

Church Point

The Church Point Ferry Service has 4 stops on Scotland Island and 3 on the western foreshore of Pittwater, as well as Church Point.

Summary of results from IPART NSW Private Ferry Survey 2021

Residents (n=49-104)



58% Aware of ferry service

Of those aware of ferry service...

79% At least roughly aware of ferry route

34% Knew details of ferry route

Perceptions of service



Potential usefulness of ferry service for...

24%
...me personally

98%
...my community

Satisfaction with service (residents aware of service)

★★☆ **54%** satisfied or very satisfied with ferry service

Compared with % satisfied or very satisfied with...

79% Bus **38%** Train **70%** Taxi / rideshare **36%** Water taxi
Low sample (n=8)



Expectations of service

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

- 78% Being an enjoyable way to travel
- 68% Safety
- 65% Customer service
- 63% How easy it is to get on and off the ferry
- 60% Hygiene during COVID
- 59% General cleanliness and condition of the ferry
- 52% How long it would take to get to your destination
- 43% Being easy to get where you needed to go at the other end
- 42% Value for money
- 38% Being easy to get to where you catch it
- 30% Being available when you wanted or needed it

Experiences with service



Use of transport services (all residents)

% who used service in...	...last 6 months	...last 12 months	...ever
Private ferry	8%	12%	39%
Bus	70%	80%	96%
Train	4%	4%	4%
Taxi / rideshare	46%	51%	77%
Water taxi	6%	6%	23%
Private vehicles	94%	94%	95%
Private boats	24%	28%	48%

Looking forward

Travel intentions over next 12 months

% who intend to use the ferry...

▲ **6%** more
84% about the same
▼ **11%** less
-5% Nett change

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

🔄 **41%** more stops
\$\$\$ **30%** cheaper fares
🕒 **24%** shorter wait times

Users (n=45-46)

Experiences of most recent trip



Purpose top 2 reasons

70% recreation or social activity

9% work / study



58% Destination choice at least partly influenced by ferry route

Time taken to get to...

	< 5 mins	6-10 mins	11+ mins
... ferry	26%	13%	60%
... destination	40%	26%	35%



79% rated overall value for money as at least adequate (adequate, good, or very good)

★★★ **96%** At least partly satisfied with most recent trip

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

- 🧼 **100%** cleanliness and condition of ferry
- 🕒 **100%** being on time
- ❤️ **100%** customer service
- 📅 **90%** timing / availability of service when you needed to travel
- 💰 **78%** value for money