

GREATER LONDON AUTHORITY

[REDACTED]
(By email)

Our Ref: MGLA170521-3322

24 June 2021

Dear [REDACTED]

Thank you for your request for information which the Greater London Authority (GLA) received on 16 May 2021. Your request has been dealt with under the Environmental Information Regulations (EIR) 2004.

You asked for:

1. *All correspondence between the Mayor and his officials (in City Hall and at TfL) on the decision to suspend the congestion charge residents' discount*
2. *All correspondence between the Deputy Mayor for Transport and officials (at City Hall and at TfL) on the decision to suspend the congestion charge residents' discount*
3. *All correspondence between the Mayor and Deputy Mayor for Transport on the issue of suspending the congestion charge residents' discount*
4. *All correspondence between the Mayor and TfL on the suspension of the congestion charge residents' discount*
5. *Any equality impact assessments relating to the suspension of the congestion charge residents' discount*

Our response to your request is as follows:

Please find attached the information the GLA holds within scope of your request. Please note that the documents referred to within the correspondence can be found in the Mayoral Decision and appendices at:

[MD2648 Temporary changes to the Congestion Charge | London City Hall](#)

The GLA holds further communications within scope of your request and they fall under the exception to disclose at Regulation 12 (5)(b) (The course of justice and inquiries exception – client lawyer email chains not included).

Regulation 12 (5)(b) is very wide in coverage, in this instance it is used to cover material covered by legal professional privilege (LPP). LPP exists in this instance to protect advice from lawyer to client.

For the exception to be engaged, disclosure of the requested information must have an adverse effect on the course of justice. Disclosure of the exchange between client and lawyer would undermine the public confidence in the efficacy of LPP.

Regulation 12(5)(b) constitute as qualified exemptions from our duty to disclose information under the EIR, and consideration must be given as to whether the public interest favouring disclosure of the information covered by this exemption outweighs the public interest considerations favouring maintaining the exemption and withholding the information.

The GLA acknowledges that there is a public interest in transparency in relation to decisions regarding the congestion charge, disclosure would enable the local community to understand more fully the decision-making process.

The client / lawyer communications also took place in circumstances where a relationship of confidence was implied, and it is in the public interest to protect the principle of Legal Professional Privilege by allowing clients to have discussions with their lawyers in confidence. The best interest of the public – i.e. the public interest – is best served by ensuring that public authorities continue to debate robustly and comprehensively, considering all options and potential impacts, for the best possible decisions to be taken.

Please note that some names of members of staff are exempt from disclosure under Regulation 13 (Personal information) of the EIR. Information that identifies specific employees constitutes as personal data which is defined by Article 4(1) of the General Data Protection Regulation (GDPR) to mean any information relating to an identified or identifiable living individual. It is considered that disclosure of this information would contravene the first data protection principle under Article 5(1) of GDPR which states that Personal data must be processed lawfully, fairly and in a transparent manner in relation to the data subject.

If you have any further questions relating to this matter, please contact me, quoting the reference at the top of this letter.

Yours sincerely


Information Governance Officer

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at: [Freedom of information | London City Hall](#)

[REDACTED]

From: [REDACTED]
Sent: 10 June 2020 18:51
To: Philip Graham; Heidi Alexander
Cc: Tim Steer; [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Subject: RE: MD FOR APPROVAL: Congestion charge changes

Thanks very much Phil, the team will appreciate that. And thanks both for reviewing so quickly

Phil, I'll come back if any questions on your MD comments which I'll work through now

[REDACTED]

From: Philip Graham <[REDACTED]@london.gov.uk>
Sent: 10 June 2020 18:47
To: [REDACTED] <[REDACTED]@london.gov.uk>; Heidi Alexander <[REDACTED]@london.gov.uk>
Cc: Tim Steer <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@tfl.gov.uk>; [REDACTED] <[REDACTED]@tfl.gov.uk>
Subject: RE: MD FOR APPROVAL: Congestion charge changes

[REDACTED]

No changes to the CIB cover note or to the Draft Order (I don't think you would expect me to make changes to the latter).

I have reviewed the IIA and am content that the draft MD is consistent with its conclusions, but have not sought to provide drafting comments.

Please pass on my thanks to all those who have contributed to this – it's great work at extraordinary pace.

Many thanks,
Phil

Philip Graham | Executive Director, Good Growth
GREATERLONDONAUTHORITY
City Hall, The Queen's Walk, London SE1 2AA

[REDACTED] [\[REDACTED\]@london.gov.uk](mailto:[REDACTED]@london.gov.uk)

@ldn_gov | @ldn_culture | @ldn_environment | @mrphilgraham

[REDACTED]

From: [REDACTED] <[REDACTED]@london.gov.uk>
Sent: 09 June 2020 22:27
To: Heidi Alexander <[REDACTED]@london.gov.uk>; Philip Graham <[REDACTED]@london.gov.uk>
Cc: Tim Steer <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@tfl.gov.uk>; [REDACTED] <[REDACTED]@tfl.gov.uk>
Subject: MD FOR APPROVAL: Congestion charge changes
Importance: High

Heidi, Phil

Apologies for the late email but wanted to get this over so you can look first thing if possible.

Please see attached an updated draft MD re the further congestion charge changes. There's the IIA and scheme order attached, with two to follow (the instrument of confirmation and the direction to TfL – though I expect you may not be so concerned about reviewing these). Also attached is a short CIB cover paper.

As previously mentioned, we'd like to submit to decisions tomorrow to enable review by governance and David, with the intention of this going to CIB on Monday. Grateful for any comments you may have as early as possible to allow TfL to turn them around before the end of the day.

If you've any questions, Tim, [REDACTED] or I can help.

Thanks

[REDACTED]

[REDACTED]

Transport Team Manager, Transport, Infrastructure and Connectivity
GREATERLONDONAUTHORITY
City Hall, The Queen's Walk, London SE1 2AA
[REDACTED] (note auto forwarded to mobile telephone)

london.gov.uk

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[REDACTED]

*

GREATER **LONDON** AUTHORITY

CORPORATE INVESTMENT BOARD

MDXXXX Temporary changes to the Congestion Charge to support the Streetspace for London plan and TfL's response to the Covid-19 pandemic

Executive summary

On 14 May 2020, a funding package was agreed with the Department for Transport (DfT). This addressed several matters relevant to the role Transport for London (TfL) is to play in supporting the Government's economic restart programme including the safe restart of the transport system in response to the Covid-19 pandemic ("the Pandemic"). Under the package TfL is to reinstate road user charging schemes and urgently bring forward proposals to widen the scope and levels of road user charging schemes in accordance with its legal powers and decision-making process.

TfL has reviewed the scope, operation and charging levels of the Congestion Charging Scheme, with the aims of supporting the Mayor's Streetspace plan and facilitating the flow of essential traffic (including for key workers) in central London during the Pandemic. On the basis of this review, TfL is proposing that the following temporary changes to the Congestion Charging Scheme are introduced from 22 June 2020:

- 1) Increase the charge level to £15;
- 2) remove the Auto Pay discount and Fleet Auto Pay discount;
- 3) increase the charge level for delayed payment to £17.50 and the time available to make a delayed payment;
- 4) extend the charging hours to 22:00;
- 5) operate the Scheme on a Saturday and Sunday 07:00 to 22:00;
- 6) operate the Scheme every day of the year (excluding Christmas Day);
- 7) close the residents' discount to new applicants;
- 8) change the NHS Staff and NHS patient reimbursement rules to facilitate their expanded application; and
- 9) regularise the rules which apply to the newly introduced care home worker reimbursement arrangement.

Further work is to be done in association with stakeholders on new reimbursement arrangements for local authority and charity workers who are providing support services directly in response to the Pandemic.

Proposed decisions

The Mayor:

1. CONFIRMS the Greater London (Central Zone) Congestion Charging (Exceptional Variation) Order 2020 (Appendix 1; "the Exceptional Variation Order") having considered:
 - a) the views expressed by the public and stakeholders on the proposed changes as set out in this Form and in the Integrated Impact Assessment (Appendix 2; "the IIA");
 - b) the IIA (Appendix 2);
 - c) the content of, and advice given in, this Form in particular, regarding the various matters for decision, including whether further information is required before making a decision and whether further consultation, or the holding of any inquiry, public or otherwise, is necessary or appropriate before making a decision; and

GREATER LONDON AUTHORITY

- d) that the Exceptional Variation Order provides for temporary changes to the Congestion Charging Scheme and that TfL is to keep these changes under review.

2. DIRECTS TfL pursuant to section 155 of the Greater London Authority Act 1999 to exercise its functions in Schedule 23 of that Act for the purpose of further engaging with local authorities and charities with a view to establishing rules for a new Congestion Charge reimbursement arrangement for workers, including volunteers, who are providing services on behalf of a local authority or charity in direct response to the Pandemic.

Key background issues

On 20 March, TfL decided to suspend the operation of its road user charging schemes, namely, the CC Scheme and Ultra Low Emission Zone in central London and the Low Emission Zone in Greater London with effect from 23 March to facilitate the movement of London's critical workers and other journeys that were essential to the early response to the national emergency caused by the pandemic.

On 14 May, a funding package was agreed with the Department for Transport (DfT). This addressed several non-financial matters relevant to the role TfL is to play in supporting the Government's economic restart programme including the safe restart of the transport system. One aspect of this was that TfL was to reinstate road user charging schemes and urgently bring forward proposals to widen the scope and levels of road user charging schemes in accordance with its legal powers and decision-making process.

TfL, as the statutory authority responsible for transport in London, is now considering the next stage of its continuing response to the pandemic. Measures to support changes to the way Londoners can travel are needed to reduce the risk of infection and spread of the virus. The need for social distancing is likely to continue for the foreseeable future. It is estimated there will need to be around an 80 per cent reduction in effective public transport capacity to support social distancing measures for passengers who have a need to travel by these modes. Such reduced capacity on public transport means that millions of journeys will need to be made by walking and cycling instead.

As lockdown restrictions are eased, the priority for TfL is to get London moving again, safely. Whilst people start to increase the number of journeys they make, it is important that action is taken now to avoid a car-based recovery from the pandemic. A car-based recovery would not practically be possible inside the CCZ, where traffic levels and congestion are in any event high. Increased traffic in the CCZ would impair the ability of TfL and boroughs to provide for safe social distancing for pedestrians, space for cyclists and those waiting to access public transport. It would also pose significant risks in terms of safety and public health, economic recovery and the environment including air quality. It would therefore run counter to the objectives of the Mayor's Transport Strategy and the London Environment Strategy.

An Integrated Impact Assessment (IIA) has been undertaken, which includes an equality impact assessment of the Proposed Changes on a range of subject areas. This is at Appendix 2. The IIA found that there are anticipated to be some impacts, both positive and negative, to individuals with protected characteristics.

As a result of the issues identified in the IIA and raised in representations, further reimbursement arrangements for local authorities and charities who are providing services directly in response to the pandemic will form part of the proposed package of temporary measures. The rules which will apply to these new reimbursement arrangements will be drafted and refined by TfL following further engagement with stakeholders and will be the subject of a separate mayoral decision. A change to the proposed date on which the closure of the residents' discount comes into effect is also proposed.

Clearance to date: Philip Graham, ED Good Growth; Heidi Alexander, Deputy Mayor for Transport

Timing: MD to be signed Monday 15 June to allow implementation on Monday 22 June 2020.

Lead officer: [REDACTED] Transport Team Manager

Publication: In full

An Integrated Impact Assessment for proposed temporary changes to the Congestion Charge, to support the Streetspace for London plan

JUNE 2020

Review tracker to date:

29/05 Draft v1 – comments from [REDACTED] (RUC), [REDACTED] (equalities), [REDACTED] (health)

01/06 Draft v2 – sent to [REDACTED] (legal), [REDACTED] (B5 TS&P), City Hall ([REDACTED] [REDACTED] and [REDACTED])

03/06 Draft v3 – to [REDACTED]

05/06 Draft v4 – to Vernon Everitt, Gareth Powell, Howard Carter, Philip Graham, Shirley Rodrigues and Tim Steer

08/06 Draft v5 – to Commissioners office

09/06 Draft v5 – to Deputy Mayor for Transport

[Available at https://www.london.gov.uk/sites/default/files/appendices_1-4_1.pdf]

[REDACTED]

From: Heidi Alexander
Sent: 10 June 2020 20:16
To: [REDACTED] Philip Graham
Cc: Tim Steer; [REDACTED]
Subject: RE: MD FOR APPROVAL: Congestion charge changes

Thanks [REDACTED] Phil is right, it's a very good piece of work in very extenuating circumstances!

H

From: [REDACTED] <[REDACTED]@london.gov.uk>
Sent: 10 June 2020 19:38
To: Heidi Alexander <[REDACTED]@london.gov.uk>; Philip Graham <[REDACTED]@london.gov.uk>
Cc: Tim Steer <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@tfl.gov.uk>; [REDACTED] <[REDACTED]@tfl.gov.uk>
Subject: RE: MD FOR APPROVAL: Congestion charge changes

Heidi,

Just to close the loop on your feedback, responses below; these are all being picked up. I'll go ahead and submit if this is all OK with you (just awaiting the final version from TfL picking up all the comments; let me know if you'd like to see it)

Thanks

[REDACTED]

I've read this but you can't really make proper sense of it unless you have the actual scheme order to cross reference. I will take on trust that that lawyers have gone through this with a fine tooth comb.

Regarding Heidi's comments on the Exceptional Variation Order, we instructed our usual external legal advisers (BDB Pitmans) to draft it. They have drafted almost every variation order that we have done for all the RUC schemes and are experts in statutory drafting. It has been reviewed by multiple people at TfL as well. The amendments are the minimum required to introduce the changes described in the MD. BDB is preparing a consolidated scheme order which will show the changes in the context of the scheme as a whole. I can send that over when I receive it. It will be published on the CC pages of our website after the Mayor's decision.

I was interested in the new amounts in section 11 though? Not sure I can work out what the increased amounts relate to? Is that what residents pay to get the exemption? If so why doesn't this have any narrative in main report? Added reference to what residents pay into the MD: [If the level of charge is increased \(proposal 1\), registered residents will pay an equivalent daily charge of £1.50 instead of £1.15.](#)

IIA

2.2 get back to physical places of work (see comment below on this subject) **change made**

[for my own info and not for inclusion in the report, how many emails did we get in response to the PHV CCZ exemption consultation and how long did that run for? Just trying to gauge the 13k responses) 10,150 of which 51 were from stakeholders, in a 12 week consultation (much narrower affected group). The ULEZ expansion consultation got 37k responses in 12 weeks. It's a good response rate in the amount of time.

4.2 again for my info, not for inclusion in the report, who was the independent advisor on the IIA?
We used [REDACTED] who is an independent consultant who has worked with TfL on TWAOs and DCOs / major projects. We also used her as an independent advisor on the IIA for taxi age limit changes.

7.1 bit puzzled by the absence of the estimated 7% and 33% trip reduction figures here that feature in the main report? This section seems to focus heavily on vehicle KM and not trips?
Added to IIA along with veh kms (we got new figures as we went along)

Main report

2.35-2.36 sounds like NHS is reimbursing CC when ultimately this cost falls to TfL - perhaps needs to be made clearer? Changed to It did so in reliance on existing rules in the CC Scheme which provide for reimbursement (by TfL) of journeys which are made by NHS staff providing services in respect to an emergency or other extraordinary circumstances, including journeys to and from work where deemed eligible by the NHS Trust.

4.17 - should we not say "Reduced emissions MAY ALSO reduce the risk and severity of health conditions that can make a ..." - just think this is more in line with "emerging evidence" formulation earlier in the report updated in both documents

4.28 return to PHYSICAL PLACES OF WORK? I just think we need to be careful with language on all of this - the idea that lots of people haven't been working at all needs to be dispelled when many people have been working harder than ever but just at home! Change made in both docs

4.47 not sure we need to include link to petition? I understand the importance of referencing but I also think there may be more than one (?) - just feels a bit odd removed

From: [REDACTED]
Sent: 10 June 2020 09:22
To: Heidi Alexander <[REDACTED]@london.gov.uk>; Philip Graham <[REDACTED]@london.gov.uk>
Cc: Tim Steer <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@tfl.gov.uk>; [REDACTED] <[REDACTED]@tfl.gov.uk>
Subject: RE: MD FOR APPROVAL: Congestion charge changes

Thanks very much Heidi, I'll get these to TfL for speed and come back with responses or make edits accordingly

[REDACTED]

From: Heidi Alexander <[REDACTED]@london.gov.uk>
Sent: 10 June 2020 09:20
To: [REDACTED] <[REDACTED]@london.gov.uk>; Philip Graham <[REDACTED]@london.gov.uk>
Cc: Tim Steer <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@tfl.gov.uk>; [REDACTED] <[REDACTED]@tfl.gov.uk>
Subject: Re: MD FOR APPROVAL: Congestion charge changes

A few comments:

Variation to CC scheme order

I've read this but you can't really make proper sense of it unless you have the actual scheme order to cross reference. I will take on trust that that lawyers have gone through this with a fine tooth comb. I was interested in the new amounts in section 11 though? Not sure I can work out what the increased amounts relate to? Is that what residents pay to get the exemption? If so why doesn't this have any narrative in main report?

IIA

2.2 get back to physical places of work (see comment below on this subject)

[for my own info and not for inclusion in the report, how many emails did we get in response to the PHV CCZ exemption consultation and how long did that run for? Just trying to gauge the 13k responses)

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4.47 not sure we need to include link to petition? I understand the importance of referencing but I also think there may be more than one (?) - just feels a bit odd

Thanks

H

From: [REDACTED] <[REDACTED]@london.gov.uk>

Sent: Tuesday, June 9, 2020 10:26:50 PM

To: Heidi Alexander <[REDACTED]@london.gov.uk>; Philip Graham <[REDACTED]@london.gov.uk>

Cc: Tim Steer <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@london.gov.uk>; [REDACTED]
<[REDACTED]@tfl.gov.uk>; [REDACTED] <[REDACTED]@tfl.gov.uk>
Subject: MD FOR APPROVAL: Congestion charge changes

Heidi, Phil

Apologies for the late email but wanted to get this over so you can look first thing if possible.

Please see attached an updated draft MD re the further congestion charge changes. There's the IIA and scheme order attached, with two to follow (the instrument of confirmation and the direction to TfL – though I expect you may not be so concerned about reviewing these). Also attached is a short CIB cover paper.

As previously mentioned, we'd like to submit to decisions tomorrow to enable review by governance and David, with the intention of this going to CIB on Monday. Grateful for any comments you may have as early as possible to allow TfL to turn them around before the end of the day.

If you've any questions, Tim, [REDACTED] or I can help.

Thanks

[REDACTED]

[REDACTED]

Transport Team Manager, Transport, Infrastructure and Connectivity
GREATER LONDON AUTHORITY
City Hall, The Queen's Walk, London SE1 2AA
[REDACTED] (note auto forwarded to mobile telephone)

london.gov.uk

[REDACTED] [london.gov.uk](https://www.london.gov.uk)

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 11 June 2020 15:06
To: Heidi Alexander
Cc: [REDACTED] Tim Steer; [REDACTED]
Subject: To clear: update to DMs on congestion charge announcement
Attachments: MD2648 Temporary changes to the Congestion Charge.docx

Hi Heidi,

In advance of the Congestion Charge MD going to CIB on Monday we thought it would be helpful for you to update relevant Deputy Mayor's on the changes, timeline and engagement plan.

Please find below a draft email to be sent to Rajesh, Debbie, Shirley and Amy to update them on this. I've also attached the MD.

Thanks,
[REDACTED]

STARTS

Re: Temporary changes to the Congestion Charge

Dear all,

I wanted to provide a quick update on the temporary changes we've been considering to the hours and level of the Congestion Charge. We're now putting forward for the Mayor's agreement extending charging hours to 07:00 to 22:00 and to operate the scheme seven days a week and all year around except Christmas Day. The daily charge will increase from £11.50 to £15 per day. We will also remove the Auto Pay and Fleet Auto Pay £1 daily discount. We're planning for these changes to come in from Monday 22 June and I wanted to let you know that we're aiming to get the Mayoral Decision to CIB on 15 June.

I've attached the draft MD as submitted for your info. I'll ensure the team shares an embargoed copy of the press release with you ahead of the announcement (currently scheduled for 16 June).

I know there's been a lot of concern about these changes but we've concluded they're essential to help prevent increased congestion during central London's economic restart. We can't risk gridlock from a car-led recovery and we were already seeing evidence of this on London's roads. Shirley, I know you're supportive given the impact this could have on air quality (we expect to reduce transport emissions in the central zone by 4-5%). Regarding the impact on individuals and businesses, TfL's records show that only 0.5 per cent of cars entering the CCZ came nearly daily (5 –7 times per week) and just over half of vehicles seen in the zone only enter once every six months. It's also worth noting that the CCZ makes up only one per cent of London's geographical area.

You'll also probably be asked about consultation. The exceptional circumstances and urgency of bringing these changes forward and their temporary nature meant it was not practicable to hold a formal consultation. TfL conducted an informal engagement exercise from 28 May to 5 June and received 13,000 emails, with a further 1,000 messages received by City Hall; this is considered a good response rate in the time we had.

To address some of the concerns raised with us we've:

- extended the NHS patient reimbursement rules so that people who are most at risk of the virus can receive a refund if they travel to their hospital appointments by car.

- started work on a new reimbursement arrangement for local authorities and charities operating in the zone where they're providing support or services in response to the pandemic. This could include, for example, domiciliary care workers or volunteers delivering food or medication to vulnerable residents. We're really grateful to Team London who've been working with TfL on making this work in practice.
- extended the application period for the residents' 90 per cent discount scheme until 31 July to give residents who are not currently registered a few weeks in which to submit their application following the introduction of the temporary changes from 22 June.

There's a comprehensive messaging campaign relating to the proposed changes by TfL. [REDACTED] and [REDACTED] in my team are in the loop on all of this and they've been talking to officers from the Environment, Health, Team London, Food, Rough Sleeping, Business, and Communities teams at City Hall on this too. Do get in touch with them if you need any more detail on the engagement underway.

I hope you find all this information useful. Let me know if you want to discuss any of this.

Heidi

[REDACTED]
[REDACTED]
Policy Officer – Transport
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[REDACTED]

[london.gov.uk](https://www.london.gov.uk)

[REDACTED] [london.gov.uk](https://www.london.gov.uk)

[Attachment available at: <https://www.london.gov.uk/decisions/md2648-temporary-changes-congestion-charge>]

[REDACTED]

From: Heidi Alexander
Sent: 11 June 2020 16:23
To: [REDACTED]
Cc: [REDACTED] Tim Steer; [REDACTED] [REDACTED] [REDACTED]
Subject: Congestion Charge
Attachments: MD2648 Temporary changes to the Congestion Charge.docx

I've made some changes below – I think it would be good if the team (and possibly Christina) could cast their eyes over this before I send. I think it should go to the following:

Shirley
Rajesh
Debbie
Tom
Sophie
Fiona
Amy
Justine

Plse let me know if you [REDACTED] have any changes to my changes!

Ta

H

—

Dear All,

I wanted to provide a quick update on the temporary changes we've been considering to the hours and level of the Congestion Charge.

As you will know, we reinstated the Congestion Charge on 18 May and made proposals at that time for extended hours of operation and an increased charge level. This is in line with the conditions of the funding agreement between Government and TfL.

We're now seeking the Mayor's agreement to extending charging hours from 07:00 to 22:00 and to operating the scheme seven days a week (it is proposed the charge will apply on all days of the year with the exception of Christmas Day). The daily charge will increase from £11.50 to £15 per day. We will also remove the Auto Pay and Fleet Auto Pay £1 daily discount – the ability to set up Auto Pay account remains unchanged. We're planning for these changes to come into effect on Monday 22 June (with the Mayoral Decision coming to CIB next Monday, 15 June).

I've attached the draft MD as submitted for your info. I'll ensure the team shares an embargoed copy of the press release with you ahead of the announcement (currently scheduled for next Tuesday, 16 June).

I know there's been some public concern about these changes but they are essential to help prevent increased congestion during London's restart. We can't risk gridlock and we were already seeing evidence of this on London's roads. Not only do we need to create space for safe cycling routes and wider pavements in central London, but we also need to ensure the bus network runs smoothly so that people aren't sat on buses for longer than they need to be. We also don't want to reverse the gains we've made in cleaning up London's air in the last few years.

We expect the changes to reduce transport emissions in the central zone by 4-5%. It is also worth remembering that only 0.5% of cars entering the zone do so on a daily basis (5 –7 times per week) and just over half of vehicles seen in the zone only enter once every six months. Prior to Covid, congestion was often as bad in the evenings and at weekends as it was during week days and given staggered working patterns, we believe these are the right temporary changes to make at this point in time (in line with the conditions in the Government funding agreement).

You may have picked up criticisms about the lack of consultation. The exceptional circumstances and urgency of bringing these changes forward and their temporary nature meant it was not practicable, nor legally essential, to hold a formal consultation. TfL conducted an informal engagement exercise from 28 May to 5 June and received 13,000 emails, with a further 1,000 messages received by City Hall; this is considered a good response rate in the time we had.

To address some of the concerns raised with us, we have:

- extended the NHS patient reimbursement rules so that people who are most at risk of the virus can receive a refund if they travel to their hospital appointments by car.
- started work on a new reimbursement arrangement for local authorities and charities operating in the zone where they're providing support or services in response to the pandemic. This could include, for example, domiciliary care workers or volunteers delivering food or medication to vulnerable residents. We're really grateful to Team London who've been working with TfL on making this work in practice. This will be in addition to the reimbursement scheme that exists for hospital staff, ambulance staff and care home workers who are employed at locations within the zone.
- extended the application period for the residents' 90 per cent discount scheme until 31 July to give residents who are not currently registered a few weeks in which to submit their application following the introduction of the temporary changes from 22 June.

I know that some of you will have received requests from stakeholders that other groups should also qualify for exemptions or reimbursements. Whilst we have considered those representations carefully, we have had to strictly limit the extended reimbursement schemes so as not to undermine the congestion benefits (and consequential air quality benefits) of the proposals. The rationale for the existing (and proposed) reimbursement scheme relates to those people who during the course of their work come into close, regular contact with people who may have Covid-19 and/or who are vulnerable, who are providing specific pandemic related care or support to vulnerable individuals and those vulnerable individuals who need to make hospital trips into the zone.

There's a comprehensive messaging campaign relating to the proposed changes by TfL. [REDACTED] and [REDACTED] in my team (copied) are in the loop on all of this and they've been talking to officers from the Environment, Health, Team London, Food, Rough Sleeping, Business, and Communities teams at City Hall on this too. Do get in touch with them if you need any more detail on the engagement underway.

I hope this update might be useful. Happy to speak on the phone if there is anything you want to raise with me.

Thanks

Heidi

[attachment available at: <https://www.london.gov.uk/decisions/md2648-temporary-changes-congestion-charge>]

[REDACTED]

From: [REDACTED]
Sent: 01 June 2021 13:43
To: [REDACTED]
Subject: FW: For approval: Congestion Charge/ Evening Standard

From: Heidi Alexander
Sent: 18 June 2020 14:39
To: [REDACTED] <[REDACTED]@london.gov.uk>; [REDACTED]@london.gov.uk;
[REDACTED] uk; Shirley Rodrigues <[REDACTED]>
Cc: Will Norman <[REDACTED]>; [REDACTED] <[REDACTED]@london.gov.uk>; Tim Steer
<[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@tfl.gov.uk>; [REDACTED]
<[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@london.gov.uk>; [REDACTED]
<[REDACTED]@london.gov.uk>
Subject: RE: For approval: Congestion Charge/ Evening Standard
Fine with me
H

From: [REDACTED] <[REDACTED]@london.gov.uk>
Sent: 18 June 2020 14:34
To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: Re: For approval: Congestion Charge/ Evening Standard
I'm happy if Heidi is

From: [REDACTED] <[REDACTED]@london.gov.uk>
Sent: 18 June 2020 14:06
To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Subject: For approval: Congestion Charge/ Evening Standard

Hi all,
[REDACTED] has picked up on some of the wording in the Congestion Charge Impact Assessment which suggests that getting people out of the car will increase their risk of crime. The piece is already running on the Standard website (copy below). TfL plan to send him the following statement, please let me know asap if there are any issues?
Thanks
[REDACTED]

Christina Calderato, TfL's Head of Strategy and Planning, said: "London has one of the safest public transport networks in the world. Being a victim or witnessing a crime on public transport is very rare, with nine crimes per million journeys across the network last year. While there could be a change of exposure to crime from less car usage this is significantly outweighed by the presence of police, uniformed staff and other people on the streets and our services, which deters crime and provides reassurance. We also prevent crime through well-designed streets and extensive CCTV coverage.

"These temporary changes to the Congestion Charge are essential to prevent London's recovery from the pandemic being dominated by cars. We considered a number of options to achieve this,

which aimed to strike a balance between reducing the number of journeys by car and supporting the capital's economic recovery. Extending the charge to 24 hours was not taken forward because we are not seeing the same levels of traffic in the early hours and want to encourage night-time deliveries. We believe increasing the charge to £15 sets it at the right level to deter car use and not have a severe economic impact.”

Information for reporter

- ❑. Levels of car traffic at weekends are now very similar to weekdays and are expected to increase further as lockdown restrictions ease.
- ❑. The cost of congestion in London is £5.5bn per year with the capital's drivers losing more than 200 hours per year due to being stuck in traffic. Blocked roads push up costs to business, with unpredictable journey times and deliveries running late.
- ❑. Car traffic in the zone already back to pre-pandemic levels and without changes car traffic could double
- ❑. The temporary changes to the Congestion Charge could see trips taken by car fall by a third and pollutant emissions reduced by up to 11 per cent in newly charged hours
- ❑. People living in the zone are now able to apply for the residents' discount before the extended deadline of 1 August. The period for new applications for the residents discount was extended to 1 August to cover those people living in the zone who hadn't applied previously because they only used their vehicle on evenings or weekends.
- ❑. The changes are temporary and will be kept under review. Any proposal to make a permanent change to the hours of operation would be subject to public consultation.

<https://www.standard.co.uk/news/transport/sadiq-khan-congestion-charge-rise-london-a4472651.html>

Sadiq Khan considered hiking London C-charge to £25 a day among radical options to cut traffic levels

• [ROSS LYDALL](#) City Hall Editor

Hiking the [congestion charge](#) to £25 and enforcing it 24 hours a day were proposed as radical options to tackle rising levels of traffic in central London, it can be revealed.

A series of alternatives were offered to [Sadiq Khan](#) as he considered how to follow [Government](#) orders to “widen its scope and levels” as a condition of [Transport for London](#)'s £1.6 billion [coronavirus](#) bailout.

Both options were rejected as the Mayor instead decided to temporarily increase the charge to £15 from next Monday [June 22] and to extend its hours from 7am to 10pm, including at the weekends for the first time.

Mr Khan was warned that extending the charge's hours from 6pm could create more opportunities for street crime and leave women in particular more fearful of being a victim of crime if they were no longer able to drive late at night.

He was also told that the changes could increase the number of people using [public transport](#) and “may make social distancing harder especially at peak times” – one of the arguments used by opponents of the charge's extension.

But the concerns were outweighed by the benefits to the health of Londoners from fewer vehicle emissions and improved road safety for the increased number of pedestrians and cyclists – which, in turn, would encourage more people to walk and cycle.

The revelations come in an 89-page TfL document that set out practical considerations of increasing the charge from £11.50 – including feedback from 13,000 people to a TfL mini-consultation.

The report said: “The proposals will increase the number of people walking, cycling and using public transport in the congestion charge zone.

“This will create more opportunities for street and public transport-based crime including robbery, theft and harassment.

“The proposals may also cause safety concerns for some who switch to alternative modes. This is particularly likely to be the case for the extension of the hours later into the evening when fear of crime is higher especially for women.”

It said that the higher charge may result in minicab drivers, 94 per cent of whom are black or minority ethnic, earning less or having to work longer.

It added: “By reducing the number of vehicles in the [zone] the proposals are likely to have a positive impact on road safety by reducing the potential for collisions between pedestrians and cyclists, and motorised vehicles.”

Mr Khan went ahead with the changes after being told the number of cars in the zone had returned to pre-[lockdown](#) levels amid concerns the numbers could double as people followed orders to avoid public transport.


It is hoped the new hours and higher levy could cut car journeys by a third and reduce exhaust emissions by 11 per cent.

Since lockdown on March 23, a “significant” fall in nitrogen dioxide emissions has been recorded at air quality monitoring sites in the zone.

At sites typically measuring high levels of air pollution - Strand, Marylebone Road and Oxford Street - average concentrations reduced by about half, the report said.

A TfL spokesman said a £25 charge was seen as too punitive an option, while lower levels of traffic at night and the need to allow time for deliveries were factors in not having the charge apply 24 hours a day.

TfL said: “Whilst an increase to £25 would enhance the deterrent effect of the charge, the economic impact for those who need to drive in the zone would be too severe at a time when many livelihoods may


Senior Press Officer, Mayor of London’s Press Office
GREATERLONDONAUTHORITY
City Hall, The Queen’s Walk, London SE1 2AA


NHS health information and advice about coronavirus can be found at nhs.uk/coronavirus

The GLA stands against racism. Black Lives Matter.

From: [REDACTED]
Sent: 01 June 2021 13:42
To: [REDACTED]
Subject: FW: Temporary changes to the Congestion Charge

From: Heidi Alexander <[REDACTED]@london.gov.uk>
Sent: 19 June 2020 13:43
To: Amy Lamé <[REDACTED]@london.gov.uk>
Cc: [REDACTED] <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@tfl.gov.uk>; [REDACTED] <[REDACTED]@london.gov.uk>
Subject: Re: Temporary changes to the Congestion Charge
Best person is [REDACTED] who is copied
H

From: Amy Lamé <[REDACTED]@london.gov.uk>
Sent: Friday, June 19, 2020 12:48:28 PM
To: Heidi Alexander <[REDACTED]@london.gov.uk>
Cc: [REDACTED] <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@tfl.gov.uk>; [REDACTED] <[REDACTED]@london.gov.uk>
Subject: RE: Temporary changes to the Congestion Charge
Hi Heidi
Hope you're well
Following up on this- I need some very robust lines for my stakeholders including night workers. We have had a few lines through but they aren't appropriate
I've cc'd [REDACTED] from my team who can follow up with the best person in your team- can you point us in the right direction?
Thanks
Amy

From: Amy Lamé
Sent: 12 June 2020 16:02
To: Heidi Alexander <[REDACTED]@london.gov.uk>; Shirley Rodrigues <[REDACTED]@london.gov.uk>; Rajesh Agrawal <[REDACTED]@london.gov.uk>; Debbie Weekes-Bernard <[REDACTED]@london.gov.uk>; Tom Copley <[REDACTED]@london.gov.uk>; Sophie Linden <[REDACTED]@london.gov.uk>; Fiona Twycross <[REDACTED]@london.gov.uk>; Justine Simons <[REDACTED]@london.gov.uk>
Cc: [REDACTED] <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@tfl.gov.uk>
Subject: RE: Temporary changes to the Congestion Charge

Thanks for this Heidi
I will need some robust lines, as these changes are extending well into the evening and will affect some of the 1.6m Londoners who regularly work at night. It is also worth noting the Night Tube is not being reinstated for some time, and with 1/3 of our workforce depending on getting around the city at night, they will disproportionately bear the cost of extending CC hours and days.
Best
Amy

From: Heidi Alexander <[REDACTED]@london.gov.uk>
Sent: 12 June 2020 09:08
To: Shirley Rodrigues <[REDACTED]@london.gov.uk>; Rajesh Agrawal <[REDACTED]@london.gov.uk>; Debbie Weekes-Bernard <[REDACTED]@london.gov.uk>; Tom Copley <[REDACTED]@london.gov.uk>; Sophie Linden <[REDACTED]@london.gov.uk>; Fiona Twycross <[REDACTED]@london.gov.uk>; Amy Lamé <[REDACTED]@london.gov.uk>; Justine Simons <[REDACTED]@london.gov.uk>

Cc: [redacted] <[redacted]@london.gov.uk>; [redacted] <[redacted]@london.gov.uk>; [redacted] <[redacted]@tfl.gov.uk>

Subject: Temporary changes to the Congestion Charge

Dear All,

I wanted to provide a quick update on the temporary changes we've been considering to the hours and level of the Congestion Charge.

As you will know, we reinstated the Congestion Charge on 18 May and made proposals at that time for extended hours of operation and an increased charge level. This is in line with the conditions of the funding agreement between Government and TfL and in response to increasing levels of car traffic, which at that point had already surpassed pre lockdown levels.

We're now seeking the Mayor's agreement to extending charging hours from 07:00 to 22:00 and to operating the scheme seven days a week (it is proposed the charge will apply on all days of the year with the exception of Christmas Day). The daily charge will increase from £11.50 to £15 per day. We will also remove the Auto Pay and Fleet Auto Pay £1 daily discount – the ability to set up Auto Pay account remains unchanged. We're planning for these changes to come into effect on Monday 22 June (with the Mayoral Decision coming to CIB next Monday, 15 June).

I've attached the draft MD (it's also in the CIB papers that have been circulated). I'll ensure the team shares an embargoed copy of the press release with you ahead of the announcement (currently scheduled for next Tuesday, 16 June).

I know there's been some public concern about these changes but they are essential to help prevent increased congestion during London's restart. We can't risk gridlock and we were already seeing evidence of this on London's roads – without changes, car traffic in the zone was on course to double. Not only do we need to create space for safe cycling routes and wider pavements in central London, but we also need to ensure the bus network runs smoothly so that people aren't sat on buses for longer than they need to be. Furthermore, we don't want to reverse the gains we've made in cleaning up London's air in the last few years.

We expect the changes to reduce transport emissions in the central zone by 4-5%. It is worth remembering that only 0.5% of cars entering the zone do so on a daily basis (5 – 7 times per week) and just over half of vehicles seen in the zone only enter once every six months. Prior to Covid, traffic was often as bad in the evenings and at weekends as it was during week days and given staggered working patterns and the changes we're making to the road network, we believe these are the right temporary changes to make at this point in time (in line with the conditions in the Government funding agreement).

You may have picked up criticisms about the lack of consultation. The exceptional circumstances and urgency of bringing these changes forward and their temporary nature meant it was not practicable, nor legally essential, to hold a formal consultation. TfL conducted an informal engagement exercise from 29 May to 4 June and received more than 13,000 emails, with a further 1,000 messages received by City Hall; this is considered a good response rate, especially in the time we had.

To address some of the concerns raised with us, we have:

- ☐ extended the NHS patient reimbursement rules so that people who are most at risk of the virus can receive a refund if they travel to their hospital appointments by car. They can do so regardless of their ability to travel by public transport, whereas previously eligible patients had to be too weak, ill or disabled to travel to the appointment by public transport.
- ☐ started work on a new reimbursement arrangement for local authorities and charities operating in the zone where they're providing support or services in response to the pandemic. This could include, for example, domiciliary care workers or volunteers delivering food or medication to vulnerable residents. We're really grateful to Team London who've been working with TfL on making this work in practice. This will be in addition to the reimbursement scheme that exists for hospital staff, ambulance staff and care home workers who are employed at locations within the zone.
- ☐ extended the application period for the residents' 90 per cent discount scheme until 31 July to give residents who are not currently registered a few weeks in which to submit their application following the introduction of the temporary changes from 22 June.

I know that some of you will have received requests from stakeholders that other groups should also qualify for exemptions or reimbursements. Whilst we have considered those representations carefully, we have had to strictly limit the extended reimbursement schemes so as not to undermine the congestion benefits (and consequential air quality benefits) of the proposals. The rationale for the existing (and proposed) reimbursement schemes relate to

those people who during the course of their work come into close, regular contact with people who may have Covid-19 and/or who are vulnerable, who are providing specific pandemic related care or support to vulnerable individuals and those vulnerable individuals who need to make hospital trips into the zone.

There's a comprehensive messaging campaign relating to the proposed changes by TfL. [REDACTED] and [REDACTED] in my team (copied) are in the loop on all of this and they've been talking to officers from the Environment, Health, Team London, Food, Rough Sleeping, Business, and Communities teams at City Hall on this too. Do get in touch with them if you need any more detail on the engagement underway.

I hope this update might be useful. Happy to speak on the phone if there is anything you want to raise with me.
Thanks
Heidi

NHS health information and advice about coronavirus can be found at [nhs.uk/coronavirus](https://www.nhs.uk/coronavirus)

The GLA stands against racism. Black Lives Matter.

[Attachment available at <https://www.london.gov.uk/decisions/md2648-temporary-changes-congestion-charge>]

[REDACTED]

From: [REDACTED]
Sent: 01 June 2021 13:41
To: [REDACTED]
Subject: FW: Tfl line for Express re C Charge

From: Heidi Alexander <[REDACTED]@london.gov.uk>
Sent: 20 June 2020 12:10
To: [REDACTED]

Subject: Re: Tfl line for Express re C Charge
I'm happy with with either version
Ta
H

From: [REDACTED] <[REDACTED]@london.gov.uk>
Sent: Saturday, June 20, 2020 11:39
To: Patrick Hennessy
Cc: [REDACTED] Heidi Alexander; [REDACTED]
Tim Steer; transportdesk; [REDACTED]
Subject: Re: Tfl line for Express re C Charge
Good for me with Paddy's change

On 20 Jun 2020, at 11:33, Patrick Hennessy <[REDACTED]@london.gov.uk> wrote:

I'd rather as BELOW
Sent from my iPhone

On 20 Jun 2020, at 10:40, [REDACTED] <[REDACTED]@london.gov.uk> wrote:

Afraid TfL legal weren't happy with that addition and have suggested the below in red
A TfL spokesperson said: "Under the funding package, the Government REQUIRED TfL TO WIDEN the scope and level of the congestion charge. These temporary changes to the Congestion Charge are essential to prevent London's recovery from the pandemic from being restricted by cars and congestion. We received more than 13,000 emails when we sought views on the changes and as a result made a number of modifications to the original proposals. They included extending the number of reimbursement schemes and giving more time for new applications for the residents' discount."

[REDACTED]
Senior Press Officer – Policing and Crime, Mayor of London's Press Office
GREATERLONDONAUTHORITY
City Hall, The Queen's Walk, London SE1 2AA
[REDACTED]
london.gov.uk

[REDACTED]

From: Heidi Alexander <[REDACTED]@london.gov.uk>
Sent: Friday, June 19, 2020 9:16:10 PM
To: [REDACTED]@london.gov.uk; [REDACTED]
[REDACTED] <[REDACTED]@london.gov.uk>; Tim
Steer <[REDACTED]@london.gov.uk>
Cc: [REDACTED]
[REDACTED]
Subject: Re: Tfl line for Express re C Charge
I will be surprised if TfL agree to that

From: [REDACTED]@london.gov.uk>
Sent: Friday, June 19, 2020 21:08
To: [REDACTED] Tim
Steer
Cc: transportdesk; [REDACTED]
Subject: Re: Tfl line for Express re C Charge
Thanks [REDACTED]
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From: [REDACTED]@london.gov.uk>
Sent: Friday, June 19, 2020 8:53:14 PM
To: [REDACTED]@london.gov.uk>; Heidi Alexander
<[REDACTED]@london.gov.uk>; [REDACTED]@london.gov.uk
[REDACTED] <[REDACTED]@london.gov.uk>; Tim
Steer <[REDACTED]@london.gov.uk>
Cc: [REDACTED]
[REDACTED]
Subject: Re: Tfl line for Express re C Charge
Amended below, thanks

From: [REDACTED]@london.gov.uk>
Sent: Friday, June 19, 2020 8:15 pm
To: Heidi Alexander; [REDACTED] Tim Steer
Cc: transportdesk; [REDACTED]
Subject: Re: Tfl line for Express re C Charge
Thanks Heidi
Get [Outlook for iOS](#)

From: Heidi Alexander <[REDACTED]@london.gov.uk>
Sent: Friday, June 19, 2020 8:10:42 PM
To: [REDACTED]
[REDACTED] <[REDACTED]@london.gov.uk>; Tim Steer <[REDACTED]@london.gov.uk>
Cc: [REDACTED]
[REDACTED]
Subject: Re: Tfl line for Express re C Charge
Fine - corrected typo below
H

From [REDACTED]@london.gov.uk>
Sent: Friday, June 19, 2020 20:05

To: [REDACTED]; Heidi Alexander; [REDACTED] [REDACTED] Tim Steer

Cc: transportdesk; [REDACTED]

Subject: TfL line for Express re C Charge

Hi all

[REDACTED] [REDACTED] is writing an article on the introduction of the new Congestion Charge charging and has been told that a pressure group is mounting a legal challenge against the move through lack of consultation over the proposals.

Please let me know if ok with this proposed TfL response

Thanks

[REDACTED]

A TfL spokesperson said: "THE GOVERNMENT INSISTED ON WIDENING THE LEVEL AND SCOPE OF THE CONGESTION CHARGE AS A CONDITION OF THE TFL FINANCE DEAL. These temporary changes to the Congestion Charge are essential to prevent London's recovery from the pandemic from being restricted by cars and congestion. We received more than 13,000 emails when we sought views on the changes and as a result made a number of modifications to the original proposals. They included extending the number of reimbursement schemes and giving more time for new applications for the residents' discount."

Information for reporter

- . Any permanent changes to the scheme will required a full consultation
- . More details on why the temporary changes are necessary can be found here: <https://tfl.gov.uk/info-for/media/press-releases/2020/june/temporary-changes-to-the-congestion-charge-to-secure-safe-recovery>
- . The exercise in seeking views WAS publicised in the media and on TfL's website

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[REDACTED]

From: [REDACTED]
Sent: 01 June 2021 13:19
To: [REDACTED]
Subject: FW: Mayoral for Heidi to Clear MGLA250620-5848 Shaun Bailey
Attachments: CC Letter to Sadiq Khan.pdf; Congestion Charge petition signatures.pdf

From: [REDACTED] <[REDACTED]@tfl.gov.uk>
Sent: 07 July 2020 09:44
To: Heidi Alexander <[REDACTED]@london.gov.uk>
Cc: [REDACTED] <[REDACTED]@tfl.gov.uk>
Subject: FW: Mayoral for Heidi to Clear MGLA250620-5848 Shaun Bailey

Mayoral to clear:

STARTS

Dear Shaun

Thank you for your letter of the 23 June and sharing your petition with me. The effect of this pandemic has been huge and widespread across the country, and London has been no exception. It presents unprecedented challenges for Transport for London (TfL).

As a result of the Government's decision in 2015 to withdraw TfL's operating grant, just over 80 per cent of TfL's income has been generated through fares and commercial revenues. And fares income has reduced by about 90 per cent during this crisis, as Londoners did the right thing and avoided travelling.

TfL has a key role to play in delivering the recovery, but the deal we have done with Government is a sticking plaster. We have to agree a sustainable way of funding TfL over the medium to long-term. It is an indisputable fact that TfL has – under my leadership – tightened its belt and tackled the profligacy of the previous administration. It reduced its net operating deficit by 71 per cent and increased its cash balances by 16 per cent since May 2016. We have streamlined the organisation and made it more efficient.

The need to agree a new funding model has never been greater. This will have to involve long-term, sustainable funding from Government or giving London more control over key taxes so we can pay for it ourselves. TfL is currently one of the only transport authorities in the world with such low levels of external funding.

As a condition of TfL's funding agreement, the Government was absolutely clear that TfL must urgently bring forward proposals to widen the level and scope of the Congestion Charge. If you don't like this, you need to raise it with the Government.

We not only did what the Government asked but also listened to people's views, and as a result made changes to ensure we are providing a fair package for Londoners. New and widened reimbursement schemes will ensure that those at the heart of the battle against coronavirus or who could be most affected by it can still make essential journeys by car. The existing 100 per cent discount for Blue Badge holders and the Cleaner Vehicle Discount also remain in place.

The temporary changes to the Congestion Charge, which covers around one per cent of Greater London, will help ensure that journeys previously taken on public transport before the pandemic aren't replaced with car trips. We were already seeing a surge in car traffic, which had reached pre-lockdown levels before the temporary changes were introduced, so we needed to act immediately to avoid the risk of the city grinding to a halt and toxic air pollution soaring.

Clogged up roads are a major barrier to economic recovery, pushing up costs to business with unpredictable journey times and deliveries running late. The cost of congestion in London is £5.5bn per year with drivers losing more than 200 hours per year due to being stuck in traffic.

The temporary changes are also supporting our world-leading Streetspace for London programme, which will make it easier and safer for Londoners to walk and cycle and keep the bus network reliable for those who need to use it.

Yours sincerely,

Sadiq Khan

Mayor of London

Dear Sadiq,

I hope you're well. Please find attached a letter from me on the recent Congestion Charge hike.

I have also attached the 43k signatures I received from my petition on this issue. The password for the document will follow shortly.

Kind Regards,
Shaun

NHS health information and advice about coronavirus can be found at [nhs.uk/coronavirus](https://www.nhs.uk/coronavirus)

SHAUN BAILEY

Conservative Candidate for London Mayor

Mr. S Khan
City Hall
The Queen's Walk,
London
SE1 2AA



23rd June 2020

Dear Mayor Khan,

Countless Londoners will drive to work this week. They'll be small business owners. Police officers. Teachers. The people who keep this city running. The people who can't stay at home.

And they'll all be hit with your new congestion charge: £15 a day, seven days a week.

Hiking taxes on key workers and small businesses would be hard to justify in normal times. It's impossible to justify now.

I appreciate that Transport for London is in financial difficulty. But you're asking Londoners to pay for a massive blackhole that has nothing to do with them.

Look at the hundreds of TfL officials who earn over £100,000. The million pounds that were paid out in bonuses last year. The £5 billion lost because of the Crossrail delay. The £640 million lost on a fare freeze that didn't work. None of this will be fixed by hiking the congestion charge.

That's why 43,287 Londoners have signed my petition to call on you to reverse the increase. And I think it's time you listened.

We can't tell people to avoid public transport and then tax them for following our advice.

And we can't help London's economic recovery by hurting the people who'll power it.

Half of this city's economic activity takes place in central London or within one square mile of it. The people who work there need our support, not higher taxes.

So I'm joining those 43,287 Londoners and calling on you to reverse your congestion charge hike. If you decide to listen, and I hope you will, then you'll have my full support.

I've attached the petition signatories to this letter.

Yours,

Shaun Bailey

From: [REDACTED]
Sent: 01 June 2021 13:38
To: [REDACTED]
Subject: FW: To Clear: CC General Lines Template Urgent

From: [REDACTED] <[REDACTED]@london.gov.uk>
Sent: 01 June 2021 13:37:30 (UTC+00:00) Dublin, Edinburgh, Lisbon, London
To: [REDACTED] <[REDACTED]@london.gov.uk>
Subject: FW: To Clear: CC General Lines Template Urgent

From: Heidi Alexander
Sent: 16 October 2020 16:58
To: [REDACTED] <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@tfl.gov.uk>
Cc: Tim Steer <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@london.gov.uk>; TT Correspondence [REDACTED] <[REDACTED]@london.gov.uk>
Subject: RE: To Clear: CC General Lines Template Urgent
Thank you [REDACTED]
H

From: [REDACTED] <[REDACTED]@london.gov.uk>
Sent: 16 October 2020 16:57
To: [REDACTED] <[REDACTED]@tfl.gov.uk>; Heidi Alexander <[REDACTED]@london.gov.uk>
Cc: Tim Steer <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@london.gov.uk>; TT Correspondence [REDACTED] <[REDACTED]@london.gov.uk>
Subject: Re: To Clear: CC General Lines Template Urgent
Great thanks, all credit to [REDACTED]
[REDACTED]

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From: Heidi Alexander <[REDACTED]@london.gov.uk>
Sent: Friday, October 16, 2020 4:53:07 PM
To: [REDACTED] <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@tfl.gov.uk>
Cc: Tim Steer <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@london.gov.uk>; TT Correspondence [REDACTED] <[REDACTED]@london.gov.uk>
Subject: RE: To Clear: CC General Lines Template Urgent
This looks good [REDACTED] – thanks for sorting
H

From: [REDACTED] <[REDACTED]@london.gov.uk>
Sent: 16 October 2020 14:47
To: Heidi Alexander <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@tfl.gov.uk>
Cc: Tim Steer <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@london.gov.uk>; TT Correspondence [REDACTED] <[REDACTED]@london.gov.uk>
Subject: RE: To Clear: CC General Lines Template Urgent
Heidi

Sorry for the delay in getting back to you on this. We did a bit of checking back against other cases; apologies some of those lines weren't reflected in the version earlier. This template is one we originally provided in June which has taken us 4 months to get cleared. So while it had been updated I don't think it fully reflected all the amends you've made over that period.

In the below, we've tried to reflect some of your more recent amends to language ([REDACTED] worked from a recent response on impact on Chinatown). We were overall though trying to keep the changes to a minimum to avoid

having to go back through MO for sign off of any amends given the time that's passed on clearing this version, and to avoid any changes that might need to be checked with legal. Hopefully the below gets the right balance but let us know if there's anything else you were expecting to see.

I've also attached as tracked changes in case helpful.

With thanks to [REDACTED] who's been holding the ring on drafting these!

STARTS:

Thank you for your correspondence to the Mayor on behalf of your constituent [REDACTED] about the Congestion Charge. As the Deputy Mayor for Transport, I am replying on behalf of the Mayor, and I apologise for the delayed response.

As a condition of TfL's emergency funding agreement with Government in May, Ministers were clear that TfL must immediately reintroduce the Congestion Charge and urgently bring forward proposals to widen the scope and level of the charge.

The temporary changes to the Congestion Charge have been designed to ensure London's recovery from the pandemic is not restricted by cars and congestion. The cost of congestion in London is £5.5bn per year with drivers losing more than 200 hours per year due to being stuck in traffic. TfL analysis prior to the changes showed that car traffic levels in central London could have doubled without these changes to the Congestion Charge. Car traffic in the evenings was already almost as high as during the day, and at weekends was even higher than during the week.

Congestion means journey times increase, pushing up costs for businesses and can risk slowing down emergency services.

At the same time, more space is needed on streets to accommodate increased levels of walking and cycling while public transport capacity is constrained by social distancing requirements.

For these reasons, on 22 June the Congestion Charge, which covers around one per cent of Greater London, temporarily increased to £15 a day and now operates 07:00-22:00, seven days a week. These temporary changes will reduce traffic in central London to enable more journeys to be made safely by foot or by cycle and will help to keep the bus network reliable.

With these temporary changes, it was expected that trips taken by car could fall by a third and nitrogen oxide (NOx) emissions from vehicles could fall by up to 11 per cent in the newly charged hours. In line with expectations, car trips fell by 8 per cent in the week after the changes and by 27 per cent at the weekend (newly charged hours). Since then, as people began to return to both road and public transport networks, traffic has steadily increased, although at a slower rate than outside the Congestion Charge Zone. Without the temporary changes in place, it is likely that this increase would have been higher. Combined with the rapid enhancement of space for walking and cycling in central London, these changes will ultimately support a safe and sustainable economic recovery.

The Blue Badge Discount and Cleaner Vehicle Discount for the Congestion Charge are unaffected, so those who do need to travel into the zone during charging hours can still do so in the cleanest vehicles without incurring the charge, or in the case of Blue Badge holders can nominate up to two vehicles per day to receive the 100 per cent discount. Taxis and wheelchair-accessible private hire vehicles also continue to be exempt from the Congestion Charge. Our emergency services have done, and continue to do, a phenomenal job in responding to the impact of COVID-19 and all emergency service vehicles are exempt from the charge.

The exceptional circumstances surrounding these changes, as well as their temporary nature, meant that it was not possible to hold a lengthy formal consultation. TfL did, however, invite people to share their views and, based on these representations, modified the original proposals. There are now further reimbursements to the Congestion Charge to support those who could be most affected by the pandemic and are at the heart of the response to the crisis.

[TO INCLUDE IF APPROPRIATE: *TfL has continued the expanded NHS reimbursement scheme to cover additional trips made by staff at NHS Trusts, ambulance staff, and those that work at care homes in the Congestion Charging Zone. We have also expanded the NHS patient reimbursement rules so that people who are most at risk can receive a refund if they travel to their hospital appointments by car. TfL has worked with partners to develop the details of new reimbursement arrangements for local authorities and charities operating in the zone when they are supporting those most vulnerable to the impacts of COVID-19, which will be backdated to when the changes went live (Monday 22 June). Charitable organisations based in the zone can check their eligibility by emailing CharityCongestionRefunds@london.gov.uk and eligible charities should register for Auto Pay to help with reimbursement.*

The Mayor knows there are many other organisations and people playing a vital role in our city. However, further extending the eligibility criteria for reimbursements outside of those organisations directly responding to the pandemic would have a negative impact on the congestion reduction and consequential air quality benefits of the Congestion Charge, and potentially undermine the beneficial impacts of the scheme for essential journeys.

[TO INCLUDE IF APPROPRIATE: *Some residents within the Congestion Charge Zone raised concerns that they have never applied for the residents' discount as they have previously only used their cars on the weekend. To accommodate this, the residents' discount remained open to new applicants until 1 August but was then temporarily closed to limit the incentive for residents to increase car use in the zone. Residents who already have the discount will continue to be able to renew it.*

I am aware that this is not the response that **you/your constituent** would have been seeking but I hope that this letter in some way provides some further explanation of these temporary changes, which will be kept under review by TfL to ensure their continued effectiveness.

SIGN OFF

From: Heidi Alexander <[REDACTED]@london.gov.uk>

Sent: 16 October 2020 11:29

To: [REDACTED] <[REDACTED]@tfl.gov.uk>

Cc: [REDACTED] <[REDACTED]@london.gov.uk>; Tim Steer <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@london.gov.uk>

Subject: RE: To Clear: CC General Lines Template Urgent

Is there not a more recent response that I have written on CC? we can't put a reply out saying as lockdown restrictions are eased – it's nonsensical given the position we are now in. I am sure I rewrote a CC reply a few weeks ago on a Friday night which dealt with this issue – I don't think the text below is that text, which I asked for all future CC response to be based on?

From: [REDACTED] <[REDACTED]@tfl.gov.uk>

Sent: 16 October 2020 11:16

To: Heidi Alexander <[REDACTED]@london.gov.uk>

Subject: FW: To Clear: CC General Lines Template Urgent

Importance: High

Line to clear and some explanatory notes below from [REDACTED]

From: TT Correspondence [REDACTED]

Sent: 15 October 2020 12:03

To: [REDACTED] <[REDACTED]@tfl.gov.uk>

Cc: TT Correspondence [REDACTED]; [REDACTED] <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@london.gov.uk>

Subject: To Clear: CC General Lines Template Urgent

Importance: High

Hi [REDACTED]

Please could you ask Heidi to clear this template? Please note that Heidi has previously cleared this, but it has been updated both due to the delay and to add the top line data on the impacts of the charge.

It has now been signed off by the Mayor's Office and they have asked that Heidi respond to the 24 VIP cases we still have open that require a general Congestion Charge response.

I have attached an example of an incoming case (MGLA050620-3730 Robert Halfon MP).

We're keen to get the letters out as soon as possible given the possibility of a new position in the next funding deal.

Let us know if Heidi thinks there's anything that urgently needs revising and we will try to resolve with Legal.

If Heidi is happy with these lines, we will use them to draft responses to each of the cases, and then send to you for her to send out.

Kindest regards

[REDACTED]

Dear Title Surname,

Thank you for your **letter/email of XXX** regarding the temporary changes to the Central London Congestion Charge. As the Deputy Mayor for Transport, I am replying on behalf of the Mayor. I apologise for the delay in responding. We received over 14,000 representations regarding the proposed changes, which were reviewed and informed the impact assessment and development of the final proposals.

The coronavirus pandemic is creating significant challenges and Transport for London (TfL) has a specific role to play in ensuring the transport system continues to operate effectively as we enter a new phase of dealing with the virus. As a condition of TfL's emergency funding in May, the Government was clear that TfL must immediately reintroduce the Congestion Charge and urgently bring forward proposals to widen the scope and level of the charge. Following the reintroduction of the Congestion Charge, Ultra Low Emission Zone and Low Emission Zone for HGVs on 18 May, TfL announced further temporary changes to the Congestion Charge, which were brought forward in accordance with TfL's emergency funding from Government.

On 22 June the Congestion Charge, which covers around one per cent of Greater London, temporarily increased to £15 a day and now operates 07:00-22:00, seven days a week. These temporary changes will ensure London's recovery from the pandemic is not restricted by cars and congestion.

The cost of congestion in London is £5.5bn per year with drivers losing more than 200 hours per year due to being stuck in traffic. TfL analysis shows that as the Government further eases lockdown restrictions, car traffic levels in central London could double without these changes to the Congestion Charge. Car traffic in the evenings was already almost as high as during the day, and at weekends was even higher than during the week.

Congestion means journey times increase, pushing up costs for businesses and can risk slowing down emergency services. Congestion also increases bus journey times for those that need to use public transport, such as key workers, at a time when they need to travel quickly and easily. Higher levels of traffic would mean there simply isn't space to safely accommodate more people walking and cycling.

With these temporary changes, it was expected that trips taken by car could fall by a third and nitrogen oxide (NOx) emissions from vehicles could fall by up to 11 per cent in the newly charged hours. In line with expectations, car trips fell by 8 per cent in the week after the changes and by 27 per cent at the weekend (newly charged hours). Since then, as people have continued to return to both road and public transport networks, traffic has steadily increased, although at a slower rate than outside the Congestion Charge Zone. Without the temporary changes in place, it is likely that this increase would be higher. This is particularly important given the emerging evidence linking air pollution with an increased vulnerability to the most severe impacts of COVID-19.

The exceptional circumstances surrounding these changes, as well as their temporary nature, meant that it was not possible to hold a lengthy formal consultation. TfL did, however, invite people to share their views and, in light of the representations received, some modifications were made to the original proposals. There are now further reimbursements to the Congestion Charge to support those who could be most affected by the pandemic and are at the heart of the response to the crisis. *[TO INCLUDE IF APPROPRIATE: TfL has continued the expanded NHS*

reimbursement scheme to cover additional trips made by staff at NHS Trusts, ambulance staff, and those that work at care homes in the Congestion Charging Zone. We have also expanded the NHS patient reimbursement rules so that people who are most at risk can receive a refund if they travel to their hospital appointments by car. TfL has worked with partners to develop the details of new reimbursement arrangements for local authorities and charities operating in the zone when they are supporting those most vulnerable to the impacts of COVID-19, which will be backdated to when the changes went live (Monday 22 June). Charitable organisations based in the zone can check their eligibility by emailing CharityCongestionRefunds@london.gov.uk and eligible charities should register for Auto Pay to help with reimbursement.]

I know there are many other organisations and people playing a vital role in our city. However, further extending the eligibility criteria for reimbursements would have a negative impact on the congestion reduction and consequential air quality benefits of the Congestion Charge, and potentially undermine the beneficial impacts of the scheme for essential journeys.

[TO INCLUDE IF APPROPRIATE: Some residents within the Congestion Charge Zone raised concerns that they have never applied for the residents' discount as they have previously only used their cars on the weekend. To accommodate this, the residents' discount remained open to new applicants until 1 August but was then temporarily closed to limit the incentive for residents to increase car use in the zone. Residents who already have the discount will continue to be able to renew it.]

Our emergency services have done, and continue to do, a phenomenal job in responding to the impact of COVID-19 and all emergency service vehicles are exempt from the charge. The Blue Badge Discount is unaffected and provides a full discount on the charge for blue badge holders, which may benefit a number of the most vulnerable members of your community. Vehicles that pass the Cleaner Vehicle Discount criteria are also eligible for a full discount.

I am aware that this is not the response that **you/your constituent** would have been seeking but I hope that this letter in some way provides some further explanation of these temporary changes, which will be kept under review by TfL to ensure their continued effectiveness.

Yours sincerely,

Heidi Alexander

Deputy Mayor for Transport

NHS health information and advice about coronavirus can be found at nhs.uk/coronavirus

The Mayor and the GLA stand against racism. Black Lives Matter.

[REDACTED]

From: [REDACTED]
Sent: 01 June 2021 13:34
To: [REDACTED]
Subject: FW: Figures relating to income generated from changes to the Congestion Charge

From: Heidi Alexander <[REDACTED]@london.gov.uk>
Sent: 13 January 2021 13:36
To: [REDACTED] <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@tfl.gov.uk>; [REDACTED]
<[REDACTED]@tfl.gov.uk>; [REDACTED] <[REDACTED]@london.gov.uk>
Cc: [REDACTED] <[REDACTED]@london.gov.uk>
Subject: Re: Figures relating to income generated from changes to the Congestion Charge

Can I just be kept in the loop on anything that is sent to her/[REDACTED]
Ta
H

From: [REDACTED] <[REDACTED]@london.gov.uk>
Sent: Wednesday, January 13, 2021 1:27:45 PM
To: [REDACTED] <[REDACTED]@tfl.gov.uk>; Heidi Alexander <[REDACTED]@london.gov.uk>; [REDACTED]
<[REDACTED]@tfl.gov.uk>; [REDACTED] <[REDACTED]@london.gov.uk>
Cc: [REDACTED] <[REDACTED]@london.gov.uk>
Subject: RE: Figures relating to income generated from changes to the Congestion Charge
Looping in [REDACTED] as I know we had some back and forth on this for briefings (was it for a December meeting... feels very long ago!)

From: [REDACTED] <[REDACTED]@tfl.gov.uk>
Sent: 13 January 2021 13:04
To: Heidi Alexander <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@london.gov.uk>; [REDACTED]
<[REDACTED]@tfl.gov.uk>; [REDACTED] <[REDACTED]@london.gov.uk>
Subject: FW: Figures relating to income generated from changes to the Congestion Charge

Hi all,
Email from Caroline Pidgeon's office below. Do we have these figures to hand?
[REDACTED]

From: [REDACTED] <[REDACTED]@london.gov.uk>
Sent: 13 January 2021 12:58
To: [REDACTED] <[REDACTED]@tfl.gov.uk>
Cc: Caroline Pidgeon <[REDACTED]@london.gov.uk>
Subject: Figures relating to income generated from changes to the Congestion Charge
[REDACTED]

Hope you are well and a very belated Happy New Year.

I am not sure who the right person is to enquire about this, so if necessary do direct me onto someone else, but I just wanted to flag up that during the London Assembly Budget and Performance Committee meeting held on the 5th January 2021 the Mayor was asked by Caroline Pidgeon about the income figures that have resulted from the **combined** changes to the Congestion Charge during 2020 (the rise, the lengthening of hours and the extension from 5 to 7 days a week, but also other changes such as the CC not being suspended during Christmas and the New Year and the ending of the residents' discount for new applicants). The Mayor did say these figures could be provided and even said they could be provided that day of the meeting.

For full details of what the Mayor said can be seen at 1 hour and 37 minutes into the webcast:

<https://www.london.gov.uk/budget-performance-committee-2021-01-05>

So far these figures have not yet been provided, so I just wondered if an update could be provided as to when they would be made available?

Many thanks as ever,
[REDACTED]

Office of Caroline Pidgeon AM



E: [\[redacted\]@london.gov.uk](mailto:[redacted]@london.gov.uk)

www.carolinepidgeon.org

Read Caroline's Latest Report [here](#)

LONDONASSEMBLY Liberal Democrat

City Hall, The Queen's Walk, London SE1 2AA

Click below to follow Caroline on Facebook and Twitter: