11 Please tell us how much you agree with the importance of the following general principles of the tariff review:**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Reduce passenger rates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Introduce commuter pass	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Introduce smartcards for payment / concessions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remove advance purchase multi-journey discounts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All juniors charged at a discounted rate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increase cost of car travel (to assist in reducing passenger & commercial rates)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reduce commercial rates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All commercial rates aligned, & each metre of deck space used charged the same	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Introduce on-line booking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standardise and reduce concessions available (to assist in reducing passenger & commercial rates for all)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Continued overleaf

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Reduce the cost of travel for those supplying goods and services to the isles, for example utility providers, fuel deliveries etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q12 Please provide any other comments in relation to Orkney Ferries' tariff scheme and the options discussed in this questionnaire.** We are keen to hear comments about how the proposals might affect you personally, and also your views on the impacts on your community as a whole. **Other ideas and suggestions are also welcome on other ticketing types and tariff structures.**

**Q13 Can you tell us a bit about your employment status?**

I am at work / self-employed, full-time	<input type="checkbox"/>
I am at work / self-employed, part-time	<input type="checkbox"/>
I am unemployed	<input type="checkbox"/>
I am a student	<input type="checkbox"/>
I look after the home / family	<input type="checkbox"/>
I am retired	<input type="checkbox"/>
I am permanently sick or disabled	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/> _____

**Data Use and Privacy Policy: The Spyria Partnership and Orkney Islands Council are fully committed to protecting your personal information and conduct all their business in compliance with the Data Protection Act 1998. We will not disclose your personal information to third parties.**

**Thank you for taking the time to complete this questionnaire. Further details on the Tariff Review are available at: [www.orkney.gov.uk](http://www.orkney.gov.uk).**