

Press release: Operation Stack listening exercise enters final week

This aim of the [exercise](#) has been to invite feedback on ways to manage lorries when there is extraordinary cross-Channel disruption. The solution could be on or off-road, at one site or a number of sites. No sites or solutions have been chosen yet. Views are also welcomed on the possible provision of cross-channel border facilities for lorries and 24-hour lorry parking facilities for everyday use by lorry drivers, which could help with lorry parking problems in Kent.

Seven public information exhibitions have been held across Kent over the last five weeks, in Maidstone, Dover, Ashford, Canterbury and Folkestone. This week, members of the project team are visiting motorway service areas and truck stops in Kent to meet the public. People wanting to have their say can also do so on the website, or via the questionnaire, which can be picked up at over 30 locations across Kent.

Highways England project director John Kerner said:

The response to the listening exercise has been very positive, and we have spoken to many people with lots of interesting ideas. It is important to note that no sites or locations have yet been decided, and this exercise has enabled us to take a completely fresh look at what a permanent solution to Operation Stack could be. With less than one week to go, I encourage anyone with an interest to get involved.

The next step when the listening exercise has finished is for Highways England to analyse responses. If a scheme is progressed, Highways England will consult on more detailed options and proposals this winter. Any scheme that is taken forward will involve extensive public consultation and will require a full environmental impact assessments.

When extraordinary levels of disruption occur, Operation Stack is activated to queue lorries on the M20 until they can catch their ferry or train. In summer 2015, Operation Stack was in place for over 30 days. As a result, the Government asked Highways England to investigate options for management and handling of lorries caught up heading to Dover.

Without action, existing and likely future issues will continue to put pressure on the roads and motorways in Kent. With traffic levels due to increase, this would likely mean Operation Stack being activated more frequently.

The listening exercise started on 11 June and runs until 22 July 2018. While drop in sessions have now finished, information will be available at 30 locations countywide until 22 July.

Anyone interested in the scheme can sign up to receive updates via the project page on the [Highways England website](#).

General enquiries

Members of the public should contact the Highways England customer contact centre on 0300 123 5000.

Media enquiries

Journalists should contact the Highways England press office on 0844 693 1448 and use the menu to speak to the most appropriate press officer.