

Transport for London



Ultra Low Emission Zone (ULEZ) Key Fact Sheet

01 April 2020 to 30 June 2020

As part of our COVID-19 response, all Road User Charging schemes were suspended between Monday 23rd March and Sunday 17 May. Data for this quarter is therefore based only on days when the schemes were operational.

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

ULEZ Scheme Users / Call Centre / Web			
	Apr	May	Jun
Average daily valid charges	-	6,276	8,152
Average daily Low charges ²	-	6,197	8,059
Average daily High charges ³	-	78	93
Average daily unique vehicles detected in zone ⁴	-	61,905	75,618
Average daily calls handled (all schemes) ⁵	1,257	2,213	3,873
Average daily web hits (ULEZ Home page)	1,363	3,614	5,141

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			
	Apr	May	Jun
Auto Pay / Fleet	-	68.1%	70.6%
Web	-	28.7%	26.3%
Mobile App	-	1.8%	1.6%
IVR	-	1.3%	1.5%
Phone	-	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			
	Apr	May	Jun
ULEZ Compliance Rate	-	81.2%	82.3%
Average daily unique Compliant vehicles	-	50,282	62,209
Average daily unique Non-Compliant vehicles	-	11,623	13,410
Average daily Non-Compliant charge payers	-	6,276	8,152
Average daily Non-Compliant contraveners	-	1,545	1,494
Average daily Non-Compliant exempt/100% discount	-	3,802	3,764

ULEZ Compliance by Vehicle Type			
	Apr	May	Jun
CAR - ULEZ Compliance Rate	-	85.4%	86.3%
CAR - Average daily unique Compliant vehicles	-	37,902	46,269
CAR - Average daily unique Non-Compliant vehicles	-	6,470	7,375
VAN - ULEZ Compliance Rate	-	64.2%	66.5%
VAN - Average daily unique Compliant vehicles	-	7,772	10,268
VAN - Average daily unique Non-Compliant vehicles	-	4,325	5,167
HGV - ULEZ Compliance Rate	-	89.9%	91.0%
HGV - Average daily unique Compliant vehicles	-	1,751	2,223
HGV - Average daily unique Non-Compliant vehicles	-	197	220
NON-TfL BUS/COACH - ULEZ Compliance Rate ⁶	-	63.8%	71.1%
NON-TfL BUS/COACH - Average daily unique Compliant vehicles ⁶	-	20	27
NON-TfL BUS/COACH - Average daily unique Non-Compliant vehicles ⁶	-	11	11
OTHER - ULEZ Compliance Rate ⁷	-	96.7%	96.9%
OTHER - Average daily unique Compliant vehicles ⁷	-	2,832	3,413
OTHER - Average daily unique Non-Compliant vehicles ⁷	-	96	111
UNKNOWN - ULEZ Compliance Rate ⁸	-	1.1%	1.7%
UNKNOWN - Average daily unique Compliant vehicles ⁸	-	6	9
UNKNOWN - Average daily unique Non-Compliant vehicles ⁸	-	524	525

TfL monitors the compliance rates of vehicles within the ULEZ.

ULEZ Enforcement			
	Apr	May	Jun
Average daily Warning Notices issued ⁹	-	888	-
Average daily UK PCNs issued	-	-	908
Average daily UK Low PCNs issued ¹⁰	-	-	903
Average daily UK High PCNs issued ¹¹	-	-	5
Average daily non-UK PCNs issued	-	-	29
Average daily non-UK Low PCNs issued ¹⁰	-	-	26
Average daily non-UK High PCNs issued ¹¹	-	-	3
PCN Representations rate ¹²	-	-	18.6%
Average daily PCN Representations received ¹²	-	-	174
PCN Representations Accepted rate ¹²	-	-	52.2%
PCN Representations Rejected rate ¹²	-	-	36.9%
PCN Appeals rate ¹²	-	-	1.6%
Average daily PCN Appeals received ¹²	-	-	15
PCN Appeals Allowed rate ¹²	-	-	7.5%
PCN Appeals Refused rate ¹²	-	-	44.9%
PCN Appeals Non-Contested rate ¹²	-	-	39.2%
PCN Appeals Withdrawn rate ¹²	-	-	0.4%

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 Warning Notices were issued for the first two weeks following reinstatement of the scheme, PCN enforcement resumed from 01/06/2020.

¹⁰ 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).

¹¹ 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).

¹² 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.