

Marina Park Guest Slips
Customer Satisfaction Survey
Responses for July 2019

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

Visiting Boater = 16 (80%)
 Local Boater = 4 (20%)
 Other = 0 (0%)

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

Strongly Agree = 17 (85%)	Somewhat Disagree = 0 (0%)
Agree = 2 (10%)	Strongly Disagree = 0 (0%)
Neutral = 0 (0%)	No Response Given = 1 (5%)

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

Strongly Agree = 15 (75%)	Somewhat Disagree = 0 (0%)
Agree = 3 (15%)	Strongly Disagree = 0 (0%)
Neutral = 2 (10%)	

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

Strongly Agree = 20 (100%)	Somewhat Disagree = 0 (0%)
Agree = 0 (0%)	Strongly Disagree = 0 (0%)
Neutral = 0 (0%)	

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

Restrooms/Shower = 18 (90%)	Lighthouse Bayview Café = 13 (65%)
In-Slip Pump Out = 9 (45%)	On-Site Beach, Playground or Park Areas = 13 (65%)
On-Site Washer/Dryer = 7 (35%)	Nearby Dining, Entertainment or Commercial = 18 (90%)
Complementary Wi-Fi = 14 (70%)	

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

Excellent = 13 (65%)	Below Par = 2 (10%)
Good = 2 (10%)	Unacceptable = 1 (5%)
Just OK = 1 (5%)	No Response = 1 (5%)

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

Excellent = 18 (90%)	Below Par = 0 (0%)
Good = 0 (0%)	Unacceptable = 0 (0%)
Just OK = 0 (0%)	No Response = 2 (10%)

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

Strongly Agree = 19 (95%)	Somewhat Disagree = 0 (0%)
Agree = 1 (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 = 18 (90%)	Somewhat Disagree = 0 (0%)
Agree = 1 (5%)	Strongly Disagree = 0 (0%)
Neutral = 1 (5%)	No Response = 0 (0%)

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

- “Laundry”
- “Ryan is always amazing, he is always on top of things, remembers us. Very hard worker and we appreciate all he does!”
- “The staff was friendly, professional and helpful.”
- “Location”
- “Ryan and team were awesome!!!”
- “Everything was great”
- “Clean friendly and quality facilities. We harbor hopped to San Diego, and this was by far the best marina stay we got.”
- “Staff assisted us at docking and handled all of our questions. Very professional.”
- “Dock staff super helpful”
- “Your staff is extremely helpful”
- “Everything is in good condition and the staff is awesome.”
- “Staff was both friendly and helpful. Facility was top of the line and clean. Only exception – the restroom and showers.”
- “Ryan makes each and every one of our stays at Marina Park fantastic. He is extremely conscientious, friendly and helpful. We love and look forward to coming here whenever we can.”
- “Service”
- “Availability and access to nearby activities”
- “Ryan and crew are great!”
- “Outstanding staff – dock master and all staff friendly. Good facilities.”
- “Easy and very helpful”
- “Great location. Clean new facilities”

Question #11 – Please tell us what was not up to par about your stay...

- “An extra shower would be helpful”
- “2 key cards per slip”
- “Restrooms and showers were not clean. Need at least once a day cleaning”
- “The men’s restroom doesn’t have enough trash receptacles and toilet paper holders. The design of the TP holders caused paper to tear in one sheet that ends up on the floor.”
- “Upon our arrival no dock side assistance was available as we were told. All went OK without.”
- “Not pleased with the price increase, will definitely impact our ability to visit.”
- “Bathrooms showers need regular scrubbing. Noise inside light house café restaurant is really bad when busy . I think the price is high to stay here.
- “The parking guards for my four nights, I never saw stand up and ask people what was their purposed for coming in, just played with their phones.
- Washer is making a bad sound and cleaners do not mop the laundry floor. Fabric softener spill that is still there.”

Question #12 – Comments / Suggestions

- “Your staff is great, give them full time employment please.”
- “Staff is always helpful, we have mostly interacted with Ryan, he does an incredible job.
- “Additional bow cleats”
- “The staff is very friendly and helpful. My kids had a blast and so did my wife and I”
- “Power on slip 14 was out – Ryan called city for electrician. No problem as we were able to plug into 13”
- “Ryan is awesome”
- “We enjoyed our stay that we extended our visit. Just keep up the good work”
- “We had mechanical issues and So-Coast Shipyard came within one hour and fixed the problem. I don’t think the staff knows how valuable this company could be for your guests.”

- “Nice to have a spot in Newport to dock! Will be back.”
- “Ryan is fantastic. Pay him whatever it takes.”
- “We will be back. I am sure you will get the restroom problem fixed.”
- “Please make Ryan a full time employee. He is the best.”
- “We loved our time here. Free pump out and laundry were a great extra. As a past owner of a home in Marina Park, we are pleased with the land use and fine facility and outstanding staff.”
- “Need a recycle bin. Need ice machine, but no big deal.”
- “Would be great to add an additional washer and dryer in laundry.”