

Bristol Harbour Users Survey Results

2025 to 2026

About this report

The survey received 30 complete responses between June 2025 and July 2026.

Responses were analysed on a question-by-question basis. Some respondents did not answer every question, so percentages may vary throughout the report.

Key findings summary

Satisfaction rates

43.3% of harbour users rated our services as Neutral, Good or Very Good. This suggests that while there are areas where we need to improve, a significant proportion of respondents felt our services met or exceeded their expectations, providing a positive foundation on which to build.

Harbour visits

Bristol Harbour is regularly used by respondents. Around 85% said they had visited the harbour more than three times, showing it is a popular destination for boating and leisure activities.

Mooring licence holders

Most respondents were regular harbour users, with 53% holding a leisure mooring licence and 23% holding a liveaboard mooring licence.

Recommendation rates

Nearly two thirds of respondents (64%) said they would recommend Bristol Harbour to other boat users.

Boating facilities

Half of respondents said they use pontoons and electricity hook-ups more than three times a week.

Water connections received positive feedback, with 47% rating them as good or very good.

Washroom facilities

Harbour Inlet and Bathurst Basin washrooms were the most commonly used locations.

Among users of the Underfall Yard changing rooms, 34.7% rated them as good or very good.

Waste and recycling facilities

Feedback on waste and recycling facilities was generally positive or neutral among users of the services.

Lock operations

Netham Lock and Brunel Lock received predominantly positive feedback from respondents who used them.

Website and information services

The harbour website received mixed feedback, with half of respondents rating it as neutral, good or very good.

Survey results

1. What Annual Bristol Harbour Licence do you have?

- Leisure mooring: 53.33%
- Live aboard mooring: 23.33%
- Navigation: 10%
- I do not have an Annual Bristol Harbour Licence: 10%
- Commercial navigation: 3.33%
- Residential mooring: 0%
- Commercial mooring: 0%

2. If you were a visitor to Bristol Harbour, what was the purpose of your visit?

- Non-powered watercraft: 36.36%
- Other (please specify): 36.36%
- Winter mooring: 18.18%
- Visitor mooring: 9.09%
- Powered watercraft: 9.09%

3. How many times have you visited Bristol Harbour?

- More than three times: 85%
- Once: 5%
- Twice: 5%
- Three times: 5%

4. How did you arrive in Bristol Harbour?

- Harbour slipways: 56.25%
- River Avon: 31.25%
- Bristol Channel: 18.75%

5. Where is your permanent mooring?

Open-ended question. Results available on request

6. What was the purpose of your visit?

Open-ended question. Results available on request

7. Would you recommend visiting Bristol Harbour to other boat users?

- Yes: 64 %
- No: 36 %

8. What facilities do you have on your boat? (Select all that apply)

- Kitchen: 91.67%
- Electric hook up: 91.67%
- Shower/bath: 70.83%
- Water connection: 58.33%
- Electric heating: 58.33%
- Fixed toilet: 54.17%
- Portable/canister toilet: 45.83%
- Foul water tank: 45.83%
- Solar power panels: 33.33%
- Multi-fuel burning stove: 33.33%
- Wood burning stove: 20.83%

9. Which area of Bristol Harbour is/was your vessel moored in?

- Not applicable: 15.38%
- Bathurst Basin pontoons: 15.38%
- Redcliff Backs pontoons: 15.38%
- Hannover Quay pontoons: 11.54%
- The Grove pontoons: 7.69%
- Pooles Wharf quay wall: 7.69%
- Amphitheatre quay wall: 3.85%
- Bathurst Basin quay wall: 3.85%
- Harbour Inlet pontoons: 3.85%
- Marine North pontoons: 3.85%
- Phoenix Wharf quay wall: 3.85%

- Redcliff Wharf quay wall: 3.85%
- Temple Back quay wall: 3.85%

10. Please rate the following boater washroom facilities

10.1 Harbour Inlet

- Not used: 60%
- Very poor: 8%
- Poor: 8%
- Neutral: 8%
- Good: 8%
- Very good: 8%

10.2 Bathurst Basin

- Not used: 53.8%
- Poor: 23.1%
- Neutral: 11.5%
- Very poor: 7.7%
- Very good: 3.8%

10.3 The Grove

- Not used: 75%
- Poor: 12.5%
- Very poor: 8.3%
- Neutral: 4.2%

10.4 Pavilion

- Not used: 81%
- Poor: 19%

10.5 Capricorn Quay

- Not used: 90.5%
- Poor: 4.8%
- Neutral: 4.8%

10.6 Underfall Yard Changing Rooms

- Not used: 43.5%
- Good: 21.7%
- Poor: 17.4%
- Very good: 13%

- Neutral: 4.3%

11. How often do you use the following boater washroom facilities?

11.1 Harbour Inlet

- Never: 68%
- More than three times a week: 8%
- Once a week: 8%
- Less than once a month: 8%
- Three times a week: 4%
- Once a month: 4%

11.2 Bathurst Basin

- Never: 65.4%
- Once a week: 11.5%
- Less than once a month: 11.5%
- Three times a week: 7.7%
- Once a month: 3.8%

11.3 The Grove

- Never: 80%
- More than three times a week: 4%
- Three times a week: 4%
- Once a week: 4%
- Once a month: 4%
- Less than once a month: 4%

12. Please rate the following mooring facilities

12.1 Electricity hook-up

- Not used: 26.7%
- Neutral: 20%
- Very good: 16.7%
- Very poor: 13.3%
- Poor: 13.3%
- Good: 10%

12.2 Water connections

- Good: 26.7%
- Not used: 23.3%

- Neutral: 20%
- Very good: 20%
- Very poor: 6.7%
- Poor: 3.3%

12.3 Pontoons – mooring

- Not used: 27.6%
- Very poor: 20.7%
- Neutral: 17.2%
- Good: 17.2%
- Poor: 10.3%
- Very good: 6.9%

12.4 Quaysides – mooring

- Not used: 61.5%
- Very poor: 11.5%
- Neutral: 11.5%
- Good: 7.7%
- Very good: 7.7%

12.5 Pontoon security access gates

- Not used: 46.4%
- Good: 17.9%
- Poor: 14.3%
- Neutral: 14.3%
- Very poor: 3.6%
- Very good: 3.6%

13. How often do you use the following mooring facilities?

13.1 Electricity hook-up

- More than three times a week: 50%
- Never: 26.7%
- Once a week: 10%
- Three times a week: 6.7%
- Once a month: 3.3%
- Less than once a month: 3.3%

13.2 Water connections

- Once a month: 26.7%
- Less than once a month: 26.7%
- Never: 23.3%
- More than three times a week: 13.3%
- Once a week: 6.7%
- Three times a week: 3.3%

13.3 Pontoons – mooring

- More than three times a week: 50%
- Never: 25%
- Less than once a month: 10.7%
- Three times a week: 7.1%
- Once a month: 7.1%

13.4 Quaysides – mooring

- Never: 65.4%
- More than three times a week: 26.9%
- Once a month: 3.8%
- Less than once a month: 3.8%
- 13.5 Pontoon security access gates
- Never: 42.9%
- More than three times a week: 25%
- Three times a week: 21.4%
- Once a month: 7.1%
- Less than once a month: 3.6%

14. Please rate the following waste disposal facilities

14.1 Foul waste canister/Elsan disposal – Wapping Wharf

- Not used: 71.4%
- Poor: 14.3%
- Very poor: 7.1%
- Neutral: 3.6%
- Good: 3.6%

14.2 Foul waste canister/Elsan disposal – Bathurst Basin

- Not used: 72.4%
- Poor: 17.2%
- Very poor: 3.4%
- Neutral: 3.4%

- Good: 3.4%

14.3 Foul waste pump out – Harbour Inlet

- Not used: 77.8%
- Poor: 11.1%
- Good: 7.4%
- Very poor: 3.7%

14.4 Foul waste pump out – Prince Street Bridge

- Not used: 75%
- Poor: 10.7%
- Very poor: 3.6%
- Neutral: 3.6%
- Good: 3.6%
- Very good: 3.6%

14.5 Foul waste pump out – Temple Back

- Not used: 89.3%
- Poor: 7.1%
- Neutral: 3.6%

14.6 Foul waste pump out – Bristol Marina

- Not used: 74.1%
- Good: 18.5%
- Neutral: 3.7%
- Very good: 3.7%

14.7 Waste recycling – Bathurst Basin

- Not used: 66.7%
- Good: 22.2%
- Very good: 7.4%
- Very poor: 3.7%

14.8 Waste recycling – Mud Dock

- Not used: 75%
- Neutral: 14.3%
- Very poor: 3.6%
- Good: 3.6%
- Very good: 3.6%

14.9 Waste recycling – Wapping Wharf

- Not used: 92.6%
- Neutral: 3.7%
- Good: 3.7%

14.10 Waste recycling – Waterfront Square

- Not used: 92.3%
- Very poor: 3.8%
- Poor: 3.8%

15. How often do you use the following waste disposal facilities?

15.1 Foul waste canister/Elsan disposal – Wapping Wharf

- Never: 71.4%
- Less than once a month: 14.3%
- Once a month: 7.1%
- Once a week: 7.1%

15.2 Foul waste canister/Elsan disposal – Bathurst Basin

- Never: 72.4%
- Less than once a month: 17.2%
- Once a week: 6.9%
- Once a month: 3.4%

15.3 Foul waste pump out – Harbour Inlet

- Never: 84.0%
- Less than once a month: 12%
- Once a month: 4%

15.4 Foul waste pump out – Prince Street Bridge

- Never: 81.5%
- Less than once a month: 14.8%
- Once a month: 3.7%

15.5 Foul waste pump out – Temple Back

- Never: 92.6%
- Less than once a month: 7.4%

15.6 Foul waste pump out – Bristol Marina

- Never: 74.1%
- Less than once a month: 25.9%

15.7 Waste recycling – Bathurst Basin

- Never: 77.8%
- Once a week: 7.4%
- Once a month: 7.4%
- More than three times a week: 3.7%
- Less than once a month: 3.7%

15.8 Waste recycling – Mud Dock

- Never: 74.1%
- Once a week: 11.1%
- Less than once a month: 11.1%
- Once a month: 3.7%

15.9 Waste recycling – Wapping Wharf

- Never: 92%
- More than three times a week: 4.0%
- Less than once a month: 4%

15.10 Waste recycling – Waterfront Square

- Never: 88.5%
- Three times a week: 3.8%
- Once a month: 3.8%
- Less than once a month: 3.8%

15.11 Waste recycling – Welsh Back

- Never: 100.0%

15.12 Waste recycling – Temple Back

- Never: 96.2%
- Once a week: 3.8%

15.13 Waste recycling – Redcliff Back

- Never: 96.2%
- Once a week: 3.8%

16. Please rate the following boater vehicle loading spaces

16.1 Waterfront Square

- Not used: 77.8%
- Poor: 14.8%
- Very poor: 3.7%
- Neutral: 3.7%

16.2 The Pavilion

- Not used: 85.2%
- Poor: 11.1%
- Very poor: 3.7%

16.3 Wapping Wharf

- Not used: 77.8%
- Very poor: 7.4%
- Poor: 7.4%
- Neutral: 7.4%

16.4 The Grove

- Not used: 77.8%
- Neutral: 11.1%
- Very poor: 7.4%
- Poor: 3.7%

16.5 Mud Dock

- Not used: 77.8%
- Very poor: 7.4%
- Poor: 7.4%
- Neutral: 7.4%

16.6 Phoenix Wharf

- Not used: 81.5%
- Very poor: 7.4%
- Poor: 3.7%
- Neutral: 3.7%
- Very good: 3.7%

16.7 Redcliff Wharf

- Not used: 76.9%

- Poor: 11.5%
- Very poor: 7.7%
- Neutral: 3.8%

16.8 Lower Guinea Street

- Not used: 75.9%
- Poor: 10.3%
- Very poor: 3.4%
- Neutral: 3.4%
- Good: 3.4%
- Very good: 3.4%

17. How often do you use the following boater vehicle loading spaces?

17.1 Waterfront Square

- Never: 84.6%
- Once a month: 7.7%
- Once a week: 3.8%
- Less than once a month: 3.8%

17.2 The Pavilion

- Never: 88.5%
- More than three times a week: 3.8%
- Once a month: 3.8%
- Less than once a month: 3.8%

17.3 Wapping Wharf

- Never: 80.8%
- Less than once a month: 11.5%
- More than three times a week: 3.8%
- Once a month: 3.8%

17.4 The Grove

- Never: 81.5%
- Once a month: 11.1%
- Once a week: 3.7%
- Less than once a month: 3.7%

17.5 Mud Dock

- Never: 77.8%
- Less than once a month: 14.8%
- Once a week: 7.4%

17.6 Phoenix Wharf

- Never: 85.2%
- Less than once a month: 7.4%
- More than three times a week: 3.7%
- Once a month: 3.7%

17.7 Redcliff Wharf

- Never: 74.1%
- Less than once a month: 11.1%
- Once a week: 7.4%
- More than three times a week: 3.7%
- Once a month: 3.7%

17.8 Lower Guinea Street

- Never: 78.6%
- More than three times a week: 7.1%
- Once a week: 7.1%
- Less than once a month: 7.1%

18. Please rate the following small boats facilities

18.1 Dinghy Park storage

- Not used: 82.8%
- Poor: 6.9%
- Good: 6.9%
- Neutral: 3.4%

18.2 Dutch Barn storage

- Not used: 86.2%
- Neutral: 6.9%
- Very poor: 3.4%
- Good: 3.4%

18.3 Baltic Wharf slipway

- Not used: 69.0%

- Good: 17.2%
- Poor: 10.3%
- Neutral: 3.4%

19. How often do you use the following small boats facilities?

19.1 Dinghy Park storage

- Never: 82.8%
- More than three times a week: 6.9%
- Once a week: 6.9%
- Once a month: 3.4%

19.2 Dutch Barn storage

- Never: 89.3%
- Less than once a month: 7.1%
- Once a week: 3.6%

19.3 Baltic Wharf slipway

- Never: 75.0%
- Once a week: 10.7%
- Less than once a month: 10.7%
- More than three times a week: 3.6%

20. Please rate the following services

20.1 Locking procedures at Netham Lock

- Good: 35.7%
- Not used: 35.7%
- Neutral: 10.7%
- Poor: 7.1%
- Very good: 7.1%
- Very poor: 3.6%

20.2 Locking procedures at Brunel Lock

- Not used: 74.1%
- Neutral: 7.4%
- Good: 7.4%
- Very good: 7.4%
- Poor: 3.7%

20.3 Licensing administration

- Neutral: 40.0%
- Poor: 23.3%
- Good: 20.0%
- Very poor: 10.0%
- Very good: 6.7%

20.4 Communication

- Neutral: 30.0%
- Very poor: 23.3%
- Good: 20.0%
- Poor: 16.7%
- Very good: 6.7%
- Not used: 3.3%

20.5 Service information

- Neutral: 40.0%
- Poor: 33.3%
- Very poor: 13.3%
- Good: 6.7%
- Very good: 6.7%

20.6 Water cleaning

- Neutral: 39.3%
- Not used: 32.1%
- Poor: 14.3%
- Good: 7.1%
- Very poor: 3.6%
- Very good: 3.6%

20.7 Quayside litter and street cleansing

- Poor: 27.6%
- Neutral: 24.1%
- Good: 24.1%
- Very poor: 10.3%
- Very good: 6.9%
- Not used: 6.9%

20.8 Street lighting

- Neutral: 53.6%
- Good: 21.4%

- Very poor: 10.7%
- Poor: 7.1%
- Very good: 3.6%
- Not used: 3.6%

20.9 Harbour website

- Neutral: 30.0%
- Poor: 20.0%
- Good: 20.0%
- Not used: 20.0%
- Very poor: 6.7%
- Very good: 3.3%

20.10 Harbour water event programme

- Neutral: 43.3%
- Good: 20.0%
- Very poor: 16.7%
- Not used: 10.0%
- Poor: 6.7%
- Very good: 3.3%

20.11 Water quality testing/results

- Neutral: 46.7%
- Not used: 26.7%
- Poor: 10.0%
- Very poor: 6.7%
- Good: 6.7%
- Very good: 3.3%

21. How would you rate the services we provide overall?

- Poor: 50.0%
- Neutral: 26.7%
- Good: 13.3%
- Very poor: 6.7%
- Very good: 3.3%