

Mr Guy Dangerfield
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Sarah Green
Head of Dart Charge Service
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10 August 2016

Dear Mr Dangerfield,

Dart Charge user experience

Thank you for your letter of 27 July.

I appreciate your positive comments and look forward to working with you to further improve the customer experience at the Dartford Crossing.

With regard to the review of signage, I can confirm that the initial stage of this project is underway and I will ensure that you are kept updated on progress. I should be in a position to provide you with more information by early October.

Yours sincerely



Sarah Green
Head of Dart Charge Service