



Technical Assistance to Connectivity in the Western Balkans EuropeAid/13785/IH/SER/MULTI

REGIONAL

Technical Assistance for establishing an electronic queuing management system (e-QMS) on selected road border crossing points (BCP) on the indicative extension of TEN-T network in the Western Balkans (Corridor X)

Partners:

- Transport Community Permanent Secretariat (TCPS)
- EU Countries (CRO, GRE, HUN)
- Western Balkan Regional Participants
- Ministries of Transport, Internal Affairs and Customs administrations in Region

Budget of Technical Assistance:

- Euro 400,000

EU contribution¹:

- As above (100%)

Technical Assistance provided by:

- CONNECTA (Technical Assistance to Connectivity in the Western Balkans)

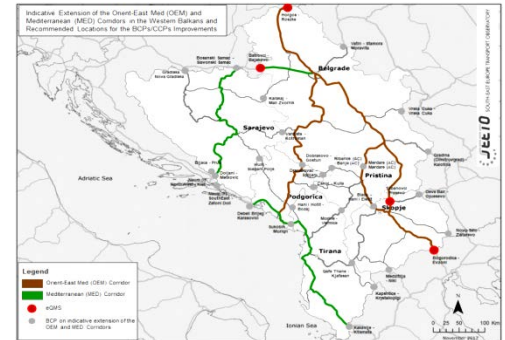
This Technical Assistance derives from the completed CONNECTA regional Study on road BCP facilitation (*Feasibility Study for border crossing facilitation and improvement of cross-border road transport in the Western Balkans*) where 32 selected BCPs were elaborated and the prioritisation for the specific cluster of BCPs on Corridor X made with respect to the e-QMS system application. The Western Balkan summit in Poznan in July 2019 endorsed the implementation of the e-QMS system on Corridor X as one of the regional Transport Community priorities.

The **purpose** of this assignment was to prepare documentation including where needed traffic engineering designs and software specifications of the information technology (IT) system for e-QMS application as well as procurement procedures for such a system. This system is to be tendered as a “design-build” contract and then be made operational as a pilot at the following selected border points along Corridor X:

- Road BCP Batrovci/Bajakovo (Serbia/Croatia), Corridor X, Orient-East/MED Corridor
- Road BCP Preševo/Tabanovce, (Serbia/North Macedonia), Corridor X, Orient-East/MED Corridor
- Road BCP Bogorodica/Evzoni (North Macedonia/Greece), Corridor X, Orient-East/MED Corridor
- Road BCP Horgos/Roszke (Serbia-Hungary), Corridor X, Orient-East/MED Corridor

The **main objective** was to enhance transport facilitation by focusing on reducing bottlenecks and control processing time whilst crossing borders in the region, especially along indicative extensions of the TEN-T road network in the Western Balkans.

The **specific objective** was to reduce physical queues at the borders by using IT applications (such as electronic queuing management system e-QMS) to remove trucks, buses and light vehicles including passenger cars from the general circulation lanes as they will be parked at dedicated waiting areas.



Locations of four BCPs along Corridor X (TEN-T indicative extension core/comprehensive network)

Results achieved by the TA:

- Scoping and needs assessment along the corridor;
- Presentation of proposals for all technical, institutional/legal, operational, and financial arrangements;
- Preparation of designs (where needed and at the level requested by national rulebooks) of waiting areas/facilities ahead of BCPs;
- Provision of technical specifications and software architecture for the e-QMS application (software – equipment); and
- Preparation of a procurement plan covering also institutional, operational and financing issues. Preparation of a “design-build” tendering type and relevant dossier with bill of quantities, costs breakdown and timeline.



Queue of trucks, BCP Batrovci

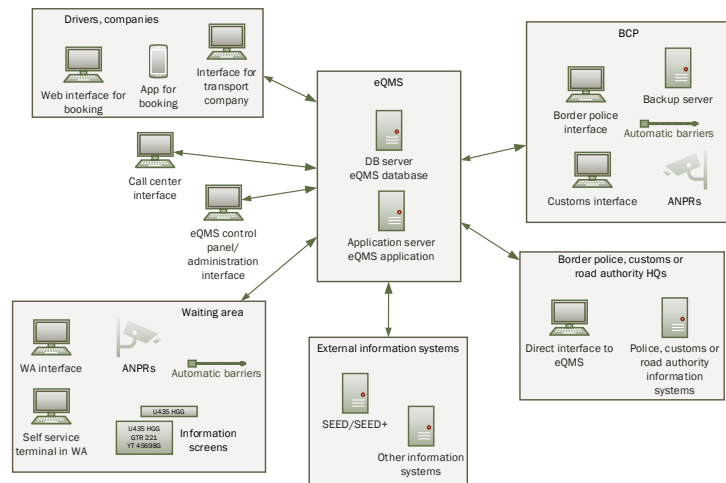
Transport

¹EU contribution concerns only Technical Assistance services for project development

Key recommendations – further actions:

The beneficiaries need to:

- Explore possibilities to link the project with complementary activities/actions of the TCPS;
- Decide who among competent relevant institutions will be leading the process of creation and implementation of tailor-made e-QMS;
- Decide which model of the e-QMS system they prefer to implement in order to define which legal and contractual model will be applied further;
- Define the extent to which this intervention could take place and the readiness of the institutions to be able to use the e-QMS system to manage border queues;
- Decide whether users of the system will be charged or whether it will be a free service. The solution may differ for each beneficiary. In the case that fees will be charged, there will be further questions, e.g. how to behave with large customers (logistics companies) and what the refunding options are (in the case of cancelled bookings); and
- Define the need for data collection.



e-QMS IT system

Key conclusions:

- The project output will have significant impact on the economy, the environment, and transport safety as well as on the institutional capacity of each beneficiary; and
- The beneficiaries need to enhance further their participation in the project in order to achieve the most desirable results.

Benefits expected due to Technical Assistance:

- Time savings - shorter waiting times, especially for heavy goods vehicles;
- More streamlined operations on sites and increased performance by border agencies;
- Reduced truck queue lengths;
- Increased capacity throughout at BCPs;
- More secure cargo and improved trade and logistic performances;
- Enhanced road safety and less air and environment pollution; and
- Increased economic activity around cross-border regions.

Impacts anticipated:

- Enhancement of Trade among the Western Balkans as well as with the EU countries;
- Contribution to the sustainable development of the beneficiaries (by reducing gas emissions);
- Improvement of safety conditions; and
- Enhancement of the institutional capacity of the beneficiaries.