

SYDNEY'S FERRY FUTURE

Modernising Sydney's Ferries

May 2013



Sydney's Ferry Future

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MINISTER'S MESSAGE



Sydney's ferries are as iconic as the harbour itself. Since 1861 when the North Shore Ferry Company operated the first commercial cross harbour ferry service, residents and visitors to Sydney have relied on ferries to get them to work, education, or to simply take in the sights of Port Jackson as the city grew around it.

Sydney's Ferry Future is a twenty year plan that recognises the strengths of Sydney's ferry services and takes action to improve the ferry transport experience for customers. It is a plan to modernise and grow the ferry system.

We want to ensure ferries can maximise their service offering as part of a well-integrated transport system.

The NSW Government has already reinstated 140 off-peak services and added 25 new services to fill gaps. We have contracted the private sector, through Harbour City Ferries, to deliver Sydney Ferries services and provide better customer service. Ferry services are now far more efficient than they were a decade ago.

We have started the roll-out of the Opal electronic ticketing system on ferries first. As the roll-out continues and Opal becomes available to more customers, it will make it easier to pay fares and seamlessly connect to other services as Opal is extended to trains, buses and light rail.

The upgrade and modernisation of wharves is already underway. Planning to replace the ferry fleet with modern, more efficient and more comfortable vessels is progressing. Investing in more boats and new wharves will give us greater flexibility to provide customers with more services on more routes to reflect the needs of a growing city.

We are also cutting red tape so that it is easier for the private sector to introduce new services. Fairer access to wharves and fewer barriers for new services mean that customers will enjoy more options to travel around Sydney by ferry.

Sydney's Ferry Future is an integral part of the NSW Long Term Transport Master Plan. The NSW Government recognises ferries can play a larger role in Sydney's transport task. Ferries are also an important part of what makes Sydney an attractive place to live and visit.

Given the progress made in the past two years and the Transport Plan we have developed, there is no doubt Sydney's Ferry Future is bright.

Gladys Berejiklian MP
Minister for Transport



FERRIES TODAY

- Around 14.7 million trips are made on the Sydney Ferries network every year.
- The Sydney Ferries network consists of a fleet of 28 vessels in six vessel classes serving eight routes and 39 wharves around the harbour and along the Parramatta River.
- A private sector consortium, Harbour City Ferries, is contracted by the NSW Government to operate services on these routes.
- Other services provided by the private sector under contract to government include routes around the harbour, along the Lane Cove River, Pittwater, Port Hacking, the Hawkesbury River and between Palm Beach and the Central Coast.
- Deregulated private operators provide fast services on the CBD to Manly route.
- Ferry customers report the highest level of customer satisfaction of any public transport mode in Sydney.
- As many trips are for leisure as for commuting to work.

Ferry customers

Ferry customers can be broadly split into two groups, each making up roughly half of the patronage: commuters and leisure customers. Each of these customer segments has its own distinct needs and different travel patterns.

Commuters

Those who rely on ferries to get to and from work want fast, reliable services. These customers also rely on good interchange opportunities with other modes, whether it is switching from a bus, or catching a train from Circular Quay. Improving these interchange points is critical to complement the introduction of the Opal electronic ticketing system that will make interchanging much easier. These customers generally travel in the morning and evening peaks.

Leisure Customers

A day on the harbour is an iconic Sydney experience, whether it is for overseas or interstate visitors, or Sydney residents and families taking advantage of the city's waterways. Leisure customers want good, reliable services in the off-peak periods and on weekends to key leisure destinations, such as Manly, Taronga Zoo, Cockatoo Island,

Watsons Bay, Milsons Point and Parramatta. Opal will make travel for leisure customers more affordable. Customers who have reached their weekly travel cap will be able to take advantage of free travel on the weekend, and all Opal users will be able to take advantage of cheaper fares on Sunday.

What is important to ferry customers?

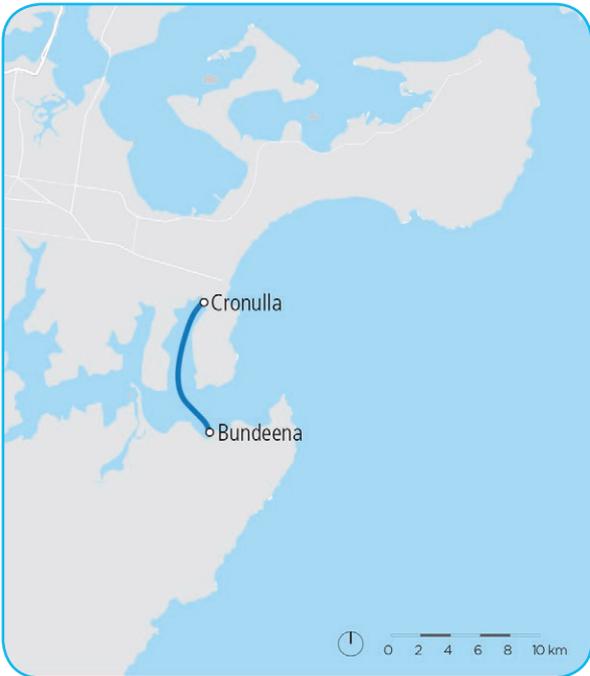
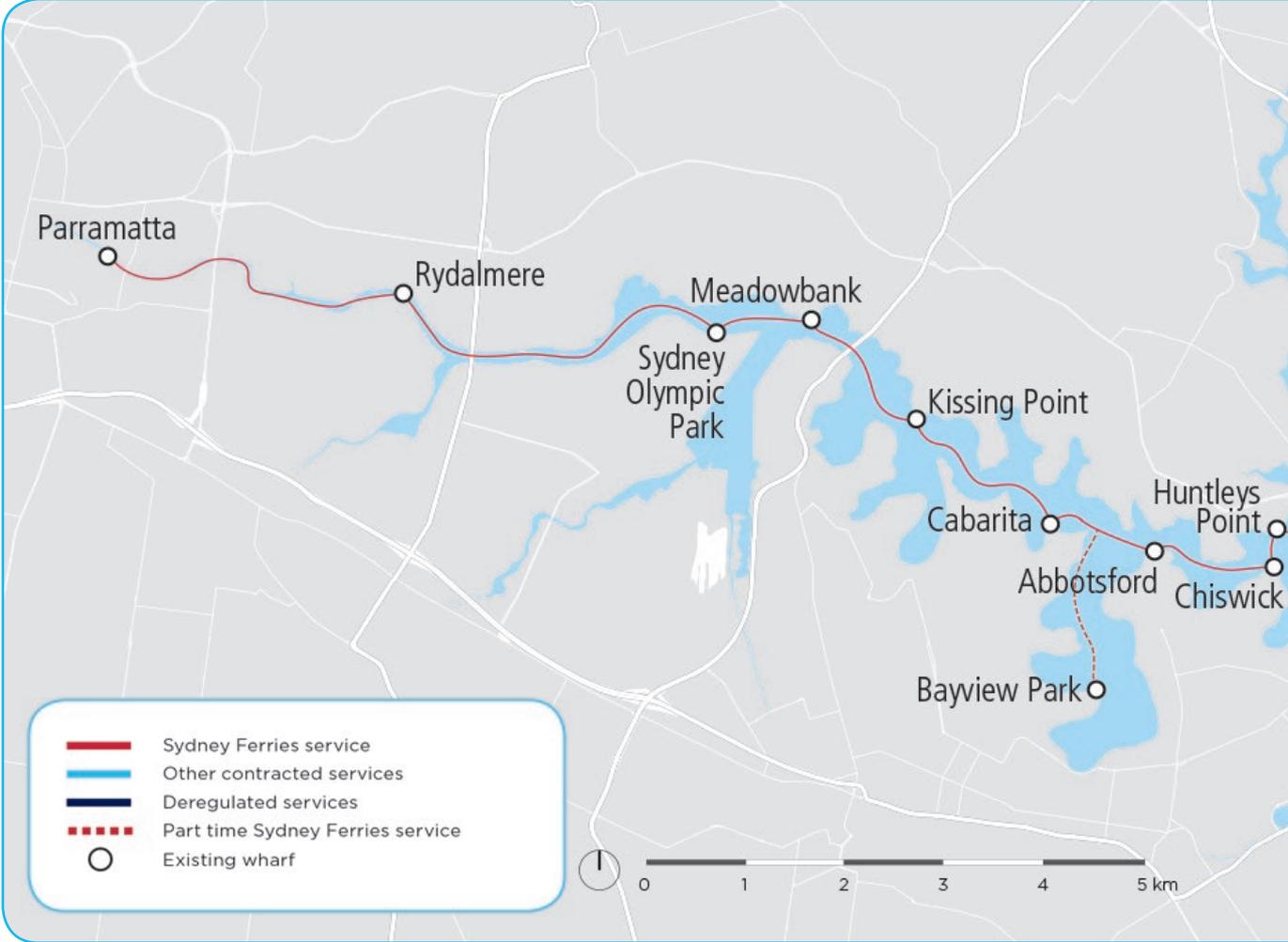
Customer research has shown there are three main criteria which will attract and retain ferry customers.

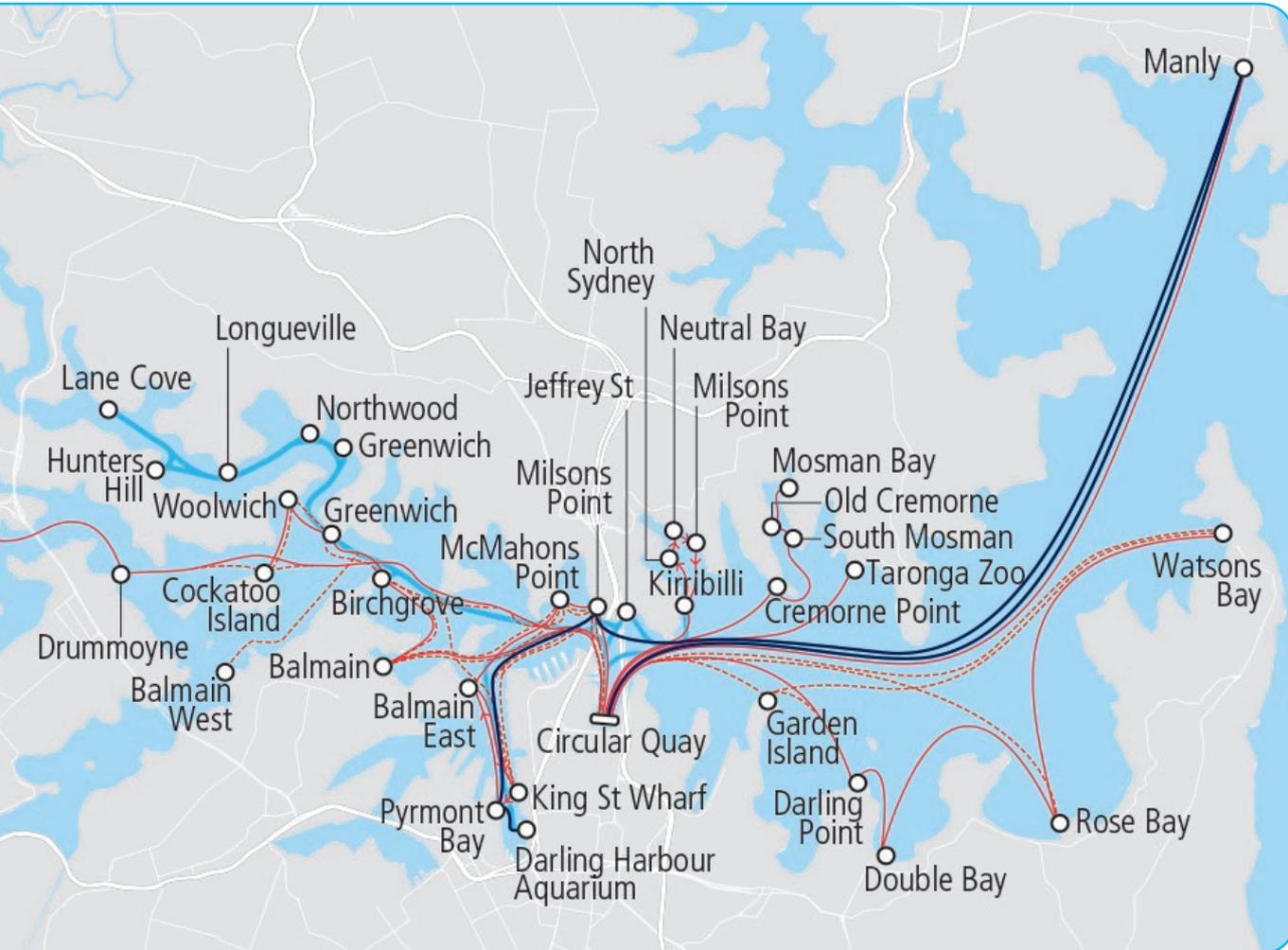
- **Travel time** – customers value ferry services that run frequently, reliably and get them from the start to the end of their journey in a consistent amount of time.
- **Systems and efficiency** – customers value efficient ticketing across modes, car parking facilities at wharves, real-time information, and accessibility for families with prams, older people and people in wheelchairs.
- **Comfort** – customers value a seat on the ferry as well as clean ferries and less crowded wharves.

Improvements relating to timeliness were the most cited reason to use ferries more often.



Figure 1 Ferry services in Sydney



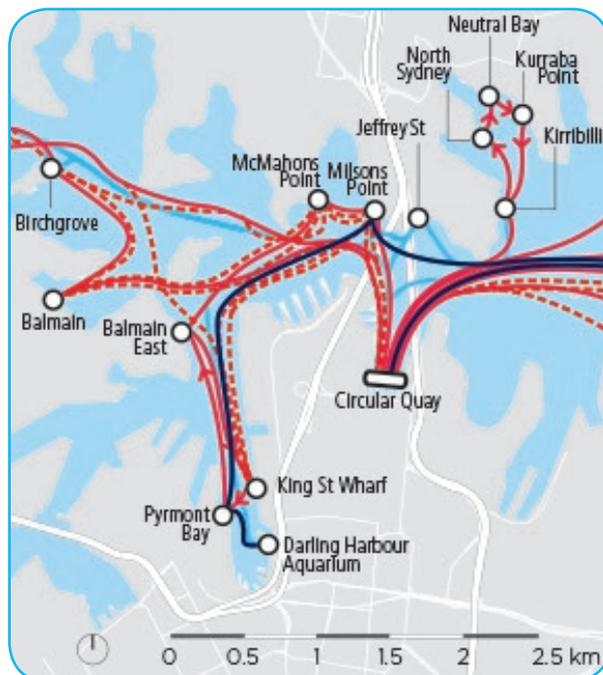


Sydney's ferry services today

Ferry services are provided in Sydney Harbour and the Parramatta River, with a large number of different services and stopping patterns operating full or part time across the week.

In Sydney's south, a ferry service connects Cronulla to Bundeena across Port Hacking.

To Sydney's north, ferry services connect communities in Pittwater, the Hawkesbury River and Brisbane Water, and across Broken Bay between Palm Beach and Ettalong.



Capability and opportunity

Ferry patronage has increased over the past decade. Demand for ferry services is greatest to and from CBD wharves where jobs and recreational activities are concentrated.

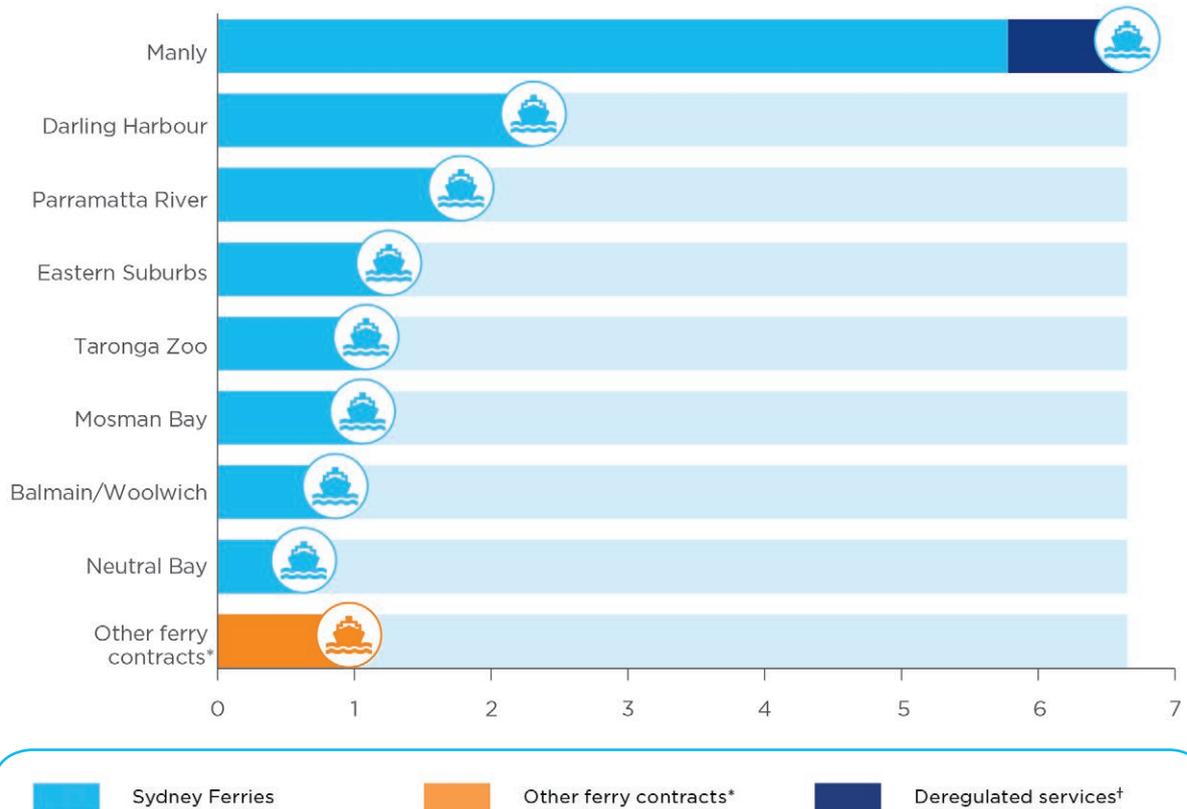
Currently, about 40 percent of the 14.7 million annual trips on the Sydney Ferries network are on the Manly to Circular Quay route. In addition, deregulated fast services on this route are estimated to carry upwards of 800,000 passengers annually.

There is spare capacity over most of the network to accommodate growth. Employment growth in the next 20 years

will be strong in the CBD and high rates of population growth are forecast near western wharves including Sydney Olympic Park, Meadowbank and Cabarita along with Rose Bay and Watsons Bay.

Darling Harbour Wharf is experiencing patronage growth for both leisure use and commuter access to the western part of the CBD. The development of Barangaroo will act as a large generator of extra trips to the western part of the CBD. Integrated land use and transport planning for Barangaroo is targeting a very high proportion of trips to be undertaken by public transport.

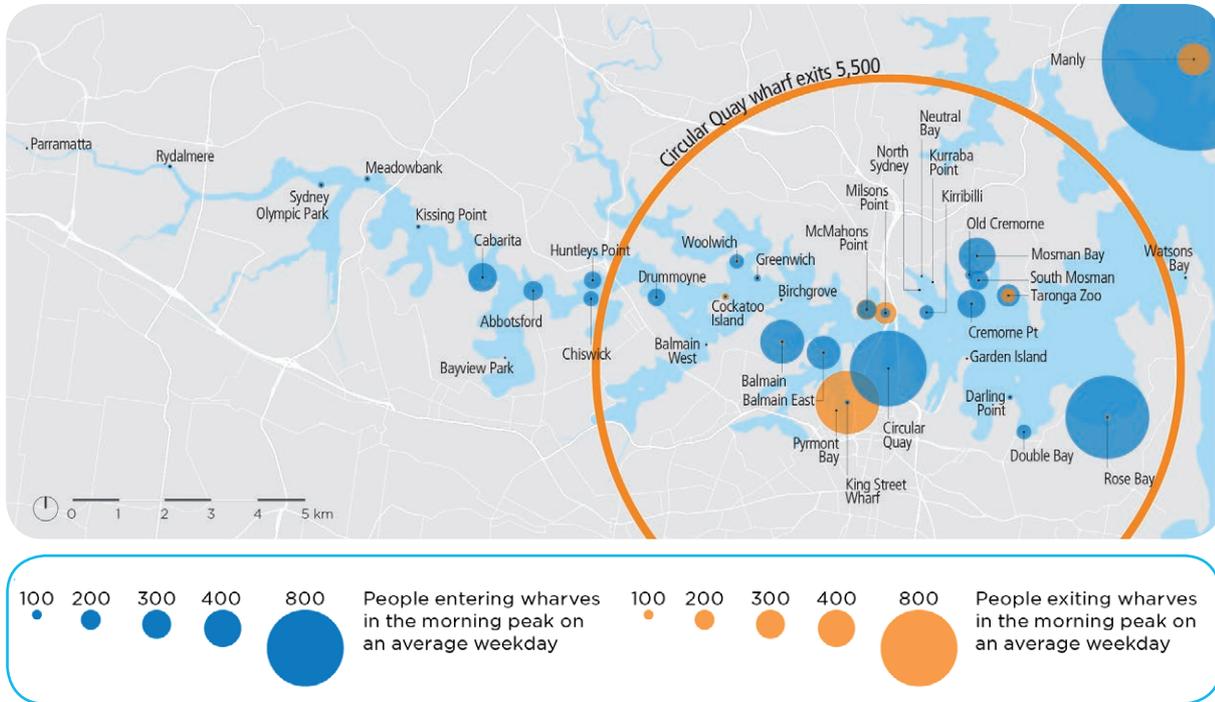
Figure 2 Sydney ferry services - 2011/12 route patronage (million trips)



* This includes Cronulla, Palm Beach, Church Point, Matilda Cruises and Brooklyn Ferry Services.
† Includes Sydney Fast Ferries and Manly Fast Ferry patronage estimates.

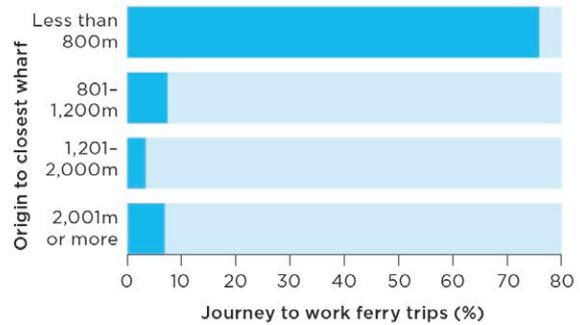


Figure 3 Sydney Ferries network - patronage in the morning peak period by wharf (2012)



Across Sydney, the large majority of ferry trips start within a 10 minute walk (800 metres) to a wharf. About one-third of ferry trips on a weekday are for leisure, increasing to nearly three-quarters on weekends. This is much higher than other transport modes and creates high use outside the traditional commuter peak, especially on sunny days and weekends.

Figure 4 Access distance to wharf for work ferry trips

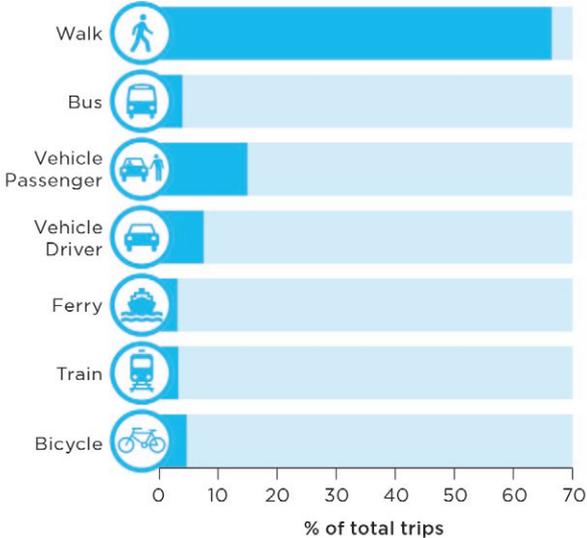


Real-time information screens at Circular Quay





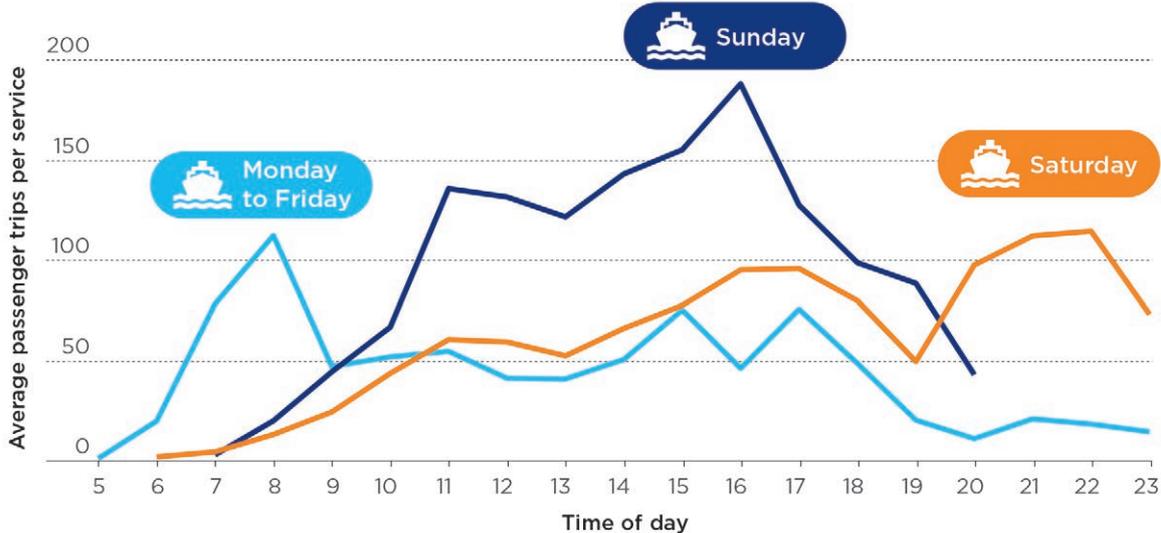
Figure 5 Mode of access for ferry trips (2012)



On the weekend – and especially on Sundays in good weather and during peak summer holiday periods – Parramatta River, Manly and other Sydney Harbour routes can require extra unscheduled services to meet demand. Similarly, Rose Bay and Parramatta River services in the weekday peak can be extremely busy. A small number of ferry wharves are congested in commuter peak periods.

The introduction of the Opal electronic ticketing system is expected to reinforce weekend demand with the new fares allowing all Opal users to access \$2.50 Sunday fares, and free travel if customers make more than eight paid journeys during a week.

Figure 6 Parramatta River trips across the week



OUR PLAN FOR SYDNEY'S FERRY FUTURE

Sydney's ferry services will play an expanded role in our integrated transport system, enhancing Sydney's attractiveness as a place to live and visit. New services will be introduced to meet customer needs and demand. Modernisation and expansion of the ferry fleet and wharf infrastructure will support service delivery and enhance customer comfort. It will be easier for private operators to initiate new routes and services within a policy and governance framework that supports a sustainable ferry industry.

Services to meet customer demand

Sydney's Ferry Future is about re-designing ferry services to respond to customer demand and forecast growth. We have analysed demand for all routes, at each wharf and for future growth.

Sydney's Ferry Future includes plans for more direct services that will reduce travel times for commuters in peak periods and

provide additional cross-harbour links. Service frequency will be optimised to serve the mix of commuter and leisure demands at different times of the week, with an improved base level of service across the week.

Integrated network approach

Ferries need to connect seamlessly to other transport modes and include safe, convenient pedestrian access.

Interchanges with other transport modes will be enhanced to allow customers to take advantage of the whole transport network. Coordination with bus services will be improved and there will be greater availability of bicycle parking at wharves.

Services will also be aligned to link into "ferry to ferry" interchange points such as Balmain East to make it easier for customers to travel to different destinations across the harbour.

Increasing ferry use will help to take pressure off key congested road corridors.



Figure 7 An integrated network approach

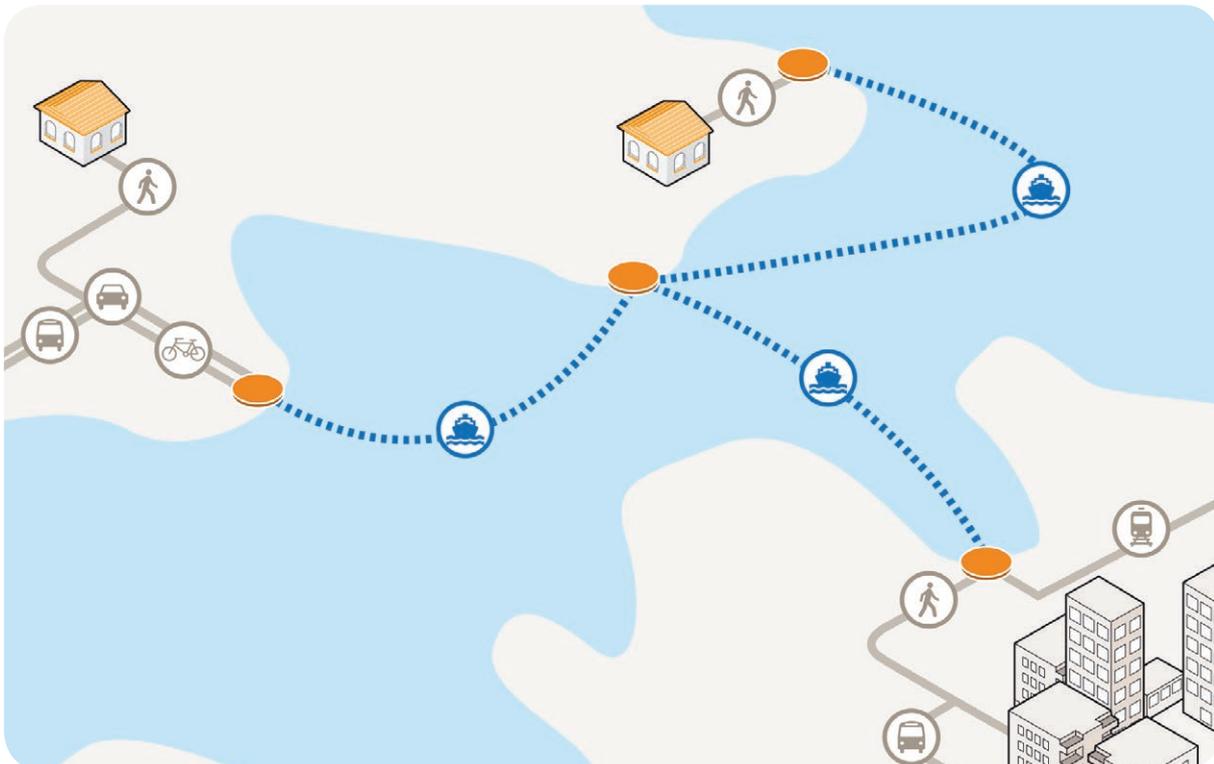
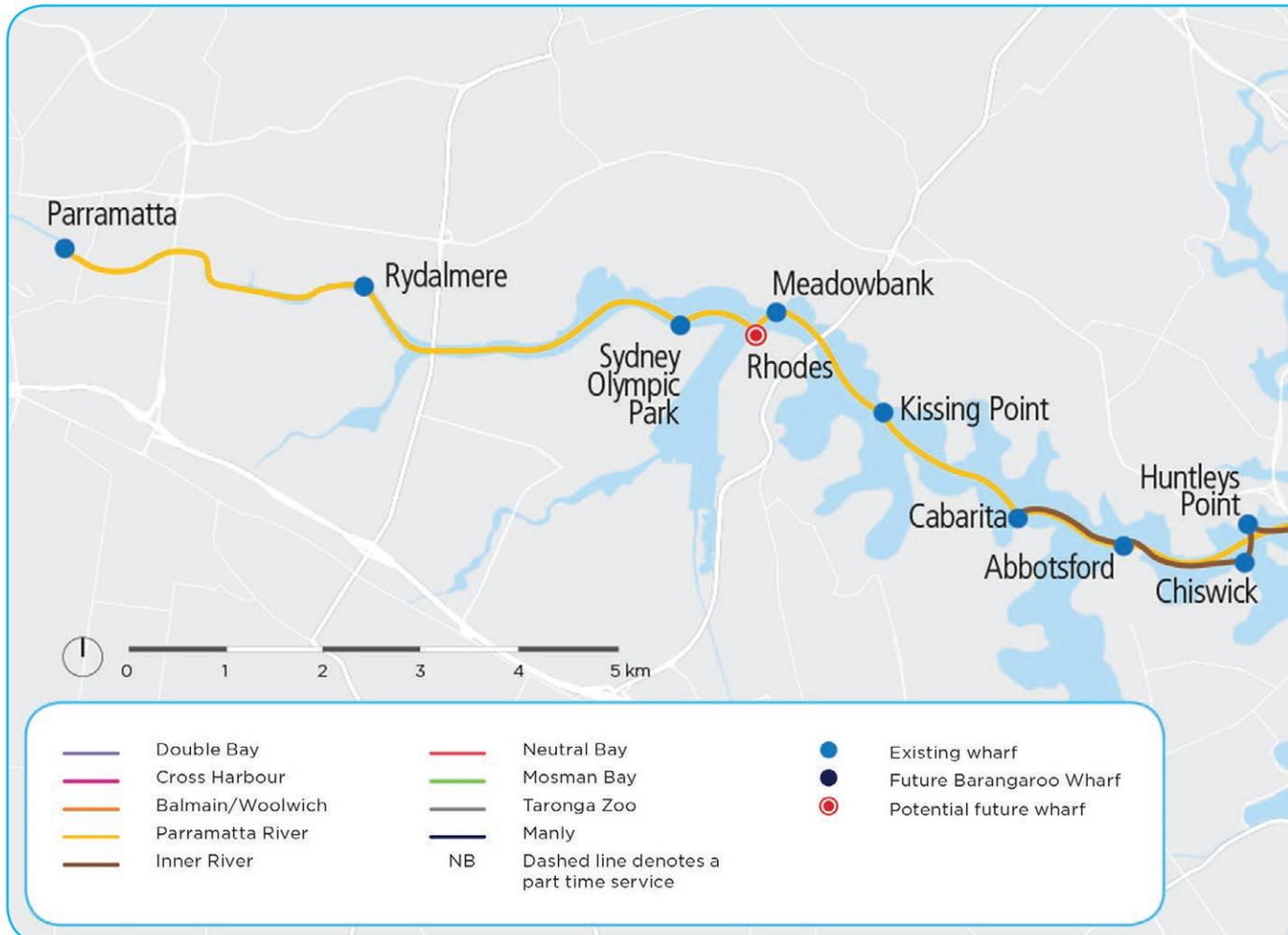


Figure 8 Sydney Ferries future network



NEW 'FERRY EXPRESS' BUSES FOR MANLY

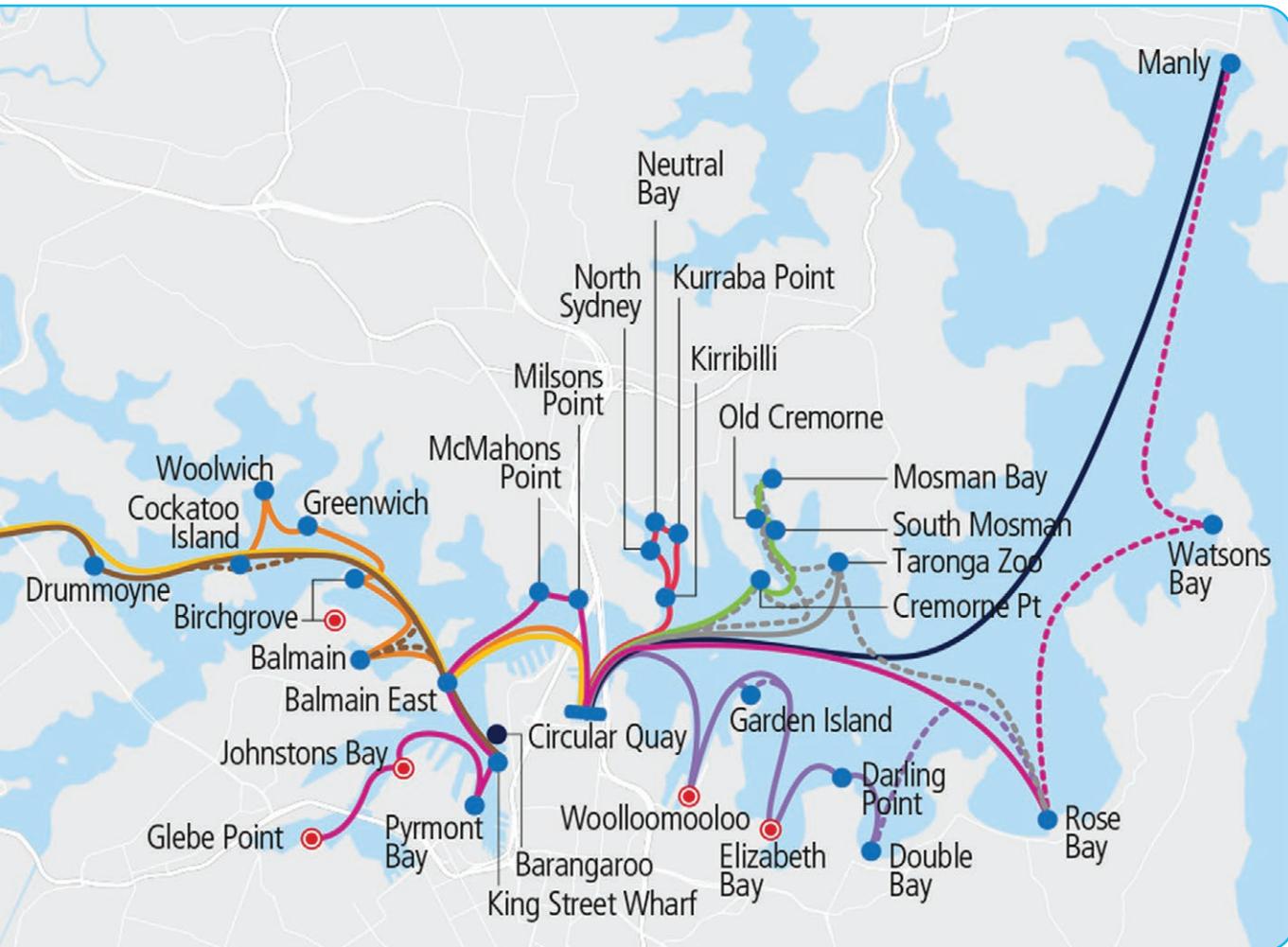
Manly commuters have long been concerned with the lack of good connecting bus services at Manly Wharf to get to and from surrounding areas easily.

A component of Sydney's Ferry Future involves the introduction of new 'Ferry Express' bus services, operating fast, non-stop services to and from Manly Wharf during weekday peak times. These services will meet Manly ferry arrivals and departures and will serve the suburbs of Freshwater, North Curl Curl, Balgowlah, Balgowlah Heights, North Balgowlah and Manly Vale.

Submissions and correspondence from residents in these areas suggest that greater uptake of ferry services would occur if bus connections were improved. Bret Walker SC's 2008 Inquiry into Sydney Ferries also noted this.

These services will also encourage customers who might not normally use ferries because of inconvenient connections to now do so, freeing up capacity on congested Military Road.

The new Ferry Express bus services will be introduced in the second half of 2013.



Modernising and growing fleet and wharf infrastructure

We will invest in new ferries, providing greater flexibility to match services with demand and reducing ongoing maintenance costs. A modern Sydney Ferries fleet with fewer vessel classes will deliver better value, greater reliability and improved customer comfort.

The NSW Government is modernising Sydney Harbour wharves to improve their accessibility, decrease the time it takes for passengers to board and alight from ferries, and improve the amenity for customers with modern shelters and seating.

Customers have told us that the convenience of wharf locations is an important factor in their decision to travel by ferry. The NSW Government will investigate building wharves at new locations where there is growing demand.

DELIVERING NEW FERRIES

The process to deliver new ferries to replace, simplify and expand the Sydney Ferries fleet has begun, with six new vessels expected to commence operations from 2016.

The specifications for the new fleet will be focussed on meeting customer needs and delivering the capacity to provide improved services for the long term.

The specifications will also be shaped by the practical constraints of accessibility to wharves, bridge clearances, shipyard facilities and waterway characteristics (including travel between the heads to Manly and the shallowness in parts of the Parramatta River).

The benefits of replacing and simplifying the fleet include:

- a more comfortable and, in some cases, quicker trip for customers
- more services arriving on time due to improved operational flexibility and availability of the fleet
- lower overall service delivery cost
- greater flexibility in maintenance schedules and facilities
- better fuel efficiency and reduced noise levels.

Transport for NSW will pursue best practice in procuring the new ferries. It is anticipated that there will be a two stage procurement process covering design and then construction. The procurement process will include a period of industry and operator consultation to refine the vessel specifications and ensure that value for money and customer service considerations are satisfied.

The new vessel class will be designed and constructed to national standards.

A ferry hub at Barangaroo

The NSW Government will develop a new ferry hub at Barangaroo to replace Darling Harbour King Street Wharf. The Barangaroo site is currently being transformed from 22 hectares of disused container wharves into a waterfront precinct and will be the single largest development in Sydney's CBD over the next 20 years. Once fully occupied, Barangaroo will accommodate more than 20,000 office workers and 2,500 residents. Cultural and recreational facilities at the site are also estimated to attract around 33,000 visitors a day. Transport for NSW will work with Harbour City Ferries to determine operational and customer requirements of the new ferry hub over the coming years.

The new ferry hub at Barangaroo will:

- Serve the new commercial development at this site with plans for a significant proportion of commuters and visitors to access the site by ferry
- Connect ferry customers to the western and central parts of the CBD - a high quality pedestrian link, the Wynyard Walk, will connect Barangaroo and Wynyard
- Relieve capacity constraints at the Circular Quay ferry terminal.



ASSESSMENT OF NEW LOCATIONS TO BE SERVED

Transport for NSW has considered more than 30 new potential locations to be served by Sydney Ferries. Wharves exist at some of these but in some cases would need to be upgraded if to be used as commuter wharves. New wharves would need to be constructed at others. Locations were assessed based on:

- current and future demand with a focus on population, employment and attractions within the walking catchment of the wharf
- directness of the ferry route relative to the road alternative
- the costs of new infrastructure

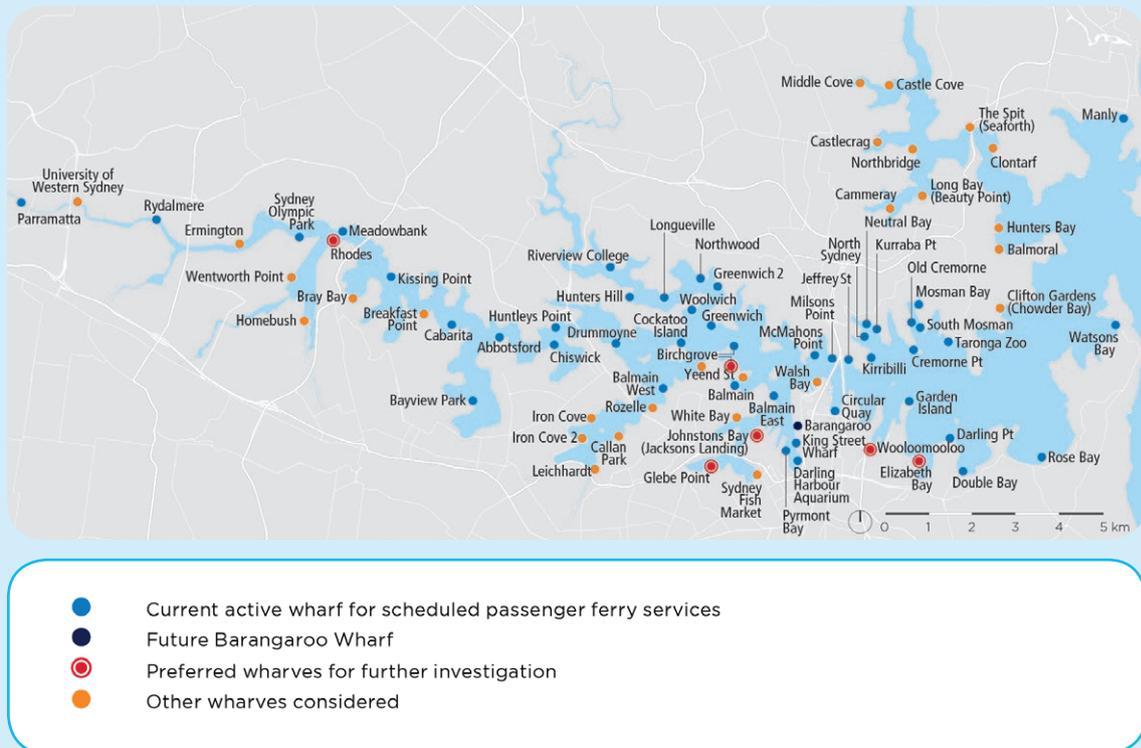
- the frequency, cost, travel time and catchment of other modes compared to ferries.

Based on this assessment, locations recommended for further analysis are:

- Rhodes
- Glebe Point
- Johnstons Bay
- Woolloomooloo
- Elizabeth Bay.

A potential new location for Birchgrove Wharf will also be investigated.

Figure 9 Locations assessed for future ferry services



A more flexible environment for ferry operators

The franchising of Sydney Ferries is delivering customer focused and efficient services on the core ferry network in Sydney Harbour.

Other important services provided by the private sector under contract to the NSW Government include the Lane Cove River, the City Loop Ferry, Port Hacking, Pittwater, Hawkesbury River and to the Central Coast.

The NSW Government is also maximising the opportunity for private operators to supplement these services with new routes, by providing access to wharves and reforming passenger transport legislation.

A new draft policy for accessing NSW Government owned wharves has recently been open to public comment. Under this policy,

priority will be maintained for NSW Government provided services, but other operators will be able to use the wharves at times that do not interfere with the core services. The policy will provide greater certainty to operators and allow recreational boats to temporarily access some commuter wharves where this does not impede ferry services.

Deregulated services on the busiest route between Manly and Circular Quay now supplement Sydney Ferries services. Proposed changes to the regulatory system will make it easier for deregulated private operators to provide additional services.

Recently upgraded Rose Bay Wharf



THE FOUR STAGES OF SYDNEY'S FERRY FUTURE

1 Restore service and value

- Restore service frequencies on inner-harbour routes (completed 2011)
- Franchise Sydney Ferries to provide customer-focused and efficient services on the core public transport network (completed 2012)

2 Service integration and improvements

- Introduce a new timetable with consistent stopping patterns (commencing 2013)
- Improve frequencies where demand is growing (commencing 2013)
- Introduce 'Ferry Express' Bus Services at Manly (commencing 2013)
- Better match bus connections with ferry services (commencing 2013)
- Opal electronic ticketing roll-out started with the Neutral Bay ferry services (commenced 2012) and Manly services (commenced 2013)
- Provide real time information at wharves and on ferries (commencing 2013)
- Enable unsubsidised ferry operators fairer access to wharves (planned 2013)

3 Modernise wharves and fleet

- Upgrade wharves and wharf interchanges
- A new ferry hub at Barangaroo
- Start replacing the Sydney Ferries fleet with modern vessels (commencing 2016)
- Work with local governments and operators to ensure serviceable fleet and wharves for services beyond Sydney Harbour
- Upgrade the central hub at Circular Quay to improve interchange with trains, buses and the future light rail

4 Expand services to provide for growth

- Progressive and ongoing development of the network with:
 - higher frequency services on high demand routes
 - more cross harbour links
 - strengthened services from Manly to Circular Quay
 - better leisure links, provided under contract as part of the public transport network or as unsubsidised services
- New wharves in high demand locations
- Modernise the Sydney Ferries fleet and progressively deliver more vessels
- Additional bus connections that enable more customers to access ferries
- Ongoing planning, monitoring and tailoring of services as customer travel patterns evolve
- Progressive best practice improvements to customer experience

PUTTING THE CUSTOMER FIRST

Sydney's Ferry Future will provide customers with more frequent services and better connections to where they want to go. On higher demand routes, more direct services will make journey times shorter in the commuter peak. Integrated ticketing and real-time information services will mean ferries are more convenient to use. Customers will also enjoy more comfortable wharf facilities and modern, more reliable vessels.

More services and better passenger comfort

Customers will enjoy the benefits of a modern fleet as some older vessels are replaced and new vessels are used to support growth. Additional vessels will enable more services, increasing customer convenience. In some cases, smaller, modern vessels may also result in a quicker trip.

Modern seating and on-board facilities will also enhance passenger comfort and improve on-board experience.

Better customer service

Sydney Ferries is focused on creating an environment where customers are comfortable and at ease, with visible and attentive staff on ferries and wharves. Some new initiatives include:

- Customer service training of staff designed to ensure service excellence

- New uniforms and name badges to promote visibility of staff
- Removing physical barriers between customers and staff, for example, at information booths and facilitating face to face interaction between staff and customers.

Other operators, especially on the fast Manly services, are also implementing service innovations including bar and cafe services, TVs, free Wi-Fi and free fruit.

Real-time information

A Ferry Operations and Customer Information System (FOCIS) is being rolled out across the network to provide real-time information through screens and audio announcements on all wharves and vessels. Destination and timetable information will be provided at wharves including audio announcements with facilities for hearing and vision impaired customers.



Easier access to wharves

As part of the NSW Government's Transport Access Program, upgrades are underway at a number of wharves to make them secure, modern and accessible.

Many wharves are located in spectacular locations with challenging topography. The Government will collaborate with local governments to identify opportunities to improve pedestrian access.

New wayfinding signage being tested at Milsons Point Wharf



TRANSPORT ACCESS PROGRAM

The NSW Government is investing more than \$770 million over four years in the Transport Access Program to deliver accessible, modern, secure and integrated transport infrastructure where it is needed most. This includes station upgrades, better interchanges and park and ride facilities as well as upgrades of ferry wharves that provide improved access to people with disability, older people and parents with prams.

Planning and design work has identified future projects, taking into account current and future patronage, the needs and demographics of customers, whether important services such as hospitals or educational facilities are nearby, and the accessibility of other nearby transport interchanges and facilities.

Since 2011, new wharves have been built at Milsons Point, Neutral Bay, Rose Bay, Balmain and Huntleys Point. The next phase of the wharf upgrade program – part of the NSW Government's \$770 million Transport Access Program – will see the following wharves upgraded:

- Mosman Bay
- Balmain East
- Drummoyne
- McMahons Point
- Sydney Olympic Park
- Cremorne Point
- Pyrmont Bay



Accessing more destinations through better interchange and integration

Service changes will mean customers will be able to interchange to other ferry services to access a broader range of destinations and connect easily to the rest of the transport network.

In the near future, customers will be able to change at Balmain East to transfer to routes travelling to or from Barangaroo, McMahon's Point, Milsons Point and Circular Quay. As cross-harbour routes are introduced, there will be more options for customers to change services to get to their preferred destination.

In the commuter peak, shuttle services will be introduced between Parramatta and Rydalmere. A small number of Parramatta Wharf customers will need to change at Rydalmere for an express service to the CBD. This will improve the reliability of services and frequency of the main Parramatta River route.

Bus and ferry connections will be enhanced. The switch between transport modes will also be made easier as Opal electronic ticketing is rolled out.

Customers will be assisted by clearer wayfinding and information.

ROLL-OUT OF OPAL ELECTRONIC TICKETING ON FERRIES

The roll-out of Opal electronic ticketing commenced with a trial on the Neutral Bay ferry service in December 2012. During 2013, the trial is being extended to all ferry routes and from the second half of 2013 to trains, followed by buses and light rail. The incentives to encourage uptake of the Opal card are:

- \$2.50 Sunday fare cap for all Opal card customers
- a reward of free travel for customers who have already made eight paid journeys in a week (Monday to Sunday)
- a daily cap of \$15 for Opal Card customers Monday to Saturday.



Continuous improvements in safety

New national arrangements for domestic commercial vessel safety will commence in July 2013. All Australian states and territories have agreed to a single national regulator, the Australian Maritime Safety Authority, overseeing safety for commercial vessel operators. The national standards have been developed over a number of years and NSW has progressively adopted them as they have been agreed. The new arrangements

will promote continuous improvement in marine safety with effective identification and management of safety risks.

Roads and Maritime Services will continue to be responsible for regulating wharf safety in NSW through regular wharf inspections to ensure the safety of customers and operators of ferry services.



YOUR FERRY SERVICE

In the short term there are opportunities to improve services utilising the existing fleet and wharf infrastructure. In the longer term, customers on all routes will benefit from a modern, expanded fleet, better wharves and new services.

Key enhancements to services include:

- Better Parramatta River, Eastern Suburbs and Darling Harbour/Barangaroo services
- New cross harbour links
- New 'Ferry Express' bus services connecting to Manly ferries.

Parramatta River

Service integration and improvements

- The frequency of Parramatta River services will be enhanced for most wharf locations to reflect demand and growth potential and to achieve more efficient use of available capacity. Timetables will also be easier to understand for customers, with more consistent stopping patterns of services.
- During the peak, three distinct stopping patterns will be provided along the Parramatta River under the new ferry timetable in 2013:
 - An express service, stopping at all wharves between Rydalmere and Abbotsford, then direct to McMahon's Point, Milsons Point and Circular Quay. This service will connect with the Parramatta to Rydalmere ferry shuttle.
 - Chiswick to Circular Quay, as an all stop service to McMahon's Point, Milsons Point and Circular Quay
 - Sydney Olympic Park to King Street Wharf, as an all stop service to King Street Wharf that supports growing customer demand at this Sydney CBD location.
- Changes in peak stopping patterns in the new timetable will mean shorter travel times from most wharf locations west of Chiswick

to Circular Quay, with savings of up to ten minutes. It will also mean better reliability and capacity east of Chiswick.

- During the weekday off-peak and on weekends, an all stop service will operate between Parramatta, Darling Harbour and Circular Quay to support leisure travel needs. Additional services will also be provided in 2013 along the Parramatta River during the off-peak and on Sundays when demand is at its highest.
- The very poorly patronised wharf at Bayview Park will no longer be served, but regular bus services will provide a public transport alternative¹. This change frees up a vessel to serve peak demands along more patronised wharves along the Parramatta River.
- The new ferry timetable will also be supported by better bus connections at key wharves along the Parramatta River, making it easier for customers to transfer across the public transport network.

Modernise wharves and fleet

- Huntleys Point Wharf has recently been upgraded under the Transport Access Program.
- Sydney Olympic Park and Balmain East wharves will be upgraded under the Transport Access Program.
- A new ferry hub will be built at Barangaroo.
- The Transport Access Program will include further wharf upgrades in the longer term.

Expand services to provide for growth

- As the fleet is expanded, Parramatta River services will be further simplified across peak times, weekdays and on weekends:
 - Parramatta route, as a limited stop service from Parramatta / Rydalmere to Abbotsford, then Balmain East and Circular Quay

¹ Bayview Park has average daily peak patronage of 28 compared to 880 at Cabarita and 690 at Abbotsford



- Inner River route, as an all stop service between Cabarita and Barangaroo.
- Once upgraded, Balmain East will be included as a wharf on the Parramatta and Inner River routes. This wharf will become an important interchange hub, with customers able to transfer to other ferry and bus services to get to a wider range of destinations.
- A new wharf will be investigated at Rhodes and, if warranted as development there progresses, will be introduced as an additional stop on the Parramatta River route.
- As demand grows in the medium and long term, service frequencies and operating hours will continue to be expanded and supported by improved bus connections.
- The Sydney Ferries fleet replacement program and the delivery of additional vessels will enhance customer comfort, enable more services and improve reliability.

PARRAMATTA COMMUTER SERVICES

Ferries to and from Parramatta Wharf in the commuter peak are not being well used. Average patronage on the weekday morning services out of Parramatta Wharf is only 12 people per service, yet the Rivercat, with a capacity of 230 people takes 40 minutes to make the journey from Rydalmere to Parramatta and back. This is poor utilisation of a vessel that could be better used providing extra services to the busy commuter services elsewhere on the Parramatta River.

Under the new timetable, shuttle services will be introduced between Parramatta and Rydalmere, with commuters interchanging to the Rivercat service. Services will continue to operate directly to Parramatta in off-peak times and on weekends, reflecting demand.

Balmain/Woolwich

Service integration and improvements

- Balmain/Woolwich services will be aligned to provide an all-stop service between Cockatoo Island and Circular Quay. Balmain will also receive additional peak services to McMahon's Point and Milsons Point to support customer demand.
- The very poorly patronised wharf at Balmain West will no longer be served², freeing up a vessel to serve peak demands on other ferry routes.

Modernise wharves and fleet

- Balmain Wharf has recently been upgraded under the Transport Access Program.
- Balmain East and Drummoyne wharves will be upgraded under the Transport Access Program.
- The Transport Access Program will include further wharf upgrades in the longer term.

Expand services to provide for growth

- Once upgraded, Balmain East will be included as a wharf on the Balmain/Woolwich route. This wharf will become an important interchange hub, with customers able to transfer to other ferry and bus services to get to a wider range of destinations.
- As demand grows in the medium and long term, service frequencies and operating hours will continue to be expanded and supported by improved bus connections.
- The Sydney Ferries fleet replacement program and the delivery of additional vessels will enhance customer comfort, enable more services and improve reliability.

² Balmain West has average daily peak patronage of 48 compared to 350 at Balmain East and 770 at Balmain



Darling Harbour

Service integration and improvements

- Timetables will be easier to understand, with regular service times. Opportunities for more frequent weekend services will also be considered.

Modernise wharves and fleet

- Milsons Point Wharf has been upgraded under the Transport Access Program.
- Balmain East, McMahons Point and Pyrmont Bay wharves will be upgraded under the Transport Access Program.
- From 2016, new replacement vessels will improve customer comfort and service reliability.
- A new ferry hub at Barangaroo will be built.
- The Transport Access Program will include further wharf upgrades in the longer term.

Expand services to provide for growth

- In the medium term, the Darling Harbour route may be linked into a cross harbour service.
- Once upgraded, Balmain East will grow in importance as an interchange hub, with customers able to transfer to other ferry and bus services to get to a wider range of destinations.
- As demand grows in the medium and long term, service frequencies and operating hours will be expanded and supported by improved bus connections.
- The Sydney Ferries fleet replacement program and the delivery of additional vessels will enhance customer comfort, enable more services and improve reliability.
- New wharves will be investigated at Johnstons Bay and Glebe Point and, if warranted, will be introduced in the longer term as an extension to the Darling Harbour route.

Eastern Suburbs

Service integration and improvements

- Service patterns will be simplified to reflect commuter and leisure demand. The frequency of Eastern Suburbs services will be enhanced for key wharves to reflect demand and growth potential, and to achieve more efficient use of available capacity. Timetables will be easier to understand for customers with regular service times.
- Two distinct routes will be provided for the Eastern Suburbs:
 - Rose Bay route, with a direct Rose Bay service in the peak, and an extended service to Watsons Bay in the off-peak weekdays and on weekends
 - Double Bay route, with stops at Double Bay and Darling Point in the peak, and Garden Island and Double Bay in the off-peak weekdays and on weekends
- These changes will commence in the peak and on weekends under the new 2013 timetable, and for the weekday off-peak in the short term. Additional services to Darling Point during the weekday off-peak and on weekends will also be introduced in the short term.

Modernise wharves and fleet

- Rose Bay Wharf has recently been upgraded under the Transport Access Program.
- From 2016, new replacement vessels will improve customer comfort and service reliability.
- The Transport Access Program will include further wharf upgrades in the longer term.

Expand services to provide for growth

- There is an opportunity to link the Rose Bay / Watsons Bay route as part of a cross harbour service to Pyrmont and by extending to Manly in the off-peak weekdays and on weekends.



- As demand grows in the medium and long term, service frequencies and operating hours will continue to be expanded and opportunities for new bus connections investigated.
- The Sydney Ferries fleet replacement program and the delivery of additional vessels will enhance customer comfort, enable more services and improve reliability.
- New wharves will be investigated at Elizabeth Bay and Woolloomooloo, and if warranted, will be introduced as part of the Double Bay route.

Mosman and Taronga Zoo

Service integration and improvements

- Service patterns will be aligned to reflect commuter and leisure demand. The frequency of Mosman services will be enhanced for key wharf locations in the peak to reflect demand and growth potential, and to achieve more efficient use of available capacity.
- During the peak, two distinct stopping patterns will be provided in the new 2013 timetable:
 - Mosman to Circular Quay as an all stop service
 - Mosman, Taronga Zoo and Cremorne Point to Circular Quay
- During weekday off-peak and on weekends, all stops services will continue to operate between Mosman and Circular Quay and express services between Taronga Zoo and Circular Quay.

Modernise wharves and fleet

- Cremorne Point and Mosman Bay Wharves will be upgraded under the Transport Access Program.
- The Transport Access Program will include further wharf upgrades in the longer term.

Expand services to provide for growth

- As demand grows in the medium and long term, service frequencies will be improved to support demand. An increase in the frequency of bus connections to meet these additional ferry services will be investigated.
- The Sydney Ferries fleet replacement program and the delivery of additional vessels will enhance customer comfort, enable more services and improve reliability.

Neutral Bay

Service integration and improvements

- The all stops service between North Sydney, Neutral Bay, Kurraba Point, Kirribilli and Circular Quay will have easier to understand timetables with regular service times.
- Customers will continue to benefit from the recent introduction of Opal electronic ticketing.
- Existing bus connections at Neutral Bay Wharf will be maintained as part of an integrated transport network.

Modernise wharves and fleet

- Neutral Bay Wharf has recently been upgraded under the Transport Access Program.

Expand services to provide for growth

- As demand grows in the medium and long term, opportunities to expand operating hours will be investigated. Bus connections will be provided for additional ferry services.
- The Sydney Ferries fleet replacement program and the delivery of additional vessels will enhance customer comfort, enable more services and improve reliability.



Manly

Service integration and improvements

- New 'Ferry Express' bus services will be introduced in 2013, providing better connections to the Northern Beaches.

Modernise wharves and fleet

- The Transport Access Program will include further wharf upgrades in the longer term, including to the central hub at Circular Quay.

Expand services to provide for growth

- Inclusion of Manly as part of a cross harbour route that provides additional travel destinations for customers within the same journey will be investigated.
- The Sydney Ferries fleet replacement program and the delivery of additional vessels could allow increased service frequency and reduced travel times between Manly and Circular Quay while providing improved reliability.
- A deregulated service is currently serving Darling Harbour from Manly and as demand increases with the development of Barangaroo further options for direct access will be considered.
- Opportunities for new and more frequent bus connections will be investigated.

Lane Cove River

- Lane Cove River services will be maintained to support the important school transport and commuter task. Transport for NSW will continue to work with the ferry operator to best meet customer needs on this service.

Cross Harbour

- In the future, a new east to west cross harbour route can provide an opportunity for customers to access more destinations with a frequent and direct service. This route will also provide strong linkages between the Eastern Suburbs, Sydney CBD, Lower North Shore and the Inner West. This route has the potential to be extended to Manly in the longer term.
- Other north to south cross harbour services will also be considered, such as linkages between Taronga Zoo and the Eastern Suburbs.

Services beyond Sydney Harbour

- The NSW Government is committed to maintaining existing ferry links beyond Sydney Harbour and recognises that in some areas ferries provide the only public transport service to isolated communities. Transport for NSW will continue to work with ferry operators to best meet customer needs on these services.
- Proposed changes to the regulatory environment will provide flexibility to allow for existing contracts for these services to be maintained and renewed, or moved onto new procurement arrangements.
- New operators may propose additional services. These may not require a contract but will rely on operators securing access to wharves, which are mostly owned by local councils.



WE LISTENED

The development of Sydney's Ferry Future draws on extensive consultation on the Long Term Transport Master Plan and targeted customer research with existing and potential ferry customers.

Consultation on the NSW Long Term Transport Master Plan included:

- over 130,000 hits on our website
- over 1200 submissions from the public, industry and experts on the Discussion Paper
- over 480 submissions on the draft Plan
- consultation with customer, transport specialist, industry and local government advisory groups
- over 320 attendees at public forums in Sydney.

Specific suggestions were made to improve ferry services, including:

- increase the number of services and extend the hours ferries operate, particularly on eastern suburbs services
- maintain and improve existing services on Sydney Harbour
- invest in more frequent ferries to service growing areas such as Rhodes and Meadowbank
- increase communication between ferry operators and other transport modes to improve linkages
- support ferry wharves with feeder bus services
- increase the number of ferry interchanges
- reduce travel times to the city.





For more information, visit www.transport.nsw.gov.au

