

Transport for London



Ultra Low Emission Zone (ULEZ) Key Fact Sheet

01 July 2020 to 30 September 2020

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

ULEZ Scheme Users / Call Centre / Web			
	Jul	Aug	Sep
Average daily valid charges	8,590	7,822	8,610
Average daily Low charges ²	8,485	7,729	8,497
Average daily High charges ³	105	92	113
Average daily unique vehicles detected in zone ⁴	83,636	83,759	90,207
Average daily calls handled (all schemes) ⁵	5,032	5,642	5,907
Average daily web hits (ULEZ Home page)	4,562	4,669	3,967

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	70.1%	66.7%	70.5%
Web	26.8%	29.9%	26.5%
Mobile App	1.5%	1.6%	1.5%
IVR	1.5%	1.7%	1.4%
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'.

ULEZ Compliance			
	Jul	Aug	Sep
ULEZ Compliance Rate	82.8%	83.2%	83.1%
Average daily unique Compliant vehicles	69,217	69,716	74,920
Average daily unique Non-Compliant vehicles	14,419	14,043	15,287
Average daily Non-Compliant charge payers	8,590	7,822	8,610
Average daily Non-Compliant contraveners	1,528	1,632	1,510
Average daily Non-Compliant exempt/100% discount	4,301	4,589	5,167

ULEZ Compliance by Vehicle Type			
	Jul	Aug	Sep
CAR - ULEZ Compliance Rate	86.1%	86.2%	86.0%
CAR - Average daily unique Compliant vehicles	50,807	52,776	54,801
CAR - Average daily unique Non-Compliant vehicles	8,190	8,445	8,952
VAN - ULEZ Compliance Rate	68.9%	69.7%	70.6%
VAN - Average daily unique Compliant vehicles	11,902	10,858	12,912
VAN - Average daily unique Non-Compliant vehicles	5,361	4,721	5,389
HGV - ULEZ Compliance Rate	91.7%	91.4%	92.0%
HGV - Average daily unique Compliant vehicles	2,532	2,285	2,729
HGV - Average daily unique Non-Compliant vehicles	230	215	237
NON-TfL BUS/COACH - ULEZ Compliance Rate ⁶	77.2%	81.2%	86.5%
NON-TfL BUS/COACH - Average daily unique Compliant vehicles ⁶	74	114	186
NON-TfL BUS/COACH - Average daily unique Non-Compliant vehicles ⁶	22	26	29
OTHER - ULEZ Compliance Rate ⁷	96.8%	96.8%	96.7%
OTHER - Average daily unique Compliant vehicles ⁷	3,889	3,672	4,275
OTHER - Average daily unique Non-Compliant vehicles ⁷	127	121	147
UNKNOWN - ULEZ Compliance Rate ⁸	2.6%	2.1%	3.0%
UNKNOWN - Average daily unique Compliant vehicles ⁸	13	11	17
UNKNOWN - Average daily unique Non-Compliant vehicles ⁸	489	515	533

TfL monitors the compliance rates of vehicles within the ULEZ.

ULEZ Enforcement			
	Jul	Aug	Sep
Average daily UK PCNs issued	1,114	1,212	1,108
Average daily UK Low PCNs issued ⁹	1,109	1,207	1,102
Average daily UK High PCNs issued ¹⁰	5	5	6
Average daily non-UK PCNs issued	41	51	43
Average daily non-UK Low PCNs issued ⁹	37	46	38
Average daily non-UK High PCNs issued ¹⁰	4	5	5
PCN Representations rate ¹¹	17.7%	16.9%	16.9%
Average daily PCN Representations received ¹¹	205	213	195
PCN Representations Accepted rate ¹¹	54.5%	49.8%	50.7%
PCN Representations Rejected rate ¹¹	32.8%	37.2%	35.1%
PCN Appeals rate ¹¹	1.4%	1.5%	1.2%
Average daily PCN Appeals received ¹¹	16	19	14
PCN Appeals Allowed rate ¹¹	1.4%	1.5%	0.0%
PCN Appeals Refused rate ¹¹	37.2%	7.4%	3.5%
PCN Appeals Non-Contested rate ¹¹	35.4%	35.5%	39.7%
PCN Appeals Withdrawn rate ¹¹	0.4%	0.5%	0.5%

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.

¹ 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).

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

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

⁴ Confirmed vehicles post validation and verification.

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

⁶ 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.

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

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

⁹ 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).

¹⁰ 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).

¹¹ 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.