

Dear Resident,

I am contacting you to let you know that The Port of Dover and Eurotunnel are forecasting their peak tourist traveller numbers on 19, 20 and 21 December, as schools break up for the holiday and hauliers from the EU head back to the continent in time for the festive break.

To help keep traffic flowing through Dover, and avoid congestion on local roads in the area, the Kent and Medway Resilience Forum (KMRF) has agreed to deploy Operation Brock on the M20 for a limited period as a precaution.

The contraflow will be put out on the London-bound carriageway between junctions 8 and 9 from overnight on Sunday 15 December until Sunday 22 December. This will allow lorries to be held on the coastbound carriageway if the Dover TAP queuing system on the A20 outside Dover fills up.

As Strategic Lead of the Kent & Medway Resilience Forum (KMRF) I want to reassure you that the focus of everyone involved in managing traffic at this busy time will be on keeping traffic moving, disruption to a minimum, and communities in and around Dover safe.

However, should any disruption occur due to delays at the Port of Dover because of high passenger numbers or severe weather in the channel, we want to do all we can to support you through this by offering as much help and advice as possible.

For the latest updates on any services changes and useful contacts in your community, you can find out more by visiting the following websites:

If you are a resident or business in the Dover District: [Cross-channel traffic disruption](#)

If you are a resident or business in the Folkestone & Hythe District: [Roads and travel | Folkestone & Hythe District Council](#)

For more information, or to check what is happening on the roads before you go out and about, you can visit [Check before you travel - Kent County Council](#) or @KentHighways or @HighwaysSEAST on X.

Also, a reminder about access for emergency services during times of heavy traffic or disruption:

FIRE - Kent Fire and Rescue Service has plans in place to make sure they can carry on providing an effective emergency response in areas of significant congestion. They do this by moving crews, fire engines and other resources around the county to provide cover where it's needed. They urge everyone to only **call 999 in an emergency**, where there is a risk to life or property.

AMBULANCE - In periods of expected increased traffic build up, South East Coast Ambulance (SECAMB) can station paramedics in your area to ensure they are as prepared as possible to provide care for seriously ill or injured patients. In periods of disruption in and around Dover and Folkestone, they may organise for ambulance crews to start and finish their shifts more locally, which would further help with the response. Please be assured that SECAMB position their vehicles to best respond to patient demand. You can help manage demand by only dialling 999 in an emergency and making use of alternatives including NHS 111.

POLICE - Kent Police officers will still reach you quickly in an emergency even when there is heavy traffic congestion. They have enough officers in place to enable them to get to an emergency, and can move people around the county to provide cover where it is needed. You do not need to visit a police station to report an incident. The quickest way is online at www.kent.police.uk/report but always call 999 in an emergency including if a crime is in progress or someone's life is at risk.

NHS - The NHS in Kent and Medway has tried and tested plans to make sure patients can access the care they need during periods of disruption. Patients can help by making sure they use the right service for them. If you are not sure where to go or what help you need, use NHS 111 online (111.nhs.uk) or on the phone. After a successful trial in the summer, I am pleased to tell you that the permit scheme will once again be in place if Operation Brock goes to control, and lorries start to be filtered down to the port from the M20. No permit means no entry to the Port of Dover, which significantly reduced truckers attempting to jump the queue, circumnavigate the restrictions, and cause problems on local roads.

Traffic levels will be monitored 24-hours a day during the Christmas getaway period by a team made up of KMRF partners including Kent County Council and the emergency services, with traffic officers at points through Dover town.

Whilst there may be some local traffic restrictions, we will continue to explore and test new ways to assist residents.

Our priority, as always, is to ensure everyone is able to get to where they want to go safely and as quickly as possible and to enjoy the festive period.

Simon Jones

Strategic Lead for Kent and Medway Resilience Forum