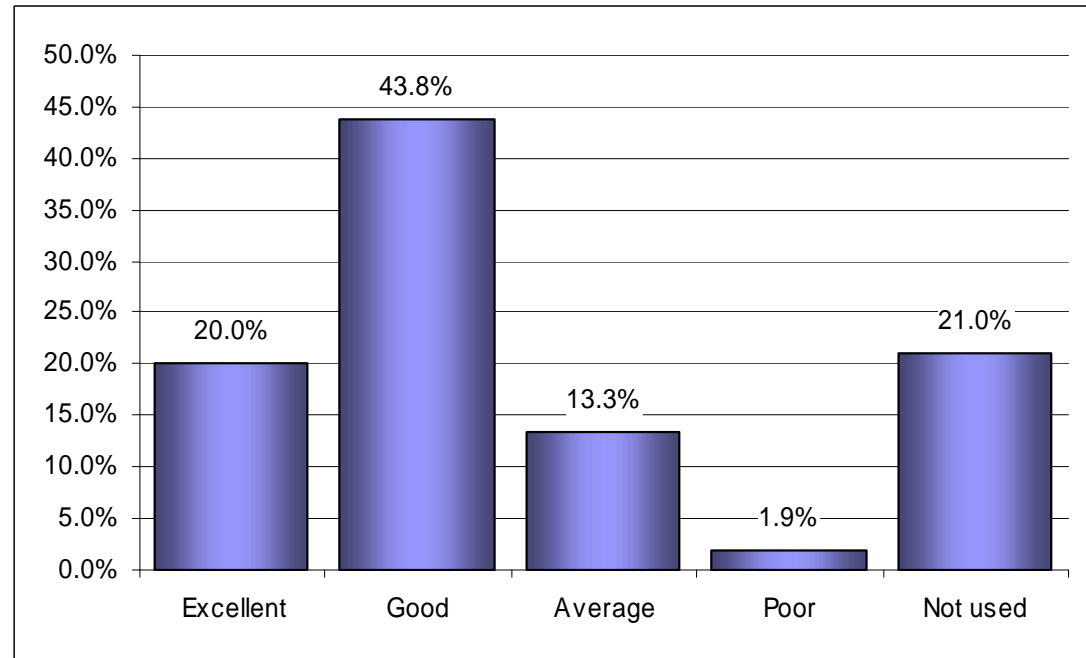


Harbour Satisfaction  
Survey  
2009

# 1. Facilities and Infrastructure

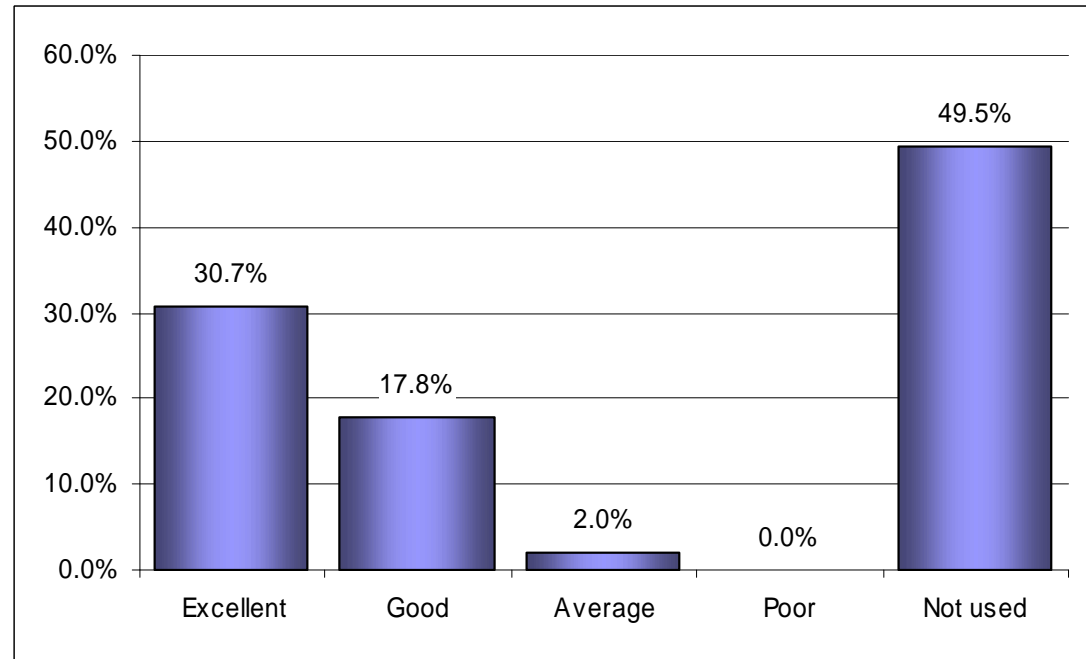
Please rate the following facilities and infrastructure:  
Mooring.

Mooring	Q1a01	
	Count	%
Excellent	21	20.0%
Good	46	43.8%
Average	14	13.3%
Poor	2	1.9%
Not used	22	21.0%
Total	105	100.0%



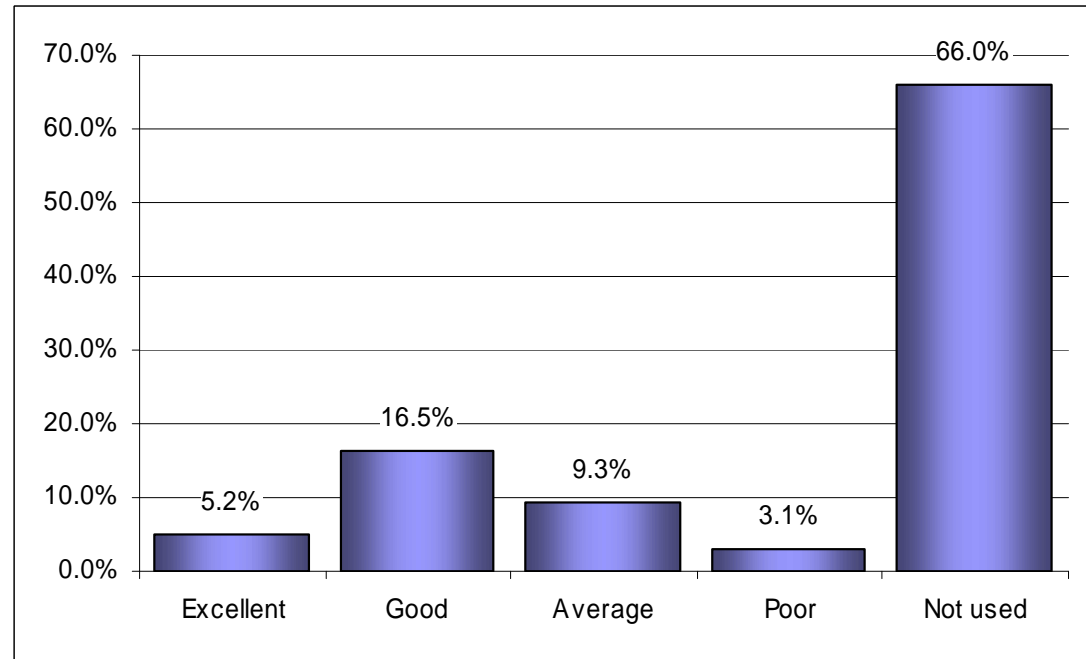
Please rate the following facilities and infrastructure:  
Town Dock (Torquay).

Town Dock (Torquay)	Q1a02	
	Count	%
Excellent	31	30.7%
Good	18	17.8%
Average	2	2.0%
Poor	0	0.0%
Not used	50	49.5%
Total	101	100.0%



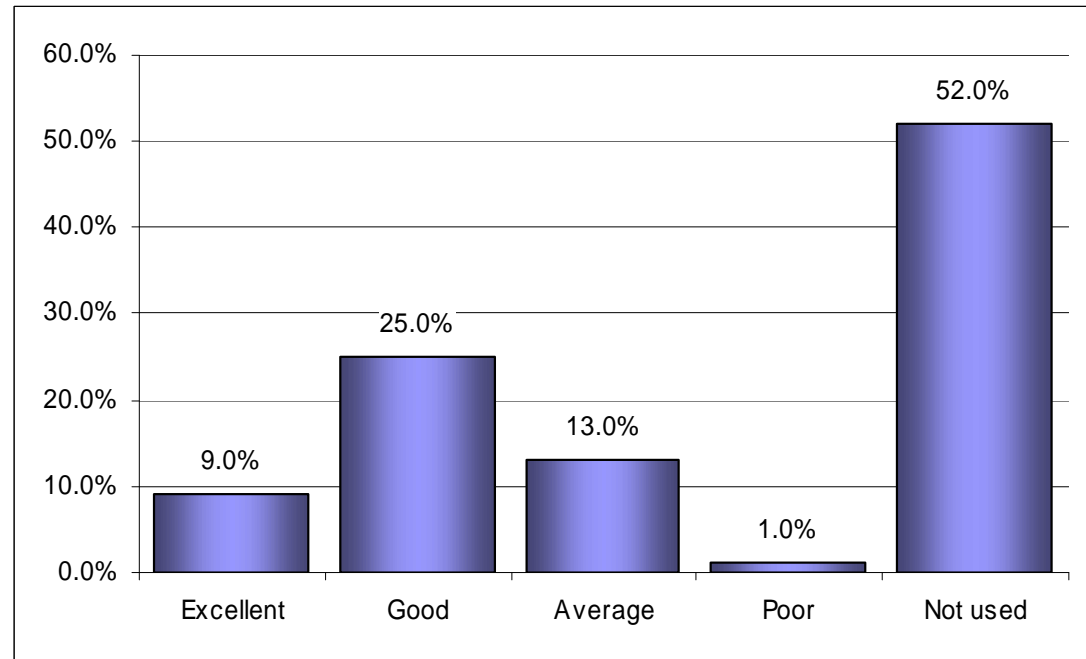
Please rate the following facilities and infrastructure:  
Quayside Berth.

Quayside Berth	Q1a03	
	Count	%
Excellent	5	5.2%
Good	16	16.5%
Average	9	9.3%
Poor	3	3.1%
Not used	64	66.0%
Total	97	100.0%



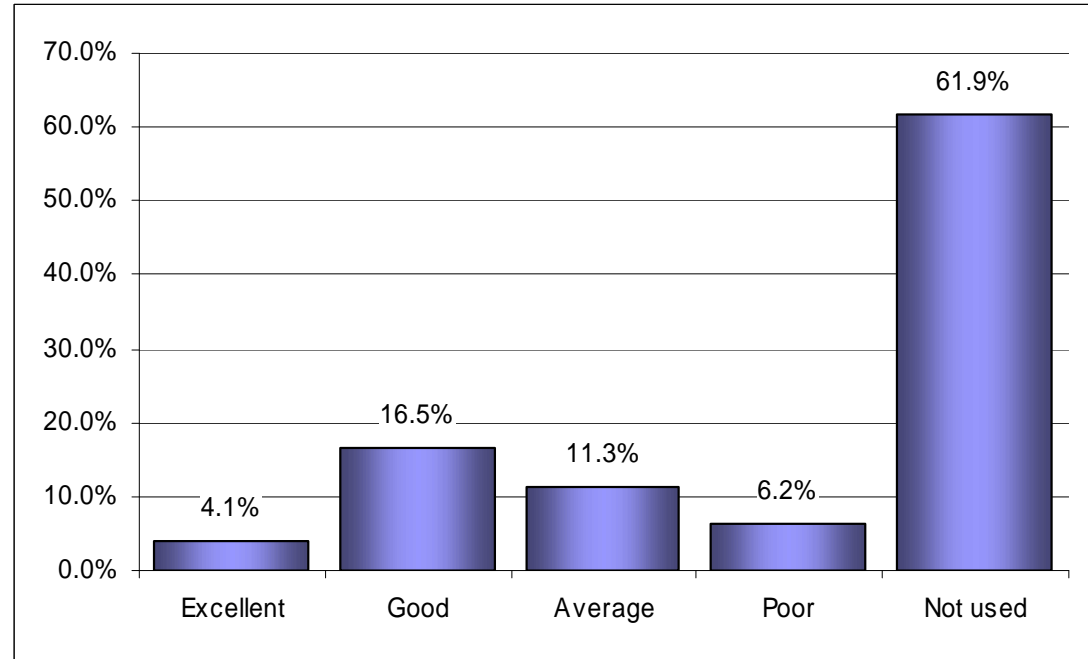
Please rate the following facilities and infrastructure:  
Visitor's pontoon.

Visitor's Pontoon	Q1a04	
	Count	%
Excellent	9	9.0%
Good	25	25.0%
Average	13	13.0%
Poor	1	1.0%
Not used	52	52.0%
Total	100	100.0%



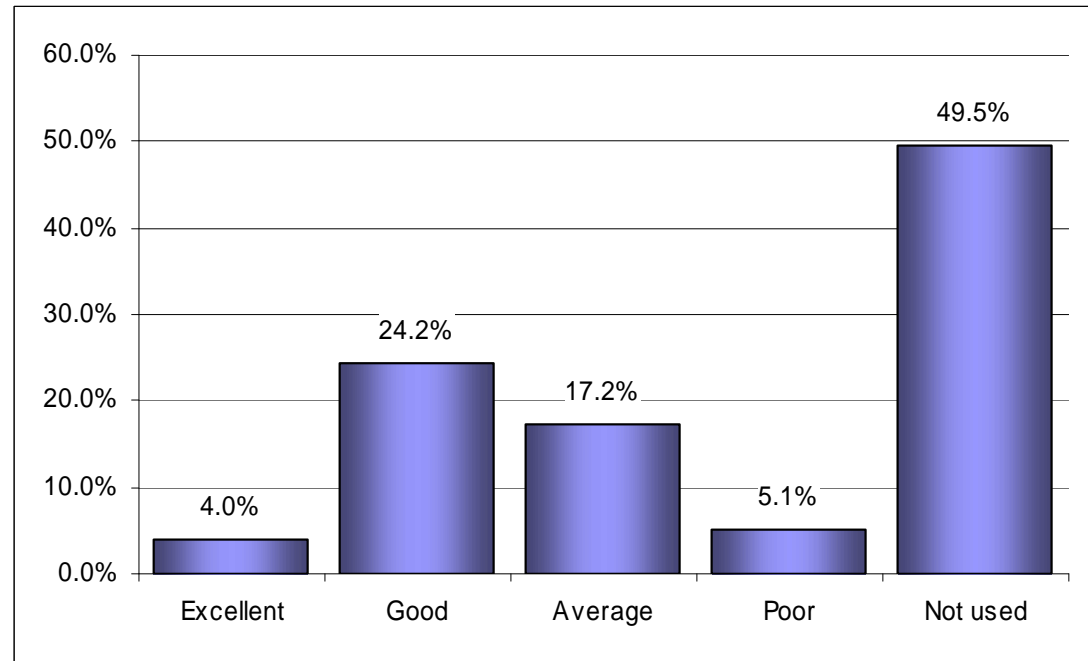
Please rate the following facilities and infrastructure:  
Boat Park.

Boat Park	Q1a05	
	Count	%
Excellent	4	4.1%
Good	16	16.5%
Average	11	11.3%
Poor	6	6.2%
Not used	60	61.9%
Total	97	100.0%



Please rate the following facilities and infrastructure:  
Tender Rack.

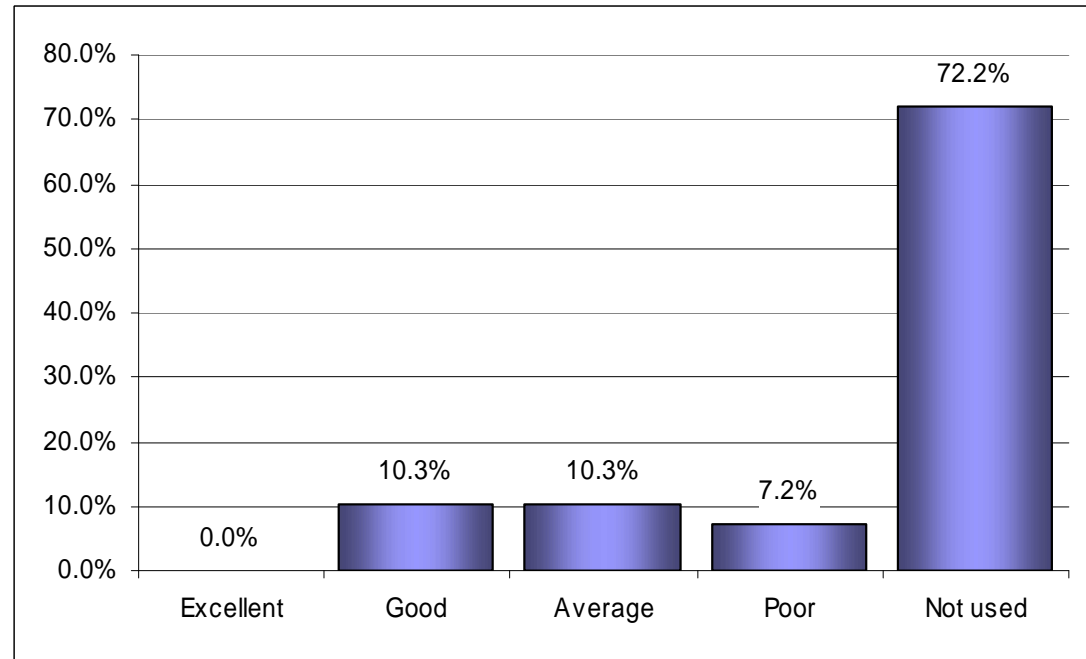
Tender Rack	Q1f	
	Count	%
Excellent	4	4.0%
Good	24	24.2%
Average	17	17.2%
Poor	5	5.1%
Not used	49	49.5%
Total	99	100.0%





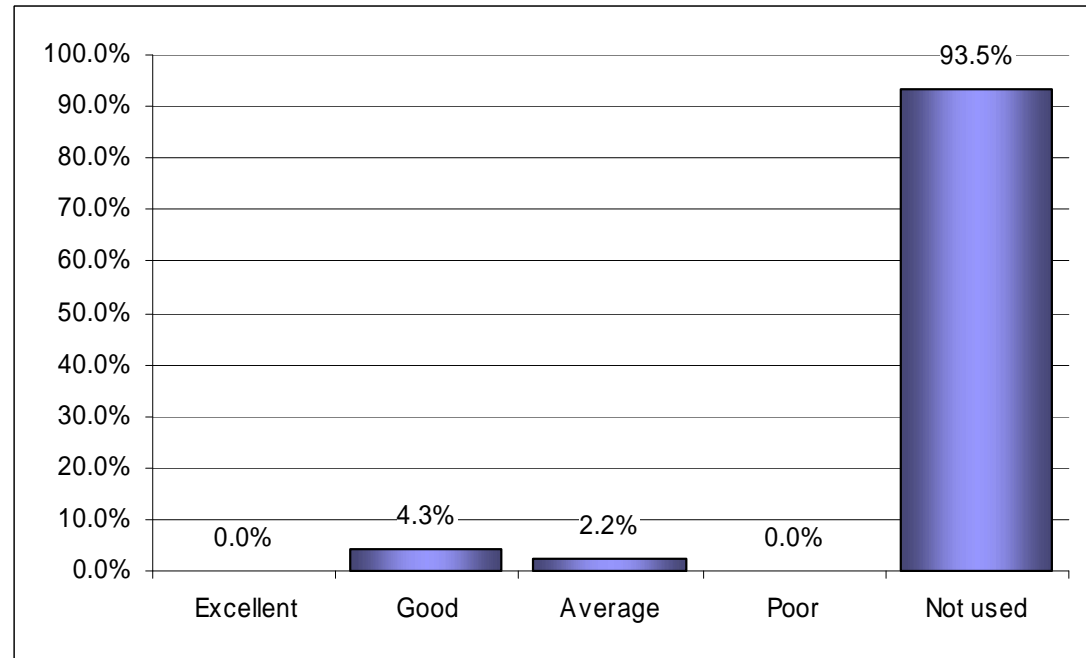
Please rate the following facilities and infrastructure:  
Courtesy Tenders.

Courtesy Tenders	Q1g	
	Count	%
Excellent	0	0.0%
Good	10	10.3%
Average	10	10.3%
Poor	7	7.2%
Not used	70	72.2%
Total	97	100.0%



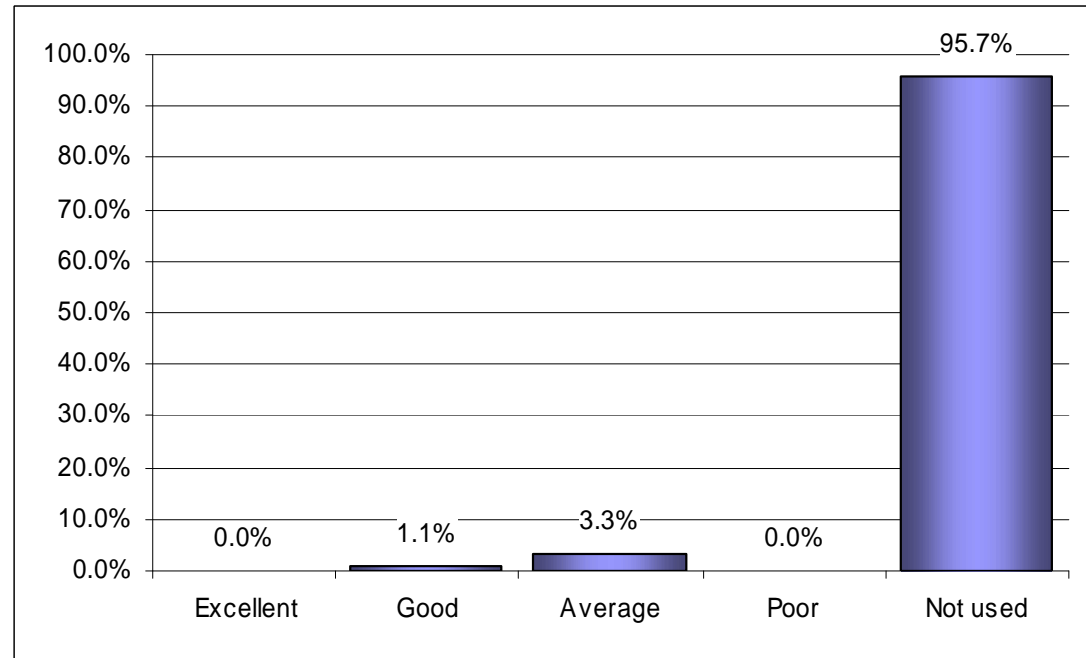
Please rate the following facilities and infrastructure:  
Laser Rack.

Laser Rack	Q1a08	
	Count	%
Excellent	0	0.0%
Good	4	4.3%
Average	2	2.2%
Poor	0	0.0%
Not used	86	93.5%
Total	92	100.0%



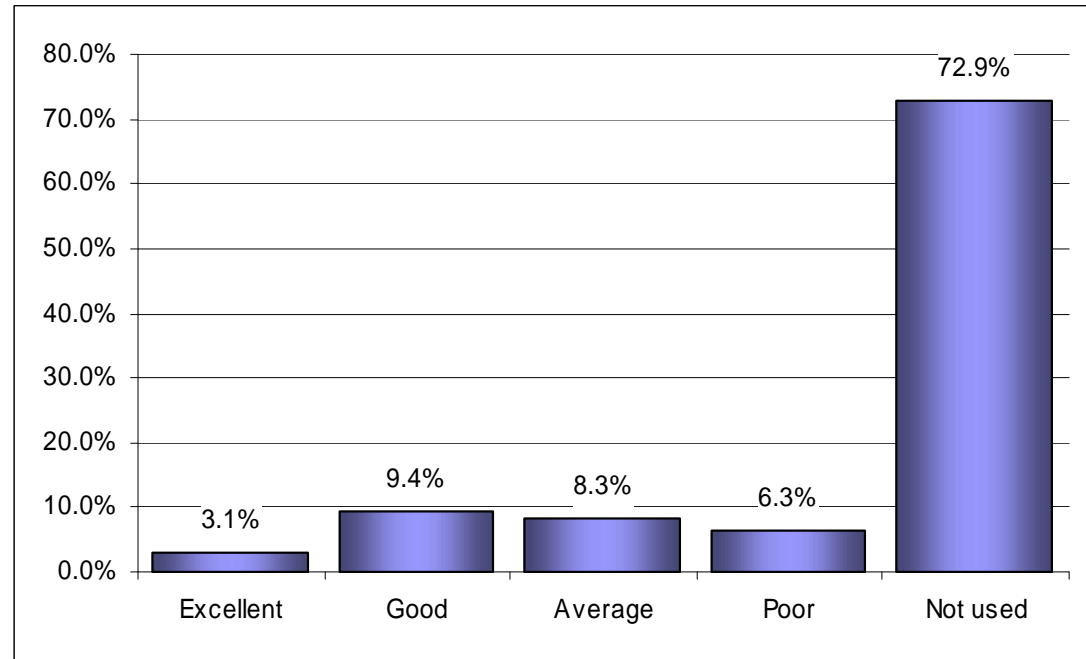
Please rate the following facilities and infrastructure:  
Lockers.

Lockers	Q1a09	
	Count	%
Excellent	0	0.0%
Good	1	1.1%
Average	3	3.3%
Poor	0	0.0%
Not used	88	95.7%
Total	92	100.0%



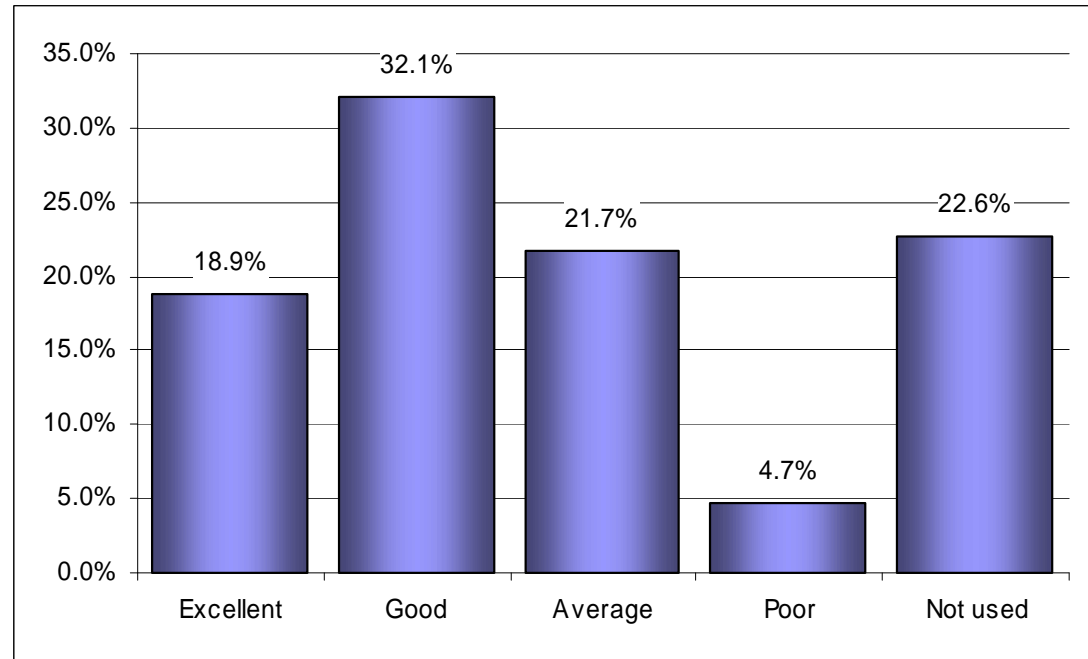
Please rate the following facilities and infrastructure:  
Winter Storage.

Winter Storage	Q1a10	
	Count	%
Excellent	3	3.1%
Good	9	9.4%
Average	8	8.3%
Poor	6	6.3%
Not used	70	72.9%
Total	96	100.0%



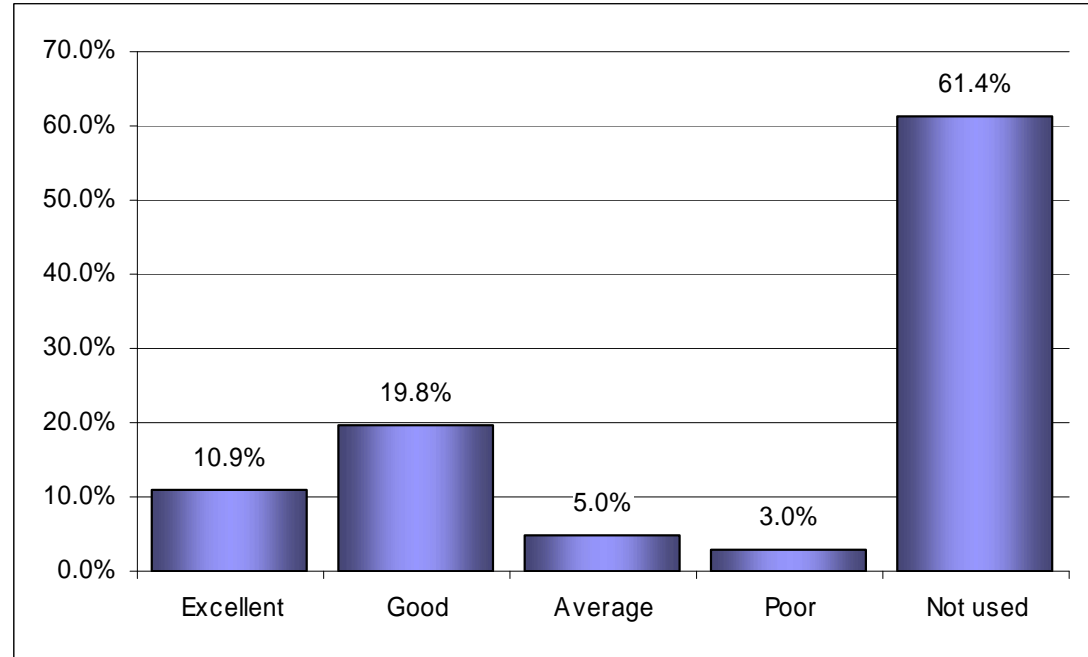
Please rate the following facilities and infrastructure:  
Slipway.

Slipway	Q1a11	
	Count	%
Excellent	20	18.9%
Good	34	32.1%
Average	23	21.7%
Poor	5	4.7%
Not used	24	22.6%
Total	106	100.0%



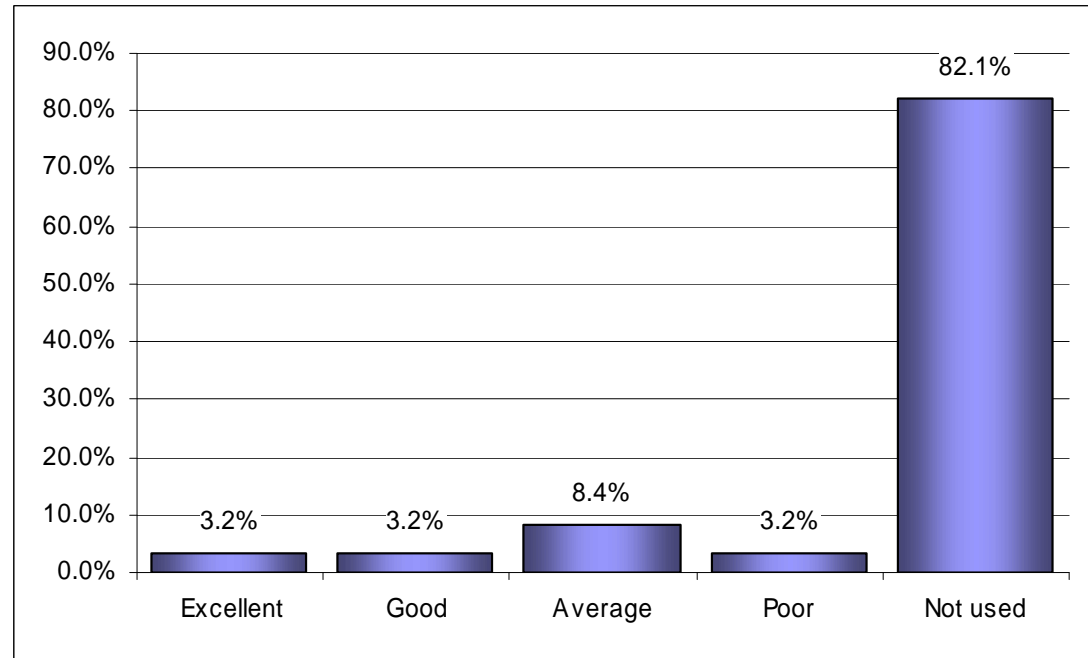
Please rate the following facilities and infrastructure:  
Crane.

Crane	Q1a12	
	Count	%
Excellent	11	10.9%
Good	20	19.8%
Average	5	5.0%
Poor	3	3.0%
Not used	62	61.4%
Total	101	100.0%



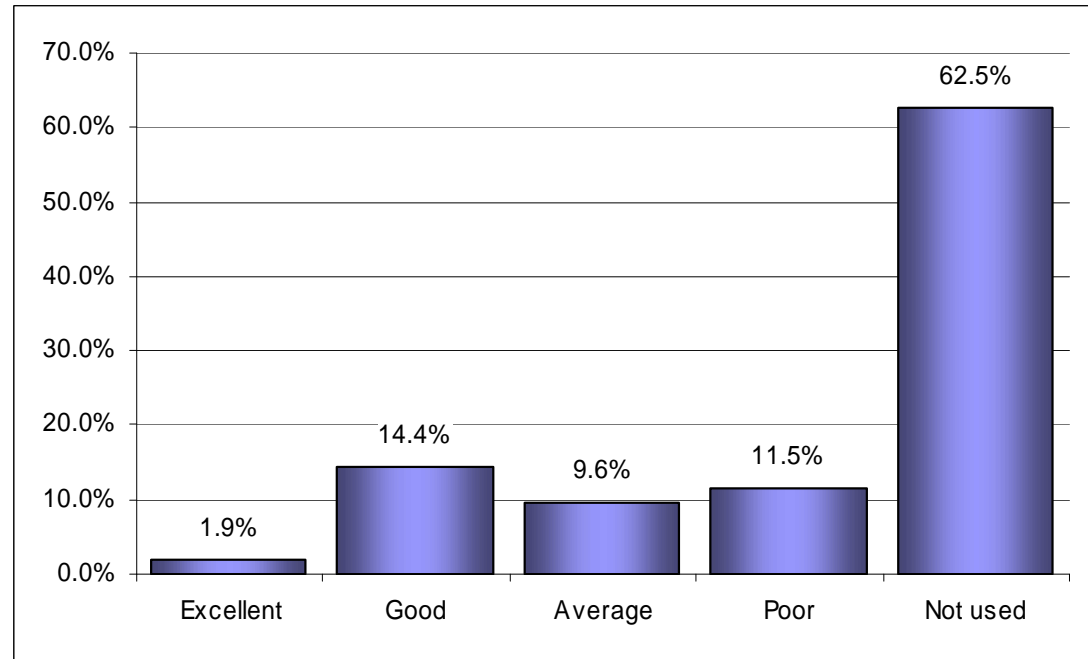
Please rate the following facilities and infrastructure:  
Grid.

Grid	Q1a13	
	Count	%
Excellent	3	3.2%
Good	3	3.2%
Average	8	8.4%
Poor	3	3.2%
Not used	78	82.1%
Total	95	100.0%



Please rate the following facilities and infrastructure:  
Electricity.

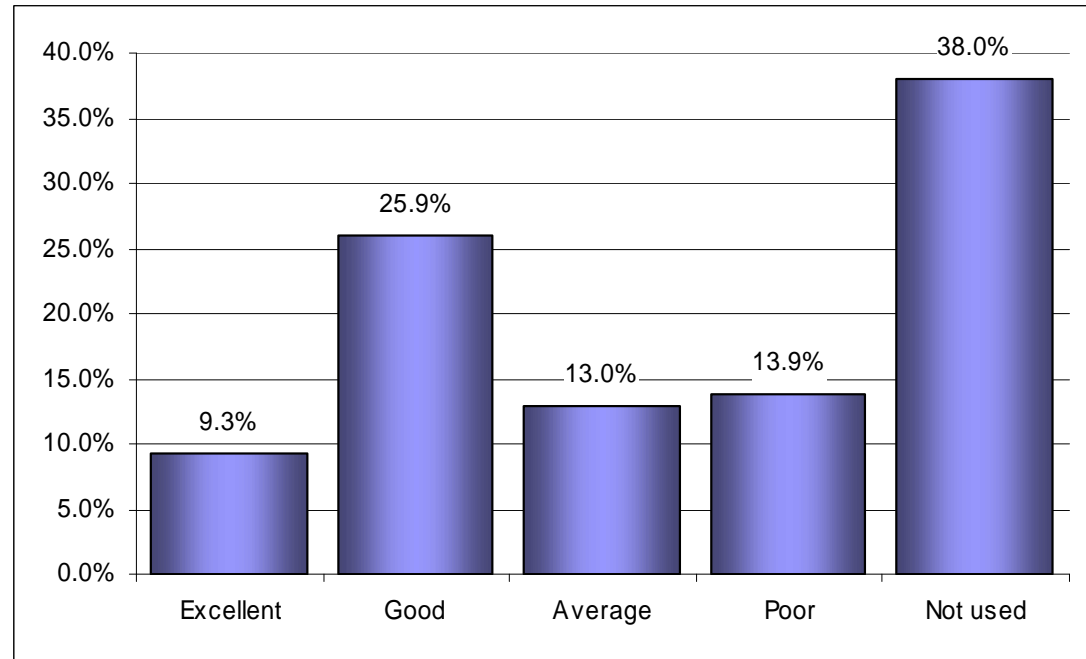
Electricity	Q1a14	
	Count	%
Excellent	2	1.9%
Good	15	14.4%
Average	10	9.6%
Poor	12	11.5%
Not used	65	62.5%
Total	104	100.0%





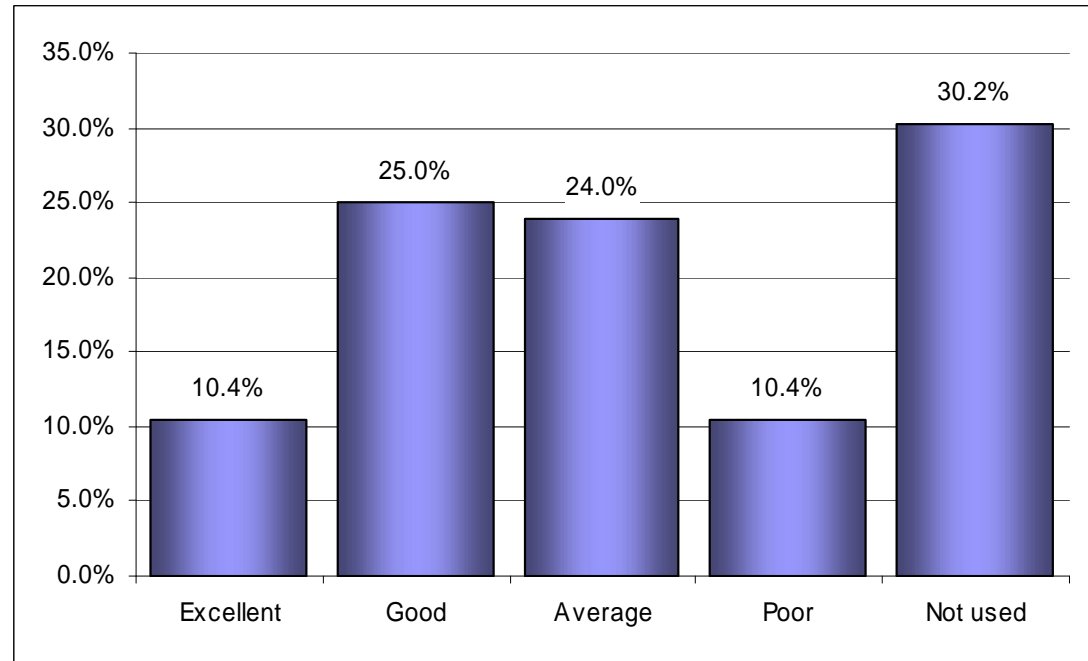
Please rate the following facilities and infrastructure:  
Water.

Water	Q1a15	
	Count	%
Excellent	10	9.3%
Good	28	25.9%
Average	14	13.0%
Poor	15	13.9%
Not used	41	38.0%
Total	108	100.0%



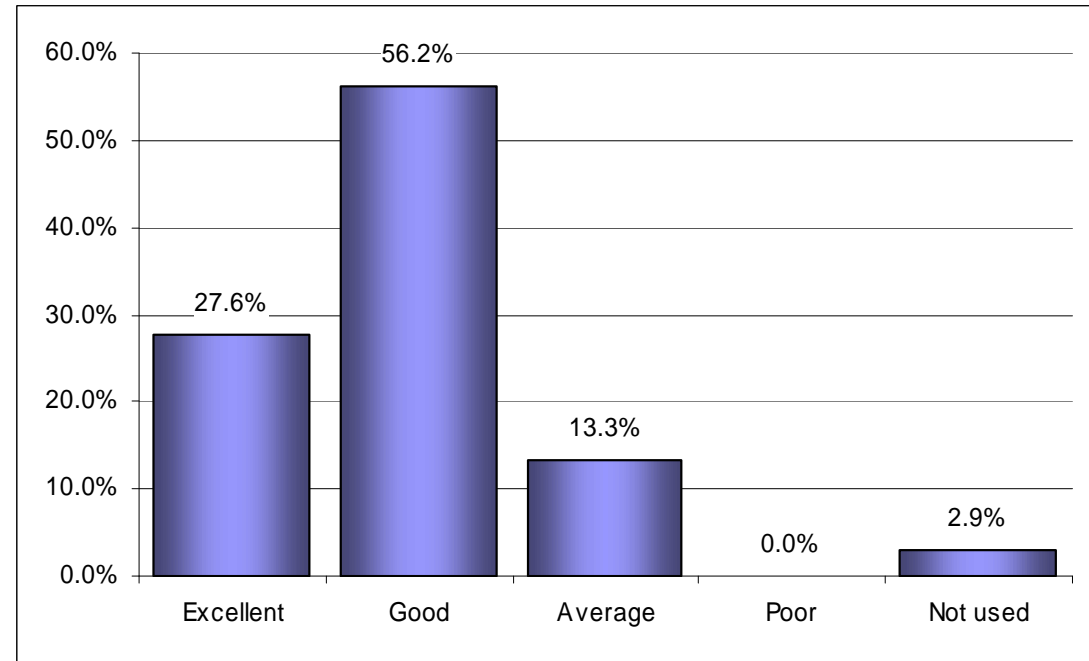
Please rate the following facilities and infrastructure:  
CCTV.

CCTV	Q1a16	
	Count	%
Excellent	10	10.4%
Good	24	25.0%
Average	23	24.0%
Poor	10	10.4%
Not used	29	30.2%
Total	96	100.0%



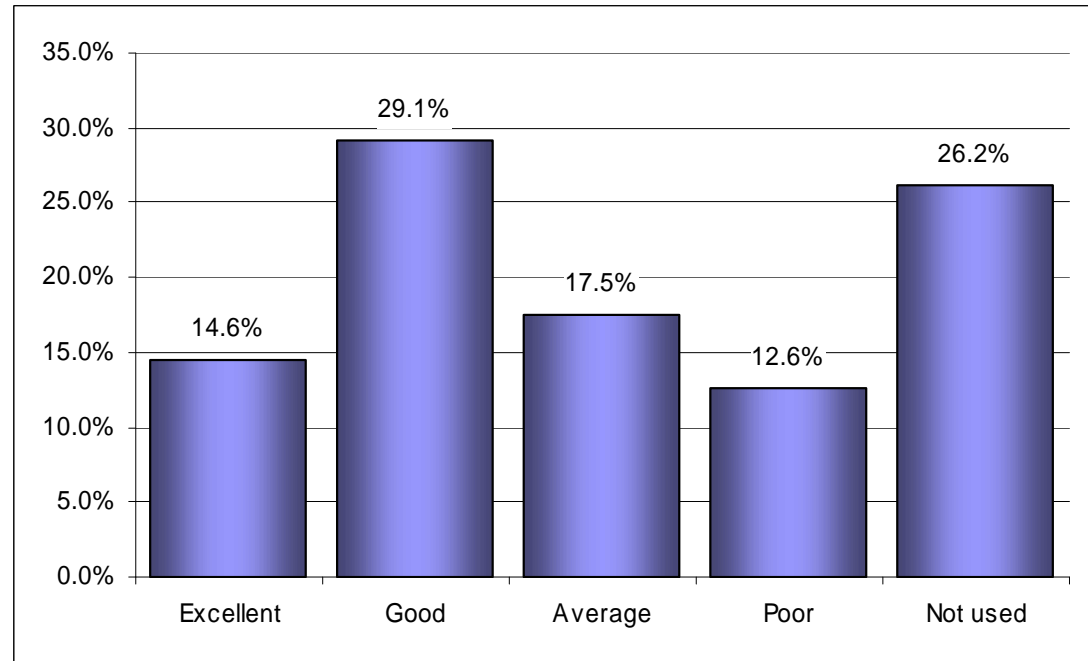
Please rate the following facilities and infrastructure:  
Navigation Lights/Marks.

Navigation Lights/Marks	Q1a17	
	Count	%
Excellent	29	27.6%
Good	59	56.2%
Average	14	13.3%
Poor	0	0.0%
Not used	3	2.9%
Total	105	100.0%



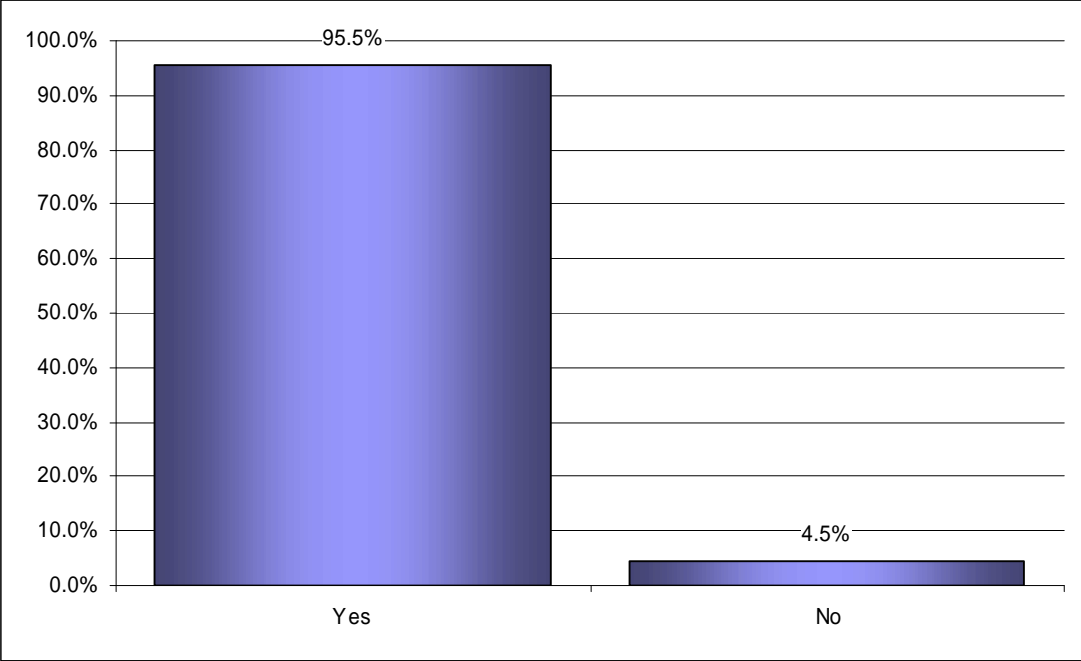
Please rate the following facilities and infrastructure:  
Waste Reception Facilities.

Waste Reception Facilities	Q1a18	
	Count	%
Excellent	15	14.6%
Good	30	29.1%
Average	18	17.5%
Poor	13	12.6%
Not used	27	26.2%
Total	103	100.0%



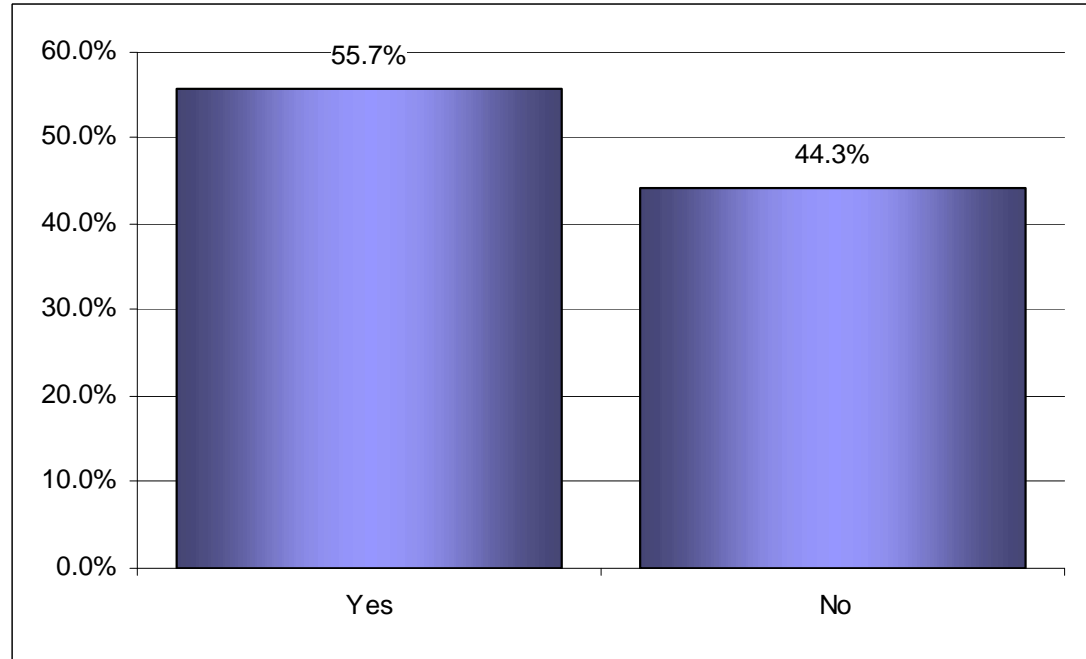
# Do you believe Harbour & Marine Services are properly managing safety in Tor Bay Harbour?

Do you believe Harbour & Marine Services are properly managing safety in Tor Bay Harbour?	Q1b	
	Count	%
Yes	105	95.5%
No	5	4.5%
Total	110	100.0%



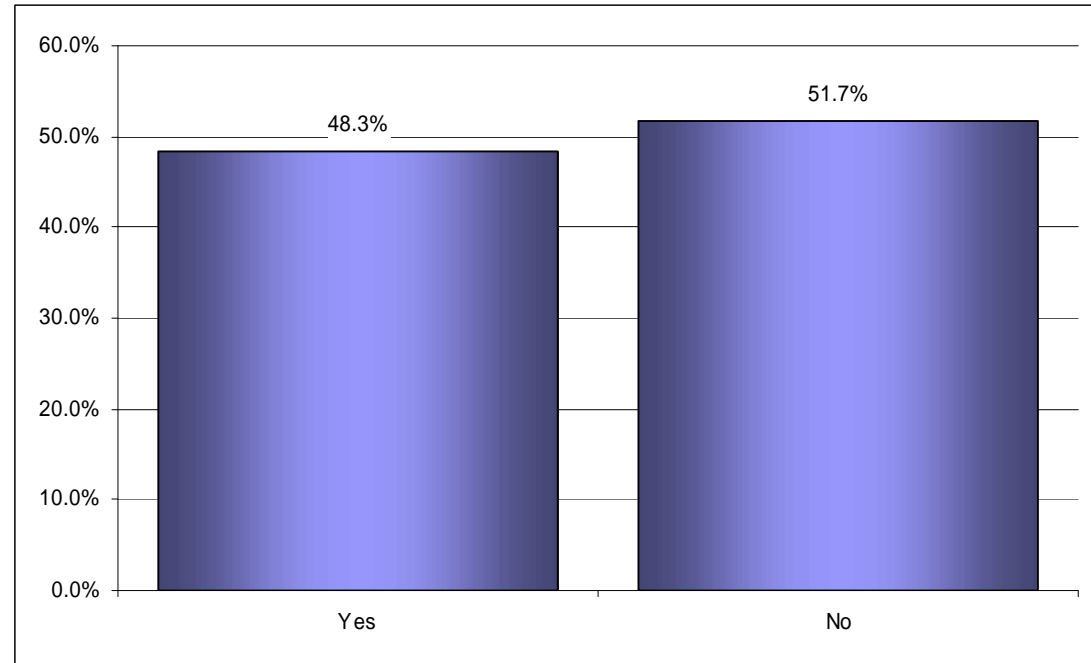
Do you believe you can influence decisions about the management of the harbour?

Do you believe you can influence decisions about the management of the harbour?	Q1c1	
	Count	%
Yes	59	55.7%
No	47	44.3%
Total	106	100.0%



If No, are you aware of the role played by the Harbour Liaison Forums?

If No, are you aware of the role played by the Harbour Liaison Forums?	Q1c2	
	Count	%
Yes	29	48.3%
No	31	51.7%
Total	60	100.0%

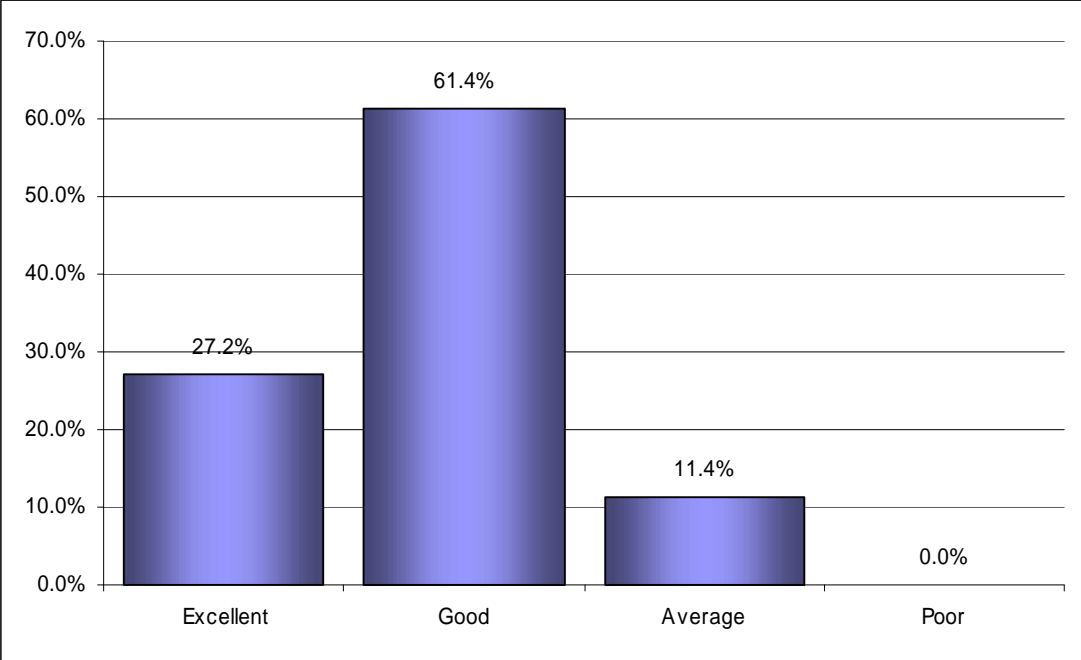


## 2. General Service Provision



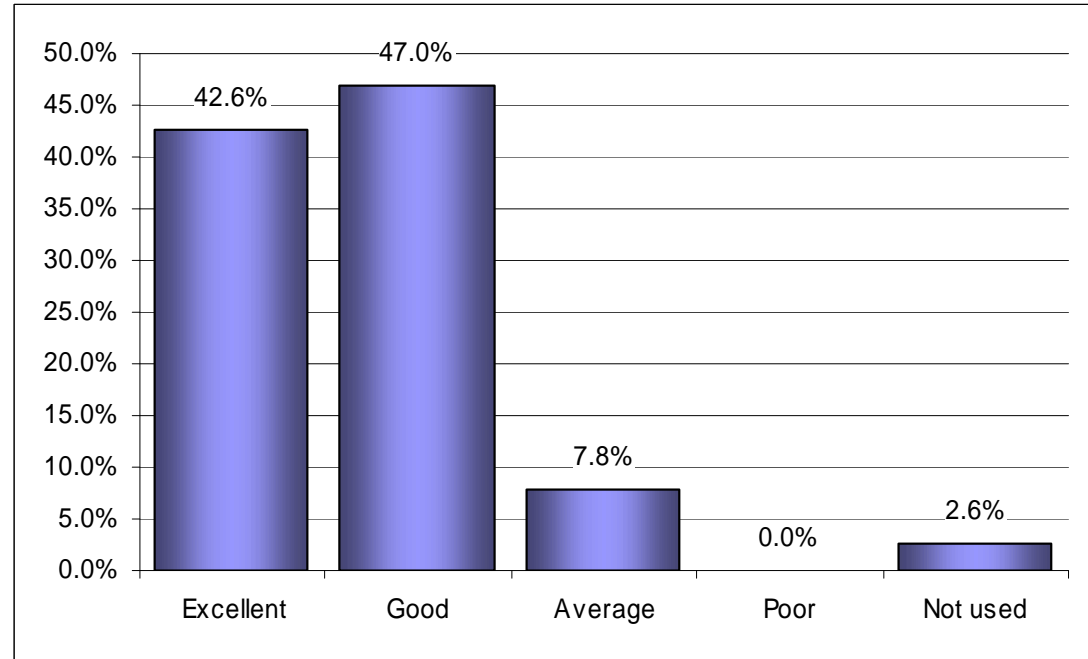
# How would you judge the overall quality of service within Tor Bay Harbour?

How would you judge the overall quality of service within Tor Bay Harbour?	q3a	
	Count	%
Excellent	31	27.2%
Good	70	61.4%
Average	13	11.4%
Poor	0	0.0%
Total	114	100.0%



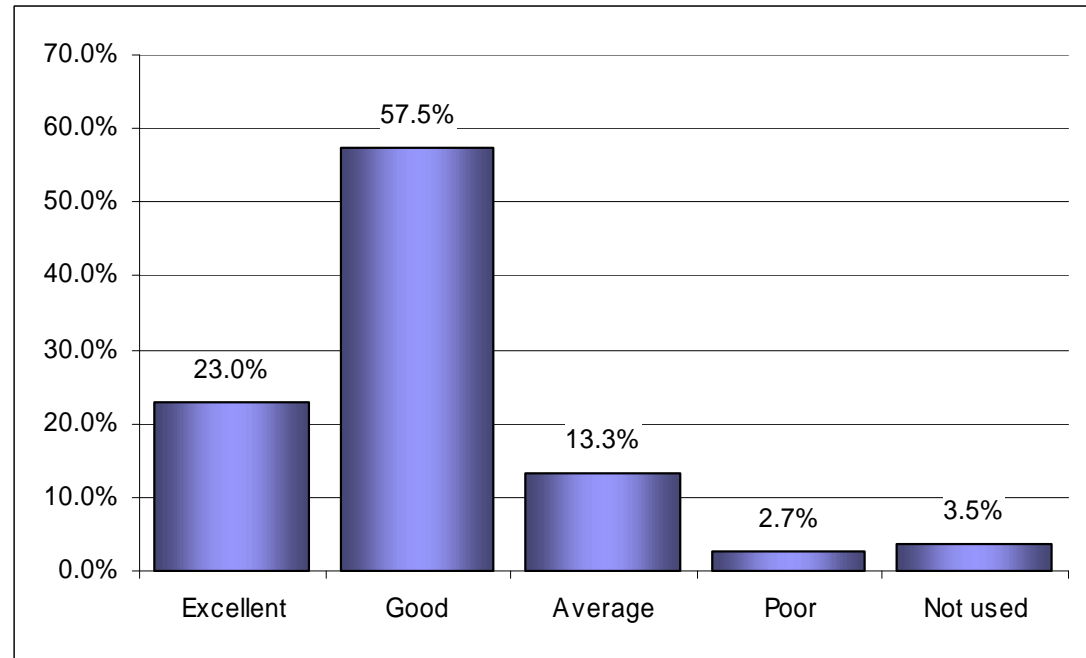
In addition, please rate the following individual services:  
Customer Service.

Customer service	Q3b1	
	Count	%
Excellent	49	42.6%
Good	54	47.0%
Average	9	7.8%
Poor	0	0.0%
Not used	3	2.6%
Total	115	100.0%



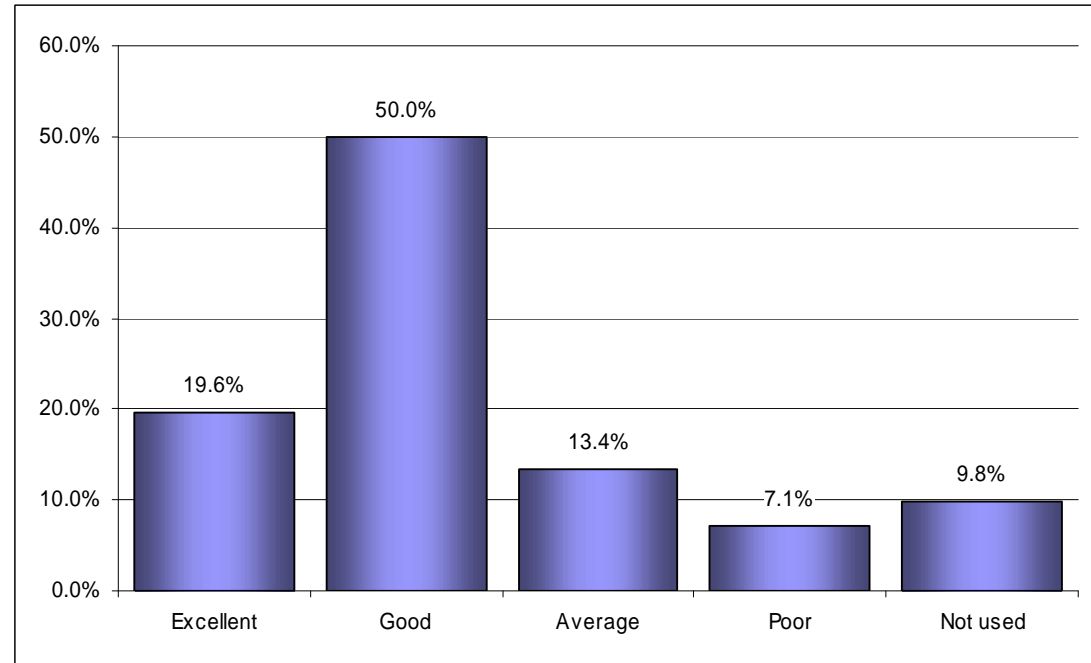
In addition, please rate the following individual services:  
Safety Information/Signage

Safety information/ signage	Q3b2	
	Count	%
Excellent	26	23.0%
Good	65	57.5%
Average	15	13.3%
Poor	3	2.7%
Not used	4	3.5%
Total	113	100.0%



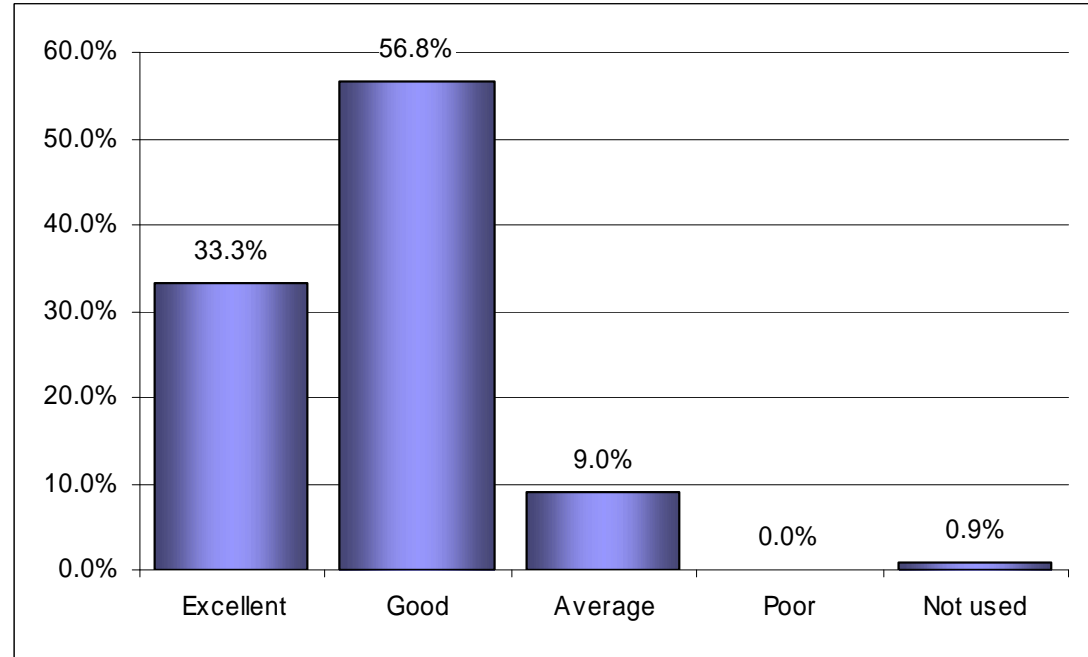
In addition, please rate the following individual services:  
Events Information.

Events information	Q3b3	
	Count	%
Excellent	22	19.6%
Good	56	50.0%
Average	15	13.4%
Poor	8	7.1%
Not used	11	9.8%
Total	112	100.0%



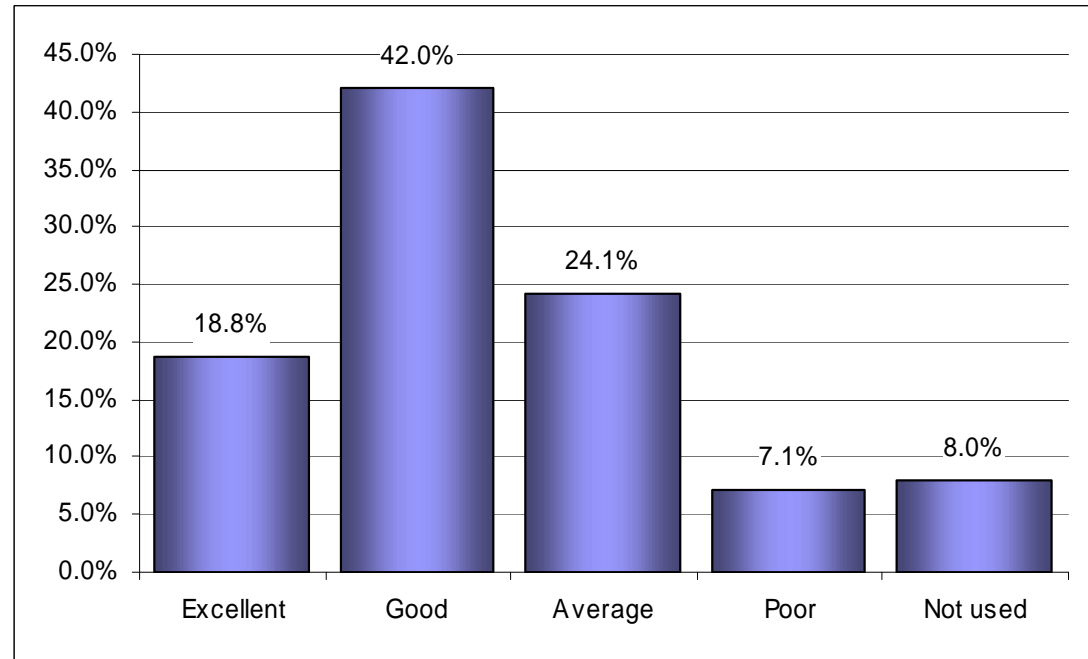
In addition, please rate the following individual services:  
Administration.

Administration	Q3b4	
	Count	%
Excellent	37	33.3%
Good	63	56.8%
Average	10	9.0%
Poor	0	0.0%
Not used	1	0.9%
Total	111	100.0%



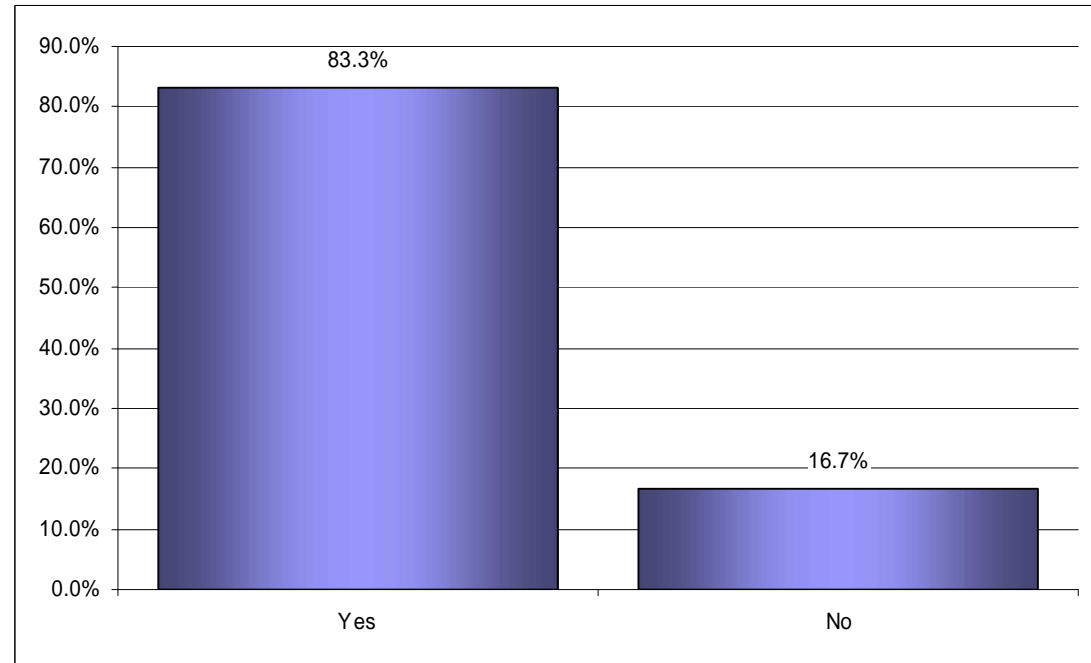
In addition, please rate the following individual services:  
Publications/ Notice boards.

Publications/ Notice boards	Q3b5	
	Count	%
Excellent	21	18.8%
Good	47	42.0%
Average	27	24.1%
Poor	8	7.1%
Not used	9	8.0%
Total	112	100.0%



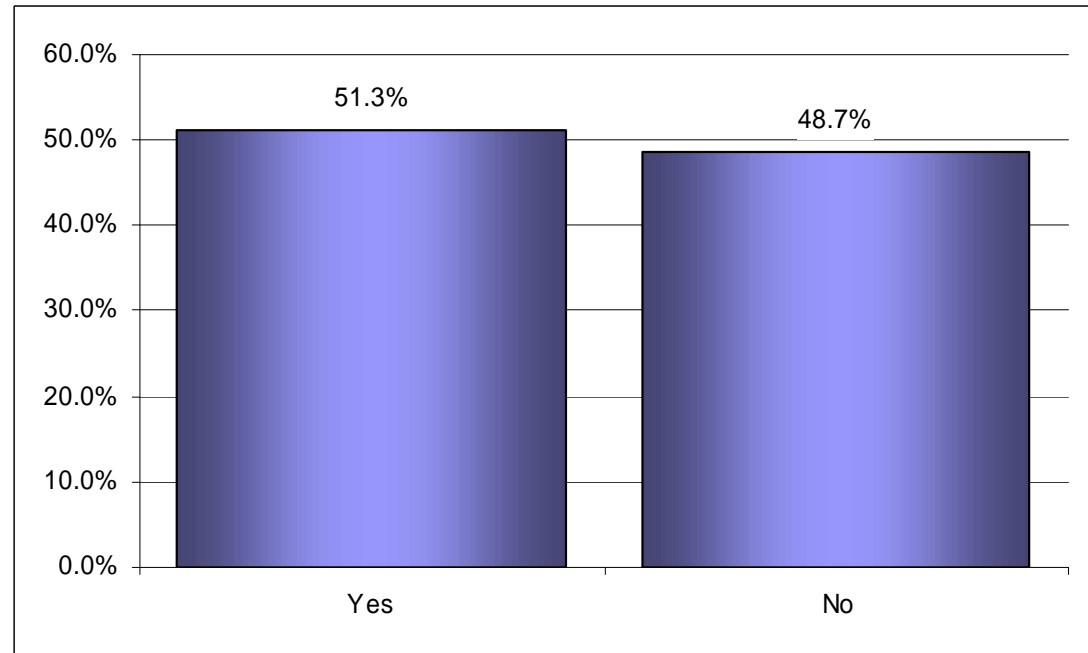
# Do you have access to the internet?

Do you have access to the internet?	Q4a	
	Count	%
Yes	95	83.3%
No	19	16.7%
Total	114	100.0%



# Have you used the Tor Bay Harbour website?

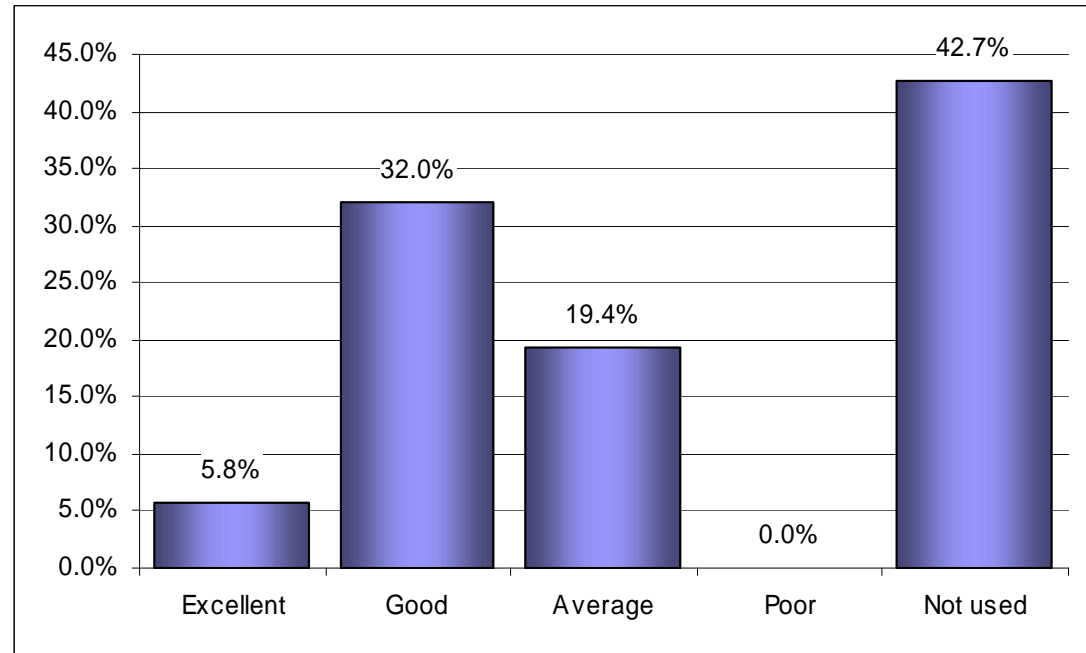
Have you used the Tor Bay Harbour website?	Q4b	
	Count	%
Yes	59	51.3%
No	56	48.7%
Total	115	100.0%





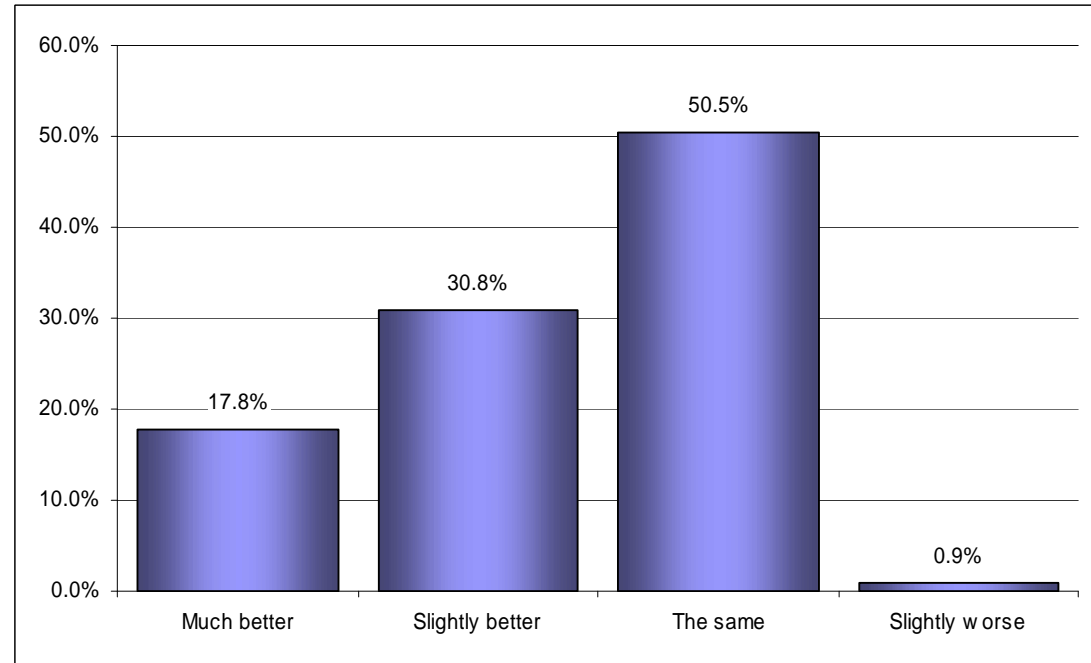
## How would you rate the Tor Bay Harbour website?

How would you rate the Tor Bay Harbour website?	Q4c	
	Count	%
Excellent	6	5.8%
Good	33	32.0%
Average	20	19.4%
Poor	0	0.0%
Not used	44	42.7%
Total	103	100.0%



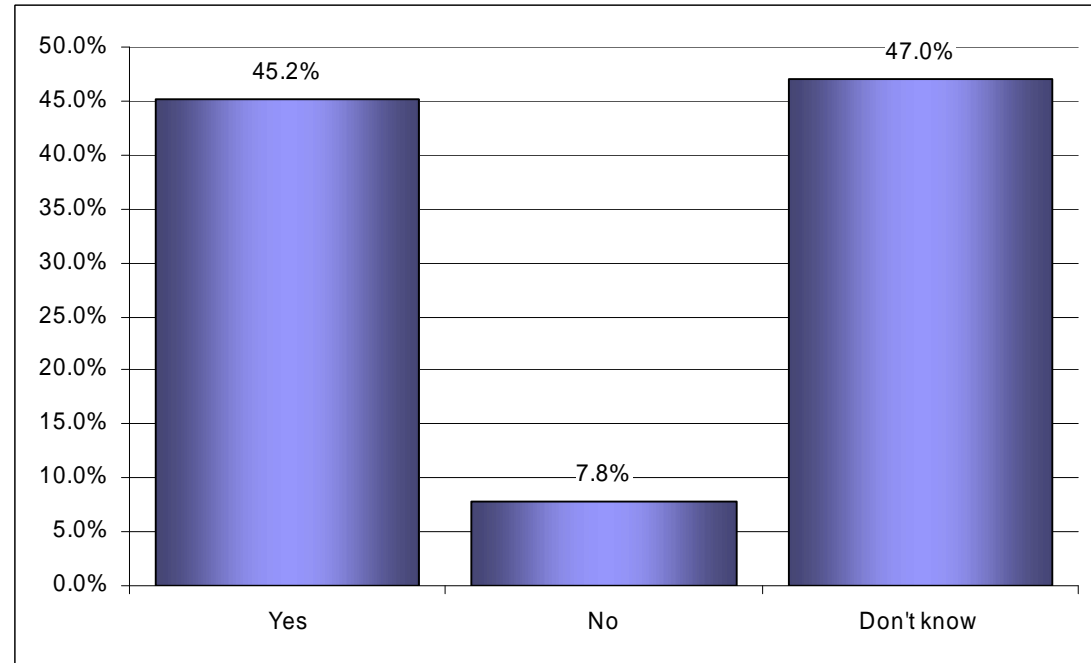
Would you say that in comparison to last year the quality of service provided in Tor Bay Harbour is:

Would you say that in comparison to last year the quality of service provided in Tor Bay Harbour is:	Q5a	
	Count	%
Much better	19	17.8%
Slightly better	33	30.8%
The same	54	50.5%
Slightly worse	1	0.9%
Total	107	100.0%



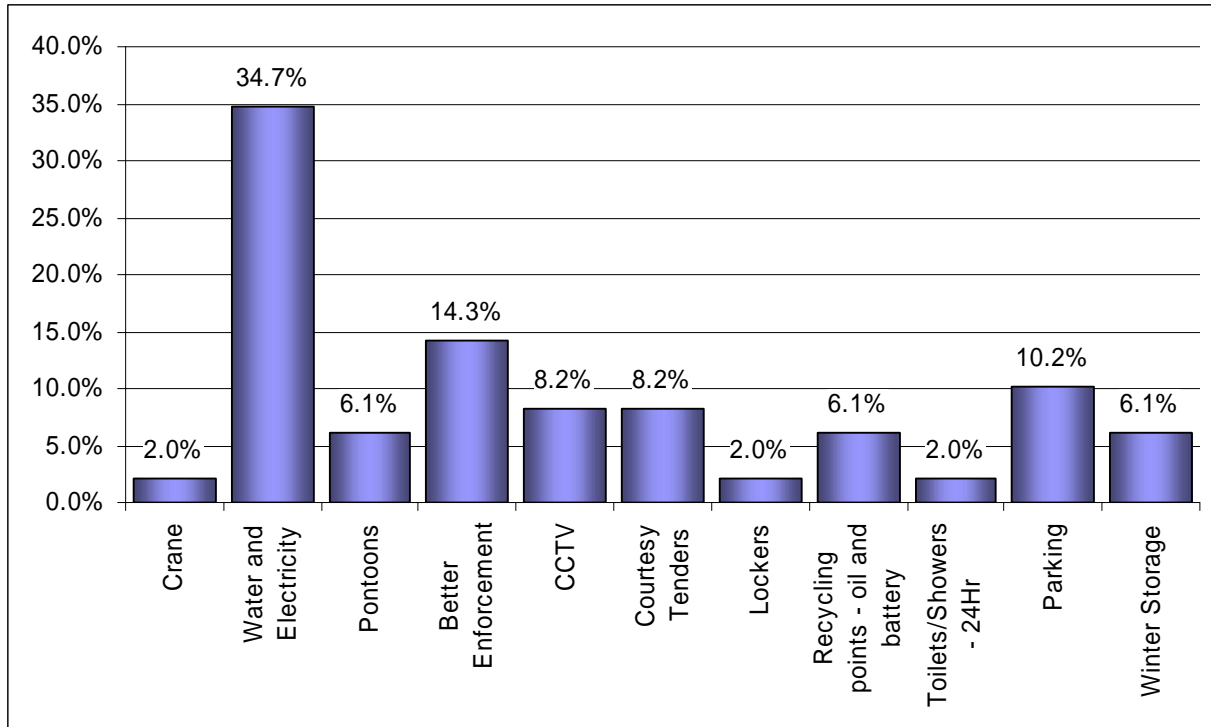
# Do you believe the charges in Tor Bay Harbour compare favorably with those for other harbours?

Do you believe the charges in Tor Bay Harbour compare favorably with those for other harbours?	Q5b	
	Count	%
Yes	52	45.2%
No	9	7.8%
Don't know	54	47.0%
Total	115	100.0%



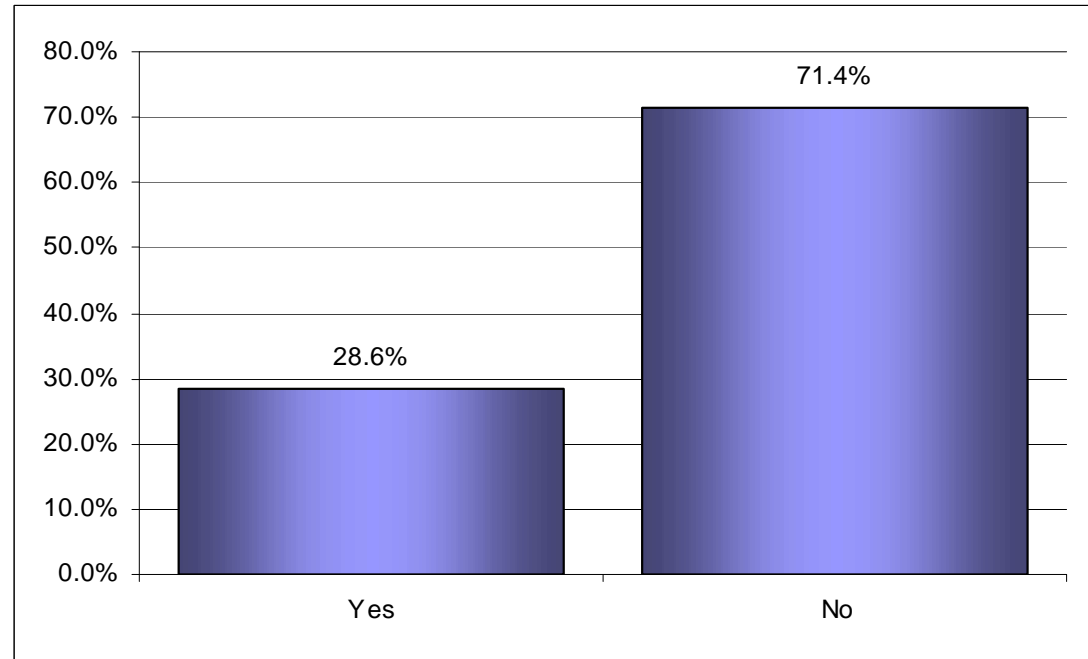
Please state any extra services you would like us to provide.

	Q6a Coded	
	Count	%
Crane	1	2.0%
Water and Electricity	17	34.7%
Pontoons	3	6.1%
Better Enforcement	7	14.3%
CCTV	4	8.2%
Courtesy Tenders	4	8.2%
Lockers	1	2.0%
Recycling points - oil and battery	3	6.1%
Toilets/Showers - 24Hr	1	2.0%
Parking	5	10.2%
Winter Storage	3	6.1%
Total	49	100.0%



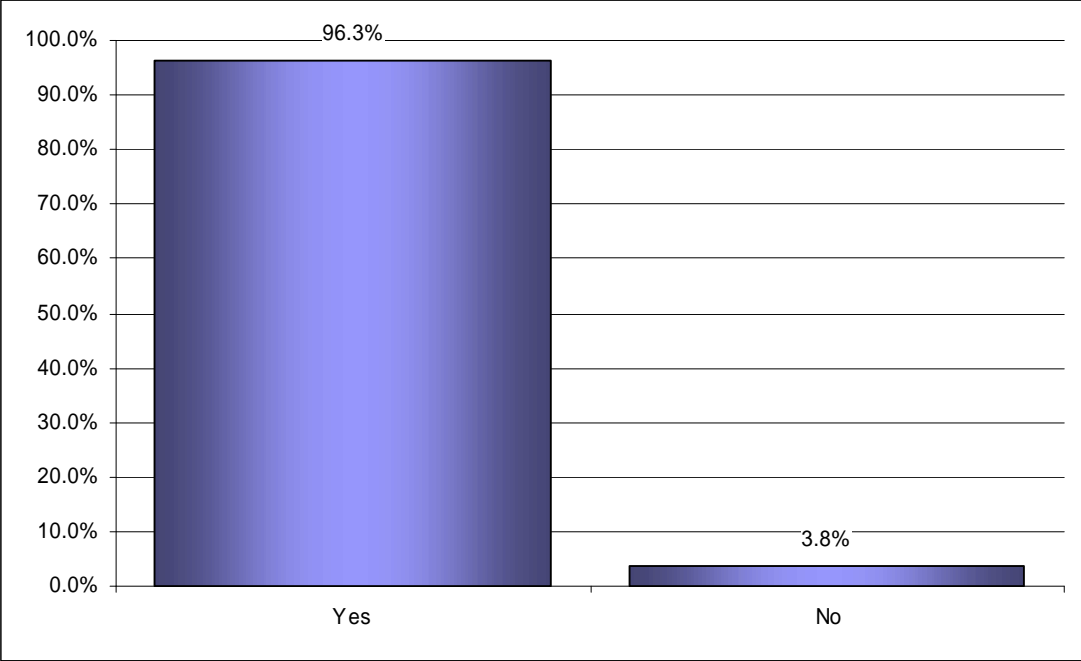
# Would you be prepared to pay a supplement for additional services?

Would you be prepared to pay a supplement for additional services?	Q6b	
	Count	%
Yes	20	28.6%
No	50	71.4%
Total	70	100.0%



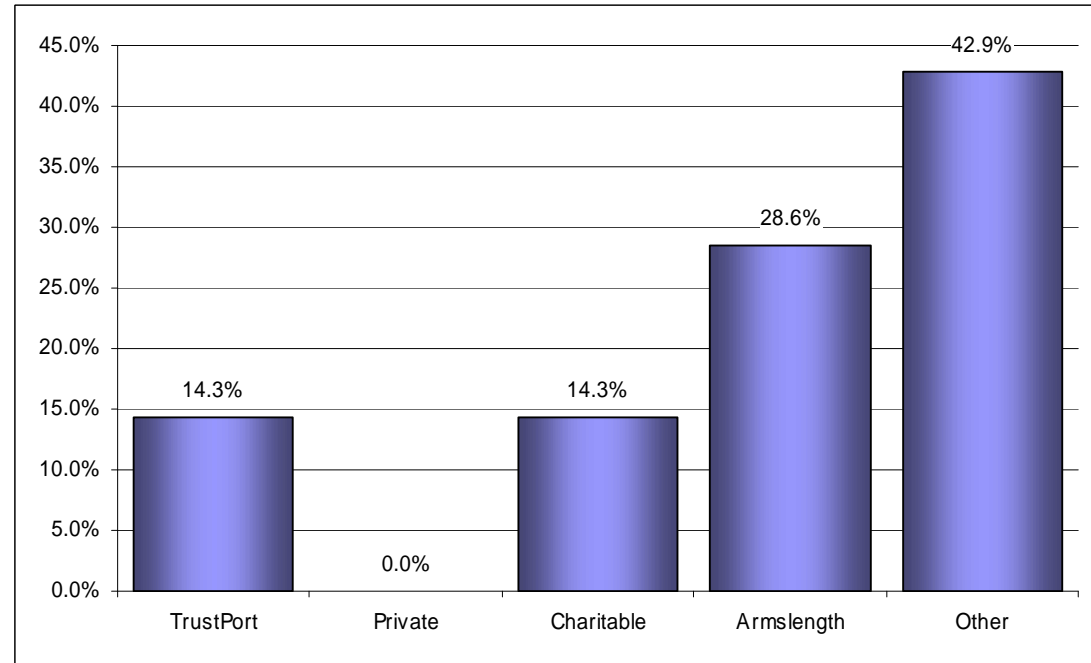
# Do you believe that Harbour & Marine Services and Harbour Management should continue to be provided by the Torbay Council Harbour Committee?

Do you believe that Harbour & Marine Services and Harbour Management should continue to be provided by the Torbay Council Harbour Committee?	Q7a	
	Count	%
Yes	77	96.3%
No	3	3.8%
Total	80	100.0%



If no, please indicate who should provide the service.

If no, please indicate who should provide the service.		Responses	
		N	Percent
Harbour Management (a)	Trust Port	1	14.3%
	Private	0	0.0%
	Charitable	1	14.3%
	Arms-length	2	28.6%
	Other	3	42.9%
Total		7	100.0%

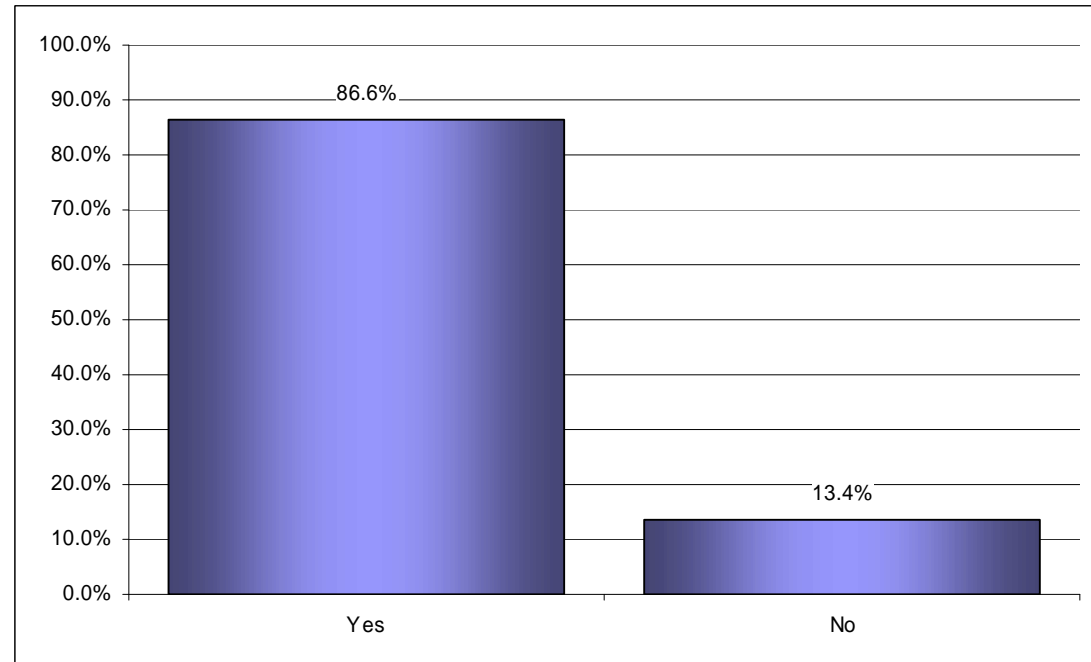


### 3. Pontoon Berthing



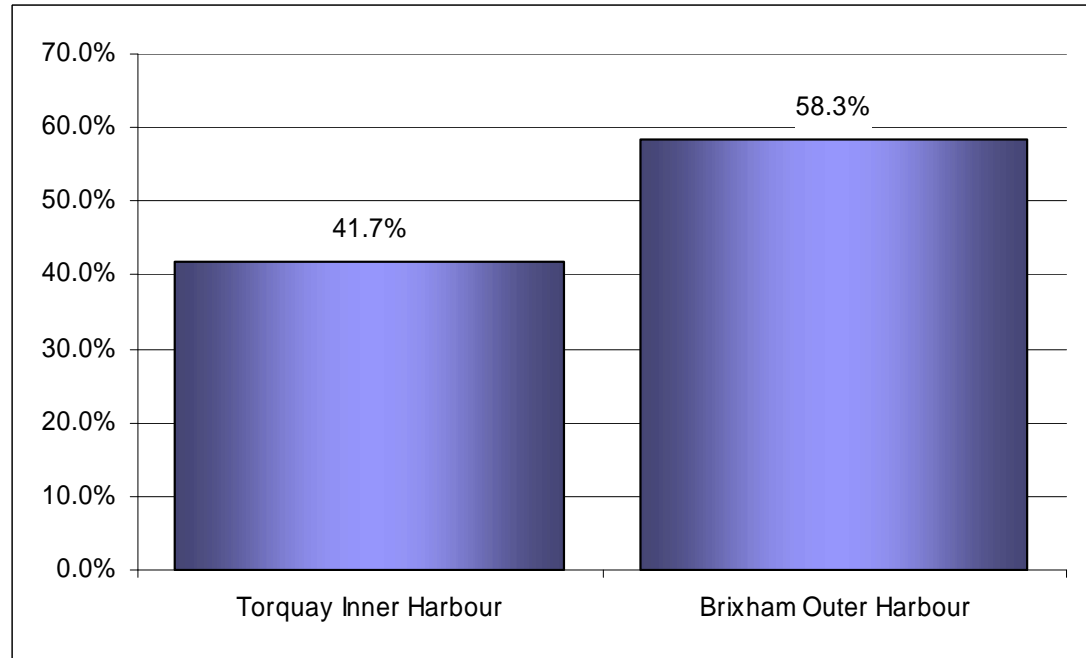
Many people welcomed the introduction of the Town Dock at Torquay Harbour last year.  
Do you think that Tor Bay Harbour should provide further pontoon moorings for use by annual berth holders?

Do you think that Tor Bay Harbour should provide further pontoon moorings for use by annual berth holders?	Q8a	
	Count	%
Yes	58	86.6%
No	9	13.4%
Total	67	100.0%



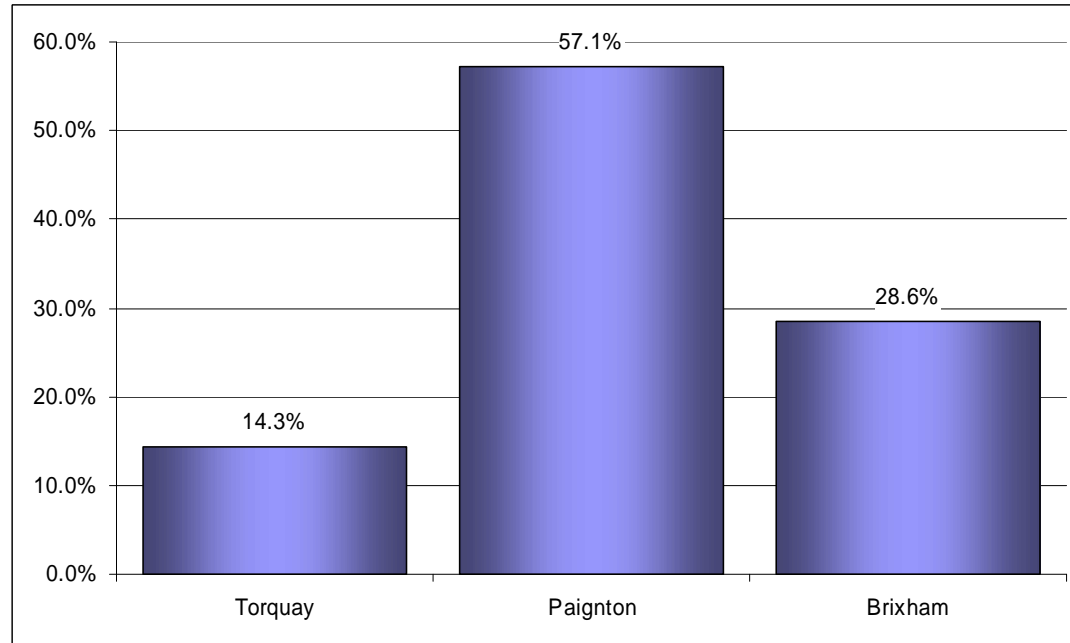
# Where would you like to see further pontoon berthing?

Where would you like to see further pontoon berthing?	Q8b	
	Count	%
Torquay Inner Harbour	43	41.7%
Brixham Outer Harbour (behind a new Northern Arm breakwater)	60	58.3%
Total	103	100.0%



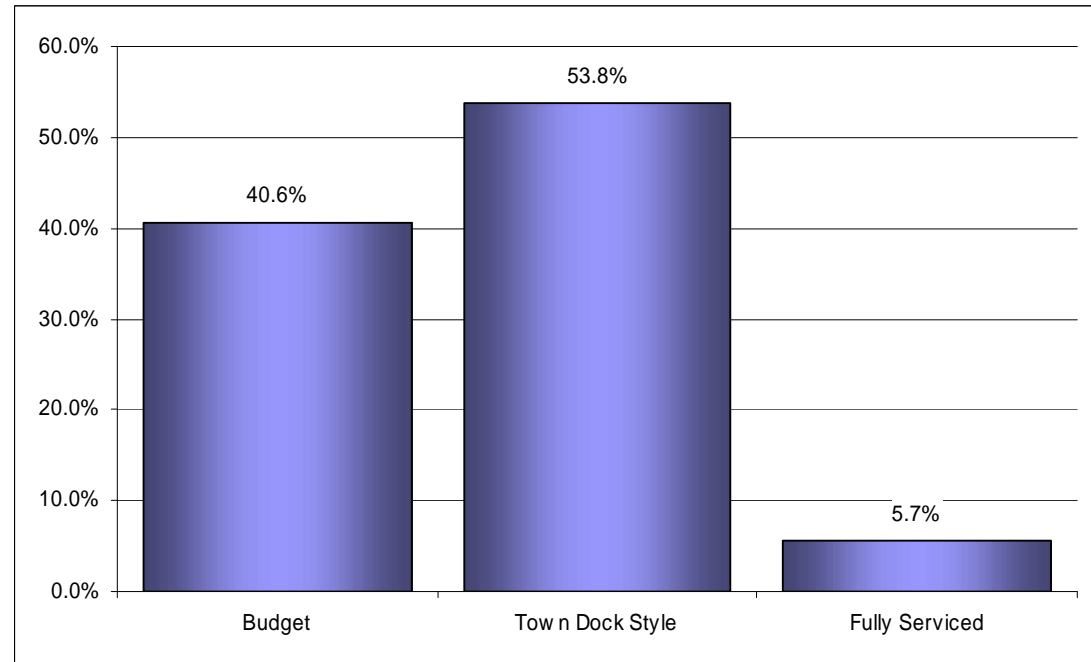
# Where would you like to see further pontoon berthing? Other...

	Q8b3 Coded	
	Count	%
Torquay	1	14.3%
Paignton	4	57.1%
Brixham	2	28.6%
Total	7	100.0%



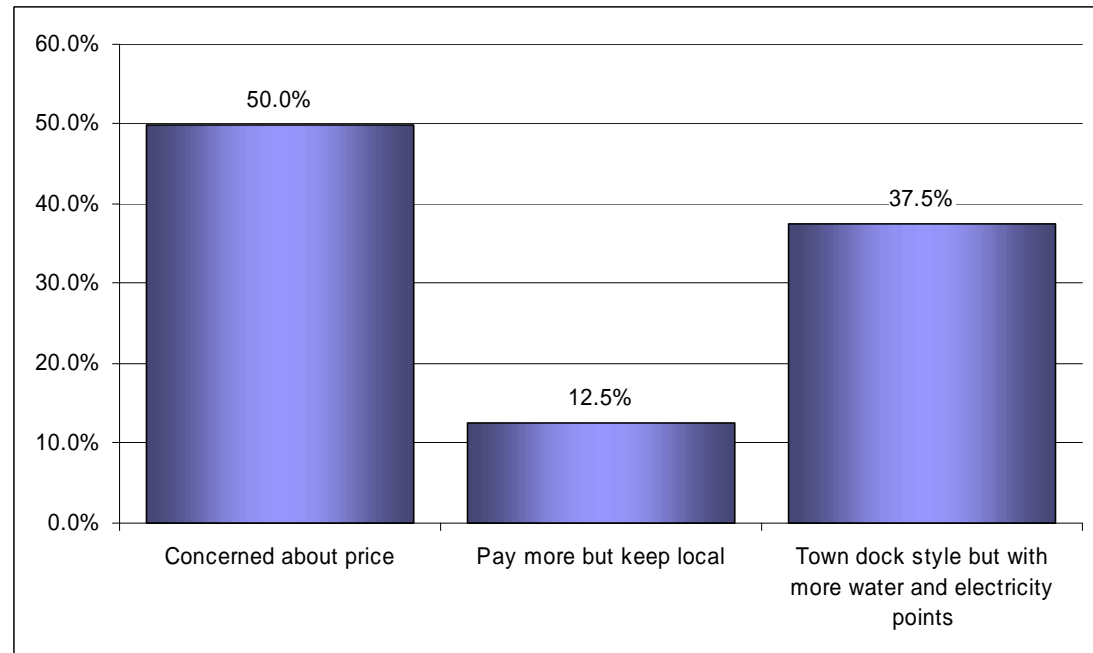
# Which market sector should the Harbour Authority target for its pontoon berthing?

Which market sector should the Harbour Authority target for its pontoon berthing?	Q8c	
	Count	%
Budget (no services just a pontoon or spar but still a walk-on/ walk-off facility)	43	40.6%
Town Dock Style (limited water/ electricity, basic security, local priority – currently £171 per metre per year)	57	53.8%
Fully Serviced (water/ electricity to each berth, 24 hour security, no local restriction – charged at market rates)	6	5.7%
Total	106	100.0%



# Which market sector should the Harbour Authority target for its pontoon berthing? Other...

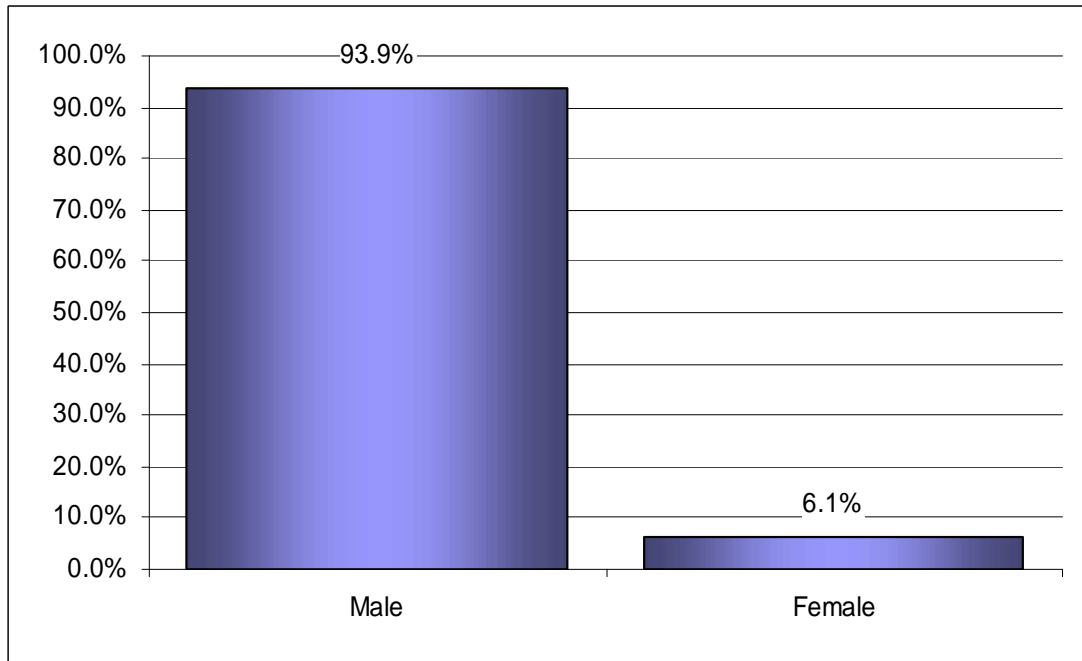
	Q8c4 Coded	
	Count	%
Concerned about price	4	50.0%
Pay more but keep local	1	12.5%
Town dock style but with more water and electricity points	3	37.5%
Total	8	100.0%



## 4. About You

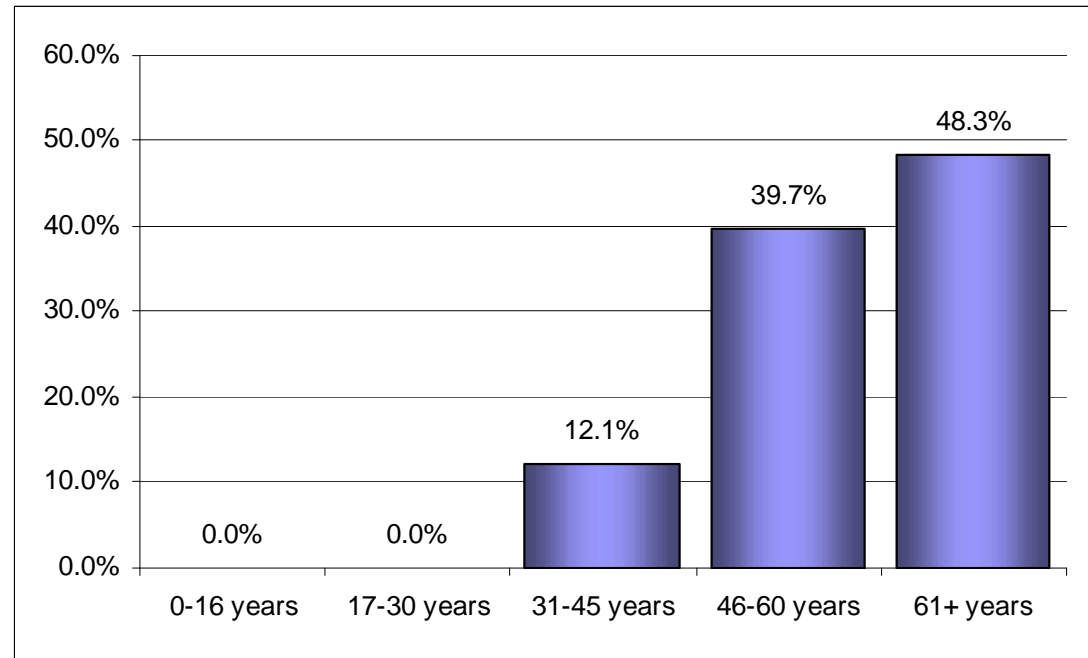
Please state you Gender:

Please state you Gender:	Gender	
	Count	%
Male	108	93.9%
Female	7	6.1%
Total	115	100.0%



## What is your age group?

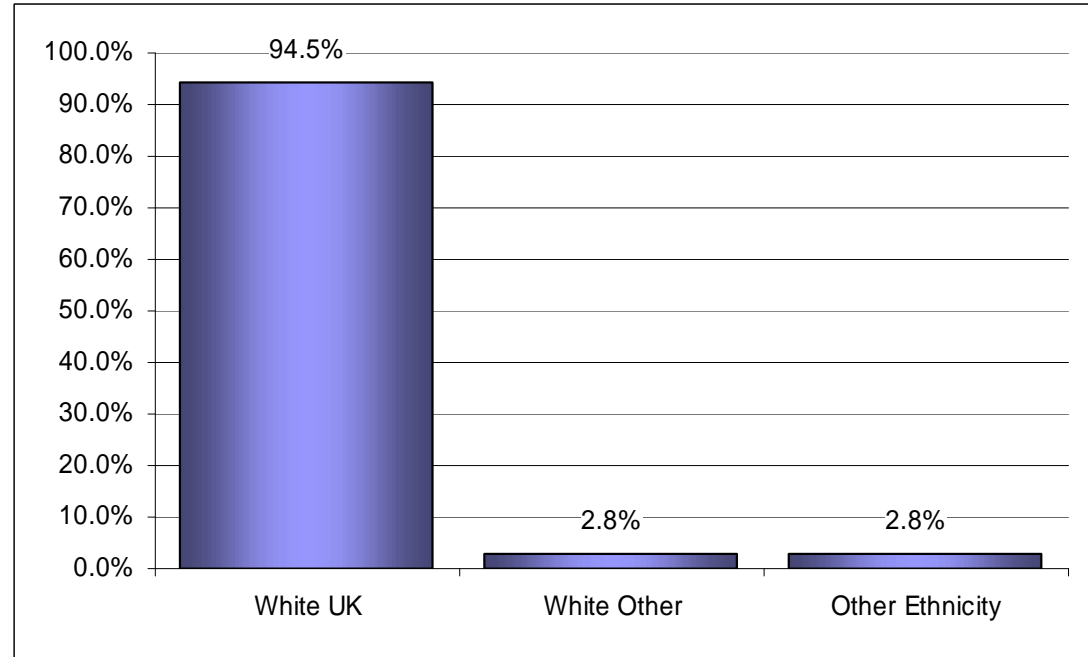
What is your age group?	Age	
	Count	%
0-16 years	0	0.0%
17-30 years	0	0.0%
31-45 years	14	12.1%
46-60 years	46	39.7%
61+ years	56	48.3%
Total	116	100.0%





# How would you best describe your ethnic origin?

How would you best describe your ethnic origin?	Ethnicity	
	Count	%
White UK	103	94.5%
White Other	3	2.8%
Other Ethnicity	3	2.8%
Total	109	100.0%



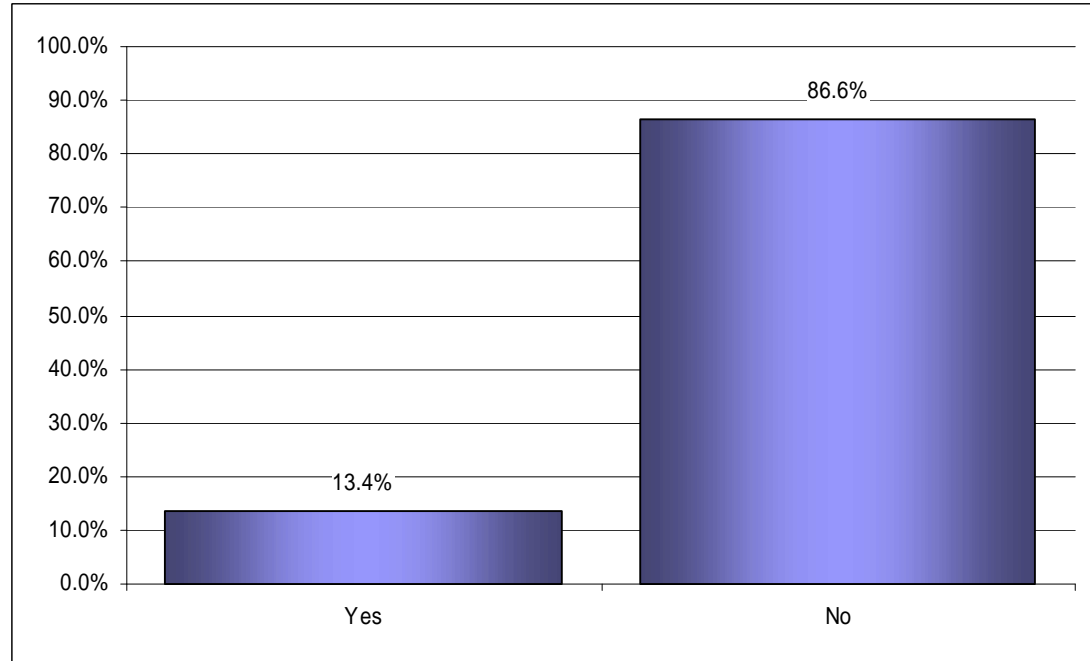
Greek  
Turkish

Canadian

\*Candidate with 'Other' ethnicity did not state

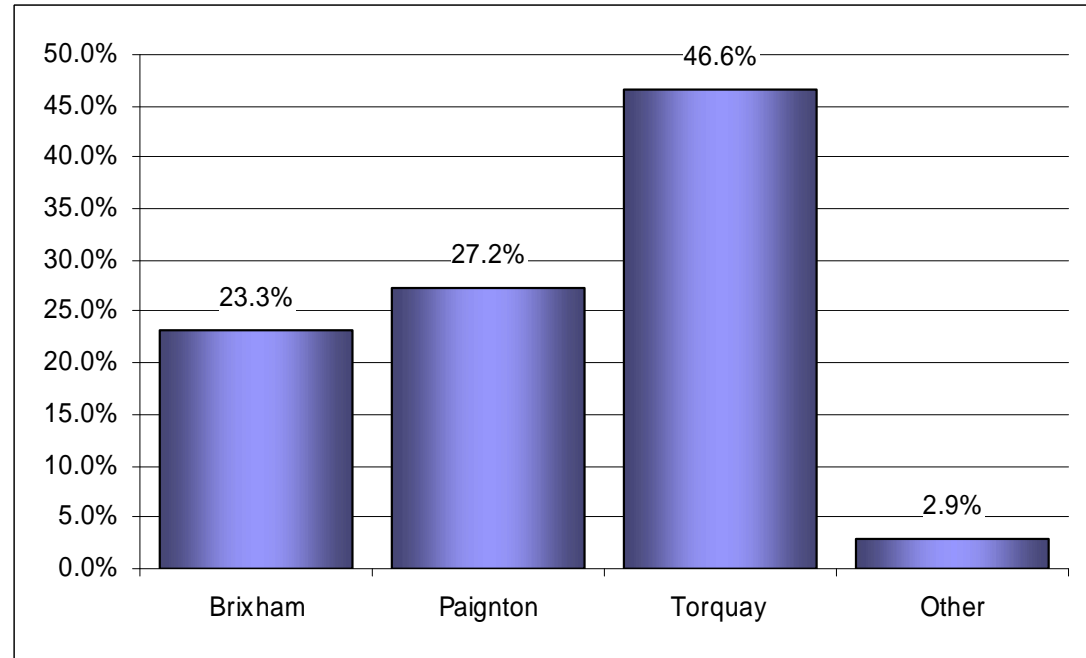
# Do you have a disability?

Do you have a disability?	Disability	
	Count	%
Yes	15	13.4%
No	97	86.6%
Total	112	100.0%



Please indicate your usual place of residence?

Please indicate your usual place of residence?	Residence	
	Count	%
Brixham	24	23.3%
Paignton	28	27.2%
Torquay	48	46.6%
Other	3	2.9%
Total	103	100.0%



Please indicate your usual place of residence? Other...

Dudley

Totnes

Between  
Totnes and  
Ashburton

Lyme  
Regis

Buckfastleigh

Ipplepen  
(x2)

Teignmouth

Stoke  
Fleming

Chudleigh

Newton Abbot,  
Teigngrace

Bovey  
Tracey

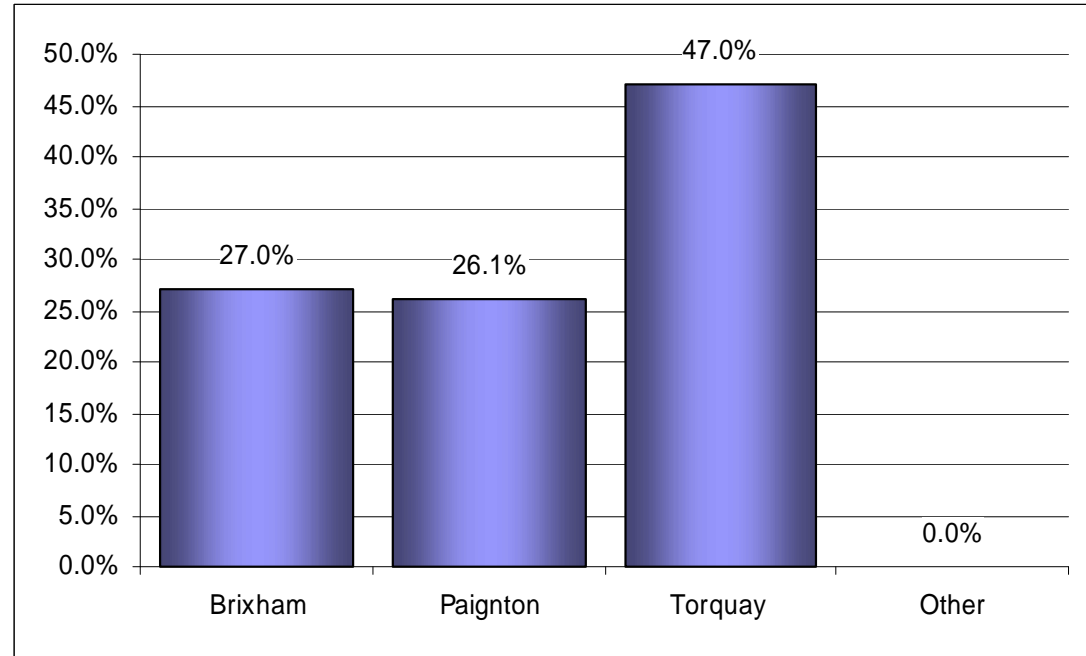
Doddiscombeleigh,  
Exeter

Doncaster /  
Brixham (6  
months each)

\*Candidates with other places of residence did not tick 'Other'

## Which enclosed harbour is your home port?

Which enclosed harbour is your home port?	Port	
	Count	%
Brixham	31	27.0%
Paignton	30	26.1%
Torquay	54	47.0%
Other	0	0.0%
Total	115	100.0%



Lyme  
Regis

\*Candidate with other home port did not tick 'Other'