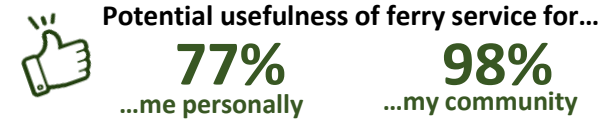


Summary of results from IPART NSW Private Ferry Survey 2021

Residents (n=74-99)



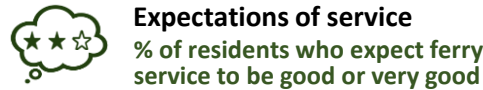
Perceptions of service



Satisfaction with service (residents aware of service)



Compared with % satisfied or very satisfied with...



- 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

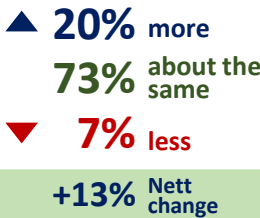
 **Use of transport services** (all residents)

% 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...



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



Users (n=40)

Experiences of most recent trip



Time taken to get to...

	< 5 mins	6-10 mins	11+ mins
... ferry	31%	38%	33%
... destination	38%	30%	33%



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

