

The Central London Congestion Charging Scheme – Public Consultation

Final Report

October 2010

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EXECUTIVE SUMMARY

Introduction and Background

This is the report on the responses received as part of the public and stakeholder consultation on the following two Variation Orders (VOs) to allow for changes to the central London Congestion Charging scheme:

- Variation Order 1
 - Removal of the Western Extension to the central London Congestion Charging scheme

- Variation Order 2
 - Introduction of automatic payment accounts
 - Increase of daily charge level
 - Modifications to the discounts & exemptions of the scheme.

The public and stakeholder consultation period on the VOs ran for ten weeks from 24 May 2010, ending on 2 August 2010. Accent accepted for analysis all responses received up to 9 August 2010; those received after this date were forwarded to TfL for separate analysis.

Response

The responses received by 9 August 2010 are shown below:

• Paper questionnaires	2,194
• On line questionnaires	11,463
• Open responses (letters and emails):	
- Other organisations ¹	16
- Businesses	49
- General public	240
Total	13,962

Responses from Questionnaires

The questionnaire invited respondents to make free text comments on the proposals in three text boxes: one for the proposed removal of the Western Extension zone (WEZ), one for the other proposed changes to the scheme and one for any other comments. On the open question inviting views on the Western Extension there was a clear majority of support for removal of the Western Extension zone: 62%² of responses containing comments in this box indicating agreement that the WEZ should be removed while only 24% indicated disagreement with the proposal that the WEZ should be removed.

¹ 'Other organisations' are those organisations that responded to the public consultation exercise on behalf of the interests of a wider group.

² 95% made comments in this box

The next five most frequent comments were about the impacts of the proposed removal of WEZ. Thirteen per cent made comments on the positive impacts of WEZ removal on the local economy/small businesses and 10% made comments on the positive impacts of WEZ removal on residents.

Eleven per cent made comments indicating that the removal of the WEZ would have undesirable impacts on congestion and/or that it would encourage car use, whereas 10% indicated that the WEZ has had no effect on congestion and/or has increased congestion.

Eight per cent made comments indicating that the removal of the WEZ would have undesirable impacts on air quality and the environment.

On the open question inviting views on the other proposed Congestion Charge changes, 43% did not make any comments.

Of those who did use this box, the most frequent comment was in opposition to the proposed increase in the charge (13%) although 8% of those commenting in this box supported the increase.

The second most frequent comment was that Auto Pay was a good idea with 11% mentioning this.

On the open question inviting any other comments, 68% did not make any comments. The most frequent comment was in agreement that the WEZ should be removed (4%).

General Public – ‘Open’ Responses

The 240 respondents who responded without using the printed consultation questionnaire or online response form made 845 codeable comments.

For open responses from the general public the four most frequent comments were³:

- Agree that WEZ should be removed 13%
- Disagree that WEZ should be removed 12%
- Negative impacts on congestion from WEZ removal/encourages car usage 8%
- WEZ removal will have negative impact on air quality/environment 7%

Business 'Open' Responses

Open responses from the 49 business respondents made 241 codeable comments.

For the business responses the six most frequent comments were⁴:

³ See Table 23

⁴ See Table 25

• Oppose charge increase	23 ⁵
• Agree that WEZ should be removed	17
• Other Alternative Fuel Discount (AFD) issues	13
• AFD should be maintained	11
• Charge increase not appropriate in current economic climate	10
• AFD proposal unfair due to compliance costs	10

Other Organisations

The 16 'other organisations' made 102 codeable comments.

For the 'other organisations' the three most frequent comments were⁶:

• Negative impacts on congestion from removal/encourages car usage	6 ⁵
• Removal will have negative impact on air quality/environment	6
• Disagree that WEZ should be removed	5

⁵ Note this list shows numbers not per cents

⁶ See Table 21

1. INTRODUCTION

1.1 Background to the Consultation

This is the report on the responses received as part of the public and stakeholder consultation on the following two Variation Orders (VOs) to allow for changes to the central London Congestion Charging scheme:

- Variation Order 1
 - Removal of the Western Extension to the central London Congestion Charging scheme
- Variation Order 2
 - Introduction of automatic payment accounts
 - Increase of daily charge level
 - Modifications to the discounts & exemptions for the scheme, including the phasing out of the Alternative Fuel Discount and the introduction of the Greener Vehicle Discount, and a change to the Electric Vehicle Discount (see 1.4 below for full details of the proposed changes).

The public and stakeholder consultation period on the two VOs ran for ten weeks from 24 May 2010 to 2 August 2010. Accent accepted for analysis all responses received up to 9 August 2010; those received after this date were forwarded to TfL for separate analysis.

1.2 The Congestion Charging Scheme

The central London Congestion Charging scheme was introduced in February 2003 and was extended westwards in February 2007. The scheme operates as a single enlarged zone, in which the same charges, operating hours, discounts and exemptions apply. However, in order to better understand the responses to the consultation, this report will use the following two terms in referring to the zone:

- **CLoCCS** – the original central London Congestion Charging Scheme
- **WEZ** – the Western Extension Zone.

The two Variation Orders are discussed below.

1.3 Variation Order 1 – Removal of the Western Extension to the Central London Congestion Charging Scheme

A new Mayor of London, Boris Johnson, was elected in May 2008. One of his manifesto commitments was to consult on the future of the Western Extension. In autumn 2008, TfL carried out an informal, non-statutory consultation on this matter on behalf of the Mayor. As was stated in the consultation materials at the time, any decision to proceed with the removal of the WEZ would be subject to further statutory processes, including public and stakeholder consultation. The central London Congestion Charging scheme must be in conformity with the

Mayor's Transport Strategy (MTS), which at the time of this informal consultation stated that there would be a Western Extension (meaning that it required revision to permit the removal of the Western Extension). In addition, changes to the Scheme would usually be subject to a formal public consultation on a Variation Order to make changes to the Scheme Order.

The informal, non-statutory consultation ran from 1 September to 5 October 2008. It provided Londoners with an opportunity to have their say on the future of the Western Extension. It also included questions on the potential introduction of payment accounts, a charge-free period in the middle of the day, and an increase in the Residents' Discount. The majority of respondents (69%) to this consultation preferred the option to remove the Western Extension. TfL's Report to the Mayor on this consultation, including Accent's analysis of the public responses, is available on the TfL website.

Following this consultation the Mayor announced he would begin the statutory processes needed in order to remove the Western Extension.

TfL consulted on a new Mayor's Transport Strategy (MTS) during 2009, which included a proposal to remove the Western Extension. The MTS was confirmed by the Mayor on 10 May 2010, and includes Proposal 128, which states that WEZ will be removed, subject to consultation and after putting in place appropriate mitigation measures.

TfL subsequently made a Variation Order to remove WEZ, which, together with VO2, was subject to public consultation from 24 May to 2 August 2010 (this report covers the findings of that consultation).

1.4 Draft Variation Order 2

Since its implementation in 2003, changes to the Congestion Charging Scheme have been made from time to time in order to ensure its continued effectiveness or improve its operation, for example, the introduction of Pay Next Day in July 2005. The proposed changes to the scheme set out in Variation Order 2 did not require an amendment to the MTS, as had been required for VO1 (see section 1.3 above). The changes contained in VO2 are in conformity with Proposal 129 in the new MTS includes which states:

"The Mayor, through TfL, will operate and monitor Congestion Charging in the original central London Congestion Charging zone, with periodic reviews to enable the Mayor to make variations to ensure the continued effectiveness of the policy, reflect best practice, improve the operation of the scheme, or to help it deliver the desired outcomes of the transport strategy."

Further details on the proposed changes are shown below:

- **Congestion Charging Auto Pay (CC Auto Pay)** to be introduced, which allows for the automatic payment of the Congestion Charge via credit or

debit card for up to 5 nominated vehicles per account/holder at the end of a monthly billing cycle.

- **Daily Congestion Charge increase** from £8 to £10 (£12 if paid the day after driving in the zone). The charge would be £9 per day if paid via CC Auto Pay and £9 per day for Fleet Auto Pay. The 90% Residents' discount charge would therefore be £5 per week if paid manually or 90p per day if paid via CC Auto Pay.
- **Greener Vehicle Discount (GVD)** to be introduced for cars that emit 100g grams of CO₂ or less per kilometre and meet the Euro 5 standard for air quality.
- **The Alternative Fuel Discount (AFD)** to be phased out, with a two-year sunset period for vehicle owners registered for the discount with TfL on 24 December 2010.
- **Electric Vehicle Discount** to be expanded to include plug-in hybrid electric vehicles (PHEVs).
- The removal of the discount that is currently applied to Congestion Charge payments made in advance for periods of one month or one year.
- The reduction of the minimum number of vehicles required to be eligible for Fleet Auto Pay from ten to six.
- The introduction of an annual discount registration charge for vehicles with nine or more seats, bringing this discount in line with others.
- Clarification of the exemption for Ministry of Defence vehicles following changes contained in primary legislation that has recently been brought into force.

The proposals contained in VO2 are individual and discrete policies being consulted on at the same time and do not constitute a single policy proposal.

1.5 The Consultation Process

As summarised above, following the confirmation of his new Transport Strategy, the Mayor delegated responsibility for the consultation on the removal of the Western Extension and the other changes to the Scheme to Transport for London (TfL). TfL produced two VOs to reflect the scale and nature of the various changes proposed and to allow greater separation of the legal processes for consulting on and potential implementation of the various proposed changes. However, there was a single consultation process for both VOs in order to give respondents an opportunity to consider the proposals together, and to use resources in a cost-effective manner.

The public and stakeholder consultation period on the VOs ran for ten weeks from 24 May 2010 to 2 August 2010. TfL has produced an analysis of the stakeholder responses to the consultation, which is set out in a Report to the

Mayor, and includes more information on scheme impacts, the consultation process and its recommendations to the Mayor. TfL appointed Accent Marketing and Research to undertake the analysis of public, business and other organisation responses to the consultation. Accent's analysis is presented in this report, which forms an appendix to TfL's Report to the Mayor.

Reflecting the unified consultation, the analysis of responses to proposals contained in each of the VOs is presented here in the same report. However, the report has been structured so that the responses to each VO are considered separately, and that responses concerning the different aspects within each VO are comprehensively set out.

1.6 Objectives

The objectives of the consultation were to inform Londoners and other interested parties about the proposed removal of the Western Extension and the proposed changes to the remaining scheme as set out in the two Variation Orders, and seek their views on them.

2. METHODOLOGY

2.1 Introduction

This section describes the methodology of the processing and analysis of the responses to the consultation.

2.2 Nature of Responses to the Consultation

The following types of submissions were received:

- Paper questionnaires
- On-line questionnaires
- Open responses (i.e., letters or emails) from:
 - the general public
 - businesses
 - ‘other organisations’.

Any responses from TfL’s designated stakeholders were forwarded to them for analysis.

2.3 Other Organisations Responses

‘Other organisations’ are those organisations that responded to the public consultation on behalf of the interests of a wider group; for example, local business representative groups, residents’ associations etc.

2.4 Return of Responses

The paper response forms included a postage-paid address:

Congestion Charging Consultation
Chiswick Gate
598-608 Chiswick High Road
London
W4 5RT

People were encouraged to respond to the consultation online via cclondon.com. Paper questionnaires were available on request from TfL’s call centre and at borough libraries.

- Web survey responses were collated by TfL and sent to Accent on a weekly basis
- Emails and letters that were sent to TfL were forwarded to Accent on a weekly basis

- Responses were received throughout the consultation period (24 May 2010 - 2 August 2010) and up to 9 August 2010 to allow for any potential postage delays. Those received after this date were sent to TfL for analysis.

Logging

All responses were logged prior to processing and analysis.

- On receipt the responses were numbered and batched ready for coding and analysis;
- All responses were assigned a unique record number so that they could be identified in the data set;
- A different series of record numbers was assigned according to the source of the response: questionnaires, other organisations, business and public open responses.

Freedom of Information Act

All responses were opened within two days of receipt and initially checked to see if there were any requests for information under the terms of the Freedom of Information Act. The Freedom of Information Act gives people a general right of access to information held by or on behalf of public authorities, promoting a culture of openness and accountability across the public sector. If there were such requests these would have been immediately forwarded to TfL. There were no such requests.

2.5 Coding

The open response questions were individually analysed.

Most of these responses were written within the boxes provided in the questionnaire. Some respondents also attached a note with additional comments. These were included in the analysis and separately typed or scanned and appended to the appropriate questionnaire in the database.

The open response questions were coded with up to ten codes using a code frame. The initial code frame was developed after coding the first 1,452 Web questionnaires received using the draft code frame prepared by TfL. Additional codes were agreed. A copy of the final version of the code frame is included as Appendix B.

It was agreed with TfL to not use any single code more than once per response for each of the three open questions: Q6, Q7 and Q8. In other words, even if a respondent made the same point more than once in a single open response box, the relevant code is only used once. However, if a similar comment is made in two or three of these questions then the same code would be used for each question as appropriate.

Obscene comments were coded 'rude/irrelevant'. General comments not relevant to the consultation were coded as irrelevant.

As a check on the consistency of coding staff and to ensure that all elements of responses were correctly coded and included, rigorous quality checks were applied. These included:

- a 10% back check of all coding undertaken
- a 10% back check of all data entry undertaken
- checking of the first 50 questionnaires coded for each coder.

Any errors identified as a result of miscoding were corrected.

Coding of Open Submissions

Open submissions from other organisations, the general public and businesses were received as letters (both handwritten and typed), emails and documents, some of substantial length.

All typed responses were scanned using optical character recognition (OCR) software and the responses proofed before being entered into the appropriate Microsoft Excel spreadsheet (i.e., other organisation, business etc).

The open text was then individually analysed to the code frame.

2.6 Code Frame Structure

The code frame (see Appendix B) was structured to follow the questionnaire with the following groups of codes for the free text sections of Q6, Q7 and Q8 as follows:

- 1 General comments
- 2 Western extension

Other components

- 3 Increase in the level of the charge
- 4 Introduction of Congestion Charging Auto Pay
- 5 Removal of the Alternative Fuel Discount (AFD) and introduction of a Greener Vehicle Discount (GVD)
- 6 Electric Vehicle Discount
- 7 Registering vehicles with 9 or more seats
- 8 Change to exemption of MoD vehicles.

The appropriate code was used wherever the comment was made. In other words a comment about the Western Extension in the question about other proposed Congestion Charge changes would be coded with the relevant Western Extension code.

Therefore, 'irrelevant' would only be used for a comment completely unrelated to the consultation.

2.7 Data Processing

All open responses from the paper questionnaires were typed into a Microsoft Access database along with the postcodes.

Open responses were then spell checked. To ensure that the integrity of the response was maintained, no changes were made to the grammar or content of submissions.

The data was exported into SPSS. Range and logic error checks and data edits were undertaken.

Analysis was undertaken using SPSS and output was in the form of tables (SPSS for Windows analysis files and Excel).

2.8 Context to the Analysis

It is important to note that the findings reported in this document are from a consultation and not an opinion poll or referendum. A consultation is intended to seek information and views relating to the proposal and is not intended to elicit representative samples of opinion.

With consultations there can be a tendency for responses to come from those more likely to consider themselves affected and more motivated to express their views. The nature of public consultation is that respondents are self selecting and therefore the responses received to this consultation may not necessarily be representative of opinion across London.

3. RESPONSES – VOLUMES

Accent accepted for analysis all responses received up to 9 August 2010.

The responses received by 9 August 2010 are shown below:

Questionnaire respondents were asked whether they were responding as an individual or as a representative of a business or organisation. Of the 13,657 questionnaires received, 91% were from individuals, 7% were from a representative of a business or organisation and the remaining 2% did not answer the question.

The 16 ‘other organisations’ responses were from:

- Camden Friends of the Earth
- Hammersmith Community Trust
- Hyde Park Residents Association
- Kempsford Gardens Residents Association
- Kensington and Chelsea Environment Round Table
- Knightsbridge Association
- Metropolitan Tabernacle Baptist Church
- National Alliance Against Tolls
- Octavia Housing
- Oxford and Cambridge Squares Residents and Leaseholders Association
- The Children’s Hospital Trust Fund
- The King’s Road Trade Association
- The Road Rescue Recovery Association
- Victoria Square Residents Association
- West London Friends of the Earth
- West London Residents Association.

⁷ ‘Other organisations’ are those organisations that responded to the public consultation exercise on behalf of the interests of a wider group.

4. QUESTIONNAIRE FINDINGS

4.1 Introduction

There were 13,657 consultation questionnaires received by 9 August 2010:

- 2,194 paper questionnaires
- 11,463 online questionnaires.

The findings for the consultation show analysis by response channel (whether Paper or web questionnaire used).

In addition, this report presents the results by whether the respondent is resident of the Congestion Charging Western Extension zone (WEZ) or not. This analysis was undertaken for those responses for which there is sufficient postcode data to allow it (77% of the sample).

The rest of this chapter is structured as follows:

Section 4.2 describes the consultation questions.

Sections 4.3 discusses Q6 – Views on the Western Extension

Section 4.4 discusses Q7 – Views on the other proposed Congestion Charge changes

Section 4.5 discusses Q8 – Any other comments

Section 4.6 discusses Q1-Q5 – questions about the respondent.

4.2 Description of the Consultation Questions

The questionnaire contained two main parts. The first part (Questions 1-5) collected some basic demographic data about the respondent in order both to facilitate further analysis of responses.

The second part comprised three 'open' questions:

Q6 Please use this space to provide your views on the Western Extension

Q7 Please use this space to provide your views on the other proposed Congestion Charge changes

Q8 Please use this space to provide any other comments you may have.

4.3 Analysis of Q6 – Views on the Western Extension

The question heading was:

Q6 Please use this space to provide your views on the Western Extension

Overall, 5% did not make any comments. Of those who did make comments, there was clear support for removal of the Western Extension zone: 62% who made comments indicated agreement that the WEZ should be removed while

only 24% who made comments indicated disagreement that the WEZ should be removed.

The next five most frequent comments were about the impacts of the proposed removal of the WEZ.

Thirteen per cent of respondents made comments on the positive impacts of WEZ removal on the local economy/small businesses and 10% made comments on the positive impacts of WEZ removal on residents.

Eleven per cent made comments indicating that the removal of the WEZ would have undesirable impacts on congestion and/or that it would encourage car use, whereas 10% indicated that the WEZ has had no effect on congestion and/or has increased congestion.

Eight per cent made comments indicating that the removal of the WEZ would have undesirable impacts on air quality and the environment.

Analysis by response format in Table 1 shows that responses on the paper questionnaire were much more likely to indicate agreement that the WEZ should be removed than responses received via the online questionnaire.

- Paper questionnaires: 83% indicated agreement that WEZ should be removed, 3% indicated disagreement
- Web questionnaires: 57% indicated agreement that WEZ should be removed, 28% indicated disagreement.

Analysis by whether the respondent is resident of the Congestion Charging Western Extension zone (WEZ) or not is shown in Table 2. This analysis was undertaken for responses for which there was sufficient postcode data to allow it (77% of the sample). Of this 77% (10,471 respondents) with postcodes, 2,515 (24%) were within WEZ, and 76% (7,956) were outside WEZ.

This analysis demonstrated that there was little difference in the profile of views on the proposal to remove WEZ between responses from those living in WEZ (where 63% indicated agreement with the proposal), and those who live outside WEZ (where 64% indicated agreement with it). However, residents of the WEZ were more likely than non-residents to make comments on the negative impacts on congestion from removal (15% compared to 10%) and also slightly more likely to make comments on positive impacts of removal on the local economy/small businesses (16% compared to 13%) and on residents (13% compared to 10%).

Table 1: Comments in response to Q6 – Views on the Western Extension (by response format⁸)

	Total %	Response format	
		Web %	Paper %
201 - Agree that WEZ should be removed	62	57	83
203 - Disagree that WEZ should be removed	24	28	3
215 - Positive impact of removing the WEZ on the local economy/small businesses	13	12	17
207 - Negative impacts on congestion from removal/encourages car usage	11	13	1
217 - Positive impact on removing the WEZ on residents	10	10	10
228 - WEZ has had no effect on congestion/has increased congestion	10	11	4
211 - Removal will have negative impact on air quality/environment	8	10	1
112 - Congestion charging is another form of taxation	5	5	6
210 - Concern over loss of TfL revenue from WEZ	4	5	1
234 - WEZ removal was reason to vote Boris Johnson in	3	4	3
231 - Suggested changes/alterations to WEZ/Congestion Charging zone – boundary issues, extending charging zone further	3	4	*
229 - WEZ benefits cyclists – traffic reduction etc	3	4	*
232 - WEZ encourages use of public transport	2	3	*
101 - All congestion charging should be removed	2	2	3
230 - WEZ area was never congested before charging introduced	2	2	1
114 - Much more revenue generated by Congestion Charging should be used to upgrade public transport/improve roads/reduce fares	1	1	*
213 - Negative impact of removing WEZ on public transport journey times in the area	1	1	*
209 - Concern over cost of WEZ removal	1	1	*
218 - Negative impact of removing the WEZ on residents	1	1	*
225 - WEZ removal incompatible with Government's environmental commitments/stance	1	1	*
117 - No opinion on issue/no comment	1	1	1
204 - Agree with removal of WEZ residents discount	1	1	*
113 - Question validity of consultation process - waste of money/decisions already made/lack of publicity	1	1	1
237 - Mayor seeking approval from wealthy Kensington & Chelsea constituency who wish to remove WEZ	1	1	*
214 - Negative impact of removing WEZ on public transport investment in the area	1	1	0
115 - Public transport should be better (general)	1	1	*
116 - Support for Congestion Charge (general)	1	1	*
312 - Need alternative charging system eg tiered system according to vehicle/driver type	1	1	*
206 - Disagree with removal of WEZ residents discount	1	1	*
301 - Oppose charge increase	1	1	*
236 - Keeping WEZ helps reduce noise pollution	1	1	*
222 - Need for complementary measures upon removal	1	1	*
305 - Congestion Charging revenue pays for public transport	1	1	0
Other	11	12	5
Base (all questionnaires submitted)	13,657	11,463	2,194
Proportion of respondents who made no comment	5%	6%	*

* = less than 0.5%

⁸ Proportions are of respondents

Table 2: Comments in response to Q6 – Views on the Western Extension (by location)

	Total ¹⁰ %	location ⁹	
		WEZ %	Non-WEZ %
201 - Agree that WEZ should be removed	62	63	64
203 - Disagree that WEZ should be removed	24	25	21
215 - Positive impact of removing the WEZ on the local economy/small businesses	13	16	13
207 - Negative impacts on congestion from removal/encourages car usage	11	15	10
217 - Positive impact on removing the WEZ on residents	10	13	10
228 - WEZ has had no effect on congestion/has increased congestion	10	10	10
211 - Removal will have negative impact on air quality/environment	8	9	8
112 - Congestion charging is another form of taxation	5	6	5
210 - Concern over loss of TfL revenue from WEZ	4	4	4
234 - WEZ removal was reason to vote Boris Johnson in	3	5	3
231 - Suggested changes/alterations to WEZ/Congestion Charging zone - boundary issues, extending charging zone further	3	2	3
229 - WEZ benefits cyclists – traffic reduction etc	3	2	3
232 - WEZ encourages use of public transport	2	1	3
101 - All congestion charging should be removed	2	1	2
230 - WEZ area was never congested before charging introduced	2	3	2
114 - Much more revenue generated by Congestion Charging should be used to upgrade public transport/improve roads/reduce fares	1	1	2
213 - Negative impact of removing WEZ on public transport journey times in the area	1	1	1
209 - Concern over cost of WEZ removal	1	2	1
218 - Negative impact of removing the WEZ on residents	1	3	*
225 - WEZ removal incompatible with Government's environmental commitments/stance	1	1	1
117 - No opinion on issue/no comment	1	*	1
204 - Agree with removal of WEZ residents discount	1	1	1
113 - Question validity of consultation process – waste of money/decisions already made/lack of publicity	1	1	1
237 - Mayor seeking approval from wealthy Kensington & Chelsea constituency who wish to remove WEZ	1	*	1
214 - Negative impact of removing WEZ on public transport investment in the area	1	*	1
115 - Public transport should be better (general)	1	1	1
116 - Support for Congestion Charge (general)	1	*	1
312 - Need alternative charging system eg tiered system according to vehicle/driver type	1	1	1
206 - Disagree with removal of WEZ residents discount	1	2	*
301 - Oppose charge increase	1	1	1
236 - Keeping WEZ helps reduce noise pollution	1	2	*
222 - Need for complementary measures upon removal	1	*	*
305 - Congestion Charging revenue pays for public transport	1	*	*
Other	11	12	9
Base (all questionnaires submitted)	13,657	2,515	7,956
Proportion of respondents who made no comment	5%	2%	6%
The 'total' column is all respondents so that the same base is used throughout. For the 77% (10,471) who gave postcodes, these have been shown in the next two columns, those within WEZ and those outside it			

* = less than 0.5%

⁹ Analysis by location is undertaken for the 77% who gave a postcode

¹⁰ All respondents regardless of whether postcode supplied

Individuals

Since individuals make up a large proportion of all comments¹¹ the comments from individuals in response to question six are very similar to those for the overall sample.

Table 3: Comments in response to Q6 – Views on the Western Extension (by individuals¹²)

	Total %
201 - Agree that WEZ should be removed	61
203 - Disagree that WEZ should be removed	25
207 - Negative impacts on congestion from removal/encourages car usage	12
215 - Positive impact of removing the WEZ on the local economy/small businesses	11
217 - Positive impact on removing the WEZ on residents	10
228 - WEZ has had no effect on congestion/has increased congestion	10
211 - Removal will have negative impact on air quality/environment	9
112 - Congestion charging is another form of taxation	5
210 - Concern over loss of TfL revenue from WEZ	5
234 - WEZ removal was reason to vote Boris Johnson in	3
231 - Suggested changes/alterations to WEZ/Congestion Charging zone – boundary issues, extending charging zone further	3
229 - WEZ benefits cyclists - traffic reduction etc	3
232 - WEZ encourages use of public transport	2
101 - All congestion charging should be removed	2
230 - WEZ area was never congested before charging introduced	2
114 - Much more revenue generated by Congestion Charging should be used to upgrade public transport/improve roads/reduce fares	1
213 - Negative impact of removing WEZ on public transport journey times in the area	1
218 - Negative impact of removing the WEZ on residents	1
209 - Concern over cost of WEZ removal	1
225 - WEZ removal incompatible with Government's environmental commitments/stance	1
204 - Agree with removal of WEZ residents discount	1
117 - No opinion on issue/no comment	1
237 - Mayor seeking approval from wealthy Kensington & Chelsea constituency who wish to remove WEZ	1
113 - Question validity of consultation process – waste of money/decisions already made/lack of publicity	1
214 - Negative impact of removing WEZ on public transport investment in the area	1
116 - Support for Congestion Charge (general)	1
115 - Public transport should be better (general)	1
236 - Keeping WEZ helps reduce noise pollution	1
206 - Disagree with removal of WEZ residents discount	1
312 - Need alternative charging system eg tiered system according to vehicle/driver type	1
301 - Oppose charge increase	1
222 - Need for complementary measures upon removal	1
305 - Congestion Charging revenue pays for public transport	1
Other	11
Base (questionnaires from individuals)	12,472
Proportion of respondents who made no comment	5

¹¹ 91% of those who answered the question on whether they responded as an individual or a business

¹² Proportions are of respondents

Businesses

In response to question six two thirds of businesses indicated agreement that the WEZ should be removed (slightly higher than the 61% for comments from individuals) and almost a third (32%) of businesses comments indicated that there would be a positive impact on the local economy/small businesses if the WEZ were removed.

Table 4: Comments in response to Q6 – Views on the Western Extension (by businesses¹³)

	Total %
201 - Agree that WEZ should be removed	66
215 - Positive impact of removing the WEZ on the local economy/small businesses	32
203 - Disagree that WEZ should be removed	9
217 - Positive impact on removing the WEZ on residents	8
228 - WEZ has had no effect on congestion/has increased congestion	8
112 - Congestion charging is another form of taxation	5
207 - Negative impacts on congestion from removal/encourages car usage	4
211 - Removal will have negative impact on air quality/environment	4
234 - WEZ removal was reason to vote Boris Johnson in	3
117 - No opinion on issue/no comment	2
101 - All congestion charging should be removed	2
210 - Concern over loss of TfL revenue from WEZ	1
230 - WEZ area was never congested before charging introduced	1
231 - Suggested changes/alterations to WEZ/Congestion Charging zone – boundary issues, extending charging zone further	1
229 - WEZ benefits cyclists - traffic reduction etc	1
232 - WEZ encourages use of public transport	1
209 - Concern over cost of WEZ removal	1
113 - Question validity of consultation process – waste of money/decisions already made/lack of publicity	1
312 - Need alternative charging system eg tiered system according to vehicle/driver type	1
114 - Much more revenue generated by Congestion Charging should be used to upgrade public transport/improve roads/reduce fares	1
222 - Need for complementary measures upon removal	1
213 - Negative impact of removing WEZ on public transport journey times in the area	1
115 - Public transport should be better (general)	1
Other	12
Base (questionnaires from businesses)	913
Proportion of respondents who made no comment	11

Analysis by Theme

The code frame was organised into thematic sections (See Section 2.6).

Analysis by theme for comments made from all questionnaires shows that the section which gained the highest proportions of distinct comments to question six was 'Western extension' with 89% of all comments.

¹³ Proportions are of respondents

Table 5: Comments in response to Q6 – Views on the Western Extension – Analysis by themes

Themes	%
1 General comments	6
2 Western extension	89
Other components	
3 Increase in the level of the charge	1
4 Introduction of Congestion Charging Auto Pay	*
5 Removal of the Alternative Fuel Discount (AFD) and introduction of a Greener Vehicle Discount (GVD)	*
6 Electric Vehicle discount	*
7 Registering vehicles with 9 or more seats	0
8 Change to exemption of MoD vehicles	*
Other comments	3
No opinion on issue	1
Base: comments	25,667

* = less than 0.5%

4.4 Analysis of Q7 – Views on the other proposed Congestion Charge changes

The question heading was:

Q7 Please use this space to provide your views on the other proposed Congestion Charge changes

The comments given in response to this question were coded according to the code frame. The main comments (representing 1% or more of all respondents) by response channel are shown in Table 6 for all comments.

It should be noted that many respondents did not make any comment in this section, particularly respondents who used paper questionnaires. Overall 43% did not make any comments (39% of web and 67% of paper questionnaire respondents). The most frequent comment given indicated opposition to the proposed increase in the charge (13% of respondents) although 8% indicated support for the increase (9% of responses via the web questionnaire compared to 1% of responses via the paper questionnaire). The second most frequent comment was that Auto Pay was a good idea with 11% mentioning this (13% of responses via the web questionnaire compared to 1% of responses via the paper questionnaire).

In the tables that this section covers, the different proposals are colour coded as follows:

Increase in the level of the charge
Introduction of Congestion Charging Auto Pay
Removal of the Alternative Fuel Discount (AFD) and introduction of a Greener Vehicle Discount (GVD)
Electric Vehicle discount
Registering vehicles with nine or more seats
Change to exemption of MoD vehicles

Table 6: Comments in response to Q7 – Views on the other proposed Congestion Charge changes (by response type)

	Total %	Response type	
		Web %	Paper %
301 - Oppose charge increase	13	13	12
401 - Auto Pay is a good idea	11	13	1
304 - Support increase in charge	8	9	1
109 - Support proposed Congestion Charging changes (not specified)	6	7	1
201 - Agree that WEZ should be removed	4	4	3
112 - Congestion charging is another form of taxation	3	3	2
101 - All congestion charging should be removed	3	3	2
402 - Auto Pay system is more fair and will cut Penalty Charge Notices	2	3	*
403 - Criticism of annual Auto Pay registration £10 charge	2	2	2
507 - Support introduction of GVD	2	2	*
312 - Need alternative charging system eg tiered system according to vehicle/driver type	2	2	*
117 - No opinion on issue/no comment	2	2	1
310 - Charge increase not appropriate in current economic climate	2	2	1
203 - Disagree that WEZ should be removed	2	2	*
303 - Charge increase should be higher	1	2	*
110 - Oppose proposed Congestion Charging changes (not specified)	1	1	1
512 - Other GVD issues	1	2	*
231 - Suggested changes/alterations to WEZ/Congestion Charging zone - boundary issues, extending charging zone further	1	1	*
311 - Better justification required for increase in charge	1	1	*
501 - AFD should be maintained	1	1	*
313 - Charge should be less	1	1	1
102 - Need to focus the aim of congestion charging (ie Congestion Charge is for tackling congestion)	1	1	*
116 - Support for Congestion Charge (general)	1	1	*
114 - Much more revenue generated by Congestion Charging should be used to upgrade public transport/improve roads/reduce fares	1	1	*
228 - WEZ has had no effect on congestion/has increased congestion	1	1	*
215 - Positive impact of removing the WEZ on the local economy/small businesses	1	1	1
409 - Changes required to penalty charge system – longer to pay/reminders sent	1	1	*
408 - Suggested changes to Auto Pay system eg simplify/prepay into account/online info re number of entries	1	1	*
309 - Proposed increase too high	1	1	*
601 - Support for PHEV discount	1	1	*
207 - Negative impacts on congestion from removal/encourages car usage	1	1	*
801 - MoD vehicles should not be exempt	1	1	*
210 - Concern over loss of TfL revenue from WEZ	1	1	*
Other	15	18	3
Base (all questionnaires submitted)	13,657	11,463	2,194
Proportion of respondents who made no comment	43%	39%	67%

* = less than 0.5%

Individuals

Since individuals make up a large proportion of all comments¹⁴ the comments from individuals are very similar to those for the overall sample.

Table 7: Comments in response to Q7 – Views on the other proposed Congestion Charge changes (by individuals¹⁵)

	Total %
301 - Oppose charge increase	13
401 - Auto Pay is a good idea	11
304 - Support increase in charge	8
109 - Support proposed Congestion Charging changes (not specified)	6
201 - Agree that WEZ should be removed	4
112 - Congestion charging is another form of taxation	3
101 - All congestion charging should be removed	3
403 - Criticism of annual Auto Pay registration £10 charge	2
507 - Support introduction of GVD	2
402 - Auto Pay system is more fair and will cut Penalty Charge Notices	2
312 - Need alternative charging system e.g. tiered system according to vehicle/driver type	2
117 - No opinion on issue/no comment	2
203 - Disagree that WEZ should be removed	2
303 - Charge increase should be higher	2
310 - Charge increase not appropriate in current economic climate	2
110 - Oppose proposed Congestion Charging changes (not specified)	1
512 - Other GVD issues	1
231 - Suggested changes/alterations to WEZ/Congestion Charging zone - boundary issues, extending charging zone further	1
311 - Better justification required for increase in charge	1
501 - AFD should be maintained	1
102 - Need to focus the aim of congestion charging (i.e. Congestion Charge is for tackling congestion)	1
313 - Charge should be less	1
116 - Support for Congestion Charge (general)	1
114 - Much more revenue generated by Congestion Charging should be used to upgrade public transport/improve roads/reduce fares	1
228 - WEZ has had no effect on congestion/has increased congestion	1
409 - Changes required to penalty charge system - longer to pay/reminders sent	1
215 - Positive impact of removing the WEZ on the local economy/small businesses	1
408 - Suggested changes to Auto Pay system e.g. simplify/prepay into account/online info re number of entries	1
207 - Negative impacts on congestion from removal/encourages car usage	1
309 - Proposed increase too high	1
601 - Support for PHEV discount	1
801 - MoD vehicles should not be exempt	1
210 - Concern over loss of TfL revenue from WEZ	1
508 - Oppose introduction of GVD	1
229 - WEZ benefits cyclists - traffic reduction etc	1
502 - Agree with closure of AFD	1
Other	14
Base (questionnaires from individuals)	12,347
Proportion of respondents who made no comment	43

¹⁴ 91% of those who answered the question on whether they responded as an individual or a business

¹⁵ Proportions are of respondents

Businesses

Seventeen per cent of business respondents indicated that Auto Pay was a good idea (higher than the 11% for comments from individuals) and 15% indicated opposition to the proposed charge increase (compared to 13% for individuals).

Table 8: Comments in response to Q7 – Views on the other proposed Congestion Charge changes (by businesses¹⁶)

	Total %
401 - Auto Pay is a good idea	17
301 - Oppose charge increase	15
402 - Auto Pay system is more fair and will cut Penalty Charge Notices	5
201 - Agree that WEZ should be removed	4
109 - Support proposed Congestion Charging changes (not specified)	4
112 - Congestion charging is another form of taxation	4
304 - Support increase in charge	4
310 - Charge increase not appropriate in current economic climate	4
215 - Positive impact of removing the WEZ on the local economy/small businesses	3
101 - All congestion charging should be removed	3
501 - AFD should be maintained	2
403 - Criticism of annual Auto Pay registration £10 charge	2
312 - Need alternative charging system e.g. tiered system according to vehicle/driver type	2
117 - No opinion on issue/no comment	2
512 - Other GVD issues	2
228 - WEZ has had no effect on congestion/has increased congestion	2
110 - Oppose proposed Congestion Charging changes (not specified)	2
313 - Charge should be less	2
507 - Support introduction of GVD	1
311 - Better justification required for increase in charge	1
409 - Changes required to penalty charge system - longer to pay/reminders sent	1
203 - Disagree that WEZ should be removed	1
408 - Suggested changes to Auto Pay system e.g. simplify/prepay into account/online info re number of entries	1
302 - Charge increase is unfair for fleet users	1
231 - Suggested changes/alterations to WEZ/Congestion Charging zone - boundary issues, extending charging zone further	1
114 - Much more revenue generated by Congestion Charging should be used to upgrade public transport/improve roads/reduce fares	1
234 - WEZ removal was reason to vote Boris Johnson in	1
309 - Proposed increase too high	1
211 - Removal will have negative impact on air quality/environment	1
503 - Proposal unfair due to compliance costs	1
111 - Congestion Charging technology should be improved	1
511 - Discount should be available for LGVs/HGVs	1
601 - Support for PHEV discount	1
406 - Other payment options should be introduced (other than Auto Pay)/including for late payment	1
506 - Other AFD issues	1
Other	13
Base (questionnaires from businesses)	912
Proportion of respondents who made no comment	41

¹⁶ Proportions are of respondents

Analysis by Theme

The code frame was organised into thematic sections (See Section 2.6).

Analysis by theme for comments from all questionnaires shows that the section that received the highest proportions of distinct comments in response to Question 7 was Increase in the level of the charge, which attracted 32% of all comments.

Table 9: Comments in response to Q7 – Views on the other proposed Congestion Charge changes – Analysis by themes

Themes	%
1 General comments	19
2 Western extension	14
Other components	
3 Increase in the level of the charge	32
4 Introduction of Congestion Charging Auto Pay	19
5 Removal of the Alternative Fuel Discount (AFD) and introduction of a Greener Vehicle Discount (GVD)	7
6 Electric Vehicle discount	1
7 Registering vehicles with 9 or more seats	*
8 Change to exemption of MoD vehicles.	*
Other comments	5
No opinion on issue	2
Base: comments	12,853

* = less than 0.5%

4.5 Analysis of Q8 – Any other comments

The question heading was:

Q8 Please use this space to provide any other comments you may have

The comments given in response to this question were coded to the code frame. The main comments (representing 1% or more of all respondents) are shown by response channel in Table 10 for all comments.

It should be noted many respondents did not make comments in this section, particularly respondents who used paper questionnaires. Overall 68% did not make any comments (65% of web and 81% of paper questionnaire respondents).

The most frequent comment was in agreement that the WEZ should be removed (4%)¹⁷.

¹⁷ The same comment may have been made in question six and/or question seven.

Table 10: Comments in response to Q8 – Any other comments (by response type)

	Total %	Response type	
		Web %	Paper %
201 - Agree that WEZ should be removed	4	5	4
101 - All congestion charging should be removed	2	2	1
112 - Congestion charging is another form of taxation	2	2	1
203 - Disagree that WEZ should be removed	2	2	*
312 - Need alternative charging system e.g. tiered system according to vehicle/driver type	2	2	*
231 - Suggested changes/alterations to WEZ/Congestion Charging zone - boundary issues, extending charging zone further	2	2	*
234 - WEZ removal was reason to vote Boris Johnson in	1	2	1
228 - WEZ has had no effect on congestion/has increased congestion	1	1	1
113 - Question validity of consultation process - waste of money/decisions already made/lack of publicity	1	1	1
116 - Support for Congestion Charge (general)	1	1	*
215 - Positive impact of removing the WEZ on the local economy/small businesses	1	1	1
114 - Much more revenue generated by Congestion Charging should be used to upgrade public transport/improve roads/reduce fares	1	1	*
115 - Public transport should be better (general)	1	1	1
409 - Changes required to penalty charge system - longer to pay/reminders sent	1	1	*
222 - Need for complementary measures upon removal	1	1	*
401 - Auto Pay is a good idea	1	1	*
117 - No opinion on issue/no comment	1	1	*
217 - Positive impact on removing the WEZ on residents	1	1	1
301 - Oppose charge increase	1	1	*
211 - Removal will have negative impact on air quality/environment	1	1	*
207 - Negative impacts on congestion from removal/encourages car usage	1	1	*
107 - Review of road network is needed (e.g. Use of one-way systems)	1	1	*
229 - WEZ benefits cyclists - traffic reduction etc	1	1	*
102 - Need to focus the aim of congestion charging (i.e. Congestion Charge is for tackling congestion)	1	1	0
304 - Support increase in charge	1	1	0
104 - Overall scheme hours should be longer/shorter	1	1	*
109 - Support proposed Congestion Charging changes (not specified)	1	1	0
111 - Congestion Charging technology should be improved	1	1	0
Other	15	17	3
Base (all questionnaires submitted)	13,657	11,463	2,194
Proportion of respondents who made no comment	68%	65%	81%

* = less than 0.5%

Individuals

Since individuals make up a large proportion of all comments¹⁸ the comments from individuals are very similar to those for the overall sample.

¹⁸ 91% of those who answered the question on whether they responded as an individual or a business

Table 11: Comments in response to Q8 – Any other comments (by individuals¹⁹)

	Total %
201 - Agree that WEZ should be removed	4
101 - All congestion charging should be removed	2
112 - Congestion charging is another form of taxation	2
203 - Disagree that WEZ should be removed	2
312 - Need alternative charging system e.g. tiered system according to vehicle/driver type	2
231 - Suggested changes/alterations to WEZ/Congestion Charging zone – boundary issues, extending charging zone further	2
234 - WEZ removal was reason to vote Boris Johnson in	1
113 - Question validity of consultation process - waste of money/decisions already made/lack of publicity	1
228 - WEZ has had no effect on congestion/has increased congestion	1
116 - Support for Congestion Charge (general)	1
114 - Much more revenue generated by Congestion Charging should be used to upgrade public transport/improve roads/reduce fares	1
115 - Public transport should be better (general)	1
215 - Positive impact of removing the WEZ on the local economy/small businesses	1
222 - Need for complementary measures upon removal	1
409 - Changes required to penalty charge system – longer to pay/reminders sent	1
117 - No opinion on issue/no comment	1
401 - Auto Pay is a good idea	1
217 - Positive impact on removing the WEZ on residents	1
211 - Removal will have negative impact on air quality/environment	1
301 - Oppose charge increase	1
207 - Negative impacts on congestion from removal/encourages car usage	1
229 - WEZ benefits cyclists – traffic reduction etc	1
102 - Need to focus the aim of congestion charging (i.e. Congestion Charge is for tackling congestion)	1
304 - Support increase in charge	1
107 - Review of road network is needed (e.g. Use of one-way systems)	1
109 - Support proposed Congestion Charging changes (not specified)	1
104 - Overall scheme hours should be longer/shorter	1
Other	16
Base (all questionnaires from individuals)	12,298
Proportion of respondents who made no comment	69

Businesses

Five per cent of businesses, in response to Question 8, indicated agreement that the WEZ should be removed (slightly higher than the 4% for comments from individuals) and 4% of businesses indicated that there would be a positive impact on the local economy/small businesses if the WEZ were removed.

¹⁹ Proportions are of respondents who made comments

Table 12: Comments in response to Q8 – Any other comments (by businesses²⁰)

	Total %
201 - Agree that WEZ should be removed	5
215 - Positive impact of removing the WEZ on the local economy/small businesses	4
112 - Congestion charging is another form of taxation	3
228 - WEZ has had no effect on congestion/has increased congestion	2
312 - Need alternative charging system e.g. tiered system according to vehicle/driver type	2
101 - All congestion charging should be removed	2
409 - Changes required to penalty charge system – longer to pay/reminders sent	2
401 - Auto Pay is a good idea	2
301 - Oppose charge increase	2
231 - Suggested changes/alterations to WEZ/Congestion Charging zone - boundary issues, extending charging zone further	1
222 - Need for complementary measures upon removal	1
234 - WEZ removal was reason to vote Boris Johnson in	1
113 - Question validity of consultation process – waste of money/decisions already made/lack of publicity	1
116 - Support for Congestion Charge (general)	1
107 - Review of road network is needed (e.g. Use of one-way systems)	1
203 - Disagree that WEZ should be removed	1
111 - Congestion Charging technology should be improved	1
223 - Improve phasing of traffic lights to reduce congestion	1
114 - Much more revenue generated by Congestion Charging should be used to upgrade public transport/improve roads/reduce fares	1
217 - Positive impact on removing the WEZ on residents	1
408 - Suggested changes to Auto Pay system e.g. simplify/prepay into account/online info re number of entries	1
310 - Charge increase not appropriate in current economic climate	1
115 - Public transport should be better (general)	1
117 - No opinion on issue/no comment	1
406 - Other payment options should be introduced (other than Auto Pay)/including for late payment	1
402 - Auto Pay system is more fair and will cut Penalty Charge Notices	1
109 - Support proposed Congestion Charging changes (not specified)	1
512 - Other GVD issues	1
Other	15
Base (all questionnaires from businesses)	910
Proportion of respondents who made no comment	65

Analysis by Theme

The code frame was organised into thematic sections (See Section 2.6).

Analysis by theme for comments from all questionnaires shows that the section which gained the highest proportions of distinct comments in response to question eight was 'Western Extension', which attracted 39% of all comments.

²⁰ Proportions are of respondents who made comments

Table 13: Comments in response to Q8 – Any other comments – Analysis by themes

Themes	%
1 General comments	26
2 Western extension	39
Other components	
3 Increase in the level of the charge	9
4 Introduction of Congestion Charging Auto Pay	6
5 Removal of the Alternative Fuel Discount (AFD) and introduction of a Greener Vehicle Discount (GVD)	3
6 Electric Vehicle discount	*
7 Registering vehicles with 9 or more seats	*
8 Change to exemption of MoD vehicles	*
Other comments	15
No opinion on issue	2
Base: comments	6,338

* = less than 0.5%

4.6 Questions about the Respondents

The questions about respondents collected some basic demographic data about the respondent in order to both facilitate further analysis of responses and to ascertain the reach of the consultation.

Respondent Type

Most of the responses to the consultation were from respondents who identified themselves as individuals rather than businesses: 91% individuals and 7% business or organisation.

Table 14: Whether answering as individual or business by response channel and location

	Total %	Response type		Location ²¹	
		Web %	Paper %	WEZ %	Non-WEZ %
Not stated	2	1	6	2	2
As an individual	91	92	87	89	92
As a representative of a business or organisation	7	7	7	9	6
Base (questionnaires)	13,657	11,463	2,194	2,515	7,956

Gender

Overall, over half (55%) of the individual respondents to the consultation identified themselves as male and 44% said that they were female.

Respondents who used the paper questionnaire were more likely say that they were female than those who used the web questionnaire (59% compared to 41%).

²¹ Analysis by location is undertaken for the 77% who gave a postcode

Table 15: Gender by response channel and location (individuals)

	Total %	Response type		Location ²²	
		Web %	Paper %	WEZ %	Non-WEZ %
Not stated	1	1	2	2	1
Male	55	58	39	50	53
Female	44	41	59	48	45
Base (questionnaires from individuals)	12,474	10,562	1,912	2,322	7,292

Ethnic background

The respondents' ethnic background was predominantly identified as White: 78%.

Respondents who used the web questionnaire were more likely to say that they were White than those who used the web questionnaire (81% compared to 64%).

Table 16: Ethnic background by response channel and location (individuals)

	Total %	Response type		Location ²²	
		Web %	Paper %	WEZ %	Non-WEZ %
Not stated	5	4	12	7	5
Asian/Asian British	5	5	5	4	4
Chinese	1	1	1	2	1
White	78	81	64	75	78
Black/Black British	4	3	8	4	4
Mixed ethnic background	3	3	4	2	3
Other ethnic group	5	5	6	6	4
Base (questionnaires from individuals)	12,474	10,562	1,912	2,322	7,292

In Table 17 the data from the consultation the percentages were recalculated after excluding non responses to allow for comparison with the Census data. According to the 2001 Census, 71% of the London population is White.

Table 17: Ethnic background compared to 2001 Census

	Total* of respondents %	2001 Census %
White	82	71
Asian/Asian British	5	12
Black/Black British	4	11
Mixed	3	3
Chinese	1	1
Other	5	2
Base	11,856	5,723,353

* data re-calculated after excluding 5% who did not state their ethnic background

²² Analysis by location is undertaken for the 77% who gave a postcode

Age

The age distribution of individuals who responded is shown in Table 18. Forty four per cent of the respondents identified themselves as aged 25-44 years and 38% as aged between 45 and 64 years.

Respondents using the web questionnaire had a younger age profile than those using the paper questionnaire. Over half (51%) of the respondents using the web questionnaire identified themselves as aged less than 45 years old, compared to 45% for the paper questionnaire.

Table 18: Age group by response channel and location (individuals)

	Total %	Response type		Location ²³	
		Web %	Paper %	WEZ %	Non-WEZ %
Not stated	3	2	5	4	2
Under 16	*	*	1	1	*
16-24	6	6	8	5	6
25-44	44	45	36	37	42
45-64	38	38	37	37	39
65+	10	9	13	15	10
Base (questionnaires from individuals)	12,474	10,562	1,912	2,322	7,292

* less than 0.5%

A comparison with the 2001 Census data for London is shown in Table 19. In this table the data from the consultation the percentages have been recalculated after excluding under 16 year olds and non responses to allow for comparison with the Census data.

Table 19: Age profile of respondents compared to 2001 Census

	Total* of respondents %	2001 Census %
16-24	6	15
25-44	45	44
45-64	39	25
65+	10	16
Base	12,098	5,723,353

* 'Not stated' and those aged under 16 years old have been excluded and the remaining respondents were re-calculated up to 100%

²³ Analysis by location is undertaken for the 77% who gave a postcode

5. OPEN RESPONSES

5.1 Introduction

This chapter reports on the open responses to the consultation received from 'other organisations', the general public and businesses.

There were 16 open responses from 'other organisations', 240 from the general public and 49 from businesses.

The quotations shown in this chapter were chosen to provide a representative view of the comments made and are not intended to be exhaustive.

5.2 Other Organisations

This section presents an analysis of the responses from the 16 'other organisations' who made an open response to the consultation.

These were organisations that responded to the public consultation exercise on behalf of the interests of a wider group; for example, business representative groups and residents' associations. These organisations were often limited to a particular locality, or have a relatively small membership, compared to the stakeholder organisations that TfL invited to respond to the consultation, and whose responses were analysed in TfL's Report to the Mayor.

Sample

There were 16 responses from 'other organisations':

- Camden Friends of the Earth
- Hammersmith Community Trust
- Hyde Park Residents Association
- Kempsford Gardens Residents Association,
- Kensington and Chelsea Environment Round Table
- Knightsbridge Association
- Metropolitan Tabernacle Baptist Church
- National Alliance Against Tolls
- Octavia Housing
- Oxford and Cambridge Square Residents and Leaseholders Association
- The Children's Hospital Trust Fund
- The King's Road Trade Association
- The Road Rescue Recovery Association
- Victoria Square Residents Association
- West London Friends of the Earth
- West London Residents Association.

Response

All comments were coded to the code frame (see Appendix B).

Each response may have included more than one codeable comment. Each distinct comment was given a separate code. If the same comment was made more than once, the relevant code was only used once.

The code frame was organised into thematic sections (See Section 2.6). The sections which gained the highest proportions of distinct comments were 'Western extension', 'General comments' and 'Removal of the Alternative Fuel Discount (AFD) and introduction of a Greener Vehicle Discount (GVD).' See Table 21.

Table 20: Comments by 'other organisations' – Analysis by themes

Themes	%
2 Western extension	61
1 General comments	13
Other components	
5 Removal of the Alternative Fuel Discount (AFD) and introduction of a Greener Vehicle Discount (GVD)	7
3 Increase in the level of the charge	6
4 Introduction of Congestion Charging Auto Pay	4
6 Electric Vehicle discount	2
7 Registering vehicles with 9 or more seats	0
8 Change to exemption of MoD vehicles	0
Other comments	8
Base: responses	16

Table 21 shows the coding of the comments made. Because of the small sample size the table shows numbers of comments rather than percentages.

Table 21: Comments made by 'other organisations'

	n
207 Negative impacts on congestion from removal/encourages car usage	6
211 Removal will have negative impact on air quality/environment	6
203 Disagree that WEZ should be removed	5
201 Agree that WEZ should be removed	4
210 Concern over loss of TfL revenue from WEZ	4
218 Negative impact of removing the WEZ on residents	4
108 Support wider road user charging	3
215 Positive impact of removing the WEZ on the local economy/small businesses	3
228 WEZ has had no effect on congestion/has increased congestion	3
229 WEZ benefits cyclists – traffic reduction etc	3
231 Suggested changes/alterations to WEZ/Congestion Charging zone – boundary issues, extending charging zone further	3
232 WEZ encourages use of public transport	3
102 Need to focus the aim of congestion charging (i.e. Congestion Charge is for tackling congestion)	2
112 Congestion charging is another form of taxation	2
116 Support for Congestion Charge (general)	2
205 Residents discount should be changed not removed	2
206 Disagree with removal of WEZ residents discount	2
212 Believe that WEZ had little impact on air quality	2
217 Positive impact on removing the WEZ on residents	2
225 WEZ removal incompatible with Government's environmental commitments/stance	2

	n
233 Negative impact of removing WEZ on car parking (residential)	2
236 Keeping WEZ helps reduce noise pollution	2
301 Oppose charge increase	2
305 Congestion Charging revenue pays for public transport	2
502 Agree with closure of AFD	2
105 There should be no vehicle exemptions	1
111 Congestion Charging technology should be improved	1
115 Public transport should be better (general)	1
117 No opinion on issue/no comment	1
202 WEZ should be changed not removed	1
213 Negative impact of removing WEZ on public transport journey times in the area	1
216 Negative impact of removing the WEZ on the local economy	1
230 WEZ area was never congested before charging introduced	1
310 Charge increase not appropriate in current economic climate	1
311 Better justification required for increase in charge	1
401 Auto Pay is a good idea	1
402 Auto Pay system is more fair and will cut Penalty Charge Notices	1
407 Auto Pay unfair on infrequent users	1
408 Suggested changes to Auto Pay system e.g. simplify/prepay into account/online info re number of entries	1
501 AFD should be maintained	1
507 Support introduction of GVD	1
508 Oppose introduction of GVD	1
510 Diesel engines are bad for air quality	1
512 Other GVD issues	1
601 Support for PHEV discount	1
602 Oppose PHEV discount	1
Other comments	8

Base: 16 'other organisations'; 102 comments

Details of response

The three areas which attracted the most comments were:

- Negative impacts on congestion from removal/encourages car usage²⁴
- Removal will have negative impact on air quality/environment
- Disagree that WEZ should be removed.

All three of these areas were concerned with the removal of the WEZ with two of the three suggesting opposition to its removal.

Negative impacts on congestion from removal/encourages car usage

There were six responses under 'negative impacts on congestion from removal/encourages car usage'. These were from Kensington and Chelsea Environment Round Table, Victoria Square Residents Association, Knightsbridge Association, Hammersmith Community Trust, Hyde Park Residents Association and West London Friends of the Earth.

²⁴ 'Negative' refers to making congestion worse, rather than reducing it

Most of the 'other organisation' respondents who were opposed to the removal of the WEZ cited a number of negative impacts that would be caused by its removal. These include an undesirable impact on air quality/environment (discussed below), loss of revenue to TfL, and negative impact on residents, cyclists and public transport users. The most frequently mentioned negative impact of the removal of the WEZ was an increase in congestion and encouragement of car use.

Kensington and Chelsea Environment Round Table and Hyde Park Residents Association noted that the WEZ had led to a decrease in congestion, which the latter described as a *"breakthrough...in one of the world's most congested cities."* Whilst, Kensington and Chelsea Environmental Round Table cited the improvements that had been made in roads and residential streets in terms of the environment, air quality, noise and reduced hassle.

Therefore, these respondents were concerned with the undesirable impacts on congestion of its removal. Of particular concern, was the anticipated increase in traffic in what was described as an already congested area, a rise in accident rates and increased parking difficulties.

Victoria Square Residents Association and West London Friends of the Earth raised concerns that the increase in traffic brought about by the removal of the WEZ would lead to increased risks to pedestrians.

Removal will have negative impact on air quality/environment

There were six responses under 'removal will have negative impact on air quality/environment'. These were from Kensington and Chelsea Environment Round Table, Victoria Square Residents Association, Knightsbridge Association, Hammersmith Community Trust, Hyde Park Residents Association and West London Friends of the Earth.

All expressed concern about the increase in harmful pollutants. The Knightsbridge Association and Victoria Square Residents Association raised the detriment to air quality in a general sense.

Kensington and Chelsea Environment Round Table and West London Friends of the Earth highlighted the anticipated increase in particulates and CO₂ emissions resulting from the removal of the WEZ. Both drew attention to the recent Mayor's report featuring the premature deaths in London due to poor air quality, with West London Friends of the Earth querying whether it would be feasible for London to meet the Mayor's stated aim of reducing CO₂ emissions by 2025 with the removal.

Disagree that WEZ should be removed

While four 'other organisations' agreed that WEZ should be removed, five organisations indicated that they disagreed with this proposal. These were: Kensington and Chelsea Environment Round Table, Knightsbridge Association, Hammersmith Community Trust, Hyde Park Residents Association and West London Friends of the Earth.

The reasons given include the perceived negative impact on the environment and on congestion, for example, West London Friends of the Earth described it as a “retrograde step”.

Hammersmith Community Trust said they were proud of London for having introduced congestion charging and that it was an example of what a “World City can do to tackle climate change and manage traffic in the city centre.”

5.3 General Public

There were 240 general public written submissions in total. A majority of submissions were emails (225) and the rest were letters (15).

Response

All comments were coded to the code frame (see Appendix B). The 240 respondents made 845 codeable comments, an average of 3.5 per respondent.

The code frame was organised into thematic sections (See Section 2.6). The sections which gained the highest proportions of distinct comments are ‘Western extension’, ‘general comments’ and ‘increase in the level of the charge’. See Table 22.

Table 22: Comments by general public respondents – Analysis by themes

Themes	%
2 Western extension	74
1 General comments	9
Other components	
3 Increase in the level of the charge	5
4 Introduction of Congestion Charging Auto Pay	4
5 Removal of the Alternative Fuel Discount (AFD) and introduction of a Greener Vehicle Discount (GVD)	3
6 Electric Vehicle discount	*
7 Registering vehicles with 9 or more seats	*
8 Change to exemption of MoD vehicles	*
Other comments	4
Base: responses	240

* = less than 0.5%

Table 23 shows the coding of comments which were made by 1% or more of respondents.

Table 23: Comments made by general public respondents

	% ²⁵
201 Agree that WEZ should be removed	13
203 Disagree that WEZ should be removed	12
207 Negative impacts on congestion from removal/encourages car usage	8
211 Removal will have negative impact on air quality/environment	7
215 Positive impact of removing the WEZ on the local economy/small businesses	4
217 Positive impact on removing the WEZ on residents	4
228 WEZ has had no effect on congestion/has increased congestion	4
234 WEZ removal was reason to vote Boris Johnson in	3
231 Suggested changes/alterations to WEZ/Congestion Charging zone – boundary issues, extending charging zone further	3
210 Concern over loss of TfL revenue from WEZ	3
112 Congestion charging is another form of taxation	2
218 Negative impact of removing the WEZ on residents	2
229 WEZ benefits cyclists – traffic reduction etc	2
401 Auto Pay is a good idea	2
301 Oppose charge increase	1
114 Much more revenue generated by Congestion Charging should be used to upgrade public transport/improve roads/reduce fares	1
113 Question validity of consultation process – waste of money/decisions already made/lack of publicity	1
209 Concern over cost of WEZ removal	1
225 WEZ removal incompatible with Government's environmental commitments/stance	1
312 Need alternative charging system e.g. tiered system according to vehicle/driver type	1
101 All congestion charging should be removed	1
222 Need for complementary measures upon removal	1
232 WEZ encourages use of public transport	1
409 Changes required to penalty charge system – longer to pay/reminders sent	1
512 Other GVD issues	1
206 Disagree with removal of WEZ residents discount	1
213 Negative impact of removing WEZ on public transport journey times in the area	1
116 Support for Congestion Charge (general)	1
236 Keeping WEZ helps reduce noise pollution	1
304 Support increase in charge	1
115 Public transport should be better (general)	1
233 Negative impact of removing WEZ on car parking (residential)	1
311 Better justification required for increase in charge	1
507 Support introduction of GVD	1
Other	13

Base: 240 general public respondents

²⁵ The percentages are of respondents

Details of response

The four areas which attracted the most comments were:

- Agree that WEZ should be removed
- Disagree that WEZ should be removed
- Negative impacts on congestion from removal/encourages car usage
- Removal will have negative impact on air quality/environment.

For data protection reasons we have anonymised responses from members of the public.

The removal of the WEZ was the most important theme with a quarter of responses either calling for its removal or retention with a slightly higher proportion saying it should be removed (13% compared to 12%).

Agree that WEZ should be removed

As mentioned above, the WEZ was the most frequently commented on theme, with a large number of responses both for and against its removal. Thirteen per cent supported the removal of the Western Extension zone. Typical responses included *'delighted'*, *'it will be a happy day'* and *"Please, please scrap the Western Extension of the congestion Charge Zone."*

Although many simply said they wished the WEZ to be removed, the majority gave one or more reasons for their views.

Many of the respondents who wished the Western Extension zone to be removed raised the issue that the Mayor had been elected on the basis of removing it.

Some who wished the WEZ to be removed said it had been bad for business in the area, particularly local businesses and stall-holders.

Some said that the WEZ had increased traffic in the original zone because residents of the WEZ zone could drive into the original zone with a 90% discount, *"Perversely, it obviates much of the purpose of the original central congestion charge zone."*

Some who wished the WEZ to be removed said that it had not reduced traffic within the WEZ.

A number of responses from staff of Chelsea and Westminster Hospital stated that the cost of the scheme was *"a financial burden for NHS staff, our patients and visitors to the hospital."*

Disagree that WEZ should be removed

Twelve per cent of responses were under 'disagree that WEZ should be removed'.

Typical responses cited reduced traffic, less pollution and less chance of accidents. Moreover, the public transport links in the area were considered “*excellent*”.

Many of those in favour of its retention said that they lived within the WEZ. From their perspective, it had reduced traffic levels thus reducing pollution.

Some residents of the Western extension zone who wished it to be retained noted that they had originally opposed the scheme, but since its introduction had changed their opinion.

Many of those who were against the removal of the WEZ highlighted the negative impacts of its removal on congestion and on air quality. These two themes (the third and fourth most frequent comments) are reported on separately below.

Another impact often raised by those opposing the removal of the WEZ was that it would remove a useful source of revenue from TfL.

Negative impacts on congestion from removal/encourages car usage

Eight per cent of responses were under ‘negative impacts on congestion from removal/encourages car usage’.

These responses included comments that currently the roads within the WEZ have less traffic and the buses run better than before. There were concerns expressed that the removal of the WEZ would encourage more vehicle drivers into the zone, would discourage cycling and public transport use, would cause more pollution and make parking more difficult

Removal will have negative impact on air quality/environment

Seven per cent of responses were under ‘removal will have negative impact on air quality/environment’.

Typical responses were based around concerns that there would be increased harmful emissions in an area where air quality was already considered poor.

Some responses highlighted that statutory air quality targets were less likely to be met with the removal of the WEZ.

5.4 Business

There were 49 open written submissions from businesses. The businesses were:

- Alchemy Search & Selection Ltd
- Amber Moves
- Apex Lifts Ltd
- Calor

- Comfort Zone
- Coniston Ltd
- Consort Environmental Services Ltd
- Covent Garden Supply
- David Cooper & Co
- David Watson Transport Ltd
- David Wright Interior Design
- Delomac Roofing
- Eco Cars
- Espresso Service Ltd
- Gap Adventures
- GB Access Ltd
- General Motors
- Haringtons UK Ltd
- Honda (UK)
- Imperial London Hotels Ltd
- Jones Brothers
- Kevin Shanks
- Killigrew King Ltd
- Mala
- Marble City Ltd
- Marble Ideas Ltd
- Medlock Electrical Distributors Ltd
- MJ Quinn Integrated Services Ltd
- Nemco Utilities
- Nightingale Partners
- Nippy Industries Ltd
- NSL Ltd
- PDK Transport Ltd
- Patron Lifts Ltd
- Percy Bass Ltd
- Portobello China and Woollens Ltd
- Renault
- Security Services Group
- Selwood Ltd
- Southern Drain Services
- Spade Oak Construction Co Ltd
- StrongVend
- Superplants
- Target Furniture Limited
- Team Fusion
- Toyota
- United Coffee Ltd
- Universal Tyre Co (Deptford) Ltd
- UPS

Sectors

In its analysis of the business open responses, Accent sought to identify the nature of each business that responded. Almost half the businesses (23) offered business services, five were involved in Transportation/Distribution/Logistics, four were car manufacturers, four were Construction/Engineering/Materials companies. The full list of business sectors is shown below:

• Business Services	23
• Transportation/Distribution/Logistics (includes postal/package delivery services)	5
• Automotive	4
• Construction/Engineering/Materials	4
• Manufacturing	3
• Leisure services	3
• Retail	2
• Removals	1
• Wholesale	1
• Agriculture	1

Response

All comments were coded to the code frame (see Appendix B). The 49 respondents made 240 codeable comments, an average of 4.9 per respondent.

The code frame was organised into thematic sections (See Section 2.6). The sections which gained the highest proportions of distinct comments are 'Removal of the Alternative Fuel Discount (AFD) and introduction of a Greener Vehicle Discount (GVD)', 'Western extension' and 'Increase in the level of the charge'. See Table 24.

Table 24: Comments by general public respondents – Analysis by themes

Themes	%
5 Removal of the Alternative Fuel Discount (AFD) and introduction of a Greener Vehicle Discount (GVD)	29
2 Western extension	20
3 Increase in the level of the charge	20
1 General comments	8
4 Introduction of Congestion Charging Auto Pay	6
6 Electric Vehicle discount	5
7 Registering vehicles with 9 or more seats	3
8 Change to exemption of MoD vehicles	3
Other comments	6
Base: responses	49

* = less than 0.5%

Table 25 shows the coding of all the comments made. Because of the small sample size the table shows numbers of comments rather than percentages.

Table 25: Comments made by businesses

	n
301 Oppose charge increase	23
201 Agree that WEZ should be removed	17
506 Other AFD issues	13
501 AFD should be maintained	11
310 Charge increase not appropriate in current economic climate	10
503 Proposal unfair due to compliance costs	10
512 Other GVD issues	9
401 Auto Pay is a good idea	8
311 Better justification required for increase in charge	7
228 WEZ has had no effect on congestion/has increased congestion	7
507 Support introduction of GVD	7
802 Agree MoD vehicles should be exempt	7
112 Congestion charging is another form of taxation	6
215 Positive impact of removing the WEZ on the local economy/small businesses	6
601 Support for PHEV discount	6
701 Support for fair discount registration charge across all vehicles	6
203 Disagree that WEZ should be removed	4
508 Oppose introduction of GVD	4
312 Need alternative charging system e.g. tiered system according to vehicle/driver type	3
408 Suggested changes to Auto Pay system e.g. simplify/prepay into account/online info re number of entries	3
502 Agree with closure of AFD	3
504 Role of alternative fuels in CO2 reduction not recognised	3
509 CO2 limit / air quality standard should be different	3
510 Diesel engines are bad for air quality	3
605 Disagree with parameters for discount	3
101 All congestion charging should be removed	2
102 Need to focus the aim of congestion charging (i.e. Congestion Charge is for tackling congestion)	2
105 There should be no vehicle exemptions	2
109 Support proposed Congestion Charging changes (not specified)	2
110 Oppose proposed Congestion Charging changes (not specified)	2
211 Removal will have negative impact on air quality/environment	2
217 Positive impact on removing the WEZ on residents	2
225 WEZ removal incompatible with Government's environmental commitments/stance	2
234 WEZ removal was reason to vote Boris Johnson in	2
309 Proposed increase too high	2
511 Discount should be available for LGVs/HGVs	2
602 Oppose PHEV discount	2
113 Question validity of consultation process – waste of money/decisions already made/lack of publicity	1
114 Much more revenue generated by Congestion Charging should be used to upgrade public transport/improve roads/reduce fares	1
117 No opinion on issue/no comment	1
206 Disagree with removal of WEZ residents discount	1
207 Negative impacts on congestion from removal/encourages car usage	1
210 Concern over loss of TfL revenue from WEZ	1
229 WEZ benefits cyclists – traffic reduction etc	1
230 WEZ area was never congested before charging introduced	1

	n
231 Suggested changes/alterations to WEZ/Congestion Charging zone – boundary issues, extending charging zone further	1
232 WEZ encourages use of public transport	1
303 Charge increase should be higher	1
313 Charge should be less	1
402 Auto Pay system is more fair and will cut Penalty Charge Notices	1
407 Auto Pay unfair on infrequent users	1
409 Changes required to penalty charge system – longer to pay/reminders sent	1
505 Role of bio fuels	1
603 There is not enough known about PHEV	1
606 Need to support PHEV discount with improved infrastructure (e.g. charging points)	1
702 Oppose introduction of discount registration charge for 9+ seat vehicles	1
803 Other government/local authority vehicles should be exempt	1
999 Other comments	14

Base: 49 businesses; 240 comments

Details of response

Focusing on issues where more than seven businesses gave a comment, the areas which attracted most comments were:

- Oppose charge increase
- Agree that WEZ should be removed
- AFD should be maintained
- Charge increase not appropriate in current economic climate
- Proposal unfair due to compliance costs
- Auto Pay is a good idea.

Oppose charge increase

Twenty three responses were under ‘oppose charge increase’ – almost half of the (49) business open responses. Spade Oak Construction Co Ltd, Marble Ideas Ltd and Coniston Ltd are three examples of businesses simply stating their opposition to the proposed charge increase, whilst others give specific reasons. The main reasons given were:

- Not appropriate in current economic climate
- Cost to businesses
- No justification
- Business has no choice.

Each of these is discussed below.

Seven businesses which opposed the charge increase said that the proposed charge increase was inappropriate given the current economic climate. This theme is discussed in more detail below under the heading ‘charge increase not appropriate in current economic climate’.

Seven businesses which opposed the charge increase mentioned the additional cost to business, which was deemed to be too high, putting further pressure on their resources.

Five businesses which opposed the charge increase mentioned that there was no justification for the increase. Some of these businesses said the charge increase was just to make up for the lost revenue from the removal of the WEZ.

Five businesses which opposed the charge increase such as Selwood Ltd, Consort Environment Services Ltd and UPS stated that they had no choice but to travel within the central London congestion charging zone as that's where their customer base is. Thus raising the fee would be detrimental to them and at the same time *"not act as a disincentive for our vehicles to operate within the area in question"* (UPS).

Other themes raised by businesses which opposed the charge increase included that it was an abuse of power by TfL and that it was a tax on business.

Agree that WEZ should be removed

Seventeen responses were under 'agree that WEZ should be removed'.

About half the business responses simply called for its removal, such as Portobello China and Woollens Ltd, Marble Ideas Ltd and Spade Oak Construction Co Ltd.

The remaining business respondents gave one or more reasons in support of its removal.

NSL Ltd, Alchemy Search & Selection Ltd, David Wright Interior Design, UPS and Percy Bass Ltd cited the cost of the WEZ on businesses.

Haringtons UK Ltd and Team Fusion argued for the WEZ removal because, *inter alia*, it had increased congestion in the area.

Alchemy Search & Selection Ltd and Haringtons UK Ltd also cited that it had been promised by the Mayor.

Alternative Fuel Discount (AFD) should be maintained

Eleven business responses were under 'AFD should be maintained'.

Seven of these businesses (Superplants, Southern Drain Services, Marble Ideas Ltd, Covent Garden Supply, Nemco Utilities, Marble City Ltd and Calor), which thought that the AFD should be maintained, stated that it was unfair as an investment to comply with the AFD had been made. This theme is discussed in more detail below under the heading 'proposal unfair due to compliance costs.'

Three businesses (StrongVend, Selwood Ltd and Calor) questioned the change in the regulations. Their concerns focused on the high cost of compliance with no guarantee that the savings to be made from doing so would remain in place.

Superplants and Calor argued for extending the discount for vehicles registered for the AFD from the proposed two years.

General Motors thought that alternative fuels should continue to be incentivised since, although vehicles using biofuel, Compressed Natural Gas, or LPG, *“do not provide significant CO₂ emission savings compared to other technologies, the local air quality savings are much greater.”*

A few respondents (Southern Drain Services and StrongVend) thought that the removal of the AFD discount was to increase revenues.

Calor argued that in the original consultation process on whether to include LPG in the AFD, TfL had indicated that it was concerned that a concession to LPG would be negated by a lack of LPG refuelling points in Greater London. Calor stated that industry had responded with the necessary significant investment, but that this is now threatened by the withdrawal of the concession.

Charge increase not appropriate in current economic climate

Ten responses were under ‘charge increase not appropriate in current economic climate’.

United Coffee Ltd, Mala and Target Furniture Ltd are three such businesses.

Proposal unfair due to compliance costs

Ten responses were under ‘proposal unfair due to compliance costs’, referring to the proposed removal of the AFD discount.

Companies such as Marble Ideas Ltd, Superplants, Southern Drain Services and Covent Garden Supply indicated that they had made an investment to ‘Go Green’ and reduce emissions and that the 100% AFD was seen as their opportunity to recoup some of their outlay. Therefore, its proposed withdrawal was viewed as unfair.

Eco-cars said that they understood *“the need to pull away from fossil fuels”* but said that in the next five years LPG was the cleanest fuel to power a vehicle with.

Both Calor and Toyota argued for a longer time frame for the AFD discount to allow sufficient time for payback on compliance costs.

Auto Pay is a good idea

Eight responses were under ‘Auto Pay is a good idea’. These included Imperial London Hotels Ltd, Nippy Industries Ltd and Marble Ideas Ltd. The other five businesses who supported the Auto Pay proposals included caveats or further suggestions within their responses.

For example, MJ Quinn Integrated Services Ltd said that the new automated method would be fine as long as the existing method stayed in place.

Renault said they supported Auto Pay and suggested that a further flexible delayed payment should be made to *“allow those who have forgotten or are unable to pay time to do so of up to week subject to a moderate increase in the charge.”*

UPS welcomed the intention to continue operating the CC Fleet Auto Pay system but said they were surprised that the system would be accompanied by *“an increased cost for business without any corresponding benefits.”*

APPENDIX A

Questionnaire

We would like to hear your views on the proposals. Please complete the form, fold in half, seal along the gummed strip and post

Q1 In what capacity are you responding to this consultation?

- As an individual As a representative of a business or organisation

Q2 What is your postcode?

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Please enter the first two letters and first two numbers of your post code only, such as SW12

Q3 Are you: Male Female

Q4 What is your ethnic background?

- Asian/Asian British Chinese White Black/Black British
 Mixed ethnic background Other ethnic group

Q5 What is your age group?

- Under 16 16-24 25-44 45-64 65+

Q6 Please use this space to provide your views on the Western Extension

Q7 Please use this space to provide your views on the other proposed Congestion Charge changes

Q8 Please use this space to provide any other comments you may have

APPENDIX B

Code Frame

2138 Code Frame Version 3 (25.06.10)

1	General comments
101	All congestion charging should be removed
102	Need to focus the aim of congestion charging (i.e. Congestion Charge is for tackling congestion)
103	Introduce clearer Congestion Charging signage around the perimeter of the zone
104	Overall scheme hours should be longer/shorter
105	There should be no vehicle exemptions
106	There should be tougher penalties for people who do not pay
107	Review of road network is needed (e.g. Use of one-way systems)
108	Support wider road user charging
109	Support proposed Congestion Charging changes (not specified)
110	Oppose proposed Congestion Charging changes (not specified)
111	Congestion Charging technology should be improved
112	Congestion charging is another form of taxation
113	Question validity of consultation process – waste of money/decisions already made/lack of publicity
114	Much more revenue generated by Congestion Charging should be used to upgrade public transport/improve roads/reduce fares
115	Public transport should be better (general)
116	Support for Congestion Charge (general)
117	No opinion on issue/no comment

2	Western extension
201	Agree that WEZ should be removed
202	WEZ should be changed not removed
203	Disagree that WEZ should be removed
204	Agree with removal of WEZ residents discount
205	Residents discount should be changed not removed
206	Disagree with removal of WEZ residents discount
207	Negative impacts on congestion from removal/encourages car usage
208	Believe impacts on congestion can be mitigated
209	Concern over cost of WEZ removal
210	Concern over loss of TfL revenue from WEZ
211	Removal will have negative impact on air quality/environment
212	Believe that WEZ had little impact on air quality
213	Negative impact of removing WEZ on public transport journey times in the area
214	Negative impact of removing WEZ on public transport investment in the area
215	Positive impact of removing the WEZ on the local economy/small businesses
216	Negative impact of removing the WEZ on the local economy
217	Positive impact on removing the WEZ on residents
218	Negative impact of removing the WEZ on residents
219	Positive impact of removing WEZ on availability of car parking
220	Redundant street furniture should be removed
221	Existing cameras should be retained to monitor traffic
222	Need for complementary measures upon removal
223	Improve phasing of traffic lights to reduce congestion
225	WEZ removal incompatible with Government's environmental commitments/stance
226	Positive impact of removing WEZ on key worker recruitment and retention
228	WEZ has had no effect on congestion/has increased congestion
229	WEZ benefits cyclists – traffic reduction etc
230	WEZ area was never congested before charging introduced
231	Suggested changes/alterations to WEZ/Congestion Charging zone – boundary issues, extending charging zone further
232	WEZ encourages use of public transport
233	Negative impact of removing WEZ on car parking (residential)
234	WEZ removal was reason to vote Boris Johnson in
235	Boris Johnson removing WEZ in order to get re-elected
236	Keeping WEZ helps reduce noise pollution
237	Mayor seeking approval from wealthy Kensington & Chelsea constituency who wish to remove WEZ

Other proposed changes to the scheme

3	Increase in the level of the charge
301	Oppose charge increase
302	Charge increase is unfair for fleet users
303	Charge increase should be higher
304	Support increase in charge
305	Congestion Charging revenue pays for public transport
306	Congestion Charging revenue should be used for other purposes
307	Mayor said he wouldn't put charge up
308	Charge should be increased gradually
309	Proposed increase too high
310	Charge increase not appropriate in current economic climate
311	Better justification required for increase in charge
312	Need alternative charging system e.g. tiered system according to vehicle/driver type
313	Charge should be less
4	Introduction of Congestion Charging Auto Pay
401	Auto Pay is a good idea
402	Auto Pay system is more fair and will cut Penalty Charge Notices
403	Criticism of annual Auto Pay registration £10 charge
404	Support introduction of daily option for residents
405	Concern about security of accounts
406	Other payment options should be introduced (other than Auto Pay)/including for late payment
407	Auto Pay unfair on infrequent users
408	Suggested changes to Auto Pay system e.g. simplify/prepay into account/online info re number of entries
409	Changes required to penalty charge system – longer to pay/reminders sent
5	Removal of the Alternative Fuel Discount (AFD) and introduction of a Greener Vehicle Discount (GVD)
501	AFD should be maintained
502	Agree with closure of AFD
503	Proposal unfair due to compliance costs
504	Role of alternative fuels in CO ₂ reduction not recognised
505	Role of bio fuels
506	Other AFD issues
507	Support introduction of GVD
508	Oppose introduction of GVD
509	CO ₂ limit / air quality standard should be different
510	Diesel engines are bad for air quality
511	Discount should be available for LGVs/HGVs
512	Other GVD issues
6	Electric Vehicle discount
601	Support for PHEV discount
602	Oppose PHEV discount
603	There is not enough known about PHEV
604	It is too early to introduce discount for PHEV
605	Disagree with parameters for discount
606	Need to support PHEV discount with improved infrastructure (e.g. charging points)
607	PHEVs should be charged on CO ₂ emissions generated from charging up vehicles
7	Registering vehicles with 9 or more seats
701	Support for fair discount registration charge across all vehicles
702	Oppose introduction of discount registration charge for 9+ seat vehicles
8	Change to exemption of MoD vehicles
801	MoD vehicles should not be exempt
802	Agree MoD vehicles should be exempt
803	Other government/local authority vehicles should be exempt

APPENDIX C

Consultation Leaflet

**We'd like to hear your views
on the proposed changes to the
Congestion Charge**



MAYOR OF LONDON

Transport for London



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Purpose of this leaflet

The Mayor of London, Boris Johnson, recently published his new Transport Strategy. This states that, subject to consultation, he will remove the Western Extension of the central London Congestion Charging zone. It also explains that he will keep the scheme under review to ensure its continued effectiveness.

This leaflet is part of the formal consultation process required in order to remove the Western Extension, and to make changes to the remaining scheme.

These changes include:

- An increase in the level of the charge
- The introduction of a new automated payment method: Congestion Charging Auto Pay
- Removal of the Alternative Fuel Discount
- Introduction of a new Greener Vehicle Discount
- A change to vehicles eligible for the electric vehicle discount
- Alteration to the process of registering for the discount for vehicles with 9 or more seats
- A change to the exemption for Ministry of Defence vehicles.

If the Mayor decides to approve the proposals outlined in this leaflet, the first day they would come into effect would be 4 January 2011.

For technical reasons these proposed changes are contained in two separate legal documents. Any comments you choose to make will be considered in relation to the appropriate legal document. You can provide feedback online at cclondon.com

The consultation ends on **Monday 2 August 2010**.



Removal of the Western Extension

Proposal

- The Western Extension of the central London Congestion Charging zone would be removed at the end of the charging day on 24 December 2010 so that the area no longer formed part of the Congestion Charging zone – after this date, there would be no charge to drive in the Western Extension area
- The central London Congestion Charging zone would return substantially to its pre-extension boundaries as shown on the map on page 8. The residents' discount zone would also return to its pre-extension boundaries, again marked on the map on page 8
- Residents who live in the Western Extension area (shaded in pink on the map) and other areas immediately adjacent to the boundary (shaded in purple) would cease to be eligible for the Residents' 90% discount and would need to pay the full charge after 24 December 2010 to drive within the remaining zone – the outstanding balance for any discounted charge payments after that date would be refunded automatically. It should be noted that there is no charge payable from Christmas Day to New Year's Day inclusive, so the first charging day after the proposed removal of the Western Extension area would be Tuesday 4 January 2011
- Anyone who no longer required a monthly or annual charge which they had purchased because they drive in the Western Extension area could apply to have the outstanding balance on these advance payments refunded. Anyone who had purchased a weekly charge in advance could apply to have this payment refunded provided no part of the week had already elapsed



- The remaining central London Congestion Charging zone, as highlighted in orange on the map, would continue to operate as it does at present, subject to the Mayor's decisions on the other proposed changes set out in this leaflet

- Those living in the original zone and the associated residents' discount zone areas would continue to be eligible for the Residents' 90% discount

Background & impacts of the Western Extension

The central London Congestion Charging zone was introduced in February 2003. On 19 February 2007 it was extended westwards, creating a single enlarged zone in which the same charges, discounts and exemptions apply. There is no charge for driving on the boundary roads around the zone and there are also two routes that vehicles can use to cross the zone during charging hours without paying a charge. Please see the map on page 8.

As expected, the scheme reduced traffic in the Western Extension area by around 30,000 vehicles each day, and initially congestion in the area was reduced. But while traffic volumes remain well below those seen before the Western Extension was introduced, other changes, including significant development and road works, have meant that congestion has increased again (though it would have been worse in the absence of Congestion Charging).

The scheme has helped to reduce emissions of climate change gases and environmental pollutants from vehicles and encouraged people travelling in the area to use public transport, or to walk or cycle. It has also raised net revenues that have been used to support the Mayor's Transport Strategy.

However, concerns have been raised about the impacts of the Western Extension on the local economy and on people living in the zone.

Progressing the proposal to remove the Western Extension
In September 2008 the Mayor invited stakeholders, businesses and the public to give their views on options for the future of the Western Extension. The majority of those responding to that informal consultation favoured its removal.

The Mayor included the proposal to remove the Western Extension in his draft Transport Strategy. Again the majority of those who responded were supportive of the proposal to remove the Western Extension, raising similar concerns to those mentioned above. In light of this, the Mayor adopted the proposal to remove the Western Extension in his published Transport Strategy.

The consultation that TfL is now undertaking on behalf of the Mayor represents the next stage in the legal process to remove the Western Extension. The Mayor is proposing to change the Congestion Charging Scheme Order (the legal document that defines the way that the Congestion Charging scheme operates) to remove the Western Extension at the end of the charging day on 24 December 2010. If, once he has considered the views raised in response to this consultation, he decides to confirm the changes, then the Congestion Charging zone would revert to the boundary shown on the map on page 8, and the Western Extension and associated Residents' 90% discount would cease to operate from that date.

Traffic and congestion impacts of removing the Western Extension

TfL's analysis suggests that removing the Western Extension would lead to some increase in traffic and congestion in the area, when some drivers deterred by the charge return to the zone.

Measures that should help to mitigate these impacts of removing the Western Extension include a general review of signal timings as well as

bringing forward the further implementation of computer-optimised traffic signals, the introduction of the Mayor's Cycle Hire scheme, the new road works permit scheme and continued school and workplace travel planning. Although TfL estimates some increase in congestion is still likely to arise, this should be set against the importance that businesses and individuals place on access to the area by private transport and the impact on the local economy.

Some small reductions in congestion are expected in the original central London Congestion Charging zone as a result of the removal of the Western Extension.

Financial impacts of removing the Western Extension

The removal of the Western Extension would result in a reduction of £55m per year in net revenue for TfL. Whilst there would be a reduction in income for TfL, those who currently pay the charge to drive in the zone will no longer have to pay. There are also smaller one-off costs to TfL associated with removing the Western Extension such as removing signage and equipment.

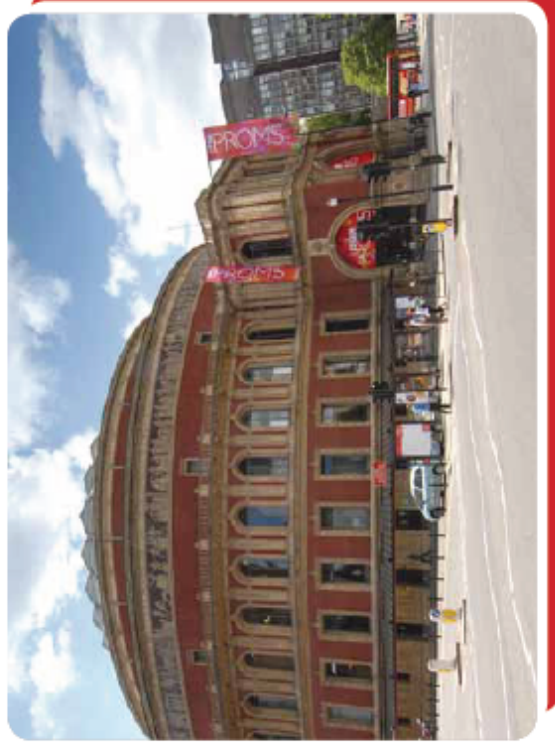
Environmental impacts of removing the Western Extension

The primary focus of the Congestion Charging scheme has always been to tackle congestion and reduce traffic. Related reductions in the emissions of air pollutants from vehicles in the zone have been welcomed, but have been comparatively small and have not resulted in direct measurable improvements in air quality because of the effect of other factors. Correspondingly although TfL estimates that emissions of PM₁₀ from traffic in the Western Extension might increase by some 3.5% and emissions of NO_x by some 2%, the removal of the zone would not be expected to result in a measurable deterioration of air quality.

Meanwhile, there are several planned measures which will help reduce emissions in the Western Extension area and across London. For example, emissions standards for light goods vehicles and minibuses are proposed to be included in the Low Emission Zone scheme in 2012, and it is anticipated that owners and operators would seek to meet the required emissions standards in advance. The Low Emission Zone emissions standards for buses, coaches and heavy goods vehicles are also due to be tightened in 2012, further reducing emissions of air pollutants. Other measures in the Mayor's draft Air Quality Strategy,



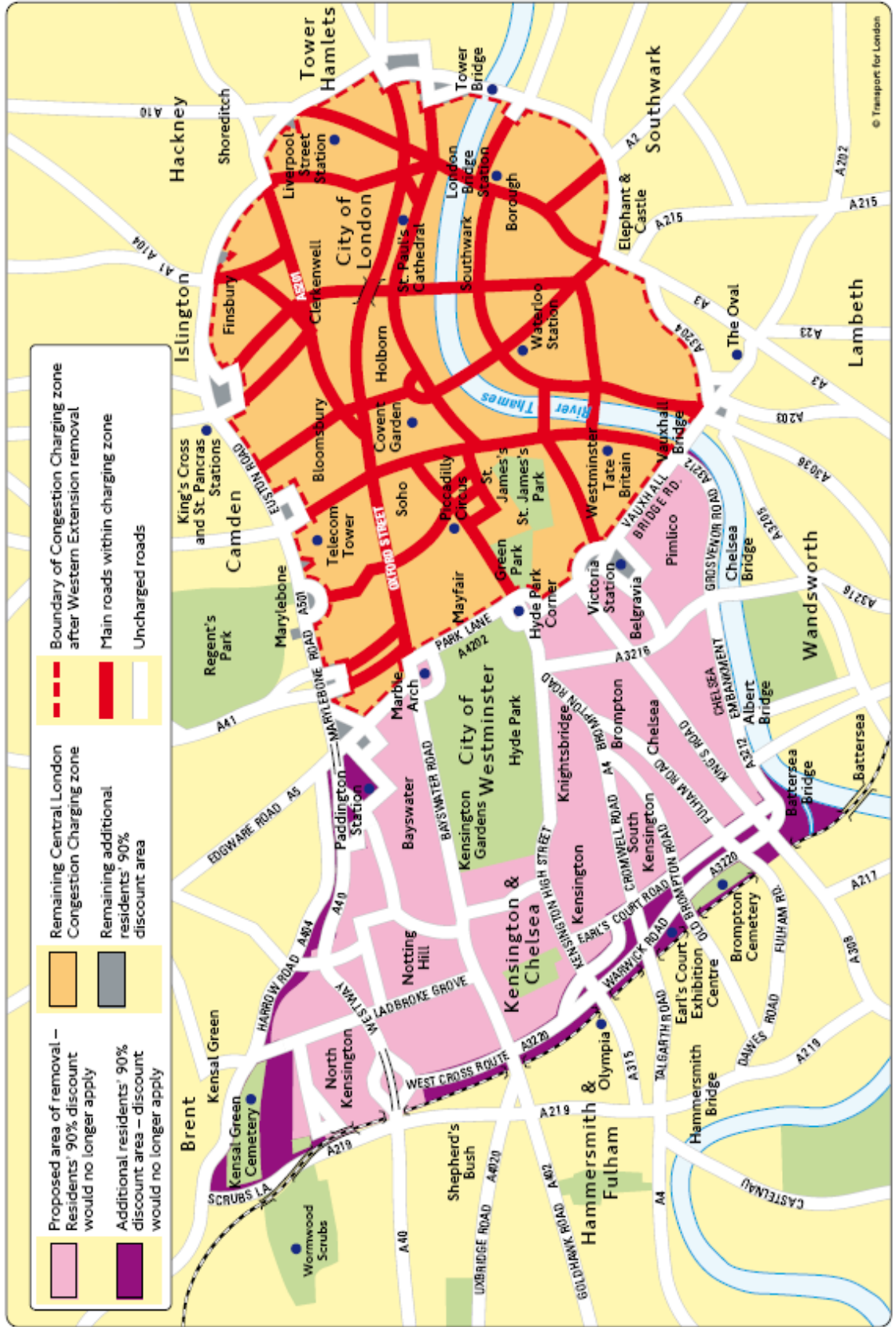
such as improvements to the environmental performance of the London bus fleet and taxis would also help to improve air quality.



Through its primary focus on reducing congestion by reducing traffic, the Congestion Charging scheme has brought reductions in CO₂ emissions from road transport in the zone. Accordingly, because removing the Western Extension would be expected to increase traffic and congestion in that area, an increase in CO₂ emissions from road transport in the zone of around 5% is likely. Action is being taken on a London-wide basis to tackle climate change through measures set out in the Mayor's draft Climate Change Mitigation and Energy Strategy and other measures in the Mayor's Transport Strategy. These include supporting a shift to more efficient modes of transport, improving operational efficiency, and stimulating the development and use of low carbon vehicles such as electric and plug-in hybrid electric vehicles. More information on the proposed removal of the Western Extension and its likely impacts, including those on the environment, can be found at cclondon.com



Congestion Charging zone map



Daily Congestion Charge increase

Proposal

For nearly five years the Congestion Charge has been £8 if paid in advance or on the day or £10 if paid the charging day after driving within the zone. TfL proposes that the charge is increased to £9 per day for drivers who register for a new automated payment channel called Congestion Charging Auto Pay. For those who wish to continue using current payment channels, TfL proposes that the charge is increased to £10 if paid in advance or on the day of travel and £12 if paid the charging day after driving within the zone. For further information on Congestion Charging Auto Pay, please see next section.

For fleet operators registered with Fleet Auto Pay the daily charge would increase from £7 to £9 per vehicle, and the minimum number of vehicles on the fleet account would decrease to six.

Why a charge increase is being proposed

Congestion Charging has helped to reduce traffic and congestion in central London and raise revenues to invest in transport improvements across Greater London.

The proposed increase in the daily charge will ensure that it remains effective in controlling traffic levels in central London, and the additional revenue will be used, as required by law, to support the Mayor's Transport Strategy.

If the level of the charge were not from time to time adjusted, the deterrent effect of Congestion Charging would tend to be eroded over time. In real-terms, the value of the charge has fallen in the five years since it was increased to £8.

The proposed increase also ensures that the Congestion Charge maintains its relative deterrent effect with respect to public transport fares which have increased since 2005.

It is proposed that the charge increase is introduced alongside an easier way of paying the Congestion Charge, called Auto Pay. This is described in further detail in the next section.

Making payment easier with Congestion Charging Auto Pay

Background and history

There have been many requests from drivers to make paying the Congestion Charge easier and more convenient. At present, drivers have to ensure that they have paid the charge either before or on the day they drive within the zone or on the next charging day. If the driver fails to do so, a Penalty Charge Notice (PCN) is issued. Many drivers report that they have been issued PCNs because they have forgotten to pay the charge.

In addition, residents within the zone have requested that they should be able to pay the charge daily instead of only weekly, monthly or annually.

Proposal

Under the new system, drivers would be able to register for an automated payment account, called Congestion Charging Auto Pay, using either a credit or debit card (excluding Maestro and Solo). The new system would record the number of days a vehicle travels within the zone each month, and bill the account holder accordingly. Drivers registered for this system would pay a £9 daily charge.

It is proposed that customers would also have to make an annual £10 payment to register a vehicle to their Auto Pay account. Customers would be able to register up to five vehicles.

TfL proposes that the current discount for purchasing the charge monthly or annually in advance be removed as this new payment option would mean that people are charged only for the days that they drive in the zone. Those still wishing to purchase a monthly or annual charge would be charged £200 and £2,520 respectively.

Currently, operators of fleets with ten or more vehicles registered for Fleet Auto Pay receive a £1 discount on the current daily charge. It is proposed that, alongside the introduction of CC Auto Pay for all Congestion Charge users, this discount is removed so that fleet operators would pay the same per vehicle (£9) as all other customers using the new CC Auto Pay (£9). In addition, the minimum number of vehicles a fleet operator could register would be reduced to six.

How CC Auto Pay will work



Benefits

CC Auto Pay represents a simpler alternative to the current payment channel options and drivers with vehicles registered for this payment method would not be issued with Penalty Charge Notices for forgetting to pay. This facility would enable an account holder to register up to 5 vehicles on one account, benefitting small businesses.

Customers using CC Auto Pay would pay a daily charge of £9, if paid via other methods the daily charge would be £10.

Impact on residents within the zone

TfL proposes that those eligible for the Residents' 90% discount (those living in the areas highlighted in orange and grey on the map on page 8) will now have the option to register for CC Auto Pay, enabling them to pay the charge daily rather than only weekly, monthly or annually in advance.

If a resident chooses to register for CC Auto Pay they would be charged £0.90 for each day that they are observed travelling within the charging zone and will be billed each month for these days.

Residents would pay an annual £10 CC Auto Pay vehicle administration charge and would continue to pay the annual £10 Residents' discount registration charge.

Residents who do not wish to register for CC Auto Pay would still be able to make 'manual payments' as they do now, paying weekly, monthly or annually in advance, based on a 90% discount to the proposed £10 daily charge.

The table below shows the difference between what residents would pay with and without registering for CC Auto Pay for driving within the charging zone, assuming the charge increase is confirmed.

Cost for residents based on different payment channels		
	Existing payment channels; phone, online, text, in shops	New payment channel: CC Auto Pay
Daily	Not available	£0.90 per day plus annual charges <ul style="list-style-type: none"> • £10 to register for the Residents' 90% discount • £10 per vehicle to register for CC Auto Pay
Weekly	£5 per week (min. 5 consecutive charging days) plus an annual charge of £10 to register for the Residents' 90% discount	n/a
Monthly	£20 per month (20 consecutive charging days) plus an annual charge of £10 to register for the Residents' 90% discount	n/a
Annually	£252 per year (252 consecutive charging days) plus an annual charge of £10 to register for the Residents' 90% discount	n/a

Removal of the Alternative Fuel Discount

Background & History

The current Alternative Fuel Discount (AFD) is a 100% discount on the Congestion Charge for certain vehicles powered by an alternative fuel. It was introduced to encourage the uptake of such vehicles. The benefits of alternative fuels have in some cases been outpaced by technological development in conventional vehicles. This has meant that some vehicles that are eligible for the AFD perform less well environmentally than newer vehicles that don't qualify for the discount. A more technology-neutral approach is therefore proposed to achieve improved environmental benefits.

TfL proposes that the AFD scheme is closed to new registrations on 24 December 2010. Owners of vehicles already registered for the AFD would continue to receive the 100% discount for their vehicle for 2 years until 24 December 2012 and would not need to take any action to ensure this. However, if a vehicle owner sells the vehicle during this period, the new owner would not be eligible for the AFD. Owners of vehicles currently registered for the AFD would have to pay the full daily charge when the notice period described above expires unless the vehicle registered for the AFD meets the new discount criteria.

A new Greener Vehicle Discount

Proposal

TfL proposes to introduce a Greener Vehicle Discount (GVD) to encourage the uptake of cleaner and more CO₂ efficient vehicles. The GVD would provide a 100% discount on the Congestion Charge for cars that emit 100g/km of CO₂ or less **and** that meet the Euro 5 standard for air quality.

Any car registered as new with the Driver and Vehicle Licensing Agency (DVLA) on or after 1 January 2011 would be deemed to meet the Euro 5 standard (however there are some cars registered before this date that meet the Euro 5 standard). This is a European standard that sets levels of air quality emissions for new vehicles sold in Europe, with which all vehicles must comply when manufactured.

As is the case with the current AFD, an annual £10 registration charge would be required for the new GVD.

Benefits

The GVD will contribute to reducing the emissions from road transport in London. The benefits of this new discount classification are:

- It will help encourage a switch to some of the cleanest vehicles currently available
- It is standards based and therefore technology neutral
- It focuses on both CO₂ and air quality

Example of eligible vehicles

Examples of cars that would be eligible for the proposed GVD should it be introduced include the new 2009 model Prius, the new Citroen C3 1.6 Airdream⁺ and the Volkswagen Polo 1.2 TDI 80PS BlueMotion. Those driving or considering purchasing a new or current model of car, can check the vehicle's CO₂ emissions (g/km) and Euro standard on the Vehicle Certification Agency's website: vccarfueldata.org.uk

Review of the changes

Should the Greener Vehicle Discount be implemented, TfL proposes to monitor the impacts of the changes on the Congestion Charging scheme. The discount would be reviewed in 2013, potentially considering the qualifying criteria or level of discount, to ensure that the congestion and environmental benefits of the scheme were being maintained.

A change to the electric vehicle discount

Proposal

Currently there is a 100% discount for fully electrically propelled vehicles. TfL proposes that the eligibility criteria for this discount be widened to include plug-in hybrid electric vehicles (PHEVs). It is anticipated that they will play a key role in the Mayor's Electric Vehicle Delivery Plan and many of the major manufacturers are planning to launch PHEVs from 2011 onwards.

PHEVs run on electric power and another fuel which is usually petrol. They are different from a standard hybrid vehicle that does not need to be plugged in to recharge its battery.



How changes to the AFD, electric vehicles discount and introduction of the GVD would affect you

The table below shows which vehicles would be eligible for discounts and when, providing they have been registered with TfL:

Vehicle type	Current charge	4 Jan 2011 - 24 Dec 2012	From 1 Jan 2013 onwards – although elements may be subject to review
Vehicles registered for current AFD but not eligible for new GVD	100% discount	100% discount for owner's vehicles registered for AFD before 24 Dec 2010	Full daily charge
Euro 3 vehicles with 100g/km CO ₂ or less	£8 daily charge	100% discount	100% discount
Plug-in electric hybrid vehicle	no models currently available	100% discount	100% discount
Electric Vehicle	100% discount	100% discount	100% discount

Alterations to the registration process for 9+ seat vehicles

Proposal

Almost all vehicles that are eligible for a discount from the Congestion Charge must pay an initial £10 annual registration charge to activate the discount and then an annual £10 charge. However, vehicles with 9 or more seats do not have to pay these charges - although they must still register with TfL annually to receive the discount.

To ensure a consistent approach for all vehicles eligible for a discount, TfL proposes that owners of vehicles with 9 or more seats pay the £10 registration and annual charge.

Ministry of Defence Vehicles

Proposal

Vehicles which are being used for naval, military or air force purposes are currently exempt from the Congestion Charge. New legislation has recently been passed which requires us to extend the exemption to any vehicles belonging to the Ministry of Defence. TfL is therefore proposing to reflect this change in the exemption.

Next steps

This statutory consultation ends on **Monday 2 August 2010**. TfL will then prepare a report to the Mayor of London reflecting comments received during the consultation.

The Mayor will then make a decision as to whether or not to go ahead with the proposals and confirm the Variation Orders, with or without modifications. Once a decision has been made, TfL will publicise this decision, along with the reasons for the decision.

Should the Mayor decide to proceed with the scheme changes, the first day they would come into effect would be 4 January 2011 (no charge is payable from Christmas Day to New Year's Day inclusive).

An information campaign would take place to help ensure that drivers are aware of the changes to the way that the Congestion Charging scheme would operate.

Your views

To provide your views on the proposed changes to the Congestion Charging scheme explained in this leaflet, respond online at cclondon.com by **Monday 2 August 2010**.



Further information

Further information on the proposed changes to the Congestion Charge, including documents that provide additional detail on the operation and expected impacts of the proposals, and an online form, are available at cclondon.com

Other language versions are available on request as well as large print, audio CD and additional copies of the leaflet by calling us on **0844 811 9785***

Privacy notice

Transport for London (TfL), its subsidiaries and service providers, and the Greater London Authority will use your personal information for the purpose of administering this consultation and assessing opinions on the proposed changes to Congestion Charging. Your personal information will be properly safeguarded and processed in accordance with the requirements of the Data Protection Act 1998.

Responses to the consultation may be made publicly available, but any personal information will be kept confidential. You do not have to provide any personal information, but this information may help TfL to understand the range of responses. For example, responses may be analysed by postcode to help identify local issues.

*Calls from BT landlines cost up to 5p per minute. Cost of calls from other lines may vary.

