

Survey by NRMA Motoring & Services on time of day tolling, February 2009

On 27 January 2009, the NSW Government introduced time of day tolling to the Harbour Bridge and Tunnel.

In February 2009, we surveyed our Members on time of day tolling. The survey comprised of a web based survey sent to a random list of 10,000 NRMA members residing in Sydney to the north and north west of the Harbour Bridge and Tunnel. A total of 1819 members participated in the survey, 1808 continued through the survey and all but one completed the survey.

The survey questions and a detailed summary of the responses are provided below:

Survey introduction

The NSW State Government has recently changed the toll prices on the Harbour Bridge and Harbour Tunnel. The Government's stated objective was to change driving habits to reduce traffic congestion. In the following survey we would like to ask some questions on this topic.

Survey questions:

1a) Firstly, have you heard about these toll changes?

- Yes - go to Q2
- No - go to explanation
- Don't know/ not sure - go to explanation

Explanation

The NSW State Government is charging \$2.50 to cross the harbour before 6.30 am, \$4.00 to cross between 6.30am and 9.30 am and \$3.00 after 9.30am. The previous price was a fixed price of \$3.00 all day.

1b) Are you aware of this new price structure?

- Yes - go to Q2
- No - go end, thank and terminate
- Don't Know – go to end thank and terminate

2) Prior to the toll changes were you using the Harbour Bridge or Harbour Tunnel?

- Yes – go to Q3
- No – go to Q9

3a) If you crossed in the morning, typically what time of day did you cross?

- Before 6.30 am
- 6.30 – 7.00 am
- 7.00 am – 7.30 am
- 7.30 – 8.00 am
- 8.00 am – 8.30 am
- 8.30 – 9.00 am
- 9.00 am – 9.30 am
- After 9.30 before 12.00 noon
- Didn't cross the harbour in the morning – go to Q9
- Don't know/ not sure – go to Q9

3b) Does your company or business pay your e-toll or can you claim back your toll fee?

- Yes
- No
- Don't know

4) This new price structure has now been active since January 27; do you think this has resulted in reduced traffic congestion on the roads?

- Yes
- No
- Maybe

5a) Have you altered the time of day you travel as a result of the harbour toll increase?

- Yes - go to Q6
- No – go to Q 5b
- Maybe - go to Q5b

5b) If you haven't changed the time you cross, why is that? You may select more than one answer.

- Un-feasible to change the time period given the higher toll is for 3 hours
- Traffic on other routes is too congested

- To keep my commitments there is no other suitable time to cross.
- Don't travel during peak hour
- My company/business pays for my tolls.
- Other reason

6) In the near future do you intend to alter the time of day you travel as a result of the harbour toll increase?

- Yes
- No
- Maybe

7) Have you altered your route as a result of the harbour toll increase?

- Yes
- No
- Maybe

8) In the near future do you intend to alter your route as a result of the harbour toll increase?

- Yes
- No
- Maybe

9) Following are several statements please answer yes, no or don't know to each one.

9a) I think this is simply an exercise in revenue raising by the NSW state government

- Yes
- No
- Don't know

9b) People are now being forced to pay an extra dollar to sit in traffic.

- Yes
- No
- Don't know

9c) This change will encourage people to use public transport.

- Yes
- No
- Don't know

9d) This change will make people use alternative routes rather than the Harbour crossings.

- Yes
- No
- Don't know

9e) Do you feel that motorists are paying for the NSW State Government's budget mistakes?

- Yes
- No
- Don't know

Survey Results

*Harbour Crossing Toll Research - post evaluation, Feb 09
n=1819 Members located in Sydney, north of Harbour Bridge
Online survey using Conformat
Prepared by Insights
Prepared for Media*

Spontaneous awareness of tolls

Q.1a Firstly, have you heard about the Harbour crossing toll changes introduced in January 2009?

Yes	1798	98.8 %
No	12	0.7 %
Don't know / not sure	9	0.5 %
Total	1819	100.0 %

Prompted awareness of tolls

Q.1b Are you aware of this new price?

Yes	9	42.9 %
No	10	47.6 %
Don't know / not sure	2	9.5 %
Total	21	100.0 %

Usage of crossings prior to toll changes

Q.2 Prior to the toll changes were you using either the Harbour Bridge or Harbour Tunnel?

Yes	1381	76.4 %
No	427	23.6 %
Total	1808	100.0 %

Typical time previously crossed Harbour

Q.3a If you crossed in the morning, typically what time of day did you cross?

Before 6.30 am	43	3.1 %
6.30 - 7.00 am	111	8.0 %
7.00 - 7.30 am	96	7.0 %
7.30 - 8.00am	126	9.1 %
8.00 - 8.30 am	89	6.4 %
8.30 - 9.00am	51	3.7 %
9.00 - 9.30 am	46	3.3 %
After 9.30 before 12 noon	314	22.7 %
Didn't cross in the morning	400	29.0 %
Don't Know/Not sure	105	7.6 %
Total	1381	100.0 %

If e-toll is paid for or not

Q.3b Does your company or business pay your e-toll or can you claim back your toll fee?

Yes	228	16.5 %
No	1141	82.6 %
Don't Know	12	0.9 %
Total	1381	100.0 %

Has it reduced traffic congestion or not

This new price structure has now been active since January 27th.

Q.4 Do you think this has reduced traffic congestion on the roads?

Yes	127	9.2 %
No	811	58.7 %
Don't Know	443	32.1 %
Total	1381	100.0 %

Altered time of day travelled

Q.5a Have you altered the time of day you travel?

Yes	100	7.2 %
No	1207	87.4 %
Maybe	74	5.4 %
Total	1381	100.0 %

Why not changed time of day

Q.5b If you haven't changed the time you cross, why is that? You may select more than one answer.

Unfeasible to change the time period, given the higher toll is for three hours	357	27.9 %
Traffic on other routes is too congested	244	19.0 %
To keep my commitments there is no other suitable time to cross	599	46.8 %
There is no other suitable time to take the children to school	28	2.2 %
I can't be flexible with my work start time	248	19.4 %
I don't travel during peak times	435	34.0 %
My company/business pays my tolls	74	5.8 %
Other (please specify)	172	13.4 %
Total	1281	100.0 %

Future intend to alter time of day

Q.6 In the near future, do you intend to alter the time of day you travel?

Yes	108	7.8 %
No	1107	80.2 %
Maybe	166	12.0 %
Total	1381	100.0 %

Have you altered your route

Q.7 Have you altered your route as a result of the Harbour toll increase?

Yes	151	10.9 %
No	1154	83.6 %
Maybe	76	5.5 %
Total	1381	100.0 %

In the near future do you intend to alter route

Q.8 In the near future do you intend to alter your route as a result of the Harbour toll increase?

Yes	185	13.4 %
No	996	72.1 %
Maybe	200	14.5 %
Total	1381	100.0 %

Motivations for tolling (Statements)

Q.9a I think this is simply an exercise in revenue raising by the NSW Government (1)

Yes	1458	80.7 %
No	228	12.6 %
Don't know	121	6.7 %
Total	1807	100.0 %

Motivations for tolling (Statements)

Q.9b People are now being forced to pay an extra dollar to sit in traffic (2)

Yes	1469	81.3 %
No	177	9.8 %
Don't know	161	8.9 %
Total	1807	100.0 %

Motivations for tolling (Statements)

Q.9c This change will encourage people to use public transport (3)

Yes	253	14.0 %
No	1275	70.6 %
Don't know	279	15.4 %
Total	1807	100.0 %

Motivations for tolling (Statements)

Q.9d This change will make people use alternative routes rather than the Harbour Crossing (4)

Yes	1103	61.0 %
No	424	23.5 %
Don't know	280	15.5 %
Total	1807	100.0 %

Motivations for tolling (Statements)

Q.9e Motorists are paying for the budget mistakes of successive state governments. (5)

Yes	1381	76.4 %
No	187	10.3 %
Don't know	239	13.2 %
Total	1807	100.0 %