

FB6 Saver Card Survey - key points form free text

Operational

During busy times the crossing time could be much improved if the Driver was in the wheelhouse ready to go when the last vehicles are embarked - rather than trooping up the stairs - getting 'things ready' then setting off. I'm sure other ways of reducing the crossing time could be considered and adopted - possibly allowing vehicles from the LHS of the ferry disembark whilst the foot passengers disembark on the RHS - possibly with some form of portable barrier.

Although it's not the longest journey in the world it could be speeded up by letting foot passengers and cars on and off at the same time. H&S silliness!

The last bridge currently is at 00:20, however there is a Red Funnels service arriving into East Cowes at 01.00. It would make a lot of difference to the passengers and staff using this ferry if there were a bridge available at 01:20. I know that staff stay on the bridge all night - Would it not be possible to have one service at that time to meet the ferry? From a personal perspective, this would make a world of difference to me, as I would be able to get home after my late shifts - at the moment, I have to stay in staff accommodation as I cannot get back to west Cowes.

For obvious safety reasons cars and motorcycles should be unloaded before pedestrians and bicycles. It really makes no sense to have pedestrians milling about in the middle of the road while cars are disembarking!

It would be helpful if rather than waiting for the odd straggler cars that turn up that it went when those present were boarded thus giving a quicker turnaround at each end. We missed a ferry as turnaround was slow (15 minutes)

Can the waiting shelter in East Cowes be cleaned regularly? (It's a mess). Also, the waiting passengers (especially those with cycles) can tend to extend into the roadway when they are waiting to pay/board. This is a danger to cars coming off the ferry East Side.

I think the vessel is an improvement and the teething troubles are to be expected
Slightly concerned that you will get a parking ticket whilst waiting for floating bridge in the queue!

Media and communications

The website is old and needs revamping

But the information on the website isn't always up to date, so I have stopped looking and using it

Website tells you its running or not but because the reduced frequency it should also give crossing times

Where is the official Floating Bridge App so that it is easy to check real time location/service status of the floating bridge?

Text messages about short notice interruption of service would be helpful. When out of service, two launches running the shuttle service at peak times should be used

The community need this service and it's a shame we have invested money into something what is worse than it's predecessor, and we are having to pay for that service every time we use it. The crossing time has tripled and it is so much louder - the clunks upset my children. I would have no issues with paying if I knew I could rely on it and I knew it had a timetable. Most of the staff are wonderful and helpful but they are let down by others on their team.

Staffing

Too many staff . Some staff expecting you to no where go and rude if you get wrong

As a frequent user, I find the difference in attitude between different crews is so vast, some crews operate a very swift efficient service whilst others spend far too much time chatting and faffing about ignoring the fact people are waiting. If the bridge has just left, one crew will perform a quick turn around and be swiftly back over, whilst another will leave you waiting for anything up to 20 minutes, and that's not because of tidal differences

Fees and payments

It seems there is a lot of confusion using the service if you haven't used it before. Pedestrians and cyclists are unaware they can pay a staff member rather than use the machines and cars are unaware where to queue and that they can pay on-board. Signage needs to be better.

I think some people have to use the service but for those that don't recent issues have put them off. Also the cost has really increased over the last 15 years and that will be another factor for many. It would be better for traffic through Newport if the service was better and cost was subsidised by the council

Obtaining a saver card from the website was impossible

What is the box for at the entrance to the Chain ferry - Are we able to scan our own cards?

Other

It's a good service. The decision to go for a large ferry and all the consequences of it were unfortunate but the present service seems to be good (although I no longer commute over every day as I have given up on Red Funnel's RedJet service). That all said, I still dream of a fixed bridge so that I could always get over in 2 minutes and it does seem that an opening bridge as at Weymouth ought to be feasible, the traffic across the river vastly exceeds that along it I think. But anyway, the present service is good, thanks.

Get rid of it and build a tunnel or bridge!! The old one should never have been "scrapped" it was perfectly alright. Progress?? I don't think so.