

ANNUAL TOR BAY HARBOUR USER SURVEY 2013



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 2012; 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:-

- New quayside lighting at Paignton harbour
- Further repairs to Haldon Pier at Torquay harbour
- Upgraded powerpoints and the introduction of an electricity recharging system in the fishing vessel basin at Brixham harbour
- Resurfaced slipway at Paignton harbour
- New passenger boat timetable signage around Torquay harbour
- Installation of kayak racks in Oxen Cove at Brixham harbour
- Introduction of new finger berths on South Pier at Torquay inner 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. Facilities and Infrastructure

1a) Do you believe Tor Bay Harbour Authority are properly managing safety in Tor Bay Harbour?

Yes

No

1b) Do you believe you can influence decisions about the management of the harbour?

Yes

No

Depends on the issue

1c) 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"/>

2. General Service Provision

2a. How would you judge the overall quality of service within Tor Bay Harbour?

Very good Good Average Poor Very Poor

2b. 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"/>

2c. 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

2d. Do you believe the charges in Tor Bay Harbour compare favourably with those for other harbours?

Yes No Don't know

3. Future Payment Methods

3a. If you had the option to pay your annual harbour account online would you use this facility?

Yes No

3b. If you had the option to spread the payment of your annual harbour account over four instalments (March, April, May and June) - would you use this facility?

Yes No

4. 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).

4a. Are you: Male Female

4b. What is your ethnic origin?

White <input type="checkbox"/>	British	<input type="checkbox"/>	Irish	<input type="checkbox"/>	White other
Mixed <input type="checkbox"/>	White & Black Caribbean	<input type="checkbox"/>	White & Black African	<input type="checkbox"/>	White & Asian
Asian or Asian British <input type="checkbox"/>	Indian	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>	Bangladeshi
Black or Black British <input type="checkbox"/>	Caribbean	<input type="checkbox"/>	African		
Chinese / Other <input type="checkbox"/>	Chinese	<input type="checkbox"/>	Other (please state below)		

4c. Which of the following age groups apply to

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

4d. 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

4e. What is your home postcode

4f. Which enclosed harbour is your home port?

Brixham Paignton Torquay