

Our ref: FOI 100699

██████████
Director of Dart Charge
5 St Philips Place
Colmore Row
Birmingham B3 2PW

██████████
Via Email

23 January 2020

Dear Sirs

Thank you for your correspondence dated 02 January 2020 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.

During each of the years, 2015 to 2019 (complete), can you provide a number of motorists:

Who were issued with a penalty charge notice for allegedly not paying the Dartford charge crossing in any direction where your organisation, on further research, found that the above penalty charge notices were issued in error.

Dart Charge do not hold this data as our information is supplied by the DVLA who hold data on registered keeper's. This may differ from the motorist making the crossing.

Please see the below which shows the number of penalty charge notices (PCNs) which were cancelled due to Dart Charge error, by cancellation year.

Year	Number of PCNs cancelled due to Dart Charge error
2015	17,617
2016	19,556
2017	23,154
2018	16,661
2019	15,785

Please note that the reasons for cancellation can include, but are not limited to, misallocation of payments, vehicle registration mark (VRM) discrepancies and incorrect advice given.

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>

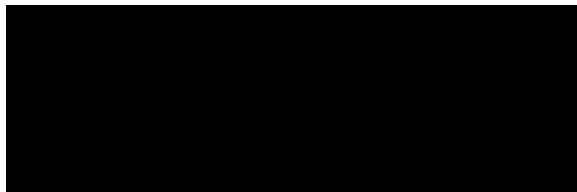
If you require a print copy, please phone the Information Line on 0300 123 5000; or e-mail info@highwaysengland.co.uk. You should contact me if you wish to complain. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for 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 FOI 100699.

Yours sincerely



**Divisional Director of Dart Charge
Highways England**