

Our ref: CRS 726,003
Your ref:

via email

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

02 September 2015

Dear Mr ██████████

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.

1. How many false charges have Dart Charge sought to levy since this charge scheme was introduced?

We only issue a Penalty Charge Notice (PCN) where there is evidence of a vehicle having used the Dartford Crossing and we are not able to locate a valid payment for it.

Where a PCN has been issued incorrectly as a result of service provider error, action is taken to quickly rectify the situation and cancel the PCN. We can confirm that there have been 14,253 PCNs cancelled for that reason.

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 726,003 in any future communications.

Yours sincerely


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