

Welcome to the hearing centre

Please read this note before your appeal is heard

You will be called into a hearing room as soon as an Adjudicator is available. We aim to do this within 15 minutes of your scheduled time, but unexpected delays may occur.

Adjudicators are experienced lawyers independent of the motorist, the Enforcement Authorities and Transport for London.

The hearing is informal but is nevertheless a judicial hearing. The Adjudicator is like a judge and will manage the hearing.

You will not be asked to take an oath when giving evidence but you must tell the truth. If it is later found that you have not done so, you could be prosecuted.

The Adjudicator should be addressed as Sir or Madam. Handshaking is not appropriate.

The hearing is officially recorded. Tape recording, filming or photographing the hearing is prohibited. Mobile phones must be switched to silent.

All documents relating to your appeal will usually be scanned into our computer system ready for the Adjudicator to view during the hearing. The Adjudicator will not normally have considered your case before the hearing. Please ensure that any further evidence you may have brought with you is given to the Adjudicator. Witnesses may be asked to wait in the waiting area until the Adjudicator calls them in. Hearing room doors remain open during the hearing.

Once the Adjudicator has considered your case, you will usually be told the outcome immediately and a written decision will then be posted to you on the next working day. If you would like to wait for a copy at the Hearing Centre, please ask the Adjudicator.

The Adjudicator's decision is binding on you and the Authority

Food and drink must not be taken into the hearing rooms.

**IN CASE OF A FIRE OR SECURITY ALERT PLEASE FOLLOW THE INSTRUCTIONS OF THE FIRE
MARSHALLS**

Our Ref: [REDACTED]

London Tribunals Case Number: [REDACTED]

Ultra Low Emission Zone
PO BOX 553
Darlington, DL1 9TZ

[REDACTED]

Contact Details:
Telephone: **0343 222 3333**
Website:
tfl.gov.uk/ulez

[REDACTED]

Date: [REDACTED]

Dear [REDACTED]

London Tribunals have recently informed Transport for London (TfL) of your application to appeal the decision to reject your representations relating to the above-mentioned Penalty Charge Notice(s). Following a review of your original representation(s), the Notice of Rejection letter(s) and all of the subsequent documentation you have provided, Transport for London wish to contest this appeal.

Please find enclosed an exact copy of the evidence we have submitted to London Tribunals in response to your application. The Adjudicators will consider this evidence along with any further representations you make, whether in writing or in person, before making such directions as they consider appropriate.

Please check the contents of this pack thoroughly. If you believe documentation is missing then please do not hesitate to contact TfL who will be happy to provide a further copy. Our contact telephone number is: 0343 222 3333

As the case is now subject to an appeal we are unable to deal with any other questions on this subject. For any further queries or to obtain further information as to the appeals procedure you need to contact London Tribunals. Their contact details are: London Tribunals, PO Box 10598, Nottingham, NG6 6DR.

Alternatively you may contact them on 020 7520 7200.

Please note that this appeal relates to the above Penalty Charge Notice(s) only. If you have any further Penalty Charge Notices not subject to this or any other appeal you need to contact TfL directly.

Yours sincerely,



ANDREI TANCAU
Position: Appeals Officer



EVIDENCE CHECKLIST

Transport for London - Road User Charging Appeal

Case Reference No:

Appellant:

VRM:

Scheduled Hearing Date:

Hearing Type: PERSONAL

We have confirmed the following information with the details held on record:	Please tick
1. Vehicle Registration Mark	<input checked="" type="checkbox"/>
2. Penalty Charge Notice(s)	<input checked="" type="checkbox"/>
3. The Appellant is the person to whom the Penalty Charge Notice was sent	<input checked="" type="checkbox"/>

We have enclosed the following types of evidence:	Please tick
A. Evidence Checklist	<input checked="" type="checkbox"/>
B. Case Summary and Traffic Management Order	<input checked="" type="checkbox"/>
C. Penalty Charge Notice(s) Statements by Witnesses & Photographs Certified copy of Penalty Charge Notice [one form C for each PCN]	<input checked="" type="checkbox"/>
D. Registered Keeper Details	<input checked="" type="checkbox"/>
E. Correspondence, Representations and Notice of Rejection (include covering letter sent with the evidence to the Appellant)	<input checked="" type="checkbox"/>
F. Clamp/Removal Payment details	<input type="checkbox"/>
G. Meter/Pay and Display Maintenance Record	<input type="checkbox"/>
H. Map/Site Report	<input type="checkbox"/>
I. Payment Details (PCN Appeals Only)	<input type="checkbox"/>
J. Additional Evidence	<input type="checkbox"/>
K. Online Media	<input type="checkbox"/>
TOTAL NUMBER OF EVIDENCE FORMS (INCLUDE THIS CHECKLIST)	5

I confirm that Appellant has been sent copies of all evidence in accordance with the Adjudicators' requirements.	Date Sent to Appellant: <input type="text"/>	Signature:
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EVIDENCE FORM

Transport for London - Road User Charging Appeal

Case Reference No:

[Redacted Case Reference Number]

EVIDENCE TYPE	Please tick one	Total no. of sheets *
B. Case Summary	✓	38
D. Registered Keeper Details		
E. Correspondence, Representations and Notice of Rejection (include covering letter sent with the evidence to the appellant)		
F. Clamp/Removal Payment details		
G. Meter/Pay and Display Maintenance Record		
H. Map/Site Report		
I. Payment Details (PCN Appeals Only)		
J. Additional Evidence		
* TOTAL SHEETS INCLUDING THIS FORM		

NOTES FOR THE ADJUDICATOR:

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CASE SUMMARY

APPELLANT:	
CASE REFERENCE NUMBER:	
PENALTY CHARGE NOTICE:	
VEHICLE REGISTRATION:	
DATE/TIME OF CONTRAVENTION:	
LOCATION OF CONTRAVENTION:	Druid Street

On [REDACTED] a [REDACTED] registration number [REDACTED] was captured on camera at Druid Street, within the Ultra Low Emission Zone (ULEZ). Further evidence of the camera location capturing this image is detailed on the Evidential Record found in Section C. The Evidential Record provides evidence of the use or keeping of a vehicle on a road in the charging area to which the London Ultra Low Emission Scheme applies without payment of the appropriate charge.

All efforts were made by Transport for London (TfL) to match this vehicle's registration mark (VRM) to those that had bought a valid charge for that day or those who are exempt from the charge or subject to a 100% discount.

The VRM details were sent to the Driver and Vehicle Licensing Agency (DVLA) requesting details of the registered keeper as held on the DVLA database. The protocols in place request the registered keeper information as held by the DVLA for the date of the contravention. The details supplied by the DVLA can be found in Section D. Upon receipt of these details a manual check was carried out to ensure the details supplied by the DVLA did match the vehicle in the image captured by the cameras.

The Appellant was as a result issued with a Penalty Charge Notice (PCN) through the post informing them of the contravention and the associated penalty charge that is payable, a copy of which can be found in Section C.

A PCN is issued for each contravention that occurs of the ULEZ as set out in the Greater London Low Emission Zone Charging Order 2006 as varied, - The Scheme Order - where a vehicle is identified using a road in the relevant area and does not meet the ULEZ emissions standards, is not exempt or registered for the 100 percent discount, and the relevant charge had not been paid by midnight of the next working day after the date of travel.

Our records show the vehicle was captured by our camera system using a road in the ULEZ on the date and time stated. The images captured being used to created evidence of a fact in the form of an evidential record found in Section C, which confirms the date and time of the contravention. Our camera system uses Automated Number Plate Reading (ANPR) technology and synchronises with the Atomic clock signal from the National Physics Laboratory Atomic Clock before each image capture session starts. Information regarding the National Physics Laboratories Atomic Clock can be found at www.npl.co.uk/time/. The number plate reader takes a live video feed from the camera on the street, which is split into

'frames'. Each frame is scanned by the ANPR and a frame is selected from the video stream which includes the number plate which is then interpreted and the entire data block is time stamped to produce the evidential record for the contravention to show the use of the vehicle in the ULEZ. The evidential record is encrypted and then passed through secure data links to our image processing centre. We have confirmed the Evidential Record is accurate and the vehicles registration mark has been correctly interpreted by our camera systems. Our records show the location of the contravention is within the ULEZ.

The Appellant subsequently made a representation. We investigated the representation and no grounds could be established that would warrant a decision to either cancel the PCN or transfer their liability. A Notice of Rejection was sent to the Appellant, duly addressing all points raised in the representation. Copies of the representation and the Notice of Rejection can be found in Section E.

For PCN [REDACTED] the representation was duly made on [REDACTED] via our 'on-line' facility through our website www.tfl.gov.uk. This representations route is set out on the PCN. When using this solution the user is asked to confirm specific information, set out the statutory ground of representation upon which they rely relevant to the contravention, and/or any mitigating factors and to upload any evidence upon which they rely. They enter the PCN and VRM details and can then view the status of the PCN, including details of the date and location of contravention, and the amount outstanding. We explain through the screens they follow that the PCN will be suspended by making the representation and that they are following the statutory legal process. They are presented with the grounds specific to the contravention type which they can select, they can set out their reasons and add additional evidence if they want TfL to consider it as part of their representation. Upon completion they are presented with a summary screen allowing them to carry out a final check of all the details before submitting the representation and being advised it has been. We have included in Section E a document that shows the details of the screens completed to make the on-line representation. The text entered into our website is then automatically transferred into the 'Notes' section of our Enforcement System against the respective PCN(s) and the progression of the PCN is suspended. We can confirm the Notes detail the representation and the date the event occurred. In addition we can also authenticate this by the fact that "CRMINTERFACE-EVENT" is recorded against the 'note' to show it is a system generated event supported by the wording 'Representation Notes:' which is then followed by the exact text used by the Appellant to make the representation on-line. The on-line route is shown by a further associated entry of 'CRMINTERFACE-EVENT Communication Channel: WEB.' There may also be a further entry of 'CRMINTERFACE-EVENT Email:...' which will include any e mail address provided at the time of making the representation for future reference or use. An extract of the entry in the Notes section is shown in Section D in Ticket History. A copy of the on-line representation has been extracted from our enforcement systems 'Notes' and can be found in section E of this pack.

In their representation, the Appellant stated this was the first time they had driven through London. They were not aware of the Ultra Low Emission Zone and hence would only have been aware of it if there had been adequate signage. They were aware of the Congestion Charge (CC) and had been informed that this did not apply

between Christmas and New Year and hence they drove through central London without paying any charges. They also mentioned that the only opportunity to view the signs at the entrance to the ULEZ on Druid Street (approaching from the South on Druid Street) is from the other side of the junction with Tower Bridge Road. They also mentioned that this is a 30mph road and with three lanes of traffic driving in the same direction, by the time the signs were visible they were already committed to driving straight ahead due to their positioning within the lanes and surrounding traffic.

They stated that this is a box junction and hence it would of course be illegal to stop within it to read the signs. It's very difficult, if not impossible to assimilate all of the information displayed across eight different road signs, spread out on both sides of the road at this junction whilst driving. This is quite overwhelming, especially if they need to navigate around other cars and pedestrians (as seen in the camera photo) at the same time. They mentioned that the ULEZ signage has very small lettering and no information regarding any charge. As they passed the junction they did manage to identify the Congestion Charge zone sign but they ignored it as it was not applicable. They stated that having since viewed the signage on Google Maps, they can see that there is an additional sign on the approach to the junction on the right hand side. They also mentioned that however, the red route was suspended on the date they drove passed it (The signs stated Mon-Sat 7am – 7pm) and hence the view of this sign from their car in the left hand lane was blocked by parked traffic.

They also mentioned that the sign is not repeated on the left hand side of the road for some reason. Therefore, even if they had been able to recognise the ULEZ sign, they would not have seen it until it was too late to take any corrective action without breaking the law and/or causing an accident. They stated that they are not averse to paying the daily charge if and when they drive through London again in the future. However, they do feel that the signage is quite misleading and perhaps intended to catch people out in order to generate income from penalty charges. They also stated that a more honest approach would be very much appreciated. They also mentioned that the penalty charge doesn't seem very reflective of similar traffic penalty charges elsewhere in the country. They have researched it and for example in Darlington a typical parking or bus lane penalty charge is £70 (£90 less than this PCN). They also stated that presumably this is to reflect the relatively higher income of people living in London, but this doesn't seem particularly fair for drivers like themselves whom do not live in London. The Appellant also attached screen shots of Google maps.

A Notice of Rejection has been issued to the Appellant.

In their appeal, the Appellant reiterated their points from their representation. They also mentioned that TfL have acknowledged their point that by the time the signs were visible they were already committed to driving straight ahead due to their positioning within the lanes and surrounding traffic.

TfL would like to state that we have acknowledged that the Appellant has stated this. However, do not acknowledge it as a valid point.

The Appellant also stated that the Notice of Rejection although very inflated with material, the rejection notice at its most basic level does not contain even a hint of reasoning why in the particular circumstances with regards to the particular

placement of this signage, TfL have considered that the placement was adequate and that the Appellant had a fair opportunity on approach from whatever lane (they do not recall), to choose an alternative route at the time when the red route was non-operational and the pale advance sign was not apparent from their position due to parked vehicles.

The Appellant again reiterated points from their representation and stated that TfL have not addressed it.

- AND STILL HAVEN'T

They have also stated for their following point with regards to the red route being suspended that the reference is conspicuous by its absence.

The Appellant iterated a paragraph of the Notice of Rejection with regards to the signage being authorised by Department for Transport (DfT) and stated that for their reasons TfL have not fulfilled paragraph 22(1) (e) of Schedule 9 to the Road Traffic Regulations Act 1984 on Druid Street as they have not used sign A and signs B in an appropriate positions. They also mentioned that whilst the document does authorise TfL to use the signs, clearly it does not state that the DfT have reviewed the positioning and agreed that it meets this criteria.

The Appellant continued to reiterate points of the Notice of Rejection and they have expanded on the points that they have previously raised.

They also stated that in summary they did not allege inadequacy of ULEZ signs in general, rather the inadequacy of these particular signs in the particular circumstances pertinent to their particular placement on Druid Street. They also mentioned that however, using such material, TfL have wrongly addressed the adequacy of the ULEZ signs in general and they believe that they may have touched a raw nerve.

They also stated that they submit that TfL's rejection notice demonstrates that they did not fully consider all the material circumstances of their case as was required and consequently they submit that TfL have failed to properly consider their representation and had TfL done so it would have been possible that they would not have the need to trouble London Tribunals. They also stated that they believe their ground for the appeal is that the penalty charge exceeded the amount applicable in the circumstances of their case. The Appellant also attached the same evidence in the form of screen prints from Google maps.

TfL would like to state that the evidence of the adequacy of the signage is clearly noticeable in the Appellant's own evidence provided as the signage is visible and positioned at the correct angles and heights to provide visibility even when larger vehicles are stationed in front of them as visible from the Appellant's screen print in which a lorry is stationed in front of the advanced warning signage and the symbols for both the ULEZ and CC are clearly observable above the lorry. We would also like to state that it is the Appellant's legal obligation to make themselves aware of any tolls and charges that may have an impact on their journey as well as to familiarise themselves with the adequate signage prior to their journey and ensure they were not contravening.

- GOOGLE CAR

How?



We would also like to state that the ground identified by the Appellant is also inadequate as the penalty amount is adequate as prescribed in the ULEZ scheme order the amount payable for a ULEZ PCN is outlined in the relevant Scheme Order for the relevant vehicle types and is shown on the PCN. The Scheme Order states the penalty charge amount for the use of a chargeable vehicle on a road in the ULEZ without payment of the appropriate charge. This penalty is reduced by 50% if the penalty charge is paid within 14 days of service of the PCN. The PCN was issued by first class post for the full amount, reduced by 50% if paid within 14 days. As such, we can find no evidence that the penalty charge amount requested exceeded that set out in the Scheme Order.

We would also like to advise that the signage with regards to the red route is not in relation to the ULEZ scheme.

We have erected traffic signs at the points where vehicles enter the ULEZ. The entry signs are regulatory signs authorised by the Department for Transport (DfT) under sections 64 and 65 of the Road Traffic Regulation Act 1984 in DfT 'Authorisation GT50/139/0171. The DfT authorisation directs us to install entry signs on or near roads entering the ULEZ. Other signing placed at our discretion includes Advance Informatory signs around half a mile from the boundary and addition of the ULEZ symbol to Directional signing near the boundary. The signs placed around the ULEZ boundary support the Scheme Order.

We were involved in lengthy discussions with the DfT and other interested parties very early in the planning and implementation stages of the ULEZ. The design principles of the ULEZ sign followed that of the Low emission Zone. The type, size, layout and information content of the ULEZ signs was agreed with the DfT at the time. The signs for the ULEZ are designed to be consistent with the design principles and regulations attributed to the Congestion Charging signage and are placed alongside the existing Congestion Charging zone signs, to emphasise the difference in operational times between the two schemes. The ULEZ signs are supported by a lower panel to confirm the scheme applies 'At all times'.

Motorists will be aware when they are about to enter the ULEZ and cross its boundary as there are regulatory 'Ultra Low Emission Zone' entry signs at the side of every road that enters the ULEZ. They are placed in accordance with the DfT authorisation on or near the boundary. At least one entry sign has been placed on these roads unless they are private roads. Larger multi-lane roads generally have two signs. The number and location of the signs were considered carefully to ensure that a sign will be visible on all approaches to the entry.

We also gave consideration to the location of each boundary point and road layout and sought to rationalise the number of entry signs and attempt to limit the level of street clutter and visual intrusion. In all instances the signs have been placed to offer the most reasonable location identifiable at that site to offer as much visibility as possible and in some instances they have been co-located on the same poles as the Congestion Charging signs, given they share the same boundary.

There are also signs to provide warning on the main approaches to the zone, which are placed to allow motorists time to take alternative routes to avoid entering the

ULEZ. The advance ULEZ signs are non-regulatory and have been provided to inform drivers that they are approaching the ULEZ.

We did not use road markings on the approaches, or at the entry, to the ULEZ, this approach was not approved by the DfT. The entry signs, advance signs and directional signing were considered to provide sufficient warning to drivers. Unlike Congestion Charging, the DfT authorisation does not permit regulatory zone exit signs for the ULEZ because the ULEZ is a 24 hour scheme and does not have 'controlled hours' in the same way as the Congestion Charging scheme or a controlled parking zone does. In such schemes an exit sign is required to outline when specifically the scheme applies during each day as drivers need to know, for example, if they have used and/or exited the zone outside of those controlled hours. In addition, we continue to advertise and provide information regarding the Ultra Low Emission Zone scheme to encourage awareness and compliance. However, it remains the responsibility of the motorist to familiarise themselves with the regulatory road traffic signs, including ULEZ signs that they encounter while driving on the public highway.

We have endeavoured to ensure that sufficient provision is available for all to purchase the charge. It is therefore the keeper's responsibility to ensure that the charge is purchased where appropriate.

Although the Appellant has offered to pay the daily charge(s) retrospectively, TfL were unable to allow the Appellant to do this. This is because the ULEZ and its supporting systems were designed to encourage drivers to examine all the travel options open to them in central London. It would be a considered and deliberated decision rather than automatically reached for a motorist to use their own vehicle for a particular journey (as opposed to public transport for example). If TfL were to allow customers the opportunity of paying the daily charge retrospectively once a PCN has been issued, it would be less incentive to consider other travel options and this would undermine one of the main objectives of the Scheme.

After reviewing the Appellant's extensive comments, evidence provided and all processes involved, with careful consideration, TfL have concluded that the non-compliant vehicle has travelled into the zone without payment of the appropriate charge. Therefore, the PCN has been issued and enforced correctly.

The ULEZ was implemented on the 8th April 2019. This followed extensive public consultation into the introduction of the scheme and a Mayor of London decision to confirm the scheme. The aim of the scheme is to improve the air quality in the central London area. The area of the ULEZ is currently the same area as the Congestion charging area however it operates entirely separately to the Congestion Charging and the Low Emission Zone (LEZ) schemes, the latter covers most of Greater London.

The ULEZ operates for 24 hours a day every day of the year, including weekends and public holidays. Each charging day runs from midnight to midnight. This mirrors the operating hours of the LEZ. The implementation and operating hours of the ULEZ have been very widely publicised and advertised throughout our publicity campaign. Full details can also be found on the ULEZ website, tfl.gov.uk/ulez.

The ULEZ daily charge is defined in Article 9 of the scheme order. The charge required for most vehicles is £12.50. This includes vehicles types M1, M2, N1 class I, II and III and L type vehicles. These types may be more commonly described such as

- Cars / estates (M1 type),
- Minibuses (M2 type)
- Motorcycles, motor tricycles and quadricycles (L-Type) and
- Commercial vehicles such as vans and pick-ups varieties up to and including 3.5 tonnes (Type N1 class I to III).

The charge increases to £100 for heavier vehicles, which includes vehicle types N2, N3 and M3. This would include and not be limited to vehicles often described as

- Larger vans over 3.5 tonnes (N2 type),
- Lorries and HGVs and their variants, (N3 type) and
- Buses/coaches over 5 tonnes (M3 type).

The ULEZ charge can be purchased up to 64 days prior to the date of travel online at tfl.gov.uk/ulez, via our Contact Centre (Tel 0343 222 2222), by Auto Pay for registered customers, through our mobile app or by post. Postal payments must be received a minimum of 10 days before the date of travel. The charge must be paid by midnight of the next working day, but only online or via the Contact Centre. This is a pay next working day charge.

The relevant charge for the vehicle subject to this appeal is calculated by us using the vehicle details when any attempt to purchase the charge through our systems such as the website, mobile application or autopay service and contact centre.

Since the introduction of the Euro standards, vehicles have been 'type approved' by the national body for this purpose, the Vehicle Certification Agency (VCA). Through this process manufacturers submit new production vehicles for test. As part of this process the manufacturer must confirm the vehicle type. And when testing the vehicle, the VCA will also measure the vehicles emissions levels, including NOx and PM to ensure the vehicle meets the required emissions standard for that vehicle type at the point of manufacture. The vehicle type and emissions measures will then apply to all production vehicles of the vehicle variant.

The vehicle 'type' is normally shown on the vehicle registration document (V5c) having being supplied by the manufacturer to the DVLA at the point of first registration after 'type approval' and the V5c will also hold the relevant emissions standards achieved for that vehicle variant when tested. It is this information which we primarily use to establish if a vehicle meets the ULEZ emissions standards, and what level of charge may be required.

We would also outline that owners of vehicles are able to update various vehicle attributes held by the DVLA upon application, with the DVLA requiring proof of the change. For both vehicle type and vehicle emissions purposes this will generally be the provision a 'Certificate of Conformity' obtained from the manufacturer. However that document is the one provided by the VCA to the manufacturer as part of type

approval process and would normally mirror the information already held by the DVLA, errors apart.

As we have set out we primarily use the information held by the DVLA to establish the vehicle type, fuel type and overall emission standard of a vehicle to determine if a vehicle complies with the ULEZ scheme emission standard or not. We may also use the age of a vehicle to assist in this determination. This applies where emissions standard are not known by the DVLA. In these instances this generally applies to older vehicles. Where this occurs we will compare the vehicle manufactured date against the mandatory introduction dates of the emissions standards introduced for new vehicles by European Union directives. Vehicles manufactured before these mandatory dates would not have been built and approved to achieve later emissions standards, which at that point may have not even been defined. Therefore older vehicles that predate each of the mandatory dates can, unless shown otherwise be deemed to be non-compliant. It should be noted the information we use is generally held upon a vehicles registration document (V5c) which often includes the specific emissions standards we may have considered.

For the purposes of the ULEZ,

- Diesel vehicles, including their hybrids are required to achieve a Euro 6 emission standard for Particulate Matter (PM) and Nitrates of Oxide (NOx).
- Petrol vehicles including their hybrids are required to achieve a Euro 4 emission standard for NOx.
- 'L- type' vehicles are required to achieve the Euro 3 standard.

The specific emissions standard values for PM and NOx to be achieved for each vehicle, dependent upon its 'type' and fuel type are shown in the appendix to the Scheme Order. However an extract of this appendix is attached to this case summary for ease of reference in the document entitled 'Emissions Standards for the Ultra Low Emission Zone (ULEZ)'.

Our records show the vehicle to be an [REDACTED] type vehicle with a fuel type of **Diesel** manufactured in [REDACTED]. The vehicle was therefore built before the mandatory ULEZ emission standard now required was introduced. It was therefore built to achieve emissions standards which exceed those now required by the ULEZ scheme and is non-compliant. No evidence the vehicle may achieve the required ULEZ emission standard has been provided. We have attached to this case summary a copy of an enquiry we have made to the vehicle enquiry service operated by the DVLA which shows information on the vehicles V5c including the fuel type, vehicle type (if known) and age of the vehicle, although this enquiry does not show the relevant vehicles emissions values. This can be found through: <https://vehicleenquiry.service.gov.uk/>.

We have checked the register and the data available and we remain satisfied our records are accurate and the vehicle does not comply with the emissions standards of the Scheme Order, as such we were reasonably entitled to issue the PCN for the use of a non-compliant vehicle in the ULEZ.

The major publicity campaign we launched in May 2018 aimed to promote the ULEZ and to ensure drivers and businesses are ready for the ULEZ. Since June 2018 we

have sent 3.3 million awareness emails to customers in our databases, including congestion charging and oyster card account holders. At the point of the scheme commencement we had issued 5.3 million e-mails. Additionally we sent over 600,000 letters through the DVLA to vehicle owners whose vehicle had been within the central London Congestion Charge Zone since October 2017. These letters were sent to vehicles considered to be non-complaint with the ULEZ.

We have also undertaken a multimedia campaign that has included Posters using large digital formats, roadside and sites across the TFL network. We have also placed reminders of the ULEZ on the Congestion Charge payment receipt's we have issued. We have also run radio adverts across 10 London channels. Undertaken a wider ranging press campaign using both National and London press and into Trade press publications too, such as Fleet World, Motor Cycle News and Truck and Driver. We have extended advertising across 'Google search adverts' that directed those interested to the TfL website for further information, Additionally to Petrol station screens and nozzles, used online videos targeting London drivers to get them ready for launch. We have also developed a partnership with 'Waze' (a global driving app) to make 1M London drivers aware of the new ULEZ boundary. We have also used 'Twitter' to London drivers again pushing the ULEZ boundary/map and to push motorists/users to check our ULEZ vehicle checker. Subsequently our on line vehicle checker had been accessed over 3.3million times up to the schemes launch. The checker sets out our view of the vehicles status under the ULEZ. Fuller details of our campaign and examples of the publicity are shown in 'ULEZ Publicity campaign' document the appended to this case summary.

Motorists are made aware when they are about to enter the ULEZ through the use of regulatory 'Ultra Low Emission Zone' entry signs. We have installed over 300 new ULEZ signs at the side of every road that enters the ULEZ. They are placed on or near the boundary in accordance with the Department for Transport (DfT) authorisation GT50/139/0171. At least one entry sign has been placed on each entry road with larger multi-lane roads generally having two signs. The number, location and orientation of the ULEZ signs required were considered carefully to ensure the regulatory signs would be visible on all entry approaches to the ULEZ.

The authorised ULEZ signs do not appear in The Traffic Signs Regulations and General Directions 2016 (TSRGD) however they are subject to special authorisation as referenced. In addition they also have a supporting lower panel or 'time plate'. The principle in place is that where there is no time or day information provided on a traffic sign, drivers should generally make the automatic presumption the sign applies at all times. There are numerous examples of Regulatory signs within the TSRGD that follow this principle. When the request was made for the special authorisation for The Low Emission Zone signs, TfL and DfT followed this signing practice. Signing best practice also requires signs be as concise and clear as possible so placing additional unnecessary time information should be avoided. However, when it came to designing the Ultra Low Emission Zone, TfL had to consider that the ULEZ operates in exactly the same area as Congestion Charging. Since Congestion Charging operates Mon-Fri 7am -6pm, and the signs for the two schemes would generally be placed adjacent to one another, the additional text "At All Times" was added in the lower panel to ensure clarity that the two schemes

operated at different times and ensure drivers did not think the ULEZ applied at the same hours as Congestion Charging or vice versa.

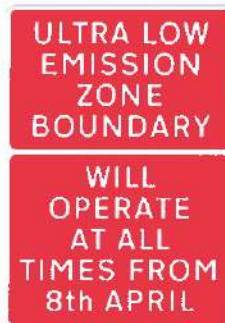
The Special Authorisation directs that ULEZ entry signs (Types A & B) must be placed to indicate the entry to the scheme. These are the only sign types that are mandatory. Sign Type A is used where the ULEZ signs are mounted standalone. Sign Type B is used where the 'Transport for London' header is not required because the signs are mounted directly below a Congestion charging sign (which already bears the TfL header).

An example of the regulatory sign Type A, with Transport for London header in place is shown below and shows the information on the 'time plate':



The boundary of the ULEZ is currently the same as that of the Congestion Charging scheme and in many instances we have utilised exactly the same pole as that used for the congestion charging signs. Therefore examples of sign Type B will also be seen. We are therefore of the view we have fulfilled our statutory requirement to place the appropriate signs around the boundary to inform motorists of the ULEZ.

In advance of the ULEZ scheme starting we were permitted to pre-installed all the ULEZ signs, however they were required to be masked, sign types E and F refer. This is also conveyed within the special authorisation. These signs were erected some weeks prior to the start of the launch of the scheme on 8th April 2019 and also served as advance notice of the scheme start, the contents being easily understood and could be used to search the internet. An example of this sign type is shown below. On the day prior to the launch of the ULEZ a process was undertaken to 'reveal' the ULEZ signs in readiness for use from midnight 8th April 2019. The signs remain subject to a robust inspection and maintenance regime.



In addition there are advance warning signs on the main approaches to the ULEZ which advises motorists they are approaching the ULEZ. They have been placed to allow motorists time to take alternative routes to avoid entering the ULEZ. The signs are there not just to alert drivers on their first use of the ULEZ, but exist as a

continuous reminder for any motorist who travels regularly into the ULEZ of the need to pay a ULEZ charge if using a vehicle that does not comply with the ULEZ emissions standards.

Whilst we acknowledge not all drivers will be familiar with the requirements of the ULEZ we consider sufficient information available to make drivers aware of how the scheme operates and the requirement to pay the charge. Information relating to the charge can be obtained directly from our website at tfl.gov.uk/ulez or via our Contact Centre (Tel 0343 222 2222).

There has been no evidence presented which in our view demonstrates the vehicle meets the required emissions standard as set out in the scheme order and we remain satisfied that our assessment of the vehicle is accurate and that it is non-compliant with the required emission standards.

We have also checked our records and can find no trace of the purchase of a relevant ULEZ daily charge for the vehicle for the date of the contravention, or that it was subject to an exemption or 100% discount.

When considering representations and appeals, we fully consider all the circumstances including any mitigating factors presented and whether it would be appropriate to apply our discretion over the enforcement of the Penalty Charge Notice. In this instance we have decided not to exercise that discretion. No paid charge has been found for the date of contravention, the PCN has been issued correctly.

Therefore as the Appellants non-compliant vehicle was clearly captured within the ULEZ on the date and time of the contravention and we have no record of a charge payment for this VRM for the date of contravention, the PCN has been correctly issued.

We are satisfied that on all the evidence available no ground of representation has been made out in accordance with Regulation 13 of the Road User Charging (Enforcement and Adjudication) (London) Regulations 2001 as amended.

TfL have rechecked the original representation and all of its PCN processes and is fully convinced that due diligence has been performed in the aspects relating to this case and therefore the appeal should not be allowed.

TfL would like to advise that the outstanding amount for the PCN is £80.00 if paid within 14 days of the Adjudicator's decision.

Signed:



Dated:

[REDACTED]

Name: Andrei Tancau

Position: Appeals Officer



**ROAD TRAFFIC REGULATION ACT 1984 – SECTIONS 64 AND 65
AUTHORISATION OF TRAFFIC SIGNS AND SPECIAL DIRECTIONS**

The Secretary of State for Transport in exercise of powers under Sections 64 and 65 of the Road Traffic Regulation Act 1984¹, and of all other powers enabling him in that behalf, hereby gives the authorisation contained in paragraphs 2 and 3 of this Instrument and the directions contained in paragraph 4 of this Instrument.

1. In this Instrument –

“Authorised sign” means a traffic sign whose placing on roads is authorised by paragraph 2;

“the London Ultra Low Emission Zone” means the area in respect of which charges are imposed for the keeping or use of motor vehicles not meeting certain emission standards pursuant to a Scheme;

“Scheme” means a scheme for imposing charges made in respect of keeping or use of certain motor vehicles not meeting certain emission standards made by Transport for London pursuant to sections 295 and 420 (1) and by Schedule 23 of the Greater London Authority Act 1999²;

“the 2016 Regulations” means the Traffic Signs Regulations and General Directions 2016 (Part 1 of S.I. 2016/362)³.

¹ 1984 c.27

² 1999 c.29

³ SI 2016 No.362



2. The Secretary of State hereby:-

- (1) authorises the erection at appropriate sites on or near any road in Greater London of a traffic sign (hereinafter referred to as "the authorised sign A") conforming as to size, colour and character with that referenced "Sign A" in the attached set of drawings numbered GT50/139/0171-1 save that (i) the reference to the times of operation may be varied or omitted; and (ii) the x-height may be varied as indicated; and
- (2) authorises the erection at the said sites of a traffic sign (hereinafter referred to as "the authorised sign B") conforming as to size, colour and character with that referenced "Sign B" in the said set of drawings save that (i) the reference to the times of operation may be varied or omitted; and (ii) the x-height may be varied as indicated; and
- (3) authorises the erection at the said sites of a traffic sign (hereinafter referred to as "the authorised sign C") conforming as to size, colour and character with that referenced "Sign C" in the said set of drawings save that (i) the distance may be varied or omitted; (ii) the arrow may be reversed or omitted; and (iii) the congestion charging symbol may be omitted; and
- (4) authorises the erection at the said sites of a traffic sign (hereinafter referred to as "the authorised sign D") conforming as to size, colour and character with that referenced "Sign D" in the said set of drawings save that (i) the reference to the times of operation in the ULEZ panel may be varied or omitted; (ii) the x-height may be varied as indicated; (iii) the distance may be varied or omitted; and (iv) the congestion charging panel may be omitted; and



- (5) authorises the erection at the said sites of a traffic sign (hereinafter referred to as “the authorised sign E”) conforming as to size, colour and character with that referenced “Sign E” in the said set of drawings save that (i) the reference to the times of operation may be varied or omitted; (ii) the reference to the date may be varied or omitted; and (iii) the top panel may be omitted; and
- (6) authorises the erection at the said sites of a traffic sign (hereinafter referred to as “the authorised sign F”) conforming as to size, colour and character with that referenced “Sign F” in the said set of drawings save that (i) the reference to the times of operation may be varied or omitted; (ii) the reference to the date may be varied or omitted; and (iii) the top panel may be omitted; and
- (7) directs that the ULEZ symbol shown in the said set of drawings (hereinafter referred to as “the authorised symbol G”) conforming as to size, colour and character with that referenced “Symbol G” in the said set of drawings may be placed on any appropriate sign in Schedule 12, Part 2, Items 1 and 2 of the 2016 Regulations; and
- (8) directs that the ULEZ symbol shown in the said set of drawings (hereinafter referred to as “the authorised symbol H”) conforming as to size, colour and character with that referenced “Symbol H” in the said set of drawings may be placed on any appropriate sign in Schedule 12, Part 2, Item 3 of the 2016 Regulations.



3.

- (1) The provisions of Regulations 5, 7, 8 and 11 of the 2016 Regulations shall apply to the authorised signs A, B and C as they do to the sign shown in Item 1 of the sign table in Schedule 8, Part 4 (diagram 677) to those Regulations.
- (2) The provisions of Regulations 5, 7, 8 and 11 of the 2016 Regulations shall apply to the authorised signs D as they do to the sign shown in Item 3 of the sign table in Schedule 8, Part 4 (diagram 818.6) to those Regulations.
- (3) The provisions of Regulations 5, 7, 8 and 11 of the 2016 Regulations shall apply to the authorised signs E and F as they do to the sign shown in Item 37 of the sign table in Schedule 13, Part 6 (diagram 7014) to those Regulations.
- (4) The provisions of Regulations 5, 7, 8 and 11 of the 2016 Regulations shall apply to the authorised symbol G and H as they do to the symbol shown in Item 19 of the sign table in Schedule 12, Part 11 to those Regulations.

4. The Secretary of State hereby directs that –

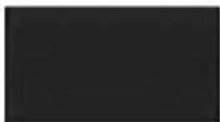
- (1) Without prejudice to any regulations made under paragraph 22 (1) (e) of Schedule 9 to the Road Traffic Regulation Act 1984; the authorised signs A and B shall be placed on or near any road in Greater London in sufficient numbers and in appropriate positions to indicate to all traffic entering the London Ultra Low Emission Zone the nature of the provisions of a Scheme.
- (2) Without prejudice to any regulations made under paragraph 22 (1) (e) of Schedule 9 to the Road Traffic Regulation Act 1984; the authorised signs C-F or signs incorporating symbols G and H may be placed on or near any road in Greater London in sufficient numbers and in appropriate positions to indicate to all traffic entering the London Ultra Low Emission Zone the nature of the provisions of a Scheme.



- (3) The authorised signs A-F and the authorised symbols G and H when incorporated on signs, may be placed only as appropriate to indicate the provisions of a Scheme.
- (4) Without prejudice to any statutory provision to the like effect, it is a condition of this authorisation that the placing of the authorised signs A-F or signs incorporating symbols G and H on or near the said roads shall continue to have effect only until such day as may be appointed by one month's notice given by the Secretary of State in writing to the traffic authority for the removal or alteration of the authorised signs, and on that day the said authorisation shall, without prejudice to the giving of any further authorisation or direction, cease to have effect.

Dated *1st August* 2018

Signed by authority of the Secretary of State



.....
A Delegated Official of the Department for Transport



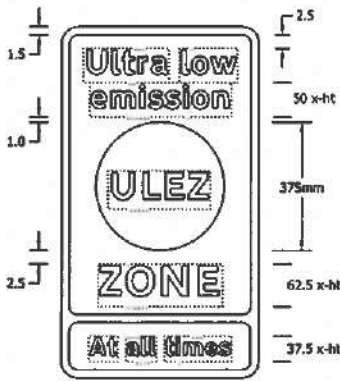
X-height mm		Width (mm)	Height (mm)	Area (m ²)
Top panel	Main sign			
-	62.5	630	1245	0.78m ²
	75	755	1495	1.13m ²
	100	1005	1995	2.00m ²
	150	1505	2990	4.50m ²
	200	2010	3990	8.02m ²
	250	2510	4985	12.53m ²
	300	3015	5985	18.04m ²

NOTES:

- The legend is from the Transport Heavy alphabet at the x-heights shown in the table.
- The tile outlines do not form part of the sign.
- COLOURS:
 - Main sign
 - Background: Green (Light Brunswick Green)
 - Legend: White
 - Border: Black
 - Symbol patch: White
 - 'ULEZ' symbol: Green (Light Brunswick Green)
 - Top panel
 - Legend & symbol: Blue
 - Background: White
 - Border: Black
 - Bottom panel
 - Background: White
 - Legend & Border: Black
- DIMENSIONS: x-heights are in millimetres, other dimensions are in stroke widths based on the x-height of the main panel (4sw = x-height).

Sign A

						Road Space Management Traffic Design Engineering					
						Paolstra 197 Blackfriars Road London SE1 8NZ					
REV	DATE	DETAILS	BY	CHEK	APP	DATE	SCALE	APP	CHEK	REV	APPROVED BY
						APR. 15	A1.5 @ A4	PT	CP	EVY	010 CR 015
scheme Ultra Low Emission Zone Regulatory Entry Sign						NON-VERIFIED DESIGN					
						Drawing No ULEZ-TDE-TSL-ZZ-DR-TE-23-011					
<small>© Crown copyright and database rights 2015 Ordnance Survey 10001971</small>											



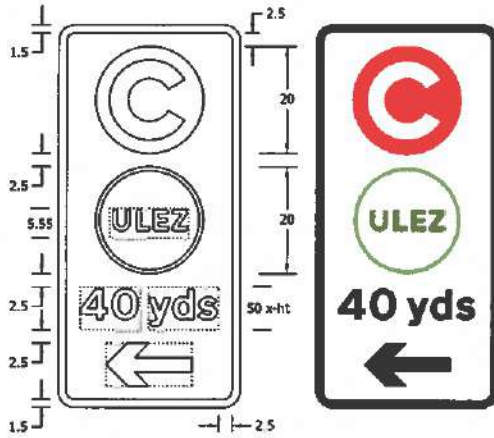
Sign B

X-height (mm)		Width (mm)	Height (mm)	Area (m ²)
Top panel	Main sign			
-	62.5	575	1025	0.59m ²
	75	690	1230	0.85m ²
	100	920	1640	1.51m ²
	150	1380	2460	3.40m ²
	200	1840	3280	6.03m ²
	250	2300	4100	9.43m ²
	300	2760	4920	13.58m ²

NOTES:

- The legend is from the Transport Heavy alphabet at the x-heights shown in the table.
- The tile outlines do not form part of the sign.
- COLOURS:**
 - Main sign**
 - Background: Green (Light Brunswick Green)
 - Legend: White
 - Border: Black
 - Symbol patch: White
 - 'ULEZ' symbol: Green (Light Brunswick Green)
 - Bottom panel**
 - Background: White
 - Legend & Border: Black
- DIMENSIONS:** x-heights are in millimetres, other dimensions are in stroke widths based on the x-height of the main panel (4sw = x-height).

				Road Space Management Traffic Design Engineering			
				Palastre 197 Blackfriars Road London SE1 8NJ			
rev	date	details	dim	chk	app	sheet no 013 of 0.8	revision P01
through Ultra Low Emission Zone Regulatory Entry Sign						NON-VERIFIED DESIGN	
drawing no ULEZ-TDE-TSL-ZZ-DR-TE-23-012							
© Crown copyright and database right 2012 Ordnance Survey 100024011							




Sign C

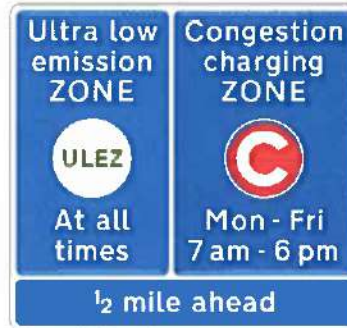
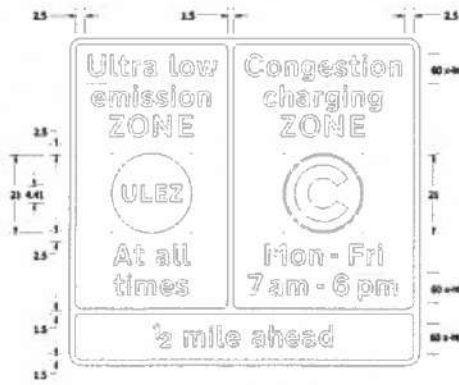
X-height (mm)		Width (mm)	Height (mm)	Area (m ²)
Bottom panel	Main sign			
-	50	425	895	0.38m ²

NOTES:

1. The legend is from the Transport Heavy alphabet at the x-heights shown in the table.
2. The tile outlines do not form part of the sign.
3. COLOURS: Main panel
Background: White
Border: Black
Symbol patch: Green (Light Brunswick Green)
'CONGESTION CHARGE' symbol: Red
'ULEZ' symbol: Green (Light Brunswick Green)
Legend: Black
4. DIMENSIONS: x-heights are in millimetres, other dimensions are in stroke widths based on the x-height of the main panel (4sw = x-height).
5. Distance may be varied or omitted, arrow may be reversed or omitted.

TFL Engineering		Traffic Design Engineering			
		Palastra 197 Blackfriars Road London SE1 8NJ			
rev	date	details	dm	ch	app
through Ultra Low Emission Zone Advance Warning Sign					
date	size	dm	etc	app	sheet no
JAN 18	M T 5 @ A4	PT	CP	SVT	004 OF 005
submitted SO NON-VERIFIED DESIGN		revision P01			
drawing No ULEZ-TDE-TSL-ZZ-DR-TE-24-004					
<small>© Crown copyright and database right. All rights reserved. 100019371</small>					

X-height mm		Width (mm)	Height (mm)	Area (m ²)
Bottom panel	Main sign			
60	60	1300	1300	1.79m ²
75	75	1725	1620	2.8m ²



Sign D

NOTES

- The legend is from the Transport Heavy alphabet at the x-heights shown in the table.
- The site outlines do not form part of the sign.
- COLOURS
 - Left panel
 - Background: Blue
 - Legend: White
 - Border: White
 - Symbol patch: White
 - 'ULEZ' symbol: Green Eight Barrowick Green
 - Right panel
 - Background: Blue
 - Legend: White
 - Border: White
 - Symbol patch: White
 - 'CONGESTION CHARGING' symbol: Red
 - Bottom panel
 - Legend: White
 - Background: Blue
 - Border: White
- DIMENSIONS: x-heights are in millimetres, other dimensions are in stroke widths based on the x-height of the main panel. x-height.
- The distance may be varied.

10. Engineering		Traffic Design Department	
		Project: ULEZ TDE-TSL-ZZ-DR-TC-25-00	
Ultra Low Emission Zone Advance Warning Sign			
DATE	BY	CHKD	ISSUED
2016/01/11	11	11	11
50 NON-VERBAL DESIGN		P0	
ULEZ-TDE-TSL-ZZ-DR-TC-25-00			



NOTES:

1. **COLOURS:** Background: White
ULEZ Character: Green (Light Brunswick Green)
2. **DIMENSIONS:** Symbol sizes are shown in the table below. The size used will depend on the sign on which the symbol is placed. Sizes are shown in stroke widths (sw) relate to the x-height of the main sign.
(4sw = x-height)

TABLE OF
D1
17 sw di:
21 sw di:

NOTE: Values of D2 and D3 shall be varied proportionally for symbol diameters D1 not shown in the table.

Symbol G

				Traffic Design Engineering	
				Palestra 197 Blackfriars Road London SE1 8AJ	
rev	date	details	dim	chk	app
scheme Ultra Low Emission Zone ULEZ Symbol on Dark Backgrounds					
date	scale	dim	chk	app	sheet no
JUN 18	N.T.S @ A4	AJJ	CP	KVT	000 / OF 0002
status	NON-VERIFIED DESIGN				revision
S0					P01
drawing no ULEZ-TDE-TSL-ZZ-DR-TE-30-0001					
<small>© Crown copyright and database right 2018. © Ordnance Survey 2018. All rights reserved.</small>					

Search results from <https://vehicleenquiry.service.gov.uk> for the appellants VRM.

GOV.UK Check if a vehicle is taxed and has an MOT

VRM

✓ Taxed
Tax due: [REDACTED]

▶ [Incorrect tax status?](#)

✓ MOT
Expires: [REDACTED]

▶ [Incorrect MOT status?](#)

! If you've just bought this vehicle the [tax](#) or [SORN](#) doesn't come with it. You'll need to [tax](#) it before driving it.

Vehicle Details

Vehicle make	[REDACTED]
Date of first registration	[REDACTED]
Year of manufacture	[REDACTED]
Cylinder capacity	1398 cc
CO ₂ emissions	113 g/km
Fuel type	DIESEL
Euro status	Not available
Real Driving Emissions (RDE)	Not available
Export marker	No
Vehicle status	Taxed
Vehicle colour	[REDACTED]
Vehicle type approval	[REDACTED]
Wheelplan	[REDACTED]
Revenue weight	[REDACTED]
Date of last V5C (logbook) issued	[REDACTED]

DVLA services

- [Tax your vehicle](#)
- [Register your vehicle as off the road \(SORN\)](#)
- [Change your vehicle's tax class](#)
- [Tell DVLA you've sold, transferred or bought a vehicle](#)
- [Report an untaxed vehicle](#)
- [Check you're not buying a stolen vehicle](#)

DVSA services

- [Check the MOT history of a vehicle](#)
- [Report a vehicle with no MOT](#)
- [MOTs for vehicles registered in Northern Ireland](#)

Transport for London ULEZ Publicity Launch Summary

E-mail notifications to TfL customer databases to inform of ULEZ sent to Autopay customers February 2019

Wider e-mails have been used across all of the Congestion Charging and Oyster card account databases. These have been tailored to the customer group.

From: Transport for London (mailto:Transport_for_London@email.tfl.gov.uk)
Sent: 18 February 2019, 10:01
To: Burrows Simon
Subject: Driving in London updates

Are our emails displaying well on your device? If not, allow images or [view online](#)

Home Plan journey Status update Driving

CLEANER AIR FOR LONDON
The Ultra Low Emission Zone Is coming

TRANSPORT FOR LONDON

Dear Internal TfL recipient,

Every child in London is breathing toxic air, mainly caused by road vehicles. To help tackle this, the Ultra Low Emission Zone (ULEZ) is coming to central London in the same area as the Congestion Charge zone.

It will operate 24 hours a day, every day of the year, from 8 April 2019.

Vehicles will need to meet the new stricter emission standards, or pay the daily ULEZ charge. This is in addition to the weekday Congestion Charge.

[Check your vehicle](#)

Alternatively, you can avoid the charge by taking public transport, cycling or walking. For essential journeys drivers should use vehicles that meet the emission standards rather than pay a daily charge. This is part of the commitment by the Mayor, Sadiq Khan, and TfL to help Londoners breathe cleaner air.

[Find out more about ULEZ](#)

Yours sincerely,


Paul Cooper
General Manager, Road User Charging


[When is it coming?](#)
Ultra Low Emission Zone 8 April 2019 24/7 central London


[What do I need to do?](#)
Check your vehicle meets the standards

An example e-mail sent to our Congestion charging Autopay customers is shown below sent 19/6/18.

Home Plan journey Status update Driving

The Ultra Low Emission Zone is coming



TRANSPORT FOR LONDON 

Dear Text email recipient,

In 6 weeks on 8 April 2019, the Central London Ultra Low Emission Zone (ULEZ) launches, which will help to tackle London's toxic air.

The level of air pollution is contributing to thousands of people dying prematurely every year, and in the worst affected parts of our city it's increasing people's risk of heart and lung disease and asthma. That's why we're taking action to help clean up our dangerously polluted air and improve public health.

Owners of vehicles that don't meet the new stricter emissions standards and still wish to drive within the ULEZ will need to pay a daily charge. Please note that vehicles registered for a Congestion Charge discount are not exempt from the ULEZ.

[Check your vehicle](#) on our online Vehicle Checker to see if it complies with the central London ULEZ.

For essential journeys you can avoid the charge by using a vehicle that meets the emission standards. Otherwise where possible use public transport, walking or cycling. However, if you do choose to pay the daily charge, here is information on payment options to help you prepare.

Auto Pay **When will ULEZ operate**

As an existing Auto Pay customer you will be automatically charged for the ULEZ and the Congestion Charge if your vehicle doesn't meet the ULEZ standards and you drive within the ULEZ.

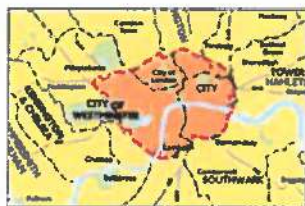
Daily ULEZ charge:

Cars, small vans, motorcycles & minibuses: £12.50
 Lorries, coaches and larger vehicles: £100

[Find out more on our website](#)

From 8 April 2019, ULEZ will operate in central London 24 hours a day, every day of the year. The daily charge runs from 00:01-midnight. If you drive within the ULEZ area across two days, for example before midnight and after midnight, you will be charged two daily charges if your vehicle doesn't meet the ULEZ standards.

[Find out more on our website](#)



Where ULEZ will operate

The Ultra Low Emission Zone will cover the same area as the Congestion Charge.

[Find out more on our website](#)



Check your vehicle

To comply, vehicles must meet the ULEZ emission standards or pay the daily charge. These vary according to vehicle and fuel type.

[Check your vehicle](#)

Some drivers and vehicles will qualify for a temporary discount from the ULEZ charge. For more information, please visit the [Discounts and exemptions webpage](#).

You can [view a copy of the new terms and conditions on our website](#).

Yours sincerely,

Paul Thompson

Examples of Poster Campaigns Run for ULEZ awareness

We have used a range of posters to publicise the ULEZ. These have been placed at Roadside, across the TfL transport network, either as posters or formatted and used in digital screens.

In total we provided 24,999 posters in varying formats / sizes.

We also used 150 petrol station screens across the London area and advertised on 672 fuel nozzles.

a. May 2018



b. Jan 2019

Transport for London

The Central London Ultra Low Emission Zone will operate 24/7

Help London breathe

MAYOR OF LONDON

TRANSPORT FOR LONDON

Transport for London


The Central London Ultra Low Emission Zone will operate from 8 April

Help London breathe

MAYOR OF LONDON




TRANSPORT FOR LONDON


c. March 2019




Will the Ultra Low Emission Zone affect you?

Search 'ULEZ' to see if you need to pay.






MAYOR OF LONDON  TRANSPORT FOR LONDON

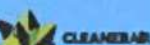


The Ultra Low Emission Zone will cover the same area as the Congestion Charge zone

Search 'ULEZ' to see if you need to pay







MAYOR OF LONDON  TRANSPORT FOR LONDON




The Central London Ultra Low Emission Zone will operate from 8 April

Search 'ULEZ' to see if you need to pay







MAYOR OF LONDON  TRANSPORT FOR LONDON




The Central London Ultra Low Emission Zone will operate 24/7

Search 'ULEZ' to see if you need to pay






MAYOR OF LONDON  TRANSPORT FOR LONDON


d. Post April 2019




Does the Ultra Low Emission Zone affect you?

Search 'ULEZ' to see if you need to pay.






MAYOR OF LONDON  TRANSPORT FOR LONDON




The Ultra Low Emission Zone covers the same area as the Congestion Charge zone

Search 'ULEZ' to see if you need to pay.






MAYOR OF LONDON  TRANSPORT FOR LONDON




The Central London Ultra Low Emission Zone is now in operation

Search 'ULEZ' to see if you need to pay.







MAYOR OF LONDON  TRANSPORT FOR LONDON



The Central London Ultra Low Emission Zone now operates 24/7

Search 'ULEZ' to see if you need to pay.



MAYOR OF LONDON  TRANSPORT FOR LONDON

e. TfL's ULEZ website

Details of the 'Vehicle checker' that has been made available and publicised to enable vehicle owners to check their vehicle status under the ULEZ.

This sets out 'basic scheme details' provides options to visit alternate pages in the website giving more information, such as the emissions standards and clarifies the need to ensure 'accurate' data entry when inserting the vehicle registration number.

TRANSPORT FOR LONDON

Plan a journey Status updates Maps Fares Help & contacts More

Search

Driving Check your vehicle

Check your vehicle

Find out if your vehicle meets the emissions standards required for the Ultra Low Emission Zone (ULEZ) and/or the Low Emission Zone (LEZ).

The **ULEZ** affects all vehicles driven within the central London area. The **LEZ** affects larger vans, minibuses, lorries, buses and coaches as well as other specialist vehicles driven within most of Greater London. This checker doesn't yet reflect [changes we're making to LEZ standards in 2020](#).

Both schemes operate 24 hours a day, every day of the year - charging days run from midnight to midnight.

If your vehicle doesn't meet the emissions standards of these schemes you will need to pay charges. You must also pay the [Congestion Charge](#) if you drive within the central London zone during charging hours (Monday-Friday, 07:00-18:00), unless you have a discount or an exemption.

i Be careful! not to mix up the letters 'I' and 'O' with the numbers '1' and '0'.

Choose the correct country of registration. You risk getting a penalty if you pick the wrong one.

Number plate (Vehicle Registration Mark)

eg AB01ABC

LONDON ROAD USER CHARGING

Sign in

No account yet? [Create an account](#)

ULEZ standards >

LEZ standards >

Pay to drive in London >

ULEZ zone >

LEZ zone >

1. Press / Media Advertising

We have used a range of Press/Media publication to raise awareness of the ULEZ; we undertook 228 adverts across regional/local and National and specialist publications including:

- The Sun
- Daily Mail
- The Mirror
- Evening Standard
- Metro
- City AM

- Motor Cycle News
- Truck and Driver
- Fleet World
- Van Fleet World
- What Van?
- Commercial Motor

2. Radio Advertising

Radio stations have also been used to raise awareness of the ULEZ, we used 3619 radio spots both Local and National including:

- Kiss
- Heart
- Capital
- Radio X
- Smooth
- Talk Sport
- LBC
- Absolute
- Magic
- Sunrise

3. On Line Advertising

We have also used 'Google' advertising to promote the ULEZ and to provide a link to our vehicle checker.

In addition we have used 'Twitter' and worked in partnership with 'WAZE' to undertake mobile advertising to target London Drivers.

4. DVLA vehicle mail outs

We used a service provided by the DVLA who sent out letters to registered keepers of non compliant vehicles seen using the ULEZ area. This resulted on over 600k letters being sent from May 2018 to March 2019 to raise awareness of the ULEZ.

Emissions Standards for the Ultra Low Emission Zone (ULEZ)

The information below is an extract from the Greater London low Emission Zone Scheme Order 2006 as varied. The information is drawn from Annex 2 to the order where the required ULEZ emissions standards are stated. The tables are not verbatim as presented in the Scheme Order although the information is.

The tables have been 'sorted' to show diesel fuel vehicle (compression ignition) reference tables in the top 2 tables, followed by petrol fuel vehicle (positive ignition) in the 3rd and 4th tables, and sorted into clear vehicle class order in each table for ease of reference. 'L' type vehicles are in table 5.

Column A has been omitted from the reproduced tables as it serves no purpose.

Column B defines the type or 'Class' of vehicle. Often found on the V5c

Column D is the emission standard required Euro 4/IV or 6/VI for the class of vehicle

*Column E is the specific minimum emission standard value for NoX**

*Column F is the specific minimum emission standard value for PM**

Column G outlines the specific test cycles that can be used

The values highlighted * can often be found on many newer vehicles V5c registration documents.

As a general rule the following 'rough guide' can be used to establish how the tables may translate to a vehicle based on fuel type and weight, however full reference must be made to the Scheme Order definitions and the Vehicle Certification Agency website should explicit clarification be required.

- M1 = car / estate type vehicles
- M2 = Minibus type vehicles
- M3 = Single decker bus/coach or double decker
- N1 class I = small car derived vans
- N1 class II = standard vans, 4x4 utility vehicles / pick ups
- N1 class III = larger vans, smaller trucks
- N2 = lorries / goods vehicles up to 12 tonnes
- N3 = lorries / HGVs over 12 tonnes

PART 2

EMISSIONS STANDARDS FOR ULTRA LOW EMISSION VEHICLES

2.—(1) A vehicle meets the standards set out in Tables 2 to 6 if—

- (a) the vehicle is certified by the appropriate national approval authority as having been manufactured to satisfy the EC emissions standard specified for that vehicle in column (d) of the Table;
- (b) the vehicle has been adapted, by means of an exhaust after-treatment system or otherwise, so that—
 - (i) the limit values for the emission of NO_x specified for the vehicle in column (e) would not be exceeded during the appropriate test or tests specified in column (g) of the Table; and
 - (ii) for vehicles falling within Tables 2, 3 or 4, the limit values for the emission of particulate matter specified for the vehicle in column (f) would not be exceeded during the appropriate test or tests specified in column (g) of the Table.

or

- (c) in respect of all other vehicles—
 - (i) the limit values for the emission of NO_x specified for the vehicle in column (e) would not be exceeded during the appropriate test or tests specified in column (g) of the Table; and
 - (ii) for vehicles falling within Tables 2, 3 or 4, the limit values for the emission of particulate matter specified for the vehicle in column (f) would not be exceeded during the appropriate test or tests specified in column (g) of the Table.

**TABLE 2 - EURO VI STANDARDS FOR COMPRESSION IGNITION (Diesel)
CLASS M & N VEHICLES**

<i>(b)</i> Class of vehicle	<i>(c)</i> Reference mass of vehicle, where relevant (kg)	<i>(d)</i> EC emissions standard	<i>(e)</i> Limit values for NO _x (grams per Kwh)	<i>(f)</i> Limit values for particulate matter	<i>(g)</i> Appropriate tests
M1	exceeding 2610	Euro VI	0.4 (WHSC) and 0.46 (WHTC)	0.01 g/kWh and 8.0×10 ¹¹ PN/kWh (WHSC) and 6.0×10 ¹¹ PN/kWh (WHTC)	WHSC and WHTC
M2	exceeding 2610	Euro VI	0.4 (WHSC) and 0.46 (WHTC)	0.01 g/kWh and 8.0×10 ¹¹ PN/kWh (WHSC) and 6.0×10 ¹¹ PN/kWh (WHTC)	WHSC and WHTC
M3		Euro VI	0.4 (WHSC) and 0.46 (WHTC)	0.01 g/kWh and 8.0×10 ¹¹ PN/kWh (WHSC) and 6.0×10 ¹¹ PN/kWh (WHTC)	WHSC and WHTC
N1	exceeding 2610	Euro VI	0.4 (WHSC) and 0.46 (WHTC)	0.01 g/kWh and 8.0×10 ¹¹ PN/kWh (WHSC) and 6.0×10 ¹¹ PN/kWh (WHTC)	WHSC and WHTC
N2	exceeding 2610	Euro VI	0.4 (WHSC) and 0.46 (WHTC)	0.01 g/kWh and 8.0×10 ¹¹ PN/kWh (WHSC) and 6.0×10 ¹¹ PN/kWh (WHTC)	WHSC and WHTC
N3		Euro VI	0.4 (WHSC) and 0.46 (WHTC)	0.01 g/kWh and 8.0×10 ¹¹ PN/kWh (WHSC) And 6.0×10 ¹¹ PN/kWh (WHTC)	WHSC and WHTC

**TABLE 4 - EURO 6 STANDARDS FOR COMPRESSION IGNITION (Diesel)
CLASS M & N VEHICLES**

<i>(b) Class of vehicle</i>	<i>(c) Reference mass of vehicle, where relevant</i>	<i>(d) EC emissions standard</i>	<i>(e) Limit values for NO_x (grams per kilometre)</i>	<i>(f) Limit values for particulate matter</i>	<i>(g) Appropriate tests</i>
M ₁	not exceeding 2610	Euro 6	0.08	0.005 g/km and 6.0×10 ¹¹ PN/km	Type I
M ₂	not exceeding 2610	Euro 6	0.125	0.005 g/km and 6.0×10 ¹¹ PN/km	Type I
N ₂	not exceeding 2610	Euro 6	0.125	0.005 g/km and 6.0×10 ¹¹ PN/km	Type I
N ₁ sub-class (i)	not exceeding 2610	Euro 6	0.08	0.005 g/km and 6.0×10 ¹¹ PN/km	Type I
N ₁ sub-class (ii)	not exceeding 2610	Euro 6	0.105	0.005 g/km and 6.0×10 ¹¹ PN/km	Type I
N ₁ sub-class (iii)	not exceeding 2610	Euro 6	0.125	0.005 g/km and 6.0×10 ¹¹ PN/km	Type I

**TABLE 3 - EURO VI STANDARDS FOR POSITIVE IGNITION (Petrol)
CLASS M & N VEHICLES**

<i>(b) Class of vehicle</i>	<i>(c) Reference mass of vehicle, where relevant (kilograms)</i>	<i>(d) EC emissions standard</i>	<i>(e) Limit values for NO_x (grams per kilowatt hour)</i>	<i>(f) Limit values for particulate matter</i>	<i>(g) Appropriate tests</i>
M ₁	exceeding 2610	Euro VI	0.46	0.01 g/kWh and 6.0×10 ¹¹ PN/kWh	WHTC
M ₂	exceeding 2610	Euro VI	0.46	0.01 g/kWh and 6.0×10 ¹¹ PN/kWh	WHTC
M ₃		Euro VI	0.46	0.01 g/kWh and 6.0×10 ¹¹ PN/kWh	WHTC
N ₁	exceeding 2610	Euro VI	0.46	0.01 g/kWh and 6.0×10 ¹¹ PN/kWh	WHTC
N ₂	exceeding 2610	Euro VI	0.46	0.01 g/kWh and 6.0×10 ¹¹ PN/kWh	WHTC
N ₃		Euro VI	0.46	0.01 g/kWh and 6.0×10 ¹¹ PN/kWh	WHTC

**TABLE 5 - EURO 4 STANDARDS FOR POSITIVE IGNITION (Petrol)
CLASS M & N VEHICLES**

<i>(b)</i> Class of vehicle	<i>(c)</i> Reference mass of vehicle, where relevant (kilograms)	<i>(d)</i> EC emissions standard	<i>(e)</i> Limit values for NO _x (grams per kilometre)	<i>(g)</i> Appropriate tests
M ₁	not exceeding 2610	Euro 4	0.08	Type 1
N ₁ sub-class (i)	not exceeding 2610	Euro 4	0.08	Type 1
N ₁ sub-class (ii)	not exceeding 2610	Euro 4	0.10	Type 1
N ₁ sub-class (iii)	not exceeding 2610	Euro 4	0.11	Type 1

TABLE 6 - EURO 3 STANDARDS FOR CLASS L VEHICLES

<i>(b)</i> Class of vehicle	<i>(c)</i> Reference mass of vehicle, where relevant (kilogram)	<i>(d)</i> EC emissions standard	<i>(e)</i> Limit values for NO _x (grams per kilometre)	<i>(g)</i> Appropriate tests
Class L (motorcycles)		Euro 3(L)	0.15	Type 1
Class L (compression ignition tricycles and quadricycles)		Euro 3(L)	0.65	Type 1
Class L (positive ignition tricycles and quadricycles)		Euro 3(L)	0.4	Type 1



EVIDENCE FORM C

Transport for London - Road User Charging Appeal

Case Reference No:

Penalty Charge No:

EVIDENCE TYPE	Total no. of sheets*
<p>C. Penalty Charge Notice(s) and notes /Statements by Witnesses/Photographs / Certified copy of Penalty Charge Notice [one form C for each PCN]</p> <p>INCLUDE: Penalty Amount: £ 160.00</p> <p>Amount Currently Pending: £ 80.00</p>	11
* TOTAL SHEETS INCLUDING THIS FORM	

NOTES FOR THE ADJUDICATOR:

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Ultra Low Emission Zone



Penalty Charge Notice The Road User Charging (Charges & Penalty Charges) (London) Regulations 2001 as amended, The Road User Charging (Enforcement & Adjudication) (London) Regulations 2001 as amended and The Greater London Low Emission Zone Charging Order 2006 as varied.

To: [REDACTED]

Issue date:

[REDACTED] /01/2020

Penalty Charge Notice number:

[REDACTED]

Automated payment reference:

[REDACTED]

This Penalty Charge Notice has been sent to you as the registered keeper/person liable of the following vehicle:

Registration Mark: [REDACTED]

Make: PEUGEOT

Model: 206 S HDI

For the following: the use of a vehicle on a road in the charging area to which a charging scheme applies without payment of the appropriate charge, at the time and location stated below:

Location: Druid Street

Date: 29/12/2019

Time: 10:52

If you do not respond before the end of the period of 28 days beginning with the date of service of this notice a Charge Certificate may be issued which would increase the penalty charge to £240.00. Failure to then pay the increased penalty charge may result in the outstanding balance being registered as a debt in the County Court.

You have 14 days beginning with the date of service of this notice to pay the discounted penalty charge of £80.00. If this is not paid by 23/01/2020 then the full penalty charge of £160.00 is payable. If you fail to pay the penalty charge or make representations by 06/02/2020 a Charge Certificate may be issued which would increase the amount payable to £240.00.



How to pay your Penalty Charge

To Pay by Credit or Debit Card

Internet

1. Visit tfl.gov.uk/ulez & click on 'Pay a Penalty Charge Notice (PCN)'.

This is the quickest and easiest way to pay and receive a receipt as your payment is immediately credited to the Penalty Charge Notice.

Contact Centre

1. Telephone 0343 222 3333.
2. Enter the Automated Payment Reference Number above.
3. Please wait for your receipt number to ensure that your payment has been successfully processed.

To Pay by Cheque or Postal Order

Post

1. Please ensure that your payment is posted in time.
2. Please use the Penalty Charge Cheque Payment Slip overleaf.

Service of this Notice

Under the Interpretation Act 1978 s.7, unless the contrary is proved, service is deemed to have been effected at the time when this Penalty Charge Notice would be delivered in the ordinary course of post.

Privacy Notice

Transport for London (TfL), its subsidiaries and service providers will use your personal information (including data captured by camera) for the purposes of customer services and administration, the enforcement of road user charging schemes, the provision of travel related information, research, fraud prevention and debt recovery. Your personal information will be properly safeguarded and processed in accordance with privacy and data protection legislation. Further information is available at www.tfl.gov.uk/privacy

We may share your information with, and receive information from, the Driver and Vehicle Licensing Agency, local authorities and other relevant organisations, to administer and enforce TfL's road user charging schemes (including verifying discount eligibility); prevent and detect crime, trace and recover unpaid debt and protect public funds. TfL may randomly select and monitor vehicles subject to a discount to identify possible fraudulent use. If you persistently fail to pay any road user charges due or attempt to defraud TfL, we may record your vehicle's movements to assist in tracing persistent evaders and those committing fraud.

In certain circumstances, TfL may also share your personal information with the police and other law enforcement agencies for the purposes of the prevention and detection of crime.

Penalty Charge Cheque Payment Slip

Penalty Charge Notice number

Vehicle registration mark

- Tear off this Penalty Charge Cheque Payment Slip.
- Attach your cheque or postal order payment to this slip.
- Ensure the cheque or postal order is made payable to **'Transport for London'**.
- Write the Penalty Charge Notice number on the reverse of the cheque or postal order.
- Post to Ultra Low Emission Zone, PO Box 553, Darlington, DL1 9TZ.

THE QUICKEST AND EASIEST WAY TO PAY IS VIA THE INTERNET

To make representations against the penalty charge

Listed below are the formal grounds on which you may make a representation or an appeal as laid down under regulation 13 of the Road User Charging (Enforcement and Adjudication) (London) Regulations 2001 as amended. If none of these grounds are applicable you may still make a representation. Representations must be made in writing.

Where appropriate please provide evidence to support your representation.

Written representations can be made easily on line via our website tfl.gov.uk/ulez and following the link 'make a representation online' where you can also add copies of any evidence or by posting to **Ultra Low Emission Zone, PO Box 553, Darlington, DL1 9TZ.**

Your representation may be disregarded if it is received more than 28 days after service of this notice.

On receipt of your representation, TfL will consider it and all the relevant evidence. If your representation is rejected you may appeal to an independent adjudicator before the end of the period of 28 days beginning with the date of service of the notice of rejection (unless the adjudicator allows more time). You may make additional representations on any of the six statutory grounds upon appeal. TfL will comply with the adjudicator's directions. Please remember to complete all sections of the representation form and enclose any relevant supporting evidence.

Representations against the notice

1. I was not the keeper at the time of the contravention e.g. I have never been the keeper, I ceased to be the keeper, I became the keeper after the date of the contravention. **Please provide as much supporting evidence as possible e.g. a copy of a receipt for the sale of the vehicle or a copy of the notification of change of keeper sent to the DVLA and provide the details of the person liable.**

Name

Address

Postcode

Buyer / Seller
(Cross out where not applicable)

Date bought/sold/notified DVLA

If you have not notified the DVLA that you no longer have the vehicle, you should write to Central Casework Group, Sensitive Casework, D5, DVLA, Swansea, SA99 1ZZ providing the date of sale and the name and address of the person who brought the vehicle.

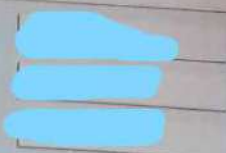
2. I had paid the Ultra Low Emission Zone charge due for the vehicle used on that date, at the time and in the manner required by the charging scheme. **Please enter the receipt number below and/or provide proof of payment.**
-
3. In the circumstances, no penalty charge is payable under the charging scheme e.g. my vehicle is a compliant vehicle **(please provide all evidence to support your representation).**
4. The vehicle was used or kept without my consent e.g. stolen **(please provide an explanation, the crime reference number and the name of the police station to which it was reported if applicable).**
5. The penalty charge exceeds the amount payable in the circumstances of the case, e.g. I have been requested to pay a penalty charge amount above that detailed in the regulations **(please provide an explanation and all required evidence to support such a representation).**
6. We are a vehicle hire firm and the vehicle was hired under an agreement at the time and the person liable signed a statement of liability for any resulting penalty charges. **Vehicle Hire firms must provide a copy of the hire agreement relevant to the contravention date. It must be in accordance with Section 66 of the Road Traffic Offenders Act 1988 and contain all the relevant particulars required under Schedule 2 of the Road Traffic (Owner Liability) Regulations 2000 which includes the hirers name and address and the signed statement of liability.**

Details of your representation

Penalty Charge Notice Number

Date of contravention

Vehicle registration mark



Lined area for providing details of the representation.

Continue on a separate sheet if necessary. Please ensure that any additional sheets are clearly marked with the Penalty Charge Notice number(s).

I confirm the details of my representation are correct to the best of my knowledge. I realise that making a false statement may result in prosecution and a fine upon conviction to level five of the standard scale (currently £5,000).

Signature

Signature line

Date

Date grid

Please print name

Name grid

Current telephone number

Telephone number grid

Email address

Email address grid

If you are making a representation on behalf of a **business or hire firm** please provide the information below.

Business name

Business name grid

Your position

Your position grid

Important information. Please read.

This leaflet aims to help you understand what action you need to take once you have received a Penalty Charge Notice (PCN) – to either pay it, or challenge it by making a representation.

Please do not ignore the PCN

We have sent the PCN to you because our records show that:

- You are the registered keeper of the vehicle or have been identified as the person who is liable for the Penalty Charge;
- The vehicle was photographed being used within the Ultra Low Emission Zone (ULEZ) at the time and date shown on the PCN; and
- we have no record of payment for the Ultra Low Emission Zone charge or the vehicle being exempt or compliant with the emissions standards or exempt for the relevant date.

Paying the PCN – If you pay the correct amount, no further action will be taken

Please remember:

- You have 14 days to pay at the discounted amount. No further reminders will be sent.
- If payment is received after the 14 days but before 28 days, you must pay the PCN in full.

Payment can be made in the following ways:

- Online at tfl.gov.uk/ulez the easiest and quickest way to pay.
- By phoning the call centre on 0343 222 2222. We accept all of the major cards.
- By post – Send a cheque or postal order to Ultra Low Emission Zone, PO Box 553, Darlington DL1 9TZ. Please write the PCN number (s) on the back of the cheque or postal order, and enclose the payment slip from the bottom of the PCN. You must allow enough time for us to receive your payment within the time limit.

If you pay less than the amount shown on the PCN (e.g. £10) or if we receive it after the Penalty Charge has increased, we will take it as part payment and you will still have to pay the outstanding amount. We will send you a letter telling you about this.

If you fail to pay we may have to instruct the bailiffs and this may result in your goods being seized.

Protect yourself from receiving PCNs – Register for Auto Pay

Auto Pay is an automated payment system. We'll automatically record the number of charging days a vehicle travels within the charging zone each month. We'll then either collect your charges by direct debit or bill your debit or credit card at the end of each month depending upon which payment method you have chosen. For further details or to register go to tfl.gov/ulez.

Challenging the PCN

If you have received a PCN and you disagree with it, you may be able to challenge it. The first stage of this process is called a representation. You can get more information on challenging the PCN over the page or on line at tfl.gov.uk/ulez where you can also make your representation by following the link to 'penalties and enforcement'.

How can I challenge the PCN?

You can challenge the PCN by making a representation. You can make a representation in writing. Just making a phone call will not get the PCN cancelled. You have 28 days to make a representation. If you make a representation after 28 days, you will need to explain the reasons why it is late. If you believe you have a valid reason, such as you were away or ill, please provide proof. If you have just forgotten, we do not have to consider your representation.

Who can challenge the PCN?

It is normally only the person the PCN has been issued to who can make a representation. Do not pass the PCN to someone else such as the driver or new owner to write in. If we have sent the PCN to a company and you are asked to deal with it, please explain your authority to do so.

What can I say?

There are six official grounds (reasons) for making a representation. However, you may also explain any other circumstance not covered by these grounds. We will carefully consider these. This can include 'mitigating' circumstances as to why you should not have to pay the penalty charge. **Please give with your representation, any supporting evidence such as receipts, documents, statements and fully explain the circumstances for making the representation.**

The following are examples of why you may make a representation. You can get more thorough information through our website at tfl.gov.uk/ulez

I paid – You need to have paid for both the vehicle and for the contravention date shown on the notice. If you have the receipt, please check the vehicle number plate and the date shown on it to see if they match. If they don't this is why you received the PCN. If you notice a mistake like this, you can still make a representation and we may decide to cancel it. If you don't have the receipt, please try and provide some other information such as a copy of your credit or debit card statement, date of payment and the credit or debit card number and we will try to trace your payment. If you have no proof, you may still make a representation but it will be difficult to prove you have paid. We will always check our records. Please make sure that you check your receipt every time you pay to make sure that all the details are accurate.

I forgot to pay the Ultra Low Emission Zone Charge – If there are reasons why you forgot to pay, we are likely to reject your representation and you will have to pay the penalty charge.

My vehicle is compliant – If your vehicle's engine is compliant with the relevant emission standard for the Ultra Low Emission Zone and a PCN has been issued, it was not included on the register of

compliant and non-chargeable vehicles at the time of the contravention. You must provide evidence to prove your vehicle emissions comply with the ULEZ emission standards. All modifications must be certified by the governments Clean Vehicle Retrofit Accredited Scheme (CVRAS). If your vehicle is registered outside of Great Britain it must be certified by an equivalent authorised body. It is recommended you check the compliance status of your vehicle on our website at tfl.gov.uk/ulez.

It's not my vehicle – If you have sold or bought the vehicle before or after the contravention date, follow the advice on the PCN. If you think your vehicle's number plate may have been copied please explain why you think it is not your vehicle and provide supporting evidence such as proof your vehicle wasn't there, photographs showing differences or confirmation from the police.

I was diverted – Please give us as much detail as possible, including the time and place of the diversion and if you spoke with a police officer. We will check our records to confirm these.

I was lost or did not intend to enter the zone – If you drove in the Ultra Low Emission Zone because you got lost, did not intend to or wanted to avoid traffic, these are usually not valid reasons and we will probably reject your representation.

It was an emergency, or there were other special circumstances – Please explain in detail what prevented you from paying the charge, or why you had to enter the Ultra Low Emission Zone. For example, you may have been unable to pay the charge due to a medical emergency. Always provide as much information as possible and enclose any relevant supporting evidence you may have.

What will TfL do?

When we receive your representation we will put the PCN on hold. We will consider all the circumstances and fully investigate what you say. We will tell you in writing what our decision is. Always read our response as we will often tell you how to avoid any further PCN's. If you haven't had a response after 21 days, please call to check we have received your representation. If we ask you to pay, we will explain why, explain any other options and how to pay.

Remember do not ignore any letters.

If you make a representation to us, always give as much supporting evidence as you can. You can get more information from our website at tfl.gov.uk/ulez

Authorised Officer Witness Statement

██████████ - v - TfL

London Tribunals Case No: ██████████

PCN No: ██████████

I, ANDREI TANCAU , am an authorised officer working on behalf of Transport for London for the purposes of article 6 of the Road User Charging (Enforcement and Adjudication) (London) Regulations 2001 as amended.

This statement is true to the best of my knowledge and belief. I make it knowing that, if it is tendered as evidence, I shall be liable for prosecution if I wilfully state anything that I know to be false or do not believe to be true.

I provide as evidence in the above case a true evidential record showing captured images of the vehicle within the Ultra Low Emission Zone (ULEZ). The contravention location is Druid Street . The camera location is shown on the evidential record. I certify that these images were produced and encrypted at the time of capture from the Numberplate Recognition System (NRS).

If the evidential record was captured by enforcement cameras used for the ULEZ, including those used for the Congestion Charging Scheme zone, this is reflected in the source media field by CNRS (Cabinet Numberplate Recognition System). The cameras feed directly into our image centre via a dedicated communication link. If the evidential record was captured by a mobile camera from a Mobile Patrol Unit (MPU) using Mobile Numberplate Recognition System (MNRS) then this is reflected in the source media field on the evidential record as 'LWMPU'.

I further certify that the NRS/MNRS and associated camera equipment used at the location and time specified is a prescribed device for the purposes of article 6 of the Road User Charging (Enforcement and Adjudication) (London) Regulations 2001 as amended.

The evidential record shows four photographs. One in black and white from which the plate patch (VRM) is taken together with three colour contextual images. Please see the reverse of the Evidential Record in Section C for more information.



██████████
ANDREI TANCAU

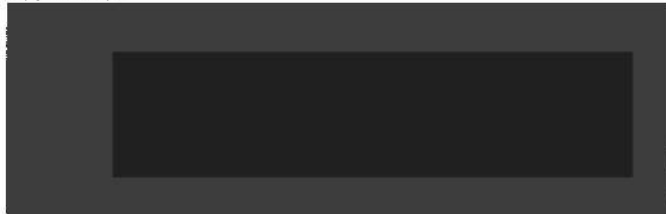
Position: Appeals Officer



Vehicle Number Plate: [REDACTED]
Location of Camera: Tower Bridge Road / Druid Street
Lane: 11 **Date Time of Capture:** 29-12-2019 10:52:43

Evidential Record:	[REDACTED]	Printed Date:	27-02-2020
Printed By:	TancauA	Workstation:	TFL CSR
Session ID:	[REDACTED]	Frame Counter:	512068
Session Start Time:	08:02:02	Session End Time:	12:02:03
Colour Camera ID:	W17754	Source Media:	CNRS

Patch Plate



Monochrome Image



Colour Contextual



Colour Contextual Before



Colour Contextual After



Understanding your Evidential Record:

Vehicle Number Plate: Your vehicle registration number.

Location of Camera: A description of where the camera is situated.

Lane: The lane in which the vehicle was travelling

Date and Time of Capture:

The date and time of the camera recording these images.

Evidential Record: This is a unique number given to each record created.

Printed Date:

The date on which this record was printed.

Printed By: The name of the user who printed this document.

Workstation:

The name of the computer that requested the print.

Session ID: This is a unique number given to each session.

Frame Counter:

The frame in the session in which this image was taken.

Session Start Time: The time at which the session started.

Session End Time:

The time at which the session ended.

Colour Camera ID: The unique identification given to each camera.

Source Media:

If the image was taken by a mobile camera this is the mobile patrol units identification.

Plate Patch:

The image of the number plate taken by the camera when the record was created.

Monochrome Image:

The image of the vehicle in the lane taken by the camera when the record was created.

Colour Contextual:

The image taken from the colour camera gives further information on the location of the vehicle where the record was created.

Colour Contextual Before:

The image taken from the colour camera 1/4 a second before the monochrome image. These images signify that the vehicle was travelling in the zone.

Colour Contextual After:

The image taken from the colour camera 1/4 a second after the monochrome image. These images signify that the vehicle was travelling in the zone.

Certificate of Service

[REDACTED] - v - TfL

London Tribunals Case No: [REDACTED]

PCN No: [REDACTED]

I ANDREI TANCAU , am an authorised officer working on behalf of Transport for London, for the purposes of Article 6 of the Road User Charging (Enforcement and Adjudication) (London) Regulations 2001 as amended.

I should like to state that an exact replica of this evidence pack has been sent to the Appellant.

Signed:



Dated: [REDACTED]

Name: ANDREI TANCAU

Position: Appeals Officer



EVIDENCE FORM

Transport for London - Road User Charging Appeal

Case Reference No:

[Redacted Case Reference Number]

EVIDENCE TYPE	Please tick one	Total no. of sheets *
B. Case Summary		
D. Registered Keeper Details	✓	5
E. Correspondence, Representations and Notice of Rejection (include covering letter sent with the evidence to the appellant)		
F. Clamp/Removal Payment details		
G. Meter/Pay and Display Maintenance Record		
H. Map/Site Report		
I. Payment Details (PCN Appeals Only)		
J. Additional Evidence		
* TOTAL SHEETS INCLUDING THIS FORM		

NOTES FOR THE ADJUDICATOR:

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Ticket History

For PCN: [REDACTED] - VRM: [REDACTED]
Transport for London - ULEZ

Ticket Number	Name	Contravention Date	Issued to
[REDACTED]	Attached To Vehicle	29/12/2019 10:52:43	[REDACTED]

Contravention Location: Druid Street/W17704
 Penalty settled: PCN Still Open

1/2020 18:38:45	BATCH	Document printed by CIC and posted by Royal Mail on [REDACTED]
1/2020 11:02:49	WADDINGTONJ	RK [REDACTED] ID & V passed, called to say he wants to make a rep advised to advised to do this before the discount period expires the [REDACTED] RK to do this online.
1/2020 16:24:21	CRMINTERFACE-EVENT	2020-[REDACTED]
1/2020 16:24:22	CRMINTERFACE-EVENT	Email [REDACTED]
1/2020 16:24:23	CRMINTERFACE-EVENT	Representation Notes:Additional Information : Living in [REDACTED] this was the first time I had driven through London. I was not aware of the Ultra Low Emmissions Zone and hence would only have been aware of it if there had been adequate signage. I was aware of the Congestion Charge and had been informed that this did not apply between Christmas and New Year and hence I drove through central London without paying any charges.
		The only opportunity to view the signs at the entrance to the ULEZ on Druid Street (approaching from the South on Druid Street) is from the other side of the junction with Tower Bridge Road. This is a 30mph road and with three lanes of traffic driving in the same direction. By the time the signs were visible I was already committed to driving straight ahead due to the my positioning within the lanes and surrounding traffic. This is a box junction and hence it would of course be illegal to stop within it to read the signs.
		It's very difficult, if not impos
1/2020 13:13:32	HAMMONDL	off hold
1/2020 15:05:44	PHILLIPSA	R094 - Unaware

acts

1/2020 15:57:17	PIRVUR	Representation received- record receipt
1/2020 13:19:30	HAMMONDL	R094 - Unaware of Scheme/ How it Operates rep received from rk who states that Living in [REDACTED] this was there first time driving through London.They state they were not aware of the (Ultra Low Emmissions Zone) and state they would only of been aware of it if there had been adequate signage. They state they wereaware of the Congestion Charge and had been informed that this did not apply between Christmas and New Year and hence why they drove through central London without paying any charges. They state by the time the signs were visible they were already committed to driving straight ahead due to the positioning within the lanes and surrounding traffic.They state theULEZ signage has very small lettering and no information regarding any charge. - SENDING NOR

ments



Ticket History

For PCN: [REDACTED] - VRM: [REDACTED]
 Transport for London – ULEZ

Date	Time	Action	Description
01/2020	03:41:42	CreateNewPcnExtended	CCTV/Postal PCN loaded
01/2020	03:41:42	CreateNewPcnExtended	Photograph added
01/2020	03:41:43	CreateNewPcnExtended	Photograph added
01/2020	03:41:45	CreateNewPcnExtended	Photograph added
01/2020	03:41:48	CreateNewPcnExtended	Photograph added
01/2020	03:41:52	CreateNewPcnExtended	Photograph added
01/2020	13:32:02	BATCH	DVLA Enquiry - VQ4 Sent
01/2020	06:57:08	TarantoBackgroundService	DVLA Enquiry - VQ5 Received
01/2020	07:57:27	TBOS	Ticket Address Added
01/2020	13:40:37	BATCH	PCN Batched
01/2020	18:38:43	batch	Enforcement notice service date set to [REDACTED]
01/2020	18:38:44	batch	Enforcement notice post date set to [REDACTED]
01/2020	18:38:45	batch	Copy of CCTVPCN produced
01/2020	11:02:49	WADDINGTONJ	Note Added
01/2020	16:24:21	CREATEWORKFLOWITEM	On Hold: SUS26 - Representation Received
01/2020	16:24:21	CREATEWORKFLOWITEM	Ticket Address Added
01/2020	16:24:21	CREATEWORKFLOWITEM	Workflow item Created
01/2020	16:24:21	CRMINTERFACE-EVENT	[REDACTED]
01/2020	16:24:21	CRMINTERFACE-EVENT	[REDACTED]
01/2020	16:24:22	CRMINTERFACE-EVENT	[REDACTED]
01/2020	16:24:22	CRMINTERFACE-EVENT	[REDACTED]
01/2020	16:24:22	CRMINTERFACE-EVENT	[REDACTED]
01/2020	16:24:23	CRMINTERFACE-EVENT	Note added to case
01/2020	16:25:06	TBOS	Email created for [REDACTED]
01/2020	16:25:08	TBOS	Email created for [REDACTED]
01/2020	15:57:16	PIRVUR	Rep received Other
01/2020	15:57:17	PIRVUR	Contact Added
01/2020	15:57:17	PIRVUR	Post NTO Correspondence
01/2020	13:13:32	HAMMONDL	Off Hold Compensate
01/2020	13:19:28	HAMMONDL	Rejected Representation - Discount Period Reset
01/2020	13:19:28	ICPSADMIN	Reverted to Discount Rate
01/2020	13:19:30	HAMMONDL	Discount Period Reset
01/2020	13:19:30	ICPSADMIN	Reverted to Discount Rate
01/2020	13:19:30	HAMMONDL	Contact Added
01/2020	13:27:48	HAMMONDL	Notice Of Rejection - Ulez
01/2020	13:27:57	HAMMONDL	Workflow Item created [REDACTED] 16:24 closed
02/2020	15:05:44	PHILLIPSA	Appeal Received
02/2020	15:05:44	PHILLIPSA	On Hold: SUS48 - Appeals Received
02/2020	15:22:25	PHILLIPSA	Workflow Item Created



Ticket History

For PCN: [REDACTED] - VRM: [REDACTED]
Transport for London - ULEZ

resses

received from DVLA

[REDACTED]

[REDACTED]

used: [REDACTED] 13:40:37

ner
[REDACTED]

[REDACTED]

Ticket History



For PCN: [REDACTED] - VRM: [REDACTED]

Transport for London - ULEZ

Issued	Street	VRM	Offence	Make	Colour	Clamp	Rem	Time	Userid
29/12/2019 10:52:43	Druid Street	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	NO	NO	[REDACTED]	CreateNewPanExcluded

***** End Report *****





Transport
for London

**Congestion
charging**



**Central
ZONE**

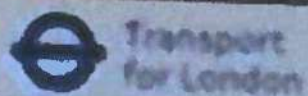
**Mon - Fri
7 am - 6 pm**

**Ultra low
emission**



ZONE

At all times



Transport
for London

**Congestion
charging**



**Central
ZONE**

Mon - Fri
7 am - 6 pm



Transport
for London

**Ultra low
emission**



ZONE

At all times











EVIDENCE FORM

Transport for London - Road User Charging Appeal

Case Reference No:

[Redacted Case Reference Number]

EVIDENCE TYPE	Please tick one	Total no. of sheets *
B. Case Summary		
D. Registered Keeper Details		
E. Correspondence, Representations and Notice of Rejection (include covering letter sent with the evidence to the appellant)	✓	20
F. Clamp/Removal Payment details		
G. Meter/Pay and Display Maintenance Record		
H. Map/Site Report		
I. Payment Details (PCN Appeals Only)		
J. Additional Evidence		
* TOTAL SHEETS INCLUDING THIS FORM		

NOTES FOR THE ADJUDICATOR:

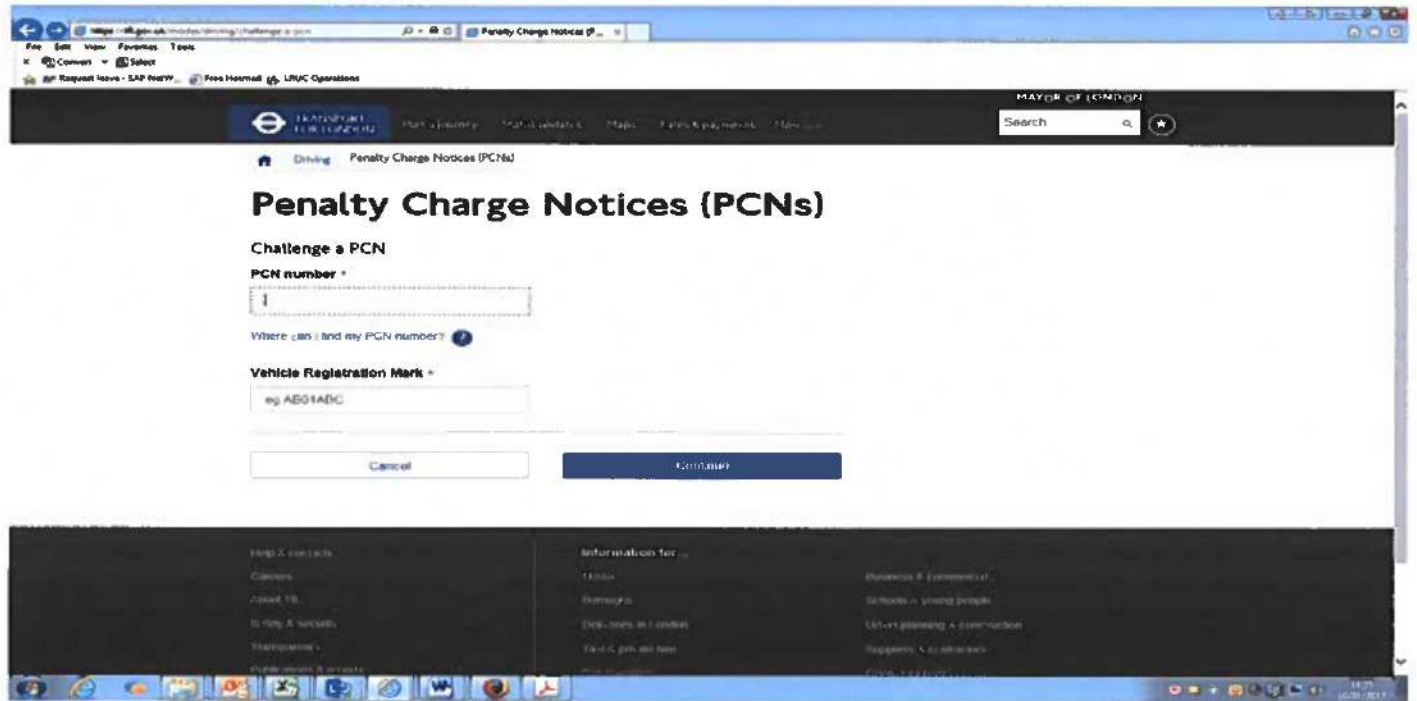
.....

.....

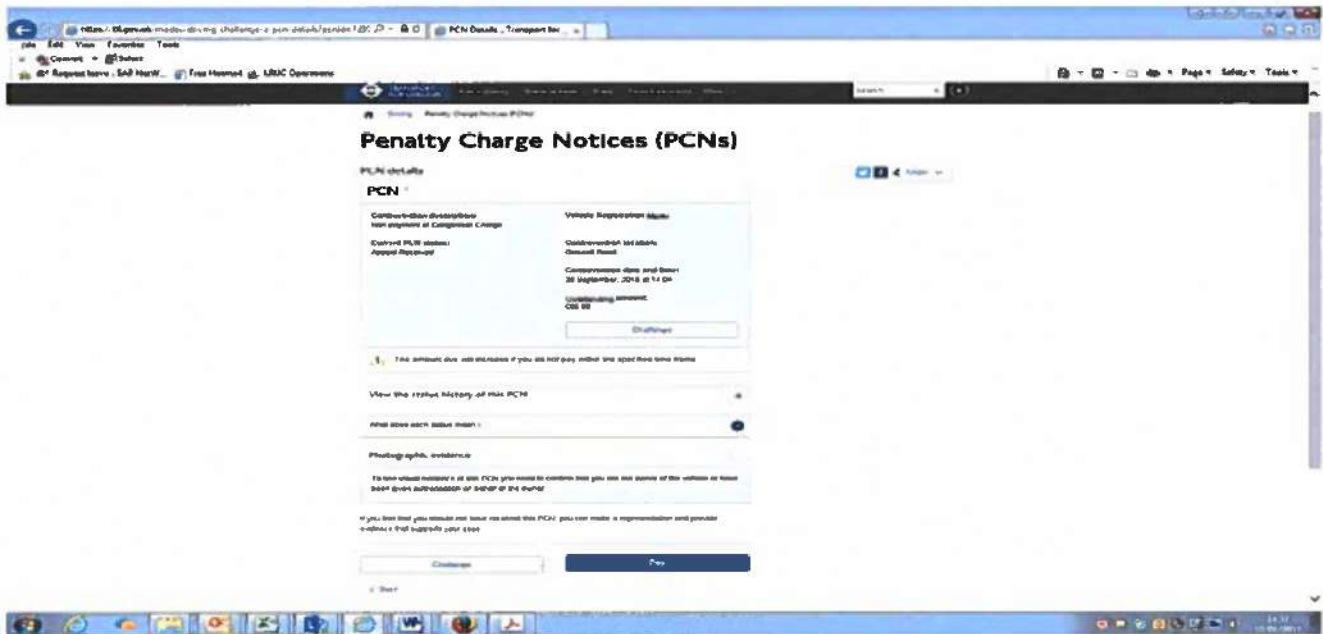
.....

.....

.....

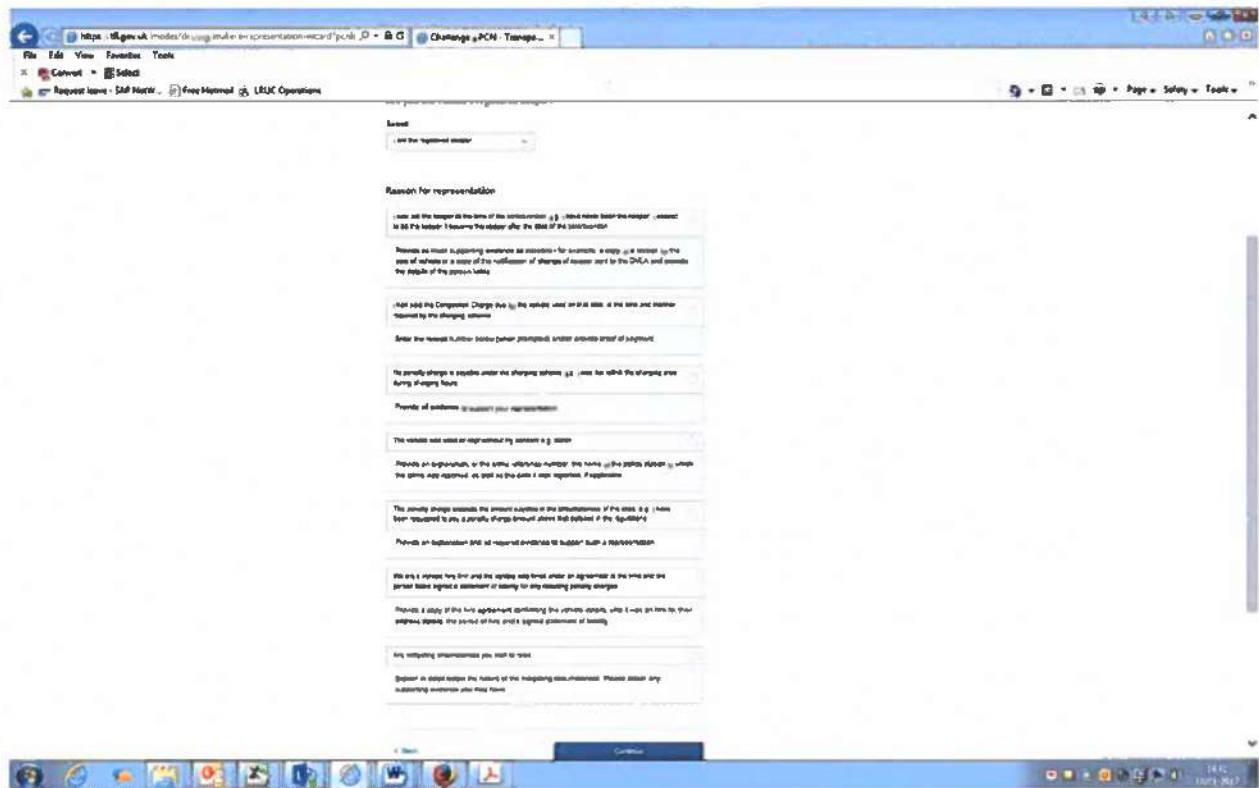


Web page which allows the customer to make an On-Line representation. They are required to enter the PCN number and Vehicle Registration Mark. If the customer enters these details and then presses the Continue Button they are taken to next screen.



Screenshot of the actual PCN details; it lists the type of contravention, the current status of the PCN and, VRM Details, Contravention Location, Date and Time and amount outstanding. This page also enables the customer to check the PCN details and enables them to pay PCN.

CC and LEZ On-Line Representation Processes



This details the grounds for making the representation.

CC and LEZ On-Line Representation Processes

The screenshot shows a web browser window with the following details:

- Address bar: <https://ll.gov.uk/modernising-travel-representation-ecandjgsk>
- Page title: Challenge a PCN - Transport
- Page content:
 - Additional comments:** A text area for providing a copy of the lease agreement, a statement of liability, or other address details.
 - Supporting documents:** A section for uploading documents, with a 'Drop your files here' area and a 'Browse to your files' link.
 - Related PCNs:** A dropdown menu for selecting other PCNs to be considered.

This is a continuation of the previous sheet and allows the customer to detail any additional comments or information that they want to add for making the representation. Additionally they can list and attach any supporting documents or attachments and include reference to any additional PCNs that they want to be considered within the representation.

CC and LEZ On-Line Representation Processes

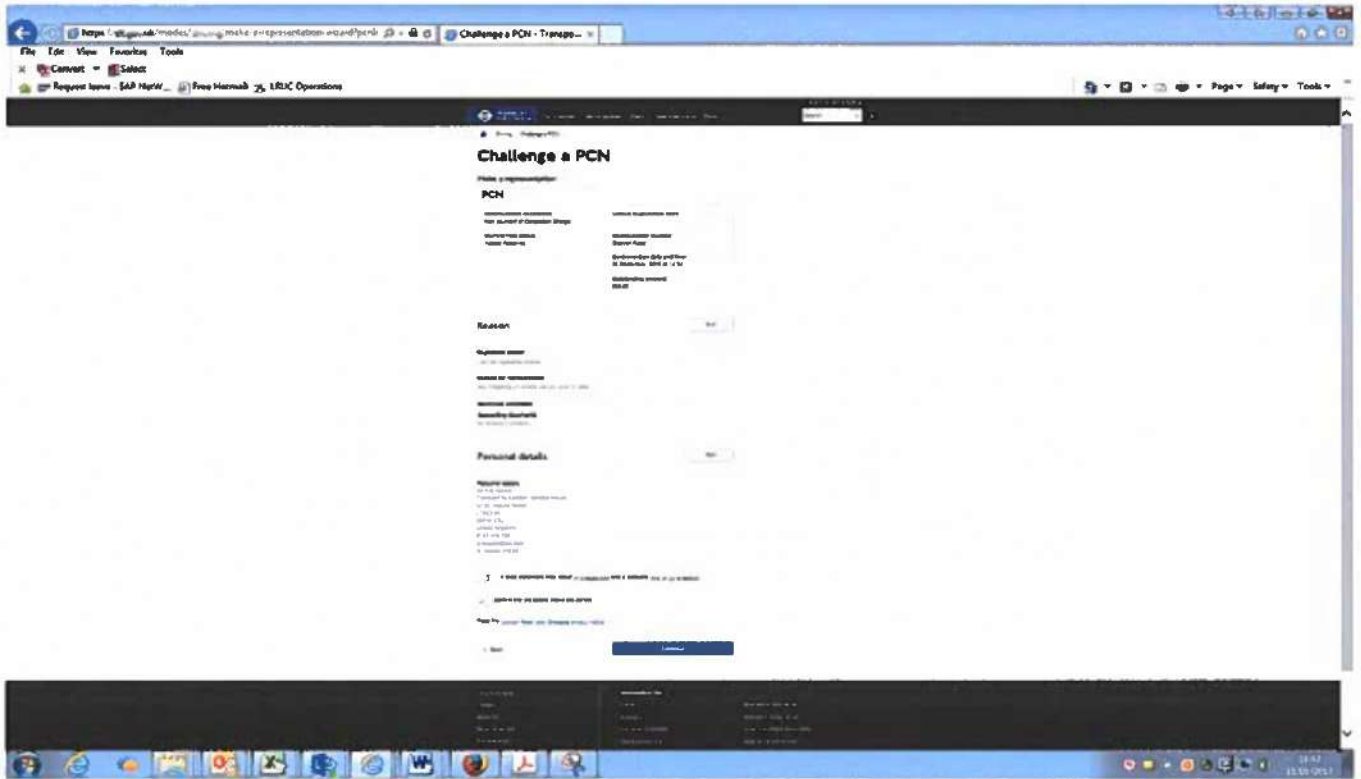
The screenshot shows a web browser window with the URL <https://tfl.gov.uk/modes/driving/make-a-representation/ward/3prds>. The page title is "Challenge a PCN - Trappo...". The main heading is "Challenge a PCN". Below this, there is a section for "PCN" with a description: "Non-payment of Congestion Charge".

The form includes several sections for user input:

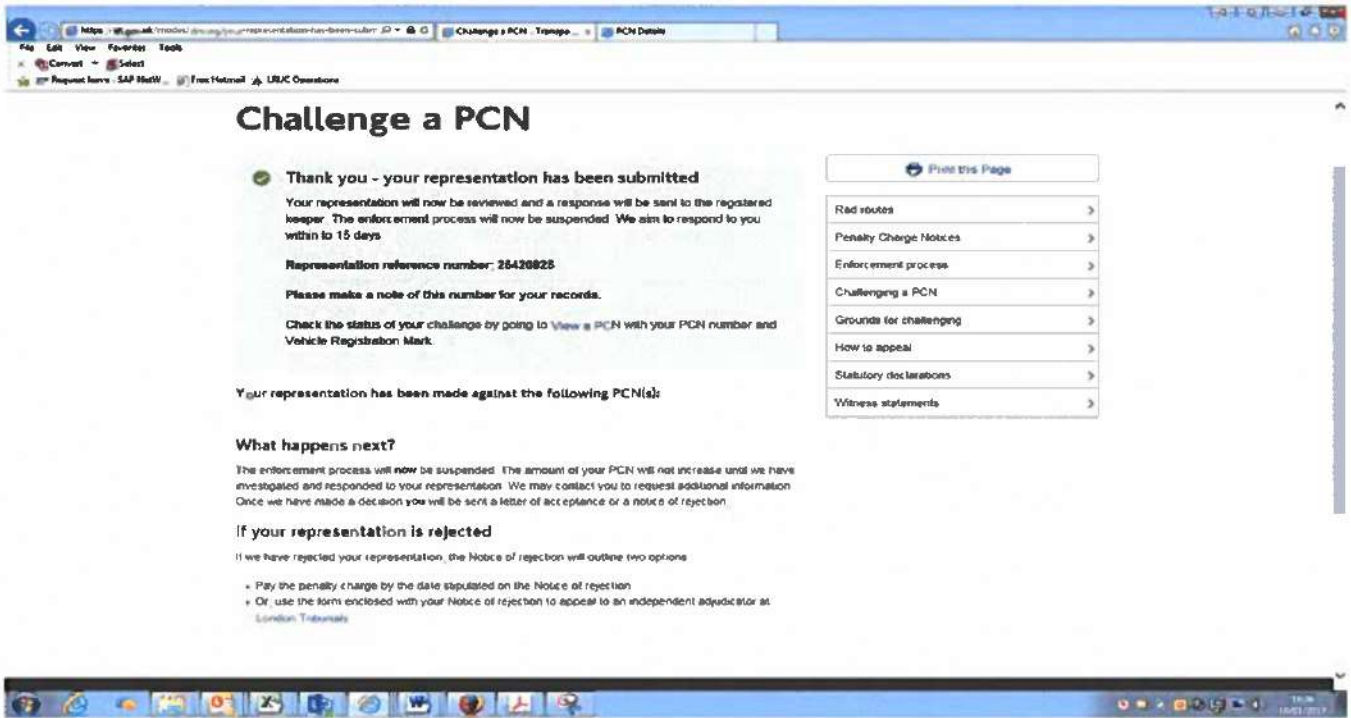
- Your details:** Fields for "City" and "Postcode".
- Work info:** Fields for "Work name" and "Last name".
- Address:** A field for "Street address".
- Mobile number:** A field for "Mobile number".
- Work address:** A field for "Work address".
- Company details:** Fields for "Company name", "Company address", "Company phone", "Company email", and "Company website".

The form is displayed on a desktop environment with a Windows taskbar at the bottom showing various application icons and the system clock.

This allows the customer to enter their personal details and Email and Postal Contact address, for future correspondence.



This is the representation summary page. It allows the customer to carry out a final check before submitting the representation. It includes a warning notice detailing that it is illegal to make a false declaration or statement.



Confirmation Page detailing that the representation has been made and explaining that the enforcement process will now be suspended and the representation considered. They are advised that they will be notified of the representation outcome in writing.

Date	User	Note
/01/2020 :24	CRMINTERFACE-EVENT	<p>Representation Notes:Additional Information : Living in [REDACTED] this was the first time I had driven through London. I was not aware of the Ultra Low Emmissions Zone and hence would only have been aware of it if there had been adequate signage. I was aware of the Congestion Charge and had been informed that this did not apply between Christmas and New Year and hence I drove through central London without paying any charges. The only opportunity to view the signs at the entrance to the ULEZ on Druid Street (approaching from the South on Druid Street) is from the other side of the junction with Tower Bridge Road. This is a 30mph road and with three lanes of traffic driving in the same direction. By the time the signs were visible i was already committed to driving straight ahead due to the my positioning within the lanes and surrounding traffic. This is a box junction and hence it would of course be illegal to stop within it to read the signs. It's very difficult, if not impossible to assimilate all of the information displayed across eight different road signs, spread out on both sides of the road at this junction whilst driving. This is quite overwhelming, especially if you need to navigate other cars and pedestrians (as seen in the camera photo) at the same time. The ULEZ signage has very small lettering and no information regarding any charge. As I passed the junction I did manage to identify the congestion charge zone sign but ignored it as it was not applicable. Having since viewed the signage on Google Maps, I can see that there is an additional sign on the approach to the junction on the right hand side. However the red route was suspended on the date I drove passed it (The signs state Mon-Sat 7am - 7pm) and hence the view of this sign from my car in the left hand lane was blocked by parked traffic. This sign is not repeated on the left hand side of the road for some reason. Therefore even if I had been able to recognise the ULEZ sign, I would not have seen it until it was too late to take any corrective action without breaking the law and/or causing an accident. I'm not adverse to paying the daily charge if and when I drive through London again in the future, however I do feel that the signage is quite misleading and perhaps intended to catch people out in order to generate income from penalty charges. A more honest approach would be very much appreciated. Additionally the penalty charge doesn't seem very reflective of similar traffic penalty charges elsewhere in the country. I've researched it and for example in Darlington a typical parking or bus lane penalty charge is £70 (£90 less than this PCN). Presumably this is to reflect the relatively higher income of people living in London, but this doesn't seem particularly fair for drivers like myself who do not live in London. Google Maps screenshots attached.</p>
/01/2020 :24	CRMINTERFACE-EVENT	Communication Channel:WEB
/01/2020 :24	CRMINTERFACE-EVENT	Email [REDACTED]
/01/2020 :24	CREATEWORKFLOWITEM	SUS26 - Representation Received





For all enquiries,
please visit tfl.gov.uk/ulez
or telephone 0343 222 3333

Our Ref: [REDACTED]
Your Ref: [REDACTED]
Date: January 2020

Ultra Low Emission Zone
PO BOX 553

Darlington
DL19TZ

Penalty Charge Notice: [REDACTED]

Vehicle Registration Mark: [REDACTED]

Date & Time of Issue: [REDACTED]

Location of Contravention: Druid Street

Notice of Rejection

Thank you for your recent representation against the above-mentioned Ultra Low Emission Zone (ULEZ) Penalty Charge Notice(s) (PCN) for vehicle registration mark [REDACTED]

In your representation you have stated that Living in Staffordshire, this was your first time driving through London. You state you were not aware of the (Ultra Low Emissions Zone) and state you would only of been aware of it if there had been adequate signage. You state by the time the signs were visible you were already committed to driving straight ahead due to the positioning within the lanes and surrounding traffic. You state the ULEZ signage has very small lettering and no information regarding any charge. You state you were aware of the Congestion Charge and had been informed that this did not apply between Christmas and New Year and hence why you drove through central London without paying any charges.

As the registered keeper of the vehicle it is your duty to make yourself aware of any charges, tolls or other restrictions that may be in existence along your route. We have made full information regarding the ULEZ including its boundary, operating hours and payment options, available through our Contact Centre and online at tfl.gov.uk/ulez, as well as running a public information campaign.

As you therefore had an opportunity to make yourself aware the ULEZ charge was payable, we believe the PCN has been correctly issued.

The ULEZ was launched on the 8th April 2019 is operational for 24 hours a day every day of the year, including public holidays, excluding Christmas Day, and each charging day runs from midnight to midnight. It covers the central London area. It is a separate scheme to both the Congestion Charge and the Low Emission Zone (LEZ), the latter covering most of Greater London. An extensive advertising and publicity campaign has promoted the ULEZ scheme, its area of operation, operating hours and emission standards all of which is also detailed on the ULEZ website, tfl.gov.uk/ulez.

We enforce the ULEZ through the issue of PCN(s) in order to support the aims and objectives of the ULEZ scheme to improve air quality and reduce pollution. We promote compliance of the scheme and we consider we enforce the scheme in a fair and consistent manner.

We have erected traffic signs at the points where vehicles enter the ULEZ. The entry signs are regulatory signs authorised by the Department for Transport (DfT) under sections 64 and 65 of the Road Traffic Regulation Act 1984 in DfT's Authorisation GT50/139/0171. The DfT authorisation directs us to install entry signs on or near roads entering the ULEZ. Other signing placed at our discretion includes Advance Informatory signs around half a mile from the boundary and addition of the ULEZ symbol to Directional signing near the boundary. The signs



placed around the ULEZ boundary support the Scheme Order.

We were involved in lengthy discussions with the DfT and other interested parties very early in the planning and implementation stages of the ULEZ. The design principles of the ULEZ sign followed that of the Low emission Zone. The type, size, layout and information content of the ULEZ signs was agreed with the DfT at the time. The signs for the ULEZ are designed to be consistent with the design principles and regulations attributed to the Congestion Charging signage and are placed alongside the existing Congestion Charging zone signs, to emphasise the difference in operational times between the two schemes. The ULEZ signs are supported by a lower panel to confirm the scheme applies 'At all times'.

Motorists will be aware when they are about to enter the ULEZ and cross its boundary as there are regulatory 'Ultra Low Emission Zone' entry signs at the side of every road that enters the ULEZ. They are placed in accordance with the DfT authorisation on or near the boundary. At least one entry sign has been placed on these roads unless they are private roads. Larger multi-lane roads generally have two signs. The number and location of the signs were considered carefully to ensure that a sign will be visible on all approaches to the entry.

We also gave consideration to the location of each boundary point and road layout and sought to rationalise the number of entry signs and attempt to limit the level of street clutter and visual intrusion. In all instances the signs have been placed to offer the most reasonable location identifiable at that site to offer as much visibility as possible and in some instances they have been co-located on the same poles as the Congestion Charging signs, given they share the same boundary.

There are also signs to provide warning on the main approaches to the zone, which are placed to allow motorists time to take alternative routes to avoid entering the ULEZ. The advance ULEZ signs are non-regulatory and have been provided to inform drivers that they are approaching the ULEZ.

We did not use road markings on the approaches, or at the entry, to the ULEZ. The entry signs, advance signs and directional signing were considered to provide sufficient warning to drivers. Unlike Congestion Charging, the DfT authorisation does not permit regulatory zone exit signs for the ULEZ because the ULEZ is a 24 hour scheme and does not have 'controlled hours' in the same way as the Congestion Charging scheme or a controlled parking zone does. In such schemes an exit sign is required to outline when specifically the scheme applies during each day as drivers need to know, for example, if they have used and/or exited the zone outside of those controlled hours.

In addition, we continue to advertise and provide information regarding the ULEZ scheme to encourage awareness and compliance. However, it remains the responsibility of the motorist to familiarise themselves with the regulatory road traffic signs, including ULEZ signs that they encounter while driving on the public highway.

We acknowledge that not all drivers will be familiar with the requirements of the ULEZ scheme however we considered there is sufficient information available to make drivers aware of how the scheme operates and the requirement to pay the charge. This is through reference to our website at tfl.gov.uk/ulez, our Contact Centre (Tel 0343 222 2222), the regulatory signs in place around the boundary, varying publicity which provides information relating to the scheme, emissions standards and how the charge can be purchased.

The ULEZ charge can be purchased up to 64 days prior to the date of travel. Payment can also be made online at tfl.gov.uk/ulez, via our Contact Centre (Tel 0343 222 2222), by Auto Pay for registered customers, through our mobile app or by post. Postal payments must be received a minimum of 10 days before the date of travel. The charge can be paid by midnight of the next working day, but only online or via the Contact Centre.

When considering representations and appeals, we fully consider all the circumstances present including any mitigating factors and whether it would be appropriate to apply our discretion over the enforcement of a PCN. In this instance we have decided not to exercise that discretion as we do not consider the mitigating factors present give reason to cancel the PCN(s) because it is the registered keeper's responsibility to ensure that a charge is paid for the use of a chargeable vehicle on a road in the ULEZ. We have endeavoured to ensure that sufficient provision is available for all to pay the charge. We have no record of payment of a charge for the vehicle registration for the contravention date and we therefore consider the PCN was correctly issued.

We have to advise you, therefore, that grounds for representation have not been established and this letter is issued as a formal Notice of Rejection under the Road User Charging (Enforcement and Adjudication) Regulations 2001 (as amended)

You should now make payment for the outstanding Penalty Charge Notices. The amounts owed are listed at the foot of this Notice. Please note those Notices at the discounted amount should be paid within 14 days to qualify for this discounted sum. These Notices will increase if not paid and then the full amount per Notice should be paid within 28 days. Those Penalty Charge Notices at the full amount should be paid within 28 days of service



VAT number 756 2769 91

of this Notice.

You may appeal to a Road User Charging Adjudicator at London Tribunals, an independent adjudication service, against this decision on specified grounds within 28 days of the date of service of this letter. The adjudicator will consider your appeal and make an independent decision, which Transport for London will comply with.

If you wish to appeal to a Road User Charging Adjudicator at London Tribunals, please read, complete, sign and send the attached form within 28 days of the date of service of this letter to London Tribunals, PO Box 10598 Nottingham NG6 6DR.

You should be aware that in prescribed circumstances, the Adjudicator may award costs against you if the appeal is considered frivolous or vexatious or that making, pursuing or resisting of the appeal was wholly unreasonable. Equally costs may be awarded against Transport for London if the adjudicator considers that the disputed decision was wholly unreasonable.

If you do not follow any of the prescribed actions within 28 days of the date of service of this letter, a Charge Certificate may be issued. This increases the charge by 50% of the original amount. If the increased Penalty Charge Notice is not then paid, then Transport for London will apply to the County Court to recover the charges which will incur a further charge of £8 per Penalty Charge Notice.

HOW TO PAY

- a). Credit/Debit card payments may be made ONLINE at: tfl.gov.uk/ulez
- b). Credit/Debit card payments may be made BY TELEPHONE on 0343 222 3333
- c). Payment can be made BY POST to:

Ultra Low Emission Zone, PO Box 553, Darlington, DL1 9TZ

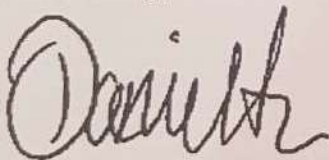
PLEASE DO NOT SEND CASH IN THE POST. All cheques/postal orders must be made payable to Transport for London and crossed "a/c payee". Please ensure your vehicle registration and Penalty Charge Number are written clearly on the back. Post-dated cheques will not be accepted.

Please note that receipts will not normally be issued for payments unless requested.

If you have any questions please visit our website at tfl.gov.uk/ulez or contact us on 0343 222 3333.

PCN Number: [REDACTED] Outstanding Balance: £80.00

Yours sincerely,



D. Milton
Contracts & Operations Manager
Transport for London



VAT number 756 2769 90

Our Ref: [REDACTED]

London Tribunals Case Number: [REDACTED]

Ultra Low Emission Zone

PO BOX 553

Darlington, DL1 9TZ

Contact Details:

Telephone: 0343 222 3333

Website:

tfl.gov.uk/ulez

Date: [REDACTED]

Dear [REDACTED]

London Tribunals have recently informed Transport for London (TfL) of your application to appeal the decision to reject your representations relating to the above-mentioned Penalty Charge Notice(s). Following a review of your original representation(s), the Notice of Rejection letter(s) and all of the subsequent documentation that you have provided, Transport for London wish to contest this appeal.

Please find enclosed an exact copy of the evidence that has been submitted to London Tribunals in response to your application. The Adjudicators will consider this evidence along with any further representations you make, whether in writing or in person, before making such directions as they consider appropriate.

Please check the contents of this pack thoroughly. If you believe documentation is missing then please do not hesitate to contact TfL London who will be happy to provide a further copy. Our contact telephone number is: 0343 222 3333

As the case is now subject to an appeal we are unable to deal with any other questions on this subject. For any further queries or to obtain further information as to the appeals procedure you need to contact London Tribunals. Their contact details are: London Tribunals, PO Box 10598, Nottingham, NG6 6DR.

Alternatively you may contact them on 020 7520 7200.

Please note that this appeal relates to the above Penalty Charge Notice(s) only. If you have any further Penalty Charge Notices not subject to this or any other appeal you need to contact TfL directly.

Yours sincerely,



ANDREI TANCAU

Position: Appeals Officer