

Our ref: CRS 718 174

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

7 April 2015

Dear [REDACTED]

### **FORMAL COMPLAINT & FREEDOM OF INFORMATION REQUEST**

Thank you for your letter dated 5 March 2015 sent to our Leeds Office regarding the receipt of a Penalty Charge Notice (PCN) and your information request under the terms of the Freedom of Information Act 2000.

Please allow me to apologise to you for the incorrect issuing of a PCN and for any inconvenience, this may have caused you. I am aware that our service provider has also written to you advising that an administrative error occurred and that no further action will be taken.

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 images are subsequently cross-referenced against the DVLA database and there are a few occasions such as this where letters are misidentified. The Dart Charge scheme is in its infancy and through ongoing training, experience and system upgrades, instances like this will significantly reduce over time. Additionally, we will in the future be including a facility, which will enable Dart Charge representations to be made online.

With regard to your request to refund your postage costs, I regret that Highways England (formerly the Highways Agency) does not routinely pay compensation or financial remedy from public funds. However, if you are not happy with this response you can ask us to refer your complaint to the Department for Transport's Independent Assessor.

The specific questions extracted from your freedom of Information request are highlighted in bold with our response below:

#### **1) How many penalty notices you have issued over the last 12 months?**

We can confirm that 354,920 PCNs have been issued during the period 30 November 2014 to 4 March 2015. Prior to this period a manual collection system was in place, which has been replaced by Dart Charge, the new charging regime.

#### **2) How many are disputed based on the incorrect identification of the vehicle (as in my case)?**

We can confirm that 2,024 PCNs have been cancelled following confirmation of the incorrect identification of the vehicle, which represents less than 1% of the total PCNs issued.

**3) If you have outsourced this service to a 3<sup>rd</sup> party organisation and if “yes” who the supplier is?**

The Highways Agency awarded the main contract for vehicle detection, charging and enforcement management services to Sanef Operations Ltd on 26 September 2013.

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-agency/about/complaints-procedure>

If you require a print copy, please phone the Highways Agency Information Line on 0300 123 5000; or e-mail [ha\\_info@highways.gsi.gov.uk](mailto:ha_info@highways.gsi.gov.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 718,714 in any future communications.

Yours sincerely



  
Charging and Enforcement Policy Team Leader

Email: 