

# MERIDIAN Deliverable D12 – “D1.12 - Onsite visit NL - Report”

## Document Information

### Authors

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### Distribution

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### Abstract

*As part of the Meridian action, members of the Meridian Steering Committee and experts came together at the Dutch Traffic Centre(s) in Utrecht on 15 October 2025. They were given an update on the project CHARM and on the cooperation between the regional and national traffic centres. They also learned firsthand about the work of the Dutch Traffic officer's work and the processes they are part of.*

## Report

Itinerary of the day:

09:00 (reception)

09:30 Presentation CHARM; Olivier Overbeke

10:30 Presentation VCNL; Erwin Gross

11:00 Split up in two groups

11:00 Group 1: Jasper Ottema: explanation traffic officer vehicle

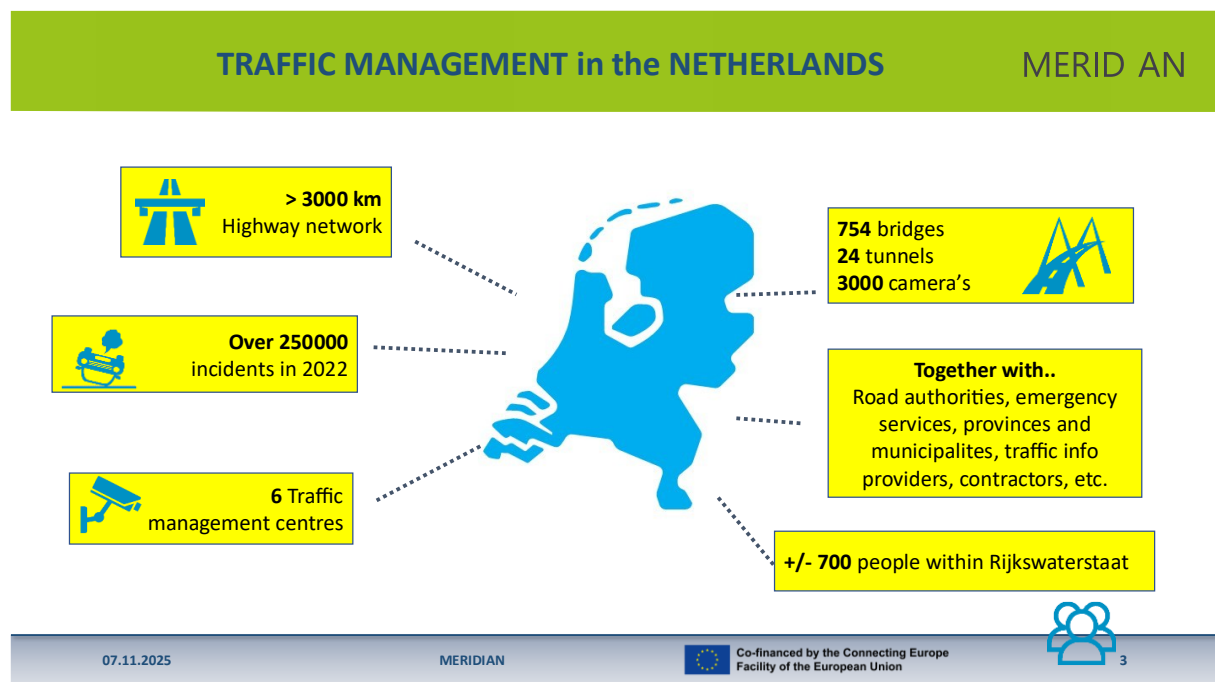
11:00 Group 2: Erwin Gross (explanation traffic centres)

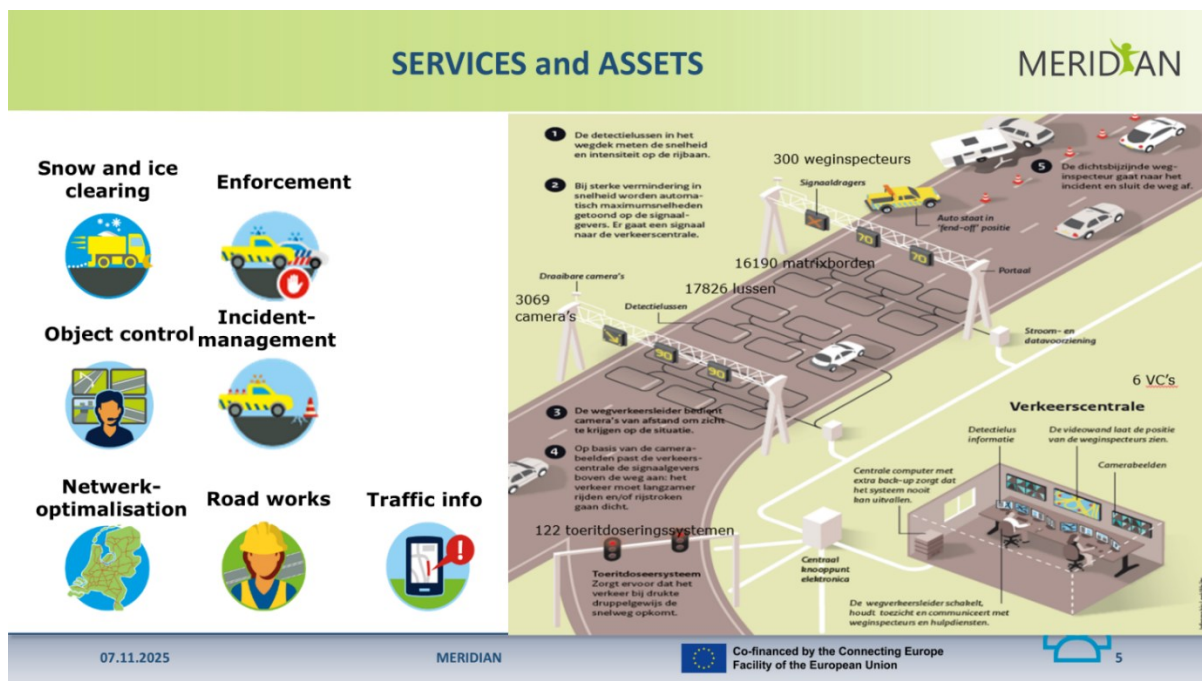
11:30 Group 1: Erwin Gross (explanation traffic centres)

11:30 Group 2: Jasper Ottema: explanation traffic officer vehicle

12:00 Lunch

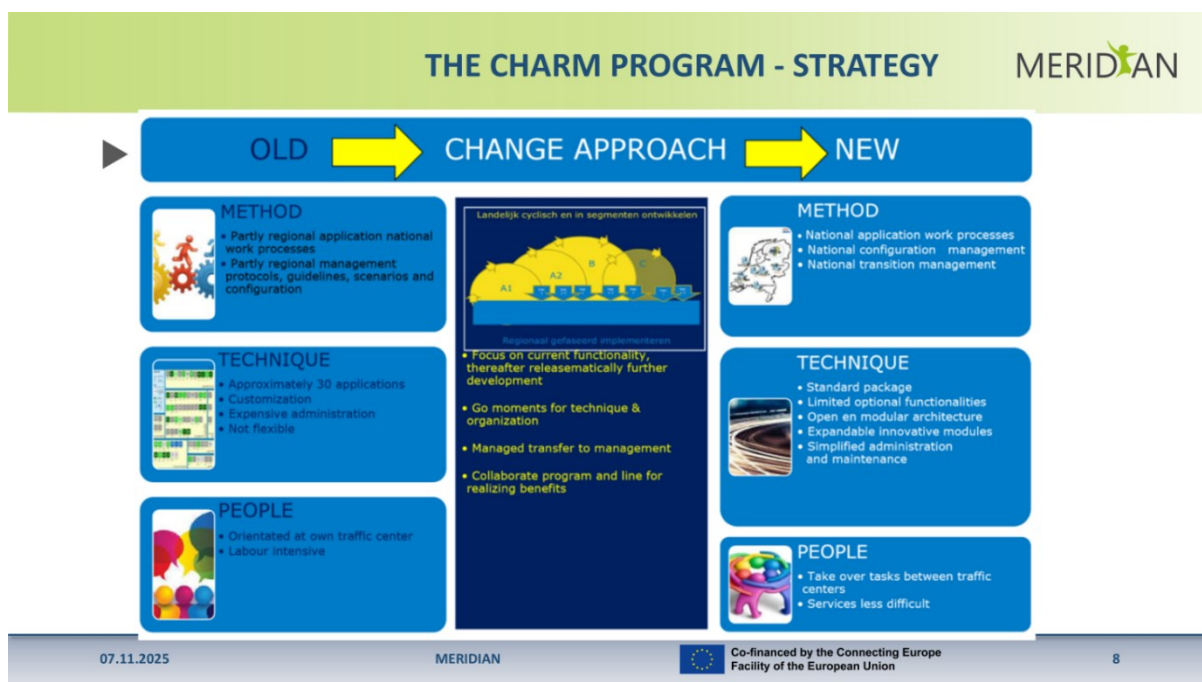
The visitors received an overview of the CHARM project co-funded by the Meridian project. Project manager Olivier Overbeke gave a presentation introducing traffic management in the Netherlands and highlighting the results so far achieved.







CHARM is the programme that helps Rijkswaterstaat to deliver traffic management services now and in the future.

The programme implements a new IT-platform for the traffic management centres and prepares the organisation to work with this new system.




**THE CHARM PROGRAM - STATUS**
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A1  
Camera's, check all lanes running  
*Nationwide operational*




A2 Helmond + VCNL  
DRIP's, traffic lights, plans and lighting  
*Operational in TMC south*



C/DTP  
Dispatch road inspector  
*Increment ready for operational use*



A2 Nationwide  
Sharing traffic mgmt assets with other authorities, triggers, regional specials  
*in development*



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## Lessons learned

Be aware that such a program requires time on two sides:

The contractor needs to understand traffic management in the Netherlands. Even more when different nationalities, culture and time-zones are involved.

RWS needs to choose in design options – do we really want the same as it is now, or are adjustments needed.

Work via increments and work packages that enhance each other – delivering everything at once surpasses the change-ability of a TMC (and of the developing team as well).

Use a form of agile development, to make sure system configuration and business change can go hand in hand.

Expect differences in DVM-assets and working practices – we have 41 protocols for 300 DRIPs.

For questions, mail to: [CHARM@rws.nl](mailto:CHARM@rws.nl)

Edwin Gross gave a presentation on how the Traffic Management centres operate in the Netherlands.

## ► Operational Traffic Management Centres

- Five Regional Control Centres
  - Each centre monitors different parts of the Netherlands for safety and traffic flow.
- One National centre
  - A sixth centre in Utrecht oversees the entire country's traffic situation.



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The TMC's take care of:

- Traffic management
- Incident response
- Operation of tunnels and rush-hour lanes
- Facilitating roadworks

## Rush Hour Lane Management

### ► 1 Camera Inspection

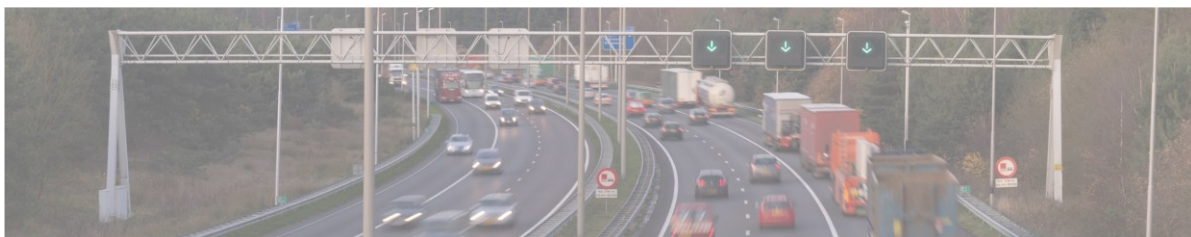
- Traffic controllers thoroughly check each section for vehicles or debris

### ► 2 Clear Visibility Required

- Rush hour lanes only open when operators have clear sight

### ► 2 Clear Visibility Required

- Maximum speed lowers to 100 km/h when rush hour lanes are operational



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Special is the National Traffic Centre in Utrecht which takes over when the situation asks for it.



## ► Dutch National Traffic Centre (VCNL)

### ■ Tasks

- National and international traffic management
- Travel and traffic information
- Monitoring the uniform working methods

*Traffic information comes together but doesn't stay here!*



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The Media Team delivers the information to the road users.

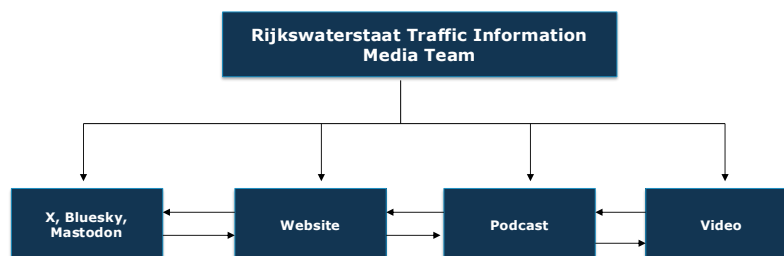
### Tasks

Rijkswaterstaat Traffic Information provides up-to-date traffic information, interpretations, future plans, and action plans for traffic situations on Dutch national highways, so that road users can navigate the roads smoothly and safely.

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How do we inform road users?



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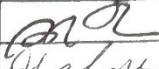
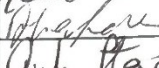
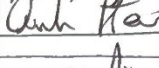
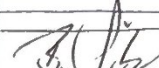
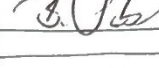

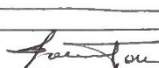

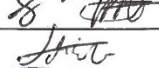
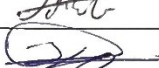



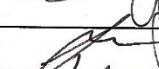

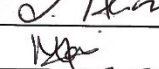

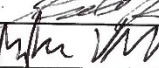
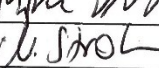
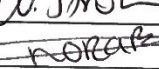
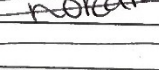
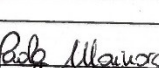
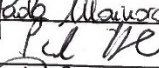
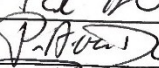
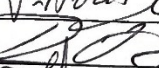

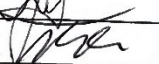
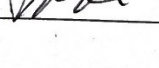
After this presentation, the group was split up in two groups to view the traffic officer's vehicle in two sessions. One group went outside and the other remained inside with the opportunity to ask further questions regarding the traffic centre.



Two cars the Traffic Offers use were shown (the old and the new). The new one has different striping, making it more visible. The loading compartment is more easily accessible (it contains practical items such as a broom). The car has a DRIP; in the new car, you can lower it “into the car” while driving and raise it higher when stationary. Again, this improves visibility. They are allowed to drive with blue lights; the traffic control centre determines when they are allowed to do so. Upon arrival at an incident, they assume a fend-off position. A question was raised regarding whether the walkie-talkie functions as a body camera. This is not the case. However, consideration is being given to whether this would be useful/necessary. All cars are traceable, so in the event of an incident, the control centre checks who is closest. WIS can also report that there is an incident and that he is on his way.

## Annexes

Attendance list:

On-Site Visit in Utrecht, 15 October 2025			
No.	Name	Surname	Signature
1.	Adamo	Ferro	
2.	Alice	Foley	
3.	Andrea	Steccanella	
4.	Bas	Kocken	
5.	Björn	Siebert	
6.	Erwin	Gross	
7.	Francesco	Meini	
8.	Francesco	Varone	
9.	Gillian	Freeney	
10.	Henri	Schlüter	
11.	Jānis	Putniņš	
12.	Jānis	Vilciņš	
13.	Kristof	Rombaut	
14.	Liesma	Grinberga	
15.	Līga	Mekša	
16.	Linda	Heine	
17.	Mais	Sawaf	
18.	Michele	Bonistalli	
19.	Mirko	Vindimian	
20.	Natalie	Strohschein	
21.	Nora	Boujddayn	
22.	Olivier	Overbeke	
23.	Paola	Mainardi	
24.	Paul	Homburg	
25.	Peter	van Dop	
26.	Ralf	Scheiber	
27.	Ross	Foley	
28.	Masche	Majlein	

Presentations:

- "Traffic management and the CHARM program"
- "Traffic Control Centres"

Available in the shared folder: MERIDIAN\06\_Meetings\Steering Committee\2025-10-15-16  
MER SCM Utrecht\Presentations\Onsite Visit Presentations