



# Uned Morwrol Maritime Unit 2008/09



## **ADOLYGIAD YSTADEGOL O HOLIADURON ADBORTH HARBWR ABERDYFI**



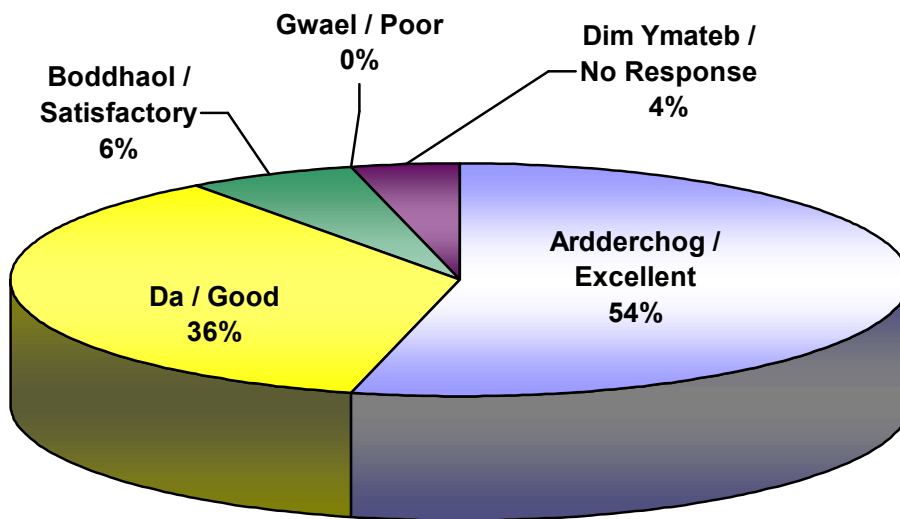
## **ANALYSIS OF ABERDYFI HARBOUR CUSTOMER FEEDBACK QUESTIONNAIRES**

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.*

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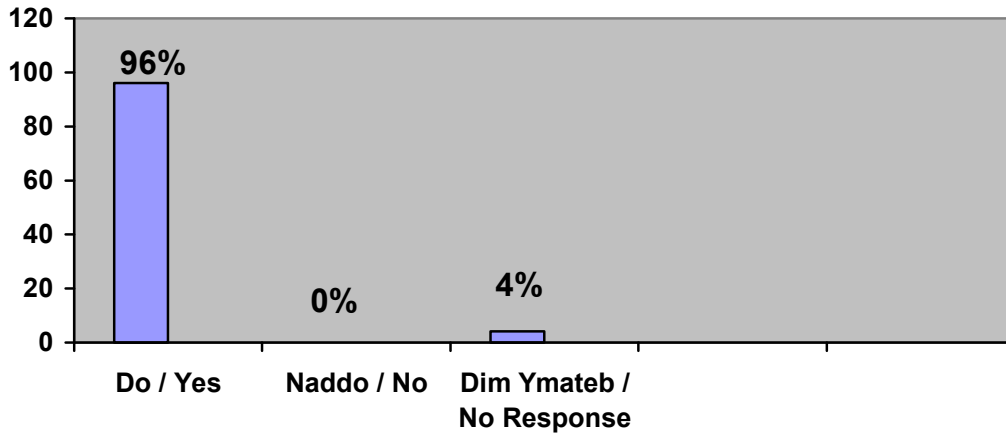
**1. Sut a fu staff yr harbwr ymateb i gwynion neu broblemau?**  
*How did harbour staff respond to complaints or problems?*



Mae'n galonogol nodi fod 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.*

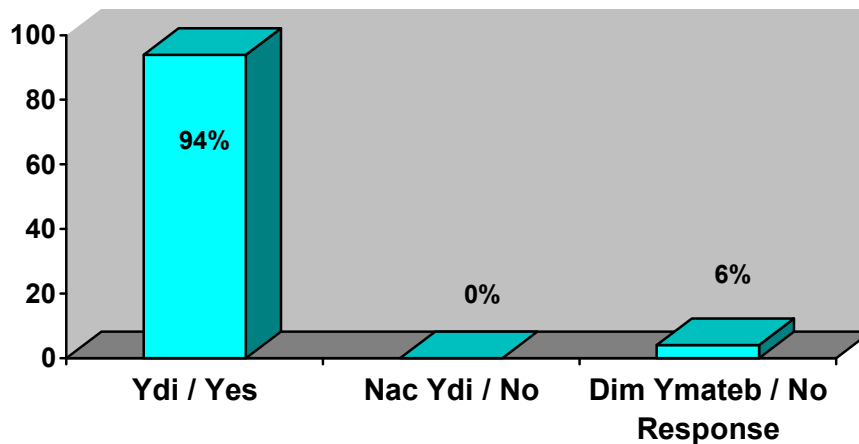
**2. A oedd yr ymateb i'r cwyn neu broblem yn brydlon?**  
*Was the response to the complaint or problem prompt?*



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.*

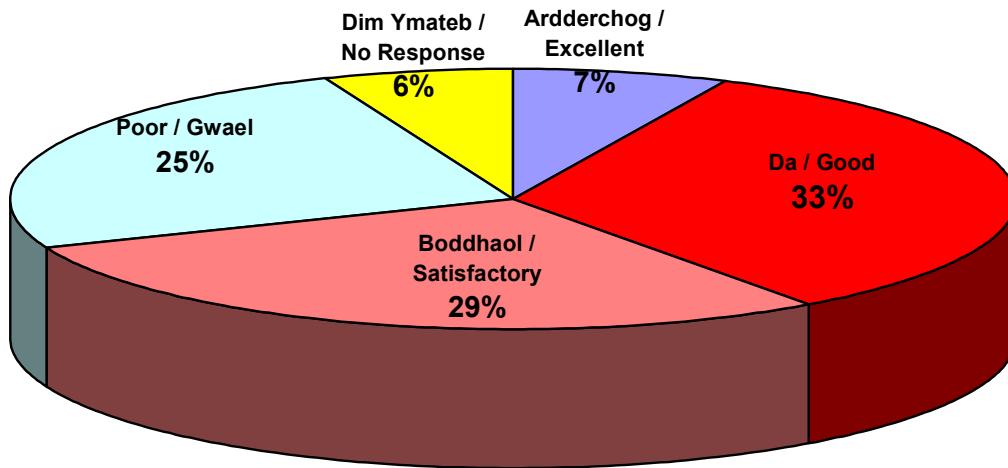
**3. A fu i staff yr harbwr ddarparu cymorth a chyngor digonol, ac a oeddynt yn broffesiynol bob amser?**  
*Did the staff at the harbour provide adequate advice and assistance, and were they professional at all times?*



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.*

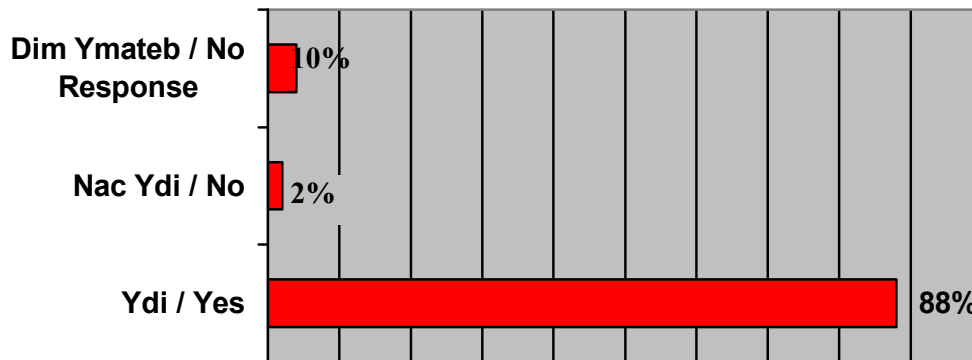
**4. Beth yw eich barn ynglŷn âg ansawdd y cyfleustra lansio cychod gweni?**  
*What is your opinion on the quality of the yacht tender launching facility?*



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?*

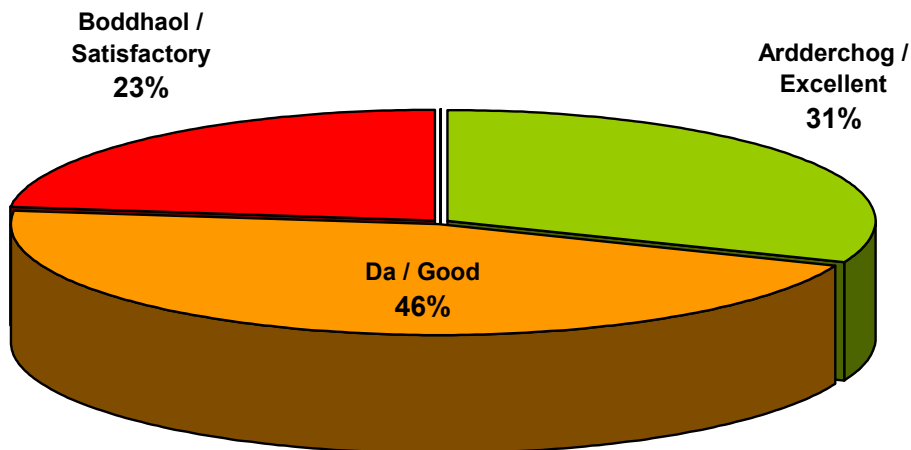


Roedd 88% o'r farn fod y cymhorthion mordwyo yn y sianel yn addas a digonol.

*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:*

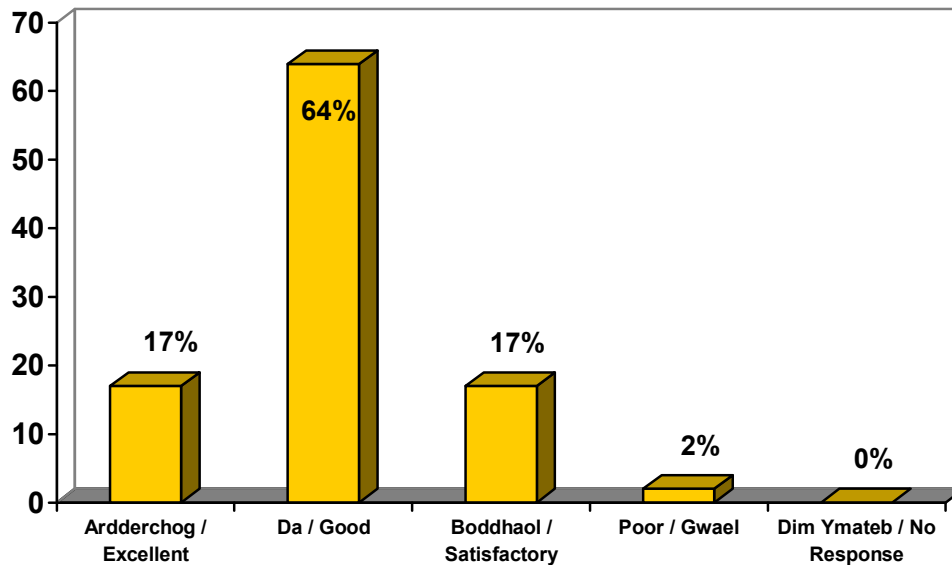


Roedd 31% o'r farn fod y gwasanaeth / angorfa yn ardderchog. Roedd 46%, o'r farn fod y gwasanaeth yn dda ac roedd 23%, o'r farn fod yr ansawdd yn foddhaol. Nodi'r fod neb yn ystyried y gwasanaeth / angorfa yn wael.

*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:

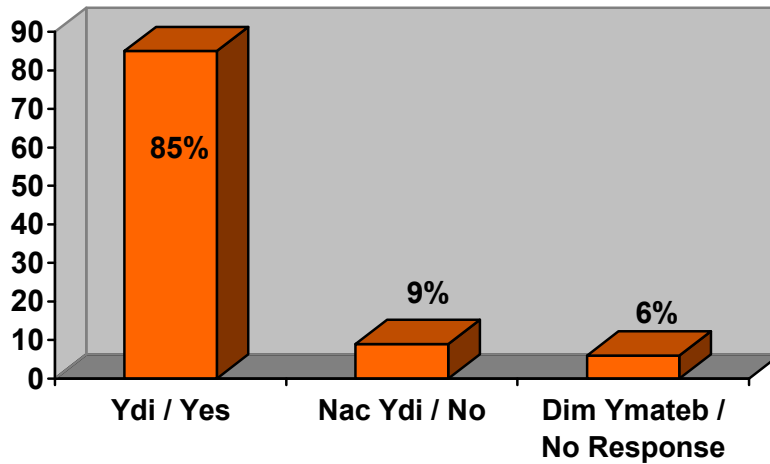


Mae 17% o'r atebwyr o'r farn bod lefel glendid yr harbwr yn ardderchog. Roedd 64% o'r farn fod y safon yn dda a datgan 17% fod y lefel yn foddhaol. 2% yn unig oedd o'r farn fod y safon yn wael.

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?*

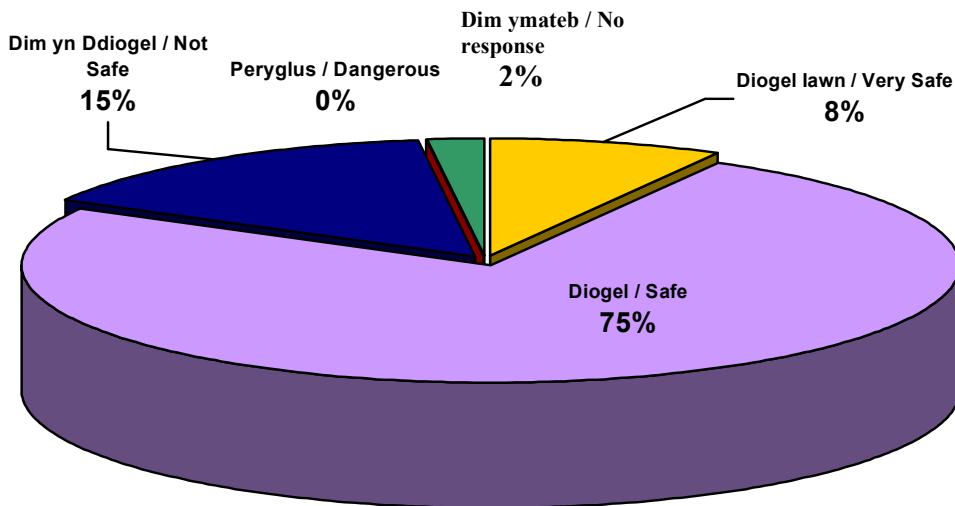


Roedd 85% o'r farn fod y costau a'r ffioedd angorfa yn adlewyrchu gwasanaeth teg, tra'r oedd 9% o'r farn nad oeddynt.

*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:*

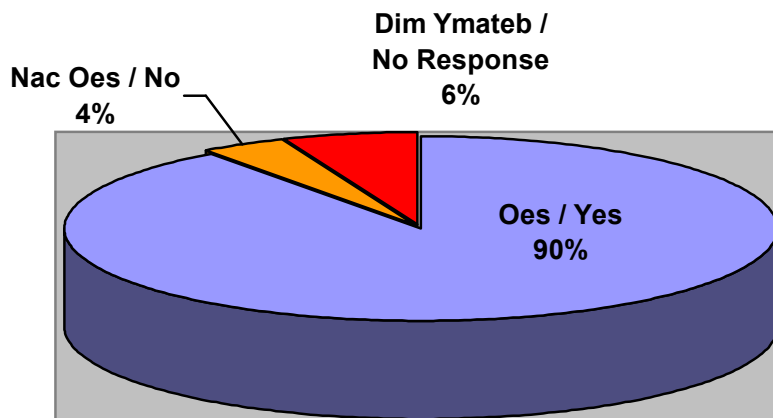


Roedd 75%, o'r farn fod yr harbwr yn ddiogel, tra bod 8% o'r farn fod yr harbwr yn ddiogel iawn. Roedd 15% o'r farn fod yr harbwr ddim yn ddiogel a doedd neb o'r farn bod yr harbwr yn beryglus.

*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?*

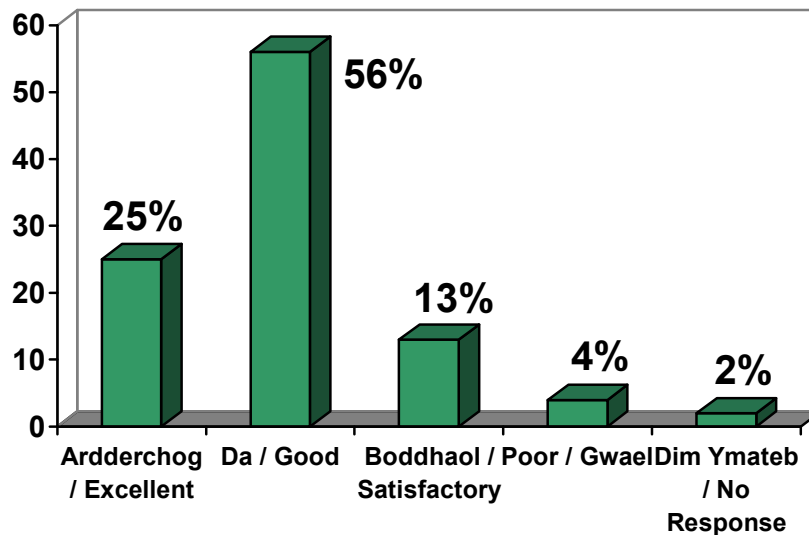
<b>GWASANAETHAU NEU GYFLEUSTERAU</b> <i>SERVICES OR FACILITIES</i>	<b>Canran Ddosbarthiad</b> <i>Percentage Distribution</i>
<b>Pontwns ar gyfer cychod gweini / dingis</b> <i>Pontoons for tenders / dinghies</i>	<b>23%</b>
<b>Lithrfa newydd</b> <i>New slipway</i>	<b>17%</b>
<b>Well mynediad i lenwi gyda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