QUESTIONNAIRE 2023 –

CUSTOMER SATISFACTION SURVEY WATERWAY & LOCKS

Your opinion is very important for us! By completing this questionnaire, you will help us to improve our services for you on the Austrian Danube. Legend:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Excellent | Good | Satisfactory  | Sufficient | Bad | No information |
| ☺ |  | 😐 |  | ☹ |  |

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| --- | --- | --- | --- | --- | --- | --- |
| How would you assess the quality of fairway maintenance (maintenance dredging) on the waterway Danube in the following countries? | ☺ |  | 😐 |  | ☹ | No info |
| Austria |[ ] [ ] [ ] [ ] [ ] [ ]
| Germany |[ ] [ ] [ ] [ ] [ ] [ ]
| Slovakia |[ ] [ ] [ ] [ ] [ ] [ ]
| Hungary |[ ] [ ] [ ] [ ] [ ] [ ]
| Croatia |[ ] [ ] [ ] [ ] [ ] [ ]
| Serbia |[ ] [ ] [ ] [ ] [ ] [ ]
| Romania |[ ] [ ] [ ] [ ] [ ] [ ]
| Bulgaria |[ ] [ ] [ ] [ ] [ ] [ ]
| Ukraine |[ ] [ ] [ ] [ ] [ ] [ ]
| Comments:  |

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| How would you assess the quality of waterway marking on the Austrian Danube? | ☺ |  | 😐 |  | ☹ | No info |
| Visibility of fairway buoyage (fairway limits) |[ ] [ ] [ ] [ ] [ ] [ ]
| Position of fairway buoyage (fairway limits) |[ ] [ ] [ ] [ ] [ ] [ ]
| Comments:  |

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| How would you assess the lock facilities on the Austrian Danube? | ☺ |  | 😐 |  | ☹ | No info |
| Safety and equipment of lock facilities (access into the lock chambers, signals, lighting of the lock facilities…) |[ ] [ ] [ ] [ ] [ ] [ ]
| Time and duration of lock closures for revisions and repairs |[ ] [ ] [ ] [ ] [ ] [ ]
| Comments:  |

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| --- | --- | --- | --- | --- | --- | --- |
| Are you satisfied with the support of the staff at the lock supervision? | ☺ |  | 😐 |  | ☹ | No info |
| Friendliness of staff |[ ] [ ] [ ] [ ] [ ] [ ]
| Competence of staff |[ ] [ ] [ ] [ ] [ ] [ ]
| Lockage of ships/vessels through locks in general (speed, handling) |[ ] [ ] [ ] [ ] [ ] [ ]
| Reaction of staff in case of complaints and problems |[ ] [ ] [ ] [ ] [ ] [ ]
| Reaction of staff in case of critical situations (accidents) |[ ] [ ] [ ] [ ] [ ] [ ]
| Comments:  |

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| How often do you use the following information services on the internet? | regularly | sometimes | never |
| Information about fairway depth at shallow sections [www.doris.bmk.gv.at/en/fairway-information/shallow-sections](http://www.doris.bmk.gv.at/en/fairway-information/shallow-sections) |[ ] [ ] [ ]
| Water levels and multi-day forecasts in case of low water [www.doris.bmk.gv.at/en/fairway-information/water-levels](http://www.doris.bmk.gv.at/en/fairway-information/water-levels) |[ ] [ ] [ ]
| Notices to Skippers[www.doris.bmk.gv.at/en/fairway-information/notices-to-skippers-nts/retrieval-of-nts](http://www.doris.bmk.gv.at/en/fairway-information/notices-to-skippers-nts/retrieval-of-nts) |[ ] [ ] [ ]
| Fairway condition[www.doris.bmk.gv.at/en/fairway-information/fairway-condition](http://www.doris.bmk.gv.at/en/fairway-information/fairway-condition) |[ ] [ ] [ ]
| Overview on the actual fairway information [www.doris.bmk.gv.at/en/fairway-information/overview-of-the-current-fairway-information](http://www.doris.bmk.gv.at/en/fairway-information/overview-of-the-current-fairway-information) |[ ] [ ] [ ]
| Bridge clearance[www.doris.bmk.gv.at/en/fairway-information/bridge-clearance](http://www.doris.bmk.gv.at/en/fairway-information/bridge-clearance) |[ ] [ ] [ ]
| Lock status[www.doris.bmk.gv.at/en/fairway-information/lock-status](http://www.doris.bmk.gv.at/en/fairway-information/lock-status)  |[ ] [ ] [ ]
| Electronic navigational charts (Inland ENCs) [www.doris.bmk.gv.at/en/inland-encs](http://www.doris.bmk.gv.at/en/inland-encs)  |[ ] [ ] [ ]
| Inland ENCs (PDF) [www.doris.bmk.gv.at/en/inland-encs/streckenatlas-pdf](http://www.doris.bmk.gv.at/en/inland-encs/streckenatlas-pdf)  |[ ] [ ] [ ]
| Inland ENCs online  [www.doris.bmk.gv.at/en/inland-encs/view-inland-encs-online](http://www.doris.bmk.gv.at/en/inland-encs/view-inland-encs-online)  |[ ] [ ] [ ]
| CEERIS System (Electronic reporting in the Danube region)[www.ceeris.eu](http://www.ceeris.eu) |[ ] [ ] [ ]
| European RIS Portal (FIS, position information, route planning, etc.)[www.eurisportal.eu](http://www.eurisportal.eu)  |[ ] [ ] [ ]
| Comments:  |

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| How often do you use the following information services on the DoRIS Mobile Smartphone App? | regularly | sometimes | never |
| Information about fairway depths at shallow sections |[ ] [ ] [ ]
| Water levels and multi-day water level forecasts in case of low water |[ ] [ ] [ ]
| Notices to Skippers |[ ] [ ] [ ]
| Fairway condition  |[ ] [ ] [ ]
| Bridge clearance |[ ] [ ] [ ]
| Overview on the actual fairway information |[ ] [ ] [ ]
| Lock status  |[ ] [ ] [ ]
| Other  |[ ] [ ] [ ]
| Comments:  |

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| How would you assess the quality, relevance and completeness of the following information services? | ☺ |  | 😐 |  | ☹ | No info |
| Information about fairway depth at shallow sections [www.doris.bmk.gv.at/en/fairway-information/shallow-sections](http://www.doris.bmk.gv.at/en/fairway-information/shallow-sections) |[ ] [ ] [ ] [ ] [ ] [ ]
| Water levels and multi-day forecasts in case of low water [www.doris.bmk.gv.at/en/fairway-information/water-levels](http://www.doris.bmk.gv.at/en/fairway-information/water-levels) |[ ] [ ] [ ] [ ] [ ] [ ]
| Notices to Skippers[www.doris.bmk.gv.at/en/fairway-information/notices-to-skippers-nts/retrieval-of-nts](http://www.doris.bmk.gv.at/en/fairway-information/notices-to-skippers-nts/retrieval-of-nts) |[ ] [ ] [ ] [ ] [ ] [ ]
| Bridge clearance[www.doris.bmk.gv.at/en/fairway-information/bridge-clearance](http://www.doris.bmk.gv.at/en/fairway-information/bridge-clearance)  |[ ] [ ] [ ] [ ] [ ] [ ]
| Electronic navigational charts (Inland ENCs) [www.doris.bmk.gv.at/en/inland-encs](http://www.doris.bmk.gv.at/en/inland-encs) |[ ] [ ] [ ] [ ] [ ] [ ]
| European RIS Portal [www.eurisportal.eu](http://www.eurisportal.eu) |[ ] [ ] [ ] [ ] [ ] [ ]
| Comments:  |

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| How would you assess the public berths on the Austrian Danube? | ☺ |  | 😐 |  | ☹ | No info |
| Number of available berths |[ ] [ ] [ ] [ ] [ ] [ ]
| Structural condition (e.g. river bank construction, bollards) |[ ] [ ] [ ] [ ] [ ] [ ]
| Available facilities (e.g. possibilities to tranship vehicles, lighting, shore-side electricity supply) |[ ] [ ] [ ] [ ] [ ] [ ]
| Location (e.g. shopping possibilities in the vicinity, accessibility by car) |[ ] [ ] [ ] [ ] [ ] [ ]
| Comments:  |

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| How would you assess the shore power facilities on the two public mooring places in Linz (km 2,129.1) and Wildungsmauer (km 1,895)? | ☺ |  | 😐 |  | ☹ | No info |
| Accessibility and user-friendliness |[ ] [ ] [ ] [ ] [ ] [ ]
| Power output |[ ] [ ] [ ] [ ] [ ] [ ]
| Functionality and technical reliability |[ ] [ ] [ ] [ ] [ ] [ ]
| Comments:  |

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| Which of the following digital services and devices do you have on board of your vessel? |
| [ ]  Internet  | [ ]  PC  | [ ]  Tablet  |
| [ ]  Laptop | [ ]  Smartphone |   |
| Comments:  |

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| --- |
| Please tell us the type of your ship/vessel, your responsibility and nationality! |
| Type of ship/vessel | [ ]  Passenger vessel | [ ]  Cargo vessel | [ ]  other |
| Responsibility | [ ]  Skipper | [ ]  Entrepreneur of a shipping company | [ ]  other |
| Nationality |  |
| Further remarks:  |

THANK YOU!

Please return the questionnaire filled in to: Kata Seher 🞄 🖂 kata.seher@viadonau.org

Or drop your questionnaire into the blue boxes placed at the locks in: Aschach, Melk, Freudenau