

2003 Yearbook

Administration Roads and Traffic

Con



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Fore



FOREWORD BY THE DIRECTOR-GENERAL

This is the 2003 yearbook of the Roads and Traffic Administration.

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It mainly aims to provide a summary of the figures on the achievements of the administration last year. However, this annual report also presents the developments over the past few years, amongst other things, on the budgets that have been spent.

In 2003, three points were given particular attention in the operation of the administration: the theme of traffic safety, the aim for roadworks to create less nuisance, and the permanent maintenance of the Antwerp ring road.

Obviously, increasing traffic safety is a permanent concern of the Roads and Traffic Administration. This is reflected, in the first place, in the approach to dangerous points in the Flemish road infrastructure. From 2003, increased efforts are being made in this respect by making available an extra 100 million euros every year. In this way, all the 800 dangerous points on the Flemish roads will be eliminated in a period of five years.

In the execution of roadworks, the Roads and Traffic administration tries to limit the nuisance for local residents, shops and visitors to a minimum. This is achieved in different ways: by making sure that the works take as short a time as possible, by providing the best possible signs in the workplace, by appointing accessibility managers, etc. In 2003, a code was worked out to restrict nuisance caused by traffic when there are roadworks. This is a checklist of actions which must be ticked off for every medium and large workplace, to limit the nuisance caused by traffic in every specific situation to a minimum.

The permanent maintenance of the Antwerp ring road certainly counts as major roadworks. Therefore a great deal of work was carried out in 2003 to prepare for this project. The ring road will be completely renewed in two periods of five months. Therefore this is very ambitious at the technical and organisational level, but there is even more to it. Once

again, a reduction in the nuisance is not an empty promise. A whole battery of so-called subsidiary measures was drawn up to make sure that the traffic flow was as efficient as possible.

In 2004, these points for attention will continue to apply fully in the administration's attempt to organise road mobility in the best possible way for all the participants in traffic.

Johan Vanderheyden
Director General

Pro

The
Government
of Flanders

Coordination Department

General Affairs and Finance Department

Education Department

Science, Innovation and Media Department

Welfare, Public Health and Culture Department

Economics, Employment, Home Affairs and Agriculture Department

Environment and Infrastructure Department

General Administrative Services Administration

Waterways and Marine Affairs Administration

Environment, Nature, Land and Water
Management Administration

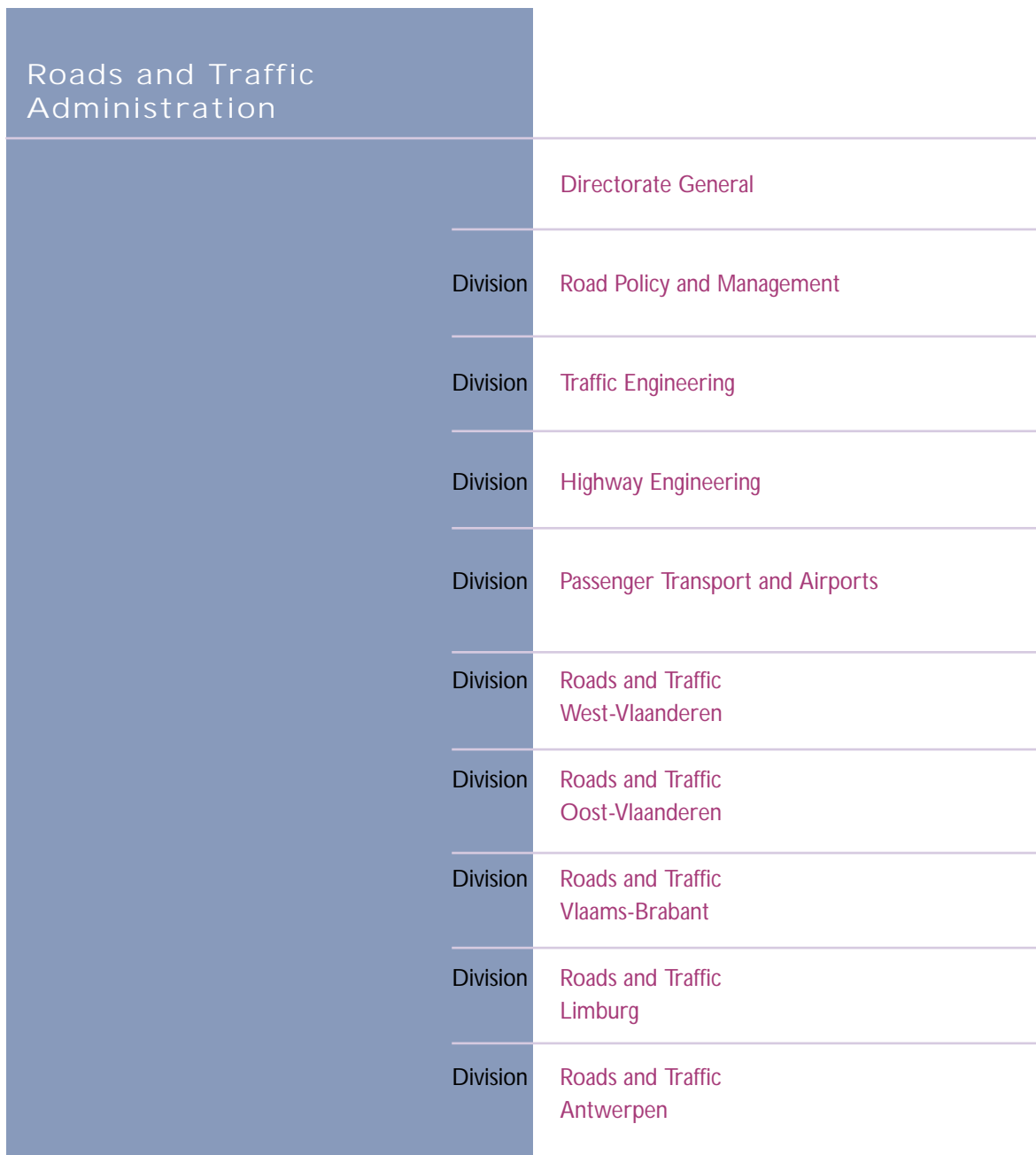
Town and Country Planning, Housing and
Monuments and Sites Administration

Supporting Studies and Tasks Administration

Roads and Traffic Administration

proposal

Situation & Organisational Chart





Package of competences

Road and Traffic Administration

The package of competences of the Flemish Roads and Traffic Administration can be summarised under three main headings:

- ✦ The construction, maintenance and management of the regional roads and motorways, to ensure safety and comfort and make sure that the flow of traffic is as efficient as possible.
- ✦ The organisation of traffic, so that the mobility of all the participants in the traffic can be guaranteed and the traffic situation improves. This must take into account, safety, town and country planning, economic and ecological aspects.
- ✦ The coordination of the regular traffic and regional airports, as well as the execution of infrastructural works for these airports.

These competences are subdivided into four central policy departments and five external departments in the Flemish provinces.

Policy departments:

- ☆ Road policy and management
- ☆ Traffic engineering
- ☆ Highway engineering
- ☆ Passenger transport and airports

Provincial departments:

- ☆ Roads and Traffic Antwerpen
- ☆ Roads and Traffic Limburg
- ☆ Roads and Traffic Vlaams-Brabant
- ☆ Roads and Traffic Oost-Vlaanderen
- ☆ Roads and Traffic West-Vlaanderen



The Roads and Traffic
Administration

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in



figures



1 What does the Roads and Traffic Administration (AWV) manage?

The table below gives an idea of the number of kilometres of roads managed by the Roads and Traffic Administration in 2003.

	Antwerpen	VI-Brabant	W-Vlaanderen	O-Vlaanderen	Limburg	TOTAL
Regional roads	970	604	1286	1030	1062	4952
Motorways	230	194	187	203	102	916
Entrances and exits from the motorways	98	104	94	80	44	420

In addition, the administration also manages approximately 6,700km of cycle paths.

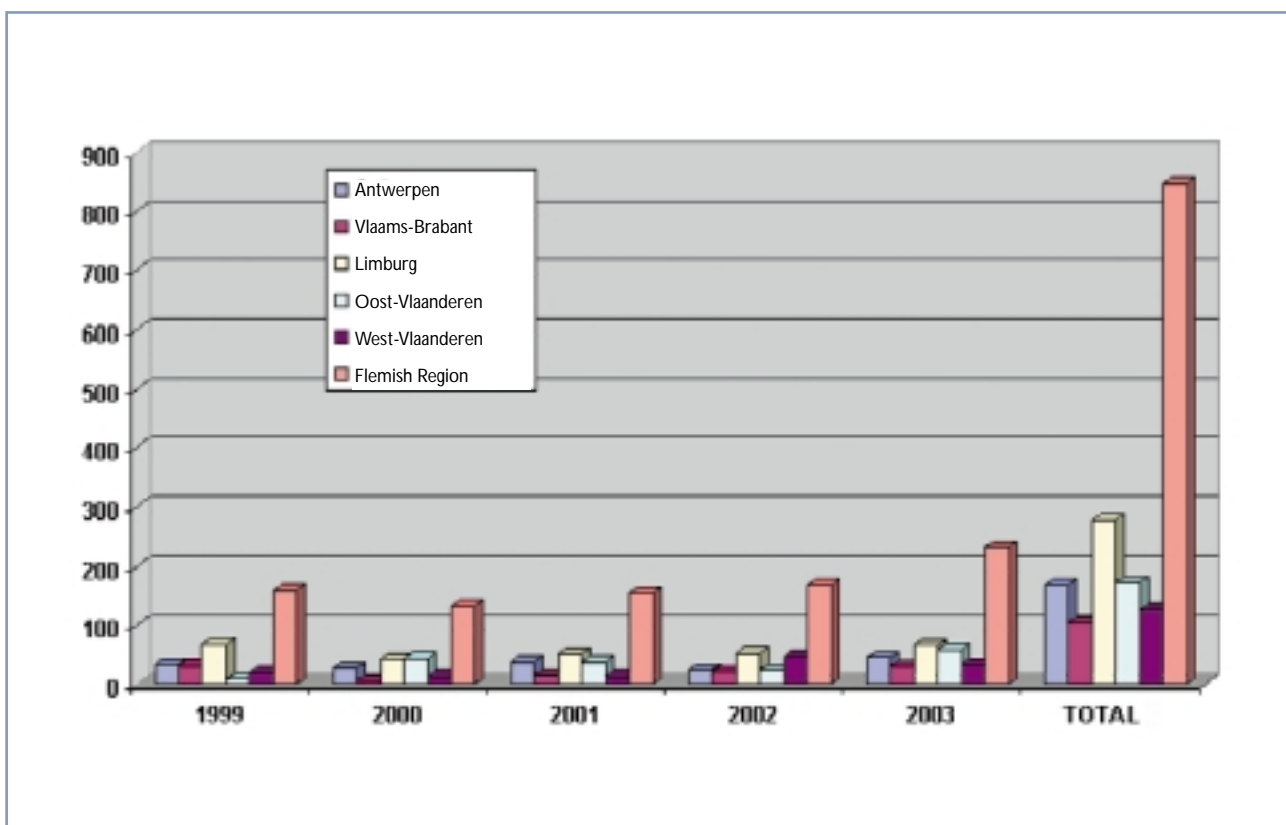
In recent years there have been big investments in the construction and reconstruction of cycle paths along the Flemish road network. The table on the opposite page provides a summary from 1999-2003.



**THE ROADS AND TRAFFIC
ADMINISTRATION IN FIGURES**

Cycle paths constructed and reconstructed in km, per province and year of construction

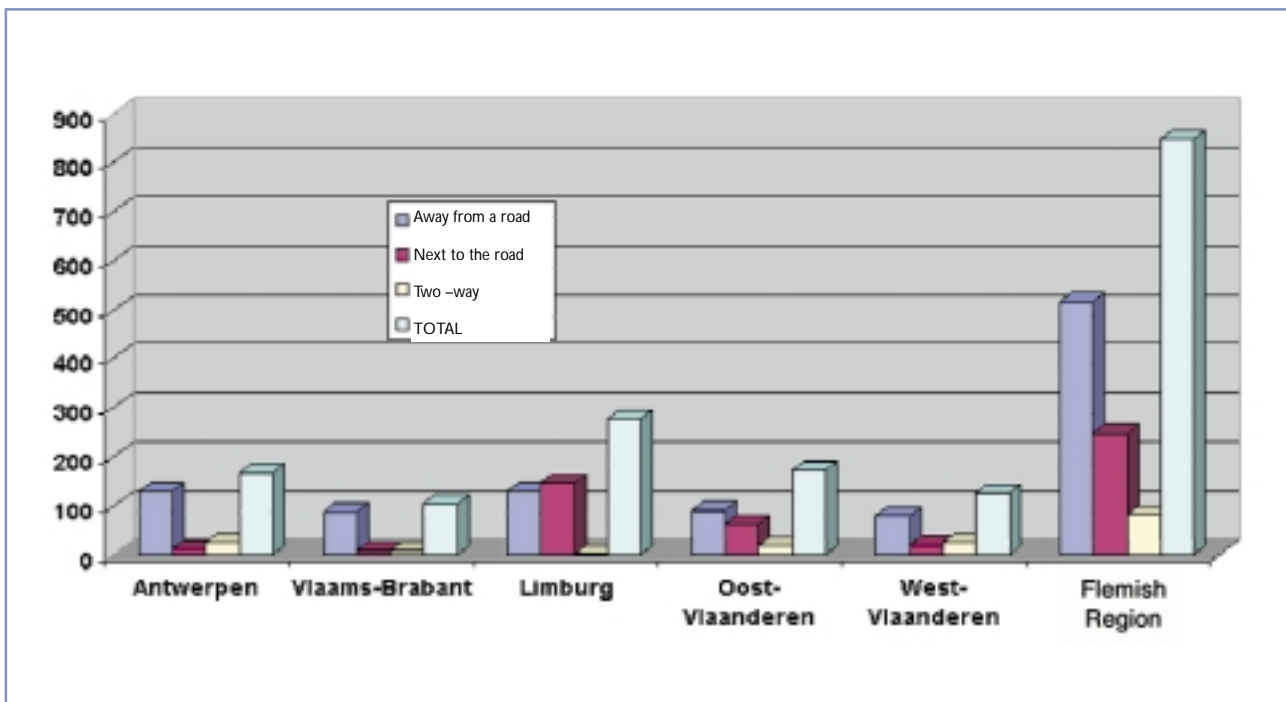
Year of construction	1999	2000	2001	2002	2003	TOTAAL
Antwerpen	32,5	27,2	38,2	24,1	45,6	167,6
Vlaams-Brabant	30,9	6,1	15,7	21,3	30,1	104,1
Limburg	66,8	41,8	50,9	52,1	66,1	277,7
Oost-Vlaanderen	8,8	43,5	37,1	24,6	58,1	172,1
West-Vlaanderen	20	13,8	13,5	46,3	32,5	126,1
Flemish Region	159	132,4	155,4	168,4	232,4	847,6



**THE ROADS AND TRAFFIC
ADMINISTRATION IN FIGURES**

Cycle paths constructed and reconstructed in km, per province and type of cycle path

Type of cycle path	Away from a road	Next to the road	Two -way	TOTAL
Antwerpen	129,3	12,6	25,7	167,6
Vlaams-Brabant	87,5	8	8,6	104,1
Limburg	129,4	145,6	2,7	277,7
Oost-Vlaanderen	90,9	62,3	18,9	172,1
West-Vlaanderen	79,8	20,1	26,2	126,1
Flemish Region	516,9	248,6	82,1	847,6



2 Evolution of budgets that were spent

Every year the Roads and Traffic Administration completes two programmes:

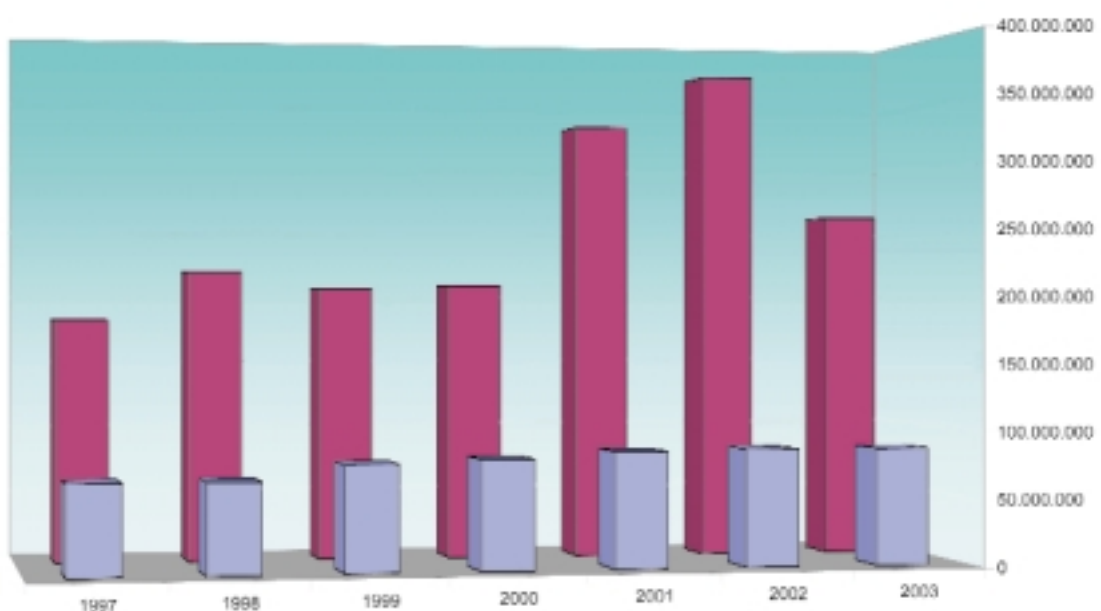
- ◆ programme of investments
- ◆ maintenance programme

This is a summary of the evolution in the budgets spent from 1997 to 2003 (in euros)

The peak shown in the investments in the year 2002 is the result of the budget that was made available at the Flemish level at that time for the reconstruction of the Antwerp ring road (2004-2005). This concerns almost 100 million euros. In addition, a whole range of measures to reduce nuisance were drawn up to ensure that the traffic flow is as efficient as possible while the work is carried out. This is not contained in the budget of the Roads and Traffic Administration.

The peak in the investments of 2001 is the result of two large projects. On the one hand, there were subsidies for the construction of cycle paths, amounting to approximately 50 million euros (module 13 - covenant policy). On the other hand, almost 25 million euros were invested in the construction of the traffic exchange R4/N49 in Zelzate.

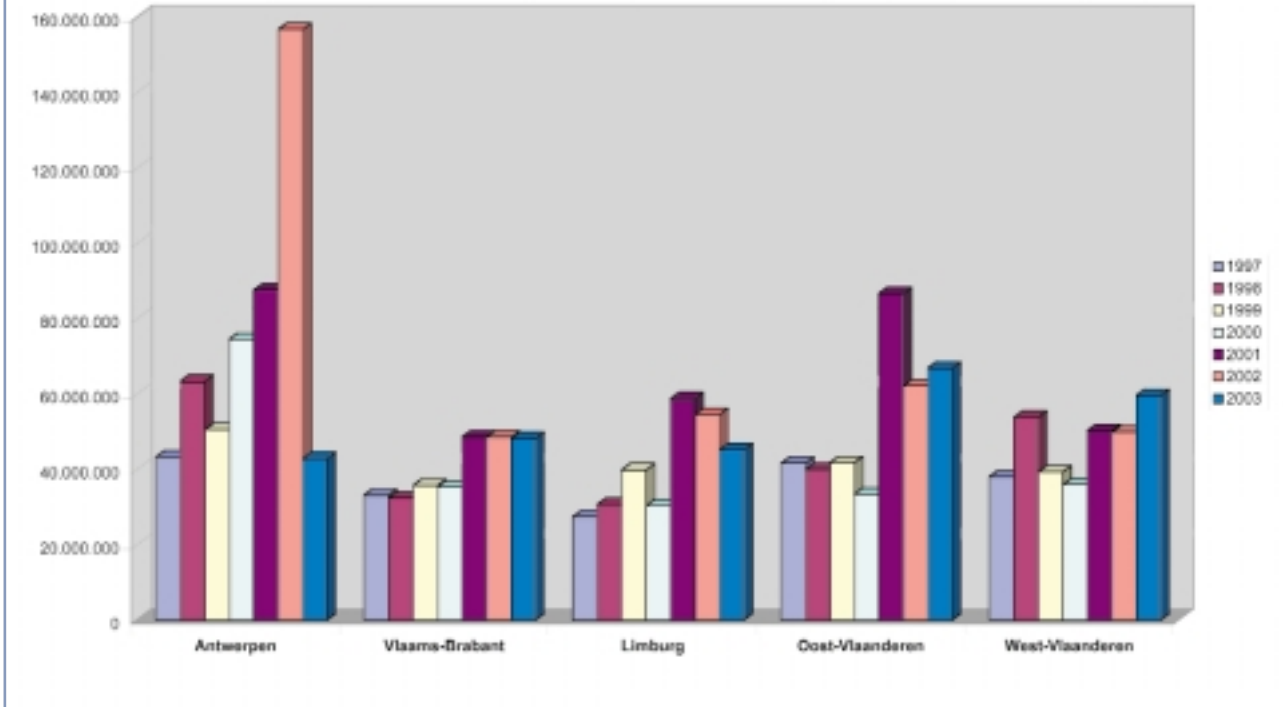
Evolution of budgets that were spent in euros



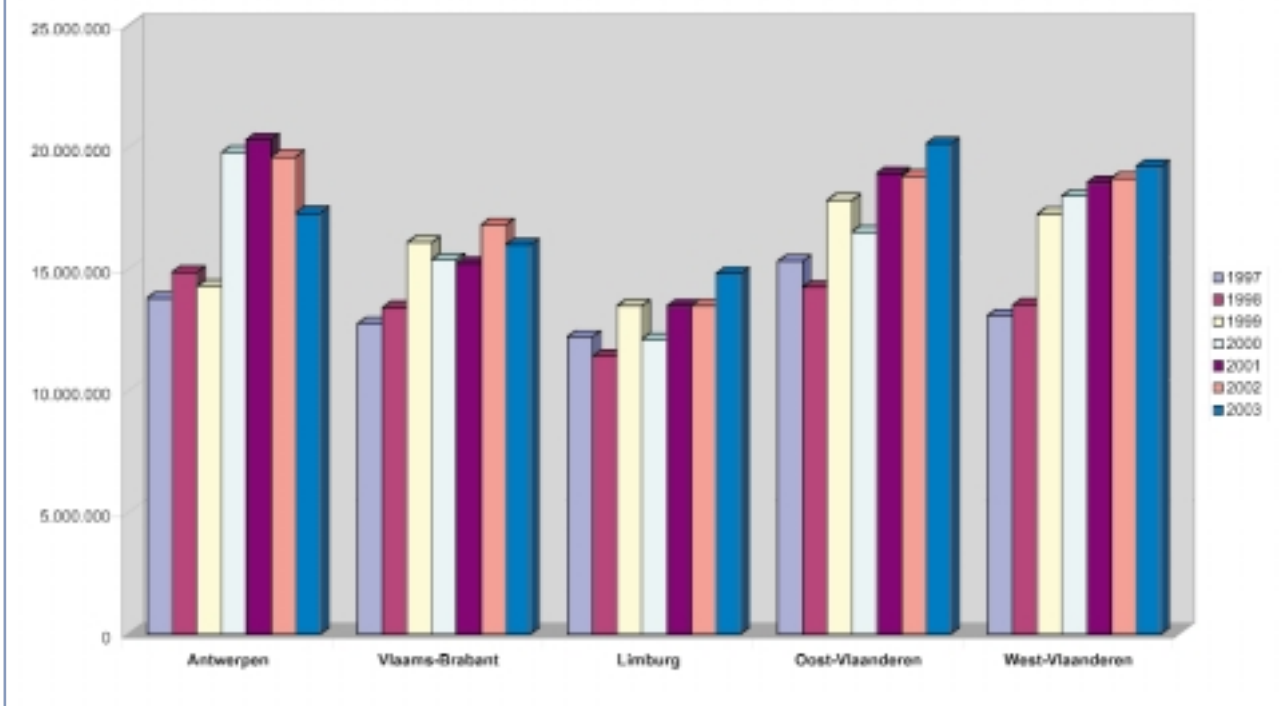
	1997	1998	1999	2000	2001	2002	2003
MAINTENANCE	67.104.708	67.379.111	78.843.119	81.721.873	86.411.469	87.383.441	87.369.488
INVESTMENTS	182.602.053	219.396.627	206.653.367	209.066.673	331.296.387	371.161.928	262.209.608

THE ROADS AND TRAFFIC
ADMINISTRATION IN FIGURES

INVESTMENTS



MAINTENANCE



**THE ROADS AND TRAFFIC
ADMINISTRATION IN FIGURES**

Investments (in euros)

	1997	1998	1999	2000	2001	2002	2003
Antwerpen	43.064.192	63.227.797	50.372.537	74.403.304	87.493.391	156.669.809	42.711.417
Vlaams-Brabant	33.024.019	32.266.063	35.640.116	35.304.888	48.513.488	48.379.291	48.048.542
Limburg	27.171.078	30.480.070	39.720.446	30.227.203	58.586.805	54.392.380	45.063.869
Oost-Vlaanderen	41.442.534	39.762.965	41.654.174	33.315.756	86.578.571	62.047.108	66.846.660
West-Vlaanderen	37.900.261	53.661.733	39.266.094	35.835.523	50.124.133	49.673.340	59.539.181
	182.602.083	219.398.627	206.653.367	209.086.673	331.296.387	371.161.928	262.209.669



Maintenance (in euros)

	1997	1998	1999	2000	2001	2002	2003
Antwerpen	13.794.346	14.856.635	14.267.935	19.758.351	20.310.712	19.598.445	17.286.663
Vlaams-Brabant	12.729.159	13.386.318	16.066.333	15.368.228	15.200.987	16.795.051	15.980.807
Limburg	12.206.029	11.394.896	13.469.549	12.100.432	13.451.104	13.488.092	14.778.584
Oost-Vlaanderen	15.298.113	14.238.354	17.804.528	16.509.549	18.924.439	18.786.492	20.129.194
West-Vlaanderen	13.077.061	13.502.908	17.234.773	17.985.313	18.524.226	18.715.361	19.194.240
	67.104.708	67.379.111	78.843.119	81.721.873	86.411.469	87.383.441	87.369.488

3 Licenses and recommendations

In the Roads and Traffic Administration, all requests for advice and licenses are dealt with by the managing and processing programme ANALINDA. This makes it possible to read the number of dossiers that are dealt with on an annual basis, as well as the processing time. The director general of the administration set a processing time of 21 calendar days as a guideline. The summaries on the following pages show that

with the occasional exception, this guideline was fully observed by the various departments.

In the 2003 operating year, a new decision on charges entered into effect. This entailed changes in the rates with regard to the allocation of licenses and advice, which required far-reaching changes to the ANALINDA programme.

Therefore from 1 January 2003 only a few provisional licenses were issued. After the introduction of the modified ANALINDA programme in mid-November 2003, the departments drew up a definitive version for all the provisional licenses, with the application of the new rates in the decision on charges. This operation was successfully concluded.



**THE ROADS AND TRAFFIC
ADMINISTRATION IN FIGURES**

Block I: recommendations with regard to the decree on town and country planning

department	total number of dossiers received	total number of dossiers dealt with	average processing time minimum < > maximum
Antwerpen	2195	2169	11 kd.
			7 kd. 15 kd.
Limburg	2068	2066	11 kd.
			6 kd. 16 kd.
Oost-Vlaanderen	2469	2436	11 kd.
			4 kd. 20 kd.
Vlaams-Brabant	1535	1531	13 kd.
			12 kd. 15 kd.
West-Vlaanderen	2488	2498	8 kd.
			2 kd. 12 kd.

Block II: publicity

department	total number of dossiers received	total number of dossiers dealt with	average processing time minimum < > maximum
Antwerpen	842	849	9 kd.
			3 kd. 15 kd.
Limburg	457	459	7 kd.
			2 kd. 14 kd.
Oost-Vlaanderen	679	675	7 kd.
			4 kd. 11 kd.
Vlaams-Brabant	383	372	10 kd.
			8 kd. 15 kd.
West-Vlaanderen	1015	1015	8 kd.
			3 kd. 16 kd.

**THE ROADS AND TRAFFIC
ADMINISTRATION IN FIGURES**

Block III: area covered

department	total number of dossiers received	total number of dossiers dealt with	average processing time minimum < > maximum
Antwerpen	187	190	12 kd.
			8 kd. 17 kd.
Limburg	197	186	12 kd.
			5 kd. 21 kd.
Oost-Vlaanderen	267	226	10 kd.
			3 kd. 26 kd.
Vlaams-Brabant	89	85	9 kd.
			4 kd. 16 kd.
West-Vlaanderen	309	312	8 kd.
			2 kd. 19 kd.

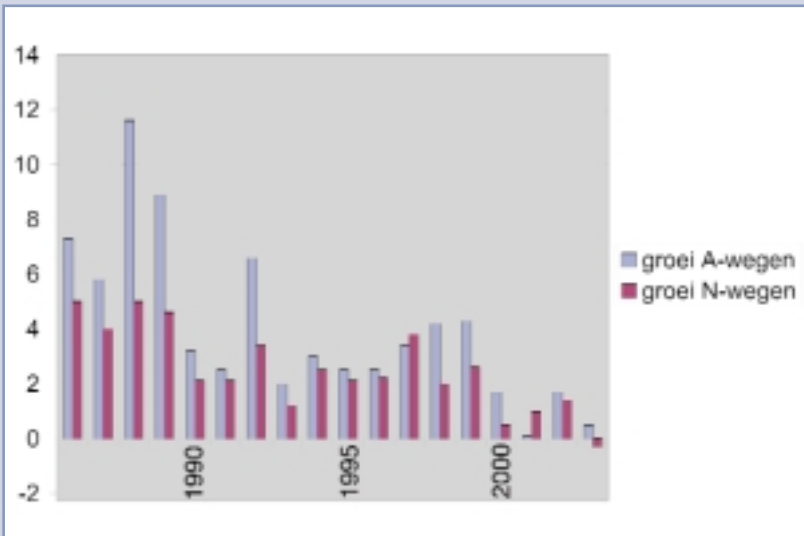
Block IV: public utility companies (concessionaries, water drainage)

department	total number of dossiers received	total number of dossiers dealt with	average processing time minimum < > maximum
Antwerpen	761	781	13 kd.
			7 kd. 17 kd.
Limburg	914	929	12 kd.
			4 kd. 21 kd.
Oost-Vlaanderen	790	797	9 kd.
			2 kd. 17 kd.
Vlaams-Brabant	580	601	15 kd.
			11 kd. 20 kd.
West-Vlaanderen	1278	1270	6 kd.
			1 kd. 15 kd.

4 Traffic censuses

Every year, the Roads and Traffic Administration carries out traffic censuses on the Flemish road network (regional roads, motorways and ring roads). The traffic intensity is measured with the use of approximately 1,100 counters.

The table and graph below provide a summary of the evolution coefficients of road traffic on Flemish regional roads (N roads) and motorways (A roads), from 1986 to 2003. In every case, the coefficient reveals the evolution of traffic intensity between two successive years.



year	growth of A roads	growth of N roads
1986	7,3	5
1987	5,8	4
1988	11,6	5
1989	8,9	4,6
1990	3,2	2,1
1991	2,5	2,1
1992	6,6	3,4
1993	2	1,2
1994	3	2,5
1995	2,5	2,1
1996	2,5	2,2
1997	3,4	3,8
1998	4,2	2
1999	4,3	2,6
2000	1,7	0,5
2001	0,1	1
2002	1,7	1,4
2003	0,5	-0,3

For the first time since the start of the censuses in 1985, we find a stabilisation on the Flemish roads in the traffic in 2003. The number of vehicles on the regional roads fell in 2003 by 0.3%. Admittedly, there was an increase of 0.5% on the motorways, but this is at the same time, the one but lowest growth ever.

The Flemish minister of mobility indicates that the economic recession could be one of the causes of the fall in traffic on the regional roads, but this was also the case in other years. According to the minister, the role of public transport cannot be denied.

For example, the Flemish transport company De Lijn ended 2003 with a total number of 362 million passengers, an increase of almost 14% compared with the previous year. Furthermore, the number of passengers with a subscription doubled in the space of four years, which indicates a certain degree of loyalty.

5 Car pool parking

With the construction and best possible equipment of car parks for car pooling and park & ride, the Roads and Traffic Administration aims to promote shared transport. In this way it is possible to restrict the increase in traffic jams on the network of main roads in the Flemish Region.

The first official car park for car pools in Flanders was established in 1991 in Houthalen. The aim was both to promote car pools and to improve traffic safety on the existing "wild" car pool point.

Currently 60 car parks for car pools have been constructed with a total capacity of more than 4200 cars.

In addition to a good location, the quality of the car park for car pools is also very important. The necessary elements include what is needed to:

- ◆ ensure comfort and safety in the car park
- ◆ ensure traffic safety on the access roads to the car park
- ◆ inform road users about the car park

The Flemish Car pool bank centralizes all the requests and offers of prospective car-poolers from all over Flanders and can be contacted on www.carpool.be

The complete list of car pool car parks in Flanders can be found on <http://wegen.vlaanderen.be/verkeer/beheer/carpool/>

In general, it can be said that the degree of occupation of the car parks is greatest in the triangle Antwerp-Ghent-Leuven. More specifically, for each province the car parks indicated here are the most popular, on the basis of regular measurements carried out by the Roads and Traffic Administration.

Antwerpen

- ◆ Antwerpen Linker Oever-Blancefloer
- ◆ Wommelgem
- ◆ Kontich

Limburg

- ◆ Houthalen
- ◆ Lummen
- ◆ Diepenbeek

Vlaams-Brabant

- ◆ Aarschot
- ◆ Affligem
- ◆ Bekkevoort

Oost-Vlaanderen

- ◆ Aalst-West
- ◆ Merelbeke
- ◆ Meerbeke

West-Vlaanderen

- ◆ Sint-Michiels (Bruges)
- ◆ Loppem
- ◆ Kortrijk-Oost



6 Dangerous points

Investments

Safer traffic, particularly for the soft road user, is justifiably a priority for the Flemish people and for the Government of Flanders. From 2003, Flanders will spend an extra 100 million euros every year eliminate dangerous points. Within five years, the 800 most dangerous points on the Flemish roads will have disappeared.

A planned approach

The approach to the dangerous points is not arbitrary. Many studies are carried out and prior discussions are held to determine exactly which places should have priority and why. In this way, everyone can be sure that the right priorities are made, and that the solutions which are systematically carried out will have a permanent character.

Cooperation

The broadest possible basis was created for this project. In addition to the Roads and Traffic Administration, the provincial governors, municipalities, parents of children who had died on the roads, the cyclists' association and the pedestrian movement were closely involved in the project.

Execution

The first execution projects started in the first half of 2004. Examples include the construction of roundabouts in Kalmthout, Tienen, Bilzen and Lokeren, modifications to crossroads in Antwerp, Geetbets, Diest, Genk, Lummen, Ghent and Waregem, and finally also the construction of tunnels in Menen and Harelbeke.

There is even more

In addition to the approach to the most dangerous points, the Roads and Traffic Administration also maintains its efforts to improve traffic safety. Modified passages, separate cycle paths and new roundabouts are therefore becoming a familiar sight on our roads.

The image shows a project information sheet for a roundabout in Kalmthout. It includes the following details:

- Provincie:** Antwerpen
- Gemeente:** Kalmthout - Waasland
- Kruispunt:** N 117 Brachaatboscreeg - Kruisstraat/Helkanstraat

Opdrachtgever: Ministerie van de Vlaamse Gemeenschap, Dep. Leefmilieu en Infrastructuur, Administratie Wegen en Verkeer

Uitvoering voorzien: half 2004
Prioriteitsfactor: 27
Projectnummer TV 3V: 1078
Rekening: _ 430.000

Projectbeschrijving: Het kruispunt wordt op de volgende manier aangepast:

- Het aanleggen van een rotonde met vrijliggende fietspaden
- De maatvoering van de rotonde: binnenstraal van 14,50 m (inclusief het overrijdbaar deel), de buitenstraal is 20 m
- Voldoende overrijdbare ruimte voorzien voor uitzonderlijk vervoer
- Er wordt een enkelrichtingsfietspad rond de rotonde voorzien (fietsers uit de voorrang)

The sheet also features a map of the area around Kalmthout, showing the location of the roundabout at the intersection of N117 Brachaatboscreeg and Kruisstraat/Helkanstraat. A technical drawing at the bottom shows the layout of the roundabout with the cycle paths.

7 The condition of the roads



Since 1990, the Roads and Traffic Administration has carried out measurements every year to determine the characteristics of the surface of the Flemish road network. In this context, visual inspections and measurements are carried out of the flat surface, unevenness, developing of tracks and steps in the road.

The condition of the road is determined on the basis of the measurement results. The parameters also form the basis for the development of a PMS (Pavement Management System). This is an instrument which helps road managers to draw up a general maintenance strategy for the road network. The PMS predicts the evolution of the road network and indicates in which road sections it is necessary to intervene. The time to intervene and the method of repair are determined, depending on the condition of the road and the expected evolution. In other words, a list of priorities is drawn up, with the aim of using the available means as efficiently as possible to maintain and improve the overall quality of the road network as far as possible.

Visual inspection

The visual inspection is carried out on the basis of video images which are taken from a specially equipped car (ARAN). A computer programme processes the images and in this way

traces the cracks and other defects. These are then assessed in terms of the type of defect and the degree of seriousness, and this leads to the level of damage.

Flat surface

To measure the flatness of a road, the average profile of the road is always used as a starting point. The coefficient is then determined from the deviation in relation to that average profile. This works with wavelengths.

Unevenness

The unevenness of the road is determined on the basis of the friction coefficient. The transverse friction coefficient consists of the ratio between two forces, which are measured by rolling a wheel with a fixed vertical load over the road surface at a constant speed. The longitudinal friction coefficient is determined by slowing down the wheel during the measurement, resulting in a brake force.

The formation of tracks and steps

Tracks can form in asphalt roads and are defined as permanent distortions of the hardened surface caused by wheel tracks. Steps can form in roads which are made of concrete plates, when the successive plates are

no longer at the same height.

Conclusions

The most recent report on the overall condition of the Flemish road network was published in August 2003. The most striking findings and evolutions are summarised below:

The overall condition of the motorways is clearly better than that of the other regional roads.

Furthermore, it was found that as regards safety, evenness and the formation of tracks, only very few sections of the road are below the intervention threshold (1.5% for the motorways and 2.5% for the other regional roads).

With regard to the structural condition, evenness and visual inspection, the condition is less favourable but still adequate (6% of the motorways and 13% of the other regional roads are below the intervention threshold).

A comparison with previous years also revealed that the condition of the road network is no longer declining, but has stabilised with a slight tendency to improve, particularly as regards motorways.

8 Road inspections

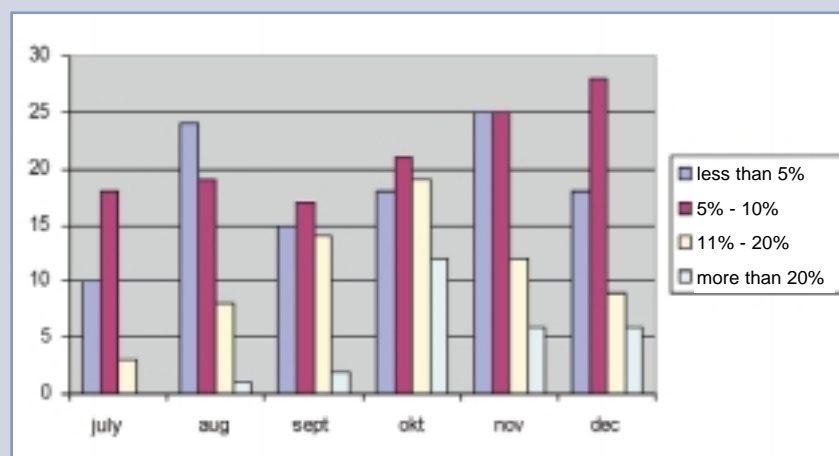
The Government of Flanders started a project which is aimed at preventing the formation of tracks on the Flemish road network. After all, the formation of tracks can lead to unsafe situations and is also extremely expensive to repair.

Overloaded lorries are the greatest cause of damage. Therefore Flemish road inspectors are given the competence to lead lorries to a weighbridge and determine whether or not they are overloaded. If they are, an official report is drawn up, and a fine is collected immediately or the driver is referred to the public prosecutor's office.

Since 1 July 2003, there have been road inspectors who check lorries every day to find out if they are overloaded. The road inspectors always work in twos in a single service vehicle. The co-pilot operates the siren and text bar, and makes eye contact with the lorry driver.

In 2003, 1,368 vehicles were checked.

The table below indicates how many official reports were drawn up by the road inspectors in 2003, for every category of overloading.



	July	Aug	Sept	okt	Nov	Dec	Total
- 5%	10	24	15	18	25	18	110
5%-10%	18	19	17	21	25	28	128
11%-20%	3	8	14	19	12	9	65
+ 20%	0	1	2	12	6	6	27
Total	31	52	48	70	68	61	330

9 Winter service

One of the most important – but also most difficult – tasks of the Roads and Traffic Administration in the winter months is to ensure that the Flemish road network is kept free of snow and ice. This is known as the "winter service", probably better known to the general public as the gritting services.

The people who are responsible for the winter service take the necessary decisions with regard to possible interventions on the basis of the measurement system to measure the slipperiness of the roads which gives a picture of the condition of the road surface and the expected evolution resulting from the weather. They assign the personnel and decide where, how much and what sort of material has to be applied.

Depending on the weather conditions, an average of 38,000 tonnes of grit are used during one winter. This means that in a complete winter peri-

Winter	Tonnes of gritting material used		
	NaCl	CaCl ₂	TOTAL
1998-1999	48.520	980	49.500
1999-2000	29.845	732	30.577
2000-2001	43.259	1.255	44.514
2001-2002	35.977	1.183	37.160
2002-2003	43.304	0	43.304

od, on average 490gr/m² is gritted on the Flemish motorways and regional roads. Altogether approximately 800 people are employed in the winter service to ensure the safety of the road user, along approximately 295 gritting routes. In the winter period 2002-2003, the winter service cost more than 9 million euros. If this is divided by the gritted surface area, this amounts to a cost price of 0.12 euros per square metre.

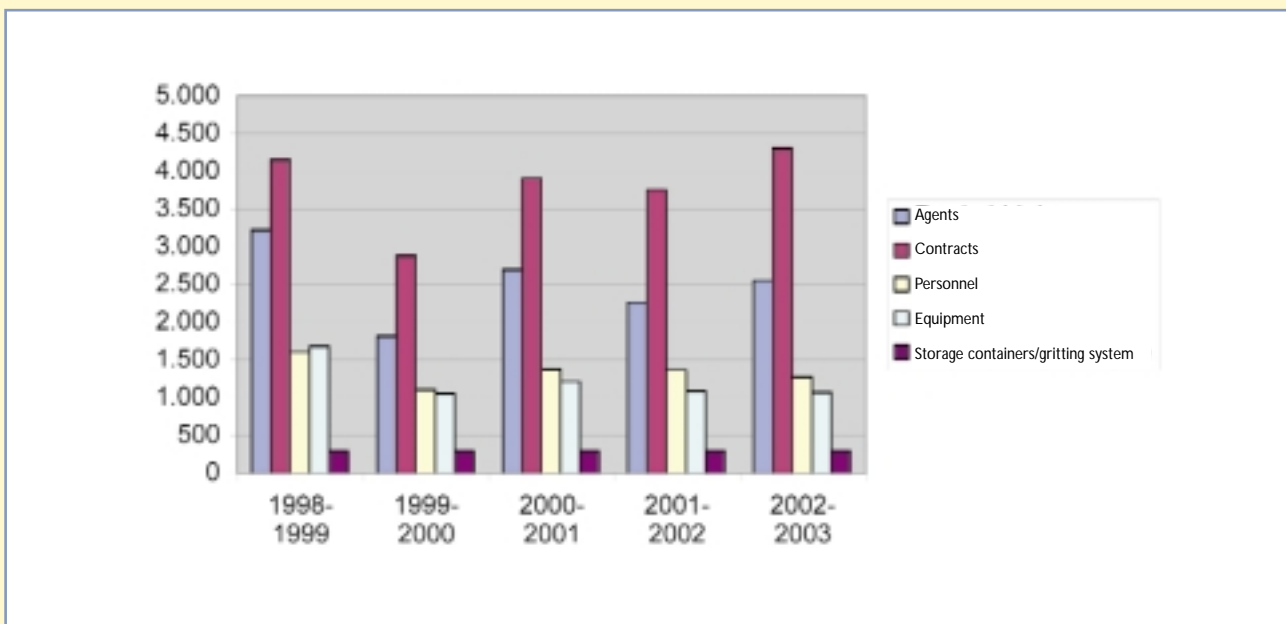
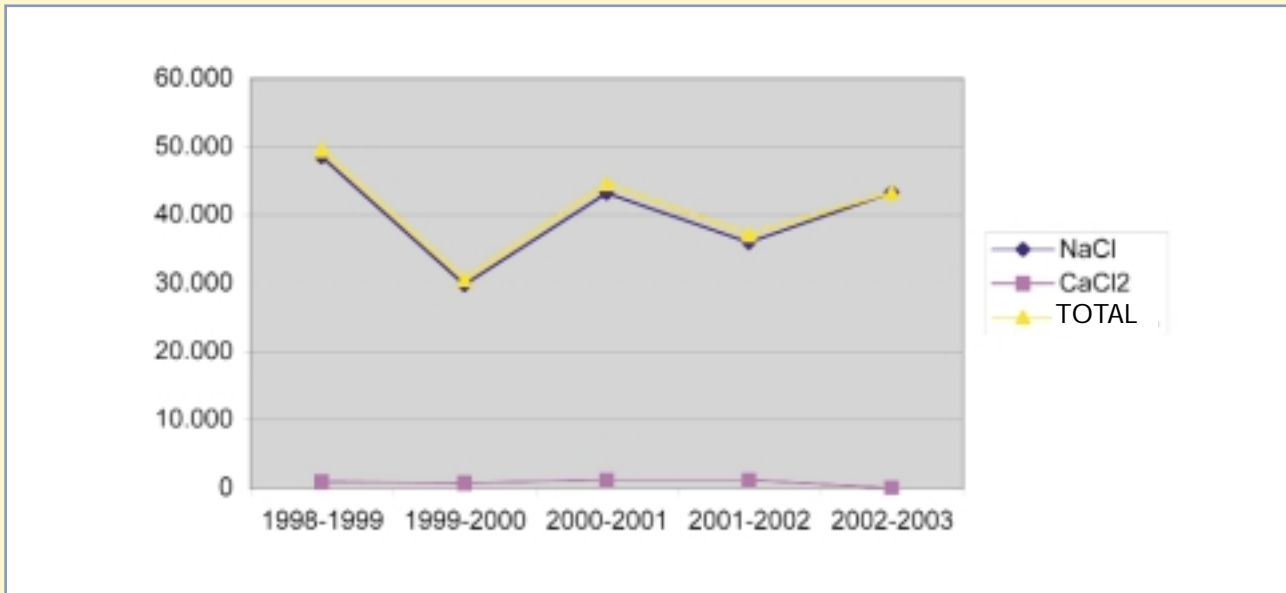
Calcium chloride (CaCl₂) is an aggressive chemical, but was initially chosen in preference to sodium chlo-

ride (NaCl) because the later tends to stick together if there is any moisture. As the equipment for the winter service improved over the years, this was no longer an appropriate argument and the service changed to the more environmentally-friendly sodium chloride to grit the roads.

A summary of the winter surface from the winter of 1998-1999 is given below in figures, in terms of the use of the type of grit used and the cost price.

Winter	Cost price of winter service x 1000 euros					
	Agents	Contracts	Personnel	Equipment	Storage containers/ gritting system	TOTAL
1998-1999	3.219	4.156	1.600	1.679	292	10.946
1999-2000	1.816	2.880	1.101	1.049	292	7.138
2000-2001	2.691	3.903	1.369	1.209	292	9.464
2001-2002	2.265	3.755	1.361	1.084	292	8.757
2002-2003	2.554	4.307	1.272	1.067	292	9.492

**THE ROADS AND TRAFFIC
ADMINISTRATION IN FIGURES**

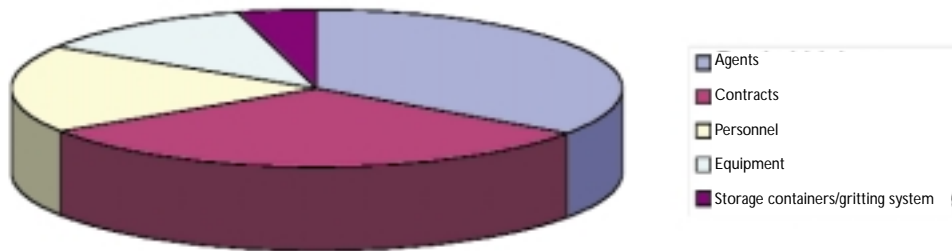


THE ROADS AND TRAFFIC
ADMINISTRATION IN FIGURES

Average cost price of winter service over 20 winters (x 1000 euros)

Agents	Contracts	Personnel	Equipment	Storage containers/ gritting system	TOTAL
2.432	2.162	1.260	840	292	6.986

Average cost price of winter service
over 20 winters



10 Tackling litter

The Roads and Traffic Administration adopts a three-pronged policy to tackling litter: awareness raising, booking offenders and clearing up.

Awareness raising

In recent years, several awareness-raising campaigns with regard to litter have been carried out on notice boards along the Flemish road network. By repeating this message, the administration hopes to make the population aware of the problem.

Booking offenders

In the Roads and Traffic Administration, 330 officials are competent to book people who dump rubbish. Most cases conclude with an amicable settlement and the repayment of the costs of clearing the litter. On average, 50-80 cases are sent on every year to the public prosecutor's office for further proceedings.

Clearing up the litter

The Flemish motorways and regional roads are kept free of litter as far as possible. The litter and waste on verges, roadsides and in canals is also cleared up. However, it is impossible for controllers and cleaning teams to work everywhere at all times. Currently 7.5 million euros is spent per year on an average of 3-4 sweeps, including 1-2 cleaning operations of drains. In addition, there are 6-9 cleaning-up operations for litter, which cost 3 million euro on an annual basis. The litterbins in the car parks along the motorways are emptied twice a week, and in the summer months, three times a week.

A summary of the number of tons of litter that was cleared up in every Flemish province from 1999-2003 is shown below.



	1999	2000	2001	2002	2003
Antwerpen	284	650	792	353	567
Vlaams-Brabant	438	603	600	456	648
West-Vlaanderen	418	400	684	488	451
Oost-Vlaanderen	422	471	205	259	258
Limburg	242	246	341	552	317
TOTAL	1804*	2370	2622	2108	2241

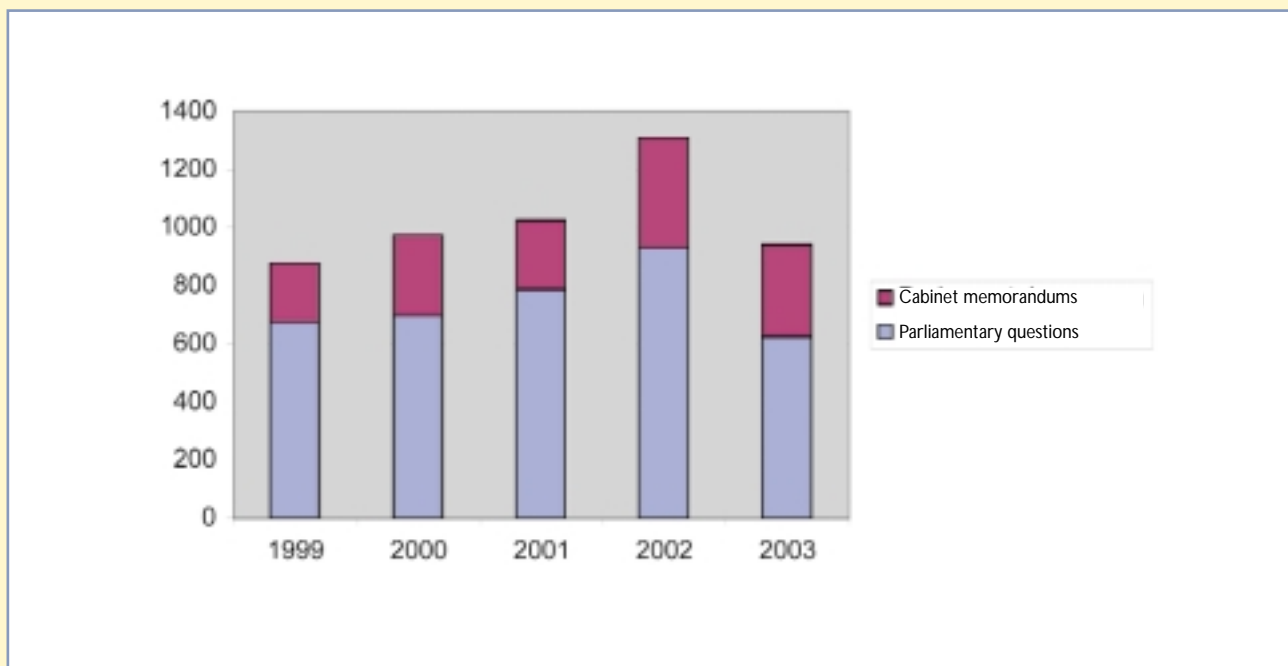
* number 1999 is incomplete

THE ROADS AND TRAFFIC
ADMINISTRATION IN FIGURES

Cabinet memorandums and parliamentary questions

Every year, the Roads and Traffic Administration answers a whole series of cabinet memorandums and parliamentary questions. A summary of the number of dossiers dealt with in the last five years is shown below.

	Cabinet memorandums	Parliamentary questions	TOTAL
1999	674	204	878
2000	697	278	975
2001	787	239	1026
2002	930	380	1310
2003	624	318	942



Dealing with complaints

A new system for complaints management was introduced in the Roads and Traffic Administration in mid-2002. All the personnel members who have direct contact with citizens have a standard complaints form. The completed forms are sent to the

complaints coordinator in every department, and he follows up the dossiers. An official to deal with the complaints is appointed to process the content of every complaint. However, the complaints coordinator has final responsibility.

Summary of the complaints processed in 2003

Total number of complaints		95
Number of complaints according to admissibility	Admissible	77
	Inadmissible	18
Number of complaints according to the person making the complaint	Letter	72
	E-mail	15
	Telephone	7
	Fax	1
	Verbal	0
Number of complaints according to the channel by which the complaint came in	Directly from the citizen	44
	Via the cabinet	0
	Via the Flemish ombuds department	27
	Via organised social organisations	5
	Other channels	5
	Public services	13
	Political representation	1
Statistical data on the period in days between the date of receipt and the date of the notification of the decision	0 – 20 days	51
	21 – 45 days	27
	46 – 90 days	11
	> 90 days	6

**THE ROADS AND TRAFFIC
ADMINISTRATION IN FIGURES**

Content of the complaints

Reason for the complaint	Number
Posters	1
Waste system	6
Vegetation	6
Communication	3
Cycle paths	2
Nuisance caused by noise	8
Crossroads	1
Environment	8
Tidiness	2
Unmanned cameras	1
Compulsory purchases	2
Excessive speeds	1
Road crossings	3
Parking possibilities	2
Condition of the road surface	20
A variety of licenses	2
Traffic incidents	5
Vertical signs	2
Road works	7
Other	3

As in 2002, the range of complaints was extremely varied. Most complaints concerned the communication, coordination and traffic nuisance caused by roadworks.

The number of complaints has not increased significantly either, compared to 2002. There are peaks in the complaints at the start of spring and during the winter months.

In this respect, a definition of the term "complaint" is important. This concerns a "manifest expression in which a dissatisfied citizen complains to the government about an activity or performance which has or has not been carried out by the government".

A complaint must be distinguished from a notification or a request for information.

If a notification or request for information is not answered correctly, this can also give rise to a complaint.

Balanced Scorecard

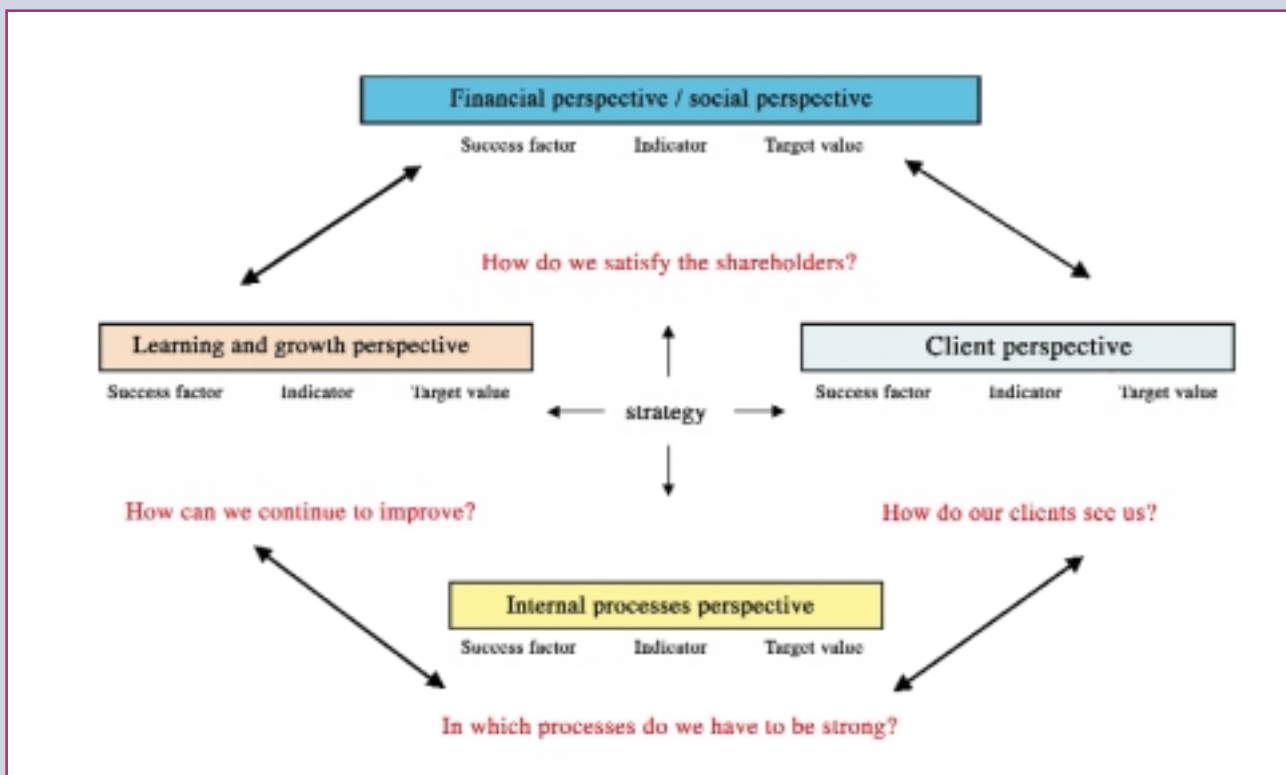
In 2002, the Roads and Traffic Administration decided to introduce the Balanced Scorecard as a steering instrument. This allows the administration to follow up its strategic objectives which are contained in the Flanders Mobility Plan.

What exactly is the Balanced Scorecard?

The Balanced Scorecard is a management model which was initially developed to show managers of companies in the profit sector that they should not manage their organisation exclusively on the basis of financial elements, but should also devote attention to the elements which influence these financial results.

Different factors which have an influence are subdivided under four perspectives: the financial perspective, the client perspective, the internal processes perspective and the learning and growth perspective.

Traditional presentation of the Balanced Scorecard



THE ROADS AND TRAFFIC
ADMINISTRATION IN FIGURES

What is the significance of the four perspectives for the Roads and Traffic Administration?

financial perspective

An examination of the short description accompanying every perspective (see figure) reveals that the term "shareholders" could be replaced by the term "clients". These are the authorities to which the administration is accountable: the Government of Flanders, represented by the minister of Mobility and Public Works. The satisfaction of the client is related to the way in which we fulfil our social role. Our social tasks are shown in the table below. In fact, the financial perspective was replaced in the Balanced Scorecard of our administration by the "social perspective".

Client perspective

The clients are the recipients or beneficiaries of our services. For the Roads and Traffic Administration, these are citizens (residents who live along the roads and the users of our roads), municipal and provincial governments. They can also be other authorities with whom we cooperate (companies, European Union, etc.).

Internal processes perspective

This perspective determines the internal processes which we need to carry out the two external perspectives, the social perspective and the client perspective. For the Roads and Traffic Administration, this is, for example, monitoring the quality of the execution of the road works, or promoting cooperation between the administration and other partners.

Learning and growth perspective

The Learning and growth perspective is the perspective which creates a climate of action. This means that the administration must devote attention to the competences and motivation of the personnel and for the necessary information technology. For example, the Roads and Traffic Administration works with training profiles which determine for every job what the required basic skills should be. Another example concerns monitoring the quality of the strategic information, such as data-banks and the intranet.

Social tasks of the administration

To reduce the lack of safety in traffic.

To improve the viability of the traffic.

To reduce the damage caused to nature and the environment, despite the increasing mobility.

To selectively guarantee the accessibility of economic centres and gateways.

To selectively guarantee the possibility of mobility for every person so that they can fully take part in social life.

How is a Balanced Scorecard built up?

A Balanced Scorecard consists of a number of success factors which can be measured with one or more indicators, which each, in turn, have their own set target values. The target values to be achieved are discussed and validated by the board of heads of department managed by the director general.

An example can illustrate the different terms:

Success factor

Preventing accidents in road works

Indicator

The number of accidents in road works/number of road works

What are the next steps?

In 2003, work was carried out on developing the Balanced Scorecard in the context of the Roads and Traffic Administration. Success factors, indicators and target values were drawn up for every perspective. An attempt was also made to determine a zero value for all these elements, on the basis of which the evolution can be measured in the future. In 2003, there was also an information session for all personnel members of level A. The next stages to be taken are:

- ◆ When the Balanced Scorecard is available at administration level, it can be implemented in the departments.
- ◆ More work must be carried out on the integration and information processing of the various data required to build up the Balanced Score card.
- ◆ Information and an explanation must be provided to all personnel members in the administration.
- ◆ There is a permanent attempt to evaluate and improve the success factors and indicators that have been defined.



Personnel

This section gives a summary of the personnel of the Roads and Traffic Administration from 1999 to 2003.



**THE ROADS AND TRAFFIC
ADMINISTRATION IN FIGURES**

Number of personnel per department (1999-2003)

1999	PASSENGER TRANSPORT AND AIRPORTS ADMINISTRATION	205
	TRAFFIC ENGINEERING DIVISION	50
	ANTWERPEN DIVISION	318
	LIMBURG DIVISION	227
	OOST-VLAANDEREN DIVISION	301
	VLAAMS-BRABANT DIVISION	245
	WEST-VLAANDEREN DIVISION	289
	ROADS POLICY AND MANAGEMENT DIVISION	45
	HIGHWAY ENGINEERING DIVISION	51
	DIRECTORATE GENERAL	14
Total	1999	1745

2002	PASSENGER TRANSPORT AND AIRPORTS ADMINISTRATION	225
	TRAFFIC ENGINEERING DIVISION	59
	ANTWERPEN DIVISION	320
	LIMBURG DIVISION	245
	OOST-VLAANDEREN DIVISION	299
	VLAAMS-BRABANT DIVISION	240
	WEST-VLAANDEREN DIVISION	291
	ROADS POLICY AND MANAGEMENT DIVISION	49
	HIGHWAY ENGINEERING DIVISION	51
	DIRECTORATE GENERAL	19
Total	2002	1798

2000	PASSENGER TRANSPORT AND AIRPORTS ADMINISTRATION	203
	TRAFFIC ENGINEERING DIVISION	49
	ANTWERPEN DIVISION	313
	LIMBURG DIVISION	232
	OOST-VLAANDEREN DIVISION	298
	VLAAMS-BRABANT DIVISION	242
	WEST-VLAANDEREN DIVISION	295
	ROADS POLICY AND MANAGEMENT DIVISION	41
	HIGHWAY ENGINEERING DIVISION	50
	DIRECTORATE GENERAL	15
Total	2000	1738

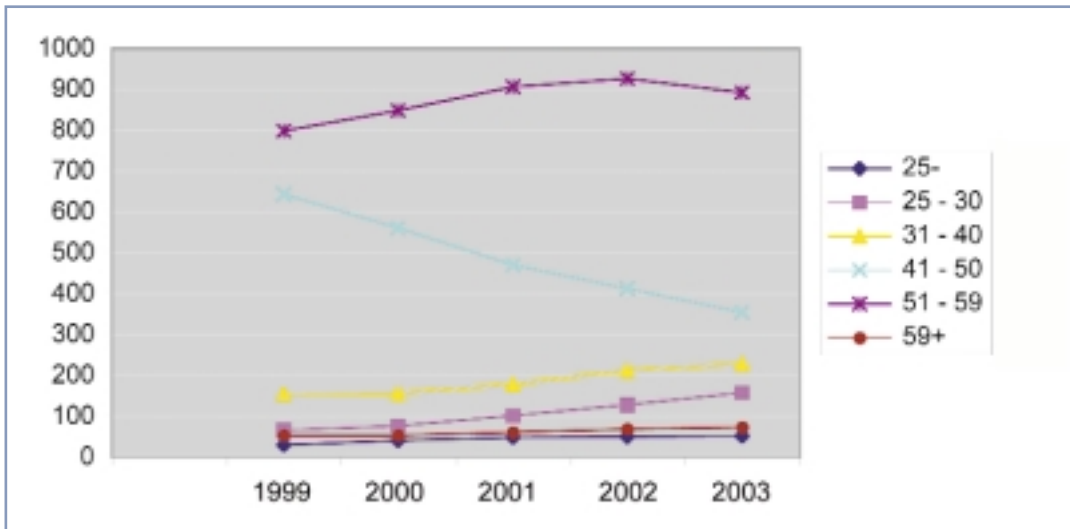
2003	PASSENGER TRANSPORT AND AIRPORTS ADMINISTRATION	202
	TRAFFIC ENGINEERING DIVISION	65
	ANTWERPEN DIVISION	302
	LIMBURG DIVISION	239
	OOST-VLAANDEREN DIVISION	294
	VLAAMS-BRABANT DIVISION	237
	WEST-VLAANDEREN DIVISION	293
	ROADS POLICY AND MANAGEMENT DIVISION	57
	HIGHWAY ENGINEERING DIVISION	53
	DIRECTORATE GENERAL	16
Total	2003	1758

2001	PASSENGER TRANSPORT AND AIRPORTS ADMINISTRATION	208
	TRAFFIC ENGINEERING DIVISION	51
	ANTWERPEN DIVISION	318
	LIMBURG DIVISION	236
	OOST-VLAANDEREN DIVISION	304
	VLAAMS-BRABANT DIVISION	243
	WEST-VLAANDEREN DIVISION	289
	ROADS POLICY AND MANAGEMENT DIVISION	49
	HIGHWAY ENGINEERING DIVISION	50
	DIRECTORATE GENERAL	17
Total	2001	1765

**THE ROADS AND TRAFFIC
ADMINISTRATION IN FIGURES**

Distribution of personnel in terms of age (1999 – 2003)

	25-	25 - 30	31 - 40	41 - 50	51 - 59	59+
1999	30	65	154	644	799	53
2000	41	77	157	561	849	53
2001	48	102	178	470	906	61
2002	50	128	212	413	927	68
2003	52	158	228	354	892	74



Distribution of personnel in terms of age and gender for 2003

Age Gender	25-		25 - 30		31 - 40		41 - 50		51 - 59		59+		Total
	M	F	M	F	M	F	M	F	M	F	M	F	
	38	14	114	44	170	58	260	94	755	137	67	7	1758

THE ROADS AND TRAFFIC ADMINISTRATION IN FIGURES

Personnel level D: a forgotten group in terms of equal opportunities?

Following the actions which were taken by the AWV Equal Opportunities Team in 2002, all the districts and head offices of the department were visited in 2003. The problem areas experienced by personnel members of level D were discussed during these visits. This was a successful discussion in every case. The members of the AWV Equal Opportunities Team then drew up a list of the most common obstacles, together with the personnel officer.

These lists were drawn up in a report for the board of heads of department, accompanied by recommendations and action points. The most important of these are summarised below:

- ◆ district operation: to implement a good level of communication or better information from the managers to the personnel of the districts;
- ◆ evaluations/FUTOs: to clarify the roles of the evaluators as well as discussing the procedure and possibility of rewarding teams;
- ◆ possibilities for promotion: the organisation of career selections and procedures for promotion should take place in consultation with the Personnel department.

Folder, "Intake of immigrants and the disabled"

What is the use of launching campaigns to encourage the employment of immigrants and the disabled, if the managers are not enthusiastic about working on diversity? Therefore in 2003, the AWV Equal Opportunities Team conducted an awareness-raising campaign for the heads of department of the administration.

This awareness-raising campaign consisted of sending out a folder which

The folder also underlined the advantages of a wide range of personnel, and resources were made available to promote the intake of immigrants and the disabled. Finally, a number of concrete actions are summarised for managers.



briefly referred to the Decree of 8 May 2002 on the proportional participation in employment, as well as the objectives set by the Government of Flanders, together with the social partners and the representatives of immigrant organisations.

Service vehicles

The Roads and Traffic Administration has a fleet of service vehicles to carry out its range of tasks.

A summary of the number and type of vehicles divided across the various provincial departments is shown below.

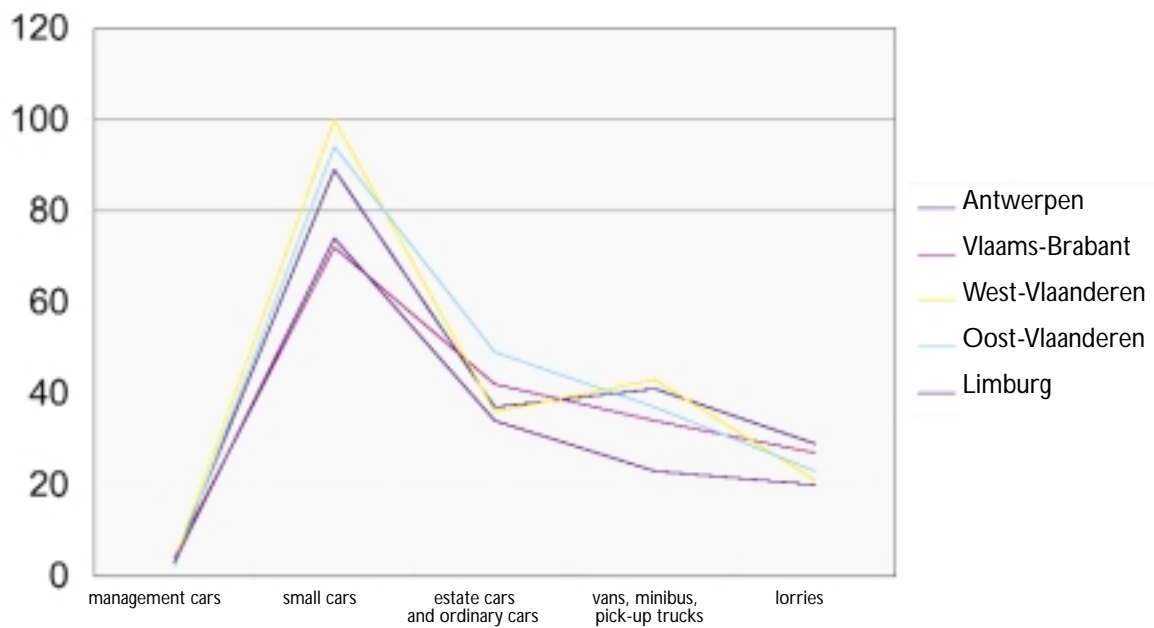
	management cars	small cars estate	cars and ordinary cars	vans, minibus, pick-up trucks	lorries
Antwerpen	3	89	37	41	29
Vlaams-Brabant	4	72	42	34	27
West-Vlaanderen	3	100	36	43	21
Oost-Vlaanderen	2	94	49	37	23
Limburg	3	74	34	23	20
TOTAL	15	429	198	178	120



THE ROADS AND TRAFFIC
ADMINISTRATION IN FIGURES



AWV Fleet



Cases of damage

The table below reveals the number of dossiers on damages with related expenditure per provincial department for the year 2003.

These are damages which were inflicted on the region managed by the departments of the Roads and Traffic Administration.

	Number of dossiers on damages	Known	Unknown	Expenditure in €	Accidents in own vehicles
Antwerpen	2546	1227	1319	1.800.643	9
Limburg	1837	1021	816	1.534.922	13
Oost-Vlaanderen	2067	1193	874	1.063.885	16
Vlaams-Brabant	2248	1088	1160	1.785.537	7
West-Vlaanderen	2080	891	1189	1.487.179	10
Total	10778	5420	5358	7.672.166	55



Com



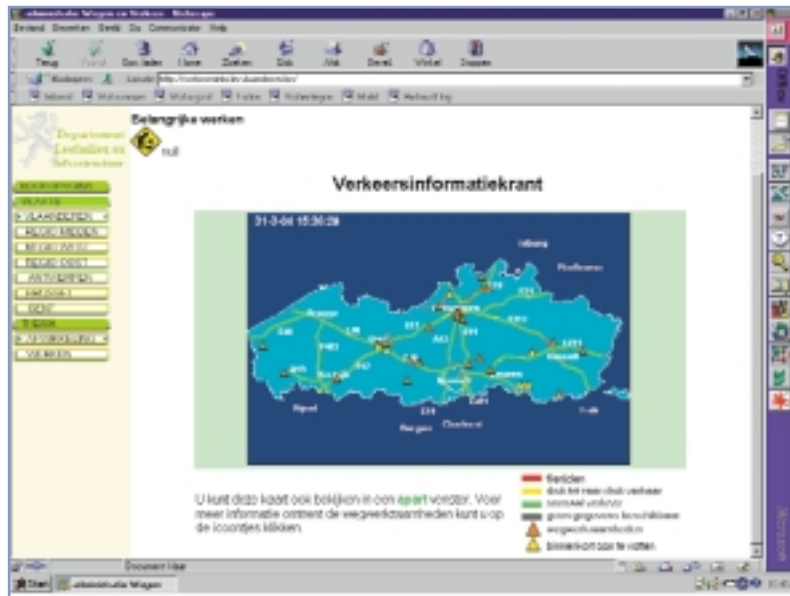
unication



Traffic



information



The "Flemish Traffic Centre" plays a crucial role with regard to traffic information:

- ✦ Providing traffic information for the whole of Flanders. These data are available online on <http://verkeersinfo.lin.vlaanderen.be/>
- ✦ Monitoring and control of car traffic in the Antwerp region. As traffic management centres in Ghent and Brussels will also be responsible in the long term for local monitoring and control, the centre in Antwerp is provisionally carrying out these tasks to only a limited extent.

Other applications which were carried out centrally to support its operations include:

- ✦ The management of census data of the approximately 1,500 loops in the road surface and the detection cameras above the road surface which provide indications on the flow of traffic on the Flemish network of main roads.
- ✦ The monitoring of variable information panels above the road and of text vehicles (mobile illuminated signs which are remote controlled) are used for major works to promote the regulation of traffic or where there are choices to indicate alternative routes.
- ✦ Research into how vehicle telematics can form part of a dynamic traffic management (for example, Intelligent Speed Adaptation).

In the future, the traffic centre will combine the data which are already available – such as data from the censuses, recorded incidents and accidents, meteorological data, input from the police and other sources, with data on the traffic flows that are expected. In this way it is possible to give an extremely accurate picture of the traffic situation at any moment. After all, this is the source for coherent and up-to-date traffic information. The future system will also be equipped with certain expert functions, such as calculating travel times, predicting the traffic flow in the short term (10-20 minutes) and preventing conflicts, for example, when operating changing signalisation panels.

Mobility



First aid in the case of accidents

The first minutes after an accident can be decisive for a victim's life. If one of the vital functions has been affected (consciousness, respiration, circulation), it is imperative to act in the first few minutes. In most cases there is no medical assistance present at the accident, which means that the first aid must be given by a witness who happens to be there. The campaign was aimed at focusing attention on this, and appealed to people to follow a "First aid for accidents" course with the Red Cross.

Car pools

With this campaign, the Roads and Traffic Administration aimed to promote the Flemish Car Pool bank. After all, car pooling is easier and more logical than people think, because the traffic really is reduced and it can help to save the environment when two or three people travel together in a car. Furthermore, the driver is reimbursed. The passenger travels more cheaply and gets to work or comes back home more relaxed.

The week of the Soft Road User

From 7 to 18 May 2003, the Government of Flanders and the not-for-profit organisation Komimo organised the "Week of the Soft Road User". Events were organised in many Flemish towns and cities to promote travelling by bicycle or on foot. After all, every person who cycles or walks makes their own contribution to solving the mobility problem.

campaigns

Every year, the Roads and Traffic Administration conducts six media campaigns aimed at encouraging the road user to be more aware of their mobility behaviour, and to be safer in traffic. Each campaign consists of a poster along the Flemish road network, combined with an advertisement in magazines, a radio spot or a television spot.



The following themes were tackled in 2003:

Courtesy in traffic

Everyone benefits from traffic that flows smoothly. Unfortunately, when we are in a hurry, we all too often forget that courtesy can achieve miracles in this respect. In 2002, our administration conducted a campaign on this theme by promoting the zip principle, where two flows of traffic come together. The administration wishes to continue with this campaign and show what the results of a lack of courtesy can be.

A week of transport

Every year in September, the Government of Flanders organises the "Week of Transport" in collaboration with the non-for profit organisation Komimo. During this week, collective transport, possibly in combination with soft methods of transport such as walking or cycling, is promoted as a partial solution to the mobility problem. Actions which serve as an example work on a mobility system in which the accessibility and ease of use of public transport are central.

Responsible driving behaviour in road works

Unfortunately, accidents in road works are currently very common. Inappropriate driving behaviour is the most important cause of this. For this reason, the Roads and Traffic Administration launched this campaign to appeal to road users to give absolute priority to driving safely in road works, based on respect and courtesy to other road users and the workmen.

Uitweg,



the magazine for better mobility

The Roads and Traffic Administration publishes a new edition of *Uitweg* every two months. The aim is to target the broadest possible public with the magazine, and in this way raise the awareness of the problems of mobility. In this context, everyone who uses the roads is involved. Therefore the magazine certainly does not target only car drivers.

Uitweg is available free of charge in public libraries, town halls, the 15 largest Flemish train stations, the *Lijnwinkels* (shops at bus stations), and petrol stations along the motorways. It is also possible to have a free subscription. In this case, the magazine is delivered to the home free of charge every two months. Currently, *Uitweg* has a circulation of 115,000 copies.

Every issue covers a particular theme and the following subjects were tackled in 2003:

- ✦ The street is for everyone
- ✦ Learning about traffic, traffic education
- ✦ Cycling and walking
- ✦ A good look at roads, the materials used and the procedures for the construction of road infrastructure
- ✦ Train, tram, bus
- ✦ Parking





Website

W W W . . .

The Roads and Traffic Administration also has its own website:

<http://wegen.vlaanderen.be>

This consists of five main sections:

- ✦ Roads
- ✦ Traffic
- ✦ Projects
- ✦ Communication
- ✦ Documents

The section "roads" contains everything related to road infrastructure: the heritage of roads in figures, dangerous points, the management of verges, etc.

The section "traffic" contains everything that takes place on those roads: traffic management, car pool car parks, traffic censuses, winter service, etc.

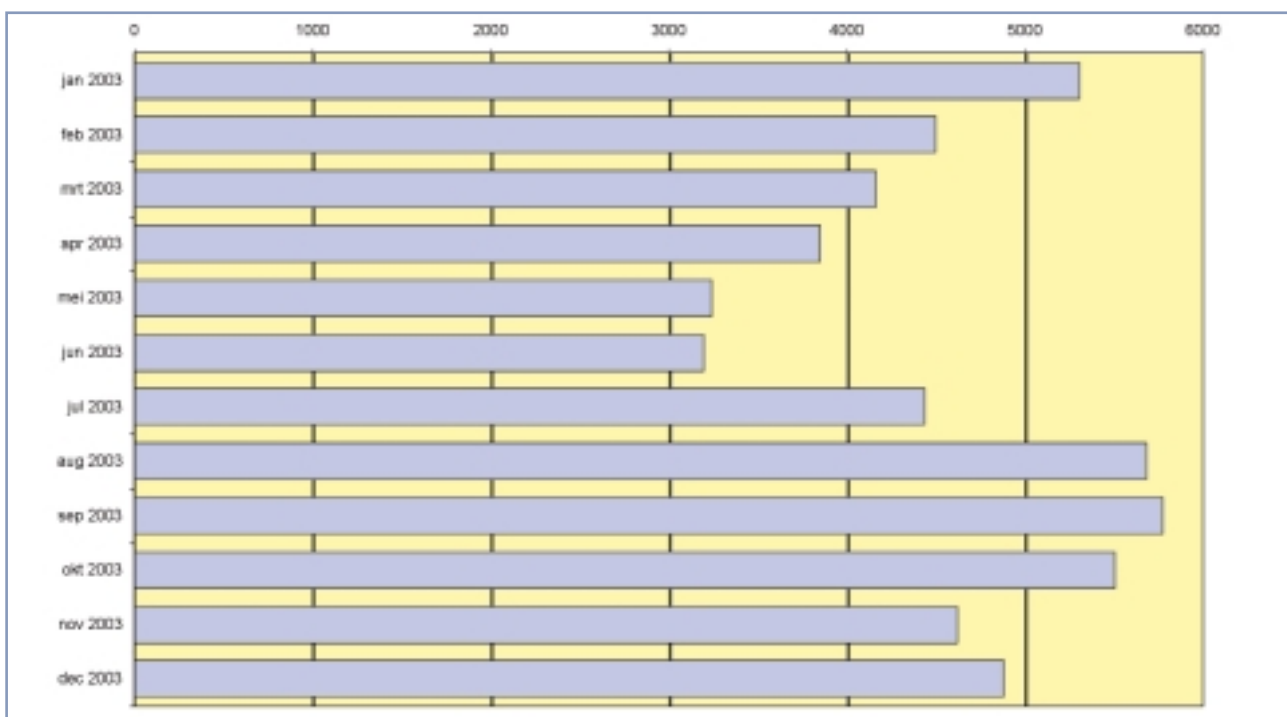
The section "projects" describes important completed current and future infrastructural projects.

The various communication channels of the administration are shown under "communication": mobility campaigns, the Uitweg magazine, the road information telephone, etc.

Finally, specific target groups such as contractors and research bureaus, can find technical and administrative documents in the "documents" section.

In 2003, there were 55,163 visitors to the administration's site.

Summary of the number of visitors in 2003



Road information line



and e-mail

The Roads and Traffic Administration makes great efforts to ensure a safe road network. However ... no one is infallible. Therefore the administration considers that in addition to its own inspection personnel, the road user can also make his own contribution by providing information when something goes wrong with the road network and the existing infrastructure. Every pedestrian, cyclist, motorcyclist or car driver can phone the road information line to report any problems, such as:

- ✦ traffic jams
- ✦ poor road signs
- ✦ potentially dangerous situations
- ✦ defects in the road surface

The **Road information line** can be phoned during office hours on the green number: **0800-122 66** (Outside office hours, there is an answer machine).

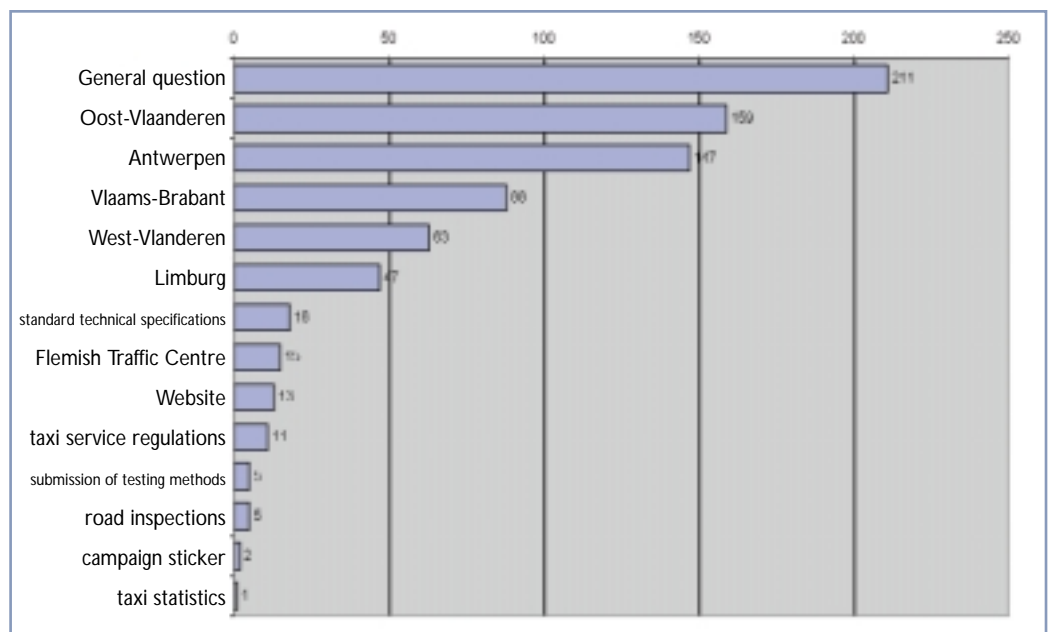
A summary of the number of calls made in 2003 is given below for each Flemish province.

Province Antwerpen	79
Province Vlaams-Brabant	138
Province West-Vlaanderen	168
Province Oost-Vlaanderen	68
Province Limburg	22

If you would prefer to e-mail questions and/or comments on the administration and its field of competence, special forms have been created for this purpose on the website <http://wegen.vlaanderen.be>

In 2003, we received 785 questions on the administration's site. A summary of the nature of the questions is shown below.

Nature of questions by e-mail





Ministry of the
Flemish Community

Composition

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Environment and Infrastructure Department
Roads and Traffic Administration
Directorate-General

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