

# RIS Week

## Common Issues Meeting on how EU co-financed projects contribute to the deployment of River Information Services on the TEN-T network

### Minutes

#### *Common Issues Meeting*

#### Attendees

*Representatives of the European Commission, UNECE, River Commissions, Member States, Members of the RIS Expert Groups, selected stakeholders*



#### Authors

*Jürgen Trögl and Johannes Nemeth (both viadonau)*

#### Date / Time

*Wednesday, 22 November 2017*

*Common Issues Meeting 08:30 –17:45*

#### Meeting Venue

*Hotel Devin*

*Riečna 162/4*

*811 02 Bratislava, Slovakia*

<https://www.hoteldevin.sk/en>

#### Host of the meeting

*Waterborne Transport Development Agency and the Ministry of Transport and Construction of the Slovak Republic*

## AGENDA

Moderation of the day: *Hélène Masliah-Gilkarov*

### 08:30 Registration and welcome coffee

### 09:00 Welcome and Introduction (moderator)

### 09:10 Opening Speeches: Strategic Developments

- Welcome note  
(Jozef Moravčík - Ministry of Transport and Construction of the Slovak Republic) - 10 minutes
- Update on European Policy and on operation of supporting RIS Services  
(Luca Farkas, Konstantinos Rigas and Dariusz Sawasciuk - European Commission) – 30 minutes
- Questions & Answers – 20 minutes

### 10:10 Initiatives to deploy River Information Services in Slovakia

The European Union has been supporting the establishment of River Information Services in Europe. During this Common Issues Meeting, the (intermediate) results of various projects will be presented. Moreover, it will be discussed how the projects financed under the Connecting Europe Facility (CEF) and the Interreg Programme contribute to the realisation of the current and upcoming requirements related to RIS and the deployment of RIS services on the TEN-T network.

- Deployment of River Information Services in Slovakia  
(Štefan Chalupka - Transport Authority) - 20 minutes
- Questions & Answers – 10 minutes

### 10:40 Coffee break

### 11:10 Initiatives to deploy River Information Services in Hungary

The Connecting Europe Facility co-funds the enhancement of the Hungarian RIS operation. Within the project traffic management services, on-shore RIS services will be established and the quality of fairway information services will be improved. This session will present the intermediate results, focussing on the newly established/enhanced services, which provide added value to the fairway users.

- Enhance the Efficiency of Hungarian RIS Operation – Introduction and state of play  
(Csaba Kovacs - RSOE) - 15 minutes
- Questions & Answers – 10 minutes

### 11:35 Harmonisation of administrative processes in the Danube Region

All measures to reduce waiting times at border crossings as well as the duration of controls are beneficial for the inland waterway industry. This session aims at introducing the current state of play and discussing possible next steps.

- Working group on „Administrative Processes“ of the Priority Areas 1a and 11 of the EU Strategy for the Danube Region  
(Simon Hartl - viadonau) – 15 minutes
- Contribution of DANTE, a project financed under the Danube Transnational Programme, to the improvement of administrative process in the Danube Region  
(Robert Rafael - Pro Danube International) – 10 minutes
- Contribution of RIS COMEX to the improvement of administrative processes on the Danube  
(Andreas Scherb - viadonau) – 10 minutes
- Questions & Answers – 15 minutes

### 12:25 Conclusions morning session & preview afternoon program (moderator)

**12:30 Lunch**

**14:00 Smart shipping – vision and building blocks**

Inland AIS data is an important building block for smart shipping. The usability however depends on the correctness of the data; as a consequence the CCNR evaluated the use of the Inland AIS implementation on the Rhine.

In the Netherlands, a vision of smart shipping is currently under development. This reflects the needs of all stakeholders as well as the policy and technological developments (Digital Inland Waterway Area, big data, internet of things, autonomous driving, etc.).

- CCNR´s Evaluation of the Inland AIS obligation: The Results (Peter Stuurman - Rijkswaterstaat) – 20 minutes
- Vision on smart shipping (Henk van Laar - Bureau Telematica Binnenvaart) – 20 minutes
- Questions & Answers – 20 minutes

**15:00 Coffee break**

**15:30 Discussion forum of the RIS Expert Groups: Common issues focussing on the RIS Index**

The RIS Index includes objects of relevance for inland navigation. RIS services make use of the RIS Index. In this interactive session problems and open issues will be discussed including the maintenance, quality and completeness of the RIS Index.

- Session organised by the chairpersons of the RIS Expert Groups  
(Chairpersons of the RIS Expert Groups: Peter Stuurman - Rijkswaterstaat, Wieland Haupt and Stefan Bober – Federal Waterways & Shipping Administration, Christoph Plasil – viadonau)  
50 minutes
- Questions & Answers – 10 minutes

**16:30 Technical developments and updates**

- Intermediate results of PIANC InCom permanent Working Group 125 in charge of updating the RIS Guidelines 2011 (Cas Willems - on behalf of Rijkswaterstaat) – 10 minutes
- Update on the [www.ris.eu](http://www.ris.eu) service desk (Hrvoje Kotnik - CRUP) – 5 minutes
- Questions & Answers – 10 minutes

**16:55 Closing words** (moderator)

**17:00 End of Common Issues Meeting**

**19:00 Common Issues Dinner**

*All presentations are available for pdf-download on [ris.eu](http://ris.eu) as well as in the  
Common Issues section of [eg.ris.eu](http://eg.ris.eu)*

## 1. Welcome and Introduction

Ms. Hélène Masliah-Gilkarov as technical expert from the International Commission for the Protection of the Danube River (ICPDR) as the moderator of the day welcomes all participants to the Common Issues Meeting. On behalf of the RIS week event management team, Ms. Masliah-Gilkarov thanks the Slovak Ministry of Transport and Construction and Regional Development and the Waterborne Transport Development Agency (ARVD) and specifically the local organizers Mr. Marek Novak and his team for hosting this RIS Week.

Ms. Masliah-Gilkarov gives an overview of inland waterways transport performance in Europe and compared the Rhine with 40 billion ton kilometres and the Danube with 25. She expressed that the Danube is not as large as the Rhine, but it offers considerable capacity.

Ms. Masliah-Gilkarov introduces the thematic focus of the day. The focal points of this Common Issues Meeting are “the users”.

## 2. Opening Speeches: Strategic Developments

### 2.1 Welcome note

On behalf of the Slovak Ministry of Transport and Construction, Mr. Jozef Moravčík welcomes all participants to the first RIS week held in Bratislava. He thanks his colleagues from ARVD and the RIS week organisation team from viadonau for preparing this nice event. Mr. Moravčík explains the importance of RIS to support Inland Waterway Transport users. RIS have been progressively implemented on inland waterways since more than 10 years. He underlines the importance of harmonisation of RIS in Europe as the actual main challenge that, eventually providing the users with a harmonised environment in order to increase the safety of sailing and reduce administrative barriers. To improve the quality of information services and corridor services it is important to link with institutions, ship operators and logistic providers.

On behalf of ARVD Mr. Marek Novak welcomes the participants and provides organisational information.

### 2.2 Update on European Policy and on operation of supporting RIS Services

*Reference: 01 - European Commission - EU Policy.pdf*

On behalf of the European Commission DG MOVE B3, Ms. Luca Farkas thanks the hosts of the RIS week for the organisation.

Ms. Farkas provides an update on EU policy developments and initiatives supporting RIS. She reports on the digital context of Inland Waterborne Transport (IWT) and the new digital initiatives. Within the overall strategy of the Junckers Commission, the so called “Digital Single Market strategy” plays an important role. Related strategic conferences are the Digital Transport Days in Tallinn from mid of November, the ongoing Digital Transport and Logistics Forum (DTLF) and the DINA study. The study will be published in December on the EC’s public website and will be taken up by a Commission Expert Group on DINA, which currently has a call for experts. This is an open call for applications with the deadline to 1st of December 2017. The EC is also dealing with some specific projects like Digital IWT tools & setting up an additional database, the European Crew Database (ECDB).

Mr. Konstantinos Rigas from EC DG MOVE B3 presents the planned revision of the RIS Directive (Directive 2005/44/EC), which will go on one step at a time, following the “better regulation” rules to ensure a high quality of the legislation. The reason is on one side to ensure the very good quality of the text that is presented to the quality legislators and to expend every possibility to receive feedback from the interested parties, the sectors and even the single citizen. Consequently the evaluation will start with looking back and judging the impact of the RIS Directive so far, preparing and using five standard criteria: effectiveness (meaning if we achieved the results that we intended), efficiency (what was the cost in achieving this), relevance (do we still need it or not), coherence (coherence with other initiatives in the EU, e.g. the Directive obliges to have a cooperation with the maritime sector) and EU added value (do we need to intervene and act at EU level or can it be solved at a different level).

The purpose of the RIS evaluation is to have updated information, to learn what has worked and what hasn't and to help to decide if a revision of the RIS Directive is needed, e.g. last week at the CCNR workshop somebody was talking about a problem of the users having old Windows versions and therefore RIS doesn't work, but this can't be solved at EU level. We need to start thinking what the RIS Directive is and to push more the Member States to apply the regulations. The evaluation roadmap has been published on 31.10.2017 ([http://ec.europa.eu/info/law/better-regulation/initiatives/ares-2017-5329205\\_en](http://ec.europa.eu/info/law/better-regulation/initiatives/ares-2017-5329205_en)) and is open for feedback until 28.11.2017. The evaluation will be done in those countries where the RIS Directive applies and will be rather on high level (e.g. whether the ERI standards or the process of producing the standards is working well and if led to the improvements that we were foreseen) than on technical level. The evaluation will be done by an external consultant who will be tendered next year (beginning January /February 2018) for collections and analysis of data and existing sources. The consultation strategy will be a 3 months Open Public Consultation (OPC), in depth interviews, specialised survey and stakeholder meetings and participation. The idea is that consultants will participate at the RIS week to present the information. The results are expected for end of 2018. Afterwards an impact assessment will be carried out that is focussing on the future, while the evaluation deals with the past.

Ms. Farkas provides the status of publication for the revised RIS Standards:

- Inter-service consultation (ISC) is finished for NTS and IECDIS. ISC is an internal step in the EU process, DG CONNECT was consulted for IT aspect and DG Growth for industrial aspect to give feedback, further legal services and some other horizontal services gave their inputs, all inputs were processed for Inland ECDIS
- IECDIS proposed text is published on the better regulation portal for public consultation and the feedback period closed recently.
- NtS will be published on the better regulation portal for public consultation still in November 2017. Better regulation means the EC decided to improve and to make the regulation better, on one hand the legal text/regulation should be more clear and more simplified and to cut unnecessary parts and to restructure some of the text. On the other hand also the market, the organisations and citizens should get the possibility to review any proposed text. This is a new step in the legal adoption process to publish all proposed text on the better regulation portal.
- The next steps is that in January 2018, after the end of the public consultation for NtS, the committee on the reciprocal recognition of national boatmasters certificates (i.e. the RIS Committee) will decide on the adoption of the IECDIS and the NtS Standards.
- VTT and ERI will follow afterwards with the same procedures.

Ms. Farkas provides an overview of EU funding for RIS:

- If a dedicated RIS call in the Connecting Europe Facility (CEF) is necessary, the Member States shall state it in the CEF Committee.
- There is a CEF blending call 2017 for innovation and multimodal logistics projects with deadline 12 April 2018.
- H2020 call 2019 - the dedicated topic for IWT is "Moving Freight by Water".
- In addition there are the structural and cohesion funds for Non-Member States like Serbia as well as the IPA and national funds.

Upcoming milestones:

- 2017-2018: Update of RIS Implementation Regulations
- 2017-2018: Evaluation of the RIS Directive
- 2017-2018: Delegated act for the EHDB
- 2017-2018: Mid-term evaluation of the NAIADES II Action Plan
- Work on the Digital Inland Waterway Area (DINA)
- 2018 is the 'Year of Multimodality'

#### **European Hull Database (EHDB) - Legislation:**

Before October 2018 the adoption of the Delegated Act on the EHDB is expected.

#### **EHDB Data & Data quality:**

Regarding the data quality in the EHDB there haven't been any updated data sets from Luxembourg (fleet is comparably small) and Romania (answer from RO: next year finished, new updates will be provided) for almost 2 years. Germany, Italy, Hungary and Lithuania still do not provide data to the EHDB.

#### **European Reference Data Management System (ERDMS) – RIS Index:**

Ms. Farkas informs that the completeness and up-to-dateness of ERDMS data is increasing and on a good track. Germany submitted a lot of data in advance. She thanks to Austria, Germany, Hungary and Republic of Serbia who are active in this field. No contributions are available from France, Luxembourg, Italy, Sweden and the United Kingdom. Mr. Alaric Blakeway states that the plan in France is to do this in the first quarter of 2018, starting in January. Ms. Farkas points out that the data age in Belgium and Romania is quite high and needs attention. Mr. Jan Gilissen states that in Belgium the activities will start in the first part of 2018 and that during the next RIS week there will be first results available.

#### **EU Login for the ERDMS and the EHDB:**

Mr. Sawasciuk is IT product manager at the EC DG MOVE & DG Energy and responsible for hosting of the EHDB, ERDMS and the TEN-TEC tool. He explains that soon both systems will be switched to a single EU login and all users need to have an EU login. Due to the automatic assignment of users rights the same email address which is already used for EHDB and ERDMS accounts shall also be used for the EU login. A reminder will be sent out to the emails registered in the system, providing the final date of the login method change. The EHDB will receive new features like copying of vessel certificates or the connection with other systems. The Web-Service interface remains unchanged.

The ERDMS will receive a new GUI, which is in line of the EU IT guidelines. Other improvements like search functionality, presentation of the data, sorting function or better import/export of data (to Excel) will be added. It is planned to deploy the new front page around end of February 2018.

## **2.3 Questions & Answers**

Mr. Cas Willems on behalf of Rijkswaterstaat addresses that in the RIS Directive it is not very clear what quality of services we could expect nowadays. The RIS Directive doesn't put requirements on that. He asks about what the EC is going to do with that aspect in the evaluation.

Mr. Rigas from the EC explains that the evaluation is the opportunity to describe the problem in detail and tell what it is the problem and who should take action on that.

Mr. Adrian Maizel from AFDJ asks about the RIS Index and the ERDMS. The login access will be an access only to the already available data or the possibility to modify data e.g. like the level of the future of the RIS Index?

Mr. Sawasciuk from EC replies that there will be the possibility to modify data directly on the user interface depending on the user rights.

Mr. Maizel underlines the development of pilot applications in the IRIS Europe 3 project to update the RIS Index. Hopefully beginning of the next year the new version of RIS Index will be available. He underlines the importance of the CEF project FAIRWAY and the project Danube STREAM (FIS Portal). It needs to be known at the level of the ERDMS who will be the person responsible to make updates.

Mr. Simon Hartl of viadonau addresses the problem that NtS messages for blockages of the river are not frequently issued in the Danube region and wants to know if the EC plans to do any monitoring.

Ms. Farkas replies that during the evaluation of the RIS Directive such problems should be pointed out. In case countries do not comply with EU regulations, the Commission could start infringement processes.



### 3. Initiatives to deploy River Information Services in Slovakia

#### 3.1 Deployment of River Information Services in Slovakia

*Reference: 02 - Chalupka - RIS in Slovakia.pdf*

Mr. Chalupka from the National Transport Authority in Slovakia gives a presentation of RIS in Slovakia. He introduces the main organisations in the RIS environment: the Slovak Ministry of Transport and Construction, the Waterborne Transport Development Agency (ARVD), the Transport Authority (NSAT), the Slovak Water Management Enterprise (SVP) and the Slovak Hydro Meteorological Institute (SHMU). Mr. Chalupka gives an overview of the milestones in the national deployment of RIS in Slovakia of which the work in the RIS COMEX project is the most recent. All RIS key-technologies are in operation and Slovakia is connected to the EHDB and ERDMS. Since 03/2015 there is active RIS data exchange with Austria. For the future the usage of ERI shall be extended and the RIS COMEX project shall improve the integration into European services.

#### 3.2 Questions & Answers

Ms. Lucia Karpatyova of Pro Danube International (PDI) encourages the responsible persons in Slovakia in seeking cooperation with Slovenská plavba a prístavy a.s. (SPaP a.s.) – the biggest Slovak ship operator – to increase the use of Electronic reporting in Slovakia.

Mr. Henk van Laar of Bureau Telematica Binnenvaart (BTB) asks about the quality of the mobile phone services on the Danube. Mr. Chalupka has no dedicated information about the coverage on the Danube but informs that there is open Wi-Fi in Bratislava and Gabčíkovo.

Mr. Willems asks about what is Slovakia doing for preventing accidents because the RIS Center is now in operation since 2009. Mr. Chalupka reports that for traffic management the responsible captaincy offices are in operation 24 hours and in contact to the skippers via VHF. In case of calamity the captaincy offices are the first contact point for the skippers.

Mr. Scherb of viadonau underlines how important it is to get additional users on board to make active use of RIS, especially Electronic Reporting.

### 4. Initiatives to deploy River Information Services in Hungary

#### 4.1 Enhance the Efficiency of Hungarian RIS Operation – Introduction and state of play

*Reference: 03 - Kovacs - RIS in Hungary.pdf*

Mr. Csaba Kovacs from RSOE presents information about the CEF project 'Enhance the Efficiency of Hungarian RIS Operation'. The delivery date of the complete system is 18 March 2018. He informed about the enhancement of RIS traffic management services e.g. new VHF radio stations, optimised AIS base stations, new PannonRIS website and mobile application, radar stations and cameras. The traffic management system will have different functionalities like VTT display over new Inland ENC charts. Further VTS functionalities are the provision of NtS to skippers, AIS messaging, vessel registry, incident management, including weather related messages, integrated DGNSS service using EGNOS, new riverbed measurement and IENC updates and the improvement of water level data. The system will be ready to connect to Electronic Reporting infrastructure and the EHDB, but RSOE is still waiting for the signature from the Ministry of Transport since 2010 for making data exchange of electronic reports and the interconnection with the EHDB possible.

#### 4.2 Questions & Answers

Mr. Robert Rafael of Pro Danube International (PDI) asks if the sectors know what is happening at the deployment of services infrastructure. We should invite barge organisations or even private entities to such meetings. There should be awareness from the sector that there are high amounts of co-funding to set up

infrastructure. It's time to go out to the public, to fleet owners, to the boat masters, to the skippers to show them how they can benefit from the service infrastructure.

Mr. Kovacs reports that it needs the legislation part from the member states ministries or from the EC.

Ms. Birgitta Schäfer from the German Ministry of Transport reports that in Germany the industry is involved on the national level, on level of the river commissions e.g. last week there has been a big workshop at the CCNR and the idea is to have a closer cooperation with those who are the users of the RIS systems. In fact the project RIS COMEX provides a big step ahead where in Germany an industry reference group is set up with a big questionnaire. There is an informal exchange with the sector, but it takes time.

Mr. Gilissen underlines that it is very important to bring the information to the users and to the skippers that the system is there. You have to bring the system to the users and to teach them how to use it.

Ms. Karpatyova asks regarding the signature of the Hungarian state secretary, if it would be helpful when the industry raises its voice similar to the initiative of Pro Danube for better fairway conditions.

Mr. Kovacs replies that he doesn't know if it helps. In the last 7 years they tried a lot of ways to get the signature but without success. There has been no success for 20 years.

Mr. Rafael underlines that it is not the job of RSOE as non-governmental organisation to force the state secretary to get the signature.

Ms. Schäfer states as soon as the delegated act for the EHDB is in force, Germany will be able to deliver data. Maybe it is the same in other countries. Please don't forget that we are touching private footsteps.

Mr. Plasil of viadonau asks if the processes for Notices to Skippers are being improved in order to get the information published, so that all information about limitations is actually provided by these new applications.

Mr. Kovacs replies that it is planned and it is a procedure to teach them how to use the new system or how to provide the data.

Mr. Blakeway from VNF the French Inland Waterway Administration reacts on the remark from Mr. Rafael concerning skippers. It is a global remark that the skippers should be fully involved in our research work at the expert groups.

Mr. van Laar underlines that in the Netherlands the end-users are involved since almost 20 years. On national level it would be very good for each RIS Authority to include skippers in their considerations, e.g. on the Rhine the tanker shipping will be obliged to mandatory reports end of next year. It needs modern marketing techniques to bring the information to the skippers. On the Rhine a campaign on recent requirements related to Inland AIS and Inland ECDIS was done. Member States representatives need to invest not only into infrastructure, but also into communication with the sector.

Mr. Kovacs states that in Hungary there are meetings with the waterway management, transport authority and the skippers with the consideration how to handle the shallow sections. Since then the waterway management improved the measurement quality and measures the riverbed more often with new boats.

Mr. Blakeway replies that in France there are national user groups with discussions about lock maintenance schedules and new reporting formalities, so that in France electronic reporting can become mandatory from the 1<sup>st</sup> of January 2018. There are also local user commissions and a RIS project on the river Seine, which is financed mainly by regional budget. In the Steering Committee of this project there are representatives of fleet operator users directly involved. At CCNR VNF did a major inquiry with more than 1200 responses and feedback. It is important to involve them beforehand.

Mr. van Laar remarks that it would be great to have more people from the wheelhouse in meetings like this but it is a costly thing.

## 5. Harmonisation of administrative processes in the Danube Region

### 5.1 Working group on „Administrative Processes“ of the Priority Areas 1a and 11 of the EU Strategy for the Danube Region

*Reference: 04 - Hartl - Admin Barriers.pdf*

Mr. Hartl head of transport development of viadonau presents the progress of the working group on “administrative processes” of the EU strategy for the Danube Region. This initiative is a good opportunity for additional added value of RIS and also to get in close touch with the users. In this initiative we have on the one side the Danube logistics sector (PA1a) and on the other hand the border control authorities (PA11). The sector is badly affected by the effects of EU border crossing in the Danube Corridor. These cumbersome controls in place present a significant competitive disadvantage for Danube navigation. There



is an urgent need for simplification, harmonisation and digitalisation. Currently a skipper needs more than 70 documents for border clearance for a voyage from Germany (Kelheim) to Romania (Black Sea). These documents are available on paper only in different languages. Particular for digitalisation, RIS can play a major role. The initiative has been requested to become a flagship initiative. The working group cooperates with other projects like DANTE and RIS COMEX. RIS COMEX could contribute to more efficient vessel controls and reduced reporting requirements. A joint proposal was sent to DG MOVE beginning of September, the reaction is pending. Related activities of the joint working group between PA1a/PA11 are:

- Survey among vessel operators at border crossings
- Templates for selected control forms
- Monitoring opening hours of control authorities
- Manual on border control
- Collection of complaints and discussion of such with partners
- Transnational training and know-how exchange for control bodies
- Limit the numbers of officials entering the ship

5 measures coordinated by PA1a:

- Measure 01: aims on harmonised templates for control forms: Danube Navigation Standard Forms (DAVID)
  - Same river, same rules – common standard forms available in multilingual versions
  - Let's not reinvent the wheel – follow ERI data provisions, follow IMO FAL forms
  - 3 standard reports: arrival & departure, crew list and passenger list
  - Next steps: check compliance with national and international law, agreement on technical level, translation from English into Danube languages, agreement on political/administrative level and implementation of forms into national legal framework
- Measure 05: focus on publishing the practical manual on border controls
- Measure 06: on behalf of the sector the opening hours are monitored
- Measure 14: feedback from shipping companies are reviewed which control authority did not work within giving opening hours
- Measure 15: the working group will be used for discussions on multiple/repeated complaints

On the security side there are 3 measures coordinated by PA11:

- Measure 04: Implementation of transnational database which includes the results of nautical controls along the Danube
  - Avoid multiple controls of inland vessels
  - Make better use of control resources
  - Nautical controls particularly controls related to vessels, deck crew and dangerous goods are not related to entry and exit border controls and so they are not to be included in this database in the frame of another European project
  - Next steps: Gain an agreement from the responsible control authorities to implement this database. In the working group there are unclear technical capabilities how to implement and operate such a system. The working group can only define the requirements from the control authority side and from the sectors side. Can this be done in the RIS environment? How to interconnect the database with RIS data?
- Measure 10: Limit the number of officials entering the ships
- Measure 11: Review control processes and forms

Further steps towards digitalisation of border controls:

- Milestone 16: Final forms should be submitted electronically, in the first face the 3 documents (arrival- and departure reports, crew and passenger lists), in a later phase also other documents to be followed.
- Milestone 17: Implementation of database with standard vessel information for ships regularly passing border control points

- Milestone 18: Asked by the sector for implementation of an electronic registration tool meaning that even at his control points which are not open 24 hours 7 days a week to be able to submit a registration before and then the control authority will carry out the controls on a more flexible basis.
- Milestone 19: User manual for the developed electronic tool
- Milestone 20: Participation of test users

## 5.2 Contribution of DANTE, a project financed under the Danube Transnational Programme, to the improvement of administrative processes in the Danube Region

*Reference: 05 - Rafael - DANTE Project.pdf*

Mr. Robert Rafael gives a presentation of the DANTE project, focussing on the topics of administrative barriers and on RIS initiatives with the following objectives:

1. Simplification,
2. harmonisation and
3. digitalisation

There have been a lot of conversations with RIS experts and RIS COMEX within the industry reference group. DANTE has launched a transnational IWT barrier reporting tool by end of September to reduce administrative barriers and to collect concrete issues from user side. Several meeting formats have been introduced to channel the input from the sector and discuss with the authorities. The aim is that in the end all necessary vessel/transport information will be available to the authorities, heavily supported by RIS. Country-specific data requests shall be avoided as much as possible. In the whole Danube area all authorities in total require 225 procedures to be dealt with. The procedures and documents should be harmonized and standardized and by using RIS highly digitalised. This could significantly reduce the efforts and time consuming procedures for all parties involved. Stakeholder meetings have identified non-optimal use of RIS and sometimes even more administrative burden because of RIS.

## 5.3 Contribution of RIS COMEX to the improvement of administrative processes on the Danube

*Reference: 06 - Scherb - RIS COMEX.pdf*

Mr. Andreas Scherb from viadonau - responsible for the development and operation of the Austrian Electronic Reporting system - presents potential contributions of the RIS COMEX project (01/2017 – 12/2020) to the improvement of the administrative processes on the Danube.

RIS COMEX is a project aiming to improve and enlarge River Information Services throughout different corridors to serve the customer needs in the best way. This means to implement services on a permanent and reliable basis for harmonized RIS on regional or even European level, taking into account the user needs from public authorities as well as from private industry.

Within the project RIS Corridor Management, different levels of Corridor Management were defined requiring specific information services. These levels will further be used within the RIS COMEX project divided in the following levels.

- Level 1 is enabling Route Planning based on fairway and related infrastructure information.
- Level 2 is enabling Voyage Planning and Traffic Management based on traffic information.
  - TPM.10 Communicate Traffic Planning
    - Receive and process RTA information, lock chamber planning and incident reports from external and other corridor services and communicate traffic planning (RTA from lock planning, updated RTA information in case of deviations, lock chamber composition schema, incident information) to users and authorities.
- Level 3 is facilitating Logistics Processes by customized services based on fairway and traffic information. Level 3 contains 3 concrete services to support administrative processes:
  - ILE.10 Efficient Vessel Controls

- Provide information to competent authorities enabling them to increase efficiency of vessel controls in order to potentially reduce waiting times for and the duration of vessel controls, and to support fulfilment of reporting duties.
- ILE.11a Reporting Requirements
  - Provide information to reporting parties about reporting requirements along the route and validate already available data for the voyage with required data.
- ILE.11b Electronic Report Creation
  - This service enables authorised users (Reporting Parties) to fulfil their reporting obligations and to voluntarily report additional information in an efficient and user friendly way by supporting the user with all relevant information (reporting requirements, reference data, templates based on existing reports, etc.) to create and submit new or update existing Electronic Reports.

The main users of these services are authorities as well as vessel users and logistics users. There are different Electronic Reporting Messages for different purposes, e.g. ERINOT message avoids duplicate reporting and reduces administrative burdens by fulfilling reporting requirements but the message itself is rather a static one and will just be published when the voyage starts and is normally not updated.

Core of the RIS COMEX project is a cooperative approach to centralize services (keyword #yoro – you only report once). RIS COMEX could provide the implementation platform to achieve the strategic goals of the Danube Region Strategy's effort on the reduction of administrative burden along the Danube.

## 5.4 Questions & Answers

Mr. van Laar questions to what extend the harmonisation of electronic reporting within RIS COMEX will support existing means for reporting (e.g. BICS) and if there will be information exchange of electronic reports between the Danube and Rhine area.

Mr. Scherb replies that it is planned that existing tools like BICS can be used for the standardised reporting unless certain countries require additional information.

Based on the question of Ms. Farkas, Mr. Hartl and Mr. Rafael explain that for border control at the Danube in total more than 70 documents (e.g. in different languages, different formats, different data fields,...) are needed, while 225 documents (also includes local requirements e.g. in the port of Linz special registration form or extra requirements when sailing from Romania to Bulgaria even for bunkering) and procedures are needed for all aspects of a voyage on the Danube.

Mr. Birkhuber asks whether somebody has investigated if ERI as European standard could be extended to cover all data fields required for European voyages. Mr. Oudenes replies that the ERI expert group only works based on the input coming from the national delegates. Mr. Birkhuber replies that one of the problems is that the project of the Danube region strategy is not only dealing with the requirements of the ministries of the transport but also with other areas (e.g. border control, customs ...). Mr. van Laar added that in a Dutch project they have tried to get digital information on staff, on crew, on the barge and this also covers several ministries or public authorities and it was impossible. It would be a great success to do this transnational. Mr. Scherb adds that the current ERINOT message is static and not suitable for solving all issues discussed. But future messages like the ERIVoy could be used for that purpose.

Mr. Simon asks if other involved authorities can define their requirements to the tools that have been presented. The experts decide if this can be implemented within the area of RIS COMEX or not and why.

Mr. Stuurman asks why this is restricted to the ministries of transport. He remarks that concerning the RIS Directive there should be a national RIS Authority arranging everything what was done. If there are proposals the ERI working group will work on it.

## 6. Smart shipping – vision and building blocks

### 6.1 CCNR's Evaluation of the Inland AIS obligation: The Results

*Reference: 07 - Stuurman - CCNR AIS Survey.pdf*

After the lunchbreak Mr. Stuurman presents the highlights of the CCNRs evaluation of the Inland AIS and electronic charts display system obligation. The obligation came into force on 1<sup>st</sup> of December 2014. These measures have been evaluated and 4 different target groups (skippers, installation companies, waterway authorities and enforcement and police services) were involved. Around 1200 skippers participated in the survey in autumn of 2016. The majority of the vessels have Inland AIS and a chart display on board. In general the skippers are very happy with the introduction of AIS. Some critical remarks were received on the fact, that AIS is not a navigation system and shall never fully replace traditional means of navigation (radar, VHF-communication, window to look outside and knowledge of the waterway). For the charts, the skippers criticized the quality and update frequency of charts. Many practical issues with RIS technologies on board originate from installation. The range reaches from outdated hardware and operating systems, to power supply, room for installation and cabling to the topic of antenna location. The majority of skippers are not happy with the need to update the navigational status in the Inland AIS unit. The majority of the skippers have not problems with having the AIS always on, but around 25% identified issues around power consumption. In practice it was difficult for the skipper to verify if the own Inland AIS unit transmits the data over the air interface. 85% of the vessels covered by the questionnaire have Inland ECDIS in information mode, 4% in navigation mode and around 11% have both.

54% of the skippers reported problems with their Inland AIS system and 34% with their electronic chart display system. Many skippers consider the indicated time frame of 48 hours to repair an Inland AIS unit too short and ask for 96 hours.

In the free comment section of the survey many reactions were received addressing the illegal publication of AIS data, which is published on several open web sites and that certain authorities use AIS data for enforcement (e.g. harbour fees, fines, resting times etc.) without legal basis. Further Inland AIS is used to check skippers (berth, route, rest etc.) and from a competitive point of view.

Further steps of CCNR are to document the results of the questionnaire and to elaborate a report containing the conclusions and recommendations.

The official evaluation report by the CCNR including conclusions and recommendations can be found under the following links:

[http://files.ccr-zkr.org/rp17\\_69fr.pdf](http://files.ccr-zkr.org/rp17_69fr.pdf) (French)

[http://files.ccr-zkr.org/rp17\\_69de.pdf](http://files.ccr-zkr.org/rp17_69de.pdf) (German)

[http://files.ccr-zkr.org/rp17\\_69nl.pdf](http://files.ccr-zkr.org/rp17_69nl.pdf) (Dutch)

### 6.2 Vision on smart shipping

*Reference: 08 - Van Laar - Vision on Smart Shipping.pdf*

Mr. van Laar gives an insight to the vision on the future of inland waterway transport including autonomous sailing. The audience is not very much convinced that autonomous sailing is only a matter of time. Within the project "Inland navigation 3.0" a multi layered control model has been developed:

- Vessel perception layer
- Vessel to vessel layer
- Vessel to infrastructure layer
- Vessel to supply chain layer

Lloyd's has developed a code system for unmanned marine systems, which has been adapted for inland navigation 3.0

- Level 0 – manned with support systems
- Level 1 – manned automated, 1A on-board decision support system, 1B off-board decision support system, with on-shore decision support systems
- Level 2 – manned autonomous, skipper doesn't need to be in the wheelhouse

- Level 3 – unmanned with remote supervisions
- Level 4 – unmanned autonomous, ships are able to sail completely independent

Demonstration of CoVaDem video (<https://www.youtube.com/watch?v=iMkkHisD4dY&t=14s>) – cooperative depth measurements as example for smart services.

Mr. van Laar underlines that automation in inland navigation has the potential of improving operations, optimizing the carbon footprint, improving the integration into the logistics chain, efficient use of available infrastructure and improvement of safety.

## 6.3 Questions & Answers

Mr. Blakeway remarks on the presentation of Mr. Stuurman that there was much more feedback on the questionnaire, 1200 validated responses. Then he asks for any feedback or information on the progress of CoVaDem. Mr. van Laar reports that currently around 50 vessels are participating in the CoVaDem pilot. Currently there are attempts to access European funds to scale up the approach to 300 vessels, which are needed to collect the necessary amount of measurement data for providing a good coverage of the main European waterway network.

Mr. Creemers asks what CoVaDem does with the data received by the vessels and produced in the system. Mr. van Laar explains that the algorithms are still under development and currently no information is shared with the public.

Mr. Walterfang comments that the introduction of the levels of autonomous sailing is very important. It is also a good approach to go step by step towards higher levels of automation. Mr. Walterfang asks how to take a step forward with respect to this group and CCNR and to promote this really important topic. Mr. van Laar answered that as part of his assignment with Rijkswaterstaat a profile is elaborated concerning what inland barge owner can do to be prepared for the future. As a starting point, one suggestion to skippers will be to buy a heading device. For CoVaDem it is also very important to measure the static depth of a vessel before starting the trip and to have vessel equipped with fuel flow measurement devices. He stressed that in the Netherlands there are only 200-300 vessels equipped with flow measurement systems because they are very expensive and the biggest worry is that presently in inland shipping there are no system manufactures who are willing to invest and to sell it in the market. So therefore funding is needed for this kind of research.

Mr. Dumitrescu from ITS Romania proposes to use the levels of automation that are already defined and accepted in Europe (based on ITS). Otherwise it is not clear what the level of automated vessels is. The EC and the inland waterway sector should create a European platform of member states and industry to clarify the terms and the future roadmap. Apart from that the industry will go ahead without a clear regulatory framework at European level.

Mr. van Laar answers that some coordination might be necessary.

Mr. Persoons from Periskal repeats his remark from the CCNR workshop that industry is willing to react on the observations that there are a lot of technical problems at the installations on board the vessels. He appreciates that Mr. Stuurman already confirmed to invite the ECDIS manufactures to provide the feedback, inputs and observations from their inland skippers regarding the technical problems. Mr. Persoons comments on the presentation from Mr. van Laar. On one hand the public entities in RIS have enormous budget for shore side measures, on the other hand the private RIS sector needs to start from scratch. Mr. Stuurman answers that it will be part of the work of RIS COMEX with invited representatives of the stakeholders to produce first conclusions and recommendations.

Mr. van Laar underlines that it was absolutely not his intention to distinguish between private or public RIS. There is only one RIS and both sides should work together. CoVaDem could also have been a government implemented system, but it must be open and be possible to integrate into RIS e.g. into ECDIS systems.

Mr. Blakeway mentioned that Mr. van Laar speaks about that CoVaDem is a private initiative because public authorities did not take over this issue/subject. Mr. Blakeway stressed when we speak about RIS, we speak about exchanging data, we speak about legal agreements, we speak about technical issues but we never speak about financial issues for exchanging data. So therefore CoVaDem proposes to sell their data to public authorities. But the waterway authorities have their own vessels that do official bathymetric measurements and the waterway authorities can't rely on data from several individual vessels to publish depth profiles. Mr. Blakeway confirmed that at least France is not ready to invest money in this kind of data. Mr. Willems stressed the fact that when you invest into bathymetric surveys with vessels from the authorities, then also think about possible future savings when you invest in solutions like CoVaDem in the future. Think about what we are now doing with respect to Aids to Navigation, there are a lot of costs for the maintenance and what can be saved by the authorities in the future. Authorities should invest in this kind of solution.



Mr. Trögl comments that the presentations of Mr. Stuurman and Mr. van Laar have left him puzzled. On the one hand it has been expressed that users appreciate AIS very much and its usage is quite high, but at the same time it is obviously difficult for the users to maintain the AIS data and they are claiming they don't need AIS 48 or 96 hours for sailing. This doesn't fit together. On one side it is an important system and it should be operational and on other side it is not possible to manage the reliable operation of AIS on-board. How should we look into the future for autonomous sailing where we have a much bigger reliance on technology? There is a long way to go and the view to technology how it is treated on-board and to invest. We have to do more than on the standardisation level.

Mr. van Laar underlines that AIS will never be enough and remarks on the comment of Mr. Blakeway that there should be a mix of public and private measurement vessels due to the fact that CoVaDem vessels are not as accurate as the vessels from the public authorities. The idea is that CoVaDem is covering it 24 hours 7 days a week for the entire riverbed and the public authorities could become a customer and also dredging companies are quite interested and they confirmed the accuracy of CoVaDem measurements.

Mr. Gilissen asks Mr. van Laar if it is not dangerous based on the CoVaDem measurements that skippers are loading more than allowed by the waterway authority and what about calibration. A vessel from waterway authority has to be calibrated several times a year.

Mr. van Laar answers that some barge owners load their vessels over the allowed depth and CoVaDem will not change it. It is the decision of the barge owner. At CoVaDem the echo sounders were calibrated on barges and there could be differences in single beam measurements of 5 – 7 centimetres but there are 300 measurements per day for a particular cell. So it is not as accurate as a multiband vessel but that is not the aim. The aim is the continuous vision and forecasts because today's forecast are hardly reliable.

## 7. Discussion forum of the RIS Expert Groups: Common issues focussing on the RIS Index

### 7.1 Session organised by the chairpersons of the RIS Expert Groups

After the coffee break Ms. Masliah-Gilkarov introduces the panel discussion staffed with the 4 chairs of the RIS expert groups. The panel is assisted by Mr. Sattler of viadonau who introduces two tools for an interactive session: a throwing microphone also known as the "Catchbox" and an online voting tool named sli.do.

*Reference: 10 - Plasil - RIS Index Introduction.pdf*

Mr. Plasil as chairman of the Joint Task Force RIS index gives an overview of the topic of the RIS Index which is a repository of all objects of relevance for inland navigation. All RIS standards make use of this reference data. At the moment it is quite hard to use the ERDMS, but with the initiative of the EC with the new GUI it will be much easier to select data sets which you are looking for. The interface is organised differently in the different countries. Most of the countries are actually using the Web GUI to supply the data but e.g. Belgium is using web services for providing data.

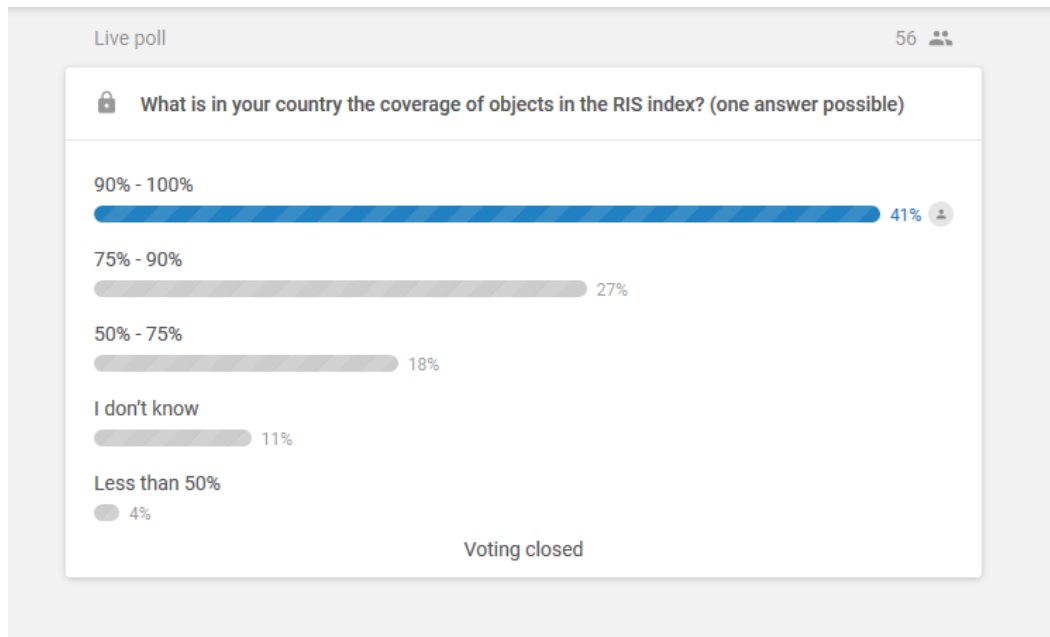
A big amount of objects are available in Europe and it is still in the process of increasing e.g. in France there are no objects available and in other parts of Europe there are also gaps where no data is available. There is no indication of the quality of the data. It just means datasets are available.

The RIS Index does not cover the characteristics of the waterway network and also does not cover all locations e.g. competent authorities do not have up-to-date information. Further responsibilities in the common border sections has to be defined between the neighboring countries e.g. who is providing the data of the bridge which is connecting the countries.



## 7.2 Questions & Answers

Ms. H       Masliah-Gilkarov starts the discussion with the first question to the audience. (56 responses)



Mr. Wieland Haupt mentioned that he voted for 90-100% because in Germany there are 122000 RIS Index Codes. But it is not 100% and he stressed that the waterway authorities are not the owners of all stretches in the waterway, especially the harbour areas. So there is no access to the objects. In Germany the harbour basins/areas are encoded in the maps and codes available for the harbour entrance but there is no chance to create codes for the terminals. But when a skipper can find the right harbour basin then the skipper should be able to find the right terminal.

Mr. Stuurman states that in each country there should be a responsible body or person in charge of managing the RIS Index, independent of the question if the infrastructure is public or private.

Mr. Gilissen agrees with Mr. Stuurman that in each country there should be a national data manager and it takes years to collect the data. In Belgium it is a big issue because there are 6 or 7 authorities who are responsible to produce RIS Index data. But independent if it is a public or private port, data should be available.

Mr Haupt explains that the German Administration is planning to set up a tool where infrastructure owners can report their location codes. But there is no possibility to force them.

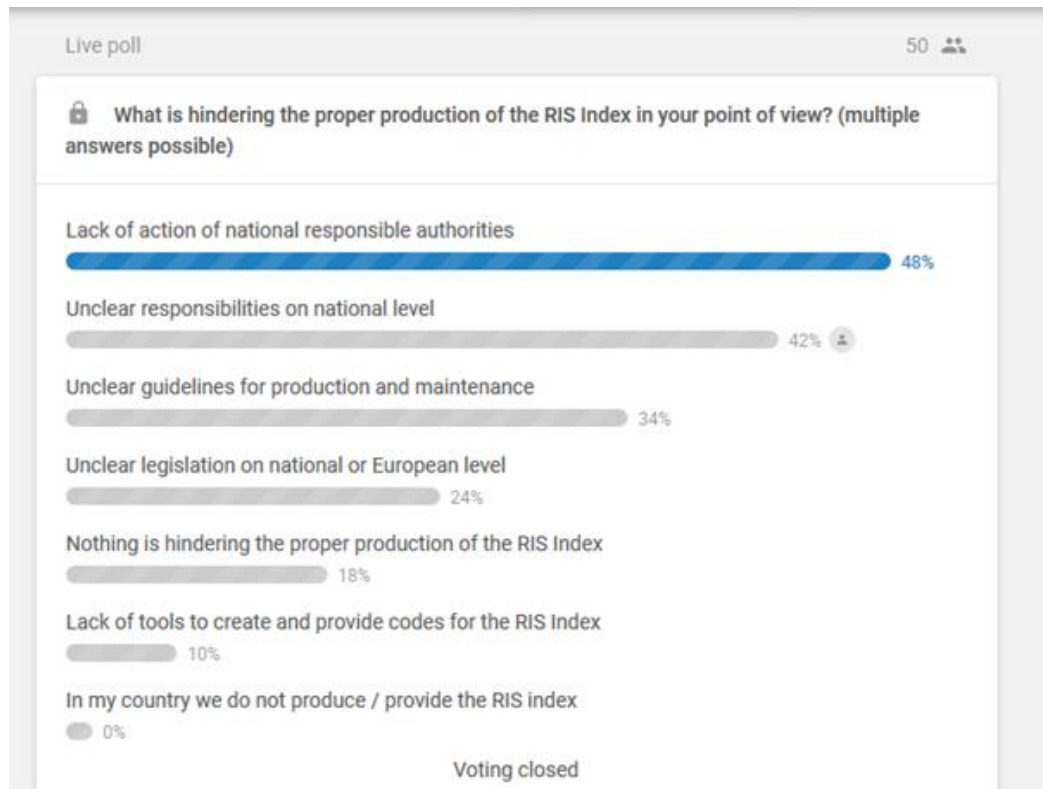
Mr. van Laar underlines that in the Netherlands the barge owners often inform about terminals which are not in the system. So we publish a terminal code list in the container shipping and try to be an interface between the people in the wheelhouse and Rijkswaterstaat so that ERINOT messages are correct. The idea is that barge owners have an office.

Mr. Haupt informed that no codes arrived in the past from the harbour authorities.

Mr. Vrijaldenhoven comments that it needs some promotion to inform people that there are possibilities to report the necessity of location codes.

Mr. Haupt stressed that harbour authorities are informed and there is functionality in ELWIS and some codes are provided and included. But it is too less as we have seen in Duisburg for example.

Second question (50 responses)



Mr. Plasil asks what is unclear about the guidelines for production and maintenance.

Mr. Gilissen explains that in the mixed areas (sea/inland) Port Antwerp as example it is not so clear and easy to code objects in a way that they can be understood by all systems.

Mr. Polschinski states that the processes for maintenance of the RIS Index are not clear on European level. Take the port of Duisburg as example. They do not know what is the purpose and value of the RIS Index. They also do not know to whom to deliver the RIS Index: to the national responsible authority or the ERDMS and on which events/intervals. So it has to be worked on the procedure of the maintenance to have very good data integrity.

Mr. Willems stressed that concerning the European RIS directive it is only mandatory to have a RIS Index from CEMT class IV and higher. So it's excellent.

Mr. Blakeway questions what are all the objects which shall be included in the RIS Index, what is 100% coverage? France deleted the data from ERDMS because of bad quality. But what is the required quality of the RIS Index data?

Third question (52 responses)



Mr. Tanasescu states that it can be challenging to elaborate a RIS index for border sections where two countries are in charge, especially for objects like bridges or locks and dams. So the standard should be updated to solve this issue.

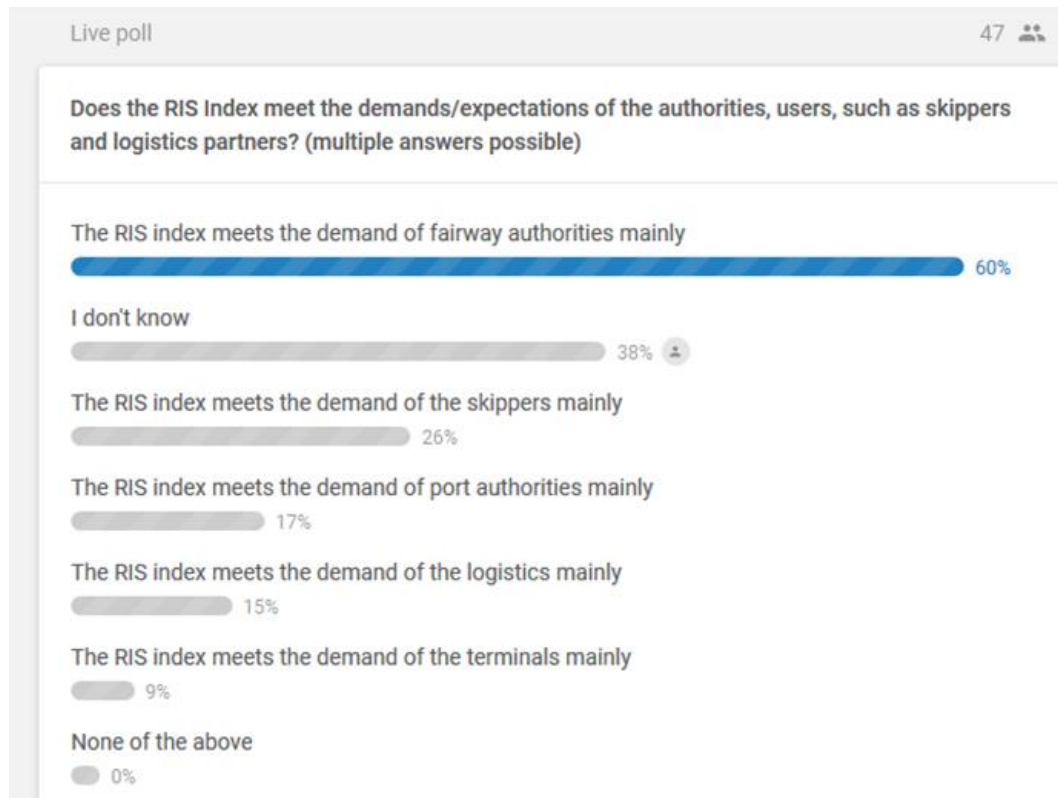
Mr. Maizel states that the quality of the data is a key issue and different administrations are using different quality levels.

Mr. Blakeway asks if there are countries in Europe without one single RIS authority. There are countries like Germany and Belgium which have multiple.

Ms. Karpatyova states that in some countries the cooperation in common border sections works well in certain regions.

Mr. Plasil explains that there are no general rules how to deal with common border sections, it is currently based on bilateral agreements. What is important, that object are not coded twice. The objects on the banks are under the national responsibility, to be decided are only the objects on the fairway.

Fourth question (47 responses)

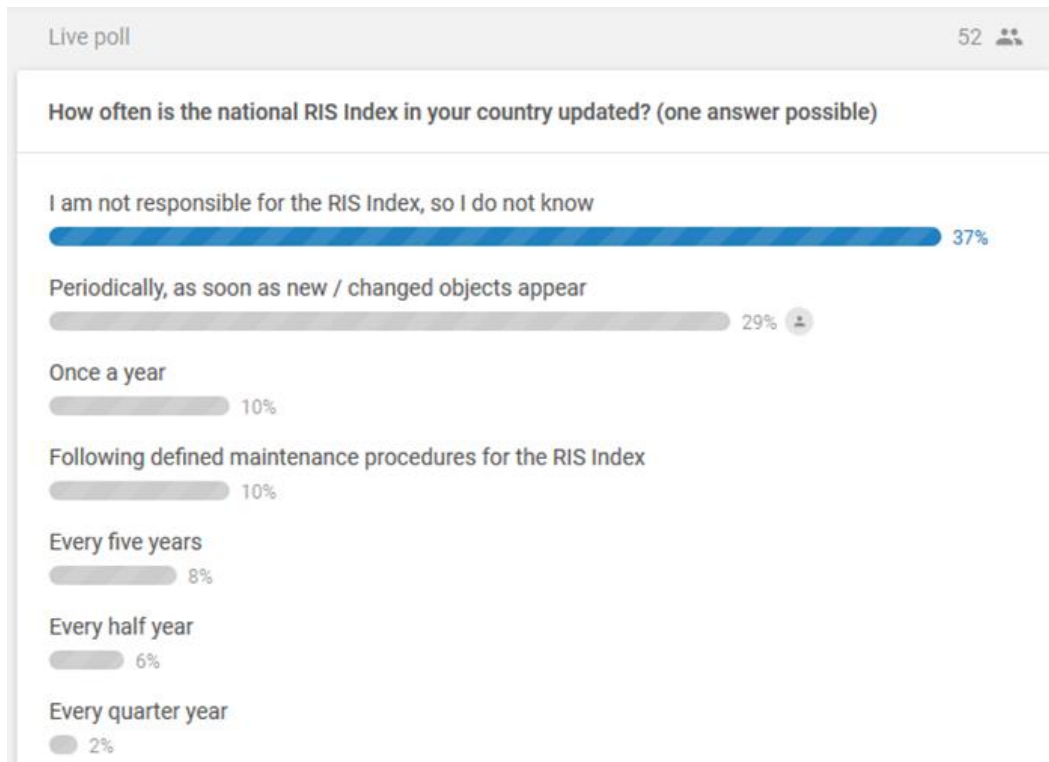


The audience agrees that it is very challenging to answer this question. Most users are not aware of the existence and details of the RIS Index.

Mr. Persoons is convinced that the RIS Index is the future, however today it is not really used because of problems with interoperability, especially in electronic reporting.

Mr. Plasil concludes that the responses properly reflect the status quo and underlines that in the future the benefit for multiple purposes needs to rise.

Fifth question (52 responses)



Mr. Haupt stressed that at the moment the problem is that RIS Index can be downloaded as an Excel file and needs to be amended for local systems like ERI and NtS. When there is a high frequently change of the RIS Index then the upgrade process has to take place otherwise there are different dates of data. An ERDMS with machine to machine interface is needed so that all applications on centralised store can retrieve the RIS Index.

Mr. van Laar states that for ERI it is necessary to update the RIS Index very frequently.

Mr. Haupt stressed that functionality is provided to be used by all unique codes. Until 2020 within RIS COMEX project it should be realised. Then all e.g. ports can immediately produce codes and publish it and the ERDMS should be able to function as a store. It is planned but needs time.

Mr. Polschinski states that ERI does not make official use of the RIS Index but of ERI location codes. The ERI location codes should be included in the RIS Index but the RIS Index itself is not explicitly mentioned in the ERI standard.

Ms. Farkas reminds that the ERI regulation can still be changed e.g. in order to make use of the RIS Index or to state stronger requirements.

Mr. Oudenes replies that the ERI standard refers to ISRS codes and from practical point of view the location codes should come from the RIS Index.

Mr. Polschinski agreed that the UN location code should belong to the RIS Index. But concerning maintenance of RIS Index it is not that ERI location code needs the same data as the RIS Index. He stressed to be open for including the RIS Index in the technical specification for ERI. But when considering the current version of ERI specification there is named ERI location code and not RIS Index.

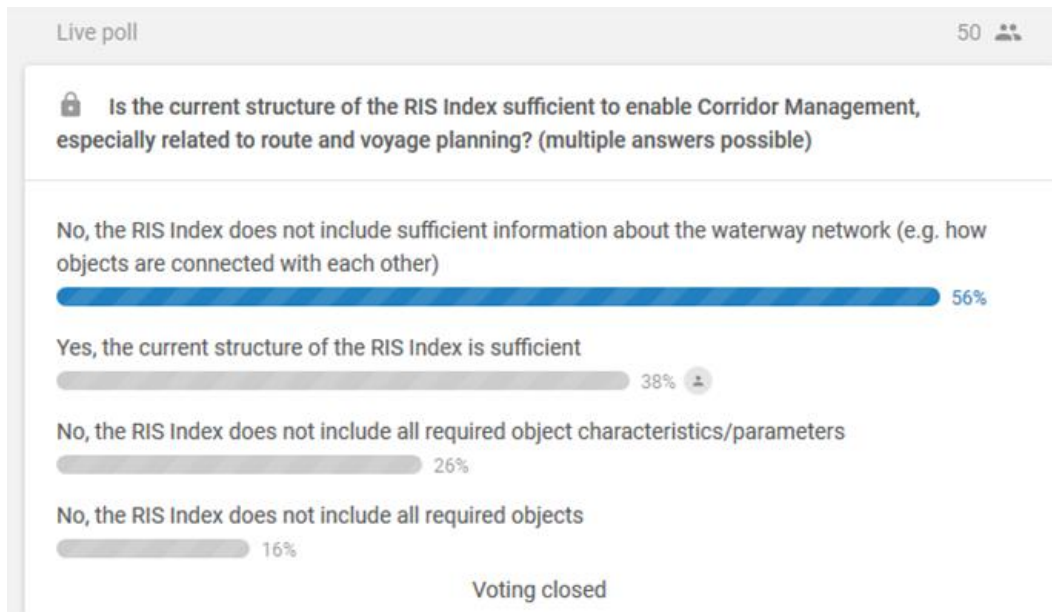
Mr. Plasil states that the update procedure really depends also on the applications, so for ERI for electronic reporting if there is something new you should change the dataset as soon as you know about the change. The update rate on national level depends on the applications. On change there should be an update, not periodically.

Mr. Persoons explained based on some tests that not the amount of points is the problem; it is the quality of data and to reduce datasets of points to understand each other.

Mr. Plasil explained concerning the points that at the RIS Index Encoding Guide the relevant objects are defined for the different applications e.g. ERI, NtS.

Mr. Haupt stressed that in Germany there are 7000 km waterways and not only CEMT class IV and higher is encoded. In Germany all CEMT classes are encoded and distance marks every 100 metres, so there are 70000 distance marks.

Sixth question (50 responses)



Further questions received online:

- Is there an external quality check on the quality of data?
  - Mr. Plasil states that there should be but there isn't one yet.
- To Christoph Plasil: Will it be possible to create one single RIS Index for a common stretch between two countries?
  - Mr. Plasil states that this needs coordination between the countries. Mr. Haupt states that for distance marks in border stretches it is even possible to encode two country codes. Mr. Plasil underlines not to be sure to keep that.
- Is there a harmonized definition what "objects of relevance for inland navigation" are in detail? The potential range is quite large.
  - Mr. Plasil answered to follow the priority objects given in the RIS Index encoding guide.
- Is it a missed chance that we didn't stress the representative of the port of Duisburg last week in Strasbourg (CCNR workshop), to produce terminal codes?
  - Mr. Vrijaldenhoven remarks that this question is related to the CCNR RIS Workshop last week, where a representative of the port of Duisburg was very critical about RIS. Mr. Polschinski answered that it was a missed chance and it will be arranged.
- The dismar object should be on the waterway axis or fairway axis at a distance of 100m. How should we encode this when the axis of the fairway changes a lot
  - Mr. Gilissen explains that only the channel changes, but not the waterway axis. Mr. Plasil explains the definition from the RIS Index Encoding guide. At the moment the distance marks along the fairway axis are defined. These points are really the middle of the fairway. Maybe for highly dynamic sections – where the fairway is changed – it would help that a new object for the middle of the waterway/river instead of fairway could be defined.

The following questions could not be discussed due to time constraints.

- How is an object defined in the RIS index? What does the word 'object' mean in the RIS Index?
- What can the chairs do to facilitate a sustainable and complete RIS Index?
- Is the ownership of the information defined? Accountability? Responsibility?
- The RIS Index serves the purpose of addressing waterway objects unambiguously in RIS systems. Why is the ISRS code assembled by codes that are liable to change?



## 8. Technical Developments and Updates

### 8.1 Intermediate results of PIANC InCom permanent Working Group 125 in charge of updating the RIS Guidelines 2011

*Reference: 12 - Willems - PIANC RIS Guidelines Update.pdf*

Mr. Willems as chairman of PIANC WG 125 reports on the progress on the updating on the PIANC RIS Guidelines. Mr. Willems emphasises that the RIS guidelines contained in the RIS Directive need to be updated since they are outdated. The focus of the RIS Guidelines has changed from research, to technologies, to traffic management toward transport management including RIS Corridor Management and links to e-Navigation. In the future the focus will shift to multimodal logistics and DINA. PIANC WG 125 plans to publish the updated RIS Guidelines in autumn 2018 together with RIS definitions and a status overview. So far the RIS Guidelines have been very much orientated towards Europe and will become more global with the current update. It is important to further elaborate on synergies with e-navigation and further develop multimodal services for the integration of IWT into the logistics chain. In the future new topics and concepts (e.g. quality and reliability of traffic and transport data, IoT, block chain, autonomous sailing, interoperability, legal issues, cybersecurity and public private partnerships) will need attention.

### 8.2 Update on the [www.ris.eu](http://www.ris.eu) service desk

*Reference: 11 - Kotnik - RIS Portal.pdf*

Mr. Kotnik from CRUP as contractor for the maintenance of the [ris.eu](http://ris.eu) website informs about the update of [www.ris.eu](http://www.ris.eu). Information on e.g. [ris.eu](http://ris.eu) is available to general public and [eg.ris.eu](http://eg.ris.eu) for restricted users (expert group members only). A new ticketing system was implemented for recording and tracking of the requests ([support.riseu@crup.hr](mailto:support.riseu@crup.hr)).

### 8.3 Questions & Answers

Due to time constraints the question session was skipped.

## 9. Closing of the Common Issues Meeting

Ms. Masliah-Gilkarov thanks all speakers and participants and wishes everyone an enjoyable evening and a successful rest of the week.

*All presentations are available for pdf-download on [ris.eu](http://ris.eu) as well as in the Common Issues section of [eg.ris.eu](http://eg.ris.eu)*