

**Managing Performance-Economy and Community**

M2	<b>Customer Feedback</b>		In 2021/22, the comments were submitted based on the questionnaire that was circulated in Winter 2021. It is intended to hold the same consultation with Victoria Dock and Hafan Bertholders in the winter of 2022. No similar questionnaire has been set up for other harbours to date.
	<b>Hafan Pwllheli</b>		Hafan Pwllheli - 2021/22  Number of Annual bertholders = 378  1. Not Satisfied = 2.12% - Number customers = 8 2. Satisfied - 10.53% - Number customers = 40 3. Fairly Satisfied - 25.42% - Number customers = 97 4. Very Satisfied - 61.86% - Number customers = 233 Questionnaire based on the system established in 2021 whereby the circulation of the questionnaire was through the cooperation of the PMBHA.
	Bodlon lawn		
	Bodlon	61.86%	
	Gweddol Fodlon	10.53%	
	Anfodlon	25.42%	
		2.12%	
	<i>Scale of Very Satisfied, Satisfied, Fairly Satisfied and Not Satisfied</i>		
	<b>Doc Fictoria</b>		Doc Fictoria Number of annual bertholders = 90  1. Not Satisfied - 5.6% - Number customers = 5 2. Satisfied - 30.2% - Number customers = 27 3. Fairly Satisfied - 47.2% - Number customers = 42 4. Very Satisfied - 17.0% - Number customers = 16 Questionnaire based on the system established in 2021 whereby the circulation of the questionnaire was through the cooperation of the DFBHA.
	Very Satisfied	17.00%	
	Satisfied	47.20%	
	Fairly satisfied	30.20%	
	Not satisfied	5.60%	
	<i>Scale of Very Satisfied, Satisfied, Fairly Satisfied and Not Satisfied</i>		

		Scale of Very Satisfied, Satisfied, Fairly Satisfied and Not Satisfied																	
M3	Number of Power Boats / Personal Watercraft licensed. Information to confirm that there is a specific registration system for identifying each powerboat or Personal Watercraft that launches in Gwynedd.				2,434	2,434	2,434	2,380	2,380	2,380	2,380	2,380							A reduction in the number who had registered in comparison to 2021. This is not unexpected because foreign travel has started. The aim and objective of registration is to ensure an increase in the number of registered boats in order to ensure that all boats on the coast of Gwynedd display a Registration Permit. In 2022 all customers needed to register online but some customers do not have the ability to do this and a total of 136 registered using a paper form on the site. 82 boats were registered with an engine less than 10hp and these are not included in the figure.
M4	Maritime Service recovery scale. It was shown presenting information on 'value for money' by comparing the level of income with the level of expenditure.																	2021/22-DG01(€8,345) DG50 €50,461. DG51(€233,654) DG52 (€5,163) DG53 €475 DG54 (€416) DG55 (€6,525) DG60 (€7,021) DG63 (€10,326) Total 2021/22 better than spend = €221,159. Percentage of Recovery Scale is confirmed at the end of the financial year by the Finance Unit. Quarterly Monitoring would be able to show if we are on track.	
M5	Percentage of Navigation Beacons within the harbour area and on the coast of Gwynedd that are managed and serviced in accordance with the requirements of the House of Trinity. Percentage of Notice to Mariners issued within 24 hours of a navigation aid being off its proper position or there being a defect in the navigation aid.				100%	100%	100%	100%	95%	100%	100%	100%						To date, we are on track. Trinity House Inspections completed September 2021. Compliance and Port Security Code audited by the Coastguard Agency (MCA.) The next Trinity House inspection will be in October 2022	