Interreg

EUROPEAN UNION

Danube Transnational Programme

Danube SKILLS

Increased institutional capacity in Danube navigation by boosting joint transnational competences and skills in education and public development services

WP5- ACT.5.1

D 5.1.1 – Transnational Gap Analysis and Impact Evaluations for Nautical Qualifications and Modal Share Promotion in the Danube Region

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1. LIST OF ABBREVIATION

AF	Application Form
ASPs	Associated Strategic Partners
AT	Austria
BMA	Executive Agency Maritime Administration
BG	Bulgaria
CER	CERONAV – Romanian Maritime Training Centre
CRUP	Inland Navigation Development Centre Ltd.
DC	Danube Commission
DE	Germany
DMS	Document Manager Section
DS	Danube SKILLS
DST	Development Centre for Ship Technology and Transport Systems
DTP	Danube Transnational Programme
EU	European Union
FHOO	University of Applied Sciences Upper Austria Research & Development Ltd.
FPZ	Faculty of Transport and Traffic Sciences
HR	Croatia
HU	Hungary
IWT	Inland Water Transport
LP	Lead Partner
MA	Managing Authority
MD	Republic of Moldova
MSB	Maritime School Bratislava
ML	Management level
OL	Operational level
PP(s)	Project Partner(s)
RO	Romania
RoMT	Romanian Ministry of Transport
RS	Republic of Serbia
RSOE	National Association of Radio Distress-signalling and Infocommunications
SBBH	School of shipping, shipbuilding and hydrobuilding
UA	Ukraine
VIA	viadonau – Austrian Waterway Company
WP	Work Package
WPL	Work Package Leader

2. INTRODUCTION

The main objective of this document is to identify the existing gaps at transnational level in the Danube Region with regard to the mandatory implementation of the EU Directive on the recognition of professional qualifications in inland navigation, based on the **8 national reports** on gap analysis and impact evaluations performed in 8 Danube riparian countries: **DE, AT, SK, HR, RS, HU, BG and RO.**
In addition to above countries, the gap analysis on nautical qualifications was also performed for **Ukraine and the Republic of Moldova** with the result that conclusions of the transnational gap analysis and impact evaluations for nautical qualifications cover all the Danube riparian countries.

3. GENERAL CONTEXT

A higher degree of territorial integration of the very heterogeneous Danube region requires the development and implementation of a strategic framework based on a common transnational vision.
Despite decade-long efforts, **current organizational structure and legal framework governing professional qualifications** still prevent free movement and integration of Danube inland navigation personnel in the EU wide labour market and call for a modern and flexible regulatory instrument for training and certification.
This requirement is addressed by the **EC's proposal for a DIRECTIVE OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL on the recognition of professional qualifications in inland navigation** and repealing Council Directive 96/50/EC and Council Directive 91/672/EEC, proposal launched on 18.02.2016.
The main objective of this initiative is to facilitate labour mobility in the inland waterway transport sector by ensuring that skilled workers' qualifications are recognised throughout the Union. The proposal will replace a complex set of regional requirements with multilateral and bilateral agreements by a simpler and, more importantly, EU-wide framework for certification and mutual recognition.

4. NATIONAL REPORTS ON GAP ANALYSIS AND IMPACT EVALUATIONS

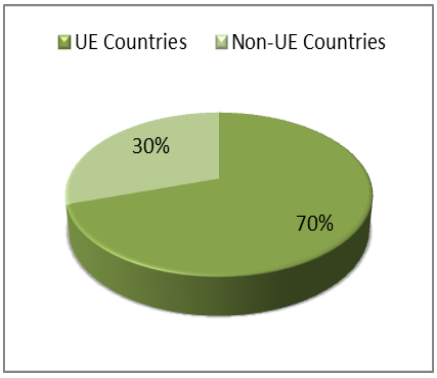
Starting from this proposal for a new EU Directive, each project partner involved in this activity performed a gap analysis and impact evaluation focused on this aspect.

A total number of **8 national reports** on gap analysis and impact evaluations regarding nautical qualifications have been jointly prepared by project partners from the project consortium, as follow:

1. VIA for Austria;
2. MSB for Slovakia;
3. CER for Romania,;
4. FPZ for Croatia;
5. SBBH for Serbia;
6. BMA for Bulgaria;
7. RSOE for Hungary;
8. DST for Germany.

In addition to these, 2 separate national reports on gap analysis and impact evaluations on nautical qualifications have been prepared by CER for:

9. Ukraine, and
10. Republic of Moldova.



Resulted **10 national reports** thus cover **all Danube riparian countries** and provide a realistic overview on the main problems being faced with in Danube navigation as far as nautical qualifications and modal share promotion are concerned.

Of the countries that carried out the gap analysis, **70% are EU countries and 30% are non-EU countries**, as is presented in above graph.

5. TRANSNATIONAL GAP ANALYSIS IN THE DANUBE REGION

The transnational gap analysis and impact evaluations for nautical qualifications summarizes common and specific national problems obstructing the implementation of the new EU Directive on the recognition of professional qualifications in inland navigation in each project partner country.

6. NAUTICAL QUALIFICATIONS IN THE DANUBE REGION

6.1 Existing legislative framework

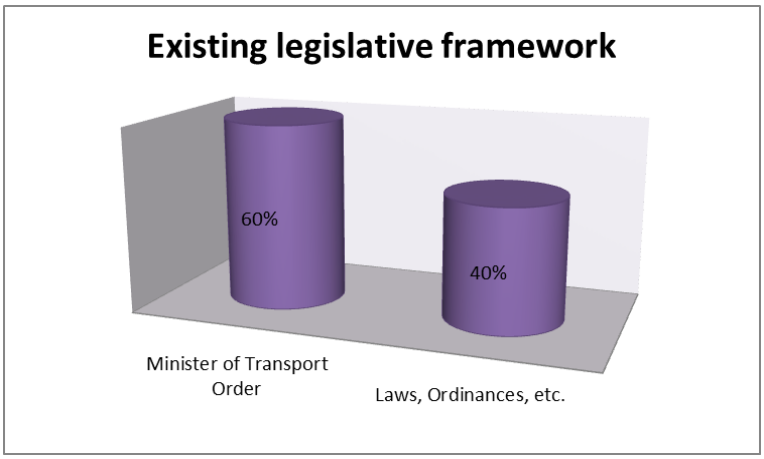
In this chapter each partner identified the most relevant national legislative acts which govern the education and/or training and certification of inland navigation personnel in their country.
The most relevant legislative acts in this field are: **the Law of Education/the Order of the Minister of Education and of the Minister of Transport.**

As shown in the picture below, the most relevant legislative acts in the field of education, training and certification of inland navigation personnel in the Danube riparian countries are **Minister of Transport Orders** and other national Ministers Orders.

This means that the new EU Directive can be implemented in due time in most of the Danube riparian countries, due to the fact that the the Order of the Minister of Transport can be issued in a shorter time than a law.

These Danube riparian countries are: **Ukraine, Romania, Bulgaria, Serbia, Slovakia and Austria.**

Note: In Austria both Minster of Transport Order and Minister of Economy Order are the most relevant legislative acts in the field of education and training of inland navigation personnel.



NOTE: Minor impact means: 2018-2020
Major impact means: 2020 and beyond

6.2 Strategic objective: harmonized nautical qualifications

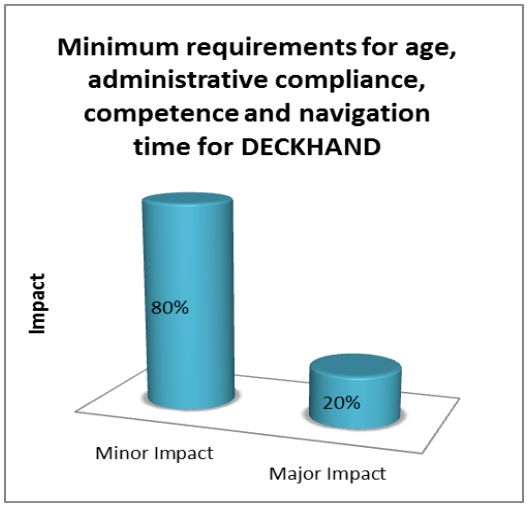
Mandatory requirements (*Annex I of the new EU Directive- Minimum requirements for age, administrative compliance, competence and navigation time)*

DECK CREW QUALIFICATIONS AT ENTRY LEVEL

6.2.1 Minimum requirements for age, administrative compliance, competence and navigation time for DECKHAND (entry level)

Directive provision*:*
Every applicant for a Union certificate of qualification shall:
-be at least 16 years of age;
-have completed basic safety training according to national requirements.

The graph below presents the **impact evaluation** regarding the position of **DECKHAND** in the crew of an inland vessel.



In 80 % of countries the impact is evaluated as minor and in 20 % of countries the impact is evaluated as major.

This problem concerns only newcomers, without higher education, embracing a career in inland navigation professions starting from entry level in absence of alternative employment opportunities.

This provision was evaluated as major in Austria and in Republic of Moldova.

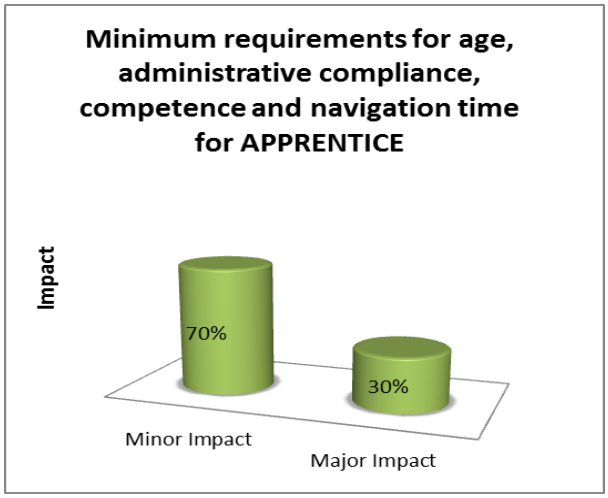
6.2.2 Minimum requirements for age, administrative compliance, competence and navigation time for APPRENTICE (entry level)

Directive provision:

Every applicant for a Union certificate of qualification shall:

- *be at least 15 years of age;*
- *have signed an apprenticeship agreement which provides for an approved training programme referred to in Article 19.*

The graph below presents the impact evaluation regarding the position of **APPRENTICE** in the crew of an inland vessel.



In 70 % of countries the impact is evaluated as minor and in 30 % of countries the impact is evaluated as major.

This provision can be solved in a **short period of time** due to the fact that all Danube riparian countries have this provision already included in existing national legislation.

These Danube riparian countries are: **Ukraine, Romania, Bulgaria, Serbia, Hungary, Slovakia and Austria.**

DECK CREW QUALIFICATION AT OPERATIONAL LEVEL

6.2.3 Minimum requirements for age, administrative compliance, competence and navigation time for BOATMAN (Operational level)

Directive provision:

Every applicant for a Union certificate of qualification shall:

a)

- ***be** at least 17 years of age;*
- ***have** completed an approved training programme referred to in Article 19, which was of a duration of at least **two years**, and which covered the standards of competence for the operational level set out in Annex II;*
- ***have** accumulated navigation time of at least 90 days as part of this approved training programme; **OR***

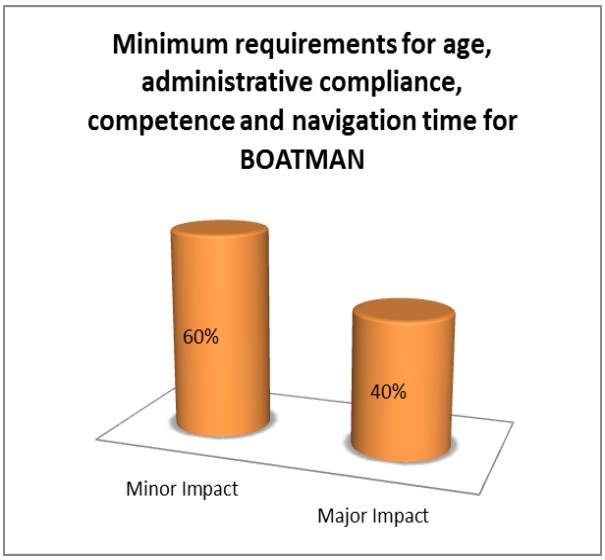
b)

- ***be** at least 18 years of age;*
- ***have passed** an assessment of competence by an administrative authority, as referred to in Article 18, to verify that the standards of competence for the operational level set out in Annex II are met;*
- ***have accumulated** navigation time of at least 360 days, or have accumulated navigation time of at least 180 days if the applicant can also provide proof of work experience of at least 250 days that the applicant acquired on a sea-going ship as a member of the deck crew; **OR***

c)

- ***have** a minimum of five years' work experience prior to the enrolment in the training programme, or have at least 500 days' work experience on a sea-going ship as a member of the deck crew prior to the enrolment in an approved training programme, or have completed any vocational training programme of at least three years' duration, prior to the enrolment of an approved training programme;*
- ***have** completed an approved training programme as referred to in Article 19, which was a duration of at least nine months, and which covered the standards of competence for the operational level set out in Annex II;*
- ***have** accumulated navigation time of at least 90 days as part of that approved training programme.*

The graph below presents the impact evaluation regarding the position of **BOATMAN** in the crew of an inland vessel.



In 60% of countries the impact is evaluated as minor and in 40% of countries the impact is evaluated as major.

As far as the **provisions under points b) and c)** are concerned, the problem can be solved in a relatively **short period of time** due to the fact that the majority of Danube riparian countries have these provisions already included in existing national legislation.

These Danube riparian countries are: **Ukraine, Romania, Serbia, Hungary, Slovakia, Croatia and Germany.**

As for the **provision under point a)** this requires revision of the national legislation governing education which needs a **longer time** and classifies this gap as a major one, with a long term impact.

6.2.4 Minimum requirements for age, administrative compliance, competence and navigation time for ABLE BOATMAN

Directive provision:

Every applicant for a Union certificate of qualification shall:

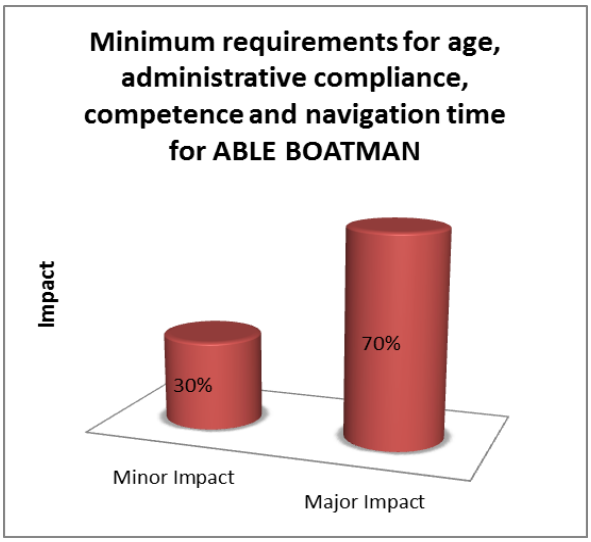
a)

- *have accumulated navigation time of at least 180 days while qualified to serve as boatman;* ***OR***

b)

- *have completed an approved training programme referred to in Article 19, which was of a duration of at least three years, and which covered the standards of competence for the operational level set out in Annex II;*
- *have accumulated navigation time of not less than 270 days as part of this approved training programme.*

The graph below presents the **impact evaluation regarding** the position of **ABLE BOATMAN** in the crew of an inland vessel.



In 30% of countries the impact is evaluated as minor and in 70% of countries the impact is evaluated as major.

As far as the **first provision** under **point** a) is concerned, the problem can be solved in a relatively **short period of time** by inclusion of this crew position into the national legislation.
The Danube riparian countries **that can solve in short time this problem are: Romania, Serbia and Slovakia.**

As for the **provision under point b)**, this requires revision of the national legislation governing education which needs a **longer time** and classifies this gap as a major one, with a long term impact.

6.2.5 Minimum requirements for age, administrative compliance, competence and navigation time for HELMSMAN

Directive provision:
Every applicant for a Union certificate of qualification shall:

a)

- *have accumulated navigation time of not less than 180 days while qualified to serve as able boatman;*
- *hold a radio operator's certificate,* ***OR***

b)

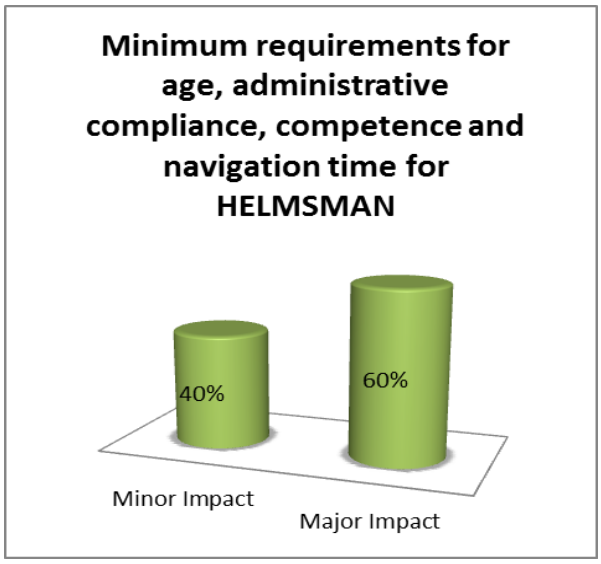
- *have completed an approved training programme referred to in Article 19, which was of a duration of at least three years, and which covered the standards of competence for the operational level set out in Annex II;*
- *have accumulated navigation time of not less than 360 days as part of this approved training programme;*
- *hold a radio operator' s certificate, OR*

c)

- *have a minimum of 500 days' work experience as a maritime master;*

- *have passed an assessment of competence by an administrative authority as referred to in Article 18 to verify that the standards of competence for the operational level set out in Annex II are met;*
- *hold a radio operator's certificate.*

The graph below presents the impact evaluation regarding the position of **HELMSMAN** in the crew of an inland vessel.



In 40 % of countries the impact is evaluated as minor and in 60 % of countries the impact is evaluated as major.

The **provisions under points a) and c) above** can be solved in a **relatively short period of time** due to the fact that this position already exists in the national legislation which enforces similar requirements for Helmsman.

The Danube riparian countries **that can solve in short period of time this problem** are: **Ukraine, Romania, Bulgaria, Croatia, Serbia and Slovakia.**

As for **the provision under point b)**, this requires revision of the national legislation governing education which needs a **longer time** and classifies this gap as a major one, with a long term impact.

6.2.6 Minimum requirements for age, administrative compliance, competence and navigation time for BOATMASTER

DECK CREW QUALIFICATION AT MANAGEMENT LEVEL

Directive provision:

Every applicant for a Union certificate of qualification shall:

a)

- *be at least 18 years of age;*
- *have completed an approved training programme referred to in Article 19, which was of a duration of at least three years and which covered the standards of competence for the management level set out in Annex II;*
- *have accumulated navigation time of not less than 360 days as part of this approved training programme or after completion thereof;*
- *hold a radio operator's certificate,* ***OR***

b)

- *be at least 18 years of age;*
- *hold a Union certificate of qualification as a helmsman or a certificate as a helmsman recognised in accordance with Article 10(2) or (3);*
- *have accumulated navigation time of at least than 180 days;*
- *have passed an assessment of competence by an administrative authority as referred to in Article 18 to verify that the standards of competence for the management level set out in Annex II are met;*
- *hold a radio operator's certificate,* ***OR***

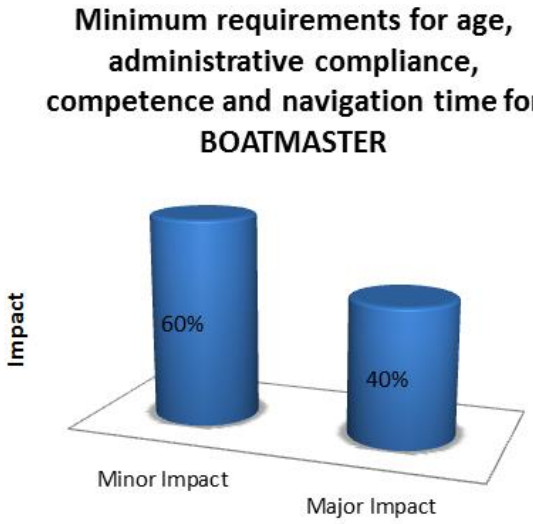
c)

- *be at least 18 years of age;*
- *have accumulated navigation time of at least 540 days , or have accumulated navigation time of at least 180 days, if the applicant can also provide proof of work experience of at least 500 days acquired on a sea-going ship as a member of the deck crew;*
- *have passed an assessment of competence by an administrative authority as referred to in Article 18 to verify that the standards of competence for the management level set out in Annex II are met;*
- *hold a radio operator's certificate, OR*

d)

- *have a minimum of five years' work experience prior to the enrolment of an approved training programme, or have at least 500 days work experience on a sea-going ship as a member of the deck crew prior to the enrolment in an approved training programme, or have completed any vocational training programme of at least three years' duration prior to the enrolment in an approved training programme;*
- *have completed an approved training programme referred to in Article 19, which was of a duration of at least one and a half years, and which covered the standards of competence for the management level set out in Annex II;*
- *have accumulated navigation time of at least 180 days as part of this approved training programme and at least 180 days after completion thereof;*
- *hold a radio operator's certificate.*

The graph below presents the impact evaluation regarding the position of **BOATMASTER** in the crew of an inland vessel.



In 60 % of countries the impact is evaluated as minor and in 40 % of countries the impact is evaluated as major.

Provisions under point b), c) and d) above can be solved in a **short period of time** due to the fact that this position already exists in the national legislation which also includes similar requirements for this position.

The Danube riparian countries that can solve this problem in a **short period of time** are: **Ukraine, Romania, Bulgaria, Serbia, Croatia and Slovakia.**

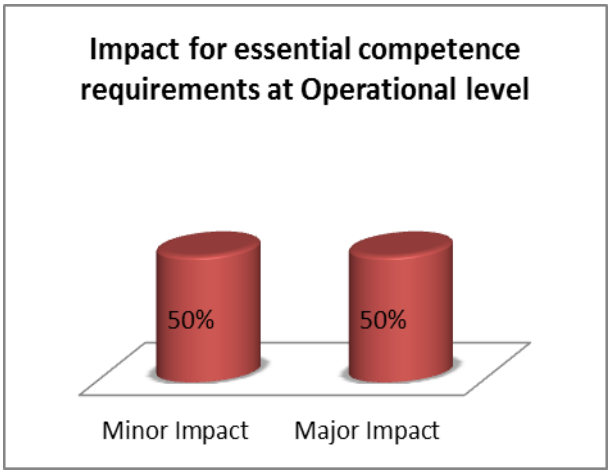
As for the **provision under point a)**, this requires revision of the national legislation governing education which needs a **longer time** and classifies this gap as a major one, with a long duration impact.

6.3 Essential competence requirements

(Annex II of the Directive- ESSENTIAL COMPETENCE REQUIREMENTS)

6.3.1 Essential competence requirements at Operational level

Impact evaluation regarding implementation into existing training programmes of the **essential competence requirements included in Annex II to the new EU Directive, for Operational level** such as: Navigation, Operation of craft, Cargo handling, stowage and passenger transport, Marine engineering and electrical, electronic and control engineering, Maintenance and repair, Communication, Health and safety and environmental protection, is presented in the graph below:



In 50 % of countries the impact is evaluated as minor and in 50 % of countries the impact is evaluated as major.

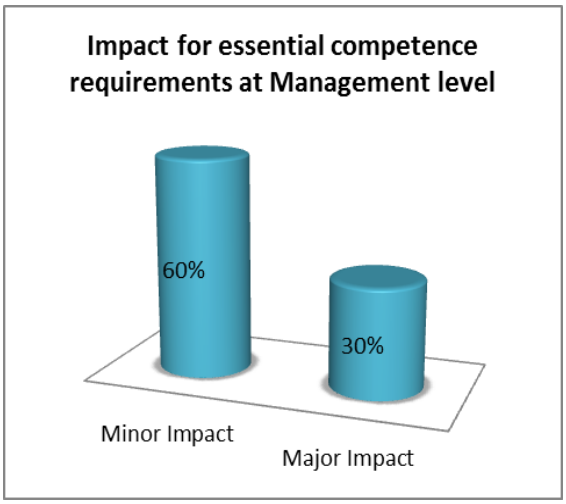
In conclusion, in half of the Danube riparian countries minor changes only are required for the revision of the curricula of the training programmes and for design of new ones based on these essential competence requirements.

These Danube riparian countries are: **Ukraine, Romania, Croatia, Slovakia and Hungary.**

As far as existing educational programmes are concerned, major changes are required for revision or design of new ones because these programmes are approved by Order of the Minister of Education for each educational year.

6.3.2 Essential competence requirements at Management level

Impact evaluation regarding the implementation into existing education and training programmes of the **essential competence requirements included in Annex II of the new EU Directive, for Management level** such as: Navigation, Operation of craft, Cargo handling, stowage and passenger transport, Marine engineering and electrical, electronic and control engineering, Maintenance and repair, Communication, Health and safety passenger rights and environmental protection, is presented in the graph below:



In 60% of countries the impact is evaluated as minor and in 30 % of countries the impact is evaluated as major.

Note: Not applicable, as there is no Boatmaster qualification course (incl. curriculum) available in Austria.

In conclusion, in most of the Danube riparian countries minor changes only are required for the revision of curricula of the training programmes and for design of new curricula based on these essential competence requirements.

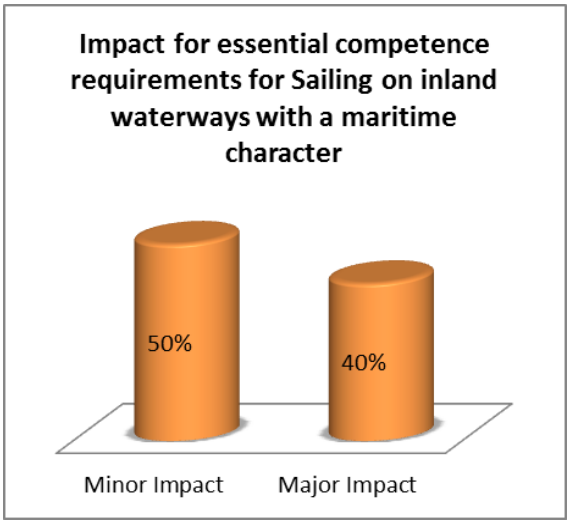
These Danube riparian countries are: **Ukraine, Romania, Bulgaria, Croatia, Slovakia and Hungary.**

As far as existing **educational programmes** are concerned, major changes are required for revision or design of new ones because these programmes are approved by Order of the Minister of Education for each educational year.

6.3.3 Essential competence requirements for specific authorisations

6.3.3.1. Sailing on inland waterways with a maritime character

Impact evaluation regarding the implementation into existing education and training programmes of the **essential competence requirements included in Annex II to the new EU Directive, for Sailing on inland waterways with a maritime character** is presented in the graph below:



In 50 % of countries the impact is evaluated as minor and in 40% of countries the impact is evaluated as major.

Note: Not applicable, as there is no Boatmaster qualification course (incl. curriculum) available in Austria.

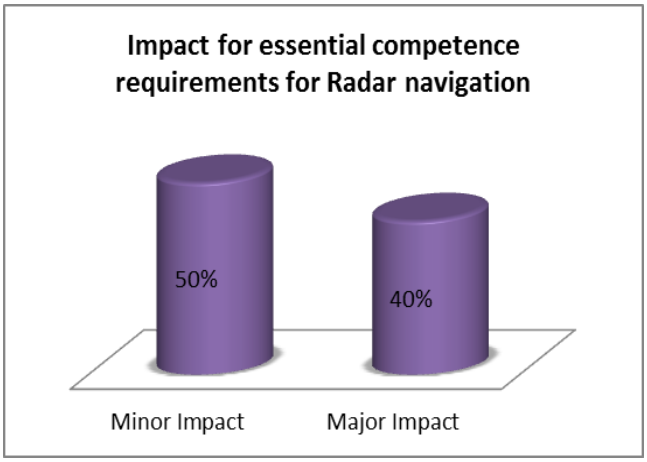
In conclusion, in half of the Danube riparian countries minor changes only are required for design and approval of new curriculum including these competence requirements. These Danube riparian countries are: **Romania, Bulgaria, Croatia, Slovakia and Hungary.**

For this specific authorization Boatmasters are required to complete a continuing formation programme that can be usually organized in training institutions.

As far as educational institutions are concerned, this training programme is not usually part of their portfolio as they have long term duration educational programmes approved by the Ministry of Education and they need a specific provision entered in the national legislation in this respect.

6.3.3.2 Radar navigation

Impact evaluation regarding the implementation into existing education and training programmes of the **essential competence requirements included in Annex II of the new EU Directive, for Radar navigation** is presented in the graph below.



In 50 % of countries the impact is evaluated as minor and in 40 % of countries the impact is evaluated as major.

Note: Not applicable, as there is no Boatmaster qualification course (incl. curriculum) available in Austria.

In conclusion, in half of the Danube riparian countries minor changes only are required for design and approval of new curriculum including these competence requirements. These Danube riparian countries are: **Ukraine, Romania, Bulgaria, Croatia and Hungary.**

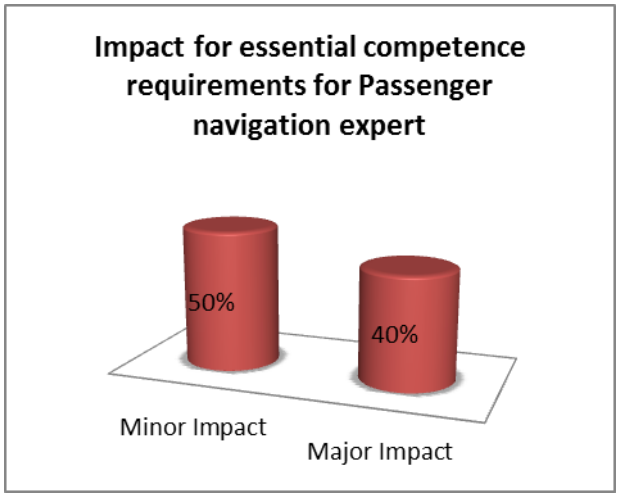
For this specific authorization Boatmasters are required to graduate a continuing formation programme that can be usually organized in training institutions.

As far as educational institutions are concerned, this training programme is not usually part of their portfolio as they have long term duration educational programmes approved by the Ministry of Education and they need a specific provision entered in the national legislation in this respect.

6.3.4 Essential competence requirements for specific operations

6.3.4.1 Passenger navigation expert

Impact evaluation regarding the implementation into existing education and training programmes of the **essential competence requirements included in Annex II to the new EU Directive, for Passenger navigation expert** is presented in the graph below:



In 50 % of countries the impact is evaluated as minor and in 40 % of countries the impact is evaluated as major.

Note: Not applicable, as there is no Passenger navigation expert qualification course (incl. curriculum) available in Austria.

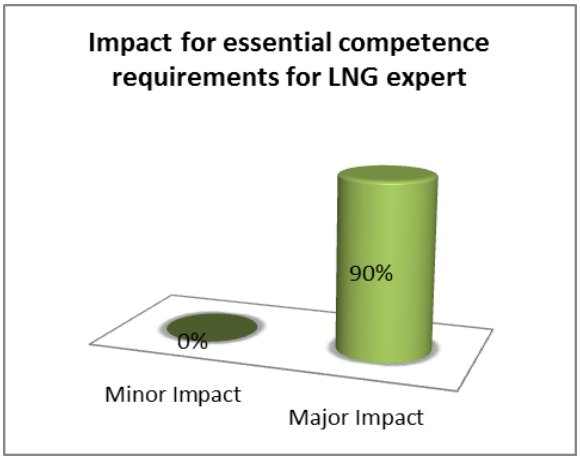
In conclusion, in half of the Danube riparian countries minor changes only are required for design and approval of new curriculum including these competence requirements. These Danube riparian countries are: **Ukraine, Romania, Croatia, Slovakia and Hungary.**

Every applicant for Passenger navigation Expert is required to graduate a continuing formation programme that can be usually organized in training institutions.

As far as educational institutions are concerned, this training programme is not usually part of their portfolio as they have long term duration educational programmes approved by the Ministry of Education and they need a specific provision entered in the national legislation in this respect.

6.3.4.2 Liquefied natural gas (LNG) expert

Impact evaluation regarding the implementation into existing education and training programmes of the **essential competence requirements included in Annex II to the new EU Directive for LNG Expert** is presented in the graph below.



In 90 % of countries the impact is evaluated as major.

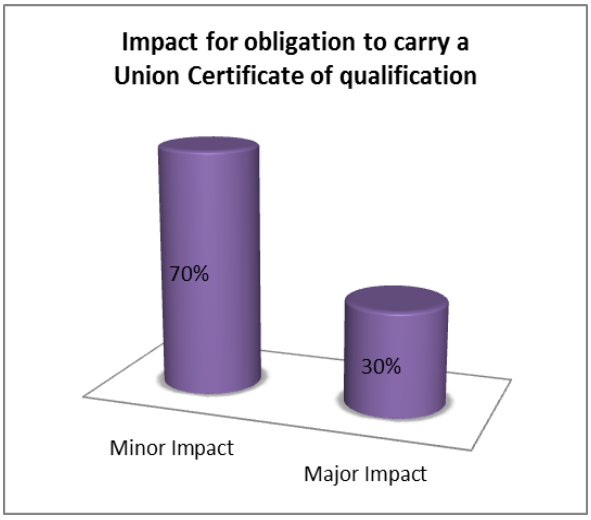
Note: Not applicable, as there is no LNG expert qualification course (incl. curriculum) available in Austria.

In conclusion, **in all Danube riparian countries major changes are required** for design and approval of new curriculum including these competence requirements because of the lack of training facilities (specific simulation equipment or real ships for providing practical training)

6.4 Union certificate of qualification
(Chapter 2 of the new EU Directive- UNION CERTIFICATE OF QUALIFICATION)

6.4.1 Obligation to carry a Union certificate of qualification as a deck crew member
Directive provision:
Article 4
1. Member States shall ensure that deck crew members who navigate on Union inland waterways carry either a Union certificate of qualification as a deck crew member issued in accordance with Article 11 or a certificate recognised in accordance with Articles 10(2) or (3).
2. For deck crew members other than boatmasters, the Union certificate of qualification and the service record book as referred to in Article 22 shall be presented in a single document.
3. By way of derogation from paragraph 1 of this Article, certificates held by persons involved in the operation of a craft, other than boatmasters, issued or recognised in accordance with Directive 2008/106/EC, and therefore with the STCW Convention, shall be valid on sea-going ships operating on inland waterways.

Impact evaluation regarding the implementation into the national legislations of this provision, included in Chapter 2 - Article 4 of the new EU Directive regarding the **obligation to carry a Union certificate of qualification** is presented in the graph below:



In 70 % of countries the impact is evaluated as minor and in 30 % of countries the impact is evaluated as major.

In conclusion, in most of the Danube riparian countries minor changes are required because there are similar requirements regarding the certificates for inland navigation personnel and it will be necessary to implement the requirements regarding the Union certificate of qualifications according to the EU Directive provision.

These Danube riparian countries are: **Ukraine, Romania, Bulgaria, Croatia, Slovakia, Hungary and Austria.**

6.4.2 Obligation to carry a Union certificate of qualification for specific operations

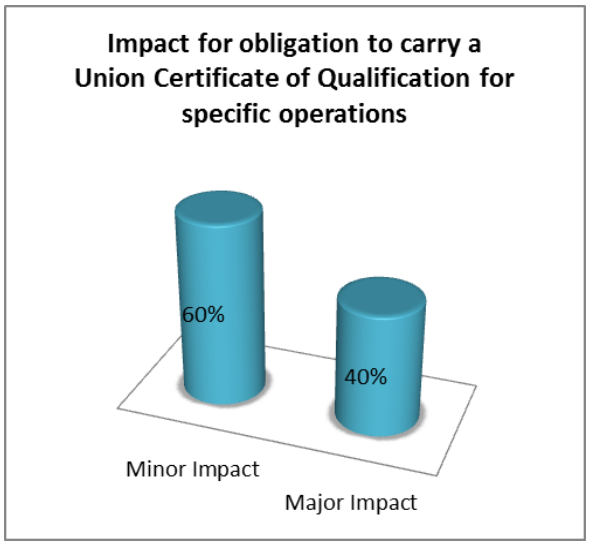
Directive provision:

Article 5

1. Member States shall ensure that passenger navigation experts and liquefied natural gas experts carry either a Union certificate of qualification issued in accordance with Article 11 or a certificate recognised in accordance with Article 10(2) or (3).

2. By way of derogation from paragraph 1 of this Article, certificates held of persons involved in the operation of a craft, issued or recognised in accordance with Directive 2008/106/EC and therefore in accordance with the STCW Convention, shall be valid on sea-going ships operating on inland waterways.

Impact evaluation regarding the implementation into the national legislations of this provision, included in Chapter 2-Article 5 of the EU Directive regarding the obligation **to carry a Union certificate of qualification for specific operations**, is presented in the graph below:



In 60 % of countries the impact is evaluated as minor and in 40 % of countries the impact is evaluated as major.
In conclusion, in most of the Danube riparian countries minor changes are required because there are similar requirements regarding the certificates for Passenger Expert and LNG Expert and it will be necessary to implement the requirements regarding the Union certificate of qualifications according to the EU Directive provision.

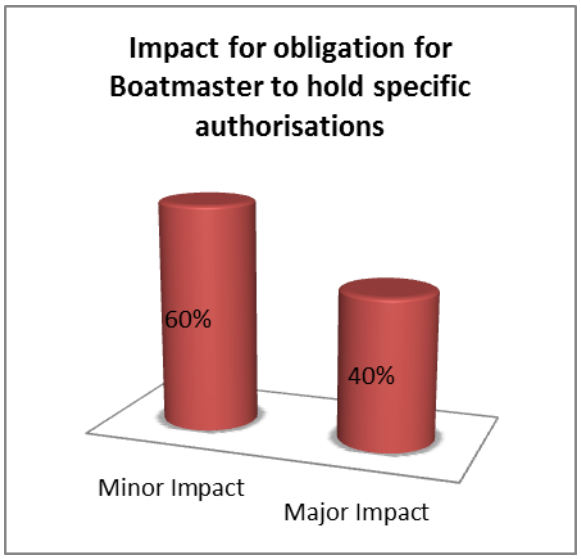
These Danube riparian countries are: **Ukraine, Romania, Bulgaria, Croatia, Slovakia and Hungary.**

6.4.3 Obligation for Boatmasters to hold specific authorisations

Directive provision:
Article 6
Member States shall ensure that Boatmasters hold specific authorisations issued in accordance with Article 12 when:

- *(a) sailing on waterways that have been classified as inland waterway with a maritime character pursuant to Article 8;*
- *(b) sailing on waterways that have been identified as stretches of inland waterways with specific risks pursuant to Article 9;*
- *(c) sailing with the aid of radar;*
- *(d) sailing craft using liquefied natural gas as fuel;*
- *(e) sailing large convoys.*

Impact evaluation regarding the implementation into national legislation of this provision, included in Chapter 2 of the new EU Directive regarding the **obligation for Boatmasters to hold specific authorisations** is presented in the graph below:



In 60 % of countries the impact is evaluated as minor and in 40 % of countries the impact is evaluated as major.

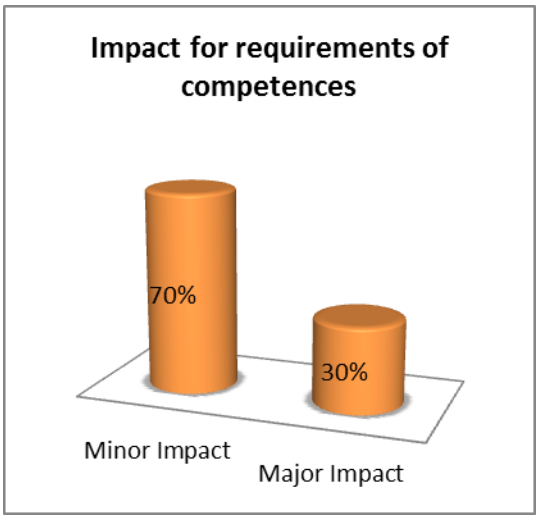
In conclusion, in most of the Danube riparian countries minor changes are required because there are similar requirements regarding the specific authorisations for Boatmasters and it will be necessary to implement all the requirements in this field according to the EU Directive provision.

These Danube riparian countries are: **Ukraine, Romania, Bulgaria, Croatia, Slovakia and Hungary.**

6.5 Certification of professional qualifications
(Chapter 3- Section III of the new EU Directive- Competences)

6.5.1 Requirements for competences

Directive provision:
Article 16- Requirements for competences
1.Member States shall ensure that persons referred to in Articles 4, 5 and 6 have the necessary competences for the safe operation of a craft as laid down in Article 17.
Impact evaluation regarding the implementation into national legislation of this provision, included in Chapter 3 of the new EU Directive regarding the **requirements for competences for deck crew members, for specific operations and specific authorisations**, are presented in the graph below:



In 70 % of countries the impact is evaluated as minor and in 30 % of countries the impact is evaluated as major.

In conclusion, in most of the Danube riparian countries minor changes are required because there are similar requirements regarding the competences for deck crew members, specific authorisations for Boatmasters and specific operations for deck crew members and it will be necessary to implement all the provisions from the EU Directive.

These Danube riparian countries are: **Ukraine, Romania, Croatia, Serbia, Slovakia, Hungary and Austria.**

6.5.2 Assessment of competences

Directive provision:

Article 17

2.Member States shall ensure that persons who apply for the documents referred to in Articles 4, 5 and 6 demonstrate, where applicable, that they meet the standards of competence referred to in paragraph 1 of this Article by passing an examination that was organised:

(a) under the responsibility of an administrative authority in accordance with Article 18, or

(b) as part of a training programme approved in accordance with Article 19.

3.The demonstration of compliance with the standards of competence shall include a practical examination for obtaining:

(a) a Union certificate of qualification as a boatmasters;

(b) a specific authorisation for sailing with the aid of radar as referred to in point (c) of Article 6(c);

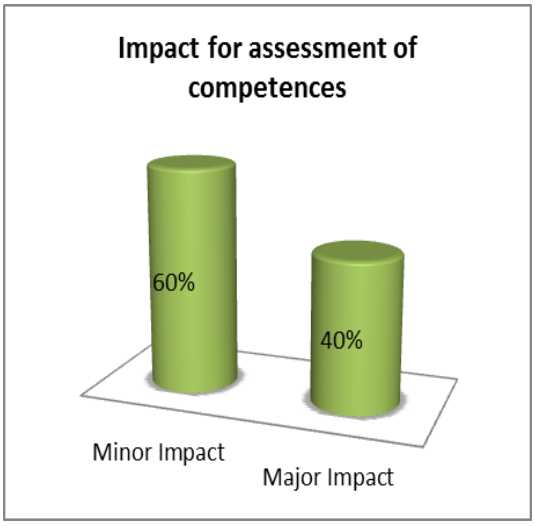
(c) a Union certificate of qualification for liquefied natural gas experts;

(d) a Union certificate of qualification for passenger navigation experts.

To obtain documents referred to under points (a) and (b), practical examinations may take place on board a craft or on a simulator that complies with Article 21. For points (c) and (d),

practical examinations may take place on board a craft or at an appropriate onshore installation.

Impact evaluation regarding the implementation into national legislation of this provision included in Chapter 3-Section II of the new EU Directive regarding the **Assessment of competences** is presented in the graph below.



In 60 % of countries the impact is evaluated as minor and in 40 % of countries the impact is evaluated as major.

In conclusion, in most of the Danube riparian countries minor changes are required, because there are similar requirements in existing national legislation regarding the assessment of competences, in order to introduce into the national legislation all the requirements regarding the demonstration of compliance of competences through a practical examination.

These Danube riparian countries are: **Ukraine, Romania, Serbia, Croatia, Slovakia, and Hungary.**

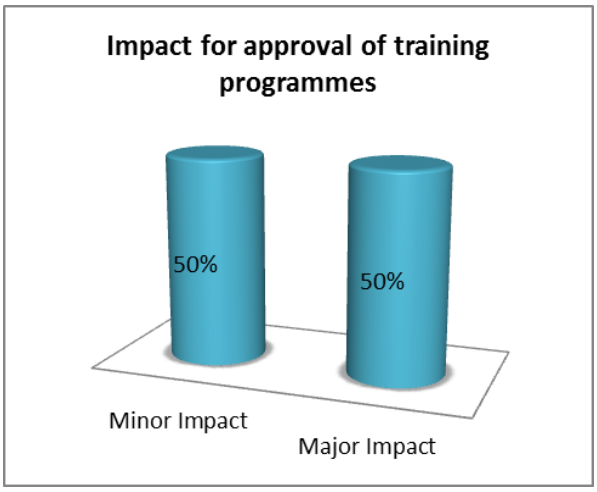
6.5.3 Approval of training programmes

Directive provisions:

Article 19

Member States may establish training programmes for persons referred to in Articles 4, 5 and 6. Member States shall ensure that such training programmes leading to diplomas or certificates demonstrating compliance with the standards of competence referred to in Article 17(1) are approved by the competent authorities of the Member States in whose territory the relevant education or training institute conducts its training programmes.

Impact evaluation regarding the implementation into national legislation of this provision included in Chapter 3-Section II of the new EU Directive regarding the **Approval of training programmes** is presented in the graph below.



In 50 % of countries the impact is evaluated as minor and in 50 % of countries the impact is evaluated as major.

In conclusion, in half of countries minor changes will be necessary for designing new curricula and/or revising the existing curricula according to the Standards of competences and to submit them for approval when the legal procedure for approval of training courses shall be in place in the Danube riparian countries.

These Danube riparian countries are: **Ukraine, Romania, Bulgaria, Croatia and Hungary.**

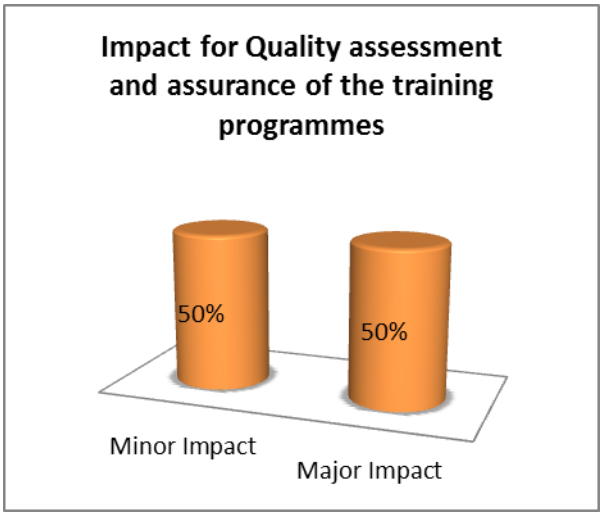
6.5.4 Quality assessment and assurance of the training programmes

Directive provision:

Article 19

Member States shall ensure that the quality assessment and assurance of the training programmes is ensured by the application of a national or international quality standard in accordance with Article 27(1).

Impact evaluation regarding the implementation into national legislation of this provision included in Chapter 3-Section III of the new EU Directive regarding the **Quality assessment and assurance of the training programmes** is presented in the graph below.



In 50 % of countries the impact is evaluated as minor and in 50 % of countries the impact is evaluated as major.

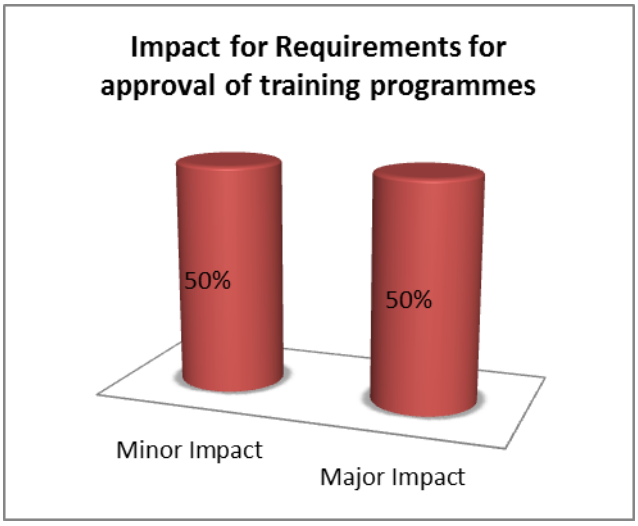
In conclusion, no gap shall exist in half of the Danube riparian countries once the legal procedure for approval of training courses is in place and a quality management standard is implemented.

These Danube riparian countries are: **Ukraine, Romania, Bulgaria, Croatia and Hungary.**

6.5.5 Minimum requirements for approval of training programmes

Directive provision:
Article 19
2.Member States may approve the training programmes referred to in paragraph 1 only if:
(a) the training objectives, learning content, methods, media of delivery, procedures, including the use of simulators, where applicable, and course materials are properly documented and allow applicants to achieve the standards of competence referred to in Article 17(1);

Impact evaluation regarding the implementation into national legislation of this provision, included in Chapter 3-Section II of the new EU Directive regarding the **Requirements for approval of training programmes,** is presented in the graph below.



In 50 % of countries the impact is evaluated as minor and in 50 % of countries the impact is evaluated as major.

In conclusion, minor changes only will be necessary in half of the Danube riparian countries for preparation/revision of all the course materials according to the Directive requirements for approval of training courses in the Danube riparian countries, once the legal procedure and legal requirements for approval of training courses shall be set up.

These Danube riparian countries are: **Ukraine, Romania, Bulgaria, Croatia and Hungary.**

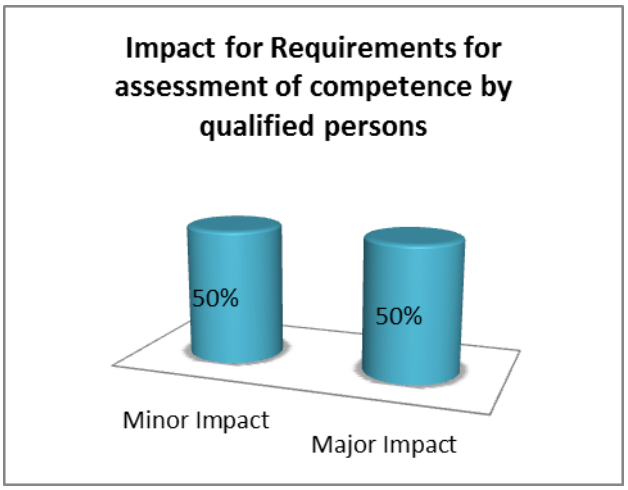
6.5.6 Assessment of competence by qualified persons

Directive provision:
Article 19

(b) the programmes for the assessment of the relevant competences are conducted by qualified persons who have in-depth knowledge of the training programme;

(c) an examination to verify compliance with the standards of competence referred to in Article 17(1) is carried out by qualified examiners, who are free from conflicts of interest.

Impact evaluation regarding the implementation into national legislation of this provision included in Chapter 3-Section III of the new EU Directive regarding the **Assessment of competence by qualified persons** is presented in the graph below.



In 50 % of countries the impact is evaluated as minor and in 50 % of countries the impact is evaluated as major.

In conclusion, minor changes will be necessary in half of the Danube riparian countries in order to revise existing national legislation in the subject countries, once the legal procedure and legal requirements for approval of training courses and the requirements for qualification of assessors, are established.

These Danube riparian countries are: **Ukraine, Romania, Bulgaria, Croatia and Hungary.**

6.6 Use of simulators

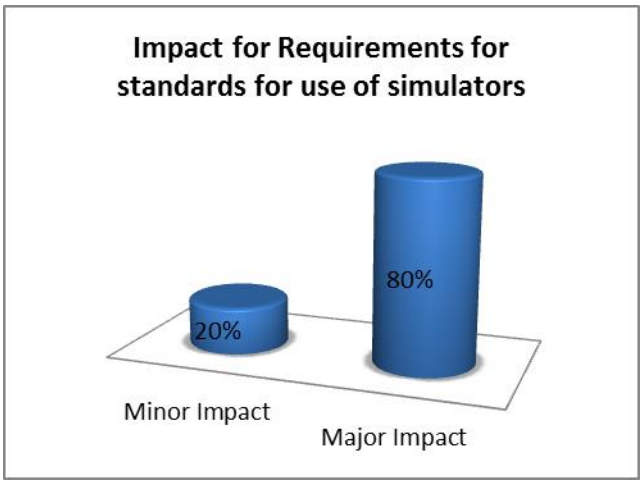
(Chapter 3- Section III of the new EU Directive- Competences)

Directive provisions:

Article 21- Use of simulators

1.Simulators used to assess competences shall ber approved by Member States. That approval shall be issued upon request when it is demonstrated that the simulator complies with the standards for simulators established by delegated acts referred to in paragraph 2. The approval shall specify which particular assessment of competence is authorised as regards the simulator.

Impact evaluation regarding the implementation into the national legislations of this provision, included in Chapter 3-Section II of the new EU Directive regarding the **Standards for use of simulators**, is presented in the graph below:



In 20 % of countries the impact is evaluated as minor and in 80 % of countries the impact is evaluated as major.

In conclusion, minor changes will be necessary in order to revise existing national legislation on the one hand, but major impact is evaluated as regards the procurement of this expensive equipment on the other hand in order to effectively use it in the education and training process
The countries which currently use simulators in education and training process are: **Ukraine and Croatia.**

7. CONCLUSIONS OF TRANSNATIONAL GAP ANALYSIS FOR NAUTICAL QUALIFICATIONS

The **existing legislative framework** in the Danube riparian countries and the following EU Directive provisions regarding:

- mandatory requirements for age, administrative compliance, competence and navigation time;
- essential competence requirements;
- Union certificates of qualification;
- certification of professional qualifications,

were analysed by comparing the existing situation in all project countries, plus Ukraine and the Republic of Moldova with the provisions of the new Directive of the European Parliament and of the Council on the recognition of professional qualifications in inland navigation.

Out of the Danube riparian countries considered in the gap analysis on nautical qualifications, **7 are EU countries and 3 non-EU countries.**

The gap analysis on nautical qualifications was therefore carried out for all the Danube riparian countries and the transnational gap analysis on nautical qualifications was based on 10 national gap analyses and impact evaluation reports for each country.

The transnational gap analysis highlights the following aspects which have actual impacts [minor- short term implementation 2018-2020 or major- long term implementation – 2020 and beyond) on the implementation of the new Directive in the specific national legislation of the Danube riparian countries:

I. Existing legislative framework

On this topic in each Danube riparian country were identified the most relevant legislative act/acts governing the professional qualification, assessment of competence and certification of inland navigation personnel.

In 60% of countries the most relevant legislative act is the Order of the Minister of Transport which means that the EU Directive can be implemented in due time in these countries, due to the fact that the Order of the Minister of Transport can be adopted in a shorter time than a law.

II. Minimum requirements for age, administrative compliance, competence and navigation time

The minimum requirements of the new EU Directive (Annex 1) referring to these positions on board:

- **Deckhand and Apprentice- Entry level- EL**
- **Boatman, Able Boatman and Helmsman – Operational level- OL**, and
- **Boatmaster- Management level- ML**,

were analysed and compared with the existing situation in all Danube riparian countries and the impact evaluations regarding these positions on board of inland vessels are presented in the table below:

No.	Position	Minor impact	Major impact	Conclusions
1.	Deckhand- EL	80%	20%	Minor impact in: UA, RO, BG, RS, HU, HR, SK, DE
2.	Apprentice- EL	70%	30%	Minor impact in: UA, RO, BG, RS, HU, SK, AT
3.	Boatman- OL	60%	40%	Minor impact in: UA, RO, RS, HU, HR, SK, DE
4.	Able Boatman- OL	30%	70%	Minor impact in: RO, RS, SK
5.	Helmsman- OL	50%	50%	Minor impact in: UA, RO, BG, RS, HR, SK, AT(only for 5a)
6.	Boatmaster - ML	60%	40%	Minor impact in: UA, RO, BG, RS, HR, SK

The provisions regarding **the positions** on a crew of an inland vessel can be solved in a relatively short period of time in:

- **RO, RS and SK – for all positions,** which can be transposed in the national legislation after minor changes;
- **UA** - all, less Able Boatman;
- **BG** - all, less Able Boatman and Boatman;
- **HR**- all, less Apprentice and Able Boatman;
- **HU**- all, less Able Boatman, Helmsman and Boatmaster;
- **AT**- only Apprentice and Helmsman(only for 5a);
- **DE** - only Deckhand and Boatman;
- **MD** – none - missing education and training system in the field of inland navigation.

In most of the countries **minor impact was evaluated for training programmes** for inland navigation personnel. As for the **educational programmes, major impact was determined** because their implementation needs the revision of the national legislation governing education which means a long period of time.

III. Essential competence requirements at Operational level and Management level for deck crew members and for Specific authorisations and Specific operations

All seven positions with **essential competence requirements for deck crew members at Operational level and Management level,** in the new EU Directive (Annex 2), such as: Navigation, Operation of craft, Cargo handling, stowage and passenger transport, Marine engineering and electrical, electronic and control engineering, Maintenance and repair, Communications, Health and safety, passenger rights and environmental protection and for **Specific authorisations,** such as: Sailing on inland waterways with a maritime character and Radar navigation, and for **Specific operations,** such as: Passenger navigation expert and LNG Expert, were analysed and compared with the existing situation in all Danube riparian countries and the impact evaluations regarding these competence requirements are presented in the table below:

No.	Competence requirements	Minor impact	Major impact	N/A	Conclusions
1.	Deck crew -OL	50%	50%	10%	Minor impact in: UA, RO, HU, HR, SK
2.	Deck crew- ML	60%	30%	10%	Minor impact in: UA, RO, BG, HU, HR, SK and in AT this provision is not applicable
3.	**Specific authorisations**				
	Sailing on inland waterway with maritime character	50%	40%	10%	Minor impact in: RO, BG, HU, HR, and SK and in AT this provision is not applicable
	Radar navigation	50%	40%	10%	Minor impact in: UA, RO, BG, HU and HR and in AT this provision is not applicable

4.	**Specific operations**				
	Passenger navigation Expert	50%	40%	10%	Minor impact in: UA, RO, HU, HR and SK and in AT this provision is not applicable
	LNG Expert	0%	90%	10%	Major impact in 90% of countries and in AT this provision is not applicable

The provisions regarding Essential competence requirements at Operational level and Management level for deck crew members and for Specific authorisations and Specific operations can be solved in a relatively short period of time, **except for the LNG Expert,** in:

- **RO, HU** – for all competence requirements;
- **UA, HR, SK**- for all competence requirements, less Radar navigation;
- **BG-** for all competence requirements, less Deck crew–OL and Passenger navigation Expert.

In **MD, RS, and DE,** the impact was evaluated as major for all these provisions of the Directive and in AT for all these provisions the impact is evaluated as not applicable

III. Union certificate of qualification

All three provisions regarding: the **obligation to carry a Union certificate of qualification as a deck crew member, obligation to carry a Union certificate of qualification for specific operations and obligation for Boatmaster to hold specific authorisations,** of the new EU Directive (Chapter 2), were analysed and compared with the existing situation in all Danube riparian countries and the impact evaluations regarding Union certificate of qualification are presented in the table below:

No.	Union certificate of qualification	Minor impact	Major impact	Conclusions
1.	Obligation to carry a Union certificate of qualification as a deck crew member	70%	30%	Minor impact in: UA, RO, BG, HU, HR, SK, AT
2.	Obligation to carry a Union certificate of qualification for specific operations	60%	40%	Minor impact in: UA, RO, BG, HU, HR, SK
3.	Obligation for Boatmaster to hold specific authorisations	60%	40%	Minor impact in: UA, RO, BG, HU, HR, SK

The Directive provisions regarding Union certificate of qualification can be solved in a relatively short period of time, in:

- **UA, RO, BG, HU, HR, SK**- minor changes required in the provisions of existing national legislation regarding the certification of inland navigation personnel; and
- **AT**- only the obligation to carry a Union certificate of qualification for deck crew members.

In MD, RS, and DE, the impact was evaluated as major for all these Directive provisions.

IV. Certification of professional qualifications- Section III- Competences

All seven provisions regarding: **Requirements for competences, Assessment of competences, Approval of training programmes, Quality assessment and assurance of the training programmes, Minimum requirements for approval of training programmes, Assessment of competence by qualified persons and Use of simulators,** with requirements of the new Directive (Chapter 3 - Section III- Competences), were analysed and compared with the existing situation in all Danube riparian countries and the impact evaluations regarding **Certification of professional qualifications** are presented in the table below:

No.	Certification of professional qualifications	Minor impact	Major impact	Conclusions
1.	Requirements for competences	70%	30%	Minor impact in: UA, RO, RS, HU, HR, SK, AT
2.	Assessment of competences	60%	40%	Minor impact in: UA, RO, RS, HU, HR, SK
3.	Approval of training programmes	50%	50%	Minor impact in: UA, RO, BG, HU, HR
4.	Quality assessment and assurance of the training programmes	50%	50%	Minor impact in: UA, RO, BG, HU, HR
5.	Minimum requirements for approval of training programmes,	50%	50%	Minor impact in: UA, RO, BG, HU, HR
6.	Assessment of competence by qualified persons	50%	50%	Minor impact in: UA, RO, BG, HU, HR
7.	Use of simulators	20%	80%	Minor impact in: UA, HR

The Directive provisions regarding Certification of professional qualifications can be solved in a relatively short period of time, in:

- **HR-** for all requirements- minor changes required in the provisions of existing national legislation regarding the certification of professional qualifications; and
- **UA, RO, HU, SK**- for all requirements, **less use of simulators**, minor changes required in the provisions of existing national legislation regarding the certification of professional qualifications;
- **BG** – for all requirements, less Requirements for competences, Assessment of competences and Use of simulators;
- **RS**- only for Requirements for competences and Assessment of competences;
- **AT** – only for Requirements for competences.

In MD and DE, the impact was evaluated as major for all these Directive provisions.
The general conclusion is that the implementation of the provisions of the new EU Directive on the recognition of professional qualification in inland navigation in the specific national legislations of **Danube riparian countries** mainly requires **minor**

changes of the legislation which can be achieved on short term duration and which shall basically consist in the following stages:

- reviewing/changing of the national legislation on minimum requirements for training of inland navigation personnel;
- reviewing and/or designing of the existing and or/new curricula of specific training courses and the approval of the mandatory training courses; and in parallel,
- reviewing/ changing of the national legislation regarding the certification of professional qualifications of inland navigation personnel and the approval of training programmes, as the case may be.

According to the results of national gap analysis carried out in UA, RO, BG, RS, HU, HR and SK, these Danube riparian countries can implement the provisions of the Directive in a short period of time.

It is important to implement in a first stage the provisions of the EU Directive in the national legislation and to adopt these legislative acts and, in a second stage, to prepare all logistics elements for the training programmes, which can be approved by the designated national authority from each country.

Regarding requirements of the new Directive having a major impact requiring long term duration for their implementation, these include:

- **minimum requirements for deck crew members regarding the completion of approved education programmes,** which require a long term process for revision of the national legislation governing education; this problem is not however an obstacle for candidates for the position of a deck crew member because they have other options to reach this position according to the provisions of the Directive.
- **specific authorization for LNG Expert** – this is a major problem due to lack of inland vessels powered by LNG in all Danube riparian countries, which means that a specific simulator, whose procurement is a long term and expensive process, is required for practical training. Candidates for LNG experts can however attend this specific training course in any other country in Europe which has such types of inland vessels and/or simulation equipment.
- **use of simulators-** this is a problem in most of the Danube riparian countries because of the lack of this type of equipment used for training of inland navigation personnel, but there is an alternative solution for candidates to enlist for practical stage on board of real vessels in order to acquire the required competences.

SECTION II

MODAL SHARE PROMOTION

IN THE

DANUBE REGION

8. MODAL SHARE PROMOTION IN THE DANUBE RIPARIAN COUNTRIES

Eight national gap analysis and impact evaluations reports on modal share promotion have been developed by following project partners:

1. CER and RoMT for Romania;
2. BMA and UT for Bulgaria;
3. SBBH and PGA for Serbia;
4. RSOE for Hungary;
5. FPZ and CRUP for Croatia;
6. MSB and ARVD for Slovakia;
7. VIA and FHOO for Austria;
8. DST for Germany.

The transnational gap analysis and impact evaluations of modal share promotion in the Danube Region is based on these national reports which were prepared based on the following three operational objectives:

- Operational Objective 2.1 -One-stop-shops on modal share competences;
- Operational Objective 2.2 - Public services of one-stop-shops;
- Operational Objective 2.3 - Stakeholder Management of one-stop-shops.

8.1 Operational Objective 2.1 -One-stop-shops on modal share competences

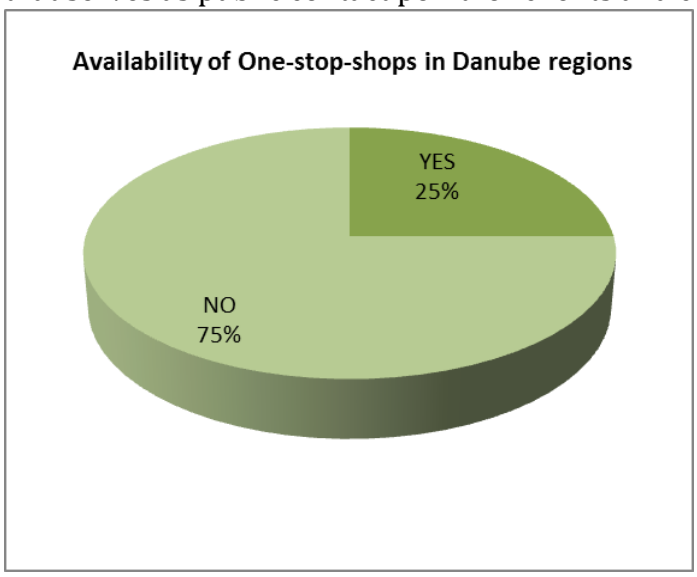
8.1.1 Availability of One-stop-shops in Danube regions

In this chapter each partner identified if One-stop-shops on modal share competences were available in its country and detailed the status quo, type of gaps, target groups and expected impact.

Regarding **availability of One-stop-shops,** the gap analysis performed in project' partners countries highlighted the following:

One-stop-shops for modal share promotion are available and operational only in Austria and Germany.

In DE ship-owners serve as One-stop-shops while in **AT**, VIA embodies a One-stop-shop that serves as public contact point for clients and customers in the Danube region.



In these countries there is **no gap** regarding this item.

In **RO, BG, RS, HU, HR and SK,** One-stop-shops are not currently available.

In 25 % of countries there are One-stop-shops available while 75 % of countries do not have such One-stop-shops.

Status-quo in the countries where One-stop-shops are not available:

RO- The information on integration of IWT into transport logistics chains is available on different websites but it is not consolidated on a single platform/portal.
The types of gaps are: Framework, Services and Financial Capacities.
Expected impact is Minor- the problem can be solved on short term.

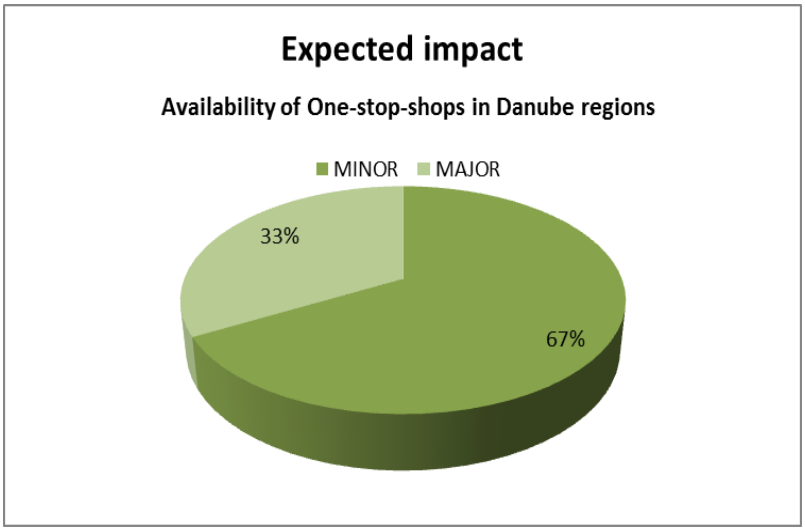
BG- There is a lot of information available in this field, which are not centralized by categories of information and target groups so that they are available in a very accessible way;
The types of gaps are: Framework, Services, Financial Capacities and Awareness.
Expected impact is Minor- the problem can be solved on short term.

RS- The information on Danube navigation is divided among several institutions and organizations
The types of gaps are**:** Framework and Services.
Expected impact is Major – the problem can be solved on Mid-term.

HU- Different sources of information are available in this field, which are not centralized.
The types of gaps are: Framework, Services and Financial Capacities.
Expected impact is Minor- the problem can be solved on short term.

HR- Information on Danube navigation is located on several websites.
The types of gaps are**:** Framework and Services.
Expected impact it is Major – the problem can be solved in Mid-term.

SK- Not available at the moment, One-stop shops on modal share competencies in Slovakia. The fragmented information on integration of IWT on Danube navigation into transport logistics chains are available on different websites but are not centralized on a single public portal/platform.
The types of gaps are: Framework, Services, Financial Capacities and Human resources.
Expected impact is Minor- the problem can be solved on short term.



In conclusion, in the countries where **One-stop-shops are not available** the information on integration of IWT into transport logistics chains is available on different websites but is not consolidated on a single platform/portal.

The identified gaps in these countries are**: Framework, Services, Financial Capacities, Awareness and Human resources.**

In 67 % of countries the expected impact is evaluated as minor and in 33 % of countries the expected impact is evaluated as major.

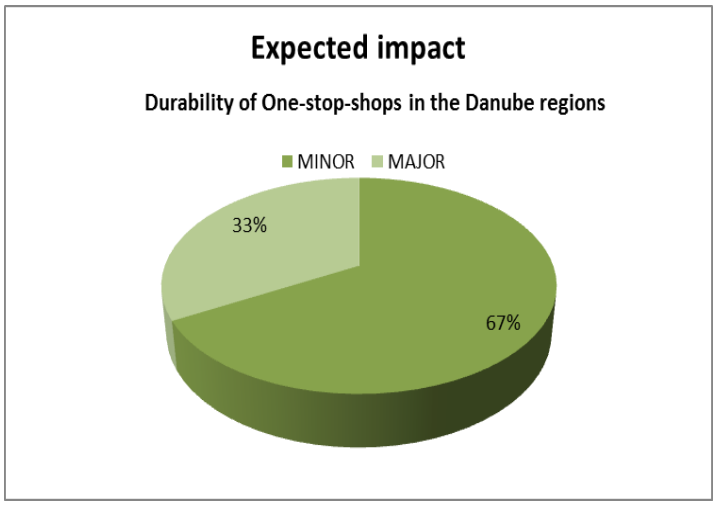
8.1.2 Durability of One-stop-shops in the Danube regions

As regards the **Durability of One-stop-shops**, the gap analysis performed in project partners' countries highlighted the following:

One-stop-shops for modal share promotion are available and operational in Austria and Germany.

In DE it is the goal of ship owners to be a long term business partner/service provider.
In AT- VIA as One-stop-shop with appropriate risk management, transparency in actions and communications, efficient supply of services, focusing on the interest of various stakeholders and in strict compliance with laws and regulations guarantees long durability.
In these countries there is **no gap** regarding this item.

Status-quo in the countries where One-stop-shops are not available:
RO- Durability of One-stop-shop is ensured by the relevant organizations which provide information and contribute to promotion of Danube logistics in various ways, including their involvement in relevant international associations.
The types of gaps are: Financial and Human resources
Expected impact is Major- Mid-term for solving this problem.
BG- Durability of One –stop shop in Danube region is ensured through the relevant organizations which provide information and contribute on promotion of Danube logistics and through their involvement in relevant international associations.
The types of gaps are: Framework, Services, Financial capacities and Human resources.
Expected impact is Major- Mid-term for solving this problem.
RS- Durability of One-stop-shop is ensured through the relevant organizations which provide information and contribute to promotion of Danube logistics.
The types of gaps are: Human resources
Expected impact: Minor and short term for solving the problem.
HU- Durability of One –stop shop in Danube region is ensured through the relevant organizations which provide information and contribute on promotion of Danube logistics and through their involvement in relevant international associations.
The types of gaps are: Financial capacities and Human resources.
Expected impact is Major- Mid-term for solving this problem.
HR- Durability of One-stop-shop is ensured through the relevant organizations which provide information and contribute on promotion of Danube logistics.
The types of gaps are: Human resources, Financial Capacities
Expected impact is Minor and short term for solving the problem.
SK-The durability of One –stop shop in Danube region is ensured through the relevant organizations which provide information and contribute on promotion of Danube logistics and through their involvement in relevant international associations
The types of gaps are: Financial and Human resources
Expected impact is Major- Mid-term for solving this problem.



In conclusion, in the countries where One-stop-shops are not available the Durability of One-stop-shops is ensured through the relevant organizations which provide information and contribute to promotion of Danube logistics in various ways, including their involvement in relevant international associations.

The identified gaps in these countries are: Framework, Services, Financial capacities and Human resources.

In 67 % of countries the expected impact is evaluated as minor and in 33 % of countries the expected impact is evaluated as major.

8.1.3 Viability (incl. financial resources) of "one-stop-shops" in Danube regions

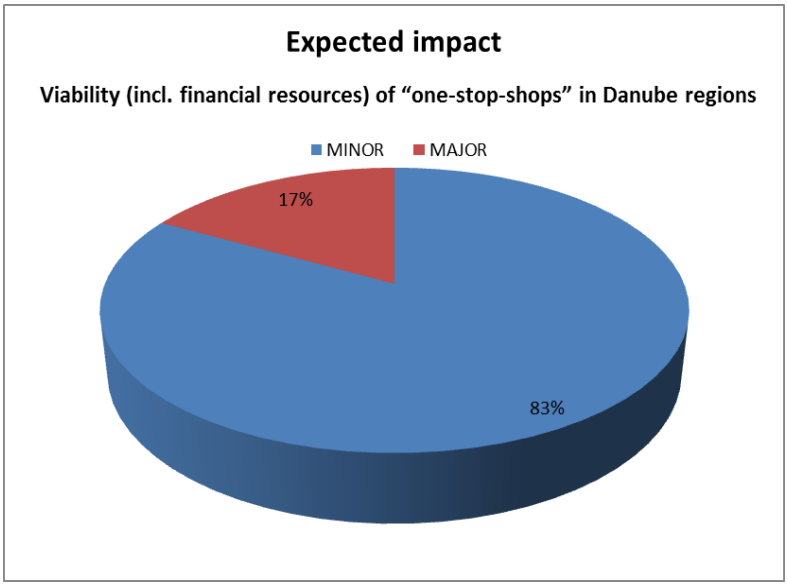
As regards **Viability of One-stop-shops**, the gap analysis performed in the project partners' countries highlighted the following:
One-stop-shops for modal share promotion are available and operational in Austria and Germany.

In DE it is the goal of ship owners to be a viable business partner/service provider.
In AT- VIA is 100% owned by the Federal Ministry of Transport, Innovation and Technology. Financial performance indicators are valued and disclosed.
In these countries there is **no gap** regarding this item.

Status-quo in the countries where One-stop-shops are not available:
RO- Viability of One-stop-shop is ensured by the relevant organizations which provide information and contribute to promotion of Danube logistics.
The types of gaps are: Services, Financial Capacities and Awareness
Expected impact is Minor- Short-term for solving this problem.
BG- The viability of One –stop shop in Danube region is ensured through the relevant organizations which provide information and contribute on promotion of Danube logistics.
The types of gaps are: Framework, Services, Financial Capacities and Awareness
Expected impact is Minor- Short-term for solving this problem.
RS- Viability of One-stop-shops is ensured by the relevant organizations which provide information and contribute to promotion of Danube logistics.
The types of gaps are: Framework, Services and Awareness
Expected impact is Minor and short term for solving the problem.

HU- The viability of One –stop shop in Danube region is ensured through the relevant organizations which provide information and contribute on promotion of Danube logistics.
The types of gaps are: Services, Financial Capacities and Awareness
Expected impact is Major- Mid-term for solving this problem.
HR- Viability of One-stop-shops is ensured by the relevant organizations which provide information and contribute to promotion of Danube logistics.
The types of gaps are: Framework, Services and Awareness
Expected impact is Minor and short term for solving the problem
SK- The viability of One –stop shop in Danube region is ensured through the relevant organizations which provide information and contribute on promotion of Danube logistics.
The types of gaps are: Services, Financial Capacities and Awareness
Expected impact is Minor- Short-term for solving this problem.

In conclusion, in these countries without One-stop-shops the Viability of One-stop-shops is ensured by the relevant organizations which provide information and contribute to promotion of Danube logistics.



The identified gaps in these countries are: Framework, Services, Financial Capacities and Awareness.

In 83 % of these countries the expected impact is evaluated as minor and in 17 % of countries the expected impact is evaluated as major.

8.1.4 Political & legal support of One-stop-shops in Danube regions

As regards the **Political & legal support** of One-stop-shops, the gap analysis performed in project partners' countries highlighted the following:

One-stop-shops for modal share promotion are available and operational in Austria and Germany.

In DE there are interest groups e.g. associations like VBW or support organizations like SPC or Mariko that represent the ship owners (political) interest.

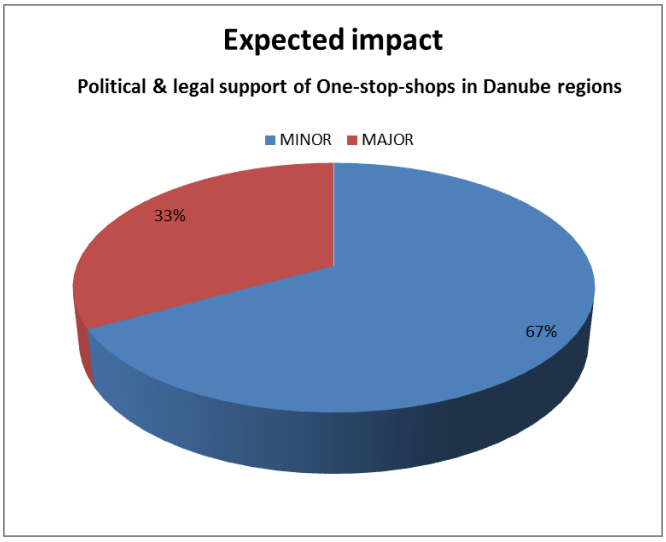
In AT- VIA carries out its tasks in accordance with the Federal Waterways Act no.117/2004 and represents the Federal Ministry for Transport, Innovation and Technology.
In these countries there is **no gap** regarding this item.

Status-quo in the countries where One-stop-shops are not available:
RO- One-stop-shops are not currently available and there is no political and legal support.
The types of gaps are: Framework
Expected impact is Minor- Short-term for solving this problem.
BG- Not available at the moment One-stop shops on modal share competencies in Bulgaria – no political and legal support
The types of gaps are: Framework and Awareness
Expected impact is Minor- Short-term for solving this problem.
RS- This kind of support is not provided for the time being.
The types of gaps are: Framework
Expected impact is Major and mid- term for solving the problem.
HU- Not available at the moment One-stop shops on modal share competencies in Bulgaria – no political and legal support
The types of gaps are: Framework
Expected impact is Minor- Short-term for solving this problem.
HR- This service doesn't exist in Croatia and no political and legal support is provided.
The types of gaps are: Framework
Expected impact is Major and Mid- term for solving the problem.
SK- Not available at the moment One-stop shops on modal share competencies in Slovakia – no political and legal support.
The types of gaps are: Framework
Expected impact is Minor- Short-term for solving this problem

In conclusion, in these countries where One-stop-shops are not available, the Political and legal support for One-stop-shops does not exist.

The identified gaps in these countries are: Framework and Awareness

In 67 % of countries the expected impact is evaluated as minor and short term for solving the problem and in 33% of countries the expected impact is evaluated as major and mid-term for solving the problems.



8.2 Operational Objective 2.2 "Public services of one-stop-shops"

8.2.1 Minimum service portfolio of One-stop-Shops

Regarding the **Minimum service portfolio** of One-stop-shops, the gap analysis performed in project partners' countries highlighted the following:

One-stop-shops for modal share promotion are available and operational in Austria and Germany.

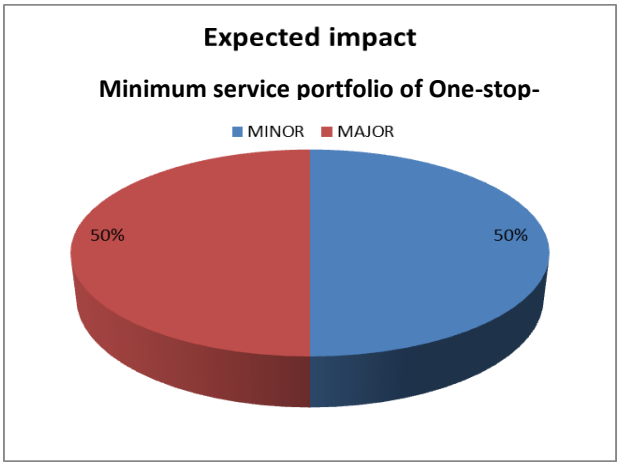
In DE the ship owning companies bundle a variety of services

The type of gap: Service

Expected impact is Minor and short term for solving the problems.

In AT- VIA fulfils the requirements of the minimum service set which requests at least on information object to each defined topic.

In conclusion, in countries where one-stop-shops currently exist the **minimum service portfolio** is already in the status-quo**.** These examples can be used as blueprint for the implementation of these services.



In **AT there is no gap** regarding the Minimum service portfolio and in AT because of the fact that the periodic updating of national and international information enables them to perform any kind of useful public service.

The identified gaps in these countries are: Service

In 50 % of countries the expected impact is evaluated as minor and short term for solving the problem and in 50% of countries there is no gap.

Status-quo in the countries where One-stop-shops are not available:

RO- One-stop-shops not currently available, but the minimum service portfolio is available on various websites.

The types of gaps are: Framework, Services,

Expected impact is Minor- Short-term for solving this problem.

BG- One-stop shops on modal share competencies in Bulgaria should be focused on Danube fairway, Danube ports, shipping and forwarding companies, professional qualification personnel, promotion of Danube logistics at national and international level, EU legislative framework, funding opportunities, markets etc.

The types of gaps are: Framework, Services, Financial capacities and Human resources

Expected impact is Minor- Short-term for solving this problem.

RS- One-stop-shops not currently available but the minimum service portfolio is available on various websites.

The types of gaps are: Framework and Services

Expected impact is Major and mid- term for solving the problem.

HU-One-stop-shop on modal share competencies in Hungary should be focused on Danube fairway, Danube ports, shipping and forwarding companies, professional qualification personnel, promotion of Danube logistics at national and international level.

The types of gaps are: Services

Expected impact is Minor- Short-term for solving this problem.

HR- One-stop-shops not currently available but the minimum service portfolio is available although split on few websites

The types of gaps are: Framework and Services

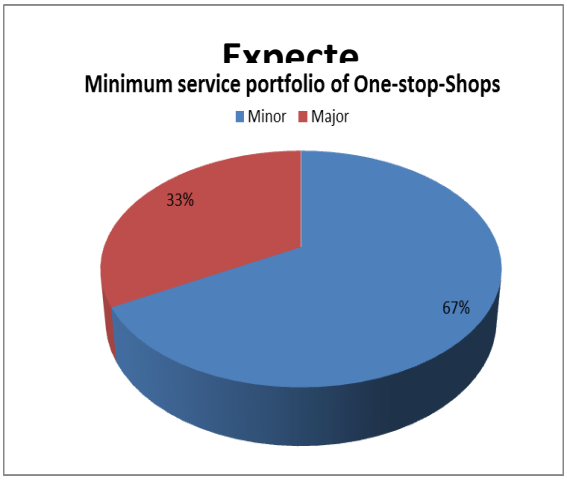
Expected impact is Major and mid- term for solving the problem.

SK- Not available at the moment One-stop shops on modal share competencies in Slovakia but the minimum service portfolio should be focused on Danube fairway, Danube ports, shipping and forwarding companies, professional qualification personnel, promotion of Danube logistics at national and international level, EU legislative framework, funding opportunities, markets etc.

The types of gaps are: Framework, Services,

Expected impact is Minor- Short-term for solving this problem.

In conclusion, in the countries where One-stop-shops are not available the **Minimum service portfolio** of One-stop-shops is available on various websites. It will be one of the most important objectives of Danube SKILLS to bundle the information and services at the new one-stop-shops to be set up in the frame of the project.



The identified gaps in these countries are: Framework, Services, Financial capacities and Human resources

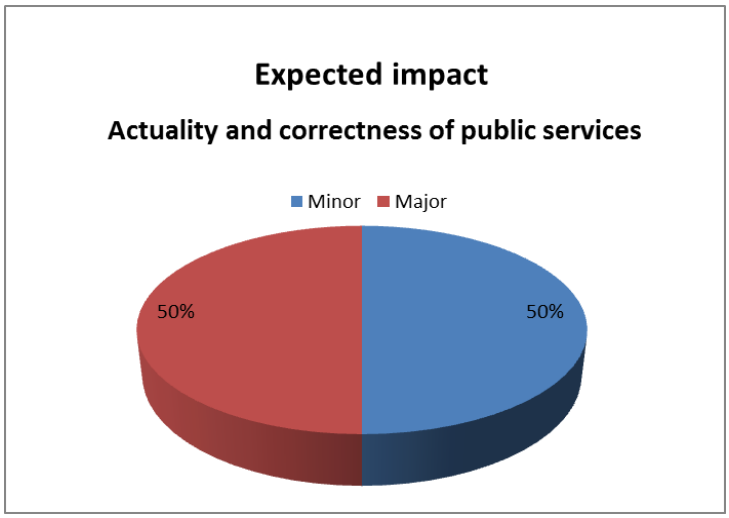
In 67 % of countries the expected impact is evaluated as minor and short term for solving the problem and in 33% of countries the expected impact is evaluated as major an mid-term for solving the problems.

8.2.2 Actuality and correctness of public services

As regards the **Actuality and correctness of public services** of One-stop-shops, the gap analysis performed in project partners' countries highlighted the following:

One-stop-shops for modal share promotion are available and operational in Austria and Germany.

In DE information on transport services is always up to date at the ship owning companies. Public services like general fairway information, information on ports etc., are mostly not available.
The type of gap: Service
Expected impact is Minor and short term for solving the problems.
In AT- The periodic updating of national and international information enables them to perform any kind of useful public service.
The type of gap: Service



Expected impact is Major and Mid-term for solving the problems.

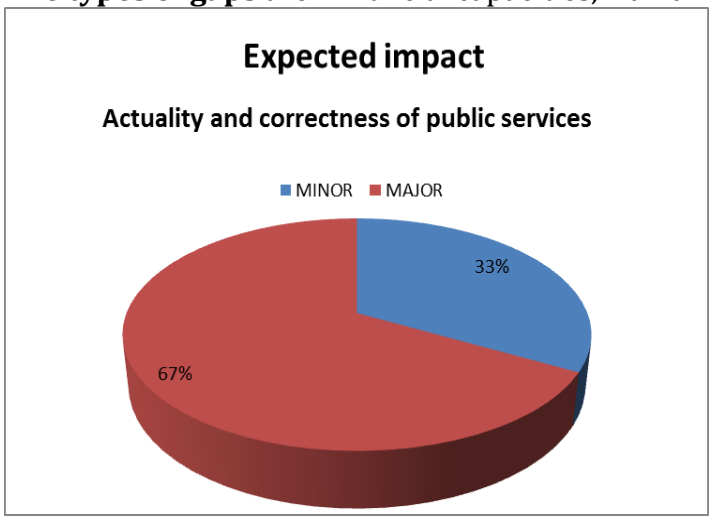
In conclusion, only AT can ensure the **actuality and correctness of public information and services** of one-stop-shops. The period updating of national and international information enables the Austrian one-stop-shop to perform any kind of useful public services. In **DE** public services like general fairway information, information on ports etc., are mostly not available.

The identified gaps in these countries are: Service

In 50% countries there is a Minor impact regarding this item and in 50% of countries there is a Major impact.

Status-quo in the countries where One-stop-shops are not available:

RO- The information on integration of IWT into transport logistics chains is available on different websites of various relevant organizations.
The types of gaps are: Financial capacities, Human resources.
Expected impact is Major- Mid-term for solving this problem.
BG- The information about Danube navigation into transport logistics chains are available on different websites of various relevant organizations.
The types of gaps are: Framework, Services, Financial capacity and Human resources
Expected impact is Major- Mid-term for solving this problem.
RS- the information on modal share competences and Danube navigation is available on various websites.
The types of gaps are: Services and Awareness
Expected impact is Minor and Short- term for solving the problem.
HU-The presently available information is outdated and not accurate and can be bound on different websites.
The types of gaps are: Financial capacities, Human resources.
Expected impact is Major- Mid-term for solving this problem.
HR- Information about navigation on Danube is located on several different webpages.
The types of gaps are: Financial capacities and Awareness
Expected impact is Minor and Short - term for solving the problem.
SK- The information on integration of IWT on Danube navigation into transport logistics chains and on modal share competences are available on different websites of various relevant organizations.
The types of gaps are: Financial capacities, Human resources.



Expected impact is Major- Mid-term for solving this problem.

In conclusion, in these countries where One-stop-shops are not available the **Actuality and correctness of public information and services** can only be achieved by bundling the information which is currently available on different webpages of various organizations at the newly developed one-stop-shops.

The identified gaps in these countries are: Framework, Services, Financial capacity, Awareness and Human resources.

In 67 % of countries the expected impact is evaluated as major and mid-term for solving the problem and in 33% of countries the expected impact is evaluated as minor and short-term for solving the problems.

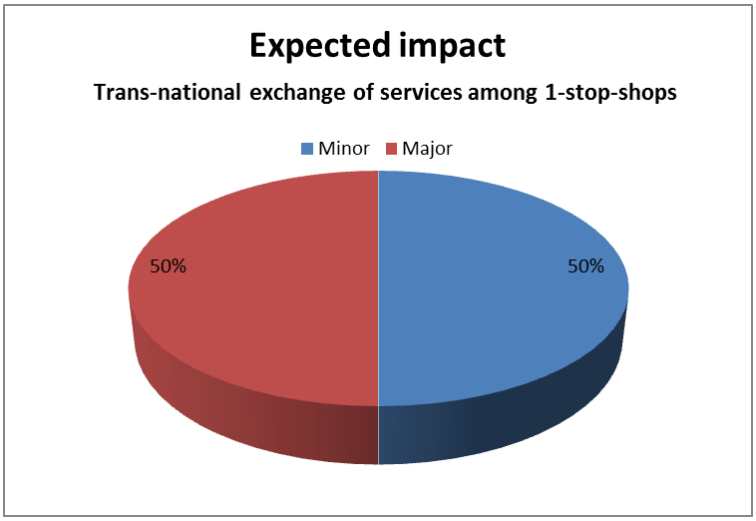
8.2.3 Trans-national exchange of services among one-stop-shops

Regarding the **Transnational exchange of services among One-stop-shops**, the gap analysis performed in project partners' countries highlighted the following:

One-stop-shops for modal share promotion are available and operational in Austria and Germany.

In DE the cooperation network of the German ship owning companies is worldwide. Transnational transport is also provided/organised by the companies.
The type of gaps: No gap
In AT- Transnational exchange of services in the Danube region can be ensured through the relevant organizations which provide information and contribute to the promotion of Danube logistics services, especially the new one-stop-shops developed in the Danube SKILLS project.
The type of gaps: Services, Awareness
The expected impact is Minor and Short term for solving the problem.

In conclusion, in these countries where One-stop-shops are available the Transnational exchange of services among One-stop-shops is a good approach because Transnational exchange of services in the Danube region can be ensured through the relevant organizations which provide information and contribute to the promotion of Danube logistics services.



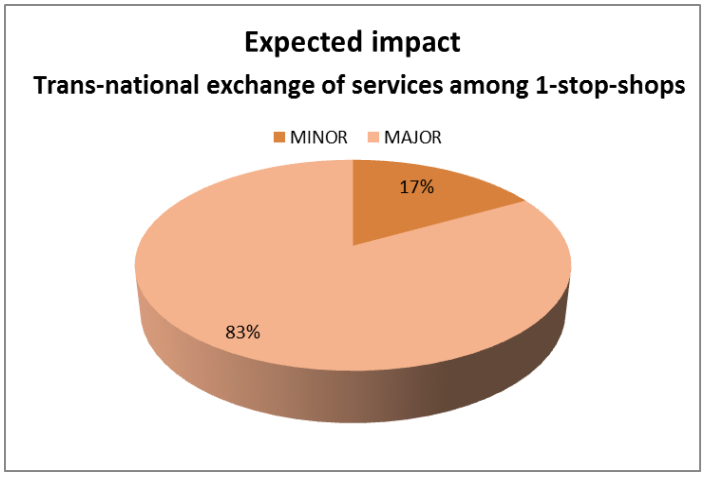
In **DE there is no gap** regarding the Transnational exchange of services in the Danube region.

The identified gaps in this country are: Services, and Awareness.

In 50% of countries there is no gap regarding this item and in 50% of countries the expected impact is evaluated as Minor.

Status-quo in the countries where One-stop-shops are not available:
RO- Transnational exchange of services in Danube region is ensured through the relevant organizations which provide information and contribute to promotion of Danube logistics and through their involvement in relevant international associations.
The types of gaps are: Framework, Financial capacities, Awareness.
Expected impact is Major- Mid-term for solving this problem.

BG- Transnational exchange of services in Danube region is ensured through the relevant organizations through their involvement in relevant international associations.
The types of gaps are: Framework, Financial capacities, Human resources and Awareness.
The expected impact is Minor and Short term for solving the problem.
RS- Transnational exchange of services in Danube region is ensured through the relevant organizations which provide information and contribute to promotion of Danube logistics and through their involvement in relevant international associations
The types of gaps are: Framework and Awareness
Expected impact is Major and Mid- term for solving the problem.
HU- There is no transnational exchange services in Hungary presently.
The types of gaps are: Framework, Financial capacity and Awareness
Expected impact is Major and Mid- term for solving the problem
HR- Transnational exchange of services in Danube region is ensured through the relevant organizations which provide information and contribute to promotion of Danube logistics and through their involvement in relevant international associations
The types of gaps are: Framework and Awareness
Expected impact is Major and Mid - term for solving the problem.
SK- Transnational exchange of services in Danube region is ensured through the relevant organizations which provide information and contribute on promotion of Danube logistics and through their involvement in relevant international associations.
The types of gaps are: Framework, Financial capacities, Awareness.
Expected impact is Major- Mid-term for solving this problem.



In conclusion, in these countries where One-stop-shops are not available the **Trans-national exchange of services among One-stop-shops** is currently only ensured through the relevant organizations which provide information and contribute to promotion of Danube logistics and through their involvement in relevant international associations.
The identified gaps in these countries are: Framework, Financial capacities, Awareness and Human resources.

In 83 % of countries the expected impact is evaluated as major and Mid- term for solving the problem and in 17 % of countries the expected impact is evaluated as Minor and Short-term for solving the problem.

8.2.4 Qualified and skilled staff of One-stop-shops

As regarding the **Qualified and skilled staff of One-stop-shops**, after the gap analysis performed in project' partners countries the result is the following:

One-stop-shops for modal share promotion are available and operational in Austria and Germany.

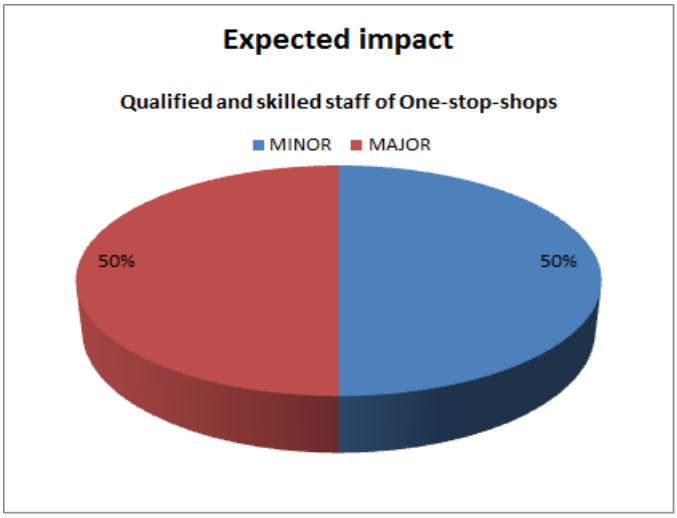
In DE there are professional logistics experts in the shipping companies.
The type of gaps: No gap
In AT- VIA invests in training and development of their employees. The Transport development Team at VIA which supervises the One-stop-shop receives training regarding technical, logistical, social and administrative skills.
The types of gaps: **No gap**

In these countries there is **no gap** regarding this item.

Status-quo in the countries where One-stop-shops are not available:
RO- The information on integration of Danube navigation into transport logistics chains is available on different websites of various relevant organizations and is managed by non-professionals.
The types of gaps are: Financial capacities and Human resources
Expected impact is Major- Mid-term for solving this problem.
BG- The information on integration of IWT on Danube navigation into transport logistics chains are available on different websites of various relevant organizations and is managed by non- professionals.
The types of gaps are: Financial capacities, Awareness and Human resources
Expected impact is Major- Mid-term for solving this problem.

RS- The information on Danube navigation is available on different websites which are managed mostly by professional staff.
The types of gaps are: Awareness
Expected impact is Minor and Short- term for solving the problem.
HU-Presently there is lack of qualified and skilled staff to provide Danube logistics support services.
The types of gaps are: Financial capacity and Awareness
Expected impact is Minor and Short- term for solving the problem.
HR- The information on Danube navigation is available on different websites which are managed mostly by professional staff.
The types of gaps are: Framework and Awareness and Human resources
Expected impact is Minor and Short - term for solving the problem.
SK- The information on integration of IWT on Danube navigation into transport logistics chains and on modal share competences are available on different websites of various relevant organizations and is managed by non- professionals.
The types of gaps are: Financial capacities and Human resources
Expected impact is Major- Mid-term for solving this problem.

In conclusion, in these countries where One-stop-shops are not available the **Qualified and skilled staff of One-stop-shops** does not exist and the information on integration of Danube navigation into transport logistics chains which is available on different websites of various relevant organizations is managed by non-professionals or mostly by professional staff.



The identified gaps in these countries are: Financial capacities, Human resources and Awareness.

In 50 % of countries the expected impact is evaluated as major and Mid- term for solving the problem and in 50 % of countries the expected impact is evaluated as Minor and short-term for solving the problems.

8.3 Operational Objective 2.3 - Stakeholder Management of one-stop-shops

8.3.1 "Accessibility to public services" (transparency, easy access, free use)

Regarding the **Accessibility to public services**, the gap analysis performed in project partners' countries highlighted the following:

One-stop-shops for modal share promotion are available and operational in Austria and Germany.

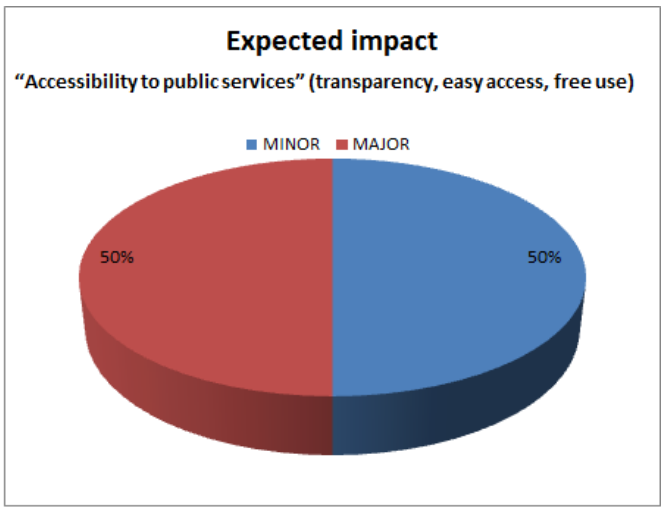
In DE customers can easily reach the transport providers. General fairway information, information on funding schemes etc., can be gained from elwis.de
The type of gaps: No gap
In AT- All online platforms or portals providing useful services are free of charge as well as enabling an easy access.
The type of gaps: Services
Expected impact is Minor and Short-term for solving the problem

In **DE there is no gap** regarding the Accessibility to public services.

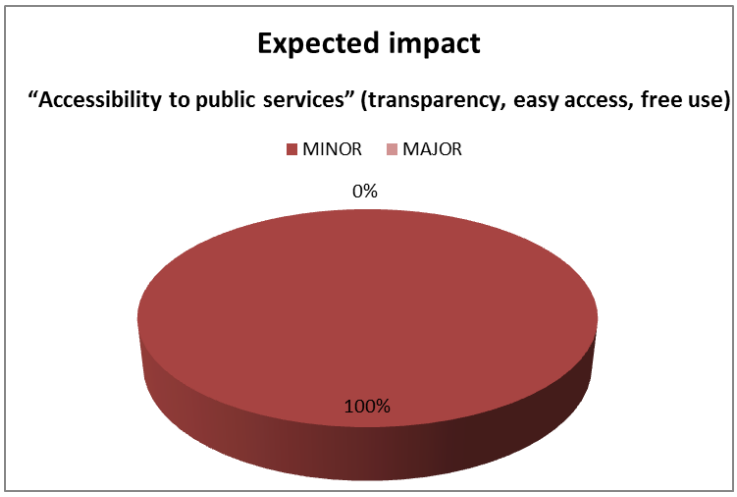
In conclusion, in these countries where one-stop-shops are available the accessibility to public services can be currently ensured because all online platforms or portals providing useful services are free of charge. The existing Austrian one-stop-shop particularly offers an easy access.

The identified gaps in this country are: Services

In 50 % of countries there is no gap regarding this item and in 50% of countries the expected impact is Minor and Short-term for solving the problem.



Status-quo in the countries where One-stop-shops are not available:
RO- The information on integration of Danube navigation into transport logistics chains is available on different websites of various relevant organizations and is mostly public.
The types of gaps are: Financial capacities and Awareness.
Expected impact is Minor- Short-term for solving this problem.
BG- The information on integration of IWT on Danube navigation are available on different websites of various relevant organizations mainly publicly available.
The types of gaps are: Financial capacities and Awareness.
Expected impact is Minor- Short-term for solving this problem.
RS- The information on modal share competences and Danube navigation is available on different websites and is mostly public.
The types of gaps are: Awareness
Expected impact is Minor and Short- term for solving the problem.
HU- Most of information is available publicly but there different websites and the awareness is quite low.
The types of gaps are: Financial capacities and Awareness.
Expected impact is Minor- Short-term for solving this problem.
HR- The information on modal share competences and Danube navigation is available on different websites and is mostly public.
The types of gaps are: Awareness
Expected impact is Minor and Short - term for solving the problem.
SK- The information on integration of IWT on Danube navigation into transport logistics chains and on modal share competences are available on different websites of various relevant organizations mainly publicly available.
The types of gaps are: Financial capacities and Awareness.
Expected impact is Minor- Short-term for solving this problem.



In conclusion, in these countries where One-stop-shops are not available information on **Accessibility to public services** with information on integration of Danube navigation into transport logistics chains is available on different websites and is most public.
The identified gaps in these countries are: Financial capacities and Awareness.

In 100 % of countries the expected impact is evaluated as Minor and Short - term for solving the problems.

8.3.2 "Sound stakeholder management"

Regarding the **Sound stakeholder management**, the gap analysis performed in project partners' countries highlighted the following:

One-stop-shops for modal share promotion are available and operational in Austria and Germany.

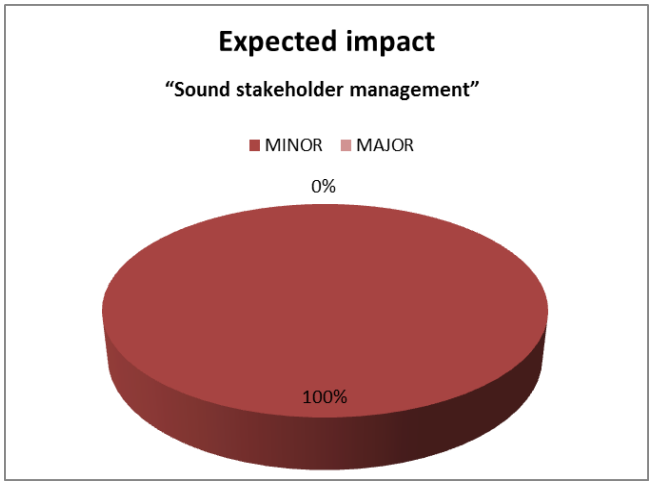
In DE it is the goal of the ship owners to satisfy their customers. The elwis.de portal is operated by the governmental agency GDWS, that has a vital interest in providing profound fairway information
The type of gaps: No gap
In AT- VIA has acted as One-stop-shop for the Danube logistics sector and potential customers of Danube logistics services for almost 15 years. The services provided by VIA as One-stop-shop are promoted by participation at relevant events, by webpages, direct contact with sector representatives and marketing campaigns.
The type of gaps: No gap

In these countries there is no gap regarding this item.

Status-quo in the countries where One-stop-shops are not available:
RO- The sound stakeholder management in Danube region is ensured through the relevant organizations which provide information and contribute to promotion of Danube logistics and through their involvement in relevant international associations.
The types of gaps are: Framework and Awareness.
Expected impact is Minor- Short-term for solving this problem.

BG- The stakeholder management in Danube region is ensured through the relevant organizations which provide information and contribute on promotion of Danube logistics.
The types of gaps are**:** Framework, Services, Financial capacities, Awareness and Human resources.
Expected impact is Minor- Short-term for solving this problem
RS- The sound stakeholder management in Danube region is ensured through the relevant organizations which provide information and contribute to promotion of Danube logistics and through their involvement in relevant international associations.
The types of gaps are: Awareness
Expected impact is Minor and Short- term for solving the problem.
HU-The sound stakeholder management is missing in Hungary from this field.
The types of gaps are: Financial capacity and Awareness
Expected impact is Minor and Short- term for solving the problem.
HR- The sound stakeholder management in Danube region is ensured through the relevant organizations which provide information and contribute to promotion of Danube logistics and through their involvement in relevant international associations.
The types of gaps are: Awareness
Expected impact is Minor and Short - term for solving the problem.
SK- The sound of stakeholder management in Danube region is ensured through the relevant organizations which provide information and contribute on promotion of Danube logistics and through their involvement in relevant international associations.
The types of gaps are: Framework and Awareness.
Expected impact is Minor- Short-term for solving this problem.

In conclusion, in these countries where One-stop-shops are not available **Sound stakeholder management** in Danube region is currently ensured through the relevant organizations which provide information and contribute to promotion of Danube logistics and through their involvement in relevant international associations.
The identified gaps in these countries are: Framework, Services, Financial capacities, Awareness and Human resources.



In 100 % of countries the expected impact is evaluated as Minor and Short - term for solving the problem and in 0 % of countries the expected impact is evaluated as Major and Mid-term for solving the problems.

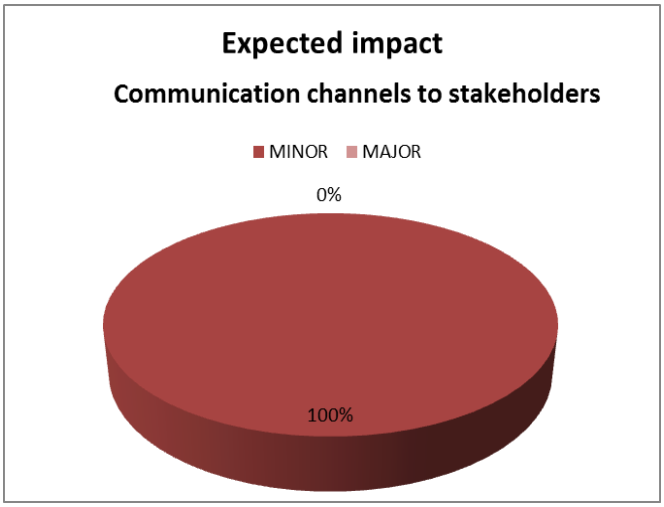
8.3.3 "Communication channels to stakeholders" (direct/ indirect)

Regarding the **Communication channels to stakeholders**, the gap analysis performed in project partners' countries highlighted the following:

One-stop-shops for modal share promotion are available and operational in Austria and Germany.

In DE the ship owning companies communicate mostly via direct consultations with their stakeholders. Fairway information is published up-to-date on elwis.de
The type of gaps: No gap
In AT- VIA offers support and advice to all relevant stakeholders and inform them about possibilities of transporting cargo on inland waterways.
The type of gaps: No gap
In these countries there is no gap regarding this item.

Status-quo in the countries where One-stop-shops are not available:
RO- Communication channels to stakeholders are established indirectly through the information posted on various organizations websites.
The types of gaps are: Services
Expected impact is Minor- Short-term for solving this problem.
BG- Communication channels to stakeholders are performed indirect through the information posted on various organizations websites.
The types of gaps are: Services and Financial capacities
Expected impact is Minor- Short-term for solving this problem
RS- Communication channels to stakeholders are established directly through meetings and indirectly through the information posted on websites, bulletins etc.
The types of gaps are: Services
Expected impact is Minor and Short- term for solving the problem.
HU-The communication to stakeholders is missing in Hungary from this field
The types of gaps are: Financial capacities and Awareness
Expected impact is Minor- Short-term for solving this problem
HR- Communication channels with stakeholders are established directly through projects, newsletters, workshops and stakeholder meetings and indirectly through the information published on websites, leaflets etc.
The types of gaps are: Services



Expected impact is Minor and Short - term for solving the problem.
SK- Communication channels to stakeholders are performed indirect through the information posted on various organizations websites.
The types of gaps are: Services
Expected impact is Minor- Short-term for solving this problem.

In conclusion, in the countries where One-stop-shops are not available **Communication channels with stakeholders** are established directly through projects, newsletters, workshops and stakeholder meetings and indirectly through the information published on websites, leaflets etc.
Alignment of communication channels via one-stop-shops creates higher impact on the Danube logistics sector

The identified gaps in these countries are: Services, Awareness and Financial capacities

In 100 % of countries the expected impact is evaluated as Minor and Short - term for solving the problem.

8.3.4 "National modal share dissemination" (e.g. events)

Regarding the **National modal share dissemination**, the gap analysis performed in project partners' countries highlighted the following:

One-stop-shops for modal share promotion are available and operational in Austria and Germany.

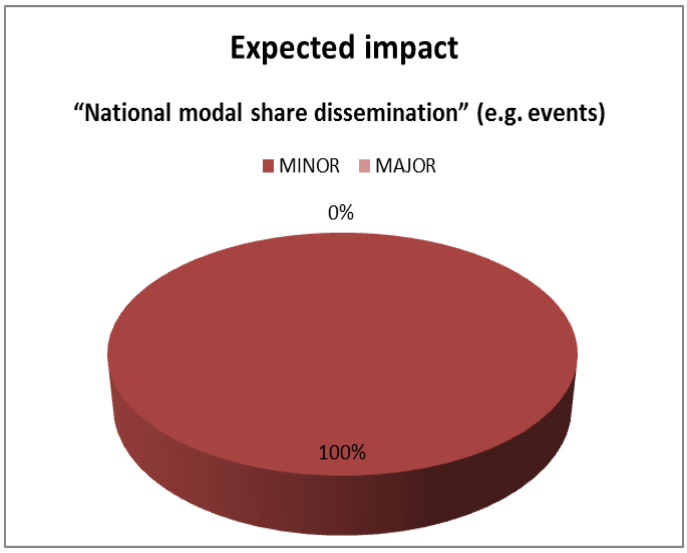
In DE national modal share dissemination is performed through IWT organizations websites/events/newsletters.
The type of gaps: **No gap**
In AT- VIA regularly carries out markets analysis, in order to identify and evaluate the potential of specific groups of goods for IWT.
The type of gaps: **No gap**

In these countries there is no gap regarding this item.

Status-quo in the countries where One-stop-shops are not available:
RO- National modal share dissemination is performed through organizations' websites, the Information and training centre, national relevant events, magazine, clusters etc.
The types of gaps are: Awareness
Expected impact is Minor- Short-term for solving this problem.
BG- National modal share dissemination is performed through organizations websites, information and training centre, national relevant events, clusters etc.
The types of gaps are: Awareness
Expected impact is Minor- Short-term for solving this problem.
RS- National modal share dissemination is performed through organizations' websites, the information and training centre, national relevant events, magazine, clusters etc.
The types of gaps are: Awareness
Expected impact is Minor and Short- term for solving the problem.
HU-National modal share dissemination is lacking in Hungary presently.
The types of gaps are: Awareness
Expected impact is Minor and Short- term for solving the problem.

HR- National modal share dissemination is performed through Projects and some websites.
The types of gaps are: Awareness
Expected impact is Minor and Short - term for solving the problem.
SK- National modal share dissemination is performed through organizations websites, information and training centre, national relevant events, magazines, clusters etc.
The types of gaps are: Awareness
Expected impact is Minor- Short-term for solving this problem.

In conclusion, in the countries where One-stop-shops are not available **National modal share dissemination** is performed directly through organizations' websites, information and training centres, national relevant events, magazine, clusters, Projects etc.

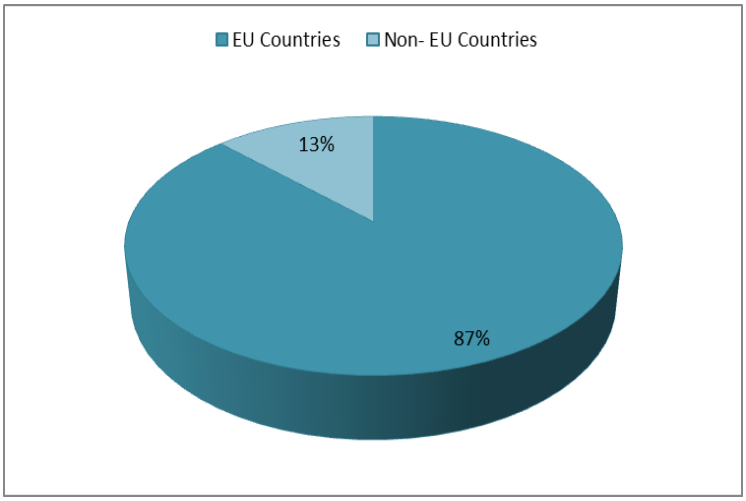


The identified gaps in these countries are: Awareness

In 100 % of countries the expected impact is evaluated as Minor and Short - term for solving the problems.

9. Conclusions of the transnational gap analysis and impact evaluations on modal share promotion

The information, services and tools available in the Danube riparian countries regarding Modal share promotion in the Danube Regions were analysed based on the existing situations in each Danube country and the information provided in the reports on Danube navigation promotion supply and demand performed in WP4 –Act.4.1- Analysis of state of play in the Danube modal share promotion.
Out of the eight Danube riparian countries where this gap analysis on Modal share promotion was carried out **7 are EU countries and 1 is a non-EU country.**



The gap analysis on Modal share promotion was carried out in all eight project countries and this transnational gap analysis is based on these **8 national reports**.

The transnational gap analysis and impact evaluations in the Danube Region is based on national reports which were prepared based on the following three operational objectives:

- **Operational Objective 2.1 - One-stop-shops on modal share competences;**
- **Operational Objective 2.2 - Public services of one-stop-shops;**
- **Operational Objective 2.3 - Stakeholder Management of one-stop-shops.**

For the Operational objective 2.1, One-stop-shops were analysed in each project country from point of view of:

- Availability;
- Durability;
- Viability; and
- Political and legal support.

In conclusion out of the 8 Danube riparian countries, **One-stop-shops are available only in 2 countries, namely in Germany and Austria** where **no gaps exist** regarding the durability, viability and political and legal support of these information platforms.

In **Romania, Bulgaria, Serbia, Hungary, Croatia and Slovakia** One-stop-shops are not currently available and the types of gaps and expected impacts identified are the following:

- **Availability**: the expected impact is **Minor in 67%** of countries and **Major in 33%** of countries and the types of gaps are: Framework, Services, Financial capacities, Awareness and Human resources;
- **Durability**: the expected impact is **Minor in 67%** of countries and **Major in 33%** of countries and the types of gaps are: Framework, Services, Financial capacities and Human resources;
- **Viability**: the expected impact is **Minor in 83%** of countries and **Major in 17%** of countries and the types of gaps are: Framework, Services, Financial capacities and Awareness;
- **Political and legal support**: the expected impact is **Minor in 67%** of countries and **Major in 33%** of countries and the types of gaps are: Framework and Awareness;

For the Operational objective 2.2, One-stop-shops were analysed in each project country from point of view of:

- Minimum service portfolio;
- Actuality and correctness of public services;
- Transnational exchange of services among One-stop-shop; and
- Qualified and skilled staff for One-stop-shops.

In **Germany and Austria where One-stop-shops are available** following types of gaps and expected impacts were identified:

- **Minimum service portfolio**: the expected impact is **Minor in 50%** of countries and **No gap in 50%** of countries and the types of gaps is: Services;
- **Actuality and correctness of public services**: the expected impact is **Minor in 100%** of countries and the type of gaps is: Services;
- **Transnational exchange of services among One-stop-shops**: the expected impact is **Minor in 50 %** of countries and **No gap in 50 %** of countries and the types of gaps are: Services and Awareness;
- **Qualified and skilled staff for One-stop-shops**: **No gap in 100 %** of countries

In **Romania, Bulgaria, Serbia, Hungary, Croatia and Slovakia where One-stop-shops are not available** and following types of gaps and expected impacts have been identified:

- **Minimum service portfolio**: the expected impact is **Minor in 50%** of countries and **Major in 50%** of countries and the types of gaps are: Framework, Services, Financial capacities and Human resources;
- **Actuality and correctness of public services**: the expected impact is Minor in 33% of countries and Major in 67% of countries and the types of gaps are: Framework, Services, Financial capacities, Awareness and Human resources;
- **Transnational exchange of services among One-stop-shop**s: the expected impact is Minor in 17% of countries and Major in 83% of countries and the types of gaps are: Framework, Financial capacities, Awareness and Human resources;
- **Qualified and skilled staff for One-stop-shops:** the expected impact is Minor in 50% of countries and Major in 50% of countries and the types of gaps are: Financial capacities, Human resources and Awareness;

For the Operational objective 2.3, One-stop-shops were analysed in each project country from point of view of:

- Accessibility to public services;
- Sound stakeholder management;
- Communication channels to stakeholders; and
- National modal share dissemination;

In **Germany and Austria where One-stop-shops are available** following types of gaps and expected impacts were identified:

- **Accessibility to public services**: the expected impact is **Minor in 50%** of countries and **No gap in 50%** of countries and the types of gaps is: Services;

- **Sound stakeholder management**: **No gap in 100%** of countries;
- **Communication channels to stakeholders**: **No gap in 100%** of countries
- **National modal share dissemination: No gap in 100 %** of countries

In Romania, Bulgaria, Serbia, Hungary, Croatia and Slovakia where One-stop-shops are not available and following types of gaps and expected impacts have been identified:

- **Accessibility to public services**: the expected impact is **Minor in 100%** of countries and the types of gaps are: Financial capacities and Awareness;
- **Sound stakeholder management**: the expected impact is **Minor in 100%** of countries and the types of gaps are: Framework, Services, Financial capacities Awareness and Human resources;
- **Communication channels to stakeholders**: the expected impact is **Minor in 100%** of countries and the types of gaps are: Services, Awareness and Financial capacities;
- **National modal share dissemination**: the expected impact is **Minor in 100%** of countries and the type of gap is: Awareness;

The general conclusion is that the establishment of One-stop-shops in Danube riparian countries requires a coordinated transnational approach in order to**:** review/adopt the existing/new national legislation, find funding opportunities, improve existing services or create new ones, raise awareness of the policy decision makers and improve professional skills of staff. The viability and durability of one-stop-shops all across the Danube region can only be ensured by bundling the information and services which are currently available at various national organizations.