



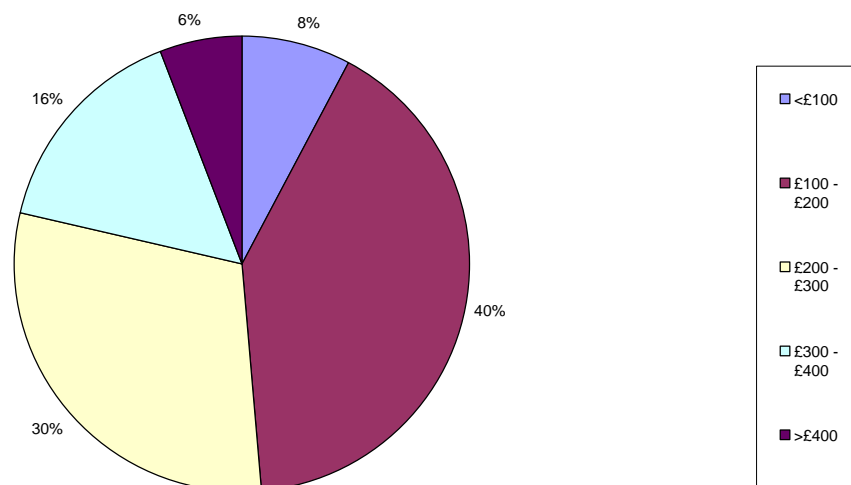
# FALMOUTH HARBOUR COMMISSIONERS

## LEISURE SERVICES CUSTOMER SATISFACTION QUESTIONNAIRE RESULTS

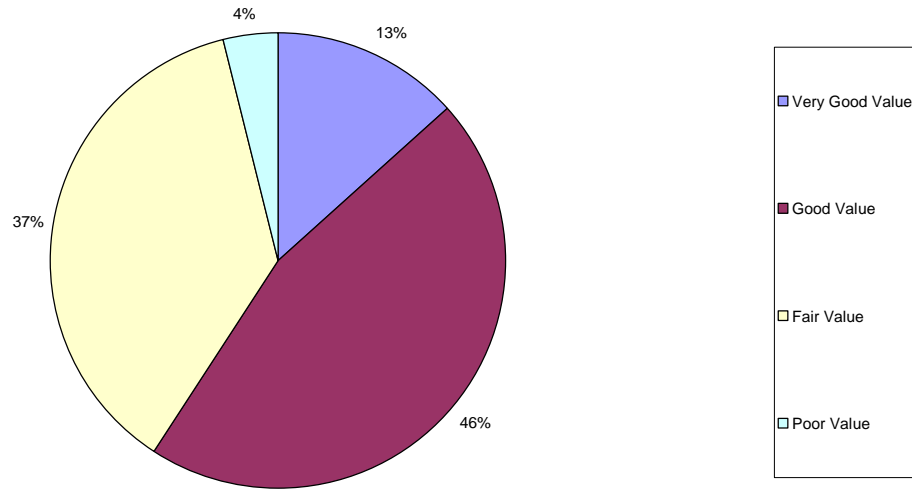
### Notes

- A total of 660 questionnaires were issued and 105 were returned completed, a response rate of 16%.
- 31 responses were received for chart 4 (Boat Park Winter Berth Holders).
- Any customer suggestions and comments have been briefly summarized in the final chart (with the number of comments relating to each category).

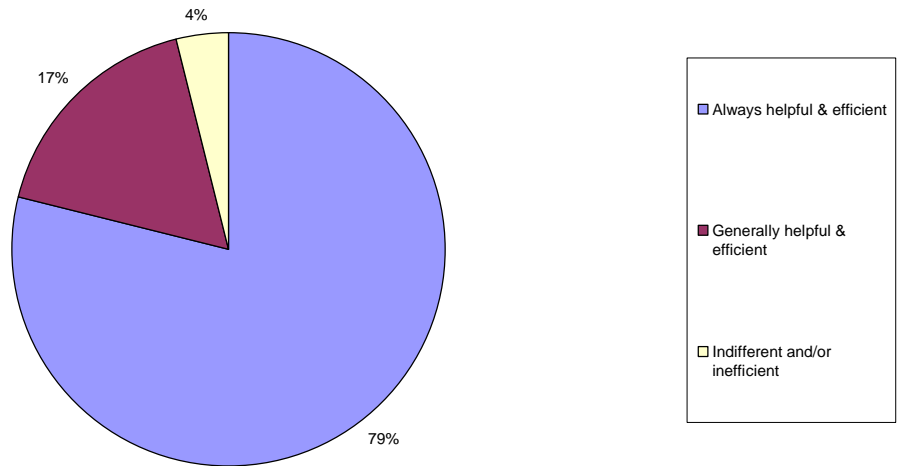
What does your facility cost you per year?



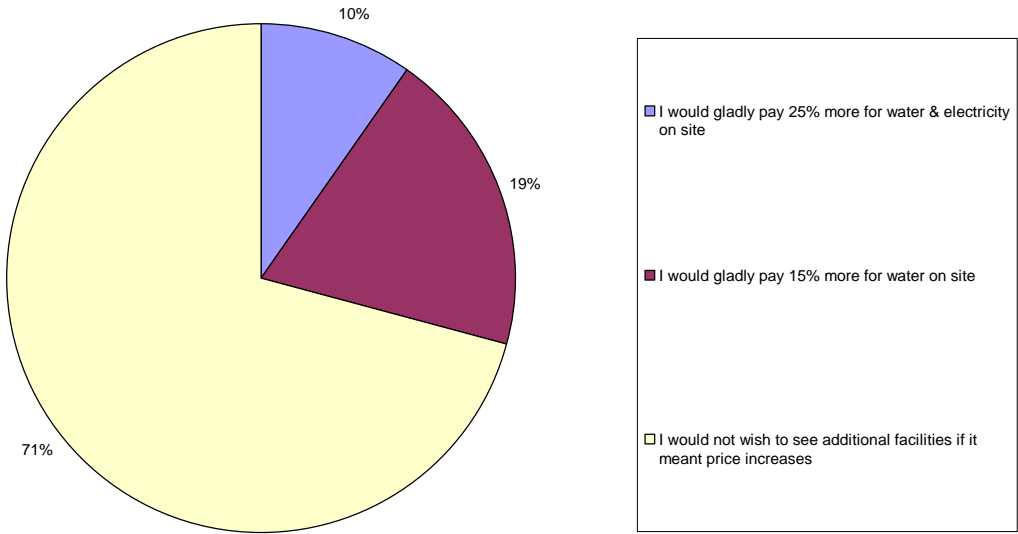
**In general terms would you say that your facility was:**



**When you have had contact with the Harbour Office or Facilities Supervisors would you say that the service offered has been:**



**For Boat Park Winter Berth Holders:**  
**Our policy has been to offer limited services to laid up boats in order to keep down prices. With which of these statements are you most in agreement?**



**Additional Comments**

