

From:
Sent:
To:

01 September 2023 17:08

Subject:

ULEZ London Wide Expansion Intra-day Update - 01/09/2023 As At 4pm

Good afternoon

Update as at 4pm below:

- 5,979 calls offered to the call centre between 00:01 and 16:00. The call centre has been quieter again today and current performance is very good, with abandon rate and average speed of answer well within expected targets.
- 117,504 hits to the vehicle checker so far – 351% higher than usual
- As at 4pm today, we had taken 15,031 charge payments (all schemes, not just ULEZ) which could be for travel during the last three days, today or future dates. On a typical Friday, we usually take 15,733 charge payments in total
- So far today, we've received 625 scrappage applications (445 car & motorcycle and 180 van & minibus applications). Last Friday, we received 1,351 scrappage applications in total
- Comparisons to the pre go-live averages in the table below relate to an average Friday up to 4pm based on a typical 5 week period in June/early July

| Friday 01/09/2023 | As at 16:00 | Pre Go-Live Average (based on 05 Jun -09 Jul 23) | Variance Against Pre Go-Live Average | Forecast | Variance Against Forecast |
|--------------------------------|-------------|--|--------------------------------------|----------|---------------------------|
| Calls Offered | 5,979 | 2,948 | 102.8% | 5,016 | 19.2% |
| Calls Handled | 5,871 | 2,855 | 105.7% | | |
| Calls Abandoned | 108 | 93 | 16.1% | | |
| % Calls Abandoned | 1.8% | 3.2% | -1.3% | | |
| Average Speed of Answer (secs) | 12 | 70 | -82.9% | | |

| | | | |
|----------------------------|--------|-------|--------|
| ULEZ Home Page (Page Hits) | 21,962 | 5,062 | 333.8% |
| ULEZ Home Page (Visits) | 17,161 | 4,045 | 324.2% |

| | | | |
|---|---------|--------|--------|
| Driving: Check Your Vehicle (Page Hits) | 117,504 | 26,027 | 351.5% |
| Driving: Check Your Vehicle (Visits) | 64,305 | 15,969 | 302.7% |

Page Hits are the number of times the page is viewed by the same or different visitors, whereas Visits are the number of sessions from unique visitors.

Customers travelling within ULEZ today are able to purchase a charge up to and including Monday 04 September. Those with an Autopay account will then be settled over two days following the closure of the opportunity to purchase a charge. Therefore, the total number of valid charges for travel within the zone today will be available on Thursday 07 September. Warning Notices issued to customers failing to pay a charge for today will be issued towards the end of next week or early the following week.

The next update will cover activity up to 8pm.

Sincerely,

[REDACTED] | Licensing, Regulation & Charging

Mobile: [REDACTED]

4B1 | 5 Endeavour Square | London | E20 1JN | Email: [REDACTED]@tfl.gov.uk



TfL RESTRICTED

From:
Sent:
To:

01 September 2023 08:38

Subject:

ULEZ London Wide Expansion Intra-day Update - 01/09/2023 As At 8am

Good Morning,

Update as at 8am below:

- 86 calls offered to the call centre between 00:01 and 08:00 with the majority of these received from 07:00
- 20,540 hits to the vehicle checker so far – 310% higher than usual
- Comparisons to the pre go-live averages in the table below relate to an average Friday up to 8am based on a typical 5 week period in June/early July

| Friday 01/09/2023 | As at 08:00 | Pre Go-Live Average (based on 05 Jun -09 Jul 23) | Variance Against Pre Go-Live Average | Forecast | Variance Against Forecast |
|--------------------------------|-------------|--|--------------------------------------|----------|---------------------------|
| Calls Offered | 86 | | | | |
| Calls Handled | 84 | | | | |
| Calls Abandoned | 2 | | | | |
| % Calls Abandoned | 2.3% | | | | |
| Average Speed of Answer (secs) | 10 | | | | |

| | | | |
|----------------------------|-------|-----|--------|
| ULEZ Home Page (Page Hits) | 3,740 | 843 | 343.5% |
| ULEZ Home Page (Visits) | 2,932 | 662 | 343.2% |



| | | | |
|---|--------|-------|--------|
| Driving: Check Your Vehicle (Page Hits) | 20,540 | 5,005 | 310.4% |
| Driving: Check Your Vehicle (Visits) | 11,731 | 2,978 | 293.9% |

Page Hits are the number of times the page is viewed by the same or different visitors, whereas Visits are the number of sessions from unique visitors.

Customers travelling within ULEZ today are able to purchase a charge up to and including Monday 04 September. Those with an Autopay account will then be settled over two days following the closure of the opportunity to purchase a charge. Therefore, the total number of valid charges for travel within the zone today will be available on Thursday 07 September. Warning Notices issued to customers failing to pay a charge for today will be issued towards the end of next week or early the following week.

The next update will cover activity up to 12pm.

Kind Regards,

 - Operations | Road User Charging
Phone:  | Tuesday-Friday



TfL RESTRICTED

From:
Sent:
To:

01 September 2023 20:28

Subject:

ULEZ London Wide Expansion Intra-day Update - 01/09/2023 As At 8pm

Good Evening,

Update as at 8pm below:

- 7,992 calls offered to the call centre between 00:01 and 20:00. Performance remains good, with abandon rate and average speed of answer well within expected targets
- 162,199 hits to the vehicle checker so far – 343% higher than usual
- As at 8pm today, we've taken 21,582 charge payments (all schemes, not just ULEZ) which could be for travel during the last three days, today or future dates. On a typical Friday, we usually take 15,733 charge payments in total
- Comparisons to the pre go-live averages in the table below relate to an average Friday up to 8pm based on a typical 5 week period in June/early July

| Friday 01/09/2023 | As at 20:00 | Pre Go-Live Average (based on 05 Jun -09 Jul 23) | Variance Against Pre Go-Live Average | Forecast | Variance Against Forecast |
|--------------------------------|-------------|--|--------------------------------------|----------|---------------------------|
| Calls Offered | 7,992 | 3,858 | 107.1% | 6,480 | 23.3% |
| Calls Handled | 7,846 | 3,706 | 111.7% | | |
| Calls Abandoned | 146 | 152 | -3.9% | | |
| % Calls Abandoned | 1.8% | 3.9% | -2.1% | | |
| Average Speed of Answer (secs) | 13 | 94 | -86.6% | | |

| | | | |
|----------------------------|--------|-------|--------|
| ULEZ Home Page (Page Hits) | 30,238 | 7,029 | 330.2% |
| ULEZ Home Page (Visits) | 23,526 | 5,604 | 319.8% |

| | | | |
|---|---------|--------|--------|
| Driving: Check Your Vehicle (Page Hits) | 162,199 | 36,603 | 343.1% |
| Driving: Check Your Vehicle (Visits) | 89,636 | 22,372 | 300.7% |

Page Hits are the number of times the page is viewed by the same or different visitors, whereas Visits are the number of sessions from unique visitors.

Customers travelling within ULEZ today are able to purchase a charge up to and including Monday 04 September. Those with an Autopay account will then be settled over two days following the closure of the opportunity to purchase a charge. Therefore, the total number of valid charges for travel within the zone today will be available on Thursday 07 September. Warning Notices issued to customers failing to pay a charge for today will be issued towards the end of next week or early the following week.

The next update will cover activity up to 10pm.

Kind Regards,



- Operations | Road User Charging

Phone: [redacted] | Tuesday-Friday

4th Floor, 5 Endeavour Square, London E20 1JN | Email: [redacted]@tfl.gov.uk



TfL RESTRICTED

From:
Sent:
To:

01 September 2023 22:29

Subject:

ULEZ London Wide Expansion Intra-day Update - 01/09/2023 As At 10pm

Good Evening,

Update as at 10pm below:

- 8,214 calls offered to the call centre between 00:01 and 22:00, with continued good performance in terms of abandon rate and average speed of answer
- The most common themes for calls today relate to Account Maintenance / Website (41%), Autopay (18%), Payments (17%) and Scrappage (12%)
- 180,497 hits to the vehicle checker so far – 333% higher than usual
- As at 8pm today, we had taken 21,582 charge payments (all schemes, not just ULEZ) which could be for travel during the last three days, today or future dates. On a typical Friday, we usually take 15,733 charge payments in total
- Comparisons to the pre go-live averages in the table below relate to an average Friday up to 10pm based on a typical 5 week period in June/early July

| Friday 01/09/2023 | As at 22:00 | Pre Go-Live Average (based on 05 Jun -09 Jul 23) | Variance Against Pre Go-Live Average | Forecast | Variance Against Forecast |
|--------------------------------|-------------|--|--------------------------------------|----------|---------------------------|
| Calls Offered | 8,214 | 3,871 | 112.2% | 6,480 | 26.8% |
| Calls Handled | 8,054 | 3,716 | 116.7% | | |
| Calls Abandoned | 160 | 154 | 3.8% | | |
| % Calls Abandoned | 1.9% | 4.0% | -2.0% | | |
| Average Speed of Answer (secs) | 13 | 94 | -85.9% | | |

| | | | |
|----------------------------|--------|-------|--------|
| ULEZ Home Page (Page Hits) | 33,893 | 7,926 | 327.6% |
| ULEZ Home Page (Visits) | 26,285 | 6,304 | 316.9% |

| | | | |
|---|---------|--------|--------|
| Driving: Check Your Vehicle (Page Hits) | 180,497 | 41,682 | 333.0% |
| Driving: Check Your Vehicle (Visits) | 99,915 | 25,405 | 293.3% |

Page Hits are the number of times the page is viewed by the same or different visitors, whereas Visits are the number of sessions from unique visitors.

Customers travelling within ULEZ today are able to purchase a charge up to and including Monday 04 September. Those with an Autopay account will then be settled over two days following the closure of the opportunity to purchase a charge. Therefore, the total number of valid charges for travel within the zone today will be available on Thursday 07 September. Warning Notices issued to customers failing to pay a charge for today will be issued towards the end of next week or early the following week.

The next update will be provided tomorrow and will cover activity up to 4pm.

Kind Regards,

[REDACTED] - Operations | Road User Charging

Phone: [REDACTED] | Tuesday-Friday

4th Floor, 5 Endeavour Square, London E20 1JN | Email: [REDACTED]@tfl.gov.uk



TfL RESTRICTED

From:
Sent:
To:

01 September 2023 12:48

Subject:

ULEZ London Wide Expansion Intra-day Update - 01/09/2023 As At 12pm

Good afternoon,

Update as at 12pm below:

- 2,463 calls offered to the call centre between 00:01 and 12:00. The call centre has been quieter again today and current performance is very good, with abandon rate and average speed of answer well within expected targets.
- 66,234 hits to the vehicle checker so far – 332% higher than usual
- As at 12pm today, we had taken 9,178 charge payments (all schemes, not just ULEZ) which could be for travel during the last three days, today or future dates. On a typical Friday, we usually take 15,733 charge payments in total
- So far today, we've received 279 scrappage applications (198 car & motorcycle and 81 van & minibus applications). Last Friday, we received 1,351 scrappage applications in total
- Comparisons to the pre go-live averages in the table below relate to an average Friday up to 12pm based on a typical 5 week period in June/early July

| Friday 01/09/2023 | As at 12:00 | Pre Go-Live Average (based on 05 Jun -09 Jul 23) | Variance Against Pre Go-Live Average | Forecast | Variance Against Forecast |
|--------------------------------|-------------|--|--------------------------------------|----------|---------------------------|
| Calls Offered | 2,463 | 1,362 | 80.9% | 2,310 | 6.6% |
| Calls Handled | 2,421 | 1,308 | 85.1% | | |
| Calls Abandoned | 42 | 53 | -21.3% | | |
| % Calls Abandoned | 1.7% | 3.9% | -2.2% | | |
| Average Speed of Answer (secs) | 10 | 88 | -89.1% | | |

| | | | |
|----------------------------|--------|-------|--------|
| ULEZ Home Page (Page Hits) | 12,941 | 2,885 | 348.5% |
| ULEZ Home Page (Visits) | 10,121 | 2,319 | 336.5% |

| | | | |
|---|--------|--------|--------|
| Driving: Check Your Vehicle (Page Hits) | 66,234 | 15,337 | 331.9% |
| Driving: Check Your Vehicle (Visits) | 37,957 | 9,377 | 304.8% |

Page Hits are the number of times the page is viewed by the same or different visitors, whereas Visits are the number of sessions from unique visitors.

Customers travelling within ULEZ today are able to purchase a charge up to and including Monday 04 September. Those with an Autopay account will then be settled over two days following the closure of the opportunity to purchase a charge. Therefore, the total number of valid charges for travel within the zone today will be available on Thursday 07 September. Warning Notices issued to customers failing to pay a charge for today will be issued towards the end of next week or early the following week.

The next update will cover activity up to 4pm.

Kind Regards,

[REDACTED]

[REDACTED] | Licensing, Regulation & Charging
4B1 | 5 Endeavour Square | London | E20 1JN | Email: [REDACTED]@tfl.gov.uk



TfL RESTRICTED

From:
Sent:
To:

02 September 2023 16:48

Subject:

ULEZ London Wide Expansion Intra-day Update - 02/09/2023 As At 4pm

Good afternoon

Update as at 4pm below:

- 2,063 calls offered to the call centre between 00:01 and 16:00. Call centre performance has been impacted by increased call handling times due to the types of calls and new customers requiring additional support. Performance will continue to be monitored throughout this evening.
- 95,463 hits to the vehicle checker so far – 261% higher than usual.
- As at 4pm today, we've taken 14,320 charge payments (all schemes, not just ULEZ) which could be for travel during the last three days, today or future dates. On a typical Saturday, we usually take 14,440 charge payments in total.
- So far today, we've received 390 scrappage applications (315 car & motorcycle and 75 van & minibus applications). Last Saturday, we received 863 scrappage applications in total.
- Comparisons to the pre go-live averages in the table below relate to an average Saturday up to 4pm based on a typical 5 week period in June/early July. Comparisons for the call centre are not available as it is normally closed at the weekend.

| Saturday 02/09/2023 | As at 16:00 | Pre Go-Live Average (based on 05 Jun -09 Jul 23) | Variance Against Pre Go-Live Average |
|--------------------------------|-------------|--|--------------------------------------|
| Calls Offered | 2,063 | | |
| Calls Handled | 1,762 | | |
| Calls Abandoned | 301 | | |
| % Calls Abandoned | 14.6% | | |
| Average Speed of Answer (secs) | 112 | | |

| | | | |
|----------------------------|--------|-------|--------|
| ULEZ Home Page (Page Hits) | 17,562 | 5,255 | 234.2% |
| ULEZ Home Page (Visits) | 13,563 | 4,146 | 227.2% |

| | | | |
|---|--------|--------|--------|
| Driving: Check Your Vehicle (Page Hits) | 95,463 | 26,438 | 261.1% |
| Driving: Check Your Vehicle (Visits) | 54,498 | 16,298 | 234.4% |

Page Hits are the number of times the page is viewed by the same or different visitors, whereas Visits are the number of sessions from unique visitors.

Customers travelling within ULEZ today are able to purchase a charge up to and including Tuesday 05 September. Those with an Autopay account will then be settled over two days following the closure of the opportunity to purchase a charge. Therefore, the total number of valid charges for travel within the zone today will be available on Friday 08 September. Warning Notices issued to customers failing to pay a charge for today will be issued early the following week.

The next update will be provided tomorrow and will cover activity up to 4pm.

Kind regards

[REDACTED] - Development | Road User Charging

Mobile: [REDACTED]

4th Floor, 5 Endeavour Square, London E20 1JN | Email: [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)



TfL RESTRICTED

From: [Redacted]
Sent: 03 September 2023 16:28
To: [Redacted]

Subject: ULEZ London Wide Expansion Intra-day Update - 03/09/2023 As At 4pm

Good Afternoon,

Update as at 4pm below:

- 1,411 calls offered to the call centre between 00:01 and 16:00. The call centre has been quieter today and current performance is very good, with abandon rate and average speed of answer well within expected targets.
- 78,843 hits to the vehicle checker so far – 201% higher than usual.
- As at 4pm today, we've taken 13,185 charge payments (all schemes, not just ULEZ) which could be for travel during the last three days, today or future dates. On a typical Sunday, we usually take 16,650 charge payments in total.
- So far today, we've received 325 scrappage applications (238 car & motorcycle and 87 van & minibus applications). Last Sunday, we received 786 scrappage applications in total.
- Comparisons to the pre go-live averages in the table below relate to an average Sunday up to 4pm based on a typical 5 week period in June/early July. Comparisons for the call centre are not available as it is normally closed at the weekend.

| Sunday 03/09/2023 | As at 16:00 |
|--------------------------------|-------------|
| Calls Offered | 1,411 |
| Calls Handled | 1,324 |
| Calls Abandoned | 87 |
| % Calls Abandoned | 6.2% |
| Average Speed of Answer (secs) | 53 |

| Pre Go-Live Average (based on 05 Jun -09 Jul 23) | Variance Against Pre Go-Live Average | Forecast | Variance Against Forecast |
|--|--------------------------------------|----------|---------------------------|
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|----------------------------|--------|
| ULEZ Home Page (Page Hits) | 14,752 |
| ULEZ Home Page (Visits) | 11,416 |

| | |
|-------|--------|
| 5,177 | 185.0% |
| 4,027 | 183.5% |

| | |
|---|--------|
| Driving: Check Your Vehicle (Page Hits) | 78,843 |
| Driving: Check Your Vehicle (Visits) | 45,422 |

| | |
|--------|--------|
| 26,176 | 201.2% |
| 15,976 | 184.3% |

Page Hits are the number of times the page is viewed by the same or different visitors, whereas Visits are the number of sessions from unique visitors.

Customers travelling within ULEZ today are able to purchase a charge up to and including Wednesday 06 September. Those with an Autopay account will then be settled over two days following the closure of the opportunity to purchase a charge. Therefore, the total number of valid charges for travel within the zone today will be available on Saturday 09 September. Warning Notices issued to customers failing to pay a charge for today will be issued early w/c 11 September.

The next update will be provided tomorrow and will cover activity up to 10am.

Kind Regards,

[REDACTED] - Operations | Road User Charging

Phone: [REDACTED] | Tuesday-Friday

4th Floor, 5 Endeavour Square, London E20 1JN | Email: [REDACTED]@tfl.gov.uk



TfL RESTRICTED

From:
Sent:
To:

04 September 2023 14:33

Subject:

ULEZ London Wide Expansion Intra-day Update - 04/09/2023 As At 2pm

Good Afternoon,

Update as at 2pm below:

- 5,268 calls offered to the call centre between 00:01 and 14:00. The call centre is slightly busier than at the same time Friday and current performance is very good, with abandon rate and average speed of answer well within expected targets
- 60,450 hits to the vehicle checker so far – 181% higher than usual.
- As at 2pm today, we've taken 11,293 charge payments (all schemes, not just ULEZ) which could be for travel during the last three days, today or future dates. On a typical Monday, we usually take 17,504 charge payments in total.
- So far today, we've received 426 scrappage applications (313 car & motorcycle and 113 van & minibus applications).
- Comparisons to the pre go-live averages in the table below relate to an average Monday up to 2pm based on a typical 5 week period in June/early July.

| Monday 04/09/2023 | As at 14:00 | Pre Go-Live Average (based on 05 Jun -09 Jul 23) | Variance Against Pre Go-Live Average | Forecast | Variance Against Forecast |
|--------------------------------|-------------|--|--------------------------------------|----------|---------------------------|
| Calls Offered | 5,268 | 3,629 | 45.2% | 6,631 | -20.6% |
| Calls Handled | 5,188 | 3,097 | 67.5% | | |
| Calls Abandoned | 80 | 532 | -85.0% | | |
| % Calls Abandoned | 1.5% | 14.7% | -13.1% | | |
| Average Speed of Answer (secs) | 13 | 429 | -97.0% | | |

| | | | |
|----------------------------|--------|-------|--------|
| ULEZ Home Page (Page Hits) | 12,687 | 4,395 | 188.6% |
| ULEZ Home Page (Visits) | 9,854 | 3,495 | 182.0% |

| | | | |
|---|--------|--------|--------|
| Driving: Check Your Vehicle (Page Hits) | 60,450 | 21,537 | 180.7% |
| Driving: Check Your Vehicle (Visits) | 35,723 | 13,165 | 171.4% |

Page Hits are the number of times the page is viewed by the same or different visitors, whereas Visits are the number of sessions from unique visitors.

Customers travelling within ULEZ today are able to purchase a charge up to and including Thursday 07 September. Those with an Autopay account will then be settled over two days following the closure of the opportunity to purchase a charge. Therefore, the total number of valid charges for travel within the zone today will be available on Sunday 10 September. Warning Notices issued to customers failing to pay a charge for today will be issued w/c 11 September.

The next update will cover activity up to 6pm.

Regards,



Road User Charging

4B1 | 5 Endeavour Square | London | E20 1JN | Email  [@tfl.gov.uk](mailto: [redacted]@tfl.gov.uk)



TfL RESTRICTED

From:
Sent:
To:

04 September 2023 18:29

Subject:

ULEZ London Wide Expansion Intra-day Update - 04/09/2023 As At 6pm

Good evening

Update as at 6pm below:

- 8,873 calls offered to the call centre between 00:01 and 18:00. Performance continues to be very good, with abandon rate and average speed of answer well within expected targets.
- 89,766 hits to the vehicle checker so far – 168% higher than usual.
- As at 6pm today, we've taken 16,406 charge payments (all schemes, not just ULEZ) which could be for travel during the last three days, today or future dates. On a typical Monday, we usually take 17,504 charge payments in total.
- So far today, we've received 801 scrappage applications (591 car & motorcycle and 210 van & minibus applications).
- Comparisons to the pre go-live averages in the table below relate to an average Monday up to 6pm based on a typical 5 week period in June/early July.

| Monday 04/09/2023 | As at 18:00 | Pre Go-Live Average (based on 05 Jun -09 Jul 23) | Variance Against Pre Go-Live Average | Forecast | Variance Against Forecast |
|--------------------------------|-------------|--|--------------------------------------|----------|---------------------------|
| Calls Offered | 8,873 | 5,651 | 57.0% | 10,325 | -14.1% |
| Calls Handled | 8,726 | 4,978 | 75.3% | | |
| Calls Abandoned | 147 | 673 | -78.2% | | |
| % Calls Abandoned | 1.7% | 11.9% | -10.3% | | |
| Average Speed of Answer (secs) | 14 | 341 | -96.0% | | |

| | | | |
|----------------------------|--------|-------|--------|
| ULEZ Home Page (Page Hits) | 19,342 | 6,707 | 188.4% |
| ULEZ Home Page (Visits) | 14,969 | 5,331 | 180.8% |

| | | | |
|---|--------|--------|--------|
| Driving: Check Your Vehicle (Page Hits) | 89,766 | 33,449 | 168.4% |
| Driving: Check Your Vehicle (Visits) | 52,715 | 18,612 | 183.2% |

Page Hits are the number of times the page is viewed by the same or different visitors, whereas Visits are the number of sessions from unique visitors.

Customers travelling within ULEZ today are able to purchase a charge up to and including Thursday 07 September. Those with an Autopay account will then be settled over two days following the closure of the opportunity to purchase a charge. Therefore, the total number of valid charges for travel within the zone today will be available on Sunday 10 September. Warning Notices issued to customers failing to pay a charge for today will be issued w/c 11 September.

The next update will be provided tomorrow and will cover activity up to 10am.

Kind regards

[REDACTED] - Development | Road User Charging

Mobile: [REDACTED]

4th Floor, 5 Endeavour Square, London E20 1JN | Email: [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)



TfL RESTRICTED

From:
Sent:
To:

04 September 2023 10:39

Subject:

ULEZ London Wide Expansion Intra-day Update - 04/09/2023 As At 10am

Good Morning,

Update as at 10am below:

- 1,176 calls offered to the call centre between 00:01 and 10:00. The call centre is slightly busier than at the same time Friday and current performance is very good, with abandon rate and average speed of answer well within expected targets
- 28,206 hits to the vehicle checker so far – 202% higher than usual.
- As at 10am today, we've taken 5,756 charge payments (all schemes, not just ULEZ) which could be for travel during the last three days, today or future dates. On a typical Monday, we usually take 17,504 charge payments in total.
- So far today, we've received 111 scrappage applications (84 car & motorcycle and 27 van & minibus applications).
- Comparisons to the pre go-live averages in the table below relate to an average Monday up to 10am based on a typical 5 week period in June/early July.

| Monday 04/09/2023 | As at 10:00 | Pre Go-Live Average (based on 05 Jun -09 Jul 23) | Variance Against Pre Go-Live Average | Forecast | Variance Against Forecast |
|--------------------------------|-------------|--|--------------------------------------|----------|---------------------------|
| Calls Offered | 1,176 | 912 | 29.0% | 1,748 | -32.7% |
| Calls Handled | 1,150 | 737 | 56.0% | | |
| Calls Abandoned | 26 | 175 | -85.1% | | |
| % Calls Abandoned | 2.2% | 19.2% | -16.9% | | |
| Average Speed of Answer (secs) | 19 | 448 | -95.8% | | |

| | | | |
|----------------------------|-------|-------|--------|
| ULEZ Home Page (Page Hits) | 5,849 | 1,836 | 218.5% |
| ULEZ Home Page (Visits) | 4,514 | 1,470 | 207.0% |

| | | | |
|---|--------|-------|--------|
| Driving: Check Your Vehicle (Page Hits) | 28,206 | 9,347 | 201.8% |
| Driving: Check Your Vehicle (Visits) | 16,937 | 5,756 | 194.2% |

Page Hits are the number of times the page is viewed by the same or different visitors, whereas Visits are the number of sessions from unique visitors.

Customers travelling within ULEZ today are able to purchase a charge up to and including Thursday 07 September. Those with an Autopay account will then be settled over two days following the closure of the opportunity to purchase a charge. Therefore, the total number of valid charges for travel within the zone today will be available on Sunday 10 September. Warning Notices issued to customers failing to pay a charge for today will be issued w/c 11 September.

The next update will cover activity up to 2pm.

Regards,



| Road User Charging

4B1 | 5 Endeavour Square | London | E20 1JN | Email:  [@tfl.gov.uk](mailto: @tfl.gov.uk)



TfL RESTRICTED

From:
Sent:
To:

05 September 2023 10:36

Cc:
Subject:

ULEZ London Wide Expansion Intra-day Update - 05/09/2023 As At 10am

Good Morning,

Update as at 10am below:

- 956 calls offered to the call centre between 00:01 and 10:00. The call centre has been quieter today and current performance is very good, with abandon rate and average speed of answer well within expected targets.
- 23,282 hits to the vehicle checker so far – 112% higher than usual.
- As at 10am today, we've taken 4,809 charge payments (all schemes, not just ULEZ) which could be for travel during the last three days, today or future dates. On a typical Tuesday, we usually take 15,649 charge payments in total.
- So far today, we've received 132 scrappage applications (100 car & motorcycle and 32 van & minibus applications).
- Comparisons to the pre go-live averages in the table below relate to an average Tuesday up to 10am based on a typical 5 week period in June/early July.

| Tuesday 05/09/2023 | As at 10:00 | Pre Go-Live Average (based on 05 Jun -09 Jul 23) | Variance Against Pre Go-Live Average | Forecast | Variance Against Forecast |
|--------------------------------|-------------|--|--------------------------------------|----------|---------------------------|
| Calls Offered | 956 | 613 | 56.1% | 1,135 | -15.8% |
| Calls Handled | 936 | 589 | 58.9% | | |
| Calls Abandoned | 20 | 24 | -15.3% | | |
| % Calls Abandoned | 2.1% | 3.9% | -1.8% | | |
| Average Speed of Answer (secs) | 15 | 72 | -79.5% | | |

| | | | |
|----------------------------|-------|-------|--------|
| ULEZ Home Page (Page Hits) | 4,777 | 2,064 | 131.5% |
| ULEZ Home Page (Visits) | 3,760 | 1,634 | 130.1% |

| | | | |
|---|--------|--------|--------|
| Driving: Check Your Vehicle (Page Hits) | 23,282 | 10,971 | 112.2% |
| Driving: Check Your Vehicle (Visits) | 13,811 | 6,582 | 109.8% |

Page Hits are the number of times the page is viewed by the same or different visitors, whereas Visits are the number of sessions from unique visitors.

Customers travelling within ULEZ today are able to purchase a charge up to and including Friday 08 September. Those with an Autopay account will then be settled over two days following the closure of the opportunity to purchase a charge. Therefore, the total number of valid charges for travel within the zone today will be available on Monday 11 September. Warning Notices issued to customers failing to pay a charge for today will be issued w/c 11 September.

The next update will cover activity up to 2pm.

[REDACTED] | Licensing, Regulation & Charging
4B1 | 5 Endeavour Square | London | E20 1JN | Email [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)



TfL RESTRICTED

From:
Sent:
To:

06 September 2023 10:32

Subject:

ULEZ London Wide Expansion Daily Update - 06/09/2023 (for 05 Sep activity)

Good Morning,

Daily Update below:

- 8,902 calls offered to the call centre yesterday. Performance remains good, with abandon rate and average speed of answer well within expected targets
- 116,128 hits to the vehicle checker yesterday – 105% higher than usual
- Yesterday we took 18,996 ULEZ charge payments which could be for travel during the last three days, today or future dates – 166% higher than pre-expansion
- 1,000 scrappage applications received yesterday (669 car & motorcycle and 331 van & minibus applications) – 56% lower than Tuesday last week
- Comparisons to the pre go-live averages in the table below relate to an average Tuesday based on a typical 5 week period in June/early July – with the exception of scrappage applications which are compared to the same day in the previous week
- Please note that the first Warning Notices (for travel on Tuesday 29 August) are expected to be received by customers tomorrow at the earliest, subject to successful assurance activities and next day delivery of 1st class post

| Tuesday 05/09/2023 | |
|--------------------------------|-------|
| Calls Offered | 8,902 |
| Calls Handled | 8,629 |
| Calls Abandoned | 273 |
| % Calls Abandoned | 3.1% |
| Average Speed of Answer (secs) | 48 |

| Tuesday Pre Go-Live Average (based on 05 Jun -09 Jul 23) | Variance Against Pre Go-Live Average |
|--|--------------------------------------|
| 4,415 | 101.6% |
| 4,219 | 104.5% |
| 196 | 39.3% |
| 4.4% | -1.4% |
| 106 | -54.4% |

| | |
|----------------------------|--------|
| ULEZ Home Page (Page Hits) | 22,596 |
| ULEZ Home Page (Visits) | 17,630 |

| | |
|-------|--------|
| 9,589 | 135.7% |
| 7,478 | 135.8% |

| | |
|---|---------|
| Driving: Check Your Vehicle (Page Hits) | 116,128 |
| Driving: Check Your Vehicle (Visits) | 67,046 |

| | |
|--------|--------|
| 56,790 | 104.5% |
| 32,986 | 103.3% |

Page Hits are the number of times the page is viewed by the same or different visitors, whereas Visits are the number of sessions from unique visitors.

| | |
|----------------------------------|--------|
| ULEZ Charge Payment Transactions | 18,996 |
|----------------------------------|--------|

| | |
|-------|--------|
| 7,155 | 165.5% |
|-------|--------|

| | |
|------------------------------|-------|
| Total Scrappage Applications | 1,000 |
|------------------------------|-------|

| Same day previous week | Variance Against Previous Week |
|------------------------|--------------------------------|
| 2,271 | -56.0% |

| | | | |
|-------------------------------|-----|-------|--------|
| Car & Motorcycle Applications | 669 | 1,669 | -59.9% |
| Van & Minibus Applications | 331 | 602 | -45.0% |

The next update will be tomorrow morning, covering activity for today.

Kind Regards,

[REDACTED]
[REDACTED] - Operations | Road User Charging
Phone: [REDACTED] | Tuesday-Friday
4th Floor, 5 Endeavour Square, London E20 1JN | Email: [REDACTED]@tfl.gov.uk



TfL RESTRICTED

From:
Sent:
To:

07 September 2023 09:32

Subject:

ULEZ London Wide Expansion Daily Update - 07/09/2023 (for 06 Sep activity)

Good Morning,

Daily Update below:

- 8,245 calls offered to the call centre yesterday. Performance remains good, with abandon rate and average speed of answer well within expected targets
- 113,324 hits to the vehicle checker yesterday – 120% higher than usual
- Yesterday we took 18,043 ULEZ charge payments which could be for travel during the last three days, today or future dates – 166% higher than pre-expansion
- 1,001 scrappage applications received yesterday (660 car & motorcycle and 341 van & minibus applications) – 33% lower than Wednesday last week
- Comparisons to the pre go-live averages in the table below relate to an average Wednesday based on a typical 5 week period in June/early July – with the exception of scrappage applications which are compared to the same day in the previous week
- Please note that the first Warning Notices (for travel on Tuesday 29 August) are expected to be received by customers today, subject to next day delivery of 1st class post

| Wednesday 06/09/2023 | | Wednesday Pre Go-Live Average (based on 05 Jun -09 Jul 23) | Variance Against Pre Go-Live Average |
|--------------------------------|-------|--|--------------------------------------|
| Calls Offered | 8,245 | 4,003 | 106.0% |
| Calls Handled | 8,081 | 3,881 | 108.2% |
| Calls Abandoned | 164 | 122 | 34.4% |
| % Calls Abandoned | 2.0% | 3.0% | -1.1% |
| Average Speed of Answer (secs) | 16 | 73 | -77.5% |

| | | | |
|----------------------------|--------|-------|--------|
| ULEZ Home Page (Page Hits) | 21,259 | 9,006 | 136.1% |
| ULEZ Home Page (Visits) | 16,586 | 6,921 | 139.6% |

| | | | |
|---|---------|--------|--------|
| Driving: Check Your Vehicle (Page Hits) | 113,324 | 51,592 | 119.7% |
| Driving: Check Your Vehicle (Visits) | 66,331 | 28,432 | 133.3% |

Page Hits are the number of times the page is viewed by the same or different visitors, whereas Visits are the number of sessions from unique visitors.

| | | | |
|----------------------------------|--------|-------|--------|
| ULEZ Charge Payment Transactions | 18,043 | 6,787 | 165.9% |
|----------------------------------|--------|-------|--------|

| | | Same day previous week | Variance Against Previous Week |
|------------------------------|-------|------------------------|--------------------------------|
| Total Scrappage Applications | 1,001 | 1,488 | -32.7% |

| | | | |
|-------------------------------|-----|-------|--------|
| Car & Motorcycle Applications | 660 | 1,060 | -37.7% |
| Van & Minibus Applications | 341 | 428 | -20.3% |

The next update will be tomorrow morning, covering activity for today.

Kind Regards,



- Operations | Road User Charging

Phone: [Redacted] | Tuesday-Friday

4th Floor, 5 Endeavour Square, London E20 1JN | Email: [Redacted]@tfl.gov.uk



TfL RESTRICTED

From:
Sent:
To:

08 September 2023 09:42

Subject:

ULEZ London Wide Expansion Daily Update - 08/09/2023 (for 07 Sep activity)

Good Morning,

Daily Update below:

- 7,683 calls offered to the call centre yesterday with continued good performance
- 94,953 hits to the vehicle checker yesterday – 97% higher than usual
- Yesterday we took 17,955 ULEZ charge payments which could be for travel during the last three days, today or future dates – 162% higher than pre-expansion
- 883 scrappage applications received yesterday (608 car & motorcycle and 275 van & minibus applications) – 23% lower than Thursday last week
- Comparisons to the pre go-live averages in the table below relate to an average Thursday based on a typical 5 week period in June/early July – with the exception of scrappage applications which are compared to the same day in the previous week
- The first Warning Notices (for travel on Tuesday 29 August) are now being received by customers. We have so far issued just over 12.6k Warning notices for travel on 29 August, but this figure is expected to build slightly as more contravention records are processed

| Thursday 07/09/2023 | | Thursday Pre Go-Live Average (based on 05 Jun -09 Jul 23) | Variance Against Pre Go-Live Average |
|--------------------------------|-------|---|--------------------------------------|
| Calls Offered | 7,683 | 3,932 | 95.4% |
| Calls Handled | 7,534 | 3,802 | 98.2% |
| Calls Abandoned | 149 | 130 | 14.6% |
| % Calls Abandoned | 1.9% | 3.3% | -1.4% |
| Average Speed of Answer (secs) | 22 | 75 | -71.2% |

| | | | |
|----------------------------|--------|-------|--------|
| ULEZ Home Page (Page Hits) | 20,055 | 8,694 | 130.7% |
| ULEZ Home Page (Visits) | 15,726 | 6,738 | 133.4% |

| | | | |
|---|--------|--------|--------|
| Driving: Check Your Vehicle (Page Hits) | 94,953 | 48,195 | 97.0% |
| Driving: Check Your Vehicle (Visits) | 55,295 | 27,454 | 101.4% |

Page Hits are the number of times the page is viewed by the same or different visitors, whereas Visits are the number of sessions from unique visitors.

| | | | |
|----------------------------------|--------|-------|--------|
| ULEZ Charge Payment Transactions | 17,955 | 6,859 | 161.8% |
|----------------------------------|--------|-------|--------|

| | | Same day previous week | Variance Against Previous Week |
|------------------------------|-----|------------------------|--------------------------------|
| Total Scrappage Applications | 883 | 1,144 | -22.8% |

| | | | |
|-------------------------------|-----|-----|--------|
| Car & Motorcycle Applications | 608 | 821 | -25.9% |
| Van & Minibus Applications | 275 | 323 | -14.9% |

The next update will be on Monday, covering activity for today and the weekend.

Kind Regards,



- Operations | Road User Charging

Phone: [Redacted] | Tuesday-Friday

4th Floor, 5 Endeavour Square, London E20 1JN | Email: [Redacted]@tfl.gov.uk



TfL RESTRICTED

From: [redacted]
 To: [redacted]
 Subject: ULEZ London Wide Expansion Data Update - 11/09/2023 (covering week 1-2 activity)
 Date: 11 September 2023 10:42:04
 Attachments: [image001.jpg](#)

Good Morning

Week 1-2 Update below

- 48 471 calls offered to the call centre last week with continued good performance
- 733 145 hits to the vehicle checker last week – 112% higher than pre-expansion
- Last week we took 132 936 ULEZ charge payments – 164% higher than pre-expansion
- During week 1 (Tue 29 Aug to Sun 03 Sep) there were a total of 366 517 charges valid for travel (including Auto pay) – 151% higher than pre-expansion. Valid charge data for week 2 will be available on Monday 18 September
- 5 571 scrappage applications received last week (3 839 car & motorcycle and 1 732 van & minibus applications) – 21% lower than the previous week
- So far for travel during week 1 (Tue 29 Aug to Sun 03 Sep) we have issued over 36.2k Warning notices and suppressed another 30.4k. This information takes time to build so volumes for week 1 are likely to build a little further and week 2 activity will be available from w/c 18 Sep
- Comparisons to the pre go-live averages in the tables below relate to a comparable period using a typical 5 week period in June/early July – with the exception of scrappage applications which are compared to activity during the previous week

| Week 1 Tue 29 Aug - Sun 03 Sep | Tue-Sun Pre Go-Live Average (based on 05 Jun -09 Jul 23) | Variance Against Pre Go-Live Average |
|--------------------------------|--|--------------------------------------|
| Calls Offered | 56,850 | 16,221 250.5% |
| Calls Handled | 53,149 | 15,618 240.3% |
| Calls Abandoned | 3,701 | 603 513.8% |
| % Calls Abandoned | 6.5% | 3.7% 2.8% |
| Average Speed of Answer (secs) | 72 | 87 -18.0% |

| | | |
|----------------------------|---------|---------------|
| ULEZ Home Page (Page Hits) | 341,574 | 53,944 533.2% |
| ULEZ Home Page (Visits) | 251,777 | 41,722 503.5% |

| | | |
|--|-----------|----------------|
| Driving Check Your Vehicle (Page Hits) | 1,417,110 | 295,258 380.0% |
| Driving Check Your Vehicle (Visits) | 768,687 | 170,481 350.9% |

Page Hits are the number of times the page is viewed by the same or different visitors whereas Visits are the number of sessions from unique visitors

| | | |
|----------------------------------|---------|---------------|
| ULEZ Charge Payment Transactions | 135,088 | 42,490 217.9% |
|----------------------------------|---------|---------------|

Based on transaction date excludes Auto pay

| | | |
|---------------------------------------|---------|----------------|
| ULEZ Total Charges Valid for Travel | 366,517 | 146,328 150.5% |
| ULEZ Auto Pay Valid Charges | 227,095 | 102,775 121.0% |
| ULEZ Prepaid Valid Charges | 85,436 | 22,630 277.5% |
| ULEZ Pay Next Day (PND) Valid Charges | 53,986 | 20,923 158.0% |

Based on date of travel so data takes time to build. If the date of travel is Day 1 PND charges should be complete by Day 4-5 and Auto Pay charges should be complete by Day 6-7

| | | |
|---------------------------------|--------|--|
| ULEZ Warning Notices Issued | 36,235 | |
| ULEZ Warning Notices Suppressed | 30,423 | |
| ULEZ PCNs Issued | 0 | |

Based on date of contravention so data takes time to build. If the date of contravention is Day 1 Warning Notice/PCN volumes should be available by Day 9 so week 1 warning notice volumes are likely to build further

| | Tue-Sun previous week | Variance Against Previous Week |
|-------------------------------|-----------------------|--------------------------------|
| Total Scrappage Applications | 6,981 | 9,561 -27.0% |
| Car & Motorcycle Applications | 5,115 | 7,201 -29.0% |
| Van & Minibus Applications | 1,866 | 2,360 -20.9% |

The next update will be tomorrow morning covering activity for today.

Kind Regards

[redacted] - Operations | Road User Charging
 Phone: [redacted] | Tuesday-Friday
 4th Floor, 5 Endeavour Square, London E20 1JN | Email: [redacted]@tfl.gov.uk



| Week 2 Mon 04 Sep - Sun 10 Sep | Mon-Sun Pre Go-Live Average (based on 05 Jun -09 Jul 23) | Variance Against Pre Go-Live Average |
|--------------------------------|--|--------------------------------------|
| Calls Offered | 48,471 | 22,359 116.8% |
| Calls Handled | 47,201 | 21,056 124.2% |
| Calls Abandoned | 1,270 | 1,303 -2.5% |
| % Calls Abandoned | 2.6% | 5.8% -3.2% |
| Average Speed of Answer (secs) | 27 | 149 -81.8% |

| | | |
|----------------------------|---------|---------------|
| ULEZ Home Page (Page Hits) | 148,885 | 64,034 132.5% |
| ULEZ Home Page (Visits) | 115,427 | 49,384 133.7% |

| | | |
|--|---------|----------------|
| Driving Check Your Vehicle (Page Hits) | 733,145 | 345,761 112.0% |
| Driving Check Your Vehicle (Visits) | 430,130 | 199,865 115.2% |

Page Hits are the number of times the page is viewed by the same or different visitors whereas Visits are the number of sessions from unique visitors

| | | |
|----------------------------------|---------|---------------|
| ULEZ Charge Payment Transactions | 132,936 | 50,281 164.4% |
|----------------------------------|---------|---------------|

Based on transaction date excludes Auto pay

| | | |
|---------------------------------------|--|--|
| ULEZ Total Charges Valid for Travel | | |
| ULEZ Auto Pay Valid Charges | | |
| ULEZ Prepaid Valid Charges | | |
| ULEZ Pay Next Day (PND) Valid Charges | | |

Based on date of travel so data takes time to build. Complete valid charges for w/c 04 Sep will be available on Monday 18 Sep

| | | |
|---------------------------------|--|--|
| ULEZ Warning Notices Issued | | |
| ULEZ Warning Notices Suppressed | | |
| ULEZ PCNs Issued | | |

Based on date of contravention so data takes time to build. Enforcement data for w/c 04 Sep will be available from Monday 18 Sep

| | Mon-Sun previous week | Variance Against Previous Week |
|-------------------------------|-----------------------|--------------------------------|
| Total Scrappage Applications | 5,571 | 7,018 -20.6% |
| Car & Motorcycle Applications | 3,839 | 5,145 -25.4% |
| Van & Minibus Applications | 1,732 | 1,873 -7.5% |

From:
Sent:
To:

12 September 2023 11:39

Subject:

ULEZ London Wide Expansion Daily Update - 12/09/2023 (for 11 Sep activity)

Good Morning,

Daily Update below:

- 10,414 calls offered to the call centre yesterday with continued good performance
- 86,948 hits to the vehicle checker yesterday – 72% higher than usual
- Yesterday we took 19,371 ULEZ charge payments which could be for travel during the last three days, today or future dates – 149% higher than pre-expansion
- 956 scrappage applications received yesterday (581 car & motorcycle and 375 van & minibus applications) – 5% lower than Monday last week
- Comparisons to the pre go-live averages in the table below relate to an average Monday based on a typical 5 week period in June/early July – with the exception of scrappage applications which are compared to the same day in the previous week
- So far, for travel between Tue 29 Aug and Mon 04 Sep, we have issued almost 39.6k Warning notices and suppressed another 37.5k. Warning Notice volumes will continue to build as more contravention records are processed.

| Monday 11/09/2023 | |
|--------------------------------|--------|
| Calls Offered | 10,414 |
| Calls Handled | 10,069 |
| Calls Abandoned | 345 |
| % Calls Abandoned | 3.3% |
| Average Speed of Answer (secs) | 71 |

| Monday Pre Go-Live Average (based on 05 Jun -09 Jul 23) | Variance Against Pre Go-Live Average |
|---|--------------------------------------|
| 6,138 | 69.7% |
| 5,438 | 85.2% |
| 700 | -50.7% |
| 11.4% | -8.1% |
| 325 | -78.1% |

| | |
|----------------------------|--------|
| ULEZ Home Page (Page Hits) | 20,551 |
| ULEZ Home Page (Visits) | 15,791 |

| | |
|--------|--------|
| 10,090 | 103.7% |
| 7,661 | 106.1% |

| | |
|---|--------|
| Driving: Check Your Vehicle (Page Hits) | 86,948 |
| Driving: Check Your Vehicle (Visits) | 51,382 |

| | |
|--------|-------|
| 50,503 | 72.2% |
| 29,385 | 74.9% |

Page Hits are the number of times the page is viewed by the same or different visitors, whereas Visits are the number of sessions from unique visitors.

| | |
|----------------------------------|--------|
| ULEZ Charge Payment Transactions | 19,371 |
|----------------------------------|--------|

| | |
|-------|--------|
| 7,791 | 148.6% |
|-------|--------|

| | |
|-------------------------------|-----|
| Total Scrappage Applications | 956 |
| Car & Motorcycle Applications | 581 |

| Same day previous week | Variance Against Previous Week |
|------------------------|--------------------------------|
| 1,001 | -4.5% |
| 735 | -21.0% |

| | | | |
|----------------------------|-----|-----|-------|
| Van & Minibus Applications | 375 | 266 | 41.0% |
|----------------------------|-----|-----|-------|

The next update will be tomorrow morning, covering activity for today.

Kind Regards,

[REDACTED]
[REDACTED] - Operations | Road User Charging
Phone: [REDACTED] | Tuesday-Friday
4th Floor, 5 Endeavour Square, London E20 1JN | Email: [REDACTED]@tfl.gov.uk



TfL RESTRICTED

From:
Sent:
To:

13 September 2023 11:38

Subject:

ULEZ London Wide Expansion Daily Update – 13/09/2023 (for 12 Sep activity)

Good Morning,

Daily Update below:

- 8,750 calls offered to the call centre yesterday with continued good performance
- 103,684 hits to the vehicle checker yesterday – 83% higher than usual
- Yesterday we took 16,831 ULEZ charge payments which could be for travel during the previous three days, yesterday or future dates – 135% higher than pre-expansion
- 902 scrappage applications received yesterday (569 car & motorcycle and 333 van & minibus applications) – 10% lower than Tuesday last week
- So far, for travel between Tue 29 Aug and Mon 04 Sep, we have issued over 39.6k Warning notices and suppressed another 37.5k. Warning Notice volumes will continue to build as more contravention records are processed
- Comparisons to the pre go-live averages in the table below relate to an average Tuesday based on a typical 5 week period in June/early July – with the exception of scrappage applications which are compared to the same day in the previous week

| Tuesday 12/09/2023 | | Tuesday Pre Go-Live Average (based on 05 Jun -09 Jul 23) | Variance Against Pre Go-Live Average |
|--------------------------------|-------|--|--------------------------------------|
| Calls Offered | 8,750 | 4,415 | 98.2% |
| Calls Handled | 8,393 | 4,219 | 98.9% |
| Calls Abandoned | 357 | 196 | 82.1% |
| % Calls Abandoned | 4.1% | 4.4% | -0.4% |
| Average Speed of Answer (secs) | 63 | 106 | -40.1% |

| | | | |
|----------------------------|--------|-------|-------|
| ULEZ Home Page (Page Hits) | 18,960 | 9,589 | 97.7% |
| ULEZ Home Page (Visits) | 14,678 | 7,478 | 96.3% |

| | | | |
|---|---------|--------|-------|
| Driving: Check Your Vehicle (Page Hits) | 103,684 | 56,790 | 82.6% |
| Driving: Check Your Vehicle (Visits) | 61,196 | 32,986 | 85.5% |

Page Hits are the number of times the page is viewed by the same or different visitors, whereas Visits are the number of sessions from unique visitors.

| | | | |
|----------------------------------|--------|-------|--------|
| ULEZ Charge Payment Transactions | 16,831 | 7,155 | 135.2% |
|----------------------------------|--------|-------|--------|

| | | Same day previous week | Variance Against Previous Week |
|------------------------------|-----|------------------------|--------------------------------|
| Total Scrappage Applications | 902 | 1,000 | -9.8% |

| | | | |
|-------------------------------|-----|-----|--------|
| Car & Motorcycle Applications | 569 | 669 | -14.9% |
| Van & Minibus Applications | 333 | 331 | 0.6% |

The next update will be tomorrow morning, covering activity for today.

Kind Regards,

[Redacted] - Operations | Road User Charging
Phone: [Redacted] | Tuesday-Friday
4th Floor, 5 Endeavour Square, London E20 1JN | Email: [Redacted]@tfl.gov.uk



TfL RESTRICTED

From:
Sent:
To:

14 September 2023 10:28

Subject:

ULEZ London Wide Expansion Daily Update - 14/09/2023 (for 13 Sep activity)

Good Morning,

Daily Update below:

- 7,913 calls offered to the call centre yesterday with continued good performance
- 95,593 hits to the vehicle checker yesterday – 85% higher than usual
- Yesterday we took 16,983 ULEZ charge payments which could be for travel during the previous three days, yesterday or future dates – 150% higher than pre-expansion
- 839 scrappage applications received yesterday (583 car & motorcycle and 256 van & minibus applications) – 16% lower than Wednesday last week
- So far, for travel between Tue 29 Aug and Thu 07 Sep, we have issued almost 48k Warning notices and suppressed another 59.4k. Warning Notice volumes will continue to build over time
- Comparisons to the pre go-live averages in the table below relate to an average Wednesday based on a typical 5 week period in June/early July – with the exception of scrappage applications which are compared to the same day in the previous week

| Wednesday 13/09/2023 | | Wednesday Pre Go-Live Average (based on 05 Jun -09 Jul 23) | Variance Against Pre Go-Live Average |
|--------------------------------|-------|--|--------------------------------------|
| Calls Offered | 7,913 | 4,003 | 97.7% |
| Calls Handled | 7,554 | 3,881 | 94.6% |
| Calls Abandoned | 359 | 122 | 194.3% |
| % Calls Abandoned | 4.5% | 3.0% | 1.5% |
| Average Speed of Answer (secs) | 62 | 73 | -14.9% |

| | | | |
|----------------------------|--------|-------|-------|
| ULEZ Home Page (Page Hits) | 17,814 | 9,006 | 97.8% |
| ULEZ Home Page (Visits) | 13,809 | 6,921 | 99.5% |

| | | | |
|---|--------|--------|--------|
| Driving: Check Your Vehicle (Page Hits) | 95,593 | 51,592 | 85.3% |
| Driving: Check Your Vehicle (Visits) | 57,025 | 28,432 | 100.6% |

Page Hits are the number of times the page is viewed by the same or different visitors, whereas Visits are the number of sessions from unique visitors.

| | | | |
|----------------------------------|--------|-------|--------|
| ULEZ Charge Payment Transactions | 16,983 | 6,787 | 150.2% |
|----------------------------------|--------|-------|--------|

| | | Same day previous week | Variance Against Previous Week |
|-------------------------------|-----|------------------------|--------------------------------|
| Total Scrappage Applications | 839 | 1,001 | -16.2% |
| Car & Motorcycle Applications | 583 | 660 | -11.7% |

| | | | |
|----------------------------|-----|-----|--------|
| Van & Minibus Applications | 256 | 341 | -24.9% |
|----------------------------|-----|-----|--------|

The next update will be tomorrow morning, covering activity for today.

Kind Regards,

[Redacted] - Operations | Road User Charging
Phone: [Redacted] | Tuesday-Friday
4th Floor, 5 Endeavour Square, London E20 1JN | Email: [Redacted]@tfl.gov.uk



TfL RESTRICTED

From:
Sent:
To:

15 September 2023 10:17

Subject:

ULEZ London Wide Expansion Daily Update - 15/09/2023 (for 14 Sep activity)

Good Morning,

Daily Update below:

- 7,427 calls offered to the call centre yesterday with continued good performance
- 85,244 hits to the vehicle checker yesterday – 77% higher than usual
- Yesterday we took 17,132 ULEZ charge payments which could be for travel during the previous three days, yesterday or future dates – 150% higher than pre-expansion
- 757 scrappage applications received yesterday (473 car & motorcycle and 284 van & minibus applications) – 14% lower than Thursday last week
- So far, for travel between Tue 29 Aug and Fri 08 Sep, we have issued over 51k Warning notices and suppressed another 67k. Warning Notice volumes will continue to build over time
- Comparisons to the pre go-live averages in the table below relate to an average Thursday based on a typical 5 week period in June/early July – with the exception of scrappage applications which are compared to the same day in the previous week

| Thursday 14/09/2023 | | Thursday Pre Go-Live Average (based on 05 Jun -09 Jul 23) | Variance Against Pre Go-Live Average |
|--------------------------------|-------|---|--------------------------------------|
| Calls Offered | 7,427 | 3,932 | 88.9% |
| Calls Handled | 7,200 | 3,802 | 89.4% |
| Calls Abandoned | 227 | 130 | 74.6% |
| % Calls Abandoned | 3.1% | 3.3% | -0.2% |
| Average Speed of Answer (secs) | 28 | 75 | -62.3% |

| | | | |
|----------------------------|--------|-------|-------|
| ULEZ Home Page (Page Hits) | 16,238 | 8,694 | 86.8% |
| ULEZ Home Page (Visits) | 12,812 | 6,738 | 90.1% |

| | | | |
|---|--------|--------|-------|
| Driving: Check Your Vehicle (Page Hits) | 85,244 | 48,195 | 76.9% |
| Driving: Check Your Vehicle (Visits) | 51,122 | 27,454 | 86.2% |

Page Hits are the number of times the page is viewed by the same or different visitors, whereas Visits are the number of sessions from unique visitors.

| | | | |
|----------------------------------|--------|-------|--------|
| ULEZ Charge Payment Transactions | 17,132 | 6,859 | 149.8% |
|----------------------------------|--------|-------|--------|

| | | Same day previous week | Variance Against Previous Week |
|-------------------------------|-----|------------------------|--------------------------------|
| Total Scrappage Applications | 757 | 883 | -14.3% |
| Car & Motorcycle Applications | 473 | 608 | -22.2% |
| Van & Minibus Applications | 284 | 275 | 3.3% |

The next update will be on Monday, covering activity for weeks 1-3.

Kind Regards,



- Operations | Road User Charging

Phone: [Redacted] | Tuesday-Friday

4th Floor, 5 Endeavour Square, London E20 1JN | Email: [Redacted]@tfl.gov.uk



TfL RESTRICTED

F on
 To
 Subject
 Date 18 Sep 2023 14:42:43
 Attachments

Good Afternoon

Week 1-3 Update below:

- 45,687 calls offered to the ca I centre last week with continued good performance
- 604,043 hits to the vehicle checker last week – 75% higher than pre-expansion
- Last week we took 124,637 ULEZ charge payments – 148% higher than pre-expansion
- During week 2 (Mon 04 Sep to Sun 10 Sep) there were a total of 404,396 charges valid for travel (including Auto pay) – 137% higher than pre-expansion. Valid charge data for week 3 will be available on Monday 25 September
- 5,035 scrappage applications received last week (3,353 car & motorcycle and 1,682 van & minibus applications) – 10% lower than the previous week
- For travel during week 1 (Tue 29 Aug to Sun 03 Sep) we issued 36.4k Warning notices and suppressed another 30.6k. So far for travel during week 2 (Mon 04 Sep to Sun 10 Sep) we have issued over 20.7k Warning notices and suppressed another 49.4k. This information takes time to build so volumes for week 2 are likely to build a little further and week 3 activity will be available from w/c 25 September
- Comparisons to the pre go-live averages in the tables below relate to a comparable period using a typical 5 week period in June/early July – with the exception of scrappage applications which are compared to activity during the previous week

| Week 1 Tue 29 Aug - Sun 03 Sep | Tue-Sun Pre Go-Live Average Based on 05 Jun -09 Jul 23 | Variance Against Pre Go-Live Average |
|--------------------------------|--|--------------------------------------|
| Ca is Offered | 56,850 | 16,221 250.5% |
| Ca is Handled | 53,119 | 15,618 293.3% |
| Ca is Abandoned | 3,701 | 603 163.0% |
| % Ca is Abandoned | 6.5% | 3.7% 2.8% |
| Ave age Speed of Answer Issues | 72 | 87 -8.0% |

| Week 2 Mon 04 Sep - Sun 10 Sep | Mon-Sun Pre Go-Live Average Based on 05 Jun -09 Jul 23 | Variance Against Pre Go-Live Average |
|--------------------------------|--|--------------------------------------|
| Ca is Offered | 8,711 | 22,359 257.8% |
| Ca is Handled | 7,201 | 21,056 292.3% |
| Ca is Abandoned | 1,270 | 1,303 -2.5% |
| % Ca is Abandoned | 2.6% | 5.8% -3.2% |
| Ave age Speed of Answer Issues | 27 | 19 29.6% |

| Week 3 Mon 11 Sep - Sun 17 Sep | Mon-Sun Pre Go-Live Average Based on 05 Jun -09 Jul 23 | Variance Against Pre Go-Live Average |
|--------------------------------|--|--------------------------------------|
| Ca is Offered | 5,687 | 22,359 393.1% |
| Ca is Handled | 3,999 | 21,056 526.5% |
| Ca is Abandoned | 1,688 | 1,303 29.5% |
| % Ca is Abandoned | 3.7% | 5.8% -2.1% |
| Ave age Speed of Answer Issues | 5 | 19 -74.0% |

| ULEZ Home Page (Page Hits) | 3,157 | 53.9 | 533.2% |
|----------------------------|---------|-------|--------|
| ULEZ Home Page (Visits) | 251,777 | 1,722 | 503.5% |

| ULEZ Home Page (Page Hits) | 1,885 | 6.03 | 132.6% |
|----------------------------|-------|----------------------|--------|
| ULEZ Home Page (Visits) | 1,527 | 9.38 <td>133.7%</td> | 133.7% |

| ULEZ Home Page (Page Hits) | 3,557 | 6.03 | 9.5% |
|----------------------------|-------|------|-------|
| ULEZ Home Page (Visits) | 9,602 | 9.38 | 96.6% |

| Diving Check You Vehicle (Page Hits) | 1,171.0 | 295,258 | 380.0% |
|--------------------------------------|---------|---------|--------|
| Diving Check You Vehicle (Visits) | 768,687 | 170,81 | 350.9% |

| Diving Check You Vehicle (Page Hits) | 733.15 | 3,5761 | 1.20% |
|--------------------------------------|---------------------------------------|-----------------------|-------|
| Diving Check You Vehicle (Visits) | 30.30 <td>99,865 <td>1.52%</td> </td> | 99,865 <td>1.52%</td> | 1.52% |

| Diving Check You Vehicle (Page Hits) | 60.03 | 3,5761 | 7.7% |
|--------------------------------------|---------|--------|-------|
| Diving Check You Vehicle (Visits) | 360.031 | 99,865 | 80.1% |

Page Hits is the number of times the page is viewed by the same or different visitors, who are Visits is the number of sessions from unique visitors.

Page Hits is the number of times the page is viewed by the same or different visitors, who are Visits is the number of sessions from unique visitors.

Page Hits is the number of times the page is viewed by the same or different visitors, who are Visits is the number of sessions from unique visitors.

| ULEZ Charge Payment Transactions | 35,065 | 2,90 | 217.9% |
|--|--------|------|--------|
| Based on transaction date, excludes Auto pay | | | |

| ULEZ Charge Payment Transactions | 132,912 | 50,281 | 16.3% |
|--|---------|--------|-------|
| Based on transaction date, excludes Auto pay | | | |

| ULEZ Charge Payment Transactions | 2,637 | 50,281 | 1.79% |
|--|-------|--------|-------|
| Based on transaction date, excludes Auto pay | | | |

| ULEZ Total Charges Valid for Travel | 366,500 | 1,638 | 150.5% |
|---------------------------------------|---------|---------|--------|
| ULEZ Auto Pay Valid Charges | 227,098 | 102,775 | 121.0% |
| ULEZ Prepaid Valid Charges | 85.9 | 22,630 | 277.5% |
| ULEZ Pay Next Day (PND) Valid Charges | 53,983 | 20,923 | 158.0% |

| ULEZ Total Charges Valid for Travel | 0.396 | 70.6 | 137.3% |
|---------------------------------------|---------|--------|--------|
| ULEZ Auto Pay Valid Charges | 272,209 | 20.99 | 125.9% |
| ULEZ Prepaid Valid Charges | 79.05 | 25,889 | 205.1% |
| ULEZ Pay Next Day (PND) Valid Charges | 53.33 | 2.028 | 121.1% |

| ULEZ Total Charges Valid for Travel | | | |
|---------------------------------------|--|--|--|
| ULEZ Auto Pay Valid Charges | | | |
| ULEZ Prepaid Valid Charges | | | |
| ULEZ Pay Next Day (PND) Valid Charges | | | |

Based on date of travel so data takes time to build. If the date of travel is Day 1, PND charges should be complete by Day 5 and Auto Pay charges should be complete by Day 6-7.

Based on date of travel so data takes time to build. If the date of travel is Day 1, PND charges should be complete by Day 5 and Auto Pay charges should be complete by Day 6-7.

Based on date of travel so data takes time to build. Complete valid charge data for week 11 Sep will be available on Monday 25 Sep.

| ULEZ Warning Notices Issued | 36,02 | | |
|---|--------|--|--|
| ULEZ Warning Notices Suppressed <td>30,577</td> <td></td> <td></td> | 30,577 | | |
| ULEZ PCNs Issued <td>0</td> <td></td> <td></td> | 0 | | |

| ULEZ Warning Notices Issued | 20,75 | | |
|---|-------|--|--|
| ULEZ Warning Notices Suppressed <td>9,23</td> <td></td> <td></td> | 9,23 | | |
| ULEZ PCNs Issued <td>0</td> <td></td> <td></td> | 0 | | |

| ULEZ Warning Notices Issued | | | |
|---|--|--|--|
| ULEZ Warning Notices Suppressed <td></td> <td></td> <td></td> | | | |
| ULEZ PCNs Issued <td></td> <td></td> <td></td> | | | |

Based on date of content so data takes time to build. If the date of content is Day 1, Warning Notices/PCN volumes should be available by Day 5.

Based on date of content so data takes time to build. If the date of content is Day 1, Warning Notices/PCN volumes should be available by Day 5, so week 2 warning notice volumes are likely to build to the

Based on date of content so data takes time to build. Content data for week 11 Sep will be available from Monday 25 Sep.

| Total Scrappage Applications | 7,001 | 9,561 | -26.5% |
|---|-------|-------|--------|
| Car & Motorcycle Applications <td>5,132</td> <td>7,201</td> <td>-28.7%</td> | 5,132 | 7,201 | -28.7% |
| Van & Minibus Applications <td>1,869</td> <td>2,360</td> <td>-20.8%</td> | 1,869 | 2,360 | -20.8% |

| Total Scrappage Applications | 5,575 | 7,018 | -20.6% |
|---|-------|-------|--------|
| Car & Motorcycle Applications <td>3,833</td> <td>5,115</td> <td>-25.3%</td> | 3,833 | 5,115 | -25.3% |
| Van & Minibus Applications <td>1,732</td> <td>1,873</td> <td>-7.5%</td> | 1,732 | 1,873 | -7.5% |

| Total Scrappage Applications | 5,035 | 5,575 | -9.7% |
|---|-------|-------|--------|
| Car & Motorcycle Applications <td>3,353</td> <td>3,833</td> <td>-12.8%</td> | 3,353 | 3,833 | -12.8% |
| Van & Minibus Applications <td>1,682</td> <td>1,732</td> <td>-2.9%</td> | 1,682 | 1,732 | -2.9% |

The next update will be next Monday covering activity for weeks 1-4.
 Kind Regards

Operations | Road User Charging
 Tuesday-Friday
 4th Floor, Ensign Court Square, London E20 1JN | Email: operations@tfl.gov.uk

TFL RESTRICTED

From: [REDACTED]
 To: [REDACTED] [yon Barton](#); [Kate Keane](#); [Laurie Colley](#); [Nick Fairholme](#); [Nick Lawrence](#); [Patrick Hennessy](#); [Paul \[REDACTED\]](#)
 Subject: ULEZ London Wide Expansion Weekly Update - 25/09/2023 (for week 1-4 activity)
 Date: 25 September 2023 12:28:46
 Attachments: [image001.jpg](#)

Good Afternoon

Week 1-4 Update below

- 41 160 calls offered to the call centre last week with continued good performance
- 480 760 hits to the vehicle checker last week – 39% higher than pre-expansion
- Last week we took 116 875 ULEZ charge payments – 132% higher than pre-expansion
- During week 3 (Mon 11 Sep to Sun 17 Sep) there were a total of 394 205 charges valid for travel (including Auto pay) – 131% higher than pre-expansion. Valid charge data for week 4 will be available on Monday 02 October
- 4 777 scrappage applications received last week (3 140 car & motorcycle and 1 637 van & minibus applications) – 5% lower than the previous week
- So far for travel between Tue 29 Aug and Sun 17 Sep we have issued 74.5k Warning notices and suppressed another 128.2k. Warning Notice volumes will continue to build over time. The 28 day Warning Notice Campaign ends today so from tomorrow contravening vehicles will be issued with a Penalty Charge Notice (unless they are within their 28 day Suppression Period after receiving a Warning Notice)
- Comparisons to the pre go-live averages in the tables below relate to a comparable weekly period using a typical 5 week period in June/early July – with the exception of scrappage applications which are compared to activity during the previous week

| Week 1 Tue 29 Aug – Sun 03 Sep | | Tue-Sun Pre Go-Live Average (based on 05 Jun -09 Jul 23) | Variance Against Pre Go-Live Average |
|--|-----------|--|--------------------------------------|
| Calls Offered | 56,850 | 16,221 | 250 5% |
| Calls Handled | 53,149 | 15,618 | 240 3% |
| Calls Abandoned | 3,701 | 603 | 513 8% |
| % Calls Abandoned | 6 5% | 3 7% | 2 8% |
| Average Speed of Answer (secs) | 72 | 87 | -18 0% |
| | | | |
| ULEZ Home Page (Page Hits) | 341,574 | 53,944 | 533 2% |
| ULEZ Home Page (Visits) | 251,777 | 41,722 | 503 5% |
| | | | |
| Driving Check Your Vehicle (Page Hits) | 1,417,110 | 295,258 | 380 0% |
| Driving Check Your Vehicle (Visits) | 768,687 | 170,481 | 350 9% |

Page Hits are the number of times the page is viewed by the same or different visitors whereas Visits are the number of sessions from unique visitors

| ULEZ Charge Payment Transactions | | 135,053 | 42,490 | 217 8% |
|---|---------|---------|--------|--------|
| Based on transaction date excludes Auto pay | | | | |
| | | | | |
| ULEZ Total Charges Valid for Travel | 366,490 | 146,328 | 150 5% | |
| ULEZ Auto Pay Valid Charges | 227,098 | 102,775 | 121 0% | |
| ULEZ Prepaid Valid Charges | 85,411 | 22,630 | 277 4% | |
| ULEZ Pay Next Day (PND) Valid Charges | 53,981 | 20,923 | 158 0% | |

Based on date of travel so data takes time to build If the date of travel is Day 1 PND charges should be complete by Day 4-5 and Auto Pay charges should be complete by Day 6-7

| | | | |
|---------------------------------|--------|--|--|
| ULEZ Warning Notices Issued | 36,403 | | |
| ULEZ Warning Notices Suppressed | 30,577 | | |
| ULEZ PCNs Issued | 0 | | |

Based on date of contravention so data takes time to build If the date of contravention is Day 1 Warning Notice/PCN volumes should be available by Day 9

| | | Tue-Sun previous week | Variance Against Previous Week |
|-------------------------------|-------|-----------------------|--------------------------------|
| Total Scrappage Applications | 7,006 | 9,561 | -26 7% |
| Car & Motorcycle Applications | 5,136 | 7,201 | -28 7% |
| Van & Minibus Applications | 1,870 | 2,360 | -20 8% |

| Week 3 Mon 11 Sep – Sun 17 Sep | | Mon-Sun Pre Go-Live Average (based on 05 Jun -09 Jul 23) | Variance Against Pre Go-Live Average |
|--------------------------------|--------|--|--------------------------------------|
| Calls Offered | 45,687 | 22,359 | 104 3% |
| Calls Handled | 43,999 | 21,056 | 109 0% |
| Calls Abandoned | 1,688 | 1,303 | 29 5% |
| % Calls Abandoned | 3 7% | 5 8% | -2 1% |
| Average Speed of Answer (secs) | 54 | 149 | -63 4% |

| | | | |
|----------------------------|---------|--------|-------|
| ULEZ Home Page (Page Hits) | 124,557 | 64,034 | 94 5% |
| ULEZ Home Page (Visits) | 96,602 | 49,384 | 95 6% |

| | | | |
|--|---------|---------|-------|
| Driving Check Your Vehicle (Page Hits) | 604,043 | 345,761 | 74 7% |
| Driving Check Your Vehicle (Visits) | 360,031 | 199,865 | 80 1% |

Page Hits are the number of times the page is viewed by the same or different visitors whereas Visits are the number of sessions from unique visitors

| ULEZ Charge Payment Transactions | | 124,619 | 50,281 | 147 8% |
|---|--|---------|--------|--------|
| Based on transaction date excludes Auto pay | | | | |

| | | | |
|---------------------------------------|---------|---------|--------|
| ULEZ Total Charges Valid for Travel | 394,205 | 170,416 | 131 3% |
| ULEZ Auto Pay Valid Charges | 269,768 | 120,499 | 123 9% |
| ULEZ Prepaid Valid Charges | 73,462 | 25,889 | 183 8% |
| ULEZ Pay Next Day (PND) Valid Charges | 50,975 | 24,028 | 112 1% |

Based on date of travel so data takes time to build If the date of travel is Day 1 PND charges should be complete by Day 4-5 and Auto Pay charges should be complete by Day 6-7

| | | | |
|---------------------------------|--------|--|--|
| ULEZ Warning Notices Issued | 17,235 | | |
| ULEZ Warning Notices Suppressed | 48,013 | | |
| ULEZ PCNs Issued | 0 | | |

Based on date of contravention so data takes time to build If the date of contravention is Day 1 Warning Notice/PCN volumes should be available by Day 9 so week 3 warning notice volumes are likely to build further

| | | Mon-Sun previous week | Variance Against Previous Week |
|-------------------------------|-------|-----------------------|--------------------------------|
| Total Scrappage Applications | 5,038 | 5,575 | -9 6% |
| Car & Motorcycle Applications | 3,356 | 3,843 | -12 7% |
| Van & Minibus Applications | 1,682 | 1,732 | -2 9% |

The next update will be next Monday covering activity for weeks 1-5.

Kind Regards

[REDACTED] - Operations | Road User Charging

| Week 2 Mon 04 Sep – Sun 10 Sep | | Mon-Sun Pre Go-Live Average (based on 05 Jun -09 Jul 23) | Variance Against Pre Go-Live Average |
|--------------------------------|--------|--|--------------------------------------|
| Calls Offered | 48,471 | 22,359 | 116 8% |
| Calls Handled | 47,201 | 21,056 | 124 2% |
| Calls Abandoned | 1,270 | 1,303 | -2 5% |
| % Calls Abandoned | 2 6% | 5 8% | -3 2% |
| Average Speed of Answer (secs) | 27 | 149 | -81 8% |

| | | | |
|----------------------------|---------|--------|--------|
| ULEZ Home Page (Page Hits) | 148,885 | 64,034 | 132 5% |
| ULEZ Home Page (Visits) | 115,427 | 49,384 | 133 7% |

| | | | |
|--|---------|---------|--------|
| Driving Check Your Vehicle (Page Hits) | 733,145 | 345,761 | 112 0% |
| Driving Check Your Vehicle (Visits) | 430,130 | 199,865 | 115 2% |

Page Hits are the number of times the page is viewed by the same or different visitors whereas Visits are the number of sessions from unique visitors

| ULEZ Charge Payment Transactions | | 132,897 | 50,281 | 164 3% |
|---|--|---------|--------|--------|
| Based on transaction date excludes Auto pay | | | | |

| | | | |
|---------------------------------------|---------|---------|--------|
| ULEZ Total Charges Valid for Travel | 404,383 | 170,416 | 137 3% |
| ULEZ Auto Pay Valid Charges | 272,209 | 120,499 | 125 9% |
| ULEZ Prepaid Valid Charges | 79,045 | 25,889 | 205 3% |
| ULEZ Pay Next Day (PND) Valid Charges | 53,129 | 24,028 | 121 1% |

Based on date of travel so data takes time to build If the date of travel is Day 1 PND charges should be complete by Day 4-5 and Auto Pay charges should be complete by Day 6-7

| | | | |
|---------------------------------|--------|--|--|
| ULEZ Warning Notices Issued | 20,860 | | |
| ULEZ Warning Notices Suppressed | 49,567 | | |
| ULEZ PCNs Issued | 0 | | |

Based on date of contravention so data takes time to build If the date of contravention is Day 1 Warning Notice/PCN volumes should be available by Day 9

| | | Mon-Sun previous week | Variance Against Previous Week |
|-------------------------------|-------|-----------------------|--------------------------------|
| Total Scrappage Applications | 5,582 | 7,018 | -20 5% |
| Car & Motorcycle Applications | 3,849 | 5,145 | -25 2% |
| Van & Minibus Applications | 1,733 | 1,873 | -7 5% |

| Week 4 Mon 18 Sep – Sun 24 Sep | | Mon-Sun Pre Go-Live Average (based on 05 Jun -09 Jul 23) | Variance Against Pre Go-Live Average |
|--------------------------------|--------|--|--------------------------------------|
| Calls Offered | 41,160 | 22,359 | 84 1% |
| Calls Handled | 39,706 | 21,056 | 88 6% |
| Calls Abandoned | 1,454 | 1,303 | 11 6% |
| % Calls Abandoned | 3 5% | 5 8% | -2 3% |
| Average Speed of Answer (secs) | 54 | 149 | -63 9% |

| | | | |
|----------------------------|---------|--------|-------|
| ULEZ Home Page (Page Hits) | 106,688 | 64,034 | 66 6% |
| ULEZ Home Page (Visits) | 84,144 | 49,384 | 70 4% |

| | | | |
|--|---------|---------|-------|
| Driving Check Your Vehicle (Page Hits) | 480,760 | 345,761 | 39 0% |
| Driving Check Your Vehicle (Visits) | 286,213 | 199,865 | 43 2% |

Page Hits are the number of times the page is viewed by the same or different visitors whereas Visits are the number of sessions from unique visitors

| ULEZ Charge Payment Transactions | | 116,875 | 50,281 | 132 4% |
|---|--|---------|--------|--------|
| Based on transaction date excludes Auto pay | | | | |

| | | | |
|---------------------------------------|--|--|--|
| ULEZ Total Charges Valid for Travel | | | |
| ULEZ Auto Pay Valid Charges | | | |
| ULEZ Prepaid Valid Charges | | | |
| ULEZ Pay Next Day (PND) Valid Charges | | | |

Based on date of travel so data takes time to build Complete valid charges for w/c 18 Sep will be available on Monday 02 Oct

| | | | |
|---------------------------------|--|--|--|
| ULEZ Warning Notices Issued | | | |
| ULEZ Warning Notices Suppressed | | | |
| ULEZ PCNs Issued | | | |

Based on date of contravention so data takes time to build Enforcement data for w/c 18 Sep will be available from Monday 02 Oct

| | | Mon-Sun previous week | Variance Against Previous Week |
|-------------------------------|-------|-----------------------|--------------------------------|
| Total Scrappage Applications | 4,777 | 5,038 | -5 2% |
| Car & Motorcycle Applications | 3,140 | 3,356 | -6 4% |
| Van & Minibus Applications | 1,637 | 1,682 | -2 7% |

Phone: [REDACTED] | Tuesday-Friday
4th Floor, 5 Endeavour Square, London E20 1JN | Email [REDACTED]@tfl.gov.uk



TfL RESTRICTED

From: [REDACTED]
 To: [REDACTED]
 Subject: ULEZ London Wide Expansion Weekly Update - 02/10/2023 (week 5 activity)
 Date: 02 October 2023 10:38:18
 Attachments: [Image001.jpg](#)

Good morning

Week 5 Update below:

- 37,336 calls offered to the call centre last week with continued good performance
- 444,284 hits to the vehicle checker last week – 28% higher than pre-expansion
- Last week, we took 118,044 ULEZ charge payments (excludes Auto pay) – 135% higher than pre-expansion
- During week 4 (Mon 18 Sep to Sun 24 Sep), there were a total of 382,353 charges valid for travel (including Auto pay) – 124% higher than pre-expansion Valid charge data for week 5 will be available on Monday 09 October
- 4,062 scrappage applications received last week (2,673 car & motorcycle and 1,389 van & minibus applications) – 15% lower than the previous week
- So far, for travel between Tue 29 Aug and Sun 24 Sep, we have issued 90 1k Warning notices and suppressed another 174 3k Penalty Charge Notices (PCNs) are now being incurred for travel since Tuesday 26 September (unless vehicles are within their 28 day Suppression Period after receiving a Warning Notice), so initial PCN volumes will be available from next week Warning Notice and PCN volumes will continue to build over time
- Comparisons to the pre go-live averages in the tables below relate to a comparable weekly period using a typical 5 week period in June/early July – with the exception of scrappage applications which are compared to activity during the previous week

| Week 5 Mon 25 Sep - Sun 01 Oct | Mon-Sun Pre Go-Live Average (based on 05 Jun -09 Jul 23) | Variance Against Pre Go-Live Average |
|--------------------------------|--|--------------------------------------|
| Calls Offered | 37,336 | 22,359 67 0% |
| Calls Handled | 36,158 | 21,056 71 7% |
| Calls Abandoned | 1,178 | 1,303 -9 6% |
| % Calls Abandoned | 3 2% | 5 8% -2 7% |
| Average Speed of Answer (secs) | 35 | 149 -76 6% |

| | | |
|----------------------------|--------|--------------|
| ULEZ Home Page (Page Hits) | 89,272 | 64,034 39 4% |
| ULEZ Home Page (Visits) | 71,440 | 49,384 44 7% |

| | | |
|--|---------|---------------|
| Driving Check Your Vehicle (Page Hits) | 444,284 | 345,761 28 5% |
| Driving Check Your Vehicle (Visits) | 267,346 | 199,865 33 8% |

Page Hits are the number of times the page is viewed by the same or different visitors, whereas Visits are the number of sessions from unique visitors

| | | |
|----------------------------------|---------|---------------|
| ULEZ Charge Payment Transactions | 118,044 | 50,281 134 8% |
|----------------------------------|---------|---------------|

Based on transaction date, excludes Auto pay

| | | |
|---------------------------------------|--|--|
| ULEZ Total Charges Valid for Travel | | |
| ULEZ Auto Pay Valid Charges | | |
| ULEZ Prepaid Valid Charges | | |
| ULEZ Pay Next Day (PND) Valid Charges | | |

Based on date of travel so data takes time to build Complete valid charges for w/c 25 Sep will be available on Monday 09 Oct

| | | |
|---------------------------------|--|--|
| ULEZ Warning Notices Issued | | |
| ULEZ Warning Notices Suppressed | | |
| ULEZ PCNs Issued | | |

Based on date of contravention so data takes time to build Enforcement data for w/c 25 Sep will be available from Monday 09 Oct

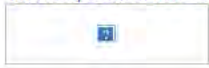
| | Mon-Sun previous week | Variance Against Previous Week |
|-------------------------------|-----------------------|--------------------------------|
| Total Scrappage Applications | 4,062 | 4,786 -15 1% |
| Car & Motorcycle Applications | 2,673 | 3,148 -15 1% |
| Van & Minibus Applications | 1,389 | 1,638 -15 2% |

The next update will be next Monday, covering activity for weeks 1-6

Kind regards

[REDACTED] - Development | Road User Charging

Mobile: [REDACTED]
 4th Floor, 5 Endeavour Square, London E20 1JN | Email: [REDACTED]@tfl.gov.uk



TfL RESTRICTED

| Total since go-live Tue 29 Aug - Sun 01 Oct | |
|---|---------|
| Calls Offered | 229,504 |
| Calls Handled | 220,213 |
| Calls Abandoned | 9,291 |
| % Calls Abandoned | 4 0% |
| Average Speed of Answer (secs) | 49 |

| | |
|----------------------------|---------|
| ULEZ Home Page (Page Hits) | 810,976 |
| ULEZ Home Page (Visits) | 619,390 |

| | |
|--|-----------|
| Driving Check Your Vehicle (Page Hits) | 3,679,342 |
| Driving Check Your Vehicle (Visits) | 2,112,407 |

| | |
|----------------------------------|---------|
| ULEZ Charge Payment Transactions | 627,396 |
|----------------------------------|---------|

| | |
|---------------------------------------|-----------|
| ULEZ Total Charges Valid for Travel | 1,772,759 |
| ULEZ Auto Pay Valid Charges | 1,154,212 |
| ULEZ Prepaid Valid Charges | 375,107 |
| ULEZ Pay Next Day (PND) Valid Charges | 243,440 |

Based on date of travel so data for the latest complete week is still building

| | |
|---------------------------------|---------|
| ULEZ Warning Notices Issued | 90,054 |
| ULEZ Warning Notices Suppressed | 174,260 |
| ULEZ PCNs Issued | |

Based on date of contravention so data for the last couple of weeks is still building

| Total since go-live Tue 29 Aug - Sun 01 Oct | |
|---|--------|
| Total Scrappage Applications | 26,503 |
| Car & Motorcycle Applications | 18,188 |
| Van & Minibus Applications | 8,315 |

From: [REDACTED]
 To: [REDACTED]
 Subject: ULEZ London W de Expansion Weekly Update - 09/10/2023 (week 6 activity)
 Date: 09 October 2023 10:25:47
 Attachments: [image001.jpg](#)

Good morning

Week 6 Update below:

- 36,108 calls offered to the call centre last week with continued good performance
- 385,451 hits to the vehicle checker last week – 11% higher than pre-expansion
- Last week, we took 113,341 ULEZ charge payments (excludes Auto pay) – 125% higher than pre-expansion
- During week 5 (Mon 25 Sep to Sun 01 Oct), there were a total of 386,040 charges valid for travel (including Auto pay) – 127% higher than pre-expansion. Valid charge data for week 6 will be available on Monday 16 October
- 3,297 scrappage applications received last week (1,881 car & motorcycle and 1,416 van & minibus applications) – 19% lower than the previous week
- So far, for travel between Tue 29 Aug and Sun 01 Oct, we have issued 92.3k Warning Notices and suppressed another 218.3k. 16.7k Penalty Charge Notices (PCNs) have been issued for travel since Tuesday 26 September (unless vehicles are within their 28 day Suppression Period after receiving a Warning Notice). Warning Notice and PCN volumes will continue to build over time.
- Comparisons to the pre go-live averages in the tables below relate to a comparable weekly period using a typical 5 week period in June/early July – with the exception of scrappage applications which are compared to activity during the previous week

| Week 6 Mon 02 Oct - Sun 08 Oct | Mon-Sun Pre Go-Live Average (based on 05 Jun -09 Jul 23) | Variance Against Pre Go-Live Average |
|--------------------------------|--|--------------------------------------|
| Calls Offered | 36,108 | 22,359 61.5% |
| Calls Handled | 34,677 | 21,056 64.7% |
| Calls Abandoned | 1,431 | 1,303 9.8% |
| % Calls Abandoned | 4.0% | 5.8% -1.8% |
| Average Speed of Answer (secs) | 39 | 149 -73.5% |

| | | |
|----------------------------|--------|--------------|
| ULEZ Home Page (Page Hits) | 80,555 | 64,034 25.8% |
| ULEZ Home Page (Visits) | 63,887 | 49,384 29.4% |

| | | |
|--|---------|---------------|
| Driving Check Your Vehicle (Page Hits) | 385,451 | 345,761 11.5% |
| Driving Check Your Vehicle (Visits) | 233,976 | 199,865 17.1% |

Page Hits are the number of times the page is viewed by the same or different visitors, whereas Visits are the number of sessions from unique visitors

| | | |
|----------------------------------|---------|---------------|
| ULEZ Charge Payment Transactions | 113,341 | 50,281 125.4% |
|----------------------------------|---------|---------------|

Based on transaction date, excludes Auto pay

| | | |
|---------------------------------------|--|--|
| ULEZ Total Charges Valid for Travel | | |
| ULEZ Auto Pay Valid Charges | | |
| ULEZ Prepaid Valid Charges | | |
| ULEZ Pay Next Day (PND) Valid Charges | | |

Based on date of travel so data takes time to build. Complete valid charges for w/c 02 Oct will be available on Monday 16 Oct

| | | |
|---------------------------------|--|--|
| ULEZ Warning Notices Issued | | |
| ULEZ Warning Notices Suppressed | | |
| ULEZ PCNs Issued | | |

Based on date of contravention so data takes time to build. Enforcement data for w/c 02 Oct will be available from Monday 16 Oct

| | Mon-Sun previous week | Variance Against Previous Week |
|-------------------------------|-----------------------|--------------------------------|
| Total Scrappage Applications | 3,297 | 4,083 -19.3% |
| Car & Motorcycle Applications | 1,881 | 2,692 -30.1% |
| Van & Minibus Applications | 1,416 | 1,391 1.8% |

The next update will be next Monday, covering activity for weeks 1-7.

Kind regards

[REDACTED] - Development | Road User Charging
 Mobile: [REDACTED]
 4th Floor, 5 Endeavour Square, London E20 1JN | Email: [REDACTED]@tfl.gov.uk



| Total since go-live Tue 29 Aug - Sun 08 Oct | |
|---|---------|
| Calls Offered | 265,612 |
| Calls Handled | 254,890 |
| Calls Abandoned | 10,722 |
| % Calls Abandoned | 4.0% |
| Average Speed of Answer (secs) | 48 |

| | |
|----------------------------|---------|
| ULEZ Home Page (Page Hits) | 891,531 |
| ULEZ Home Page (Visits) | 683,277 |

| | |
|--|-----------|
| Driving Check Your Vehicle (Page Hits) | 4,064,793 |
| Driving Check Your Vehicle (Visits) | 2,346,383 |

| | |
|----------------------------------|---------|
| ULEZ Charge Payment Transactions | 740,668 |
|----------------------------------|---------|

| | |
|---------------------------------------|-----------|
| ULEZ Total Charges Valid for Travel | 2,150,075 |
| ULEZ Auto Pay Valid Charges | 1,418,094 |
| ULEZ Prepaid Valid Charges | 438,784 |
| ULEZ Pay Next Day (PND) Valid Charges | 293,197 |

Based on date of travel so data for the latest complete week is still building

| | |
|---------------------------------|---------|
| ULEZ Warning Notices Issued | 92,253 |
| ULEZ Warning Notices Suppressed | 218,280 |
| ULEZ PCNs Issued | 16,717 |

Based on date of contravention so data for the last couple of weeks is still building. Warning Notices issued for contraventions up to Monday 25 Sep and then PCNs issued for contraventions since Tuesday 26 Sep

| Total since go-live Tue 29 Aug - Sun 08 Oct | |
|---|--------|
| Total Scrappage Applications | 29,841 |
| Car & Motorcycle Applications | 20,101 |
| Van & Minibus Applications | 9,740 |

From: [REDACTED]
 To: [REDACTED]
 Subject: ULEZ London Wide Expansion Weekly Update - 16/10/2023 (week 7 activity)
 Date: 16 October 2023 10:55:29
 Attachments: [Image001.jpg](#)

Good morning

Week 7 Update below:

- 33,088 calls offered to the call centre last week with continued good performance
- 345,037 hits to the vehicle checker last week – in line with pre-expansion volumes
- Last week, we took 105,458 ULEZ charge payments (excludes Auto pay) – 110% higher than pre-expansion
- During week 6 (Mon 02 Oct to Sun 08 Oct), there were a total of 374,257 charges valid for travel (including Auto pay) – 120% higher than pre-expansion
- 3,008 scrappage applications received last week (1,738 car & motorcycle and 1,270 van & minibus applications) – 9% lower than the previous week
- So far, for travel between Tue 29 Aug and Sun 01 Oct, we have issued 92.3k Warning Notices and suppressed another 248.3k 49.9k Penalty Charge Notices (PCNs) have been issued for travel since Tuesday 26 September (unless vehicles are within their 28 day Suppression Period after receiving a Warning Notice) PCN volumes will continue to build over time
- Comparisons to the pre go-live averages in the tables below relate to a comparable weekly period using a typical 5 week period in June/early July – with the exception of scrappage applications which are compared to activity during the previous week

| Week 7 Mon 09 Oct - Sun 15 Oct | Mon-Sun Pre Go-Live Average (based on 05 Jun -09 Jul 23) | Variance Against Pre Go-Live Average |
|--------------------------------|--|--------------------------------------|
| Calls Offered | 33,088 | 48.0% |
| Calls Handled | 31,653 | 50.3% |
| Calls Abandoned | 1,435 | 10.1% |
| % Calls Abandoned | 4.3% | -1.5% |
| Average Speed of Answer (secs) | 69 | -53.8% |

| | | | |
|----------------------------|--------|--------|-------|
| ULEZ Home Page (Page Hits) | 81,550 | 64,034 | 27.4% |
| ULEZ Home Page (Visits) | 63,333 | 49,384 | 28.2% |

| | | | |
|--|---------|---------|-------|
| Driving Check Your Vehicle (Page Hits) | 345,037 | 345,761 | -0.2% |
| Driving Check Your Vehicle (Visits) | 209,632 | 199,865 | 4.9% |

Page Hits are the number of times the page is viewed by the same or different visitors, whereas Visits are the number of sessions from unique visitors

| | | | |
|----------------------------------|---------|--------|--------|
| ULEZ Charge Payment Transactions | 105,458 | 50,281 | 109.7% |
|----------------------------------|---------|--------|--------|

Based on transaction date, excludes Auto pay

| | | | |
|---------------------------------------|--|--|--|
| ULEZ Total Charges Valid for Travel | | | |
| ULEZ Auto Pay Valid Charges | | | |
| ULEZ Prepaid Valid Charges | | | |
| ULEZ Pay Next Day (PND) Valid Charges | | | |

Based on date of travel so data takes time to build

| | | | |
|---------------------------------|--|--|--|
| ULEZ Warning Notices Issued | | | |
| ULEZ Warning Notices Suppressed | | | |
| ULEZ PCNs Issued | | | |

Based on date of contravention so data takes time to build

| | Mon-Sun previous week | Variance Against Previous Week |
|-------------------------------|-----------------------|--------------------------------|
| Total Scrappage Applications | 3,008 | -9.2% |
| Car & Motorcycle Applications | 1,738 | -8.2% |
| Van & Minibus Applications | 1,270 | -10.6% |

Kind regards

[REDACTED] - Development | Road User Charging

Mobile: [REDACTED]
 4th Floor, 5 Endeavour Square, London E20 1JN | Email: [REDACTED]@tfl.gov.uk



TfL RESTRICTED

| Total since go-live Tue 29 Aug - Sun 15 Oct | |
|---|---------|
| Calls Offered | 298,700 |
| Calls Handled | 286,543 |
| Calls Abandoned | 12,157 |
| % Calls Abandoned | 4.1% |
| Average Speed of Answer (secs) | 50 |

| | |
|----------------------------|---------|
| ULEZ Home Page (Page Hits) | 973,081 |
| ULEZ Home Page (Visits) | 746,610 |

| | |
|--|-----------|
| Driving Check Your Vehicle (Page Hits) | 4,409,830 |
| Driving Check Your Vehicle (Visits) | 2,556,015 |

| | |
|----------------------------------|---------|
| ULEZ Charge Payment Transactions | 846,012 |
|----------------------------------|---------|

| | |
|---------------------------------------|-----------|
| ULEZ Total Charges Valid for Travel | 2,513,749 |
| ULEZ Auto Pay Valid Charges | 1,676,169 |
| ULEZ Prepaid Valid Charges | 496,374 |
| ULEZ Pay Next Day (PND) Valid Charges | 341,206 |

Based on date of travel so data for the latest complete week is still building

| | |
|---------------------------------|---------|
| ULEZ Warning Notices Issued | 92,255 |
| ULEZ Warning Notices Suppressed | 248,280 |
| ULEZ PCNs Issued | 49,851 |

Based on date of contravention so data for the last couple of weeks is still building Warning Notices issued for contraventions up to Monday 25 Sep and then PCNs issued for contraventions since Tuesday 26 Sep

| Total since go-live Tue 29 Aug - Sun 15 Oct | |
|---|--------|
| Total Scrappage Applications | 32,876 |
| Car & Motorcycle Applications | 21,860 |
| Van & Minibus Applications | 11,016 |