

Our ref: CRS 717 863
Your ref:

[REDACTED]
Via email

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

2 April 2015

Dear [REDACTED]

FOI REQUEST

Thank you for your request for information about the Dartford Crossing dated 5 March 2015 under the terms of the Freedom of Information Act 2000. The specific questions extracted from your enquiry are outlined in bold with our responses added below.

Firstly until what date does the contract for the Dart Charge system run to? i.e. when does it expire?....or is there no contract? if there is one, who is the contract with?

In September 2013, Sanef Operations Ltd was awarded a seven-year contract for vehicle detection, charging and enforcement management services, which includes the option to extend up to a further three years.

Can you inform me what the revenues are for the months of January 2015 and February 2015 is, to include volumes of traffic and how many did not pay out of the total volumes? and how the earnings relate to the previous years income and traffic in January and February 2014?

Month and Year	Total Traffic Volumes	Total Revenue £
Jan 2014	3,725,697	£6,948,408.84
Feb 2014	3,610,195	£6,744,159.26
Jan 2015*	3,641,607**	£7,809,171.59
Feb 2015*	3,785,593**	£7,733,263.62

- The historical financial data for Jan and Feb **2014** is the actual banked amounts (revenue) for chargeable crossings made.
- * The revenue figures for Jan and Feb **2015** are **gross figures representing the potential total amount of revenue from chargeable crossings**. They are not a direct comparison to 2014 because the month end figures have not been totally reconciled for non-payment, for example, potential contravention candidates have up to 28 days to pay or appeal against any penalty charge notice which if paid would include the appropriate road user charge. Road users also have up to midnight the following day to pay the road

user charge so crossings made on the 28th Feb would have until midnight 1st March to pay, these payments would be reconciled in March 2015.

- ** This represents the number of crossings made for the whole day for individual months (inclusive of crossings outside of the chargeable hours 6am and 10pm)

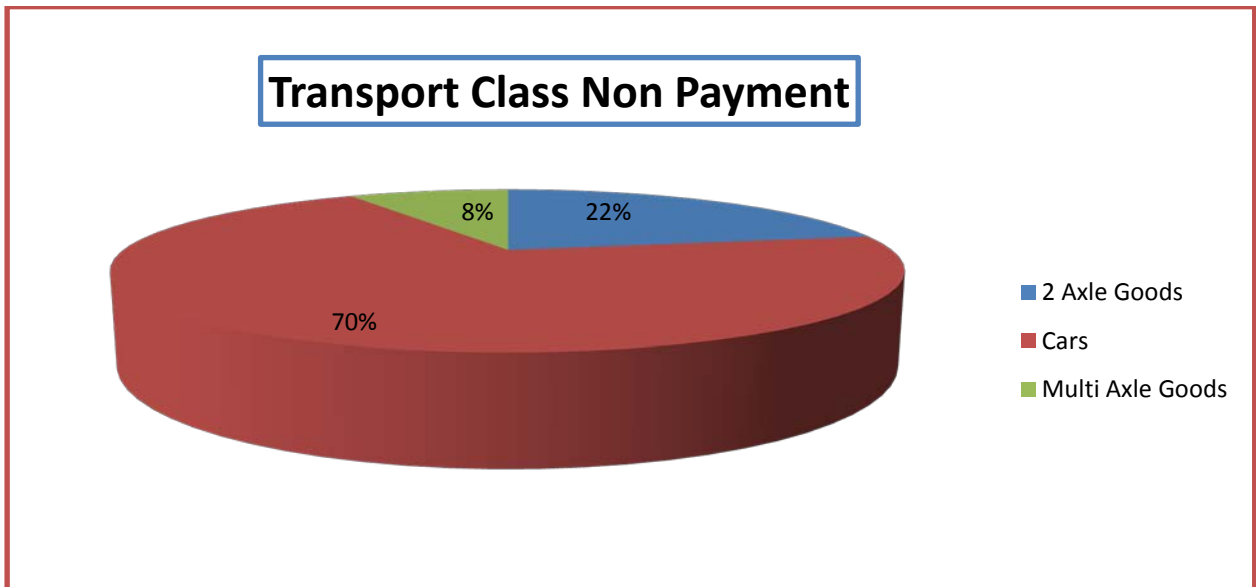
The following data is accurate to 25 March 2015, the point in time that it was taken.

	Total number of vehicles using the crossing whole day	Total number of vehicles using the crossing during charging hours	Total number of contravention candidates for crossings
Jan 2015	3,641,607	3,352,268	301,029 *
Feb 2015	3,785,593	3,360,944	279,383 *

- *These figures represent the potential contravention candidates. This is the total number of candidates who did not pay the road user charge within the required period, however some have since paid due to the warning letter, or PCN and we expect further payments will reduce these figures further.

What is the percentage of nonpayers and what type of transport tends to avoid the Charge. Are they mostly Trucks?

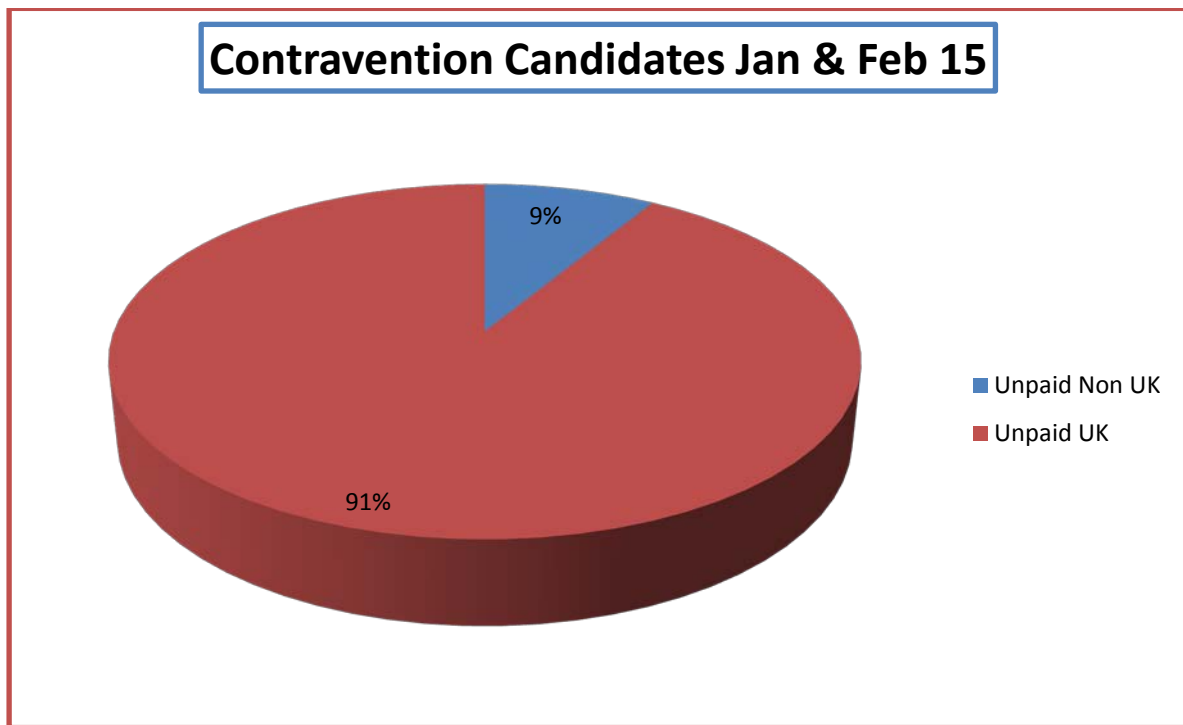
The data that we hold currently shows that the contravention candidates for the months of January and February were 8.98 % and 8.31% respectively. As payments are received, these numbers will fall.



The pie chart above illustrates the contravention candidates broken down by transport types combining the months of January and February 2015.

Can I have a pie chart of the percentage of where the non-payers come from, so far? i.e. UK, France, Germany, Spain, Belgium etc.

We do not have the data to provide a breakdown on the basis of specific countries but have provided a breakdown based on the number of crossings made by both UK and Non-UK drivers combining the months of January and February 2015.



What procedures are in place to recover losses from abroad, as number plate recognition technology should ONLY work on UK registered plates, under data protection laws.

We are serious about tackling cases of evasion (where non-UK vehicles do not pay the charge). We use effective penalty and recovery processes that have been proven elsewhere, such as the London congestion charging and Dublin M50 toll schemes. The automatic number plate recognition system is capable of capturing non-UK vehicle registration marks. Where there is any doubt about the nationality of the plate the image is reviewed manually by trained staff. A European debt recovery agency is used to pursue and recover outstanding charges from vehicles that evade paying the Crossing charge. This will enable us to gain access to a variety of foreign vehicle databases.

How successful have you been at recovering lost revenue from abroad or is the cost too prohibitive, too bureaucratic?

It is too soon to assess the success rate of the European Debt Recovery Agency (EDRA) in recovering outstanding charges. Between 30 November 2014 and mid-February 2015, 33,100

penalty charge notices have been issued to the EDRA. We are closely monitoring and capturing information relating to charges paid.

Has there been a significant improvement of the tailbacks from the Tunnel/bridge since the toll barriers was lifted?

We have noted that journey times have improved by an average of 4 minutes northbound and 9 minutes southbound. The only time that there is an increase in journey time is when there is an incident, either a road traffic incident or a breakdown and traffic has to be held. Unfortunately, these types of delays are out of our control and are always dealt with as quickly and as safely as possible.

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 717,863 in any future communications.

Yours sincerely


Charging and Enforcement Policy Team Leader
Email: 