



The project is co-funded by the European Union, Instrument for Pre-Accession Assistance.

Evaluation of APC Global Single Window

Questionnaires Analysis

National Technical University of Athens
Athens, June 2013



Contents

1	Introduction.....	2
2	Evaluation methodology	2
2.1	The GSW questionnaire	3
3	Analysis of GSW questionnaires	3
4	Key results of GSW evaluation	8
4.1	Customs Authority.....	9
4.2	Harbour master - Port VTS department	9
4.3	Harbour master - Hellenic Coast Guard	10
4.4	Shipping Agencies	10
4.5	Further steps.....	10
Annex I	11



1 Introduction

The objective of the Adriatic Port Community (APC) project is to enhance port processes at the three participating ports (Venice, Igoumenitsa and Ploče) through the establishment of a common electronic platform enabling a single window approach and operating as a Port Community System among port-related actors, namely: port and customs authorities, harbour master offices and operating shipping agencies and forwarders.

The common system of the APC Global Single Window (GSW) was developed during the fifth work package (WP5) of the project and was tested within WP6. The scope of Work Package 7 is the evaluation process of APC project in order to measure compliance of project outputs in relation to the specification and recommendation for future actions.

The evaluation of the system also includes the final assessment by the stakeholders operating within and through each port. Task 7.2 of WP7 involved a joint session with interviews to the major stakeholders of each port community in order to complement the evaluation of the potential overall impact of the new system for the Adriatic Community. This report describes the methodology adopted for the assessment event, including the development of questionnaires, as well as the main analysis results from the interviews with the port actors.

2 Evaluation methodology

The evaluation from the local stakeholders took place during the APC Cross-Border Meeting, which was jointly organised by Igoumenitsa Port Authority (OLIG), National Technical University of Athens (NTUA) and TEI of Epirus in April 2013. This event included the presentations of the local and global systems in bilateral meetings between the APC team members and the invited port-related actors.

The purpose of the demonstration was to present the use of both systems to the above actors, as well as to give them the opportunity to discuss about related issues and to suggest changes and improvements. Each presentation was followed by the evaluation of the usefulness and functionalities of both systems through individual interviews with representatives of each stakeholder.

The National Technical University of Athens developed the “global” questionnaire which was used for the evaluation interviews of the APC Global Single Window. The questionnaire was translated into Greek by OLIG and the final bi-lingual version can be used in the evaluation sessions of all APC partners. The interviewees completed all applicable fields of the questionnaires and any additional comments or additions were noted down by the interviewers.

A “local” questionnaire was developed by OLIG for the evaluation of its local port community system, which is outside the scope of this report. Nevertheless, certain responses and comments that were marginally related to GSW system have also been recorded herein.

2.1 The GSW questionnaire

The “global” questionnaire for the evaluation of the APC Global Single Window was basically divided into three main sections:

The first section requested typical information (name, organization, position, etc.) and contact details from the interviewee.

The main section (Questions 1-7) concerned the evaluation of the functionalities, the usability and the usefulness of the GSW system from the stakeholder’s point of view. Frequency and importance of use, possible cost or time savings and potential system expansion to other Adriatic ports were some of the topics covered in this section.

The third part (Questions 8-11) included the overall assessment of the GSW platform including comments and proposals for any additions, changes or problems identified by the actors.

The structure of the GSW questionnaire is shown in Annex I, which contains all collected questionnaires with interviewees’ comments and additions as noted down during the interviews. The next section presents the analysis from the basic outcomes of the evaluation.

3 Analysis of GSW questionnaires

The analysis results of key questions from the GSW assessment are summarized in the following tables and figures. It is noted that not all questions were completed by the representatives of the port stakeholders, as some of them were considered irrelevant.

In general, the Global Single Window system was evaluated as a positive auxiliary tool for the everyday operations by the majority of the interviewees, while the responses regarding the usefulness and frequency of use of the system’s individual functionalities were varying among the different user groups.

Table 1 Results of questions in 2nd section of GSW questionnaires

Country: GREECE		Potential GSW use & importance of information										Current communication method		Frequency of use	Estimated Time savings	Potential communication with other Adriatic ports									
Interview Nr	Organization	IMO1 - Ship arrival	IMO2 - Cargo	IMO3 - Ship's stores	IMO4 - Crew's effects	IMO5 - Crew list	IMO6 - Passenger list	IMO7 - Dangerous goods	Trucks list	Containers list	Vehicles list	Internal	External			Bari (IT)	Ancona (IT)	Trieste (IT)	Brindisi (IT)	Venice (IT)	Patras (GR)	Corfu (GR)	Rijeka (HR)	Split (HR)	Durrës (AL)
01a	Customs Authority	Very High	Very High	Very High	Very High	Low	Low	Very High	Very High	Very High	Very High	Phone, Fax, E-mail, EDI	Phone, Fax	Everyday	1hr/day	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
01b	Customs Authority	Very High	Very High	Very High	Very High	Low	Low	Very High	Very High	Very High	Very High	Phone, Fax, E-mail, EDI	Phone, Fax, Email	Everyday	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
02a	Harbour Master	High	Average	High	Low	High	Very High	High	Very High	Average	Very High	Phone	Phone, Fax, Email	Everyday	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
02b	Harbour Master	Very High	Average	Very High	Low	High	Very High	High	Very High	High	Very High	Phone	Phone, Fax, Email	Everyday	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
03a	Shipping Agency	-	-	-	-	-	-	-	Very High	-	Very High	E-mail, Own SW	Phone, Fax, Email	Everyday	5hr/mo	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
03b	Shipping Agency	Average	-	-	-	-	High	-	Very High	-	High	Phone, Fax, E-mail, Own SW	Phone, Fax, Email	Few days/month	6hr/mo	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
03c	Shipping Agency	Very High	High	Average	Low	High	High	High	High	Low	High	Phone, E-mail, Own SW	Phone	Only special cases	4hr/mo	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
04	Shipping Agency	-	-	-	-	-	-	-	-	-	-	Phone, Fax, E-mail, Own SW	Phone, Fax, Email	Only special cases	-	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
05a	Shipping Agency	-	-	-	-	-	-	-	-	-	-	Phone, Fax, E-mail, Own SW	Phone, Fax, Email	Only special cases	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
05b	Shipping Agency	-	-	-	-	-	-	-	-	-	-	Phone, Fax, E-mail, Own SW	Phone, Fax, Email	Only special cases	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Table 2 Results of questions in 3rd section of GSW questionnaires

Nr	Organization	Overall GSW assessment	Comments / Proposals / Additions
01a	Customs Authority	Very Good	1) Ship pre-arrival notification & regular updates, as Harbour Master notifies them by phone/fax (pre-arrival notification to Customs not mandatory earlier than 24h) and any changes/updates not always communicated.
01b	Customs Authority	Very Good	2) Formal use of AIS (or similar system) for vessel tracking 3) Tracking of foreign vehicles' entrance/exit to/from country and of vehicles with temporary ZOLL license plates which must be cleared through customs
02a	Harbour Master	Fair	1) Availability of ship's reporting information well in advance, as data from shipping agents not always accurate or in time. 2) Vehicle and Truck Lists desirable to have before ship arrival, due to interest in recording vehicle/truck movements and in drivers' registration (i.e. automatic alert for suspicious drivers or recurring violators).
02b	Harbour Master	Fair	3) Very useful to have Passenger List, but difficult to collect due to personal data protection issues.
03a	Shipping Agency	Very Good	1) Company system covers for all information exchange needs. GSW application might be used in the rare cases of system's malfunction.
03b	Shipping Agency	Very Good	2) Current system does not allow for early pre-planning of truck arrivals, parking space allocation, cargo/tuck/passenger manifests.
03c	Shipping Agency	Fair	3) Own system can provide cargo/trucks manifests before ship departure but without details/accuracy due to last-minute changes.
04	Shipping Agency	Very Good	1) Positive outcome of the system only if OLIG forces freight forwarders & truck drivers to provide all necessary details and arrive at the port well in advance of ship's departure. 2) Problems due to long queues at the gate, non-automated gate controls (scanners, barcodes) & lack of pre-parking spaces outside the port area.
05a	Shipping Agency	Average	Company system covers for all information exchange needs.
05b	Shipping Agency	Average	

More specifically, among ten Global Single Window functionalities, the truck and vehicle lists would be mostly used in everyday operations and were rated as important or very important by all types of users (see Figure 1).

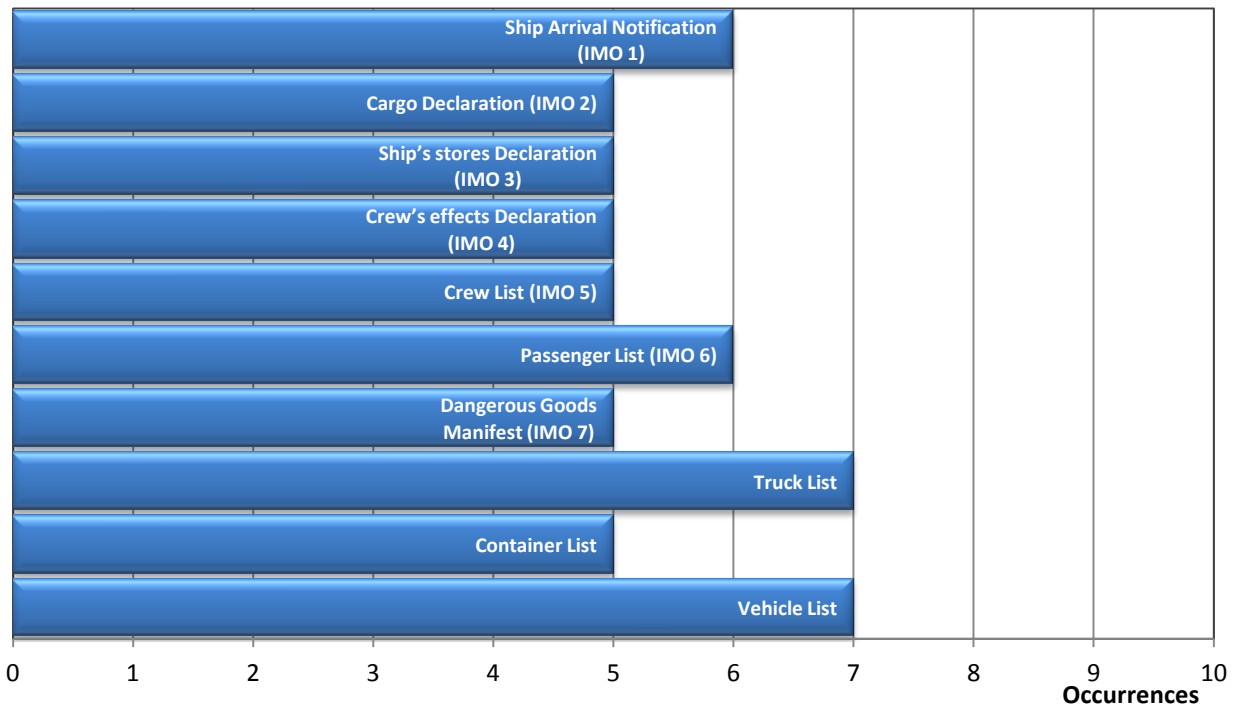


Figure 1 Frequency of use of GSW functionalities in everyday operations

Currently, the most popular methods of communication used among the port actors are, as anticipated, telephone and fax (for paper documents), as well as e-mail (see Figure 2). For the shipping companies the main volume of data exchange and internal communication is served via their corporate information systems.

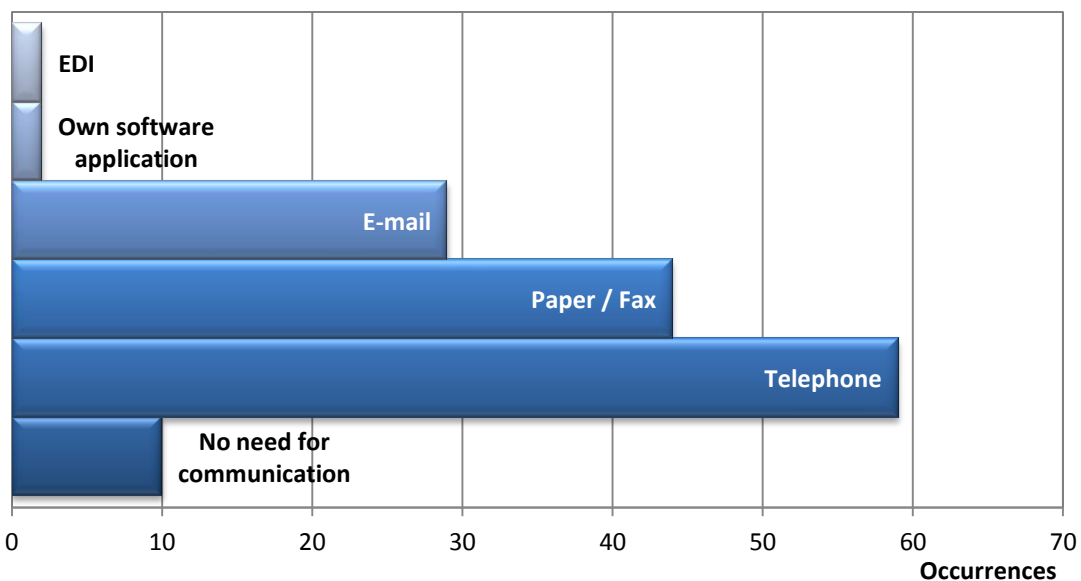


Figure 2 Current communication methods among port actors

Overall, the GSW system would be used every day by the customs and harbour master officers, but only in special occasions by the shipping companies, i.e. if they cannot use their own systems (Figure 3).

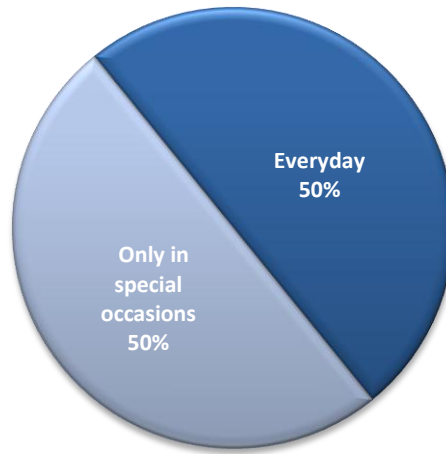


Figure 3 Frequency of use of GSW system

Concerning the potential expansion of the pilot GSW system among other ports of the Adriatic region, the stakeholders of Igoumenitsa port usually cooperate with the Italian ports of Ancona and Bari, as well as the ports of Patras and Corfu in Greece. The following figure shows the order of preference for potential new members of the Adriatic Global Single Window system.

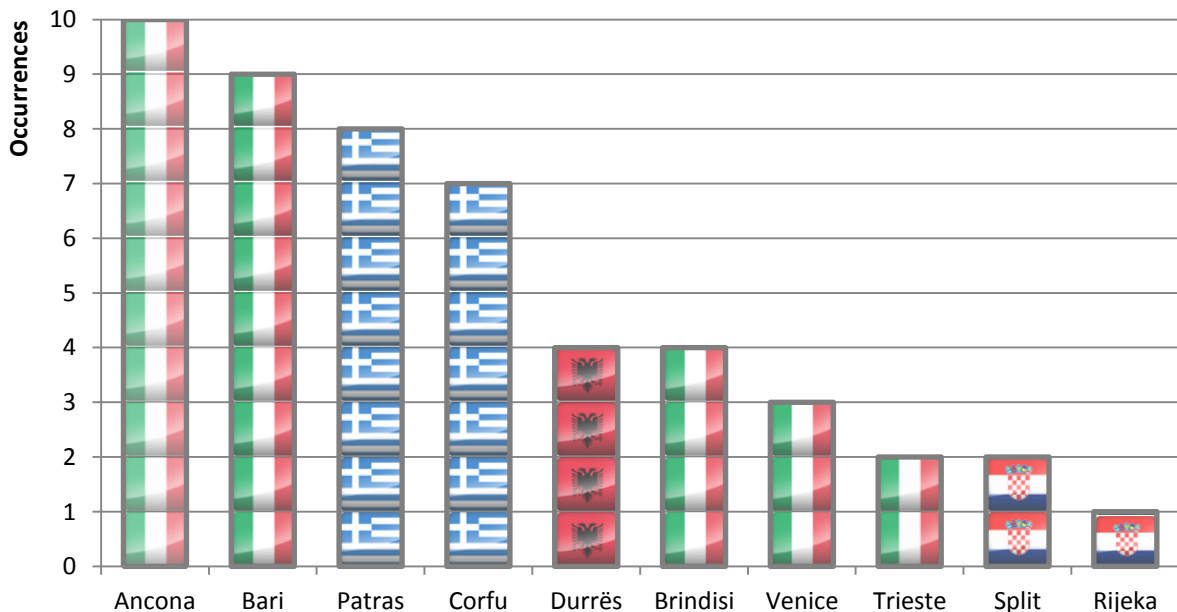


Figure 4 Preferred Adriatic ports for potential expansion of the GSW system

Finally, the next figure shows the overall assessment of the Global Single Window application, based on the demonstration and discussion sessions with the representatives of each stakeholder.

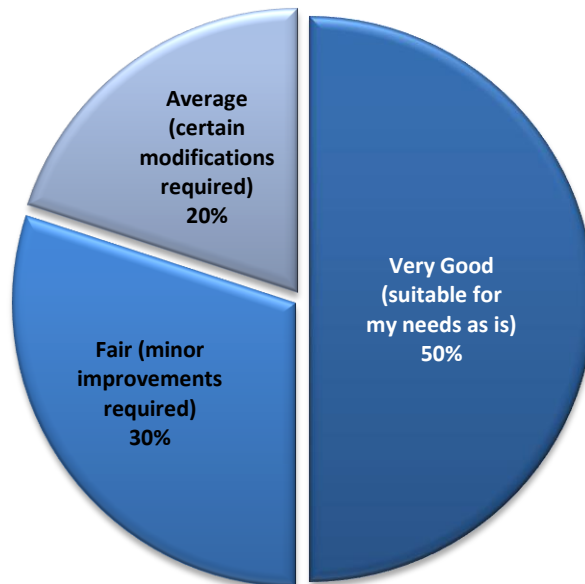


Figure 5 Overall assessment of GSW application

The following section presents the key findings and feedback from the interviews with the representatives of each port-related actor.

4 Key results of GSW evaluation

The joint sessions with the port stakeholders included the presentation of the APC GSW system followed by the evaluation of its functionalities through individual interviews. The interviewees completed all applicable fields of the questionnaire, while the members of the NTUA team recorded any additional comments, suggestions or clarifications provided. More specifically, representatives of the following stakeholders attended the demonstration/assessment event:

1. Customs Authority
2. Harbour master - Hellenic Coast Guard
3. Harbour master's Vessel Traffic Service (VTS department)
4. Superfast Ferries (shipping agency)
5. Minoan Lines (shipping agency)
6. ANEK Lines (shipping agency)

The next sections include the main evaluation results based on the interviewees' responses and comments.

4.1 Customs Authority

The representatives of the Customs Authority at the port of Igoumenitsa were generally in favour of the GSW platform providing positive comments for its usefulness and their benefits from the potential implementation of such system.

- They were particularly interested in the ship reporting formalities, such as the ship pre-arrival notification and cargo declaration, as well as the timely updates of any changes with regards to the arriving ship. The lack of real-time vessel tracking service (e.g. Automatic Identification System - AIS) and the notification of next day's arrivals by the harbour master only via phone or fax were reported as two major problems impeding their everyday work.
- They also noted that the customs procedures of vehicle inspections (e.g. suspicious trucks, private vehicles with temporary *ZOLL* license plates) would be greatly enhanced and accelerated by the use of the GSW Truck and Vehicle Lists.

It was however stressed that documents exchange and communication from and towards the Customs Authority are legally restricted and usually confidential. Due to this attribute and to the shortage of human resources, the customs employees will normally be able to receive and utilize the information from the GSW system, but only provide limited amount of data to other users.

Overall, the GSW application was positively evaluated with the following key benefits for the customs operations:

1. Faster and more reliable exchange of information;
2. Estimation of anticipated workloads;
3. Redundant channel of updating delays in ship arrivals;
4. Statistical record of arrivals/departures for ships, trucks, private vehicles.

4.2 Harbour master - Port VTS department

The general opinion of the Igoumenitsa VTS representatives for the GSW application was positive as a supplementary tool to their tasks, but without significant usefulness to their current operations. More analytically:

1. The GSW platform will not be used systematically but only in exceptional cases. For instance, it would be useful when a ship has notified its arrival but does not appear in VTS area within the expected time. In such a case, the GSW platform could be used 4 times in one day, yet the next exceptional case might occur after several years.
2. Positive feedback for international exchange of information (e.g. to enter Venice port system and confirm a ship's departure) and for a potential automatic update of the departures/arrivals logs.
3. Auxiliary tool for efficient monitoring, management and safety within VTS limits, but lack of personnel hinders its adoption and full utilization.

4.3 Harbour master - Hellenic Coast Guard

The Coast Guard representatives were in general positive about the functionalities of the systems presented, because they will have fast and systematic access to well-structured data allowing them to crosscheck passenger and vehicle movements and to improve other everyday operations. The main outcomes of the evaluation were:

1. The availability of ship's reporting information well in advance, since data from shipping agents are currently not always accurate or in time.
2. The Vehicle and Truck Lists are desirable to have in advance of ship arrival, due to the particular interest in recording vehicle/truck movements and drivers registration (i.e. automatic alert for suspicious drivers or recurring violators).
3. It would be very useful to also have the Passenger List, which is however difficult to collect due to personal data protection issues.

4.4 Shipping Agencies

In general, the representatives of the three main Shipping Agencies operating in the port of Igoumenitsa agreed that the systems will have positive impact to most port-related actors and the port's operation, but will have low impact on their operations as they already use their own corporate platforms to keep data about vessels, vehicles and passengers. More specifically:

1. They foresaw indirect benefits to their workload due to the improvements in services by port authority, harbour master and customs authority.
2. They expressed their concerns regarding the insufficient time and human resources for additional data entries and exchanges caused by the new systems, but were open to finding compromising solutions.
3. They were also concerned about the availability of data from their side, since part of the data is not always recorded or is only available when customers arrive (usually just before the ship departure) or is confidential/personal and cannot be published.
4. They suggested that the systems be introduced for a pilot period in order to provide the proper time and instructions (or even incentives) to all port end-users to adapt to the new system.

4.5 Further steps

The survey that took place during the evaluation sessions at the APC Cross-Border Meeting in the port of Igoumenitsa, Greece, was of limited scope and involved the local stakeholders operating in the port. This study should be complemented with the results from the assessment events of the other two Adriatic ports (Venice, Ploče) in order to have a wider picture for the usefulness and potential utilization of the APC Global Single Window.



Annex I

Completed questionnaires from evaluation sessions at Cross-Border Meeting, Igoumenitsa, Greece on April 25th, 2013