

Central Coast

Central Coast Ferries run between Woy Woy and Empire Bay, with stops at Davistown and Saratoga.



Summary of results from IPART NSW Private Ferry Survey 2021

Residents (n=22-101)

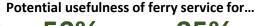


Aware of ferry service Of those aware of ferry service....

At least roughly aware of ferry route

Knew details of ferry route

Perceptions of service



...me personally

...my community

Satisfaction with service (residents aware of service)

66% satisfied or very satisfied with ferry service

Compared with % satisfied or very satisfied with...

65% Bus 86% Train 61% Taxi / rideshare 45% Water



Expectations of service

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

83% Being an enjoyable way to travel

83% Safety

72% How easy it is to get on and off the ferry

69% General **cleanliness** and condition of the ferry

69% Customer service

Being easy to get to where you catch it

How long it would take to get to your 61%

Being easy to get where you needed to go at 60% the other end

59% Hygiene during COVID

56% Being available when you wanted or needed it

52% Value for money

Experiences with service Use of transport services (all residents)

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% who used service in	last 6 months	last 12 months	ever
Private ferry	16%	20%	49%
Bus	33%	40%	78%
Train	53%	59%	84%
Taxi / rideshare	25%	36%	66%
Water taxi	1%	1%	5%

Looking forward

87%

10%

Travel intentions over next 12 months

Private vehicles

Private boats

% who intend to use the ferry...

▲ 13% more

73% about the same

14% less

-1% Nett change

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

87%

12%

92%

22%

\$\$\$ 48% cheaper fares

Users (n=20-21)

Experiences of most recent trip



Purpose top 2 reasons

6% recreation or social activity

10% other



Destination choice at least partly influenced by ferry route

Time taken to get to... < 5 mins 6-10 mins 11+ mins 43% 38% 19% ... ferrv ... destination 53% 33% 14%



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

★★☆ 100% At least partly satisfied with most recent trip

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

100% being on time

cleanliness and 95% condition of ferry

timing / availability of service when you needed to travel

95% customer service

(\$)

95% value for money