



Constant Contact Survey Results

Survey Name: 2009 Seward Harbor User Survey

Response Status: Partial & Completed










Filter: None

Dec 07, 2009 6:19:53 PM








TextBlock:

Thank you for your business and taking the time to answer a few questions. This survey has 22 short questions and should take you less than 10 minutes to complete. Your responses will help us improve our harbor services. Your responses are anonymous and confidential.

* Please identify yourself as one of the following. If more than one category applies, please select your first choice only. You will be able to add the others in the following question.

Answer	0%	100%	Number of Response(s)	Response Ratio
Slipholder			177	57.2 %
On Wait List For A Slip			33	10.6 %
Transient User			33	10.6 %
Public Boat Launch User (No Slip)			26	8.4 %
Business Located in Seward Harbor District			12	3.8 %
Other Seward Business			5	1.6 %
Non-Seward Business Operating in Harbor			1	<1 %
Other			8	2.5 %
No Response(s)			14	4.5 %
Totals			309	100%

If more than one category in question 1 applied to you, please select the others below (multiple selections allowed).

Answer	0%	100%	Number of Response(s)	Response Ratio
Slipholder			37	25.6 %
On Wait List For A Slip			25	17.3 %
Transient User			35	24.3 %
Public Boat Launch User (No Slip)			47	32.6 %
Business Located in Seward Harbor District			22	15.2 %
Other Seward Business			20	13.8 %
Non-Seward Business Operating in Harbor			5	3.4 %
Totals			144	100%

*

How long have you been a Seward Harbor customer/user?

Answer	0%	100%	Number of Response(s)	Response Ratio
Less than 1 year			12	3.8 %
1-2 years			24	7.7 %
3-5 years			43	13.9 %
5-10 years			61	19.7 %
More than 10 years			153	49.5 %
No Response(s)			16	5.1 %
Totals			309	100%

With respect to your use of the Seward harbor, approximately how much do you pay to the City of Seward annually for services you receive? (Consider slip fees, lift fees, parking fees, harbor utilities; please do not include passenger fees or sales tax associated with a harbor-based business).

Answer	0%	100%	Number of Response(s)	Response Ratio
Less than \$100			20	6.4 %
At least \$100 but less than \$500			45	14.5 %
At least \$500 but less than \$1,000			20	6.4 %
At least \$1,000 but less than \$2,500			103	33.3 %
At least \$2,500 but less than \$5,000			74	23.9 %
At least \$5,000, but less than \$10,000			16	5.1 %
At least \$10,000, but less than \$25,000			11	3.5 %
More than \$25,000			2	<1 %
No Response(s)			18	5.8 %
Totals			309	100%

Relative to your harbor use, how easy do you find it to conduct financial transactions with the City?

1 = Very Easy, 2 = Easy, 3 = Somewhat Cumbersome, 4 = Complicated, 5 = N/A

	1	2	3	4	5	Number of Response(s)	Rating Score*
						291	2.2

*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

Approximately how much do you pay to Seward-based businesses related to your use of the Seward harbor? (Consider marine repair & parts, bait & gear, fuel, groceries and other related retail).

Answer	0%	100%	Number of Response(s)	Response Ratio
Less than \$500			20	6.4 %
At least \$500 but less than \$1,000			53	17.1 %
At least \$1,000 but less than \$2,500			80	25.8 %
At least \$2,500 but less than \$5,000			71	22.9 %
At least \$5,000, but less than \$10,000			31	10.0 %
\$10,000 or more			35	11.3 %
No Response(s)			19	6.1 %
Totals			309	100%

Relative to the Seward business community, do you feel your needs are met

Answer	0%	100%	Number of Response(s)	Response Ratio
Always			23	7.4 %
Often			167	54.0 %
Sometimes			81	26.2 %
Rarely			15	4.8 %
N/A			4	1.2 %
No Response(s)			19	6.1 %
Totals			309	100%

In order to meet the needs of our customers, the City of Seward seeks to improve its harbor infrastructure & marine services in the Small Boat Harbor. All projects come with a cost, however. Please indicate below to what extent you would be willing to financially support improvement priorities. Priorities are listed in random order and based on both City planning documents and harbor-user suggestions.

1 = Would Pay for Services as Used, 2 = Support a New Harbor Fee or Tax for this Priority, 3 = Support the Priority/Do not Support Paying for It, 4 = Do Not Support this Priority

Answer	1	2	3	4	Number of Response(s)	Rating Score*
Additional Moorage					256	2.2
Expanded Utilities Availability					247	2.2
Boat Wash Area					259	2.0
Boat Storage					251	2.3
Land Availability for Commercial Enterprises					238	3.1
24-hour Harbor Contact (Live or Recorded Info)					241	2.9
Wireless Internet					255	2.3
Public Bathrooms/Showers					261	2.2

*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

* Are you aware that the Seward Harbormaster monitors VHF Channel 17 per Federal guidelines (not Channel 16)?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes.			218	70.5 %
I was not, but I am now.			67	21.6 %
No Response(s)			24	7.7 %
Totals			309	100%

* Did you know that you can download the Harbor Tariff (rates & fees) and Administrative Code (rules & policies) online at the Seward Harbor website?

http://www.cityofseward.net/harbor/information_policies.html

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes.			165	53.3 %
I was not, but I am now.			120	38.8 %
No Response(s)			24	7.7 %
Totals			309	100%

The information on the Seward Harbor website is:

Answer	0%	100%	Number of Response(s)	Response Ratio
Very useful.			17	5.5 %
Useful.			153	49.5 %
Not useful.			19	6.1 %
I have not looked at the website.			77	24.9 %
Other			14	4.5 %
No Response(s)			29	9.3 %
Totals			309	100%

The City of Seward is currently reviewing and revising the City Code. Please rank the following in terms of their importance to you as a harbor user. Please give the highest rating (a 1) to the item that you would like the City to address first. Please provide comments regarding what changes or clarifications you would like to see adopted.

1 = Highest Priority

Answer	1	2	3	4	5	6	7	8	Number of Response(s)	Ranking Score*
Transition of Slip Between Old & New Vessel Owners									238	3.7
Slipholder Mooring Different Vessel than Original									238	3.5
Slip Assignment Process									238	3.2
Live-Aboards									238	4.8
Onboard Commercial Activity									238	5.5
Allowable Maintenance & Repairs									238	3.4
Revenue vs. Compensated Fare (Relative to Passenger Fee)									238	5.8
Passenger Fee Collection									238	6.2

*The Ranking Score is the weighted average calculated by dividing the sum of all weighted rankings by the number of total responses.

Please rate your overall experience with the Seward harbor. Suggestions for improvement are welcome.

Answer	0%	100%	Number of Response(s)	Response Ratio
Favorite Port/Harbor			51	16.5 %
Positive			147	47.5 %
Lacking			38	12.2 %
Am Looking at Other Port/Harbor Options			21	6.7 %
Other			10	3.2 %
No Response(s)			42	13.5 %
Totals			309	100%

Please rate the following Harbor Services/Programs provided by the City of Seward?

1 = Better than Other Alaskan Harbors, 2 = Good Enough for My Purposes, 3 = Needs Improvement, 4 = Disincentive to using Seward Harbor, 5 = Don't Know

Answer	1	2	3	4	5	Number of Response(s)	Rating Score*
Availability of Moorage						267	2.6
Moorage Rate						265	2.6
Harbor Utilities						267	2.7
TravelLifts						264	3.0
Public Bathrooms/Showers						269	2.6
VHF Response						267	2.8
Fish Cleaning Stations						268	2.0
Garbage/Recycling						268	2.2
Parking						270	2.3

*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

I have contacted the Seward Harbor staff (personally or via letter/email) and the response I received was:

Answer	0%	100%	Number of Response(s)	Response Ratio
Very helpful and reflected a customer-friendly attitude.			146	47.2 %
Helpful, but required additional follow-up on my part.			58	18.7 %
Not helpful. (Please explain below.)			27	8.7 %
I did not receive a response.			2	<1 %
I did not contact the Harbor staff.			31	10.0 %
Other			3	<1 %
No Response(s)			42	13.5 %
Totals			309	100%

During which hours would you prefer the harbor staff be available to conduct administrative business (including applications, payments, and billing questions)? You may select several different time periods. You may offer related comments below (question #20).

Answer	0%	100%	Number of Response(s)	Response Ratio
8 AM - Noon			204	77.8 %
Noon - 4 PM			186	70.9 %
4 PM - 8 PM			91	34.7 %
8 PM - 10 PM			10	3.8 %
10 PM - 4 AM			2	<1 %
4 AM - 8 AM			6	2.2 %
Totals			262	100%








During which hours would you prefer the harbor staff be available to assist you with moorage and harbor utilities? You may select several different time periods. You may offer related comments below (question #20).

Answer	0%	100%	Number of Response(s)	Response Ratio
8 AM - Noon			193	75.6 %
Noon - 4 PM			182	71.3 %
4 PM - 8 PM			121	47.4 %
8 PM - 10 PM			21	8.2 %
10 PM - 4 AM			6	2.3 %
4 AM - 8 AM			11	4.3 %
Totals			255	100%

During which hours would you prefer that harbor staff provide TraveLift services? You may select several different time periods. You may offer related comments below (question #20).

Answer	0%	100%	Number of Response(s)	Response Ratio
8 AM - Noon			189	82.8 %
Noon - 4 PM			174	76.3 %
4 PM - 8 PM			88	38.5 %
8 PM - 10 PM			12	5.2 %
10 PM - 4 AM			7	3.0 %
4 AM - 8 AM			7	3.0 %
Totals			228	100%

Approximately how many people do you travel with when you come to Seward to use the Harbor/Port?

Answer	0%	100%	Number of Response(s)	Response Ratio
I live in Seward/Moose Pass.			63	20.3 %
None - I travel by myself.			10	3.2 %
1-2 other people.			111	35.9 %
More than two other people.			73	23.6 %
I am on a commercial vessel (please indicate crew size below.)			8	2.5 %
N/A			2	<1 %
Other			5	1.6 %
No Response(s)			37	11.9 %
Totals			309	100%




How easy do you find doing business with the City of Seward Harbor Department (i.e. paying bills, getting information, scheduling service, finding needed services, etc.).

204 Response(s)

Please provide any suggestions you have to improve your experience when using the Seward Harbor. Please include your contact information if you would like a response.

147 Response(s)

Would you prefer the Harbor transition to electronic and online methods of communication and payment?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			168	54.3 %
No			83	26.8 %
No Response(s)			58	18.7 %
Totals			309	100%

TextBlock:

Thank you for taking your valuable time to complete this survey! We appreciate you as a customer and want to continue to serve your needs.