

ANNUAL TOR BAY HARBOUR USER SURVEY 2012

Dear Harbour User

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 2011; 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 :-

- Major resurfacing of South Quay at Paignton harbour
- Complete refurbishment of the Beacon Quay pontoon access brow
- Funding agreed for a business case for the Northern Arm at Brixham harbour
- Torquay harbour entrance navigation lights re-painted
- Parking arrangements and permit options improved at all three harbours
- New boat yard approved for Oxen Cove at Brixham harbour
- Upgraded swinging moorings at Brixham harbour

If you have any queries or require this form in large print format please contact the Executive Head of Tor Bay Harbour Authority on (01803) 292429 or email: harbourauthority@torbay.gov.uk

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 Tor Bay Harbour Authority - Tor Bay Harbour Master

1. Pontoon Berthing

1a) Do you think that Tor Bay Harbour should provide further pontoon moorings for use by annual berth holders? Yes No (please go to section 2)

1b) Where would you like to see further pontoon berthing? (Please tick all that apply)

Torquay inner harbour Brixham outer harbour (behind a new Northern Arm breakwater) Other (please specify below)

1c) Which market sector should the Harbour Authority target for its pontoon berthing? (Please tick one box only)

- Town Dock style (limited water/electricity, basic security, local priority - currently £202 per metre per year)
- Fully Serviced (water/electricity to each berth, 24 hour security, no local restriction - charged at market rates)
- Other (please specify below)

2. Subsidised berthing

Tor Bay Harbour currently provide for a discount of 50% in harbour charges for charities and eligible young people. Do you agree that the discount should be continued for:

	Yes	No
Young people whose details have been proposed by youth training organisations	<input type="checkbox"/>	<input type="checkbox"/>
Vessels owned by registered charities	<input type="checkbox"/>	<input type="checkbox"/>

3. Facilities and Infrastructure

3a. Do you believe Tor Bay Harbour Authority are properly managing safety in Tor Bay Harbour? Yes No

3b. Do you believe you can influence decisions about the management of the harbour? Yes No Depends on the issue

3. Facilities and Infrastructure ... continued

3c. Please rate the following facilities and infrastructure:

	Very Good	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"/>
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"/>
Slipway	<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"/>
Waste Reception Facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. General Service Provision

4a. How would you judge the overall quality of service within Tor Bay Harbour?

Very good Good Average Poor Very Poor

4b. In addition, please rate the following individual services:

	Very Good	Good	Average	Poor	Very poor
Customer service	<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"/>
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"/>

4c. 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

4d. Do you believe the charges in Tor Bay Harbour compare favourably with those for other harbours?

Yes No Don't know

5. Dry Storage

5a. Do you take your boat out of the water over the winter months?

Yes No

5b.i If you said yes, please indicate why below:-

Insurance reasons
Boat not used out of season

5b.ii If you said no, please indicate why below:-

Limited choice/availability of boat storage ashore
The cost of boat recovery/launching and storage

Any other reason
(please state in box)

About You

These questions help us to understand the views of different groups of people. Please only complete these details about yourself (or the recipient if under 18).

a. Are you: Male Female

b. 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

c. Which of the following age groups apply to you?

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

d. Do you consider yourself to be disabled in any way?

Yes (please tell us how) No
It affects my mobility It affects my hearing
It affects my vision It affects me in another way

e. What is your home postcode

f. Which enclosed harbour is your home port?

Brixham Paignton Torquay

Data Protection: The information you provide on this questionnaire will be processed by the Policy, Performance and Review Team, Torbay Council in accordance with the Data Protection Act, 1998. Your responses will be stored as an electronic image and in a database, they will be only used to assist in the analysis of opinion, and will not be retained for longer than necessary. It may also be disclosed to other departments within the Council for such purposes. By giving us your personal data to complete this questionnaire, you acknowledge that you have read and understand this Data Privacy statement, and that you agree that Torbay Council may process personal data relating to you for the purposes detailed above, and in accordance with all applicable legislation. If you wish to access your personal information at any time please contact the Information Governance Team on 01803 201201.