



# Transport for London

## Congestion Charging & Low Emission Zone Key Fact Sheet

01 January 2014 to 31 March 2014

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)	68,294
Average Standard charges	14,853
Average Standard Auto Pay charges	24,859
Average Resident charges	4,588
Average Resident Auto Pay charges	3,221
Average Fleet charges	20,773
Average unique captures during Charging Hours <sup>1</sup>	173,999
Average daily calls handled	5,514
Average daily web hits	16,346

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	0.72%
Post	5.31%
SMS	0.63%
Phone	4.43%
Web	16.98%
Auto Pay	41.44%
Fleet	30.48%

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

<b>Congestion Charging Diplomatic Debt</b>	
Current Diplomatic Debt <sup>2</sup>	£79.4m

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.

<b>Congestion Charging Active Discounts (not vehicles) <sup>3</sup></b>	
Blue Badge	114,263
Ultra Low Emissions Discount <sup>4</sup>	1,797
Accredited Breakdown	30
Greener Vehicle <sup>5</sup>	18,197
9+ Seater	4,958
Motor Tricycles	51
Fleet	7,967
Recovery Vehicle	400
Resident	18,306
Selected Partner	83

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

<b>Congestion Charging Enforcement</b>	
Average daily PCNs issued	3,189
PCN Representations rate	7.95%
PCN Appeals rate	0.21%

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 the Parking and Traffic Appeals Service, an independent body.

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

<b>Low Emission Zone Compliance Rates</b>	
Phase 3 Compliance Rate	99.32%
Phase 4 Compliance Rate	97.00%

TfL monitors the compliance rates of vehicles within the Low Emissions Zone.
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<sup>1</sup> Prior to validation and verification.

<sup>2</sup> Please refer to separate CC Embassy Debt sheet for further details on Embassy Debt.

<sup>3</sup> Some discounts can have multiple vehicles registered against them.

<sup>4</sup> Ultra Low Emissions Discount (ULED) introduced on 01/07/2013.

<sup>5</sup> Greener Vehicle Discount closed to new applicants on 28/06/2013.