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26 November 2018

Dear Mike

Getting to the heart of smart – road user experiences of smart motorways

Thank you for your letter dated 5 October 2018.

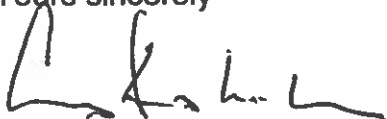
Transport Focus notes the actions you have and intend to take in response to our recommendations. Overall we are pleased with the positive response, however there is one particular area where we believe greater pace is necessary. That is in relation to our recommendation that *“Highways England should reassure road users that all-lane running motorways are safe, even if you break down, and that any risks associated with not having a hard shoulder will continue to be mitigated”*.

In your response you say under action we **have taken** *“stopped vehicle detection is now installed and operational on the M25 junction 23 to junction 27 and junction 5 to junction 6 all-lane running schemes – this system automatically detects vehicles stopped in live lanes and emergency areas and alerts an RCC operator to set appropriate signs and signals to protect the stranded vehicle and warn oncoming drivers of a potential hazard.”* You continue under actions we **are taking** *“continue to roll out stopped vehicle detection systems across the operational smart motorway network.”*

The fact such a system is in place on only two sections of the M25, and the absence of a date by which you will have implemented it across all sections of all-lane running is a concern. As you know, our research suggests that road users trust ‘the authorities’ to look after their interests and that users perceive there to be much more automatic surveillance than there is. I should be grateful if you would set out your current timetable for installation of automatic stopped vehicle detection across all smart motorways, irrespective of whether they have a hard shoulder.

I look forward to hearing from you.

Yours sincerely



Guy Dangerfield
Head of Strategy