

Summary of results from IPART NSW Private Ferry Survey 2021

Residents (n=74-99)

**89%** Aware of ferry service

Of those aware of ferry service...

97% At least roughly aware of ferry route**84%** Knew details of ferry route

Perceptions of service



Potential usefulness of ferry service for...

77%
...me personally**98%**
...my community

Satisfaction with service (residents aware of service)

**83%** satisfied or very satisfied with ferry service

Compared with % satisfied or very satisfied with...

71% Bus**95%** Train**81%** Taxi / rideshare**0%** Water taxi
Low sample (n=3)

Expectations of service

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

92% Safety**91%** Being an enjoyable way to travel**87%** Being easy to get to where you catch it**86%** How easy it is to get on and off the ferry**83%** Customer service**82%** How long it would take to get to your destination**80%** Being easy to get where you needed to go at the other end**79%** General cleanliness and condition of the ferry**71%** Being available when you wanted or needed it**66%** Hygiene during COVID**66%** 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	30%	44%	82%
Bus	23%	28%	50%
Train	68%	71%	82%
Taxi / rideshare	45%	51%	64%
Water taxi	0%	0%	1%
Private vehicles	98%	99%	99%
Private boats	10%	12%	28%

Looking forward

Travel intentions over next 12 months

% who intend to use the ferry...

▲ **20%** more**73%** about the same▼ **7%** less**+13%** Nett change

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

**46%** more stops**42%** cheaper fares**37%** shorter wait times

Users (n=40)

Experiences of most recent trip



Purpose top 2 reasons

83% recreation or social activity**5%** work / shopping / other**55%** Destination choice at least partly influenced by ferry route

Time taken to get to...

< 5 mins

6-10 mins

11+ mins



... ferry

31%

38%

33%

... destination

38%

30%

33%

**93%** rated overall value for money as at least adequate (adequate, good, or very good)**98%** At least partly satisfied with most recent trip

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

**100%** being on time**97%** cleanliness and condition of ferry**97%** customer service**91%** timing / availability of service when you needed to travel**90%** value for money