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1. Introduction

Operation Stack is implemented by Kent Police and other agencies to park (or 'stack') lorries on the M20 when they are unable to cross the English Channel via the Channel Tunnel or the Port of Dover.

Operation Stack has four levels depending on the length of delay (and the amount of freight traffic) until the resumption of timetabled services. This has led to large sections of the M20 being closed for several days and causing widespread disruption to motorway traffic and surrounding areas.

During June and July 2015 industrial action and increased levels of migrant activity at Calais caused significant disruption to cross-channel services which resulted in Operation Stack being used on multiple occasions.

Transport Focus has examined the quality and consistency of online information provided to road users during Operation Stack on Wednesday 29 to Friday 31 July 2015, at which time Operation Stack was implemented as far as Stage 3. To do this we monitored key websites and Twitter feeds that provide information to road users, including those who actually operate cross-channel services. This document illustrates what we found but it does not constitute a definitive guide to all information providers.

Transport Focus will discuss these findings with the multiple agencies involved in coordinating Operation Stack. We will identify both good and poor practices, as well as areas of weakness in the current communications strategy, from a road-user perspective.

2. Summary

There appears to be no single *official* source of information about Operation Stack. We have found evidence of links to Highways England on some websites and to Kent Police on others. Both these websites do give detailed information but it's not clear which organisation is responsible. *Which is the actual source for official information?*

We found on Kent Police's website (29 July) that two hours had elapsed since a previous update. Even if the information was still accurate, this may have caused some users to doubt that it was up to date. However, the wider background information relating to Operation Stack was good.

We saw very limited information on cross-channel operators' websites. One of the major ferry operators, P&O, displayed no warnings that Operation Stack was in progress on their home page. The same situation was apparent on the DFDS Seaways home page and Euro Tunnel (Le Shuttle) home page. However, on each of these websites, information regarding Operation Stack was available via the travel update pages. From a road user perspective, information and disruption warnings were not clear without further site navigation.

We found limited disruption information or warnings on the Port of Dover homepage. Information regarding Operation Stack, including links to ferry operators and diversion routes for tourist traffic, was available via a press release.

While we did find some information on diversion routes for tourist traffic, there was a lack of supplementary maps to aid road users in locating these and their proximity to the closed sections of the M20. We also noted there was limited information describing traffic flows on the diversion or alternative routes.

We found that operators tended to use Twitter for updates rather than their websites. Some operators also had separate Twitter feeds for specific users such as 'P&O Ferries Freight' and 'P&O Ferries updates'. However, the Twitter feeds can be easily missed if users are quickly searching for information.

3. Areas of good practice

Links to Twitter feeds on 'travel updates' website pages

Certain operators such as DFDS Seaways and P&O have embedded their respective Twitter feeds on their 'travel update' website pages. This allows users to view the latest updates and switch to Twitter to find out more. See Figure 4.

Traffic England website

A clear red disruption box of breaking news on the home page. This immediately alerts readers to Operation Stack and provides a link to further information. See Figures 7 and 8.

Kent Police website

A separate Operation Stack information page which is accessible from the home page. The information page has a large black box advising that Operation Stack is in place. It also shows, in a red box, which sections of the M20 are closed. The rest of the page contains background information on Operation Stack, how it works and a map of current closures. See Figure 11.

Kent County Council website

The homepage alerts readers that Operation Stack is in operation with a warning box on the top left of the home page. By clicking in this box users can get a detailed description of the current stage of Operation Stack along with diversion routes and links to other sources of information. See Figure 9 and 10. An interactive map displaying disruption across the whole of Kent's road network, including local roads, is very useful.

4. Areas of poor practice

No clear single source of official information

Although Kent Police implements and manages Operation Stack in conjunction with other agencies, it is not clear that this is the single source of official information.

Cross-channel Operators, Kent County Council and Kent Police all have information on their respective websites, but it appeared to us to be fragmented and to require users to navigate between different sites and, in some instances, multiple Twitter feeds. This is further compounded by generic links being provided to other websites rather than the actual relevant page or map.

Lack of clear information on ferry operators' and Euro Tunnel websites

As the main transport operators for freight and tourist, the website of these companies provided little or no warning of Operation Stack being in progress. We have captured several screenshots to illustrate this point; Figure 2 (P&O website) lacks any warning banner to alert users arriving by car not to use the M20.

Similarly no information is given on which alternative routes are best to use. Figure 3 (DFDS Seaways website) has no warning banner of disruption to alert readers on the home page or travel update page.

Figure 5 (Euro Tunnel home page) has no warning of Operation Stack and travel disruption. Only limited information is provided on the travel update page (Figure 6).

Limited information on the status of local roads

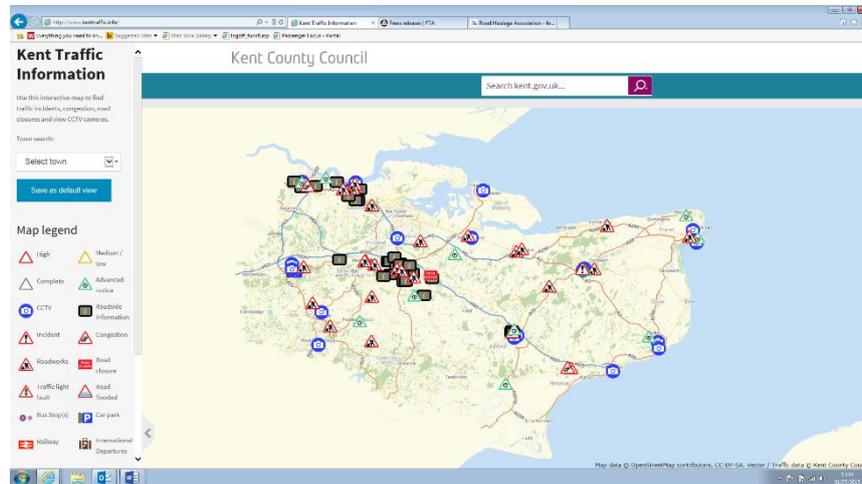
Kent County Council (KCC) Highways Twitter feed (Figure 25) was one of the only *live* sources we found on the status of local roads whilst Operation Stack was in progress.

No further, detailed, information was available on the status of important local routes and access to facilities such as hospitals, stations and economic centres. There was also limited information for local roads which would be closed to freight traffic but open to all other types.

Limited map-based presentations

While many websites provided comprehensive written descriptions of Operation Stack (see Figure 13 from Port of Dover website) there were few websites that provided maps to facilitate and orientate drivers who are not familiar with the Kent road network.

There were few interactive maps indicating closed motorway junctions or heavily congested local roads apart from this example that we found, via KCC website, shown below:



Reliance on Twitter

We found that most live updates were sent via Twitter rather than posted on websites, so restricting the audience. Updates were usually 'retweets' from other transport operators (see Figure 18, Port of Dover). There are also several different Twitter feeds for the same company (such as P&O) with separate feeds for travel updates and freight users.

Information for drivers/freight operations caught in Operation Stack

There was little or no online information available to drivers caught up in Operation Stack. Information such as the estimated queueing times, current status of ferries and the tunnel was not available on a single website.

Local public transport information

Local bus operators' websites appeared to contain very little disruption information or warnings. Figure 27 shows local bus operators' websites and Figure 28 is the Ashford International station website.

5. Screenshots from websites and Twitter 29 July 2015

Figure 1: P&O Ferries website Dover to Calais sailing updates. No information for passengers arriving by road to say that Operation Stack is in progress and to expect delays on the approach to the Port of Dover.

The screenshot shows the P&O Ferries website interface. At the top, there is a navigation bar with links for 'MY ACCOUNT', 'CONTACT US', and 'ENGLISH (E)'. Below this is a main menu with options for 'DOVER TO CALAIS', 'HULL TO ROTTERDAM', 'HULL TO ZEEBRUGGE', 'TROON TO LARNE', 'CAIRNRNRYAN TO LARNE', and 'LIVERPOOL TO DUBLIN'. A secondary menu includes 'ONBOARD', 'DAY TRIPS', 'WHERE TO STAY', 'TRAVELLING WITH US', 'OFFERS', and 'TRAVEL GUIDES'. The main content area is titled 'DOVER TO CALAIS SAILING UPDATES' and features a large clock icon. The text below the clock reads: 'Dover to Calais sailing information direct from us. The latest travel information and weather conditions update can be found on our Weatherline on 01304 448866. The UK Government is introducing exit checks at all UK ports of departure, from Wednesday 8th April 2015. This means we'll be checking passports or national identity cards when checking in for our tourist services at Dover. In order to speed up check-in make please sure you have your passport or national identity card to hand.' To the right of the main content is a Twitter feed with three tweets from @POferriesupdate. The first tweet says: '[Dover/Calais] Good morning. All services are operating to schedule with space available.' The second tweet says: 'All services on our Irish Sea routes are running to schedule with spaces currently available.' The third tweet says: 'All services on our Hull, Rotterdam & Zeebrugge services are running to schedule, with spaces currently available.'

Figure 2: P&O Ferries website 'Getting to Dover' page. There is no warning that Operation Stack is in progress or of any delays on the M20.

The screenshot shows the P&O Ferries website interface. At the top, there is a navigation bar with the P&O Ferries logo and several menu items: 'DOVER TO CALAIS', 'HULL TO ROTTERDAM', 'HULL TO ZEEBRUGGE', 'TROON TO LARNE', 'CAIRNRYAN TO LARNE', and 'LIVERPOOL TO DUBLIN'. Below these are sub-menus for 'ONBOARD', 'DAY TRIPS', 'WHERE TO STAY', 'TRAVELLING WITH US', 'OFFERS', and 'TRAVEL GUIDES'. A 'NEED SOME HELP?' box provides contact information for the UK and Ireland.

The main content area is titled 'GETTING TO DOVER' and includes the following sections:

- WHERE?**: A dropdown menu for 'Dover to Calais' and 'Calais to Dover'.
- WHEN?**: Fields for 'Going Out' (30/07/2015, 10:15) and 'Coming back' (31/07/2015, 09:50).
- HOW?**: Options for 'Car ≤ 1.8m h & ≤ 6m l' and 'No trailer / Caravan'.
- WHO?**: Fields for the number of passengers (16+, 4-15, 0-3) and 'Pet'.
- A checkbox for 'The same passengers/vehicles are returning'.
- A text input field for 'Got a discount code?'.
- A prominent blue 'GET A QUOTE' button.

The 'GETTING TO PORT' section provides instructions for different transport modes:

- CAR**: Follow signs from the M2 and M20. Once you're there, get in the 'Vehicles with Reservations' lane. There's short and long stay parking if you plan to leave your car.
- TRAIN**: London to Dover Priory by train takes 1 hour and 10 minutes. The station is 1.5 miles from the port.
- FOOT**: If you're on foot, you can only sail with us between 8.25am and 7.15pm on the Dover to Calais route, and between 6.30am and 10pm from Calais to Dover.
- COACH**: National Express coaches stop directly outside the ferry terminal Travel Centre. It takes around 2 hours and 30 minutes to Dover by coach from London Victoria.

The 'WHERE TO FIND US' section states: 'The ferry terminal is 1.5 miles from Dover town centre.' Below this is the 'OUR ADDRESS' section, which is partially visible.

Figure 3: DFDS Seaways website 'Live Port and Sailing' page. No specific disruption warning.

http://www.dfdsseaways.co.uk/customer-service/travel-updates

Travel Updates - DFDS Sea... x

Everything you need to kn... Suggested Sites Web Slice Gallery logoff_func.asp Passenger Focus - Portal

Freight Ferries Logistics Services DFDS Group

DFDS SEAWAYS

Blog Travel Updates Amend E-newsletter Other DFDS Seaways websites

Ferry crossings Mini cruises Holidays Special Offers Extras Groups Onboard our ferries Destinations

TRAVEL UPDATES

Home > Customer Service > Travel Update

LIVE PORT AND SAILING INFORMATION

Read our feed below for the very latest travel and sailing updates. Please note this information is updated live, it is for information only, announcements to this Twitter feed will not be repeated to outside office hours 09:00 - 17:00 Monday - Friday

Customer Service Help

A guide to amending your booking online

- >Amend my booking guide
- >Amend my booking

Can't find what you're looking for?

10:13 29/07/2015

Figure 4: Continuation of page in Figure 3. No specific warning on the home page but the live view of @DFDSUKupdates Twitter feed shows confirmation that Operation Stack is in place and offers alternative routes for motorists trying to access the Port of Dover.

The screenshot shows a web browser window with the URL <http://www.dfdsseaways.co.uk/customer-service/travel-updates>. The page content includes:

- Navigation:** Home > Customer Service > Travel Update
- Section Header:** **LIVE PORT AND SAILING INFORMATION**
- Text:** Read our feed below for the very latest travel and sailing updates. Please note this information is updated live, it is for information only, any comments to this Twitter feed will not be responded to outside office hours 9am-5pm Monday to Friday. For check in details please read our important updates.
- Text:** Ask us a question Twitter @DFDSseaways. Or contact us - [visit our get in touch page](#).
- Tweets:**
 - DFDS Seaways Updates @DFDSUKupdates** 41m: DFDS Check-in Information; please allow 90 minutes to pass through passport & check-in controls, please have passports ready for inspection.
 - DFDS Seaways Updates @DFDSUKupdates** 42m: Dover traffic update, Operation Stack is currently in place on the M20, all tourist traffic is advised to use the M2/A2 to Dover Port. Expand
 - DFDS Seaways Updates @DFDSUKupdates** 42m: Dover-Calais-Dover: services are operating to the advertised schedule, please allow additional to check-in at the port. Expand
 - DFDS Seaways Updates @DFDSUKupdates** 42m: Dover-Dunkirk-Dover: services are operating to the advertised schedule, please allow additional to check-in at the port. Expand
 - DFDS Seaways Updates @DFDSUKupdates** 2h: Dunkirk-Dover: 10:00 departure has been cancelled, proceed to port as normal to be transferred to the next available departure.
 - DFDS Seaways Updates @DFDSUKupdates** 2h: DFDS Check-in Information; please allow 90 minutes to pass through passport & check-in controls, please have passports ready for inspection.
- Customer Service Help:**
 - A guide to amending your booking online
 - [>Amend my booking guide](#)
 - [>Amend my booking](#)
- Can't find what you're looking for?:**
 - Speak to a member of our customer service team
 - [>Live Chat Dover-France](#)
 - [>Live Chat Newcastle-Amsterdam](#)
- Travel Information:**
 - [>Traffic information](#)
 - [>Port information](#)
 - [>Timetables](#)
 - [>Driving tips](#)
 - [>Pet travel](#)

The Windows taskbar at the bottom shows the time as 10:13 on 29/07/2015.

Figure 5: Euro Tunnel home page. No warnings of travel disruption or that Operation Stack is in progress.

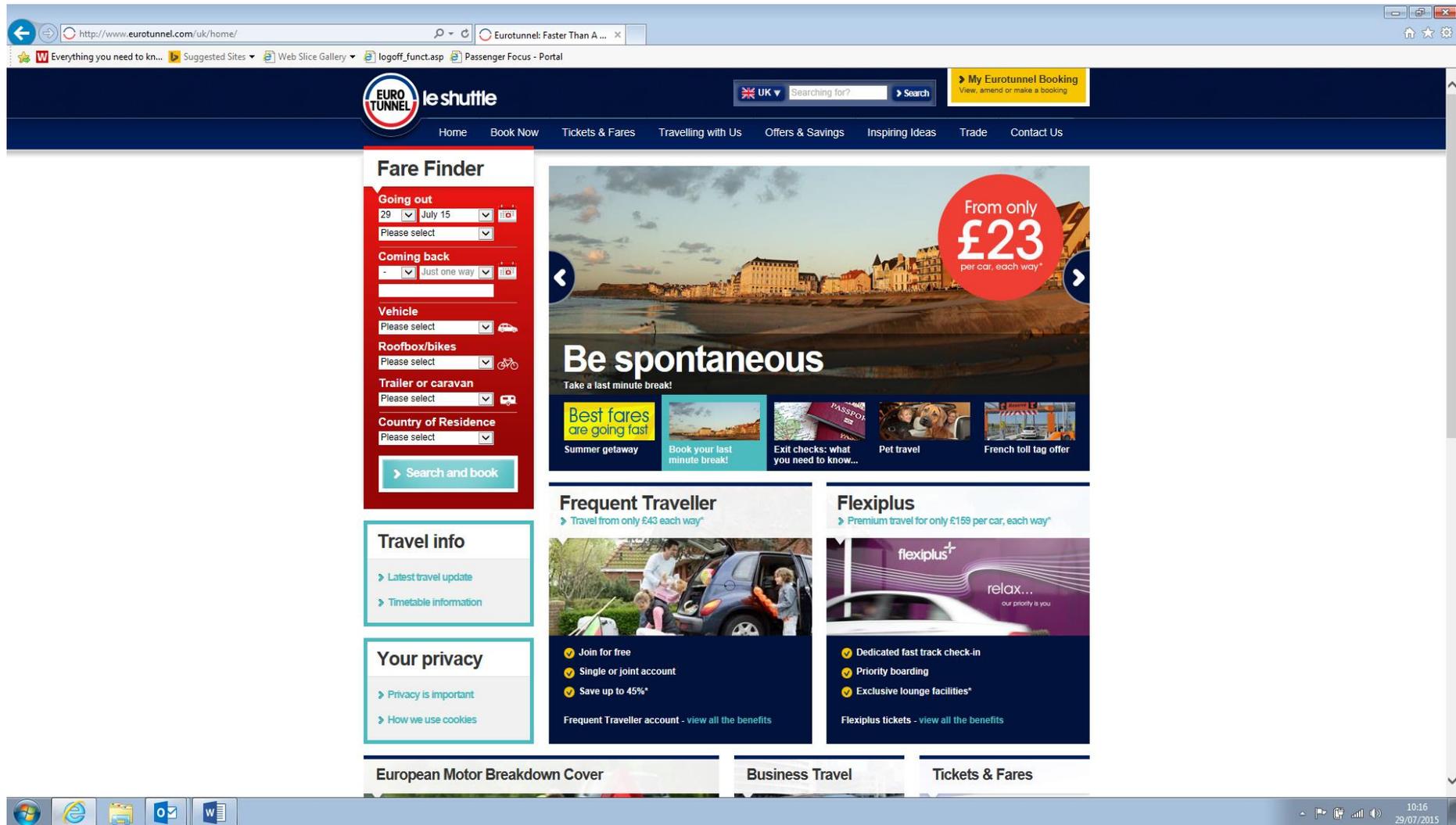


Figure 6: Eurotunnel 'Latest Travel Information' page confirms that Operation Stack is in progress and advises users to check traffic conditions prior to travel. Note link to Highways England website.

http://www.eurotunnel.com/uk/traveller-info/latest/ Latest Travel Information - ... x

Everything you need to kn... Suggested Sites Web Slice Gallery logoff_func.asp Passenger Focus - Portal

EURO TUNNEL leshuttle

UK Searching for? Search My Eurotunnel Booking View, amend or make a booking

Home Book Now Tickets & Fares Travelling with Us Offers & Savings Inspiring Ideas Trade Contact Us

Travelling with us Latest Travel Information

Latest Travel Information

For customers travelling today via our UK Terminal

Our passenger service is currently operating with some timetable disruption, this is due to an incident on the terminal which is in the process of being resolved. There is a waiting time of approximately 60 minutes on the terminal. We regret that we are currently unable to sell tickets to non reserved customers. We sincerely apologise for the inconvenience this will cause to your journey.

For customers travelling today via our French Terminal

Our passenger service is currently operating to schedule with up to 4 departures per hour. We wish you a pleasant crossing with Eurotunnel Le Shuttle.

This information is also available via our 24 hour (recorded) service information on +44 (0) 8444 63 00 00. (Calls cost up to 7p/min + your phone company's access charge)
Last update: 29/07/2015 - 10:54 (GMT +1hr)

M20 Operation Stack in place 28/07/15

Operation Stack is in place on the M20; prior to setting off on your journey to our Folkestone Terminal, we recommend that you check local traffic conditions on the [Highways England website](#).

Please allow adequate time to ensure that you do not miss check in for your booked departure.

A20 access to Folkestone terminal closed between 29th June 2015 and 15th August 2015

We are making improvements to our check-in plaza, so please note the following changes as you arrive at our Folkestone terminal:

- Access from the A20 will be closed during this period. Please continue along the A20 and join the M20, southbound, at junction 11, then access our Folkestone terminal via M20 junction 11a.
- As you arrive at the Folkestone terminal from junction 11a, there is a short diversion through our new Freight check-in plaza. **Do not stop here**. Instead, follow the signs in place and continue directly towards our Passenger check-in, which is in its usual location.

Fare Finder

Going out
29 July 15
Folkestone

Coming back
Calais

Vehicle
Please select

Roofbox/bikes
Please select

Trailer or caravan
Please select

Country of Residence
United Kingdom

Search and book

Tweets

Eurotunnel LeShuttle @LeShuttle 34m
From Calais, our Passenger service is running with up to 3 departures per hour with a disrupted timetable. Apologies ^SL
Expand

Eurotunnel LeShuttle @LeShuttle 51m
The on-site wait from UK is now up to 01h. We can assure you that we're all working hard to resolve it. Thank you for your patience ^SL
Expand

10:16 29/07/2015

Figure 7: Traffic England homepage. Note large red box saying that the M20 is closed and Operation Stack in progress.

The screenshot shows the Traffic England homepage in a web browser. The browser's address bar displays the URL <http://www.trafficengland.com/index.aspx?ct=true>. The page features a navigation menu with links for Home, Traffic Map, Motorway Traffic Flow, Disruptions Search, Traffic Alerts, FAQs, and Help. A prominent red box in the 'Breaking News' section contains the following text:

Breaking News

M20 | Kent | Coastbound | Operation Stack | Road Closed | A30 | Cornwall | Both directions | Serious incident | Road closed

The M20 coastbound in Kent is closed between J6 (Maidstone) and J11 (Hythe) due to Operation Stack | The A30 is closed in both directions between the A394 and the A3074...

[More Info](#)

Below the map of England, there are sections for 'View Traffic Information By Area' and 'View Traffic Information By Road'. The 'View Traffic Information By Area' section lists regions such as North, Central North, West Midlands, East Midlands, South West, South East, and South. The 'View Traffic Information By Road' section includes buttons for M1, M4, M5, M6, and M40. At the bottom of the page, there are promotional banners for 'Holiday in the South West?' and 'Let a little bird tweet you holiday traffic updates', along with a 'Customer Feedback Form' and a footer containing links for Disclaimer, Useful Links, Help, Accessibility, Sitemap, and Privacy Policy. The system tray at the bottom right shows the time as 10:17 on 29/07/2015.

Figure 8: Traffic England website with latest news on Operation Stack including links to Kent Police website.

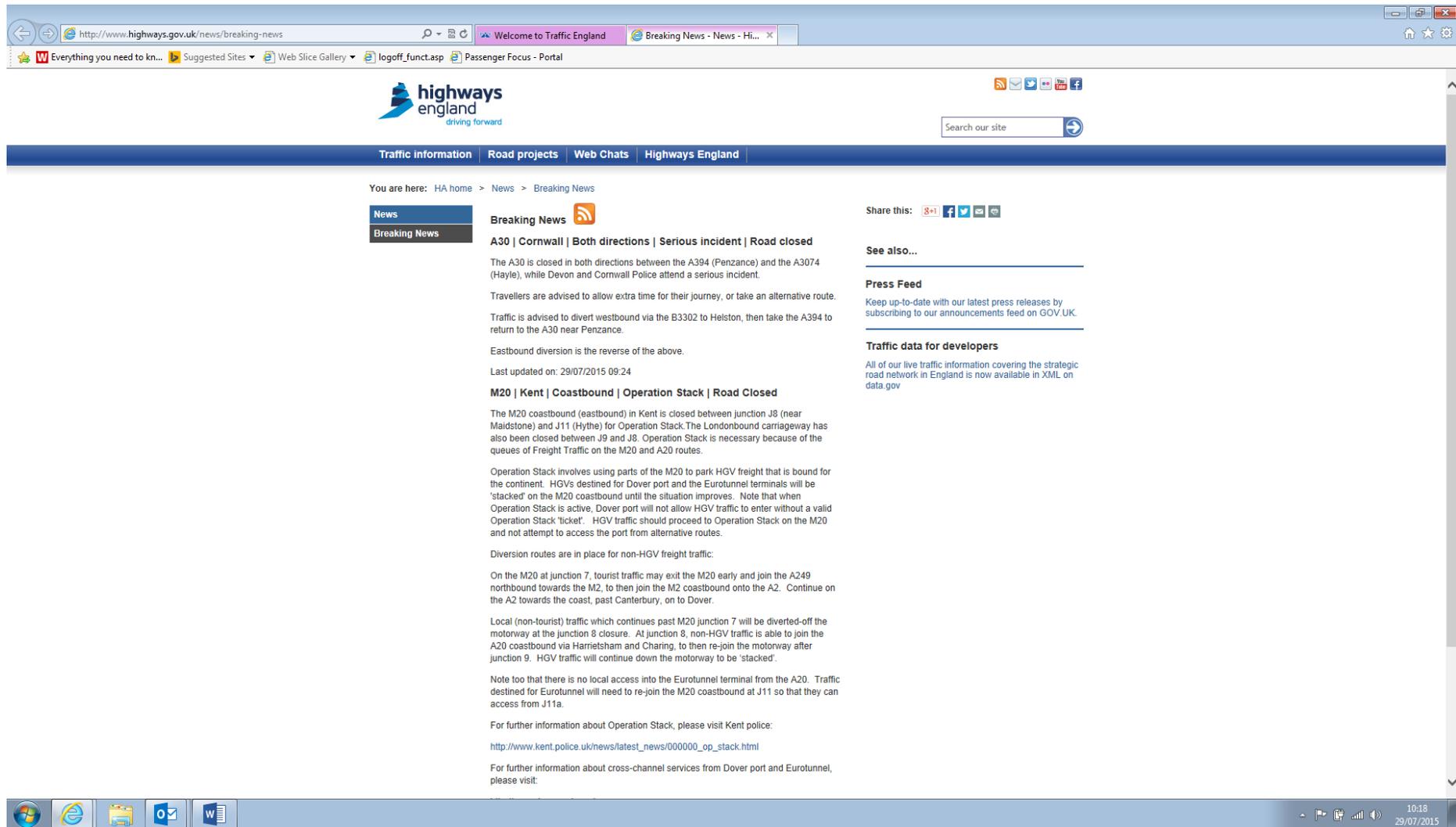


Figure 9: Kent County Council website with a clear warning that Operation Stack is in progress and links to further information (Figure 10).

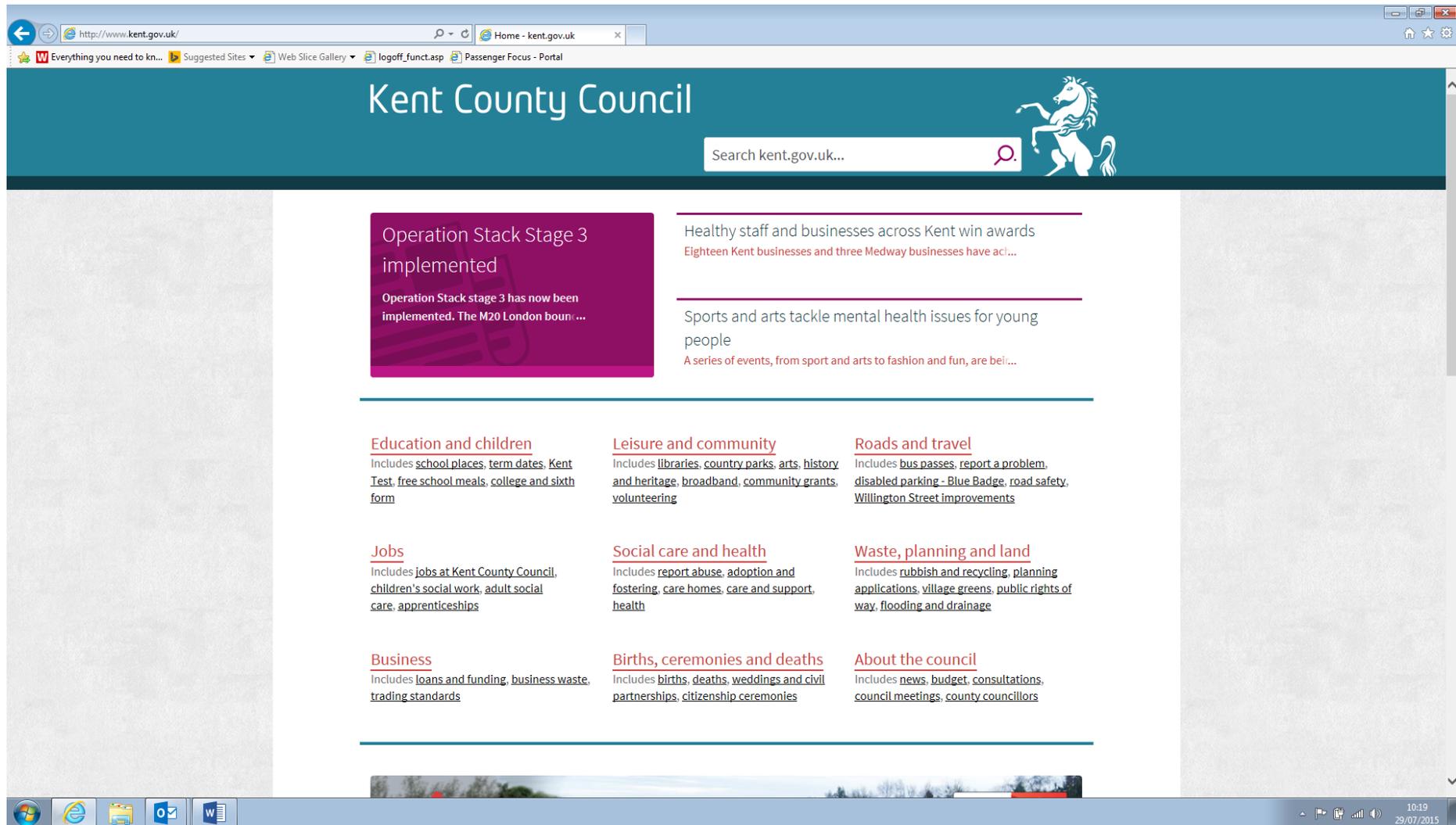


Figure 10: Kent County Council site - detailed information on stage and impact of Operation Stack.

The screenshot shows a web browser window displaying the Kent County Council Media Hub. The URL in the address bar is <https://kccmediahub.net/operation-stack-phase-3-implemented745>. The page features a teal header with the Kent County Council logo and the text "kent.gov.uk". Below the header is a "Media Hub" section with the subtext "Latest News & Releases from KCC" and a search bar. A navigation menu includes links for Home, Business, Community, Education, Health and Wellbeing, Trading Standards, Travel & Transport, Kent Districts, and KCC Press office.

Operation Stack Stage 3 implemented

Thom Morris / 12 mins ago

Operation Stack stage 3 has now been implemented.

The M20 London bound is closed between J9-J8.

Traffic is being filtered at M20 J11 to stop HGV's from avoiding Operation Stack.

All non freight traffic will leave the M20 at J8 to join the A20 and follows the yellow circle diversion route.

The coastbound diversion route for non-freight traffic will be M20 J8 – A20 Ashford Road – A20 Maidstone Road Drovers Roundabout – A28 Templar Way – A28 Chart Road – B2229 Brookfield Road – A2042 Romney Marsh Road – A2070- M20 J10 – A20 Hythe Road – A20 Ashford Road – M20 J12.

London-bound M20 traffic will be diverted off the M20 at J9 and join the A20 Maidstone Road and follow the yellow square.

All freight wanting to use the Port of Dover or Channel Tunnel must join Operation Stack at J8 of the M20.

Freight trying to travel without Operation Stack ticket will be sent back to M20 J8.

Non freight traffic and tourist traffic travelling to East Kent are also advised to use the A2 and M2 to reduce congestion on the A20 diversion route.

Freight traffic travelling to East Kent but not heading for the Eurotunnel or Channel Ports is also advised to use the A2 and M2.

Today's most read news



[Operation Stack Stage 3 implemented](#)
by Thom Morris July 29, 2015
Operation Stack stage 3 has now been implemented. The M20...

Kent Highways Updates

KCC Press Office @KCCpressdesk 34m
More details on phase 3 of #OpStack is here kccmediahub.net/operation-stack-3
Retweeted by KCC Highways
Expand

Port of Dover Travel @PoD_travelnews 33m
FREIGHT #OpStack /

10:20
29/07/2015

Figure 11: Kent Police website. Good source of information, but note the time elapsed since the last update. People could doubt that it is up to date.

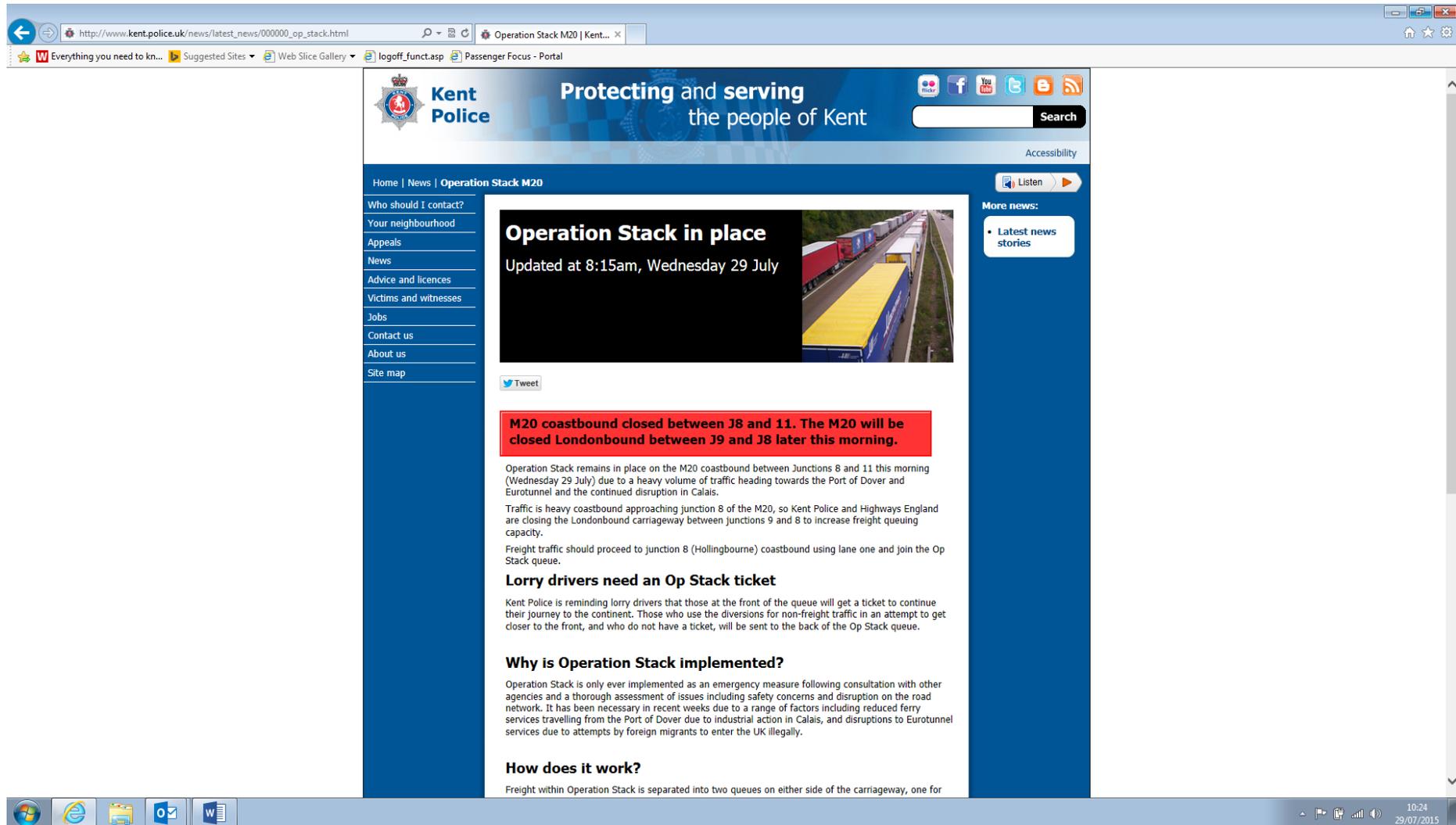


Figure 12: Port of Dover home page. Note that Operation Stack information is classed as a press release.

The screenshot shows the Port of Dover website in a browser window. The address bar displays <http://www.doverport.co.uk/>. The website header includes the Port of Dover logo, a search bar, and a navigation menu with links for HOME, FERRY, CRUISE, COMMERCIAL, CARGO, CSR, MARINA, CONSULTANCY, ABOUT, and OPERATIONS. The main banner features the text "Operation imPORTant" and "Working hard to keep traffic, Dover and the UK economy moving!" with a "FIND OUT MORE - CLICK HERE FOR DETAILS >>" link. Below the banner is a "LATEST NEWS" section with a link to "DFDS Seaways services to Port of Calais suspended". A "LATEST TWEETS" section follows. A central navigation bar contains icons and labels for FERRY (Ferry & Harbour), CRUISE (Cruise Info), COMMERCIAL (Advertising & Commercial), CARGO (Cargo & Freight Info), MARINA (Dover Marina Info), and CONSULTANCY (Consultancy Service). The "WELCOME TO THE PORT OF DOVER" section provides background information on the port's history and activities. The "PRESS RELEASE" section, dated 29th Jul 2015, features the headline "Operation Stack remains in place @08.30hrs on 29.07.15" and a sub-headline "Operation Stack remains in place (M20 closed coast-bound junctions 8 to 11) due to ongoing disruptions in Calais and earlier problems at the Channel Tunnel. The Port of Dover remains open for bus...". Below this is a "NEWS ARTICLE" section dated 28th Jul 2015 with the headline "P&O Ferries Update on situation at Calais" and a sub-headline "IN an update for customers on the situation at Calais, Janette Bell, Commercial Director at P&O Ferries, said: 'We are aware of the Foreign Office advice that cross-Channel customers sho...". A second "PRESS RELEASE" section dated 28th Jul 2015 features the headline "World's largest wooden sailing ship coming to Dover". The footer includes the words "RELIABILITY" and "PARTNERSHIP" and a Windows taskbar at the bottom showing the date 29/07/2015 and time 10:25.

Figure 13: Port of Dover website - press release with details of disruption and contact details of operators.

The screenshot shows a web browser window displaying the Port of Dover website. The address bar shows the URL: <http://www.doverport.co.uk/about/news/operation-stack-remains-in-place-@08.30hrs->. The website header includes the Port of Dover logo, a search bar, and a navigation menu with links for HOME, FERRY, CRUISE, COMMERCIAL, CARGO, CSR, MARINA, CONSULTANCY, ABOUT, and OPERATIONS. The main content area is titled "ABOUT / Press Release" and contains a breadcrumb trail: HOME >> ABOUT >> Press Releases >> Operation Stack remains in place @08.30hrs on 29.07.15. The press release is dated 29th July 2015 and is titled "OPERATION STACK REMAINS IN PLACE @08.30HRS ON 29.07.15". The text of the press release states: "Operation Stack remains in place (M20 closed coast-bound junctions 8 to 11) due to ongoing disruptions in Calais and earlier problems at the Channel Tunnel. The Port of Dover remains open for business with P&O Ferries operating a full service to Calais and DFDS Seaways operating a full service to Dunkirk. DFDS Seaways have resumed a limited service to Calais today." It further details that coast bound freight traffic is being directed to join the back of the queue at junction 8 (Hollingbourne), and that any lorries approaching the Port are reminded that, without an Operation Stack ticket, they will be directed to the back of the queue at junction 8. Non-freight traffic is being directed to come off the M20 coast bound at junction 8 to join the A20 and should follow the yellow circle diversion route. Junctions 12 & 13 coastbound entrances only remain closed. Tourist traffic heading for the Port of Dover is strongly advised to use the A2/M2. Routes are expected to be busy so please allow plenty of time for your journey. The Port and the ferry operators are together working hard to serve all customers travelling to and from the continent. We apologise for any delays or inconvenience as a result of traffic congestion. Customers are still advised to contact their chosen ferry operator before travelling and consult the Port of Dover website (www.doverport.co.uk) or Twitter account (@PoD_travelnews) for the latest travel information. A grey button labeled "Ferry Operator Contacts" is visible below the text. On the right side of the page, there is a sidebar with contact information for the Port of Dover, including Harbour House, Marine Parade, Dover, CT17 9BU. Contact details include Tel: +44 (0) 1304 240 400 and Email: property.office@doverport.co.uk. There is also contact information for the Corporate Affairs team, with Tel: +44 (0) 1304 240 400 Ext. 4410 and Email: PR@doverport.co.uk. Finally, there is contact information for the Port of Dover Police, stating they can be contacted 24 hours a day and 365 days of the year, with a contact number of +44 (0) 1304 240 400 Ext. 4410. The Windows taskbar at the bottom shows the time as 10:26 on 29/07/2015.

Figure 14: Port of Dover Twitter feed.

The image shows a screenshot of a web browser displaying the Twitter profile for the Port of Dover (@Port_of_Dover). The browser's address bar shows the URL https://twitter.com/port_of_dover. The page features a header with the Twitter logo, a search bar, and a "Log in" link. Below the header is a large banner image of the Port of Dover at night, with the "PORT OF DOVER" logo overlaid. The profile information includes the name "Port of Dover", the handle "@Port_of_Dover", and statistics: 10.8K tweets, 453 following, 9,185 followers, and 1,287 favourites. A "Follow" button is visible. The main content area shows a list of tweets, including a retweet by "Guy @southpilot" about traffic at night, a retweet by "Paul Quinn @psq43" about an "Operation Stack", and a retweet by "DFDS Channel Freight @DFDSChnlFreight". The right sidebar contains a "New to Twitter?" sign-up prompt, a "You may also like" section with recommendations for DFDS Seaways UK, Brittany Ferries, MyFerryLink, Eurotunnel Le Shuttle, and P&O Ferries, and a "Trends" section with various hashtags. The Windows taskbar at the bottom shows the system tray with the date and time: 10:37 on 29/07/2015.

Figure 15: DFDS updates on Twitter; includes alternative route information for tourist traffic

The image is a screenshot of a web browser displaying the Twitter profile of 'DFDS Seaways Updates' (@DFDSUKUpdates). The browser's address bar shows the URL 'https://twitter.com/DFDSUKUpdates'. The profile header features a collage of four images of DFDS Seaways ferries. The profile statistics are: 2,443 tweets, 7 following, and 5,251 followers. A 'Follow' button is visible. The main content area shows a list of tweets. The first tweet, posted 1 hour ago, reads: 'DFDS Check-in Information: please allow 90 minutes to pass through passport & check-in controls, please have passports ready for inspection.' The second tweet, also 1 hour ago, reads: 'Dover traffic update, Operation Stack is currently in place on the M20, all tourist traffic is advised to use the M2/A2 to Dover Port.' The third tweet is partially visible and reads: 'Dover-Calais-Dover: services are...'. On the right side of the page, there is a 'New to Twitter?' section with a 'Sign up' button, and a 'You may also like' section listing several accounts: secret_london (@secret_london), Handpicked London (@LDN), The New Yorker (@NewYorker), Metropolitan Police (@metpoliceuk), and Skint London (@SkintLondon). The Windows taskbar at the bottom shows the time as 10:40 on 29/07/2015.

DFDS Seaways Updates
@DFDSUKUpdates
Find out the latest sailing information across our 4 UK passenger routes.
dfsseaways.co.uk

Tweets Tweets & replies

DFDS Seaways Updates @DFDSUKUpdates · 1h
DFDS Check-in Information: please allow 90 minutes to pass through passport & check-in controls, please have passports ready for inspection.

DFDS Seaways Updates @DFDSUKUpdates · 1h
Dover traffic update, Operation Stack is currently in place on the M20, all tourist traffic is advised to use the M2/A2 to Dover Port.

DFDS Seaways Updates @DFDSUKUpdates · 1h
Dover-Calais-Dover: services are...

New to Twitter?
Sign up now to get your own personalised timeline!
Sign up

You may also like - Refresh

- secret_london @secret_london
- Handpicked London @LDN
- The New Yorker @NewYorker
- Metropolitan Police @metpoliceuk
- Skint London @SkintLondon

10:40
29/07/2015

Figure 16: P&O Ferries Twitter feed. No information on Operation Stack but clear link to specific account set up for update info (@POferriesupdate).

The screenshot shows a web browser window displaying the P&O Ferries Twitter profile. The browser's address bar shows the URL <https://twitter.com/poferries>. The profile header includes the P&O Ferries logo, a search bar, and a 'Log in' link. The profile statistics are: TWEETS 6,738, FOLLOWING 639, FOLLOWERS 15.2K, and FAVOURITES 871. A 'Follow' button is visible. The bio states: 'Official Twitter for P&O Ferries. We're here Monday to Friday 9:00am to 5:30pm. The UK's most popular ferry company. For sailing updates @POferriesupdate'. The location is 'United Kingdom' and the website is 'poferries.com'. The account was joined in June 2010. The main content is a pinned tweet from P&O Ferries (@POferries) dated July 28, 2015, titled 'Good morning, P&O Ferries update on situation at Calais.' The tweet includes a 'NEWS RELEASE' banner and the following text: 'P&O FERRIES UPDATE ON SITUATION AT CALAIS. Release time: immediate. IN an update for customers on the situation at Calais, Janette Bell, Commercial Director at P&O Ferries, said: "We are aware of the Foreign Office advice that cross-Channel customers should check with their operator before travelling and would like to make clear that the port of Calais is at present safe and open for business." "P&O Ferries' customers at the port of Calais have thankfully not been affected by the well-publicized problems which we have seen at Eurotunnel. Traffic on the slip roads can access the port freely, cars and ferries queue safely and efficiently in a secure area, and there is no point at which illegal migrants come into contact with our passengers." "We would like to reassure all tourist and freight customers travelling to the continent that P&O Ferries' services will make 58 sailings today to or from Calais and that the port is safe. If the situation were to change for any reason, we would of course inform them immediately." P&O Ferries is a leading pan-European ferry operator, sailing on nine major routes between Britain, France, Ireland, Holland and Belgium. The company operates 20 vessels which carry more than 10 million passengers, 1.6 million cars and two million freight units every year. (ENDS) Released on 28th July 2015'. The right sidebar features a 'New to Twitter?' sign-up prompt, a 'You may also like' section with recommendations for Eurostar, Simon Jones, P&O Ferries Freight, VoyagesSnCF_UK, and Groupe Eurotunnel, and a 'Trends' section with hashtags like #BackToBack, #Windows10, #MullahOmar, #OTRAKansasCity, #MonsterMyJob, #LagGayIvaat, and #MallikLeban. The browser's taskbar at the bottom shows the system tray with the date 29/07/2015 and time 10:41.

Figure 17: Euro Tunnel/Le Shuttle twitter feed – little specific information in regards to Operation Stack or links to alternative sources of information.

The screenshot shows a web browser window displaying the Twitter profile of Eurotunnel LeShuttle (@LeShuttle). The browser's address bar shows the URL <https://twitter.com/leshuttle>. The Twitter profile header includes the account name, handle, and statistics: 9,929 tweets, 194 following, 18.3K followers, 73 favourites, and 2 lists. A 'Follow' button is visible.

The main content area displays a series of tweets from the account, all starting with the Eurotunnel LeShuttle logo and handle. The tweets provide updates on service delays and cancellations:

- Tweet 1 (2 mins ago):** "We would like to apologise to all our Passengers who have been delayed this morning. ^SL"
- Tweet 2 (4 mins ago):** "Delays at our UK Terminal. Check in as planned. Be assured that we are working to minimise the impact to your journey ^SL"
- Tweet 3 (17 mins ago):** "From Uk, there is currently a delay to our Passenger service of 01h as a result of cancellations caused by migrant activity overnight. ^SL"
- Tweet 4 (1 hr ago):** "From Calais, our Passanger servcie is running with up to 3 departures per hour with a disrupted timetable. Apologies ^SL"
- Tweet 5 (1 hr ago):** "The on-site wait from UK is now up to 01h."

On the right side of the page, there is a 'Trends' section with a list of trending topics: Back to Back, #Windows10, Mullah Omar, #OTRAKansasCity, #MonsterMyJob, #LagGayiVaat, #Malkishaq, Calais, Adam Goodes, and Edgbaston. At the bottom of the browser window, the Windows taskbar is visible, showing the system clock at 10:43 on 29/07/2015.

6. Screen shots of Twitter feeds 30 July 2015

Figure 18: Port of Dover travel news retweets ferry operators' Twitter feeds. There is limited information from Port of Dover.

The screenshot shows a web browser window displaying the Twitter profile of Port of Dover Travel (@PoD_travelnews). The browser's address bar shows the URL https://twitter.com/PoD_travelnews. The profile header includes the Twitter logo, a search bar, and a 'Log in' link. The profile picture is a blue square with the text 'PORT OF DOVER'. The profile bio reads: '#TrafficandWeather information from the #PortofDover - follow for regular round the clock updates. NOTE: we are not always able to respond to queries'. The location is 'Dover, Kent' and the website is 'doverport.co.uk/weather/'. The profile statistics are: TWEETS 2,753, FOLLOWING 54, FOLLOWERS 3,442, and FAVOURITES 30. A 'Follow' button is visible.

The main content area shows a list of tweets under the 'Tweets' tab. The tweets are all retweets from other users:

- Port of Dover Travel retweeted **P&O Ferries Freight** (@POFerriesFR8) - 1h: At 08h10 UK time we are currently checking freight in to DOCA 11h10 and CADO 10h45 sailings- all operating to schedule & on time.
- Port of Dover Travel retweeted **DFDS Seaways Updates** (@DFDSUKUpdates) - 1h: Dover-Calais-Dover services are currently operating with a maximum delay of 15 minutes, please check-in on time for your departure.
- Port of Dover Travel retweeted **DFDS Seaways Updates** (@DFDSUKUpdates) - 1h: Dover traffic Information, Operation Stack is currently in place on the M20, all tourist traffic is advised to use the M2/A2 to Dover Port.
- Port of Dover Travel retweeted **DFDS Seaways Updates** (@DFDSUKUpdates) - 1h: DFDS Travel Information: Travelling over the busy holiday period on the English Channel? Travel advice available here ow.ly/QgoaU
- Port of Dover Travel retweeted **P&O Ferries Freight** (@POFerriesFR8) - 1h: [Dover] OpStack now coastbound J8-11 & London-bound 9-8. All #freight must have opstack label to enter the Port..
- Port of Dover Travel retweeted **P&O Ferries Updates** (@POferriesupdate) - 2h: [Dover]OpStack closed coastbound J8-11 & London-bound J9-8. To

On the right side of the page, there are three sections:

- New to Twitter?**: A sign-up prompt with a 'Sign up' button.
- You may also like**: A list of suggested accounts including Port of Dover (@Port_of_Dover), Dover Dist Council (@DoverDC), DriveEurope (@DriveEurope), P&O Ferries Updates (@POferriesupdate), and DFDS Seaways Updates (@DFDSUKUpdates).
- Trends**: A list of trending hashtags including #NewHarryPotterBooks, #YakubHanged, #Raina10, #Wetouchlives, Kenya Airways, Tink, British Gas, #CONiacMemories, Wilmer Flores, and Stan Grant.

At the bottom of the page, there is a copyright notice: © 2015 Twitter. About Help Ads info.

Figure 19: @DFDSUpdates feed on Operation Stack and alternative routes.

The screenshot shows a web browser window displaying the Twitter profile of @DFDSUpdates. The browser's address bar shows the URL <https://twitter.com/DFDSUKUpdates>. The Twitter profile header includes the name "DFDS Seaways Updates", the handle "@DFDSUKUpdates", and a bio: "Find out the latest sailing information across our 4 UK passenger routes." with the website dfsseaways.co.uk. The profile statistics show 2,473 tweets, 7 following, and 5,500 followers. A "Follow" button is visible.

The main feed displays three tweets from @DFDSUKUpdates, all posted 1 hour ago:

- Tweet 1:** "DFDS Travel Information: Travelling over the busy holiday period on the English Channel? Travel advice available here ow.ly/QgoaU" (2 retweets, 1 star).
- Tweet 2:** "Dunkirk Traffic Information: Please be advised Dunkirk Port is experiencing high volumes of traffic, please allow 90 minutes to check-in" (1 retweet).
- Tweet 3:** "Dover traffic Information, Operation Stack is currently in place on the M20, all tourist traffic is advised to use the M2/A2 to Dover Port." (2 retweets).

Below the tweets, the start of a fourth tweet is visible: "DFDS Check-in: please allow 90 minutes to pass through passport &".

On the right side of the page, there is a "New to Twitter?" section with a "Sign up" button. Below that is a "You may also like" section featuring accounts such as South West Trains (@SW_Trains), secret_london (@secret_london), Handpicked London (@LDN), Boris Johnson (@MayorofLondon), and Metropolitan Police (@metpoliceuk). At the bottom right, a "Trends" section lists hashtags like #NewHarryPotterBooks, #YakubHanged, #Raina10, #Wetouchlives, Kenya Airways, Tink, and British Gas.

The Windows taskbar at the bottom shows the system clock at 09:30 on 30/07/2015, along with icons for the Start menu, Internet Explorer, File Explorer, Outlook, and Word.

Figure 20: P&O Ferries gives updates on Operation Stack and suggestions for alternative routes.

The screenshot shows the Twitter profile for P&O Ferries Updates (@POferriesupdate). The profile bio states: "Latest sailing information from P&O Ferries. This is a message only service, if you require a response please follow @poferries". The profile includes a location of "Dover", the website "poferries.com", and a join date of "February 2010".

The main content area displays four tweets:

- Tweet 1:** P&O Ferries Updates @POferriesupdate - 2h
[Dover]OpStack closed coastbound J8-11 & London-bound J9-8. To avoid delays non-commerical traffic is advised to use #M2/A2 where possible.
- Tweet 2:** P&O Ferries Updates @POferriesupdate - 2h
[Dover/Calais] Good morning. All services are operating to schedule with space available..
- Tweet 3:** P&O Ferries Updates @POferriesupdate - 3h
Good morning. All services on our Irish Sea routes are running to schedule with spaces currently available.
- Tweet 4:** P&O Ferries Updates @POferriesupdate - 3h
[Dover]OpStack closed coastbound J8-11 & London-bound J9-8. To avoid delays non-commerical traffic is advised to use #M2/A2 where possible,,

The right sidebar features a "New to Twitter?" section with a "Sign up" button, a "You may also like" section listing accounts like DFDS Seaways UK, Portsmouth Port, Port of Dover, Eurotunnel LeShuttle, and P&O Ferries, and a "Trends" section with hashtags like #NewHarryPotterBooks, #YakubHanged, #Raina10, #Wetouchlives, Kenya Airways, Tink, and British Gas.

Figure 21: Kent Police roads unit gives clear information on Operation Stack including specific advice for freight drivers.

The screenshot shows a web browser window displaying the Twitter profile of Kent Police RPU (@kentpoliceroads). The browser's address bar shows the URL <https://twitter.com/kentpoliceroads>. The profile header includes a banner image of a police car, the name "Kent Police RPU", and the handle "@kentpoliceroads". Below the header, statistics show 9,944 tweets, 451 following, 23.7K followers, 1,646 favourites, and 2 lists. A "Follow" button is visible.

The main content area displays a tweet from Kent Police RPU (@kentpoliceroads) posted 13 minutes ago. The tweet text reads: "Latest from Eurotunnel for freight traffic at 1009hrs 30/07/2015 Shuttle. For Freight drivers approaching the French terminal We would like to inform you that our service is currently disrupted due to an incident in the Tunnel which is in the process of being resolved. There is a waiting time of approximately 30 minutes before check-in. The journey from check-in to arrival in the UK will take approximately 2 hours. There are 6 departures per hour. We sincerely apologise for the inconvenience this will cause to your journey." The tweet includes a "View photo" link and shows 3 retweets and 1 star.

Below the main tweet, there is a retweet from Kent Police RPU (@kentpoliceroads) of a tweet from Total Travel South E (@Traffic_SouthE) dated 1 hour ago. The retweeted text says: "#OperationStack latest - plan your journeys carefully folks especially if you're going away to France".

At the bottom of the tweet list, another tweet from Kent Police RPU (@kentpoliceroads) dated 1 hour ago reads: "The #M20 remains closed this morning, coastbound J8-J11 & Londonbound J9-8." The browser's address bar at the bottom shows the URL <https://twitter.com/kentpoliceroads/status/626669518283259904/photo/1>.

The right-hand sidebar contains a "New to Twitter?" section with a "Sign up" button, a "You may also like" section listing related accounts like KCC Highways, Kent Police (UK), Sussex East RPU, KentPolice Bike Unit, and Kent Fire and Rescue, and a "Trends" section listing various hashtags.

The Windows taskbar at the bottom shows the system clock as 09:36 on 30/07/2015.

Figure 22: Highways England SEAST gives advance warning that Operation Stack is likely to remain in place over the weekend.

The screenshot shows a web browser window displaying the Twitter profile of Highways England SEAST (@HighwaysSEAST). The browser's address bar shows the URL <https://twitter.com/HighwaysSEAST>. The profile header includes the Highways England logo and statistics: 59.5K tweets, 57 following, 34.5K followers, and 2 favourites. A 'Follow' button is visible. The main content area shows a list of tweets. The most recent tweet, posted 5 minutes ago, reads: "Reference #OpStack - likely to remain in place over the weekend. Pls note the A20 access from the A260 is now open." Below this tweet are several other tweets providing traffic updates, such as "#M25 clockwise between J12 and J13 | Accident bit.ly/oaT8pH" and "#M20 westbound between J2 and J1 | Lane(s) blocked bit.ly/qaJ0WR". The right sidebar contains a 'New to Twitter?' sign-up prompt, a 'You may also like' section with recommendations like 'Total Travel South E' and 'KCC Highways', and a 'Trends' section with hashtags like '#NewHarryPotterBooks' and '#Raina10'. The Windows taskbar at the bottom shows the system clock as 09:37 on 30/07/2015.

Figure 23: Euro Tunnel gives very limited information on Operation Stack and closures on the M20. There are several messages about drivers having clear runs to the railhead.

The screenshot shows the Twitter profile for Eurotunnel Le Shuttle (@LeShuttle). The profile bio reads: "Updates & customer service from 09.00-17.30 GMT for Eurotunnel Le Shuttle Passenger service. Follow us for travel tips, inspiring ideas, offers & competitions." The main tweet, pinned, says: "We're ready for Exit Checks, are you? Don't forget to fill in your passport/ID card details. ow.ly/LIHcl" and includes an image of a passport and a map. Below the main tweet are two retweets: one from Kathryn (@gromit_k) saying "@LeShuttle from W London A406/A13/M25/A2/M2A2/B2068 2h50 very smooth & clear thanks to other tweets for the B road advice" and one from Ian (@twalby) saying "@LeShuttle B2068 lovely road to drive - fantastic views, 60mph all the way. Joins with M20 junction 11a roundabout. Baham to chick in 2hrs".

Figure 24: Kent County Council retweets notices from Kent Police on Operation Stack.

The screenshot shows a web browser window displaying the Twitter profile of Kent County Council (@Kent_cc). The browser's address bar shows the URL https://twitter.com/Kent_cc. The profile header includes the Kent County Council logo and a banner image. Below the header, statistics are shown: 8,470 tweets, 2,323 following, 32.1K followers, 128 favourites, and 2 lists. A 'Follow' button is visible.

The main content area displays a list of tweets. The top tweet is a retweet from Kent Police (UK) (@kent_police) posted 3 hours ago. The text of the tweet reads: "The #M20 remains closed this morning, coastbound J8-J11 & Londonbound J9-8. #OpStack is unlikely to be lifted before wkend. #alert #alert". Below this tweet, there are 64 replies, 8 likes, and a share icon.

The second tweet is from Kent County Council (@Kent_cc) posted 16 hours ago. The text reads: "Trading standards alert: 29 July 2015: Beware the 'Microsoft Phone Scam' kent.gov.uk/leisure-and-co...". It has 8 replies, 1 like, and a share icon.

The third tweet is a retweet from Kent County Council (@Kent_cc) posted 19 hours ago. The text reads: "Sign up to our #OpStack/#OperationStack TwitterAlerts to receive latest info direct to your phone (Notification/SMS) twitter.com/kent_police/al...". It has 9 replies, 4 likes, and a share icon.

The fourth tweet is from Kent County Council (@Kent_cc) posted 20 hours ago. The text reads: "Looking for something fun to do this summer? Visit a Kent Country...".

On the right side of the profile, there is a 'New to Twitter?' section with a 'Sign up' button. Below that is a 'You may also like' section with a 'Refresh' button and a list of suggested accounts: KCC Highways (@KentHighways), KOS Media (@KOSMedia), KentOnline (@Kent_Online), BBC Radio Kent (@BBCRADIOKENT), and Maidstone council (@maidstonebc).

At the bottom of the page, there is a 'Trends' section with a list of trending hashtags: #NewHarryPotterBooks, #YakubHanged, #Raina10, #Wetouchlives, Kenya Airways, #KQRebound, and British Gas.

Figure 25: Kent Council Highways gives clear warning that Operation Stack is in use, and the affected routes.

The screenshot shows a web browser window displaying the Twitter profile of KCC Highways (@KentHighways). The browser's address bar shows the URL <https://twitter.com/KentHighways>. The Twitter profile header includes the account name, handle, and statistics: 44.2K tweets, 173 following, 28.3K followers, and 95 favourites. A 'Follow' button is visible.

The main content area displays a list of tweets:

- Tweet 1:** Posted 21 minutes ago. Text: "The exit onto A20 Maidstone Road (Maidstone bound) from Drovers Roundabout is blocked. Please avoid Drovers where possible." It has 4 retweets.
- Tweet 2:** Posted 1 hour ago. Text: "#OpStack in use". It lists road closures: "Closed coastbound #M20 J8-J11", "Closed London bound #M20 J9-J8", "#M20 J10 slip", "#M20 J13 slip open", and "#A260 slip open". It has 11 retweets.
- Tweet 3:** Posted 1 hour ago. Text: "Ashford, Templar Way Congestion heading towards the junction of A2042 Chart Road: moorl.uk/?8mv6q6".
- Tweet 4:** Posted 2 hours ago. Text: "Ashford, A2042 Canterbury Road: Congestion Between A251 Faversham Road and jct of A28 Simone Weil Avenue : moorl.uk/".

The Windows taskbar at the bottom shows the system tray with the date 30/07/2015 and time 09:49. The taskbar includes icons for Internet Explorer, File Explorer, Outlook, and Word.

Figure 26: P&O Ferries Freight provides updates on Operation Stack and clear warning that lorry drivers need an Operation Stack ticket to enter the port.

The screenshot shows the Twitter profile for P&O Ferries Freight (@POFerriesFR8). The profile header includes the P&O Ferries logo, a bio stating it is the official Twitter channel for P&O Ferries - Freight, and location information for Dover, UK. The profile statistics show 2,642 tweets, 31 following, 1,743 followers, and 2 favourites. A 'Follow' button is visible.

The main content area displays a list of tweets under the 'Tweets' tab. The most recent tweet, posted 2 hours ago, reads: "At 08h10 UK time we are currently checking freight in to DOCA 11h10 and CAD0 10h45 sailings- all operating to schedule & on time". The tweet below it, posted 2 hours ago, states: "[Dover] OpStack now coastbound J8-11 & London-bound 9-8. All #freight must have opstack label to enter the Port..". A third tweet, posted 4 hours ago, repeats the message: "[Dover] OpStack now coastbound J8-11 & London-bound 9-8. All #freight must have opstack label to enter the Port.". The bottom of the visible tweets shows the start of another tweet: "At 06h15 UK time we are currently".

On the right side of the profile, there is a 'New to Twitter?' section with a 'Sign up' button, and a 'You may also like' section listing several related accounts: Eurostar (@Eurostar), Groupe Eurotunnel (@GroupEurotunnel), Transport Topics (@TransportTopics), secret_london (@secret_london), and DFDS Channel Freight (@DFDSChnlFreight). Below this is a 'Trends' section with hashtags like #NewHarryPotterBooks, #YakubHanged, #FriendshipDay, #Raina10, #KQRRebound, Stan Grant, and Tick.

The browser's address bar shows the URL https://twitter.com/poferriesfr8. The Windows taskbar at the bottom indicates the system time is 10:10 on 30/07/2015.

7. Other information sources – Screenshots 31 July 2015

Figure 27: Stagecoach East Kent website shows no clear delay or disruption information.

The screenshot shows the Stagecoach East Kent website interface. At the top, there is a navigation bar with the Stagecoach logo and the tagline "greener smarter travel". The main navigation menu includes links for Home, Timetables, Tickets, Service Updates, Careers, and Customer Services. A dropdown menu for "Select Your Location" is set to "Canterbury".

The main content area features a large banner for "HOWLETTS THE ASPINAL WILD ANIMAL PARK" with a "Click here to view the timetable (PDF)" link. To the right, there is a promotional offer for "2 for 1 entry" to local attractions, with a "click here for more info" link.

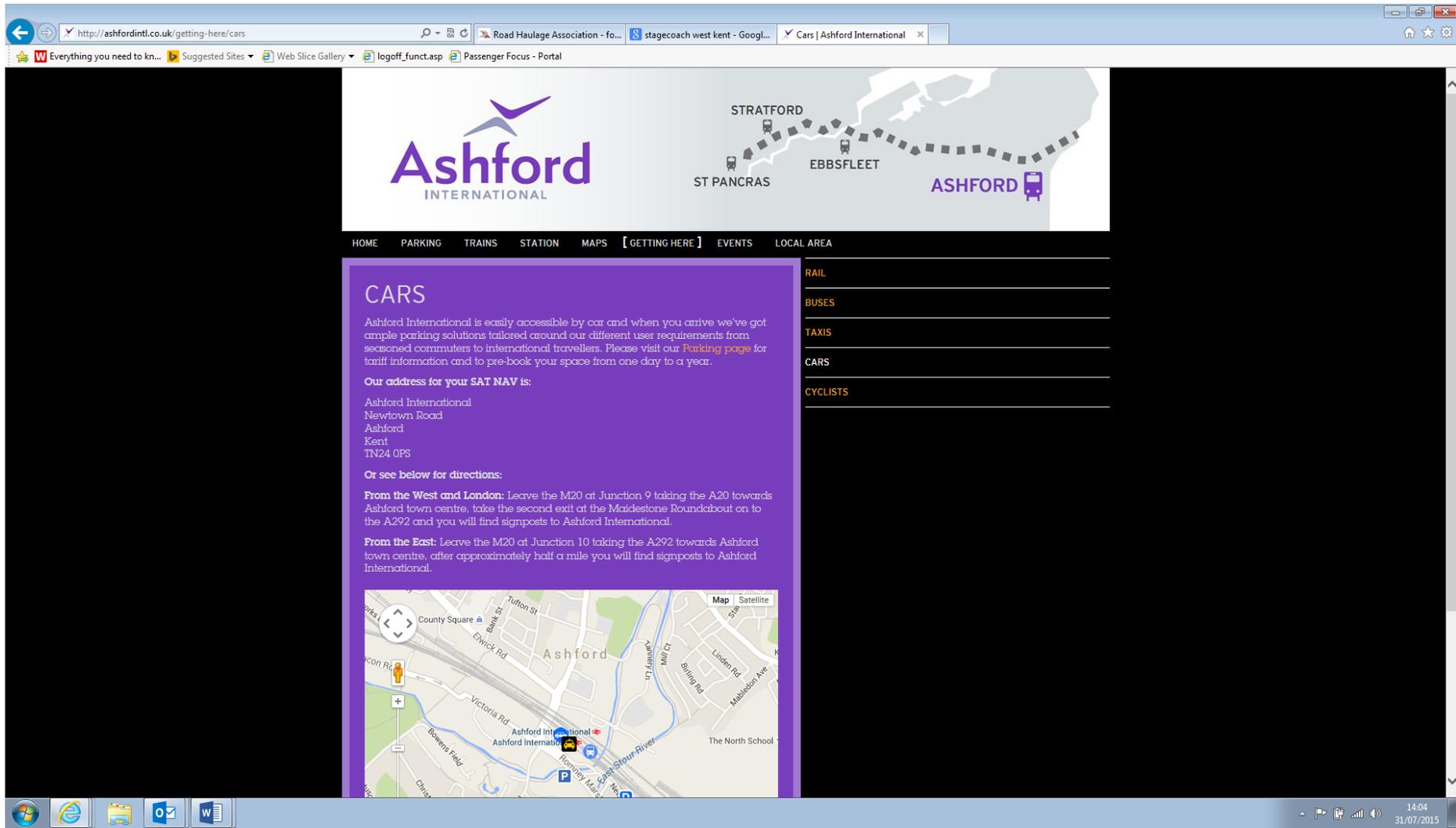
Below the banners, there are several service-related sections:

- Find Bus Times:** A form to find a timetable or scheduled bus times by route, with fields for Location, Route No./Name, Departing from, and Going to.
- Buy Your Tickets Online:** A section for searching and buying tickets online, with dropdown menus for Select Location, Select Product, and Select Period, and a "NEXT STEP" button.
- Service Updates:** A section listing updates, including "Statenborough Lane Eastry" (Service 14 diverted due to road closure), "WHITSTABLE CARNIVAL" (Saturday 1st August 2015), and "Closure of Broomfield Flyover" (Diversion to Broomfield Services from 27th July).

At the bottom, there are promotional banners for "Regular bus user? Have your say", "Young Person's Travel PLUS", and "Fare Information". There are also social media links for Twitter and a "route maps" section.

The footer contains copyright information: "© Copyright Stagecoach Group plc 2013" and "Website designed and developed by Emperor. Ticketing system powered by EH7 Internet."

Figure 28: Ashford International website has no live information on disruption on surrounding rounds to station.



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