



# Report on LCTP for Durres City (Final Draft)

LOCATIONS - Low Carbon Transport in Cruise Destination Cities

WP3 – Testing

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# 1. Introduction

## 1.1 The template

This template, based on Deliverable 3.3.1 (Capacity Building Manual, final version dated 14/03/2017) which serves as reference, is to be used to produce a synthetic report in English providing all essential information on the finalized LCTPs.

The template consists of 5 sections (or steps), namely 'Work-plan and team', 'Initial assessment', 'Participatory process', 'Design of the plan', 'Monitoring and funding'.

The report has to be completed in all its sections in English, respecting the format and the number of characters. Please use diagrams and bullet point lists whenever possible to facilitate evaluation.

The report has to be sent no later than May 15, 2018 in a Word format to:  
[mmarcof@fcirce.es](mailto:mmarcof@fcirce.es); [locations@area.trieste.it](mailto:locations@area.trieste.it)

Those partners that decided to produce full versions of their LCTPs in English, should send them to the same addresses. It is advisable to fill in the report in any case, to facilitate the assessment.

LCTP synthetic reports and/or full translations will be used to carry out LCTP evaluation.

# 2. Low Carbon Transport Plan

## 2.0 Step 0: Work plan and team

Please describe the team appointed to produce the LCTP and the work-plan elaborated to guide the drafting of the plan.

For the team: name, organization, role in the organization, tasks in the elaboration of the LCTP

For the work-plan: diagrams providing details on tasks, timing, responsibilities, etc. can be inserted and commented as necessary.

Please report any deviations from the original work-plan and elaborate on the reasons, hindrances and solutions found.

### Working Team

Name:	Organization:	Role in the Organization:	Tasks:
<b>Bujar Kotri</b>	Albanian Institute of Transport	<ul style="list-style-type: none"> <li>Chief of Transport Planning Sector</li> <li>Transport Engineer, Transport Planning Expert</li> </ul>	Team Leader; Context Analysis; Participatory Process; Design of the Plan.
<b>Florjan Xhelilaj</b>	Albanian Institute of Transport	<ul style="list-style-type: none"> <li>Official of Studies and Project Sector</li> <li>Civil Engineer, Transport Infrastructure Expert</li> </ul>	Context Analysis, SWOT Analysis; Participatory Process; Design of the Plan.

**Work – Plan**

Tasks	Deadline	Status	Responsibilities
<b>Step 1: Initial Assessment</b>	May-17	Completed	Realize a complete assessments on the state of the art on the Port and City of Durres
<b>1.1. Context Analyses</b>	Apr-17	Completed	Identification of the Framework of Reference (EU, National, Regional etc.) Cruise Related Flows Analyses Existing Infrastructure Analysis
<b>1.2. SWOT Analysis</b>	May-17	Completed	Produce a SWOT analysis and a CAME Analysis
<b>Step 2: Participatory Process</b>	Sep-17	Completed	Involvement of the main Stakeholders and Actors
<b>2.1. Stakeholders Identification</b>	Jun-17	Completed	Identification of main Stakeholders
<b>2.2. Participatory Process</b>	Sep-17	Completed	Organize Participatory Process (2 or 3 expected meetings)
<b>Step 3: Design of LTCP</b>	May-18	1st Draft Produced / Final LTCP Draft May 2018	Current Scenario Vision and Objectives Actions and Indicators Future Scenarios
<b>Step 4: Monitoring and Funding</b>	May-18	In Process	Methodology to monitor LTCP implementation
<b>4.1. Monitoring LTCP Implementation</b>	May-18	In Process	Development of Monitoring Plan to supervise the implementation of LTCP
<b>4.2. Funding</b>	May-18	In Process	Estimation of needed resources and possibilities of funding.

## 2.1 Step 1: Initial assessment

### 2.1.1 Context analysis

Strategic positioning of Durres City make a safe, high-value tourism destination featuring an unparalleled variety of world-class natural and cultural attractions in a small geographic area, managed in an environmentally and socially responsible manner, easily accessible to European tourism markets. In Durres City and Tirana –Durres Region, visitors are welcomed as guests as part of the country's rich cultural traditions and heritage. Municipality of Durres is one of the richest geographical areas in a historical and cultural perspective. As a gateway in Albania, the city of Durres offers the first experience and impression of tourists who come to Albania from the sea.

#### 1. EU, national, regional and local framework of reference.

##### EU Framework:

- Action Plan on Urban Mobility (2009)
- White Paper on Transport 'Roadmap to a Single European Transport Area - Towards a competitive and resource efficient transport system' (2011)
- Urban Mobility Package (2013)

##### SUMP's main goals:

- **ACCESSIBILITY:** Guaranteeing accessibility to all road users, with a focus on the so-called "vulnerable users", namely pedestrians, cyclists, children, disabled persons, etc.;
- **MODAL SPLIT REBALANCING:** fostering a balanced development of all transport modes, tackling public and private, motorized and non-motorized transport, inter-modality, urban logistics, mobility management and ITS systems;
- **ENVIRONMENTAL, TECHNICAL, ECONOMIC AND SOCIAL SUSTAINABILITY:** reducing environmental impacts (primarily air and noise pollution) rationalizing efficiency and cost-effectiveness;
- **CITIES' ATTRACTIVENESS AND QUALITY OF LIFE:** optimizing the use of urban areas leading to a cleaner urban environment and consequently more attractive cities and better quality of life for all citizens;
- **SAFETY AND SECURITY:** improving road safety and security

##### EU Regional Framework:

#### 1. South-East Europe 2020 Strategy (SEE 2020)

SEE 2020 has set up some ambitious targets for the transport sector, including:

- Decrease of the cost of transport per unit of transport service for 20%, and decrease in TEU transport costs to the EU average ;
- Improve transport infrastructure utilization rates to over 40% of designed capacity;
- Higher energy efficiency by decreasing energy consumption per unit of transport service for 20%; and
- Increase railway/ waterborne share to country specific targets to be defined in the national Action Plans and (v) facilitate air transport.

#### 2. European Union Strategy for the Adriatic and Ionian Region (EUSAIR)

The EUSAIR Strategy released in 2014, which sets out the needs and potential for smart, sustainable and inclusive growth in the Adriatic and Ionian Region. When it comes to Transport, EUSAIR highlights that the Region has significant infrastructure deficits, notably between long-established EU Member States and the other countries, resulting in poor accessibility. This Strategy, based on the following pillars:

- Blue Growth,
- Connecting the Region (transport and energy networks),
- Environmental quality,
- Sustainable tourism.

### **National framework:**

#### **1. National Strategy for Development and Integration (NSDI-II)**

The NSDI-II defines Albania's vision for its national social, democratic and economic development over the period 2015-2020, including a roadmap for integration in the European Union following the granting of candidate country status on 27 June 2014. The present "National Sector Strategy for Transport 2016-2020" has been therefore aligned with such governmental effort.

The development and modernization of Albania's transport infrastructure has been and remains one of the top priorities of the Government of Albania. The aim has been:

- to create the preconditions for the development of other sectors of the economy,
- to increase the accessibility of freight and passengers in trade and service delivery, and
- to significantly contribute to overall economic growth and development of the economy

The strategic priority is to accelerate the integration of Albania's transport system and the establishment of an integrated market comprised of transport infrastructure by land (road and rail), by sea and by inland waterways.

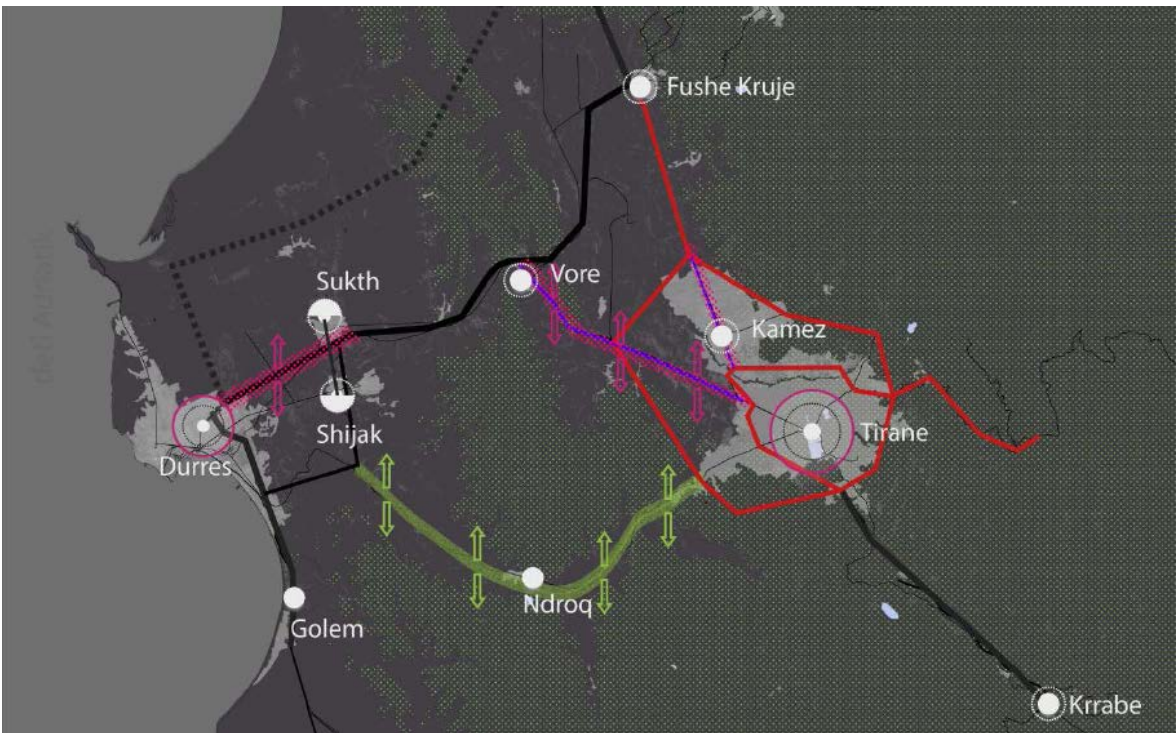
The main sector development goal for the period 2015-2020 is foreseen to be the "development of an efficient transport system, integrated in the region and in the EU network, which promotes economic development and the citizens' quality of life".

#### **2. Integrated intersectional plan of the economic area Tirana - Durres 2015 – 2030**

The National General Plan has identified the Tirana-Durres area as one of the most important economic spaces for the country as well as in the Balkan region. The Plan consist of three important documents such as the Territorial Development Strategy and the Policy, Plan of Territorial Development and, the Planning and Development Regulation.







### 3. Albanian National Transport Plan (ANTP2)

Was released in 2010 and which has been maintained and updated annually since then. The general objective of the ANTP2 is to provide a safe, reliable, efficient and fully integrated transport system and infrastructure, aiming to meet the needs of freight and passenger customers, whilst being environmentally and economically sustainable. ANTP2 has been essential to support strategies for economic and social development as well as an optimal integration of the country's transport systems within international, European and regional transport networks. Based on these principles, the main specific objectives or goals are to:

- Create a regulatory and legal system which promotes the optimal operation of the transport system;
- Support the development of the economy;
- Ensure equitable access to transport throughout the country leading to an improved balance in the country's regional development;
- Reduce traffic bottlenecks;
- Promote integration with the European Union and meet the transport demand of the Southern Balkan Region;
- Improve safety, quality and reliability of the transport system;
- Provide enhanced focus on passengers and freight shippers as customers and users;
- Create an environmentally sustainable transport system;
- Ensure transparency in the decision-making process.

#### **4. Update of the Master Plan for the Port of Durres approved with the decision of CM no. 56 /2009**

Objective is to decide optimal operational, commercial and financial strategies in long terms period.  
Masterplan includes:

- Strategy & Policy



- Trade, Traffic Forecasting; Market Assessment
- Competitor Analysis
- SWOT Analysis
- Strategic Planning & Analysis
- Stakeholder Analysis
- Organizational Alignment
- Institutional & Regulatory Analysis
- Investment/Divestment Strategy
- PPP Strategy
- Pricing, Tariff Reform & Analysis
- Business Planning Preparation

Currently two important projects are completed:

- Construction of passenger terminal with all facilities, with funding of about EUR 22 million from EIB and EBRD
- Rehabilitation and extension of the eastern seabed and the squares for the processing of bulky goods, with a funding of about 35 mln euros from the EIB and EBRD.



##### 5. Territorial Strategy of Municipality Durrës 2015 – 2030;

Draw up the development vision of Durrës 2030, in function of the territory as well as to orient the economic-social development by efficiently utilizing the potential of the territory, economic, environmental and social resources in the service of Durrës citizens, business actors and other groups of interest.

The tourism component of the strategy looks at the Municipality of Durrës as follows:

- Durres: Albania's showcase for the visitors of the cruise ships;
- Protection and promotion of natural parks / valleys of the hinterland for visitors
- local and national (from Tirana);
- Tourism of the sea & sand;
- Protection and valorization of historical and archaeological wealth

This strategic document for Tourism Supports interconnection of relevant service sectors based on the elements natural, historical, cultural, etc. and support services.

Focus on transportation: Oriented by Mobility Development and Mobility Optimization between communities; and between settlements and markets (labor/services/agricultural/etc.) with the aim of improving the interconnection between businesses, individuals and public services. In this context, for the Durres Municipality is very important the advancement of the national road/port infrastructure Strategic Projects /railways that enable national & international flows, such as:

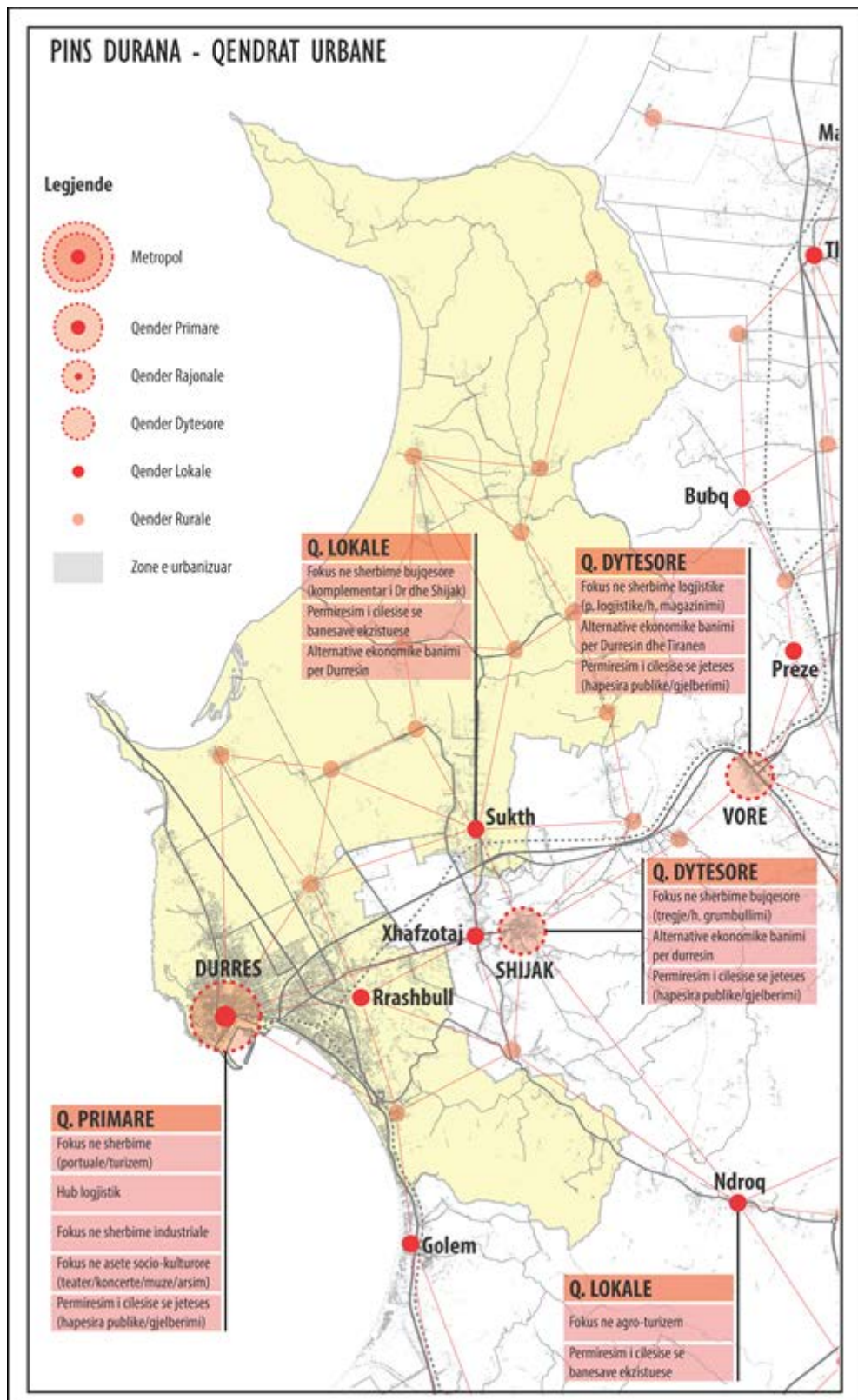
- Design and Development of the Blue Corridor (coastal tourist road with impact of low environmental level connecting the localities of the coast: Velipojë - Shëngjin - Patok - Durrës - Divjaka - Seman - Vlorë - Dhermi - Saranda - Butrint);
- Corridor VIII as the primary means of transport of goods (the shortest link between the Mediterranean Sea with the Black Sea; Durrës --- Varna / Durrës --- Istanbul) and Via Egnatia as well historical roads of tourist importance.
- Nation's Road (Durrës - Kukës - Prishtinë - Nis) as one of the influential corridors the largest in the region, due to the connection between Pristina and Corridor X and Serbia.
- Development of the Port of Durres (commodities - tourist) as the main port in Albania and the starting point for maritime highways through investments to increase its capacity and complementary functions.
- Development and Profiling of Porto Romano Industrial Port as a freight port, and tourism; its connection with adequate infrastructure and filling with functions complementary.
- Restructuring the rail system in the main axes: a) Tirana - Rinas (Airport) - Durrës; Durrës - Vlorë;
- Durrës --- Hani Hotit (Montenegro Border);
- Durrës -Lin, Pogradec (Macedonia border); and b) the development of Durres as one of 10 stations
- International intermodal, to meet the transitional needs of the movement and exchange modes of transport with other countries.

Future Infrastructure Development Projects of National Importance up to 2030, as follows:

- Design and Development of the Blue Corridor (impacted low environmental level) connecting the localities of the coast: Velipojë - Shengjin - Patok - Durrës - Divjaka - Seman - Vlorë - Dhermi - Saranda - Butrint;
- Development of the Port of Durres (commodities - tourist) as one of the 4 main ports on Albania, starting points for maritime corridors;
- Increased capacity investment and complementary functions of the Durrës port as the western central gate linking the national roads of Corridor VIII with West;
- Increased investments for Porto Romano industrial port - Profilization as a port cargo, and tourist - in order to connect it with the necessary infrastructure for filling with complementary functions;
- Restructuring the rail system in the main axes: a) Tirana - Rinas (Airport)- Durrës; b) Durrës - Vlore.
- Building a Yacht Harbor together with the Navy







“Old town Durres” master plan is an elaboration of specific studies, relative to the most important themes and the topics were met:

- Archaeological City Byzantine,
- Venetian and Ottoman Town of the '900 Period
- Social Morphology and Social Circulation,
- Port, Metropolitan Area, Corridor VIII
- Housing Requirements,
- Construction Process and Housing Marks University,
- City, Cultural Institutions Jogging,
- Hydrogeological Hazards and Geotechnics Structural Problems and
- Assessing Seismic Risk Event Tourism, Crafts and Trade

The plan proposes the strengthening and development of a sprawling parks and public spaces, which is both an attempt to revitalize the historic city and to evaluate the sites of a greater historical and environmental value (Roman amphitheater, Byzantine fortress and King’s fortress, the southern part of the hill.) The implementation of this program is linked to the procedures of urban equality and public-private cooperation for the implementation of the interventions.

## **2. Current cruise-related flows features, trends, etc., in the city/port**

Durres Port is the largest port of Albania and now defined as the main gate of the VIII corridor. One of the main investments in the port infrastructure, was the construction of passengers’ terminal with all facilities, with funding of about EUR 22 million. The Ferry Terminal is provided with a concession, and the Port Authority benefits 49% of the revenues generated from the services provided in it, as well as a lease for the area provided to the concessionaire. The ferry terminal have connections to Bari, Brindisi, Ancona and Trieste. The terminal has recently been modernized, is one of the most modern in the Mediterranean. More than 800,000 passenger, 160,000 cars and 65,000 trucks pass the terminal annually.

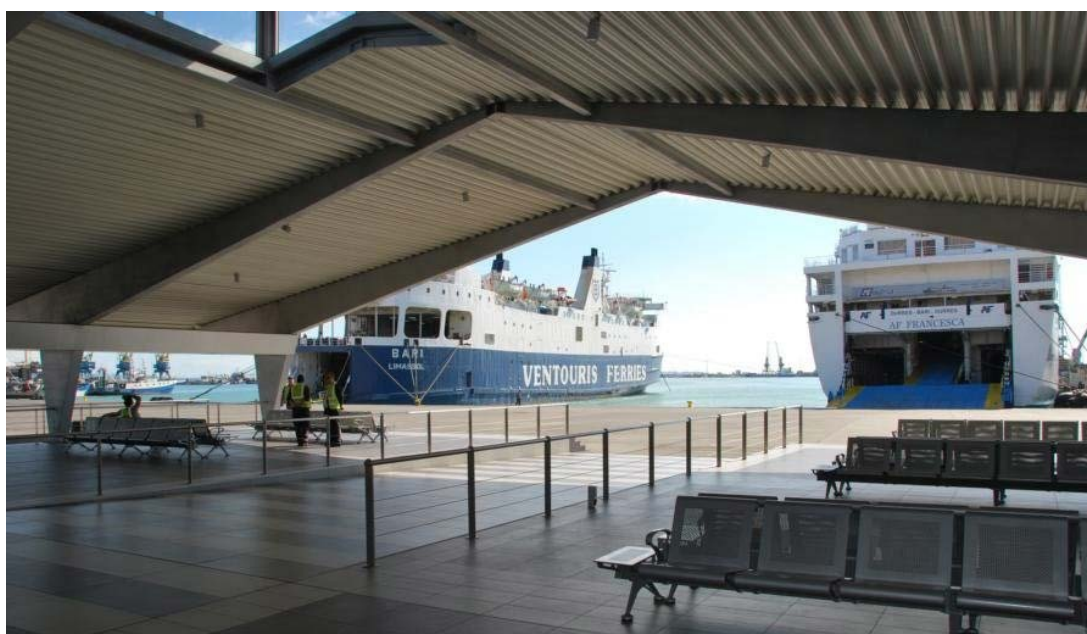


Figure 1 - Passangers Terminal



The last 5 years volumes are in the following table:

AFTO	2012	2013	2014	2015	2016
<b>Passengers</b>	798,524	717,399	774,702	774,411	839,598
<b>Cars</b>	183,263	152,272	150,703	152,497	172,961
<b>Trucks</b>	51,673	55,145	57,076	58,454	61,962
<b>Trailers</b>	10,904	8,284	7,347	5,927	5,550
<b>Goods</b>	699,426	710,249	715,547	743,405	770,154

### Passengers

Analyzing the data from the customs police, the purpose of the travel of foreign nationals that enter into Albania, get the result that 2% are daily tourists, using Cruise ships, Tourist ships and regular ferry lines to Durres Port.

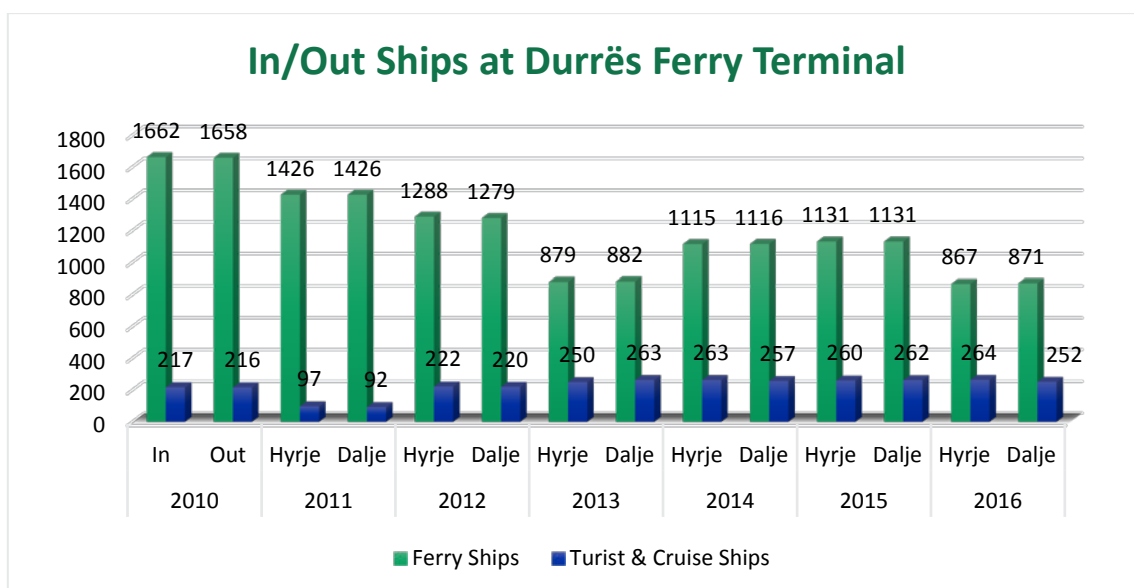
The number of cruisers is about 25 cruiser last year but a lot of tourists use the regular ferry lines.

The Capacity of Ferry Terminal is: 2000 passengers at once, 5 to 6 ferries at once, 1.5 million passengers for year.

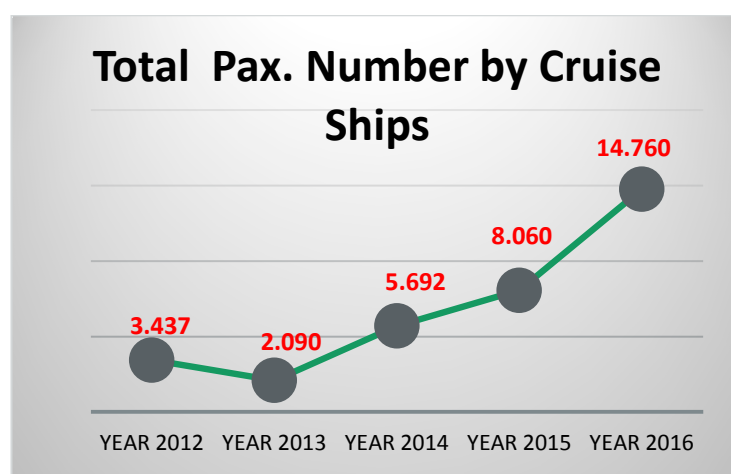
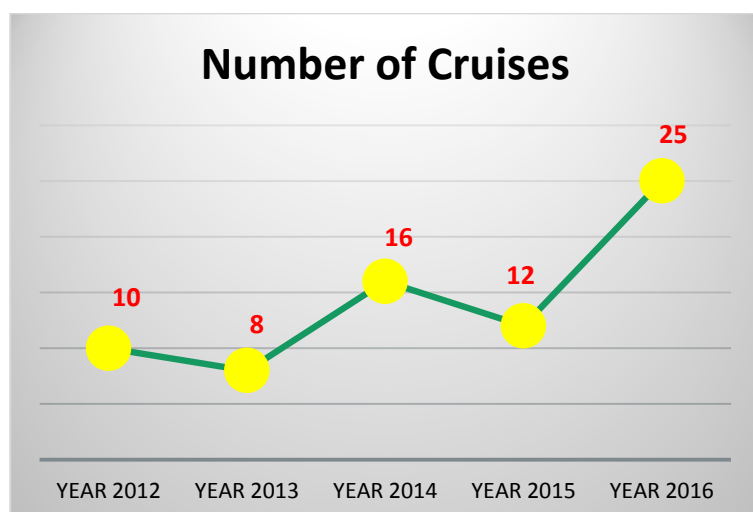
The cruises stay for a short time in the Port (a maximum of 24h). They usually walk into the areas of interest in the city or they take the bus to Kruja City (and Castle) the nearest touristic destination of Cruise passengers.



In total, number of tourist ships in Durres Port is increased by about 20% since 2010.



The number of passengers using cruisers has increased about 5 fold and the cruise ships number are increase by 2.5 fold in the last 5 years.



For the 2016 year 3.6% of total passengers are from cruise ships.

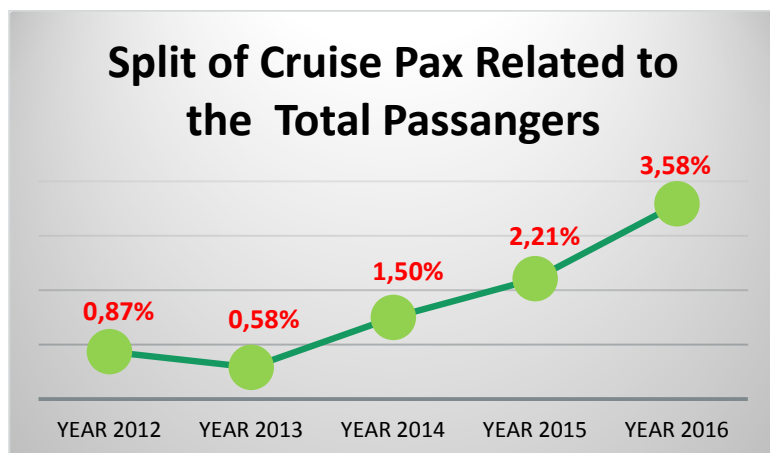
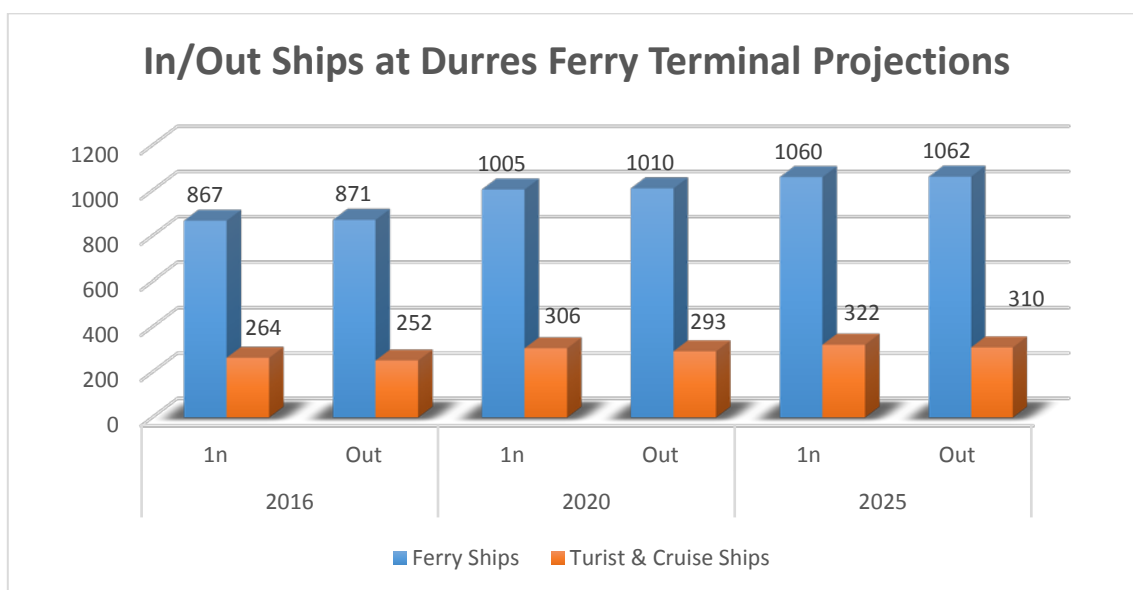
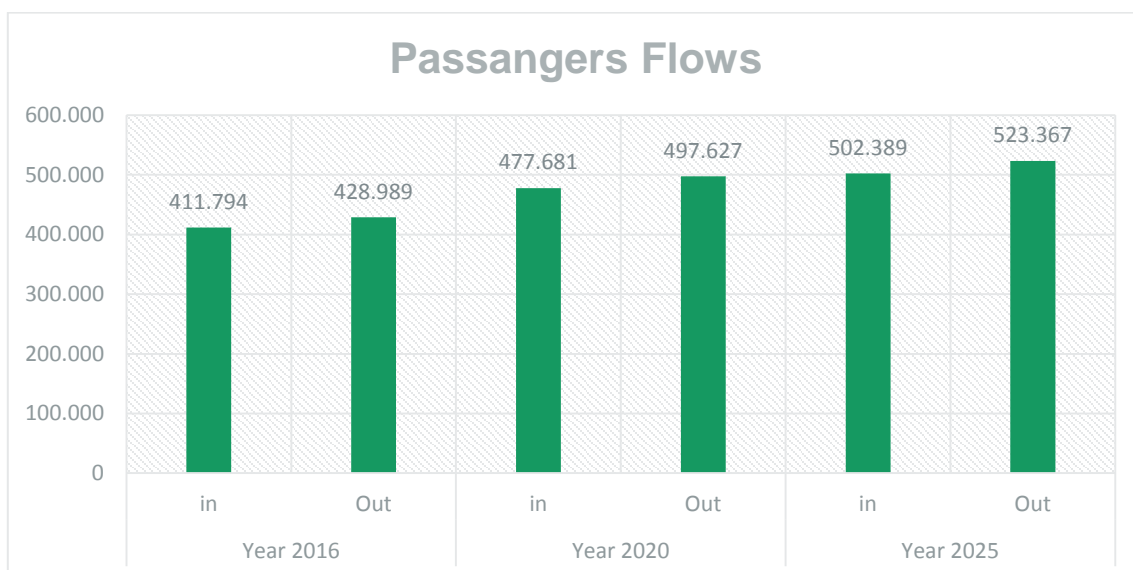


Figure 2 - Cruise Passangers at the Port of Durres

As seen in the above photo there is no terminal for cruise passengers arriving at the Port of Durres.

### 3. Cruise-sector mid- to long-term (5 to 10 years) development trends

Mid to long term trend projections of cruise-related flows.



### 4. Current cruise-related mobility and transport management policies and public & private initiatives addressing the existing flows.

#### General port information:

Durres Port Ferry Terminal is designated for ferry lines. There are not specific one cruise berths on this terminal, but usually berths 7 and 8 for cruises with no adequate terminal infrastructure.

#### General passenger services:

Passenger Terminal / Building is high-quality with:

- Benches for resting;
- Toilet facilities;
- Touristic Info Point (light infrastructures: information desks, totem and monitors);
- Food and beverage area (bar, restaurants, etc.);
- Wi-Fi network free;
- Luggage storage
- First aid equipment (heart impulse, ...);
- Services for passengers with reduced mobility;
- ATM point;
- Air conditioning;
- Waiting area/room;
- Waiting garden/roof;

#### **Cruise services:**

Except of footbridge covered, missing:

- Exposition area
- Escalator
- Lift
- Home port Touristic services
- Port of call Touristic services
- Touristic services for the city-port
- Hinterland Touristic services
- Luggage service from-to vessels/ships

**Safety & security** is high-quality with:

- Safety video-control system
- Electronic check-in system for passengers and vehicles
- Security team
- Body scanner
- Video surveillance
- Stairs to get out of water in case of accident
- Secure pedestrian paths

**Mobility and info mobility services** existing:

- Public transport Bus stop in walking distance
- Railway platform
- Connections to railway station from the Passengers Terminal
- Taxi service
- Real Time information for ferries

**But are missing:**

- Connections to City Centre
- Terminal for Cruise Passengers
- Connections to main urban areas
- Connections to airport Bypass/ring road directly access



- App for smartphone
- QR code for fast info point
- Underground
- Organized trips for tourist
- Real Time information for public transport
- Interactive information displays
- Unique selling point for information
- Multilanguage information
- Real Time Info Services Platform
- Integrated ticket (Urban or Interurban)

## **5. Weighted list of negative impacts linked to cruise-related flows**

### **Environmental impacts: “Air pollution and Noise”**

- Heavy traffic in Durres port and city entrance
- Road congestion at the exit of the Port
- Misconception of the tourist activity in the City
- Congestion in old historical zones
- Lack of parking spots in touristic area
- Low traffic capacity streets
- Coaches cross downtown adding traffic volume during rush hour
- Coaches and taxis are among the most used modes
- Lack of information
- Low use of Public Transport

### **Economic impacts:**

- Decrease the incomes from cruise tourist activities
- Raise of prices in touristic areas

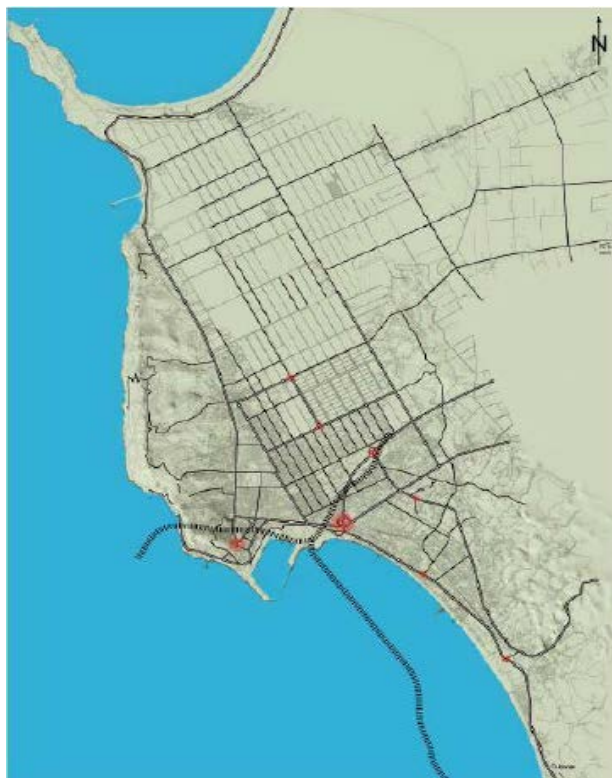
### **Climate impacts:**

- GHG emissions

## 6. Existing road network, transport services and infrastructure in the city/ port

There are three road networks that are intertwined:

- The first, the historic one, follows the labyrinth of walls in the old town. It can be considered as a small network, and not fitting to the flux of circulation that has brought about the recent urbanization.
- The second, later network extends to the line of agricultural areas. Since there is neither a given hierarchy nor a suitable model, the network does not even have a clear and practical circulation scheme.
- A third network (consisting of large axes) forms the backbone and enables the north of the city (with the industrial zone). In this network is also included the axis Tirana - Durres, which causes considerable traffic overload.

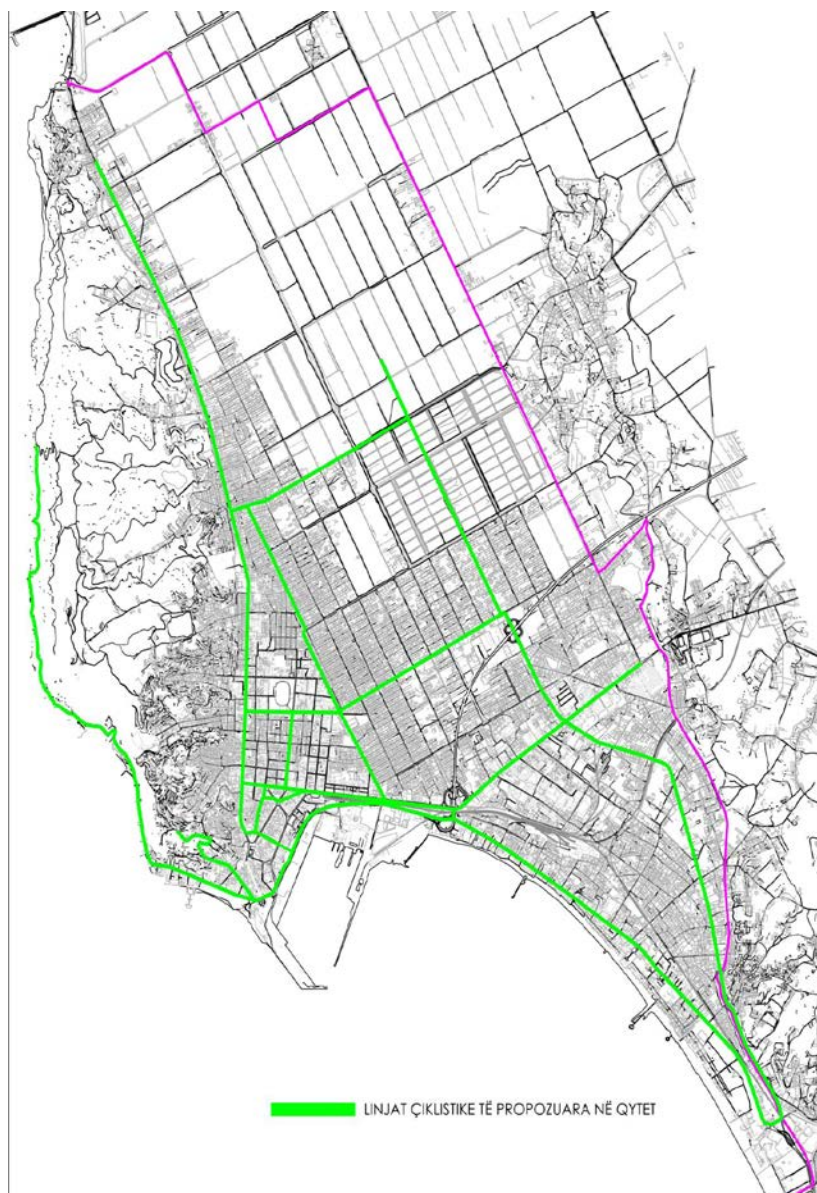


The fact that the Durres road network is not inadequate for such fast economic development, has brought problems that are characteristic of big developing cities:

- Breaking infrastructure, and especially the Tirana-Durres highway.
- Continuous increase in the number of vehicles related car ownership, increase of daily car usage.
- Physical breakdown of major infrastructure (highway / roundabout / railways to port area), and especially between the historic centre and the rest area.
- Consequences of conglomeration and uncontrolled distribution of constructions (informal zones) along the highway, which generate a chaotic urbanization to the detriment of the quality of life and the landowner's economy

Public transportation is based on 6 bus-lines, operated by private ownership companies. Dedicated bus lines are missing, and also there is a lack of information about stops, timetables etc.

The bicycle lines are missing in Durres City, but referring the last studies and initiatives by Durres municipality, is proposed the new scheme of the adaptation of existing bicycle lanes or the construction of new lines that would push many citizens to use bicycle transport. This Initiative aim to connect the railway station to all the eastern and southern coasts; it is expected that this network will connect the central area of the city with the coastal tourist fauna and the industrial zone.



The road parallel to the wall of the port of Durres and Port Road, is a project having opened a new road alternative. The multi-functional role of this road emphasizes the fact that it stretches in between Durres train station, by ensuring multimodality to road users and it goes by the terminal of passengers from/to the port of Durres.

This road, which can be considered as an urban "motorway", creates communication with the "Skanderbeg" centre and the city centre, and on the other side around the turning at the entrance of Durres where the directions lead to different areas of Albania. The plan gives this space the role of restoring the connection between different parts of the city. The purpose of the construction of this road is to facilitate the traffic that is created at the entrance to the city in the only access road for all means coming from the direction of Tirana and the southern direction of the country.



The first part of the road from "DAJLAN BRIDGE" to the ferry shore is designed as a 2-lane road, 1 bicycle lanes with a total width of 10.5m, with the passing width of  $B = 7\text{m}$ .

The second part of the road from the ferry market to the commercial bank Durres is designed with a total of 19m B with 2 lanes of motion, with parking and bicycle lanes in both directions.

The road creates advantages in the movement of pedestrians and bicycles towards the beach of Durres.

### 2.1.2 SWOT/CAME analysis

Based on information and data collected in the analyses and through consultations with stakeholders, was produce a SWOT analysis (Strengths, Weaknesses, Opportunities and Threats) following the provided model.

After the collection of the data and based on the inputs of relevant stakeholders the following SWAT was developed:



The SWOT analyses was followed by the CAME matrix below:



## 2.2 Step 2: Participatory process

### 1. Stakeholders identification

The stakeholders were divided in groups based on relevance and impact they had in the development of the LCTPs activities and future scenarios. Also in account was taken their potential influence in the development of Transfer and Capitalizing activities.

#### Group 1: Local and Regional Stakeholders (Very High Importance).

This group is directly involved, affected and interested in the development of the LCTP for cruise passengers.

Stakeholder	Impact	Interest	Involvement	Comments
Durres Municipality (Ass. Partner)	<ul style="list-style-type: none"> <li>- High impact since the LCTP will be developed in own territory.</li> <li>- Political Support.</li> </ul>	<ul style="list-style-type: none"> <li>- Sustainable Development Policy Implementation.</li> <li>- Economic Growth Expected.</li> </ul>	<ul style="list-style-type: none"> <li>- Continuous collaboration with the LCTP working group.</li> <li>- Providing specific required data.</li> </ul>	<ul style="list-style-type: none"> <li>- Integration of the LCTP with the SUMP that is being currently developed.</li> </ul>



<i>AFTO – Albanian Passenger Terminal Operator</i>	<ul style="list-style-type: none"> <li>- High impact since the LCTP directly affects the services of the Passengers Terminal.</li> </ul>	<ul style="list-style-type: none"> <li>- Improving the Cruise Passengers related services.</li> <li>- Raising attractiveness.</li> </ul>	<ul style="list-style-type: none"> <li>- Providing the required data.</li> <li>- Collaboration in identifying major mobility issues.</li> </ul>	<ul style="list-style-type: none"> <li>- Improvement of the Mobility within the Port Areas.</li> </ul>
<i>Durres Regional Political Authorities</i>	<ul style="list-style-type: none"> <li>- High Impact since the LCTP will be developed in own territory.</li> <li>- Political Support.</li> </ul>	<ul style="list-style-type: none"> <li>- Raising attractiveness for the region.</li> <li>- Economic Growth Expected.</li> </ul>	<ul style="list-style-type: none"> <li>Collaborating in identifying the “Touristic Points” and mobility issues outside the city.</li> </ul>	<ul style="list-style-type: none"> <li>- Tackling Mobility issues in the Town of Kruja old part. (Kruja Old Castle is a major Touristic Attraction.)</li> </ul>
<i>Municipality Association of Albania</i>	<ul style="list-style-type: none"> <li>- High Impact since this Project will represent a potential “good practice”.</li> </ul>	<ul style="list-style-type: none"> <li>- Sustainable Development Policy Implementation.</li> </ul>	<ul style="list-style-type: none"> <li>- Collaborating on Transferring and Capitalizing activities.</li> <li>- Adapting LCTPs guidelines for other municipalities</li> </ul>	<ul style="list-style-type: none"> <li>- Define a set of guidelines for other municipalities to develop their own LCTPs.</li> </ul>

### **Group 2: National Authorities** (High Importance).

This group consists in the national political and development national authorities, which are important to the project in both phases, development of LTCP and during the Transferring and Capitalizing phase.

<i>Stakeholder</i>	<i>Impact</i>	<i>Interest</i>	<i>Involvement</i>	<i>Comments</i>
<i>Ministry of Infrastructure and Energy;</i> <i>Ministry of Finance and Economy;</i> <i>Ministry of Environment</i>	<ul style="list-style-type: none"> <li>- Political support.</li> <li>- Enhancing Transferring and Capitalizing activities efforts.</li> </ul>	<ul style="list-style-type: none"> <li>- Sustainable Mobility and transport Policies Development.</li> <li>- Low Carbon Economy Policy Development.</li> <li>- Economic growth expected.</li> </ul>	<ul style="list-style-type: none"> <li>- Providing continuous feedback on policies.</li> <li>- Providing required information on future investments.</li> </ul>	<ul style="list-style-type: none"> <li>- Focus on Energy conservation Methodologies.</li> <li>- Improve cruise passengers “comfort”, aiming to raise attractiveness.</li> </ul>
<i>National Agency for Territorial Planning</i>	<ul style="list-style-type: none"> <li>- Political Support.</li> <li>- Technical Support.</li> </ul>	<ul style="list-style-type: none"> <li>- Territorial Development</li> </ul>	<ul style="list-style-type: none"> <li>- Providing Information on regional territorial developments and investments.</li> </ul>	<ul style="list-style-type: none"> <li>- Integration with national and regional transport plans.</li> </ul>

<i>National Monuments Directorate</i>	<ul style="list-style-type: none"> <li>- Political Support.</li> </ul>	<ul style="list-style-type: none"> <li>- Increase of tourist visits in monuments within Durres Region</li> <li>- Increased income</li> </ul>	<ul style="list-style-type: none"> <li>- Providing information on all potential touristic points.</li> </ul>	<ul style="list-style-type: none"> <li>- Providing information to cruise lines.</li> </ul>
<i>Albanian Railways</i>	<ul style="list-style-type: none"> <li>- Political support.</li> </ul>	<ul style="list-style-type: none"> <li>- Improvement of multimodal / intermodal transport</li> </ul>	<ul style="list-style-type: none"> <li>- Providing information regarding the frequency of use of the railways by cruise passengers</li> </ul>	<ul style="list-style-type: none"> <li>- Improve the available touristic information to the passengers, regarding nearby towns.</li> </ul>

### Group 3: Economic Operators and Associations (Medium Importance).

This groups consists in SMEs like Travel Agencies, Touristic Operators and related Associations which are highly interested in the improvement of the services offered for Cruise Passengers. Also they view the LCTP as a tool to raise the attractiveness of the Durres Region.

<i>Stakeholder</i>	<i>Impact</i>	<i>Interest</i>	<i>Involvement</i>	<i>Comments</i>
<i>Travel Agencies and Touristic Operators</i>	<ul style="list-style-type: none"> <li>- Raising awareness.</li> <li>- Presenting the results to the cruise operators.</li> </ul>	<ul style="list-style-type: none"> <li>- Increasing income.</li> <li>- Improving tourist related services.</li> </ul>	<ul style="list-style-type: none"> <li>- Providing inputs on major issues to tackle related to tourists' services.</li> </ul>	<ul style="list-style-type: none"> <li>- Focus on information of tourists.</li> <li>- Improvement of tourist services.</li> </ul>
<i>Durres Trade Chamber</i>	<ul style="list-style-type: none"> <li>- Political Support.</li> <li>- LCTP will be developed within Durres territory.</li> </ul>	<ul style="list-style-type: none"> <li>- Raising attractiveness of the region.</li> <li>- Economic growth expected.</li> <li>- Low Carbon Economy Policy Development.</li> </ul>	<ul style="list-style-type: none"> <li>- Providing potential touristic attractions in the Durres Region.</li> <li>- Providing Potential funding instruments.</li> </ul>	<ul style="list-style-type: none"> <li>- Inadequate information infrastructure</li> <li>- Inadequate transport infrastructure</li> </ul>
<i>ATA and Touristic Operator Association</i>	<ul style="list-style-type: none"> <li>- Raising awareness.</li> <li>- Presenting the results to the cruise operators.</li> </ul>	<ul style="list-style-type: none"> <li>- Economic growth expected.</li> <li>- Low Carbon Economy Policy Development.</li> </ul>	<ul style="list-style-type: none"> <li>- Providing inputs on major issues to tackle related to tourists' services.</li> </ul>	<ul style="list-style-type: none"> <li>- Focus on information of tourists.</li> <li>- Improvement of tourist services.</li> <li>- Inadequate travel connections.</li> </ul>

## 2. Participatory process design and implementation

### Participatory process undertaken:

The participatory process was organized in four phases and for each phase at least one meeting was planned to be organized.

#### Phase One: Identification and First Contact

Identification and establish contact with all relevant stakeholders mostly with informal meetings.

- Establishment of the Project Stakeholders Mailing List (Names, Organization, Function Contact Details, etc.)
- Travel Agencies Mailing List
- National Authorities Mailing List
- Regional and Local Authorities Mailing List

**Phase Two: Involvement of relevant stakeholders in identifying the main bottlenecks and issues. The interviews intended to deepen the knowledge of the current situation and gather actions and measures that the interviewees found necessary to be included in the plan.**

- Questionnaires were developed and provided to all stakeholders.
- Semi Structured Interviews (58 interviews conducted)
- Questionnaires (86 questionnaires completed)
- Info Events for Stakeholders
- **On - Line Questionnaires was uploaded to the AIT and APD official Web.**

#### 1<sup>st</sup> Participatory Meeting, held in Tirana, on 17th June 2017

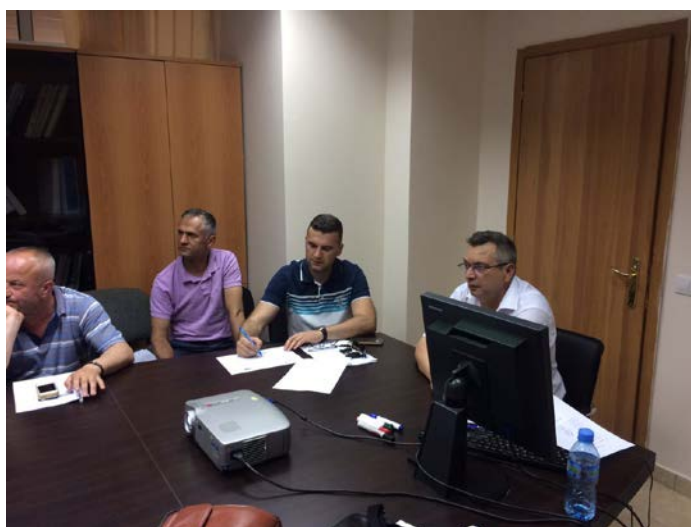
During this session, attended by 30 representatives, from main stakeholders were presented the

- ***Project objectives***
- ***Project Methodology and WP***
- ***Expected results.***

Also the participants were invited to offer their comments and proposals.

#### ***Photo from Meeting***





### **Main outcomes**

- *Different option of Vision for Durres LCTP*
- *Additional Stakeholders to be involved*
- *Different future scenario related tourist traffic flow*
- *First indications of measures proposed and free discussions.*

## 2<sup>nd</sup> Participatory Meeting, held in Durres, on 10th October 2017

Organized in Durres in this meeting were discussed the main issued identified. Also during this meeting the municipality representatives proposed the integration of the LCTP with the SUMP which is being currently developed. Also the agencies contributed on drafting the final touristic attractions list.



### Lessons Learned and challenges faced

1. The Durres citizens are not worried from the cruise and daily tourists
2. The Durres LCTP will consider daily tourist using ferry ships and arriving at Ferry Terminal
3. All stakeholders support introducing e-bike Rent/sharing
4. Suggestion for free e-minibus service within the port area for cruisers
5. The Challenge , E- bus introducing for cruisers, (sceptical for implementation)
6. Integration of Durres SUMP with LCTP
7. Info point, Web and application, most important
8. Creating conditions for increasing the number of cruise ships for the future.
9. Balancing of the future demand mobility with Low Carbon transport modes.
10. Easy access for tourist to the city centre and attractive places.
11. Low mobility, old user need to get attention



### Phase Three: Finalization of the Action List

#### 3<sup>rd</sup> Participatory Meeting, held in Durres

During the meeting the first draft of the LCTP was presented to the relevant stakeholders where comments for improvement or changes were expected.



New stakeholders joined the meeting, from public transport private company and local environmental agency.

### Dissemination of the LCTP

- Through the Albanian Partners websites
- Through direct mailing
- Throw Port of Durres Exhibition Day
- Press Release and Media Communication



### **Phase Four: Transferring and Capitalization**

- Info Events
- Direct Contact

## 2.3 Step 3: Design of the plan

### 1. Definition of the current scenario

Based upon steps 1 and 2, the collected data, information and feedback from stakeholders and main actors provides the basis for the elaboration of an overview of the current state of things and an opportunity to define the main working areas

The current state of things for the Durres Port and city tourist's mobility is characterized by:

- Low number of cruise ships and missing the Cruise Terminal (14,700 tourists by 25 cruise ships for 2016)
- Considerable number of daily tourist arriving in Ferry Terminal by regular scheduled lines (33,000 or 4% of total passengers by 2016 year)
- The future projection is optimistic for increasing the number of Cruisers and daily tourists (5 fold approximately).
- Lack of urban mobility related studies like SUMP and SEAP.
- Most urgent issues relate to Heavy traffic and Road congestion in Durres port and city entrance; Lack of rationalization of the touristic spaces; Lack of well-defined walking tourist paths infrastructure and information; Lack of Cruiser liners and operators business coordination; Low spending time of cruiser tourists, etc...
- The best of things: Territorial Strategy of Municipality Durres 2015 – 2030

Analyzing the current situation with the data and information collected, shared and discussed with main stakeholders, it is a clear current situation and an opportunity to define the main working areas:

- Mitigation of Environmental impacts in the better way using the Demand Management Strategies
- Mitigation of Climate impacts introducing "Clean transport and fuels" like: e-bike; e-bus; e-taxi.
- Make positive economic impacts by optimization of accessibility level of City and Port.

### 2. Definition of vision and objectives

Based on the current scenario, a strategic vision and a set of objectives is defined to guide the development of the LCTP

#### **Vision:**

Draw up the development vision of Durrës City as cruise destination that use of low-carbon transport systems and multi-modal connections in the frame of wider sustainable traffic and mobility policies.

#### **Objectives:**

To improve the mobility and quality of visit for cruise passengers, Durres citizens and the nearby areas, by fostering a complete and comprehensive plan. This requires developing a LCTP to meet the mobility needs of cruise passengers, residents, businesses, and the region for decades to come.

To attract more tourist using cruise ships to visit Durres and nearby areas of interest, by making the visiting experience as comfortable as possible.

To reduce the GHG emissions by developing the LCTP, this will promote the use of friendly environmental transport modes.

### **3. Definition of actions and indicators**

Following the strategic vision and objectives, detailed actions are chosen and indicators to measure the performance in their implementation towards the objectives.

Please note that each action/measure envisaged in the plan is to be described according to the “Measure description template”, Annex 1 of the present document.

In terms of Demand Management Strategies the actions proposed are:

- Improving the mobility pathway of the cruise passengers from the Cruise Terminal (Western Terminal) and Ferry Terminal to the city.
- Establish touristic info points along the touristic paths within the city and the port areas.

The City walking paths becomes more important and necessary to allow cruisers to fulfill their recreation and travel goals more effectively. The mobility will be improved by establish of horizontal and vertical signals that will extend from the terminal to the city. The horizontal signals will include path lines of different colors that will guide the cruise tourists to the different “Exit Gates” of the Ports and different areas of the city. Ideally the lines will go on in the city and link all the touristic attractions and the info-points. These two action are considered most important measure and graphically are shown at the figure below



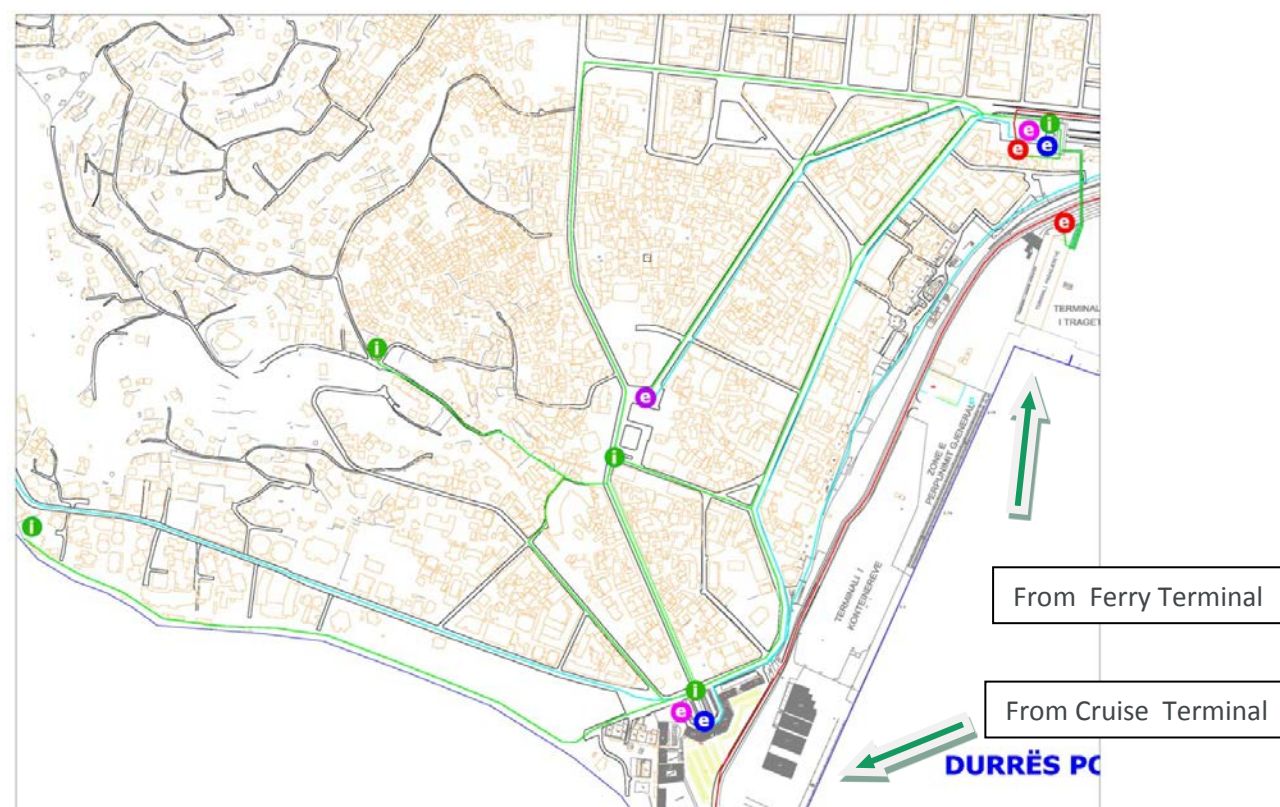


Figure 3 - Info Point & Walking Paths

Another important measure is considered:

- Develop an application for cruise tourists with all attraction points and activities.

The cruise tourist app will focus on this specific target group, supply them with all relevant information they will need during their visit in the city. The City walking paths and Info points will be included. This measure also improves optimization of accessibility level of Durrës City and Port.

In the table below are detailed Actions and indicators for the above actions described.

General Objective	PROBLEM	Specific Goals	ACTIONS	INDICATORS
To improve the mobility and quality of visit for cruise passengers, Durrës citizens and the nearby areas, by fostering a complete and comprehensive plan. This requires	Pedestrian congestion at the exit of the Port.	Simplify the pedestrian transit through the Port areas.	Establish touristic info points along the touristic paths within the city and the port areas.	1. Number of info points. 2. Number of tourists helped.
		Reduce of traffic in Durrës port and city	Develop an application for cruise tourists with all attraction points and activities.	1. Number of downloads



developing a LCTP to meet the mobility needs of cruise passengers, residents, businesses, and the region for decades to come.		entrance by 20% in one year	Improving the mobility pathway of the cruise passengers from the Cruise Terminal (Western Terminal) and Ferry Terminal to the city	<ol style="list-style-type: none"> <li>1. Number of passengers using every path (exit) promoted.</li> <li>2. Time needed for the tourists to exit the Port Area. (Reduce by 25%)</li> <li>3. Number of cruise tourists using walking, public transport</li> </ol>
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In terms of Mitigation of Climate impacts, the actions as follow introduce The Clean transport and fuels vehicles:

- Establish an e-biking rental service in the cruise terminal and ferry terminal.
- Extend the e-taxi services in the cruise terminal and Ferry Terminal.
- Establish an electrical bus shuttle service from the Cruise Terminal and Ferry Terminal to the regional touristic areas

#### Introduce e-bike service

Territorial Strategy of Municipality Durres 2015 – 2030 already completed and according to the strategy a bike-separate line network was forecast. It is accepted that this network to be included in the Durres SUMP (at starting process). The measure proposed in LCTP, is to introduce e-bike, and two of the rentals/share points to be:

- The first at the main Port Gate, that corresponds to the exit for cruisers that corresponds to the exit for cruisers
- The second at the Railway City Terminal (as multimodal terminal) that corresponds to the exit for daily tourists arriving at the Ferry Terminal, using Walking Bridge Pathway.

#### Extend the E-taxi services

Already the E-taxi services have started. One private company provides this service, as a pilot, with one post e-taxi at the center of the city. The proposed action on this LCTP is to extend with two other station to be establish at the Passengers Terminal of the Durres port through the pedestrian bridge pathway to the railway Station and also at the main entrance of the port near the Cruise terminal, increasing the number of electric taxis, and making it possible for them to use by tourists who come with cruisers, as well as daily tourists.

#### Introduce e-bus service

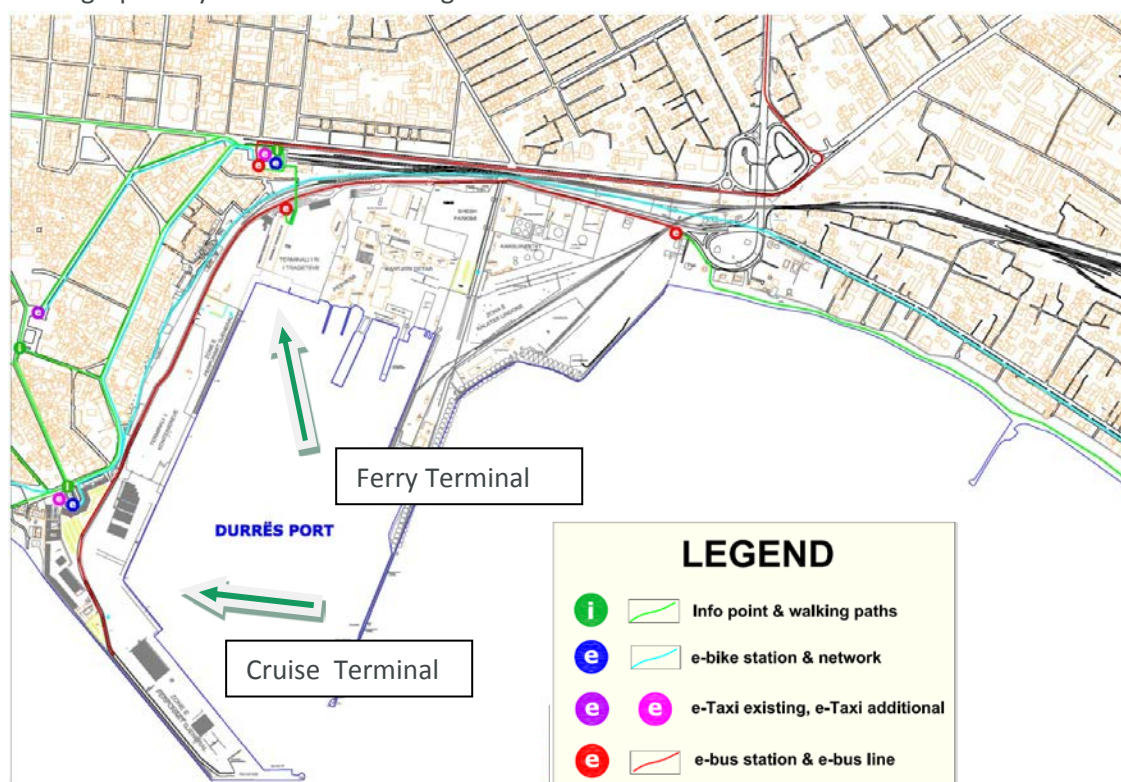
E-bus service is proposed to serve all the tourists who come with Cruise, as well as for day-to-day tourists. The proposal to this action is to offer:

- Free service from the Port Authority by establishing a e-minibus line from the cruise terminal to the Exit Gate near the beach touristic area and with a another stop to the Ferry Terminal linked with the pedestrian bridge that connects with the Railway Station.

- E-bus line that will have the starting point at the Railway Station area and the destination will be the Castle of Kruja, within the Prefecture of Durres. This measure, envisages the deployment of 2 e-bus with 4 hours of departure and return

Those measure (e-bike; e-taxi; e-bus line) have to consider the service to offer for all other tourist visiting the city, arriving by other mode of transport.

These Actions graphically are shown at the figure below:



In the table below are detailed Actions and indicators for the above actions described.

General Objective	PROBLEM	Specific Goals	ACTIONS	INDICATORS
To reduce the GHG emissions by developing the LCTP, promoting the use of friendly environmental transport modes.	Heavy traffic in Durres port and city entrance	Promote the use of Electrical Vehicles by the cruise passengers.	Establish an e-biking rental service in the cruise terminal and ferry terminal.	1. Number of bicycles 2. Number of rentals 3. Hours of Services 4. No of Users 5. Utilization Rate
			Extend the E-taxi services in the cruise terminal and Ferry Terminal.	1. Number of cruise tourist using the e-taxi service.

			Establish an electrical bus shuttle service from the Cruise Terminal and Ferry Terminal to the regional touristic areas.	1. Number of cruise tourists using shuttles visiting the regional spots.
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Regarding to the vision and one the main objective, making Durres city and Port more attractive and having a positive economic impacts for the Region, three actions are included to the LCTP:

- Create and disseminate a website with information about the benefits of the touristic activity in the Durres Region.
- Promotion of facilitating policies for cruisers
- Improve accessibility for disabled low mobility passengers.

The last determinant of the attractiveness of a City as a cruise destination is the level of City and Port accessibility optimisation has to offer. Advance and real time information for organisation of City-visit and mobility, are the solution for Optimisation. A website with updating information about the benefits of the touristic activity is one of measure that must implement at a local level.

“Discover Durres city and more...” must be the local web with information about History (City history, Archaeological Sites); Culture, (Museums, architecture, music tradition); Exploring (Beaches, flora, fauna) Enjoy (Activities and Events); Travel Stay ( accommodations and useful travel information); Taste ( Local Products and Gastronomic destinations); Alternative Tourism and Interactive Maps. Focusing on this specific target group and supply with all relevant information make them possible to be prepared to enjoy the city attractions.

This measure is linked with of Demand Management Strategies measures for developing a mobile application for cruise tourists with all attraction points and activities.

Durres City and Port has to respond proactively to the national cruise tourism developments. Demonstration of the positive market trends is potential for cruise tourism in the region. The chance for Durres city to be Albania's showcase for the visitors of the cruise ships, is attention of Cruise operators and liners that are more than ever searching for new destinations and itineraries. New facilitating policies for cruisers is necessary to apply:

- Create the policy to support the development of Cruise Tourism in Durres.
- Clearly demarcate roles and responsibilities of each agency/department in different aspects of cruise tourism development.
- Address tax related issues. In addition to tourism related taxes, a cruise vessel & its passengers are also subject to several charges and fees
- Simplification of payment procedures for dues and charges would create a favorable environment with the cruise tourists.

“Improve accessibility for disabled low mobility passengers” is another measure proposed on Durres LCTP. This measure takes in consideration that a large part of cruise passengers are senior citizens usually with low mobility. This measure focuses to provide the passengers with all the needed facilities to reach all the attractions within the city.

In the table below are detailed Actions and indicators for the above actions described.

<u>General Objective</u>	<u>PROBLEM</u>	<u>Specific Goals</u>	<u>ACTIONS</u>	<u>INDICATORS</u>
<b>To attract more tourist using cruise ships to visit Durres and nearby areas of interest, by making the visiting experience as comfortable as possible.</b>	Low number of cruise ships visits. Also the cruise that come to Durres have a short staying. (Max 8 h)	Increase the number of cruise ships calls by 25% per year. Increase the staying time to 24h per cruise visit.	Create and disseminate a website with information about the benefits of the touristic activity in the Durres Region.	1. Platform created and available with a number of visits over a year.
			Improve accessibility for disabled low mobility passengers.	1. Number of infrastructure interventions.
			Promotion of facilitating policies for cruisers	1. Number of policies adopted by the regional and national authorities.

#### 4. Development of future scenarios

**Base Line:** Current situation (Year 2016).

**BCS Scenario:** Normal Trend without project implementation (“Business as usual scenario”);

Nothing changes, neither for better nor for worse, where historical data, trends and behavioral). In this scenario, we must take into consideration that the Durres SUMP process is at the starting point. It will take a long time to develop Durres SUMP, and also to implement it.

**Scenario 1:** “Most positive possibilities foreseen actually occur”

Most positive possibilities foreseen actually occur, surpassing the expected outcomes and allowing to incremental adaptations of the Plan. In this Scenario all the Action/measures will be implemented.

**Scenario 2: "Unexpected events or circumstances"**

Unexpected events or circumstances, mostly negative for the project, become a significant obstacle and hazard for the fulfillment of foreseen objectives.

In this scenario, we expect that only 3 action (Action 1.1.3; Action 2.1.2; Action 3.1.1) will be completed. Those action do not need too much investment, as well as the 2 first could be the part of SUMP.

Two other action/measures (Action 1.1.1; Action 2.1.1) are expected partially completed, it means:

- Not all Info Points will be establish as in LCTP Plan because lack of collaboration of City Council with other stakeholders.
- Not e-bike will be introduced because lack of funds, or collaboration with private company providers, but bike rent/sharing scheme will be accepted.

Four other actions/measures (Action 1.1.2; Action 2.1.3; Action 3.1.2; Action 3.2.1) will be not completed because:

- Lack of funding, or crawl procedure for using PPP scheme for e-bus line,
- Disregard for developing the Apps and improving the accessibility for disabled low mobility passengers,
- Disregard of collaboration of Local and National governance for "Promotion of facilitating policies for cruisers"

**Scenario 3: "Most likely scenario"**

When events occur in the most likely way, thus progressing to a certain stage (not as good as they could have), but getting low or even stuck in some aspects.

In this scenario, the most actions/measures will be implemented (5 of them) and 4 other will be partially implemented as in table below.

For the Action 2.1.3, Partially Implemented means that at least one of two components must be completed. If the e- bus route will start as a Pilot Project, it will be accepted.

MEASURE	BSC	S1	S2	S3
<b>Action 1.1.1</b> Establish touristic info points along all touristic paths within the city	x	✓	✓ PARTIALLY IMPLEMENTED	✓
<b>Action 1.1.2</b> Develop an application for cruise tourists with all attraction points and activities.	x	✓	x	✓
<b>Action 1.1.3</b> Improving the mobility pathway of passengers/tourist at the ferry/cruise terminal in/out	x	✓	✓	✓



<b>Action 2.1.1</b> Establish an e-biking rental/sharing service in the cruise terminal, (linked to the city service)	x	✓	✓	PARTIALY IMPLEMENTED	✓ PARTIALY IMPLEMENTED
<b>Action 2.1.2</b> Extend the E-taxi services in the cruise terminal.	x	✓	✓		✓
<b>Action 2.1.3</b> Establish an electrical buss shuttle service from the Passenger's Terminal to the regional touristic spots.	x	✓	x		✓ PARTIALY IMPLEMENTED
<b>Action 3.1.1</b> Create and disseminate a website with information about the benefits of the touristic activity in the Durres Region.	x	✓	✓		✓
<b>Action 3.1.2</b> Promotion of facilitating policies for cruisers.	x	✓	x		✓ PARTIALY IMPLEMENTED
<b>Action 3.2.1</b> Improve accessibility for disabled low mobility passengers.	x	✓	x		✓ PARTIALY IMPLEMENTED

According to the above scenario, in the table below are calculated the indicators of Mobility.

Indicator Descriptions	Measurem ent Units	Base line Period (2016)	Normal Trend	Scenario 1 "Most positive possibilities foreseen actually occur"	Scenario 2 "Unexpected events or circumstances"	Scenario 3 "Most likely scenario"
Total Mobility Users	N°	240.417	276.48 0	324.863	290.304	311.039
Transport Intensity (km/Users)	km/Users	23.24	27.8	28.7	28.16	28.72
mobility Users (for working)	% of Users	66,8%	67,5%	70,3%	68,1%	69,5%
mobility Users (for studying)	% of Users	24,7%	24,9%	21,2%	23,7%	22,1%
mobility Users (for tourism)	% of Users	1,2%	1,5%	2,7%	2,0%	2,6%
mobility Users (for other reasons)	% of Users	7,3%	6,1%	5,8%	6,2%	5,9%
LPT Users	% of Users	5,4%	4,9%	5,1%	4,8%	5,0%

Private Car Users	% of Users	44,7%	48,3%	37,2%	48,7%	41,2%
Walking Users	% of Users	43,4%	40,8%	50,0%	40,5%	47,4%
Bicycle User	% of Users	6,5%	6,1%	7,6%	6,0%	6,4%
Average Car Occupancy	%	46,0%	46,0%	45,1%	43,2%	44,6%
Average LPT Occupancy	%	62,0%	60,0%	72,6%	60,6%	68,4%

## 2.4 Step 4: Monitoring and funding

### 2.4.1 Monitoring LCTP implementation

The LCTP Implementation monitoring will follow the steps:

- Acceptance of the plan from the Durres City and Durres Port Authority
- Create the Co-working team responsible for implementation
- Pre-decision for funding from Port Authority and City Council possibility from theirs own resources.
- Involving the key stakeholders for funding support.
- Appointment of the coordinator for the implementation of the plan
- Monitoring and control of the measures by the pre- management
- Monitoring of the results

The table below, shows the Work-plan complete with deadlines and responsibilities

### Main goal 1: To improve the mobility and quality of visit for cruise passengers, Durres citizens and the nearby areas, by fostering a complete and comprehensive plan

Specific goal 1.1	Start /deadline	Outcomes	Indicators	Source of data	Responsibility for monitoring	Monitoring Schedule	Description and Methodology
Simplify the pedestrian transit through the Port areas.	09/18-10/19	smooth transit	n/a	Ferry Terminal Operator	Durres Port Authority	Every 6 month	Survey by DPA & AFTO
<b>Action 1.1.1</b>	Start/dead line	Outcomes	Indicators	Source of data	Responsibility for monitoring	Monitoring Schedule	Description and Methodology
Establish touristic info points along the touristic paths within the city and the port areas.	09/18-10/19	5 Info-Point in different spots of Durres City	Number of info points. Number of tourists helped.	Durrës Municipality	Durrës Municipality	Every 6 month	Staff from Urban Development Dep.monitoring
<b>Action 1.1.2</b>	Start/dead line	Outcomes	Indicators	Source of data	Responsibility for monitoring	Monitoring Schedule	Description and Methodology
Develop an application for cruise tourists with all attraction points and activities.	09/18-10/19	Tourist spots and paths application	Number of downloads	Ferry Terminal Operator and Durres Municipality	Durrës Port Authority	Every months 3	Staff from Urban Development Dep.monitoring
<b>Action 1.1.3</b>	Start/dead line	Outcomes	Indicators	Source of data	Responsibility for monitoring	Monitoring Schedule	Description and Methodology
Improving the mobility pathway of the cruise passengers from the Cruise Terminal (Western Terminal) and Ferry Terminal to the city	09/18-10/19	Different colored paths for tourist	Number of passengers using every path (exit) promoted.	Ferry Terminal Operator and Durres Municipality	Durrës Port Authority Durres Municipality	Every months 3	Staff from Urban Development Dep.monitoring

### Main goal 2: To reduce the GHG emissions by developing the LCTP, which will promote the use of friendly environmental transport modes.

Specific goal 2.1	Start/deadline	Outcomes	Indicators	Source of data	Responsibility for monitoring	Monitoring Schedule	Description and Methodology
Promote the use of Electrical Vehicles by the cruise passengers.	09/18-10/20	Reduced emissions	CO2, NOx, SOx, PM 10, PM 2.5	Environmental agency	Durres Municipality	Every months 3	Gathering of data recorded by scheduled monitoring
<b>Action 2,1,1</b>	Start/deadline	Outcomes	Indicators	Source of data	Responsibility for monitoring	Monitoring Schedule	Description and Methodology
Establish an e-biking rental service in the cruise terminal and ferry terminal.	09/18-10/20	E-Bike tourist users	Number of bicycles Number of rentals Hours of Services No of Users Utilization Rate	E-bike sharing Company	Durres Municipality	Every 3 months	E-Bike Company Monitoring
<b>Action 2.1.2</b>	Start/deadline	Outcomes	Indicators	Source of data	Responsibility for monitoring	Monitoring Schedule	Description and Methodology

Extend the E-taxi services in the cruise terminal and Ferry Terminal.	09/18-10/20	E-Taxi tourist users	Number of cruise tourist using the e-taxi service.	E-Taxi Company	Durres Municipality	Every Month	E-Taxi Company Monitoring
<b>Action 2.1.3</b>	Start/deadline	Outcomes	Indicators		Responsibility for monitoring	Monitoring Schedule	Description and Methodology
Establish an electrical bus shuttle service from the Cruise Terminal and Ferry Terminal to the regional touristic areas.	09/18-10/21	Electric bus shuttle service	Number of cruise tourists using shuttles visiting the regional spots.	Bus Company	Durres Municipality	Every Month	Department of Transport & Tourism in Durres Municipality monitoring

### Main goal 3: To attract more tourist using cruise ships to visit Durres and nearby areas of interest

Specific goal 3.1	Start/deadline	Outcomes	Indicators	Source of data	Responsibility for monitoring	Monitoring Schedule	Description and Methodology
Increase the number of cruise ships calls by 25% per year.	09/18-05/22	Increase the tourist activities	Number of cruise ships calls	AFTO	Durrës Port Authority	Every months	Gathering of data recorded by scheduled monitoring
<b>Action 3.1.1</b>	Start/deadline	Outcomes	Indicators	Source of data	Responsibility for monitoring	Monitoring Schedule	Description and Methodology
Create and disseminate a website with information about the benefits of the touristic activity in the Durres Region.	09/18-05/20	New Platform	Number of visitors	Durrës Port Authority	Durrës Port Authority	Every month	IT data monitoring
<b>Action 3.1.2</b>	Start/deadline	Outcomes	Indicators	Source of data	Responsibility for monitoring	Monitoring Schedule	Description and Methodology

Promotion of facilitating policies for cruisers.	09/18-05/20	Number of policies adopted by the regional and national authorities.	Number of tourists	Durrës Port Authority	Durrës Port Authority	Every 3months	Durrës Port Authority Ministry of Infrastructure & Energy
Specific goal 3.2	Start/deadline	Outcomes	Indicators	Source of data	Responsibility for monitoring	Monitoring Schedule	Description and Methodology
Increase the staying time to 24h per cruise visitors	09/18-05/22	Economic Benefits	Average visit duration	Durrës Port Authority	Durrës Port Authority	Every Cruise visit	Passangers Staying Time
Action 3.3.1	Start/deadline	Outcomes	Indicators	Source of data	Responsibility for monitoring	Monitoring Schedule	Description and Methodology
Improve accessibility for disabled low mobility passengers.	07/18-05/22	New infrastructure interventions	number of older tourist used	AFTO and Durrës Port Authority	Durrës Port Authority	Every 6 month	Durrës Port Authority monitoring

## 2.4.2 Funding

Estimation of the needed resources and where funding comes from.

Item	Start / Deadline	Funding	Cost Category				Total
			Investments	Description	Sub-contracting	Description	
Action 1.1.1: Establish touristic info points along all touristic paths within the city	09/18-10/19	Amount (€)	50,000 €	Purchase of 5 Kiosk suitable for info-point	10,000 €	Web update and maintain for 5 years	60,000 €
		Source of Funding	Durrës Port Authority Private Companies Municipality of Durrës				



<b>Action 1.1.2:</b> Develop an application for cruise tourists with all attraction points and activities.	09/18-10/19	Amount (€)	5,000 €	App Development	15,000 €	Update and Maintain for 5 years	20,000 €
		Source of Funding	Ministry of Tourism and Environment Municipality of Durres				
<b>Action 1.1.3:</b> Improving the mobility pathway of passengers / tourist at the ferry / cruise terminal	09/18-10/19	Amount (€)	150,000 €	Purchase of all equipment	30,000 €	Construction works	180,000 €
		Source of Funding	Durres Port Authority Albanian Ferry Terminal Operator Municipality of Durres				
<b>Action 2.1.1:</b> Establish an e-biking rental/sharing service in the cruise terminal, (linked to the city service)	09/18-10/20	Amount (€)	200,000 €	Purchase of 400 e-bike and equipment	70,000 €	Construction work for two stations	270,000 €
		Source of Funding	Private Companies Municipality of Durres PPP				
<b>Action 2.1.2:</b> Extend the E-taxi services in the cruise terminal.	09/18-10/20	Amount (€)	250,000 €	Purchase of 20 e-taxi and equipment	30,000 €	Construction work for two stations	280,000 €
		Source of Funding	Private Companies Municipality of Durres PPP				
<b>Action 2.1.3:</b> Establish an electrical buss shuttle service from the Passengers Terminal to the regional touristic spots.	09/18-10/21	Amount (€)	360,000 €	Purchase of 2 e - bus (>40seat); 3 e - minibus, (<20seats); and equipment	70,000 €	Construction work for two stations	430,000 €
		Source of Funding	Durres Port Authority Private Companies PPP				

<b>Action 3.1.1:</b> <b>Create and disseminate a website with information about the benefits of the touristic activity in the Durres Region.</b>	09/18-05/20	Amount (€)	2,000 €	Website developing	6,000 €	Website update and maintain for 5 years	8,000 €
		Source of Funding	Ministry of Tourism and Environment Municipality of Durres				
<b>Action 3.1.2:</b> <b>Promotion of facilitating policies for cruisers.</b>	09/18-05/20	Amount (€)	50,000 €	Cruise Tourism Potential Strategy Study	0 €	n/a	50,000 €
		Source of Funding	Ministry of Tourism and Environment Municipality of Durres				
<b>Action 3.1.3:</b> <b>Improve accessibility for disabled low mobility passengers.</b>	07/18-05/22	Amount (€)	300,000 €	Purchase of equipment	50,000€	Construction works	350,000 €
		Source of Funding	Durres Port Authority Municipality of Durres				

## ANNEX 1 – LCTP measure description template

### Action 1.1.1: Establish touristic info points along the touristic paths within the city and the port areas.

- How is the measure implemented at a local level?

The measure foresees the implementation of four/five Info-Points for cruise-passengers, with the first one to be at the Port Main entrance the second stationed at the Railway Terminal for Passengers and the others in specific touristic points along the “touristic

pathways". These can be created and run by a private operator and/or by a public agency with an agreement with the city council.

- Which are the critical issues that one has to deal with in terms of implementation of the measure?

The main issue is the involvement of the key stakeholders, Durres Port Authority, Albanian railways and the City Council, to financially support the establishment of the Info Points, cause at first the interest of the private operators may be low.

- What sets the measure apart from other similar measures?

The measure will be specific and directed toward helping the cruise passengers, to help them "navigate" the through the city in less time and experience as much as possible touristic attractions.

- How does the measure satisfy the needs of cruise passengers?

The touristic info-points will take in account that the cruise passengers have a defined window (average 4-6 hours stay) of time to visit the city, and therefore will develop a suitable "touristic path", tailored made for cruise passenger's needs.

## Action 1.1.2: Develop an application for cruise tourists with all attraction points and activities.

- How is the measure implemented at a local level?

Development of an application for cruise tourists, which will include information about the touristic spots, areas and activities on local level. The application will be developed with the collaboration of local touristic authorities and private operators and will include the "touristic paths" to follow in the city, based on different criteria (exp. "traditional cuisine" etc.).

- Which are the critical issues that one has to deal with in terms of implementation of the measure?

The information needs to be updated in real time so to contain all touristic activities foreseen in the area. Therefore the main issue will be the maintenance and update of the application. Which may arise the risk of the app being not sustainable financially. Developing a sound business plan will be a critical issue, for the measure to be effective.

- What sets the measure apart from other similar measures?

The app for the information of cruise passengers is a more accessible and always in hand tool compared to other methods of information. Also the tool will create different paths of movement based on the passenger criteria, which makes the measure unique for the local area.

- How does the measure satisfy the needs of cruise passengers?

The cruise tourist app will focus on this specific target group, supply them with all relevant information they will need during their visit in the city.

## Action 1.1.3: Improving the mobility pathway of the cruise passengers from the Cruise Terminal (Western Terminal) and Ferry Terminal to the city.

- How is the measure implemented at a local level?

Establishment of horizontal and vertical signals that will extend from the terminal to the city. The horizontal signals will include path lines of different colours that will guide the cruise tourists to the different “Exit Gates” of the Ports and different areas of the city. Ideally the lines will go on in the city and link all the touristic attractions and the info-points developed in “Action 1.1.1”.

- Which are the critical issues that one has to deal with in terms of implementation of the measure?

The critical issue is the involvement of the local authorities to embrace the idea and to develop coloured lines walking paths, throughout all the city. Along the pathway will be established the required horizontal and vertical signals, to better orient the tourist within the city.

- What sets the measure apart from other similar measures?

The measure is simple and the costs of implementation will be relatively low.

- How does the measure satisfy the needs of cruise passengers?

The cruise passengers will have an easy way out of the terminals and an easy way to orientate within the city.

## Action 2.1.1: Establish an e-biking rental service in the cruise terminal and ferry terminal.

- How is the measure implemented at a local level?

Establishment of the e-bike sharing/rental service throughout different areas of the city and in the Cruise and Ferry Terminals. Contribution to the design of a cycling network in collaboration with the Durres City SUMP developers. Establishment of two e-bike sharing/rental stations at the entrances of the port. The stations will be linked with the pedestrians’ ways from the cruise and ferry terminals.

- Which are the critical issues that one has to deal with in terms of implementation of the measure?

The critical issue is the financial support. In Durres City the cycling infrastructure is non-existent at the moment, thus it will require a lot of funds to develop all the cycling lines

and required infrastructure. Also a crucial issue will be the collaboration with the SUMP developers.

- What sets the measure apart from other similar measures?

This measure introduces in the city with the e-bike sharing/rental services, which will contribute to improve the mobility significantly.

- How does the measure satisfy the needs of cruise passengers?

This measure provides the cruise passengers with a different and cheap mode of transport, to move faster and easier around the city attraction areas.

## Action 2.1.2: Extend the E-taxi services in the cruise terminal and Ferry Terminal.

- How is the measure implemented at a local level?

This measure determines the placement of two other e-taxi station at the Passengers Terminal of the Durres port through the pedestrian bridge pathway to the railway Station and also at the main entrance of the port near the Cruise terminal, increasing the number of electric taxis, and making it possible for them to use by tourists who come with cruisers, as well as daily tourists.

- Which are the critical issues that one has to deal with in terms of implementation of the measure?

The critical point of implementation of this measure is the engagement of local authorities, the Port Authority and the Albanian Railways, to reach an agreement regarding the necessary spaces for e-taxi near the terminals.

- What sets the measure apart from other similar measures?

This measure provides a clean transport mode for all tourist visiting the city. This measure reduces the GHG emissions and costs for the city.

- How does the measure satisfy the needs of cruise passengers?

This measure provides the cruise passengers with a different and cheap mode of transport.

## Action 2.1.3: Establish an electrical buss shuttle service from the Cruise Terminal and Ferry Terminal to the regional touristic areas.

- How is the measure implemented at a local level?

Establishing an e-Shuttle bus line that will serve all the tourists who come with Cruise, as well as for day-to-day tourists, which is a considerable amount. The service will be divided in two parts.

The first part will include a free service from the Port Authority by establishing a e-minibus line from the cruise terminal to the Exit Gate near the beach touristic area and with a



another stop to the Ferry Terminal linked with the pedestrian bridge that connects with the Railway Station.

The second part will establish an e-bus line that will have the starting point at the Railway Station area and the destination will be the Castle of Kruja, within the Prefecture of Durres. This measure, envisages the deployment of 2 e-bus with 4 hours of departure and return.

- Which are the critical issues that one has to deal with in terms of implementation of the measure?
- The critical point of implementation of this measure is the involvement of local and central authorities such as MEI and MTM on administrative licensing issues and the application of PPP strategies, since the investment value is considerable.
- Also the Port Authority will need to invest on e-mini buses, to offer free service within the port area.
- What sets the measure apart from other similar measures?  
This measure connects different transport modes in order to reduce the GHG emissions, and offer different destinations.
- How does the measure satisfy the needs of cruise passengers?  
This measures provides the cruise passengers with different cheap options to travel to different touristic areas of city and the prefecture.

### Action 3.1.1: Create and disseminate a website with information about the benefits of the touristic activity in the Durres Region.

How is the measure implemented at a local level?

“Discover Durres city and more...” will be the local web with information about:

- History (City history, Archaeological Sites)
- Culture, ( Museums, architecture, music tradition)
- Explore (Beaches, flora, fauna)
- Enjoy (Activities and Events)
- Travel Stay ( accommodations and useful travel information)
- Taste ( Local Products and Gastronomic destinations)
- Alternative Truism
- Interactive Maps
- Which are the critical issues that one has to deal with in terms of implementation of the measure?

The information needs to be updated in real time so to contain all touristic activities foreseen in the area. Therefore the main issue will be the maintenance and update of the website. Which may arise the risk of the service being not sustainable financially. Developing a sound business plan will be a critical issue, for the measure to be effective.

- What sets the measure apart from other similar measures?  
The website for the information of cruise passengers is a more accessible and always in hand tool compared to other methods of information. Also through the website the tourists are able to get pre-information on the city attractions.
- How does the measure satisfy the needs of cruise passengers?  
The cruise tourist website will focus on this specific target group and supply them with all relevant information they will need during their visit in the city touristic areas. Allowing to be prepared to enjoy the city attractions.

## Action 3.1.2: Promotion of facilitating policies for cruisers.

- How is the measure implemented at a local level?
  - o Create the policy to support the development of Cruise Tourism in Durres.
  - o Clearly demarcate roles and responsibilities of each agency/department in different aspects of cruise tourism development.
  - o Address tax related issues. In addition to tourism related taxes, a cruise vessel & its passengers are also subject to several charges and fees
  - o Simplification of payment procedures for dues and charges would create a favourable environment with the cruise tourists. This can be explored through Combined tariffs (single tariff for multiple port calls in a single itinerary)
- Which are the critical issues that one has to deal with in terms of implementation of the measure?  
Engagement of the port authority, local authorities and central government agencies to clarify all the possibilities of facilitating tourism with cruisers.
- What sets the measure apart from other similar measures?  
This measure tackles all the bottlenecks created by the national legislations different from the EU legislations.
- How does the measure satisfy the needs of cruise passengers?  
This measures helps the tourists by easing the police controls and reduces the travel costs.

## Action 3.1.3: Improve accessibility for disabled low mobility passengers.

- How is the measure implemented at a local level?  
Improvement of the infrastructure for low-mobility cruise-passengers. This will require the analysing of the actual infrastructure at the Cruise and Ferry Terminals.  
Ideally the improvements made will lead to the use of low carbon modes during all the visit in the city areas.

- Which are the critical issues that one has to deal with in terms of implementation of the measure?

The critical issue is the financial support. The infrastructure is non-existent at the moment, thus it will require a lot of funds to improve the actual infrastructures. Also a crucial issue will be the collaboration with the SUMP developers.

- What sets the measure apart from other similar measures?

This measure takes in consideration that a large part of cruise passengers are senior citizens usually with low mobility. This measure focuses to provide the passengers with all the needed facilities to reach all the attractions within the city.

- How does the measure satisfy the needs of cruise passengers?

This measure focuses to provide the passengers with all the needed facilities to reach all the attractions within the city areas.