

Mr Guy Dangerfield  
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Sarah Green  
Head of Dart Charge Service  
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27 July 2016

Dear Mr Dangerfield,

### **Bicycles and the Dartford Crossing**

Thank you for your letter and report dated 6 July 2016 about using the Dartford Crossing with a bicycle.

I have read your report and I agree that the information currently provided to cyclists, who wish to use the Dartford Crossing, is not fit for purpose and requires review.

Our service provider Connect Plus Services, has a team dedicated to ensuring cyclists and pedestrians safely use the Crossing. Information on how to use the service is currently publicised on their own website which, from a customer perspective, is not particularly helpful.

My team are currently working to rectify the situation to ensure that the necessary information is available from the Dart Charge website. I am hopeful that the website additions will be ready by the 30 September 2016. I will advise you as soon as the information is available to the public.

Yours sincerely



Sarah Green  
Head of Dart Charge Service