

Summary of results from IPART NSW Private Ferry Survey 2021

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	Experier			erry route	
N Potential usefulness of ferry service for		nces with s	ervice		
	Use of transport services (all residents)				
77% 98%	% who used service in	last 6 months	last 12 months	ever	
Satisfaction with service (residents aware of service)	Private ferry	30%	44%	82%	
★★☆ 83% satisfied or very satisfied with ferry service	Bus	23%	28%	50%	
Compared with % satisfied or very satisfied with	Train	68%	71%	82%	
71% Bus 95% Train 81% Taxi / 0% Water taxi Low sample (n=3)	Taxi / rideshare	45%	51%	64%	
Expectations of service	Water taxi	0%	0%	1%	
% of residents who expect ferry service to be good or very good	Private vehicles	98%	99%	99%	
92% Safety	Private boats	10%	12%	28%	
91% Being an enjoyable way to travel	Looking forward				
87% Being easy to get to where you catch it	Looking forward				
86% How easy it is to get on and off the ferry	Travel intentions over next 12 months % who intend to use the ferry ▲ 20% more 73% about the same ▼ 7% less +13% Nett change				
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			heaper ares		
71% Being available when you wanted or needed it					
66% Hygiene during COVID			horter		
66% Value for money			ait times		

Users (n=40)

Purpose top 83% so		5% wo	ork / opping / ner			
55% Destination choice at least partly influenced by ferry route						
Time taken to get to fe	ry 31%	6-10 mins 38% 30%	11+ mins 33% 33%			
Base 10 Series 						

Experiences of most recent trip

★★☆ 98% At least partly satisfied with most recent trip

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

O	100%	being on time
B .	97%	cleanliness and condition of ferry
\bigcirc	97%	customer service
	91%	timing / availability of service when you needed to travel
\$	90%	value for money