

Our ref: CRS 761781

Highways England
2nd Floor
Bridge House
1 Walnut Tree Close
Guildford GU1 4LZ

9 May 2018

Dear

A282 Dartford crossing closures

We have now completed our search for the information you requested in your email of 10 April 2018. Your request has been dealt with under the terms of the Freedom of Information Act 2000.

I will answer your request for information as follows:

I would like to know how much time (in hours) the Dartford Crossing has been closed, or partially closed, since 1st January 2018 until today (April 10, 2018)

If this is not possible, please could you tell me the number of occasions on which the Dartford Crossing has been closed, or partially closed, since 1st January 2018 until today (April 10, 2018)?

- **Planned closures** = approximately 640 hours. All the planned closures happened overnight between 20:30 and 06.00 hours when traffic flows are lowest; always using a contraflow through the other tunnel bore wherever possible and communicated in advance.
- **Emergency closures** = approximately 72 hours

If you are unhappy with the way we have handled your request, you may ask for an internal review within 2 months of the date of this response for Freedom of Information requests and within 40 days for Environmental Information Regulations requests. 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 761781) in any future communications.

Yours sincerely