

PRESS RELEASE

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CANAL & RIVER TRUST SURVEYS BOATERS' VIEWS

Canal & River Trust has invited a third of boat licence holders to complete a short survey asking for views on the Trust and the upkeep of its waterways.

The Annual Perceptions Survey is issued via SNAP Surveys to licence holders by email, text, or post where an email address for a boater is unavailable. The survey is available for completion until 7 March, with the results published in early summer.

Matthew Symonds, national boating manager at Canal & River Trust, said: "The Annual Perceptions Survey is a great opportunity for boaters to share their thoughts and feelings, so we can get a good sense of how we are doing as a charity, and where we can improve.

"We know that Covid-19 and lockdown restrictions, which have shaped everyone's life over the past year, have had a significant affect on cruising. We hope you managed to spend some time at the tiller when circumstances allowed. Our colleagues have been working throughout the pandemic to maintain the waterways and support boaters, and we value your feedback on our response. Please make your voice heard if you are invited to **take part.**"

The survey of randomly selected boaters is an annual snapshot of support for the Trust and how it is managing the waterways. It asks boaters how well they think the waterways are being maintained, whether they would recommend the waterways, and their overall satisfaction with the Trust's waterways.

The Annual Perceptions Survey is complemented by a monthly Waterway Experience Survey that runs from April to September. This second survey is sent to a sample of boaters who are sighted out on the waterways each month and is intended to record boaters' immediate cruising experience.

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