



Congestion Charging & Low Emission Zone Key Fact Sheet

01 January 2021 to 31 March 2021

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

Congestion Charging Scheme Users / Call Centre / Web	
Average valid charges (for each charging day)	39,423
Average Standard charges	8,045
Average Standard Auto Pay charges	13,535
Average Resident charges	740
Average Resident Auto Pay charges	4,062
Average Fleet charges	12,682
Average daily unique captures during Charging Hours ¹	113,243
Average daily unique VRMs during Charging Hours ²	59,813
Average daily calls handled (all schemes) ³	4,206
Average charging day web hits	13,974

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	
Auto Pay	44.64%
Fleet	32.17%
Web	20.27%
Phone	1.17%
Mobile App ⁴	1.10%
IVR	0.65%
Post	0.00%

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	3,010
Private Hire Vehicles	7,331

Congestion Charging Diplomatic Debt	
Current Diplomatic Debt ⁵	£131m

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. The majority 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) ⁶	
Blue Badge	112,254
Cleaner Vehicle Discount ⁷	42,907
Resident	19,296
Fleet	15,147
9+ Seater	2,914
Recovery Vehicle	177
Motor Tricycles	240
Selected Partner	115
Accredited Breakdown	28

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

Congestion Charging Enforcement	
Average daily UK PCNs issued	2,593
Average daily non-UK PCNs issued	19
PCN Representations rate ⁸	19.75%
PCN Appeals rate ⁸	0.80%

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 1 - Euro III (PM) for HGVs>12 tonnes	04-Feb-08
Go Live Date – Phase 2 - Euro III (PM) for HGVs>3.5 tonnes, buses & coaches	07-Jul-08
Go Live Date - Phase 3 - Euro III (PM) for larger vans (1.205 tonnes unladen weight up to 3.5 tonnes gross vehicle weight) & minibuses (up to 5 tonnes gross vehicle weight)	03-Jan-12
Go-Live Date – Phase 4 - Euro IV (PM) for HGVs>3.5 tonnes, buses & coaches	03-Jan-12
Go Live Date – Tougher emission standards for heavy vehicles - Euro VI (PM & NOx) for HGVs>3.5 tonnes, buses & coaches	01-Mar-21
Londonwide Low Emission Zone Size	1,580 sq km

Low Emission Zone Compliance Rates	
LEZ Phase 3 Compliance Rate (Mar 2021)	99.7%
LEZ Phase 4 Compliance Rate (Feb 2021)*	97.2%
Tougher LEZ Compliance Rate (Mar 2021)	93.5%

TfL monitors the compliance rates of vehicles within the Low Emission Zone. LEZ emission standards apply to large diesel vehicles. LEZ Phase 3 emission standards for Particulate Matter (PM) remain in force for large vans and minibuses. *LEZ Phase 4 was superseded by tougher Particulate Matter (PM) and Nitrogen Oxides (NOx) emission standards for heavy vehicles on 1 March 2021.

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 Road User Charging operate a blended call centre, so call volumes cover Ultra Low Emission Zone and Low Emission Zone, as well as Congestion Charging.

⁴ Mobile App went live on 12/12/2017.

⁵ Please refer to separate CC Embassy Debt sheet for further details on Embassy Debt.

⁶ Some discounts can have multiple vehicles registered against them.

⁷ Ultra Low Emissions Discount (ULED) introduced on 01/07/2013. Replaced by the Cleaner Vehicle Discount on 08/04/2019.

⁸ Relate to PCN contraventions in the previous financial year.