

Q1 - Any other option to increase compliance with the red route network/congestion charging zone?

Q2 - Would PCN cause you any hardship?/any particular group of road user?

Q3 - Any other concerns/comments regarding proposal?

IN-PRINCIPLE VIEWS

Q1: Alternatives

001 Support increase in PCN

001	Yes, increase the PCN charge	265
005	Yes, but increase the PCN charge even further than proposed	6
002	Would improve safety	2
004	Would improve traffic flow	2
003	Support annual / periodic increases	1

010 Support increased charges for certain reasons/vehicles only

012	Stopping in a red route	85
013	Commercial vehicles	68
017	Overseas drivers / visitors (including within UK)	58
018	Diplomatic cars	39
015	Taxis	34
016	Uber	28
014	Private hire cars	24
011	Stopping in yellow box	6
019	Those that abuse blue badges	1
020	Private cars (not hired)	1

100 Uncertain about PCN increase

101	Need more evidence of the impact of a PCN increase	119
103	Need to look at similar systems elsewhere and their impacts	63
102	Need to see how monies collected would be spent	16

110	Not affected by PCN	
111	Never received a PCN charge before	3
112	Do not drive in this area	3
113	No personal effect	1
200	Oppose increase in PCN	
209	Criticism of TfL motivations for increasing charge (greed etc.)	769
204	No, will not increase compliance or change behaviour	490
207	No, PCN Charge should be reduced / already high	396
208	No, abolish the PCN charge	385
203	No, existing charge is adequate / no need to change	334
206	No, improve public transport instead	194
205	No, improve road infrastructure instead	96
201	No, with no additional context (nothing else said)	42
211	Limit high fines to other driving offences (drink driving / speeding / using mot	10
202	No, but increase charge for certain users	6
210	Fines are already higher for parking offences than other motoring fines	4
220	Oppose increased penalties for certain user types/ reasons	
224	Couriers	59
225	Commercial vehicles / tradespeople	51
227	Private hire vehicles	27
221	Disabled drivers	21
223	Those caring for vulnerable people (e.g. carers, nurses etc.)	12
228	Residents / those living locally	12
222	Elderly drivers	8
226	Diesel vehicles	5
240	Infrastructure issues contribute to offences / contraventions	
242	Poor road signage causes offences	552
241	Poor road layout causes offences	217
245	Concentrate on traffic flow / better traffic management	105

244	Traffic signalling causes offences	89
247	Offences caused by other vehicle movements (including emergency vehicles)	45
243	Sat Nav routes cause drivers to offend	17
246	Traffic calming causes drivers to offend	9

260 Parking and Loading issues contribute to offences / contraventions

262	Removing parking spaces causes offences	133
261	Provide more parking and loading spaces (including outside zone)	106
264	Difficulties for drivers picking up / dropping off	40
263	Difficulties for taxi drivers in picking up / dropping off passengers	17
265	Introduce registration to book delivery bays	11

ALTERNATIVE WAYS TO INCREASE COMPLIANCE

300 Improved PCN system

308	New system is needed	134
303	Easier payment system needed	108
304	Promotion of automatic payment system	106
302	More time given to pay charge	73
311	Improved payment reminder system (e.g. texts / emails)	73
306	Text alerts when entering PCN zone	66
310	Introduce improved appeals system / no charges for failed appeals	49
305	Better customer service	43
307	Extend the PCN zone	42
312	Offer incentives for complying with congestion charge and red routes	36
309	Introduce payment app / online service	29
301	Would like to see a better discount for early/prompt payments	26
313	Oppose charge to set up automated payments / should be free to set up	17
314	Reduce the PCN zone	3
315	Fine those that park on double yellow lines	1

320 More severe punishment for offences

322	Driving license points should be issued for offences	176
323	Clamp or tow offending vehicles	155
321	No discount for repeat offences	30

330 Operate a scaled system of penalty charges based on various criteria

332	Number of offences (higher charges for repeat offenders)	647
331	Income (higher charges for higher earners)	108
333	Severity of offence (lower charges for mistakes)	95
337	Different penalties applied to Red Routes and the Congestion Charge	54
335	Emissions (smaller penalties for hybrid / electric vehicles)	52
336	Based on inflation / cost of living	31
334	Value of car (higher charges for more expensive cars)	24
338	Engine size (higher charges for larger engines)	20
339	Age of vehicle	10
340	Proximity to central London (Higher in Zone 1)	4

350 Greater enforcement of existing system

352	More traffic warden patrols	325
351	Increase use of CCTV	99
353	Ensure fines are enforced and collected	93
354	Ensure fines are enforced on the driver rather than their company / employer	8
355	Ensure fines are enforced on the driver rather than the vehicle	6
356	Introduce toll gates	5
357	Fines for unattended vehicles	1

360 Other possible measures to encourage compliance

363	Driver education / awareness programmes	445
364	Stop road schemes - loss of road space / construction related closures	192
361	More time restrictions for commercial vehicles	133
366	Ban vehicles from particular areas	102
362	Alternate day travel scheme (access alternates based on number plate - e.g.	40
365	Inform DVLA of repeat offender vehicles	36

368	Introduce Park and Ride scheme	9
370	Name and shame offenders	7
367	Provide alternative routes to avoid the congestion charge	5
369	Inform insurance companies of repeat offenders	4

380 Less enforcement of existing PCN system is needed

386	No fine for first time offenders	72
385	More flexible red route / congestion charging zone times	64
381	Less use of CCTV	53
382	Abolish red routes / congestion charge zone	45
383	Allow more time in yellow boxes	37
387	Allow other vehicles to enter bus lanes or remove bus only lanes	33
384	Less over-zealous traffic wardens	25
388	Relax rules during events	2

HARDSHIPS CAUSED BY PCN

400 Effects on wider economy / society

401	Will affect economy / detrimental effect on businesses	64
402	Increase should be in line with cost of living - London is already expensive	45
405	May deter business / tourists	17
406	Will cause further hardship (non-specific)	17
403	Charges would impact everyone/everyone would be penalised/affected	15
407	Will increase journey times	1

420 Increased PCN would causes hardship to specific driver types

422	Those making genuine mistakes or being forced into them	481
423	Those on lower incomes / poorer people	116
425	Commuters / frequent users	63
426	Visitors and those unfamiliar with the road system	62
421	All drivers (increased stress)	31
428	London residents	19

430	Motorcycle users	9
424	Commercial vehicle drivers	8
427	Public service users (carers, doctors etc.)	5
429	New drivers / learners	5
431	Parents with children	2

GENERAL COMMENTS

800	Comments not directed at the consultation questions	
802	Negative comments about cyclists (break the law, under used cycle lanes, ne	304
805	General negative comments about TfL not relating to PCN	164
811	Congestion charge / PCN has no impact on congestion	156
801	Negative comments about buses (cause traffic congestion, number should b	145
803	Negative comments about private hire vehicles (e.g. ban them)	123
806	General negative comments about government	121
808	General concerns about pollution / air quality	74
809	Improve cycle infrastructure	42
810	Improve pedestrian infrastructure	26
812	Ban diesel and highly polluting vehicles	25
807	Remove traffic calming measures / street furniture	21
815	Differences in transport enforcement policies across London Boroughs	19
818	Encourage car sharing	11
819	General road safety concerns	10
813	Introduce lower speed limits to improve traffic flow	8
814	Negative comments about commercial vehicles	8
816	Negative comments about motorcycles	8
827	Introduce road user charging / mileage based charges	7
804	Negative comments about rickshaws (taking up space on road, do not pay ta	6
817	Negative comments about pedestrians	6
820	Stop engine idling when in congestion or traffic jams	3
825	All cars should be manufactured as low emission / electric vehicles	3
826	Comments about the T-Charge	3
821	Increase other taxes to gain revenue (Council tax, car tax etc.)	2
823	Use River Thames / canals for deliveries	2

822	Public transport is a good alternative / adequate	0
824	Once one borough increases charge, others will follow	0
900	Comments on the consultation process itself	
902	Criticism of questionnaire	45
901	Criticism of consultation in general / won't be listened to	37
995	Unrelated Positive Answer	12
996	Unrelated Negative Answer	15
997	No	396
998	Don't know	17
999	Not Applicable or No Comment	32
1000	Blank responses	1690

Q1 - Any other option to increase compliance with the red route network/congestion charging zone?

Q2 - Would PCN cause you any hardship?/any particular group of road user?

Q3 - Any other concerns/comments regarding proposal?

IN-PRINCIPLE VIEWS

		Q2: Hardships
001	Support increase in PCN	
001	Yes, increase the PCN charge	150
005	Yes, but increase the PCN charge even further than proposed	5
002	Would improve safety	2
004	Would improve traffic flow	2
003	Support annual / periodic increases	0
010	Support increased charges for certain reasons/vehicles only	
013	Commercial vehicles	37
017	Overseas drivers / visitors (including within UK)	24
018	Diplomatic cars	21
012	Stopping in a red route	15
016	Uber	10
014	Private hire cars	8
015	Taxis	6
011	Stopping in yellow box	5
019	Those that abuse blue badges	4
020	Private cars (not hired)	1
100	Uncertain about PCN increase	
101	Need more evidence of the impact of a PCN increase	52
103	Need to look at similar systems elsewhere and their impacts	37
102	Need to see how monies collected would be spent	21

110	Not affected by PCN	
113	No personal effect	180
112	Do not drive in this area	48
111	Never received a PCN charge before	44

200	Oppose increase in PCN	
207	No, PCN Charge should be reduced / already high	1137
209	Criticism of TfL motivations for increasing charge (greed etc.)	934
208	No, abolish the PCN charge	494
204	No, will not increase compliance or change behaviour	389
203	No, existing charge is adequate / no need to change	134
201	No, with no additional context (nothing else said)	63
206	No, improve public transport instead	62
205	No, improve road infrastructure instead	37
210	Fines are already higher for parking offences than other motoring fines	29
211	Limit high fines to other driving offences (drink driving / speeding / using mot	10
202	No, but increase charge for certain users	4

220	Oppose increased penalties for certain user types/ reasons	
224	Couriers	157
221	Disabled drivers	153
222	Elderly drivers	145
227	Private hire vehicles	108
225	Commercial vehicles / tradespeople	51
223	Those caring for vulnerable people (e.g. carers, nurses etc.)	41
226	Diesel vehicles	15
228	Residents / those living locally	8

240	Infrastructure issues contribute to offences / contraventions	
242	Poor road signage causes offences	205
241	Poor road layout causes offences	108
247	Offences caused by other vehicle movements (including emergency vehicles	91

245	Concentrate on traffic flow / better traffic management	30
244	Traffic signalling causes offences	15
243	Sat Nav routes cause drivers to offend	13
246	Traffic calming causes drivers to offend	0

260 Parking and Loading issues contribute to offences / contraventions

262	Removing parking spaces causes offences	95
261	Provide more parking and loading spaces (including outside zone)	57
263	Difficulties for taxi drivers in picking up / dropping off passengers	42
264	Difficulties for drivers picking up / dropping off	39
265	Introduce registration to book delivery bays	0

ALTERNATIVE WAYS TO INCREASE COMPLIANCE

300 Improved PCN system

310	Introduce improved appeals system / no charges for failed appeals	93
302	More time given to pay charge	77
305	Better customer service	58
303	Easier payment system needed	48
304	Promotion of automatic payment system	35
311	Improved payment reminder system (e.g. texts / emails)	30
301	Would like to see a better discount for early/prompt payments	20
313	Oppose charge to set up automated payments / should be free to set up	17
306	Text alerts when entering PCN zone	15
308	New system is needed	13
307	Extend the PCN zone	2
309	Introduce payment app / online service	2
315	Fine those that park on double yellow lines	2
312	Offer incentives for complying with congestion charge and red routes	1
314	Reduce the PCN zone	1

320 More severe punishment for offences

322	Driving license points should be issued for offences	21
323	Clamp or tow offending vehicles	11
321	No discount for repeat offences	8

330 Operate a scaled system of penalty charges based on various criteria

332	Number of offences (higher charges for repeat offenders)	261
331	Income (higher charges for higher earners)	239
336	Based on inflation / cost of living	154
333	Severity of offence (lower charges for mistakes)	141
337	Different penalties applied to Red Routes and the Congestion Charge	14
335	Emissions (smaller penalties for hybrid / electric vehicles)	12
334	Value of car (higher charges for more expensive cars)	10
338	Engine size (higher charges for larger engines)	8
339	Age of vehicle	5
340	Proximity to central London (Higher in Zone 1)	0

350 Greater enforcement of existing system

352	More traffic warden patrols	40
353	Ensure fines are enforced and collected	31
351	Increase use of CCTV	13
354	Ensure fines are enforced on the driver rather than their company / employer	13
355	Ensure fines are enforced on the driver rather than the vehicle	2
357	Fines for unattended vehicles	2
356	Introduce toll gates	0

360 Other possible measures to encourage compliance

363	Driver education / awareness programmes	90
364	Stop road schemes - loss of road space / construction related closures	80
361	More time restrictions for commercial vehicles	14
366	Ban vehicles from particular areas	14
365	Inform DVLA of repeat offender vehicles	7
367	Provide alternative routes to avoid the congestion charge	2

362	Alternate day travel scheme (access alternates based on number plate - e.g.	1
368	Introduce Park and Ride scheme	1
369	Inform insurance companies of repeat offenders	0
370	Name and shame offenders	0

380 Less enforcement of existing PCN system is needed

384	Less over-zealous traffic wardens	56
386	No fine for first time offenders	52
381	Less use of CCTV	48
383	Allow more time in yellow boxes	34
385	More flexible red route / congestion charging zone times	12
382	Abolish red routes / congestion charge zone	6
387	Allow other vehicles to enter bus lanes or remove bus only lanes	6
388	Relax rules during events	0

HARDSHIPS CAUSED BY PCN

400 Effects on wider economy / society

406	Will cause further hardship (non-specific)	622
403	Charges would impact everyone/everyone would be penalised/affected	302
401	Will affect economy / detrimental effect on businesses	265
402	Increase should be in line with cost of living - London is already expensive	153
405	May deter business / tourists	38
407	Will increase journey times	2

420 Increased PCN would causes hardship to specific driver types

422	Those making genuine mistakes or being forced into them	1258
423	Those on lower incomes / poorer people	1021
426	Visitors and those unfamiliar with the road system	252
425	Commuters / frequent users	226
421	All drivers (increased stress)	153
424	Commercial vehicle drivers	149

428	London residents	91
427	Public service users (carers, doctors etc.)	43
429	New drivers / learners	37
430	Motorcycle users	13
431	Parents with children	10

GENERAL COMMENTS

800	Comments not directed at the consultation questions	
802	Negative comments about cyclists (break the law, under used cycle lanes, ne	180
805	General negative comments about TfL not relating to PCN	141
806	General negative comments about government	128
811	Congestion charge / PCN has no impact on congestion	86
801	Negative comments about buses (cause traffic congestion, number should b	42
803	Negative comments about private hire vehicles (e.g. ban them)	35
808	General concerns about pollution / air quality	31
815	Differences in transport enforcement policies across London Boroughs	14
819	General road safety concerns	11
809	Improve cycle infrastructure	6
816	Negative comments about motorcycles	6
826	Comments about the T-Charge	5
812	Ban diesel and highly polluting vehicles	4
817	Negative comments about pedestrians	4
810	Improve pedestrian infrastructure	3
822	Public transport is a good alternative / adequate	3
804	Negative comments about rickshaws (taking up space on road, do not pay ta	2
807	Remove traffic calming measures / street furniture	1
813	Introduce lower speed limits to improve traffic flow	1
814	Negative comments about commercial vehicles	1
818	Encourage car sharing	1
820	Stop engine idling when in congestion or traffic jams	1
821	Increase other taxes to gain revenue (Council tax, car tax etc.)	1
824	Once one borough increases charge, others will follow	1
825	All cars should be manufactured as low emission / electric vehicles	1

823	Use River Thames / canals for deliveries	0
827	Introduce road user charging / mileage based charges	0
900	Comments on the consultation process itself	
901	Criticism of consultation in general / won't be listened to	33
902	Criticism of questionnaire	29
995	Unrelated Positive Answer	5
996	Unrelated Negative Answer	19
997	No	491
998	Don't know	5
999	Not Applicable or No Comment	12
1000	Blank responses	1144

Q3 - Any other concerns/comments regarding proposal?Q3: Other
comments**IN-PRINCIPLE VIEWS**

001 Support increase in PCN		
001	Yes, increase the PCN charge	242
005	Yes, but increase the PCN charge even further than proposed	12
002	Would improve safety	2
003	Support annual / periodic increases	2
004	Would improve traffic flow	1
010 Support increased charges for certain reasons/vehicles only		
018	Diplomatic cars	46
017	Overseas drivers / visitors (including within UK)	43
013	Commercial vehicles	39
012	Stopping in a red route	38
014	Private hire cars	20
016	Uber	19
015	Taxis	15
011	Stopping in yellow box	10
019	Those that abuse blue badges	6
020	Private cars (not hired)	2
100 Uncertain about PCN increase		
101	Need more evidence of the impact of a PCN increase	148
102	Need to see how monies collected would be spent	88
103	Need to look at similar systems elsewhere and their impacts	55
110 Not affected by PCN		
113	No personal effect	13
112	Do not drive in this area	9

111	Never received a PCN charge before	3
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200 Oppose increase in PCN

209	Criticism of TfL motivations for increasing charge (greed etc.)	1627
207	No, PCN Charge should be reduced / already high	688
208	No, abolish the PCN charge	576
204	No, will not increase compliance or change behaviour	510
203	No, existing charge is adequate / no need to change	193
206	No, improve public transport instead	176
205	No, improve road infrastructure instead	137
201	No, with no additional context (nothing else said)	110
210	Fines are already higher for parking offences than other motoring fines	26
211	Limit high fines to other driving offences (drink driving / speeding / using mot	16
202	No, but increase charge for certain users	11

220 Oppose increased penalties for certain user types/ reasons

224	Couriers	52
227	Private hire vehicles	45
225	Commercial vehicles / tradespeople	41
221	Disabled drivers	38
222	Elderly drivers	22
226	Diesel vehicles	17
223	Those caring for vulnerable people (e.g. carers, nurses etc.)	15
228	Residents / those living locally	11

240 Infrastructure issues contribute to offences / contraventions

242	Poor road signage causes offences	204
241	Poor road layout causes offences	162
245	Concentrate on traffic flow / better traffic management	120
247	Offences caused by other vehicle movements (including emergency vehicles	73
244	Traffic signalling causes offences	60
246	Traffic calming causes drivers to offend	15

243	Sat Nav routes cause drivers to offend	10
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260 Parking and Loading issues contribute to offences / contraventions

262	Removing parking spaces causes offences	93
261	Provide more parking and loading spaces (including outside zone)	49
264	Difficulties for drivers picking up / dropping off	27
263	Difficulties for taxi drivers in picking up / dropping off passengers	15
265	Introduce registration to book delivery bays	3

ALTERNATIVE WAYS TO INCREASE COMPLIANCE

300 Improved PCN system

310	Introduce improved appeals system / no charges for failed appeals	97
305	Better customer service	70
302	More time given to pay charge	65
308	New system is needed	64
303	Easier payment system needed	57
304	Promotion of automatic payment system	39
311	Improved payment reminder system (e.g. texts / emails)	37
301	Would like to see a better discount for early/prompt payments	30
307	Extend the PCN zone	28
312	Offer incentives for complying with congestion charge and red routes	14
309	Introduce payment app / online service	13
313	Oppose charge to set up automated payments / should be free to set up	12
306	Text alerts when entering PCN zone	9
314	Reduce the PCN zone	0
315	Fine those that park on double yellow lines	0

320 More severe punishment for offences

322	Driving license points should be issued for offences	34
323	Clamp or tow offending vehicles	25
321	No discount for repeat offences	20

330	Operate a scaled system of penalty charges based on various criteria	
332	Number of offences (higher charges for repeat offenders)	282
333	Severity of offence (lower charges for mistakes)	123
331	Income (higher charges for higher earners)	116
336	Based on inflation / cost of living	80
335	Emissions (smaller penalties for hybrid / electric vehicles)	42
337	Different penalties applied to Red Routes and the Congestion Charge	19
334	Value of car (higher charges for more expensive cars)	15
338	Engine size (higher charges for larger engines)	12
339	Age of vehicle	9
340	Proximity to central London (Higher in Zone 1)	1

350	Greater enforcement of existing system	
352	More traffic warden patrols	90
353	Ensure fines are enforced and collected	65
351	Increase use of CCTV	33
355	Ensure fines are enforced on the driver rather than the vehicle	8
354	Ensure fines are enforced on the driver rather than their company / employer	7
356	Introduce toll gates	1
357	Fines for unattended vehicles	1

360	Other possible measures to encourage compliance	
364	Stop road schemes - loss of road space / construction related closures	206
363	Driver education / awareness programmes	165
366	Ban vehicles from particular areas	62
361	More time restrictions for commercial vehicles	57
365	Inform DVLA of repeat offender vehicles	19
362	Alternate day travel scheme (access alternates based on number plate - e.g.	14
367	Provide alternative routes to avoid the congestion charge	7
368	Introduce Park and Ride scheme	4
369	Inform insurance companies of repeat offenders	2

370	Name and shame offenders	0
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380	Less enforcement of existing PCN system is needed	
381	Less use of CCTV	68
383	Allow more time in yellow boxes	63
384	Less over-zealous traffic wardens	42
386	No fine for first time offenders	32
385	More flexible red route / congestion charging zone times	21
387	Allow other vehicles to enter bus lanes or remove bus only lanes	19
382	Abolish red routes / congestion charge zone	15
388	Relax rules during events	3

HARDSHIPS CAUSED BY PCN

400	Effects on wider economy / society	
401	Will affect economy / detrimental effect on businesses	151
402	Increase should be in line with cost of living - London is already expensive	92
406	Will cause further hardship (non-specific)	80
403	Charges would impact everyone/everyone would be penalised/affected	40
405	May deter business / tourists	36
407	Will increase journey times	1

420	Increased PCN would causes hardship to specific driver types	
422	Those making genuine mistakes or being forced into them	592
423	Those on lower incomes / poorer people	300
425	Commuters / frequent users	103
426	Visitors and those unfamiliar with the road system	60
421	All drivers (increased stress)	58
428	London residents	54
424	Commercial vehicle drivers	34
430	Motorcycle users	13
427	Public service users (carers, doctors etc.)	10

431	Parents with children	8
429	New drivers / learners	3

GENERAL COMMENTS

800	Comments not directed at the consultation questions	
802	Negative comments about cyclists (break the law, under used cycle lanes, ne	409
805	General negative comments about TfL not relating to PCN	352
806	General negative comments about government	280
811	Congestion charge / PCN has no impact on congestion	216
808	General concerns about pollution / air quality	115
803	Negative comments about private hire vehicles (e.g. ban them)	110
801	Negative comments about buses (cause traffic congestion, number should b	108
807	Remove traffic calming measures / street furniture	33
809	Improve cycle infrastructure	27
812	Ban diesel and highly polluting vehicles	22
815	Differences in transport enforcement policies across London Boroughs	22
810	Improve pedestrian infrastructure	20
819	General road safety concerns	16
817	Negative comments about pedestrians	15
814	Negative comments about commercial vehicles	13
816	Negative comments about motorcycles	13
804	Negative comments about rickshaws (taking up space on road, do not pay ta	12
826	Comments about the T-Charge	8
813	Introduce lower speed limits to improve traffic flow	7
820	Stop engine idling when in congestion or traffic jams	6
825	All cars should be manufactured as low emission / electric vehicles	5
818	Encourage car sharing	4
821	Increase other taxes to gain revenue (Council tax, car tax etc.)	2
824	Once one borough increases charge, others will follow	2
827	Introduce road user charging / mileage based charges	2
822	Public transport is a good alternative / adequate	1
823	Use River Thames / canals for deliveries	1

900	Comments on the consultation process itself	
901	Criticism of consultation in general / won't be listened to	201
902	Criticism of questionnaire	82
995	Unrelated Positive Answer	24
996	Unrelated Negative Answer	77
997	No	178
998	Don't know	2
999	Not Applicable or No Comment	25
1000	Blank responses	1827