

Our ref: 751 273

Highways England
 Bridge House
 Walnut Tree Close
 Guildford
 GU1 4LZ
www.highways.gov.uk

Email: [REDACTED]

27 July 2017

Dear [REDACTED]

We have now completed our search for the information you requested in your email of 17 May in relation to traffic lights at Junction 10 of the M20. Your request has been dealt with under the terms of the freedom of Information Act 2000.

I will answer each of your requests for information about:

Please can you tell me how many repairs to fix the broken lights took place between January 12 2013 and January 12 2015, the date when the lights were switched off for 10 weeks to be completely replaced. We would also like to know the overall cost of repairs during this period.

The table below shows the repairs undertaken between January 2013 and January 2015 on the traffic lights at Junction 10 of the M20. This shows a breakdown of the repairs made to the lights as well as the cost for each of the repairs. We have also included the data regarding the replacement of the traffic signal in April 2016.

| Ref | Date of works | Service Provider | Junction | Details of repairs/Works | Cost of repairs |
|------|---------------|---------------------------------------|-----------------|---|-----------------|
| 4658 | 24 May 13 | Siemens | M20 Jct 10 | Accidental repair works | £4,493.83 |
| 4685 | 03 Jun 13 | Siemens | M20 Junction 10 | Switch off traffic signals due to poor function | £309.75 |
| 4686 | 03 Jun 13 | Siemens | M20 Junction 10 | Dealing with detection faults | £309.75 |
| 4688 | 03 Jun 13 | Siemens | M20 Jct 10 | Dealing with red lights out | £238.23 |
| 4689 | 03 Jun 13 | Siemens | M20 Jct 10 | Adjusted signal timings | £426.42 |
| 4690 | 03 Jun 13 | Siemens | M20 Jct 10 | Switch off traffic signals due to poor function | £426.42 |
| 8501 | 14 Jan 15 | Carnell Construction Services Limited | M20 J10 | Diagnose and rectify problem with traffic signals | £816.22 |
| 8859 | 15 Apr 16 | Carnell Construction Services Limited | M20 Jct 10 | Traffic signal renewal | £13,609.48 |

The lights were restored in March 2016. Therefore, we would like to also know how many repairs took place to fix the lights from Monday 23 March 2015 to Thursday 27 April 2017. We would also like to know the overall cost of repairs during this period.

Following a search of our electronic and paper records, I have established that this information you requested is not held by Highways England. As a scheme to replace the Traffic signal head, Traffic signal control equipment and associated cabling is currently under construction at this junction.

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 CRS 751 273 in any future communications.

Yours sincerely

[Redacted signature]

[Redacted name]

[Redacted title]

[Redacted contact information]