

Our ref: CRS 708,728  
Your ref:

2nd Floor  
Woodlands  
Manton Lane  
Bedford MK41 7LW

Direct Line: 01234 796167

Via email:

23 July 2014

Dear

### **BASCULE BRIDGE, LOWESTOFT**

Thank you for your email to the Highways Agency's Information Line on 28 June in which you ask for information about the Bascule Bridge in Lowestoft. We have now completed our search for information in accordance with the Freedom of Information Act and respond as follows.

Following the failure of the Bascule Bridge tidal flow system on 26 June, our supply chain attended site to affect a repair. Unfortunately, they were not able to identify the cause of the tidal flow system failure and make a permanent repair. A temporary repair was made and the tidal flow system restored to full working order on 28 June.

Since 28 June, we have continued to try and identify the cause of the initial failure without success. We are, however, monitoring the tidal flow system and have kept it operational apart from two brief failures on 14 and 19 July.

The Bascule Bridge tidal flow system is not linked in any way to any other traffic signalling device or system operating in Lowestoft. The intelligent traffic light system you mention as operating around Lowestoft is owned and managed by Suffolk County Council, who is the local highway authority.

A formal record of Bascule Bridge tidal flow system failures was kept between June 2008 and October 2012 under a previous Managing Agent Contract. Since October 2012 there has been no formal monitoring system in place following changes in our supply chain responsible for repairing signalling defects and we do not, therefore, hold any records of failures since then.

For the period June 2008 to October 2012, our records show that the Bascule Bridge tidal flow system has failed to operate and not permit two lanes to operate in the peak traffic direction and instead has reverted to its safe operational mode of one lane in each direction on no less than twenty three occasions.

We recognise the need to reintroduce a formal system of fault monitoring for the Bascule Bridge tidal flow system. We are now investigating the use of new technological methods to enable us to do this and hope to have a fully functioning fault detection system in place by 31 March 2015.

In keeping with the spirit and effect of the legislation, all information is assumed to be releasable to the public unless exempt. We may therefore be publishing the information you requested, together with any related information that will provide a key to its wider context, via our website: <http://www.highways.gov.uk/>

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: <http://www.highways.gov.uk/foicomplaints>

If you require a print copy, please phone the Highways Agency Information Line on 0300 123 5000; or e-mail [ha\\_info@highways.gsi.gov.uk](mailto:ha_info@highways.gsi.gov.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 sincerely

Business Management Team Leader  
Network Delivery and Development (East)  
Email: