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:

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

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