

Our ref: EIR 770493

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

[www.highwaysengland.co.uk](http://www.highwaysengland.co.uk)

13 June 2019

Dear

**Environmental Information Regulations 2004**  
**Information related to traffic destination/origin on M20**

Thank you for your email to the Highways England Customer Contact Centre on 16 May regarding any traffic census data for the M20 which includes the origin and destination on the motorway. I have handled your enquiry under the Environmental Information Regulations 2004.

I am writing to advise you that, following a search of our records, we have established that the information you requested is not held by Highways England.

The information you require may be held by the Department for Transport (<https://forms.dft.gov.uk/foi-dft-and-dft-agencies/>) or by the Office for National Statistics (<https://www.ons.gov.uk/aboutus/contactus/generalandstatisticalenquiries>).

The information you have requested therefore falls under Regulation 12(4) (a) of the Regulations.

If you have any queries about this letter, please contact us quoting reference number EIR 770493 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; or e-mail [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

Yours sincerely