

Our ref: 17758096

Your ref:

  
Dart Charge  
Federated House  
London Road  
Dorking RH4 1SZ

7 July 2014

Dear 

I am writing to confirm that we have now completed our search for the information that you requested on 8 June 2014. For ease, I have responded to your questions in the order that you have raised them.

- 1) Copies of any correspondence from the Highways Authority to any other authority or agency relating to the predicted numbers of motorists who won't pay their outstanding Dartford Crossing fee in time and will face being fined, after free-flow tolling is introduced in October this year. (correspondence sent during the last two years)**

With consideration to the new payment arrangements, known as Dart Charge, being introduced at the Dartford Crossing from October 2014 we have engaged extensively with Transport for London (TfL). The compliance rate assumptions for the Dart Charge scheme are provided at Annex A, along with the TfL sources used to inform our assumptions.

- 2) Copies of any correspondence from the HA to any other authority or agency or individual relating to the non-payment of Dart Charge within the given time limit, sent within the last two years.**

We want to be as open as possible in answering requests, and to help people obtain the information they are looking for. Unfortunately, in this case providing the individual customer correspondence of those who have enquired specifically about non-payment of Dart Charge, will require significant time as we would need to redact all sensitive information which would involve a significant cost and diversion of resources from the authority's other work. However, we can advise that we have received 40 items of correspondence from individual members of the public in relation to this issue, since June 2012. The responses that we have provided have included, for example, the following advice;

We are serious about tackling cases of evasion where both UK and Non-UK vehicles do not pay the charge. In the case of non-payment, effective penalty and recovery processes that have been proven elsewhere will be used to recover road user and

penalty charges incurred. These arrangements will include the engagement of a European debt recovery agency to support the recovery of outstanding charges. This is an approach that has proven successful with similar schemes such as the London Congestion Charge.

The penalty charge rate at the Crossing will be below the maximum rate specified in the "The Road User Charging Schemes (Penalty Charges, Adjudication and Enforcement) (England) Regulations", and aligns with those of civil traffic contraventions (i.e. parking contraventions).

The same penalty charge rate will be payable for all vehicles. This will be £70 if paid within 28 days of the penalty charge notice (PCN) being issued. If the penalty charge is paid within 14 days of issue then it will be reduced by half from £70 to £35. If it is not paid within 28 days it will be increased to £105.

In keeping with the spirit and effect of the legislation, all information is assumed to be releasable to the public unless exempt. We may therefore be publishing the information you requested, together with any related information that will provide a key to its wider context, via our website: <http://www.highways.gov.uk/>

If you are unhappy with the way we have handled your request you may ask for an internal review. Our internal review process is available at: <http://www.highways.gov.uk/foi/complaints>

If you require a print copy, please phone the Highways Agency Information Line on 0300 123 5000; or e-mail [ha\\_info@highways.gsi.gov.uk](mailto:ha_info@highways.gsi.gov.uk). You should contact me if you wish to complain.

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 at:

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

If you have any queries about this letter, please contact the Dart Charge project team on [REDACTED] or by email on [REDACTED]. Please remember to quote the reference number above in any future communications.

Yours sincerely

[REDACTED]

PP

NDD M25 Dartford Free-Flow Charging Project  
Email: [REDACTED]

**ANNEX A – Compliance rate assumptions for the Dart Charge Business Case**

Compliance rates for non-account customers		
Compliance rates for UK non-account holders	93%	TfL average - source: Impacts Monitoring Report 2008
Compliance rates for foreign non a/c holders	86%	House of Commons - Transport committee sixth report <a href="http://www.publications.parliament.uk/pa/cm/200809/cmselect/cmtran/103/10306.htm">http://www.publications.parliament.uk/pa/cm/200809/cmselect/cmtran/103/10306.htm</a> <b>"Foreign Registered Vehicles are currently twice as likely to avoid paying the London congestion charge as UK registered vehicles.</b> Although there is a proposed EU Directive designed to facilitate cross-border enforcement in the field of road safety, this will not cover administrative offences such as evasion of road user charges.[69]
Compliance rates - bow wave effect for UK non a/c customers	90%	Based on TfL experience, there are 50% more non-compliant instances in the first year of operation than in the "steady state".
Compliance rates - bow wave effect for foreign non a/c customers	79%	Based on TfL experience, there are 50% more non-compliant instances in the first year of operation

Compliance rates for account holders		
Account holders using manual top up	99.0%	Manual prepay more likely to forget to top up but no PCN will be issued immediately - a reminder will be issued first, which should typically be paid in most occasions. Therefore very high compliance rate
Account holders using automated top up	99.5%	may forget to update new account/ credit card details