



Congestion Charging & Low Emission Zone Key Fact Sheet

01 July 2016 to 25 September 2016 ¹

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) ⁵	61,407
Average Standard charges ⁵	12,545
Average Standard Auto Pay charges ³	20,894
Average Resident charges ⁵	2,849
Average Resident Auto Pay charges ³	3,141
Average Fleet charges ³	21,978
Average unique captures during Charging Hours ^{2 & 6}	160,950
Average daily calls handled ⁵	4,317
Average daily web hits ⁴	17,783

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	
SMS	0.25%
IVR	0.38%
Phone	2.33%
Post	3.91%
Web	18.55%
Fleet	36.30%
Auto Pay	38.27%

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	10,402
Private Hire Vehicles	17,144

Congestion Charging Diplomatic Debt	
Current Diplomatic Debt ⁷	£103.8m

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) ⁸	
Blue Badge	110,964
Resident	18,020
Fleet	10,884
9+ Seater	4,590
Ultra Low Emissions Discount ⁹	9,255
Recovery Vehicle	307
Selected Partner	82
Motor Tricycles	69
Accredited Breakdown	26

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

Congestion Charging Enforcement	
Average daily PCNs issued ⁴	3,665
Average daily Foreign PCNs issued ²	90
PCN Representations rate	9.62%
PCN Appeals rate	0.59%

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	99.40%
Phase 4 Compliance Rate	97.60%

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

¹ The Congestion Charging Operational Systems upgrade began on 20/09/2016 and completed on 25/09/2016.

² Due to the Congestion Charging Operational Systems upgrade data is available from 01/07/2016 to 13/09/2016.

³ Due to the Congestion Charging Operational Systems upgrade data is available from 01/07/2016 to 19/09/2016.

⁴ Due to the Congestion Charging Operational Systems upgrade data is available from 01/07/2016 to 21/09/2016.

⁵ Due to the Congestion Charging Operational Systems upgrade data is available from 01/07/2016 to 23/09/2016.

⁶ Prior to validation and verification.

⁷ Please refer to separate CC Embassy Debt sheet for further details on Embassy Debt.

⁸ Some discounts can have multiple vehicles registered against them.

⁹ Ultra Low Emissions Discount (ULED) introduced on 01/07/2013.