



Appendix 2

Tor Bay Harbour

User Satisfaction Survey 2012

Survey Results

July 2012

This questionnaire is distributed annually to boat owners who use the moorings at Tor Bay Harbours. The questionnaires are distributed with the invoices in February of each year

Method	Questionnaires returned	
	Number	Percent
Paper	135	14%
Total	135	14%

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Summary of results

- Most respondents (82%) judge the quality of service within Tor Bay Harbour to be Very Good or Good. A quarter of respondents (22%) would say that the quality of service has improved in the last year, none said it had got worse.
- 95% of respondents feel that Tor Bay Harbour Authority properly manage safety in Tor Bay Harbour.
- Of those who use the facilities:
 - Respondents are most likely to rate the Town Dock (Torquay) as Very Good or Good (90%)
 - Less than half of respondents said that Water (34%), Electricity (32%) and Waste reception facilities (43%) are Very Good or Good.
 - Nearly a third said that electricity (29%) and water (28%) provision was Poor or Very Poor.
- Most respondents feel that services are Very Good or Good. Customer Service is rated highest (86% Very Good or Good).
- Most respondents (81%) feel that there should be more pontoon moorings. The most popular place to put them would be Brixham outer harbour. Most respondents would like the pontoons to be Town Dock style (86%).
- Respondents supported subsidised berths for young people (83%) and registered charities (79%).
- Less than half of respondents (44%) take their boats out of the water during the winter months.
 - The main reason to take the boats out of the water is because they are not used out of season (79%).
 - The main reason respondents keep their boats in the water during the winter is the cost of recovery, launching and storage (83%).

Notes:

- i) Questions which can be answered more than once (multiple response questions) may sum to more than 100%.
- ii) ~ represents fewer than 5 respondents.

Section 1: Pontoon Berthing

1a) Do you think that Tor Bay Harbour should provide further pontoon moorings for use by annual berth holders?

	Number	Percent
Yes	95	81.2%
No	22	18.8%
Total	117	100.0%

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

Please note respondents could select more than one choice.

	Number	Percent*
Torquay inner harbour	47	52.2%
Brixham outer harbour (behind a new Northern Arm breakwater)	63	70.0%
Other	7	7.8%

*Multiple response – totals may not equal 100%

Respondents also made the following comments:

Comments from respondents:

- Quite possible to place a small width pontoons in fairway near fuel station for occasion use of ff151 would probably see more in
- Between new pier and quay head
- Inner harbour Brixham.
- Inner harbour area.
- Anywhere in Brixham harbour.
- Next to current 'town' quay pontoon
- Next to current public pontoon at least for short term parking.
- Move heritage boats to their own pontoon they take up too much room on Brixham town pontoon.
- But not at the expense of all the swinging moorings - leave people with a choice of the cost/ease of use of their moorings please.
- Brixham outer harbour for pick up and dropping off.
- It would be great to be able to cruise to Torquay and Brixham and stop for a couple of hours food refill but the visitors pontoons are used for permanent mornings accessing dinghy park on east quay Paignton limited due to fish factory lorry and van parking

1c) Which market sector should the Harbour Authority target for its pontoon berthing?

	Number	Percent
Town Dock style (limited water/electricity, basic security, local priority)	73	85.9%
Fully Serviced (water/electricity to each berth, 24 hour security, no local restriction)	5	5.9%
Other	7	8.2%
Total	85	100.0%

Respondents also made the following comments:

- Would like basic but secure pontoons (3)
- Would like mooring only option (2)
- Higher density of pontoons (2)
- Would like to open town dock to residents of other local towns (2)
- Would like additional outer harbour breathings (2)
- Would like to limit the town dock to locals (1)
- Pay as you go for electricity and water (1)
- Would like to stay overnight at harbours (1)
- Would like services on docks (water) (1)

Section 2: Subsidised Berthing

Tor Bay Harbour currently provide for a discount of 50% in harbour charges for charities and eligible young people.

2) Do you agree that the discount should be continued for:

2a) Young people whose details have been proposed by youth training organisations

	Number	Percent
Yes	103	83.1%
No	21	16.9%
Total	124	100.0%

2b) Vessels owned by registered charities

	Number	Percent
Yes	100	79.4%
No	26	20.6%
Total	126	100.0%

Section 3: Facilities and Infrastructure

3a) Do you believe Tor Bay Harbour Authority are properly managing safety in Tor Bay Harbour?

	Number	Percent
Yes	123	95.3%
No	6	4.7%
Total	129	100.0%

3b) Do you believe you can influence decisions about the management of the harbour?

	Number	Percent
Yes	25	19.1%
No	50	38.2%
Depends on the issue	56	42.7%
Total	80	100.0%

3c) Please rate the following facilities and infrastructure:

Not all respondents had used all facilities. Results are calculated based on respondents who had used each facility.

Service Used	Very Good		Good		Average		Poor or Very Poor	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Town Dock (Torquay)	27	43.5%	29	46.8%	5	8.1%	~	~%
Mooring	22	21.8%	57	56.4%	20	19.8%	~	~%
Slipway	17	17.9%	45	47.4%	25	26.3%	8	8.4%
Boat Park	7	16.3%	19	44.2%	11	25.6%	6	14.0%
Tender Rack	9	15.0%	28	46.7%	17	28.3%	6	10.0%
Quayside Berth	6	10.9%	24	43.6%	18	32.7%	7	12.7%
Waste Reception Facilities	9	10.3%	28	32.2%	35	40.2%	15	17.2%
Water	3	3.7%	25	30.5%	31	37.8%	23	28.0%
Electricity	2	3.0%	19	28.8%	26	39.4%	19	28.8%

Section 4: General Service Provision

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

	Number	Percent
Very Good	33	26.4%
Good	69	55.2%
Average	20	16.0%
Poor or Very Poor	~	~
Total	125	100.0%

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

Service Used	Very Good		Good		Average		Poor or Very Poor	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Customer service	61	46.9%	51	39.2%	16	12.3%	2	1.5%
Administration	40	30.8%	67	51.5%	22	16.9%	1	0.8%
Safety information / signage	28	21.9%	65	50.8%	32	25.0%	3	2.3%
Events information	25	20.0%	49	39.2%	40	32.0%	11	8.8%
Publications / Notice boards	24	19.2%	62	49.6%	35	28.0%	4	3.2%

4c) Would you say that in comparison to last year the quality of service provided in Tor Bay Harbour is:

	Number	Percent
Much Better	5	3.9%
Slightly Better	23	18.1%
The Same	98	77.2%
Slightly Worse or Much Worse	~	~
Total	127	100.0%

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

	Number	Percent
Yes	47	36.4%
No	21	16.3%
Don't know	61	47.3%
Total	129	100.0%

Section 5: Dry Storage

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

	Number	Percent
Yes	34	43.6%
No	44	56.4%
Total	78	100.0%

5b.i) If you said yes, please indicate why

Please note respondents could select more than one choice.

	Number	Percent*
Insurance reasons	55	52.4%
Boat not used out of season	33	78.6%

*Multiple response – totals may not equal 100%

Respondents gave the following reasons for taking their boats out of the water during the winter:

- To perform maintenance and antifouling (5)
- Due to poor weather in the winter (2)
- Hard to access inner harbour during the winter (1)
- Suggest creating dry storage for winter at Beacon Quay (1)

5b.ii) If you said no, please indicate why

Please note respondents could select more than one choice.

	Number	Percent*
Limited choice / availability of boat storage ashore	18	51.4%
The cost of boat recovery / launching and storage	29	82.9%

*Multiple response – totals may not equal 100%

Respondents gave the following reasons for leaving their boats in the water during the winter:

- Use the boat during the winter (5)
- I use a dinghy kept on land (2)
- It's too difficult to get the boat out of the water (1)
- No storage elsewhere (1)

Respondent Profile

Gender

	Number	Percent
Male	124	95.4%
Female	6	4.6%
Total	130	100.0%

Age

	Number	Percent
16-24	0	0.0%
25-34	1	0.8%
35-44	16	12.2%
45-54	37	28.2%
55-64	37	28.2%
65-74	32	24.4%
75+	4	3.1%
Total	131	100.0%

Ethnic Origin

	Number	Percent
White: British	126	98.4%
White: Irish	1	0.8%
Other	1	0.8%
Total	128	100.0%

Disability

	Number	Percent
Yes	9	7.8%
No	106	92.2%
Total	115	100.0%

Type of Disability

This question is only asked of those who have said that they have a disability. Please note respondents could select more than one choice.

	Number	Percent*
Hearing	0	0.0%
Mobility	6	50.0%
Vision	0	0.0%
Other	6	50.0

*Multiple response – totals may not equal 100%

Home Town

	Number	Percent
Brixham	34	29.1%
Paignton	18	15.4%
Torquay	39	33.3%
Devon	14	12.0%
UK	12	10.3%
Total	117	100.0%

Home Port

	Number	Percent
Brixham	52	40.6%
Paignton	24	18.8%
Torquay	52	40.6%
Total	128	100.0%