

Specialise in Less Hindrance

Identification and improvement plan for reducing traffic hindrance at Reef Infra

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Traffic hindrance occurs during big scale road maintenance projects. Reducing hindrance used to be a function of Rijkswaterstaat (RWS). More and more, this function is shifted to the market and has become a responsibility for the contractors. Reef Infra is one of the infrastructure contractors who sees this as an opportunity to stand out and who wants to invest in reducing hindrance. The objective of this research is to give an improvement plan for Reef Infra, how to handle obstruction of traffic during projects where this is included in the contract. This was determined through three phases, there is literature review, there are a number of recent projects analyzed, and through interviews, a view is formed by people involved in this business.

The literature survey shows that obstruction of traffic consists of a number of aspects. These aspects can be divided into 'hard' aspects such as flow, capacity, speed, and 'soft' aspects, for example the experience of road users. There is also a relationship with safety and environment, but they may have conflicting goals with traffic hindrance. There are many measures which could cause that the traffic hindrance is limited. The main categories are traffic management, mobility management and communication. Tackling traffic hindrance is integrated in many aspects and processes. Another aspect is the tendering, the role of obstruction of traffic is becoming bigger. The most economically advantageous tender (MEAT) is used to include traffic hindrance in the tendering process.

In the second phase, a number of projects of Reef Infra is analyzed to get a picture of the current practice with regard to traffic hindrance. The projects show that there is no single value to attribute reducing traffic hindrance. For every project Reef Infra makes a new plan for reducing traffic hindrance. The measures they take depend on the project and the criteria used in the assignment.

The third stage uses interviews to see how the image is of traffic hindrance at the various stakeholders. According to nearly all interviewed traffic hindrance consists of hard and soft aspects. The perception (so the soft side) is getting more attention recently, this can be seen in the recent projects. Both RWS and Reef Infra have already taken measures to reduce traffic hindrance. This concerns both technical and process-oriented measures. The use of MEAT-criteria Less Hindrance leads according to the interviewee to a focus on traffic hindrance. Several interviewees indicate that the MEAT-criterion in the future can be further improved. The expectations for the role of the contractor in reducing hindrance differ somewhat. RWS expects that the contractor comes with a vision and also performs that. While Reef Infra indicates that the most important is to be reliable partner, who does what he says. According to the interviewee, there is room for renewal and innovation, if it meets the constraints. The knowledge of traffic hindrance is a discuss point between the interviewees. What is clear is that the more attention and more projects are performed with attention for





hindrance, the more knowledge is gained and the more there is invested.

The combination of the first three phases provides input for the improvement plan and leads to a new working method for Reef Infra to reduce traffic hindrance. It results in improvements for the content, the organization and the corporate culture. Major improvements are the focus on hindrance experience, safety and the project dependent approach. The implementation of these improvements and the new working method should make Reef Infra a specialist in minimizing traffic hindrance.