

### 3. Future Payment Methods

How would you like to be able to pay for berth fees and services?

- Cash       Cheque       Credit/Debit Card   
 PayPoint       Online Payments       Internet Banking

### 4. Hearing from us

How would you like us to let you know about events and issues?

- Email       By post       Website   
 Noticeboards       Facebook/Twitter       Other

### 5. About You

Please state your gender:      Male       Female

Which of the following age groups apply to you?

- 0-15       16-24       25-34       35-44   
 45-54       55-64       65-74       75+

What is your ethnic origin?

- White**  British       Irish       Other  
**Mixed**  White & Black Caribbean       White & Black African  
 White & Asian  
**Asian or Asian British**  Indian       Pakistani       Bangladeshi  
**Black or Black British**  Caribbean       African  
**Chinese**  Chinese

Any other Ethnic Group

Do you have a disability?      Yes       No

If yes how does this affect you?

- My hearing       My mobility       My vision       Another way

What is your home post code

Which enclosed harbour is your home port?

- Brixham       Torquay        
 Paignton       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 2010

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 2009; the information we collected has been used to improve our services. Survey results together with important feedback via our Liaison Forums led to the following improvements being made last year :-

- The Tor Bay Harbour Guide was updated and reprinted
- Upgrade to Brixham outer harbour moorings
- Implemented a 'Visiting Tor Bay Harbour' feedback form
- Additional escape ladders were installed to pontoon systems
- New pedestrian safe areas and footpath at Paignton harbour
- Better circulation of Maritime Events Schedule and Harbour Notices
- Capital repair works to Haldon Pier, Torquay.

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

for office use only

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# 1. Facilities and Infrastructure

Please rate the following facilities and infrastructure:

	Excellent	Good	Average	Poor	Very Poor	Not used/ available
Mooring	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
Quayside Berth	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
Boat Park	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
Courtesy Tenders	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
Lockers	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
Slipway	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
Grid	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
Water	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
Navigation Lights/Marks	<input type="checkbox"/>	<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"/>	<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  Depends on the issue

# 2. General Service Provision

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

Excellent  Good  Average  Poor  Very poor

In addition, please rate the following individual services:

	Excellent	Good	Average	Poor	Very poor
Customer service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Publications/Noticeboard	<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"/>

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?

Excellent  Good  Average  Poor  Very poor

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  Much 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

Torbay Council intends to provide its harbour authority function via a new Harbour Board made up of councillors and independent members. To what extent do you agree with this proposal?

Strongly agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree