



# Uned Morwrol Maritime Unit 2008/09



## ADOLYGIAD YSTADEGOL O HOLIADURON ADBORTH HARBWR PORTHMADOG



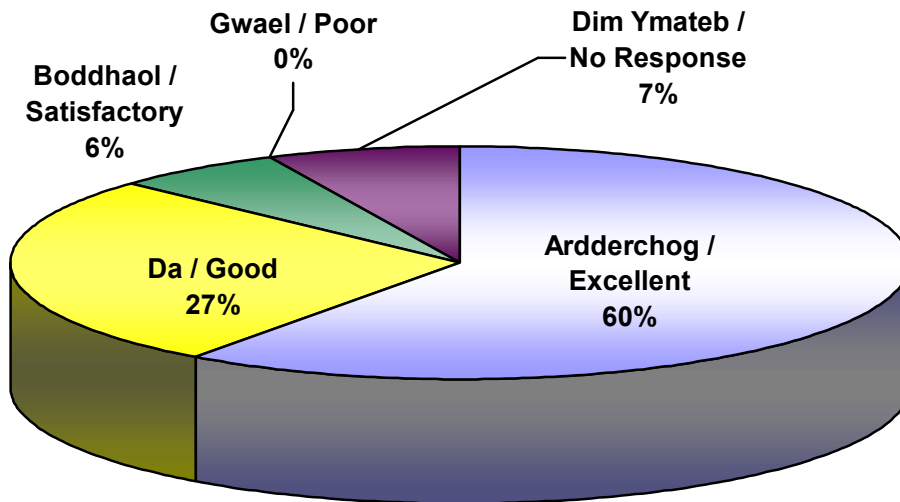
## **ANALYSIS OF PORTHMADOG HARBOUR CUSTOMER FEEDBACK QUESTIONNAIRES**

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.*

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

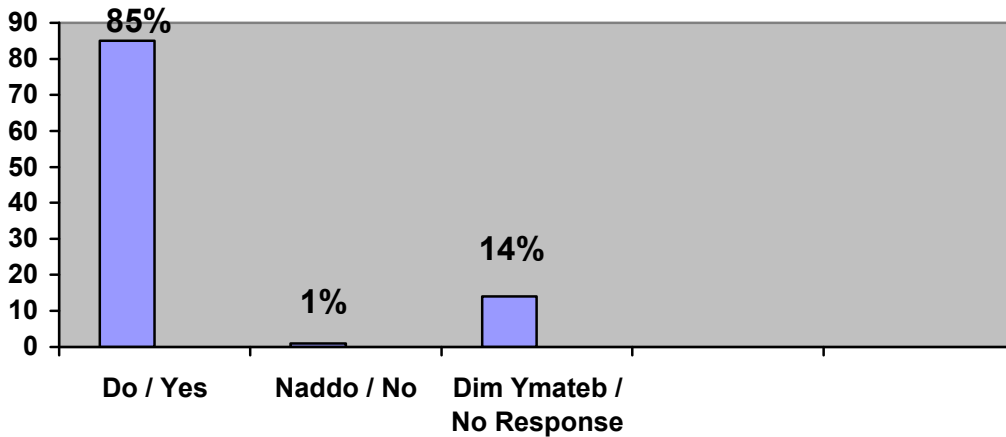


Mae'n galonogol nodi fod 87% o'r atebwyr o'r farn fod staff yr harbwr wedi ymdrin yn 'Ardderchog neu yn dda' gyda chwynion a phroblemau. Roedd 6% o'r farn bod ymateb staff yr harbwr yn 'Foddhaol'. Nid oedd unrhyw un o'r farn fod ymateb staff yn sâl.

*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?*

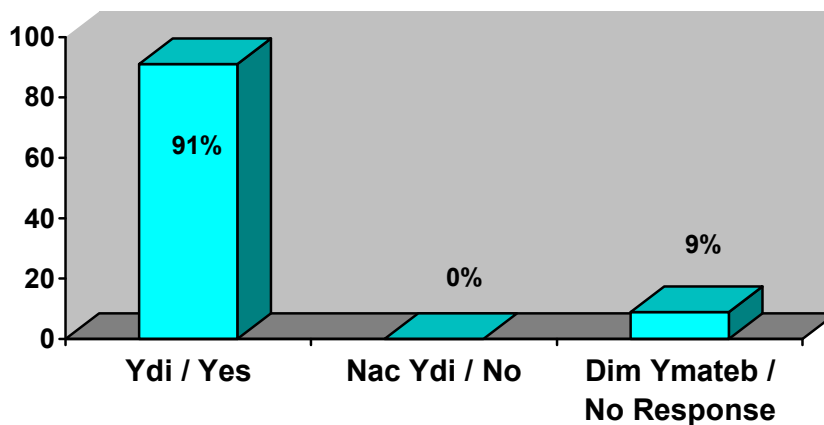


Roedd 96% o'r farn fod yr ymateb yn brydlon. Roedd 14% yn di farn.

*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?**

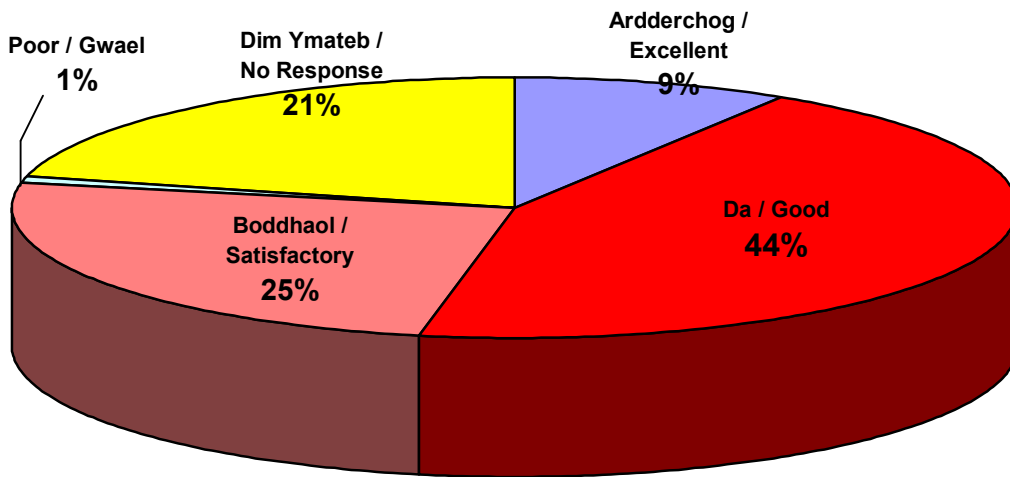
*Did the staff at the harbour provide adequate advice and assistance, and were they professional at all times?*



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.*

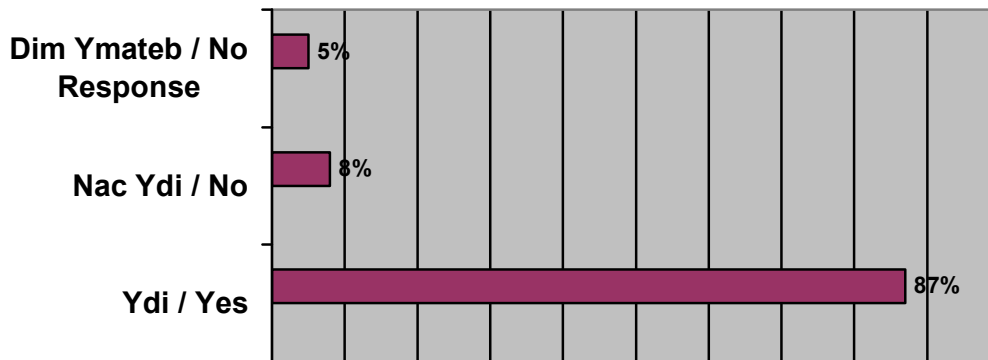
**4. Beth yw eich barn ynglŷn ag ansawdd y cyfleustra lansio cychod gweni?**  
*What is your opinion on the quality of the yacht tender launching facility?*



Roedd 9% o'r farn fod y cyfleustra lansio cychod gweni 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?*

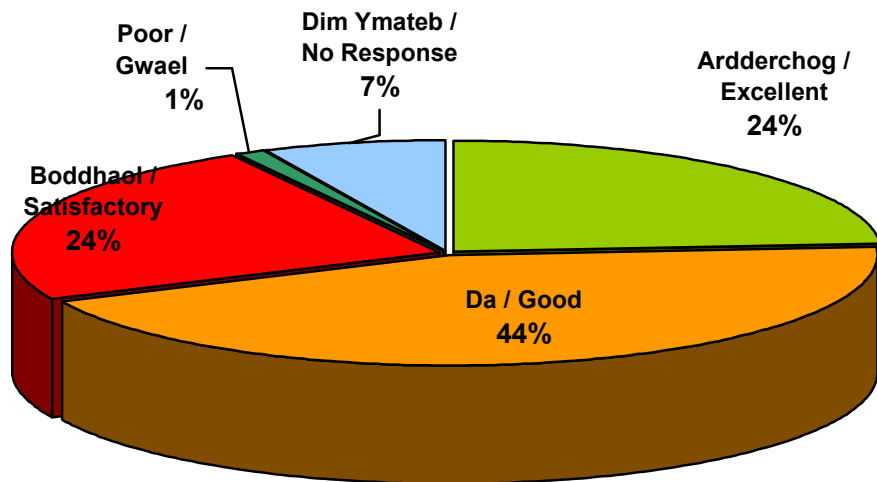


Roedd 87% o'r farn fod y cymhorthion mordwyo yn y sianel yn addas a digonol.

*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:*

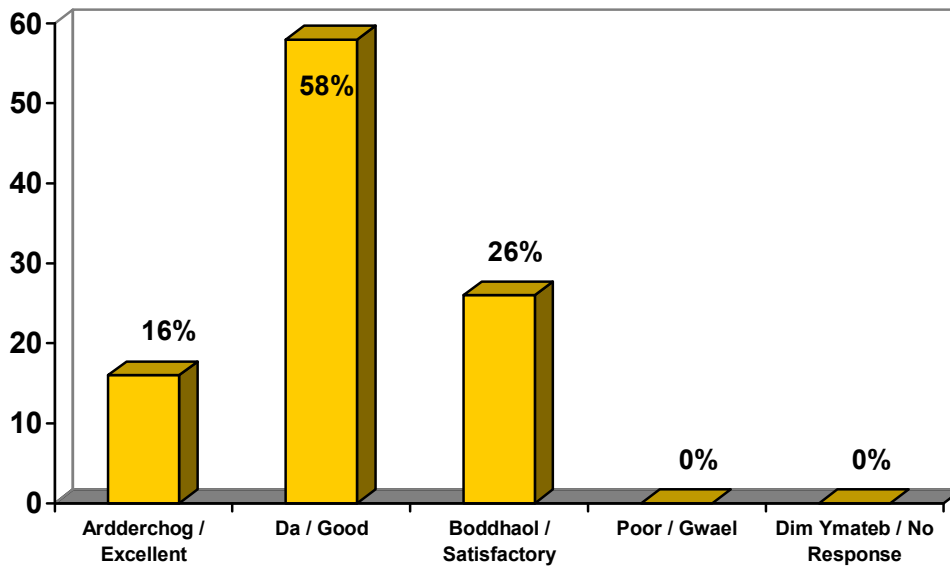


Dengys y siart uchod fod 24% a ymatebodd, o'r farn fod y gwasanaeth/angorfa yn 'Ardderchog' tra bod 44% o'r farn fod y gwasanaeth yn 'Dda'. Roedd 24% yn ystyried bod y gwasanaeth yn 'Foddhaol'. Roedd 1% o'r farn fod y gwasanaeth / angorfa yn 'Wael'.

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:

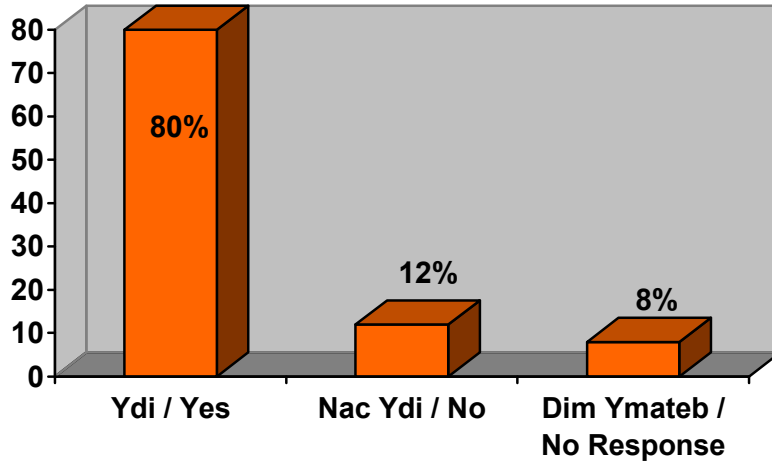


Roedd 16% o'r atebwyr yn ystyried lefel glendid yr harbwr yn 'Ardderchog', tra bod 58%, o'r farn bod y safon yn 'Dda'. Datganodd 26% fod y lefel yn 'Foddhaol' a neb o'r farn ei fod yn 'Wael'.

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?*

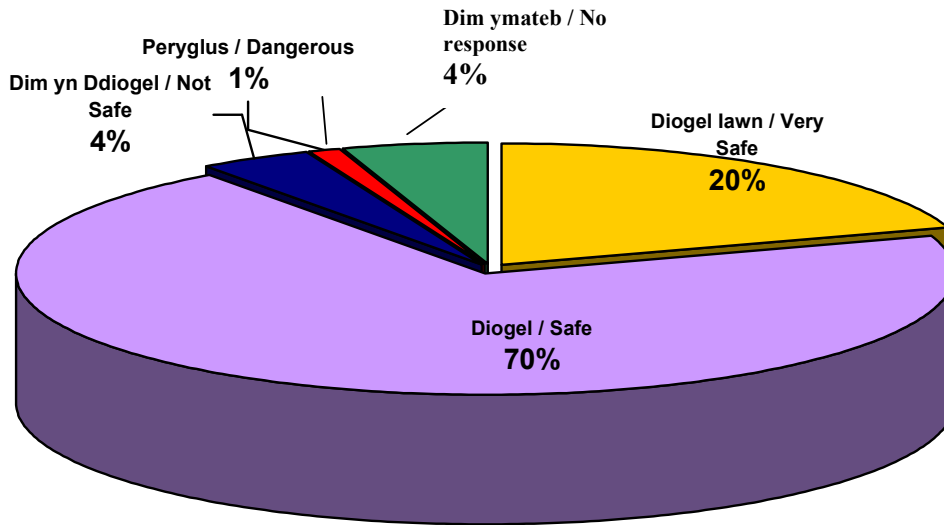


Roedd 80% o'r farn fod y costau a'r ffioedd angori yn adlewyrchu gwasanaeth teg, tra'r oedd 12% o'r farn nad oeddynt.

*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:*

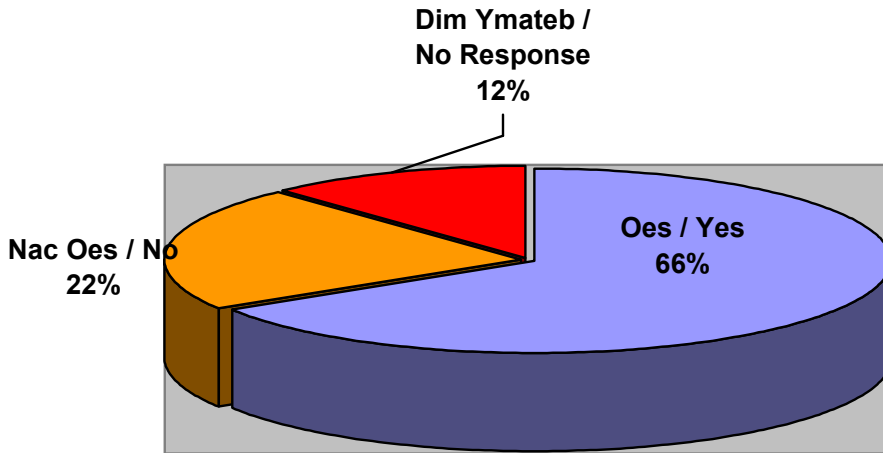


Roedd 70% o'r farn fod yr harbwr yn 'Ddiogel', tra bod 20% o'r farn fod yr harbwr yn 'Ddiogel lawn'. Ddim ond 4% oedd o'r farn fod yr harbwr 'Ddim yn Ddiogel'. Gyda 1% o'r ymatebwyr o'r farn bod yr harbwr yn 'Beryglus'.

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?*

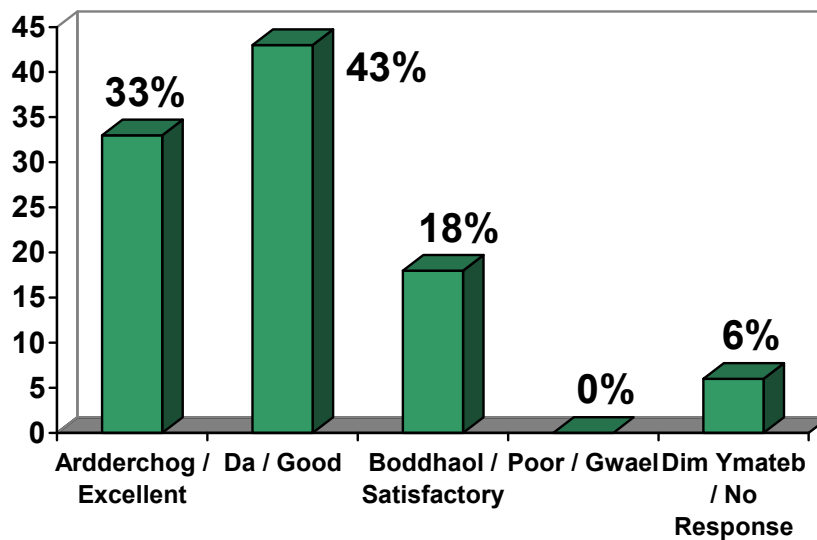
<b>GWASANAETHAU NEU GYFLEUSTERAU</b> <i>SERVICES OR FACILITIES</i>	<b>Canran Ddosbarthiad</b> <i>Percentage Distribution</i>
<b>Pontwns ar gyfer lenwi gyda thanwydd + petrol a dŵr</b> <i>Pontoons for re-fuelling + petrol and water</i>	<b>9%</b>
<b>Fwy o gamerâu TCC yn yr harbwr</b> <i>More CCTV cameras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

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'.*