

# VDBHA SURVEY SUMMARY APRIL 5<sup>th</sup> 2019

## 54 Responses Received

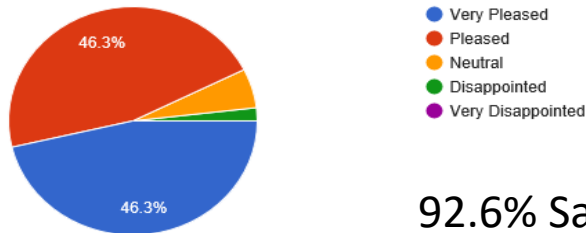
Question					
Q1. Berth Location	43.4% North Side	56.5% South Side			
Q2. WiFi Equipment Used	Apple I phone 37%	Apple I Pad 22.2%		Android Phone 25.9%	Android Tablet 11.1%
Q3. Ease of Logging in to WiFi	90 % Easy	10% Difficult			
Q4. Vessel Type	56.6% Sail	29.6% Diesel		14.3% Motor Sail	
Q5. Fuel Type	81.5% Diesel	18.5% Petrol			

## Progress: Targeted Priority Areas for improvement

### PRIORITY 1 SILTING:

The VDBHA would like to know your level of satisfaction of the maintenance of gate and dredging works within the marina basin during 2018.

54 responses

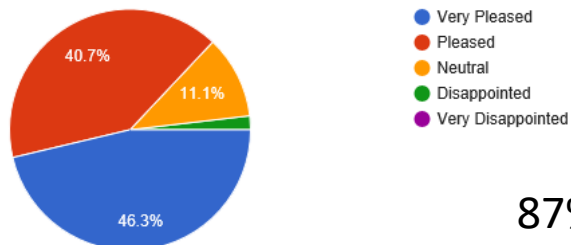


92.6% Satisfaction with  
Dredging works during 2018

### PRIORITY 2 CAR PARKING:

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

54 responses

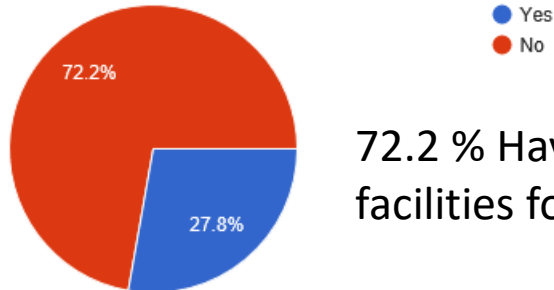


87% Satisfaction with Car Parking  
Permit Facility and Effects

### PRIORITY 3 CREW PARKING:

Have you or your crew members been affected by the limited parking facilities ?

54 responses

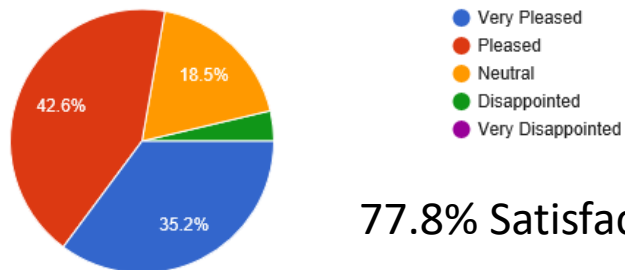


72.2 % Have not been affected by limited parking facilities for crew members

### PRIORITY 4 NAVIGATION ISSUES :

How pleased are you with the identification of navigation channel marks in relation to position or depth in the Menai Straits.

54 responses

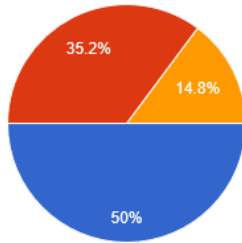


77.8% Satisfaction with Navigational Channel marks

PRIORITY 5 Wi-Fi/IT services:

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

54 responses



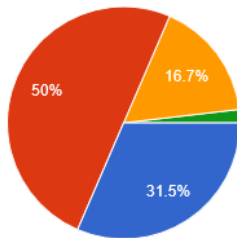
- Very Pleased
- Pleased
- Neutral
- Disappointed
- Very Disappointed

85.2 % Satisfaction with WiFi/IT provision

PRIORITY 6 Rubbish Disposal / Recycling:

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

54 responses



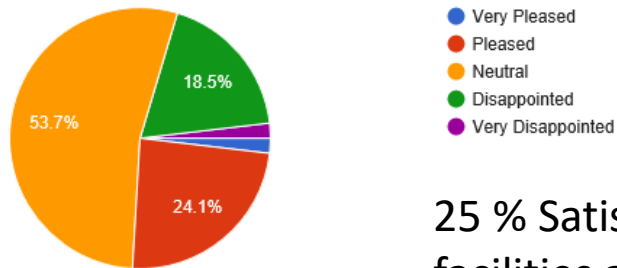
- Very Pleased
- Pleased
- Neutral
- Disappointed
- Very Disappointed

81.5 % Satisfaction with Rubbish Disposal / Recycling services

PRIORITY 7 DOG FOULING ISSUE :

Please indicate your level of satisfaction with the current provision of dog waste facilities and the display and enforcement of penalties.

54 responses

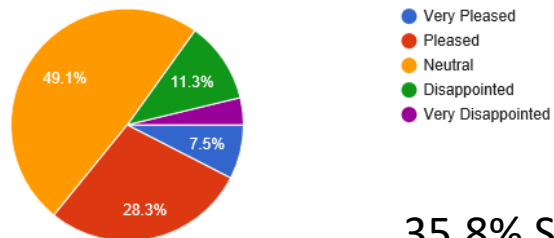


25 % Satisfaction with current provision of dog waste facilities and the display and enforcement of penalties

PRIORITY 8 LOOSE and BROKEN PAVING ISSUE:

Please indicate your level of satisfaction with the current status.

53 responses

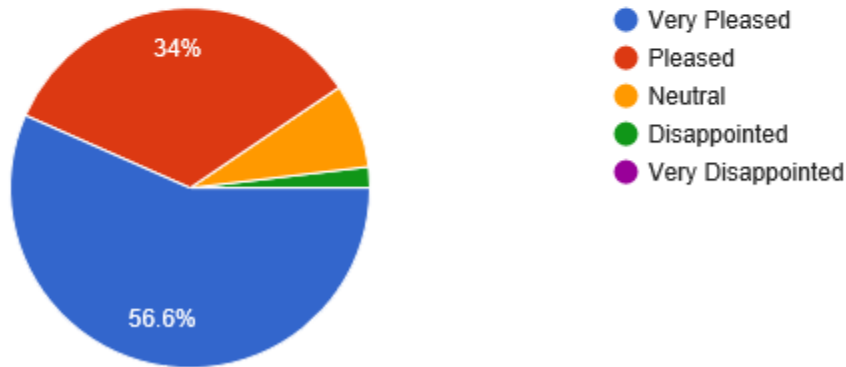


35.8% Satisfaction of situation regarding loose and broken paving slabs around the dock area

## COMMENT ON PROGRESS SO FAR.

Please indicate to the VDBHA your level of satisfaction on the progress made since the last survey

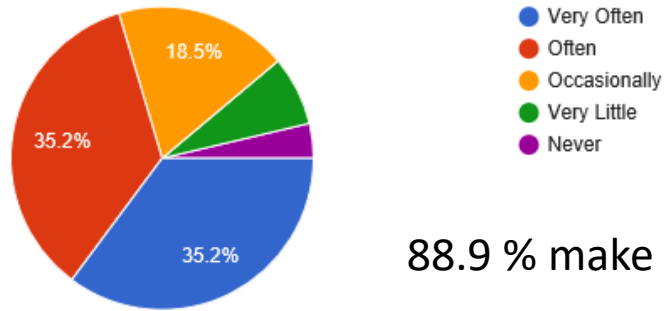
53 responses



**90.6 % Satisfaction with VDBHA  
PROGRESS SO FAR**

### The VDBHA would like to know whether when you are at berth you make use of these facilities

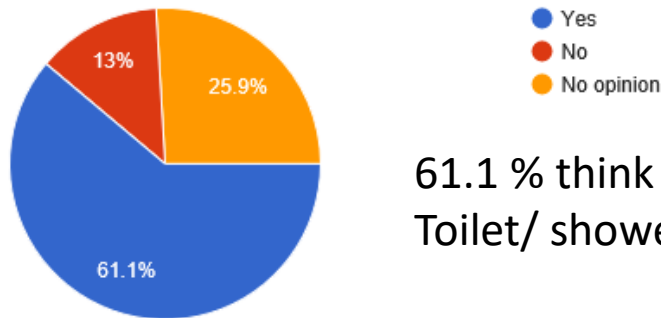
54 responses



88.9 % make use of the toilet/shower facilities

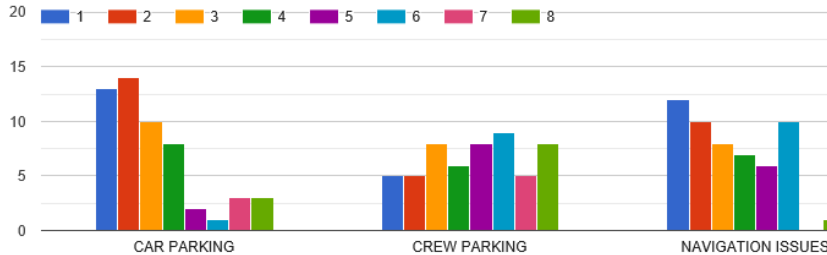
### Do you think that there should be separate Male and Female facilities ?

54 responses

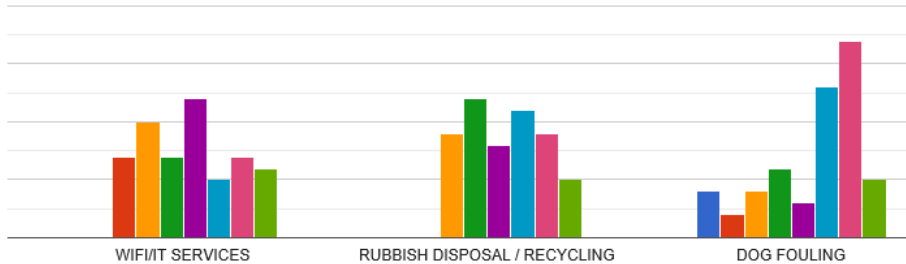


61.1 % think that there should be separate and female Toilet/ shower facilities

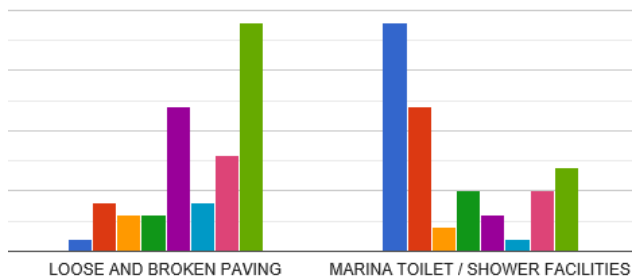
# In Addition to the ongoing priorities of Silting and the formation of a Berth Holders Agreement Priorities 1 – 8 for attention by the VDBHA Committee



*Points allocated*  
*8 points for Priority 1*  
*7 Points for Priority 2*  
*Etc.*



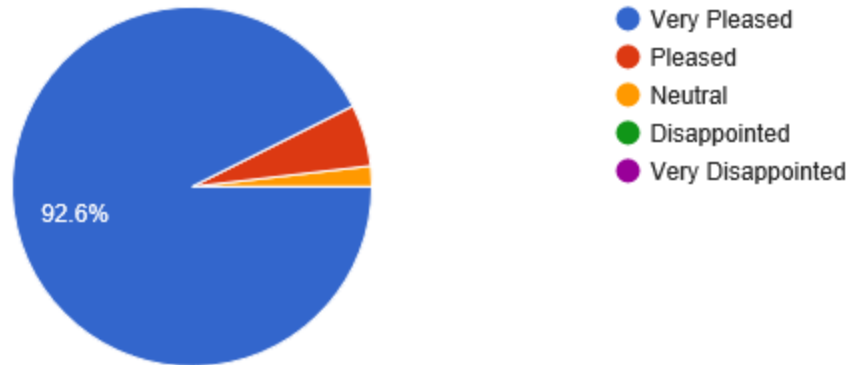
- 1 = Car Parking 322 points
- 2 = Toilet/Shower Facilities 305 points
- 3 = Navigation Issues 304 points
- 4 = Crew Parking 230 points
- 5 = WiFi/IT Services 227 points
- 6 = Rubbish Disposal 202 points
- 7 = Dog Fouling 190 points
- 8 = Loose and Broken Paving 164 Points





How happy are you with the service provided by the Dock Master and his team ? |

54 responses



**97.6% SATISFACTION with Dockmaster and his team**