

# Central London Congestion Charging Scheme

Has it Achieved its Objectives?



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Principal, Derek Turner Consulting

# The scheme has been very successful



Congestion  
charging...

**“C is for calm: commuters stay away as London brings in congestion charge”**

60,000 fewer car movements  
per day enter the charging zone



Around 110,000 people a day pay the  
congestion charge

“The people who said it  
would never work were  
wrong”

- *Alistair Darling,  
Secretary of State for  
Transport*



“This is the best idea since  
the Underground. Like that  
was, charging is a bold  
vision that could help us  
rethink transport.”

*Transport 2000*

# Agenda

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## Introduction to Derek Turner Consulting

Objectives of the Scheme

Background and Issues

The Scheme

How the Scheme operates

Overview of scheme performance

Traffic conditions

Public transport

Lessons learnt and Insights

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## Derek Turner brings years of traffic management expertise

- Former Managing Director for street management
- Introduced congestion charging in London

“I brought Derek Turner in to deliver congestion charging and my confidence in him has been rewarded. He is one of the finest public servants I have ever worked with.” *Ken Livingstone, Mayor of London (May 2003)*

- Derek Turner Consulting (DTC) is a strategic consultancy specialising in:
  - road user charging schemes
  - transport policy
  - strategic project and organisational management
- DTC has formed operational alliances to provide greater scope of delivery

Introduction

## Objectives of the scheme

- Reduce inner London traffic levels by 10-15%
- Cut road transport delays by 15-25%
- Increase speeds by 10-15% inside zone
- Improve conditions outside zone
- Improve bus operations
- Produce net revenue of £130m p.a.
- Achieve a modal shift

Objectives

## London was in severe need of a charging scheme

- “...**transport has become the number one concern** for businesses in London...” *London Chamber of Commerce and Industry (1999)*
- 90% Greater London residents said “**there is too much traffic in London**” *ROCOL Group 1999*
- 80% of motorists found congestion in London as “**very serious**” *Lex Report (1999)*
- Central London **average traffic speeds of 16km/h** during the working day

## There were many possible methods of charging road users

- Cordon entry permit
  - Payment on passing through toll plaza
- Area License
  - Paper licenses for visual inspection, option of database
  - Virtual license with enforcement by digital camera
  - Electronic Road Pricing systems
- Workplace Parking Levy

## Issues affecting scheme introduction

- Legal powers granted in 1999/2000 to introduce a scheme
- Road Charging Options for London (ROCOL) report published 2000
- *Political issues:*
  - congestion charging key issue of first mayoral elections (2000)
  - Scheme required delivery within timescale of Mayor's first term
- *Delivery Issues*
  - Project team assembly
  - Integration of in-house and management consultancy teams
  - Procurement for a £230m project:
  - World's largest road user charging operation

### Background & Issues

## The central London congestion charge scheme is comprised of...

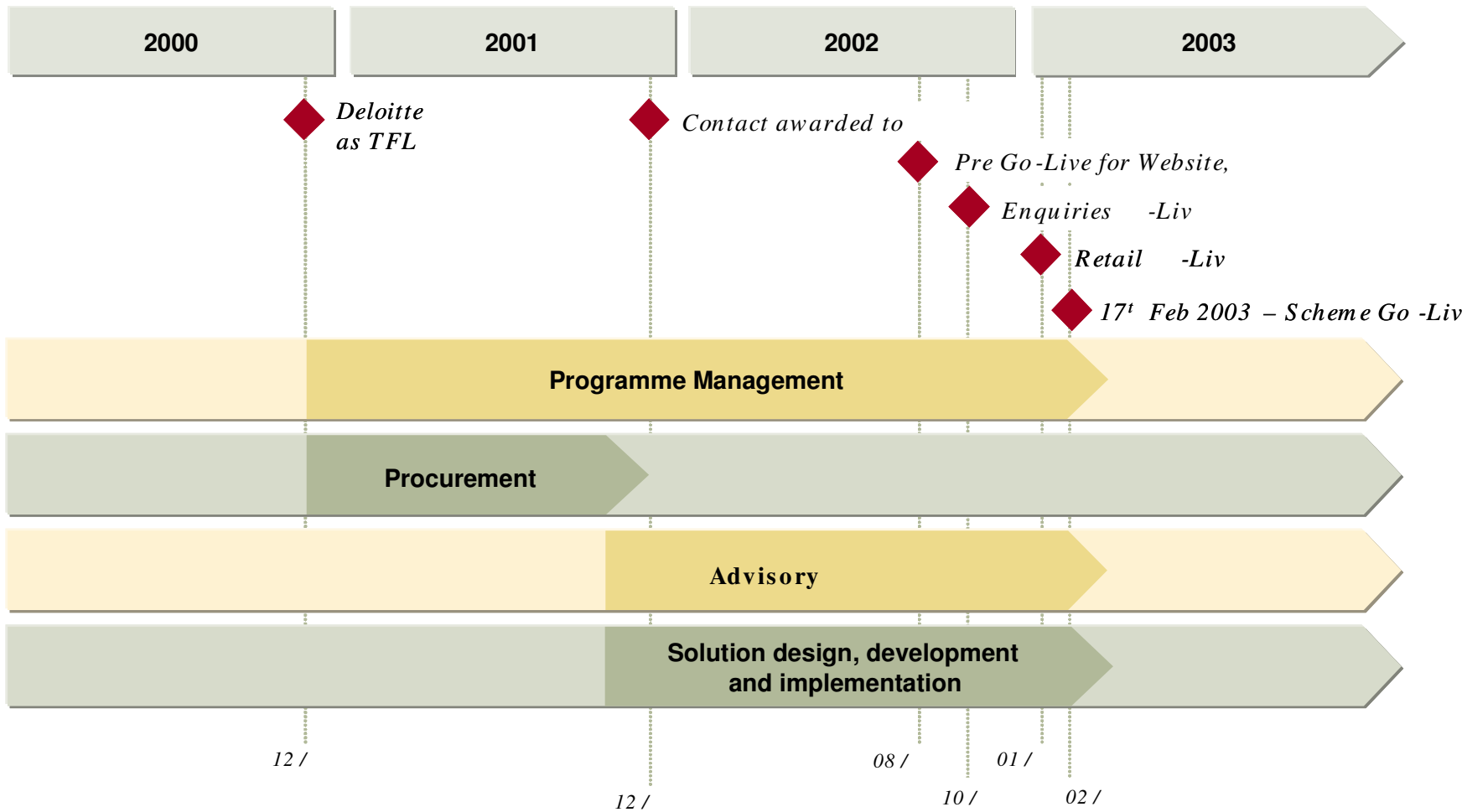
- Virtual area license with complementary database
- Enforcement using Automatic Number Plate Recognition (ANPR)
- Cameras located on boundary of zone and within charging area

### the advantages to this are:

- “Intermediate technology” scheme allowed rapid implementation
- Cameras enabled greater scope for enforcement
- Ability to discriminate by vehicle type
- Payment easier – can be made on day of travel
- Possibility of future development into tag and beacon system

### The Scheme

# Timescale for implementation was 2 years

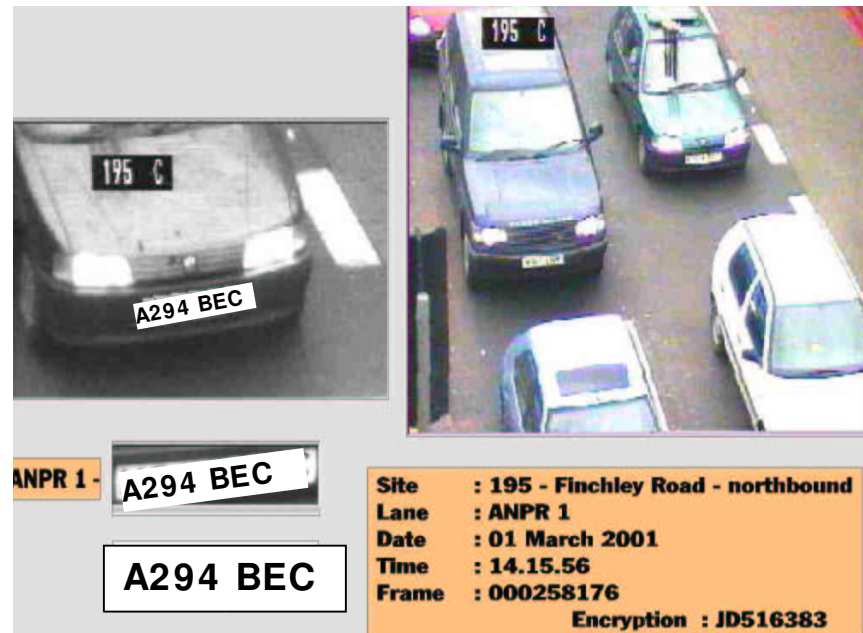
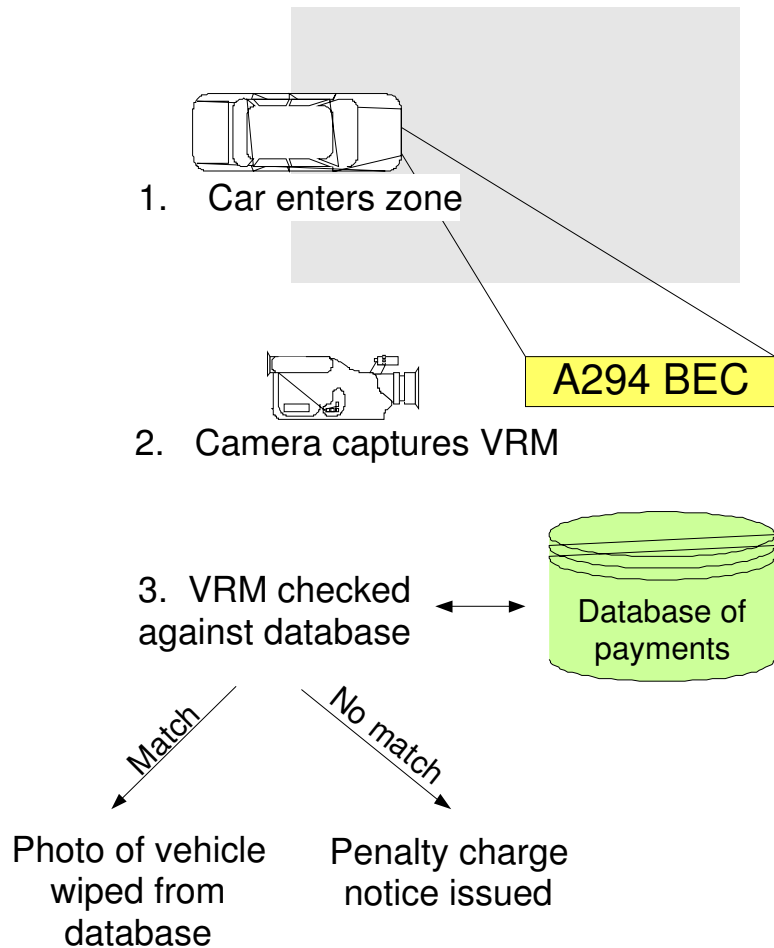


## The Scheme



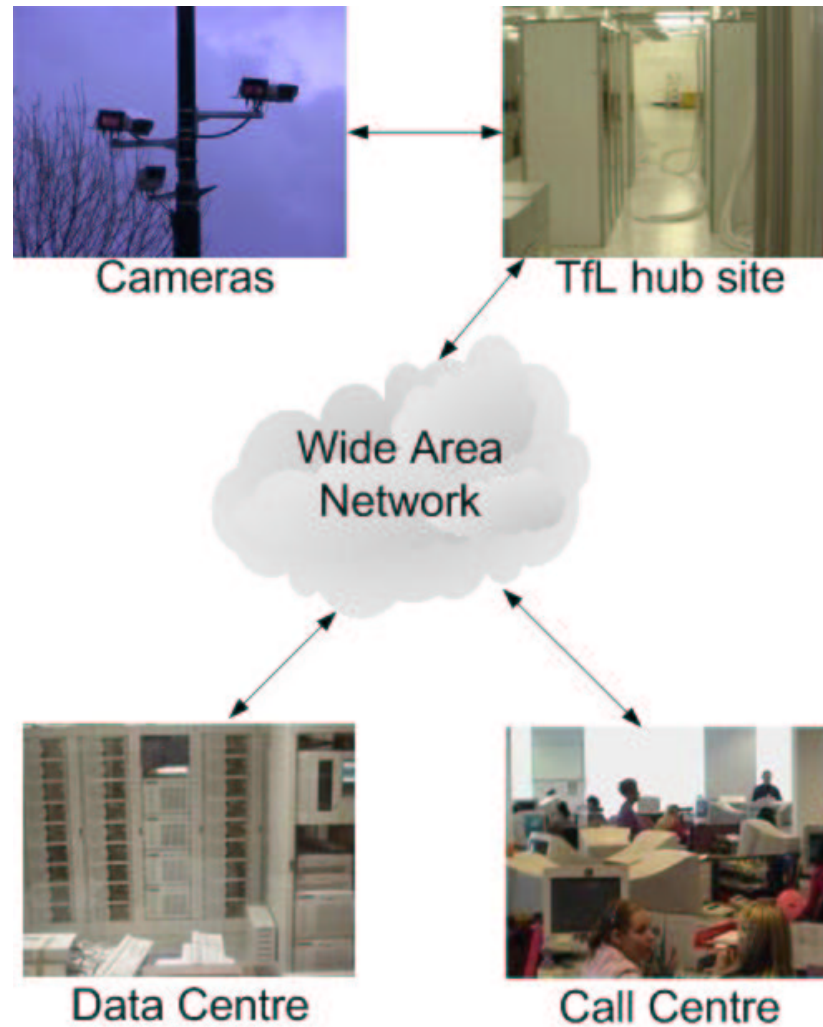
# The zone is monitored by digital cameras...

...automatic number plate recognition technology enables information regarding capture and keeper to be identified.



How it operates

...and is supported by a comprehensive communications network



How it operates

## A simple charge structure, a variety of payment options..

### *Who is charged?*

- £5 per day
- By vehicle registration mark
- Payment made daily, weekly, monthly or annually
- Weekdays, 7am - 6.30pm
- Those vehicles not exempt
- Payment in advance or until 12am of day zone entered
- Charge doubles after 10pm

### *How to pay*

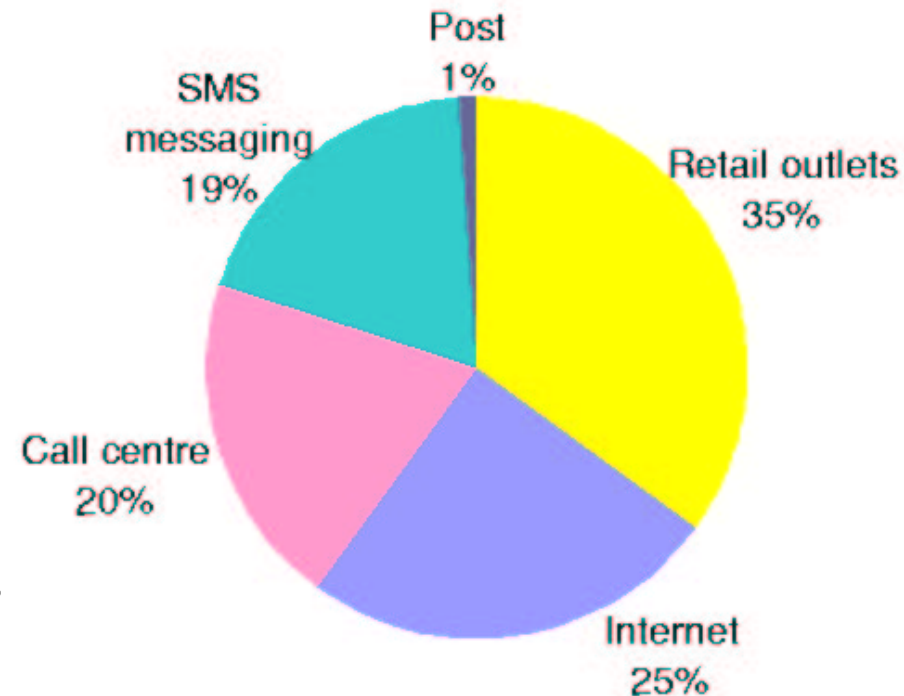
1. [www.cclondon.com](http://www.cclondon.com)
2. SMS text messaging
3. 200 PayPoint outlets in zone
4. 9000 PayPoints nationwide
5. Free standing machines in car parks in zone
6. Post
7. Phone

### How it operates

## A major public information campaign resulted in trouble free use

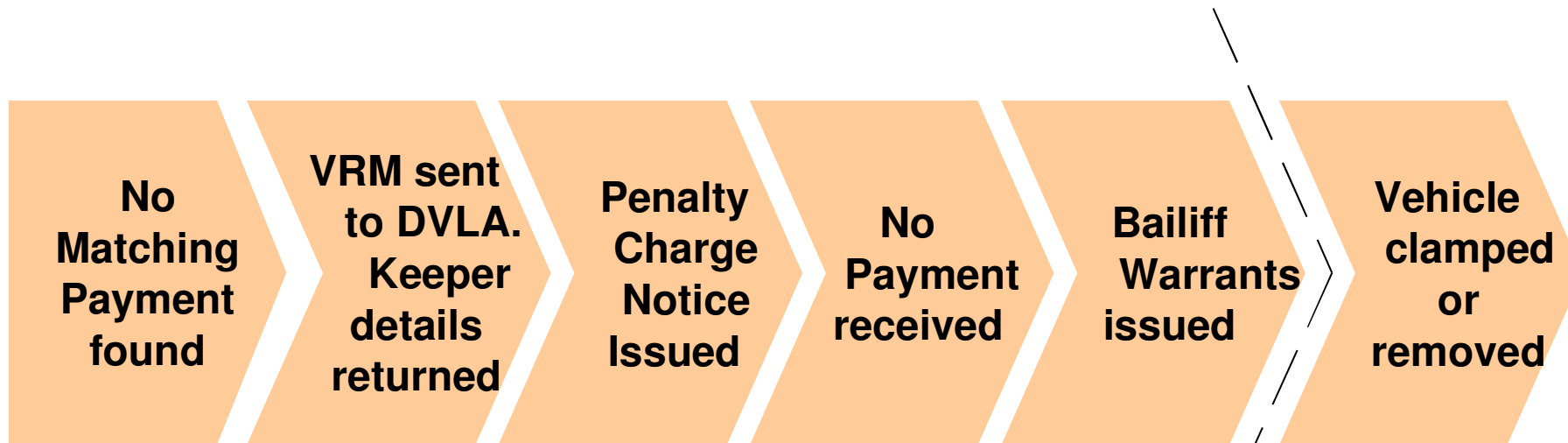
- Leaflets to 3 million households
- Over 35,000 packs to businesses operating fleets of 25 or more vehicles
- Call centre (0845 900 1234)
- Advertising on TV, radio, newspapers
- [www.cclondon.com](http://www.cclondon.com)
- Face to face activity in boroughs
- Emails to businesses in and around London

### Split of payment channels Feb - Aug 2003



How it operates

## Strict enforcement...



Persistent Evaders

- £80 penalty charge is reduced if paid within 14 days
- Representations received in response to PCNs may result from incorrect input of vehicle registration detail

How it operates

## ...and a thorough monitoring strategy

- Scheme supported by comprehensive Impacts Monitoring Strategy
- Provides feedback on detailed operation and effects of the scheme
- Results published each year
- 5-year programme
- Covers impacts on: Traffic & Transport, Business, Economy, Social Groups and Environment

How it operates

...enabled a successful launch and on-going performance

## **This is the world's largest congestion charging scheme:**

- Congestion has decreased by 40%
- Public transport is coping well
- Buses are benefiting from reduced congestion
- Payment systems working satisfactorily
- PCNs issued at an average of 3% of payments received
- Public remains supportive of scheme

***“We always thought we had to live with congestion in our city centres. London has shown this is no longer true.”***

*- Susan Kramer (board member for Transport for London and previous Liberal Democrat mayoral candidate)*

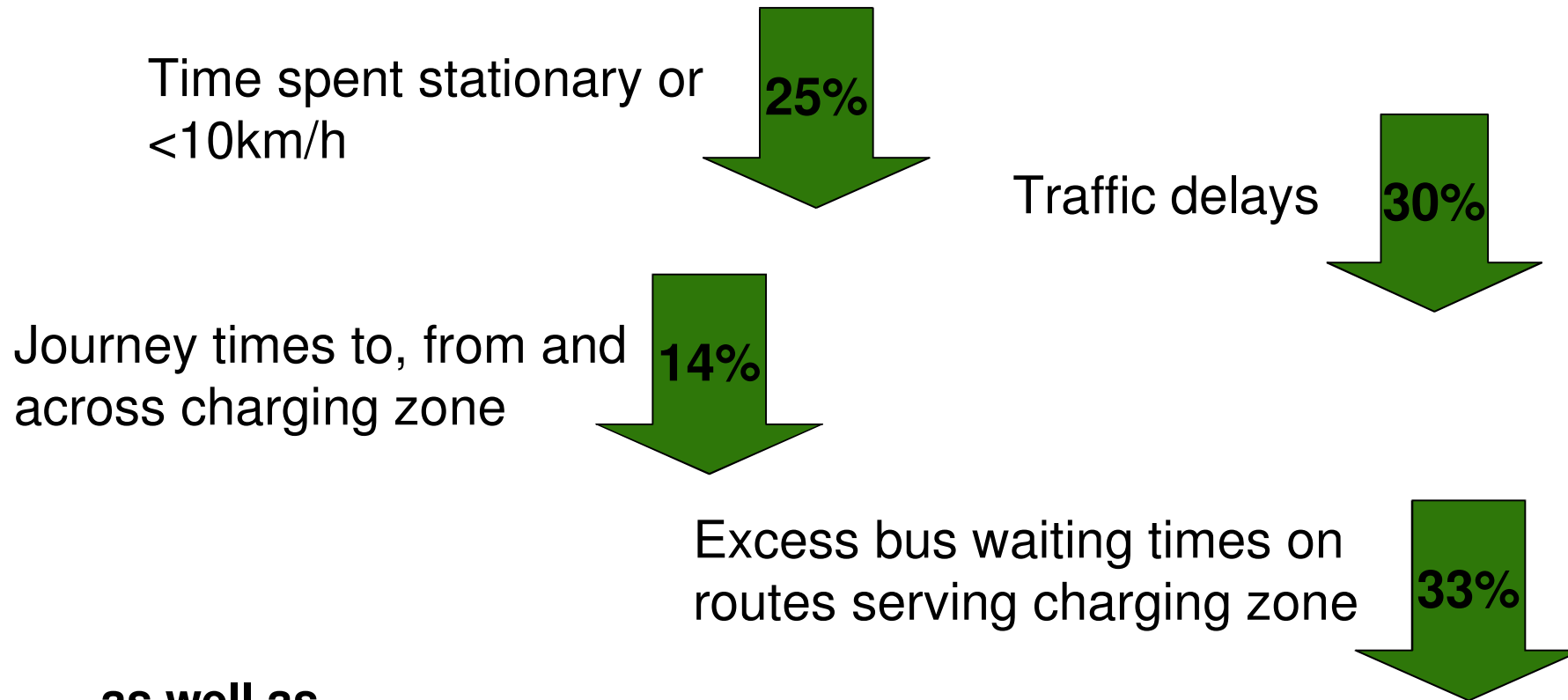
**Performance Overview**

## Vehicle data capture allowed new traffic management procedures

- Working with London boroughs
- Successful accommodation of traffic diverting to the boundary route around the congestion zone
- Managing “knock-on effects” such as:
  - traffic calming
  - parking management
- Improved enforcement of parking and loading restrictions
- Improved co-ordination of street works

Performance Overview

## Substantial benefits for London's transport can be seen



**...as well as**

- **reduction in road accidents within zone**
- **expected net revenue for 2003/04 of £68million**

**Performance Overview**

## ...as well as good public reaction

- The scheme processes large volumes of payments on a daily basis

Payments per day	108,000
Fleets	12,000

- Driver responses to the scheme have settled
- Enquiries or payments at call centres have fallen from an average of 167,000 per week to 70,000
- Payment rates for PCNs have steadily increased: 61% of those issued in August were paid by the end of September
- Representations received in response to PCNs has decreased from 62% to 16% since early weeks of scheme

### Performance Overview

## Prior to go-live, public support for the scheme was significant...

56% think congestion charging will cut traffic in central London\*

Two thirds of Londoners believe congestion charging will deliver some benefits\*

One third will use their car less in central London\*

Opinion poll<sup>§</sup> shows support for charging:  
46% for charging  
43% against charging

93% of respondents want action on congestion

\* RAC "Making the most of Britain's Roads Report 2003

§ Evening Standard 2002

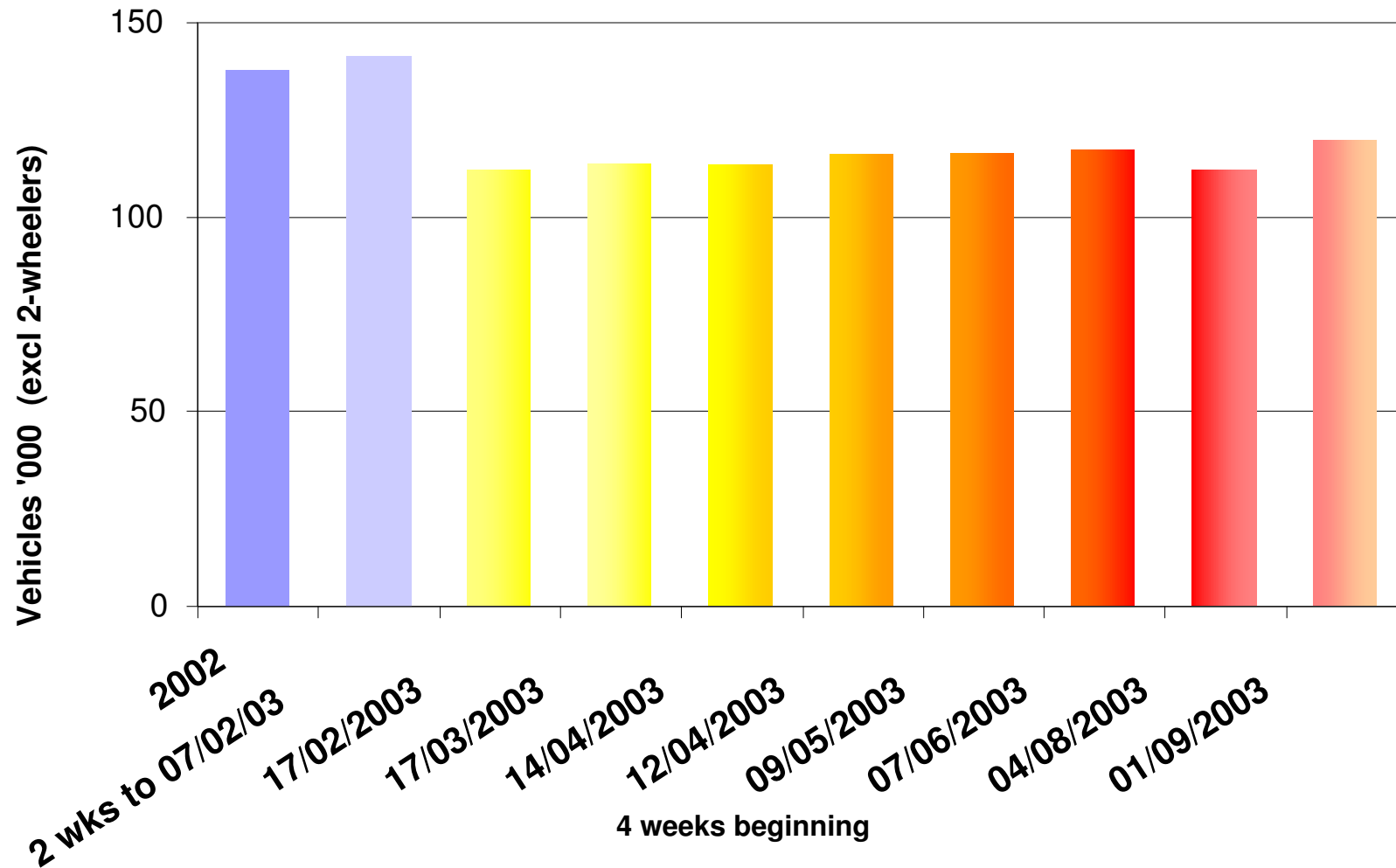
**Performance Overview**

... though many local and national organisations were sceptical

- “It will be many years before the plans will come into effect - if at all.”
  - *Evening Standard*
- “It’s going too far too fast.”
  - *The Automobile Association*
- “Something needs to be done but we are not convinced this is the answer”
  - *Westminster City Council*

Performance Overview

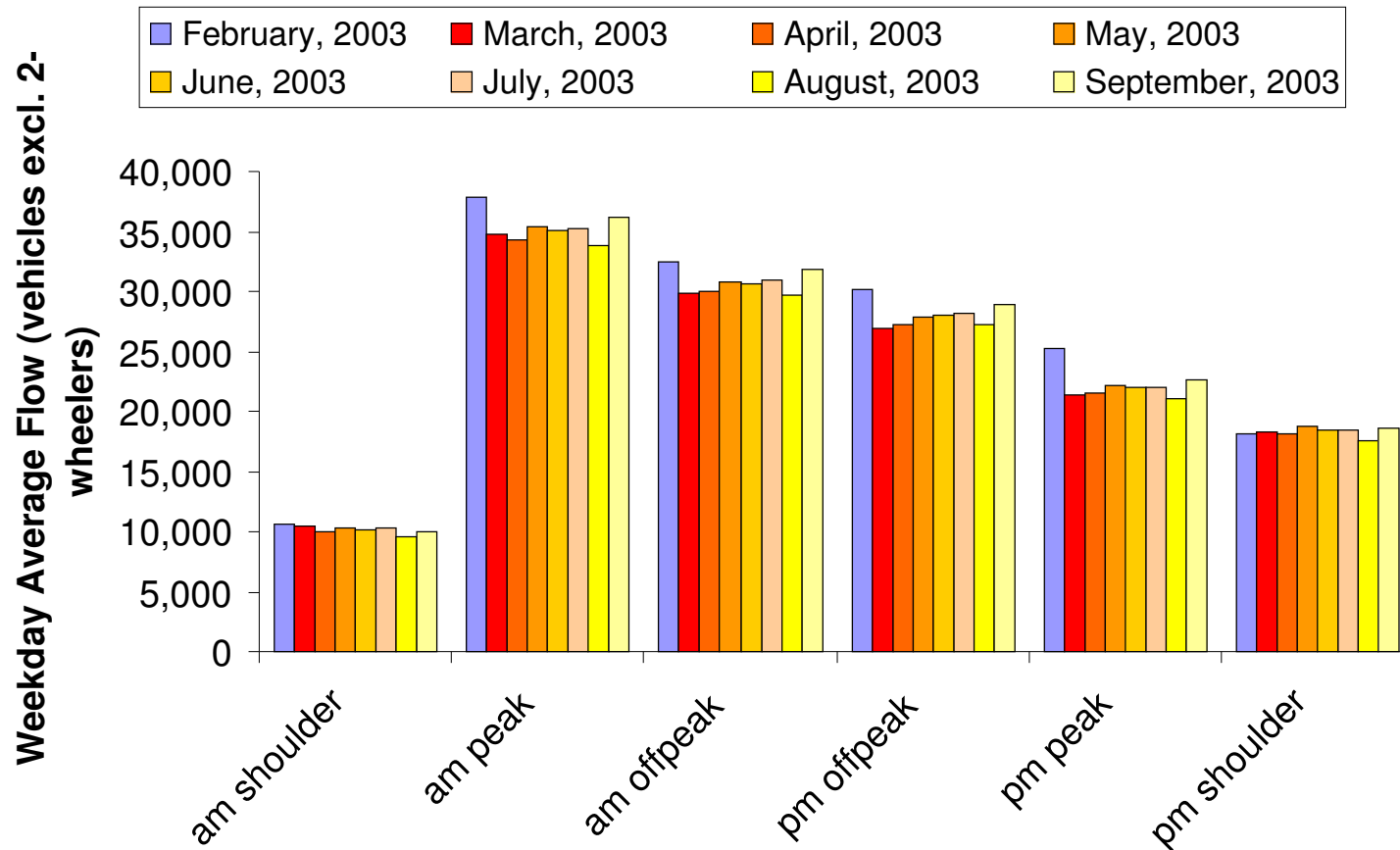
# Reduction in inbound traffic flow is significant and enduring



Traffic Conditions

...most evident in peak periods, with no effect on shoulder flows

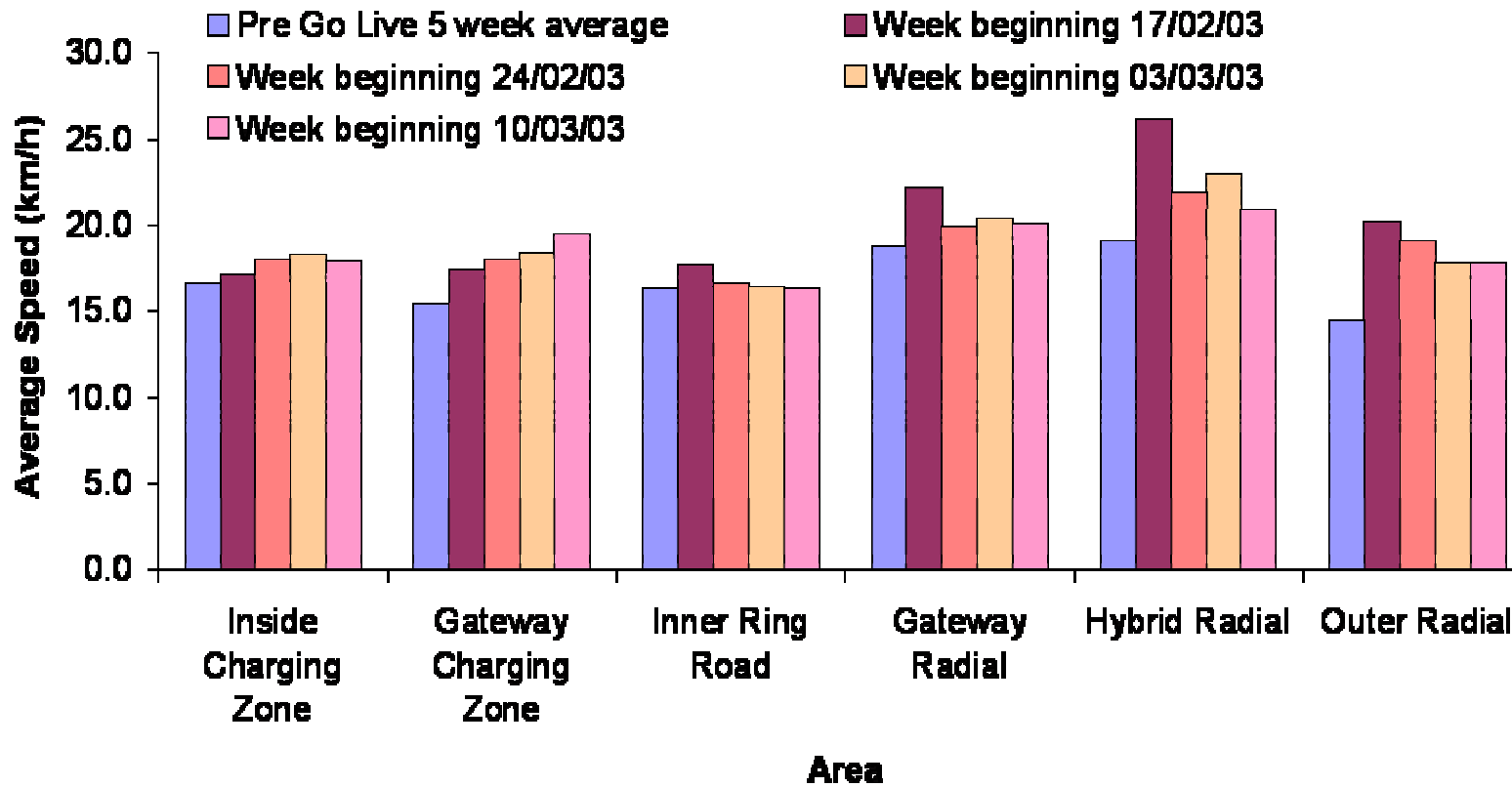
### Weekday Average Flow at 16 High-Flow Inbound Gateway Sites



Traffic Conditions

Weekday speeds in and around the zone increased by 10 – 20%

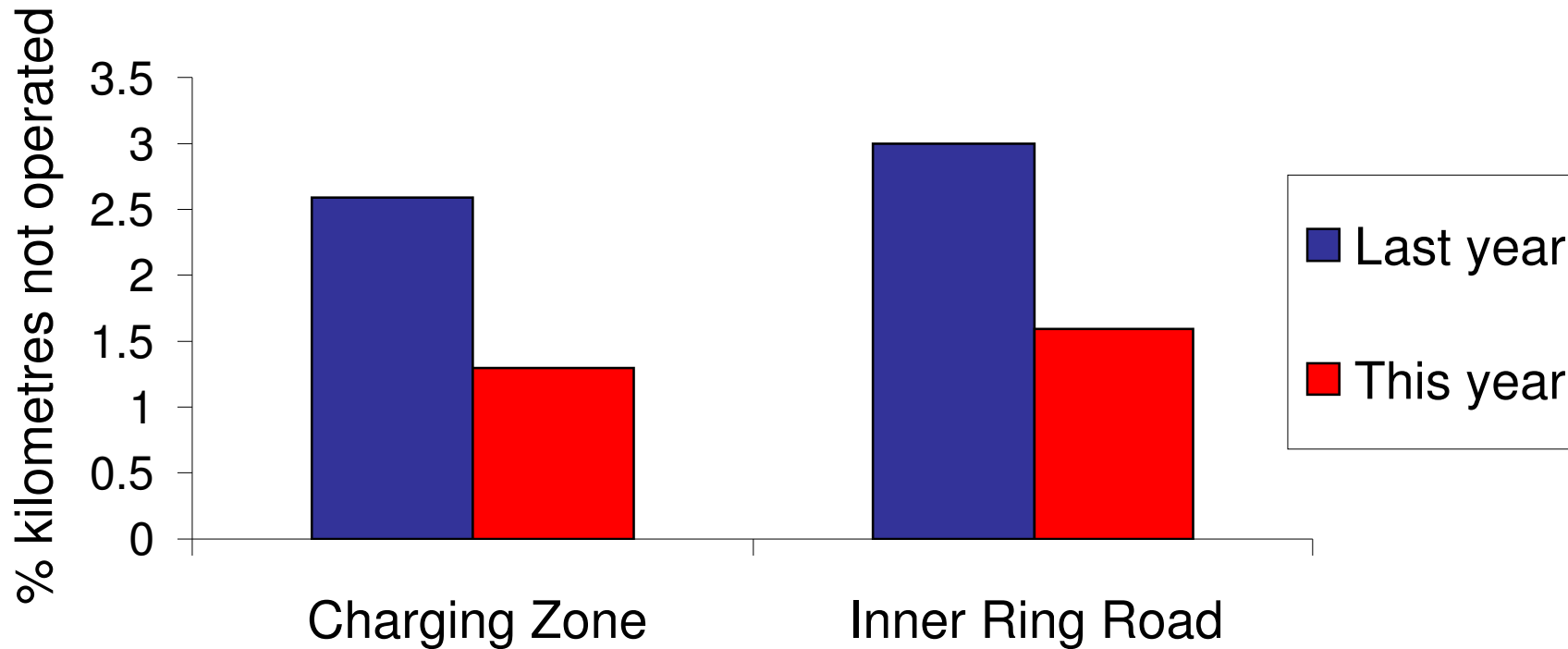
Average Weekday Speeds 07.00-10.00



Traffic Conditions

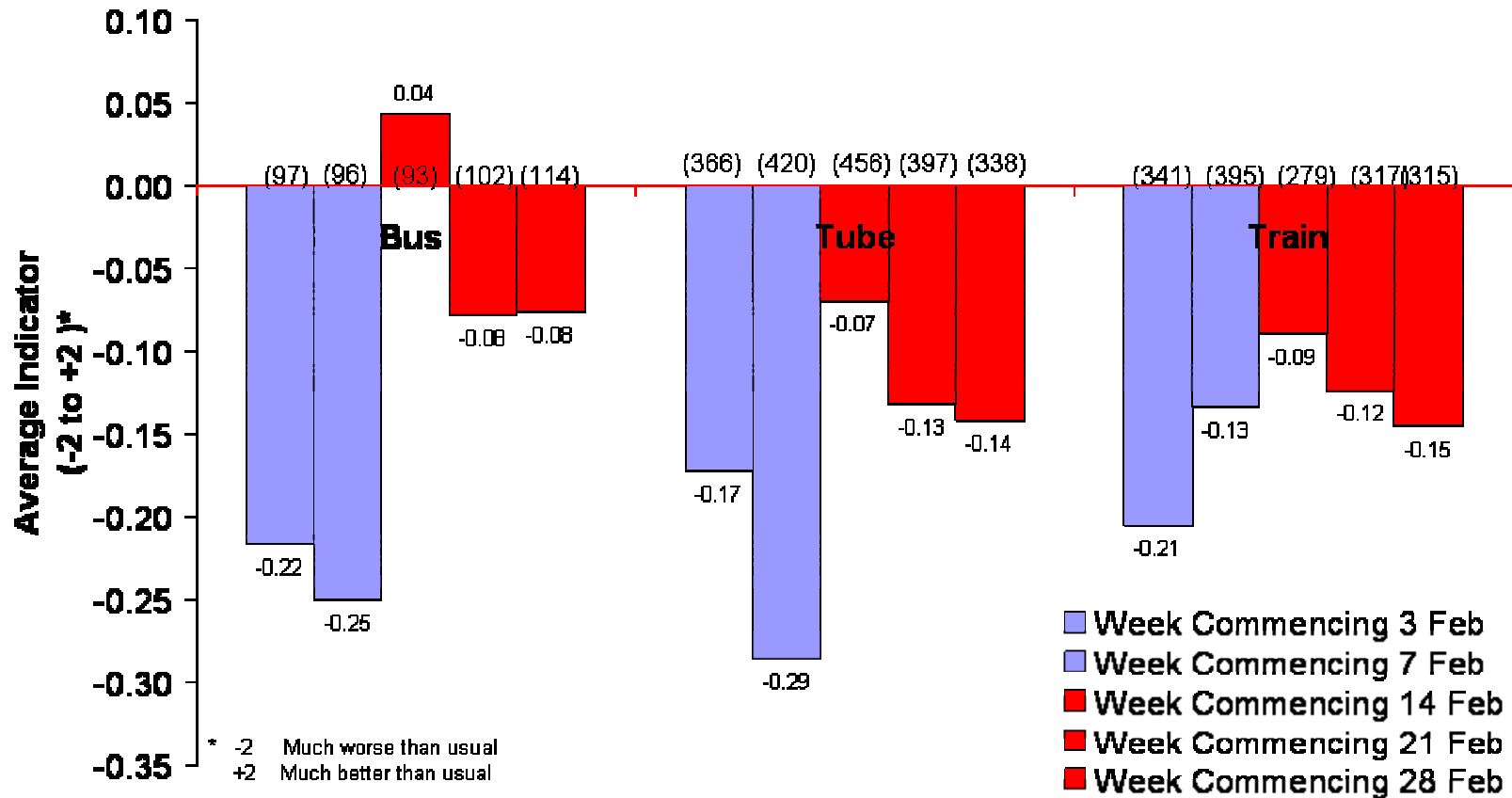
# Delays due to traffic disruption have almost halved

## % scheduled kilometres not operated due to traffic delays Mon - Fri



Public Transport

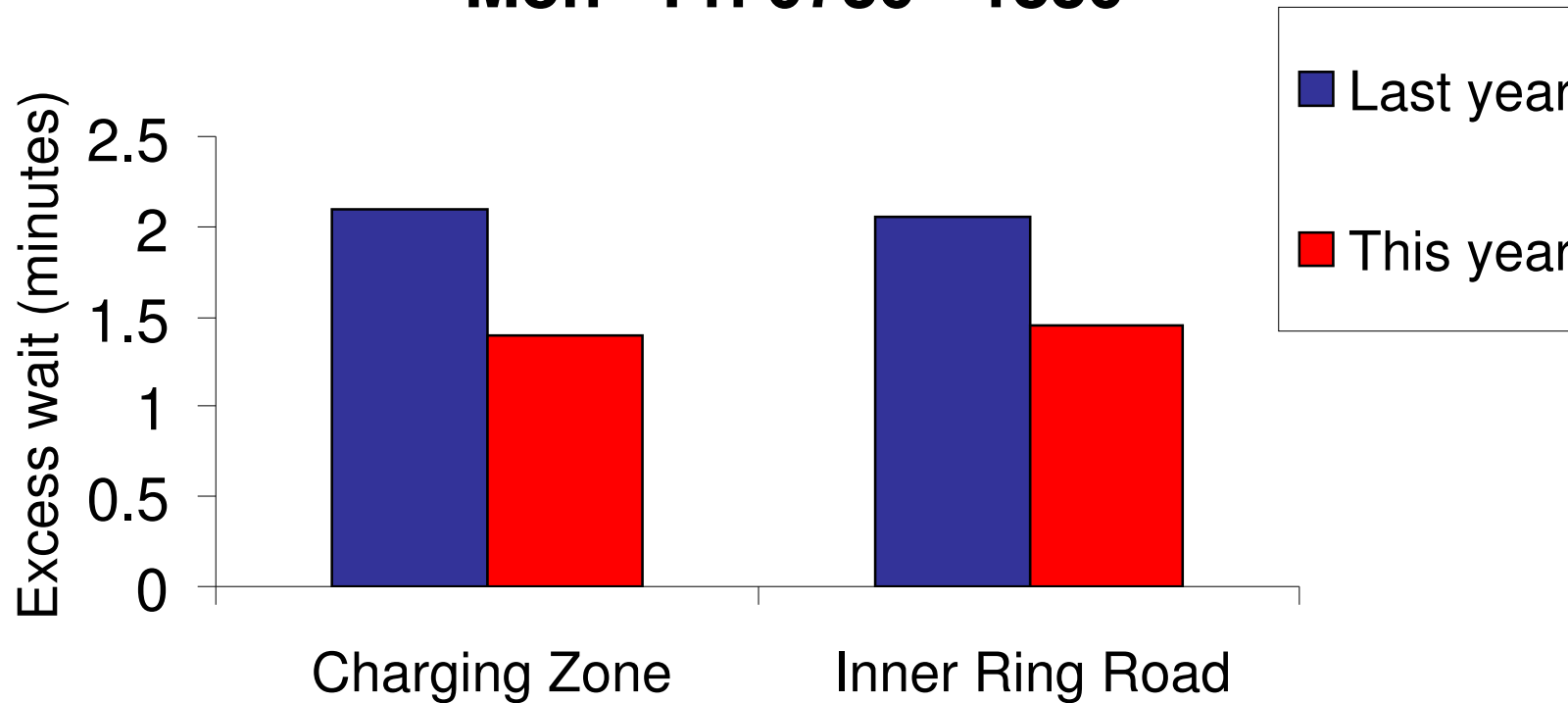
# Indicative public transport survey results have been positive



Public Transport

Bus reliability has increased by over 25%

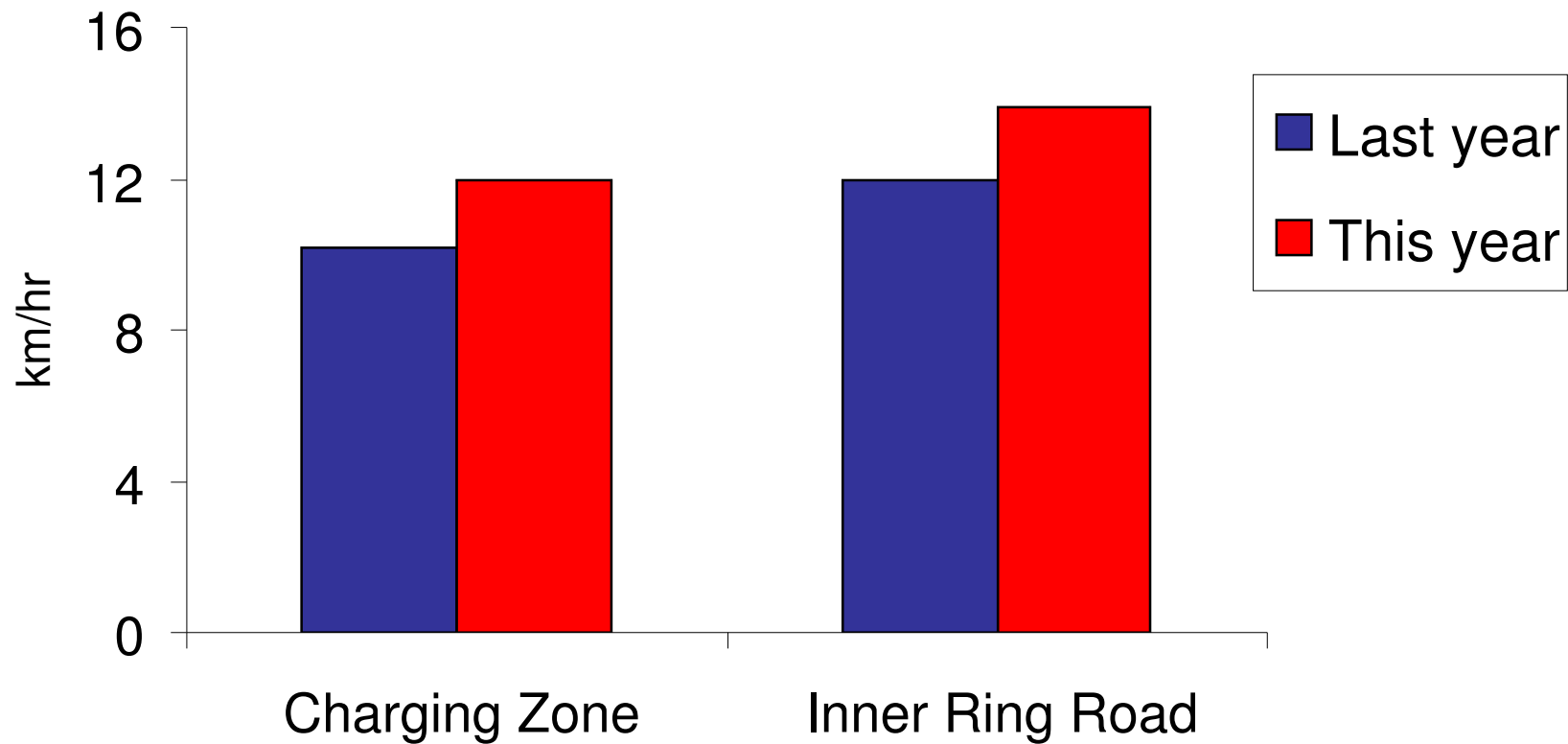
## Bus service reliability Mon - Fri 0730 - 1830



Public Transport

Peak hour bus speeds have increased by almost 20%

## Bus Speeds Mon - Fri AM peak



Public transport

## Lessons Learnt

- Political commitment mandatory
- Strong project management required
- Integrated team and partnership essential
- Clear procurement strategy is a must
- Presenting congestion charging as part of an overall transport strategy
- Importance of public information campaign

Lessons and Insights

# Conclusion

*Enthusiasm and “can do” attitude  
can deliver an “impossible” project*

Lessons and Insights