

# Transport for London



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

01 October 2023 to 31 December 2023

ULEZ General Scheme Information	
Original Central London Go Live Date <sup>1</sup>	08-Apr-19
Original Central London Zone Size <sup>1</sup>	21 sq km
Former Expanded Zone (up to North & South Circular Roads) Go-Live Date <sup>1</sup>	25-Oct-21
Former Expanded Zone Size (up to North & South Circular Roads) <sup>1</sup>	380 sq km
Expanded Zone (London-wide) Go-Live Date <sup>1</sup>	29-Aug-23
Current Zone Size (Expanded London-wide) <sup>1</sup>	1,500 sq km

ULEZ Scheme Users / Call Centre / Web			
	Oct-23	Nov-23	Dec-23
Average daily valid charges <sup>2</sup>	51,915	48,952	45,222
Average weekday calls handled (all schemes) <sup>3</sup>	6,407	5,674	5,192
Average daily web hits (ULEZ Home page)	9,028	8,973	7,164

Details of our charge payment options can be found on our website – <https://tfl.gov.uk/modes/driving/ultra-low-emission-zone>.

ULEZ Charge Payment Channel Usage			
	Oct-23	Nov-23	Dec-23
Auto Pay / Fleet	70.2%	72.3%	69.2%
Web	25.1%	23.1%	25.9%
Mobile App	3.3%	3.3%	3.5%
IVR	1.3%	1.2%	1.3%
Phone	0.1%	0.1%	0.1%

We offer a number of ways to pay the charge and more information can be found on our website – <https://tfl.gov.uk/modes/driving/ultra-low-emission-zone>.

<b>ULEZ Compliance</b>			
	<b>Oct-23</b>	<b>Nov-23</b>	<b>Dec-23</b>
ULEZ Compliance Rate	95.5%	95.7%	95.8%
Unique vehicles detected prior to settlement – Daily Average <sup>4</sup>	1,973,908	2,059,059	1,995,882
Compliant unique vehicles detected prior to settlement – Daily Average <sup>4</sup>	1,884,705	1,970,755	1,912,897
Non-Compliant unique vehicles detected prior to settlement – Daily Average <sup>4</sup>	89,203	88,303	82,986
<ul style="list-style-type: none"> <li>• Average daily Non-Compliant vehicles that paid the charge</li> </ul>	51,915	48,952	45,222
<ul style="list-style-type: none"> <li>• Average daily % Non-Compliant vehicles that paid the charge</li> </ul>	58.2%	55.4%	54.5%
<ul style="list-style-type: none"> <li>• Average daily Non-Compliant vehicles with a PCN issued or Warning Notice suppressed <sup>5</sup></li> </ul>	8,621	7,683	7,039
<ul style="list-style-type: none"> <li>• Average daily % Non-Compliant vehicles with a PCN issued or Warning Notice suppressed <sup>5</sup></li> </ul>	9.7%	8.7%	8.5%
<ul style="list-style-type: none"> <li>• Average daily Non-Compliant vehicles that are non-chargeable <sup>6</sup></li> </ul>	28,667	31,668	30,725
<ul style="list-style-type: none"> <li>• Average daily % Non-Compliant vehicles that are non-chargeable <sup>6</sup></li> </ul>	32.1%	35.9%	37.0%

<b>ULEZ Compliance by Vehicle Type</b>			
	<b>Oct-23</b>	<b>Nov-23</b>	<b>Dec-23</b>
CAR - ULEZ Compliance Rate	96.6%	96.8%	96.7%
CAR - Compliant unique vehicles detected prior to settlement – Daily Average <sup>4</sup>	1,650,516	1,725,368	1,706,177
CAR - Non-Compliant unique vehicles detected prior to settlement – Daily Average <sup>4</sup>	58,542	57,525	58,044
VAN - ULEZ Compliance Rate	86.8%	87.4%	87.8%
VAN - Compliant unique vehicles detected prior to settlement – Daily Average <sup>4</sup>	188,487	199,681	167,494
VAN - Non-Compliant unique vehicles detected prior to settlement – Daily Average <sup>4</sup>	28,632	28,731	23,252
MOTORCYCLE - ULEZ Compliance Rate	96.7%	96.8%	96.9%
MOTORCYCLE - Compliant unique vehicles detected prior to settlement – Daily Average <sup>4</sup>	43,619	43,192	37,407
MOTORCYCLE - Non-Compliant unique vehicles detected prior to settlement – Daily Average <sup>4</sup>	1,470	1,416	1,203
MINIBUS - ULEZ Compliance Rate	78.8%	79.9%	78.9%
MINIBUS - Compliant unique vehicles detected prior to settlement – Daily Average <sup>4</sup>	2,084	2,514	1,818
MINIBUS - Non-Compliant unique vehicles detected prior to settlement – Daily Average <sup>4</sup>	559	632	487

TfL monitors the compliance rates of vehicles within the ULEZ.

The ULEZ emission standards for Nitrogen Oxides (NOx) and Particulate Matter (PM) are:

1. Motorcycles, motor tricycles and quadricycles – Euro 3 (NOx)
2. Cars, private hire vehicles, vans and specialist vehicles (up to 3.5 tonnes) and minibuses (up to 5 tonnes) – Euro 4 Petrol (NOx), Euro 6 Diesel (NOx & PM)

<b>ULEZ Enforcement - Daily</b>			
	<b>Oct-23</b>	<b>Nov-23</b>	<b>Dec-23</b>
Average daily Warning Notices Suppressed <sup>5</sup>	1,788	-	-
Average daily PCNs issued <sup>7</sup>	6,833	7,683	7,039

<b>ULEZ Enforcement - Monthly</b>			
	<b>Oct-23</b>	<b>Nov-23</b>	<b>Dec-23</b>
Total Warning Notices Suppressed <sup>5</sup>	55,346	-	-
Total PCNs issued <sup>7</sup>	211,833	230,497	211,180

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 expanded from central London to create a single, larger zone up to, but not including, the North Circular Road (A406) and South Circular Road (A205). From 29 August 2023, the ULEZ expanded further to include all London boroughs.

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

<sup>4</sup> Vehicle detections are subject to validation processes (known as settlement) prior to charging and therefore the volume of charged vehicles is always lower than that based on initial detections. As a result of system changes at the time of the expansion of the ULEZ up to the North and South Circular Roads, vehicle detection volumes since that expansion are reported prior to completion of the settlement process.

<sup>5</sup> Warning notices were issued (for the first offence) during the first month of the scheme's expansion London-wide and PCNs have been issued since. After the first offence by a vehicle, further warning notices were suppressed for that vehicle for a further 28 days, after which a PCN has been issued for each further contravention.

<sup>6</sup> Non-chargeable vehicles include those that benefit from an extended grace period, including wheelchair accessible vehicles, community transport minibuses, vehicles used by recipients of certain disabled benefits and disabled tax class vehicles, vehicles that benefit from one of the limited number of exemptions or discounts, vehicles that were detected on a diversion route, and vehicles for which no enforcement action could be taken based on available data.

<sup>7</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 £180 (reduced to £90 if paid within 14 days).