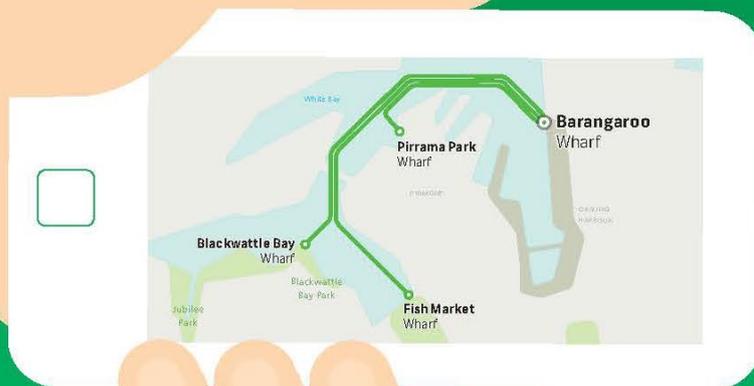


Getting around the Bays Precinct just got easier

on demand public transport



How to book:

1. Download the Tranzer app, or order at the wharf
2. Book your trip and enjoy the ride



Find out more
transportnsw.info/on-demand

ON DEMAND Ferry service in Bays Precinct FAQs

What is On Demand Ferry Trial?

On Demand Ferry service trial is a part of NSW Government trial of On Demand public transport designed to improve connections to transport hubs and popular destinations near you.

On Demand Ferry trial is a point-to-hub On Demand transport solution operating in the Bays Precinct, connecting customers from wharves at the Fish Markets, Blackwattle Bay, Pirrama Park with Barangaroo.

The On Demand route will be serviced by a new MiniCat ferry. Customers can book a ride using the Tranzler app or on wharf using the kiosk, then pay using a credit or debit card.

On Demand service will operate between 7 am to 10 pm on weekdays and between 8.30 am to 7.30 pm on weekends.

Why has the Bays Precinct been chosen for this trial?

The Bays Precinct is popular with both tourists and regular commuters.

The wharves are not currently serviced by regular ferries so the new On Demand service will help to connect this area to a major transport hub.

What areas are serviced by On Demand ferry?

Ferry On Demand operates between the following locations:

- Barangaroo Wharf 1 (Hub)
- Pirrama Park Wharf, Pirrama Road, Pyrmont
- Blackwattle Bay Wharf, Leichhardt Street, Glebe
- Sydney Fish Markets Wharf, Bank Street, Pyrmont

Customers can book a ride using an app, on wharf or over the phone, then pay using a credit or debit card.

See the attached map for assistance.



What are the hours of operation and how much will it cost?

The service will operate between 7am and 10pm on weekdays and between 8:30am and 7:30pm on weekends and Public Holidays.

A single trip will cost \$7.60 for adults and \$3.80 for concessions.

Children are aged 4 – 15 years. Children aged three years and under travel free
Concessions include seniors, pensioners, asylum seekers, NSW war widows and widowers as well as tertiary students, apprentices and trainees who hold a Transport Concession Entitlement Card. For further definitions relating to fares, please refer to the Transport for NSW [website](#).

How to book On Demand ferry?

- Book in advance via the Tranzer app, available from [Apple App Store](#) or [Google Play](#). The app allows you to directly book and pay for your trip as well as track the expected arrival time of the vessel at your wharf.
- You can also turn up and order your ferry using the booking kiosks located on all On Demand ferry wharves. The kiosk will also inform the expected arrival of the vessel.
- Don't have a smartphone? You can book an On Demand ferry by calling our Customer Service centre on 1800 517 431.

How do I pay for my trip?

If booking via Tranzer app: Book and pay in advance for your trip using the Tranzer app, available from [Apple App Store](#) or [Google Play](#). Download the Tranzer app, set up an account and add your credit card details. Easy!

If booking via Kiosk at wharf or via phone: Turn up and order your ferry using the booking kiosk at the wharf, then pay using a credit or debit card once on board the vessel. Our friendly staff will ask you to tap your card on a payment device. Mastercard, Visa or American Express are accepted.

How long will it take for the ferry to arrive after I book?

Pick up times may vary depending on how many customers are using the service, and where the ferry is located in its run.

When they order a ferry, customers will be provided with a 15-minute window for when the service will arrive.

Customers will also be able to use the Tranzer app to view other public transport options available to them should they wish to plan their journey using other modes of transport.

How long will a journey take?

Journey times will vary depending on how many people are using the service at any time.

The longest any trip will take is around 40 minutes assuming that the ferry needs to stop at each wharf to drop off and pick up customers.

Will I be able to use their Opal card and receive Opal travel benefits?

On Demand ferries are currently not part of the Opal network. Customers will need to pay using their credit or debit card.

Transport for NSW will investigate introducing Opal travel rewards on this service at a later date.

Can I book an On Demand ferry in advance?

You can pre-book and pay for your On Demand ferry trip via the Tranzler app up to 24 hours in advance. With advanced bookings, you'll also get an electronic confirmation and the expected arrival time of the vessel at your wharf.

Can I book a trip with multiple stops?

No. On Demand ferry service is a point to hub service and all journeys either start or end at the hub of Barangaroo wharf.

The vessel may make other stops during your trip. Should the vessel make a stop at one of these stops, and you decide to alight there instead of the destination you have booked, you should inform one of the staff members on board so your journey will be considered as completed.

What if there is no vessel available for the time I want to travel?

The Tranzler app or the kiosk you use to book the vessel will advise you of the window of time we expect the vessel will arrive at your wharf as well as the expected window of time you are likely to arrive at your destination. If these times do not suit you, we suggest you find alternate means of transport to make your journey. The Tranzler app includes all other forms of transport options you may want to consider.

How many seats can I book per trip?

The vessel can hold up to 60 passengers at a time (43 of them seated). You may book as many passengers up to this amount; however, the crew will not allow more than 60 people on the vessel at one time. Should the vessel be full upon arrival, some passengers will be asked to wait for the next service or find alternative means of transport.

Will I get a booking confirmation and receipt at the end of my trip?

Customers who book via the Tranzer app will receive an electronic booking confirmation that includes a description of the amount paid.

Customers who book using the kiosk at the wharf can request a receipt from the staff member on board the vessel when you pay with your credit card.

How can I cancel a trip using the Tranzer App?

If you used the Tranzer app to book your trip, you cannot cancel the trip using the app. Unfortunately booking no-shows are not refundable.

How can I cancel a trip using the wharf kiosk?

If you have booked using the kiosk at the wharf or via the Customer Service centre, you can choose not to get on the vessel and therefore, do not need to pay.

How can I be sure I'm being picked up by the correct vessel?

At present there is only one On Demand vessel operating in the Bays precinct with On Demand signage on it.

If the regular vessel is unavailable, arrangements are in place to use a back-up MiniCat vessel from another operator. There will be clear signage indicating the vessel is being used as the On Demand ferry.

What facilities are there on board the vessel?

- Capacity for 60 passengers with seating available for 43
- Outer deck seating & bike racks
- Large viewing windows
- 2 crew (1 Master + 1 Deck Hand)
- Priority seating available
- Hearing loop
- Information displays showing destinations and expected arrival times
- Environmentally friendly Tier 3 emission standard and low wash capability
- Sorry, no toilet facilities on board

What are the safety features on board the On Demand vessel?

- Fire Extinguishers
- Lifejackets for adults and children
- CCTV for all areas on the vessel
- Illuminated exits
- Reversing camera

Is the On Demand ferry service accessible for people with mobility needs?

The wharves that are used as part of the On Demand ferry trial vary in size and nature and as such, we cannot guarantee we can provide mobility needs for everyone.

We do allow approved assistance dogs to travel on the vessel.

If you need special assistance, we ask that you contact our Customer Service on 1800 517 431 before booking your trip.

Travel rules

Customers are asked to:

- Have a valid and confirmed booking prior to boarding the vessel or ensure they pay the appropriate fare once on the vessel.
- Consider the safety and comfort of others.
- Follow the directions of the On Demand ferry staff.

Customers are **NOT** permitted to:

- Consume food or drink on board the On Demand ferry vessel
- Soil or damage the vessel
- Smoke in the vessel
- Behave in an offensive manner or use any offensive language towards other customers or our staff
- Intentionally interfere with the comfort or safety of other passengers.
- Tip On Demand ferry staff

For a full set of our Conditions of Carriage, please refer to the [Ferry On Demand website](#).

What are the travel rules for children?

The following rules apply to children travel and bookings:

- Children under 12 years old cannot travel unaccompanied (without an adult) on the Ferry On Demand services
- Bookings can only be made by customers who are 16 years old and older.

How can I provide feedback on my trip?

If you have any enquiries or would like to provide feedback on the On Demand ferry services, you can contact us via phone by calling 1800 517 431 between 9am and 5pm Monday to Friday. Alternatively, you can contact Transport for NSW on 131 500 or by completing the feedback form at <https://transportnsw.info/contact-us/feedback/on-demand-public-transport-feedback>

Additionally, we will have a feedback device on board the vessel asking for your opinion on particular aspects of the service.

Join the Transport for NSW [Facebook](#) page and provide feedback at your convenience.

What do I do if I left something on board the vessel?

For lost property enquiries, please contact our Lost Property team:

Wharf 3, Alfred Street
Circular Quay, Sydney
NSW 2000

t: (02) 8113-3002

e: Jetty3.Reception@harbourcityferries.com.au

Our staff will do their utmost to reunite you with your lost item as soon as possible.

What happens if weather conditions prevent the On Demand service from operating?

Should extreme adverse weather conditions be experienced, the On Demand ferry services will be temporarily suspended. Customers will be informed via the Tranzer app and kiosk screens at wharves. Customers will not be able to book the service until conditions allow it.

Can I travel with animals?

We welcome assistance animals on board Ferry On Demand vessels. Unfortunately pets and other animals are not allowed.

Can I travel with luggage?

Two pieces of luggage per customer is permitted. Ensure luggage, bags and personal items are stowed correctly and are not blocking the aisle.

Can I travel with Bikes and other large items?

Bikes are welcome on board. Limited bike stowage facilities are available. For safety reasons, large items such as surfboards or other large sporting equipment are not permitted on board the On Demand vessel.

Will On Demand ferry trials be held in other areas of Sydney?

We'll look at the results of this trial in the Bays Precinct before making any decisions on expanding the trial to other areas.

Other: What is the name of the new On Demand ferry?

The ferry will be named Me-Mel (pronounced Me-Mal) which is what the local Aboriginal people call Goat Island.

It was selected as the name for the new ferry in honour of Sydney Harbour's rich Aboriginal cultural history and the proximity of the island to the Bays Precinct where the On Demand trial will operate.

Other: How is this different to a water taxi?

On Demand public transport services are designed to provide local connections for customers to key points of interest or transport hubs. It is about personalising public transport as much as possible whilst still being able to aggregate demand.

The On Demand ferries will also only service a limited number of wharves with journeys to and from the hub at Barangaroo only.

Water taxis are point to point transport which will generally transfer customers to any destination within a service area, focussing on providing an optimum journey for an individual customer. Some Water Taxis may also be hired for exclusive use.

Other: How is this different to the On Demand service run by Captain Cook Cruises?

Captain Cook operates a timetable service between Circular Quay and Elizabeth Bay only where customers can pre-book which service they catch.

The Government's On Demand trial service will be more flexible.

Customers will be able to book a service when they are ready to travel and ferries will only stop at wharves when they have been booked.

Other: Where will be the new On Demand ferries be maintained?

The new ferries will be maintained by Transdev Sydney Ferries at the Balmain Shipyard.