



Dart Harbour Newsletter – Waiting List Review Feedback

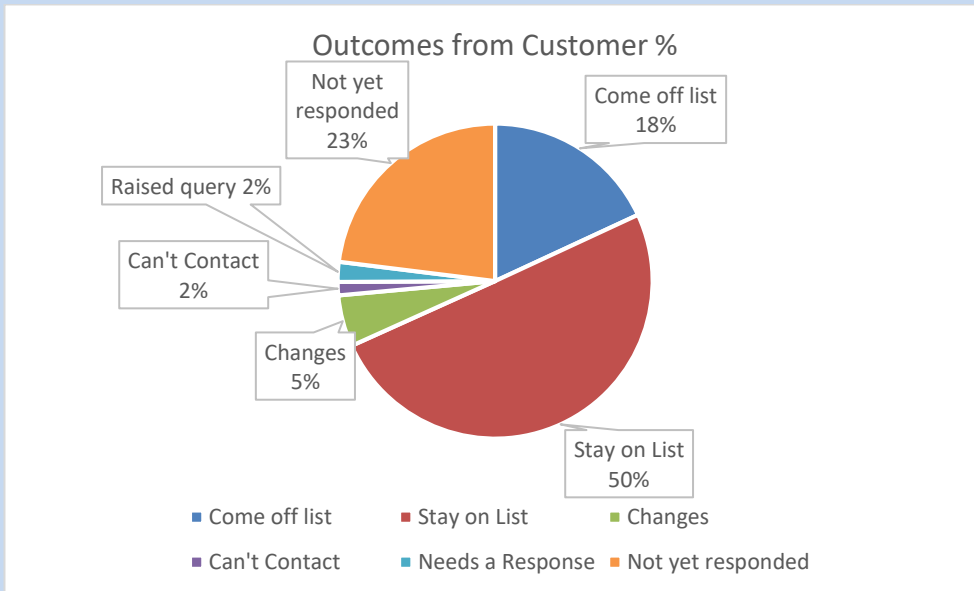
We surveyed waiting list customers who have been on the list for more than 12 months and we cross checked the results against the allocation trends in 2012/13/14/15/16. We also carried out a check of customers who are not on waiting lists, but already in primary berths (assuming that those with a mooring and not on the waiting list are content) and gained more knowledge on boat length distribution throughout the waiting list and the Dart Harbour berths.

We discovered that a diverse range of Mooring Types are required (mud, trot, swinging, pontoon and walkashore), but that the primary choice of customers surveyed shows a move towards pontoons and specifically walkashore facilities. Trends seem to indicate that trot berth requests are declining, especially for those in shallow remote areas where we currently have moorings available and no customers on waiting lists wanting to take up these berths. Dart Harbour will be marketing these locations and ultimately looking to relocate any berths that remain unallocated in line with DHNA Strategy and Mooring Policy.

The trends also showed for some customers a movement south to Dartmouth for main berths between ferries (Noss to Trots to Pontoons). This is believed to be a result of some customers taking a berth earlier than when their prime location becomes available. But there were also some customers who remain on the list as non DHNA berth holders until their preference is available.

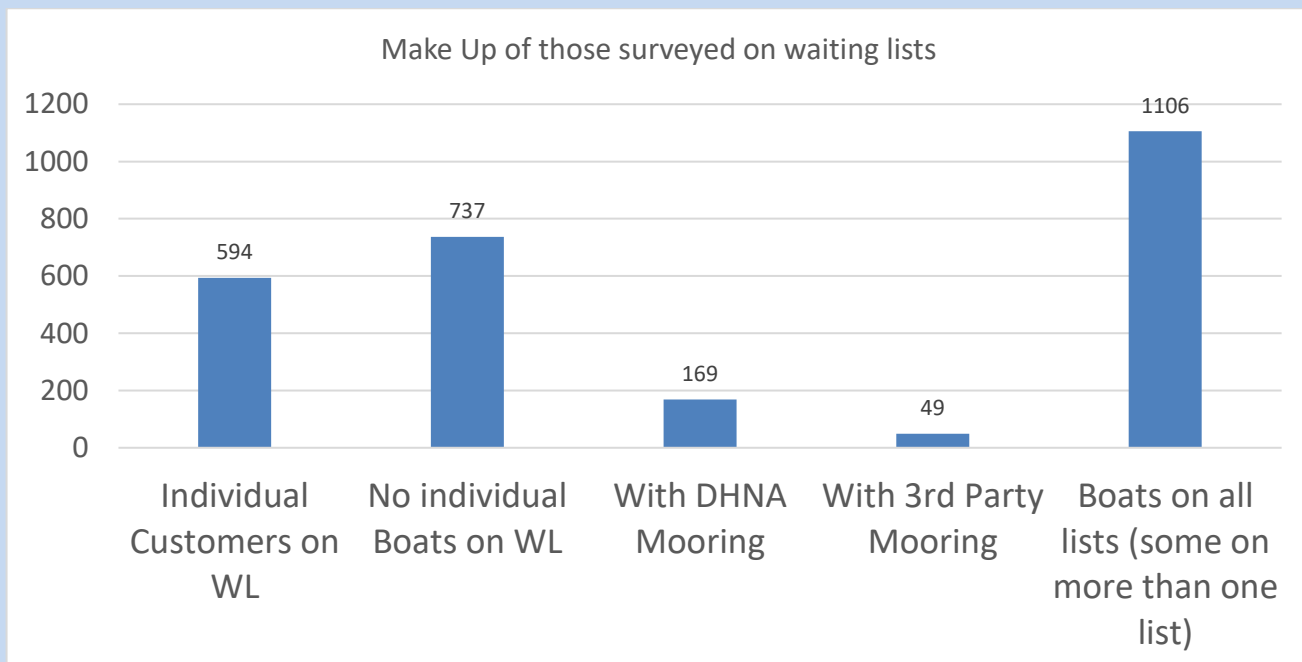
Mooring Statistics

- Total number of customers in our Harbour Assist database - 6757 (2805 residents, 3952 visitors)
- Total number of berth holders in the Dart – Annual Harbour Dues payers (3415)
- Total Number of DHNA berth holders (1355)
- Total number in DHNA berths not on waiting lists (88% berth holders) (12% on WL)
- Total Number of people on waiting lists (594)
- Average person who pays the waiting list deposit is on 2.9 lists
- Total responded to request for information (448) (104 come off list, 8 unable to contact, 335 stay on, 167 not responded, 291 stated preferred location)



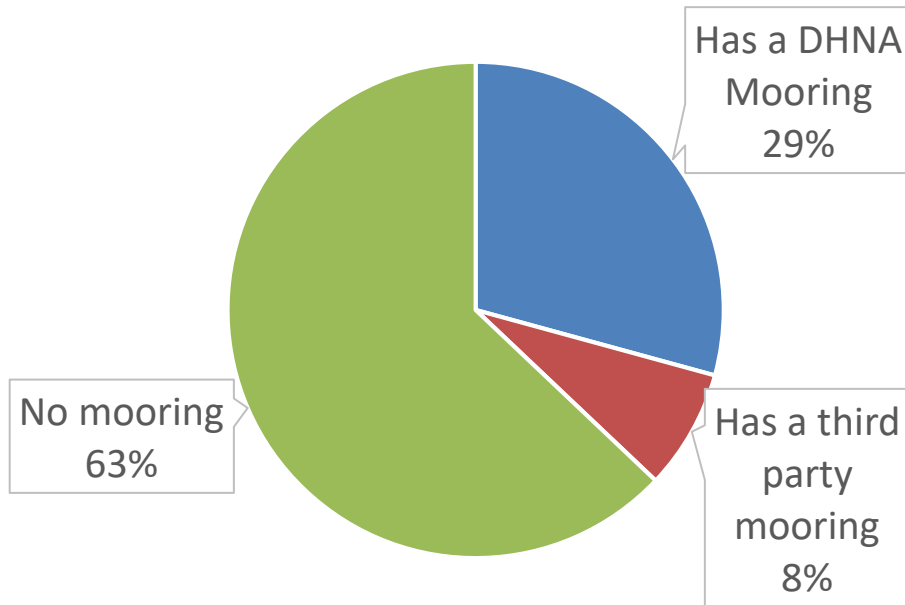
Make up of Waiting List Customers

The graph below shows how the customers on the waiting list (those surveyed) are made up. You can see that while there are only 594 individuals on the waiting lists the fact that there are 1106 boats on all lists, demonstrates that the average waiting list customer is on more than one waiting list and some for more than one boat.



The following graph shows that only 29% of those surveyed already has a mooring with DHNA and are therefore waiting for an alternative location, with 63% being new customers.

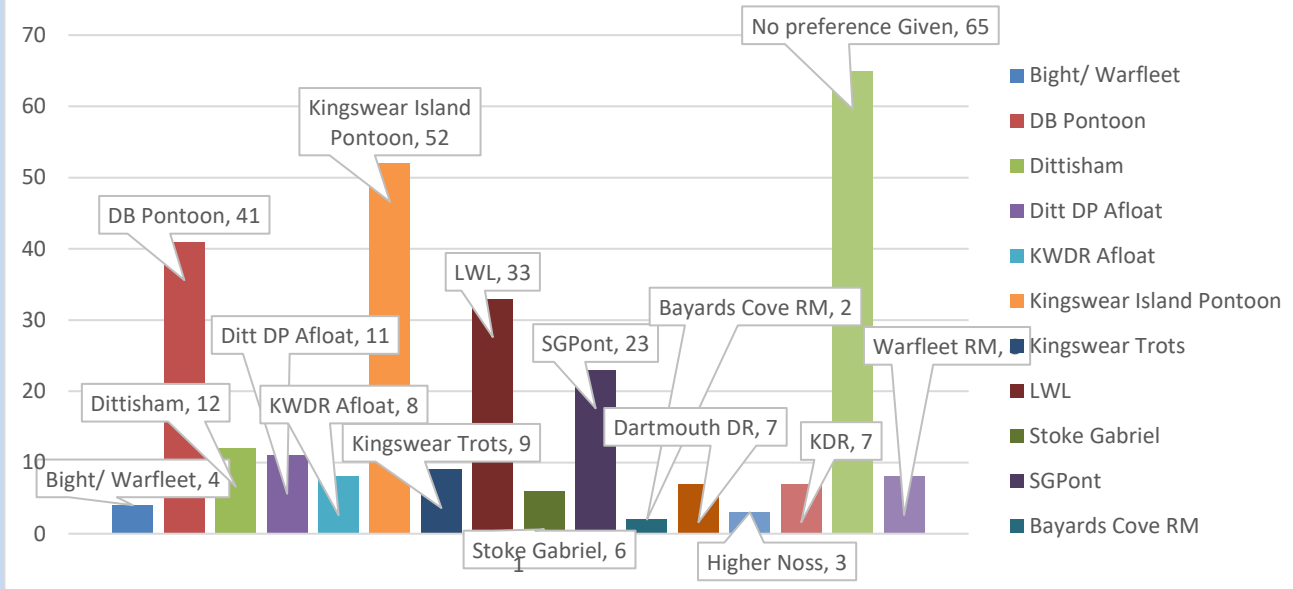
Make up of those surveyed on Waiting List



Preferred Locations

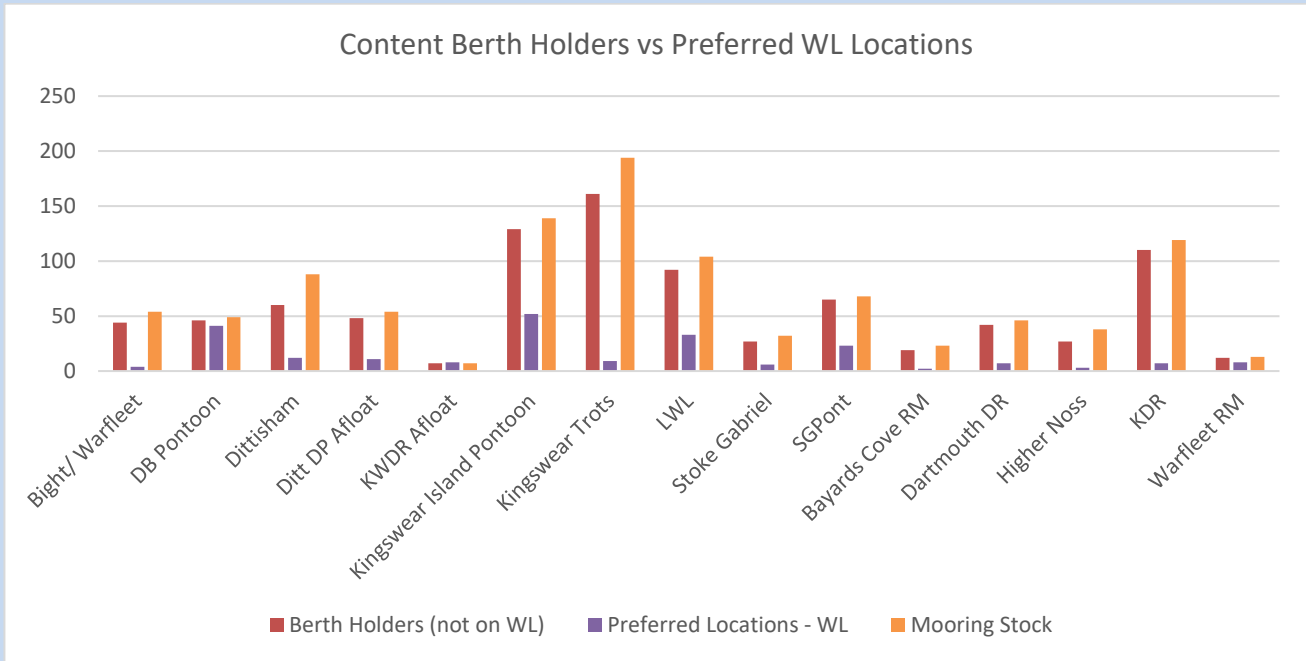
Waiting list customers were asked to identify their preferred locations to the lists that they were registered on. This clearly shows that the Kingswear Island Pontoon and DB Pontoon are the most popular, which led us to the conclusion that walkashore or pontoon demand is highest.

Preferred Locations coming out of WL Review 2017 - Taken from those stating to Stay on List



Mooring Location Trends

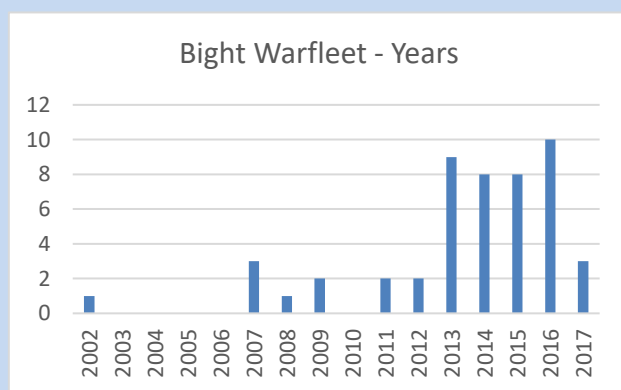
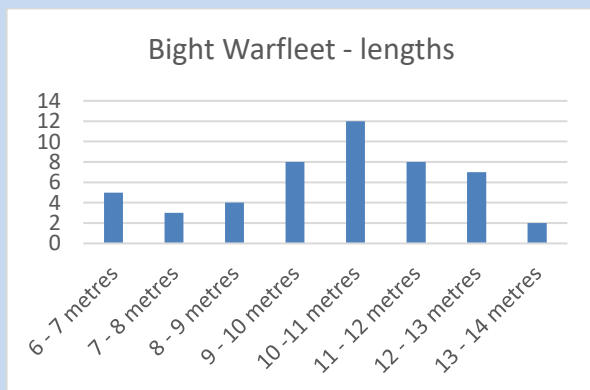
The feedback and comparison between mooring stock, berth holders who are not on the waiting list and the preferred locations supplied to us from the waiting list review, is helping us to understand the demand, including details of locations, boat size and annual turnover. The chart below indicates where the main areas of demand are and where there is low supply, but high demand (and vice versa). This can be seen most clearly on DB Pontoon and Kingswear Trots. Please do note, though, that the purple “Preferred Locations” is a trend of a different set of data to the Berth Holders and Mooring Stock, so the numbers do not tally, but do reflect the preferred demand from the waiting list review.



Boat Lengths and Waiting Times

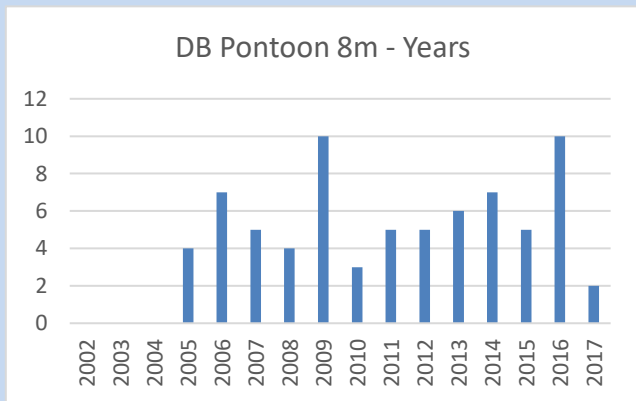
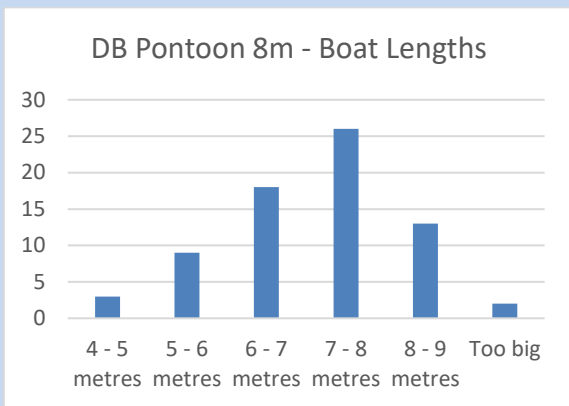
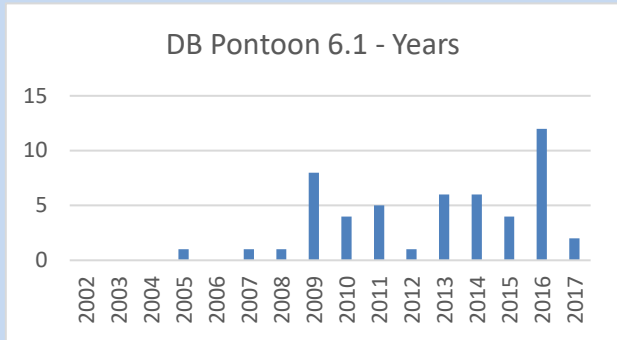
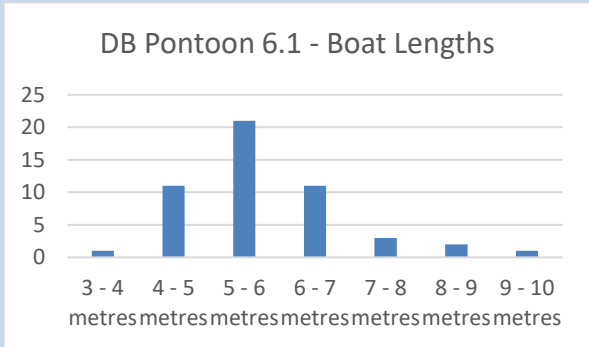
The graphs below show the registered boat lengths on the main waiting lists and also a graph showing the waiting times for these locations. In regard to the waiting times, some customers are on waiting lists for a future date and may have indicated that they do not require a berth for some years, for example to tie in with retirement plans.

Bight/Warfleet

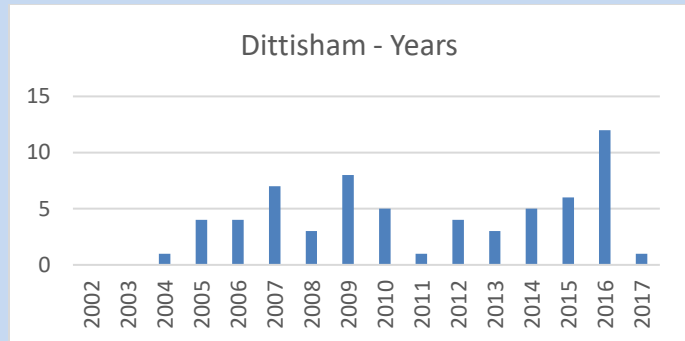
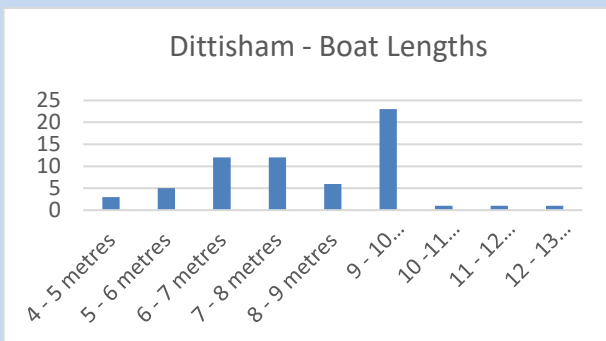


DB Pontoon

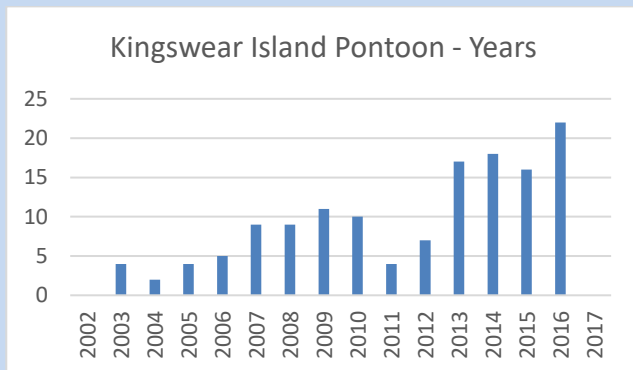
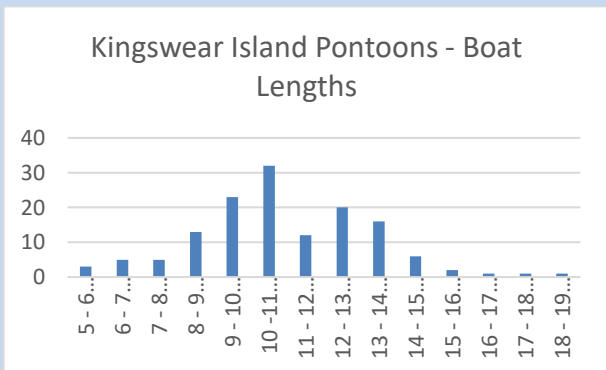
Maximum lengths of boats for these lists are 6.1m or 8m. The graphs show vessels on these lists in excess of these sizes and individual customers will be contacted in due course to review their entries in line with the required vessel sizes.



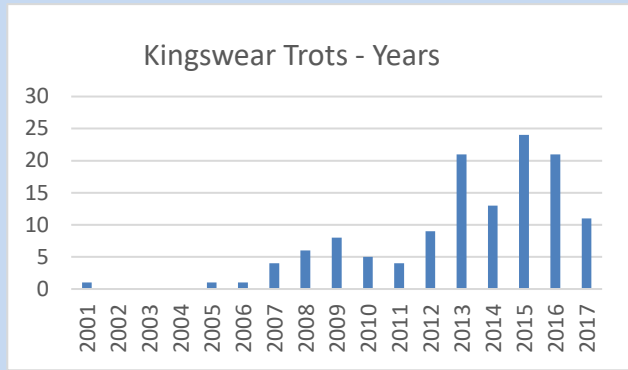
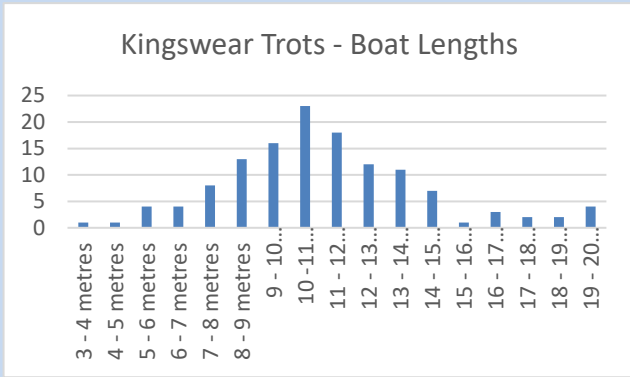
Dittisham



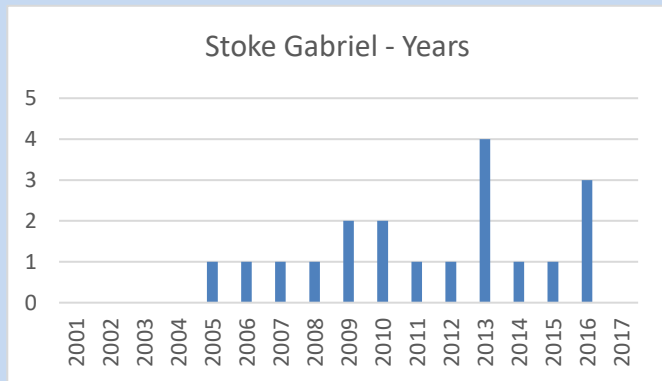
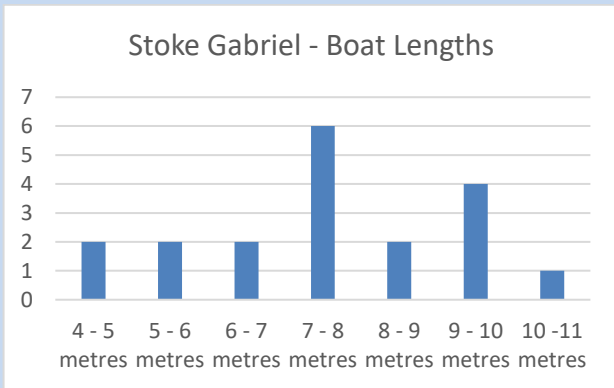
Kingswear Island Pontoons



Kingswear Trots

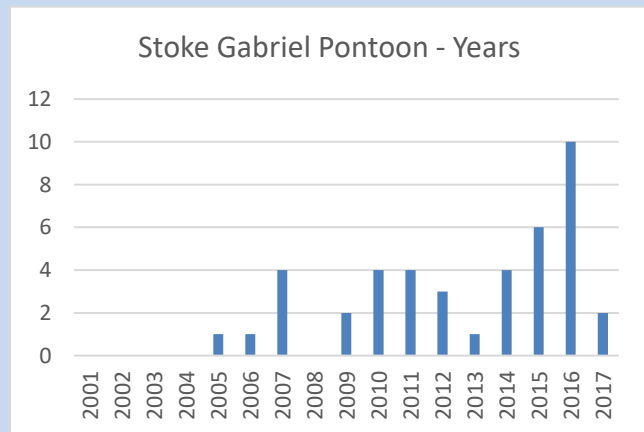
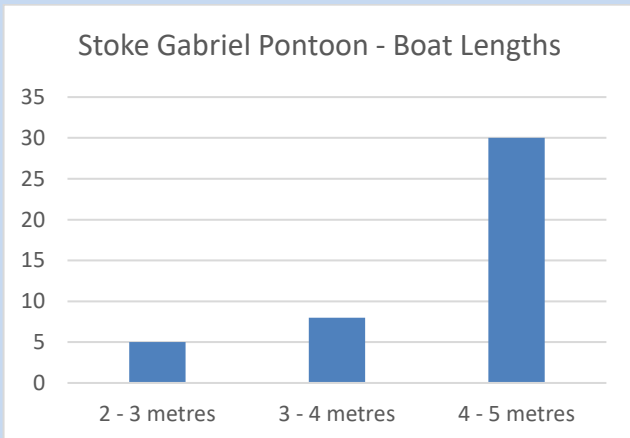


Stoke Gabriel



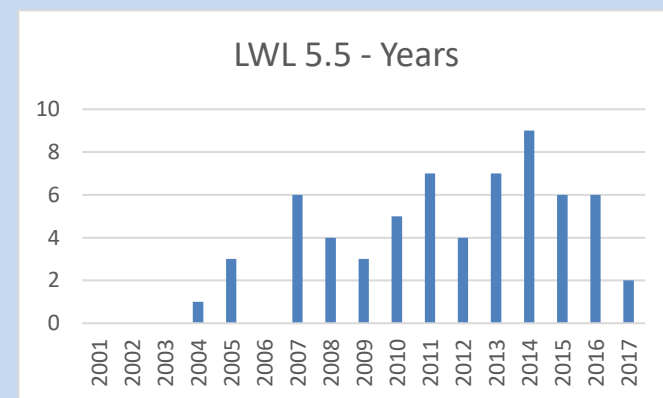
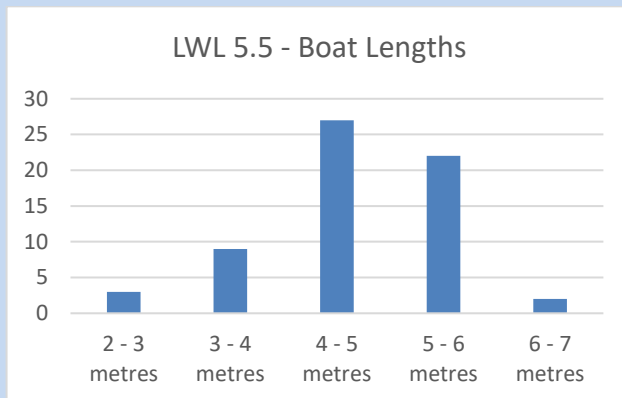
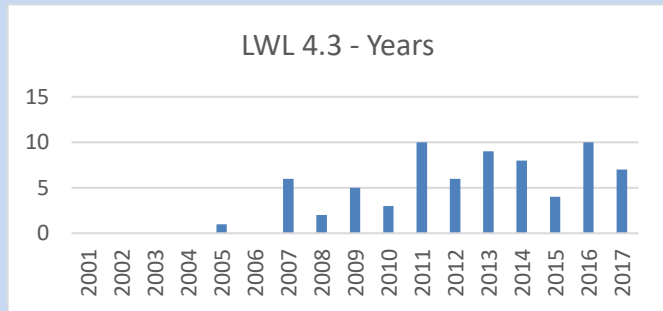
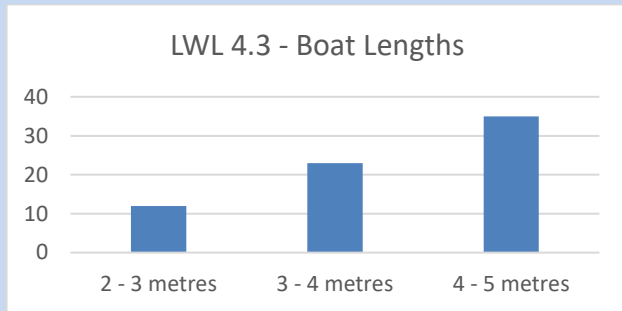
Stoke Gabriel Pontoon

It should be noted that allocations will be to “tender” or to “dinghy” applications. A ratio of 75% tenders to 25% dinghies is applicable at this location. This is so that our main berth holders can gain access to remote mooring locations in the Stoke Gabriel/Cornworthy areas.



Low Water Landing

Maximum lengths of boats for these lists are 4.3m or 5.5m. The graphs show vessels on these lists in excess of these sizes and individual customers will be contacted in due course to review their entries in line with the required vessel sizes.



The Next Step:

Work has already begun to provide annualised costs of maintenance and repair of all of our current facilities, infrastructure and boats along with a plan showing estimated dates for replacement. The next step will be to develop a plan for capital expenditure taking into account replacement dates and future customer demand to try to increase customer satisfaction and to reduce where possible the longer waiting lists. This is likely to involve improving design of the more popular moorings taking into account replacement timings and through sensible replacement of those moorings that are less popular to meet demand. This could involve changing mooring types in a single location and some very limited repositioning of those moorings that are proving harder to let.

The Board will then be in a stronger position to make decisions and to set appropriate charges. This might involve increased annual charges where customer demand shows an interest in upgrading of moorings.

Owing to the nature of DHNA funding and the trust port construct it will not be possible to make rapid changes to our infrastructure but am always happy to take your suggestions and then offer these along with our own thoughts for board prioritisation.

I hope that you find this newsletter of interest and it has been sent in a different format to our normal newsletter design because of the graphic nature of the content. It can also be found on our website at

<http://www.dartharbour.org/newsletter>

Captain Mark Cooper
Harbour Master/CEO

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