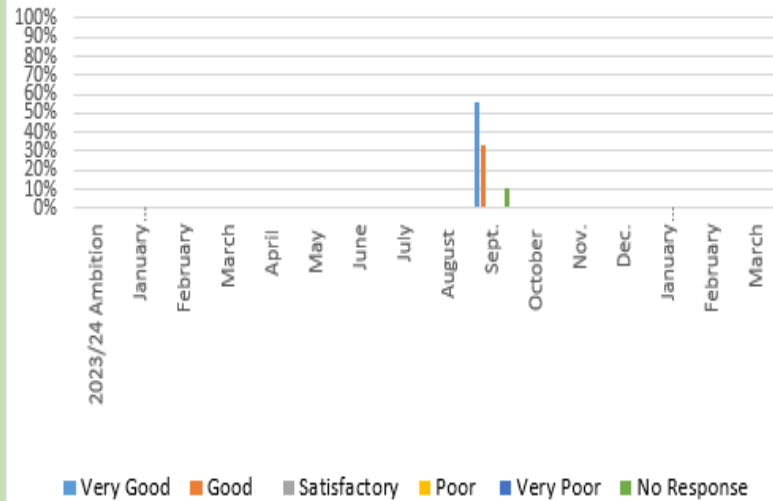


Economy and Community Performance Management Dashboard

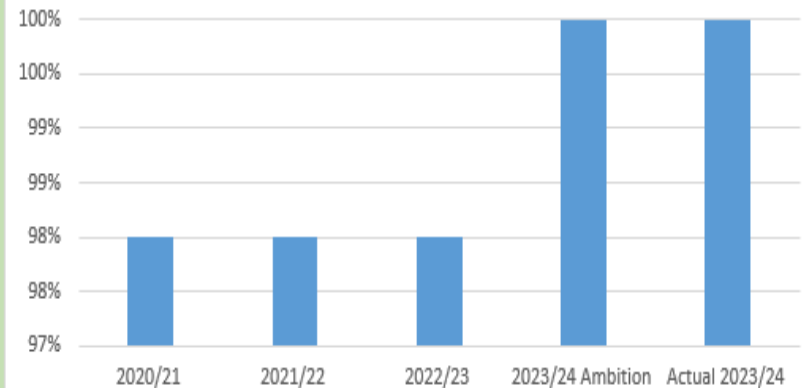
Economy and Community Performance Management Dashboard

Harbours Customer Satisfaction



Observations: The online questionnaire was 'live' from July 2023. 89% of respondents considered their experience of the harbours to be 'Very Good' (56%) or 'Good' (33%) with a majority stating that the harbours were clean and tidy and that the staff were pleasant, professional and knowledgeable. No one thought the harbours were 'Poor' or 'Very Poor'. Unfortunately the number of respondents was low and therefore in order to get a more accurate and detailed picture we would be sending a link to the questionnaire to all mooring holders when we correspond

Percentage of Navigational Aids within the harbour area and on the Cyngor Gwynedd coast that were available on their sites and in accordance with Trinity House's annual inspection.



Observations: The aids are within Category 3 National Navigational Aids. The Tywyn breakwater navigational aid has been re-positioned since March 2023 and the Abersoch beach groyne 1 navigational marker was replaced during May 2023.