

## **Taxi and Private Hire Owner/Operator Questionnaire**

This survey is for those who operate or own a taxi (hackney carriage) or private hire vehicle.

If you are a business owner or an individual there is a different questionnaire for you to complete which is specific to you.



### **Instructions on completing the survey**

It should take anywhere from 10 to 30 minutes depending on your answers. The last day that you can respond is **Sunday 30 June 2019**.

If you have any concerns or questions about the survey please email [info@cleanairgm.com](mailto:info@cleanairgm.com) or call **0161 244 1000**.

Please use a black or blue pen to complete the survey.

When writing comments, we would prefer you to use capitals to make sure we can clearly read your response.

There are question numbers attached to each question and these may not run in sequential order. Due to this being part of a larger survey and to save paper, we have removed sections and questions which are not relevant to you.

Alongside this, there may be certain questions which will not be applicable for you, depending on your previous answers and your own circumstances. Where this is the case there is a comment in CAPITALS above the question to state who should answer the question, based on the answers provided.

When you reach a question which is not applicable to you then please move to the next page and continue to do so until you see:

### **EVERYONE CAN ANSWER THESE QUESTIONS**

If at any time you run out of space in a section please go to the end of the questionnaire and continue to write on the additional pages provided. Please include the question number on this additional page so that we can clearly match your response to the question.

A freepost address is provided at the end of the questionnaire for you to send your completed questionnaire.

If you have any supporting documents that you'd like to submit, you can include these when posting the survey. At the end of the questionnaire please tick the box to advise that you've submitted extra documents and note the titles of these documents.

Thank you for joining the conversation.

## The Greater Manchester proposals to improve air quality

### Greater Manchester is on a journey to cleaner air.

We're already making progress, but we need to quickly do more to improve air quality now and for future generations. In Greater Manchester, poor air quality contributes to the equivalent of 1,200 deaths a year. Air pollution can contribute to a wide range of illnesses and conditions, including lung and heart diseases, some cancers, strokes and asthma.

A key element of the air pollution issue is nitrogen dioxide which is at levels above legal limits at numerous sites within Greater Manchester. In towns and cities the main source of nitrogen dioxide is road vehicles, in particular older, diesel vehicles.

The Government is under a legal obligation to draw up and implement plans to achieve prescribed nitrogen dioxide levels within the shortest possible time. Government has now effectively placed responsibility for complying with legal nitrogen dioxide limits with the local authorities where nitrogen dioxide levels are predicted to continue to breach those limits. It has directed more than 60 local authorities to take action to bring nitrogen dioxide levels within legal limits in "the shortest possible time".

Greater Manchester is working to produce a single approach. The organisations involved include:

- The 10 Greater Manchester local authorities:
  - Bolton
  - Bury
  - Manchester
  - Oldham
  - Rochdale
  - Salford
  - Stockport
  - Tameside
  - Trafford
  - Wigan
- Greater Manchester Combined Authority (GMCA)
- Transport for Greater Manchester (TfGM)

Proposals have been developed that will help us to achieve legal levels of nitrogen dioxide across Greater Manchester by 2024.

The GM Clean Air Plan proposals will be developed in more detail over the coming months, and this is your opportunity to share your views and help us develop the right solutions for Greater Manchester. In the future, there will be a statutory public consultation which will give you an opportunity to have your say on the detailed Clean Air proposals.

### The Greater Manchester Clean Air proposals include:

A Clean Air Zone for buses, coaches, taxis, private hire vehicles and HGVs across Greater Manchester implemented in 2021, extending to vans, minibuses, motorhomes and motorised horseboxes in 2023.

The Clean Air Zone would cover the whole of Greater Manchester, so we don't shift pollution from one area to another. In our current proposal the boundary of the Zone is in broad terms the administrative boundary of Greater Manchester.

## Greater Manchester Clean Air Zone



- A number of Government-funded schemes for people and businesses in Greater Manchester who own vehicles that would be subject to the Clean Air Zone daily penalty. This financial support would help them to upgrade to compliant vehicles.
- Installing another 600 rapid charging points (300 double-headed chargers) across the 10 council areas of Greater Manchester.
- Helping people, businesses, and organisations including schools across Greater Manchester play their part to reduce air pollution.

### Which vehicles are affected by the proposed Clean Air Zone?

You can check whether you would be likely to need to pay a daily penalty to enter or travel within the Clean Air Zone at [cleanairgm.com/vehicle-checker](https://cleanairgm.com/vehicle-checker).

The table shows which vehicles would be **non-compliant** vehicles for the purposes of the proposed Clean Air Zone and which vehicles would be **compliant**. The emissions standards have been specified by Government.

| Vehicle type   | Will be affected by the Clean Air Zone | Emission standards for a non-compliant vehicle that would pay a daily penalty   | Date the Clean Air Zone would come in, so a non-compliant vehicle would pay a daily penalty | Emission standards for a compliant vehicle that would not pay a daily penalty   |
|--|--|---|---|---|
| <br>Buses and coaches   | Yes                                    | Euro 5 or earlier engines (typically registered before 2013)  | 2021  | Euro 6 (typically registered 2013 onwards)<br><br>Ultra low emission vehicles   |
| <br>Taxis and private hire vehicles   | Yes                                    | Euro 5 or earlier diesel engines (typically registered before 2016)<br><br>Euro 3 or earlier petrol engines (typically registered before 2005)                                      | 2021  | Euro 6 diesel engines (typically registered before 2016 onwards)<br><br>Euro 4 or later petrol engines (typically registered 2005 onwards)<br><br>Ultra low emission vehicles                               |
| <br>HGVs  | Yes                                    | Euro 5 or earlier engines (typically registered before 2013)  | 2021  | Euro 6 (typically registered 2013 onwards)  |
| <br>Vans, minibuses, motorhomes and motorised horseboxes (with a maximum weight of 3.5 tonnes when not carrying a load) | Yes                                    | Diesel engines which are Euro 5 or earlier (typically registered before 2016)<br><br>Petrol engines which are Euro 3 or earlier for petrol (typically those registered before 2005) | 2023  | Diesel engines which are Euro 6 (typically registered 2016 onwards)<br><br>Petrol engines which are Euro 4 or later for petrol (typically those registered 2005 onwards)<br><br>Ultra low emission vehicles |
| <br>Cars (other than private hire vehicles), motorbikes and mopeds  | No                                     | N/A   | N/A   | N/A   |

As you go through the questionnaire you will be provided with more information on each of the proposals.

## Privacy notice (data protection)

Your response to this questionnaire is being collected by AECOM on behalf of Transport for Greater Manchester (TfGM) and partners.

TfGM and AECOM process your personal data as joint data controllers because it is necessary for a task carried out in the public interest, exercising TfGM's functions under s10A of the Transport Act 1968.

We process your special category personal data because it is necessary for reasons of substantial public interest for equality of opportunity or treatment.

Any personal data you provide will be held in strict confidence and stored securely and in accordance all legislation governing the protection of personal information, including the Data Protection Act 2018 and the General Data Protection Regulation (GDPR).

Data collected from this conversation will be aggregated, so you will not be identified. Anonymised data will be shared with local authorities, academic institutions or contractors working on behalf of TfGM for the development of the Clean Air Plan and research purposes. All survey responses containing personal data will be deleted within two years of the closure of the survey.

Further details of how TfGM process your data and for details of how you can exercise your rights are available at [tfgm.com/privacy-policy](https://tfgm.com/privacy-policy) or from the Data Protection Officer by emailing [data.protection@tfgm.com](mailto:data.protection@tfgm.com). For AECOM's privacy policy, please visit [aecom.com/privacy-policy](https://aecom.com/privacy-policy) or email [privacyquestions@aecom.com](mailto:privacyquestions@aecom.com).

Further information about data privacy and your rights under the General Data Protection Regulation (the "GDPR") can be found at the ICO website (data protection regulator) [ico.org.uk/for-the-public](https://ico.org.uk/for-the-public).

**If you are not answering as a taxi or private hire owner/operator there are different questionnaires for you to complete which are specific for individuals and business owners.**

**Please ask for your specific questionnaire which will have the title "Individuals Questionnaire" or "Business Owner Questionnaire" on the first page.**

## EVERYONE CAN ANSWER THESE QUESTIONS

### S1. Are you responding as a?

*Please tick one only*

- Business based inside Greater Manchester (including self-employed and sole traders, taxi and private hire vehicles)
- Business based outside Greater Manchester that travels into Greater Manchester (including self-employed, sole traders, taxi and private hire vehicles)
- Organisation in Greater Manchester (e.g. charities, trade organisations, government bodies)
- Organisation outside Greater Manchester (e.g. charities, trade organisations, government bodies)
- School or place of education within Greater Manchester
- School or place of education outside Greater Manchester whose staff travel into Greater Manchester
- Greater Manchester resident
- Individual who does not live in Greater Manchester but works within Greater Manchester
- Individual who does not live in Greater Manchester but visits Greater Manchester for purposes other than work
- Councillor/elected official within Greater Manchester
- Councillor/elected official outside Greater Manchester

### B2. What is the name of your business / organisation?

*Please write in*

### B2a. Does your business or organisation operate any of the following?

*Please tick all that apply*

- |   |  |
|---|--|
| <input type="checkbox"/> Taxi (Hackney)       | <input type="checkbox"/> Coach Operator      |
| <input type="checkbox"/> Private Hire Vehicle | <input type="checkbox"/> Freight and Haulage |
| <input type="checkbox"/> Bus Operator         | <input type="checkbox"/> None of the above   |

### B2b. What is the nature of your business or organisation? (including if you are self employed or Sole Trader)

*Please write in*

**B3. Does the work of your business or organisation involve using any of the following?**

*Please tick all that apply*

- A van to move supplies or make deliveries within Greater Manchester
- A van to travel to different places of work
- A minibus or coach to make pick-ups / drop-offs within Greater Manchester
- Heavy Goods Vehicles (HGVs) to move supplies or make deliveries
- Specialist equipment, classified as a Heavy Goods Vehicle (HGV)
- Specialist equipment, classified as a Light Goods Vehicle (LGV)
- No – none of the above

**B4. How many company vehicles does your business/organisation operate?**

*Please tick one for each vehicle type (we do not need to know about cars that are not taxis / private hire vehicles)*

|                      | None                     | 1                        | 2-4                      | 5-9                      | 10-19                    | 20+                      |
|----------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Minibus – licensed   | <input type="checkbox"/> |
| Taxi - Hackney       | <input type="checkbox"/> |
| Private hire vehicle | <input type="checkbox"/> |

**ONLY ANSWER IF YOU OWN AT LEAST ONE OF THE VEHICLES LISTED ABOVE**

**B5. Do you, the business or the organisation.....**

*Please tick one only*

- Own all of these vehicles
- Lease all of these vehicles
- Both own some and lease some of these vehicles

**ONLY ANSWER IF YOU LEASE SOME OR ALL OF YOUR VEHICLES**

**B6. On average, how long are your vehicle leases?**

*Please write in*

- One year or less
- 2-3 years
- 4-5 years
- 5 years or more

## Air Pollution

### EVERYONE CAN ANSWER THESE QUESTIONS

#### A1. On a scale of 0 – 10, how concerned are you about air pollution in Greater Manchester, where 0 is not at all concerned and 10 is extremely concerned?

Please tick only one

- 0 - Not at all concerned
- 1
- 2
- 3 - Slightly concerned
- 4
- 5
- 6
- 7 - Moderately concerned
- 8
- 9
- 10 - Extremely concerned

In Greater Manchester, poor air quality contributes to the equivalent of 1,200 deaths a year. It is the largest environmental risk to public health in the UK. Air pollution can contribute to a wide range of illnesses and conditions, including lung and heart diseases, some cancers, strokes and asthma.

Read more about the health impacts of air pollution at [cleanairgm.com/your-health](https://cleanairgm.com/your-health).

#### A3. To what extent do you agree or disagree that air quality needs to be improved in Greater Manchester?

Please tick one only

- |   |  |
|---|--|
| <input type="checkbox"/> Strongly agree             | <input type="checkbox"/> Disagree          |
| <input type="checkbox"/> Agree                      | <input type="checkbox"/> Strongly disagree |
| <input type="checkbox"/> Neither agree nor disagree |  |

A number of options for the GM Clean Air Plan proposals were developed. These ranged from an option to encourage sustainable travel by improving the alternatives and helping people clean up their vehicles, as well as an option to implement GM-wide parking charges for the most polluting vehicles including cars, to various Clean Air Zones options looking at different vehicle types and geographical areas. All vehicle types were considered at this stage.

Based on modelling, three options were predicted to deliver compliance in 2024 which is the "shortest possible time", they were:

- Proposals including a GM-wide Clean Air Zone to include non-compliant cars within the inner ring road, and wide-ranging support measures
- Proposals including a GM-wide Clean Air Zone with an Ultra-Low Emission Zone within the inner ring road, and wide-ranging support measures
- Proposals including a GM-wide Clean Air Zone and wide-ranging support measures

The options were assessed using the Government's 'primary and secondary success criteria'. This led to the GM Clean Air Plan proposals which include a GM-wide Clean Air Zone and wide-ranging support measures being identified as the best way forward for tackling Greater Manchester's nitrogen dioxide issue.

You can find out more about the options at [cleanairgm.com/outline-business-case](https://cleanairgm.com/outline-business-case).

**C2a. Do you have any comments on the process and selection of the GM Clean Air Plan proposals?**

*Please write in*

## The proposed Clean Air Zone

We are proposing to introduce a Clean Air Zone across the whole of Greater Manchester in two phases from 2021 and 2023. Vehicles with the highest nitrogen dioxide emissions would need to pay a daily penalty to enter and/or travel within the whole of Greater Manchester.



You can check whether you would be likely to need to pay to enter and/or travel within the Clean Air Zone at [cleanairgm.com/vehicle-checker](https://cleanairgm.com/vehicle-checker).

The table shows which vehicles would be non-compliant vehicles for the purposes of the Clean Air Zone and which vehicles would be compliant. The emissions standards have been specified by Government.

| Vehicle type   | Will be affected by the Clean Air Zone | Emission standards for a non-compliant vehicle that would pay a daily penalty   | Date the Clean Air Zone would come in, so a non-compliant vehicle would pay a daily penalty | Emission standards for a compliant vehicle that would not pay a daily penalty   |
|--|--|---|---|---|
| <br>Buses and coaches   | Yes                                    | Euro 5 or earlier engines (typically registered before 2013)  | 2021  | Euro 6 (typically registered 2013 onwards)<br><br>Ultra low emission vehicles   |
| <br>Taxis and private hire vehicles   | Yes                                    | Euro 5 or earlier diesel engines (typically registered before 2016)<br><br>Euro 3 or earlier petrol engines (typically registered before 2005)                                      | 2021  | Euro 6 diesel engines (typically registered before 2016 onwards)<br><br>Euro 4 or later petrol engines (typically registered 2005 onwards)<br><br>Ultra low emission vehicles                               |
| <br>HGVs  | Yes                                    | Euro 5 or earlier engines (typically registered before 2013)  | 2021  | Euro 6 (typically registered 2013 onwards)  |
| <br>Vans, minibuses, motorhomes and motorised horseboxes (with a maximum weight of 3.5 tonnes when not carrying a load) | Yes                                    | Diesel engines which are Euro 5 or earlier (typically registered before 2016)<br><br>Petrol engines which are Euro 3 or earlier for petrol (typically those registered before 2005) | 2023  | Diesel engines which are Euro 6 (typically registered 2016 onwards)<br><br>Petrol engines which are Euro 4 or later for petrol (typically those registered 2005 onwards)<br><br>Ultra low emission vehicles |
| <br>Cars (other than private hire vehicles), motorbikes and mopeds  | No                                     | N/A   | N/A   | N/A   |

Your vehicle registration document (also known as the V5C) will help identify your vehicle's Euro emission standard.

**ONLY ANSWER IF YOU OWN OR LEASE A LICENSED MINIBUS**

**C1c. In 2021, which of these statements would be true about the licensed minibus(es) you own or lease?**

*Please tick one only*

- My minibus / all of my minibuses will be Euro 5 or earlier (if diesel) or Euro 3 or earlier (if petrol)
- Some of my minibuses will be Euro 5 or earlier (if diesel) or Euro 3 or earlier (if petrol)
- My minibus / all my minibuses will be compliant
- Don't know

**ONLY ANSWER IF YOU OWN OR LEASE A TAXI (HACKNEY)**

**C1f. In 2021, which of these statements would be true about the taxi(s) you own or lease?**

*Please tick one only*

- My taxi / all of my taxis will be Euro 5 or earlier (if diesel) or Euro 3 or earlier (if petrol)
- Some of my taxis will be Euro 5 or earlier (if diesel) or Euro 3 or earlier (if petrol)
- My taxi / all of my taxis will be compliant
- Don't know

**ONLY ANSWER IF YOU OWN OR LEASE A PRIVATE HIRE VEHICLE**

**C1g. In 2021, which of these statements would be true about the private hire vehicle(s) you own or lease?**

*Please tick one only*

- My private hire vehicle / all of my private hire vehicles will be Euro 5 or earlier (if diesel) or Euro 3 or earlier (if petrol)
- Some of my private hire vehicles will be Euro 5 or earlier (if diesel) or Euro 3 or earlier (if petrol)
- My private hire vehicle / all of my private hire vehicles will be compliant
- Don't know

## EVERYONE CAN ANSWER THESE QUESTIONS

The Clean Air Zone would cover the whole of Greater Manchester, so we don't shift pollution from one area to another. In our current proposal the boundary of the Zone is in broad terms the administrative boundary of Greater Manchester.

The exact boundary will be developed by looking in detail at the layout of the road network and using feedback from this conversation. It will be included in the statutory public consultation for further feedback.

### C2b. Do you have any comments on the boundary?

*Please write in*

### C2c. Do you have any comments about the Clean Air Zone? This may include the area the zone covers and the timescales for introducing the zone.

*Please write in*

## EVERYONE CAN ANSWER THESE QUESTIONS

### Proposed daily penalties

The Clean Air Zone would operate 24 hours a day, seven days a week. Non-compliant vehicles driving into, within or through Greater Manchester would be subject to a daily penalty, except for journeys made **only** on the Strategic Road Network (these are motorways and some major trunk roads).

The daily penalty needs to be enough to persuade those with non-compliant vehicles to change their travel habits, for example, to upgrade their vehicle to a cleaner model or make fewer journeys, rather than simply choosing to pay.

If the daily penalty is not paid, the driver would be subject to an additional Penalty Charge Notice (PCN) charge.

We are proposing the following daily penalties and PCN charges:

- Heavy Goods Vehicles (HGVs) – £100 from 2021
- Buses and coaches – £100 from 2021
- Taxis and private hire vehicles – £7.50 from 2021
- Vans, minibuses, motorhomes and motorised horseboxes – £7.50 from 2023
- Proposed Penalty Charge Notice - £120 – in addition to the daily penalty

We expect that a central payment portal will be in place. We are currently liaising with Government on how a central payment system would work.

Any income from the Clean Air Zone would be used to cover the costs of running it. After that, any leftover money would be spent on improvements to public transport and cycling and walking schemes.

### Vehicles not subject to the daily penalty

The following vehicles (**compliant vehicles**) would not be subject to the daily penalty as their engines meet our emissions standards:

- HGVs, buses and coaches with Euro 6 engines
- Petrol vans, minibuses, motorhomes and motorised horseboxes with Euro 4 and above engines
- Diesel vans, minibuses, motorhomes and motorised horseboxes with Euro 6 engines
- Petrol taxis and private hire vehicles which have Euro 4 engines or later
- Diesel taxis and private hire vehicles which have Euro 6 engines
- Ultra-low emission buses, vans, taxis and private hire vehicles

The following vehicles would not be charged as they are outside the scope of the proposals:

- Cars (excluding those registered as a private hire vehicle)
- Motorbikes
- Mopeds

In addition, Government has set out a list of specific vehicle types that should generally be exempt from a daily penalty, for example because of their age or unsuitability for replacement or upgrading. These are:

- Vehicles with a 'historic' vehicle tax class.
- Certain types of non-road going vehicles which are allowed to drive on the highway such as agricultural machines; digging machines; and mobile cranes.
- Military vehicles which are exempt from other road charges.
- Vehicles within the disabled passenger vehicle tax class.
- Emergency services specialist and/or novel or adapted vehicles, where it may generally not be suitable to provide a replacement vehicle which complies with the standards of the Clean Air Zone.

There are no proposals at this stage for any other vehicle types to be exempt from the daily penalty. However, feedback from this conversation may highlight additional vehicles for consideration for an exemption.

**P1. Do you think the following penalty payments for those vehicles that do not meet minimum emission requirements are too much, too little, or about right?**

*Please tick one for each type*

|  | Too little/<br>not<br>enough | About<br>right           | Too much                 | Don't<br>know            |
|--|------------------------------|--------------------------|--------------------------|--------------------------|
| Buses and coaches: £100 per day  | <input type="checkbox"/>     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Heavy Goods Vehicles (HGVs):<br>£100 per day   | <input type="checkbox"/>     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Vans, minibuses, motorhomes and<br>motorised horseboxes: £7.50 per<br>day            | <input type="checkbox"/>     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Taxis and private hire vehicles:<br>£7.50 per day                                    | <input type="checkbox"/>     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Proposed Penalty Charge Notice,<br>in addition to the daily penalty:<br>£120 per day | <input type="checkbox"/>     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**P1a. Why did you give that answer for buses and coaches?**

*Please write in*

**P1b. Why did you give that answer for heavy goods vehicles (HGVs)?**

*Please write in*

**P1c. Why did you give that answer for vans, minibuses, motorhomes and motorised horseboxes?**

*Please write in*

**P1d. Why did you give that answer for taxis and private hire vehicles?**

*Please write in*

**P1e. Why did you give that answer for the proposed Penalty Charge Notice?**

*Please write in*

**P2a. Do you think there any other vehicles that should be eligible for exemption from the daily penalty if the Clean Air Zone was introduced?**

*Please tick one only*

Yes

No

**ONLY ANSWER IF YOU THINK OTHER VEHICLES SHOULD BE ELIGIBLE FOR AN EXEMPTION:**

**P2b. Which other vehicles do you feel should be eligible for exemption from the daily penalty?**

*Please write in*

**ONLY ANSWER IF YOU THINK OTHER VEHICLES SHOULD BE ELIGIBLE FOR AN EXEMPTION:**

**P2c. Why do you feel they should be eligible for an exemption?**

*Please write in*

## EVERYONE CAN ANSWER THESE QUESTIONS

### Proposed financial support

Alongside the Clean Air Zone, we are proposing a number of Government-funded schemes for people and businesses in Greater Manchester who own vehicles that would be subject to the Clean Air Zone daily penalty. This financial support would help them to upgrade to compliant vehicles.

Our proposals are based on the expectation that these funds will be available in 2020, so that eligible vehicle owners could apply for funding to help upgrade their vehicles before the first phase of the Clean Air Zone is introduced.

This might be through upgrading their existing vehicle or using retrofit technology to reduce the emissions the vehicle produces, so it becomes compliant. You can find out more about retrofit technologies from the Clean Vehicle Retrofit Accreditation Scheme (CVRAS) on the Energy Saving Trust website [energysavingtrust.org.uk/transport/clean-vehicle-retrofit-accreditation-scheme-cvras](http://energysavingtrust.org.uk/transport/clean-vehicle-retrofit-accreditation-scheme-cvras).

Further details on the funds, their eligibility criteria and the application process are in development, with the aim of making sure that we help those who need it most first. The information we gather from this conversation will help shape those details.

Under our current proposals, the funds will support:

- Taxis and private hire vehicles licensed in Greater Manchester
- HGVs and vans, minibuses and coaches (and other commercial vehicles such as motorhomes and motorised horseboxes may be eligible) which are registered in Greater Manchester
- Buses/coaches operating as registered services within Greater Manchester

At this stage we do not know how much funding would be available for each vehicle. We want to find out how much support vehicle owners would need and how we can offer support to upgrade vehicles and reduce air pollution as quickly as possible.

The proposals also include a Greater Manchester Clean Air Loan Scheme. If this scheme goes ahead, it could provide loans at preferential rates for those who are taking advantage of the clean vehicle funds.

The details of the loan scheme have not been developed and we will be using feedback from the conversation to help shape our proposals.

### **P3. To what extent do you think that cleaning up Greater Manchester's bus fleet, Heavy Goods Vehicles (HGVs), vans, minibuses and coaches and other commercial vehicles is a priority for improving air quality in Greater Manchester?**

*Please tick one for each type*

|   | Very important           | Important                | Somewhat important       | Not at all important     |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| Bus fleet   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| HGVs, vans, minibuses and coaches and other commercial vehicles | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Taxis and private hire vehicles                                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**P3a. Why did you give that answer for the bus fleet?**

*Please write in*

**P3b. Why did you give that answer for heavy goods vehicles (HGVs), vans, minibuses and coaches and other commercial vehicles?**

*Please write in*

**P3c. Why did you give that answer for taxis and private hire vehicles?**

*Please write in*

**ONLY ANSWER THIS SECTION IF SOME OR ALL OF YOUR VEHICLES WILL NOT BE COMPLIANT IN TIME FOR THE POSSIBLE INTRODUCTION OF THE CLEAN AIR ZONE OR IF YOU DO NOT KNOW IF THEY WILL BE COMPLIANT BY THIS TIME**

**Clean Taxi Fund**

We estimate that almost 1,400 – around 69% of taxis and just over 4,000 – around 36% of private hire vehicles in Greater Manchester would have to pay a daily penalty if a Clean Air Zone was introduced in 2021.

Because of this we have asked Government for £28 million to support the upgrade of taxis and private hire vehicles which are licensed in Greater Manchester.

Vehicles licensed outside of Greater Manchester would not be eligible for this support under the current proposals.

At this stage we do not know how much funding would be available for each vehicle. We want to find out how much support vehicle owners would need and how we offer support to upgrade vehicles and reduce air pollution as quickly as possible.

**Z15. Before the possible introduction of the Clean Air Zone in 2021 are you likely to have:**

*Tick all that apply*

- Retrofitted some of your vehicles
- Retrofitted all of your vehicles
- Replaced some of your vehicles with compliant vehicles
- Replaced all of your vehicles with compliant vehicles
- Not replaced or retrofitted any of your vehicles

**ONLY ANSWER IF YOU WOULD NOT REPLACE OR RETROFIT ANY OF YOUR VEHICLES**

**Z16. Why would you not change your vehicles before the possible introduction of the Clean Air Zone in 2021?**

*Tick all that apply*

- Don't want to replace my vehicle(s)
- I am not planning to replace my vehicle(s) until after this time
- Cost of replacing vehicle(s)
- Due to lease agreement
- Waiting for better/ more appropriate model to be released
- The vehicle(s) won't be frequently entering or traveling within the Clean Air Zone
- I'd rather pay a daily penalty
- I don't think I would need a vehicle for business by the time the Clean Air Zone begins
- Other (*please write in*)
- Don't know

**ONLY ANSWER IF YOU WOULD REPLACE OR RETROFIT AT LEAST SOME OF YOUR VEHICLES**

**Z17. How many vehicles would you need to apply for funding for to retrofit or replace your vehicles?**

*Please tick for each*

|              | None                     | 1                        | 2-4                      | 5-9                      | 10-19                    | 20+                      |
|--------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Retrofitting | <input type="checkbox"/> |
| Replacement  | <input type="checkbox"/> |

**Z18. The fund money is unlikely to cover all the costs of becoming fully compliant. If Greater Manchester had a loan scheme to help with the additional costs, would you consider applying for money from it?**

*Please tick one only*

Yes

No

**ONLY ANSWER IF YES, YOU WOULD CONSIDER APPLYING FOR MONEY FROM THE LOAN SCHEME**

**Z19. If you applied for a loan through this scheme, what percentage of the vehicle value would you be willing to borrow?**

*Please tick one only*

1% – 25%

75% – 100%

25% – 50%

Don't know

50% – 75%

**ONLY ANSWER IF YES, YOU WOULD CONSIDER APPLYING FOR MONEY FROM THE LOAN SCHEME**

**Z20. Over what timescale would you need to pay back the loan?**

*Please tick one only*

A year or less

More than 5 years

2-3 years

Don't know

4-5 years

**EVERYONE CAN ANSWER THESE QUESTIONS**

**Z21. Are there any other forms of financial support that you think we should consider offering to help you to upgrade to a compliant vehicle(s)?**

*Please write in*

**Z22. Do you have any comments on the funds?**

*Please write in*

## EVERYONE CAN ANSWER THESE QUESTIONS

### Measures – Supporting residents, schools and businesses to use greener transport

#### Helping Greater Manchester to switch to greener transport

Our proposals aim to help people, businesses, and organisations including schools across Greater Manchester play their part to reduce air pollution.

This could include helping people to use their car less, especially for shorter journeys, helping businesses to change their fleet so it is cleaner, or to change company cars to electric. It could also include activities like:

- Working with businesses to promote cycle to work schemes.
- Promoting and supporting car share and car club schemes.
- Promoting bike rental schemes across Greater Manchester.
- Further work to improve cycle lanes and cycle routes across Greater Manchester.
- Further work to improve the walking network across Greater Manchester by having more high-quality footpaths and improving road crossings.
- Giving advice to businesses about how they could upgrade their fleet.
- Giving support to businesses to help them encourage and provide incentives for greener staff travel.

At this stage, we want to hear your views about these initiatives and how they could work for you.

#### M1. Would giving advice to your business or organisation and its employees help them to use greener travel for their commute and work activities?

*Please tick one only*

Yes

No

#### ONLY ANSWER IF YOU ANSWERED NO AT M1

#### M2. Why would giving advice not help your business or organisation use greener travel for their commute and work activities?

*Please tick all that apply*

We already use less polluting means of travel where possible

This would not be helpful for us

The measure needs to provide different types of support

Other (please write in)

## EVERYONE CAN ANSWER THESE QUESTIONS

### M3. How likely is your business to take part in this scheme?

*Please tick one only*

- |  |  |
|--|--|
| <input type="checkbox"/> Very likely                 | <input type="checkbox"/> Unlikely      |
| <input type="checkbox"/> Likely                      | <input type="checkbox"/> Very unlikely |
| <input type="checkbox"/> Neither likely nor unlikely | <input type="checkbox"/> Don't know    |

### M4. To what extent do you think that giving advice and support for residents, schools and businesses to use less polluting transport is a priority for improving air quality in Greater Manchester?

*Please tick one only*

- |   |   |
|---|---|
| <input type="checkbox"/> Very important     | <input type="checkbox"/> Not at all important |
| <input type="checkbox"/> Important          | <input type="checkbox"/> Don't know           |
| <input type="checkbox"/> Somewhat important |   |

### M5. Please use this space to give any comments about these measures.

## EVERYONE CAN ANSWER THESE QUESTIONS

### Measures – Electric Vehicles

#### Expanding Greater Manchester's electric vehicle charging network

Encouraging people and businesses to switch to ultra-low emission vehicles will help improve air quality, particularly in urban areas and at the roadside where air quality can be worst.

Electric vehicles produce much lower air pollution than petrol or diesel cars, even when the impact of generating the electricity they use is taken into account. Plug-in hybrids also have significantly lower average emissions than traditional petrol or diesel cars.

We want to almost treble the number of electric vehicle charging points in Greater Manchester. Our proposals include £25 million to install another 600 rapid charging points (300 double-headed chargers) across the 10 council areas of Greater Manchester. Some of these charging points are planned for use by electric taxis and private hire vehicles only.

There will also be activity to promote electric vehicles across Greater Manchester – for example holding events where people and businesses will be able to test-drive the latest models and get information about the support available to upgrade to an electric vehicle.

We want to hear from you about how this could work for you or your business or organisation. Your feedback will help shape the development of the proposals and understand how we can improve the charging network and support more people, businesses and organisations to use electric vehicles.

#### E2. Does your business or organisation currently use electric vehicles?

*Please tick one only*

Yes

No

#### ONLY ANSWER IF YOU ANSWERED NO AT E2

#### E3. How likely are you to consider buying or leasing an electric vehicle(s), once the charging points have been installed?

*Please tick one only*

Very likely

Unlikely

Likely

Very unlikely

Neither likely nor unlikely

Don't know

## EVERYONE CAN ANSWER THESE QUESTIONS

### E4. Where do you think the charging points should be installed?

*Please tick all that apply*

- |   |   |
|---|---|
| <input type="checkbox"/> Taxi ranks                                   | <input type="checkbox"/> Public car parks         |
| <input type="checkbox"/> Service stations                             | <input type="checkbox"/> Workplace                |
| <input type="checkbox"/> Hospitals                                    | <input type="checkbox"/> New housing developments |
| <input type="checkbox"/> Schools                                      | <input type="checkbox"/> My road                  |
| <input type="checkbox"/> Retail centres                               |   |
| <input type="checkbox"/> Other (please write in) <input type="text"/> |   |

### E5. To what extent do you think the installation of more charging points across Greater Manchester is a priority to help improve air quality in the region?

*Please tick one only*

- |   |   |
|---|---|
| <input type="checkbox"/> Very important     | <input type="checkbox"/> Not at all important |
| <input type="checkbox"/> Important          | <input type="checkbox"/> Don't know           |
| <input type="checkbox"/> Somewhat important |   |

### E6. Please use this space to give any comments about providing electric vehicle charging points.

## EVERYONE CAN ANSWER THESE QUESTIONS

### Further comments on the proposals

#### I1. What do you believe the impact of the Clean Air proposals would be on:

Please tick one for each option

|  | Very positive            | Positive                 | No Impact                | Negative                 | Very negative            |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| The health of people in Greater Manchester                             | <input type="checkbox"/> |
| Air quality in Greater Manchester                                      | <input type="checkbox"/> |
| The economy of Greater Manchester                                      | <input type="checkbox"/> |
| Your business  | <input type="checkbox"/> |
| The quality of life for those working and living in Greater Manchester | <input type="checkbox"/> |

#### I2. To what extent do you support or oppose Greater Manchester's proposals to tackle nitrogen dioxide exceedances at the roadside?

Please tick one only

- 0 - No support
- 1
- 2
- 3 - Slightly support
- 4
- 5
- 6
- 7 - Moderately support
- 8
- 9
- 10 - Fully support

**EVERYONE CAN ANSWER THESE QUESTIONS**

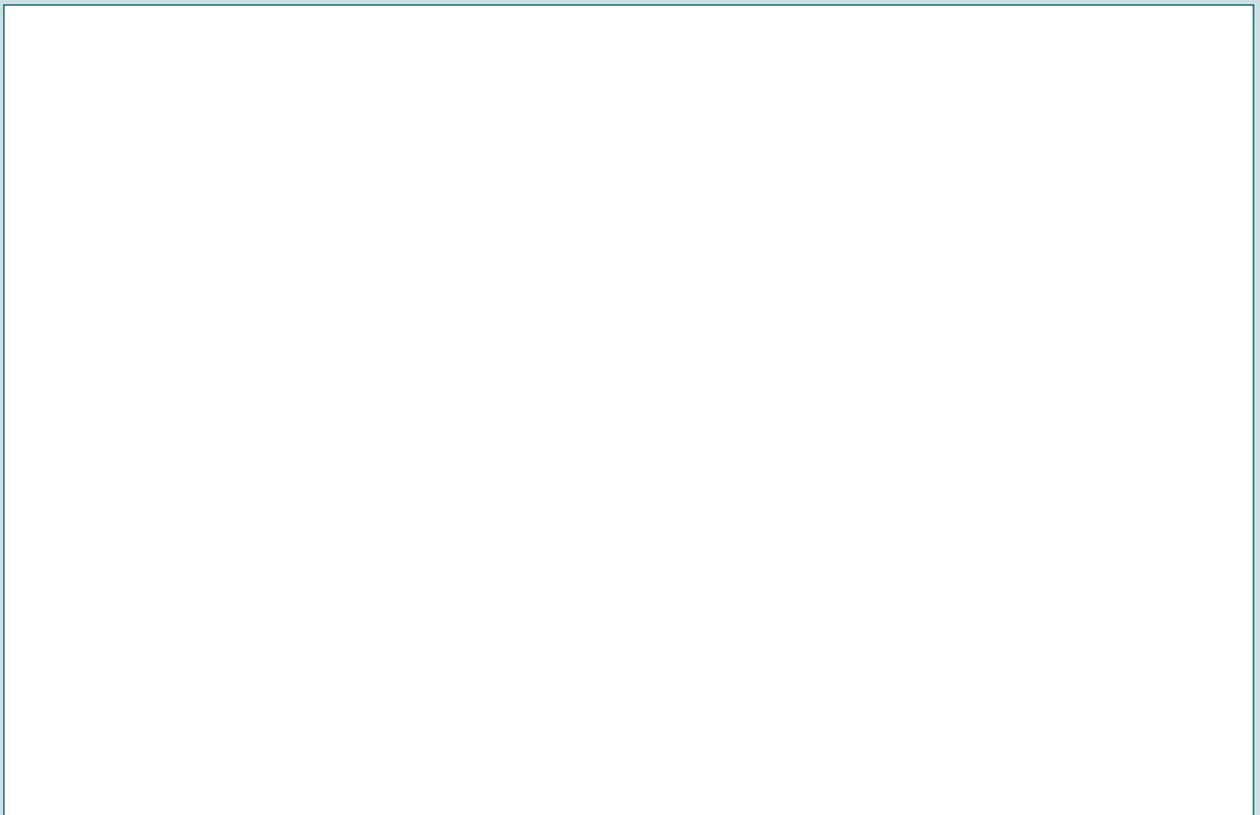
**13. Are there any modifications which could make you more likely to support the proposals?**

*Please write in*



**14. Do you have any other comments?**

*Please write in*



**BO1. Please confirm you are authorised to respond on behalf of this business / organisation.**

*Please tick one only*

- Yes – I am authorised to respond on behalf of this business / organisation
- No – I am not authorised to respond on behalf of this business / organisation and my responses are my personal view

**BO2. How many people does your business / organisation employ?**

*Please tick one only*

- |   |                                  |
|---|----------------------------------|
| <input type="checkbox"/> One – I am a sole trader/self-employed |                                  |
| <input type="checkbox"/> 2-5                                    | <input type="checkbox"/> 50-249  |
| <input type="checkbox"/> 6-9                                    | <input type="checkbox"/> 259-499 |
| <input type="checkbox"/> 10-19                                  | <input type="checkbox"/> 500-999 |
| <input type="checkbox"/> 20-49                                  | <input type="checkbox"/> 1000+   |

### BO3. Where is your business / organisation based?

Please tick all that apply

#### Within Greater Manchester

- Bolton
- Bury
- Manchester
- Oldham
- Rochdale
- Salford
- Stockport
- Tameside
- Trafford
- Wigan

#### Close to Greater Manchester

- Blackburn with Darwen
- Calderdale
- Cheshire East
- Chorley
- High Peak
- Kirklees
- Rossendale
- St. Helens
- West Lancashire
- Warrington

---

#### Other area in UK

- |   |  |
|---|--|
| <input type="checkbox"/> Cheshire         | <input type="checkbox"/> North Staffordshire |
| <input type="checkbox"/> East Lancashire  | <input type="checkbox"/> Other Midlands      |
| <input type="checkbox"/> South Lancashire | <input type="checkbox"/> North East          |
| <input type="checkbox"/> Merseyside       | <input type="checkbox"/> South East          |
| <input type="checkbox"/> Other North West | <input type="checkbox"/> South West          |
| <input type="checkbox"/> North Yorkshire  | <input type="checkbox"/> Scotland            |
| <input type="checkbox"/> South Yorkshire  | <input type="checkbox"/> Wales               |
| <input type="checkbox"/> West Yorkshire   | <input type="checkbox"/> Other UK            |

### BO4. What is your business / organisation's postcode? (If more than one site please enter the postcode of the site that has most journeys within Greater Manchester.)

Please write in

## EVERYONE CAN ANSWER THESE QUESTIONS

### T1. Are you responding as a taxi / private hire driver or the taxi / private hire owner or as a taxi / private hire operator?

Please tick all that apply

- |   |   |
|---|---|
| <input type="checkbox"/> Driver: taxi (hackney)       | <input type="checkbox"/> Owner: private hire vehicle    |
| <input type="checkbox"/> Driver: private hire vehicle | <input type="checkbox"/> Operator: taxi (hackney)       |
| <input type="checkbox"/> Owner: taxi (hackney)        | <input type="checkbox"/> Operator: private hire vehicle |

## IF YOU HAVE ANSWERED AS A DRIVER ABOVE

### T2. What type of licence do you hold?

Please tick all that apply

- |                                       |   |
|---------------------------------------|---|
| <input type="checkbox"/> Private hire | <input type="checkbox"/> Hackney carriage |
|---------------------------------------|---|

### T3. Where is your taxi / private hire vehicle licence held?

Please tick one only

- |                                     |   |
|-------------------------------------|---|
| <input type="checkbox"/> Bolton     | <input type="checkbox"/> Stockport                  |
| <input type="checkbox"/> Bury       | <input type="checkbox"/> Tameside                   |
| <input type="checkbox"/> Manchester | <input type="checkbox"/> Trafford                   |
| <input type="checkbox"/> Oldham     | <input type="checkbox"/> Wigan                      |
| <input type="checkbox"/> Rochdale   | <input type="checkbox"/> Outside Greater Manchester |
| <input type="checkbox"/> Salford    |   |

### T4. If outside Greater Manchester, where is your licence held?

Please tick one only

- |   |  |
|---|--|
| <input type="checkbox"/> Blackburn with Darwen                        | <input type="checkbox"/> Rossendale      |
| <input type="checkbox"/> Calderdale                                   | <input type="checkbox"/> Sefton          |
| <input type="checkbox"/> Cheshire East                                | <input type="checkbox"/> St Helens       |
| <input type="checkbox"/> Chorley                                      | <input type="checkbox"/> Warrington      |
| <input type="checkbox"/> High Peak                                    | <input type="checkbox"/> West Lancashire |
| <input type="checkbox"/> Kirklees                                     | <input type="checkbox"/> Wolverhampton   |
| <input type="checkbox"/> Other (please write in) <input type="text"/> |  |

**T5. Can you tell us why your licence is held outside Greater Manchester?**

*Please tick all that apply*

- I live outside Greater Manchester
- I mainly work outside Greater Manchester
- It's cheaper to get a licence outside Greater Manchester
- It's easier to get a licence outside Greater Manchester

## EVERYONE CAN ANSWER THESE QUESTIONS

**T6. Do you use your taxi / private hire vehicle or van for personal use? (For example, is it also your family vehicle?)**

*Please tick one only*

Yes

No

## IF YOU HAVE ANSWERED YES ABOVE

**T7. If yes, how often do you use your vehicle for personal use?**

*Please tick one only*

5 or more days a week

At least once a month

3 or 4 days a week

At least once a year

2 days a week

Not used in the last 12 months

1 day a week

Never used

At least once a fortnight

**T8. If yes, what are the purposes of your personal journeys?**

*Please tick all that apply*

Visit friends / relatives

(bank, hairdresser, library etc.).

Shopping – food

Health or medical visit

Giving a lift to a place of work (pick up / drop off)

Social (entertainment / recreation / participate in sport / visit pub etc.)

Giving a lift to a place of education (pick up / drop off)

Worship or religious observance

Giving lift somewhere else (not school or work)

Unpaid / voluntary work

Use services / personal business

Childcare – taking child to/from babysitter, nursery etc.

Other (please write in)

**T9. Do you have another car available for personal use?**

*Please tick one only*

Yes

No

## EVERYONE CAN ANSWER THESE QUESTIONS

### Demographic section

#### D1. Where did you hear about the survey?

*Please tick all that apply*

- |   |   |
|---|---|
| <input type="checkbox"/> Email                            | <input type="checkbox"/> Radio          |
| <input type="checkbox"/> Twitter                          | <input type="checkbox"/> Postcards      |
| <input type="checkbox"/> Facebook                         | <input type="checkbox"/> TfGM websites  |
| <input type="checkbox"/> LinkedIn                         | <input type="checkbox"/> Other websites |
| <input type="checkbox"/> Posters                          | <input type="checkbox"/> Word of mouth  |
| <input type="checkbox"/> Other ( <i>please write in</i> ) | <input type="text"/>                    |

#### D2. What do you think about the quality of this conversation (for example, the information we have provided, any printed material you have received, any maps or plans, the website and survey etc.)?

*Please tick one only*

- |                                     |                                    |
|-------------------------------------|------------------------------------|
| <input type="checkbox"/> Very good  | <input type="checkbox"/> Poor      |
| <input type="checkbox"/> Good       | <input type="checkbox"/> Very poor |
| <input type="checkbox"/> Acceptable |                                    |

#### D3. Which of these age groups are you in?

*Please tick only one*

- |                                   |  |
|-----------------------------------|--|
| <input type="checkbox"/> Under 16 | <input type="checkbox"/> 45-54             |
| <input type="checkbox"/> 16-17    | <input type="checkbox"/> 55-64             |
| <input type="checkbox"/> 18-24    | <input type="checkbox"/> 65-74             |
| <input type="checkbox"/> 25-34    | <input type="checkbox"/> 75+               |
| <input type="checkbox"/> 35-44    | <input type="checkbox"/> Prefer not to say |

#### D4. Which of the following describes how you think of yourself?

*Please tick one only*

- |                                |  |
|--------------------------------|--|
| <input type="checkbox"/> Woman | <input type="checkbox"/> Prefer another term |
| <input type="checkbox"/> Man   | <input type="checkbox"/> Prefer not to say   |

**D5. How many people are permanently living in your household including yourself?**

*Please write in*

Aged 0-3

Aged 17 or over

Aged 4-16

**D6. Do you have a driving licence?**

*Please tick all that apply*

- Full licence for a car/van
- Full licence for a motorcycle
- Full licence for a moped/scooter
- Provisional licence for a car/van
- Provisional licence for a motorcycle
- Provisional licence for a moped/scooter
- None of these

**D7. How many vehicles of each of these types does your household own or have access to? (Do not include vehicles for sale or vehicles owned because a household member is an enthusiast / collector i.e. if they are not used on a day-to-day basis).**

*Please write in number of vehicles in each category*

Cars owned by the household

Vans owned by the household

Cars accessible by the household

Vans accessible by the household

Motorcycles / scooters

Bicycles (excluding those used by children under 5)

Other vehicles (*please write in*)

**D8. Which of these best describes your ethnicity?**

*Please tick one only*

White

- English/Welsh/ Scottish/ Northern Irish/ British
- Irish
- Gypsy or Irish Traveller
- Any other White background

Mixed / Multiple ethnic groups

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed / multiple ethnic background

Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background

Black / African / Caribbean / Black British

- African
- Caribbean
- Any other Black background

Any other ethnicity

- Arab
- Any other ethnic group
- Prefer not to say

**D9. Which of these best describes your religion?**

*Please tick one only*

No religion

Buddhist

Christian

Hindu

Jewish

Any other (*please write in*)

Muslim

Sikh

Prefer not to say

**D10. Please provide your home postcode below (UK postcodes only). This will be used for analysis purposes and to understand which areas in Greater Manchester are responding to this survey. Be assured that this will not be used to identify or contact you. These details will never be shared beyond the remit of this research.**

**D13. Do you have a health condition that leaves you vulnerable to air pollution (e.g. asthma or a heart condition)?**

*Please tick one only*

Yes, it affects me a lot

Yes, it affects me a little

No

Prefer not to say

**D11. Are your day-to-day activities limited because of a health problem or disability?**

*Please tick one only*

Yes, limited a lot

Yes, limited a little

No

Prefer not to say

**D12. Could you please tell me which of the conditions best describe your health issues or disability?**

*Please tick one only*

- Mobility or walking difficulty
- Physical coordination (e.g. balance)
- Lifting, carrying heavy objects
- Manual dexterity (affecting ability to use hands to do everyday tasks)
- Wheelchair user
- Blind, partially sighted or serious sight impairment
- Difficulty speaking
- Deaf, hard of hearing or serious hearing impairment
- Conditions affecting ability to learn understand, remember, concentrate or read
- Diagnosed mental health condition such as depression, bi-polar disorder, schizophrenia
- Long standing illness or health condition (e.g. MS, chronic heart disease or epilepsy, cancer, HIV)
- Other (please write in)

**EVERYONE CAN ANSWER THESE QUESTIONS**

**D14. TfGM and its partners may conduct further research into people's views on the Clean Air Plan. Are you willing to be contacted by TfGM or one of its partners to take part in this research?**

*Please tick one only*

Yes

No

**D15. TfGM and its partners may conduct further research about other transport or environment-related topics. Are you willing to be contacted by TfGM or one of its partners to take part in this research?**

*Please tick one only*

Yes

No

**D16. If yes, please give you preferred contact details below:**

Name

Telephone number

Email

**Are you submitting any extra documents with your completed survey?**

*Please tick one only*

Yes

No

**If yes, please list the titles of these documents below:**

Thank you for sharing your views on the Greater Manchester proposals to improve air quality.

Once the survey has closed on 30 June 2019, all the feedback received will be read and considered to help shape the detailed proposals. A statutory public consultation will be held in the future, and give you an opportunity to have your say on the detailed proposals.

Please keep an eye on **cleanairgm.com**, on Twitter **@CleanAirGM** or on Facebook **facebook.com/CleanAirGM** to find out more.

Please return the questionnaire to:

Clean Air Greater Manchester

Freepost RTCU-LLTT-UHJA

AECOM Limited

Aecom House

179 Moss Lane

Hale

ALTRINCHAM

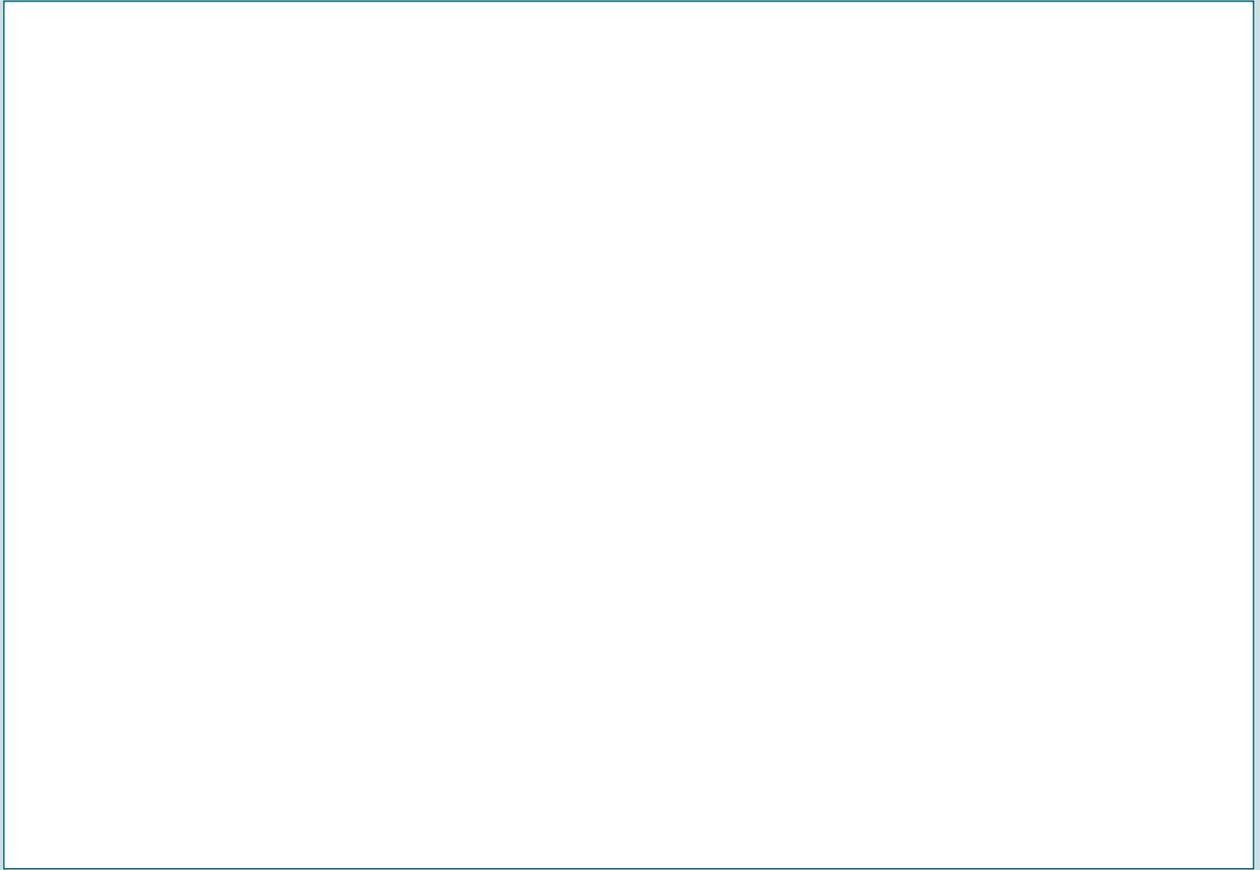
WA15 8FH

**IF YOU HAD RUN OUT OF SPACE WHEN WRITING A COMMENT, PLEASE COMPLETE YOUR COMMENT HERE:**

**Question:**

**Question:**

Question:



Question:



Question:



Question:

