

Our ref: CRS 769439

[REDACTED]
Highways England
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Bridge House
1 Walnut Tree Close
Guildford GU1 4LZ

Email: [REDACTED]

1 April 2019

Dear [REDACTED]

A27 Worthing to Brighton Shoreham Airport traffic lights

Thank you for your email to our Customer Contact Centre on 7 March 2019. I have handled your request under the Environmental Information Regulations 2004 about the A27 Worthing to Brighton Shoreham Airport traffic lights.

Please see below your questions and our answers:

General information as to the processes involved in reporting and scheduling repairs

Routine maintenance is performed through a Regional Technology Maintenance Contract (RTMC) where all faults are reported and picked up by a faults co-ordinator. Engineers are sent out to attend any defects that are identified. All maintenance is done in accordance with our Technology Management and Maintenance Manual. Problems at site are attended firstly by RTMC and if the issues fall within their contract they will rectify, otherwise it is for our Technology Lead in West Sussex to find the resolution.

Is emergency maintenance contracted?

All maintenance is done under the RTMC as above.

Are the lights remotely controlled/programmed?

Yes. The lights are linked to an Urban Traffic Control system which monitors 24/7, displays faults and reports into a Technology Performance Management System. This creates "job cards" for the engineers. Additionally, our Regional Control Centre can carry out emergency clearance plans when needed. These enable us to give priority to parts of the junction if that would help clear congestion. There is also the ability to carry out minor adjustments without having to completely reset the lights.

How and why relatively simple programming error has taken over two weeks to correct?

We had been carrying out essential resurfacing works at this location. Whilst these works were being carried out the lights reverted temporarily to fix timings. Our engineers attended on 27 February 2019 to reset the vehicle detector loops, when it was discovered that the loops in the westbound right turn filter lane were damaged requiring repairs. Our engineers attended overnight on 6 March 2019 and repaired the damaged loop. However, a further separate fault was located. We took immediate action to coordinate and resource these repairs including the requirement for road space and stakeholder agreement. Repairs were completed overnight on 12 March 2019 and engineers remained on site throughout the following day to monitor performance and make further adjustments. As we dealt with two separate faults, the repairs took longer than anticipated.

What's procedures are being put into place to ensure its handled with more urgency in future?

We do not consider we need to change our procedures based on this incident.

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 769439 in any future communications.

Yours sincerely

[Redacted text]