

# Transport for London



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

01 July 2022 to 30 September 2022

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

ULEZ Scheme Users / Call Centre / Web			
	Jul-22	Aug-22	Sep-22
Average daily valid charges <sup>2</sup>	32,806	31,219	31,184
Average weekday calls handled (all schemes) <sup>3</sup>	4,772	4,637	4,401
Average daily web hits (ULEZ Home page)	8,724	8,722	7,336

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

ULEZ Charge Payment Channel Usage			
	Jul-22	Aug-22	Sep-22
Auto Pay / Fleet	68.3%	67.2%	69.6%
Web	27.1%	28.0%	25.8%
Mobile App	3.0%	3.1%	3.1%
IVR	1.6%	1.6%	1.4%
Phone	0.1%	0.1%	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-22</b>	<b>Aug-22</b>	<b>Sep-22</b>
ULEZ Compliance Rate	94.0%	94.1%	94.4%
Unique vehicles detected prior to settlement – Daily Average <sup>4</sup>	895,033	843,524	900,046
Compliant unique vehicles detected prior to settlement – Daily Average <sup>4</sup>	841,512	793,608	849,703
Non-Compliant unique vehicles detected prior to settlement – Daily Average <sup>4</sup>	53,521	49,916	50,342
<ul style="list-style-type: none"> <li>• Average daily Non-Compliant vehicles that paid the charge</li> </ul>	32,806	31,219	31,184
<ul style="list-style-type: none"> <li>• Average daily % Non-Compliant vehicles that paid the charge</li> </ul>	61.3%	62.5%	61.9%
<ul style="list-style-type: none"> <li>• Average daily Non-Compliant vehicles with a PCN issued</li> </ul>	5,170	4,949	4,648
<ul style="list-style-type: none"> <li>• Average daily % Non-Compliant vehicles with a PCN issued</li> </ul>	9.7%	9.9%	9.2%
<ul style="list-style-type: none"> <li>• Average daily Non-Compliant vehicles that are non-chargeable <sup>5</sup></li> </ul>	15,545	13,748	14,510
<ul style="list-style-type: none"> <li>• Average daily % Non-Compliant vehicles that are non-chargeable <sup>5</sup></li> </ul>	29.0%	27.5%	28.8%

<b>ULEZ Compliance by Vehicle Type</b>			
	<b>Jul-22</b>	<b>Aug-22</b>	<b>Sep-22</b>
CAR - ULEZ Compliance Rate	95.5%	95.6%	95.9%
CAR - Compliant unique vehicles detected prior to settlement – Daily Average <sup>4</sup>	714,333	670,816	717,596
CAR - Non-Compliant unique vehicles detected prior to settlement – Daily Average <sup>4</sup>	33,547	31,111	30,740
VAN - ULEZ Compliance Rate	83.8%	84.1%	84.6%
VAN - Compliant unique vehicles detected prior to settlement – Daily Average <sup>4</sup>	96,224	93,807	101,262
VAN - Non-Compliant unique vehicles detected prior to settlement – Daily Average <sup>4</sup>	18,669	17,697	18,422
MOTORCYCLE - ULEZ Compliance Rate	96.9%	97.1%	97.2%
MOTORCYCLE - Compliant unique vehicles detected prior to settlement – Daily Average <sup>4</sup>	29,817	28,207	29,559
MOTORCYCLE - Non-Compliant unique vehicles detected prior to settlement – Daily Average <sup>4</sup>	960	857	856
MINIBUS - ULEZ Compliance Rate	76.8%	75.6%	79.9%
MINIBUS - Compliant unique vehicles detected prior to settlement – Daily Average <sup>4</sup>	1,138	778	1,286
MINIBUS - Non-Compliant unique vehicles detected prior to settlement – Daily Average <sup>4</sup>	343	252	324

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)

<b>ULEZ Enforcement</b>			
	<b>Jul-22</b>	<b>Aug-22</b>	<b>Sep-22</b>
Average daily UK PCNs issued <sup>6</sup>	5,081	4,895	4,613
Average daily non-UK PCNs issued <sup>6</sup>	89	54	35

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.

<sup>1</sup> 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).

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

<sup>4</sup> 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.

<sup>5</sup> 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.

<sup>6</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).