



Congestion Charging & Low Emission Zone Key Fact Sheet

01 October 2019 to 31 December 2019

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)	59,150
Average Standard charges	9,840
Average Standard Auto Pay charges	24,223
Average Resident charges	1,367
Average Resident Auto Pay charges	3,441
Average Fleet charges	20,279
Average daily unique captures during Charging Hours ¹	164,592
Average daily unique VRMs during Charging Hours ²	83,822
Average charging day calls handled (all schemes) ³	5,368
Average charging day web hits	15,027

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	43.23%
Fleet	36.63%
Web	16.72%
Phone	1.79%
Mobile App ⁴	1.06%
IVR	0.56%
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	9,370
Private Hire Vehicles	13,479

Congestion Charging Diplomatic Debt	
Current Diplomatic Debt ⁵	£123m

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	99,940
Cleaner Vehicle Discount ⁷	23,304
Resident	18,556
Fleet	14,457
9+ Seater	4,124
Recovery Vehicle	181
Motor Tricycles	135
Selected Partner	109
Accredited Breakdown	34

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

Congestion Charging Enforcement	
Average daily UK PCNs issued	2,892
Average daily non-UK PCNs issued	45
PCN Representations rate ⁸	17.98%
PCN Appeals rate ⁸	1.17%

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 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	99.4%
Phase 4 Compliance Rate	97.2%

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. 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.