

TfL response to questions raised at the QPARA meeting on 10th January 2019

1. What is the Euro VI standard and who is this set by?

- The ULEZ standards are aligned with European vehicle emission standards that all manufacturers must adhere to. These are known as 'Euro standards', which have been progressively tightened over time (eg Euro 4,5,6).
- The ULEZ standards vary depending on vehicle and fuel type, as follows:
- Euro 3 for motorcycles, mopeds, motorised tricycles and quadricycles;
- Euro 4 for petrol cars, vans, minibuses and other specialist vehicles;
- Euro 6 for diesel cars, vans and minibuses and other specialist vehicles;
- Euro VI for lorries, buses and coaches and other specialist heavy vehicles.

2. What is our communication strategy and who/how will we get these messages out to the public.

- All key stakeholder groups have been contacted about ULEZ via mailouts at key stages of the campaign. For example, a mass mailout was conducted to coincide with the signage roll out in November
- Ongoing engagement with stakeholders including boroughs, business groups, arts sector, PHV operators, and the freight sector. This includes:
 - TfL have attended key external stakeholder events to promote ULEZ, including the LPHCA annual conference, British Vehicle Rental and Leasing Association, Euro Bus Expo 2018, BID meetings and have hosted several freight fora
 - Extensive engagement with top UK leasing companies, van/car share companies, van manufacturers and second-hand van dealers to promote compliant vans to their customers
 - Targeted communication plans are being created for "sensitive" stakeholder groups such as charities and powered two wheelers
 - 1,400 hard copies of a leaflet providing key information on ULEZ have been distributed to stakeholders with a total of 6,000 copies to be distributed by the end of February. 400 leaflets to the FSB alone, in addition to working with all our relevant stakeholder groups e.g. Business Improvement Districts (typically 350 or so members), FSB (7,000 members in London), FTA, CBI (190,000 members nationally) etc., all of whom have sent out bulletins to their memberships.
- Multi-channel marketing campaign well underway on radio, posters, London, regional and specialist press titles, digital advertising on third party websites,
- Messaging continuing to reinforce key information, operating area, 24/7 operation and the cost of the charge
- Call to action for drivers to *"check their vehicle and see if you need to pay"*
- ULEZ messaging now deployed on fixed and temporary variable messaging signs

- Over 2.5m emails so far have been sent to customers on the TfL database with activity coinciding with the three month to go milestone w/c 7 Jan. Further email activity will take place, coinciding with one month to go milestone and launch day
- We have sent out 250,000 letters to owners of non-compliant vehicles seen in the zone via the DVLA and further letters will be issued over the coming months.

3. Why are black cabs exempt?

Taxis are not in scope of the ULEZ because they are legally obliged to use a certain type of vehicle that is purpose designed for London's unique street network and fully accessible to wheelchair users.

However, the Mayor has set strict licensing requirements which came into force from the beginning of 2018 meaning no more diesel taxis are being licensed and all new taxis must be zero emission capable. A 15-year age limit is also in place to ensure many of the older, more polluting taxis leave the fleet in good time. Alongside generous financial incentives, a consultation will be undertaken in the new year on a proposal to reduce the age limit to 12 years for older diesel taxis to accelerate the uptake of cleaner vehicles.

4. P2W – why does the vehicle checker say some bikes are non-compliant when they are well under the Euro 3 emissions limit

Our vehicle checker uses information provided by DVLA regarding vehicles emissions, age and details about the vehicle and applies the schemes rules to this data. If the emissions data is not available, we use the additional data including the year of manufacture to determine compliance. This reduces the chance of a vehicle owner assuming they are compliant when they are not.

We encourage vehicle owners to contact us with evidence of emissions standards if they believe they are compliant to ensure they don't receive any unnecessary charges when the Ultra Low Emission Zone starts on 8 April. Details are given on our website on how to do this.

5. What are TfL doing to cut emissions from trains including freight trains

The vast majority of rail services under TfL's direct control are electric, such as London Underground. The only exceptions to this are TfL Rail services (which will become the Elizabeth line) and the Gospel Oak-Barking line on London Overground. Both of these projects are currently experiencing delays but when complete all TfL services will be fully electric.

All other rail services running through London, including both passenger and freight services, are ultimately regulated by the national government and the Mayor has no direct control over these services. The majority of passenger services are electric but exceptions include Chiltern Rail services operating diesel trains. Freight services are diesel due to the technical challenges of electrification at freight termini. The Mayor's Transport Strategy and London Environment Strategy call on government to fully electrify all rail lines in London by 2050 through Network Rail's investment programme. We're also encouraging government to explore alternative technologies such as hydrogen or hybrid trains to reduce air pollution from services within London.

6. How will ULEZ be enforced

The ULEZ will be enforced in the same way as the Congestion Charge. Cameras will read vehicle number plates as they are driven within the zone to check against the TfL database to see if they meet the ULEZ standards. The area covered by the ULEZ will be clearly signposted with road signs showing where it applies. There will be no barriers or toll booths.

7. What is being done about reducing bus emissions?

Since 2018, all new double deck buses are hybrid or zero emission. The Mayor has also launched an £85m programme to upgrade around 5,000 buses so that the entire fleet meets the strict emission standards in 2020.

Twelve new Low Emission Bus Zones are being introduced in areas where Londoners are exposed to some of the highest levels of nitrogen dioxide pollution. Seven have already been introduced, with a further five expected by the end of 2019, earlier than the Mayor's previous target of 2020. Only buses that meet the cleanest emission standards will operate within the zones, which have been delivered through a combination of new and retrofitted buses. It is estimated that annual bus NO_x emissions will be reduced by an average of 90 per cent from zones delivered so far.