

# Transport for London



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

08 April 2019 to 30 June 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			
	Apr	May	Jun
Average daily valid charges	15,045	16,019	15,656
Average daily Low charges <sup>2</sup>	14,684	15,636	15,316
Average daily High charges <sup>3</sup>	361	383	340
Average daily unique vehicles detected in zone <sup>4</sup>	123,471	117,290	118,022
Average daily calls handled (all schemes) <sup>5</sup>	7,430	6,496	6,343
Average daily web hits (ULEZ Home page)	20,022	10,179	7,666

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	72.9%	78.8%	79.2%
Web	23.6%	18.5%	18.2%
Mobile App	1.8%	1.4%	1.3%
IVR	1.6%	1.3%	1.3%
Phone	0.1%	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>Apr</b>	<b>May</b>	<b>Jun</b>
ULEZ Compliance Rate	73.0%	74.3%	75.1%
Average daily unique Compliant vehicles	90,125	87,144	88,588
Average daily unique Non-Compliant vehicles	33,346	30,146	29,434
Average daily Non-Compliant charge payers	15,045	16,019	15,656
Average daily Non-Compliant contraveners	3,439	3,339	3,144
Average daily Non-Compliant exempt/100% discount	14,862	10,788	10,634

<b>ULEZ Compliance by Vehicle Type</b>			
	<b>Apr</b>	<b>May</b>	<b>Jun</b>
CAR - ULEZ Compliance Rate	77.4%	78.4%	79.1%
CAR - Average daily unique Compliant vehicles	67,019	66,881	68,721
CAR - Average daily unique Non-Compliant vehicles	19,514	18,434	18,197
VAN - ULEZ Compliance Rate	52.3%	52.9%	53.4%
VAN - Average daily unique Compliant vehicles	12,879	11,129	10,844
VAN - Average daily unique Non-Compliant vehicles	11,751	9,897	9,453
HGV - ULEZ Compliance Rate	87.0%	87.0%	87.4%
HGV - Average daily unique Compliant vehicles	3,747	3,205	3,152
HGV - Average daily unique Non-Compliant vehicles	559	481	454
NON-TfL BUS/COACH - ULEZ Compliance Rate <sup>6</sup>	73.7%	71.3%	71.9%
NON-TfL BUS/COACH - Average daily unique Compliant vehicles <sup>6</sup>	441	425	461
NON-TfL BUS/COACH - Average daily unique Non-Compliant vehicles <sup>6</sup>	157	171	180
OTHER - ULEZ Compliance Rate <sup>7</sup>	94.7%	95.0%	95.2%
OTHER - Average daily unique Compliant vehicles <sup>7</sup>	6,039	5,504	5,404
OTHER - Average daily unique Non-Compliant vehicles <sup>7</sup>	335	291	274
UNKNOWN - ULEZ Compliance Rate <sup>8</sup>	0.0%	0.0%	0.6%
UNKNOWN - Average daily unique Compliant vehicles <sup>8</sup>	0	0	6
UNKNOWN - Average daily unique Non-Compliant vehicles <sup>8</sup>	1,030	871	876

TfL monitors the compliance rates of vehicles within the ULEZ.

<b>ULEZ Enforcement</b>			
	<b>Apr</b>	<b>May</b>	<b>Jun</b>
Average daily Warning Notices issued <sup>9</sup>	1,810	1,569	-
Average daily UK PCNs issued	-	1,876	2,397
Average daily UK Low PCNs issued <sup>10</sup>	-	1,850	2,365
Average daily UK High PCNs issued <sup>11</sup>	-	26	32
Average daily non-UK PCNs issued	-	77	102
Average daily non-UK Low PCNs issued <sup>10</sup>	-	65	88
Average daily non-UK High PCNs issued <sup>11</sup>	-	12	14
PCN Representations rate <sup>12</sup>	-	20.2%	19.9%
Average daily PCN Representations received <sup>12</sup>	-	395	498
PCN Representations Accepted rate <sup>12</sup>	-	39.3%	46.4%
PCN Representations Rejected rate <sup>12</sup>	-	50.3%	43.1%
PCN Appeals rate <sup>12</sup>	-	3.2%	2.7%
Average daily PCN Appeals received <sup>12</sup>	-	63	68
PCN Appeals Allowed rate <sup>12</sup>	-	2.0%	2.0%
PCN Appeals Refused rate <sup>12</sup>	-	61.7%	62.5%
PCN Appeals Non-Contested rate <sup>12</sup>	-	32.1%	31.0%
PCN Appeals Withdrawn rate <sup>12</sup>	-	2.7%	2.8%

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> Warning Notices were issued for the first few weeks of the scheme, PCN enforcement began from 11/05/2019.

<sup>10</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>11</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>12</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.