

# Transport for London



## Ultra Low Emission Zone (ULEZ) Key Fact Sheet

01 January 2020 to 31 March 2020

ULEZ General Scheme Information	
Original Go Live Date	08-Apr-19
Current Zone Size <sup>1</sup>	21 sq km

ULEZ Scheme Users / Call Centre / Web			
	Jan	Feb	Mar
Average daily valid charges	10,625	10,908	10,482
Average daily Low charges <sup>2</sup>	10,439	10,730	10,306
Average daily High charges <sup>3</sup>	187	178	176
Average daily unique vehicles detected in zone <sup>4</sup>	106,664	110,784	107,154
Average daily calls handled (all schemes) <sup>5</sup>	5,495	5,336	4,909
Average daily web hits (ULEZ Home page)	6,012	5,764	3,959

There are a range of charges that can be purchased and details of the charge amounts can be found on our website – search ‘ULEZ’.

ULEZ Charge Payment Channel Usage			
	Jan	Feb	Mar
Auto Pay / Fleet	78.6%	78.9%	77.7%
Web	18.9%	18.5%	19.8%
Mobile App	1.2%	1.2%	1.2%
IVR	1.3%	1.3%	1.3%
Phone	0.0%	0.1%	0.0%

We offer a number of ways to pay the charge and more information can be found on our website – search ‘ULEZ’.

<b>ULEZ Compliance</b>			
	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
ULEZ Compliance Rate	79.1%	79.4%	79.7%
Average daily unique Compliant vehicles	84,409	87,975	85,446
Average daily unique Non-Compliant vehicles	22,255	22,809	21,708
Average daily Non-Compliant charge payers	10,625	10,908	10,482
Average daily Non-Compliant contraveners	1,894	1,897	1,725
Average daily Non-Compliant exempt/100% discount	9,736	10,004	9,501

<b>ULEZ Compliance by Vehicle Type</b>			
	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
CAR - ULEZ Compliance Rate	82.2%	82.6%	82.9%
CAR - Average daily unique Compliant vehicles	64,716	67,835	64,685
CAR - Average daily unique Non-Compliant vehicles	13,968	14,316	13,348
VAN - ULEZ Compliance Rate	63.6%	63.7%	64.7%
VAN - Average daily unique Compliant vehicles	11,971	12,276	12,739
VAN - Average daily unique Non-Compliant vehicles	6,837	6,997	6,961
HGV - ULEZ Compliance Rate	90.3%	90.9%	90.8%
HGV - Average daily unique Compliant vehicles	3,049	3,155	3,223
HGV - Average daily unique Non-Compliant vehicles	327	316	325
NON-TfL BUS/COACH - ULEZ Compliance Rate <sup>6</sup>	76.8%	76.0%	78.0%
NON-TfL BUS/COACH - Average daily unique Compliant vehicles <sup>6</sup>	347	330	297
NON-TfL BUS/COACH - Average daily unique Non-Compliant vehicles <sup>6</sup>	105	104	84
OTHER - ULEZ Compliance Rate <sup>7</sup>	96.6%	96.6%	96.7%
OTHER - Average daily unique Compliant vehicles <sup>7</sup>	4,314	4,366	4,484
OTHER - Average daily unique Non-Compliant vehicles <sup>7</sup>	154	152	153
UNKNOWN - ULEZ Compliance Rate <sup>8</sup>	1.4%	1.4%	2.1%
UNKNOWN - Average daily unique Compliant vehicles <sup>8</sup>	12	13	18
UNKNOWN - Average daily unique Non-Compliant vehicles <sup>8</sup>	865	923	837

TfL monitors the compliance rates of vehicles within the ULEZ.

<b>ULEZ Enforcement</b>			
	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Average daily UK PCNs issued	1,360	1,375	1,275
Average daily UK Low PCNs issued <sup>9</sup>	1,352	1,369	1,269
Average daily UK High PCNs issued <sup>10</sup>	8	6	6
Average daily non-UK PCNs issued	73	68	57
Average daily non-UK Low PCNs issued <sup>9</sup>	66	62	52
Average daily non-UK High PCNs issued <sup>10</sup>	7	6	5
PCN Representations rate <sup>11</sup>	15.7%	13.8%	16.2%
Average daily PCN Representations received <sup>11</sup>	225	199	216
PCN Representations Accepted rate <sup>11</sup>	51.2%	50.5%	45.3%
PCN Representations Rejected rate <sup>11</sup>	35.4%	35.1%	38.8%
PCN Appeals rate <sup>11</sup>	1.5%	1.5%	1.7%
Average daily PCN Appeals received <sup>11</sup>	21	22	22
PCN Appeals Allowed rate <sup>11</sup>	2.2%	4.4%	11.9%
PCN Appeals Refused rate <sup>11</sup>	60.7%	60.0%	56.9%
PCN Appeals Non-Contested rate <sup>11</sup>	28.0%	28.5%	23.8%
PCN Appeals Withdrawn rate <sup>11</sup>	0.9%	1.2%	2.7%

A Penalty Charge Notice (PCN) is the formal notification sent when our records show that a vehicle was photographed in the ULEZ and we have no record of payment of the ULEZ Charge and it is neither exempt nor registered for a 100 per cent discount.

Should you receive a PCN you have a right to contest it. This may be done through the Representation and Appeals process. Further details of how to make representations against the PCN will be provided on all PCNs issued. If the representation is rejected, you can then make an appeal to London Tribunals, an independent body.

<sup>1</sup> From 25 October 2021, the ULEZ is expanding from central London to create a single, larger zone up to, but not including, the North Circular Road (A406) and South Circular Road (A205).

<sup>2</sup> The daily charge for motorcycles, cars, vans and minibuses that do not meet the ULEZ emission standards is £12.50.

<sup>3</sup> The daily charge for lorries, buses, coaches and other heavy vehicles that do not meet the ULEZ emission standards is £100.

<sup>4</sup> Confirmed vehicles post validation and verification.

<sup>5</sup> Road User Charging operate a blended call centre, so call volumes cover Congestion Charging and Low Emission Zone, as well as ULEZ.

<sup>6</sup> Due to the low number of vehicles in the non-TfL bus/coach category, this vehicle type is subject to more significant fluctuations in compliance month on month.

<sup>7</sup> Other vehicle category includes motorbikes, mini-buses, TfL buses and non-road going vehicles.

<sup>8</sup> Unknown means vehicle type cannot be determined. These default to non-compliant unless registered.

<sup>9</sup> The penalty charge for motorcycles, cars, vans and minibuses that do not meet the ULEZ emission standards and do not pay to travel in the zone is £160 (reduced to £80 if paid within 14 days).

<sup>10</sup> The penalty charge for lorries, buses, coaches and other heavy vehicles that do not meet the ULEZ emission standards and do not pay to travel in the zone is £1000 (reduced to £500 if paid within 14 days).

<sup>11</sup> Data is reported based on contravention date and can be subject to change as PCNs progress through the statutory representations and appeals processes laid out in the relevant legislation. This is a snapshot of the status of our ULEZ enforcement data, based on information available from the TfL reporting system at the date the report was run.