

Our ref: CRS 719,893  
Your ref:

██████████  
Via email

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

03 June 2015

Dear ██████████

### **Freedom of Information request – Dart Charge**

Thank you for your email dated 30 April 2015 under the Freedom of Information Act 2000 requesting information about Dart Charge. The specific details of your request have been extracted from your email and are highlighted bold with our responses below.

#### **How many drivers have used the Dartford Crossing since Dart Charge came into force on November 30th - up to and including the 1st May?**

We are unable to confirm how many drivers have used the crossing during the period stated above. However, we can confirm that between 30 November 2014 and 01 May 2015 20,305,818 vehicle crossings have been made with 17,967,259 occurring within the chargeable hours (6am – 10pm).

#### **Between 30th November and the 1st May how many non-compliant journeys have there been - or drivers who have failed to pay?**

Between 30 November 2014 and 01 May 2015, we can confirm that there were 1,824,740 potentially non-compliant journeys. Every potentially non-compliant journey is checked and validated before enforcement activity begins, so we expect this number to reduce as we reconcile some of these journeys with a payment in our systems.

#### **Between 30th November and the 1st May - how many penalty notices were issued? How many were issued to foreign registered vehicles?**

We can confirm that, 646,988 Penalty Charge Notices (PCNs) have been issued, of which 114,767 were issued to owners of foreign registered vehicles. When placed in the context of the number of chargeable crossing this equates to less than 1% of the total.

We continue to issue Penalty Charge Notices for this period. To help drivers adjust to the new system we delayed issuing the first Penalty Charge Notices (PCNs) to give people more time to pay the charge. We are also issuing warning letters with the PCN in the first instance of non-payment of a vehicle giving the registered owner 14 days to pay the charge, and any subsequent charges due during that period, and have the PCN cancelled.

**How many penalty notices were still unpaid? How many penalty notices issued to foreign registered vehicles were still not paid?**

We are actively monitoring compliance and will publish data in due course, in compliance with section 22(1) of the Freedom of Information Act 2000.

As PCNs relating to the period specified in your enquiry continue to be issued, and because some of them may still be subject to the warning letter/ enforcement period, we do not currently have the data to provide a definitive answer to this question.

Enforcement process can take longer for non-UK drivers from some countries because we are required to request registered keepers' details by post and, in some cases, it can take up to 2 months to obtain this information.

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>

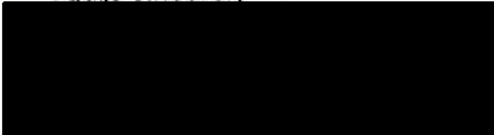
If you require a print copy, please phone the Information Line on 0300 123 5000; or e-mail [info@highwaysengland.co.uk](mailto:info@highwaysengland.co.uk). You should contact me if you wish to complain.

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 719,893 in any future communications.

Yours sincerely

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