

3

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

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