Investing the revenue – early years

• Improvements:
  bus network, including night services
  network accessibility
  safety and security
  for pedestrians and cyclists

• Accelerating road and bridge maintenance

• Freight Partnerships
Investing the revenue - long term

- Expanded Underground and rail capacity: new services across and around London
- New river crossings of the River Thames
- Improved access to London’s town centres
- Tram or segregated bus schemes
- Selected improvements to London’s roads
LONDON CONTEXT 2000/01

- Greater London - largest urban area in Europe
- Central London - 1 million workers

- Worst traffic congestion in the UK
  - average traffic speeds 15km/hr
  - vehicles typically spent half their time in queues

- Congestion was costing time and money

- General acceptance from public and businesses - ‘something had to be done’
Part of a wider strategy

- Congestion charging part of London-wide Strategy - No.1 priority ‘tackling congestion’
- Integrated approach: public transport; parking & loading enforcement; congestion charging
- Extensive public consultation over 18 months
  Public transport improvements in advance
- Associated traffic management
- Commitment to monitoring and adjustments
Traffic changes

- Traffic delays inside the charging zone down 30%
- Traffic levels into zone down 18% during charging hours (30% down for cars, van & lorry down 20%, cycles up 20%, motor cycles up 10-15%)
- 15% less traffic in the zone
- No evidence of any significant adverse traffic impacts of traffic volumes on the boundary or outside the charging zone
Supply meets demand

- Passenger increases: 29,000 additional passengers, an increase from 77,000 to 106,000 in Morning Peak Period

- Bus capacity increased by an extra 560 buses entering the zone in morning peak
Improved reliability and quicker journeys

- Level of disruption caused by traffic delays has fallen by 60%
- Bus journey speeds have risen by 7%
Changes in the business’ viewpoint of congestion in central London

Source: TfL Telephone Business Surveys, Autumn 2002 compared with Autumn 2003
Influence on retail business performance in zone

Source: TfL Telephone Business Survey, Autumn 2003
Service Improvements

- Phase programme of IT, process, management, training and staffing improvements
- Following improvements to the enforcement service, PCNs issued average 165,000 p/month
- Representation to PCNs fallen from 64% to 22%
- Charging contributes £50 million of net transport benefits to London’s economy per year, mainly through quicker and more reliable journeys
Support for the Scheme

• 57% of Londoners strongly support or tend to support congestion charging compared to 46% in 2002 (YouGovPOI, Autumn 2003)

• Mori Survey (Oct/Nov 2003) shows that 73% of London businesses believe that congestion charging has been effective or fairly effective in reducing traffic congestion