

ECOMAP

Ecosustainable management of marine and tourist ports

Questionnaire for marina's and beach users

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1. Introduction

This report was written as part of the project Interreg Italy – Croatia ECOMAP in order to identify habits and needs of marina and nearby beach users in relation to environmentally responsible nautics and services in marinas. The aim of "ECOMAP" is to help local ports to design better environmental strategies and to have access to suitable environmental management tools to remain competitive and to contribute to a more sustainable Programme area. Partners on the project work together to improve their environmental status, through investments in equipment and small infrastructure, education of staff and stakeholders, and environmental certifications.

The report provides the results from a query carried out on the beaches Strožanac and Bibione Mare, and in the ports Strožanac, Špinut and Baseleghe in the summer 2019.

The Port of Strožanac was founded in 1975. It was built primarily through the volunteer work of its members. Port management is entrusted to the Sport Fishermen Association "Strožanac", which today has over 500 members. Except the Strožanac Sport Fishermen's Association managing the mooring of boats, offering crane services, scalars, controls dry berth, it also has additional responsibilities such as the development of sports, recreation, ecology and culture in Podstrana, according to the possibilities. In the nearness of the port is beach Strožanac. It is a sand beach that offers showers and sun beds.

The Spinut Maritime Sports Association of Split was founded in 1973. The port was built by members of society with the help of Split companies. The purpose of the establishment and construction of the harbor was to develop and promote sporting activities in the area of sport fishing, sailing and diving activities while ensuring the safe mooring of associate boats.

Port Baseleghe is the port of Bibione that opens on the marine scenery of Bibione Pineda, connected with the sea by a 600 meters long channel. This is the only port of the northern Adriatic

naturally sheltered, with a site equipped for the demands and needs of all clients. In Bibione, berths are available for boats from 4 to 24 meters.

Bibione Mare Spa manages four of the most beautiful beaches of Bibione Pineda. On the beaches nature is still intact, the beach is wide and made of fine sand, while the sea water is clean and safe Wheelchair accessible, all with bar/restaurant services, modern and comfortable facilities and free parking for the clients of the beach. For added safety the beach is guarded by turrets with rescuers, who have a boat and a first aid service. All facilities are certified and recognized by the "FEE" through the BLUE FLAG recognition.

Two different questionnaires were conducted. One questionnaire was conducted on the beaches and it was about satisfaction and attitudes of beach users. The results should contribute improving the overall conditions of the beaches.

Second questionnaire was conducted in the ports and it was about satisfaction and attitudes of port users. The results should contribute improving conditions in ports.

Total number of respondents was 590 of which there are 374 respondents from Italy, and 216 respondents from Croatia. In Croatia, the questionnaire was conducted in two ports while in Italy was conducted in one port. Questionnaires about beaches were conducted on one beach in Croatia and one beach in Italy.

From the questionnaires were extracted statistical data about satisfaction and attitudes of users of ports and beaches from both countries. Also was made a comparison between Croatian and Italian results.

2. Questionnaire about beaches

2.1. Croatia – beach Strožanac

From the total 60 responders, 35 (58%) are males and 25 (42%) are females. Most of the respondents are in the age between 18 and 30 years (41%). Overall results are shown in charts.

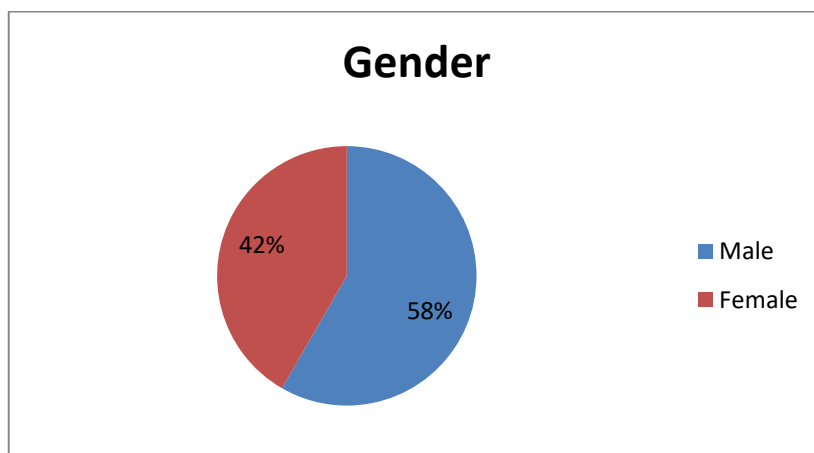


Chart 1. Gender of the respondents

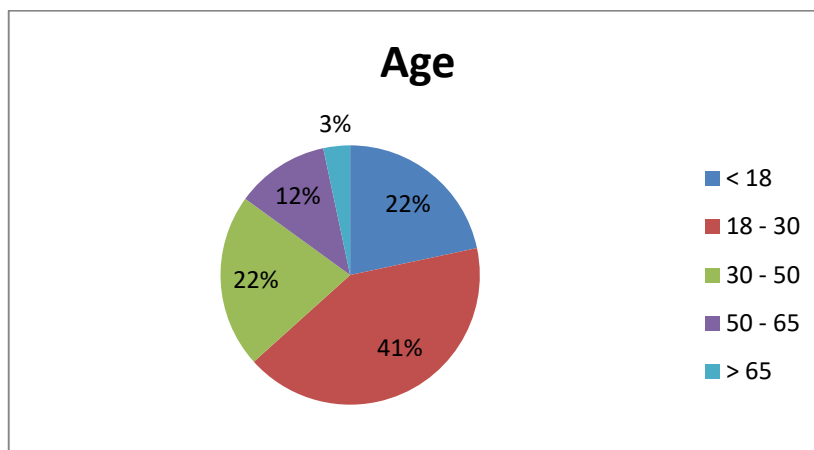


Chart 2. Age of the respondents

In the charts below are shown results of beach users about reasons of choosing this beach, frequency of using this beach and frequency of using this beach last year.

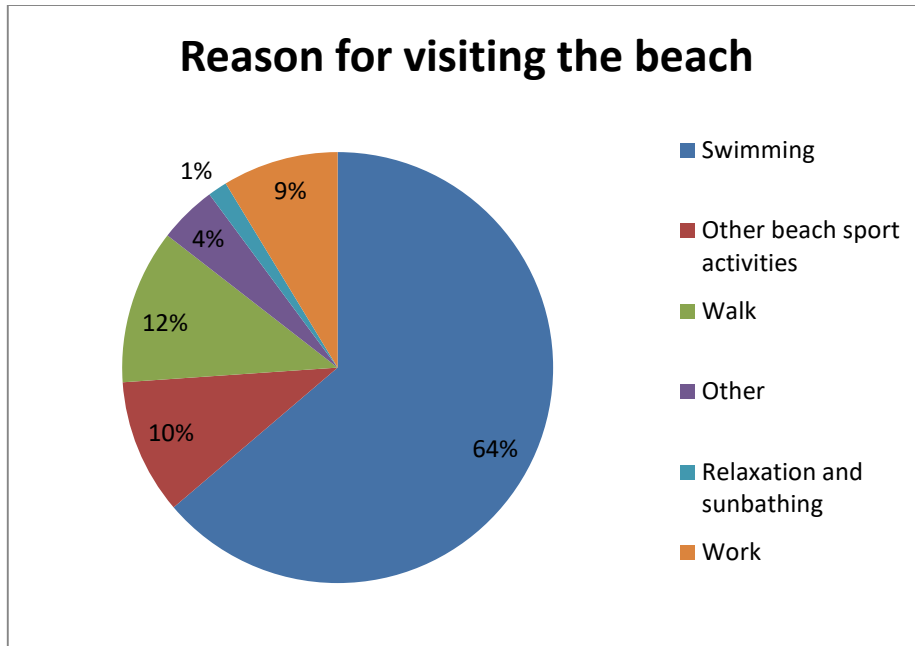


Chart 3.Reason for visiting the beach

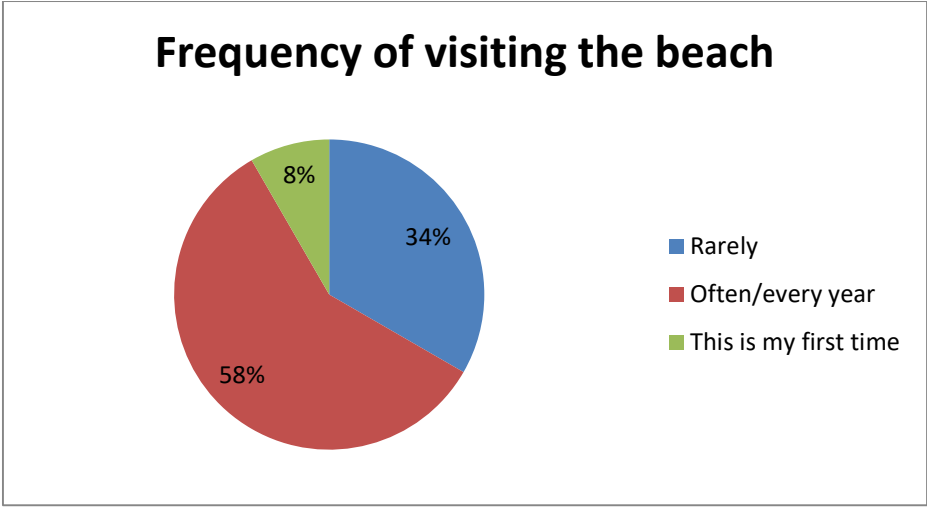


Chart 4.Frequency of visiting the beach

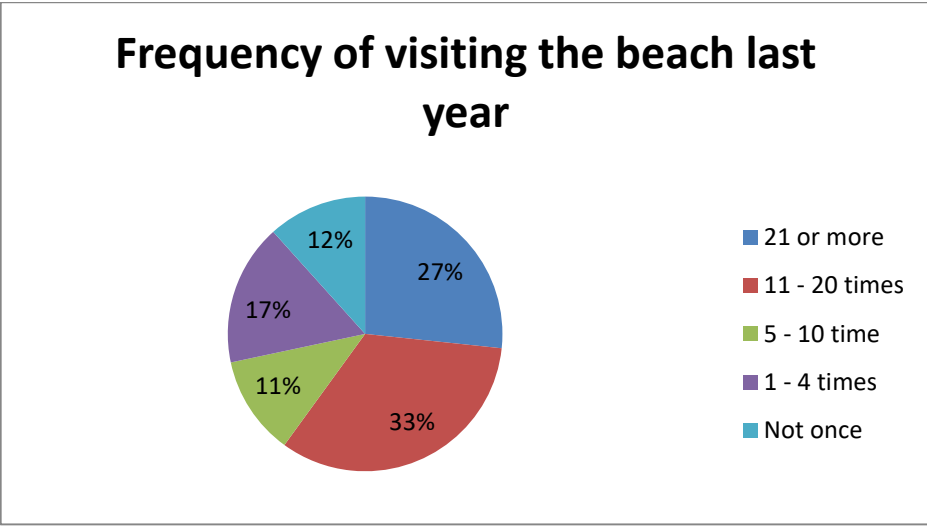


Chart 5.Frequency of visiting the beach last year

In the charts below are shown results of beach users about transportation to the beach, distance to the beach from their home and time they are planning to spend on the beach.

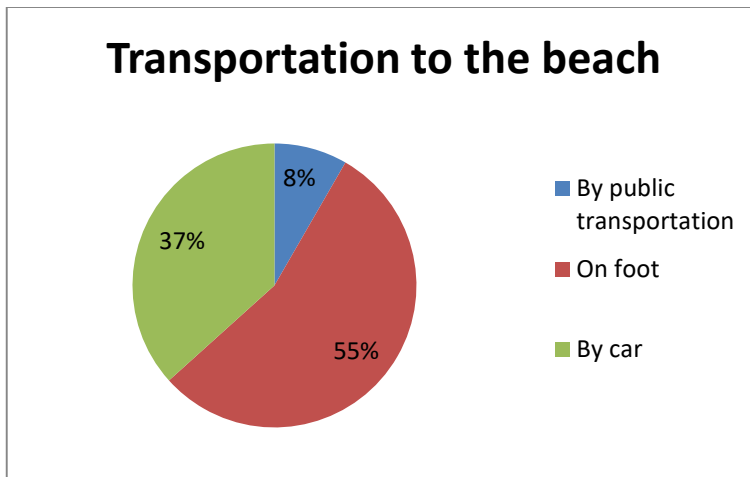


Chart 6. Transport respondents use to come to the beach

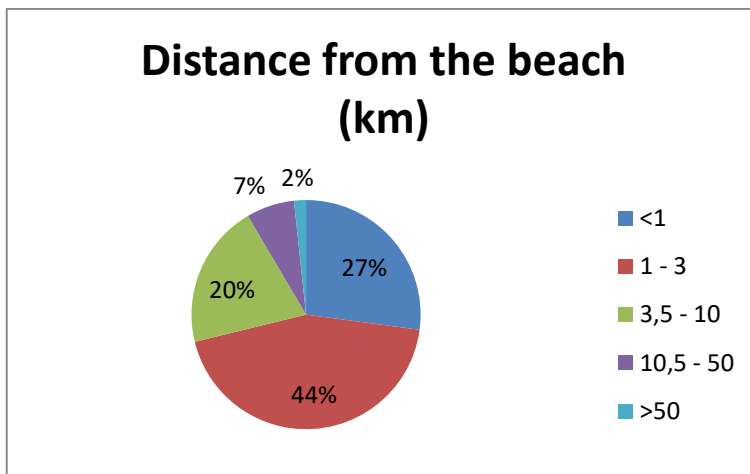


Chart 7. Distance respondents had to travel to the beach in kilometers

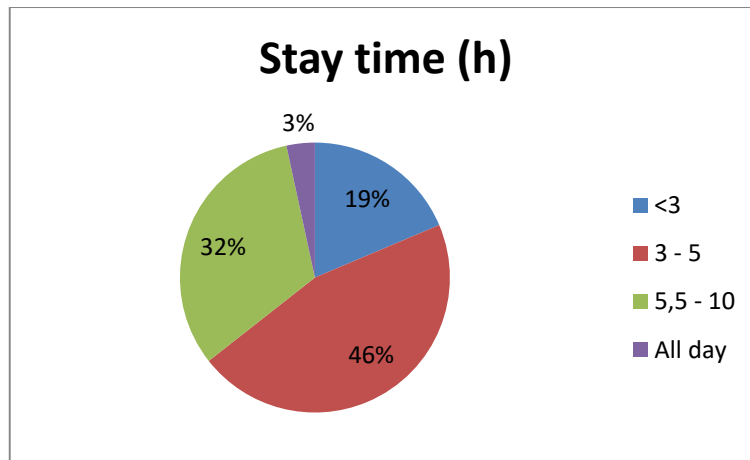


Chart 8. Time respondents are planning to spend on the beach in hours

In the charts below are shown results of beach users about reason of choosing this beach, beach facilities, beach facilities they use and importance of the Blue Flag on the beach. Question about reasons of choosing this beach was open-ended but responses were repeated and could reduce in several categories.

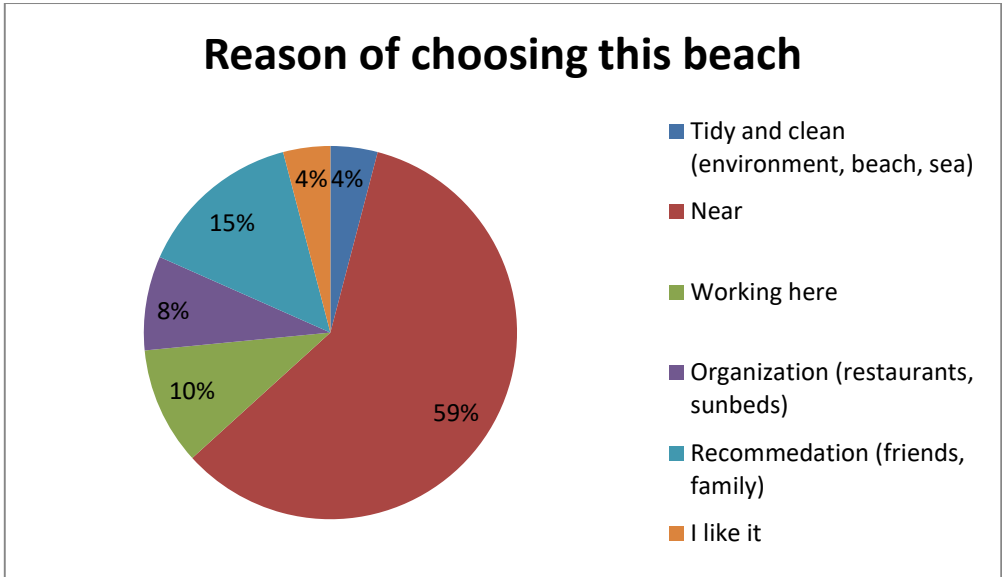


Chart 9.Reason of choosing this beach

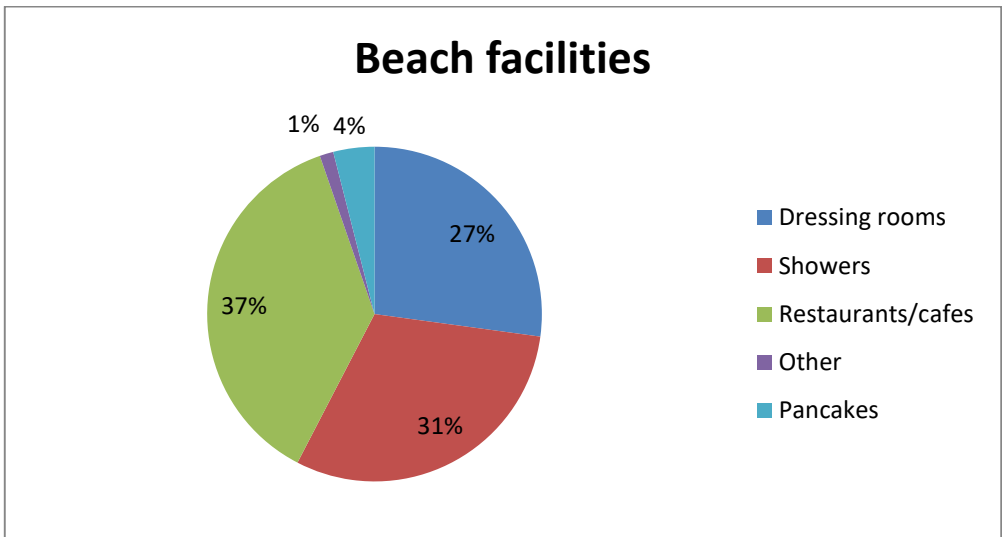


Chart 10.Beach facilities

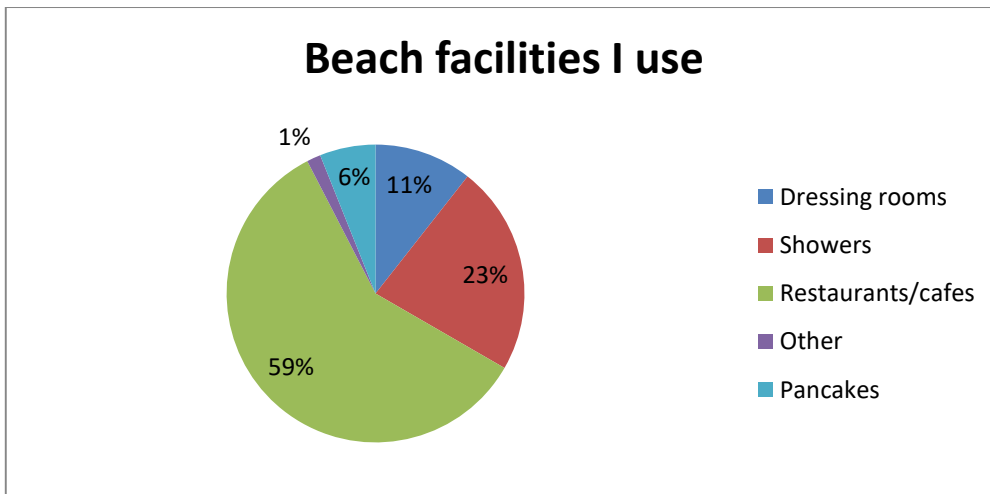


Chart 11. Beach facilities people usually use

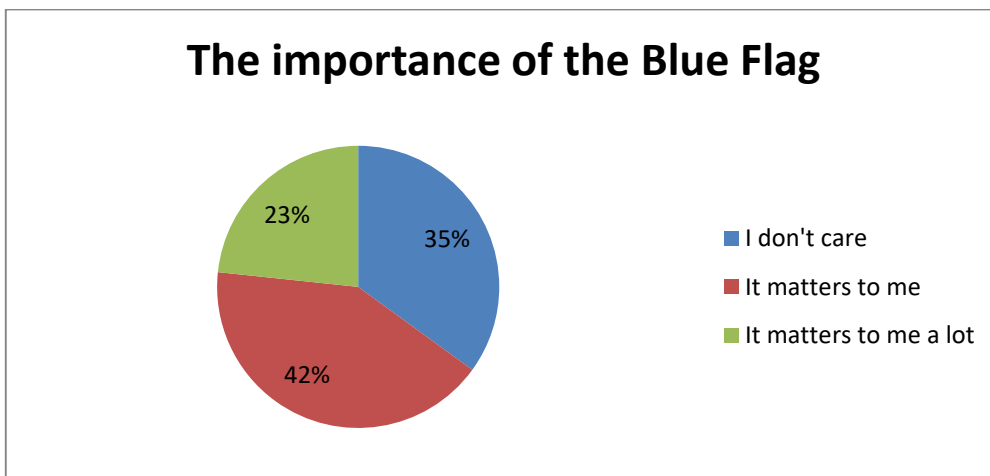


Chart 12. The importance of the Blue Flag

In the chart below are shown results of the degree of satisfaction of the beach users with the beach.

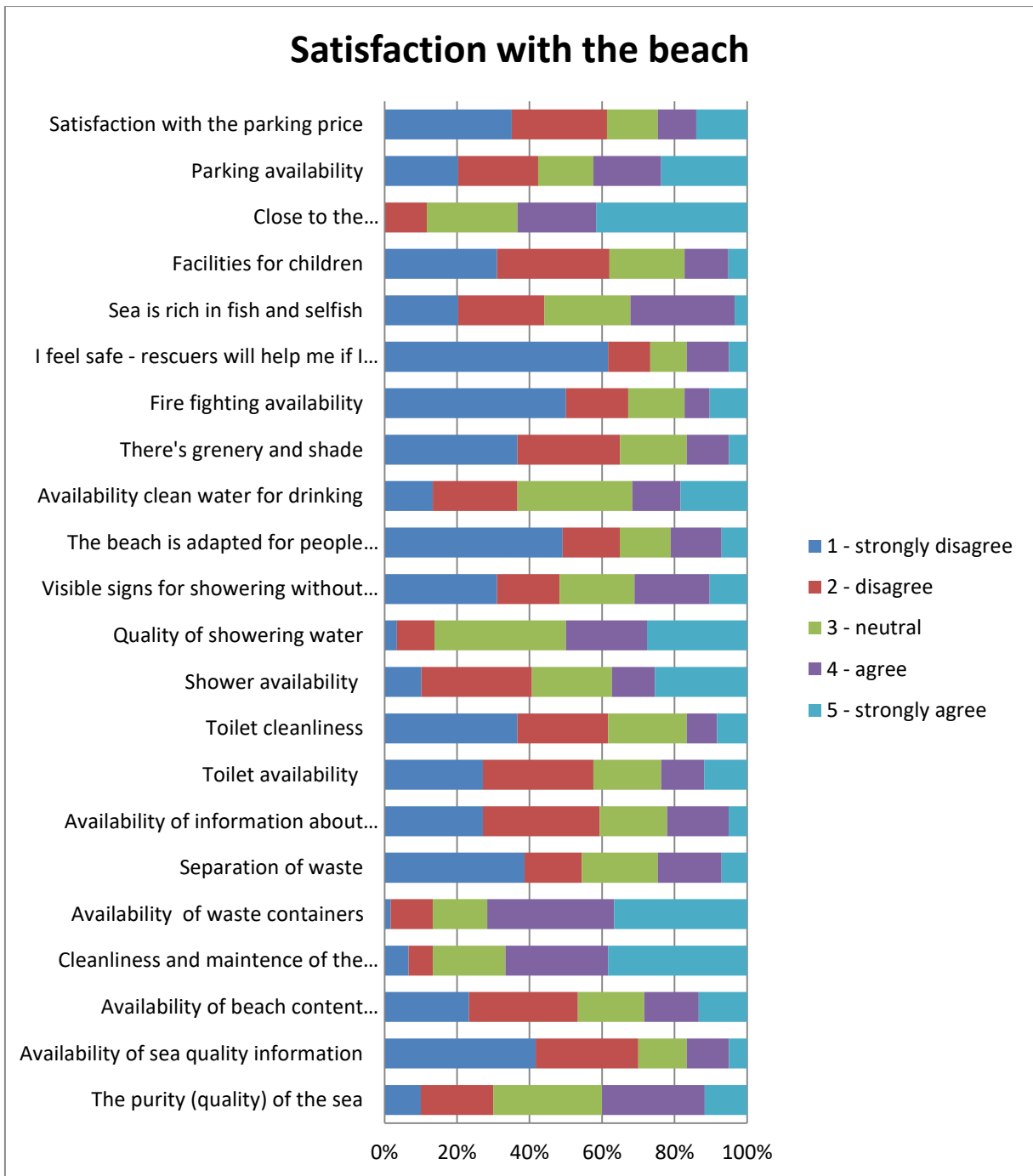


Chart 13. Degree of satisfaction with the beach

The results of surveys conducted at Strožanac beach show that the respondents come to the beach mostly for relaxation and sunbathing (64%). Most respondents (58%) visit the beach frequently, and more than 50% visited the beach more than 10 times last year. Most of the respondents came to the beach on foot (55%), although the majority stated that they lived within 1 to 3 km of the beach (44%). They usually stand on the beach for 3-5 hours (46%). The biggest reason for coming to the beach is the proximity to the place of residence, and the facilities that the beach has are restaurants and cafes (37%) and the most used ones (59%). Having the blue flag on the beach is important for most respondents (65%) and for 23% of them is very important. With regard to beach satisfaction in general, the proximity to the markets / restaurants / cafes, the availability of trash cans and cleanliness and the maintenance of the beach are important to them. They are most dissatisfied with the price of parking, the feeling of security on the beach, the availability of fire extinguishers, greenery and shade, the cleanliness of public toilets, the sorting of waste and the availability of information on the quality of the sea.

2.2. Italy – Bibione Mare beach

From the total 223 responders, 78 (36%) are males and 141 (64%) are females. Four people didn't answer that question. Most of the respondents are in the age between 30 and 50 years (40%). Overall results are shown in charts.

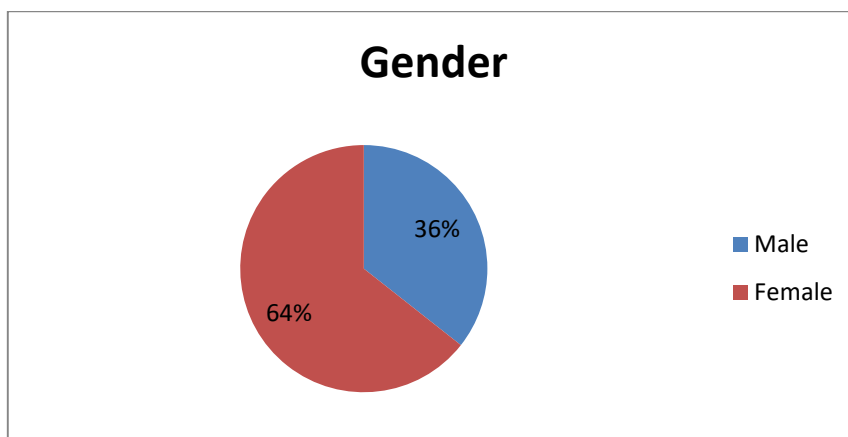


Chart 14. Gender of the respondents

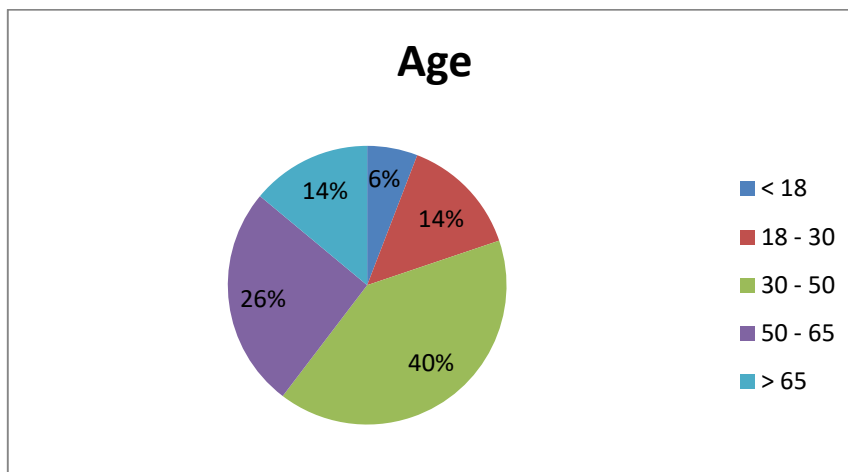


Chart 15. Age of the respondents

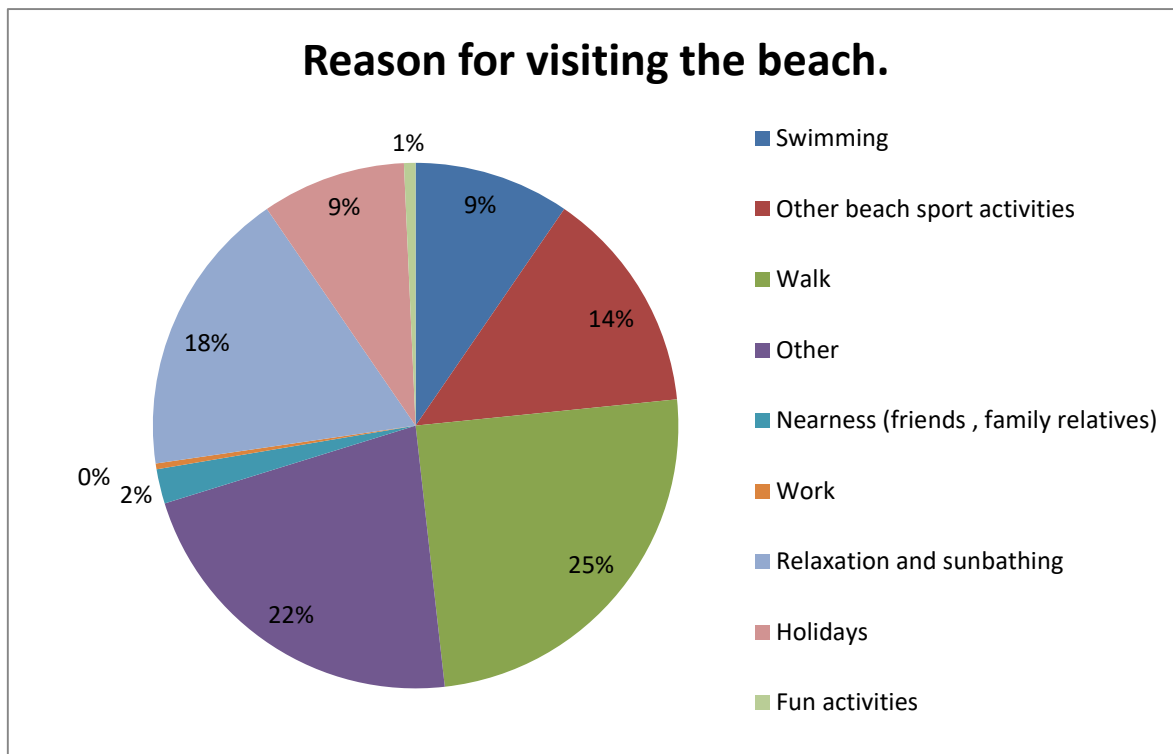


Chart 16.Reason for visiting the beach

In the charts below are shown results of beach users about reasons of choosing this beach, frequency of using this beach and frequency of using this beach last year. Question about reasons for visiting the beach was open-ended but responses were repeated and could reduce in several categories.

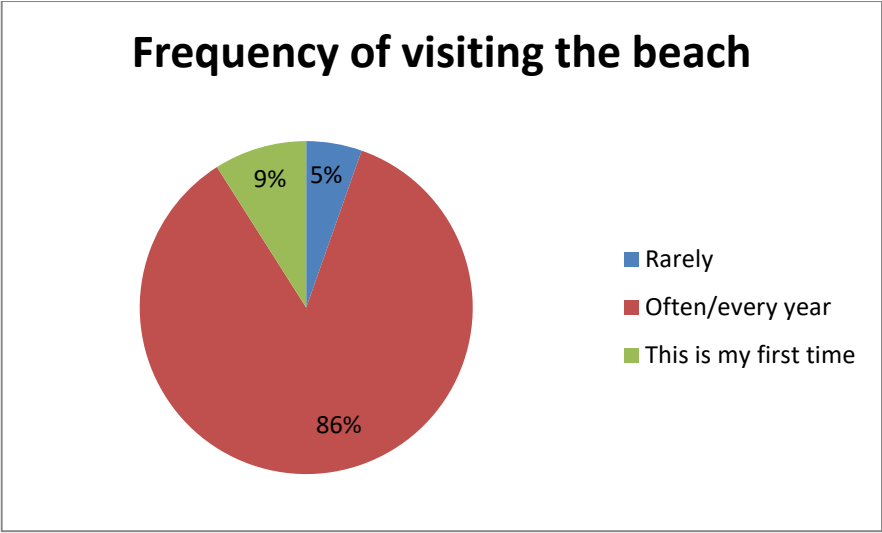


Chart 17.Frequency of visiting the beach

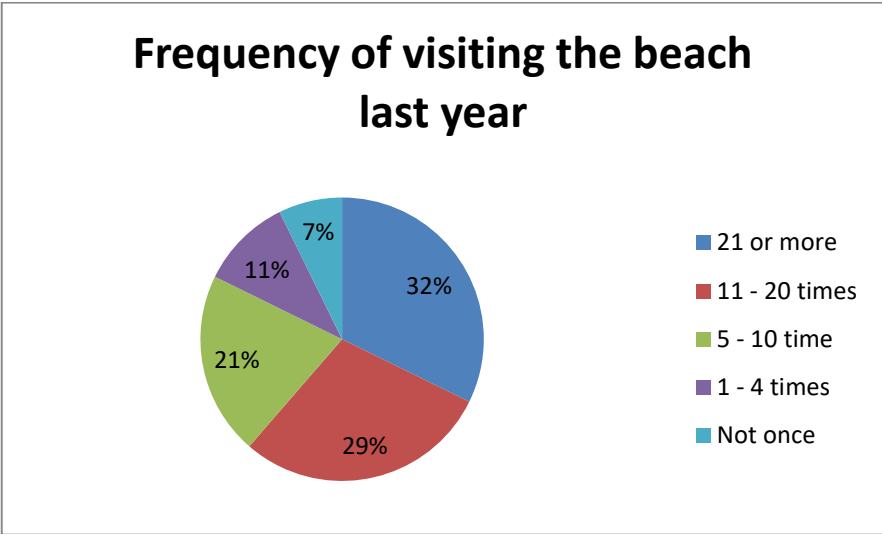


Chart 18.Frequency of visiting the beach last year

In the charts below are shown results of beach users about transportation to the beach, distance to the beach from their home and time they are planning to spend on the beach.

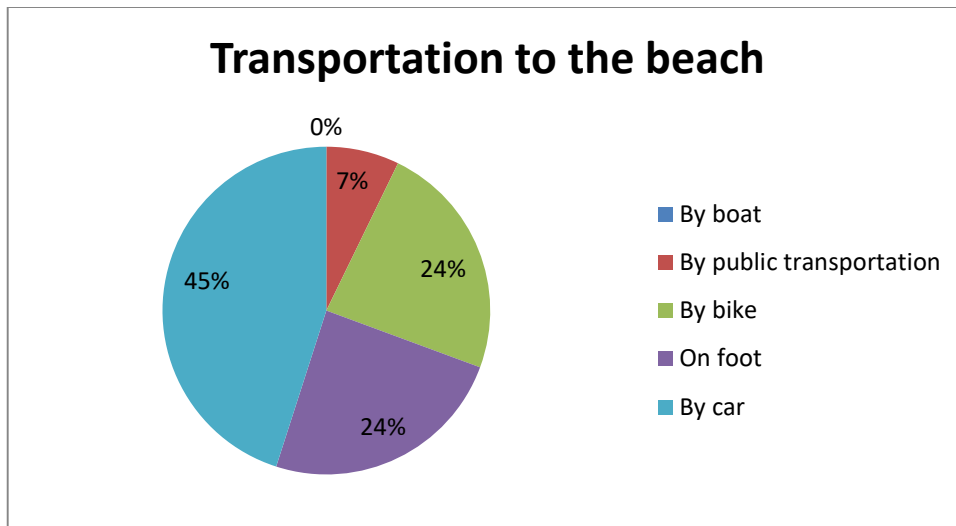


Chart 19. Transport respondents use to come to the beach

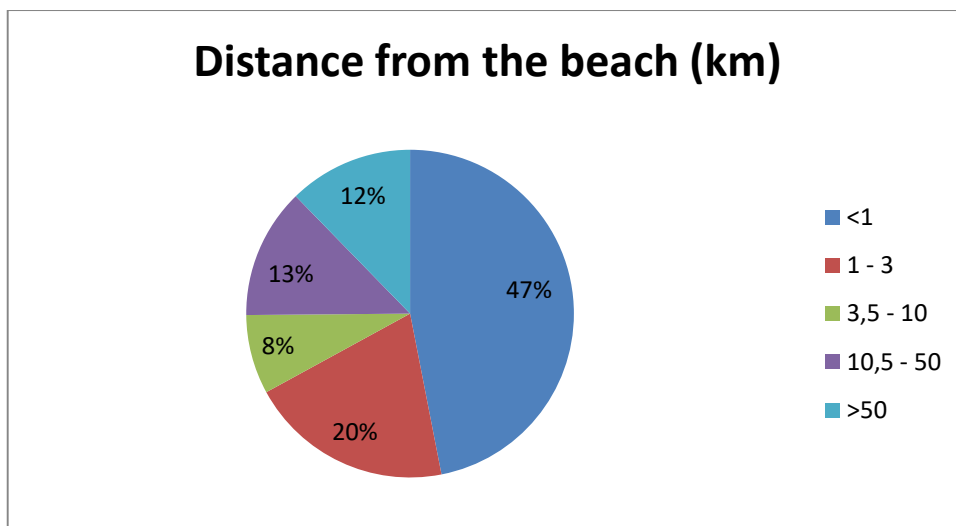


Chart 20. Distance respondents had to travel to the beach in kilometers

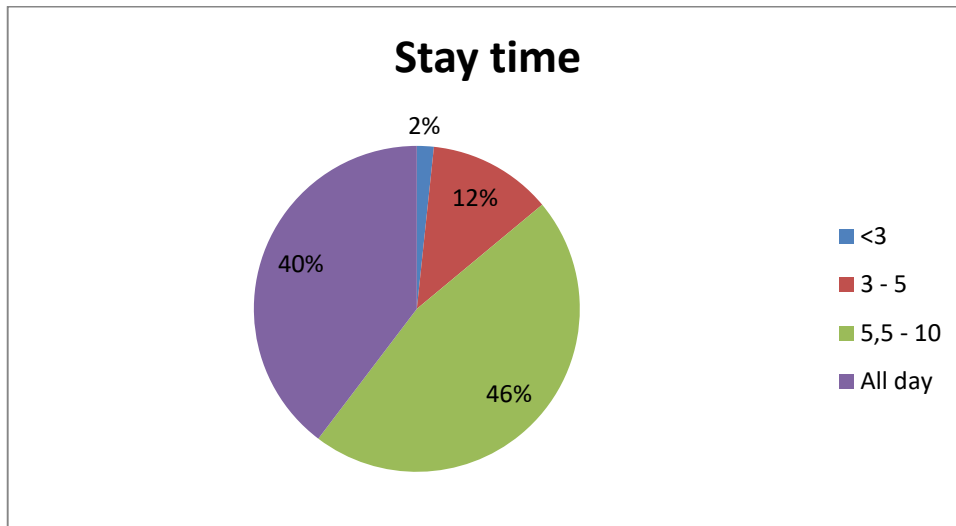


Chart 21. Time respondents are planning to spend on the beach in hours

In the charts below are shown results of beach users about reason of choosing this beach, beach facilities, beach facilities they use and importance of the Blue Flag on the beach. Question about reasons of choosing this beach was open-ended but responses were repeated and could reduce in several categories.

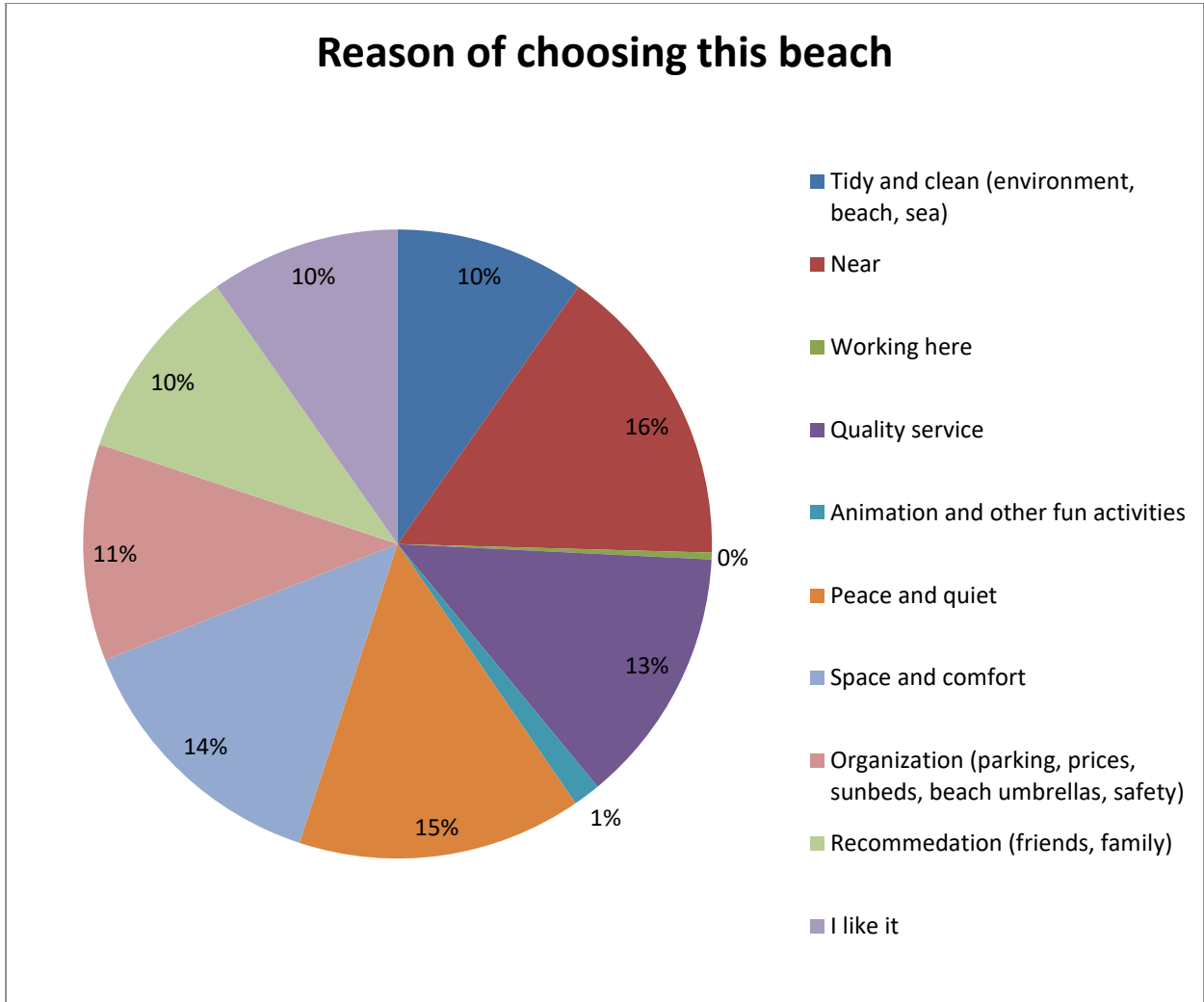


Chart 22.Reason of choosing this beach

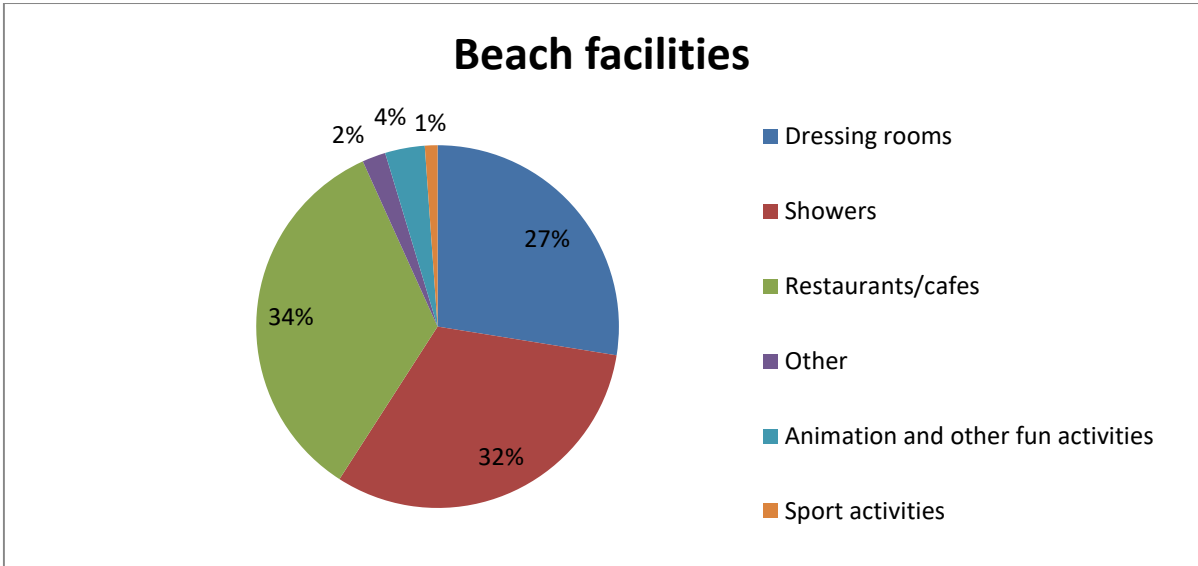


Chart 23. Beach facilities

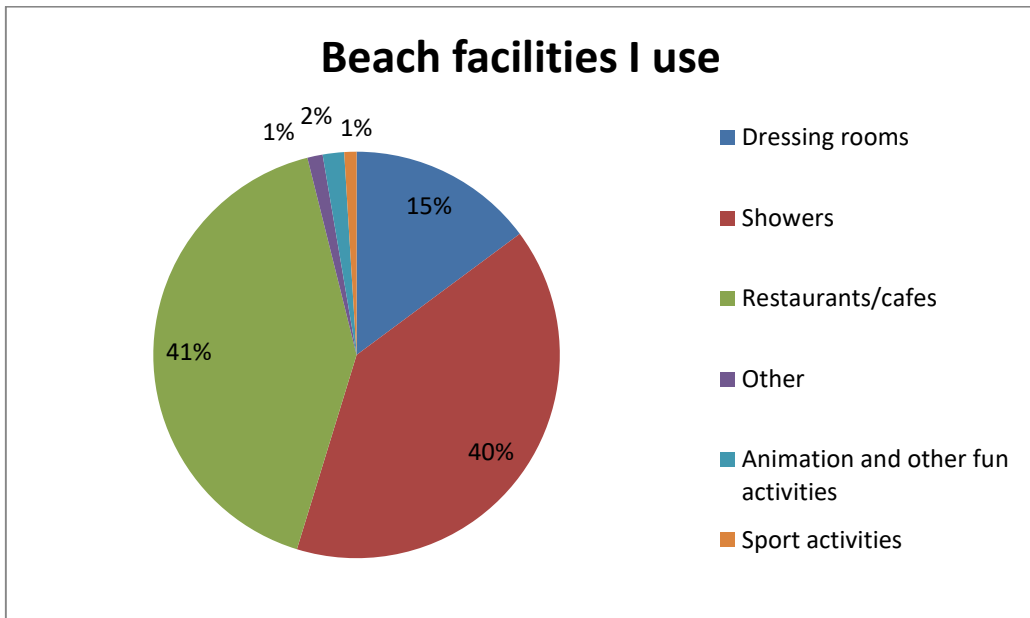


Chart 24. Beach facilities people usually use

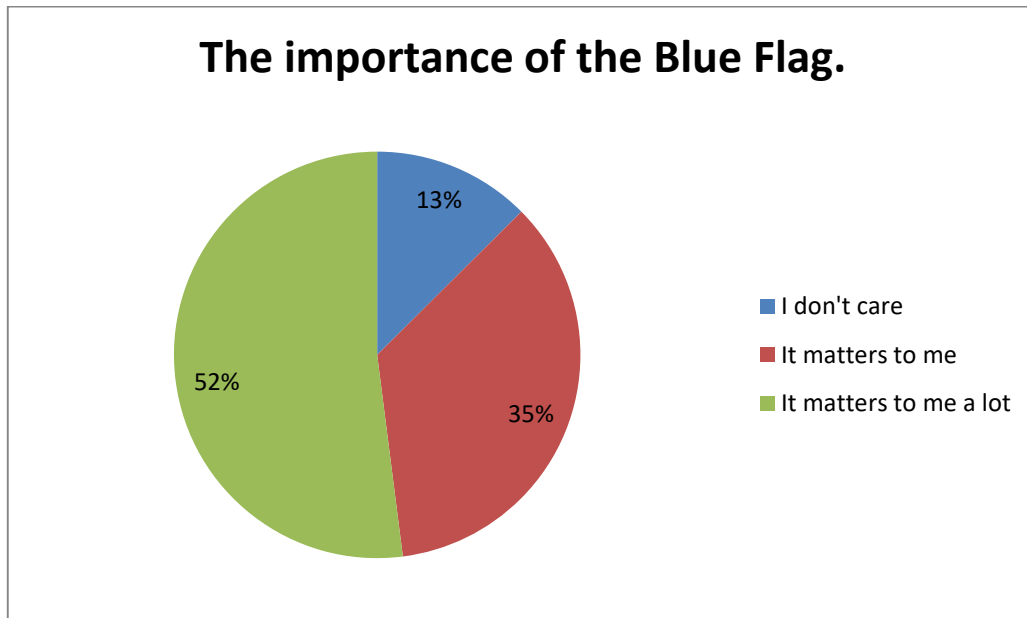


Chart 25. The importance of the Blue Flag

In the chart below are shown results of the degree of satisfaction of the beach users with the beach.

Satisfaction with the beach

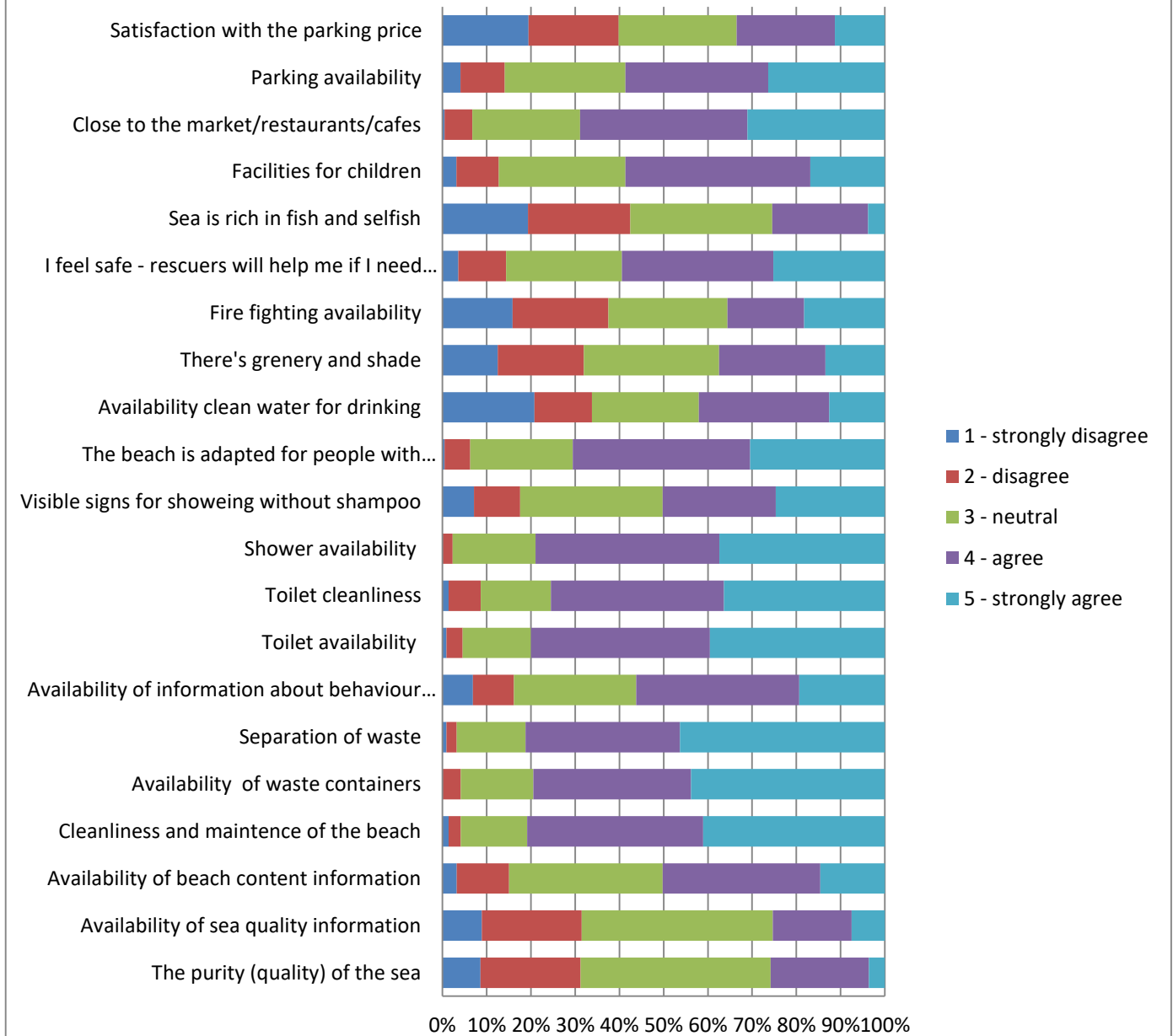


Chart 26. Degree of satisfaction

The results of surveys conducted at Bibione Mare beach indicate that beach respondents come mostly for walking (25%). Most respondents (86%) come to the beach frequently, and last year more than 50% visited the beach more than 10 times. Most of the respondents came to the beach by car (45%), although the majority stated that they lived less than 1 km from the beach (47%). On the beach they usually stand 5.5 out of 10 hours (46%). The biggest reason for coming to the beach is the proximity to the place of residence (16%), while the beaches that stand out are restaurants and cafes (34%) and the most used ones also (41%). Having a blue flag on the beach is important for most of the respondents (87%) and 52% of them is very important. With respect to beach satisfaction in general, they are important to the markets / restaurants / cafes, accessibility to the beach for people with disabilities, accessibility to showers, cleanliness and accessibility of toilets, waste separation and availability of trash and cleanliness baskets and maintenance of the beach are important to them. The most disappointing are the prices of parking, the poverty of the sea with fish and herbs, the availability of clean drinking water and fire extinguishers.

3. Questionnaire about ports

3.1. Croatia – port Špinut

From the total 102 responders, 86 (84%) are males and 16 (16%) are females. 1 person didn't answer that question. Most of the respondents are in the age between 50 and 65 years (33%). Overall results are shown in charts.

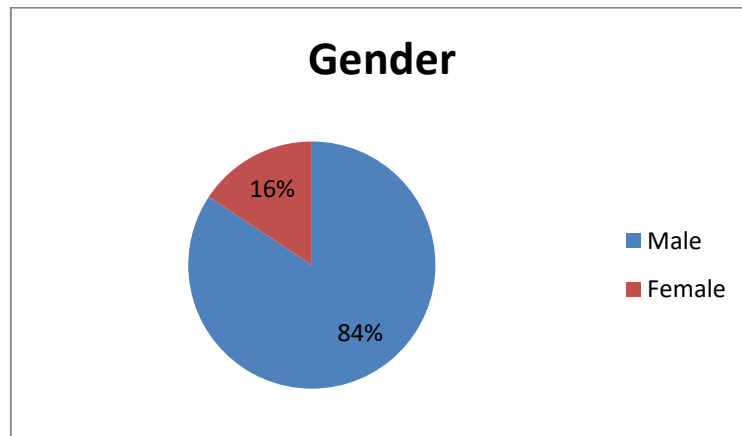


Chart 27. Gender of the respondents

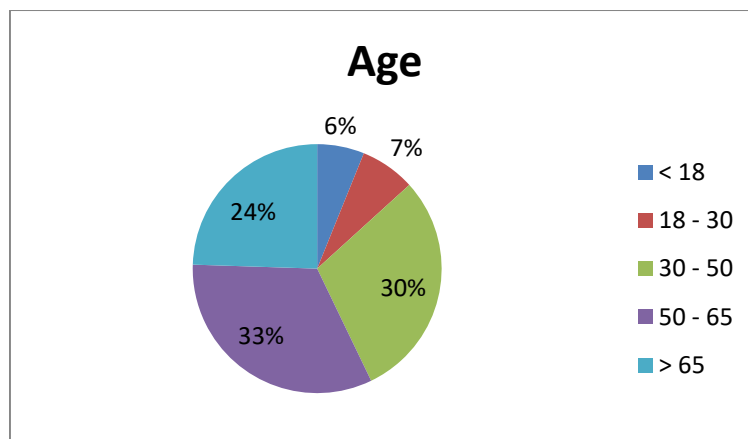


Chart 28. Age of the respondents

In the charts below are shown results of port users about frequency of visiting a service harbor, model of travelling while visiting a service harbor, what type of boat if that was the answer on the question with the model of travelling and source of information about harbor.

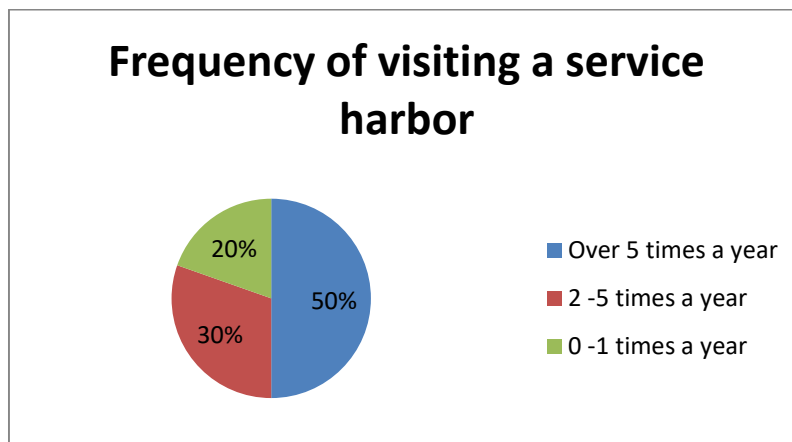


Chart 29.Frequency of visiting a service harbor

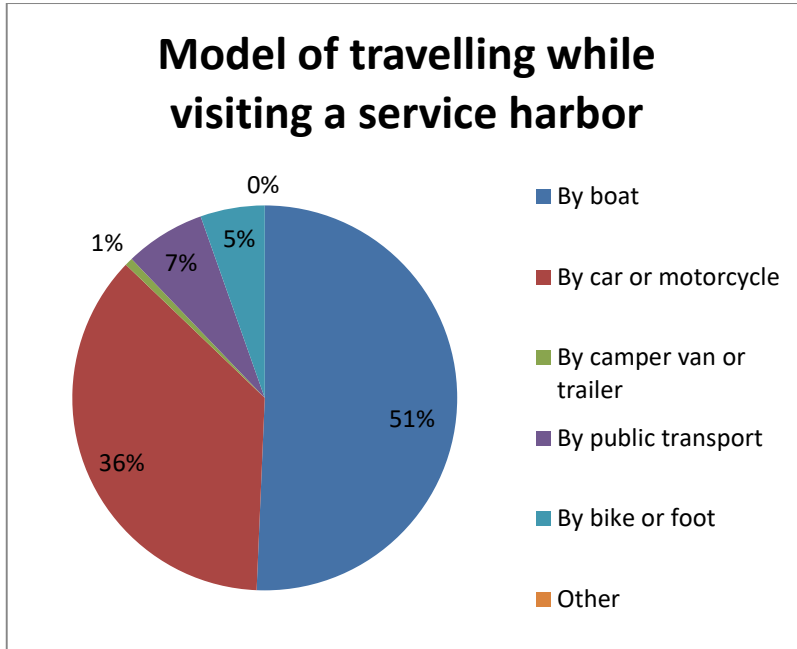


Chart 30. Model of travelling while visiting a service harbor

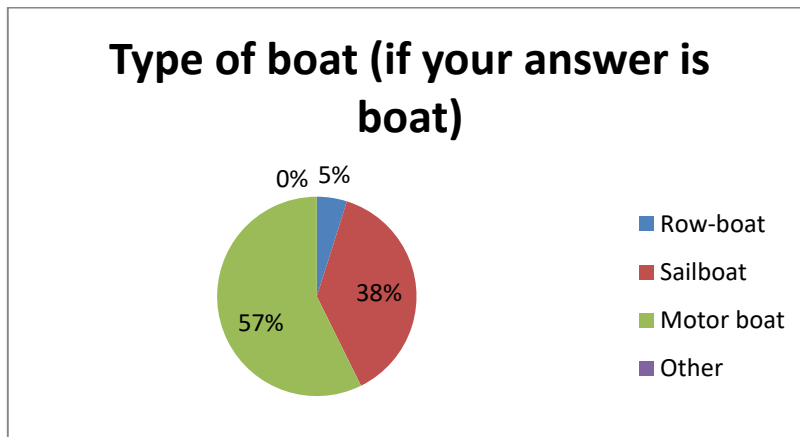


Chart 31. Type of boat considering previous question

In the chart below are shown results of the degree of agreement of the port users with the management in the port.

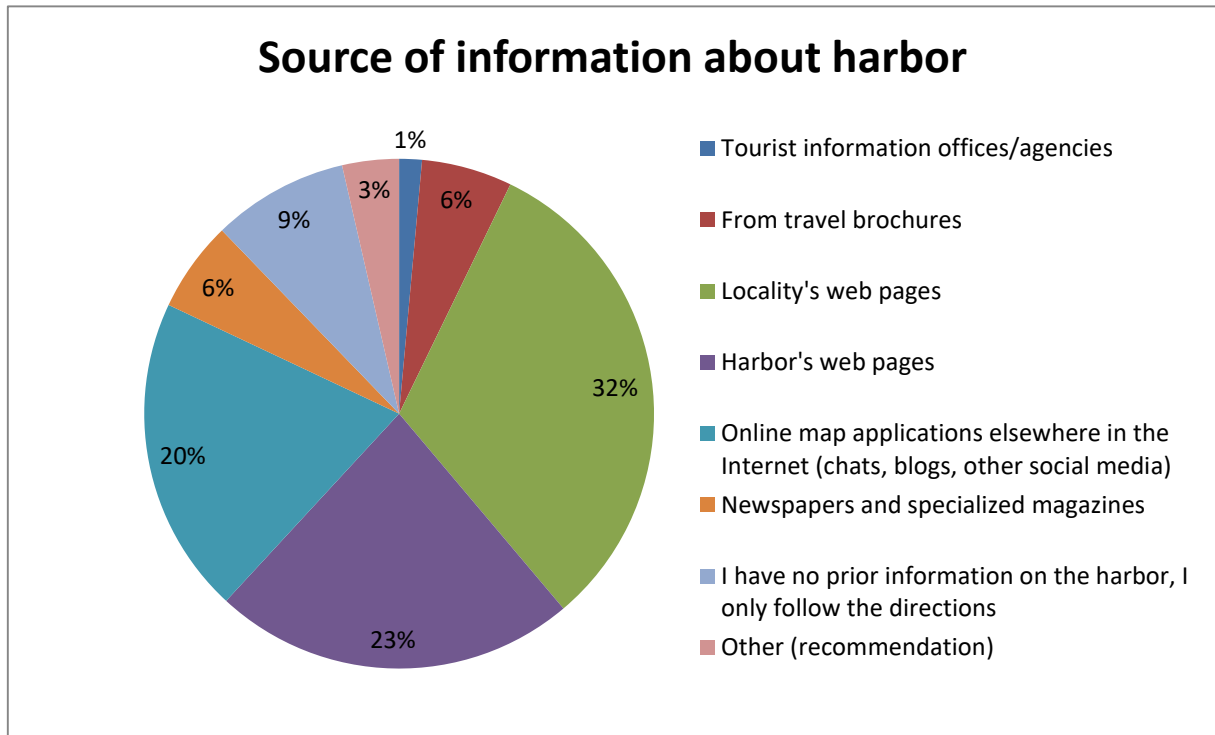


Chart 32. Source of information about harbor

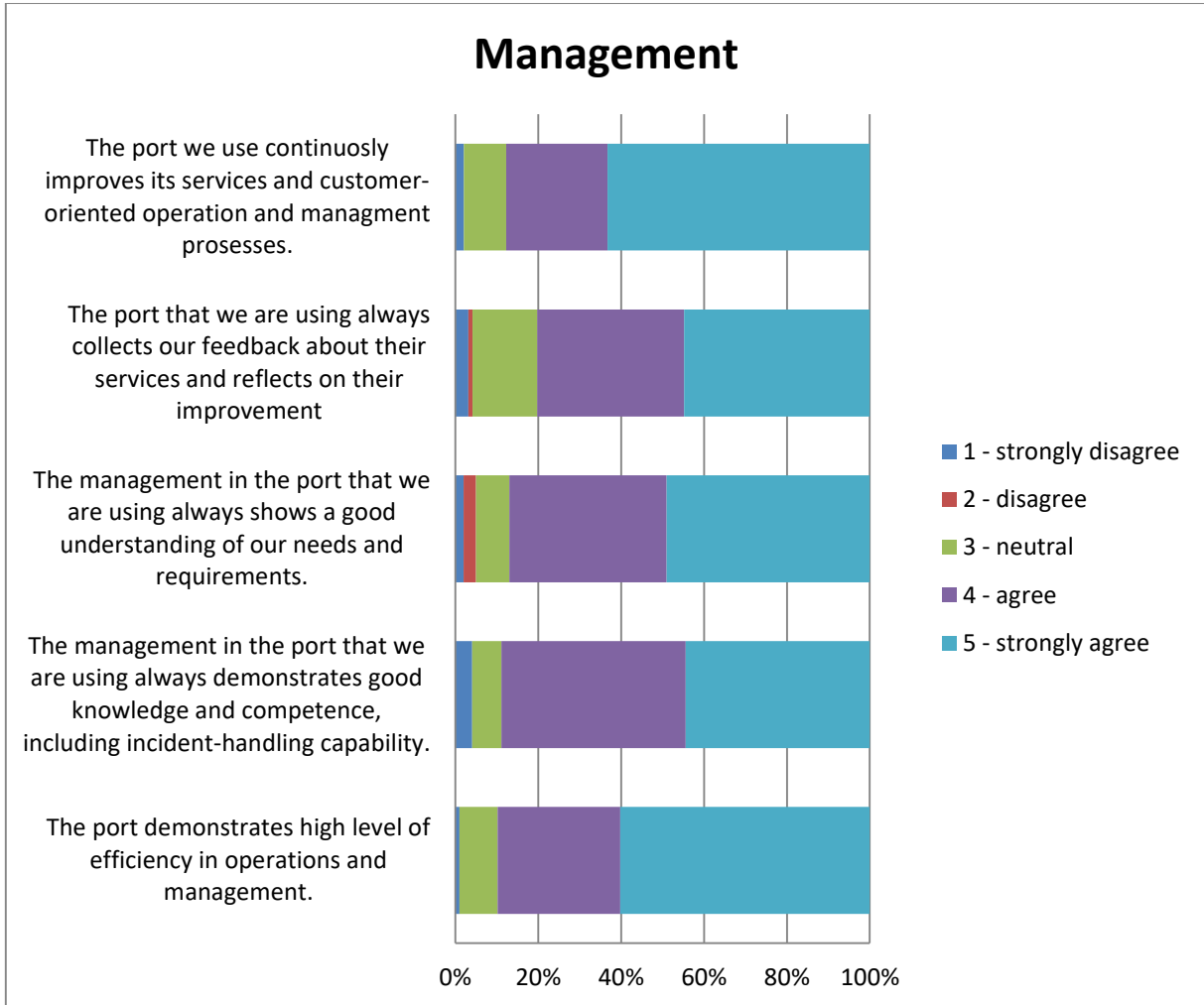


Chart 33. Degree of agreement with management in the port

In the chart below are shown results of the degree of agreement of the port users with the social responsibility and security in the port.

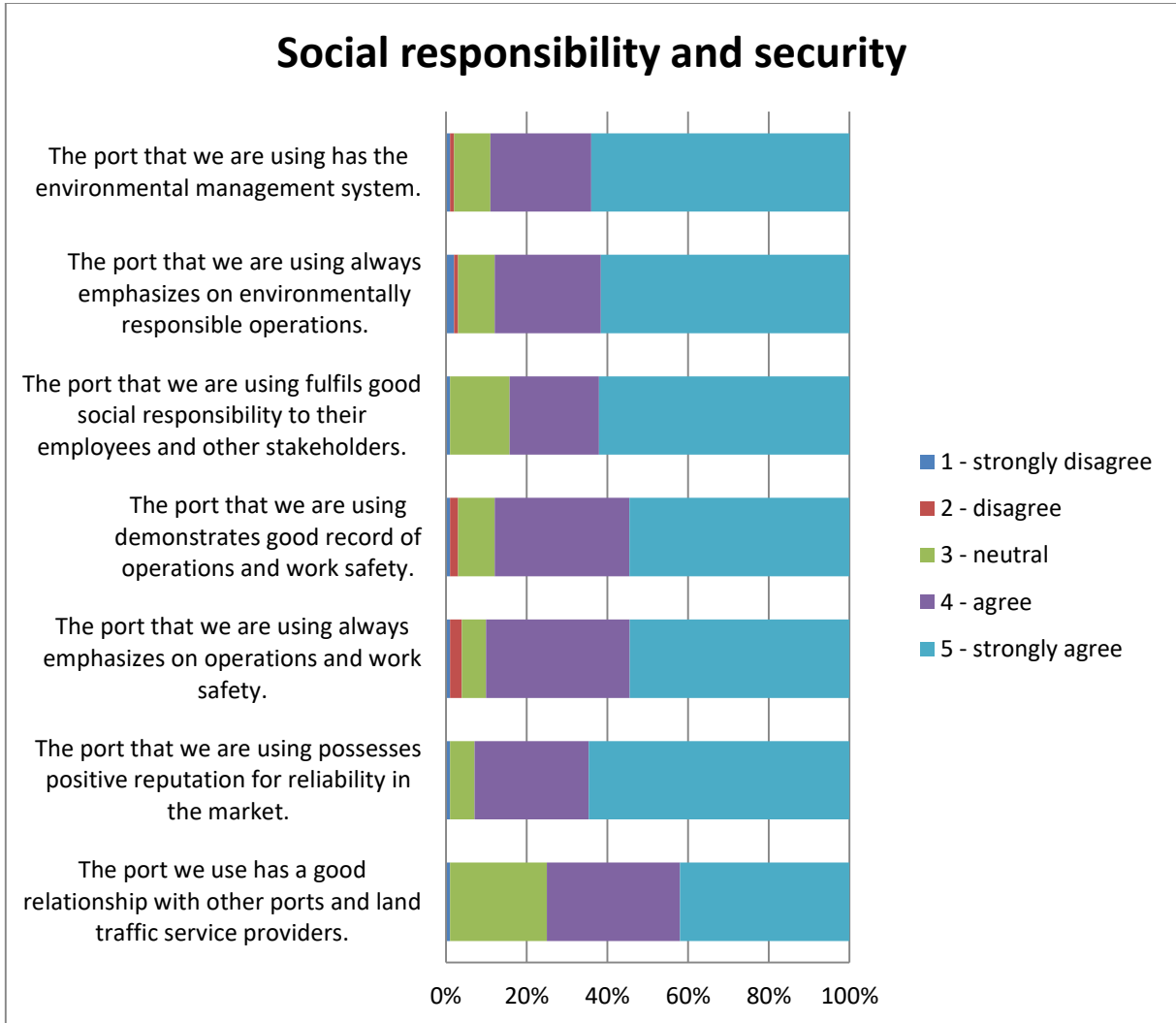


Chart 34. Degree of agreement with social responsibility and security in the port

In the chart below are shown results of the degree of agreement of the port users with the facilities in the port.

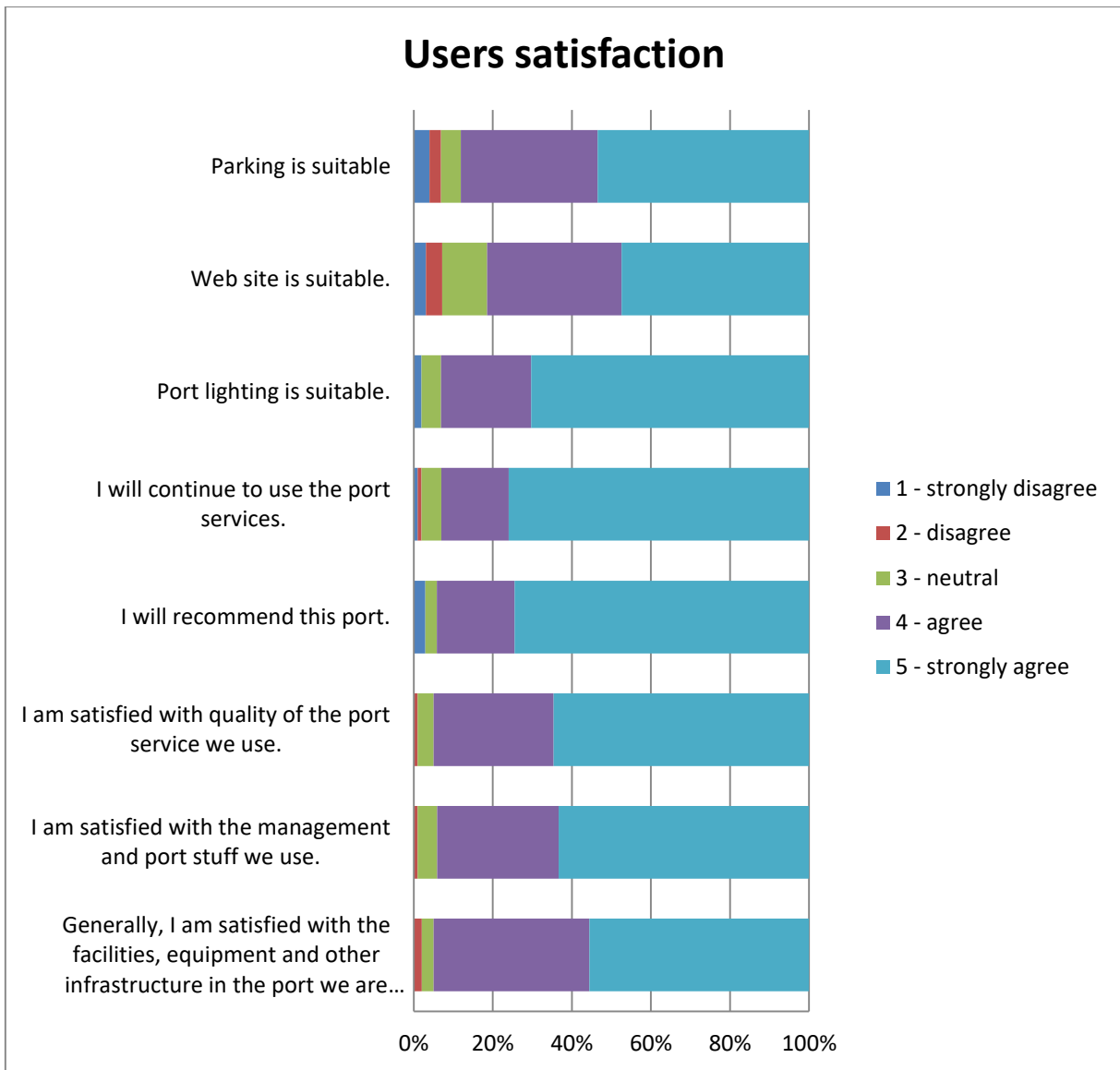


Chart 35. Users of the ports satisfaction with the port facilities

In the chart below are shown results of the degree of agreement of the port users about the importance of the particular factors for their decision to visit a particular port.

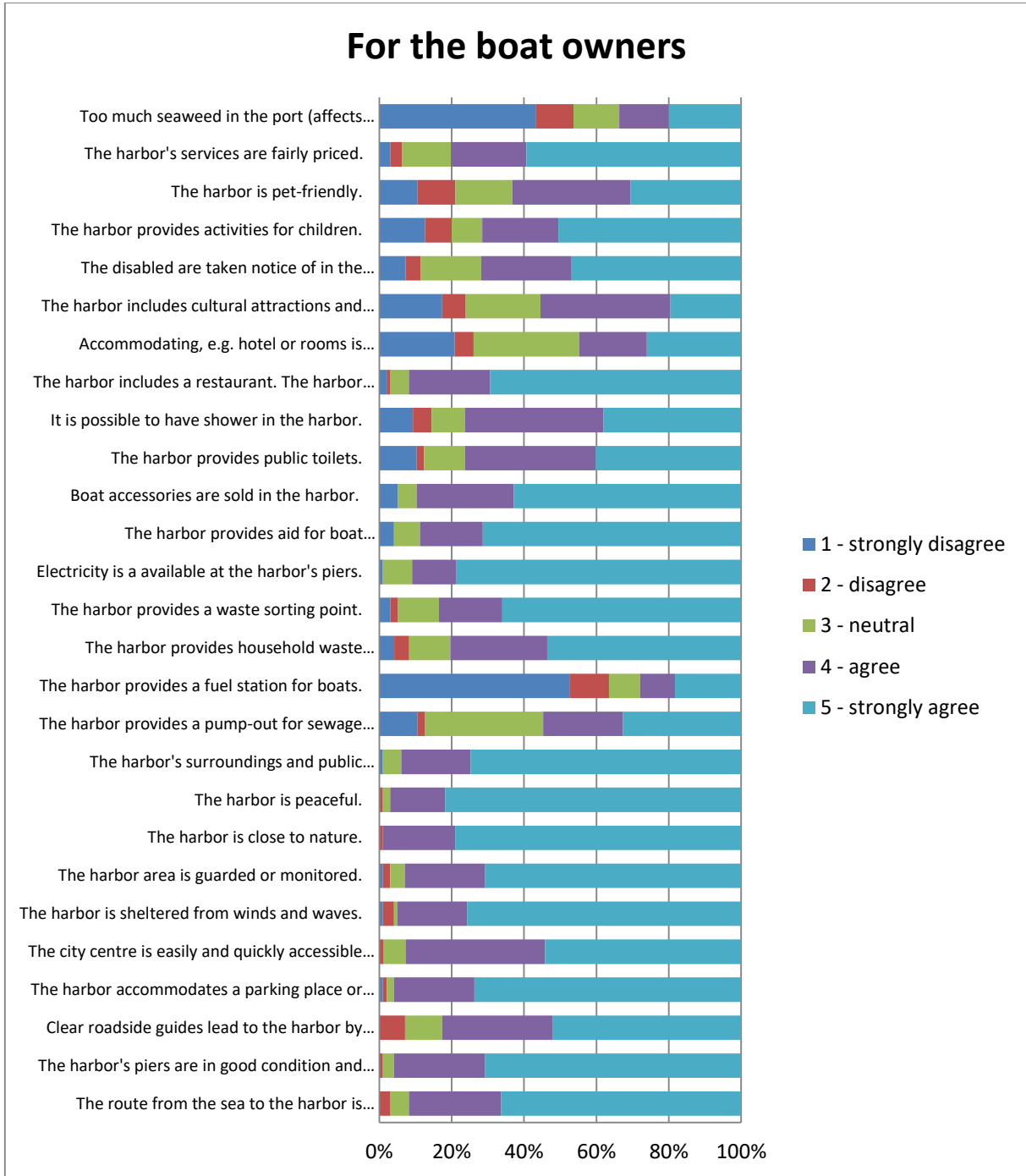


Chart 36. Importance of factors for boat users

In the chart below are shown results of the open-ended questions about other factors that are important to users when choosing harbor, the most important development needs in service harbors and other comments or ideas related to developing service harbors. All of them could reduce in several categories.

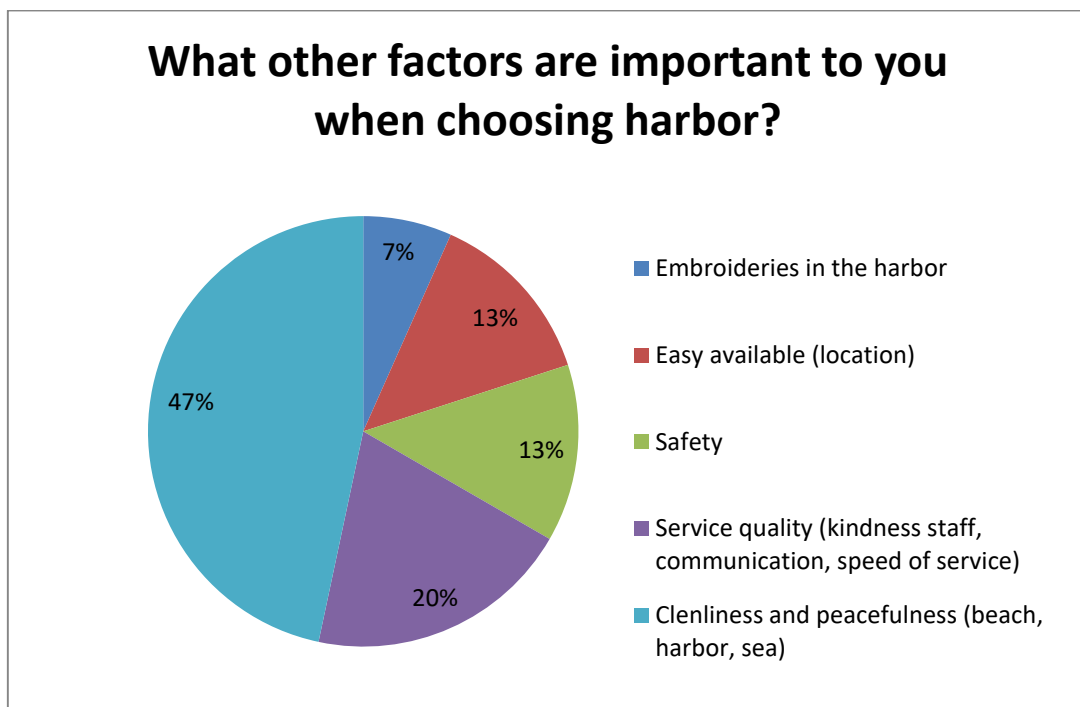


Chart 37. Factors important to users when choosing harbor

Based on your experience, the most important development needs in service harbors are:

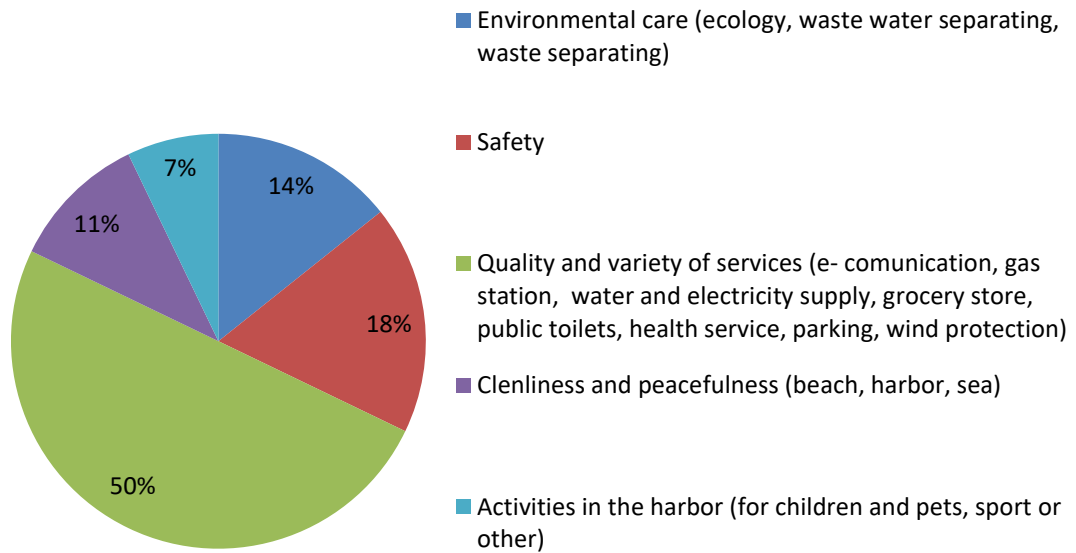


Chart 38. Most important development needs in service harbors

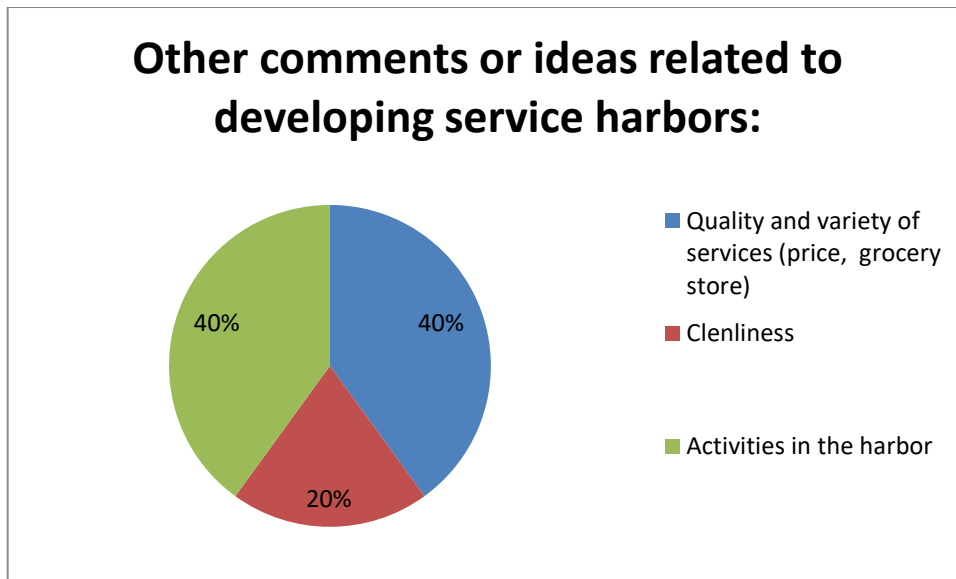


Chart 39. Comments or ideas related to developing service harbors

The results of surveys conducted in the port of Špinut show that most of the respondents visit the port more than 5 times a year (50%). Most often they come to the port by boat (51%), mostly by motor boats (57%). Respondents are most informed about the port from the locality's web pages. In respect of management, they are most pleased with the fact that the port continuously improves its services and customer-oriented operations and management processes and that the port demonstrates a high level of efficiency in operations and management. In terms of social responsibility and security, they are pleased that the port has an environmental management system, the port always emphasizes on environmentally responsible operations, the port fulfills good social responsibility to their employees and other stakeholders and that the port has a positive reputation for reliability in the market. Users are most satisfied with the port lighting, port services and management and port stuff they use. Most users will recommend the port to others. They are the least satisfied with the parking. Boat owners point out several factors that are important to them

for their decision to visit a particular port, such as: restaurants, grocery stores and shops in the port or close by, port provides aid for boat maintenance, electricity is available at the harbor's piers, the harbor's surroundings and public facilities are tidy, the harbor is peaceful, the harbor is close to nature, the harbor area is guarded or monitored, the harbor is sheltered from winds and waves, the harbor accommodates a parking place or there is one in the immediate vicinity and the harbor's piers are in good condition and easy to attach to. It doesn't matter to them: too much seaweed in the port, accommodating, e.g. hotel or rooms is available in the harbor or in the vicinity and the harbor provides a fuel station for boats. As for the other factors that are important to them when choosing a port, they emphasize cleanliness and peacefulness (47%). According to their experience so far, the most important development needs in service harbors are quality and variety of services (e-communication, gas station, water and electricity supply, grocery store, public toilets, health service, parking, wind protection) (50%) . Other comments or ideas related to developing service harbors are related to the quality and variety of services and activities in the harbor.

3.2. Croatia – port Strožanac

From the total 53 responders, 47 (89%) are males and 6 (16%) are females. Most of the respondents are older than 65 years (50%). Overall results are shown in charts.

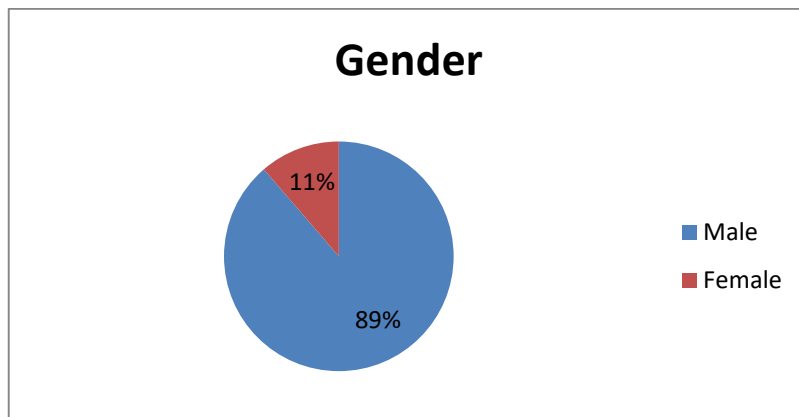


Chart 40. Gender of the respondents

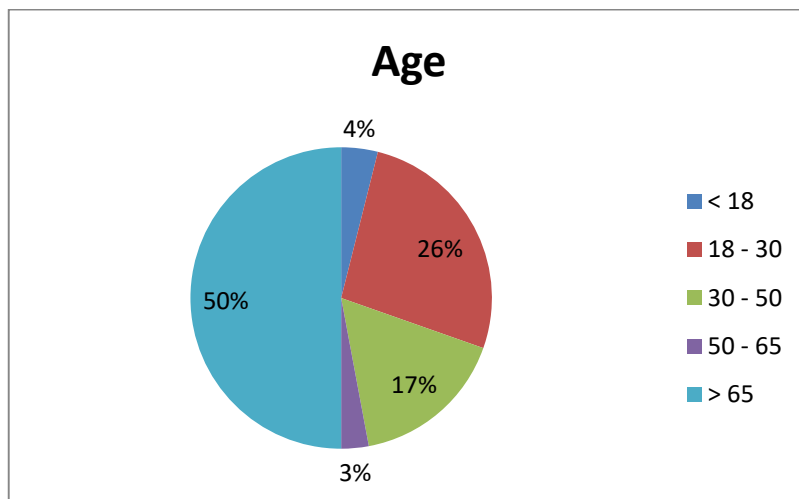


Chart 41. Age of the respondents

In the charts below are shown results of port users about frequency of visiting a service harbor, model of travelling while visiting a service harbor, what type of boat if that was the answer on the question with the model of travelling and source of information about harbor.

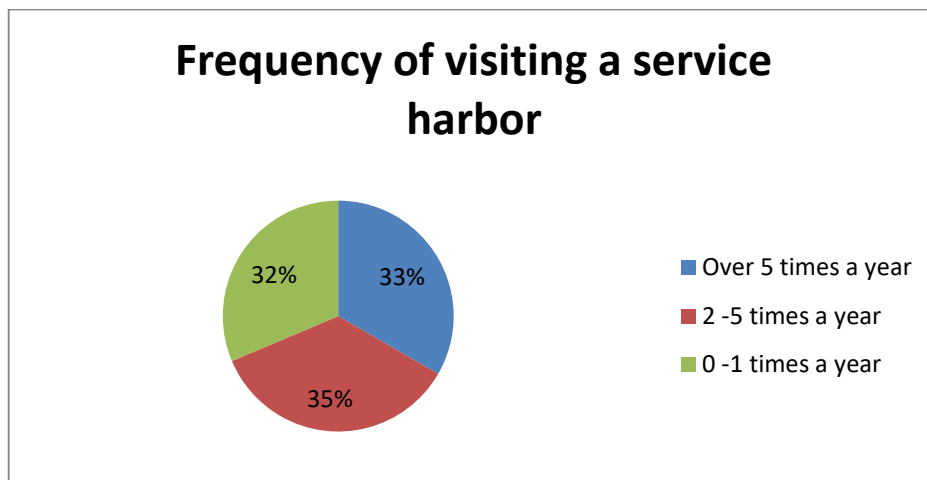


Chart 42. Frequency of visiting a service harbor

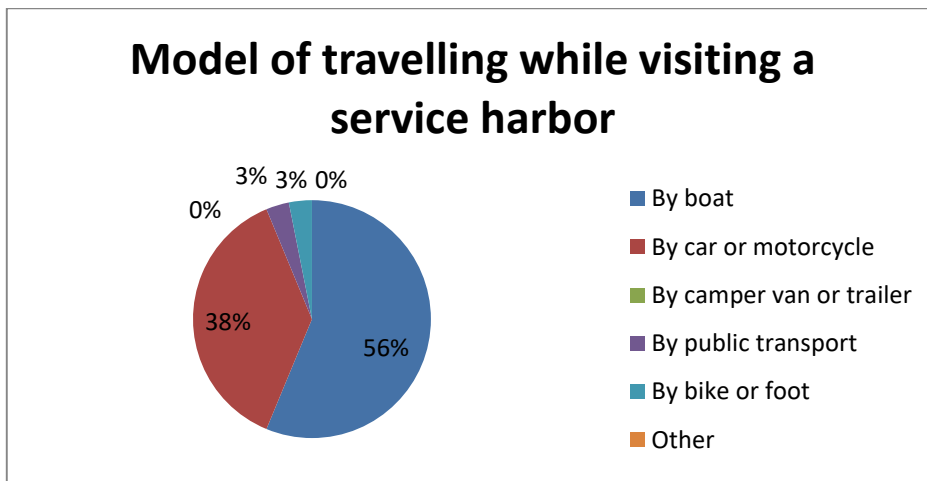


Chart 43. Model of travelling while visiting a service harbor

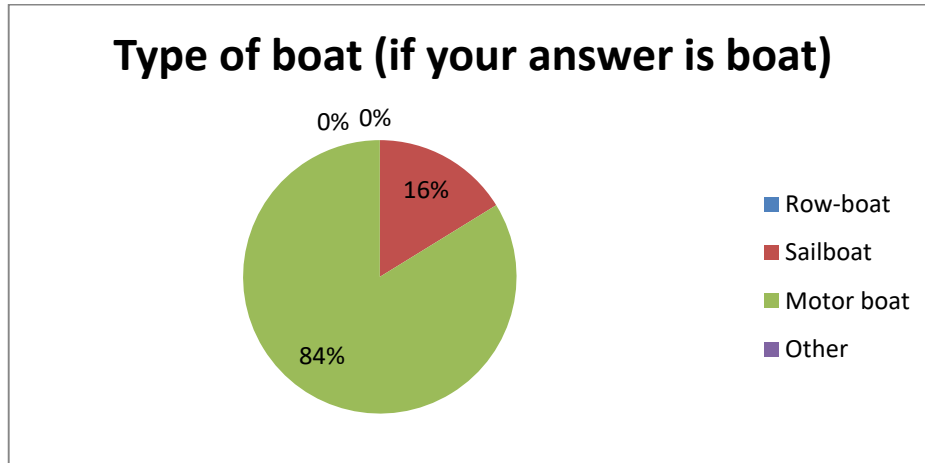


Chart 44.Type of boat considering previous question

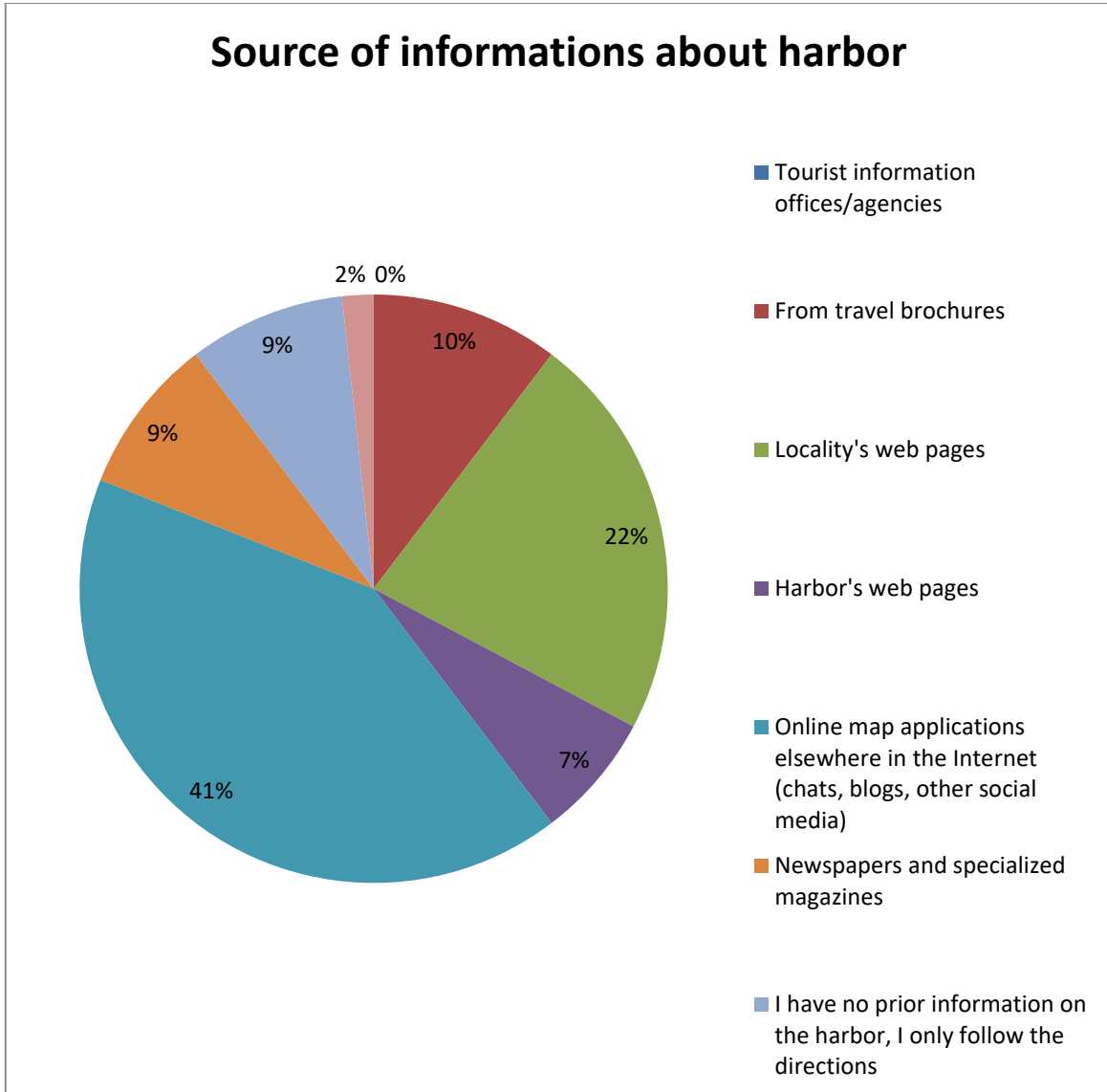


Chart 45.Source of information about harbor

In the chart below are shown results of the degree of agreement of the port users with the management in the port.

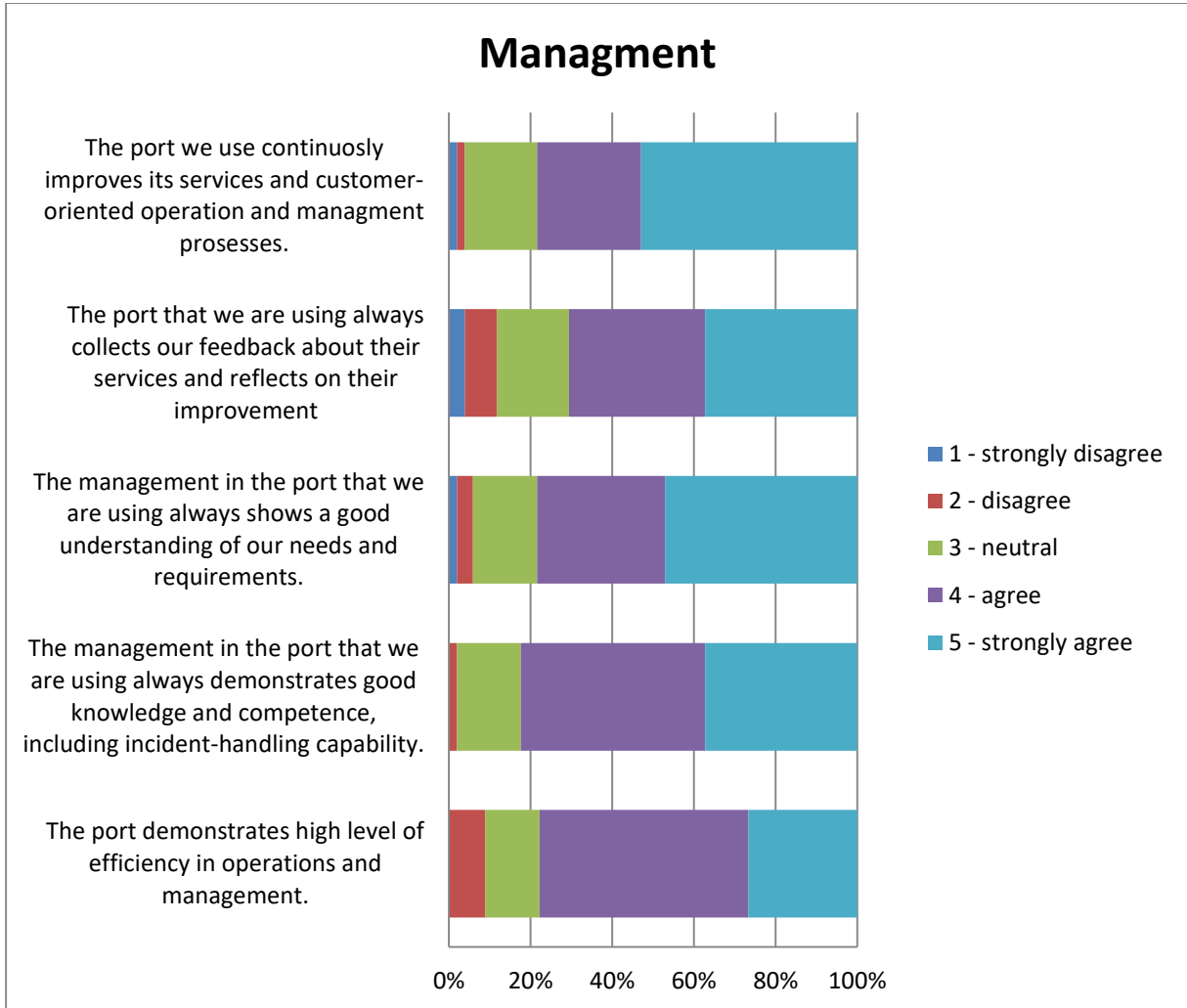


Chart 46. Degree of agreement with management in the port

In the chart below are shown results of the degree of agreement of the port users with the social responsibility and security in the port.

Social responsibility and security

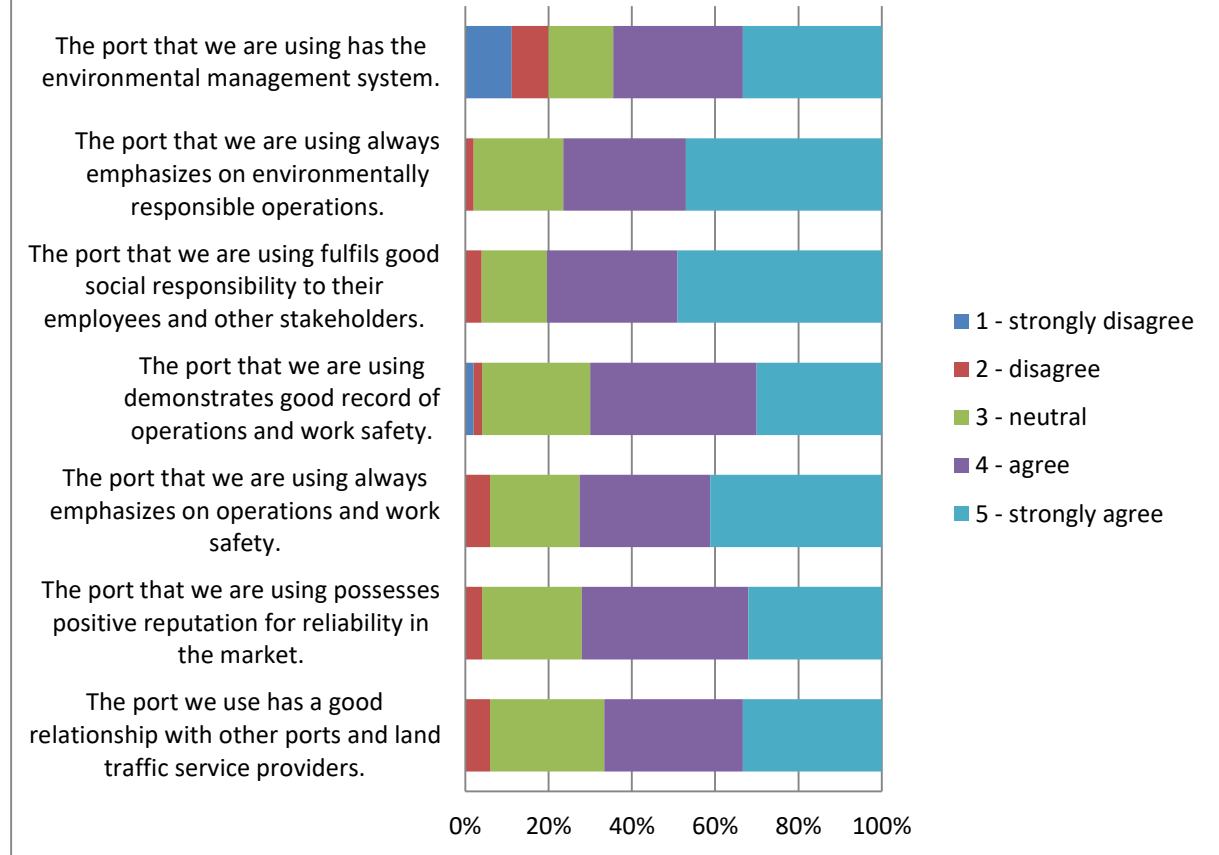


Chart 47. Degree of agreement with social responsibility and security in the port

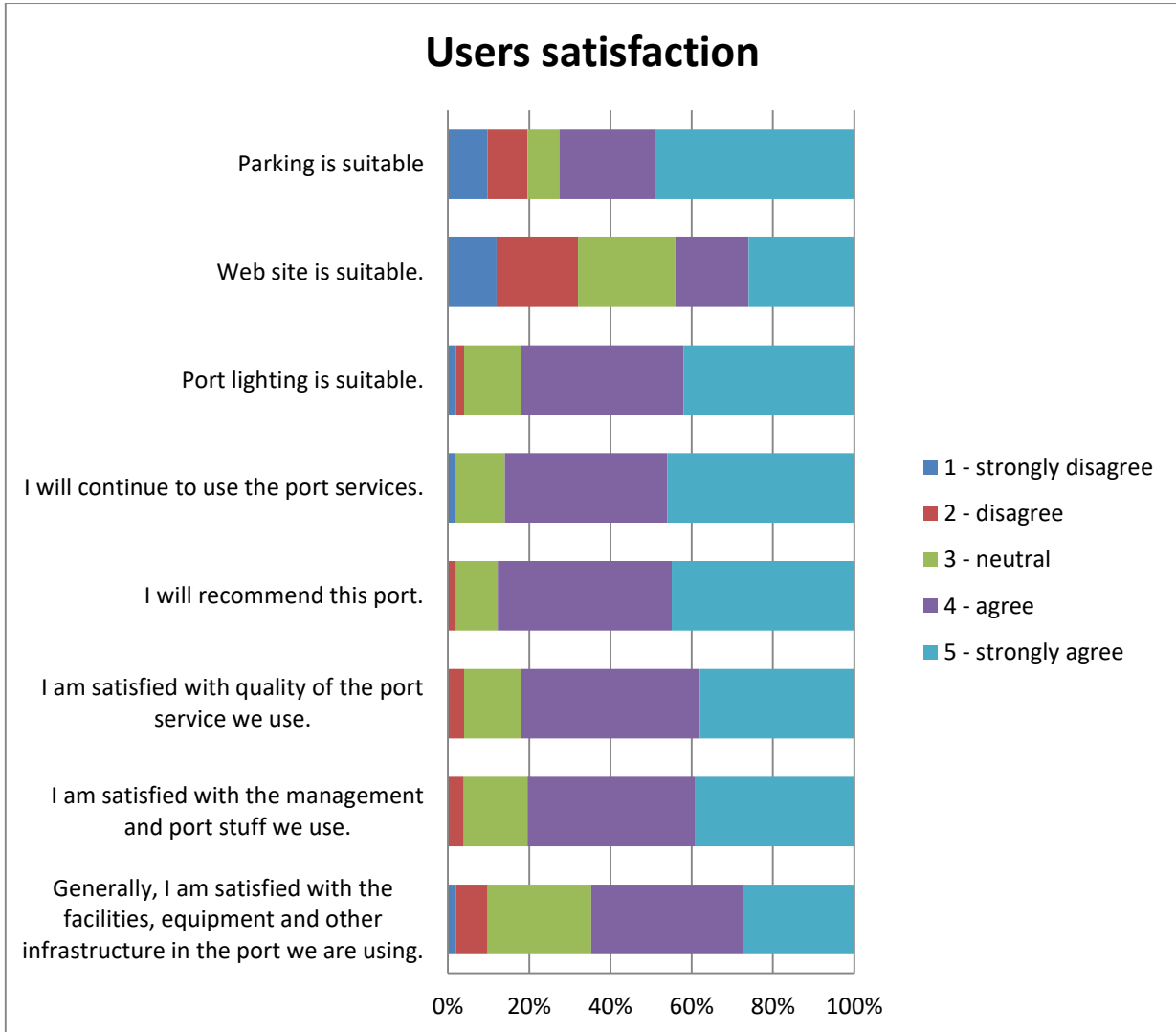


Chart 48. Users of the ports satisfaction with the port facilities

In the chart below are shown results of the degree of agreement of the port users about the importance of the particular factors for their decision to visit a particular port.

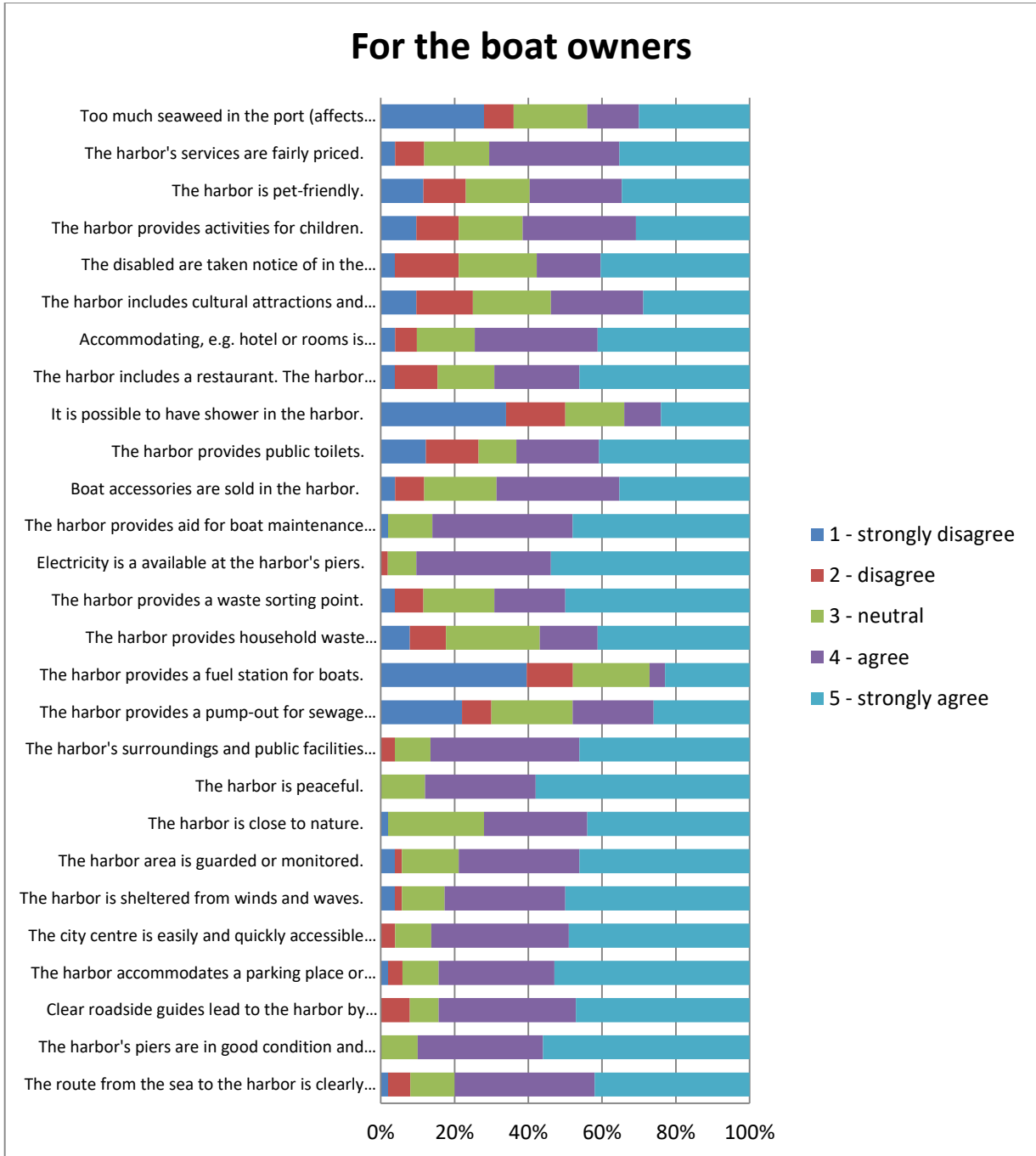


Chart 49. Importance of factors for boat users

In the chart below are shown results of the open-ended questions about other factors that are important to users when choosing harbor, the most important development needs in service harbors and other comments or ideas related to developing service harbors. All of them could reduce in several categories.

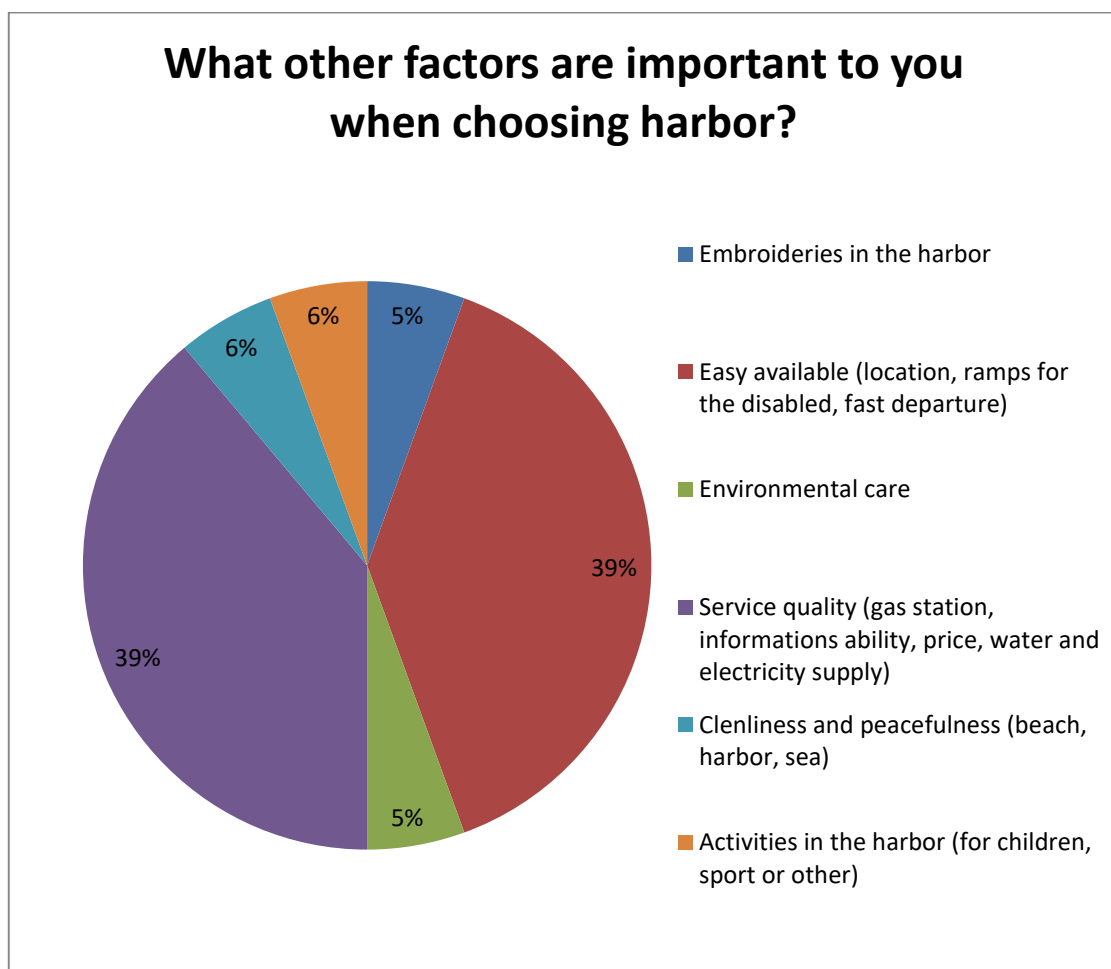


Chart 50. Factors important to users when choosing harbor

Based on your experience, the most important development needs in service harbors are:

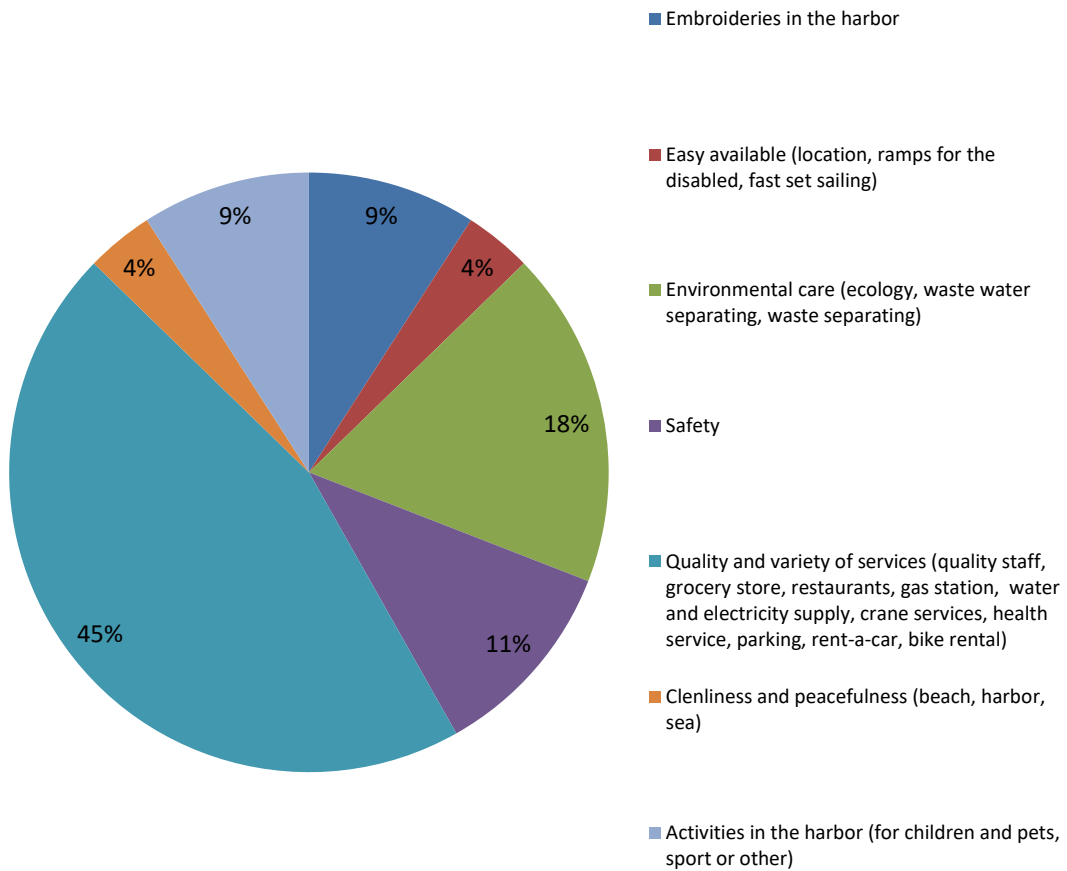


Chart 51. Most important development needs in service harbors

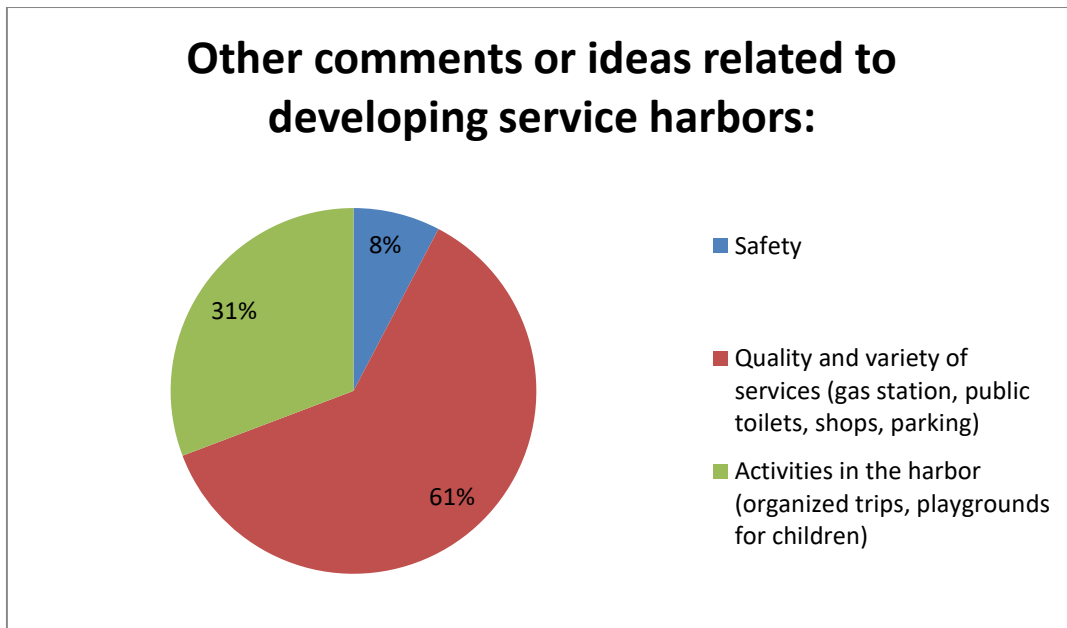


Chart 52. Comments or ideas related to developing service harbors

The results of surveys conducted in the port of Strožanac show that the majority of respondents visit the port 2 - 5 times a year (35%). They most often come to the harbor by boat (56%), mostly by motor boats (84%). Respondents are the most informed about the port from online map applications elsewhere in the Internet (chats, blogs, and other social media) (41%). In terms of management, they are most pleased with the fact that the port continuously improves its services and customer-oriented operation and management processes and with the fact that the port always shows a good understanding of their needs and requirements. In terms of social responsibility and security, they are pleased with the fact that the port always emphasizes on environmentally responsible operations, the port fulfills good social responsibility to their employees and other stakeholders, and thus the port always emphasizes on operations and work safety. Respondents are dissatisfied with the fact that the port has the environmental management

system. Users are most satisfied with suitable parking, port lighting, port services and management and the port staff they use. Most users will recommend the port to others and continue to use the port services. Boat owners point out several factors that are important to them for their decision to visit a particular port, such as: electricity is available at the harbor's piers, the harbor provides a waste sorting point, the harbor is peaceful, the harbor is sheltered from winds and the waves, the city center is easily and quickly accessible from the harbor, the harbor accommodates a parking space or there is one in the immediate vicinity and the harbor's piers are in good condition and easy to attach to. The least important to them is: too much seaweed in the port, the possibility of showering in the harbor, the harbor providing a fuel station for boats and the harbor providing pump-out for sewage holding tanks. As for the other factors that are important to them when choosing a port they highlight easy available (location, ramps for disabled, fast departure) (39%) and service quality (gas station, information ability, prices, water and electricity supply) (39%). According to their past experience, the most important development needs in service harbors are quality and variety of services (quality staff, grocery store, restaurants, gas station, water and electricity supply, crane services, health service, parking, rent-a-car, bike rental) (45%). Other comments or ideas related to developing service harbors are related to the quality and variety of services.

3.3. Italy– port Baseleghe

From the total 151 responders, 62 (43%) are males and 82 (57%) are females. 7 people didn't answer that question. Most of the respondents are in the age between 30 and 50 years (37%). Overall results are shown in charts.

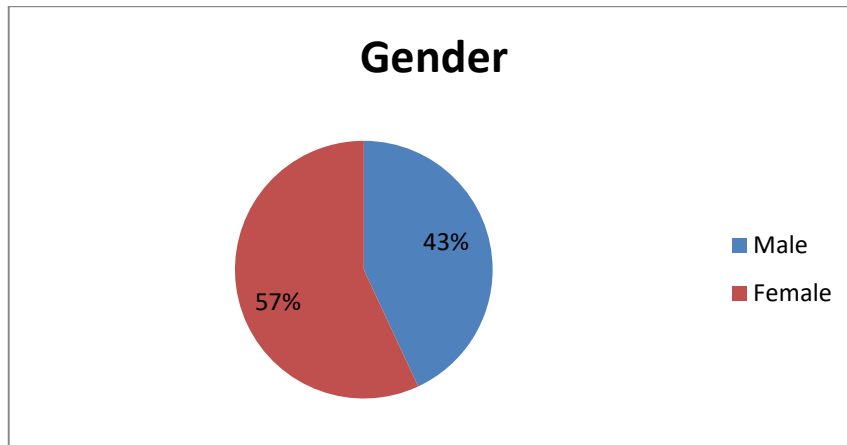


Chart 53. Gender of the respondents

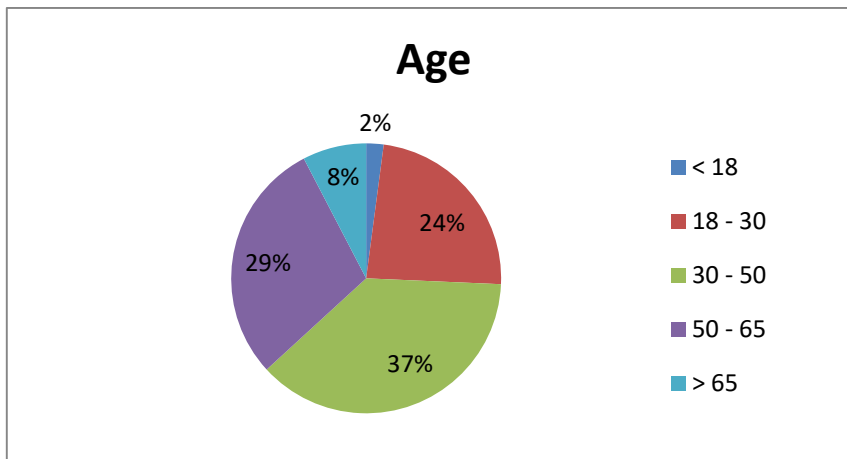


Chart 54. Age of the respondents

In the charts below are shown results of port users about frequency of visiting a service harbor, model of travelling while visiting a service harbor, what type of boat if that was the answer on the question with the model of travelling and source of information about harbor.

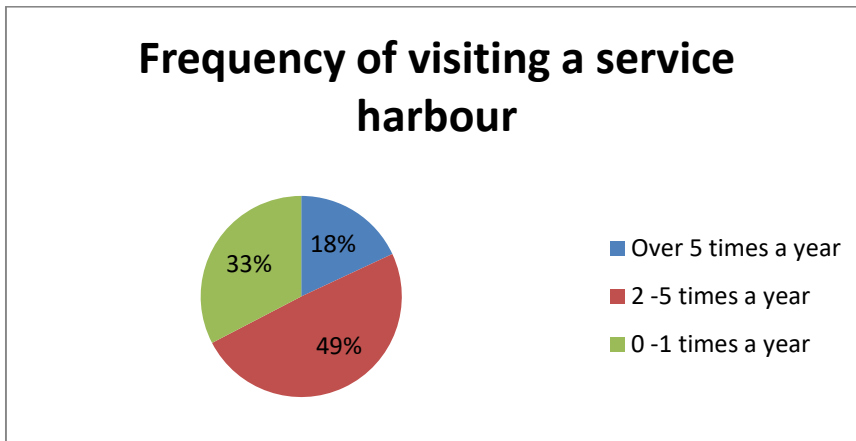


Chart 55. Frequency of visiting a service harbor

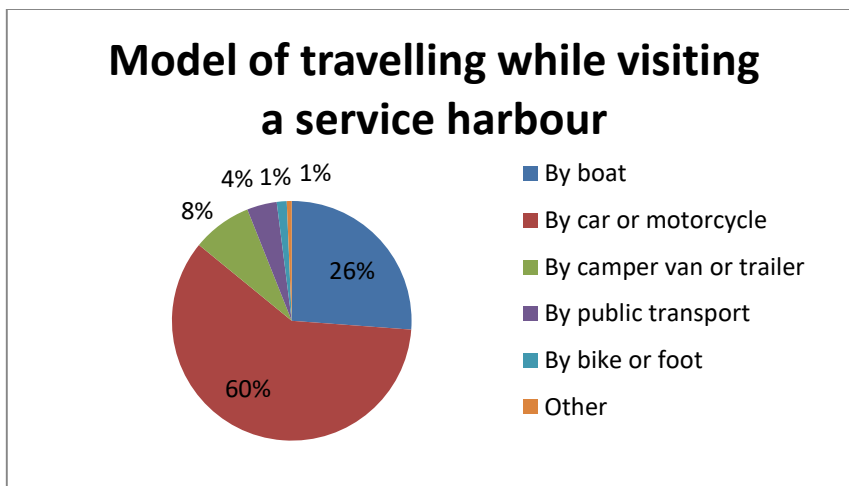


Chart 56. Model of travelling while visiting a service harbor

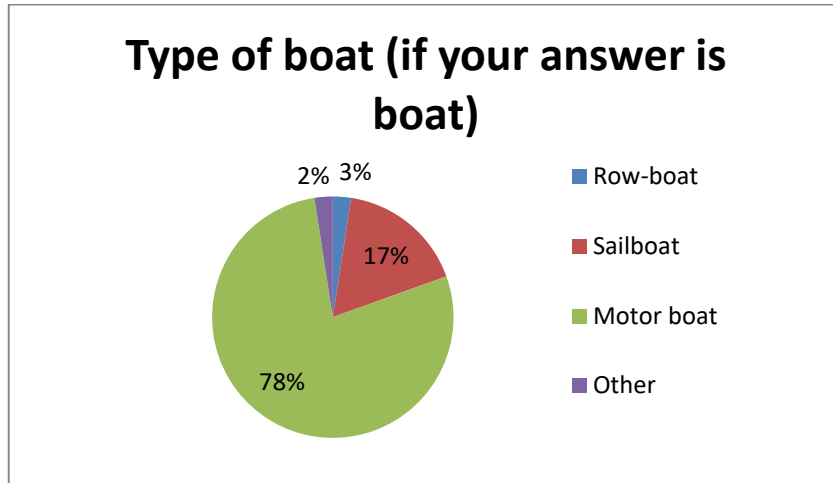


Chart 57.Type of boat considering previous question

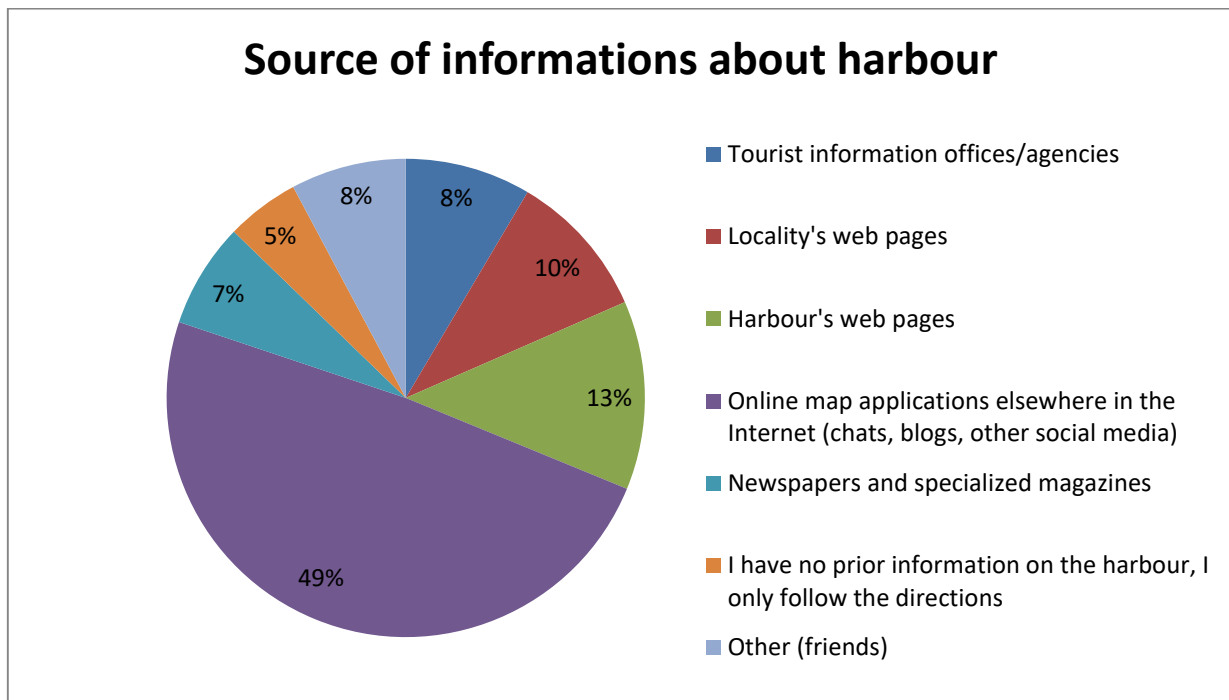


Chart 58.Source of information about harbor

In the chart below are shown results of the degree of agreement of the port users with the management in the port.

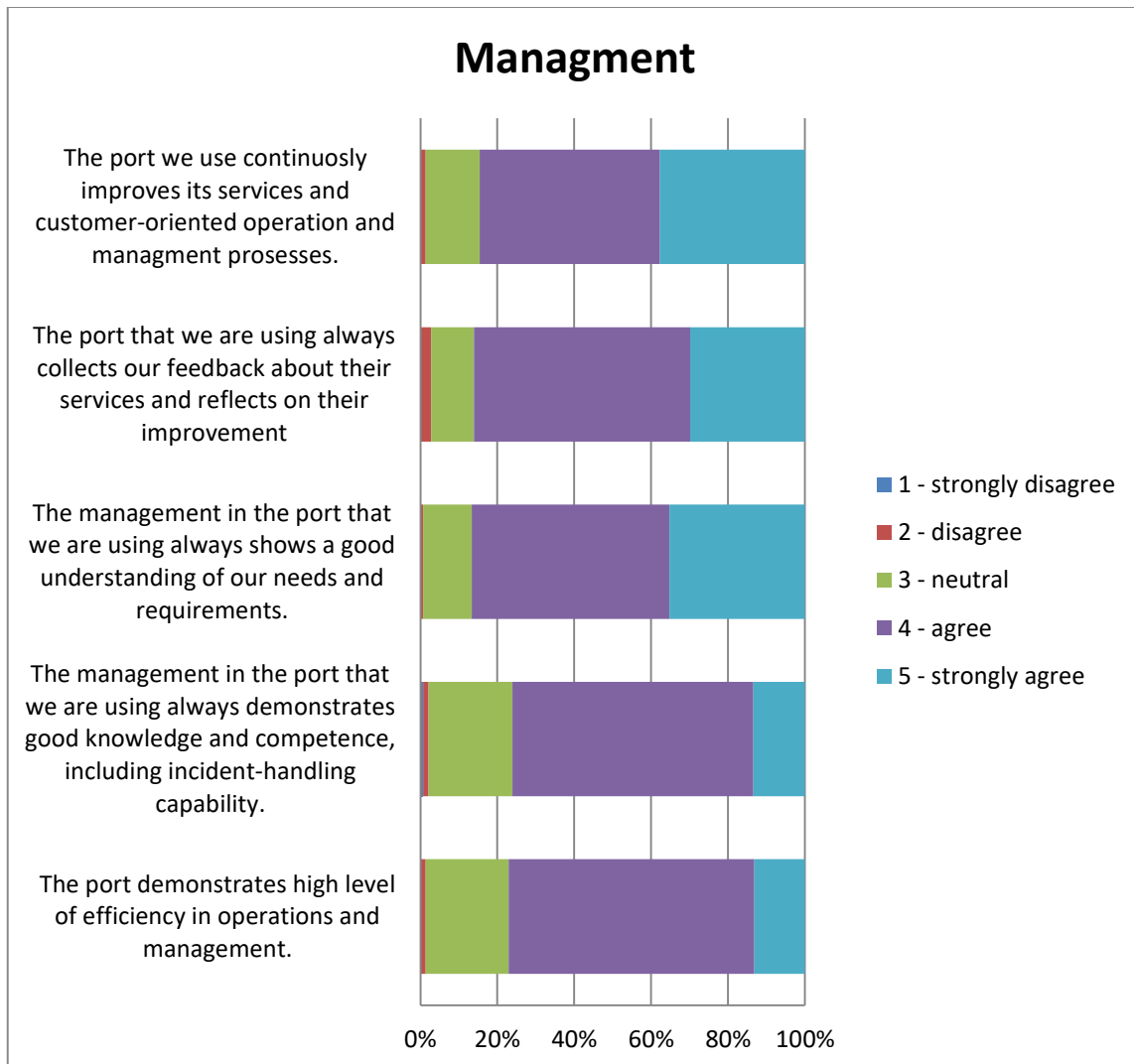


Chart 59. Degree of agreement with management in the port

In the chart below are shown results of the degree of agreement of the port users with the social responsibility and security in the port.

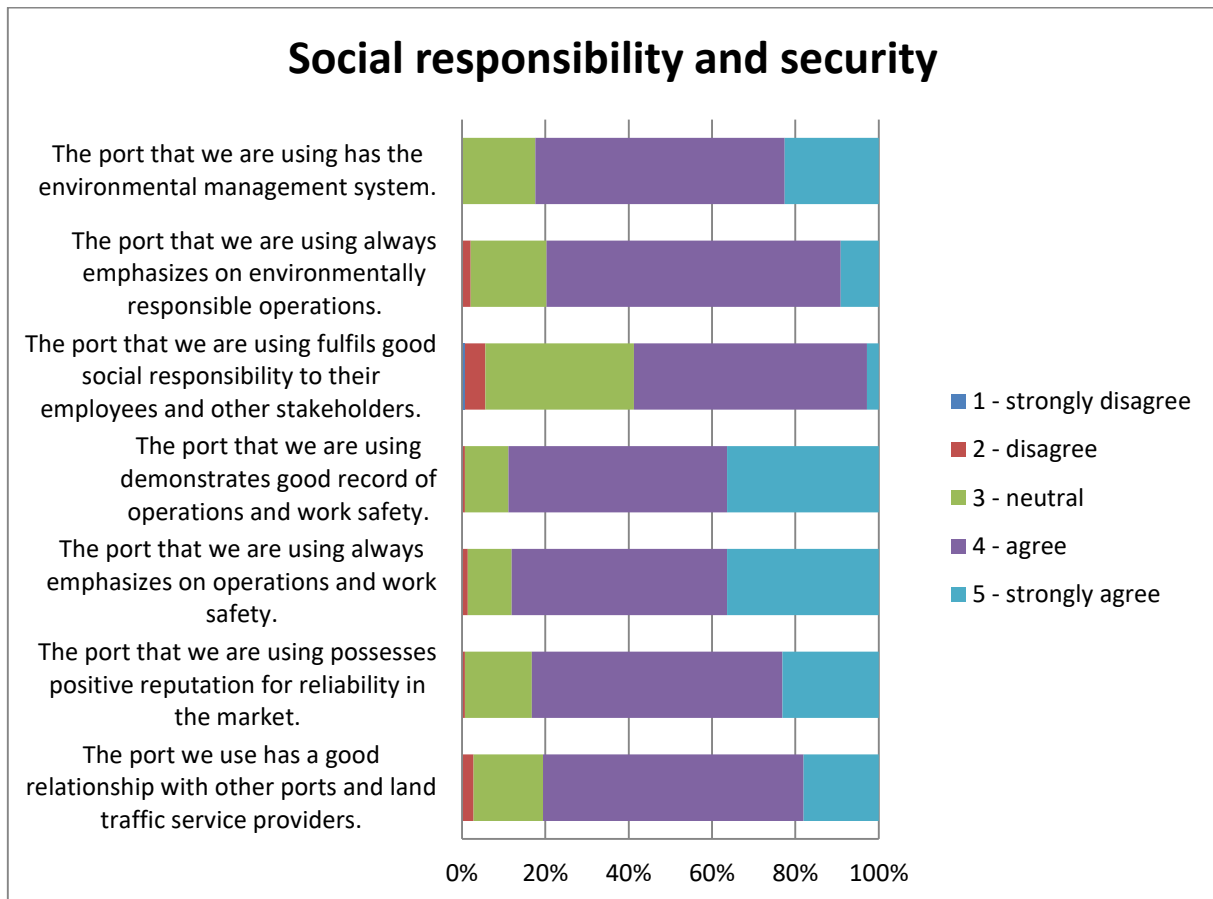


Chart 60. Degree of agreement with social responsibility and security in the port

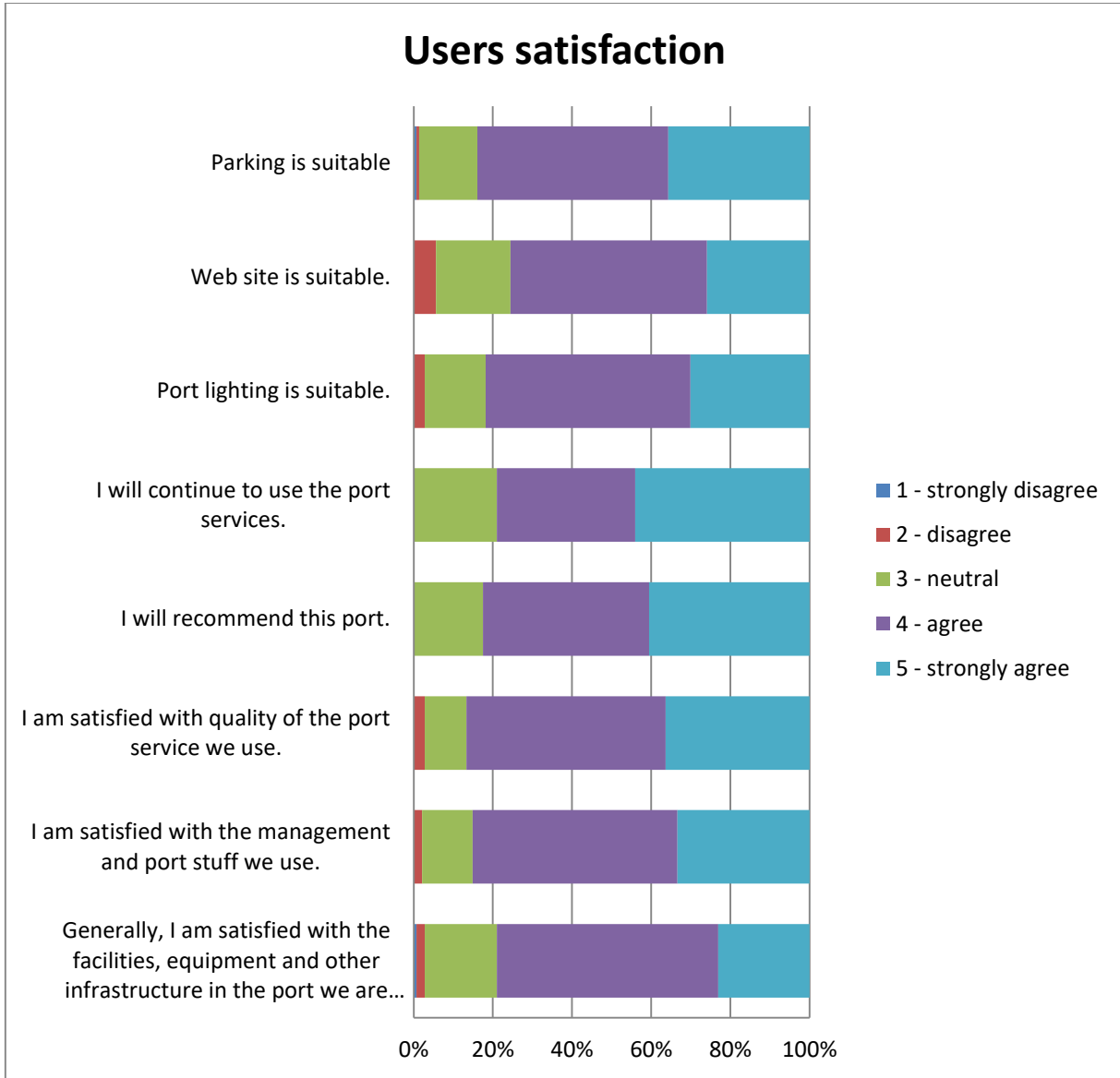


Chart 61. Users of the ports satisfaction with the port facilities

In the chart below are shown results of the degree of agreement of the port users about the importance of the particular factors for their decision to visit a particular port.

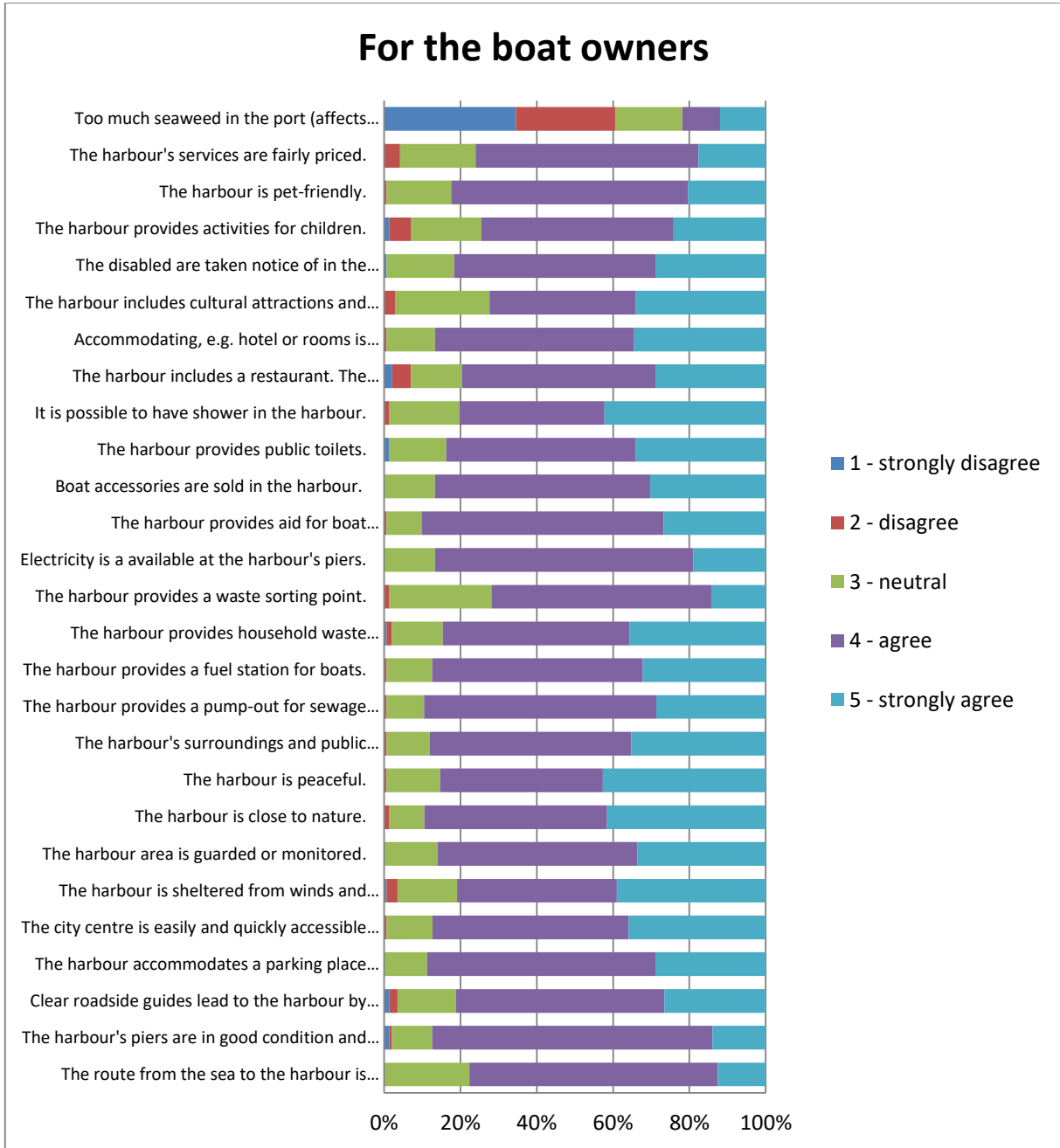


Chart 62. Importance of factors for boat users

In the chart below are shown results of the open-ended questions about the most important development needs in service harbors and other comments or ideas related to developing service harbors. All of them could reduce in several categories. On the question about other factors that are important to users when choosing harbor no one didn't answer. On the other questions only a few people answered.

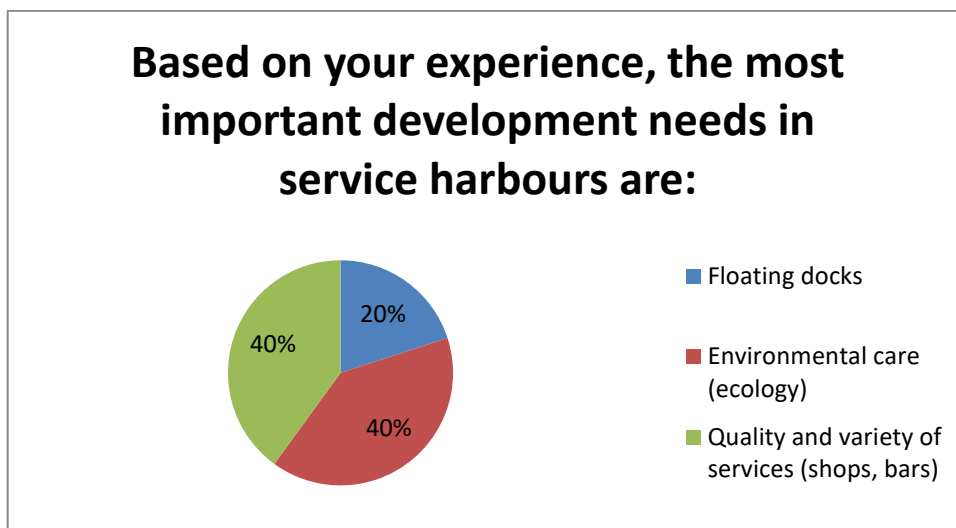


Chart 63. Most important development needs in service harbors

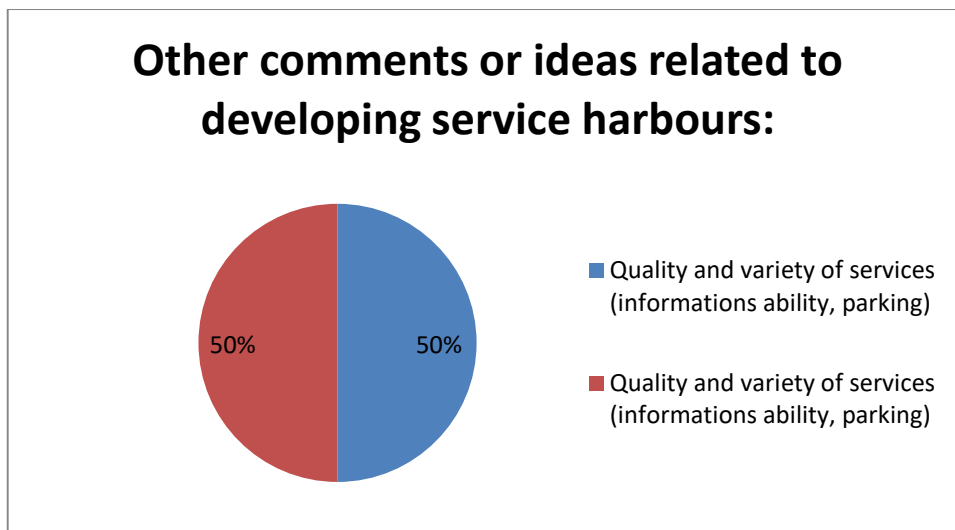


Chart 64. Comments or ideas related to developing service harbors

The results of surveys conducted at the Baseleghe port show that the majority of respondents visit the port 2 - 5 times a year (49%). They most often come to the port by car or motorcycle (60%). Those who come by boat (26%) mostly come with motor boats (78%). Respondents are the most informed about the port from online map applications elsewhere in the Internet (chats, blogs, other social media) (49%). In terms of management, they are most pleased to see that the port continuously improves its services and customer-oriented operation and management processes, the port always collects their feedback about their services and reflects on their improvement and that the port always shows a good understanding of their needs and requirements. In terms of social responsibility and security, they are pleased with the fact that the port has an environmental management system, the port demonstrates a good record of operations and work safety and thus the port has a positive reputation for reliability in the market. Users are most satisfied with suitable parking, port lighting, quality of port services and the management and port stuff they use. Most users will recommend the port to others and continue to use the port

services. Boat owners point out several factors that are important to them for their decision to visit a particular port and are: the ability to have a shower in the port, the harbor is peaceful, the harbor is close to nature and that the harbor is sheltered from winds and waves. The least important thing is: too much seaweed in the port. According to their past experience, the most important development needs in service harbors are quality and variety of services (shops, bars) (40%) and environmental care (ecology) (40%). Other comments or ideas related to developing service harbors are related to quality and variety of services (information ability, parking).

4. The importance of some factors to beach users

4.1. Croatia – beach Strožanac

In the charts below are shown results of the importance of to blue flag on the Strožanac beach considering age and gender of users.

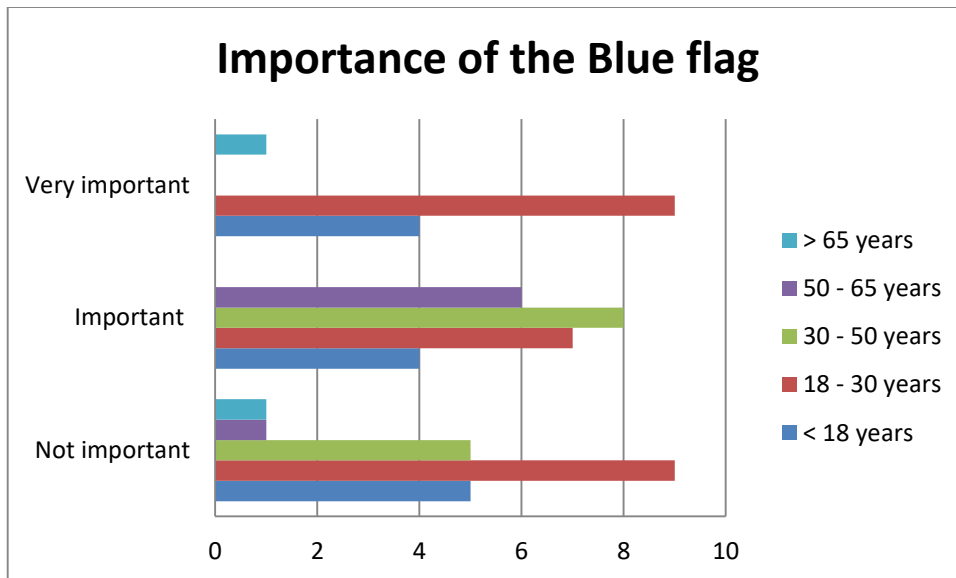


Chart 65.Importance of the blue flag considering age.

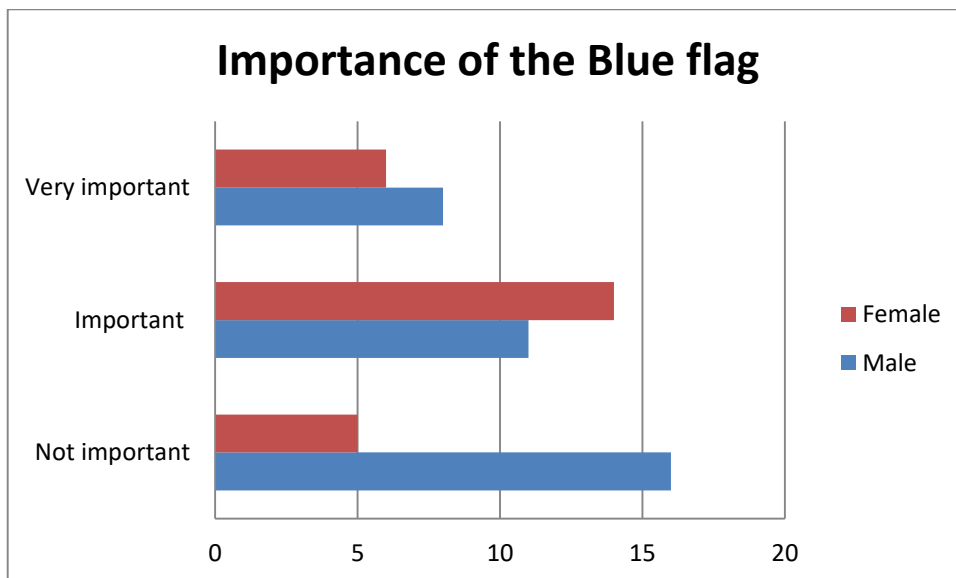


Chart 66.Importance of the blue flag considering gender.

In the chart below are shown the results of the parking availability on the beach Strožanac considering transportation to the beach.

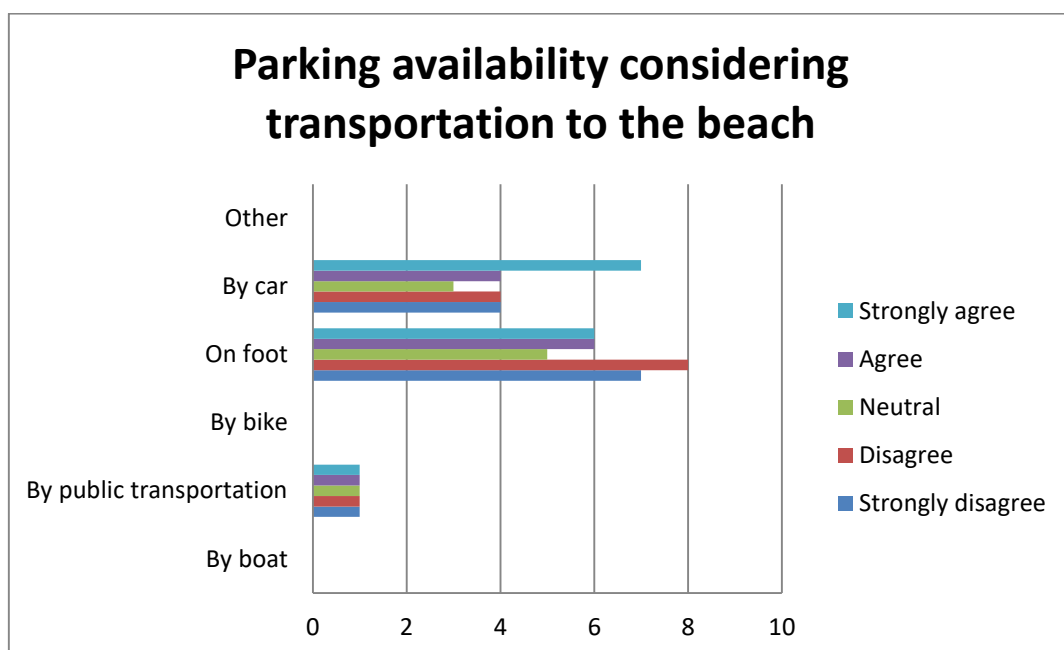


Chart 67.Parking availability considering transportation to the beach.

From the results we can conclude that owning a Blue flag is more important to the females than to the males. Considering age, younger population is divided opinion between very important and not important, while middle aged think it's important but not very.

4.2. Italy – Bibione Mare beach

In the charts below are shown results of the importance of to blue flag on the Bibione Mare beach considering age and gender of users.

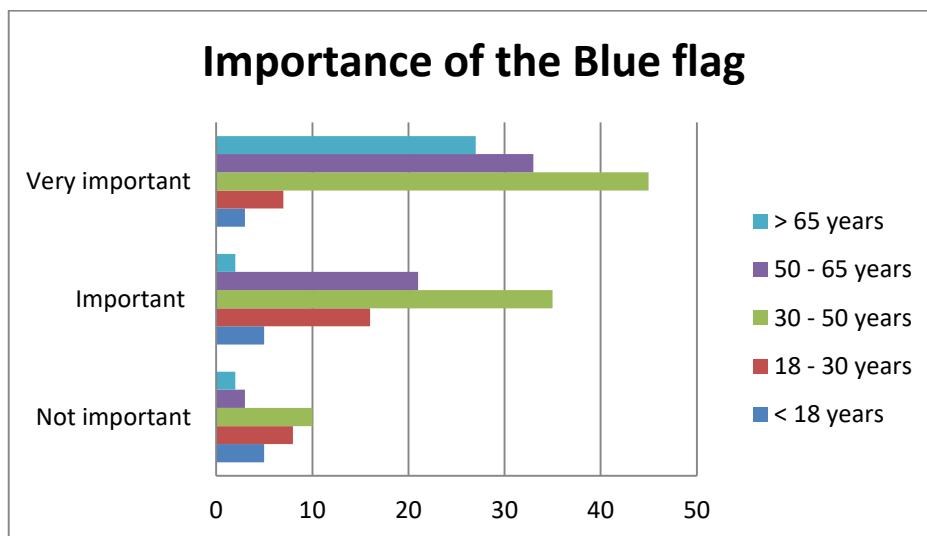


Chart 68.Importance of the blue flag considering age.

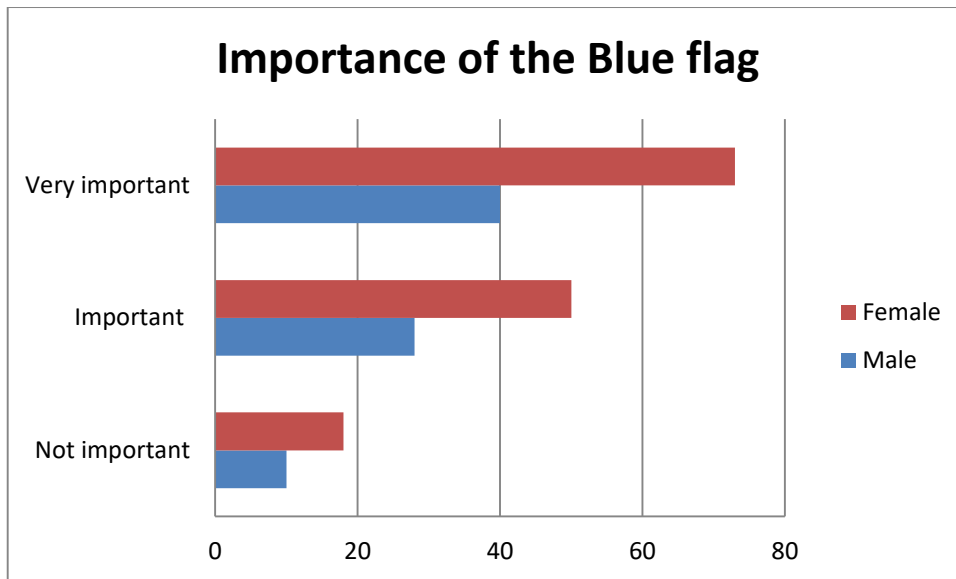


Chart 69.Importance of the blue flag considering gender.

In the chart below are shown the results of the parking availability on the Bibone Mare beach considering transportation to the beach.

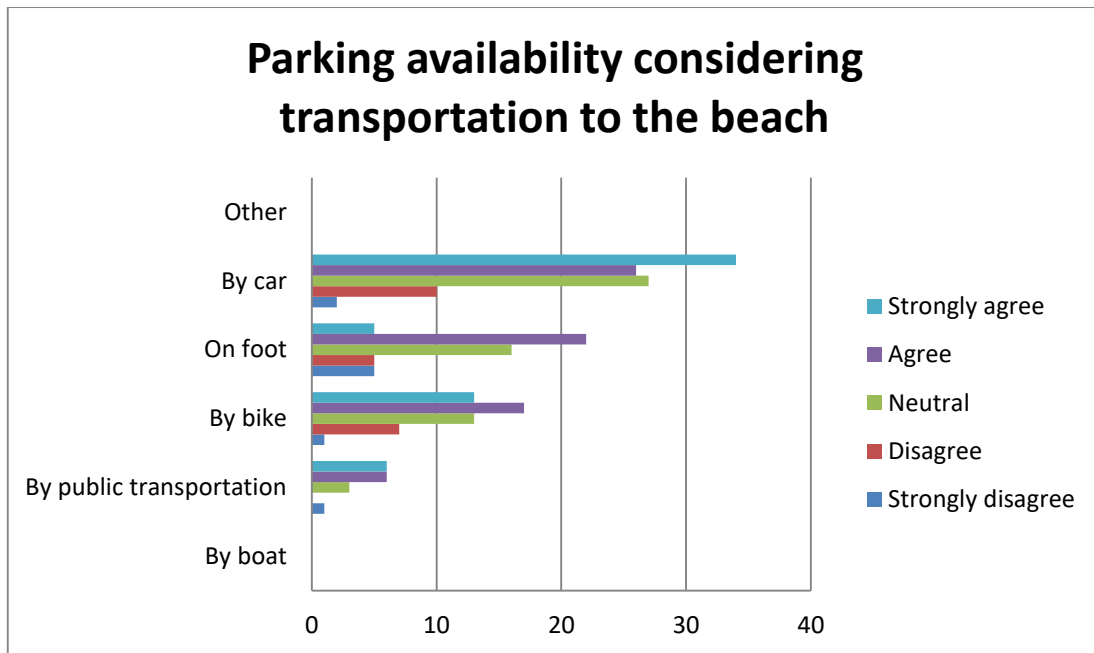


Chart 70. Parking availability considering transportation to the beach.

From the results we can conclude that owning a Blue flag is equally important to the males and females. Most of them declare that is important or very important to them that the beach has Blue flag. Considering age, middle aged and older declare that is important or very important to them that the beach has Blue flag

4.3. Croatia – port Špinut

In the chart below are shown results of the information source about harbor considering age of the respondents.

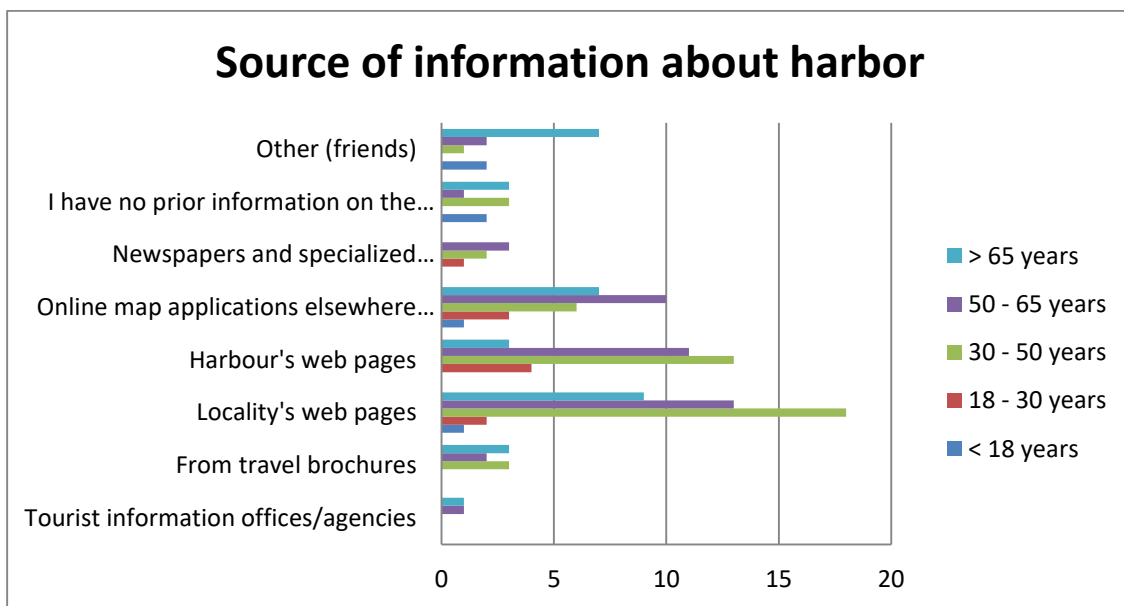


Chart 71. Source of information about harbor.

In the chart below are shown results of the respondents' opinion about peacefulness of the beach considering age.

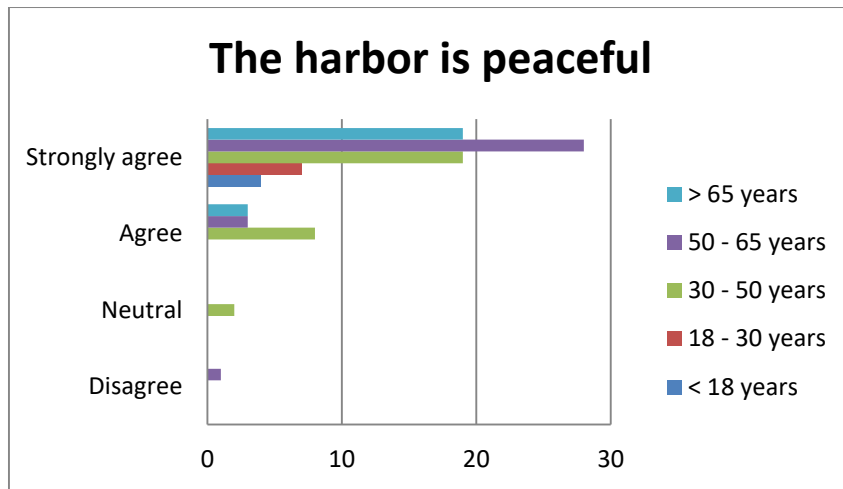


Chart 72. Peacefulness of the beach.

In the chart below are shown results of the respondents' opinion about activities for children in the harbor considering gender.

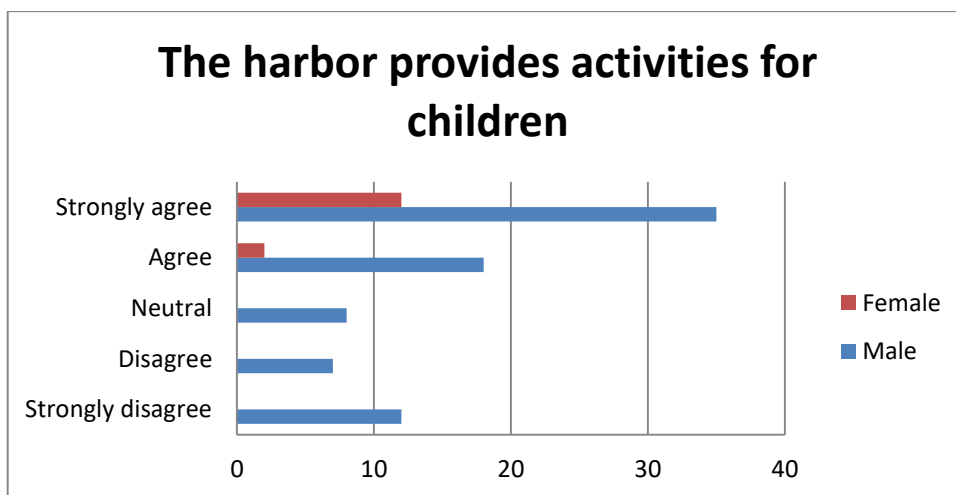


Chart 73. Activities for children considering gender.

From the results we can conclude that older people getting information about harbor from their friends and acquaintances, while younger and middle age population uses internet to get the information about harbor. All ages consider harbor has to be peaceful. Both males and females consider that the harbor needs to provide activities for children.

4.4. Croatia – port Strožanac

In the chart below are shown results of the information source about harbor considering age of the respondents.

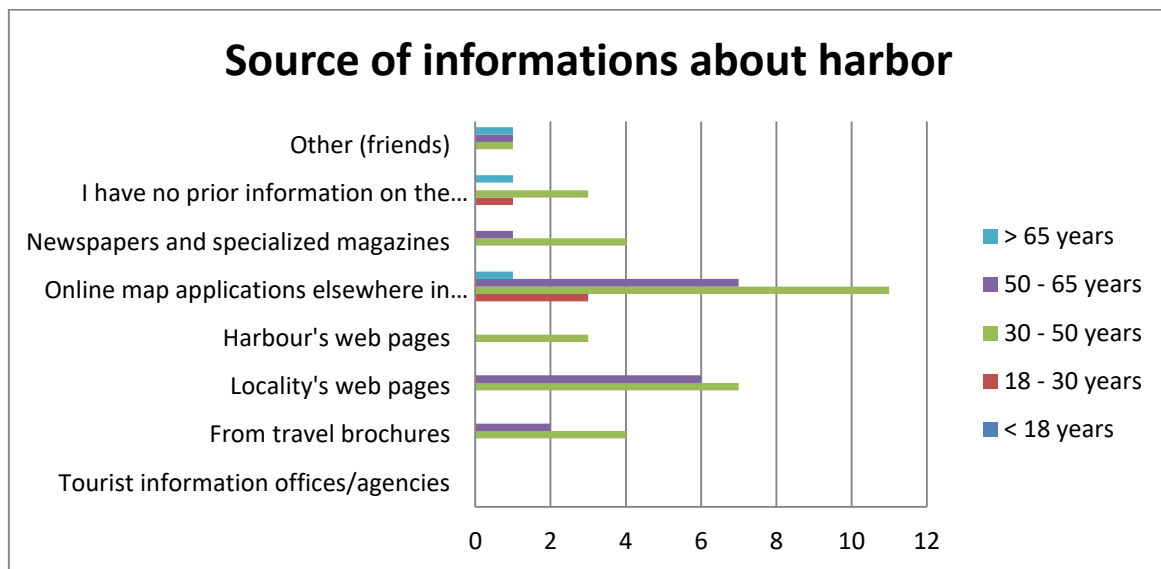


Chart 74. Source of information about harbor.

In the chart below are shown results of the respondents' opinion about peacefulness of the beach considering age.

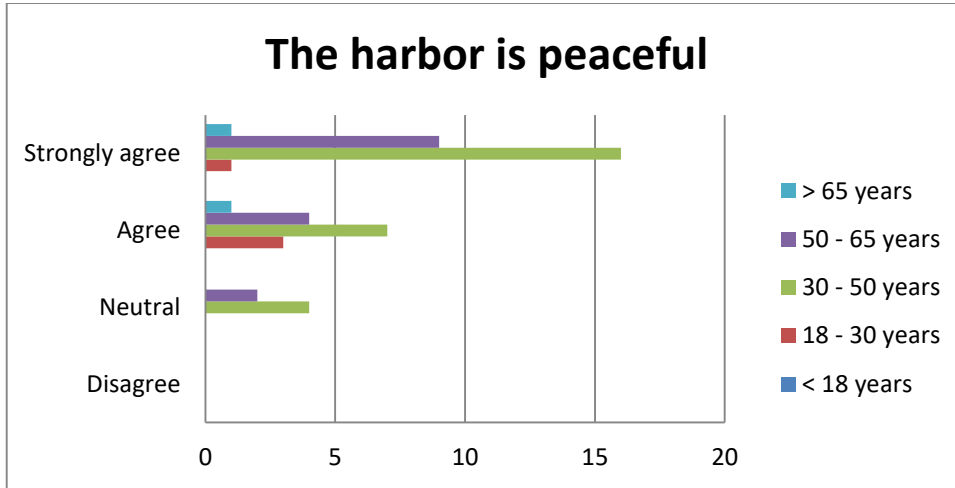


Chart 75. Peacefulness of the beach.

In the chart below are shown results of the respondents' opinion about activities for children in the harbor considering gender.

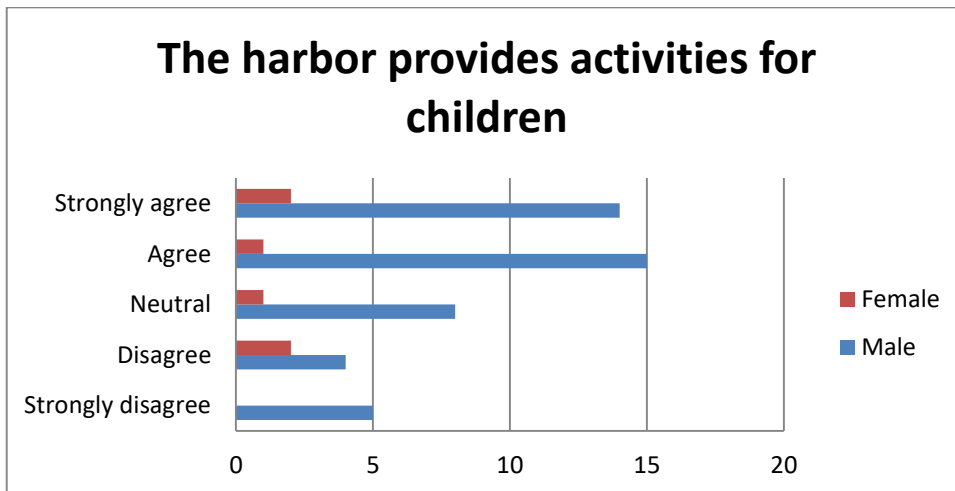


Chart 76. Activities for children considering gender.

From the results we can conclude that respondents of all ages getting information about harbor from the internet most from the online maps and applications and locality web pages. Also all ages consider harbor has to be peaceful. Males consider that the harbor needs to provide activities for children, while females are divided opinions.

4.5. Italy – port Baseleghe

In the chart below are shown results of the information source about harbor considering age of the respondents.

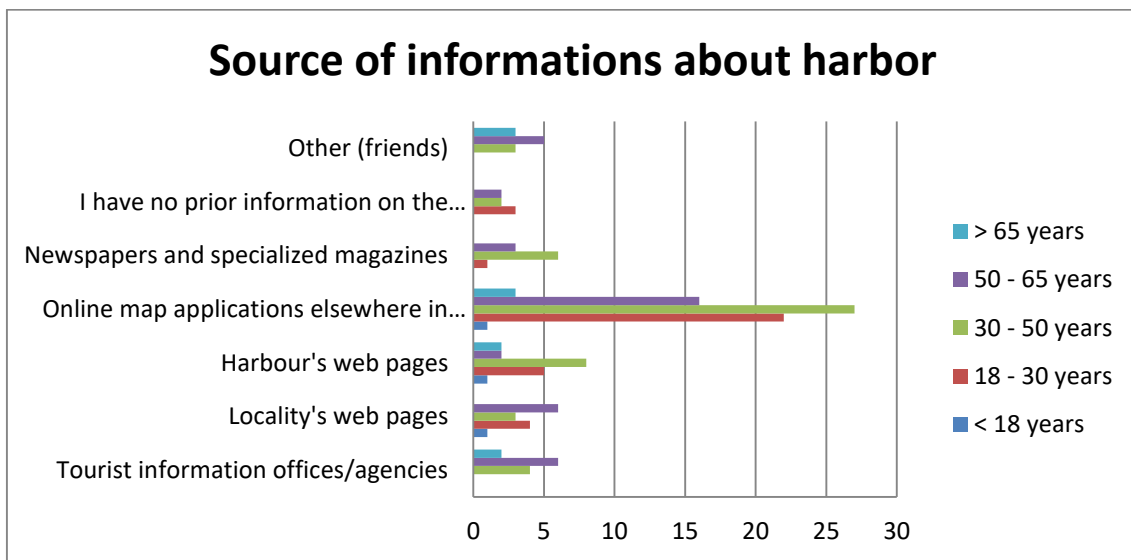


Chart 77.Source of information about harbor.

In the chart below are shown results of the respondents' opinion about peacefulness of the beach considering age.

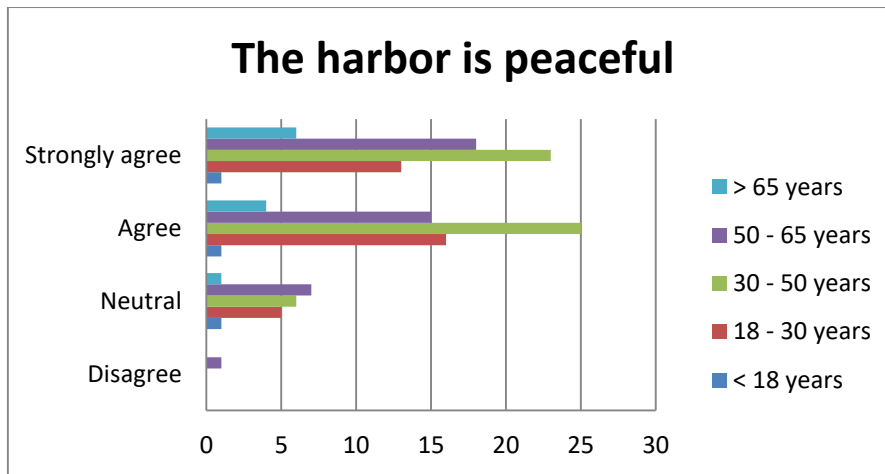


Chart 78: Peacefulness of the beach.

In the chart below are shown results of the respondents' opinion about activities for children in the harbor considering gender.

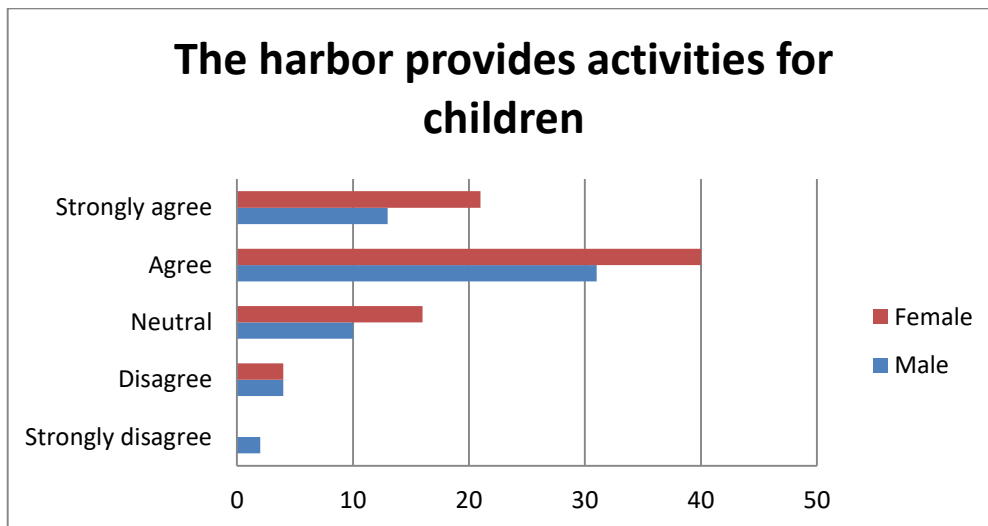


Chart 79. Activities for children considering gender.

From the results we can conclude that respondents of all ages getting information about harbor from the internet most form the online maps and applications. Also all ages consider harbor has to be peaceful. Both males and females consider that the harbor needs to provide activities for children.

5. Conclusions

Table below summarizes the query results by collecting the top three average priorities found among different respondent groups. On the beaches, safeness and clean water are considered crucial among all beach respondents. In the ports, fuel station and public facilities (showers, toilets) are considered crucial.

	PRIORITY 1	PRIORITY 2	PRIORITY 3
Beach Strožanac	Safeness	Adaption to the people with disabilities	Sea quality information
Beach Bibone Mare	Clean water for drinking	Parking price	Safeness
Port Špinut	Fuel station	Accommodation in the harbor	Public toilets
Port Strožanac	Environmental management system	Fuel station	Public showers
Port Baseleghe	Restaurants, grocery, shops	Public toilets	Improve of the harbors piers condition

Table 1.Changes that needs to be done on the beaches and in the ports

From the Table 1. we can say that the priorities on the beaches in Italy and Croatia are quite similar. In both beaches priorities are safeness and cleanliness. About ports, in Croatia, priorities are fuel station and public facilities (showers, toilets), while in Italy priorities are focused on the places to hang out and also public facilities (toilets).

We hope that in the future these results will contribute improving the overall conditions of the beaches and the ports.

6. Appendixes

6.1. Questionnaire about beaches

QUESTIONNAIRE

The questionnaire is about satisfaction and attitudes of beach users; results will be used to improve the overall conditions on the beaches. This is one of the activities within the ECOMAP (Interreg Italia – Croatia) project.

This questionnaire is anonymous. The data will be used for research purposes. Thanks to everyone who will contribute this questionnaire. Please, respond honestly and objectively.

1. Sex

M

F

2. Age

< 18

18 - 30

30 - 50

50 - 65

> 65

3. Level of Income

Below
average

Average

Above
average

High above
average

4. Number of household members

1

2

2–4

> 4

5. The name of the city you are currently living (out of season)?

6. Which is your hometown?

7. What is the reason of visiting the beach?

- Swimming
 Other beach sport activities
 Walking
 Other reason (please specify)
-

8. How often do you visit this beach?

- Rarely
 Often/every year
 This is my first time

9. How often have you visited this beach last year?

- 21 and more
 11 - 20 times
 5 - 10 times
 1 - 4 times
 Not once

10. How did you come to this beach today?

- By boat
 By public transportation
 By bike
 On foot
 By car
- Other (please specify) _____

11. How far away is this beach from your staying? _____ km.

12. For how long you plan to stay on this beach today? _____ hours.

13. Why are you on this beach today and not on the other ones?

14. The beach offers the following facilities:

- Dressing rooms
 Showers
 Restaurants, cafes
 Other (please specify)
-

15. Which facilities do you use the most on this beach:

- dressing rooms
 showers
 Restaurants, cafes
 Other (please specify)
-

16. How important is for you that beach possesses Blue flag

- I don't care
 It matters to me
 It matters to me a lot

17. Satisfaction level

	Please evaluate and mark: 1-poor; 2-sufficient; 3- good; 4- very good; 5- excellent				
	1	2	3	4	5
The purity (quality) of the sea	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of sea quality information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Availability of beach content information	0	0	0	0	0
Cleanliness and maintenance of the beach	0	0	0	0	0
Availability of waste containers	0	0	0	0	0
Separation of waste	0	0	0	0	0
Availability of information about behavior on the beach	0	0	0	0	0
Toilet accessibility	0	0	0	0	0
Toilet cleanliness	0	0	0	0	0
Shower accessibility	0	0	0	0	0
Shower water quality	0	0	0	0	0
Visible signs for showering without shampoo, (Warning not to shower with shampoos)	0	0	0	0	0
Accessibility for persons with disabilities	0	0	0	0	0
Drinking water accessibility	0	0	0	0	0
It has greenery and shade	0	0	0	0	0
Fire fighting accessibility	0	0	0	0	0
I feel safe - rescuers will help me if I need help	0	0	0	0	0
Sea is rich in fish and shellfish	0	0	0	0	0
Facilities for children	0	0	0	0	0
Close to the market / restaurants / cafes	0	0	0	0	0

Parking accessibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction of parking price	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Thank you for the time you dedicated to fill this questionnaire, this will help us to improve more and more our services.

6.2. Questionnaire about ports

QUESTIONNAIRE

The questionnaire is about satisfaction and attitudes of beach users; results will be used to improve port service. This is one of the activities within the ECOMAP (Interreg Italia – Croatia) project. This questionnaire is anonymous. The data will be used for research purposes. Thanks to everyone who will contribute this questionnaire. Please, respond honestly and objectively.

DEMOGRAPHIC INFORMATION

Sex

M

F

Age

< 18

18 - 30

30 - 50

50 - 65

> 65

Level of Income

Below
average

Average

Above
average

High above
average

Number of household members

1

2

2 – 4

> 4

The name of the city you are currently living (out of season)?

Which is your hometown?

GENERAL INFORMATION

How often on average do you visit service harbours outside your home and second home localities?

- over 5 times a year
- 2-5 times a year
- 0-1 times a year

How do you usually travel when visiting a service harbour? You can choose multiple options.

- by boat
- by car or motor cycle
- by camper van or trailer
- by public transport
- by bike or foot
- by some other vehicle: _____

If your answer to the previous question was 'by boat', specify which sort of a boat you use. You can choose multiple options.

- row-boat
- sailboat
- motor boat
- other sort of boat, what: _____

From where do you look for information on the service harbours you visit?
mostly sometimes never

- from tourist information
- from travel brochures
- from the locality's web pages

- from the boat harbour’s web pages
- from online map applications elsewhere in the internet (chats, blogs, other social media)
- from newspapers and magazines
- I have no prior information on the harbours, I only follow roadside guides
- I receive my information elsewhere, where? _____

MANAGEMENT

	Please evaluate and mark: 1-I do not agree; 2-mostly disagree; 3-I can not decide; 4-mostly agree; 5-completely agree				
	1	2	3	4	5
The port that we are using _____ (the name of port) demonstrates high level of efficiency in operations and management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The management in the port that we are using always demonstrate good knowledge and competence, including incident-handling capability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The management in the port that we are using always shows a good understanding of our needs and requirements.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The port that we are using always collect our feedback about their services and reflect on their improvement.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The port we use continuously improves its services and customer-oriented operation and management processes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SOCIAL RESPONSIBILITY AND SECURITY

	Please evaluate and mark: 1-I do not agree; 2-mostly disagree; 3-I can not decide; 4-mostly agree; 5-completely agree				
	1	2	3	4	5
The port we use has a good relationship with other ports and land traffic service providers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The port that we are using possesses positive reputation for reliability in the market	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The port that we are using always emphasized on operations and work safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The port that we are using demonstrates good record of operations and work safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The port that we are using fulfill good social responsibility to their employees and other stakeholders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The port that we are using always emphasizes on environmentally responsible operations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The port that we are using has the environmental management system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

USERS SATISFACTION

	Please evaluate and mark: 1-I do not agree; 2-mostly disagree; 3-I can not decide; 4-mostly agree; 5-completely agree				
	1	2	3	4	5
Generally, I am satisfied with the facilities, equipment and other infrastructure in the port we are using.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the management and port staff we use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I am satisfied with the quality of the port service we use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I will recommend this port	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I will continue to use the port services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Port lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

FOR THE BOAT OWNERS – FOR TOURISTS OR DOMESTIC

What is the significance of the following factors for your decision to visit a certain service harbour?	Please evaluate and mark: 1-I do not agree; 2-mostly disagree; 3-I can not decide; 4-mostly agree; 5-completely agree				
	1	2	3	4	5
The route from the sea to the harbour is clearly marked	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The harbour's piers are in good condition and easy to attach to	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clear roadside guides lead to the harbour by land	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The harbour accommodates a parking place or there is one in the immediate vicinity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The city centre is easily and quickly accessible from the harbour (by foot or public transport)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The harbour is sheltered from winds and waves	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The harbour area is guarded or monitored	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The harbour is close to nature	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The harbour is peaceful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The harbour's surroundings and public facilities are tidy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The harbour provides a pump-out for sewage holding tanks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The harbour provides a fuel station for boats	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The harbour provides household waste collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The harbour provides a waste sorting point	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electricity is available at the harbour's piers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The harbour provides aid for boat maintenance when required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Boat accessories are sold in the harbour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The harbour provides public toilets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is possible to have a shower in the harbour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The harbour includes a restaurant The harbour accommodates a grocery or there is one in the immediate vicinity There are shops in the harbour or in the immediate vicinity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accommodating, e.g. hotel or rooms is possible in the harbour or in the vicinity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The harbour includes cultural attractions and cultural or other events take place there	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The disabled are taken notice of in the planning of the harbour area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The harbour provides activities for children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The harbour is pet-friendly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The harbour's services are fairly priced	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Too much seaweed in the port (affects navigation)	○	○	○	○	○
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Another factor, what?

Based on my experience, the most important development needs in service harbours are:

Other comments or ideas related to developing service harbours:

Thank you for the time you dedicated to fill this questionnaire, this will help us to improve more and more our services.