



## Congestion Charging & Low Emission Zone Key Fact Sheet

01 April 2014 to 30 June 2014

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)	69,375
Average Standard charges	15,338
Average Standard Auto Pay charges	25,104
Average Resident charges	4,286
Average Resident Auto Pay charges	3,306
Average Fleet charges	21,341
Average unique captures during Charging Hours <sup>1</sup>	176,325
Average daily calls handled	5,302
Average daily web hits	26,486

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	0.56%
IVR	0.66%
Phone	4.01%
Post	4.85%
Web	17.75%
Fleet	30.90%
Auto Pay	41.26%

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>2</sup>	£82.0m

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>3</sup></b>	
Blue Badge	113,100
Resident	18,235
Greener Vehicle <sup>4</sup>	18,059
Fleet	8,119
9+ Seater	4,888
Ultra Low Emissions Discount <sup>5</sup>	2,000
Recovery Vehicle	393
Selected Partner	83
Motor Tricycles	50
Accredited Breakdown	31

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	3,279
PCN Representations rate	6.69%
PCN Appeals rate	0.56%

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	99.15%
Phase 4 Compliance Rate	96.34%

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

<sup>3</sup> Some discounts can have multiple vehicles registered against them.

<sup>4</sup> Greener Vehicle Discount closed to new applicants on 28/06/2013.

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