

Jersey Boat Owners Annual Satisfaction Survey - Year on Year: 2014-2019

Number of completed surveys received

	2014	2016	2017	2018	2019
	445	173	335	206	273

Respondent's Age

Age	2014	2016	2017	2018	2019
16 - 24	0%	1%	1%	1%	2%
25 - 35	4%	2%	4%	6%	6%
35 - 44	11%	9%	8%	14%	11%
45 - 54	26%	29%	23%	23%	19%
55 - 64	31%	32%	34%	32%	36%
65+	28%	26%	30%	26%	27%

Are you a Jersey resident?

	2014	2016	2017	2018	2019
Yes	95%	93%	54%	91%	93%
No	5%	7%	46%	9%	7%

What type of vessel do you own?

	2014	2016	2017	2018	2019
Sailing yacht	30%	31%	34%	26%	25%
Motorboat	68%	62%	61%	73%	73%
Other	2%	7%	5%	2%	2%

What is your vessel's engine type?

	2014	2016	2017	2018	2019
Petrol	34%	21%	76%	36%	38%
Diesel	65%	78%	23%	63%	62%
N/A	1%	1%	1%	1%	2%

What is the age of your vessel?

	2014	2016	2017	2018	2019
< one year	1%	4%	3%	4%	3%
1 - 5 yrs	14%	13%	10%	13%	19%
6 - 9 yrs	22%	21%	22%	17%	14%
10+ yrs	63%	62%	66%	66%	64%

Is your vessel locally insured?

	2014	2016	2017	2018	2019
Yes	69%	63%	41%	67%	66%
No	31%	38%	59%	33%	34%

Where is your vessel berthed?

	2014	2016	2017	2018	2019
Elizabeth	36%	41%	30%	39%	31%
La Collette	8%	13%	4%	7%	7%
St Helier	13%	17%	12%	16%	22%
Old St Helier	18%	15%	14%	17%	14%
Outlying	25%	14%	40%	22%	11%

What type of contract do you have?

	2014	2016	2017	2018	2019
Summer	2%	3%	9%	2%	2%
Winter	2%	3%	2%	2%	2%
Annual	96%	94%	89%	94%	94%

Where do you refuel your vessel?

	2014	2016	2017	2018	2019
Marina Fuel 24/7	11%	6%	27%	20%	16%
Elizabeth	27%	20%	22%	30%	26%
Victoria	40%	55%	51%	53%	53%
Other	22%	20%	46%	22%	14%

Are you a member of a boating association/yacht club?

	2014	2016	2017	2018	2019
Yes	78%	80%	66%	74%	78%
No	22%	20%	34%	26%	22%

Do you hold a specific boating qualification?

	2014	2016	2017	2018	2019
Yes	73%	83%	76%	88%	80%
No	27%	17%	24%	12%	20%

Do you use any marina websites/apps?

	2014	2016	2017	2018	2019
Yes	73%	83%	62%	90%	64%
No	27%	17%	38%	10%	36%

Which marine media/publication do you find particularly useful?

	2014	2016	2017	2018	2019
Boating mags	21%	70%	55%	N/A	22%
Local publications	47%	13%	28%	78%	71%
PoJ media	32%	17%	28%	55%	33%

Do you access the Pump-Out Service?

	2014	2016	2017	2018	2019
Yes	7%	9%	11%	7%	10%
No	93%	91%	89%	93%	90%

Do you use a Gardienne service?

	2014	2016	2017	2018	2019
Yes	6%	4%	7%	10%	14%
No	94%	96%	93%	90%	86%

Do you carry out your own anti-fouling?

	2014	2016	2017	2018	2019
Yes	66%	58%	58%	58%	61%
No	34%	42%	42%	42%	39%

Cleanliness

Facilities	2014	2016	2017	2018	2019
Satisfied	98%	88%	86%	74%	95%
Dissatisfied	2%	2%	3%	7%	3%

Pontoons	2014	2016	2017	2018	2019
Satisfied	93%	86%	86%	82%	94%
Dissatisfied	7%	7%	8%	7%	5%

Public areas/walkways	2014	2016	2017	2018	2019
Satisfied	94%	87%	94%	85%	90%
Dissatisfied	6%	4%	2%	8%	8%

Harbours - marina	2014	2016	2017	2018	2019
Satisfied	89%	74%	78%	74%	94%
Dissatisfied	11%	10%	4%	6%	6%

Harbours - quays	2014	2016	2017	2018	2019
Satisfied	83%	66%	75%	72%	86%
Dissatisfied	17%	11%	8%	12%	11%

Marina Maintenance

Lighting	2014	2016	2017	2018	2019
Satisfied	97%	90%	87%	80%	97%
Dissatisfied	3%	1%	3%	3%	2%

Plumbing	2014	2016	2017	2018	2019
Satisfied	96%	84%	91%	77%	96%
Dissatisfied	3%	2%	2%	6%	4%

Weeding	2014	2016	2017	2018	2019
Satisfied	80%	66%	74%	67%	87%
Dissatisfied	20%	2%	6%	13%	3%

Pontoons	2014	2016	2017	2018	2019
Satisfied	91%	83%	87%	74%	92%
Dissatisfied	9%	8%	7%	10%	7%

Facilities	2014	2016	2017	2018	2019
Satisfied	93%	86%	90%	78%	92%
Dissatisfied	7%	3%	2%	6%	6%

Services Provided

Trolley availability	2014	2016	2017	2018	2019
Satisfied	60%	61%	61%	58%	71%
Dissatisfied	40%	43%	15%	20%	29%

Recycling sites	2014	2016	2017	2018	2019
Satisfied	84%	74%	71%	74%	76%
Dissatisfied	16%	4%	13%	12%	23%

Parking	2014	2016	2017	2018	2019
Satisfied	30%	41%	37%	36%	46%
Dissatisfied	70%	46%	34%	52%	54%

Launderette	2014	2016	2017	2018	2019
Satisfied	94%	40%	51%	38%	88%
Dissatisfied	6%	3%	3%	3%	11%

Wi Fi access	2014	2016	2017	2018	2019
Satisfied	67%	40%	48%	39%	48%
Dissatisfied	33%	32%	31%	31%	54%

Access to holding pontoons	2014	2016	2017	2018	2019
Satisfied	54%	42%	57%	46%	66%
Dissatisfied	46%	29%	24%	36%	34%

Marine Leisure Centre

Opening hours	2014	2016	2017	2018	2019
Satisfied	96%	75%	80%	85%	97%
Dissatisfied	4%	7%	3%	2%	-

Staff helpfulness	2014	2016	2017	2018	2019
Satisfied	94%	89%	86%	90%	98%
Dissatisfied	6%	1%	3%	1%	-

Telephone response	2014	2016	2017	2018	2019
Satisfied	90%	67%	68%	74%	96%
Dissatisfied	10%	7%	3%	6%	4%

Problem solving	2014	2016	2017	2018	2019
Satisfied	91%	75%	74%	79%	79%
Dissatisfied	9%	5%	4%	7%	7%

Website content	2014	2016	2017	2018	2019
Satisfied	92%	70%	71%	72%	93%
Dissatisfied	8%	3%	5%	7%	7%

Ends

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