

Marina Park Guest Slips
Customer Satisfaction Survey
Responses for June 2019

Question #1 - My experience was as a...

Visiting Boater = 10 (67%)
Local Boater = 4 (26.5%)
Other = 1 (6.5%)

Question #2 – Overall, I was satisfied with my stay...

Strongly Agree	= 14 (93.5%)	Somewhat Disagree	= 0 (0%)
Agree	= 1 (6.5%)	Strongly Disagree	= 0 (0%)
Neutral	= 0 (0%)		

Question #3 – I received the quality and value I expected for the cost...

Strongly Agree	= 10 (67%)	Somewhat Disagree	= 0 (0%)
Agree	= 4 (26.5%)	Strongly Disagree	= 1 (6.5%)
Neutral	= 0 (0%)		

Question #4 – I was pleased with the overall appearance and condition of the Marina Park Guest Slips...

Strongly Agree	= 15 (100%)	Somewhat Disagree	= 0 (0%)
Agree	= 0 (0%)	Strongly Disagree	= 0 (0%)
Neutral	= 0 (0%)		

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Question #5 – Please check all of the services that you used during your stay...

Restrooms/Shower	= 15 (100%)	Lighthouse Bayview Café	= 11 (73.5%)
In-Slip Pump Out	= 2 (13%)	On-Site Beach, Playground or Park Areas	= 9 (60%)
On-Site Washer/Dryer	= 1 (6.5%)	Nearby Dining, Entertainment or Commercial	= 12 (80%)
Complementary Wi-Fi	= 9 (60%)		

Question #6 – The condition of the restroom/shower...

Excellent	= 10 (67%)	Below Par	= 1 (6.5%)
Good	= 3 (20%)	Unacceptable	= 0 (0%)
Just OK	= 1 (6.5%)	No Response	= 0 (0%)

Question #7 – The condition of the Marina Park facilities and grounds...

Excellent	= 14 (93.5%)	Below Par	= 0 (0%)
Good	= 1 (6.5%)	Unacceptable	= 0 (0%)
Just OK	= 0 (0%)	No Response	= 0 (0%)

Question #8 – I was satisfied with the level of care and commitment shown by Harbor Department staff...

Strongly Agree	= 14 (93.5%)	Somewhat Disagree	= 0 (0%)
Agree	= 1 (6.5%)	Strongly Disagree	= 0 (0%)
Neutral	= 0 (0%)	No Response	= 0 (0%)

Question #9 – I will return and/or recommend your facility to other boaters...

Strongly Agree	= 14 (93.5%)	Somewhat Disagree	= 0 (0%)
Agree	= 1 (6.5%)	Strongly Disagree	= 0 (0%)
Neutral	= 0 (0%)	No Response	= 0 (0%)

Question #10 – Please tell us what you liked best about your stay at the Marina Park Guest Slips...

- “great location, friendly staff, clean”
- “Ryan was great – helped all in our club tie off and be of service”
- “Clean”
- “Ryan is always my favorite – then showers, laundry, hose to wash and pump out service”
- “So convenient and appealing”
- “Ryan was great”
- “Staff was very helpful with docking at my arrival. Nice docks, nice area, nice facilities.”
- “Ryan was amazingly helpful, knowledgeable, and very professional.”
- “Nice sized slips, quality facility for showers and bathrooms. Everything was clean and kept up. Restaurant was excellent and very convenient. We will be back again.”
- “Accessibility to local retail / restaurants”
- “Staff, slips, facilities”
- “Clean and easy”
- “Everyone was very kind and helpful. Ryan was fantastic, he really is an asset to the City”
- “Always good to see Ryan as he is so helpful in making our stay easy”
- “Service provided was excellent.”

Question #10 – Please tell us what was not up to par about your stay...

- “WiFi could use improvement”
- “Men’s restroom on Sunday wasn’t clean”
- “Would love to see a lock on gate leading to boat access – greater security”
- “All great”
- “30 AMP plug at slip 17 not working”
- “Men’s restroom urinal drainage issue”
- “Women’s handicap stall, rusty / stained”
- “Men’s restroom urinal not working”
- “Mold in shower and under handicap shower seat”

Question #11 – Comments / Suggestions

- “A bit pricey”
- “We love coming here, but are still coking on the raised prices. We have friends in San Diego who used to come here, now they won’t.”
- “Need more large slips or side ties”
- “Great staff and friendly professional vibe overall”
- “Availability of late night key code boxes where boaters arriving after hours can pick up they key card.”
- “Super nice staff”