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](mailto:kata.seher@viadonau.org)

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