

Our ref: CRS 719 998
Your ref:

[REDACTED]
Via email

[REDACTED]
Charging and Enforcement Policy Team
Leader
WMRCC Quinton
1 Ridgeway, Quinton
Birmingham B32 1AF

03 June 2015

Dear [REDACTED]

Freedom of Information request - Dartcharge

Thank you for your email dated 30 April 2015 under the Freedom of Information Act 2000 requesting information about Dart Charge. The specific details of your request have been extracted from your email verbatim and are highlighted bold with our responses below.

To note the data provided within the response covers the period 30/11/2014 until 29/04/2015 in line with the Freedom of Information Act.

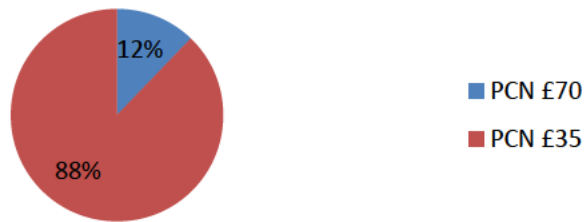
When responding to your questions, we have assumed the date that you intended to quote was 30/11/2014 and not 30/11/2015 as this is a future date.

- 1) How many fines of £70 have been collected since the Dart Charge system was implemented on 30/11/15? Can you define these as a percentages of all the fines paid as well as a monetary value?**
- 2) How many fines of £35 has been collected since the Dart Charge system was implemented on 30/11/15? Can you define these as a percentage of all the fines paid as well as a monetary value?**
- 3) What is the total sum collected by the Dart Charge system from non-payment of the toll within the allocated time (i.e. those who paid either the full £70 fine or the reduced fine of £35)?**

Since the implementation of Dart Charge, 2,090 Penalty Charge Notices (PCNs) have been paid at a rate of £70 (totalling £146,300.00) and 30,065 have been paid at £35 (totalling £1,052,275.00). This gives a total of £1,198,575.00. Many more PCNs have been cancelled as a result of drivers taking up the offer, included with the first PCN issued for any given vehicle, to pay any outstanding road user charges within 14 days and avoid a penalty.

The following chart illustrates the percentages of the penalty charges collected.

Penalty Charge Notices



4) How many crossings by vehicles compelled to pay the toll have been made since the Dart Charge was brought in?

All vehicles using the crossing are compelled to pay the road user charge during the charging hours (6am – 10pm) unless classified as exempt under The A282 Trunk Road (Dartford-Thurrock Crossing Charging Scheme) Order 2013.

For the period covered by this request, we can confirm that 17,684,022 vehicle passages have been recorded during the charging hours.

5) What percentage of those crossings resulted in a PCN being issued?

We can confirm that, 3.4% of the chargeable crossings noted at point 4 resulted in a PCN being issued. PCNs continue to be issued for crossings made during this period.

6) How many times has the vehicle recognition software used by the Dart Charge system misread a number plate?

The data that we are able to provide in this context relates to the number of representations received which have been accepted on the basis that the image confirms the vehicle was not at the crossing (i.e. the vehicle was incorrectly identified). We can confirm that there have been 2515 such cases, which when placed in the context of the total number of chargeable crossings represents 0.01%.

Between 135,000 and 160,000 vehicles use the Dartford Crossing on a daily basis with the ANPR cameras capturing images of both the front and rear plates of the vehicle. The image captured is subject to a number of processes to identify/ correct any misreads which can happen for a variety of reason e.g. a dirty number plate. These images are then subject to further review before a Penalty Charge Notice is issued.

7) Where does the money collected from fines go? What does that money get spent on?

All revenues from the Dartford Crossing are passed in full to HM Treasury and, by law, they have to be spent on transport improvements. The relevant legislation is the Transport Act (2000).

8) Who is funding the debt recovery efforts being made by the European Debt Recovery Agency? Is it included in the price that Sanef Operations are being paid for installing and maintaining the system?

The funding of the European Debt Recovery Agency is covered by services charges paid under the contract with Sanef by Highways England.

9) How many vehicles are now registered on the Dart Charge System?

As at 29 April, there were 1,995,919, vehicles registered for Dart Charge.

10) How many fines have been written off and what are the circumstances in which a fine would be written off?

In providing this response we have assumed that the use of the term 'fines' is interchangeable with PCN. We can confirm that we have not written off any PCNs and if required this decision would be subject to the discretion of the Charging Authority.

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](https://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 719 998 in any future communications.

Yours sincerely


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