

2 April 2026

Philip Robinson  
Chief Officer  
Tamar Crossings  
Tamar Bridge Office  
Pemros Road  
Plymouth



Dear Philip,

Re: Tamar Tag Admin Fee Consultation

On behalf of Saltash Town Council, I am writing to express our concerns regarding the Tamar tag administration fee consultation.

Whilst accepting that inflation will inevitably increase costs, requiring increased income, Saltash Town Council is disappointed that the only options offered are for users to pay more. The cost of crossing the river for work, leisure and essential services is an unavoidable expense, and a drain on the local economy.

The survey did not propose any other way of increasing income - such as external funding from local or central government - or options to reduce expenditure.

The situation is exacerbated by the extent to which tolls from bridge users has increasingly subsidised the inefficient ferry operation - utilisation of around 50% seems poor - and while realising this is an essential service it seems unfair that it is other captive users having to carry that burden.

It is unclear how the first question (in the online version of the survey) will be assessed, given the very different returns which would be generated. Previous experience suggests that one's which do not produce the amount required will just be discounted, so being disingenuous as options at all, making it meaningless.

Given that the objective of an increase is to apportion costs to their source, it would seem appropriate for the fee to relate to the number of tags on an account, such as a basic fee plus an amount per tag.



The Guildhall  
12 Lower Fore Street, Saltash, Cornwall PL12 6JX  
Tel: (01752) 844846  
e-mail: [enquiries@saltash.gov.uk](mailto:enquiries@saltash.gov.uk)  
[gdp@saltash.gov.uk](mailto:gdp@saltash.gov.uk)

Saltash Town Council is grateful for the opportunity to comment on this consultation, and whilst feeling the survey itself has shortcomings, is optimistic that the increased engagement with the community will lead to a better understanding of issues from both perspectives.

Yours sincerely,



Sinead Burrows  
Town Clerk / RFO



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Tel: (01752) 844846  
e-mail: [enquiries@saltash.gov.uk](mailto:enquiries@saltash.gov.uk)  
[gdpr@saltash.gov.uk](mailto:gdpr@saltash.gov.uk)