

Our ref: FOI 100109

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

8 August 2019

Dear

### **M3 Smart Motorway signals**

Thank you for your email of 12 July 2019 regarding the M3 Smart Motorway signals. I have handled your request under the Freedom of Information Act 2000.

There have been 2698 faults to date of which 9 remain open since 25 July 2019. The 9 signs faults that remain open are awaiting availability of our Traffic Officers to provide a rolling road block and we do not anticipate them being repaired until October 2019 at the earliest.

Please find attached the report in answer to your questions detailing all the signs faults since the M3 junctions 2 to 4a Smart Motorway opened and for how long in days it has taken to close the faults.

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 FOI 100109 any future communications.

Yours sincerely