

Dear Harbour User

ANNUAL TOR BAY HARBOUR USER SURVEY 2007

This Customer Survey forms part of an ongoing review of the services which we deliver to you. We are keen to hear the views of our users and gain a better understanding of your needs. We are particularly interested in the areas in which you have concerns and any suggestions you may have for improvement.

We would be grateful if you could spare a few minutes to answer the following questions in order to help us develop and improve our services.

We carried out a similar survey in 2006, the information we collected has been used to improve our services. As a result of the last survey we have made the following improvements:

- Additional water and power supplies at Torquay Harbour.
- New courtesy tenders at Torquay Harbour.
- Capital repair works on electric and water supplies in Brixham Harbour.
- A new pontoon and surge barrier at Paignton Harbour.
- New handrails at Paignton Harbour.

If you have any queries, require this form in large print format or would like to respond electronically please contact the Director of Marine Service on (01803) 292429 or email marine services@torbay.gov.uk.

All information you give in this form is confidential it will be kept on computer and will only be used to help improve the services we are providing to you.

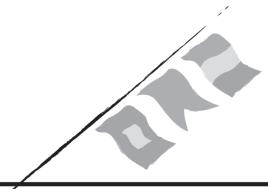
Please return the form together with your facility payment to the relevant harbour office.

Thank you very much for taking the time to complete this survey.

Yours faithfully

Capt. Kevin Mowat

Director of Marine Services - Tor Bay Harbour Master Torbay Development Agency



TORQUAY • PAIGNTON • BRIXHAM

1. Facilities and Infrastructure

Please rate the following facilities and infrastructure:

	Excellent	Good	Average	Poor	Not Used	
Mooring						
Quayside Berth						
Visitor's Pontoon						
Boat Park						
Tender Rack						
Courtesy Tenders						
Laser Rack						
Lockers						
Slipway						
Crane						
Grid						
Electricity						
Water						
Pressure wash						
CCTV						
Navigation Lights/Marks						
Do you believe Marine Services are properly managing safety in Tor Bay Harbour?						
Yes No						
The Council is likely to adopt a more fit for purpose decision-making Harbour Committee during 2007. Do you support this change?						
Yes No Do	on't know					
Would you support a mooring policy which gives preference to local boat owners?						
Yes No Don't know						

2. General Service Provision

How would you j	udge the o	verall quality	of service wi	thin Tor Bay H	arbour?		
Excellent	Good	Av	erage	Poor			
In addition, please rate the following individual services:							
		Excellent	Good	Average	Poor	Not Used	
Customer service Safety information Events information Administration Publications							
Do you have acce	ss to the in	ternet?					
Yes	No						
Are you aware th	at Tor Bay	Harbour has	a website?				
Have you used th	e Tor Bay	Harbour webs	site?				
Yes	No						
How would you r Excellent	ate the Tor	· —	website?	Poor	Not Used	l	
Would you say this:	nat in com	parison to last	year the qu	ality of service	e provided ir	1 Tor Bay Harbour	
Much better	Slight	ly better	The same	Slightly	worse		
Do you believe th	e charges i	n Tor Bay har	bour compa	re favourably v	with those fo	r other harbours?	
Yes	No	Do	n't know				
Please state any extra services you would like us to provide.							
					•••••		
Would you be pro	epared to p	ay a suppleme	ent for addit	ional services?			
Yes	No						
Do you believe the Torbay Council?	at Marine	Services and	Harbour Ma	anagement sho	uld continue	e to be provided by	
Yes	No						
If No, please indicate who should provide the service.							
Trust Port Other - Please		e company	Charit	cable Trust	Arms-lengt	th Harbour Board	

3. About You

Please state your gender:						
Male	Female					
What is your age group?						
0-16 years	17-30 years	31-45 years	46-60 years	61+ years		
How would you b	est describe your e	thnic origin?				
White UK						
White Irish						
White Other						
Indian						
Black African						
Black African	Caribbean					
Black Other						
Pakistani						
Bangladeshi						
Chinese						
Other Asian - I	Please state:					
Other - Please	state:					
Do you have a disability?						
Yes	□No					
Please indicate your usual place of residence?						
Brixham	Paignton	Torquay	Other - Please	state:		
Which enclosed harbour is your home port?						
Brixham	Paignton	Torquay	Other - Please	state:		

Thank you for taking the time to complete this survey and share your views.