

**To receive a report on the Saltash ferry service and consider any actions and associated expenditure**

A meeting took place with the owner of Plymouth Boat Trips (PBT) to discuss this year's service and future ferry services.

**Existing Saltash Ferry service 2024/customers feedback:**

Both PBT and Saltash TC are pleased with the service to date. Customer feedback is positive. Those using the service are travelling from Callington, Trematon, Landrake, Liskeard, Saltash and many more areas.

**Timetable:**

This year's timetable has worked well. No negative feedback received. PBT may put on an extra trip next year during peak periods – further discussions to be had.

**Service period 2024:**

24 May to 30 September 2024 ferry service to operate in line with the timetable.

Further to 30 September, the Saltash ferry is to run October weekends and the week of half term holidays (28 October to 3 November 2024) see attached poster.

**Ferry Rider ticket fee:**

PBT are reviewing the cost of a Ferry Rider ticket to be launched in the New Year, ready for the new Season. This will allow customers to travel the Waterlink Ferry Network – see attached map.

**PBT Saltash ferry cost:**

PBT have covered their cost this season.

### PBT website:

PBT will be reviewing their website during the Winter months with the aim to add a section for the Waterlink Ferry Network of 'things to do including links' and 'display photos', this will also allow them to better communicate with customers. Saltash TC are welcome to provide Saltash visiting information to be displayed under this section of PBT site, free of charge. PBT aim is to grow the Waterlink Ferry Network by working in partnership with many partners.

### Island Princess Ferry:

The same ferry will be provided for the 2025 service plus some upgrades, such as, comfy seats, wind protector, engine silencer etc to improve the customer experience.

### Saltash Ferry service 2025:

PBT have confirmed the service will become operational from 1 April 2025 to 28 September 2025 (last Sunday in Sept).

The Saltash ferry will continue to operate weekends only in October and the week of half-term holidays.

### Ticket fee 2025:

Saltash Ferry to remain at a cost - adults £5, children £2.50 (3-15 inclusive), children 2 and under free, bikes £2.50. Well behaved dogs are free!

### Fireworks night and other cruises 2025:

PBT are keen to offer this service in 2025. Await further information.

### Electric ferry 2025:

PBT own a 12-seater electric ferry. It was agreed that PBT and Saltash TC are to consider how an electric ferry could be operated on the river.

### Restaurant offers 2025:

PBT are considering how they could work with Saltash restaurateurs to provide offers to ferry customers at Saltash restaurants.

Await further information.

### Passenger Data:

Refer to the attached spreadsheet for the data period May to August 2024.

### Saltash Jubilee Pontoon:

For this Season, Cornwall Council's Maritime Manager reviewed the pontoon design and agreed they were happy to approve vessels up to 60 gross tons to use it at this time pending further review subject to passengers being always escorted on/off the pontoon by vessel crew/shore staff and pending further review for next year.

The process has worked well.

This Season has seen a significant decrease in anti-social behaviour on the pontoon, reducing Town Council expenditure – this could be due to the number of people waiting for the ferry and the constant docking of ferry.

The Town Council agreed to approve PBT free use of the pontoon for this Season. Members are asked to consider for the 2025 Season if landing charges are to be applied or not? There are two options:

#### Option 1:

Charge PBT £0.21p per person

#### Option 2:

Charge an annual fee – to be determined and on what basis

The charge to PBT could impact the cost to the ferry customer.

Approximate income to the Town Council based on data received at £0.21p per passenger:

24 to 31 May: £107.73

1 to 30 June: £396.27

Members are also asked to consider the next Season service 2025 based on the information provided within the report and attached to.

Summary:

The introduction of the Saltash Ferry is a great achievement from the Community Levelling Up Funding – Connectivity Transport Trial Day and meets the Town Council Strategic Priority – Travel and transport.

**End of Report**

**Town Clerk / RFO**