



Uned Morwrol Maritime Unit 2008



ADOLYGIAD YSTADEGOL O HOLIADURON ADBORTH HARBWR PWLLHELI

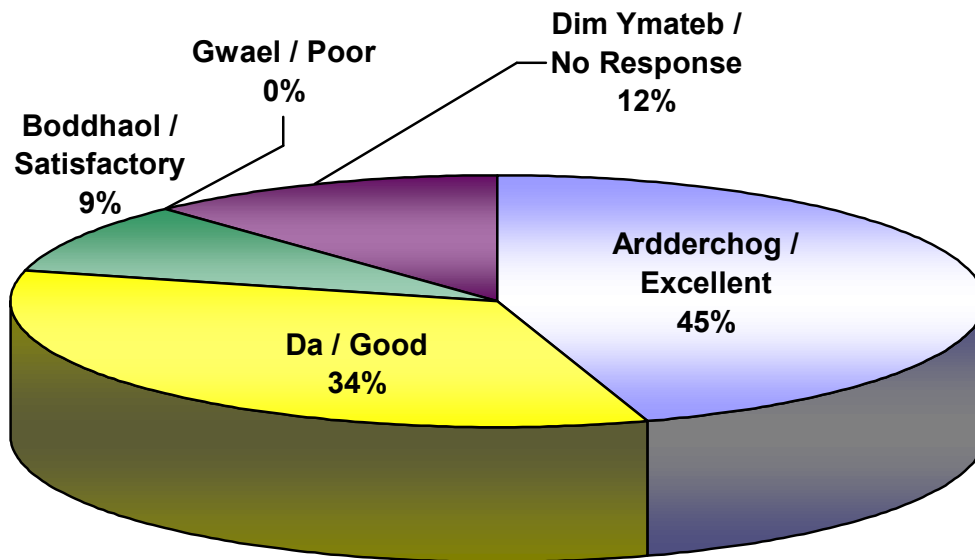


ANALYSIS OF PWLLHELI HARBOUR CUSTOMER FEEDBACK QUESTIONNAIRES

Cwblhawyd a dychwelwyd 56 holiadur o'r 148 a ddosbarthwyd, sef cyfradd ymateb o 38%. Mae'r gyfradd ymateb yn siomedig

56 questionnaires were completed and returned out of 148 distributed, a response rate of 38%. The response rate is disappointing.

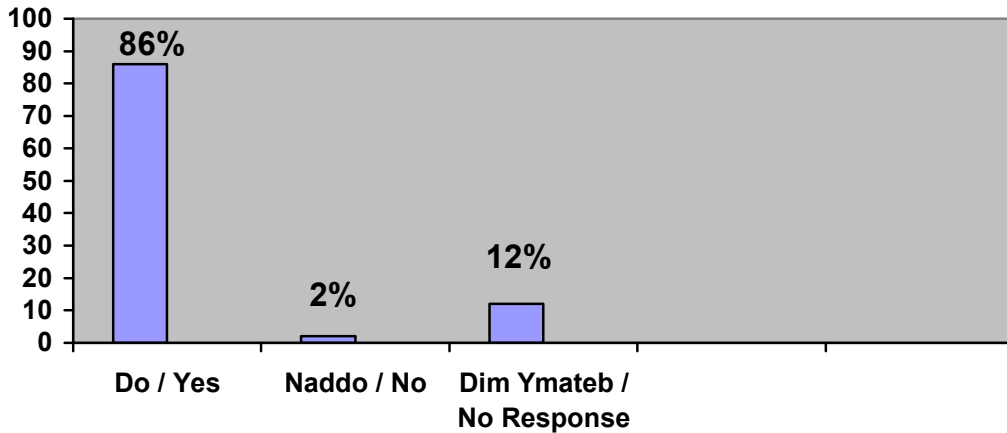
1. Sut a fu staff yr harbwr ymateb i gwynion neu broblemau?
How did harbour staff respond to complaints or problems?



Roedd 79% o'r atebwyr o'r farn fod staff yr harbwr wedi ymdrin yn 'Ardderchog neu yn dda' gyda chwynion a phroblemau, Roedd 9% oedd yn ystyried fod ymateb staff yr harbwr yn 'Foddhaol'. Nid oedd unrhyw un o'r farn fod ymateb staff yn sâl. Fe fydd angen ymdrechu ymhellach er sicrhau na fod canran mor uchel, sef 9%, o'r farn mae 'Boddhaol' oedd ymateb staff yr Harbwr.

79% of the respondents were of the opinion that the response of the harbour staff to complaints or problems was 'Excellent or good'. 9% of the respondents were of the opinion that the response was 'Satisfactory'. The Maritime Unit will need to work towards improving our response in order to reduce the percentage who were of the opinion that the response was 'Satisfactory'.

2. A oedd yr ymateb i'r cwyn neu broblem yn brydlon?
Was the response to the complaint or problem prompt?

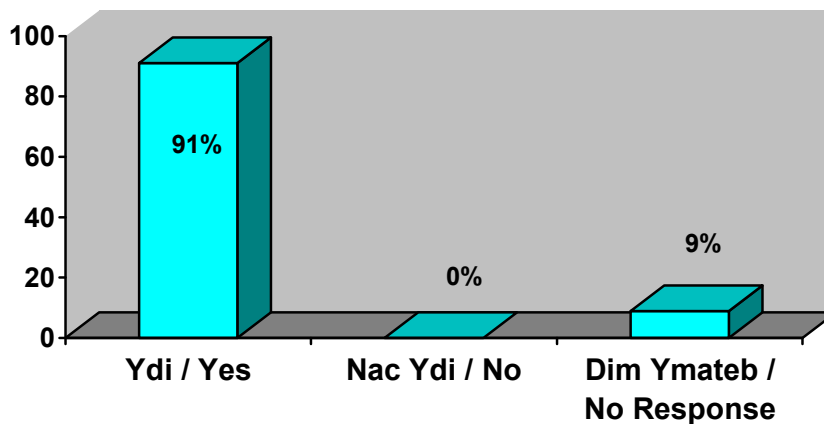


Roedd 86% o'r farn fod yr ymateb yn brydlon. Roedd 12% yn ddi farn tra bod 2% o'r farn na fod yr ymateb yn brydlon.

86% the respondents were of the opinion that the response provided by staff was prompt. 12% did not comment and 2% were of the opinion that the Unit did not respond promptly.

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

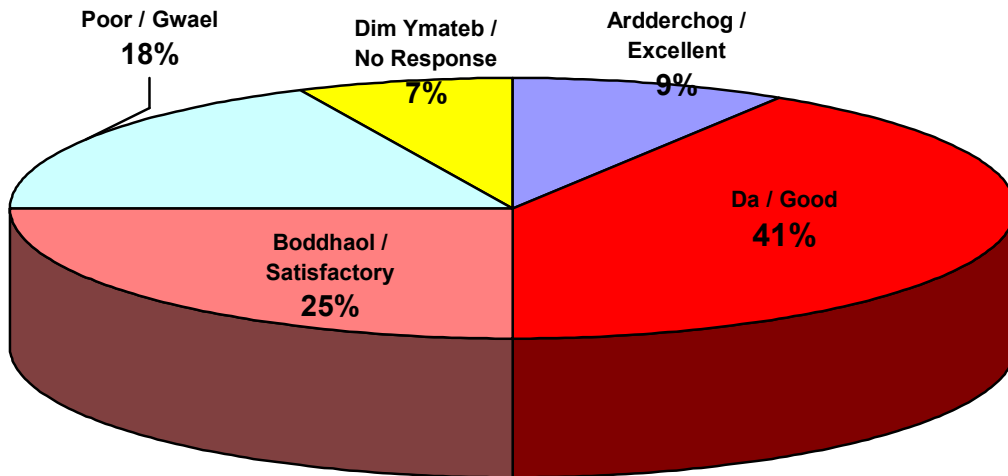
Did the staff at the harbour provide adequate advice and assistance, and were they professional at all times?



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.

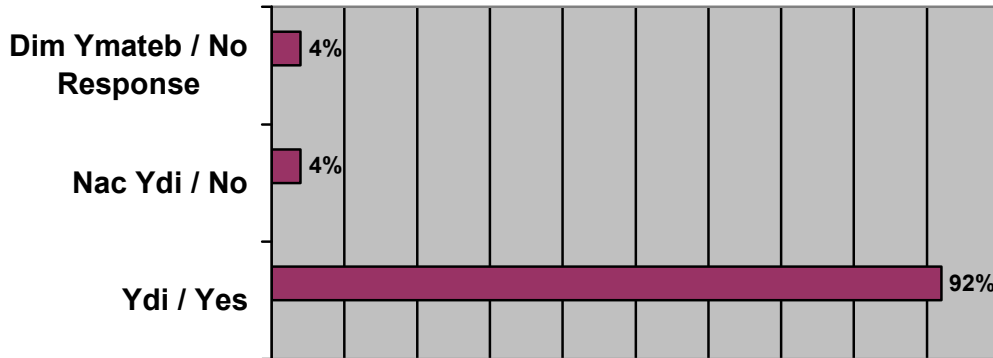
4. Beth yw eich barn ynglŷn ag ansawdd y cyfleustra lansio cychod gweni?
What is your opinion on the quality of the yacht tender launching facility?



Mae 9% o'r farn fod y cyfleustra lansio cychod gweni yn ardderchog, gyda 41% o'r farn fod y cyfleusterau yn dda. Roedd 43% o'r farn bod y cyfleusterau yn foddhaol neu wael. Roedd 7% heb farn. Fe fydd angen gwella'r cyfleusterau hyn os bosibl.

9% of respondent were of the opinion that the dinghy launching facilities were excellent. 41% were of the opinion that the facility was good and 43% were of the opinion that the facility was satisfactory or poor. 7% declined to comment. The Maritime Unit will need to improve in this area if possible.

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

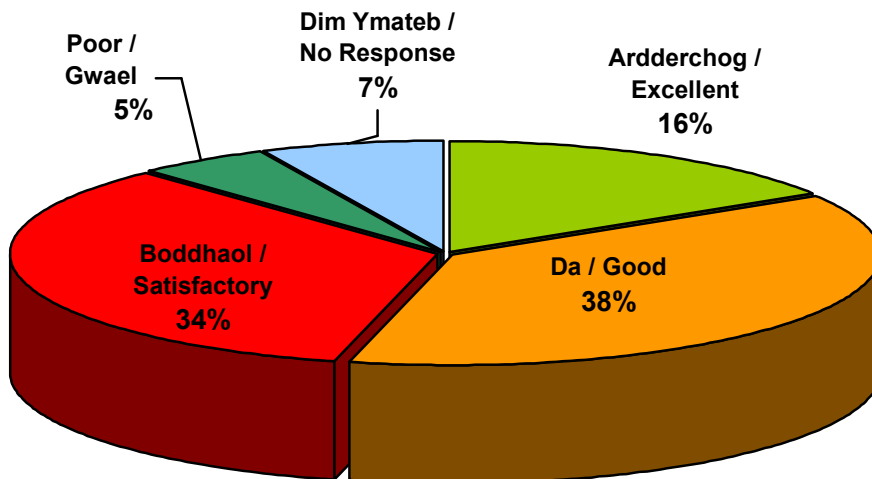


Roedd 92% o'r farn fod y cymhorthion mordwyo yn y sianel yn addas a digonol.

92% 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:

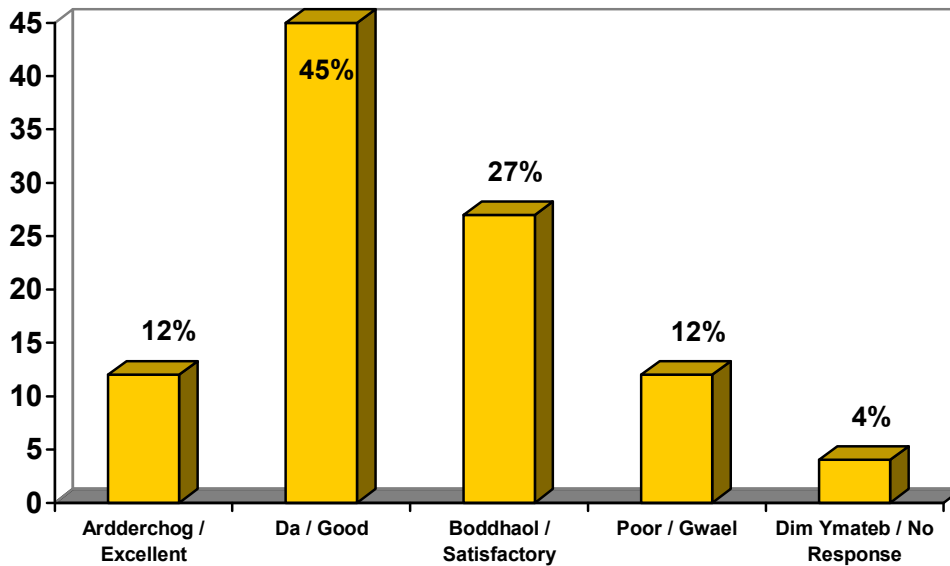


Roedd 16% o'r farn fod y gwasanaeth / darpariaeth angorfa yn 'Ardderchog' tra bod 38% o'r farn bod y gwasanaeth yn 'Dda'. Roedd 34% yn ystyried bod y gwasanaeth yn 'Foddhaol'. A ddim ond 5% yn ystyried fod y gwasanaeth / angorfa yn 'Wael'.

16% of respondents were of the opinion that the quality of the service / mooring facility was 'Excellent', whilst 38% were of the opinion that the service was 'Good'. 34% considered the service 'Satisfactory'. Only 5% were 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:

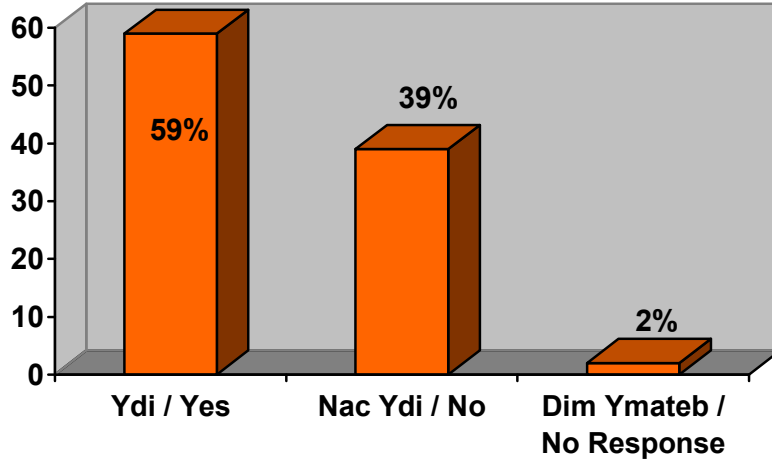


Roedd 12% o'r atebwyr yn ystyried lefel glendid yr harbwr yn 'Ardderchog', tra bod 45%, o'r farn bod y safon yn 'Dda'. Datganodd 27% fod y lefel yn 'Foddhaol' a 12% o'r farn ei fod yn 'Wael'. Fe fydd angen sicrhau bod staff yr harbwr yn archwilio'r harbwr yn rheolaidd ac yn clirio unrhyw ysbwriel yn brydlon.

12% of respondents are of the opinion that the standard of cleanliness within the harbour is 'Excellent', whilst 45%, are of the opinion that the level is 'Good'. 27% indicated that the level is 'Satisfactory' and 12% stated that the standard is 'Poor'. Harbour staff will need to increase their patrol of the harbour and to remove litter should a problem be identified.

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?

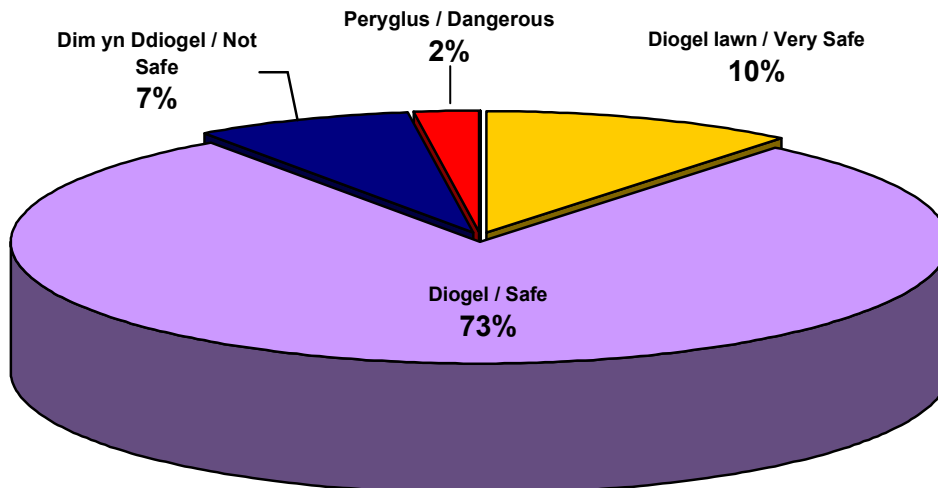


Roedd 59% o'r farn fod y costau a'r ffioedd angori yn adlewyrchu gwasanaeth teg, tra'r oedd 39% o'r farn nad oeddynt. Fe fydd angen ystyried barn y cwsmeriaid.

59% of respondents were of the opinion that the mooring fees and charges reflected a fair service, whilst 39% were of the opinion that that it was not a fair reflection. The Maritime Unit will need to take this view into account.

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

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

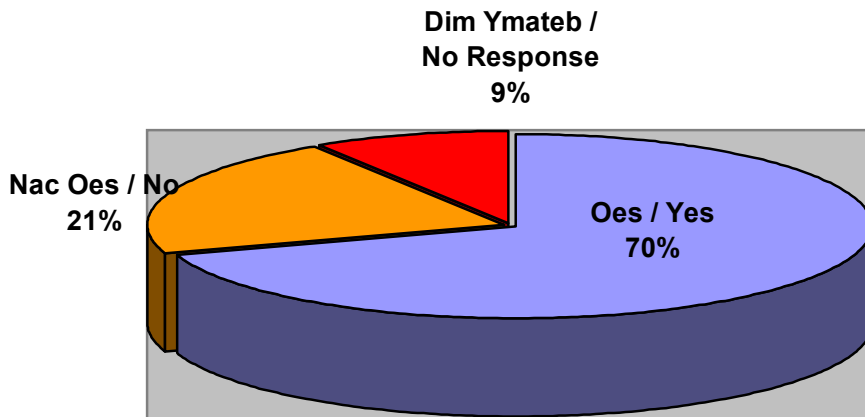


Mae 73% o'r farn fod yr harbwr yn 'Ddiogel', tra bod 10% o'r farn fod yr harbwr yn 'Ddiogel lawn'. Ddim ond 7% oedd o'r farn fod yr harbwr 'Ddim yn Ddiogel'. Gyda 2% o'r ymatebwyr o'r farn bod yr harbwr yn 'Beryglus'. Fe fydd angen sicrhau bod yr Harbwr Feistr yn ymholi ymhellach er darganfod rheswm bod 2% o'r farn bod yr harbwr yn 'Beryglus'.

73% of respondents were of the opinion that the harbour was 'Safe', whilst 10% considered the harbour to be 'Very safe'. Only 7% stated that the harbour was 'Not safe'. Whilst 2% considered the harbour to be 'Dangerous'. The Harbourmaster will be required to identify the hazard which could have been noted by the 2% who responded that the harbour was '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 70% o'r farn fod mesurau diogelwch digonol yn yr harbwr. Roedd 21%, o'r farn nad oedd y mesurau diogelwch yn ddigonol. Ni fynegwyd barn gan 9% o ymatebwyr.

70% of respondents were of the opinion that there is adequate presence of security measures at the harbour. 21% were of the opinion there was insufficient measures in place. 9% 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?

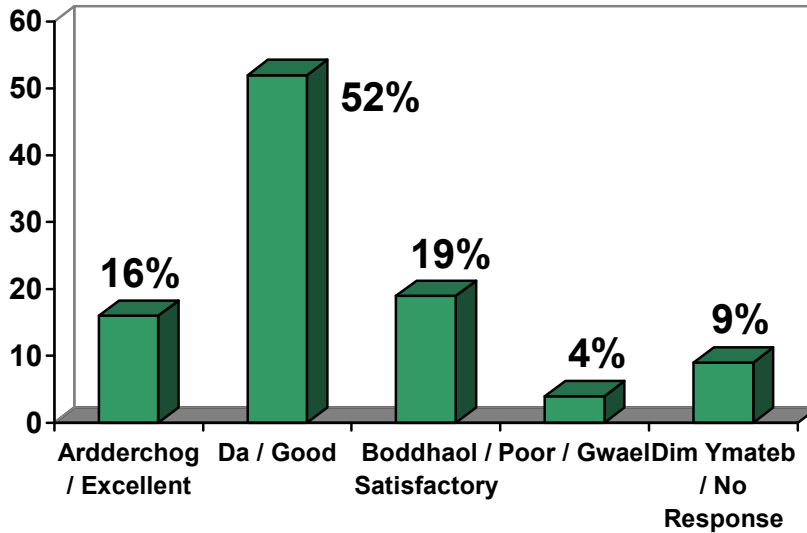
GWASANAETHAU NEU GYFLEUSTERAU <i>SERVICES OR FACILITIES</i>	Canran Ddosbarthiad <i>Percentage Distribution</i>
Carthu'r harbwr <i>Dredging of the harbour</i>	27%
Safle parcio <i>Parking area</i>	18%
Pontwns ar ochr y llithrfa gyhoeddus <i>Pontoon alongside the public slipway</i>	18%
Pontwns rhwng y stanciau <i>Pontoons between the piles</i>	14%
Mwy o batrolio yn y sianel i reoli cychod a BDP <i>More patrols in the channel to regulate powerboats and PWC's</i>	11%
Cafe <i>Cafe</i>	7%
Dwr poeth yn y toiledau <i>Hot water in the toilets</i>	5%
Safle called i gychod gyda dŵr a thrydan <i>Hard standing for vessel with water and electricity supply</i>	5%
Lle i lanio cychod gweini yn yr Hafan <i>Tender access at the marina</i>	4%
Fwy o gamerâu TCC yn yr harbwr <i>More CCTV cameras in the harbour</i>	4%
Goleuadau ar y llithrfa gyhoeddus <i>Lighting on the public slipway</i>	4%
Defnydd o lithrfa'r Hafan <i>Use of the marina slipway</i>	4%
Fwy o racio i gychod gweini <i>More dinghy racking</i>	4%
Biniau ailgylchu <i>Recycling bins</i>	2%
Camera we <i>Web-cam</i>	2%
Golau gwell ar y bwi tramwyo <i>Better light on the Fairway buoy</i>	2%
Camera we <i>Web-cam</i>	2%

Dengys y tabl uchod mai carthu rheolaidd o'r harbwr, safle parcio ceir a phontŵn wrth ochr y llithrfa gyhoeddus yw'r prif wasanaethau yr hoffai'r mwyafrif o'r atebwyr eu gweld yn harbwr Pwllheli, h.y. 27%, 18% a 18% yn y drefn honno.

The above table shows that regular dredging of the harbour, an area for car parking and a pontoon alongside the slipway are the three main services the respondents would like to see at Pwllheli harbour, that is 27%, 18% and 18% 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 16% o'r farn bod gwasanaeth yr harbwr yn 'Ardderchog' tra bod 52% o'r farn fod y gwasanaeth yn 'Dda'. Roedd 19% yn ystyried y safon yn 'Foddhaol', a 4% o'r farn fod safon yn 'Wael'. Fe fydd angen gwella er sicrhau na fod y 4% yn ymddangos yn y dyfodol.

16% of respondent were of the opinion the service was 'Excellent'. 52% were of the opinion that the service was 'Good'. 19% of respondent considered the service 'Satisfactory', whilst 4% considered the service to be 'Poor'. The maritime Unit will have to improve in order to ensure that the lowest indicator of 4% can be reduced to zero.