

Palm Beach Ferries operate routes from Palm Beach to Ettalong via Wagstaffe and Palm Beach to Mackerel with stops at Bennetts, Bonnie Doon, the Basin and Currawong.

Summary of results from IPART NSW Private Ferry Survey 2021

Residents (n=27-104)



88% Aware of ferry service

Of those aware of ferry service...

88% At least roughly aware of ferry route

55% Knew details of ferry route

Perceptions of service



Potential usefulness of ferry service for...

70% ...me personally

97% ...my community

Satisfaction with service (residents aware of service)



90% satisfied or very satisfied with ferry service

Compared with % satisfied or very satisfied with...

78% Bus **85%** Train **72%** Taxi / rideshare **26%** Water taxi



Expectations of service

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

- 94% Being an enjoyable way to travel
- 88% How easy it is to get on and off the ferry
- 87% Safety
- 87% Customer service
- 85% General cleanliness and condition of the ferry
- 75% How long it would take to get to your destination
- 71% Being easy to get to where you catch it
- 68% Being available when you wanted or needed it
- 64% Hygiene during COVID
- 62% Being easy to get where you needed to go at the other end
- 53% 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	32%	45%	80%
Bus	51%	63%	83%
Train	54%	61%	77%
Taxi / rideshare	45%	52%	67%
Water taxi	1%	2%	7%
Private vehicles	92%	96%	97%
Private boats	9%	10%	24%

Looking forward

Travel intentions over next 12 months

% who intend to use the ferry...

▲ **23%** more
67% about the same
 ▼ **10%** less
+13% Nett change

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

\$\$\$ **66%** cheaper fares
48% more stops
37% shorter wait times

Users (n=63-67)

Experiences of most recent trip



Purpose top 2 reasons

78% recreation or social activity **10%** work



67% Destination choice at least partly influenced by ferry route

Time taken to get to...



	< 5 mins	6-10 mins	11+ mins
... ferry	31%	36%	31%
... destination	36%	22%	41%



88% rated overall value for money as at least adequate (adequate, good, or very good)



94% At least partly satisfied with most recent trip

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



98% cleanliness and condition of ferry



98% customer service



97% being on time



89% timing / availability of service when you needed to travel



82% value for money