

Toll Payers Questionnaire

1. Please complete the following details (your owner reference can be found at the top right corner of your toll account):			Response Percent	Response Count
Name	<input type="text"/>		100.0%	1,293
Owner Ref No. - BA0...	<input type="text"/>		100.0%	1,293
Home Postcode	<input type="text"/>		100.0%	1,293
		<i>answered question</i>		1,293
		<i>skipped question</i>		0

2. What type of boat (s) do you own? (Please enter number of boats in relevant boxes. See toll account for size of boats)

Small (less than 5m2)

	0	1	2	3	4	5	6	7	8	9	10	More than
Powered	8.6% (16)	85.5% (159)	2.2% (4)	2.7% (5)	0.5% (1)	0.5% (1)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0%
Unpowered	3.9% (13)	75.3% (250)	12.3% (41)	4.8% (16)	1.5% (5)	0.9% (3)	0.3% (1)	0.3% (1)	0.3% (1)	0.0% (0)	0.0% (0)	0.3%

Medium (5m2 – 13 m2)

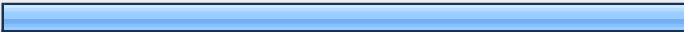
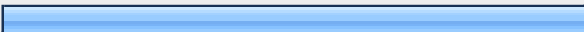
	0	1	2	3	4	5	6	7	8	9	10	More than
Powered	4.3% (18)	88.4% (374)	2.6% (11)	0.0% (0)	1.2% (5)	0.5% (2)	0.2% (1)	0.2% (1)	0.2% (1)	0.5% (2)	1.2% (5)	0.7%
Unpowered	8.1% (13)	78.8% (126)	7.5% (12)	3.1% (5)	0.6% (1)	0.0% (0)	0.0% (0)	0.6% (1)	0.0% (0)	0.0% (0)	0.0% (0)	1.3%

Large (over 13 m2)

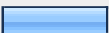
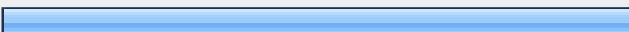
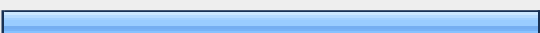
	0	1	2	3	4	5	6	7	8	9	10	More than
Powered	1.9% (11)	92.4% (545)	0.7% (4)	0.5% (3)	0.0% (0)	0.2% (1)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	4.4% (26)
Unpowered	33.3% (15)	64.4% (29)	0.0% (0)	2.2% (1)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0%


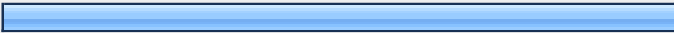
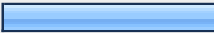
answered question



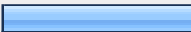
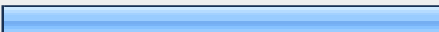
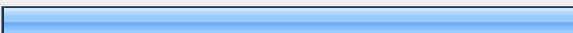
3. Do you think the present charges between small and large boats are fair?

		Response Percent	Response Count
Yes		54.0%	670
No		46.0%	570
		<i>answered question</i>	1,240
		<i>skipped question</i>	53




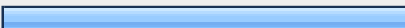

4. How much do you think smaller boats should pay compared to the current toll?

		Response Percent	Response Count
More		8.1%	100
Same		49.5%	610
Less		42.4%	522
		<i>answered question</i>	1,232
		<i>skipped question</i>	61




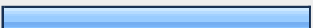

5. How much do you think larger boats should pay compared to the current toll?			Response Percent	Response Count
More			29.9%	369
Same			53.3%	658
Less			16.8%	208
			<i>answered question</i>	1,235
			<i>skipped question</i>	58

6. Canoe paying £25.86 in 2009/10			Response Percent	Response Count
Over £40			1.6%	17
£35			3.4%	37
£30			15.1%	164
£25			34.6%	375
Under £20			45.2%	490
			<i>answered question</i>	1,083
			<i>skipped question</i>	210





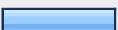
7. 5m2 Dinghy paying £43.60 in 2009/10

		Response Percent	Response Count
Over £50		2.1%	23
£50		7.7%	83
£45		27.3%	296
£35		32.0%	347
Under £35		30.9%	335
		<i>answered question</i>	1,084
		<i>skipped question</i>	209



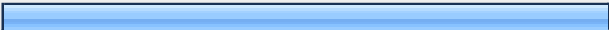
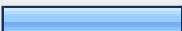

8. 5m2 Motor boat paying £87.20 in 2009/10

		Response Percent	Response Count
Over £100		3.4%	37
£100		14.8%	159
£90		44.6%	479
£70		24.1%	259
Under £70		13.0%	140
		<i>answered question</i>	1,074
		<i>skipped question</i>	219




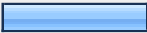

9. 18m2 Auxiliary yacht paying £130.56 in 2009/10

		Response Percent	Response Count
Over £160		8.8%	93
£160		17.9%	190
£135		45.6%	484
£120		19.1%	203
Under £120		8.7%	92
		answered question	1,062
		skipped question	231

10. 11m2 Motor boat paying £127.88 in 2009/10

		Response Percent	Response Count
Over £150		10.6%	113
£150		22.1%	236
£130		47.9%	512
£110		13.9%	149
Under £110		5.5%	59
		<i>answered question</i>	1,069
		<i>skipped question</i>	224

11. 25m2 Motor boat paying £222.80 in 2009/10

		Response Percent	Response Count
Over £250		19.2%	207
£250		25.9%	280
£230		33.5%	361
£210		11.2%	121
Under £210		10.2%	110
		<i>answered question</i>	1,079
		<i>skipped question</i>	214

12. 38m2 Motor boat paying £310.94 in 2009/10			Response Percent	Response Count
Over £350			34.8%	378
£350			22.0%	239
£320			26.0%	282
£300			9.1%	99
Under £300			8.1%	88
			<i>answered question</i>	1,086
			<i>skipped question</i>	207

13. Do you have any other comments about the tolls system?			Response Count
			709
			<i>answered question</i>
			709
			<i>skipped question</i>
			584

14. Dredging

		Response Percent	Response Count
High Priority		62.2%	758
Medium Priority		32.0%	390
Low Priority		5.0%	61
Not a Priority		0.7%	9
		Comment	153
		<i>answered question</i>	1,218
		<i>skipped question</i>	75

15. Free 24-hour moorings			Response Percent	Response Count
High Priority			37.9%	468
Medium Priority			37.5%	463
Low Priority			18.9%	233
Not a Priority			5.7%	71
			Comment	133
			<i>answered question</i>	1,235
			<i>skipped question</i>	58

16. Facilities at moorings			Response Percent	Response Count
High Priority			23.5%	288
Medium Priority			36.7%	451
Low Priority			28.2%	346
Not a Priority			11.6%	143
			Comment	138
			<i>answered question</i>	1,228
			<i>skipped question</i>	65

17. Improved water quality			Response Percent	Response Count
High Priority			43.6%	531
Medium Priority			38.8%	472
Low Priority			11.9%	145
Not a Priority			5.7%	69
			Comment	94
			<i>answered question</i>	1,217
			<i>skipped question</i>	76






18. Bank side tree and scrub clearance			Response Percent	Response Count
High Priority			32.5%	401
Medium Priority			43.8%	539
Low Priority			18.7%	230
Not a Priority			5.0%	62
			Comment	110
			<i>answered question</i>	1,232
			<i>skipped question</i>	61

19. Patrolling			Response Percent	Response Count
High Priority			28.2%	345
Medium Priority			46.7%	571
Low Priority			20.7%	253
Not a Priority			4.3%	53
			Comment	101
			<i>answered question</i>	1,222
			<i>skipped question</i>	71

20. Enforcement of byelaws			Response Percent	Response Count
High Priority			33.4%	407
Medium Priority			44.5%	543
Low Priority			17.8%	217
Not a Priority			4.3%	53
			Comment	96
			<i>answered question</i>	1,220
			<i>skipped question</i>	73

21. Access for small craft			Response Percent	Response Count
High Priority			26.8%	326
Medium Priority			38.4%	467
Low Priority			24.9%	302
Not a Priority			9.9%	120
			Comment	89
			<i>answered question</i>	1,215
			<i>skipped question</i>	78

22. What do you think of the Authority's performance in terms of offering toll payers good value for money?

		Response Percent	Response Count
Excellent		6.4%	79
Good		39.2%	481
Fair		34.6%	425
Poor		17.8%	219
Don't Know		2.0%	24
		<i>answered question</i>	1,228
		<i>skipped question</i>	65

23. Please indicate to what extent you agree or disagree with each of the statements below.

	Strongly agree	Tend to agree	Neither agree or disagree	Tend to disagree	Strongly disagree	Don't know	Response Count
The Authority listens to the concerns of toll payers	4.9% (60)	31.8% (390)	29.4% (361)	15.7% (192)	9.5% (116)	8.7% (107)	1,226
The Authority lets toll payers know what it is doing	15.0% (186)	61.2% (757)	13.3% (165)	6.8% (84)	2.5% (31)	1.1% (13)	1,236
I know the full range of services that the Authority offers	6.4% (78)	37.9% (463)	29.0% (355)	15.5% (189)	4.3% (52)	7.0% (86)	1,223
I know how to contact the Authority when I need help or information	31.1% (384)	55.1% (680)	7.9% (97)	3.1% (38)	1.0% (12)	1.9% (23)	1,234
The Authority provides a good response when I request help or information	15.5% (189)	27.8% (340)	29.3% (358)	4.7% (58)	3.3% (40)	19.4% (237)	1,222
The Authority is remote and impersonal	5.7% (69)	17.6% (214)	29.7% (360)	27.4% (332)	14.2% (172)	5.4% (66)	1,213
The Authority does a good job	11.2% (136)	49.9% (603)	20.9% (253)	10.2% (123)	6.0% (72)	1.8% (22)	1,209
	answered question						1,247
	skipped question						46

24. More of		Response Count
		916
	<i>answered question</i>	916
	<i>skipped question</i>	377

25. Less of		Response Count
		406
	<i>answered question</i>	406
	<i>skipped question</i>	887

26. Start doing		Response Count
		565
	<i>answered question</i>	565
	<i>skipped question</i>	728

27. Stop doing

		Response Count
		316
	<i>answered question</i>	316
	<i>skipped question</i>	977