

Our ref: 757 455

██████████
Email: ██████████

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

4 January 2018

Dear ██████████

We have now completed our search for the information you requested in your email of the 4 December 2017 regarding an event that took place on the M3 between Junctions 3 and 4, on the 19 November 2017 between 09:15am and 10:00am. Your request has been dealt with under the terms of the Freedom of Information Act 2000.

Following our response to your request on 13 December 2017, I have reviewed our reports further and spoken to our service provider for the area and have identified a report of a broken down vehicle between junctions 3 and 4 on the 19 November between the times to which you refer. Details of which can be found below:

At 09:43am Surrey Police made the Highways England control room aware of a live lane breakdown "M3 J3/4, broken down vehicle live lane, in lane 1, vehicle had its hazard warning lights on, near marker post 48/8A, M3."

At 09:44am a Highways England Traffic Officer unit were deployed.

At 09:45am 50mph speeds were set in the area with the Variable message signs (VMS) "Reports of Obstruction".

At 09:47am the log is updated with "No trace on CCTV".

At 09:57am the Highways England unit are in the area and searching.

At 10:00am the Highways England unit was updated with "Area search no trace. Cancel signals".

At 10:01am the signals were cleared.

There was no further information provided by Surrey Police other than the initial report at 09:43am. The incident itself was a 'no trace' (meaning there was no sign of the vehicle when the Traffic Officers reached that section of the carriageway), so the vehicle must have resumed their journey shortly after it was reported.

If you have any queries about this letter, please contact me. Please remember to quote reference number [757 455] in any future communications.

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

Yours sincerely

[Redacted signature]

[Redacted contact information]