

Our ref: CRS 755,468  
Your ref:

Highways England  
Second Floor  
Woodlands  
Manton Lane  
Bedford MK41 7LW

Via email

Direct Line:

28 September 2017

Dear

## **FREEDOM OF INFORMATION REQUEST A47 NORWICH - ACLE: CONGESTION DATA**

Thank you for your email of 20 September requesting data for the A47 between Norwich and Acle over the past 2 years, showing how and when it is most congested.

We are unable to provide you with useful hourly information that will identify peak congestion times over 2 years. To do so, our data system would need to output hundreds of thousands of rows of information and is currently beyond the limitations of our software to analyse it and recognise trends. To be helpful, we have therefore opted to provide you with a monthly average.

This information is attached at Annexes A and B. Annex A provides a map showing average delay along the route. Annex B provides data in a summary table breaking that information down by monthly average.

You will see that Annex B indicates there are some data gaps. The gaps are caused by either missing or damaged traffic sensors which collect the base data.

I hope this is useful but you are welcome to contact our data analyst, [REDACTED] if you need more information. You can write to [REDACTED] at the above address, by email at [REDACTED] or by telephone on [REDACTED].

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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](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 755,468 in any future communications.

Yours sincerely

Business Management Team Leader  
Operations (East)  
Email: