

Appendix 2 - Summary of 2007 Annual Tor Bay Harbour User Survey

Return Rate 70 9%

Question:	Please rate the following facilities and infrastructure:					
Facility	Excellent %	Good %	Average %	Poor %	Not Used %	Comment
Mooring	23%	44%	13%	3%	17%	Of those who have used the facility 81% rated it as excellent or good
Quayside Berth	4%	13%	13%	10%	60%	Of those who have used the facility 43% rated it as excellent or good
Visitor's Pontoon	7%	19%	13%	11%	50%	Of those who have used the facility 51% rated it as excellent or good
Boat Park	4%	13%	10%	2%	71%	Of those who have used the facility 60% rated it as excellent or good
Tender Rack	7%	20%	16%	11%	46%	Of those who have used the facility 50% rated it as excellent or good
Courtesy Tenders	4%	13%	7%	14%	62%	Of those who have used the facility 44% rated it as excellent or good
Laser Rack	2%	3%	1%	1%	93%	Of those who have used the facility 60% rated it as excellent or good
Lockers	4%	1%	3%	3%	89%	Of those who have used the facility 50% rated it as excellent or good
Slipway	10%	40%	24%	4%	22%	Of those who have used the facility 64% rated it as excellent or good
Crane	4%	20%	6%	3%	67%	Of those who have used the facility 74% rated it as excellent or good
Grid	1%	9%	7%	3%	80%	Of those who have used the facility 50% rated it as excellent or good
Electricity	3%	7%	13%	17%	60%	Of those who have used the facility 25% rated it as excellent or good
Water	4%	23%	20%	16%	37%	Of those who have used the facility 43% rated it as excellent or good
Pressure Wash	1%	3%	4%	6%	86%	Of those who have used the facility 30% rated it as excellent or good
CCTV	12%	20%	24%	7%	37%	Of those who have used the facility 50% rated it as excellent or good
Navigation Lights/Marks	24%	41%	19%	3%	13%	Of those who have used the facility 51% rated it as excellent or good

Question: ***Do you believe Marine Services are properly managing safety in Tor Bay Harbour?***

Yes	No	Don't Know
87%	11%	2%

Question: ***The Council is more likely to adopt a more fit for purpose decision-making Harbour Committee during 2007. Do you support this change?***

Yes	No	Don't Know
60%	1%	39%

Question: ***Would you support a mooring policy which gives preferences to local boat owners?***

Yes	No	Don't Know
87%	7%	6%

Question: ***How would you judge the overall quality of service within Tor Bay Harbour?***

Excellent	Good	Average	Poor	Comment
19%	57%	20%	4%	76% of customers felt the overall quality of service was excellent or good.

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Question:	Please rate the following individual services:					
Service	Excellent	Good	Average	Poor	Not used	Comments
Customer Service	31%	50%	6%	1%	12%	Of those who have used the service 92% rated it as excellent or good.
Safety Information	11%	57%	19%	1%	12%	Of those who have used the service 77% rated it as excellent or good.
Events Information	7%	29%	39%	8%	17%	Of those who have used the service 43% rated it as excellent or good.
Administration	17%	56%	17%	1%	9%	Of those who have used the service 80% rated it as excellent or good.
Publications	10%	24%	23%	4%	12%	Of those who have used the service 53% rated it as excellent or good.

Question: *Do you have access to the internet?*

Yes	No
76%	24%

Question: *Are you aware that Torquay Harbour has a website?*

Yes	No
64%	36%

Question: *Have you used the Torquay Harbour website?*

Yes	No
33%	67%

Question: *How would you rate the Torbay Harbour website?*

Excellent	Good	Average	Poor	Not used	Comment
3%	18%	10%	3%	66%	Of those who have used the website 63% rated it as excellent or good.

Question: *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	Comment
9	20	64	7	30% of respondents felt that the service was slightly or much better.

Question: *Do you believe the charges in Tor Bay Harbour compare favourably with those for other harbours?*

Yes	No	Don't Know
42%	11%	47%

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

Yes	No
40%	60%

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

Yes	No	No Response
87%	12%	1%

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Question:

If, No please indicate who should provide the service.

Trust Port	Private Company	Charitable Trust	Arms-length Harbour Board	No response
6%	1%	3%	3%	87%

Question:

Please state your gender.

Male	Female	No Response
98%	1%	1%

Question:

What is your age group?

0-16	17-30	31-45	46-60	61+	No Response
1%	1%	19%	45%	33%	1%

Question:

How would you best describe you ethnic origin.

White UK	95%
White Irish	0%
White Other	3%
Indian	0%
Black African	0%
Black African Caribbean	0%
Black Other	0%
Pakistani	0%
Bangladeshi	0%
Chinese	0%
Other Asian	1%
Other	1%

Question:

Do you have a disability

Yes	No
11%	89%

Question:

Please indicate your usual place of residence

Brixham	Paignton	Torquay	Other
21%	39%	21%	19%

Question:

Which Harbour is your home port?

Brixham	Paignton	Torquay	Other
36%	31%	29%	4%