



Tor Bay Harbour

Annual User Survey 2008



Introduction



- Each year Marine Services aim to undertake a Customer Survey as part of an ongoing review of the services provided in Tor Bay Harbour.
- The users survey coupled with the complaints and compliments feedback system, gives a good indication of which harbour/maritime services are meeting the customers expectations and which are below the quality expected, and this enables the development of improvement actions.



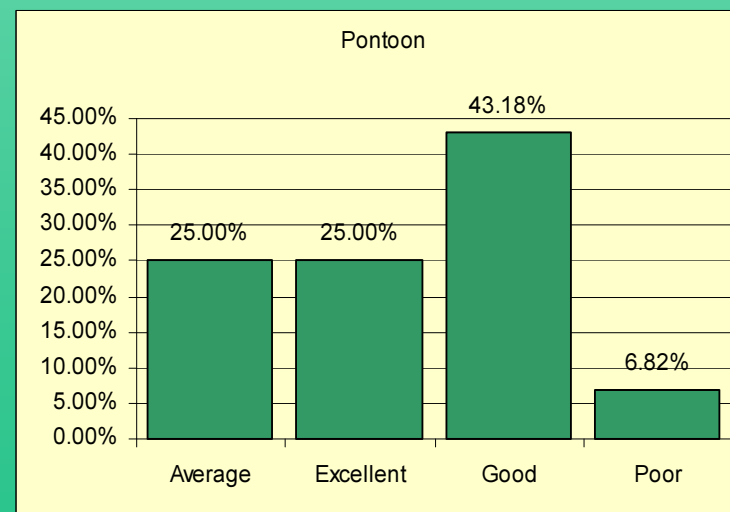
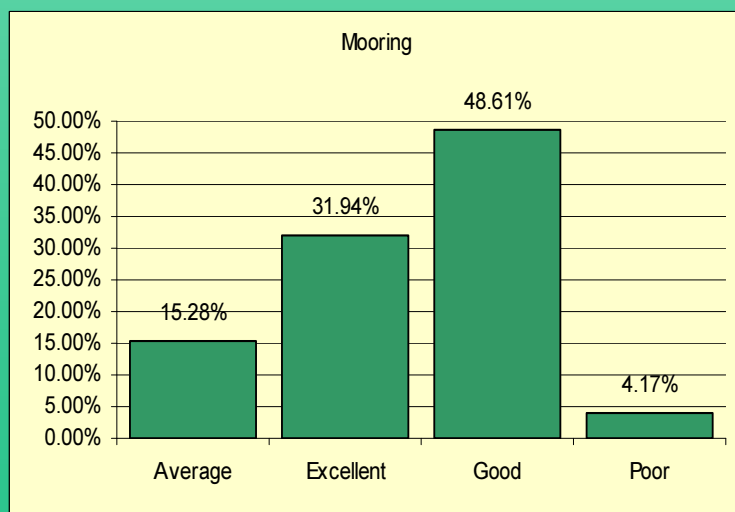
Returns



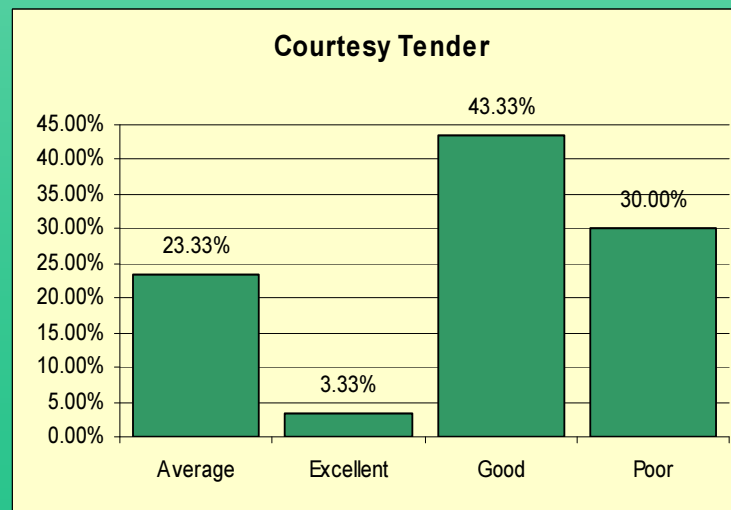
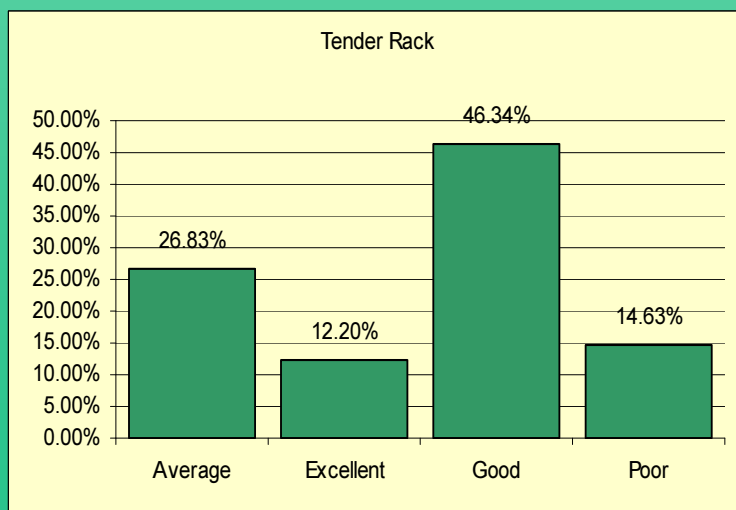
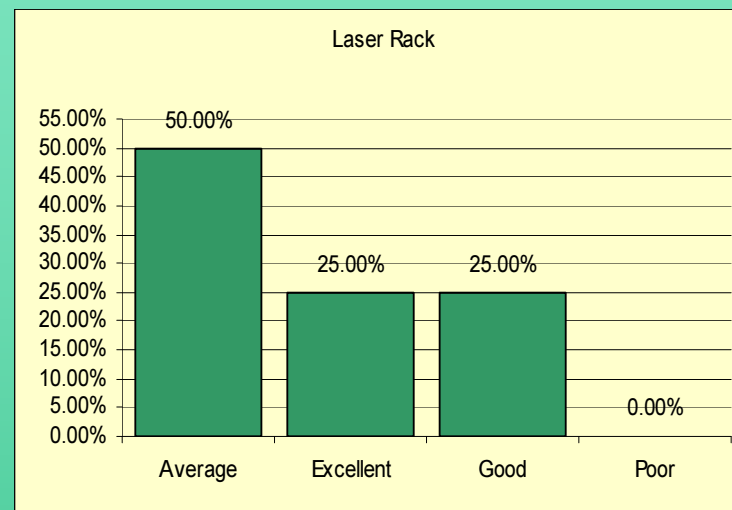
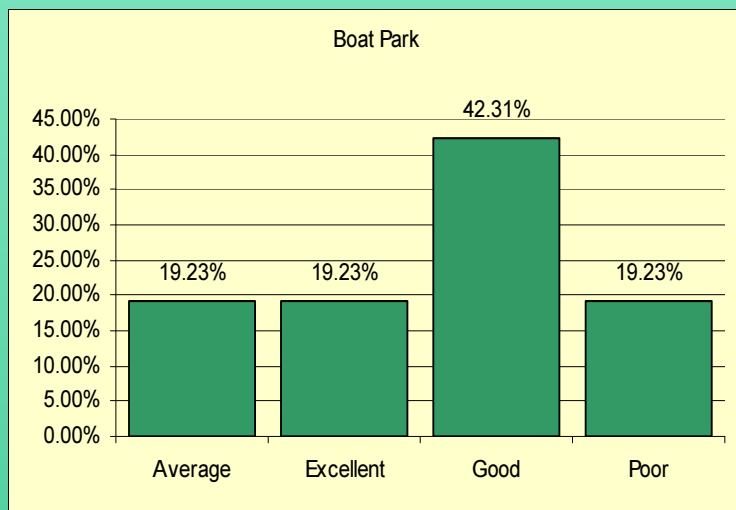
93 forms were returned and entered into a database

Section 1

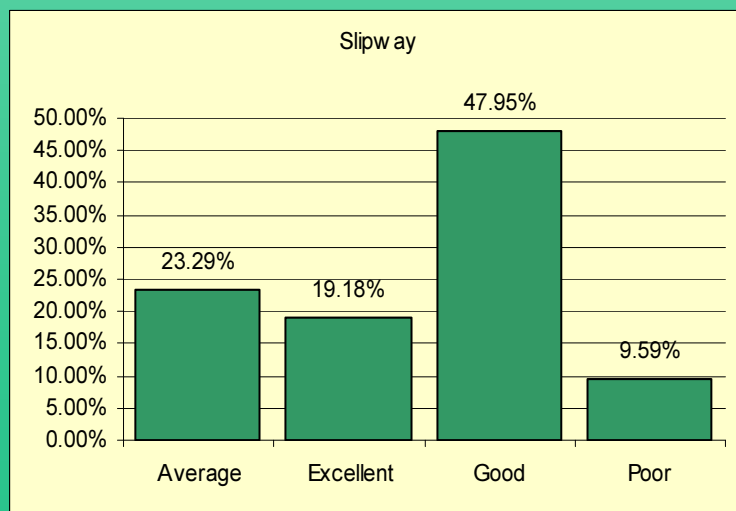
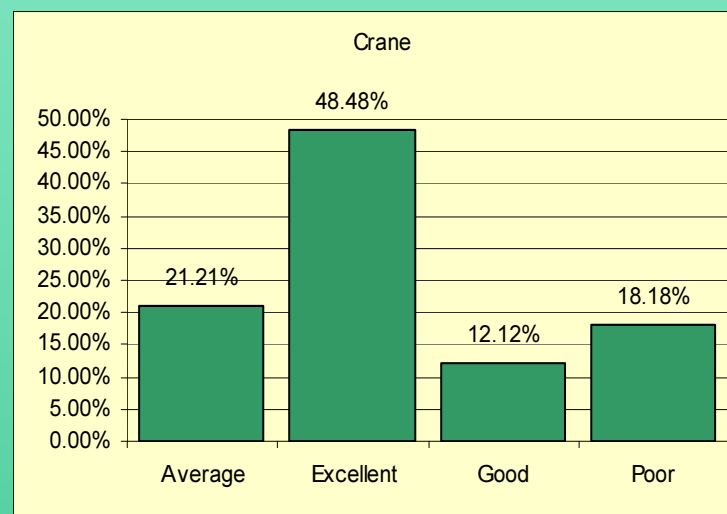
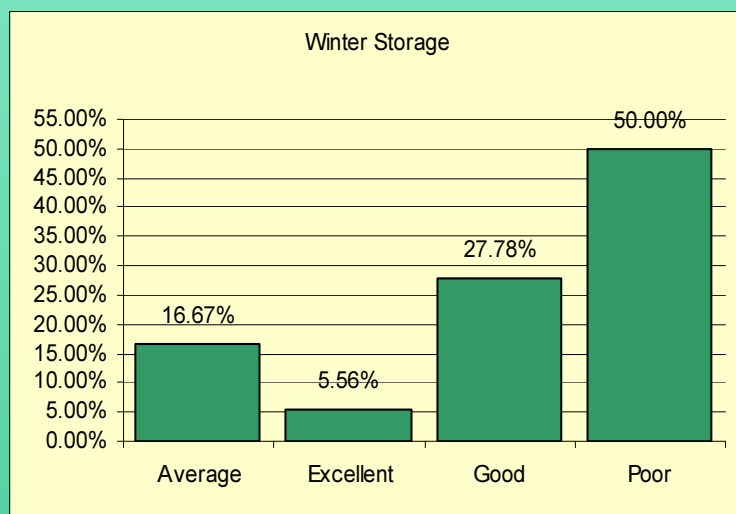
This asked users to rate the facilities that they use and the infrastructure of the harbours – the results are found below



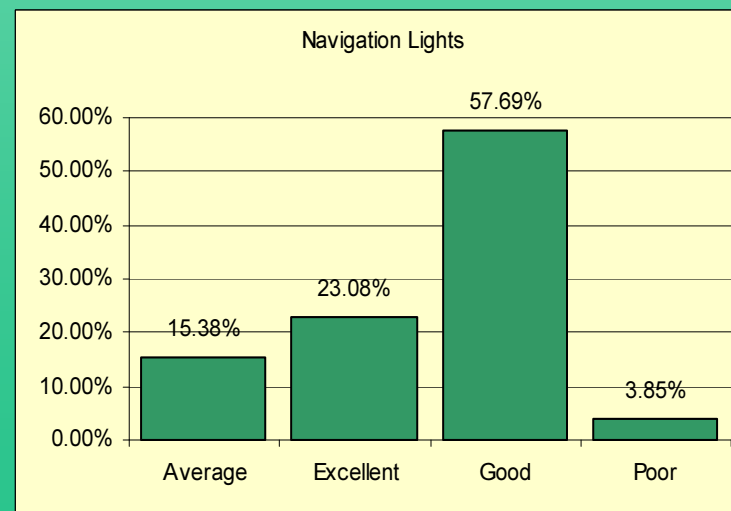
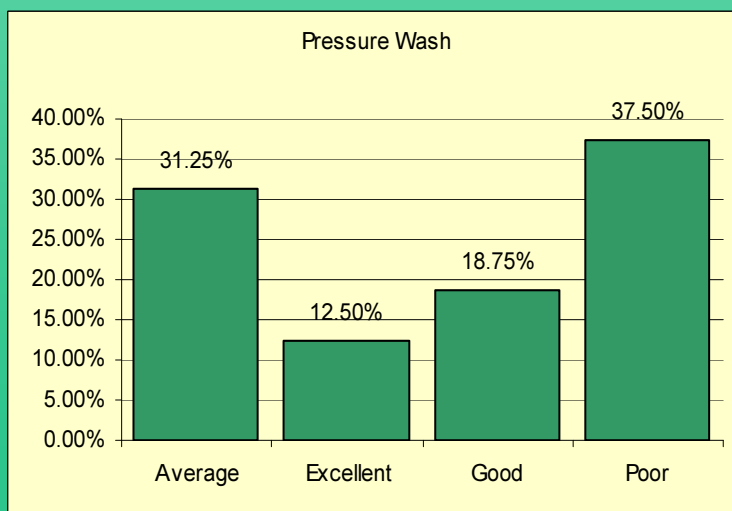
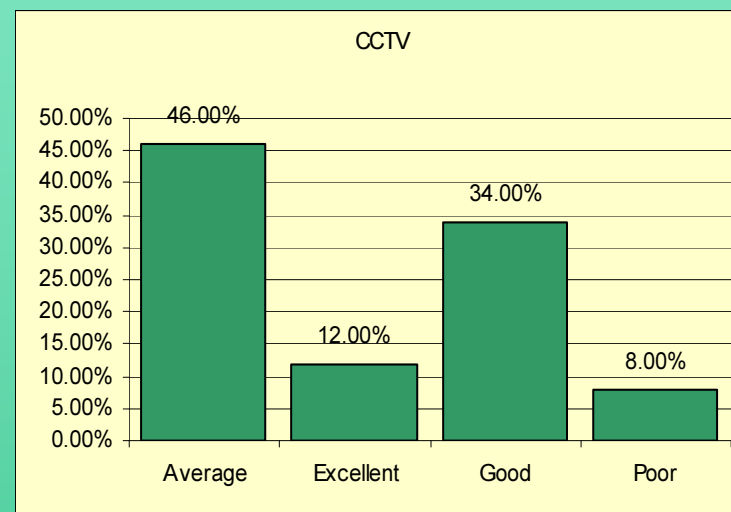
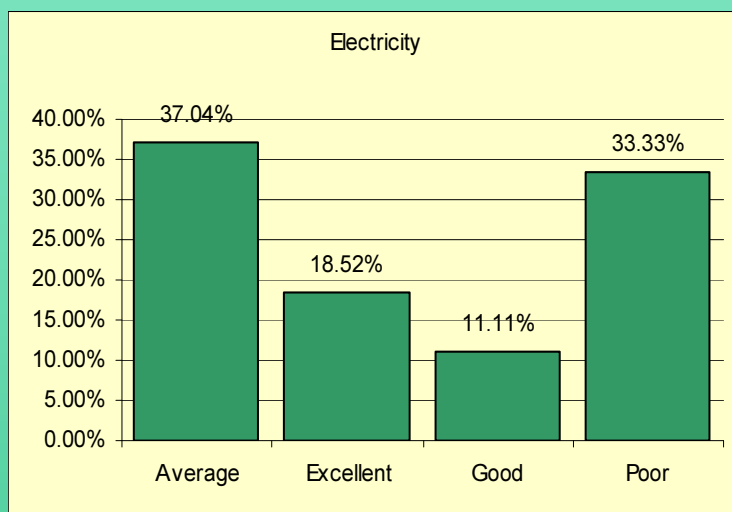
Results - facilities



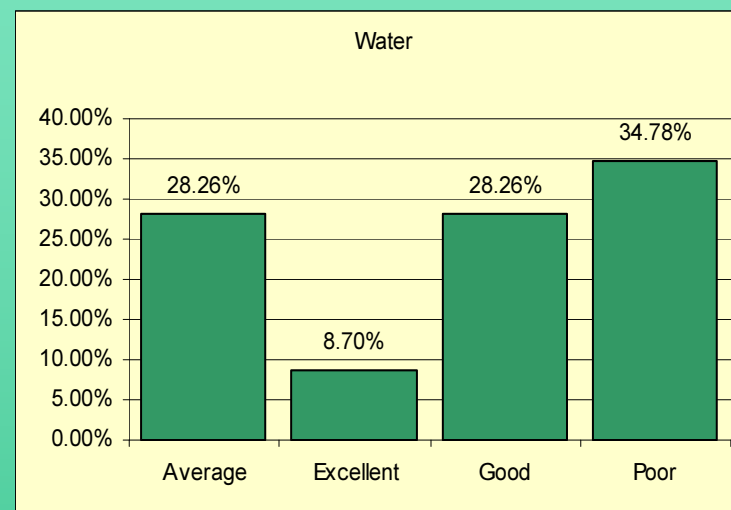
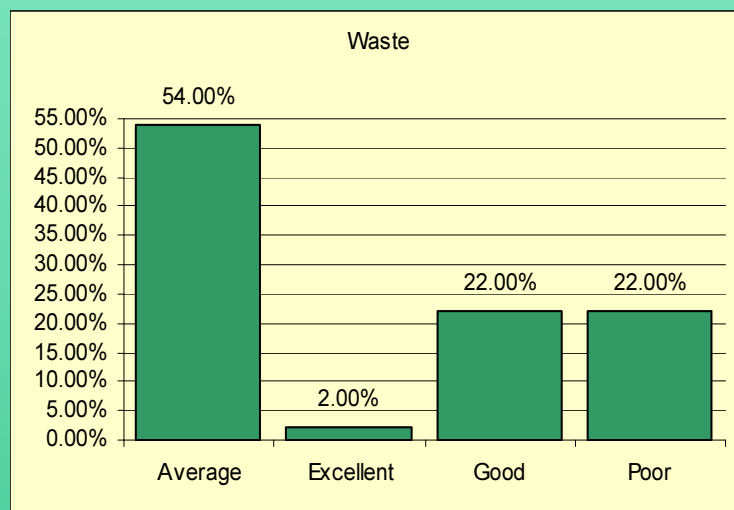
Results - facilities



Results - facilities



Results – facilities

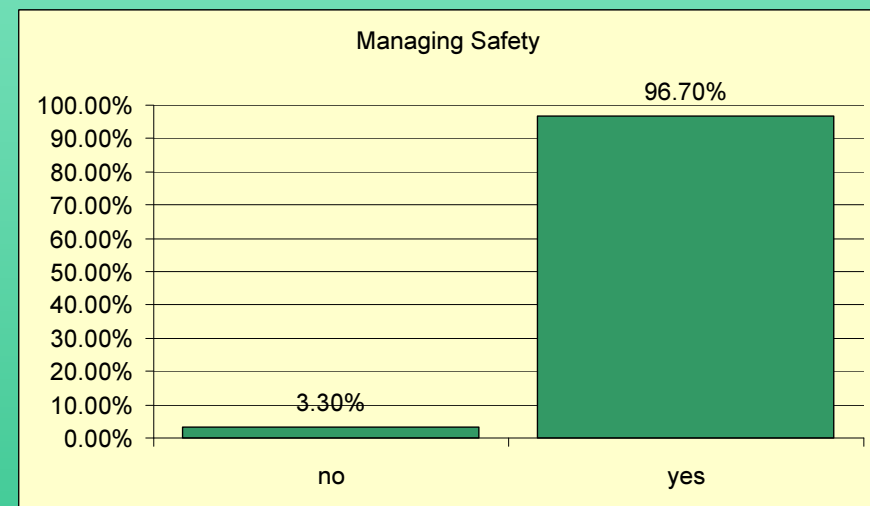




Results - safety

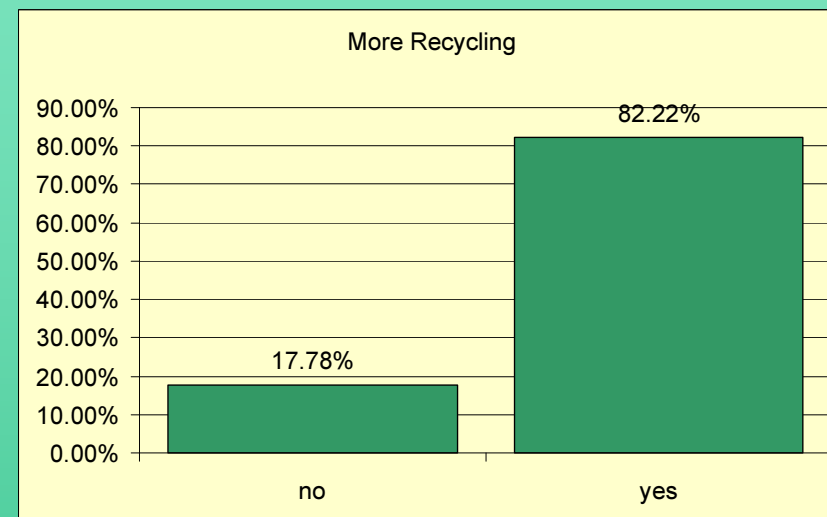
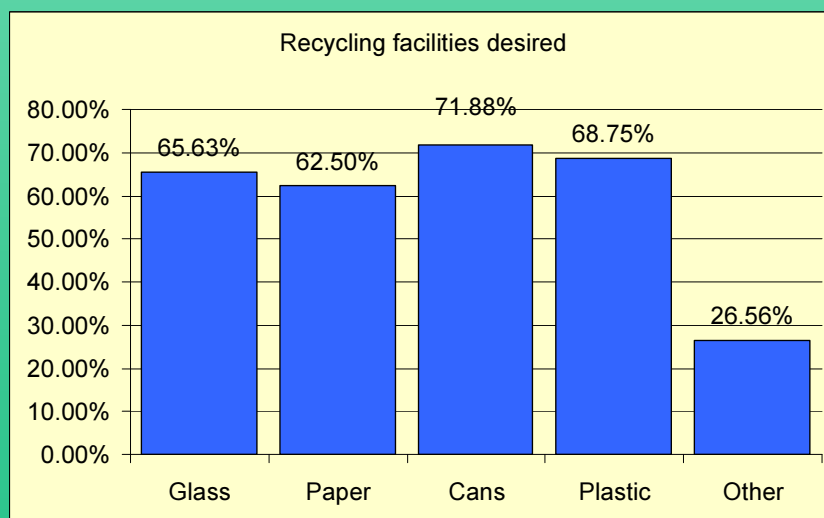


97% thought that Tor Bay harbours are managed safely.



Results - recycling

82% would support and use the installation of further recycling facilities; especially for cans.



Additional recycling suggestions

- All/general
- All of these plus better general waste disposal
- Batteries
- Engine oil/ fuel
- Fishing Lines, Hooks etc
- Paints, thinners etc
- wood

Results

– Quality of Service

Section 2

General service Provision

81% rate the quality of service as Good or better.

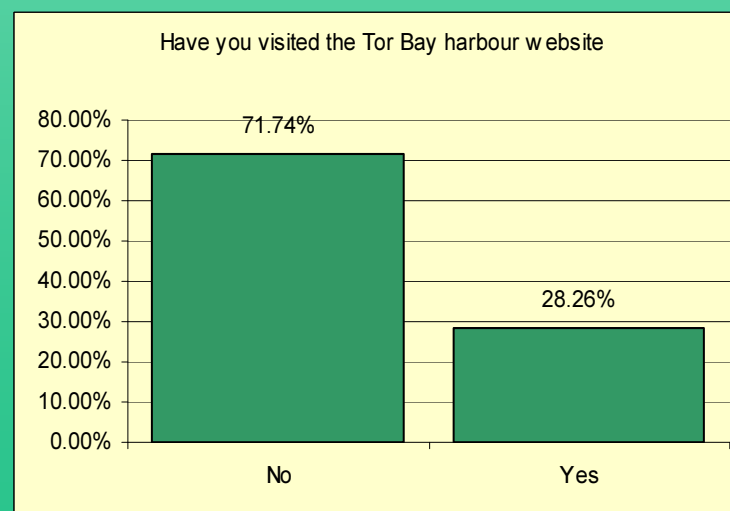
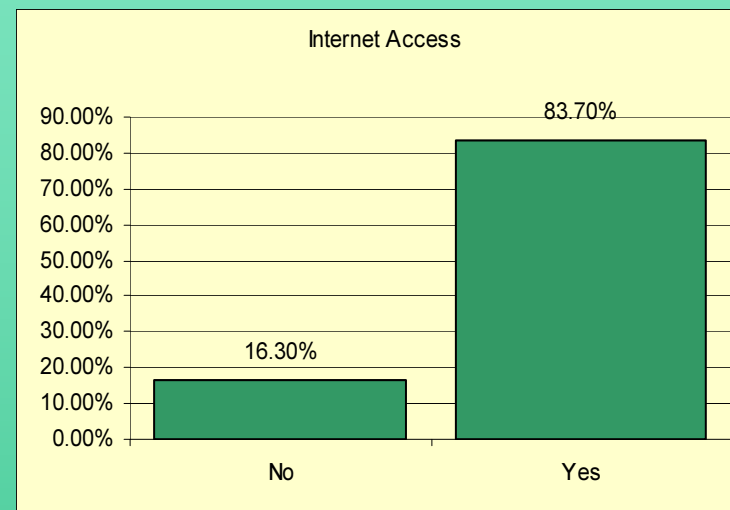
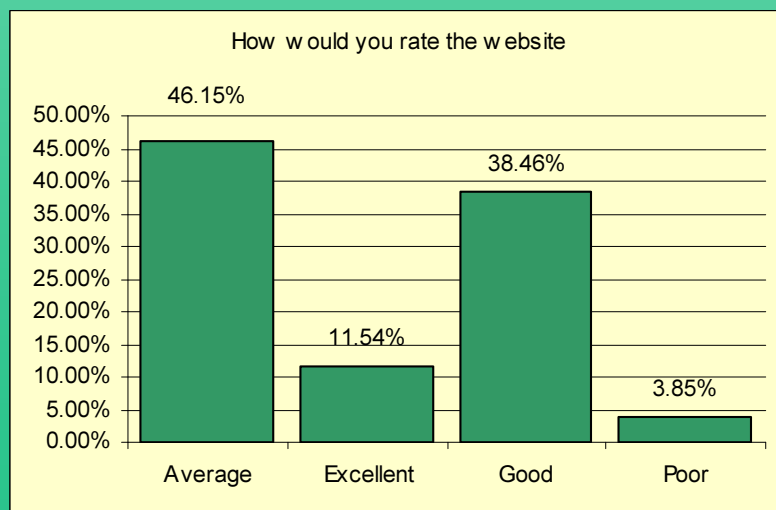
22.47%



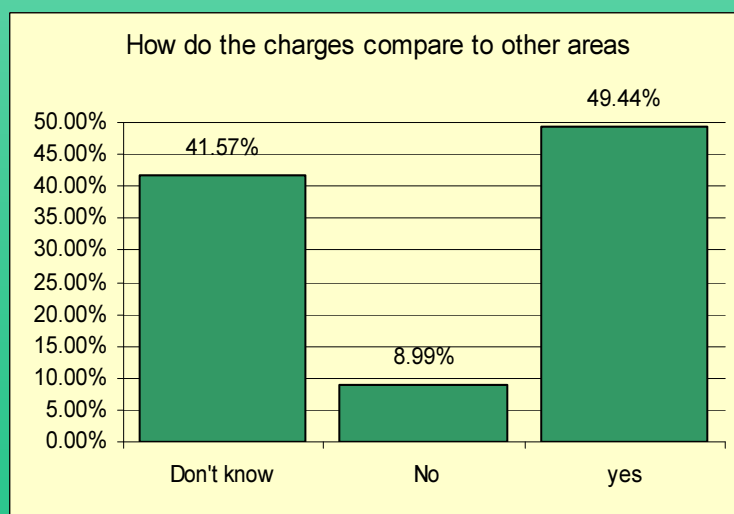
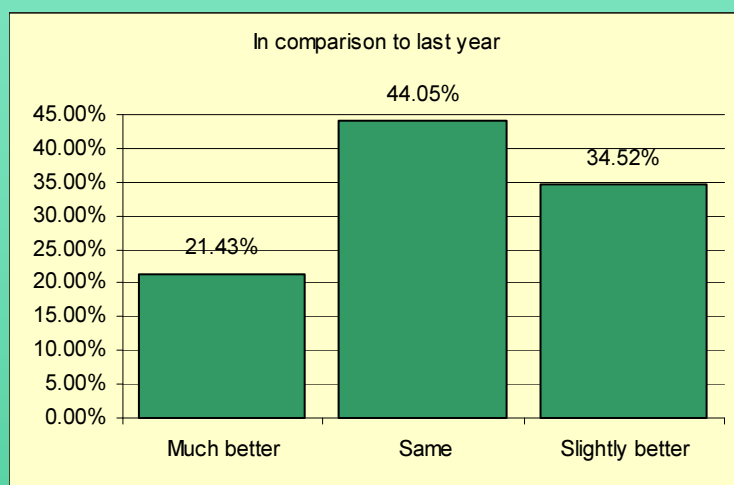
	Average	Excellent	Good	Not Used	Poor
Customer Service	7.69%	38.46%	45.05%	3.30%	5.49%
Safety information/signage	15.73%	22.47%	56.18%	5.62%	0.00%
Event's information	28.09%	20.22%	37.08%	10.11%	4.49%
Administration	19.10%	30.34%	44.94%	3.37%	2.25 %
Publications/Notice boards	28.09%	16.85%	39.33%	12.36%	3.37%

Results - website

50% of those who had used the website considered the website to be Good or Excellent



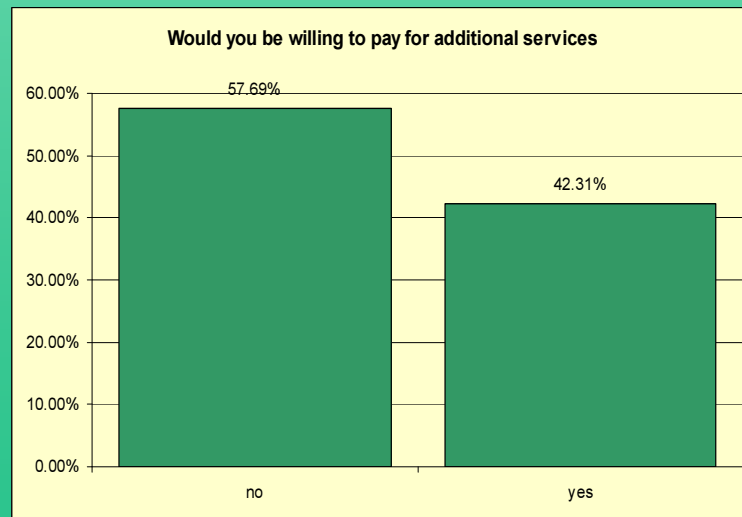
Results – comparisons



Results – additional services

58% would not be prepared to pay for additional services.

Suggested services shown right

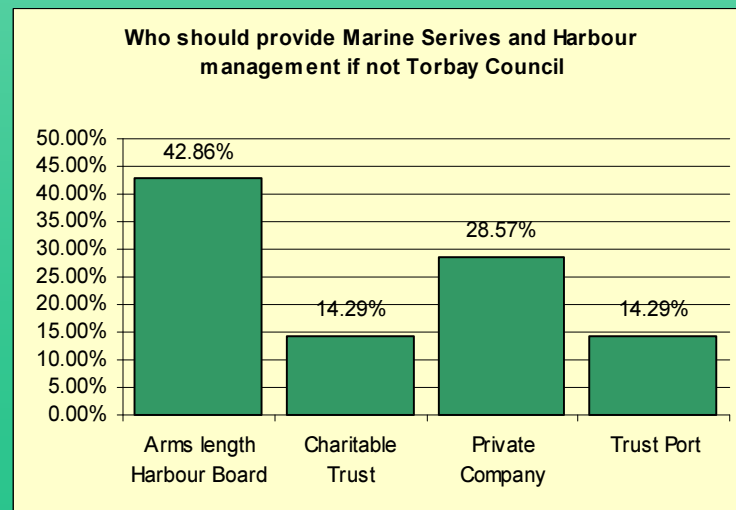
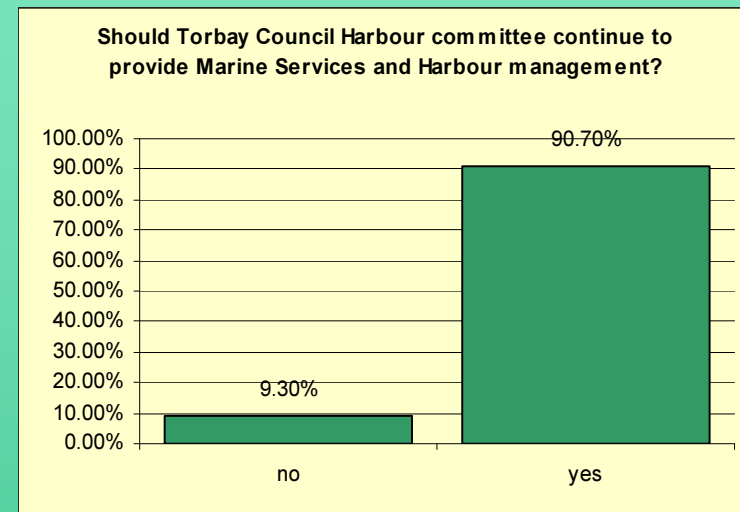


Comments about extra services

- £25.00 fine for not returning tenders
- 7% increase plus too high
- A marina in the inner harbour
- A northern arm brake wall
- Access to shore side toilets after hours
- Additional water facilities (boat wash)
- An additional walk on/off pontoon for loading / unloading private craft – Brixham pontoon is normally chock-a-block & heritage vessels?
- Another water tap end of harbour, by G Hind slipway
- enclosed, secure tender park (like at BYC)
- Facility to fill up with potable water
- Free temporary berthing at other at other Torbay harbours
- Harbour side winter storage
- Inner harbour should have walk on pontoons – please supply asap
- Longer seasons for visitors pontoon though N/A form me now that Town Dock is in place
- More electrical points & water points
- Pontoon in inner harbour
- Sensible slipway by BYC
- Showers / toilets/ laundry faculties 0600 – 2400
- Water + electricity on town pontoon
- Water on all the town dock
- Water on the old fish market side (already has electric)
- Water pipes to berths
- Winter storage at Brixham

Results - management

91% believe that Torbay Council Harbour Committee should continue to manage the Harbours etc



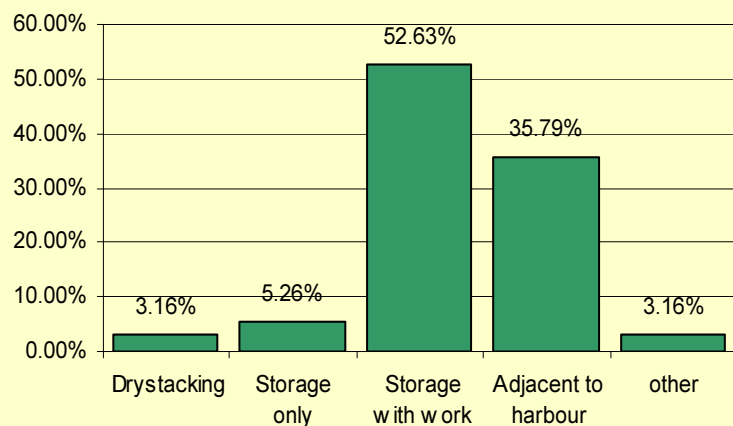
Of the 7 who gave alternatives 42 % believed that an Arms length Harbour Board should be established.

Results – winter storage

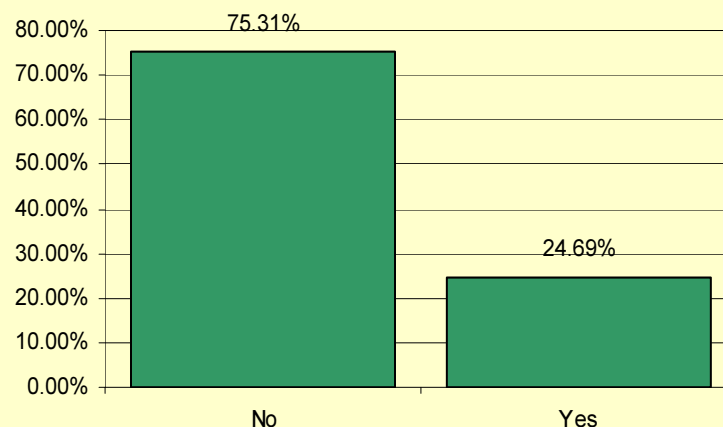
75% would like more winter storage as described below

Over half would like storage with the facility to work on their craft.

What type of winter storage would you utilise



Is there enough Winter storage



•There's still a shortage of winter storage for youths in the bay. We used to be able to store at beacon quay car park. + What about the dinghy park in winter?

•Under cover

•Under cover storage also more tender packaging summer this would enable older members to arrive by bus & not need parking facilities which are costly & limited

•When we first got our mooring we were able to set on the town pontoon to set water or overnight berth. This is not possible anymore.

•Winter berthing in inner harbour in inclement weather for larger boats

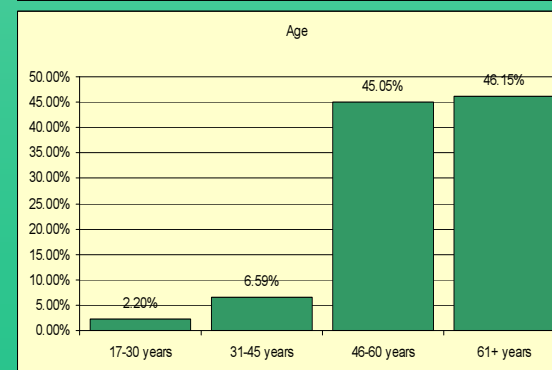
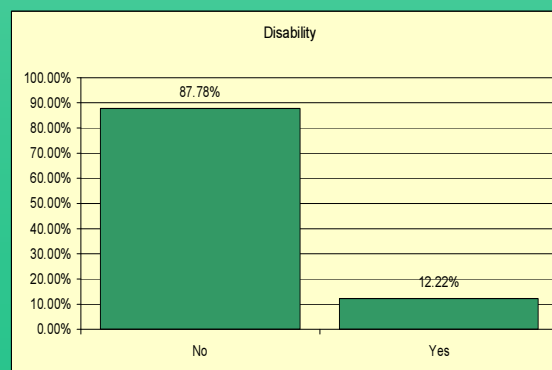
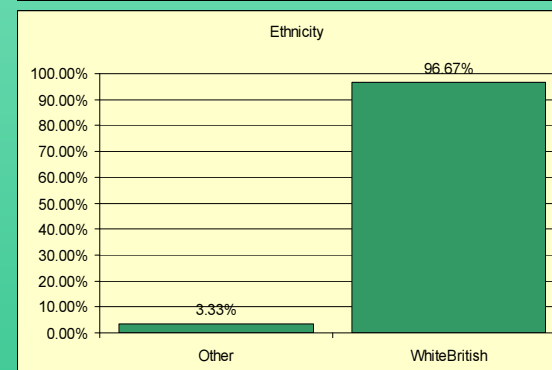
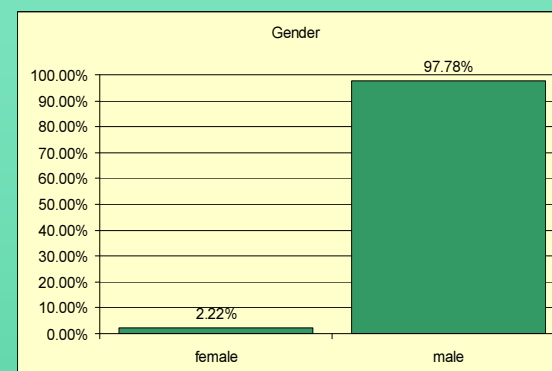
Who responded

98% of responses were received from men.

97% of responses were White British

88% did not consider themselves to have a disability

Over 90% of responses were from people over 45.



Results

Almost half of those who responded live in Torquay and use Torquay as their home port. Brixham has a disproportionate percentage of the boats as their home port

Harbour users not living in Torbay

Bath
Bovey Tracey
Bristol
Cheltenham
Clyst St Mary
Compton, Nr Paignton
Ipplepen
Kingsteignton
Lyme Regis
Midlands
Newstead - Notts
Newton Abbot
Pershore
Staffs
Totnes
Weston-super Mare
Wolverhampton

Harbour users whose home port is not Torbay

Bristol
Lyme Regis
Severn Motor Rye
Torquay And Paignton

