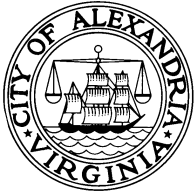




# City of Alexandria Marina

2009 Customer Satisfaction Survey



## City of Alexandria Marina Customer Satisfaction Survey Report Calendar Year 2009

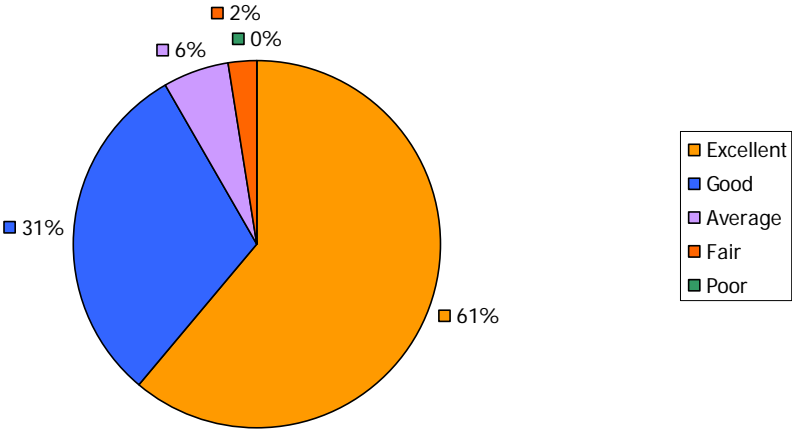


The City Marina 2009 survey report findings are compiled from a survey emailed via a third party provider to 452 overnight transient pleasure boat guests, as well as, pleasure boat leaseholders that visited the marina between January 1, 2009 and November 1, 2009. Survey results were received from 168 unique IP addresses.

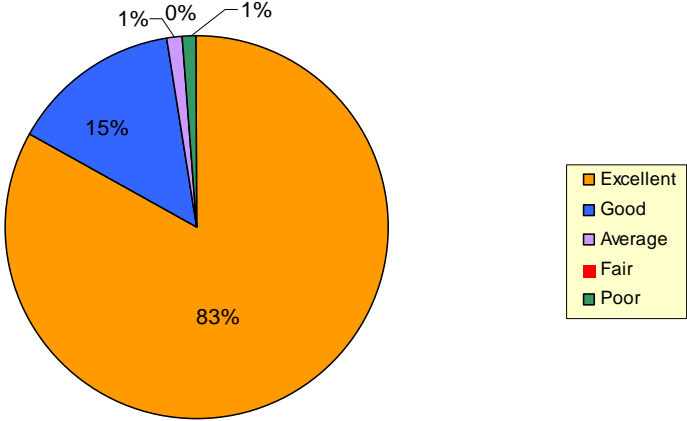
As a result of budget cuts the marina staff did not conduct a customer satisfaction survey in 2008. The 2009 survey results are measured against the City Marina 2007 survey report findings. The 2007 survey results were mailed to 512 homes of overnight transient pleasure boat guests, as well as, pleasure boat leaseholders that visited the marina between January 1, 2007 and November 18, 2007; surveys were returned by 81 persons.

# Overall, how would you rate your experience at the marina?

2009

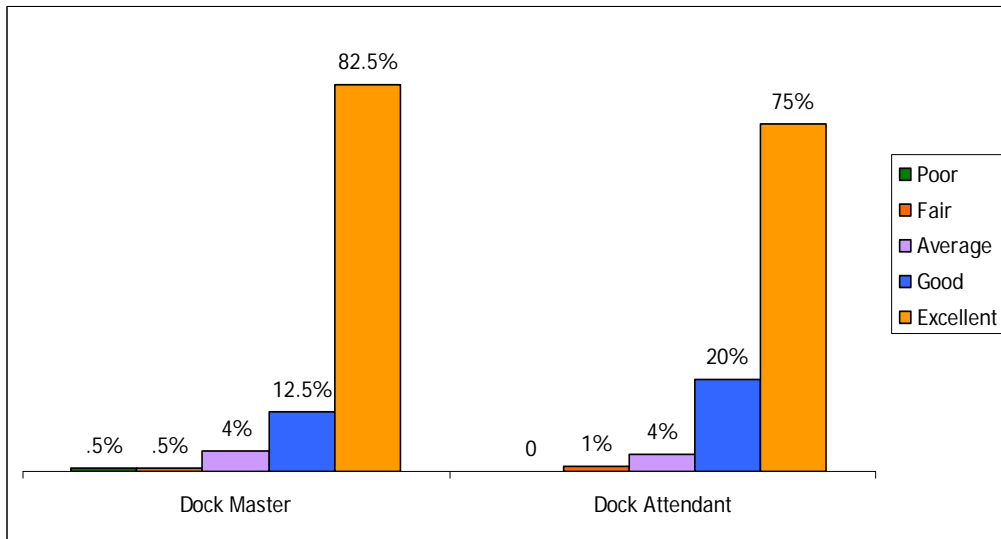


2007

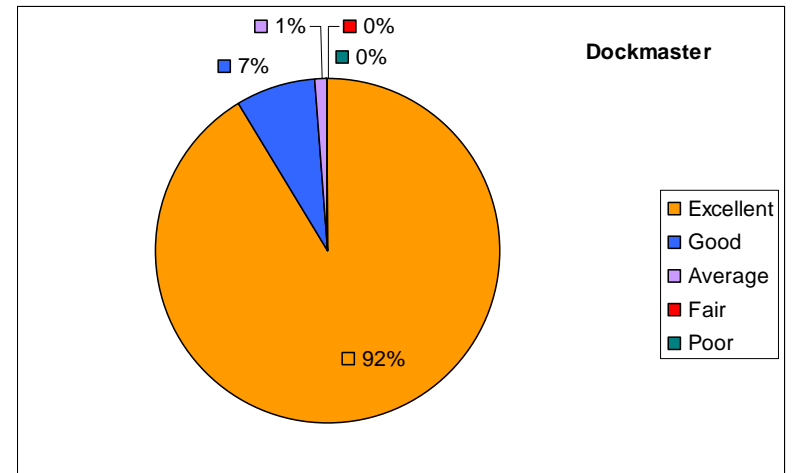
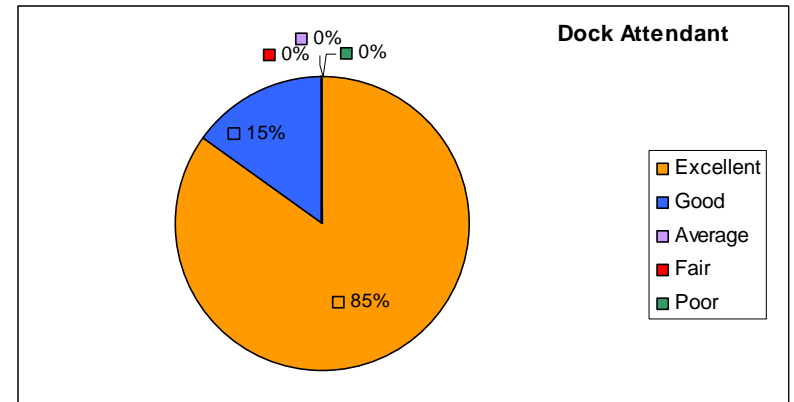


# Please rate our staff's professionalism, responsiveness and hospitality.

2009

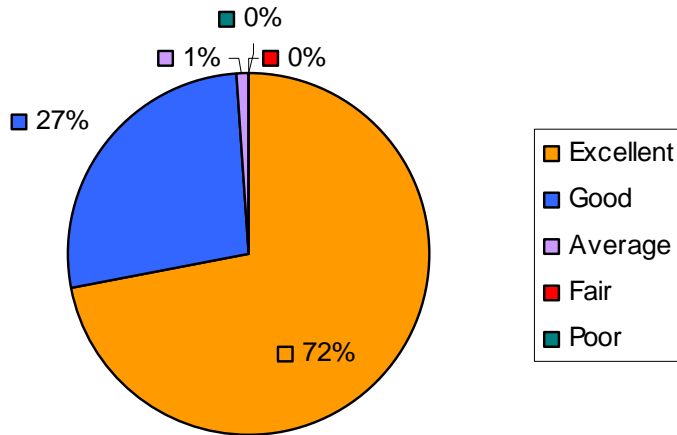


2007

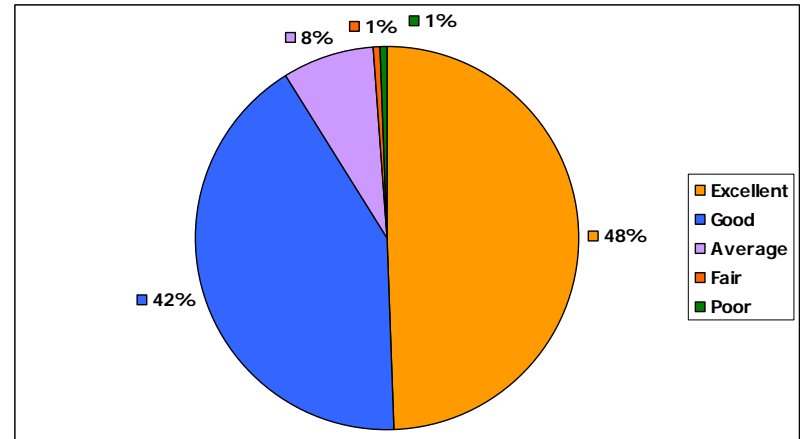


# How would you rate the maintenance of the marina?

2009

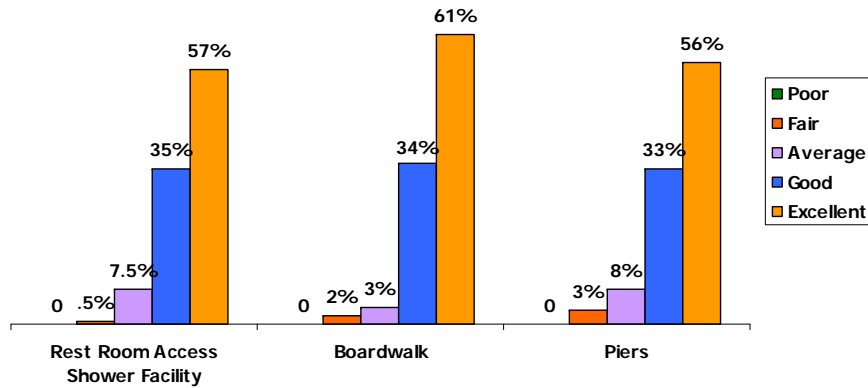


2007

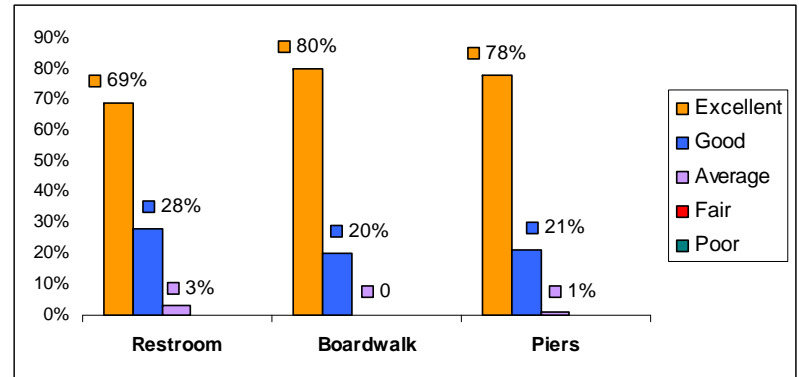


# How would you rate the cleanliness of the access control restroom and shower facility, boardwalk and piers?

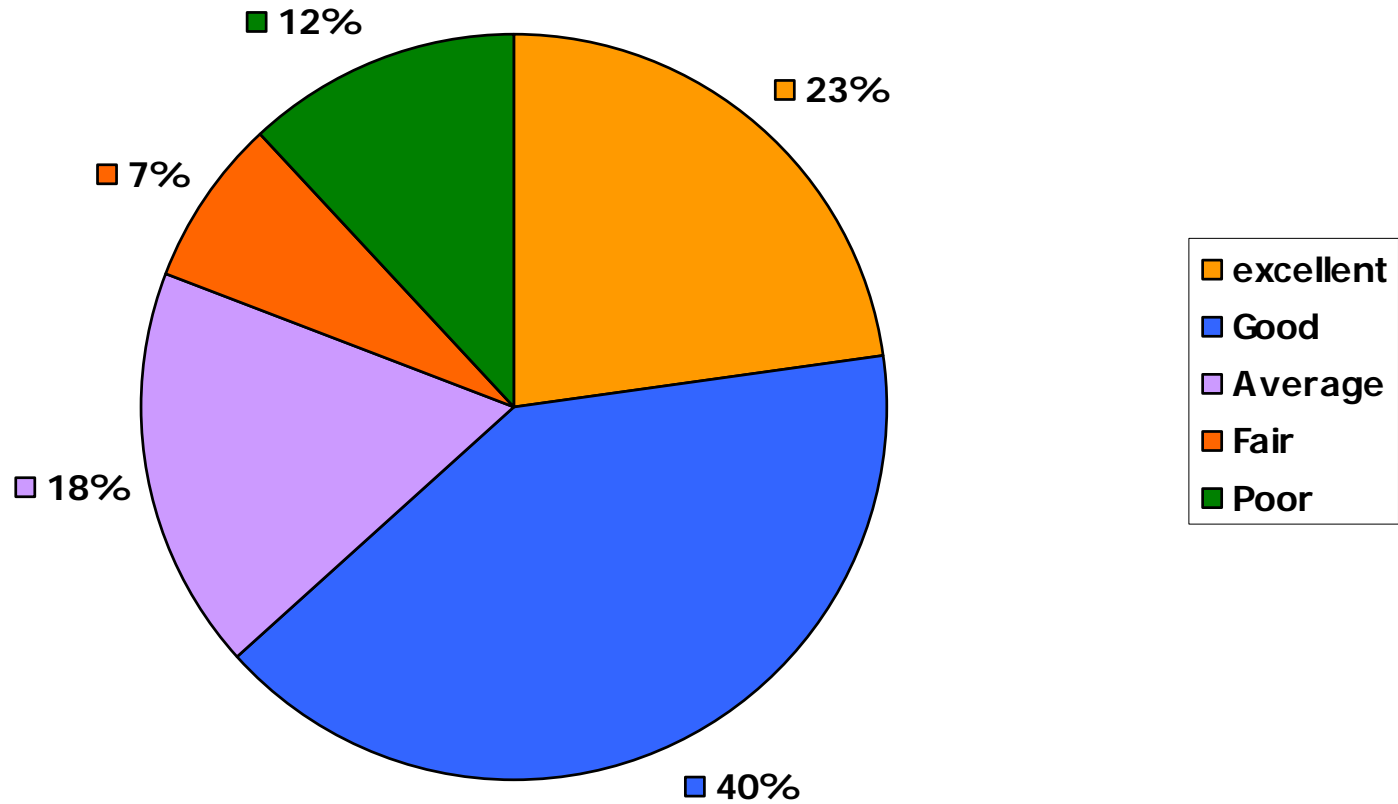
2009



2007



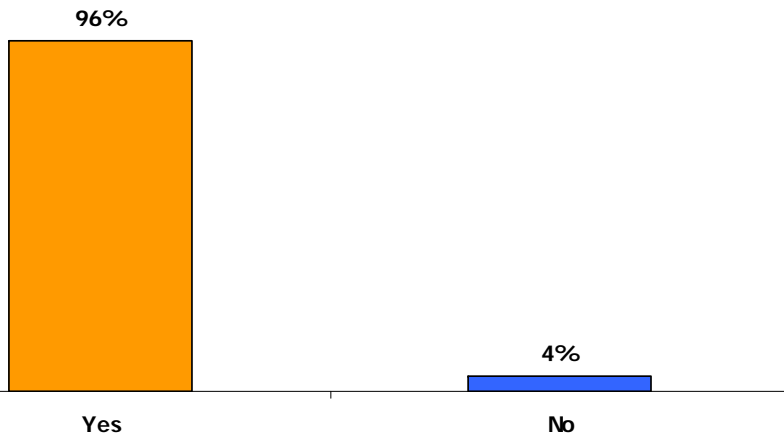
## How would you rate the marina security?



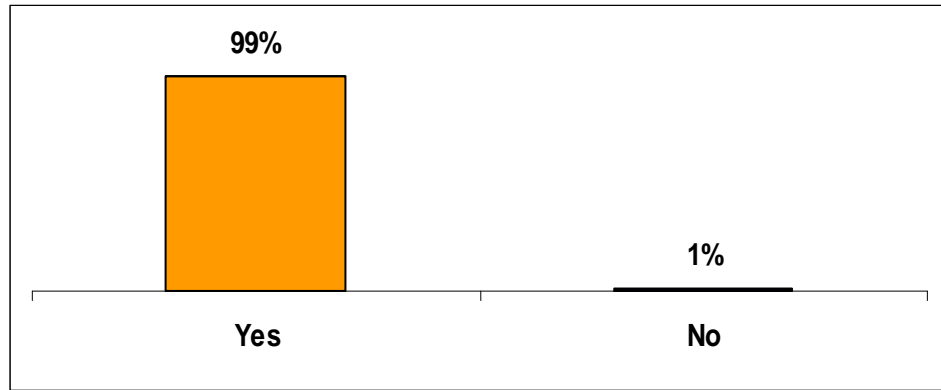
2009 response; question not asked in 2007

# Would you recommend us to other boaters or return in the future?

2009

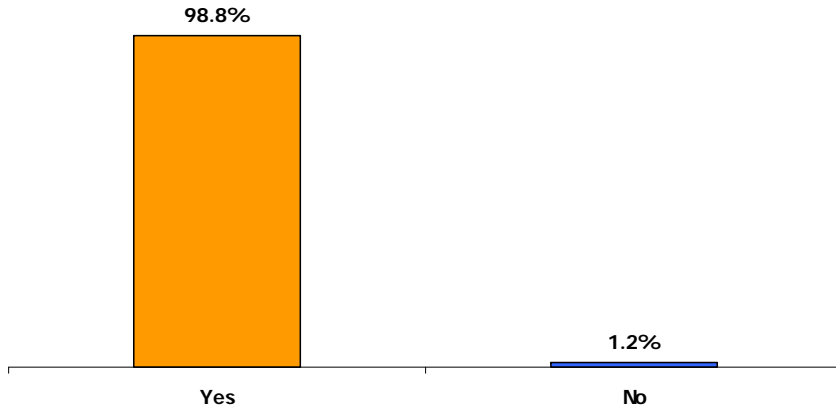


2007

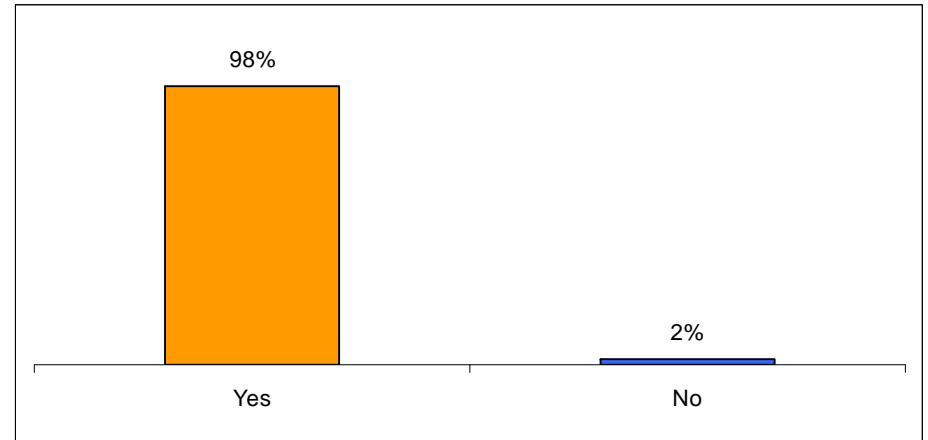


# Was the staff knowledgeable when helping you with your questions or concerns? If unable to help, did they direct you to someone who could?

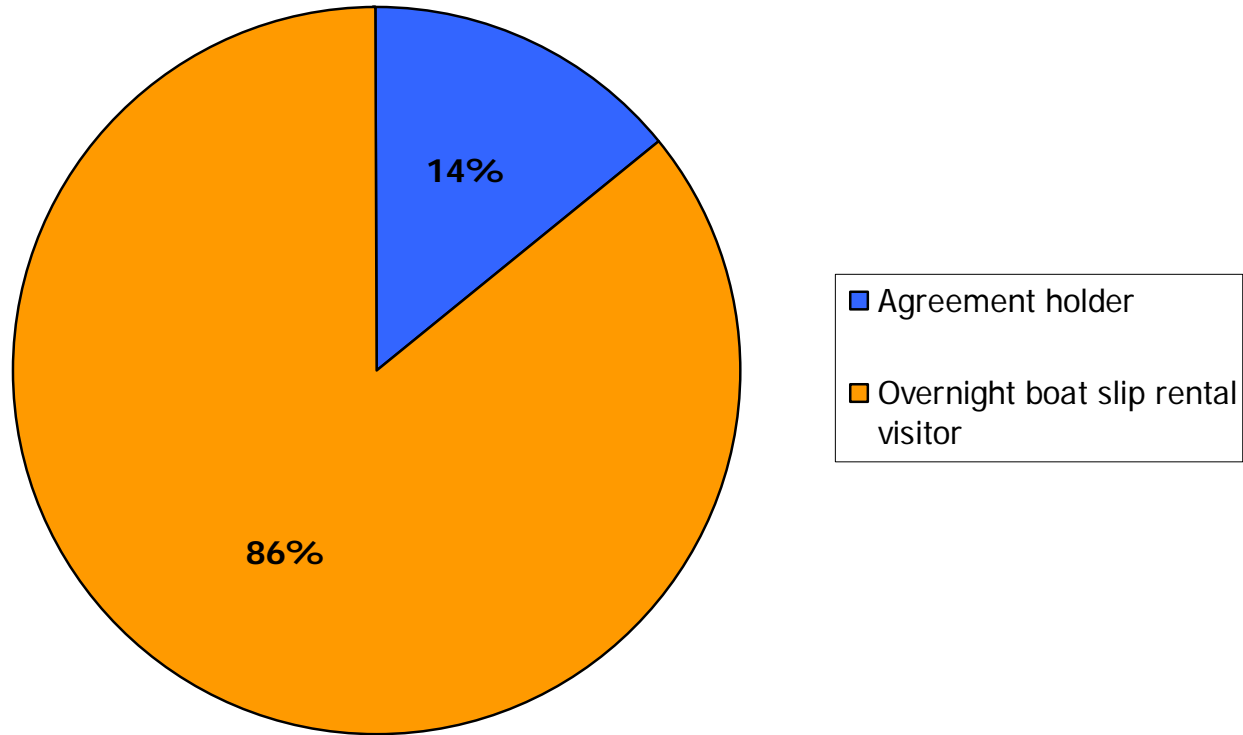
2009



2007



# Are you a City of Alexandria boat slip agreement holder or an overnight boat slip rental guest?



2009 survey response; question not asked in 2007

## Summary of Comments Received

Questions?