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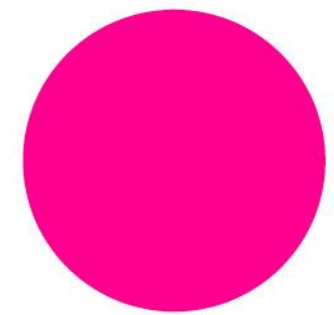
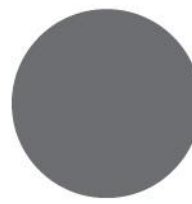
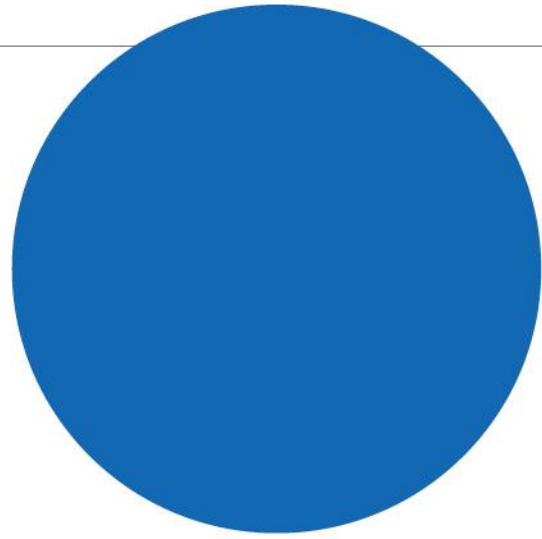


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# Consultation Report:

Zero Emission Zone proposals  
for Oxford City centre.

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January 2021

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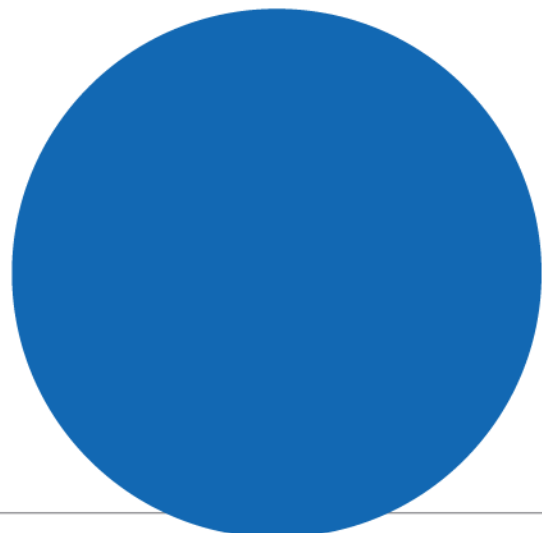
# Contents

Executive summary .....	3
Introduction .....	8
Views on area covered by the proposed ZEZ Pilot.....	15
Comments on the proposed ZEZ area .....	20
Views on proposed daily charges for vehicle emission standards .....	26
Comments on proposed level of daily charges for various vehicle emission standards for the ZEZ Pilot .....	31
Views on proposed hours when charges would apply .....	37
Comments on proposed hours when charges would apply .....	41
Views on proposed discounts for certain vehicles .....	47
Comments on proposed discounts for certain vehicles.....	56
Views on proposed 90% discount for vehicles operated by businesses in the ZEZ Pilot area .....	62
Views on proposed end dates for ZEZ businesses/Blue Badge holders/disabled tax class vehicle discounts in the ZEZ Pilot area .....	65
Views on broadening of Blue Badge Holder discount to current disabled non-Blue Badge holders .....	71
Views on factors that would help people transition to zero emission travel .....	78
Further views on the ZEZ Pilot proposals.....	87
Views on the proposed larger ZEZ Pilot proposals (covering most of Oxford city centre) .....	93
Social media analysis .....	99



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# Executive summary





Here we summarise the findings from an online survey to gather feedback from residents and stakeholders on the Zero Emission Zone proposals for Oxford City centre.

### **Background to the survey**

Oxfordshire County Council and Oxford City Council have recently run a survey to gather views on proposals for a Pilot Zero Emission Zone for Oxford city centre which aim to improve air quality for people living, visiting and working there.

The ZEZ Pilot would be implemented through a road user charging scheme, which means vehicles used in the zone would be subject to charges, depending on their emissions. Zero emission vehicles would be able to drive in the zone free of charge. Other vehicles would be permitted in the zone but would have to pay a charge ranging from £2 to £10 per day (rising to between £4 and £20 per day from August 2025) to drive in the zone between 7am and 7pm. There would be discounts and exemptions for some road users, including disabled motorists, residents and businesses in the zone. More information is available [here](#).

In total, 885 responses were received for this survey – 43 respondents stated that they live within the proposed ZEZ Pilot area itself, 642 respondents stated that they live elsewhere in Oxford, 122 respondents live outside of Oxford, 45 respondents indicated that they answered the survey on behalf of a business (17 of these businesses said that they are within the proposed ZEZ Pilot area and 28 of these indicated that they are outside of it), 14 respondents indicated that they answered the survey on behalf of a group or organisation and 5 respondents answered in their capacity as a councillor.

### **Area covered by the proposed ZEZ Pilot**

Overall, approaching two-fifths (37%) of all respondents think that the streets included in the area covered by the ZEZ Pilot are 'about right'. However, the majority feel that the area covered by the ZEZ Pilot should differ from the proposed street inclusion, with a quarter (25%) believing that 'fewer streets should be included' and nearly a third (32%) feeling that 'more streets should be included' - 6% of respondents said they didn't know.

Residents living in Oxford itself (either inside or outside of the ZEZ Pilot area) express more positive views towards the proposed ZEZ Pilot area than those living outside of Oxford, with 36% of those living in Oxford but outside of the ZEZ Pilot area feeling that the number of streets included is 'about right' and a further 36% believing that more streets should be included. Of the relatively small number of respondents who live within the proposed ZEZ Pilot area (43), 40% think that the number of streets included is about right, with a further 21% believing that more streets should be included.

Just under half (47%) of the relatively small number responding to the survey on behalf of a business (21 out of the 45 businesses answering) believe that the number of streets included in the ZEZ Pilot area is about right, although 40% of business respondents think that fewer streets should be included.



## **Proposed daily charges for vehicle emission standards for ZEZ Pilot**

Overall, approaching half (48%) of all respondents think that the proposed levels of daily charges for Ultra Low Emission Vehicles (ULEVs) are 'about right', with a further 12% believing that the ULEV charges are 'too low'. However, 30% of residents think the proposed ULEV charges are 'too high' – 10% of respondents said they didn't know.

Overall, more than two-fifths (42%) of all respondents think that the proposed levels of daily charges for Clean Air Zone (CAZ) vehicles are about right, with a further 16% believing that the CAZ charges are too low and 31% feeling the proposed CAZ charges are too high – 11% of respondents said they didn't know.

When asked about the proposed charges for any other vehicle not meeting the ULEV or CAZ standards, 36% of residents think that the proposed levels of daily charges for non-ULEV/non-CAZ vehicles are about right, with 19% believing that these charges are too low and 35% feeling these proposed charges are too high – 10% of respondents said they didn't know.

Further analysis reveals that residents living in Oxford itself (either outside or inside the proposed ZEZ Pilot area) appear to express slightly more positive views towards the proposed charging levels for ULEVs than those living outside of Oxford. Just under half of those living in Oxford but outside the ZEZ Pilot area (49%) and those living within the ZEZ Pilot area (45%) feel that the ULEV charges are about right compared to 43% of residents living outside of Oxford. Approaching half of businesses (47%) feel the charging levels for ULEVs are about right, although just over half (51%) of businesses think these charges are too high.

When looking at the proposed charges for CAZ vehicles, a similar pattern is evident, with residents living in Oxford itself (either outside or inside the proposed ZEZ Pilot area) expressing slightly more positive views towards the proposed charging levels for CAZs than those living outside of Oxford. More than two-fifths of those living in Oxford but outside the ZEZ (43%) and those living within the ZEZ Pilot area (45%) feel that the CAZ charges are about right compared to 36% of residents living outside of Oxford. More than two-fifths of businesses (43%) feel the charging levels for CAZs are about right, although more than half (45%) of businesses think these charges are too high.

For the proposed charges for 'other' vehicles (i.e. vehicles that do not meet ULEV or CAZ emissions standards), residents living outside of Oxford are more likely than those living in Oxford (either inside or outside of the ZEZ Pilot area) to feel that the proposed charging levels for other vehicles are too high; 45% of residents living outside of Oxford feel the proposed charges are too high, compared with 31% of residents living in Oxford but outside the proposed ZEZ Pilot area and 37% living within the ZEZ Pilot area. However, approaching two-thirds of businesses (64%) feel the charging levels for 'other' vehicles are too high, with only 26% thinking the charges are about right.

## **Proposed hours when charges would apply in ZEZ Pilot area**

Overall, 38% of all respondents think that the proposed hours when charges would apply (7am to 7pm every day) are 'about right', with a fifth (20%) believing the hours are 'too short'. However, approaching two-fifths (37%) feel that the proposed charging hours are 'too long' - 5% of respondents said they didn't know.



Residents living in Oxford itself (either outside or inside the ZEZ Pilot area) express more positive views towards the proposed hours when charges would apply (7am to 7pm every day) than those living outside of Oxford. Two-fifths (40)% of those living in Oxford but outside of the proposed ZEZ Pilot area think the proposed charging hours are about right, with a further 23% thinking that the hours are too short, while nearly half (49%) of those living within the ZEZ Pilot area believe the charging hours are about right and a further 10% think the hours are too short. This compares with less than a third (32%) of residents living outside Oxford feeling that the charging hours are about right – half (50%) believe the hours are too long.

More than two-thirds of businesses (68%) feel that the hours are too long, while only a fifth (20%) believe that they are about right and only 2% say they are too short.

### **Proposed discounts for certain vehicles in ZEZ Pilot area**

For all vehicle types, the proportions of respondents thinking that the discounts for each one are 'about right' were larger than the proportions thinking they were either 'too big' or 'too low'. Overall, the largest levels of agreement that discounts are about right are seen for Blue Badge holders & Disabled Tax Class vehicles (49% of all respondents feeling this way) and emergency vehicles (48%). The lowest levels of agreement about the discounts for certain vehicle types being about right are seen for historic tax class vehicles (28%), agriculture & similar vehicles (32%), special vehicles (34%) and military vehicles (34%). However, it should be noted here that relatively large proportions of residents said that they didn't know what to think about the discount levels– ranging between 15% and 41% across the various vehicle types.

Residents living in Oxford itself but outside of the ZEZ Pilot area are generally more likely to feel that the discounts offered for most of the various vehicle types are about right compared to those living outside of Oxford. One example of this is that 44% of those living in Oxford but outside of the ZEZ Pilot area feel that the discount for ZEZ Pilot residents' vehicles is about right, compared to 34% of those living outside Oxford and 38% of those who live within the proposed ZEZ Pilot area - 36% of those living within the ZEZ Pilot area feel that the discount is too small.

Another notable example is that 50% of those living in Oxford but outside of the ZEZ Pilot area feel that the discount for Blue Badge holders & Disabled Tax Class vehicles is about right, compared to 44% of those living outside Oxford.

### **Broadening of Blue Badge Holder discount to current disabled non-Blue Badge holders in proposed ZEZ Pilot area**

Overall, the resident comments made most frequently relate to the notion to broaden the discount (29% specifying this), with others making similar linked comments. However, more than a quarter (27%) feel that this should not be done (27%) - there is also a concern evident among some respondents that expansion of the Blue Badge Holder discount could be open to some abuse (7% of resident comments relate to this issue) and may also be difficult to police (2%).



There are very few differences by respondent type, although residents living in Oxford itself (either within or outside of the ZEZ Pilot area) are more likely than those living outside of Oxford to be in favour of broadening the Blue Badge Holder discount (31% and 22% respectively).

## **The transition to zero emission travel**

Overall, the most commonly-selected ways that could help respondents to transition to zero emission travel are 'grants and/or financing for vehicle charging points and/or zero emission vehicles' (63% selecting this), followed by 'small-scale walking and cycling schemes' (53%). The least-commonly selected ways that residents feel would help them transition to zero emission travel are 'innovative ways of managing moving in and out days for students' (23% selecting this) and 'funding to trial new ideas or ways of working (for example, exemplar delivery & servicing plans)', with only 18% selecting this as one of their preferred options.

There are no significant differences evident between the opinions of residents and business respondents, although there is some evidence to suggest that residents may be slightly more likely to find 'small scale walking and cycling schemes', 'support for freight consolidation or last mile schemes' and 'electric car/van clubs' more appealing as a way of transitioning to zero emission travel than business respondents.

There are some differences by resident type. Residents living in Oxford itself but outside of the ZEZ Pilot area are more likely than those living outside of Oxford to think that their transition to zero emission travel could be helped by 'support for freight consolidation or last-mile schemes, including use of cargo bike schemes' (33% and 22% respectively), 'small scale public realm improvements and improved pedestrian areas' (45% vs. 35%) and 'small scale walking and cycling schemes' (57% and 38% respectively).

## **Proposals for a larger ZEZ**

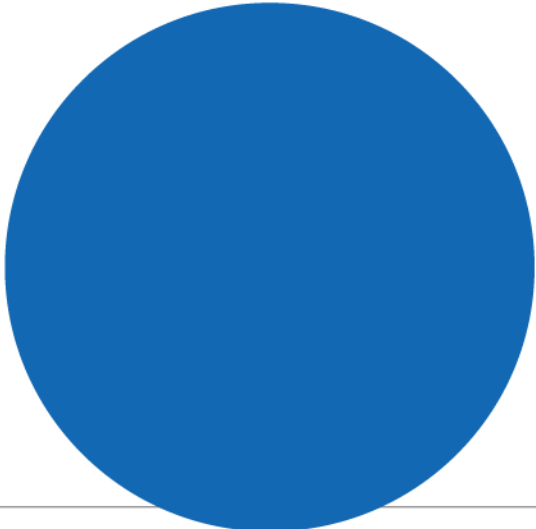
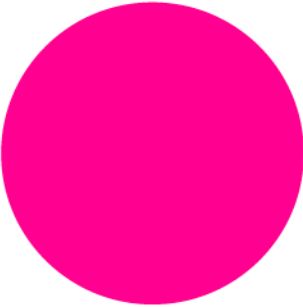
Overall, comments for the proposed larger ZEZ are roughly split between positive and negative. More than a third (34%) made comments that related to it being a good idea generally or that they supported it, with significant minorities wanting the proposed larger ZEZ to be made even larger (14%) and implemented before Spring 2022 (8%). However, some residents are less supportive of the proposed larger ZEZ, with 24% making comments related to scrapping it, a further 14% feeling it would stop access to facilities in Oxford and 10% thinking that it would disconnect Oxford city residents.

There are few significant differences evident between the opinions of residents and business respondents in terms of the proposed larger ZEZ to be introduced in Spring 2022, although residents appear slightly more likely than businesses to feel that this is a good idea and that they are supportive of it (26% of residents stated this, compared to 11% of businesses).



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# Introduction







## In this section we provide details of the background, objectives and methodology used in the consultation survey.

### Background to the survey

Oxfordshire County Council and Oxford City Council have recently run a survey to gather views on proposals for a Pilot Zero Emission Zone for Oxford city centre which aims to improve air quality for people living, visiting and working there.

Parts of Oxford city centre currently have illegally-high levels of toxic nitrogen dioxide, which contributes to diseases including cancer, asthma, stroke and heart disease - and contributes to around 36,000 deaths in the UK every year.

The ZEZ will lead to cleaner air, quieter streets and contribute to the councils' action on climate change. It is designed to reduce traffic volumes, encourage the uptake of zero emission vehicles and lead to other positive behavioural changes; all of these would reduce vehicle emissions and hence air pollution whilst maintaining access for those who need it.

Oxfordshire County Council and Oxford City Council are proposing to create a zero emission zone (ZEZ) pilot in Oxford city centre, starting in August 2021. The pilot would be based on a road user charging scheme.

The pilot would cover the streets outlined in table below. The pilot was previously referred to as the 'red zone', while the wider ZEZ was referred to as the 'green zone'.

#### Streets included in the pilot

Street	Length
New Road	Between Bonn Square and its junction with Castle Street
Bonn Square	Whole length
Queen Street	Whole length
Cornmarket Street	Whole length
New Inn Hall Street	Whole length
Shoe Lane	Whole length
Market Street	From its junction with Cornmarket, extending east for 40 metres
Ship Street	Whole length
St Michael's Street	Whole length

The ZEZ would be implemented through a road user charging scheme, which means vehicles used in the zone would be subject to charges, depending on their emissions. Zero emission vehicles would be able to drive in the zone free of



charge. Other vehicles would be permitted in the zone but would have to pay a charge ranging from £2 to £10 per day (rising to between £4 and £20 per day from August 2025) to drive in the zone between 7am and 7pm. There would be discounts and exemptions for some road users, including disabled motorists, residents and businesses in the zone. More information is available [here](#).

## About the survey

The councils encouraged feedback on the proposals through an online survey which was accessible on the Oxfordshire County Council website from 20 November 2020 to 17 January 2021.

There has been a good level of interest in this exercise, with 885 responses in total. A full profile (by respondent type and demographics) of who responded to the survey is provided overleaf.

## About this report

DJS Research, an independent market research company, was commissioned by the councils to provide an independent analysis of the survey findings.

The survey introduced the proposals then asked respondents a series of questions including closed ('tick-box') questions, and open questions where respondents could type in comments.

In addition to analysing the closed questions, DJS Research carried out thematic analysis of the open comments from the online survey on a question-by-question basis, coding them into themes so that these could be quantified.

This document summarises the findings from the independent analysis carried out by DJS Research.

*Please note that in some places due to small sample sizes, rounding, and/or multiple responses (where respondents could choose more than one option) percentages may not always add up to 100%.*



## Respondent profile

In total, 885 responses to the survey were received. A profile of the respondents to the survey is provided below (tables 1 to 7).

**Table 1: In what capacity are you filling in this questionnaire?**  
**OVERALL RESULTS** (all responses: n=879).

Respondent type	No. responses	% responses
I live elsewhere in Oxford	644	73%
I live outside of Oxford	121	14%
I live within the proposed ZEZ Pilot area	43	5%
I represent a business outside of the ZEZ Pilot area	28	3%
I represent a business within the ZEZ Pilot area	17	2%
As or on behalf of a group/organisation	11	1%
As a councillor	5	<1%
Rather not say	10	1%

The majority of respondents are Oxford residents – mostly stating that they live outside the proposed ZEZ Pilot area (73%) with a minority stating that they live within the ZEZ Pilot area (5%) – and individuals living outside of Oxford (14%). The remainder of responses are made up of people completing the survey as or on behalf of businesses (5%), groups/organisations (1%) and in their capacity as a councillor (<1%).

\*Those classifying themselves as responding on behalf of a business break down into representatives of: 17 business indicating that they are within the ZEZ Pilot area and 28 businesses saying they are outside the ZEZ Pilot area. There were also 10 responses where the respondent's status was not specified.



**Table 2: What is your age group? OVERALL RESULTS** (all responses: n=877).

Respondent type	No. responses	% responses
Under 11	0	0%
12-17	0	0%
18-24	45	5%
25-34	131	15%
35-44	147	17%
45-54	161	18%
55-64	161	18%
65-74	134	15%
75-84	42	5%
85 & over	3	<1%
Prefer not to say	53	6%

Most age groups were well represented, although only 5% of respondents were aged under 25.

**Table 3: Are you...? OVERALL RESULTS** (all responses: n=875).

Respondent type	No. responses	% responses
Male	501	57%
Female	308	35%
Other	7	1%
Prefer not to say	59	7%



**Table 4: What is your ethnicity? OVERALL RESULTS** (all responses: n=874).

Respondent type	No. responses	% responses
Asian or Asian British (Indian, Pakistani, Bangladeshi, any other Asian background)	33	4%
Black or Black British (Caribbean, African, or any other Black background)	8	1%
Chinese	4	0%
Mixed (White & Black Caribbean, White & Black African, White & Asian and any other Mixed background)	25	3%
White (British, Irish, any other white background)	673	77%
Other	17	2%
Prefer not to say	114	13%

**Table 5: Please indicate whether you have a long-standing illness or disability. OVERALL RESULTS** (all responses: n=868).

Respondent type	No. responses	% responses
Yes	118	14%
No	653	75%
Prefer not to say	97	11%

**Table 6: Are you or is anyone in your household a Blue Badge holder? OVERALL RESULTS** (all responses: n=858).

Respondent type	No. responses	% responses
Yes, I have a Blue Badge	17	2%
Yes, a member of my household has a Blue Badge	34	4%
No	807	94%



**Table 7: Are you currently pregnant or have you been pregnant in the last year? OVERALL RESULTS** (all responses: n=870).

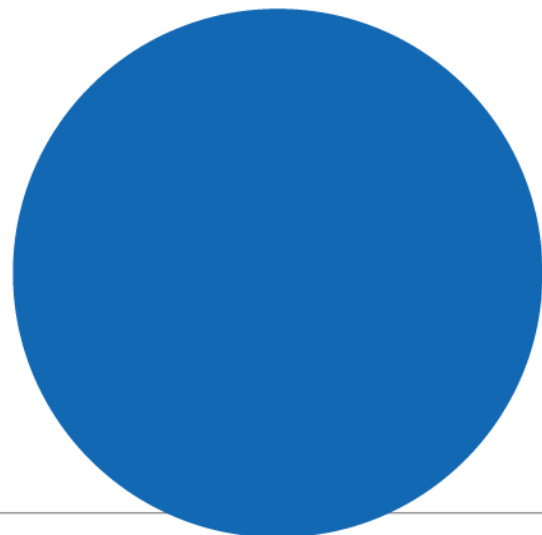
Respondent type	No. responses	% responses
Yes	16	2%
No	783	90%
Prefer not to say	71	8%

In the remainder of this report, where appropriate we have analysed how views differ by the different respondent types and demographic groups outlined above.



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# Views on area covered by the proposed ZEZ Pilot



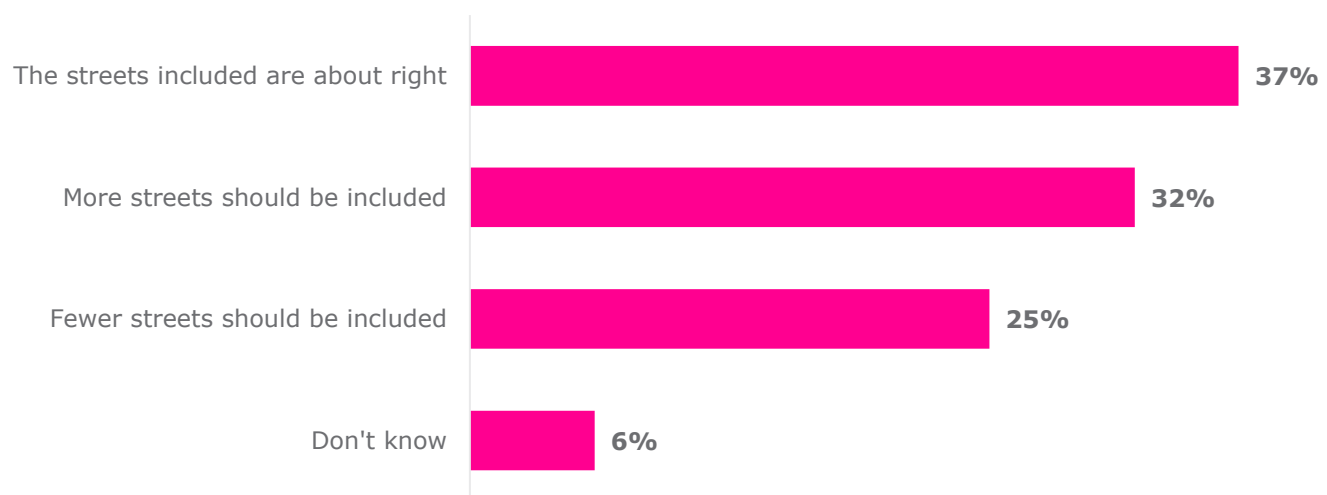


Those responding to the survey were asked to indicate their views on the area covered by the proposed ZEZ Pilot.

### Headline findings

Results for all respondents for this question are summarised in figure 1, below.

**Figure 1: What are your views on the area covered by the ZEZ Pilot?**  
**RESULTS FOR ALL RESPONDENTS** (all responses: n=871).



Overall, 37% of all respondents think that the streets included in the area covered by the ZEZ Pilot are about right. However, the majority feel that the area covered by the ZEZ Pilot should differ from the proposed street inclusion, with 25% believing that fewer streets should be included and 32% feeling that more streets should be included. 6% of respondents said they didn't know.

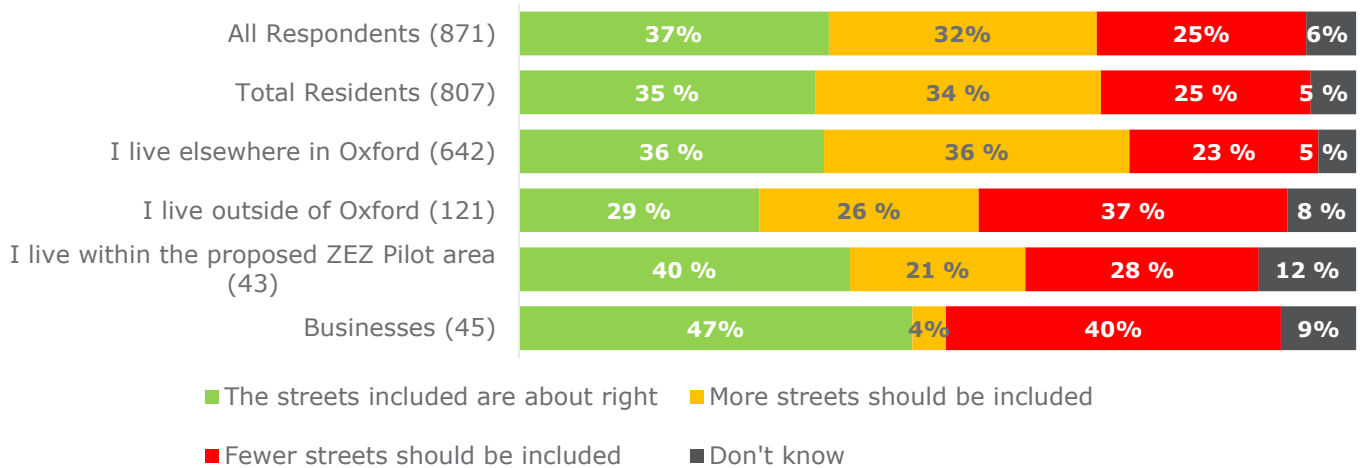
### Results by respondent type

Figure 2 (overleaf) shows how responses to this question varied for different types of respondent and also shows the overall responses of those answering on behalf of a business or organisation. It should be noted that the base sizes for those answering on behalf of a business or organisation are relatively low – although comment has been made on the findings from these respondents where appropriate, the findings for business respondents should be treated as indicative rather than statistically significant throughout this report.





**Figure 2: What are your views on the area covered by the ZEZ Pilot?**  
**RESULTS BY RESPONDENT TYPE** (base sizes in brackets).



Residents living in Oxford itself (either inside or outside of the ZEZ Pilot area) express more positive views towards the proposed ZEZ Pilot area than those living outside of Oxford; 36% of those living in Oxford but outside of the ZEZ Pilot area feel that the number of streets included is 'about right' and a further 36% believe that more streets should be included. Of the relatively small number of respondents who live within the proposed ZEZ Pilot area, 40% think that the number of streets included is about right, with a further 21% believing that more streets should be included.

Just under half (47%) of the relatively small number responding to the survey on behalf of a business believe that the number of streets included in the ZEZ Pilot area is about right, although 40% of business respondents think that fewer streets should be included.

Of the five respondents who completed the survey as a councillor, all five believe that the number of streets included is about right.

### Resident results by demographic group

Further analysis of feedback from residents (in and outside of Oxford) highlights some differences in opinion by demographic factors (such as age and gender):

- Female residents are slightly more likely to think that the number of streets included in the ZEZ Pilot is about right than male residents; 39% of females stated this, compared with 35% of males.
- White residents are slightly more likely to think that more streets should be included in the ZEZ Pilot area than residents from Black, Asian and Minority Ethnic (BAME) groups; 38% of white residents stated that more streets should be included, compared with 31% of BAME residents. Nearly two-fifths (39%) of BAME residents feel that fewer streets should be included in the ZEZ Pilot area, compared with 20% of white residents.
- Residents with a disability are less likely to think that the number of streets in the proposed ZEZ area is about right than those without a disability; 30% of disabled residents stated this, compared with 39% of those who do not have a disability.

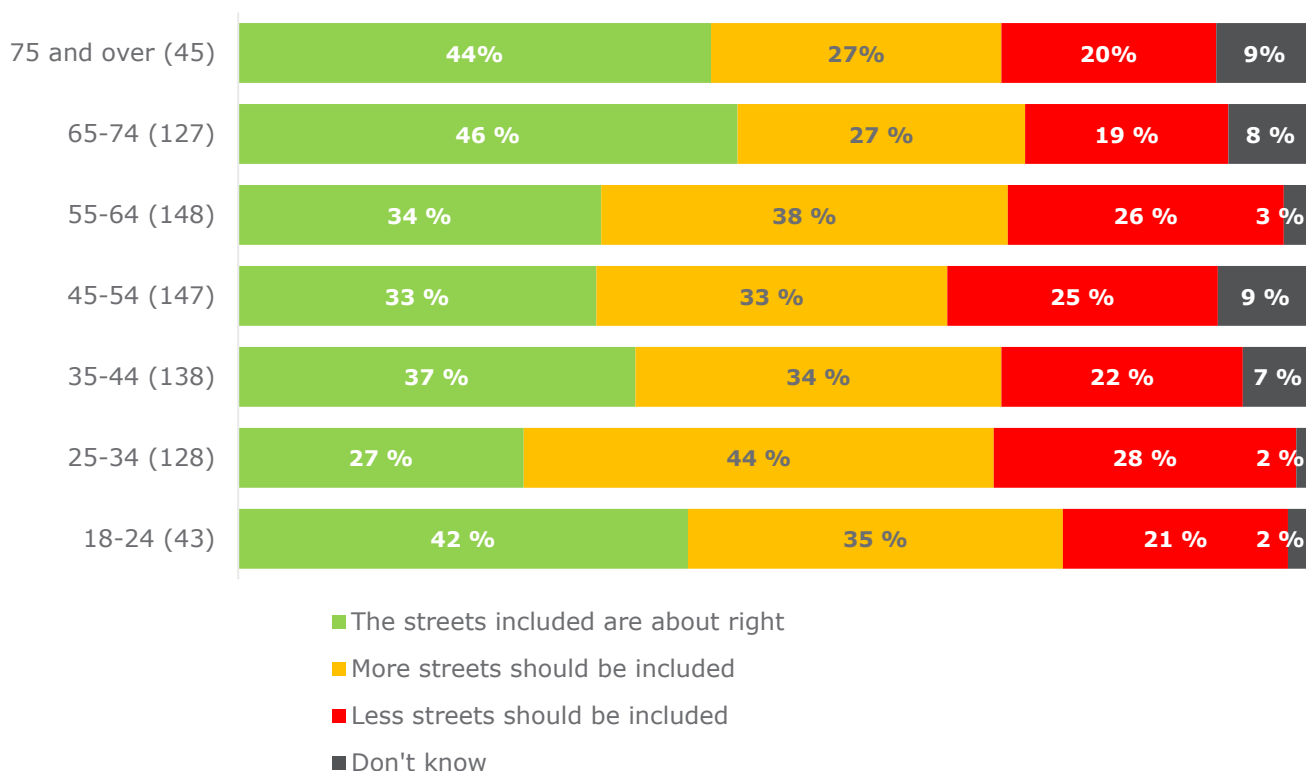


Furthermore, 44% of residents with a disability think that fewer streets should be included, compared with only 18% of residents without a disability.

- A similar pattern is evident amongst Blue Badge holders, with two-thirds of residents holding a Blue Badge (57%) feeling that fewer streets should be included in the ZEZ Pilot area, compared with 23% of non-Blue Badge holders.

Another trend is in differing levels of support by age: residents aged 65 and over are more likely than younger age groups to believe that the streets included in the proposed ZEZ Pilot area are about right (see figure 3, below):

**Figure 3: What are your views on the area covered by the ZEZ Pilot?**  
**RESULTS BY RESIDENT AGE** (base sizes in brackets).





## Results from Groups/Organisations

Table 8 (below) shows the responses of respondents completing the survey on behalf of a group or organisation. The base size for groups/organisations is very low so these findings should be treated as indicative rather than statistically robust throughout this report.

**Table 8: What are your views on the area covered by the ZEZ Pilot?  
GROUPS/ORGANISATIONS RESPONDENTS ONLY** (all responses: n=11).

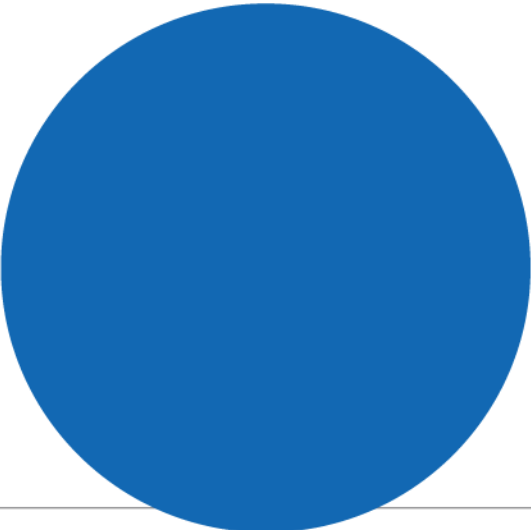
Opinion	No. responses	% responses
The streets included are about right	5	46%
More streets should be included	4	36%
Fewer streets should be included	1	9%
Don't know	1	9%

Around half of group/organisations (5 out of 11 respondents) think that the number of streets included is 'about right', although 4 out of 11 believe that more streets should be included in the proposed ZEZ Pilot area.



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# Comments on the proposed ZEZ area





After indicating their opinions on the area covered by the ZEZ Pilot, respondents were encouraged to explain why they believe there should be more streets or fewer streets included.

This was an open-ended question for those who felt that there were either not enough streets or too many streets included in the proposed ZEZ area; DJS Research have analysed the comments and coded them into categories to provide a quantified sense of the themes and sentiment.

### **Resident comments regarding the number of streets included in the proposed ZEZ area**

If we look specifically at Resident respondents feeling that there are either **not enough streets** or **too many streets** included in the proposed ZEZ area, of the 522 comments made, the most common themes are as follows:

1. More roads should be included/ A larger area should be utilised: 190 comments (36%)
2. Unfair for residents/local businesses/work commuters (e.g. difficult travel, fees, school concerns etc.): 82 comments (16%)
3. Is too small of an area to have an effect: 67 comments (13%)
4. I do not agree with the proposed charges: 61 comments (12%)
5. This area prioritises pedestrians/commercial vehicles over 'normal' traffic: 43 comments (8%)
6. Want an improvement to air quality: 39 comments (7%)
7. Traffic is being diverted rather than dealt with: 37 comments (7%)
8. Seems alright/appropriate/potentially helpful: 31 comments (6%)

**Example comments** illustrating some of the Resident sentiments about the number of streets included in the proposed ZEZ Pilot are provided overleaf.



## Example comments (where Residents feel that more streets should be included in the proposed ZEZ Pilot area)

"The pilot area seems very small. I worry that having such a small area will just persuade people to drive on neighbouring streets instead, thereby increasing emissions on those streets, rather than actually dissuading them from making car journeys into the city centre in the first place."

"Should probably extend to Summertown in the north to include Marston Ferry road, and similarly to the south perhaps as a 2025/7 plan."

"I don't think it includes any streets that anyone except delivery drivers would use. I know the councils were considering putting bus gates in certain roads. Why not make those roads part of the pilot?"

"As it stands there is very little non-commercial (buses, taxis, deliveries, etc.) traffic on the streets in the trial zone in any case. At least one street which has more "normal" traffic should be included in the trial, to make it a realistic trial.

The most obvious candidates would be St. Aldate's (north of Speedwell Street) and/or High Street (east of Longwall Street), or George Street, since these are amongst the most polluted streets in the city. Failing that, some other less major streets which join on to the existing proposal would surely be a good idea to make the trial more useful."

"George Street should be included from Maadalen Street to New Inn Hall Street."

"There shouldn't be any pilot, everything enclosed by the ring road (excluded) should be ZEZ from day 1 (and day 1 should be brought forward to March 2021)."

"This is great, but it should cover a much bigger area! We need to tackle poor air pollution and the damaging effect of CO2 on the environment. Yes, do this, and then introduce wider areas soon. It's a disgrace how slow change happens in Oxford — we are in a climate \*emergency\*, we need change to green transport more quickly than we are seeing."

"Please include Broad Street - it's currently (in normal times) almost a car park, and the single reason that I don't cycle into town with my child. The cars here make cycling/walking quite dangerous."

"The Westgate Centre and its parking attract a very high amount of traffic, from outside the city. This traffic generates long traffic queues, significantly increasing the emissions in that part of town, to a cost to the local communities. The Park and Rides all provide access to the Westgate and should be encouraged. Cost of using the Park and Ride should be less than the emissions zone charge."

"Almost no motor traffic is currently permitted on the streets included. To make a meaningful difference, the area needs to be larger."

"The entire green zone should be introduced, there are already fewer cars in the pilot area, to make a difference the full green zone should be piloted or at least the full high street and the bulk of St. Aldates for example. Real change needs most of the city centre to be included."

"Increased number of streets such as other streets adjacent to the High Street would put greater pressure on car owners to transition to electric and decrease carbon emissions. The current zone is probably too small to have any meaningful effect."

"The ZEZ pilot area is OK, but please consider expanding it to include e.g. Broad Street, Turl Street, Radcliffe Square, Holywell Street (perhaps with an exemption for market traders until the wider ZEZ comes in in 2022)."



## Example comments (where Residents feel that fewer streets should be included in the proposed ZEZ Pilot area)

"I am disabled and live in this area. My carers use a Blue Badge but living entirely on disability benefits I could not afford the charges and they could not afford to change their vehicles at projected prices, being so poorly paid. I am not clear how they would be able to use my Blue Badge and 24 hour carers' parking permit as they change from day to day."

"This whole scheme puts those who need to access these streets at an unfair disadvantage (the disabled, delivery drivers, emergency utility vehicles) for minimal benefit to the general populace."

"You cannot even get to the Westgate Centre without being charged up to £20! Why build it if nobody can go?!? No access to the museums for anyone with impaired mobility or not wanting to cart pushchairs on buses (which is a nightmare!)."

"The initial pilot is ridiculous - only delivery vehicles and disabled drivers usually enter these streets anyway. OCC will need to heavily compensate all business in this area to account for the unnecessary damage that they will suffer from restrictions to their deliveries. The result of the project will not reduce traffic but force more traffic to cross other areas of the city. This will create greater pollution in residential areas and leave the unpopulated city centre pollution free. Where is the logic in this?"

"It will stop cross-Oxford traffic, forcing all traffic onto the ring road which can't cope with the level of traffic at the moment."

"It's just not practical to stop people bringing combustion engine vehicles into the zone, especially commercial vehicles, double cabs and vans where carrying capacity and towing capability doesn't yet exist properly or cost-effectively in those sectors."

"This is a money making scheme and it will do harm to local businesses."

"This will increase the costs for the people who live or work in the area. In the end, the most affected will be those on low income - the working people."

"Essential vehicular access which is required to some parts of the City, such as Oxford Railway Station and the University Science Area, would be adversely affected if the access routes through Parks Road, South Parks Road and Longwall, and via Oxpens Road, are included in the proposed Green Zone ZEZ. To restrict access through these roads to petrol and diesel and hybrid vehicles will simply drive away economic activity from Oxford."

"The route along Parks Road and along to Magdalen Bridge (e.g. to get to MCS School from Banbury Road) is a key car access route across Oxford - and is not even very busy at rush hour. But the alternative is a much longer drive along the Marston Ferry Road and which is very congested at rush hour - especially where the Marston Ferry Road meets the Banbury Road. It's not safe for young children to cycle in the dark and therefore car access is required for some school drops. This would make living in central Oxford untenable - or very expensive for a short car trip. Like many in Oxford we rent a house so cannot have an electric car as no charging points are available. Please don't do this. Or extend the residents zone to all those inside the ring road. Oxford is a great place to live but changing the arrangements that people rely on is not fair."



## Key themes by Resident respondent group & segment

The main themes in the comments are relatively consistent across demographic groups, with the only slight difference evident when looking at concerns over unfairness for residents/local businesses/work commuters (e.g. difficult travel, fees, school concerns etc.), which may be slightly more prevalent amongst residents with a disability (26%) and pregnant residents (22%).

## Business comments regarding the number of streets included in the proposed ZEZ area

If we look specifically at Business respondents feeling that there are either **not enough streets** or **too many streets** included in the proposed ZEZ area, only a few comments were made and these are shown below:

**Comment** (where Businesses feel that more streets should be included in the proposed ZEZ Pilot area)

"Cleaning the air that is heavily polluted across the city is critical, improving the air for residents but also meaning my employees with respiratory issues will be aided. It should also help with congestion and our commitments to tackle climate change."

**Example comments** (where Businesses feel that fewer streets should be included in the proposed ZEZ Pilot area)

"Access via non-electric vehicles (e.g. staff vehicles and delivery trucks) is essential."

"The access to premises in the zone will be made terribly difficult. Electric vehicles are not common enough yet, this is all too soon."

"The streets included in the scheme prevent deliveries and contractors attending site during the normal hours of the business working day (9am-5pm) without incurring charges - an additional cost to business operations that cannot simply be absorbed by suppliers and will be passed on to. We are currently unable to trade due to COVID-19 and are not entitled to claim financial support. This will influence the financial security of the business going forward when the ZEZ scheme is proposed. It seems the council is penalizing businesses being run from the city centre property."





## Organisation/group comments regarding the number of streets included in the proposed ZEZ area

If we look specifically at respondents representing organisations/groups feeling that there are either **not enough streets** or **too many streets** included in the proposed ZEZ area, only a small number of comments were made and these are shown below.

**Comment** (where organisations/groups feel that more streets should be included in the proposed ZEZ Pilot area)

"The initial area is already partially restricted for vehicle access and also does not include areas of higher socio-economic deprivation (which are of relevance for health impacts). However it is useful for providing valuable data on operability of the scheme."

**Example comments** (where organisations/groups feel that fewer streets should be included in the proposed ZEZ Pilot area)

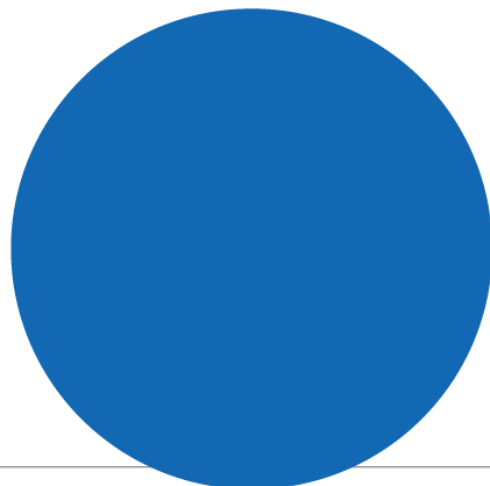
"Please do not include the Oxpens Road in the plans. We already operate at cost so that people who can only just afford to participate can and adding an extra charge to this will mean that everyone will pay vastly increased sums just to get involved."

"Most streets in the ZEZ pilot zone are dead ends or are already pedestrianised. Streets including Turl Street and linked areas that are used primarily by pedestrians should be within the pilot."



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# Views on proposed daily charges for vehicle emission standards



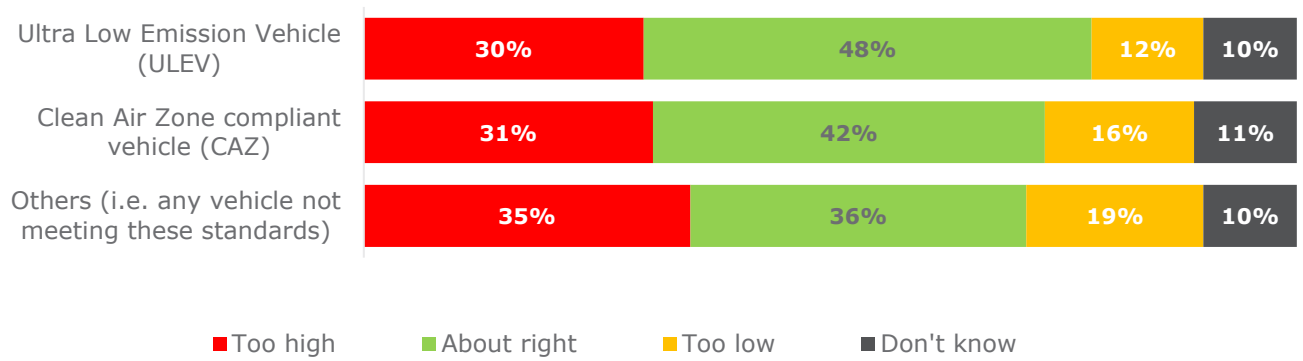


Those responding to the survey were asked to indicate their views on the proposed level of daily charges for various vehicle emission standards for the ZEZ Pilot.

### Headline findings

Results for all respondents for this question are summarised in figure 4, below.

**Figure 4: What are your views on the proposed level of daily charges for each of the following vehicle emissions standards? RESULTS FOR ALL RESPONDENTS** (all responses: n=850, 850, 847).



Overall, approaching half (48%) of all respondents think that the proposed level of daily charges for Ultra Low Emission Vehicles (ULEVs) are 'about right', with a further 12% believing that the ULEV charges are 'too low'. However, 30% of residents think the proposed ULEV charges are 'too high' – 10% of respondents said they didn't know.

Overall, more than two-fifths (42%) of all respondents think that the proposed level of daily charges for Clean Air Zone (CAZ) vehicles are about right, with a further 16% believing that the CAZ charges are too low and 31% feeling the proposed CAZ charges are too high – 11% of respondents said they didn't know.

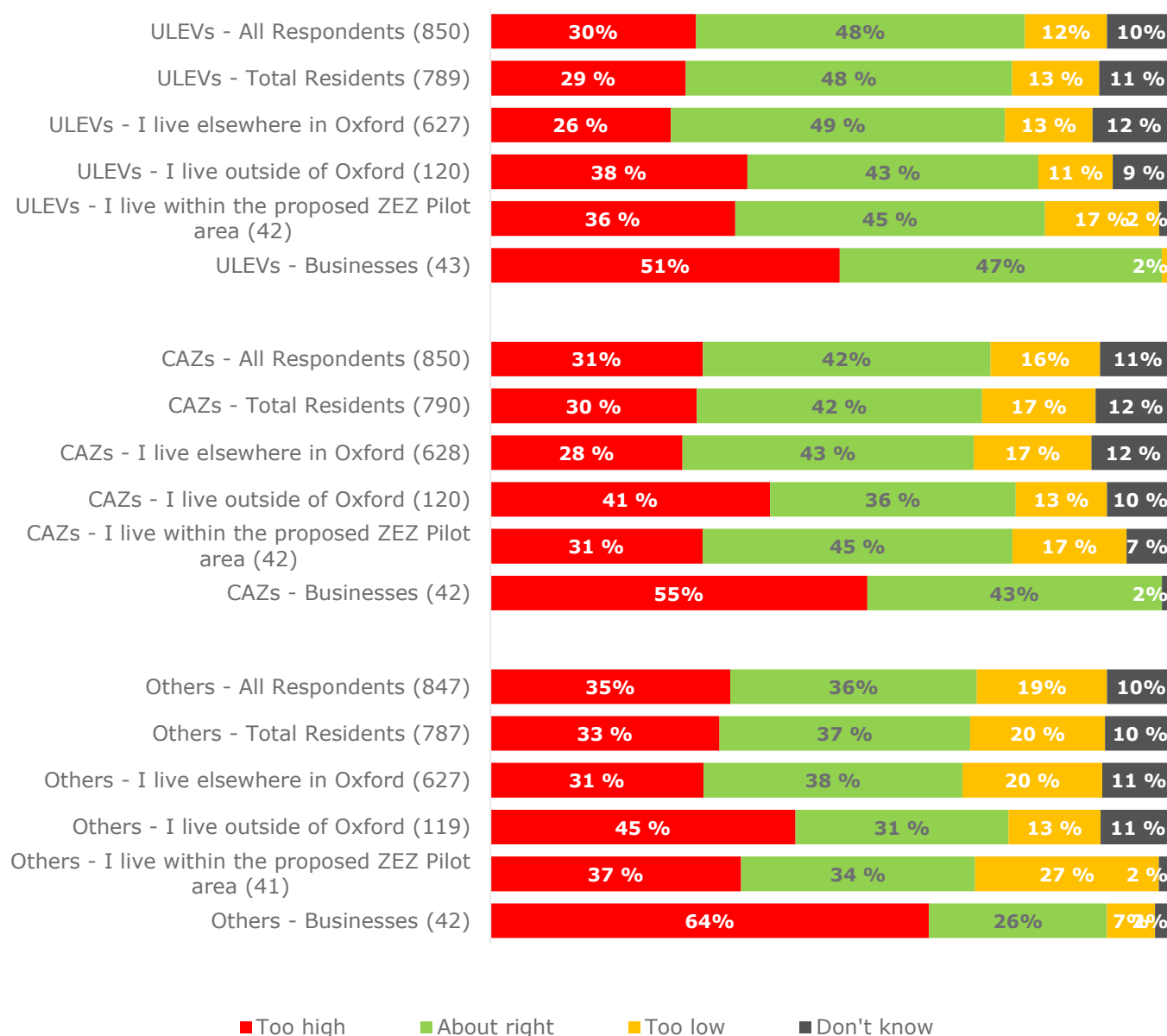
When asked about the proposed charges for any other vehicle not meeting the ULEV or CAZ standards, 36% of residents think that the proposed level of daily charges for non-ULEV/non-CAZ vehicles are about right, with 19% believing that these charges are too low and 35% feeling these proposed charges are too high – 10% of respondents said they didn't know.



## Results by respondent type

Figure 5 (below) shows how responses to this question vary for different types of respondent and also shows the overall responses of those answering on behalf of a business or organisation. Again, it should be noted that the base sizes for those answering on behalf of a business or organisation are relatively low so the findings for this group should be treated as indicative rather than statistically significant.

**Figure 5: What are your views on the proposed level of daily charges for each of the following vehicle emissions standards? RESULTS BY RESIDENT TYPE** (all responses: n=847-850).



Residents living in Oxford itself (either outside or inside the proposed ZEZ Pilot area) appear to express slightly more positive views towards the proposed charging levels for ULEVs than those living outside of Oxford. Just under half of



those living in Oxford but outside the ZEZ (49%) and those living within the ZEZ Pilot area (45%) feel that the ULEV charges are about right compared to 43% of residents living outside of Oxford. Approaching half of businesses (47%) feel the charging levels for ULEVs are about right, although half (51%) of businesses think these charges are too high. Of the five respondents who completed the survey in their capacity as a councillor, two feel that the daily ULEV charges are about right, two think they are too high and one believes they are too low.

When looking at the proposed charges for CAZ vehicles, a similar pattern is evident, with residents living in Oxford itself (either outside or inside the proposed ZEZ Pilot area) express slightly more positive views towards the proposed charging levels for CAZs than those living outside of Oxford. More than two-fifths of those living in Oxford but outside the ZEZ (43%) and those living within the ZEZ Pilot area (45%) feel that the CAZ charges are about right compared to 36% of residents living outside of Oxford. More than two-fifths of businesses (43%) feel the charging levels for CAZs are about right, although more than half (45%) of businesses think these charges are too high. Of the five respondents who completed the survey in their capacity as a councillor, three think that the daily CAZ charges are about right and two think they are too high.

For the proposed charges for 'other' vehicles (i.e. vehicles that do not meet ULEV or CAZ emissions standards), residents living outside of Oxford are more likely than those living in Oxford (either inside or outside of the ZEZ Pilot area) to feel that the proposed charging levels for other vehicles not meeting ULEV/CAZ standards are too high; 45% of residents living outside of Oxford feel the proposed charges are too high, compared with 31% of residents living in Oxford but outside the proposed ZEZ Pilot area and 37% living within the ZEZ Pilot area. However, approaching two-thirds of businesses (64%) feel the charging levels for 'other' vehicles are too high, with only 26% thinking the charges are about right. Of the five respondents who completed the survey in their capacity as a councillor, one thinks that the daily 'other vehicle' charges are too high, two feel that they are about right and two think they are too low.

## **Resident results by demographic group**

Further analysis of feedback from residents (in and outside of Oxford) highlights some differences in opinion by demographic factors:

- Residents with a disability are more likely to feel that the proposed ULEV charges are too high than those without a disability; 41% of disabled residents stated this, compared with 24% of those who do not have a disability.
- A similar pattern is evident amongst Blue Badge holders, with two-thirds of residents holding a Blue Badge (58%) thinking that the proposed ULEV charges are too high, compared with 27% of non-Blue Badge holders.



## Results from Groups/Organisations

Table 9 (below) shows the responses of respondents completing the survey on behalf of a group or organisation. The base size for groups/organisations is very low so these findings should be treated as indicative rather than statistically robust.

### **Table 9: What are your views on the proposed level of daily charges for each of the following vehicle emissions standards?**

**GROUPS/ORGANISATIONS RESPONDENTS ONLY** (all responses: n=11)

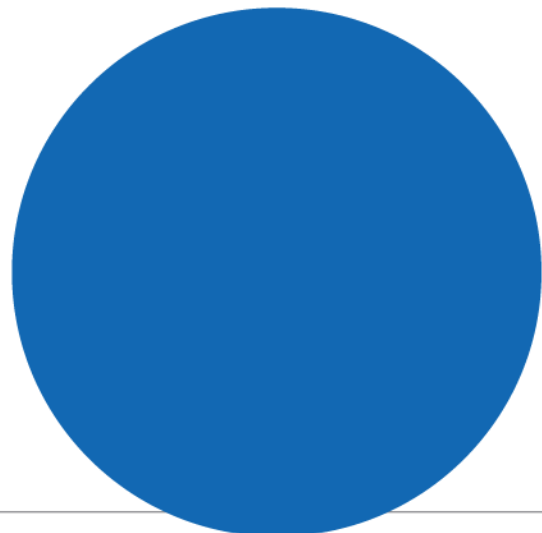
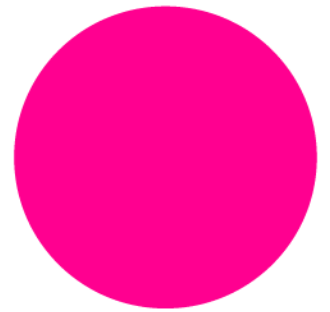
Opinion	No. responses	% responses
<b>Ultra Low Emission Vehicles (ULEV)</b>		
Too high	2	18%
About right	6	55%
Too low	2	18%
Don't know	1	9%
<b>Clean Air Zone compliant vehicles (CAZ)</b>		
Too high	2	18%
About right	4	36%
Too low	4	36%
Don't know	1	9%
<b>Others (i.e. any vehicle not meeting the above standards)</b>		
Too high	4	36%
About right	4	36%
Too low	2	18%
Don't know	1	9%

Group/organisation respondents are most likely to feel that the proposed daily charges for vehicles in general are about right, with the largest number (6 out of 11 respondents) feel that the proposed daily charge for ULEVs is about right. However, 4 out of 11 groups/organisations feel that the proposed daily charges for 'other vehicles' is too high.



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# Comments on proposed level of daily charges for various vehicle emission standards for the ZEZ Pilot



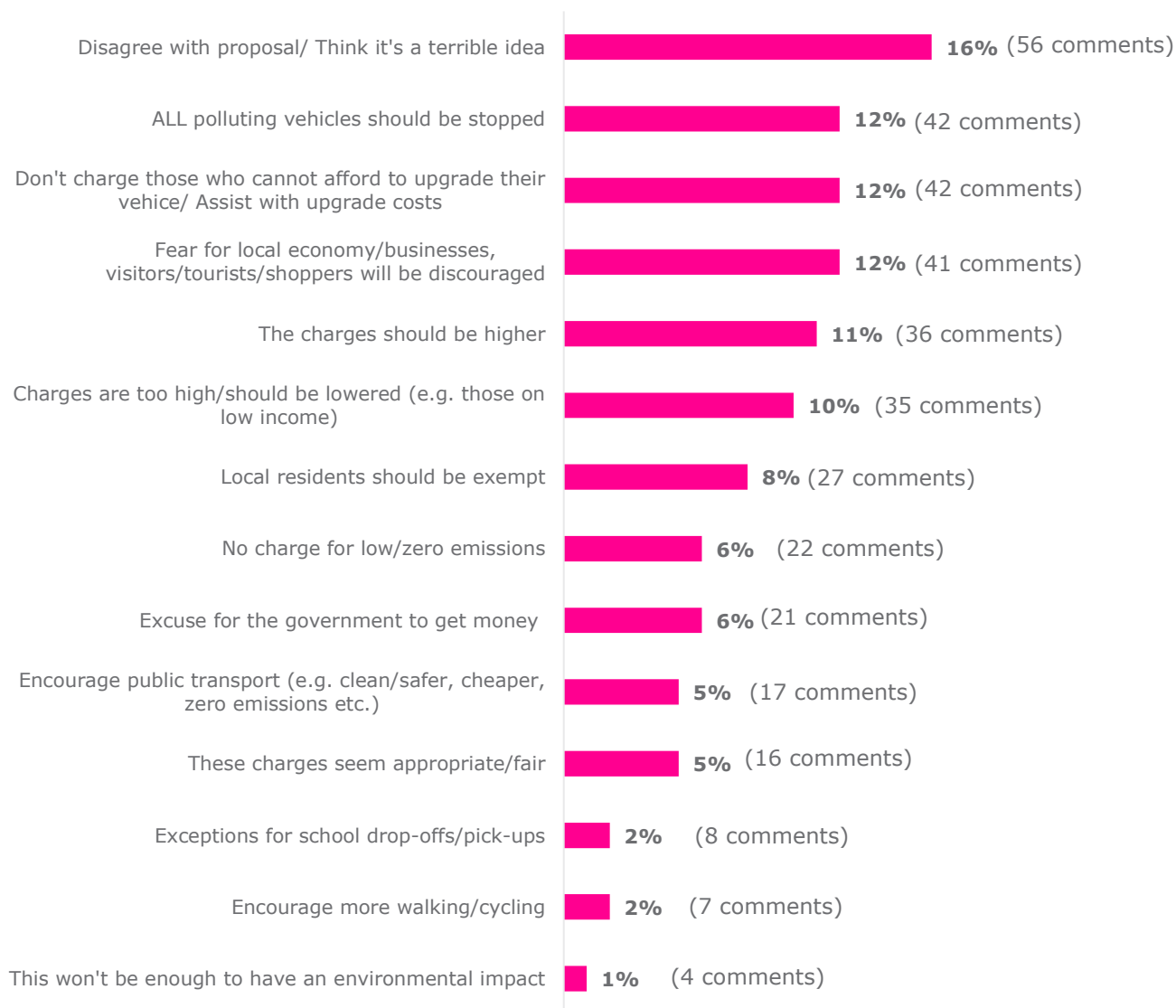


## Respondents were encouraged to type in any comments about the proposed level of daily charges for various vehicle emission standards for the ZEZ Pilot.

This was an open-ended question where respondents could expand on their reasons for giving their viewpoints detailed in the previous section; DJS Research have analysed the comments and coded them into themes to provide a quantified sense of the themes and sentiment.

Overall results for this question are summarised in figure 6, below.

**Figure 6: Please include any comments about the level of charges proposed. RESULTS FOR RESIDENTS ONLY WHO MADE COMMENTS** (all responses: n=340).







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In total, 340 Resident respondents made a comment; those who feel the charges are too high were more likely to make a comment than those who feel the charges are about right.

**Example comments** illustrating some of the Resident sentiments about the levels of the proposed daily charges for various vehicle emissions standards for the ZEZ Pilot area are provided overleaf.



**Example comments** (where Residents feel that proposed charges for ULEV/CAZ/Other non-ULEV/CAZ compliant vehicles are too high or too low in the proposed ZEZ Pilot area)

**'Charges are too high'**

"This is like the residents' parking charge - another money spinner for local authority coffers."

"Oxford is already a very expensive city. Don't punish Oxford residents for living here."

"I really think this proposal will be terrible for the Oxford economy especially after the pandemic, the price of electric cars is out of reach for normal people."

"I really think this proposal will be terrible for the Oxford economy especially after the pandemic and with the price of electric cars out of reach for normal people."

"There should not be a charge for driving on public roads, as vehicle emissions are already taxed. This is double taxation."

"Two tier pricing structure: residents and non-residents. Oxford residents already suffer from high house prices, high cost of living, lower wages than London, local taxes and parking permit. The cost of electronic cars is still quite high at present, so changing from old model cars to electronic cars might not be achievable for most Oxford residents. However, the resident discounts only offer until end of 2025, so the discount period should be longer."

"1) Prior to the introduction of the scheme, there needs to be a full disclosure about how the funds raised by this initiative will be spent by OCC.

2) What subsequent charge increases are planned? Will they be restricted to inflationary increases only, unlike parking charges which have soared over the last few years?

3) The proposed doubling of charges from 2025 is excessive."

**'Charges are too low'**

"Please do also consider changes that would make cycling/walking easier, rather than just to switch to low emission vehicles. Things like segregated cycle paths, electric charging points not blocking pavements."

"Rapid change will only happen if the charges are substantially more of an incentive. As it is, they are comparable to parking, which is just not enough to make the shift happen sufficiently rapidly."

"They should all doubled at least, ULEZ vehicles still emits many toxic and carcinogenic substances, that beside killing many people raise substantially the costs paid by NHS to treat certain pathologies caused by them. The fees proposed wouldn't really be sufficient to cover for that."

"Charges are too low. This should discourage and if it's not going to discourage people just be a minor cost. Any amount should cost more than a family park and ride ticket."

"They should be high enough to encourage park and ride/public transport use. Please consider free buses inside the zone - carrot and stick?"

"Electric cars should be subject to charges as well. Firstly, they create air pollution from their tyres. Secondly, they contribute to congestion. Thirdly, electric cars are expensive. We should not end up with a situation where rich people can buy electric cars and drive into town, while everyone else is excluded because they can't afford to replace their old diesel car."



## Key themes by Resident respondent group & segment

The main themes in the comments are relatively consistent across demographic groups, with no real differences evident.

## Business comments regarding the proposed level of daily charges for various emission standards for the ZEZ Pilot

When looking specifically at the views of Business respondents regarding the proposed daily charge levels, only a few comments were made and these are shown below – please note that no businesses commented that the proposed daily charge levels were too low:

**Example comments** (where Businesses feel that the proposed level of daily charges for various emission standards is too high):

"You are only giving discounts for businesses based inside the zone but my business goes in every day to deliver and I'll be taxed daily when I can least afford it."

"You will only allow rich people to drive through Oxford, those who can afford Tesla cars."

"Our main concern is simply that the vast majority of vehicles will not meet the required standard before the cut-off point. The end result would be that it would be extremely difficult for us to persuade deliveries, contractors, and so on/so forth, to come to our Centre, and - as/when they did - they would charge noticeably more for their services, so as to recoup their costs. We would look, therefore, for special arrangements to be made to assist businesses through a transition period."

"It is a tax which favours the very rich - how many people can afford to buy a zero emissions car? it will drive even more people away from the town centre at a time when the town needs them. Parking costs are extortionate too."

"Staff vehicles are required daily by staff to travel to various places of work around and outside the county to and from head office and between suppliers."

"There should be a reduced amount for businesses that operate within the area and also a pre-paid 'bulk discount'."

"I would love to have an electric car but not everyone can afford one so you are penalising those who cannot."



## Group/organisation comments regarding the proposed level of daily charges for various emission standards for the ZEZ Pilot

When looking specifically at the views of groups/organisations regarding the proposed daily charge levels, only a few comments were made and a selection are shown below.

"Given the current state of the world this charge seems unjust. Bringing in more fees during one of the worst financial times we've experienced in a while is not just unfair but it shows how out of touch this decision was with its constituents."

"The focus should be on enforcement and 'zero means zero' rather than raising money."

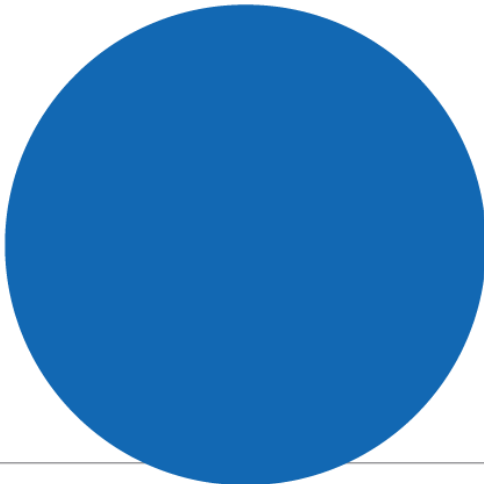
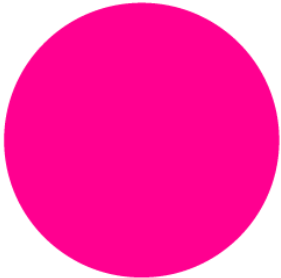
"The progressive approach to charge rates that recognises the improved emissions offered by Euro VI/6 diesel and Euro 4 petrol vehicles by levying a lesser fee for entering the zone during operational hours than older more polluting vehicles, is welcomed."

"To achieve the greatest air quality benefit this would not be a charging scheme (e.g. restriction instead); however it is recognised there is a need for revenue generation. It is very important to note these classes are based upon tailpipe emissions only - and no vehicle is technically 'zero' emission with regard to air pollutants, including those generated from brake, tyre wear, dust resuspension. It is important to recognise that heavier vehicles (including EVs) are likely to contribute proportionately more in terms of non-exhaust emissions and hence this emissions source should be considered in future refinement/review of the scheme."



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# Views on proposed hours when charges would apply



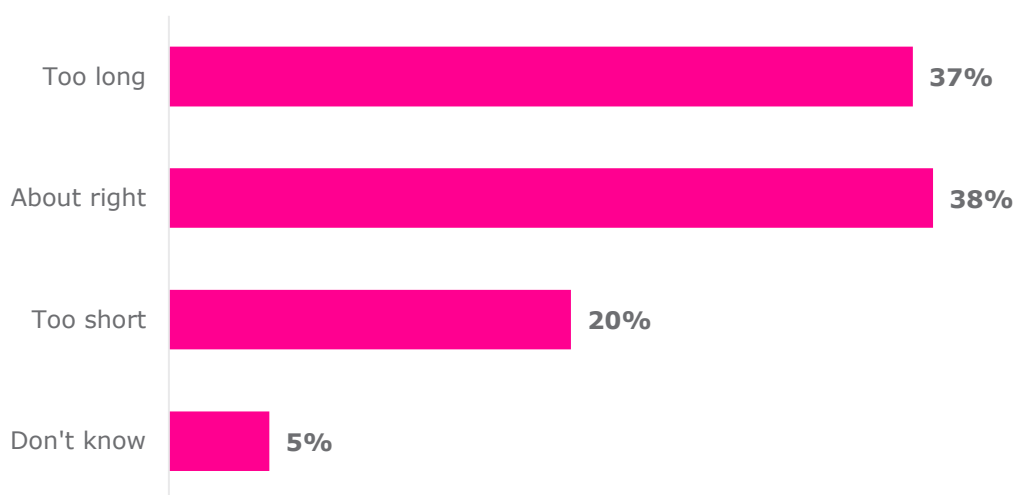


Those responding to the survey were asked to indicate their views on the proposed hours when charges for various vehicle emission standards would apply for the ZEZ Pilot.

### Headline findings

Results for all respondents for this question are summarised in figure 7, below.

**Figure 7: What are your views on the proposed hours when charges would apply (7am to 7pm every day)? RESULTS FOR ALL RESPONDENTS** (all responses: n=854).



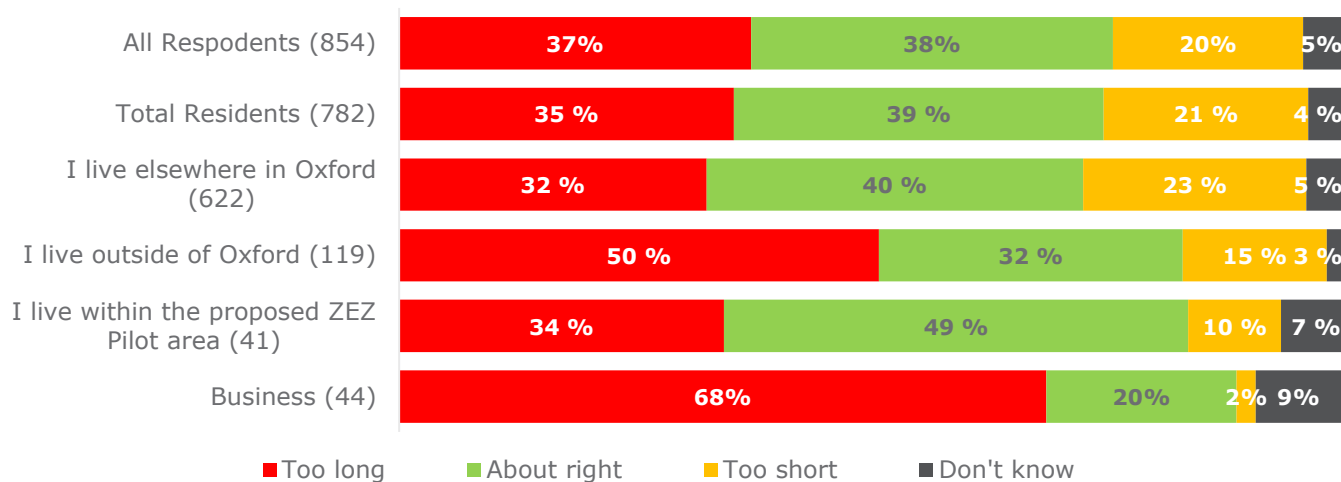
Overall, 38% of all respondents think that the proposed hours when charges would apply (7am to 7pm every day) are 'about right', with a fifth (20%) believing the hours are 'too short'. However, approaching two-fifths (37%) feel that the proposed charging hours are 'too long' - 5% of respondents said they didn't know.



## Results by respondent type

Figure 8 (below) show how responses to this question varied for different types of respondent.

**Figure 8: What are your views on the proposed hours when charges would apply (7am to 7pm every day)? RESULTS BY RESPONDENT TYPE** (all responses: n=316).



Residents living in Oxford itself (either outside or inside the ZEZ Pilot area) express more positive views towards the proposed hours when charges would apply (7am to 7pm every day) than those living outside of Oxford. Two-fifths (40)% of those living in Oxford but outside of the proposed ZEZ Pilot area think the proposed charging hours are about right, with a further 23% thinking that the hours are too short, while nearly half (49%) of those living within the ZEZ Pilot area believe the charging hours are about right and a further 10% think the hours are too short. This compares with less than a third (32%) of residents living outside Oxford feeling that the charging hours are about right – half (50%) believe the hours are too long.

More than two-thirds of businesses (68%) feel that the hours are too long, while only a fifth (20%) believe that they are about right and only 2% say they are too short.

Of the five respondents who completed the survey in their capacity as councillors, three believe that the proposed charging hours of 7am to 7pm are about right, with one feeling they are too short and one thinking they are too long.

## Resident results by demographic group

Further analysis of feedback from residents (in and outside of Oxford) highlights some differences in opinion by demographic factors:

- Female residents are slightly more likely to think that the proposed hours that charges would apply for are about right than male residents; 43% of females stated this, compared with 38% of males.



- Residents in the 45-54 age group are more likely to think that the proposed hours that charges would apply for are too long than residents in other age groups; 41% of 45-54s stated this, compared with 32% of 25-34s and 33% of 35-44s.
- Residents with a disability are more likely to feel that the proposed hours that charges would apply for are too long than those without a disability; 54% of disabled residents stated this, compared with 29% of those who do not have a disability.
- A similar pattern is evident amongst Blue Badge holders, with three-fifths of residents holding a Blue Badge (61%) thinking that the proposed charging hours were too long, compared with 34% of non-Blue Badge holders.

## Results from Groups/Organisations

Table 10 (below) shows the responses of respondents completing the survey on behalf of a group or organisation. The base size for these respondents is very low so these findings should be treated as indicative rather than statistically robust.

**Table 10: What are your views on the proposed hours when charges would apply (7am to 7pm every day)? GROUPS/ORGANISATIONS RESPONDENTS ONLY** (all responses: n=11).

Opinion	No. responses	% responses
Too long	3	27%
About right	3	27%
Too short	2	19%
Don't know	3	27%

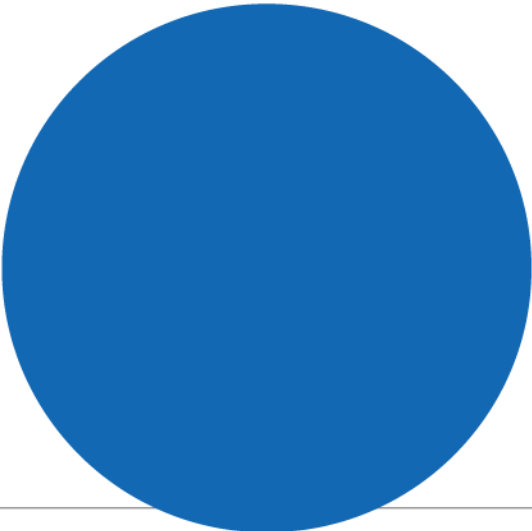
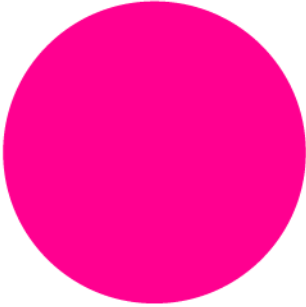
There is a spread of opinions amongst respondents from groups/organisations, with 5 out of 13 thinking that the proposed hours when charges would apply (7am to 7pm every day) are about right, 3 out of 13 feeling that they are too long and 2 out of 13 believing they are too short.





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# Comments on proposed hours when charges would apply





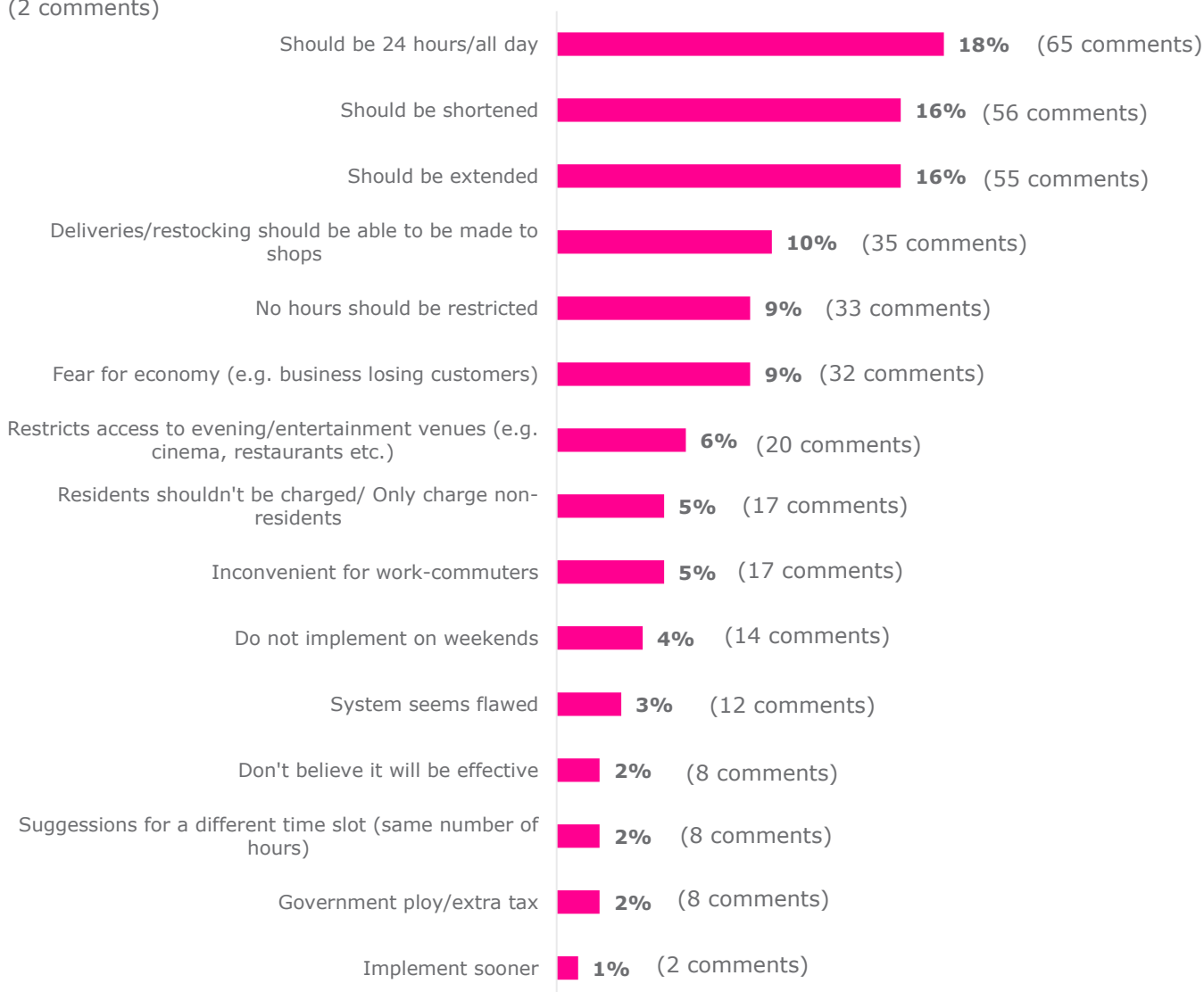
## Respondents were encouraged to type in any comments about the proposed hours when charges for various vehicle emission standards would apply for the ZEZ Pilot.

This was an open-ended question where respondents could expand on their reasons for giving their viewpoints detailed in the previous section; DJS Research have analysed the comments and coded them into themes to provide a quantified sense of the themes and sentiment.

Overall results for this question are summarised in figure 9, below.

**Figure 9: Please include any comments about the proposed hours when charges would apply. RESULTS FOR RESIDENTS ONLY WHO MADE COMMENTS** (all responses: n=352).

(2 comments)





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In total, 352 respondents made a comment; those who feel the proposed charging hours are too long were slightly more likely to make a comment than those who feel the charging hours are too short or about right.

**Example comments** illustrating some of the Resident sentiments about the levels of the proposed charging hours are provided overleaf.



**Example comments** (where Residents feel that the proposed hours where charges would apply in the proposed ZEZ Pilot area (7am to 7pm daily) are too long or too short)

**'Hours are too long'**

"8am-6pm would provide better balance."

"Could make it to 6:30 pm to allow access to evening entertainment."

"Enough charge free time must be allowed for goods deliveries."

"First of all, there shouldn't be any tax that will create a bigger gap between rich and poor people. Second of all, having a tax on weekends, when the traffic is extremely low and people avoid the town centre because of already very high costs of parking makes no sense."

"I don't think they should apply at any time. It is crazy that kebab vans continue to operate in the clean air zones using propane burners, and that black cabs which are very old and dirty are exempt while modern much cleaner petrol vehicles are penalised."

"I often drive into Oxford in the evenings for various social activities. You should not be charging any later than 6.30pm (the time at which it is possible to drive up the High and park on certain single yellow lines). Traffic has normally dissipated completely by this time anyway. No charging after 6.30pm."

"I would not be exempt. I cannot afford to pay this. I already spend a lot of money/time on my commute. The proposed hours when charges would apply fall between my arrival and departure from Oxford. Enforcing this ZEZ would hinder my access to the workplace and definitely impact on my life."

**'Hours are too short'**

"7am to 11pm would be better."

"Air pollution and other harms from vehicles do not cease to be a problem at 7pm. There is no rationale whatsoever for restricting the charges to these times, and they should apply 24 hours a day. There may be a case for separate road user pricing, with variable pricing related to congestion, but that should of course include charging for zero (tailpipe) emission vehicles."

"As proposed, it looks as if polluting vehicles would be allowed to deliver to businesses, early in the day, so there is little incentive for companies and suppliers to change what they are doing. Also, why the 7pm cut-off?"

"Due to the pedestrianisation of these streets, many vehicles that will not already be exempt from charges will simply perform their duties outside of the restricted hours, simply shifting the emissions to other times of day and resulting in no overall reduction."

"Foot traffic in the city centre is still high outside of 7am-7pm. Also 7am-7pm would risk pushing Heavy delivery traffic into the night which would be bad for noise pollution."

"I love the way shops and restaurants are able to expand into the street. It increases the amount of space for all of us who love Oxford to live in. 7am sounds like a suitable starting time, but the charge hours should be extended to at least 11pm."



## Key themes by Resident respondent group & segment

The main themes in the comments are relatively consistent across demographic groups, with the only real differences evident being for the feeling that the proposed charging hours should be 'extended to 24 hours per day', which males are more likely to mention as a reason why proposed charging hours are seen as being too short (22%) than females (13%).

## Business comments regarding the proposed hours when charges for various emission standards would apply for the ZEZ Pilot

When looking specifically at the views of Business respondents regarding the proposed charging hours, only a few comments were made and these are shown below – please note that only a couple of businesses commented that the proposed charging hours were too short:

**Example comments** (where Businesses feel that the proposed hours when charges for various emission standards would apply for the ZEZ Pilot were too long:

"I think they should be at peak times only and end at 6pm anyway to allow people to come in in the evenings to spend money at local businesses."

"The starting times could be changed to 8am. You also need to accommodate delivery vehicles."

"Charging will ruin business, people will just drive to out of town shopping centres with free parking."

"The end result of this would be to push deliveries, etc., out of working hours - which is not only bad for businesses, but it would also add to congestion, noise, etc., out of hours, in what is, for our students, a residential area."

"Trading hours are 9am-5pm - we would need to be able to receive deliveries and have contractors attend site during normal business hours."

"These include delivery hours and are far too prohibitive."

"An hour less either side would provide a better window for shops to load/unload whilst still preserving the majority of the day for zero emissions."

"Delivery companies will insist on making their rounds before 7am which will mean that businesses will have to pay staff to be at work for 7 am and pay out even more for extra staff hours, they won't be able to afford it."



## Group/organisation comments regarding the proposed hours when charges for various emission standards would apply for the ZEZ Pilot

When looking specifically at the views of groups/organisations regarding the proposed charging hours, only a small number of comments were made and these are shown below:

### Example comments

"An extra hour in the mornings could be made available to delivery vehicles in the initial years.

"Optimal timings could be determined from diurnal variability in NO2 emissions using AURN and low-cost sensor data. It is important to note that timed restrictions may lead to behavioural changes which are negative for other outcomes, such as noise pollution."

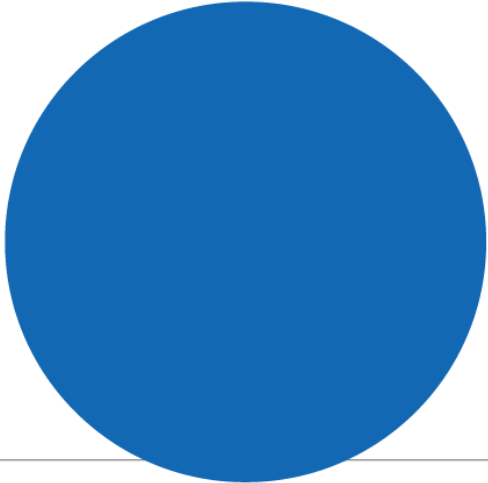
"We note that your proposals acknowledge there could be negative economic impacts such as increased direct or indirect costs for businesses, customers and residents. HGVs and vans play an indispensable role in servicing towns and cities, supplying local communities and supporting local economies. Our organisation does not agree that these proposals fully recognise the importance of the logistics industry and the part they play in supporting Oxford's economy and local community."

"So air pollution/promoting active travel/climate change don't matter between 7pm and 7am?  
There are very clear, essential reasons for introducing this measure - none of which are time-of day related!"



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# Views on proposed discounts for certain vehicles



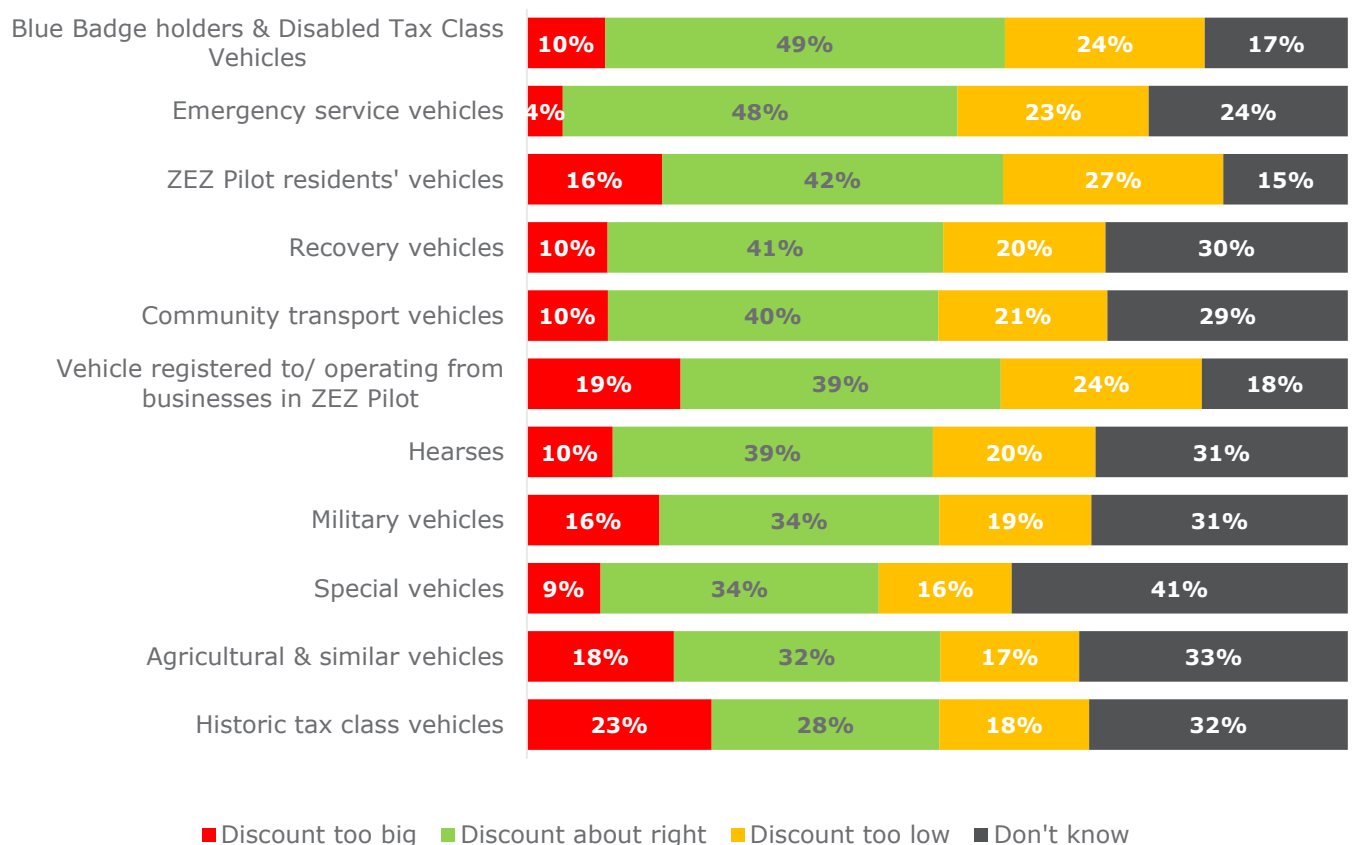


Those responding to the survey were asked to indicate their views on the proposed discounts for certain vehicles.

### Headline findings

Results for all respondents for this question are summarised in figure 10, below.

**Figure 10: What are your views on the proposed discounts for certain vehicles (the proposed discounts are different from those proposed in the consultation in January 2020 – please see Section 5 of the 'Final ZEZ Pilot Proposals' document for details)? RESULTS FOR ALL RESPONDENTS (all responses: n=835-850).**







For all vehicle types, the proportions of respondents thinking that the discounts for each one were 'about right' were larger than the proportions thinking they were either 'too big' or 'too low'. Overall, the largest levels of agreement that discounts are about right are seen for Blue Badge holders & Disabled Tax Class vehicles (49% of all respondents feeling this way) and emergency vehicles (48%). The lowest levels of agreement about the discounts for certain vehicle types being about right are seen for historic tax class vehicles (28%), agriculture & similar vehicles (32%), special vehicles (34%) and military vehicles (34%). However, it should be noted here that relatively large proportions of residents said that they didn't know what to think about the discount levels- ranging between 15% and 41% across the various vehicle types.

## Results by respondent type

Residents living in Oxford itself but outside of the ZEZ Pilot area are generally more likely to feel that the discounts offered for most of the various vehicle types are about right compared to those living outside of Oxford.

One example of this is that 44% of those living in Oxford but outside of the ZEZ Pilot area feel that the discount for ZEZ Pilot residents' vehicles is about right, compared to 34% of those living outside Oxford and 38% of those who live within the proposed ZEZ Pilot area - 36% of those living within the ZEZ Pilot area feel that the discount is too small.

Another notable example is that 50% of those living in Oxford but outside of the ZEZ Pilot area feel that the discount for Blue Badge holders & Disabled Tax Class vehicles is about right, compared to 44% of those living outside Oxford.

## Resident results by demographic group

Further analysis of feedback from residents (in and outside of Oxford) highlights some differences in opinion by demographic factors:

- Residents with a disability are more likely to feel that the proposed discounts for most types of vehicle are too small compared to those without a disability; one example is that 39% of disabled residents feel that the discount for Blue Badge holders & Disabled Tax Class vehicles is too small, compared with 20% of those who do not have a disability.
- A similar pattern is evident amongst Blue Badge holders, with nearly three-fifths of residents holding a Blue Badge (57%) thinking that the proposed discount for Blue Badge holders & Disabled Tax Class vehicles is too small, compared with 23% of non-Blue Badge holders.



## Results from Businesses

Table 11 (below) shows the responses of Business respondents. The base size for Business respondents is fairly low so these findings should be treated as indicative rather than statistically robust.

**Table 11: What are your views on the proposed discounts for certain vehicles (the proposed discounts are different from those proposed in the consultation in January 2020 – please see Section 5 of the 'Final ZEZ Pilot Proposals' document for details)? BUSINESS RESPONDENTS ONLY** (all responses: n=37-41).

Opinion	No. responses	% responses
<b>ZEZ Pilot residents' vehicles</b>	<b>38</b>	
Discount too big	0	0%
Discount about right	15	40%
Discount too small	13	34%
Don't know	10	26%
<b>Vehicle registered to and operating from businesses in the ZEZ Pilot area</b>	<b>41</b>	
Discount too big	3	7%
Discount about right	13	32%
Discount too small	18	44%
Don't know	7	17%
<b>Blue Badge holders (or international equivalent) and Disabled Tax Class vehicles</b>	<b>37</b>	
Discount too big	4	11%
Discount about right	19	51%
Discount too small	6	16%
Don't know	8	22%



**Table 11 (continued):** What are your views on the proposed discounts for certain vehicles (the proposed discounts are different from those proposed in the consultation in January 2020 – please see Section 5 of the 'Final ZEZ Pilot Proposals' document for details)? **BUSINESS RESPONDENTS ONLY** (all responses: n=13).

Opinion	No. responses	% responses
<b>Emergency service vehicles</b>	<b>39</b>	
Discount too big	3	8%
Discount about right	18	46%
Discount too small	7	18%
Don't know	11	28%
<b>Historic tax class vehicles</b>	<b>39</b>	
Discount too big	8	21%
Discount about right	11	28%
Discount too small	8	21%
Don't know	12	30%
<b>Hearses</b>	<b>38</b>	
Discount too big	1	3%
Discount about right	16	42%
Discount too small	8	21%
Don't know	13	34%
<b>Military vehicles</b>	<b>38</b>	
Discount too big	2	5%
Discount about right	16	42%
Discount too small	7	19%
Don't know	13	34%
<b>Agriculture &amp; similar vehicles</b>	<b>38</b>	
Discount too big	5	13%
Discount about right	15	39%
Discount too small	6	16%
Don't know	12	32%



**Table 11 (continued):** What are your views on the proposed discounts for certain vehicles (the proposed discounts are different from those proposed in the consultation in January 2020 – please see Section 5 of the 'Final ZEZ Pilot Proposals' document for details)? **BUSINESS RESPONDENTS ONLY** (all responses: n=13).

Opinion	No. responses	% responses
<b>Recovery vehicles</b>	<b>39</b>	
Discount too big	2	5%
Discount about right	17	44%
Discount too small	6	15%
Don't know	14	36%
<b>Special vehicles</b>	<b>38</b>	
Discount too big	2	5%
Discount about right	13	34%
Discount too small	7	19%
Don't know	16	42%
<b>Community transport vehicles</b>	<b>39</b>	
Discount too big	3	8%
Discount about right	14	36%
Discount too small	8	20%
Don't know	14	36%

Business respondents are most likely to feel generally that the proposed discounts offered for most vehicle types are about right (compared to being either too big or too small). The only exception to this is for vehicles registered to and operating from businesses in the ZEZ Pilot area, where 44% (18 out of 41 respondents) feel the discount for this vehicle type is too small.

There is little difference between the views of respondents representing businesses and saying that their business is within the proposed ZEZ Pilot area and those indicating that their business is outside of the proposed ZEZ Pilot area in relation to the proposed vehicle discounts.



## Results from Groups and Organisations

Table 12 (below) shows the responses of respondents completing the survey on behalf of a group or organisation. The base size for these respondents is very low so these findings should be treated as indicative rather than statistically robust.

**Table 12: What are your views on the proposed discounts for certain vehicles (the proposed discounts are different from those proposed in the consultation in January 2020 – please see Section 5 of the 'Final ZEZ Pilot Proposals' document for details)? GROUPS AND ORGANISATIONS RESPONDENTS ONLY** (all responses: n=11).

Opinion	No. responses	% responses
<b>ZEZ Pilot residents' vehicles</b>	<b>11</b>	
Discount too big	1	9%
Discount about right	4	37%
Discount too small	3	27%
Don't know	3	27%
<b>Vehicle registered to and operating from businesses in the ZEZ Pilot area</b>	<b>11</b>	
Discount too big	1	9%
Discount about right	5	46%
Discount too small	2	18%
Don't know	3	27%
<b>Blue Badge holders (or international equivalent) and Disabled Tax Class vehicles</b>	<b>11</b>	
Discount too big	0	0%
Discount about right	7	64%
Discount too small	2	18%
Don't know	2	18%



**Table 12 (continued):** What are your views on the proposed discounts for certain vehicles (the proposed discounts are different from those proposed in the consultation in January 2020 – please see Section 5 of the 'Final ZEZ Pilot Proposals' document for details)? **GROUPS AND ORGANISATIONS RESPONDENTS ONLY** (all responses: n=11).

Opinion	No. responses	% responses
<b>Emergency service vehicles</b>	<b>11</b>	
Discount too big	0	0%
Discount about right	5	46%
Discount too small	2	18%
Don't know	4	36%
<b>Historic tax class vehicles</b>	<b>11</b>	
Discount too big	2	18%
Discount about right	3	27%
Discount too small	1	9%
Don't know	5	46%
<b>Hearses</b>	<b>11</b>	
Discount too big	2	18%
Discount about right	4	37%
Discount too small	2	18%
Don't know	3	27%
<b>Military vehicles</b>	<b>11</b>	
Discount too big	2	18%
Discount about right	4	37%
Discount too small	2	18%
Don't know	3	27%
<b>Agriculture &amp; similar vehicles</b>	<b>11</b>	
Discount too big	2	18%
Discount about right	4	37%
Discount too small	2	18%
Don't know	3	27%



**Table 12 (continued):** What are your views on the proposed discounts for certain vehicles (the proposed discounts are different from those proposed in the consultation in January 2020 – please see Section 5 of the 'Final ZEZ Pilot Proposals' document for details)? **GROUPS AND ORGANISATIONS RESPONDENTS ONLY** (all responses: n=11).

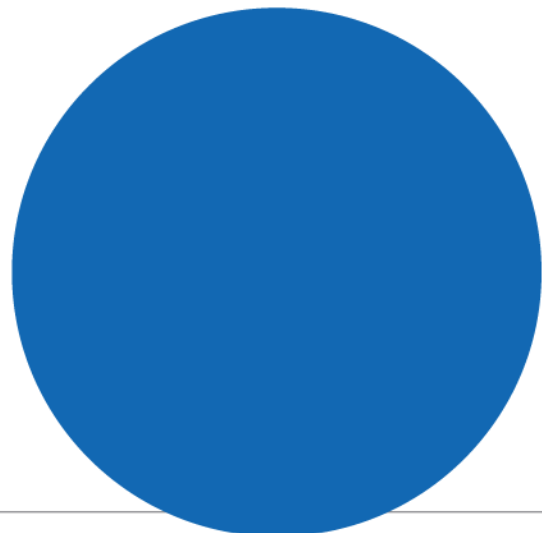
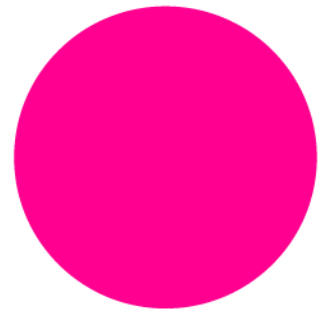
Opinion	No. responses	% responses
<b>Recovery vehicles</b>	<b>11</b>	
Discount too big	1	9%
Discount about right	5	46%
Discount too small	3	27%
Don't know	2	18%
<b>Special vehicles</b>	<b>11</b>	
Discount too big	1	9%
Discount about right	4	37%
Discount too small	3	27%
Don't know	3	27%
<b>Community transport vehicles</b>	<b>11</b>	
Discount too big	0	0%
Discount about right	5	46%
Discount too small	3	27%
Don't know	3	27%

Respondents representing groups or organisations are most likely to feel generally that the proposed discounts offered for most vehicle types are about right (compared to being either too big or too small).



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# Comments on proposed discounts for certain vehicles





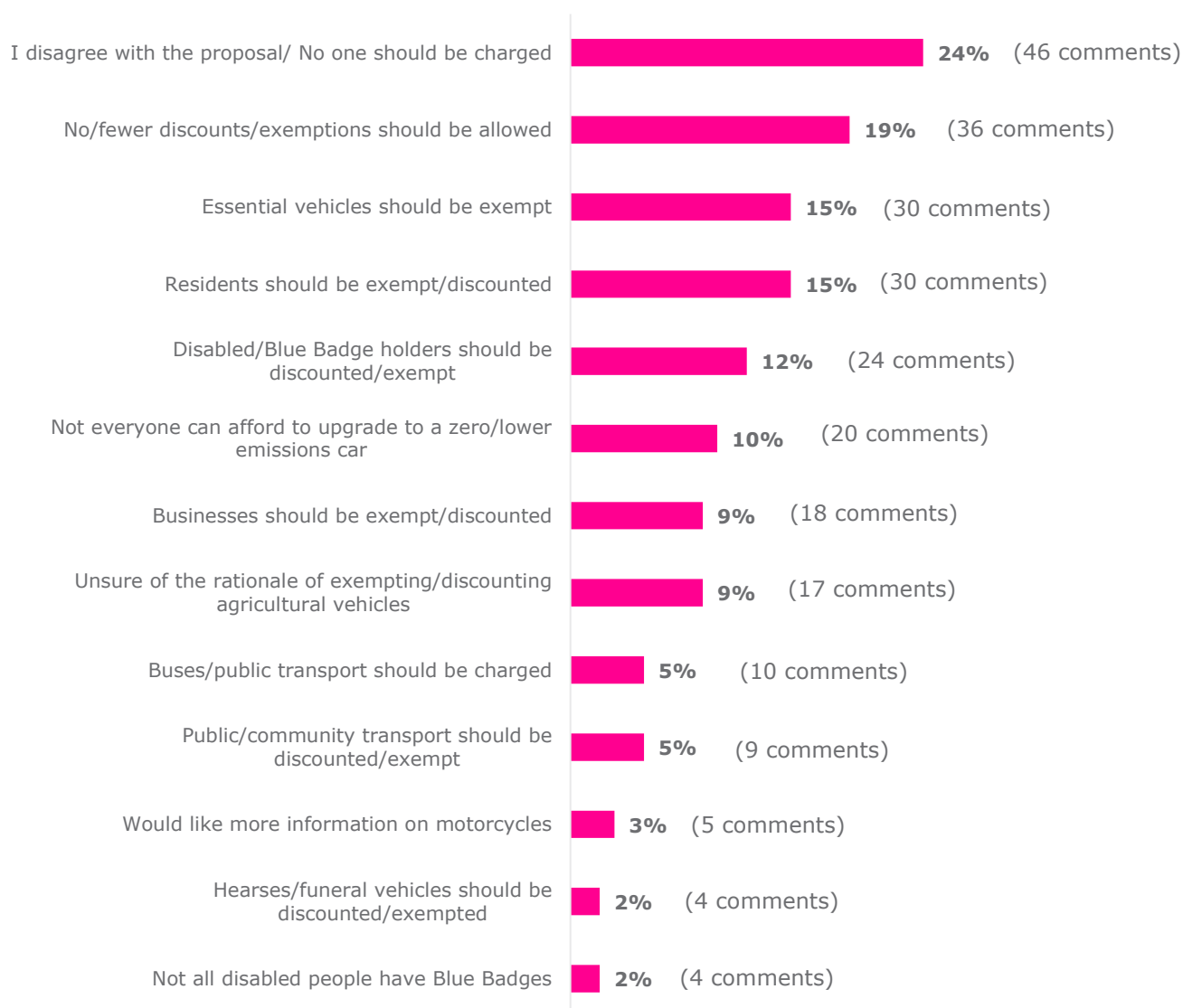


## Respondents were encouraged to type in any comments about the proposed level of discounts for various vehicle types for the ZEZ Pilot.

This was an open-ended question where respondents could expand on their reasons for giving their viewpoints detailed in the previous section; DJS Research have analysed the comments and coded them into themes to provide a quantified sense of the themes and sentiment.

Overall results for this question are summarised in figure 11, below.

**Figure 11: Please include any comments about discounts proposed for certain vehicles including whether you think other categories of vehicles should benefit from a discount. RESULTS FOR RESIDENTS ONLY WHO MADE COMMENTS** (all responses: n=194).





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In total, 194 respondents made a comment. **Example comments** illustrating some of the Resident sentiments about the levels of the proposed discounts for certain vehicles using the ZEZ Pilot area are provided overleaf.



**Example comments** (where Residents feel that at least some of the proposed discounts for various vehicle types are too big or too small in the proposed ZEZ Pilot area)

**'Discounts are too big'**

"I have great respect for hearses used in funerals but these are one-off occurrences and the charge can be included in the funeral directors' expenses."

"Public transport should not have to pay, nor disabled/Blue Badge holders."

"Residents' and businesses 75% discount; both only to 2024. I see no reason to exempt hearses, which are basically just commercial vehicles which only need to enter the ZEZ on specific and limited occasions."

"The pollution produced by a vehicle doesn't kill less if the holder is a resident. Discounts should only apply to categories that are forced to use a car or run a business that doesn't offer zero emission alternatives (for example agricultural tractors are not zero emissions for now)."

"Why are there any discounts? Don't water down your green proposals! Stand up for people, not fossil fuel-powered motor engines!"

"Why are there any discounts? Don't water down your green proposals! Stand up for people, not fossil fuel-powered motor engines!"

"90% to 100% is far too big for far too long - a sliding scale, reducing the discount every year e.g.: 90% then 75% then 60% then 45% then 30% then 15% then nothing - so discount phased out over, say, 7 years - more of an incentive not to hang on to the last moment."

**'Discounts are too small'**

"Makes no sense to allow an old car or tractor into the centre."

"100% discount to all Oxford residents."

"All residents of Oxford, regardless of whether they live in the area could be given a discount. Particularly those on lower incomes."

"How can our council charge ambulances and fire engines and police vehicles?"

"Incentives should be given to purchase and support the purchase of zero direct emission vehicles rather than punishing and excluding people who do not have them."

"Many people don't qualify for a Blue Badge so won't get any discount, yet cannot travel by bike or public transport. How do they get around without being penalised?"

"No charges for all vehicles belonging to residents of Oxford should be levied, or for vehicles registered to business operating within the central ring road zone. Full charges, without discounts should be applied to all other vehicles driving into the city - within the ring road."

"This scheme should be based on residency and not class of vehicle. It is too complex as proposed - simply have residents of Oxford and non-residents. Do not charge or restrict residents."



## Key themes by Resident respondent group & segment

The main themes in the comments are relatively consistent across demographic groups, with the only slight difference evident when looking at the feeling that fewer discounts/exceptions should be allowed, a feeling which is more prevalent than average amongst Blue Badge holders (24%) and males (23%).

## Business comments regarding the proposed discounts for certain vehicle types for the ZEZ Pilot

When looking specifically at the views of Business respondents regarding the proposed discounts for certain vehicle types, a few comments were made and these are shown below.

### Comments made:

"You should give a discount to businesses that come into Oxford to deliver and work. Historic vehicles have no anti-pollution measures on them at all and should not be allowed in free."

"Delivery and contractor (trades) vehicles should also receive 100% discount as should residents and business vehicles."

a) Discounts for both, residents' vehicles and vehicles registered and operating from businesses in ZEZ Pilot (and larger ZEZ) should be aligned and applied until August 2030.

"Small businesses under £50k business rates threshold should be exempt. The majority of these will be retail and hospitality, sectors which need vital support at present."

b) Consideration is given to students' moving in and out days; suspension of the ZEZ Pilot (and larger ZEZ) on these days."

"Discounts should apply for a much longer period, up to 2030 at least. Old Bank suppliers and hotel guests should get a substantial discount. We strongly suggest that Merton Street and Magpie Lane accessed via the Eastgate Hotel end of the High from Magdalen Bridge, should be excluded from the zone as they were not included in your first original zero emission proposals. We attended your original consultation and these two streets were excluded."

"There should be a discount voucher or equivalent provided to students of colleges within the pilot zone and their parents at the start and end of term - they are also residents. Until there is sufficient park and ride capacity to accommodate all vehicles of workers within the zone and/or a meaningful network of buses connecting the surrounding towns directly to the centre of Oxford, significant discounts or full exemption should be provided for staff accessing a bona fide work parking space within the zone. Without this it is an unfair tax on lower paid staff who work within the centre of Oxford and cannot afford to live in the city."

"The main point here is simply about contractors and deliveries serving businesses/residents like us within the zone. We would look for discounts to be made to such vehicles as/when they are required."



## Group/organisation comments regarding the proposed discounts for certain vehicle types for the ZEZ Pilot

When looking specifically at the views of respondents completing the survey on behalf of a group or organisation, only a small number of comments were made regarding the proposed discounts for certain vehicle types and these are shown below.

### Comments made:

"We note that your proposals acknowledge there could be negative economic impacts such as increased direct or indirect costs for businesses, customers and residents. HGVs and vans play an indispensable role in servicing towns and cities, supplying local communities and supporting local economies. Logistics UK does not agree that these proposals fully recognise the importance of the logistics industry and the part they play in supporting Oxford's economy and local community.

"All discounts offered are likely to reduce efficacy of the scheme for addressing poor air quality."

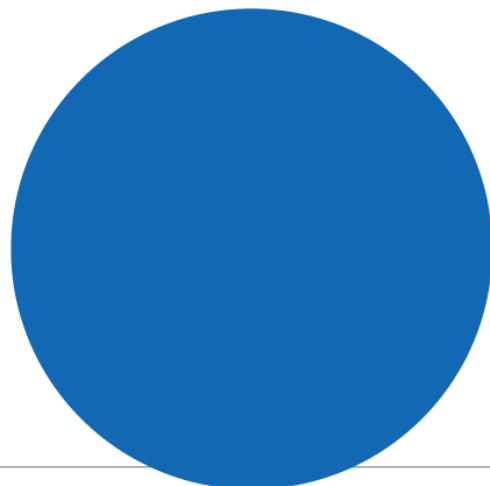
"Has consideration been given to a similar concession to that which currently exists in 'controlled parking zones', where residents can buy visitors' parking permits?"

"We are concerned about the regressive nature of the proposed charging scheme."



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# Views on proposed 90% discount for vehicles operated by businesses in the ZEZ Pilot area





Those responding to the survey on behalf of a business were asked to indicate their views on the proposed 90% discount for vehicles registered to and operated by businesses in the ZEZ Pilot area.

### Headline findings

Results for Businesses for this question are summarised in table 13, below.

**Table 13: We are proposing a 90% discount until 2025 for vehicles registered to and operated from businesses in the ZEZ Pilot area. The councils are exploring the number of vehicles per business which would be eligible for this discount. How many of this type of vehicle does your business have? BUSINESS RESPONDENTS ONLY** (all responses: n=17).

Opinion	No. responses	% responses
None	7	41%
One	3	18%
Two	2	11%
Three	1	6%
Four	0	0%
Five	1	6%
Six to ten	0	0%
More than ten	3	18%

Business respondents are most likely to have 2 or less vehicles, with 12 of the 17 business respondents indicating this – only in 3 cases did a responding business have a fleet of 10 or more vehicles.



## Business comments regarding the proposed 90% discount for vehicles registered to and operated by businesses within the ZEZ Pilot area

Only a small number of comments were made by businesses in relation to this question and these are shown below – all comments below were made by businesses that are situated within the proposed ZEZ Pilot area.

### Comments made:

“As many as necessary for the business to continue to operate effectively and should be judged business by business.”

“I will have to close my business and sack my staff.”

“We are a classic example of a business in the area who depends on other businesses to supply it. It would therefore not help us to register our own vehicle in the area. Instead, we would need suitable exemptions [etc] to be made to contractors/deliveries coming into the area to serve businesses within it.”

“The Master of the college is the sole resident of the college allowed to own a car. This is kept in our car park on New Road, outside the Zone. College also owns a van which it keeps in the same car park.”

“Parking restrictions already prevent any of us driving to work. We often use taxis and occasionally use a school bus.”

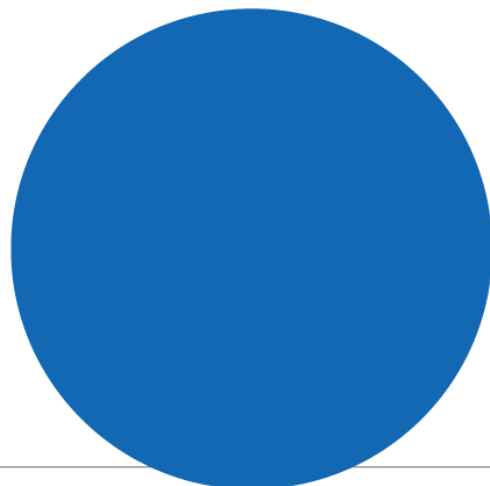
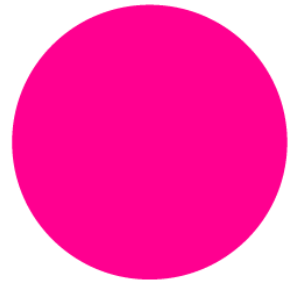
“The number of vehicles is irrelevant. for example we have vehicles that make deliveries outside of the county, what matters is the number of trips vehicles owned by the company make into the zone.”





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# Views on proposed end dates for ZEZ businesses/Blue Badge holders/disabled tax class vehicle discounts in the ZEZ Pilot area



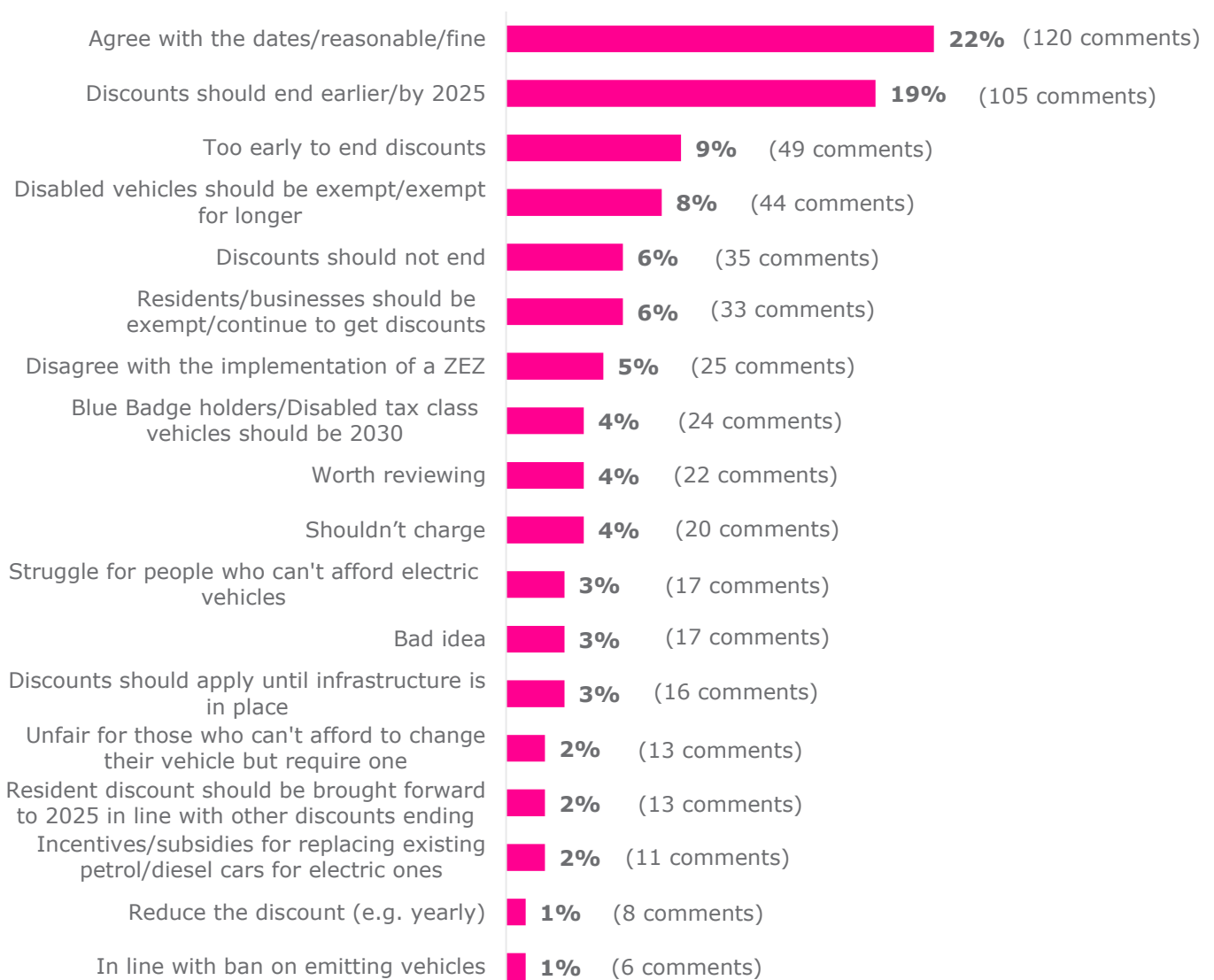


All residents and businesses responding to the survey were asked to indicate their views on the proposed end dates for the discounts for ZEZ businesses (August 2030), Blue Badge holders (and disabled tax class vehicles (August 2025)).

### Headline findings

Results for Residents in the wider Oxford area for this question are summarised in figure 12, below. Please note that the responses for Residents and Businesses have been kept separate for this question.

**Figure 12: The discount for ZEZ residents is due to end in August 2030 and the discounts for ZEZ businesses, Blue Badge holders and disabled tax class vehicles are due to end in August 2025. What are your views on these proposed end dates? RESULTS FOR RESIDENTS ONLY** (all responses: n=551).





Overall, the resident comments made most frequently relate to agreeing with the proposed discount dates (22%), with a similar proportion (19%) indicating that the discounts in question should end earlier than 2025. Just under a tenth (9%) of comments relate to the feeling that the proposed dates would be too early to end the discounts.

### Results by Resident type

There are no significant differences by resident type.

### Resident results by demographic group

Further analysis of feedback from residents (in and outside of Oxford) highlights some differences in opinion by demographic factors:

- Residents with a disability are less likely to agree with the proposed discount end dates compared to those without a disability; 16% of residents with a disability agree with this, compared with 24% of those who do not have a disability.
- A similar pattern is evident amongst Blue Badge holders, with a sixth of residents holding a Blue Badge (16%) thinking that disabled vehicles should be exempt/exempt for longer, compared with only 7% of those who do not hold a Blue Badge).

In total, 523 residents made a comment. **Example comments** illustrating some of the Resident sentiments about the proposed end dates for some of the discounts are shown overleaf.



## Example comments (residents)

"1. The proposal to withdraw discounts should be reviewed closer to the proposed dates as they assume changes in wider infrastructure, technology advancement and social behaviours. For example, if the required investment in EV charging infrastructure does not take place then take up of electric vehicles will not be as projected. Similarly, advances need to be made in the range and charge time of EVs before a significant proportion of the public will feel confident in switching.

2. The proposal to end the discount for Blue Badge Holders and disabled tax class vehicles makes no sense as it will disadvantage those who are least likely to be able to make ready use of alternative transport."

"Blue Badge and disabled tax class vehicles should also have until 2030 to change vehicles. They deserve a break!"

"Perhaps link these dates to when electric vehicles are widely available under the disabled mobility scheme."

"Rather than a sudden stop (from 90%/100% to zero on a set day, it would be more effective to taper the decrease of the discount. The discount could be 90% in 2021, 80% in 2022, 70% in 2023 and so forth until it reaches 0."

"Residents in the ZEZ area need to be exempt, fully. No discount, they just shouldn't pay anything. We don't make that many journeys and there aren't that many people who live in the centre of Oxford, it's people coming in during the day from outside of Oxford."

"This is unreasonable - residents will not suddenly cease to exist in 2025 and the disabled will not suddenly be able in 2025. This is 'can kicking' at best - both of these exemptions should be permanent."

"2030 is too late a date for ZEZ residents and ZEZ businesses (I have other worries about the latter - it could be open to abuse)."

"2030 is too late for residents. Make it 2025. Business should lose their discount by 2024. Blue Badge/disabled is a tricky one. I'm not sure about this. Probably 2025 and see how much of a problem it is."

"Agree totally with this as it will give discount groups time to adapt to the ZEZ."

"An end date is justified. However, work will need to be done now to begin promoting alternative transport methods. I.e. better cycle paths, better cycle hire schemes and better/cheaper bus routes."

"Should be extended to 2035 so that those in a financial position which precludes buying new ULE or ZE vehicles have a chance to save and buy a ULE or ZE vehicle second hand."

"There are lots of people who fall into a gap between Blue Badge and able to walk a reasonable distance. It's absolutely not acceptable however that someone who has a Blue Badge had to pay to access amenities."

"These dates are probably too early, because it is very expensive for anyone with a fairly new diesel or petrol car to change it for an electric one if they have bought one of these types of cars recently and would expect them to last about 10 years."



## Opinions of Businesses on proposed end dates for discounts for ZEZ businesses (August 2030), Blue Badge holders (August 2025) and disabled tax class vehicles (August 2025)

Table 14 (below) shows the responses of Business respondents. The base size for Business respondents is very low so these findings should be treated as indicative rather than statistically robust.

**Table 14: The discount for ZEZ residents is due to end in August 2030 and the discounts for ZEZ businesses, Blue Badge holders and disabled tax class vehicles are due to end in August 2025. What are your views on these proposed end dates? BUSINESS RESPONDENTS ONLY** (all responses: n=31).

Opinion	No. responses	% responses
Discounts should end earlier/by 2025	6	19%
Discounts should not end	5	16%
Agree with the dates/reasonable/fine	4	13%
Struggle for people who can't afford electric vehicles	4	13%
Discounts should apply until infrastructure is in place	2	6%
Too early to end discounts	2	6%
Blue Badge holders/disabled tax class vehicles should be 2030	1	3%
Worth reviewing	1	3%
Bad idea/disagree with the implementation of a ZEZ	1	8%
Disagree with the implementation of a ZEZ	1	8%
Not answered	4	13%

The small number of business respondents expressed a range of views but there is no difference between the views of respondents representing businesses in the proposed ZEZ Pilot area and those outside of it in relation to any of the comments made about the proposed end dates of these discounts.

**Example comments** illustrating the Business sentiments about the proposed end dates for some of the discounts are shown overleaf.



## Example comments (businesses)

"Do not agree with ZEZ implementation."

"It is too early to say about something so far in the future - the current scheme might have to run for longer if you do start it."

"It is unreasonable to expect all business users, Blue Badge holders and disabled drivers to obtain electric vehicles within the next 5 years, or else face swingeing charges. Not everyone can afford to change their vehicle; and cars are very expensive, putting them out of range of many people. This is unlikely to have changed sufficiently by 2025, thereby heavily penalising the less well-off. Whether the landscape will be significantly different by 2030 is harder to say; this should be reviewed nearer the time."

"Equalling them makes sense."

"The discounts should not have an end date for these categories."

"The appropriateness of the dates depends on a number of things - rate of recovery from Covid, provision of charging stations and affordability of electric vehicles."

"The discounts should last at least 5 years after the government ban on selling new diesel cars."

"These are ambitious but should be brought even further forward. The rate of innovation in ZE vehicles is increasing rapidly which will allow a quicker transition. For a busy city centre like Oxford, ZE vehicles are a priority."



## Opinions of Groups and Organisations on proposed end dates for discounts for ZEZ businesses (August 2030), Blue Badge holders (August 2025) and disabled tax class vehicles (August 2025)

Table 15 (below) shows the responses of respondents answering on behalf of a group or organisation. Again, the base size for these respondents is very low so these findings should be treated as indicative rather than statistically robust.

**Table 15: The discount for ZEZ residents is due to end in August 2030 and the discounts for ZEZ businesses, Blue Badge holders and disabled tax class vehicles are due to end in August 2025. What are your views on these proposed end dates? GROUPS AND ORGANISATIONS RESPONDENTS ONLY** (all responses: n=6).

Opinion	No. responses	% responses
Disabled vehicles should be exempt/exempt for longer	1	17%
Discounts should not end	1	17%
Agree with the dates/reasonable/fine	1	17%
Unfair for those who can't afford to change their vehicle but require one	1	17%
Residents/businesses should be exempt/continue to get discounts	1	16%
Blue Badge holders/disabled tax class vehicles should be 2030	1	16%

The small number of respondents completing the survey on behalf of a group or organisation expressed a range of views, with 3 out of 6 expressing the view that the proposed end dates should change in some way.

**Example comments** illustrating the group/organisation sentiments about the proposed end dates for some of the discounts are shown below.

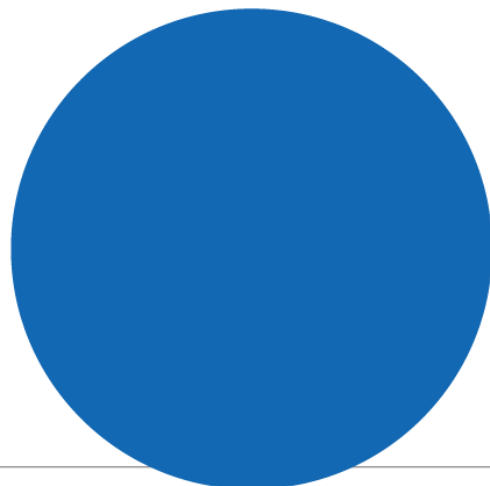
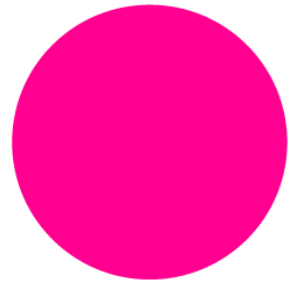
"We believe the discount for Blue Badge holders should continue alongside discount for residents."

"My views are that the timescales for these charges are not reasonable. This is very obviously not the time to be charging people more for essential travel, and it will clearly take a very long while for this country and the businesses here to recover from the effects of the restrictions imposed in 2019 and this year. It is not reasonable to be bringing this in at all and there is no good reason why discounts which are put in place initially should be phased out, when no solution to the difficulties the ZEZ will cause on businesses and individuals."



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# Views on broadening of Blue Badge Holder discount to current disabled non-Blue Badge holders





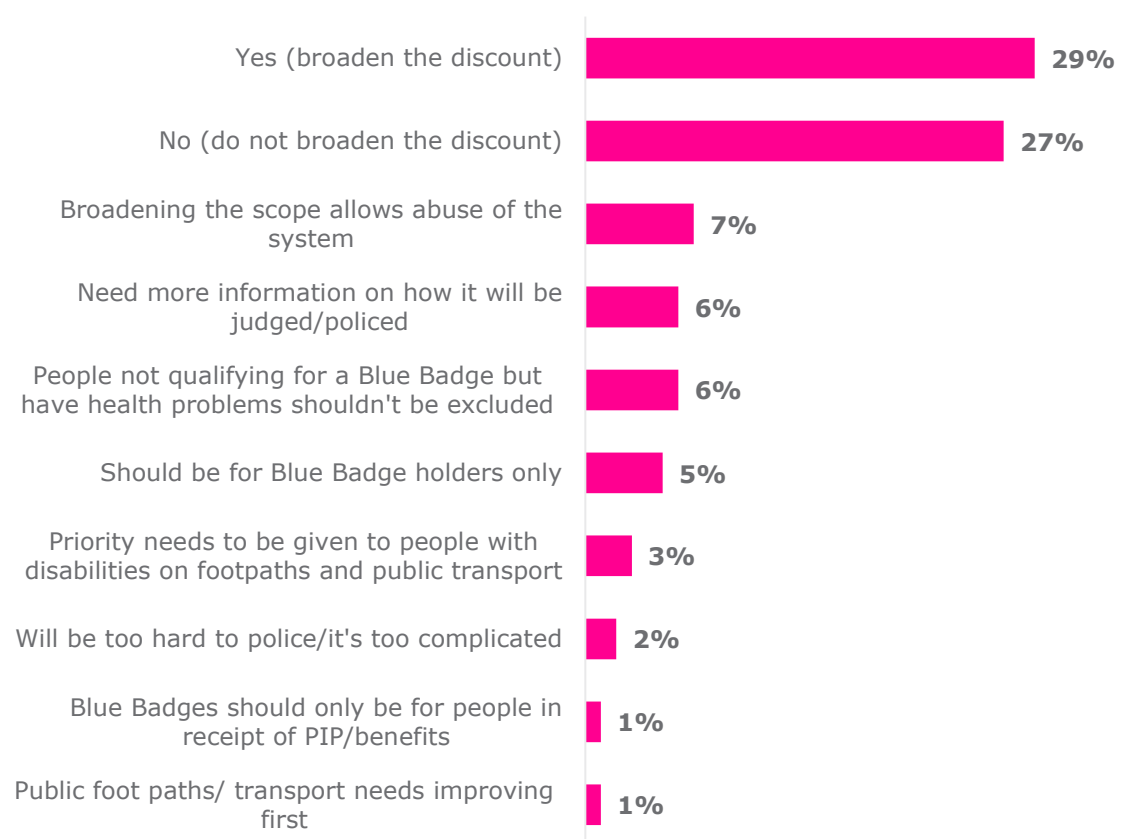


All residents and businesses responding to the survey were asked to indicate their views on whether it is necessary and feasible to broaden the Blue Badge Holder discount to cover people with disabilities who do not hold a Blue Badge or equivalent.

### Headline findings

Results for all respondents for this question are summarised in figure 13, below.

**Figure 13: The councils will explore whether it is necessary and feasible to broaden the Blue Badge Holder discount to cover people with disabilities who do not hold a Blue Badge or equivalent. Do you have any views on this? RESULTS FOR ALL RESPONDENTS** (all responses: n=576).

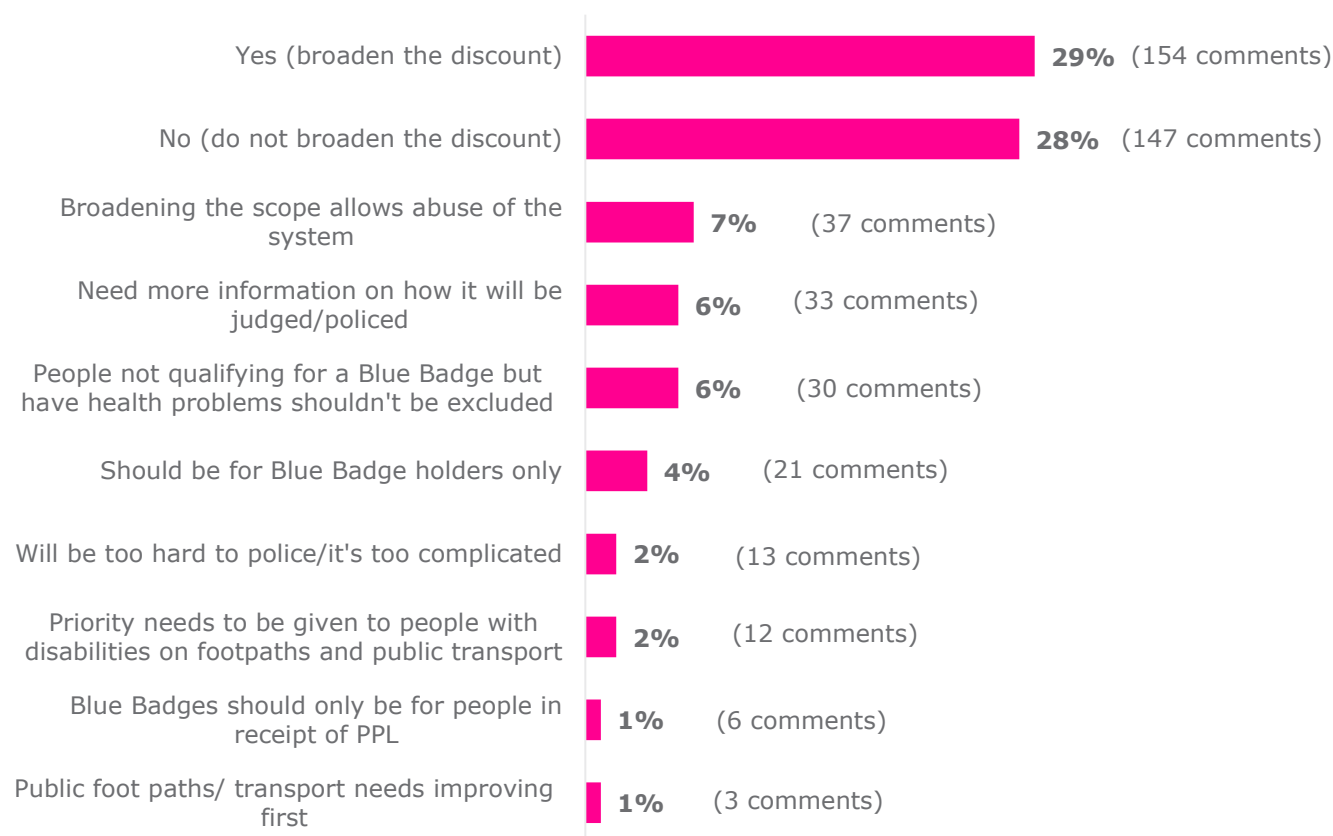


Overall, the comments made most frequently relate to agreeing with the notion to broaden the discount (29%) and, at a slightly lower level, to not do so (27%). However, there is also a concern that expansion of the Blue Badge Holder discount could be open to some abuse (7% of resident comments relate to this issue) and may also be difficult to police (2%).



Results for Residents in the wider Oxford area for this question are summarised in figure 14, below – please note that the findings in figure 14 are very similar to the overall findings (shown in figure 13) but they are based only on those completing the survey as a resident.

**Figure 14: The councils will explore whether it is necessary and feasible to broaden the Blue Badge Holder discount to cover people with disabilities who do not hold a Blue Badge or equivalent. Do you have any views on this? RESULTS FOR RESIDENTS ONLY** (all responses: n=523).



Overall, the resident comments made most frequently relate to agreeing with the notion to broaden the discount (29%) and, at a slightly lower level, to not do so (28%). However, there is also a concern evident among residents that expansion of the Blue Badge Holder discount could be open to some abuse (7% of resident comments relate to this issue) and may also be difficult to police (2%).

### Results by Resident type

There are very few differences by resident type, although residents living in Oxford itself (either within or outside of the ZEZ Pilot area) are more likely than those living outside of Oxford to be in favour of broadening the Blue Badge Holder discount (31% and 22% respectively).



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## Resident results by demographic group

Further analysis of feedback from residents (in and outside of Oxford) highlights some differences in opinion by demographic factors:

- Female residents are slightly more likely to agree with the broadening of the Blue Badge Holder discount than males; 33% of females agree with this, compared to 27% of males.
- Residents aged under 45 are more likely to agree with the broadening of the Blue Badge Holder discount than those in older age groups; 34% of 25-34s and 36% of 35-44s agree with the notion of the broadening of this discount, compared with only 26% of 55-64s and 28% of 65-74s.
- Residents with a disability are also more likely to agree with the broadening of the Blue Badge Holder discount compared to those without a disability; 40% of residents with a disability agree with this, compared with 29% of those who do not have a disability.

In total, 500 residents made a comment. **Example comments** illustrating some of the Resident sentiments about the proposed council exploration of the broadening of this discount are shown overleaf.



## Example comments (residents)

"This should not be extended. Anyone could argue they had a disability driving a polluting coach and horses through the scheme. The Blue Badge is the accepted standard of drivers with a disability."

"Yes, as long as it can be policed. Blue Badges are abused as it is."

"YES. It should cover all disabilities. People are losing Blue Badges because of the government system of assessing them."

"Absolutely. Many people are in this category. I can't walk the half mile to nearest bus stop or cycle but work in the city. But I can't get a Blue Badge as I can walk. Huge amounts of discrimination being applied here."

"Blue Badges are already used illegally how would you stop this becoming worse?"

"It's a very good idea. Lots of older people don't have a disability as such but struggle to get to a bus stop and around on public transport."

"Anything to increase access to disabled people is to be supported, and physical disability in all cases. I don't know how wide the net would be cast, but it should not be cast wide enough to effectively undermine the scheme."

"Yes, people with disabilities that forces them to use a car should get a discount regardless of holding a Blue Badge. These disabilities should be certified though, otherwise the scheme would be vulnerable to cheating."

"Yes of course it should be extended. There are plenty of infirm people who do not have a Blue Badge but who would still have difficulty walking or cycling. There are also people who have young families or who have to carry/transport heavy loads who should be considered."



## Opinions of Businesses on council exploration of broadening the Blue Badge Holder discount to cover disabled non-Blue Badge holders

Table 16 (below) shows the responses of Business respondents. The base size for Business respondents is very low so these findings should be treated as indicative rather than statistically robust.

**Table 16: The councils will explore whether it is necessary and feasible to broaden the Blue Badge Holder discount to cover people with disabilities who do not hold a Blue Badge or equivalent. Do you have any views on this? BUSINESS RESPONDENTS ONLY** (all responses: n=31).

Opinion	No. responses	% responses
No (do not broaden the discount)	7	23%
Yes (broaden the discount)	6	18%
Broadening the scope allows abuse of the system	3	10%
Priority needs to be given to people with disabilities on footpaths and public transport	2	6%
Should be for Blue Badge holders only	2	6%
Will be too hard to police/too complicated	1	3%
Need more information on how it will be judged/policed	1	3%
Public foot paths/ transport needs improving first	1	3%
Other	8	25%
Not answered	1	3%

Business respondents expressed a range of views but there is no difference between the views of respondents representing businesses that they indicate are within the proposed ZEZ Pilot area and those who say they are located outside of it in relation to any of the comments made about the councils' exploration of a broadening of the Blue Badge Holder discount.

In total, 30 businesses made a comment. **Example comments** illustrating the Business sentiments about the councils' exploration of a broadening of the Blue Badge Holder discount are shown overleaf.



## Example comments (businesses)

"It's ridiculous. You'll get people abusing the system."

"I think you should hold a Blue Badge to be eligible."

"If a person has a disability they should apply for a Blue Badge. Broadening the scope allows abuse of the scheme."

"More bureaucracy."

## Opinions of Groups/Organisations on council exploration of broadening the Blue Badge Holder discount to cover disabled non-Blue Badge holders

Table 17 (below) shows the responses of respondents completing the survey on behalf of a group or organisation. The base size for these respondents is very low so these findings should be treated as indicative rather than statistically robust.

**Table 17: The councils will explore whether it is necessary and feasible to broaden the Blue Badge Holder discount to cover people with disabilities who do not hold a Blue Badge or equivalent. Do you have any views on this? GROUPS AND ORGANISATIONS RESPONDENTS ONLY** (all responses: n=10).

Opinion	No. responses	% responses
Yes (broaden the discount)	4	40%
Should be for Blue Badge holders only	2	20%
People that don't qualify for a blue badge but suffer with health problems shouldn't be excluded	1	10%
Not answered	3	30%

Respondents from groups or organisations largely expressed the view that the discount should be broadened. In total, 7 groups/organisations made a comment – the only notable **example comment** about the councils' exploration of a broadening of the Blue Badge Holder discount is shown below.

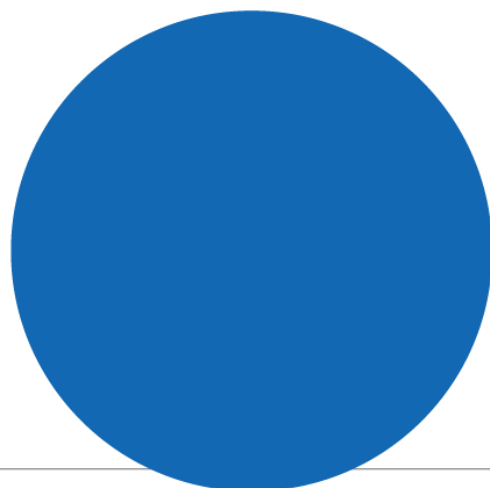
## Example comment (groups/organisations)

"Blue Badges are issued to people who can walk only a very short distance (or no distance at all). The discount should be extended to people with temporary disability (e.g. due to a broken leg or the later stages of pregnancy), and to people who are unable to walk 400 metres."



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# Views on factors that would help people transition to zero emission travel



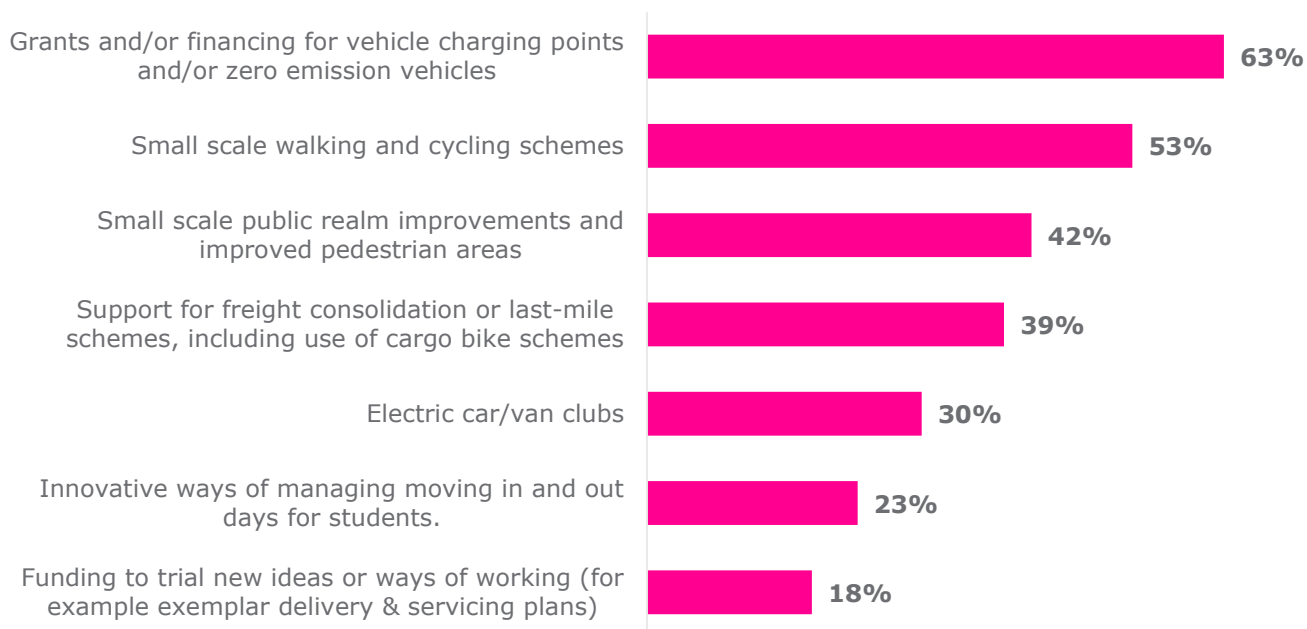


All residents and businesses responding to the survey were asked to indicate (from a list of options) up to five factors that would help them transition to zero emission travel.

### Headline findings

Results for all respondents for this question are summarised in figure 15, below.

**Figure 15: The councils intend to use ZEZ Pilot income to pay for schemes to help residents and businesses in the ZEZ Pilot make the transition to zero emission vehicles, and on other schemes that promote zero and low emission transport in the city such as walking and cycling. The scale and nature of supporting measures would depend on income raised by the ZEZ Pilot once implementation and running costs are covered. Which of the following would help you transition to zero emission travel? You can select up to five options (please give any additional information in the comments box)? RESULTS FOR ALL RESPONDENTS** (all responses: n=766).



Overall, the most commonly-selected ways that respondents feel would help them transition to zero emission travel are 'grants and/or financing for vehicle charging points and/or zero emission vehicles' (63% selecting this), followed by 'small-scale walking and cycling schemes' (53%). The least-commonly selected ways that respondents feel would help them transition to zero emission travel are 'innovative ways of managing moving in and out days for students' (23% selecting this) and 'funding to trial new ideas or ways of working (for example, exemplar delivery & servicing plans)', with only 18% selecting this as one of their preferred options.





## Results by respondent type

There are some differences in opinion between those answering the survey as a resident and those answering on behalf of a business, as table 18 below summarises – please again note the relatively low base size for businesses.

**Table 18: Which of the following would help you transition to zero emission travel? You can select up to five options (please give any additional information in the comments box). ALL RESIDENT AND BUSINESS RESPONDENTS ONLY** (all responses: residents n=696, businesses n=40).

Opinion	Residents		Businesses	
	No. responses	% responses	No. responses	% responses
Grants and/or financing for vehicle charging points and/or zero emission vehicles	439	63%	28	70%
Small scale walking and cycling schemes	376	54%	16	40%
Small scale public realm improvements and improved pedestrian areas	300	43%	15	38%
Support for freight consolidation or last-mile schemes, including use of cargo bike schemes	271	39%	9	23%
Electric car/van clubs	215	31%	6	15%
Innovative ways of managing moving in and out days for students	162	23%	10	25%
Funding to trial new ideas or ways of working (for example exemplar delivery & servicing plans)	123	18%	6	15%

There are no significant differences evident between the opinions of residents and business respondents, although there is some evidence to suggest that residents may be slightly more likely to find small scale walking and cycling schemes, support for freight consolidation or last mile schemes and electric car/van clubs more appealing as a way of transitioning to zero emission travel than business respondents.



## Results by resident type

Residents living in Oxford itself but outside of the ZEZ Pilot area are more likely than those living outside of Oxford to think that their transition to zero emission travel could be helped by 'support for freight consolidation or last-mile schemes, including use of cargo bike schemes' (33% and 22% respectively), 'small scale public realm improvements and improved pedestrian areas' (45% vs. 35%) and 'small scale walking and cycling schemes' (57% and 38% respectively).

## Resident results by demographic group

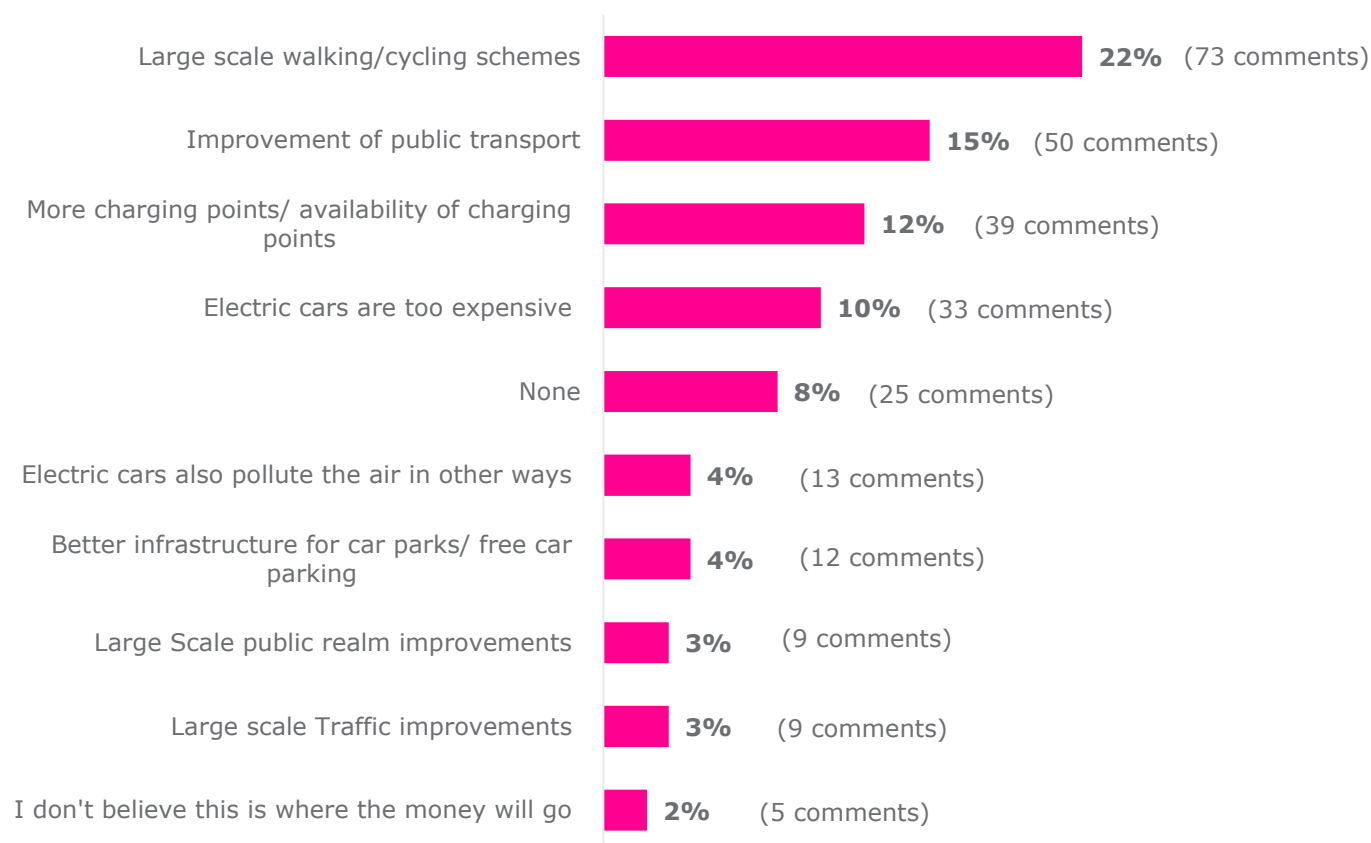
Further analysis of feedback from residents (in and outside of Oxford) highlights some differences in opinion by demographic factors:

- Male residents are more likely than females to think their transition to zero emission travel could be helped by 'grants and/or financing for vehicle charging points and/or zero emission vehicles'; 65% of male residents selected this, compared with 58% of females.
- Residents holding a Blue Badge are less likely than non-Blue Badge holders to think their transition to zero emission travel could be helped by 'electric car/van clubs' (20% of Blue Badge holders selected this, compared with 31% of non-Blue Badge holders) and 'small scale walking and cycling schemes' (33% vs. 54%).

In total, 332 residents made an additional comment outside of the selection of the options available to them. **Example comments** illustrating some of the Resident sentiments about what could help their transition to zero emission travel are shown overleaf.



**Figure 16: Which of the following would help you transition to zero emission travel? You can select up to five options (please give any additional information in the comments box). RESULTS FOR RESIDENTS ONLY** (all responses: n=332).



In total, 327 respondents made a comment. **Example comments** illustrating some of the Resident sentiments about what could help them to transition to zero emission travel are provided overleaf.



## Example comments (residents)

"The only way to make the city centre safe and accessible for walking and cycling is to remove all non-essential motor traffic. The only motor traffic allowed in the centre of Oxford should be public transport, freight and services that can't be shifted to cargo bike, emergency services, maintenance vehicles, and taxis for Blue Badge holders."

"This is excellent and I am glad to see it. Any financial benefit from changing to more sustainable practices should absolutely go directly to financing further mitigation and adaptation measures."

"EV buses. I already own an EV personally but would cycle or walk in the ZEZ zone anyway. The only non ZE journey I would take in it would be by bus. I support many of the suggestions though, specifically more charging points, last mile deliveries and student moving day solutions."

"I've found existing car share schemes already very useful, and most of the co-wheels fleet is already electric."

"It is bewildering that this question refers to 'small scale' improvements for walking and cycling. Private car driving should be at the bottom of the list, and only supported for those who genuinely have no alternative but to drive. Instead of offering to subsidise car owners, with ownership skewed towards the wealthy, the local authority should focus on the needs of the people at the less privileged end of the spectrum who do not have access to a car."

"Student moving days are infrequent, so I do not see a particular issue here."

"EVs still produce a lot of air pollution, just not exhaust fumes. They should not be allowed or encouraged. The city centre should be for active transport only (walking, scooting, cycling), with all motorised vehicles banned."

"Please improve cycle and pedestrian routes in the city! We cannot be environmentally friendly without these. Also the price of bikes is insanely high at the moment. Can the council or government lower taxes on these? Much needed."

"I think it's of the first importance that the councils do not short-sightedly lock in a mass transition from one type of polluting, inadvertently anti-social vehicle (i.e. cars and other large vehicles with an internal combustion engine) to another (cars and other large vehicles with electric motors), so that all the same problems of traffic congestion, pollution (remember that 50% of particulate pollution comes from tyres), and conflict over road and other public space just crop up again because now everyone is crowding into the city centre in electric cars and vans. So the councils should be very wary of giving strong incentives to people simply to switch from internal combustion to electric motors, rather than to switch to walking and cycling. For this reason I am opposed to using ZEZ funding to fund electric vehicles and infrastructure, and very much in favour of using it to subsidise e.g. cargo bikes."



## Opinions of Businesses on what would help them to transition to zero emissions travel

Responses from respondents who were answering on behalf of a business who made an additional comment outside of the selection of the options available to them are shown in table 19 below. The base size for these respondents is low so these findings should be treated as indicative rather than statistically robust.

**Table 19: Which of the following would help you transition to zero emission travel? You can select up to five options (please give any additional information in the comments box). BUSINESS RESPONDENTS ONLY** (all responses: n=24).

Opinion	No. responses	% responses
Large scale walking/cycling schemes	5	21%
Improvements on public transport	4	17%
None	4	17%
More charging points/ availability of charging points	2	8%
Large scale traffic improvements	1	4%
I don't believe this is where the money will go	1	4%

The main 'other' comments made by business respondents related to their liking for 'large scale walking/cycling schemes', 'improvements on public transport, with 5 out of 25 and 4 out of 24 respectively mentioning these themes.

Only 3 respondents answering on behalf of a group or organisation made an additional comment in relation to this area – one mentioned 'improvement in public transport', one alluded to 'better infrastructure for car parks/free car parking' and the other said they 'don't believe this is where the money will go'.

**Example comments** illustrating Business sentiments about the how they could transition to zero emissions travel are shown overleaf.



## Example comments (businesses)

"Serious promotion of active travel including consistent separated cycle lanes."

"Support for older vehicles in/for contractors coming in and out - i.e., a longer 'transition' period into the new system."

"Honestly, not much of this is feasible. Let people go about their business!"

"Freeze all business rates and council tax for all properties in the proposed area."

"A traffic free, pedestrianised area would be fantastic for local bars and cafes."

"None - we do not have our own vehicles, however, our suppliers, contractors, etc. do."

"Ongoing inclusion of non-electric vehicles."

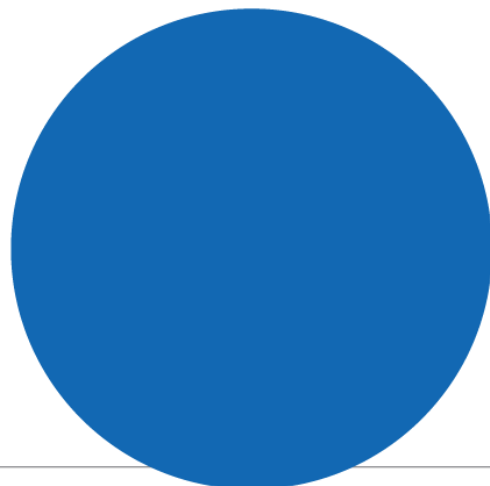
## Opinions of Groups/Organisations on what would help them to transition to zero emissions travel

Only four respondents who were answering on behalf of a group or organisation business made an additional comment outside of the selection of the options available to them. Of these, one respondent mentioned 'improvement of public transport', one made a comment related to 'better infrastructure for car parks/free car parking' and another was concerned that they 'don't believe that this is where the money will go'.



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# Further views on the ZEZ Pilot proposals



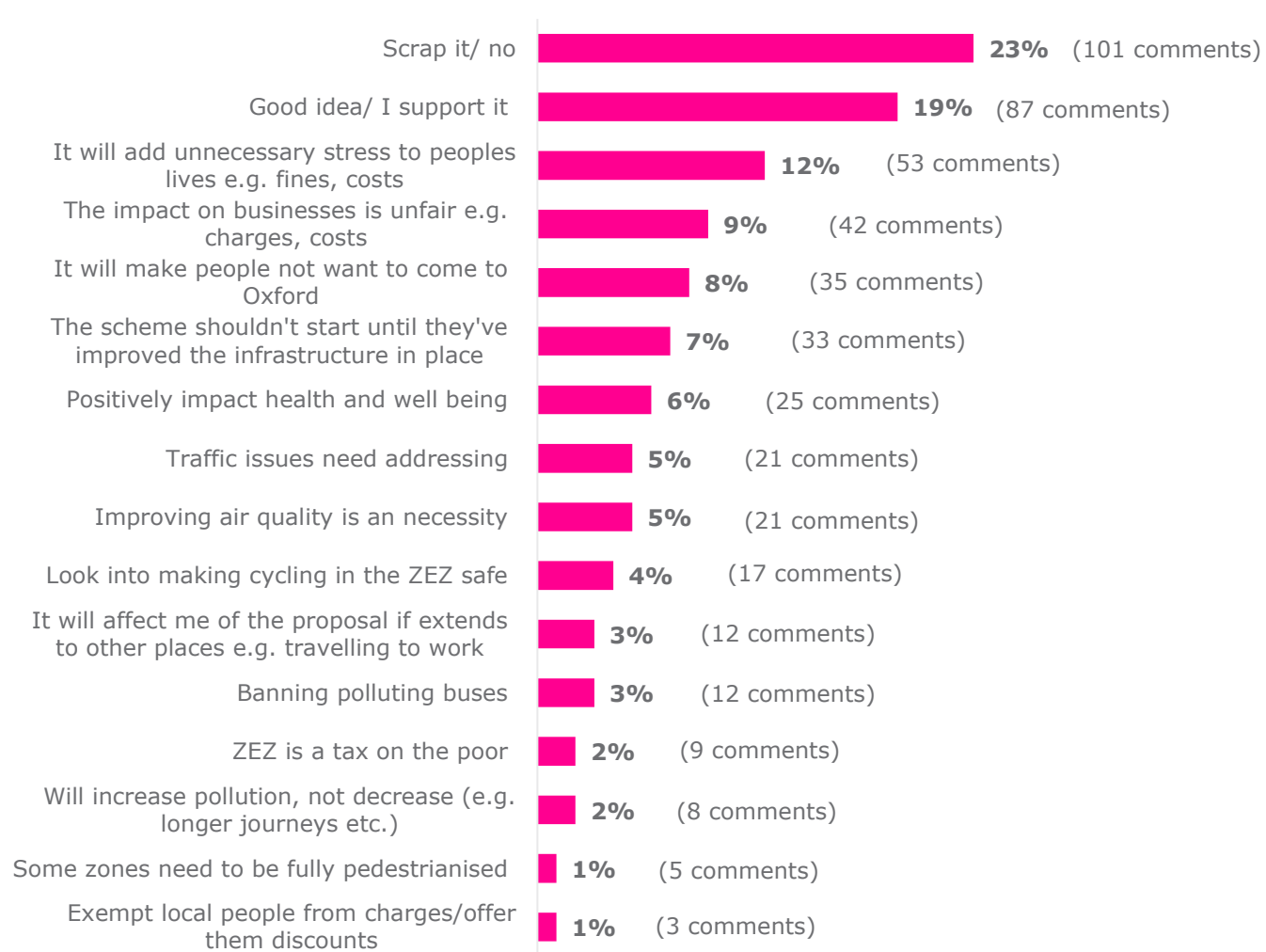


All residents and businesses responding to the survey were asked whether they had any further views on the ZEZ Pilot proposals, including how they might affect them day to day, and whether they had any suggestions for changes.

### Headline findings

Results for all respondents for this question are summarised in figure 17, below.

**Figure 17: Do you have any further views on the ZEZ Pilot proposals including how they might affect you day to day? If you have any suggestions for changes to the ZEZ Pilot proposals, please include them here. RESULTS FOR ALL RESPONDENTS** (all responses: n=448).



Overall, comments for other suggestions or how the ZEZ Pilot would affect them day to day tend to be borne out of concerns with the ZEZ Pilot. Approaching a quarter (23%) of those commenting made comments related to the view that it





should be scrapped, 12% think that it will add unnecessary stress to people's lives (in the way of fines and costs), 9% believe that the impact on businesses is unfair and 8% feel that the ZEZ Pilot would make people not want to come into Oxford. However, there were also some positive 'other' comments about the ZEZ Pilot, with 19% feeling it was a good idea generally and 6% believing it would positively impact their health and wellbeing.

## Results by respondent type

There are few significant differences evident between the opinions of residents and business respondents in terms of how the ZEZ proposals would affect them day to day, although not surprisingly businesses appear more likely than residents to think that the impact on business will be unfair (32% of businesses stated this, compared to 8% of residents).

## Resident results by demographic group

Further analysis of feedback from residents (in and outside of Oxford) highlights some differences in opinion by demographic factors:

- Residents aged 25-34 are more likely than other age groups to mention comments relating to their desire to scrap the ZEZ Pilot (31% mentioning this feeling).
- Residents with a disability are more likely than those without a disability to feel that the proposed ZEZ Pilot will add unnecessary stress to people's lives in the way of fines or costs; 25% of residents with a disability made comments relating to scrapping the ZEZ Pilot, compared to 8% of those who do not have a disability.
- Residents holding a Blue Badge are more likely to mention comments relating to the ZEZ Pilot potentially adding unnecessary stress to people's lives, with 22% of Blue Badge holders providing comments relating to this area compared to 11% of non-Blue Badge holders.

In total, 373 residents made a comment. **Example comments** illustrating some of the Resident comments about the ZEZ Pilot are shown overleaf.



## Example comments (residents)

"I fully support these as part of measures to reduce pollution and reduce traffic. However, I emphasise that these need to be undertaken in conjunction with active travel schemes (walking and cycling) and traffic reduction methods (e.g. LTNs). Pollution caused by cars is not limited to exhaust fumes, but also particulate matter from tyres. Electric vehicles will still be polluting."

"This scheme will only work if the businesses buy into it. At the moment the businesses in New Inn Hall flout the rules all day and every day, nothing is done about it and their vans and cars block the road making passage difficult and dangerous for pedestrians and cyclists. What makes you think they would adhere to a zero emission zone?"

"I may have to give up my job and look for work outside the city if this goes ahead. I already hardly ever go in for anything else as it's so inaccessible. Might as well move somewhere cheaper too."

"It would certainly improve my day to day life, and improve income for businesses in the city centre, as has been shown by multiple studies in other cities. If you dare to listen to the evidence instead of a vocal mooring minority and the taxi lobby, you will know that the only scientifically correct course of action is to widely implement the banning of motorised vehicles in the city centre. I strongly support city wide schemes for Last 4-5 mile delivery by cargo bike companies - these should be prioritised to stop the massive influx of "Amazon Vans" polluting our wider city. Connecting Oxford Plus must be urgently introduced to stop the massive cross city through traffic, and a city wide 20mph speed limit will make active travel safer and reduce air pollution."

"Please do also consider how to enable cycling in the ZEZ - safe, segregated cycle paths that connect up all the way (many people won't cycle if there is even one tricky bit to negotiate), which can be used by children, older people, those with disabilities, not just young, fit people."

"The Zero Emission Zone pilot (red zone streets) is appropriate and will not impact most residents, Unfortunately, the Zero Emission Zone (green zone areas) will impact me and those residents who have to travel between suburbs for various reasons."

"This is just another anti-car scheme for the council to grab extra money from normal decent people who try to live and/or work in Oxford. The corruption of the council in allowing so much building work to happen is only matched by the vehement anti-car Nazism of certain green councillors who continually try to push these types of measures to ruin our lives."

"I do not have a car, nor would I drive through the City. Cycling infrastructure needs significant improvement. How will the council ensure that the measures don't just displace the problem?"

"Please address the bus traffic issues. At some time of the day, the majority of buses are 90% empty. Having two bus companies operate in the centre is a really bad idea."

"Please address the bus traffic issues. At some time of the day, the majority of buses are 90% empty. Having two bus companies operate in the centre is a really bad idea."

"I agree with this proposal. Although I know it will present financial challenges for many (including myself) or alternatively will drive (perhaps uncomfortable) behavioural change, that is absolutely necessary to progress towards net zero and climate resilience. I support financially-driven enforcement as that has proven to be the most effective incentive to create behavioural change."



## Further comments and suggestions from Businesses regarding changes to ZEZ Pilot scheme

Table 20 (below) shows the responses of Business respondents. The base size for Business respondents is very low so these findings should be treated as indicative rather than statistically robust.

**Table 20: Do you have any further views on the ZEZ Pilot proposals including how they might affect you day to day? If you have any suggestions for changes to the ZEZ Pilot proposals, please include them here. BUSINESS RESPONDENTS ONLY** (all responses: n=28).

Opinion	No. responses	% responses
The impact on businesses is unfair	9	32%
No, scrap it	6	21%
It will add unnecessary stress to people's lives (e.g. fines, costs)	5	18%
Good idea, I support it	4	14%
Traffic issues need addressing	1	4%
Banning polluting buses	1	4%
The scheme shouldn't start until they've improved the infrastructure in place	1	4%
It will affect me if the proposal if extends to other places e.g. travelling to work	1	4%
ZEZ is a tax on the poor	1	4%
Other	8	29%

Of the business respondents leaving further comments here about the ZEZ Pilot proposals, the main comments are on the negative side, with 9 out of 28 feeling that the impact on businesses is unfair and 6 out of 28 wanted it to be scrapped altogether.

**Example comments** illustrating the themes of these further comments about the ZEZ Pilot proposals for businesses are shown overleaf, in addition to a couple of example comments made by the small number of groups/organisations relating to this question.



## Example comments (businesses)

"I have to come into Oxford to service about 30 locations. I can't pass this cost on so it's just another tax when I can least afford it. I'm almost broke as it is."

"Councillors and council staff do not understand the needs of businesses, this will be final straw for businesses in Oxford."

"Increased costs of deliveries/contractors. More refusals of deliveries/contractors to serve the city centre. Increased traffic outside office hours."

"If we were given a business discount, we don't see that there would be a huge impact on our operations and ability to operate within Oxford. With the congestion charge in London, we have an account so that we have a monthly invoice. We would recommend Oxford putting in place a similar system, to ensure we can more efficiently process all the payments, ensure we can stay on top of all the charges, and not miss any payments and therefore incur extra charges."

"All sounds very reasonable and sensible."

"Day to Day effects: 1. Increased cost to the business. 2. Reluctance for contractors to attend site if they cannot have vehicles with tools to hand to work."

"I think the lack of individual control in the overall switch from petrol to electric vehicles (which also use considerable resources) in terms of travel, parking and commuting directly impacts the business and threatens our livelihoods."

"You must be crazy! Your rents and rates are so high, businesses can hardly afford to trade and you are adding a tax on potential customers, forcing an increase in services costs due to multiple charges on a particular project: material deliveries, labour costs, waste removal. I hope your house doesn't need painting or repair work!!"

## Example comments (groups/organisations)

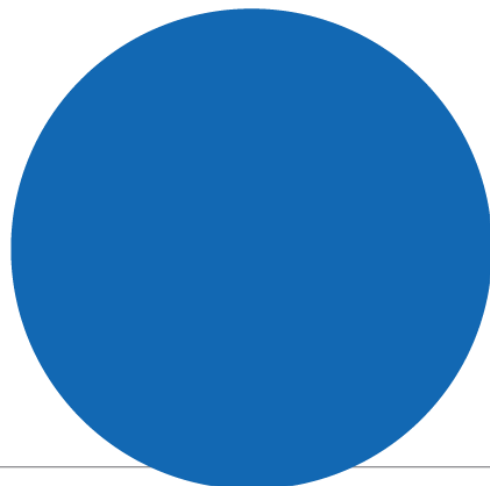
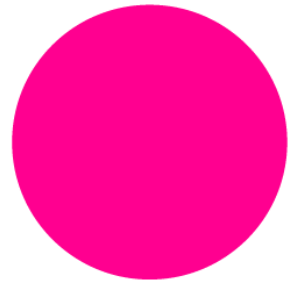
"Please do liaise with the OxAria2 study team regarding use of low-cost sensor data to inform the proposals."

"We would like to believe the pilot scheme would result in significant improvements to the daily experience of walking and cycling in the city - re safety, space, clean air etc. but it won't. The only way to achieve any real, long-lasting benefit is to bring in a bigger scheme, with investment (politically AND financially) in closing streets to all motorised traffic, widening pavements so each is at least 2m wide, providing seating and places pleasant to linger."



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# Views on the proposed larger ZEZ Pilot proposals (covering most of Oxford city centre)



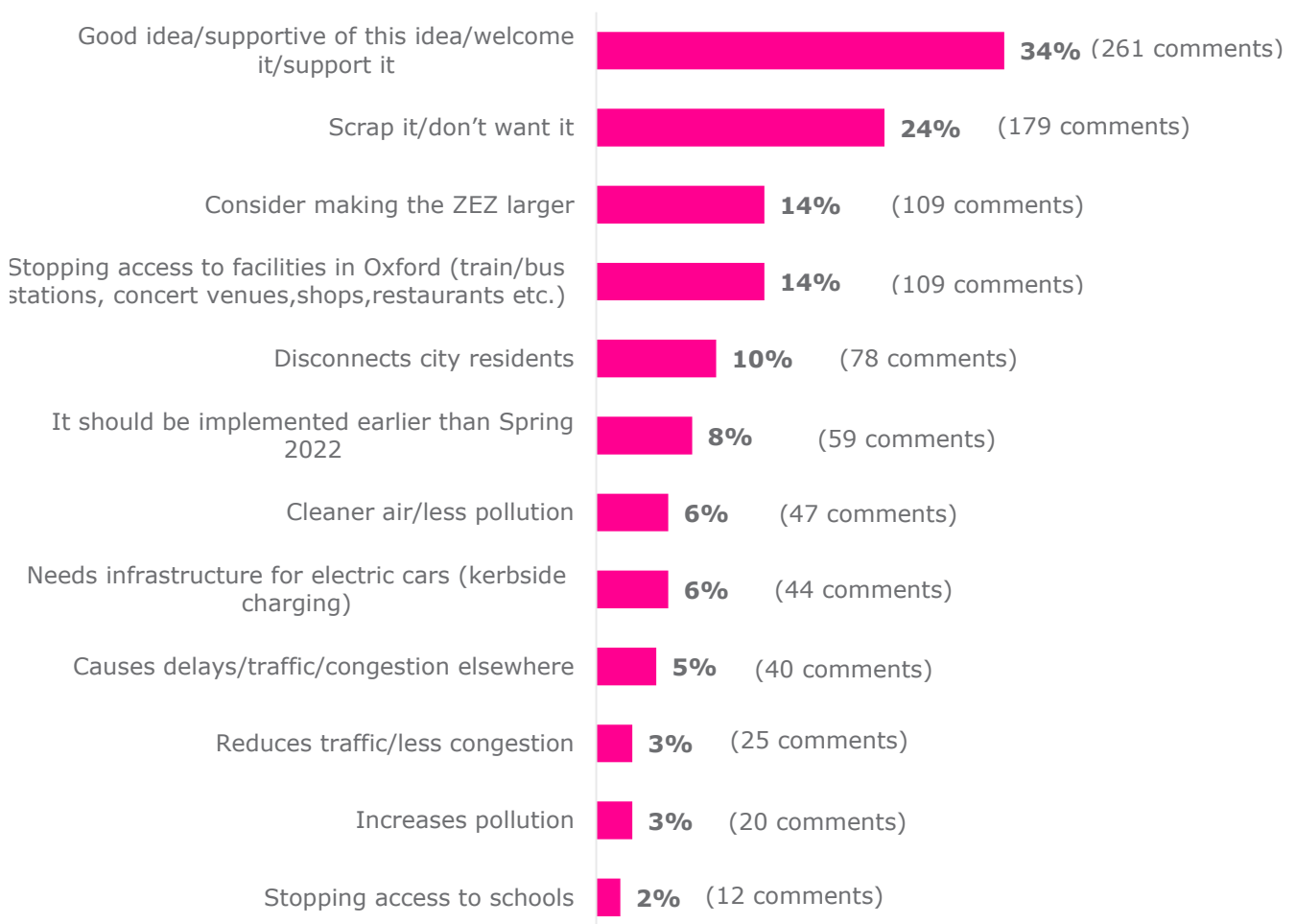


All residents and businesses responding to the survey were asked whether they had any views on the proposals for the larger ZEZ covering most of Oxford city centre, which would be introduced in Spring 2022.

### Headline findings

Results for all respondents for this question are summarised in figure 18, below.

**Figure 18:** This question relates to proposals for a larger ZEZ covering most of Oxford city centre (see the accompanying 'Final ZEZ Pilot Proposals' document for details of the area to be covered) which would be introduced in Spring 2022. A separate public consultation on the larger ZEZ is planned for summer 2021, when more detailed information will be presented. Before this we would like your views on proposals at this early stage in its development. What are your views on the proposed larger ZEZ? RESULTS FOR ALL RESPONDENTS (all responses: n=758).





Overall, comments for the proposed larger ZEZ are roughly split between positive and negative. More than a third (34%) made comments that related to it being a good idea generally or that they supported it, with significant minorities wanting the proposed larger ZEZ to be made even larger (14%) and implemented before Spring 2022 (8%). However, some residents are less supportive of the proposed larger ZEZ, with 24% making comments related to scrapping it, a further 14% feeling it would stop access to facilities in Oxford and 10% thinking that it would disconnect Oxford city residents.

## Results by respondent type

There are few significant differences evident between the opinions of residents and business respondents in terms of the proposed larger ZEZ to be introduced in Spring 2022, although residents appear slightly more likely than businesses to feel that this is a good idea and that they are supportive of it (26% of residents stated this, compared to 11% of businesses).

## Resident results by demographic group

Further analysis of feedback from residents (in and outside of Oxford) highlights some differences in opinion by demographic factors:

- Residents in younger age groups are more likely to be supportive of the proposed larger ZEZ compared to older age groups; 37% of the 25-34 age group made comments related to it being a good idea that they are supportive of, compared with 29% of 35-44s, 26% of 45-54s, 18% of 55-64s and 21% of 65-74s.
- Residents with a disability are slightly less likely to be to be supportive of the proposed larger ZEZ compared to residents without a disability; 19% of residents with a disability made comments relating to it being a good idea that they are supportive of, compared to 28% of those who do not have a disability. A similar finding is evident amongst residents holding a Blue Badge, with only 11% of Blue Badge holders providing comments relating to the wider ZEZ being a good idea that they are supportive of compared to 27% of non-Blue Badge holders.

In total, 664 residents made a comment in the space provided regarding the proposed wider ZEZ. **Example comments** illustrating some of the Resident comments about the wider ZEZ are shown overleaf.



## Example comments (residents)

"If it is introduced in 2022, most drivers will not have been able to buy a Zero Emissions vehicle. Hardest hit will be deliveries, tradespeople, and home-visiting carers and health-workers who have to visit different parts of Oxford. Substantial discounts (and 100% discounts for home-visiting carers and health-workers) should apply until 2030. Excluding Beaumont St, Worcester St and Hythe Bridge St would make it reasonable to end the discounts earlier. This is because the alternative route between north and west Oxford is much longer than between any other two quarters of Oxford."

"100% I would love you to do this, and wish it was earlier than Spring 2022!"

"I would very much welcome a larger ZEZ. The traffic pollution in Oxford is dreadful. I live in East Oxford and everywhere there are cars either being driven or parked. It would be wonderful to have less noise, less congestion, less pollution and less aggression on the roads - a lot of which is caused by too much traffic trying to use the same space."

"I am not in favour for the following reasons:

1. To travel between my two houses in Oxford OX1 4LW and OX2 6TL and the changes will mean a detour via Pear Tree and ring road of 12 miles. The direct route is currently c2miles. The congestion will be terrible - mainly due to the traffic using Westgate. I suggest that this is sorted out before charging schemes are brought in that affect residents visiting family and needing to transport items between homes in the city.
2. I have a two year old hybrid vehicle and I don't want to change it before 2022. I would have bought an electric vehicle but didn't because I have nowhere convenient to charge it. A comprehensive plan with delivery dates for kerbside charging needs to be published before residents can support the scheme."

"Good idea but impact on surrounding roads outside need to be carefully considered overall on how travel patterns will change."

"You will be forcing more local traffic on to the A34 - what plans do you have for increasing its capacity to take more local traffic, improving its 3 Oxford junctions and how will it be funded?"

"If the main effect of the ZEZ is to bring about a mass transition to electric vehicles but not to reduce incentives to private car ownership, then it will basically have been a failure. So it needs to be regarded as only a temporary solution to the most acute problems associated with transport pollution, and certainly not a substitute for ambitious measures aimed more squarely at active transport and liveability."

"I think it is too ambitious. As a resident within the ZEZ, the need to have approval and payment before getting into my car will be a nightmare. I think this is an undue burden for residents, and that they should be exempt from charges."

"The proposals are misguided, mis-timed and unnecessary. The unnecessary and incredibly expensive Access to Headington scheme has only encouraged more traffic through the Marston area of Oxford which has increased levels of pollution tremendously. Restricting traffic from a small central area of the city will mean that people who can no longer drive through the city centre will drive longer distances around the city instead. Longer journeys will just create more pollution, and introduce more pollution into the more densely populated residential areas."

"A fantastic idea, if properly implemented and policed, as long as sufficient additional support is included for vulnerable groups and businesses to get into and out of the city centre."





## Opinions of Businesses on the proposed larger ZEZ

Table 21 (below) shows the responses of Business respondents. The base size for Business respondents is very low so these findings should be treated as indicative rather than statistically robust.

**Table 21: What are your views on the proposed larger ZEZ? BUSINESS RESPONDENTS ONLY** (all responses: n=38).

Opinion	No. responses	% responses
Stopping access to facilities in Oxford (train/bus stations, concert venues, shops, restaurants etc.)	15	39%
Scrap it/don't want it	10	26%
Consider making the ZEZ larger	6	16%
Cleaner air/less pollution	5	13%
Good idea/supportive of this idea	4	11%
Needs infrastructure for electric cars (kerbside charging)	3	8%
I welcome this/support it	2	5%
Disconnects city residents	2	5%
Stopping access to schools	1	3%
Reduces traffic/less congestion	1	3%
Other	13	34%

Of the business respondents who gave an answer regarding the proposed larger ZEZ, the main comments tend to be on the negative side.

**Example comments** illustrating the themes of these further comments about the proposed larger ZEZ for businesses are shown overleaf, in addition to a couple of example comments made by the small number of groups/organisations relating to this question.



## Example comments (businesses)

"I worry it isn't large enough and in particular it will have a negative impact on South Oxford streets particularly around schools like at Ebbes."

"Again, we have no objection in principle to cleaner air, especially for our students who are resident in the city centre. But there is a problem if the move to this is done so quickly that, in effect, it means that costs significantly increase for already struggling city centre businesses, and more/more contractors refuse to serve the city centre."

"Remain concerned about impact to SME business within city centre, particularly those reliant on collection and delivery models going forward."

"No views yet. Would be good to see how this goes first."

"This would make it almost impossible to enter the city centre from any route without incurring charges."

"You will decimate businesses, have you factored in the hardship that this will cause"

"We would like Merton Street and Magpie Lane (accessed from the Eastgate Hotel end of the High) to be excluded from the larger ZEZ. They were not included at the City Council original consultations which representatives of the Old Bank Hotel/Quod attended."

## Example comments (groups/organisations)

"We welcome this proposal which should be linked to the Air Quality Action Plan and to plans to limit all emissions that impact on the climate crisis."

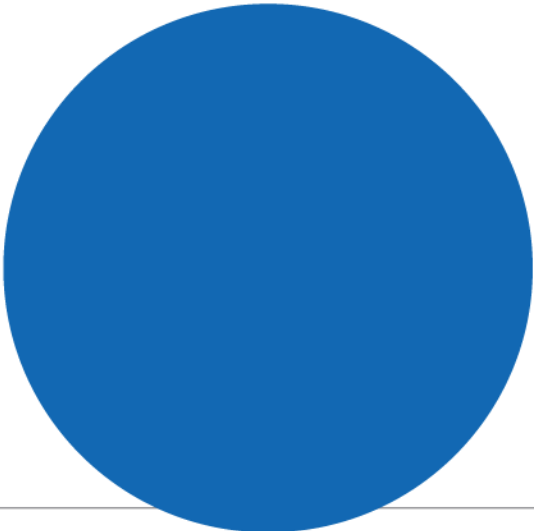
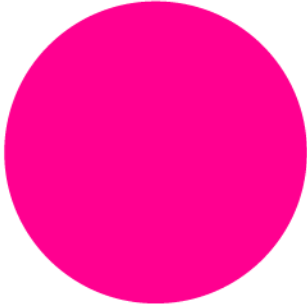
"Important considerations for defining the scope and geographical area of this zone are PM emissions, areas of high socio-economic deprivation and urban form and layout."

"We are concerned about access routes for our residents. Please see our comments earlier in this consultation and in our three attachments, about whether we are to be included in the Green ZEZ. As mentioned in our 3rd attachment we would ask for clarification about the real objectives of the ZEZ."



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# Social media and correspondence analysis





In addition to analysing the survey results, we have reviewed the sentiment of social media comments and written correspondence regarding the proposed ZEZ.

There were less than one hundred relevant comments overall across all of the various Facebook and Twitter posts, with comments much more likely to raise issues or concerns rather than focusing on more positive potential effects.

Some residents feel that the proposed ZEZ Pilot gives them a feeling that an additional tax is being introduced on motorists using the Oxford area and that the proposed ZEZ Pilot is 'a money-making exercise for the council'.

There is also a perception amongst some that the proposed ZEZ Pilot will have a negative economic impact to businesses in the city centre, with some believing that the shopping mall car park is currently within the proposed ZEZ Pilot area.

Another concern raised is the potential effect that the proposed ZEZ Pilot could have on pushing or displacing city centre traffic into other surrounding areas and making those areas more congested. This is also mentioned in the context of previous initiatives in Oxford, which a couple of residents viewed as having been 'a waste of time'.

A few residents also expressed a concern about the possible effect of the proposed ZEZ Pilot on disabled access to the city centre, which they see as already being problematic and could be made worse in conjunction with the cobbled areas of the city centre which make pedestrian access more challenging for disabled residents.

A couple of residents also make a point about the older buses in use in Oxford not being 'clean' buses in terms of emissions and that this is an issue that also needs to be tackled by the council.

However, there is some support for the proposed ZEZ Pilot in relation to linking it to an expansion of the existing Park & Ride scheme, which it is hoped would make it easier generally to access the city centre without needing to drive.

Finally, a theme raised in some comments is that a few residents do not have high hopes for anything to come from the consultation survey, with some believing that the council has already made up its mind on the subject.

The Council also received 34 pieces of correspondence (26 emails and a few letters) regarding the consultation. A third of these (11) were from residents with the remainder coming from representatives of various groups/organisations (17) including transport groups and trade organisations, 2 businesses and one councillor.

Sentiment was more supportive than opposed at a general level. There were 2 groups/organisations that fully supported the proposals, a further 19 pieces of correspondence expressing support but with various reservations (consisting mostly of groups/organisations) and 11 letters/emails expressing opposition to the proposals (8 residents and 3 groups/organisations).



The main concerns raised (mentioned by 2 or more correspondents) were as follows:

- Negative effect on local businesses (1 resident, 1 business, 8 groups/organisations).
- Lack of electric vehicle infrastructure, e.g. EV charging points (4 residents, 3 groups/organisations).
- Effect of charges on low-income residents/families (1 resident, 5 groups/organisations).
- Will create congestion in other areas (2 residents, 3 groups/organisations).
- Access for deliveries (2 businesses).
- Rushed proposals without proper consultation (1 resident, 3 groups/organisations).
- Access to healthcare services, e.g. GPs, hospitals (2 residents).
- Public transport infrastructure more of a priority e.g. bus routes, bus emissions (2 groups/organisations).

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# For more information

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