



At the meeting for the Plenary Session of the Permanent Observatory of the Port Services Market

The Observatory is driving the transparency of port services

- The Cruise Lines International Association (CLIA) joins the Observatory as a member.
- A study on the passage service and two study previews were presented, one on measuring the quality of port services, and the other on the service receiving waste generated by ships.

01-12-2017 (Ministry of Public Works). The president of Puertos del Estado, José Llorca, chaired the eleventh meeting of the Plenary Session of the Permanent Observatory of the Port Services Market, which saw the Cruise Lines International Association (CLIA) join as a new member.

A series of recommendations were presented for expanding and strengthening the port system's transparency, with emphasis being made regarding the need for port authorities to make available to users and the general public information related to their activity and the services offered at their port using their websites. This is in addition to information on current regulations, which is a recommendation that allows for a broader scope of individual specifications and maximum rates that regulate each service. Furthermore, a reminder was given with regard to the obligation port service provider companies have to separate the different services they offer in their accounts, as well as the correct allocation and breakdown of costs.

During the Plenary Session, a new study dedicated to the passage port service was presented, and this notes the diversity of situations that are present at ports depending on the type of passenger terminal management. This was in addition to previews of other studies dedicated



to the measuring of port service quality and the port service of receiving waste generated by ships, respectively.

For 2018, the Observatory plans to undertake a study of the cost chain for industrial bulk solid traffic as well as analyse the possible inclusion of bunkering as a port service, and complete the quality analysis of port services via surveys and polls.

A TOOL TO ANALYSE PORT SERVICES' CONDITIONS OF COMPETITIVENESS

The Permanent Observatory of the Port Services Market, which is affiliated to Puertos del Estado, aims to analyse port services' conditions of competitiveness in relation to the prices and quality of services, and to agree the competitiveness variables based on which recommendations will be established.

Founded in June 2012 it is comprised of port authorities, port service providers and users, employee representatives, and shippers' and client associations.

It is formed by 36 members, which include representatives of Puertos del Estado and the port authorities, official organisations, port service providers and operators, trade unions, users and final clients.