



Tor Bay Harbour

Harbour Users Survey 2013

Survey Results

August 2013

Method	Number	Percent
Paper surveys received	119	100%

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Introduction

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.

Summary of Results

- Most respondents to the survey judge the overall quality of service within Tor Bay Harbour as either good or very good (81%). 60% of respondents thought that the quality of service had stayed the same in comparison with last year. 29% thought it had improved either slightly or much better than in 2012. Fewer than 10 people said that it had got worse.
- 88% of respondents feel that Tor Bay Harbour Authority properly manages safety in Tor Bay Harbour.
- The majority of respondents that used the facilities rated most of them very good or good.
 - Electricity was rated good or very good by 18% of respondents (which was only slightly higher than the 17% that rated it poor or very poor).
 - Mooring had the highest percentage of very good or good ratings at 53%.
 - The boat park, quayside berth and electricity were the least used/available facilities.
- Most respondents feel that services are very good or good. Customer service is rated highest (88% very good or good).
- 46% of respondents believe the charges compare favourably with other harbours but 37% answered that they don't know if they did or not.

Respondent Profile Summary

The majority of respondents were male (92%), less than five were female. The largest age range group was 65 - 74 years old (40%) and the most common ethnic origin of respondents was White British (88%). Most people who completed the survey do not have a disability.

Quality Assurance

To ensure the quality of data provided, all information received through both the online and paper surveys were verified and moderated. This provides reassurance that the results presented overleaf are a true representation of respondent's views.

Notes:

- i. <5 represents fewer than 5 respondents.
- i) No response as listed in a table denotes the number that did not respond to that particular question.

Section 1: Facilities and Infrastructure

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

	Number	Percent
Yes	105	88.2%
No	6	5.0%
No response	8	6.7%
Total	119	100.0%

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

	Number	Percent
Yes	12	10.1%
No	40	33.6%
Depends on the issue	62	52.1%
No response	5	4.2%
Total	119	100.0%

- The majority of people who completed the survey believe the harbour authority is managing safety properly (88.2%).
- 33.6% of respondents believe they can't influence harbour management decisions, compared with 10.1% who believe they can. 52.1% felt their influence on decisions would depend on the issue.

1c) Please rate the following facilities and infrastructure:

Facilities used	Slipway		Mooring		Town Dock (Torquay)		Waste Reception Facilities		Water		Electricity		Tender Rack		Quayside Berth		Boat Park	
	N ^o	%	N ^o	%	N ^o	%	N ^o	%	N ^o	%	N ^o	%	N ^o	%	N ^o	%	N ^o	%
Very good	26	21.8%	24	20.2%	23	19.3%	14	11.8%	12	10.1%	9	7.6%	7	5.9%	5	4.2%	5	4.2%
Good	33	27.7%	39	32.8%	37	31.1%	29	24.4%	30	25.2%	12	10.1%	24	20.2%	23	19.3%	21	17.6%
Average	17	14.3%	15	12.6%	5	4.2%	30	25.2%	21	17.6%	16	13.4%	17	14.3%	11	9.2%	9	7.6%
Poor	6	5.0%	<5	~	0	0.0%	8	6.7%	10	8.4%	11	9.2%	<5	~	0	0.0%	<5	~
Very poor	<5	~	<5	~	0	0.0%	<5	~	8	6.7%	9	7.6%	0	0.0%	0	0.0%	0	0.0%
Not used / available	15	12.6%	25	21.0%	39	32.8%	28	23.5%	26	21.8%	47	39.5%	39	32.8%	51	42.9%	53	44.5%
No response	19	16.0%	14	11.8%	15	12.6%	9	7.6%	12	10.1%	15	12.6%	29	24.4%	29	24.4%	28	23.5%
Total	119	100.0%	119	100.0%	119	100.0%	119	100.0%	119	100.0%	119	100.0%	119	100.0%	119	100.0%	119	100.0%

- At least 20% of respondents stated each facility was not used / available, except for the slipway (12.6%). This rose as high as 44.5% regarding the boat park.
- Of all the facilities that were used, mooring scored highest with harbour users for combined good and very good ratings (53.0%), second was the Torquay town dock (50.4%), followed by slipway facilities (49.5%).

Section 2: General Service Provision

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

	Number	Percent
Very good	35	29.4%
Good	61	51.3%
Average	11	9.2%
Poor	<5	~
Very poor	<5	~
No response	8	6.7%
Total	119	100.0%

2b) In addition, please rate the following individual services:

	Customer service		Publications / notice boards		Safety information / signage		Events information		Administration	
	N°	%	N°	%	N°	%	N°	%	N°	%
Very good	67	56.3%	24	20.2%	31	26.1%	26	21.8%	48	40.3%
Good	38	31.9%	59	49.6%	58	48.7%	49	41.2%	53	44.5%
Average	7	5.9%	26	21.8%	21	17.6%	26	21.8%	10	8.4%
Poor	<5	~	<5	~	<5	~	9	7.6%	<5	~
Very poor	0	0.0%	0	0.0%	<5	~	<5	~	<5	~
No response	5	4.2%	6	5.0%	6	5.0%	7	5.9%	6	5.0%
Total	119	100.0%	119	100.0%	119	100.0%	119	100.0%	119	100.0%

2c) Would you say that in comparison to last year the quality of service provided in Tor Bay Harbour is:

	Number	Percent
Much better	12	10.1%
Slightly better	22	18.5%
The same	71	59.7%
Slightly worse	<5	~
Much worse	<5	~
No response	8	6.7%
Total	119	100%

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

	Number	Percent
Yes	55	46.2%
No	15	12.6%
Don't know	44	37.0%
No response	5	4.2%
Total	119	100.0%

- The overall quality of service was judged as very good or good by 80.7% of harbour users.
- All individual services were each rated good or very good by over 60% of respondents.
- Over half of those that completed the survey would say that in comparison to last year the quality of service provided in Tor Bay Harbour is the same (59.7%). 28.6% said there had been improvements.
- Nearly half of respondents (46.2%) think charges in Tor Bay Harbour compare favourably with those for other harbours, however 37.0% did not know.

Section 3: Future Payment Methods

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

	Number	Percent
Yes	65	54.6%
No	46	38.7%
No response	8	6.7%
Total	119	100.0%

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?

	Number	Percent
Yes	68	57.1%
No	43	36.1%
No response	8	6.7%
Total	119	100.0%

- Just over half of harbour users would use the option to pay their account online (54.6%), but over a third would not (38.7%).
- Similar numbers of harbour users would utilise the option to spread their account payments over four instalments (57.1%), 36.1% would not.

Respondent Profile

Gender

	Number	Percent
Male	109	91.6%
Female	<5	~
No response	6	5.0%
Total	119	100.0%

Ethnic Origin

	Number	Percent
White: British	105	88.2%
White: Irish	<5	~
White: Other	<5	~
Other ethnicity	<5	~
No response	9	7.6%
Total	119	100.0%

Age

	Number	Percent
16-24	<5	~
25-34	<5	~
35-44	<5	~
45-54	25	21.0%
55-64	30	25.2%
65-74	48	40.3%
75+	<5	~
No response	5	4.2%
Total	119	100.0%

Disability

	Number	Percent
Yes	9	7.6%
No	96	80.7%
No response	14	11.8%
Total	119	100.0%

Type of Disability

This question is only asked of those who have said that they have a disability. The percentages are as a proportion of the 119 respondents to the survey. Please note respondents could select more than one choice.

	Number	Percent
Hearing	<5	~
Mobility	7	5.9%
Vision	<5	~
Other	<5	~
No response	108	90.8%
Total	119	100.0%

Home Town

	Number	Percent
Torquay	39	32.8%
Brixham	23	19.3%
Paignton	22	18.5%
In Devon (outside Torbay)	14	11.8%
Elsewhere in the UK	9	7.6%
No response	12	10.1%
Total	119	100.0%

Home Port

	Number	Percent
Torquay	53	44.5%
Brixham	38	31.9%
Paignton	23	19.3%
No response	5	4.2%
Total	119	100.0%

Appendix 1: Comparison of Ports

The following comparisons are based on a small number of responses and should not be treated as statistically reliable. Results are calculated using only those respondents who identified their home port.

Section 1: Facilities and Infrastructure

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

Home port	Brixham		Paignton		Torquay	
	Number	Percent	Number	Percent	Number	Percent
Yes	31	81.6%	21	91.3%	48	90.6%
No	6	15.8%	0	0.0%	0	0.0%
No response	<5	~	<5	~	5	9.4%
Total	38	100.0%	23	100.0%	53	100.0%

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

Home port	Brixham		Paignton		Torquay	
	Number	Percent	Number	Percent	Number	Percent
Yes	<5	~	<5	~	5	9.4%
No	19	50.0%	5	21.7%	14	26.4%
Depends on the issue	16	42.1%	14	60.9%	30	56.6%
No response	<5	~	0	0.0%	<5	~
Total	38	100.0%	23	100.0%	53	100.0%

1c) Please rate the following facilities and infrastructure:

Moorings

Home port	Brixham		Paignton		Torquay	
	Number	Percent	Number	Percent	Number	Percent
Very good	11	28.9%	<5	~	8	15.1%
Good	13	34.2%	9	39.1%	15	28.3%
Average	10	26.3%	0	0.0%	5	9.4%
Poor	<5	~	0	0.0%	0	0.0%
Very poor	<5	~	0	0.0%	0	0.0%
Not used / available	<5	~	8	34.8%	16	30.2%
No response	<5	~	<5	~	9	17.0%
Total	38	100.0%	23	100.0%	53	100.0%

Town dock

Home port	Brixham		Paignton		Torquay	
	Number	Percent	Number	Percent	Number	Percent
Very good	<5	~	<5	~	16	30.2%
Good	5	13.2%	6	26.1%	25	47.2%
Average	<5	~	0	0.0%	<5	~
Poor	0	0.0%	0	0.0%	0	0.0%
Very poor	0	0.0%	0	0.0%	0	0.0%
Not used / available	21	55.3%	11	47.8%	5	9.4%
No response	9	23.7%	<5	~	<5	~
Total	38	100.0%	23	100.0%	53	100.0%

Quayside berths

Home port	Brixham		Paignton		Torquay	
	Number	Percent	Number	Percent	Number	Percent
Very good	<5	~	0	0.0%	<5	~
Good	<5	~	6	26.1%	14	26.4%
Average	8	21.1%	0	0.0%	<5	~
Poor	0	0.0%	0	0.0%	0	0.0%
Very poor	0	0.0%	0	0.0%	0	0.0%
Not used / available	15	39.5%	12	52.2%	22	41.5%
No response	9	23.7%	5	21.7%	13	24.5%
Total	38	100.0%	23	100.0%	53	100.0%

Boat park

Home port	Brixham		Paignton		Torquay	
	Number	Percent	Number	Percent	Number	Percent
Very good	0	0.0%	5	21.7%	0	0.0%
Good	<5	~	8	34.8%	7	13.2%
Average	6	15.8%	<5	~	<5	~
Poor	0	0.0%	<5	~	<5	~
Very poor	0	0.0%	0	0.0%	0	0.0%
Not used / available	17	44.7%	6	26.1%	29	54.7%
No response	11	28.9%	<5	~	13	24.5%
Total	38	100.0%	23	100.0%	53	100.0%

Tender rack

Home port	Brixham		Paignton		Torquay	
	Number	Percent	Number	Percent	Number	Percent
Very good	<5	~	<5	~	<5	~
Good	5	13.2%	9	39.1%	8	15.1%
Average	11	28.9%	0	0.0%	6	11.3%
Poor	0	0.0%	<5	~	<5	~
Very poor	0	0.0%	0	0.0%	0	0.0%
Not used / available	10	26.3%	7	30.4%	21	39.6%
No response	9	23.7%	<5	~	14	26.4%
Total	38	100.0%	23	100.0%	53	100.0%

Slipway

Home port	Brixham		Paignton		Torquay	
	Number	Percent	Number	Percent	Number	Percent
Very good	6	15.8%	10	43.5%	8	15.1%
Good	10	26.3%	7	30.4%	14	26.4%
Average	7	18.4%	<5	~	6	11.3%
Poor	<5	~	<5	~	<5	~
Very poor	<5	~	0	0.0%	0	0.0%
Not used / available	5	13.2%	0	0.0%	10	18.9%
No response	6	15.8%	<5	~	12	22.6%
Total	38	100.0%	23	100.0%	53	100.0%

Electricity

Home port	Brixham		Paignton		Torquay	
	Number	Percent	Number	Percent	Number	Percent
Very good	<5	~	<5	~	<5	~
Good	6	15.8%	0	0.0%	6	11.3%
Average	8	21.1%	<5	~	7	13.2%
Poor	<5	~	<5	~	7	13.2%
Very poor	<5	~	0	0.0%	8	15.1%
Not used / available	13	34.2%	15	65.2%	17	32.1%
No response	<5	~	<5	~	7	13.2%
Total	38	100.0%	23	100.0%	53	100.0%

Water

Home port	Brixham		Paignton		Torquay	
	Number	Percent	Number	Percent	Number	Percent
Very good	<5	~	5	21.7%	<5	~
Good	9	23.7%	7	30.4%	12	22.6%
Average	9	12.7%	<5	~	9	17.0%
Poor	<5	~	<5	~	7	13.2%
Very poor	<5	~	0	0.0%	6	11.3%
Not used / available	8	21.1%	5	21.7%	13	24.5%
No response	5	13.2%	<5	~	5	9.4%
Total	38	100.0%	23	100.0%	53	100.0%

Waste reception facilities

Home port	Brixham		Paignton		Torquay	
	Number	Percent	Number	Percent	Number	Percent
Very good	<5	~	<5	~	8	15.1%
Good	<5	~	<5	~	18	34.0%
Average	11	28.9%	6	26.1%	13	24.5%
Poor	<5	~	<5	~	<5	~
Very poor	<5	~	0	0.0%	0	0.0%
Not used / available	13	34.2%	8	34.8%	7	13.2%
No response	5	13.2%	<5	~	<5	~
Total	38	100.0%	23	100.0%	53	100.0%

Section 2: General Service Provision

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

Home port	Brixham		Paignton		Torquay	
	Number	Percent	Number	Percent	Number	Percent
Very good	10	26.3%	8	34.8%	16	30.2%
Good	18	47.4%	11	47.8%	32	60.4%
Average	6	15.8%	<5	~	<5	~
Poor	<5	~	<5	~	0	0.0%
Very poor	<5	~	0	0.0%	0	0.0%
No response	<5	~	<5	~	<5	~
Total	38	100.0%	23	100.0%	53	100.0%

2b) In addition, please rate the following individual services:

Customer service

Home port	Brixham		Paignton		Torquay	
	Number	Percent	Number	Percent	Number	Percent
Very good	18	47.4%	17	73.9%	31	58.5%
Good	15	39.5%	<5	~	19	35.8%
Average	<5	~	<5	~	<5	~
Poor	<5	~	<5	~	0	0.0%
Very poor	0	0.0%	0	0.0%	0	0.0%
No response	<5	~	0	0.0%	0	0.0%
Total	38	100.0%	23	100.0%	53	100.0%

Publications / notice boards

Home port	Brixham		Paignton		Torquay	
	Number	Percent	Number	Percent	Number	Percent
Very good	5	13.2%	7	30.4%	12	22.6%
Good	21	55.3%	10	43.5%	28	52.8%
Average	9	23.7%	5	21.7%	12	22.6%
Poor	<5	~	<5	~	<5	~
Very poor	0	0.0%	0	0.0%	0	0.0%
No response	<5	~	0	0.0%	0	0.0%
Total	38	100.0%	23	100.0%	53	100.0%

Safety information / signage

Home port	Brixham		Paignton		Torquay	
	Number	Percent	Number	Percent	Number	Percent
Very good	5	13.2%	9	39.1%	16	30.2%
Good	22	57.9%	10	43.5%	26	49.1%
Average	7	18.4%	<5	~	11	20.8%
Poor	<5	~	<5	~	0	0.0%
Very poor	<5	~	0	0.0%	0	0.0%
No response	<5	~	0	0.0%	0	0.0%
Total	38	100.0%	23	100.0%	53	100.0%

Events information

Home port	Brixham		Paignton		Torquay	
	Number	Percent	Number	Percent	Number	Percent
Very good	7	18.4%	6	26.1%	13	24.5%
Good	15	39.5%	11	47.8%	23	43.4%
Average	7	18.4%	5	21.7%	14	26.4%
Poor	6	15.8%	<5	~	<5	~
Very poor	<5	~	0	0.0%	<5	~
No response	<5	~	0	0.0%	0	0.0%
Total	38	100.0%	23	100.0%	53	100.0%

Administration

Home port	Brixham		Paignton		Torquay	
	Number	Percent	Number	Percent	Number	Percent
Very good	14	36.8%	9	39.1%	24	45.3%
Good	18	47.4%	12	52.2%	23	43.4%
Average	<5	~	0	0.0%	6	11.3%
Poor	0	0.0%	<5	~	0	0.0%
Very poor	<5	~	0	0.0%	0	0.0%
No response	<5	~	<5	~	0	0.0%
Total	38	100.0%	23	100.0%	53	100.0%

2c) Would you say that in comparison to last year the quality of service provided in Tor Bay Harbour is:

Home port	Brixham		Paignton		Torquay	
	Number	Percent	Number	Percent	Number	Percent
Much better	<5	~	6	26.1%	<5	~
Slightly better	<5	~	8	34.8%	10	18.9%
The same	27	71.1%	7	30.4%	37	69.8%
Slightly worse	0	0.0%	<5	~	<5	~
Much worse	<5	~	0	0.0%	0	0.0%
No response	<5	~	0	0.0%	<5	~
Total	38	100.0%	23	100.0%	53	100.0%

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

Home port	Brixham		Paignton		Torquay	
	Number	Percent	Number	Percent	Number	Percent
Yes	16	42.1%	9	39.1%	29	54.7%
No	9	23.7%	<5	~	<5	~
Don't know	13	34.2%	10	43.5%	21	39.6%
No response	0	0.0%	0	0.0%	<5	~
Total	38	100.0%	23	100.0%	53	100.0%