

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

1. Facilities and Infrastructure

Please rate the following facilities and infrastructure:

	<i>Excellent</i>	<i>Good</i>	<i>Average</i>	<i>Poor</i>	<i>Not Used</i>
Mooring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quayside Berth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visitor's Pontoon	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Boat Park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tender Rack	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy Tenders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Laser Rack	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lockers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Slipway	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crane	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grid	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electricity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Water	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pressure wash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CCTV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Navigation Lights/Marks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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 Don'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 judge the overall quality of service within Tor Bay Harbour?

Excellent Good Average Poor

In addition, please rate the following individual services:

	<i>Excellent</i>	<i>Good</i>	<i>Average</i>	<i>Poor</i>	<i>Not Used</i>
Customer service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Events information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Administration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Publications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you have access to the internet?

Yes No

Are you aware that Tor Bay Harbour has a website?

Yes No

Have you used the Tor Bay Harbour website?

Yes No

How would you rate the Tor Bay Harbour website?

Excellent Good Average Poor Not Used

Would you say that in comparison to last year the quality of service provided in Tor Bay Harbour is:

Much better Slightly better The same Slightly worse

Do you believe the charges in Tor Bay harbour compare favourably with those for other harbours?

Yes No Don't know

Please state any extra services you would like us to provide.

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Would you be prepared to pay a supplement for additional services?

Yes No

Do you believe that Marine Services and Harbour Management should continue to be provided by Torbay Council?

Yes No

If No, please indicate who should provide the service.

Trust Port Private company Charitable Trust Arms-length Harbour Board
 Other - Please state:

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 best describe your ethnic origin?

- White UK
 White Irish
 White Other
 Indian
 Black African
 Black African Caribbean
 Black Other
 Pakistani
 Bangladeshi
 Chinese
 Other Asian - 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.