

Port of Venice

1	PORT HINTERLAND CONNECTIONS	ROAD	Safety		
				Are there clearly marked routes for accessing the terminal and leaving the terminal in order to reach the highway network?	Yes
				Is the connection between the terminal and highway network at a satisfactory safety level?	Yes
				What is the level of technical characteristics of the road that access terminal?	satisfactory
		RAIL	Access to road (Way of connection from port to highway)	Is the connection passing through the urban and inhabited area?	No
				Is there a direct access to the highway network?	Yes
			Safety	Is the signalization on a satisfactory level?	Yes
				Are the crossings satisfactory marked?	Yes
				Is the railway line in full operational level	Yes
				Is there a road and pedestrian crossing on the railway?	Yes
			Capacity	Is the current capacity of railway infrastructure satisfying?	yes
				What is the status of the railway infrastructure to the terminal with the road network?	Satisfactory
				Is it possible to dispatch the maximum allowed quantities of the train at once?	Yes
				Is there a ramp for the loading/unloading of the trucks on the railway?	Yes
		INLAND WATERWAYS	Safety	Is the safety level of the port access satisfactory?	Yes
			Capacity	Is the area of the port basin sufficient?	For current MoS traffic only yes
				Is the capacity of the access to the terminal sufficient so the barges shouldn't be separated?	Yes
			Access to road	Is there a RO-RO ramp on the terminal?	Yes
o	LAND-SIDE TERMINAL AND QUAY	INTERNAL PORT ROADS	Wide and number of lanes	Is the number of tracks on terminal roads sufficient and is their width satisfactory?	Yes (for roro only)
			Signed post	Is the terminal roads adequately marked with traffic signalization?	Yes
			Lighting	Are the terminal roads satisfactorily illuminated during night time?	Yes
			Road quality (maintenance)	Are the terminal roads satisfactorily maintained?	Yes
			Dedicated parking area	Clear identification of roads from parking area	Yes
		MoS TERMINAL AND QUEY CHARACTERIS TIC	Parking signposting	Parking spaces are adequately signposted for identification	Yes
			Parking capacity	Is the capacity of a parking lot sufficient?	No
			Parking characteristics	Could the parking space accept all possible vehicle dimensions?	Yes
			Terminal organization	Adequately arranged, with different areas for waiting and pre-embarkation and the interior traffic areas	Yes (there is a limit to the waiting time)

			Management system	Availability of computerized management system in the port (system that enables electronic exchange of documents between the drivers and terminal)	Yes
			EXISTING auxiliary services	Allow for an auxiliary services area close to the vehicles	-
		LOADING/UNLOADING ACTIVITIES AND STEVEDORING	Guaranteed stevedoring service	Guaranteed stevedoring service 24 hours / day - 365 days / year	Yes
			Stevedoring flexibility	Guaranteed flexibility in the composition of stevedoring crews and handling equipment to absorb demand peaks in loading / unloading services	Yes
			Cargo handling	Possibility for Port Authority to license more than one cargo handling operators within the port	Yes
		FAST ACCESS TO THE MOORING QUAY		Terminal adjacent to, or close to the mooring quay	Yes
		TERMINAL / QUAY SECURITY		Is there specific security measures related to MoS operation in accordance with ISPS Code?	Yes
		SAFE VEHICLE EMBARKATION / DISEMBARKATION		Certified RO-RO ramp service provider	-
		FAST SAFETY AND SECURITY INSPECTIONS	Data bases of vehicles / drivers	Data bases of vehicles / drivers created in parallel with application of a risk management system	Yes
3	SEA-SIDE TERMINAL AND QUAY	FAST, SAFE AND GUARANTEED SEA ACCESS OF THE TERMINAL / QUAY BY MOS VESSELS			
			Existence of VTMISS	Does VTMISS exists and is it in the function?	Yes
			Sea-access characteristics	Is the depth of the access to the shore and of the very shore sufficient for the biggest MoS ships?	Yes
			Non-operational time	How much time a year is the terminal out of function for bad weather?	-
		MINIMISE WAITING TIMES FOR SERVICES PROVISION TO MOS VESSELS WITHIN PORT (MOORING, TUGGING, PILOTAGE, WASTE COLLECTION)	MoS service as priority	Is the MoS service marked and treated as a priority in the port/terminal?	No
			Pilotage Exemption Certificate for regular MoS ships	Is there a liability exemption for the pilots on MoS ships that regularly access the port?	No
			Tug Obligation for regular MoS ships?	Is there an exemption of tug usage for MoS ships that regularly access the port?	No
			Response time	PILOT - Time required: from the request to reaction?	Satisfactory
				Needed hours for inspection authorities (veterinary, phytosanitary, etc.)	Satisfactory
			Coordination between service operator and MoS terminal	How would you assess the cooperation between the terminal and an agent?	Satisfactory
				How would you assess the cooperation between the terminal and a ship?	satisfactory
4	SHIPPING OPERATIONS	REGULAR, RELIABLE AND	Service frequency and capacity		
				Are the frequencies and a capacity satisfactory?	Yes
			Vessel departure / arrival times	Are the arrival/departure tables announced?	Yes

		CONTINUOUS SHIPPING SERVICES	predetermined and advertised		
			No interruption allowed throughout the year	Are there deviations from the tables?	-
		RELIABLE SHIPPING VESSELS	Vessel compliance with all IMO safety / security / reliability regulations	What is the number of detention of MoS ships regarding PSC inspection in the period of last year?	(only bulk and cargo ships, no roro)
			Bow-thruster availability	Do they have adequate bow-thrusters?	Yes
		SAFETY OF PERSONNEL AND CARGO IN SHIPPING	Compliance with Directives on means of securing cargo	Is there lack of compliance with safety regulations observed?	No
5	INFORMATION EXCHANGE AND DOCUMENTATION	EXCHANGE OF REAL TIME INFORMATION BETWEEN MOS SERVICE STAKEHOLDERS REGARDING DOCUMENTATION OF THE PROVIDED MOS SERVICES	AVAILABILITY OF SUITABLE ICT SYSTEM FOR REMOTE REAL TIME INFORMATION EXCHANGE (ELECTRONIC DOCUMENT TRANSFER) BETWEEN ALL MOS SERVICE STAKEHOLDERS	Is the documentation exchanged electronically?	Yes
			Coordination between ports of origin and destination	Is there an exchange of documents between starting points and destination?	No
			Communication of cargo documentation well in advance of ship arrival in port	Is the documentation exchanged electronically?	Yes
				How do you assess electronic exchange of documents?	Satisfactory
			Priority assignment to MoS services for procedures and dispatch	Is there a priority for MoS services?	No
		FAST CLEARING OF MOS SUBJECTS (TRANSPORT MEANS, CARGO AND PASSENGERS) FROM DOCUMENT AND PHYSICAL INSPECTIONS	Identify regular MoS customers and certify them in advance so that they can be easily cleared (create relevant data bases)	Is there a regulation for acceleration and simplification of regular MoS procedures?	No
				How do you assess the level of this service?	To optimize
		STREAMLINED DOCUMENT AND PHYSICAL INSPECTIONS BY CUSTOMS	Priority assigned to MoS cargo (special queue line)	Is there a regulation for acceleration and simplification of regular MoS services?	No
				How do you assess the level of this service?	-
				Is there a special infrastructure (road, parking space, inspection point, etc.) for MoS services?	Yes
				Do you find it useful?	Yes

		COORDINATE D CUSTOMS AND SAFETY INSPECTIONS	Coordination of routine inspections between different authorities	Is there coordination between all inspection services in order to accelerate necessary inspections?	Yes
				Is it at a satisfactory level?	Satisfactory
6.	MoS SERVICE PROMOTION AND IMPLEMENTATION FORM ORIGIN TO DESTINATION	PROMOTIONAL ACTIVITIES	Promotional centres	Is the promotion conducted by the operators or the regional body?	operators
				Is there a national/ regional body in charge of promotion? (IPC, SPC)	Yes, SPC Italy
			Promotion system	How do you assess this system?	Not satisfactory
				How do you assess the level of promotion?	Satisfactory
				How do you assess the importance of promotion for insurance of successful services?	Satisfactory
				Is the promotion conducted individually in the countries or for the complete route/service?	Satisfactory
		SUSTAINABLE AND SYSTEMATIC BOTTLENECK MANAGEMENT		Is there a systematic identification of bottlenecks?	Yes
				Are all responsible bodies in the countries that use the service included? (Ministry, port authorities, Police, Customs..)	Yes
				Are all subjects in the transport chain called for the identification?	Yes
				How do you assess the success of this model?	Not satisfactory
		ICT SUPPORT	Route plan	Is there a service database on the whole route?	No
				Is the update of the base satisfactory?	No
			Promotion of intermodality	How do you assess usefulness of this tool?	Not satisfactory
			Electronic data interchange	Is the exchange of documents on the whole route/service including the road assured?	No
				How do you assess usefulness of this service?	Not satisfactory
		QUALITY MANAGEMENT		Is there a system for assessment of the level of service quality from the starting point to destination?	No
7.	ECOLOGICAL ASPECT	GENERAL		Are there complaints for environmental pollution related to MoS services?	Yes
				Is the functioning of MoS service resulting in significant environmental pollution (air, sea, land)?	No
		PORT	WASTE MANAGEMENT	Is there a system for waste, sewage and bilge disposal in the harbour?	Yes

Bottlenecks and missing links

Organisational:

- no liability exemption for the pilots on MoS ships that regularly access the port
- MoS services are not identified as priority thus
- need for additional procedures in order to accelerate and simplify procedures and work on terminal
- need for additional procedures in order to accelerate and simplify customs procedures

Additional services:

- non-existence of joint systematic promotion
- non-existence of IT route planner
- partial Quality Management implemented
- Ecology – some incidents have been registered

Port of Trieste

1	PORT HINTERLAND CONNECTIONS	ROAD	Safety		
				Are there clearly marked routes for accessing the terminal and leaving the terminal in order to reach the highway network?	Excellent

				Is the connection between the terminal and highway network at a satisfactory safety level?	Satisfactory
				What is the level of technical characteristics of the road that access terminal?	Excellent
			Access to road (Way of connection from port to highway)	Is the connection passing through the urban and inhabited area?	No answer
				Is there a direct access to the highway network?	Yes
		RAIL	Safety	Is the signalization on a satisfactory level?	Very satisfactory
				Are the crossings satisfactory marked?	Satisfactory
				Is the railway line in full operational level	Satisfactory
				Is there a road and pedestrian crossing on the railway?	No
			Capacity	Is the current capacity of railway infrastructure satisfying?	not entirely
				What is the status of the railway infrastructure to the terminal with the road network?	Satisfactory, but some crossings are solved by a bridge, tunnel etc.,
				Is it possible to dispatch the maximum allowed quantities of the train at once?	No
				Is there a ramp for the loading/unloading of the trucks on the railway?	Yes
			INLAND WATERWAYS	Safety	Is the safety level of the port access satisfactory?
				Capacity	Is the area of the port basin sufficient?
					Is the capacity of the access to the terminal sufficient so the barges shouldn't be separated?
				Access to road	Is there a RO-RO ramp on the terminal?
o	LAND-SIDE TERMINAL AND QUAY	INTERNAL PORT ROADS	Wide and number of lanes	Is the number of tracks on terminal roads sufficient and is their width satisfactory?	No
			Signed post	Is the terminal roads adequately marked with traffic signalization?	No
			Lighting	Are the terminal roads satisfactorily illuminated during night time?	No answer
			Road quality (maintanance)	Are the terminal roads satisfactorily maintained?	No
			Dedicated parking area	Clear identification of roads from parking area	Yes
		MoS TERMINAL AND QUEY CHARACTERIS TIC	Parking signposting	Parking spaces are adequately signposted for identification	Excellent
			Parking capacity	Is the capacity of a parking lot sufficient?	Excellent
			Parking characteristics	Could the parking space accept all possible vehicle dimensions?	Satisfactory
			Terminal organization	Adequately arranged, with different areas for waiting and pre-embarkation and the interior traffic areas	Yes
			Management system	Availability of computerized management system in the port (system that enables electronic exchange of documents between the drivers and terminal)	Poor respectively
			EXISTING auxiliary services	Allow for an auxiliary services area close to the vehicles	No
		LOADING/UN LOADIG ACTIVITIES	Guaranteed stevedoring service	Guaranteed stevedoring service 24 hours / day - 365 days / year	Yes

		AND STEVEDERING	Stevedoring flexibility	Guaranteed flexibility in the composition of stevedoring crews and handling equipment to absorb demand peaks in loading / unloading services	No
			Cargo handling	Possibility for Port Authority to license more than one cargo handling operators within the port	Yes
		FAST ACCESS TO THE MOORING QUAY		Terminal adjacent to, or close to the mooring quay	Yes
		TERMINAL / QUAY SECURITY		Is there specific security measures related to MoS operation in accordance with ISPS Code?	Yes
		SAFE VEHICLE EMBARKATION / DISEMBARKATION		Certified RO-RO ramp service provider	No
		FAST SAFETY AND SECURITY INSPECTIONS	Data bases of vehicles / drivers	Data bases of vehicles / drivers created in parallel with application of a risk management system	No
3	SEA-SIDE TERMINAL AND QUAY				
		FAST, SAFE AND GUARANTEED SEA ACCESS OF THE TERMINAL / QUAY BY MOS VESSELS	Existence of VTMISS	Does VTMISS exists and is it in the function?	Partially under governmental authorities
			Sea-access characteristics	Is the depth of the access to the shore and of the very shore sufficient for the biggest MoS ships?	More than 12 meters
			Non-operational time	How much time a year is the terminal out of function for bad weather?	from 10 to 2 days
		MINIMISE WAITING TIMES FOR SERVICES PROVISION TO MOS VESSELS WITHIN PORT (MOORING, TUGGING, PILOTAGE, WASTE COLLECTION)	MoS service as priority	Is the MoS service marked and treated as a priority in the port/terminal?	Yes
			Pilotage Exemption Certificate for regular MoS ships	Is there a liability exemption for the pilots on MoS ships that regularly access the port?	No
			Tug Obligation for regular MoS ships?	Is there an exemption of tug usage for MoS ships that regularly access the port?	No
			Response time	PILOT - Time required: from the request to reaction?	No
				Needed hours for inspection authorities (veterinary, phitosanitary, etc.)	No answer
			Coordination between service operator and MoS terminal	How would you assess the cooperation between the terminal and an agent?	Satisfactory
				How would you assess the cooperation between the terminal and a ship?	Satisfactory
4	SHIPPING OPERATIONS	REGULAR, RELIABLE AND CONTINUOUS SHIPPING SERVICES	Service frequency and capacity	Are the frequencies and a capacity satisfactory?	Yes
			Vessel departure / arrival times predetermined and advertised	Are the arrival/departure tables announced?	Yes
			No interruption allowed throughout the year	Are there deviations from the tables?	No answer
		RELIABLE SHIPPING VESSELS	Vessel compliance with all IMO safety / security /	What is the number of detention of MoS ships regarding PSC inspection in the period of last year?	No answer

			reliability regulations		
			Bow-thruster availability	Do they have adequate bow-thrusters?	Yes
		SAFETY OF PERSONNEL AND CARGO IN SHIPPING			
5	INFORMATION EXCHANGE AND DOCUMENTATION	EXCHANGE OF REAL TIME INFORMATION BETWEEN MOS SERVICE STAKEHOLDERS REGARDING DOCUMENTATION OF THE PROVIDED MOS SERVICES	AVAILABILITY OF SUITABLE ICT SYSTEM FOR REMOTE REAL TIME INFORMATION EXCHANGE (ELECTRONIC DOCUMENT TRANSFER) BETWEEN ALL MOS SERVICE STAKEHOLDERS	Is the documentation exchanged electronically?	not always
			Coordination between ports of origin and destination	Is there an exchange of documents between starting points and destination?	No
			Communication of cargo documentation well in advance of ship arrival in port	Is the documentation exchanged electronically?	No
				How do you assess electronic exchange of documents?	not satisfactory
			Priority assignment to MoS services for procedures and dispatch	Is there a priority for MoS services?	Yes
		FAST CLEARING OF MOS SUBJECTS (TRANSPORT MEANS, CARGO AND PASSENGERS) FROM DOCUMENT AND PHYSICAL INSPECTIONS	Identify regular MoS customers and certify them in advance so that they can be easily cleared (create relevant data bases)	Is there a regulation for acceleration and simplification of regular MoS procedures?	No
				How do you assess the level of this service?	Not satisfactory
		STREAMLINE D DOCUMENT AND PHYSICAL INSPECTIONS BY CUSTOMS	Priority assigned to MoS cargo (special queue line)	Is there a regulation for acceleration and simplification of regular MoS services?	No
				How do you assess the level of this service?	Not satisfactory
				Is there a special infrastructure (road, parking space, inspection point, etc.) for MoS services?	No
				Do you find it useful?	Yes
		COORDINATE D CUSTOMS AND SAFETY INSPECTIONS	Coordination of routine inspections between different authorities	Is there coordination between all inspection services in order to accelerate necessary inspections?	No
				Is it at a satisfactory level?	good, but improvements needed
6.	MoS SERVICE PROMOTION AND IMPLEMENTATIO	PROMOTION AL ACTIVITIES	Promotional centres	Is the promotion conducted by the operators or the regional body?	operator
				Is there a national/ regional body in charge of promotion? (IPC, SPC)	SCP Italy
				How do you assess this system?	Not satisfactory

	N FORM ORIGIN TO DESTINATION		Promotion system	How do you assess the level of promotion?	Not satisfactory
				How do you assess the importance of promotion for insurance of successful services?	Not satisfactory
				Is the promotion conducted individually in the countries or for the complete route/service?	Individually
				Is there a systematic identification of bottlenecks?	No
		SUSTAINABLE AND SYSTEMATIC BOTTLENECK MANAGEMENT		Are all responsible bodies in the countries that use the service included? (Ministry, port authorities, Police, Customs..)	No
				Are all subjects in the transport chain called for the identification?	No
				How do you assess the success of this model?	Not satisfactory
		ICT SUPPORT	Route plan	Is there a service database on the whole route?	No
				Is the update of the base satisfactory?	No
			Promotion of intermodality	How do you assess usefulness of this tool?	Not satisfactory
		Electronic data interchange		Is the exchange of documents on the whole route/service including the road assured?	No
				How do you assess usefulness of this service?	Not satisfactory
7.	ECOLOGICAL ASPECT	GENERAL		Are there complaints for environmental pollution related to MoS services?	No
				Is the functioning of MoS service resulting in significant environmental pollution (air, sea, land)?	No
		PORT	WASTE MANAGEMENT	Is there a system for waste, sewage and bilge disposal in the harbour?	Yes

Bottlenecks and missing links

Infrastructure:

- road and railway crossings but railway has priority

Organisational:

- no availability of computerized management system in the port (system that enables electronic exchange of documents between the drivers and terminal)
- no data bases of vehicles / drivers created in parallel with application of a risk management
- VTMS not fully implemented
- terminal not operable 2-10 days a year due to bad weather conditions
- obligation to all ships to use tugs even if they are in regular service
- electronic exchange of documents is partial
- need for better coordination of all services and inspections

Additional services:

- non-existence of join systematic promotion
- non-existence of systematic „bottleneck exercise”
- non-existence of IT route planner
- partial Quality Management implemented

Port of Koper

1	PORT HINTERLAND CONNECTIONS	ROAD	Safety		
				Are there clearly marked routes for accessing the terminal and leaving the terminal in order to reach the highway network?	Excellent
				Is the connection between the terminal and highway network at a satisfactory safety level?	Excellent

o				What is the level of technical characteristics of the road that access terminal?	Excellent
			Access to road (Way of connection from port to highway)	Is the connection passing through the urban and inhabited area?	no, it is entirely outside or independent (tunnel, bridge etc.) No answer
				Is there a direct access to the highway network?	No
		RAIL	Safety	Is the signalization on a satisfactory level?	Very satisfactory
				Are the crossings satisfactory marked?	satisfactory
				Is the railway line in full operational level	Very satisfactory
				Is there a road and pedestrian crossing on the railway?	No
			Capacity	Is the current capacity of railway infrastructure satisfying?	Poor respectively
				What is the status of the railway infrastructure to the terminal with the road network?	Crossings are partial, but prioritization is necessary
				Is it possible to dispatch the maximum allowed quantities of the train at once?	No
				Is there a ramp for the loading/unloading of the trucks on the railway?	Yes
		INLAND WATERWAYS	Safety	Is the safety level of the port access satisfactory?	Very satisfactory
			Capacity	Is the area of the port basin sufficient?	Satisfactory
				Is the capacity of the access to the terminal sufficient so the barges shouldn't be separated?	No
			Access to road	Is there a RO-RO ramp on the terminal?	yes, but not in the adequate state and capacity
	LAND-SIDE TERMINAL AND QUAY	INTERNAL PORT ROADS	Wide and number of lanes	Is the number of tracks on terminal roads sufficient and is their width satisfactory?	Poor respectively
			Signed post	Is the terminal roads adequately marked with traffic signalization?	Very satisfactory
			Lighting	Are the terminal roads satisfactorily illuminated during night time?	Satisfactory
			Road quality (maintenance)	Are the terminal roads satisfactorily maintained?	Very satisfactory
			Dedicated parking area	Clear identification of roads from parking area	Yes
		MoS TERMINAL AND QUEY CHARACTERIS TIC	Parking signposting	Parking spaces are adequately signposted for identification	Very satisfactory
			Parking capacity	Is the capacity of a parking lot sufficient?	Poor respectively
			Parking characteristics	Could the parking space accept all possible vehicle dimensions?	Poor respectively
			Terminal organization	Adequately arranged, with different areas for waiting and pre-embarkation and the interior traffic areas	Yes, but inadequate (not sufficient) capacity
			Management system	Availability of computerized management system in the port (system that enables electronic exchange of documents between the drivers and terminal)	Satisfactory
			EXISTING auxiliary services	Allow for an auxiliary services area close to the vehicles	Satisfactory

		LOADING/UNLOADING ACTIVITIES AND STEVEDORING	Guaranteed stevedoring service	Guaranteed stevedoring service 24 hours / day - 365 days / year	Yes
			Stevedoring flexibility	Guaranteed flexibility in the composition of stevedoring crews and handling equipment to absorb demand peaks in loading / unloading services	Very satisfactory
			Cargo handling	Possibility for Port Authority to license more than one cargo handling operators within the port	Yes
		FAST ACCESS TO THE MOORING QUAY		Terminal adjacent to, or close to the mooring quay	Yes
		TERMINAL / QUAY SECURITY		Is there specific security measures related to MoS operation in accordance with ISPS Code?	Yes
		SAFE VEHICLE EMBARKATION / DISEMBARKATION		Certified RO-RO ramp service provider	No
		FAST SAFETY AND SECURITY INSPECTIONS	Data bases of vehicles / drivers	Data bases of vehicles / drivers created in parallel with application of a risk management system	Yes, under customs authority
3	SEA-SIDE TERMINAL AND QUAY				
		FAST, SAFE AND GUARANTEED SEA ACCESS OF THE TERMINAL / QUAY BY MOS VESSELS	Existence of VTMISS	Does VTMISS exists and is it in the function?	Partially under governmental authorities
			Sea-access characteristics	Is the depth of the access to the shore and of the very shore sufficient for the biggest MoS ships?	More than 12 meters
			Non-operational time	How much time a year is the terminal out of function for bad weather?	from 10 to 2 days
		MINIMISE WAITING TIMES FOR SERVICES PROVISION TO MOS VESSELS WITHIN PORT (MOORING, TUGGING, PILOTAGE, WASTE COLLECTION)	MoS service as priority	Is the MoS service marked and treated as a priority in the port/terminal?	No
			Pilotage Exemption Certificate for regular MoS ships	Is there a liability exemption for the pilots on MoS ships that regularly access the port?	No
			Tug Obligation for regular MoS ships?	Is there an exemption of tug usage for MoS ships that regularly access the port?	Yes, for all
			Response time	PILOT - Time required: from the request to reaction?	Immediately
				Needed hours for inspection authorities (veterinary, phytosanitary, etc.)	Immediately
			Coordination between service operator and MoS terminal	How would you assess the cooperation between the terminal and an agent?	Satisfactory
				How would you assess the cooperation between the terminal and a ship?	Satisfactory
4	SHIPPING OPERATIONS	REGULAR, RELIABLE AND CONTINUOUS SHIPPING SERVICES	Service frequency and capacity	Are the frequencies and a capacity satisfactory?	satisfactory frequencies but insufficient capacity
			Vessel departure / arrival times predetermined and advertised	Are the arrival/departure tables announced?	Yes

5			No interruption allowed throughout the year	Are there deviations from the tables?	less than in 10 % of the cases
		RELIABLE SHIPPING VESSELS	Vessel compliance with all IMO safety / security / reliability regulations	What is the number of detention of MoS ships regarding PSC inspection in the period of last year?	No answer
			Bow-thruster availability	Do they have adequate bow-thrusters?	Yes
		SAFETY OF PERSONNEL AND CARGO IN SHIPPING			
			Compliance with Directives on means of securing cargo	Is there lack of compliance with safety regulations observed?	No
		EXCHANGE OF REAL TIME INFORMATION BETWEEN MOS SERVICE STAKEHOLDERS REGARDING DOCUMENTATION OF THE PROVIDED MOS SERVICES	AVAILABILITY OF SUITABLE ICT SYSTEM FOR REMOTE REAL TIME INFORMATION EXCHANGE (ELECTRONIC DOCUMENT TRANSFER) BETWEEN ALL MOS SERVICE STAKEHOLDERS	Is the documentation exchanged electronically?	partial exchange of some documents
			Coordination between ports of origin and destination	Is there an exchange of documents between starting points and destination?	partially satisfactory
			Communication of cargo documentation well in advance of ship arrival in port	Is the documentation exchanged electronically?	partial exchange of some documents
				How do you assess electronic exchange of documents?	partially satisfactory
			Priority assignment to MoS services for procedures and dispatch	Is there a priority for MoS services?	No
		FAST CLEARING OF MOS SUBJECTS (TRANSPORT MEANS, CARGO AND PASSENGERS) FROM DOCUMENT AND PHYSICAL INSPECTIONS	Identify regular MoS customers and certify them in advance so that they can be easily cleared (create relevant data bases)	Is there a regulation for acceleration and simplification of regular MoS procedures?	No
				How do you assess the level of this service?	Not satisfactory
		STREAMLINED DOCUMENT AND PHYSICAL INSPECTIONS BY CUSTOMS	Priority assigned to MoS cargo (special queue line)	Is there a regulation for acceleration and simplification of regular MoS services?	No
				How do you assess the level of this service?	Not satisfactory
				Is there a special infrastructure (road, parking space, inspection point, etc.) for MoS services?	yes among some
				Do you find it useful?	No answer
			Coordination of routine	Is there coordination between all inspection services in order to accelerate necessary inspections?	yes among some

		COORDINATE D CUSTOMS AND SAFETY INSPECTIONS	inspections between different authorities	Is it at a satisfactory level?	good, but improvements needed
6.	MoS SERVICE PROMOTION AND IMPLEMENTATION FORM ORIGIN TO DESTINATION	PROMOTIONAL ACTIVITIES	Promotional centres	Is the promotion conducted by the operators or the regional body?	are in charge of promotion
				Is there a national/ regional body in charge of promotion? (IPC, SPC)	Yes
				How do you assess this system?	not good
			Promotion system	How do you assess the level of promotion?	
				How do you assess the importance of promotion for insurance of successful services?	minimum benefit
				Is the promotion conducted individually in the countries or for the complete route/service?	
		SUSTAINABLE AND SYSTEMATIC BOTTLENECK MANAGEMENT		Is there a systematic identification of bottlenecks?	Some
				Are all responsible bodies in the countries that use the service included? (Ministry, port authorities, Police, Customs..)	Some
				Are all subjects in the transport chain called for the identification?	No
				How do you assess the success of this model?	not good
		ICT SUPPORT	Route plan	Is there a service database on the whole route?	No
				Is the update of the base satisfactory?	No
			Promotion of intermodality	How do you assess usefulness of this tool?	important
			Electronic data interchange	Is the exchange of documents on the whole route/service including the road assured?	No
				How do you assess usefulness of this service?	important
		QUALITY MANAGEMENT		Is there a system for assessment of the level of service quality from the starting point to destination?	No
7.	ECOLOGICAL ASPECT	GENERAL		Are there complaints for environmental pollution related to MoS services?	No
				Is the functioning of MoS service resulting in significant environmental pollution (air, sea, land)?	No answer
		PORT	WASTE MANAGEMENT	Is there a system for waste, sewage and bilge disposal in the harbour?	Yes

Bottlenecks and missing links

Infrastructure:

- no direct connection terminal-highway
- railway network is inadequate capacity
- road and railway crossings but railway has priority
- terminal roads are inadequate lane number and width
- vehicle parting space is insufficient
- terminal parting area cannot accept all possible vehicle dimensions
- non-existence of areas adequately arranged, with different areas for waiting and pre-embarkation and the interior traffic

Organisational:

- VTMS not fully implemented
- terminal not operable 2-10 days a year due to bad weather conditions
- insufficient capacity or the ships (good frequency)
- some deviations from ship schedule noticed
- need for additional procedures in order to accelerate and simplify procedures and work on terminal

Additional services:

- non-existence of joint systematic promotion
- non-existence of systematic „bottleneck exercise“

- non-existence of IT route planner
- partial Quality Management implemented

Port of Rijeka

1	PORT HINTERLAND CONNECTIONS	ROAD	Safety	Are there clearly marked routes for accessing the terminal and leaving the terminal in order to reach the highway network?	Satisfactory
				Is the connection between the terminal and highway network at a satisfactory safety level?	Satisfactory
				What is the level of technical characteristics of the road that access terminal?	Very Satisfactory
			Access to road (Way of connection from port to highway)	Is the connection passing through the urban and inhabited area?	no, it is entirely outside or independent (tunnel, bridge etc.) No answer
				Is there a direct access to the highway network?	Yes
		RAIL	Safety	Is the signalization on a satisfactory level?	Satisfactory
				Are the crossings satisfactory marked?	Satisfactory
				Is the railway line in full operational level	Poor respectively
				Is there a road and pedestrian crossing on the railway?	no
			Capacity	Is the current capacity of railway infrastructure satisfying?	Poor respectively
				What is the status of the railway infrastructure to the terminal with the road network?	Yes entirely
				Is it possible to dispatch the maximum allowed quantities of the train at once?	no
				Is there a ramp for the loading/unloading of the trucks on the railway?	no
		INLAND WATERWAYS	Safety	Is the safety level of the port access satisfactory?	Very satisfactory
			Capacity	Is the area of the port basin sufficient?	Very relevant
				Is the capacity of the access to the terminal sufficient so the barges shouldn't be separated?	Very poor/Non-existent
			Access to road	Is there a RO-RO ramp on the terminal?	yes
o	LAND-SIDE TERMINAL AND QUAY	INTERNAL PORT ROADS	Wide and number of lanes	Is the number of tracks on terminal roads sufficient and is their width satisfactory?	Very satisfactory
			Signed post	Is the terminal roads adequately marked with traffic signalization?	Very satisfactory
			Lighting	Are the terminal roads satisfactorily illuminated during night time?	Very satisfactory
			Road quality (maintanance)	Are the terminal roads satisfactorily maintained?	Very satisfactory
			Dedicated parking area	Clear identification of roads from parking area	yes
		MoS TERMINAL AND QUEY	Parking signposting	Parking spaces are adequately signposted for identification	Poor respectively
			Parking capacity	Is the capacity of a parking lot sufficient?	Poor respectively

		CHARACTERIS TIC	Parking characteristics	Could the parking space accept all possible vehicle dimensions?	Poor respectively		
			Terminal organization	Adequately arranged, with different areas for waiting and pre-embarkation and the interior traffic areas	no		
			Management system	Availability of computerized management system in the port (system that enables electronic exchange of documents between the drivers and terminal)	Excellent		
			EXISTING auxiliary services	Allow for an auxiliary services area close to the vehicles	Poor respectively		
		LOADING/UN LOADIG ACTIVITIES AND STEVEDEROIN G	Guaranteed stevedoring service	Guaranteed stevedoring service 24 hours / day - 365 days / year	yes		
			Stevedoring flexibility	Guaranteed flexibility in the composition of stevedoring crews and handling equipment to absorb demand peaks in loading / unloading services	Very satisfactory		
			Cargo handling	Possibility for Port Authority to license more than one cargo handling operators within the port	no		
				FAST ACCESS TO THE MOORING QUAY		Terminal adjacent to, or close to the mooring quay	yes
				TERMINAL / QUAY SECURITY		Is there specific security measures related to MoS operation in accordance with ISPS Code?	yes
SAFE VEHICLE EMBARKATIO N / DISEMBARKA TION				Certified RO-RO ramp service provider	yes		
FAST SAFETY AND SECURITY INSPECTIONS	Data bases of vehicles / drivers			Data bases of vehicles / drivers created in parallel with application of a risk management system	Yes, under police authoritiy		
3	SEA-SIDE TERMINAL AND QUAY						
		FAST, SAFE AND GUARANTEED SEA ACCESS OF THE TERMINAL / QUAY BY MOS VESSELS	Existence of VTMIS	Does VTMIS exists and is it in the function?	Yes fully implemented and in use		
			Sea-access characteristics	Is the depth of the access to the shore and of the very shore sufficient for the biggest MoS ships?	10-12 m		
			Non-operational time	How much time a year is the terminal out of function for bad weather?	Bellow 2 days		
		MINIMISE WAITING TIMES FOR SERVICES PROVISION TO MOS VESSELS WITHIN PORT (MOORING, TUGGING, PILOTAGE, WASTE COLLECTION)	MoS service as priority	Is the MoS service marked and treated as a priority in the port/terminal?	no		
			Pilotage Exemption Certificate for regular MoS ships	Is there a liability exemption for the pilots on MoS ships that regularly access the port?	no		
			Tug Obligation for regular MoS ships?	Is there an exemption of tug usage for MoS ships that regularly access the port?	no		
			Response time	PILOT - Time required: from the request to reaction?	Bellow 3 hours		
				Needed hours for inspection authorities (veterinary, phitosanitary, etc.)	Bellow 3 hours		
			Coordination between service operator and MoS terminal	How would you assess the cooperation between the terminal and an agent?	Satisfactory		
				How would you assess the cooperation between the terminal and a ship?	Satisfactory		

4	SHIPPING OPERATIONS	REGULAR, RELIABLE AND CONTINUOUS SHIPPING SERVICES	Service frequency and capacity	Are the frequencies and a capacity satisfactory?	satisfactory capacity but insufficient frequencies
			Vessel departure / arrival times predetermined and advertised	Are the arrival/departure tables announced?	yes
			No interruption allowed throughout the year	Are there deviations from the tables?	yes
		RELIABLE SHIPPING VESSELS	Vessel compliance with all IMO safety / security / reliability regulations	What is the number of detention of MoS ships regarding PSC inspection in the period of last year?	0
			Bow-thruster availability	Do they have adequate bow-thrusters?	yes, all
		SAFETY OF PERSONNEL AND CARGO IN SHIPPING			
			Compliance with Directives on means of securing cargo	Is there lack of compliance with safety regulations observed?	no
5	INFORMATION EXCHANGE AND DOCUMENTATION	EXCHANGE OF REAL TIME INFORMATION BETWEEN MOS SERVICE STAKEHOLDERS REGARDING DOCUMENTATION OF THE PROVIDED MOS SERVICES	AVAILABILITY OF SUITABLE ICT SYSTEM FOR REMOTE REAL TIME INFORMATION EXCHANGE (ELECTRONIC DOCUMENT TRANSFER) BETWEEN ALL MOS SERVICE STAKEHOLDERS	Is the documentation exchanged electronically?	completely
			Coordination between ports of origin and destination	Is there an exchange of documents between starting points and destination?	completely
			Communication of cargo documentation well in advance of ship arrival in port	Is the documentation exchanged electronically?	
				How do you assess electronic exchange of documents?	satisfactory
			Priority assignment to MoS services for procedures and dispatch	Is there a priority for MoS services?	no
		FAST CLEARING OF MOS SUBJECTS (TRANSPORT MEANS, CARGO AND PASSENGERS) FROM DOCUMENT AND PHYSICAL INSPECTIONS	Identify regular MoS customers and certify them in advance so that they can be easily cleared (create relevant data bases)	Is there a regulation for acceleration and simplification of regular MoS procedures?	no
				How do you assess the level of this service?	good but improvements needed
		STREAMLINED	Priority assigned to MoS cargo	Is there a regulation for acceleration and simplification of regular MoS services?	no

		DOCUMENT AND PHYSICAL INSPECTIONS BY CUSTOMS	(special queue line)	How do you assess the level of this service?	good but improvements needed
				Is there a special infrastructure (road, parking space, inspection point, etc.) for MoS services?	yes
				Do you find it useful?	
		COORDINATED CUSTOMS AND SAFETY INSPECTIONS	Coordination of routine inspections between different authorities	Is there coordination between all inspection services in order to accelerate necessary inspections?	Yes, among some
				Is it at a satisfactory level?	good, but improvements needed
6.	MoS SERVICE PROMOTION AND IMPLEMENTATION FROM ORIGIN TO DESTINATION	PROMOTIONAL ACTIVITIES	Promotional centres	Is the promotion conducted by the operators or the regional body?	no
				Is there a national/ regional body in charge of promotion? (IPC, SPC)	no
				How do you assess this system?	Not good
			Promotion system	How do you assess the level of promotion?	
				How do you assess the importance of promotion for insurance of successful services?	minimum benefit
				Is the promotion conducted individually in the countries or for the complete route/service?	individually
		SUSTAINABLE AND SYSTEMATIC BOTTLENECK MANAGEMENT		Is there a systematic identification of bottlenecks?	No
				Are all responsible bodies in the countries that use the service included? (Ministry, port authorities, Police, Customs..)	No
				Are all subjects in the transport chain called for the identification?	No
				How do you assess the success of this model?	satisfactory
		ICT SUPPORT	Route plan	Is there a service database on the whole route?	No
				Is the update of the base satisfactory?	No
			Promotion of intermodality	How do you assess usefulness of this tool?	irrelevant
			Electronic data interchange	Is the exchange of documents on the whole route/service including the road assured?	no
				How do you assess usefulness of this service?	irrelevant
		QUALITY MANAGEMENT		Is there a system for assessment of the level of service quality from the starting point to destination?	no
7.	ECOLOGICAL ASPECT	GENERAL		Are there complaints for environmental pollution related to MoS services?	No
				Is the functioning of MoS service resulting in significant environmental pollution (air, sea, land)?	no
		PORT	WASTE MANAGEMENT	Is there a system for waste, sewage and bilge disposal in the harbour?	yes, but only some sorts of waste

Bottlenecks and missing links

Infrastructure:

- inadequate railway infrastructure at terminal
- not possible to dispatch the maximum quantities of the train at once
- no RO-LA ramp
- parking spaces are not adequately signposted for identification
- capacity of a parking lot at terminal not sufficient
- parking area at terminal cannot accept all possible vehicle dimensions
- terminal area has no adequately arranged, with different areas for waiting and pre-embarkation and the interior traffic
- non-existence of auxiliary services area close to the vehicles
- quay sea depth does not allow ship draught over 12 m

Organisational:

- MoS services are not priority

- no liability exemption for the pilots on MoS ships that regularly access the port
- no exemption of tug usage for MoS ships that regularly access the port
- inadequate frequency of MoS ships
- some deviations from ship schedule noticed
- need for additional procedures in order to accelerate and simplify procedures and work on terminal
- need for additional procedures in order to accelerate and simplify customs procedures

Additional services:

- non-existence of joint systematic promotion
- non-existence of systematic „bottleneck exercise“
- non-existence of IT route planner
- Quality Management not implemented
- Waste reception – waste reception facilities inadequate

Port of Zadar

1	PORT HINTERLAND CONNECTIONS	ROAD	Safety	Are there clearly marked routes for accessing the terminal and leaving the terminal in order to reach the highway network?	Excellent
				Is the connection between the terminal and highway network at a satisfactory safety level?	Excellent
				What is the level of technical characteristics of the road that access terminal?	Excellent
			Access to road (Way of connection from port to highway)	Is the connection passing through the urban and inhabited area?	no, it is entirely outside or independent (tunnel, bridge etc.) No answer
				Is there a direct access to the highway network?	Yes
		RAIL	Safety	Is the signalization on a satisfactory level?	Poor respectively
				Are the crossings satisfactory marked?	Poor respectively
				Is the railway line in full operational level	Poor respectively
				Is there a road and pedestrian crossing on the railway?	Poor respectively
			Capacity	Is the current capacity of railway infrastructure satisfying?	no
				What is the status of the railway infrastructure to the terminal with the road network?	Very bad
				Is it possible to dispatch the maximum allowed quantities of the train at once?	No
				Is there a ramp for the loading/unloading of the trucks on the railway?	No
		INLAND WATERWAYS	Safety	Is the safety level of the port access satisfactory?	Very satisfactory
			Capacity	Is the area of the port basin sufficient?	Very satisfactory
				Is the capacity of the access to the terminal sufficient so the barges shouldn't be separated?	No answer
			Access to road	Is there a RO-RO ramp on the terminal?	Yes
o		INTERNAL PORT ROADS	Wide and number of lanes	Is the number of tracks on terminal roads sufficient and is their width satisfactory?	Excellent

	LAND-SIDE TERMINAL AND QUAY		Signed post	Is the terminal roads adequately marked with traffic signalization?	No
			Lighting	Are the terminal roads satisfactorily illuminated during night time?	No
			Road quality (maintanance)	Are the terminal roads satisfactorily maintained?	No
			Dedicated parking area	Clear identification of roads from parking area	Yes
		MoS TERMINAL AND QUEY CHARACTERIS TIC	Parking signposting	Parking spaces are adequately signposted for identification	Satisfactory
			Parking capacity	Is the capacity of a parking lot sufficient?	Very satisfactory
			Parking characteristics	Could the parking space accept all possible vehicle dimensions?	Very satisfactory
			Terminal organization	Adequately arranged, with different areas for waiting and pre-embarkation and the interior traffic areas	No
			Management system	Availability of computerized management system in the port (system that enables electronic exchange of documents between the drivers and terminal)	No
			EXISTING auxiliary services	Allow for an auxiliary services area close to the vehicles	No
		LOADING/UN LOADING ACTIVITIES AND STEVEDORIN G	Guaranteed stevedoring service	Guaranteed stevedoring service 24 hours / day - 365 days / year	No
			Stevedoring flexibility	Guaranteed flexibility in the composition of stevedoring crews and handling equipment to absorb demand peaks in loading / unloading services	Satisfactory
			Cargo handling	Possibility for Port Authority to license more than one cargo handling operators within the port	Yes
		FAST ACCESS TO THE MOORING QUAY		Terminal adjacent to, or close to the mooring quay	Yes
		TERMINAL / QUAY SECURITY		Is there specific security measures related to MoS operation in accordance with ISPS Code?	No
		SAFE VEHICLE EMBARKATION / DISEMBARKATION		Certified RO-RO ramp service provider	No
		FAST SAFETY AND SECURITY INSPECTIONS	Data bases of vehicles / drivers	Data bases of vehicles / drivers created in parallel with application of a risk management system	No
3	SEA-SIDE TERMINAL AND QUAY				
		FAST, SAFE AND GUARANTEED SEA ACCESS OF THE TERMINAL / QUAY BY MOS VESSELS	Existence of VTMISS	Does VTMISS exists and is it in the function?	No
			Sea-access characteristics	Is the depth of the access to the shore and of the very shore sufficient for the biggest MoS ships?	More than 12 m
			Non-operational time	How much time a year is the terminal out of function for bad weather?	Bellow 2 days
		MINIMISE WAITING TIMES FOR SERVICES PROVISION TO MOS	MoS service as priority	Is the MoS service marked and treated as a priority in the port/terminal?	Yes
			Pilotage Exemption Certificate for regular MoS ships	Is there a liability exemption for the pilots on MoS ships that regularly access the port?	No

		VESSELS WITHIN PORT (MOORING, TUGGING, PILOTAGE, WASTE COLLECTION)	Tug Obligation for regular MoS ships?	Is there an exemption of tug usage for MoS ships that regularly access the port?	No
			Response time	PILOT - Time required: from the request to reaction?	No answer
				Needed hours for inspection authorities (veterinary, phitosanitary, etc.)	No answer
			Coordination between service operator and MoS terminal	How would you assess the cooperation between the terminal and an agent?	Good but changes are necessary
				How would you assess the cooperation between the terminal and a ship?	Good but changes are necessary
4	SHIPPING OPERATIONS	REGULAR, RELIABLE AND CONTINUOUS SHIPPING SERVICES	Service frequency and capacity	Are the frequencies and a capacity satisfactory?	satisfactory capacity but insufficient frequencies
			Vessel departure / arrival times predetermined and advertised	Are the arrival/departure tables announced?	Yes
			No interruption allowed throughout the year	Are there deviations from the tables?	Yes
		RELIABLE SHIPPING VESSELS	Vessel compliance with all IMO safety / security / reliability regulations	What is the number of detention of MoS ships regarding PSC inspection in the period of last year?	0
			Bow-thruster availability	Do they have adequate bow-thrusters?	Yes
		SAFETY OF PERSONNEL AND CARGO IN SHIPPING			
			Compliance with Directives on means of securing cargo	Is there lack of compliance with safety regulations observed?	No
5	INFORMATION EXCHANGE AND DOCUMENTATION	EXCHANGE OF REAL TIME INFORMATION BETWEEN MOS SERVICE STAKEHOLDERS REGARDING DOCUMENTATION OF THE PROVIDED MOS SERVICES	AVAILABILITY OF SUITABLE ICT SYSTEM FOR REMOTE REAL TIME INFORMATION EXCHANGE (ELECTRONIC DOCUMENT TRANSFER) BETWEEN ALL MOS SERVICE STAKEHOLDERS	Is the documentation exchanged electronically?	partial exchange of some documents
			Coordination between ports of origin and destination	Is there an exchange of documents between starting points and destination?	No
			Communication of cargo documentation well in advance of ship arrival in port	Is the documentation exchanged electronically?	partial exchange of some documents
				How do you assess electronic exchange of documents?	not satisfactory
			Priority assignment to MoS services for procedures and dispatch	Is there a priority for MoS services?	No

		FAST CLEARING OF MOS SUBJECTS (TRANSPORT MEANS, CARGO AND PASSENGERS) FROM DOCUMENT AND PHYSICAL INSPECTIONS	Identify regular MoS customers and certify them in advance so that they can be easily cleared (create relevant data bases)	Is there a regulation for acceleration and simplification of regular MoS procedures?	no
				How do you assess the level of this service?	not satisfactory
		STREAMLINE D DOCUMENT AND PHYSICAL INSPECTIONS BY CUSTOMS	Priority assigned to MoS cargo (special queue line)	Is there a regulation for acceleration and simplification of regular MoS services?	no
				How do you assess the level of this service?	not satisfactory
				Is there a special infrastructure (road, parking space, inspection point, etc.) for MoS services?	no
				Do you find it useful?	yes
		COORDINATE D CUSTOMS AND SAFETY INSPECTIONS	Coordination of routine inspections between different authorities	Is there coordination between all inspection services in order to accelerate necessary inspections?	yes
				Is it at a satisfactory level?	good, but improvements needed
6.	MoS SERVICE PROMOTION AND IMPLEMENTATION FROM ORIGIN TO DESTINATION	PROMOTION AL ACTIVITIES	Promotional centres	Is the promotion conducted by the operators or the regional body?	no
				Is there a national/ regional body in charge of promotion? (IPC, SPC)	no
				How do you assess this system?	not satisfactory
			Promotion system	How do you assess the level of promotion?	not satisfactory
				How do you assess the importance of promotion for insurance of successful services?	important
				Is the promotion conducted individually in the countries or for the complete route/service?	individually
		SUSTAINABLE AND SYSTEMATIC BOTTLENECK MANAGEMENT		Is there a systematic identification of bottlenecks?	no
				Are all responsible bodies in the countries that use the service included? (Ministry, port authorities, Police, Customs..)	No
				Are all subjects in the transport chain called for the identification?	No
				How do you assess the success of this model?	low
		ICT SUPPORT	Route plan	Is there a service database on the whole route?	no
				Is the update of the base satisfactory?	no
			Promotion of intermodality	How do you assess usefulness of this tool?	important
				Is the exchange of documents on the whole route/service including the road assured?	No
		QUALITY MANAGEMENT		How do you assess usefulness of this service?	important
				Is there a system for assessment of the level of service quality from the starting point to destination?	No
7.	ECOLOGICAL ASPECT	GENERAL		Are there complaints for environmental pollution related to MoS services?	No
				Is the functioning of MoS service resulting in significant environmental pollution (air, sea, land)?	yes
		PORT	WASTE MANAGEMENT	Is there a system for waste, sewage and bilge disposal in the harbour?	yes

The ferry and cruise terminal is planned to be finished in 2014. Container terminal (Ro-ro and multipurpose) is planned but no real financial agreement.

Bottlenecks and missing links

Infrastructure:

- railway infrastructure exists but very limited
- no computerized management system in the port (system that enables electronic exchange of documents between the drivers and terminal)

Organisational:

- not sufficient coordination of terminal toward agents and other institutions
- electronic exchange of documents is partial
- MoS services are not identified as priority thus
- need for additional procedures in order to accelerate and simplicate procedures and work on terminal
- need for additional procedures in order to accelerate and simplicate customs procedures

Additional services:

- non-existence of join systematic promotion
- non-existence of systematic „bottleneck exercise”
- non-existence of IT route planner
- Quality Management not implemented
- Waste reception – waste reception facilities inadequate

Port of Šibenik

1	PORT HINTERLAND CONNECTIONS	ROAD	Safety		
				Are there clearly marked routes for accessing the terminal and leaving the terminal in order to reach the highway network?	Very satisfactory
				Is the connection between the terminal and highway network at a satisfactory safety level?	Very satisfactory
				What is the level of technical characteristics of the road that access terminal?	Satisfactory
			Access to road (Way of connection from port to highway)	Is the connection passing through the urban and inhabited area?	yes, it is a nonsolvable problem
				Is there a direct access to the highway network?	yes
		RAIL	Safety	Is the signalization on a satisfactory level?	Satisfactory
				Are the crossings satisfactory marked?	Satisfactory
				Is the railway line in full operational level	Satisfactory
				Is there a road and pedestrian crossing on the railway?	yes
			Capacity	Is the current capacity of railway infrastructure satisfying?	Satisfactory
				What is the status of the railway infrastructure to the terminal with the road network?	Partially but railway is a priority (traffic is stopped)
				Is it possible to dispatch the maximum allowed quantities of the train at once?	yes
				Is there a ramp for the loading/unloading of the trucks on the railway?	no
			Safety	Is the safety level of the port access satisfactory?	No answer

		INLAND WATERWAYS	Capacity	Is the area of the port basin sufficient?	No answer
				Is the capacity of the access to the terminal sufficient so the barges shouldn't be separated?	No answer
			Access to road	Is there a RO-RO ramp on the terminal?	no
o	LAND-SIDE TERMINAL AND QUAY	INTERNAL PORT ROADS	Wide and number of lanes	Is the number of tracks on terminal roads sufficient and is their width satisfactory?	Satisfactory
			Signed post	Is the terminal roads adequately marked with traffic signalization?	Satisfactory
			Lighting	Are the terminal roads satisfactorily illuminated during night time?	Satisfactory
			Road quality (maintenance)	Are the terminal roads satisfactorily maintained?	Satisfactory
			Dedicated parking area	Clear identification of roads from parking area	Yes
		MoS TERMINAL AND QUEY CHARACTERISTIC	Parking signposting	Parking spaces are adequately signposted for identification	Satisfactory
			Parking capacity	Is the capacity of a parking lot sufficient?	Poor respectively
			Parking characteristics	Could the parking space accept all possible vehicle dimensions?	Poor respectively
			Terminal organization	Adequately arranged, with different areas for waiting and pre-embarkation and the interior traffic areas	no
			Management system	Availability of computerized management system in the port (system that enables electronic exchange of documents between the drivers and terminal)	Satisfactory
			EXISTING auxiliary services	Allow for an auxiliary services area close to the vehicles	Satisfactory
		LOADING/UNLOADING ACTIVITIES AND STEVEDORING	Guaranteed stevedoring service	Guaranteed stevedoring service 24 hours / day - 365 days / year	yes
			Stevedoring flexibility	Guaranteed flexibility in the composition of stevedoring crews and handling equipment to absorb demand peaks in loading / unloading services	Very satisfactory
			Cargo handling	Possibility for Port Authority to license more than one cargo handling operators within the port	Yes
		FAST ACCESS TO THE MOORING QUAY		Terminal adjacent to, or close to the mooring quay	Yes
		TERMINAL / QUAY SECURITY		Is there specific security measures related to MoS operation in accordance with ISPS Code?	Yes
		SAFE VEHICLE EMBARKATION / DISEMBARKATION		Certified RO-RO ramp service provider	No
		FAST SAFETY AND SECURITY INSPECTIONS	Data bases of vehicles / drivers	Data bases of vehicles / drivers created in parallel with application of a risk management system	Yes, under police authority
3	SEA-SIDE TERMINAL AND QUAY				
		FAST, SAFE AND GUARANTEED SEA ACCESS OF THE TERMINAL / QUAY	Existence of VTMISS	Does VTMISS exist and is it in the function?	Partially under governmental authorities
			Sea-access characteristics	Is the depth of the access to the shore and of the very shore sufficient for the biggest MoS ships?	6-10 m
			Non-operational time	How much time a year is the terminal out of function for bad weather?	Bellow 2 days

		BY MOS VESSELS			
		MINIMISE WAITING TIMES FOR SERVICES PROVISION TO MOS VESSELS WITHIN PORT (MOORING, TUGGING, PILOTAGE, WASTE COLLECTION)	MoS service as priority	Is the MoS service marked and treated as a priority in the port/terminal?	No
			Pilotage Exemption Certificate for regular MoS ships	Is there a liability exemption for the pilots on MoS ships that regularly access the port?	yes
			Tug Obligation for regular MoS ships?	Is there an exemption of tug usage for MoS ships that regularly access the port?	Yes, for ships under 500 BT
			Response time	PILOT - Time required: from the request to reaction?	Bellow 3 hours
				Needed hours for inspection authorities (veterinary, phitosanitary, etc.)	6-3 hours
			Coordination between service operator and MoS terminal	How would you assess the cooperation between the terminal and an agent?	Satisfactory
				How would you assess the cooperation between the terminal and a ship?	Satisfactory
4	SHIPPING OPERATIONS	REGULAR, RELIABLE AND CONTINUOUS SHIPPING SERVICES	Service frequency and capacity		
				Are the frequencies and a capacity satisfactory?	yes
			Vessel departure / arrival times predetermined and advertised	Are the arrival/departure tables announced?	yes
			No interruption allowed throughout the year	Are there deviations from the tables?	yes
		RELIABLE SHIPPING VESSELS	Vessel compliance with all IMO safety / security / reliability regulations	What is the number of detention of MoS ships regarding PSC inspection in the period of last year?	No answer
			Bow-thruster availability	Do they have adequate bow-thrusters?	Not all
		SAFETY OF PERSONNEL AND CARGO IN SHIPPING			
5	INFORMATION EXCHANGE AND DOCUMENTATION	EXCHANGE OF REAL TIME INFORMATION BETWEEN MOS SERVICE STAKEHOLDERS REGARDING DOCUMENTATION OF THE PROVIDED MOS SERVICES	AVAILABILITY OF SUITABLE ICT SYSTEM FOR REMOTE REAL TIME INFORMATION EXCHANGE (ELECTRONIC DOCUMENT TRANSFER) BETWEEN ALL MOS SERVICE STAKEHOLDERS	Is the documentation exchanged electronically?	completely
			Coordination between ports of origin and destination	Is there an exchange of documents between starting points and destination?	completely
			Communication of cargo documentation well in advance of ship arrival in port	Is the documentation exchanged electronically?	
				How do you assess electronic exchange of documents?	satisfactory
			Priority assignment to MoS services for	Is there a priority for MoS services?	No

			procedures and dispatch		
		FAST CLEARING OF MOS SUBJECTS (TRANSPORT MEANS, CARGO AND PASSENGERS) FROM DOCUMENT AND PHYSICAL INSPECTIONS	Identify regular MoS customers and certify them in advance so that they can be easily cleared (create relevant data bases)	Is there a regulation for acceleration and simplification of regular MoS procedures?	No
				How do you assess the level of this service?	not satisfactory
		STREAMLINE D DOCUMENT AND PHYSICAL INSPECTIONS BY CUSTOMS	Priority assigned to MoS cargo (special queue line)	Is there a regulation for acceleration and simplification of regular MoS services?	yes
				How do you assess the level of this service?	not satisfactory
				Is there a special infrastructure (road, parking space, inspection point, etc.) for MoS services?	No
				Do you find it useful?	yes
		COORDINATE D CUSTOMS AND SAFETY INSPECTIONS	Coordination of routine inspections between different authorities	Is there coordination between all inspection services in order to accelerate necessary inspections?	No
				Is it at a satisfactory level?	No
6.	MoS SERVICE PROMOTION AND IMPLEMENTATION FORM ORIGIN TO DESTINATION	PROMOTION AL ACTIVITIES	Promotional centres	Is the promotion conducted by the operators or the regional body?	operator
				Is there a national/ regional body in charge of promotion? (IPC, SPC)	national
				How do you assess this system?	not satisfactory
			Promotion system	How do you assess the level of promotion?	not satisfactory
				How do you assess the importance of promotion for insurance of successful services?	important
				Is the promotion conducted individually in the countries or for the complete route/service?	individually
		SUSTAINABLE AND SYSTEMATIC BOTTLENECK MANAGEMENT		Is there a systematic identification of bottlenecks?	some
				Are all responsible bodies in the countries that use the service included? (Ministry, port authorities, Police, Customs..)	some
				Are all subjects in the transport chain called for the identification?	some
				How do you assess the success of this model?	important
		ICT SUPPORT	Route plan	Is there a service database on the whole route?	No
				Is the update of the base satisfactory?	No
			Promotion of intermodality	How do you assess usefulness of this tool?	important
			Electronic data interchange	Is the exchange of documents on the whole route/service including the road assured?	No
				How do you assess usefulness of this service?	important
		QUALITY MANAGEMENT		Is there a system for assessment of the level of service quality from the starting point to destination?	No
7.	ECOLOGICAL ASPECT	GENERAL		Are there complaints for environmental pollution related to MoS services?	no
				Is the functioning of MoS service resulting in significant environmental pollution (air, sea, land)?	yes
		PORT	WASTE MANAGEMENT	Is there a system for waste, sewage and bilge disposal in the harbour?	yes

Port of Šibenik does not have dedicated MoS or container terminal, thus have no real experience.

Bottlenecks and missing links

Infrastructure:

- the road connection to port passing through the urban and inhabited area
- no direct connection terminal-highway
- railway network is inadequate capacity
- road and railway crossings but railway has priority
- terminal roads are inadequate lane number and width
- vehicle parting space is insufficient
- terminal parting area cannot accept all possible vehicle dimensions
- non-existence of areas adequately arranged, with different areas for waiting and pre-embarkation and the interior traffic
- no RO-LA ramp
- quay sea depth does not allow ship draught over 10 m

Organisational:

- no computerized management system in the port (system that enables electronic exchange of documents between the drivers and terminal)
- tug obligated for ships over 500 BT
- Long time for response of inspection authorities (veterinary, phytosanitary, etc.) – 3-6 hours
- electronic exchange of documents is partial
- need for additional procedures in order to accelerate and simplify procedures and work on terminal

Additional services:

- non-existence of joint systematic promotion
- non-existence of systematic „bottleneck exercise”
- non-existence of IT route planner
- partial Quality Management implemented
- Waste reception – waste reception facilities inadequate

Port of Split (Gradska luka)

1	PORT HINTERLAND CONNECTIONS	ROAD	Safety		
				Are there clearly marked routes for accessing the terminal and leaving the terminal in order to reach the highway network?	Satisfactory
				Is the connection between the terminal and highway network at a satisfactory safety level?	Very satisfactory
				What is the level of technical characteristics of the road that access terminal?	Very satisfactory
		RAIL	Access to road (Way of connection from port to highway)	Is the connection passing through the urban and inhabited area?	yes, it is a nonsolvable problem
				Is there a direct access to the highway network?	no
			Safety	Is the signalization on a satisfactory level?	Very satisfactory
				Are the crossings satisfactory marked?	Excellent
				Is the railway line in full operational level	Satisfactory
				Is there a road and pedestrian crossing on the railway?	yes
			Capacity	Is the current capacity of railway infrastructure satisfying?	Satisfactory

				What is the status of the railway infrastructure to the terminal with the road network?	Partially but railway is a priority (traffic is stopped)
				Is it possible to dispatch the maximum allowed quantities of the train at once?	Yes
				Is there a ramp for the loading/unloading of the trucks on the railway?	yes
		INLAND WATERWAYS	Safety	Is the safety level of the port access satisfactory?	No answer
			Capacity	Is the area of the port basin sufficient?	No answer
				Is the capacity of the access to the terminal sufficient so the barges shouldn't be separated?	No answer
			Access to road	Is there a RO-RO ramp on the terminal?	No answer
	o	INTERNAL PORT ROADS	Wide and number of lanes	Is the number of tracks on terminal roads sufficient and is their width satisfactory?	Very satisfactory
			Signed post	Is the terminal roads adequately marked with traffic signalization?	Very satisfactory
			Lighting	Are the terminal roads satisfactorily illuminated during night time?	Very satisfactory
			Road quality (maintanance)	Are the terminal roads satisfactorily maintained?	Very satisfactory
			Dedicated parking area	Clear identification of roads from parking area	Yes
		MoS TERMINAL AND QUEY CHARACTERISTIC	Parking signposting	Parking spaces are adequately signposted for identification	Satisfactory
			Parking capacity	Is the capacity of a parking lot sufficient?	Poor respectively
			Parking characteristics	Could the parking space accept all possible vehicle dimensions?	Very satisfactory
			Terminal organization	Adequately arranged, with different areas for waiting and pre-embarkation and the interior traffic areas	Yes, but inadequate capacity
			Management system	Availability of computerized management system in the port (system that enables electronic exchange of documents between the drivers and terminal)	Very poor/Non-existent
			EXISTING auxiliary services	Existing of an auxiliary services area close to the vehicles	Poor respectively
		LOADING/UNLOADING ACTIVITIES AND STEVEDORING	Guaranteed stevedoring service	Guaranteed stevedoring service 24 hours / day - 365 days / year	yes
			Stevedoring flexibility	Guaranteed flexibility in the composition of stevedoring crews and handling equipment to absorb demand peaks in loading / unloading services	Very satisfactory
			Cargo handling	Possibility for Port Authority to license more than one cargo handling operators within the port	Yes
		FAST ACCESS TO THE MOORING QUAY		Terminal adjacent to, or close to the mooring quay	Yes
		TERMINAL / QUAY SECURITY		Is there specific security measures related to MoS operation in accordance with ISPS Code?	Yes
		SAFE VEHICLE EMBARKATION / DISEMBARKATION		Certified RO-RO ramp service provider	yes

		FAST SAFETY AND SECURITY INSPECTIONS	Data bases of vehicles / drivers	Data bases of vehicles / drivers created in parallel with application of a risk management system	Yes, under police authority
3	SEA-SIDE TERMINAL AND QUAY				
		FAST, SAFE AND GUARANTEED SEA ACCESS OF THE TERMINAL / QUAY BY MOS VESSELS	Existence of VTMISS	Does VTMISS exists and is it in the function?	Yes fully implemented and in use
			Sea-access characteristics	Is the depth of the access to the shore and of the very shore sufficient for the biggest MoS ships?	10-12 m
			Non-operational time	How much time a year is the terminal out of function for bad weather?	Bellow 2 days
		MINIMISE WAITING TIMES FOR SERVICES PROVISION TO MOS VESSELS WITHIN PORT (MOORING, TUGGING, PILOTAGE, WASTE COLLECTION)	MoS service as priority	Is the MoS service marked and treated as a priority in the port/terminal?	yes
			Pilotage Exemption Certificate for regular MoS ships	Is there a liability exemption for the pilots on MoS ships that regularly access the port?	yes
			Tug Obligation for regular MoS ships?	Is there an exemption of tug usage for MoS ships that regularly access the port?	Yes, for ships under 500 BT
			Response time	PILOT - Time required: from the request to reaction?	From 23 to 12 hours
				Needed hours for inspection authorities (veterinary, phitosanitary, etc.)	From 23 to 12 hours
			Coordination between service operator and MoS terminal	How would you assess the cooperation between the terminal and an agent?	Satisfactory
				How would you assess the cooperation between the terminal and a ship?	Satisfactory
4	SHIPPING OPERATIONS	REGULAR, RELIABLE AND CONTINUOUS SHIPPING SERVICES	Service frequency and capacity	Are the frequencies and a capacity satisfactory?	yes
			Vessel departure / arrival times predetermined and advertised	Are the arrival/departure tables announced?	yes but not for all services
			No interruption allowed throughout the year	Are there deviations from the tables?	no
		RELIABLE SHIPPING VESSELS	Vessel compliance with all IMO safety / security / reliability regulations	What is the number of detention of MoS ships regarding PSC inspection in the period of last year?	from 1 to 5
			Bow-thruster availability	Do they have adequate bow-thrusters?	not all
		SAFETY OF PERSONNEL AND CARGO IN SHIPPING			
			Compliance with Directives on means of securing cargo	Is there lack of compliance with safety regulations observed?	yes but in less than 10 % of the cases
5	INFORMATION EXCHANGE AND DOCUMENTATION	EXCHANGE OF REAL TIME INFORMATION BETWEEN MOS SERVICE STAKEHOLDERS REGARDING	AVAILABILITY OF SUITABLE ICT SYSTEM FOR REMOTE REAL TIME INFORMATION EXCHANGE (ELECTRONIC DOCUMENT TRANSFER)	Is the documentation exchanged electronically?	partial exchange of some documents

6.		DOCUMENTATION OF THE PROVIDED MOS SERVICES	BETWEEN ALL MOS SERVICE STAKEHOLDERS		
			Coordination between ports of origin and destination	Is there an exchange of documents between starting points and destination?	partial exchange of some documents
			Communication of cargo documentation well in advance of ship arrival in port	Is the documentation exchanged electronically?	
				How do you assess electronic exchange of documents?	not satisfactory
			Priority assignment to MoS services for procedures and dispatch	Is there a priority for MoS services?	yes
		FAST CLEARING OF MOS SUBJECTS (TRANSPORT MEANS, CARGO AND PASSENGERS) FROM DOCUMENT AND PHYSICAL INSPECTIONS	Identify regular MoS customers and certify them in advance so that they can be easily cleared (create relevant data bases)	Is there a regulation for acceleration and simplification of regular MoS procedures?	no
				How do you assess the level of this service?	good but improvements needed
		STREAMLINED DOCUMENT AND PHYSICAL INSPECTIONS BY CUSTOMS	Priority assigned to MoS cargo (special queue line)	Is there a regulation for acceleration and simplification of regular MoS services?	No
				How do you assess the level of this service?	good but improvements needed
				Is there a special infrastructure (road, parking space, inspection point, etc.) for MoS services?	No
				Do you find it useful?	Yes
		COORDINATED CUSTOMS AND SAFETY INSPECTIONS	Coordination of routine inspections between different authorities	Is there coordination between all inspection services in order to accelerate necessary inspections?	yes
				Is it at a satisfactory level?	good, but improvements needed
	MoS SERVICE PROMOTION AND IMPLEMENTATION FROM ORIGIN TO DESTINATION	PROMOTIONAL ACTIVITIES	Promotional centres	Is the promotion conducted by the operators or the regional body?	both are in charge of promotion
				Is there a national/ regional body in charge of promotion? (IPC, SPC)	national
				How do you assess this system?	satisfactory
			Promotion system	How do you assess the level of promotion?	satisfactory
				How do you assess the importance of promotion for insurance of successful services?	very valuable
		SUSTAINABLE AND SYSTEMATIC BOTTLENECK MANAGEMENT		Is the promotion conducted individually in the countries or for the complete route/service?	individually
				Is there a systematic identification of bottlenecks?	yes, all
				Are all responsible bodies in the countries that use the service included? (Ministry, port authorities, Police, Customs..)	yes, all
				Are all subjects in the transport chain called for the identification?	yes
				How do you assess the success of this model?	satisfactory
		ICT SUPPORT	Route plan	Is there a service database on the whole route?	no
				Is the update of the base satisfactory?	No
			Promotion of intermodality	How do you assess usefulness of this tool?	important
			Electronic data interchange	Is the exchange of documents on the whole route/service including the road assured?	No

				How do you assess usefulness of this service?	important
		QUALITY MANAGEMENT		Is there a system for assessment of the level of service quality from the starting point to destination?	No
7.	ECOLOGICAL ASPECT	GENERAL		Are there complaints for environmental pollution related to MoS services?	No
				Is the functioning of MoS service resulting in significant environmental pollution (air, sea, land)?	No
		PORT	WASTE MANAGEMENT	Is there a system for waste, sewage and bilge disposal in the harbour?	yes, but only some sorts of waste

Bottlenecks and missing links

Infrastructure:

- the road connection to port passing through the urban and inhabited area
- no direct connection terminal-highway
- railway network is inadequate capacity
- there is a road and pedestrian crossing on the railway
- road and railway crossings but railway has priority
- terminal roads are inadequate lane number and width
- vehicle parting space is insufficient
- terminal parting area cannot accept all possible vehicle dimensions
- non-existence of areas adequately arranged, with different areas for waiting and pre-embarkation and the interior traffic
- quay sea depth does not allow ship draught over 12 m
- non-existence of RO-LA ramp

Organisational:

- no computerized management system in the port (system that enables electronic exchange of documents between the drivers and terminal)
- tug obligated for ships over 500 BT
- Long time for response of custom authorities – 12-23 hours
- Long time for response of inspection authorities (veterinary, phytosanitary, etc.) – 12-23 hours
- not all ships are equipped with bow-thrusters
- electronic exchange of documents is partial
- need for additional procedures in order to accelerate and simplify procedures and work on terminal
- need for additional procedures in order to accelerate and simplify customs procedures
- need for additional coordination of all authorities and inspections

Additional services:

- non-existence of joint systematic promotion
- non-existence of systematic „bottleneck exercise“
- non-existence of IT route planner
- partial Quality Management implemented
- Waste reception – waste reception facilities inadequate

Port of Split (Sjeverna luka)

1	PORT HINTERLAND CONNECTIONS	ROAD	Safety		
				Are there clearly marked routes for accessing the terminal and leaving the terminal in order to reach the highway network?	Satisfactory

				Is the connection between the terminal and highway network at a satisfactory safety level?	Satisfactory
				What is the level of technical characteristics of the road that access terminal?	Satisfactory
			Access to road (Way of connection from port to highway)	Is the connection passing through the urban and inhabited area?	yes, it is a nonsolvable problem
				Is there a direct access to the highway network?	no
		RAIL	Safety	Is the signalization on a satisfactory level?	Satisfactory
				Are the crossings satisfactory marked?	Satisfactory
				Is the railway line in full operational level	Satisfactory
				Is there a road and pedestrian crossing on the railway?	yes
			Capacity	Is the current capacity of railway infrastructure satisfying?	Satisfactory
				What is the status of the railway infrastructure to the terminal with the road network?	Partially but railway is a priority (traffic is stopped),
				Is it possible to dispatch the maximum allowed quantities of the train at once?	No answer
				Is there a ramp for the loading/unloading of the trucks on the railway?	no
			INLAND WATERWAYS	Safety	Is the safety level of the port access satisfactory?
		Capacity		Is the area of the port basin sufficient?	Satisfactory
				Is the capacity of the access to the terminal sufficient so the barges shouldn't be separated?	Satisfactory
		Access to road		Is there a RO-RO ramp on the terminal?	yes
		o	LAND-SIDE TERMINAL AND QUAY	INTERNAL PORT ROADS	Wide and number of lanes
Signed post	Is the terminal roads adequately marked with traffic signalization?				Satisfactory
Lighting	Are the terminal roads satisfactorily illuminated during night time?				Satisfactory
Road quality (maintanance)	Are the terminal roads satisfactorily maintained?				Satisfactory
Dedicated parking area	Clear identification of roads from parking area				Yes
MoS TERMINAL AND QUEY CHARACTERIS TIC	Parking signposting			Parking spaces are adequately signposted for identification	Satisfactory
	Parking capacity			Is the capacity of a parking lot sufficient?	Very satisfactory
	Parking characteristics			Could the parking space accept all possible vehicle dimensions?	Very satisfactory
	Terminal organization			Adequately arranged, with different areas for waiting and pre-embarkation and the interior traffic areas	yes
	Management system			Availability of computerized management system in the port (system that enables electronic exchange of documents between the drivers and terminal)	No answer
	EXISTING auxiliary services			Allow for an auxiliary services area close to the vehicles	Satisfactory
LOADING/UN LOADIG ACTIVITIES AND	Guaranteed stevedoring service			Guaranteed stevedoring service 24 hours / day - 365 days / year	yes
	Stevedoring flexibility			Guaranteed flexibility in the composition of stevedoring	yes

		STEVEDERING		crews and handling equipment to absorb demand peaks in loading / unloading services	
			Cargo handling	Possibility for Port Authority to license more than one cargo handling operators within the port	yes
		FAST ACCESS TO THE MOORING QUAY		Terminal adjacent to, or close to the mooring quay	yes
		TERMINAL / QUAY SECURITY		Is there specific security measures related to MoS operation in accordance with ISPS Code?	No answer
		SAFE VEHICLE EMBARKATION / DISEMBARKATION		Certified RO-RO ramp service provider	yes
		FAST SAFETY AND SECURITY INSPECTIONS	Data bases of vehicles / drivers	Data bases of vehicles / drivers created in parallel with application of a risk management system	Yes, under customs authority
3	SEA-SIDE TERMINAL AND QUAY				
		FAST, SAFE AND GUARANTEED SEA ACCESS OF THE TERMINAL / QUAY BY MOS VESSELS	Existence of VTMISS	Does VTMISS exists and is it in the function?	yes
			Sea-access characteristics	Is the depth of the access to the shore and of the very shore sufficient for the biggest MoS ships?	6-10 m
			Non-operational time	How much time a year is the terminal out of function for bad weather?	No answer
		MINIMISE WAITING TIMES FOR SERVICES PROVISION TO MOS VESSELS WITHIN PORT (MOORING, TUGGING, PILOTAGE, WASTE COLLECTION)	MoS service as priority	Is the MoS service marked and treated as a priority in the port/terminal?	No
			Pilotage Exemption Certificate for regular MoS ships	Is there a liability exemption for the pilots on MoS ships that regularly access the port?	yes
			Tug Obligation for regular MoS ships?	Is there an exemption of tug usage for MoS ships that regularly access the port?	no
			Response time	PILOT - Time required: from the request to reaction?	No
				Needed hours for inspection authorities (veterinary, phitosanitary, etc.)	No answer
			Coordination between service operator and MoS terminal	How would you assess the cooperation between the terminal and an agent?	Satisfactory
				How would you assess the cooperation between the terminal and a ship?	Satisfactory
4	SHIPPING OPERATIONS	REGULAR, RELIABLE AND CONTINUOUS SHIPPING SERVICES	Service frequency and capacity	Are the frequencies and a capacity satisfactory?	yes
			Vessel departure / arrival times predetermined and advertised	Are the arrival/departure tables announced?	yes but not for all services
			No interruption allowed throughout the year	Are there deviations from the tables?	yes
		RELIABLE SHIPPING VESSELS	Vessel compliance with all IMO safety / security / reliability regulations	What is the number of detention of MoS ships regarding PSC inspection in the period of last year?	No answer

			Bow-thruster availability	Do they have adequate bow-thrusters?	yes
			SAFETY OF PERSONNEL AND CARGO IN SHIPPING	Compliance with Directives on means of securing cargo	Is there lack of compliance with safety regulations observed? No
5	INFORMATION EXCHANGE AND DOCUMENTATION	EXCHANGE OF REAL TIME INFORMATION BETWEEN MOS SERVICE STAKEHOLDERS REGARDING DOCUMENTATION OF THE PROVIDED MOS SERVICES	AVAILABILITY OF SUITABLE ICT SYSTEM FOR REMOTE REAL TIME INFORMATION EXCHANGE (ELECTRONIC DOCUMENT TRANSFER) BETWEEN ALL MOS SERVICE STAKEHOLDERS	Is the documentation exchanged electronically?	partial exchange of some documents
			Coordination between ports of origin and destination	Is there an exchange of documents between starting points and destination?	partial exchange of some documents
			Communication of cargo documentation well in advance of ship arrival in port	Is the documentation exchanged electronically?	partial exchange of some documents
				How do you assess electronic exchange of documents?	satisfactory
			Priority assignment to MoS services for procedures and dispatch	Is there a priority for MoS services?	No
		FAST CLEARING OF MOS SUBJECTS (TRANSPORT MEANS, CARGO AND PASSENGERS) FROM DOCUMENT AND PHYSICAL INSPECTIONS	Identify regular MoS customers and certify them in advance so that they can be easily cleared (create relevant data bases)	Is there a regulation for acceleration and simplification of regular MoS procedures?	No
				How do you assess the level of this service?	not satisfactory
		STREAMLINED DOCUMENT AND PHYSICAL INSPECTIONS BY CUSTOMS	Priority assigned to MoS cargo (special queue line)	Is there a regulation for acceleration and simplification of regular MoS services?	No
				How do you assess the level of this service?	not satisfactory
				Is there a special infrastructure (road, parking space, inspection point, etc.) for MoS services?	No
				Do you find it useful?	yes
		COORDINATED CUSTOMS AND SAFETY INSPECTIONS	Coordination of routine inspections between different authorities	Is there coordination between all inspection services in order to accelerate necessary inspections?	No
				Is it at a satisfactory level?	not satisfactory
6.	MoS SERVICE PROMOTION AND IMPLEMENTATION FROM ORIGIN TO DESTINATION	PROMOTIONAL ACTIVITIES	Promotional centres	Is the promotion conducted by the operators or the regional body?	operators
				Is there a national/ regional body in charge of promotion? (IPC, SPC)	national
				How do you assess this system?	not satisfactory
			Promotion system	How do you assess the level of promotion?	not satisfactory

				How do you assess the importance of promotion for insurance of successful services?	important
				Is the promotion conducted individually in the countries or for the complete route/service?	individually
		SUSTAINABLE AND SYSTEMATIC BOTTLENECK MANAGEMENT		Is there a systematic identification of bottlenecks?	No
				Are all responsible bodies in the countries that use the service included? (Ministry, port authorities, Police, Customs..)	No
				Are all subjects in the transport chain called for the identification?	No answer
				How do you assess the success of this model?	not satisfactory
		ICT SUPPORT	Route plan	Is there a service database on the whole route?	No
				Is the update of the base satisfactory?	No
			Promotion of intermodality	How do you assess usefulness of this tool?	not satisfactory
				Is the exchange of documents on the whole route/service including the road assured?	No
				How do you assess usefulness of this service?	important
		QUALITY MANAGEMENT		Is there a system for assessment of the level of service quality from the starting point to destination?	No
7.	ECOLOGICAL ASPECT	GENERAL		Are there complaints for environmental pollution related to MoS services?	No
				Is the functioning of MoS service resulting in significant environmental pollution (air, sea, land)?	yes
		PORT	WASTE MANAGEMENT	Is there a system for waste, sewage and bilge disposal in the harbour?	yes, but only some sorts of waste

Bottlenecks and missing links

Infrastructure:

- the road connection to port passing through the urban and inhabited area
- no direct connection terminal-highway
- railway network is inadequate capacity
- there is a road and pedestrian crossing on the railway
- road and railway crossings but railway has priority
- no RO-LA ramp
- quay sea depth does not allow ship draught over 10 m

Organisational:

- tug obligated for ships over 500 BT
- electronic exchange of documents is partial
- no computerized management system in the port (system that enables electronic exchange of documents between the drivers and terminal)

Additional services:

- non-existence of joint systematic promotion
- non-existence of systematic „bottleneck exercise“
- non-existence of IT route planner
- partial Quality Management implemented
- Waste reception – waste reception facilities inadequate

Port of Ploče

1		ROAD	Safety		
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	PORT HINTERLAND CONNECTIONS			Are there clearly marked routes for accessing the terminal and leaving the terminal in order to reach the highway network?	Satisfactory
				Is the connection between the terminal and highway network at a satisfactory safety level?	Satisfactory
				What is the level of technical characteristics of the road that access terminal?	Satisfactory
			Access to road (Way of connection from port to highway)	Is the connection passing through the urban and inhabited area?	yes, (existence of plans for solving
				Is there a direct access to the highway network?	No
		RAIL	Safety	Is the signalization on a satisfactory level?	Satisfactory
				Are the crossings satisfactory marked?	Satisfactory
				Is the railway line in full operational level	Satisfactory
				Is there a road and pedestrian crossing on the railway?	Yes
			Capacity	Is the current capacity of railway infrastructure satisfying?	Satisfactory
				What is the status of the railway infrastructure to the terminal with the road network?	Partially but railway is a priority (traffic is stopped),
				Is it possible to dispatch the maximum allowed quantities of the train at once?	No
				Is there a ramp for the loading/unloading of the trucks on the railway?	No
		INLAND WATERWAYS	Safety	Is the safety level of the port access satisfactory?	Satisfactory
			Capacity	Is the area of the port basin sufficient?	Very satisfactory
				Is the capacity of the access to the terminal sufficient so the barges shouldn't be separated?	No answer
			Access to road	Is there a RO-RO ramp on the terminal?	yes
o	LAND-SIDE TERMINAL AND QUAY	INTERNAL PORT ROADS	Wide and number of lanes	Is the number of tracks on terminal roads sufficient and is their width satisfactory?	Satisfactory
			Signed post	Is the terminal roads adequately marked with traffic signalization?	Poor respectively
			Lighting	Are the terminal roads satisfactorily illuminated during night time?	Satisfactory
			Road quality (maintenance)	Are the terminal roads satisfactorily maintained?	Satisfactory
			Dedicated parking area	Clear identification of roads from parking area	No
		MoS TERMINAL AND QUEY CHARACTERIS TIC	Parking signposting	Parking spaces are adequately signposted for identification	Very poor/Non-existent
			Parking capacity	Is the capacity of a parking lot sufficient?	Poor respectively
			Parking characteristics	Could the parking space accept all possible vehicle dimensions?	Satisfactory
			Terminal organization	Adequately arranged, with different areas for waiting and pre-embarkation and the interior traffic areas	No
			Management system	Availability of computerized management system in the port (system that enables electronic exchange of documents between the drivers and terminal)	Very poor/Non-existent
			EXISTING auxiliary services	Allow for an auxiliary services area close to the vehicles	Very poor/Non-existent

		LOADING/UNLOADING ACTIVITIES AND STEVEDORING	Guaranteed stevedoring service	Guaranteed stevedoring service 24 hours / day - 365 days / year	yes
			Stevedoring flexibility	Guaranteed flexibility in the composition of stevedoring crews and handling equipment to absorb demand peaks in loading / unloading services	Satisfactory
			Cargo handling	Possibility for Port Authority to license more than one cargo handling operators within the port	Yes
		FAST ACCESS TO THE MOORING QUAY		Terminal adjacent to, or close to the mooring quay	Yes
		TERMINAL / QUAY SECURITY		Is there specific security measures related to MoS operation in accordance with ISPS Code?	Yes
		SAFE VEHICLE EMBARKATION / DISEMBARKATION		Certified RO-RO ramp service provider	Yes
		FAST SAFETY AND SECURITY INSPECTIONS	Data bases of vehicles / drivers	Data bases of vehicles / drivers created in parallel with application of a risk management system	Yes, under police authority
3	SEA-SIDE TERMINAL AND QUAY				
		FAST, SAFE AND GUARANTEED SEA ACCESS OF THE TERMINAL / QUAY BY MOS VESSELS	Existence of VTMISS	Does VTMISS exist and is it in the function?	Partially under governmental authorities
			Sea-access characteristics	Is the depth of the access to the shore and of the very shore sufficient for the biggest MoS ships?	6-10 meters
			Non-operational time	How much time a year is the terminal out of function for bad weather?	below 2 days
		MINIMISE WAITING TIMES FOR SERVICES PROVISION TO MOS VESSELS WITHIN PORT (MOORING, TUGGING, PILOTAGE, WASTE COLLECTION)	MoS service as priority	Is the MoS service marked and treated as a priority in the port/terminal?	Yes
			Pilotage Exemption Certificate for regular MoS ships	Is there a liability exemption for the pilots on MoS ships that regularly access the port?	yes
			Tug Obligation for regular MoS ships?	Is there an exemption of tug usage for MoS ships that regularly access the port?	No answer
			Response time	PILOT - Time required: from the request to reaction?	Below 3 hours
				Needed hours for inspection authorities (veterinary, phytosanitary, etc.)	From 6 to 3 hours,
			Coordination between service operator and MoS terminal	How would you assess the cooperation between the terminal and an agent?	Satisfactory
				How would you assess the cooperation between the terminal and a ship?	Satisfactory
4	SHIPPING OPERATIONS	REGULAR, RELIABLE AND CONTINUOUS SHIPPING SERVICES	Service frequency and capacity	Are the frequencies and a capacity satisfactory?	satisfactory capacity but insufficient frequencies
			Vessel departure / arrival times predetermined and advertised	Are the arrival/departure tables announced?	no

5			No interruption allowed throughout the year	Are there deviations from the tables?	no
		RELIABLE SHIPPING VESSELS	Vessel compliance with all IMO safety / security / reliability regulations	What is the number of detention of MoS ships regarding PSC inspection in the period of last year?	No answer
			Bow-thruster availability	Do they have adequate bow-thrusters?	not all
		SAFETY OF PERSONNEL AND CARGO IN SHIPPING			
			Compliance with Directives on means of securing cargo	Is there lack of compliance with safety regulations observed?	yes but in less than 10 % of the cases
		EXCHANGE OF REAL TIME INFORMATION BETWEEN MOS SERVICE STAKEHOLDERS REGARDING DOCUMENTATION OF THE PROVIDED MOS SERVICES	AVAILABILITY OF SUITABLE ICT SYSTEM FOR REMOTE REAL TIME INFORMATION EXCHANGE (ELECTRONIC DOCUMENT TRANSFER) BETWEEN ALL MOS SERVICE STAKEHOLDERS	Is the documentation exchanged electronically?	no
			Coordination between ports of origin and destination	Is there an exchange of documents between starting points and destination?	partial exchange of some documents
			Communication of cargo documentation well in advance of ship arrival in port	Is the documentation exchanged electronically?	
				How do you assess electronic exchange of documents?	Not satisfactory
			Priority assignment to MoS services for procedures and dispatch	Is there a priority for MoS services?	Yes
		FAST CLEARING OF MOS SUBJECTS (TRANSPORT MEANS, CARGO AND PASSENGERS) FROM DOCUMENT AND PHYSICAL INSPECTIONS	Identify regular MoS customers and certify them in advance so that they can be easily cleared (create relevant data bases)	Is there a regulation for acceleration and simplification of regular MoS procedures?	yes
				How do you assess the level of this service?	not good
		STREAMLINED DOCUMENT AND PHYSICAL INSPECTIONS BY CUSTOMS	Priority assigned to MoS cargo (special queue line)	Is there a regulation for acceleration and simplification of regular MoS services?	yes
				How do you assess the level of this service?	good but improvements needed
				Is there a special infrastructure (road, parking space, inspection point, etc.) for MoS services?	yes
				Do you find it useful?	yes
			Coordination of routine	Is there coordination between all inspection services in order to accelerate necessary inspections?	yes among some

		COORDINATE D CUSTOMS AND SAFETY INSPECTIONS	inspections between different authorities	Is it at a satisfactory level?	good, but improvements needed
6.	MoS SERVICE PROMOTION AND IMPLEMENTATION FORM ORIGIN TO DESTINATION	PROMOTIONAL ACTIVITIES	Promotional centres	Is the promotion conducted by the operators or the regional body?	there is no promotion
				Is there a national/ regional body in charge of promotion? (IPC, SPC)	Yes
				How do you assess this system?	not good
			Promotion system	How do you assess the level of promotion?	not good
				How do you assess the importance of promotion for insurance of successful services?	very valuable
				Is the promotion conducted individually in the countries or for the complete route/service?	individually
		SUSTAINABLE AND SYSTEMATIC BOTTLENECK MANAGEMENT		Is there a systematic identification of bottlenecks?	no
				Are all responsible bodies in the countries that use the service included? (Ministry, port authorities, Police, Customs..)	No
				Are all subjects in the transport chain called for the identification?	No
				How do you assess the success of this model?	not good
		ICT SUPPORT	Route plan	Is there a service database on the whole route?	No
				Is the update of the base satisfactory?	No
			Promotion of intermodality	How do you assess usefulness of this tool?	No answer
			Electronic data interchange	Is the exchange of documents on the whole route/service including the road assured?	no
				How do you assess usefulness of this service?	little use
		QUALITY MANAGEMENT		Is there a system for assessment of the level of service quality from the starting point to destination?	No
7.	ECOLOGICAL ASPECT	GENERAL		Are there complaints for environmental pollution related to MoS services?	Rarely
				Is the functioning of MoS service resulting in significant environmental pollution (air, sea, land)?	No
		PORT	WASTE MANAGEMENT	Is there a system for waste, sewage and bilge disposal in the harbour?	yes, but only some sorts of waste

Bottlenecks and missing links

Infrastructure:

- the road connection to port passing through the urban and inhabited area (existence of solving plan)
- no direct connection terminal-highway (will be done in 2013)
- there is a road and pedestrian crossing on the railway
- road and railway crossings but railway has priority
- railway infrastructure in port does not have satisfactory capacity
- no RO-LA ramp
- parking spaces at terminal are not adequately signposted
- parking capacity at terminal is not adequate
- non-existence of areas adequately arranged, with different areas for waiting and pre-embarkation and the interior traffic (will be done till end of 2015 – 8.6 M€)
- auxiliary service area not close to the vehicles

Organisational:

- arrival/departure tables are not announced
- electronic exchange of documents is partial (2013)

Additional services:

- non-existence of join systematic promotion
- non-existence of systematic „bottleneck exercise”
- non-existence of IT route planner
- partial Quality Management implemented
- Waste reception – waste reception facilities inadequate

Port of Dubrovnik

1	PORT HINTERLAND CONNECTIONS	ROAD	Safety		
				Are there clearly marked routes for accessing the terminal and leaving the terminal in order to reach the highway network?	Poor respectively
				Is the connection between the terminal and highway network at a satisfactory safety level?	Satisfactory
				What is the level of technical characteristics of the road that access terminal?	Poor respectively
		RAIL	Access to road (Way of connection from port to highway)	Is the connection passing through the urban and inhabited area?	yes, (existence of plans for solving)
				Is there a direct access to the highway network?	No
			Safety	Is the signalization on a satisfactory level?	No answer
				Are the crossings satisfactory marked?	No answer
				Is the railway line in full operational level	no railway infrastructure
				Is there a road and pedestrian crossing on the railway?	No answer
			Capacity	Is the current capacity of railway infrastructure satisfying?	No answer
				What is the status of the railway infrastructure to the terminal with the road network?	No answer
				Is it possible to dispatch the maximum allowed quantities of the train at once?	No answer
				Is there a ramp for the loading/unloading of the trucks on the railway?	No answer
		INLAND WATERWAYS	Safety	Is the safety level of the port access satisfactory?	No answer
			Capacity	Is the area of the port basin sufficient?	No answer
				Is the capacity of the access to the terminal sufficient so the barges shouldn't be separated?	No answer
			Access to road	Is there a RO-RO ramp on the terminal?	yes, but not in the adequate state and capacity
o	LAND-SIDE TERMINAL AND QUAY	INTERNAL PORT ROADS	Wide and number of lanes	Is the number of tracks on terminal roads sufficient and is their width satisfactory?	Poor respectively
			Signed post	Is the terminal roads adequately marked with traffic signalization?	Poor respectively
			Lighting	Are the terminal roads satisfactorily illuminated during night time?	Satisfactory
			Road quality (maintanance)	Are the terminal roads satisfactorily maintained?	Satisfactory
			Dedicated parking area	Clear identification of roads from parking area	No

		MoS TERMINAL AND QUEY CHARACTERIS TIC	Parking signposting	Parking spaces are adequately signposted for identification	Satisfactory
			Parking capacity	Is the capacity of a parking lot sufficient?	Very poor/Non- existent
			Parking characteristics	Could the parking space accept all possible vehicle dimensions?	Satisfactory
			Terminal organization	Adequately arranged, with different areas for waiting and pre-embarkation and the interior traffic areas	No
			Management system	Availability of computerized management system in the port (system that enables electronic exchange of documents between the drivers and terminal)	Very poor/Non- existent
			EXISTING auxiliary services	Allow for an auxiliary services area close to the vehicles	Very poor/Non- existent
		LOADING/UN LOADING ACTIVITIES AND STEVEDORIN G	Guaranteed stevedoring service	Guaranteed stevedoring service 24 hours / day - 365 days / year	Yes
			Stevedoring flexibility	Guaranteed flexibility in the composition of stevedoring crews and handling equipment to absorb demand peaks in loading / unloading services	Satisfactory
			Cargo handling	Possibility for Port Authority to license more than one cargo handling operators within the port	No
		FAST ACCESS TO THE MOORING QUAY		Terminal adjacent to, or close to the mooring quay	Yes
		TERMINAL / QUAY SECURITY		Is there specific security measures related to MoS operation in accordance with ISPS Code?	Yes
		SAFE VEHICLE EMBARKATIO N / DISEMBARKA TION		Certified RO-RO ramp service provider	No answer
		FAST SAFETY AND SECURITY INSPECTIONS	Data bases of vehicles / drivers	Data bases of vehicles / drivers created in parallel with application of a risk management system	No
3	SEA-SIDE TERMINAL AND QUAY				
		FAST, SAFE AND GUARANTEED SEA ACCESS OF THE TERMINAL / QUAY BY MOS VESSELS	Existence of VTMIS	Does VTMIS exists and is it in the function?	No
			Sea-access characteristics	Is the depth of the access to the shore and of the very shore sufficient for the biggest MoS ships?	10-12 meters
			Non-operational time	How much time a year is the terminal out of function for bad weather?	from 10 to 2 days
		MINIMISE WAITING TIMES FOR SERVICES PROVISION TO MOS VESSELS WITHIN PORT (MOORING, TUGGING, PILOTAGE, WASTE	MoS service as priority	Is the MoS service marked and treated as a priority in the port/terminal?	No
			Pilotage Exemption Certificate for regular MoS ships	Is there a liability exemption for the pilots on MoS ships that regularly access the port?	No
			Tug Obligation for regular MoS ships?	Is there an exemption of tug usage for MoS ships that regularly access the port?	No
			Response time	PILOT - Time required: from the request to reaction?	No answer
				Needed hours for inspection authorities (veterinary, phitosanitary, etc.)	No answer

		COLLECTION)	Coordination between service operator and MoS terminal	How would you assess the cooperation between the terminal and an agent?	not satisfactory
				How would you assess the cooperation between the terminal and a ship?	good
4	SHIPPING OPERATIONS	REGULAR, RELIABLE AND CONTINUOUS SHIPPING SERVICES	Service frequency and capacity	Are the frequencies and a capacity satisfactory?	No answer
			Vessel departure / arrival times predetermined and advertised	Are the arrival/departure tables announced?	No answer
			No interruption allowed throughout the year	Are there deviations from the tables?	No answer
		RELIABLE SHIPPING VESSELS	Vessel compliance with all IMO safety / security / reliability regulations	What is the number of detention of MoS ships regarding PSC inspection in the period of last year?	No answer
			Bow-thruster availability	Do they have adequate bow-thrusters?	No answer
		SAFETY OF PERSONNEL AND CARGO IN SHIPPING	Compliance with Directives on means of securing cargo	Is there lack of compliance with safety regulations observed?	No answer
5	INFORMATION EXCHANGE AND DOCUMENTATION	EXCHANGE OF REAL TIME INFORMATION BETWEEN MOS SERVICE STAKEHOLDERS REGARDING DOCUMENTATION OF THE PROVIDED MOS SERVICES	AVAILABILITY OF SUITABLE ICT SYSTEM FOR REMOTE REAL TIME INFORMATION EXCHANGE (ELECTRONIC DOCUMENT TRANSFER) BETWEEN ALL MOS SERVICE STAKEHOLDERS	Is the documentation exchanged electronically?	no
			Coordination between ports of origin and destination	Is there an exchange of documents between starting points and destination?	no
			Communication of cargo documentation well in advance of ship arrival in port	Is the documentation exchanged electronically?	
				How do you assess electronic exchange of documents?	not satisfactory
			Priority assignment to MoS services for procedures and dispatch	Is there a priority for MoS services?	No
		FAST CLEARING OF MOS SUBJECTS (TRANSPORT MEANS, CARGO AND PASSENGERS) FROM DOCUMENT AND PHYSICAL INSPECTIONS	Identify regular MoS customers and certify them in advance so that they can be easily cleared (create relevant data bases)	Is there a regulation for acceleration and simplification of regular MoS procedures?	no
				How do you assess the level of this service?	No answer

		STREAMLINE D DOCUMENT AND PHYSICAL INSPECTIONS BY CUSTOMS	Priority assigned to MoS cargo (special queue line)	Is there a regulation for acceleration and simplification of regular MoS services?	no
				How do you assess the level of this service?	No answer
				Is there a special infrastructure (road, parking space, inspection point, etc.) for MoS services?	No answer
				Do you find it useful?	No answer
		COORDINATE D CUSTOMS AND SAFETY INSPECTIONS	Coordination of routine inspections between different authorities	Is there coordination between all inspection services in order to accelerate necessary inspections?	No answer
				Is it at a satisfactory level?	No answer
6.	MoS SERVICE PROMOTION AND IMPLEMENTATIO N FORM ORIGIN TO DESTINATION	PROMOTION AL ACTIVITIES	Promotional centres	Is the promotion conducted by the operators or the regional body?	operators
				Is there a national/ regional body in charge of promotion? (IPC, SPC)	natioal
				How do you assess this system?	not satisfactory
			Promotion system	How do you assess the level of promotion?	not satisfactory
				How do you assess the importance of promotion for insurance of successful services?	important
				Is the promotion conducted individually in the countries or for the complete route/service?	No answer
		SUSTAINABLE AND SYSTEMATIC BOTTLENECK MANAGEMA NT		Is there a systematic identification of bottlenecks?	no
				Are all responsible bodies in the countries that use the service included? (Ministry, port authorities, Police, Customs..)	no
				Are all subjects in the transport chain called for the identification?	no
				How do you assess the success of this model?	not satisfactory
		ICT SUPPORT	Route plan	Is there a service database on the whole route?	No
				Is the update of the base satisfactory?	No
			Promotion of intermodality	How do you assess usefulness of this tool?	No answer
			Electronic data interchange	Is the exchange of documents on the whole route/service including the road assured?	No
				How do you assess usefulness of this service?	important
		QUALITY MANAGEME NT		Is there a system for assessment of the level of service quality from the starting point to destination?	No
7.	ECOLOGICAL ASPECT	GENERAL		Are there complaints for environmental pollution related to MoS services?	No
				Is the functioning of MoS service resulting in significant environmental pollution (air, sea, land)?	No
		PORT	WASTE MANAGEMENT	Is there a system for waste, sewage and bilge disposal in the harbour?	yes

Bottlenecks and missing links

Infrastructure:

- roads for accessing the terminal and leaving the terminal are not clearly marked
- access road is not at a satisfactory safety level
- no highway
- the road connection to port passing through the urban and inhabited area
- no railway infrastructure
- ro-ro ramp existing but but not in the adequate state and capacity
- terminal roads are not adequately marked with traffic signalization
- not sufficient number of tracks on terminal roads
- identification of roads from parking area is not clear on terminal
- insufficient capacity on terminal parking area
- non-existence of areas adequately arranged, with different areas for waiting and pre-embarkation and the interior traffic
- Non-existence of auxiliary services area close to the vehicles

Organisational:

- no computerized management system in the port (system that enables electronic exchange of documents between the drivers and terminal)
- no data bases of vehicles / drivers created in parallel with application of a risk management system
- VTMISS not fully implemented
- no electronic exchange of documents
- need for additional procedures in order to accelerate and simplify procedures and work on terminal
- need for additional procedures in order to accelerate and simplify customs procedures

Additional services:

- non-existence of joint systematic promotion
- non-existence of systematic „bottleneck exercise“
- non-existence of IT route planner
- partial Quality Management implemented