

ROBIN EVANS CUSTOMER MEETING

The Elms, Retford, Nottinghamshire, 9 July 08

- Q: Private marinas – what do you charge? *9.5% of revenue. Exploration of why end of garden moorings are different to off-line marina developments. 10,000 new berths in ten years. Economics of investment of new marinas. Needs to stack up. We cannot change too much otherwise won't be built. Balance needed – mustn't price them out of the market.*
- Q: When new marinas created no additional facilities added in these areas on the waterway. Shouldn't marina developers invest in this? *Water supply checked. In future need to check if marinas are providing publicly available facilities at reasonable cost.*
- Q: Cycling. Consistent policy needed. Permit? *Can cycle on our towpaths without a permit. Osberton – Chesterfield cycling is good. If we improve path to accommodate cyclists some cyclists go too fast which becomes a problem. Pinch points – risk assessments.*
- Q: DDA compliance – are we complying? *When it is reasonable to expect BW to do so, yes.*
- Q: Mooring tender trial. General feeling is that it is a bad move. Anomalies in the document. Objection – principle. Private marinas don't have to tender so why have to tender for BW? *Bad profiteering. Previous process has not found favour with our customers. Boaters can't go elsewhere. Doing all we can to increase new moorings NMU costs £500k each year. Trying to find an open and fair way of setting price.*
- Q: Allocation should be first come first served. New boaters coming into market rent get a mooring and why shouldn't they have ability. *System we had was not perfect. If there is a better system, please reply to consultation and tell us what it is.*
- Q: Tendering system discriminates against lower paid people. *26% sold below our recommended price, 3% sold equal to guide price.*
- Q: First application received should get the mooring. *BW not allowed to set the market price.*
- Q: Do private operators do tendering? *No, but others may follow efficient way of managing and marketing moorings.*
- Hope doesn't discriminate against short boats. *We will consider putting two together to sell to narrow boats if don't sell short lengths. Fixed length. Could put tender out per metre /foot price? But this will mean shuffling and people don't like this.*
- Fixed price spread out over three years might be better. Personal reaction to boaters who have paid more on sites?
- Thank you. First time a CEO has done a road show.
- Q: Public company funded by government. Waterways for all – everyone pays to fund BW and keep it afloat – ordinary boater kicked in teeth paying for a licence and a mooring. Man with biggest bank roll can get the best facilities. *By statute BW required to charge commercial rates. Commercial business responsible to the government.*

- Mixed views. Been against it in terms of doing traditional boaters down. Working class people. Change the face of boating in Britain. Where does the process go ultimately? What happens beyond this? BW to act within the market and not suppress or manipulate moorings.
- Q: BW operating in a skewed market? Residential different – planning context. New marinas limited on what numbers available. *Demand to live on the waterways has changed. Not yet policy but we will go for planning on each site and then charge accordingly.*
- Q: Administrative problems. Licenses – move to Leeds. Service has not been acceptable since the move. Service that RWBC has experience is deplorable – five licenses sent in, three cheques/credit cards. Stolen – used fraudulently. Burglary from Watford. Still sending things to Watford as instructed (Simon Salem to look into this). Having an impact on numbers using the agent's service. *Looking forward, need to look at computer technology to deliver a service. Can't guarantee that licensing agents will stay around. Wants reassurance that the service will get better.*
- Q: Any plans for regeneration in Doncaster?
- Q: License online – five working days service
- Q: Customer Service Standards 08/09 – are you going to expand them?
- Q: Consultation – things happening on the waterway – deer ramps. *RE not seeking a referendum on issues. Can't consult on everything.*
- Q: Minimum safety. Is there another set the GMs are working to? External/internal documents? *Advisory committee to be set up. Don't go beyond standards until you get them.*
- Cill markings – signage. Serious rise in number of boats. Cill marking – correct and visible. Experiences boaters not hire boats having problems with cills.