

**ROBIN EVANS CUSTOMER MEETING  
Doddington Lodge, Shropshire, 24 July 2008**

**POINTS RAISED BY CUSTOMERS AT THE MEETING - 30 Customers**

- **Funding** - Economics of boating – costs rising many mature boaters on fixed incomes
- Increase in customers using boats for residential purposes on our network
- Boaters not the only users of the waterway but the only ones who pay
- Need to reinforce with government what is missing: highlight maintenance issues
- BW need to work with local councils more vigorously to acquire funding for projects: funds are available.
- *Local Issue* - Restoration of Shrewsbury Canal – BW should be more pro-active at meetings with councils
- **Communication** - BW's Advertising – needs to show return
- **Moorings** – importance of slowing down at linear moorings
- Moorings consultation – if it is badly managed BW will lose money.
- Moorings tender trial – some moorings vacant but not advertised.
- **Maintenance** - Audlem – condition of canal in Audlem area has deteriorated
- Vegetation Management – backlog
- Cill marking – waste of money and not a priority for the majority of boaters
- *Local Issue* - Cill marking at Northgate Lock – cill marker not easy to read/in the wrong place
- Bollards in the wrong place nowhere for boats to tie up
- New Team system for Vegetation Management and Customer Service. Water, Reactive & Waste Management - grass cutting was started too late in the season
- **Safety standards** – need implementation
- **Staff** some have low morale and are worried about their jobs
- **Boat Licence** Dept Leeds: many complaints about delays – money wasted changing a previously reliable system
- *Local Issue* - Whitchurch Arm – Marinas pay 10% Charity pays 14%
- **Volunteers** - Organisations need to work together – BW needs to consult more effectively and work with Volunteers
- 60 years of British Waterways : BW Annual Report Press Release – no mention of the important contribution of volunteers
- **Consultants** – BW spending large amount of money on consultants which could be better used to improve the canal system
- **Facilities** - Pump-out station/sanitary station facilities need improvement - distance between some too far – minimum distance to be achieved: half a days travel?
- **Congestion**, water supply – increase in marinas and hire boats at “hot spots” . Tyrley, Audlem and Hurlleston very busy