

Captain Cook Cruises Lane Cove

Captain Cook Cruises operates the route between Circular Quay and Lane Cove under contract with Transport for NSW.

Summary of results from IPART NSW Private Ferry Survey 2021

Residents (n=28-104)



27% Aware of ferry service

Of those aware of ferry service....

37% At least roughly aware of ferry route

12% Knew details of ferry route

Perceptions of service



Potential usefulness of ferry service for...

47% ...me personally

88% ...my community

Satisfaction with service (residents aware of service)



61% satisfied or very satisfied with ferry service

Compared with % satisfied or very satisfied with...

75% Bus **66%** Train **82%** Taxi / rideshare **26%** Water taxi



Expectations of service

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

74% Being an enjoyable way to travel

65% Safety

63% General cleanliness and condition of the ferry

57% How easy it is to get on and off the ferry

54% Customer service

52% Hygiene during COVID

44% Being easy to get where you needed to go at the other end

41% How long it would take to get to your destination

35% Being easy to get to where you catch it

34% Value for money

26% 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%	20%	20%
Bus	82%	85%	98%
Train	31%	34%	42%
Taxi / rideshare	67%	72%	89%
Water taxi	3%	5%	20%
Private vehicles	94%	96%	96%
Private boats	9%	12%	27%

Looking forward

Travel intentions over next 12 months

% who intend to use the ferry...

▲ **24%** more

66% about the same

▼ **10%** less

+14% Nett change

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



62% shorter wait times



56% more stops



56% cheaper fares

Users (n=8 – low sample)

Experiences of most recent trip



Purpose top 2 reasons

63% work

13% study / medical appt



25% Destination choice at least partly influenced by ferry route

Time taken to get to...

< 5 mins

6-10 mins

11+ mins



... ferry

25%

0%

75%

... destination

13%

50%

38%



100% rated overall value for money as at least adequate (adequate, good, or very good)

★★★ **88%**

At least partly satisfied with most recent trip

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



88% being on time



88% value for money



87% cleanliness and condition of ferry



76% timing / availability of service when you needed to travel



76% customer service