Information correct at time of going to print.

Data Protection Statement
Transport for London (TfL) and the Mayor of London will use the information you have supplied in response to this consultation only for the purpose of assessing the proposals. Responses may be made publicly available. However, personal details will be kept confidential. You do not have to provide any personal information, but this information will help TfL to understand the range of responses. For example, responses may be analysed by postcode areas to identify local issues.

MAYOR OF LONDON on the future of the Congestion Charge Western Extension
I was elected in May on a manifesto in which I committed to taking proper account of Londoners’ opinions on the issues that affect them. I promised to hold a consultation on the future of the Western Extension of the Congestion Charging Scheme, which was introduced in February 2007.

I start this consultation with an open mind as to what should happen with the Western Extension – whether it should be retained in its present form, removed or changed to address specific needs of the area and its users. The responses will inform my policy decisions on the Western Extension and will be taken into account when I revise my statutory Transport Strategy in due course.

I look forward to hearing your views and working with you.

Boris Johnson
Mayor of London

Transport for London want to hear your views on a number of options for the future of the Western Extension.

Please tick one or more of the options below to indicate your preference, or use the space at the bottom of the form to tell us about any other changes you would like to see made to the Western Extension.

Thank you for taking the time to tell us what you think.

Option 1 – Keep the Western Extension as it is

Option 2 – Remove the Western Extension

There would no longer be a charge to drive in the Western Extension: residents of the Western Extension would no longer receive a discount on travel in the original charging zone

Option 3 – Change the way that the scheme operates

Please give us your views on the following options or use the space below to tell us about other potential changes.

3a Introduce an account-based payment system across both the original charging zone and the Western Extension so that drivers can have the charge debited from an account automatically, and would not have to worry about forgetting to pay the charge and getting a penalty charge. It would also allow residents to pay for single charging days travel in the zone.

Strongly support  Support  Neither  Oppose  Strongly oppose  Don’t know

3b Introduce a charge-free period in the middle of the day in the Western Extension. Driving in the original zone, or during charged hours in the Western Extension, would still cost £8.

Strongly support  Support  Neither  Oppose  Strongly oppose  Don’t know

3c Increase the residents’ discount from 90% to 100% across both the original charging zone and the Western Extension so that residents would not be liable to pay the charge.

Strongly support  Support  Neither  Oppose  Strongly oppose  Don’t know
Contents

Purpose of this leaflet ........................................................................................................... 2

Options set out in the leaflet .............................................................................................. 2

Background information on the scheme ............................................................................. 4

Impacts of the Western Extension ....................................................................................... 5

Map of the Congestion Charging zone .............................................................................. 6

Western Extension zone options ......................................................................................... 8

Option 1 – Keep the Western Extension as it is ................................................................. 9

Option 2 – Remove the Western Extension ........................................................................ 10

Option 3 – Change the scheme
  A: Make the charge easier to pay by introducing accounts ................................. 12
  B: Introduce a charge-free period during the middle of the day ....................... 13
  C: Increase the Residents’ discount to 100% ....................................................... 15

Impacts of the options for London ..................................................................................... 16

Impacts summary table ...................................................................................................... 18

What happens next ............................................................................................................. 19

Other information .............................................................................................................. 20
Changes to the scheme
Under Option 3, TfL has been considering some specific changes to the way in which the scheme operates. Possible changes include:

A: Make the charge easier to pay by introducing payment accounts
An account facility could be implemented to make it easier for people to pay the charge and reduce the risk of receiving Penalty Charge Notices. This would also enable residents to pay for single charging days. This change would apply to the whole scheme.

B: Introduce a charge-free period in the middle of the day in the Western Extension
TfL could introduce a charge-free period during the middle of the day in the Western Extension so that drivers could travel there free of charge during this period, provided they did not also travel during the charged morning or afternoon periods of the same day. TfL is still working through the practical and operational implications of such an approach, and it is possible that it might only be available to account-holding drivers.

C: Increase the Residents’ discount to 100%
The Residents’ discount is currently 90%, payable for a minimum of five consecutive charging days. TfL is considering the possibility of increasing it to 100%, so that residents of the Western Extension or the original central London Congestion Charging zone who are registered with TfL would not be required to pay the charge to travel in either part of the zone.

The Mayor has asked Transport for London (TfL) to seek Londoners’ views on the future of the Western Extension of the Congestion Charging Scheme.

The results of this consultation will help inform the Mayor’s decision on whether the Western Extension should remain as it is; be removed; or whether it should be altered. The Mayor will also take account of the views of key stakeholders. This initial, non-statutory consultation would need to be followed by a set of statutory processes if any changes are to be made to the Western Extension.

The very earliest that the Western Extension could be removed is at the end of 2009, but some changes to the scheme would require longer implementation timescales.

We are keen to hear your views. There is a questionnaire at the back of the leaflet which we hope you will complete or you can respond online at tfl.gov.uk/westernextension

The consultation will end on Sunday 5 October 2008.

This consultation is a chance for you to comment on potential changes to the Western Extension. In this leaflet, TfL presents three main options for the Western Extension:

<table>
<thead>
<tr>
<th>Option 1</th>
<th>Keep the Western Extension as it is</th>
</tr>
</thead>
<tbody>
<tr>
<td>Option 2</td>
<td>Remove the Western Extension</td>
</tr>
<tr>
<td>Option 3</td>
<td>Change the Western Extension</td>
</tr>
</tbody>
</table>

TfL is seeking your views on these changes, but we would also like to hear of other ideas you may have that could improve the way that Congestion Charging operates.

This leaflet presents some initial analysis of the likely impacts of these options on conditions in the Western Extension, and also describes the changes for individual users of the zone.

Unless it is explicitly stated otherwise, it is assumed throughout this leaflet that the original central London Congestion Charging zone will continue to operate as it does at present.
As expected, traffic in the Western Extension has been reduced by the scheme, with 30,000 fewer cars entering the area each day; a 10% reduction in circulating traffic. Congestion Charging has also helped to reduce vehicle emissions and encouraged people travelling in the area to use public transport, or to walk or cycle.

Initially there was a significant reduction in congestion in the Western Extension of around 20%. Traffic volumes remain well below those seen before the Western Extension was introduced, but other changes (including significant development and road works) have increased congestion again. TfL will seek to tackle this through enhanced road management. It is clear that without the Western Extension in place, congestion would be worse.

TfL’s monitoring indicates that the extended Congestion Charging zone (the original central London plus the Western Extension) has had a broadly neutral effect on business and the economy. Early monitoring of impacts on business in the Western Extension has shown some mixed outcomes though it is too early to fully evaluate whether these are directly associated with the introduction of Congestion Charging or related to wider economic and business conditions. In light of this we are keen to hear the views of business owners and employers as part of this consultation.

The Congestion Charge is an £8 daily charge for using a vehicle on public roads within the charging zone Monday to Friday 7.00am-6.00pm, excluding weekends and public holidays and between 25 December and 1 January inclusive.

On 19 February 2007 the Congestion Charging zone was extended westwards. A programme of complementary measures, including enhanced bus services, was introduced to accompany the scheme. As with the original zone, funds were also made available to local authorities to mitigate any potential traffic and parking issues arising from the extension, particularly around the boundary.

The extended central London Congestion Charging zone currently operates as one zone, with the same charges, discounts and exemptions applying no matter where you drive in the zone. There is no charge for driving on the boundary roads around the zone and there are also a number of routes that enable vehicles to cross the zone during charging hours without paying. Please see the map on pages 6 & 7.

Residents of the zone who are registered with Transport for London (TfL) are eligible for a 90% discount from the charge, meaning that they pay £4 for five consecutive charging days. Some residents living just outside the charging zone are also eligible for this 90% discount. There is a range of other discounts and exemptions available to certain categories of vehicles and individuals, such as Blue Badge holders.

The Mayor has confirmed that the previous plans to introduce a £25 daily charge for vehicles with the highest emissions of carbon dioxide (CO₂) and a 100% discount for vehicles with the lowest emissions of CO₂ will not go ahead.

Revenue

By law, all net revenue earned from Congestion Charging has to be spent on improving transport in London. In 2007/8, after accounting for costs, the Congestion Charging scheme generated around £137m in net revenues that were invested in transport in London.
Western Extension zone options

This consultation is an opportunity to reflect on potential options that the Mayor and Transport for London (TfL) are considering for the future of the Western Extension. You can give your views on these in the questionnaire at the end of this leaflet.

The various choices are intended to allow you to select those which best address your needs and the needs of the area, but please use the space provided to give details of any other changes that you think could make the scheme work better.

On the following pages you will find descriptions of the options – how they could work, the wider impacts they might have and descriptions of the charges that would apply if they were implemented.

Option 1 – Keep the Western Extension as it is

The Western Extension would remain in place and continue to operate as it does at present: an £8 daily charge for using a vehicle on public roads within the Congestion Charging zone Monday to Friday 7.00am-6.00pm. There would continue to be a range of discounts and exemptions available to certain categories of vehicles and individuals.

This option would preserve the benefits of the Western Extension, including significant reductions in traffic (around 30,000 fewer cars every day) and also reductions in emissions.

Implications for Drivers

- The range of discounts and exemptions would remain the same (e.g. for Blue Badge holders).
- The Residents’ 90% discount would continue to apply throughout the extended zone.
When the Western Extension was introduced, bus services in the area were enhanced to support the operation of the scheme and to accommodate additional demand from people transferring to public transport. If the Western Extension was removed, Transport for London (TfL) would review whether these additional services should be retained, modified or withdrawn.

**Implications for Drivers**

<table>
<thead>
<tr>
<th align="left">Driver in the zone not eligible for Residents' discount or other discount or exemption</th>
<th align="left">Driver registered for Residents’ discount living in the Western Extension area</th>
<th align="left">Driver registered for Residents’ discount living in the original central zone</th>
</tr>
</thead>
<tbody>
<tr>
<td align="left">£8 charge applies in original zone. No charge to drive in Western Extension area</td>
<td align="left">£8 charge applies in original zone. No charge to drive in Western Extension area</td>
<td align="left">90% discount in original zone. No charge to drive in Western Extension area</td>
</tr>
</tbody>
</table>

- There would be no charge for driving in the area that used to be the Western Extension. However, residents of the Western Extension zone (and those residents living just outside the Western Extension zone who are currently eligible for the Residents’ discount) would no longer be eligible for a 90% discount and would have to pay £8 a day to drive within the original charging zone.
- Residents living within the original charging zone (and those residents living just outside the original charging zone who are eligible for the Residents’ discount) would continue to qualify for a Residents’ 90% Discount. Residents of the Western Extension would no longer qualify for any residents’ discount.
- All other discounts and exemptions would still apply in the original charging zone.

The Western Extension of the Congestion Charging zone would be removed, returning the Congestion Charging zone back to its original size with its original boundaries in central London. The earliest this could happen is at the end of 2009.

The original zone would continue to operate, with a charge of £8 per day to drive within the zone Monday to Friday 7.00am-6.00pm. There would no longer be any charge to drive in the area to the west of the original charging zone, as illustrated in the striped area shown on the map below.

This option would lead to significant increases in traffic and some increases in total vehicle emissions in the area of the Western Extension, but would mean that drivers would no longer have to pay the charge to drive there. There would be a slight decrease in traffic in the original central London zone.

Given that road works are likely to continue and road capacity is likely to remain constrained, increases in traffic would lead to increased congestion above that experienced before the Western Extension was implemented.
Option 3 – Change the scheme

The following options for changing the way that the Congestion Charging scheme works are not mutually exclusive. Other changes may also be possible.

Option 3a – Change the scheme to make the charge easier to pay by introducing payment accounts

The Western Extension would remain in place and continue to operate with the original central London Congestion Charging zone as one extended zone with an £8 daily charge for driving within the Congestion Charging zone Monday to Friday 7.00am-6.00pm. There would continue to be a range of discounts and exemptions available to certain categories of vehicles and individuals.

Payment Accounts

Accounts would allow for payments to be processed automatically. As well as being convenient, this would help minimise the risk of customers incurring a penalty charge due to forgetting to pay or making a mistake (such as paying for the wrong vehicle or paying the charge and then not driving within the zone during charging hours). The earliest that payment accounts could be introduced is in early 2010. This change would apply to the whole scheme. Non account-holders would still be able to pay the charge via the existing payment channels and at the same rate as they do now.

Daily payments for residents

The introduction of payment accounts would enable residents to pay for single days, rather than for a minimum of five consecutive charging days as is currently the case. This would apply to the whole scheme. Payments would be taken from the relevant credit or debit card when a resident’s vehicle had used the zone for a total of five charging days. The existing system of paying £4 for five consecutive charging days would be retained for those who did not opt for accounts.

This option would lead to little change in traffic, emissions, and congestion levels.

Implications for Drivers

<table>
<thead>
<tr>
<th>Driver in the zone not eligible for Residents’ discount or other discount or exemption</th>
<th>Driver registered for Residents’ discount living in the Western Extension</th>
<th>Driver registered for Residents’ discount living in the original central zone</th>
</tr>
</thead>
<tbody>
<tr>
<td>£8 charge applies Mon-Fri 7am-6pm</td>
<td>90% discount on travel in the whole charging zone</td>
<td>90% discount on travel in the whole charging zone</td>
</tr>
</tbody>
</table>

- The range of discounts and exemptions would remain the same (e.g. for Blue Badge holders).
- The Residents’ 90% Discount would continue to apply throughout the extended zone.

Option 3b – Change the scheme by introducing a charge-free period during the middle of the day

A charge-free period would be introduced in the Western Extension during the middle of the day, for example from 11am to 2pm. Drivers would be able to drive within the Western Extension charge-free during this period, although congestion would be likely to increase. However, the charge in the original central London Congestion Charging zone would continue to apply throughout the day as it does now. Transport for London (TfL) is still considering the practical and operational implications of this change, and depending on how it is further developed, it is possible that it might only be available to account-holding drivers.

| Morning e.g. 7am to 11am | £8 |
| Middle of the day e.g. 11am to 2pm in the Western Extension | £0 |
| Afternoon e.g. 2pm to 6pm | £8 |
| Capped daily charge | £8 |
Under this example, those driving solely within the Western Extension during the middle of the day would not have to pay the Congestion Charge, but those who drive in both the Western Extension and the original zone, or in the Western Extension during the charged periods would still have to pay. The daily charge would be capped at £8, so those driving in the zone in either the morning or the afternoon charged periods, or in both, would pay £8 (the same as the current daily charge).

This option would lead to some increase in congestion and vehicle emissions in the Western Extension during the middle of the day, but there would still be reductions in the charged periods compared to a situation without charging.

**Implications for Drivers**

<table>
<thead>
<tr>
<th>Driver in the zone not eligible for Residents’ discount or other discount or exemption</th>
<th>Driver registered for Residents’ discount living in the Western Extension</th>
<th>Driver registered for Residents’ discount living in the original central zone</th>
</tr>
</thead>
<tbody>
<tr>
<td>No charge in the middle of the day to drive within Western Extension zone. £8 during charging hours</td>
<td>No charge in the middle of the day to drive within the Western Extension zone. 90% discount applies during the rest of charging hours</td>
<td>No charge in the middle of the day to drive within the Western Extension zone. 90% discount applies during the rest of charging hours</td>
</tr>
</tbody>
</table>

- Existing discounts and exemptions would remain and apply to the entire zone.
- Businesses could benefit from trade and deliveries made in the middle of the day in the Western Extension when there is no Congestion Charge.

Because of the time required for the development and implementation of the necessary systems, this option could not be introduced until 2010.

---

**Option 3c – Change the scheme by increasing the Residents’ discount to 100%**

The extended zone, which includes both the original zone and the Western Extension, would remain in place and continue to operate as it does at present for non-residents: an £8 daily charge for driving within the Congestion Charging zone Monday to Friday 7.00am-6.00pm. There would continue to be a range of discounts and exemptions available to certain categories of vehicles and individuals.

For those residents registered with Transport for London (TfL) for the Residents’ discount, the changes would be:

- Residents of both the Western Extension and the original central London Congestion Charging zone (and those living just outside the charging zone who are eligible for the Residents’ discount) would receive a Residents’ 100% discount throughout the extended zone.

The earliest this discount system could be introduced is in 2010.

There could be some small increases in traffic, congestion and vehicle emissions under this scenario, but there would still be benefits in comparison to a situation without charging. Registered residents could drive in the zone without paying the charge.

**Implications for Drivers**

<table>
<thead>
<tr>
<th>Driver in the zone not eligible for Residents’ discount or other discount or exemption</th>
<th>Driver registered for Residents’ discount living in the Western Extension</th>
<th>Driver registered for Residents’ discount living in the original central zone</th>
</tr>
</thead>
<tbody>
<tr>
<td>£8 charge applies Mon-Fri 7am-6pm</td>
<td>100% discount on driving in the whole zone</td>
<td>100% discount on driving in the whole zone</td>
</tr>
</tbody>
</table>

- Residents’ discount would change to 100% discount (currently 90%)
- All other existing discounts and exemptions would remain in the extended zone.
Impacts of the options for London

As well as affecting individual drivers, the options outlined above would have wider impacts for London, in terms of traffic and congestion. There would also be environmental impacts in terms of CO₂ emissions and pollutants which affect air quality. The net revenues from the Scheme which are, by law, reinvested in improvements to transport in London would also be reduced by some options. In 2007/8 the scheme generated around £137m of net revenue.

Some of the key potential impacts of each of the options are identified as below.

Option 1: Keep the Western Extension as it is

- Benefits of reduced traffic levels, and reduced CO₂ and air quality emissions would remain.

- In 2010 it is projected that the scheme will raise £145-175m of net revenue per year. The Western Extension contributes a large proportion of the total revenue of the scheme and so provides a significant amount of revenue for improving transport in London.

Option 2: Remove the Western Extension

- The benefits of reduced traffic levels and reduced air quality emissions and CO₂ emissions brought by the scheme in the Western Extension would be lost. Traffic and congestion would be likely to increase significantly. The original central zone would remain in place and continue to deliver benefits.

- There would be a reduction of about £70m in net scheme revenues each year for improving transport in London (from a projected average net income of £145-175m per year). The revenue from the original zone would continue to be reinvested in improving transport in London.

- If traffic and congestion levels increase there are also likely to be negative impacts on bus journey times and reliability.

Option 3: Change the scheme

3a: Make the charge easier to pay by introducing payment accounts

- Net revenues for improving transport in London would be reduced by about £30m per year (from a projected average of £145-175m net scheme revenue per year), but there would be little change in traffic or congestion and emissions.

3b: Introduce a charge-free period in the middle of the day

- Some of the benefits of traffic reduction would be lost and congestion could significantly increase during the charge free period. There might be some increases in emissions of CO₂ and air quality pollutants.

- Net revenues for improving transport in London would be reduced by about £20m per year (from a projected average of £145-175m net scheme revenue per year). This does not include the financial impact of payment accounts.

- There may be some negative impacts on bus journey times and reliability.

3c: Increase the Residents’ discount to 100%

- Traffic and congestion could increase slightly and emissions of CO₂ and air quality pollutants could also increase slightly.

- Net revenues for improving transport in London would be reduced by about £10m per year (from a projected average of £145-175m net scheme revenue per year).
This non-statutory consultation is open from 1 September to 5 October 2008 inclusive. Transport for London (TfL) will analyse the responses that have been submitted and present the results of this analysis to the Mayor of London. The Mayor will then make a decision as to how he wishes to proceed.

The Mayor can only change the central London Congestion Charging scheme provided the changes conform with the Mayor’s Transport Strategy. If the Mayor decides that he wishes to make any major modifications to the way the Western Extension operates, or to revoke it, then he would have to revise the Transport Strategy to reflect this. The public and stakeholder consultation on any revision to the Mayor’s Transport Strategy would last for 12 weeks and would be a second opportunity for the public to express their views on the future of the Western Extension.

TfL would also need to consult the public and stakeholders on variations to the Congestion Charging Scheme Order if any changes are to be made.

It is only once the Mayor has confirmed this variation that changes to the Scheme could actually be implemented. The earliest date by which some of the changes could be introduced is the end of 2009. This allows for the processes described above to be completed and also follows the transition to a new service provider who will be administering the scheme.

Some changes e.g. the implementation of payment accounts, may take longer dependent on their particular technical requirements. This approach would ensure that Londoners get the best value for money.

To register your views on the options in light of their projected impacts, please fill out and return the questionnaire at the end of this leaflet, or respond online at tfl.gov.uk/westernextension by 5 October 2008.
For a large print version, or audio CD please call 0844 415 4425.

This leaflet is also available in Arabic, Bengali, Cantonese, French, German, Greek, Gujarati, Hindi, Italian, Polish, Punjabi, Spanish, Tamil, Turkish and Urdu. To obtain your copy, download it at tfl.gov.uk/westernextension. There is also supplementary information on the website.

Your views

If you wish to make your views on the future of the Western Extension zone known please complete the attached questionnaire and post it to the business reply address that is printed on it. (No stamp is required.)

If you wish to make any additional comments to those provided on the form please enclose these together with your form in an envelope and return to the address below. (No stamp is required.)

Business Reply Licence Number RRYL-HTCU-ASGG
Congestion Charging Western Extension Consultation
Chiswick Gate
598 - 608 Chiswick High Road
London W4 5RT

Forms and comments must be received no later than 5 October 2008. TfL cannot guarantee that any responses received after this time will be considered.

Data Protection Statement

Transport for London (TfL) and the Mayor of London will use the information you have supplied in response to this consultation only for the purpose of assessing opinions on the future of the Western Extension zone.

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

What is your postcode?

Are you:

- Male
- Female

What is your ethnic background? Tick one

- Asian/Asian British
- Black/Black British
- Chinese
- Mixed Ethnic Background
- White
- Other Ethnic Group

What is your age group? Tick one

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

How often do you drive in, or through, the Congestion Charging zone during Monday to Friday 7.00am to 6.00pm?

- 5 days a week
- 3-4 days a week
- 1-2 days a week
- A few times a month
- Every month or so
- Every few months
- Once or twice a year
- Less often than once or twice a year
- Never
- Don’t know

In what capacity are you responding to this consultation?

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

If you are responding as an individual, please indicate if you are registered for the Residents’ 90% Discount

- Yes
- No

If you are responding as a representative of a business or organisation, please indicate the nature of your business

- Retail
- Finance, insurance, real estate
- Services
- Manufacturing
- Wholesale
- Transport and distribution
- Communications and utilities
- Construction
- Charity
- Other

Does the business or organisation you represent operate in London?

- Yes
- No

If yes, do you live in the Western Extension?

- Yes, in the Western Extension
- Yes, in the original Charging zone
- Yes, but not in the Congestion Charging zone
- No

In what capacity are you responding to this consultation?

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

What is your postcode?

Are you:

- Male
- Female

What is your ethnic background? Tick one

- Asian/Asian British
- Black/Black British
- Chinese
- Mixed Ethnic Background
- White
- Other Ethnic Group

What is your age group? Tick one

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

How often do you drive in, or through, the Congestion Charging zone during Monday to Friday 7.00am to 6.00pm?

- 5 days a week
- 3-4 days a week
- 1-2 days a week
- A few times a month
- Every month or so
- Every few months
- Once or twice a year
- Less often than once or twice a year
- Never
- Don’t know

If you are responding as an individual, please indicate if you are registered for the Residents’ 90% Discount

- Yes
- No

If you are responding as a representative of a business, please indicate the nature of your business

- Retail
- Finance, insurance, real estate
- Services
- Manufacturing
- Wholesale
- Transport and distribution
- Communications and utilities
- Construction
- Charity
- Other

Does the business or organisation you represent operate in London?

- Yes
- No

If yes, do you live in the Western Extension?

- Yes, in the Western Extension
- Yes, in the original Charging zone
- Yes, but not in the Congestion Charging zone
- No

In what capacity are you responding to this consultation?

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

What is your postcode?

Are you:

- Male
- Female

What is your ethnic background? Tick one

- Asian/Asian British
- Black/Black British
- Chinese
- Mixed Ethnic Background
- White
- Other Ethnic Group

What is your age group? Tick one

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

How often do you drive in, or through, the Congestion Charging zone during Monday to Friday 7.00am to 6.00pm?

- 5 days a week
- 3-4 days a week
- 1-2 days a week
- A few times a month
- Every month or so
- Every few months
- Once or twice a year
- Less often than once or twice a year
- Never
- Don’t know

If you are responding as an individual, please indicate if you are registered for the Residents’ 90% Discount

- Yes
- No

If you are responding as a representative of a business, please indicate the nature of your business

- Retail
- Finance, insurance, real estate
- Services
- Manufacturing
- Wholesale
- Transport and distribution
- Communications and utilities
- Construction
- Charity
- Other

Does the business or organisation you represent operate in London?

- Yes
- No

If yes, do you live in the Western Extension?

- Yes, in the Western Extension
- Yes, in the original Charging zone
- Yes, but not in the Congestion Charging zone
- No

In what capacity are you responding to this consultation?

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

What is your postcode?

Are you:

- Male
- Female

What is your ethnic background? Tick one

- Asian/Asian British
- Black/Black British
- Chinese
- Mixed Ethnic Background
- White
- Other Ethnic Group

What is your age group? Tick one

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

How often do you drive in, or through, the Congestion Charging zone during Monday to Friday 7.00am to 6.00pm?

- 5 days a week
- 3-4 days a week
- 1-2 days a week
- A few times a month
- Every month or so
- Every few months
- Once or twice a year
- Less often than once or twice a year
- Never
- Don’t know

If you are responding as an individual, please indicate if you are registered for the Residents’ 90% Discount

- Yes
- No

If you are responding as a representative of a business, please indicate the nature of your business

- Retail
- Finance, insurance, real estate
- Services
- Manufacturing
- Wholesale
- Transport and distribution
- Communications and utilities
- Construction
- Charity
- Other

Does the business or organisation you represent operate in London?

- Yes
- No

If yes, do you live in the Western Extension?

- Yes, in the Western Extension
- Yes, in the original Charging zone
- Yes, but not in the Congestion Charging zone
- No

In what capacity are you responding to this consultation?

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

What is your postcode?

Are you:

- Male
- Female

What is your ethnic background? Tick one

- Asian/Asian British
- Black/Black British
- Chinese
- Mixed Ethnic Background
- White
- Other Ethnic Group

What is your age group? Tick one

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

How often do you drive in, or through, the Congestion Charging zone during Monday to Friday 7.00am to 6.00pm?

- 5 days a week
- 3-4 days a week
- 1-2 days a week
- A few times a month
- Every month or so
- Every few months
- Once or twice a year
- Less often than once or twice a year
- Never
- Don’t know

If you are responding as an individual, please indicate if you are registered for the Residents’ 90% Discount

- Yes
- No

If you are responding as a representative of a business, please indicate the nature of your business

- Retail
- Finance, insurance, real estate
- Services
- Manufacturing
- Wholesale
- Transport and distribution
- Communications and utilities
- Construction
- Charity
- Other

Does the business or organisation you represent operate in London?

- Yes
- No

If yes, do you live in the Western Extension?

- Yes, in the Western Extension
- Yes, in the original Charging zone
- Yes, but not in the Congestion Charging zone
- No
Data Protection Statement

Transport for London (TfL) and the Mayor of London will use the information you have supplied in response to this consultation only for the purpose of assessing the proposals. Responses may be made publicly available. However, personal details will be kept confidential. You do not have to provide any personal information, but this information will help TfL to understand the range of responses. For examples, responses may be analysed by postcode areas to identify local issues.
Information correct at time of going to print. WEZ 09/08

Business Reply Plus
Licence Number
RRYL-HTCU-ASGG

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

Data Protection Statement

Transport for London (TfL) and the Mayor of London will use the information you have supplied in response to this consultation only for the purpose of assessing the proposals. Responses may be made publicly available. However, personal details will be kept confidential. You do not have to provide any personal information, but this information will help TfL to understand the range of responses. For example, responses may be analysed by postcode areas to identify local issues.

MAYOR OF LONDON on the future of the Congestion Charge Western Extension

HAVE
Your Say

Transport for London