Introducing the Sydney Ferries Network

The Sydney Ferries network provides public transport services for customers in Sydney Harbour and along the Parramatta River. Harbour City Ferries is contracted by the NSW Government to operate services on these routes. The network consists of a fleet of 28 vessels serving seven routes. Chartered vessels are also used to support customer demand during busy periods.

Over 15 million trips are made on the Sydney Ferries network each year for both leisure and the commute to work. Ferry customers report the highest level of customer satisfaction of any public transport mode in Sydney.

The Sydney Ferries network

The NSW Government has introduced a number of improvements to the Sydney Ferries network since 2011, including:

• An additional 220 weekly ferry services for the Lower North Shore, Eastern Suburbs and Parramatta River
• Improved bus connections at key wharves
• Completion of 13 wharf upgrades at:
  – Milsons Point - also being expanded in 2017 to increase capacity by adding a second berthing face
  – Neutral Bay
  – Rose Bay
  – Balmain (Thames Street)
  – Huntleys Point
  – Drummoyne
  – Mosman Bay
• Chiswick will be completed in mid 2017
• Rollout of Opal electronic ticketing across the public transport network, including ferries
• New customer wayfinding system and real time information.

Sydney’s Ferry Future

Sydney’s Ferry Future was released in May 2013 and identifies short and long term initiatives for the ferry network. This includes further consideration of some locations for new wharves. A number of initiatives are already underway, including:

• The introduction of six new Inner Harbour ferries
• A new Barangaroo Ferry Hub
• The introduction of four new ferries and additional Parramatta River services
• Wharf upgrades across Sydney Harbour and the Parramatta River

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