

# Transport for London



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

01 July 2019 to 30 September 2019

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

ULEZ Scheme Users / Call Centre / Web			
	Jul	Aug	Sep
Average daily valid charges	14,979	13,262	14,019
Average daily Low charges <sup>2</sup>	14,641	12,991	13,749
Average daily High charges <sup>3</sup>	339	271	270
Average daily unique vehicles detected in zone <sup>4</sup>	116,082	108,932	116,601
Average daily calls handled (all schemes) <sup>5</sup>	5,967	5,680	5,567
Average daily web hits (ULEZ Home page)	6,676	5,946	5,890

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	78.6%	77.2%	79.0%
Web	18.8%	20.1%	18.6%
Mobile App	1.3%	1.3%	1.2%
IVR	1.2%	1.4%	1.3%
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'.

<b>ULEZ Compliance</b>			
	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>
ULEZ Compliance Rate	75.4%	76.3%	76.8%
Average daily unique Compliant vehicles	87,520	83,130	89,557
Average daily unique Non-Compliant vehicles	28,562	25,802	27,044
Average daily Non-Compliant charge payers	14,979	13,262	14,019
Average daily Non-Compliant contraveners	2,791	2,772	2,611
Average daily Non-Compliant exempt/100% discount	10,791	9,768	10,414

<b>ULEZ Compliance by Vehicle Type</b>			
	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>
CAR - ULEZ Compliance Rate	79.5%	80.2%	80.6%
CAR - Average daily unique Compliant vehicles	66,453	63,345	68,347
CAR - Average daily unique Non-Compliant vehicles	17,174	15,609	16,402
VAN - ULEZ Compliance Rate	55.3%	57.5%	57.8%
VAN - Average daily unique Compliant vehicles	11,663	11,228	12,136
VAN - Average daily unique Non-Compliant vehicles	9,409	8,299	8,864
HGV - ULEZ Compliance Rate	88.0%	88.4%	88.6%
HGV - Average daily unique Compliant vehicles	3,362	3,101	3,275
HGV - Average daily unique Non-Compliant vehicles	460	406	421
NON-TfL BUS/COACH - ULEZ Compliance Rate <sup>6</sup>	70.9%	73.1%	76.2%
NON-TfL BUS/COACH - Average daily unique Compliant vehicles <sup>6</sup>	480	414	406
NON-TfL BUS/COACH - Average daily unique Non-Compliant vehicles <sup>6</sup>	197	152	126
OTHER - ULEZ Compliance Rate <sup>7</sup>	95.2%	95.6%	96.0%
OTHER - Average daily unique Compliant vehicles <sup>7</sup>	5,554	5,029	5,373
OTHER - Average daily unique Non-Compliant vehicles <sup>7</sup>	282	231	225
UNKNOWN - ULEZ Compliance Rate <sup>8</sup>	0.8%	1.2%	2.0%
UNKNOWN - Average daily unique Compliant vehicles <sup>8</sup>	8	13	20
UNKNOWN - Average daily unique Non-Compliant vehicles <sup>8</sup>	1,039	1,105	1,005

TfL monitors the compliance rates of vehicles within the ULEZ.

<b>ULEZ Enforcement</b>			
	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>
Average daily UK PCNs issued	2,104	2,051	1,995
Average daily UK Low PCNs issued <sup>9</sup>	2,078	2,033	1,978
Average daily UK High PCNs issued <sup>10</sup>	26	18	17
Average daily non-UK PCNs issued	132	135	101
Average daily non-UK Low PCNs issued <sup>9</sup>	120	123	90
Average daily non-UK High PCNs issued <sup>10</sup>	12	12	10
PCN Representations rate <sup>11</sup>	18.0%	17.2%	17.1%
Average daily PCN Representations received <sup>11</sup>	402	377	358
PCN Representations Accepted rate <sup>11</sup>	46.3%	47.3%	47.7%
PCN Representations Rejected rate <sup>11</sup>	42.4%	41.8%	40.8%
PCN Appeals rate <sup>11</sup>	2.6%	2.3%	2.3%
Average daily PCN Appeals received <sup>11</sup>	58	49	49
PCN Appeals Allowed rate <sup>11</sup>	5.3%	6.8%	4.5%
PCN Appeals Refused rate <sup>11</sup>	62.4%	54.8%	55.2%
PCN Appeals Non-Contested rate <sup>11</sup>	29.3%	34.4%	36.0%
PCN Appeals Withdrawn rate <sup>11</sup>	1.8%	1.7%	1.0%

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

<sup>4</sup> Confirmed vehicles post validation and verification.

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

<sup>6</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>7</sup> Other vehicle category includes motorbikes, mini-buses, TfL buses and non-road going vehicles.

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

<sup>9</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>10</sup> 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).

<sup>11</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.