

Our ref: CRS 718, 939
Your ref:

[REDACTED]
Via email

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

6 May 2015

Dear [REDACTED]

DARTFORD CROSSING - FREEDOM OF INFORMATION REQUEST

Thank you for your request for information about Dart Charge dated 19 March 2015 under the terms of the Freedom of Information Act 2000.

The specific details are highlighted in bold with our responses below.

I believe that with the advent of the Dart Charge you have more detailed statistics of where people using the crossing live. Could you please supply details of the number of customers / crossings made by postal sector (e.g. DA3, BR8).

We do not require postal sector information from our customers using the Dartford Crossing. As we do not collect that data, we are unfortunately unable to supply details of the number of customers/crossings made by postal sector.

What we are able to provide is information on the number of registered accounts in each postal sector.

The data supplied in the annexed spreadsheet is comprised of numbers of Dart Charge accounts i.e. (Personal, Business and Exempt). Please note that each account may have more than one vehicle associated with it and also there will be differences in account usage, with some used more frequently than others.

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://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 718,939 in any future communications.

Yours ~~sincerely~~



Charging and Enforcement Policy Team Leader
Email: 