



Uned Morwrol Maritime Unit 2008/09



ADOLYGIAD YSTADEGOL O HOLIADURON ADBORTH HARBWR ABERDYFI

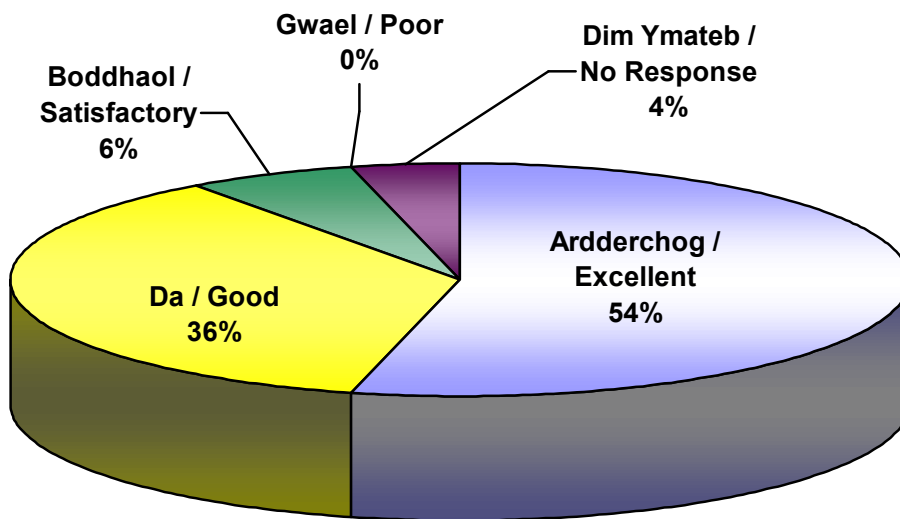


ANALYSIS OF ABERDYFI HARBOUR CUSTOMER FEEDBACK QUESTIONNAIRES

Cwblhawyd a dychwelwyd 52 holiadur o'r 102 a ddosbarthwyd, sef cyfradd ymateb o 51%. Mae'r cyfradd ymateb yn siomedig

52 questionnaires were completed and returned out of 102 distributed, a response rate of 51%. The response rate is disappointing.

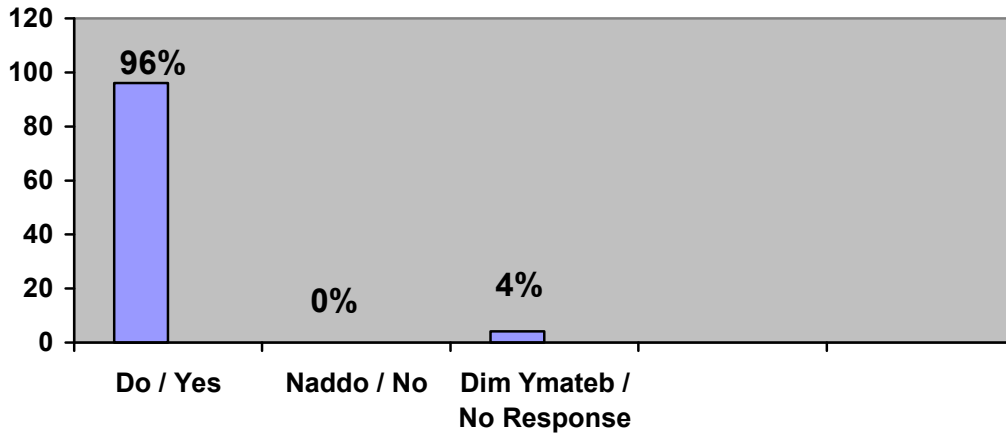
1. Sut a fu staff yr harbwr ymateb i gwynion neu broblemau?
How did harbour staff respond to complaints or problems?



Mae'n galonogol nodi fod y mwyafrif helaeth o'r atebwyr, 90%, o'r farn fod staff yr harbwr wedi ymdrin yn ardderchog neu'n dda gyda chwynion a phroblemau. Roedd 6% o'r farn fod ymateb staff yr harbwr yn foddhaol a ni oedd unrhyw un o'r farn fod ymateb staff yn wael. Ni fynegwyd barn gan 4%.

It is reassuring to note that the vast majority of respondents, 90%, 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'. 4% did not comment.

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

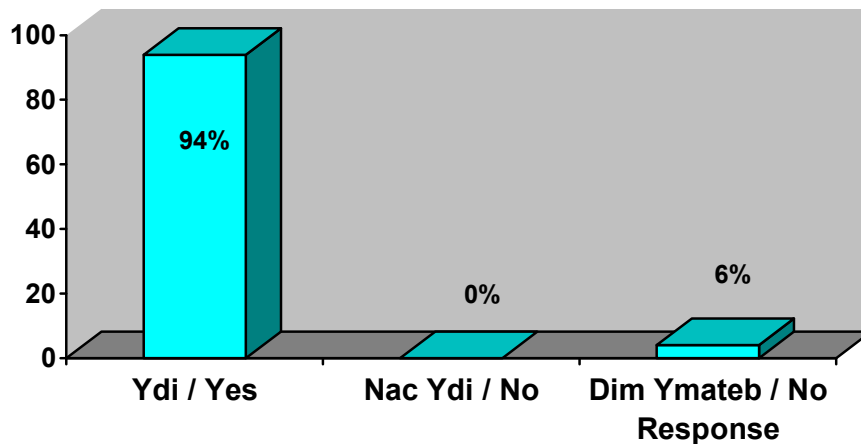


Roedd 96% o'r farn fod yr ymateb yn brydlon. Ni fynegwyd barn gan 4%.

96% the respondents were of the opinion that the response provided by staff was prompt. 4% declined to comment.

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

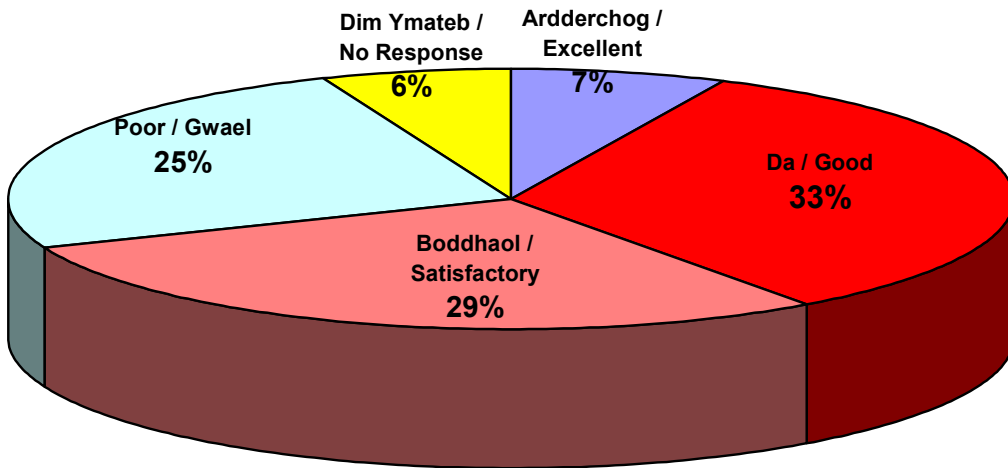
Did the staff at the harbour provide adequate advice and assistance, and were they professional at all times?



Roedd 94% o'r atebwyr o'r farn fod staff yr harbwr yn darparu cymorth a chyngor digonol, a phroffesiynol bob amser.

94% of respondents were of the opinion that the harbour staff provided adequate service and assistance, and were professional at all times.

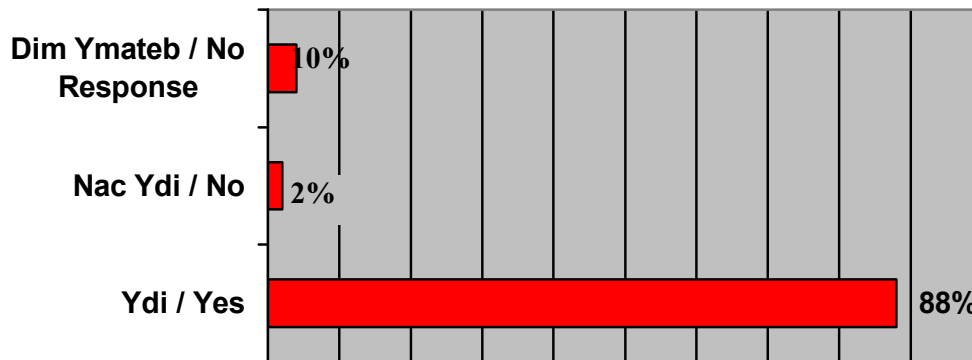
4. Beth yw eich barn ynglŷn âg ansawdd y cyfleustra lansio cychod gweni?
What is your opinion on the quality of the yacht tender launching facility?



Roedd 7% o'r atebwyr o'r farn fod y cyfleustra lansio cychod gweni yn ardderchog gyda 33%, o'r farn fod y cyfleusterau'n dda. Roedd 54% o'r farn bod y cyfleusterau'n foddhaol neu wael. Roedd 9% yn ddi farn.

7% of customers were of the opinion that the dinghy launching facilities were excellent and 33% were of the opinion that the facility was good. 54%, were of the opinion that the facility was satisfactory or poor, and 6% 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?

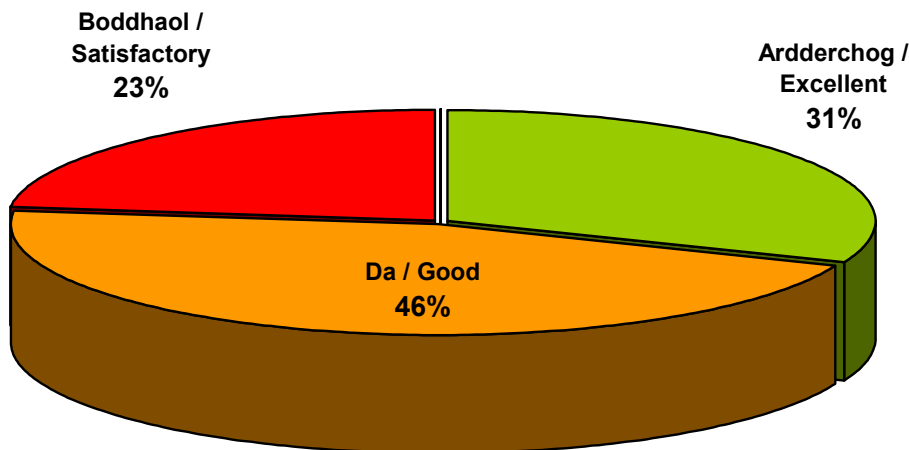


Roedd 88% o'r farn fod y cymhorthion mordwyo yn y sianel yn addas a digonol.

88% 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:

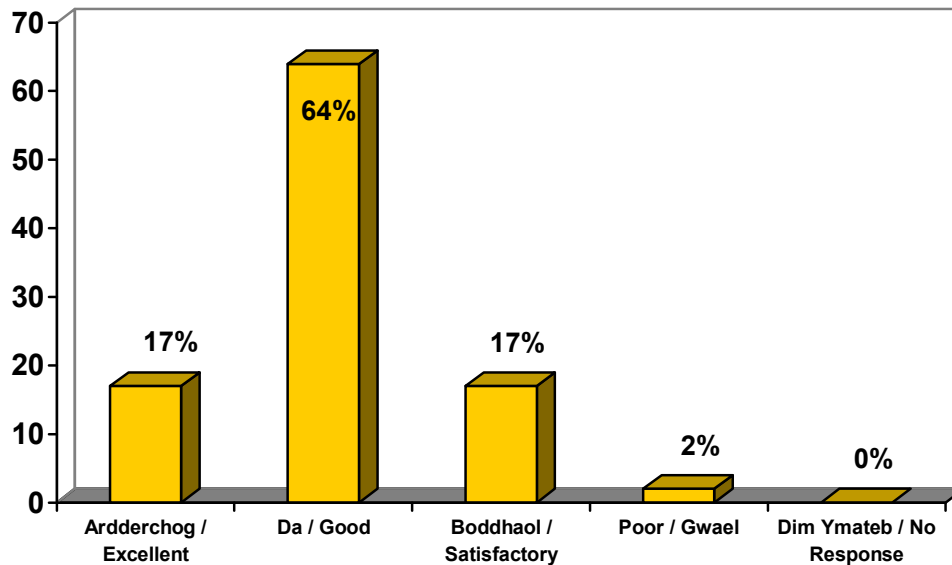


Roedd 31% o'r farn fod y gwasanaeth / angorfa yn ardderchog. Roedd 46%, o'r farn fod y gwasanaeth yn dda ac roedd 23%, o'r farn fod yr ansawdd yn foddhaol. Nodi'r fod neb yn ystyried y gwasanaeth / angorfa yn wael.

31%, were of the opinion that the quality of the service / mooring was excellent. 46% were of the opinion that the service was good and 23% considered the service 'Satisfactory'. None were of the opinion that the quality of their mooring / service was 'Poor'.

7. Beth yw eich barn ynglyn a lefel glendid yr harbwr?

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

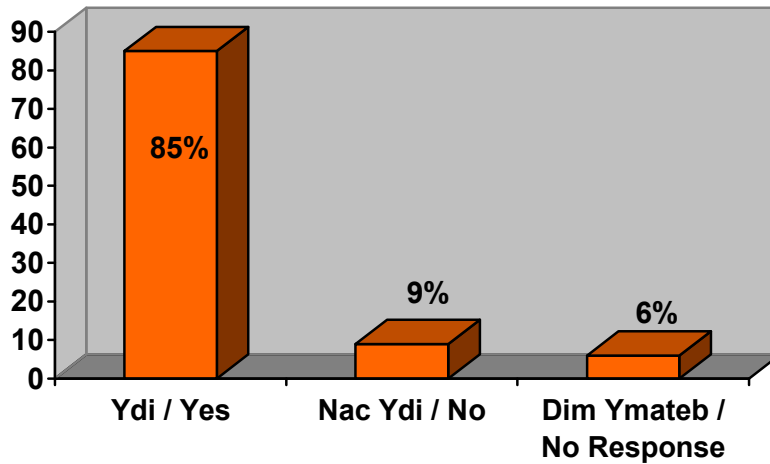


Mae 17% o'r atebwyr o'r farn bod lefel glendid yr harbwr yn ardderchog. Roedd 64% o'r farn fod y safon yn dda a datgan 17% fod y lefel yn foddhaol. 2% yn unig oedd o'r farn fod y safon yn wael.

17% of respondents are of the opinion that the standard of cleanliness within the harbour is excellent. 64% were of the opinion that the level is good. 17% indicated that the level is satisfactory. 2% of respondents stated that the standard was 'Poor'.

8. Awdych o'r farn fod costau a ffioed angorfa yn adlewyrchu gwasanaeth teg?

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

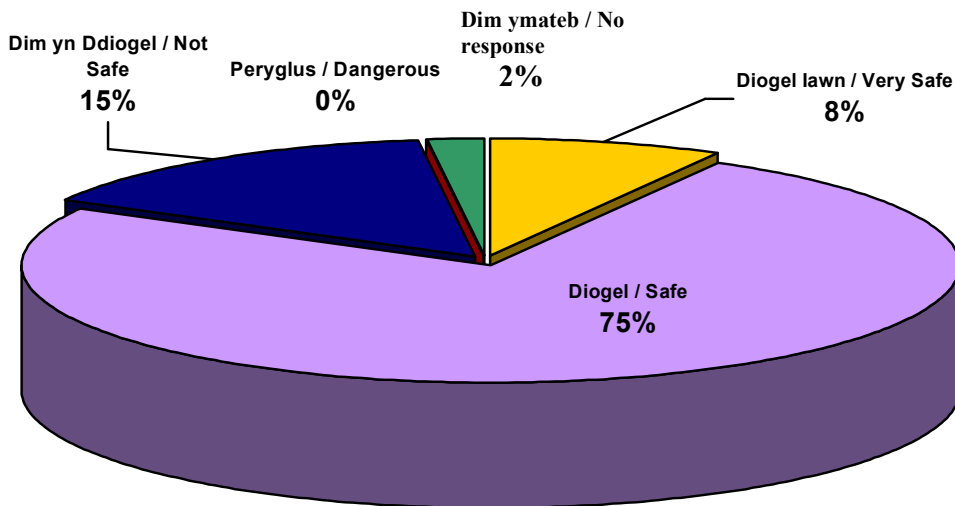


Roedd 85% o'r farn fod y costau a'r ffioedd angorfa yn adlewyrchu gwasanaeth teg, tra'r oedd 9% o'r farn nad oeddynt.

85% of respondents were of the opinion that the mooring fees and charges reflected a fair service, whilst 9% 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:

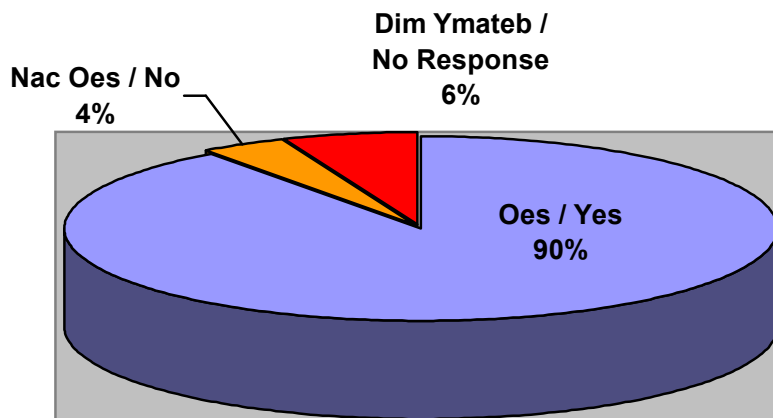


Roedd 75%, o'r farn fod yr harbwr yn ddiogel, tra bod 8% o'r farn fod yr harbwr yn ddiogel iawn. Roedd 15% o'r farn fod yr harbwr ddim yn ddiogel a doedd neb o'r farn bod yr harbwr yn beryglus.

75% were of the opinion that the harbour was safe, whilst 8% considered the harbour to be 'Very safe'. 15% stated that the harbour was not safe and no one 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 90% o atebwyr o'r farn fod mesurau diogelwch digonol yn yr harbwr tra'r oedd 4% o'r farn nad oedd. Ni fynegwyd barn gan 6% o ymatebwyr.

90% of respondents were of the opinion that there was adequate presence of security measures at the harbour and 4% were of the opinion there was not. 6% 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?

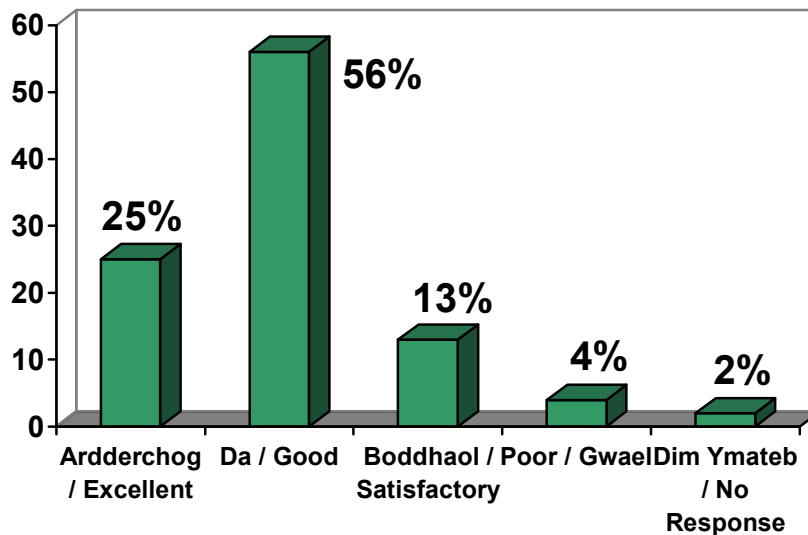
GWASANAETHAU NEU GYFLEUSTERAU <i>SERVICES OR FACILITIES</i>	Canran Ddosbarthiad <i>Percentage Distribution</i>
Pontwns ar gyfer cychod gweini / dingis <i>Pontoons for tenders / dinghies</i>	23%
Lithrfa newydd <i>New slipway</i>	17%
Well mynediad i lenwi gyda thanwydd + petrol a dŵr <i>Better access for re-fueling + petrol and water</i>	13%
Mwy o batrolio i reoli BDP <i>More patrols to regulate PWC`s</i>	10%
Parcio ychwanegol i gerbydau <i>Additional parking for vehicles</i>	9%
Marina <i>Marina</i>	6%
Grisiau newydd ar y jeti <i>New steps on the jetty</i>	6%
Glanhau'r llithrfa yn `Church Bay` <i>Clean the slipway in Church Bay</i>	4%
Safle ychwanegol i storio / cadw cychod gweini <i>More storage area for tenders / dinghies</i>	4%
Tacsi dwr <i>Water taxi</i>	4%
Carthu rheolaidd o'r harbwr <i>Regular dredging of the harbour</i>	2%
Fwy o gamerâu TCC yn yr harbwr <i>More CCTV cameras in the harbour</i>	2%
Adnewyddu harbwr Penhelig <i>Repair Penhelig harbour</i>	2%
Gosod craen ar y jeti <i>Place a crane on the jetty</i>	2%
Tacluso offer y pysgotwyr <i>Tidy fishermens gear</i>	2%
Ailosod yr oll slabiau pafin sydd wedi torri ar y cei <i>Replace all the broken paving slabs on the quay</i>	2%
Bwi llaw chwith mwy eu hangen ar y Bar <i>Larger Port hand buoy needed on the Bar</i>	2%
Rhifau ar fwiau'r angorfeydd <i>Numbers on the mooring buoys</i>	2%
Safle caled <i>Hard standing</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 Aberdyfi, 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 Aberdyfi 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 chwarter o'r atebwyr o'r farn fod gwasanaeth yr harbwr yn ardderchog tra bod 56% o'r farn fod y gwasanaeth yn dda.. Roedd 13% yn ystyried y safon yn foddhaol, a 4% yn unig oedd o'r farn fod safon yn wael.

A quarter of respondent were of the opinion the service was excellent, 56% were of the opinion that the service was good and 13% considered the service satisfactory. Only 4% considered the service to be poor.