



National Highways  
National Traffic Operations  
Centre  
3 Ridgeway  
Quinton Business Park  
Birmingham  
B32 1AF

Our Reference: FOI2024/00090

Via email:

Dear

**Freedom of Information Request: FOI2024/00090**

Thank you for your information request dated 15 May regarding Lower Thames Crossing statistical data (23041286). We have dealt with your request under the provisions of the Freedom of Information Act 2000.

**Your Request:**

***Please can you provide the statistical data (to include the summary of findings) that informs the following bullet points on the website link <https://nationalhighways.co.uk/our-roads/lower-thames-crossing/the-need-for-the-lower-thames-crossing/>***

- 3,000 incidents a year - one of the highest incident rates on the road network***
- Northbound in the evening peak - 19 out of 20 journeys are delayed, two thirds take twice as long as they should, three times a month they take five times longer***

***For comparative purposes, please can you provide the same 2nd bullet point but reflecting the position 'Northbound in the morning peak'?***

**Our Response:**

I can confirm that we hold the information you have requested.

The incident data on which the 3,000 incidents figure is drawn from is from 2019 and is set out below.

	2019												TOTAL
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Northbound	124	117	151	111	130	151	133	123	111	128	94	137	1510
Southbound	84	105	135	106	109	120	155	146	108	167	143	131	1509
<b>Total</b>	<b>208</b>	<b>222</b>	<b>286</b>	<b>217</b>	<b>239</b>	<b>271</b>	<b>288</b>	<b>269</b>	<b>219</b>	<b>295</b>	<b>237</b>	<b>268</b>	<b>3019</b>

The journey data is below. It is based on recorded journey times for Dartford Crossing Northbound in 2018 and 2019, excluding weekends, bank holidays and Christmas (as these days are not peak times). The numbers have been rounded to the closest whole number.

Recorded journey time	Percentage of recorded journey times (16:00 - 17:00)	Percentage of recorded journey times (07:00 - 08:00) as comparison
Journey times less than 5 mins	4%	30%
journey times 5-6 mins	8%	28%
journey times 6-7 mins	5%	14%
journey times 7-8 mins	6%	10%
journey times 8-9 mins	6%	7%
journey times 9-10 mins	8%	4%
journey times 10-15 mins	30%	6%
journey times 15-20 mins	11%	2%
journey times 20 - 25 mins	8%	1%
journey times 25 - 30 mins	5%	0%
journey times 30 - 35 mins	5%	0%
journey times 35 - 40 mins	2%	0%
journey times over 40 mins	1%	0%

*A standard journey over the Dartford Crossing takes less than 5 minutes.*

*In the evening peak between 4pm and 5pm the delays can be summarised as:*

- *Journey times over 5 mins - 96.23% or 19 out of 20 journeys are delayed,*
- *Journey times over 10mins - 63.29% or two thirds take twice as long as they should;*
- *Journey times over 25mins - 14.23%, or three times a month they take five times longer*

As requested we have also provided below the northbound journeys in the morning peak.

*In the morning peak between 7am and 8am the delays can be summarised as:*

- *Journey times over 5 mins - 70% or 7 out of 10 journeys are delayed,*
- *Journey times over 10mins - 8% take twice as long as they should;*
- *Journey times over 25mins - 0%, or very few take five times longer*

As can be seen, journey times over 25 mins are less frequent between 7am and 8am in comparison to between 4pm and 5pm. On the Dartford Crossing traffic volumes are relatively consistent throughout the day. Elsewhere on the Strategic Road Network there is a noticeable drop in traffic during what is known as the inter-peak period which allows congestion levels to fall and recover, traffic then builds again in the PM peak. This drop in traffic between the AM and PM peaks is much smaller on the Dartford Crossing, with consistently high traffic levels throughout the day.. As a result the Dartford Crossing does not have the opportunity to recover from the AM

peak and traffic conditions worsen throughout the day which lead to longer journey times in the PM peak.

This is explained in greater detail our application for a Development Consent Order, in The Need for the Project [APP-494] (see paragraphs 4.2.29 to 4.2.60 inclusive).

I hope that this information is of use to you however if you are not satisfied with our response you may ask for an internal review within 40 working days of receiving the response, by replying to this email. You can learn more about the internal review process [here](#).

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 [here](#) or via the address below –

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Please remember to quote reference number **FOI2024/00090** in any future communications about this response.

Kind regards

Lower Thames Crossing (No mailbox)