



Uned Morwrol Maritime Unit 2008/09



ADOLYGIAD YSTADEGOL O HOLIADURON ADBORTH HARBWR PORTHMADOG

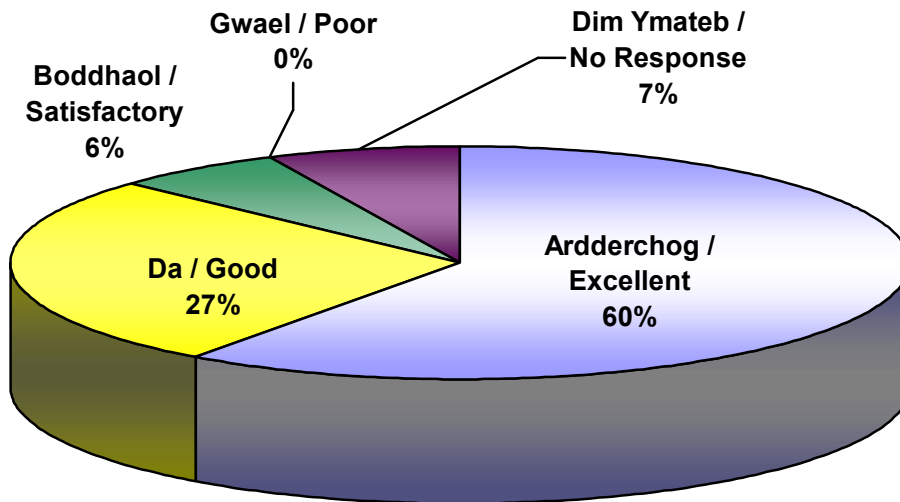


ANALYSIS OF PORTHMADOG HARBOUR CUSTOMER FEEDBACK QUESTIONNAIRES

Dychwelwyd 85 holiadur o'r 195 a ddosbarthwyd, sef cyfradd ymateb o 44%. Mae'r gyfradd ymateb yn siomedig.

85 questionnaires were completed and returned out of 195 distributed, a response rate of 44%. The response rate is very disappointing.

1. Sut a fu staff yr harbwr ymateb i gwynion neu broblemau?
How did harbour staff respond to complaints or problems?

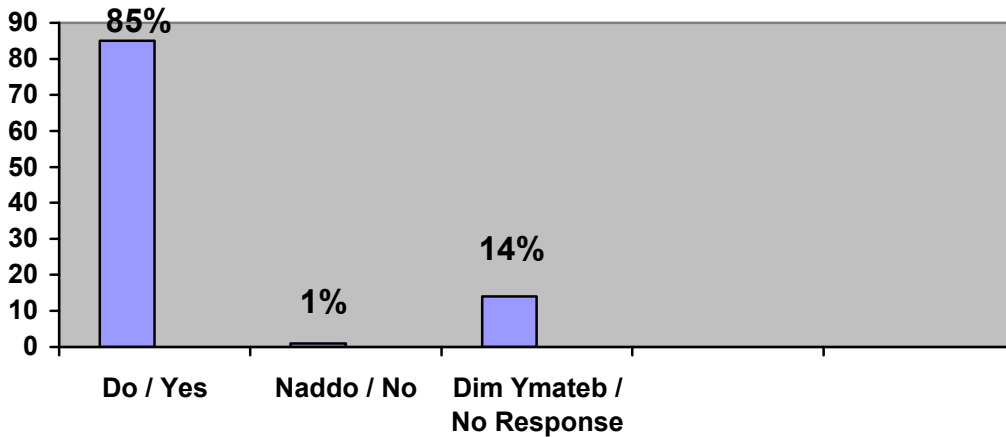


Mae'n galonogol nodi fod 87% o'r atebwyr o'r farn fod staff yr harbwr wedi ymdrin yn 'Ardderchog neu yn dda' gyda chwynion a phroblemau. Roedd 6% o'r farn bod ymateb staff yr harbwr yn 'Foddhaol'. Nid oedd unrhyw un o'r farn fod ymateb staff yn sâl.

87% of the respondents were of the opinion that the response of the harbour staff to complaints or problems was 'Excellent or good'. 6% of the respondents were of the opinion that their response was 'Satisfactory' and no one stated that the response was 'poor'.

2. A oedd yr ymateb i'r cwyn neu problem yn brydlon?

Was the response to the complaint or problem prompt?

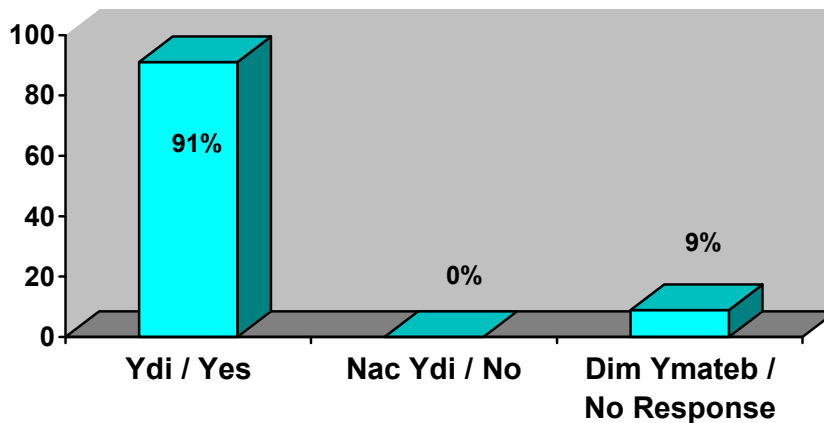


Roedd 96% o'r farn fod yr ymateb yn brydlon. Roedd 14% yn di farn.

85% the respondents were of the opinion that the response provided by staff was prompt. 14% did not comment.

3. A fu i staff yr harbwr ddarparu cymorth a chyngor digonol, ac a oeddynt yn broffesiynol bob amser?

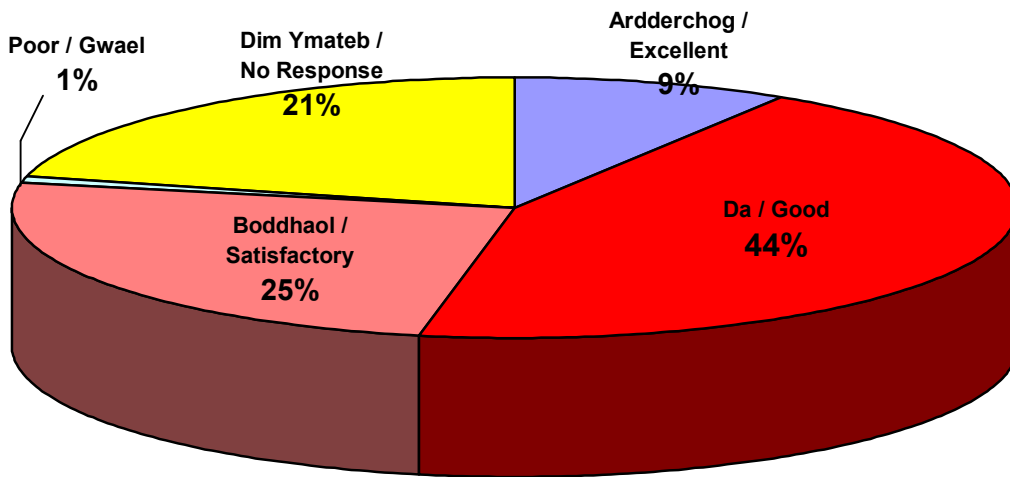
Did the staff at the harbour provide adequate advice and assistance, and were they professional at all times?



Roedd 91% o'r atebwyr o'r farn fod staff yr harbwr yn darparu cymorth a chyngor digonol, a phroffesiynol bob amser.

91% of the respondents were of the opinion that the harbour staff provided adequate service and assistance, and were professional at all times.

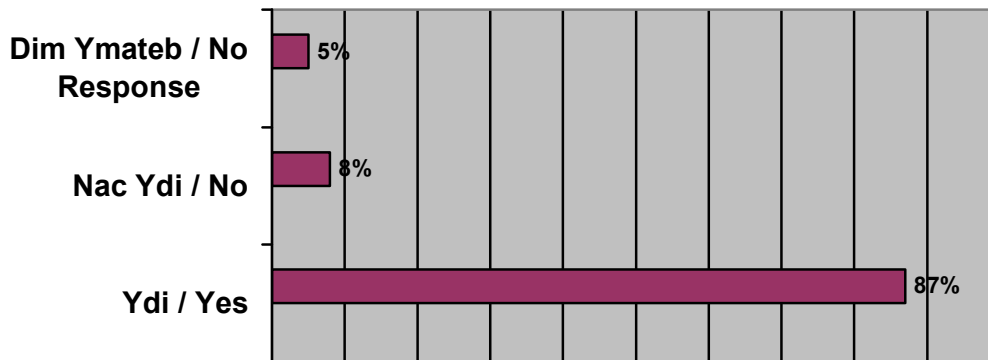
4. Beth yw eich barn ynglŷn ag ansawdd y cyfleustra lansio cychod gweni?
What is your opinion on the quality of the yacht tender launching facility?



Roedd 9% o'r farn fod y cyfleustra lansio cychod gwini yn ardderchog, gyda 44% o'r farn fod y cyfleusterau yn dda. Roedd 26% o'r farn bod y cyfleusterau yn foddhaol neu wael. Roedd 21% yn ddifarn

9% of customers were of the opinion that the dinghy launching facilities were excellent. 44% were of the opinion that the facility was good and 26% were of the opinion that the facility was satisfactory or poor. 21% declined to comment.

5. A ydych yn ystyried bod cymhorthion mordwyo yn addas a digonol?
Are you of the opinion that the Aids to navigation are adequate?

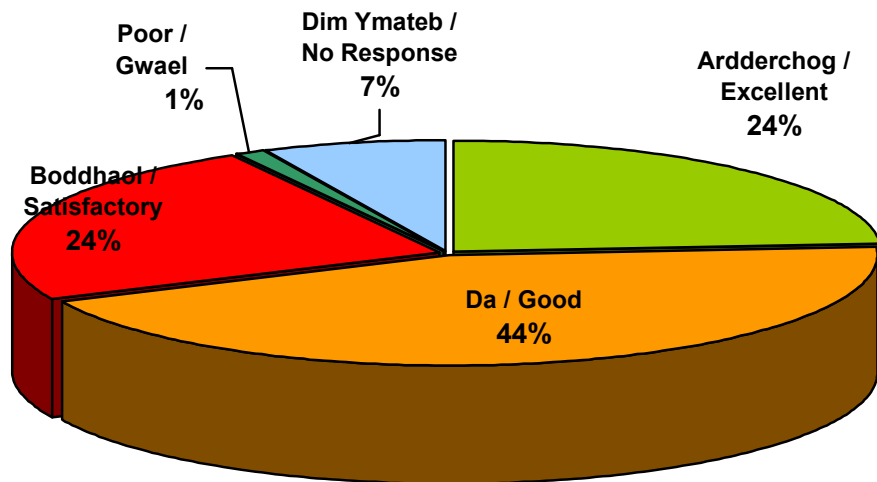


Roedd 87% o'r farn fod y cymhorthion mordwyo yn y sianel yn addas a digonol.

87% of respondents were of the opinion that the Aids to Navigation in the channel were suitable and adequate.

6. A ydych o'r farn fod ansawdd eich angorfa ac y gwasanaeth a ddarperir gan eich Darparwr Gwasanaeth Angorfa yn:

Do you consider the quality of your mooring and the service provided by the Mooring Service Provider to be:

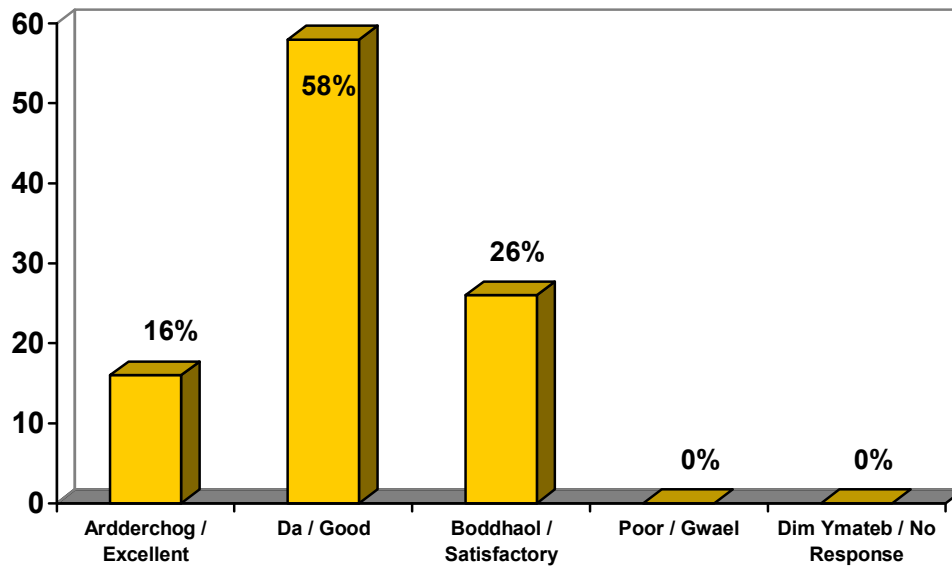


Dengys y siart uchod fod 24% a ymatebodd, o'r farn fod y gwasanaeth/angorfa yn 'Ardderchog' tra bod 44% o'r farn fod y gwasanaeth yn 'Dda'. Roedd 24% yn ystyried bod y gwasanaeth yn 'Foddhaol'. Roedd 1% o'r farn fod y gwasanaeth / angorfa yn 'Wael'.

24% of respondents were of the opinion that the quality of the service / mooring was 'Excellent', whilst 44% were of the opinion that the service was 'Good'. 24% considered the service 'Satisfactory'. Only 1% was of the opinion that the quality of their mooring / service was 'Poor'.

7. Beth yw eich barn ynglŷn â lefel glendid yr harbwr?

What is your opinion on the standard of the cleanliness of the harbour:

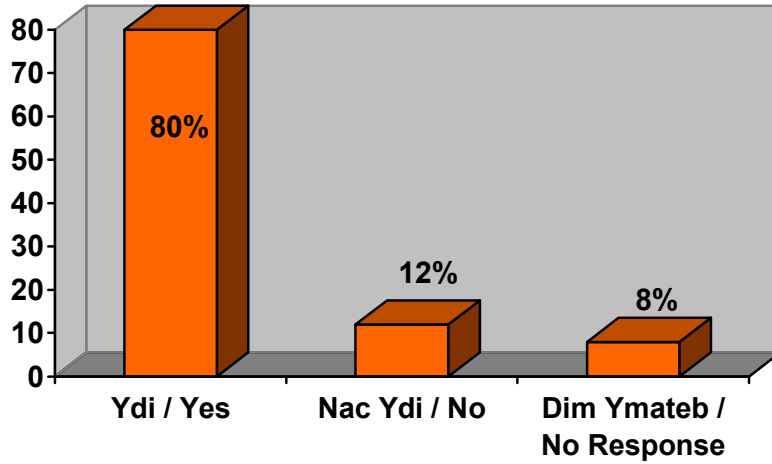


Roedd 16% o'r atebwyr yn ystyried lefel glendid yr harbwr yn 'Ardderchog', tra bod 58%, o'r farn bod y safon yn 'Dda'. Datganodd 26% fod y lefel yn 'Foddhaol' a neb o'r farn ei fod yn 'Wael'.

16% of respondents are of the opinion that the standard of cleanliness within the harbour is 'Excellent', whilst 58%, are of the opinion that the level is 'Good'. 26% indicated that the level is 'Satisfactory' and none stated that the standard is 'Poor'.

8. A ydych o'r farn fod costau a ffioedd angorfa yn adlewyrchu gwasanaeth teg?

Are you of the opinion that the mooring charges and fees reflect a fair service?

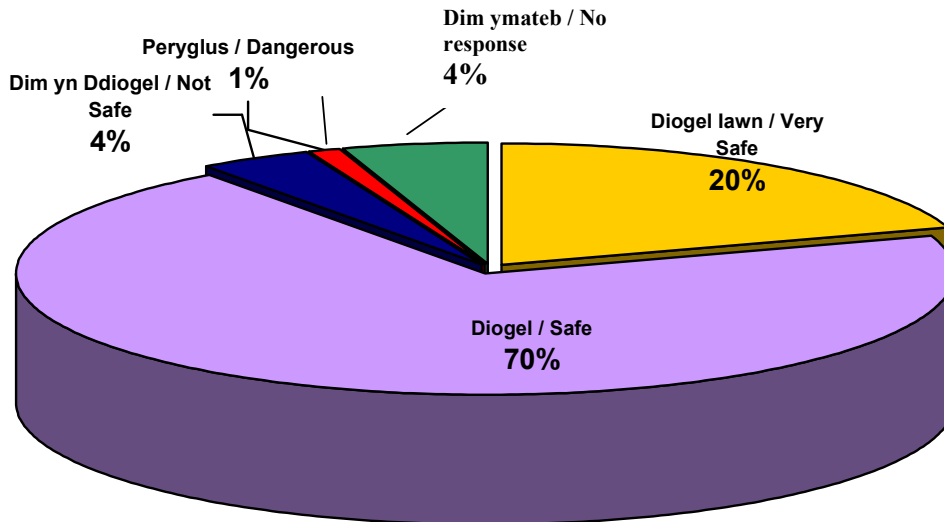


Roedd 80% o'r farn fod y costau a'r ffioedd angori yn adlewyrchu gwasanaeth teg, tra'r oedd 12% o'r farn nad oeddynt.

80% of respondents were of the opinion that the mooring fees and charges reflected a fair service, whilst 12% were of the opinion that that it was not a fair reflection.

9. A ydych yn ystyried lefel diogelwch yr harbwr yn:

Do you consider the level of safety at the harbour to be:

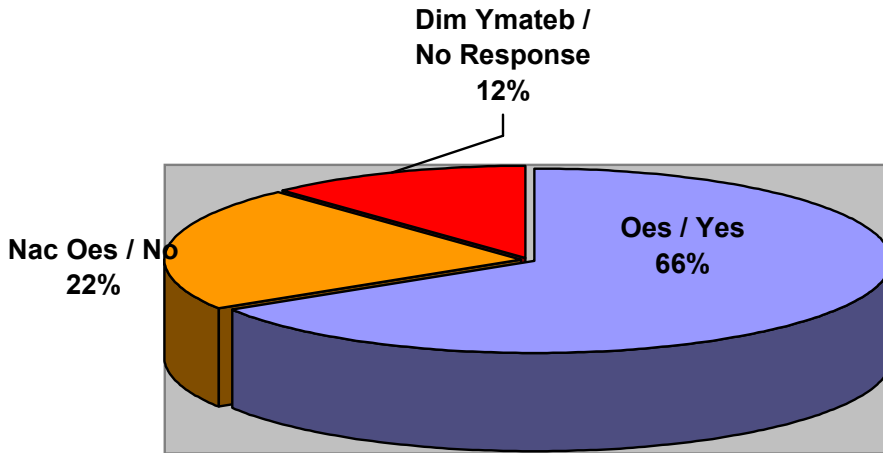


Roedd 70% o'r farn fod yr harbwr yn 'Ddiogel', tra bod 20% o'r farn fod yr harbwr yn 'Ddiogel lawn'. Ddim ond 4% oedd o'r farn fod yr harbwr 'Ddim yn Ddiogel'. Gyda 1% o'r ymatebwyr o'r farn bod yr harbwr yn 'Beryglus'.

70% of respondents were of the opinion that the harbour was 'Safe', whilst 20% considered the harbour to be 'Very safe'. Only 4% stated that the harbour was 'Not safe'. Whilst 1% considered the harbour to be 'Dangerous'.

10. A ydych o'r farn fod yna ddigon o fesurau diogelwch yn yr harbwr?

Are you of the opinion that there is an adequate security measures at the harbour?



Roedd 66% o'r farn fod mesurau diogelwch digonol yn yr harbwr. Roedd 22%, o'r farn nad oedd y mesurau diogelwch yn ddigonol. Ni fynegwyd barn gan 12% o ymatebwyr.

66% of respondents were of the opinion that there is adequate presence of security measures at the harbour. 22% were of the opinion there was insufficient measures in place. 12% of respondents did not provide an opinion.

11. Pa wasanaethau neu gyfleusterau eraill yr hoffech eu cael yn yr Harbwr?

What other facilities or services would you like to be made?

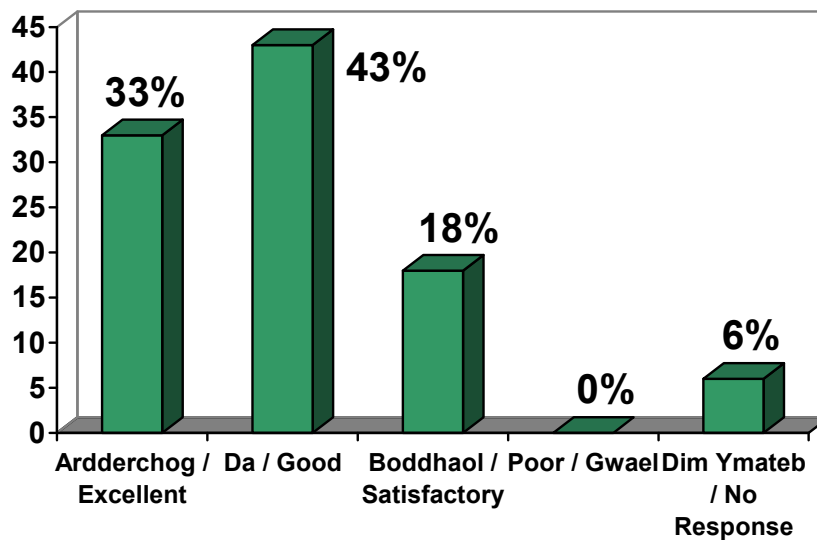
GWASANAETHAU NEU GYFLEUSTERAU <i>SERVICES OR FACILITIES</i>	Canran Ddosbarthiad <i>Percentage Distribution</i>
Pontwns ar gyfer lenwi gyda thanwydd + petrol a dŵr <i>Pontoons for re-fuelling + petrol and water</i>	9%
Fwy o gamerâu TCC yn yr harbwr <i>More CCTV cameras in the harbour</i>	9%
Mwy o batrolïo i reoli BDP <i>More patrols to regulate PWC`s</i>	9%
Diogelu'r storfa cychod gweini ger y llithrfa <i>Secure the dinghy storage area at the public slipway</i>	6%
Gwell dosbarthiad o siart y sianel e.e. e-bost, safle-we <i>Better distribution of harbour channel chart, e.g. e-mail, web-site</i>	5%
Carthu'r harbwr yn ardal Swyddfa'r Harbwr <i>Dredge the harbour in the vicinity of the Harbour Office</i>	5%
Toiledau <i>Toilets</i>	4%
Fwy o arwyddion cyflymder yn y sianel / harbwr <i>More speed restriction signs in the channel / harbour</i>	4%
Camera we <i>Web-cam</i>	4%
Fwy o finiau ysbwriel o amgylch yr harbwr <i>More refuse bins around the harbour</i>	2%
Goleuadau ar y gweddill o fwiau'r sianel <i>Lights on the remaining unlit channel buoys</i>	2%
Arwyddion "Peidiwch a bwydo'r adar" o amgylch yr harbwr <i>"Do not feed the Birds" signs around the harbour</i>	2%
Gwell rheoli o1r Cymhorthion Mordwyo <i>Better management of the Aids to Navigation</i>	1%
"Wi-Fi" yn yr harbwr <i>Wi-Fi in the harbour</i>	1%
Hysbysfwrdd gwybodaeth Harbwr yn Borth y Gest <i>Harbour information notice board at Borth y Gest</i>	1%
Safle called i gychod gyda dŵr a thrydan <i>Hard standing for vessel with water and electricity supply</i>	2%

Dengys y tabl uchod mai datblygiad pontŵn ar gyfer cychod gweini / dingis a charthu rheolaidd o'r harbwr yw'r prif wasanaethau yr hoffai'r mwyafrif o'r atebwyr eu gweld yn harbwr Abermaw, h.y. 23% a 17% yn y drefn honno.

The above table shows that the development of pontoons for tenders / dinghies and regular dredging of the harbour are the two main services the respondents would like to see at Abermaw harbour, that is 23% and 17% respectively.

12. A ydych o'r farn bod safon gwasanaeth yr harbwr yn:

In your opinion, is the service being provided at the harbour:



Mae 33% o'r farn bod gwasanaeth yr harbwr yn 'Ardderchog' tra bod 43% o'r farn fod y gwasanaeth yn 'Dda'. Roedd 18% yn ystyried y safon yn 'Foddhaol', a neb o'r farn fod safon yn 'Wael'.

33% of respondent were of the opinion the service was 'Excellent. 43% were of the opinion that the service was 'Good'. 18% of respondent considered the service 'Satisfactory', whilst none considered the service to be 'Poor'.