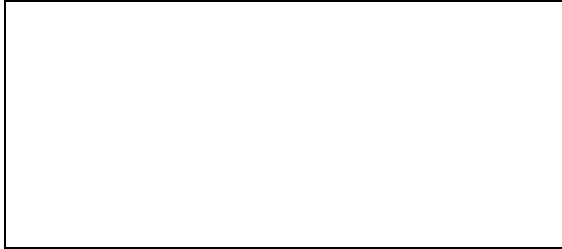


Online users
289 respondents



I am writing to you because you recently registered online at the website set up by British Waterways for its trial of mooring allocation by tender (www.bwmooringvacancies.co.uk).

Andrew Irving Associates is a market research company. We have been asked by British Waterways to contact people who have registered on the website to find out opinions of the website and the tendering process.

This survey will only take a few minutes to complete, and you can then return this questionnaire to us by simply folding the form as shown on the reverse – no envelope or stamp is required.

Any information you provide will be treated confidentially, and when we report back to British Waterways we will not identify the respondents who take part on this survey.

Please return your completed questionnaire by 5th April 2008.
Thank-you for your help on this survey.

Roy Graham
Andrew Irving Associates

Andrew Irving Associates Market Research
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Andrew Irving Associates Ltd. Company Registration No. 2216685 England. VAT No. 228039077

Percentages shown are the proportion of total respondents giving each answer

Throughout the questionnaire, 'website' means the BW mooring vacancies/tenders website www.bwmooringvacancies.co.uk

Q1 Do you recall registering on this website? PLEASE TICK

Yes 96%
No 2

Q2 Approximately how many times have you visited the website?

1-3 times 8%
4-5 times 8%
6-10 times 13%

More than 10 times 68%

- Q3** Were you on a waiting list for a British Waterways long term mooring before the tendering trial began in October 2007?
- Yes 34%
- No 66%

- Q4** For how long have you been seeking a mooring?
- Less than 3 months 22%
- 4-6 months 20%
- 7-12 months 21%
- 1-2 years 17%
- More than 2 years 16%

- Q5** Which of the following types of mooring would you consider? TICK ALL THAT APPLY

- Offline (marina or mooring basin) 75%
- Mooring against the canal/river bank 81%
- Moorings provided by private operators 74%
- I'm not looking for a mooring 8%

- Q6** How easy have you found it to use the website?
- Very easy 43%
- Fairly easy 35%
- Average 19%
- Quite difficult 2%
- Very difficult 1%

- Q7a** Did you find all the information you needed on the site?

Yes 80%)

No 17%

IF 'NO' Q7b What is missing?

- Q8** How helpful are the mooring vacancy descriptions published on the site? PLEASE TICK

- Very helpful 39%
- Quite helpful 54%
- Not helpful 6%
- Not searching – registered out of interest 1%

- Q9** Which of the following have you done using the website? TICK ALL THAT APPLY

- Searched for a mooring 87%
- Viewed vacancy details 93%
- Saved a search 34%
- Requested email notification of vacancies that match your requirements 53%
- Submitted a tender 29%
- Secured a mooring by submitting the highest tender 11%
- Filled in a feedback form 7%
- None of the above 1%

- Q10** Which of the following changes would you like to see to the website? TICK ALL THAT APPLY

- Ability to change my offer after submitting it 38%
- Ability to see what other people have offered 66%
- Highest tenderer secures the mooring but at a price equal to that of the second highest tender plus a small increment 39%
- Text messaging when a new vacancy matching your needs is published 17%
- Include moorings offered by private operators (*not necessarily subject to tendering*) 67%

Q11 If you have not yet submitted a tender, which of the following reasons apply to you?

- PLEASE TICK ALL THAT APPLY
- I am no longer looking for a mooring 9%)
 - No vacancies for sites I'm interested in have yet been published 49%
 - The berth length advertised for a site I'm interested was not long enough for my boat 20%
 - The berth length advertised for a site I'm interested was too long for my boat 7%
 - I couldn't decide how much to offer 7%
 - The site would not accept my payment card 1%
 - I just don't like the system 19%
 -other reason (please write in

Q12 Which of the following applies to you?

- PLEASE TICK ONE
- I own a boat on a BW waterway with a home mooring 46%
 - I own a boat on a BW waterway and am currently a continuous cruiser 17%
 - I own a boat on a non-BW waterway 6%
 - I want to secure a mooring before purchasing a boat 22%
 - I plan to purchase a boat in the near future regardless of whether I have found a mooring 6%

Q13a Have you contacted the British Waterways Central Moorings Administrator or Customer Service team for information or assistance in connection with the mooring tender trial?

- Yes 28% PLEASE ANSWER Q13b
- No 71% PLEASE GO TO Q14

Q13b How do you rate the quality of their response?

- Excellent 37%
- Good 33%
- Fair 10%
- Poor 21%

IF 'FAIR' OR 'POOR'

Q13c how could the response have been improved?

.....

Q14 What have been your main sources of information about the tendering process?

- PLEASE TICK UP TO THREE
- Letter from BW as I was on a waiting list 28%
 - A member of BW staff 13%
 - Friends or other boaters 25%
 - Saw advertisement locally for the mooring vacancy and website 19%
 - One or more boating organisations (IWA, NABO etc) 12%
 - Waterways magazines (Waterways World, Towpath Talk etc) 47%
 -other (please write in

Q15a Have you submitted a tender for a BW mooring?

- No – have not submitted a tender 69%

Have submitted a tender, but was not offered a mooring 18%

Have submitted a tender and was offered a mooring 11% PLEASE ANSWER Q15b

IF YOU WERE OFFERED A MOORING PLEASE ANSWER Q15b

Q15b How do you rate the quality of service following the tender?

PLEASE TICK ONE BOX ON EACH LINE

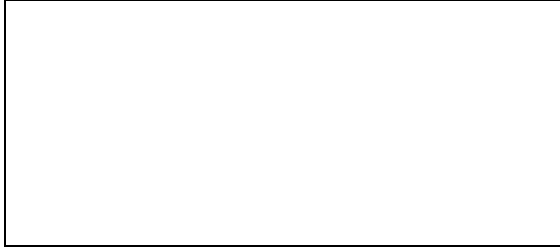
	Excellent	Good	Fair	Poor
Processing your application and issuing the permit	48%	36%	12%	0%
Responding to your questions	45%	33%	15%	3%
Welcoming you to the mooring site	15%	18%	6%	24%

THANK YOU FOR YOUR HELP

Do you have any comments about the mooring tendering system or the performance of the website that you would like us to pass back to British Waterways? PLEASE WRITE IN BELOW

POSTAL USERS

(Results to be treated with caution
because represent on 48 respondents)



I am writing to you because you recently registered with the new British Waterways system for allocating mooring vacancies.

Andrew Irving Associates is a market research company. We have been asked by British Waterways to contact people who have registered to find out opinions of the tendering process.

This survey will only take a few minutes to complete, and you can then return this questionnaire to us by simply folding the form as shown on the reverse – no envelope or stamp is required.

Any information you provide will be treated confidentially, and when we report back to British Waterways we will not identify the respondents who take part on this survey.

Please return your completed questionnaire by 5th April 2008.
Thank-you for your help on this survey.

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Percentages shown are the proportion of total respondents giving each answer

Throughout the questionnaire, 'website' means the BW mooring vacancies/tenders website
www.bwmooringvacancies.co.uk

Q1 Do you recall registering on this website? PLEASE TICK sent to you?

Yes 88%
No 13%

IF 'NO'

Q1b what couldn't you find?

Q2a How many sets of mooring vacancy details do you recall receiving in the post?

None 13%
1-5 46%
6-10 25%
More than 10 17%

Q2b How helpful did you find these vacancy descriptions?

Very helpful 27%
Quite helpful 50%
Not helpful 10%
Not searching – registered out of interest 0%

Q3 Were you on a waiting list for a British Waterways long term mooring before the tendering trial began in October 2007?

Yes 69%
No 29%

Q4 For how long have you been seeking a mooring?

Less than 3 months 4%
4-6 months 15%
7-12 months 19%
1-2 years 35%
More than 2 years 27%

Q5 Which of the following types of mooring would you consider? TICK ALL THAT APPLY

Offline (marina or mooring basin) 58%
Mooring against the canal/river bank 83%
Moorings provided by private operators 54%
I'm not looking for a mooring 2%

Q6 If you have not yet submitted a tender, which of the following reasons apply to you?

PLEASE TICK ALL THAT APPLY

I am no longer looking for a mooring 9%
No vacancies for sites I'm interested in have yet been published 56%
The berth length advertised for a site I'm interested was not long enough for my boat 17%
The berth length advertised for a site I'm interested was too long for my boat 15%
I couldn't decide how much to offer 23%
I just don't like the system 4%

Q7 Which of the following applies to you?

- PLEASE TICK ONE
- I own a boat on a BW waterway with a home mooring 40%
 - I own a boat on a BW waterway and am currently a continuous cruiser 23%
 - I own a boat on a non-BW waterway 2%
 - I want to secure a mooring before purchasing a boat 29%
 - I plan to purchase a boat in the near future regardless of whether I have found a mooring 6%

Q8a Have you contacted the British Waterways Central Moorings Administrator or Customer Service team for information or assistance in connection with the mooring tender trial?

- Yes 44% PLEASE ANSWER Q8b
No 56% PLEASE GO TO Q9

Q8b How do you rate the quality of their response?

- Excellent 19% (38)
Good 33%
Fair 14%
Poor 29%

IF 'FAIR' OR 'POOR'
Q8c how could the response have been improved?

Q9 What have been your main sources of information about the tendering process?

- PLEASE TICK UP TO THREE
- Letter from BW as I was on a waiting list 77%
 - A member of BW staff 10%
 - Friends or other boaters 19%
 - Saw advertisement locally for the mooring vacancy and website 4%
 - One or more boating organisations (IWA, NABO etc) 8%
 - Waterways magazines (Waterways World, Towpath Talk etc) 27%
 -other (please write in

Q10a Have you submitted a tender for a BW mooring?

- No – have not submitted a tender 90%
- Have submitted a tender, but was not offered a mooring 6%
- Have submitted a tender and was offered a mooring 4%

THANK YOU FOR YOUR HELP

Do you have any comments about the mooring tendering system that you would like us to pass back to British Waterways? PLEASE WRITE IN BELOW

