Emissions Related Congestion Charging

Research Study Conducted for Transport for London

September – October 2007

Contents

CONFIDENTIALITY

Introduction

Background

As part of a range of measures set out in the Mayor's Climate Change Action Plan to reduce London's Carbon Dioxide (CO_2) emissions and encourage behaviour change, the Mayor announced that he would like to introduce emissions related congestion charges to the central London Congestion Charging Scheme.

Transport for London (TfL) made the Greater London (Central Zone) Congestion Charging (Variation and Transitional Provisions) Order 2007 (the 'Variation Order') on 10 August 2007. A public and stakeholder consultation took place between 10 August and 19 October on the detailed proposals for emissions related congestion charging as outlined in the Variation Order.

The proposals, which were consulted on, would seek to discourage the use of the highest CO_2 emitting cars, encourage the purchase of lower CO_2 emitting cars and increase people's awareness of the impact of their individual choices on the environment.

The proposals would introduce a 100% discount to the Congestion Charge for drivers of vehicles that emit 120g/km or less of CO_2 (equivalent to VED bands A and B) which also meet the Euro 4 standard for air quality, while cars registered after March 2001 emitting the highest levels of CO_2 (226g/km and above of CO_2) would be subject to a higher daily charge of £25. Cars registered before March 2001 and with engine capacities of over 3000cc would also be subject to the higher charge, as such cars also emit high levels of CO_2. Drivers of cars with emissions of 121-225g/km of CO_2, cars with CO_2 emissions of 120g/km or less but that do not meet the Euro 4 standard or cars first registered as new before 1 March 2001 with engines up to and including 3000cc would continue to pay the standard £8 daily charge.

It is proposed that those people currently entitled to the residents' 90% discount who continue to drive cars which would be liable for the higher charge, would no longer be entitled to the discount and would therefore be required to pay the full higher daily charge of £25.

Those people entitled to the residents' 90% discount who currently use, or choose to purchase, a vehicle that emits no more than 120g/km of CO_2 which also meets the Euro 4 standard for air quality, would be eligible to register for the proposed 100% discount.

Those residents whose cars fall in the mid range of CO_2 emissions (121-225g/km) would continue to be eligible for the residents' 90% discount on the standard charge.

The objectives of the questions covered in this report were to:

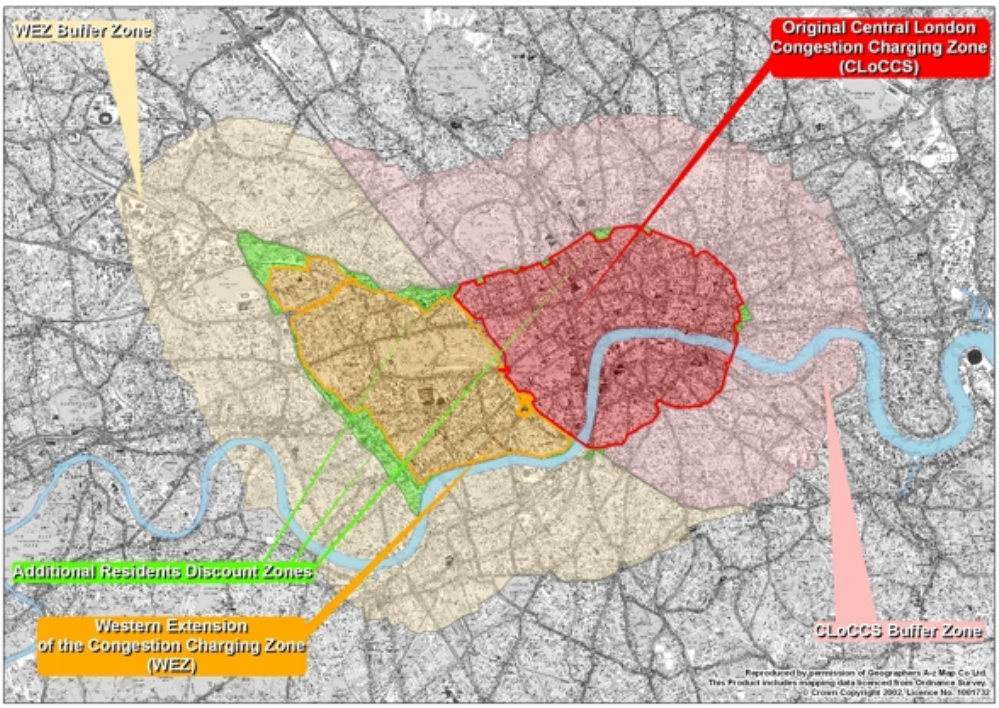
- Examine Londoners' attitudes towards environmental issues.
- Measure Londoners' awareness of the Mayor's proposals for emissions related congestion charging and the public consultation on the Variation Order.
- Establish Londoners' attitudes towards the emissions related congestion charging proposals.

Methodology

This study involved 3,620 telephone interviews among Londoners broken down as follows:

Area	Area definition	No. of interviews completed
CLOCCS	The area defined as the original Central London Congestion Charging zone	668
WEZ	The area defined as the western extension to the original Central London Congestion Charging zone	1,011
CLOCCS Buffer	An area adjacent to CLOCCS, defined by Transport for London (TfL) for the purposes of the emissions related congestion charging public consultation on the Variation Order	300
WEZ Buffer	An area adjacent to WEZ, defined by TfL for the purposes of the emissions related congestion charging public consultation on the Variation Order	310
Inner London	The area, excluding CLOCCS, WEZ and Buffer zones, bounded by the North and South circular roads	665
Outer London	The area, excluding Inner London, bounded by the M25	666

The map below illustrates CLOCCS, WEZ and the buffer zones.



Quotas were set on gender, age, ethnicity and working status. Data are weighted to reflect the population in CLOCCS, WEZ, CLOCCS Buffer Zone, WEZ Buffer Zone, Inner London and Outer London and within each area by gender, age, ethnicity and working status. Fieldwork took place from 5 September to 1 October 2007, which was during the public consultation on the Variation Order, which ran from 10 August to 19 October.

Presentation and interpretation of the data

It should be remembered at all times that *samples* of the population and not the entire population of London took part in the survey. In consequence, all results are subject to sampling tolerances, which means that not all differences are statistically significant. For a guide on statistical reliability, please refer to the appendices.

It is also worth bearing in mind that the survey deals with Londoner's *perceptions* at the time of the survey rather than *facts*; in particular, these perceptions may not accurately reflect the precise levels of knowledge and awareness among the entire population.

Where percentages do not sum to 100, this may be due to rounding, the exclusion of "don't know" categories, or multiple answers. Throughout the volume an asterisk (*) denotes any value of less than half a percent but greater than zero.

Where reference is made to 'net' figures, this represents the balance of opinion on attitudinal questions, and can provide a useful means of comparing the results

for a number of variables. In the case of a 'net support' figure, this represents the percentage that support a particular issue or scheme, less the percentage who oppose. For example, if 50% of Londoners support and 25% oppose, the 'net support' figure is +25 percentage points.

Publication of data

Any press release or publication of the findings of this survey requires the advance approval of Ipsos MORI. Such approval will only be refused on the grounds of inaccuracy or misrepresentation.

Executive Summary

- The vast majority of Londoners were concerned about climate change (91%) and most claimed to have taken some action out of concern for the environment (for example, 91% had recycled and 85% had used public transport, walked or cycled in the last 12 months).

- The emissions related congestion charging proposals are part of the Mayor's programme to tackle climate change. TfL made the Greater London (Central Zone) Congestion Charging (Variation and Transitional Provisions) Order 2007 (the 'Variation Order') on 10 August 2007. A public and stakeholder consultation took place between 10 August and 19 October on the detailed proposals for emissions related congestion charging as outlined in the Variation Order.

- It is proposed that drivers of vehicles that emit the highest levels of CO_2 (VED band G or equivalent) should pay a higher Congestion Charge (£25) than those who drive vehicles with lower CO_2 emissions. Vehicles with the lowest emissions (VED band A or B) which also meet the Euro 4 standard for air quality, would receive a 100% discount when driving in the Congestion Charging zone, serving as an incentive for drivers to consider the benefits of cars which emit lower levels of CO_2.

- Three in ten Londoners were aware of the public consultation on the Variation Order (31%), while most Londoners had heard of the suggestion to increase the Congestion Charge for cars which emit the highest levels of CO_2 (58%). Drivers, particularly those who drive in the Congestion Charging zone, had higher levels of awareness of the higher charge (70% for CLOCCS drivers and 72% for WEZ drivers compared to 58% of Londoners generally).

- Londoners were less aware of the 100% discount than they were of the higher charge (40% vs. 58%).

- Londoners thought that the scheme would be effective in motivating people to use vehicles that emit lower levels of CO_2 (61%). Significantly more CLOCCS residents thought the emissions related congestion charging proposals would be effective (65%) when compared to Londoners overall.

- Seven in ten Londoners believed the emissions related congestion charging proposals would benefit London. Only a minority of Londoners thought the new charging scheme would personally affect them to 'a great or fair extent' (16%). Residents of the charging areas and those who drive in the zone were more

likely to say they would be affected (for example, 27% of CLOCCS drivers and 29% of WEZ drivers).

- After receiving information on charging levels and the cars that would be affected by the Mayor's proposals[1], Londoners across all areas remained supportive of the concept of emissions related congestion charging with two-thirds in favour, (66%, including 38% 'strongly' support the proposal), while 21% opposed it, 13% of them 'strongly'. The majority of those who drive in CLOCCS and WEZ were in favour of the proposals.

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Ellie Sapsed

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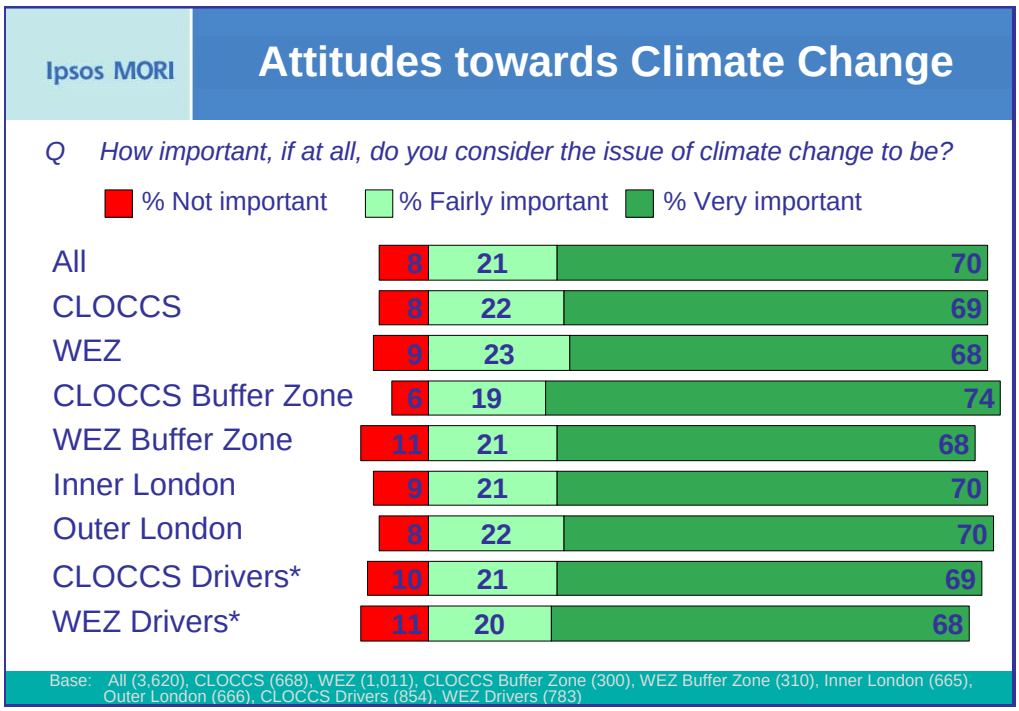
[1] Respondents were informed that 'In order to discourage the use of the highest carbon dioxide emitting cars within the new extended zone, covering both the original central London charging zone and the western extension, emissions related congestion charging would introduce a 100% discount for cars with the lowest carbon dioxide emissions and a £25 charge for cars emitting high levels of carbon dioxide. Other cars would be liable to pay the standard £8 daily charge. In addition residents within the new extended zone would lose their 90% discount if they drove a car liable for the £25 charge.'
Information was also given about the types of vehicles that might be affected, 'Examples of cars that would be liable for the higher charge include the Porsche 911, most BMW 7 series, Range Rover, Land Rover Discovery, Toyota Land Cruiser, Volkswagen Touareg and the Mercedes M Class. Examples of cars which be eligible for the 100% discount are Toyota Prius, Toyota Aygo, Peugeot 107, Citroen C1, Honda Civic Hybrid, Audi A2 and the smart fortwo.'

The environment

- The vast majority of Londoners viewed tackling climate change as important, and had undertaken a variety of different actions out of concern for the environment.

Nine out of ten Londoners considered the issue of climate change to be important (91%, including 70% who said it was 'very important').



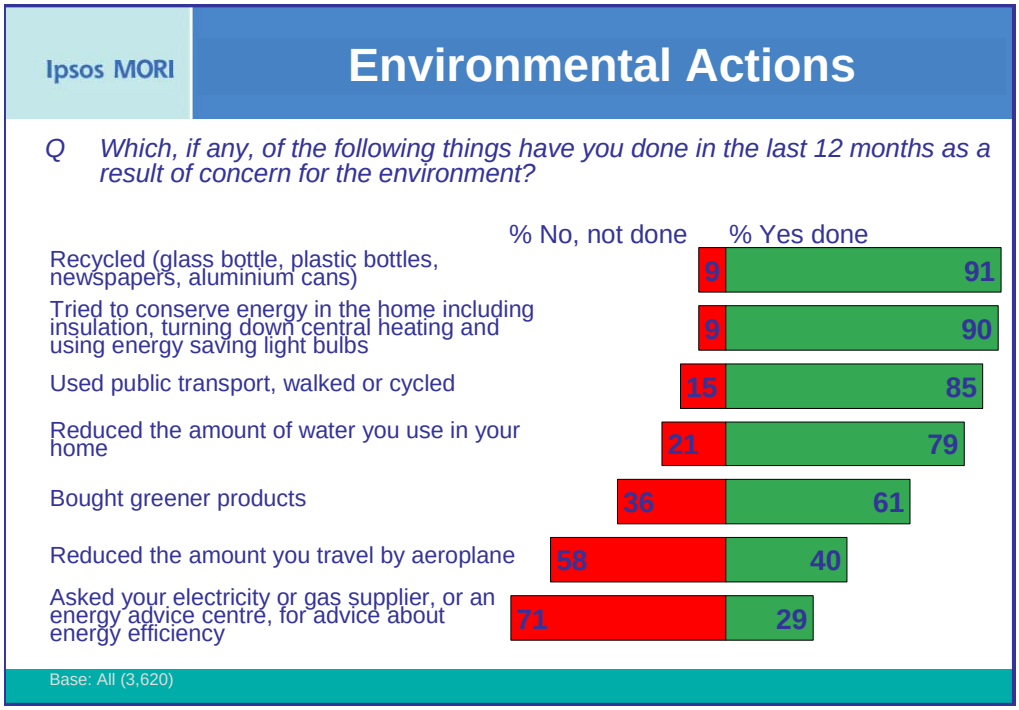
* 'CLOCCS drivers' refers to those people who ever drive in the Central London Congestion Charging Zone. 'WEZ drivers' are those Londoners who ever drive in the Western Extension Zone (including those residents in the zone, as well as drivers from other areas).

This finding was consistent across the main subgroups, though women, Black and minority ethnic groups (BAMEs), and those who were supportive of CLOCCS, WEZ and the emissions related congestion charging proposals were significantly more likely to consider climate change important when compared to Londoners overall (95%, 94%, 95%, 95% and 95% respectively versus 91% for Londoners overall).

Respondents were asked about a range of actions they may have taken as a result of concern for the environment[2]. Most said they had recycled or tried to conserve

[2] We find when asking this type of question that there is often an element of over claim. For example, the proportion claiming to recycle is usually higher than local authority recycling figures.

energy in the home in the last 12 months (91% and 90% respectively). Over eight in ten had used public transport, walked or cycled (85%). Behaviours less commonly adopted were reducing air travel and seeking advice about energy efficiency (40% and 29% respectively claimed to have taken these actions in the last 12 months).



In the main, females and older respondents were more likely to say that they had altered their behaviour out of concern for the environment. For example, 93% of women had tried to conserve energy in the home in the last 12 months, compared to 88% of men; and 95% of those aged over 65 had recycled goods against 88% of 25-34 year olds.

Awareness of emissions related congestion charging

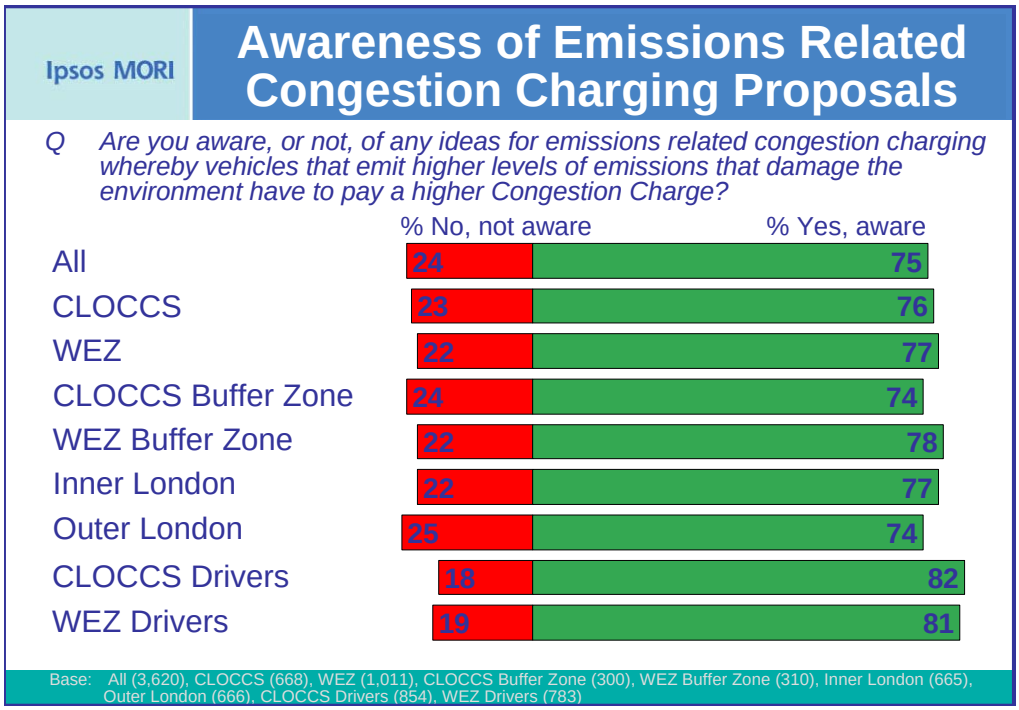
- Three-quarters of Londoners were aware of the proposals for emissions related congestion charging whereby cars which emit higher levels of CO_2 would pay a higher Congestion Charge.
- Around three in five were aware of the Mayor's proposals for a higher Congestion Charge for vehicles which emit higher levels of CO_2, although fewer had heard of the proposals to provide a discount for drivers of the lowest polluting vehicles.
- Two-thirds of Londoners were unaware of the public consultation on the Variation Order, although awareness was higher among those who drive in the charging area.

The emissions related congestion charging proposals

The emissions related congestion charging consultation leaflet stated that the aim of the scheme would be to *"encourage those drivers who continue to drive in the charging zone – and beyond – to use more environmentally-friendly vehicles*"[3].

Three-quarters of Londoners (75%) said they were aware of the proposals for emissions related congestion charging whereby vehicles that emit higher levels of CO_2 that damage the environment would have to pay a higher Congestion Charge.

[3] http://www.tfl.gov.uk/assets/downloads/ERCC-leaflet.pdf, 2007, p2.

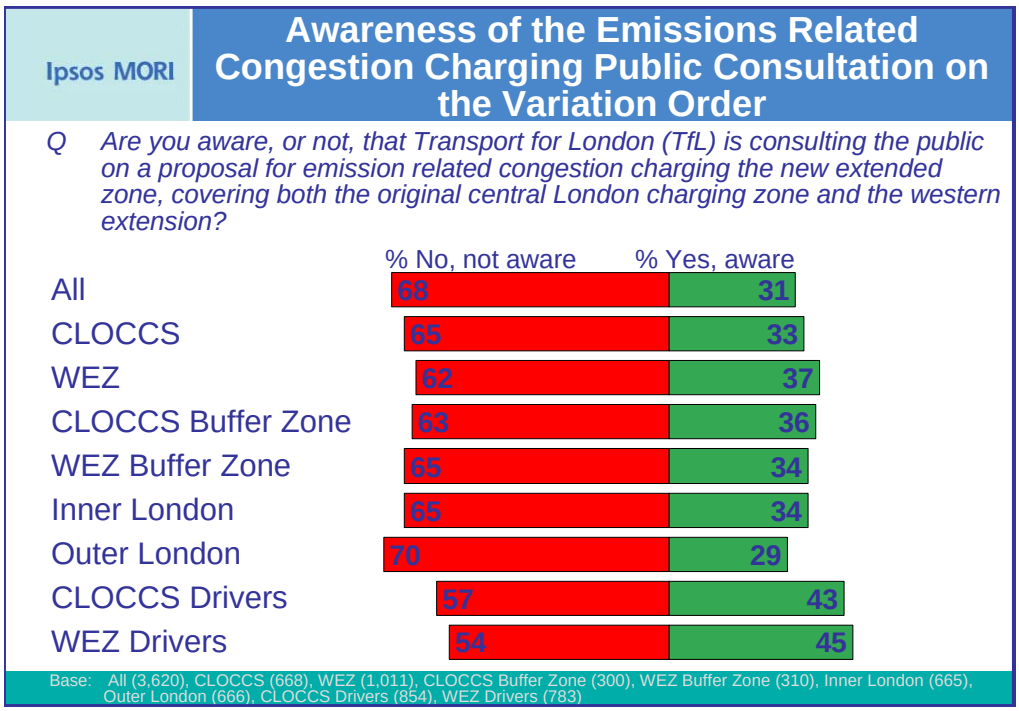


Awareness levels were similar in each of the main areas, ranging from 74% in Outer London and the CLOCCS buffer zone to 78% in the WEZ buffer zone. Those who drive in the charging area were more likely to be aware of the emissions related congestion charging proposals (for example, 82% of those who drove in CLOCCS).

Among the other main sub-groups, awareness levels were higher among men vs. women (80% vs. 71%), full-time workers vs. those not working full-time (81% vs. 70%), those of White ethnicity vs. BAME groups (78% vs. 68%), as well as Londoners from more affluent households (84% of those with £75,000+ annual household income vs. 66% of those up to £15,000).

Emissions related congestion charging public consultation on the Variation Order

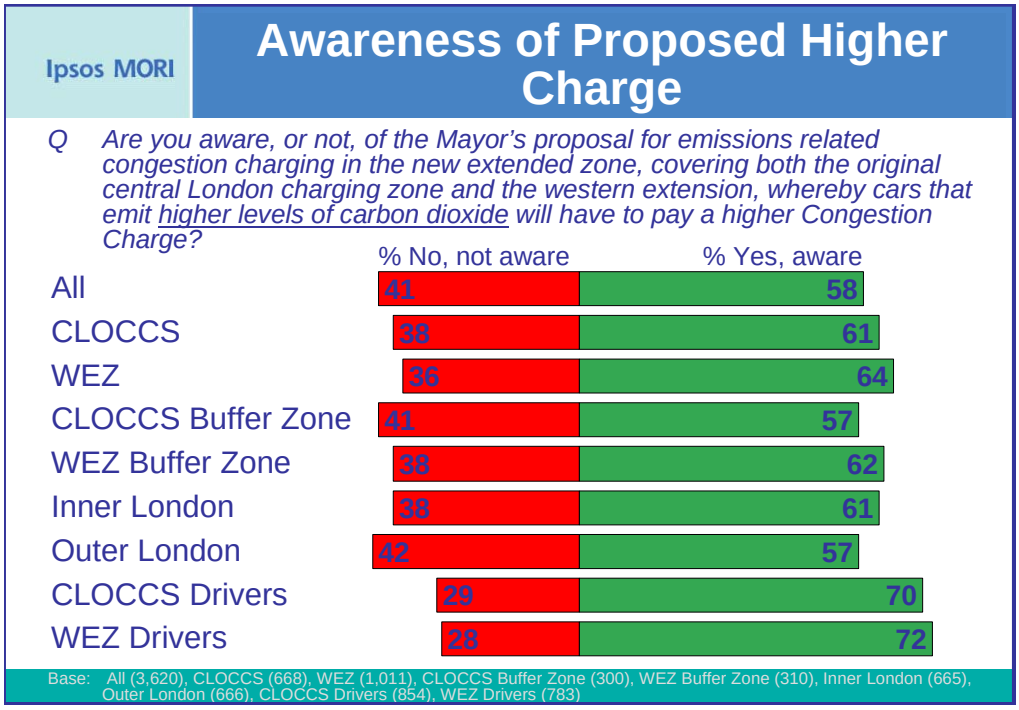
The public consultation on the Variation Order began on 10 August (around a month before the start of fieldwork for this survey). As described earlier, the proposals – part of the Mayor's programme to tackle climate change – would charge drivers of cars with the highest CO_2 emissions £25 per day to drive in the current Congestion Charging zone, while drivers of cars that emit 120 gm/km or less of CO_2 and meet Euro 4 standard would be entitled to a 100% discount. When asked specifically about the public consultation on the Variation Order, the majority of Londoners were unaware of it (68%).



Awareness was significantly higher among those who drive in the charging zone (43% for CLOCCS and 45% for WEZ), and particularly among frequent drivers (for example, 52% of those who drive in WEZ at least once a week). Among the other main subgroups, awareness levels were again higher for men vs. women (38% vs. 25%) and those working full-time (34% against 28% of those not working full-time).

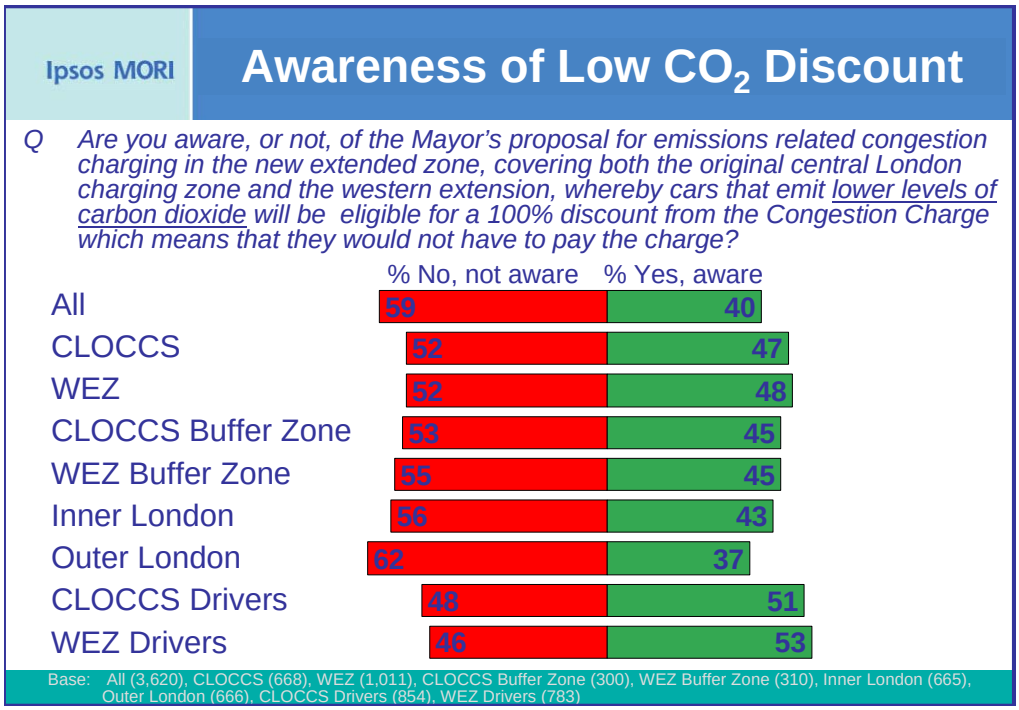
Awareness of the Mayor's Proposals

More people were aware of the proposals than specifically of the public consultation on the Variation Order. Around three in five said they were aware of the proposals whereby cars that emit higher levels of CO_2 would have to pay a higher Congestion Charge.



Charging zone drivers, as well as WEZ residents, again recorded higher levels of awareness. Among the other main sub-groups, men showed a higher awareness of the proposals than women (66% vs. 52%); and those aged over 35 were significantly more likely to have heard about the plans than their younger counterparts (59% of 35-54 year olds, 61% of 55-64 year olds, 67% of over 65s in comparison to 50% of under 25s and 56% of 25-34 year olds).

Fewer Londoners were aware of the Mayor's proposal for a low CO_2 discount from the Congestion Charge for drivers of cars that emit lower levels of CO_2 which also meet the Euro 4 standards for air quality (40% compared to 58% for the higher charges).



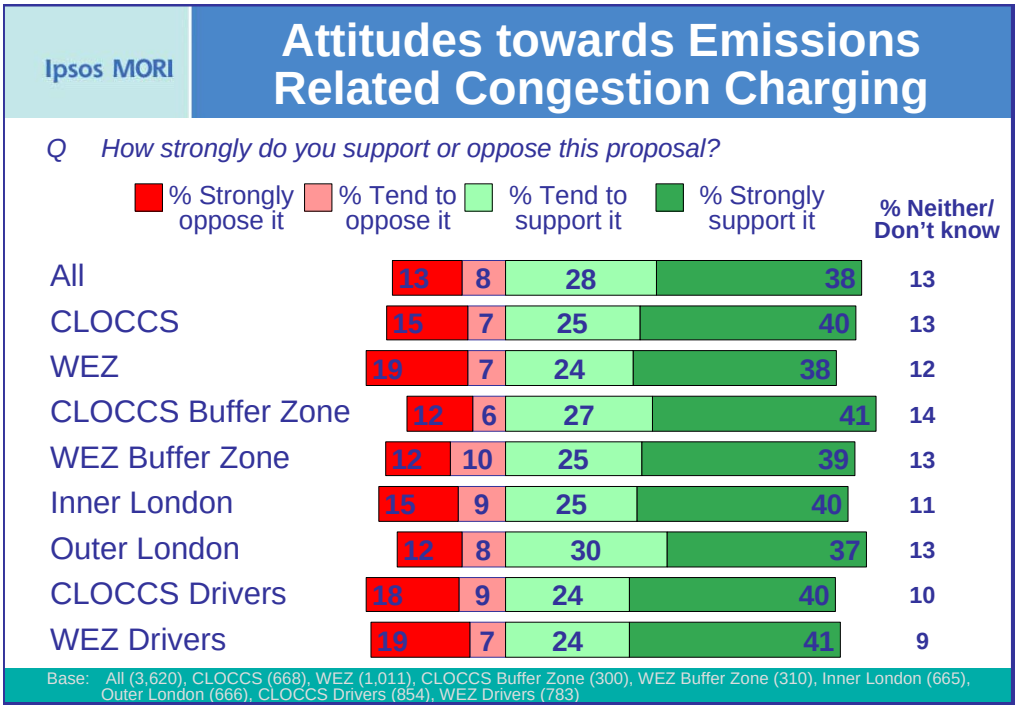
Despite overall lower awareness, the profile of Londoners who were aware of the proposed discount mirrors that outlined previously for the higher charge.

Attitudes towards emissions related congestion charging

- Having been given the details of the proposals, including the types of vehicles affected, three times as many Londoners were in favour than were against the proposals (66% vs. 21%).
- The majority of Londoners thought that emissions related congestion charging would be good for the capital (68%).
- Only a minority of Londoners believed the proposals would personally affect them either positively or negatively to a great or fair extent (16%).

Attitudes towards emissions related congestion charging

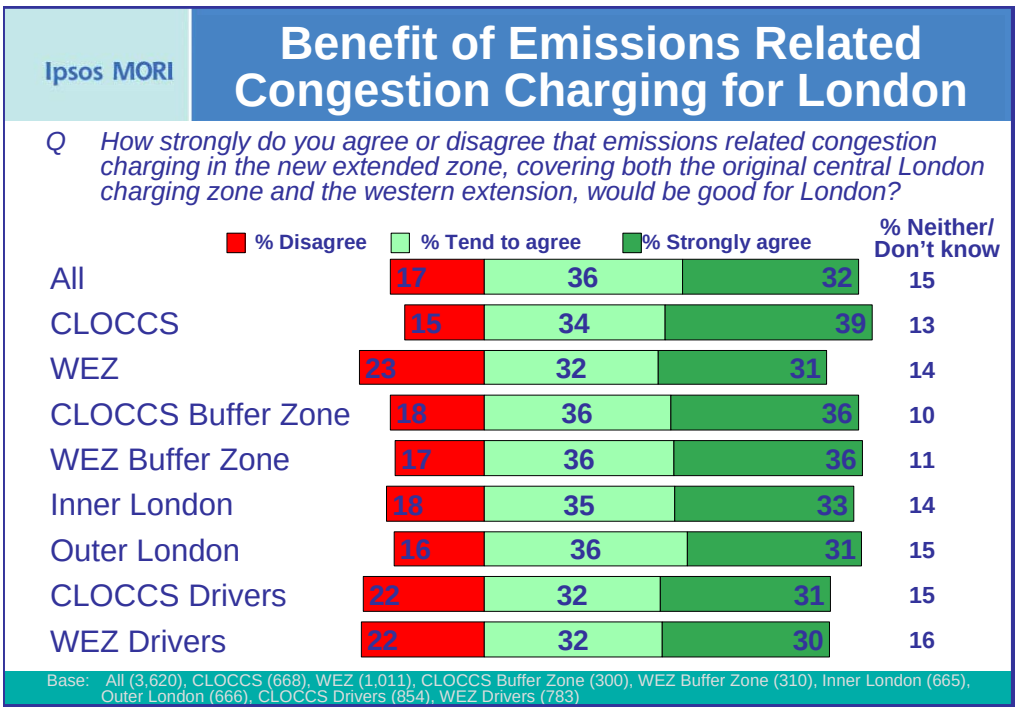
Having been given the details of the proposals, including examples of the types of vehicles that would be liable to pay the higher charge and those that would be eligible for the low CO_2 discount, Londoners were asked about their attitudes towards them. Three times as many Londoners were in favour than were against the proposals (66% vs. 21%). Furthermore, two in five 'strongly supported' the proposals (38%, compared to only 13% who 'strongly opposed' it).



There was majority support for the proposals across all areas, as well as among those who drive in the charging area.

Benefit of emissions related congestion charging for London

Seven in ten Londoners agreed that emissions related congestion charging would be good for London (68%, including 32% who 'strongly agreed' with the statement) and less than one in five disagreed (17%).

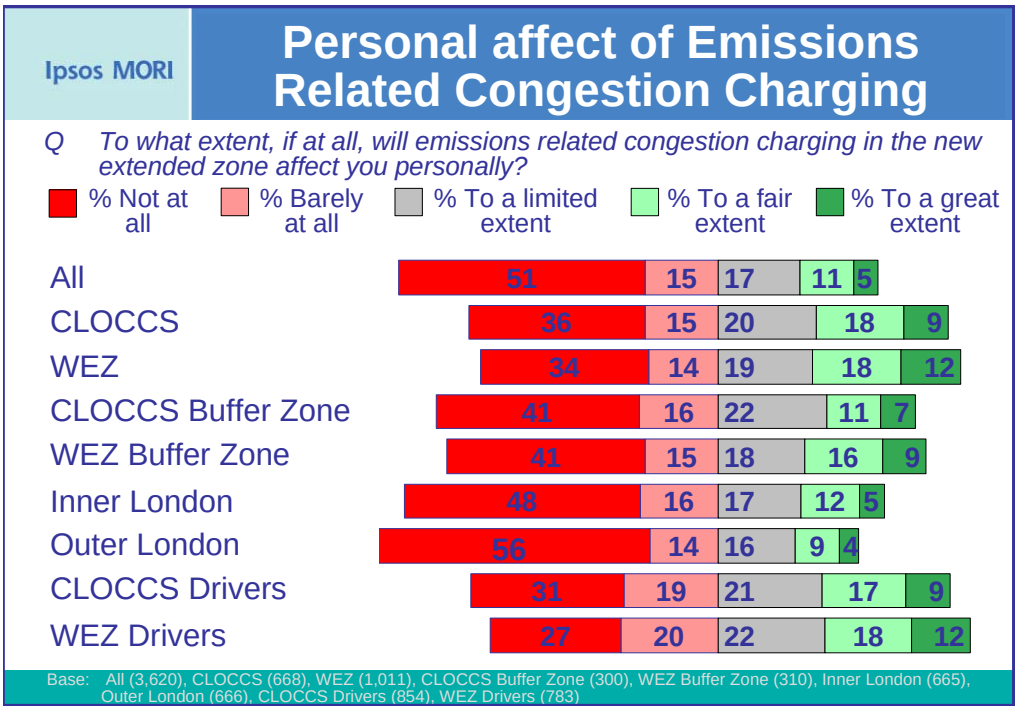


Women are more likely than men to agree that emissions related congestion charging would be beneficial for London (71% vs. 65%). Drivers of low and medium CO_2 emitting vehicles were more convinced that the move would have a positive effect on London, for example 32% of those with vehicles in VED band A or B and 29% of those whose vehicles fall into bands C to F 'strongly agreed' that emissions related congestion charging would be good for London, compared to only 9% of those whose vehicles fall into the highest polluting category (VED bands G or equivalent[4]).

Personal affect of emissions related congestion charging

Only a minority of Londoners believed the proposals would personally affect them either positively or negatively to a great or fair extent (16%). Residents of the charging areas and those who drive in the zone were more likely to say they would be affected to at least a fair extent (for example 27% of CLOCCS drivers and 29% of WEZ drivers).

[4] This has been calculated based on the VED bands that would be subject to the higher charge. These are vehicles in band F (that were registered before March 2006 and have emissions greater than 225 g/km) or band G (226+ g/km).



Respondents who believed they would be affected by the proposals to any extent were asked to provide further details on the nature of this impact. Reasons were mixed with both positive and negative responses. The top mention was 'reducing pollution/improving air quality' (spontaneously mentioned by 17%), followed by 'it's too expensive/will affect my income' (9%) and 'it will influence my choice of car' (5%). A range of verbatim comments are provided below.

Environmental and health issues

It will improve my environment

Lead to cleaner air

As a cyclist it is safer with less 4x4s on the road

It may positively affect my health as I have asthma

My commute to central London will be more pleasant including walking

Less pollution is good for me

If it is reducing traffic, it will cause less pollution

Affordability issues

I drive a large old car and cannot afford and don't intend to change it

Basically he is trying to tax the rich but he's not going to make them change their cars

It will cost us a fortune, my husband drives a classic car and it will be very expensive

Because I've got to pay and it annoys me, I pay enough tax and business rates and am taxed on wages. It's completely ridiculous

Impact on vehicle purchases and travel behaviour

It will affect the type of car I buy in the future

I wouldn't drive through those areas, if I needed to go there I would avoid driving into [the charging zone], I would drive around it or use the free routes

I would stop using the car

I will have to get a new car

I will have to use public transport more

Bought a smaller car, I used to have a BMW 280

Increase in congestion

There will be more city cars on the road

I don't think it will reduce emissions and it will increase traffic

Might put more traffic on to the north ring road which is the road I use

Ease in congestion

It will clear up roads

My journeys within the zone will be faster

Make the daily commute to work easier

Impact on public transport

Buses might be overcrowded

Increase the burden on public transport

Social impacts

People who visit me or do work for me would have to pay more money in which means I have to pay more money

Other family members will have to pay and they sometimes give me lifts

It may affect the number of times friends visit us

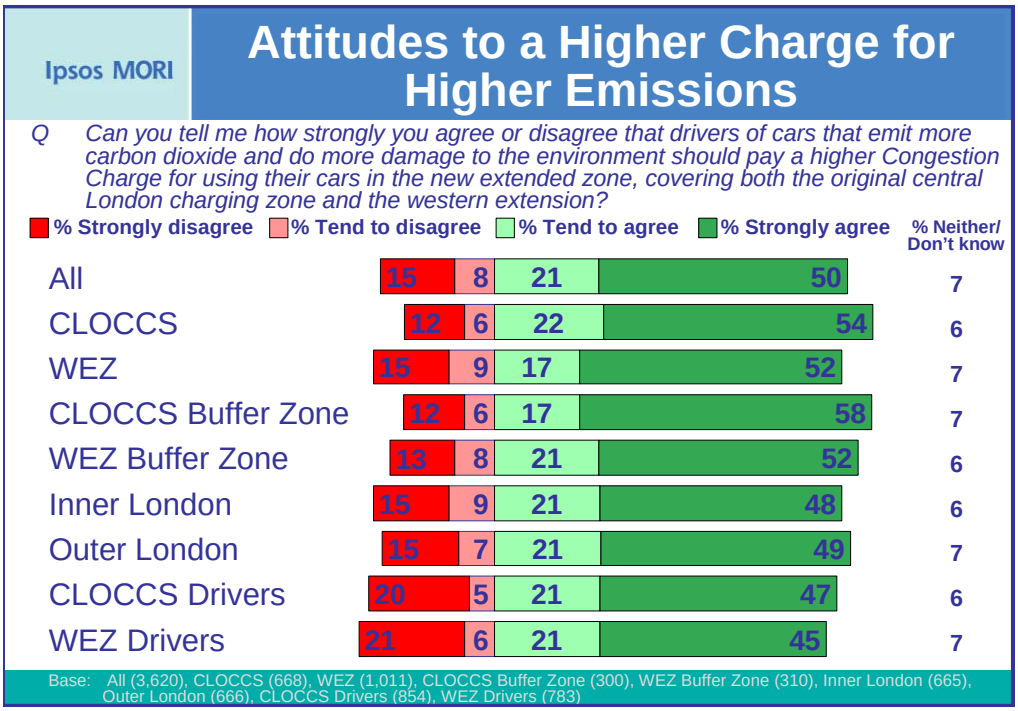
Will not be able to get to where I want to go

Attitudes towards a higher charge

- Seven in ten Londoners agreed with the proposal for a higher Congestion Charge for cars that emit more CO_2 (71%).
- Reflecting this, the majority of Londoners thought the proposed higher charge would encourage drivers to use a lower CO_2 emitting car (64%).

Attitudes towards a higher Congestion Charge

Three times as many Londoners agreed than disagreed with the proposal for having a higher Congestion Charge for cars that emit more CO_2 (71% compared with 23%). Half were 'strongly' in favour of the proposals, while only 15% 'strongly disagreed' with it.

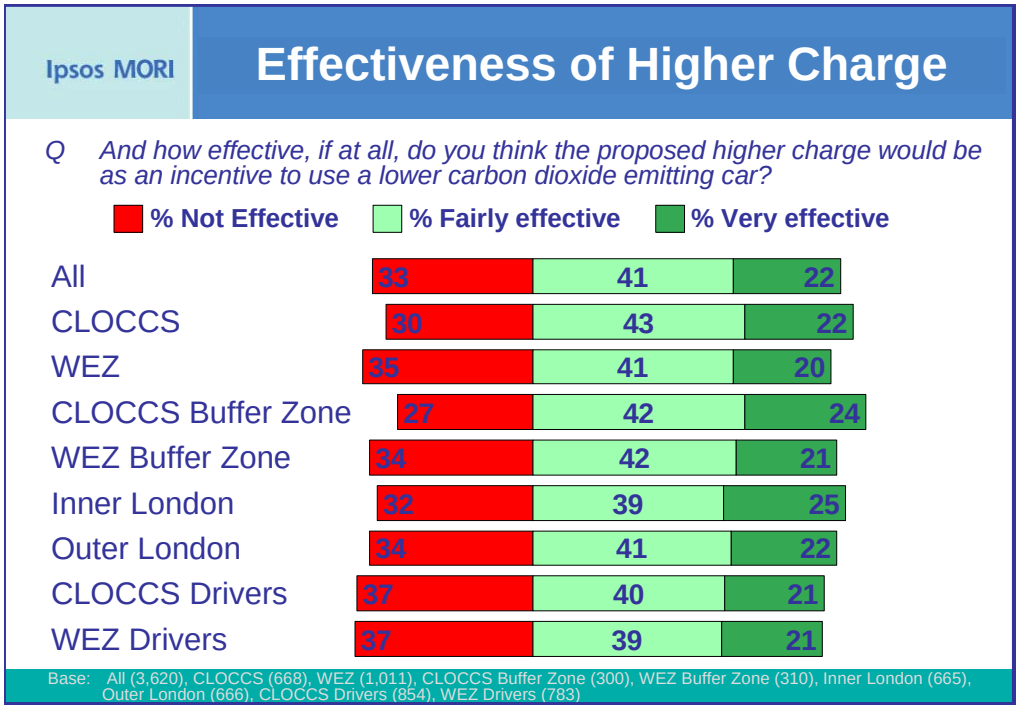


CLOCCS and CLOCCS buffer zone residents were more likely to 'strongly agree' with higher charges for drivers of cars that are more damaging to the environment. Similarly, those who were aware of the emissions related congestion charging proposals were more likely to be in favour of them. Younger people were more likely to 'tend to' disagree that drivers of cars that emit more CO_2 and do more damage to the environment should pay a higher Congestion Charge for using their cars in the new extended zone (11% of under 25s and 10% of 25-34 year olds compared with 6% for those aged 35-54). Those who were not aware of the emissions related congestion charging proposals, or who were opposed to the proposals, were also more likely to disagree with the higher charge. Results indicate that those who drive at least weekly in CLOCCS and

WEZ were more likely to disagree that drivers of higher CO_2 emitting vehicles should pay a higher charge (36% and 30% respectively).

Effectiveness of a higher Congestion Charge for cars that emit higher levels of CO_2

Around two-thirds of those questioned (64%) stated that the higher charge could encourage drivers to use a lower CO_2 emitting car. One-third believed the higher charge would be ineffective.

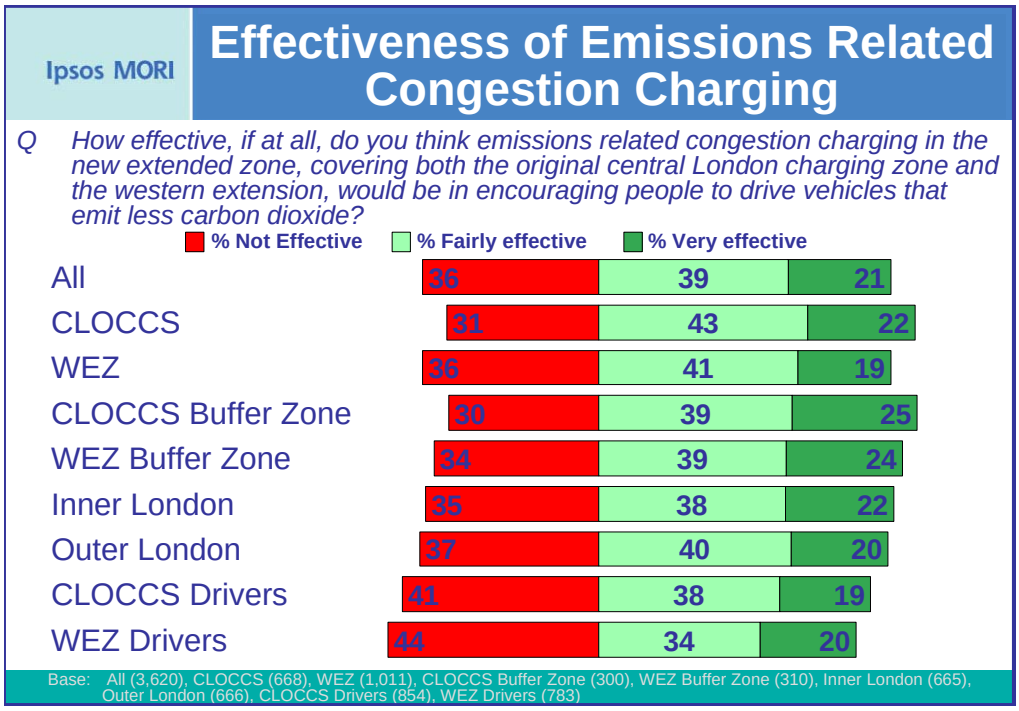


Attitudes towards a low CO_2 discount

- The majority of Londoners thought that the proposals would be effective in encouraging the use of more environmentally friendly vehicles (61%).
- A higher proportion (69%) thought the proposed discount would incentivise drivers to use a lower CO_2 emitting car.

Effectiveness of the proposals

Reflecting the high levels of support for the proposals, significantly more Londoners thought that the proposals would be effective than ineffective in encouraging people to drive more environmentally friendly vehicles (61% vs. 36%). One in five thought the proposals would be 'very effective' in encouraging people to drive vehicles that emit less CO_2.

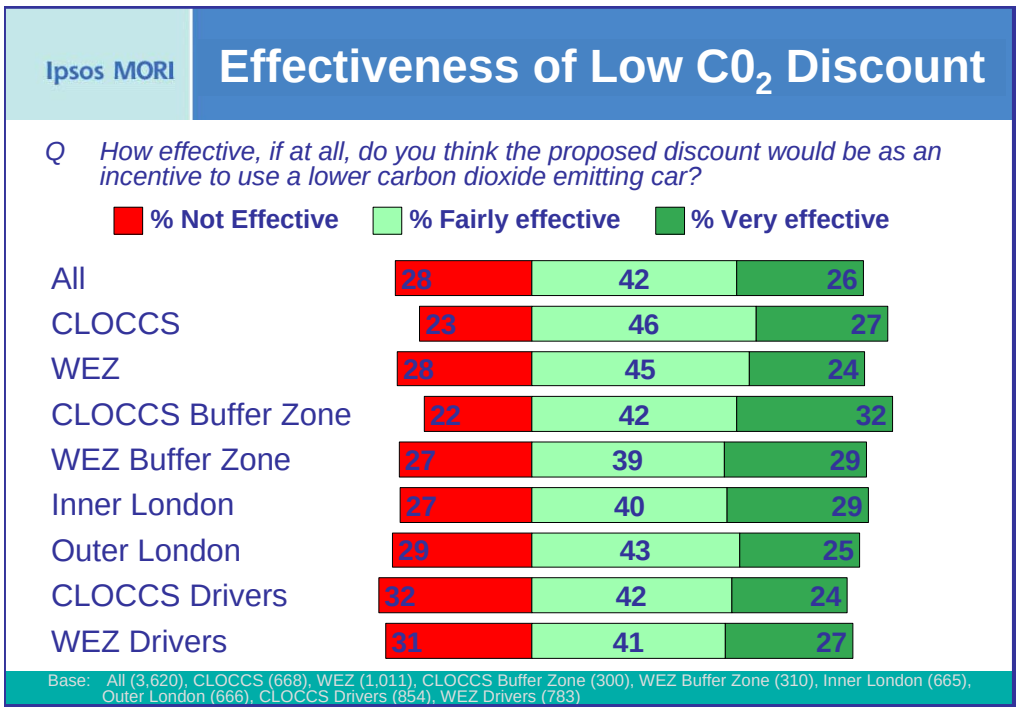


CLOCCS and WEZ drivers were more likely, on balance, to say emissions related congestion charging would be effective (though by a narrower margin). Significantly more CLOCCS residents than those in other areas thought the proposals would be effective.

Younger people were more likely to think emissions related congestion charging would be 'very effective' (27% of under 25s compared with 19% to 23% of other age groups). Over 65s on the other hand were significantly more likely to think the scheme would be 'fairly ineffective' (32% compared to 25% or under of other age groups). One in three BAMEs thought that the scheme would be 'very effective' – significantly more than Londoners of a White ethnic origin (29% vs. 18%).

Effectiveness of low CO_2 discount

The majority of Londoners thought the proposed discount would incentivise drivers to use a lower CO_2 emitting car (69%, including 26% who believed it would be 'very effective'). Residents in CLOCCS (and the adjacent buffer zone) were again, significantly more likely to say the discount would be effective.



In considering the scheme an effective way of promoting the use of less polluting vehicles, the perception was reasonably similar for drivers and public transport users[5]. Frequency of travel in the zone however had an impact, with half of Londoners who drive at least weekly in CLOCCS believing the discount would be effective (56% compared to 69% of Londoners overall). Residents aged 65+ were less inclined to view the proposed discount as an effective incentive than Londoners overall (34% vs. 28%).

[5] 'Drivers' are classified as those answering 'car driven by you' when asked which forms of transport they use at least once a month. 'Public transport users' use at least one of a selection of public transport modes at least once a month including, buses, trains, London Underground and trams. Some Londoners are included in both categories; in fact 48% of public transport users also drive cars themselves.

Travel behaviour

- Londoners tend to use a variety of modes of transport rather than one particular method.
- Use of public transport was generally very high among Londoners (88%), particularly within the Congestion Charging zone.
- Just over half of Londoners had personally driven in the last month, and a higher proportion of drivers lived in Outer London than in Inner London.
- Most Londoners had never driven in CLOCCS or WEZ. Not surprisingly, residents of these areas were more likely to drive within the Congestion Charging zone than those from elsewhere.
- Most drivers had cars that emit medium levels of CO_2 emissions (221-225 g/km).

Transport usage

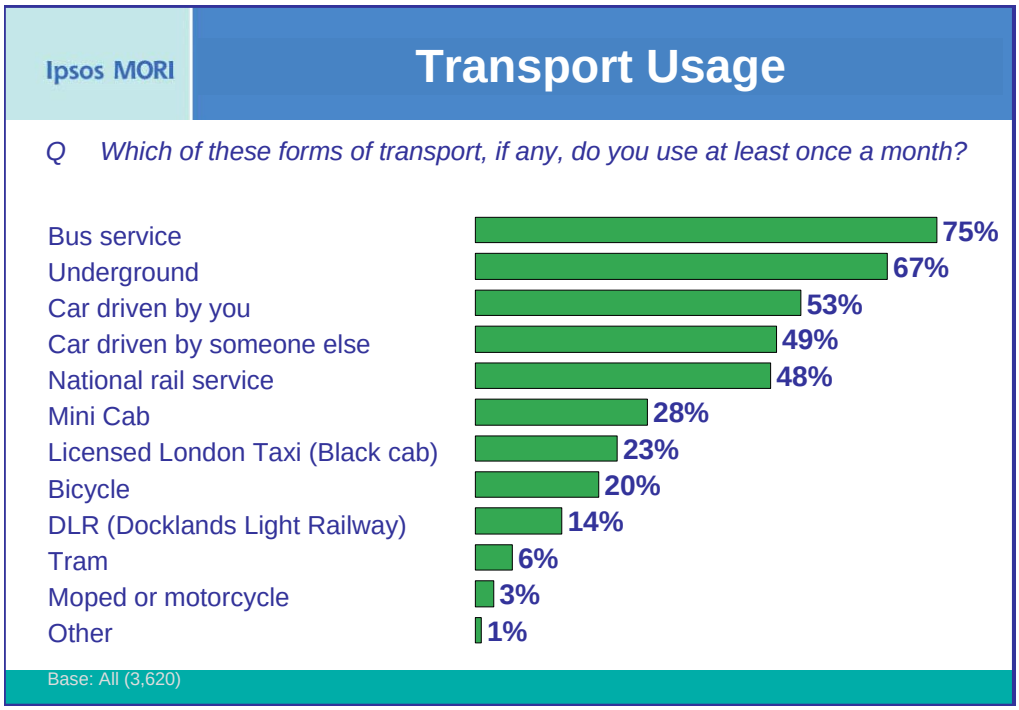
Respondents were asked which forms of transport they use at least once a month. Almost eight in ten had used a car (77%),[6] including 53% who had personally driven. Three in ten Londoners did not have a car in their household (27%).

From other Ipsos MORI research and local area statistics, it is evident that usage of public transport in London is consistently higher than nationally.[7] In this survey, 75% used bus services, 67% used the Underground and 48% travelled by national rail services at least once a month. Overall, nine in ten Londoners used some form of public transport at least once a month (88%).

There was considerable overlap between users of different modes of transport indicating that Londoners should not be compartmentalised as users of one specific mode. For example, 87% of bus users also travelled by train at least once month.

[6] In this instance 'car users' includes both drivers and those being driven by someone else.

[7] For example, see *'Public Attitudes to Transport in England'* survey conducted by MORI on behalf of the Commission for Integrated Transport (CfIT). Results are based on 1,725 interviews with the general public in England, conducted face-to-face in home between 27 February and April 7 2002.



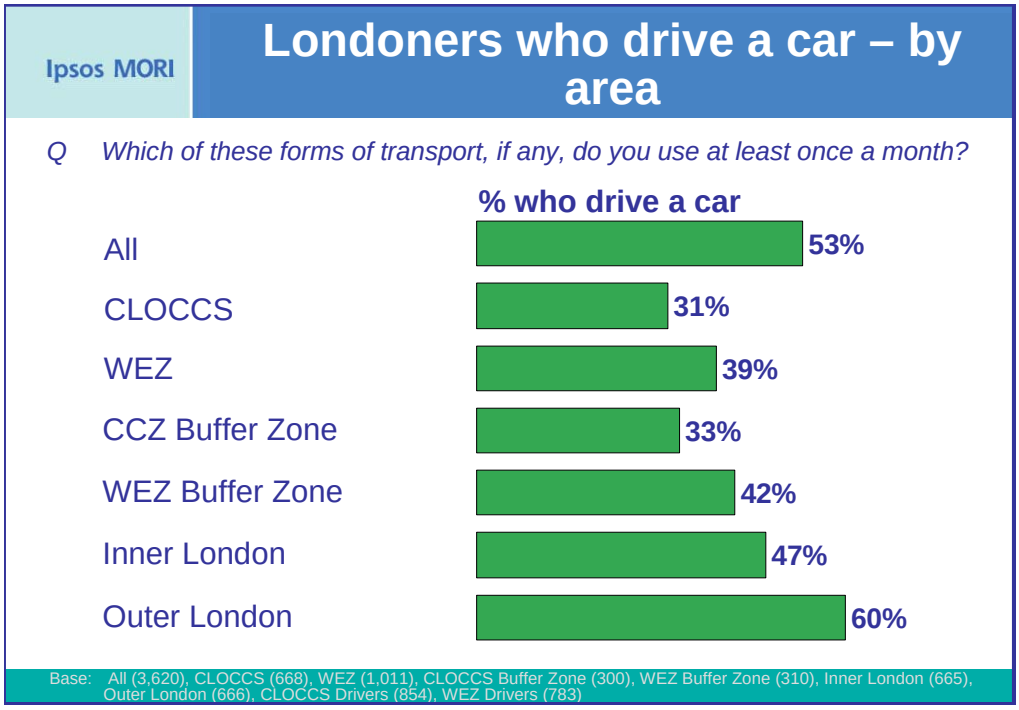
The heaviest users of public transport were in the Congestion Charging area (CLOCCS and WEZ), as well as the buffer zones, where significantly more residents used public transport than Londoners overall. Virtually all younger residents used public transport (97% of under 25s) compared with 88% of Londoners overall (and 83% of 35 to 54 year olds). More Londoners at either end of the social class spectrum[8] tended to use public transport, with fewer in the C2 classification having travelled this way (92% of Abs and 89% of C1s, falling to 78% of C2s and rising again to 87% of DEs).

Drivers were as likely as public transport users to be concerned about climate change (69% and 70% respectively considered it to be 'very important'). However, those who frequently drive within CLOCCS and WEZ were significantly more likely to oppose the emissions related congestion charging proposals than public transport users (40%, 33% and 20% respectively).

[8] Refer to appendices for details of social class definition.

Car usage

Around half of all Londoners said they personally drove at least once a month (53%) and a similar proportion said they were driven by someone else (49%)[9]. Overall three-quarters travelled by car at least once a month (77%).

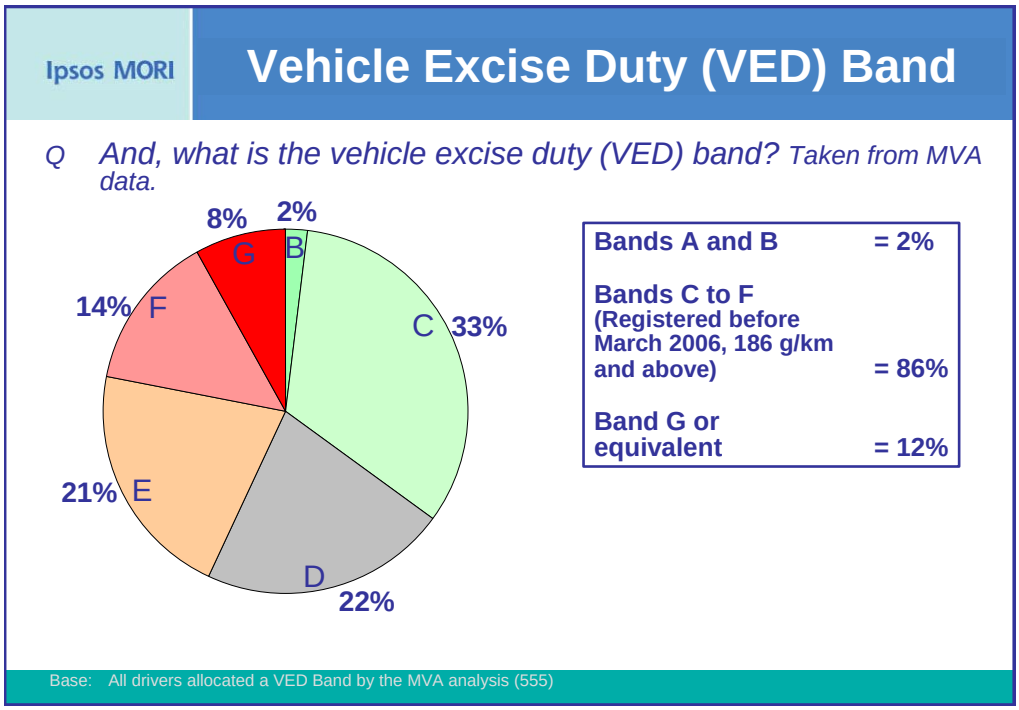


The highest proportion of drivers[10] was in Outer London where three out of five drove at least once a month (60%). There was a higher proportion of drivers in WEZ and the WEZ buffer zone compared to CLOCCS and the CLOCCS buffer zone (39% and 42% compared to 31% and 33%).

Where respondents were able to provide details on the make, model, engine size and year of manufacture of the car they drive most often, it was possible to calculate their relative VED band (for 555 drivers, or just over a third of the sample, as detailed below). A third of Londoners drove vehicles in VED band C and around a fifth fell into both bands D and E. Fewer drivers owned cars that had either the lowest or highest emissions levels (A, F or G).

[9] Excluding being driven by someone else in a Black cab/ mini cab.

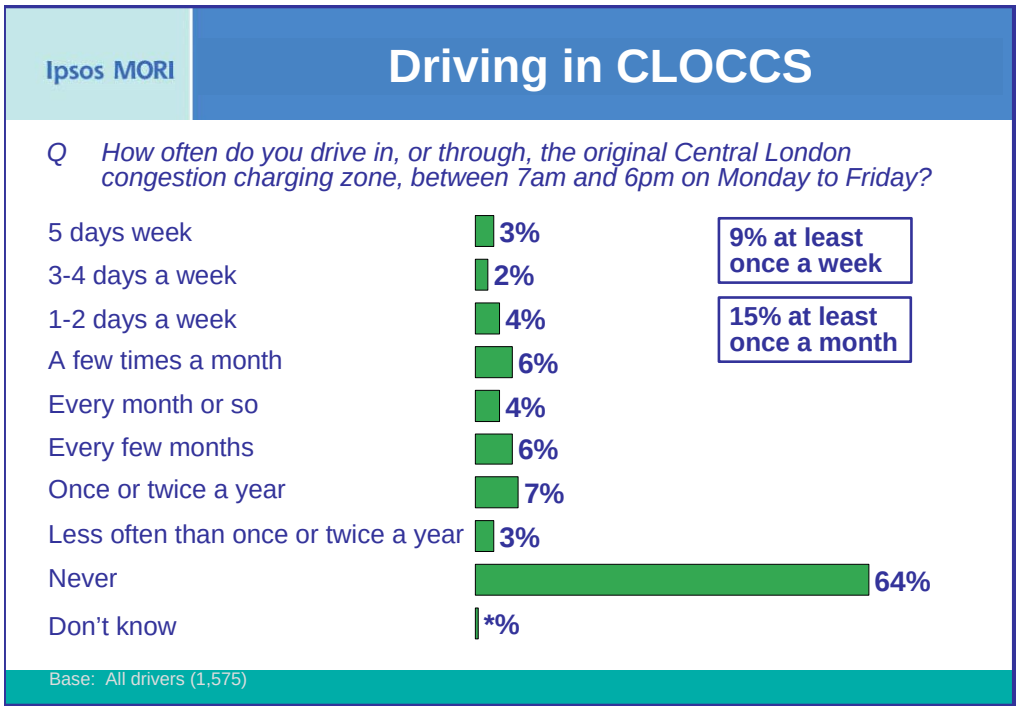
[10] Drivers are defined by those who answered 'Car driven by you' at "Which of these forms of transport, if any, do you use at least once a month?". This means that they personally drive a car as opposed to those who are driven by someone else (for this there was the response option 'Car driven by someone else').



Drivers of vehicles in VED band G or equivalent were significantly more likely to consider the issue of climate change 'not important' as Londoners overall (21% vs. 8%). Drivers of these vehicles were also significantly more likely to say that emissions related congestion charging would be 'ineffective' in encouraging people to drive vehicles that emit less CO_2 (57% vs. 35% overall).

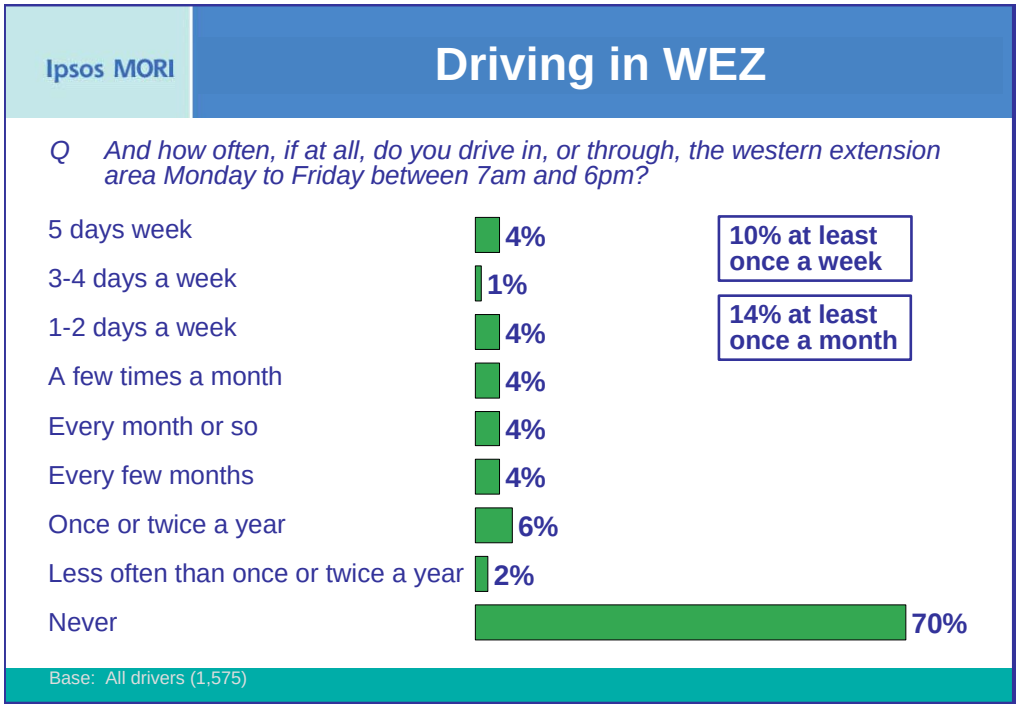
Driving in CLOCCS and WEZ

The following chart details the frequency that Londoners drove through or within the original Congestion Charging zone during charging hours. Almost two-thirds of drivers claimed never to drive in this area at all. One in five drove in or through the original zone at least once a month and one in ten drove in the area at least once a week (15% and 9% respectively).



Results indicated that those who drove in CLOCCS regularly were more likely to be opposed to the proposals. For example, of those who oppose the proposals, 15% drive at least weekly in the original Congestion Charging zone (compared to 24% of drivers overall who oppose the proposals).

The majority of motorists said they never drive in or through WEZ during charging hours (70%). Again, around one in five drove in the zone at least once a month and one in ten drove in at least once a week (14% and 10% respectively).



Around nine in ten drivers who live in WEZ drove in the area during charging hours (88%), followed by 58% of drivers from CLOCCS, 43% of those from WEZ buffer and 37% of CLOCCS buffer residents. Drivers who lived the furthest from WEZ (i.e. Outer London) were most likely to never drive in the area (74%).

Appendices

Sample Profile

The table below shows the unweighted (U) and weighted (W) percentages for the key subgroups within the survey.

		Total		CLOCCS		WEZ		CLOCCS Buffer Zone		WEZ Buffer Zone		Inner London		Outer London	
		U %	**W %**	U %	W %	U %	W %	U %	W %	U %	W %	U %	W %	U %	W %
Gender:	Male	**47**	**49**	49	52	48	49	47	50	49	50	46	49	45	49
	Female	**53**	**51**	51	48	52	51	53	50	51	50	54	51	55	51
Age:	Under 25	**12**	**15**	5	20	11	16	36	16	16	15	8	16	13	14
	25-34	**40**	**38**	30	49	29	44	33	46	28	47	31	44	18	34
	35-54	**35**	**25**	35	31	35	32	36	33	35	32	32	35	35	36
	55+	**25**	**26**	23	20	26	23	20	21	20	20	23	21	33	30
Working Status:	Working FT	**51**	**48**	54	42	52	42	52	41	51	50	49	46	48	50
	Not working FT	**49**	**52**	46	58	48	58	48	59	49	50	51	54	52	50
Ethnicity:	White	**74**	**73**	75	69	80	77	68	62	70	69	66	64	78	77
	Mixed	**4**	**3**	4	4	3	5	4	3	4	3	5	4	3	3
	Asian	**8**	**11**	9	10	6	6	7	14	6	6	11	12	10	11
	Black	**10**	**10**	7	11	6	7	16	16	16	18	16	17	8	6

Definition of Social Class

This appendix contains a brief list of social class definitions as used by the Institute of Practitioners in Advertising. These groups are standard on all surveys carried out by Market & Opinion Research International Limited.

Social Class		Occupation of Chief Income Earner
A	Upper Middle Class	Higher managerial, administrative or professional
B	Middle Class	Intermediate managerial, administrative or professional
C1	Lower Middle Class	Supervisor or clerical and junior managerial, administrative or professional
C2	Skilled Working Class	Skilled manual workers
D	Working Class	Semi and unskilled manual workers
E	Those at the lowest levels of subsistence	State pensioners, etc, with no other earnings

Statistical Reliability

The respondents to the questionnaire were only samples of the total "population", so we cannot be certain that the figures obtained were exactly those we would have if everybody had been interviewed (the "true" values). We can, however, predict the variation between the sample results and the "true" values from the size of the samples on which the results were based and the number of times that a particular answer is given. The confidence with which we can make this prediction is usually chosen to be 95% - that is, the chances are 95 in 100 that the "true" value will fall within a specified range. The table below illustrates the predicted ranges for different sample sizes and percentage results at the "95% confidence interval":

Size of sample on which survey result is based	**Approximate sampling tolerances applicable to percentages at or near these levels**		
	10% or 90%	30% or 70%	50%
	±	±	±
100 interviews	6	9	10
250 interviews	4	6	6
500 interviews	3	4	4
750 interviews	2	3	4
1,000 interviews	2	3	3
1,250 interviews	2	3	3
1,500 interviews	2	2	3
3,620 interviews	**1**	**2**	**2**

For example, with a sample size of 3620 where 30% give a particular answer, the chances are 19 in 20 that the "true" value (which would have been obtained if the whole population had been interviewed) will fall within the range of ±2 percentage points from the sample result (i.e. between 28% and 32%).

When results are compared between separate groups within a sample, different results may be obtained. The difference may be "real," or it may occur by chance (because not everyone in the population has been interviewed). To test if the difference is a real one - i.e. if it is "statistically significant", we again have to know the size of the samples, the percentage giving a certain answer and the degree of confidence chosen. If we assume "95% confidence interval", the differences between the results of two separate groups must be greater than the values given in the following table:

Size of samples compared	Differences required for significance at or near these percentage levels		
	10% or 90%	30% or 70%	50%
	±	±	±
100 and 100	8	13	14
100 and 200	7	11	12
100 and 500	7	10	11
100 and 600	6	10	11
200 and 200	6	9	10
200 and 400	5	8	9
300 and 300	5	7	8
400 and 400	4	6	7
500 and 500	4	6	6
500 and 1,000	3	5	6
1,000 and 3,620	2	3	4

Topline

Congestion Charging Western Extension: Knowledge and Attitudes Transport *for* London - FINAL			All	CLOCCS	Inner London	Outer London	WEZ	CCZ Buffer Zone	WEZ Buffer
			All	All	All	All	All	All	All
Q. No.	Question	Response	%	%	%	%	%	%	%
Section B: TRAVEL BEHAVIOUR									
B1	**Which of these forms of transport, if any, do you use at least once a month? And, do you use any other forms of transport?**	Bus service	75	85	82	70	85	89	86
		Underground	67	79	69	64	81	72	75
		Car driven by you	53	31	47	60	39	33	42
		Car driven by someone else	49	35	46	52	42	42	43
		National rail service	48	48	55	47	37	41	45
		Mini Cab	28	26	29	27	27	29	34
		Licensed London Taxi (Black cab)	23	50	24	17	52	31	38
		Bicycle	20	15	19	21	21	16	25
		DLR (Docklands Light Railway)	14	13	28	10	9	19	10
		Tram	6	2	6	7	3	4	3
		Moped or motorcycle	3	3	2	3	3	2	5
		Walk	1	3	1	1	2	1	1
		Other	1	1	1	1	1	1	1
		None of these	*	*	*	*	0	1	1
D17 Base: All drivers			*(1575)*	*(220)*	*(318)*	*(395)*	*(409)*	*(104)*	*(129)*
D17	**How often do you drive in, or through, the Central London congestion charging zone, between 7am and 6pm on Monday to Friday?**	5 days a week	3	23	1	2	13	4	8
		3-4 days a week	2	12	1	2	8	2	3
		1-2 days a week	4	20	5	3	15	5	6
		A few times a month	6	12	6	6	13	6	9
		Every month or so	4	7	5	4	7	3	3
		Every few months	6	5	11	4	9	13	8
		Once or twice a year	7	3	11	6	9	10	6
		Less often than once or twice a year	3	1	4	3	2	8	2
		Never	64	17	54	71	24	50	53
E13 Base: All drivers			*(1575)*	*(220)*	*(318)*	*(395)*	*(409)*	*(104)*	*(129)*
E13	**And how often, if at all, do you drive in, or through, the western extension area Monday to Friday between 7 am and 6 pm?**	5 days a week	4	8	3	3	31	2	11
		3-4 days a week	1	4	2	1	18	1	1
		1-2 days a week	4	13	4	4	17	6	9
		A few times a month	4	10	3	4	8	2	10
		Every month or so	4	9	5	3	4	6	3
		Every few months	4	7	6	4	5	7	3
		Once or twice a year	6	6	7	6	4	10	4
		Less often than once or twice a year	2	1	2	2	1	3	1
		Never	70	41	69	74	12	63	57
		Don't know	*	1	*	*	*	0	0

SECTION D: EMISSIONS RELATED CONGESTION CHARGING									
MC1	**How important,if at all, do you consider the issue of climate change to be?**	Very important	70	69	70	70	68	74	68
		Fairly important	21	22	21	22	23	19	21
		Not very important	5	5	5	5	5	4	6
		Not at all important	3	3	4	3	4	3	5
		Don't know	1	1	1	1	1	1	1
MC2A a	**Which, if any, of the following have you done in the last 12 months as a result of concern for the environment?** Asked your electricity or gas supplier, or an energy advice centre, for advice about energy efficiency.	Yes, done	29	28	28	29	25	30	28
		No, not done	71	71	72	71	74	70	71
		Don't know	*	1	*	*	1	*	1
MC2A b	Tried to conserve energy in the home including insulation, turning down your central heating, turning off appliances and using energy saving light bulbs.	Yes, done	90	89	89	91	88	90	91
		No, not done	9	11	11	9	11	9	9
		Don't know	*	1	0	*	*	1	0
MC2A c	Reduced the amount of water you use in your home (e.g. by turning off the tap when brushing your teeth).	Yes, done	79	76	79	79	74	81	79
		No, not done	21	24	21	21	25	19	20
		Don't know	*	*	*	0	1	0	1
MC2A d	Recycled (for example glass bottles, plastic bottles, newspapers, aluminium cans).	Yes, done	91	85	90	92	90	89	91
		No, not done	9	15	10	8	10	11	9
		Don't know	0	0	0	0	0	0	0
MC2A e	Bought greener products	Yes, done	61	65	63	61	64	57	62
		No, not done	36	33	35	37	33	38	36
		Don't know	2	1	2	2	3	4	2
MC2A f	Used public transport, walked or cycled	Yes, done	85	91	88	82	89	91	89
		No, not done	15	8	12	18	11	9	11
		Don't know	*	*	0	0	0	0	0
MC2A g	Reduced the amount you travel by aeroplane	Yes, done	40	37	41	39	33	43	42
		No, not done	58	61	57	59	66	54	58
		Don't know	2	2	2	2	1	3	1

MC2b Base: All who have not taken any of the action s asked about a MC2a			*(30)*	*(4)*	*(3)*	*(8)*	*(8)*	*(4)*	*(2)*
MC2b	**Have you taken any action in the last 12 months as a result of concern for the environment?**	Yes	0	0	0	0	0	0	0
		No	100	100	100	100	100	100	100
		Don't know	0	0	0	0	0	0	0
C6	**Are you aware, or not, of any ideas for emissions related charging whereby vehicles that emit higher levels of emissions that damage the environment will have to pay a higher Congestion Charge?**	Yes, aware	75	76	77	74	77	74	78
		No, not aware	24	23	22	25	22	24	22
		Don't know	1	1	1	1	1	2	0
MC3	**Can you tell me how strongly you agree or disagree that drivers of cars that emit more carbon dioxide and do more damage to the environment should pay a higher Congestion Charge for using their cars in the new extended zone, covering both the original central London congestion charging zone and the western extension?**	Strongly agree	50	54	48	49	52	58	52
		Tend to agree	21	22	21	21	17	17	21
		Neither agree nor disagree	6	5	5	6	6	4	5
		Tend to disagree	8	6	9	7	9	6	8
		Strongly disagree	15	12	15	15	15	12	13
		Don't know	1	2	1	1	1	1	1
MC7	**Are you aware, or not, that Transport for London (TfL) is consulting the public on a proposal for emissions related congestion charging in the new extended zone, covering both the original central London congestion charging zone and the western extension?**	Yes, aware	31	33	34	29	37	36	34
		No, not aware	68	65	65	70	62	63	65
		Don't know	1	2	1	*	1	1	1
MC4	**Are you aware, or not, of the Mayor's proposal for emissions related congestion charging in the new extended zone, covering both the original central London charging zone and the western extension, whereby cars that emit higher levels of carbon dioxide will have to pay a higher Congestion Charge?**	Yes, aware	58	61	61	57	64	57	62
		No, not aware	41	38	38	42	36	41	38
		Don't know	1	1	1	1	*	1	*
MC5	**Are you aware, or not, of the Mayor's proposal for emissions related congestion charging in the new extended zone, covering both the original central London charging zone and the western extension, whereby cars that emit lower levels of carbon dioxide will be eligible for a 100% discount from the Congestion Charge which means that they would not have to pay the charge?**	Yes, aware	40	47	43	37	48	45	45
		No, not aware	59	52	56	62	52	53	55
		Don't know	1	1	1	1	*	2	*

MCNEW Base: All who are aware of the Mayor's proposals at MC4 and MC5			*(2520)*	(447)	(453)	(425)	(740)	(204)	(221)
MCNEW	**What else do you know about the Mayor's proposal?**	Higher capacity / Emission / Consumption vehicles pay more / Different charges for different car types	8	12	8	8	9	6	8
		Just another tax	1	1	2	1	1	0	1
		Electronic/ Hybrid/ Smaller cars pay less/ Are free	5	6	6	4	5	9	9
		Just in the planning stage	1	1	1	*	*	1	1
		Bad idea/ Nonsense/ Unfair	1	1	1	1	2	1	1
		Expensive/ Increased charges/ Taxes	2	1	2	2	2	1	2
		Heard of only / TV/ Newspaper / Radio	1	2	2	1	1	1	1
		It's a good idea / support the plan	1	1	*	1	1	2	1
		Extension of the congestion charging area / charging area	2	2	2	1	1	*	1
		More / Improved public transport	1	1	2	1	2	2	1
		Other	4	9	5	4	7	4	5
		None	50	47	48	51	52	51	49
		Don't know	25	23	24	26	22	26	22
MC8	**(Please see full question text in the comment attached) How strongly do you support or oppose this proposal?**	Strongly support it	38	40	40	37	38	41	39
		Tend to support it	28	25	25	30	24	27	25
		Neither support nor oppose it	10	9	10	10	9	10	11
		Tend to oppose it	8	7	9	8	7	6	10
		Strongly oppose it	13	15	15	12	19	12	12
		Don't know	3	4	1	3	3	4	2
MC9	**How effective, if at all, do you think emissions related congestion charging in the new extended zone, covering both the original central London charging zone and the western extension, would be in encouraging people to drive vehicles that emit less carbon dioxide?**	Very effective	21	22	22	20	19	25	24
		Fairly effective	39	43	38	40	41	39	39
		Not very effective	24	21	26	24	24	23	22
		Not at all effective	11	10	9	12	12	8	12
		Don't know	4	4	5	3	4	6	3
MC13	**How effective, if at all, do you think the proposed discount would be as an incentive to use a lower carbon dioxide emitting car?**	Very effective	26	27	29	25	24	32	29
		Fairly effective	42	46	40	43	45	42	39
		Not very effective	19	17	18	20	19	15	18
		Not at all effective	9	6	9	9	9	7	9
		Don't know	3	4	4	3	4	4	4
MC14	**And, how effective, if at all, do you think the proposed higher charge would be as an incentive to use a lower carbon dioxide emitting car?**	Very effective	22	22	25	22	20	24	21
		Fairly effective	41	43	39	41	41	42	42
		Not very effective	24	23	23	25	25	18	24
		Not at all effective	9	8	8	9	10	9	10
		Don't know	3	5	4	2	4	7	3
MC10	**How strongly do you agree or disagree that emissions related congestion charging in the new extended zone, covering both the original central London charging zone and the western extension, would be good for London?**	Strongly agree	32	39	33	31	31	36	36
		Tend to agree	36	34	35	36	32	36	36
		Neither agree nor disagree	12	10	11	13	11	7	8
		Tend to disagree	9	7	10	9	10	7	8
		Strongly disagree	8	8	9	7	13	10	9
		Don't know	3	2	3	3	4	3	3
QNEW	**To what extent, if at all, will emissions related congestion charging in the new extended zone affect you personally?**	To a great extent	5	9	5	4	12	7	9
		To a fair extent	11	18	12	9	18	11	16
		To a limited extent	17	20	17	16	19	22	18
		Barely at all	15	15	16	14	14	16	15
		Not at all	51	36	48	56	34	41	41
		Don't know	2	3	2	2	2	2	2

MC11 Base: All who will be impacted by conjecstion charging			*(1994)*	*(408)*	*(329)*	*(281)*	*(628)*	*(171)*	*(177)*
MC11	**How will emissions related congestion charging in the new extended zone affect you? How else?**	Will not affect/Has little affect on me personally	31	24	36	32	21	26	28
		Too expensive/It will affect my income	9	4	7	10	8	5	10
		Good for the environment/ Reduces air pollution	17	27	16	15	23	21	19
		It may/Will influence the choice of car that I buy/I will change my car to a lower emission model	5	12	3	5	12	7	6
		Too restrictive/Infringement on people's freedom	3	2	3	4	2	*	2
		Will help to reduce traffic congestion	3	6	4	1	6	4	3
		Will encourage people to public transport more	3	1	4	3	2	2	3
		Less cars/less people driving high emission cars	3	3	2	3	4	3	3
		Other	8	9	9	8	9	9	7
		Don't know	12	7	11	13	11	14	11
MC12	**Do you have any <other> comments on the emissions related congestion charging proposal?**	Good idea/ in favour of the new scheme/ Proposal	9	12	10	10	9	7	7
		Regarded as a stealth tax/ An unfair burden of taxation	5	5	5	4	4	5	4
		Will not effect people who can afford to pay the higher charge	5	5	6	5	5	3	6
		Improve cycle lanes/ Make it safer to cycle on the roads/ Improved/Cheaper public transport needed	4	3	4	4	3	3	5
		Need to look at the scheme/ find other alternative methods	4	5	4	3	5	2	5
		Other	5	7	6	4	10	4	4
		Don't know	4	3	3	4	4	4	7
		None	54	54	53	54	53	55	53
SECTION E: CLASSIFICATION QUESTIONS									
G6	**Does your household have access to any of the following vehicles, regardless of whether you actually use them or not?**	Car	72	45	66	79	56	49	60
		Van	7	2	5	9	3	5	4
		Motorbike/moped/scooter	6	5	5	7	6	4	5
		Bicycle	49	37	49	51	41	38	51
		None	18	37	21	14	29	33	22
		Don't know	*	*	0	0	*	1	1
G7 Base: All who have access to a car			*(2170)*	*(308)*	*(437)*	*(523)*	*(564)*	*(151_*	*(187)*
G7	**How many cars are there in your household?**	One	65	78	73	59	71	88	78
		Two	23	11	18	26	20	8	16
		Three or more	8	4	4	10	4	1	3
		None	4	7	4	4	5	3	3
		Don't know	*	0	0	0	*	0	0
G21b Base: All those allocated a VED Band by the MVA analysis (555).			*(555)*	(69)	*(101)*	*(157)*	*(145)*	*(35)*	*(48)*
G21b	**And, what is the vehicle excise duty (VED) band?**	A	0	0	0	0	0	0	0
		B	2	1	2	3	3	0	2
		C	33	33	39	32	24	40	35
		D	22	19	26	22	16	8	17
		E	21	19	15	22	21	31	24
		F	14	14	14	13	22	13	15
		G	8	14	4	9	13	8	6

Technical Notes

- Telephone Survey.
- Fieldwork conducted 5th September to 1st October 2007.
- Interviews were broken down as follows: 3620 interviews in total stratified by; 668 interviews with residents of the Congestion Charging Zone (CLOCCS); 665 interviews with residents of Inner London; 666 interviews with residents of Outer London; 300 interviews among residents of the CCZ consultation zone; 310 interviews among residents of the WEZ consultation zone; 1011 interviews with residents of the Western Extension Zone (WEZ).
- Data are weighted to reflect the population in the Congestion Charging Zone, Western Extension Zone, Western Extension Buffer Zone, Inner London (excluding Congestion Charging Zone) and Outer London and within each area by gender, age and ethnicity.

- An asterisk (*) indicates a percentage of less than 0.5% but greater than zero.
- Where percentages do not add up to 100 this may be due to computer rounding, multiple responses or the exclusion of don't know categories.
- Responses are based on all interviews unless otherwise specified.
- Full text for MC8 read:

In order to discourage the use of the highest carbon dioxide emitting cars within the new extended zone, covering both the original central London charging zone and the western extension, emissions related congestion charging would introduce a 100% discount for cars with the lowest carbon dioxide emissions and a £25 charge for cars emitting high levels of carbon dioxide. Other cars would be liable to pay the standard £8 daily charge. In addition residents within the new extended zone would lose their 90% discount if they drove a car liable for the £25 charge.

PROMPT IF NECESSARY

The new extended zone covers both the original central London charging zone and the western extension.

Examples of cars that would be liable for the higher charge include the, Porsche 911, most BMW 7 series, Range Rover, Land Rover Discovery, Toyota Land Cruiser, Volkswagen Touareg and the Mercedes M Class .

Examples of cars which be eligible for the 100% discount are Toyota Prius, Toyota Aygo, Peugeot 107, Citroen C1, Honda Civic Hybrid, Audi A2 and the smart fortwo.

How strongly do you support or oppose this proposal?