

better community infrastructure<sup>1</sup>

## Mooring and Marine User Survey Analysis

Rodney District Council - August 2009

## Contents

Contents .....	1
Executive Summary .....	2
Background.....	4
Objectives .....	4
Methodology .....	4
Survey Sample Demographic Breakdown .....	4
Part 1 – Mooring Holders .....	5
1. Area of Mooring Site .....	5
2. Satisfaction with Mooring .....	7
Part 2 – All Participants.....	8
1. Area of Boating.....	8
1.1 Area of Boating by Mooring Area .....	9
2. Satisfaction with Navigational Aids .....	12
3. Satisfaction with Boat Related Facilities.....	13
4. Holding Tanks.....	15
5. Septic Pump Out Station.....	15
6. Moorings.....	16
6.1 Moorings – Comments and Suggested Locations .....	16
7. Marinas.....	18
7.1 Marinas – Comments and Suggested Locations .....	18
8. Breakwaters.....	19
8.1 Breakwaters – Comments and Suggested Locations .....	19
9. Dredging .....	20
9.1 Dredging – Comments and Suggested Locations.....	20
10. Boating Activities .....	21
10.1 Frequency of Boating Activities.....	21
11. Negative Impacts on Boating Experience.....	24
11.1 Water Quality .....	25
11.2 Sediment / Sewage .....	25
11.3 Lack of Facilities.....	26
12. Increase in Fees or Rates.....	27
Part 3 – Descriptive Comments .....	28
1. Suggested Improvements .....	28
Further Comments .....	29

## Executive Summary

In May 2009 Rodney District Council undertook a *Mooring and Marine User* mail-out survey. This document details the findings of the survey.

Rodney District Council will use the information in this report to assess trends and performance of the boating facilities in the Rodney District as follows:

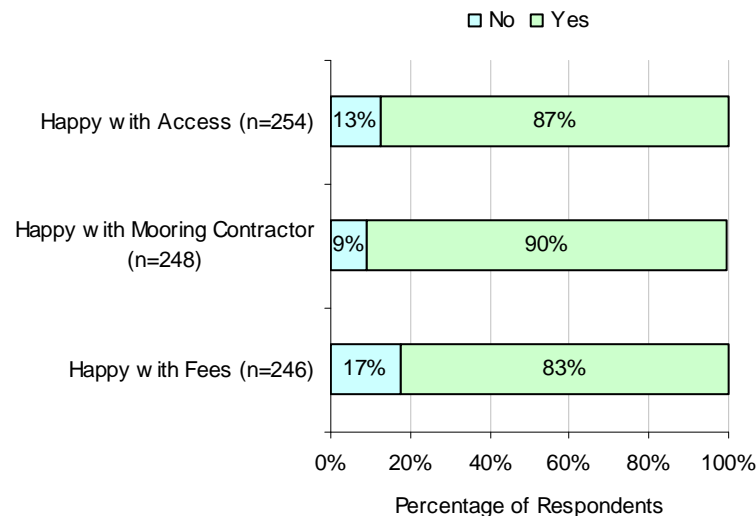
- For planning purposes
- To identify maintenance improvements
- To identify opportunities to adjust or provide additional services.

The survey contained many questions that invited comment from respondents. Respondents obliged with detailed descriptions of their concerns including many suggestions of how to improve facilities and services. The varied nature of such comments does not readily allow for direct statistical interpretation. Where possible, similar themes have been interpreted and comments grouped to allow for a generalised view of common issues.

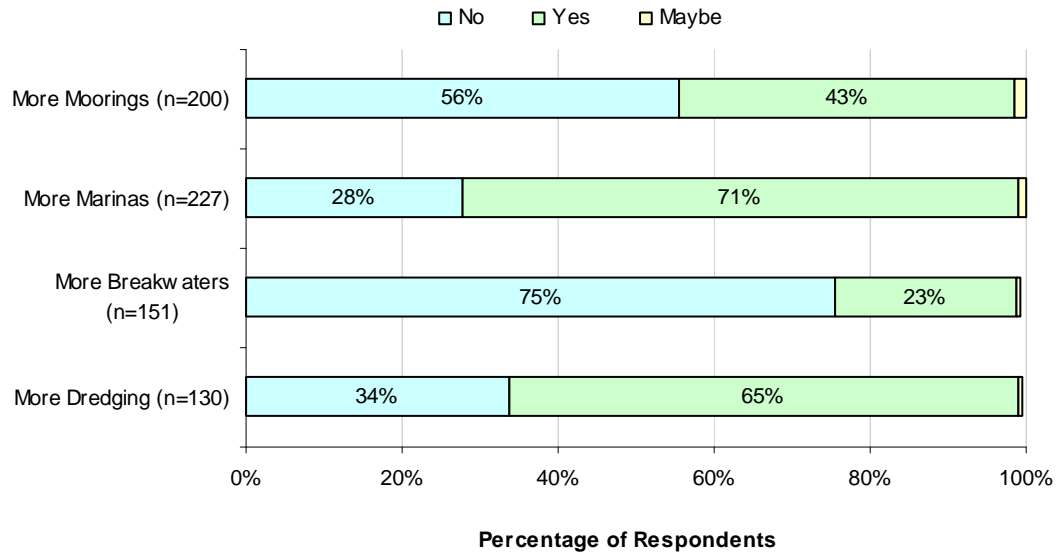
Care must be taken when interpreting the results as many questions had small numbers of responses representing only a small proportion of the District's views.

A number of key findings are apparent from the survey analysis, as follows.

There was high satisfaction with moorings with 87% of respondents happy with access, 90% happy with mooring contractor and 83% happy with fees.



It was clear that marinas and dredging are significant issues in the District with 71% of the respondents indicating they think there should be more marinas and 65% that there should be more dredging done. The most common location suggested for more marinas was Sandspit (103 respondents) and most common locations listed for more dredging was Sandspit (49 respondents) and Mahurangi (16 respondents). There were 3 respondents who were against more dredging at Sandspit. 14 respondents thought there should be more mooring sites in Sandspit and 11 thought Kawau Island. 12 respondents wanted no more mooring sites anywhere. Suggested locations for more breakwaters included Gulf Harbour (9 respondents), Leigh (7), Algies (6) and Sandspit (5).



Fishing was found to be the most common boating activity (226 respondents) followed by cruising (197), travel to destination (140), water sports (82) and work (45). On a *daily* basis, work is the most common activity (17 respondents), *weekly* is fishing (59), *monthly* is fishing (69) and cruising (63), *weekends only* is fishing (34) and *summer only* is cruising (78).

There were 28 respondents who indicated that *water quality* impacted negatively on their boating experience, namely at Mahurangi (9), Bon Accord Harbour (6) and Sandspit (4). A total of 41 respondents indicated *sediment / sewage* impacted negatively, predominantly at Mahurangi Harbour (12), Mahurangi River (5) and Kawau (4). A *lack of facilities* impacted negatively for 83 respondents, specifically fuel (30, including 9 regarding fuel availability at Sandspit) and rubbish disposal (12, including 7 specifically regarding rubbish disposal at Kawau Island).

A total of 153 respondents (67%) were against paying more fees. Suggested improvements included fuel (35 respondents), marinas (18), moorings (18) carparking (15) and marine reserves (5). Further comments included discussions about moorings (26 respondents), marinas (15) and speed (15) with 22 respondents indicating an overall level of satisfaction.

## Background

Rodney District has over 1000 moorings on the eastern coastline, managed by the Harbourmaster. Demand for moorings is very high and currently demand in the Rodney District is oversubscribed. As a consequence, Council has had to suspend waiting lists for mooring sites. In order to better understand the service provision, Rodney District Council undertook a survey of Mooring and Marine Users in May 2009.

## Objectives

The primary objectives of undertaking the survey are:

- To provide the Environmental Services Group with a strategic level picture of the issues concerning the numerous moorings across the District
- To strengthen the link between RDC and moorings users
- To highlight concerns of mooring users and identify shortfalls in expectations and levels of service
- To develop a targeted investment programme to address identified concerns
- To identify options for future service and charging and present to Council

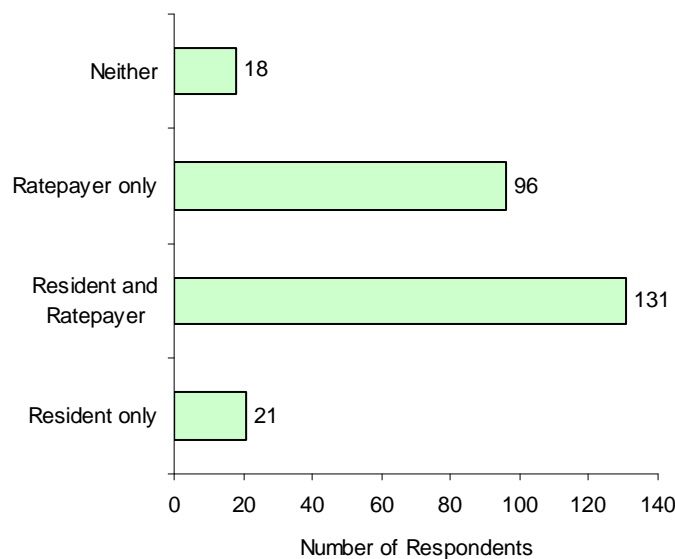
## Methodology

The Mooring and Marine Users Survey was sent out to 1,298 mooring and marine users based on Council record of interested parties. It comprised a 3-page postal survey, the fourth side of which contained a Freepost 'envelope' addressed to Rodney District Council.

## Survey Sample Demographic Breakdown

A total of 266 completed survey forms were returned within the timeframe. The proportion of ratepayers and residents is shown in Figure 1 following.

**Figure 1: Proportion of Residents and Ratepayers**



Almost half (49.2%) of the respondents were both residents and ratepayers of Rodney District. More than one third (36.1%) were non-residents ratepayers and 7.9% indicated they are residents only. 6.8% of respondents ticked neither the ratepayer nor the resident box.

## Part 1 – Mooring Holders

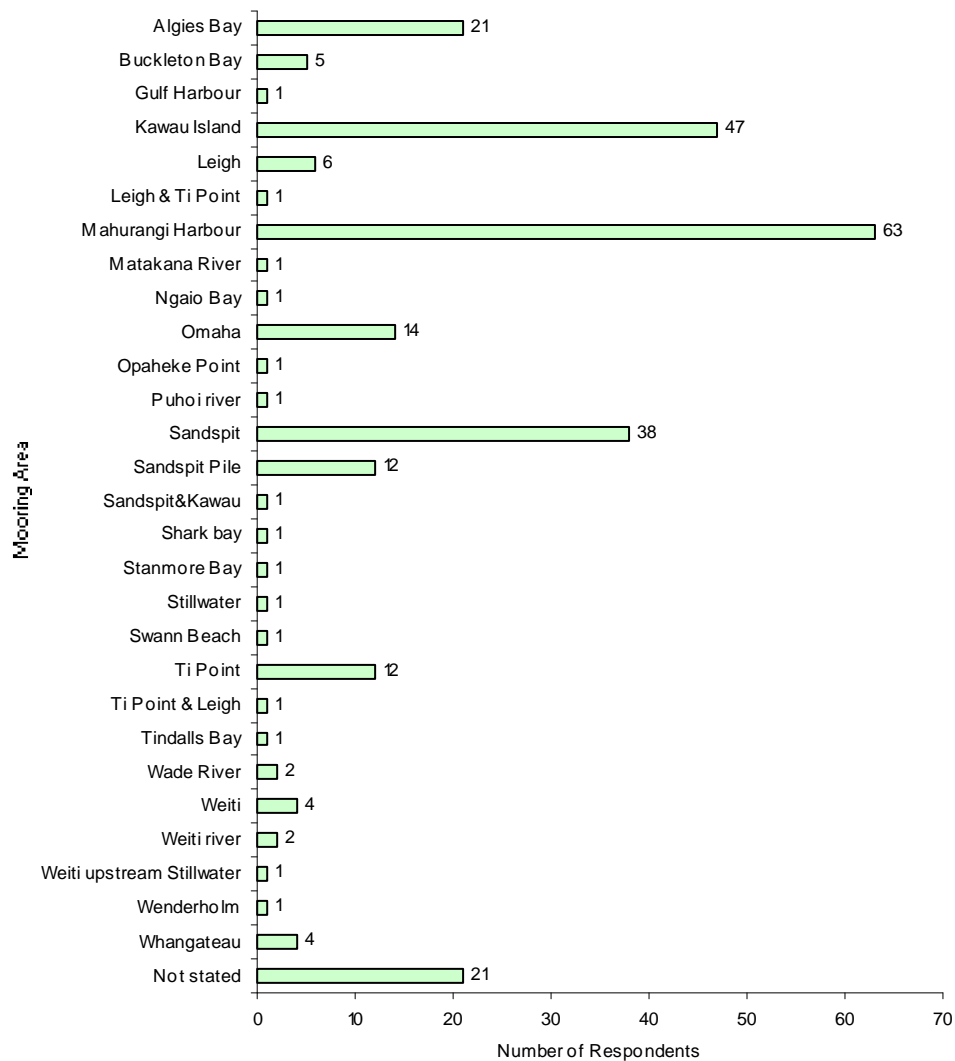
### 1. Area of Mooring Site

Respondents were asked:

Q: *What area is your mooring in?*

The following graph depicts a summary of the responses given.

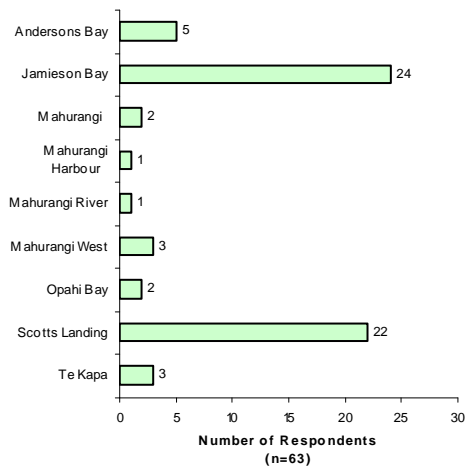
**Figure 2: Area of Mooring**



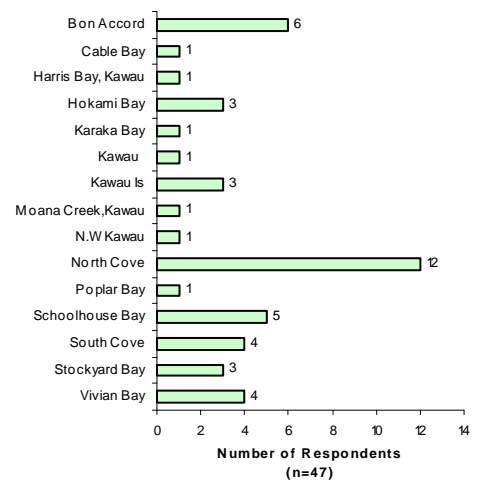
The largest majority of respondents have moorings in the Mahurangi Harbour (24%), the second largest have moorings in Kawau Island (18%) and the third largest group have moorings at Sandspit (14%) with a further 5% identifying Sandspit Pile as their mooring area.

The Mahurangi Harbour and Kawau Island responses can be broken down further as follows:

**Figure 3: Mahurangi Harbour Moorings**



**Figure 4: Kawau Island Moorings**



Jamieson Bay (38%) and Scotts Landing (35%) are the predominant mooring sites identified by the respondents using the Mahurangi Harbour moorings.

North Cove was identified as the mooring area for 26% of the respondents using the Kawau Island moorings.

## 2. Satisfaction with Mooring

Respondents were asked:

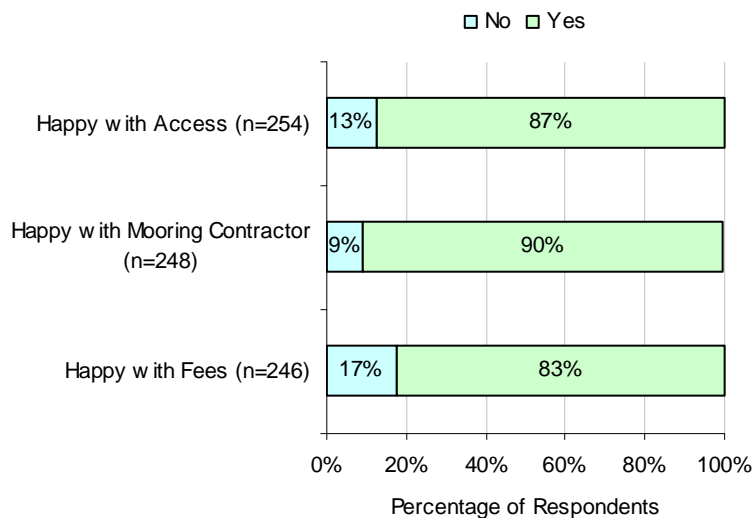
Q: *Are you happy with the access to your mooring?*

Q: *Are you happy with the level of service received from your Mooring Contractor? and*

Q: *Mooring Fees – Are you happy with the level of these fees?*

Overall the results indicate that more than three quarters of the respondents are happy with all three factors. The results are summarized in the figure below.

**Figure 5 : Satisfaction with Moorings**



Of the 32 respondents who were **not happy** with access almost one third (10) mentioned limited carparking as a problem including cost of carparking. The largest group (9) of respondents unhappy with access use the Sandspit moorings. The reasons included carparking charges and the shallowness of the water with the difficulty of reaching moorings at low tide.

Twenty three respondents were **not happy** with the level of service received by the Mooring Contractor. The main reasons given included difficulty getting hold of the contractor, length of time for work to be done and variable quality of the work. The complaints were spread fairly uniformly with the largest group being 6 from Kawau Island (including 3 from North Cove), 3 from Mahurangi Harbour, 2 each regarding Algies Bay and Omaha and 1 each from 10 other areas. Four of the 6 complaints regarding Kawau Island were related to the time taken to get work done.

Forty three respondents were **not happy** with the mooring fees. Most of the comments indicated that respondents thought the fees were too expensive with concern over the rises in fees and the perceived lack of value for money. The largest group unhappy with fees was those with moorings in Mahurangi Harbour (11) of which 6 were from Scotts Landing.

## Part 2 – All Participants

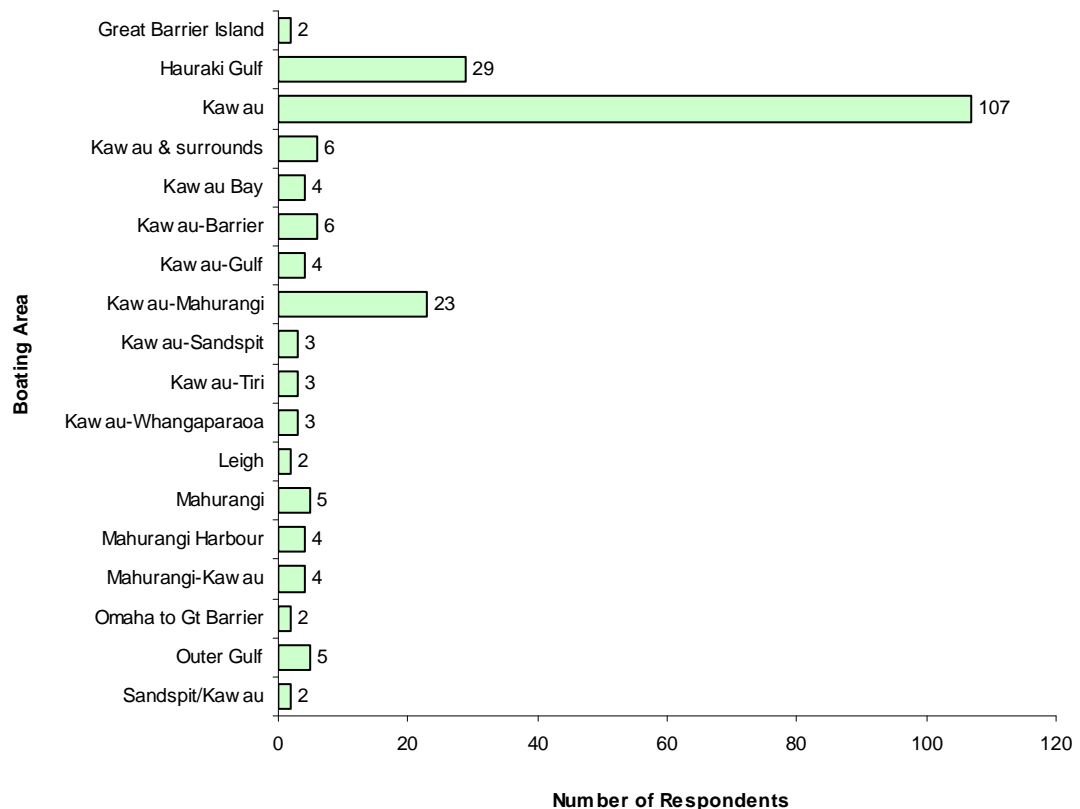
### 1. Area of Boating

Participants were asked:

Q: *What area of Rodney do you do most of your boating?*

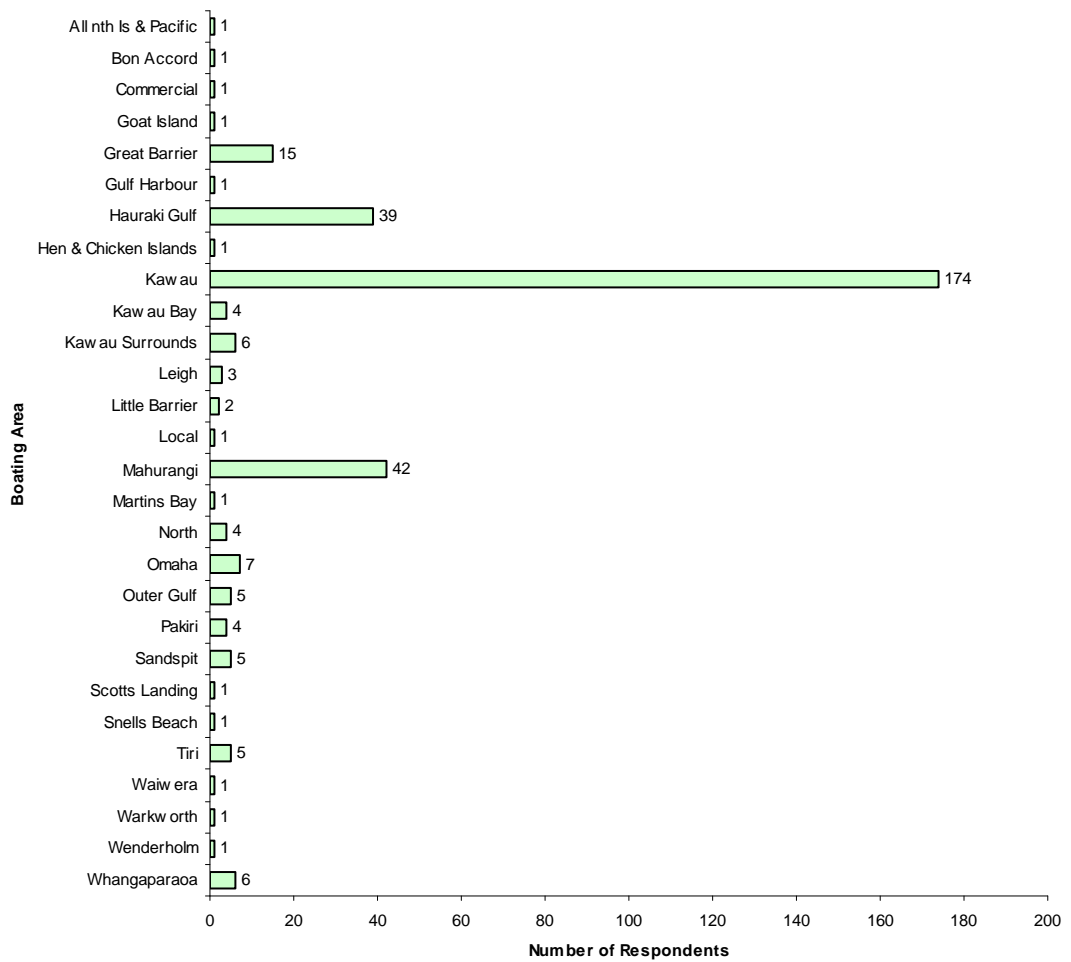
A total of 255 respondents answered this question giving a range of 55 different answers. Many of the responses (37) were one-off answers eg “Pacific-USA to NZ & Kawau”, “local”, “off Wenderholm”. Where more than one respondent provided the same answer, these have been plotted below.

**Figure 6: Most Used Boating Area in Rodney District**



Respondents answered the question in a variety of ways with some listing up to 3 locations and others generalizing with “gulf” or “north”. By extracting every singular location given and totaling across all the responses, it is possible to distinguish the frequent destinations. This approach resulted in increasing the number of answers from 255 to 334 with the results plotted in Figure 7 below.

**Figure 7: Boating Locations**

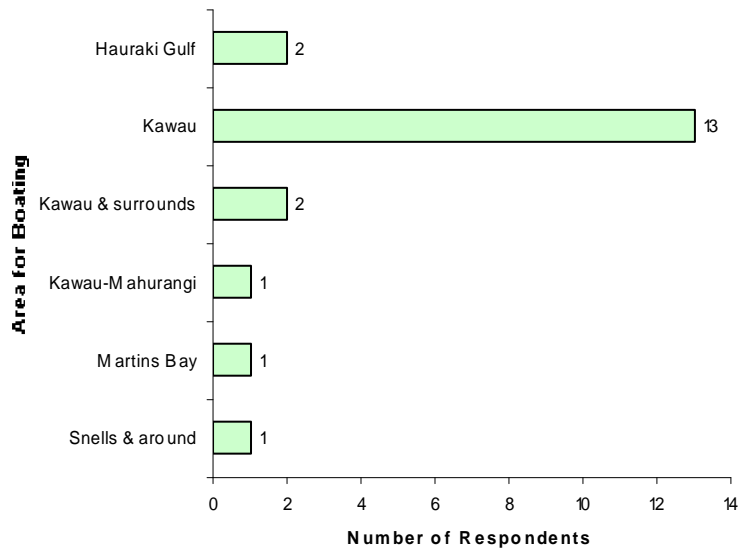


Kawau featured the most times in the 255 responses with a total of 174 mentions making it by far the most favoured area for boating in the District. Mahurangi featured in 42, the Gulf featured in 39 and Great Barrier featured in 15 of the responses.

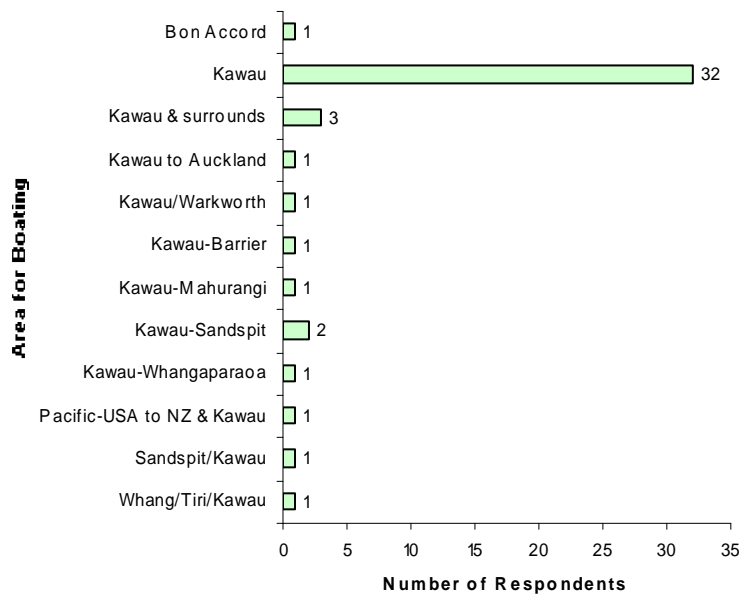
### 1.1 Area of Boating by Mooring Area

In *Part 1* it was found that the most common *mooring areas* for respondents were Algies Bay (21 respondents), Kawau Island (47), Mahurangi Harbour (63) and Sandspit (38). The following graphs illustrate the preferred *boating areas* for respondents with moorings at these four mooring locations.

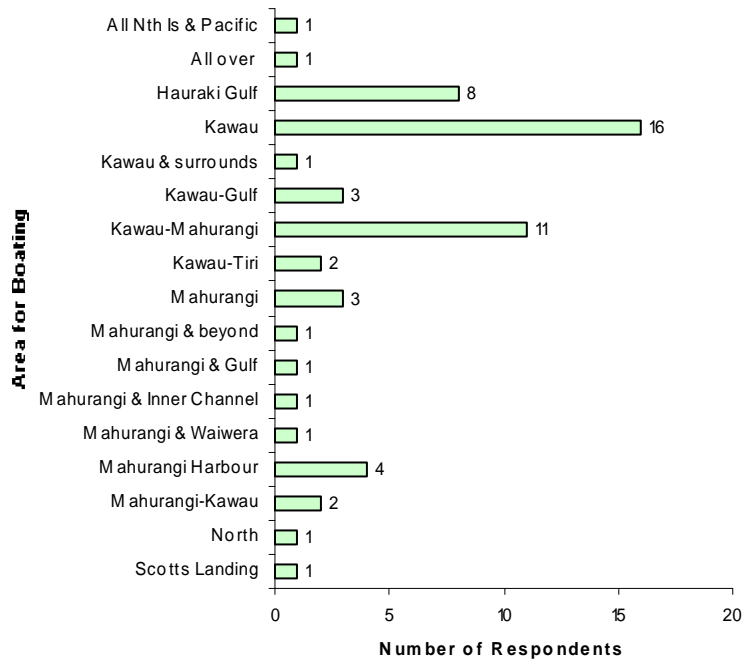
**Figure 8: Preferred Boating Area for Respondents with Algies Bay Mooring**



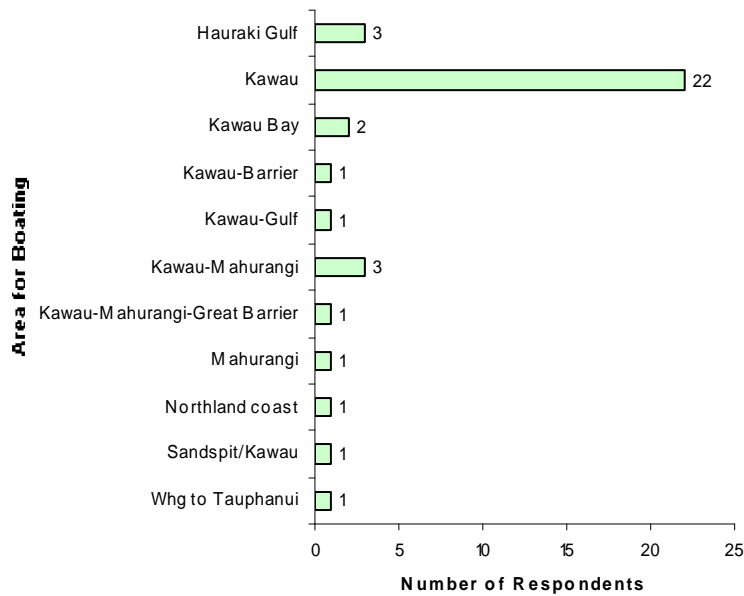
**Figure 9: Preferred Boating Area for Respondents with Kawau Island Mooring**



**Figure 10: Preferred Boating Area for Respondents with Mahurangi Harbour Mooring**



**Figure 11: Preferred Boating Area for Respondents with Sandspit Mooring**



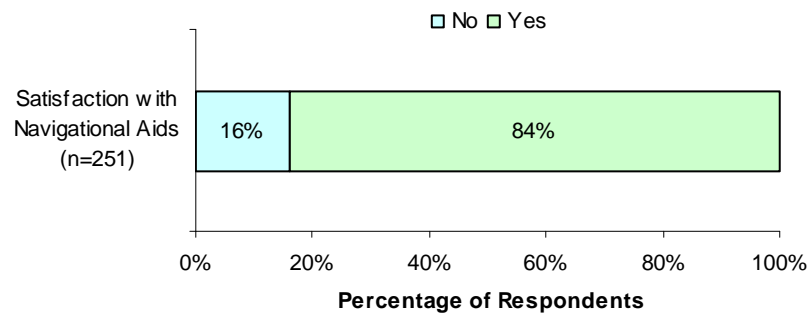
## 2. Satisfaction with Navigational Aids

Respondents were asked:

Q: *Are you satisfied with the current aids available?*

Overwhelmingly respondents were satisfied with the current aids available; 211 indicated 'yes' compared to 40 who circled 'no'.

**Figure 12: Satisfaction with Current Navigational Aids Available**



Respondents were invited to describe what improvements they would like to see with regard to navigational aids. Of the 50 comments given, some common concerns were evident:

### **Saddle Island**

10 respondents requested a light, and 1 requested a navigational mark, be installed on the reef running north from Saddle Island.

### **Mahurangi River**

4 respondents wanted better channel marking in the Mahurangi River and a further 1 respondent wanted more lights in the Mahurangi Harbour. However 1 respondent wanted the markers removed in the upper reach of the Mahurangi River stating it was a waste of money and in the wrong location.

### **Rabbit Island / Goat Island**

4 wanted markers for Rabbit Island including 2 requesting better markers on the reefs between rabbit & goat islands. 1 respondent requested a light on east side of Goat Is at east entrance, Bon Accord.

### **Omaha**

3 respondents requested the Omaha light be improved stating it was barely visible.

### **Maori Rock**

2 respondents wanted Maori Rock to be better identifiable.

The remaining 23 comments ranged from generalized requests of "more lit markers" to "please do not spend any money" with some site-specific requests such as "cardinal mark needed on reef between Opahi / Jamiesons Bay".

### 3. Satisfaction with Boat Related Facilities

Respondents were asked:

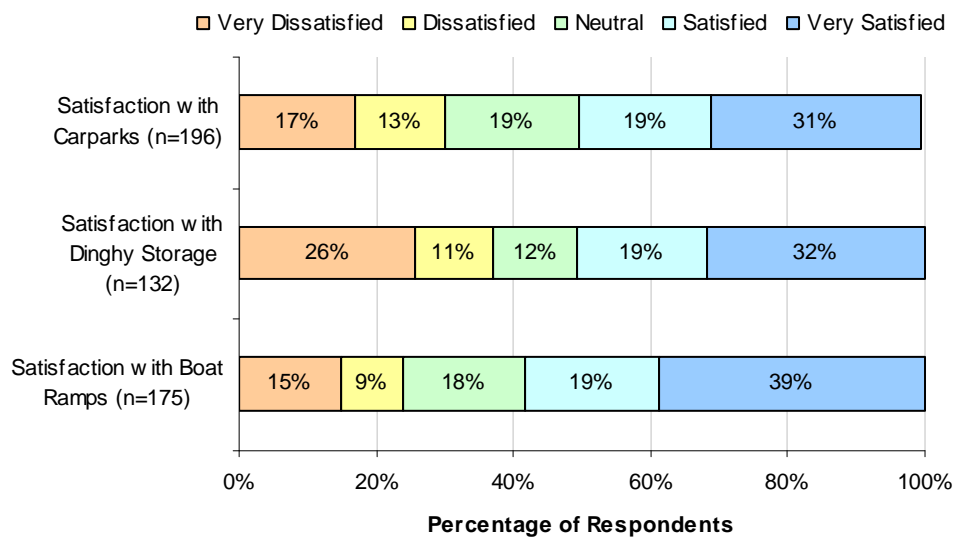
Q: *Do you use any of the following boat related facilities?:*

- Carparks
- Dinghy storage
- Boat ramps

*Please rate them from 1 to 5 on how satisfied you are with the facility (1 being very dissatisfied and 5 being very satisfied).*

The results are as follows:

**Figure 13: Satisfaction with Boat Related Facilities**



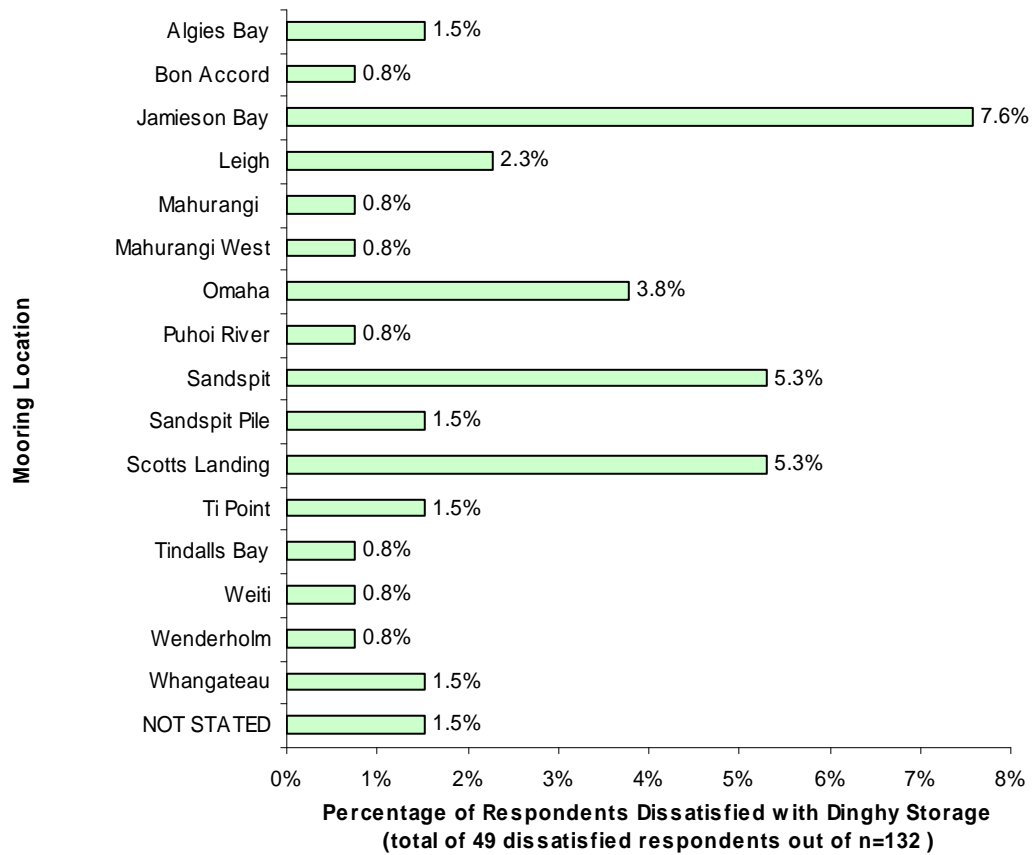
Overall, half the respondents were satisfied with the boat related facilities, with 50% indicating satisfaction with carparks, 51% with dinghy storage and 58% with boat ramps.

There is, however, relatively high dissatisfaction with the facilities. A total of 30% of respondents were not satisfied with carparks and 24% were not satisfied with boat ramps.

The largest level of dissatisfaction was shown with dinghy storage, 37%, with 26% of respondents *very dissatisfied*.

The following figure shows a breakdown by mooring location of the respondents that were dissatisfied with dinghy storage.

**Figure 14: Dissatisfaction with Dinghy Storage by Mooring Location**



A total of 49 of the 132 responses (37%) for dinghy storage indicated dissatisfaction. Respondents whose boats are moored in Jamieson Bay were most likely to be dissatisfied with dinghy storage with 10 respondents indicating they were either dissatisfied or very dissatisfied. Respondents with moorings at Sandspit or Scotts Landing were the next largest groups to be dissatisfied with dinghy storage, each with 7 respondents indicating dissatisfaction. There were 5 respondents with boat moorings in Omaha that indicated dissatisfaction with dinghy storage.

Respondents were then asked to suggest improvements to the boat related facilities. A total of 182 comments were made regarding all three of these facilities throughout the District.

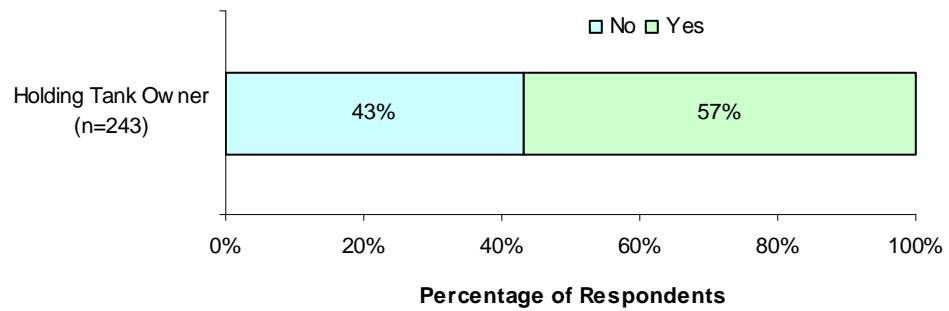
## 4. Holding Tanks

Respondents were asked:

Q: *Do you have a holding tank?*

A total of 138 respondents answered 'yes' compared with 105 who answered 'no'.

**Figure 15: Percentage of Holding Tank Owners**



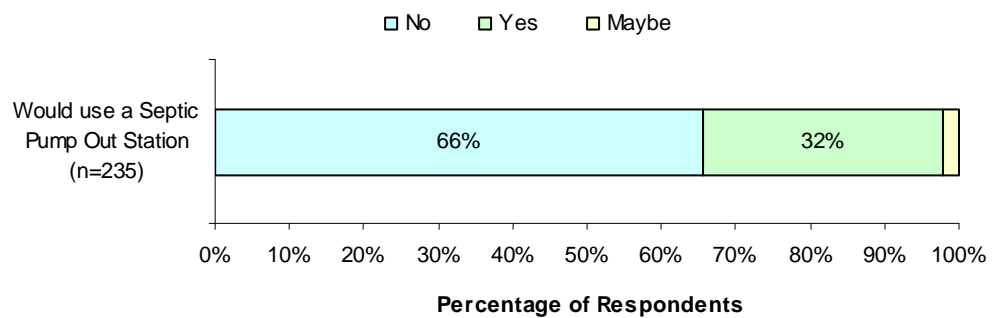
## 5. Septic Pump Out Station

Respondent were then asked:

Q: *Would you use a septic pump out station if one were available?*

A total of 235 people replied with the majority (154) answering 'no', 76 answering 'yes' and 5 'maybe'.

**Figure 16: Percentage of Respondents who would use a Septic Pump Out Station**



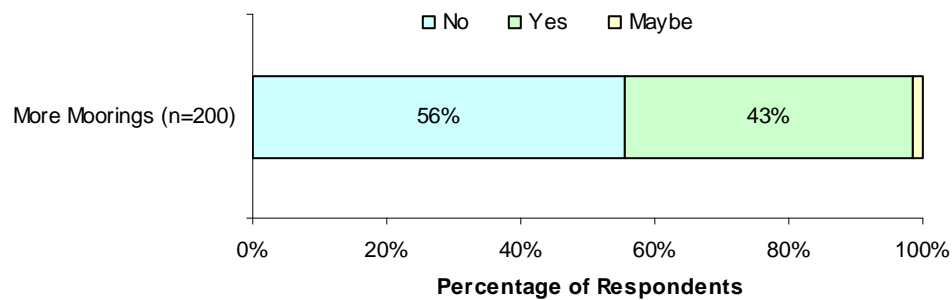
## 6. Moorings

Respondents were asked:

Q: *Do you think there should be more moorings?*

The results were as follows:

**Figure 17: Percentage of Respondents wanting More Moorings**

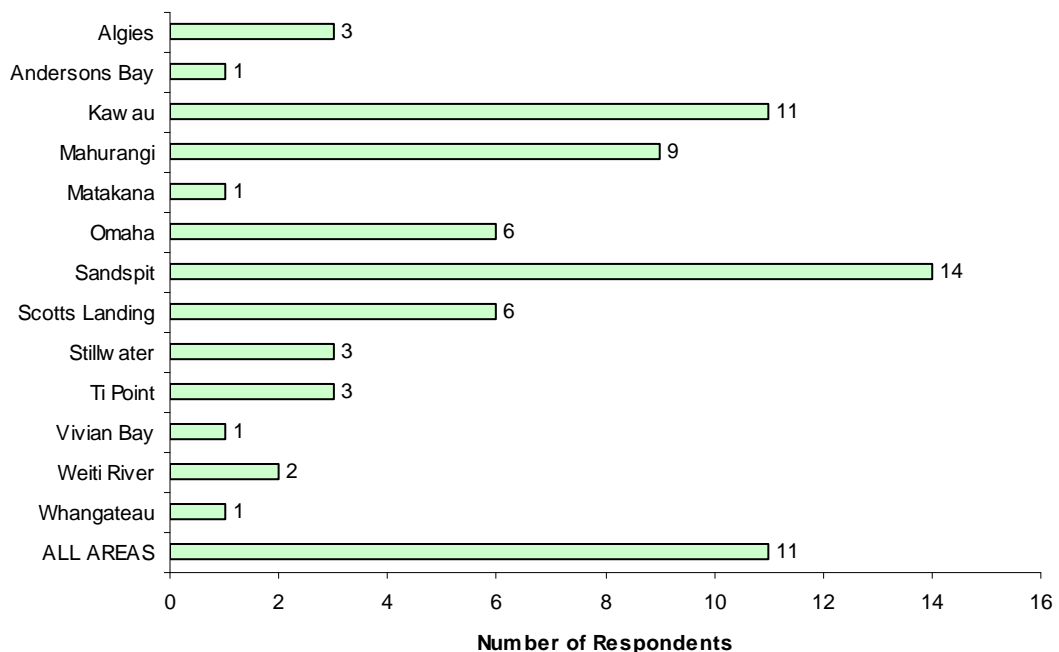


### 6.1 Moorings – Comments and Suggested Locations

Respondents were asked to name a location for more moorings. Of the 200 respondents answering the moorings question, 121 made comments. 44 comments were from respondents not wanting more moorings and 72 comments were from respondents that did want more moorings. Many reasons were given both for and against more moorings.

Of the respondents that answered **Yes** to more mooring sites, the suggestions given for locations are as follows in Figure 18.

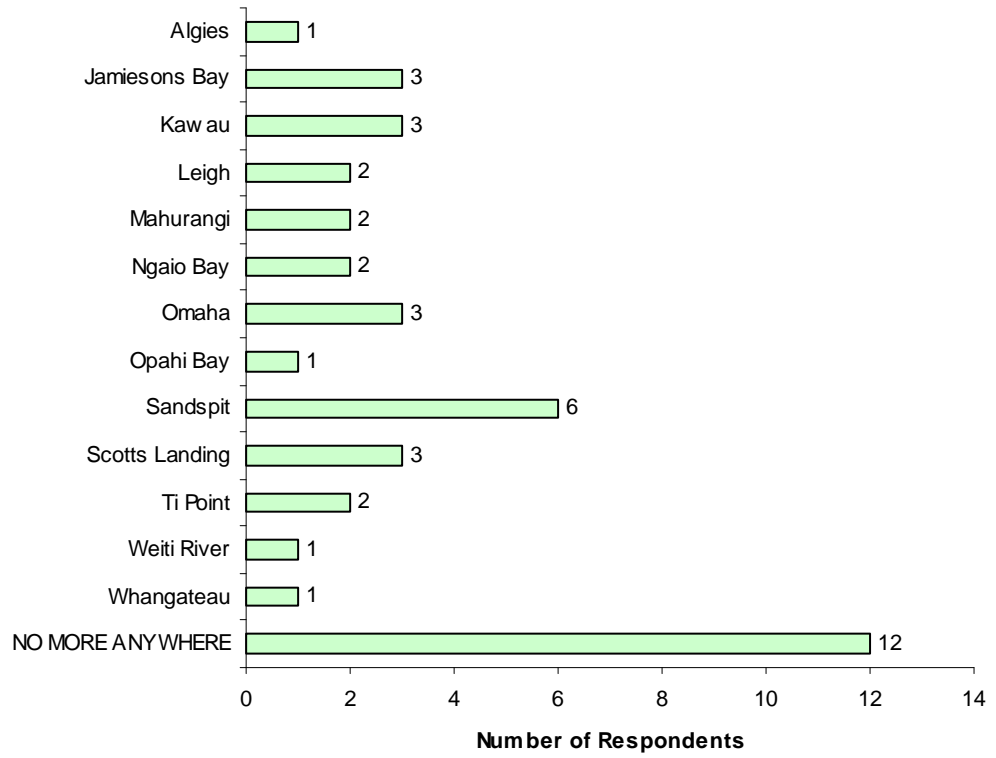
**Figure 18: More Mooring Sites Wanted**



Note that **ALL AREAS** indicates respondents indicated that more moorings are required in all areas of Rodney.

Figure 19 shows the areas where respondents **did not want further moorings**.

Figure 19: No More Moorings wanted



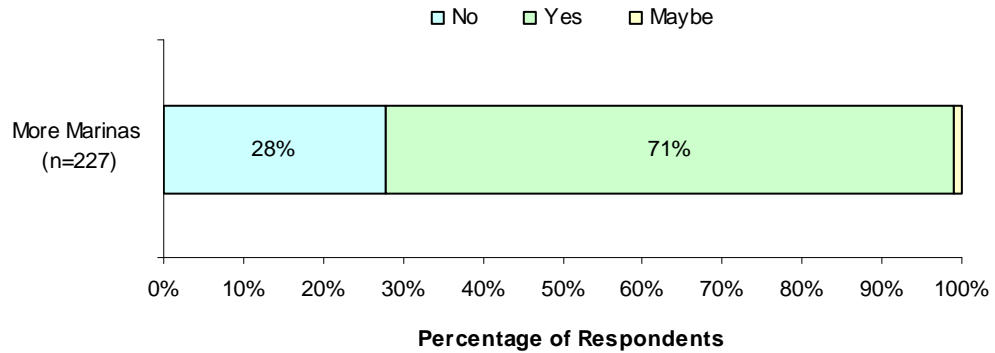
## 7. Marinas

Respondents were asked:

Q: *Do you think there should be more marinas?*

The results were as follows:

**Figure 20: Percentage of Respondents wanting More Marinas**

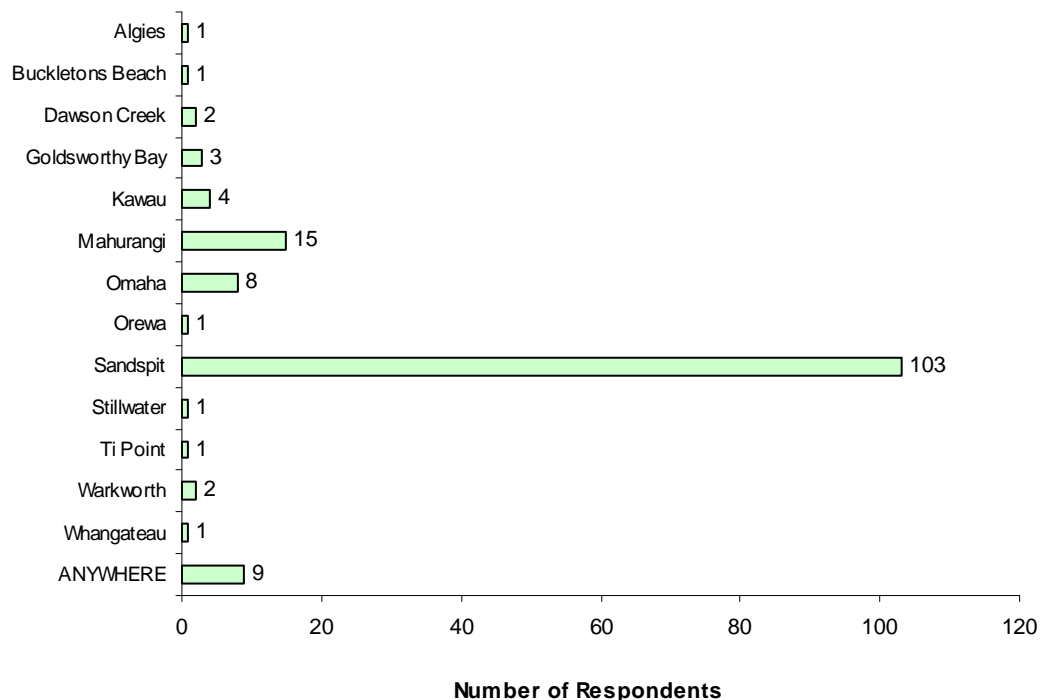


### 7.1 Marinas – Comments and Suggested Locations

A total of 160 respondents provided comments regarding whether there should be more marinas. There were 2 'maybe' comments: "*dependant on demand*" and "*maybe at Dawsons Creek*". There were 9 'no' comments included 2 against a marina in Sandspit, and 1 each against marinas in Leigh, Ti Point / Omaha and Mahurangi Harbour. Other 'no' comments included concern that more marinas would mean "*many more boats 'stored' here instead of Auckland*".

There were 148 'yes' comments included suggestions of the following locations for more marinas. Sandspit was the most suggested location with 103 mentions.

**Figure 21: Locations Suggested for More Marinas**



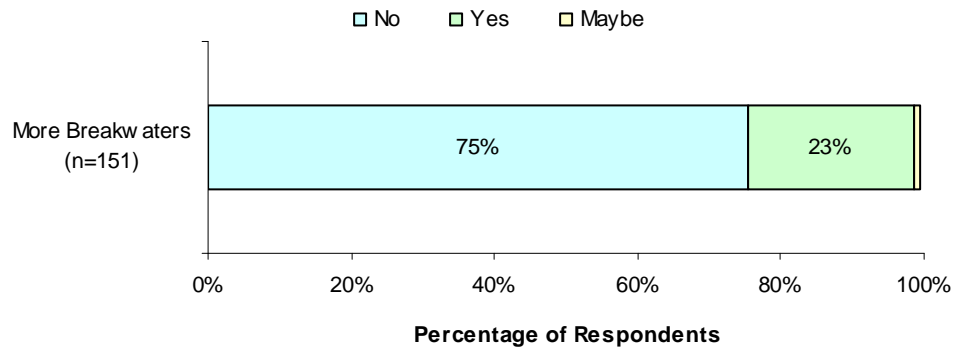
## 8. Breakwaters

Respondents were asked:

Q: *Do you think there should be more breakwaters?*

The results were as follows:

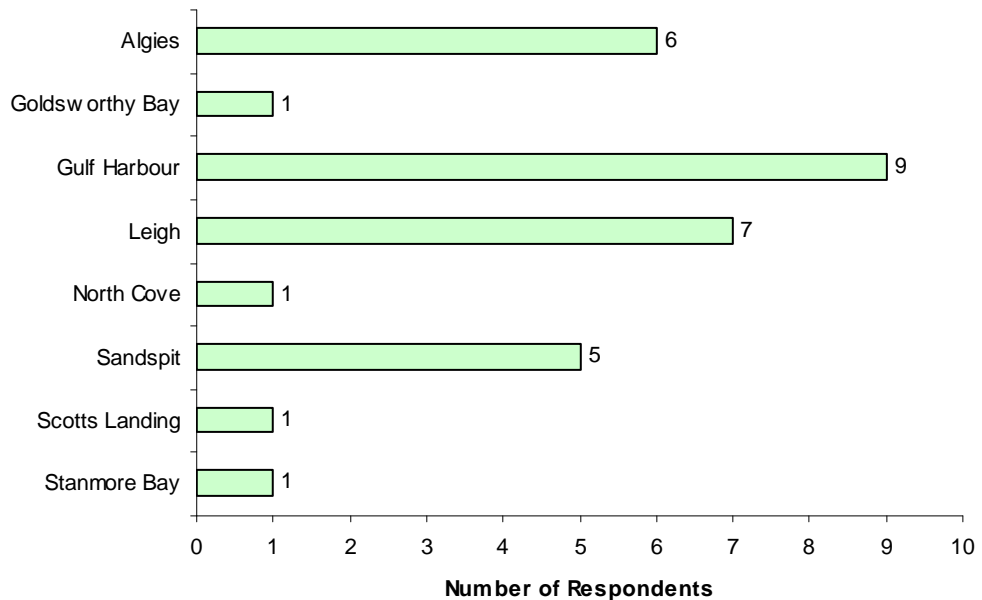
**Figure 22: Percentage of Respondents wanting More Breakwaters**



### 8.1 Breakwaters – Comments and Suggested Locations

Respondents were asked to suggest a location for more breakwaters and comment on whether more breakwaters were needed. Of the 23% of respondents who thought there should be more breakwaters, there were clear trends as to where respondents were concerned that breakwaters were needed as shown in the following figure.

**Figure 23: Locations Suggested for More Breakwaters**



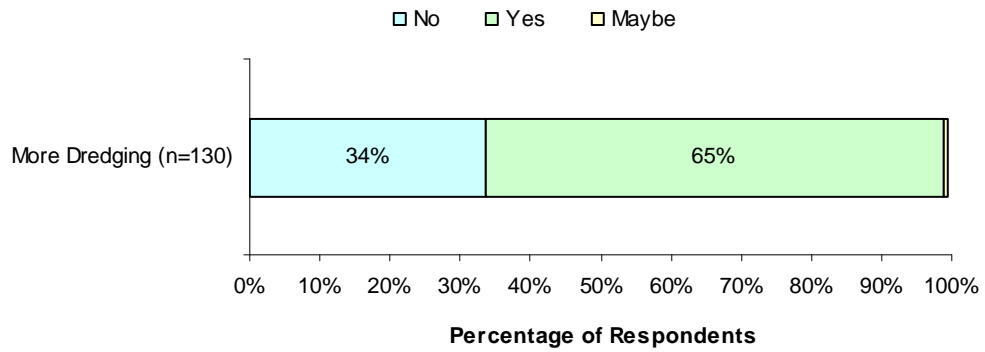
## 9. Dredging

Respondents were asked:

Q: *Do you think there should be more dredging?*

The results were as follows:

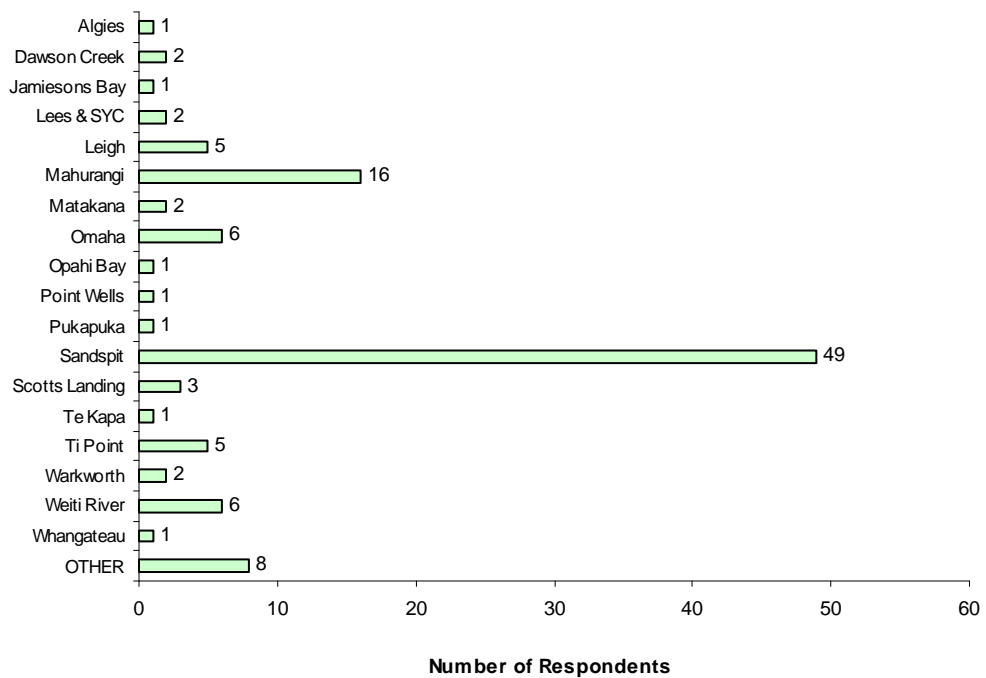
**Figure 24: Percentage of Respondents wanting More Dredging**



### 9.1 Dredging – Comments and Suggested Locations

Six of the respondents who were *against dredging*, gave comments of which 3 were against dredging in Sandspit, 1 in Scotts Landing / Mahurangi Harbour and the final 2 were general comments. Of the 126 respondents that thought there should be *more dredging*, 119 provided comments and / or suggested locations. Of these, 49 featured Sandspit and 16 mentioned Mahurangi. The comments ranged in detail from “*as required*” to “*1800 below DWL from 0.5 NM Sandspit heads to SSYC slipway*”. Figure 25 following plots the suggested locations only, not including specific location instructions.

**Figure 25: Locations Suggested for More Dredging**



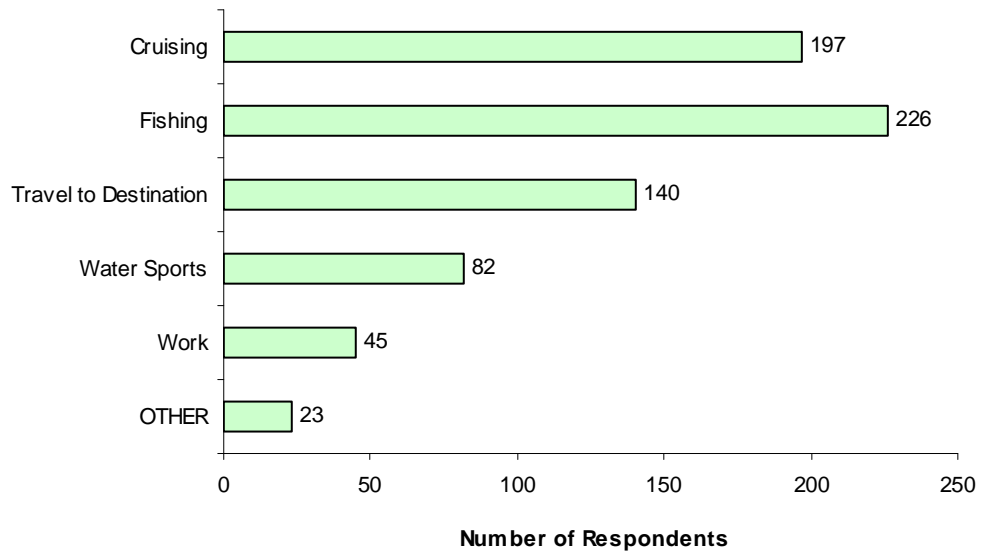
## 10. Boating Activities

Respondents were asked:

Q: *Please tick the activities you are involved in with your boat and the frequency*

Figure 26 below shows the possible boating activity categories and the numbers of respondents that ticked the different categories. Note that more than one category could be 'ticked'.

**Figure 26: Number of Respondents Involved in Boating Activities**



Fishing is the most common activity respondents are involved in with their boats with 226 respondents (85%) selecting this category; followed by cruising which 197 respondents (74%) selected.

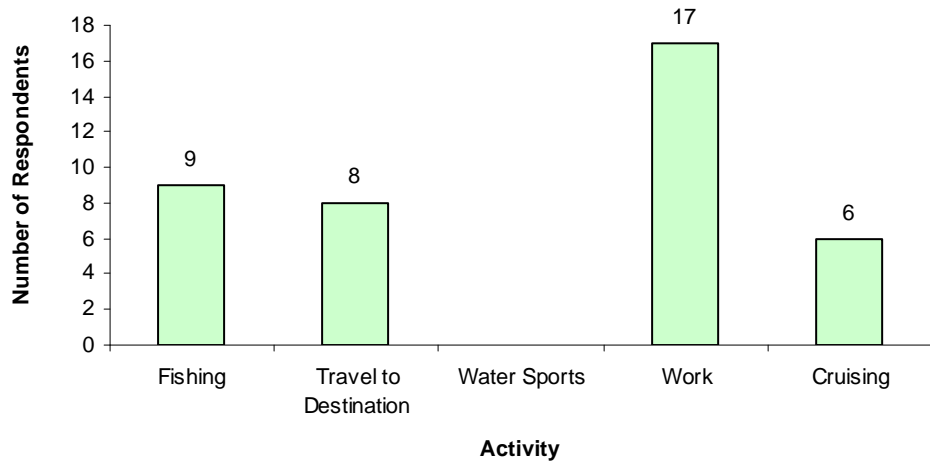
The answers given for the 'other' category were diverse. They included fire fighting, picnicking, racing, transport around Kawau and natural interest.

### 10.1 Frequency of Boating Activities

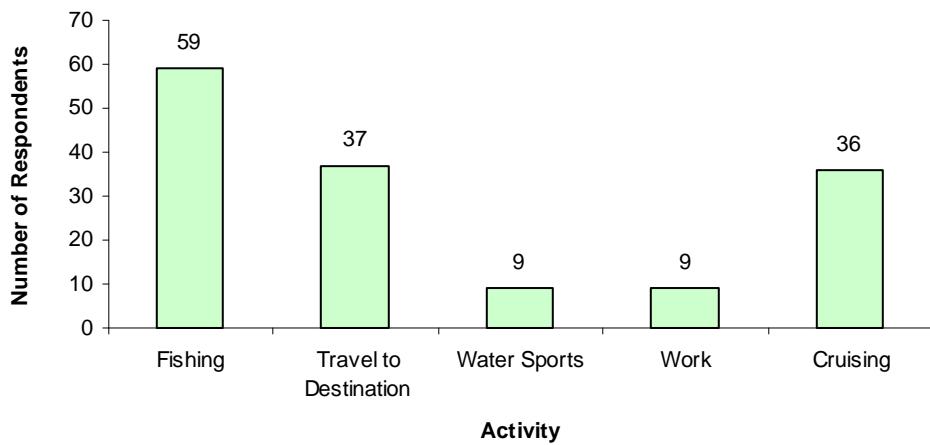
Respondents were asked to select the frequency they were involved in the above activities from the following options: Daily, Weekly, Monthly, Weekends Only, Summer Only, Other. Many selected more than one of these categories or created new ones to suit their situation. No frequency of use was recorded for the 'other' activity category.

The results showed that daily boat usage is predominantly for *work* (17 respondents); weekly usage is predominantly for *fishing* (59 respondents); monthly usage is most commonly for *fishing* (69) and *cruising* (63) respondents respectively; weekends only is predominantly for *fishing* (34 respondents); and summer only activities is *cruising* with 78 respondents. The results are plotted in the following figures.

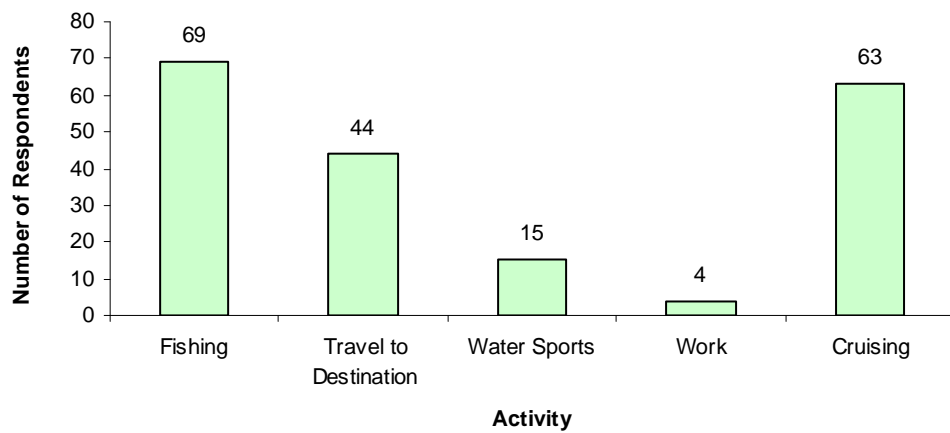
**Figure 27: Involved in Activities on a Daily Basis**



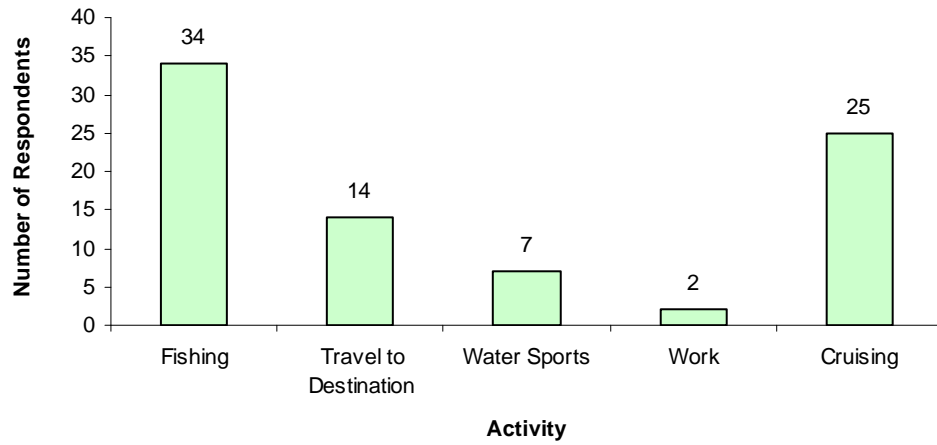
**Figure 28: Involved in Activities on a Weekly Basis**



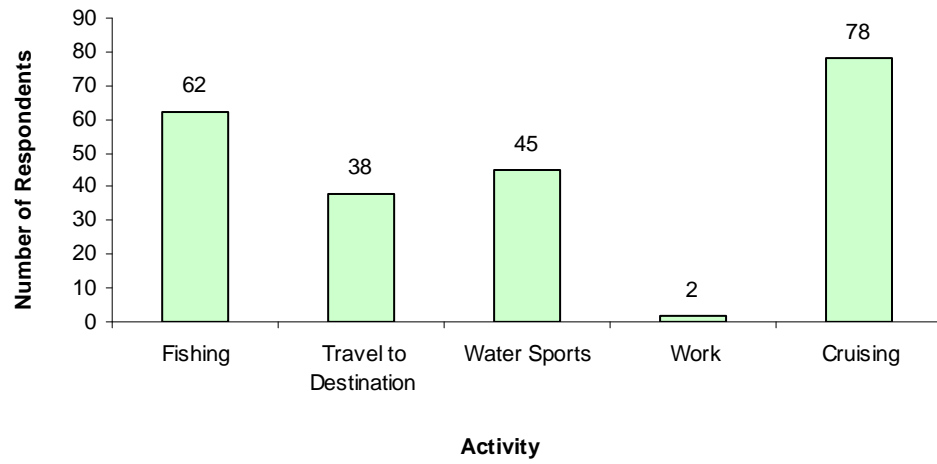
**Figure 29: Involved in Activities on a Monthly Basis**



**Figure 30: Involved in Activities on Weekends Only**



**Figure 31: Involved in Activities in Summer Only**



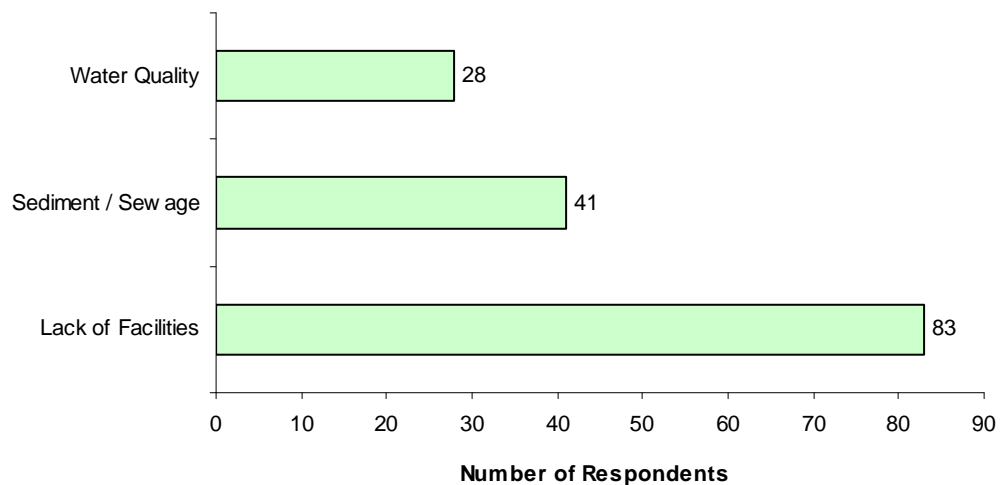
## 11. Negative Impacts on Boating Experience

Respondents were asked:

*Q: Please tick if the following issues impact negatively in your boating experience:*

Figure 32 below shows the issue categories and the numbers of respondents that identified the issues as impacting negatively on their boating experience. Lack of facilities was identified as the issue most likely, of the 3 issues, to impact negatively on boating experience, with 83 respondents selecting this issue. Note that respondents could select more than one issue.

**Figure 32: Numbers of Respondents that consider Issues Impact Negatively on their Boating Experience**



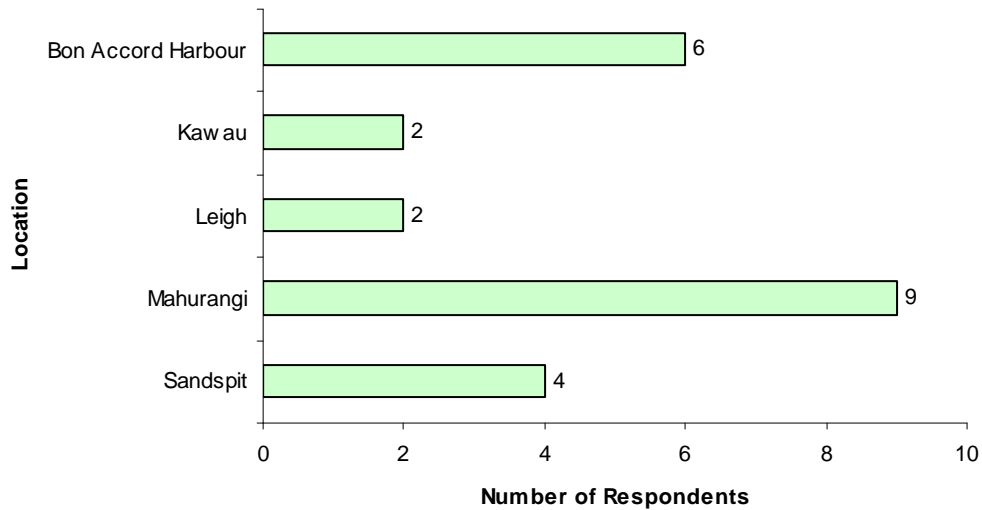
Respondents were also asked to indicate *where* the issues impacted negatively on their boating experience. The following sections show the locations identified for each issue.

## 11.1 Water Quality

A total of 28 respondents indicated water quality impacted negatively on their boating experience. Where respondents indicated a location, these have been grouped together to highlight any common areas of concern. Only areas mentioned more than twice have been plotted in Figure 33 below.

Bon Accord Harbour received 6 mentions, Mahurangi received a total of 9 mentions and Sandspit received 4. Three respondents indicated that water quality was *good* or *ok*.

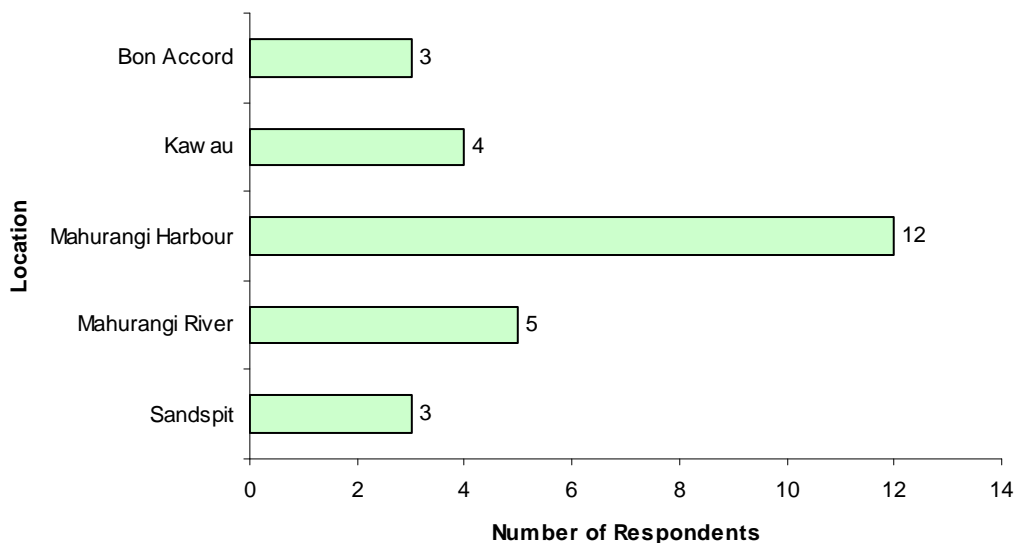
**Figure 33: Areas Where Water Quality Impacts Negatively on Boating Experience**



## 11.2 Sediment / Sewage

A total of 41 respondents indicated sediment / sewage impacted negatively on their boating experience. Where respondents indicated a location of concern, these have been grouped together to highlight any common areas. Only areas mentioned more than twice have been plotted in Figure 34 below. Mahurangi Harbour received the most mentions with 12 in total. Two respondents indicated sediment /sewage was *good* or *ok*.

**Figure 34: Areas Where Sediment / Sewage Impacts Negatively on Boating Experience**



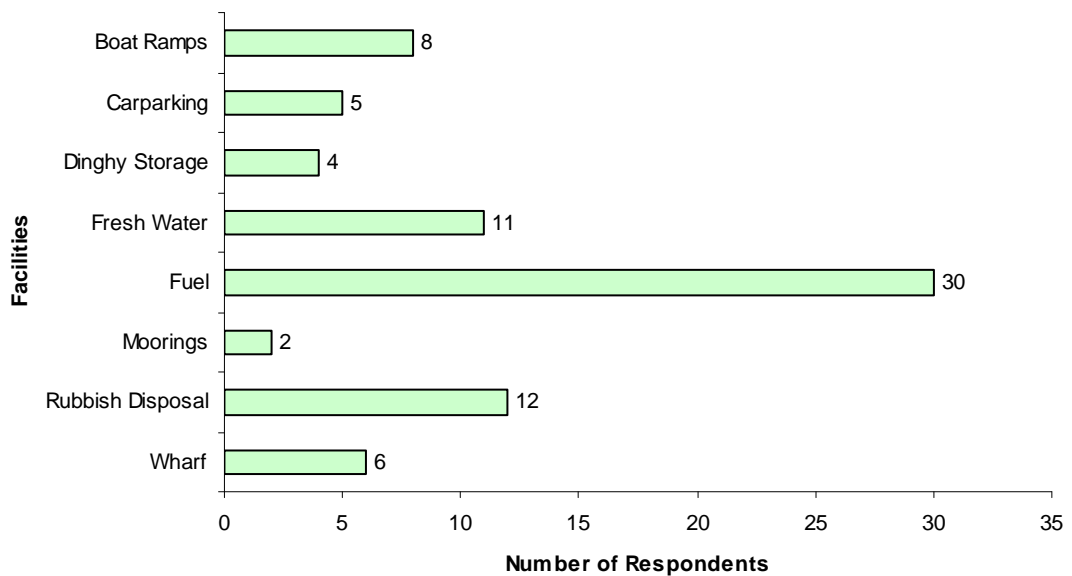
### 11.3 Lack of Facilities

A total of 83 respondents indicated that a lack of facilities impacted negatively on their boating experience. Figure 34 groups the replies together to highlight any common themes. Only facilities or concerns mentioned twice or more are shown in Figure 34.

The most common concern was regarding fuel, petrol and diesel, with a total of 30 comments including 9 specifically regarding fuel availability at Sandspit.

A total of 12 comments were made regarding rubbish disposal of which 7 were specifically in relation to Kawau Island.

**Figure 35: Lack of Facilities Impacting Negatively on Boating Experience**



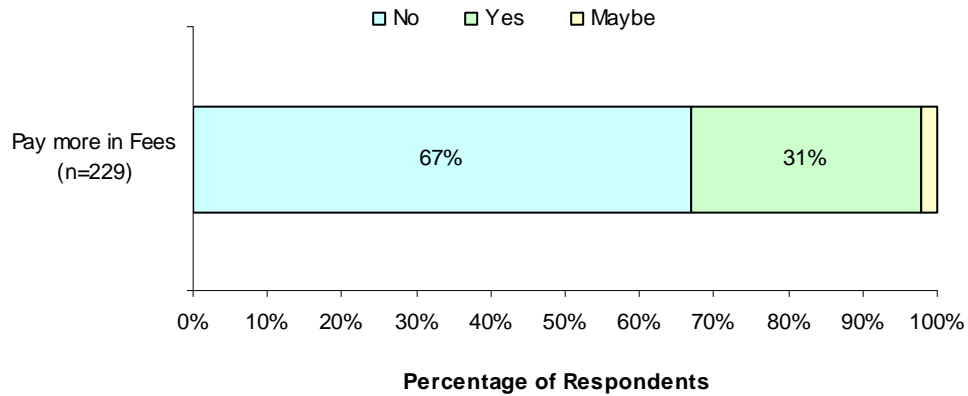
## 12. Increase in Fees or Rates

Respondents were asked:

Q: *Would you pay more (eg. in rates or mooring fees) for better services?*

The results are shown in Figure 36 following. Two thirds of the respondents were against paying more in fees compared to one third who were in support of paying more for better services. Five respondents (2%) indicated 'maybe'.

**Figure 36: Responses to a Fees Increase**



A total of 23 comments were received on this issue of which 4 advocated user pays for facilities.

## Part 3 – Descriptive Comments

### 1. Suggested Improvements

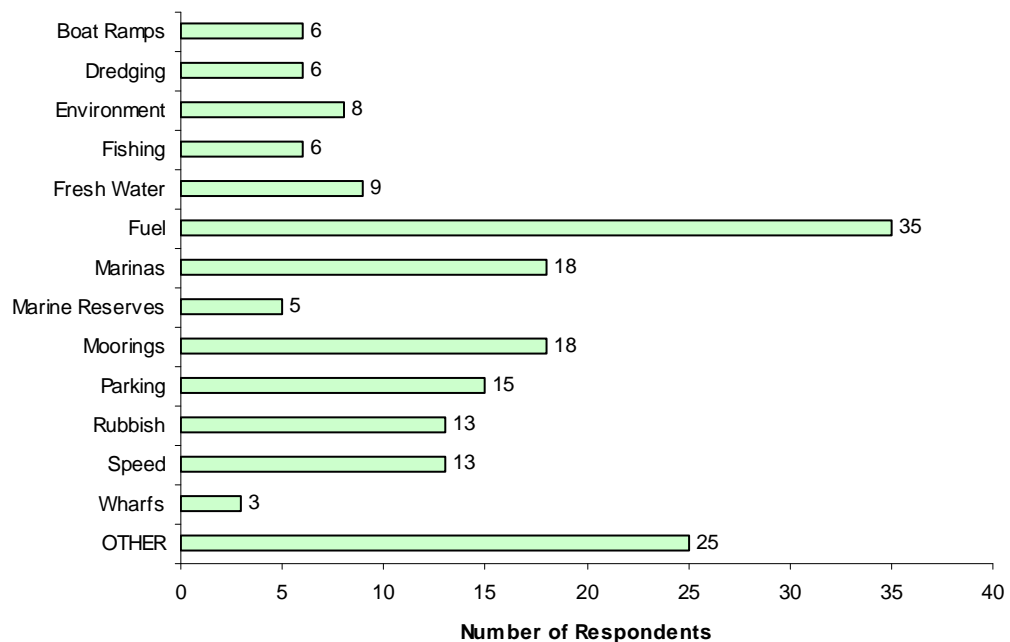
Respondents were asked:

*Q: If you were managing RDC's coastal/marine areas what is the one thing you would do to improve services/situation?*

A total of 165 diverse comments were received of which 12 indicated they were satisfied with the services.

Because these replies were descriptive, a certain amount of interpretation was undertaken to identify common areas of concern. Where possible, results have been grouped under common headings, as shown in Figure 37 below. Note that any one comment may have addressed a number of concerns, all of which have been counted individually.

**Figure 37: Suggested Improvement Areas**



#### Fuel

Fuel (diesel and petrol) is obviously a major issue for boating in the District with 35 separate mentions, including 11 specifically referring to Sandspit.

#### Marinas

Marinas, 18, includes 4 in support of the Sandspit Marina and 1 against as well as 4 advocating a marina at Omaha.

#### Moorings

There were 18 mentions of moorings which included 4 regarding usage eg suggesting a sharing system or selling option; and 2 concerned with boat size.

#### Other

The 25 comments grouped as "other" ranged widely including requests for a floating pontoon at Schoolhouse Bay to stretcher people to the helipad in emergencies; a ban on jet skis; and an unloading facility for sewage.

## Further Comments

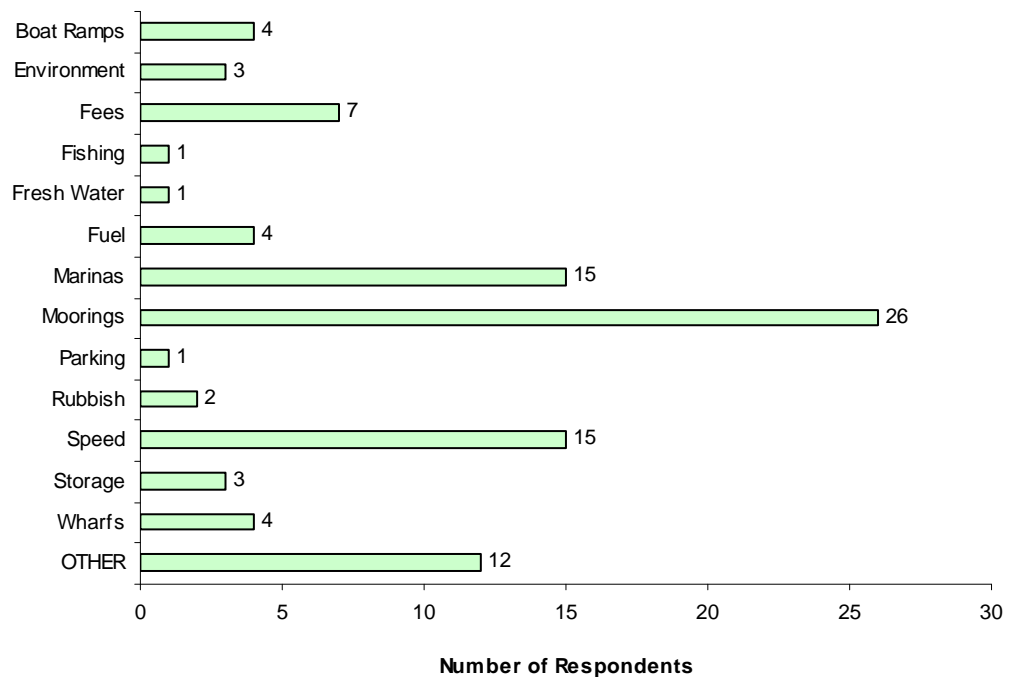
The last question of the survey invited respondents to make any further comments as follows:

*Q: Do you have any further comments you'd like to make in regard to the moorings and boating activities available in Rodney District?*

A total of 117 comments were received of which 22 indicated they were satisfied with the facilities.

Because these replies were descriptive, a certain amount of interpretation was undertaken to identify common areas of concern. Where possible, results have been grouped under common headings, as shown in Figure 38 below. Note that any one comment may have addressed a number of concerns, all of which have been counted individually

**Figure 38: Further Comments Regarding the Moorings and Boating Activities**



### Moorings

There were 26 comments regarding moorings covering many aspects including concerns with mooring contractors, need for rental moorings and fees.

### Speed

15 comments were concerned with speed, including 3 concerned with the speed of jet skis.

### Marinas

The 15 comments regarding marinas included 7 in favour of a marina at Sandspit and 2 against.