TRANSPORT COMMUNITY

PS/SRV/RSO/016/2021

### Phase 2 Report

November 2022

Design, implementation and maintenance of the Information System for the Western Balkans Road Safety Observatory (WBRSO)

### Issue and revision record

Revision	Date	Originator	Contributors	Approver	Description
1	04/11/2022	Miroslav Petrović (Project Manager)	Ognjen Simić (KE3), Vukašin Grubić (NKE), Sara Radosavljević (NKE), Sara Radovanović (NKE)	Miroslav Petrović	Draft Phase 2 Report
2	14/11/2022	Miroslav Petrović (Project Manager)	Ognjen Simić (KE3), Vukašin Grubić (NKE), Sara Radosavljević (NKE), Sara Radovanović (NKE)	Miroslav Petrović	Incorporated changes in software based on feedback from TCT
3	29/11/2022	Miroslav Petrović (Project Manager)	Ognjen Simić (KE3), Vukašin Grubić (NKE), Sara Radosavljević (NKE), Sara Radovanović (NKE)	Miroslav Petrović	Incorporated changes based on feedback received from TCT
4.	04/12/2022	Miroslav Petrović (Project Manager)	Ognjen Simić (KE3), Vukašin Grubić (NKE), Sara Radosavljević (NKE), Sara Radovanović (NKE)	Miroslav Petrović	Incorporated minor changes based on feedback received from TCT

### Contents

1	Executive Summary	8
2	Synopsis	9
2.1	Project Purpose and Objective	10
2.2	Project Context and Background Information	11
2.3	The Team of Experts	11
2.4	Internal Process for Quality Assurance	11
3	Installation of Information System	12
3.1	Model architecture	12
3.2	Frontend	13
3.3	Backend	13
3.4	Mobile application	13
3.5	Acceptance Testing Plan	13
4	Population of the database	16
4.1	Database structure	16
4.2	Logging in	16
4.3	Adding new questionnaire	18
5	Manual for IT administrator and users	21
WBR	SO web application	21
5.1	Adding new user	21
5.2	Adding new questionnaire	21
WBR	SO mobile application	25
5.3	Using mobile application	25
5.4	Options	25
5.4.1	Regional partners	25
5.4.2	Legislation	27
5.4.3	Road Safety Data	29
5.4.4	Trend analysis	53
5.4.5	About	56
6	Training	58
6.1	Logging in	58
6.2	Adding new user	59
6.3	Adding new questionnaire	60
6.4	Using mobile application	64
6.5	Options	64
6.6	Training sessions	65

7	System Maintenance Plan	67
8	Concluding remarks and the next steps	68

### List of Abbreviations

Abbreviation	Meaning
API	Application Programming Interface
CADAS	Common Accident Dataset
EU	European Union
FIA	Fédération Internationale de l'Automobile
HTTPS	Hypertext Transfer Protocol Secure
IP	Internet Protocol
JSON	JavaScript Object Notation
JWT	JSON Web Token
KE	Key Expert
MKD	North Macedonia
NKE	Non-Key Expert
RDBMS	Relational Database Management System
RP	Regional Partner
SEE	South Eastern Europe
SoW	Scope of Work
SRB	Serbia
ТСР	Transmission Control Protocol
тст	Transport Community
TCTPS	Transport Community Permanent Secretariat
TEN-T	Trans-European Network - Transport
TODIS	Transport Observatory Database Information System
UI/UX	User Interface / User Experience
WB	Western Balkan
WB	Western Balkans Regional Partners
WHO	World Health Organization
WBRSO	Western Balkans Road Safety Observatory

### List of figures

Figure 1: Structure of the database	. 16
Figure 2: Home page	. 17
Figure 3: Popup	. 17
Figure 4: Error message	. 17
Figure 5: Logged in home page	. 18
Figure 6: Add a new questionnaire	. 18
Figure 7: Add new report	. 18
Figure 8: Questionnaire data input	. 19
Figure 9: Indication of missing mandatory field	. 19
Figure 10: Status change	. 20
Figure 11: Add new user	. 21
Figure 12: New Account	. 21
Figure 13: Add new questionnaire	. 22
Figure 14: Add new report	. 22
Figure 15: Questionnaires	. 23
Figure 16: Missing field indicator	. 23
Figure 17: Status changed	. 24
Figure 18: Home page	. 25
Figure 19: Regional Partners	. 26
Figure 20: Regional Partner information	. 26
Figure 21: Dropdown data	. 27
Figure 22: All Regional Partners legislations	. 28
Figure 23: Chosen legislation factors	. 28
Figure 24: Legislation factors for all Regional partners	. 29
Figure 25: Example of road safety data screen	. 30
Figure 26: Example of graphs	. 30
Figure 28: Number of fatalities by month	. 31
Figure 29: Number of fatal crashes by hour of the day	. 32

Figure 30: Number of fatal victims by group ages	32
Figure 31: Number of fatal victims by gender	33
Figure 32: Number of fatal victims by weather conditions	33
Figure 33: Number of fatal victims by type of road users	34
Figure 34: Institutional framework	34
Figure 35: Type of road	35
Figure 36: Number of different road traffic crashes	35
Figure 37: Junctions	36
Figure 37: Safer roads and mobility	37
Figure 38: Number of fatal crashes by road speed limit	38
Figure 39: Speed limits	39
Figure 39: Safer vehicles	39
Figure 40: Helmet wearing among users of motorized two-wheelers	40
Figure 41: Seat-belt wearing rates	40
Figure 42: Drink-driving	41
Figure 43: Motorcycle helmet; Seat-belt; Child restraint;	41
Figure 43: Motorcycle helmet; Seat-belt; Child restraint; Figure 44: Mobile phone; Drug-driving;	41 42
Figure 43: Motorcycle helmet; Seat-belt; Child restraint; Figure 44: Mobile phone; Drug-driving; Figure 45: Post-crash care	41 42 42
Figure 43: Motorcycle helmet; Seat-belt; Child restraint; Figure 44: Mobile phone; Drug-driving; Figure 45: Post-crash care Figure 46: Map of road fatalities per million inhabitants in Western Balkans	41 42 42 43
<ul> <li>Figure 43: Motorcycle helmet; Seat-belt; Child restraint;</li> <li>Figure 44: Mobile phone; Drug-driving;</li> <li>Figure 45: Post-crash care</li> <li>Figure 46: Map of road fatalities per million inhabitants in Western Balkans</li> <li>Figure 47: Number of fatal victims by type of road users</li> </ul>	41 42 42 43 44
<ul> <li>Figure 43: Motorcycle helmet; Seat-belt; Child restraint;</li> <li>Figure 44: Mobile phone; Drug-driving;</li> <li>Figure 45: Post-crash care</li> <li>Figure 46: Map of road fatalities per million inhabitants in Western Balkans</li> <li>Figure 47: Number of fatal victims by type of road users</li> <li>Figure 48: Map of Western Balkans</li> </ul>	41 42 42 43 43 45
<ul> <li>Figure 43: Motorcycle helmet; Seat-belt; Child restraint;</li> <li>Figure 44: Mobile phone; Drug-driving;</li> <li>Figure 45: Post-crash care</li> <li>Figure 46: Map of road fatalities per million inhabitants in Western Balkans</li> <li>Figure 47: Number of fatal victims by type of road users</li> <li>Figure 48: Map of Western Balkans</li> <li>Figure 49: Number of fatal victims by group age.</li> </ul>	41 42 42 43 43 45 46
<ul> <li>Figure 43: Motorcycle helmet; Seat-belt; Child restraint;</li> <li>Figure 44: Mobile phone; Drug-driving;</li> <li>Figure 45: Post-crash care</li> <li>Figure 46: Map of road fatalities per million inhabitants in Western Balkans.</li> <li>Figure 47: Number of fatal victims by type of road users</li> <li>Figure 48: Map of Western Balkans</li> <li>Figure 49: Number of fatal victims by group age.</li> <li>Figure 50: Number of fatal victims by gender.</li> </ul>	41 42 42 43 43 45 46 46
Figure 43: Motorcycle helmet; Seat-belt; Child restraint;	41 42 42 43 44 45 46 46 47
<ul> <li>Figure 43: Motorcycle helmet; Seat-belt; Child restraint;</li> <li>Figure 44: Mobile phone; Drug-driving;</li> <li>Figure 45: Post-crash care</li> <li>Figure 46: Map of road fatalities per million inhabitants in Western Balkans</li> <li>Figure 47: Number of fatal victims by type of road users</li> <li>Figure 48: Map of Western Balkans</li> <li>Figure 49: Number of fatal victims by group age.</li> <li>Figure 50: Number of fatal victims by gender.</li> <li>Figure 51: Number of fatal crashes by weather conditions</li> <li>Figure 52: Number of fatal victims by type of road</li> </ul>	41 42 42 43 44 45 46 46 47 48
Figure 43: Motorcycle helmet; Seat-belt; Child restraint; Figure 44: Mobile phone; Drug-driving; Figure 45: Post-crash care Figure 46: Map of road fatalities per million inhabitants in Western Balkans. Figure 47: Number of fatal victims by type of road users Figure 48: Map of Western Balkans Figure 49: Number of fatal victims by group age. Figure 50: Number of fatal victims by gender. Figure 51: Number of fatal crashes by weather conditions Figure 52: Number of fatal victims by type of road. Figure 53: Number of fatal crashes by type of junction.	41 42 42 43 44 45 46 46 47 48 48
Figure 43: Motorcycle helmet; Seat-belt; Child restraint;	41 42 42 43 43 43 45 46 46 47 48 48 49
Figure 43: Motorcycle helmet; Seat-belt; Child restraint;	41 42 42 43 43 43 45 45 46 46 47 48 48 49 49 49
Figure 43: Motorcycle helmet; Seat-belt; Child restraint; Figure 44: Mobile phone; Drug-driving; Figure 45: Post-crash care Figure 46: Map of road fatalities per million inhabitants in Western Balkans Figure 47: Number of fatal victims by type of road users Figure 48: Map of Western Balkans Figure 49: Number of fatal victims by group age Figure 50: Number of fatal victims by gender Figure 51: Number of fatal crashes by weather conditions Figure 52: Number of fatal victims by type of road Figure 53: Number of fatal crashes by type of junction Figure 54: Number of fatal crashes by road speed limit Figure 55: Number of fatal crashes by hour of the day Figure 56: Number of different road traffic crashes	41 42 42 43 44 45 45 46 46 46 47 48 48 49 49 50

Figure 58: Number of fatalities per 100.000 inhabitants in Western Balkans	52
Figure 59: Number of road fatalities per million inhabitants – EU	53
Figure 61: Trends in reported road traffic deaths	54
Figure 62: Downward trend in the number of road traffic fatalities	55
Figure 63: Annual number of fatalities by Regional Partner (2010 - 2014)	55
Figure 64: Annual number of fatalities by Regional Partner (2015 - 2019)	56
Figure 65: Facts and figures about Western Balkans	56
Figure 67: About	57
Figure 68: Home page	58
Figure 69: Login popup	58
Figure 70: Error message	59
Figure 71: Home page after login	59
Figure 72: Add new user	59
Figure 73: New account	60
Figure 74: Add new questionnaire button	60
Figure 75: Add new report	61
Figure 76: Input data fields	61
Figure 77: Missing field indicator	62
Figure 78: Logged in as police sector	62
Figure 79: Logged in as health sector	62
Figure 80: Logged in as transport sector	63
Figure 81: Status change	63
Figure 82: Home page	64

### **1** Executive Summary

Under the Project PS/SRV/RSO/016/2021 and relevant Contract signed on 17.12.2021, the Contractor has been assigned to perform tasks related to Design, implementation and maintenance of the Information System for the Western Balkans Road Safety Observatory (WBRSO).

Project commencement date was 04.02.2022. and, according to the Scope of Work (SoW), the publication of the Phase 1 Report effectively concludes the Development of the model architecture of the database phase of the assignment *Design, implementation and maintenance of the Information System for the Western Balkans Road Safety Observatory (WBRSO)*.

The information collected so far enable Contractor to continue with the next project phase – Development of Information System:

- Establishment of the database
- Development of the web and mobile app
- Installation of information system
- Population of the database.

These activities resulted in the next project deliverable - Phase 2 Report, which include the following elements:

- Installation of Information System
- Population of the database
- Manual for IT administrator and users
- Training sessions

In the incoming sections, these topics are addressed in more detail.

### 2 Synopsis

Project title:	Design, implementation and maintenance of the Information System for the Western Balkans Road Safety Observatory (WBRSO)
Project Number:	PS/SRV/RSO/016/2021
Contract number:	837-05-2021
Contracting Authority:	The Permanent Secretariat of Transport Community
Region:	South Eastern Europe (SEE)
Contractor:	Devellop d.o.o.
Contract signed:	17.12.2021.
Project commencement date:	04.02.2022.
Project duration:	10 months (implementation) + 12 months (maintenance)
Anticipated completion:	04.12.2022. (implementation) + 04.12.2023. (maintenance)
Contractor's responsible person:	Miroslav Petrović
Project office:	Kneginje Zorke 2
	Belgrade
	Serbia
Telephone:	+381 (0) 11 381 2000

### 2.1 Project Purpose and Objective

Under the Treaty establishing the Transport Community, the South East European (SEE) Parties (namely the Republic of Albania, Bosnia and Herzegovina, Kosovo<sup>\*</sup>, Montenegro, North Macedonia and the Republic of Serbia, hereinafter referred as "Regional Parties") have committed to ensure the development of the indicative extension of the Trans-European Network - Transport (TEN-T) comprehensive and core networks to the Western Balkans (WB), in view of their commitment to progressively integrate their transport markets with the European Union's, based on the relevant acquis.

Under the provisions of the Treaty of the Technical Committee on Road Safety, upon the establishment, a short-term action plan was drafted. Road Safety Observatory is one of the measures in the Action Plan named 'Establishing a Tool for monitoring road safety performance under the Transport Community umbrella'.

The ultimate goal in establishing Western Balkans Road Safety Observatory (WBRSO) aims to offer a platform for exchange of information and strategies, action plans and initiatives in road safety at a regional level and the collection of timely, objective and reliable information that effectively contributes to achieving a reduction in road casualties.

Evidence-based approaches lie at the heart of the most successful road safety policies and measuring the progress towards reducing the number of road casualties will lead to improved knowledge on road safety performance as a crucial element for the design of road safety strategies. It will build knowledge on the improvement of the national crash data systems and harmonization of the data with the Common Accident Dataset (CADAS) protocol, contribute to improvement of the road safety data in the region and their harmonisation.

Having this data on a single place will provide evidence-based data to policy makers, thus making the process of defining the gaps easier and more accurate, leading to the ultimate goal - reducing the number of serious injuries and road traffic deaths and improving overall road traffic safety in region.

It is expected that by the end of 2022, Road Safety Observatory covering the Western Balkans region will be set up within the Permanent Secretariat of Transport Community. This observatory will focus on data issues only since policy decisions will be handled by the Transport Observatory Database/Information System (TODIS) which is in process of development and will be under the Transport Community umbrella.

<sup>\*</sup> This designation is without prejudice to positions on status, and is in line with UNSCR 1244 (1999) and the ICJ Opinion on the Kosovo declaration of independence.

### 2.2 Project Context and Background Information

The Western Balkans Road Safety Observatory (WBRSO) presents a platform aiming to offer a tailored solution, monitor road safety targets, and contribute to improvement and harmonised road safety data in the region. Improved knowledge on road safety performance presents crucial element for the design of road safety strategies and, at the same time, measurement of the progress towards reducing the road casualties.

One of the main goals of the WBRSO is to ensure that road safety data obtained from the six Regional Partners reaches enough quality and breadth of coverage to facilitate a smooth transition into EU's CARE database.

### 2.3 The Team of Experts

The Contractor has relevant pool of in-house experts competent for this assignment. In that sense, initial mobilization of experts has been already done by allocating 5 of them. It is anticipated that additional experts will be allocated throughout the project, mainly for software development and quality control purposes.

Position	Status	Name
1 Team Leader/Project Manager	Key Expert 1 (KE1)	Miroslav Petrović
2 Senior Web Application Developer	Key Expert 2 (KE2)	Nikola Glišić
3 Senior Database Developer	Key Expert (KE3)	Ognjen Simić
4 System Architect	Non-key Expert (NKE)	Marko Nikolić
5 Senior Web Application Developer	Non-key Expert (NKE)	Vukašin Grubić

### 2.4 Internal Process for Quality Assurance

Quality assurance is provided by the Company's relevant system in place (ISO 9001 and ISO 27001 certified). In particular, for the scope of this specific project, before official submission of project deliverables/reports, drafts or final, quality assurance is ensured internally. Therefore, before any official submission of deliverables, approval from at least one reviewer should be acquired.

This will be documented in a Document list keeping track of documents, version tracking and authority for checking and approval.

Finally, as the main outcome of the project is software application, additional procedures for software quality assurance will be used, with set of tests performed for each software release, in accordance with standard Contractor's practice and quality procedures in place.

### 3 Installation of Information System

#### 3.1 Model architecture

The system is set as three-tier architecture.

Three-tier architecture is a well-established software application architecture that organizes applications into three logical and physical computing tiers:

- the presentation tier, or user interface;
- the application tier, where data is processed; and
- the data tier, where the data associated with the application is stored and managed.

The main benefit of three-tier architecture is that because each tier runs on its own infrastructure, each tier can be developed simultaneously by a separate development team, and can be updated or scaled as needed without impacting the other tiers.

In a three-tier application, all communication goes through the application tier. The presentation tier and the data tier can not communicate directly with one another.

#### PRESENTATION TIER

The presentation tier is the user interface and communication layer of the application, where the end user interacts with the application. Its main purpose is to display information to and collect information from the user. This top-level tier can run on a desktop computer or mobile devices such as phones, tablets, etc.

#### APPLICATION TIER

The application tier, also known as the logic tier or middle tier, is the heart of the application. This tier processes information collected in the presentation tier using a specific set of business rules. It is also responsible to prepare data for various reports in presentation tier. The application tier can also add, delete or modify data in the data tier.

The application tier will communicate with the presentation tier through REST API (Application Programming Interface) using JSON (JavaScript Object Notation). Each request will contain JWT token with limited duration for authentication which is previously generated when user is authenticated.

#### DATABASE TIER

The database tier is where the information processed by the application is stored and managed. This will be implemented with a Relational Database Management System (RDBMS).

RDBMS will support a full-scale automatic replication and back up/recovery capabilities.

### 3.2 Frontend

For the frontend – presentation tier Angular version 14.1.3 framework has been used. This approach enables that the application can be viewed using any browser, achieving maximum speed with Web platform via Web Workers and server-side rendering. Angular framework also provides control over scalability and can meet fully data application requirements.

### 3.3 Backend

The application is running on the servers provided by Contractor, but it is foreseen that it should be migrated onto TCTPS's infrastructure once it is available.

- Database: PostgreSQL version 12
- Programming language: Java version 8
- Framework: Spring Boot.

#### 3.4 Mobile application

A dedicated mobile application has been developed for this project. It uses React Native framework version 0.69.4, which enables creation of native mobile applications for Android and iOS operating systems. Once deployed under the account of Transport Community, it will be possible to download application via Play Store for Android or App store for Apple mobile phones for any user free of charge.

### 3.5 Acceptance Testing Plan

Testing plan includes:

- use cases description (scope / functionality)
- testing sequence (steps)
- testing resources and acceptance criteria (result)

Test Number	Scope/functionality	Steps	Result
Test 1	User log in	Click Log in link. Enter correct Email and password. Click LOGIN button.	Successful login
Test 2	User tries to log in with wrong credentials	Click Log in link. Enter wrong Email or password. Click LOGIN button	Error: Wrong email or password

Test 3	Adding new user	When logged in as Regional Coordinator, click on Settings and Users tab. Then click on ADD NEW USER button. Input all data for New account. All fields are required. Click the button SAVE	Successful creation of the new user.
Test 4	Adding new user – form fields verification	When inputting data for the new user, if you miss a field and click SAVE button	Missing field will be emphasized to note that it too must be filled.
Test 5	Adding new report	Click on Reports tab. Click on ADD NEW REPORT button. Enter the year of the report.	Successful creation of the report
Test 6	Filling out Report (as Regional Coordinator)	Select the report you wish to input collected data for. Then you will be taken to questionnaire. Here you can select which questionnaire you will be filling out. Select number of the questionnaire. Start filling data. Click SAVE AND CONTINUE when you're done	Successful completion of the section of the questionnaire.
Test 7	Completing the report	When all the questionnaires are completed click COMPLETE button to finish the report.	Successfully completing report. Status changed from CREATED to COMPLETED.
Test 8	Filling out Report (as Sector Representative)	Select the report you wish to input collected data for.	Successfully completing the questionnaire.

		Then you will be taken to questionnaire. Here you can select which questionnaire you will be filling out. Select number of the questionnaire. Start filling data. Click SAVE AND CONTINUE when you're done	Status changed from X to COMPLETED.
Test 9	Completing report – fails	Click the COMPLETE button	You will be returned to the questionnaire that has not been completed. You will need to fill all the required data (marked in red) so that process of completion may be finished.

The Contractor has successfully carried out all tests provided by the Acceptance Testing Plan listed above.

### 4 Population of the database

#### 4.1 Database structure

The data collection process is foreseen to collect the data on an annual basis.

The data collection always refers to the year before and it is related to the time when the official data are made public. The Contractor will populate the database with data already collected from the TCT Secretariat for the years 2019, 2020 and 2021 (if data are ready) and make an inter-phase for importing them into WBRSO database. For the rest of the data, a data entry phase will be used. For the data entry process, the Contractor will use it as a pilot phase for testing the WBRSO application.

The image below presents the structure of the database.



Figure 1: Structure of the database

### 4.2 Logging in

The data population phase, especially the data entry procedure, will be used as a training period for the users from different institutional authorities that will feed the system in the future.

Data entry procedure is enabled for authorized users only, where they have to log in. The home page with *Sign in* button on the top right side of the page is presented below.

Western Balkans Road Safety Observatory		Sign in
WESTERN BALKANS ROAD SAFETY OBSERVATORY	About info The Western Balkans Road Safety Observatory (WBRSO) presents a platform aiming to offer a tailored solution, monitor road safety targets, and contribute to improvement and harmonised road safety data in the region. Improved knowledge on road safety performance presents crucial element for the design of road safety strategies and, at the same time, measurement of the progress towards reducing the road casualties.	
Annual report		
Select area         Select year         Select category           Western Balkans         2019         All	Built with the TRANSPOR     help from	

Figure 2: Home page

A popup window asking for credentials: email and password will appear.

Login to your account          Email         Password		The Western Balkans F
Email	Login to your account	
Email Password		
Password		
Password	Email	
Password		
	Password	
		LOGIN
LOGIN		

Figure 3: Popup

If the user enter the wrong email or password, the error message will appear at the bottom of the screen.



Figure 4: Error message

After you login with correct credentials, popup will close and you'll be able to use functionalities of the application. Login button is now changed to logout button if you wish to log out.



Figure 5: Logged in home page

### 4.3 Adding new questionnaire

To add a new questionnaire simply go to the Questionnaire tab of the navigation banner. There you'll see a button with ADD NEW QUESTIONNAIRE title.

Western Balkans Road Safety Observate		Home	Questionnaire	EU Data	Regional Partner Data	Reports	Settings & Users		Log out
Year All	•	Created by All	•					ADD NEW QUEST	ONNAIRE
Year	Status			Regional partner			Health	Police Tra	affic

Figure 6: Add a new questionnaire

After clicking the ADD NEW QUESTIONNAIRE button it is required to select the year for which the data will be entered.

Year 2019	
Add new report	

Figure 7: Add new report

When an account which belongs to Regional Coordinator category of the user is used, all sections of the questionnaires are displayed. For other categories of users from different sectors (police, traffic, health), a subset of these questions will be displayed.

stern Balk ad Safety (	ans Observatory	Home	e Ques	tionnaire	EU Data	Regio	nal Partner D	lata Re	eports	Settings & U	sers		Log
BACK TO R	EPORTS									Delete repo	ort Save a	as draft	COMPLE
0	2	3	- 4 -	6	6	- 7 -	- 8 -	9	- 10 -	- 0	- 12 -	- 13 -	14
AD AGENCY	STRATEGY AND TARGETS	ROAD TRAFFIC CRASHES	EXPOSURE TO RISK OF ROAD	POWERED VEHICLES	INFRASTRUCTURE	SPEED CONTROL	DRINK-DRIVING	DRUG DRIVING	MOTORCYCLE HELMET USE	SEAT-BELTS AND CHILD	MOBILE PHONE USE	SURVEILLANCE SYSTEMS AND	DISTRAC
1. Is the coordina No ( Don'	re a governm nting all road please skip to s t know (Please (please name t	ent agency of safety activi Strategy and T skip to Strate his agency)	or departmen ties (i.e. a lea argets) gy and Targets)	t that takes d agency)	responsibility in your country	for overse	eing and / or						
Agency r Please na	mame me agency	-											
2. Where	e is this agen id-alone entity	cy placed wi	thin Governm	ent structu	re (please tick	one)							
O Don'	t know												
O spec	agency is a sin cify ministry and	gle governmei d department,	nt ministry/dep if relevant)	artment, or s	ituated within on	e governme	nt ministry/dep	oartment (plea	se				
O Othe	er (please speci	fy)											
Agency p	laced												

Figure 8: Questionnaire data input

If all required fields are not filled in with data, the report cannot be completed and the user will be taken to the question that needs data entry, as shown on the next picture.

Western Balka Road Safety C	ans Observatory	Hom	ne R	eports	Settings &	Users	EU Data	a Pa	rtner Data				Log out
BACK TO R	EPORTS									Delete repo	ort Save a	as draft	COMPLETE
0	0	3	- 4	- 6 -	6	- 7 -	8		- 10 -	- 1	12	- 13 -	- 14
LEAD AGENCY	STRATEGY AND TARGETS	ROAD TRAFFIC CRASHES	EXPOSURE TO RISK OF ROAD	POWERED VEHICLES	INFRASTRUCTURE	SPEED CONTROL	DRINK-DRIVING	DRUG DRIVING	MOTORCYCLE HELMET USE	SEAT-BELTS AND CHILD	MOBILE PHONE USE	SURVEILLANCE SYSTEMS AND	DISTRACTED DRIVING
1. How n type of c	nany crashes rash, includi	s were record	led in your co only damage	ountry (this )	is based on po	lice data :	and refers to a	any					

#### Figure 9: Indication of missing mandatory field

For each user role different questionnaire will be displayed. Each Sector Representative must click the COMPLETE button after inputting data. This step is necessary for the Regional Coordinator to able to click final COMPLETE button for the questionnaire to be finished.

Sector Representative's input status can be seen on table below. When Sector Representative completes their part of the questionnaire status will change from red x to green checked sign.

2019	CREATED	North Macedonia	×	×	×
2019	IN PROGRES	Serbia	×	×	$\checkmark$
2016	CREATED	Montenegro	×	×	×
2015	COMPLETED	Serbia	$\checkmark$	~	~

Figure 10: Status change

### 5 Manual for IT administrator and users

### WBRSO web application

#### 5.1 Adding new user

To add a new user, ADD NEW USER button in Settings & Users tab is being used.

Western Balkans Road Safety Observatory	Home	Questionnaire	EU Data	Regional Partner Data	Reports	Settings & Users	Log out
Regional partner All							ADD NEW USER
Account type		Contact person		Position		Regional partner	
TRAFFIC SPOTOR		Navan Diardaui	4	Doline officer		Carbia	

Figure 11: Add new user

After clicking ADD NEW USER button, New Account page is being shown, where new account information should be entered. *Note:* All fields are required!

Western Balkans Road Safety Observatory	Home	Questionnaire	EU Data	Regional Partner Data	Reports	Settings & Users	Log out
		New account					
		Correspondence Addr	ess				
		Contact Person					
		Position					
		Phone					
		Email WEISS					
		Password					
		Regional partner				×	
		Created by				v	

Figure 12: New Account

### 5.2 Adding new questionnaire

To add new reports simply go to the Questionnaire tab of the navigation banner. There you'll see a button with ADD NEW QUESTIONNAIRE title.

Western Balkan Road Safety Obs	s servatory	Home	Questionnaire	EU Data	Regional Partner Data	Reports	Settings & Users		Log out
Year All	•	Created by All	•					ADD NEW QUE	STIONNAIRE
Year	Status			Regional partner			Health	Police	Traffic

Figure 13: Add new questionnaire

After clicking the ADD NEW QUESTIONNAIRE button it is required to select year for which the data will be entered.

Year 2019	
Add new report	

Figure 14: Add new report

When account which belongs to Regional Coordinator category of the user is used, all sections of the questionnaires are displayed. For other categories of the users from different sectors (police, traffic, health), a subset of these questions will be displayed.

		Home	Ques	tionnaire	EU Data	Regio	nai Partner L	ata Re	ports	Settings & U	sers		Log
ACK TO R	EPORTS									Delete repo	ort Save a	as draft	COMPLET
0-	2	3		6	6	0	8	0	10	0	12	13	•
AD AGENCY	STRATEGY AND TARGETS	ROAD TRAFFIC CRASHES	EXPOSURE TO RISK OF ROAD	POWERED VEHICLES	INFRASTRUCTURE	SPEED CONTROL	DRINK-DRIVING	DRUG DRIVING	MOTORCYCLE HELMET USE	SEAT-BELTS AND CHILD	MOBILE PHONE USE	SURVEILLANCE SYSTEMS AND	DISTRACT
No (p Don't Yes ( Agency n Please nar	olease skip to s : know (Please (please name t ame me agency	Strategy and Ti skip to Strateg his agency)	argets) gy and Targets)										
2. Where	<b>is this agen</b> d-alone entity	c <mark>y placed wi</mark> t	thin Governm	ent structu	ure (please tick	: one)							
O Don't	know												
O spec	agency is a sin ify ministry an	gle governmer d department,	nt ministry/dep if relevant)	artment, or s	situated within or	ne governme	nt ministry/dep	partment (plea	se				
0	r (please speci	fy)											
() Othe													
Agency p	laced												

Figure 15: Questionnaires

If all required fields are not filled in with data, the report can not be completed and the user will be taken to the question that needs data entry, as shown on the next picture.

Western Balka Road Safety C	ans )bservatory	Hom	ie Ri	eports	Settings &	Users	EU Data	a Pa	rtner Data				Log out
BACK TO R	EPORTS									Delete repo	ort Save a	s draft	COMPLETE
0	0	3	4	6	6			9	10	0	12	13	- 14
LEAD AGENCY	STRATEGY AND TARGETS	ROAD TRAFFIC CRASHES	EXPOSURE TO RISK OF ROAD	POWERED VEHICLES	INFRASTRUCTURE	SPEED CONTROL	DRINK-DRIVING	DRUG DRIVING	MOTORCYCLE HELMET USE	SEAT-BELTS AND CHILD	MOBILE PHONE USE	SURVEILLANCE SYSTEMS AND	DISTRACTED DRIVING
1. How n type of c	nany crashes rash, includii	s were record	led in your co only damage)	ountry (this	s is based on po	lice data a	and refers to a	any					
Number o	f crashes *						]						

#### Figure 16: Missing field indicator

For each user role different questionnaire will be displayed. Each Sector Representative must click the COMPLETE button after inputting data. This step is necessary for the Regional Coordinator to able to click final COMPLETE button for the questionnaire to be finished.

Sector Representative's input status can be seen on table below. When Sector Representative completes their part of the questionnaire status will change from red x to green checked sign.

2021	CREATED	Albania	×	×	×
2021	CREATED	Montenegro	×	×	×
2021	CREATED	North Macedonia	×	×	×
2021	CREATED	Bosnia and Herzegovina	×	×	×
2021	CREATED	Kosovo	×	×	×
2020	CREATED	Albania	×	×	×
2020	CREATED	Bosnia and Herzegovina	×	×	×
2020	CREATED	Kosovo	×	×	×
2020	IN PROGRES	Serbia	×	×	$\checkmark$
2020	IN PROGRES	Montenegro	$\checkmark$	~	$\checkmark$
2020	IN PROGRES	North Macedonia	$\checkmark$	×	×
2019	CREATED	Albania	×	×	×
2019	CREATED	Montenegro	×	×	×
2019	CREATED	Козоvо	×	×	×
2019	CREATED	Bosnia and Herzegovina	×	×	×
2019	CREATED	North Macedonia	×	×	×
2019	IN PROGRES	Serbia	×	×	~

Figure 17: Status changed

First column stands for year of the questionnaire, second column is for status of the whole questionnaire, third for the regional partner and then columns for the specific sector sections of the questionnaire statuses.

### **WBRSO** mobile application

### 5.3 Using mobile application

Mobile application does not require log in, as no data entering is planned. Only review of the data being stored in WBRSO database and corresponding reports is allowed.



Figure 18: Home page

### 5.4 Options

At the bottom, you can see tabs for different views of the application. You have to select the desired tab to view desired information.

#### 5.4.1 Regional partners

To see Regional Partner information, you have to select Partners tab.

	<b>Regional Partners</b>	
	Albania	>
	Bosnia and Herzegovina	>
	Kosovo*	>
	Montenegro	>
_	North Macedonia	>
:	Serbia	>
1	* This designation is without prejud to positions on status and is in line w UNSCR 1244 and the ICJ Opinion on Koso Declaration of Independence	ice /ith ovo
<b>h</b> Hon	ros eta en estado esta esta esta esta esta esta esta esta	

Figure 19: Regional Partners

÷	Albania	
Population	Income group	Gross national income per capita
2854191	Middle	5353
INSTITUTIO	ONAL FRAMEWORK	>
SAFER ROA	ADS AND MOBILITY	>
SAFER VEH	IICLES	>
POST-CRAS	SH CARE	>
DATA		>
SAFER ROA	AD USERS	>
thome Parts	त्र क् ners Legislation Ro	🗚 📈

Figure 20: Regional Partner information



If you select a different category a dropdown list will reveal information for that segment.

÷	Albania				
Population	Income group	Gross national income per			
		capita			
2854191	Middle	5353			
INSTITUTIO	NAL FRAMEWORK	~			
Lead agen no	icy:				
Funded in Don't knov	Funded in national budget: Don't know				
Coordinati Don't knov	Coordination Body: Don't know				
National ro no	oad safety strategy:				
Funding to Don't knov	Funding to implement strategy: Don't know				
Fatality readers of the second	duction target: /				
Home Partr	। ক্র iers Legislation Roa	ad Data Analysis			

Figure 21: Dropdown data

#### 5.4.2 Legislation

The next tab is Legislation, where you have legislation for all Regional Partners.

L 7. • • •	🕅 🖇 🌣 70% 💽 16:12
Legislati	ion
Child restraints	>
Drink-driving	>
Drug-driving	>
Helmets	>
Mobile phone use	>
Seat-belts	>
Speed	>
n 💿 🏘	<b>A</b> ~
Home Partners Legislatio	n Road Data Analysis

Figure 22: All Regional Partners legislations

When selecting a Legislation tab, a search box will appear with dropdown options per risk factor.

Chil	d restraints 🔹	
Sele	ect law element *	]
Plea	ase select a risk facto	r
fin	nd out how many regional partners have a specific law	

Figure 23: Chosen legislation factors

Selecting the desired factor will show the information for all Regional partners.

← Search by risk factor	
Helmets	-
Country has a law	-
Albania	Ø
Bosnia and Herzegovina	Ø
Kosovo	
Montenegro	Ø
North Macedonia	Ø
Serbia	Ø
<b>↑</b> (⊙) <b>Ф А</b>	~
Home Partners Legislation Road Data	

Figure 24: Legislation factors for all Regional partners

#### 5.4.3 Road Safety Data

In the Road Safety Data part, the area for which you wish to see the data must be selected.

#### 5.4.3.1 Regional Partner area

For the Regional Partner area, you have to select the regional partner, year, and category.

Road Safety Data			
Select area:			
Regional partner 🔹			
Select regional partner:			
Albania			
Select year:			
2019 -			
Select category:			
Road Safety -			
Number of fatalities by month			
A Contraction Road Data Analysis			

Figure 25: Example of road safety data screen

Here are examples of some of the graphs.



Figure 26: Example of graphs

When you select the year of the reports and category, various available graphs will be shown from the following categories

#### For Safer Roads and Roadsides:

- Road Safety
- Safer Roads and Roadsides
- Safer Speeds
- Safer Vehicles
- Safer Road Users
- Post-Crash Care

#### For Road Safety:

- Number of fatalities by month
- Number of fatal crashes by hour of the day
- Number of fatal victims by group ages
- Number of fatal victims by gender
- Number of fatal victims by weather conditions
- Number of fatal victims by type of road users
- Institutional framework



Number of fatalities

#### Figure 27: Number of fatalities by month



Figure 28: Number of fatal crashes by hour of the day



Figure 29: Number of fatal victims by group ages







Figure 31: Number of fatal victims by weather conditions



Figure 32: Number of fatal victims by type of road users

Institutional framework				
Lead agency	no			
Funded in national budget	Don't know			
Coordination body	Don't know			
National road safety strategy	no			
Funding to implement strategy	Don't know			
Fatality reduction target	don't know			

#### For Safer Roads and Roadsides:

- Type of road
- Number of different road traffic crashes
- Number of fatal crashes by type of junction
- Junction management

• Safer roads and mobility



Figure 34: Type of road

### Number of different road traffic crashes

Category	Number
Road traffic crashes with non-fatal injury or a death	25542
Road traffic slightly injured victims	23448
Road traffic seriously injured victims	4633
Road traffic deaths	1039

Figure 35: Number of different road traffic crashes



Figure 36: Junctions

### Safer roads and mobility

Audits or star rating required for new road infrastructure	Yes (please provide documentation)
Design standards for the safety of pedestrians/cyclists	Safe crossings for pedestrians and cyclists
Inspections/star rating of existing roads	20-50%
Investments to upgrade high risk locations	Yes
Policies & investment in urban public transport	Formal bus/minibus system
<u>م</u>	5 <b>A</b> ~~

Home Partners Legislation Road Data Analysis

Figure 37: Safer roads and mobility

#### For Safer Speeds:

- Number of fatal crashes by road speed limit
- Speed limits



Figure 38: Number of fatal crashes by road speed limit

### **Speed limits**

National speed limit law	Yes
Max urban speed limit (km/h)	50
Max rural speed limit (km/h)	80
Max motorway speed limit (km/h)	130
Local authorities can modify limits	Yes
Enforcement	0 / 10
Predominant type of enforcement	Even combination of manual and enforcement
	× 45

Home Partners Legislation Road Data Analysis

Figure 39: Speed limits

For Safer Vehicles:

Safer Vehicles

### Safer vehicles

Total registered vehicles	1807523
Cars and 4-wheeled light vehicles	98402
Motorized 2- and 3-wheelers	6956
Heavy trucks	133327
Buses	10426
Other	0

Figure 40: Safer vehicles

#### For **Safer Road Users**, there are:

- Helmet wearing among users of motorized two-wheelers
- Seat-belt wearing rates
- Drink-driving
- Motorcycle helmet
- Seat-belt
- Child restraint
- Mobile phone
- Drug-driving

Helmet wearing among users of motorized	ł
two-wheelers	

Motorized two-wheelers user type	Percentage
All riders	75.23
Drivers	82.63
Passengers	55.36

Figure 41: Helmet wearing among users of motorized two-wheelers

### Seat-belt wearing rates

Occupant type	Percentage
Drivers	87.63
FRONT seat occupants	82.36
REAR seat occupants	20.36
ALL occupants	25.69

Figure 42: Seat-belt wearing rates

### Drink-driving

National drink-driving law	Yes
BAC limit – general population	<0.02g/dl
BAC limit – young or novice drivers	Zero
Random breath testing carried out	All year random (population) breath testing
Testing carried out in case of fatal crash	Some (not all drivers are tested)
Enforcement	8 / 10
% road traffic deaths involving alcohol	Don't know

#### Figure 43: Drink-driving

#### Motorcycle helmet

National motorcycle helmet law	Yes
Applies to drivers and passengers	Yes
Enforcement	7/10

#### Seat-belt

National seat-belt law	Yes
Applies to front and rear seat occupants	Yes
Enforcement	6 / 10

#### Child restraint

National child restraint law	Yes
Enforcement	6/10
% children using child restraints	48.7

Figure 44: Motorcycle helmet; Seat-belt; Child restraint;

### Mobile phone

National law on mobile phone use while driving	Yes
Ban on hand-held mobile phone use	Yes
Ban on hands-free mobile phone use	Yes

### Drug-driving

National drug-driving law	Yes
------------------------------	-----

Figure 45: Mobile phone; Drug-driving;

#### For Post-Crash Care:

• Methods for measuring the rapidity of post-crash care

Post-crash care									
Vital registration/death certification system	Yes								
Trauma registry	Some scattered facilities								
National emergency care access numbe	/								
Formal certification for prehospital providers	Yes								
National assessment of emergency care systems	Yes								

Figure 46: Post-crash care

#### 5.4.3.2 Western Balkans area

When you select the Western Balkans area and the year, the map of road fatalities in the Western Balkans will be shown.

### ← Road Safety Data



Figure 47: Map of road fatalities per million inhabitants in Western Balkans

And also a graph for the number of fatal victims by type of road users.

#### ← Road Safety Data



Figure 48: Number of fatal victims by type of road users

Here you can see comparison between all regional partners.

- Map of road fatalities per million inhabitants in Western Balkans
- Number of fatal victims by group age
- Number of fatal victims by gender
- Number of fatal crashes by weather conditions
- Number of fatal victims by type of road users
- Number of fatal crashes by type of road
- Number of fatal crashes by type of junction
- Number of fatal crashes by road speed limit
- Number of fatal crashes by hour of the day
- Number of different road traffic crashes







Figure 50: Number of fatal victims by group age







Figure 52: Number of fatal crashes by weather conditions



Figure 53: Number of fatal victims by type of road



Figure 54: Number of fatal crashes by type of junction





Number of fatal crashes by hour of the day											
7AM-7PM 7PM-7AM Unknown											
North Macedonia	0	0	0								
Montenegro	15	29	1								
Bosnia and Herzegovin a	0	0	0								
Serbia	221	313	0								
Albania	78	123	0								
Kosovo	43	57	0								

Figure 56: Number of fatal crashes by hour of the day

### Number of different road traffic crashes

Category	Number
Road traffic crashes with non-fatal injury or a death	25542
Road traffic slightly injured victims	23448
Road traffic seriously injured victims	4633
Road traffic deaths	1039

Figure 57: Number of different road traffic crashes

#### 5.4.3.3 Western Balkans and EU area

Here you can see the map of the EU with the Western Balkans area which is colour coded by the legend information below the map.



Map of road fatalities per million inhabitants in Europe



Figure 58: Colour-coded map of EU and Western Balkans

Also, you can see the number of fatalities per 100.000 inhabitants in the Western Balkans. The green horizontal line represents the average in the EU27 and the red line represents the average for the Western Balkans regional partners.

### ← Road Safety Data



Figure 59: Number of fatalities per 100.000 inhabitants in Western Balkans

And lastly, on this page, you can see a horizontal bar chart that represents the number of deaths per million inhabitants in comparison with the EU and Western Balkans which are represented in a different colour.





Figure 60: Number of road fatalities per million inhabitants – EU

#### 5.4.4 Trend analysis

The last tab Analysis represents trend analysis.

Here we have:

- Trends in reported road traffic deaths
- Downward trend in the number of road traffic fatalities
- Annual number of fatalities by Regional Partner (2010 2014)
- Annual number of fatalities by Regional Partner (2015 2019)
- Facts and figures about Western Balkans

### **Trend Analysis**

### Trends in reported road traffic deaths



Figure 61: Trends in reported road traffic deaths





Figure 62: Downward trend in the number of road traffic fatalities

**Trend Analysis** 

#### Annual number of fatalities by Regional Partner (2010 – 2014)

Regi onal Partner	2010	2011	2012	2013	2014
Albania	352	322	284	295	264
Bosnia and Herzego vina		356	299	334	297
Kosovo	Kosovo 175		121	119	127
Monten egro	95	58	46	74	65
North Macedo nia	162	172	132	198	130
Serbia	Serbia 660 731		688	650	536
Western Balkans	1796	1794	1568	1669	1416

Figure 63: Annual number of fatalities by Regional Partner (2010 - 2014)

Figure 64: Annual number of fatalities by Regional Partner (2015 - 2019)

Total p bank	oopulation ( data for 20	World 19)		17,594,79	1	
Total	fatalities (2	019)		1,314		
WB a per 10	verage fatal 0,000 inhab (2019)	ities itants		7.15		
EU av per 10	verage fatal 0,000 inhab (2019)	ities itants		5.1		
Reduc	ction in fata 2010-2019	lities		-26%		
Numi ve	per of regist hicles (2019	ered 9)		8,177,088	3	
Fatal register	ities per 10, ed vehicles	000 (2019)	2.2			
Mo	torisation ra	ite	464vehicles/1,000pop.			
•	151	ā]	ă.	A	~	
Home	Partners	Leais	ation	Road Data	Analysis	

#### Facts and figures about Western Balkans

Figure 65: Facts and figures about Western Balkans

#### 5.4.5 About

About is available on the home page when you click the Read more link, and it contains the information about the application, a link to the contact and introduction as well as the copyright info and the version of the application.



Figure 66: About

### 6 Training

### 6.1 Logging in

For Administrators and RP's user, log in is required. *Sign in* button on the top right side of the page will be used

Western Balkans Road Safety Observatory	About info The Western Balkans Road Safety Observatory (WBRSO) presents a platform aiming to offer a tailored solution, monitor road safety targets, and contribute to improvement and harmonised road safety data in the region. Improved knowledge on road safety performance presents crucial element for the design of road safety strategies and, at the same time, measurement of the progress towards reducing the road casualties.	Sign in
Annual report		
Select area     Select year       Western Balkans     2019	DISPLAY Built with the help from COMMU	

Figure 67: Home page

A popup will appear asking for credentials: email and password.

		The Western Balkans R	load Sa
			a tail
1	Login to your account		o imp
			road
	Email		f road
			ie pro
	Password		
		LOGIN	



For the wrong email or password, the error message will appear at the bottom of the screen.







Figure 70: Home page after login

#### 6.2 Adding new user

To add a new user, ADD NEW USER button in Settings & Users tab is being used.

Western Balkans Road Safety Observatory	Home	Questionnaire	EU Data	Regional Partner Data	Reports	Settings & Users	Log out
Regional partner All							ADD NEW USER
Account type		Contact person		Position		Regional partner	
TRAFFIC CECTOR		Navan Diardaui	L.	Dollar officer		Carbia	



After clicking ADD NEW USER button, New Account page is being shown, where new account information should be entered. *Note:* All fields are required!

New account   Responsible Authority   Correspondence Address   Contact Person   Postion   Postion   Phone   Email   texts   Passend     Regional partner     Created by	Western Balkans Road Safety Observatory	Home	Questionnaire	EU Data	Regional Partner Data	Reports	Settings & Users	Log out	t
Correspondence Address Contact Person Position Position Phone Email xdttss Password ** Created by			New account						
Contact Person Position Phone Email Email Password Regional partner Created by			Correspondence Add	ress					
Position Phone Email Email Exces Password Regional partner Created by			Contact Person						
Phone Email Email Password Regional partner Created by			Position						
Email vtbss Password  Regional partner  Created by			Phone						
wbtss       Password          Regional partner       Created by			c Email						
Password Regional partner Created by			WEISO						
Regional partner 🔹			Password						
Created by			Regional partner				*		
			Created by				*		

Figure 72: New account

### 6.3 Adding new questionnaire

To add new questionnaire simply go to the Questionnaire tab of the navigation banner. There you'll see a button with ADD NEW QUESTIONNAIRE title.

Western Balkans Road Safety Observatory		Home	Questionnaire	EU Data	Regional Partner Data	Reports	Settings & Users		Log out
Year All	•	Created by All	•					ADD NEW QUE	STIONNAIRE
Year	Status			Regional partner			Health	Police	Traffic

Figure 73: Add new questionnaire button

After clicking the ADD NEW REPORT button it is required to select year for which the data will be entered.

Year 2019	
Add new report	
Add new report	

Figure 74: Add new report

When account which belongs to Regional Coordinator category of the user is used, all sections of the questionnaires are displayed. For other categories of the users from different sectors (police, traffic, health), a subset of these questions will be displayed.

Western Balkans Road Safety Observatory Home Questionnaire E		EU Data	Data Regional Partner Data Reports			ports	Settings & U		Log out				
BACK TO REPORTS										Delete repo	ort Save a	is draft	COMPLETE
0	2	3	4	6	6	0	8	9	10	0	12	13	- 14
LEAD AGENCY	STRATEGY AND TARGETS	ROAD TRAFFIC CRASHES	EXPOSURE TO RISK OF ROAD	POWERED VEHICLES	INFRASTRUCTURE	SPEED CONTROL	DRINK-DRIVING	DRUG DRIVING	MOTORCYCLE HELMET USE	SEAT-BELTS AND CHILD	MOBILE PHONE USE	SURVEILLANCE SYSTEMS AND	DISTRACTED DRIVING
1. Is ther coordina No (; Don't Yes ( Agency n Please nai	e a governm ting all road olease skip to 3 t know (Please please name t ame me agency is this agen	ent agency of safety activi Strategy and T skip to Strate his agency) cy placed wi	or department ties (i.e. a lea argets) gy and Targets) thin Governm	t that take: d agency)	s responsibility in your country ure (please tick	for overse one)	eeing and / or						
Stan	d-alone entity												
O Don't	: know agency is a sin ify ministry an r (please spec	gle governmei d department, ify)	nt ministry/dep if relevant)	artment, or s	situated within on	e governme	ent ministry/dep	artment (plea	se				
Agency p Please spi	laced ecify												

Figure 75: Input data fields

If all required fields are not filled in with data, the report cannot be completed and the user will be taken to the question that needs data entry, as shown on the next picture.

										and bata				Logo
BA	CK TO R	EPORTS									Delete repo	rt Save a	s draft	COMPLETE
	0	0	3	4	6	6	0	8	9	10	0	12	13	14
LEAD	DAGENCY	STRATEGY AND TARGETS	ROAD TRAFFIC CRASHES	EXPOSURE TO RISK OF ROAD	POWERED VEHICLES	INFRASTRUCTURE	SPEED CONTROL	DRINK-DRIVING	DRUG DRIVING	MOTORCYCLE HELMET USE	SEAT-BELTS AND CHILD	MOBILE PHONE USE	SURVEILLANCE SYSTEMS AND	DISTRACTED

 How many crashes were recorded in your country (this is based on police data and refers to type of crash, including property-only damage)

Number of crashes \*



When you log in as a Police sector representative you will see a set of questionnaires that are designated for your sector to fill in.

Designated questionnaire sections are: 3, 4, 5, 7, 8, 9, 10, 11, 12, and 14

Western Balkans Road Safety Observatory	Home	Questionnaire	EU Data	Regional Partner Data	Reports	Settings & Users		Log out
BACK TO REPORTS						Delete report	Save as draft	COMPLETE
0		2			3			•
EXPOSURE TO RISK OF ROAD		POWERED	5		DRINK-DRIVING			DRUG DRIVING

Figure 77: Logged in as police sector

When you log in as a Health sector representative you will see a set of questionnaires that are designated for your sector to fill in.

Designated questionnaire sections are: 13

Western Balkans Road Safety Observatory	Home	Questionnaire	EU Data	Regional Partner Data	Reports	Settings & Users	Log out
BACK TO REPORTS						Delete report Save as draft	COMPLETE
0							
SURVEILLANCE SYSTEMS AND							

Figure 78: Logged in as health sector

When you log in as a Transport sector representative you will see a set of questionnaires that are designated for your sector to fill in.

Designated questionnaire sections are 1, 2, and 6.

Western Balkans Road Safety Observatory	Home	Questionnaire	EU Data Regional Pa	artner Data Reports	Settings & Users	Log out
BACK TO REPORTS					Delete report	Save as draft COMPLETE
0	2	3		5		
ROAD TRAFFIC CRASHES	INFRASTRUCTURE	SPEED CONTROL	MOTORCYCLE HELMET USE	SEAT-BELTS AND CHILD	MOBILE F	PHONE DISTRACTED E DRIVING



Users from Health and Police can see also other sections of questionnaires but can edit just the above sections. Regional Coordinators (Transport) see and edit all sections of the questionnaires.

For each user role different questionnaire will be displayed. Each Sector Representative must click the COMPLETE button after inputting data. This step is necessary for the Regional Coordinator to able to click final COMPLETE button for the questionnaire to be finished.

Sector Representative's input status can be seen on table below. When Sector Representative completes their part of the questionnaire status will change from red x to green checked sign.

2021	CREATED	Albania	×	×	×
2021	CREATED	Montenegro	×	×	×
2021	CREATED	North Macedonia	×	×	×
2021	CREATED	Bosnia and Herzegovina	×	×	×
2021	CREATED	Козочо	×	×	×
2020	CREATED	Albania	×	×	×
2020	CREATED	Bosnia and Herzegovina	×	×	×
2020	CREATED	Kosovo	×	×	×
2020	IN PROGRES	Serbia	×	×	$\checkmark$
2020	IN PROGRES	Montenegro	$\checkmark$	$\checkmark$	$\checkmark$
2020	IN PROGRES	North Macedonia	$\checkmark$	×	×
2019	CREATED	Albania	×	×	×
2019	CREATED	Montenegro	×	×	×
2019	CREATED	Козочо	×	×	×
2019	CREATED	Bosnia and Herzegovina	×	×	×
2019	CREATED	North Macedonia	×	×	×
2019	IN PROGRES	Serbia	×	×	$\checkmark$

#### Figure 80: Status change

### 6.4 Using mobile application

Mobile application does not require log in, as no data entering is planned. Only review of the data being stored in WBRSO database and corresponding reports is allowed.



Figure 81: Home page

### 6.5 **Options**

By scrolling through mobile application, various of choices of dropdown menus and charts is presented, based on users selection.

First option offered is to select area between Regional partner, Western Balkans and EU + Western Balkans.

#### Regional partner area

When you select year of the reports and category, you'll be shown various graphs.

Categories for safer roads and roadsides are:

- Road Safety
- Safer Roads and Roadsides
- Safer Speeds
- Safer Vehicles
- Safer Road Users
- Post-Crash Care

For Road Safety we have graphs for:

- Number of fatalities by month
- Number of fatal crashes by hour of the day
- Number of fatal victims by group ages
- Number of fatal victims by gender
- Number of fatal victims by weather conditions
- Number of fatal victims by type of road users
- Institutional framework

#### For Safer Roads and Roadsides there are:

- Number of fatal crashes by type of road
- Number of different road traffic crashes
- Number of fatal crashes by type of junction
- Safer roads and mobility

#### For **Safer Speeds** there are:

- Number of fatal crashes by road speed limit
- Speed limits

#### For **Safer Vehicles** there are:

Safer vehicles

#### For Safer Road Users, there are:

- Helmet wearing among users of motorized two-wheelers
- Seat-belt wearing rates
- Drink-driving
- Motorcycle helmet
- Seat-belt
- Child restraint
- Mobile phone
- Drug-driving

#### For Post-Crash Care, there are:

• Post-crash care

#### Western Balkans area

If you have chosen Western Balkans area, you'll have to choose year of the reports.

#### EU + Western Balkans area

If you have chosen EU + Western Balkans area, you'll have to choose year of the questionnaires.

### 6.6 Training sessions

The training sessions have been performed for all RPs:

- Bosnia and Herzegovina on 23.11.2022.
- Serbia on 23.11.2022.

- Albania on 24.11.2022.
- Kosovo on 25.11.2022.
- Montenegro on 25.11.2022.
- North Macedonia on 29.11.2022.

### 7 System Maintenance Plan

During the maintenance period the Contractor will produce maintenance reports every two months, presenting a summary of activities undertaken within such period.

Standard maintenance activities include:

- Monitoring system performance, operations and use of information systems
- Ensuring regular backups
- General support software updates, operating systems patches, updates of security certificates, etc
- Fixing errors (response and resolution time of 1 working day for critical issues and 3 working days for non-critical issues)
- Documenting changes being made
- Recommendations for software and hardware upgrades.

As it was not possible to conduct full data entry process for the previous years during system testing and training, it is expected that in the process of entering the data for the year 2022. some suggestion for system changes are received as a feedback from the WBRSO users. Those comments will be analysed and minor changes which are improving data presentation/reporting will be implemented during maintenance period.

Finally, during the maintenance phase and at least 2 months before the end of the contract, the hosting within TCT must be defined and system installed and integrated with TODIS platform.

### 8 Concluding remarks and the next steps

The publication of this Phase 2 Report effectively concludes the Development of Information System phase of the assignment *Design, implementation and maintenance of the Information System for the Western Balkans Road Safety Observatory (WBRSO)*.

The next project phase is WBRSO Taking Over, which should result in the next project deliverable – Taking Over protocol, which is expected to be completed by the end of 10<sup>th</sup> project month – December 4<sup>th</sup>.

WBRSO Information System shall be taken over by the Contracting Authority when:

- the Contractor has successfully carried out all tests provided by the Acceptance Testing Plan, all test reports for the system being accepted by the Contracting Authority;
- WBRSO system documentation (Phase 2 reports) has been submitted and approved unconditionally by the Contracting Authority;
- the Contractor has successfully delivered the training sessions.