

# Transport for London



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

01 October 2019 to 31 December 2019

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			
	Oct	Nov	Dec
Average daily valid charges	13,504	13,115	11,480
Average daily Low charges <sup>2</sup>	13,241	12,864	11,294
Average daily High charges <sup>3</sup>	262	251	186
Average daily unique vehicles detected in zone <sup>4</sup>	114,035	116,930	113,597
Average daily calls handled (all schemes) <sup>5</sup>	5,439	5,327	5,325
Average daily web hits (ULEZ Home page)	5,548	5,328	5,608

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			
	Oct	Nov	Dec
Auto Pay / Fleet	78.8%	78.9%	74.5%
Web	18.6%	18.5%	22.5%
Mobile App	1.2%	1.2%	1.4%
IVR	1.3%	1.3%	1.5%
Phone	0.0%	0.1%	0.1%

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>Oct</b>	<b>Nov</b>	<b>Dec</b>
ULEZ Compliance Rate	77.0%	77.5%	77.7%
Average daily unique Compliant vehicles	87,795	90,564	88,304
Average daily unique Non-Compliant vehicles	26,240	26,366	25,293
Average daily Non-Compliant charge payers	13,504	13,115	11,480
Average daily Non-Compliant contraveners	2,323	2,292	2,554
Average daily Non-Compliant exempt/100% discount	10,413	10,959	11,259

<b>ULEZ Compliance by Vehicle Type</b>			
	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
CAR - ULEZ Compliance Rate	80.8%	81.1%	81.3%
CAR - Average daily unique Compliant vehicles	66,380	69,672	71,056
CAR - Average daily unique Non-Compliant vehicles	15,813	16,258	16,306
VAN - ULEZ Compliance Rate	58.7%	59.6%	60.1%
VAN - Average daily unique Compliant vehicles	12,400	12,322	10,141
VAN - Average daily unique Non-Compliant vehicles	8,715	8,357	6,724
HGV - ULEZ Compliance Rate	88.9%	89.2%	88.9%
HGV - Average daily unique Compliant vehicles	3,369	3,320	2,723
HGV - Average daily unique Non-Compliant vehicles	420	401	342
NON-TfL BUS/COACH - ULEZ Compliance Rate <sup>6</sup>	77.3%	77.8%	76.0%
NON-TfL BUS/COACH - Average daily unique Compliant vehicles <sup>6</sup>	399	392	349
NON-TfL BUS/COACH - Average daily unique Non-Compliant vehicles <sup>6</sup>	117	112	111
OTHER - ULEZ Compliance Rate <sup>7</sup>	96.3%	96.3%	95.9%
OTHER - Average daily unique Compliant vehicles <sup>7</sup>	5,219	4,831	4,014
OTHER - Average daily unique Non-Compliant vehicles <sup>7</sup>	203	186	172
UNKNOWN - ULEZ Compliance Rate <sup>8</sup>	2.9%	2.6%	1.3%
UNKNOWN - Average daily unique Compliant vehicles <sup>8</sup>	29	28	21
UNKNOWN - Average daily unique Non-Compliant vehicles <sup>8</sup>	972	1,052	1,639

TfL monitors the compliance rates of vehicles within the ULEZ.

<b>ULEZ Enforcement</b>			
	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
Average daily UK PCNs issued	1,698	1,700	1,847
Average daily UK Low PCNs issued <sup>9</sup>	1,685	1,688	1,839
Average daily UK High PCNs issued <sup>10</sup>	13	12	8
Average daily non-UK PCNs issued	72	82	91
Average daily non-UK Low PCNs issued <sup>9</sup>	65	74	85
Average daily non-UK High PCNs issued <sup>10</sup>	7	8	6
PCN Representations rate <sup>11</sup>	16.3%	15.5%	15.2%
Average daily PCN Representations received <sup>11</sup>	289	277	294
PCN Representations Accepted rate <sup>11</sup>	51.5%	52.0%	50.7%
PCN Representations Rejected rate <sup>11</sup>	36.6%	35.8%	37.4%
PCN Appeals rate <sup>11</sup>	2.0%	1.7%	1.6%
Average daily PCN Appeals received <sup>11</sup>	35	31	32
PCN Appeals Allowed rate <sup>11</sup>	3.1%	4.0%	3.0%
PCN Appeals Refused rate <sup>11</sup>	47.8%	53.4%	57.2%
PCN Appeals Non-Contested rate <sup>11</sup>	45.6%	36.9%	31.6%
PCN Appeals Withdrawn rate <sup>11</sup>	0.5%	1.7%	0.6%

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.