

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 (specify below)

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 2011

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 2010; 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 :-

- Improve usability of Oxen Cove Slipway at Brixham
- Enlarged seasonal pontoon at Paignton
- Increased consultation on budget proposals
- More accessible outhaul mooring rings at Paignton
- New Town Dock notice board at Torquay
- Torquay harbour web cam reinstated
- Creation of a boat storage area at Breakwater Slipway

If you have any queries, 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

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 Tor Bay Harbour Authority - 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 Tor Bay Harbour Authority 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

If so, 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

The Harbour Authority is reviewing the hours covered by its operational staff at Brixham, Torquay and Paignton. In particular we are considering reducing the summer hours at Torquay.

Torquay 0700 ~ 2100 reduced to 0800 ~ 2000 Agree Disagree

Please comment generally on any hours at any harbour