

Our ref: CRS 725,736  
Your ref:

via email

██████████  
Charging and Enforcement Policy Team  
Leader  
WMRCC Quinton  
1 Ridgeway, Quinton  
Birmingham B32 1AF

01 September 2015

Dear ██████████

## **FREEDOM OF INFORMATION ACT REQUEST - DART CHARGE**

Thank you for your emails under the Freedom of Information Act 2000 requesting further information about Dart Charge. The specific details of your request have been extracted from your email and are highlighted in bold below and answered within the body of this letter. The orders of your questions have also been amended and this will become clearer throughout the response.

In relation to the following questions noted in your FOI request which relate to the period 30 May 2014 to 30 November 2014:

- 1. Provide the number of drivers issued with fines for non-payment of the Dartford Crossing charge?**
- 2. The Value of the fines?**
- 3. The income received from drivers paying online?**

We can confirm that no fines i.e. Penalty Charge Notices (PCNs) relating to the Dartford Crossing have been issued for crossings made prior to 30 November 2014. Prior to this date a manual collection system alongside Dart Tag (pre-payment accounts) was utilised for the collection of the charge.

- 4. Between 30 May 2014 and 30 November 2014, what is the total income to the organisation?**

In compliance with section 22(1) of the Freedom of Information Act 2000, we can confirm that accounts information pertaining to the period 2014/2015 will be published in due course.

To note Dartford Accounts information from previous years can be accessed via: <https://www.gov.uk/search?q=dartford+accounts>.

The questions below all relate to period 30 November 2014 to 30 May 2015 unless specifically noted otherwise:

**5. Between 30 November 2014 and 30 May 2015, provide the number of Drivers issued with fines for non-payment of the Dartford Crossing charge?**

And

**9. What is the total income to the organisation for the same period?**

Under Section 21 of the Freedom of Information Act 2000, we are not required to provide information, which is already reasonably accessible to you.

This information is available to you via: <https://www.gov.uk/government/publications/dart-charge-foi-722998>

Highways England has answered the following -

**6. What is the value of the fines issued to drivers for non-payment of the Dartford Crossing charge?**

Between 30 November 2014 and 31 May 2015 the value of penalty charges that have been paid is £1,722,060.27.

**7. The number of drivers who have disputed those fines specifically indicating they had already paid online.**

We have answered this question in the context of the number of representations that have been made in response to a PCN, which have been considered and subsequently accepted.

There have been 6,698 representations made where drivers said they have paid. This figure is taken from representations that were both accepted and rejected.

**8. The income due to drivers paying online.**

The income from online payments between 30 November 2015 and 30 May 2015 is £10,674,384.91.

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 the [Gov.uk website](http://www.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: <https://www.gov.uk/government/organisations/highways-england/about/complaints-procedure>

If you require a print copy, please phone the Information Line on 0300 123 5000; or e-mail [info@highwaysengland.co.uk](mailto:info@highwaysengland.co.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 me. Please remember to quote reference number CRS 725,736 in any future communications.

Yours sincerely

  
Charging and Enforcement Policy Team Leader  
Email:  [@highwaysengland.co.uk](mailto: @highwaysengland.co.uk)