

Our ref: CRS 719, 471
Your ref:

via email

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

19 May 2015

Dear Mr ██████████

FOI REQUEST - NON PAYMENT STATISTICS FOR DARTFORD CROSSING

Thank you for your request for information about the Dartford Crossing dated 20 April 2015 under the Freedom of Information Act 2015.

With reference to your request, the specific details have been extracted verbatim from your email and are highlighted bold with our responses below. To note the order in which we have answered your questions will become clear at the end of the response.

Could you provide the following data, since the inception of the free flow charge method.

- **The total revenue collected.**

We can confirm that the total revenue collected since the start of the free-flow operation at the Dartford Crossing i.e. for the period 30/11/2014 - 30/04/2015 is £43,649,731. The full audited accounts for the financial year 2014/2015 will be published early 2016.

- **How non-payment is pursued for both UK registered vehicles and overseas registered vehicles.**

We are serious about tackling evasion, where either UK or non-UK vehicles fail to pay the charge. The equipment used at the Crossing, primarily ANPR (Automatic Number Plate Recognition) cameras, is capable of capturing all vehicle registration marks (VRMs), irrespective of the country of origin. Where there is any doubt about the country of the VRM captured by the ANPR system, the image is reviewed manually to identify the registration number.

Enforcement measures are being used to recover outstanding charges. This includes the use of a European debt recovery agency to support recovery of outstanding charges from non-UK vehicles. This approach has proven successful with similar schemes, including the London Congestion Charge.

We recognise that Dart Charge has been a big change for drivers, and we want to do everything possible to help all Crossing users, especially those who use the Crossing infrequently, to adjust to the new arrangements and pay the charge on time. We delayed issuing the first

Penalty Charge Notices (PCNs) to give drivers more time to pay the charge, and we are issuing warning letters with the PCN on the first occasion that a vehicle uses the Crossing and does not pay within the required timescale. The PCN will be cancelled if the road user pays the crossing charge due within fourteen days of the warning letter being issued. We would also point out that the enforcement process can be delayed for non-UK drivers from some countries because we are required to request registered keepers' details by post.

- **Total Revenue not collected due to non-payment in both in monetary value and as a % of total revenue.**
- **Total Revenue not collected due to non-payment by non-UK registered vehicles both in monetary value and as a % of total revenue.**

The balanced approach to enforcement I have outlined above means that we expect to continue to receive payments for crossings made earlier in the year, therefore reducing the number of charges outstanding. For this reason, we currently do not have the data to enable us to answer your questions 2 and 3 in the detail requested. The following chart (covering the period 30/11/2014 to 31/03/2015) will provide some context.

Number of vehicles making the Crossing during the charging hours	13,993,470
Number of Crossing users who have paid the charge	12,836,511
Number of Crossing users who have been issued with PCNs for non-payment of the charge	357,162*

* PCNs for this period continue to be issued.

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. 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 719, 471 in any future communications.

Yours sincerely

[Redacted signature]

[Redacted name]
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Email [Redacted] [@highwaysengland.co.uk](mailto:[Redacted]@highwaysengland.co.uk)