

Dear Harbour User

### **ANNUAL TOR BAY HARBOUR USER SURVEY 2008**

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 2007, the information we collected has been used to improve our services. As a result of the last survey we have made the following improvements:

- Creation of a new stand alone Harbour Committee.
- Implemented an Operational Moorings and Facilities Policy.
- Slipway safety signs in partnership with the RNLI.
- Better tide tables with sponsorship support.
- Extended the seasonal pontoon at Paignton.

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\*](mailto: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"/>
Winter Storage	<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"/>
Waste Reception Facilities	<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

**Would you support and use the installation of further waste recycling facilities?**

Yes  No

**If Yes, what type of recycling facilities are required?**

Glass  Paper  Cans  Plastic  Other - please state: .....

.....

## 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/signage	<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/Noticeboards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you have access to the internet?

Yes     No

Have you used the Tor Bay Harbour website?

Yes     No

How would you rate the Tor Bay Harbour website? ([www.tor-bay-harbour.co.uk](http://www.tor-bay-harbour.co.uk))

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.

.....

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 the Torbay Council Harbour Committee?

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. Winter Storage

Do you think that there is enough winter storage space in Torbay?

- Yes                       No

What type of storage would you utilise if it were available in Torbay? (*tick all that apply*)

- Dry stacking     Storage only     Storage with boat work permitted  
 Space adjacent to Harbour               Space remote from Harbour  
 Other (*please specify*)

### 4. 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.*