

# Summary of Consultation Responses

Controlled Motorways

M25 J27 to J30



December 2013



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**Appendix A – List of Consultees**

## ***Executive Summary***

Secondary legislation in the form of Regulations made under section 17 of the Road Traffic Regulation Act 1984 is required to implement the Variable Mandatory Speed Limits. This consultation provides an opportunity for interested parties to comment on draft Regulations for introducing Variable Mandatory Speed Limits (VMSL) on the M25 motorway between Junctions 27 to 30 controlled motorways scheme (“the M25CM Scheme”).

The M25CM Variable Mandatory Speed Limits will, if approved, be set in response to the prevailing traffic conditions and will be clearly displayed on signs located on gantry mounted Advanced Motorway Indicators above each lane of the main carriageway, on verge mounted Variable Message Signs and on post mounted Advanced Motorway Indicators. Once in force, the Regulations will restrict driving at a speed exceeding that displayed on the signs. When no speed is displayed on the signs then the national speed limit will be in force.

This consultation exercise was concentrated on the proposed Regulations that are needed in order to implement the Variable Mandatory Speed Limits required to operate the M25CM scheme. We required comments specifically on how the draft Regulations could affect respondents’ organisations or those they represent. In total, ten individuals or organisations responded to the consultation, with the majority being in favour of the implementation of the regulations.

### **Benefits of Controlled Motorways \***

The Highways Agency is committed to building upon the success of the existing controlled motorways schemes which have been implemented at a number of busy motorway sections across the country. It is expected that the controlled motorways scheme will:

- Reduce congestion;
- Provide more reliable journey times;
- Reduce the frequency of accidents;
- Reduce carbon emissions; and
- Reduce driver stress.

\* As an Agency we have changed the name of controlled and managed motorways to smart motorways. We are making smarter use of our motorway network. Smart motorways encompass all sections of our network that incorporate technology to manage congestion and improve journey time reliability. However for the purposes of this document we have retained the use of controlled motorways as this terminology was used in the original consultation paper.



## 1 INTRODUCTION

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### 1.1 Purpose of this document

The purpose of this document is to provide a summary of the responses received during the M25 Controlled Motorway scheme (M25CM) between Junctions 27-30 consultation. The consultation took place between 22 January 2013 and 19 March 2013 to provide an opportunity for stakeholders, such as road user groups, and other interested parties to comment on the proposal to introduce the Controlled Motorways scheme regulations.

This document provides a summary of the responses received. The Highways Agency has considered the comments raised by those consulted and in this document explains its reasons for the selected option to be implemented.

### 1.2 Background

The Highways Agency is committed to build upon the success of the existing controlled motorway schemes which have been in operation on the network since 1995.

Regulations made under the Road Traffic Regulation Act 1984 ('the 1984 Act') are required in order to provide for VMSL on those particular parts of the M25 motorway. The Controlled Motorways scheme requires the following Regulations to be made:

- *The M25 Motorway (Junction 27 to 30) (Variable Speed Limits) Regulations 2013.*

### 1.3 Document structure

Section 1	Provides a background to the consultation.
Section 2	Describes how the consultation was conducted and how responses from those consulted were considered.
Section 3	Contains a summary of the consultation responses and analysis of each response.
Section 4	Contains a summary of the consultation period and the recommended option.

## ***2 CONDUCTING THE CONSULTATION EXERCISE***

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### **2.1 What the consultation was about**

The consultation paper described the policy underlying the proposed draft regulations required to operate Variable Mandatory Speed Limits (VMSL) within the M25 controlled motorways scheme (M25CM scheme).

### **2.2 How the consultation was conducted**

A consultation paper including the scheme Impact Assessment was issued to over 90 consultees and an 8 week consultation period commenced on 22 January 2013. The consultation documents were also available on the HA website allowing the public to comment on the proposed legislative changes. All parties affected by the proposed legislative changes were encouraged to make contact with the HA to communicate their views. The consultation closed on 19 March 2013 and this paper explains how the responses have been considered.

### 2.3 Government's code of practice on consultation

The consultation was conducted in accordance with the Government's Consultation Principles (see below).

- 1) Subjects of consultation** - The objectives of any consultation should be clear and will depend to a great extent on the type of issue and the stage in the policy-making process – from gathering new ideas to testing options.
- 2) Timing of consultation** - Engagement should begin early in policy development when the policy is still under consideration and views can genuinely be taken into account.
- 3) Making information useful and accessible** - Policy makers should think carefully about who needs to be consulted and ensure the consultation captures the full range of stakeholders affected. Information should be disseminated and presented in a way likely to be accessible and useful to the stakeholders with a substantial interest in the subject matter.
- 4) Transparency and feedback** - The objectives of the consultation process should be clear. To avoid creating unrealistic expectations, any aspects of the proposal that have already been finalised and will not be subject to change should be clearly stated.
- 5) Practical considerations** - Consultation exercises should not generally be launched during local or national election periods.

Further information about the Consultation Principles can be located on the Gov.UK website:

<https://www.gov.uk/government/publications/consultation-principles-guidance>



### **3 SUMMARY OF RESPONSES**

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#### **3.1 Number of responses**

During the consultation 10 responses were received, although 1 of these was simply “no comment”. There were 3 responses from individual members of the public.

#### **3.2 Support for the proposed scheme**

During the consultation period there was general support for the overall scheme with the majority of consultees who responded supportive to the development and implementation of Variable Mandatory Speed Limits (VMSL). Table 3A contains some selected extracts from letters and emails received to give an indication of the level of support for the scheme.



Organisation	Quote of Support
Chartered Institution of Highways & Transportation (CIHT)	“This form of upgrade has shown clear benefits in improved journey time reliability and reduced incidents and injuries to road users...we would support wider use of Controlled Motorway, which is self-explaining and seems to be well supported by drivers”.
Intu Properties Plc	“...the introduction of variable speed limits between Junctions 27 – 30 of the M25 will support [Lakeside Shopping Centre and the proposed new regional town centre]...Intu Properties Plc. therefore fully support these proposals”.
The South East Local Enterprise Partnership and Thurrock Council	“...the implementation of such a scheme on the section of M25 between junctions 27 and 30 would be welcomed by The South East Local Enterprise Partnership Council as part of a wider package of measures”.
Essex Police	“...I am happy to support this scheme on behalf of the Chief Constable”.
Metropolitan Police	“The Metropolitan Police fully support proposals to implement Variable Mandatory Speed Limits (VMSL) on the M25 between junctions 27 to 30... Based on operational studies of the VMSL in operation between junctions 10 and 15, and on similar schemes elsewhere on the motorway network, we anticipate that introduction of VMSL here will contribute to a reduction in congestion at peak times and lead to a reduction in shunt type collisions”.
Unaffiliated respondent	“...I fully support the proposals and objectives. The report correctly identifies the many positive outcomes of introducing variable speed limits”.
Unaffiliated respondent	“...I was very sceptical when they were introduced on the western section but to my surprise it works most of the time”.

**Table 3A: A selection of supportive comments about the scheme**

### 3.3 Comments about the proposed scheme

There were a number of comments raised regarding the proposed operation of VMSL. The general comments are included in Table 3B along with a summary response to each of the comments. The comments received focused on a number of key points:

- Support, particularly as part of a wider package of measures including introduction of free-flow at the Dartford Crossing and major improvements to J30/31
- Support, on the assumption that Hard Shoulder Running will not be introduced, and
- Request for comprehensive monitoring and evaluation.

Organisation	Responses – Comments about the scheme	
	Comments Received	Response to comment
South East Local Enterprise Partnership and Thurrock Council	<b>Supportive, as part of a wider package of measures</b>	
	<p>This wider package of measures “must include the introduction of free-flow at the Dartford Crossing by October 2014 at the latest, and major improvements to J30/31 at the earliest opportunity”.</p>	<p>The CM scheme is being progressed as a stand-alone scheme, and is anticipated to have benefits regardless of other planned improvements on the surrounding motorway network.</p> <p>The current intention is to implement full operation of free-flow charging at Dartford from October 2014.</p> <p>The M25 Junction 30 Interim scheme, comprising improvements to the slip roads and traffic signals at Junction 30 of the M25, was completed in October 2013.</p> <p>The M25 Junction 30/A13 Congestion Relief Scheme is currently being progressed The 2012 Autumn Statement confirmed the provision of additional expenditure in this spending review period to enable this scheme to commence construction no later than March 2015.</p>
Metropolitan Police	<b>Supportive, assuming Hard Shoulder Running will not be introduced</b>	
	<p>“We understand that there is no intention to introduce Hard Shoulder Running on this particular section of the M25, and our support for this scheme is based on that assumption”</p>	<p>The introduction of Controlled Motorways on this section of Motorway will look to achieve a reduction in congestion without the need for further widening. The Highways Agency currently have no plans for the introduction of hard shoulder running on the M25 between Junctions 27 to 30 as additional capacity has recently been provided by widening to four lanes.</p>

Organisation	Responses – Comments about the scheme	
	Comments Received	Response to comment
Unaffiliated responder	<b>Doesn't perceive any benefit as won't solve congestion issue</b>	
	<p>Won't solve congestion issue as traffic is often stationary clockwise towards the Dartford Crossing.</p> <p>The solution is to make Dartford Crossing less of a bottle neck.</p>	<p>Analysis has shown that the impact of the Controlled Motorway Scheme on injury accidents is estimated to be a reduction of 15%. This scheme will therefore help to improve traffic flow and reduce the impact of accidents in the area.</p> <p>The Department for Transport (DfT) report 'Review of Lower Thames Crossing' issued in May 2013 has consulted on options, in the form of a Strategic Outline Business Case, for adding new capacity either at Dartford or at two other locations east of the present Dartford Crossing.</p> <p>In addition, there are proposals to introduce free flow charging at the Dartford Crossing from October 2014 and improvements to J30/31, which would improve the congestion issue at this location.</p>
	Why consultation now when the cameras and marking are already in place?	This is a traffic management scheme which has already received wide support from local stakeholders. Given the support already in place for the scheme and the benefits it will provide, we consider it appropriate to continue with the technical preparations for the scheme.
Chartered Institution of Highways & Transportation (CIHT)	<b>Supportive, with broader comments made about Controlled Motorway and Managed Motorway schemes.</b>	
	Would welcome further awareness raising	The Highways Agency agrees that driver education will key to the

Organisation	Responses – Comments about the scheme	
	Comments Received	Response to comment
	measures including raising local awareness of the scheme, and inclusion of relevant content in the driving test.	success of such schemes and will be publishing further updates on implementation and operation.
	<p>Call for comprehensive, consistent (and therefore comparable) monitoring of schemes in early operational life, to identify common problems including driver error and any operational issues. This monitoring should be used to share lessons learned and further develop guidance on design and operations.</p> <p>This should include surveys of driver comprehension, driver behaviour, operational safety for road users and workers, and capacity effects in different conditions.</p>	<p>Following the opening of a road scheme, the Highways Agency undertakes an evaluation to see whether it has brought the benefits we anticipated and whether the other impacts of the scheme were as predicted. This ongoing programme of evaluation is termed POPE (Post Open-ing Project Evaluation).</p> <p>POPE compares the costs, benefits and other impacts predicted at the appraisal (pre-construction) stage with the ‘out-turn’ effects (after completion).</p> <p>The evaluation is undertaken on all HA projects in both the Programme of Major Schemes and Local Network Management Schemes (LNMS) programme.</p> <p>Guidance on the appraisal of Controlled Motorway schemes has been produced. This guidance is contained in the Highways Agency’s Interim Advice Note (IAN) ‘Appraisal of Technology Schemes’. In particular, the IAN provides supplementary appraisal guidance in relation to how the various impacts identified in WebTAG should be assessed for different types of traffic technology schemes, including CCTV, MIDAS, CM or combinations thereof.</p>

**Table 3B: Comments about the scheme**

## 4 SUMMARY AND RECOMMENDATIONS

### 4.1 Summary

Consultation was carried out widely with over 90 key stakeholders including the Emergency Services and road recovery organisations.

In summary, a total of 10 responses were received with 8 (80%) in favour of the scheme, 1 (10%) non-committal and 1 (10%) against. The consultation responses expressed some concerns on the introduction of the Variable Mandatory Speed Limit (VMSL) signs. Responses to these concerns are given in Table 3B.

### 4.2 Recommendations

Given that the majority of the consultation responses were in support of the scheme and there are robust answers to the concerns raised, the Highways Agency recommends proceeding with making the necessary legislative changes by way of Regulations to provide for VMSL, for the Controlled Motorways scheme as shown in Table 4A.

Motorway	Extent	Carriageway	Feature
M25	J30 – 27	Anti-clockwise	VMSL
	J27 – 30	Clockwise	VMSL

**Table 4A: Controlled Motorways M25 Junctions 27 to 30**

It is recommended that the following Regulations be made:

- The M25 Motorway (Junction 27 to 30) (Variable Speed Limits) Regulations 2013.

A copy of the consultation document will be sent to the organisations and consultees that provided comments on the legislative changes.

**APPENDIX A**  
**LIST OF CONSULTEES**

Company Name	Recipient	Address	Email Address
<b>ACPO</b>	President	1st Floor, 10 Victoria Street, London, SW1H 0NN	<a href="mailto:enquiries@acro.pnn.police.uk">enquiries@acro.pnn.police.uk</a>
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<b>AIRSO</b>	Secretary	68 The Boulevard, Worthing, BN13 1LA	<a href="mailto:info@airso.org.uk">info@airso.org.uk</a>
<b>Arriva Southern Counties</b>	Managing Director	FREEPOST ANG 7624, Luton, Bedfordshire, LU4 8BR	<a href="mailto:enquiries@arriva.co.uk">enquiries@arriva.co.uk</a>
<b>Association of British Drivers</b>	Chief Executive	P.O. Box 2228, Kenley, Surrey, CR8 5ZT	<a href="mailto:brian.gregory@abd.org.uk">brian.gregory@abd.org.uk</a>
<b>Association of British Insurers</b>	Director General	51 Gresham Street, London, EC2V 7HQ	<a href="mailto:otto.thoresen@abi.org.uk">otto.thoresen@abi.org.uk</a>
<b>Association of Vehicle Recovery Operators</b>	President	AVRO House, 1 Bath Street, Rugby, CV21 3JF	<a href="mailto:sara@avrouk.com">sara@avrouk.com</a>
<b>Automobile Association</b>	Chief Executive	Fanum House UG, Basing View, Basingstoke, Hampshire, RG21 4EA	<a href="mailto:publicaffairs@theaa.com">publicaffairs@theaa.com</a>
<b>Brake</b>	Chief Executive	PO Box 548, Huddersfield HD1 2XZ, United Kingdom	<a href="mailto:admin@brake.org.uk">admin@brake.org.uk</a>



Company Name	Recipient	Address	Email Address
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<b>Britannia Rescue</b>	Chief Executive	Freepost RSJA-XLCX-BLCE, Folly Hall Mills, St Thomas Road, Huddersfield, HD1 3LT	<a href="mailto:member.services@britanniarescue.com">member.services@britanniarescue.com</a>
<b>British Insurance Brokers' Association</b>	Chief Executive	8th Floor, John Stow House, 18 Bevis Marks, London, EC3A 7JB,	<a href="mailto:enquiries@biba.org.uk">enquiries@biba.org.uk</a>
<b>British Motorcyclists Federation</b>	Government Relations Executive	3 Oswin Road, Brailsford Industrial Estate, Braunstone, Leicester, LE3 1HR	<a href="mailto:chris.hodder@bmf.co.uk">chris.hodder@bmf.co.uk</a>
<b>Campaign for Better Transport</b>	Chief Executive	16 Waterside, 44-48 Wharf Road, London N1 7UX	<a href="mailto:stephen.joseph@bettertransport.org.uk">stephen.joseph@bettertransport.org.uk</a>
<b>Campaign to Protect Rural England</b>	President	National Office, 5-11 Lavington Street, London, SE1 0NZ	<a href="mailto:info@cpre.org.uk">info@cpre.org.uk</a>
<b>CBI South East</b>	Regional Director	Tubs Hill House, London Road, Sevenoaks, Kent, TN13 1BL	<a href="mailto:webteam@cbi.org.uk">webteam@cbi.org.uk</a>
<b>CBI Thames Valley</b>	Regional Director	First Floor, Victoria House, 18-22 Albert Street, Fleet, Hampshire, GU51 3RJ	<a href="mailto:heidi.flynn@cbi.org.uk">heidi.flynn@cbi.org.uk</a>
<b>Chartered Institute of Logistics and Transport</b>	Chief Executive	Earlstrees Court, Earlstrees Road, Corby, Northants, NN17 4AX	<a href="mailto:steve.agg@ciltuk.org.uk">steve.agg@ciltuk.org.uk</a>

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<b>Chartered Institution of Highways and Transportation</b>	Chief Executive	119 Britannia Walk, London, N1 7JE	<a href="mailto:Nichole.Sansome@ciht.org.uk">Nichole.Sansome@ciht.org.uk</a>
<b>Chief Fire Officers Association</b>	South East Regional Secretary	9-11 Pebble Close, Tamworth, Staffordshire, B77 4RD	<a href="mailto:dave.curry@hantsfire.gov.uk">dave.curry@hantsfire.gov.uk</a>
<b>Civil Engineering Contractors Association</b>	Executive Director	1 Birdcage Walk, London, SW1H 9JJ	<a href="mailto:lauraellis@ceca.co.uk">lauraellis@ceca.co.uk</a>
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<b>Confederation of Passenger Transport UK</b>	Chief Executive	Drury House, 34-43 Russell Street, London, WC2B 5HA	<a href="mailto:simonp@cpt-uk.org">simonp@cpt-uk.org</a>
<b>Connect Plus</b>	Chief Executive	Connect Plus House, St Albans Road, South Mimms, Potters Bar, Hertfordshire, EN6 3NP	<a href="mailto:enquiries@connectplusm25.co.uk">enquiries@connectplusm25.co.uk</a>
<b>Dartford Borough Council</b>	Managing Director	Civic Centre, Home Gardens, Dartford, Kent, DA1 1DR	<a href="mailto:customer.services@dartford.gov.uk">customer.services@dartford.gov.uk</a>
<b>Defensive Driver Training Ltd</b>	Chief Executive	Tudor House, 2 Worcester St, Stourbridge, West Midlands, DY8 1AN	<a href="mailto:admin@ddtgroup.com">admin@ddtgroup.com</a>
<b>Disabled Motoring UK</b>	Chief Executive	National Headquarters, Ashwellthorpe, Norwich, NR16 1EX	<a href="mailto:info@disabledmotoring.org">info@disabledmotoring.org</a>

Company Name	Recipient	Address	Email Address
<b>Disabled Persons Transport Advisory Committee</b>	Secretariat	2/17 Great Minster House, 33 Horseferry Road, London, SW1P 4DR	<a href="mailto:dptac@dft.gsi.gov.uk">dptac@dft.gsi.gov.uk</a>
<b>Driving Standards Agency</b>	Chief Executive	The Axis Building, 112 Upper Parliament Street, Nottingham, NG1 6LP	<a href="mailto:customer.services@dsa.gsi.gov.uk">customer.services@dsa.gsi.gov.uk</a>
<b>East of England Ambulance Service NHS Trust</b>	Chief Executive	East of England Ambulance Headquarters, Cambourne Building 1020, Cambourne Business Park, Cambourne, Cambs, CB23 6EB	<a href="mailto:communications@eastamb.nhs.uk">communications@eastamb.nhs.uk</a>
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<b>Epping Town Council</b>	Town Mayor	Epping Hall, St Johns Road, Epping, Essex CM16 5JU	<a href="mailto:info@eppingtowncouncil.gov.uk">info@eppingtowncouncil.gov.uk</a>
<b>Essex Chamber of Commerce</b>	Chief Executive	Southend-on-Sea, Essex, SS2 6YF	<a href="http://www.essexchambers.co.uk/contact/">http://www.essexchambers.co.uk/contact/</a>
<b>Essex Constabulary</b>	Chief Constable	MSD, Holts Lane, Waltham Road, Boreham, Essex, CM3 3BG	<a href="mailto:Jim.Barker-McCardle@essex.pnn.police.uk">Jim.Barker-McCardle@essex.pnn.police.uk</a>

Company Name	Recipient	Address	Email Address
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<b>Federation of Small Businesses</b>	Chairman	Sir Frank Whittle Way, Blackpool, Lancashire, FY4 2FE	<a href="mailto:customerservices@fsb.org.uk">customerservices@fsb.org.uk</a>
<b>FirstGroup Plc</b>	Group Corporate Communications Director	FirstGroup plc, 50 Eastbourne Terrace, Paddington, London W2 6LG	<a href="mailto:Rachel.Borthwick@firstgroup.com">Rachel.Borthwick@firstgroup.com</a>
<b>Freight Transport Association</b>	Chief Executive	Hermes House, St John's Road, Tunbridge Wells, Kent TN4 9UZ	<a href="mailto:press.office@fta.co.uk">press.office@fta.co.uk</a>
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<b>Go-Ahead Group plc</b>	Chief Executive	6th Floor, 1 Warwick Row, London SW1E 5ER	<a href="mailto:carolyn.sephton@go-ahead.com">carolyn.sephton@go-ahead.com</a>

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<b>Heathrow Airport Limited</b>	Chief Operating Officer	The Compass Centre, Nelson Road, Hounslow, Middlesex, TW6 2GW	<a href="mailto:heathrowmediacentre@baa.com">heathrowmediacentre@baa.com</a>
<b>Her Majesty's Courts and Tribunals Service</b>	Chief Executive	Ministry of Justice, 102 Petty France, London, SW1H 9AJ	<a href="mailto:enquiries@offsol.gsi.gov.uk">enquiries@offsol.gsi.gov.uk</a>
<b>Ikea Lakeside</b>	Store Manager	Lakeside Retail Park, Heron Way, West Thurrock, Essex, RM20 3WJ	<a href="mailto:media.lounge.uk@ikea.com">media.lounge.uk@ikea.com</a>
<b>Institute of Advanced Motorists</b>	The Chair	510 Chiswick High St, London, W4 5RG	<a href="mailto:press.office@iam.org.uk">press.office@iam.org.uk</a>
<b>Institute of Road Transport Engineers</b>	President	Society of Operations Engineers, 22 Greencoat Place, London, SW1P 1PR	<a href="mailto:soe@soe.org.uk">soe@soe.org.uk</a>
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<b>Lakeside Shopping Centre</b>	General Manager	Lakeside Centre Management, Capital Shopping Centres PLC, 40 Broadway, London, SW1H 0BU	<a href="mailto:lakeside-information@capshop.co.uk">lakeside-information@capshop.co.uk</a>
<b>Local Government Association</b>	Chief Executive	Local Government House, Smith Square, London, SW1P 3HZ	<a href="mailto:info@local.gov.uk">info@local.gov.uk</a>
<b>London Ambulance Service</b>	Chief Executive	220 Waterloo Road, London, SE1 8SD	<a href="mailto:cia@londonambulance.nhs.uk">cia@londonambulance.nhs.uk</a>
<b>London Chamber of Commerce &amp; Industry</b>	Chief Executive	33 Queen Street, London, EC4R 1AP	<a href="mailto:lc@londonchamber.co.uk">lc@londonchamber.co.uk</a>
<b>London Fire and Emergency Planning Authority</b>	Chief Fire Officer	169 Union Street, London, SE1 0LL	<a href="mailto:info@london-fire.gov.uk">info@london-fire.gov.uk</a>
<b>London Safety Camera Partnership</b>	Chief Executive	Windsor House, 42-50 Victoria Street, London, SW1H 0TL	<a href="mailto:postmaster@cityoflondon.police.uk">postmaster@cityoflondon.police.uk</a>
<b>London Traffic Control Centre (LTCC) TfL</b>	Director	Windsor House, 42-50 Victoria Street, London, SW1H 0TL	Not found

Company Name	Recipient	Address	Email Address
<b>Loughton Town Council</b>	Town Mayor	1 Buckingham Court, Rectory Lane, Loughton, Essex, IG10 2QZ	<a href="mailto:contact@loughton-tc.gov.uk">contact@loughton-tc.gov.uk</a>
<b>Metropolitan Police Service</b>	Commissioner	New Scotland Yard, Broadway, London, SW1H 0BG	<a href="https://secure.met.police.uk/enquiries/index.php">https://secure.met.police.uk/enquiries/index.php</a>
<b>Ministry of Defence</b>	Chief of Defence Materiel	Spur 5, E Block, Ensleigh, Bath, BA1 5AB	Not found
<b>Ministry of Defence Police</b>	Chief Constable	Building 66, MDP Wethersfield, Braintree, Essex, CM7 4AZ	Not found
<b>Mondial Assistance</b>	Chief Executive	Mondial House, 102 George Street, Croydon, Surrey, CR9 1AJ	<a href="http://www.mondial-assistance.com/corporate/contact.aspx">http://www.mondial- assistance.com/corporate/contact.aspx</a>
<b>Moto Services</b>	Site Manager	Arterial Road, West Thurrock, Grays, RM16 3BG	<a href="http://www.moto-way.com/contact-us/general-feedback">http://www.moto-way.com/contact-us/general- feedback</a>
<b>Motocycle Industry Trainers Association</b>	Chief Executive	1 Rye Hill Office Park, Birmingham Road, Allesley, Coventry, CV5 9AB	<a href="http://www.mcita.co.uk/Contact.aspx">http://www.mcita.co.uk/Contact.aspx</a>
<b>Motorcycle Action Group</b>	National Chair	Central Office, P.O. Box 750, Warwick, CV34 9FU	<a href="mailto:central-office@mag-uk.org">central-office@mag-uk.org</a>

Company Name	Recipient	Address	Email Address
<b>National Express Ltd</b>	Director of Policy and External Affairs	National Express House, Mill Lane, Digbeth, Birmingham B5 6DD	<a href="mailto:anthony.vigor@nationalexpress.com">anthony.vigor@nationalexpress.com</a>
<b>National Traffic Operations Centre</b>	Head of National Traffic Operations Centre	Quinton Business Park, Birmingham, B32	<a href="mailto:ha_info@highways.gsi.gov.uk">ha_info@highways.gsi.gov.uk</a>
<b>National Trust South East Regional Office</b>	Area Manager	Polesden Lacey, Dorking, Surrey, RH5 6BD	<a href="mailto:lse.customerenquiries@nationaltrust.org.uk">lse.customerenquiries@nationaltrust.org.uk</a>
<b>National Tyre Distributors Association</b>	Chief Executive	8 Temple Square, Aylesbury, Buckinghamshire, HP20 2QH	<a href="mailto:info@ntda.co.uk">info@ntda.co.uk</a>
<b>Parliamentary Advisory Council for Transport Safety</b>	The Chair	3rd Floor Clutha House, 10 Storey's Gate, London, SW1P 3AY	<a href="mailto:Naomi.Baster@pacts.org.uk">Naomi.Baster@pacts.org.uk</a>
<b>Peek Mouchel, Eastern TechMAC</b>	General Manager	Unit 5, Handley Page Way, Old Parkbury Lane, Colney Street, St Albans, AL2 2DQ	<a href="mailto:info@peekmouchel.com">info@peekmouchel.com</a>
<b>Police Federation of England and Wales</b>	The Chair	Federation House, Highbury Drive, Leatherhead, Surrey, KT22 7UY	<a href="mailto:gensec@polfed.org">gensec@polfed.org</a>



Company Name	Recipient	Address	Email Address
<b>Police Superintendents' Association</b>	President	67a Reading Road, Pangbourne, Berkshire, RG8 7JD	<a href="mailto:enquiries@policesupers.com">enquiries@policesupers.com</a>
<b>RAC Foundation</b>	The Chair	89-91 Pall Mall, London, SW1Y 5HS	<a href="mailto:info@racfoundation.org">info@racfoundation.org</a>
<b>RAC Motoring Services</b>	PR & Communications Manager	RAC House, Brockhurst Crescent, Walsall, WS5 4AW	<a href="mailto:pete.williams@rac.co.uk">pete.williams@rac.co.uk</a>
<b>RHQ RMP</b>	Regimental Secretary	Defence Police College Policing and Guarding, Postal Point 38, Southwick Park, Fareham, Hants, PO17 6EJ	<a href="mailto:regsec_rhqrm@btconnect.com">regsec_rhqrm@btconnect.com</a>
<b>Road Haulage Association</b>	Chief Executive	The Old Forge, South Rd, Weybridge, Surrey, KT13 9DZ	<a href="mailto:hauliersshop@rha.uk.net">hauliersshop@rha.uk.net</a>
<b>Road Rescue &amp; Recovery Association</b>	President	Hubberts Bridge Rd, Kirton Holme, Boston, Lincolnshire, PE20 1TW	<a href="mailto:enquiries@rrra-recovery.co.uk">enquiries@rrra-recovery.co.uk</a>
<b>RoSPA</b>	Chief Executive	RoSPA House, 28 Calthorpe Road, Edgbaston, Birmingham, B15 1RP	<a href="mailto:help@rospa.com">help@rospa.com</a>
<b>Serco Integrated Transport</b>	Manager	Serco Integrated Transport – Hook, Serco House, 11 Bartley Wood Business Park, Hook, Hampshire, United Kingdom, RG27 9XB	<a href="mailto:generalenquiries@serco.com">generalenquiries@serco.com</a>

Company Name	Recipient	Address	Email Address
<b>South Central Ambulance Service NHS Foundation Trust</b>	Chief Executive	Units 7 And 8 Talisman Business Centre, Talisman Road, Bicester, Oxfordshire, OX26 6HR	<a href="mailto:pals@scas.nhs.uk">pals@scas.nhs.uk</a>
<b>South East Regional Control Centre</b>	Regional Control Centre Supervisor	Foster Down, Godstone, Surrey, RH9 8PQ	<a href="mailto:james.finch@kent.fire-uk.org">james.finch@kent.fire-uk.org</a>
<b>South Mimms Services</b>	Manager	The Welcome Break, Welcome Break Service Station, Bignell's Corner, South Mimms, Potters Bar, Hertfordshire, EN6 3QQ	<a href="mailto:Mimms.enquiry@welcomebreak.co.uk">Mimms.enquiry@welcomebreak.co.uk</a>
<b>Stagecoach Group</b>	Chief Executive	10 Dunkeld Road, Perth PH1 5TW	<a href="mailto:media@stagecoachgroup.com">media@stagecoachgroup.com</a>
<b>Stansted Airport</b>	Managing Director	Enterprise House, Bassingbourn Road, Essex, CM24 1QW	<a href="mailto:stanstedmediacentre@baa.com">stanstedmediacentre@baa.com</a>
<b>The Ambulance Service Association</b>	Chief Executive	Friars House, 157-168 Blackfriars Rd, London, SE1 8EU	<a href="http://www.ambex.co.uk/contact-us">http://www.ambex.co.uk/contact-us</a>
<b>The British School of Motoring</b>	Managing Director	Fanum House, Basing View, Basingstoke, Hampshire RG21 4EA	<a href="mailto:BSMCustomerCare@bsm.co.uk">BSMCustomerCare@bsm.co.uk</a>
<b>The Magistrates Association</b>	Executive Director	28 Fitzroy Square, London W1T 6DD	<a href="mailto:information@magistrates-association.org.uk">information@magistrates-association.org.uk</a>

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<b>The Wildlife Trusts</b>	Chief Executive	The Kiln, Waterside, Mather Road, Newark, Nottinghamshire, NG24 1WT	<a href="mailto:enquiry@wildlifetrusts.org">enquiry@wildlifetrusts.org</a>
<b>Thurrock Council</b>	Chief Executive	Civic Offices, New Road, Grays, Essex, RM17 6SL	<a href="mailto:gfarrant@thurrock.gov.uk">gfarrant@thurrock.gov.uk</a>
<b>Trafficmaster Plc</b>	Chief Executive	Martell House, University Way, Cranfield, Bedfordshire, MK43 0TR	<a href="mailto:customerservices@trafficmaster.co.uk">customerservices@trafficmaster.co.uk</a>
<b>VOSA</b>	Chief Executive	Berkeley House, Croydon Street, Bristol, BS5 0DA	<a href="mailto:Enquiries@vosa.gov.uk">Enquiries@vosa.gov.uk</a>