

Consultation on the Future
of the Western Extension
– Report on the Attitudinal
Survey of Londoners

Report

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Prepared by:

Accent
Chiswick Gate
598-608 Chiswick High Road
London
W4 5RT

Prepared for:

Transport For London
Windsor House
50 Victoria Street
London
SW1H 0TL

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EXECUTIVE SUMMARY

Introduction and Background

A Congestion Charging zone was initially introduced into central London in February 2003 and the zone was subsequently extended to the west in February 2007. The original charging zone and the Western Extension operate as a single area with an £8 daily charge being payable for vehicles driving within any part of the zone during charging hours (Monday to Friday 7am-6pm). Residents living within the charging area and some designated 'buffer zones' which are immediately adjacent to the boundary of the charging zone are eligible to register for a 90% discount from the Congestion Charge, which means they would pay £4 for five consecutive charging days.

The Mayor asked Transport for London (TfL) to seek Londoners' views on the future of the Western Extension of the Congestion Charging Scheme to help inform his decision on whether the Western Extension should remain as it is; be removed; or whether it should be altered. The Mayor will also take account of the views of stakeholders. The consultation took place between 1 September and 5 October 2008. This initial, non-statutory consultation would need to be followed by further statutory processes if any changes are to be made to the Western Extension.

The consultation materials stated that the very earliest that the Western Extension could be removed is at the end of 2009, but some changes to the scheme would require longer implementation timescales.

Since consultations tend to elicit views mainly from those with strong opinions, it is important to understand how representative these views are of the wider population. Therefore, TfL also commissioned a survey of 2,000 Londoners and 1,000 businesses alongside the public consultation. This is designed to complement and inform the outcome of the public consultation by providing a representative view of specific groups, residents and businesses inside and beyond the original charging zone and Western Extension.

This report is on the Attitudinal Survey of the general public. Separate reports on the Attitudinal Survey of businesses and the public consultation are available.

Methodology

The Attitudinal Survey of the general public was designed to complement and inform the outcome of the public consultation by ascertaining the views on the future of the Western Extension from a representative sample of Londoners. It also enables an assessment of how representative the consultation findings are.

The sample includes residents (drivers and non-drivers) in both the original central zone and its 'designated' buffer zones (referred to as OCZ/OCZ buffer) and the Western Extension and its 'designated' buffer zones (referred to as WEZ/WEZ buffer). It also includes residents of a 5-mile 'ring' in Inner London surrounding the entire Congestion Charging Zone and residents in the rest of London. From these four samples an 'All London' group which is representative of London generally has been produced.

The survey was undertaken by telephone with a random sample of Londoners. The fieldwork for the survey took place between 9 and 26 September 2008 i.e. between weeks 2 and 4 of the consultation (the consultation took place 1st September – 5th October inclusive).

Accent purchased a large random sample of telephone numbers representing London in advance of the fieldwork and interviewers made up to four attempts to contact each number before using the next one.

Sample

The total sample of 2,018 interviews was disaggregated by the following four areas:

- 402 Western Extension & buffer (WEZ/WEZ buffer) residents
- 400 Original charging zone & buffer (OCZ/OCZ buffer) residents
- 415 Inner London ring (surrounding the entire charging zone)
- 801 Rest of London.

Respondents were quota sampled on the basis of age and gender by Borough based on the 2001 Census data.

There were two phases of weighting. The first phase was to ensure that the data was representative of the quota targets. The second phase was to ensure that the sample represented the overall London population by area.

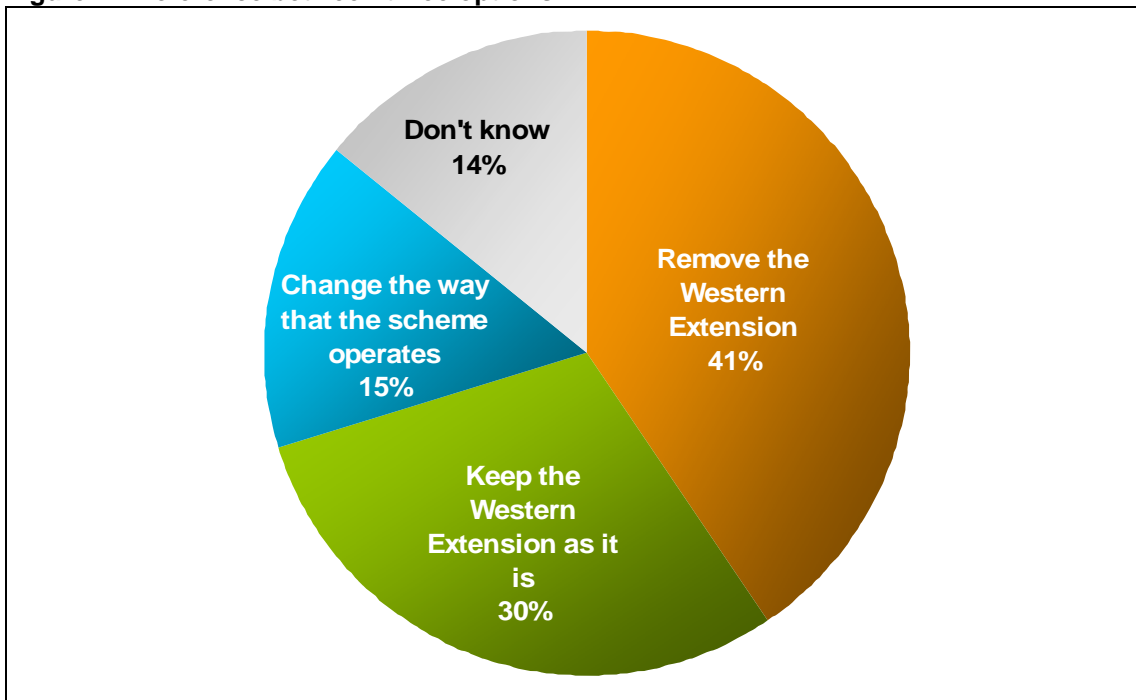
Main Findings

Respondents were asked to choose between the following three options:

- 1) Keep the Western Extension as it is
- 2) Remove the Western Extension so that there would no longer be any charge to drive in this area and residents of the Western Extension would no longer receive a discount on travel in the original charging zone
- 3) Change the way that the scheme operates.

30% of Londoners chose 1) *Keep the Western Extension as it is*, 41% chose 2) *Remove the Western Extension*, and 15% chose 3) *Change the way that the scheme operates*.

Figure 1: Preference between three options



Weighted base: 2,000 All Londoners

Respondents were then asked to what extent they supported or opposed the following three options for changing the way the scheme operates.

***Option 3A** – Introduce an account based payment system across both the original charging zone and the Western Extension so that drivers can have the charge debited from an account automatically and would not have to worry about forgetting to pay the charge and getting a penalty charge. It would also allow residents to pay for a single charging day’s travel in the zone. Non account-holders would still be able to pay the charge via the existing payment channels.*

***Option 3B** – Introduce a charge-free period in the middle of the day in the Western Extension. However, driving in the original zone, or during charged hours in the Western Extension, would still cost £8.*

***Option 3C** – Increase the Residents’ discount from 90% to 100% across both the original charging zone and the Western Extension so that residents would not be liable to pay the charge.*

Option 3A – Introduce an account-based payment system

Over half of Londoners (53%) supported the introduction of an account based payment system and less than half that proportion (23%) opposed it. The highest level of support was from those living in the OCZ/OCZ buffer (59%) with the lowest level of support from those in the WEZ/WEZ buffer (50%).

Option 3B – A charge-free period in the middle of the day in the Western Extension

On balance, there was greater support than opposition for a charge-free period in the middle of the day in the Western Extension: 46% supported and 34% opposed it. The lowest level of support was from those living in the WEZ/WEZ buffer (38%) with the highest level of support from those in the rest of London (49%).

Option 3C – Increase the Residents' discount from 90% to 100%

There was very strong support from Londoners for increasing the Residents' Discount from 90% to 100% with over two thirds in support (68% supported) and less than a fifth (18%) opposed. The highest level of support was from those living in the WEZ/WEZ buffer (75%) with the lowest level of support coming from those in the Inner London ring (62%).

1. INTRODUCTION

1.1 Background

Congestion Charging was initially introduced into central London in February 2003, and was subsequently extended to the west in February 2007, following consultation on both a revision to the Mayor’s Transport Strategy and a further consultation on a Variation Order to implement the extension.

The extended zone operates as single area with an £8 daily charge payable for vehicles driving within any part of the zone during charging hours (Monday to Friday 7am-6pm). Residents living within the charging area and some designated ‘buffer zones’ which are immediately adjacent to the boundary of the charging zone are eligible to register for a 90% discount from the Congestion Charge, which means they would pay £4 for five consecutive charging days.

The Mayor asked Transport for London (TfL) to seek Londoners’ views on the future of the Western Extension of the Congestion Charging Scheme to help inform his decision on whether the Western Extension should remain as it is; be removed; or whether it should be altered. The Mayor will also take account of the views of stakeholders. The consultation took place between 1 September and 5 October 2008. This initial, non-statutory consultation would need to be followed by further statutory processes if any changes are to be made to the Western Extension.

The consultation materials stated that the very earliest that the Western Extension could be removed is at the end of 2009, but some changes to the scheme would require longer implementation timescales.

Figure 2: Map of Congestion Charging Zone



For the public consultation, TfL prepared an information leaflet and a questionnaire, which were available online and in paper form for the public and businesses to complete and submit. Open responses in the form of letters and emails were also accepted. Since consultations tend to elicit views mainly from those with strong opinions, it is important to understand how representative these views are of the wider population. Therefore, TfL commissioned a survey of 2,000 Londoners and 1,000 businesses alongside the public consultation. This is designed to complement and inform the outcome of the public consultation by providing a representative view of specific groups, residents and businesses inside and beyond the original charging zone and Western Extension.

This report is on the Attitudinal Survey of Londoners.

1.2 Objectives

The Attitudinal Survey of the general public was designed to complement and inform the outcome of the public consultation by ascertaining the views on the future of WEZ from a representative sample of Londoners and to assess how representative the consultation findings are.

The sample includes residents (drivers and non-drivers) in the following four groups:

- Residents of the original central zone and its ‘designated’ buffer zones (referred to as OCZ/OCZ buffer)
- Residents of the Western Extension and its ‘designated’ buffer zones (referred to as WEZ/WEZ buffer).
- Residents of a 5-mile ‘ring’ in Inner London surrounding the entire Congestion Charging Zone
- Residents of the rest of London.

From these four samples an ‘All London’ group which is representative of London as a whole generally has been produced.

2. METHODOLOGY

2.1 Introduction

The Attitudinal Survey is designed to complement and inform the outcome of the public consultation by ascertaining the views on the future of WEZ from a representative sample of Londoners and to enable an assessment of how representative the consultation findings are. The sample includes residents (drivers and non-drivers) in both the original charging zone and the Western Extension, as well as in an Inner London ring and London generally.

The survey was undertaken by telephone with a random sample of Londoners.

2.2 Methodology

The purpose of the survey was to identify Londoners' attitudes and opinions towards the options for the future of the Western Extension as set out in the consultation. It was also intended to assess how representative the consultation findings are.

The survey was undertaken by telephone with a random sample of Londoners. The fieldwork for the survey took place between 9 and 26 September i.e. between weeks 2 and 4 of the consultation. The consultation took place 1st September – 5th October inclusive.

Accent purchased a large random sample of telephone numbers representing London in advance of the fieldwork.

The interviewing team was issued with the list and instructed to make up to four attempts to contact each number.

In this case, potential respondents were phoned on weekday evenings and at weekends. A few preliminary questions were asked to establish if the respondent met quotas based on age and gender by borough from the 2001 Census data. The quotas were used to ensure that the sample was representative. This included questions on postcode so that the respondent could be categorised by area.

If the respondent agreed to the interview and was found to be in scope, then the main questionnaire was undertaken. A total of 2,018 interviews were conducted, slightly exceeding the target of 2,000 Londoners.

2.3 Questionnaire

The questionnaire was agreed with TfL prior to the start of the survey and as far as possible included the same questions and wording as used in the online and paper consultation questionnaire so that a comparison of results could be made.

In addition it included questions on travel characteristics and other aspects of Congestion Charging as shown below:

- Travel characteristics:
 - which forms of transport used at least once a month
 - frequency of driving into or within the original Central London congestion charging zone during charging hours
 - purpose of journeys
 - frequency of driving into or within the Western Extension Zone during charging hours
 - purpose of journeys
- Charging zone:
 - whether registered for the residents' 90% discount from the Congestion Charge
 - whether registered for any other Congestion Charge discount
- Awareness of the consultation

On average, the questionnaire took approximately ten minutes to conduct, depending on the length of answers.

2.4 Survey Instrument

For the telephone research Accent used computer-aided telephone interviewing (CATI), using Accent's own computer survey software – *Accis*.

CATI offers a number of advantages including automatic routing, which simplifies the interviewer's task. It also minimises potential error and removes the need for a separate coding and data entry phase, improving the accuracy of the data.

2.5 Sample

The target sample of 2,000 All Londoners respondents was selected to be representative of Londoners as a whole and to match the profile of adult London residents by borough, age and gender. The sample structure was chosen to ensure we could look at responses within each of the areas of interest, as well as to be representative of all Londoners.

Respondents were quota sampled on the basis of age and gender by borough based on the 2001 Census data (see Table 2 for the quota targets used). The quotas were broadly met.

The target samples for each of the four areas of interest were as follows:

Sample area	Description	Target sample of residents	Referred to as:
Western Extension & buffer	Residents living within the Western Extension area and within the area immediately adjacent to the Western Extension boundary who are eligible to register for the Residents' discount	400	WEZ/WEZ buffer
Original charging zone & buffer	Residents living within the original charging zone and also within the area immediately adjacent to the original charging zone boundary who are eligible to register for the Residents' discount	400	OCZ/OCZ buffer
Inner London ring (a 5 mile ring surrounding the entire Congestion Charging Zone)	The area contained within a five mile radius immediately surrounding the original charging zone and the Western Extension area and excluding those areas immediately adjacent to the charging zone where residents are eligible to register for the Residents' discount	400	Inner London ring
Rest of London (outside the areas above but within the Greater London boundary)	Residents living outside both the original charging zone, Western Extension and the five mile buffer surrounding the boundary of the original charging zone and the Western Extension.	800	Rest of London

Transport for London provided postcode files for the Western Extension & buffer, the original charging zone & buffer and the Inner London ring.

2.6 Data Weighting

Data weighting is a procedure which is frequently used when analysing market research survey data. Weighting systematically adjusts the data to ensure the survey results are very closely representative of the population in question, in terms of key characteristics (most commonly demographics such as age and gender). The method matches the sample to existing sources of information on the structure of the whole population being surveyed. This section describes the method of weighting used for this survey.

The overall sample was disaggregated as follows:

- 402 Western Extension & buffer (WEZ/WEZ buffer) residents
- 400 Original charging zone & buffer (OCZ/OCZ buffer) residents
- 415 Inner London ring (surrounding the entire Congestion Charging zone)
- 801 Rest of London

As the original charging zone & buffer, Western Extension & buffer and Inner London ring did not match Borough boundaries, Accent prepared population, age and gender quotas as follows.

The first stage was to assess the broad proportions of each Borough in each of the four areas. For the Inner London ring and Rest of London, Accent also split the areas geographically into North East, North West, South East and South West.

Table 1: Boroughs and sampling zones

	Borough	OCZ/OCZ buffer %	WEZ/WEZ buffer %	Inner London ring %	Rest of London %
Centre	City of London	100			
	Kensington and Chelsea		100		
	Westminster	40	30	30	
NE	Barking and Dagenham				100
	Enfield				100
	Hackney			100	
	Haringey			90	10
	Havering				100
	Islington	10		90	
	Newham			70	30
	Redbridge				100
	Tower Hamlets			100	
Waltham Forest			40	60	
NW	Barnet			30	70
	Brent			100	
	Camden	10		90	
	Ealing			70	30
	Hammersmith and Fulham			100	
	Harrow				100
	Hillingdon				100
SE	Bexley				100
	Bromley				100
	Croydon			5	95
	Greenwich			25	75
	Lambeth	10		90	
	Lewisham			80	20
Southwark	20		80		
SW	Hounslow			20	80
	Kingston upon Thames			5	95
	Merton			60	40
	Richmond upon Thames			40	60
	Sutton				100
	Wandsworth			100	

Then the numbers by age and gender in each borough were allocated by these proportions and totals for the following ten groups were created. These were then proportionally distributed to match the target samples of 400 for OCZ/OCZ buffer, 400 for WEZ/WEZ buffer etc.

- OCZ/OCZ buffer
- WEZ/WEZ buffer
- Inner London ring NE
- Inner London ring NW
- Inner London ring SE
- Inner London ring SW
- Rest of London NE
- Rest of London NW
- Rest of London SE
- Rest of London SW.

The final quota targets were:

Table 2: Quotas

		Males				Females				Total
		16-24	25-44	45-64	65+	16-24	25-44	45-60	60+	
OCZ/OCZ buffer		30	97	44	23	33	97	39	37	400
WEZ/WEZ buffer		25	91	49	25	28	94	46	41	400
Inner London ring	NE	10	29	13	7	12	30	12	11	124
	NW	10	28	14	8	10	29	13	12	124
	SE	7	22	9	5	7	22	8	8	88
	SW	4	15	7	4	5	16	6	6	64
	Total									400
Rest of London	NE	18	48	33	18	18	51	29	32	249
	NW	12	33	23	12	12	36	20	21	170
	SE	15	45	32	18	15	48	28	30	231
	SW	11	32	20	10	10	32	18	18	151
	Total									800

There were two phases of weighting. The first phase was to ensure that the data was representative of the quota targets and second to ensure that the sample represented the overall London population by area.

First Weighting

First the data was weighted to obtain the Borough and age and gender targets (as in Table 2).

This weighted data was used for tables and graphs which show analysis by:

- Western Extension & buffer (WEZ/WEZ buffer) residents
- Original charging zone & buffer (OCZ/OCZ buffer) residents
- Inner London ring (surrounding the entire Congestion Charging zone)
- Rest of London

Second Weighting

The age and gender targets were based on the following areas:

- **WEZ/WEZ buffer** – Residents living within the Western Extension area and within the area immediately adjacent to the Western Extension boundary who are eligible to register for the Residents’ discount
- **OCZ/OCZ buffer** – Residents living within the original charging zone and also within the area immediately adjacent to the original charging zone boundary who are eligible to register for the Residents’ discount
- **Inner London ring** – The area contained within a five mile radius immediately surrounding the original charging zone and the Western Extension area and excluding those areas immediately adjacent to the charging zone where residents are eligible to register for the Residents’ discount

- **Rest of London** – People living outside both the original charging zone, Western Extension and the five mile buffer surrounding the boundary of the original charging zone and the Western Extension.

In order to obtain a fifth group of ‘All Londoners’ which was representative of the whole of London the following weighting was undertaken.

This weighting meant that the Western Extension & buffer and the original charging zone & buffer were weighted down to represent the appropriate population sizes, otherwise the sample would have over-represented the views of respondents in the extended charging zone.

Table 3 shows the overall population and proportions of the four sampling areas in columns (1) and (2) from the 2001 Census. The interviews achieved are shown in column (3). The target number of interviews for each of the four areas (column (4)) was worked out by applying the overall London proportion (column (2)) to the overall sample of 2,000 All Londoners (i.e. the target number of Western Extension & buffer interviews is 3.2% (column (2)) of 2,000 All Londoners interviews = 63). The required weights are shown in column (5).

This process weights the interviews in each of the four areas to the proportion of the London population by using the following weights:

Table 3: Proportions and weights for overall London sample

Column:	(1)	(2)	(3)	(4)	(5)
Area	population		Interviews n	Target numbers	Weights
	n	%			
Original charging zone & buffer	160,346	2.8	400	56	0.14
Western Extension & buffer	180,844	3.2	402	63	0.16
Inner London ring	2,539,118	44.4	415	887	2.14
Rest of London	2,843,045	49.7	801	993	1.24
London Total	5,723,353	100	2,018	2,000	

2.7 Margins of Error

When interpreting the survey findings it is important to remember that the results are based on a sample of Londoners, and not the entire population. Therefore, we cannot be certain that the figures obtained are exactly those we would have if everybody in London had been interviewed (the ‘true’ values). However, we can predict the variation between the sample results and the ‘true’ values from the size of the samples on which the results are 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 19 in 20 that the ‘true’ value will fall within a specified range. The predicted ranges for different percentages results at the ‘95% confidence interval’ are shown for the weighted data representing all Londoners. For example, where 50% of all Londoners give a particular answer, the margin of error/specified range will be plus or minus 1.4 per cent, ie between 48.6% and 51.6%.

For the weighted data representing all Londoners the percentages shown in the report it can be said with 95% confidence that the true proportions are within the following margins of error:

- 50% giving the same response $\pm 1.4\%$
- 40% or 60% giving the same response $\pm 1.4\%$
- 30% or 70% giving the same response $\pm 1.3\%$
- 20% or 80% giving the same response $\pm 1.1\%$
- 10% or 90% giving the same response $\pm 0.9\%$

The charts and tables in this report show data rounded up to the nearest whole number. So, for example, 8.5% is rounded to 9% and 8.4 is rounded to 8%. This means that in some of the charts and tables the totals do not add to 100%.

2.8 Pilot

In order to test the questionnaire and the survey methodology a pilot survey of ten interviews was conducted on 2 September 2008. The pilot was designed to test:

- the recruitment process
- the clarity and flow of the questionnaire
- the appropriateness of the language used
- the accuracy of all routings
- the interview duration
- the sample hit rate.

Accent prepared a short report on the pilot which included some recommended changes:

These changes included, for example, some minor changes to wording in order to improve the flow of the survey and adding some diagnostic questions to ask respondents about why they opposed certain options.

A report on the pilot is included as Appendix C.

3. FINDINGS

3.1 Introduction

The data in the report is presented by the four sampling areas:

- Western Extension & buffer (WEZ/WEZ buffer)
- Original charging zone & buffer (OCZ/OCZ buffer)
- Inner London ring
- Rest of London.

These data are weighted to age and gender within each area.

In addition we show data for London overall; this is also weighted by the populations in each of the four areas above and is representative of all Londoners.

The figures and tables in this report show the following names for the four areas. The explanation for each of the areas are shown after the name:

- **WEZ/WEZ buffer** – Residents living within the Western Extension area and within the area immediately adjacent to the Western Extension boundary who are eligible to register for the Residents' discount
- **OCZ/OCZ buffer** – Residents living within the original charging zone and also within the area immediately adjacent to the original charging zone boundary who are eligible to register for the Residents' discount
- **Inner London ring** – The area contained within a five mile radius immediately surrounding the original charging zone and the Western Extension area and excluding those areas immediately adjacent to the charging zone where residents are eligible to register for the Residents' discount
- **Rest of London** – People living outside both the original charging zone, Western Extension and the five mile buffer surrounding the boundary of the original charging zone and the Western Extension.

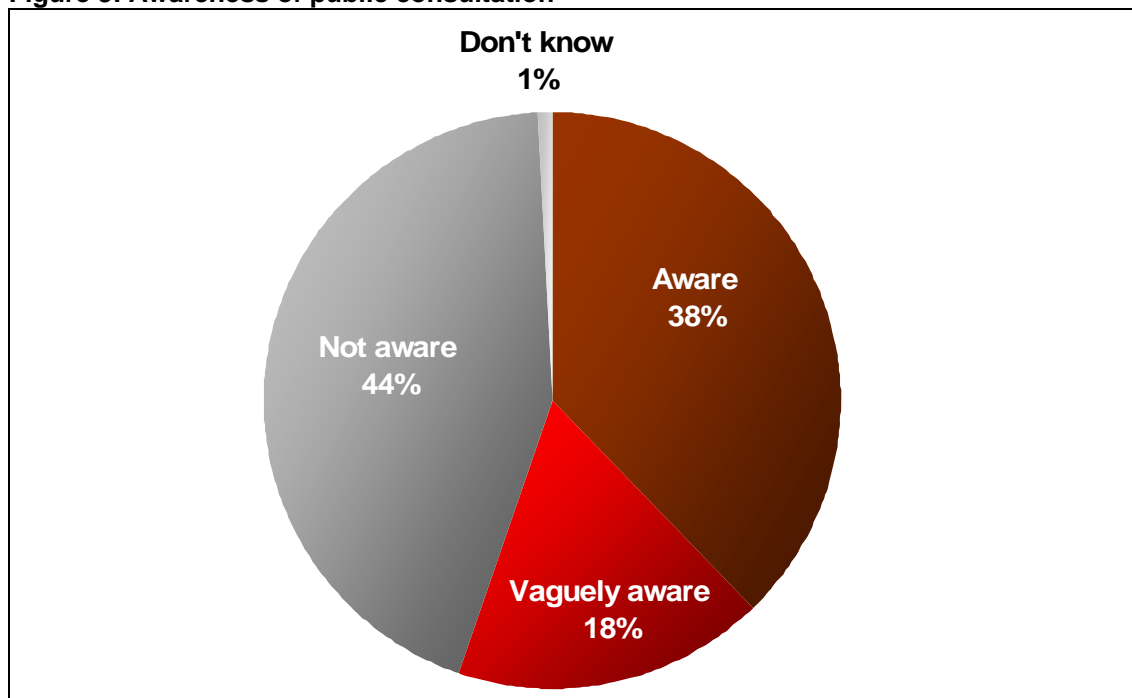
The four groups above, weighted to reflect all of London, are reported on as **All Londoners**.

3.2 Awareness of Consultation

Respondents were asked how aware they were of the public consultation on the Western Extension.

Over half of all Londoners (56%) were aware or vaguely aware.

Figure 3: Awareness of public consultation



Weighted base: 2,000 All Londoners

Residents of the WEZ/WEZ buffer were more likely to be aware than those in the other groups 67% were aware/vaguely aware.

Table 4: Awareness of public consultation by area

	All Londoners %	WEZ/WEZ buffer %	OCZ/OCZ buffer %	Inner London ring %	Rest of London %
Aware	38	50	41	38	36
Vaguely aware	18	17	18	19	17
Not aware	44	34	41	43	46
Don't know	1	*	1	*	1
Weighted base	2,000	400	400	400	800

* = less than 0.5%

Note: figures may not add to 100% because of rounding

3.3 Response to Three Options

Those who were not aware were read the following text before any further questions were asked:

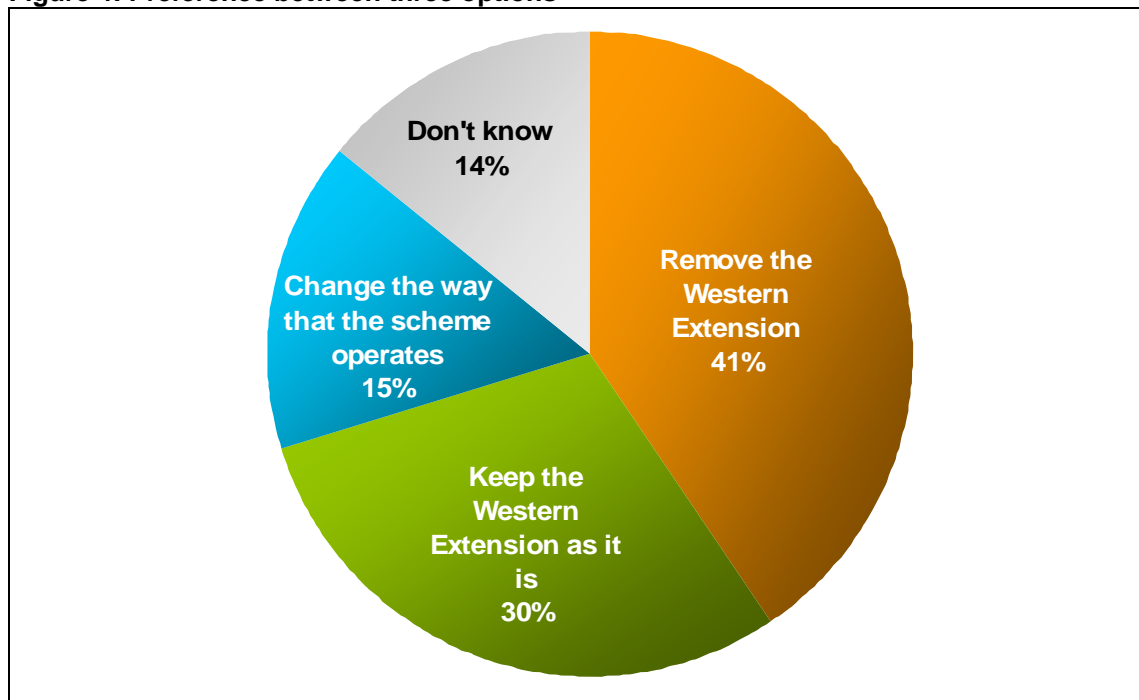
“The consultation is about what should happen with the Western Extension: whether it should be retained in its present form, removed, or changed. The options for change are: introducing payment accounts to make it easier to pay the charge; a charge-free period in the middle of the day and an increase to the residents’ discount.”

Respondents who were both aware or not aware of the consultation were then asked their views on what they thought should happen to the Western Extension of the Congestion Charging zone and read out the following three options:

- 1) Keep the Western Extension as it is
- 2) Remove the Western Extension so that there would no longer be any charge to drive in this area and residents of the Western Extension would no longer receive a discount on travel in the original charging zone
- 3) Change the way that the scheme operates.

Overall, 41% of Londoners chose 2) *Remove the Western Extension*, 30% chose 1) *Keep the Western Extension as it is* and 15% chose 3) *Change the way that the scheme operates*.

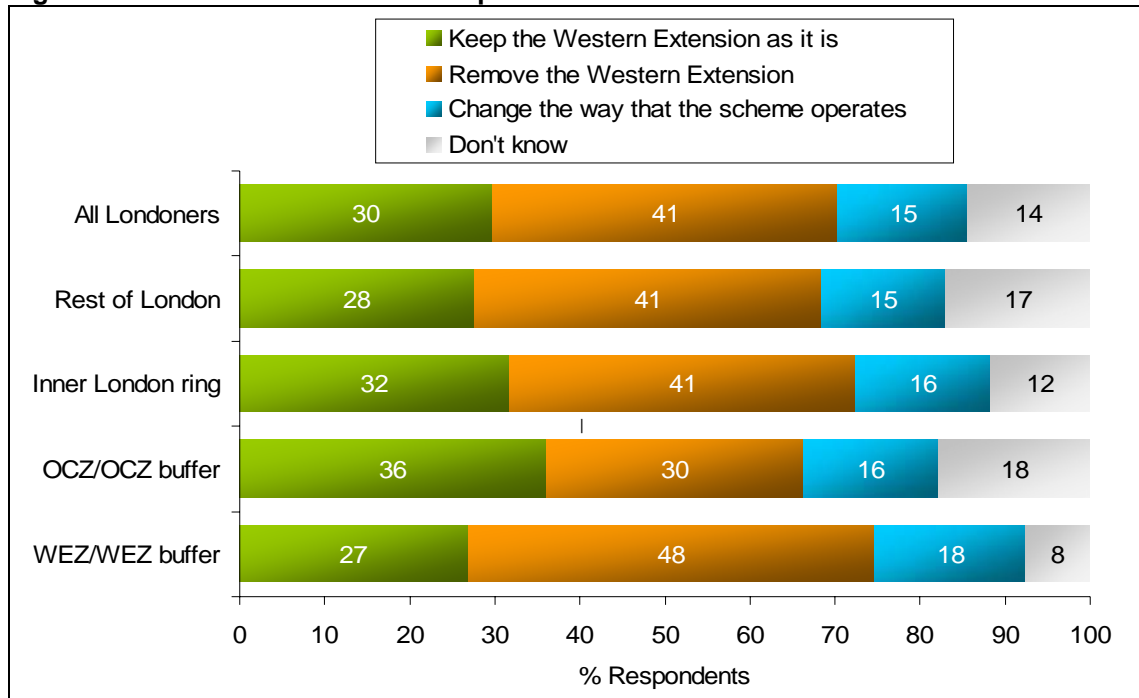
Figure 4: Preference between three options



Weighted base: 2,000 All Londoners

Analysis by area shows that those resident in the original charging zone preferred 1) *Keep the Western Extension as it is* over the other two options whereas residents everywhere else preferred 2) *Remove the Western Extension*.

Figure 5: Preference between three options



Weighted base: 2,000 All Londoners, 400 WEZ/WEZ buffer, 400 OCZ/OCZ buffer, 400 Inner London ring, 800 Rest of London

Note: figures may not add to 100% because of rounding

In the table overleaf we show preferences between the options by:

- whether the respondent drives or not in WEZ
- WEZ residents registered for the Residents' discount
- reasons for journey in WEZ
- usual means of travel¹.

¹ This is taken from Q6 which asks which forms of transport are used at least once a month. More than one form of transport could be used. A copy of the questionnaire can be found in Appendix A

Table 5: Preference between three options by whether drive in WEZ, whether live in WEZ and registered for the Residents' discount, reasons for journey in WEZ and usual means of travel

	1) Keep the Western Extension as it is %	2) Remove the Western Extension %	3) Change the way that the scheme operates %	Don't know %	Weighted base %
Whether drive into or within WEZ					
Yes	28	46	18	8	539
No	31	38	15	17	1451
Whether registered for the Residents' discount					
Yes	27	52	16	5	168
No	27	46	19	8	224
Not WEZ resident	31	38	15	16	1600
Reasons for journey into or within WEZ					
Work commuting	27	49	21	4	159
Employer's business	22	53	13	12	108
Entertainment /sport /social	34	40	17	9	157
Shopping /service	28	49	17	6	157
VFR	24	51	16	8	148
Education	33	58	8	0	27
School/nursery run	13	68	17	2	36
Other	28	44	19	9	31
Usual means of travel					
Car	29	43	15	13	1422
Powered two wheeler (eg motorcycle)	28	39	15	19	57
Public transport	31	39	16	14	1721
Black cab/Mini cab	33	39	17	11	682
Cycle	39	34	16	11	333

The next part of the survey asked respondents how far they supported or opposed options for changing the way that the scheme operates.

Option 3A – Introduce an account-based payment system

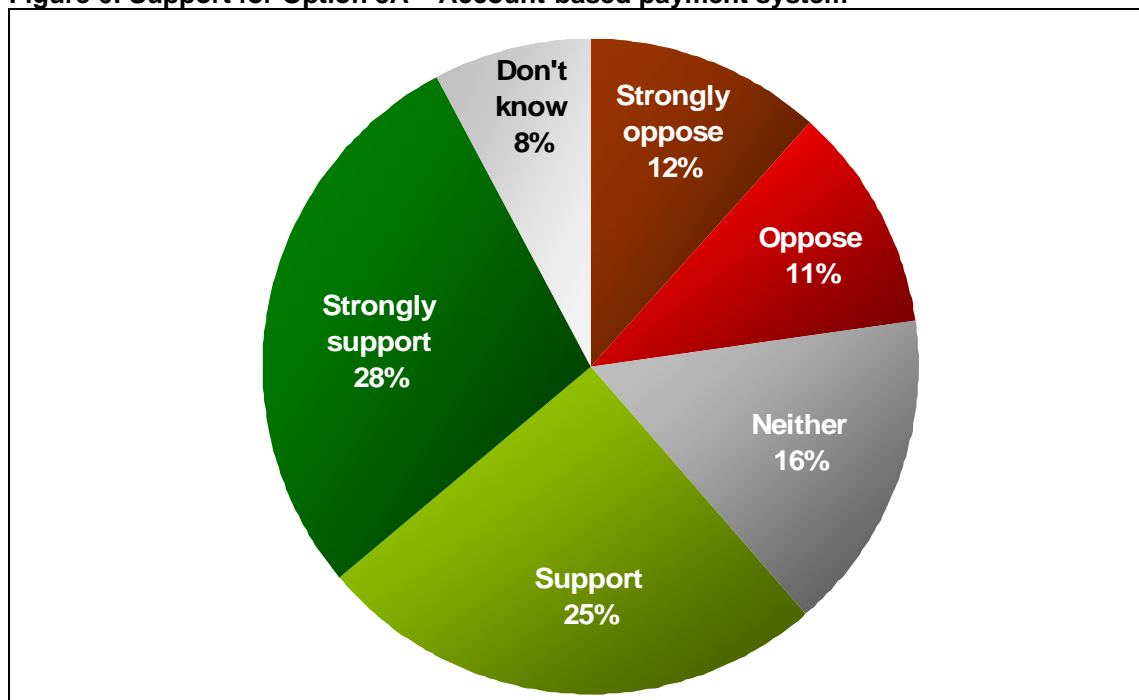
Respondents were then asked the following:

“With regard to changing the way that the scheme operates, I would like you to say how much you support or oppose each of the following three options on a scale of 1 to 5, where 1 = ‘strongly support’ and 5 = ‘strongly oppose’.

Option A) Introduce an account based payment system across both the original charging zone and the Western Extension so that drivers can have the charge debited from an account automatically and would not have to worry about forgetting to pay the charge and getting a penalty charge. It would also allow residents to pay for a single charging day’s travel in the zone. Non account-holders would still be able to pay the charge via the existing payment channels.”

The introduction of an account based payment system was relatively strongly supported with over half of Londoners (53%) supporting it and less than half that number (23%) opposing it.

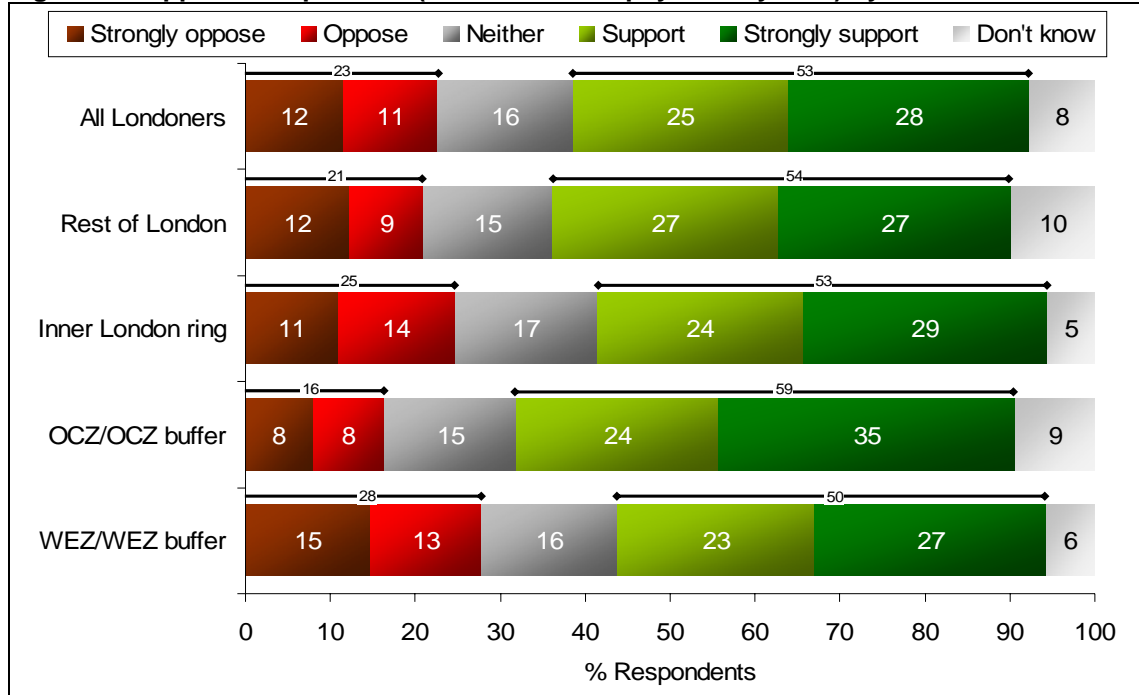
Figure 6: Support for Option 3A – Account-based payment system



Weighted base: 2,000 All Londoners

Analysis by area shows the highest level of support for an account based payment system was from those living in the OCZ/OCZ buffer with the lowest level of support from those in the WEZ/WEZ buffer.

Figure 7: Support for Option 3A (Account-based payment system) by area



Weighted base: 2,000 All Londoners, 400 WEZ/WEZ buffer, 400 OCZ/OCZ buffer, 400 Inner London ring, 800 Rest of London

Note: figures may not add to 100% because of rounding

In the table overleaf we show support for Option 3A (an account based payment system) by:

- whether respondents drive or not in WEZ
- WEZ residents registered for the Residents' discount
- reasons for journey in WEZ
- usual means of travel.

Opposition to an account based payment system was higher from those that drive into or within WEZ than for those who don't: 28% compared to 21%.

Opposition to an account based payment system was also higher from WEZ residents registered for a Residents' discount: 30% compared to 26% WEZ residents not registered for this discount and 21% non WEZ residents.

Table 6: Support for Option 3A (Account-based payment system) by whether drive in WEZ, whether live in WEZ and registered for a Residents' discount, reasons for journey in WEZ and usual means of travel

	Strongly oppose %	Oppose %	Neither %	Support %	Strongly support %	Don't know %	Weight -ed base
Whether drive into or within WEZ							
Yes	14	14	14	23	33	3	539
No	11	10	17	26	28	10	1451
Whether live in WEZ and are registered for a Residents' discount							
Yes	15	15	11	22	34	3	168
No	15	11	19	24	23	7	223
Not WEZ resident	11	10	16	25	30	9	1600
Reasons for journey into or within WEZ							
Work commuting	16	16	11	22	34	1	159
Employer's business	15	9	14	27	31	4	108
Entertainment /sport /social	15	15	13	20	34	3	157
Shopping /service	14	13	12	24	35	2	157
VFR	12	14	17	24	29	5	148
Education	14	26	16	14	30	0	27
School/nursery run	21	21	19	15	24	0	36
Other	7	18	13	15	43	3	31
Normal means of travel							
Car	12	10	14	24	31	7	1422
Powered two wheeler	13	6	6	36	32	7	57
Public transport	11	10	16	25	30	8	1721
Black cab/Mini cab	10	9	15	23	36	7	682
Cycle	11	9	15	25	34	5	333

Those who were opposed or strongly opposed to Option 3A were asked why. The open-ended responses were assigned to one of the following codes.

- Don't trust Transport for London (TfL) with account details/money
- Like existing payment channels
- Should not be compulsory
- Privacy concerns / 'Big brother'
- Might cost more / need for minimum balance.

The interviewer did not offer this list of possible reasons to the respondent. Any responses which could not be assigned to a code were typed in full. These 'other' responses were then 'hand analysed' and assigned codes if they represented more than 1% of responses. More than one response could be given and all responses were coded.

For the 23% of respondents who opposed Option 3A, the main reason given was a lack of trust of TfL in keeping account details and/or money (mentioned by 38% of those who opposed Option A, representing 9% of all Londoners). Also important were concerns about accounts being compulsory (22%) and privacy concerns (19%).

Table 7: Reasons for opposing Option 3A (Account-based payment system) by area

	All Londoners %	WEZ/WEZ buffer %	OCZ/OCZ buffer %	Inner London ring %	Rest of London %
Don't trust TfL with account details/money	38	38	41	40	36
Should not be compulsory	22	17	19	19	25
Privacy concerns / 'Big brother'	19	12	18	20	19
I don't support Congestion Charging	13	14	3	13	14
Like existing payment channels	12	19	17	11	12
Might cost more/need for minimum balance	8	10	6	11	4
Unnecessary change/ doesn't address problems with WEZ	3	3	2	3	3
I don't like using direct debits	3	1	0	5	*
Does not help businesses/ of no benefit to us	*	1	0	0	1
Other	5	7	11	4	6
Weighted base	455	111	66	99	168

Note: More than one response could be given so figures add to more than 100%

Base = those who oppose Option A

* = less than 0.5%

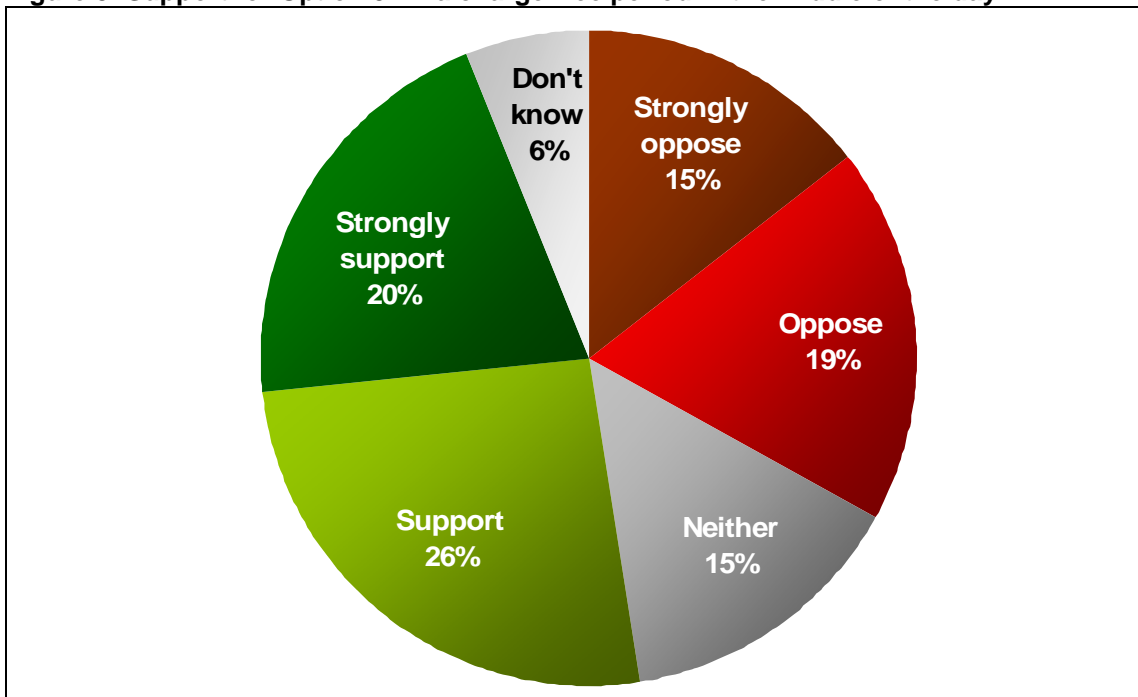
Option 3B – a charge-free period in the middle of the day in the Western Extension

Option B was described as follows:

“Introduce a charge-free period in the middle of the day in the Western Extension. However, driving in the original zone, or during charged hours in the Western Extension, would still cost £8.”

On balance, there was greater support than opposition for a charge-free period in the middle of the day in the Western Extension amongst Londoners: 46% supported and 34% opposed it.

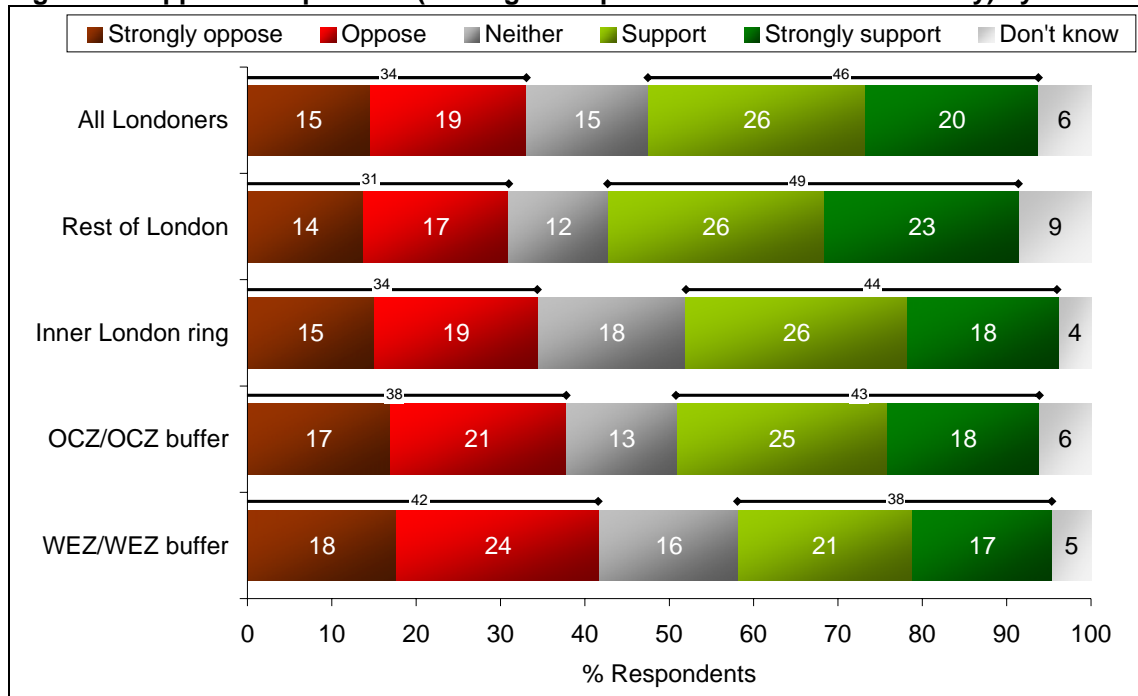
Figure 8: Support for Option 3B – a charge-free period in the middle of the day



Weighted base: 2,000 All Londoners

Analysis by area shows the lowest level of support for a charge-free period in the middle of the day in the Western Extension from those living in the WEZ/WEZ buffer with the highest level of support from those in the rest of London.

Figure 9: Support for Option 3B (a charge-free period in the middle of the day) by area



Weighted base: 2,000 All Londoners, 400 WEZ/WEZ buffer, 400 OCZ/OCZ buffer, 400 Inner London ring, 800 Rest of London

Note: figures may not add to 100% because of rounding

In the table overleaf we show support for Option 3B (a charge-free period in the middle of the day in the Western Extension) by:

- whether respondents drive or not in WEZ
- WEZ residents registered for resident discount
- reasons for journey in WEZ
- usual means of travel.

Opposition to Option 3B was higher from those that drive into or within WEZ than for those who don't: 41% compared to 33%.

Opposition to Option 3B was also higher from WEZ residents registered for the Residents' discount: 48% compared to 38% WEZ residents not registered and 34% non WEZ residents.

Table 8: Support for Option 3B (a charge-free period in the middle of the day) by whether drive in WEZ, whether live in WEZ and registered for the Residents' discount, reasons for journey in WEZ and usual means of travel

	Strongly oppose %	Oppose %	Neither %	Support %	Strongly support %	Don't know %	Weight -ed base
Whether drive into or within WEZ							
Yes	20	21	13	23	20	3	539
No	14	19	15	25	20	8	1451
Whether registered for the Residents' discount							
Yes	21	27	15	21	13	3	168
No	15	23	18	21	18	6	223
Not WEZ resident	15	19	14	26	21	7	1600
Reasons for journey into WEZ							
Work commuting	21	24	10	21	22	2	159
Employer's business	18	20	17	24	18	3	108
Entertainment /sport /social	20	24	12	22	21	0	157
Shopping /service	19	20	14	30	15	1	157
VFR	24	16	13	26	16	4	148
Education	25	30	16	26	4	0	27
School/nursery run	24	23	16	23	14	0	36
Other	21	24	10	21	22	2	31
Usual means of travel							
Car	17	19	13	24	22	6	1422
Powered two wheeler	22	15	9	28	22	4	57
Public transport	16	20	14	24	20	6	1721
Black cab/Mini cab	18	20	13	24	20	5	682
Cycle	20	21	13	25	18	2	333

Those who were opposed or strongly opposed to Option 3B were asked why. The open - ended responses were assigned to one of the following codes.

- Would make congestion / traffic worse
- Not middle of day
- Too confusing for drivers
- Not just Western Extension – should be whole zone.

The interviewer did not offer this list of possible reasons to the respondent. Any responses which could not be assigned to a code were typed in full. These 'other' responses were then 'hand analysed' and assigned codes if they represented more than 1% of responses. More than one response could be given and all responses were coded.

For the 34% of respondents who opposed Option 3B, the main reasons given were that it would make congestion/traffic worse (mentioned by 34% of those who opposed Option 3B, representing 11% of all Londoners) and that it was too confusing for drivers (27%, 9% of all Londoners).

Table 9: Reasons for opposing Option 3B (a charge-free period in the middle of the day) by area

	All Londoners %	WEZ/WEZ buffer %	OCZ/OCZ buffer %	Inner London ring %	Rest of London %
Would make congestion / traffic worse	34	41	33	31	36
Too confusing for drivers	27	21	24	29	26
Not middle of day	12	11	11	12	12
I don't support Congestion Charging	11	14	6	10	12
Not just Western Extension - should be whole zone	8	7	16	7	9
Undermines the purpose of Congestion Charging	6	4	7	6	7
It would make no difference	4	3	1	5	3
It would not benefit morning/evening drivers	3	1	1	2	4
Would complicate scheme administration/too expensive to run	2	2	1	3	2
Damaging to business	*	0	1	0	*
Other	5	8	8	6	4
Weighted base	661	167	151	138	248

Note: More than one response could be given so figures add to more than 100%

Base = those who oppose Option B

* = less than 0.5%

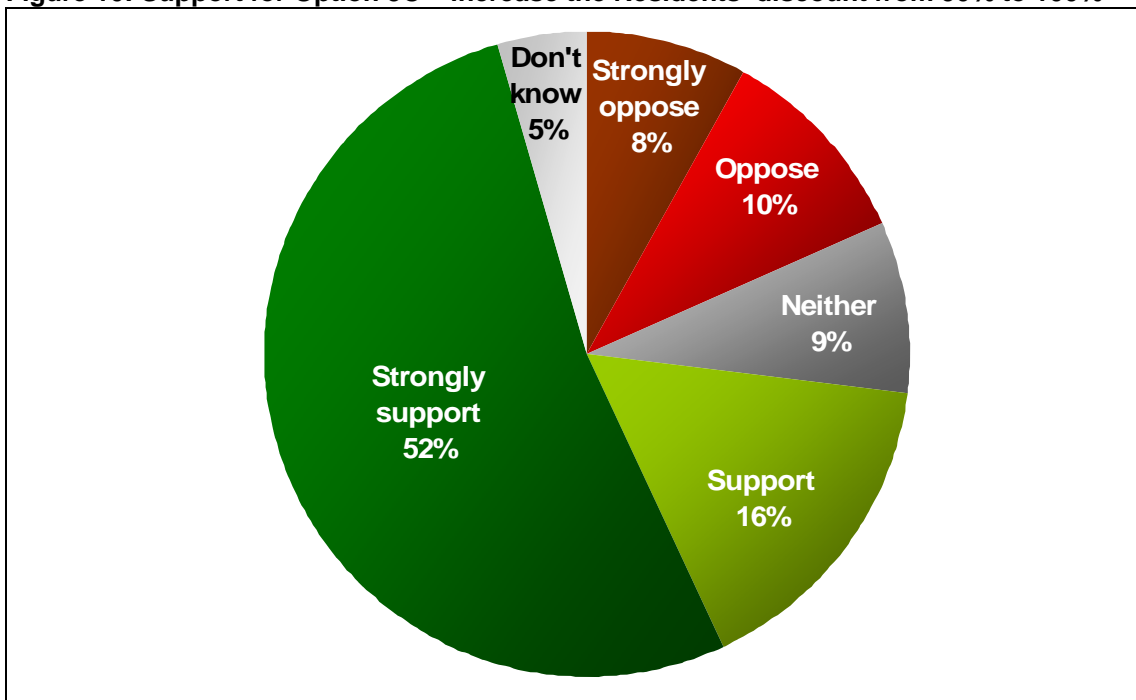
Option 3C – Increase the Residents’ discount from 90% to 100%

Option 3C was described as follows:

“Increase the Residents’ Discount from 90% to 100% across both the original charging zone and the Western Extension so that residents would not be liable to pay the charge.”

There was very strong support from Londoners for increasing the Residents’ Discount from 90% to 100% with over two thirds in support (52% strongly in support) and less than a fifth (18%) opposed.

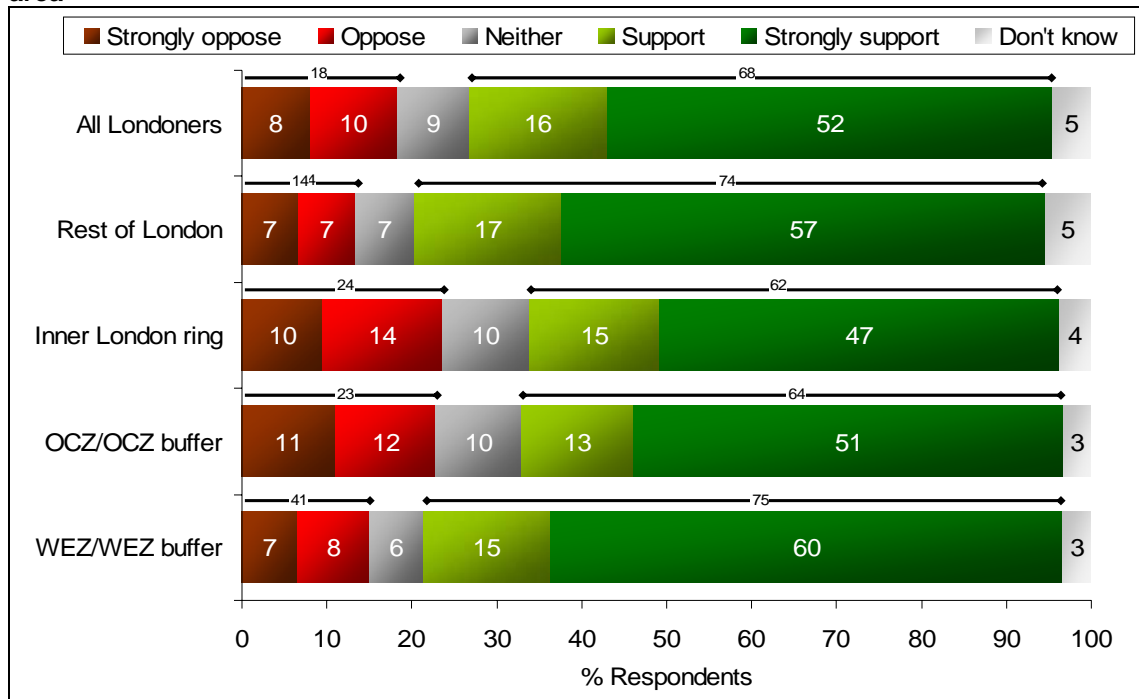
Figure 10: Support for Option 3C – increase the Residents’ discount from 90% to 100%



Weighted base: 2,000 All Londoners

Analysis by area shows the highest level of support for increasing the Residents’ Discount from 90% to 100% from those living in the WEZ/WEZ buffer with the lowest level of support from those in the Inner London ring.

Figure 11: Support for Option 3C (increase the Residents' discount from 90% to 100%) by area



Weighted base: 2,000 All Londoners, 400 WEZ/WEZ buffer, 400 OCZ/OCZ buffer, 400 Inner London ring, 800 Rest of London

Note: figures may not add to 100% because of rounding

In the table overleaf we show support for Option 3C by:

- whether respondents drive or not in WEZ
- WEZ residents registered for resident discount
- reasons for journey in WEZ
- usual means of travel.

Support for increasing the Residents' Discount from 90% to 100% was much higher from WEZ residents registered for a Residents' discount (83%) than from WEZ residents not registered (70%) and non WEZ residents (69%).

Table 10: Support for Option 3C (increase the Residents' discount from 90% to 100%) by whether drive in WEZ, whether live in WEZ and registered for the Residents' discount, reasons for journey in WEZ and usual means of travel

	Strongly oppose %	Oppose %	Neither %	Support %	Strongly support %	Don't know %	Weight -ed base
Whether drive into or within WEZ							
Yes	9	10	7	14	60	2	539
No	8	10	9	16	52	5	1451
Whether registered for Residents' discount							
Yes	7	7	3	13	70	1	168
No	6	10	8	17	53	5	223
Not WEZ resident	9	10	9	16	53	4	1600
Reasons for journey into WEZ							
Work commuting	8	10	6	13	62	1	159
Employer's business	10	9	9	12	59	1	108
Entertainment /sport /social	9	9	6	19	57	0	157
Shopping /service	6	13	9	16	55	2	157
VFR	9	6	7	16	61	1	148
Education	4	14	11	4	68	0	27
School/nursery run	5	10	2	10	72	0	36
Other	7	10	0	15	65	3	31
Usual means of travel							
Car	8	9	7	16	57	3	1422
Powered two wheeler	12	18	1	15	53	1	57
Public transport	8	10	8	16	54	4	1721
Black cab/Mini cab	10	11	8	15	53	3	682
Cycle	11	19	8	14	47	2	333

Those who were opposed or strongly opposed to Option 3C were asked why. The open-ended responses were assigned to one of the following codes:

- Would make congestion / traffic worse
- Existing resident discount is sufficient
- Not fair to have different charges.

The interviewer did not offer this list of possible reasons to the respondent. Any responses which could not be assigned to a code were typed in full. These 'other' responses were then 'hand analysed' and assigned codes if they represented more than 1% of responses. More than one response could be given and all responses were coded.

For the 18% of respondents who opposed Option 3C, the main reasons given were that it was not fair to have different charges (mentioned by 37% of those who opposed Option 3C, representing 7% of all Londoners) and that the existing resident discount was sufficient (33% overall (6% of all Londoners) and 48% of OCZ/OCZ buffer residents (11% of all OCZ/OCZ buffer residents)). A fifth said it would make congestion/traffic worse.

Table 11: Reasons for opposing Option 3C (increase the Residents' discount from 90% to 100%) by area

	All Londoners %	WEZ/WEZ buffer %	OCZ/OCZ buffer %	Inner London ring %	Rest of London %
Not fair to have different charges	37	19	15	38	38
Existing resident discount is sufficient	33	30	48	33	33
Would make congestion / traffic worse	20	30	22	22	14
Residents should pay full charge	8	5	2	8	9
Remove the WEZ - no one should have to pay	5	7	1	4	6
Residents' discount defeats the object of Congestion Charging	2	0	4	1	3
Different rate for residents	2	7	3	2	2
It doesn't affect/interest me	1	0	0	2	1
Business should be exempt from Congestion Charge	*	0	0	0	1
There should be a reduced rate for everyone	*	0	0	0	1
Other	5	7	9	3	7
Weighted base	366	60	91	94	107

Note: More than one response could be given so figures add to more than 100%

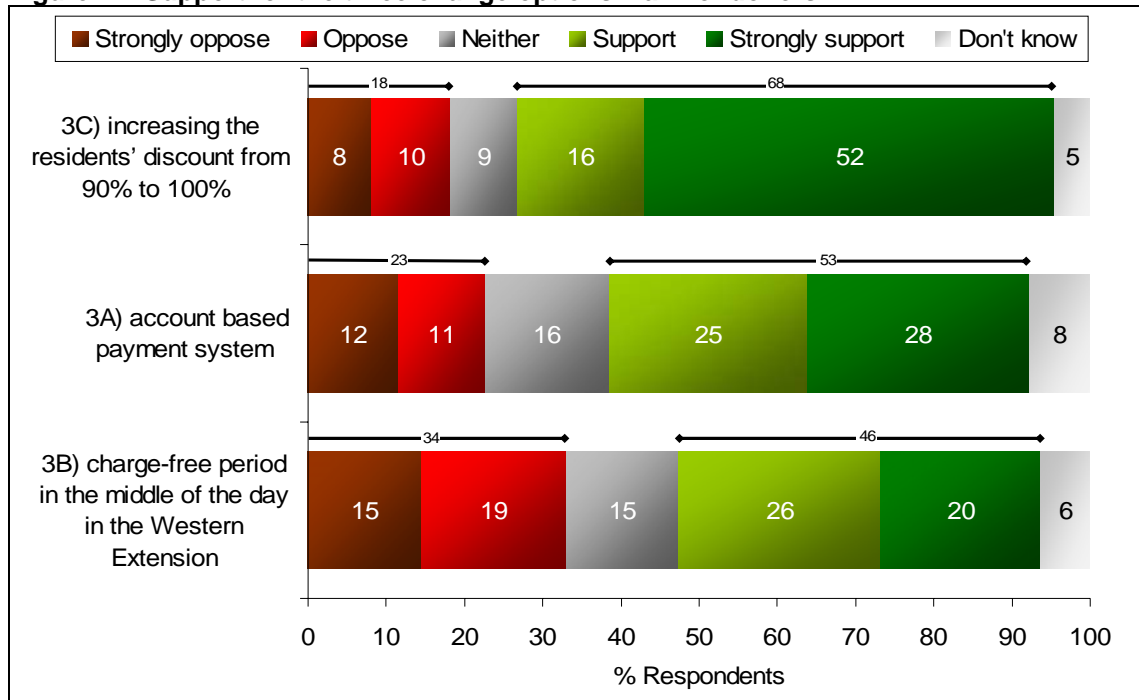
Base = those who oppose Option C

* = less than 0.5%

Summary of Support for the three options for changing the scheme

Figure 12 shows support for the three options for all London residents, presented in rank order. Increasing the Residents' Discount is the most supported of the three options and the charge free period the least supported.

Figure 12: Support for the three change options – all Londoners

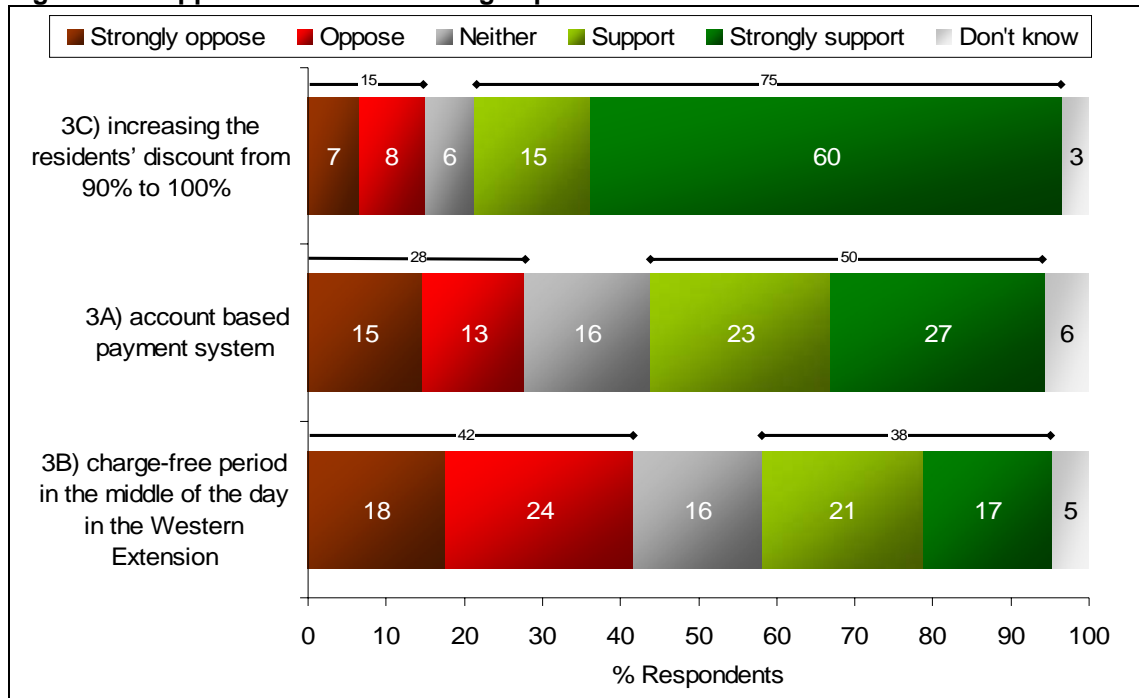


Weighted base: 2,000 All Londoners

Note: figures may not add to 100% because of rounding

Residents in the WEZ/WEZ buffer have the same order of preferences for the change options as all London residents: increasing the Residents' Discount is the most supported of the three options and the charge free period the least supported.

Figure 13: Support for the three change options – residents in WEZ/WEZ buffer



Weighted base: 400 residents in WEZ/WEZ buffer
 Note: figures may not add to 100% because of rounding

Summary of other changes respondents would like to see made to the Western Extension

Respondents were asked if there were any other changes they would like to see made to the Western Extension. Responses given were coded to the code frame, which is given at Appendix B. The main responses (representing 1% or more of all respondents) are shown below.

Overall 63% (1,265 respondents) said there were no other changes they would like to see made to the Western Extension, although this proportion drops to 51% for WEZ/WEZ buffer residents.

Just over a quarter (26%, 509 respondents) said they wanted the Western Extension removed, with WEZ/WEZ buffer residents most likely to say this (31%) and OCZ/OCZ buffer residents least likely to do so (15%).

Table 12: Whether any other changes they would like to see made to the Western Extension by area

	All Londoners %	WEZ/WEZ buffer %	OCZ/OCZ buffer %	Inner London ring %	Rest of London %
No	63	51	71	61	66
Remove WEZ	26	31	15	25	27
Boundary issues (not request for extended buffer)	2	4	5	3	1
Comments for changes/additions to Discount and Exemption classes	2	2	2	2	1
Economic / business Impacts - positive comment	1	*	*	1	*
Change WEZ	1	1	1	1	*
Charge should be lower in WEZ	1	1	1	1	1
Need for complementary measures	1	1	1	1	1
Other	4	9	6	5	2
Weighted base	2,000	400	400	400	800

Note: More than one response could be given so figures can add to more than 100%

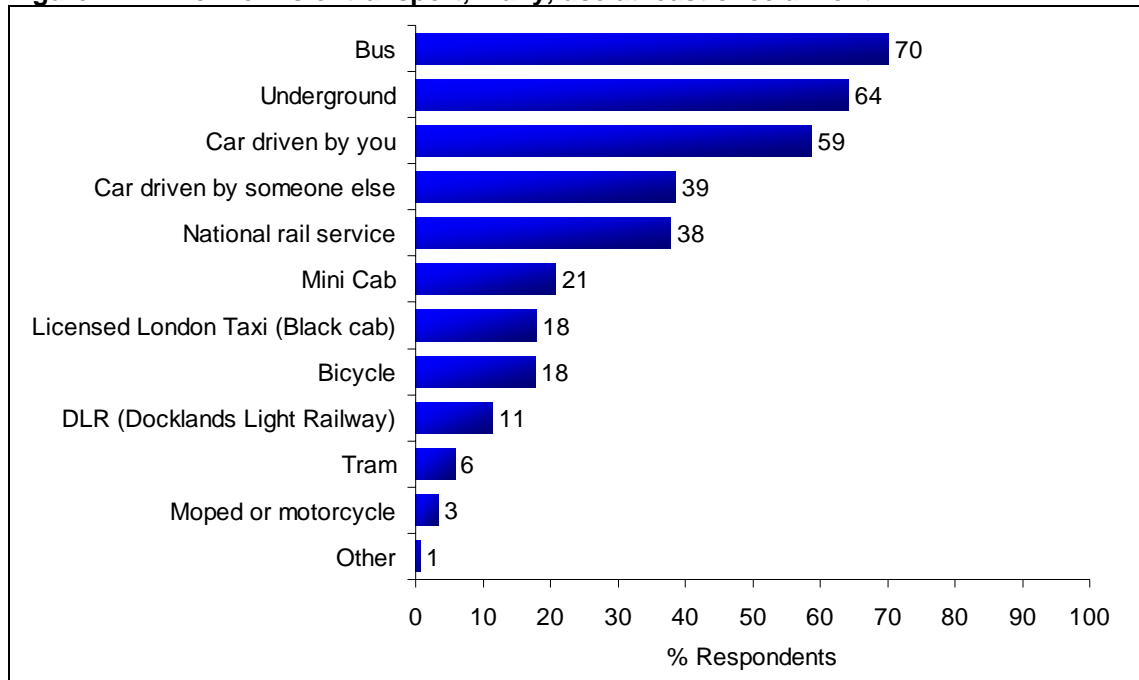
* = less than 0.5%

3.4 Forms of Transport Used

Respondents were asked which forms of transport, if any, they used at least once a month. A list of forms of transport was read out. The order in which the forms of transport was read out was varied, and respondents could respond with more than one form of transport.

Bus, Underground and car were the main modes as shown in Figure 14 below:

Figure 14: Which forms of transport, if any, use at least once a month



Weighted base: 2,000 All Londoners

Car use was lowest for residents of the OCZ and WEZ: 37% of residents of the OCZ/OCZ buffer drove a car in the last month compared to 49% of residents in the WEZ/WEZ buffer, 53% in the Inner London ring and 66% in the rest of London.

Licensed London Taxi use was much higher for residents of the OCZ and WEZ than those resident elsewhere.

Table 13: Which forms of transport, if any, use at least once a month by area

	All Londoners %	WEZ/WEZ buffer %	OCZ/OCZ buffer %	Inner London ring %	Rest of London %
Bus	70	77	81	78	62
Underground	64	71	71	72	57
Car driven by you	59	49	37	53	66
Car driven by someone else	39	31	35	37	41
National rail service	38	28	37	37	39
Mini Cab	21	24	21	22	19
Licensed London Taxi (Black cab)	18	41	35	21	13
Bicycle	18	17	16	23	14
DLR (Docklands Light Railway)	11	5	11	15	9
Tram	6	3	3	3	9
Moped or motorcycle	3	3	2	5	2
Other	1	1	2	1	1
Weighted base	2,000	400	400	400	800

Note: figures may not add to 100% because of rounding

3.5 Driving in the Charging Zone

Frequency of driving into/within the original charging zone (OCZ) during charging hours

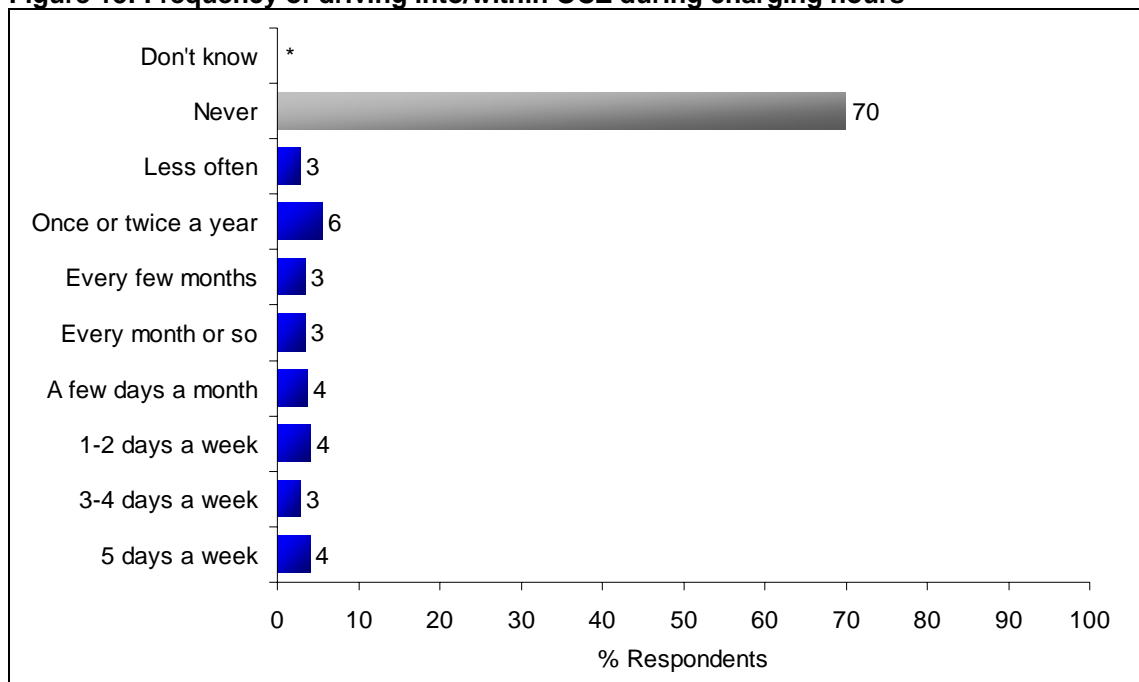
Respondents were asked how often they drove into or within the original central London Congestion Charging zone during the hours of operation, Monday to Friday 7am and 6pm.

If necessary, the original central London Congestion Charging zone was described as follows:

“By the original zone, I mean south of the Euston and City roads, east of Hyde Park and Victoria, north of Vauxhall and Elephant and Castle and west of Tower Bridge and Whitechapel.”

Over two thirds (70%) never drive in the original central London Congestion Charging zone during charging hours and a further 12% drive there less than once a month.

Figure 15: Frequency of driving into/within OCZ during charging hours



Weighted base: 2,000 All Londoners

* = less than 0.5%

Residents of the WEZ/WEZ buffer are the most frequent drivers in the original Central London congestion charging zone during charging hours: 46% drive there compared to 39% of residents of the OCZ/OCZ buffer, 33% of residents of the Inner London ring and 26% of residents of the rest of London.

Table 14: Frequency of driving into/within OCZ during charging hours by area

	All Londoners %	WEZ/WEZ buffer %	OCZ/OCZ buffer %	Inner London ring %	Rest of London %
5 days a week	4	15	17	4	3
3-4 days a week	3	6	4	4	2
1-2 days a week	4	9	6	6	2
A few days a month	4	6	4	4	3
Every month or so	3	4	3	3	4
Every few months	3	3	2	3	4
Once or twice a year	6	3	2	6	5
Less often	3	1	2	3	3
Never	70	53	61	67	74
Don't know	*	1	0	0	*
Weighted base	2,000	400	400	400	800

Note: figures may not add to 100% because of rounding

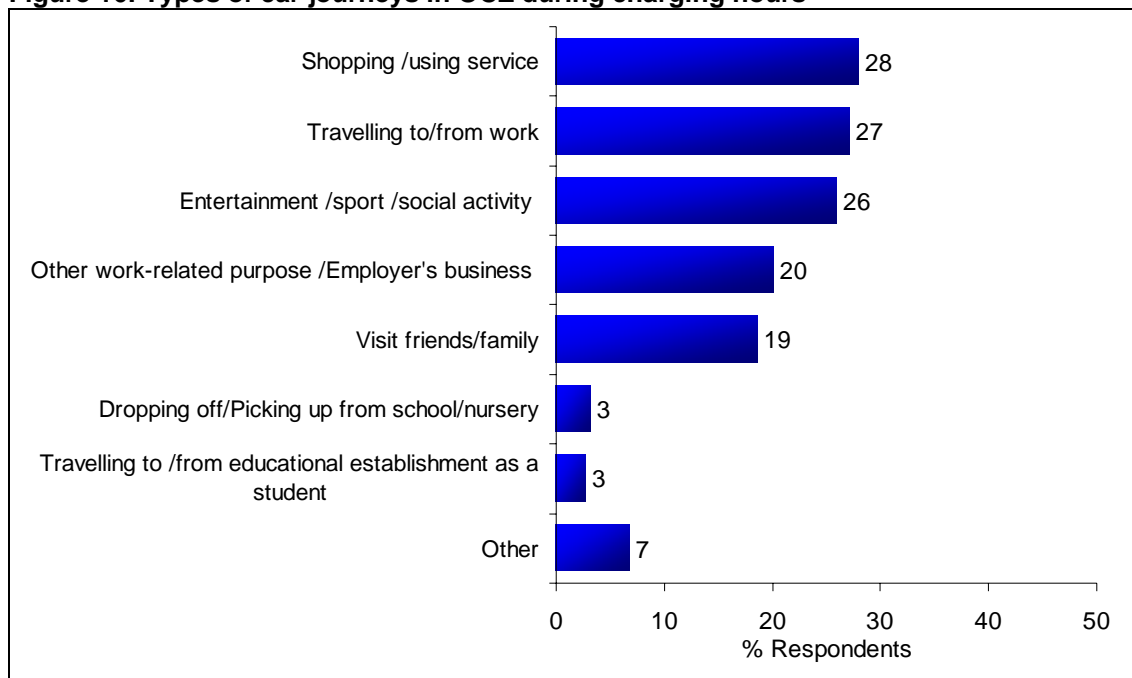
* = less than 0.5%

Types of car² journeys made

Respondents who had driven into the original central London Congestion Charging zone during charging hours were asked what types of journeys they made.

Shopping/service use (eg visits to doctor, bank, church, hairdresser), work commuting and entertainment/sport/social activity were the main purposes mentioned.

Figure 16: Types of car journeys in OCZ during charging hours



Weighted base: 597 All Londoners who drive into/within the original central London Congestion Charging zone during charging hours

² Or other motorised vehicle such as van, lorry, powered two wheeler

Analysis by area shows that those living in the OCZ/OCZ buffer were more likely than residents elsewhere to drive in the OCZ for shopping/service use and to visit friends/family.

Residents in the extended charging zone (OCZ and WEZ) made trips for a wider range of purposes than those outside: an average of 1.54 purposes for WEZ/WEZ buffer residents, 1.66 for OCZ/OCZ buffer residents compared to 1.39 for Inner London ring residents and 1.19 for residents in the rest of London.

Table 15: Types of car journeys in OCZ during charging hours by area

	All Londoners %	WEZ/WEZ buffer %	OCZ/OCZ buffer %	Inner London ring %	Rest of London %
Shopping /using service	28	33	46	35	18
Travelling to/from work	27	36	36	28	24
Entertainment /sport /social activity	26	26	26	29	22
Other work-related purpose /Employer's business	20	14	12	19	23
Visit friends/family	19	22	36	16	20
Dropping off/Picking up from school/nursery	3	12	5	2	3
Travelling to /from educational establishment as a student	3	6	4	3	2
Other	7	5	1	7	7
Weighted base	597	185	155	132	204

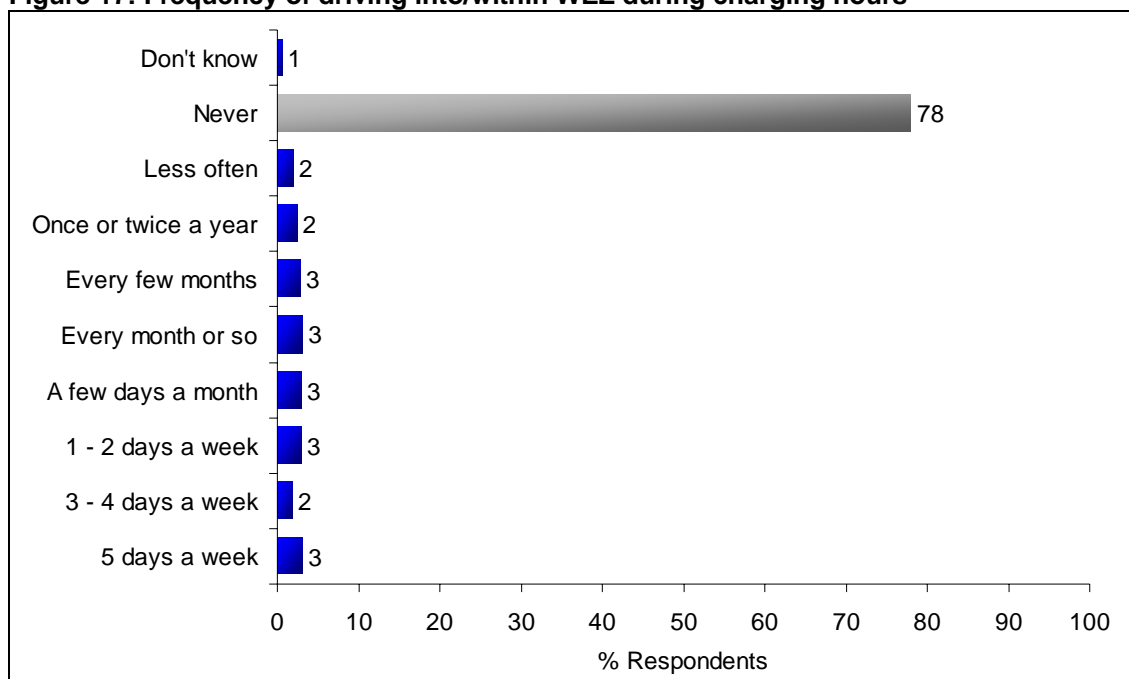
Note: more than one purpose could be mentioned so figures add to more than 100%

Frequency of driving into/within WEZ during charging hours

Respondents were asked how often they drove into or within the Western Extension area of the Congestion Charging zone on Monday to Friday 7am and 6pm.

Over three quarters (78%) never drive in the Western Extension during charging hours and a further 7% drive there less than once a month.

Figure 17: Frequency of driving into/within WEZ during charging hours



Weighted base: 2,000 All Londoners

Residents of the WEZ/WEZ buffer are by far the most frequent drivers in the WEZ during charging hours: 52% drive there compared to 24% of residents of the OCZ/OCZ buffer and the Inner London ring and 16% of residents of the rest of London.

Table 16: Frequency of driving into/within WEZ during charging hours by area

	All Londoners %	WEZ/WEZ buffer %	OCZ/OCZ buffer %	Inner London ring %	Rest of London %
5 days a week	3	25	5	3	2
3 - 4 days a week	2	7	2	3	*
1 - 2 days a week	3	8	3	4	2
A few days a month	3	5	3	4	2
Every month or so	3	4	4	3	3
Every few months	3	1	3	3	3
Once or twice a year	2	1	3	2	3
Less often	2	2	3	2	2
Never	78	48	75	75	83
Don't know	1	*	1	1	1
Weighted base	2,000	400	400	400	800

Note: figures may not add to 100% because of rounding

* = less than 0.5%

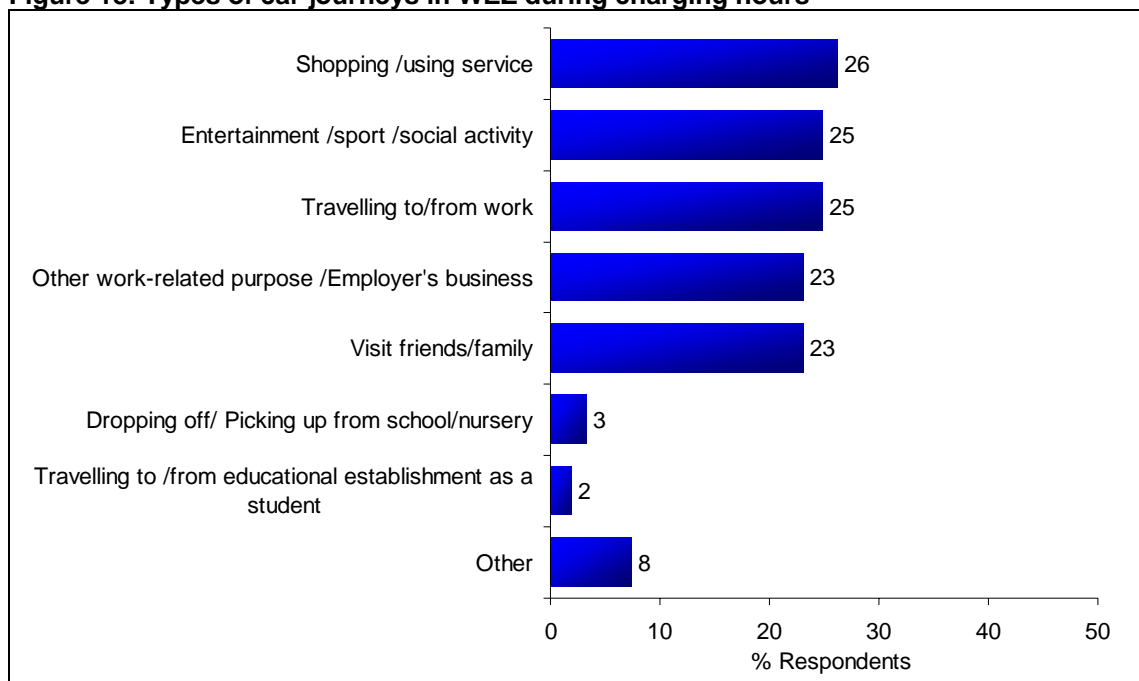
Types of car³ journeys made

Those who had driven into the Western Extension area of the Congestion Charging zone during charging hours were asked what types of journeys they made.

Similar proportions (between 23% and 26%) made car journeys in the WEZ during charging for the following purposes:

- shopping/service use
- entertainment/sport/social activity
- work commuting
- other work-related purpose/employer's business
- visiting friends/family.

Figure 18: Types of car journeys in WEZ during charging hours



Weighted base: 428 All Londoners who drive into/within the Western Extension area of the Congestion Charging zone during charging hours

³ Or other motorised vehicle such as van, lorry, powered two wheeler

Over four tenths (41%) of residents in WEZ/WEZ buffer who drive in the area drive to/from work.

Residents in the WEZ/WEZ buffer made car⁴ trips for a much wider range of purposes than those elsewhere: an average of 1.85 purposes compared to 1.41 for OCZ/OCZ buffer residents, 1.37 for Inner London ring residents and 1.25 for residents in the rest of London.

Table 17: Types of car journeys in WEZ during charging hours by area

	All Londoners %	WEZ/WEZ buffer %	OCZ/OCZ buffer %	Inner London ring %	Rest of London %
Shopping /using service	26	36	29	32	17
Entertainment /sport /social activity	25	34	33	25	23
Travelling to/from work	25	41	19	25	23
Other work-related purpose /Employer's business	23	17	16	21	28
Visit friends/family	23	30	33	21	23
Dropping off/Picking up from school/nursery	3	14	2	3	2
Travelling to /from educational establishment as a student	2	9	5	2	1
Other	8	4	4	8	8
Weighted base	428	208	98	97	135

Note: more than one purpose could be mentioned so figures add to more than 100%

* = less than 0.5%

⁴ Or other motorised vehicle such as van, lorry, powered two wheeler

3.6 Discounts

Respondents were asked whether they were registered for the Residents' 90% discount from the Congestion Charge. Overall 5% said that they were.

42% of residents in WEZ/WEZ buffer and 30% of residents in OCZ/OCZ buffer were registered.

Table 18: Whether registered for the Residents' 90% discount from the Congestion Charge by area

	All Londoners %	WEZ/WEZ buffer %	OCZ/OCZ buffer %
Yes	5	42	30
No	93	56	69
Don't know	2	2	1
Weighted base	2,000	400	400

Very small proportions were registered for any other discount for the Congestion Charge.

Table 19: Whether registered for any other discount for the Congestion Charge by area

	All Londoners %	WEZ/WEZ buffer %	OCZ/OCZ buffer %	Inner London ring %	Rest of London %
Yes	2	4	5	1	3
No	96	94	95	98	96
Don't know	1	2	1	1	2
Weighted base	2,000	400	400	400	800

Note: figures may not add to 100% because of rounding

These respondents were asked what discount other than the residents' 90% discount they were registered for. Please note the small sample sizes.

Table 20: What discount other than the residents' 90% discount registered for by area

	All Londoners %	WEZ/WEZ buffer %	OCZ/OCZ buffer %	Inner London ring %	Rest of London %
Blue Badge discount	68	51	85	50	74
Alternative fuel discount	17	22	5	31	13
Electrically propelled vehicle discount	*	6	0	0	0
Vehicle with nine or more seats	1	6	5	0	0
Other	14	16	5	19	13
Weighted base	46	18	19	5	24

Note: figures may not add to 100% because of rounding

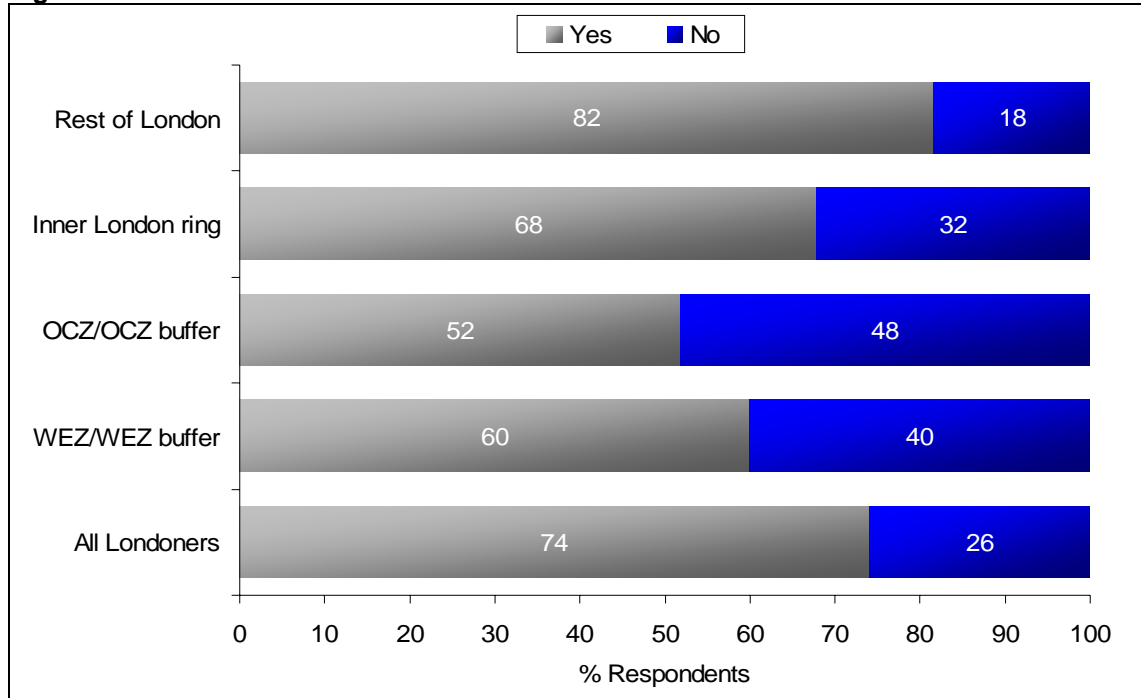
* = less than 0.5%

3.7 Respondent Details

Household car access

Over two thirds of Londoners have access to a car in the household. The lowest level of car access is for residents of the OCZ/OCZ buffer (52%) and the highest from residents of the rest of London (82%).

Figure 19: Access to a car in household



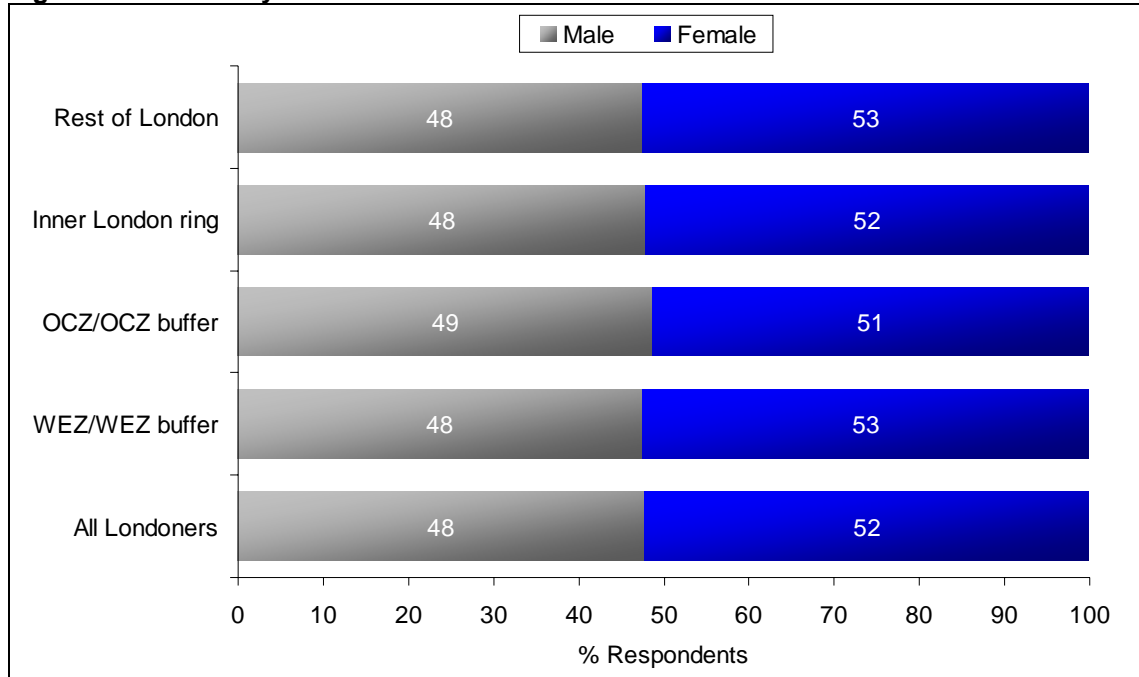
Weighted base: 2,000 All Londoners all Londoners, 400 WEZ/WEZ buffer, 400 OCZ/OCZ buffer, 400 Inner London ring, 800 Rest of London

Note: figures may not add to 100% because of rounding

Gender and Age

The samples were recruited on the basis of age and gender quotas and then the data has been weighted to the quota targets. Please see Section 2.6 for more information about this process.

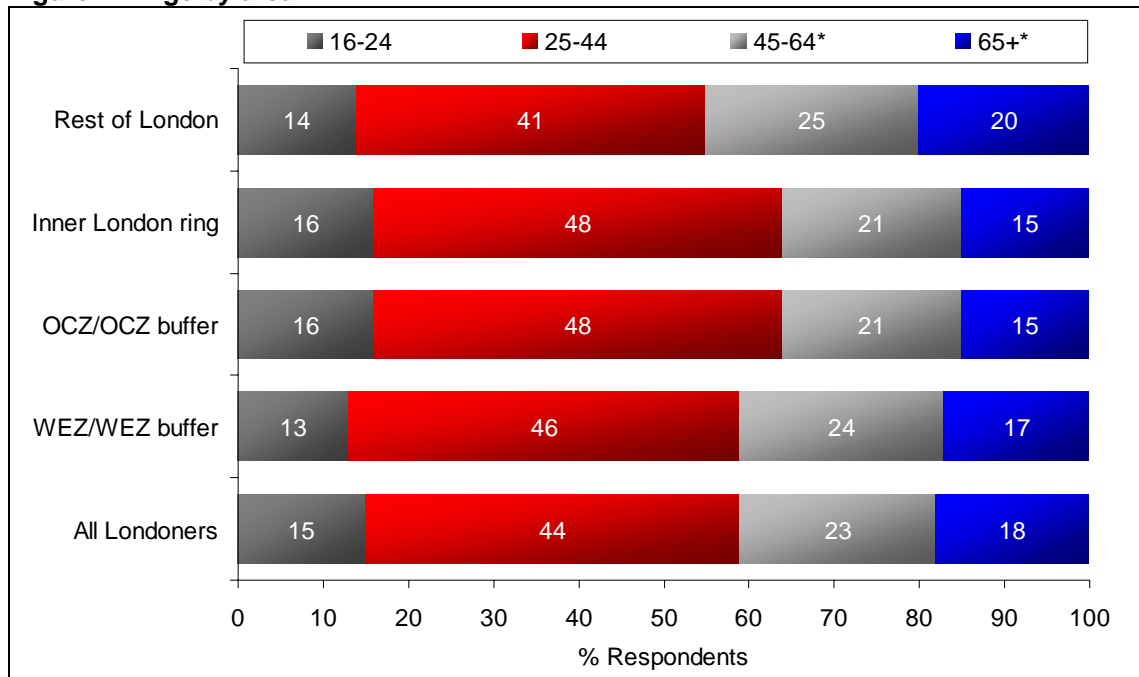
Figure 20: Gender by area



Weighted base: 2,000 All Londoners all Londoners, 400 WEZ/WEZ buffer, 400 OCZ/OCZ buffer, 400 Inner London ring, 800 Rest of London

Note: figures may not add to 100% because of rounding

Figure 21: Age by area



* ranges for women are 45-59 and 60+

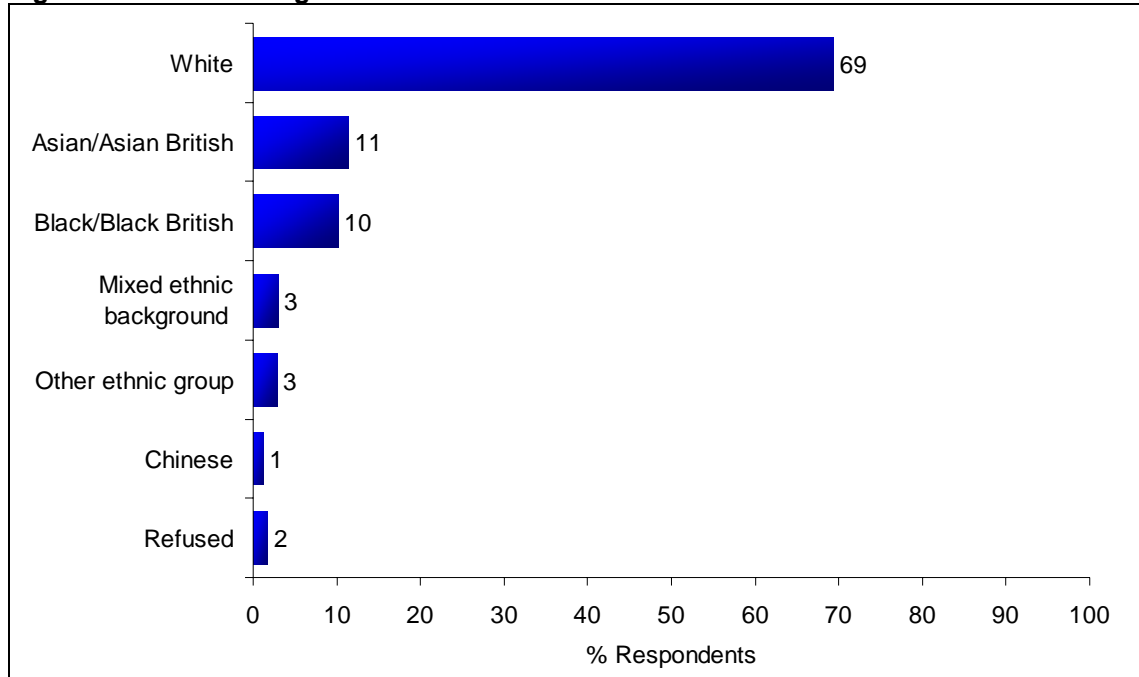
Weighted base: 2,000 All Londoners all Londoners, 400 WEZ/WEZ buffer, 400 OCZ/OCZ buffer, 400 Inner London ring, 800 Rest of London

Note: figures may not add to 100% because of rounding

Ethnic group

Over two thirds (69%) of the sample are White with 11% Asian/Asian British and 10% Black/Black British.

Figure 22: Ethnic background



Weighted base: 2,000 All Londoners

Ethnic background by area is shown in the table below.

Table 21: Ethnic background by area

	All Londoners %	WEZ/WEZ buffer %	OCZ/OCZ buffer %	Inner London ring %	Rest of London %
White	69	74	70	66	72
Asian/Asian British	11	6	7	12	11
Black/Black British	10	4	12	13	8
Mixed ethnic background	3	5	4	4	2
Chinese	1	1	2	1	1
Other ethnic group	3	6	4	3	2
Refused	2	3	3	1	3
Weighted base	2,000	400	400	400	800

Note: figures may not add to 100% because of rounding

APPENDIX A

Telephone Survey Questionnaire

WEZ Attitudinal Survey

Good morning/afternoon/evening. I'm from Accent, an independent market research agency. We are conducting a survey on behalf of Transport for London and we would like to ask you some questions about the central London Congestion Charging scheme.

May I ask you some questions?

- The interview should last about 10 minutes. You do not have to answer questions you do not wish to and you can terminate the interview at any point.
- All your answers will be treated with the strictest confidence under the rules of the Market Research Society Code of Conduct
- Your telephone number has been randomly selected by a computer
- We will not try to sell you anything as a result of this interview

Firstly, could I please ask you for some details about yourself? These are purely for classification purposes and we will not pass this information on to anyone else.

1. What is your home postcode?

IF NECESSARY SAY: The full postcode data is only required to check whether you live in a particular area in or around the charging zones. If you do not know your full postcode, please give me the first four digits.

WEZ resident (including official buffer)

Cloccs resident (including official buffer)

5 mile buffer zone resident

Other Londoners (non-zone).

CHECK QUOTAS

2. And what London Borough do you live in? (Don't read out- SINGLE CODE ONLY)

City of London

Barking & Dagenham

Barnet

Bexley

Brent

Bromley

Camden

Croydon

Ealing

Enfield

Greenwich

Hackney

Hammersmith & Fulham

Haringey

Harrow

Havering

Hillingdon

Hounslow

Islington
Kensington & Chelsea
Kingston-upon-Thames
Lambeth
Lewisham
Merton
Newham
Redbridge
Richmond upon Thames
Southwark
Sutton
Tower Hamlets
Waltham Forest
Wandsworth
Westminster
Don't know

CHECK QUOTAS

3. Gender? (DO NOT ASK – SINGLE CODE)

Male
Female

IF MALE GO TO 4, IF FEMALE GO TO 5

4. Which of the following age bands are you in? (READ OUT- SINGLE CODE)

Under 16
16 – 24
25 – 44
45 – 64
65 or over
Refused

5. Which of the following age bands are you in? (READ OUT- SINGLE CODE)

Under 16
16 – 24
25 – 44
45 – 60
60 or over
Refused

CHECK QUOTAS

**6. Which of these forms of transport, if any, do you use at least once a month? READ OUT. ROTATE ORDER. MULTICODE OK
TYPE IN AND CODE INTO 'OTHER' IF APPLICABLE**

Car driven by you
Car driven by someone else
Moped or motorcycle

Licensed London Taxi (Black cab)
Mini Cab
Bus
Underground
National rail service
DLR (Docklands Light Railway)
Tram
Bicycle
Other (TYPE IN)

7. How often do you drive into or within the original Central London congestion charging zone on Monday to Friday between 7am and 6pm? (READ OUT – SINGLE CODE) prompt if necessary with a descriptor of the original charging zone

By the original zone, I mean south of the Euston and City roads, east of Hyde Park and Victoria, north of Vauxhall and Elephant and Castle and west of Tower Bridge and Whitechapel.

5 days a week
3 – 4 days a week
1 – 2 days a week
A few days a month
Every month or so
Every few months
Once or twice a year
Less often
Never
Don't know

IF NEVER OR DON'T KNOW, GO TO QUESTION 9.

8. What type of journeys do you make into or within the original congestion charging zone during charging hours, Monday to Friday 7am to 6.00pm?

MULTI CODE OK.

Travelling to/from work
Other work-related purpose /Employer's business (e.g. business meeting, conference)
Entertainment /sport /social activity (e.g. pub, restaurant, theatre, cinema,
Shopping /using service (e.g. doctor, bank, church, hairdresser)
Visit friends/family
Travelling to /from educational establishment as a student (e.g. college, university)
Dropping off/Picking up from school/nursery
Other

9. How often do you drive into or within the Western Extension area of the Congestion Charging zone during charging hours, Monday to Friday 7am to 6pm? (READ OUT – SINGLE CODE)

The area covers most of Kensington & Chelsea and Westminster, broadly bounded by Harrow Road, Scrubs Lane, West Cross Route, the Earls Court one-way system and Chelsea Embankment.

5 days a week
3 – 4 days a week
1 – 2 days a week
A few days a month
Every month or so
Every few months
Once or twice a year
Less often
Never
Don't know

IF NEVER OR DON'T KNOW, GO TO QUESTION 11.

10. What type of journeys do you make into or within the Western Extension to the congestion charging zone during charging hours, Monday to Friday 7am to 6.00pm?

MULTI CODE OK

Travelling to/from work

Other work-related purpose /Employer's business (e.g. business meeting, conference)

Entertainment /sport /social activity (e.g. pub, restaurant, theatre, cinema)

Shopping /using service (e.g. doctor, bank, church, hairdresser)

Visit friends/family

Travelling to /from educational establishment as a student (e.g. college, university)

Dropping off/ Picking up from school/nursery

Other

11. Are you registered for the residents' 90% discount from the Congestion Charge? (SINGLE CODE)

Yes

No

Don't know

Refused

12. Are you registered for any other discount for the Congestion Charge? (SINGLE CODE)

Yes

No

Don't know

Refused

IF YES, GO TO QUESTION 13. IF NO, GO TO QUESTION 14.

13. What discount other than the residents' 90% discount are you registered for? (READ OUT – SINGLE CODE).

Blue Badge discount

Alternative fuel discount

Electrically propelled vehicle discount

Vehicle with nine or more seats.

Other

14. The Mayor of London has asked Transport for London to carry out a public consultation on the future of the Western Extension of the Congestion Charging zone. Before this phone call, how aware were you of this public consultation? SINGLE CODE ONLY

Aware

Vaguely aware

Not aware

Don't know

(IF AWARE SAY :As you are aware....) The consultation is about what should happen with the Western Extension: whether it should be retained in its present form, removed, or changed. The options for change are: introducing payment accounts to make it easier to pay the charge; a charge-free period in the middle of the day and an increase to the residents' discount.

15. What do you think should happen to the Western Extension of the Congestion Charging zone. (READ OUT – SINGLE CODE ONLY)

a) Keep the Western Extension as it is

b) Remove the Western Extension so that there would no longer be any charge to drive in this area and residents of the Western Extension would no longer receive a discount on travel in the original charging zone

c) Change the way that the scheme operates

Don't know (don't read out)

[READ OUT FURTHER DESCRIPTION OF OPTIONS FROM LEAFLET ONLY IF NEEDED]

16. With regard to changing the way that the scheme operates, I would like you to say how much you support or oppose each of the following three options on a scale of 1 to 5, where 1 = 'strongly support' and 5 = 'strongly oppose'. (READ OUT – SINGLE CODE ONLY FOR EACH question)

Option A) Introduce an account based payment system across the both the original charging zone and the Western Extension so that drivers can have the charge debited from an account automatically and would not have to worry about forgetting to pay the charge and getting a penalty charge. It would also allow residents to pay for a single charging day's travel in the zone. Non account-holders would still be able to pay the charge via the existing payment channels.

Strongly support

Support

Neither

Oppose

Strongly oppose

Don't know

IF OPPOSE/STRONGLY OPPOSE ASK: Why do you say that?

- Don't trust TfL with account details/money
- Like existing payment channels
- Should not be compulsory
- Privacy concerns / 'Big brother'
- Might cost more/ need for minimum balance
- Other **PROBE, TYPE IN (OPEN ENDED)**

Option B) Introduce a charge-free period in the middle of the day in the Western Extension. However, driving in the original zone, or during charged hours in the Western Extension, would still cost £8

- Strongly support
- Support
- Neither
- Oppose
- Strongly oppose
- Don't know

IF OPPOSE/STRONGLY OPPOSE ASK: Why do you say that?

- Would make congestion / traffic worse
- Not middle of day
- Too confusing for drivers
- Not just Western Extension – should be whole zone
- Other **PROBE, TYPE IN (OPEN ENDED)**

Option C) Increase the Residents' Discount from 90% to 100% across both the original charging zone and the Western Extension so that residents would not be liable to pay the charge

- Strongly support
- Support
- Neither
- Oppose
- Strongly oppose
- Don't know

IF OPPOSE/STRONGLY OPPOSE ASK: Why do you say that?

- Would make congestion / traffic worse
- Existing resident discount is sufficient
- Not fair to have different charges
- Other **PROBE, TYPE IN (OPEN ENDED)**

[READ OUT FURTHER DESCRIPTION OF OPTIONS FROM LEAFLET ONLY IF NEEDED]

17. Are there any other changes you would like to see made to the Western Extension?

- No
- Remove it
- Other **PROBE, TYPE IN (OPEN ENDED)**

We would lastly like to ask a few questions about you.

18. To which of these ethnic groups do you consider you belong? READ OUT. STOP WHEN GIVEN AN ANSWER (SINGLE CODE)

- White
- Mixed ethnic background
- Asian/ Asian British
- Black/ Black British
- Chinese
- Other ethnic group
- Refused

19. Do you have access to a car in your household? (SINGLE CODE)

- Yes
- No

20 On behalf of Transport for London, we may wish to contact you again to conduct some follow-on research? Would you be willing to participate in further research?

- Yes
- No

Thanks and close.

APPENDIX B

Code Frame

Code Frame

Supporting the Options as presented	
01	Keep WEZ
02	Remove WEZ
03	Change WEZ
Support/opposition of the Concepts that were presented	
10	for Accounts
11	against Accounts
12	for Free middle of day
13	against Free period in the middle of the day
14	for Res Disc to 100%
15	against Res Disc to 100%
Variations on the Options and Concepts	
20	Other payment options should be introduced (other than accounts)
21	Concepts should be available to those without accounts
22	Concern about accounts (eg privacy)
23	Free period in middle of day should apply to the whole zone
24	Charging should apply in the morning peak only
25	Charging should apply in the evening peak only
26	Should be time banding throughout day
27	Should be Reduction in Residents' Discount (or no residents' discount)
28	Charge should be lower in WEZ
29	Charge should be lower in CLoCCS / extended zone
30	Other comments on the suggested options, concepts and changes
Other suggestions for changes to the scheme	
40	Boundary issues (not request for extended buffer)
41	Buffer zone should be extended
42	Scheme should operate as two zones
43	Withdraw whole scheme
44	Comments for changes/additions to Discount and Exemption classes
45	Overall scheme hours should be longer/shorter
46	Changes to CLoCCS
47	Should be an increase to the Congestion Charge
Comments we might be interested in	
60	CC Is beneficial to AQ/CO2
61	CC Is not beneficial to AQ/CO2
62	Concerns about knock on effects of removal/change on provision of PT
63	Concern about PT journey times
64	Changes should be introduced sooner
65	On the nature of the consultation
66	Need for complementary measures
67	Cost of motoring issues
68	Is only to raise revenue
69	Has made no difference to congestion/ congestion is worse
70	Congestion would be worse without CC/WEZ
71	Economic / business Impacts - positive comment
72	Economic / business Impacts - negative comment
73	Social Impacts of scheme - positive
74	Social Impacts of scheme - negative
75	Alternatives to CC
76	Should be greater parking provision without and outside the zone
77	Introduce clearer CC signage around the perimeter of the zone
78	Improve phasing of traffic lights to reduce congestion
79	Deter people registering domestic vehicles as PHVs to avoid charge
99 Comments about Extended Zone/ Cloccs and other irrelevant comments	

Appendix C

Report on Pilot

Report on Attitudinal Pilot

Introduction

This note sets out the findings from the pilot of the general public attitudinal survey.

The target sample size was ten interviews.

The purpose of the pilot was to test:

- the recruitment process
- the clarity and flow of the questionnaire
- the appropriateness of the language used
- the accuracy of all routings
- the interview duration
- the sample hit rate.

Overview of Pilots

The average length of the general public interviews was seven minutes.

General Public Survey Top Line Results

Q1. Home postcode

Recommendation post the pilot: Some respondents were reluctant to give their full postcode (which was required for some areas to allocate respondents to one of the specific areas). Accent recommends adding text to help interviewers for such respondents, for example. “The full postcode data is only required to check against a database to see whether you are in a particular zone around the charging zones.”

Allocation:

- 2 WEZ residents (including ‘designated’ buffer)
- 2 CloCCs residents (including ‘designated’ buffer)
- 2 five mile Inner Ring zone residents
- 4 Other Londoners

Q2. And what London Borough do you live in?

Q3. Gender

Q4/Q5 Which of the following age bands are you in?

Q6. 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?

Recommendation post the pilot: Accent recommends removing “And, do you use any other forms of transport?” from question as it is already a read out which collects all modes.

Q7. How often do you drive into or within the original Central London congestion charging zone on Monday to Friday 7am and 6pm?

Q8. What type of journeys do you make into or within the original congestion charging zone during charging hours, Monday to Friday 7am to 6.00pm?

Q9. How often do you drive into or within the western extension area of the Congestion Charging zone during charging hours, Monday to Friday 7am to 6pm?

Q10. What type of journeys do you make into or within the western extension to the congestion charging zone during charging hours, Monday to Friday 7am to 6.00pm?

Q11. Are you registered for the residents' 90% discount from the Congestion Charge?

Q12. Are you registered for any other discount for the Congestion Charge?

Q13. What discount other than the residents' 90% discount are you registered for?

Q14. The Mayor of London has asked Transport for London to carry out a public consultation on the future of the Western Extension of the Congestion Charging zone. Before this phone call, how aware were you of this public consultation?

Q15. I would now like to ask you some questions about what you think should happen to the Western Extension of the Congestion Charging zone.

Post pilot recommendation: The introductory question text used in the pilot survey (i.e. "Later in the questionnaire I will ask you about three different changes to the Western Extension that could be made, these are: introducing payment accounts to make it easier to pay the charge; a charge-free period in the middle of the day and an increase to the residents' discount") was found to be too long and some respondents interrupted the interviewer.

Accent's recommendation post the pilot was to slightly changing the order of the question so it read:

"Later in the questionnaire I will ask you about three different changes to the Western Extension that could be made, these are: introducing payment accounts to make it easier to pay the charge; a charge-free period in the middle of the day and an increase to the residents' discount.

But first, can you please tell me which of the following you think should happen to the Western Extension?" READ OUT

Q16. With regard to changing the way that the scheme operates, I would like you to say how much you support or oppose each of the following three options.

Introduce an account based payment system across the both the original charging zone and the western extension so that drivers can have the charge debited from the account automatically and would not have to worry about forgetting to pay the charge and getting a penalty charge. It would also allow residents to pay for a single charging day's travel in the zone.

Introduce a charge-free period in the middle of the day in the Western Extension. Driving in the original zone, or during charged hours in the Western Extension, would still cost £8

Increase the residents' discount from 90% to 100% across both the original charging zone and the western extension so that residents would not be liable to pay the charge

Q17. Are there any other changes you would like to see made to the Western Extension?

Post pilot recommendation: To add codes for 'no' and 'remove it'

Q18. To which of these ethnic groups do you consider you belong?

Q19. Do you have access to a car in your household?