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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....

89% At least roughly aware of ferry route

80% Knew details of ferry route

Perceptions of service



Potential usefulness of ferry service for...

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 / rideshare **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 the other end
- 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)



100% cleanliness and condition of ferry



93% being on time



88% timing / availability of service when you needed to travel



82% customer service



57% value for money