

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?

0-16 years 17-30 years 31-45 years 46-60 years 61+ years

How would you best describe your ethnic origin?

<input type="checkbox"/> White UK	<input type="checkbox"/> Black African Caribbean
<input type="checkbox"/> White Irish	<input type="checkbox"/> Black Other
<input type="checkbox"/> White Other	<input type="checkbox"/> Pakistani
<input type="checkbox"/> Indian	<input type="checkbox"/> Bangladeshi
<input type="checkbox"/> Black African	<input type="checkbox"/> 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:



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

Thank you for taking the time to complete this survey and share your views.

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"/>
Town Dock (Torquay)	<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"/>
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 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 role played by the Harbour Liaison Forums?

Yes No - but please send me some more information.

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)

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 Harbour & 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: