

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.

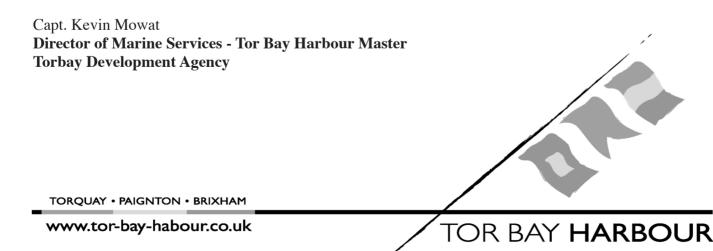
If you have any queries, require this form in large print format or would like to respond electronically please contact the Director of Marine Service on (01803) 292429 or email *marine services@torbay.gov.uk*.

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



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								
Winter Storage								
Slipway								
Crane								
Grid								
Electricity								
Water								
Pressure wash								
CCTV								
Navigation Lights/Marks								
Waste Reception Facilities								
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 Delastic Other - please state:								

2. General Service Provision

How would you judge the overall quality of service within Tor Bay Harbour?									
Excellent	Good	Ave	rage	Poor					
In addition, please rate the following individual services:									
		Excellent	Good	Average	Poor	Not Used			
Customer service Safety information/ Events information Administration Publications/Notice									
Do you have acces	s to the int	ternet?							
Yes	No								
Have you used the	Tor Bay I	Harbour websi	te?						
Yes	No								
How would you rate the Tor Bay Harbour website? (www.tor-bay-harbour.co.uk)									
Excellent	Good	Ave	erage	Poor	Not Used				
Would you say that in comparison to last year the quality of service provided in Tor Bay Harbour is:									
Much better	Much better Slightly better The same Slightly worse								
Do you believe the	charges in	n Tor Bay harl	oour compar	e favourably v	with those for	r other harbours?			
Yes	No	Dor	ı't know						
Please state any extra services you would like us to provide.									
Would you be pre	pared to pa	ay a suppleme	nt for additio	onal 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 Other - Please s		company	Charita	ıble Trust	Arms-lengt	h Harbour Board			

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 **About You** 4. Please state your gender: Male Female What is your age group? 31-45 years 0-16 years 17-30 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? Other - Please state: Brixham Paignton Torquay

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