

Orkney Islands Council – Orkney Ferries Tariff Review

Questionnaire for businesses

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 travel in relation to your business 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.

If you require any further information on the questionnaire, please contact Transportation Services on 01856 873535 | 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 16th December 2011. Please continue on a separate sheet if required.

Q1 Where does your business operate / provide a service? Tick all that apply.

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 What is the nature of your business?

Manufacturing	<input type="checkbox"/>	Construction	<input type="checkbox"/>	Hotel / restaurant / visitor accommodation	<input type="checkbox"/>
Agriculture	<input type="checkbox"/>	Fishing / aquaculture	<input type="checkbox"/>	Transport / communications	<input type="checkbox"/>
Finance / business activities	<input type="checkbox"/>	Retail	<input type="checkbox"/>	Tourism-related	<input type="checkbox"/>
Voluntary / third sector	<input type="checkbox"/>	Other (please state)			<input type="checkbox"/>

Q3 How many jobs does your business support, including the owner?			
Total number of employees		Total number of Full Time Equivalent jobs	
Q4 How much travel on Orkney Ferries services does your business use?			
Normal number of return passenger trips per month:		Normal number of parcels / pallets moved per month:	Normal number of vehicle return trips per month:
Q5 If you are involved in agriculture, roughly how many head of livestock do you import and export per annum?			
Livestock imported per annum		Livestock exported per annum	
Q6 If you move goods or livestock, to what extent do you rely on a haulier, and to what extent do you move your own goods to and from the isle(s)? Please estimate the proportion of your goods and livestock that is moved by a haulier and that you move yourself.			
Percentage of goods moved by haulier:		Percentage of goods moved by business itself:	
Percentage of livestock moved by haulier:		Percentage of livestock moved by business itself:	
Q7 What type of tickets does the business use?			
	For passenger travel	For your commercial vehicle	For combined tractor and trailer travel
Standard full fare	<input type="checkbox"/>	<input type="checkbox"/>	n/a
10 journey book of tickets	<input type="checkbox"/>	<input type="checkbox"/>	n/a
20 journey book of tickets	<input type="checkbox"/>	<input type="checkbox"/>	n/a
50 journey book of tickets	<input type="checkbox"/>	<input type="checkbox"/>	n/a
Tractor, trailer and attachment combined rate	n/a	n/a	<input type="checkbox"/>
Other	<input type="checkbox"/> Please state type:	<input type="checkbox"/> Please state type:	<input type="checkbox"/> Please state type:

Q8 Orkney Islands Council has been considering options for a revised tariff structure and booking / ticketing system. Councillors have recommended three options for public consultation, and we are keen to hear how the options might affect your business.

The options assume that multi-journey books of tickets would no longer be available, and all commercial vehicles would be charged a commercial rate per metre used on the deck, including tractor and trailer combinations.

In addition, frequent users of the services would be eligible for discounts on commercial rates equivalent to their level of usage. Options under consideration include offering discounts based on the number of journeys or on the number of metres used per month. Any commercial user would be able to access these discounts. Discounts could range between 5% and 50% depending upon 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.

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

Inner and South Isles Fares

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

Outer North Isles Fares

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

Q8a Overall, please indicate which is your preferred option

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Q8b Under your preferred option would you make more or fewer passenger trips for business?

More trips	<input type="checkbox"/>	Same number of trips	<input type="checkbox"/>	Fewer trips	<input type="checkbox"/>
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Q8c Please state how these additional / fewer passenger trips would affect your business.

Q8d Under your preferred option would you make more or fewer business trips with a vehicle?	More trips	<input type="checkbox"/>	Same number of trips	<input type="checkbox"/>	Fewer trips	<input type="checkbox"/>
Q8e Please state how these additional / fewer vehicle trips would affect your business.						
Q8f Overall, what impact do you think your preferred option would have on your business?	Positive	<input type="checkbox"/>	Neutral	<input type="checkbox"/>	Negative	<input type="checkbox"/>
Q8g Please explain why this would be the case.						
Q8h What would be your preference for offering discounts for commercial vehicle users of Orkney Ferries' services?						
Discounts based on number of journeys made	<input type="checkbox"/>	Discounts based on number of metres used on board			<input type="checkbox"/>	
Other (please state)	<input type="checkbox"/>	Offer no discounts			<input type="checkbox"/>	
Q8i Please provide any further comments on offering discounts for commercial vehicles.						

Q9 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 has been developed, which would both offer around a 25% discount on full passenger rates.

The full-time commuter pass would provide unlimited travel, and the part-time commuter pass would provide a maximum of three return trips per week. The passes would be available monthly in advance or could be purchased annually for convenience.

	Yes, a full-time pass	Yes, a part-time pass	No / not relevant for me / my business
Q9a Do you think you would use a commuter pass for business travel?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q9b Please provide any additional comments on the introduction of a commuter pass in the box below.

Q10 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.

Q10a Would you be happy to use a smartcard for your business travel on Orkney Ferries?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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Q10b Please provide any comments on the introduction of smartcards.

Q10c Would you make use of an online booking / payment system for your business travel?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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Q10d Please provide any comments on the introduction of online booking and ticketing.

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"/>
Increase cost of car travel (to assist in reducing passenger and 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, and 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 the concessions available (to assist in reducing passenger and commercial rates for all)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q12 Please state where your main business base is.

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"/>

Q13 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.

Data Use and Privacy Policy: The Spyria Partnership and Orkney Islands Council are fully committed to protecting your personal information and conducts all its 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.