MARINA PROJECTS LTD: FILE NOTE

Pool Marina, Guernsey

Customer Survey Summary

Document Ref No:	Prepared by:	Approved by:	Date:
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1. INTRODUCTION

Guernsey Ports conducted an online survey for customers (berth/mooring holders / boat owners) of St Peter Port and St Sampson Harbour to gain views on the proposed Pool Marina as well as feedback on existing marine services and facilities.

One of the key aims of the survey was to quantify anecdotal comments from berth holders about a number of factors at St Peter Port and St Sampsons including but not limited to the quality and extent of marina and landside facilities, condition of infrastructure, and customer satisfaction. Another key element of the survey was to establish quantitative data that would inform the proposals for development of a Pool Marina, including the general views on the proposed Pool Marina, berth holder expenditure, berth/vessel demand and boatyard usage.

The responses received will not only provide information on the development proposals for a new all tide marina but will help shape the future development of marina services and Port facilities in St Peter Port both on the water and on the land.

2. METHODOLOGY

The survey launched on 31st May 2022 and closed on 7th August 2022 and was promoted via Guernsey Ports social media channels (Twitter and Facebook), email communication to all customers via a 'mailshot', website news story, paper advertisements in heavy foot traffic locations (marine servicing centre, notice boards, marina bridge heads, etc) and direct discussions between berth/mooring holders and Port staff.

There are a total of 1,600 berth and mooring holders across St Peter Port and St Sampson Harbour, of which a total of 464 responses were received. This equates to 29% of all customers responding to the survey, this is considered to be a reasonably high level of engagement and the results are considered to be robust and representative of the views of the total customer base.

3. KEY FINDINGS

A summary of key findings from the analysis is as follows:

61%

61% of boat owners who responded to the survey said they would be interested in an all tide berth in a new Pool Marina.

59% of all residents who responded to the survey consider the service provided by Guernsey Ports to be good or excellent.

5

97% of all respondents stated they would retain or change their boat in the next 5 years

Of those planning to change their vessel, 81% stated they would purchase a larger motor or sail vessel.

Respondents who are on the waiting list for a berth, 40% stated they are planning to purchase a larger boat.

A broad assessment of average boating expenditure amounts to £4,000/annum (excluding berthing fees)

80% of customers own a vessel with a motor engine.

Only 11% of respondents use boatyard facilities 'off Island'.

Over 50% of residents were very satisfied or satisfied with berth access arrangements, marina pontoons, moorings & services, lighting, appearance of the marinas and customer service.

Berth holders selected holding pontoons (66%) and dedicated berth holder parking (62%) as the primary facilities they would like to see more of.

4. RESULTS

4.1 QUESTION 1

Question	Boat Name
Number of responses	436
Ratio	94%

Customers were invited to provide their vessel name with 94% answering this question.

4.2 QUESTION 2

Question	What is the length of your vessel? (Please provide answer in metres)
Number of responses	444
Ratio	96%

Table 4-1 - Customer Vessel Mix

LOA (m)	Vessel No.	Ratio
≤8.00	197	44%
8.01-10.00	127	29%
10.01-12.00	73	16%
12.01-13.50	19	4%
13.51-15.00	17	4%
15.01-18.00	6	1%
18.01-20.00	1	0.2%
20.01-25.00	1	0.2%
25.01-30.00	2	0.5%
30.01-35.00	1	0.2%
Total	**444**	**100%**

In order to confirm the validity of the data, a short assessment of the customer survey vessel mix has been compared with the total vessel mix of Guernsey Ports as presented in the Marina Market Study (MP345-R-01), this analysis is presented in Figure 4-1.

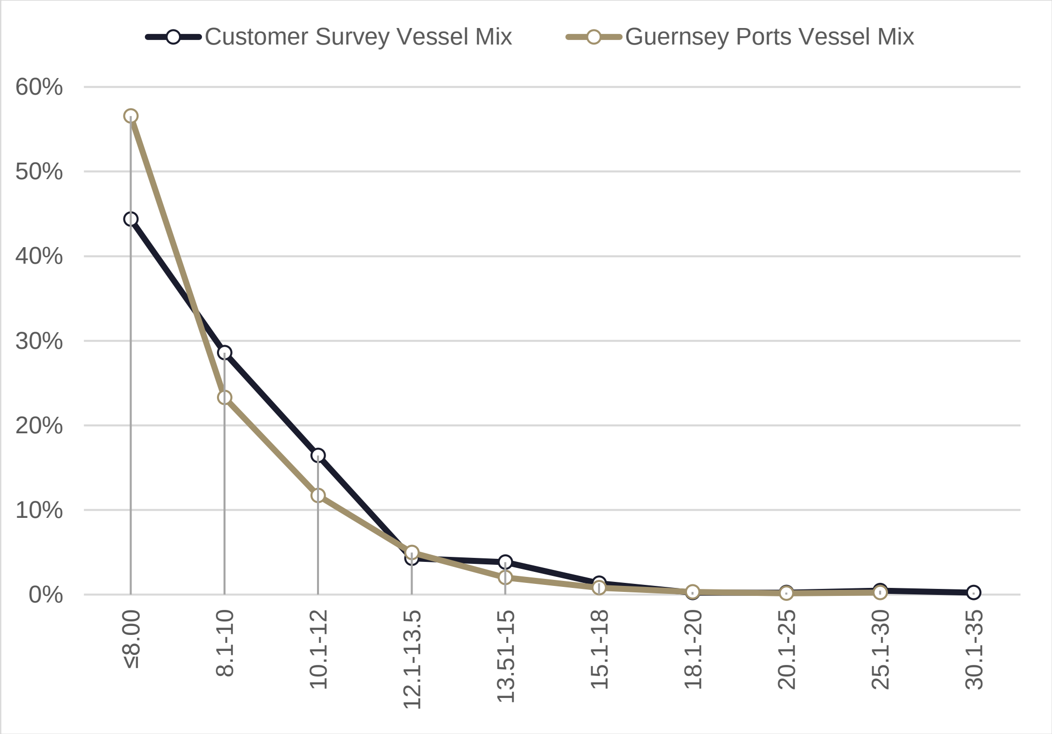


Figure 4-1 - Customer Vessel Mix Profile

- The two vessel mix profiles of the customer survey and the total Guernsey Ports customer base are markedly similar and confirms the validity of the data. The data is considered to be robust and a representative sample size of the total number of customers (1,600) which allows us to draw broader conclusions with regards to the wider Guernsey Ports customer base.
- Customers that responded to the survey own vessels between 3.00m & 33.00m in length overall (LOA).
- A total of 89% of respondents (397) own a vessel 12.00m & below
- Larger cruising vessels 12.01m – 18.00m are owned by 9% (42) of respondents
- Only 5 customers who responded to the survey own a vessel 18.01m and above.

4.3 QUESTION 3

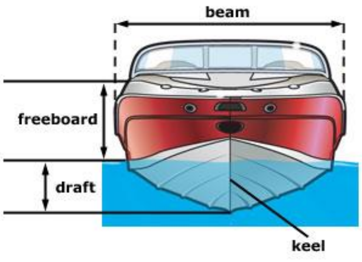
Question	What is the draft of your vessel? (Please provide answer in metres)
Number of responses	443
Ratio	95%
	Vessel draft refers to the vertical distance between the waterline and the bottom of the boats hull (keel). As vessel length increases so does the draft & beam (width) of the vessel. Motor boats have a lower draft than the equivalent length yacht.

Table 4-2 – Customer Draft

Draft (m)	Vessel No.	Ratio
≤1.00	255	58%
1.01-2.00	168	38%
2.01-3.00	17	4%
3.01-4.00	1	0.2%
4.01-5.00	2	0.5%
Total	**443**	**100%**

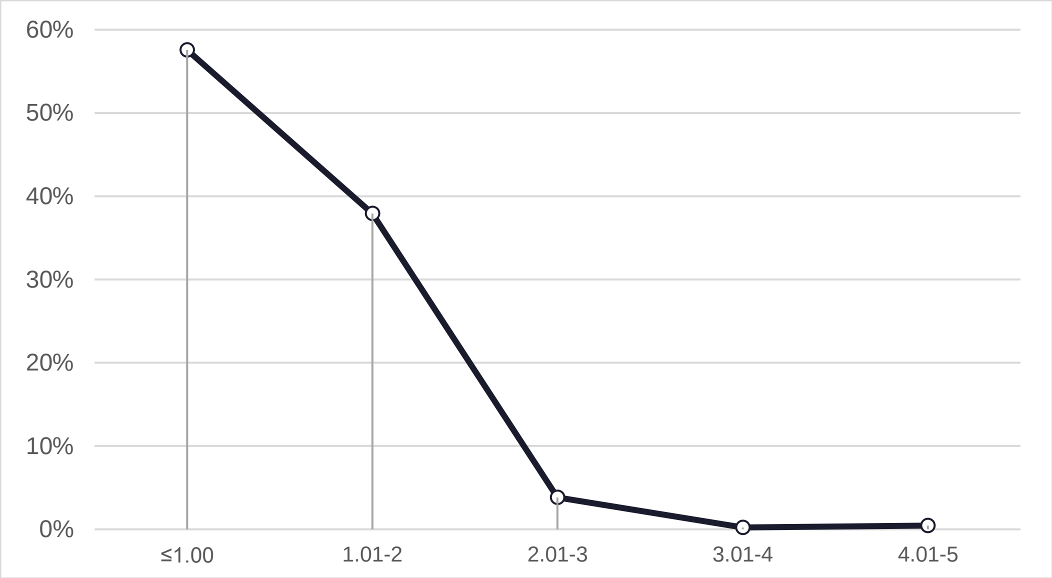


Table 4-3 - Customer Draft Profile

- 95% of all respondents have a vessel draft of 2.00m & below
- A modest number (20) have a vessel draft between 2.01m & 5.00m

4.4 QUESTION 4

Question	What is the beam of your vessel (if known)? (Please provide answer in metres)
Number of responses	N/A
Ratio	N/A

Upon review of the beam (width of a boat at its widest point) data provided by respondents, it was acknowledged the data was deemed to be unreliable due to the frequency of inaccurate responses. To provide an example; an 8m vessel has a typical beam of 2.50m for a sailing vessel and 2.60m for a motor vessel, we would expect to see responses in this range however it was common to observe responses greatly in excess of this range i.e., 4m. This trend was observed across all vessel sizes. Due to the high frequency of this type of response, analysis of this question could not be conducted.

4.5 QUESTION 5

Question	What is the type of vessel?
Number of responses	448
Ratio	97%

Table 4-4 - Vessel Type

Vessel Type	Number	Ratio
Power boat	120	27%
Day cruiser (less than	169	38%
Motor yacht (12m or	39	9%
Sailing Yacht	88	20%
Other	32	7%
Total	**448**	**100%**

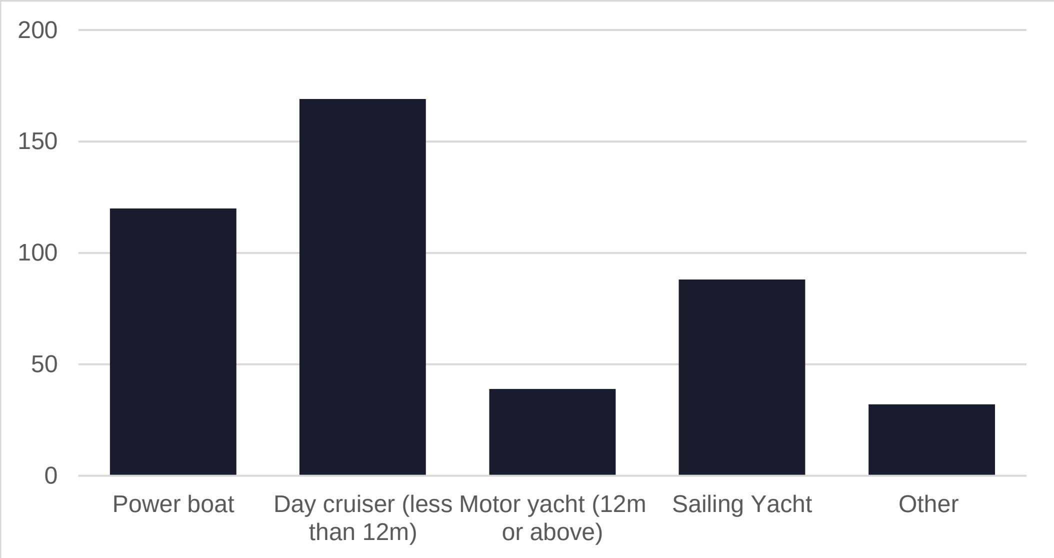


Figure 4-2 - Vessel Type

- Of those who responded to the survey, 80% own a vessel with a motor engine (this includes those that selected 'other')
- The remaining 20% of customers own a sailing vessel, 3 of which noted the vessel is a catamaran.
- Those that selected the 'other' category and provided additional information primarily noted they owned a rib or fishing vessel. It is of note 1 respondent owns a commercial passenger ferry.
- It is interesting to note, the 'split' of vessel type (80% motor / 20% sailing) largely correlates with the distribution observed across the total customer base as presented in the Marina Market Study, which identified a 'split' of 90% motor and 10% sailing vessel. This provides further evidence of the robustness of the results.

4.6 QUESTION 6

Question	How long have you owned your boat for?
Number of responses	438
Ratio	94%

Table 4-5 - Length of Ownership

Response	Number	Ratio
Less than 5 years	191	44%
Between 5 and 10 years	86	20%
More than 10 years	157	36%
Don't know	4	1%
Total	**438**	**100%**

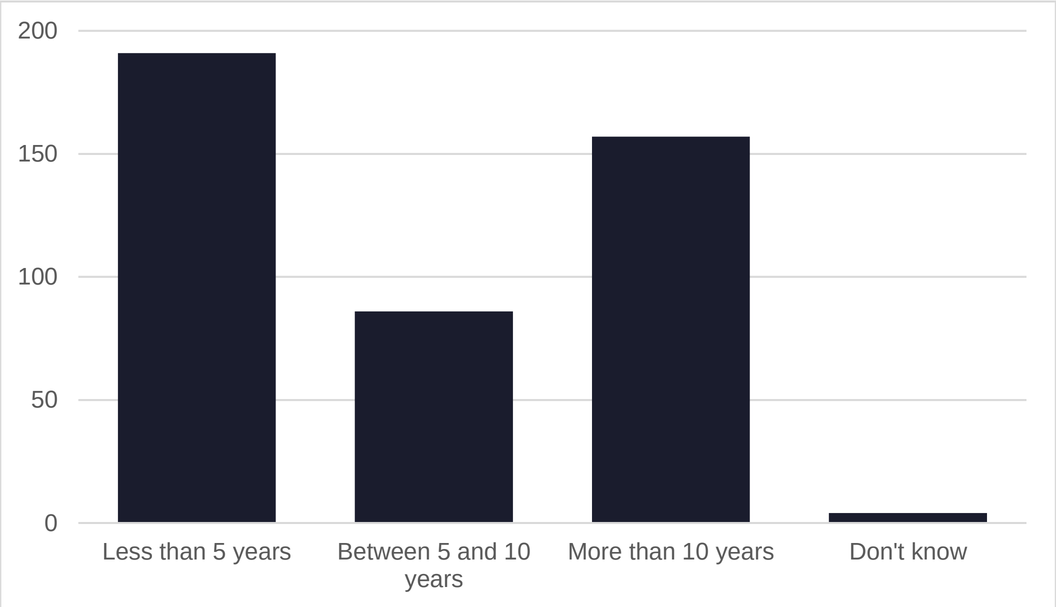


Figure 4-3 - Boat Ownership

- 64% of respondents have owned their boat for 10 years or less
- The remaining respondents have owned their vessel for 10 year or more

4.7 QUESTION 7

Question	Where is your vessel moored / berthed?
Number of responses	437
Ratio	94%

Table 4-6 – Berthing / Mooring Location

Marina/Mooring	Number	Ratio	Total No.	Response
QEII Marina	229	52%	732	31%
Albert Marina	79	18%	297	27%
St Sampson's	58	13%	320	18%
Other	29	7%	N/A	N/A
Pool Moorings	26	6%	214	20%
North Pier Chains	4	1%		
Careening Hard	3	1%		
Fisherman's Quay	2	0.5%		
South Pier Chains	2	0.5%		
Wave Wall	2	0.5%		
Broken Wall	1	0.2%		
Falcon Trot	1	0.2%		
Round Top	1	0.2%		
Vivier Wall	0	0%		
Total	**437**	**100%**		

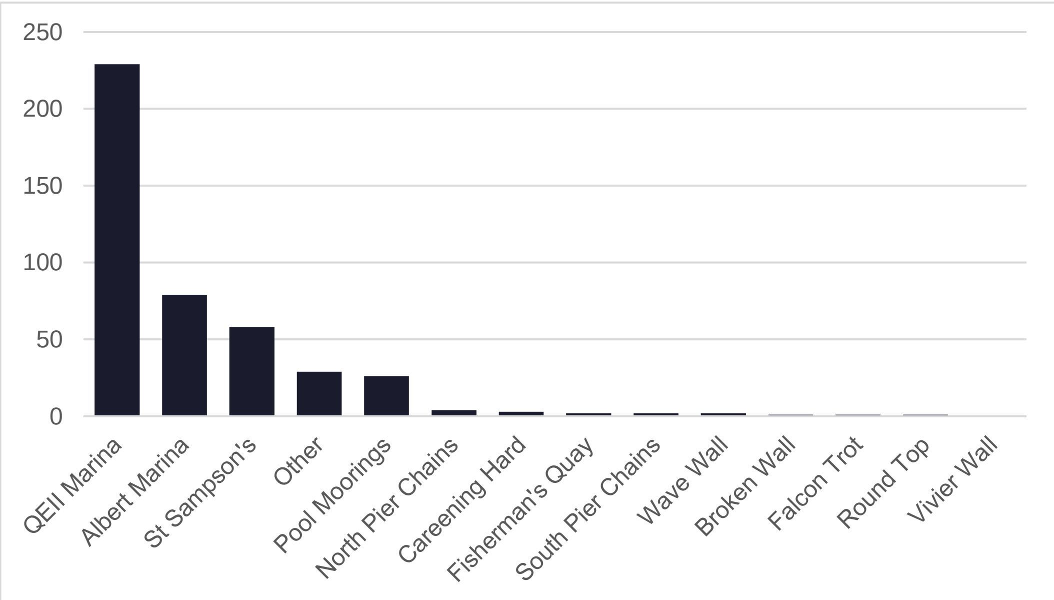


Figure 4-4 - Berth / Mooring Location

- 80% of respondents (350) berth or moor their vessel in St Peter Port, of these 308 customers are berthed in either QEII or Albert Marina and 42 either on a fore and aft trot /swing mooring.

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- A modest proportion of customers (13%) who provided feedback are berthed in St Sampson Harbour.
- Those who selected 'other' noted they were located in hard standing areas or awaiting allocation to a berth, it is understood these customers are presently on the waiting list.
- It is noteworthy a small number of respondents provided a location outside of Guernsey (Jersey/France), it is thought these respondents are Guernsey residents currently keeping their vessels 'off Island'.
- A similar proportion of QEII and Albert Marina berth holders responded to the survey.

4.8 QUESTION 8

Question	If berthed within a marina or on a mooring, under which type of contract is your vessel kept?
Number of responses	431
Ratio	93%

Table 4-7 - Contract Type

Contract Type	Number	Ratio
Annual	329	76%
Monthly	87	20%
Other	15	3%
Total	**431**	**100%**

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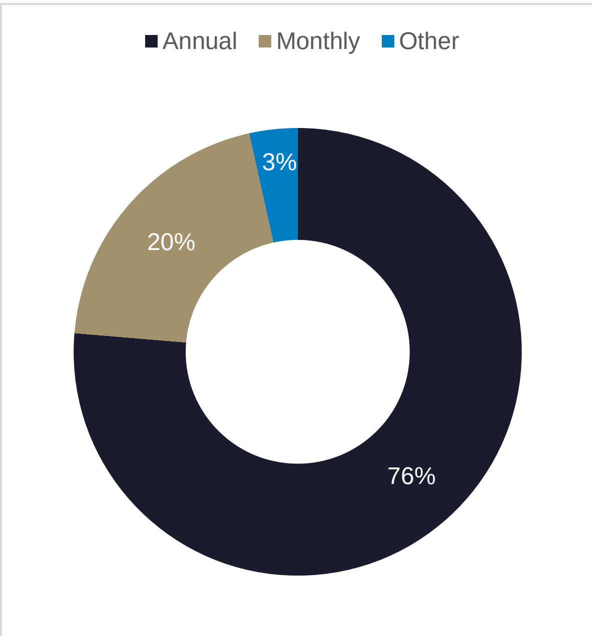


Figure 4-5 - Contract Type

- 76% of all customers are an annual contract with 20% signed on to a monthly contract.
- Of the 3% that selected 'other' comments generally relate to the previous question i.e., they do not have a berth (waiting list / hard standing)

4.9 QUESTION 9

Question	What are you planning to do with your boat in the next 5 years?
Number of responses	440
Ratio	95%

Table 4-8 - Future Plans for Vessel

Response	Number	Ratio
Retain existing boat	279	63%
Change to a different boat	130	30%
Sell/dispose of vessel and not replace	12	3%
Other	19	4%
Total	**440**	**100%**

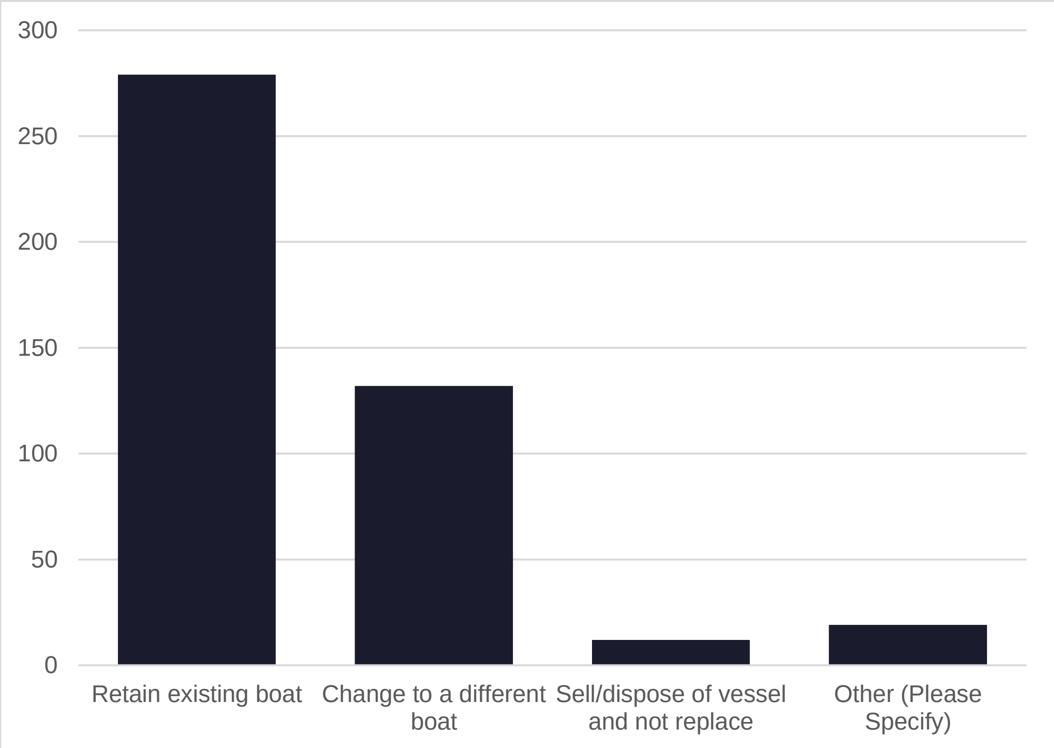


Figure 4-6 - Future Vessel Plans

- 97% of all respondents selected an answer (retain/change boat & other) that indicates future demand for berthing will remain at a consistent level
- Only 3% noted they are planning to sell/dispose of their vessel and not replace it
- It is noteworthy of the 19 'other' responses, 8 customers noted they would purchase a larger yacht if the right opportunity presented itself or if a larger berth became available.

Due to the targeted nature of this question and answers provided, respondents were directed to different follow up questions dependent on the answer given by each customer. Taking this into account, Questions 10 – 13 were only seen by a proportion of the total number of respondents and is reflected in the lower response rate (ratio).

Customers were directed in the following manner:

Response	Follow Up Question
Retain existing boat	Proceed to Question 11
Change to a different boat	Proceed to Question 10
Sell/dispose of vessel and not replace	Proceed to Question 13
Other	Proceed to Question 11

4.10 QUESTION 10

Question	What vessel are you intending to change to?
Number of responses	132
Ratio	100% (Of those who viewed question) 28% (Of total respondents)

Table 4-9 – Vessel Purchase Intention

Response	Number	Ratio
Change to a larger sail boat	20	15%
Change to a smaller sail boat	4	3%
Change to a larger motor boat	87	66%
Change to a smaller motor boat	11	8%
Other	10	8%
Total	**132**	**100%**

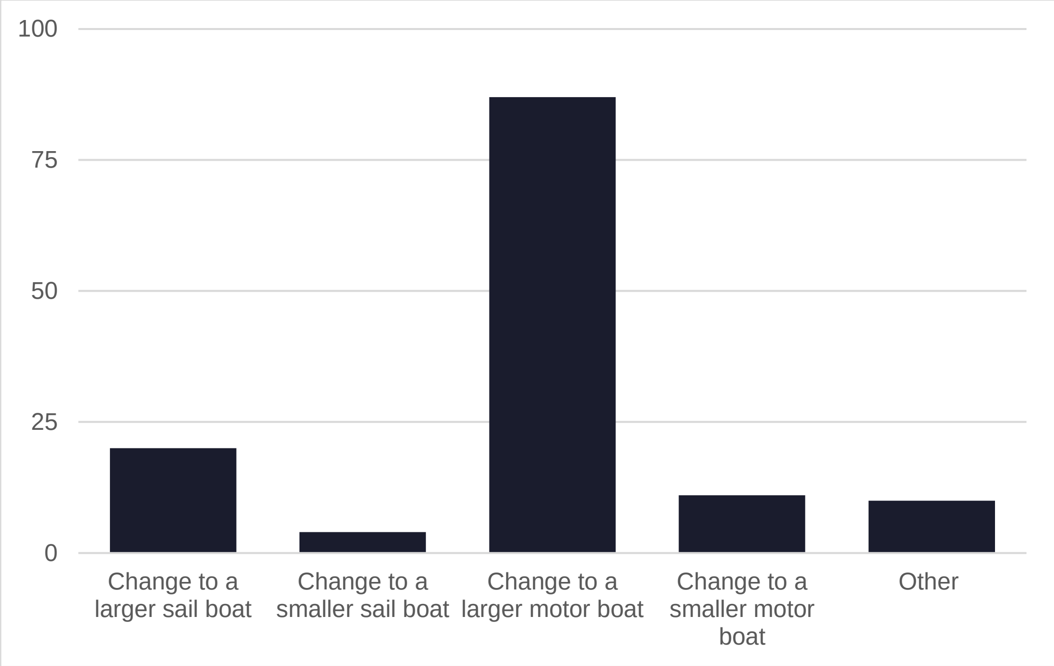


Figure 4-7 - Vessel Purchase

- 81% of respondants indicated they are planning to change to a larger motorboat (66%) or sailboat (15%) in the next 5 years.
- Those that selected ‘other’ unanimously noted they would purchase a similar size vessel. Some provided additional comments that they would purchase a newer model or consider a larger vessel in the future.
- Only 15 (11%) customers are planning to purchase a smaller vessel

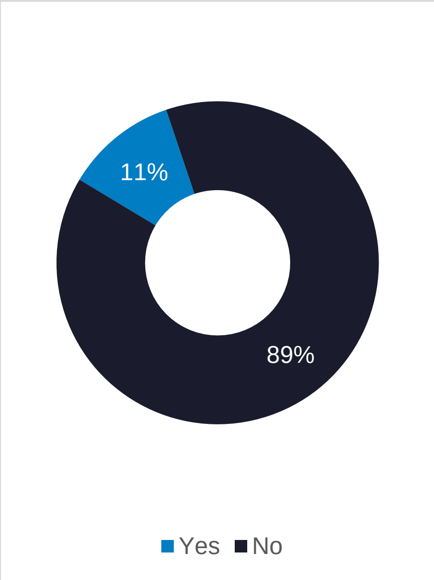
Following this question, respondents were then asked the same questions as those who selected ‘retain vessel’ or ‘other’ in response to Question 9 (i.e. they were directed to Question 11 then onwards to Question 12.).

4.11 QUESTION 11

Question	Are you on the waiting list for a new/different berth?
Number of responses	428
Ratio	99.5% (Of those who viewed question) 92% (Of total respondents)

Table 4-10 - Waiting List

Response	Number	Ratio
Yes	48	11%
No	380	89%
Total	**428**	**100%**



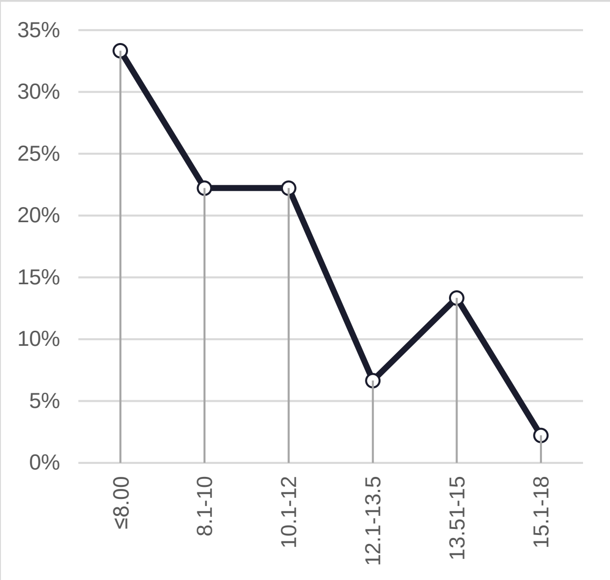


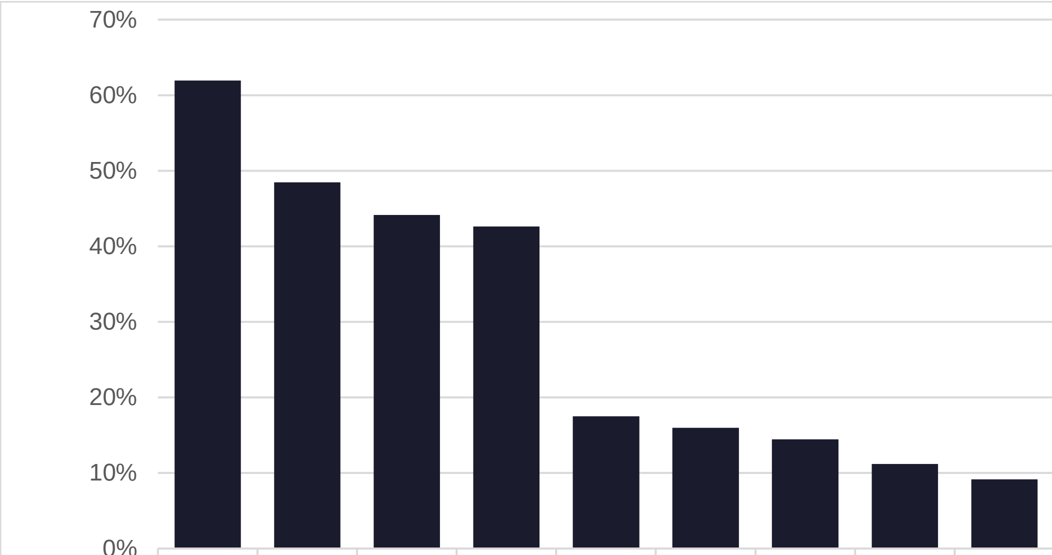
Figure 4-8 – Proportion of Respondents on Waiting List (Left) & Waiting List Vessel Mix (Right)

- Only a modest number of respondents (48) are currently on the St Peter Port waiting list.
- Of those on the waiting list, 94% are either planning to retain their boat (26 customers) or purchase a larger vessel (19 customers).
- Of the 48 that selected 'yes' to this question, 45 provided the length (LOA) of their vessel in response to Question 2.
    - 33% currently own a vessel 8.00m & below. It is interesting to note that of all the respondents with a vessel in this length category, 60% said they will purchase a larger yacht in the next 5 years.
    - 22% of customers on the waiting list own a vessel between 12.01m – 18.00m in length. For reference St Peter Port has an existing berth supply of 91 berths in this length category and proportionally accounts for 8% of total berths. The waiting list for larger berths far exceeds existing supply.

4.12 QUESTION 12

Question	Which of the following factors would influence purchase of a new/different boat? (select all that apply)
Number of responses	394
Ratio	92% (Of those who viewed question) 85% (Of total respondents)

Question 12 was a multiple choice question whereby respondents could select as many of the factors that were applicable to themselves.



	Berth availability	Change in circumstances	Berth affordability	Increased tidal access	Purchasing different boat	Improved storage ashore	Improved maintenance services	Other	Developments in technology
Response	62%	48%	44%	43%	18%	16%	14%	11%	9%

- 62% of all respondents selected berth availbility as the primary factor that would influence their decision to purchase a new/different boat.
- Change in personal circumstance, berth afforability and increased tidal access were seen as key factors selected by 43% - 48% of participants.
- 15% of respondents selected improvement to storage ashore and maintenance with 'other' comments primarily highlighting improvements to facilities as important factors.

4.13 QUESTION 13

Question	What are the factors influencing your decision to sell / dispose of your boat? (select all that apply)
Number of responses	12
Ratio	100% (Of those who viewed question) 3% (Of total respondents)

Question 13 was a multiple choice question whereby respondents could select as many of the factors that were applicable to themselves.

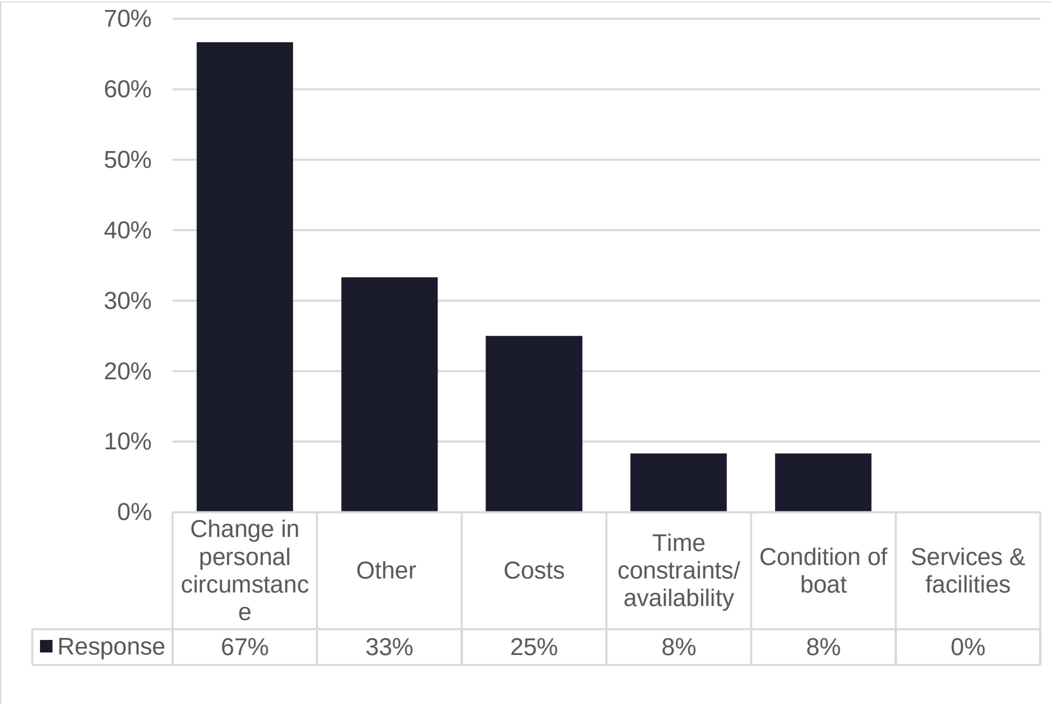


Figure 4-9 - Factors Influencing Sale/Disposal of Vessel

- Changing personal circumstance (e.g., larger family, retired, working from home, more leisure time) and costs are the primary reasons selected for customers choosing to sell / dispose of their boat.
- Those that provided more information in the ‘other’ category identified Brexit and the associated increased administrative burdens on entering/leaving France particularly at short notice, were additional factors contributing to their decision to sell their vessel.

4.14 QUESTION 14

Question	Excluding mooring fees, what is your estimated annual boating expenditure? Please include any spending on boat maintenance/repair, chandlery, fuel for boat, insurance, surveys, provisioning, new equipment and ancillaries.
Number of responses	441
Ratio	95%

Table 4-11 – Annual Boating Expenditure

Response	Number	Ratio
£0 - £500	10	2%
£501 - £1,000	19	4%
£1,001 - £2,000	84	19%
£2,001 - £4,000	153	35%
£4,001 - £7,000	91	21%
£7,000 - £10,000	43	10%
Greater than £10,000	36	8%
Don't know	5	1%
Total	**441**	**100%**

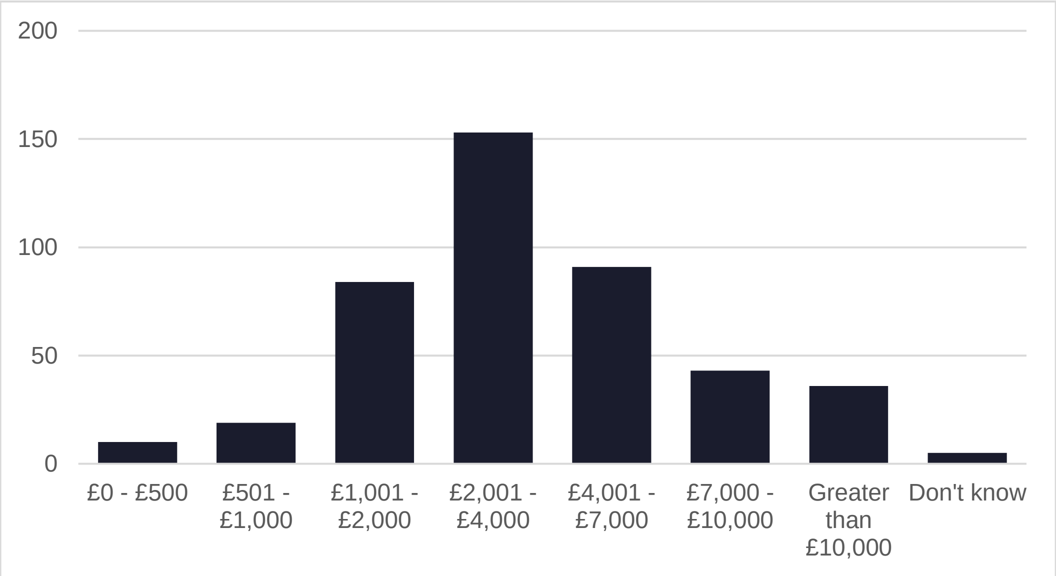


Figure 4-10 – Annual Boating Expenditure

- The greatest proportion of respondents (35%) spend an estimated £2,001 - £4,000 on annual boating expenditure.
- 92% (407) of customers spend at least £1,000 on boating related costs per annum.

- A similar proportion of berth holders spend less than £1,000 & greater than £10,000 per annum on boating costs (7% and 8% respectively).
- A broad assessment of average boating expenditure amounts to £4,000/annum (excluding berthing fees)

4.15 QUESTION 15

Question	What have been your predominant areas of expenditure? (select all that apply)
Number of responses	429
Ratio	92%

Question 15 was a multiple choice question whereby respondents could select as many of the factors that were applicable to themselves.

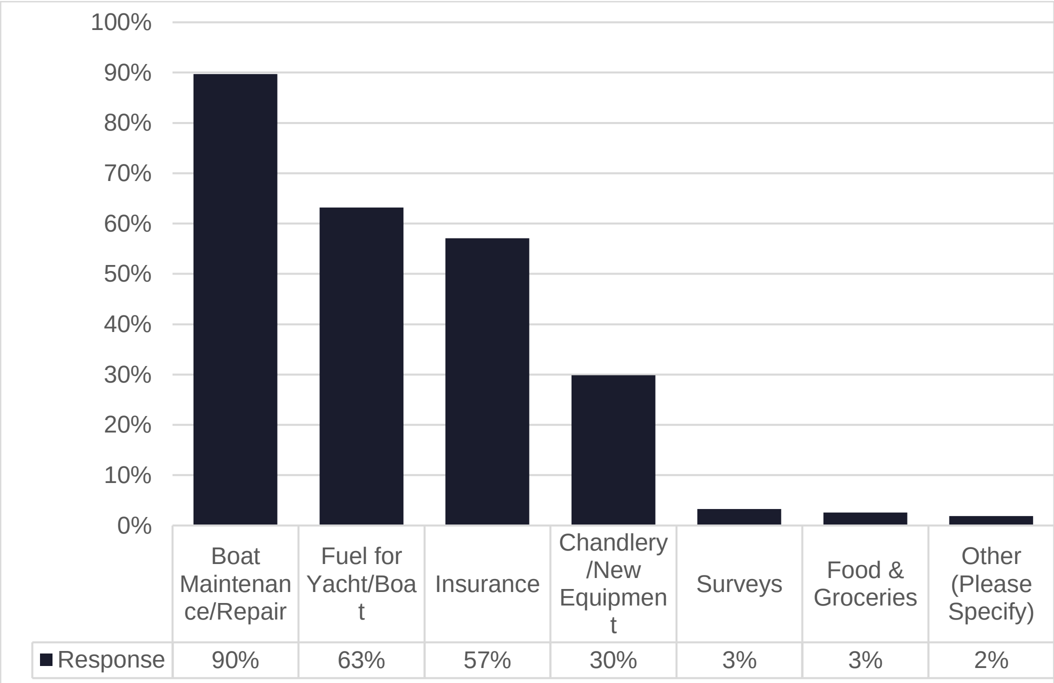


Figure 4-11 - Areas of Expenditure

- 90% of all respondents identified boat maintenance and repair as their predominant area of expenditure.
- Fuel & insurance were also selected as key areas of outlay for their vessels
- Other comments included large one-off purchases such as a new engine, suite of sails, specialist equipment, etc.

4.16 QUESTION 16

Question	Where have you used boatyard services and vessel maintenance facilities? (select all that apply)
Number of responses	434
Ratio	94%

Question 16 was a multiple choice question whereby respondents could select as many of the options that were applicable to themselves.

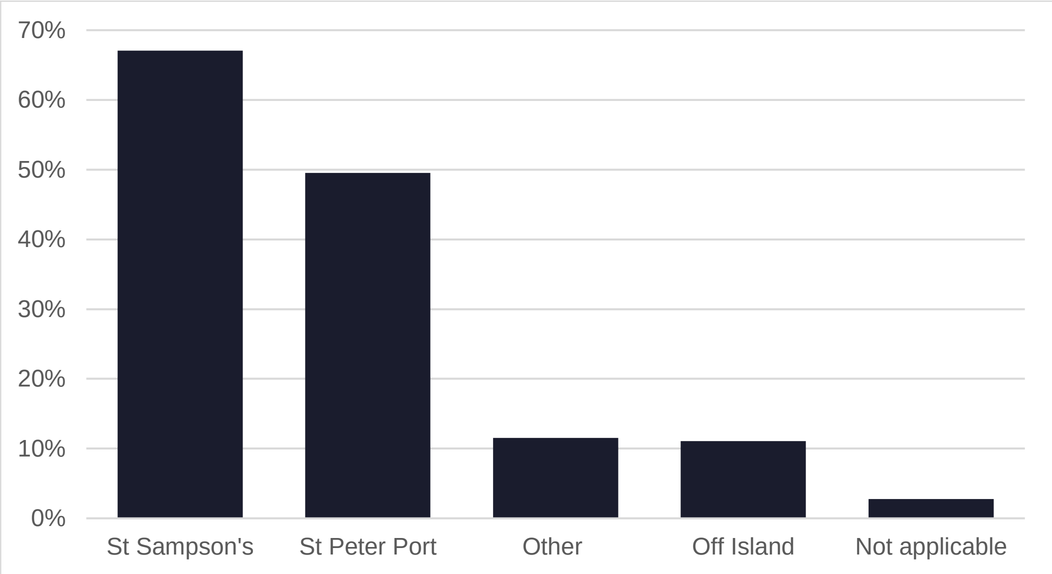


Figure 4-12 - Boatyard Services

- A large proportion of respondents use boatyard services located in Guernsey (67% St Sampson / 50% St Peter Port). Further to these locations, a number of boat owners who selected 'other' noted they use Beaucette Marina boatyard.
- Only 11% (48) of respondents use boatyard facilities 'off Island'.
- A small number of boatowners stated they carry out their own maintenance on their vessels.

4.17 QUESTION 17

Question	What proportion of expenditure (if any) has been off island? (If none please write N/A)
Number of responses	435
Ratio	94%

Figure 4-13 - Proportion of Off Island Boatyard Expenditure

Response	Number	Ratio
0% - 25%	66	15%
26% - 50%	21	5%
51% - 75%	8	2%
76% - 100%	6	1%
N/A	334	77%
Total	**435**	**100%**

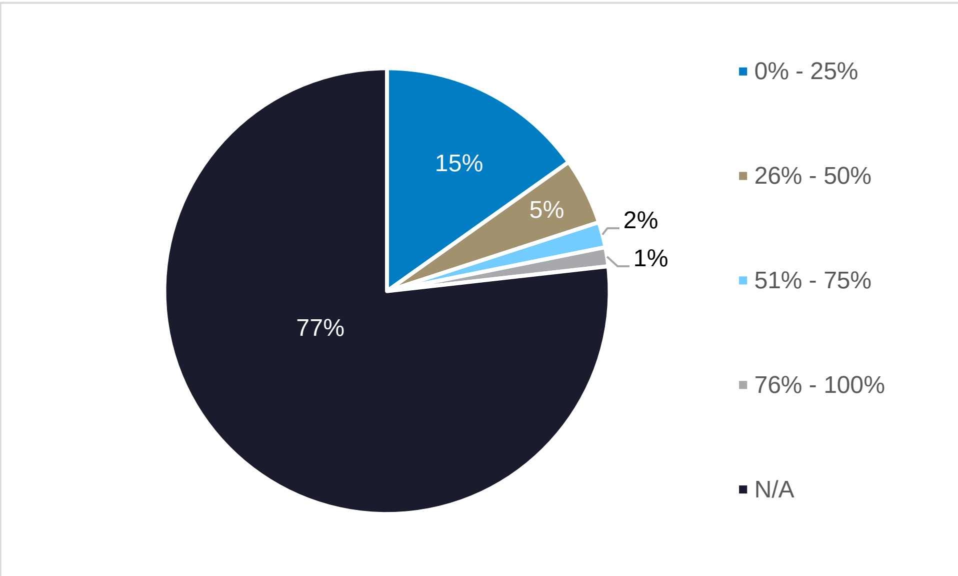


Figure 4-14 - Off Island Vessel Expenditure

- Only 23% of respondents use off island facilities and suppliers for boating related equipment and boatyard services with 15% of those surveyed spending 25% or less of their annual boating expenditure off island.
- Some 80% of residents exclusively use Guernsey based boatyards and marine suppliers.

4.18 QUESTION 18

Question	To what extent are increasing fuel costs influencing usage of your vessel?
Number of responses	437
Ratio	94%

Table 4-12 – Fuel Costs Influencing Vessel Usage

Response	Number	Ratio
No change in usage	311	71%
Use vessel less	98	22%
Other (Please Specify)	28	6%
Use vessel more	0	0%
Total	**435**	**100%**

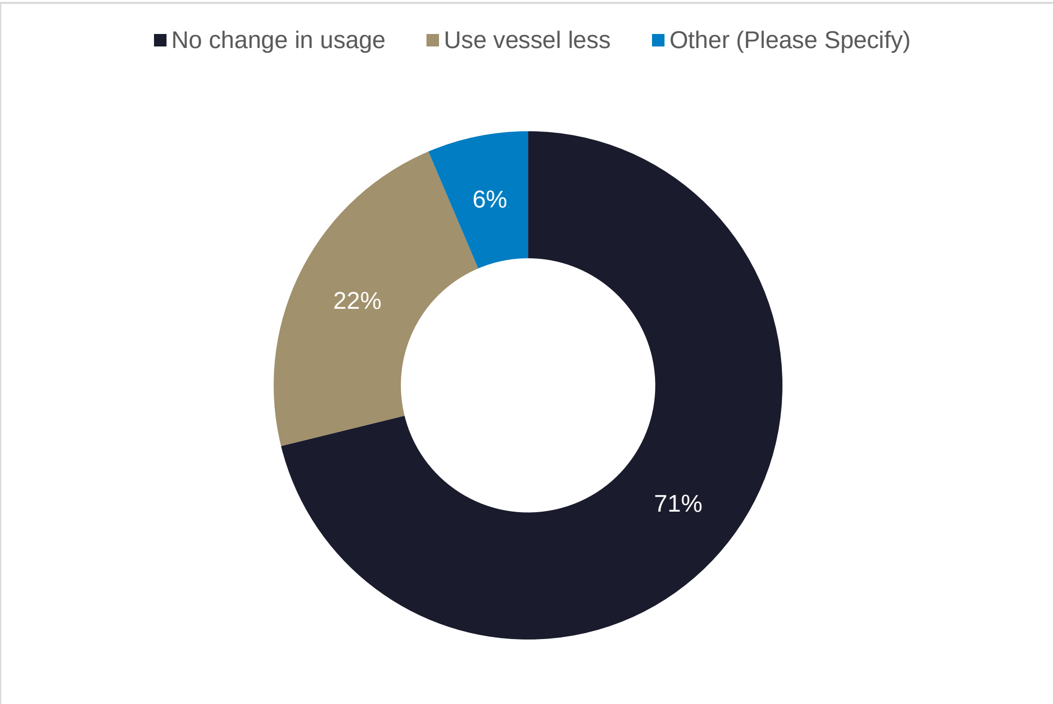


Table 4-13 - Fuel Costs Influencing Vessel Usage

- At the time of the survey, 71% of boat owners state that increasing fuel costs are not influencing their vessel usage.
- This is in contrast to 22% who are utilising their boat less with no respondent using their vessel more.
- It is interesting to note, those who selected ‘other’ typically made reference to changing the manner in which they operate their boat e.g., cruise at lower speeds or increase duration of trips i.e., reduce overnight stays and island hopping in favour of long weekend/week long trips.

4.19 QUESTION 19

Question	Please rate your satisfaction with each of the following services provided by Guernsey Ports
Number of responses	425
Ratio	92%

Customers were invited to provide feedback (very satisfied to very disasstisfied) for a number of services and facilties at St Peter Port.

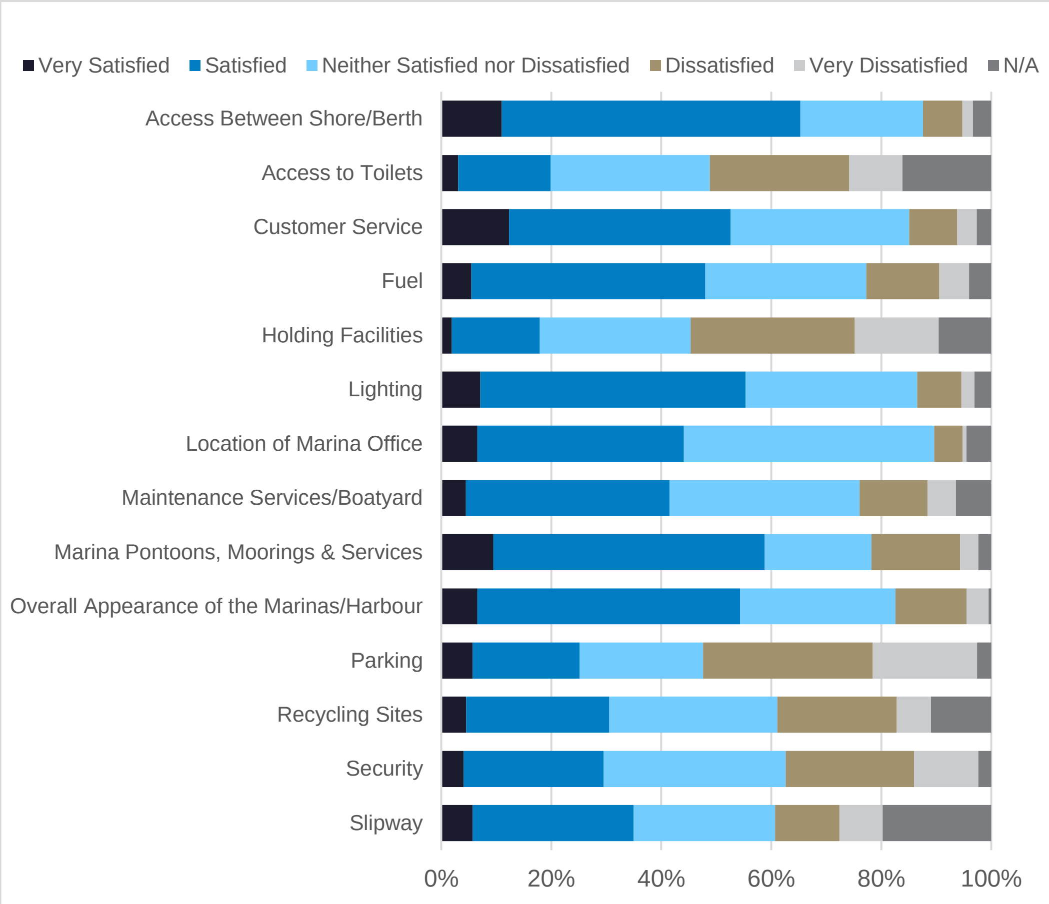


Table 4-14 - Customer Satisfaction of Services & Facilities

- 65% of residents were either very satisfied or satisfied with access arrangements between their berth and the landside.
- Other facilities and services that were rated highly by boat owners includes marina pontoons, moorings & services, lighting, the overall appearance of the marinas and customer service all of which were selected by over 50% of respondents.
- Residents were either very dissatisfied or dissatisfied with parking (50%) and holding facilities (45%) with these facilities receiving the greatest number of responses.

4.20 QUESTION 20

Question	What facilities and services would you like to see more of? (select all that apply)
Number of responses	425
Ratio	92%

Question 20 was a multiple choice question whereby respondents could select as many of the options that were applicable to themselves.

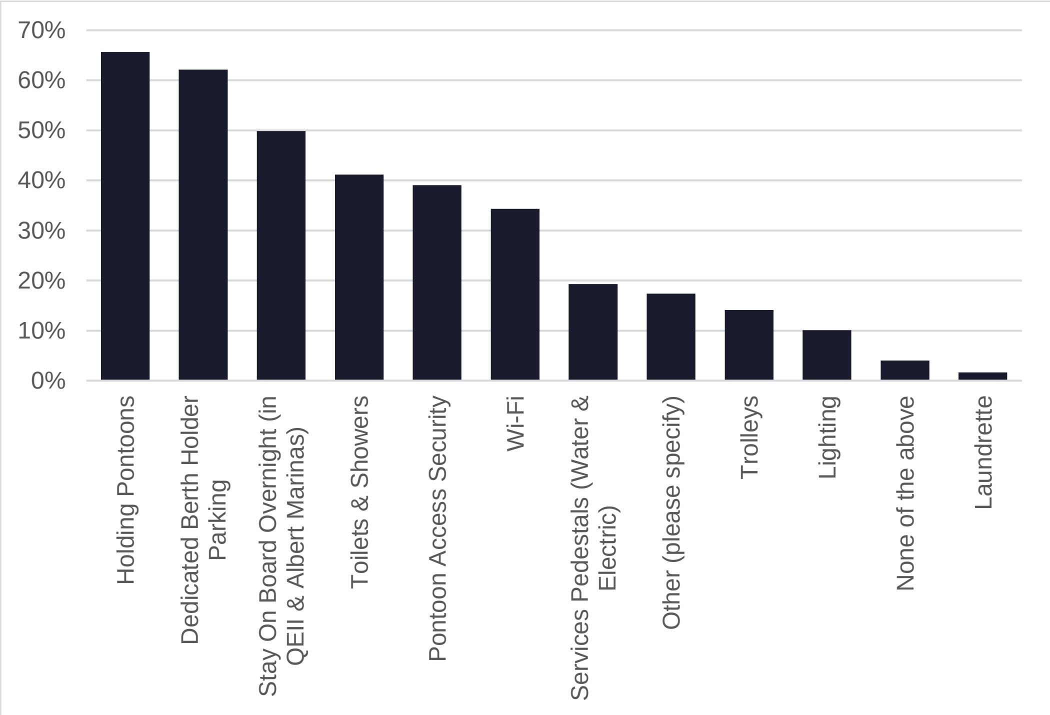


Figure 4-15 - Facilities & Services

- Berth holders selected holding pontoons (66%) and dedicated berth holder parking (62%) as the primary facilities they would like to see more of which directly correlates with the sentiment discussed in Question 19 with respondents most disastisfied with these facilities.
- Other facilities that would improve the customer experience include overnight on board stays, toilets & showers, pontoon security and Wi-Fi all of which received 35% - 50% of responses.
- The ‘other’ category included a variety of suggestions not featured in the options provided. Of note, a number of comments related to parking concerns with respondents suggesting dedicated pick up/drop off and loading/unloading zones and changes to long term parking restrictions would improve the overall customer experience.

- A number of respondents made reference to increasing available space for hard standing areas / winter storage ashore to aide boatowners ability to conduct maintenance of their vessel. These comment were typically in association with requests for improved maintenance facilities e.g. utilities for drying pads, improvements to slipways,etc.
- Respondents also highlighted improvements to facilities and services at St Sampson are also required.

4.21 QUESTION 21

Question	Please identify how often you have maintenance carried out on your boat
Number of responses	424
Ratio	91%

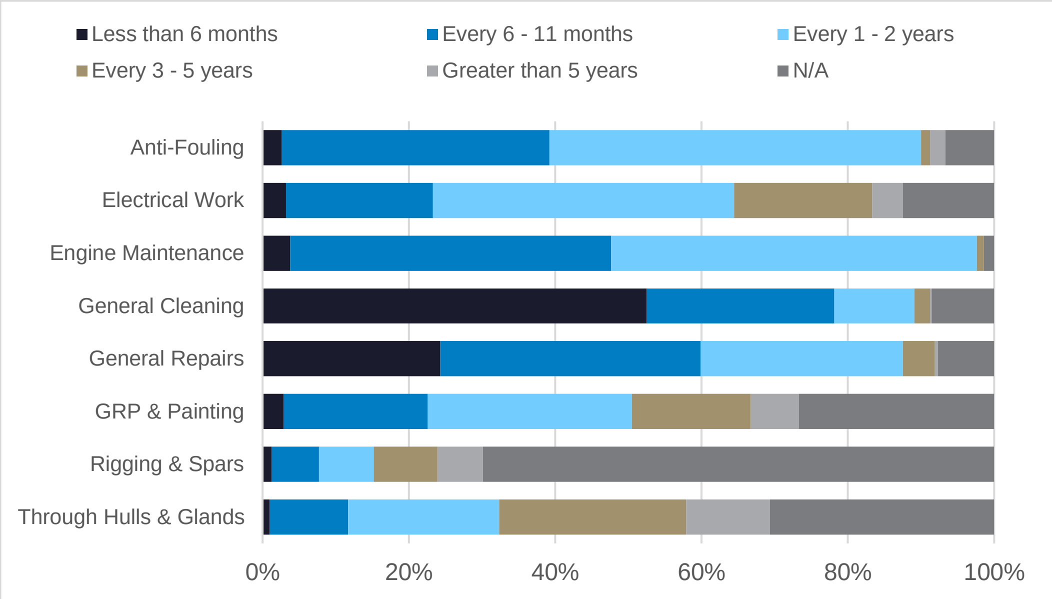


Figure 4-16 - Maintenance Frequency

- General cleaning and repairs are carried out most frequently with this work being undertaken at least every year (78% & 60% respectively).
- Rigging and spars was not applicable to 70% of respondents which correlates with vessel ownership in Guernsey which is largely skewed towards motor vessels.
- Works to through hulls and glands are undertaken less frequently with 42% of respondents stating they have this type of work completed at least once every 3 years or more.
- Electrical works and anti-fouling are typically undertaken every 1 – 2 years.
- An ‘other’ option was provided with commenters generally noting that they conduct a large proportion or all maintenance works themselves.

4.22 QUESTION 22

Question	What additional boatyard tenants/services would you like to see in Guernsey? (select all that apply)
Number of responses	402
Ratio	87%

Question 22 was a multiple choice question whereby respondents could select as many of the options that were applicable to themselves.

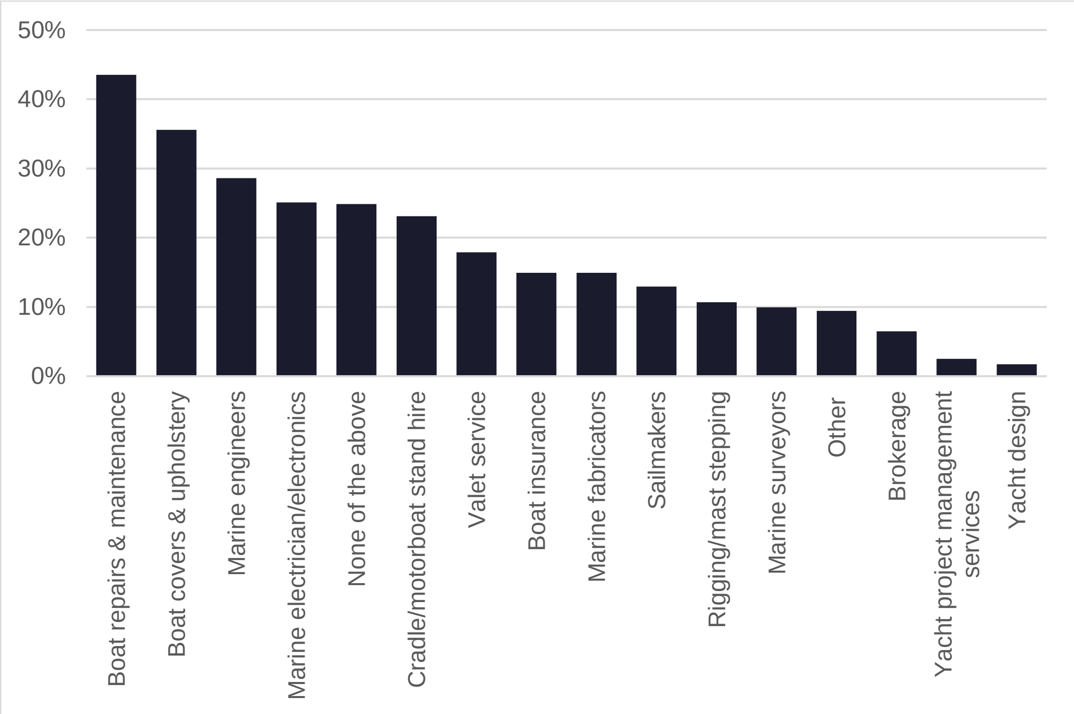


Figure 4-17 - Boatyard Tenants & Services

- Respondents would most like to have greater access to boat repairs & maintenance and upholstery services with 44% & 36% selecting these marine trades.
- There is a relatively equitable split across the remaining suggested marine tenants whereby marine engineers, electricians and cradle hire all received between 20 – 30% of responses.
- It is notable that a quarter of all respondents stated they would not like to see any additional marine tenants or services.
- Other comments included reference to undercover / indoor facilities, gas specialists and rib drystack.
- It is notable that a number of residents felt an overall increase in the number of marine traders/specialists would be beneficial. Conversely a similar number of boat owners said they were satisfied with the existing services provided.

4.23 QUESTION 23

Question	How would you rate the quality of service provided by Guernsey Ports?
Number of responses	420
Ratio	91%

Table 4-15 - Customer Satisfaction

Response	Number	Ratio
Excellent	37	9%
Good	209	50%
Average	136	32%
Poor	38	9%
Total	**420**	**100%**

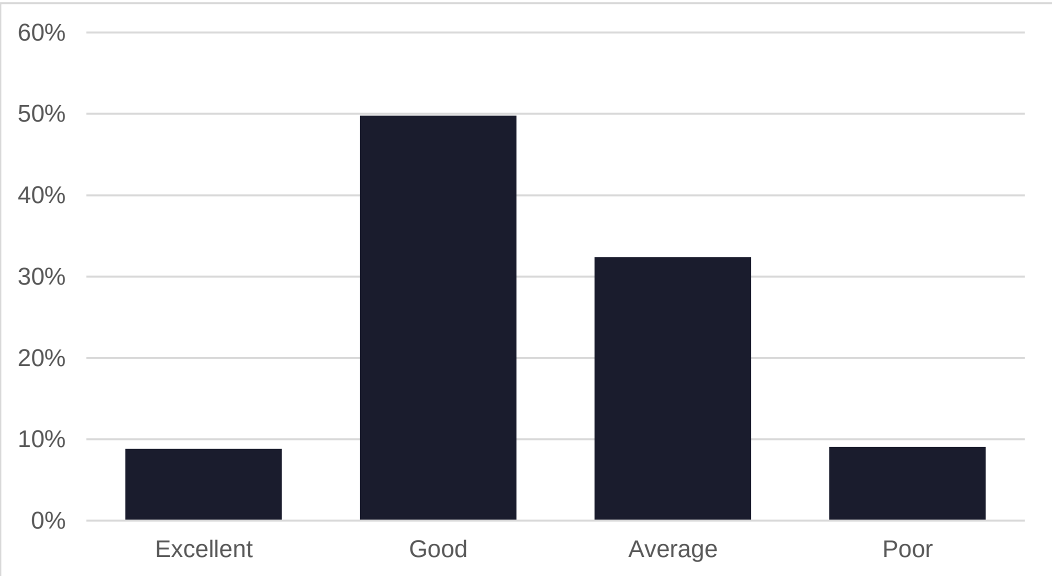


Figure 4-18 – Customer Satisfaction

- 59% of all residents who responded to the survey consider the service provided by Guernsey Ports to be good or excellent.
- Only 9% of respondents have experienced poor service by Guernsey Ports.

4.24 QUESTION 24

Question	Recognising the benefits and increase costs of an all-tide berth, would you be interested in a berth in a new Pool Marina?
Number of responses	421
Ratio	91%

Table 4-16 – Interest in New Pool Marina

Response	Number	Ratio
Yes	258	61%
No	91	22%
Don't know	72	17%
Total	**421**	**100%**

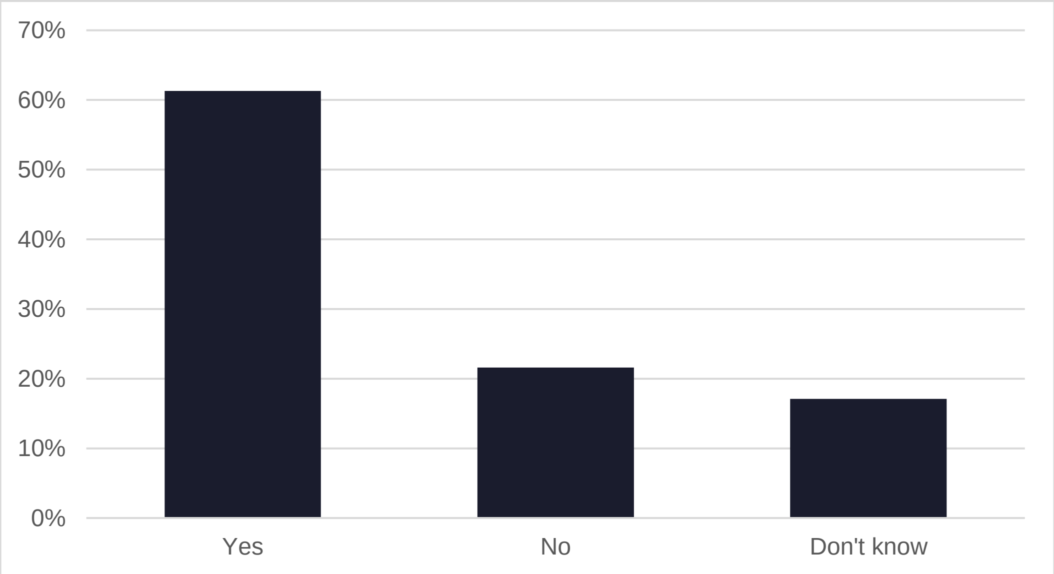


Table 4-17 - Interest in New Pool Marina

- 61% of boat owners who responded to the survey said they would be interested in an all tide berth in a new Pool Marina with 22% stating they would not be interested.
- A modest number of respondents said they don't know; it is of note as will be discussed with regards to Question 25 that a number of commenters stated they would require further information about the new Pool Marina before committing to a berth in the new facility.

4.25 QUESTION 25

Question	Please feel free to provide any other comments, for example how could we improve the facilities and services for resident boaters.
Number of responses	187
Ratio	40%

This was an open ended question where customers were invited to provide any additional comments not captured within the preceding survey questions.

The five most frequently mentioned topics are listed in Table 4-18.

Table 4-18 - Frequent Comments

Topic	Number	Ratio
Improve holding facilities	25	13%
Improve/poor customer service	23	12%
Improve parking provision	19	10%
Concerns regarding increased costs	19	10%
Improve pontoon security	17	9%

Responses to this question are wide ranging and cover a variety of topics, in order to quantify the responses and identify those items most commonly referenced by boat owners each response was assessed and categorised according to overarching thematic groups. To provide an example of the assessment i.e., one customer comments on the parking provision, holding pontoon facility and marina security, these were grouped into 3 separate categories ('parking', 'holding pontoon' and 'facilities') as they relate to different topics of discussion. Another customer provides feedback in relation to the berth allocation process, the removal of dilapidated vessels and improvements to lighting. The first two items are coded to 'marina management' as they are both a function of marina operations the final comment is assigned to 'facilities'. The categories identified can be described as follows:

Item	Description
All Tide Marina	All comments related to all-tide access or the proposed new Pool Marina
Boat Yard	Responses involving boat yard services and equipment or hardstanding / winter storage areas
Costs	Customers primarily raising concerns with regards to increasing costs associated with the proposed development
Customer Service	All comments in relation to customer service experienced by respondents
Environmental Concerns	References to environmental concerns including electric boating, use of renewable energy, etc
Facilities & Services	All comments in relation to facilities and services at St Peter Port including such items as security, lighting, utilities, pump out, toilets, etc
Fuel	Remarks relating to fuel services and provisioning
Holding Facilities	Relates to all comments involving the existing holding facilities and walk ashore access from these pontoons
Marina Infrastructure	Any comments with reference to the marina infrastructure either in terms of maintenance or would require capital investment i.e., increase no. of berths, optimise marinas, dredging activities, replace ladders
Marina Management / Operations	Observations regarding the operation/management of the marinas i.e., berth/waiting list processes, remove dilapidated boats, allow locals on to visitor berths
Parking	Responses involving parking provision, dedicated berth holder parking and drop off/loading/unloading bays
Slipway	Observations in relation to repair / access of slipways including Havelett Bay
St Sampson's	Any statements provided with reference to St Sampson's were grouped under one heading however this category includes an array of topics e.g., facilities, fuel, parking, maintenance, etc.

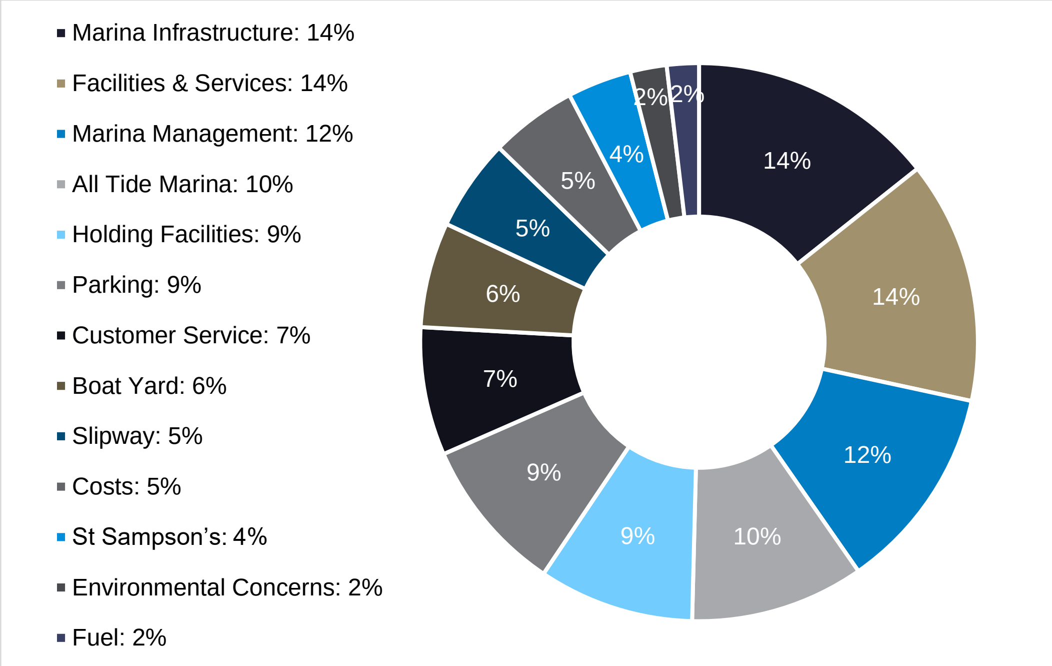


Figure 4-19 – Categorised Additional Comments

To provide further context to these categories, a summary of common responses is provided:

Marina Infrastructure: 60% of comments provided are in relation to optimising the existing marinas, increasing the size & number of berths and invest / improve in the quality of the infrastructure.

Facilities & Services: 30% of customers highlighted improvements to pontoon security are required. The overall sentiment of those who provided feedback in relation to facilities at St Peter Port was to 'improve' i.e., access and quality of toilets, provision of bins, lighting, electric.

Marina Operations: Some 40% of all comments made regarding marina management included a desire to see improvements to the berth allocation and waiting list process. A number of respondents highlighted the need to remove dilapidated boats from the marinas which in turn would alleviate the over subscription for berths. A number of customers requested access for berth holders to Swan Pontoons & Victoria Marina with the view this would assist in managing demand.

All Tide Marina: Of those who discussed the proposed Pool Marina, 42% provided positive comments and 26% gave negative feedback. A modest number of respondents stated they would require further information.

Holding Facilities: The current arrangement of the holding facilities is the most frequently noted item by all respondents to this question. Feedback largely referenced the need for a greater provision of temporary holding berths due to the large tidal range in Guernsey.

Parking: Comments relating to parking primarily made reference to the current inadequate parking provision. A number of respondents stated they would welcome the introduction of dedicated berth holder parking whilst others noted alterations to parking restrictions particularly with reference to long stay is required. A modest number of respondents highlighted the benefits of drop off/loading/unloading bays.

Customer Service: Those customers who discussed customer service primarily discussed frustration with the disparity with which customers and visitors are dealt with by Port staff.

Boatyard: Feedback is predominantly focused on increasing the provision of drying area / winter storage ashore / hard standing areas. Other comments included improvements to utilities for drying pads and general boatyard services.

Slipway: 50% of respondents made reference to maintaining / repairing existing slipways including Havelett slipway. Other comments suggested the introduction of a low water slipway and the difficulties experienced accessing existing slipways.

Costs: All comments raised concerns with regards to potential increase in costs particularly in association to the proposed Pool Marina development.

St Sampson's: A modest number of comments provided were directly in relation to St Sampson's Harbour. These were wide ranging but typically highlighted similar issues to those discussed in relation to St Peter Port and including items such as introduction of holding pontoon, improve parking, toilets, rubbish/recycling bins and increase general marina maintenance.

Environmental Concerns: Boatowners raised concerns over environmental impact of motor boats, the requirement to invest in electric boating and renewable energy infrastructure. Suggestions including incentivising environmentally friendly behaviour and introducing other green technology e.g., Seabin's.

Fuel: A modest number of comments suggested a 24 hour fuel facility would improve their boating / marina experience.