

Our ref: CRS 724,000  
Your ref:

2nd Floor  
Woodlands  
Manton Lane  
Bedford MK41 7LW

Via email

Direct Line:

14 July 2015

Dear

## **FREEDOM OF INFORMATION REQUEST A12 BOREHAM INTERCHANGE - FAULTY TRAFFIC SIGNAL**

Thank you for your email of 13 July requesting information about a traffic light failure on the A12 southbound exit slip road at Boreham Interchange (junction 19). I confirm we have completed our search for the information requested.

The traffic light failure was first reported to our Customer Contact Centre (CCC) on 10 July and the information forwarded to our service provider on 11 July by email to investigate and make the necessary repairs. A copy of the CCC log is attached at Annex A. Please note that personal information has been redacted in reliance of Section 40(2) of the Freedom of Information Act.

Our regional technology maintenance contractor (RTMC) was subsequently advised of the fault by our service provider, again by email, but did not take action until the morning of 13 July and a repair was completed at 13:30hrs the same day.

Our service provider has investigated the reasons for the delayed action and has found that the RTMC email account to which the fault information was forwarded is not monitored outside of normal working hours. Our service provider will now ensure that all out of hours faults are recorded using the contractor's out of hours number.

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 e-mail [info@highwaysengland.co.uk](mailto: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

If you have any queries about this letter, please contact me. Please remember to quote reference number 724,000 in any future communications.

Yours sincerely

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