

# Transport for London



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

01 October 2020 to 31 December 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			
	Oct	Nov	Dec
Average daily valid charges	7,875	6,724	6,601
Average daily Low charges <sup>2</sup>	7,771	6,622	6,522
Average daily High charges <sup>3</sup>	104	102	79
Average daily unique vehicles detected in zone <sup>4</sup>	87,447	73,960	79,555
Average daily calls handled (all schemes) <sup>5</sup>	5,312	4,632	4,376
Average daily web hits (ULEZ Home page)	4,224	3,079	3,068

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	71.2%	73.1%	67.6%
Web	25.7%	24.0%	29.0%
Mobile App	1.5%	1.4%	1.6%
IVR	1.6%	1.4%	1.8%
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 – search ‘ULEZ’.

<b>ULEZ Compliance</b>			
	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
ULEZ Compliance Rate	83.6%	84.2%	85.0%
Average daily unique Compliant vehicles	73,067	62,259	67,652
Average daily unique Non-Compliant vehicles	14,380	11,701	11,903
Average daily Non-Compliant charge payers	7,875	6,724	6,601
Average daily Non-Compliant contraveners	1,329	1,119	1,346
Average daily Non-Compliant exempt/100% discount	5,176	3,858	3,956

<b>ULEZ Compliance by Vehicle Type</b>			
	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
CAR - ULEZ Compliance Rate	86.3%	87.2%	87.2%
CAR - Average daily unique Compliant vehicles	53,509	43,626	50,441
CAR - Average daily unique Non-Compliant vehicles	8,488	6,393	7,377
VAN - ULEZ Compliance Rate	71.8%	73.1%	74.5%
VAN - Average daily unique Compliant vehicles	12,688	12,261	11,325
VAN - Average daily unique Non-Compliant vehicles	4,976	4,516	3,877
HGV - ULEZ Compliance Rate	92.3%	92.2%	93.8%
HGV - Average daily unique Compliant vehicles	2,651	2,502	2,282
HGV - Average daily unique Non-Compliant vehicles	221	213	151
NON-TfL BUS/COACH - ULEZ Compliance Rate <sup>6</sup>	86.6%	91.3%	91.0%
NON-TfL BUS/COACH - Average daily unique Compliant vehicles <sup>6</sup>	159	89	83
NON-TfL BUS/COACH - Average daily unique Non-Compliant vehicles <sup>6</sup>	25	9	8
OTHER - ULEZ Compliance Rate <sup>7</sup>	97.0%	97.3%	97.2%
OTHER - Average daily unique Compliant vehicles <sup>7</sup>	4,041	3,763	3,324
OTHER - Average daily unique Non-Compliant vehicles <sup>7</sup>	125	103	94
UNKNOWN - ULEZ Compliance Rate <sup>8</sup>	3.5%	3.4%	33.1%
UNKNOWN - Average daily unique Compliant vehicles <sup>8</sup>	20	17	196
UNKNOWN - Average daily unique Non-Compliant vehicles <sup>8</sup>	545	467	396

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	929	773	943
Average daily UK Low PCNs issued <sup>9</sup>	924	769	938
Average daily UK High PCNs issued <sup>10</sup>	5	4	5
Average daily non-UK PCNs issued	40	31	32
Average daily non-UK Low PCNs issued <sup>9</sup>	36	27	29
Average daily non-UK High PCNs issued <sup>10</sup>	4	4	3
PCN Representations rate <sup>11</sup>	15.7%	15.4%	12.1%
Average daily PCN Representations received <sup>11</sup>	153	124	118
PCN Representations Accepted rate <sup>11</sup>	54.0%	53.9%	58.4%
PCN Representations Rejected rate <sup>11</sup>	34.1%	32.2%	29.4%
PCN Appeals rate <sup>11</sup>	0.7%	0.7%	0.3%
Average daily PCN Appeals received <sup>11</sup>	7	5	3
PCN Appeals Allowed rate <sup>11</sup>	0.0%	0.0%	0.0%
PCN Appeals Refused rate <sup>11</sup>	24.8%	8.1%	0.0%
PCN Appeals Non-Contested rate <sup>11</sup>	25.2%	23.8%	13.0%
PCN Appeals Withdrawn rate <sup>11</sup>	0.9%	0.6%	0.0%

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.