



Congestion Charging & Low Emission Zone Key Fact Sheet

01 October 2017 to 31 December 2017

Congestion Charging General Scheme Information	
Original Go Live Date	17-Feb-03
Current Zone Size	21 sq km

Congestion Charging Scheme Users / Call Centre / Web	
Average valid charges (for each charging day)	56,809
Average Standard charges	10,902
Average Standard Auto Pay charges	20,214
Average Resident charges	1,879
Average Resident Auto Pay charges	3,236
Average Fleet charges	20,577
Average daily unique captures during Charging Hours ¹	178,411
Average daily unique VRMs during Charging Hours ²	101,629
Average daily calls handled	4,318
Average daily web hits	13,467

There are a range of charges that can be purchased and details of the charge amounts can be found on our website.

Congestion Charging Charge Payment Channel Usage	
IVR	0.82%
Phone	2.68%
Post	0.00%
Web	19.10%
Fleet	36.32%
Auto Pay	41.05%
Mobile App ³	0.03%

We offer a number of ways to pay the charge and more information can be found on our website.

Average Number Of Licenced Taxis & Private Hire Vehicles Detected In The Congestion Charge Zone During Charging Hours On Charging Days	
Taxis	10,368
Private Hire Vehicles	18,554

Congestion Charging Diplomatic Debt	
Current Diplomatic Debt ⁴	£109.9m

We and the UK Government are clear that the Congestion Charge is a charge for a service and not a tax. This means that diplomats are not exempt from paying it. Around three quarters of embassies in London do pay the charge, but there remains a stubborn minority who refuse to do so, despite our representations through diplomatic channels.

We will continue to pursue all unpaid Congestion Charge fees and related penalty charge notices and are pushing for the matter to be taken up at the International Court of Justice.

Congestion Charging Active Discounts (not vehicles) ⁵	
Blue Badge	103,608
Resident	16,977
Fleet	12,468
9+ Seater	3,411
Ultra Low Emissions Discount ⁶	14,030
Recovery Vehicle	264
Selected Partner	91
Motor Tricycles	123
Accredited Breakdown	32

There are a range of exemptions and discounts available to certain categories of vehicles and individuals.

Congestion Charging Enforcement	
Average daily PCNs issued	2,939
Average daily Foreign PCNs issued	30
PCN Representations rate ⁷	24.04%
PCN Appeals rate ⁷	2.04%

A Penalty Charge Notice (PCN) is the formal notification sent when our records show that a vehicle was photographed in the Congestion Charging zone and we have no record of payment of the Congestion 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.

T-Charge Compliance Rates ⁸ Based on Vehicles Detected In The CCZ During Charging Hours	
Average Daily Compliance Rate	94.6%
Average Daily Vehicles Non-compliant with T-Charge	5,511
Charge Payments Made By Non-T-Charge-Compliant Vehicles	1,847
Penalty Charges Raised Against Non-T-Charge-Compliant Vehicles	278
100% Discount & Exemptions	3,385

Penalty Charges are raised for non payment of the Congestion Charge (which includes a £10 T-Charge surcharge if the vehicle does not meet the T-Charge emissions standards). Since the T-Charge was introduced we have not seen a significant increase in Penalty Charge volumes (in the week before T-Charge 'go-live' a daily average of 260 Penalty Charges were raised against non-T-Charge compliant vehicles).

T-Charge Web Hits	
Average Daily Web Hits to T-Charge VRM Checker Landing Page	4,655
Total Web Hits to T-Charge VRM Checker Landing Page	523,456

The TfL online VRM Checker went live on 24 April 2017

Low Emission Zone General Scheme Information	
Go Live Date - Phase 3&4	01-Jan-12
Zone Size	1,580 sq km

Low Emission Zone Compliance Rates	
Phase 3 Compliance Rate	99.4%
Phase 4 Compliance Rate	97.4%

TfL monitors the compliance rates of vehicles within the Low Emission Zone.

¹ Prior to validation and verification.

² Confirmed vehicles post validation and verification. Revised methodologies for data extraction and analysis have been applied since April 2017.

³ Mobile App went live on 12/12/2017

⁴ Please refer to separate CC Embassy Debt sheet for further details on Embassy Debt.

⁵ Some discounts can have multiple vehicles registered against them.

⁶ Ultra Low Emissions Discount (ULED) introduced on 01/07/2013.

⁷ Relate to PCN contraventions in the same quarter in the previous year.

⁸ T-Charge compliance rates since go-live on 23 October 2017.