

Our ref: [REDACTED]

[REDACTED]

[REDACTED]
via email

[REDACTED]

21 December 2017

Dear [REDACTED]

Thank you for your e-mail dated 11 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 –

Please would you provide the following information:

- 1. The number of appeals made against a Dart Charge PCN on the basis that payment had been made**
Over a time period since the Dart Charge inception if possible
At least over the past year and ideally previous years

2015	2,224
2016	6,262
2017 (as of 30 November)	7,699

- 2. Of those, the number of appeals upheld and rejected**

	Accepted	Rejected	Outstanding
2015	1,549	675	
2016	3,301	2,961	
2017 (as of 30 November)	2,619	3,279	1,807

- 3. The number of appeals made under criterion H (other compelling reasons)**

2015	38,191
2016	51,337
2017 (as of 30 November)	28,321

4. Of those, the number of appeals upheld and rejected

	Accepted	Rejected	Outstanding
2015	30,115	8,076	
2016	31,048	20,289	
2017 (as of 30 November)	14,596	11,089	2,636

5. The total number of appeals under the criterion ‘none of the above’

Please see our response to question 3.

6. The number of times (and dates if possible) that a technical fault has been found in the web site payment process requiring a fix

We do not categorise this information in the format requested that is easily retrievable to provide details. To retrieve this information it would require manual interrogation of historic information to identify the specific cases involved where this has happened.

7. The number of times (and dates if possible) that the web site payment module has undergone a Change Request (technical modification) since inception of the Dart Charge

There has been one update to the website payment process. This was released in three stages – 4 May, 19 May and 28 June.

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]