

Transport for London



Ultra Low Emission Zone (ULEZ) Key Fact Sheet

25 October 2021 to 31 December 2021

Explanatory memorandum

Since the launch of the Ultra Low Emission Zone (ULEZ) in April 2019 TfL have published quarterly factsheets on the performance of the scheme. These factsheets include information about how many people pay the ULEZ charge, the compliance rates for vehicles using the zone and the number of Penalty Charge Notices that are issued.

The current factsheet covers the period during which the ULEZ expanded up to the North and South Circular roads and the four-week period following expansion when TfL issued warning notices to non-compliant vehicles rather than Penalty Charge Notices. This note explains the changes during the quarter covered in the report in more detail and is intended to help readers understand the data presented.

The factsheets contain operational data only, the Greater London Authority publish more detailed analysis of the impacts of the scheme on air quality from time to time at [london.gov.uk/WHAT-WE-DO/environment/environment-publications](https://www.london.gov.uk/WHAT-WE-DO/environment/environment-publications).

What the factsheets show

The key figure in these factsheets is the compliance rate, which stood at 92.6% in December 2021. This is the headline figure which indicates whether the scheme is working or not – a high compliance rate suggests that the scheme is succeeding in its aim of reducing emissions from road vehicles within the zone.

The factsheets also break down compliant and non-compliant vehicles by type.

For non-compliant vehicles a breakdown is given of how many paid the charge, by which option they paid the charge, and how many were subject to enforcement action.

For most of the data percentages are given as well as average numbers. There are daily, seasonal and annual variations in traffic numbers and flows as well as long term trends and the data reported here only covers a short period in time. In the later autumn and winter of 2021 individual, regional and national responses to the Covid-19 pandemic and the Omicron variant in particular will also have affected traffic numbers.

Period covered by this factsheet

The Ultra Low Emission Zone expanded (from central London up to the North and South Circular Roads) on the 25th October 2021, so this factsheet covers the period from 25 October to 31 December, as central London activity for 01-24 October is not directly comparable to the post-expansion period. Previous quarterly ULEZ factsheets, covering the pre-expansion period April 2019 – September 2021, when the ULEZ operated in central London only, are published online at tfl.gov.uk/corporate/publications-and-reports/ultra-low-emission-zone.

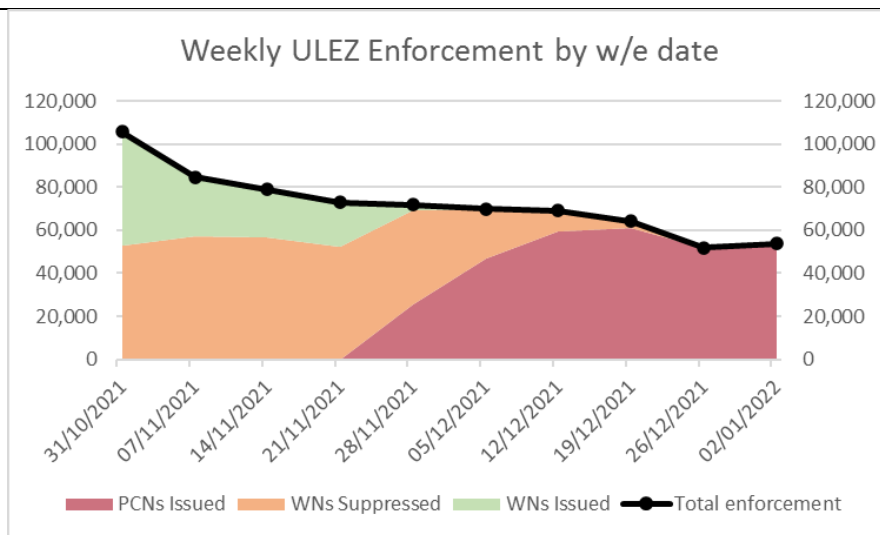
Upon expansion the area covered by the ULEZ became 18 times larger (380 km² vs the 21 km² central zone). The Milan “zone B” is 103 km² and the Paris “ZFE” is 105 km², both schemes currently have lower emission standards than London. This also means many more vehicles are driving on the roads within the zone. For instance on an average day in November there were an estimated 941,000 total unique vehicles detected in the ULEZ zone³, compared to an average of 89,300 total confirmed unique vehicles in the smaller central zone in September 2021.

The data in this report is taken from the Automatic Number Plate Recognition cameras used to enforce the scheme. The camera network operates as a single entity and it is therefore not possible to provide separate data for the old and new zone after expansion.

In the first four weeks of operation of the scheme (25 October to 22 November 2021) TfL issued warning notices to non-compliant vehicles. Warning notices were issued to ensure the correct action is taken in the future and to allow for any genuine mistakes that may have occurred. A single warning notice was issued per vehicle, once a warning notice was issued further enforcement action was suppressed for that vehicle for 28 days.

After the end of the warning notice period, penalty charge notices were issued to the registered keepers of any non-compliant vehicles who had not paid the charge.

To give a full picture of TfL enforcement activity it is therefore necessary to look at warning notices issued, warning notices suppressed and penalty charge notices together for the early period of the scheme:



How to compare this report with previous reports

It is not always appropriate to directly compare the raw statistics for the periods before and after the expansion of the ULEZ. In part this is due to the relative size and number of vehicles covered by the scheme and in part it is because of the complexity of disentangling vehicles and journeys that were affected by the smaller central zone and vehicles that are newly affected by expansion.

For example the number of non-compliant vehicles in the central zone during the first full month of operation (May 2019) was, on average, 30,146 each day. In the expanded zone the estimated daily average number of non-compliant vehicles in the first full month (November 2021) was 75,283 prior to settlements³. However, the *proportion* of the vehicles seen in the respective zones that were non-compliant has gone down, from 25.7 per cent in May 2019 to just 8 per cent in the larger zone in November 2021.

As demonstrated by the table below, the proportion of chargeable vehicles (i.e. vehicles that are non-compliant *and* not benefitting from an exemption or discount) who did not pay and were enforced against is fairly consistent. Or to look at it another way, the zone is around 18 times larger and there are around ten times as many vehicles in the zone following expansion, but TfL have only issued just over 3 times as many Penalty Charge notices.

	ULEZ Central Apr-Jun 2019		Expanded ULEZ Oct-Dec 2021	
Average daily charges paid by chargeable vehicles	15,573	86%	43,920	84%
Average daily PCNs issued to chargeable vehicles	2,499	14%	8,235	16%
Total	18,073		52,155	

Heavy vehicles were subject to the ULEZ in central London when it launched in April 2019 and were included in the statistics reported at that time. However, in March 2021 the standards for the Londonwide LEZ for heavy vehicles were aligned with the ULEZ standards, so these vehicles are now subject to LEZ only, are no longer included in the ULEZ statistics and are reported in separate LEZ reports. At the time

of publication LEZ compliance is even higher than for ULEZ, standing at around 96 per cent (LEZ factsheets can be found online at <https://tfl.gov.uk/corporate/publications-and-reports/congestion-charge> under Finance, operations & performance).

What does this report tell us about the impact of the scheme?

This report provides high level data which gives information about how successful the scheme is in meeting the high-level objective of increasing compliance throughout the vehicle fleet on London's roads, and some key statistics about the performance across different vehicle types and the enforcement and charging activities.

The figures contained in the report are intended to answer the most frequently asked questions that TfL receives about the scheme. Since the expansion of ULEZ, TfL have received a wider than usual variety of questions about the scheme, so some additional figures are provided in the table below, to help answer these questions.

	25-31 Oct 2021	Nov 2021	Dec 2021
Total number of ULEZ charges paid	336,543	1,342,160	1,169,963
Total number of unique vehicles that paid the ULEZ charge	161,034	326,084	327,972
Total number of ULEZ Warning Notices issued ₅	52,913	72,824	0
Total number of ULEZ Warning Notices suppressed ₅	52,726	217,544	27,770
Total number of ULEZ PCNs issued	0	36,435	247,056
Total number of ULEZ Enforcement Notices generated	105,639	326,803	274,826
Total number of unique vehicles that received a ULEZ PCN	0	25,391	106,068
ULEZ PCNs Issued to vehicles registered inside Greater London	0	13,579	126,294
ULEZ PCNs Issued to vehicles registered outside Greater London	0	22,856	120,762

These reports do not attempt to analyse the data in terms of important impacts, such as the impact on pollutant emissions and concentrations. These more complex data will be assessed in the 6 month on and 12 month on reports prepared by the Greater London Authority and published at london.gov.uk/WHAT-WE-DO/environment/environment-publications.

ULEZ General Scheme Information	
Original Central London Go Live Date ¹	08-Apr-19
Previous Central London Zone Size ¹	21 sq km
Expanded Zone (up to North & South Circular) Go-Live Date ¹	25-Oct-21
Current Zone Size (Expanded) ¹	380 sq km

ULEZ Scheme Users / Call Centre / Web			
	25-31 Oct-21	Nov-21	Dec-21
Average daily valid charges ²	48,058	44,719	38,984
Estimated unique vehicles detected prior to settlement – Daily Average ³	930,208	941,127	885,763
Average weekday calls handled (all schemes) ⁴	11,852	7,932	6,493
Average daily web hits (ULEZ Home page)	38,157	13,873	11,733

Details of our charge payment options can be found on our website – search 'ULEZ'.

ULEZ Charge Payment Channel Usage			
	25-31 Oct-21	Nov-21	Dec-21
Auto Pay / Fleet	56.2%	65.5%	66.2%
Web	36.6%	28.8%	28.5%
Mobile App	3.8%	3.4%	3.2%
IVR	3.3%	2.3%	2.1%
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'.

ULEZ Compliance			
	25-31 Oct-21	Nov-21	Dec-21
ULEZ Compliance Rate	91.2%	92.0%	92.6%
Estimated Compliant unique vehicles detected prior to settlement – Daily Average ³	847,945	865,844	819,901
Estimated Non-Compliant unique vehicles detected prior to settlement – Daily Average ³	82,264	75,283	65,863
<ul style="list-style-type: none"> Average daily Non-Compliant vehicles that paid the charge 	48,058	44,719	38,984
<ul style="list-style-type: none"> Average daily % Non-Compliant vehicles that paid the charge 	58.4%	59.4%	59.2%
<ul style="list-style-type: none"> Average daily Non-Compliant vehicles with a Warning Notice / PCN issued or suppressed ⁵ 	15,091	10,893	9,161
<ul style="list-style-type: none"> Average daily % Non-Compliant vehicles with a Warning Notice / PCN issued or suppressed ⁵ 	18.3%	14.5%	13.9%
<ul style="list-style-type: none"> Average daily Non-Compliant vehicles that are non-chargeable ⁶ 	19,114	19,671	17,718
<ul style="list-style-type: none"> Average daily % Non-Compliant vehicles that are non-chargeable ⁶ 	23.2%	26.1%	26.9%

ULEZ Compliance by Vehicle Type			
	25-31 Oct-21	Nov-21	Dec-21
CAR - ULEZ Compliance Rate	93.2%	94.0%	94.2%
CAR - Estimated Compliant unique vehicles detected prior to settlement – Daily Average ³	725,008	737,437	712,352
CAR - Estimated Non-Compliant unique vehicles detected prior to settlement – Daily Average ³	52,780	46,854	43,649
VAN - ULEZ Compliance Rate	77.1%	78.6%	80.0%
VAN - Estimated Compliant unique vehicles detected prior to settlement – Daily Average ³	94,960	99,590	84,285
VAN - Estimated Non-Compliant unique vehicles detected prior to settlement – Daily Average ³	28,193	27,063	21,120
MOTORCYCLE - ULEZ Compliance Rate	96.5%	96.6%	96.6%
MOTORCYCLE - Estimated Compliant unique vehicles detected prior to settlement – Daily Average ³	27,202	27,490	22,316
MOTORCYCLE - Estimated Non-Compliant unique vehicles detected prior to settlement – Daily Average ³	975	966	795
MINIBUS - ULEZ Compliance Rate	71.0%	76.8%	76.1%
MINIBUS - Estimated Compliant unique vehicles detected prior to settlement – Daily Average ³	774	1,327	948
MINIBUS - Estimated Non-Compliant unique vehicles detected prior to settlement – Daily Average ³	316	400	297

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)

ULEZ Enforcement			
	25-31 Oct-21	Nov-21	Dec-21
Average daily Warning Notices issued ⁵	7,559	2,427	-
Average daily Warning Notices suppressed ⁵	7,532	7,251	926
Average daily UK PCNs issued ⁷	-	1,182	8,129
Average daily non-UK PCNs issued ⁷	-	33	106

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.

Representation and appeal volumes take several months to build so these are not currently included within this factsheet, but this activity will be incorporated for the expanded ULEZ zone as soon as stable data becomes available.

¹ 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).

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

³ 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 expansion, vehicle detection volumes since the expansion are reported prior to completion of the settlement process.

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

⁵ Warning notices were issued (for the first offence) during the first month of the scheme's operation and PCNs have been issued since. After the first offence further warning notices were suppressed for that vehicle for a further 28 days, after which a PCN has been issued for each further contravention.

⁶ Non-chargeable vehicles include those that benefit from an extended grace period, including community transport minibuses 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.

⁷ 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).