

VDBHA SURVEY ANALYSIS PRESENTATION

Compiled and presented

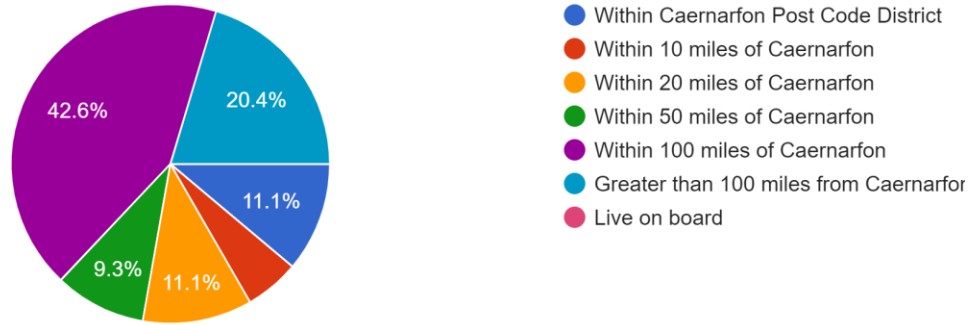
by John Whittaker

Secretary

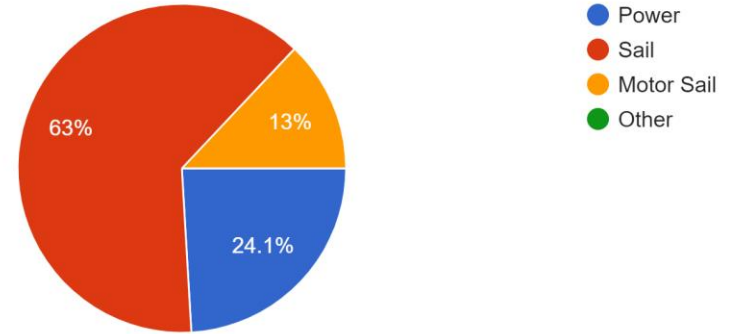
VDBHA

SECTION 1 – SURVEY REPRESENTATION of Respondents

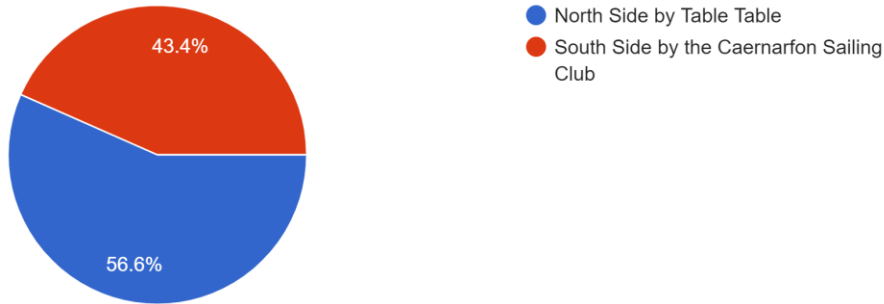
1.1 HOME LOCATION: During the pandemic it became evident that when the Committee is representing the concerns of berth holders that it... and travelling distance requirement to Caernarf
54 responses



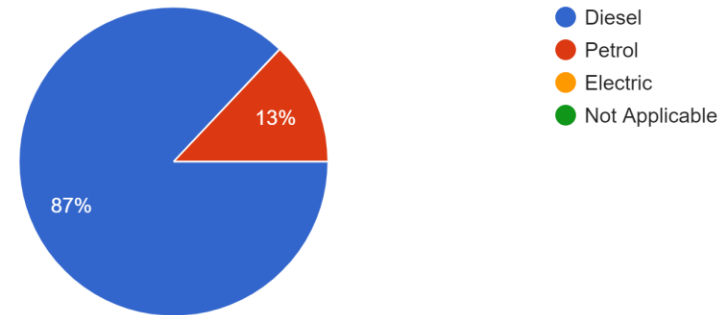
1.3 Vessel Type:
54 responses



1.2 BERTH LOCATION: As some issues are specifically affected by the berth location please indicate your berth location access point.
53 responses



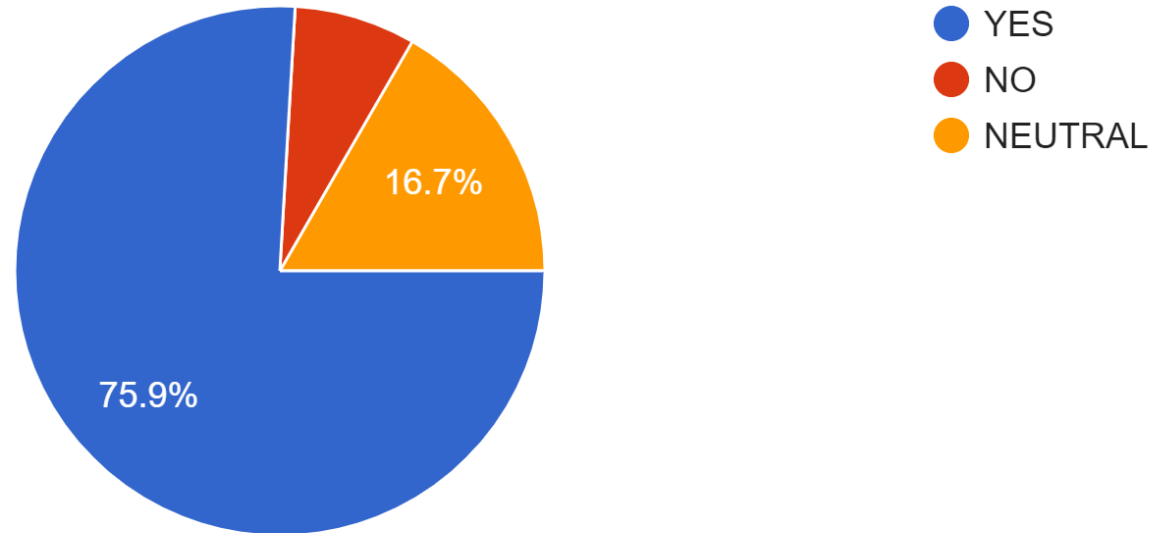
1.4 Fuel Type:
54 responses



2.1 Dredging/Siltation

2.1 DREDGING: Are you satisfied that this work has been completed ?

54 responses



2.1 DREDGING/SILTATION : Responses 1- 12

2.1 DREDGING: Are you satisfied that this work has been completed ?	DREDGING/SILTATION: Please feel free to comment on the situation for this season and beyond.
1	YES Please keep up the good work, with future schedule dredging
2	YES There needs to be a plan to regular dredging of the basin to keep on top of silt buildup
3	YES No comment
4	YES Silting has not been an issue with my vessel
5	YES As regard to navigation all ok, but deposits adjacent to the wall are an eyesore and can smell at low tide. I would suggest this is addressed next time dredging is undertaken.
6	YES Very pleased with the outcome of the work undertaken.
7	YES Great to be able to move freely around the dock
8	YES I feel that a regular dredging program needs to be looked at into the future as this problem will just keep happening.
9	YES I hope now that it is done it will be maintained going forward
10	YES Considering the protracted length of time it took to complete due to regulations then Covid-19 travel restrictions , the eventual process was quick, efficient and very successful. The actual dredging equipment was transportable and small enough to work easily between the pontoons. May be it would be possible for CHT or GC to purchase one and operate it both locally in Caernarfon harbour on the Seiont, Pwllheli Marina and Victoria Dock as well as within Wales for other marinas on a commercial basis rather than hiring from Holland.
11	YES better
12	YES Needs to be monitored, at least yearly due to sediment being washed in from river overflow at South End and collapsing edges under pontoons that didn't get removed.

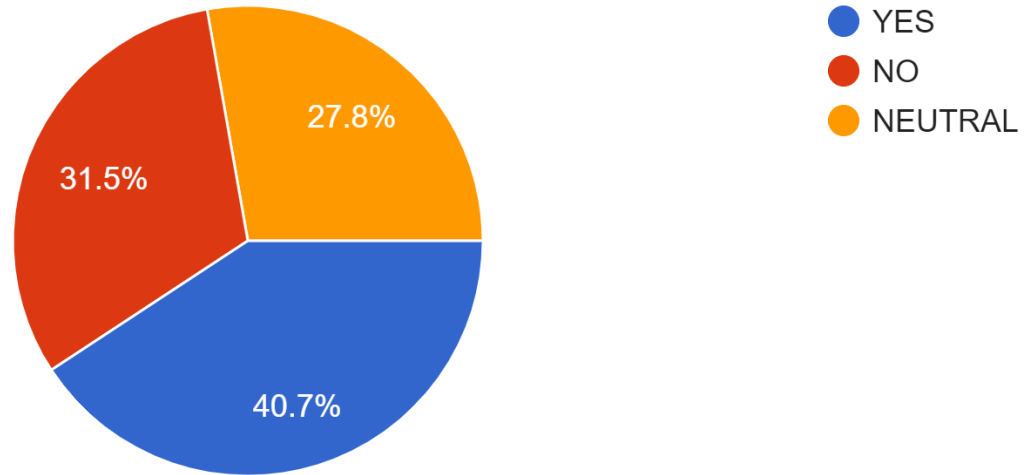
2.1 DREDGING/SILTATION :Responses 13 -25

2.1 DREDGING: Are you satisfied that this work has been completed ?	DREDGING/SILTATION: Please feel free to comment on the situation for this season and beyond.
13	NEUTRAL I have not yet moved from my berth yet, to sample the advised increase depth.
14	NEUTRAL Edging depth under walkways could be better
15	NEUTRAL Much improved and if it can be kept on top of (which might be possible with less expensive gear than used for the major dredging exercise) this would be good. However, the areas between the pontoons and the wall are solid and above water level most of the time not giving a good impression and, presumably, odious smells to berth holders. Can the level not be reduced especially around the Afon Cadnant?
16	NEUTRAL Not yet tried to get out at half tide
17	NEUTRAL I feel that the areas next to the walls of the dock, in the south side, should have been dredged. When the tide is out this mud is exposed and smells.
18	NEUTRAL Following dredging of our berth point (first stage) depth of water beneath us when the Doc gate was raised was 2m. Currently it is 1.2m indicating that regular assessment & dredging action might be required rather than the currently suggested 2-3 year time frame.
19	NEUTRAL It's still a little silted up near the berths adjacent to the slip way. Also, there's been no attempt to dredge around the perimeter and whilst this isn't necessary for use of the dock it would enhance the whole aesthetic.
20	NEUTRAL I have not been on my berth since dredging was finished so cannot comment either way
21	NEUTRAL Has the area between the pontoons and dock walls been dredged? If not then we would like our response downgrading to "NO". This area, especially near Cadnant overflow, is badly silted and malodourous in warm weather. Some explanatory notes on the bathymetric survey would have been helpful.
22	NO The area around the main walk way on south side, from security gate right round to the archives office, wasn't dredged and is a stinking, dangerous health and safety risk. Are there any guidelines or policies for rescuing a person having fallen in, or for how a person would get themselves out as there are no safety ladders on that side of the pontoon.
23	NO Since dredging there is now a sand/mud bank on the lower slip at the end of my pontoon that restricts my my leaving or entering by some 30 minutes.
24	NO The build up of sludge around the walls needs to be rectified. It is unpleasant and regularly contains waste.
25	NO About 2m from the wall has not been dredged and smells very very bad

2. Car Parking

2.1 The VDBHA would like to know if you are satisfied with the outcome for the arrangements for car parking permits from April 2022 ?

54 responses



2.1 The VDBHA would like to know if you are satisfied with the outcome for the arrangements for car parking permits from April 2022 ?

2.2 Car Parking (Responses 1 – 13)

2.2 Car Parking: Please feel free to comment on the situation for this season and beyond..

1	YES	Although the interim proposal is a start, a permanent long term solution should be pursued.
2	YES	trailers and other things should no live in the car park.
3	YES	As long as parking permits are issued equitably and enable overnight parking I think that the current arrangement should prove to offer the requirements for all berth holders going forward
4	YES	Agree subject to review at the end of the season to ascertain whether members have been satisfied with this arrangement. Has thought been given to creating further parking spaces around the toilet block with signage stating it is for permit holders only? Also, could fewer current spaces along the quayside be made available to the general public? They are free & there is no time restraint so the Council do not generate an income from these spaces currently. Could the whole Dock area not be given over to Dock users with parking permits?
5	NEUTRAL	This is mainly about the north side, I understand the need for focus on the permits for the north, as parking can be a problem. The south can become very busy. However the general parking area immediately before the south parking is free to all, but always seems to be full. Being abused by locals, with some vehicles never moving. This could act as an overspill. Could this area be monitored to prevent abuse, and therefore allowing more spaces for visitors and not a permanent parking bay for locals?
6	NEUTRAL	Satisfactory
7	NEUTRAL	The car park is quite a distance from the south side and a drop off point may be required here.
8	NEUTRAL	I'm south side so no issues
9	NEUTRAL	Why doesn't the council simply provide berth holders the use of the multi-storey car park adjacent to the doc? It is virtually empty virtually all the time
10	NEUTRAL	The provision of the parking came about through negotiation and part of the berth holders charges. Then it becomes yet an extra charge to the berthing fees. What will be the next charge to be initiated out of the berthing fees?
11	NEUTRAL	This is only a stop gap. After 2022 what do we do then. If we have to pay and display each time then that will add up ontop of already raising Berthing fees combined with raising living costs. People will just start parking by the Dock office causing issues over there.
12	NEUTRAL	better than nothing
13	NEUTRAL	I need parking all year round

2.1 The VDBHA would like to know if you are satisfied with the outcome for the arrangements for car parking permits from April 2022 ?

2.2 Car Parking (Responses 14 - 29)

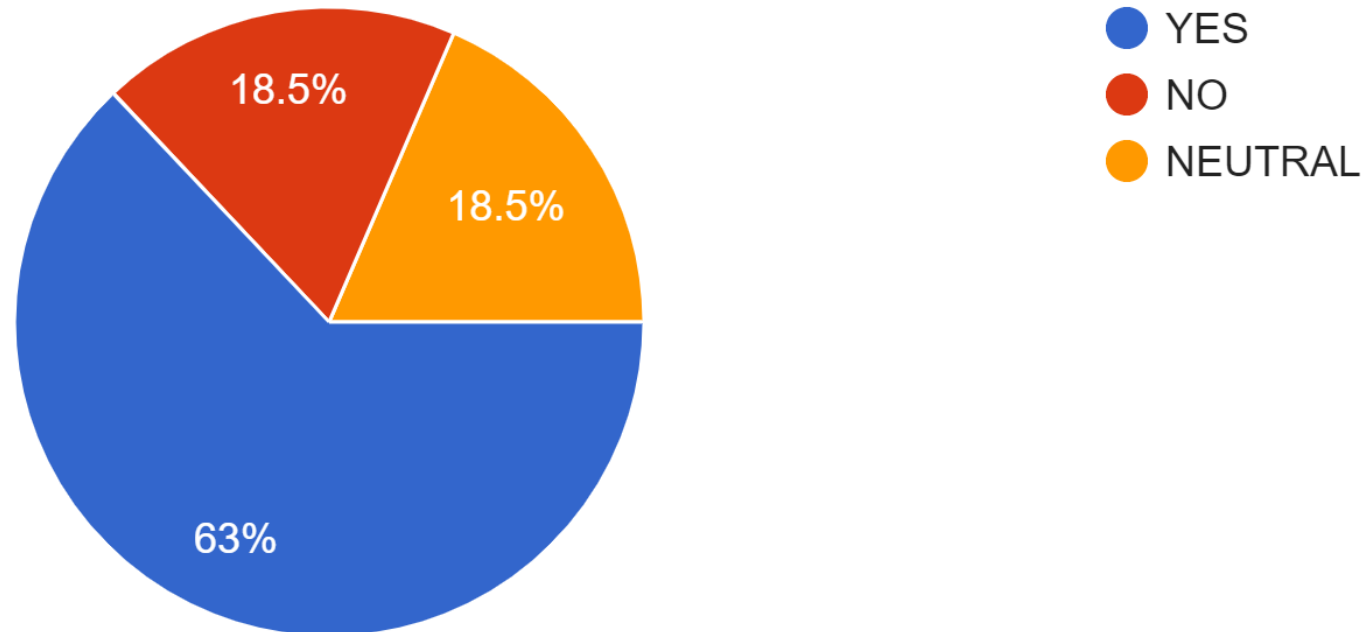
2.2 Car Parking: Please feel free to comment on the situation for this season and beyond.

14	NO	12 months free parking the same as last year it seems they are penny pinching
15	NO	The suggestion that car parking for North Side was only intended to compensate the dredging is a fudge. Car Parking used to be included for ALL berth holders; this should be an essential facility of any yacht marina, as was the case in Victoria Dock until recently. If it is felt wasteful to give out permits to berth holders who don't need them, then why not offer a small discount to berth holders who elect not to have a permit (the discount being less than the cost of the permit, so that the council saves money overall)
16	NO	North side berth holders should 12 months parking included at no extra cost
17	NO	There are not enough spaces at the dockside for all berth holders. This means we can expect the car park to be full when we turn up during the season. We have a high sided vehicle and the council car parks have height barriers, except the coach park by Morrisons which is also usually full. So the new arrangement means that we will probably travel all the way to Caernarfon only to be unable to park anywhere, and have to turn around and go home again. And we are being charged more for the prospect. Not acceptable. Suggest the quayside car park is expanded to cope with the extra pressure to include the spaces between the car park and CSC.
18	NO	I feel that the parking tickets should be for the 12 month period.
19	NO	Loss of carparking on council site by table table means my wife who has Rheumatoid arthritis has to walk around the dock from the car park by the Dock office.
20	NO	We are charged berthing fees for 12 months. This brings in considerable revenue for the council. If only the chair had the balls to put his foot down. When I was chair I NEVER compromised but he has since told me that he feels he must.
21	NO	Parking spaces limited during 6 months without a pass. Selfish parking sometimes by dockmasters
22	NO	Would prefer 12 month permit as it used to be.
23	NO	After travelling a long distance boat owners on the south side can comfortably know they can park in a designated place. We pay the same fee and have to pay for a permit and have to park in busy open car parks. The north side users are not as well provided for and no consideration is made .
24	NO	Even if not sailing, we visit regularly to check the boat and do any remedial work all year round. If an annual parking permit is nit not available, we will have to park on the quay and then have the problem of getting all equipment etc all the way round the Dock. This is not acceptable....trolleys, weather etc.
25	NO	It's just not clear what is happening with the permits. Are we paying for them? Or only if we want to still come after 6 months in the winter? Please could we have some clarification.
26	NO	Why is it not 12 months for N side only. The south side have the car park next to Doc house. I live locally and use my boat 12 months of the year. I have nowhere to park for 6 months.
27	NO	Not enough space in South Side for parking in busy periods. It also seems there are non berthholders vehicles using the car park. North side berthholders should not be allowed to use south side when they have e permits.
28	NO	An annual car parking space should be included in the annual fee for the marina - I don't know of any other marina in the UK where this is not the case.
29	NO	There is insufficient free car parking available. We pay a lot for the use of the dock to expect extra payment to park is unacceptable. The current layout of the white lines in the car park does not maximise use, a "herring bone" layout on both sides would increase the number of places.

2.3 TOILET BLOCK:

2.3 TOILET BLOCK: Gwynedd Council have affirmed that the toilet block will receive attention in order to separate male/female areas when funds are available. Are you satisfied with this decision ?

54 responses



2.4 TOILET BLOCK (Responses 1- 15)

2.3 TOILET BLOCK: GCC have affirmed toilet block will receive attention when funds are available. Are you satisfied with this decision ?	2.4 TOILET BLOCK: Please feel free to comment on the situation for this season and beyond.
1	YES But when will funds be made available??
2	YES Changing the push button showers to taps would be a big improvement. And 240v sockets would be good.
3	YES Do we have a time frame?
4	YES I am a disabled female needing assistance from my husband. When the facilities are separated will there be a shower and toilet area to meet the needs of individuals in this/similar situations?
5	YES If the decision depends on funds being available, we are unlikely to see any change in my lifetime!
6	YES more coat hangers needed
7	YES More regular changing of the door code, to prevent unauthorised access.
8	YES On going issue which has fallen from priority budgeting and also now more likely to prove potentially more difficult to find the best compromise separated solution to suit all circumstances.
9	YES satisfactory
10	YES Separate asap!
11	YES There is a need for these toilets to be upgraded and make sensible facilities available for both sexes. What I am concerned with, is the quality of the cleaning. Last year the quality of cleaning/deep clean left a lot to be desired. Just going in and giving them a quick bush over is not good enough. Grime was evident all year, which with a little more effort could easily have been removed. Bleaching in corners to remove mould There was deep dirty mould in the shower area's. It's hard to feel clean after a shower, when the showers are dirty.
12	YES There needs to be a time frame for this separation work to be done.....or it will be like the temporary toilet blocks that were there for years and years.
13	YES This should now be number 1 priority.
14	YES When the council are happy to move on with this I reasonably expect the options to be put to the berth holders as we have done in my day as chair
15	YES Whilst I've answered yes to this question I do have concerns. "Funds being "available" is absolutely not specific enough as they may never be available. This is essential work and I hope will become a priority for the committee please.

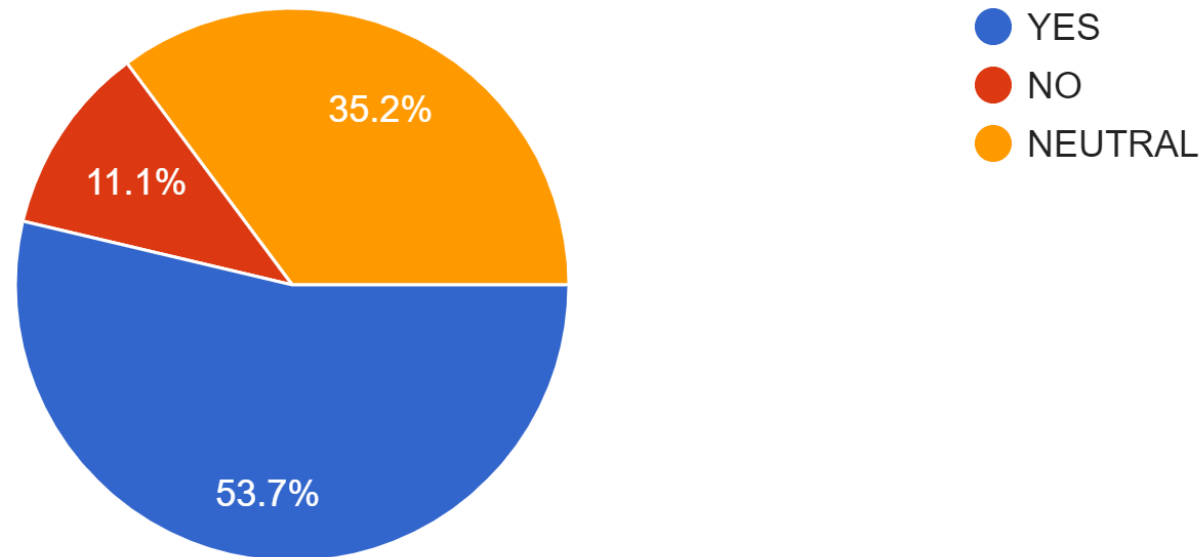
2.4 TOILET BLOCK (Responses 16- 29)

<p>2.3 TOILET BLOCK: GCC have affirmed toilet block will receive attention when funds are available. Are you satisfied with this decision ?</p>	<p>2.4 TOILET BLOCK: Please feel free to comment on the situation for this season and beyond.</p>
16	<p>NEUTRAL How long do we have to wait until "funds are available"?</p>
17	<p>NEUTRAL I am perfectly happy with it as it stands. It does need a deep clean, and some maintenance.</p>
18	<p>NEUTRAL I think it is maintained to a good standard</p>
19	<p>NEUTRAL It works fine for me and my family</p>
20	<p>NEUTRAL This is moving against the tide - in most places such facilities are becoming unisex</p>
21	<p>NO Apart from not being split for male and female the maintenance is abysmal with dirty and broken facilities, especially in the shower cubicles.</p>
22	<p>NO Funds should be available for this, it is an important issue.</p>
23	<p>NO If they had done this right in the first place (following our own feedback) and used quality materials, this question might be unnecessary. Classic case of short termism with decisions made by people who did not understand what they were dealing with.</p>
24	<p>NO It is my view that this is becoming a pressing issue and I think that it is only a matter of time before there is an incident. I have been in the block when young girls were showering and felt sufficiently uncomfortable to leave as soon as possible. My wife is also not happy with the situation of half dressed men shaving at the sink whilst she is doing her own ablutions. I accept that this may be an age thing on our part but I think that this is now a priority.</p>
25	<p>NO Male only and female only</p>
26	<p>NO The facilities are totally unacceptable, and have been for several years.</p>
27	<p>NO The issue with the toilet block has been ongoing for years. This should be pushed harder for prioritising with GCC. Please also ask them to share the proposed plans next time so we do not have a toilet block which has no voice of the customer built into the process, and therefore of poor design. They should have known better first time around.</p>
28	<p>NO Trust state on the website that "Victoria Dock: The North West's Premier Marine Destination" that is unless you have to use the shower block in many visitors view.</p>
29	<p>NO When funds are available probably means never</p>

2.5 EFFLUENT:

In 2020 the VDBHA identified two outfalls of concern to Gwynedd Council. One was 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. The VDBHA raised this issue with Gwynedd Council during the last year but in respect of the other issues and the difficulty holding meetings this was given lower priority. Do you consider this still to be a matter of priority ?

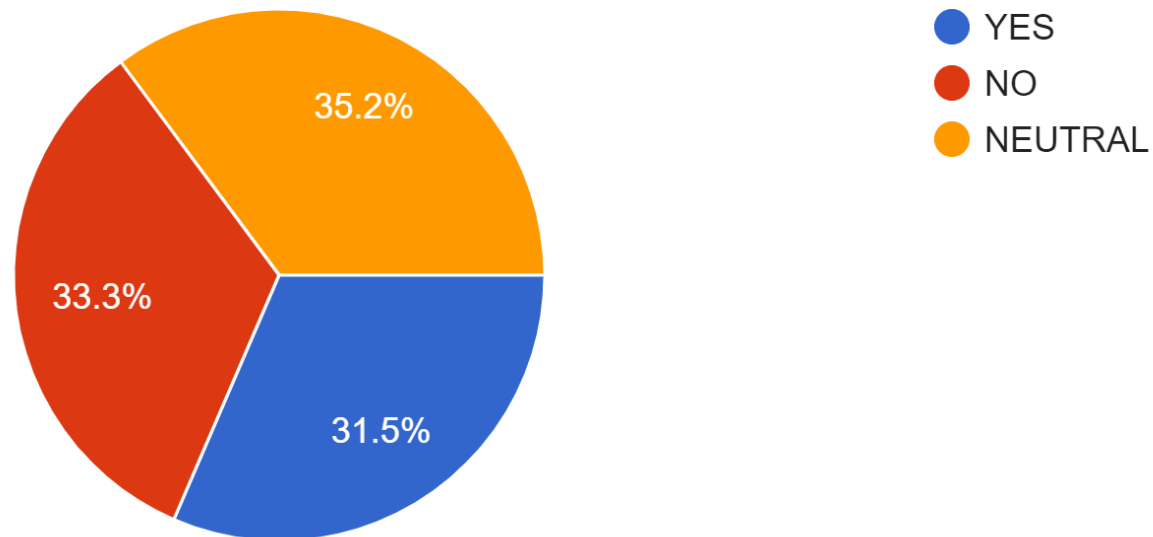
54 responses



2.6 STORM DEFENCE:

2.6 STORM DEFENCE: The VDBHA learned in 2020 that Gwynedd Council had no plans to mitigate the effects of storm damage to the dock walls and gate in order to protect the Victoria Dock Marina. Discussions did take place in 2020/21 with suggestions being invited for potential low cost solutions. The VDBHA raised this issue with Gwynedd Council during the last year but in respect of the other issues and the difficulty holding meetings this was given lower priority. In light of recent storms do you consider that the current procedures and provision are sufficient to ensure safety of vessels moored in the marina ?

54 responses



2.6 STORM DEFENCE: Do you consider that the current procedures and provision are sufficient to ensure safety of vessels moored in the marina ?

2.7 STORM DEFENCE: 21 Responses

2.7 STORM DEFENCE : Please feel free to comment on the situation for this season and beyond.

1	YES	Urgent attention required.
2	YES	Not sure what can be done, and so far we've never had damage, but then we are quite well protected from the north and east
3	YES	depends where you are berthed
4	YES	All areas under possible threat need to be surveyed to ensure no risk to property and, more importantly, life.
5	NEUTRAL	We've had three big storms recently and things seem to have been ok. Not sure what could be done apart from gates up to wall height.
6	NEUTRAL	Wasn't aware there was an issue.
7	NEUTRAL	Presuming Council would have to address any issues if storm damage became problematic? Assuming there is an ongoing assessment process & emergency plan in place?
8	NEUTRAL	In the light of global warming it should be of concern to the council
9	NEUTRAL	I was not aware of any issue or discussion.
10	NEUTRAL	I understand that the dock master was very good at checking vessels and their lines etc after the major storms and I was grateful for that.
11	NEUTRAL	Clearly no simple or low cost solution here. However, commissioning a study would at least acknowledge the issue and may result in some progress. Damage to boats or pontoons is not likely to be welcomed by any of the parties.
12	NO	You only have to look at the damage received to the hammerhead nearest the gate to see that storm defences are needed. The damage could have been avoided if a defence system was in place
13	NO	Recent February storms, Eunice and Franklin, showed just how high and strong the defences are likely to have to be in the very near future in order to protect the vessels and infrastructure in the Dock basin
14	NO	My boat is very exposed to the elements during periods of high winds and tide
15	NO	Is the council prepared to accept liability due to injury or damage should storm damage occur?
16	NO	In a perfect world we would have a gate that could be raised to second position, above the level MHWS tides plus storm surge.
17	NO	I think there should be some plans at least.
18	NO	I don't believe the new chair designate, with respect will put his foot down with the council on this or indeed other matters relevant to the berth holders.
19	NO	Due to the narrow entrance I would have thought that removable "storm boards" of the type used by a number of Cornish harbours with narrow entrances would be a relatively cheap solution to raise the level of protection above the flap gate.
20	NO	As customers of the dock we have a right to expect The Council to provide some sort of temporary barrier in severe weather. Other small ports have systems in place.
21	NO	A number of the finger pontoons are too short, such that they cannot withstand the forces that they are subjected to during high winds

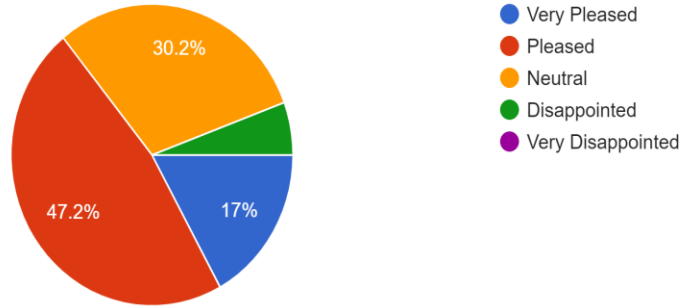
2.8 OTHER PRIORITIES: Please indicate other specific issues affecting berth holders in general that you would like the VDBHA Committee to bring to the attention of the Gwynedd Council and Caernarfon Harbour Trust

14 responses

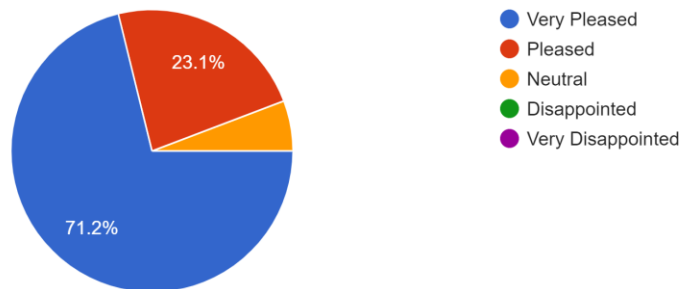
1. Closing the south car park for powerboat racing not acceptable as it is part of our facilities, especially for an event that seems to generate little income.
2. I don't think it's worth raising other issues as there are already too many unresolved ones.
3. Security over access to visitors berths on south side
4. The gate at the North end of the marina does not close itself properly which can allow access to the pontoons by "undesirables".
5. none at the moment
6. FAO Gwynedd Council/H&S issues Besides signage, cycling in front of the Galeri and across the footbridge is not restricted and is dangerous to pedestrians . Dog fouling continues without penalty on the same walkways. Loose and broken slabs at Northern end offer trip hazards particularly at night when walking to and from boats to toilet block.
7. Wi-fi next to useless we pay for this it's not for free
8. With more boats going over to petrol and addition of a petrol pump next to the diesel. Also north side security against the wall/fire protection against the wall. With the addition of the rowing boat and safety boat, is this really the best place for them. They are a hazard to boats berthed there as all it would take is a discarded cigarette to roll off the Quay into one of them to start a fire. Also at high tide they could possibly be jumped onto.
9. The general security of the dock is decreasing. According to the Victoria Dock Customer Charter 2019 there is a CCTV system that is fit for purpose and utilised to its best effect.....the cameras are unreliable and are cause of concern to berth holders, especially in heavy weather conditions. The security gate lock is unreliable. The automatic closing doesn't work. The gate is frequently being left open. The south side pontoons weren't cleaned last year and only in one area by the gate this year. There are areas of black growth which are slippy in the rain. Is there a policy for gritting? Whose responsibility is it.
10. Ramp can be very slippy when wet. Needs regular power washing
11. There is no comment box on the Effluent section. The pollution which is coming down the Cadnant overflow is totally unacceptable, it best it is unpleasant and worst it is a health hazard. The difficulty of holding meetings should not be a reason for giving this lower priority. Doesn't Welsh Water have some responsibility for this and if so shouldn't they be dealing with it? We have not been able to use the dock for 2 years, however when we last used it some of the pontoon lighting was not working, has this been sorted?
12. Security. Its just too easy for an unauthorised person to gain access to pontoons via the gate near TABLE TABLE
13. 1. We are aware that consideration has been given to moving the current security gate South Side and have expressed our concerns directly to the Dockmaster regarding this. 2. We understand that there is ongoing work to maintain the integrity of the pontoons & cleats & welcome this.
14. fob access rather than codes , better wifi , more trollies .

3. ADDITIONAL QUESTIONS

3.1 COVID-19 Restrictions: We would be grateful to know your level of satisfaction from your perspective as a berth holder to the way that Gwy...-2 during the pandemic in comparison to 2020-21.
53 responses



3.2 DOCKMASTER TEAM: Please indicate your level of satisfaction with the newly appointed Dockmaster and his team
52 responses



3.3 LEVELS OF SERVICE: Do you have any suggestions as to how the current and future level of service could be developed ?16 responses

1. Stopping dogs not on leads in marins especially as it is part of the existing rules. There are a number of berth holders taking no notice.
2. I have noticed the cctv isn't always working.This needs monitoring regularly.
3. Too early to tell presently.
4. Regular emails from chair to individual berth holders please
5. Availability of petrol at the dock
6. Great service as usual. Iwan is very helpful and upbeat, he has fitted in to the job perfectly.
7. More flexibility on gate opening times to access Swellies
8. pumpout facilities required
9. If it is possible to produce some form of free welcoming/information pack (potentially sponsored) for visiting vessels as well as new berth holders, I am sure that this would be mutually beneficial to market the marina and the amenities in Caernarfon and improve public relations and tourism in the locality.
10. Revert back to the old times. When the water is high enough the gate should be opened, and not the part time half hearted effort during the winter months
11. Wi-fi looking at and mud dropping down around walls
12. It would be a good start for CHT to fulfil the commitments of the 2019 Victoria Dock Customer Charter . We are disappointed in the service with the reduction in gate opening hours, unreliable security gate on south side pontoon, unreliable CCTV, lack of car parking facilities (and Gwynedd Council lack of concern, when they are increasing parking at Pwllheli), GC lack of concern at sewerage entering the dock, and slippery areas on the pontoons.
13. Perhaps a monthly news bulletin from the Dockmaster would be useful, especially in the winter months when many berthholders are not around.
14. As we haven't been able to use the dock for the last 2 years we don't think we are in a position to answer these two questions.
15. No
16. Add petrol pump to fuel provision

4. 2 COMMENT on the FUTURE of VDBHA : 14 responses

1. At Pwllheli, as a mooring or berth holder and you have a Gwynedd Council Contract you are automatically a member of PMBHA.....perhaps Gwynedd Council and CHT could extend this to Caernarfon. It would increase numbers and our 'voice' and it would provide 'new blood' ready to join the committee.
2. Your doing a great job on our behalf
3. Fingers crossed that the right people will put themselves forward to be part of this important committee.
4. I think a lot of people found the dredging issue to be the major matter to be dealt with and there may very well be no passionate feeling about other matters in the same way. Dialogue needs to be continued with the local authority however and the VDBHA needs to represent the group view at this level.
5. Unless is it vibrant and firm with the council there will not be strong support. Very disappointed with current chair and his relative cow towing to the council
6. I would hope that with the lessening of the effects of covid there will be opportunities for members to get together to reinvigorate the Association.
7. Your ongoing hard work is very much appreciated - thank you :)
8. At least one person (secretary) should be remunerated for all the work done. At least a reasonable level of expenses for time and cost of travelling and attendance at meetings. This could be achieved through a small (voluntary?) addition to the berthing fees or from the council as I'm sure this amenity boosts the image of the town.
9. Keep doing your best
10. Things may improve when people have more opportunity to meet once the effect of Covid restrictions have eased. Also getting to know people through cruising in company offered by the likes of North Wales Venturers and Royal Welsh Yacht Club should provide further opportunities to get to know other members. It is not easy for nominations to be received for the above and various other reasons. One major problem in evidence is the requirement for the coordination and communication with Gwynedd Council and CHT and also that non local berth holders are less likely to commit their time and there is only a small percentage of local berth holders willing to voluntarily take on board the time and responsibility required. If an effective process of representation cannot be found the future of the VDBHA is uncertain as an elected representative body.
11. Active engagement from berth holders is required if VDBHA is to fulfill its potential as a valued advisory body.
12. The VDBHA has been useful in addressing problems that had remained unresolved for years. I believe it is in everyone's interest to have this form of representation.
13. It should continue if at all possible.
14. People may feel that it is a waste of time due to the council shooting down anything that is put their way. Previous chairman would have fought the council harder over some of their decisions that have been made this year. The Berthing fees during lockdown being one of them.

VDBHA SURVEY March 2022

Results and Analysis

by

John Whittaker

VDBHA