

# Transport for London



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

01 July 2021 to 30 September 2021

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

ULEZ Scheme Users / Call Centre / Web			
	Jul	Aug	Sep
Average daily valid charges <sup>2</sup>	6,409	6,187	6,452
Average daily unique vehicles detected in zone <sup>3</sup>	90,188	84,521	89,300
Average daily calls handled (all schemes) <sup>4</sup>	4,599	4,631	4,696
Average daily web hits (ULEZ Home page)	4,713	6,377	7,073

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			
	Jul	Aug	Sep
Auto Pay / Fleet	65.2%	60.9%	64.9%
Web	31.4%	35.3%	31.7%
Mobile App	1.7%	1.9%	1.7%
IVR	1.7%	1.8%	1.6%
Phone	0.1%	0.0%	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>Jul</b>	<b>Aug</b>	<b>Sep</b>
ULEZ Compliance Rate	87.1%	87.1%	87.1%
Average daily unique Compliant vehicles	78,555	73,658	77,760
Average daily unique Non-Compliant vehicles	11,633	10,862	11,540
Average daily Non-Compliant charge payers	6,409	6,187	6,452
Average daily Non-Compliant contraveners	1,156	1,189	1,148
Average daily Non-Compliant exempt/100% discount	4,068	3,487	3,940

<b>ULEZ Compliance by Vehicle Type</b>			
	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>
CAR - ULEZ Compliance Rate	88.7%	88.7%	88.7%
CAR - Average daily unique Compliant vehicles	57,703	54,310	57,426
CAR - Average daily unique Non-Compliant vehicles	7,355	6,950	7,338
VAN - ULEZ Compliance Rate	78.8%	79.2%	78.8%
VAN - Average daily unique Compliant vehicles	14,170	13,109	13,709
VAN - Average daily unique Non-Compliant vehicles	3,805	3,434	3,697
HGV - ULEZ Compliance Rate	96.2%	96.2%	96.3%
HGV - Average daily unique Compliant vehicles	2,830	2,607	2,767
HGV - Average daily unique Non-Compliant vehicles	112	102	107
NON-TfL BUS/COACH - ULEZ Compliance Rate <sup>5</sup>	94.9%	95.5%	95.3%
NON-TfL BUS/COACH - Average daily unique Compliant vehicles <sup>5</sup>	183	208	239
NON-TfL BUS/COACH - Average daily unique Non-Compliant vehicles <sup>5</sup>	10	10	12
OTHER - ULEZ Compliance Rate <sup>6</sup>	96.6%	96.5%	96.6%
OTHER - Average daily unique Compliant vehicles <sup>6</sup>	3,653	3,411	3,602
OTHER - Average daily unique Non-Compliant vehicles <sup>6</sup>	130	124	127
UNKNOWN - ULEZ Compliance Rate <sup>7</sup>	6.8%	5.1%	6.3%
UNKNOWN - Average daily unique Compliant vehicles <sup>7</sup>	16	13	17
UNKNOWN - Average daily unique Non-Compliant vehicles <sup>7</sup>	221	242	260

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)
3. Up to 28 February 2021 - Buses, coaches and minibuses (over 5 tonnes) and HGVs, lorries, vans and specialist heavy vehicles (over 3.5 tonnes) – Euro VI (NOx & PM). From 1 March 2021 the London-wide Low Emission Zone (LEZ) emission standards for heavy vehicles strengthened to Euro VI (NOx & PM) and these vehicles are no longer subject to separate central London ULEZ emission requirements. However, for consistency of reporting, these vehicles will continue to be included within our ULEZ compliance monitoring.

ULEZ Enforcement			
	Jul	Aug	Sep
Average daily UK PCNs issued <sup>8</sup>	847	852	784
Average daily non-UK PCNs issued <sup>8</sup>	38	28	38
PCN Representations rate <sup>9</sup>	13.1%	13.6%	12.5%
Average daily PCN Representations received <sup>9</sup>	116	120	103
PCN Representations Accepted rate <sup>9</sup>	57.0%	56.0%	54.1%
PCN Representations Rejected rate <sup>9</sup>	31.8%	31.1%	26.0%
PCN Appeals rate <sup>9</sup>	0.5%	0.4%	0.3%
Average daily PCN Appeals received <sup>9</sup>	4	4	2
PCN Appeals Allowed rate <sup>9</sup>	2.3%	6.0%	0.0%
PCN Appeals Refused rate <sup>9</sup>	43.9%	13.8%	2.0%
PCN Appeals Non-Contested rate <sup>9</sup>	18.2%	16.4%	4.0%
PCN Appeals Withdrawn rate <sup>9</sup>	1.5%	7.8%	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> Confirmed vehicles post validation and verification.

<sup>4</sup> Road User Charging operate a blended call centre, so call volumes cover Congestion Charging and Low Emission Zone, as well as ULEZ.

<sup>5</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>6</sup> Other vehicle category includes motorbikes, mini-buses, TfL buses and non-road going vehicles.

<sup>7</sup> Unknown means vehicle type cannot be determined. These default to non-compliant unless registered.

<sup>8</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>9</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.