



Congestion Charging & Low Emission Zone Key Fact Sheet

01 January 2017 to 31 March 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)	57,547
Average Standard charges	10,880
Average Standard Auto Pay charges	20,735
Average Resident charges	2,411
Average Resident Auto Pay charges	3,069
Average Fleet charges	20,453
Average daily unique captures during Charging Hours ¹	170,813
Average daily unique VRMs during Charging Hours ²	121,160
Average daily calls handled	5,843
Average daily web hits	14,534

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	1.05%
Phone	1.50%
Post	2.71%
Web	17.65%
Fleet	35.44%
Auto Pay	41.66%

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	10,460
Private Hire Vehicles	17,967

Congestion Charging Diplomatic Debt	
Current Diplomatic Debt ³	£106.6m

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) ⁴	
Blue Badge	108,451
Resident	17,171
Fleet	11,707
9+ Seater	4,187
Ultra Low Emissions Discount ⁵	10,805
Recovery Vehicle	285
Selected Partner	98
Motor Tricycles	91
Accredited Breakdown	31

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

Congestion Charging Enforcement	
Average daily PCNs issued	3,433
Average daily Foreign PCNs issued	28
PCN Representations rate ⁶	8.54%
PCN Appeals rate ⁶	0.73%

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.

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	99.5%
Phase 4 Compliance Rate	97.6%

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

³ Please refer to separate CC Embassy Debt sheet for further details on Embassy Debt.

⁴ Some discounts can have multiple vehicles registered against them.

⁵ Ultra Low Emissions Discount (ULED) introduced on 01/07/2013.

⁶ Relate to PCN contraventions in the same quarter in the previous year.