

Bruny Island ferry service

Crossing capacity

Is there a guarantee the new service will meet demand?

The Transport Commission is confident the new Bruny Island ferry service will meet the needs of the Bruny Island community and provide an improved offering to the community, visitors and tourist operators.

It is a contractual requirement that the new Bruny Island ferry service will offer a level of reliability, capacity relative to demand, and customer service that is the same or better than the current service. It also requires that any customer arriving prior to the scheduled last sailing must be transported.

The contract is outcomes-based and defines a minimum level of service that must be provided, however it also provides for greater flexibility in responding to demand and does not limit the number of daily sailings or boats to be used, nor their capacity.

The Transport Commission will also work with SeaLink, particularly in the first year of operation, to ensure the adequate capacity is available and the service responds to demand. The contract also includes key performance indicators and provides for regular information provision and auditing against those indicators.

Will the new service offer the same number of crossing spaces for vehicles?

From 23 September 2018 the MV Mirambeena will continue to service the Bruny Island service. The MV Moongalba will be provided as a dedicated second vessel that can be deployed to meet demand at any time and on any day of the year. This includes periods such as winter school holidays when a second vessel has not previously been available.

Over the busier summer period in 2018-19 the combined capacity of the Mirambeena and Moongalba will provide at least the same level of service as the existing service vessels including at peak times. In line with the existing service, any customer arriving prior to the scheduled last sailing will be transported.

SeaLink will be monitoring travel patterns and car movements to confirm and inform its operational model. The company also has a large fleet of over 70 vessels from which it is able to bring additional support to the Bruny Service if required.

How can smaller vessels deliver the same or greater crossing capacity?

The final design of the new vessels is still to be confirmed, but they will have a minimum carrying capacity of 36 vehicles and 150 passengers.

While the exact design exact capacity of new ferries is yet to be confirmed, modern, single-deck ferries will have faster loading and unloading times and will be able to cross the D'Entrecasteaux Channel more quickly. This means at peak times more frequent crossings will possible, so an increased number of vehicles and passengers will be able to travel, even though the vessels themselves are smaller.

The first of the new vessels comes into service on October 2019. At that time, and before commissioning the build of the second new ferry, SeaLink will review the requirements and adjust the specification of the second new vessel as required. It is expected the MV Moongalba will remain onsite to operate as a third vessel.

How will increases in demand be met over time?

The contract requires that the reasonable needs of all classes of customers must be met. This means additional capacity can be made available as demand grows over time. It also requires that any customer arriving prior to the scheduled last sailing must be transported.

How are the crossing capacity needs of Bruny Island tourism operators being considered?

The Department of State Growth and the Transport Commission will work directly with tourism operators and SeaLink to fully understand and address any concerns in the lead up to the commencement of the new service, and to ensure the new Bruny Island service delivers on our commitments.

Further information

How can I find out more?

SeaLink will be working together with the community to ensure locals benefit from an improved ferry service that delivers greater capacity and certainty into the future. The company will have a presence at the ferry terminals from mid-July and is organising a series of community forums at various locations on Bruny Island throughout July and August.

These meetings will be an opportunity to meet the SeaLink team, ask questions about the service, and importantly, for SeaLink to listen to the community with respect to their needs.

SeaLink will also establish a Ferry Committee and is working with Council and Community groups on the representation of this Committee and the Terms of Reference.

How can I stay up to date?

Information about the new service, including scheduling and fare structure will be available from a dedicated website, which will also provide the online portal for SeaLink's ticketing system.

<https://sealinkbrunyisland.com.au/>

Information about the Bruny Island ferry service is also available on the Tasmanian Government's Transport website at [Bruny Island ferry](#).