

FACILITIES FOR BOATERS ON WATERWAYS, 2006

SUMMARY OF RESEARCH

This report summarises the results of a demand study conducted by British Waterways in summer 2006 to inform the development of a national strategy for boater facilities provision.

1. INTRODUCTION

British Waterways is the UK's largest inland navigation authority, responsible for a network of some 3,000 kms of canals and rivers used by approximately 27,000 boats.

Boats require a range of services, from water taps and sewage disposal to major boat repairs.

Provision of these essential facilities has evolved over many years. In part, their location has been historic with boatyards and water points generally still located where they were originally required for cargo boats. Since then, BW has invested in many facilities blocks, with investment decisions being influenced by factors such as land availability, local user consultation, availability of external funding etc.

We wish to develop a more coherent national strategy to guide decisions on facility provision. Ecotec were retained to conduct a survey to help develop this strategy. The aims were:

- To provide a clear picture of customer demand for different facilities amongst key market segments. To identify clearly the main customer priorities and to quantify them.
- To guide decisions on facilities provision for boaters.

2. METHODOLOGY AND SCOPE

The research method comprised a large-scale survey preceded by some focus groups to develop the structure and topics. These focus groups identified the following topics for the survey:

Boatyard services: crane, boat repair and maintenance, fuel, dry docks.

Facilities groups: information points, cruising need (fuel, winding holes, visitor moorings), domestic needs (water points, rubbish disposal, pump out, elsan), other services (toilets, showers, laundry, electric hook up, Wi-Fi)

Congestion: impact on boating, parts of network affected.

Boat/Boater profile: user type (owner/hirer), boat type (narrow boat/cruiser), areas of network navigated (region/rivers or canals), demographics (gender/age/postcode), boat usage, degree of passion.

The survey itself had two delivery methods:

- (i) A face to face questionnaire administered in a variety of locations around the network, selected to represent areas of different character and different regions.
- (ii) Via a web link as an internet survey.

Clearly the different survey methods have an impact on results. The sample size of the face to face survey was 642 and 507 for the internet survey. The range of error has been based on a 50% response with a 95% confidence level. The face to face survey offers a statistically more robust sample, being random rather than self-selected like the internet group.

After the survey results were collated, Ecotec presented their key findings to British Waterways as well as delivering their raw data. A workshop took place on 12th September 2006 involving BW management, boater representatives and Ecotec to draw conclusions and define next steps.

3. REVIEW OF KEY FINDINGS

This section now describes the headline findings of the survey grouped by theme and question. A copy of the full survey questionnaire is included as an Appendix.

3.1 Sample profile (Q1-3, Q5, Q13-19)

Chart A shows a total sample analysis of question 1 (percentage breakdown of boat use).

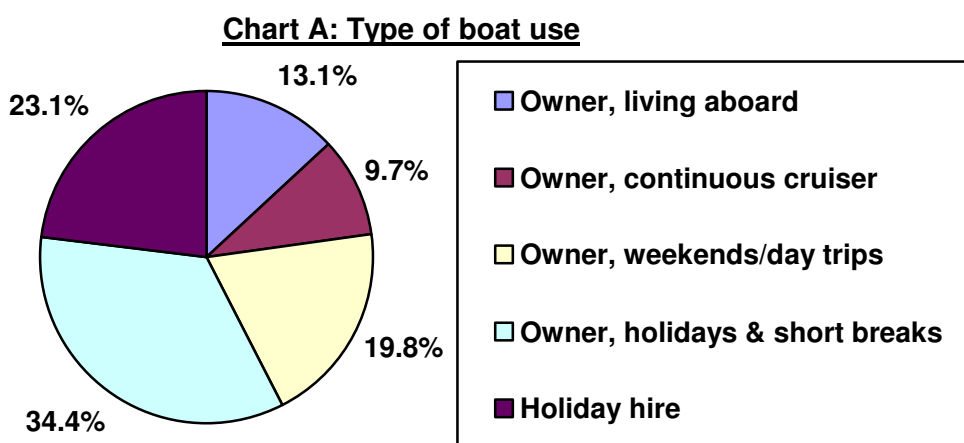
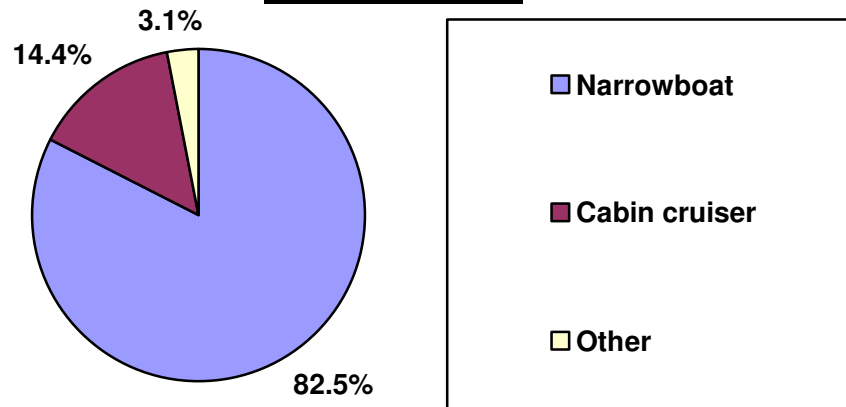


Table 1 shows the full breakdown of this question based on the split between those who answered by internet and face to face. It's evident that a lower percentage of those who live aboard answered the survey online:

Table 1: Boat use of internet vs face to face sample

Which of the following best describes your boat use?	Source				Total	
	Face to face		Internet		Count	Col %
	Count	Col %	Count	Col %		
Owner, living abroad, usually on home mooring	101	15.7%	49	9.7%	150	13.1%
Owner, continuous cruiser	67	10.4%	44	8.7%	111	9.7%
Owner, mainly weekends and day trips	140	21.8%	88	17.4%	228	19.8%
Owner, holidays and short breaks	183	28.5%	212	41.8%	395	34.4%
Holiday hire	151	23.5%	114	22.5%	265	23.1%
Total	642	100.0%	507	100.0%	1149	100.0%

Chart B: Boat type



There was little variation in response pattern between face to face and internet respondents for question 2, as illustrated above in Chart B.

The sample for question 3 also showed little variation between internet and face to face respondents and confirmed that 80.2% use mostly canals and 59.1% use both rivers and canals. Only 14% use rivers more than canals.

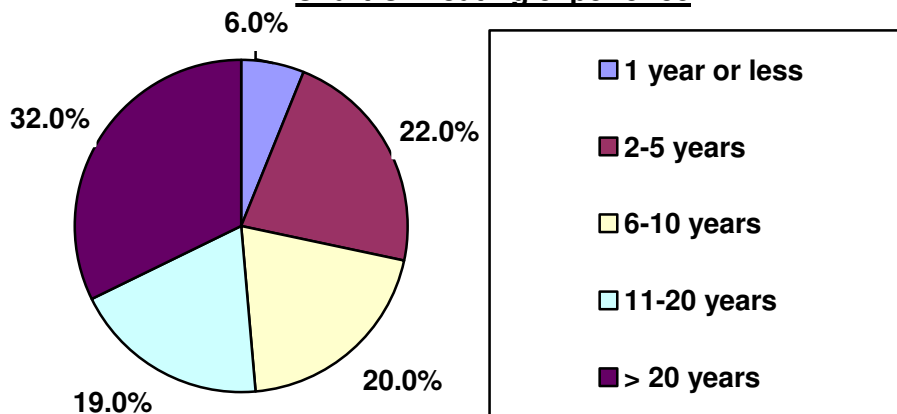
Question 5 was about the length of a typical “full cruising” day with an estimate rounded to the nearest half hour freely entered (range from 1 to 24 hours). The “mode” (highest frequency value) was 6 hours with 46% of responses of 5-7 hours. There was not a significant difference between internet and face to face respondents. Table 2 illustrates these findings grouped.

Table 2: Cruising day grouped

	Face to Face		Internet		Total	
	Count	%	Count	%	Count	%
5 hours & under	264	41.2%	87	19.9%	351	32.5%
Over 5 and up to 7 hours	229	35.7%	169	38.6%	398	36.9%
Over 7hours	148	23.1%	182	41.6%	330	30.6%
Total	641	100.0%	438	100.0%	1079	100.0%
Missing	1		69		70	
Cases	642		507		1149	

On boating experience (Q.13) there was a skew in that a disproportionate proportion of internet respondents were boaters with more than 20 years of experience (39% of the sample, as opposed to 28% of the face to face sample). Leaving this aside, the following total sample profile emerges:

Chart C: Boating experience



On length of boat (Q14) the following profile emerged as shown in Table 3:

Table 3: Length of boat

Q14 What is the length of your boat?

- Less than 20 feet 2%
- Between 20 and 30 feet 11%
- Between 30 and 35 feet 7%
- Between 35 and 40 feet 8%
- Between 40 and 45 feet 8%
- Between 45 and 50 feet 14%
- Between 50 and 55 feet 9%
- Between 55 and 60 feet 27%
- Between 60 and 65 feet 6%
- Between 65 and 70 feet 6%
- More than 70 feet 2%

Note: Boat owners only (727 responses)

Given that the national average length (from BW's boat licence database) is estimated as 38.8 feet, the above sample appears to have longer than average boats and may not be representative.

On usual size of boating party (Q15) we found that 58% comprised 2 adults and no children as shown in Table 4.

Table 4: Usual size of boating party

Adults	Children				
	0	1	2	3	4 or more
1	4%	0%	0%	0%	0%
2	58%	5%	6%	1%	0%
3	6%	1%	1%	0%	0%
4 or more	13%	1%	2%	1%	1%

Cases 926

The regional makeup of the sample, split between internet and face to face respondents is shown below in Table 5:

Table 5: Regional split of sample

Q16a Which regions of the waterways do you use most?

	Face to Face		Internet		Total	
	Count	%	Count	%	Count	%
North West Region	104	16.2%	68	22.7%	172	18.3%
Yorkshire	81	12.6%	37	12.3%	118	12.5%
Wales & Borders	192	29.9%	118	39.3%	310	32.9%
East Midlands	184	28.7%	56	18.7%	240	25.5%
West Midlands	235	36.6%	147	49.0%	382	40.6%
Central Shires	264	41.1%	111	37.0%	375	39.8%
South West	160	24.9%	33	11.0%	193	20.5%
South East	251	39.1%	121	40.3%	372	39.5%
London	105	16.4%	65	21.7%	170	18.0%
Valid Cases	642		300		942	
Missing	0		207		207	
Cases	642		507		1149	

NB Sum to more than 100% as multiple response possible

The sample has more cruisers describing themselves as “dawdlers” rather than “achievers” overall, though this situation is reversed when you look only at the internet respondees:

Table 6: Achievers vs dawdlers

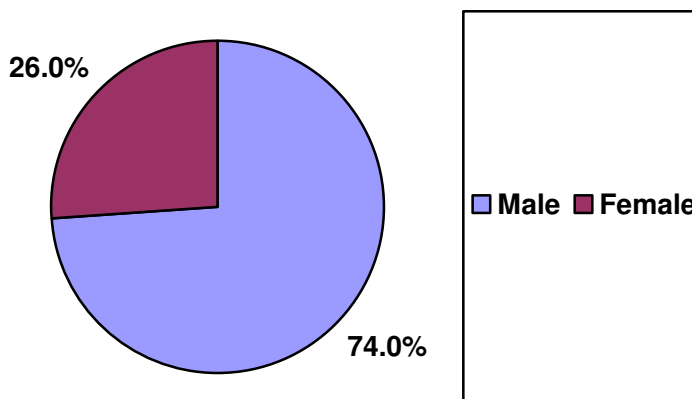
Q16b How would you describe yourself in respect of the way you cruise the waterways? Are you...

	Face to face	Internet	Total
An achiever	36%	52%	41%
A dawdler	64%	48%	59%

51% of the total sample said they don't use the internet to plan their cruise, though unsurprisingly this is as high as 79% amongst the internet survey respondents.

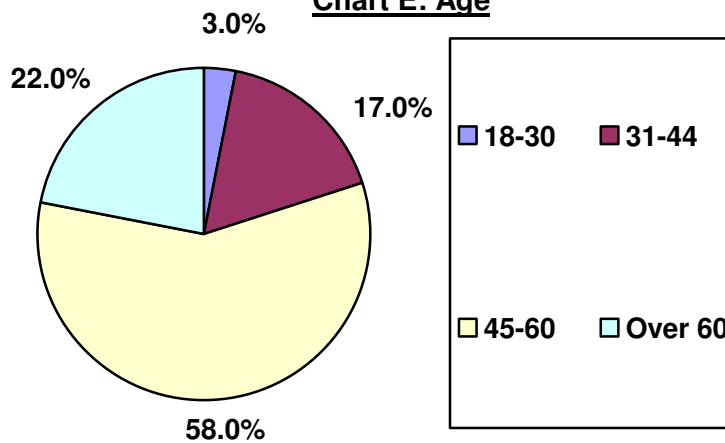
The gender split of the total sample (Q18) is illustrated by Chart D:

Chart D: Gender



The age split (Q19) is as follows (Chart E):

Chart E: Age



The only significant difference between the internet and face to face sample was a higher proportion of over 60s in the latter (24% vs. 17%).

3.2 Facilities available at home mooring (Q4)

This question probes the facilities available at the boater's base or home mooring. It was divided into 4 parts:

- (i) Which of the facilities are NOT available at the home mooring?
- (ii) If not available then how many hours of cruising does it take to reach the nearest facility?

(iii) Do you experience any difficulty with the availability of this facility?

(iv) Do you experience any difficulty with the quality of the facility?

We have presented headline results from the face to face sample only, as we cannot be confident of the internet sample being representative. This question was obviously posed to boat owners only. Table 7 below shows these findings:

Table 7: Facilities available

Face to Face	% Facility not available at base (Q4a)		Cruising Time (hours) to facility (Q4b) for those where facility not available at base (Q4a)		Experienced difficulty with availability (Q4c) and facility not available at base (Q4a)			Cruising Time (hours) to facility (Q4b) for those who experienced difficulty with availability (Q4c) and facility not available at base (Q4a)			
	%	N	Median	N	% No Difficulty	% Difficulty	N	Median No Difficulty	N	Median Difficulty	N
Fuel	28.9	491	1.5	131	88.0	12.0	142	1.5	115	2.0	16
Winding Holes	12.0	491	1.0	49	94.9	5.1	59	1.0	47	6.0	2
Water Points	4.7	491	1.0	20	87.0	13.0	23	1.5	17	0.3	3
Rubbish Disposal	11.8	491	1.5	47	86.2	13.8	58	1.3	41	5.0	6
Rubbish Recycling	48.1	491	1.0	99	69.5	30.5	236	1.0	69	1.5	30
Elsan Emptying	14.3	491	2.0	61	81.4	18.6	70	2.0	49	5.0	12
Pump-out	19.1	491	1.5	78	87.2	12.8	94	1.0	68	9.0	10
Boatyard Services	27.3	491	2.0	123	96.3	3.7	134	2.0	120	6.0	3
Hard Standing	27.7	491	2.5	113	88.2	11.8	136	3.0	98	1.0	15
Crane	49.7	491	3.0	183	88.1	11.9	244	3.0	159	1.0	24
Dry Dock	44.2	491	3.0	183	84.3	15.7	217	3.0	156	1.0	27

Base: Boat Owners (491)

Some noteworthy highlights are:

- 40% are at sites without crane, rubbish recycling or dry dock facilities.
- The diversity of responses on cruising time to the facility, regardless of the facility being referred to.
- The vast majority have no difficulties with the availability of facilities. It should be noted that for the internet sample this situation was reversed.
- Rubbish recycling was the facility whose lack caused most difficulty.
- The vast majority experienced no difficulties with the quality of facilities available at their home mooring.

3.3 Demand for facilities during cruises (Q6-7)

These questions dealt with facilities while cruising rather than at home base, asking respondents for their “ideal” frequency. Table 8 presents and analyses these results:

Table 8: Demand for facilities while cruising

Information

Facility	Frequency to satisfy the most demanding 25% of respondents overall	More frequent provision for these groups	Frequency to satisfy 50% respondents overall	Less frequent provision required by these groups	More frequent provision for these groups	Problems with availability	Problems with quality	Happy to use private boatyard instead of BW?	Proportion for whom this is top priority (Q9c)
BW information boards	3 hours	None	5 hours	6 hours: owners, particularly experienced & continuous cruisers & 'achievers'	none	4.7	2.2%	n/a	n/a
Information about location of boater facilities	3 hours	2 hours or less: Owners mainly weekends and day trips	5 hours	6 or more hours: Holiday & short-break owners, 'achievers', daily cruising average over 5 hours	4 hours: daily cruising average < 5 hours	4.7	0.9	n/a	n/a
Information about general facilities (shops etc)	3 hours	None	5 hours	6 hours or more: those cruising 5-7 hours and those cruising 7 hours or more and users of both rivers and canals	4 hours or less: particularly those in EM, and London. < 5 hours	5.1	0.6	n/a	n/a
Information about location of stoppages	3 hours	2 hours or less: owners mainly weekends and day trips, holiday hirers	5 hours	6 hours or more: those cruising 5-7 hours and those cruising 7 hours or more, owners (living aboard) and achievers.	4 hours or less: owners (weekends and day trips), cabin cruisers, EM, London, < 5 hours	3.7	1.7	n/a	n/a

Cruising Needs

Facility	Frequency to satisfy the most demanding 25% of respondents overall	More frequent provision for these groups	Frequency to satisfy 50% respondents overall	Less frequent provision required by these groups	More frequent provision for these groups	Problems with availability	Problems with quality	Happy to use private boatyard instead of BW?	Proportion for whom this is top priority (Q9c)
Fuel ((gas, diesel, petrol)	6 hours:	5 hours: Owners, mainly weekends and day trips, holiday and short break and holiday hirers.	10 hours	12 hours or more: Live aboards, continuous cruisers, daily average cruising over 5 hours, narrowboats	6-8 hours Cruisers, rivers, East Mids, West Mids, SW, London	5.1%	0.3%	0.3% overall	4.4% overall (face-to-face)
Winding Holes	3 hours	2 hours: Owners, mainly weekends and day trips	5 hours	6 hours or more: those cruising 5-7 hours and users of both rivers and canals.	4 hours or less: owners – living aboard, weekends and day trips, hirers, EM, WM, CS	5.6	2.8	n/a	n/a
Formal visitor moorings	4 hours	3 hours: owners, continuous cruisers and Owners, mainly weekends and day trips	5 hours	6 hours or more: hirers, owners living aboard, holiday hirers, those cruising 5-7 hours, and over 7 hours, narrow boat users, NW, Y&H, Wales, WM, SE, London, achievers.	None	10.3	3.3	8.1% overall	12.4% overall (face-to-face)
Secure visitor moorings	5 hours	4 hours: owners living aboard and continuous cruisers	6 hours	7-8 hours Daily cruising average >7 hrs, 'achievers'	5 hours daily cruising average <5 hrs	11.4%, esp: London (28%), Yorks (30%), SE (20%)	3.6%, esp: Yorks (10%), London (12%)	12.5%	13.6% overall (face-to-face)

Domestic Needs

Facility	Frequency to satisfy the most demanding 25% of respondents overall	More frequent provision for these groups	Frequency to satisfy 50% respondents overall	Less frequent provision required by these groups	More frequent provision for these groups	Problems with availability	Problems with quality	Happy to use private boatyard instead of BW?	Proportion for whom this is top priority (Q9c)
Water points	4 hours	None	6 hours	7 hours or more: owners living aboard, those cruising over 7 hours, narrow boaters users of 'both' river and canal.	5 hours or less: cabin cruisers, Y&H, EM, SW, London, rivers, < 5 hours.	7.9	5.3	9.2% overall	6.7% overall (face-to-face)
Rubbish disposal	4 hours	None	8 hours	None	7 hours or less: owners (all), hirers, < 5 hours, 5-7 hours, narrow boat and cabin cruisers, all regions, river and canal users, achievers and dawdlers, up to and over 10 years.	11.4	8.6	10.9% overall	7.8% overall (face-to-face)
Rubbish recycling	4 hours	None	7 hours	8 hours: owners living aboard, over 7 hours,	6 hours or less: owners, weekends and day trips, < 5 hours, cabin cruisers, Yorkshire, EM, WM, CS, London, river users, dawdlers and up to 10 years.	18.1	4.4	7.8% overall	6.3% overall (face-to-face)
Elsan emptying	4 hours	None	7 hours	8 hours or more: owners, living aboard, mainly weekends, over 7 hours.	6 hours or less: hirers, owners continuous cruisers, holidays and short breaks, holiday hire, < 5 hours, cabin cruisers, Yorkshire, EM, WM, CS, SW, London, river users, dawdlers.	5.9	3	10.3% overall	4.9% overall (face-to-face)
Pump out	5 hours	None	8 hours	9 hours: owners living aboard, continuous cruisers, over 7 hours, CS, SE, achievers.	7 hours: 5-7 hours, cabin cruisers, Yorkshire, EM, London, river users,	8.7	3	16.5% overall	6.4% overall (face-to-face)

Other Services

Facility	Frequency to satisfy the most	More frequent provision for	Frequency to satisfy 50%	Less frequent provision	More frequent provision for these	Problems with	Problems with	Happy to use private	Proportion for whom this is
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	demanding 25% of respondents overall	these groups	respondents overall	required by these groups	groups	availability	quality	boatyard instead of BW?	top priority (Q9c)
Toilets	4 hours	Owners living aboard and owners, mainly weekends and day trips	5	6 hours or more: owners living aboard, continuous cruiser, 5-7 hours, 7 hours or more.	None	7	5.6	10.3% overall	3.4% overall (face-to-face)
Showers	5 hours	4.4. hours or less: Owners living aboard and owners, mainly weekends and day trips	6 hours:	7 hours or more: owners continuous cruisers, over 7 hours.	5 hours or less:< 5 hours, London.	11.4	4.4	10.7% overall	2.7%
Laundry	5 hours	None	8 hours:	9 hours or more: owners living aboard, weekends and day trips, achievers.	7 hours or less: hirers, owners, holidays and short breaks, < 5 hours, cabin cruisers, NW, Yorkshire, EM, WM, SW, London, river users.	14.3	2.3	10.7% overall	2.4% overall (face-to-face)
Electric hook-up	5 hours	4 hours: Owners, mainly weekends and day trips	6 hours	7 hours or more: owners living aboard and achievers.	5 hours or less: < 5 hours, EM, London, rivers.	10.7	2.5	7.6% overall	6.7% overall (face-to-face)
WiFi	4.4 hours	3.8 hours: Owners living aboard	6 hours:	7 hours or more: owners continuous cruisers, over 7 hours and achievers.	5 hours or less: <5 hours, London.	6.7	3	3% overall	1.4% overall (face-to-face)

3.4 Investment priorities and alternative providers (Q8-10)

Question 8 explored people’s priorities between waterway maintenance, BW information boards, cruising needs, domestic needs, other services and boat repair/maintenance. A priority ranking of 1 to 3 was allocated to the three seen as most important by the respondent.

This led to the following result in Table 9:

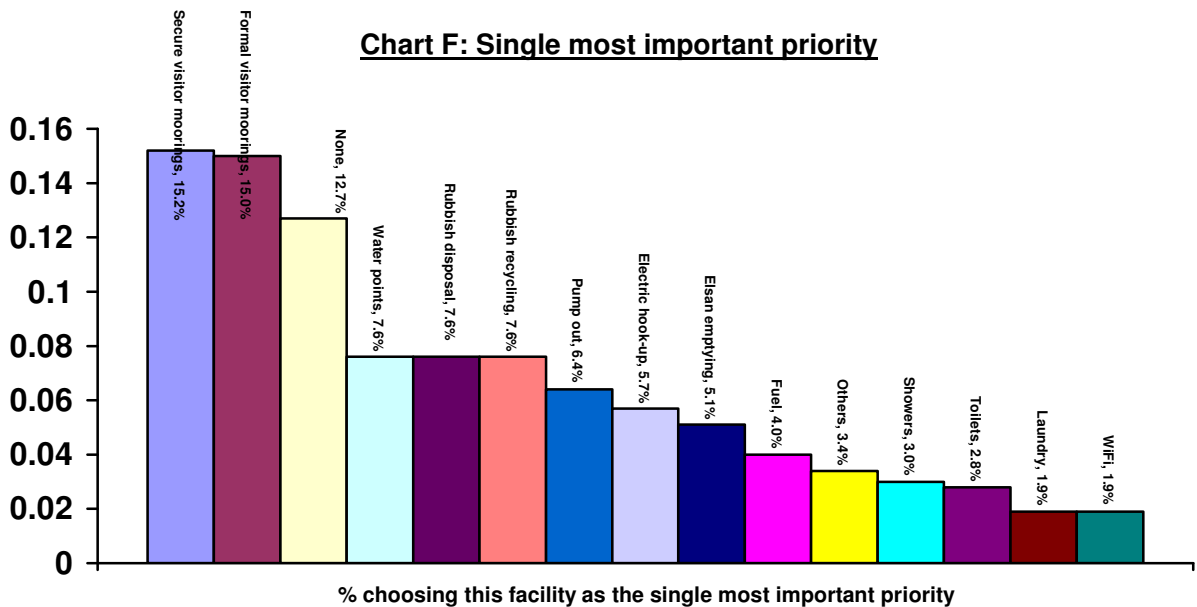
Table 9: Investment priorities

	Face to face		Internet		Total	
	Count	%	Count	%	Count	%
Waterway Maintenance	1480	39.3%	782	42.0%	2262	40.2%
Cruising needs	752	20.0%	381	20.5%	1133	20.1%
Domestic needs	617	16.4%	355	19.1%	972	17.3%
Boat repair, servicing and maintenance	364	9.7%	109	5.9%	473	8.4%
BW Info Boards	355	9.4%	110	5.9%	465	8.3%
Other services	195	5.2%	125	6.7%	320	5.7%
Cases	3763	100.0%	1862	100.0%	5625	100.0%

NB: Sum of Rank ‘First’ x 3 + rank ‘second’ x 2 + rank ‘third’ x 1

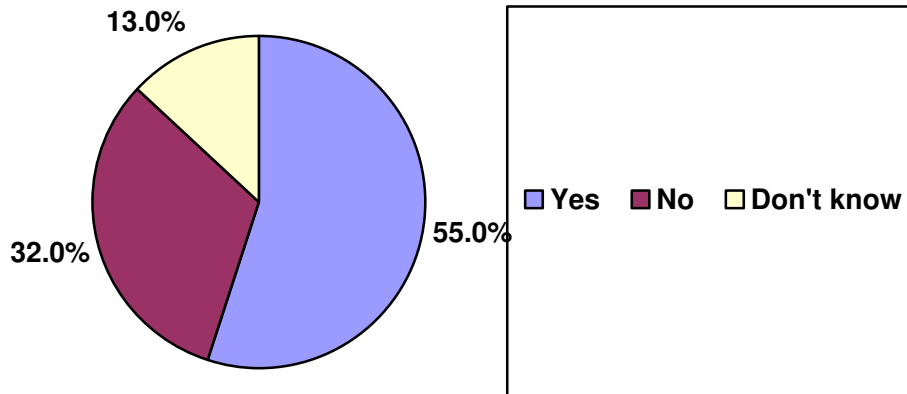
This shows waterway maintenance as the main priority followed by cruising and domestic needs, with all other factors lagging. This was consistent across both internet and face to face samples.

Question 9 looked at priorities for improvements in facilities. Chart F shows part “c” where respondents were asked to identify the single most important facility to be addressed (chart reflects the total sample):



Question 10 asked: should BW encourage private boatyards to provide these facilities and services or concentrate more of its own resource in this area? The answer to this was clearly in favour of encouraging more private sector investment as shown by Chart G:

Chart G: More private sector investment?

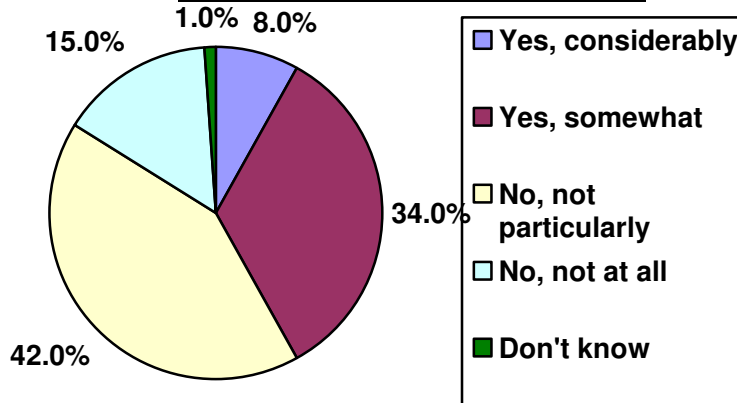


3.5 Views on linear moorings and waterway congestion with variations by region (Q11-12)

Question 11 explored people’s perceptions about lengths of linear moorings on narrow canals. 50% of respondents felt that there should be a maximum of 10 boats per site with at least 3 miles between sites.

Congestion was explored by question 12 in the survey. The respondents claiming to be affected by congestion are illustrated in Chart H (based on total sample):

Chart H: Affected by congestion?



In profiling those affected by congestion, boat owners seemed to be disproportionately affected (more than hirers). The regional split is illustrated by Table 10 (face to face sample only):

Table 10: Regional split of congestion

	Not Affected		Affected by Congestion		Total	
	Count	%	Count	%	Count	%
North West	73	7.5%	31	5.1%	104	6.6%
Yorkshire	59	6.1%	22	3.6%	81	5.1%
Wales & Borders	117	12.1%	75	12.3%	192	12.2%
East Midlands	107	11.1%	77	12.7%	184	11.7%
West Midlands	140	14.5%	95	15.6%	235	14.9%
Central Shires	140	14.5%	124	20.4%	264	16.8%
South West	107	11.1%	53	8.7%	160	10.2%
South East	150	15.5%	101	16.6%	251	15.9%
London	75	7.7%	30	4.9%	105	6.7%

This shows that the Central Shires, South East and West Midlands regions appear to include the biggest congestion “hotspots”.

The survey then probed further by asking respondents to specify how congestion affects them. Table 11 shows the results:

Table 11: Impact of congestion

	Face to Face		Internet		Total	
	Count	%	Count	%	Count	%
Delay to journey	216	85%	112	77%	328	82%
Damage to boats	54	21%	0	0%	54	14%
Additional costs	16	6%	0	0%	16	4%
Enjoyment spoilt	0	0%	7	5%	7	2%
Canal Rage	0	0%	4	3%	4	1%
Competition for moorings	3	1%	11	8%	14	4%
Valid Cases	254		146		400	

Base: Affected by congestion

NB Sum to more than 100% as multiple response possible

Finally, in response to the question “where do you find congestion affects you?”, the key congestion points on the network are either at locks or water points:

Table 12: Key congestion points

	Face to Face		Internet		Total	
	Count	%	Count	%	Count	%
At water points	69	27%	70	48%	139	35%
At Locks	227	89%	0	0%	227	57%
At bridges	28	11%	0	0%	28	7%
At junctions	36	14%	0	0%	36	9%
when re fuelling	15	6%	0	0%	15	4%
Valid Cases	254		146		400	

Base: Affected by congestion

NB Sum to more than 100% as multiple response possible

4. APPENDIX: THE QUESTIONNAIRE

CSRS 6/147 BRITISH WATERWAYS – BOATER SURVEY

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Good am/pm. My name is XXXXX and I work for a company called CSR Survey Ltd. We are doing some research here today on behalf of British Waterways about the facilities which are available to boaters. We are asking about provision of facilities generally, not just facilities provided by British Waterways. Could you spare a short while to answer some questions for me please? It will take no more than 10 minutes.

THANK YOU

Can I first of all check

QA. Have you used rivers or canals for boating (including as a resident) in the last two years?

Yes	Go to Q1
No	Thank and close

Q1. Which of the following best describes your boat use? **CODE ONE ONLY**

Owner, living aboard, usually on home mooring	1
Owner, continuous cruiser	2
Owner, mainly weekends and days trips	3
Owner, holidays and short breaks	4
Holiday hire	5

Q2. What sort of boat do you have most experience of? **CODE ONE ONLY**

Narrow boat	1
Cabin cruiser	2
Other (WRITE IN)	3

Q3. Do you use rivers or canals, or both?

Rivers	1
Canals	2
Both	3 – Go to Q3b

Q3b. Which would you say you used more?

Rivers	1
Canals	2

I WOULD NOW LIKE TO ASK YOU ABOUT THE FACILITIES AVAILABLE AT YOUR BASE OR HOME MOORING

Q4. FOR BOAT OWNERS ONLY Showcard A

- a. Which of these facilities are NOT available at your base or home mooring?
CODE ALL THAT APPLY
- b. If not available, how long does it take you to travel to each of these facilities (approximate hours/days cruising time from base)? **ASK FOR EACH MENTIONED AT A) AND WRITE IN THE APPROPRIATE COLUMN**
- c. Do you experience any difficulties with the availability of any of these facilities?
- d. Do you experience any difficulties with the quality of any of these facilities

	a not available	b hours	b days	c availability	d quality
Fuel (gas, diesel, petrol)	1			1	1
Winding holes	2			2	2
Water Points	3			3	3
Rubbish Disposal	4			4	4
Rubbish recycling	5			5	5
Elsan emptying	6			6	6
Pump-out	7			7	7
Boat yard services	8			8	8
Hard standing	9			9	9
Crane	10			10	10
Dry dock	11			11	11
None	12			12	12

ASK ALL

Q5. When on a trip, for example a holiday or short break, (and for boat owners, thinking of a trip which does not start or end at your base mooring - if you have one), how long, in hours, is a typical full cruising day? (please include time spent waiting at locks/tunnels etc and all the time the boat engine is running, but exclude time when stopped for meal breaks, visits to shops/attractions etc)

WRITE IN (WHOLE HOURS)

- Q6. Showcard B.** When on a trip, for example, a holiday or short break, (and for boat owners, thinking of a trip which does not start or end at your base mooring - if you have one) ...
- Ideally how frequently (in cruising hours or days) would you like each of these facilities to be provided? **WRITE IN NUMBER OF HOURS OR DAYS IN APPROPRIATE COLUMN**
 - Do you experience any difficulties with the availability of any of these facilities?
 - Do you experience any difficulties with the quality of any of these facilities?

	a hours	a days	b availabilit y	c quality
BW Information Boards			1	1
Information about locations of boater facilities			2	2
Information about locations of general facilities (shops, etc)			3	3
Information about locations of waterways/stoppages			4	4
Cruising Needs				
Fuel (gas, diesel, petrol)			5	5
Winding Holes			6	6
'Formal' Visitor Moorings			7	7
*Secure Visitor Moorings			8	8
Domestic Needs				
Water Points			9	9
Rubbish Disposal			10	10
Rubbish Recycling			11	11
Elsan emptying			12	12
Pump-out			13	13
Other Services				
Toilets			14	14
Showers			15	15
Laundry			16	16

Electric hook-up			17	17
WiFi			18	18

***NB. By 'secure' we mean a visitor mooring which has restricted public access and may have other restrictions for example, it may be gated or without land exit**

Q7. Showcard C

- a. Would you say that provision in the following areas is too much, about right or too little?

	Too much	About right	Too little	Don't know
Waterway maintenance	1	2	3	4
BW information boards	1	2	3	4
Cruising needs	1	2	3	4
Domestic needs	1	2	3	4
Other services	1	2	3	4
Boat repair, servicing and maintenance	1	2	3	4

Q8. Showcard C

- a. Which would you prioritise for more investment? **RANK 1-3 IN ORDER**

	Mark 3 only (1-3)
Waterway Maintenance	
BW Information Boards	
Cruising needs	
Domestic needs	
Other services	
Boat repair, servicing and maintenance	

Q9 Thinking of all the services and facilities available

- a. What if anything needs to be improved? **DO NOT PROMPT, CODE ALL THAT APPLY**
Showcard D
- b. Do you think any other(s) of these need improving? **CODE ALL THAT APPLY**
- c. Of those that you have mentioned, which is the single most important? **CODE ONE ONLY**
- d. For which of these services would you be happy to go to a private boatyard, as distinct from British Waterways - assuming their service was available and good?

	a	b	c	d
Fuel (gas, diesel, petrol)	1	1	1	N/A (BW do not provide fuel)
'Formal' Visitor Moorings	2	2	2	2
*Secure Visitor Moorings	3	3	3	3
Water Points	4	4	4	4
Rubbish Disposal	5	5	5	5
Rubbish Recycling	6	6	6	6
Elsan emptying	7	7	7	7
Pump-out	8	8	8	8
Toilets	9	9	9	9
Showers	10	10	10	10
Laundry	11	11	11	11
Electric hook-up	12	12	12	12
WiFi	13	13	13	13
None	14	14	14	14

NB. By 'secure' we mean a visitor mooring which has restricted public access and may have other restrictions for example, it may be gated or without land exit

Q10. Do you think British Waterways should encourage private boatyards to provide these services commercially and concentrate more resources on waterway maintenance instead?

Yes	1
No	2
Don't know	3

Q11. I would like to ask some questions about the number of boats moored along the line of the waterways

- (a) What do you think is the maximum acceptable number of boats to be lined together at long-term moorings along a narrow canal? (based on an average boat 40 foot long)

- (b) How far apart along the canal do you think lines of moored boats should be? (In miles or metres)
-

Q12. Can I ask you to think about congestion on the waterways.

- (a) Does congestion on the waterways affect you?

Yes, considerably	1
Yes, somewhat	2
No, not particularly	3
No, not at all	4
Don't know	5

- (b) Please describe the ways it affects you?

Delay to journey	1
Damage to boat	2
Additional costs	3
Other(write in)	

- (c) Where do you find congestion usually affects you?

At water points	1
Locks	2
Bridges	3
Canal junctions	4
Re-fuelling	5
Other places	6

NOW I WOULD LIKE TO ASK SOME QUESTIONS ABOUT YOUR BOATING ACTIVITY

Q13. How many years of boating experience do you have?

A year or less	1	11 – 20 years	4
2 - 5 years	2	More than 20 years	5
6 – 10 years	3		

Q14 FOR BOAT OWNERS ONLY

What is the length of your boat?

METRES/FEET

Q15. What is the usual size of your boating party? **WRITE IN NUMBERS**

a	Adults	
b	Children	

Q16. Which regions of the waterways do you use most?

SHOW MAP OF REGIONS

Whole network	1	Region 6	6
Region 2	2	Region 7	7
Region 3	3	Region 8	8
Region 4	4	Region 9	9
Region 5	5	Region 10	10

Q16. How would you describe yourself in respect of the way you cruise the waterways?
Are you...

An achiever – in terms of the ground you aim to cover in a cruise	1
A dawdler	2

Q17. Do you ever use the internet to help you plan your cruise?

Yes	1
No	2

AND FINALLY A FEW QUESTIONS ABOUT YOURSELF

Q18. Gender

Female	1
Male	2

Q19. Age

18-30	1
31-44	2
45-60	3
Over 60	4

Q20 Could you please give us your postcode

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THANK RESPONDENT AND CLOSE

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