

Our ref: [REDACTED]

[REDACTED]
via email

[REDACTED]

[REDACTED]

14 December 2017

Dear [REDACTED]

Thank you for your e-mail dated 16 November 2017 received under the terms of the Freedom of Information Act 2000. The specific details of your request have been extracted from your email and are highlighted in bold within the body of this letter.

In response to your Freedom of Information request –

1) Date toll booths were removed from crossing?

I can advise that the toll booths were removed from the crossing on 30 November 2014.

2) what level of fines for non/late payments have been raised since the date of question 1, number of vehicles & £ revenue.

I can confirm that 7,725,023 Penalty Charge Notices (PCNs) have been issued since 30 November 2014. I can advise that the first time a vehicle is detected at the crossing without payment, a warning letter is sent with the resulting PCN offering a further 14 days to pay the road user charge only thus cancelling the PCN. Not only does this avoid penalising customers that were not aware of the charge, it also raises awareness so advanced payments can be made in the future.

With regard to your enquiry relating to revenue collected since the beginning of the scheme, I can confirm that whilst we do hold the information, under Section 21 of the Freedom of Information Act 2000, we are not required to provide information, which is already reasonably accessible to you. The information you requested is available via the Dartford Accounts dated from 2002 through until 2016 are available via <https://www.gov.uk/government/publications> searching 'Dartford Accounts' in the search box. The most recent accounts published in March 2017 cover the period from when Dart Charge was introduced in November 2014 to March 2016 and include revenue from enforcement action. The next Dartford accounts covering 2016/17 will be published in due course. All revenues from the Dartford Crossing are passed to the Government, and are ring-fenced for transport projects.

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](https://www.gov.uk) website.

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 [REDACTED] in any future communications.

Yours sincerely

[REDACTED]