

VDBHA – ANNUAL SURVEY March 2021

The results of this survey completed on March 29th 2020 will be used to identify the concerns, issues and priorities of the berth holders to the VDBHA Committee, Caernarfon Harbour Trust and Gwynedd Council.

Total: 56 Respondents = 63 % Victoria Dock Occupied Berths (89)

1.1 HOMELOCATION

14% Within Caernarfon Postal code District
13% Within 10 miles of Caernarfon
5% Within 20 miles of Caernarfon
11% Within 50 miles of Caernarfon
39% Within 100 miles of Caernarfon
18% Greater than 100 miles of Caernarfon
0% Live On Board

1.2 BERTH LOCATION

57% North Side
43% South Side

1.3 Vessel Type

55% Sail
29% Power
16% Motor Sail

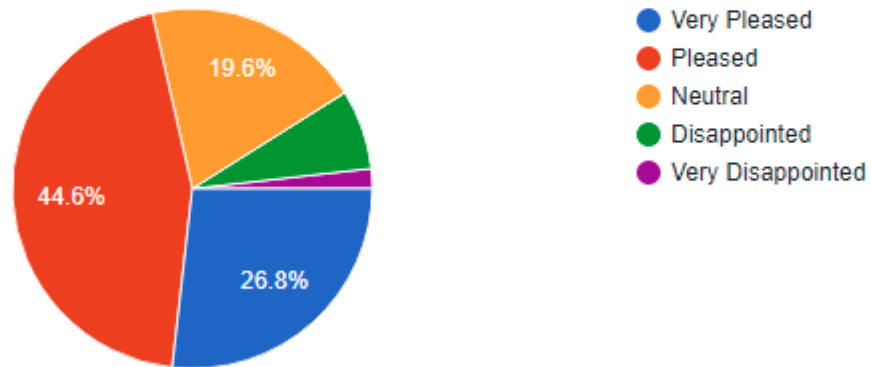
1.3 Fuel Type

84% Diesel
16% Petrol
0% Other

DREDGING / SILTING

2.1 DREDGING: The VDBHA would like to know your level of satisfaction if the work were to be carried out in September to the same, or similar, level of the last operation.

56 responses



NORTH SIDE: 68 % Satisfaction, 22 % Neutral , 10% Dissatisfaction

SOUTH SIDE: 75 % Satisfaction, 17 % Neutral , 8% Dissatisfaction

DREDGING/SILTATION: NORTH SIDE 13 Comments

LOCATION	COMMENTS
NORTH	Needs to be kept under regular review to avoid build up which seriously hampers the full use of the whole dock (see comments on storm defences)€
NORTH	Our berth is on the edge of the initial dredge and find it hard to get into out berth on first locking due to the back that's formed.
NORTH	Get on with it !!!!!
NORTH	Silting has worsened over the past 12 months. My boat is stuck at Dock opening times
NORTH	There is some urgency since my vessel is at present aground in mud at low water
NORTH	I am pleased that what is being done.
NORTH	It would be useful to understand what long term plans CHT have for managing the water levels and protecting the gate from silt build up. There has been a lot of silt run-off from the works to construct the bypass - has this compromised the dredging works undertaken last year?
NORTH	Does not affect my vessel
NORTH	I will be pleased if the dredging takes place but am unsure how successful the south side dredging has been and whether it has remained silt free so cannot make a judgement against the south side .
NORTH	Not affected at present
NORTH	Due to lockdowns etc I had no opportunity to actually leave my berth last year so have no experience of current silting levels.
NORTH	Council appear to have dropped the ball
NORTH	keels are lying in mud twice a day

SILTATION / DREDGING: SOUTH SIDE 13 Comments

LOCATION	COMMENT
SOUTH	Being on the south side this is not a problem for me at present, but I can sympathise with the delay to ease difficulties on the North side, having suffered years of problems with little or no solution in sight.
SOUTH	The dredging in the South side is a vast improvement but there is still a considerable amount of silt around the edges and partly under the pontoons, which ideally should be removed at some point before it collapses and reduces the depth of water on the berths.
SOUTH	Satisfied, though concerned about the heavy discharge of very muddy floodwater from the Cadnant caused by the long term and ongoing Carnarfon Relief Road. Following heavy rain which has been a regular feature of the last two years, the water has turned a deep brown colour on many occasions, fine mud and silt sediments inevitably will have settled in the quieter waters of the dock. Seldom would so much alluvium have been transported by the Cadnant and inevitably have helped to fill the dock. Was this effect anticipated when planning the road began?
SOUTH	Superb work so far. Looking forward to completion.
SOUTH	please keep it up.
SOUTH	very shallow by slipway berths
SOUTH	September is still in season, how will dredging affect dock activity? There are still sanitary products coming into the dock via the storm drain. With the cill not being lowered during lockdown , the dock is one huge holding tank.
SOUTH	I realise that this is an on going issue, and that work has been organised. I'm happy that this is progressing, although Covid restrictions are slowing progress.
SOUTH	Our boat is berthed on the far leg of South side. The level of silt has increased under our boat by 25% in the last 12 months as the edge has started to collapsed we assume.
SOUTH	I'm South side so not directly affected.
SOUTH	We feel that there should be a regular schedule of dredging to ensure that silting does not build up to the previous level and attention is given to the existing silt between the pontoons and walls particularly near the storm drain and the South wall.
SOUTH	around the walls by our berth it dries and smells very very bad
SOUTH	Silt was never removed between pontoons and dock wall

CAR PARKING

There were 38 comment responses received.

The responses were categorised as follows based upon the comment.

The results show distinct difference in opinion in satisfaction levels between North and South Side berth holders

North Side – 18 Comments were received on the car parking issue

5 % showing general satisfaction

81 % showing general dissatisfaction

South Side – 21 Comments were received on the car parking issue

48% showing general satisfaction

52% showing general dissatisfaction

CAR PARKING – NORTH SIDE COMMENTS

NORTH SIDE Comments with home locations less than 50 miles from Caernarfon

Miles from Caernarfon PostCode	BERTH LOCATION	COMMENTS :North Side Berth with Home location less than 50 miles from Caernarfon
0	NORTH	I live within walking distance and rarely need car parking facilities.
0	NORTH	Car parking should be a right . Berth holders pay on average over £2500 per berth and without car parking permits it would be impossible to bring goods and shackles to the boat or cruise for any extended period without risk of incurring a heavy fine.
0	NORTH	I don't use parking
0	NORTH	N/A as i usually walk to the Dock
0	NORTH	I'm happy that I have been given a Gwynedd council parking permit
10	NORTH	6 months is not enough for north side berth holders, who live locally, and are using the doc 12 months of the year.
10	NORTH	Twenty one parking spaces for 100 berth holders in clearly insufficient especially for those wishing to leave their vehicles for multi overnights away cruising. Nearby Gwynedd car parks do not allow for overnight parking other than for permit holders. Therefore permits for a nearby designated Gwynedd car park should be made available to berth holders.
10	NORTH	Having received a ticket, i am very careful where i park my car.
10	NORTH	Satisfactory
10	NORTH	just to be clear; are they now going to issue every 6 months or just once P.C.Y.
20	NORTH	Permit issued late last year is now no longer valid. Essential to have 12 month validity.
50	NORTH	Whilst I am reassured some parking permit will be issued I am disappointed that this has to be negotiated.We pay the same fee I assume as the south side and shouldn't have the worry of where to park when travelling down to the boat .It should be equitable and not having to be renegotiated. Thank you for obtaining the permits this year but a more substantial arrangement needs to be in place.
50	NORTH	Absolutely vital
50	NORTH	Current parking North Side is good. (Pity last years permits were so late). Why just 6 months this coming year?
50	NORTH	Does nobody need a permit outside the six month period?

CAR PARKING – NORTH SIDE COMMENTS

NORTH SIDE Comments with home locations greater than 50 miles from Caernarfon

MILES FROM CAERNARFON	BERTH LOCATION	COMMENTS: North Side Berth with Home location greater than 50 miles from Caernarfon
100	NORTH	I use the dock 12 months of the year, not 6. At busy times of the season parking is inadequate on the council car park.
100	NORTH	Poor - plenty of space around the toilet block could be repurposed
100	NORTH	12 months would be better
100	NORTH	In busy periods there is insufficient parking on the quay for both South and North owners. For North side berth holders, it remains necessary to be able to load/unload close to the access gate and have a permit to use Gwynedd car parking. It would not be right for North berth holders to have to pay to park when South berth holders have free parking included in their annual fee.
100	NORTH	Extra parking or permits required for busy weekends. This season is likely to be busy .
100	NORTH	I think they should be reinstated or fees taken into account as South side berthholders can park for free whereas North side is paying upto £5 per day to park. This increase our Berthing fees more than southside
100	NORTH	Marina's generally include car parking as a facility. As I understand it things don't look good going forward in terms of parking. VDBHA get your skates on
100	NORTH	Why only 6 months
100	NORTH	Parking permits required for north side
100	NORTH	It is unfair to prioritise North berthholders over South berthholders. If GC were keeping up with the times, ANPR could identify genuine berthholders and exempt them from parking fees in perhaps a nearby car park.
100	NORTH	I'm happy with the North Side parking arrangements
100	NORTH	Do we get carparking permits for 2 x 6 month periods, or just 1 x 6 month permit for the year ?
100	NORTH	We didn't get a pass last year. There certainly isn't enough free parking by the office. Last years Council Parking discs have now expired. Why have they run out before the end of our annual contract for the dock? When we moved from a river Seiont mooring to the dock it was on the understanding that we would have a council parking permit for the North side because there were insufficient spaces on the south side. This was a significant selling point to us as my wife has severe arthritis in her feet.
>100	NORTH	Parking for north berth side members needs to be for 12 months
>100	NORTH	I pay for 12 months berthing fees, so why will a parking permit be only issued for 6?
>100	NORTH	I support all your efforts to permanently resolve the issue of car parking. The provision of the annual parking permits for the North side significantly improved accessibility, it seems unfortunate that the Council now appear to have found a reason that this couldn't continue - not sure what their motive is here?

CAR PARKING – SOUTH SIDE COMMENTS

SOUTH SIDE Comments with home locations in miles from Caernarfon

MILES FROM CAERNARFON	BERTH LOCATION	COMMENTS: South Side with home location in miles from Caernarfon
0	SOUTH	Happy with South side parking
0	SOUTH	Satisfied
0	SOUTH	South side generally not a problem. Council should provide all berth holders with parking permits for nearby parking!
10	SOUTH	OK
10	SOUTH	Have not had a problem.
20	SOUTH	The number of spaces on the south side was reduced when the layout was changed last. More spaces would be appreciated. The distribution of parking permits for the south side last year was very late and confused. We are happy to receive an email attachment to print ourselves ready for April, to simplify and expedite the issue of permits. Or receive permits in the post before April so we have a valid one all season for a change.
20	SOUTH	All berth holders both North and South can use the (limited) spaces in the dedicated car park and I think it would therefore be logical to grant Gwynedd parking permits to all berth holders.
50	SOUTH	I try to avoid known peak busy periods as this often means no parking by the Docmaster's office. If the Council restricted the area to the west of the bollards to 6 hours max, it might deter Council employees parking there all day when they already have provision in their exclusive multi storey car park.
50	SOUTH	Ok
100	SOUTH	Our yacht is on south side,we last visited in Feb 2020!!! Mark always allowed our motorhome to park in south car park-we trust this will continue.
100	SOUTH	check reg numbers rather than putting a sticker on!
100	SOUTH	Ok but Marking lose spaces to what it was
100	SOUTH	North siders prefer to park by dock masters office for security. When cars are left whilst owners are on holiday parking is much reduced.
100	SOUTH	Making north side use the south side car park would be unacceptable in busy times. Car parking should be part of the breathing agreement. Berth holders need to know their vehicle can be parked securely for times away on vessel.
100	SOUTH	This seems reasonable.
100	SOUTH	I do not know how often the permits on dashboards are checked but I suspect outsiders are using the spaces on week days in particular.
>100	SOUTH	Parking on the south side remains a problem on busy weekends
>100	SOUTH	Adequate car parking should be provided for all of the 100+ berths. There is no provision in local car parks for visitors to leave their cars for more than a day unless they have an annual car parking permit. Visitors or crew need to be able to leave their cars for more than one day, possibly for weeks if on an extended cruise.
>100	SOUTH	Always fine for me on the South side
>100	SOUTH	Parking arrangements are OK
>100	SOUTH	Being on the south side, I feel the parking isn't big enough on occasions, and that the Free parking before this is abused by locals, knowing it is free. Is it possible to restrict access with electric permit access near the top of the ramp?
>100	SOUTH	Insufficient spaces South side, made worse by the current marking layout

BERTHING FEES – 51 Comments (30 North Side 21 South Side)

There were 51 comments received.

The responses were categorised as follows based upon the comment.

The results show that 20% of the respondents were generally satisfied, 6 % neutral and 75% generally dissatisfied with the berthing fees.

The responses from North and South Side are as follows but show little difference in levels of dissatisfaction

North Side: 17% Satisfaction , 10% Neutral, 73% Dissatisfaction

South Side: 24% Satisfaction, 0% Neutral, 76% Dissatisfaction

BERTHING FEES – 51 Comments (30 North Side 21 South Side)

BERTH LOCATION	2.3 BERTHING FEES: The VDBHA would appreciate the comments of berth holders in respect of the berthing fees charged last year and the level set for 2021/22
NORTH	Personally i think 10% isn't enough for my situation having only being able to visit my boat for a short period due to travel restrictions.
NORTH	Needs to be reduced because of lack of availability
NORTH	In line with the approach taken previously by the VDBHA, I was disappointed at the level of "discount" offered for the 2019/20 season given the extent of access limitations. It would have perhaps been appropriate to at least maintain the 2019/20 rates to acknowledge the continuing limitations for many of those not fortunate enough to be living in the vicinity.
NORTH	Berthing fees are still reasonable value compared to other marinas in the area although the associated facilities available to berth holders are minimal and the marina is not accessible, except by special arrangement, at all times when tidal windows permit
NORTH	I dont agree with any increase in fees, however i understand fees must increase.
NORTH	Acceptable
NORTH	The decision to close the marina was taken by the council I believe. Certainly other marinas in the area such as Conwy remained open for much of the period that we were locked out. A 10% reduction seems therefore rather paltry as it was the marinas owners and not the government that made the decision.
NORTH	Having only seen my yacht on the webcam, Netflix represents better value. The reduction of fees goes no distance in balancing the cost of making good the deterioration due to the enforced neglect of my yacht. 20% reduction 20/21 would have been reasonable. We still do not have access. Making good the deterioration will mean that a fair chunk of the coming season will be occupied with this work. I have been prevented from moving my yacht close to home for the winter. She has been effectively impounded. This should be recognised in the level of the coming year's fees.
NORTH	Disappointed - the deduction to offset Covid is paltry
NORTH	10% is a ridiculous offer 50% is nearer the mark
NORTH	I'm sure that local businesses have had much larger support from the Council. Given the amount of time that boat owners were able to access or use their craft during the year, 10%, although a gesture, does seem to be a little harsh considering the income that is generated in the area. Perhaps this is partly due to the usual misconception that people who own boats have loads of money and can be fleeced without complaint. I do not fit in this category!
NORTH	Reasonable
NORTH	I feel this is disgusting. We lost use of the Dock and our vessel for 8.5months and we had paid up front. We then found out that payment wasn't needed until September after we had paid in March. Local holiday parks have reduced fees by at least 50%. The fees should have been calculated by dividing by 12 monthly payments and then a calculation to allow for a storage payment for berth holders that were not allowed near their vessels.
NORTH	They won't listen anyway
NORTH	I don't think a 10% reductions reflects the time the facility was not available but appreciate the it was not the council's doing.

BERTHING FEES – 51 Comments (30 North Side 21 South Side)

BERTH LOCATION	2.3 BERTHING FEES: The VDBHA would appreciate the comments of berth holders in respect of the berthing fees charged last year and the level set for 2021/22
NORTH	Had no access all year and paid for electricity for the year. 10% or 9% in reality seems disappointing when fee was paid upfront and 30% was originally stated.
NORTH	1% is manageable but the rebate is pitiful , I hope many people lobbying via VDBHA expresses the discontentment for the restriction of the amenity.
NORTH	Whilst the discount in lieu of lockdown is appreciated, I think it should be more considering the time that the dock could not be used due to local and National lockdown restrictions
NORTH	I understand that the dock still has to be maintained but a 10% reduction is not sufficient. Especially for Boat Owners who do not have their main residence in Wales.
NORTH	Shocking. Cannot believe we were only offered 10% discount when we were unable to access for a huge proportion of the year and I think the council are having a laugh increasing fees this year. How can fees for last year and this year be justified? We incurred damage to batteries which exceeded the discount as well.
NORTH	Pathetic. Have the committee worked out how much use berth holders who live outside Gwynedd have had this year gone.
NORTH	Fees and discount offered seem reasonable in the light of market rates and cost of maintaining marina.
NORTH	The COVID 19 situation has been difficult for all and very few facilities have been used .It seems a shame that the 1 per cent rise has been implemented.
NORTH	10% is not enough
NORTH	Satisfactory
NORTH	The 10 percent discount last year was derisory given the lengthy period that dock access was forbidden.
NORTH	I would have preferred a larger reduction of around 20% for 2020/21. Assuming berth holders have access to their boats throughout 2021/22, I would suggest zero increase which given projections for inflation will be a significant "real" reduction. If we do not have access to our boats, then refund/carry over should be considered.
NORTH	The whole situation needs to be addressed so that increases on fess are commensurate on the facilities and services provided rather than as now to meet a Council set budget requisite
NORTH	I think the rise is fair but would like more back from last year as no access due to covid
NORTH	They appear reasonable

BERTHING FEES – 51 Comments (30 North Side 21 South Side)

LOCATION	2.3 BERTHING FEES: The VDBHA would appreciate the comments of berth holders in respect of the berthing fees charged last year and the level set for 2021/22
SOUTH	The discount for last year was not sufficient
SOUTH	Satisfactory under the circumstances
SOUTH	Happy with the fees
SOUTH	As government restrictions are preventing me entering Wales, and therefore restricting access to my boat, I feel that the reduction offered in the fees, doesn't reflect the a true balance of missed opportunities. I feel very strong about this.
SOUTH	OK
SOUTH	I think the 10% reduction was too low.especially as English residents have been unable to visit more than Welsh residents. As at the time of this mail-we still cannot enter Wales.There should be some discount for this year also.
SOUTH	The fees do not reflect the running costs the VDBHA have had in the last12 months
SOUTH	please credit the times we can not access .
SOUTH	not been allowed access - fee should reflect same proportion
SOUTH	The fees for 20/21 were hiked up so although 1% is below inflationwe haven't had much use from it. Most berth holders are going to have to do extra maintenance at extra expense due to lockdown.
SOUTH	Breathing fees have continued to increase although in past years the rights of berth holders (such as restrictions due to silting) decreased. Fees should reflect berth holders facilities.
SOUTH	Considering that the dock has been unavailable for use for a large part of 2020 we feel that a larger deduction should have been made and that there should be no increase this year.
SOUTH	2019/20 feel high in view of the small number of visits possible because of Covid but I appreciate there are fixed costs. Whether variable costs have been accounted for is open to question but an answer will never be forthcoming!
SOUTH	10% reduction last year was not enough - we suffered more than a 10% reduction in access to and use of our boats. An increase of 1% this year is not unreasonable, provided we have access all year.
SOUTH	The 10% reduction for last year seems to be in line with other marina operators and 1% increase this year is reasonable.
SOUTH	There was a great deal of confusion over this and 10% reduction ending up being something of a disappointment. There has been no word on reductions for 2021/22 even though ability to access is still likely to be restricted.
SOUTH	I understand the difficulties that COVID has created, however, I feel that the Council/Harbour trust are in breach of contract in preventing access to the dock and removing a service, without fully compensating berth holders for their loss. Compensation has been paid by Governments and Councils to all businesses and employees who have been forced to suffer loss as a result of COVID. The correct action for the Council to take is to fully compensate berth holders. If full compensation is not forthcoming, and no mutual agreement reached I feel that the matter ought to placed before the Courts for a decision. It cannot be right, that the Council are minimising any loss to themselves at berth holders expense.
SOUTH	Fees are acceptable. Gwynedd Council allow householders to pay council tax, without additional costs over 10 months.
SOUTH	Would it be possible to spread payment of berthing fees without incurring additional costs?
SOUTH	Surprisingly high bearing in mind the reduction in access and use.
SOUTH	20% discount would I feel be a fairer amount .
SOUTH	Denied access for considerable time last year & gate only opened on request for several months recently so Council should set fairer fee1.2

NAVIGATION AND SPEED LIMITS

27 Comments on Speed were received with a large majority of support for the speed limit restrictions.

Many of the responses commented on the potential effectiveness and enforcement of the speed limit restrictions.

8 Comments including Navigation issues were received showing general support for the marking of the “Grampian Castle” with other comments on waiting moorings, buoy size and top buoy lighting night time visibility.

7 Comments showed general satisfaction with the current provision on Navigation and Speed Limits

NAVIGATION AND SPEED LIMITS

ISSUE	2.4: NAVIGATION and SPEED LIMITS: If you have an opinion on the navigation marking or the new speed limit bye-law restrictions please comment below.
SPEED	Fully support the extension of the speed limit. However, the registration of PWC's has been tried before in Anglesey and failed completely due to lack of enforcement resources. Can clarity be sought on enforcement - my view is that it is not feasible (or desirable) for boat owners to become waterborne informers. Also, to be effective, ALL launch sites need to be licenced and monitored - a significant undertaking.
SPEED	Speed restrictions are of very limited value unless they are effectively enforced including prosecutions where necessary.
SPEED	My vessel has a pair of engines and the vessel is designed to cruise at her normal speed. This will produce a small amount of wake. Going slower produces an enormous high wake of at least 2 to 3 feet.
SPEED	In view of the new owners of the Victoria dock yard's intended encouragement of jet skis (for understandable sound business reasons) establishing a similar limit around the entrance to Victoria Dock and the Seiont River would seem sensible.
SPEED	Speed limits should be used to ensure that all craft on the water can enjoy safe and enjoyable passage. PWC's should be aware of sailing craft's inability to change course quickly and should stay well clear and avoid creating excess wash to avoid crew being thrown overboard.
SPEED	Marked speed limits great idea. Should reduce jet ski related concerns. Technically possible for average yacht to exceed limit on spring tides etc. Pragmatic approach to enforcement endorsed
SPEED	Will there be a charge for registration?
SPEED	From my experience, the main culprits for speeding and lack of consideration for other users of craft on the straits are Jet skis and vessels not moored in the Straits.. If boats that are being launched on the Straits are to be licensed then why can't any vessel coming into the straits be registered... Better still, restrict Jet Ski movements. to the West of Ty Calch ...and North East of Beaumaris.
SPEED	How will they enforce any rules? Jet skis know the CHT patrol berths in the dock so when the gate is up no one will be out on patrol.
SPEED	The Harbour Patrol boat should make every effort to intervene, especially if PCWs exceed the speed limit.
SPEED	If it is going to work it needs to enable CHT to have sufficient technology and staffing for enforcement. It also needs to reflect the actual needs of the water users rather than a blanket limit which does not relate to types and manoeuvrability of vessels or engine type or capability eg sail, electric engine , hydrofoil sailing craft
SPEED	Jet skis need somewhere to play around, don't think this speed limit zone will deter users
SPEED	5 knot speed limit for all powered craft in the whole of the Strait Jet Skis to be banned from the Strait
SPEED	Proposals seem reasonable.
SPEED	Good move. I sent comments in at the time. I also expressed the view that there should be a 10 knot speed limit between the bridges where the channel is narrow and there is propensity for accidents/collisions/near misses.

NAVIGATION AND SPEED LIMITS

ISSUE	2.4: NAVIGATION and SPEED LIMITS: If you have an opinion on the navigation marking or the new speed limit bye-law restrictions please comment below.
SPEED	I wish to see if there is any difference this year before I make a comment . The few days I was able to take to the water I didn't see any patrol boat but speeding power boats and jet skis many on the wrong side of the channel and on the bar boats speeding past then stopping to fish and drifting into the channel was very evident .-very difficult when sailing to judge .At the weekend when a lot of craft are on the water and visiting the harbour /river is there anyone working there ?It appears there's only the dock which is manned so who checks on launches ,issuing registration stickers and checking them etc ?
SPEED	As a sail boat, I feel this will not affect me. Most other speedy vessels are generally courteous.
SPEED	police reckless driving.
SPEED	A good many power vessels choose to ignore speed limits. Registering or craft a good idea but what about large power vessels?
SPEED	Would like more enforcement of the speed limits near the dock entrance particularly jet skis. perhaps, Some sporadic publicised enforcement would be useful
SPEED	A good many power vessels choose to ignore speed limits. Registering or craft a good idea but what about large power vessels?
SPEED	Not before time! We believe that some boat users have been disregarding the safety of other water users when travelling in the Menai Strait. We have a number of times had motor boats pass us at excessive speed and wake while navigating through the Swellies putting us and our vessel at risk.
SPEED	Responsible users are being asked to police this unsatisfactory revised policy. This is akin to a Toothless Tiger - it cannot be effectively managed. The Jet Skis will continue to be an utter menace to the local population & crafts that are fishing or enjoying the peaceful beauty of the Straits. There should be a 5knot speed limit alongside Caernarfon as well as Felinheli.

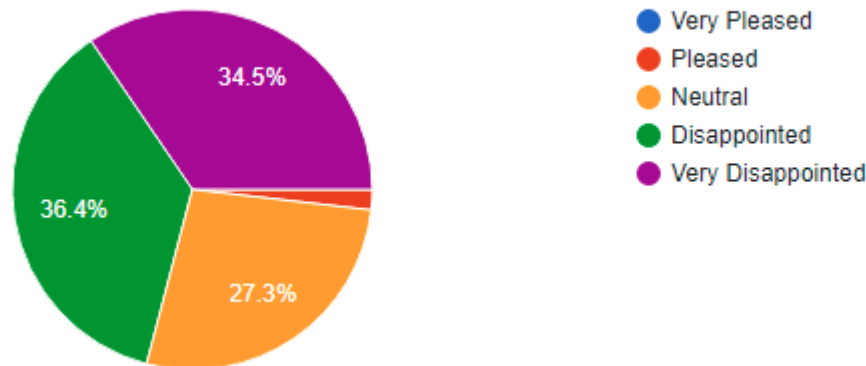
NAVIGATION AND SPEED LIMITS

ISSUE	2.4: NAVIGATION and SPEED LIMITS: If you have an opinion on the navigation marking or the new speed limit bye-law restrictions please comment below.
SPEED/NAV	I agree with the isolated danger Mark, however the extension of the 5knot speed limit will push water skiers who use this area closer to the entrance to the Swellies creating a possible dangerous situation on the approach. If this is due to the homeowner who lives opposite Plas Newydd complaining due to noise maybe they should move away from the Strait. He complained to Port Dinorwic for many years about noisy boats.
SPEED/NAV	Seems a bit odd. Can understand the speed limit through Dinorwic but not on the wide section beyond. The wreck is well charted, not sure why it needs marking.
SPEED/NAV	Grampian Castle mark - a valuable asset however, the financial implications must be great. Of greater concern is the increasing use of jet skis on Afon Menai. Their environmental, safety and noise impact is considerable. The Caernarfon Civic Society has made wide representations regarding their negative impact on all manner of issues not least the intended use of the Patent Slip for access to Afon Menai through Doc Victoria.
SPEED/NAV	The 'Grampian Castle' needs to be marked - smaller boats do not necessarily have chart plotters showing its location, and it remains a danger. If the speed limit is because of wash, the speed limit needs to be speed through the water. Otherwise going with the tide it will be impossible for boats to do as little as 5kts under engine, even on tick over, unless we just drift with the tide, when we would have no steerage.
NAVIGATION	The 5kts limit past the moorings in PD is reasonable but why extend it so far? Whatever is the logic? Nav markings are very good. No comment on speed limit.
NAVIGATION	How much does it cost to put a bit of chain and a top marker down! Anything that can assist the safety of vessels navigating the channel should be considered, not all vessels have electronic navigation. A good example of a vastly improved channel is the channel into Conwy. The harbour master has done a great job in improving the entrance into Conwy.
NAVIGATION	Waiting moorings off the dock should be positioned and are essential.
NAVIGATION	C9 buoy is a hazard at night. It should be lit at night. Caernarfon bar buoys seem to have got smaller in recent years, making them hard to see in daylight. Top lights are not easily seen at night either.
GENERAL	Happy
GENERAL	OK
GENERAL	OK
GENERAL	No issues
GENERAL	Very good
GENERAL	OK by me
GENERAL	I'm happy with any proposals that improve safety

EFFLUENT

2.5 PRIORITY ISSUE 5:EFFLUENT: The VDBHA have identified two outfalls of concern. One has been identified as an overflow from the River Cadnant which at times of flooding can carry sewerage and sanitary items into the dock. The Council Environmental Department have considered that to alter the course of the Cadnant would be too costly and there will be no work undertaken. The outfall at the North Eastern corner under the ramp has been traced to a non foul water source from a highway sewer and therefore it has not been identified by the Council as a priority issue of concern. Please indicate below your level of satisfaction with these decisions.

55 responses

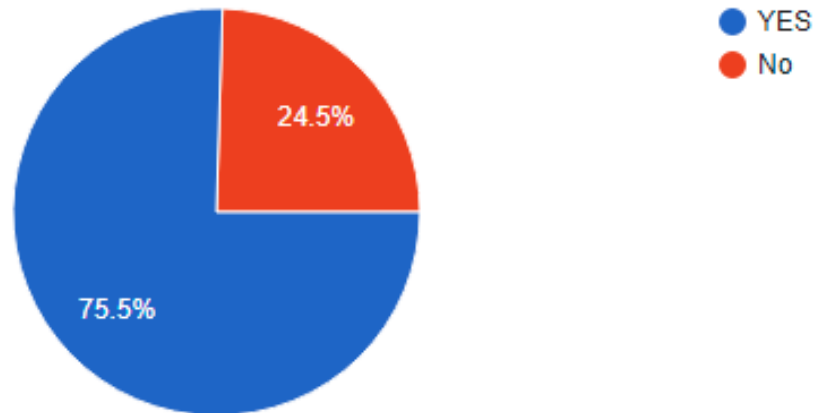


2 % Satisfaction in respect of this issue, 27% Neutral 71 % Dissatisfaction

STORM DEFENCE

2.6 STORM DEFENCE: The VDBHA would like to know if you would like the Committee to continue to raise this issue with Gwynedd Council

53 responses



76% of the respondents would like the VDBHA Committee to continue to raise the issue with Gwynedd Council

STORM DEFENCE

2.7 PRIORITY ISSUE : STORM DEFENCE: If you answered YES to the above, please comment on your concerns on the issue of storm defence planning that you would like the VBDBHA Committee to raise with Gwynedd Council. 30 Comments received

A higher and more robust gate would obviously provide enhanced protection from SW storms, especially for boats in the North East corner of there Dock

Although I understand that this has been investigated previously and found to be either technically or financially unfeasible, it would seem to me that this is an area where much research & technological development has, and is, being undertaken. It would be good to at least see a new feasibility study undertaken - perhaps a suitable study/thesis subject for a student or research group at the University in Bangor?

as much protection as possible.

Clearly any potential issue of damage to the structure of the dock is a concern as is the effect of any storm surge into the dock itself if it has potential to affect the safety of vessels berthed therein.

Consideration should be given to installing a storm gate to the dock.

Council are ignoring serious damage to the wall alongside the road near the old baths (approach to Golf Club) & to the East of the town before Waterloo Port. It gives us no confidence that they would address repair work that might be required to the dock wall. Ongoing dialogue can only be helpful given climate change.

counter gate or boards for application on expected very high tide storm conditions

Have any methods been considered to mitigate waves coming through gate in storms.

I didn't realise there was an issue, if there is it needs sorting.

I feel that a full risk assessment ought to be carried out and all options investigated and costed. The Council have an obligation to ensure that safety is maximised and risk to boats minimised.

I think we need to be aware of any defence mechanism that could be put in place with regard to boat safety

If they don't mitigate the effects of storm damage, then they are cutting off their nose to spite their face. If the dock is unusable, boats will leave, there will be less visitors, high insurance claims and a very poor reputation of the area. This will be another area like the boat storage on the quay where they are open to vandalism and arson attacks.

In times of high winds and tide my berth is very exposed

Long term erosion of dock outer walls

Monitoring essential to ensure safety of vessels. An urgent standby procedure should be in place should in the event of flap gate failure to ensure essential access and egress. The Coastguard, Police and emergency services should be able to contact the Harbour Master and Dock staff.

Prevention is better than a cure.

Sea defence work is ongoing in many parts of North Wales. Am surprised that Gwynedd Council have low concerns

STORM DEFENCE

2.7 PRIORITY ISSUE : STORM DEFENCE: If you answered YES to the above, please comment on your concerns on the issue of storm defence planning that you would like the VBDBHA Committee to raise with Gwynedd Council.. 30 Comments received

Surely there could be some sort of groin installed 100m away from the entrance that would stop waves hitting the walls and waves coming through the gates. At 1 point last year the boats on the hammerhead near the gates were being lifted onto the pontoons due to the wave height. Maybe another solution would be to install a wave deflector that pulls across the entrance when a storm is approaching.

That Gwynedd Council consider the practicality of deploying a boom across the gate when strong storms (especially from points east) are forecast.

The danger is that after a catastrophic event that we wish, in hindsight, that we had done something about it before

The impact of storm force SW winds combined with a high spring tide can cause wave surge through the marina with possible damaging consequences. What are the liability implications for Gwynedd Council if an emergency storm defence is not available.

There are many examples of local coastal storm damage over recent years. The increasingly frequent weather events and stronger than normal storms must inevitably have an effect on the dock and the town's sea walls. The hydraulic battering by the waves of these features is a continual, daily action. However, increasingly stormy weather compounds the effect and the dock structures have to be monitored and repaired once any concerns come to light. It could well be that the dock walls built in the 1870's will be tested in the coming years.

There have been problems with the gate in the past and if these should occur during storm conditions then boats in Victoria Dock could be damaged. Therefore regular gate maintenance must be carried out. Additionally the condition of the dock walls needs to be monitored to ensure that any damage is detected and remedial action taken. (Note the collapse to the North Wall during the building of the flats)

There should be plans to maintain the sea defences in the dock area

They are quite happy to take our mooring fees.

Doesn't seem like a very good Customer Care approach.

This needs addressing even if it's a long term plan

Under storm conditions waves enter the dock and batter boats and fingers near the entrance. Some fingers become unusable in bad weather. Boats are exposed to damage. Suggest a barrier that could be slid across to cut off wave action.

Vital

What is apparent around the British Isles is that defences that are created in one area always have an impact on other areas. We need to ensure that Victoria Dock is not effected.

Without steps to defend the walls of the dock from increasingly violent and frequent storms it's days are numbered. The dock is a valuable asset beyond its simple use for boat berthing and an historic treasure worth protecting.

2.8 VICTORIA DOCK CUSTOMER CHARTER – 30 Comments

All ok

All seems ok.

Excellent document

Fine

Good although if it is designed to be all embracing, should provision of electricity and water be covered and also testing water supplies for Legionnaire's disease?

I don't have an opinion on this matter

I would like the pontoons to be walked daily by the Dock Master to check on the boats from a security point of view, vandalism, signs of theft etc

Important

It all sound good provided they carry out all there tasks

It reads well but falls short in terms of applications in a number of areas ie the north gate lock sometimes sticks open, some fingers seem quite unstable, slippery algae on untreated walkways etc

It seems appropriate to me, apart from a few very minor points.

It's good

Looks very reasonable.

No particular views.

Not able to upload to review but if there have been no changes, I am happy to support .

Pleased with the content, simple to understand

Satisfied

Satisfactory.

Satisfactory. Under Service Provided the wording should be 'dedicated Marina toilet and shower or reworded ' Toilet and shower facilities will be provided for exclusive use of Marina uses'

Seems good

Seems ok, be interesting to see if it is implemented

Seems reasonable

Seems reasonable

Sorry, cannot find the information to comment on.

The charter seems to reasonably cover the requirements of the berth holder. I like they check the ropes twice.

There is a repeat rope checking bullet point . I think it's very comprehensive and hope to make a comment on its success next year when possibly things are more normal

They are not upholding the terms of the charter, for example... security gate on south side tied open, automatic closing arm broken on south pontoon.

Webcams unreliable. What are dockmaster safety inspections. North pontoons covered in green moss and not cleaned. Loose pontoon cleats on south side. Light bollards regularly out or flickering.

Useful work, but not a high priority

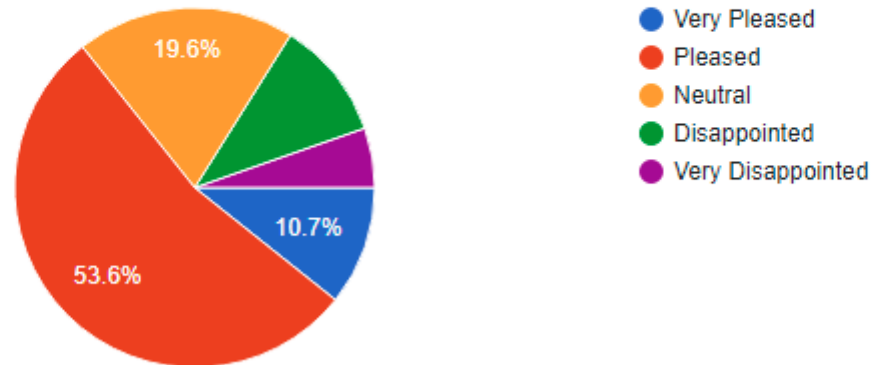
Very good. Suggest that wording be amended that pontoons will be cleaned/power washed annually or when required in exceptional circumstances

Was aware of it and seems sensible to me

PROGRESS SO FAR

2.9 PROGRESS: We would like to know your general level of satisfaction with the actions taken and progress on the identified issues above. Please indicate to the VDBHA your level of satisfaction on the progress made since the last survey

56 responses



64% Satisfaction 21% Neutral , 15% Dissatisfaction in respect of progress

COMMENTS ON PROGRESS SO FAR: 32 responses

18 Satisfied , 6 Neutral, 8 Dissatisfied

2.9 PROGRESS	2.10 COMMENT ON PROGRESS SO FAR: the issues raised.
Very Pleased	thank you for all the hard work and professional attention.
Very Pleased	Well done the committee for volunteering in their roles!
Pleased	Appreciate all the hard work put in by VDBHA officers on our behalf.
Pleased	We enjoy our berth in VD. Yes there are problems. However the Dock offers what we require. It is very good.
Pleased	Given the circumstances of the past year, we are very happy that any progress has taken place. Hopefully, more action will be achieved in the next year.
Pleased	Personal view is that the chair is not prepared to firmly put his foot down in dealing with the council. He told me that one has to be prepared to compromise. I got a lot done by not compromising
Pleased	None at the moment
Pleased	The effluent issue must be kept on top of to ensure it gets no worse
Pleased	Thank you all for your work on our behalf
Pleased	Done their best in very difficult circumstances
Pleased	None
Pleased	Overall there has been good progress and I am pleased that the council is now engaged with the process all be it some of the progress is slow or stalled i.e. sewage.
Pleased	Real progress seems to be hampered by a lack of enthusiasm from Gwynedd Council to engage with the VDBHA. Simple solutions to problems are met with unnecessary bureaucracy. Victoria Dock is a cash cow for the council bringing in approximately £300,000 per annum. In addition, the local economy also benefits from Berth holders using local shops, restaurants, pubs and other attractions. Gwynedd Council seem to resent tourism rather than encourage it.
Pleased	Please with your efforts, thanks
Pleased	I should just like to thank the VDBHA for all it's efforts-especially in recent times.
Pleased	good so far
Pleased	Keep up the good work.
Pleased	It has been a difficult year so thank you for your efforts!

COMMENTS ON PROGRESS SO FAR: 32 responses

18 Satisfied , 6 Neutral, 8 Dissatisfied

2.9 PROGRESS:	2.10 COMMENTS ON PROGRESS SO FAR: the issues raised.
Neutral	I emailed the chairman with questions regarding some issues I had in early February and am yet to receive a response. I feel VDBHA have rolled over to Gwynedd County Council and accepted the 10% offer. When we should have been fighting for more.
Neutral	I appreciate this has been a difficult year for many reasons and therefore whilst I am disappointed in some areas eg effluent ,storm defence which need addressing. I will reserve judgement until things are more normal and the new dock master is in post . A difficult year for all
Neutral	Disappointed with Council's reaction to the pollution concerns. Although it doesn't affect me, I'm also concerned about the parking problems of berth holders.
Neutral	With not being allowed to use boat have not noticed any difference
Neutral	None
Neutral	Have to accept this has been a difficult year for all the progress hoped for.
Disappointed	Disappointed with fees policy
Disappointed	Too diletary
Disappointed	I am sure the committee try their hardest but the attitude of the Council to berth holders has never been good. Oft repeated phrase " if you don't like it there is a waiting list" Their attitude to toilets, car parking and fees is a good example.
Disappointed	Work on dredging so far is much appreciated and encouraging. The council's block on dealing with effluent is truly 3rd world in its approach. Disgusting. Car parking permits are not hard to administer - come on, Barry, just do it. There should not be a debate about marking the wreck - it is a danger to boats. Please just do it. Extension of the speed limit is puzzling and with current wording, impossible to comply with, so needs modifying. Progress on the facilities block would be appreciated but no word about that from the council.
Disappointed	COVID restrictions - It is unacceptable to simply agree to the Council decision on fees. This issue needs to be taken further.
Very Disappointed	Specifically around fees over which you probably have no control.
Very Disappointed	10 % reduction in fees and limited car parking, doesn't sound a very good deal.
Very Disappointed	See above. Just a lack of care and maintenance

OTHER PRIORITIES

23 Responses were received raising the following other priorities in rank order

Toilets	9
Security	3
Pontoon safety	2
Litter	2
Access	1
Covid Signage	1
Safe berth	1
Electricity	1
Flare Disposal	1
Parking North	1
Annual Survey	1
Total	23

OTHER PRIORITIES:

2.11 OTHER PRIORIT ES:	Please indicate other specific issues 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
Toilets	Single sex showers and toilets
Toilets	Separate male / female toilet blocks
Toilets	The toilet arrangements are not acceptable - joint facilities are not ideal and a concern. There isn't parity for the north and south side berth holders
Toilets	None (other than toilets which we know will not be addressed for the immediate future)
Toilets	To continue to remind them of their promise to refurbish the toilet block and provide separate M/F or individual toilet/shower facilities. In order to make them suitable for future use, consideration should be given to making them individual, multi user, gender non specific, disabilities accessible. Greystones Marina in Ireland had a porta-cabin, which contained three individual, wheelchair accessible private rooms, each of which contained a toilet, shower, wash basin, clothes hanger, seat, mirror, hair dryer and hand dryer. It is not difficult or particularly expensive, it just requires proper planning.
Toilets	Shared facilities block. There needs to be a clear warning, to visiting vessels and berth holders, regarding a lack of water and potential for damage due to lack of water at end of boatyard slip
Toilets	Extend the toilet facilities.
Toilets	My wife in particular remains concerned about the unisex nature of the toilet block. It is felt that there are incidents of either voyeurism or worse waiting to happen. Last year I was in the block having used the toilet when two young girls (visitors) aged around 14/15 came out of the showers in a state of undress. I immediately vacated the building as I was uncomfortable at the situation. When my wife uses the facilities I am always outside in order to make her as comfortable as possible. I am aware that members in the past do not consider there is any issue but with respect the most vociferous never use the facilities for showers etc anyway.
Toilets	Improving the facilities block eg usable sized sinks, hand drier near the sinks so the doorway isn't always wet and slippery, urinals for the gents so the toilets stay cleaner
Security	I feel the security fencing on the North Side should be improved and made higher after witnessing numerous children on the pontoons over the last few years. These had climbed over the existing fencing. Who is to say that other opportunists will not exploit this in the future especially with the damage caused to vessels on the slate quay
Security	Security - too easy to get past the entrance by the N side ramp
Security	Security from vandalism - youths can, and do, get into the Dock.

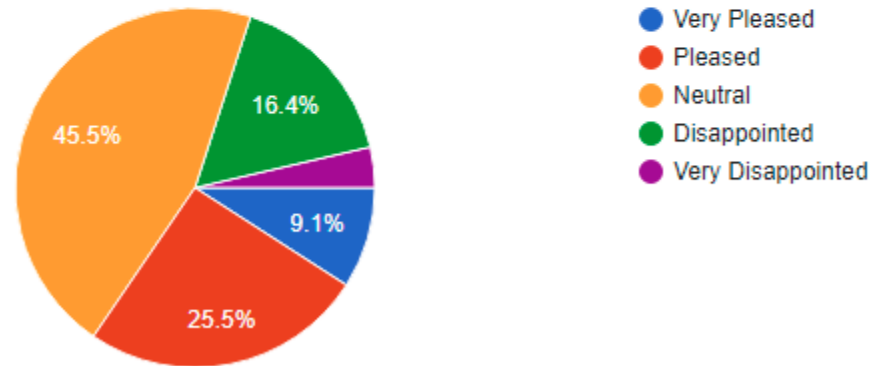
OTHER PRIORITIES:

2.11 OTHER PRIORITI ES:	Please indicate other specific issues 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
Pontoon Safety	Pontoons in Northeast corner are hazardous when wet owing to green slime
Pontoon Safety	better frost protection and clearing of slip hazards.
Litter	General litter in the corner of the North doc is not a good sight.
Litter	Provision of waste bins / basic fishing nets on the pontoons to encourage recovery of flotsam in the dock.
Access	Access during lockdown?
Covid Signage	I have asked CHT to put up signage reminding people to sanitise gate & toilet block keypads but not had a response. Anticipate a busy season so covid management will be very important. People were very cavalier last year.
Pump out	Pump out station remains inoperable.
Safe Berth	A well advertised waiting pontoon and / or moorings for local and visiting vessels necessary in emergency situations when gate raised.
Electricity	I would like to see electricity on the berths go back to " pay for what you use" which would be much fairer because paying a yearly fee makes no sense when lifting for 6 months. Another example of too much bother reading meters for marina staff.
Flare Disposal	Last year I raised the possibility of approaching the Council regarding the provision of safe disposal of out-of-date pyrotechnics - perhaps a brief online "straw poll" to see if there is interest amongst the members?
Parking North	Parking for the north side seems to be unresolved
Annual Survey	Ideally circulate a draft of the annual survey to members to facilitate input

ADDITIONAL SURVEY QUESTIONS:

3.1: COVID -19 Restrictions and Access: We would be grateful to know your level of satisfaction from your perspective as a berth holder to the way that Gwynedd Council and CHT have managed the situation during the pandemic.

55 responses



34% Satisfaction, 46% Neutral, 20% Dissatisfaction

COVID-19 ACTION: Please comment if you think that the situation could have been handled more effectively. 26 responses. 6 Satisfied, 12 Neutral, 8 Dissatisfied

3.1: COVID -19	Comments
Very Pleased	It has been a difficult time for all, and leisure activities cannot expect to take priority in the Council's agenda.
Very Pleased	Measures seemed effective. We were not exposed to any situations that were threatening from a disease perspective
Very Pleased	On my daily walks past the Doc during the lockdown the whole area has been deserted and I would imagine conforming to Covid Restrictions and guidelines.
Pleased	In view of the lack of access, it would perhaps have been useful to get regular (monthly?) general updates on CHT matters (i. e. post severe weather, staff updates, etc.) - we ARE interested in what goes on!
Pleased	Dave O Neill and his team have done a fabulous job over the pandemic, however Gwynedd Council are just taking money when 99% of other businesses are shut. Maybe they should help out their customers(bertholders) a little more.
Pleased	The total lock out seemed Draconian
Neutral	GC and CHT have done the best they could under difficult circumstances. As a berth holder living just across the border in England it has been a double whammy having to deal with differing regulations. I can see from the webcam that there has been damage on the boat which would not have occurred if I had been allowed to visit Victoria Dock.
Neutral	I can't comment as I haven't been to the dock to use my boat
Neutral	At the beginning it was difficult for everyone and eventually common sense within the appropriate guidance has been achieved.
Neutral	Not the fault of the marina that we have been restricted
Neutral	Welsh Government have dictated how the situation should be handled leaving little room for CHT to do anything different.
Neutral	It has been a strange twelve months. The dock has been run sensibly and fairly.
Neutral	Not visited since Feb 2020- so unfair to comment.
Neutral	Out of their control up to a point.
Neutral	It was a struggle to get the reduction of fees because of dock closure and the level was disappointing.
Neutral	Very little by way of communication. Would have been appreciated living in England
Neutral	Provision of additional patrols of the pontoons and boats by dock staff to ensure ongoing safety of vessels and regular updates of such to berth holders.
Neutral	Fees & Covid signage/ sanitiser

COVID-19 ACTION: Please comment if you think that the situation could have been handled more effectively. 26 responses. 6 Satisfied, 12 Neutral, 8 Dissatisfied

3.1: COVID -19	Comments
Disappointed	The north side gate was locked for an extensive period last year.
Disappointed	A complete lack of consultation between Gwynedd Council and VDBHA during the first lock down including subsequent fee reductions during lock down periods.
Disappointed	I think communication could have been proactive. Often I've had to message to ask why things eg cctv are not working ,no permits were available etc .I phoned Barry Davies in the end as we only had drop off permits for ages . Messages were often received days after concerns were raised and then dealt with. I have contacted David o Neill on a number of occasions and he's always responded so that's positive but I also think boat owners could have had more reassurance especially if storms were forecast etc -possibly a message to say they were going to check ropes or a reassurance that boats are ok .Just a short message but giving reassurance .Perhaps this will change one the new Dockmaster is in post .
Disappointed	Probably
Disappointed	Banning access during the initial lockdown was unacceptable.
Disappointed	I could drive to Caernarfon, spend all weekend on my boat, weather out sailing or doing maintenance, and not meet another person. However restrictions are that I'm not allowed. Routine maintenance has been missed and a large amount of work will need to be carried out before it would be safe to do any sailing. By all means put restrictions in place around the marina. But please allow us access. We are responsible adults and will take necessary precautions while there
Disappointed	More effective/regular communication. Understanding of boat ownership and needs. The majority of berth holders are hard working people, not millionaires.
Very Disappointed	There was no meaningful risk assessment carried out with considerations made for access for the checking and maintenance of boats. The web cam doesn't seem to be available on frequent occasions.

DOCKMASTER TEAM: Comments as to how the current and future level of service could be developed. 26 responses

3.2 DOCKMASTER TEAM: Do you have any suggestions as to how the current and future level of service could be developed

A lot to live up to. Maintain the previous standard, or exceed, if at all possible.

As mentioned previously, go back to meter readings to make electricity usage fairer.

Attention to safety issues, eg slippery surfaces, adequate and reliable lighting, security gates, reliable webcams, suitable toilets. As a guideline, start with the Customer Charter.

best wishes to the new dock master Mr. Danny Patton

Better consultation and communication

Dockmaster to carry VHF radio at all times. It's frustrating to call and not get a reply when the dockmaster is visible on the quay

Don't fix what isn't broken. The team are great

Given Mark's illness and subsequent death it was understandable that service suffered though David seems to have filled in well. It remains to be seen what level of service will be provided under the new dock master.

Happy with service supplied

Hopefully a communication could be set up so a short e mail containing updates and info could be sent on a regular basis to berth holders

I have found the level of service to be excellent. However, it would be useful if the Dockmaster Team in collaboration with other interested parties, could take the initiative in producing a map of the Menai Strait indicating current speed limits for various areas in the Strait.

increase inspection of lines while we can not be there.

It would be a testament to Mark Shackleton if his high level of service could be maintained.

It would be nice to see the team being more active on the pontoons. Giving assistance to vessels berthing, meet and greet, using the dory and collecting floating debris and litter. Perhaps publish times when the office will be occupied to deal with queries, payments, fuel etc. As well as radio contact, be available on a mobile number, and specified Dock Master email address.

It would be useful if some means of obtaining temporary short term (one day?) "crew" car parking permits for the South side car park when the Dock is not manned - could this be online via the secure VDBHA website?

Keep striving for quality of service and good communication with berth holders

Low level of service

No issues

Pleased that a new dock master has been appointed.

Reflected in an earlier answer regarding the uniqueness of Caernarfon and the Cymraeg

Service has always been good and will need to be kept on review in view of recent occurrences, not least of which relates to loss of Mark Shackleton.

The new Harbour Master has large shoes to fill-we wish him well.

The team are always helpful and informative. keep up the good work

Time will tell.

Very good service overall historically. A lot will depend on the new Dockmaster going forward

Winter timings. While I understand that during the weekday in winter there may be no need for the dock to open. At weekends I feel we should revert back to the maned hours between 7am & 7pm, therefore giving us the opportunity to make good use of any good weather during the winter. Not forgetting that this is a leisure activity, and is only something that most people can do at weekends.

Diolch i chi i gyd am gwblhau'r arolwg

Thank you all for completing the
survey

The survey and results were compiled , analysed and presented
by John Whittaker - VDBHA Secretary – April 2021