

From: FOI <Fol@tfl.gov.uk>

Sent: 05 April 2023 15:13

To: [REDACTED]

Subject: IRV-123-2223

Importance: High

Dear [REDACTED]

I am contacting you with regards to your email of 16 March 2023 concerning the response provided to FOI-3174-2223. Following your email a review has been carried out by individuals who were not involved in the handling of your original request (the Panel).

To confirm, your original FOI request asked for the following – *“I need to know how many ULEZ exemptions have been granted for pre 2005 Nissan Elgrand E51 3.5ltr vehicles since the exemption capability become available.”* The response provided to your request advised that we do not hold the information you seek.

After liaising with the appropriate subject matter expert, namely the Customer Correspondence Manager for TfL’s Road User Charging team (RUC), the panel can confirm that we do not hold the information that you seek and the response provided to FOI-3174-2223 was correct.

To explain a little further, when deciding whether a vehicle meets the ULEZ emission standards the RUC team predominantly use information provided by the DVLA. In most cases this allows them to confirm compliance.

However in some cases a motorist may believe that the compliance status of their vehicle is incorrect. In such instances we ask for evidence to confirm this. This usually comes in the form of a Certificate of Conformity which is issued by the vehicle manufacturer confirming the vehicle meets the Euro 4 standard for NOx. and details the vehicle’s emissions (or alternatively the DVLA may hold emission data and have the vehicle marked Euro 4). However motorists can also take their vehicle to an independent test centre and be issued with a certificate confirming the emissions.

On receipt of this information, and assuming it confirms compliance, we update the vehicle record and confirm it as compliant which removes it from the scope of the ULEZ charge. **When doing this RUC only update the vehicle registration, they do not record the make and model of the vehicle.** Therefore we do not know the type / make / model of vehicle that has been updated. Once updated a letter is sent to the customer confirming the updated record.

The Panel appreciate that the above response may come as a disappointment to you but we hope it has provided a better clarity regarding the information you seek. However if you are dissatisfied with the internal review actions to date you can refer the matter to the independent authority responsible for enforcing the Freedom of Information Act, at the following address:

Information Commissioner’s Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

A complaint form is also available on the ICO’s website (www.ico.org.uk).

Yours sincerely

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