

## IN THIS ISSUE

- 1 Introduction by Roberta Calcina, Programme Manager SEE Joint Technical Secretariat – responsible for Priority 3 “Improvement of Accessibility”
- 2 First Board of Directors Meeting for NEWADA duo
- 4 Country in focus: Austria
- 5 NEWADA duo in focus: Increase Visibility and Awareness (WP7)
- 6 NEWADA duo progress barometer
- 7 NEWADA duo guest at DISC 2012

**NEWADA duo – Network of Danube Waterway Administrations - data and user orientation** – is an EU project, funded under the South East Europe Transnational Cooperation Programme which supports the waterway management authorities of the Danube riparian states in achieving a common level of service in waterway management along the Danube and its navigable tributaries. This improved cooperation focusses on efficient and effective waterway infrastructure maintenance as well as customer-oriented services. The “NEWADA duo” approach of concerted waterway and information management procedures will translate into new benefits for the users.

## Introduction by Roberta Calcina, Programme Manager SEE Joint Technical Secretariat – responsible for Priority 3 “Improvement of Accessibility”



Since the beginning of the programming exercise of the SEE, while analysing which characteristics of transnational cooperation projects would have better contributed to the objectives of Improving the Accessibility of the cooperation area, we were faced with the benefits and challenges stemming from the improvement of the Danube river as a waterway – however in combination with the need of preserving it. It appeared evident that achieving such objective would have required a high degree of trans-

national cooperation, since decisions taken by one of the Danube countries has strong impact on the fellow riparian countries – let’s say that it is one of those cases in which the transnational approach is absolutely the best possible approach.

Out of the immediate enthusiasm shown by the stakeholders, which submitted numerous proposals for funding, few but highly relevant projects were selected, able to contribute to the wider strategy of improving the Danube as a waterway, and have, at the same time, offered the chance to channel the resources in the direction of optimally combining the transnational cooperation funds with other national and EU funds, local and cross border initiatives, in a complementary way.

The project NEWADA had since 2009 set the basis for a successful cooperation between the Danube Waterway Administrations along the Danube river, a legacy that has been taken over by its successor, NEWADA duo, approved within the 4th Call for proposals of the South East Europe Programme, and that

This is the first issue of the newsletter of the NEWADA duo project. It is one of 4 which will cover all the aspects and partners of the project.

This newsletter can be downloaded at the NEWADA duo website: [www.newada-duo.eu](http://www.newada-duo.eu)

mostly concentrates on the customer orientation of the services of the waterway administrations developed within the previous project, for a more effective benefit for the final user coming from the different countries, within shared quality standards ensured beyond the national borders.

Why is it so important? The SEE Programme has highlighted in every occasion that the efforts invested and financial resources allocated are very often not able to produce direct benefit for the final users. This situation reinforces the perception that the results delivered are at the end only tons of waste paper. Hence a different approach is needed: to ensure that skippers, vessels operators, logistic service providers and all other users are addressed specifically, involved and informed that responding their needs represents the best use of the EU funds. NEWADA duo is one of these answers.

Since I have been offered the possibility to address you here, praising NEWADA duo's committed partners and concrete objectives on its first communication to the public, I wish to take advantage of the given opportunity by adding some words to the stakeholders that are reading this newsletter: We need to cooperate: institutions, decision makers, the navigation industry, the forwarders, the operators! Your inputs will help us improve the results that you are expecting from us! Please, take advantage of the opportunity offered by this platform and jump aboard!

We are now almost at a turning point, the start of a new programming period for territorial co-operation ahead, in which the work carried out within the consortium of NEWADA and NEWADA duo will certainly be further capitalised and become the basis for future initiatives. We are confident that the work invested is going to the right direction, for the simple reason that this is being done in a cooperative and collaborative spirit.

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## First Board of Directors Meeting for NEWADA duo

On 16-17 January 2013, the first of the series of NEWADA duo Board of Directors (BoD) Meetings was held in Semmering (Austria). This meeting opened the first chapter in the specific approach of Board of Directors, the Steering Committee of the project. Such meetings give the Managing Directors of the waterway administrations in the Danube region the necessary supervisory tools to achieve a common level of service in waterway management for the benefit of the users of the waterway.

The first of a series of four, this BoD meeting which was chaired by via donau Managing Director Hans-Peter Hasenbichler (Austria), saw presentations and workings groups on the

activities ahead in integrated waterway management.

Since as many as ten riparian states are in charge of waterway maintenance of one international waterway and since NEWADA duo mostly concentrates on the customer orientation of the services developed, the most effective approach is to establish shared quality standards for all waterway administrations along the Danube on the basis of agreed performance indicators.

Following the presentations on the activities of the Board of Directors, three parallel group workshops took place during which the 30 participants reflected on their understanding on performance indicators.

## BENEFITS

The successful roll-out of the performance indicators at Board of Directors Meetings will bring the following benefits:

- » strategic, tactical and operational planning and control
- » better evaluation of the success of a particular activity by periodic and comparable measurement and reporting
- » transparency of performance and showcase achievements
- » cross-border and intermodal comparability of performance with regard to the baseline of a specific level of service
- » help to improve activities and results on the basis of periodic and comparable measurement and reporting

## Board of Directors

The highest body and Steering Committee of the NEWADA duo project, the Board of Directors brings together all Directors of project partners to make strategic decisions, point out the directions of coordinated actions for the future and implement common performance indicators in waterway management. Furthermore, the Board agrees on the overall work plan for the project as well as continuously approves the results of the respective work packages.

The Representatives of the Danube waterway administrations have agreed that the BoD Meetings should go beyond the scope of the project and in the course of NEWADA duo, a proposal will be elaborated to institutionalise such events. BoDs will thus provide a solid platform for the discussion of general developments of waterway administrations and waterway management.

## Meetings





## Country in focus: Austria

*In each issue of the NEWADA duo newsletter, one of our Managing Directors takes a few minutes to answer questions that are relevant for his/her country. In this issue, the focus is on Austria with via donau Managing Director Hans-Peter Hasenbichler:*

**Which challenges are you currently facing as a waterway administration on national or regional level in Danube navigation?**

- » Deploy necessary waterway maintenance work before the annual low water period starts
- » Ensure customer-oriented waterway management
- » Reduce waiting times at locks thanks to improved maintenance and overhaul management

**Out of the NEWADA duo project objectives, which waterway management services are the most important for your country?**

Primarily we need to convey information to our clients of the waterway on the conditions of the waterway: water level, fairway conditions, shallow sections, low-water forecasts.

**Your company plays a key role in administering the Danube waterway in your country, how do you perceive your role in and special contribution to NEWADA duo?**

Since we have the leadership in three work

packages (WP1: project management, WP2: project dissemination and WP6: integrated waterway management), our commitment is even stronger and we see our role as coordinator of the dissemination of the results of this project and as our responsibility to make sure that the NEWADA duo impacts go beyond our national borders.



**To what extent do you think that the impacts of NEWADA duo will contribute to make Danube navigation a more competitive mode of transportation?**

Since a well-maintained waterway is the basis for a competitive waterway, NEWADA duo is one of the answers; it is also a key project for the EU Strategy for the Danube Region and will therefore bring local and regional benefits.

## via donau – Austrian Waterway Agency

via donau – Österreichische Wasserstraßen-Gesellschaft mbH - was established in 2005 by the Austrian Federal Ministry for Transport, Innovation and Technology. via donau is tasked with the maintenance and development of the Danube waterway and has become an internationally renowned and leading authority in waterway management in the Danube region.

The 270 via donau employees use their expertise in various IWT-related fields such as navigation and logistics, flood protection and ecology to offer solutions and support that serve all actors on and along the Danube River. Beside strengthening inland waterway transport, via donau also shows that shipping and protecting Danube habitat need not be a contradiction.

Read more: [www.via-donau.org](http://www.via-donau.org)

## NEWADA duo in focus: Increase Visibility and Awareness (WP7)



The overall aim of this work package will be to keep all relevant stakeholders informed about the activities that the waterway administrations are performing all year round since the awareness of the importance of inland waterways is currently not at optimum level. Valuable measures have already been taken, but they have not yet been communicated well enough. This might be due to a lack of knowledge on how to communicate or a lack of awareness of the importance of communication towards our stakeholders.

In the course of this work package, a Danube research questionnaire on the provision of fairway information has been created, the basic purpose of which is to evaluate and investigate the status quo on the following issues:

- » Relevance of the NEWADA outputs (FIS portal and WLAN network) for the users of inland waterways

- » Visibility of the outputs and whether they are they visible enough to the users
- » Quality of the outputs and whether the information on the FIS portal is precise enough and up-to-date, whether the WLAN network working, etc.

***The Danube research questionnaire is available online at [www.newada-duo.eu](http://www.newada-duo.eu)***

Based on the results acquired through the research for three parameters (relevance, visibility, quality), the actions necessary to improve the visibility of the outputs (how to inform users about...) and ways to improve the quality of outputs will be set.

This will be followed by the identification of target values that we want to achieve - in terms of visibility and quality parameters.

After implementation of the set of corrective actions, a new survey will be conducted in order to evaluate the range and success of the actions of this work package. The desired goal here is that the results will show improvement in terms of visibility of the waterway administrations and quality of the data delivered to the users.

### ***Mark your calendar for the upcoming national stakeholders' workshops***

Stakeholder workshops are communication platforms used by Danube waterway administrations to inform stakeholders at national level and match needs and expectations from the project outputs.

» National stakeholder workshop Croatia .....	3 April 2013
» National stakeholder workshop Hungary .....	7 May 2013
» National stakeholder workshop Austria .....	16 May 2013
» National stakeholder workshop Slovakia .....	21 May 2013
» National stakeholder workshop Bulgaria.....	23 May 2013
» National stakeholder workshop Serbia .....	23 May 2013
» National stakeholder workshop Romania .....	4 July 2013

## NEWADA duo progress barometer

### Project Management (WP1)

On 17–18 October 2012 NEWADA duo was kicked-off successfully in the Danube resort of Visegrád (Hungary). The meeting was organized by the Hungarian partner RSOE. The main goal of this event was - besides officially launching the project - to ensure a common understanding of the project objectives and the expected results, as well as at the necessary organizational structure and tasks to reach the goals set.

### Dissemination & Communication (WP2)

The first WP2 meeting (a common meeting with WP7) took place on 5-6 November 2012 in Belgrade. A common agreement on basic principles of the future internal communication on the project was reached and a list of communication tools defined which will be used throughout the project.

The first NEWADA duo dissemination event was DISC '12 in Vukovar in December 2012. In terms of internal communication, the NEWADA duo internal communication platform, the NEWADA duo *Intranet* was set up in December 2012, the project website followed in January: [www.newada-duo.eu](http://www.newada-duo.eu)

### Harmonisation of basic data (WP3)

The first meetings for WP3 which deals with water level information, shallow sections and pilot for marking plans, were held in Belgrade respectively on 7 November and in Bucharest on 28 November. Drafts for templates as the basis of the outputs were finalized.

### Improving customer orientation (WP4)

On 22– 23 January 2013, the kick-off meeting of WP4 took place in Regensburg. The main topics of the meeting were IENC depth information, the atlas of berths and the paper charts.

### User services based on ICT (WP5)

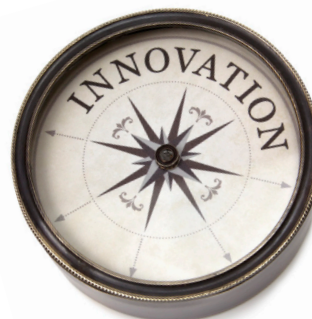
The first meetings for this work package took place in Belgrade on 7 November 2012 and in Budapest on 13 and 14 February. The basics of the aids to navigation and a joint user survey (see WP7 Danube questionnaire) were discussed. The issues of WLAN and FIS Portal were also on the agenda of the WP5 meetings.

### Integrated waterway management (WP6)

On 16-17 January 2013, the first meeting of the Board of Directors took place at the winery Zaubenberg Semmering south of Vienna. Besides an overview of NEWADA duo, the finalized Description of Work was presented and approved together with a common procedure for BoD reporting and decision-making, the specifics of which will be further discussed among the project partners.

### Increase visibility and awareness (WP7)

The common WP2 & WP7 meeting was held on 5-6 November 2012 in Belgrade. A questionnaire for "Danube research on provision of fairway information" was agreed on and translated in 7 languages. The online questionnaire is available on the NEWADA duo website.



## NEWADA duo guest at DISC 2012

The Danube Information Services Conference (DISC) 2012 was held in Hotel Lav Congress Center in Vukovar (Croatia). Around 70 participants answered the invitation of the Croatian Agency for Inland Waterways (AVP).

The main conference theme this year was "Aids to Navigation".

The conference agenda included among others the presentations of RIS-related projects, the latest news from NEWADA duo project objectives and outputs, the latest activities of the Danube and Sava Commissions as well as presentations by important partners from the industry sector on their latest innovations.

## DISC Conference

DISC– Danube Information Services Conference – has been organized by the GIS Forum Danube (<http://www.gis-forum.org/>) on an annual basis since 2001. The main goal of the DISC conference is to provide an overview of the national developments in the field of Inland ENC's, data exchange, surveying, etc. and to invite companies to showcase their tools and software solutions.



NEWADA duo was represented by a team of 4. Barbara Kéri (via donau) NEWADA duo Project Manager gave an overview on the project and a presentation of [Integrated waterway management](#), the 6th NEWADA duo work package. Ms Kéri was followed by Claudiu Dutu (AFDJ) who presented the objectives of work package 3, [Harmonisation of basic data](#). Stefan Polhorsky (SVP) introduced the aims of

NEWADA duo WP4, [Improve customer orientation](#). Gergely Mező (RSOE) concluded the NEWADA duo presentation with an overview of [Services based on ICT](#) (WP5).

DISC 2012 was organised by the Agency for Inland Waterways and sponsored by Periskal Group, Pintsch Aben, CSR Radiocommunication services center and RGO Communications.

*Jointly for our common future*