



## Congestion Charging & Low Emission Zone Key Fact Sheet

01 July 2013 to 30 September 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	
Average valid charges (for each charging day)	67,241
Average Standard charges	16,094
Average Standard Auto Pay charges	23,236
Average Resident charges	5,031
Average Resident Auto Pay charges	2,841
Average Fleet charges	20,039
Average unique captures during Charging Hours <sup>1</sup>	169,745
Average daily calls handled	5,989
Average daily web hits	17,998

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	0.59%
Post	5.23%
Retail <sup>2</sup>	0.01%
SMS	0.57%
Phone	4.72%
Web	15.08%
Auto Pay	42.58%
Fleet	31.22%

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

<b>Congestion Charging Diplomatic Debt</b>	
Current Diplomatic Debt <sup>3</sup>	£74.05m

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.

<b>Congestion Charging Active Discounts (not vehicles) <sup>4</sup></b>	
Blue Badge	115,217
Ultra Low Emissions Discount <sup>5</sup>	1,521
Accredited Breakdown	28
Greener Vehicle <sup>6</sup>	18,457
9+ Seater	5,158
Motor Tricycles	44
Fleet	7,728
Recovery Vehicle	395
Resident	18,319
Selected Partner	81

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

<b>Congestion Charging Enforcement</b>	
Average daily PCNs issued	2,955
PCN Representations rate	9.67%
PCN Appeals rate	0.51%

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.

<b>Low Emission Zone General Scheme Information</b>	
Go Live Date - Phase 3&4	01-Jan-12
Zone Size	1,580 sq km

<b>Low Emission Zone Compliance Rates</b>	
Phase 3 Compliance Rate	98.92%
Phase 4 Compliance Rate	95.79%

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

<sup>2</sup> Retail channel closed at the end of July 2013.

<sup>3</sup> Please refer to separate CC Embassy Debt sheet for further details on Embassy Debt.

<sup>4</sup> Some discounts can have multiple vehicles registered against them.

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

<sup>6</sup> Greener Vehicle Discount closed to new applicants on 28/06/2013.