

# Ferry Patronage Data

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October 2013 Release

**DATABASE DOCUMENTATION**

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Bureau of  
Transport Statistics



# Ferry Patronage

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# Ferry Patronage

**Data set name**

Ferry Patronage

**Scope**

Sydney Ferries Network

**Frequency**

Monthly

**Reference period**

July 2007 – most recent

**Data owner**

Harbour City Ferries

**Unit(s) of measurement**

Patronage counts by month and service area

**Key Variables/Indicators**

- Service Area
- Financial Year
- Year
- Month
- Passengers

## APPENDIX I: Data Item List

<b>Variable</b>	<b>Description</b>	<b>Permitted Values</b>	<b>Type</b>
SERVICE_AREA	Major service area name	Inner Harbour Parramatta River Manly Ferry Manly JetCat Cruises	Varchar(30)
FINANCIAL_YEAR	Financial Year	2007/08 to present	Varchar (7)
YEAR	Calendar Year	2007 to present	Numeric(4)
MONTH	Month	January February March April May June July August September October November December	Varchar(10)
PASSENGERS	Patronage count	Numeric	Numeric(18)

## **APPENDIX II: Methodology**

Ferry Patronage is made up of two components: tickets validated at barriers and non-validated patronage. Validated counts form the majority of data and are based on passengers validating tickets as they pass through electronic barriers. Non-validated counts are estimated for Inner Harbour and Parramatta River services based on a multiplier derived from a bi-annual load census survey run on behalf of Harbour City Ferries (previously Sydney Ferries). Manly patronage does not include a non-validated component as all passengers on this service must proceed through ticket gate barriers before boarding.

In excess of 90% of passengers have their tickets validated as they travel through Circular Quay, Manly or King Street Wharf. For Inner Harbour and Parramatta River services where patronage is estimated from the results of a bi-annual passenger Ferry Load Census, the May 2012 and November 2012 censuses estimate that non-validated patronage is approximately 13.1% of total validated patronage on these services.

## **APPENDIX III: Notes about the data**

1. The accuracy of ticket validations data is dependent on the proper working of electronic ticketing barriers at major wharves - Circular Quay, Manly and King Street Wharf. The data are corrected where problems are detected which can be rectified.
2. The accuracy of the non-validated data is aided by the fact that the Ferry Load Census counts all passengers rather than being a sample survey. However, the counting is manual and subject to human error such as miscounting, data entry errors and occasional gaps in the data due to some services being missed. Where possible, CCTV footage is used to capture counts if the survey company has missed a service.
3. A technical error in the capture of ticket validations resulted in an over-count of ferry patronage during the period July 2012 to March 2013. The magnitude of the over count was between 1 – 2% of the total journeys per month. This error is corrected in this data release.
4. Patronage is significantly affected by weather conditions, especially on weekends and off peak services, and by special events.
5. Due to rounding of Service Area counts which have non-validated patronage, the monthly totals of all services derived from this dataset may differ very slightly from 'All Services' counts reported in other

sources.

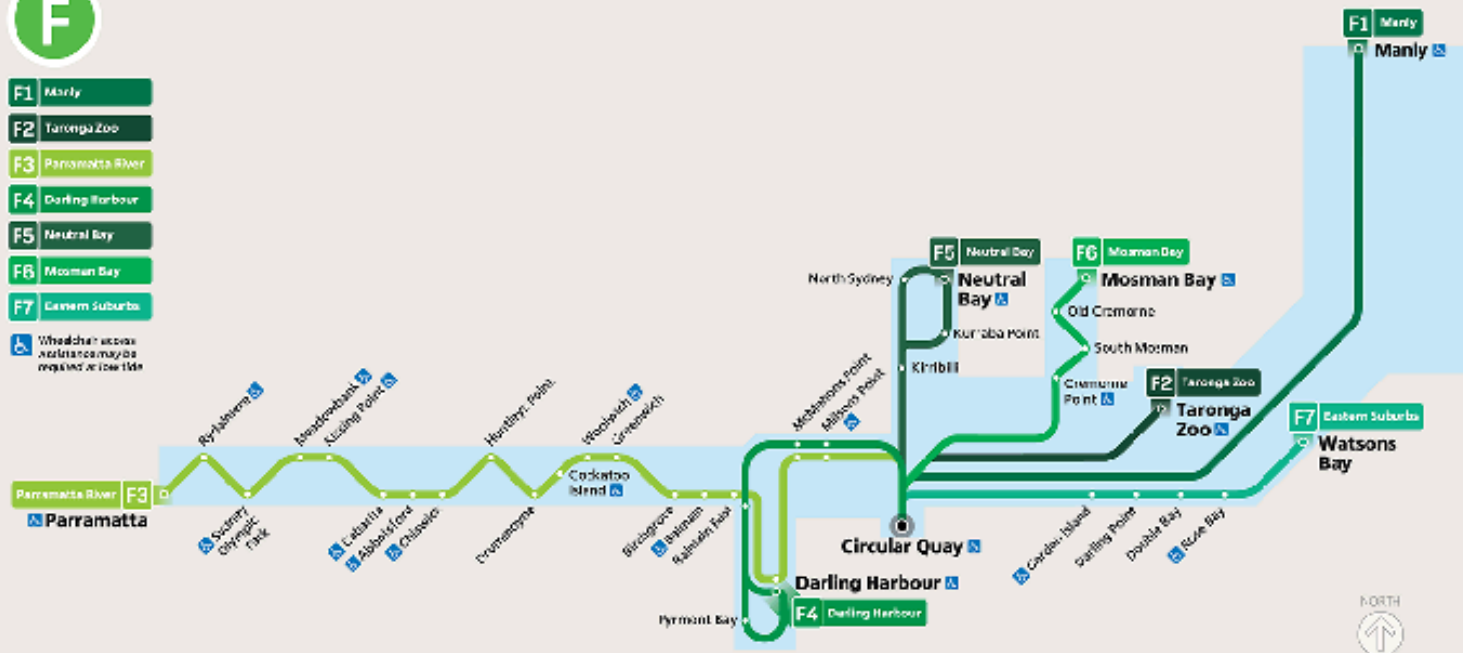
6. March 2010 patronage includes an adjustment of 30,709 gate validations due to equipment failure on two ticket gates at Circular Quay.
7. Manly JetCat service was discontinued after 31 December 2008.
8. Cruise patronage is from charter services for special events such as New Years Eve and Boxing Day. These cruises are only available with pre-purchased tickets and often include services such as catering. From January to March 2009 some regular cruises were trialled but discontinued due to low patronage.
9. Harbour City Ferries operates Sydney Ferries under the NSW Government's franchise model since 28 July 2012.
10. Opal electronic ticketing has been operational on ferries since 7 December 2012 starting with the Neutral Bay route. The Opal rollout was completed with the extension to the Parramatta River and Darling Harbour on 30 August 2013.
11. A map of the ferry route network is on the following page.

# Sydney Ferries Network



- F1** Manly
- F2** Taronga Zoo
- F3** Parramatta River
- F4** Darling Harbour
- F5** Neutral Bay
- F6** Mosman Bay
- F7** Eastern Suburbs

Whether you need assistance may be required at low tide



Interchange  
 Loop  
 Via destination

Check timetables for services

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