

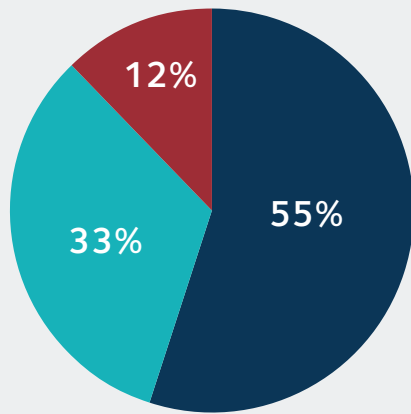


# 2024 Boat Owners Survey

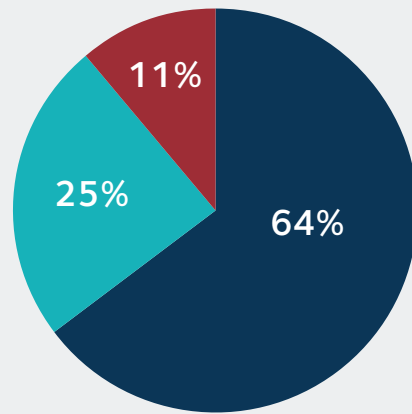
Jersey Marinas



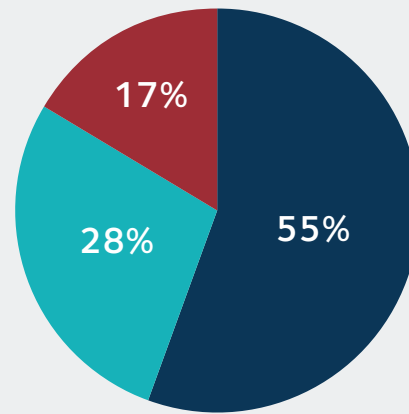
**JERSEY  
MARINAS**



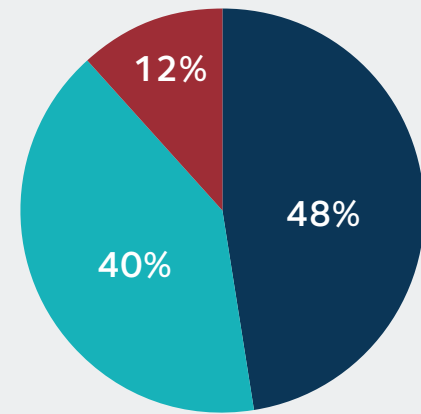
Opening hours



Customer service



Telephone response

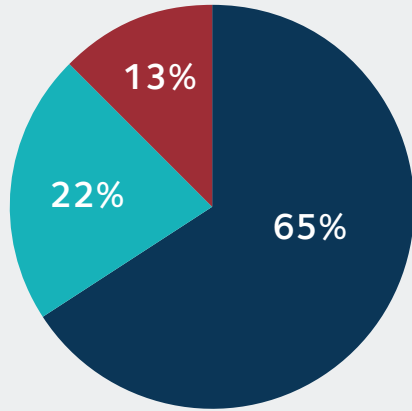


Website content and layout

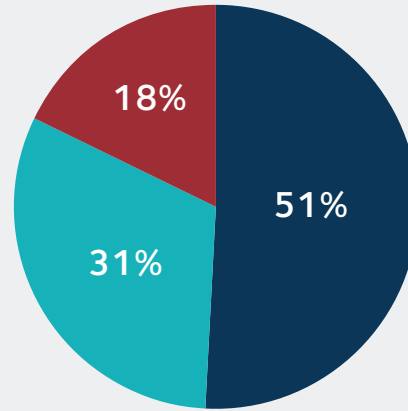
■ Dissatisfied   ■ Satisfied   ■ Very satisfied

## Marina cleanliness

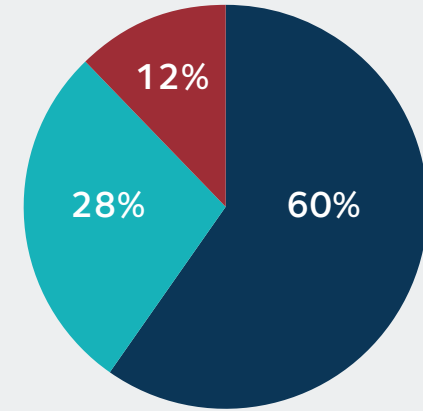
Customer Satisfaction Survey for Leisure Boat Owners



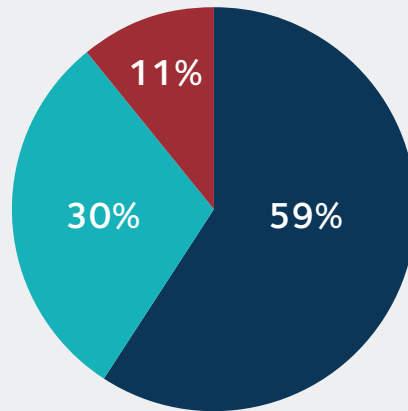
Facilities (e.g. toilets, showers)



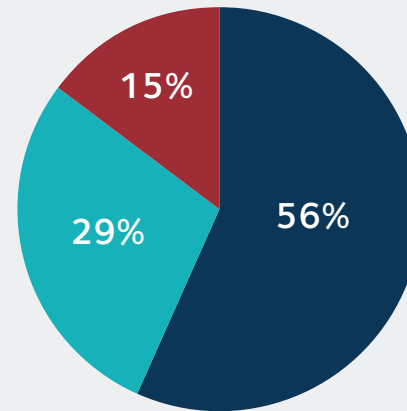
Marina



Pontoons



Public areas/walkways

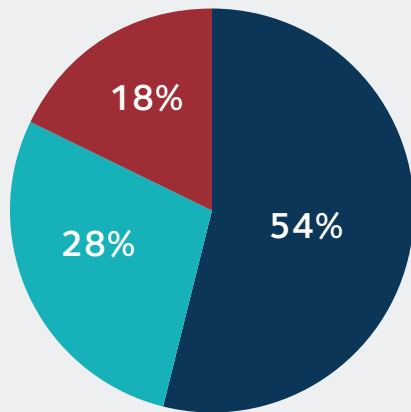


Access to refuse bins

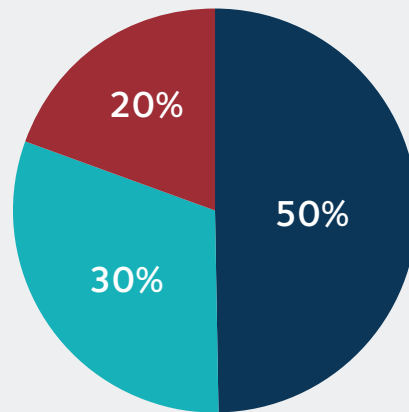
■ Dissatisfied   ■ Satisfied   ■ Very satisfied

## Marina maintenance

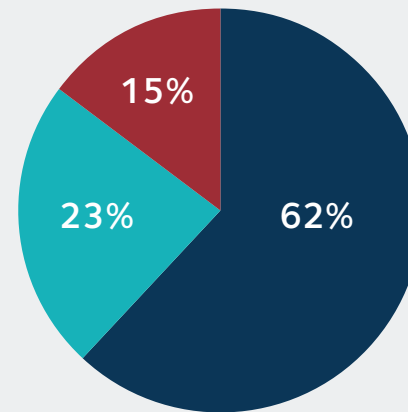
Customer Satisfaction Survey for Leisure Boat Owners



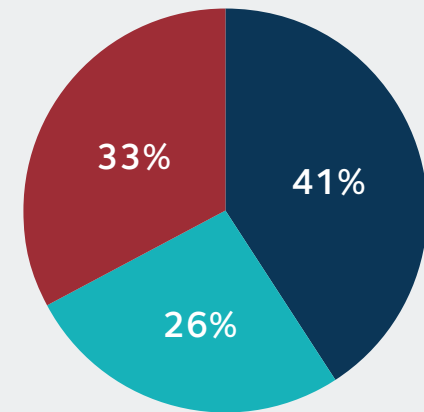
Lighting



Pontoons



Services (water & electric)

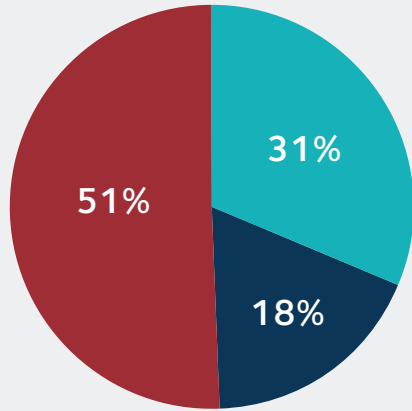


Response to reported maintenance issues

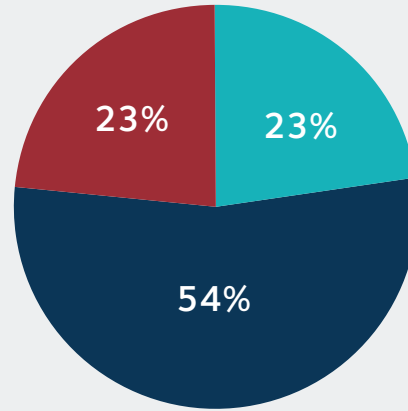
■ Dissatisfied   ■ Satisfied   ■ Very satisfied

## Marina services

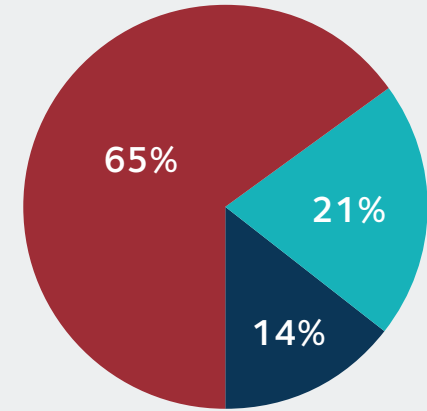
## Customer Satisfaction Survey for Leisure Boat Owners



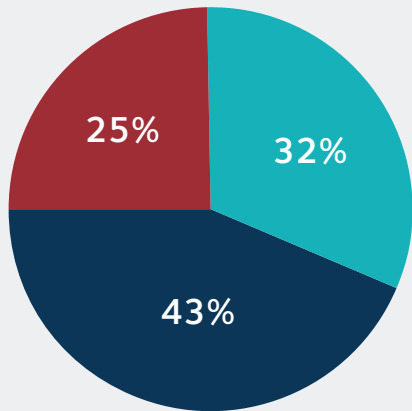
Availability of holding pontoons



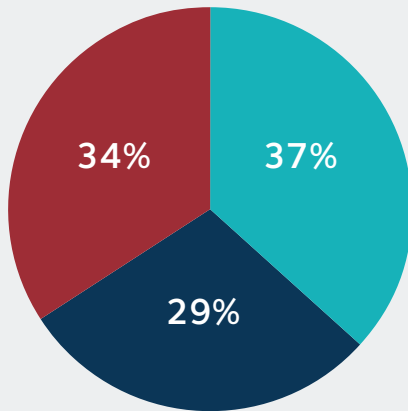
Launderette



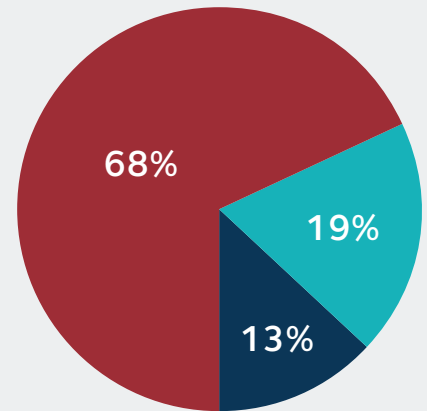
Parking



Recycling sites



Trolley availability

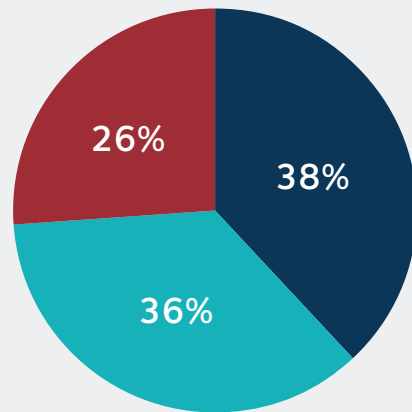


Wifi access

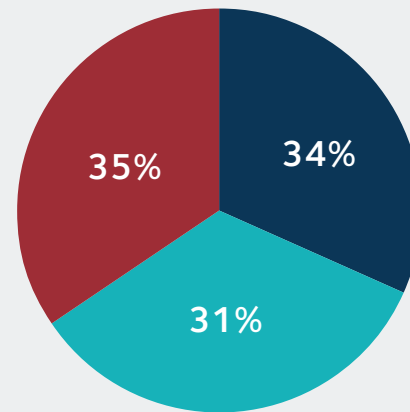
■ Dissatisfied   ■ Satisfied   ■ Very satisfied

## Harbour facilities

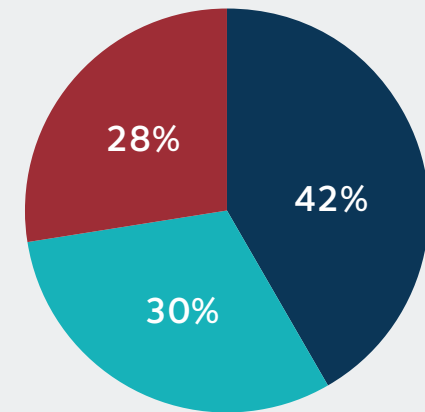
Customer Satisfaction Survey for Leisure Boat Owners



Drying pads/blocks

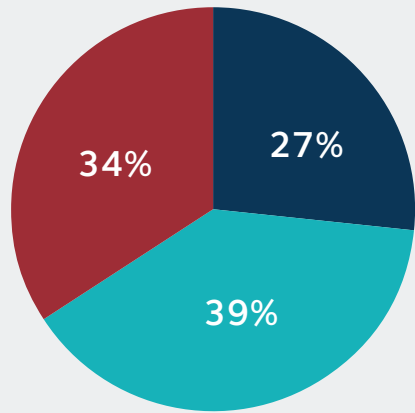


Elizabeth Marina pump out service

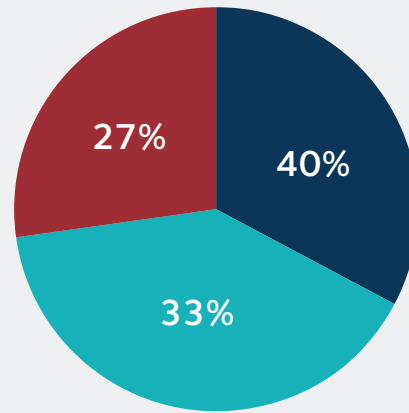


Boat hoisting operations

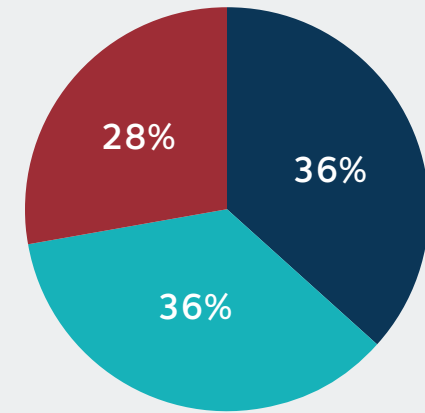
■ Dissatisfied   ■ Satisfied   ■ Very satisfied



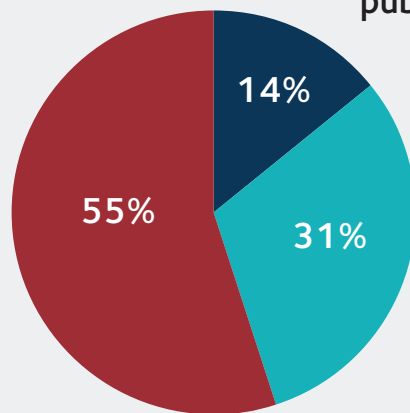
Availability of moorings



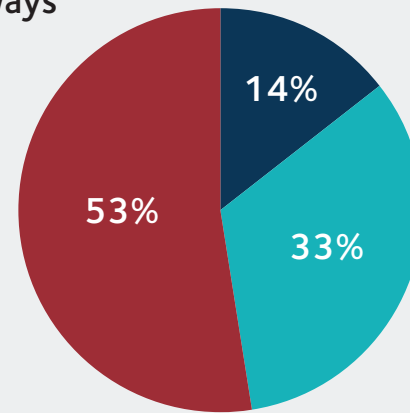
Cleanliness of public areas/walkways



Access



Parking



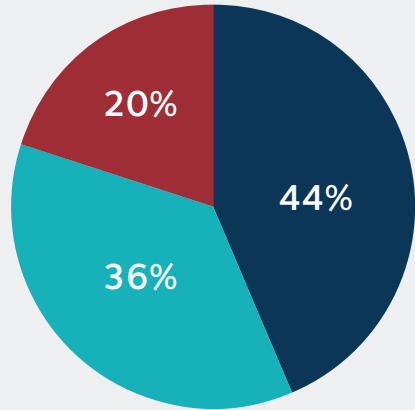
Availability of dinghy storage

■ Dissatisfied   ■ Satisfied   ■ Very satisfied

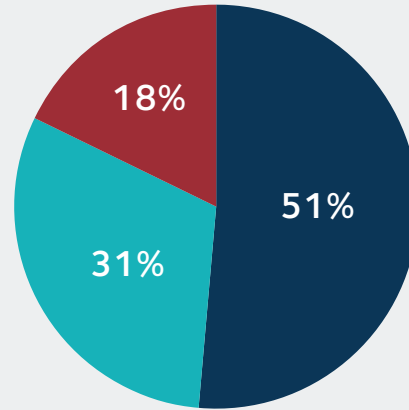


## Services provided by local businesses

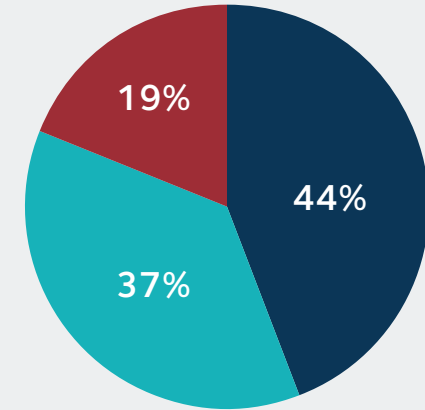
Customer Satisfaction Survey for Leisure Boat Owners



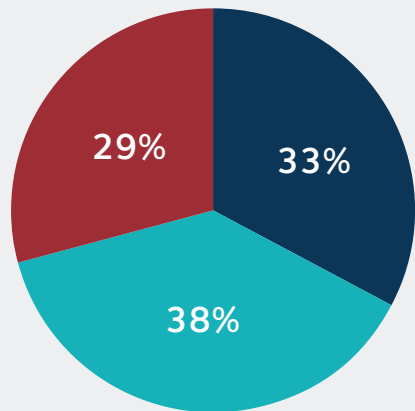
Repair and Maintenance



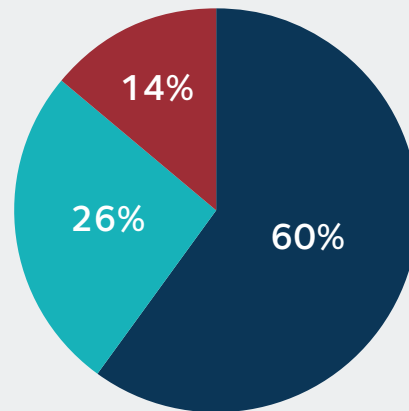
Engine maintenance



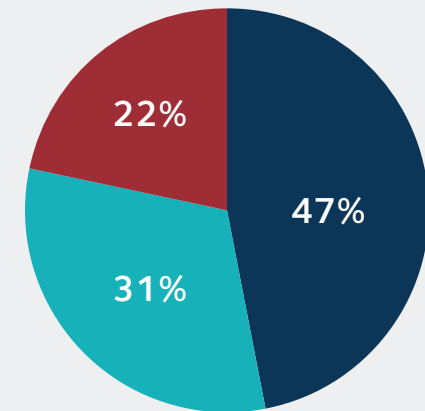
General cleaning



Electronics



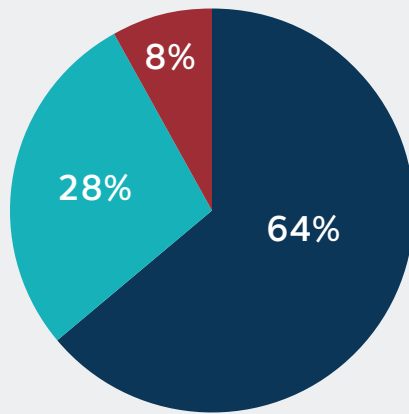
Re-fuelling stations



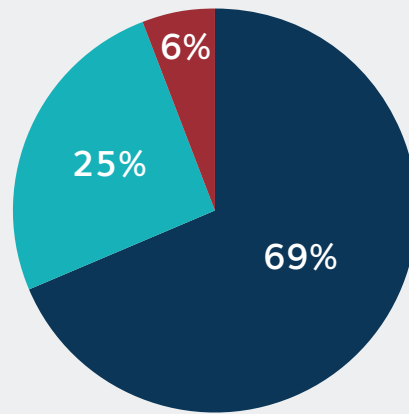
Boat hoisting operations

■ Dissatisfied   ■ Satisfied   ■ Very satisfied

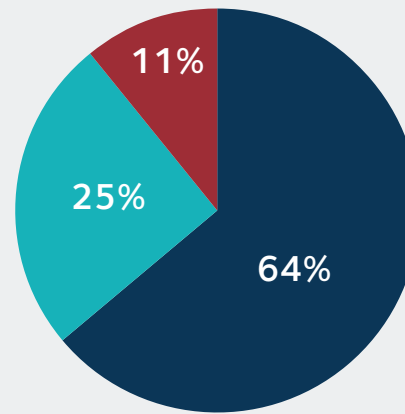




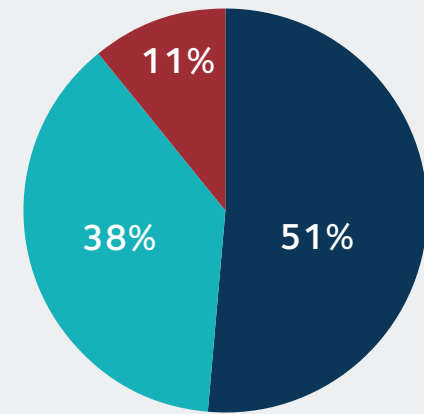
Opening hours



Customer service

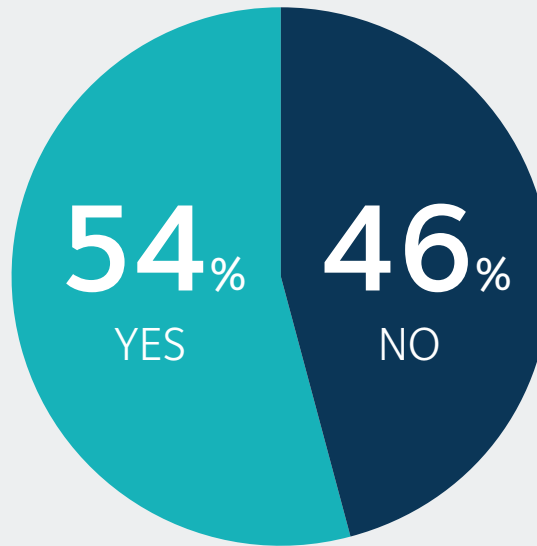


Telephone response



Website content and layout

■ Dissatisfied    ■ Satisfied    ■ Very satisfied



Value for money

**49%**

**of respondents were satisfied with their current berthing/mooring arrangement**

*The remaining respondents thought the following services would be an improvement*



**18%**

Dry stacking

**23%**

A serviced drying mooring

(i.e inclusive of ropes/chains and inspection/replacement schedule)

**26%**

Pontoon berth in drying harbour

**20%**

A package service in conjunction with marine traders (launching, recovering, cleaning)

**7%**

Premium membership service

**6%**

Mooring or berth with increased environmental/sustainability credentials