

## May 2019 news bulletin

The second phase of the project is now underway from Junction 8/9 at Maidenhead working eastwards into London and Junction 3 at Hayes, including enabling work on the various structures.

We are constantly reviewing the programme to ensure that our delivery of the project is as efficient and effective as possible, and it remains on time and on budget. This may mean that certain works will be brought forward, and traffic management is extended ahead of schedule. The aim is to reopen sections of the completed smart motorway as soon as possible.

As part of our commitments under the Development Consent Order we are also meeting local authorities along the route of the project this month to discuss some of the changes to the scheme required as we advance through the construction phase.



## What's happening on the M4 project during May?

### Our response to your online comments



There have been more comments our new engagement website, thank you for taking part in the conversation.

<https://m4j3to12smartmotorway.commonplace.is/>

We have again responded to some of the comments local residents have raised with us in the [news](#) section of the Commonplace site.

The issues you have asked about include:

- **Timetable of the project** – the overall end date for the whole scheme is Spring 2022, however we are constantly reviewing the programme to ensure we deliver this.
- **Purpose, aims and safety of smart motorways** – this again is a common issue, we have explained more about these issues online.
- **Roadworks issues** – the layout and design of the roadworks and the signage on the M4.
- **The M4 / M25 junction (4b)** – questions about the changes needed at this major interchange.

### Customer care centre opens this month

We have full CCTV coverage of the motorway sections we are working on, with a team monitoring activity and road conditions 24 hours a day. If you break down while driving through the roadworks, our rescue and recovery team will be alerted and will be along very soon to help you to a safe place where your vehicle can be attended to. We have been using temporary facilities such as service areas to date but the main location for this will soon be at our main compound near Junction 10.



By the end of May our new Customer Care Centre will open for visitors. It has a kitchen, a play area for children, comfortable seating areas and even a kennel for dogs. There will also be space for the Highways England traffic officers who patrol the route 24 hours a day to respond to incidents and keep road users safe.

# Progress on the scheme so far as we move east



Clockwise from top left: completed central reserve and ongoing re-surfacing work near junction 10; enabling work at Monkey Island Lane overbridge; work nearing completion adjacent to our compound; embankment strengthening near Winnersh.



## M4 overnight closures planned in May

There are several overnight full closures (usually 22:00 to 05:00) currently booked during May.

Weekly updates on the latest closures, including slip road closures will be available in the news section of our Commonplace [site](#), usually every Friday – you can sign up to receive updates. You can keep up to date with other local road closures and live traffic information at the [Traffic England](#) website.

**NB: In the event of poor weather conditions or other issues out of our control, planned works may be postponed at short notice. If works complete ahead of schedule the motorway may reopen early. Signage will be in place to notify of any changes.**

## M4 bridge demolitions planned in 2019

There are 11 eleven bridges over the motorway need to be replaced to make room for a new lane where there is no existing hard shoulder. Weekend full closures (both carriageways) will usually be required for bridge works. Two demolitions planned for 2019 are as follows:

- **Recreation Ground overbridge** (just east of Datchet Road over bridge) will require a closure between Junctions 5 and 6 from 10pm on Friday 27<sup>th</sup> September to 5am on Monday 30<sup>th</sup> September.
- **Marsh Lane overbridge** (just east of the River Thames) will require a closure between Junctions 6 and 8/9 from 10pm on Friday 15<sup>th</sup> November to 5am on Monday 18<sup>th</sup> November.

## Find out more

You can find out more by visiting our websites at: <https://m4j3to12smartmotorway.commonplace.is/> or [www.highwaysengland.co.uk/m4j3to12](http://www.highwaysengland.co.uk/m4j3to12). You can keep up to date with live traffic information by following the South East regional twitter feed [@highwaysSEAST](#) or by visiting the [Traffic England](#) website.

If you have a question that you would like a response to please continue to email us at: [M4J3to12smartmotorways@highwaysengland.co.uk](mailto:M4J3to12smartmotorways@highwaysengland.co.uk), call 0300 123 5000 or write to: M4 J3-12 Smart Motorway, Highways England, 2 Colmore Square, Birmingham B4 6BN.