

VDBHA SURVEY ANALYSIS PRESENTATION

Compiled and produced

by John Whittaker

for

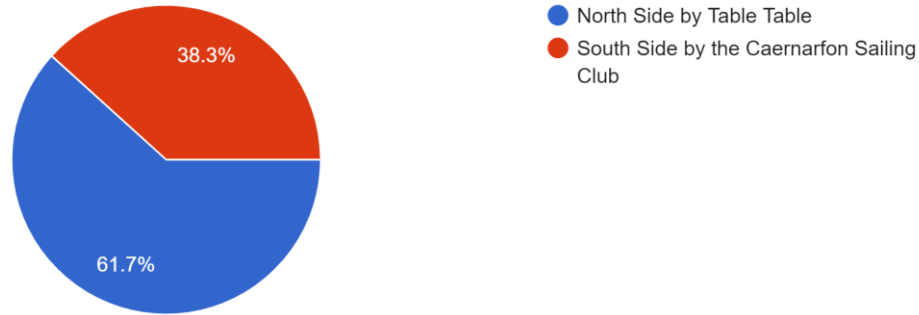
VDBHA

March 2023

SECTION 1 – SURVEY REPRESENTATION of 47 Respondents

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

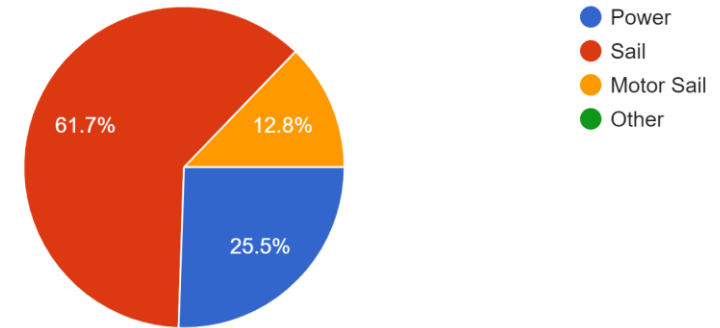
47 responses



62% of Respondents from North Side
38% of Respondents from South Side

1.3 Vessel Type:

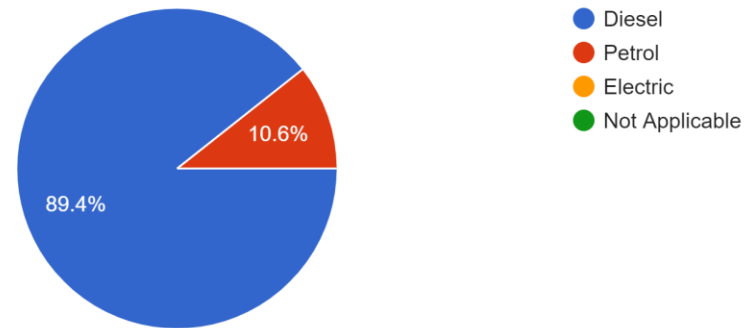
47 responses



62% of Respondents Sail Boats
38% of Respondents Power Boats
12% Motor Sail Boats

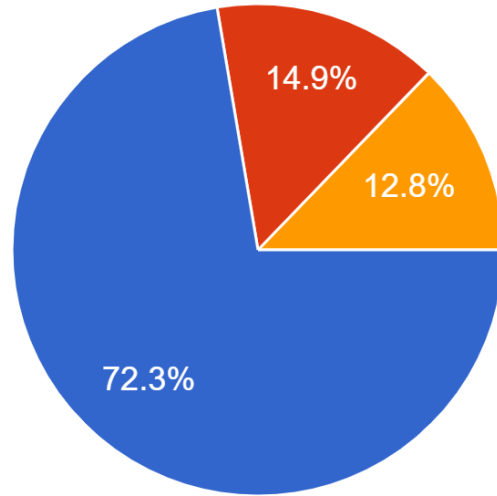
1.4 Fuel Type:

47 responses



89% of Respondents Diesel Fuel
11% of Respondents Petrol Fuel

2. DREDGING: Are you satisfied with the work that was done ? 47 Responses



● YES
● NO
● NEUTRAL

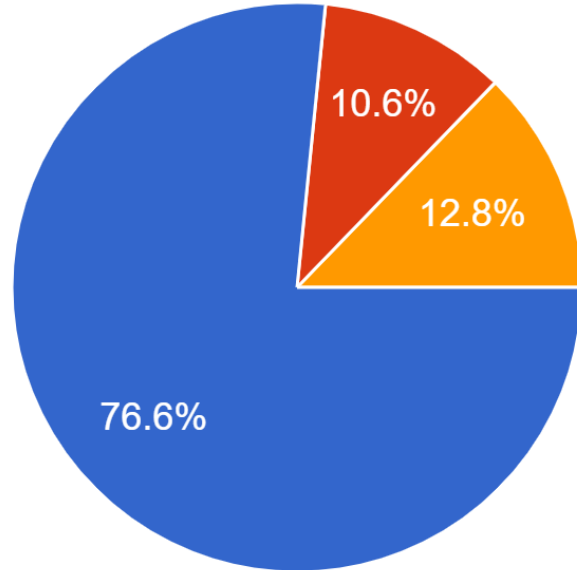
72% Positive Satisfaction
Response to Dredging work
done

2.DREDGING:? DREDGING: Any further comment ? 13 Comments	
YES	The dredging was good for the berths, but for appearance it would nice if they had dredged a bit around the edges so we do not get mud banks.
YES	We must make sure it is regularly monitored and any issues addressed early. There needs to be a dredging programme in place.
YES	South side is starting to silt up again and is ready for maintenance dredging.
YES	It's great for me, plenty of water.
NEUTRAL	Was this a one off or is their a periodic Maintenance plan?
NEUTRAL	We sit in the mud when the cill is up
NO	By the wall the silt has increased by about 12 inches since last year. The main walk way by the wood yard is sitting on the mud at low water and is resting at an angle. There are cracks appearing in the concrete. Also, it is very smelly.
NO	dredging around perimeter of walk way needs/should have been done. Why do only half a job
NO	Concerned about the build up of mud around the edge
NO	There is still signifcant mud round the wals particularly near the Cadnant overflow.
NO	Depth following dredging is barely a meter when the gate is up.
NO	Needs mud bank on lower end of slip clearing
NO	Needs dredging on the wall side of the walkways in the south half of the dock. Mud exposed when tide is out, and very smelly.

3. Parking

From March 2023 Gwynedd car parking permits will be available on a seasonal basis for all berth holders when they renew their annual berthing contracts, together with dock quayside parking permits for all berth holders. CHT will also issue 20-minute drop-off displays for North Side berth holders.

Gwynedd Parking Permits will be issued to all berth holders in March. They will be valid for 6 months (1st April to 30th September, 2023), with the option to extend to March 31st 2024, subject to paying a fee of £70.00
Are you satisfied with the 2023-24 arrangements for car parking permits? 47 Responses



76% Positive Satisfaction Response to Parking permit arrangements

- YES
- NO
- NEUTRAL

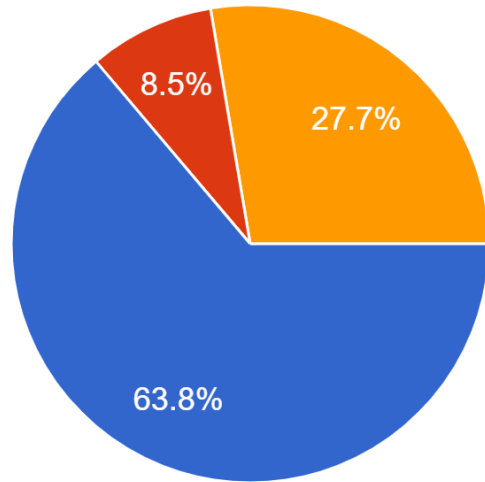
2. PARKING: Are you satisfied with the 2023-24 arrangements for car parking permits?

3. PARKING	PARKING: Any further comments? 15 Comments
YES	Hopefully with BD retiring the permits will arrive in time
YES	Would like to know well in advance of any events that are happening during the season that will impact on parking for berth holders.
YES	There isnt much room to park if there is a delivery vehicle parked by the barrier.
YES	I would like a 30-minute drop off period rather than the current 20-minute; to park then walk and get a trolley, load, push to your trolley to your boat unload into the cabin, return the trolley then get back to the car does take at least 20 minutes.
YES	Non ev's block access to the ev charging points on the quayside
YES	Please stop fossil fuel cars parking in electric bays
YES	Could thoughts be given to creating more parking bays near the toilets as this seems to be vacant space.
YES	I dont use parking facilities I have a blue badge and usually manage to find a space by table table
NEUTRAL	Concerned about how those at the north end manage..my response would be different if we were moved to a different berth pehaps
NEUTRAL	South side parking too small for all beerh holders
NO	Wold have preferred march to October
NO	Used to have 12month GCC parking permit. Now only 6.
NO	My thoughts are that if you are paying for the berth for the year the parking should be included for the year
NO	Can we please go back to the original concept. South side had use of the Doc house carpark. North side had a 12 months Gwynedd pass.The original idea was to make car parking available for the N side using a Gwynedd pass, because the Doc house car parking was a significant distance away. 6 months is no good for a N side berth holder.
NO	We pay for a year so surely we should get a year parking

4. GATE OPENING TIMES AUGUST:

Following a trial period in August 2022, it is proposed that, subject to tide, the opening times for the gate in August 2023 will be 7.00 a.m. Earlier opening times will be available on request, provided this is made at least 24 hours in advance.

What is your view of this ? 47 responses



- SATISFIED
- NOT SATISFIED
- NEUTRAL

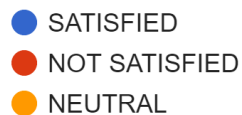
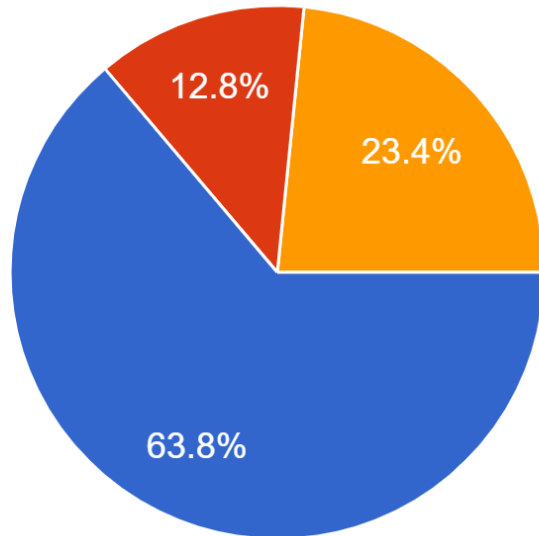
64% Positive Satisfaction
Response to August Gate
Opening arrangements

4. GATE OPENING TIMES AUGUST: What is your view of this	GATE OPENING TIMES AUGUST : Any other comments ? 7 Comments
NEUTRAL	I think 7.00am opening should be standard, tide times permitting, from April to October
NEUTRAL	What about the rest of the summer?
NEUTRAL	Where appropriate it should be 6am if going north
NOT SATISFIED	Gate opening times have been severely curtailed without consultation to berth holders. This severely impacts the use of boats, especially those wanting to go through The Swellies. The summer isn't just August!! Sailing is a leisure activity. The gates being shut for longer also impact on the silting increasing. Giving notice of 24 hours is impractical, it would be more like 48 hrs and we can't rely on the weather. We are getting less service for more money.
NOT SATISFIED	Another erosion of berth holders expectations. It used to be 7am and 11pm in the summer months.
NOT SATISFIED	I would like the gate to be open whenever there is sufficient height of tide.
NOT SATISFIED	Over the years the timings of the gate openings have constantly been reduced

5. GATE OPENING TIMES CHRISTMAS

The Dock Office was closed over the last Christmas period from 23/12/2022 until 07/01/2023. Those wanting to leave the Dock during this period were asked to give 2 days' notice to arrange a Duty Dock Master to open the gate. Similar arrangements are proposed for the Christmas period 2023-24.

What are your views on this? 47 responses



64% Positive Satisfaction
Response to Christmas Gate
Opening arrangements

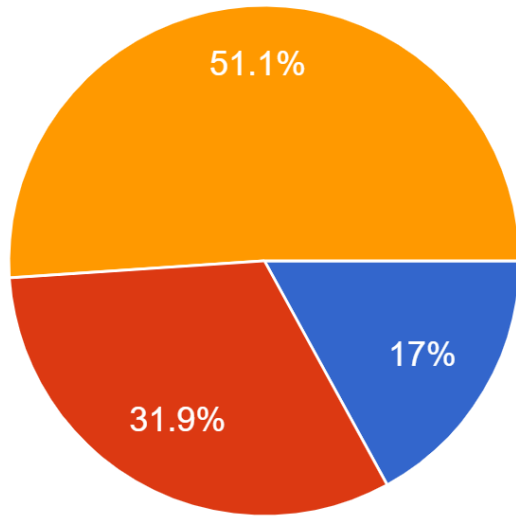
5. GATE OPENING
TIMES CHRISTMAS
What are your views
on this?

GATE OPENING TIMES CHRISTMAS: Any other comments? 4 Comments	
NOT SATISFIED	It is too long a period for restricted access. Many people enjoy a New Year sail. It's just another case of restricting our activities. Again it was with no discussion with the berth holders.
NOT SATISFIED	As a berth holder in years past we were able to go out for a day sail dependent upon weather without notice. We know winter is fickle for winds and weather. We have lost another benefit of berthing at Caernarvon. If I wake up Christmas day and fancy a sail for a few hours it should be possible. Or any other day over xmas/ new year. Its an annual berth. Not a berth subject to Gwynedd,s decision as to whether to pay for staff. This never happened in the past. More cutbacks, yet higher fees each year.
NOT SATISFIED	Disapointed as we had friends over and we had planned to have a sail (weather permitting of course).Wasnt clear when we signed for the annual berth that this closure was plannd over the xmas period.
NOT SATISFIED	if tide is right nice to go out at Xmas

6. POWERBOAT EVENT

There was some dissatisfaction at the disruption this event caused in 2022. It is currently proposed that it take place in 2023 from Friday 18th to Monday 20th of August.

What is your view on this ? 47 Responses , 15 Comments



- SATISFIED
- NOT SATISFIED
- NEUTRAL

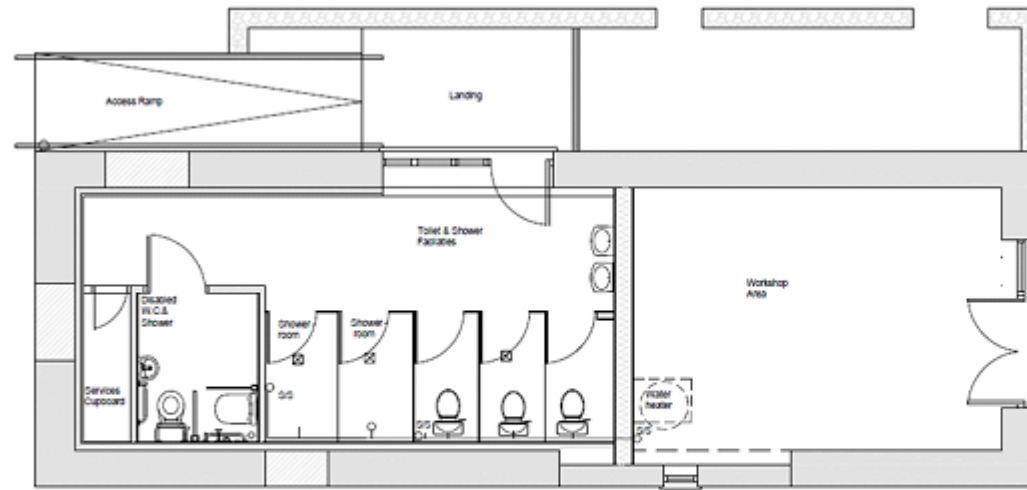
32% Dissatisfaction and 17% Satisfaction Response to Powerboat Event arrangements

SATISFIED	Hoping we can use & get out outside of practice & race times
SATISFIED	We enjoy it
NOT SATISFIED	It really is an intrusion in the middle of the sailing season. Everything is busy and overcrowded and ,whilst I appreciate the revenue it brings in it is disappointing the inconvenience it causes.
NOT SATISFIED	Camper vans arrived well before the start day last year. They parked up where they liked with no supervision from CHT. They put up a road block. Corralled the toilet block making it almost impossible for berthholders to gain access. They were using the facilities and also emptying toilet cassettes down the toilets. They had barbecues right by the fuel pump. They made access to the bins very difficult too.
NOT SATISFIED	The use of the dock facility, lack of parking and inconvenience to berth holders seems disproportionate to any benefits to the dock.
NOT SATISFIED	Who in the Council carried out a risk assessment for the event. Parking of Camper vans in such close proximity would not be allowed anywhere else. Fire risk of fuel , trip hazards everywhere and powerboaters took over the shower block , leaving the door wedged open.
NOT SATISFIED	It should not take place anywhere in the Menai Strait
NOT SATISFIED	Another case of berth holders being totally disregarded by council. Parking for berth holders was always part of the conditions
NOT SATISFIED	The disruption and the offensive attitude of some of the powerboaters mean I will avoid being around when they are present. I feel entitled to some reduction in compensation for the loss of facility
NOT SATISFIED	No matter when this takes place, it will be disruptive
NOT SATISFIED	The docks parking and gate opening should remain unaffected while the event is running
NOT SATISFIED	Losing the car park during prime holiday time is unacceptable.
NOT SATISFIED	There was no parking available
NEUTRAL	There need to be time "windows" notified in advance when berth holders, and visitors, are able to enter and leave unhindered by the event.
NEUTRAL	It's another weekend lost to avoid the disruption

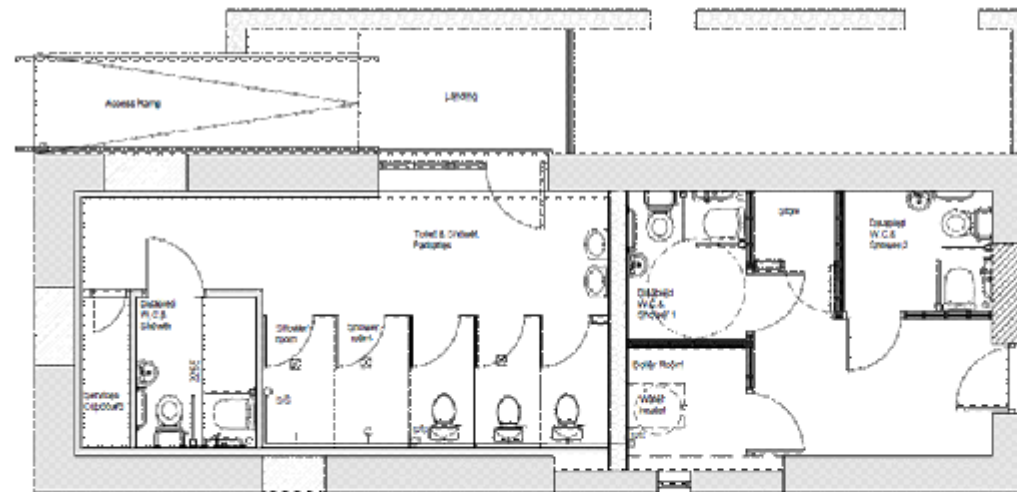
7. TOILET BLOCK

Gwynedd Council have drawn up plans for the existing toilet block with a view to establishing separate male/female areas.

Do you have any comments on the current feasibility option plan as shown?



EXISTING FLOOR PLAN



PROPOSED FLOOR PLAN
FEASIBILITY OPTION 2

OPTION 2

Graddfa/Scale 1:100



7. TOILET BLOCK 28 Comments (Subjective 14 Positive, 9 Neutral, 5 Negative)

Appears to resolve the existing problems. Need to go ahead ASAP

Great

Great to be having a facility for the Ladies. But only two WC's in the two shower cubicles, so if two ladies are showering a third lady has to wait for a WC, which could be 20 to 30 minutes. Plan is not that clear but is there a storage facility between the two shower cubicles? Could this be a place for the third WC? Is there a requirement for two disabled cubicles? Could we not have one disabled unit, one shower without Wc and one separate WC only. Washbasins could be outside the cubicles. Could boiler be accessed via the exterior wall? Could the void area outside the Landing in the plan be used for storage or even a WC? Where is option one?

I am pleased there is finally a commitment to alter the facilities but do question the provision of only two toilets in the women's section. Perhaps a storeroom could be resited and a separate toilet cubicle be put in.

I am satisfied given the expenditure constraints

Kathy must be over the moon with this

Long overdue !

Looks good to me but happy with the current facilities

Seems to be a sensible compromise on separation of facilities and space.

That's great. Im sure that will be popular.

The new plan in option 2 looks far more suitable than existing arrangements.

The new plans look good, will existing toilets & showers be updated?

This would be an excellent outcome

Which is male & female? At long last we will have separate facilities

Yes, brilliant idea but please before end of 2023 season. This should really have been part of the original design when the portacabins went.

Is it possible to have showers that are not push button and you can adjust the temperature? The rest of the plans look good.

It can only be an improvement having separate facilities. Is there a separate toilet in the plan, otherwise there will be queues at peak times when both showers are in use.

It is too small to read the details, but if it provides another three showers, basins and toilets it should be ok

It would be nice to have separate male/female toilets/showers

Looks ok but plan is small scale and hard to read.

No comment

No strong feelings either way

Not at present

Not clear from plan which area is which?

Both sides should be ~all inclusive™ and gender neutral. Ensure that the cubicles are totally enclosed

I can't see how this proposal answers the need for separate male/female shower and toilet facilities

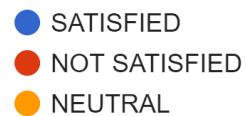
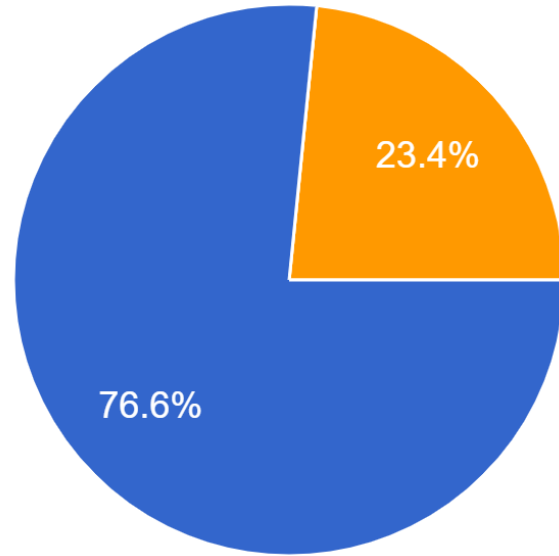
It looks a bit of a compromise solution. If two ladies are showering then there will be no toilets available. As an aside, could some cleaning equipment be provided to allow the users of the facilities to clean the showers before/after use? A mop & bucket in each cubicle perhaps

Looks unworkable. Difficult to make sense of plan

Too little, too late

8. FUEL PROVISION – DIESEL

What is your opinion of the diesel pump in the Dock? 47 Responses

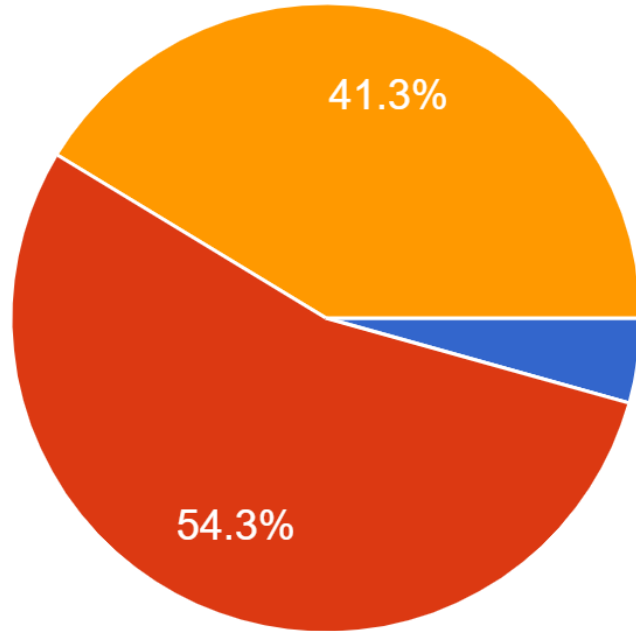


**77% Positive Satisfaction
Response to Diesel Fuel
Provision Facility**

8.1 FUEL PROVISION -	FUEL PROVISION DIESEL: Any further comments on diesel pump provision? 6 Comments
SATISFIED	I use road diesel in my boat so have never used the pump in the dock
SATISFIED	The temporary berthing of vessels stopping access to the fuel pontoon should not be allowed.
SATISFIED	Works great, can't see how there could be any issue
NEUTRAL	I don't use this facility as normally use 10Ltr containers. Might be useful to have a dedicated day/time for dispensing small amounts?
NEUTRAL	Often visiting boats put on berthing pontoon. This should be left free for its intended purpose.
NEUTRAL	dont use diesel

9. FUEL PROVISION - PETROL

Installing a petrol pump in the Dock would be very expensive, and could possibly compromise the Dock wall. In view of this do you think a petrol pump is necessary? 47 Responses



- NECESSARY
- NOT NECESSARY
- NO OPINION

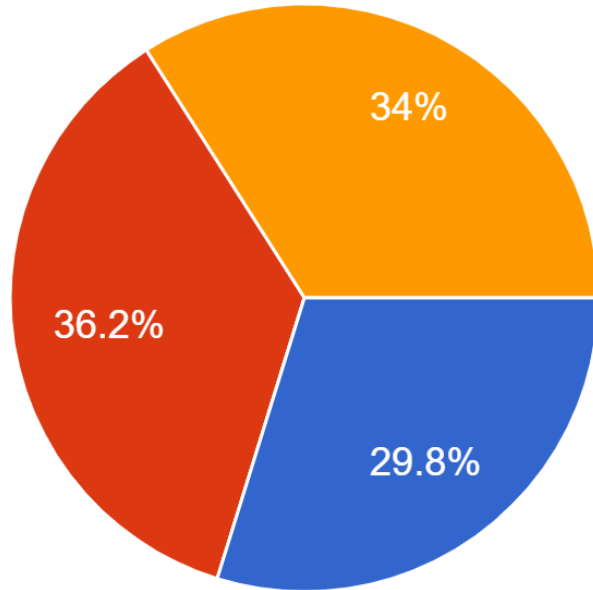
54% view a petrol pump facility as not necessary

9. FUEL PROVISION - PETROL	FUEL PROVISION PETROL: Any further comments on petrol pump installation? 8 Comments
NECESSARY	not really necessary but would be beneficial to myself
NECESSARY	A lot of motorboats are and will be outboard/petrol powered soon. It does need looking in to to keep up.
NO OPINION	It would obviously be convenient to have petrol but not if it might compromise the dock wall. If possible it would be very convenient.
NOT NECESSARY	Space is limited as it is. Petrol is much more of a hazard.
NOT NECESSARY	It is low priority. For those with outboards petrol cans are sufficient. For those very few with petrol inboards the expense and safety requirements do not warrant the investment
NOT NECESSARY	It is not a sufficient priority
NOT NECESSARY	Plenty of petrol garages locally
NOT NECESSARY	I don't use petrol, so don't see the need

10. GAS SAFETY

It has been suggested that a group discount might be available for routine gas hose replacements and gas leak testing if done on a designated day for all boats. Bear in mind that access to each boat would need to be provided on the same day.

Are you interested in following up the above suggestion? 47 Responses



- YES
- NO
- NEUTRAL

10. GAS SAFETY	GAS SAFETY: Any further comments ? 9 Comments
YES	I organised this on a limited basis last year
YES	Good idea, difficult to co ordinate
NEUTRAL	It would be cumbersome to organise
NEUTRAL	Seems like a good idea but would be very hard to organise.
NEUTRAL	No gas on my boat
NO	None
NO	Do not have gas aboard
NO	i dont have gas on my boat
NO	No gas on our boat.

36% would not be interested in a group discount scheme for gas safety testing

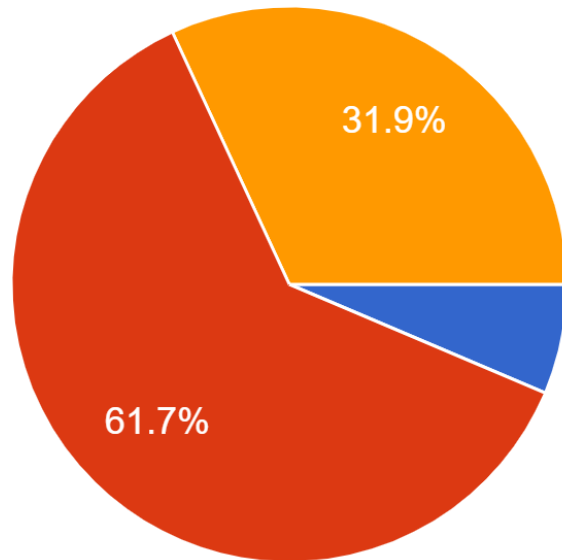
30% would be interested in a group discount scheme for gas safety testing

11. EFFLUENT

11.1 There are two outfalls into Victoria Dock.

One is an overflow from the River Cadnant which during heavy rain can bring in sewage and other debris. The Council consider that to alter the course of the Cadnant would be too costly and therefore no work will be undertaken.

What is your view of this? 47 responses

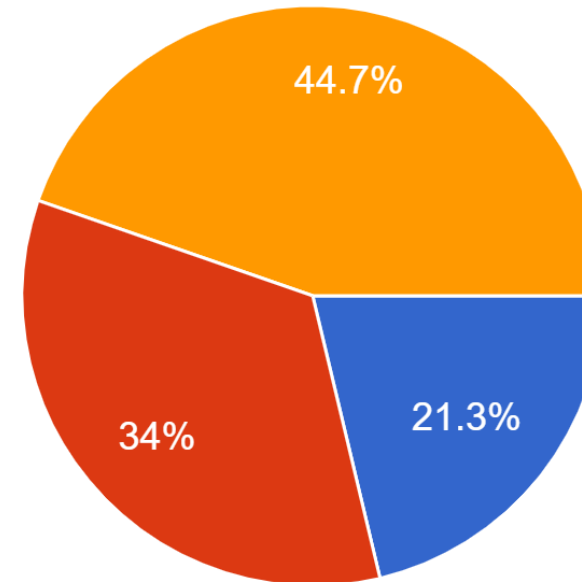


● SATISFIED
● NOT SATISFIED
● NEUTRAL

62% are not satisfied with the effluent outfall situation

11.2 EFFLUENT: The second outfall at the North Eastern corner under the ramp is from a highway sewer non-foul source, and the Council do not propose to undertake any work on it.

What is your view of this? 47 Responses



● SATISFIED
● NOT SATISFIED
● NEUTRAL

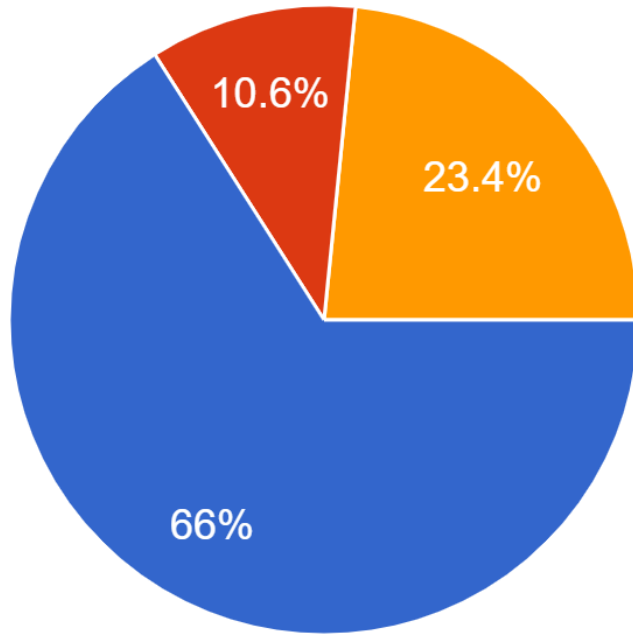
34% are not satisfied with the effluent North Eastern Outfall situation

11. EFFLUENT

11.1 EFFLUENT	EFFLUENT: Any further comments? 20 Comments
NEUTRAL	Last summer Diesel was running down the Cadnant into the Dock.
NEUTRAL	Providing dredging is carried out when required.
NOT SATISFIED	Is the council permitted to allow raw sewerage enter the dock
NOT SATISFIED	Effluent in the dock is not acceptable other arrangements are required. surely diverting the Cadnent was to save dredging?
NOT SATISFIED	I have seen unacceptable effluent collecting in the south side. Surely a large sieve/similar could be built higher up the river before it stats to run to the dock.
NOT SATISFIED	Any effluent coming into the Dock needs diverting, it is just adding to the silting problem. Sanitary products are often visible. Since the new bypass has been built the whole dock turns brown with the road dirt washed down by the fresh rain water. It affects the balance of the sea water and therefore marine life.
NOT SATISFIED	It's not a council problem it's a NRW and water company problem. Continue complaining about the pollution until they do something about it.
NOT SATISFIED	allowing effluent of any description into the water is disgusting. Perhaps if someone fell in and consumed water accidentally and a legal case was drawn up G.C may have other views.
NOT SATISFIED	Effluent should be eliminated from entering the dock. The frequency of effluent ingress has increased and should be treated a s health hazard with consequent fines under the Environment Act 2021 The government introduced a range of measures under the Environment Act 2021 to tackle discharges from storm overflows.
NOT SATISFIED	Unpleasant effluent seems to come from both outfalls
NOT SATISFIED	It would be useful if they could share their option appraisal to demonstrate that a number of options were considered?
NOT SATISFIED	The outfalls ensure that our boats are sitting in raw sewage. This is unacceptable.
NOT SATISFIED	From an environmental point, this is not acceptable. This needs to be treated before it is allowed to enter any water course.
NOT SATISFIED	I would like to encourage the council to improve sewage works and run off set up to stop pollutants getting into the ocean. Altering the course should not be required.
NOT SATISFIED	Bad for health
NOT SATISFIED	This seriously needs addressing as we spend at lot of time in the dock and being surrounded by raw sewage sometimes on a daily basic, this is not only a health hazard to everyone in the dock and visiting the dock but the smell and water conditions can become really bad.
NOT SATISFIED	This should have been dealt with years ago. Effluent overflow is a health hazard and never acceptable anywhere, let alone in a wealthy country like the UK.
NOT SATISFIED	Once again the council consider discharging sewage into a leisure facility as acceptable. Welsh Water should also have a responsibility to resolve this.
NOT SATISFIED	We believe that the effluent should be prevented rather than diverting the river
NOT SATISFIED	It can be disgusting at times on the South side and can't really believe it is allowed
NOT SATISFIED	The water in the dock can sometimes be disgusting around the inflow. Condoms and other rubbish seems to flow in.

12. DOGS

Should dogs always be kept on a lead on pontoons and pontoon fingers in the Dock? 47 Responses



- YES
- NO
- NEUTRAL

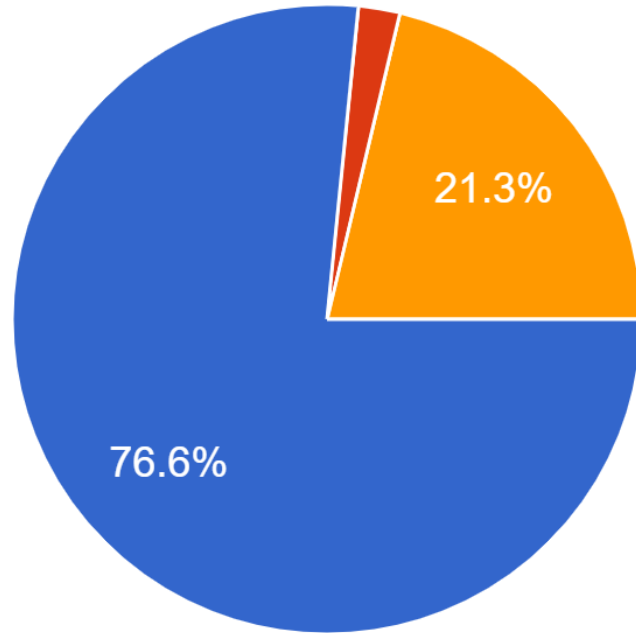
66% vote YES that dogs should always be kept on a lead on dock pontoons

12. DOGS	DOGS: Any further comments: 15 Comments
YES	Not everyone loves dogs and can be scared of them.
YES	Fouling by dogs is a concern not only on the pontoons but also mainly all along the paths and walkways, there seems to be little to no action or penalty
YES	Some people and children are scared and nervous about dogs
YES	Dogs have been seen in the shower block . The signage looks to be in the wrong position maybe.
YES	The current ruling that dogs are to be on leads on pontoons/fingers, should be enforced
YES	My son is frightened of dogs and is potentially at risk if dogs are loose on the pontoons.
YES	Part of the berth holders terms and conditions is that dogs must be on leads. Too many are now left to roam and foul bollards etc. Akso too many are barking all the time
YES	One owner N side is lax about cleaning up after their dog.
NEUTRAL	Dog fouling still seems to occurs, un accompanied dogs may foul without the owners knowledge and thus not get cleared up.
NEUTRAL	Dogs should not be allowed out on their own, particularly at night. All fouling should be cleaned up immediately.
NEUTRAL	Not a problem so long as they are supervised and owners pick up poo
NEUTRAL	Unfortunately our dogs do occasionally go walkabouts but it isn't intentional
NEUTRAL	Please do not allow dogs to foul on pontoon!
NO	Only if well behaved
NO	As long as the dogs are behaved and all mess is cleared up there won't be a problem
NO	People need to clean up after them

13. WASTE FACILITY

There is a new waste facility in the Dock next to the toilet/shower block

What are your views on this? 47 Responses



- SATISFIED
- NOT SATISFIED
- NEUTRAL

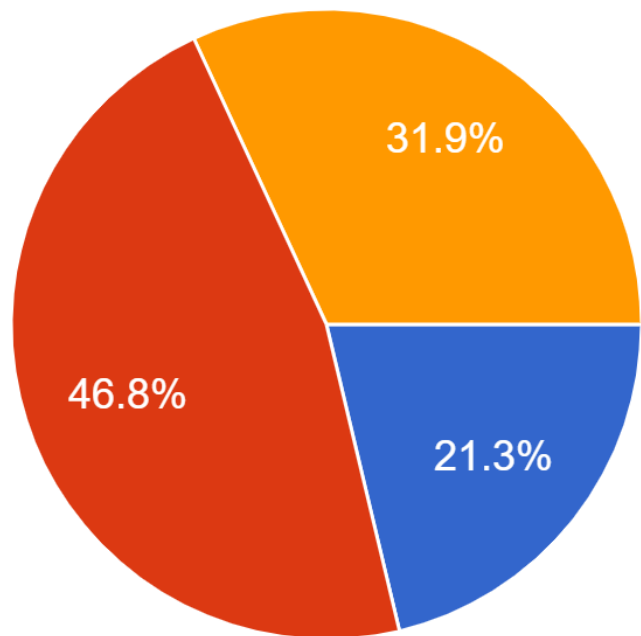
77% positive satisfaction with the new waste facility provision

13. WASTE FACILITY There is a new waste facility in the Dock next to the toilet/shower block What are your views on this?	WASTE FACILITY: Any further comments? 8 Comments
SATISFIED	Now the lock has gone rubbish is being put in the bins rather than just being thrown over, or left outside. The recycling bin needs to be more obvious.
SATISFIED	lit's not clear that the recycling bin accepts glass.
SATISFIED	The recycle bins don't say they take glass, if they don't, would it be possible to have a glass bin?
SATISFIED	Great, closer to my boat
NEUTRAL	Bit too far from North side pontoons to be of much use.
NEUTRAL	Too far away for N side berth holders.
NEUTRAL	I dont use this side really
NOT SATISFIED	Needs combo lock to stop opportunist fire setters.

14. STORM DEFENCE

Gwynedd Council have no current plans to guard against potential storm damage to the Victoria Dock Marina's walls or gate.

Do you consider that the present provision is sufficient? 47 Responses



47% vote that the present storm provision is insufficient

14. STORM DEFENCE STORM DEFENCE: Any further comments? 13 Comments

NEUTRAL

More protection at high water would be an advantage.

NO

There should always be a "plan B"

NO

As climate is becoming more extreme and sea level rises, plans should be considered.

NO

Typical of Gwynedd Council. They don't care.

NO

Again sadly G.C. have a non committal approach to any work that may cost money.

Some temporary if not permanent provision to give storm cover at the sill/gate should be investigated

NO

Should have some plans regarding this

NO

Solutions should be researched and costed

Given the technical developments of hardware related to electrical generation by wave power, this should at least be investigated. Perhaps a useful project for the marine/environment departments at Bangor University?

NO

NO

Prevention is better than the cure. Shut the gate before the horse bolts.

The potential liability resting with the Council should be sufficient motivation for action. Sadly lack of experience and imagination within the Council over potential impact of a severe storm surge is likely to result in only a hindsight response.

NO

NO

storm boards should at least be planned for as climate changes

NO

In a storm, even when the gate is up, at HW the dock is very exposed. Gate needs to be higher.

15. WIFI

Wifi is currently being upgraded. Do you have any comments? 28 responses (Subjective 18 Positive, 8 Neutral, 2 Negative)

Adequate when the dock is quiet, lacking at other times, upgrade must be good.

Although it seems generally OK this is good news

At last!!

Excellent

Good

Good

Good idea

hopefully it will be a significant improvement

It's very good so far

Long overdue but with the number of boats, will probably still be slow

Long overdue.

Looking forward to it being available

Thank you, I have had odd times when it was no connected so this improvement is welcome

Thanks it is appreciated

Very useful

Good service and coverage

Nice to have an upgrade

WIFI is generally good.

An upgrade is long overdue

dont use wifi

Never had an issue

No. Works well.

Not yet tried new system

Pls ensure login page is not required some TVs can't handle them.

The Wi-Fi could do with being faster and stronger as it drops out a lot

very intermitent presently. dependant upon your location

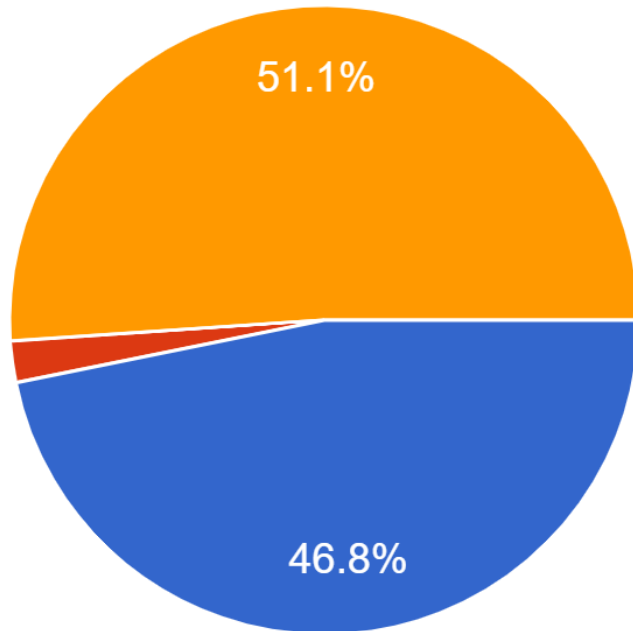
Could be improved

Given the number of users in the dock now, improvements in coverage and bandwidth are somewhat overdue.

16. ACCESS

A new gangway and gate are being installed (completion date not yet confirmed) for the South Side, near Caernarfon Sailing Club (similar to that on the North Side, near TableTable).

Are you happy with this development? 47 Responses



- YES
- NO
- NEUTRAL

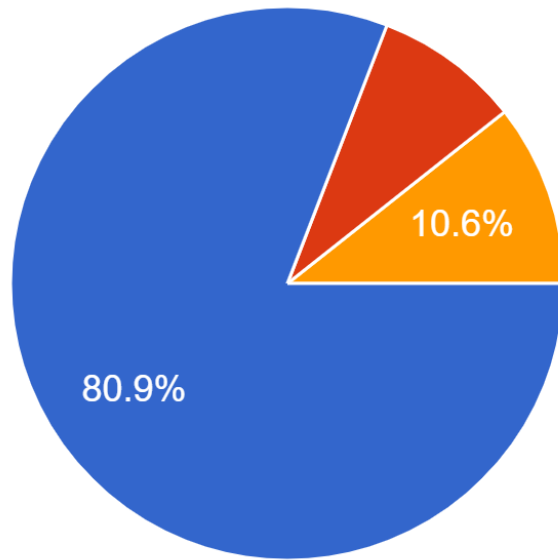
47% positive satisfaction with the new access gangway and gate provision

16. ACCESS	ACCESS: Any further comments? 7 Comments
YES	It must be in a bad state of repair for the council to be spending money on it.
YES	Again it would be nice to see this very early on in season. Action by those concerned would be favoured by all.
NEUTRAL	for gangway i take it this is the ramp, if so it seems a lot of expense when a refurbishment would work? Improved security on the gate would be good.
NEUTRAL	Lighting at the bottom of the North Gangway is needed at Low water in the evenings.
NEUTRAL	Don't know that it needed to be replaced?
NEUTRAL	dont use this side
NO	Hoping the cost will not be transferred to us & that the existing secure gate South Side remains in situ

17. CCTV

The CCTV for all three cameras on the dock has been upgraded and is now recording 24/7 by capturing movement and storing for 30 days. Parts for upgrade to the current system are on order.

What is your view of this? 47 Responses



- SATISFIED
- NOT SATISFIED
- NEUTRAL

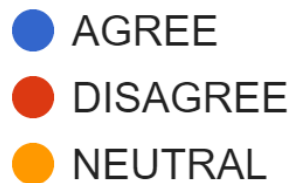
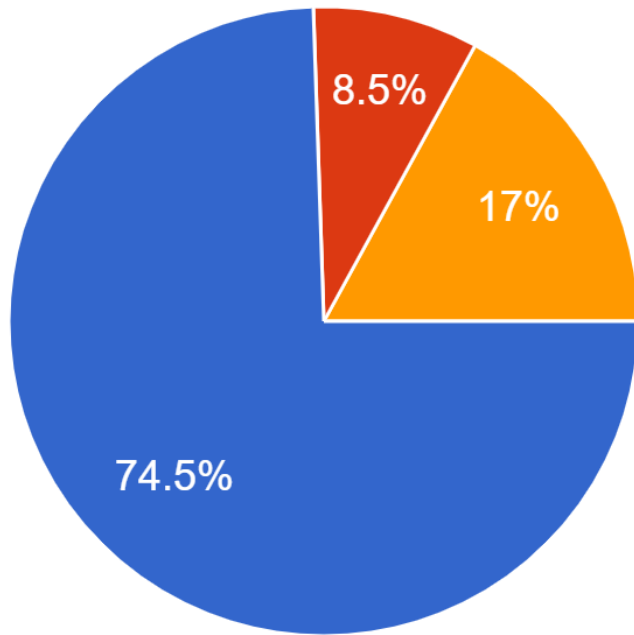
81% positive satisfaction with the CCTV upgrade provision

17. CCTV	CCTV: Any further comments? 13 Comments
SATISFIED	A lot of activity happens during the late evening. I hope the CCTV is regularly checked and any incidents reported to the police.
SATISFIED	Wil we have access to the new cameras
SATISFIED	Hoping to be able to access the new cameras.
SATISFIED	The windows in above the brine could do with cleaning as the south side camera is often not as clear as the other two and is usually darker, maybe cameras mounted outside?
SATISFIED	Pleased that an upgrade is in process as recent function has been hit & miss
SATISFIED	could i have a link for this?
SATISFIED	The more the better
NEUTRAL	good if this improves security, are we supposed to be able to access the feed?
NEUTRAL	Not seen it yet so can't comment
NOT SATISFIED	It seems unlikely that the cameras would be able to capture any incidents down the wood yard side down to Above The Brine. Above The Brine cameras provide an excellent view but don't record. There have 2 incidents of someone unknown being on a berthholders boat viewed from ATB.
NOT SATISFIED	When do we get to access new cameras to personally check our boats and surrounding areas?
NOT SATISFIED	can comment when we have access to new system
NOT SATISFIED	No good coverage on south side by csc.

18. FOB KEYS

It is proposed that electronic fob keys be used instead of codes for access to North and South entrances.

What is your view of this? 47 responses

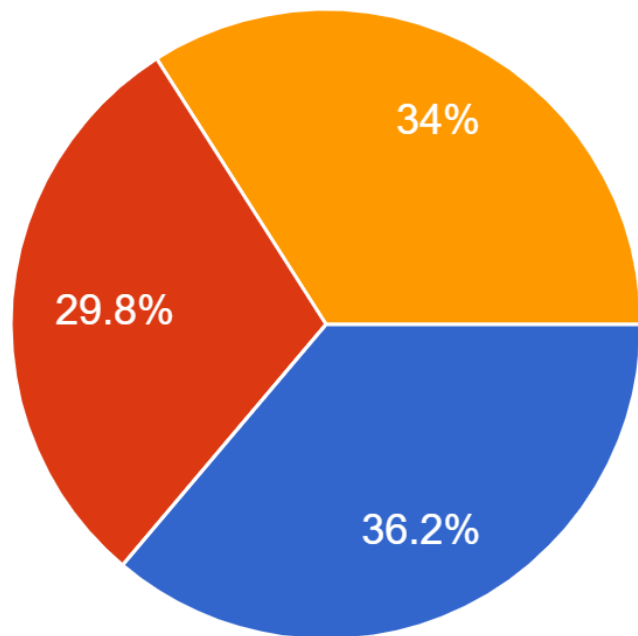


75% agree with fob key proposal

18. FOB KEYS	FOB KEYS: Any further comments? 21 Comments
AGREE	A good idea, I suggest at least 2 fobs per boat
AGREE	Really good idea
AGREE	In other marinas visitors are charged a deposit (approx £20) for each fob which is refunded on return.
AGREE	Again this would be nice to be presented with Fobs upon paying this years fee.
AGREE	Do the fobs operate the toilet block
AGREE	How many Fob keys issued per boat?
AGREE	It may cause problems for crew members, visitors etc.
AGREE	Would be better also same fob for the toilet/shower facility.
AGREE	Although a good idea, we could do with more details on how it would work i.e. how many fobs per boat/berth? Will there be a charge for replacements? Also think administration could be a headache for the dock staff particularly with visiting boats?
AGREE	Local youths know the codes.
AGREE	Long overdue
AGREE	Agree, but a back up key code will also be necessary for contractors working on boats, occasional crew, visitors etc
AGREE	Is the fob key system going to be also introduced on the South Side pontoon gate? Could it also be introduced on the toilet facilities?
AGREE	2 keys per berth please
AGREE	used to work well at holyhead marina
AGREE	Is there a back up in case we forget our fob after driving 100 miles ?
NEUTRAL	Multiple fobs for boat owners
NEUTRAL	What about a system that uses both fobs and keypad so that crew or contractors can gain access when berth holder not present?
NEUTRAL	The good thing with codes is that you don't always have to have the fob with you. You can also give contractors access without providing a fob.
DISAGREE	Each boat should be allocated 2 fobs
DISAGREE	Difficulty with toilets, visiting boats, crew access.
DISAGREE	Probably more secure, but FOB Keys don't always work, so there would need to be some override system

19. SECURITY WITHIN THE DOCK

Are you satisfied with current levels of security within the Dock?
47 responses



- YES
- NO
- NEUTRAL

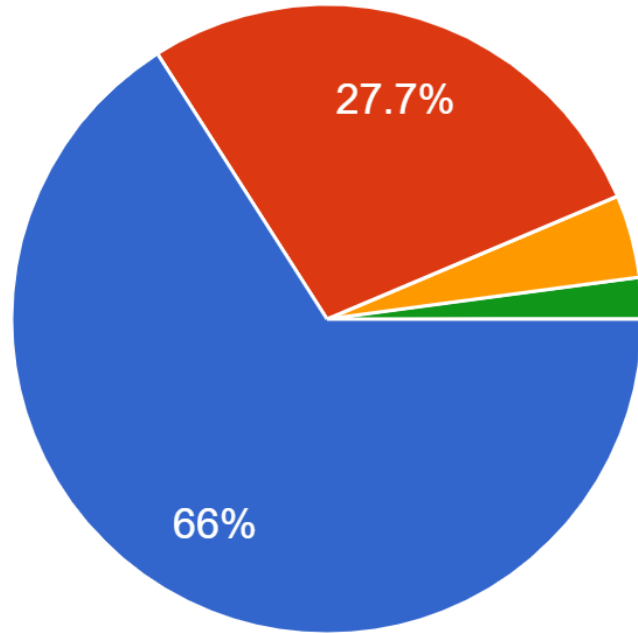
36% satisfaction and 30% dissatisfaction with the security in the dock

19. SECURITY	SECURITY: Any further comments?
YES	Pls encourage owners to shut gate even if just nipping to car. Both visits this year gate found to be ajar.
YES	Top gate into the Southside should be more secure as members of the public can come down onto the visitors pontoon
YES	Never had an issue
NEUTRAL	North side gate still not particularly secure. Perhaps a more substantial gate of the bottom of the ramp could be suggested, particularly in view of proposed fob access?
NEUTRAL	Rafted boats allow access onto the south side
NEUTRAL	Security South Side - please don't move our gate
NEUTRAL	never had a problem but access to pontoons is quite easy if needed by thieves
NEUTRAL	easy to bypass locked gate south side by ramped up boats by way of ramped up boats
NO	The gate on the north side is often left open -especially by visitors and it can easily be scaled.Perhaps there should be a further high gate to access the gangway .I know there are other areas for access but a high gate at the top of the gangway should be a deterrent.One other concern is that the pontoons are often accessed during the evening and there are no ways to del with any issues apart from calling the emergency services who often refer to the coastguard and then police who are not always able to attend.
NO	Access is available to boats without using the gate due to all the boats rafted up on the visitors pontoon. The security gate is frequently left open by people "just popping" to the car or toilet. Visiting boats regularly being put on berth holders berths. Visitors shouting code numbers up to family on the quay.
NO	Presently not secure
NO	It is fairly easy for people to go over the gate and fencing on the North Side or drop down ladders onto the pontoons. I have reported intruders who were staying at the Premier Inn and had simply climbed over the gate into the Dock
NO	If there are problems with security I would expect the [police to be notified and respond as well as notification to me if my boat was involved or possibly involved.
NO	North side is not secure at all.
NO	It is relatively easy for vandals to get onto the pontoons
NO	The fences are too low and easily climbed, I have witnessed breaches myself from youths
NO	Security fencing around north side entrance needs beefing up so similar to south side standard
NO	Higher fence at north gate required
NO	On the South side the pontoon gate does not automatically close and lock allowing anyone to access the non-visitor's part of the pontoon.
NO	You can still get onto the N side pontoons. Have seen kids doing it.
NO	Boats rafted up, by the south entrance, allow people to bypass the security gate.

20. DOCKMASTER TEAM

Please indicate your level of satisfaction with the Dockmaster and his team

47 response



- VERY PLEASSED
- PLEASSED
- NEUTRAL
- DISAPPOINTED
- VERY DISAPPOINTED

88% positive satisfaction with the Dockmaster and his team

20. DOCKMASTER TEAM	DOCKMASTER TEAM: Any further comments? 15 Comments
VERY PLEASSED	Excellent as ever
VERY PLEASSED	enthusiastic and willing.
VERY PLEASSED	Very helpful
VERY PLEASSED	Iwan is always very helpful and friendly. We have also had friendly and efficient service from the rest of the team.
VERY PLEASSED	Very cooperative. Thank you.
VERY PLEASSED	Iwan and the team have been brilliant
VERY PLEASSED	I have always found them friendly and approachable.
VERY PLEASSED	It's really nice to have a proactive, happy and helpful team,. Thanks to everyone, but especially to Iwan.
VERY PLEASSED	Great job is being done here, problems are always addressed and sorted out quickly.
VERY PLEASSED	They are wonderful, kind and very helpful.
VERY PLEASSED	Pleasure to deal with. Friendly, flexible, accomadating and professional and nothing like other marinas in the area.
PLEASSED	Are boats checked ?
PLEASSED	Always ready to help, a good team.
NEUTRAL	maintenance required on our finger. This has been like it for nearly 12 months.
DISAPPOINTED	The general standard of the dock is less than it was. Everyone is very pleasant but overall the team appear to be doing most of the work and maintenance. The dock master is very willing in conversation but not willing in action.

21. LEVELS OF SERVICE

Do you have any suggestions as to how the current and future levels of service could be developed?

11 responses

21. LEVELS OF SERVICE

Do you have any suggestions as to how the current and future levels of service could be developed?

As berth holders paying for a service G.C. should really be listening to our comments more.

Emails prior to changes to codes, office locations, Wi-Fi etc before changes occur.

Ensure prompt delivery of parking permits

More info for visiting yachts re local facilities etc see Padstow harbour for example of good practice

More than happy

Pay for electricity used not by length of vessel as some lift in the winter and have paid for power

Perhaps provide a noticeboard for berthholders.

Provision of a dirty water (Black water) reception so I could pump out my sewage tank.

Putting the gate opening hours back to what they were. More commitment to the berth holders and acting on their concerns.

The Harbour and Dock team are very supportive and approachable.

Toilet on the North side is needed, even a portaloo.

We are fortunate to have our boats in such a great location. The benefits of having the marina to the Caernarfon community and visitors could be better represented and marketed.

22. OTHER PRIORITIES

Please indicate any other problems affecting berth holders that you would like the VDBHA Committee to bring to the attention of the Gwynedd Council and Caernarfon Harbour Trust: 11 Comments

22. OTHER PRIORITIES Please indicate any other problems affecting berth holders that you would like the VDBHA Committee to bring to the attention of the Gwynedd Council and Caernarfon Harbour Trust:	Issue
Approaching from seaward after dark. There is a bright light shining from the dock out towards the straits which dazzles and makes it difficult to see the entrance, it also ruins your night vision. It needs a shield so the light goes only where it is intended.	Navigation Lights
Gate opening times. Why can't the gate be made automatic?	Gate Times
Hoping jet ski use on the Straits & in the Doc continues to be monitored & appropriate action taken if it becomes problematic, anti social & dangerous.	Jet Skis
I often see young children running on the pontoon from boats .I think it should be mandatory that they wear life jackets. I also think that before entering the dock visitors are reminded that there are security rules e.g. keeping the gate closed, not shouting out codes ,dogs on leads, children wearing life jackets etc and be respectful to berth holders in the dock.	Safety and Security
I think it must be compulsory for all berth holders to provide proof of at least third party insurance. Every other marina I have used requires this and I think it is vital if there is ever an issue in the Dock.	Insurance
Improved lighting on the pontoons, numbers of lights have been out for months over the winter. Clear access to emergency ladders on the pontoons. There is a fire point by the security gate that has had a smashed door for over 18 months. Lighting by the Records Office and Galeri is poor especially given the uneven paving there.	Lights
install a storm pit and sewage filter on the Cadnant	Health and Safety
Is there problem with the gate leaking? During a period of low rainfall recently the water level was low and main walkways were sitting on the mud and as a result were very uneven. This may also relate to dredging.	Dock Gate
It would be useful to have a disposal service for out-of-date pyrotechnics. This seems to be available in some marinas in the South albeit at a cost. I'm aware that there have been some attempts at setting up a national service but having this coordinated locally by the CHT would be good.	Flares
Night time lighting between Yr Harbwr and the shower block is extremely dangerous.	Lights
Provision of a sewage pump out facility	Pump Out

23. VDBHA

FINALLY, DO YOU HAVE ANY COMMENTS ON THE VDBHA ITSELF OR SUGGESTIONS FOR ITS FUTURE?

17 Comments (Subjectively 100% positive)

23. VDBHA FUTURE? (A-Z)
As usual it falls on the willingness of a very few individuals to represent the wishes of all. Having served on the committee I am aware of the commitment required and the ensuing benefits from collaboration. Thanks to those who do step up as without them there would be no association and every grumble or opinion would have to be presented independently to CHT or Gwynedd Council. Long may the VDBHA remain in existence to collate and represent the wishes and priorities of berth holders.
Diolch yn fawr am eich ymdrechion brwd!
Glad we've got you. Think the questions in the survey are really on the ball, very current. We appreciate the hard work and effort that you've all put in. Thank you.
If you can, please keep it going. It is appreciated.
It is a useful group and should continue.
Keep up the good work!
Keep up the good work.
Many thanks to the Committee and to John Whittaker for all their hard work
Thank for your efforts. Your work is appreciated
Thank you for their work
Thank you to the committee members.
The committee do an important job made more demanding only by the apathy and laziness of most berth holders refusing to volunteer to take a turn on the committee. All noise and no action doesn't get results, step up people.
The VDBHA does a good job and should continue
The VDBHA is doing an excellent job.
Very pleased that the VDBHA is there for us berth holders.
Very satisfied all round.
Wonderful team, responsive and listening. Appreciate your time and effort. Great idea for survey. Thanks.

VDBHA SURVEY March 2023

Survey and Results Analysis

by

John Whittaker

for

VDBHA