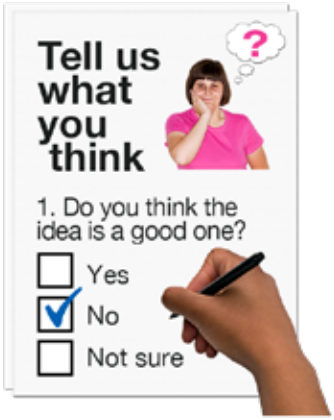
Tell us what you think about possible new Road User Charges



SURVEY

MAYOR OF LONDON

TRANSPORT FOR LONDON
EVERY JOURNEY MATTERS



Please complete this **Easy Read survey** to give your **feedback** on





possible new road user charges.



Introduction

We want to find out what you think about the possible changes TfL could make to:

TRANSPORT FOR LONDON
EVERY JOURNEY MATTERS



- make air quality better



- deal with the climate emergency



- have less traffic on the roads.



Question 1

How worried are you about the air quality where you live?

Please tick one box



Worried a lot ☐



Worried a little bit ☐



Not worried at all ☐



I am not sure ☐



Question 2

Does your vehicle meet the standards to drive into the Ultra Low Emission Zone without being charged?



If you are not sure please visit this website to check

https://tfl.gov.uk/modes/driving/check-your-vehicle/

Please tick one box



Yes
My vehicle meets the standards

☐





Yes
Two or more of my vehicles meet the standards

☐



No
My vehicle does not meet the standards



No
Two or more of my vehicles do not meet the standards.



I am not sure



I do not own a vehicle



Part 2

A bigger **ULEZ** in **2023**





If there is a bigger **ULEZ** some drivers:

- could pay a **lower** **ULEZ** charge



- might **not have to pay** the **ULEZ** charge



The groups that would not have to pay the **ULEZ** charge until **October 2027** are:

Driver & Vehicle Licensing Agency

- Vehicles registered with the DVLA as having:
  - a ‘disabled’ tax class
  - a ‘disabled passenger vehicle’ tax class





- Wheelchair accessible private hire vehicles.



The other groups include:





- some NHS patients who could get **money back** on the **ULEZ** charge





- minibuses used for community transport would not have to pay until **October 2025**



- taxis



- Old vehicles made over 40 years ago



- specialist non-road going vehicles such as vehicles on building sites such as diggers



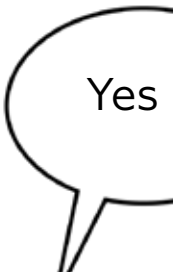
- Showman's vehicles such as vehicles used for carnivals and fairs.



Question 3

Do you pay less or pay nothing for the current ULEZ charge?

Please tick one box



Yes ☐



No ☐



I am not sure ☐



Why do you pay less or pay nothing for the ULEZ charge?

Please tick all boxes that apply

Driver & Vehicle Licensing Agency



I have a vehicle registered with the DVLA as having a ‘disabled’ or ‘disabled passenger vehicle’ tax class



I drive a minibus that is used for community transport



I drive a private hire vehicle that is easy for wheelchair users to use



I drive another vehicle that means I do not have to pay or pay less



I drive an old vehicle made over 40 years ago.



I drive a Showman's vehicle

Other



Please tell us more about the amount you pay by writing in the box below:



Some drivers and vehicles can get a refund of the **ULEZ** charge as part of an **NHS patient refund scheme.**

For more information go to:

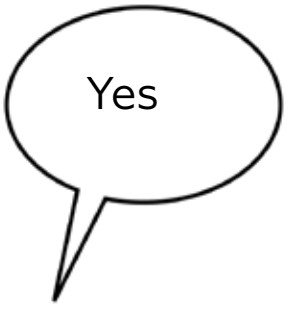


tfl.gov.uk/modes/driving/reimbursements-of-the-congestion-charge-and-ulez-charge

Question 4

Have you asked for a refund of the ULEZ charge as part of the NHS patient refund scheme?

Please tick one box



Yes ☐



No ☐



I am not sure ☐



Question 5

How important is it that some groups get money off the ULEZ charge or do not have to pay at all?

Please tick one box



Important ☐



Not Important ☐



I am not sure ☐



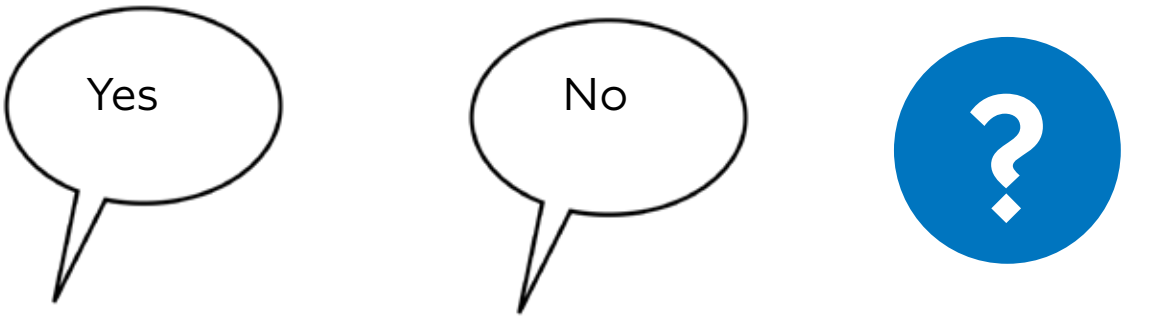
Please tell us more by writing in the box below:



Question 6

Do you think more people should be able to get money off the ULEZ charge or not have to pay at all?

Please tick one box



Yes ☐

No ☐

I am not sure ☐



Please tell us more by writing in the box below:



Question 7

TfL may make ULEZ bigger on 29 August 2023. What do you think about this date?

Please tick one box



The date should be sooner ☐



It is the right date ☐



The date should be later ☐



The bigger **ULEZ** should not start at all ☐



I am not sure ☐



Please tell us more by writing in the box below:



Scrappage scheme

The Mayor may start a **scrappage scheme** to help vehicle **owners** get ready for a bigger **ULEZ**.



This scheme would support some people to:



- scrap their **older vehicles** that are **higher polluting**



- get a vehicle that can enter the **ULEZ** for free.





Question 8

How important is it to have scrappage scheme if the ULEZ is made bigger?

Please tick one box



Important ☐



Not Important ☐



I am not sure ☐



Please tell us more by writing in the box below:

Changes to penalty charges



A Penalty Charge Notice makes sure that people pay the **ULEZ** charge and Congestion Charge fees,



TfL is suggesting that the penalty charge for non-payment of the **ULEZ** charge or Congestion Charge goes up from **£160** to **£180**.



The current penalty charge is **£160**



If you pay **within 14 days** it is **£80**.



The new charge would be **£90** if it was paid within 14 days.



The new penalty charge will start **30 January 2023**.



The penalty charge for the Congestion Charge may increase by the same amount on the same date.

Question 9



What do you think about the new penalty charge of £180?

Please tick one box

£180



The penalty charge is the right amount to make sure people pay the **ULEZ** charge

☐



The penalty charge should be higher so that people pay the **ULEZ** charge

☐



The charge is too high

☐



I am not sure

☐



Please tell us more by writing in the box below:



AutoPay



TfL would end the £10 fee for setting up Auto Pay.

Once Auto Pay is set up for a vehicle the owner is charged automatically for all fees:



- Congestion Charge
- **Ultra Low Emission Zones**
- Low Emission Zones.



At the moment it costs **£10** to set up Auto Pay per vehicle per year.



TfL is suggesting that the £10 Auto Pay fee would stop from **30 January 2023**.

Drivers would just need to sign up for Auto Pay to make sure they do not get a penalty charge.



Question 10

How important is it to make it free to register vehicles each year on Auto Pay?



Please tick one box



Important ☐



Not Important ☐



I am not sure ☐



Please tell us more by writing in the box below:



Question 11

How worried are you about:



- Your personal information being used?

- Information about journeys in your vehicle being collected?



- Using cameras to record your vehicle number plate?

Please tick one box



Worried a lot ☐



Worried a little bit ☐



Not worried at all ☐



I am not sure ☐



Please tell us more by writing in the box below:

Question 12



If you own a vehicle that does not meet the ULEZ standards, what would you do?



Please tick all boxes that apply

I would walk or cycle more ☐



I would use more public transport such as the bus, tube and train ☐



I would use taxis or private hire vehicles more ☐



I would join a car club ☐



I would get a new vehicle that meets the **ULEZ** standards



I would get rid of my vehicle if it does not meet the **ULEZ** standards



I would pay the **ULEZ** charge when I use my vehicle



I would make less journeys in my vehicle



I am not sure



I would do something else



Please tell us more by writing in the box below:





Question 13

Please tell us how the new road user charges might affect you.

If you have ideas about how TfL can support drivers to get ready for the changes please write them in the box below



Part 3 Changes to the Mayor's Transport Strategy





The Mayor's Transport Strategy could be **updated** to say that **ULEZ** covers **all of London**.



This update should include the three **important points**:



- climate emergency

- air quality



- road congestion



Question 14

Please write any comments you have about possible updates to the Mayor's Transport Strategy in the box below.





Part 4

How drivers could be charged in the future



There could be **one charge** used for all drivers on London Roads.



TfL could use the same type of technology used for the congestion charge and **ULEZ** charge.



TfL is looking into road user charges over the next few years.



Question 15

How important is it for TfL to take steps to improve air quality in London?



Please tick one box



Important ☐



Not Important ☐



I am not sure ☐



Question 16

How important is it for TfL to take steps to deal with the climate emergency in London?

Please tick one box



Important ☐



Not Important ☐



I am not sure ☐



Question 17

How important is it for TfL to take steps to reduce traffic in London?

Please tick one box



Important ☐



Not Important ☐



I am not sure ☐



Question 18

How important is it for TfL to take steps to improve the health of Londoners?

Please tick one box



Important ☐



Not Important ☐



I am not sure ☐

Question 19







How important it is for a new road user charging scheme to deal with the following issues?

Reduce the amount of traffic on London roads

Please tick one box



Important ☐



Not Important ☐



I am not sure ☐



How important it is for a new road user charging scheme to

Deal with the climate emergency by taking steps to have less pollution from vehicles



Please tick one box



Important ☐



Not Important ☐



I am not sure ☐



How important it is for a new road user charging scheme to

Improve air quality in London



Please tick one box



Important ☐



Not Important ☐



I am not sure ☐



How important it is for a new road user charging scheme to

Improve the health and wellbeing of everyone

Please tick one box



Important ☐



Not Important ☐



I am not sure ☐



How important it is for a new road user charging scheme to

Make more space for people to walk and cycle

Please tick one box



Important ☐



Not Important ☐



I am not sure ☐



How important it is for a new road user charging scheme to

Make sure there are quicker bus journeys and more buses that run on time

Please tick one box



Important ☐



Not Important ☐



I am not sure ☐



How important it is for a new road user charging scheme to

Make sure more delivery journeys made by vans and lorries run on time.

Please tick one box



Important ☐



Not Important ☐



I am not sure ☐



How important it is for a new road user charging scheme to

Make roads safer for everyone.

Please tick one box



Important ☐



Not Important ☐



I am not sure ☐



Please tell us more of your comments about the new road user charging scheme by writing in the box below:



Question 20

What should TfL think about when making a new road user charging scheme in the future?

Please tick all boxes that apply



How far you drive ☐





The time of the day you drive ☐





How many times you drive ☐



The type of vehicle you drive such as a car, van, or HGV ☐



How polluting your vehicle is



Where you drive



Other ways to travel in your area such as walking, cycling or public transport



Household income



Different ways to pay the road user charge such as:

- daily charges
- pay as you go



Other costs of driving such as fuel duty and road tax

☐



I am not sure

☐



Please tell us more about other issues by writing in the box below:

Question 21



If you have any comments or other ideas about the new road user charging system please write them in the box below.



Part 5
About you



Question 22

Where do you live?

Please tick all boxes that apply



Within the current **ULEZ** area ☐



Within the possible new **ULEZ** area which covers all of London ☐



I do not live in London

☐



I am not sure

☐

Question 23

What is your postcode?



If you give us your **postcode**, it will help us understand the views of people living in different areas.



All the information you enter on this form is completely **confidential**.



Please write your **postcode** in the box below:

Question 24

How often do you drive in Greater London?

Please tick 1 box only

Never ☐



Less than once a month ☐



Up to three times a month ☐



One or two days a week ☐



Three or four days a week



Five or six days a week



Every day of the week



Question 25

Are you replying on behalf of an organisation, business or campaign group?



If yes please write the **name of the organisation** in the box below:



Question 26

What do you think of the road user charging consultation?

Please tick one box



Good ☐



OK ☐



Bad ☐



I am not sure ☐



Did you find what you wanted on the TfL website?

Please tick one box



Good



OK



Bad



I am not sure



What did you think of the written information?

Please tick one box

Good	OK	Bad	I am not sure
☐	☐	☐	☐



What did you think of the maps, images and diagrams?

Please tick one box

Good	OK	Bad	I am not sure
☐	☐	☐	☐



What did you think of the Easy Read information?

Please tick one box



Good



OK



Bad



I am not sure

☐ ☐ ☐ ☐



What do you think of this Easy Read survey?

Please tick one box



Good



OK



Bad



I am not sure



How easy was it to use the Have Your Say website?

Please tick one box



Good ☐



OK ☐



Bad ☐



I am not sure ☐



How easy was it to understand any information advertising the new road user charging?

Please tick one box

Good	OK	Bad	I am not sure
☐	☐	☐	☐



Making sure everyone gets treated fairly



The information you give us in this part of the form is **confidential**.

Confidential means we will not tell anyone about your information.



TfL will only use this information to find out how everyone replied to this survey.

TfL wants to:



- make sure we speak to people from all parts of the community about our work



- get better at listening to and talking to our customers.



You do not have to provide any personal information if you do not want to.

Question 27

Which of the following best describes you?

Please tick 1 box



Man ☐



Woman ☐



Non-binary
I do not describe myself as only a man or a woman, sometimes my gender changes ☐



Transgender Man
I was told I was a woman when I was born, now I describe myself as a man

☐



Transgender Woman
I was told I was a man when I was born, now I describe myself as a woman

☐



Prefer not to say

☐



Other

Please write in the box below:



What is your ethnic background?

Please tick the box that applies to you:



Asian ☐



Black ☐



Mixed ☐



Other Ethnic Group



Other

Please write in the box below:



White



Prefer not to say

How old are you?

Please tick 1 box only



Under 15 ☐



16 to 25 ☐



26 to 35 ☐



36 to 45 ☐



46 to 55



56 to 65



66 to 70



71 or over



Prefer not to say

Which of the following best describes you?

Please tick the box that describes you



Straight ☐



Bisexual ☐



Gay man ☐



Lesbian



Other

Please write in the box below:



Prefer not to say

What is your religion or belief?

Please tick 1 box only



Buddhist ☐



Christian ☐



Hindu ☐



Muslim ☐



Sikh ☐



Jewish ☐



Other ☐

Please write in the box below:



No religion ☐



Prefer not to say ☐

Are your daily activities affected by a health problem or disability that has gone on for a year or more?

Please tick 1 box only

Yes, a lot ☐

Yes, a little ☐

No ☐



Prefer not to say ☐



After you finish this survey.



Please save this document to your computer or device.



Then **email** your survey to cleanairyourview@tfl.gov.uk



by **Friday 29 July 2022**



Thank you for taking the time to complete this survey.



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