

56 responses



- SUMMARY
- INDIVIDUAL

Accepting responses

Please identify your Berth Number or Vessel name

56 responses

- 36?
- 98
- Rathlin
- 88 or Moonwinds
- Quadriga 68
- Andiamo
- Crackpot
- Tempest (Koutsouri)
- jade
- Delphin
- Serene Berth 18
- Symphony
- Bay Bar Dos (74)
- Rowain
- "Arwen"
- Aquavitae - D38
- Spirit of Chelan
- Flying Cloud

Berth 100 Seagem

Okavango

Paradwys

Ocean

VD 66 True Brit

Glaslyn

westra

Shrimpo

Dwynwen

Morwennol

Intrepid

Trilogy

Unusual Hwyl

75 KESTOR

Solitaire

Oddysee 195

Berth 85 Keoki

Mudlark

Marian

Alice

Alysia, berth 90

Sarico E79

Davico

8

80

CAMAR

Turumti

Mwingo

Jester

Berth No 10 - Ffantasi

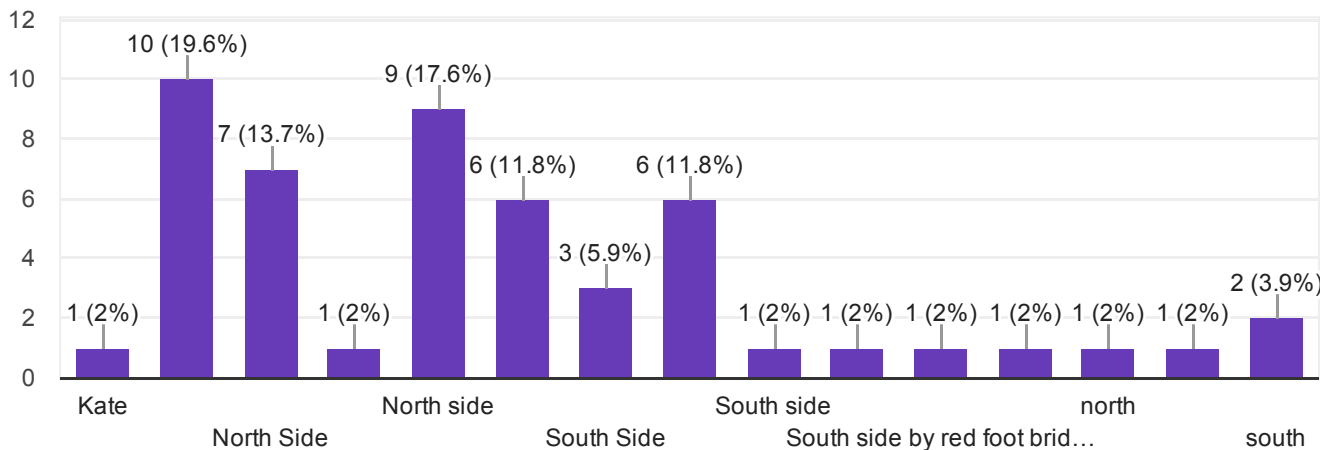
Hindsight

- 33
- 32 Astraeus
- Berth 70 Vagrant
- anna
- Spellbound
- 21. Jules
- VD17



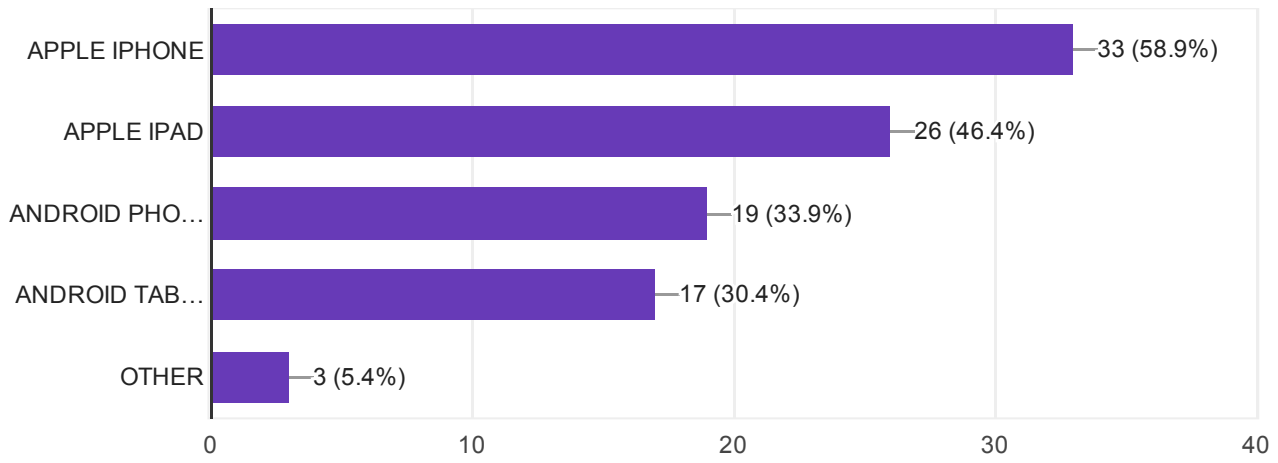
As some issues are specifically affected by the berth location please indicate your berth location access point. North Side by Table Table or South Side by the Caernarfon Sailing Club.

51 responses



As some Wi-Fi technical issues may be relevant to your own equipment please indicate your type of phone/laptop device (Apple/Android etc.).

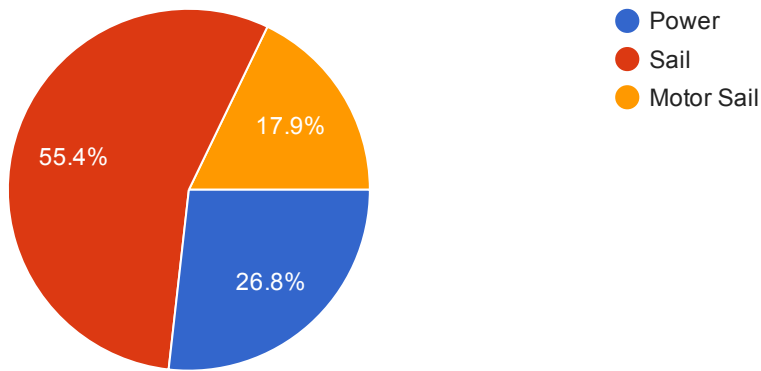
56 responses



Vessel

Vessel Type

56 responses



Fuel Type

55 responses



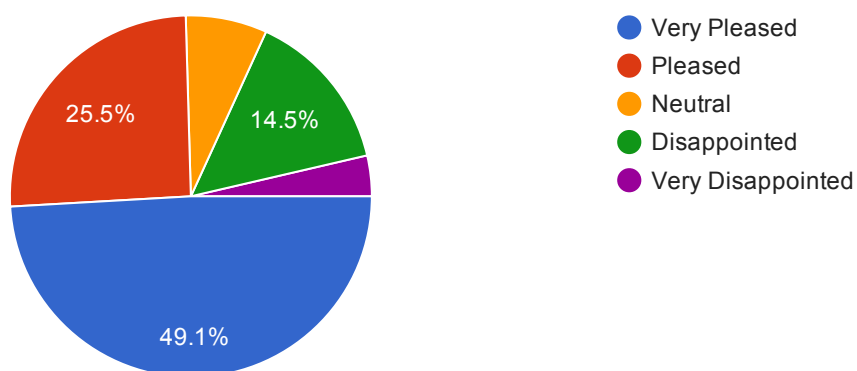
PROGRESS SINCE THE LAST SURVEY (Jan 2017)

ONGOING PRIORITIES: These are previously raised high priority items (priority level in brackets in the last survey), which the VDBHA committee regard as ongoing and still requiring attention.

PRIORITY (1) SILTING: This was identified as the number 1 priority issue in our previous surveys. The main purpose of the dredging carried out this year was to reduce the build up of material against the dock gate. This was undertaken as 'emergency' works to avoid further damage. A pilot suction-dredging programme was in progress throughout the month of September 2017. The Committee have been informed that it is the intention of the Council to continue dredging in 2018.

The VDBA would like to know your level of satisfaction with the decision of Gwynedd Council and CHT to seeking to carry out dredging works within the marina basin during 2018. Please indicate your level of satisfaction that such works are carried out during this period .

55 responses



Please comment on how the current level of siltation in the Dock has affected your use and enjoyment of the Dock this season.

55 responses

No effect (2)

QUESTIONS

RESPONSES

56

ck as depth alarms are

sounding many alongside some bumping along.

Mostly ok but hit bank on exiting early at cill drop earlier in year. Would not want the situation to worsen.

The silt has limited the time spent sailing

I have run aground twice this year I cannot leave the dock until the gate has been open for 30 mins which restricts sailing time

We have moved berths from 12 to main walk way because of changing the boat but at berth 12 we could only get out 45 mins after the gate opened.

ability to sail is much reduced and time out is restricted.

Still much to be done. The emergency work was a sticking plaster, whereas planned surgery is required for a permanent solution

It limits my time afloat. Once the gate has dropped, I still have to wait to leave my berth. I don't have a lot of free time so when the gate drops I want to be out at sea, not run aground in the marina. Not sure what damage is done to my boat when I run aground, I will see when the boat is lifted early next year. Damage to my propellers could cost thousands.

Not at all

No difference to my boat

We had hoped the works undertaken this year would resolve the dredging issue It is awkward recommending visitors and worrying if their draught would cope We ourselves were stopped this year en route to our berth and we have a very small draught

Not at all, I have to wait half an hour to clear the rail from the boat yard in any case so have plenty of depth on the way out. Can we get rid of this redundant rail?

Not really affected due to small draft on boat

I can't comment as to whether the siltation work has been an improvement as Chelan hasn't left her berth since the work was done

N/A

My boat sits in at least 1m of mud/silt when the gate is up. I cannot leave my Berth until at best, 30 minutes after the gate has gone down and have to return in good time or run the risk of getting stuck trying to get back on my Berth. I have witnessed several yachts getting stuck trying to exit or enter the North side of the Dock.

This had a serious impact on our sailing and enjoyment of our boat. The silting of our berth now means our boat is sitting on the bottom at low tide and is now starting to lean over. I am concerned this may cause damage to the boat. The silting has severely affected the times we can leave and enter the dock.

I have also suffered physical injury whilst getting off the boat due to a large drop when the dock level was low last year, resulting in time off work.

I hope the proper dredging is completed before the start of next season as the amount of silt that will enter the dock over the winter period will make my berth untenable. I think the only real answer is to put the river in a culvert bypassing the Dock. I have rated this as disappointing as I feel the plans should be much further on.

It limits the access time to ~1 hour after the gate has opened and 1 hour before the gate closes. When the gate is closed, our boat is sitting on the mud making it uncomfortable. The smell along the wall by the "storm drain" is most unpleasant

Limited effect

Gone aground once despite best endeavours to avoid. Been out about 15 times.

it hasn't

Drawing 1.8m I have a difficult access route to follow at lower water levels.

It has affected me personally very little, but I know others have been affected

No real affect on use or enjoyment. Boat has shallow draft.

During spring tides I have to wait 20 to 30 mins until I can get off my berth, neap tides can take up to 1 1/2 hours which makes it nearly impossible to get out and come back. I have to plan my journeys to arrive/depart on high water, which makes it impossible to make the bridges for the right time to pass through the Swellies reducing the times I can go out and enjoy sailing.

Only slightly

Not affected due to shallow draft

It hasn't been a problem to me as I don't have a keel

It has dramatically reduced our ability to get out other than 1.5 - 2 hours either side of high water

Lack of maneuvering area's in the vicinity of the gate

Silting around the entrance affects departure times.

Not affected

Some restrictions to movement in/out during low tides.

Used to be able to depart at HW-3 - now somewhat more problematic.

Avoiding stuck yachts near the dock entrance

It is becoming very difficult to use the dock 1 hr post gate opening for deeper keels it is much worse

Though my yacht is of moderate draught (1.4m) I have grounded when attempting to leave the dock as soon as the gate opens.

I HAVE RUN AGROUND 2 TIMES, SO EVERY LITTLE REMOVAL HELPS.

My vessel has been stuck at times which makes for an uncomfortable and anxious feeling while manoeuvring in the dock.

Not able to get on or off our berth as soon as we would like to due to lack of depth of water. Have gone aground in the dock a number of times. It is costing more money in maintenance as the anti fouling is being abraded as it's sitting in

the silt. The smell at low water is disgusting. Manouvering is hazardous when it's windy because of the shoaling depths. Grounding can cause serious damage to keels on yachts which is all documented in RYA critical warning list 2015 and includes their recommendations to be carried out to ensure the vessel is safe after any grounding. There have been many groundings over the years especially to fin keel yachts in Victoria Dock and some of these boats may have undetected damage due to those groundings.

we are restricted until 20-30 mins after the gate has opened

At low water the depth remaining means that I'm contact with mud.

With a draft of just over 1metre no problem so far. However, real concern for other berth holders and the future.

Dredging so far in 2017 has been very welcome and has improved matters slightly, but is a mere sticking plaster and wholly inadequate. We hope that the Council officer responsible for the dock does not consider the job to be finished. Even following the dredging this year our berth is so shallow that with only 2ft 10ins draught we are aground once the gate is closed, and we have to wait 20mins after the gate opens before we can leave, and we have hit the bottom and got stuck on the sandbank within the dock on the way to the gate. Much more thorough dredging in 2018 is just what is needed! Otherwise we will have the same situation as there was in Pwllheli, with more and more empty berths and lost revenue for the dock, and Welsh marinas will become more of a laughing stock for becoming unusable. The only real cure is a proper dredging programme that will then last any years.

Silting creates problems because it puts limitations on when we can leave and return to berth even though the gate is open

As I usually try to leave my berth in the northern half of the marina as soon as the gate opens, the issue of the shallow patch at the entrance has been a nagging concern. I have never actually gone aground (my boat Vagrant draws 1.2m) but the concern is there. I am delighted to see the work eventually happening. I think the Council have been very cooperative in getting the work done, and would like to thank them for this.

have to go out later and come back earlier, are we going to get a reduction on our fees ??????

Restricts exit from dock

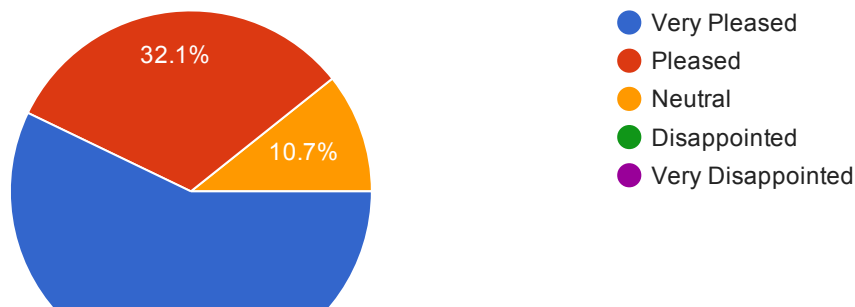
Mild disruption

Difficulty moving to pontoon.

PRIORITY (3) CAR PARKING: In order to alleviate pressure on the South Side car park at peak periods Gwynedd Council in April 2017 again issued annual car parking permits to North Side berth holders for long stay car parks and South Side vehicle permits for the South Side berth holders .

The VDBA would like to know your level of satisfaction with this facility and its effects.

56 responses



Comments (optional)

24 responses

Very happy

Drop-off (20min) parking permit useful. Car park mostly accessible, but difficult to find a place on occasions

On peak occasions even on the Wednesday in this October English half term there were no vacant places at all in any car parks for berth holders or otherwise. On this occasion as a North Side berth holder I resisted parking on the South Side where there were plenty of places on the dock wall and circled around Caernarfon until I found a short term parking place. This is a problem which is at its worst at peak times and events but the parking permit is a welcome and essential requirement.

Works well. There is always room in the car park but not necessarily on the bottom section nearest our boat.

Cars in the South Park need to show the permit as some don't or if they are visitors there needs to be a temporary one to be displayed. Consideration needs to be given by all when parking as inconsiderate parking is a problem.

still congested at times.

Great solution for North siders

Works well

Both the short stay for unloading and the parking are excellent Thank you

Why reduce by 10 parking slots when it is known to be congested in the summer? Plenty of possible extra parking on the spare land by the toilets?

Can South Side berth holders have annual parking permits to use when South Side car park is full?

Overall pleased other than

1. Booted off the car park during a festival weekend
2. 'Thou shalt not park here' sticker on the windscreen when the permit was on view!
3. Yes please, I'd like a second 'permit' for my second car
4. Yes please, I'd also like a free permit to allow me to park on any long stay car park in Gwynedd

This has eased parking problems

Consider South Side permits were an unnecessary extension

Please keep this system in place.

Being on the south side, i use the parking near the harbour master hut. if i can find a space i will use the free parking just out side this area to relieve pressure on the carpark. however because its free lots of people just abandon cars there for days.

i would like to see the whole of the south side parking allocated for the marina, and move the bollards to the top of the ramp area.

Overnight parking on the council car park for North Side berth holders is less preferable than on the South side

North side car parking works really well for us.

Get rid of joint sex showers/wcs

My berth is on the North side of the harbour but I prefer to park where I can see my vehicle as it is a van and a more likely target for break-in.

I HAVE TO SAY IT IS EXCELLENT, BUT LIVING IN THE APARTMENTS I DON'T NECESSARILY NEED TO USE IT.

Parking has improved but north siders still park on the south car park for some reason.

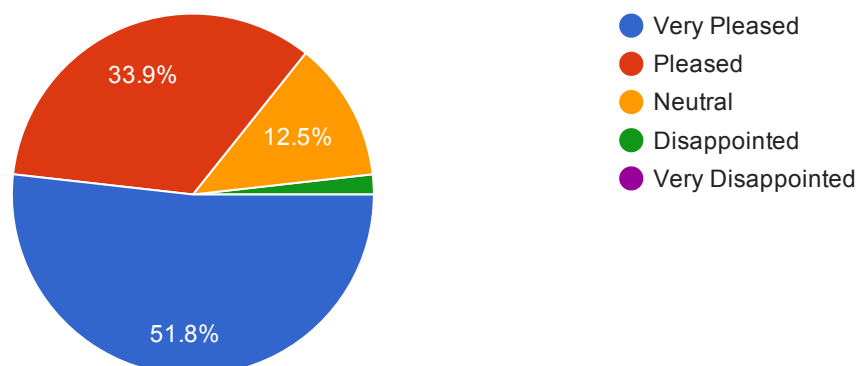
Normally no issues with parking adjacent to the Dock office

On one occasion car park was full. Concern with security in the event of boat trip.

PRIORITY (7) Wi-Fi/IT services: Following the last survey Gwynedd Council have been addressing technical issues about the Wi-Fi service in the dock area. 24 Hour Web cameras have been installed giving coverage of North Side, South Side and the gate. The resulting web cam live video is streamed to the Caernarfon Harbour Trust web site and linked on the members' side of the VDBHA web site.

The VDBA would like to know your level of satisfaction with the current provision.

56 responses



Please comment on the provision of Wi-Fi/IT services

41 responses

Dont use the wifi but love the webcams

Wifi login complicated by changes of passwords - would be better if each change was separately notified by email.
Web cam streaming doesn't seem to work on my desktop Apple Mac - get 1second snapshot, then blank.

iPhone does not automatically log on each time

Works well but changes in access code cause some confusion.

Good service find the change in password each quarter not easy as poor memory!!!

Cameras are brilliant look at it every day very pleased

this has been great.

Good speed and easier to stayed logged on (compared to last year)

The wifi is excellent. The webcams are excellent too and very reassuring when the weather is bad and you can't get down to the boat.

Would love to have CCTV access to view my vessel if possible

Excellent when it was stormy etc and we couldn't get to the boat

OK do not use them much

Looking at gate webcam probably saved my boat from severe damage during storm Ophelia in October. I was able to get there to save some of the enclosure cover.

Wi-Fi is great thank you
Can't comment on the web cam

Wi-if problems seem to have been addressed and the live video streaming is excellent.

Generally ok for my needs, not working occasionally

Generally good coverage at my berth position but some "dropping out" of service experienced at times

fine

Excellent Camera's, and high quality images.

Not used often, but has worked ok when needed.

I have not yet made use of them

Pleased with Wi-Fi

WiFi is a bit hit and miss, sometimes works well, other times doesn't work at all!

Overhall pleased

Very pleased

Pretty good

Adequate

Excellent real time definition

Webcams generally useful for remote checking of weather conditions. WiFi sometimes weak at my berth location.

Having the webcam is a luxury. Good consistent high speed access to Wi Fi is significantly more important.

Good

A very useful resource for weather forecasts.

WEB CAMERAS ARE GREAT!

A bit up and down at times but acceptable

It seems to run slow sometimes, especially when it's windy.

Currently no concerns

No comment.

We have not had any problems with Wi-Fi.

It is very useful. Previously I tried to access the Internet by tethering my iPad to my mobile phone, but the signal is weak due to being surrounded by buildings. The wifi is therefore essential as I would otherwise be unable to access weather forecasts and emails.

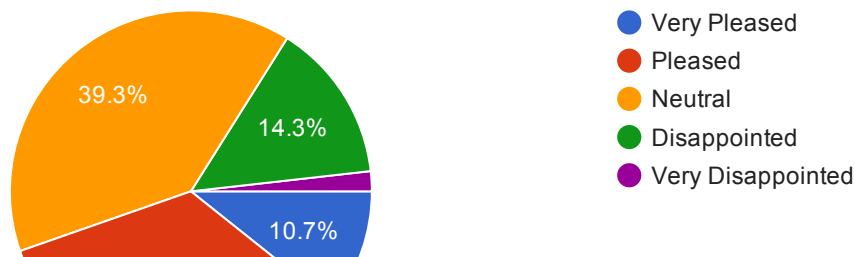
Excellent

Facility not used.

PRIORITY (10) Rubbish Disposal / Recycling: It is important to emphasise that berth holders use the recycling bins as directed for the benefit of all. This provision was identified in the last survey with a high satisfaction value. However, due to recent changes in the collection the VDBA would like to know your level of satisfaction with the current provision.

The VDBA would like to know your level of satisfaction with this facility and its effects.

56 responses



Please comment on the provision of Rubbish Disposal / Recycling services.

40 responses

Would like to see proper recycling facilities on the North side. Never an issue with normal waste but hate not recycling

The bottle recycling bin on the North side was useful; failure of contractor to empty it and subsequent removal disappointing.

OK except on Bank Holidays

Mostly ok but stench is sometimes overpowering

This is adequate for our level of rubbish disposal

ok

Can't understand why the council is not doing more to encourage recycling through the provision of recycling bins

Seems pretty good although the recycling bins seem to have been missing for a while.

Only problem I have encountered is when recycle bin was not collected by contractor

Only at times everything was full and spilt We spoke to mark and he was working hard to rectify the problem

Take most of my stuff home for disposal

Have no issues with this. All good

The collection frequency appears to be less frequent and the bins are full.
If stuck recycling can be taken to Cibyn, but they don't accept general waste

Bins not big enough at peak times

North side recycling could be better. I do not want to carry recycling around the dock to use the South side facility or take it on a 3 hour journey home. Does Gwynedd Council not recycle plastic bottles, cans or paper?

There were times this year when the recycle bins were not being emptied.

Would like to be able to recycle more items but understand that public abuse in present location on North side is an issue - perhaps relocation of bins to the bottom of the pontoon access ramp?

not enough bin space at peak weekends and bank holidays

Rarely used

Works well

Satisfactory

No recycling bin on northern end.

Problems still exist during peak weeks when the bins are full and rubbish left by the side of the bins gets blown into the dock..

Limited at the North side

North Side suffers more after a busy weekend as berth holders do not transport rubbish to the South Side bins.

Works well overall

There have been occasions when the North side skip has been full to overflowing. Collectors have emptied skip but not collected loose bags left beside them, nor have they cleaned up any spillages of rubbish.

Recycling on a boat is difficult due to constrained space on board for segregation.

NC

There are no bins for the separation of recyclables on the North side.

IF THE COUNCIL WISH TO HAVE BETTER RECYCLING THEN ONE FOR EMPTY ALCOHOL VESSELS WOULD BE HANDY (CANS AND BOTTLES)

Not had any problem

Would like bins for recycling bottles and tins.....there are always a lot of them!

Not used, tend to take items home for disposal

During busy periods there can be overflow of rubbish. This could be part avoided if berth holders took recycling items home.

Looked OK last time we were there.

Recycling of domestic rubbish no longer available.


It is better than the original single bin, but I not understand why we don't have the normal separate bins for plastic, paper, metal etc. The only thing we are able to separate out at present is glass. I am in the northern half of the marina.


Satisfied

Usually take all my rubbish and recycling home.


RESOLVED PRIORITIES in 2017: These are the priorities (previous priority level in brackets) which have been suitably resolved or have received sufficient indication of satisfaction in the last survey that in the opinion of the committee they do not require further attention in the forthcoming year.


PRIORITY (2) FUELLING BERTH: 

PRIORITY (4) SECURITY: 

PRIORITY (5) Marina Toilet / Shower Facilities: 

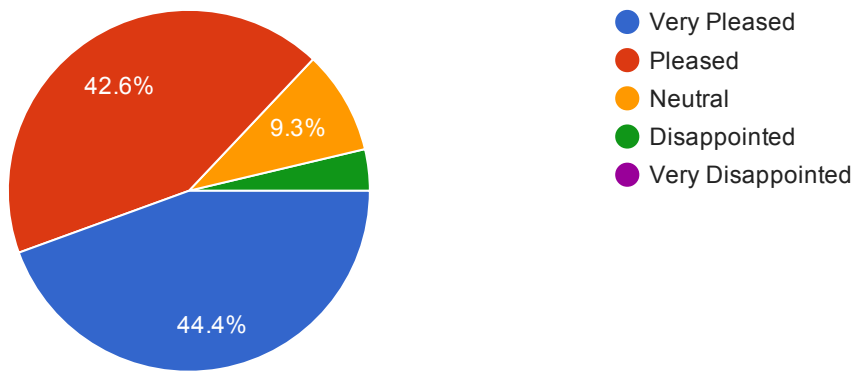
PRIORITY (6) DROP OFF PERMITS: 

PRIORITY (8) Trolleys: 

PRIORITY (9) Pump Out facilities: 

PROGRESS SO FAR. Please indicate to the VDBA your level of satisfaction on the progress made since the last survey.

54 responses



COMMENT ON RESOLVED PRIORITIES. Please indicate to the VDBA your opinion on the progress made since the last survey.

40 responses

Very good (3)

Very pleased at progress

I am very impressed by the commitment shown by both CHT and GCC staff to resolving the outstanding issues, and hope that it will be maintained.

Excellent on all fronts with exception of dredging

With regard to the resolved priorities I am very pleased with the progress that has been made and the continuing provision of the drop off permits for North Side berth Holders which has proved an excellent facility.

Amazing progress given the absence of positive change over many years

Since the last survey we have changed our boat, the new boat has a holding tank, this will in the future become an issue for us and needs to be re-looked at sometime in the future and not dropped completely

more trollies needed two not enough at times

Excellent progress on most of the issues. Parking, Wi-Fi, Fuel and being pressure group for dredging

All good, lets focus on dredging. Sooner or later a fin keel yacht will run aground on a falling tide and not be able to get off.

Satisfactory progress

Still feel the shared toilet facilities are a major concern Disappointed they are off the list

Whilst it does not affect me much, the Silting still needs urgent attention and if left much longer may damage the pontoons by the East wall.

Car parking on the South side will be a problem come the summer - not helped by the politically correct new line markings!

Very impressed with all the progress that has taken place

Good work guys

Very good progress made.

With the exception of the dredging issue, I am very pleased with the progress made. Thank you to all concerned for their hard work and commitment.

Good progress these issues

all good

There is clearly more dredging that needs to be done

Satisfactory

The main and constant problem is the dredging. This has not been satisfactorily resolved with only a token gesture at removing the build up. This situation has been ongoing for well over 10 years. It first affected me 14 years ago. I have photos of me stuck in the middle of the marina for 6 hours, and that's ten years ago.

The priority must be to complete the dredging effectively and immediately

Very good progress made on a number of areas which are resolved or in progress.

Good progress made.

Excellent

NC

The dredging needs to be addressed satisfactorily ASAP

My wife and many other ladies are very unhappy at the shared shower and toilet facilities.

ALL GOOD

Good progress has been made

It seems a lot is being done in a short time

The goals achieved must be applauded

Over all very good progress has been made. However, silting problem continues and clearly needs resolve.

Appear to have been dealt with as far as is practicable.

I am very happy. Things are moving forward. I would like to thank the Council and the VDBHA for their work.

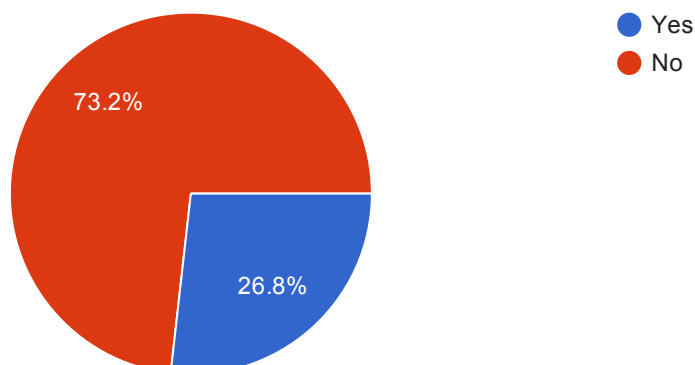
progression has been made , however the dredging is still a major issue

Good progress generally

NEWLY RAISED ISSUES FOR 2017-2018: These issues have been brought to the attention of members of the committee for inclusion to the survey.

CREW PARKING: The VDBHA recognises that the number of places for car parking is limited and that only one parking place per vessel is provided by the Council. Have you or your crew members been affected by the limited parking facilities ?

56 responses



The VDBHA Committee would appreciate knowing how you have been affected and your comments on the matter.

25 responses

N/A (2)

My crew and I recognise that parking in the dock area is limited, so generally make arrangements to share cars.

Inconvenient

We have had friends stay on board overnight leaving their car in the long stay car park and returning next day hoping that there would not be a fine because the long stay car park is for parking within one day. There seems to be no facility for a ticket or voucher for an extended stay. I now understand that Mark has some 10 permits in the Dockmaster's office which can be applied for when crew parking is needed but obviously these are insufficient for the potential demand of 100 berths as very rarely would they be used single-handed.

Short term parking in pay and display car park necessary but tolerable. Long term parking is impossibly expensive.

nowhere left to park. More free parking needed.

Occasionally crew have arrive in a second car and it would be desirable to have a facility to park for a limited period

No problems with parking.

Limited spaces

We share the boat and often arrive at different times Only one pwrsons car is allowed the park with a permit We have just worked with it but feel on the south side we could both park so are disadvantaged

Occasionally need an extra space for crew

Odd occasion when South Side is full. Is it possible for South Side berth holders to have parking permit for North Side on these occasions ?

Everyone has kit to carry back and forth from car to boat

Luckily when it was required, we have been able to use the South side quay car park for a few days. It was however mid week and might not have been possible at the weekend. Is it possible for crew to park in the long stay car parks for 2/3 weeks and how would they be able to pay and avoid a parking ticket? Could a permit be purchased from anywhere that would be open at the weekend?

Not affected as yet although this could be a problem during extended cruising. Would it be feasible to provide additional short term parking permits (say max. 1 month) for long stay car parks on North Side given reasonable notice? Could these be issued by Mark?

A guest parking permit would be useful, to be loaned from the gate office.

I have not been affected

If you have more than 2 people onboard, chances are they are coming to the marina in different vehicles. There are 2 or 3 timees each year that we take an extended trip with a full crew. I and my crew leave our cars in the south side carpark. This hasnt been a problem, but we will continue to do the same. According to the above, we shouldnt let our crews park there, but we do.

NC

Just worrying when cars are parked in different parts of town.....safety, security and ticketing

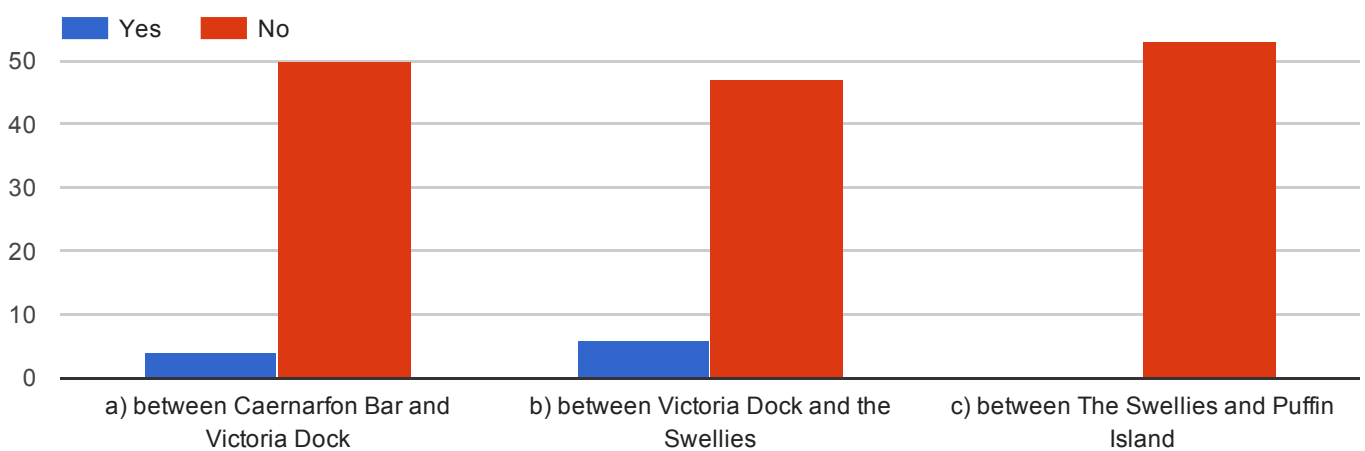
Only time when we might have encountered a problem was when dock was being used for speed boat racing.

My crew and I come from three different places - Lymm, South Manchester and Marple in the Peak District. When possible, we try to arrange transport so that we can come in one vehicle, but that is not always possible. The car is sometimes so full of equipment that three people will not fit in. A second permit would be very helpful.

not affected

Rarely used facility this year.

NAVIGATION ISSUES : Due to recent experiences by fellow sailors VDBHA would like to know whether you have experienced recent problems with position or depth following the navigation channels in the Menai Straits.



Please comment on navigational issues you have experienced in the Menai Straits this season. If you can be specific regarding tidal state and buoyage in this section that would be helpful.

24 responses

No problems (2)

N/A

Although Danny Jo has hit the bottom on at least one occasion in each of the above zones, she has not done so

recently.

Much better since passage between Fort Belam and dock changed
Getting shallower near meat factory

We draw 4 foot and have bottomed and stuck for an hour on the Anglesey side at mid-tide opposite Roberts of Port Dinorwic in the channel between the navigation "gate" between the Starboard lateral buoy and Port C14 . When heading towards Caernarfon we now give it at least 150 yards hugging close to the Anglesey side by Trefarthen fields before heading for C14 towards Caernarfon. We have also found this year that where it used to be possible on near all states to cut straight down the middle by Plas Menai it cannot be done with confident clearance except at high water.

If buoys are followed, no problems.

There has obviously been a big change to the position of some buoys in the straights but I have not had any issues with any of it.

marks missing

No issues in the Straits

Does seem shallower off Plas Menai

not had any problems

N/a

No issues

No experience to feedback

Only problem has been lobster pot markers and other home made marker bouys in the channel and in the moorings between Menai Bridge to Gallows Point.

Due to silting limiting timing, I tend to navigate around high tide

No e

The sandbank building between the South East bank and C14

Channel no longer appears navigable at my modest 1.4m draft in the region SW of C14 buoy at low water.

NC

The bouys could be larger and more frequent, even paired up for defined gateways.

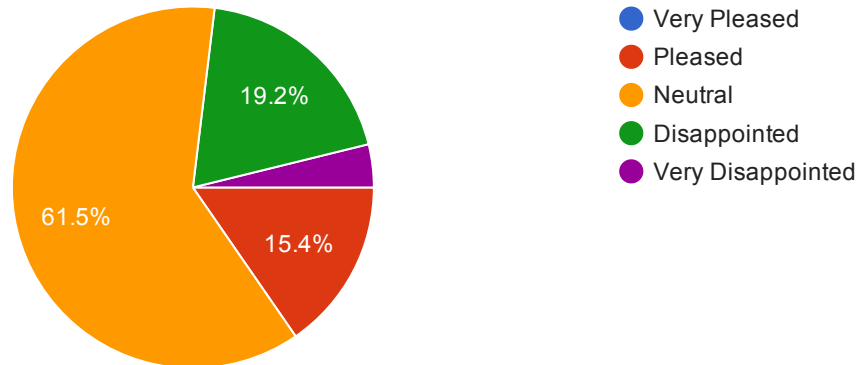
No comment

The water around the red PHM buoy at the north east end of Traeth Gwyllt over by the Anglesey shore (C12? C14?) is worryingly shallow. I recently experienced 2 metres just south of the buoy at half tide neaps. I have started cutting across the shallows on the mainland side to avoid it.

LOOSE and BROKEN PAVING ISSUE: There are problems with regard to broken and loose paving, particularly around the northern section of the dock. This has been raised as a safety issue especially when berth holders or crew need

to walk to the shower/toilet facilities at night. Please indicate your level of satisfaction with the current status.

52 responses



Please comment on the situation regarding loose and broken slabs surrounding the dock area.

30 responses

Not noticed any issues really until you mentioned it :)

A continuing reoccurrence Consider a different surface?

It would appear that this is a low priority for repair especially from the North Side exit gate and in front of the Galeri. The situation has worsened over the season and even worse where there has been some botched repair work causing slabs to split and lift.

Agree dangerous at night especially if carrying loads of kit.

No comment

need improving

Wasn't aware of any problem

Not aware so can't comment

To be honest I havent noticed the borken paving

Dangerous One of our friends has a bad fall

Being on the South Side, this does not directly affect me. However, if paving slabs are loose or broken, this can be a general public pedestrian problem and should be addressed by the Council

The area in front of the Galari is the worse affected. Mark has concreted the broken ones that come under his jurisdiction. The slabs are not suitable to be driven over by motor vehicles but several contractors vehicles have been seen driving over them on both the North and East side.

Paving can be quite slippery when wet, particularly in front of the Galeri. Perhaps pressure washing occasionally would

help? Broken and loose slabs need replacing in any case - this should be considered a priority on safety grounds given the high level of public footfall around the dock.

Look where you're walking and take a torch at night.

Not an issue.

Not affectef

Seems better although repairs are perfuntory

Not been affected by this issue.

There has been vehicular movement in this area both for maintenance of the flats and Galeri this year no doubt causing damage. Contractors should be made to make good any damage.

Advised by CHT this has now been fixed.

NC

It is potentially dangerous for berth holders and members of the public alike.

Some loose pavings do require care.

Can be hazardous at times

The ground is very uneven and a real trip hazard, especially for elderly and disabled

Certainly the previously dangerous slabs have been addressed however there are issues around the North side of the Watkin Jones flats (The old Esso dock) which are extremely slippery in wet weather due to the algae covering the slabs.

We use a torch.

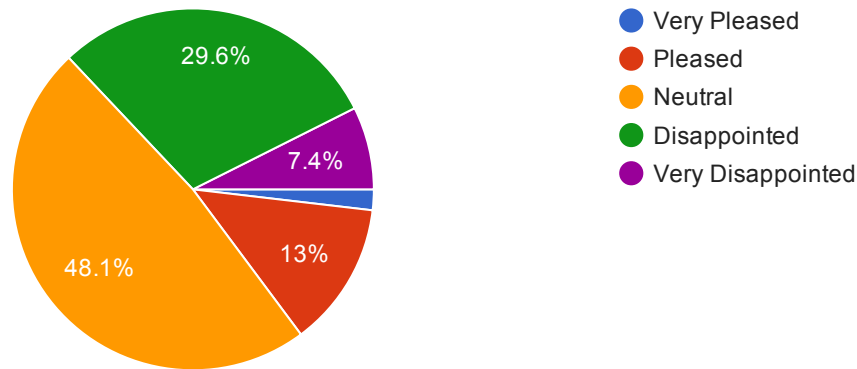
no comment

N/A south side

Have not encountered a problem from the south side.

DOG FOULING ISSUE : The Dockmaster has communicated to berth holders the importance and responsibilities for dog owners to clear the pontoons of dog mess. However, it is also evident that dog fouling is also affecting the walking routes around the dock sides. This has been raised as a particular health and safety issue when visiting crews and berth holders require the need to walk to the shower and toilet facilities at night. Please indicate your level of satisfaction with the current provision of dog waste facilities and the display and enforcement of penalties.

54 responses



Please comment on the situation regarding dog fouling in the dock area.

34 responses

Need some dog waste bins for sure

No better or worse than in other areas

Some dog owners don't appear to care

This is a problem which affects Caernarfon generally. However, because there is a need for berth holders when staying on board to use the toilet block at night this can be a most unpleasant experience if one unfortunately comes into contact with dog mess and inadvertently then brings it back onto the boat. There appears to be no diligent monitoring, warnings or penalties in place to stop the dog owners continuing to allow their dogs to foul this area.

It should not be allowed for dog owners to avoid ckearing up their animals fouling. Signs identifying cameras and penalty notices should be displayed.

We have a dog and have not had any issues with our dog on the pontoons, I am a responsible dog owner and always clear up after our dog as a priority. My wife and I have not come across any problems with other dog owners on the pontoons, however there are an abundance of local dog owners who walk there dogs around the dock site and it is evident that not everyone is as considerate as we are, that is a council issue and an enforcement issue on there part.

should not happen and action to be taken via cctv evidence

Dog mess is an education issue; however, in my experience, the provision of free waste bags next to waste bins will encourage some dog owners to use them, who wouldn't otherwise. I haven't notice any problems on the pontoons.

Not aware so can't comment

Regulation requires enforcement.

I have noticed on two occasions when dog fouling has been left on the walk ways

Disgusting

Not a dog owner so cannot comment on waste facilities. However, I have experienced dog waste actually on the main South Side walkway this year.

Can only assume it's dog owners letting them wander off!

I have not seen any fouling on the pontoons. I have seen fouling on the footpaths that surround the Dock and on footpaths around the town. This is a country wide problem that is regularly brought up at Police community forums. I

don't think this should be a priority for VDBH. If Berth Holders or their visitors have allowed their dogs to foul the pontoons a more direct approach to the offenders should be made with written warnings resulting in loss of Berth if it continues. Could CCTV provide evidence?

Any dog fouling is unacceptable, but I appreciate it is difficult to enforce.

I cannot recall seeing any disposal facilities and the signage is minimal

This problem must be approached in a more robust way. Is it possible to use existing cctv facilities to identify culprits?

Dog fouling is a big problem, not happy with fouling on pontoons

I haven't seen any

Not noticed a problem

Not been affected by this issue or aware of any penalties imposed on other berth holders

It is a problem.

What facilities? Not seen any doggy bag bins?

It is a pain specially with kids but appreciate difficulty in policing ignorant dog owners

No matter what signs and penalties there will always be someone who ignores them. The rest of us just look where we are stepping. Most people are responsible.

There does seem to be a problem with dog mess around the dock but having said that I've not seen any dog waste facilities

There is a lot of dog fouling all around Caernarfon. As responsible dog owners we always pick up after our pooch. We have seen lots of local dog owners who don't .

No real issues observed.

This is a major concern and detracts from the enjoyment that Victoria Dock and the Galeri provides. Dog waste facilities and signs and enforcement notices should be improved.

We observed do fulfill g and Mark reminded berth holders of their responsibilities the next day.

Only been aware of a problem on one occasion.

the owners should be cleaning up after the dog !!! end of story

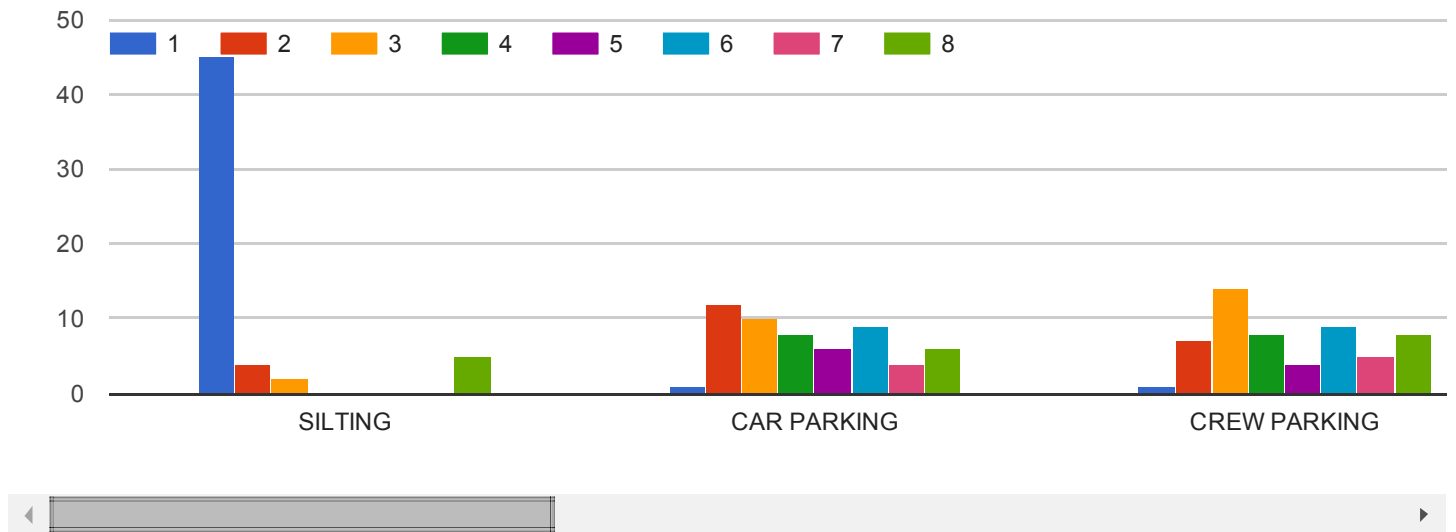
Lack of waste bins

Not directly relevant to me but notices not obvious.

PRIORITIES FOR 2017 - 2018

In priority order from 1-8 (using each number only once) please indicate the

current priority order which you would like the association to represent to the Gwynedd Council and Caernarfon Harbour Trust.



OTHER PRIORITIES: Please indicate other specific priorities affecting berth holders in general that you would like the VDBHA Committee to bring to the attention of the Gwynedd Council and Caernarfon Harbour Trust.

23 responses

Separate male and female toilets remains an important goal for me

This one should be no more than one answer per row not column

divert the river from discharging into the dock

Security. North side gate is too easy to pass (I accept that the CCTV is a mild deterrent)

Dredging not happening

No petrol facilities in the marina

Toilets!!!!!!!

No other priorities

Would it be possible to show the actual wind speed/direction at the Dock on the Trust's web site?

Could an orange wind sock or flag be flown at the entrance to the Dock to indicate wind direction?

There is a lot of floating rubbish in the Dock, particularly plastic bottles and bags. There is a National campaign to reduce the amount of plastic getting into marine environment. What can the council/CHT do to clean it up? There is a new device called a Seabin, the first one has recently been installed in Portsmouth Harbour. It might be worth considering to be the first one in Wales.

Keeping young people out of the dock, especially on the North Side.

shared toilet facilities needs sorting out to provide male and female facilities. i would put this as a priority 2

The main issue is still the toilet facilities

The lichen on the pontoons is making them very slippery when wet and would be high up on my agenda for urgent action if it was on the list

None.

NC

Fuel

BROKEN PAVING, I THINK IT MIGHT BE FOUND THAT THERE IS A JOINT RESPONSIBILITY WITH THE APARTMENTS AND THE COUNCIL ADJACENT TO THE RESTAURANTS AND MAYBE WATKIN JONES IS INVOLVED DUE TO THE REPAIRS BEING CARRIED OUT ON THE APARTMENTS.

The silting problem is causing the pontoons to become uneven and twisted at low water. This a particular problem in the dark.

removal of the old steel and wooden rails from the slip

No comment

Layout in the shower block: washbasins are too tiny so the floor is wet, and the dryers are the opposite side of the door, so the entrance is always wet. Health and safety issues.
Plus there should be gents' urinals to keep the cubicles cleaner. Doing away with them has been a retrograde step as the loo seats / bowls / floors are not clean. This is nasty for the gents as well as for the ladies.
Is it possible to improve the flush in the loos? There is always a lot of paper left. Not nice.

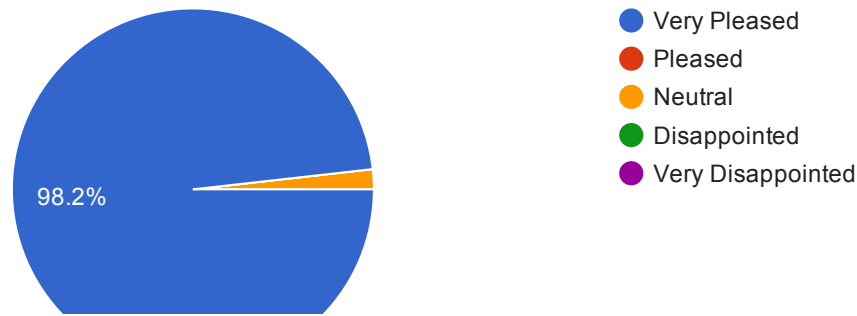
none

I think you've covered them

ADDITIONAL SURVEY QUESTIONS: These are questions other than those priorities above to which the VDBHA committee seeks your opinion.

How happy are you with the service provided by the Dock Master and his team ? Previous surveys indicated overwhelming support and satisfaction with the service provided by Mark Shackleton and his team. It is important that the VDBHA continues to communicate its level of satisfaction with the current service.

56 responses



Do you have any suggestions as to how the current level of service could be developed.

28 responses

No. Excellent service received. Very polite, helpful and friendly.

Nothing specific excellent service

We are extremely pleased with the level of service provided by Mark and his colleagues. We are aware that visiting yacht crews also value their advice and service and remark on how lucky we are. Mark has first hand knowledge of the feelings and concerns of us all and within limitations placed upon him he does his best. He, I know, with greater recognition and an extension of budget would focus on improving the service, facilities and representation of the Victoria Dock for all concerned.

Is it possible to have the cill lowered at other times when the tide is right possibly by prior arrangement and the payment of a 'nuisance' fee?

No

give Mark the freedom of the city. top man and very professional.

The current service cannot be faulted

Great service, we were promised a St Marks Day last year, has this progressed?

introduce petrol facilities

Very supportive

More than happy with the current level of service. Mark's level of commitment was proven during storm Ophelia. He waited for an hour past his shift time for me to arrive and help make my boat safe. Cannot ask for more than that.

Fabulous service

No

Keep on the same regards service, but I believe they are not always consulted on matters affecting the dock.

A facility to flush small outboards with fresh water would be useful - this could be a simple tank at the inboard end of each pontoon leg?

Very satisfactory at the moment

No, excellent service.

Mark and his team do a splendid job. Nothing is ever too much trouble.

Generally satisfied

The rest of Marks team need to be a bit more visible.

NC

To keep on top of repairs. Issue progress reports eg. security gate (south side) return hinge not working for months now, is it going to be repaired? We have found it open several times as people still expect it to close after them.

Mark and his team have provided valuable and constant support to myself as a newcomer. Their friendly and constructive comments are welcomed.

No comment

Mark does an extremely good job and we are very happy with the way he deals with us and other customers.

I am very impressed with Mark Shackleton and with the Council. They all show a "can do" attitude towards the marina. The toilet block is too small and there are frequently queues for the showers in the mornings. That is already being addressed separately, I think.

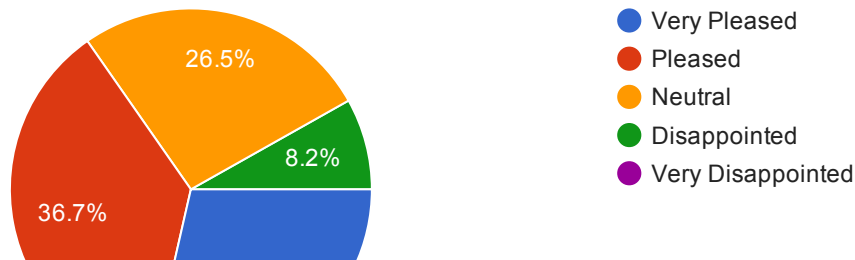
a glass of cold beer when visiting the office would be nice

No he's great

VDBHA WEBSITE: Since the last survey the membership of the site has been updated to enable paid up members to sign in to the members' area. Various forums and topics have been added such as Fishing, Captains Crews and Cruises, Concerns and Commendations, Cruising in Company , Wanted/For sale etc. . The web cams have been linked to the members' area and the current documentation from meetings and information has been added. More useful links have been added for weather and we have worked closely with the Caernarfon Harbour Trust to support specific information applicable to the Victoria Dock and local navigation.

Whilst we do rely on members to use the site and provide content we would be grateful if you would please indicate your level of satisfaction with the current web site and make any suggestions for improvement.

49 responses



Please comment on this site and/or make any suggestions which would aid members of the Association.

21 responses

All looks good although I do not use it often.

Excellent work but it needs to be utilised more by members.

I will go take another look

All good

Nice website, don't use it that much as I have direct links to the cameras

I didnt know that there was a members area and I have fully paid up

I forgot my password and was sent a new one which doesn't work so can't use it

Could not get into the members area

Happy with the content

I have only been on the site a few times but found it difficult to navigate. I was unaware of the various forums/ topics had been added. I will try again!

Non member at the moment

I have not used it

Not used.

Previous suggestion was dismissed out of and, so no further comments.

NC

There is no link on the home page direct to the webcams which i found via an in site search

Web site does not seem to display properly as there is a large empty square on the pages, I'm using an iPhone and iPad which could be the reason but I don't know, all seems a bit clunky and uninviting to me and not the most intuitive to use

No suggestions to add.

I was not aware of the web facility until I received this e.mail the significance of the support provided to berth holders

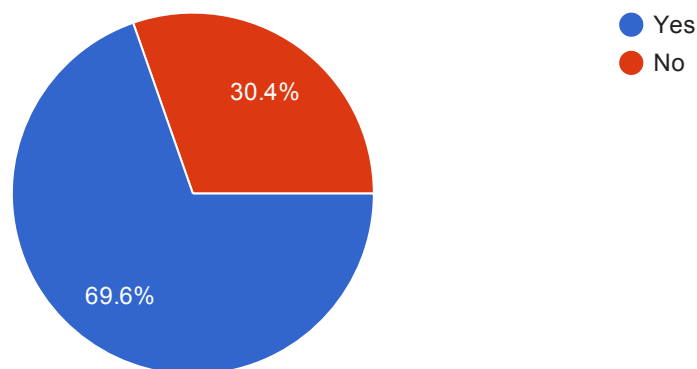
by the association was not made clear when I arrived in the Doc.

No comment

Not used yet

CHT WEBSITE: The Caernarfon Harbour Trust has recently updated its website (www.Caernarfonharbour.org.uk) . Have you used this new site ?

56 responses



If the answer to the above is YES, please comment on this site and/or make any suggestions which would aid berth holders or visiting vessels.

28 responses

Love the webcams. Site looks much updated/improved

New site seems easier and quicker to navigate than old one

Excellent Ideally video feed of the straights

Perhaps a forum for navigation issues to be voiced. I have also suggested that web cams along the Menai Straits from Beaumaris to Menai Bridge, Swellies to Plas Menai , Caernarfon to Fort Belan and Llanddwyn be linked for live streaming. This would be useful for all sorts of reasons from weather and sea state conditions, boat watching , coast watch for families and crews etc

Looks good to me.

Very good

all good

The CHT site is a big improvement. More aerial shots would be great, especially around the Bar at low water

Much easier on the eye and better to use than the old one.

Excellent

OK for me

The site gives me all the information I need. Very happy

Excellent site, especially the live web cam feed. I tried the link to get Notices to Mariners sent to my email but without success.

As mentioned above, an indicator on the web site showing actual wind speed/direction at the entrance to the Dock.

A useful update, good to have the gate opening available on line, the more info the better.

Would it be possible to fix weather instruments to the Doc Master's office and make "real time" weather information available on the website?

A live weather feed on the website would be useful - could a "weather station" be fitted to the top of the dock office and data streamed to the website?

No problems with this site

Ok

Very useful. Could tide tables be added.

NC

Very good format and very informative.

See above on webcam links

Easy to use

To make visitors aware of the restricted depths in the dock and that the yellow fender is a hazard mark.

The Berth Holders Association is not mentioned and not referred to under Useful Contacts with reference to the last comment

No comment

Links to local facilities websites, such as restaurants, metal fabricators, chandleries etc.

It's fine Pending

Please provide any other ideas, comments on other aspects upon which you would like the committee to concentrate their attention.

16 responses

No comment (2)

Nothing I can think of

Cruises in company, possibly more social meetings arranged .

The silting issue is by far the biggest issue; whilst much of this is out of the hands of the committee, it is important to continuously pressure the harbour authorities to have a long term plan that is fully budgeted, to resolve the issue long term.

Dredging

Done a good job so far - My niggle - Hand rails in the showers for safety and to stop people grabbing the soap tray and pulling it off

Could the safety ladders on the pontoons be made more visible? Would it be possible to have something on the pontoon to indicate where the nearest ladder is?

A timely and robust solution to the silting problem.

The local "Papur Dre" has featured Victoria Dock and some of the people involved with the Dock in recent issues. There may be merit in the VDBHA making contact with this paper with a view to improving the profile of berth holders locally.

DREDGING DREDGING DREDGING

Dredging must be the main issue.

NC

We have been very pleased with , and are indebted to, the committee for all their hard work and progress made.

Surprisingly there is no reference or evidence to the use of the Welsh language in this survey or the Harbour Trust communication - however, I might have missed the appropriate link and apologise if this is the case. It would be great to see its use and for both organisations to recognise the uniqueness which Caernarfon possesses as the heart of the Welsh language and culture and which it provides for visiting sailors and their crew. I would applaud the addition of this issue as a consideration for the Association.

Pending?

FOR REFERENCE

Noise disturbance from the fans at the archive offices: This has been removed from issues for attention due to a minimal level of dissatisfaction reflected in the last survey.

23 responses

Not affected (2)

Agreed (2)

I agree

OK with me

Not a problem at North side.

I am still badly affected by this being adjacent to that building. This remains a major issue for me as it causes disturbed sleep. There. Is no way that a system switching on and off every 1 minute and 43 seconds is efficient.

As we are now berthed right under the building the noise level and light particularly affects us and for me both should be reduced considerably overnight !!

should be quieter acoustic grills should be added

I'm happy with that

Can hear them sometimes but doesn't affect me at all

Hardly hear it

Noise does not concern me

The level of problem would be dependent on where your berth is

It only effects a handfull of people, but those that it does effect, will be very upset with the noise. Just because its only effecting few, it the reason why the assosiation was set up. Therefore the those effected need the help from VDBA to push the issue to an acceptable conclusion.

Not noticed any noise

Good

Fine , drunk kids are a lot noisier

Music from the dockside bar has more often been an issue

The fan noise has improved.

No comment

OK

Social Aspect: In our last survey the question "Are you in favour of a social aspect to our association? " gained few responses and ideas and therefore has been removed from the attention of the committee.

20 responses

Agreed (2)

I agree

Perhaps we could have small workshops e.g. on electronic equipment for relevant people. Andy Baguley could Help. He offered last year

Not affected

Perhaps this would be better dealt with through the website?

Concentrate on the issues in front first when everyone's satisfied with that maybe revisit the social side again in the future !

all ok

OK

No problem

Say bi annual meeting in the club to meet others and air problems etc.

Not at the moment

There are many social facilities locally.

Pity - but then we have a boat to go sailing.....

Fine

It may be something that could be developed in the future.

No Comment

The Caernarfon Sailing Club is one its last legs. We should consider turning that into our club, as it is superbly sited for us.

Ok

Not very important to me.