

Appendix B – Marketing Materials and Consultation Survey

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Stakeholder email

Dear Stakeholder,

Today, we launched our [consultation](#) seeking your views on expanding the Ultra Low Emission Zone (ULEZ) London-wide. You have until 29 July to have your say. The Mayor has asked TfL to consult on these proposals and to begin to develop a longer-term smart road user charging system to address the triple challenges facing London of toxic air pollution, the climate emergency and traffic congestion.

We want to encourage you to have your say on our proposals to help achieve a clean, green and healthy future London. Additionally, we want to hear your views on how we shape a future road user charging solution to address the triple challenges. You can share your views through our consultation survey, or by writing to us or calling using the details below. Please also contact us should you want more information or to arrange a meeting with us.

There are a number of documents to help you to respond to the consultation. For an overview of the proposals there is a short consultation brochure and video. More detailed information, including impact assessments, is also available on our [consultation page](#).

The consultation asks a number of questions on the proposals for the London-wide ULEZ. If a larger zone was introduced, it would have a transformative effect by the end of 2023. It is estimated that the number of cars not meeting the tough ULEZ emission standards each day would fall from 160,000 to 46,000 and number of vans from 42,000 to 26,000.

Please share the consultation with your communities, organisations or any one you think might be interested in responding or meeting with us to discuss. We have also created a toolkit for you to easily share information with any of your stakeholders. Please email us at cleanairyourview@tfl.gov.uk to request the kit.

We hope that you will give your views via our consultation survey on our Have Your Say [website](#). You can also call us on 0343 222 1155 or email us at cleanairyourview@tfl.gov.uk with your response.

Yours faithfully,

Alex Williams
Director of City Planning
Transport for London



CRM email

Transport for London



Have your say on our proposals to help improve air quality, tackle the climate emergency and reduce congestion in London



Dear Jon,

We are consulting on proposals to extend the Ultra-Low Emission Zone (ULEZ) London-wide on 29 August 2023.

Drivers of non-compliant vehicles would pay £12.50 per day to drive within Greater London.

We are also seeking views on changes to Auto Pay, penalties for non-payment for the ULEZ and Congestion Charge, and changes to the Mayor's Transport Strategy.

Additionally, we'd like to hear your views on how we shape the future of road user charging.

The consultation ends 29 July 2022.

Have your say

Many thanks for your time.

Yours sincerely,

Alex Williams
Director of City Planning

Radio Script

SFX: *General ambient background of light traffic in London.*

VO: Transport for London is proposing to extend the Ultra-Low Emission Zone London-wide in August 2023.

Most drivers have compliant vehicles and would not pay the ULEZ charge. Drivers of non-compliant vehicles would have to pay £12.50 to drive within Greater London each day.

We'd also like your views on how we shape the future of road user charging.

This is part of our commitment to help improve air quality, tackle the climate emergency and reduce traffic congestion.

To see all our proposals and have your say, search TfL Clean Air.

Consultation ends 29th of July.

To the Mayor of London and TfL, every journey matters.

Press Ad

Have your say on our proposals to help improve air quality, tackle the climate emergency and reduce congestion in London

We're proposing to extend the Ultra Low Emission Zone (ULEZ) London-wide in August 2023.

Most drivers already have compliant vehicles and would not have to pay the ULEZ charge. Drivers of non-compliant vehicles would pay £12.50 per day to drive within Greater London.

We would also like to know your views on how we can shape the future of road user charging.

Consultation ends 29 July 2022

To find out more and have your say, please visit tfl.gov.uk/clean-air



**Have
your
say**



MAYOR OF LONDON



Press Release – 20 May 2022

TfL Press Release - TfL seeks views on expanding world-leading ULEZ London-wide, as new data estimates it would deter more than 100,000 of the most polluting cars a day



[Download](#)

PN-044

- **Proposals to improve air quality across the capital and significantly reduce the number of vehicles not meeting pollution standards**
- **It is estimated that the number of cars not meeting the tough ULEZ standards each day in outer London would fall from 160,000 to 46,000**
- **Greatest number of premature deaths related to air pollution occur in outer London boroughs of Bromley, Barnet, Havering and Croydon**

- **Changes also proposed to Auto Pay and penalty charge levels for the ULEZ and Congestion Charge**

A consultation on plans to expand the Ultra Low Emission Zone (ULEZ) to cover almost the whole of the capital from 29 August 2023 has been launched.

The Mayor of London and Transport for London (TfL) have delivered a range of schemes to tackle the capital's toxic air crisis, the climate emergency and traffic congestion, but further bold action across the city is required. Around 4,000 premature deaths in 2019 were attributed to filthy air, with the greatest number in outer London. Bromley, Barnet, Havering and Croydon were the boroughs with the highest number of early deaths, showing that poor air quality is not just a central London problem. More extreme weather events are predicted if the world fails to act to reduce carbon emissions, with London already seeing these in the form of flash floods in 2021.

The current and long-term threat from toxic air pollution to public health is significant. All Londoners live in areas that breach the World Health Organization (WHO) target for particulate matter and nitrogen dioxide, around 500,000 suffer from asthma and a similar number will develop diseases linked to dirty air over the next 30 years. In the same period, it is estimated harmful emissions will cost the NHS and social care £10.4bn if no further action is taken to improve air quality.



[Download](#)

Traffic congestion continues to be a persistent problem in the capital. Last year, the cost to the London economy was estimated to be £5.1 billion. Nearly two-thirds of the cost of

Appendix B – Marketing Materials and Consultation Survey

congestion in London has been attributed to traffic delays in outer London. This comes at a cost to everyone, impacting businesses, bus customers and essential services.

The Mayor considered a range of options when deciding the next steps to take in dealing with the emergency facing the capital. In the short term, expanding the ULEZ London-wide will have the biggest effect on emissions relative to the cost to Londoners as a whole, as well as helping to tackle the climate emergency and traffic congestion. The current £12.50 daily charge level for cars, vans and motorbikes that do not meet the standards would be retained. This would be supported by a revision of the Mayor's Transport Strategy, which is also part of this consultation. The consultation will also ask Londoners to help shape the future of road user charging in the capital. This could include scrapping existing charges, such as the Congestion Charge, and replacing them with a single road user charging scheme that uses more sophisticated technology to make it as simple and fair as possible for Londoners.

If a larger zone were introduced, it would have a significant impact by the end of 2023. It is estimated that the number of cars not meeting the tough ULEZ standards each day in outer London would fall from 160,000 to 46,000 and the number of vans from 42,000 to 26,000. Pollution afflicts the lives of young people, stunting the development of their lungs. These proposals would mean the air around an additional 145 schools, mostly in outer London, would meet the interim WHO target for nitrogen dioxide. The changes would also see a further 340,000 Londoners living in areas meeting these international health-based standards.

The tough emission standards have already been hugely successful in central London, helping reduce lethal nitrogen dioxide at the roadside by around half. In outer London more than four out of five vehicles are already compliant with the ULEZ standards. For those who own older, more polluting vehicles it is proposed there will be as big a vehicle scrappage scheme as is feasible to help people adapt to the change if the proposals are confirmed by the Mayor. This would build on the Mayor's previous £61m scheme, which took more than 15,000 of the dirtiest vehicles off the road, supporting low income and disabled Londoners, charities and small businesses.

TfL is working quickly to clean up its services with more than 800 zero emission at tailpipe buses, making it the largest green fleet in western Europe. Strict licensing standards mean that over a third of iconic black cabs are now zero emission capable. As part of the wider move to electric, all drivers are being supported to switch to the cleanest vehicles, with more than 10,000 charging points now within the M25 – a third of the UK's total.

TfL is also proposing to make it easier for people to pay the charge by removing the annual £10 per vehicle Auto Pay registration fee, while ensuring financial penalties for non-payment remain an effective deterrent by increasing the penalty by £20, or £10 if paid within 14 days.



[Download](#)

Mayor of London Sadiq Khan said: “The air Londoners breathe is so toxic it stunts children’s lungs, exacerbates chronic illness and contributes to thousands of premature deaths each year. More than half of the 500,000 Londoners with asthma live in outer London and all areas of London still breach safe levels of pollution.

“That’s why my proposals for expanding the Ultra -Low Emission Zone are the right thing to do. Air pollution is not just a central London issue and Londoners in the outer boroughs should be able to enjoy the clean air benefits the ULEZ brings.

“We’re keen to hear from all Londoners, so please share your views on my plans to build a better London for everyone – a safer, fairer, greener and more prosperous city for all Londoners.”

Alex Williams, TfL’s Director of City Planning, said: “It’s clear that the capital’s toxic air is continuing to blight the lives of Londoners and progress in outer boroughs is slower than anywhere else. The number of premature deaths and current projections for diseases linked to poor air quality is unacceptable. We must act at pace to tackle this, which is why we are proposing to expand the ULEZ London-wide next year and are looking at the longer-term solution of a new form of road user charging. We would encourage people to respond to this consultation to help shape our plans.”

Adam Tyndall, Programme Director for Transport at London First, said: “The ULEZ has been transformative in cleaning up London’s air but there is clearly more to be done. For example, congestion on the capital’s roads still costs the economy more than £5bn every year, and if we are to achieve the Mayor’s ambitious net zero targets then bold

thinking is required. Solving these challenges will involve difficult decisions, so it is important that Londoners and London's business engage fully with this consultation."

Oli Lord at the Clean Cities Campaign said: "London's ULEZ is envied across Europe and I'm thrilled the Mayor remains committed to it. A London-wide ULEZ will ensure everyone breathes cleaner air and especially people living on busy arterial roads, who are often left behind. We are, however, long overdue a conversation on what comes next and I'm pleased this has begun because we need to do more than the ULEZ to meet our climate goals."

Rosamund Adoo-Kissi-Debrah said: "Fewer and cleaner cars on the road is good for communities, the high street and - crucially - our health. In the short time since ULEZ was expanded, Londoners have chosen to leave their cars behind or trade them in for cleaner models. Now it's time to extend ULEZ onto the South Circular, where children are still walking along just to get to school, and beyond. Illegal levels of air pollution on the South Circular caused my daughter Ella's deadly asthma nine years ago, expanding ULEZ London-wide can help prevent future deaths like Ella's."

Jemima Hartshorn, Mums for Lungs said: "We have been calling for this for four years and are delighted to see it happen. This will help clean up the air and hopefully reduce some of the preventable illnesses caused by air pollution. But it's sadly not enough to ensure all kids can breathe easily. We need to see a plan to get rid of diesel in its entirety and look forward to continuing working with the Mayor."

Metro Article – 20 May 2022

Have your say on the ULEZ expansion

LONDONERS are encouraged to share their thoughts on plans to expand the Ultra Low Emission Zone (ULEZ) to cover almost all of London from August 29, 2023.

Around 4,000 premature deaths in 2019 were attributed to filthy air, with the greatest number in outer London.

If a larger zone were introduced, it would have a significant impact by the end of 2023. It is estimated that the number of cars not meeting the tough ULEZ standards each day in outer London would fall from 160,000 to 46,000 and the number of vans from 42,000 to 26,000.

The tough ULEZ emission standards have already been hugely successful in central London, helping reduce lethal nitrogen dioxide at the roadside by around half. In outer London, more than



Now open: Consultation on the ULEZ

four out of five vehicles are already compliant. The current £12.50 daily charge level for cars, vans and motorbikes that don't meet the standards would be retained.

A vehicle scrappage scheme is proposed for people who own older, more polluting vehicles to help them adapt to the change if the proposals are confirmed by the Mayor.

The consultation will also ask Londoners to help shape the future of road user charging, including the use of sophisticated technology to make it as simple and fair as possible.

The consultation is open until July 29. For more information, visit the webpage at haveyoursay.tfl.gov.uk

Flyer

Front

Have your say on our proposals to help improve air quality, tackle the climate emergency and reduce congestion in London

We're proposing to extend the Ultra Low Emission Zone (ULEZ) London-wide in August 2023.

Most drivers already have compliant vehicles and would not have to pay the ULEZ charge. Drivers of non-compliant vehicles would pay £12.50 per day to drive within Greater London.

We would like to hear your views on our proposals to:

- Extend the ULEZ London-wide
- Remove the £10 Auto Pay annual registration fee for the ULEZ, the Congestion Charge and the Low Emission Zone (LEZ)
- Increase the penalty charge amount from £160 to £180 for the ULEZ and the Congestion Charge
- Update the Mayor's Transport Strategy with proposals for the ULEZ expansion London-wide

We would also like to know your views on how we can shape the future of road user charging.

Consultation ends 29 July 2022

Have your say



MAYOR OF LONDON

 **TRANSPORT FOR LONDON**
EVERY JOURNEY MATTERS

Back

How to have your say on our proposals

Fill out the online survey: tfl.gov.uk/clean-air

Email your comments to: cleanairyourview@tfl.gov.uk

Write to us at: **Freepost TfL Have your say**

Call: **0343 222 1155***

Please visit our website tfl.gov.uk/clean-air
or scan the QR code for:



- Easy read versions of our information and consultation survey
- British Sign Language video of our proposals
- More detailed information, including Frequently Asked Questions

Please contact us via email, phone or post for:

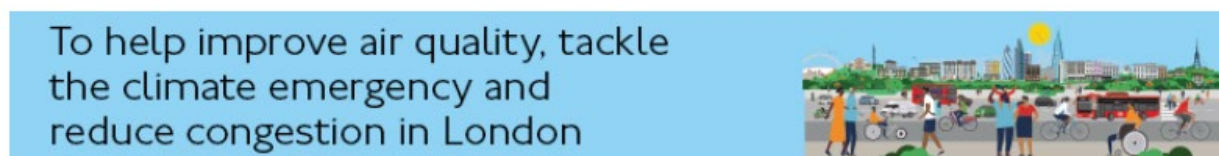
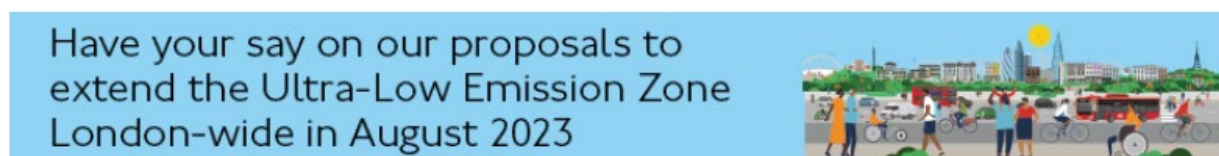
- Translations into other languages
- Printed copies of information and survey



*Network charges may apply. See tfl.gov.uk/terms for details.
Lines are open Monday-Friday, 9am-5pm.



Digital Ads



Poster

**Have your say on our proposals
to help improve air quality, tackle
the climate emergency and
reduce congestion in London**

We're proposing to extend the Ultra Low Emission
Zone (ULEZ) London-wide in August 2023.

Consultation ends 29 July 2022

Have
your
say

MAYOR OF LONDON

**TRANSPORT
FOR LONDON**
EVERY JOURNEY MATTERS

Letter to flyer drop locations

Transport for London



Transport for London
Local Communities and
Partnerships

FREEPOST TFL HAVE YOUR
SAY

cleanairyourview@tfl.gov.uk

0343 222 1155

30 May 2022

Transport for London's consultation on proposals to help improve air quality and health of Londoners, tackle the climate emergency and reduce congestion

We are writing to you to ask for your help in promoting our consultation and we think your premises will help us reach a wide audience.

We are consulting on extending the Ultra Low Emission Zone (ULEZ) London-wide in 2023 and are also considering and some other changes to Auto Pay, Penalty Charge Notes (PCNs) and the Mayor's Transport Strategy. We are also seeking views on how we shape the future of Road User Charging.

Included with this letter are 50 flyers and a poster. We would be grateful if you could display these in your premises.

We are keen to meet with local communities and groups around Greater London and surrounding counties to discuss our proposals. If you would like to organise a meeting or know of a local meeting we could attend, please get in touch with us via cleanairyourview@tfl.gov.uk or call 0343 222 1155. You can use the white space on the poster to write the details of the meeting.

If you would like to receive more flyers or more posters, please contact us using the details above. We also have a number of additional marketing materials that we can share with you, including translations of the flyer in different languages, and a brochure that summarises our proposals.

The consultation is open until 29 July 2022. Thank you in advance for your help in promoting our consultation. |

Yours faithfully,

Fraser MacDonald
Strategic Consultation Lead
Transport for London

MAYOR OF LONDON



VAT number 756 2769 90

Interactive map of proposals

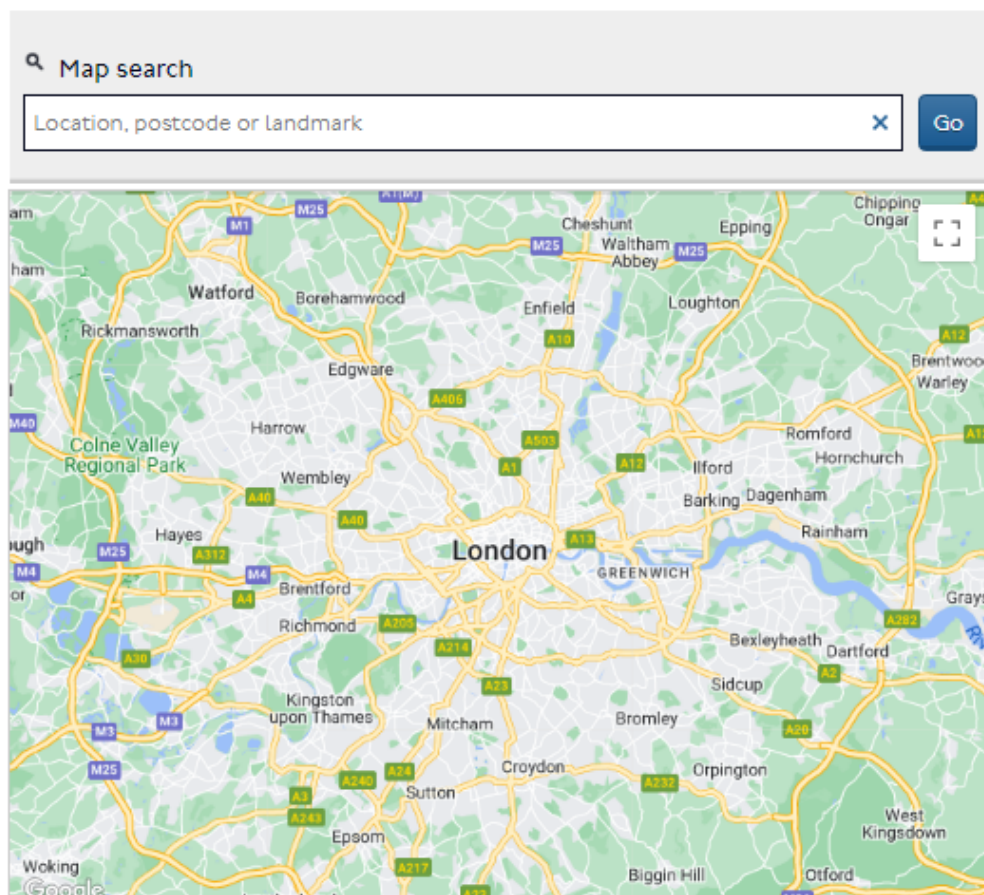
Where it would operate

This map shows the new proposed ULEZ boundary and the area it would cover. You can toggle the map to view the Congestion Charging zone, current ULEZ and the proposed 2023 ULEZ.

Enter a street name, post code or landmark in the search box to see its location in relation to the charging zones.

PostCode

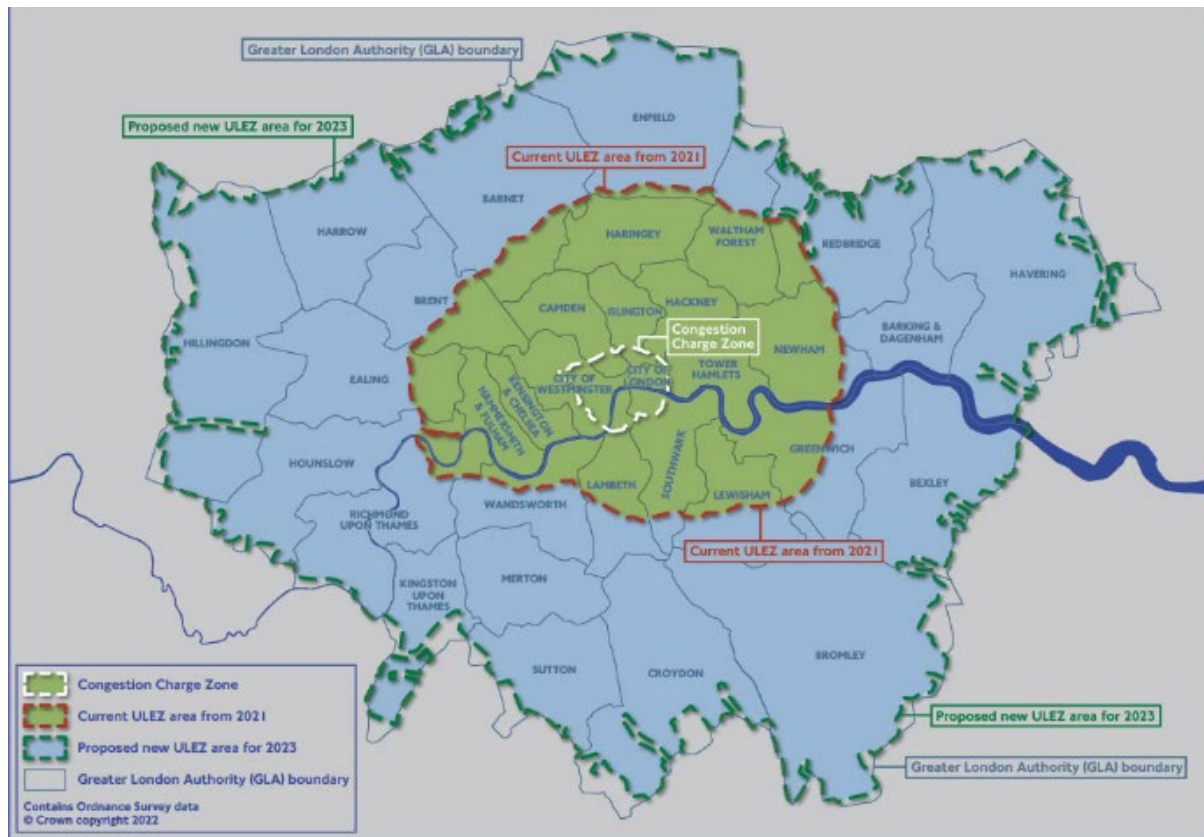
 Find address



More Information

To find out more about the proposed changes to ULEZ and to have your say on the proposals, visit our [consultation page](#).

Static map of proposals



Disability Horizons

Copies of social media posts used by our partner Disability Horizons



disability
HORIZONS
GIVING YOU A VOICE

Magazine Shop



Improving air quality in London – have your say to make a difference

Transport for London (TfL) is working to improve air quality in London, minimise the impact of climate change and reduce congestion on the roads.

To do so, it is proposing to expand the Ultra Low Emissions Zone to cover more of Greater London – but it wants to **hear your views** first.


How will this affect you, particularly if you have a **disability or health condition** and live in London or visit regularly? Would the impact be **positive or negative**?
Would it make a **difference in your life**?

[Take the survey NOW](#)


**LAST CHANCE to
#HaveYourSay**

disabilityhorizons

[TAKE THE SURVEY NOW!](#)



disabilityhorizons 🗣️ LAST CHANCE 🗣️ to
#HaveYourSay on proposed changes... [more](#)

 **TRANSPORTFORLONDON**

Appendix B – Marketing Materials and Consultation Survey

Disability Horizons
@DHorizons

.@TfL wants to improve **#AirQuality** in **#London** and minimise **#ClimateChange**. It's proposing to expand the **#UltraLowEmissionsZone**.

How will this affect you, particularly if you have a **#disability** or **#HealthCondition**? Take its online survey: bit.ly/3yPaom9

#AD #Sponsored



Disability Horizons

Sponsored · Paid for by Disability Horizons ·

...

LAST CHANCE to **#HaveYourSay** on proposed changes to the ULEZ in **#London**

DON'T MISS your opportunity to **#MakeYourVoiceHeard** 🙌
<https://bit.ly/3yPaom9>

...

Transport for London is working to improve air quality in London, minimise the impact of climate change and reduce congestion on the roads.... [See more](#)



Consultation Survey

1. Background

We are consulting on proposals to extend the Ultra Low Emission Zone (ULEZ) London-wide from 29 August 2023. The current zone is within the North and South Circular Roads.

The ULEZ sets minimum emissions standards for “light” vehicles, such as cars, motorcycles and vans: drivers of vehicles that don’t comply must pay a £12.50 daily charge to drive within the Zone unless an exemption or discount applies. Most drivers in Greater London already have compliant vehicles with more than four in five vehicles in outer London already meeting ULEZ standards.

These proposals are part of the commitment by the Mayor of London and TfL to help improve air quality and public health, tackle the climate emergency and reduce traffic congestion.

Please answer two background questions first.

Q1. How concerned are you about air quality where you live?

Concern scale: very concerned/ concerned/ No opinion /unconcerned/very unconcerned/don’t know

[question type - radio button]

Q2. Does your vehicle(s) meet the emission standards required to drive in London without paying the ULEZ charge? Click here (link to checker) to check your vehicle if you are unsure.

- Yes – my vehicle meets the standards
- Yes – I have more than one vehicle, all of which meet the standards
- No – my vehicle doesn’t meet the standards
- No – I have more than one vehicle, one or more of which do not meet the standards
- I don’t know
- I don’t own a vehicle

[question type - radio button]

2. Proposed expansion of the Ultra Low Emission Zone (ULEZ) London-wide in 2023 including changes to Auto Pay and Penalty Charge levels

The following questions are about our proposals for the expansion of the ULEZ London-wide. These include questions on discounts, exemptions, reimbursements, and a vehicle scrappage scheme. There are also questions on changes to Auto Pay and Penalty Charge Notice levels for non-payment of the ULEZ and Congestion Charges. For full details please see the consultation materials.

Some drivers and vehicles qualify for a discount, exemption or reimbursement under the current inner London ULEZ and it is proposed that these arrangements would continue to apply in the expanded zone.

Full information is available here: tfl.gov.uk/modes/driving/ultra-low-emission-zone/discounts-and-exemptions

In addition, some vehicles qualified for a temporary 100 per cent ULEZ discount and it is proposed that these arrangements are extended to the dates indicated below to allow further time to adjust to the proposed expansion:

- Disabled and disabled passenger tax class vehicles (until 24 October 2027)
- Wheelchair accessible private hire vehicles (until 24 October 2027)
- Minibuses used for community transport (until 26 October 2025)

Q3. Are you registered for a discount or entitled to an exemption for the current ULEZ?

Yes/No/Don't know [question type - radio button] if yes selected please open to the choices. Below

Please indicate the relevant discount or exemption

- Vehicles for disabled people (with 'disabled' or 'disabled passenger vehicle' tax class)
- Minibuses used for community transport registered for discount
- Wheelchair-accessible private hire vehicles
- Other exempt vehicles, such as specialist agricultural vehicles, military vehicles, non-road going vehicles and mobile cranes
- Taxis
- Historic vehicles
- Showman's vehicles registered for discount
- Other (please use the comments box at the end of this section of the questionnaire to let us know)

[question type – check box and skip logic]

Some drivers and vehicles can claim a reimbursement of the ULEZ daily charge under an NHS patient reimbursement scheme. Full information is available here:

<https://tfl.gov.uk/modes/driving/reimbursements-of-the-congestion-charge-and-ulez-charge>

Q4. Have you claimed a reimbursement of the ULEZ charge under the NHS patient reimbursement scheme?

Yes/No/Don't know

[question type - radio button]

Q5. How important do you consider it is to continue to have these existing discounts and exemptions and reimbursements for the ULEZ?

Importance scale (very important important/no opinion/unimportant/very unimportant/don't know)

[question type - radio button]

Please use the comments box at the end of this section of the questionnaire to let us know of any views you have on this issue.

Q6. Do you think we should provide any further discounts, exemptions or reimbursements for the ULEZ?

Yes/No/don't know

[question type - radio button]

Please use the comments box at the end of this section of the questionnaire to let us know any views you have on this issue.

Q7. We are proposing to expand the ULEZ London-wide on 29 August 2023. What do you think of the implementation date?

- It should be earlier
- It is the right date
- It should be later
- It should not be implemented at all
- I don't know

[question type - radio button]

Please use the comments box at the end of this section of the questionnaire to let us know of any views you have on this issue

For the London-wide ULEZ proposal the Mayor is considering a large-scale and targeted vehicle scrappage scheme to support Londoners, including, for example, those on low incomes, disabled people, charities and businesses.

Q8. How important is it that the proposed expansion of the ULEZ is supported by a scrappage scheme?

Importance scale

[question type - radio button]

Please use the comments box at the end of this section of the questionnaire to let us know of any views you have on this issue.

To ensure that Penalty Charge Notices (PCNs) remain an effective deterrent, we are proposing to increase the PCN for the ULEZ from £160 to £180 for people with a non-compliant vehicle who do not pay the daily charge from 30 January 2023. We are also proposing to increase the PCN for the Congestion Charge, by the same amount, at the same time. If paid within 14 days, the amount would reduce by half.

Q9. Do you consider the proposed PCN level of £180 is?

- *Sufficient to act as an effective deterrent*
- *Not high enough to act as an effective deterrent*
- *Too high*
- *Do not know*
- *No opinion*

[question type - radio button]

Please use the comments box at the end of this section of the questionnaire to let us know of any views you have on this issue.

Q10. How important is it that we remove the annual £10 Auto Pay administration fee per vehicle (for the ULEZ, the Low Emission Zone (LEZ), and the Congestion Charge)?

The proposed removal of this fee would take place from 30 January 2023.

Importance scale

[question type - radio button]

Please use the comments box at the end of this section of the questionnaire to let us know of any views you have on this issue.

There are strict rules in place controlling the use of personal information. We have completed a Data Protection Impact Assessment available on our website. This sets limits on how this information can be used.

Q11. How concerned are you about use of your data and the installation of more Automatic Number-Plate Recognition (ANPR) cameras to collect information on vehicle movements to enforce an expanded London-wide ULEZ?

Concern scale

[question type - radio button]

Please use the comments box at the end of this section of the questionnaire to let us know of any views you have on this or anything else related to the use of personal information in an expanded ULEZ scheme.

Q12. If you own a vehicle(s) that is not currently compliant with emissions standards and if we proceed with our proposals to expand the ULEZ to outer London , what do you intend to do?

(if your vehicle is compliant or you do not own a vehicle skip this question). Please tick all that apply.

- Walk or cycle more
- Use public transport more
- Use taxis or private hire vehicles more
- Use a car club
- Trade the vehicle in for a compliant one
- Get rid of the vehicle
- Pay the charge when I use the vehicle
- Not make journeys I would have done
- I would do something else not listed
- Don't know

[question type – check box]

Please use the comments box at the end of this section of the questionnaire to let us know of any views you have on this issue.

Q13. Please use this space to give us any comments about these proposals or impacts identified as part of the Integrated Impact Assessments. If you have identified any impacts, please let us know any suggestions to mitigate or enhance these.

[question type – open]

3. Revision of the Mayor's Transport Strategy (MTS)

The Mayor's Transport Strategy (MTS) is a document that sets out the Mayor's vision for transport in London.

In the current MTS, Proposal 24 sets out that the ULEZ will be expanded to inner London in 2021, which happened in October 2021.

We now need a supplementary proposal and text to explain the importance of road user charging schemes, including the proposed London-wide ULEZ, to address the triple challenges of toxic air pollution, the climate emergency and traffic congestion as well as other MTS objectives.

These changes are described in a supporting document for the proposed amendments to the Mayor's Transport Strategy, and the draft amendment

Q14. Please use this space to give us any comments about the proposed revision to the Mayor's Transport Strategy.

[question type – open]

Shaping the future of road user charging in London

Scene setting

Please let us know how important you think it is for us to take steps to address the triple challenges affecting London of improving air quality, tackling the climate emergency and reducing traffic congestion.

Q15. How important is it to you that we take further steps to tackle air pollution in London?

Importance scale

[question type – radio button]

Q16. How important to you is it that we take further steps to tackle the climate emergency by reducing emissions in London?

Importance scale

[question type - radio button]

Q17. How important to you is it that we take further steps to tackle traffic congestion in London?

Importance scale

[question type - radio button]

Q18. How important to you is it that we take further steps to improve the health of Londoners and address health inequality in London?

Importance scale

[question type - radio button]

Each element of the triple challenges is complex and cannot be comprehensively addressed by any one measure. Reducing traffic is key; road user charging schemes have proven to be successful in achieving this and will need to be part of the solution.

New technology could be used to integrate existing schemes such as the Congestion Charge, LEZ and ULEZ into a smarter, simpler and fair scheme that would charge motorists on a per mile basis. Different charging rates would apply depending on variables such as how polluting a vehicle is, the level of congestion in the area and access to public transport.

For any new road user charging scheme to be effective, we would also need to continue to make improvements to walking, cycling and public transport. If we do all of these things together, we could reduce traffic, making room for essential car journeys, improving journey times for buses, emergency services and freight and servicing trips as well as cutting the number of hours spent stuck in traffic and its associated costs. We are now starting to explore the potential for future road user charging.

Any potential scheme would be subject to further public and stakeholder consultation on detailed proposals at a later date.

More information is available in the document “Our Proposals to help improve air quality, tackle the climate emergency, and reduce congestion by expanding the ULEZ London-wide and other measures”

Please answer three questions to help shape the future of road user charging in London.

Q19. If we were to develop a future road user charging scheme to replace our existing schemes, how important is it for the new scheme to address the following challenges?

Challenges	Very important	Important	No opinion	Unimportant	Very unimportant	Don't know
Tackle air pollution						
Tackle the climate emergency by reducing emissions						
Tackle traffic congestion						
Improve health and wellbeing						
Provide more space for walking and cycling						
Improve bus journey times and reliability						
Improve journey times and reliability for freight and servicing trips						
Make roads safer for everyone						

[question type – likert] Use matrix style question with challenges in the vertical column and importance scale on the horizontal – example format shown in notes

Please use the comments box at the end of this section of the questionnaire to let us know of any views you have on this issue.

Q20. If we develop a future road user charging scheme to replace existing schemes, what elements should be considered? (select all that apply)

- The distance driven
- The time of day
- The type of vehicle (for example car, van, Heavy Goods Vehicle)
- How polluting the vehicle is
- Where the vehicle is driven in London
- The alternatives available for walking, cycling or public transport
- Household income
- Ability to choose between daily charges and pay as you go
- The number of journeys driven each day, week or month
- Other costs of driving (fuel duty and Vehicle Excise Duty)

[question type – check box]

Please use the comments box at the end of this section of the questionnaire to let us know of any views or suggestions you have to help shape the future of Road User charging.

Q21. Please use this space to give us any comments or suggestions you have about shaping the future of road user charging in London.

Open question

About you:

Demographics are asked when registering on the portal

Q22. Are you a resident:

- In the current inner London ULEZ (the area within the North and South Circular)
- In outer London
- Neither of the above
- Don't know

[question type - radio button]

Q23. Please confirm your postcode

Q24. Are you please tick all that apply (profile of respondent)

- An owner of a business in the current inner London ULEZ (the area within the North and South Circular)
- A business owner in outer London
- Employed in the current inner London ULEZ
- Employed in outer London
- A visitor to Greater London
- A London licensed taxi (black cab) driver
- A London licensed private hire vehicle driver
- None of the above but interested in the proposals

Other (please specify)

[question type - checkbox]

Q25. How often do you drive in Greater London?

Never/ less than once a month/ 1-3 times a month/ 1-2 days a week/ 3-4 days a week/ 5-6 days a week/ every day

[question type - radio button]

Q26. If you are responding as an official representative of an organisation then please provide your organisational name _____

Q27. What do you think about the quality of this consultation?

Appendix B – Marketing Materials and Consultation Survey

Very good/good/adequate/poor/very poor/not applicable

- Website structure and ease of finding what you needed
- Written information
- Maps, images and related diagrams
- Online survey format
- Website accessibility
- Promotional material

No open question for the quality of consultation

[question type – likert]