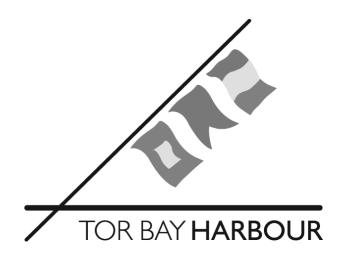
3. Pontoon Berthing

Many people welcomed the introduction of the Town Dock at Torquay Harbour last year. Do you think that Tor Bay Harbour should provide further pontoon moorings for use by annual berth holders?							
Yes No							
Where would you like to see further pontoon berthing?							
Torquay inner harbour							
• Brixham outer harbour (behind a new Northern Arm breakwater)							
Other (please specify)							
Which market sector should the Harbour Authority target for its pontoon berthing?							
• Budget (no services just a pontoon or spar but still a walk-on/walk-off facility)							
• Town Dock style (limited water/electricity, basic security, local priority - currently £171 per metre per year)							
• Fully Serviced (water/electricity to each berth, 24 hour security, no local restriction - charged at market rates)							
Other (please specify)							
4. About You							
Please state your gender:							
Male Female							
What is your age group? O-16 years							
How would you best describe your ethnic origin?							
White UK Black African Caribbean							
White Irish Black Other							
White Other Pakistani							
☐ Indian ☐ Bangladeshi ☐ Chinese							
Black Affican Crimese							
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.



Dear Harbour User

ANNUAL TOR BAY HARBOUR USER SURVEY 2009

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 2008, the information we collected has been used to improve our services. As a result of the last survey we have made the following improvements:

- Gangway access provided to the visitor's pontoon at Torquay.
- Winter storage re-instated at Brixham.
- New ladders, bollards, railings and seats at Paignton.
- Formalised the Harbour Liaison Forums with new constitutions.
- Better electricity points at Brixham and Paignton.

If you have any queries, require this form in large print format or would like to respond electronically please contact the Executive Head of Harbour & Marine Services 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

Executive Head of Harbour & Marine Services - Tor Bay Harbour Master

1. Facilities and Infrastructure

Please rate the following facilities and infrastructure:

	Excellent	Good	Average	Poor	Not Used		
Mooring							
Town Dock (Torquay)							
Quayside Berth							
Visitor's Pontoon							
Boat Park							
Tender Rack							
Courtesy Tenders							
Laser Rack							
Lockers							
Winter Storage							
Slipway							
Crane							
Grid							
Electricity							
Water							
CCTV							
Navigation Lights/Marks							
Waste Reception Facilities							
Do you believe Harbour & Marine Services are properly managing safety in Tor Bay Harbour? Yes No							
Do you believe you can influence decisions about the management of the harbour? Yes No							
If No, are you aware of the	e role played by se send me som			ms?			
	oe sena me sull		11441011.				

2. General Service Provision

How would you judge t	he overall quality	of service wi	ithin 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/signa Events information Administration Publications/Noticeboard								
Do you have access to t	he internet?							
Yes N	No							
Have you used the Tor Yes	Bay Harbour webs No	site?						
How would you rate th	e Tor Bay Harbour	r website? (½	www.tor-bay-hai	bour.co.uk)				
Excellent (Good Av	erage	Poor	Not Used	1			
Would you say that in is:	_	-		-	n Tor Bay Harbou			
Much betterS	Slightly better	The same	Slightly	worse				
Do you believe the char		rbour compa on't know	are favourably	with those fo	or other harbours?			
Please state any extra s	_		ovide.					
Would you be prepared Yes	l to pay a supplem o No	ent for addit	tional services?					
Do you believe that Ha provided by the Torbay				agement sho	ould continue to b			
Yes	No							
If No, please indicate w Trust Port Other - Please state:	ho should provide Private company		table Trust	Arms-lengt	th Harbour Board			