

Our ref: CRS 770662

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

25 June 2019

Dear

### **M25 between M4 & A3 (junction 15 to 10)**

Thank you for your email of 1 June 2019. I have handled your request under the Freedom of Information Act 2000 for information about the M25 between M4 & A3 (junction 15 to 10).

In answer to your questions please see below our answers:

#### **1. How many people at the regional control centre are dedicated for monitoring traffic flow on this stretch of the road network between 6am and 8pm.**

We have 2 Regional Control Centres (RCC) that cover the M25. They have control room operators managing all incidents over the whole of this and other parts of our network. Neither have people dedicated solely to monitoring traffic flow.

RCC South East covers from junction 1 to 13. They have eight operators on early shift (06:00 – 14:00) and ten operators on late shift (14:00 – 22:00).

RCC East covers from junction 14 to 31. Between the hours of 06:00 to 14:00 they have 9 operators and from 20:00 they have 12 operators.

#### **2. What do they do to improve journey times?**

All the control room operators have their own roles on the day i.e. radio dispatch, call handling, twitter but they also monitor CCTV and signals which on the M25 are monitored by the Motorway Incident Detection and Automated Signalling system that detects the speed and volume of traffic passing over them to check traffic flow.

As for improving journey times, their main contribution is managing incidents to get the carriageway cleared as quickly as possible.

### **3. Have journey times improved in the past 6 months on this stretch of the M25?**

Please find enclosed a summary of average journey times for the sections of motorway you are interested in. Average journey times in these areas are relatively consistent on a month to month basis although there are some variations. We do acknowledge that every journey is unique and the figures we have provided are average which will not be experienced by all of our customers.

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](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

If you have any queries about this letter, please contact me. Please remember to quote reference number CRS 770662 any future communications.

Yours sincerely