

The Consultation and Research Team



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.

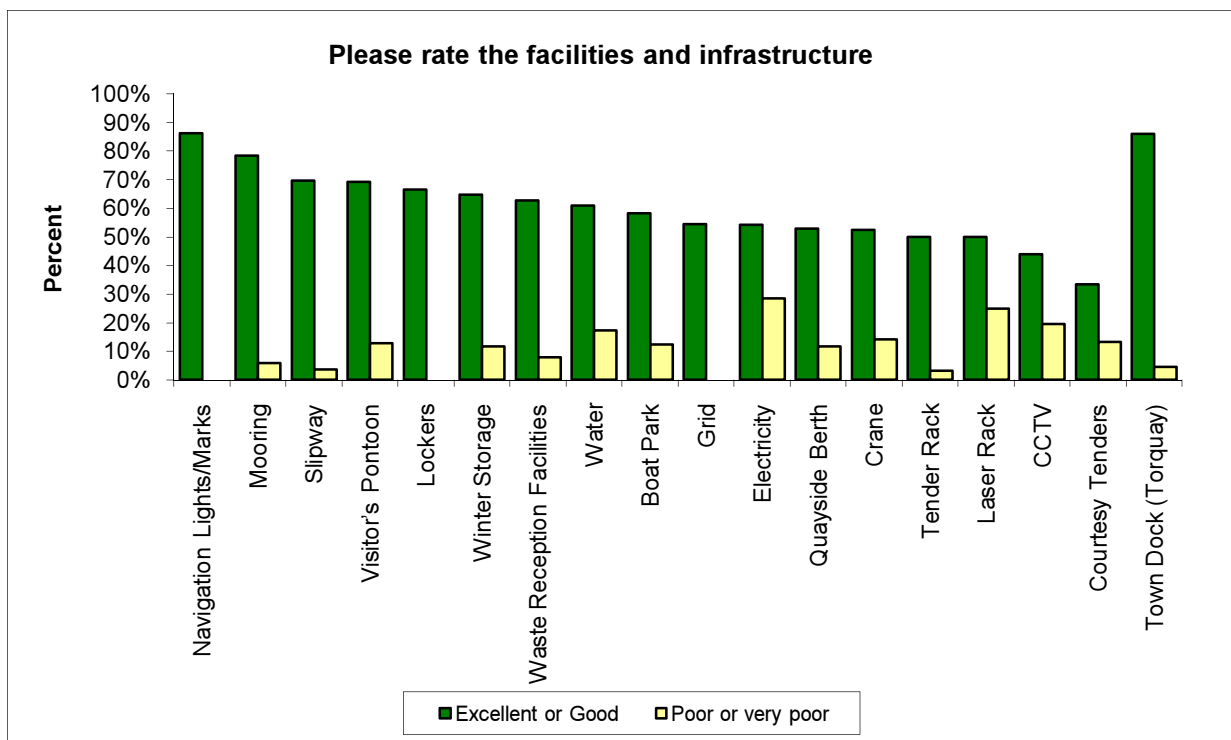


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1. Facilities and Infrastructure

| Please rate the following facilities and infrastructure | Excellent or Good | Poor or very poor |
|---|-------------------|-------------------|
| | Percent | Percent |
| Navigation Lights/Marks | 86.2% | 0.0% |
| Mooring | 78.4% | 5.9% |
| Slipway | 69.6% | 3.6% |
| Visitor's Pontoon | 69.2% | 12.8% |
| Lockers | 66.7% | 0.0% |
| Winter Storage | 64.7% | 11.8% |
| Waste Reception Facilities | 62.7% | 7.8% |
| Water | 60.9% | 17.4% |
| Boat Park | 58.3% | 12.5% |
| Grid | 54.5% | 0.0% |
| Electricity | 54.3% | 28.6% |
| Quayside Berth | 52.9% | 11.8% |
| Crane | 52.4% | 14.3% |
| Tender Rack | 50.0% | 3.3% |
| Laser Rack | 50.0% | 25.0% |
| CCTV | 43.9% | 19.5% |
| Courtesy Tenders | 33.3% | 13.3% |
| Town Dock (Torquay) | 86.1% | 4.6% |

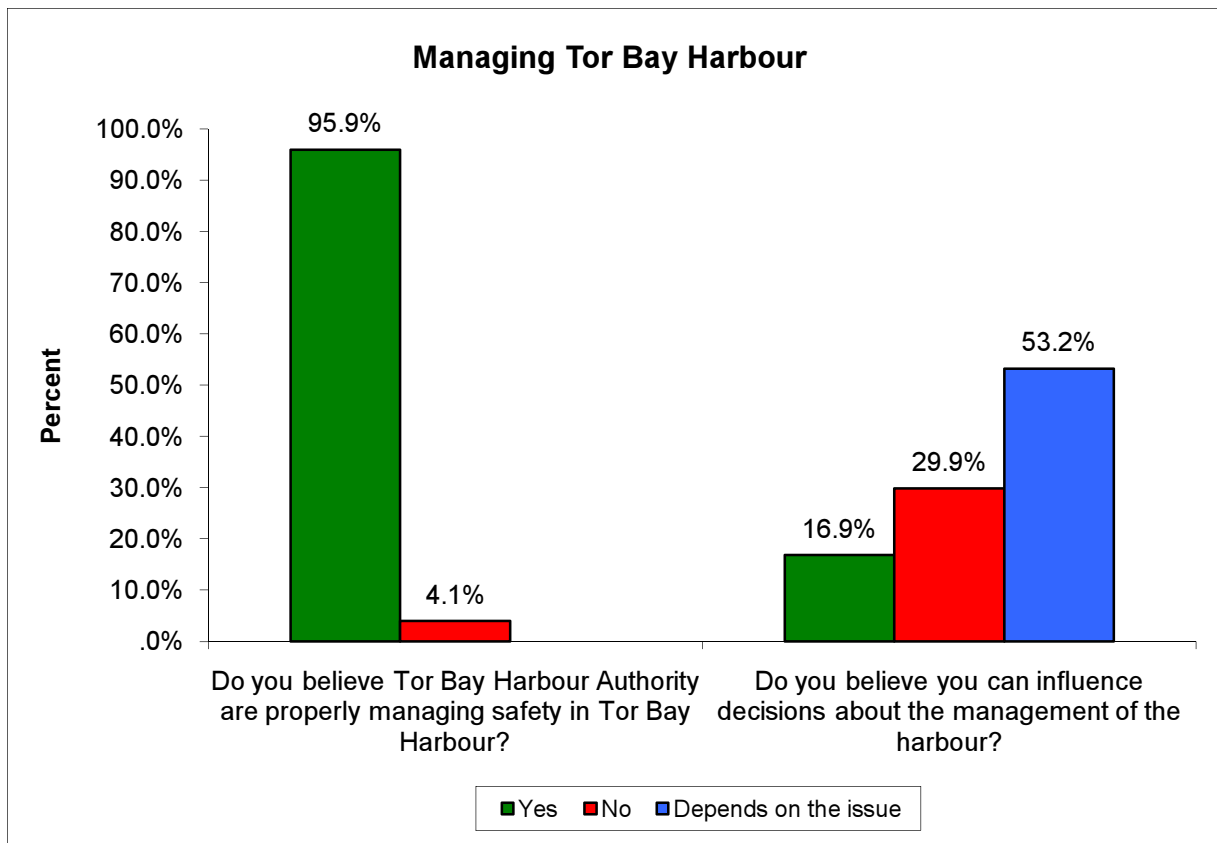


Do you believe Tor Bay Harbour Authority are properly managing safety in Tor Bay Harbour?

| | Number | Percent |
|--------------|-----------|---------------|
| Yes | 71 | 95.9% |
| No | 3 | 4.1% |
| Total | 74 | 100.0% |

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

| | Number | Percent |
|----------------------|-----------|---------------|
| Yes | 13 | 16.9% |
| No | 23 | 29.9% |
| Depends on the issue | 41 | 53.2% |
| Total | 77 | 100.0% |



| <u>Mooring</u> | Number | Percent |
|----------------|-----------|---------------|
| Excellent | 15 | 29.4% |
| Good | 25 | 49.0% |
| Average | 8 | 15.7% |
| Poor | 3 | 5.9% |
| Very poor | 0 | .0% |
| Total | 51 | 100.0% |

| <u>Town Dock (Torquay)</u> | Number | Percent |
|----------------------------|-----------|---------------|
| Excellent | 19 | 44.2% |
| Good | 18 | 41.9% |
| Average | 4 | 9.3% |
| Poor | 1 | 2.3% |
| Very poor | 1 | 2.3% |
| Total | 43 | 100.0% |

| <u>Quayside Berth</u> | Number | Percent |
|-----------------------|-----------|---------------|
| Excellent | 2 | 11.8% |
| Good | 7 | 41.2% |
| Average | 6 | 35.3% |
| Poor | 1 | 5.9% |
| Very poor | 1 | 5.9% |
| Total | 17 | 100.0% |

| <u>Visitor's Pontoon</u> | Number | Percent |
|--------------------------|-----------|---------------|
| Excellent | 7 | 17.9% |
| Good | 20 | 51.3% |
| Average | 7 | 17.9% |
| Poor | 2 | 5.1% |
| Very poor | 3 | 7.7% |
| Total | 39 | 100.0% |

| <u>Boat Park</u> | Number | Percent |
|------------------|-----------|---------------|
| Excellent | 2 | 8.3% |
| Good | 12 | 50.0% |
| Average | 7 | 29.2% |
| Poor | 3 | 12.5% |
| Very poor | 0 | .0% |
| Total | 24 | 100.0% |

| <u>Tender Rack</u> | Number | Percent |
|--------------------|-----------|---------------|
| Excellent | 4 | 13.3% |
| Good | 11 | 36.7% |
| Average | 14 | 46.7% |
| Poor | 0 | .0% |
| Very poor | 1 | 3.3% |
| Total | 30 | 100.0% |

| <u>Courtesy Tenders</u> | Number | Percent |
|-------------------------|-----------|---------------|
| Excellent | 1 | 6.7% |
| Good | 4 | 26.7% |
| Average | 8 | 53.3% |
| Poor | 1 | 6.7% |
| Very poor | 1 | 6.7% |
| Total | 15 | 100.0% |

| <u>Laser Rack</u> | Number | Percent |
|-------------------|----------|---------------|
| Excellent | 0 | .0% |
| Good | 2 | 50.0% |
| Average | 1 | 25.0% |
| Poor | 1 | 25.0% |
| Very poor | 0 | .0% |
| Total | 4 | 100.0% |

| <u>Lockers</u> | Number | Percent |
|----------------|----------|---------------|
| Excellent | 1 | 33.3% |
| Good | 1 | 33.3% |
| Average | 1 | 33.3% |
| Poor | 0 | .0% |
| Very poor | 0 | .0% |
| Total | 3 | 100.0% |

| <u>Winter Storage</u> | Number | Percent |
|-----------------------|-----------|---------------|
| Excellent | 2 | 11.8% |
| Good | 9 | 52.9% |
| Average | 4 | 23.5% |
| Poor | 1 | 5.9% |
| Very poor | 1 | 5.9% |
| Total | 17 | 100.0% |

| Slipway | Number | Percent |
|----------------|---------------|----------------|
| Excellent | 12 | 21.4% |
| Good | 27 | 48.2% |
| Average | 15 | 26.8% |
| Poor | 2 | 3.6% |
| Very poor | 0 | .0% |
| Total | 56 | 100.0% |

| Crane | Number | Percent |
|--------------|---------------|----------------|
| Excellent | 3 | 14.3% |
| Good | 8 | 38.1% |
| Average | 7 | 33.3% |
| Poor | 1 | 4.8% |
| Very poor | 2 | 9.5% |
| Total | 21 | 100.0% |

| Grid | Number | Percent |
|--------------|---------------|----------------|
| Excellent | 1 | 9.1% |
| Good | 5 | 45.5% |
| Average | 5 | 45.5% |
| Poor | 0 | .0% |
| Very poor | 0 | .0% |
| Total | 11 | 100.0% |

| Electricity | Number | Percent |
|--------------------|---------------|----------------|
| Excellent | 4 | 11.4% |
| Good | 15 | 42.9% |
| Average | 6 | 17.1% |
| Poor | 6 | 17.1% |
| Very poor | 4 | 11.4% |
| Total | 51 | 100.0% |

| Water | Number | Percent |
|--------------|---------------|----------------|
| Excellent | 6 | 13.0% |
| Good | 22 | 47.8% |
| Average | 10 | 21.7% |
| Poor | 4 | 8.7% |
| Very poor | 4 | 8.7% |
| Total | 46 | 100.0% |

| CCTV | Number | Percent |
|--------------|---------------|----------------|
| Excellent | 4 | 9.8% |
| Good | 14 | 34.1% |
| Average | 15 | 36.6% |
| Poor | 5 | 12.2% |
| Very poor | 3 | 7.3% |
| Total | 41 | 100.0% |

| Navigation Lights/Marks | Number | Percent |
|------------------------------------|---------------|----------------|
| Excellent | 18 | 27.7% |
| Good | 38 | 58.5% |
| Average | 9 | 13.8% |
| Poor | 0 | .0% |
| Very poor | 0 | .0% |
| Total | 65 | 100.0% |

| Waste Reception Facilities | Number | Percent |
|---------------------------------------|---------------|----------------|
| Excellent | 8 | 15.7% |
| Good | 24 | 47.1% |
| Average | 15 | 29.4% |
| Poor | 1 | 2.0% |
| Very poor | 3 | 5.9% |
| Total | 51 | 100.0% |

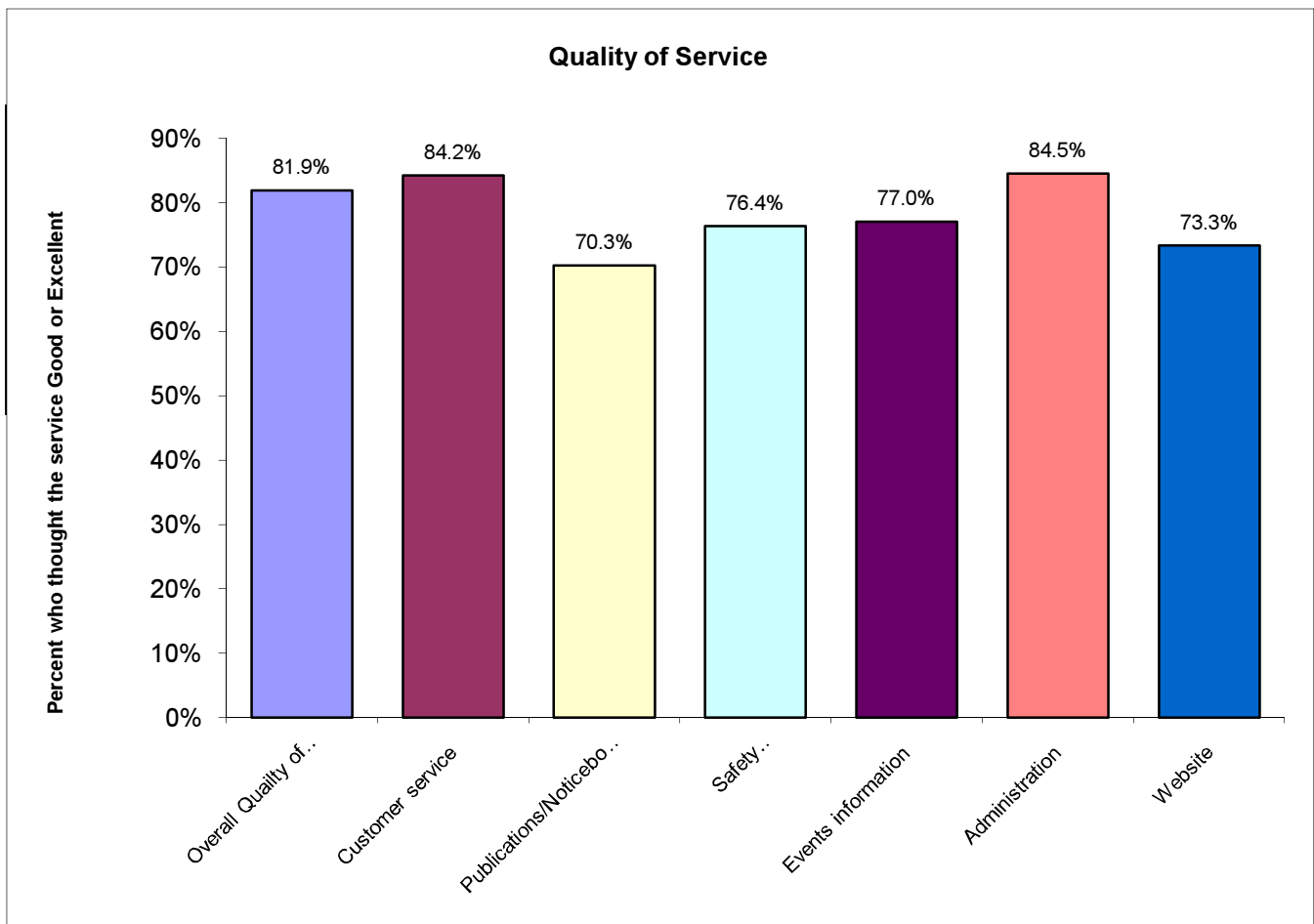
2. General Service Provision

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

| | Number | Percent |
|--------------|-----------|---------------|
| Excellent | 20 | 27.8% |
| Good | 39 | 54.2% |
| Average | 11 | 15.3% |
| Poor | 1 | 1.4% |
| Very poor | 1 | 1.4% |
| Total | 72 | 100.0% |

In addition, please rate the following individual services

| Please rate the following facilities and infrastructure | Excellent or Good | Poor or very poor |
|---|-------------------|-------------------|
| | Percent | Percent |
| Customer service | 84.2% | 2.6% |
| Publications/Noticeboard | 70.3% | 4.1% |
| Safety information/signage | 76.4% | 1.4% |
| Events information | 77.0% | 5.4% |
| Administration | 84.5% | 1.4% |
| Website | 73.3% | 11.1% |



Do you have access to the internet?

| | Number | Percent |
|--------------|-----------|---------------|
| Yes | 68 | 89.5% |
| No | 8 | 10.5% |
| Total | 76 | 100.0% |

Have you used the Tor Bay Harbour website?

| | Number | Percent |
|--------------|-----------|---------------|
| Yes | 20 | 27.8% |
| No | 1 | 1.4% |
| Total | 72 | 100.0% |

If so, how would you rate the Tor Bay Harbour website?

| | Number | Percent |
|--------------|-----------|---------------|
| Excellent | 7 | 15.6% |
| Good | 26 | 57.8% |
| Average | 7 | 15.6% |
| Poor | 4 | 8.9% |
| Very poor | 1 | 2.2% |
| Total | 45 | 100.0% |

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

| | Number | Percent |
|-----------------|-----------|---------------|
| Much better | 7 | 9.6% |
| Slightly better | 22 | 30.1% |
| The same | 42 | 57.5% |
| Slightly worse | 2 | 2.7% |
| Much worse | 0 | .0% |
| Total | 73 | 100.0% |

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

| | Number | Percent |
|--------------|-----------|---------------|
| Yes | 41 | 54.7% |
| No | 14 | 18.7% |
| Don't know | 20 | 26.7% |
| Total | 75 | 100.0% |

Please state any extra services you would like us to provide

A space on the events pontoon with short term berthing to pick up and drop off

A webcam which enabled us to see our boat when at home

Better fuel for availability

Better loading and off loading of craft. Town pontoon always chock a block with motored vessels etc.

CCTV to cover all finger pontoons

Could the Brixham Yacht Club tanz be used for any harbour user (with a small charge)

Council crane

Electricity & water on all pontoons no problem paying extra for usage

Electricity and water

Everything seems o.k.

Fine users on punt mooring £50

I would like pontoons in the inner harbour but not managed by MDL as they charge too much & I could not afford to sail

Individual water & electric pontoon berths (town dock)

It would be nice to have electricity on the pontoons but not at a substantial cost

Keep pontoons clear of seagull debris/droppings

More water/electricity parts on pontoons

Northern arm to shelter against winds

Parking permits bought annually and added to mooring fee

Pontoon berths on harbour

Public winter storage or maintenance yard for berth holders

Satisfied thanks

Water & electric on town dock

Water & power to pontoons

Water is essential/electricity would be nice

Water on town dock

Water points & electricity points

Water tap on 2 would be good!!

Water/electricity access on all of town dock Torquay

Would you be prepared to pay a supplement for additional services?

| | Number | Percent |
|--------------|-----------|---------------|
| Yes | 22 | 35.5% |
| No | 40 | 64.5% |
| Total | 62 | 100.0% |

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

| | Number | Percent |
|--------------|-----------|---------------|
| Agree | 42 | 70.0% |
| Disagree | 18 | 30.0% |
| Total | 60 | 100.0% |

Please comment generally on any hours at any harbour

Adequate for my use

Customers want to make the most of the summer evenings and like to stay out until 9 or 10pm. It will be frustrating if the sill is closed at 20.00

Daylight hours in the summer coupled with the parking issues needs greater cover not less

Disappointing to see hours reduced however if cuts have to be made it can't be helped

Don't like reductions in services

Fees too high as constantly asked to move our boat for big boat storage/marquees/events

Good at Paignton

Hours during the summer should be increased!

It won't really affect me so I have not answered. We all appreciate the need to manage cash

My only concern is access to the inner harbour. The service I receive is excellent

Not an issue

Not to do with hours, but just wanted to say how much we enjoy keeping our boat at town dock. Thank you

O.k. for owner use

O.k.

Paignton house fine

PSC summer sailing carries on till 8-9pm same for cabs or seated so hours should not be reduced at Paignton though could start at 8:00

Public usage of the harbours in the high season spans a large part of the day. The harbour authority should be strictly policing the behaviour of the public using the facilities and therefore the operational hours should be maintained at the current level

Very pleased with the support given by john at Paignton.

What is needed is barrier up after hours at Torquay on that basis the hours are not important.

Why reduce hours at the busiest time of the year

With the coming summer it is essential for inner harbour users to have maximum use of their facility & therefore officers able to operate the bridge or better/more holding pontoons in the outer harbour free of charge

| <u>Customer service</u> | Number | Percent |
|-------------------------|-----------|---------------|
| Excellent | 15 | 29.4% |
| Good | 25 | 49.0% |
| Average | 8 | 15.7% |
| Poor | 3 | 5.9% |
| Very poor | 0 | .0% |
| Total | 51 | 100.0% |

| <u>Publications / Noticeboard</u> | Number | Percent |
|-----------------------------------|-----------|---------------|
| Excellent | 19 | 44.2% |
| Good | 18 | 41.9% |
| Average | 4 | 9.3% |
| Poor | 1 | 2.3% |
| Very poor | 1 | 2.3% |
| Total | 43 | 100.0% |

| <u>Safety information / signage</u> | Number | Percent |
|-------------------------------------|-----------|---------------|
| Excellent | 2 | 11.8% |
| Good | 7 | 41.2% |
| Average | 6 | 35.3% |
| Poor | 1 | 5.9% |
| Very poor | 1 | 5.9% |
| Total | 17 | 100.0% |

| <u>Events information</u> | Number | Percent |
|---------------------------|-----------|---------------|
| Excellent | 7 | 17.9% |
| Good | 20 | 51.3% |
| Average | 7 | 17.9% |
| Poor | 2 | 5.1% |
| Very poor | 3 | 7.7% |
| Total | 39 | 100.0% |

| <u>Administration</u> | Number | Percent |
|-----------------------|-----------|---------------|
| Excellent | 2 | 8.3% |
| Good | 12 | 50.0% |
| Average | 7 | 29.2% |
| Poor | 3 | 12.5% |
| Very poor | 0 | .0% |
| Total | 24 | 100.0% |

3. Future Payment Methods

How would you like to be able to pay for berth fees and services?

| Multiple choice | Number | Percent |
|-------------------|--------|---------|
| Cheque | 38 | 51.4% |
| Credit/Debit Card | 32 | 43.2% |
| Internet Banking | 18 | 24.3% |
| Online Payments | 16 | 21.6% |
| Cash | 11 | 14.9% |
| PayPoint | 0 | .0% |

4. Hearing from us

How would you like us to let you know about events and issues?

| Multiple choice | Number | Percent |
|------------------------|--------|---------|
| Email | 11 | 67.6% |
| By post | 38 | 40.8% |
| Website | 32 | 18.3% |
| Noticeboards | 0 | 12.7% |
| FaceBook / Twitter | 0 | .0% |
| Other (Please specify) | 0 | .0% |

Respondent Profile

Gender

| | Number | Percent |
|--------------|-----------|---------------|
| Male | 73 | 96.1% |
| Female | 3 | 3.9% |
| Total | 76 | 100.0% |

Age

| | Number | Percent |
|--------------|-----------|---------------|
| 0-15 | 0 | .0% |
| 16-24 | 0 | .0% |
| 25-34 | 0 | .0% |
| 35-44 | 7 | 9.0% |
| 45-54 | 16 | 20.5% |
| 55-64 | 26 | 33.3% |
| 65-74 | 25 | 32.1% |
| 75+ | 4 | 5.1% |
| Total | 78 | 100.0% |

Respondents home address

| | Number | Percent |
|---------------|-----------|---------------|
| Torquay | 34 | 49.3% |
| Paignton | 14 | 20.3% |
| Brixham | 9 | 13.0% |
| Torbay | 57 | 82.6% |
| Devon | 7 | 10.1% |
| Outside Devon | 5 | 7.2% |
| Total | 69 | 100.0% |

Respondents home port

| | Number | Percent |
|--------------|-----------|---------------|
| Brixham | 14 | 19.2% |
| Paignton | 15 | 20.5% |
| Torquay | 44 | 60.3% |
| Other | 0 | .0% |
| Total | 73 | 100.0% |

Disability

| | Number | Percent |
|--------------|-----------|---------------|
| Yes | 8 | 10.7% |
| No | 67 | 89.3% |
| Total | 76 | 100.0% |

If you have a disability how does it affect you?

| (multiple choice) | Number | Percent |
|-------------------|----------|-------------|
| My hearing | 3 | 3.8% |
| My mobility | 4 | 5.1% |
| My vision | 0 | .0% |
| Another way | 0 | .0% |
| Total | 7 | 8.9% |