

Our ref: CRS 603390

Your ref:

Name and Address Removed Under the Data  
Protection Act

2A  
Federated House  
London Road  
Dorking RH4 1SZ

Direct Line:  
6 March 2009

Dear

### **M20 Junction 10 – Request for Information**

I am writing to confirm that we have now completed our search for the information, which you requested on 9 February 2009. A copy of the information is enclosed in the format you requested.

You also requested information about the phasing and monitoring of the lights at the junction. We are aware of intermittent faults, which have been difficult to trace, however they have now been located and our contractor will replace some components in the next few weeks. While we appreciate your views we do not have any plans to change the phasing or monitoring of the lights because the problems you describe only occur when the lights are faulty.

In keeping with the spirit and effect of the Freedom of Information Act, all information is assumed to be releasable to the public unless exempt. We will, therefore, be simultaneously releasing to the public the information you requested, together with any related information that will provide a key to its wider context via our website:

<http://www.highways.gov.uk/>

The information supplied to you continues to be protected by the Copyright, Designs and Patents Act 1988. You are free to use it for your own purposes, including any non-commercial research you are doing and for the purposes of news reporting. Any other re-use, for example commercial publication, would require the permission of the copyright holder.

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<http://www.opsi.gov.uk/click-use/index.htm>.

If you are unhappy with the way we have handled your request, you may ask for an internal review. A leaflet detailing our internal review process is available. If you require a copy, please phone the Highways Agency Information Line on 08457 50 40 30; or e-mail [ha\\_info@highways.gsi.gov.uk](mailto:ha_info@highways.gsi.gov.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 the reference number above in any future communications.

Yours sincerely

MP South TPI 4