

Transport for London



Ultra Low Emission Zone (ULEZ) Key Fact Sheet

01 January 2023 to 31 March 2023

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			
	Jan-23	Feb-23	Mar-23
Average daily valid charges ²	24,959	25,426	25,727
Average weekday calls handled (all schemes) ³	4,674	4,492	4,293
Average daily web hits (ULEZ Home page)	12,002	8,322	7,262

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

ULEZ Charge Payment Channel Usage			
	Jan-23	Feb-23	Mar-23
Auto Pay / Fleet	68.2%	68.4%	70.6%
Web	27.1%	27.1%	25.1%
Mobile App	3.3%	3.2%	3.0%
IVR	1.4%	1.3%	1.2%
Phone	0.0%	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'.

ULEZ Compliance			
	Jan-23	Feb-23	Mar-23
ULEZ Compliance Rate	95.2%	95.2%	95.3%
Unique vehicles detected prior to settlement – Daily Average ⁴	873,837	879,543	913,158
Compliant unique vehicles detected prior to settlement – Daily Average ⁴	832,002	837,761	870,583
Non-Compliant unique vehicles detected prior to settlement – Daily Average ⁴	41,835	41,781	42,575
<ul style="list-style-type: none"> • Average daily Non-Compliant vehicles that paid the charge 	24,959	25,426	25,727
<ul style="list-style-type: none"> • Average daily % Non-Compliant vehicles that paid the charge 	59.7%	60.9%	60.4%
<ul style="list-style-type: none"> • Average daily Non-Compliant vehicles with a PCN issued 	3,730	3,802	3,922
<ul style="list-style-type: none"> • Average daily % Non-Compliant vehicles with a PCN issued 	8.9%	9.1%	9.2%
<ul style="list-style-type: none"> • Average daily Non-Compliant vehicles that are non-chargeable ⁵ 	13,146	12,553	12,926
<ul style="list-style-type: none"> • Average daily % Non-Compliant vehicles that are non-chargeable ⁵ 	31.4%	30.0%	30.4%

ULEZ Compliance by Vehicle Type			
	Jan-23	Feb-23	Mar-23
CAR - ULEZ Compliance Rate	96.4%	96.5%	96.6%
CAR - Compliant unique vehicles detected prior to settlement – Daily Average ⁴	711,645	711,049	736,663
CAR - Non-Compliant unique vehicles detected prior to settlement – Daily Average ⁴	26,640	26,022	26,180
VAN - ULEZ Compliance Rate	87.1%	87.2%	87.4%
VAN - Compliant unique vehicles detected prior to settlement – Daily Average ⁴	96,090	100,714	106,543
VAN - Non-Compliant unique vehicles detected prior to settlement – Daily Average ⁴	14,283	14,799	15,410
MOTORCYCLE - ULEZ Compliance Rate	97.3%	97.3%	97.5%
MOTORCYCLE - Compliant unique vehicles detected prior to settlement – Daily Average ⁴	23,027	24,792	25,978
MOTORCYCLE - Non-Compliant unique vehicles detected prior to settlement – Daily Average ⁴	630	679	660
MINIBUS - ULEZ Compliance Rate	81.5%	81.1%	81.1%
MINIBUS - Compliant unique vehicles detected prior to settlement – Daily Average ⁴	1,241	1,207	1,399
MINIBUS - Non-Compliant unique vehicles detected prior to settlement – Daily Average ⁴	282	282	325

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			
	Jan-23	Feb-23	Mar-23
Average daily UK PCNs issued ⁶	3,598	3,714	3,861
Average daily non-UK PCNs issued ⁶	132	88	61

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

⁴ 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.

⁵ 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.

⁶ 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 £180 (reduced to £90 if paid within 14 days).