



# Vancouver Board of Parks and Recreation

## 2013 Burrard Marina Survey Results

Visit the Park Board website at: [vancouver.ca](http://vancouver.ca)

# Burrard Marina 2013 Survey Results

## 2. How would you rate the customer service at the marina?

Response	Percentage	Count
Excellent	22%	29
Good	50%	64
Fair	19%	24
Poor	6%	8
No opinion	3%	4
	<b>Total Responses</b>	<b>129</b>

# Burrard Marina 2013 Survey Results

## 3. Are marina staff available when you need them?

Response	Percentage	Count
Always	18%	23
Usually	70%	89
Not often	10%	13
Never	1%	1
No opinion	2%	2
	<b>Total Responses</b>	<b>128</b>

# Burrard Marina 2013 Survey Results

## 4. How would you rate Burrard Marina regarding...

	Excellent	Good	Fair	Poor	No opinion	Total Responses
Safety/Security	21 (16%)	59 (45%)	33 (25%)	15 (12%)	2 (2%)	130
Cleanliness/Condition	11 (9%)	52 (40%)	44 (34%)	22 (17%)	0 (0%)	129
Boat Operation/Navigation	14 (11%)	59 (46%)	38 (30%)	8 (6%)	9 (7%)	128

# Burrard Marina 2013 Survey Results

5. How would you rate your overall experience at Burrard Marina?

Response	Percentage	Count
Excellent	20%	26
Good	50%	64
Fair	23%	30
Poor	7%	9
No opinion	0%	0
	<b>Total Responses</b>	<b>129</b>

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## 6. Are there services you would like to see added at the marina?

1. Reliable shore power.
2. Repair facilities on the hard where boats can be hauled out and repaired and painted.
3. ICE FREEZER
4. Free ice From dedicated machine in locker room
5. dock box allowances
6. washrooms refreshed and showers
7. shower, pressure washing station, good pressure hose at the fish cleaning station to blast off scales, deep freeze to make ice and hold ice for the marina patrons.
8. Showers, the ability to pay moorage/power online
9. Showers, a club house, secure bike storage.
10. Showers, Lounge or coffee area, tool rental or loan program, ladder access to tide grid, postal drop option at office, recommended suppliers list.
11. Toilets available 24/7
12. Daily small boat member moorage for a small fee with a limit of days not to exceed 3 to 5 in a row.
13. A sectioned off area of the works yard for bottom scraping and a policy that the remnants need to be cleaned up by the person doing the work.
14. Sling lift for clean-up, painting, maintenance.
15. It would be nice to have a workbench. owners would be responsible for all tools and materials.
16. Last year, I suggested a fish cleaning table and I'm really pleased to see that one has been installed.
17. wireless internet
19. We really need a lifter for cleaning boats.
20. We really need a lifter for cleaning boats.
21. more common spaces, amenities and facilities.
22. Food/beverage/showers

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- 23. Metered electricity, not fair to have small boats pay as much as larger boats for simply plugging a heater in.
- 24. A power wash with a lift
- 26. Paper towels in the members washroom would be welcome. If not, please turn up the heat on the air drier.
- 27. Parking decals are a pain. Why do we need them? Card access should be enough.
- 28. The old Coast Guard station will make a great restaurant which we will all use and enjoy.
- 29. Ice Machine
- 30. Security Cameras
- 31. better access to waiting list info for in-water slips
- 32. Additional security. Better water hook ups in the parking area.
- 33. Water in the winter. Other marina manage this even with the cold weather.
- 35. Larger updated washrooms with showers
- 36. upgraded power
- 37. trailer parking area electrical/water hookups (not just in work area). maybe one per row, at least one small electrical box hookup so moving of boat to near work area is not necessary for quick electrical tasks (vacuuming, etc.).

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38. Showers, ice service.
39. Year round fresh water to all floats.
40. New washroom facilities, new 2 speed electric crane hoist
41. Something more social, annual BBQ, a PUB would be amazing!!
42. Mast tower, longer dock ramps (less angle at low tide).
43. Dock boxes for rent
44. It's perfect, don't change anything.
45. improved boat ramp. poor launching at low tide at both ramps, and lack of floating dock at current ramp are serious issues.
46. New washrooms.
48. Bring back ice, I'd love it if the water could be turned on one or two weekends in the winter weather permitting, for gods sake please fix the men's toilet
49. showers, electrical meters for power usage
50. clean washrooms, showers
51. Showers, improved security (incl. car park), pub
52. Help with disposal of expired flares.
53. Purchase of block ice, disposal of old flares



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54. Nothing that would add any additional cost to users. Things like electricity and tidal grid are already well over priced, especially electricity. A user should only have to pay what is a realistic reflection of what power is used. Those who don't constantly use power should not have to pay the monthly fee that is over-priced. Electricity should not be a profit avenue for the marina.
55. small shop area to work on parts in the dry/ warm. Staff on the tide grid."
56. Indoor/covered work area with work bench for occasional use.
57. I would like the money we pay in moorage to be dedicated to the marina in floats, washrooms, showers, picnic area, lounge. Why add services when you haven't kept up the existing services.
58. Year round water
59. showers, ice better/cleaner wheel barrows
60. Ladder to the tide grid. Tool rental or loan
61. Water for engine flushing and showers
62. security cameras and 24 hr. security guard, replacement of burnt out bulbs on the docks when it happens and they're reported (safety issues)
64. Upgraded electrical service
65. year round water, 24/7 security guard and cameras, mast crane or ladder
66. Access to recycle on our own oil filters etc.
67. We need water on all docks in the winter
68. better restroom.
69. Tidal grid. Reduce cost for members and increase for not members. Additional wheelbarrows station at parking lot.
70. 24/7 access to the crane for land storage customers dependent on the crane for access to the water.
71. Composting for organic waste

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Thank you for participating in our 2013 Customer survey. Your feedback and comments are very valuable to us.