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for Transport

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Our Ref: 272993

29 November 2019

Olivia Taylor

By email: [request-61206854f37172@whatdotheyknow.com](mailto:request-61206854f37172@whatdotheyknow.com)

Dear Ms Taylor,

Thank you for your further email of 21 November 2019, about smart motorways features, which has been passed to the Strategic Roads division for a reply.

As with other roads, Highways England monitors the safety performance of smart motorways, and is rolling out enhancements to improve the road user experience.

We understand you have already been in contact with Highways England on this matter and it has confirmed that it will be responding to your enquiry in due course.

Yours sincerely,

**Correspondence Team, Strategic Roads, Economics and Statistics**