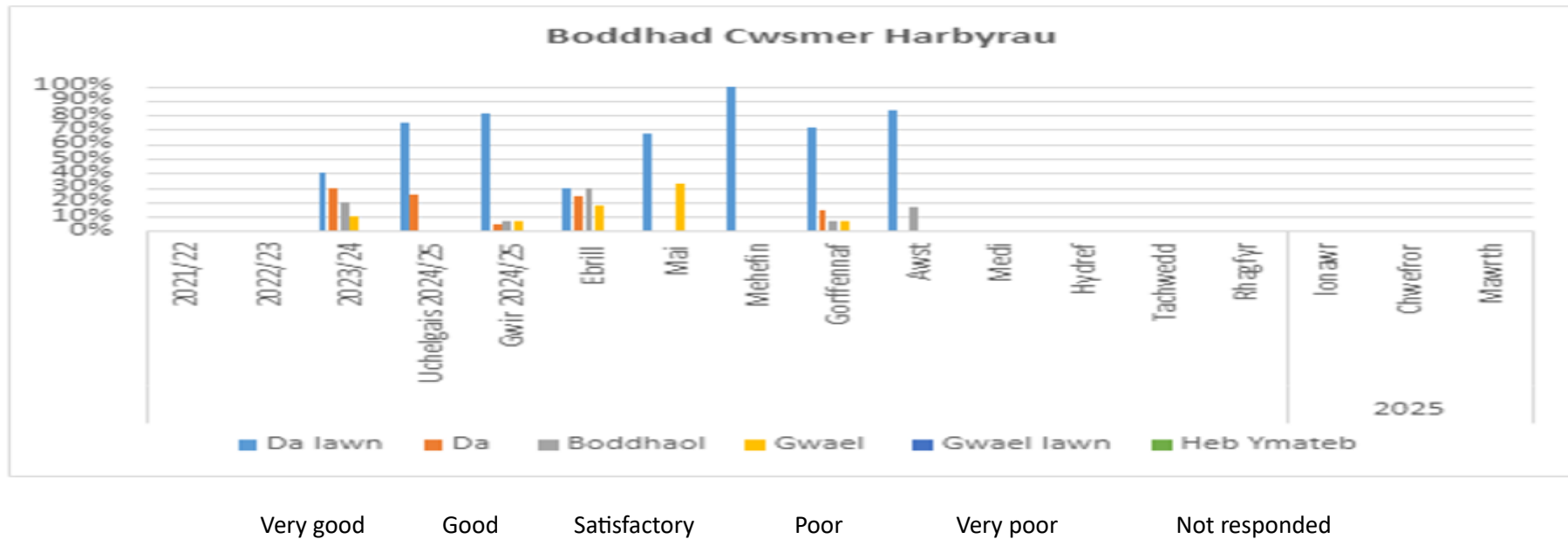


Dashboard 2

Harbours' Customer Satisfaction



86% of the respondents were of the view that their experience of the harbours was 'Very Good' (81%) or 'Good' (5%) which is 23% higher than the percentage for the previous period. Positive comments were received about our officers' professionalism and attitude, with some stating that our officers are "knowledgeable" and had "gone out of their way to help".