

Our ref: CRS 722,998

Your ref:

Via email

[REDACTED]
Charging and Enforcement Policy Team
Leader
Dart Charge
1 Ridgeway
Quinton
Birmingham B32 1AF

20 July 2015

Dear [REDACTED]

FREEDOM OF INFORMATION REQUEST – DARTFORD CROSSING

Thank you for email dated 21 June 2015 under the terms of the Freedom of Information Act 2000. The specific details of your request have been extracted from your email and are highlighted in bold with our responses below.

1. How many vehicles have crossed the river at Dartford?

For period covering this request - 30 November 2014 to 20 June 2015, there were 27,700,681 vehicle passages recorded at the Dartford Crossing. Of this, 24,418,617 occurred within the chargeable hours 6am – 10pm.

2. How much revenue has been generated through the Charge?

Since the start of free-flow operation at the Dartford crossing i.e. for the period 30/11/14 – 31/05/2015, £49,947,843.37 has been collected through the road user charge.

3. How many Penalty Notices have been issued?

For the period of the request, we can confirm that 953,067 Penalty Charge Notices (PCNs) have been issued.

4. How many of the Penalty Notices were wrongly issued?

When we issue penalty notices, we do so because we have genuine grounds to believe that a customer has not paid for their crossings. We can confirm that there have been 8,834 PCNs cancelled due to service provider error.

5. What was the cost of issuing the wrongly issued Penalty Notices?

The precise detail as to the costs of issuing a single PCN is encompassed within a variable transaction cost included in the overall running costs of the scheme. We are therefore unable to provide an individual figure for this and consequently we are unable to work out the cost as per your question.

6. How much revenue was generated by the Dartford crossing in the 5 years prior to the introduction of the Dart Charge?

Under section 21 of the Freedom of information Act 2000, we are not required to provide information, which is already reasonably accessible to you. The accounts information you have requested is available via

<https://www.gov.uk/government/collections/highways-agency-annual-reports-and-accounts#dartford-thurrock-crossing-charging-scheme>

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 722 998 in any future communications.

Yours sincerely


Charging and Enforcement Policy Team Leader
Email: @highwaysengland.co.uk