

## **Brooklyn**

The Brooklyn Ferry service runs between Brooklyn and Dangar Island, with some trips also including Little Wobby.



Summary of results from IPART NSW Private Ferry Survey 2021

#### Residents (n=44-69)



64% Aware of ferry service

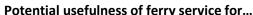
Of those aware of ferry service....

At least roughly aware of ferry route

80%

Knew details of ferry route

#### **Perceptions of service**





48% ...me personally

90% ...my community

Satisfaction with service (residents aware of service)

★★☆ **71%** satisfied or very satisfied with ferry service

Compared with % satisfied or very satisfied with...

32% Bus 65% Train 33% Taxi / 56% Water taxi



#### **Expectations of service**

% of residents who expect ferry service to be good or very good

87% Being an enjoyable way to travel

71% How easy it is to get on and off the ferry

71% General cleanliness and condition of the ferry

68% Safety

65% Being easy to get to where you catch it

61% Customer service

61% How long it would take to get to your destination

**59% Hygiene** during COVID

58% Being easy to get where you needed to go at

42% Being available when you wanted or needed it

32% Value for money

#### **Experiences with service**

Use of transport services (all residents)

% who used service in	last 6 months	last 12 months	ever
Private ferry	38%	39%	53%
Bus	19%	23%	42%
Train	59%	62%	72%
Taxi / rideshare	10%	11%	14%
Water taxi	19%	22%	38%
Private vehicles	94%	94%	94%
Private boats	35%	41%	47%

#### **Looking forward**

# Travel intentions over next 12 months

% who intend to use the ferry...

**▲ 7%** more

84% about the same

**▼ 9%** less

-2% Nett change

Top 3 changes that would have at least a small effect on increasing use

\$\$\$ 44% cheaper fares

38% shorter wait times

36% more stops

### **Users (n=71)**

#### **Experiences of most recent trip**



**Purpose** top 2 reasons

31% recreation or social activity

27% work



28%

Destination choice at least partly influenced by ferry route

Time taken to get to... < 5 mins 6-10 mins 11+ mins ... ferry 41% 32% 27% ... destination 37% 34% 30%



**57**%

rated overall value for money as at least adequate (adequate, good, or very good)



87%

At least partly satisfied with most recent trip

% users who rated aspects as at least adequate (adequate, good or very good)

(M)

100% cleanliness and condition of ferry

**Q** 

93% being on time

**4** 

timing / availability of service when you needed to travel

82% customer service

(\$)

**57%** value for money