

Our ref: FOI 743,824

Your ref:

OT Directorate Services Team Manager
9th Floor
The Cube
199 Wharfside Street
Birmingham B1 1RN

18 November 2016

Dear

Thank you for your email of 17 October 2016 to our customer contact centre asking for statistics on the number of vehicle breakdowns on UK motorways and A-roads. I am writing to confirm that we have now completed our search for the information.

In your email of 17 October you asked the following question:

Statistics of vehicle breakdowns on UK motorways and A-roads:

- *Number of breakdowns per year, per month, per day*
- *Which months have the most breakdowns reported*
- *Which day in the week do most breakdowns occur*
- *Geographical locations of breakdowns*
- *Which roads do the most breakdowns occur on*

Please find attached a table that provides the required statistics in relation to your request.

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. 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 FOI 743,824 in any future communications.

Yours sincerely

Email: Ops_dst@highwaysengland.co.uk