

Our ref: CRS 746,710
Your ref:

Highways England
Second Floor
Woodlands
Manton Lane
Bedford MK41 7LW

Via email

Direct Line:

9 January 2017

Dear Sir/Madam

FREEDOM OF INFORMATION REQUEST A14 ORWELL BRIDGE - TRAFFIC VOLUME DATA

Thank you for your email of 5 January requesting traffic volume data for the A14 Orwell Bridge for the last ten years. We have now completed our search for information.

I can confirm that we do hold the information. Under Section 21 of the Act, we are not required to provide information which is already reasonably accessible to you. The information you requested can be obtained via our new traffic data website at <http://webtris.highwaysengland.co.uk/>.

The information this new database contains is freely available and you will not need to pre-register or create a username and password for this site.

To find the information you seek, on opening the link, please navigate to the map location for the Orwell Bridge and zoom in. You will see that at junction 56 and across the bridge approaching junction 57, there are blue markers. By clicking onto these markers, you will see further markers at each traffic loop location identified by "TM" at their centre. These provide traffic count data for each respective traffic loop. Click on a marker. By using "Annual Report" in the "Report Type" drop down menu, you can find data going back to 2007. To download the report, click "View Report".

There is also a FAQ which can be found by clicking on the hamburger menu on the right hand side of our logo. Additional help can be found by clicking on the "information" icon at the end of the menu bar.

As this is a new database, your feedback about it will be helpful to us in developing the site further. If you would like to provide us with feedback, please email us at info@highwaysengland.co.uk.

If you have any queries about this letter, please contact me. Please remember to quote reference number 746,710 in any future communications.

If you are unhappy with the way we have handled your request you may ask for an internal review. Our internal review process is available at:

<https://www.gov.uk/government/organisations/highways-england/about/complaints-procedure>

If you require a print copy, please phone the Information Line on 0300 123 5000; or email info@highwaysengland.co.uk. You should contact me if you wish to complain.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Yours faithfully

Business Management Team Leader
Operations (East)
Email: