



# TRANSPORT MALTA

Annual Report 2018

tm

Transport Malta



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# EXECUTIVE SUMMARY

This report covers the activities of the Authority for Transport in Malta for the year ending 31<sup>st</sup> December 2018. This was the ninth year of operation for the Authority, which was set up on the 1<sup>st</sup> of January 2010 following the enactment of the Authority for Transport in Malta Act (Act XV) of 2009.

The major accomplishments of the operations of Transport Malta (TM) can be summarised as follows:

## Merchant Shipping

As at end December 2018, the number of ships registered under the Merchant Shipping Act was 8,286 for a total gross tonnage of 77.23 million. This represents a growth rate of around 3% over the previous year, with Malta maintaining its position as the largest register in Europe and one of the 10 largest registers in the world in terms of gross tonnage. The Directorate has also further strengthened its presence in the super yacht sector. Positive results were once again achieved in the registration of super yachts under the Malta flag. During 2018, the Malta flag registered a record increase of over 9% over the previous year in the registration of yachts over 24 metres in length, with over 751 super yachts flying the Malta flag.

## Ports and Yachting

During 2018, 330 cruise liners visited the Maltese Islands, with a total of 722,926 cruise passengers on board. As a direct result of itinerary rotation by cruise operators to offer differing destinations to repeat clientele, the port experienced a drop of almost 9% over the corresponding figures of the previous year. The number of ferry passengers travelling to and from Valletta to either Sliema Ferries or the Three Cities increased from 306,269 to 1,507,389 in 2018. The largest numbers of commuters were from Sliema to Valletta with 978,754 passengers. Ferry passengers remained constant at 304,804, whilst the number of overall ship calls to Malta also stabilised at 12,833. Unitised cargo continued to register an increase in volumes in the Port of Valletta, with trailers registering an increase of 8% over the previous year, from 95,812 to 104,328 this year.

## Aircraft Registration and Aviation Matters

This year has been a record year for the Maltese Aircraft register as the aviation sector continued to build on the successes of the previous year. At the end of 2017, the number of aircraft on the Malta National Aircraft Register reached 298, the highest amount of aircraft registered in a calendar year with the record number of 20 airliners, including 7 widebody aircraft. This represents a growth rate of over 12% over last year's figures. In addition, the Flight Operations Inspectorate certified 3 new Operators during 2018, with a total of 33 Air Operating Certificate (AOC) holders at the end of the year.

## Scheduled Public Transport

During 2018, the Free Public Transport measure introduced during 2017 where 18-year olds travelled for free on scheduled public transport was extended further to include persons from the ages of 16 to 20 with just over 24,000 persons, who between them made over 5.2 million trips, benefitting from this measure. At the end of 2018 the number of individuals in possession of the Transport Card, more commonly known as the *Tallinja Card*, rose to 317,626. Furthermore, 81% of trips were made using such cards. Notably, the number of passenger trips continued to rise with a further 11.3% when compared to the previous year and this figure now stands at 53.4 million passenger trips. Passengers onboard scheduled public transport could now enjoy free Wi-Fi access whilst travelling onboard all buses whilst 21 new bus shelters were installed in various localities on the scheduled public network.

## Joseph Bugeja

### Chairman & CEO



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# MEMBERS OF THE BOARD OF TRANSPORT MALTA

**During the period 1<sup>st</sup> January 2018 - 31<sup>st</sup> December 2018,**  
the Board Members of Transport Malta were:

**Chairman & CEO**      Mr. James Piscopo (Jan 2018 – Jun2018)  
                                 Mr. Joseph Bugeja (July 2018 – Dec 2018)

**Deputy Chairman**      Mr. Kevin Farrugia (Jan 2018 –Jun 2018)

**Board Secretary**      Dr. Vanessa Vella

**Members**                      Dr. Anthony Abela Medici (Jan 2018 – May 2018)  
                                 Dr. Helga Buttigieg Debono (Jan 2018 – July 2018)  
                                 Mr. Paul Muscat  
                                 Perit Deborah Busuttil  
                                 Dr. Denise Abela  
                                 Mr. Oliver Scicluna  
                                 Notary Dr. Malcolm Mangion  
                                 Mr. Renald Falzon  
                                 Dr. Mary Gauci

# MISSION STATEMENT

*The Authority's mission is to promote and develop the transport sector in Malta by means of proper regulation and by promotion and development of related services, businesses and other interests both locally and internationally.*

# MAIN OBJECTIVES AND POLICIES

Transport Malta is the Authority for Transport in Malta as set up by Act XV of 2009. As a government authority, Transport Malta was set up to assume the functions previously exercised by the Malta Maritime Authority, the Malta Transport Authority, and the Department of Civil Aviation.

The Authority shall endeavour to achieve the following main objectives and policies:

- develop integrated transport policies aimed at achieving modal shifts that favour public transport and non-polluting strategies;
- ensure the development of an efficient and socially sustainable public transport system in Malta;
- promote the maritime and civil aviation facilities of Malta and the registration of ships and aircraft under the Maltese flag;
- promote policies that favour the development of Malta as a maritime hub in the Mediterranean and as an entry port to the European Union;
- encourage measures for the development of civil aviation and ancillary services, and in particular of air transport services of both passengers and cargo;
- ensure that the administration, services and operations of ports and yachting centres in Malta are more efficient and cost-effective;
- provide a sound financial basis for the Authority to be able to achieve target returns and investments;
- standardise practices in the transport sector in Malta in line with international norms and with those of the European Union in particular;
- construct and maintain roads, manage traffic and promote traffic safety\*;
- develop and maintain maritime infrastructure.

Transport Malta encompasses operational and supporting units and directorates. These include maritime (ports, yachting and merchant shipping), traffic management, land transportation, roads, infrastructure and civil aviation. Corporate, financial, strategic, enforcement and ICT services are implemented horizontally across the Authority's structure.

\*With effect from 1<sup>st</sup> July 2018, the responsibility of road infrastructure design and implementation was passed on to the newly established roads agency Infrastructure Malta. Transport Malta remains the regulator of Malta's road network.





# MERCHANT SHIPPING DIRECTORATE

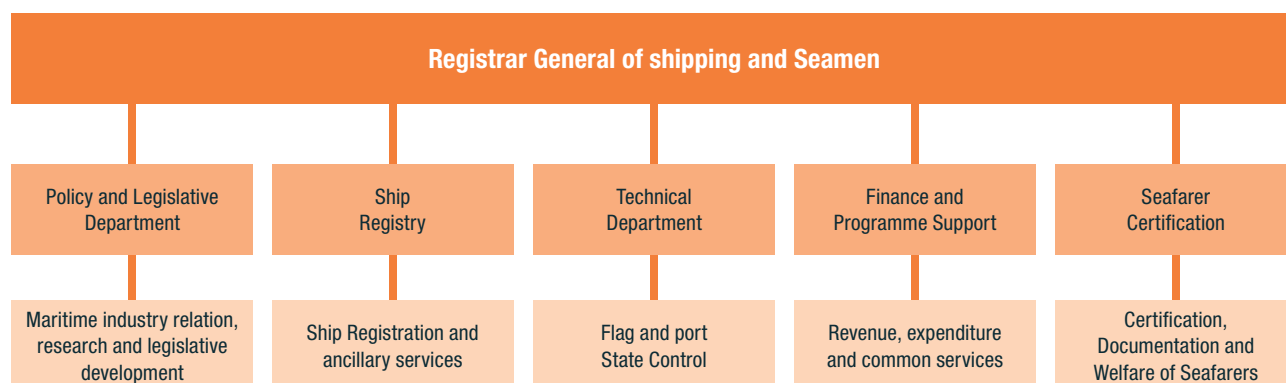
## Functions and Duties

The functions and duties entrusted to the Merchant Shipping Directorate in terms and in pursuance of the provisions of the Authority for Transport in Malta Act are to regulate, control and administer all matters related to merchant shipping and marine pollution prevention and control provided for under the Merchant Shipping Act and other related legislation, including ship and yacht registration under the Malta flag and their technical performance with regard to safety and pollution prevention and to promote the Maltese register with the international shipping community.

The Directorate is also entrusted with regulating the employment and certification of seafarers and to promote and advance the skills of seafarers and of persons employed in the maritime industry, to foster Malta's relations in international shipping fora and to administer the implementation of maritime and other related international conventions and agreements. In order to provide a one stop shop service to its client base, the Directorate is also responsible for regulating and controlling the licensing of shipping organizations and for regulating, controlling and administering maritime radio communication services for Maltese ships.

It is the prime objective of the Merchant Shipping Directorate to ensure effective discharge of its duties as a Maritime Administration, particularly its responsibilities as the flag Administration of one of the leading ship registers in the world.

In pursuance of this objective, the Directorate is organised into five departments with distinct areas of responsibility, yet interacting with and complementing one another, guaranteeing, particularly with regard to Maltese ships, a unified approach and a comprehensive service.



Capacity building is an ongoing process. Efficiency and effectiveness are augmented by specialisation and training, the introduction of new systems and methods, the further computerisation of certain processes and, where necessary, the recruitment of additional staff. This continues to further enhance the reputation for service that the Directorate enjoys both locally and internationally.

During the period under review, the ongoing organisational review aimed at ensuring adequate capacity building and optimisation of resources has continued. Training of personnel is an integral part of capacity building. The Directorate's training programme is made up of both long-term and short-term training aimed towards the professional development of its employees. Long-term training includes diploma, graduate and post-graduate courses both in Malta and abroad. The short training programme includes attendance and participation of Directorate personnel at a number of short courses, seminars and workshops and familiarisation visits in Malta and abroad. The programme is financed by Authority funds or through schemes made available by the European Commission.

## Projects, Initiatives and Performance of Duties

During the period under review, the Directorate continued with the process leading to the introduction of more electronic services aimed at enhancing cohesion and more timeliness in the services provided. With the progress in digitalization, further digitalized services are being introduced.

The electronic fleet management system is the main tool used by the Directorate to assist with daily ship registration operations and the issue of all registry certificates. The process leading to the introduction of new electronic systems within the Seafarers' Certification Department has continued. The Directorate is in the final stages of finalising a fully digitized platform whereby customers can have online access to services on a 24/7 basis. The system aims to address the needs of the Directorate's client base in terms of applying for any service related to training and certification, online payment clearance and also a real time certification authentication platform.


This year, the Directorate has secured funding from the European Commission under Regulation (EU) 2017/825 on the establishment of the Structural Reform Support Programme ("SRSP Regulation") to analyse and support the introduction of electronic services to the Maltese maritime industry. The project is aimed at contributing to the introduction of improved processes in the Maltese maritime administration by refining the mapping of existing processes, identifying bottlenecks and developing recommendations for new simplified processes that can be implemented electronically in order to reform the maritime sector with a view to enhance competitiveness, productivity, sustainable growth, job creation and investment.

The results of the project will be the development of recommendations and a detailed plan, including resources and time estimates, to introduce simplified processes within the Maltese maritime administration. This project will also contribute to fulfilling the Maltese National Digital Strategy. The implementation of simplified processes and the introduction of electronic solutions will improve existing work practices, increasing the efficiency and effectiveness of the Directorate. The new procedures and system should reduce the work load and eliminate existing gaps which can be the source of human error. The system shall also provide better control over all stages of the process with increased security, accessibility and accountability.

In view of the European Commission Decision in December 2017 concerning the Maltese Tonnage Tax Scheme, the Merchant Shipping (Taxation and Other Matters Relating to Shipping Organisations) Regulations were adopted in 2018. These Regulations were drawn up following a thorough consultation with the industry. The Directorate also established procedures in order to streamline the system of registration of shipping organisations that wish to benefit from the benefits contemplated by the said Regulations, and for a ship to be declared a tonnage tax ship. Such procedures were developed taking into account the ongoing dialogue with stakeholders, with the aim of providing adequate guidance and certainty in relation to the new Regulations.

Following consultation with all stakeholders and interested parties involved, the Directorate has issued the Non-Convention Vessel (NCV) Code. The NCV Code creates synergy and incorporates the requirements that were previously set by the CVC Code (Code of Practice for the Safety of Commercial Vessels) together with the requirements for Non-Convention Vessels, namely the IACS Recommendation No.99. The NCV Code is intended to serve the needs of the non-convention vessels better, by optimising the regulatory regime to the particular needs, demands and technologies of the market, in conformity with recent safety and international regulations and standards.

The year under review saw the Directorate further consolidating its consultations with the industry and stakeholders, both locally and internationally. This was done through initiatives such as holding workshops, participation in trade



visits and through the holding of bilateral discussions with a number of other important maritime nations. Inter alia, the Directorate has participated in the prestigious Posidonia event held in Piraeus Greece and the yearly Monaco Yacht Show Exhibition. For the third time, Malta has also actively participated in the Greek Shipping Awards, a yearly event organised in Greece to highlight the achievements of the Greek shipping community. The Merchant Shipping Directorate has taken a leading role in the hosting of the second Malta Maritime Summit held in Valletta between the 1<sup>st</sup> and the 5<sup>th</sup> of October 2018. The Summit was organised with the aim of creating a forum where the industry could voice its views on contemporary issues which have a direct or indirect impact on its operation.

Following certification by the Malta Competition and Consumer Affairs Authority (MCCAA), as having in place an ISO 9001:2015 quality management system, the Directorate went through two Surveillance audits by the MCCAA in 2018. Once again, it confirmed its certification, showing the Directorate's commitment to continuously improve and provide high value added services to shipowners and operators around the world and to the Maltese maritime community at large.

During 2018, the Directorate further consolidated its services as a leading Flag State, carrying preparatory work leading to the accession to additional international conventions and further enhancement of its processes and procedures.

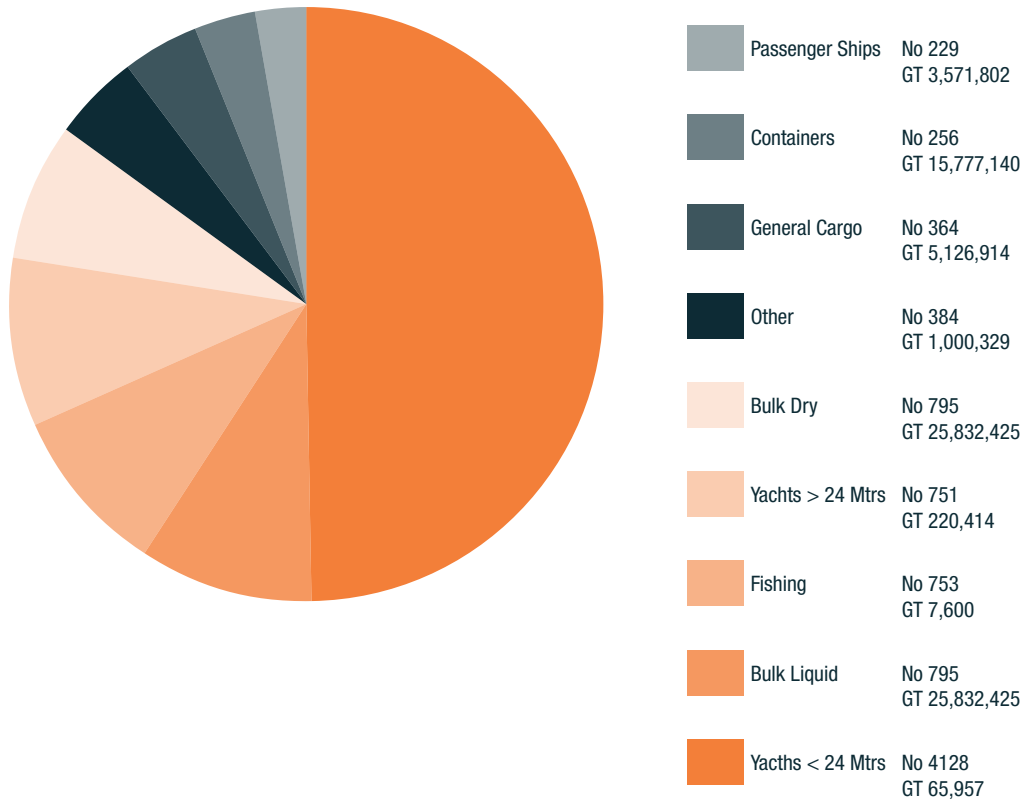
## Registry of Ships

Between January and December 2018, 682 vessels totalling a gross tonnage of 6,981,869 were registered under the Malta flag, while cancellation of registry was effected in respect to 445 vessels with a total gross tonnage of 4,964,980. These results represent a growth of 3.03% for the Malta flag over the end of 2017.

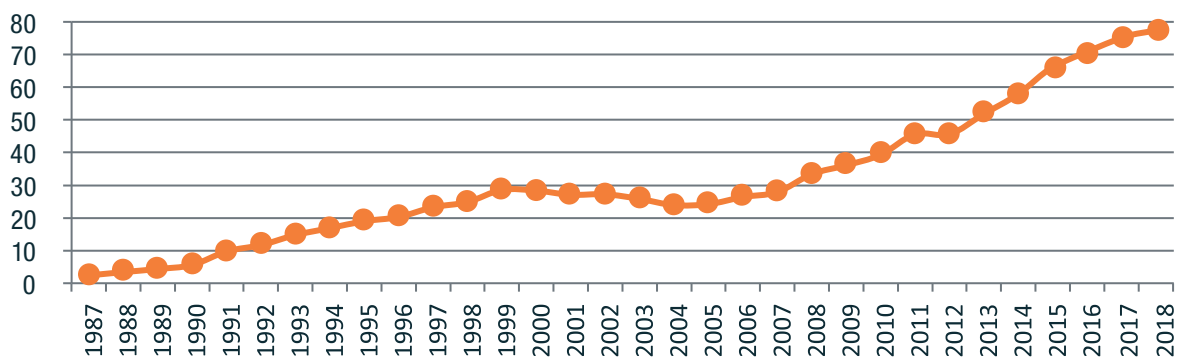
As at end December 2018, the number of ships registered under the Merchant Shipping Act was 8,286 for a total gross tonnage of 77.23 million. Through the ongoing efforts of the Merchant Shipping Directorate and the shipping community, Malta has maintained its position as the largest register in Europe and the sixth largest in the world in terms of gross tonnage. The average age of all vessels registered during this same period was 11 years; this decreased to 8 years for ships of 100 gross tonnage and over. The average age for deletion of registry was 18.6 years, with ships of 100 gross tonnage and over averaging 17.4 years. The average age of all merchant vessels registered as at 31 December 2018 was 13 years.

The Directorate has also further strengthened its presence in the super yacht sector. Positive results were once again achieved in the registration of super yachts under the Malta flag. During 2018, the Malta flag registered an increase of almost 9.3% over the previous year in the registration of super yachts over 24m in length, under the Merchant Shipping Act, with over 751 super yachts flying the Malta flag.

## Vessels by Type Registered under the Merchant Shipping Act as at 31 December 2018



Million Gross Tonnage



These statistics are a clear indication of the policy adopted by Malta's flag Administration to focus on quality shipping and ensure that ships with a poor detention or safety and marine pollution record do not operate under the Malta flag. The Maltese authorities maintain that growth must not be at the expense of quality while growth can be attained through quality.

## Flag State Control

Maritime safety, including the technical aspects of local and international legislation, is the responsibility of the Technical Department, which naturally works in close liaison with the Registry Department and provides technical advice to the Registrar-General and the Registrars.

The expansion and further strengthening of the Directorate and the continuous specialized training of its personnel remain one of the top priorities. This and the further expansion of the overseas network of Flag State inspectors are deemed the key to the further improvement of the monitoring and follow-up capabilities of the Directorate.

The Directorate continued to conduct random inspections of Maltese ships worldwide using the services of its own global network of inspectors. These inspections are in addition to the regular statutory surveys carried out by the classification societies and are effected on the specific instructions of the Directorate. The results and the performance of the inspectors and the inspections are closely monitored by the Technical Department. Since this activity is part of the monitoring process that is the responsibility of a Flag State Administration, as a rule, inspections are conducted at TM's expense.

Between January and December 2018, 1,009 inspections (33,132,705 gross tons) were carried out in 294 ports in 50 different countries worldwide. The Directorate detained 52 ships until it was ascertained that they had been brought up to the required standard.

Malta's ship inspection regime is received well by the international shipping community, including shipowners themselves. Undoubtedly, it has substantially improved the monitoring capabilities of the Directorate and the overall performance of the Maltese fleet. Without in any way diminishing the importance of an ever increasing awareness amongst shipowners and seafarers of the need for quality shipping, the flag State control regime has been an important contributing factor towards the reduction in the rate of detentions of Maltese ships in foreign ports.

Although no official figures have yet been released by the Secretariat of the Paris Memorandum of Understanding on Port State Control the detention rate for Maltese ships in ports covered by the Memorandum for calendar year 2018 can be provisionally quoted as 2.48% which would reaffirm Malta's place in the MoU's white list.

## Port State Control

It is the responsibility of the Directorate to ensure, as much as possible, that ships leaving Maltese waters on international voyages, irrespective of flag, are being maintained in accordance with the required international standards.

The Directorate implements a system of Port State Control aimed at reaching the same standards prevailing in existing and well-established regional Port State Control regimes. The New Inspection Regime (NIR) implemented within the Paris MoU, of which Malta is an active member, introduced a significant departure from the previous regime, as it is a risk based targeting mechanism, which rewards quality shipping with a smaller inspection burden and concentrates on high-risk ships, which will be subject to more in-depth and more frequent inspections. This necessitated the re-organisation of the operations of the Directorate and the introduction of new procedures in order to meet the new obligations.

Between January and December 2018, 201 foreign flagged ships were inspected. This represents 26% of the total



number of foreign merchant ships entering Maltese ports. Detention orders were issued in respect of 6 vessels of different nationalities.

Meanwhile the Directorate has continued with its active participation in the Paris Memorandum of Understanding on Port State Control where Transport Malta is a member and in the Mediterranean MoU on Port State Control of which Malta is one of the founding members and currently holds the chairmanship.

## Ship Casualty Investigation

During the period under review, a total of 435 occurrences were reported to the Marine Safety Investigation Unit (MSIU). Of these, 295 were reportable accidents and incidents on board Maltese registered ships. The majority of these were classified as less serious or minor incidents. There were 15 accidents, which were classified as very serious. 12 very serious accidents involved loss of life of either persons on board or shore workers, whilst one occurrence resulted in capsizing of the vessel following a collision with a fishing boat. The MSIU has also initiated an investigation into the grounding of the Togo registered Hephaestus at Qawra, which happened on 10 February 2018. 43 accidents resulted in serious injuries to persons on board. Other reported accidents involved, *inter alia*, minor allisions, main propulsion failures, collisions, groundings, strandings and fires.

The Directorate cooperated with the MSIU in order for the latter to carry out the necessary safety investigations in accordance with the Laws of Malta. It is important to point that although marine casualties are not a performance indicator of the Maltese registered fleet, one can identify a stable rate of reported occurrences over the previous years, although there was a registered increase in the number of very serious casualties.

## Maritime Radiocommunication Services


During the past year, the Directorate continued to render maritime radiocommunication services to its client base. During the period under review 2,773 radio licences were issued. These included Operational and Non-Operational Provisional ship radio licences, permanent GMDSS ship radio licences including their amendment and renewal (for SOLAS vessels), Operational and Non-Operational Provisional ship radio licences, permanent Non-GMDSS ship radio licences including their amendment and renewal (for non-SOLAS vessels).

The Directorate is also responsible for the approval of Accounting Authorities and Point of Service Activation entities and the allocation of Maritime Mobile Service Identities (MMSI) to SOLAS and non-SOLAS Maltese registered ships.

## Certification of Seafarers

As part of its responsibilities as a Flag Administration, the Directorate also has the responsibility for the training and certification of seafarers engaged on Maltese ships.

By end of December 2018, the Directorate had processed over 282,614 applications from officers serving or wanting to serve on Maltese ships for the issue of endorsements attesting the recognition of their certificate of competency issued by a foreign Administration. Of these 20,527 were processed in the year under review.



Meanwhile, the Directorate continued to oversee courses run by the Centre for Maritime Studies within the Institute of Engineering and Transport of the Malta College of Arts, Science and Technology and other training conducted by approved institutions both in Malta and abroad, ashore and onboard, which courses lead to the issue of certificates of competency, certificates of proficiency and other seafarer certificates in terms of the Merchant Shipping Act and relevant international Conventions. Currently, there are 22 approved maritime training centres delivering 149 approved STCW courses while another 2 approved maritime training centres deliver 3 non-STCW courses. During the period under review, the Directorate has approved 3 new maritime training centres and 18 new maritime training courses. Furthermore, 22 maritime training courses were re-approved.

During 2018, the Directorate organised 16 examination sessions leading to the issue of Certificates of Competency as Master Mariner and Officer in Charge of a Navigational Watch. These examinations were financed by Transport Malta.

During this same period, 1 new Certificate of Competency was issued for an Officer in Charge of an Engineering Watch together with 4 revalidations, 13 new Certificates of Competency were issued as Officer in Charge of a Navigational Watch with 5 revalidations, 3 certificates for Chief Mate and 1 revalidation, and 12 certificates for Master Mariner and 2 revalidations. Moreover, 21 GMDSS General Operator Certificates of Competency together with 16 revalidations, 9 GMDSS Restricted Operator Certificate and 250 VHF-SRC certificates together with 10 revalidations, 236 PSCRB Certificates, 10 EDH Certificates, 52 SSO Certificates, 34 Engineering Watch Rating Certificates, 41 Navigational Watch Rating Certificates, 30 Able Seafarer Certificates, 653 Security Awareness Training Certificates, 89 Designated Security Duties Certificates, 121 Advanced Fire Fighting Certificates, 108 Medical First Aid Certificates, 53 Medical Care Certificates, 3,455 Seaman Record Books, 86 Basic Tanker Training Certificates, 121 Advanced Tanker Training Certificates, 1,070 Basic Safety Training Certificates, 1 Basic Training Certificate for Personnel Engaged On Ships Subject to the IGF Code, 1 Advanced Training Certificate for Personnel Engaged On Ships Subject to the IGF Code, 41 Basic Training Certificates for Seafarers Engaged On Ships Operating in Polar Waters, 1 Advanced Training Certificate for Seafarers Engaged On Ships Operating in Polar Waters and 620 attestation letters were issued.

## International Relations and Participation

The reality of a Register that is among the largest in the world increases the responsibility Malta has to meet its international commitments and to actively participate in international shipping fora. The heavy involvement of Directorate officials at these meetings is imperative for Malta to achieve its key objectives relating to maritime safety, security, protection of the environment and the safety and welfare of seafarers.

The Directorate maintained close contact with international governmental and nongovernmental organizations, the functions of which are related to its duties and responsibilities, with the international shipping press, with organisations and individuals who provide services on behalf of Malta's maritime Administration, such as Maltese Embassies and Consulates abroad, recognised classification societies and the appointed inspectors, and with various sectors of the shipping industry, particularly ship owners, managers and financiers, maritime Administrations, and representatives of seafarers.

The Directorate continues with its close cooperation with the Malta International Shipping Association, formed as an initiative of forward looking owners of ships operating under the Malta flag. The Association is a full member of the European Community Shipowners Association that brings together the national shipowners' associations of the European Union, Iceland and Norway. The continuing interaction with, and the assistance and cooperation of these

organisations and institutions is crucial in order for the Directorate to continue providing an efficient service and to meet its obligations as a flag State Administration. Malta has continued to further enhance its active involvement in the work of the International Maritime Organisation (IMO), the United Nations' specialized agency for maritime safety, security and the protection of the environment from pollution from ships.

Directorate officials actively participated in practically all IMO fora. During the period under review, Merchant Shipping Directorate officials participated at the IMO Council and, in the work of the Legal, Marine Environment Protection, Maritime Safety and Technical Cooperation Committees and that of other Sub-Committees.

Of particular significance was the Marine Environment Protection Committee meeting held in April 2018, which adopted the "Initial IMO Strategy on Reduction of GHG Emissions from Ships". This was a critical milestone and confirms the commitment of the IMO being the competent body to regulate international shipping to take the lead in addressing GHG emissions from ships. Directorate officials actively participated in the negotiations leading up to the adoption of the Strategy and have continued their involvement in follow-up actions for further development and implementation of the Strategy.

Directorate officials were also actively involved in the preparation for the 2020 global sulphur limit, which entails advance planning in order to ensure smooth and effective implementation. IMO discussions focused on ways to address the challenges associated with the new sulphur limit, and the development of guidelines aimed to help the industry prepare for this complex and unprecedented change.

In June, Malta celebrated the 29<sup>th</sup> Graduation Ceremony of the IMO International Maritime Law Institute. During the graduation ceremony, Malta bid farewell to 49 students from 34 States who were awarded the Master of Laws Degree in International Maritime Law and the Master of Humanities in International Maritime Legislation.

At regional level, Directorate officials participated at the annual Committee Meetings of the Mediterranean and the Paris MoU on Port State Control and other technical seminars organised by the Paris MoU secretariat. The Merchant Shipping Directorate, in its continuous process of training staff, has attended various short courses, seminars and familiarisation visits with the scope of keeping staff abreast with what is going on in the maritime industry.

## European Union

The Merchant Shipping Directorate has continued its active involvement in providing input for the formulation of Malta's policy with respect to the ongoing debates at EU level on maritime issues. It has undertaken an analysis of various EU legislative proposals and policy documents, and drafted recommended policy directions to be followed by Malta during discussions in various EU fora. Specific legislative proposals which have been analysed include the following: Proposal for a Directive of the European Parliament and of the Council on port reception facilities for the delivery of waste from ships, repealing Directive 2000/59/EC and amending Directive 2009/16/EC; Proposal for a Directive of the European Parliament and of the Council amending Directive 2008/106/EC on the minimum level of training of seafarers and repealing Directive 2005/45/EC COM (2018) 315; and Proposal for a Regulation of the European Parliament and of the Council amending Regulation No 391/2009 with regard to the withdrawal of the UK from the Union. A major part of the discussions at EU level focused on the coordination of the position to be adopted by the EU Member States during IMO Committees and sub-Committees. The Directorate examined proposals for Council Decisions setting out formal EU positions, together with Commission papers establishing EU coordinated positions.



The Directorate continues to support the work of the European Maritime Safety Agency (EMSA), through its participation in the Administrative Board. EMSA operates in the areas of maritime safety, maritime security and prevention of pollution by ships. It organises events for stakeholders during which they are trained, informed and piloted to achieve better standards in their areas of operation. Amongst other things it also oversees operations in the cases of oil slicks and also manages the EU Identification and Tracking of vessels (LRIT) data centre which covers more than 10,000 EU-flagged ships. Directorate officers have attended various training sessions and workshops on the implementation of EU maritime legislation organised by EMSA. A team from EMSA has also visited the Directorate in order to assess Malta's implementation of Directive 2014/90/EU on marine equipment.

Officials from the Directorate have participated in the work of the European Sustainable Shipping Forum, which is a forum composed of representatives of EU Member States' maritime authorities and stakeholders from the shipping industry to enable a structural dialogue, exchange of best practices and coordination, thus providing the opportunity to discuss practical issues that could be encountered in the implementation of various pieces of EU maritime legislation covering environmental issues. This included intense work on the implementation and enforcement of the Sulphur Directive, and the Regulation on Monitoring and Reporting of CO<sub>2</sub> emissions from ships. The end of 2018 marked the entry into force of the Regulation (EU) No 1257/2013 on ship recycling, and therefore the Directorate undertook the necessary preparations for the implementation of the said Regulation. The Directorate also participates in various other meetings, including the Maritime Directors meeting, which brings together high level officials from maritime administrations to discuss the development of EU maritime policy.

Apart from providing direct input on legislative proposals and EU documentation, the Directorate has provided feedback and advice to various entities with respect to maritime related issues. Given the broad spectrum of areas having implications on shipping, including environment and climate change, the Directorate has on various occasions acted as a facilitator to coordinate discussions amongst different entities and stakeholders to ensure a consistent national horizontal policy with respect to maritime issues.

## International Conventions and Legislative development

In light of the significant regulatory aspect of its functions as a maritime Administration, the Directorate is engaged in a constant review of existing merchant shipping laws and regulations so as to ensure that these are in line with current international legislation and practices. The review exercise includes ongoing monitoring of the evolving *Acquis Communautaire* vis-à-vis Maltese legislation and continuous research on the evolution of IMO and related ILO (International Labour Organisation) legislation.

In carrying out these initiatives, the Directorate seeks the views of the industry and the advice of local and foreign experts. Moreover, the Directorate has also maintained its full participation in the workings of the Maritime Law Advisory Council, a joint initiative with the shipping industry representatives set up to serve as a research and development agency that can advise and assist the Maltese Administration in ensuring continuous harmonisation of Maltese maritime legislation with international maritime law and the needs of the shipping industry.

Consultations with all stakeholders were carried out on the revision of a number of pieces of legislation under the Merchant Shipping Act. Three pieces of legislation were promulgated, namely the Merchant Shipping (Taxation And Other Matters Relating To Shipping Organisations) Regulations, 2018, the Merchant Shipping Act (Substitution of First Schedule) Regulations, 2018 and the Merchant Shipping (Ship Recycling) Regulations, 2018.

During the year under review, the Directorate has also drawn up the Non-Convention Vessel (NCV) Code discussed above.

The main objective of the Merchant Shipping (Taxation And Other Matters Relating To Shipping Organisations) Regulations, 2018 was to fulfil the commitments set out in the Annex to the Commission State Aid Decision concerning the Maltese tonnage tax scheme and other State measures in favour of shipping companies and their shareholders. The Merchant Shipping Act (Substitution of First Schedule) Regulations, 2018 are a reflection of Malta's commitment to promote the competitiveness of the EU shipping industry in a global market without unduly distorting competition.

The Merchant Shipping (Ship Recycling) Regulations, 2018 establish a system of penalties for failure to comply with the obligations set out in Regulation (EU) No 1257/2013 of the European Parliament and of the Council of 20 November 2013 on ship recycling and amending Regulation (EC) No 1013/2006 and Directive 2009/16/EC.

The Maritime sector is a significant player in local economic development. The introduction of the Qualifying Employment in Maritime Activities and the Servicing of Offshore Oil and Gas Industry Activities (Personal Tax) Rules (LN140 of 2018 ) is another important element that provides a long-term vision to the sector in order to adequately equip the necessary operations with the skills required and control the limitations encountered due to a limited availability of human resources.

The Directorate has also embarked on the entry into force of the 2016 amendments to the Maritime Labour Convention, 2006, on 8 January 2019. The 2016 Amendments to the Code of the Maritime Labour Convention, 2006 adopted by the Special Tripartite Committee of the International Labour Organisation introduce provisions to better protect seafarers against shipboard harassment and bullying, and allow for an extension of the validity of full term Maritime Labour Certificates.

## Merchant Shipping Notices

During 2018, the Directorate continued to issue **Notices** to give information, expound on procedures and communicate the parameters for the exercise of discretionary powers. During the period under review, eleven Merchant Shipping Notices, five Technical Notices, four Information Notices were issued, as per below list:

- Authorised Classification Societies (MS Notice)
- Fuel Oil Consumption Data Collection System (MS Notice)
- Migration of Inmarsat I-3 To I-4 Services (MS Notice)
- Registration in terms of the Merchant Shipping (Taxation and other matters relating to Shipping organisations) Regulations, 2018 (MS Notice)
- Contact Details of the Merchant Shipping Directorate (MS Notice)
- Implementation of the International Convention on Standards of Training Certification and Watchkeeping for seafarers, as amended. (MS Notice)
- Compliance with Directive 2014/90/EU on Marine Equipment (MS Notice)

- Concentrated Inspection Campaign on MARPOL Annex VI (MS Notice)
- Application of Regulation (EU) 1257/2013 on Ship Recycling (MS Notice)  
Amendments of 2016 to the Maritime Labour Convention, 2006 (MS Notice)
- Non-Convention Vessel (NCV) Code (MS Notice)
- Publications to be carried onboard Malta Flagged Vessels (Technical Notice)
- Immersion Suits and Anti-Exposure Suits (Technical Notice)  
Revised consolidated format for reporting alleged inadequacies of port reception facilities (Technical Notice)
- Amendments to MARPOL Annex V (Technical Notice)
- Electronic Record Books for MARPOL related record keeping (Technical Notice)
- National and Public Holidays (Information Notice)
- Fatalities associated with lack of communication and assistance. (Information Notice)
- Safety issues associated with excessive consumption of alcohol (Information Notice)
- Fire safety hazards associated with wood pellets. (Information Notice)

## Economic Performance

Economic performance is certainly not the most suitable indicator of the success of a Flag State Administration. Nevertheless, the economic activity generated from merchant shipping during the period under review has been quite considerable. Economic benefits, including the high amount of foreign exchange earned is of advantage to both government authorities and the local private sector. Revenue derived by Transport Malta is ploughed back into projects to the benefit of the different sectors of the maritime industry and the Maltese nation at large. Merchant shipping continues to be a very important component of Malta's maritime and international service industries, so vital for its economic well-being.





# PORTS AND YACHTING DIRECTORATE

## Functions and Duties

The Ports and Yachting Directorate has a regulatory role in monitoring the maritime activities which take place within ports and the internal and territorial waters of Malta. The Directorate is also responsible for the management of port facilities which are under the control of the Authority, including yachting and mooring facilities.

Another primary objective of the Directorate is to ensure that port users and service providers comply with legislation and contractual obligations, while at the same time promoting the efficient use of our ports and maritime facilities. Additionally, it provides assistance in the organisation of a number of government and private events organised within our ports and territorial waters through providing support and technical assistance. Events include those organised as part of Valletta 18 and those that now form an integral part of Malta's maritime calendar, such as the Rolex Middle Sea Race, Notte Bianca, the Fireworks Festival, Birgu Fest and the Regatta Races to name a few. The Directorate also ensures the achievement of the right balance in the use of our waters for leisure and commercial operations.

The Ports and Yachting Directorate is responsible for:

- The promotion of port services and maritime activities;
- Preservation of good order in internal and territorial waters, including safety of navigation;
- Registration of small ships;
- Compliance and regulation of International and European Legislation and Directives;
- Prevention and control of pollution, including the provision of port reception facilities for ship-generated wastes;
- The provision of a safe and efficient maritime transport system;
- Ensuring the provision of technical nautical services, firefighting facilities, supplies and other ship requirements;
- Licensing of marine commercial craft;
- The management of port facilities;
- Regulation of yachting and maritime leisure facilities;
- The compilation of maritime statistics;
- The organisation of mooring areas; and
- The organisation of popular bays and swimmers' zones including the annual Safety at Sea campaign.

## Ports in Malta

### The Grand Harbour, Valletta

The Grand Harbour is a multi-purpose international port. It offers a comprehensive range of services covering practically all maritime requirements including:

- cruise and ferry berths
- cargo handling berths
- specialized grain and cement silos
- petroleum installations and bunkering facilities
- ship facilities and boatyards
- super yacht refit centres
- ship chandelling
- port reception facilities including tank cleaning
- marinas
- warehousing and open storage facilities
- maritime related support services

### The Port of Marsaxlokk

Marsaxlokk hosts the container transshipment terminal and industrial storage facilities which are operated by the Malta Freeport Terminals. It also has a number of petroleum terminals. These include the terminals operated by Oiltanking Malta Limited and San Lucian Oil Company Limited. Other petroleum installations in the port are operated by Enemed, a Government owned company that is responsible for petroleum operations, in particular the importation of fuel for the domestic market. Enemalta is the public entity responsible for power generation and the Delimara Power Station Berth. The LNG import facilities including a jetty to cater for the berthing of a Floating Storage Unit (FSU) and a shore based Regasification unit are now fully functional. The LPG Gas Installation is located within this port with its LPG bottling and storage facility located at Bengħajsa and operated by Gasco Energy. Berthing facilities for LPG tankers are located at Oil Tanking Ltd.

### Marsamxett

The Port of Marsamxett is primarily a leisure port and provides a base from where a number of domestic commercial vessels operate local cruises. It hosts a number of marinas and also a yacht yard.

## Mġarr and Ċirkewwa

The Port of Mġarr, Gozo is the largest port on the island. The island of Gozo is connected by a scheduled passenger ro-ro service that operates on a route between the ports of Ċirkewwa, Malta and Mġarr, Gozo. The ferry service is operated by Gozo Channel (operations) Limited. The Port of Mġarr is also a fishing port and hosts a marina and several berths for small craft. It also caters for small cargo vessels and the occasional small cruise liner. Large cruise liners are also permitted to anchor outside Mġarr Harbour thus providing the possibility to present Gozo as a cruise destination. The transfer of passengers ashore is carried out either with the ships' tenders or local commercial vessels. The number of cruise liners berthing within Mġarr harbour or in the vicinity was 21.

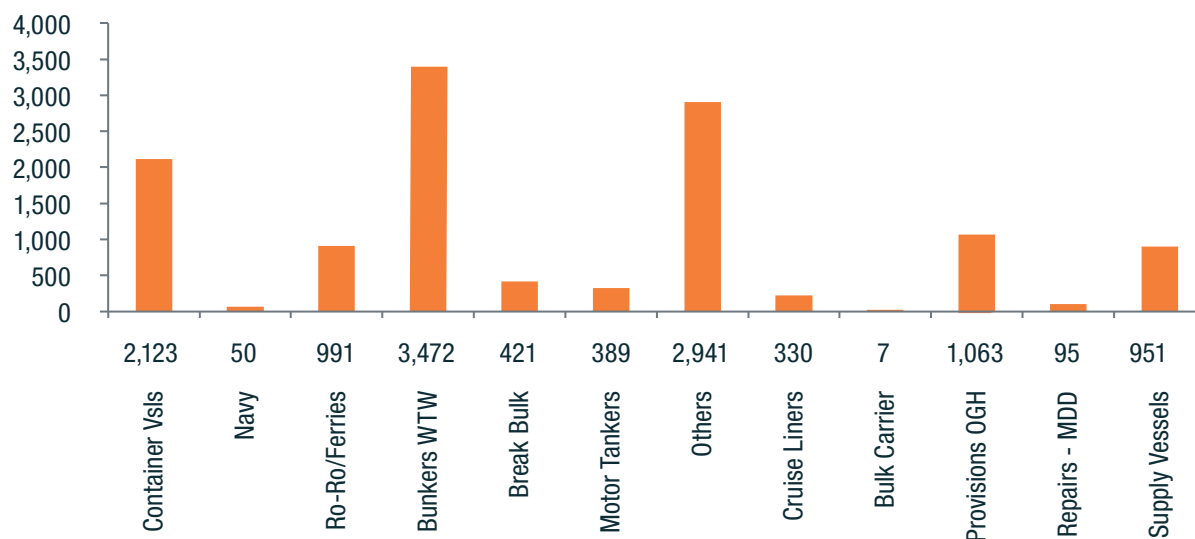
The Port of Ċirkewwa is primarily a dedicated ferry terminal comprising passenger and vehicle handling facilities. It is served by both a North and South Quay, thus providing all-year round sheltered berths, so that disruptions of the service due to inclement weather are kept to a minimum.

## Statistics and New Services

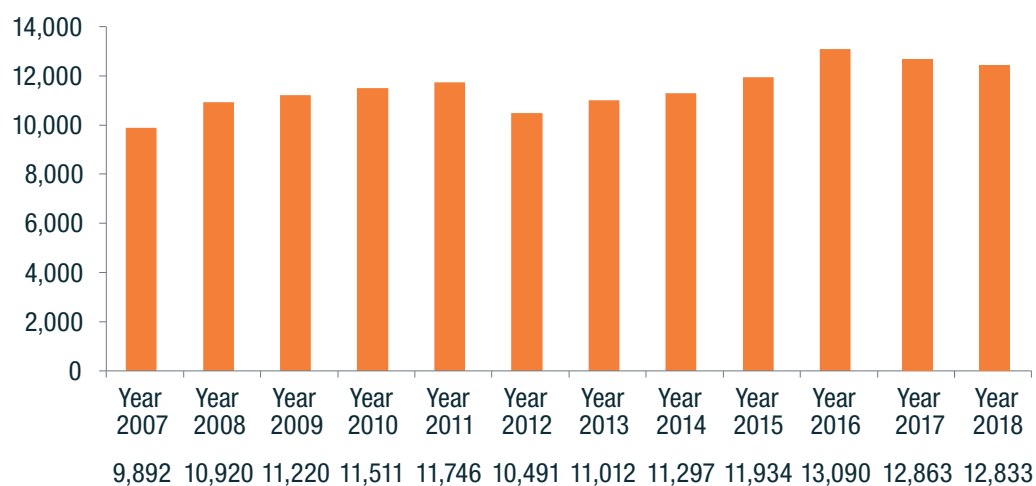
The Ports and Yachting Directorate is responsible for the collection of maritime data with regard to Directive 2009/42/EC on statistical returns in respect of carriage of goods and passengers by sea. It continuously liaises with ship agents and operators to provide data in a timely and accurate manner in view of assuming its obligations to provide the information as required by the National Statistics Office and Eurostat. The information collated is used for internal purposes and is also provided to third parties upon request, thus assisting stakeholders in market research and forecasting purposes.

The main statistics collected over the year under review show the following:

- During 2018, the total number of cruise passengers visiting the Maltese Islands decreased by 69,071 (722,926 in 2018 and 791,997 in 2017), a decrease of 8.7%. when compared to the previous operational year.
- The number of cruise liners visiting the Maltese islands was 330 (365 in 2017) of which 309 berthed in the Grand harbour and the remaining 21 within the territorial waters off Mġarr or in Mġarr, Gozo.
- The number of ferry passengers travelling to and from Valletta to either Sliema Ferry or the Three Cities increased from 306,269 to 1,507,389 in 2018. The largest numbers of commuters were from Sliema to Valletta with 978,754 passengers.
- Unitised cargo continued to register an increase in volumes in the Port of Valletta. Trailers at the Port of Valletta registered an increase of 8.6% over the previous year, from 95,812 to 104,328 this year.
- The number of ship calls arriving in Malta decreased slightly to 12,833 from 12,863 the previous year.
- In 2018, a total of 67 LNG Tankers visited the Maltese ports.



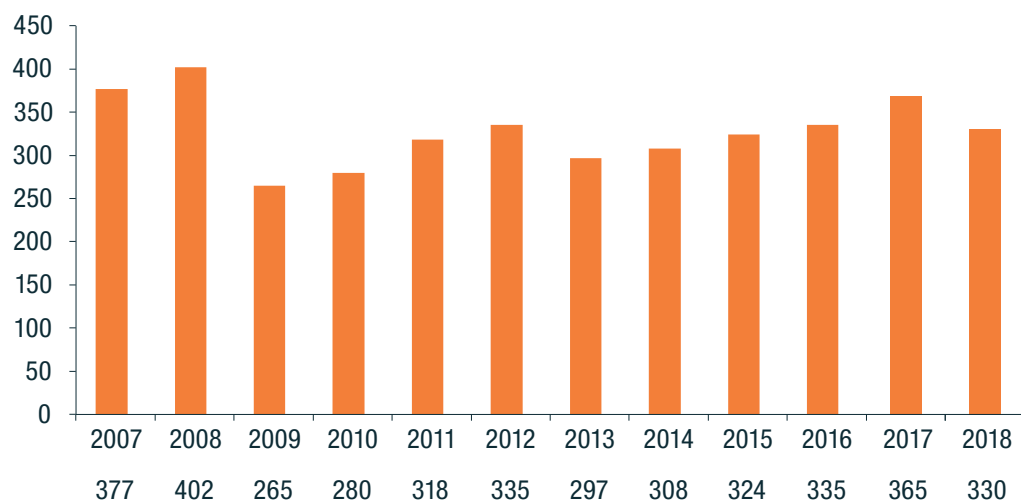
### Shipping Movements from January to December 2018



### Number of Vessels arriving in Malta

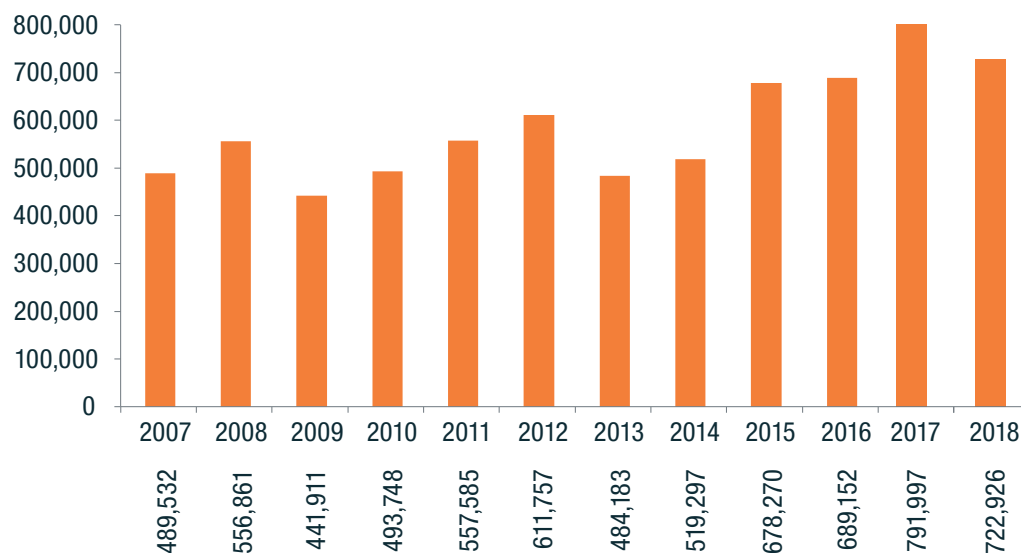


### Gross Tonnage of Vessels in Malta

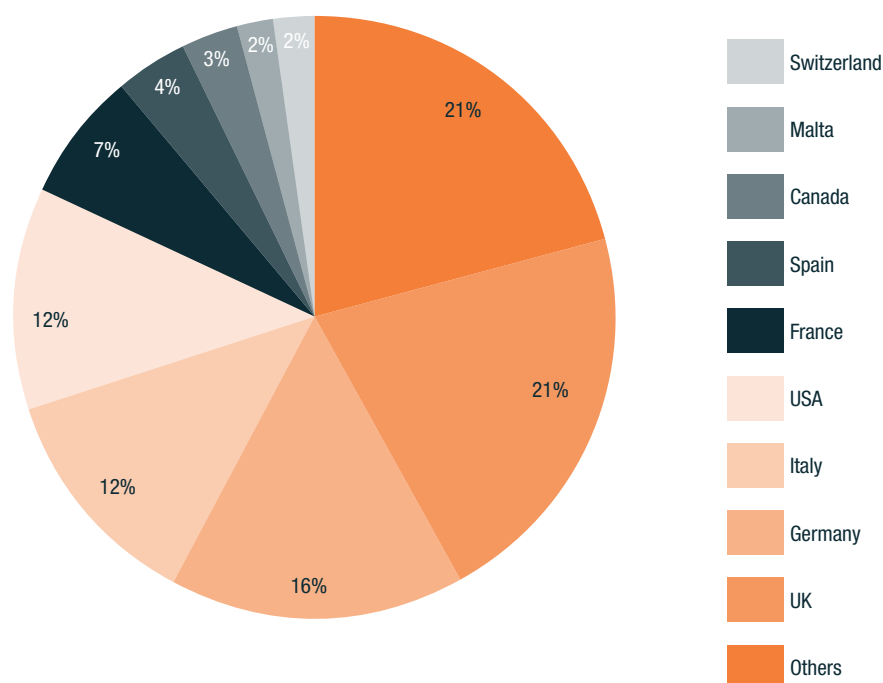


### Cruise Liners in Malta

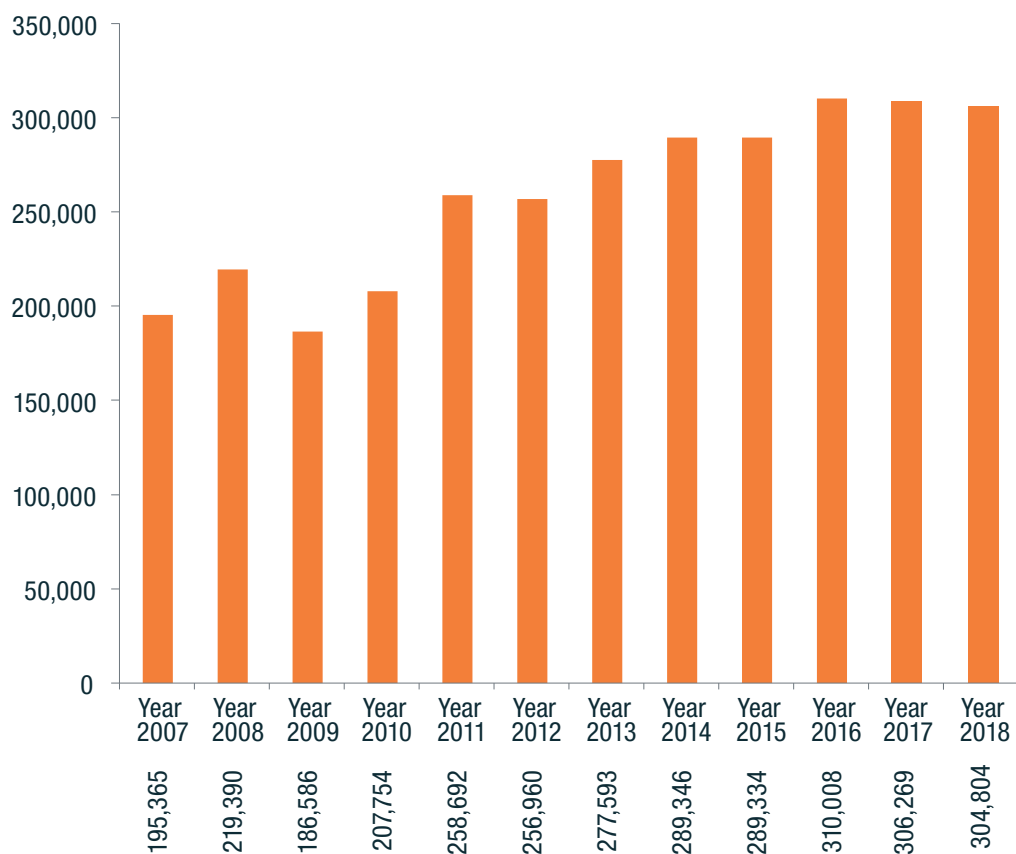




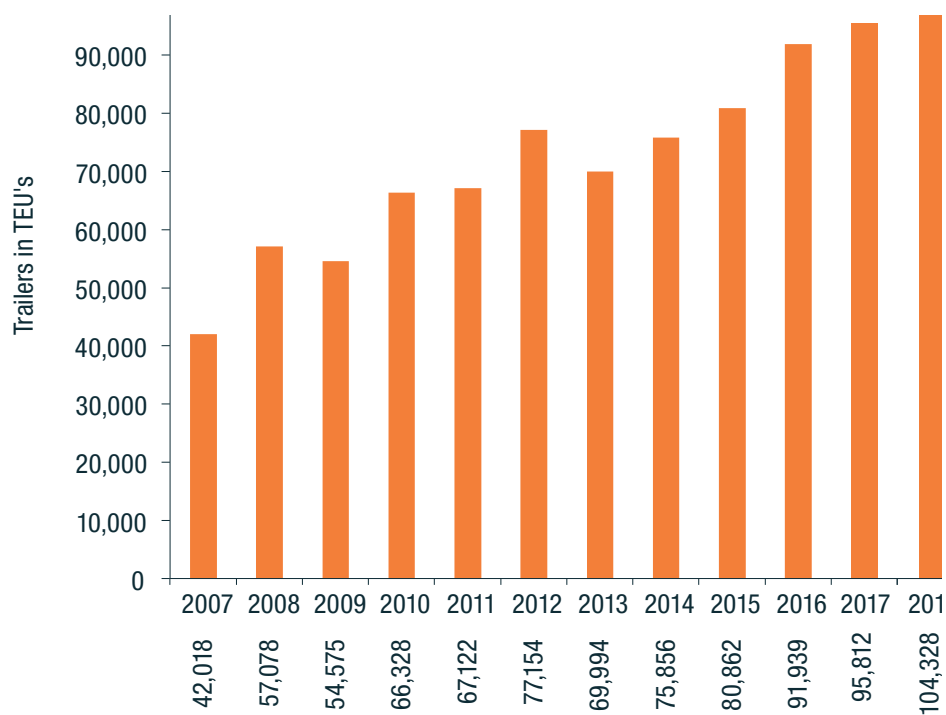
## Cruise Passengers in Malta



## Cruise Passenger Nationalities



### RO-RO and Catamaran Ferry Passengers in Malta



### Trailers handled at Port of Valletta (TEUs)

## Malta Freeport

Since its establishment in 1988, the Malta Freeport has registered remarkable growth and is now a major transshipment port in the Mediterranean region, enjoying positive international recognition with global carriers as a reliable and credible port. The Malta Freeport focuses on the 'hub' concept, whereby cargo is discharged from large mother vessels and relayed to a network of regional ports by regular and frequent feeder vessels. Around 96% of Malta Freeport's container traffic is transshipment business. The logistic concept offers various benefits for Malta Freeport clients, including fewer mainline port calls, reduced voyage times through minimal diversions and shorter transit times, thus enabling them to concentrate on profitable voyage legs.

In 2018, the Malta Freeport Terminals handled more than 2,200 vessels and 3.31 million TEUs. As one of the Mediterranean's key transshipment ports, the Malta Freeport represents a strategic platform for the shipping lines that have chosen it as their Mediterranean hub port being located at the crossroads of some of the world's greatest shipping routes and in the heart of the Europe/Maghreb/Middle East triangle.

During 2018, the Malta Freeport Corporation (MFC) invested €25 million in new, environmentally-friendly yard equipment and upgraded part of the yard area of Terminal One, increasing stacking capability, which has enabled the yard – which is at full capacity – to store an additional 4,000 containers. This move was in line with the Freeport's vision to remain an attractive proposition for the world's leading shipping lines.

## Small Ships Registration and Commercial Vessels Units

Apart from regulating the registration of small ships, water based recreational activities and the preservation of good order in any part of the territorial waters and internal waters of Malta, the Directorate is also responsible for the safety of commercial vessels and the safe manning requirements of such vessels. In this respect, the Commercial Vessels Department issues commercial vessel certificates for craft carrying out commercial operations in Maltese territorial waters that amongst others include passenger boats, workboats and bunker barges. The Unit also issues commercial vessel operator licences for applicants operating with such vessels and Certificates of competency for personnel serving on commercial vessels in Maltese territorial waters.

During the year under review the Unit issued 1,094 Commercial Vessel Certificates, of which 203 were new. In addition, it also processed and issued 332 Commercial Vessel Operator Licences (281 renewals) and 134 Certificates of Competency (49 new, 84 revalidation and 59 being equivalency certificates).

This Unit is responsible for the registration and renewal of small ships and nautical licences. During the year under review a total of 522 new vessels were registered while 6,280 registrations were renewed. During the same period the Directorate also issued 1,743 nautical Licences, an increase of 815 from the previous operational year, and renewed 540 nautical Licences.

Type of Certificate	Total issued in 2017	Total issued in 2018
<b>Commercial Vessel Certificates</b>		
New	263	203
Renewals	817	891
<b>Commercial Vessel Operator Licence</b>		
New	49	51
Renewals	270	281
<b>Certificates of Competency</b>		
New	49	146
Revalidation	84	154
Equivalency	59	93
<b>Authorisation of Maritime Events</b>	59	39
<b>Registration of Small Ships</b>		
New Registrations of small ships	545	522
Renewal of small ships	6,472	6,280
<b>Nautical Licence</b>		
New	928	1,743
Renewals	459	640

## Moorings

In 2018, a number of initiatives were undertaken by the Commercial Unit responsible for moorings and marinas. These included the reorganisation of the Pietà Sa Maison mooring sites which now include 120 new moorings and the regularisation of moorings at M'Scala which now has 620 moorings, generating circa €33,000 per annum. In addition to these two sites works were initiated to regularise the Kalkara, Gżira and Sliema areas. With regard to marinas, Transport Malta started the process to privatise the Gżira Gardens Marina located in Ta' Xbiex, and is exploring the possibility of having seasonal destination marinas in different locations around the Island.

## Marine Operations | Incident Response Unit

The Marine Operations | Incident Response Unit is responsible for matters relating to maritime pollution and incident response. During 2018, the Unit answered numerous calls pertaining to pollution incidents, mainly Tier one spills. Other interventions by the Department included a grounding incident of an oil tanker which ended up on the shore in Qawra where the Unit's intervention also included the coordination of the removal of the above-mentioned vessel which was lying aground. This complex operation took around three months and involved patching up the vessel's damaged hull and refloating the vessel so that it could be towed to a safe port. The Unit had to approve the contractor's refloating plans and oversee the whole operation which was successfully completed in August.

During the year under review the Unit was also involved in the organisation of a pollution response exercise, MALTEX 2018. MALTEX 2018 was organised in October and was quite interesting and challenging as new state of the art equipment was tested for the first time in the Mediterranean Sea. This equipment was provided by EMSA (European Maritime Safety Agency) as part of their network of pollution response vessels and Equipment Assistance Service available to Member States. This equipment is mainly a combined recovery system which has the possibility of being deployed by a single vessel.

The aims of the exercise were several. Maltese responders from various national entities and private contractors were given the opportunity to test the communication systems, and make use of equipment that can be utilised during a real spill. Another aim was to make sure that all roles and responsibilities of the personnel listed in the National Marine Pollution Contingency Plan would be effective during an actual response. The Authority also took the opportunity to test the communication systems and equipment in the newly set up Emergency Control Centre (ECC) at the Port Operations Centre in Marsa.

The Unit, with the support of the Port Inspectors Unit, also held a number of inspections at various port facilities and marinas. The purpose of these inspections was to ensure that port facilities are abiding and complying with the requirements of the Port Reception Facilities (PRF) Directive. Other inspections and audits were conducted on organisations/contractors involved in offering on-call services to the Bunkering Industry. The purpose of these audits was to ensure that service providers are complying with the requirements and are equipped for any exigency that might arise in the case of hydrocarbon spills. Furthermore, the Unit approved a number of Waste Management Plans and Emergency Response Plans and issued various Waste Exemption Certificates.

The Unit was also involved in consultations regarding other issues, including the implementation of the Ballast Water Convention, the amendments of the PRF Directive.

## EU Funded Projects

The Ports and Yachting Directorate is directly responsible or is participating as partner/beneficiary in a number of EU funded projects.

One of the projects that was completed in 2018 was the **Picasso Project** which was aimed to improve maritime safety through training and the development of new technologies. The project, co-funded by the European Commission, Connecting Europe Facility (CEF) brought together 14 partners from 9 different countries. Through this project Transport Malta studied alternative solutions to deal with mass evacuations from cruise liners. To this effect the Ports and Yachting Directorate organised a simulation of an incident on a cruise liner at sea, which was followed by a mass evacuation that was carried out in the Port of Valletta. The exercise, which was held during Malta's EU Presidency, provided emergency planners the opportunity to test the port emergency response and best practices in case of such accidents.

Another project in which TM is one of the lead partners/beneficiaries is **LIFE - Arcipelagu Garnija Project**. The aim of the project, managed by BirdLife Malta and funded through EU-life is to secure the Maltese Islands for the Yelkouan Shearwater, a small shearwater species that can only be found in the Central and Eastern Mediterranean region (approximately 10% of the global population on the Maltese islands). The role of Transport Malta through its Maritime Enforcement Unit as Associated Beneficiary is to disseminate information regarding the protection of the bird's habitat through the Notices to Mariners and to facilitate the assessment of threats of offshore bunkering of ships close to colonies.

In 2018 Transport Malta continued to participate in the CEF funded project - **Technical study and the cost-benefit analysis for the development of liquefied natural gas (LNG) as a marine fuel managed by the 'Energy and Water Agency'** which is an agency set up within OPM (Energy & Projects). Through technical studies, the optimal infrastructure solutions for the development of maritime LNG bunkering in Malta's core network ports of Marsaxlokk and Valletta and offshore Malta will be identified.

Another project initiated in 2018 was **Calypso South**, co-funded through the Interreg Italia Malta agreement. The project addresses the challenges of safer marine transportation, protection of human lives at sea, and the safeguarding of marine and coastal resources from irreversible damages. Calypso South follows the trail of the previous Calypso project initiatives, with the overall objectives of

- i) extending the Calypso HF radar network coverage to the western part of the Malta-Sicily Channel and the southern approaches to the Maltese archipelago,
- ii) developing new monitoring and forecasting tools, and
- iii) delivering tailored operational downstream services to assist national responsible entities in their maritime security, rescue and emergency response commitments. The expected changes comprise intelligent ICT support to responsible entities to limit intervention times and narrow down search areas.

Main outputs consist of weather stations for integrated port safety applications, additional HF radar stations to improve the coverage, quality and availability of data for targeted downstream services. The beneficiaries and responsible entities in the project include the Armed Forces of Malta, Transport Malta, Civil Protection Departments (Malta/Sicily), Italian Coast Guard, and Marina Militare Italiana.

## **Traffic Management Unit (TMU) and Valletta Traffic Services (VTS)**

During the year under review the Traffic Management Unit continued with its task of assisting with all matters related to the monitoring and management of vessels, under the supervision of the Port Operations Manager. TMU operates both from Valletta and Marsaxlokk, allowing for an improved spread of duties to avoid duplication of work and thus maximize efficiency. New procedures have been introduced to ensure improved handing over, with Officers compiling a hand-over report which is thereafter shared with relevant stakeholders at the Ports and Yachting Directorate, together with daily meetings being held between TMU Marsaxlokk and the Malta Freeport to ensure better management of traffic movements within Marsaxlokk. TMU, together with ICT, have maintained correspondence with the various service providers related to the upgrading of our Portnet system. A number of proposals were sought from specialised service providers and a technical committee was established to assess the various proposals.

The VTS Unit continued with its task of assisting with all matters related to the monitoring and management of vessels. During this year, VTS moved its offices from the previous TM quarters to a newly refurbished port operations centre in Marsa. To ensure continuity VTS had on a number of occasions operated from the AFM barracks in Luqa. In 2018 the PYD has embarked on upgrading VTS equipment and in line with this requirement, it was agreed that a needs assessment would be carried out, to determine VTS requirements, based on current needs, current hardware and current software. Following this, a tender will be issued for the procurement of equipment based on the needs assessment report.



In 2018 more than **3000** systematic Inspections were undertaken by PIU on bunker barges and other vessels in light of the recent enforcement of Subsidiary Legislation 499.12, which stipulates that all bunker barges are required to use all round booms during all bunkering operations in Port. Another 219 inspections were carried out with the Marine Operations and Incident Response Unit last year. These include inspections for oil pollution, monitoring and follow-up, and reports on incidents.

The authorisation of Masters on board bunker barges is currently also under review to improve standards and ensure that accidents are minimised. To this effect a process of enforcement and the application of administrative fines were introduced where it was noted that vessels are not in compliance with the requirements. In line with SL 499.12, terminals are also being obliged to deploy all round booms around vessels undergoing cargo operations at their terminals.

## Ports Commercial Unit

The primary role of the Ports Commercial Unit is the administration and contract compliance of the various port concessions and agreements and to maximise on the Directorate's potential to generate revenue from port related operations and services by developing commercial business opportunities through the management of existing customer relations and potential new stakeholders. The Ports Commercial Unit oversees and manages the Authority's commercial operations, handles daily business issues and implements the Authority's commercial plan, policies and development for ports and facilities. The Ports Commercial Unit is also responsible for the management and development of quays, wharves, landing places and other marine facilities that fall within the remit and control of the Authority.

This Unit is also responsible for the efficient management and monitoring of concessions, service contracts and other types of agreements with respect to port facilities and services. All contracts and agreements are periodically scrutinized with the objective of ensuring that contractual obligations are met and maintained by the contract holder. The Authority has in place service level agreements with port technical and nautical service and maritime transport providers to ensure such port services are provided in an efficient, effective and professional manner. The performance of such service providers as well as the concession areas are monitored regularly through on-site inspections to ensure all obligations are duly met and services are provided in line with the provisions of the relevant service level and concession agreements.

During the year under review, the Unit concluded and signed a total 26 agreements, 3 of which were new berthing agreements, 11 for filming, 2 for storage, and 10 pertaining to the commercial use of port facilities.

## Hydrography

The Hydrographic Office provides support to the Ports and Yachting Directorate through the execution of hydrographic surveys, the issuing of Notice to Mariners and Navigational warnings through Malta Radio, providing advice and development of hydrographic charts amongst other issues. The Hydrographic Office is the National Coordinator for Maritime Safety Information promulgation for the central Mediterranean, which is also made possible with the full cooperation of the Armed Forces of Malta.

The Hydrographic Office is a member of the International Hydrographic Organisation which brings along several obligations for surveying and charting. The principal Aim of the IHO is to ensure that all the world's seas, oceans and navigable waters are surveyed and charted whilst its mission is to create a global environment in which States provide adequate and timely hydrographic data, products and services and ensure their widest possible use. To comply with these obligations one of the officers has been further trained as Cat B Cartographer so as to enhance the charting capabilities of this office. During the year the Unit procured a multibeam echo sounder so as to enhance its surveying capabilities and reduce time at sea during these operations.

During the operational year under review the Directorate issued 183 Notices to Mariners, of which 138 were local and 45 were coastal. The work on the production of an Electronic Navigation Chart (ENC) continued throughout 2018 and so was the monitoring of the tide gauge at Marsaxlokk, which information was transmitted to DHM and Port Operations for berthing of vessels. During this period the Hydrographic Office assisted with volume calculations for dredging works at Mġarr Harbour, Gozo and Marsaxlokk il-Magħluq area. The unit also provided Hydrographic Charts, berthing proposals and volume amounts for dredging works proposed in the Grand Harbour.

## EU and Local Legislations and Regulations

This Unit deals with all the legal issues relating to the Directorate and provides the necessary legal advice and direction. Agreements and legislation are reviewed and drafted, including transposition of EU and International legislation. Together with the external legal counsel, Court cases are argued and the sittings attended to accordingly, also giving evidence when required. Additionally, the Unit provides input on EU and International dossiers and prepares Malta's positions in relation thereto, while representing the Authority/Government in various meetings. Finally, support legal services are also given to the Chairman's Office and other Directorates/ Departments.

During the year under review, the Authority was subject to various Court proceedings, be it new ones or continuations of existing ones. A number of pending cases were decided and nearly all were decided in favour of the Authority with some recognising, confirming and upholding important principles and powers of the Authority found at law. Furthermore, a number of agreements were drafted or reviewed.

Salient activities undertaken are the following:

- Conclusion and signing of the lease Agreement with EASO covering the whole of the Malta Transport Centre in Marsa. A Declaration to the Agreement was entered into covering the handing over of the Port Foremen Offices. Furthermore, a termination agreement was concluded with the Maritime Pilots for the vacation of the offices used and their relocation to the new ones. Discussions were also started with respect to the Port Foremen.
- The Proposals for a Directive on port reception facilities for the delivery of waste from ships, repealing Directive 2000/59/EC and amending Directive 2009/16/EC and Directive 2010/65/EU; and for a Regulation establishing a European Maritime Single Window environment and repealing Directive 2010/65/EU were duly reviewed and input was given to make present Malta's position on these during the European Council Shipping Working Party meetings.

- Various discussions with the Energy Water Agency regarding the introduction of LNG Bunkering in Malta in line with EU and international alternative fuel commitments and obligations. Additionally, the proposed amendments by the consultant to the current legislative framework to cater for LNG Bunkering were reviewed.
- Various discussions with DG Courts and with the representatives of the Malta Maritime Law Association (MMLA) with respect to urgent amendments to the provisions of Warrants of Arrest over vessels found in the Code of Organisation and Civil Procedure concerning the notification of such warrants on vessels outside port areas.

## Maritime Training

Transport Malta – Ports and Yachting Directorate is responsible for regulating training institutions engaged in the training of persons operating pleasure craft and those working on local commercial vessels. To achieve this objective the Ports and Yachting Directorate acts as a certifying Authority for local qualifications and as facilitator of training and education programmes. With regard to training provisions, the Directorate also works closely with the Malta College of Arts, Science and Technology (MCAST), the public institution entrusted with education and training in various maritime fields. The Institute runs a comprehensive training programme for commercial vessel operators and pleasure craft operators.

Apart from the Government owned MCAST Centre for Maritime Studies, there are other private training centres offering courses related to the various certificate levels for the operation of commercial vessels Certificates of Competency and for pleasure craft Nautical Licence. At end 2018 there were a total of 8 training facilities which provide commercial courses and 13 which provide Nautical Licence courses. During the same year the Ports and Yachting Directorate introduced the Nautical Licence Card which is issued in conjunction with the certificate that entitles holders to operate vessels under 24 meters in length.



# CIVIL AVIATION DIRECTORATE

## Functions and Duties

Civil Aviation is Malta's essential link to the world and a significant enabler and contributor towards the country's economic competitiveness. For aviation in Malta to continue to grow and stay ahead in an ever changing landscape, the Authority needs to build on past successes and plan ahead for the future. As Malta's regulatory authority for aviation, the Civil Aviation Directorate (CAD) needs to continue its process of adapting regulations while maintaining the safety of the air transport system. Risk management is a well-established discipline in the aviation industry today. These are important steps towards improving safety and enhancing the public's confidence in the safety of Malta's aviation system.

The functions of the the Civil Aviation Directorate can be summarised as follows:

- To achieve sustainable growth in the aviation register and civil aviation operations such as aircraft operators, maintenance, training, air navigation and personnel licensing;
- To enhance civil aviation oversight and safety;
- To enhance the efficiency and standardisation of civil aviation operations;
- To maintain strong and efficient continuing oversight of civil aviation operations;
- To strengthen law governing civil aviation;
- To promote safety;
- To minimise the adverse effect of civil aviation on the environment.

Additionally, the CAD cooperates with other local and international entities to enhance aviation security, passenger/cargo facilitation, fair competition, environmental matters, civil-military interface and health related issues.

## Flight Operations Inspectorate

The Flight Operations Inspectorate certified 3 new Operators during 2018, with a total of 33 Air Operating Certificate (AOC) holders at the end of the year. 4 operators were in the process of obtaining an AOC, with another 5 operators showing firm interest to finish certification in 2019.

In addition to the certification of new AOC's the inspectorate processed 54 additions of aircraft requested by existing certificate holders. The inspectorate conducted 184 audits, which resulted in 485 findings.

The Inspectorate underwent an audit by the European Aviation Safety Agency (EASA), and also continued with its monitoring of aircraft operators certified in Malta in its effort to promote and ensure safety. In addition, the Inspectorate continues to promulgate safety information through Operations Advisory Notices and biannual meetings with the Operators through the Flight Operations Consultation Group, which is managed by the Flight Operations Inspectorate.

## Air Transport Regulation Unit (ATRU)

The ATRU assumes the International and European Affairs functions of the CAD, the Aircraft Registry Coordination, the issuance of Air Operating Licenses and Legal Affairs.

During 2018, the ATRU, in cooperation with other Government Ministries, closely followed aviation discussions which were ongoing within the various EU and International fora and provided its support and recommendations to the Ministries, an exercise which was essential towards formulating a consolidated position for Malta.

Furthermore, the ATRU continued working on follow-ups which were required in respect to air services negotiations with other third countries. Formal negotiations took place with Japan and Cote d'Ivoire. Moreover, in cooperation with the respective Ministries, further work was done on the negotiation of air services related matters with various countries, which include Burkina Faso, South Korea, Egypt, Ethiopia, Ghana, Mongolia, Qatar, Saudi Arabia, Tanzania and Ukraine.

The ATRU continued to follow the ongoing work of the International Civil Aviation Organisation (ICAO). The ICAO Assembly is the sovereign body which is composed of representatives from all the Contracting States and meets every three years. The ATRU assisted the Director General for Civil Aviation in respect to the coordination process within the European Union, aimed at establishing the various EU positions within ICAO. Such a coordinated approach provides the opportunity for Europe to make a strong, influential and well-coordinated contribution to this key event.

The ATRU provided continuous support to the Director General for Civil Aviation (DGCA), the other Units within CAD and external parties. The Unit liaises with and also acts as a gatekeeper *vis a vis* Ministries and Governmental entities and has taken over the functions of what was previously known as the Duty Management Office.

## Environment: Climate Change mitigation in Aviation

Following the decision by the 38<sup>th</sup> Session of the ICAO Assembly in 2013, Malta has actively participated in the development of the Carbon Offsetting and Reduction in International Aviation Scheme (CORSIA). This global market based measure (GMBM) is planned to support other non-GMBM measures together with acting to limit or reduce CO<sub>2</sub> emissions from international aviation.

CORSIA enables aeroplane operators to comply with efforts to limit GHG emissions from international aviation activities, by monitoring emissions from such activities, requiring the operators to purchase, cancel, and report on equivalent emission units from ICAO approved sources. This will enable incremental reduction in global emissions equivalent to any additional CO<sub>2</sub> emissions beyond the baseline period of 2019-2020 in line with the sector's target of no further emissions beyond 2020 (so called Carbon Neutral Growth 2020).

Along with advancements in aircraft technology, operational improvements and sustainable alternative fuels, CORSIA plays a crucial role in mitigating the negative effects of CO<sub>2</sub> emissions from aviation (aviation GHG).

Supporting its operators' implementation, the Air Transport Regulation team (ATR) has been working with Maltese Aircraft Operators to develop systems of collection, collation and analysis of aviation GHG. In collaboration with Malta Resources, the ATR team also held a full day workshop with the technical teams, managers and consultants working for the operators providing updates to the legislative framework, practical implementation and operational capacity to successfully implement ICAO CORSIA.



## The Safety Management Unit (SMU)

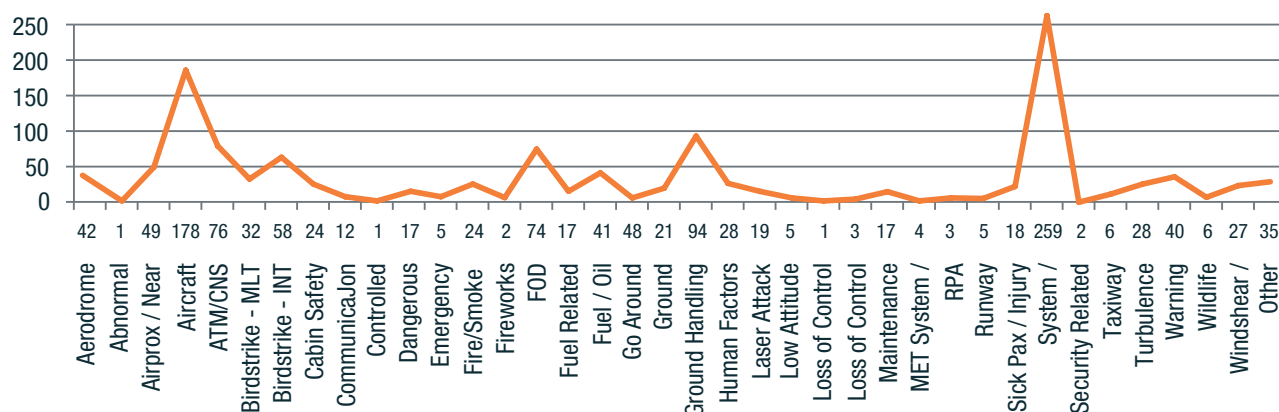
The Safety Management Unit is the unit within the Civil Aviation Directorate (CAD) with the function of dealing with safety related incidents, and is the authority within the State to which the management of aviation safety has been entrusted. Safety has always been, and will always be, of the highest priority to aviation service providers and stakeholders, and hence the SMU plays an important and leading role within the industry. The responsibilities of the SMU include the collection of reports on safety related incidents and occurrences. Furthermore, although safety is a topic which is of prime concern to all other units within CAD, the SMU is a completely independent unit which enables it to maintain the required autonomy, since it is entrusted to handle notices of confidential safety issues and concerns, which are retained as classified and only discussed with the relevant experts.

## CAD Occurrence Reporting System

Regulation 376/2014 concerns occurrence reporting in civil aviation, and clearly states that operators are required to report and that the sole objective of occurrence reporting is the prevention of accidents and incidents and not to attribute blame or liability. It also makes reference to who should report, what should be reported under the mandatory and voluntary reporting scheme, and the collection, storage and protection of information, amongst other things. The State should have in place a system to receive and manage these reports. The SMU is the unit responsible for ensuring that this system is indeed in place, functions as intended and ropes in all other units for the effective management of these safety reports. The goal of the SMU and ultimately of the CAD is to evolve from being reactive to being proactive and predictive.

## Occurrence Reports

The objective of occurrence reporting is to contribute to the improvement of flight safety by ensuring that relevant information on safety is reported, collected, stored, protected and disseminated. The sole objective of occurrence reporting is to identify areas of concern before they actually develop into a safety hazard, accidents or incidents, and not to attribute blame or liability.



Throughout 2018, the CAD received a total of 1,342 occurrence reports. The graph above depicts these reports according to classification.



## European Coordination Centre for Accident and Incident Reporting Systems (ECCAIRS)

States are required to contribute to the ECCAIRS database, where reports received are inputted in order for the European Commission to obtain a clear understanding of the level of safety within states and for states to compare their level of safety with each other. The mission of ECCAIRS is to assist National and European transport entities in collecting, sharing and analysing their safety information in order to improve public transport safety. The SMU owns the programme and is responsible for data inputting and retrieval. The SMU is concerned with the analysis of this data, from which safety trends can be established, highlighting possible areas of concern, which may need to be addressed in the State Safety Plan.

## Personnel Licensing Unit

The Personnel Licensing Unit (PELU) managed a total of 503 pilot licenses, namely 278 professional licenses and 225 private pilot licenses as well as 54 air traffic controller licenses in 2018. PELU had in total 68 initial issues which consisted of 29 Private Pilot Licenses (PPL), 11 Multi Crew Licenses (MPL), 17 Commercial Pilot Licenses (CPL) and 11 Airline Transport Pilot Licenses (ATPL). The need was felt for issuing a new license category for Malta and after various meetings and the necessary assessments PELU started also issuing MPLs in line with requirements and as per Part-FCL 1178/2011 Subpart E.

It regularly conducted theoretical examinations and in 2018 was responsible for 432 examinations for the Airline Transport Pilot License (ATPL) and 791 examinations for the Private Pilot License (PPL). It also conducted 76 English Language Proficiency (ELP) Assessments for pilots and air traffic controllers.

With regard to Approved Training Organizations (ATOs) the PELU has seen to the closure of one ATO, namely Diamond Flight School and one registered facility, Sky People. With the introduction of new regulation Part-DTO in 2018, Registered Facilities had either to declare their intention to maintain their certificate and therefore make the necessary adaptations to conform to the requirements and subsequently be declared by TM CAD as DTOs or opt to become an ATO. Both Registered facilities, Falcon Aviation Co. Ltd (part of European Pilot Academy) and Malta School of Flying Co. Ltd opted to renounce their Registered Facility certificate and keep their ATO status.

The PELU has certified and maintained regulatory oversight of all four approved training organisations as Part-ORA Approved Training Organisations as follows:

- Air Malta;
- European Pilot Academy;
- Malta School of Flying;
- VistaJet Ltd.

In 2018, the PELU also registered and certified a major ATO – Freebird Airlines Europe. The process which took not less than 3 months to complete included various meetings, inspections and on-site audits as well as the review of 3 manuals and course syllabi for Airbus and Boeing Type ratings.

Three new Cabin Crew Training Organizations were also certified in 2018 by the PELU bringing the number of approved CCTOs to 4, namely:

- Air Malta;
- AirX
- Medavia
- Fly People

The PELU also audited and maintained regulatory oversight of Malta Air Traffic Services Ltd. as a training organization.


### **The Air Navigation Services (ANS) and Aerodromes Unit**

During 2017, the Air Navigation Services (ANS) and Aerodromes Unit initiated the process of signing an agreement with EUROCONTROL for the use of an ATM reporting and investigation tool, e-Tokai. This web-based tool will enable a better transition of data with regard to ATM occurrences between the ANSP (Air Navigation Service Provider) and the NSA (National Supervisory Authority). It will also provide a means for occurrence notification and will enable a harmonised application of relevant safety regulations (ICAO Annex 13, ESARRs and relevant EC Directives and Regulations). Furthermore, it will enable the user to transfer data to an ECCAIRS system (European Coordination Centre for Accidents and Incidents Reporting System), or to produce reports in different formats, including the AST (Annual Summary Template), needed for the exchange of safety information with EUROCONTROL and the Commission.

The Unit has reviewed several safety assessments of changes to functional systems presented by the ANSP (Air Navigation Service Provider), MATS. The major changes during 2017 included the upgrade of the ATM (Air Traffic Management) system and involved a series of safety assessments which have all been reviewed by the Unit. Another major change reviewed by the Unit was the construction of a new service road which will eliminate the crossing of vehicles from runway threshold 23. This project, which should be completed by the beginning of 2018, will not only mitigate against runway incursions but will also increase vehicular traffic efficiency to and from the Northern part of the airfield.

The Unit was also engaged, in coordination with the NM (Network Manager), with the monitoring and coordination activities for the deployment of 8.33 kHz voice channel spacing below FL195. This involved a number of meetings with various stakeholders including the MCA. The process of some frequency conversions will continue during 2019, while some other frequencies will temporarily remain in 25 kHz after having obtained the necessary exemptions from (EU) Regulation 1079/2012.

A National electronic Terrain and Obstacle (e-TOD) policy has been drafted. This policy defines the responsibilities and the required actions of the entities involved in the provision of the eTOD, which are essential for the introduction of GNSS-based Approach Procedures with Vertical Guidance (APV) and PBN. The implementation of PBN (Performance Based Navigation) is on the agenda for 2018, and the Unit will be engaged in the necessary reviews and acceptance processes required for this important change which, among other benefits, will improve flight efficiency and reduce noise and carbon emissions.



The Unit also populated the Year 2016 LSSIP database and, during the last quarter of the year, started work on the 2017 LSSIP Level 1 publication and database.

The ANSU participated in various meetings at EUROCONTROL, SESAR Joint Undertaking, EASA, the Single Sky Committee and the NSA Coordination Platform of the European Commission.

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The ANS & Aerodromes Unit carried out inspections on Malta International Airport plc on a regular basis, and findings/observations were brought to the attention of, and followed up with, the Airport Operator. The Unit completed the process of converting Malta International Airport (MIA) into an EASA certified aerodrome. An EASA certificate was issued to MIA on 21 December, 2017. To ensure compliance with the Certification Basis and Operator and Operations Requirements, a four year audit/inspection plan (2018-2021) has been devised and communicated to MIA.

During the year, the unit continued to support Government agencies in their drive to reactivate aviation facilities in Gozo, both in the short and long term. This has included inspections of the Gozo Heliport, and helipads at Gozo General Hospital and St Luke's Hospital, in support of civilian inter-island medevac service. ANS & Aerodromes inspectors inspected and approved a number of off-site operations by helicopters and were in liaison with the Planning Authority to ensure the safeguarding of obstacle limitation surfaces around the aerodrome related to developments by third parties.

## **Airworthiness Inspectorate**

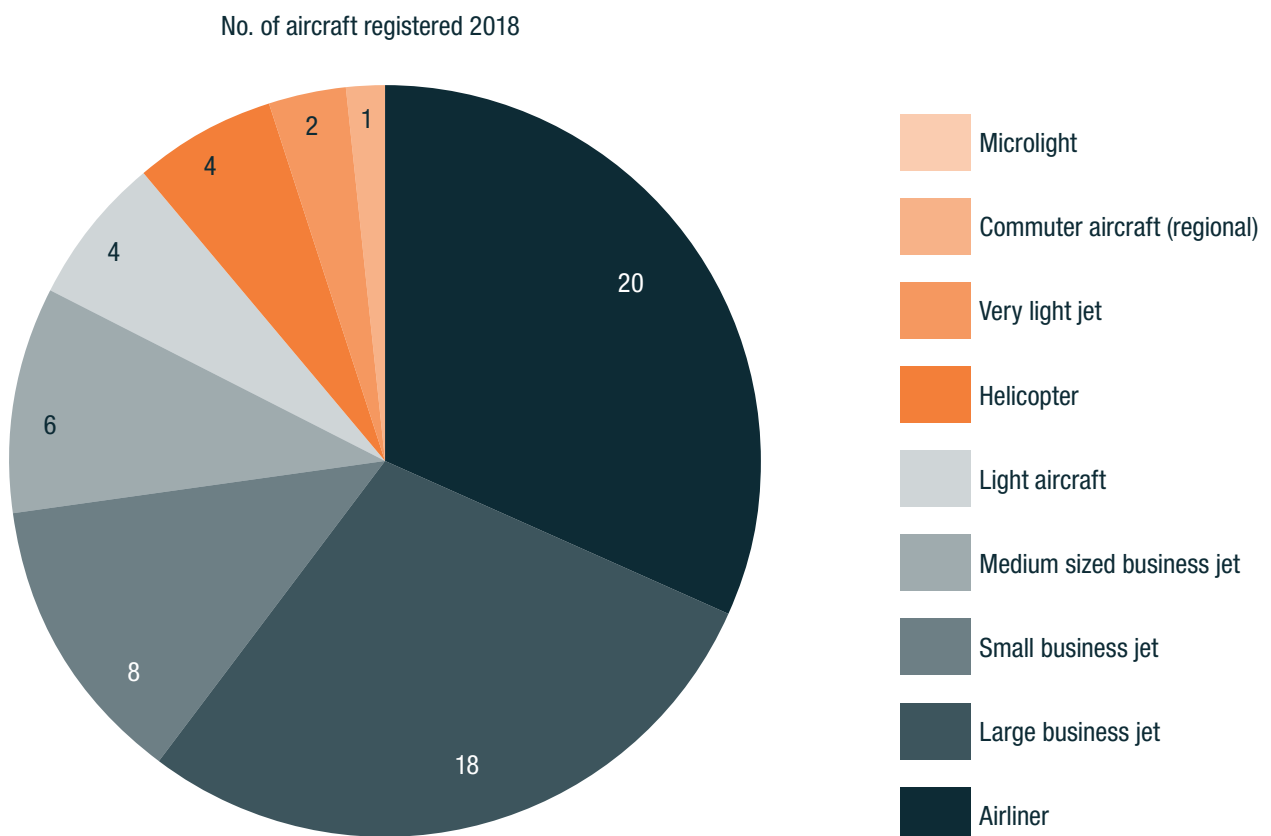
### **Aircraft Registration**

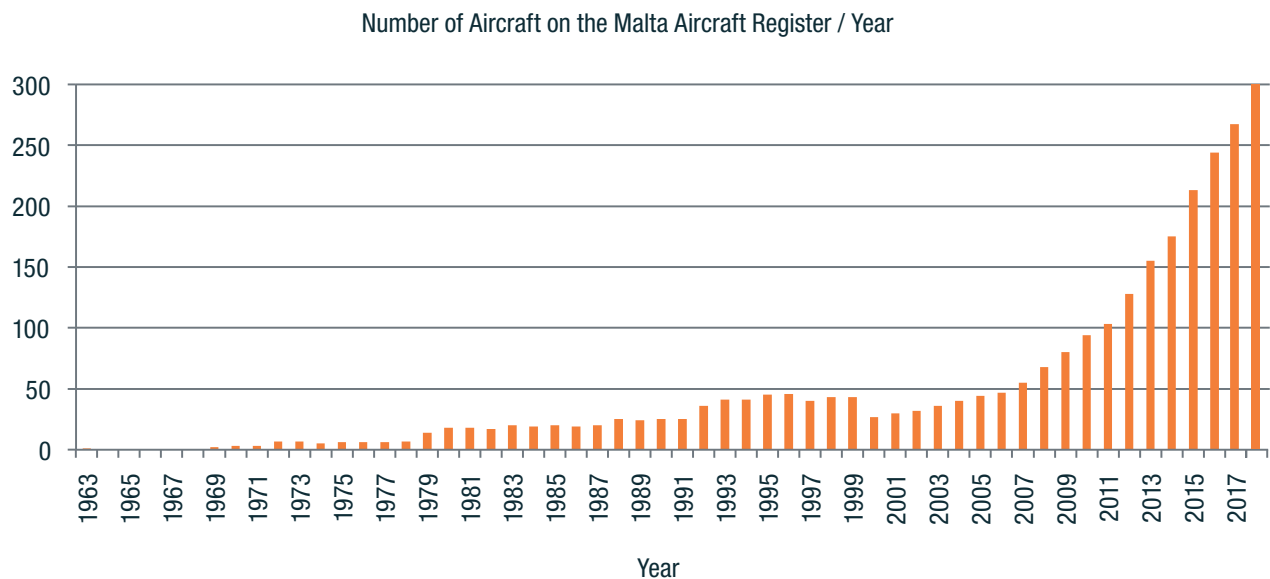
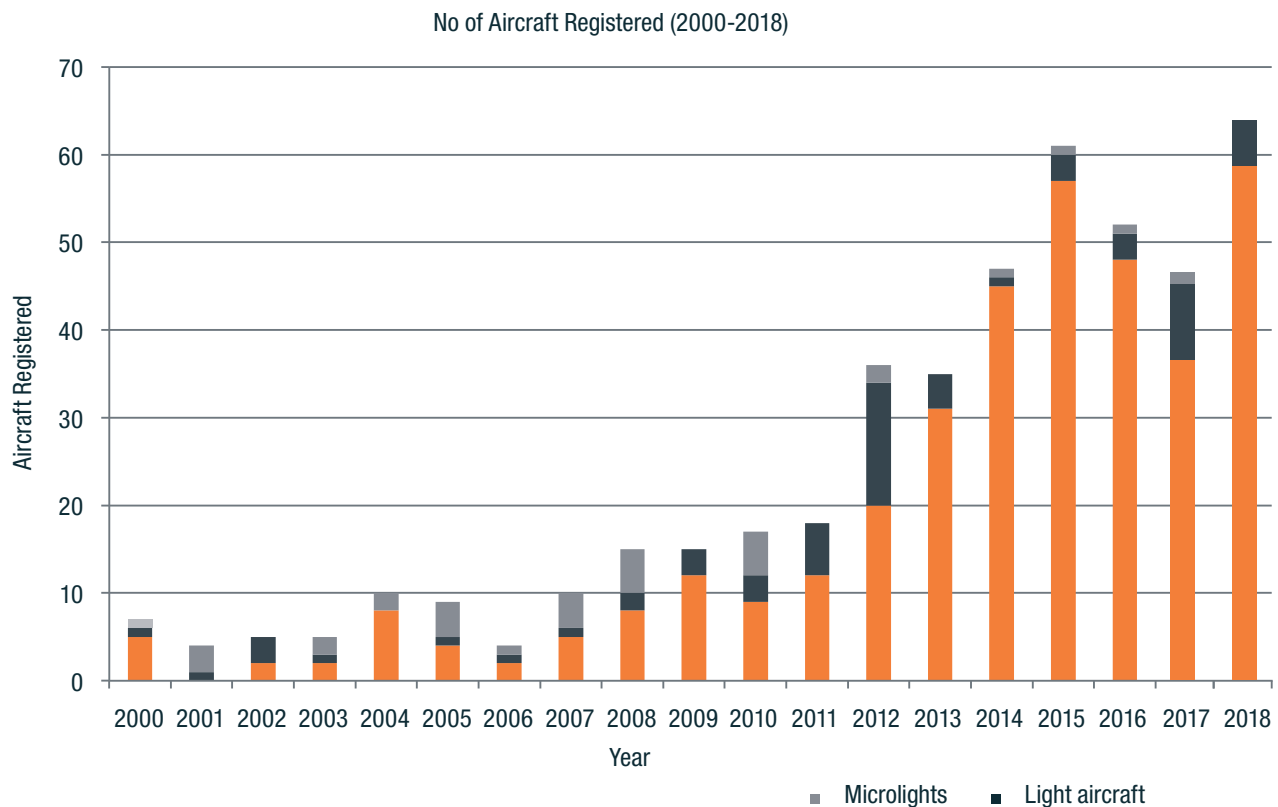
The Malta National Aircraft Register reached 298 aircraft as at the end of year 2018. The Airworthiness Inspectorate processed 93 aircraft register movements. A total of 63 aircraft were registered, the highest amount of aircraft registered in a calendar year with the record number of 20 airliners, including 7 widebody aircraft. 30 aircraft were deregistered.

This year has been a record year for the Maltese Aircraft register.

The breakdown of aircraft type registered is as follows:

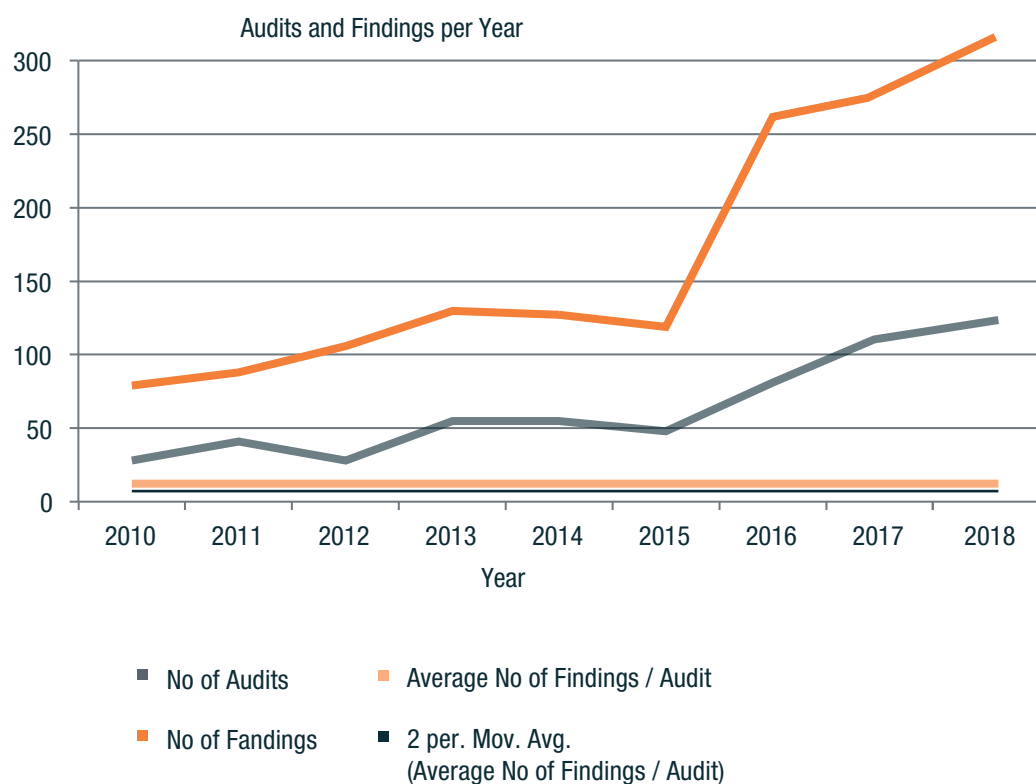
Aircraft type	No Registered
Airliner	20
Large business jet	18
Small business jet	8
Medium sized business jet	6
Helicopter	4
Light aircraft	4
Very light jet	2
Commuter aircraft (regional)	1
Microlight	0





The Airworthiness Inspectorate (AI) carried out 120 Audits covering all the Part-M Subpart G, Part-145, Part-147 and Part-M Subpart F approvals, 18 audits were performed abroad. These audits are conducted as part of the biannual audit plan for every approved organisation as well as required due to changes in the organisations' scope.

The audits resulted in a total of 320 audit findings were made during 2018



### Registration of Lease Agreements

<b>No of Registered Lease Agreements</b>	73
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### Type of Agreements

<b>Dry Lease Agreement</b>	29
<b>Aircraft Operating Lease Agreement</b>	40
<b>Sub-Lease Agreement</b>	4
<b>Tripartite Management Agreement</b>	0

### Registration of Irrevocable De-registration Authorisation and Power of Attorney

<b>No of Registered IDERAs</b>	69
<b>No of Registered POA's</b>	35

### Registration of Mortgages

<b>No of Registered Mortgages</b>	20
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## Certification of Aircraft

Certificates	
Issue of Certificate of Airworthiness	61
Issue of Noise Certificate	69
Issue/Renewal of Airworthiness Review Certificate	103
Issue of EASA Permit to Fly	40
Issue of National Permit to Fly	27
Issue of Export Conformity Statements	10
<b>Total</b>	<b>310</b>

The total Number of certificates issued was 310. 283 Certificates were issued pursuant to EU Regulations, whereas 27 were pursuant to Air Navigation Order Requirements.

50 Mode S Addresses and 30 406MHz ELT codes were issued in 2018.

## Aircraft Continuing Airworthiness Monitoring (ACAM)

This is a mandatory sampling programme of aircraft inspections. These inspections include inspections of aircraft during maintenance, airworthiness reviews, technical records reviews and ramp inspections.

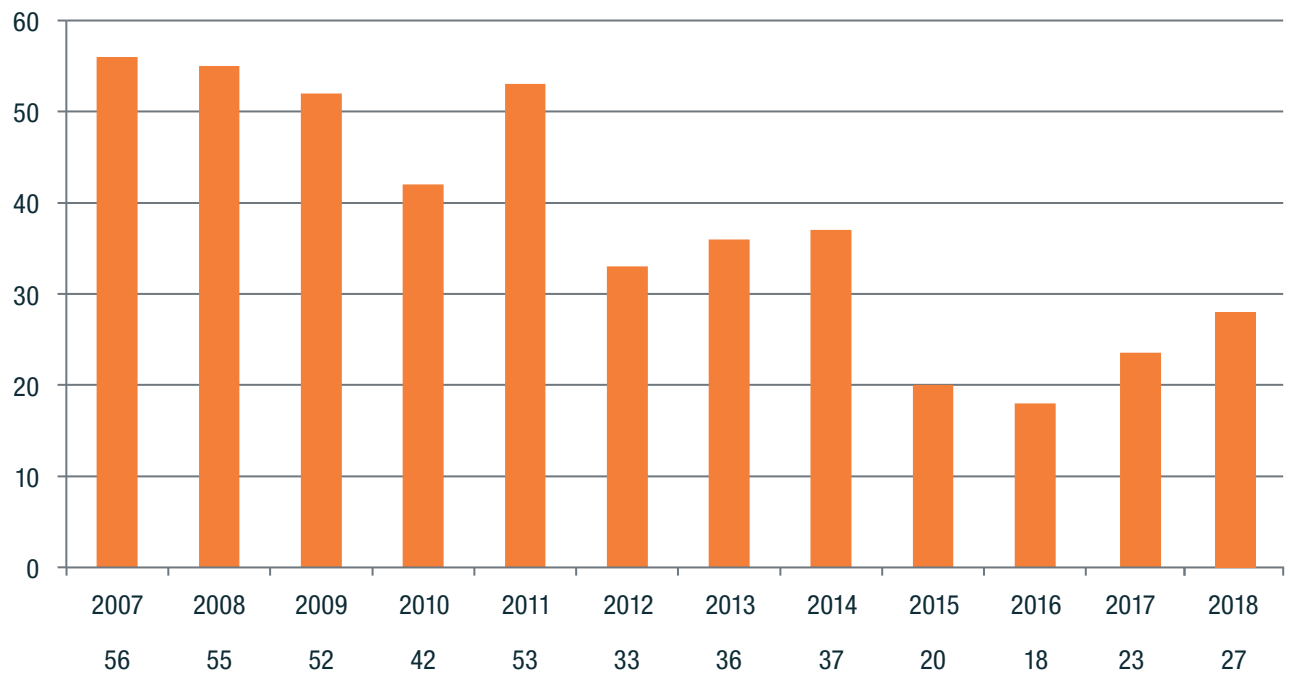
The Airworthiness Inspectorate performed 78 aircraft inspections, corresponding to 27% of the total EASA aircraft on the register during the year.

Year 2018	Planned	Actual
Total Inspections for 2018	50	78
Number of Aircraft	228	290
Percentage of Sampling	22%	27%

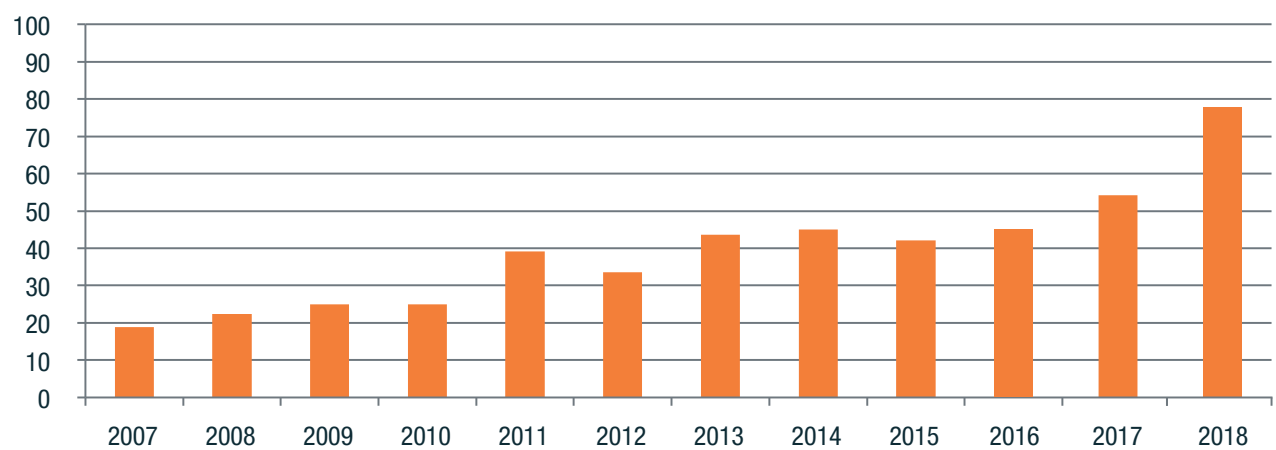




Percentage of ACAM inspections per Year



No of ACAM Inspections

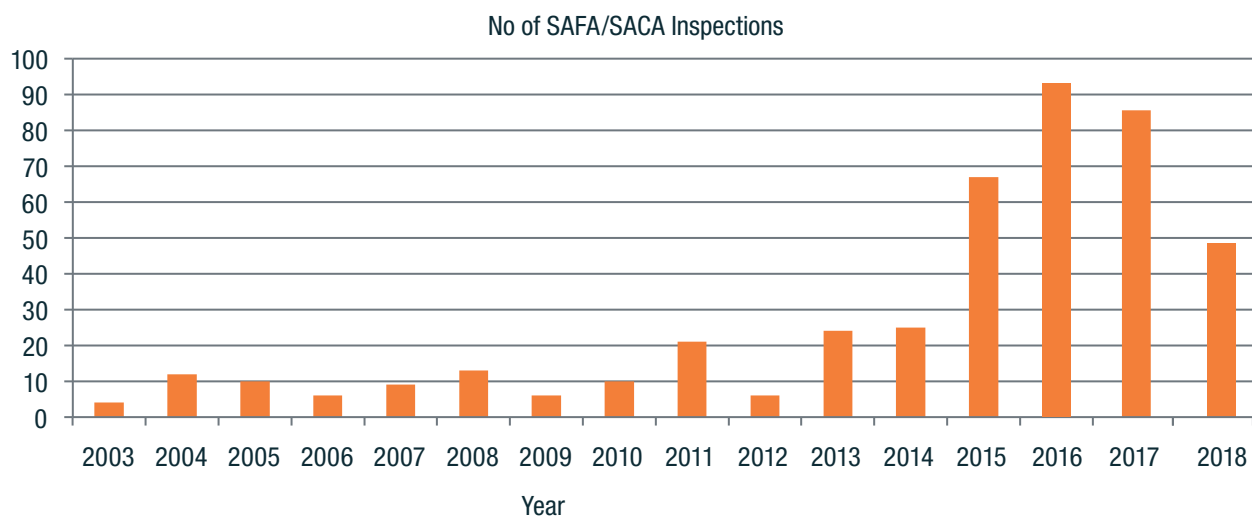


### Safety Assessment of Foreign/Community Aircraft

SAFA/SACA Inspections	Total No. of Ramp Inspections
2018	48

48 inspections were carried out in 2018. This amount reflects the new System Wide Coordination in Europe for planning of Ramp Inspections.

SAFA/SACA Inspections were performed with the Flight Operations Inspectorate.



## Organisation Approvals

### Continuing Airworthiness Management Organisations (CAMO)

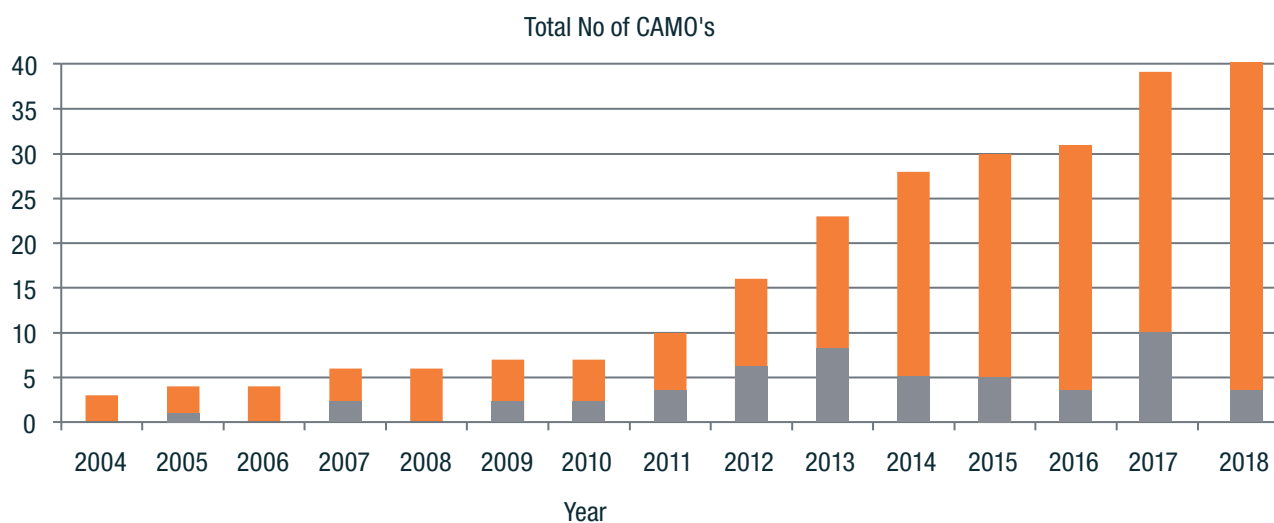
The total number of Continuing Airworthiness Management Organisations increased to a total of 40. This includes 2 CAMOs as part of the 2 new AOCs issued in 2018.

3 CAMO approvals were also revoked during 2018.

3 new CAMO approvals were issued.

Organisation	Part M Subpart G Approval No	Date of Issue
1 Sky Prime Aviation Services Malta Ltd	MT.MG.44	19-Jan-18
2 DC Aviation Ltd	MT.MG. 52 (MT-52)	26-Jan-18
3 Malta Air Travel Ltd dba Malta MedAir	MT.MG.55 (MT-55)	15-Mar-18

There were also 46 CAMO approval variations in 2018.



## Aircraft Maintenance Organisations

List of Part-145 Organisations Approvals Issues - 2018			
Organisation		Approval No	Date of Issue
1	BATS Ltd.	MT.145.09	05-04-18
2	Touristic Aviation Services Ltd (dba Corendon Airlines Europe)	MT.145.12	10-Jul-18
3	Malta Wings Co Ltd dba GAMA	MT.145.10	24-Jul-18

TM CAD issued 3 new Part-145 approvals in 2018.

There were also 9 variations to the scope of Part-145 organisations approvals in 2018.

## Aircraft Maintenance Training Organisations

There were 5 variations to the Part-147 organisation approvals scope.

## Desktop Audits

Approval of Aircraft Maintenance Programme		Total
First Issue		47
Revision		76

Approval of CAMEs		
First Issue		3
Revision		90

Approval of Aircraft Technical Log	3
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ARC Recommendations Reviews (Owners/Operators)	73
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MEL Reviews (Operators)	24
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Training Material Review (Part-147)	18
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Approval of MOEs (Part-145)		
First Issue		3
Revision		17

Approval of MTOEs (Part-147)		
First Issue		0
Revision		13

Postholder Interviews (Organisations)	24
Meetings	102

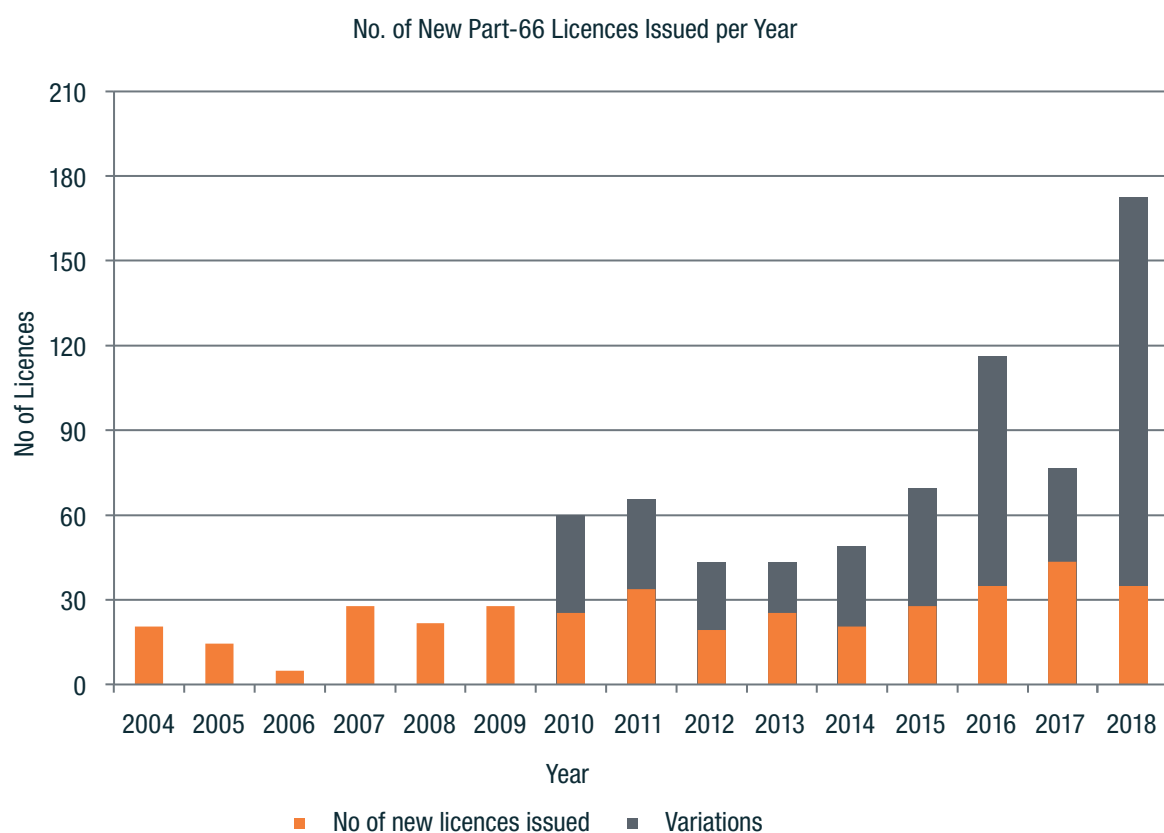
## Aircraft Maintenance Licences

The Airworthiness Inspectorate issued the following licences:

<b>Part-66 AML Initial Issue</b>	<b>37</b>
<b>Category A1</b>	<b>34</b>
<b>Category B1.1</b>	<b>34</b>
<b>Category B2</b>	<b>3</b>
<b>Part-66 Variations</b>	
<b>Category B1.1</b>	<b>169</b>
<b>Category B1.2</b>	<b>1</b>
<b>Category B2</b>	<b>26</b>
<b>Category C</b>	<b>33</b>
<b>Part-66 AML Renewals</b>	<b>9</b>

A record number of 37 Part-66 AMLs were issue in 2018.

The total number of Part-66 Aircraft Maintenance Licences at the end of 2018 was 322.

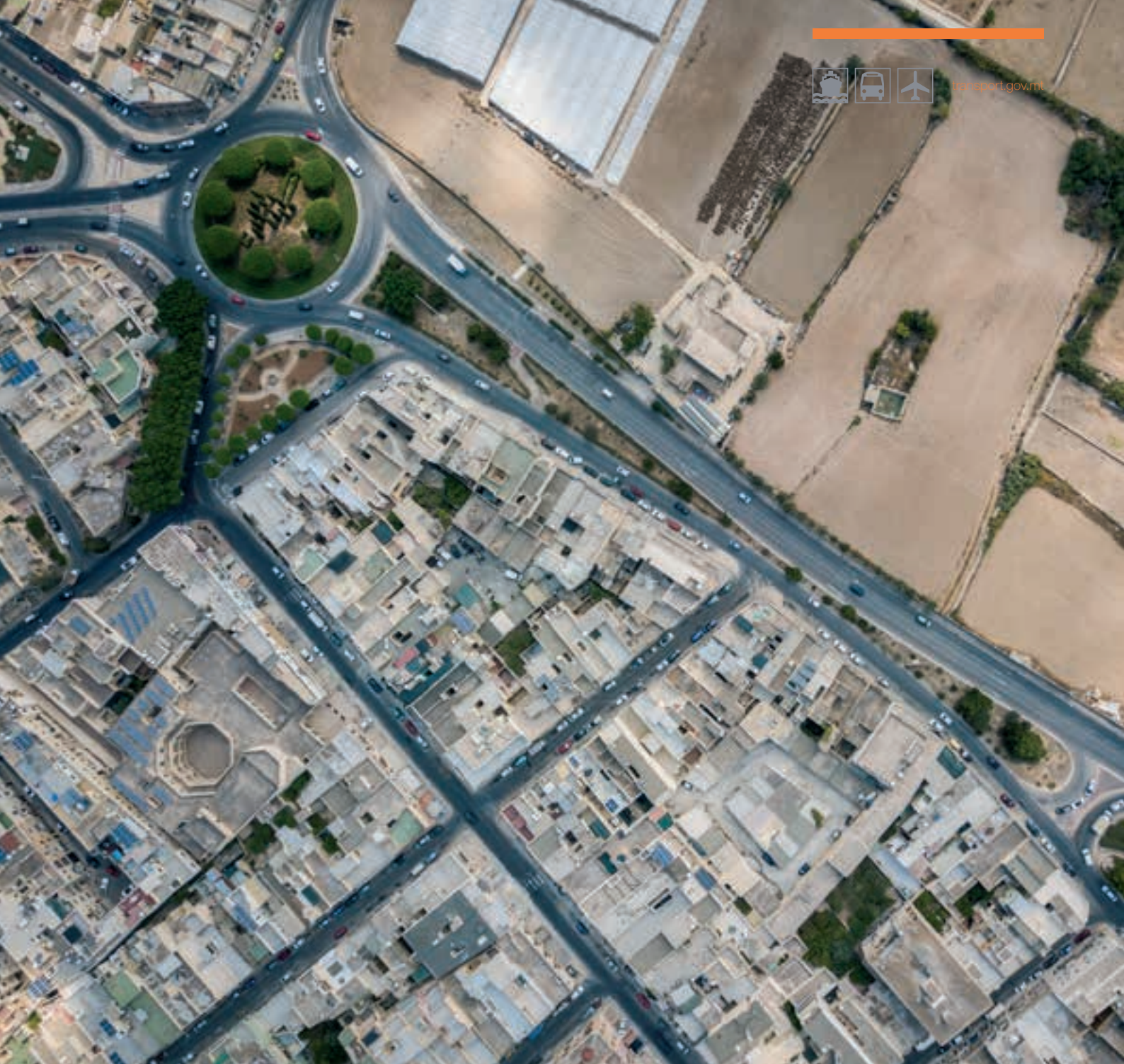


## Part-66 Basic Modules Examinations

A total of 30 examinations were conducted for a total of 277 persons sitting for them. The pass rate was around 50%.

Part-66 Module Exams held during 2018						
	Part-66 Module Exams	Category	Date of Examination	No of Students sitting for Exam	Passed / Certificates Issued	Pass Rate
1	Module 1	B1/B2	31-Jan-18	24	20	83%
2	Module 5	B1.1	07-Feb-18	6	5	83%
3	Module 3	B1/B2	14-Feb-18	25	10	40%
4	Module 8	B1/B2	28-Feb-18	19	7	37%
5	Module 15	B1	18-Apr-18	10	6	60%
6	Module 4	B1	25-Apr-18	17	13	76%
7	Module 1	B1/B2	02-May-18	5	2	40%
8	Module 5	B1.1	09-May-18	1	0	0%
9	Module 5	B2	09-May-18	1	1	100%
10	Module 10 MCQ	B1/B2	16-May-18	5	5	100
11	Module 10 Essay	B1/B2	16-May-18	5	4	80%
12	Module 2	B1/B2	23-May-18	23	6	26%
13	Module 3	B1/B2	30-May-18	15	4	66%
14	Module 4	B2	30-May-18	5	3	60%
15	Module 8	B1/B2	06-Jun-18	16	4	25%
16	Module 17A	B1	06-Jun-18	4	3	75%
17	Module 6	B1	13-Jun-18	27	22	81%
18	Module 7 MCQ	B1	20-Jun-18	11	7	64%
19	Module 7 Essay	B1	20-Jun-18	12	3	25%
20	Module 9 Essay	B1/B2	27-Jun-18	2	2	100%
21	Module 11A	B1	04-Jul-18	4	4	100%
22	Module 2	B1/B2	12-Sep-18	8	1	13%
23	Module 6	B1	10-Oct-18	2	0	0%
24	Module 17A	B1	10-Oct-18	1	1	100%
25	Module 4	B1	24-Oct-18	1	0	0%
26	Module 10 Essay	B1/B2	31-Oct-18	1	0	0%
27	Module 9 MCQ	B1/B2	07-Nov-18	3	3	100%
28	Module 9 Essay	B1/B2	07-Nov-18	1	0	0%
29	Module 7 MCQ	B1	14-Nov-18	12	2	17%
30	Module 7 Essay	B1	14-Nov-18	11	2	18%





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# LAND TRANSPORT DIRECTORATE



## Functions and Duties

The Land Transport Directorate (LTD) strives to provide an efficient, integrated and sustainable public transport service. It strives to meet travellers' needs and expectations. The Directorate applies and develops an effective regulatory framework for land transport with road safety as a top priority, whilst at the same time promoting socio-economic development and the protection of the environment.

From an operational point of view, the Directorate is responsible for regulating all forms of land transport, including all vehicles, drivers and transport service operators.

The core strategic objectives of the Directorate are:

- Modal Shift;
- Road safety;
- Eco-friendly transport;
- Customer service.

## Scheduled Public Transport

The concession agreement between Transport Malta and Malta Public Transport for the provision of a scheduled public transport service in Malta and Gozo entered its 4<sup>th</sup> year during 2018.

### Introduction of new buses

In 2018 the scheduled public transport operator introduced a new low floor bus to the network. This bus was introduced to work specifically on the route that operates within Valletta. It is shorter and narrower than the other buses in order to ensure that it can navigate the particular conditions of the city.

The average age of the bus fleet as at the end of 2018 stood at 5.1years.

### Free Public Transport for persons aged 16 to 20

The Free Public Transport measure introduced during 2017 where 18 year olds travelled for free on scheduled public transport was extended further during 2018 to include persons aged 16 to 20.

During 2018 just over 24,000 persons, who collectively made over 5.2 million trips, benefitted from this measure

## Transport Card

At the end of 2018 the number of individuals in possession of the Transport Card, more commonly known as the *Tallinja Card*, rose to 317,626. Furthermore, 81% of trips were made using such cards.

## Passengers

During 2018 the number of passenger trips continued to rise by a further 11.3% when compared to the previous year and now stands at 53.4 million passenger trips.

## Route Reliability and Punctuality

Route Reliability and Punctuality measurements are based on information gathered through GPS data from onboard buses.

Average Route Reliability for the year 2018 as measured across the whole network was recorded at 98%.

Average Route Punctuality across the whole network was measured at 91%.

## Compliance

During 2018 a number of inspections were conducted relating to safety (over 5,700 inspections conducted), buses (over 6,110 inspections conducted), drivers (just over 5,000 inspections conducted) and infrastructure (760 inspections conducted).

## Wi-Fi on Buses

During 2018 scheduled public transport passengers could enjoy free Wi-Fi access whilst travelling onboard buses after all buses engaged on the service were Wi-Fi-enabled.

## Bus Shelters

21 new bus shelters were installed in various localities on the scheduled public network during 2018. The bus shelter installation programme will continue during 2019.

## Road Transport Licensing Unit

### *Sustainable Passenger Transport Services*

#### **Taxi Services**

During 2018, the taxi sector saw a further rejuvenation of the fleet. A number of regulatory changes agreed upon between Transport Malta and the Malta Taxi Licensed Association are awaiting approval and implementation. The points below detail the main activities undertaken in this sector during the year:

- Following consultation with the sector, it was agreed that 10 taxis were to be equipped with new taxi meters and peripheral devices, supplied and installed by companies selected and engaged by the taxi association which represents taxi owners. These 10 taxis, representing the various models available within the fleet, were equipped with these devices in December 2018 and testing is expected to start in the first quarter of 2019 once all the needed firmware/software developments are ready. Upon the successful testing of these models, the new taximeter and peripheral devices will be installed on all 300 taxis and Transport Malta shall bear the related costs.
- 14 vehicles were replaced with new models, bringing the average age of vehicles on 31 December 2018 to 7.5 years in Malta and 11.1 years in Gozo;
- 175 temporary taxi licences were issued to allow taxi owners to operate even when their original taxi vehicle could not be used following accidents or faults;
- 35 new taxi drivers were licensed following the completion of the relative training programmes and tests.

#### **Animals and Animal-drawn Vehicles**

The Unit continued its implementation of the Regulations concerning the Use of Animals and Animal-drawn Vehicles on the Road. The Document Management System, originally developed by the Unit for the handling of applications for Driving Licences related to these Regulations was extended further to include licences for the use of Animal-drawn Vehicles on the road and horse riding. The following are the main operational measures implemented for this sector during 2018:

- 431 animal-drawn vehicles and 13 karozzini were inspected;
- 21 licences for the operation of horse carriages for hire or reward (karozzelli) and 1 licence for the carriage of goods with an animal-drawn vehicle were issued;
- 218 new licences for the use of animal-drawn vehicles on the road for personal or leisure purposes were issued;
- 11 licences for horse riding were issued and a further 63 applications are in the final stages of being approved;
- 445 driving licences were issued;
- A new shaded karozzin stand was installed at the Triton Square in Valletta and 2 new stands close to the Valletta Cruise Port Terminal have been ordered and are planned to be installed in January 2019.

## Road Haulage

During 2018, 1 new Community Licence was issued, while 4 Community and 1 National Operator Licences were renewed. No new National Operator Licences were issued. In total, 51 vehicles were added to the licensed fleet, and 48 Driver Attestations were issued during the same period.

The scheme aimed at supporting professional drivers of goods carrying vehicles who need to obtain their periodic training of the Driver CPC was maintained, with 99 vouchers issued and 287 received and processed after training was given.

The Unit continued its participation within the Group on Road Transport of the International Transport Forum (OECD), and continued to chair the sub-group tasked with the development of the current multilateral licence system into a paperless one. Phase 1 of this process, through which all member countries had to update the ITF licence data automatically and in real time, was fully implemented and its use became mandatory from 1<sup>st</sup> January 2019.

The Unit was also involved in providing advice and national positions on the planned changes to the EU Regulations concerning the carriage of goods, particularly to Regulations (EU) No. 1071/2009, Regulations (EU) No.1072/2009, Regulations (EU) No.165/2014, Regulations (EU) No.561/2006, Directive 2006/1/EC, and the rules for the Posting of Workers in Transport and Directive 92/106/EEC.

## Carriage of Dangerous Goods

Throughout 2018, 6 training sessions were held, leading to the certification of 175 drivers of dangerous goods vehicles.


No new Dangerous Goods Safety Advisors (DGSAs) were certified, while 21 dangerous goods vehicles were approved for registration, 14 of which were brand new vehicles and registered for the first time in Malta.

The Unit maintained its participation in the Transport of Dangerous Goods Committee of the EU and in the Working Party on the development of the ADR within the UNECE.

## Quality Control on VRT Stations

The Road Transport Licensing Unit continued with its commitment to ensure safer and cleaner vehicles on our roads. To this effect, a number of quality control measures were carried out on VRT stations using a risk-based assessment. The following measures were also implemented:

- 1,254 post-VRT checks were conducted on high risk vehicles. These vehicles were called in to the Technical Services Unit for further inspection;
- 147 unannounced inspections were carried out at various VRT Stations to ensure that correct and full test procedures were being observed;
- All VRT stations were required to photograph all vehicles undergoing a test for further checking. 8,825 photos were verified by the Unit for correct photo taking and reporting procedures, and checking of the date and time when the vehicle was tested.



As a result of these measures, 2 Operators and 7 testers were found in breach of the VRT regulations and were penalized accordingly, 2 stations and one tester had their licence revoked following criminal proceedings, while another 2 stations and 3 testers are still undergoing court procedures.

During 2018, following the transposition into Maltese Legislation of three EU Directives concerning roadworthiness testing and technical roadside inspections, all the necessary operational and administrative changes were successfully implemented in all the VRT Stations by the set deadlines. Moreover; the Unit provided refresher training courses to all certified VRT testers and operators on the changes made in the testing procedures and the upgrades made on the testing system used. A Certificate of Competence was also issued to all licensed VRT Testers.

### **Controlled Vehicle Access (CVA) System in Valletta**

The Unit continued exercising regulatory oversight of the operation of the CVA system in Valletta and of the Board that administers the system.

Following last year's extension of the contract between Transport Malta and the operator (CVA Technology Company Ltd) for the operation of the CVA system in Valletta, a number of investments and improvements to the CVA system were successfully carried out. These included the launching and operation of a smart parking solution within the charging zone and additional investment in software and hardware that is used in connection with the operation of the CVA system.

Additionally in 2018, the Authority issued and awarded a tender for the provision of audit services on the CVA system. The audit is intended to cover the following aspects:

- a) Compliance by the Operator with the Contract on the accuracy rate of the system;
- b) Compliance by the Operator with the Contract on the financial aspects of the system;
- c) Technical robustness and security of the system; and
- d) Compliance by the Operator with other obligations stipulated in the Contract.

### **Policy Development and Amendments to Regulatory Frameworks**

During 2018, the Road Transport Licensing Unit carried out reviews and compiled new policies which led to the publication of a number of amendments to transport-related regulations. These included the following:

- Drafting and publication of Legal Notice 173 of 2018 and Legal Notice 174 of 2018 concerning designated parking spaces for disabled persons;
- Drafting and publication of Legal Notice 123 of 2018, Legal Notice 125 of 2018 and Legal Notice 126 of 2018 concerning harmonization of good repute and conduct requirements of professional drivers;
- Drafting of a Legal Notice to regularize the operations of digital transport service intermediaries;
- Drafting of a Legal Notice (awaiting publication) to upgrade emission standards of coaches that are registered for the first time in Malta;

- Drafting of a Legal Notice (awaiting publication) to transpose Directive (EU) 2018/1846, and publication of Legal Notice 360 of 2018 to transpose Directive (EU) 2018/217, both on the Carriage of Dangerous Goods by Road.

## Driver Testing and Training Unit

Candidates undergoing driver training prior to being licenced, are tested for their driving skills and behaviour through a practical driving test performed by the Unit's Driving Examiners. Within the period under review the Driver Testing and Training Unit processed and carried out 13,689 practical driving tests for categories A, B, C and D, with an overall pass rate of 53%.

There were also 565 CPC practical demonstration tests, 45 Taxi tests and 39 driving and instructional ability tests for prospective driving instructors. In addition, 3 candidates underwent an assessment to have a particular category within their driving licence reinstated. These concessions were only given to licence holders who had obtained Category A or B before the year 1991 and which Category had been lost during the changeover from the old driving licence system to the new computerised system in 1991.

With regard to the theory test, the Unit processed and scheduled 945 translator-assisted theory tests, whilst another 916 candidates benefitted from the reading assistance service that Transport Malta offers to candidates who have serious reading difficulties, or have a medical condition that hinders their ability to read.

Besides its core functions, the Unit invigilated a total of 90 examination sessions which led to the certification of drivers for light passenger transport vehicles (chauffeur driven) and horse-drawn cabs in customer care, for a total of 2,801 candidates. Within the given period of time, 1,283 certification letters were processed from our Unit in relation to CPC as well as 2,143 certification letters in view of customer care exams, for a total of 3,426 certification letters.

In addition, as from 2018, candidates who pass from their practical driving test have been provided with a facility to pay their first licence or inclusion fee (as applicable) from the testing centre in Floriana. As a result, candidates are obtaining their driving licence counterpart minutes after passing their practical driving test. This was a quantum leap for the Unit and the positive acclaim derived from this service was virtually instant. This service has further extended the Authority's integrated approach to provide better customer service.

The table below lists the main transactions carried throughout 2018, compared to the previous year at the Driver Testing and Training Unit.

Licensing Service	Number of Transactions		
	2017	2018	% Change
Driving Practical Tests	13,558	13,689	1%
CPC practical demonstration tests	306	565	84%
Assisted theory tests	888	916	3%
Translator-assisted theory tests	556	945	70%
Customer care exams	1,068	2,801	162%
CPC certification letters issued	520	1,283	146%

## Driver and Vehicle Licensing Unit

### Amendments to Regulatory Frameworks

During 2018, the Driver and Vehicle Licensing Unit compiled and processed amendments to a number of transport-related regulations and put in place administrative provisions to bring into effect the relative provisions. These included the following:

#### 1. Amendments to the Low Powered Vehicles and Pedal Cycle Regulations (SL 65.26)

The scope of the amendments was mainly as follows:

- Introduce more environmentally-friendly new modes of transport which form part of a wider policy to help to alleviate traffic congestion on our roads and;
- A commitment to facilitate bike-sharing initiatives which will be situated in various places in Malta and Gozo, whereby people may without any pre-booking, rent bicycles or pedelecs (fitted with an electric motor having an output of not more than 250 watts)

#### 2. Amendments to Registration and Licensing (SL 368.02)

The scope of the amendments was mainly as follows:

- Extension of the regularisation scheme which has registered a significant success in regularizing the situation of licences arrears and de-registering (scrap) old and derelict vehicles thus removing them from circulation.
- Number plates are to be issued to new categories of motor vehicles which are being created, namely Malta Heritage Buses, Electric Trolley Vehicles and Car Sharing Vehicles.



### 3. Amendments to the Arrears of Motor vehicles Licence Fees Regulations (SL 65.24)

The scope of the amendments was required in view of the extension of the scrappage regularisation scheme under S.L.368.02. This was done with the aim to collect the maximum amount of revenue possible from licence arrears whilst at the same time reduce the number of unlicensed vehicles in Transport Malta's database to have a more realistic picture of how many vehicles are actually in circulation on the road. The amendment will allow vehicle owners the possibility to garage or scrap their vehicle and to avoid incurring further penalties. Transport Malta will for the last time inform all vehicle owners with vehicles which have a licence in arrears to regulate themselves. This will be a twenty-four month exercise which will be phased with the aim to manage the flow of customers at Transport Malta offices.

### 4. Amendments to the Exemption from Motor Vehicles Registration Tax Regulations SL.368.01

- a) The purpose of this Legal Notice was to harmonize all time frames in all cases where an application for exemption is to be filed within 30 days and not 20 days.

#### Paola Offices – A3 Towers

During 2018, the service pertaining to vehicle transactions and driving licences offered to all our customers continued to improve with service time for all transactions taking much less when compared to previous years. Queuing time was also decreased.

#### Ex-gratia Grant Scheme, the equivalent amount of VAT paid on Registration Tax for vehicles registered between 1 January and 31 December 2007 was granted during 2018

Transport Malta refunded the full amount equivalent to the amount of VAT paid on registration tax, less the amount of grant paid during 2014, to vehicle owners who were eligible for the grant and had a vehicle registered between 1 January and 31 December 2007.

Payments were issued during June 2018 in a full and final settlement. A total of €4.6 million were paid to the 6,389 eligible applicants. The same process shall be adopted during 2019 until all payments, up to end of 2008, are settled.

#### Scrappage Scheme

During 2018, another scheme was introduced to incentivise the purchase of new category M1 motor vehicles (passenger car) whereby a one-time grant was given to every vehicle owner who scraps an M1 (passenger car) with an age of 10 years or more and registers a new M1 (passenger car) with CO<sub>2</sub> emissions of not more than 130g/km and having a length of not more than 4,460mm. This grant was planned to encourage people to dispose of their old vehicles and to invest in new cars with lower emissions.

This scheme was aimed at reducing the number of old motor vehicles from the road and thus reducing pollution. Subject to various conditions, the grant was as follows;

- a) €900 up to a maximum of €1,500 and equivalent to the actual Registration Tax paid will be given to persons registering a new Category M1 vehicle with CO<sub>2</sub> emission levels up to 100g/km;

- b) €800 will be given to persons registering a new Category M1 vehicle with CO<sub>2</sub> emission levels between 101 and 130g/km;
- c) €2,000 will be given to persons registering a new category M1 Hybrid Vehicle with CO emissions between 40-65 g/km;

Every eligible person was entitled to only one grant under this scheme.

The Government allocated €1,800,000 for this scheme. There were 1,270 beneficiaries. Applications were handled on a first come first served basis.

### **Purchase of Electric Vehicles by Private Individuals, Registered NGOs and Private Companies.**

This scheme was aimed at reducing emissions generated from road traffic and thus improving the air quality levels by reducing the number of old motor vehicles from our roads, by promoting the purchase of Battery Electric Vehicles and Battery Electric Quadricycles.

During 2018, the amount of €1,350,000 was allocated and all the applications submitted for the grant were accommodated to the extent that 228 additional electric vehicles were registered on Maltese roads.

The grant was applicable to private car owners, registered NGOs, business community and also to Local Councils.

The scheme (subject to various conditions) was as follows:

- a) €7,000 upon registering a new Battery Electric/Plug In Hybrid M1 and N1 vehicle (when another vehicle with an internal combustion engine having at least 10 years from the year of its manufacture is de-registered and scrapped at an authorised destruction facility);
- b) €6,000 upon registering a new Battery Electric/Plug In Hybrid M1 and N1 vehicle (without scrapping another vehicle);
- c) €4,000 upon registering an imported second hand Battery Electric//Plug In Hybrid M1 and N1 vehicle which is not older than 36 months and not having more than 15,000km on the odometer (without scrapping another vehicle);
- d) €2,500 upon registering a new or used Battery Electric quadricycle (without scrapping another vehicle);
- e) Up to €200,000 for Commercial companies to change vehicle fleet from ICE to EV.

Applications were handled on a first come first served basis. Companies which have already benefitted from the last scheme with respect to electric vehicles were eligible to benefit again from this scheme as long as they were in line with state aid regulations.

## Conversion of Vehicles to LPG/Autogas

The scheme whereby vehicle owners could convert M1 (passenger vehicles) and N1 (goods carrying vehicles up to 3,500kg) to LPG/Autogas was extended in 2018, offering a one-time grant of €200 and leading to the reduction of CO<sub>2</sub> emission levels by 10%. The total budget committed towards this grant by Government amounted to €50,000, and a total 142 vehicles benefitted from the grant. The use of Autogas/LPG aims to contribute to the reduction of both greenhouse gas emissions and other tail-pipe emissions normally associated with petrol engines.

## Purchase of New Wheelchair Accessible Vehicles to be used as Taxis or a chauffeur driven vehicle:

Transport Malta introduced a new grant of €10,000 upon registering a new wheelchair accessible taxi (WAT) or a passenger transport vehicle and up to a maximum of €100,000 per year. The grant applied when another vehicle with an internal combustion engine having at least 10 years from the year of its manufacture and which had a valid licence for the past 5 years was de-registered and scrapped at an authorised destruction facility. The grant amounted to €10,000 and constituted the average increase in the value of a vehicle when this was equipped with wheelchair access facilities.

The Government allocated €100,000 for this scheme and there were six applications that applied for this grant.

## Grant of €400 for the purchase of NEW Pedelecs (Electric Power Assisted Bicycle) or NEW Electric Motorcycles, Mopeds, Tricycles or New Quads

Persons buying a NEW Pedelec (Electric Power Assisted Bicycle) or a NEW ELECTRIC Motorcycle, New Moped, New Tricycle or a New Quad ie: L1e, L2e, L3e, L5e, L6e were also granted a one-time grant of €400.

During 2018, the amount of €100,000 was allocated and all the applications submitted for the grant were accommodated to the extent that 224 additional pedelecs were registered on Maltese Roads.

## Removal of Registration Tax (length part) for ALL electric vehicles

With the aim of beginning a culture shift and with the aim of continuing to see our country benefit from improved air quality and less traffic on our roads, Transport Malta recommended the total removal of Registration Tax for all new and used Electric Vehicles including plug-in hybrids.

## Regularisation of Vehicles with Licence in arrears

Transport Malta continued with its effort to collect the licences of vehicles in arrears, including regulatory, policy and administrative measures. The Authority issued monthly notices to vehicle owners with licences in arrears, advising them to regularise their position and pay the vehicle road licence and any other pending fees.

- Total revenue collected from the scheme only during 2018 – **€269,000**
- Total Government Revenue increase during 2017 when compared to 2016 – **€ 3.5 million**
- Total amount of vehicles which regularised their position through the scheme during 2018 – **988 vehicles**

## eTransfers

Transport Malta continued with encouraging insurance agencies and brokers to process the transfer of ownership of vehicles through an online system at any of the authorised Insurance Agents or Brokers instead of visiting Transport Malta offices. This service provided value added to clients by promoting the concept of a one-stop-shop. 1,563 transfers were made during the year under review.

The table below lists the main transactions carried throughout 2018, compared to the previous year at the operational driver and vehicle licensing unit.

	Licensing Service	Number of Transactions		
		2017	2018	% Change
Vehicles	Newly Registered Vehicles	24,889	26,500	6%
	Change of Owner (Transfers)	56,104	57,585	3%
	Other Changes to Vehicles	9,252	10,210	9%
	De-garaged Vehicles	5,036	5,429	7%
	Exported Vehicles	280	319	12%
	Garaged Vehicles	7,720	8,952	14%
	Scrapped Vehicles	7,965	9,080	12%
	Road Licences Renewed	365,055	379,130	4%
	Number Plates Issued	69,260	75,912	9%
	Pre-registration Vehicle Inspections	8,062	8,100	1%

The table below lists the main transactions carried throughout 2018, compared to the previous year at the Driver and Vehicle Licensing Unit.

Licensing Service		Number of Transactions		
		2017	2018	% Change
Driving Licences	Learner Permits Issued	11,105	11,488	3%
	New Driving Licences Issued	6,398	5,985	7%
	Renewed Driving Licences	29,151	29,075	1%
	Driving Practical Tests	13,558	13,730	1%
	Driving Licences Exchanged	1,322	1,394	5%
	International Driving Permits	737	879	16%
	Withdrawn Driving Licences	694	1,310	47%
	Changes to Driving Licences	10,226	14,434	29%

## Driving Licences

During 2018 a total of 29,075 driving licences were renewed to existing driving licence holders. A total of 1,310 driving licences were withdrawn/given up for various reasons, such as those being deceased, holder no longer intending to keep his/her driving licence, withdrawal due to penalty points and/or withdrawal as per court ruling.

A total of 10,226 driving licences were re-issued with changes as requested by clients. These cases include change in address, change in holder's name and/or adding of a new driving licence category.

## Exchange of Driving Licences

On a regular basis the Unit also receives requests from foreign driving licence holders to have their licence exchanged into a Maltese one. Once the necessary checking is done through RESPER (a common register within EU member states), the exchange to a local licence is carried out. To this effect, a total number of 1,322 driving licences were exchanged in 2018.

## International Driving Licences

A total of 879 Maltese licence holders applied in order to be able to drive in another country outside the European Union.

## 125cc Motorcycle Policy

Holders of a Maltese driving licence in Category B may ride a motorcycle having a cylinder capacity not exceeding 125cc if powered by an internal combustion engine and having a power rating not exceeding 11 kilowatts (kW) and with a power/weight ratio not exceeding 0.15 kilowatts (kW) per kilogram, if it is powered by an electric motor on Maltese territory. In 2018, the amount of persons who benefitted from this scheme amounted to 1,486. Individuals who wished to benefit from this new scheme were to undergo practical training with a professional licensed motoring school with Category A requirements. The training would consist of ten hours training, comprising of 30% theory and 70% practical sessions.

## Seat belt Exemptions

During 2018, we received a total of 243 applications from vehicle owners to be exempted from wearing a seatbelt whilst driving and this due to a medical condition. These applications are verified by the Authority's medical consultant prior to these exemptions being granted.

## Tax Rebate Scheme on School Transport

A total of 3,965 individuals applied for a tax rebate during 2018. This means that parents of school children using transport to attend schools could apply to receive a tax refund on the relevant fees paid.

## Regulatory Unit

### Operator's Licences issued for the carriage of passengers for hire and reward

Every five years, the Unit verifies documents of each and every Operator's Licence issued. During this process, the Unit checks the *Fedina Penali* and the financial standing for each operator. During 2018, the Unit verified the documents of 64 operators. These operators had their relative Operator's Licence renewed and/or newly issued.

During the year under review, there were 416 persons who obtained a licence to drive a white taxi and 532 drivers who obtained their Certificate of Professional Competence (CPC), which enables them to drive public transport or heavy goods vehicles.

The Unit registered 49 new Operators during 2018 with a total of 678 Passenger Transport Operators at the end of 2018.

### Public Service Garage Permits

Holders of public service garages (operators of vehicles with a maximum seating capacity of 8 seats plus driver) are bound to pay their respective permit every year. There were 871 public service garage permits paid (renewed) while 91 new permits were issued.

An exercise to collect public service garage arrears which were not paid by the operators for a number of years was carried out. The amount of €30,009.48 was collected during this exercise.

## Tags

Tags issued for Category D (buses), D1 (minibuses), Category B (white taxis and chauffeur driven vehicles) and cabs (*karozzini*) amounted to 5,024 during the year under review.

## Customer Care Unit and Ombudsman Affairs

Transport Malta continually strives to improve the service offered to the general public as its external clients and also to its internal clients, hence the amalgamation of customer care activities and ombudsman affairs operations.

### Customer Relationship Management (CRM)

Customer Relation Representatives follow a clear process and log the status of each complaint received from various sources into the system. Previously, importance had been given to the quantitative aspect of queries in displaying the efficiency of how complaints were managed. It transpires that such *modus operandi* does not give insight as to the areas within Transport Malta which are mostly prone to a potential complaint from the public.

As from October 2013, the Unit shifted its focus to the qualitative aspect of queries received from the public. Qualitative documentation allows Transport Malta to focus better on the areas of concern. The Authority is thus aiming to be better equipped to address issues effectively.

During 2018 discussions with Chairman's Office via the Deputy CEO were done for the purpose to increase one's service levels provided to the public. To this effect, proposals were created to kick start as of 01 January 2019 for the purpose of the following:

- To handle 90% of inbound telephone calls;
- To provide a first response to email contacts within 48 working hours;
- To manage Facebook queries in an independent context.

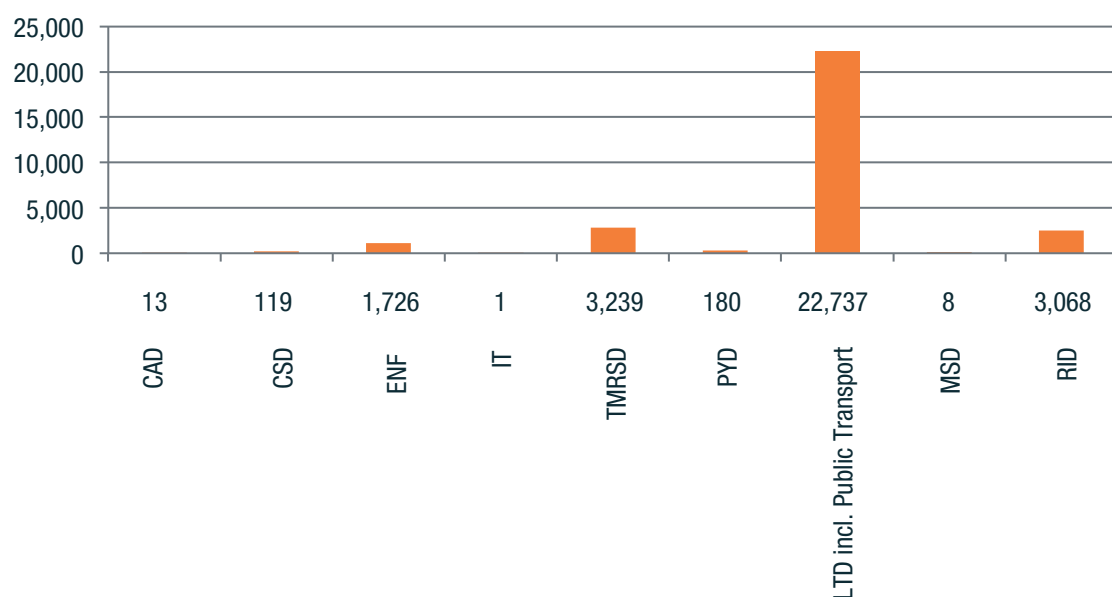
### Customer Queries 2018

The Customer Care Unit received 22,764 complaints and/or queries during 2018 via email, direct calls and through Facebook. This is an increase of 3,131 complaints and/or queries over the previous year. The unit logged 8,329 walk-in clients, who held one-to-one meetings with members of the Customer Care Unit during opening hours. Nonetheless this amount is not conclusive since it does not include all walk-in clients and it is estimated that approximately 35% of walk-in clients were not logged in the system. As the unit was operating with skeleton staff, there was substantial pressure for the staff handling walk-in clients and in order to cope with the high influx of clients

it was not always possible to log the visiting client details in the system. It is estimated that the Customer Care Unit handled 11,244 walk-in clients.

The Call Centre managed by Centrecom Ltd, which is a third-party outsourced by Transport Malta, handled 122,096 complaints and/or queries during 2018. The Customer Care Unit and Call Centre collectively handled 156,104 cases.

The following chart shows a breakdown of the total number of complaints handled by the Customer Care Helpdesk per Directorate/Unit.



## Major Type of Complaints per Directorate / Unit

### Land Transport Directorate

Most of the queries received for the Land Transport Directorate concerned issues with driving licence renewals, road licence enquiries, complaints about delays in tag renewals, registration of vehicles and various vehicle schemes. Public Transport issues included complaints about non-provision of service, driver misconduct and suggestions for new routes.

### Roads and Infrastructure Directorate

Whilst the Roads and Infrastructure Directorate was separated from Transport Malta and revamped into a separate legal entity by the name of Infrastructure Malta, we had a substantial number of clients who contacted Transport Malta in connection with roads issues. The huge majority of queries regarded road repairs and feedback from the public regarding the Marsa Junction works.



## Traffic Management

Queries related to the Traffic Management and Road Safety Unit included reports about malfunctioning traffic lights and suggestions/complaints about traffic light timings, reserved parking spaces, road markings and suggestions/complaints about traffic management flows.

## Ombudsman Affairs

Ombudsman Affairs relate to the activities related to and the involvement with regard to new and/or work-in-progress cases instigated by the Office of the Ombudsman involving Transport Malta in conjunction with internal and external issues.

The liaison person who objectively operates exclusively on behalf of the Transport Malta Chairman and represents the Authority on each case put forward by the Office of the Ombudsman, acts as the middle man between the Transport Malta Official involved, Complainant and Ombudsman Investigating Officer in question.

Considering that Cases may either be straightforward or complicated, their lead time to finalize is totally dependent and up to the discretion of the Ombudsman.

During 2018, there were 23 new cases for the year under review, of which 7 cases were successfully closed, 6 cases are awaiting closure from the Office of the Ombudsman, and 10 cases are pending feedback from across the Authority.

Mr Christopher Cutajar, the Permanent Secretary for the Ministry for Transport, Infrastructure and Capital Projects, writes to the Heads of Public Sector Entities within the Ministry's portfolio via Memo No. 28/2018 dated 8<sup>th</sup> August 2018 that in order to standardize the administrative framework in conjunction with Ombudsman cases the Ombudsman Liaison Officer of Transport Malta has been nominated by the Office of the Permanent Secretary to deliver informal workshops during the year 2019 so as to enhance efficiency, transparency and accountability in the management and administration of Ombudsman cases since the Ombudsman Liaison Officer for Transport Malta has been recognised (by letter dated 14<sup>th</sup> September 2018 with MTI reference number MTI14/2013) for demonstrating good practice in the treatment of Ombudsman cases. Henceforth, the invitation to tutor the forthcoming workshops to all other Liaison Officers within the Ministry with the aim to standardize best practice and enhance expertise in this field.



# ENFORCEMENT DIRECTORATE

## Functions

The Enforcement Section of Transport Malta responds to and investigates complaints on unsafe vehicles and other passenger carriers. The Directorate also coordinates closely with other Law Enforcement and other regulatory agencies in ensuring safe, legal and properly maintained means of transportation. This Directorate has the responsibility for the overall Enforcement of Land transport according to the provisions of the Authority for Transport in Malta Act, and other laws and regulations regulating road transport.

The Enforcement Directorate also houses within it a Maritime Enforcement Unit, responsible for providing security services in our ports as well as safety at sea enforcement.

## Land Enforcement

The Enforcement Directorate carries out the following operations to meet its responsibilities outlined above:

- Acts as regulator for all licensed transport providers;
- Ensures all vehicles are within legal emission levels;
- Enforces the applicable legislation on operators to ensure compliance;
- Ensures that all transport sectors operate safely and efficiently;
- Provides customer care to all stakeholders via enforcement staff;
- Brings all defaulters before respective courts/tribunals to be sanctioned accordingly or otherwise;
- Follows up complaints and takes action when necessary;
- Enforces the applicable regulations on new road works;
- Carries out roadside checks and tests related to emissions, road worthiness, carriage of dangerous goods and tachographs;
- Conducts company checks at the operating centre of companies involved in international activities;
- Manages budgets;
- Manages and follows up on contraventions issued by Enforcement Officers;
- Manages the statistical data pertaining to enforcement processes;
- Manages, processes and effects enforcement of road works infringements;
- Designs and manages road closures manned by enforcement officers;
- Is involved in the preparation and management of tenders related to security services across the Authority;

- Manages, implements, reports and transposes the EU Regulations/Directives pertinent to enforcement, namely:
  - **Directive 2014/47/EU:** Technical Roadside Inspections of the Roadworthiness of Commercial Vehicles circulating in the union and repealing Directive 2000/30/EC. Work has started on the transposition of Directive 2014/47/EU whilst it is still ongoing on Directive 2000/30/EC whereby all Vehicle Inspectorate Unit equipment is now in full working order, was repaired as necessary and other equipment was calibrated. New equipment was also purchased.
  - **Directive 2015/719/EU:** Directive of the European Parliament and of the Council amending Council Directive 96/53/EC laying down for certain road vehicles circulating within the community the maximum authorized dimensions in national and international traffic and the maximum authorized weights in international traffic. Transposition and Cabinet Memo have been completed and questionnaires either issued by the Commission or issued by any other Member State are regularly filled by the Directorate.
  - **Directive 2006/22/EC:** Directive of the European Parliament and of the Council on minimum conditions for the implementation of council regulations (EEC) No. 3820/85 and (EEC) No. 3821/85 concerning social legislation relating to road transport activities and repealing council directive 88/599/EEC. In 2017, quotations were in the process of being prepared for the procurement of tachograph readers (hardware), tachograph software to extract data of both vehicles and driver and training of Enforcement Officers. Reporting obligations are being met through the submission of a data report every two years on company checks and roadside checks. Questionnaires either issued by the Commission or issued by any other Member State are regularly filled by the Directorate.
  - **Regulation 165/2014/EU: of the** European Parliament and the Council on tachographs in road transport repealing Council Regulation 3821/85 (EEC) on recording equipment in road transport and amending Regulation (EC) 561/2006 of the European Parliament and the Council on the harmonization of certain social legislation relating to road transport: This regulation was approved by the European Parliament on 28<sup>th</sup> January 2016. The Authority currently satisfies all obligations through Roadside Checks.

The regulatory operations undertaken by the Enforcement Directorate are related to passenger transport service providers and commercial vehicles, emissions and safety of private vehicles and road works.

## Issuing of Traffic Related Fines

In 2018, the Enforcement Directorate issued 14,382 tickets for various contraventions that fall under its remit. The majority of tickets were issued during March (1,810) followed by August (1,342) and February (1,319). The majority of tickets were issued in St Julians, St Paul's Bay and at the Malta International Airport.

The majority of the contraventions issued were primarily related to illegal parking (6,660), followed by unexpired

licences (2,491) and licence not affixed to the windscreen (2,438). Although the Directorate focuses primarily on matters pertaining to the private transport, work related to Public Passenger Transport Services and issues related to commercial vehicles is also undertaken to minimise the duplication of roles with the Malta Police Force and Local Wardens.

### The Rapid Traffic Response Team (MC Unit)

The Rapid Traffic Response Team is a roaming 'on road' service that provides quick clearance solutions and traffic control for hazards primarily on major roads during peak traffic. They work closely with Police, Emergency Services and Traffic Wardens. Traffic Response Officers are highly trained in accident management and are ready to attend a range of safety and congestion related incidents.

The Rapid Traffic Response Team:

- ensures the area around the accident or event is made safe;
- minimises the risk of a secondary accident;
- patrols designated routes to proactively manage traffic accidents;
- ensures the safe removal of disabled vehicles from main roadways;
- monitors activities that are impacting traffic flow, including road works and construction;
- provides real time traffic intelligence and surveillance to Transport Malta Base.

### Clamping & Towing

The Enforcement Directorate has spearheaded an overhaul of its regulatory functions and powers with the aim of strengthening its operational capabilities. This led to the publication of a comprehensive set of amendments to the Clamping and Removal of Motor Vehicles and Encumbering Objects Regulations (S.L. 65:13).

The underlying rationale of these amendments was to grant Enforcement Officers of Transport Malta the power to clamp and remove vehicles which are being illegally used on the road in Malta. Such powers were previously reserved to the Commissioner of Police and the Local Councils. As a result of the amendments, the Authority now has the right to clamp and remove from the roads in Malta vehicles which are used on the road without having been registered and licensed with the Authority, vehicles bearing foreign number plates which are not properly licensed for use on the road and which are being used abusively, in breach of the Motor Vehicles Registration and Licensing Act (Cap. 368) and regulations made under it.

Total Clamps for 2018 were of 1,014.

## Inspections undertaken by the Enforcement Directorate in 2018

The VIU members were increased from 5 to 8 on the 8<sup>th</sup> January 2018 and to 9 members on the 8<sup>th</sup> March 2018 bringing the total to 9 members.

VIU personnel were detailed to perform traffic management duties every weekday between 06:30 and 09:00 between 8<sup>th</sup> January – 28<sup>th</sup> June 2018 and 25<sup>th</sup> September – 21<sup>st</sup> December 2018.

However, VIU personnel were detailed, on overtime basis, to performed Tachograph inspections on latter mentioned period to achieve EU Directive targets.

SMS Emissions tests	Called for test	Passed	Failed
	(by Customer Care)		
	795 calls (see below)	398	75
The procedure used by the Customer Care Unit/ Office is that vehicles showing up for first letter calls are not called again on second calls. Hence the above figure shows all calls during 2018 including the said doubles (those which failed to show up or failed test on first call). Otherwise the 'Passed' and 'Failed' columns are the correct amount for those showing up on first, second calls or subsequent dates (up to 31.12.18)			

Roadside Technical Inspections (as per entries in database)	Inspected	Passed	Failed
M1/N1	784	436	348
N2	827	406	421
N3	585	248	337
O2	3	1	2
O3	3	1	2
O4	123	59	64
M2	324	206	118
M3 (route buses)	647	178	469
M3 (coaches)	238	152	86
T5	1	1	0
Total	3,535	1,688	1,847

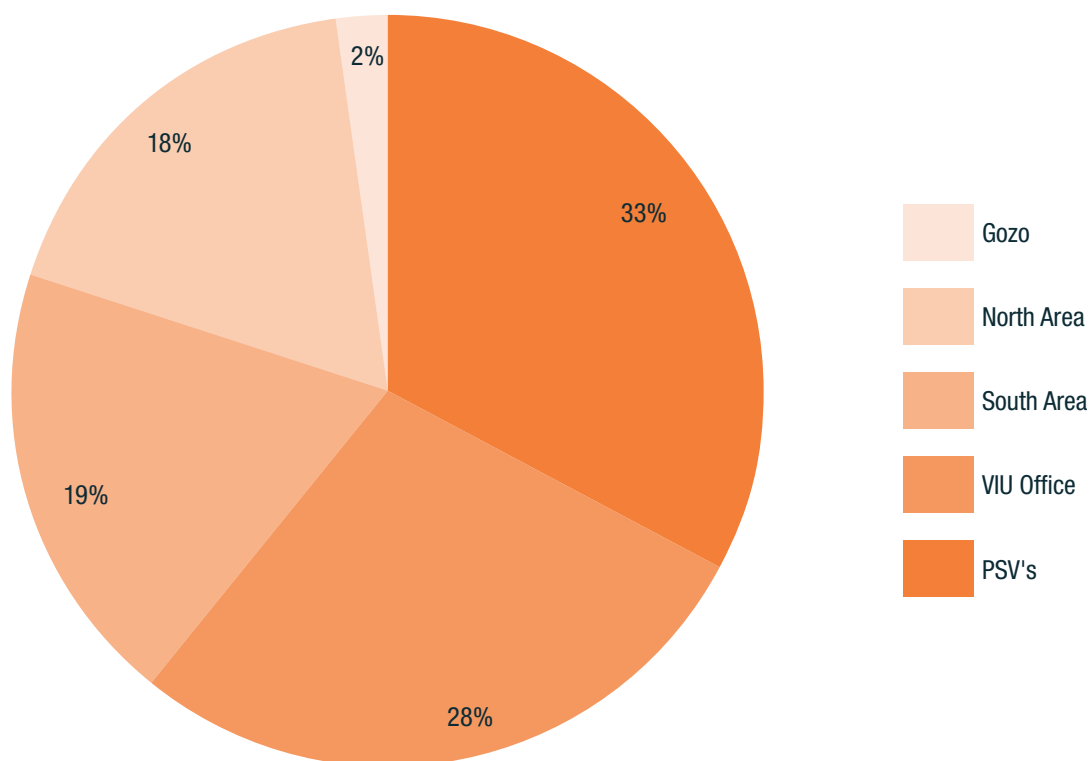
6 motor cycles were also inspected during 2018 but these were not added to the above data as they are not part of the EU requisites.

ADR inspections	Inspected	Passed	Failed
	70	44	26

	Number of inspections	Days checked	Passed (0-2 pts risks included here)	Failed (3-10 pts medium risks & +10 pts high risks included here)
Roadside Tachograph inspections	28	784	17	11
Company checks	9	1,403	3	6

Charges issued	
Badly maintained (multiple faults) during RTI's	301
Excessive emissions	16
Lights	131
Worn tyres	57
Overloading of cargo/protruding load	3
Leaks	18
Other VIU related	127
(Enforcement related whilst on VIU duties (recorded	79
<b>Total</b>	<b>732</b>

Percentage as per inspections per area (to nearest 1%):



Details:

Venue (or nearest vicinity to)	Chart Area code	No. of RTI's performed in area
Bieb is-Sultan - Żabbar	685	0
Corradino		189
Għar Dalam / M'Xlokk Rd		52
Gudja		57
Hal Far		44
Hompesch rd		29
Kirkop Tunnels & Żurrieq		56
M'Skala Bypass		85
Triq ir-Ramla- Kirkop / Kandja		10
Triq l-Industrija - Kirkop		9
Triq San Anard - Tarxien		29
Triq il-Kottonera – Birgu/Fgura		58
San Ġwann		63
Hal Luqa		4
Gozo	78	78



Venue (or nearest vicinity to)	Chart Area code	No. of RTI's performed in area
Burmarrad	620	82
Għajn Tuffieħa Rd – Mġarr		0
John Adye Street – Naxxar		53
Mqabba Rd – Siġġiewi		33
Mġarr rd – Mġarr		8
Mtarfa Bypass		0
Notabile Rd – Attard		59
Independence ave – Mosta		29
Siġġiewi / Lapsi		62
Triq id-Difiza Ċivili - Mosta		43
Triq il-Hemsija - Rabat		95
Triq il-Fortizza Mosta		47
Ta' Qali		74
SPB bypass		8
Xemxija		27
City Gate (PSV's)	1,148	349
Marsa P&R (PSV's)		236
Ċirkewwa (PSV's)		180
Rabat Domus		15
MIA (PSV's)		248
Others (PSV's)		120
VIU (LTD requests)	1,004	27
VIU (letters)		977
		3,535

## Enforcement on Road Contractors/Service Providers

In 2018, the Directorate issued 10,371 enforcement letters to contractors and/or service providers for not abiding by the law and regulations related to road works. This is a sharp increase from the 143 issued in 2017.

Such letters are issued following a site section carried out by the Field Officers of the department in relation to temporary traffic management conditions and also following assessment of the road reinstatement conditions.

## Security at Transport Malta Premises

The Enforcement Directorate also provides security services at Transport Malta premises. The service relates to the security function at Transport Malta offices (Lija Head Office, Licensing and Testing Offices and the Technical Department Offices). Due to the introduction of receptionists within Transport Malta premises, the services of security personnel have been heightened by increased surveillance and responsibility.

## Assistance to Local Councils

A system was established within the department whereby technical design assistance is provided to Local Councils in relation to requests made for the implementation of measures which require specialised knowledge on road design.

Following various complaints by several Local Councils, in June 2016 Transport Malta invested in human resources and restructured its team and procedures so as to improve its relation and service towards the Local Councils.

Several issues are discussed and agreed upon during weekly meetings held with Local Councils Association members. Meetings are also held with the Director for Local Government.

The below table outlines the number of meetings which took place in 2018. Most of these meetings were held at the TM premises in Lija while the others were held at the respective towns' Local Councils, at the Enforcement Directorate and during the monthly Traffic Control Committee held at Enforcement premises.

Locality	Lija	LC	Luqa	A3 Towers	MTIP	TCC
Valletta	5	1				
Għaxaq	2		1			
Gudja		1				
M'Scala		1				
Hamrun		1				
Gżira	1				1	
Żurrieq					1	
Xgħajra	1					
Attard						1
Mdina		2				
Kalkara		1				
Mosta	1					2
St. Luċija	2			2		
Paola	3					2
Pembroke	1					

Locality	Lija	LC	Luqa	A3 Towers	MTIP	TCC
Birgu	2	1				
B'Kara		1				
B'Bugia	4	2				
M'Xlokk	2	1				
Msida	2		1			
Senglea	1	1				
Rabat	1					
Lija	1					1
Mellieħa	1	2				1
St.Venera	3					
Cospicua	1	1				
St.Julians	3	1				
Mqabba	1					
Żebbuġ	1	3	1			2
Naxxar	2					1
Żabbar	1					
Żejtun	1					
Sliema	2					1
Qormi	4					
Mġarr	4					
Għargħur	2					
Luqa	1					
Kappara	1					
San Pawl il-Baħar	1	1				2
Fgura	1	1				1
Kirkop	1					
Swieqi	1					
<b>Total</b>	<b>61</b>	<b>22</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>14</b>

## Traffic Control Committee

The Enforcement Directorate organises and hosts the Traffic Control Committee, previously held at the Ministry, to directly communicate and discuss issues pertaining to the country's traffic management and road safety. During these monthly meetings, the Chairman and the members of the Board meet representatives from various entities, Ministries, Local Councils and even the public, in order to reach solutions which meet the approval of those concerned. During 2018, a total of 10 Committees took place. The most popular issues presented during these Committees vary from Traffic Management plans during road works or developments and road closures for erecting/dismantling of tower cranes, to planning events across Malta and Gozo while ensuring safety and swift coordination in our roads for all.

## Road Permit System

As from August 2015, the Traffic Management and Road Safety Department was entrusted with the Road Permit System. This system was designed to be accessed through a web browser through the following address: <https://www.roadpermits.gov.mt>.

The trenching permits section is used to create and view trenching permits which are:

- RWP1 - Major Road Works Permit
- RWP2 - Emergency Road Works Permit
- RWP3 - Minor Road Works, Maintenance and Repair Permit

This section also allows entities to provide feedback for trenching permits as well as print permits that have been issued.

Furthermore, the inspections section is used to update information about the inspections of a permit. Here the inspection users can assign the next inspection date and fill in works in progress forms.

Engineering Unit

### Traffic Lights and Pedestrian Crossings

During the course of 2018, following testing and control in our workshop, 9 major junctions were re-programmed to operate in actuated mode, using inductive loops installed underneath the tarmac. This has resulted in an average of 20 seconds being saved each cycle since the junctions now operate according to on site traffic conditions. The junctions located at Tal-Barrani had their timings optimized following a study conducted by UK based consultants JCT Consultancy, who created a synchronized program consisting of 5 programs used at different times of the day for each of the 3 junctions. Separate programs were made for Saturday and Sunday.

We added 3 new junctions to our TMACS traffic light monitoring software, therefore we can now remotely monitor and control 17 major traffic light junctions and 2 pedestrian crossings. 3 more junctions are being upgraded for future connection to TMACS later on this year.

Countdown timers were installed in a trial site in the Sliema seafront, these timers show the seconds remaining for both vehicles and pedestrians. This new feature has proved very popular and we anticipate requests for their installation on other sites.

Marsa Junction configuration was changed to match the requirements for the current stage of the Marsa Junction Project. Transport Malta was employed by the Turkish contractor Bogazici Proje Engineering Inc. to provide traffic light equipment and expertise.

## VMS and LCS

During the course of 2018 2 tenders were awarded for the installation and commissioning of VMS screens in various locations in Malta. Currently 3 large VMS screens are being utilised by the control room to display information. These screens are located in Burmarrad, Blata l-Bajda and Luqa. In the coming months 2 more VMS screens and 11 LCS screens will be installed at Kappara Grade Separated Junction.

### Tenders, Procurement and Stores

Tenders for the supply, installation and commissioning of CCTV's and VMS screens at Kappara were awarded during 2018. We also issued a tender for the supply of traffic light spare parts in order to re-fill our stores following a large amount of traffic light upgrades to LED lights as well as various new installations across the island.

## Maritime Security and Enforcement

The Maritime Security & Enforcement Department (MSED) is responsible for providing security services at the port facilities that are administered directly by the Authority, namely Boiler (Senglea) Wharf and Flagstone/Timber Wharves. Transport Malta secures the said facilities on a 24/7 basis in accordance with the provisions promulgated in S.L. 499.35 Ports Security Regulations that transpose Regulation (EC) 725/2004 on enhancing ship and port facility security. The security department has the responsibilities of the Port Security Office with the main aim to apply its human capital expertise more assertively to support the Authority's division in order to deliver results. To continue enhancing the monitoring of Ports, the Maritime (CCTV) Control Centre was revamped with renewed Ports CCTV cameras and also with the introduction of a private radio channel and new marine VHF equipment.

The Security related operations undertaken by MSED are monitored by the Maritime Security Compliance Monitoring Unit (MSCMU) which during the year under review has strengthened its competence proficiency as two officials have earned the internationally certified and registered ISO Lead Auditor status. The Unit has conducted an aggregate of over 200 audits on a number of levels on the Ports of Malta and Port Facilities, RSO's and training certificates of PFSO's as per IMO and EC Regulations and legislation including extensive regulatory EC Monitoring Reports. The Unit also conducted a number of in-depth studies and high-level reports on Maritime Security and Critical Infrastructure Protection in Port Areas and also on the CIP transport domain in general.

## Sea Enforcement

This department continued to play an active role in the Authority's annual safety at sea campaign taking place during the summer season. This year, the safety at sea campaign was further reinforced through an increase in the number of patrols carried out by maritime enforcement officers on board sea craft. The main aim of such patrols was to ensure safe navigation and the creation of a safe environment for bathers. The unit also strengthened its presence in ports to assist arriving and departing ships.

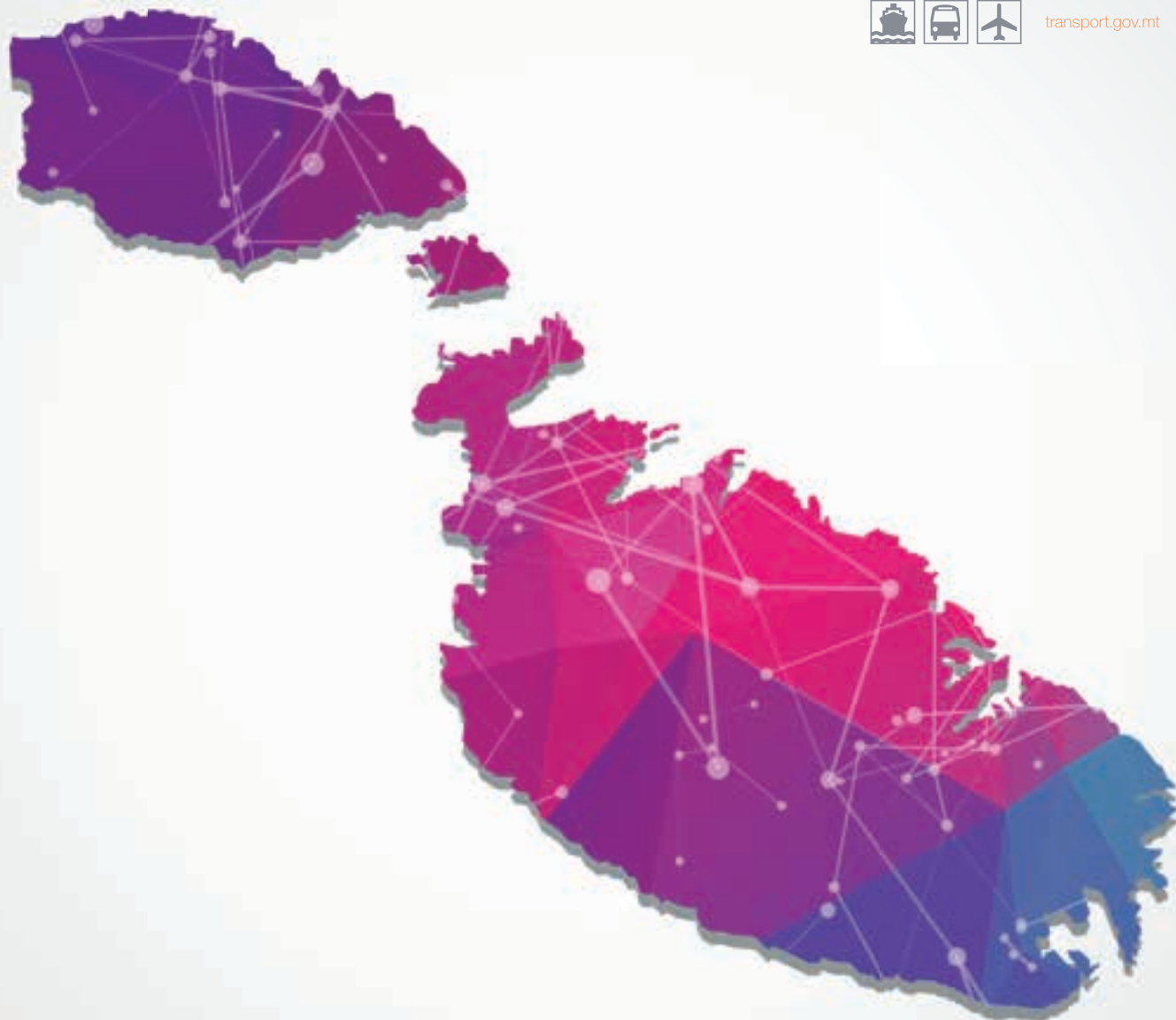
The Authority's policy has always been to emphasize the educational aspect of enforcement, and in this regard in 2018 the department extended the educational campaign on the media, including the anti-drink-driving campaign. The aim was to instil in the general public a sense of awareness of the various regulations while stressing caution and responsibility, so that, whenever possible, accidents which can sometimes be fatal could be avoided. This notwithstanding the Authority continued to be vigilant and imposed the applicable administrative fines where necessary.

Transactions related to MSED	2017	2018
Vessels Inspected at Sea	894	1,027
Vessels Found Contravening The Regulations	507	462
Charges Issued	268	223
Warnings issued	239	239
Vessels Found In Order	387	565

As in previous years, the Ports & Yachting Directorate continued to implement the concept of bay coordinators. The aim of these coordinators was to establish continuous presence at the most popular Maltese bays, especially at Comino Blue Lagoon where the increase in activity was extensive throughout the summer period.

During the year under review, MESD took a very active role in facilitating and supporting the ever increasing maritime activities, including those held at national level, giving particular attention to the Valletta 2018 sea related events. The role of the Unit was to ensure that activities were carried out safely and with minimum disruption to commercial movements. Such assistance also included preparation for port closures, coordination with other emergency service providers and enforcement agencies, as well as the provision of dedicated staff to ensure good order at sea.

In addition to the above, MESD was also involved in assignments related to legal/court proceedings; inspections/enforcement on commercial operators, moorings, marinas, slipways and landing places; as well as by providing assistance to other local enforcement agencies, particularly in emergency situations at sea by rapid conveyance for those requiring urgent medical attention.



# INTEGRATED TRANSPORT STRATEGY DIRECTORATE

## Functions and Duties

The Integrated Transport Strategy Directorate (ITSD) is responsible for the:

1. Integration of transport research and infrastructure planning;
2. Development and coordination of transport policies;
3. Development of standards;
4. Traffic Management and Road Safety
5. Coordination of European Union affairs.

The ITSD is tasked with developing a holistic strategic framework for the development of a national transport system that is safe, secure and sustainable, and which brings together expertise and resources from legacy organisations.

### 1. Integration of Transport Research and Infrastructure Planning

#### Implementation of the Transport Master Plan

In January 2017, the European Commission officially approved Malta's National Transport Strategy 2050 and Transport Master Plan 2025. The adoption of the Strategy and Master Plan was an *ex-ante* condition for unlocking ESIF funding to the transport sector. The Transport Strategy and Master Plan cover all modes of transport in Malta, but place significant emphasis on the challenges of road congestion and climate change.

In 2018, the World Resources Institute selected Malta's National Transport Strategy 2050 and Transport Master Plan 2025 as a "best practice" case study in long-term planning efforts in climate, development, energy and economics. The Directorate prepared an academic paper overviewing the steps undertaken, as well as the processes and challenges experienced during the development and early implementation stages of Malta's national transport strategy. Following a peer review undertaken at the end of 2018, the paper was subsequently published by the World Resources Institute <https://www.wri.org/climate/case-studies>

During the year under review, Transport Malta started to implement a number of the operational measures contained within the Transport Master Plan.



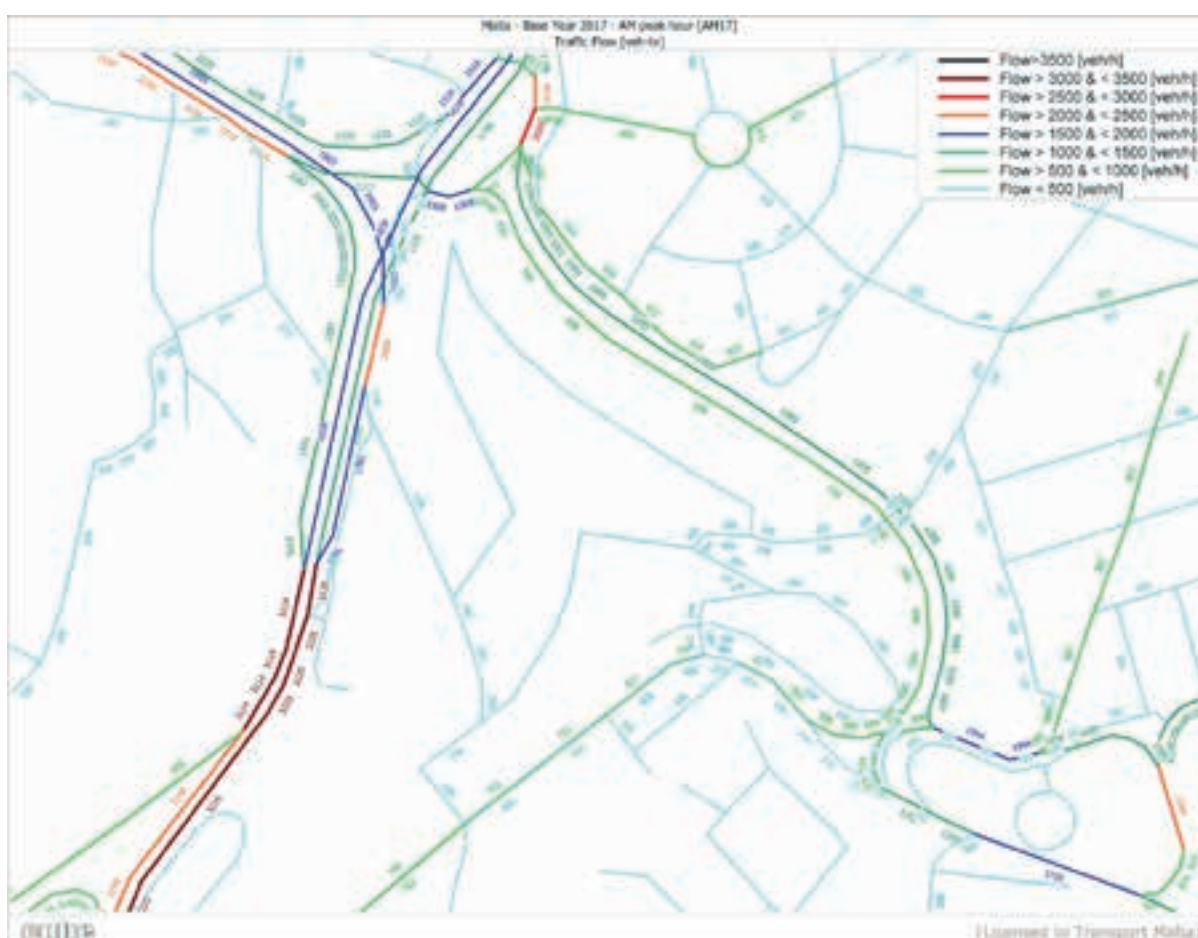
## Transport Modelling and Forecasting

### *National Transport Model*

In 2018, the Directorate continued the process of refining the national transport model and its modelling scenarios. By updating the model's base-year and forecasting scenarios, the Directorate ensured the highest possible level of accuracy when called upon to provide technical support and guidance in various transport planning applications. The model continued to be used to provide assistance in the planning and design of new roads and the testing of alternative transport systems. In addition, it was also used to support the development of policies and plans being developed in other areas, such as energy, environment, land use planning and health.

### *Collection and Analysis of Transport Data*

Over the year, ITSD coordinated the collection and compilation of transport data encompassing air, sea and land transport. The data was used both to refine the national transport model and to identify various challenges facing the transport sector by using various data analytics tools and geographic information systems. Solutions to these challenges were then developed and tested using the national transport model.



**Figure 1: Output from the NTM showing flows for the Msida Area during the morning peak period**

## Applications for funding

The Directorate supported a number of units within Transport Malta that were seeking EU funding under the current programming period (2014-2020) and the Connecting Europe Facility, by providing data, statistics and policy guidance on the strategic framework and scope of projects that would be eligible for funding.

## Transport and Land Use Planning

The Directorate is responsible for the assessment and review of Planning Authority development applications (PA), Planning Control applications (PC) and Development Notification Order applications (DNO) during the PA consultation process. Over the year, the Directorate coordinated the inter-directorate feedback by Transport Malta and Infrastructure Malta on these applications by submitting recommendations, reports and any required transport-related conditions within the stipulated time frames and it also provided technical feedback on the Planning Authority's assessments of Transport Impact Assessments and Simplified Transport Studies.

In summary, in 2018, Transport Malta received about 8,100 consultation requests for planning applications (PA), of which 500 were directly transport-related, and of these, 62 required either a Transport Impact Assessment or a Simplified Transport Study. Transport Malta was also consulted by the Planning Authority on 66 Planning Control applications (PC) for changes to schemed road alignment. The Directorate has also technically assessed 88 Development Notification Order (DNO) applications and 80 pre-DNO applications.

ITSD also coordinated bi-monthly Transport Consultation Committee meetings between Transport Malta and the Planning Authority, in order to discuss specific transport-related projects requiring further assessment by both Authorities.

## 2. Development and coordination of Transport Policies

ITSD provided specialised transport input into cross-sectoral policy documents at national and EU level policies and plans on climate change mitigation, road safety, noise abatement, the environment and local plans. This included working with the Ministry's Policy Development and Programme Implementation Directorate on the preparation of Malta's National Policy Framework on Alternative Fuels Infrastructure for Transport (2018-2030) which was approved by the European Commission in February 2018.

In traffic management, the directorate initiated the process of updating technical guidelines traffic management for the preparation of road safety audits, impact assessments and road safety inspections to reflect the recent legislative changes and best practices. The Directorate also provided technical input into the draft policy guidance document "Streets for All Guidance" prepared by the Commission for the Rights of Persons with Disability (CRPD).

Representatives of the directorate presented country reports outlining Malta's transport policy, as well as participating in bilateral meetings on the TEN-T Core Network Corridor and European Semester.

## International Policy Development (non-EU)

The Directorate provided statistical transport data and policy positions in a number of transport policy areas in relation to the OECD International Transport Forum, Inland Transport Committee of the UN-ECE, the European Transport Safety Council and the Asia-Europe Meeting of Transport Ministers.

## 4. Traffic Management & Road Safety

The traffic management and road safety unit consists of a team of professional and technical staff having two distinct, but complementary aims, namely, to assist in the development of active management to facilitate traffic on our road network and to improve road safety for motorised vehicles and vulnerable road users.

### Traffic Management

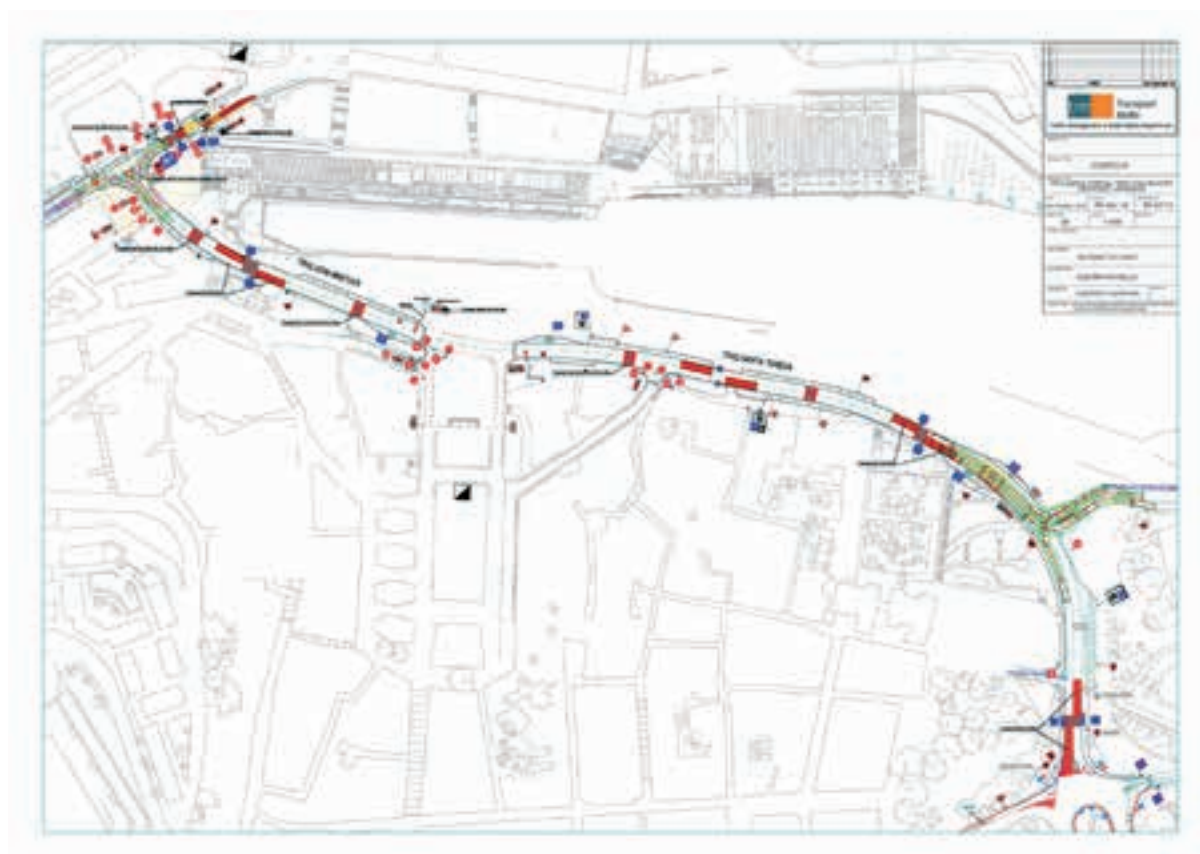
Since the establishment of Infrastructure Malta, Transport Malta has retained regulatory responsibilities for the management, safety and control of road traffic. The traffic management unit provides the expertise and necessary oversight to carry out the technical assessments and to develop policies aimed at improving circulation and safety for all road users.

As such, in 2018 the unit handled a considerable number of applications, mainly from local councils but also from private individuals and other government entities in order to make the best use in terms of economic vitality and society in general. The applications received, even though very varied in context, mainly included:

- Local Traffic Management upgrades, including links & junctions
- Traffic management schemes including traffic flow systems
- Pedestrian Crossing Facilities
- Facilities for Electric Cars
- Cycling Infrastructure
- On Street Parking Measures
- Traffic Calming & Speed Management Measures
- Embellishment of Residential Areas
- Road Safety Features

During the year, 1,139 requests in relation to the above fields were recommended for implementation by the unit, whilst 235 applications were not recommended for approval. All applications were reviewed in close cooperation with applying local councils and parties.

In addition to the above, around 400 applications were received in relation to Blue Badge Holder Reserved Bays, out of which 76 were approved. Up to August 2018, these applications were reviewed through the Board for Reserved Parking for Disabled Persons, however also in line with legislative changes, a revised policy had been prepared and this came into effect in November 2018. This policy permits Transport Malta to assess the requests from blue badge holders only in terms of traffic management logistics and eliminates the medical aspect which is now reviewed by the relevant entity; CRPD. Since the policy became active, 21 applications have been approved for implementation. Further to legislative changes, personalised reserved bays for blue badge holders were also introduced.

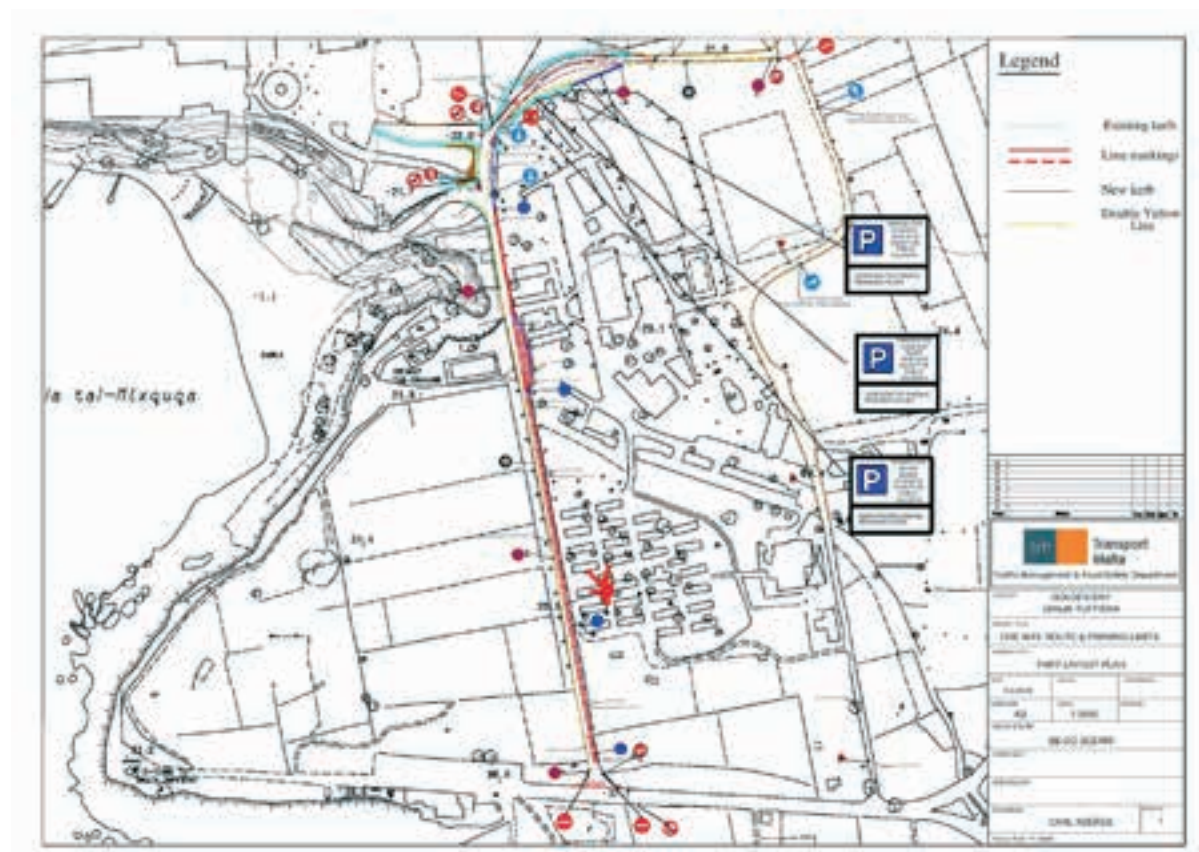


**Figure 2: New Traffic management at Golden Bay designed and implemented by Transport Malta.**





The Directorate is responsible for Malta's CARE database for road traffic accidents and for providing the European Commission with annual updates of the data for statistical purposes. During 2018, Transport Malta collaborated with the Police to develop data in relation to collisions on the road network.



**Figure 4: Proposed Traffic Management Upgrade around Dock 1**

## 5. Coordination of European Union affairs

During the year, the Directorate assessed EU regulatory proposals relating to land and intermodal transport from a policy and technical perspective; preparing lines to take, instruction notes as well as briefing notes for formal and informal ministerial transport council meetings.

## Sustainable Mobility Unit

### Incorporating the Malta National Electromobility Platform (MNEP)

In line with the Malta National Electromobility Action Plan (MNEAP), this Unit continued working on a number of initiatives involving Sustainable Mobility during 2018. The unit currently has the following ongoing projects:

#### GROWSMARTER (2015-2020)

Funded under Horizon 2020, Transport Malta is participating on behalf of the Valletta Region as a Follower City to observe and follow activities being implemented with regard to the roll-out and installation of EV charging infrastructure and the deployment of e-car and e-bike sharing solutions. At the end of the project, TM will have compiled two Replication Plans in this regard, that will guide similar implementation of activities in Malta. During 2018, the MNEP Unit worked closely with consultants to prepare a detailed Preparatory Study (including a Mapping Plan) and a Cost Benefit Analysis for the extension of the current electric vehicle charging network in order to meet targets as set in the Alternative Fuels Directive. This study has been completed. Additional infrastructure connected with electromobility shall be deployed nationwide with a particular focus on the Northern and Southern Harbour Districts.


#### DESTINATIONS (2016-2020)

Funded under CIVITAS, the project aims to deploy, demonstrate and test various measures within the Valletta region (Northern and Southern Harbour Districts). The measures are geared towards reducing the impact brought about by the transport demand created by tourism both in the passenger and freight sectors. Actions include the compilation of a Sustainable Urban Mobility Plan (SUMP), which shall propose measures that will have been tried and tested during the lifetime of the project, including the inter-modal integration of the Cospicua ferry landing site within the public transport network, testing of the last mile delivery of goods using energy efficient vehicles, parking management within the city of Valletta and the deployment of various real time data collection measures. As part of the twenty-nine partner consortium, Transport Malta is participating in this project along with the Valletta Local Council, the University of Malta and the Ministry for Tourism. During 2018, the Stakeholder Consultation process required as part of the SUMP development which started in 2017 continued, while preparation for the launch of various pilot measures including procurement are currently underway.

#### PROMETEUS (2017-2020)

The MNEP Unit was entrusted with the management of the PROMETEUS Project. Funded under INTERREG Europe, the project seeks to share experiences and best practices in the deployment of Electromobility leading to the end-goal of updating the Malta National Electromobility Action Plan (MNEAP).

During the year under review, the Unit took the Lead Partner role of the Project as well as its Financial Management and progressed well through the 1<sup>st</sup> Phase of the Project, which is the Interregional learning process. The Unit is



now working on the Review of the MNEAP with the assistance of an external expert contracted for the purpose following an open call for Tenders. Under this action, the study is also taking into consideration a possible cut-off date for the importation and registration of ICE vehicles. The Review of the MNEAP will be in line with the National Transport Strategy.

### **EnerNetMob (2017-2021)**

The MNEP Unit participated in a project proposal under InterregMed which was accepted for EU funding to install EV fast charging infrastructure in Port Areas. Through this project the MNEP will also test and simulate some of the measures indicated in the Malta National Electromobility Action Plan, once this is updated through the Prometheus Project. As well as to provide advisory services on e-mobility to a number of EU-Med transport authorities.

### **Project Applications submitted for EU Funding Consideration**

#### *SMITHS (ERDF)*

During 2017, the MNEP Unit secured ERDF funding for the Sustainable Multi-Intermodal Transport Hubs (SMITHS) project which aims to encourage a modal shift from private car use to collective, sustainable & alternative low-carbon transport modes through the introduction of various intermodal choices to reduce traffic congestion, improve Air Quality and reduce GHG emissions.

This project will introduce the concept of local transport hubs. Scheduled bus transport, safe cycling routes and ferry services (where possible) will be accessible at each hub and complemented with car sharing and e-bike sharing services to be provided by the private sector.

Specifically, SMITHS shall upgrade and extend the inner-harbour ferry network by upgrading the ferry landing sites at Marsamxett, Cospicua and Sliema with the introduction of passenger waiting facilities. It shall encourage alternative mobility through safe cycling infrastructure, connecting selected urban cores and particularly deploying safe cycling routes which shall connect Mosta to University and Valletta to St Julian's through the use of urban streets parallel to main roads. The project shall also address cleaner air by deploying battery electric public transport vehicles in Gozo, giving access to real time public transport information for commuters through a Mobile Transport Information Service App and launching an Information Campaign promoting a behavioural shift to sustainable transport practices. As part of this project, the MNEP is also considering the possibility of piloting fully electric autonomous buses as part of the public transport service.

Moreover, SMITHS shall contribute towards an increase in the share of public transport usage by addressing current traffic congestion on selected critical public transport bus corridors. The project entails the deployment of a number of intelligent CCTV cameras to monitor and detect barriers hindering the free flow of buses, thus giving Transport Malta the capacity to deploy its enforcement assets in real time. The contract for the purchase of the new CCTV network has been signed and installation will start in early 2019. Making public transport more efficient through a reduction of journey time will make public transport more attractive for new patrons to use. Furthermore, as part of the project, the MNEP is exploring the possibility of deploying full electric enforcement vehicles to substantiate Transport Malta's enforcement role on the road. The project also entails the integration of all current ITS systems into one platform to provide real time information which will be relayed to the general public through a



number of real time information tools. This will be carried out through the purchase of the necessary equipment to handle the new cameras deployed. The project will also contribute towards a reduction in GHG emissions to assist Malta in reaching its EU2020 targets.

In summary, the subprojects of the SMITHS project include:

- Three new landing ferry sites;
- Upgrading of existing ferry landing sites to include passenger waiting facilities;
- Introduction of 'safe cycling routes' and upgrading of 22km of urban streets and road sections for this purpose;
- A study for additional safe cycling routes around Malta and Gozo;
- Bicycle Infrastructure;
- Possible introduction of Electric and Autonomous Buses and EV fast charging for buses;
- Equipment for the NTCC and deployment of around 250 CCTV cameras on main bus corridors;
- Electric Vehicles for Enforcement Directorate;
- Introduction of a real time journey planner.
- EV charging pillars (medium to fast and ultra fast)

During 2018, several studies were carried out and preparatory work was done to lay the ground work for the commencement of works which will be needed to implement the upgrading and construction of the planned ferry landing sites, safe cycle routes as well as ITS deployment.

### **National Traffic Control Centre (NTCC)**

All transport-related information systems will be integrated at the Sa Maison facility which shall also be hosting ancillary rooms and spaces to act as offices, briefing rooms, server rooms, as well as a traffic crisis management room intended to be used during extraordinary situations and traffic events.

Through these upgrades, decision making in traffic management operations will benefit from the converging of the relevant human resources and information systems which will also streamline its operations between traffic management and public transport enforcement officers, as well as improved asset management in real time. As a result of these interventions, Transport Malta traffic controllers will have:

- Access to real time data and information from roadside traffic monitoring infrastructure;
- Additional situational awareness through the information systems centralised for their perusal;
- Intelligence or best practice guides from traffic management teams that will be situated inside the Sa Maison facility.

- Furthermore thought the project, the MNEP will be installing additional EV charging Stations as well as ultra fast 50kw charging stations in strategic locations, as part of Malta's EV charging network, EU target of 500 electric charging points by 2020.

The MNEP Unit started and completed the redesign of the Transport Malta Sa Maison facility to be converted into a state of the art National Traffic Control Centre. Work included all architectural designs, BOQ's, planning applications and approvals as well as the finalization of the tender document.

The NTCC (National Traffic Control Centre) will be hosted at Transport Malta's refurbished offices in Sa Maison. All infrastructural works shall be financed through national investment. The whole building shall cater for the shift of a section of the Traffic Management Unit dealing with public transport and Transport Malta Enforcement Officers. The upgraded NTCC will work in sync with the control centre currently set up at the Transport Malta Land Transport Directorate in A3 Towers in Paola. Both centres will back each other up as is normal in ITS practice.

Tender for the works has been published and contract signed with the selected contractor. Work will start in February 2019.

## **Grants for Electric Vehicles**

During 2018, through input from the MNEP, grants as part of the Car-Scrappage Scheme for private individuals who wanted to purchase a BEV or a Battery operated quadricycle were extended. Apart from individuals and NGOs, private companies, partnerships and self-employed persons and local councils were also eligible to benefit from the grant. The grants which were launched were as follows:

- A €7,000 for the purchase of a new Battery Electric Vehicle in connection with scrapping an older internal combustion engine vehicle (ICE) or,
- A €6,000 grant for the purchase of a new Battery Electric Vehicle without scrapping an older ICE vehicle or,
- A €2,500 grant for the purchase of an Electric Quadricycle.
- In addition, government also removed registration tax for the registration of all Electric Vehicles (Zero Tax) and introduced a 5 year free road licence from first registration.

The efforts of the Government in the field of electromobility has led to the number of electric vehicles increasing from 36 electric vehicles by the first quarter of 2013 to 224 full electric vehicles and 615 hybrid vehicles at the end of 2016. All of the budget available for these grants was taken up and another line budget over and above the initial one, was also exhausted.

## **European Mobility Week**

During 2018, the MNEP was again entrusted with the coordination of the 2018 edition of the European Mobility Week (EMW). In the previous year, the Mobility Actions Campaign was launched by the European Commission thus extending the European Mobility Week events throughout the year.

In this regard, apart from the events which took place between the 16<sup>th</sup> and the 22<sup>nd</sup> of September, events were also held throughout the year to promote sustainable mobility under the Mobility Actions brand name.

Activities deployed in 2018 were an improvement of what took place in previous years.

Activities included:

- An open competition where all Local Councils (in conjunction with NGOs) were invited to propose activities to be implemented during the European Mobility Week. Proposals submitted by 9 Local Councils were shortlisted and the proposals were implemented during mobility week. Each was reimbursed by a grant of up to a total of €2,500 to cover expenses incurred in the organisation of the selected events;
- The fifth edition of the National Bicycle Ride took place on Independence Day. The aim of the event is to promote safe cycling and encourage motorists to safely share the road with cyclists. A lottery among participants was drawn at the end of the event, through which 5 cyclists were awarded a pedelec each. Moreover, a lottery draw was held through which 10 participants won €100 vouchers to be spent on cycling equipment. The aim of these awards is to continue encouraging cycling as a means of commuting;
- The Competition for Permanent Measures open for all Local Councils was launched again during 2018. The Annual Competition invites Local Councils to propose implementable measures which promote sustainable mobility within their locality. In the 2018 edition the Local Councils of Pietà and Għarb won the competition, with Pietà receiving a grant of €50,000 and Għarb a grant of €30,000 respectively to implement their proposed measures which constitute shared transport in each locality. For the first time, the competition was paired with the DESTINATIONS Project, thus increasing the funding by an extra €1,500 for each locality to be used for the monitoring of measures and improved marketing.

Car Free Day was celebrated on 22<sup>nd</sup> September along the front at Sliema/Għżira (Għżira seafront).

## Mobility Actions

In addition to events held during European Mobility Week, sustainable transport was further promoted in specific events held throughout the year.

### Skola Sajf (July/August)

In conjunction with SkolaSajf, MNEP representatives visited schools in order to promote sustainable transport practices with children. Schools were grouped by regions and in turn, four events were held on different dates; three in Malta and one in Gozo. During the events, awareness was raised on traffic congestion and its effects, different types of energy efficient vehicles, safety on the road and safe bicycle commuting.

## **EkoSkola**

For the 2018/2019 Scholastic Year, Transport Malta joined forces with Nature Trust and provided a grant to six schools to implement sustainable mobility related projects during the scholastic year.

## **Car Sharing and e-Bike sharing services**

During 2018, the MNEP rolled out e-car sharing services across Malta and Gozo with the selected operator GoTo following the publication of a concession tender, which contract was signed between the two parties. The service was officially launched in November 2018.

## **National Cycling policy**

In 2018, the MNEP concluded and launched the Malta National Cycling Policy for public consultation. The policy calls for the setup of a new stakeholder platform, 'Cycling Malta', as well as a cycling Master Plan with a number of measures and interventions to be implemented by 2025, divided into short and medium time frames. The public consultation process will close on the 31<sup>st</sup> January 2019

## **ITS action Plan**

The National ITS Action Plan is currently being reviewed and updated, The ITS Action Plan is being based on the deployment of an Intelligent Transport System (ITS) as indicated in the 2013-2017 National ITS Action Plan for Malta. The 2013-2017 National ITS Action Plan is a synthesis of how Transport Malta has intended to roll out Malta's first phase of ITS deployment over the referred four-year period. The second phase of ITS deployment shall be tackled in the 2018-2020 period with administrative preparations having been underway since 2016. TM's action plan will now be updated to include C-ITS.

The ITS Action plan includes updated data and revised timeframes as far as implementation of the ITS for Malta is concerned. In the meantime, it is to be noted that this Action Plan is being continuously updated to reflect any changes in the plan including any additional ITS deployment plans.

The implementation of this action plan has started being carried out at a time when the provision of new road infrastructure for the creation of additional road capacity, is being supplemented with the introduction of new sustainable mobility services, since physical or environmental restrictions of the existing road network preclude or limit road or junction widening in most cases. This is particularly the case through increased focus on the improvement of traffic management and control of existing infrastructure, and the introduction of measures which support multimodality and mass transit.

Malta's ITS Action Plan is being developed within the framework of the six main priority areas split into a number of actions contained in Directive 2010/40/EU which was planned to be carried out over a seven-year timeframe, from 2013 through 2020.



# CORPORATE SERVICES DIRECTORATE

## Functions and Duties

The Corporate Services Directorate (CSD) provides support services to all Directorates across the Authority in areas of business long-term planning, general corporate affairs, development, nurturing and training of organisational capabilities, human resource management, procurement management, marketing and public relations, business-to-customer relations and corporate legal matters.

## Long term planning and alignment of organisational capabilities

During 2018, long-term plans in the retaining and building of new organisational capabilities continued to be pursued along the same underlying strategic objectives set in the previous years. Initiatives undertaken included (a) direct recruitment from the market; (b) bottom-up approach; (c) top-down organisational approach; (d) research and innovation.

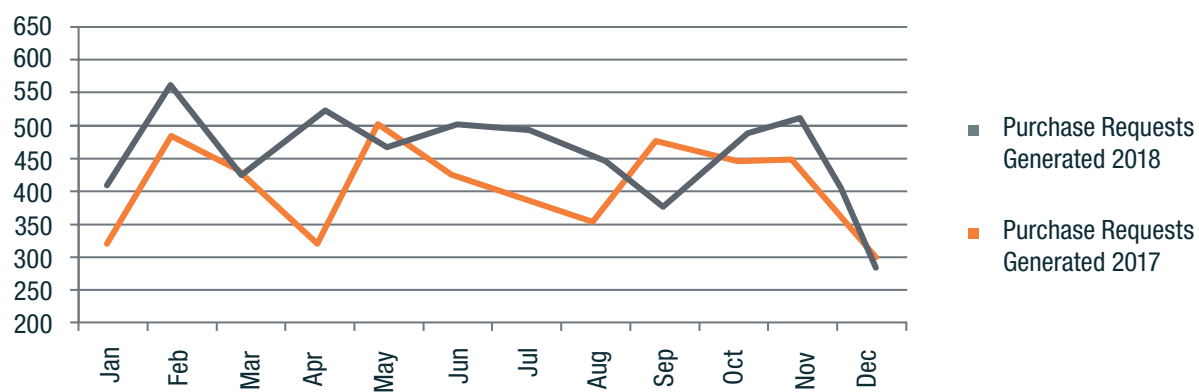
In addition to this, the succession planning concept has gradually been introduced to plan ahead for the replacement of incumbents close to retirement age. The continuous commitment to having quality human resources has had positive outcomes. Various pilot projects have been undertaken to source and create the future workforce. During 2018 the Directorate participated in Careers Expo, Freshers Week, various career days and national activities such as Science in the City.

## Procurement Management

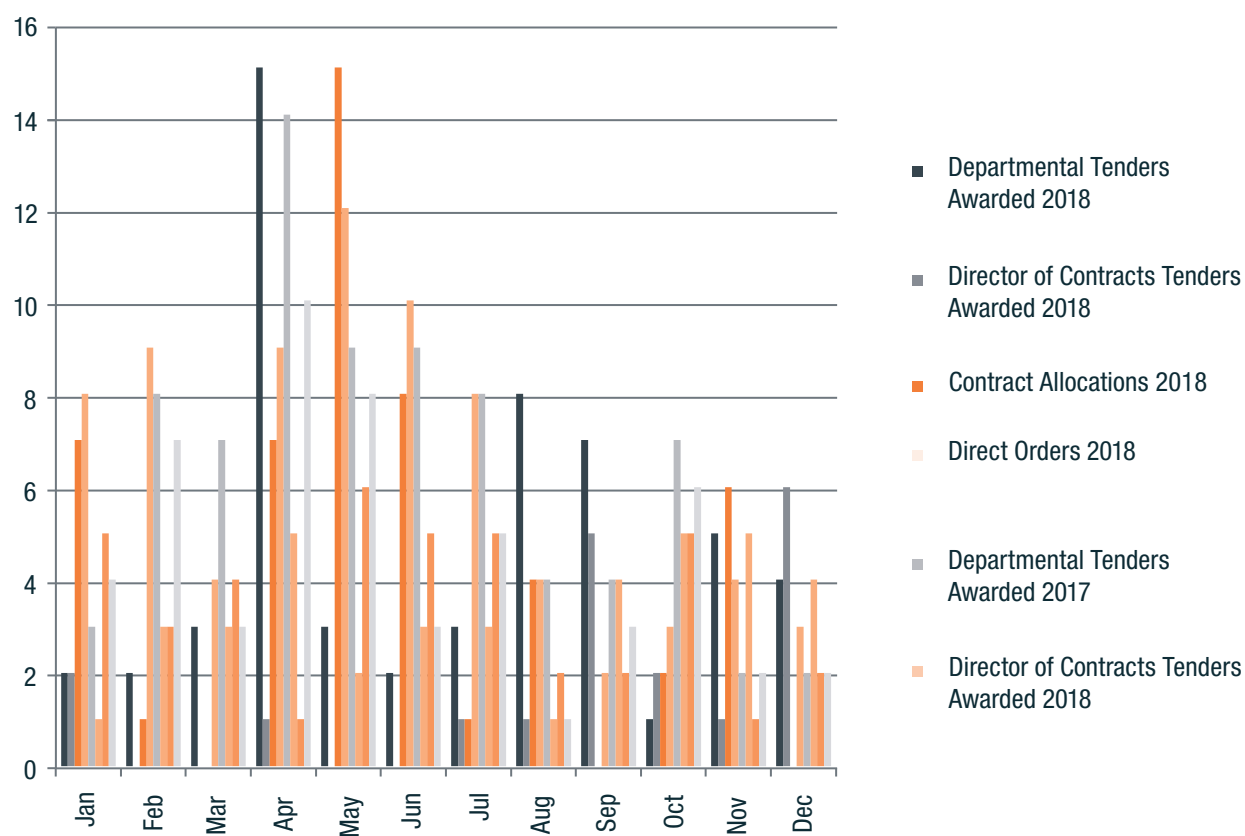
The Procurement Unit acts as the coordinating unit for the Authority's procurement. Its major role is to ensure that all relevant procurement procedures are adhered to by all the Directorates within the Authority. In this regard, the Unit is responsible for the management process related to the issuance and adjudication of tenders, direct orders and quotations.

The activities of the Procurement Unit during 2018 included the publication of 131 open calls comprising of 83 contract allocations, 93 public tenders, 38 quotations and 1 Request for Proposals. The total value of works, supplies and services awarded during 2018 amounted to €124,830,698.89.

The Tendering Committee, which was composed of a chairman, a secretary and three members, meets regularly and reviews for approval all procurement and purchase requests that are in excess of €2,500 exc. VAT. During 2018, the Committee met 46 times and dealt with 1,462 items.



**Table 1. Purchase Requests generated in 2017 and 2018**



**Table 2. Awarded Public Calls for Tenders in 2017 and 2018**

## Legal

During the year under review, the legal office within the Corporate Services Directorate ensured continuity from the work done in previous years to maintain progression within the Authority with respect to its legal activities. Among other duties, the legal department is responsible for:

- Coordinating the appointment of external legal consultants to assist the Authority and its Directorates.
- Assisting the Authority's external legal consultants, with respect to the assignments and responsibilities appointed.
- Ensuring that the Authority's Directorates and the Authority as a whole are in compliance with the law and internal policies.
- Assisting the Directorates and their external legal consultants with identifying required changes in legislation, while participating in the consultation procedures of such changes.
- Assisting operational Directorates with enforcing concession contract requirements.
- Drafting, reviewing and negotiating contracts to be signed by the Authority.
- Assisting in initiating legal action to recover debts due to the Authority and to remedy injustices suffered by the Authority.
- Advising on the Authority's regulatory role and any actions required.

## Marketing and Media

The Marketing and Communications Office acts as the official interface between the press, the general public and the Authority. In this regard, the unit issues on a very regular basis, press releases and press replies related to all aspects and functions of the Authority. These include public transport issues, road closures due to works and information related to infrastructural projects, performance results and investigations related to incidents involving Maltese registered vessels as well as aviation-related matters. Thus, the unit ensures that all formal communications spanning all aspects and functions of the Authority are complete, accurate and handled through the appropriate channels before being issued.

The unit also coordinates the publishing of all adverts and notices in the media. The wide variety of activity within Transport Malta necessitates a very active media placement which takes the form of the publishing of notices to mariners, human resources vacancies, tender notices and notices related to road closures due to works.

The department also manages the site 'news.transport.gov.mt' and Transport Malta's online presence.



## Marketing

The Department is also responsible for the handling of all marketing and promotional activities within the Authority. The major marketing functions revolve around promoting the Maltese shipping and aviation registers. It also includes the handling of all functions related to the Authority's participation at both local and international exhibitions, the production and distribution of multimedia productions, advertising, and other promotional material. During 2018, Transport Malta participated with a stand at the following events:

- Posidonia Exhibition, a shipping exhibition held in Athens, Greece
- Monaco Yacht Show, a yachting event held in Monaco
- EBACE, the leading European aviation event held annually in Geneva, Switzerland
- Careers Week organised by University of Malta
- Freshers Week organised by University of Malta
- Science in the City to promote career opportunities in the transport sector
- Concours d'Elegance event to promote road safety
- Tomorrowland event to promote road safety
- Motorfest event to promote road safety

## PR & Promotion

The department, as described in other sections of this report, is also responsible for the implementation of various campaigns aimed at creating awareness on particular aspects of transport in Malta. One of the Authority's main objectives is to promote a safer culture within all modes of transport. Promotional campaigns during 2018 included:

- Bus 20, a campaign to promote free public transport for youths;
- Be Safe at Sea, a campaign to promote safer seas;
- Have a Safe Ride Home, campaign targeted at drivers not to drink and drive;
- Back to School campaign, a generic campaign that targets commuters at a time when traffic increases due to the recommencement of schools in September. The campaign included messages to promote the use of free towing services after a vehicle collision, use of bumper to bumper forms, correct use of roundabouts, and the promoting of alternative routes to avoid congested regions.
- Free tallinja Wi-Fi on all buses campaign;
- Christmas Campaign 2018, a campaign to remind drivers not to drink and drive during the festive season.

In 2018, the marketing and communications department further intensified the use of social media to promote the various initiatives undertaken by Transport Malta and to raise awareness on particular issues.



# INFORMATION & COMMUNICATION TECHNOLOGY DIRECTORATE

## Functions and Duties

The Information and Communication Technology (ICT) Directorate is responsible for developing and implementing ICT policies, procedures and technologies aimed at enhancing efficiency and the sharing of information, the reduction of costs and the increase of checks. The Directorate is responsible for the provision of ICT related support services to the other Directorates and for the running and maintenance of several end-client systems and e-services.

The Directorate provides information, communication and technology services to the organisation whilst managing all resources and systems. User and systems management remained the central focus of the Directorate through the provision of support mechanisms and helpdesk facilities, notwithstanding the increased pressure to support Transport Malta with diverse needs spanning some 6 sites across Malta and Gozo with limited resources. The Directorate also continued with its efforts to increase efficiency through ICT systems.

## Projects, Initiatives and Performance of Duties

### ICT Helpdesk and User Support

The ICT Directorate provides all Transport Malta users at any site 24/7 ICT support, ensuring that all systems remain fully operational with the minimum possible downtimes. During 2018, the section handled over 5,700 tickets from various Directorates via the Helpdesk system.

The ICT Directorate has established and maintained a new Service Level Agreement by both internal and third party support. Only two levels of problem severity have been put in place: "Critical" and "Non Critical". Critical problems are being responded to in 30 minutes, restored in 2 hours and completely resolved in 4 hours. Non Critical problems are being responded to in 8 hours, restored in 16 hours and completely resolved in 40 hours.

A new IT Asset Management Strategy that ensures accountability for the life-cycle management (from acquisition through disposal) of information technology assets has been established. The new strategy includes the development of policies, standards, processes, systems and measurements that enable the Directorate to manage (make decisions) IT Assets with respect to risk, cost, control, IT Governance, compliance and business performance objectives. Assets include all elements of hardware (physical components of computers and computer networks) and software (licences, versions and installed endpoints) that are owned by the Authority. A key component is capturing the financial information about the hardware life cycle which aids the Authority in making business decisions based on meaningful and measurable financial objectives.

### Hardware, Network and Telephone

The main objectives of ICTD are:

- Enhancing security features while improving secure remote connectivity and speed;
- Improving back-end systems and storage whilst improving disaster recovery mechanisms.

During 2018, the Directorate focused on the following:

- **Firewall Setup** – ICTD continued working on improving the setup of the new firewall. Cisco AnyConnect was also installed for a more secure VPN connectivity which provides remote access to specific Servers and applications according to specified users or groups.
- New anti-virus software was procured with InterceptX function for more security on servers.
- **New Wi-Fi installations** – A new Cisco Wi-Fi system was installed at Lija HO. This new system offers much more security, monitoring, scalability and redundancy than the previous system. The access points that were removed from Lija were installed at the offices at PWS and A3 respectively.
- **New server** – Two new blade servers were procured and installed in 2018 to cope with the ever increasing load and also to upgrade current server infrastructure.
- Servers are being upgraded with latest Windows Server 2016 Enterprise and SQL Server 2017.
- New DR site identified and works on it should start early second quarter of 2019.
- **End Users Computers** – An exercise has been performed by ICTD personnel to identify the existing users with old computers (desktop or laptops) and monitors with the objective to replace these with new more efficient equipment. A tender has been issued and awarded, having over 100 old computers replaced. This not only improved the efficiency of each terminal but should also help to reduce the number of ICT support requests;
- **Photocopiers & Printers** – A tender was issued and awarded for 7 multi-function photocopiers. All Land Transport Directorate front office desk printers were replaced with new efficient printers.
- **Monthly Backup** - A new data-domain was procured and installed in order to cater for the increase in data and new applications installed. With the new data-domain and the introduction of Veeam backups TM can have more reliable and faster backups on all the systems. This will reduce the risks of data loss.
- **Fiber Optic** - Several Fiber Optic links that are being used to connect TM remote sites to TM HO-Lija were upgraded in order to cater for the increase in bandwidth required.
- **Traffic Control Centre** – The ICTD was requested to assist the Traffic Control Centre since the Video Wall was experiencing frequent interruptions and downtimes. The problem was resolved with the procurement and installation of 2 x Servers to be used as Video Wall Controllers. Apart from solving the existing problems this option caters for future additional cameras and also provides full redundancy in case one of the Servers fails. The ICTD also installed monitoring software being viewed on 2 large screens in order to monitor connectivity of all Cameras, UHF repeater sites and VMSs.
- **Installation of New Finger Readers** – The ICTD was requested to assist the HR Department in the installation of a new Finger Reader system throughout all TM offices and Security guard rooms. All finger readers were installed and connected using LAN or WAN connectivity to Lija HR Section.

- **New UPSs** – After the awarding of Tender, 3 x 20KVA UPSs were installed; one at each VTS radar site. Another 3 UPSs, 2 x 40KVA and 1 x 80 KVA were installed at Lija HO. These installations provide both clean Online mains power to all ICT equipment and also provide, together with the backup generators, uninterrupted supply in case of a mains power failure.
- **Telephone System** – The Main PABX shelf at Lija was upgraded with the latest software release. This added more features and scalability to the PABX in order to cater for the increase in the Authority's daily operations. Furthermore a quote for the installation of a second CPU board was requested from the supplier in order to increase the PABX processing power and for redundancy purposes.

## Vessel Traffic Services (VTS)

The present VTS infrastructure which comprises of the Port and Coastal systems has been in operation for the past 10 years. During the year, ICTD and PYD personnel conducted a detailed analysis of the systems in place establishing the way forward. The main objectives of the established plans are mainly the following:

- During the 2<sup>nd</sup> quarter of 2018 the ICTD had the difficult task to transfer the VTS Operations Centre from MTC-Marsa to the new Port Operations Centre. Apart from the actual Operator Stations this involved also the shifting of 2 Server cabinets together with the necessary fiber optic links that connect them to the 3 radar sites. The shift was performed as planned with no negative effect on Port Operations.
- In order to increase performance and add redundancy a major upgrade to the existing Vessel Traffic Management System (VTS) with AIS (Automatic Identification System) is required. Consequently a Tender for the Consultancy regarding the upgrade of the Ports VTS has been issued and is in the Evaluation process. An audit is to be done of the existing equipment and then recommendations received accordingly of how to proceed.
- Due to the importance in Maritime Safety and Oil Pollution prevention, the setup for a new Maritime Emergency Control Centre at the Port Operations Centre premises the ICTD was requested to assist the PYD. All the enhancements that the Marine Operations-Incident response unit requested were addressed to by ICTD. These included the installation of 4 x Large 50" 4K Monitors (Wall mounted), an HD ceiling mount projector, a Multi-Function Printer (FAX, Printer, Photocopier), a cordless phone, a Conference phone, a standalone VHF base Station, a spare VOC station, a new PC connected to TM Domain, a MIMER/Danphone VHF system and a backup VHF set.
- The ICTD also provided a laptop, a network key, a Smart phone and installed a backup VHF base station in order to be used at AFM Luqa by Ports VTS operators in case of an emergency.
- Installed new PHB CCTV cameras' viewing PCs to cover all Ports and bays around the islands.
- Installed a new weather station at St. Elmo - Valletta that provides real time data for ships entering the Grand Harbour.
- Installed a new VHF system with high power amplifiers at radar sites.

A tender for the Installation of 3 additional VHF base stations with high power amplifiers for Transport Malta's radar sites was issued and is currently in Tender adjudication stage.

## Security and Safety

As per 2017, the improvement in port security was once again one of Transport Malta's aims for 2018. 15 new Full HD I.P. cameras were installed at Boiler Wharf - Senglea and another 7 cameras were installed at Flagstone Wharf - Marsa. With these additional cameras both quays are now being monitored and controlled 24/7. Also, Ten (10) new High speed Dome PTZ cameras have been installed in order to replace the old PHB cameras. After the completion of the new Maritime Control Centre at Lija all the PHB camera equipment was transferred from MTC to Lija. This was done by ICTD in 1 day with minimal downtime of cameras. Three (3) New Operator Stations having multiple screens and image transfer facility onto large 55" Full HD screens were installed. All the PHB and Quay cameras are now being monitored and controlled from the new MCC at Lija.

## New/ Refurbished Offices

### *Port and Yachting Directorate and Port Workers Offices*

In 2018, ICT personnel were instrumental in dismantling all IT related equipment found in Port Workers Office, Marsa Level 1 and the same equipment was transferred and installed in Level 0. ICT personnel were also engaged in installing new network points, network patch panel termination and installed new cabinets in server room at same location. Once refurbishment of Port Workers Office was completed, ICT officers had to shift some Port and Yachting staff from TM Marsa to Port Workers Level 1.

### *Civil Aviation Directorate & Roads Infrastructure Directorate*

During the year, Civil Aviation Directorate offices were moved from Luqa to Lija, and later Roads and Infrastructure Directorate offices were transferred from B'Kara to Luqa. Both operations involved shifting of all personal computers, servers, photocopiers and other IT related equipment. New network points and other ancillary equipment were installed for RID new location in Luqa.

### *Enforcement Directorate and MNEP Unit*

During the 2018, ICT personnel shifted all Enforcement officers which were located at A3 Paola to Lija. Later MNEP personnel were relocated from Sa Maison to A3 Towers. Offices at Sa Maison were dismantled from all equipment, cables, cabinets and other IT related equipment. Later MNEP offices were transferred to Lija. Soon after, Enforcement personnel were reallocated to A3 Towers.

### *Marsa ex TM Head Office & other Locations*

During 2018, ICT personnel had to dismantle Security Control Room at Level 1 at Marsa Head Office and took stock take of all obsolete equipment to be disposed of. Maritime Enforcement personnel were shifted from Marsa Level 5 to Flagstone Quay site office.

## **Business Services Improvement**

In 2018, as per previous years, ICTD assisted and coordinated several projects for new operational systems with the objective to improve performance, simplify processes and increase functionalities. During the period under review, the Directorate coordinated or assisted in ten (10) different projects, several of which have been completed or are in the progress of being completed in the first quarter of 2019.

- **Nautical system** - Nautical System went live in February 2018. Cards were also updated to a more professional look while enhanced with added security features.
- **Vehicle Roadworthiness Test** – Following new EU directives, the Authority had to overhaul the whole Vehicle Roadworthiness Test. New tests were introduced and categorized according to their severity. VRT testers were provided with new tools to be able to report vehicle failures accordingly. A training course was provided to all testers and test lane owners on how to use the new system. All changes were implemented in line with EU directive by 20<sup>th</sup> May 2018. ICT Directorate oversaw the whole transition of the new test implementation.
- **Mobile app for maritime information “Nawtika”** – The Nawtika App contains maritime related information, indispensable to all local mariners, from official notices and schedules, to training provisions regulated by Transport Malta. This information is indispensable to every mariner before embarking on a voyage out at sea within territorial waters, ensuring the preservation of good order, the safety of navigation, the protection of the environment and the safety of all passengers in Malta. The mobile app shall provide mariners the possibility to register and view the following services:
  - Notice to mariners;
  - Navigational Warnings;
  - Real time information on Ship Arrivals;
  - Nautical Licence - Training Providers;
  - Harbour Ferries Schedule.

Nawtika App was tested successfully on new VM servers and later was launched on the mServices platform by OPM/MITA. The aim of this mobile application is to provide the target audience with an easy intuitive interface of a navigational App to ease the flow of information issued by the Authority. By using mobile technology the Directorate strives to exploit the inbuilt features of the device, in particular GPS functionality. The target audience of this App shall be fishermen, sailors, captains, jet-skiers, divers, swimmers, boat owners and other people who spend time on the coast or at sea.

- **Integrated System for the Seafarers Certification Unit MSD** - the objective of this project is to deploy a web based solution providing a holistic approach to the business processes of the Seafarer Certification Unit within the Merchant Shipping Directorate. This solution shall be available to internal staff, clients as well as stakeholders 24/7. The solution must be able to interface with financial software and possibly other ship register platforms. Tender has been awarded and works were initiated in the first quarter of 2018. Concurrently TM infrastructure upgrade is in progress in order to handle such a new application. Web service will be launched in the first half of 2019.
- **E-forms** – A strategy to automate all Transport Malta public forms by mid 2019 has been established. K2 software was purchased and several employees from all Directorates were trained on the new software in order to be able to develop their respective e-forms. The actual development of the e-forms will start by end of the second quarter of 2019.



- **Electronic Registration of Commercial Vehicles (eREG)** – The objective of this project is to provide the possibility to clients to register online any type of vehicle and effect payment and therefore evading the need to visit Transport Malta offices. Transport Malta is in discussion with software developers to implement this enhancement by end of third quarter of 2019
- **Online application for Learner Permits and Practical Tests** – Transport Malta is introducing an online system making applications for Learner Permits and Practical Tests more efficient and convenient. A person who needs to apply for a learner's permit would be able to do so online. This shall also include the upload of medical test results directly by doctors and the online confirmation of the motoring school. Once the application is approved by Transport Malta officials, the applicant will automatically receive his learner permit. Applicants may also change the motoring school online if required. The app shall also provide the applicant with the functionality to apply for his or her practical test once he or she has passed the theory test. The system has been developed and being tested. It will be launched in the first quarter of 2019.
- **LTD Tag System** – The objective of this project is to implement a new system that simplifies the issuance of tags process by eliminating the need to request clients for photos, and that includes user access control and audit trail, and compiling detailed requirements to submit for accurate supplier estimates. The system is currently being tested and will be launched by the end of the second quarter of 2019
- **Safe Sea Net Version 4** – Safe Sea Net was established as a centralized European platform for maritime data exchange, linking together maritime authorities from across Europe. It enables European Union Member States, Norway, and Iceland, to provide and receive information on ships, ship movements, and hazardous cargo. Main sources of information include Automatic Identification System (AIS) based position reports, and notification messages sent by designated authorities in participating countries

Safe Sea Net has been installed and working as intended. It went online in September 2018 after being approved by EMSA. Malta was one of the first 3 EU countries to be compliant.

- **Port Management System** - The project is primarily aimed at integrating a number of Port related services into one IT based system that will facilitate the transit of both goods and services, enhancing efficiency, improving the safety of ports and reducing the administrative burden. During 2018 discussions were held with several bidders who submitted their proposals. These were vetted by an evaluation committee and their recommendation was submitted for approval from General Contracts Committee- Department of Contracts. First phase that should replace our current NSW and SSN interface should be ready by mid-2020.

During the year under review, ICTD also assisted and coordinated several upgrades of existing operational systems that mainly improved performance, simplified processes and increased functionalities. During 2018, the Directorate coordinated the enhancements of eleven (11) different systems, namely:

- Fleet Management system;
- VERA;
- VRTS;
- SAGE upgrade;
- Driving Licence System;
- eDLS;
- Road Permit System;
- Procurement System;



- Portnet;
- Small Ships Register;
- Nautical Licences

## GIS Initiatives

During the year under review, the GIS Unit assisted and coordinated various initiatives from mentoring personnel, designing databases and reengineering business processes of specific GIS initiatives to empower the Transport sector:

- Training was given to various internal users to use the GIS Platform and Hand Held Device to be able to go on site and capture data directly in the field.
- A Geospatial Database was created to inventory the assets operated by the Engineering Unit and these have been marked on the GIS platform. Various levels of access were created for the personnel of the Control Room, and assisted them with the use of GIS Technology. In addition, the GIS Platform is feeding live traffic conditions derived from CCTV, and marked spatially on GIS for the general public.
- The permits issued for Road Closures by the Road Permitting System are also marked live on the GIS Platform, as a service between the two systems feeds the GIS Platform. End users can see the actual locations of Road Closures as issued by TM permit.
- Collaboration with the Planning Authority on the Spatial Train project to help TM colleagues obtain Certificates, Diploma, Bachelor degrees and also Masters level in the field of Geospatial Technology
- Collaboration with the Planning Authority on the SINTEGRAM project, where one of the deliverables shall be a new vector base map, orthophotos, and LIDAR data for all Malta and Gozo to be used by all entities
- Initial discussions to enable data sharing between ERA and Transport Malta
- The process of digitalization of location based data including the locations of Billboards, Stop Signs, Reserved Parking, Keep Clear and Loading Bays, Road Humps, Bus Parking Bays and Bus Shelters into one central database for ease of use. Through this process, this exercise has seen the completion of over 70% of Traffic Management data marked on GIS.
- Through the GIS Platform, various Ports services were interpolated whereby Vessel positioning around the Grand Harbour, the inventory and location of equipment, IHO data and any incidents of Oil Spills are also geolocated on the GIS Platform within one service. Hands on training was given to various Ports officers.

During the year under review, the collaboration between Transport Malta and Infrastructure Malta has intensified, whereby the the GIS Unit is heavily assisting Infrastructure Malta. One of the main projects is the Road Condition Survey to capture the actual road condition through drone imagery, and transposing this data to prioritise Roads construction and maintenance.



# ROADS AND INFRASTRUCTURE DIRECTORATE

## Functions and Duties

The Roads & Infrastructure Directorate (RID) within Transport Malta was responsible for the development, maintenance and repair of the arterial and distributor road network, construction of new residential roads and other infrastructural projects until summer 2018.

The responsibilities, operations and human resources of this directorate were subsequently amalgamated within the newly-established Infrastructure Malta (as per Chapter 588 of the Laws of Malta, Agency for Infrastructure Malta Act). The Maritime Infrastructure Department within this Directorate was merged with Infrastructure Malta at the end of the same year.

This re-organisation of infrastructural responsibilities allows Transport Malta to focus on its regulatory functions, whilst the development and maintenance of land and maritime infrastructure is now entrusted to a dedicated agency with the required resources to implement the Government's long-term programme for better quality public infrastructure.

## Road infrastructure

In view of the above-mentioned organisational transformation, the following road infrastructure projects started being implemented by Transport Malta and gradually transferred to Infrastructure Malta during the second half of the year.

### Arterial and distributor road network

#### Upgrading the principal north-south route of Malta

Through a number of projects completed in 2018, Transport Malta and Infrastructure Malta continued the gradual upgrade of Route 1, the principal TEN-T road corridor of the Maltese Islands, extending from St Paul's Bay to Santa Luċija, the Malta International Airport and several nearby localities in southern Malta. Following the completion of the Kappara Flyover Junction in 2017, the year in review saw the completion of other parts of this route, including:

- the widening and reconstruction of the Marsa-Hamrun Bypass,
- the upgrading of Triq Diċembru 13 with safer junctions,
- the reconstruction of Triq Aldo Moro and Triq il-Gvern Lokali (as part of the Marsa Junction Project),
- the construction of a new northbound lane and cycle lane in Vjal l-Avjazzjoni.

## Marsa Junction Project

The Marsa Junction Project includes the development of a new multi-level intersection to replace the Addolorata traffic lights system with 12 kilometres of uninterrupted lanes, grade-separated at three levels, creating direct northbound and southbound connections between the arterial roads merging at this network node. Once complete the project will eliminate traffic lights waiting times along this principal route to southern Malta, whilst reducing

congestion emissions in Marsa and other nearby localities. It also introduces new facilities for alternative modes of travel, such as footpaths and cycle paths, segregated pedestrian crossings, improved bus laybys, bus lanes, a park and ride area, new landscaped areas and other new infrastructure.

The first two phases of the project, including the reconstruction of Triq Aldo Moro and Triq il-Gvern Lokali, were completed in 2018. In December, Infrastructure Malta started the third phase, focusing on the construction of the flyovers and the new facilities for bus passengers, pedestrians and cyclists.

This project is co-financed through the EU's Cohesion Fund and Connecting Europe Facility.

## Other arterial road upgrades

In 2018, the following arterial and distributor road projects were implemented as well:

- Mosta Technopark roundabout upgrade
- Reconstruction of Żebbuġ roundabouts and Triq l-Imdina (the road connecting them)
- Addition of new lane in Telgħa t'Alla u Ommu
- New bypass lanes to improve safety of Triq tal-Barrani T-junction with Triq Hal Tarxien.
- Development of a safer exit road from Ta' Qali through Il-Hemsija area.
- Reconstruction of the Hal Farruġ roundabout with new bypass lanes
- Construction of Vjal ix-Xarolla, new road connecting Żurrieq and Safi.

Other projects were launched during the same year and will be completed by Infrastructure Malta in 2019:

- Reconstruction of Triq l-Aħħar Hbit mit-Torok, from Żejtun to Żabbar
- Reconstruction and widening of Triq Reġjonali (continuation of Route 1 upgrade)
- Reconstruction of Triq tal-Balal, between San Ġwann and Naxxar
- Reconstruction of Triq il-Wied Hal Balzan
- Construction of new northbound lane and cycle lane in Triq il-Buqana, Mtarfa to Mosta.

## Residential Roads

The Roads Infrastructure Directorate was originally responsible for the first construction and asphaltting of residential roads which would have been formed by developers as part of their legal obligations. Apart from the asphaltting of the carriageway, works on such residential roads also involved works on the infrastructure of services and utilities and the finishing of footpaths. The repair and maintenance of other residential roads was entrusted to local councils.

Following the 2017 announcement of the €700 million seven-year programme to upgrade the quality of residential roads in all localities and the enactment of the Agency for Infrastructure Malta Act in 2018, Transport Malta (and eventually Infrastructure Malta) started planning the implementation of this nationwide investment.

In 2018, the Roads and Infrastructure Directorate started consultations with local councils to identify the first 120 roads to be reconstructed as part of this commitment. In October, Infrastructure Malta issued a call for tenders to contract the road construction services required to rebuild this list of streets.



A first for Malta, this call for tenders groups together the works required to upgrade the quality of many streets in different localities rather than engaging in a long-winded process of separate calls for each road that needs to be rebuilt. This new approach gives prospective bidders the ability to offer better quality materials and services at more affordable rates, maximising the return of this unprecedented investment to its ultimate beneficiaries, the residents of these streets.

Transport Malta and Infrastructure Malta consulted local councils and other stakeholders and considered requests for assistance from many residents to identify the list of roads included in this first call for tenders financed through the €700 million programme. This selection was made on the basis of an assessment of the current condition of the streets and other factors, such as their connection to other roads and areas within a locality, as well as frequency of use.

Whilst preparations to launch this major investment in 2019 were in progress, the Roads and Infrastructure Directorate also continued working on the construction of new residential roads. During 2018, it also intervened to support local councils in the reconstruction of streets that had been in a state of disrepair for years, including Triq Bontadini in Birkirkara and Triq il-Keffa in Swieqi.

## Rural roads

In 2017, the Roads and Infrastructure Directorate planned the EU-funded project entitled “The Regeneration of Maltese Agriculture through better infrastructure and access”. This project includes the repair and reconstruction of several countryside roads used by farmers to access their agricultural lands, to improve their accessibility, support soil and water management and enhance the environmental value of rural areas.

This project is co-financed by the European Agricultural Fund for Rural Development. The first road reconstruction works as part of this project started in 2018.

In addition, through a separate project, Transport Malta and Infrastructure Malta allocated additional funds to carry out similar repairs in other rural roads which were not included in the EU-funded project. Kilometres of countryside roads were repaired or rebuilt as part of these two investments.

## Maritime Infrastructure Department

The following covers the Maritime Infrastructure Department's main successes and initiatives undertaken in 2018:

- **Marsaxlokk Qrejten Breakwater** - The department completed the procurement phases for the construction works of the Qrejten breakwater. The works will thus be able to commence in early 2019. This project shall involve the construction of a 110m breakwater at Qrejten point. It will be providing protection from inclement sea conditions to the fishing community and local stakeholders within the port of Marsaxlokk.
- **Mġarr Port Upgrade** - This project involves the reorganization of the fishing port within Mġarr to create more berthing space for fishermen. Various technical and environmental studies were carried out. The Department completed the tendering and procurement process for the construction works related to the quay consolidation, dredging and the pontoons in 2018.

- **Ferry Landing Places** – Various technical studies were carried out at the proposed sites including the engagement of various consultants, leading to the development of advanced conceptual designs for six ferry landing places with the aim to achieve the most appropriate structural, planning and cost-effective development criteria within a homogenous design concept. The existing landing place at Marsamxett was repaired and upgraded to provide improved facilities.
- **Refurbishment and Upgrading of 10 Slipways in the port of Marsaxlokk** - The procurement phases were completed and works commenced on the slipways. This project is of great benefit to the fishermen using this port by improving conditions of the slipways, improving this fishing port's infrastructure and improving the fishermen's safety and working conditions.
- **Deep Water Quay** – The Tender for the Phase 2 works was re-issued following the recommendations of the PCRB. The original procurement process had to be interrupted due to appeals that were lodged.
- **Gozo Fast Ferry** - Site selection and architectural conceptual designs were developed following several consultations. This was a major challenge due to competing demands for space within the ports, acute congestion and lack of space in Mġarr and heritage considerations in Valletta. Various technical studies were carried out to ascertain the environmental, wave, mooring and subterranean conditions of this infrastructure. Designs were completed for a floating ferry station at Barriera wharf, catering for fast ferry and harbour ferries, and a ferry landing place at Mġarr.
- **Grand Harbour Infrastructure Development** - Following extensive consultations, feasibility and technical studies, the application for EU Funding was updated. The project's purpose is to eliminate bottlenecks within the port of Valletta, which is a core port on the Trans European Network for Transport and forms part of the SCANMED north-south corridor between Finland and Malta. It involves the upgrading of the breakwaters, dredging and construction of a new cargo facility.
- **Extension of Pinto Wharf** - In collaboration with the Valletta Cruise Port, various technical and environmental studies were carried out, design was completed and tender prepared. This project involves the extension of Pinto Wharf berth 4/5 quay outwards by 15m to enable large cruise liners greater than 250m in length to safely moor at this berth and to provide improved berthing facilities.
- **Maintenance and Upgrading Projects** – Miscellaneous repairs were carried out on DWQ Berth 1 and Berth 5 and at Laboratory Wharf.
- **Xlendi Pier** - Upgrading and refurbishment works were carried out on the Xlendi pier. The pier was significantly damaged from storms and was in disrepair, which rendered it unsafe to be used. The department carried out the reconstruction and upgrading works on this pier thus bringing it back in use for the benefit of the local community.
- **Repairs to the St. Elmo Breakwater** – major repairs were carried out to the St. Elmo Breakwater's cope beam following damages sustained due to harsh storms during the previous winter.
- **Ta' Xbiex** – The department obtained PA permits and prepared the technical designs and specifications used in the Ta' Xbiex concession RFP.





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