



Congestion Charging & Low Emission Zone Key Fact Sheet

01 October 2013 to 31 December 2013

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)	69,895
Average Standard charges	16,246
Average Standard Auto Pay charges	24,996
Average Resident charges	4,809
Average Resident Auto Pay charges	3,177
Average Fleet charges	20,668
Average unique captures during Charging Hours ¹	178,310
Average daily calls handled	5,898
Average daily web hits	17,997

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	0.78%
Post	5.45%
SMS	0.71%
Phone	5.26%
Web	18.68%
Auto Pay	40.39%
Fleet	28.72%

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

Congestion Charging Diplomatic Debt	
Current Diplomatic Debt ²	£76.9m

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) ³	
Blue Badge	114,691
Ultra Low Emissions Discount ⁴	1,638
Accredited Breakdown	29
Greener Vehicle ⁵	18,332
9+ Seater	5,048
Motor Tricycles	47
Fleet	7,817
Recovery Vehicle	397
Resident	18,345
Selected Partner	82

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

Congestion Charging Enforcement	
Average daily PCNs issued	3,670
PCN Representations rate	7.86%
PCN Appeals rate	0.17%

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.

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	98.99%
Phase 4 Compliance Rate	95.81%

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

² Please refer to separate CC Embassy Debt sheet for further details on Embassy Debt.

³ Some discounts can have multiple vehicles registered against them.

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

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