QUESTIONNAIRE 2024 –

CUSTOMER SATISFACTION SURVEY WATERWAY & LOCKS

Your opinion is very important to 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 |
| ☺ |  | 😐 |  | ☹ |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 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:  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 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:  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| How would you assess the upgraded public mooring places in Linz (km 2,129.1) and Wildungsmauer (km 1,895)? | ☺ |  | 😐 |  | ☹ | No info |
| Dolphins and access bridges |[ ] [ ] [ ] [ ] [ ] [ ]
| Possibilities to tranship vehicles |[ ] [ ] [ ] [ ] [ ] [ ]
| Shore power connection |[ ] [ ] [ ] [ ] [ ] [ ]
| Comments:  |

|  |
| --- |
| Please tell us the type of your ship/vessel, your responsibility and nationality! |
| Type of ship/vessel | [ ]  Passenger vessel | [ ]  Cargo vessel | [ ]  other |
| Responsibility | [ ]  Captain | [ ]  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