



Congestion Charging & Low Emission Zone Key Fact Sheet

01 January 2016 to 31 March 2016

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)	62,361
Average Standard charges	11,896
Average Standard Auto Pay charges	22,097
Average Resident charges	3,134
Average Resident Auto Pay charges	3,326
Average Fleet charges	21,909
Average unique captures during Charging Hours ¹	165,644
Average daily calls handled	4,520
Average daily web hits	17,421

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	0.31%
IVR	0.42%
Phone	2.48%
Post	4.06%
Web	17.11%
Fleet	35.05%
Auto Pay	40.57%

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	11,453
Private Hire Vehicles	16,052

Congestion Charging Diplomatic Debt	
Current Diplomatic Debt ²	£99.23m

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	110,358
Resident	18,220
Greener Vehicle ⁴	16,299
Fleet	10,312
9+ Seater	4,724
Ultra Low Emissions Discount ⁵	7,416
Recovery Vehicle	329
Selected Partner	83
Motor Tricycles	57
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	3,134
Average daily Foreign PCNs issued	67
PCN Representations rate	8.58%
PCN Appeals rate	0.57%

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	99.37%
Phase 4 Compliance Rate	97.59%

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

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

⁵ Ultra Low Emissions Discount (ULED) introduced on 01/07/2013.