

Appendix B : Coded Data

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

		Individual	Business	Total
Concerns about the proposals	Concerns/doubts about the proposal's effectiveness/ability to improve air quality	10%	10%	10%
	Concerns that proposals were designed based on political agenda rather than scientific facts	7%	6%	6%
	Concerns/doubts about the implementation/enforcement of the clean air zone	6%	6%	6%
	Concerns that privately owned cars will be included in the clean air zone in the future	5%	2%	4%
	Proposals should include non-compliant privately owned cars	28%	22%	26%
Modes included in the proposals	The proposals should not include motorhomes or motorised horseboxes	10%	2%	8%
	The proposals should not include taxis or private hire vehicles	1%	19%	5%
	The proposals should not include buses or coaches or minibuses	4%	2%	3%
	The proposals should include aeroplanes or air travel	3%	2%	3%
	The proposals should not include vans or HGVs	2%	3%	2%
Process and selection	Oppose/reject the proposals/not needed/it is a tax on the poor/working class (general comments)	24%	36%	27%
	Support the proposals or effort to improve air quality or health or safety	22%	21%	22%
	Information is unclear/lacking detail/confusing	11%	10%	11%
	Proposals do not go far enough/should go further (general comments)	11%	3%	9%
	More consideration/consultation needed with businesses or organisations	4%	17%	7%
	Unfair to charge those who are not using their vehicle for work purposes	7%	3%	7%
	Greater Manchester should work with other cities or towns or authorities on the proposals	4%	3%	4%
	Want to see more information about targets or calculations used in designing the proposals	4%	3%	4%
	The proposals should be implemented on a national scale	3%	3%	3%
	Proposals should start on a smaller scale before expanding/rolling out to whole of Greater Manchester	2%	5%	3%

	Individual	Business	Total
Preferred first proposal – GM-wide clean air zone for all non-compliant vehicles including cars within inner ring road	2%	0%	2%
Preferred second proposal – GM-wide clean air zone and ultra-low emissions zone within inner ring road/city centre	2%	1%	2%
Proposals should include a clean air zone or ultra-low emissions zone inside the M60 boundary	1%	2%	1%
Base	1395	376	1771

C2b Do you have any comments on the boundary

	Individual	Business	Total
Zone/boundary/areas covered is fair/appropriate/reasonable	43%	21%	39%
Zone/areas covered should just be those with poor air quality/city centre and towns/high-risk areas	23%	49%	28%
Zone or areas covered is too big	18%	29%	20%
Zone/areas covered should be wider/cover as far as possible	13%	4%	12%
The motorway network and major roads (Strategic Road Network) should be included	8%	5%	8%
The motorway network and major roads (Strategic Road Network) should not be included	4%	2%	4%
Suggest that a specific location should be included	5%	3%	4%
Suggest flexibility/exemptions for those living/ working close to the boundary	3%	5%	3%
Base	764	173	937

C2c Do you have any comments about the Clean Air Zone?

		Individual	Business	Total
Timescales	Timescales are too soon or need longer	12%	62%	30%
	Timescales should be reduced/proposals need implementing sooner	42%	4%	29%
	Timescales are fair/appropriate/reasonable	6%	2%	5%
Impact of proposals on the public	Concerns that the price of goods/food will increase as a result/businesses passing on penalty	10%	6%	9%
	Bus passengers will be charged more or bus operators will pass on the charge or services will be reduced	8%	2%	6%
	Concerns about redistributing traffic/congestion/air quality problems to surrounding areas	7%	1%	5%
	Unfair on those who rely on taxis/private hires/public transport - disabled/elderly	2%	6%	4%
	Taxi/private-hire vehicle operators will pass the penalty on to the customer	4%	3%	4%
	Will increase the number of people using cars/make traffic and congestion worse	3%	1%	2%
Impact of proposals on businesses	Unfair to small businesses/independent Traders	9%	19%	12%
	Some businesses/organisations will go out of business	8%	18%	11%
	Need prices of compliant vehicles and retrofitting to reduce	3%	15%	8%
	Unfair to those who need to upgrade their vehicles or non-compliant vehicles will be devalued	5%	13%	8%
	Unfair to businesses/organisations (general comments)	4%	9%	6%
	Unfair to those who have recently upgraded vehicle/s without financial support/should be reimbursed	1%	5%	3%
	Unfair to businesses/organisations with large fleets	1%	4%	2%
	Proposals do not consider the additional costs when buying a new vehicle	1%	2%	1%
Base		900	500	1400

P1a Why did you give that answer [about the penalty] for buses and coaches

	Individual	Business	Total
Costs will be passed onto customers	26%	22%	25%
They should not pay at all/against all penalties	17%	20%	18%
Buses benefit the environment by taking people out of cars/public transport should be encouraged/improved	16%	8%	14%
Tax on goods/Stealth tax/Congestion charge/money making scheme/money won't be used as stated	9%	10%	9%
Owned by larger companies who can afford penalties	9%	6%	9%
Charge too high for this vehicle	6%	16%	8%
Unfair on businesses	5%	12%	6%
Will cause debts for residents	5%	7%	5%
Will cause unemployment	5%	7%	5%
Will cause companies to go out of business	5%	7%	5%
Unfair on businesses with this type of vehicle	3%	10%	4%
Will cause increase in private cars on road	4%	2%	4%
Will adversely affect poorest/elderly/youngest people (less able to afford charges/price increases)	3%	3%	3%
Companies would reduce services and remove routes (Bus)	3%	3%	3%
Will cause mental health issues/depression/other mental health problems (Loss of business, money worries etc.)	3%	5%	3%
Will discourage growth	2%	3%	2%
Proposals will not fix air quality	2%	3%	2%
Timescales are too soon/cannot afford to change vehicle in time	1%	4%	2%
Upgrades too expensive	1%	3%	1%

Negative
comments

	Individual	Business	Total
Charged vehicles have to go places, private cars have a choice/Performing an essential service	1%	1%	1%
Charities/schools/youth groups regularly use older vehicles	1%	0%	1%
These vehicles are vital to the economy	1%	1%	1%
Should be charging private cars not businesses	1%	1%	1%
Businesses will refuse work within CAZ/relocate out of GM	1%	0%	1%
Cars are the main polluters/cars should be charged too	1%	1%	1%
Will make people drive further to avoid penalties (head into Liverpool etc)	1%	0%	0%
Doubts Government funds will happen	0%	1%	0%
Positive Comments			
Gives companies a choice/need to encourage green investment	18%	5%	15%
Penalties should differ by location or vehicle type	15%	9%	14%
They cause a lot of pollution	11%	10%	11%
Not enough to force change	12%	3%	11%
Enough to encourage change without causing bankruptcy	12%	3%	10%
Not a financial burden	9%	2%	8%
Charge is too low	4%	1%	4%
Fine needs to be higher to stop people deliberately not paying [PCN]	4%	1%	3%
Fine/something needs to be done	3%	3%	3%
Fine needs to stop people reoffending [PCN]	3%	1%	3%
Different charging suggestion/reward rather than punish/charge by mileage rather than emission	3%	5%	3%
Greater Manchester should force all buses/vehicles to be electric	3%	1%	2%

	Individual	Business	Total
Vehicles leave their engines running / Driver behaviour causes extra pollution	2%	2%	2%
They cause the congestion	1%	1%	1%
No justification given for charging level/deadline for vehicle changes	1%	1%	1%
They are increasing in number	1%	0%	1%
Higher penalties would raise costs and get more people to walk/cycle	1%	1%	1%
Penalties should be scaled by company size	1%	0%	1%
Those from outside GM may not be aware	0%	1%	0%
Other	2%	3%	2%
Base	1566	343	1909

P1b Why did you give that answer [about the penalty] for HGVs

	Individual	Business	Total
They should not pay at all/against all penalties	25%	40%	28%
Costs will be passed on to customers	17%	19%	17%
Tax on goods/Stealth tax/Congestion charge/money making scheme/money won't be used as stated	14%	16%	14%
Unfair on businesses	9%	16%	10%
Unfair on businesses with this type of vehicle	6%	16%	8%
Will cause companies to go out of business	5%	13%	7%
Will cause unemployment	5%	8%	5%
Will cause debts for residents	4%	6%	5%
These vehicles are vital to the economy	3%	8%	4%
Private vehicles shouldn't be charged	2%	0%	2%
Negative Comments Timescales are too soon/cannot afford to change vehicle in time	1%	5%	2%
Businesses will refuse work within CAZ/relocate out of GM	2%	2%	2%
Charge too high for this vehicle	1%	3%	1%
Will adversely affect poorest/elderly/youngest people (less able to afford charges/price increases)	1%	2%	1%
Proposals will not fix air quality	1%	2%	1%
Those from outside GM may not be aware	1%	1%	1%
Will cause mental health issues/depression/other mental health problems (Loss of business, money worries etc.)	1%	1%	1%
Will discourage growth	1%	0%	1%
No justification given for charging level/deadline for vehicle changes	1%	0%	1%
Monitoring foreign vehicles	1%	0%	0%

	Individual	Business	Total
Bigger, less frequent deliveries is better for emissions than lots of smaller ones	0%	1%	0%
Upgrades too expensive	0%	1%	0%
Charged vehicles have to go places, private cars have a choice/Performing an essential service	0%	1%	0%
Will cause inflation in price of compliant vehicles	0%	1%	0%
Doubts Government funds will happen	0%	1%	0%
Issues with fines or charging mechanisms	0%	1%	0%
Enough to encourage change without causing bankruptcy	25%	11%	22%
Gives companies a choice/need to encourage green investment	19%	9%	17%
Not enough to force change	17%	7%	15%
Not a financial burden	16%	6%	14%
They cause a lot of pollution	14%	7%	13%
Penalties should differ by location or vehicle type	14%	7%	13%
Owned by larger companies who can afford the penalties	10%	4%	9%
Different charging suggestion/reward rather than punish/charge by mileage rather than emission	4%	11%	5%
Fine needs to be higher to stop people deliberately not paying [PCN]	6%	2%	5%
Fine needs to stop people reoffending [PCN]	5%	2%	4%
Higher penalties would raise costs and get more people to walk/cycle	3%	1%	3%
They cause the congestion	2%	2%	2%
Greater Manchester should force all vehicles to be electric	2%	1%	2%
They take up a lot of space	2%	1%	2%
Higher penalties will help encourage freight onto rail	2%	0%	1%

Positive
Comments

	Individual	Business	Total
Penalties should be scaled by company size	1%	1%	1%
Charge is too low	1%	0%	1%
Fine/something needs to be done	1%	1%	1%
Penalty too low compared to other vehicles	1%	1%	1%
Vehicles leave their engines running/Driver behaviour causes extra pollution	0%	1%	0%
Leisure vehicles should be charged too	0%	1%	0%
Cars are the main polluters/cars should be charged too	0%	1%	0%
Other	3%	3%	3%
Base	1518	338	1856

P1c Why did you give that answer [about the penalty] for vans, minibuses, motorhomes and motorised horseboxes

	Individual	Business	Total
Unfair on businesses	9%	18%	10%
Costs will be passed on to customers	8%	8%	8%
Charge too high for this vehicle	5%	22%	8%
Tax on goods/Stealth tax/Congestion charge/money making scheme/money won't be used as stated	7%	12%	8%
Motorhomes/horseboxes/leisure vehicles are private vehicles/shouldn't be charged	9%	2%	8%
They should not pay at all/against all Penalties	5%	8%	5%
Different charging suggestion/ reward rather than punish/charge by mileage rather than emission	3%	5%	4%
Unfair on businesses with this type of vehicle	2%	10%	3%
Will cause debts for residents	3%	4%	3%
Will adversely affect poorest/elderly/youngest people (less able to afford charges/price increases)	3%	3%	3%
Upgrades too expensive	2%	4%	3%
Proposals will not fix air quality	3%	2%	3%
Will cause companies to go out of business	2%	4%	2%
Will cause unemployment	1%	3%	2%
These vehicles are vital to the economy	3%	1%	2%
Buses benefit the environment by taking people out of cars/public transport should be encouraged/improved	1%	1%	1%
Charged vehicles have to go places, private cars have a choice/Performing an essential service	1%	2%	1%
Businesses will refuse work within CAZ/relocate out of GM	1%	2%	1%
Timescales are too soon/cannot afford to change vehicle in time	1%	2%	1%

Negative
Comments

	Individual	Business	Total
Charities/schools/youth groups regularly use older vehicles	1%	1%	1%
Will discourage growth	1%	1%	1%
Will make people drive further to avoid penalties (head into Liverpool etc)	1%	0%	1%
No justification given for charging level/deadline for vehicle changes	1%	1%	1%
Will cause increase in private cars on road	1%	0%	1%
Bigger, less frequent deliveries is better for emissions than lots of smaller ones	1%	1%	1%
Will cause mental health issues/depression/other mental health problems (Loss of business, money worries etc.)	1%	1%	1%
Should be charging private cars not businesses	0%	1%	0%
Doubts Government funds will happen	0%	1%	0%
Those from outside GM may not be aware	0%	1%	0%
Potential for double charging or being charged for minimal use	0%	1%	0%
Not enough to force change	17%	5%	15%
Enough to encourage change without causing bankruptcy	15%	9%	14%
Charge is too low	11%	2%	9%
Fine/something needs to be done	7%	5%	7%
Not a financial burden	7%	2%	6%
They cause a lot of pollution	5%	4%	5%
Penalties should differ by location or vehicle type	5%	2%	5%
Gives companies a choice/need to encourage green investment/green vans>HGVs	5%	2%	5%
Penalty too low compared to other vehicles	2%	3%	2%
They are increasing in number	1%	1%	1%

Positive
Comments

	Individual	Business	Total
Leisure vehicles should be charged too	1%	1%	1%
Greater Manchester should force all taxis/buses/vehicles to be electric	1%	0%	1%
Cars are the main polluters/cars should be charged too	1%	1%	1%
Penalties should be scaled by company size	1%	1%	1%
Vehicles leave their engines running/Driver behaviour causes extra pollution	1%	0%	1%
Other	8%	5%	8%
Base	1479	326	1805

P1d Why did you give that answer [about the penalty] for Taxis and PHV?

	Individual	Business	Total
Costs will be passed on to customers	22%	13%	20%
Unfair on businesses with this type of vehicle	9%	48%	18%
Charge too high for this vehicle	5%	23%	9%
Different charging suggestion/ reward rather than punish/charge by mileage rather than emission	7%	10%	8%
Tax on goods/Stealth tax/Congestion charge/money making scheme/money won't be used as stated	6%	11%	7%
Will adversely affect poorest/elderly/youngest people (less able to afford charges/price increases)	5%	14%	7%
Will cause companies to go out of business	3%	18%	6%
Unfair on businesses	5%	8%	6%
They should not pay at all/against all penalties	4%	5%	4%
Timescales are too soon/cannot afford to change vehicle in time	2%	12%	4%
Negative Comments Buses benefit the environment by taking people out of cars/public transport should be encouraged/improved	4%	1%	3%
Will cause unemployment	2%	5%	3%
Charged vehicles have to go places, private cars have a choice/Performing an essential service	2%	7%	3%
Taxis and PHVs are alternatives to cars (environmental benefit)/Taxis are better than public transport	3%	2%	3%
Proposals will not fix air quality	2%	3%	2%
Will cause debts for residents	1%	3%	1%
These vehicles are vital to the economy	1%	3%	1%
Doubts Government funds will happen	1%	2%	1%
No justification given for charging level/deadline for vehicle changes	1%	1%	1%
Will cause increase in private cars on road	1%	1%	1%

	Individual	Business	Total
Businesses will refuse work within CAZ/relocate out of GM	1%	1%	1%
Will cause mental health issues/depression/other mental health problems (Loss of business, money worries etc.)	1%	1%	1%
Will make people drive further to avoid penalties (head into Liverpool etc)	1%	0%	1%
Vans/Taxis/PHVs should be considered same as private cars (similar size/emissions etc)	0%	1%	1%
Potential for double charging or being charged for minimal use	0%	1%	1%
Upgrades too expensive	0%	1%	1%
Will discourage growth	0%	1%	0%
Why can some people drive to work for free, but tradesmen/Taxis/PHVs have to pay?	1%	0%	0%
Will cause inflation in price of compliant vehicles	0%	1%	0%
Should be charging private cars not businesses	0%	1%	0%
Will affect resale value of this type of vehicles	0%	1%	0%
Charge is too low	30%	8%	25%
Not enough to force change	25%	6%	21%
Not a financial burden	19%	5%	16%
Enough to encourage change without causing bankruptcy	17%	6%	14%
Gives companies a choice/need to encourage green investment	13%	4%	11%
They cause a lot of pollution	13%	4%	11%
Penalties should differ by location or vehicle type	10%	2%	8%
Vehicles leave their engines running/Driver behaviour causes extra pollution	8%	2%	7%
Owned by larger companies who can afford penalties	5%	1%	4%
Fine/something needs to be done	3%	3%	3%

Positive
Comments

	Individual	Business	Total
They are increasing in number	4%	2%	3%
Greater Manchester should force all taxis to be electric	4%	2%	3%
They cause the congestion	2%	0%	2%
Penalty too low compared to other vehicles	1%	1%	1%
They take up a lot of space	1%	0%	1%
Penalties should be scaled by company size	1%	0%	1%
Mistrust of vehicle owners staying within regulations (removing filters etc.)	1%	0%	1%
Cars are the main polluters/cars should be charged too	1%	1%	1%
Higher penalties would raise costs and get more people to walk/cycle	1%	0%	1%
Needs to be enough to cover costs of implementing/chasing payments	0%	0%	0%
Other	3%	2%	3%
Base	1509	424	1933

P1e Why did you give that answer [about the penalty] for Penalty Charge Notice

	Individual	Business	Total
Excessive for forgetting to pay [PCN]	15%	35%	19%
Tax on goods/Stealth tax/Congestion charge/money making scheme/money won't be used as stated	13%	17%	14%
Different charging suggestion/ reward rather than punish/charge by mileage rather than emission	11%	13%	12%
Will cause debts for residents	3%	8%	4%
Unfair on businesses	2%	11%	4%
Issues with fines or charging mechanisms	4%	4%	4%
They should not pay at all/against all penalties	3%	4%	3%
Costs will be passed on to customers	3%	2%	3%
Will adversely affect poorest/elderly/youngest people (less able to afford charges/price increases)	3%	6%	3%
Fine disproportionate depending on daily charge [PCN]	4%	2%	3%
Negative Comments Questions charging mechanism/time to pay	3%	4%	3%
If people can't afford £7, they won't have £120 [PCN]	2%	6%	3%
Proposals will not fix air quality	3%	2%	3%
Will cause companies to go out of business	2%	3%	2%
Twice the size of a parking fine [PCN]	2%	2%	2%
These vehicles are vital to the economy	1%	4%	2%
Will cause unemployment	1%	1%	1%
Charge too high for this vehicle	1%	1%	1%
No justification given for charging level/deadline for vehicle changes	1%	2%	1%
Those from outside GM may not be aware	1%	1%	1%
Upgrades too expensive	1%	2%	1%

	Individual	Business	Total
Businesses will refuse work within CAZ/relocate out of GM	1%	1%	1%
Comparison to other high fines (e.g. mobile usage) [PCN]	1%	1%	1%
Unfair on businesses with this type of vehicle	0%	1%	0%
Timescales are too soon/cannot afford to change vehicle in time	0%	1%	0%
Doubts Government funds will happen	0%	1%	0%
Cars are the main polluters/cars should be charged too	0%	1%	0%
Why can some people drive to work for free, but tradesmen/Taxis/PHVs have to pay?	0%	1%	0%
Motorhomes/horseboxes/leisure vehicles are private vehicles/shouldn't be charged	0%	0%	0%
Charged vehicles have to go places, private cars have a choice/Performing an essential service	0%	1%	0%
Fine/something needs to be done	21%	5%	18%
Enough to encourage change without causing bankruptcy	12%	3%	10%
Not enough to force change	6%	1%	5%
Fine needs to be higher to stop people deliberately not paying [PCN]	5%	1%	4%
Gives companies a choice/need to encourage green investment	3%	1%	3%
Fine needs to stop people reoffending [PCN]	3%	2%	3%
Not a financial burden	2%	1%	2%
Penalties should differ by location or vehicle type	1%	0%	1%
Needs to be enough to cover costs of implementing/chasing payments	1%	0%	1%
Fine not much higher than daily charge [PCN]	1%	0%	1%
Owned by larger companies who can afford penalties	0%	0%	0%
Penalties should be scaled by company size	1%	0%	0%

Positive
Comments

	Individual	Business	Total
Other	1%	1%	1%
Base	1301	323	1624

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

	Individual	Business	Total	
Specific exemptions	Disabled/Elderly/Children transportation	12%	42%	23%
	Emergency services	10%	3%	7%
	Vintage/historical vehicles	6%	3%	5%
	Charity owned/operated vehicles	6%	1%	4%
	Local authority/Public sector vehicles (refuse collection,	4%	2%	3%
	Small businesses	2%	4%	3%
	Vehicles based inside a given boundary (e.g. City Centre)	2%	2%	2%
	Low mileage vehicles	2%	0%	1%
	NHS staff/ care in community	2%	1%	1%
	LPG/Alternative fuel vehicles	1%	1%	1%
	Vehicles leaving GM from within certain distance of boundary	1%	1%	1%
	Specialist vehicles	0%	1%	1%
Vehicles in current proposals	Motorhomes/Horseboxes/leisure vehicles	24%	2%	15%
	Taxis	6%	24%	13%
	All of them	16%	7%	13%
	Private hire vehicles	5%	21%	11%
	Buses and coaches	9%	4%	7%
	Privately owned vans/LGV	8%	5%	7%
	Vans/LGVs	6%	4%	5%
	HGVs	3%	2%	3%
	Tractors/Agricultural vehicles	2%	0%	2%
	Euro 5 compliant vehicles	1%	2%	1%

Agree with current proposals	9%	3%	7%
All vehicles should be charged	6%	2%	5%
Other	2%	2%	2%
Base	781	493	1274

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

		Individual	Business	Total
Reasons for Exemptions - Public	Tax payer funded (e.g. council vehicles are paid through tax money)	1%	0%	1%
	Penalties will have larger impact on poorer people	4%	3%	4%
	Vital for vulnerable people (Elderly, young, disabled etc.)	10%	46%	24%
	Keep prices down/Charges moved to customers/public (through price increases)	5%	2%	4%
	Charge could cause employment issues	2%	2%	2%
	Lack of alternative options	5%	2%	4%
	GM residents should be exempt	2%	1%	2%
	Support charging	5%	1%	3%
	These are private vehicles all others are commercial/businesses	10%	1%	7%
Reasons for exemptions - General	These vehicles only have a low impact on the environment	9%	3%	7%
	Replacing vehicles that are fit for purpose is bad for the environment/economy	1%	0%	1%
	Only make up a small proportion of vehicles on the roads in GM (e.g. Motorhomes)/	19%	4%	13%
	Vintage vehicles/protect heritage	5%	2%	4%
	Timescales are too soon/need more time to upgrade	1%	4%	2%
	To protect resale values	0%	0%	0%
	Do not agree with penalties	20%	14%	18%
Reasons for exemptions - Business	Too expensive to replace/retrofit vehicles	7%	8%	7%
	Extra costs will cause these companies to go out of business/cannot afford char	3%	13%	7%
	Providing a public service (e.g. public buses, ambulances, refuse collection)	11%	8%	10%
	Unfair on smaller businesses	6%	9%	7%
	Already pay a lot in tax (businesses)	0%	1%	1%

	Individual	Business	Total
Charging would cause services to be cut	1%	0%	1%
Providing a service (not public service or disabled transport e.g. deliveries)	3%	3%	3%
Might only be driving short distance/short time inside GM	1%	0%	1%
Penalised vehicles used as a private or family transport	2%	1%	1%
Private vehicles/cars should be charged / charge drivers rather than passengers	0%	1%	1%
Vehicles should be encouraged or vehicles benefit	8%	4%	6%
Other	3%	2%	3%
Base	703	450	1153

P3a Why did you give that answer [importance for cleaning up] for the bus fleet

		Individual	Business	Total
Buses Important	Buses cause too much pollution/high fuel use/drive long hours and routes/idle too often	38%	30%	37%
	There is a large amount of buses	15%	10%	14%
	Buses should be hybrid or electric	12%	6%	11%
	Buses are old or need updating	10%	9%	10%
	Buses mainly are within the city centre so therefore are priority	8%	7%	8%
	Buses are bad for health	7%	2%	6%
	Bus companies should be doing more	6%	4%	5%
	Buses are too noisy	1%	1%	1%
Buses Not Important	Buses are widely used or take people out of cars	8%	13%	9%
	Public money or government should not support or assist or subsidise buses	2%	4%	3%
	Costs will be passed onto customers or passengers	2%	2%	2%
	Making or upgrading new vehicles or fleet will be environmentally worse than the current	1%	1%	1%
	Public money or government should not support or assist or subsidise buses	1%	1%	1%
Miscellaneous Important	Public transport should be encouraged further	10%	4%	9%
	Public transport needs to be improved/quicker/cheaper	10%	2%	8%
	Too many vehicles on the roads (General)	5%	3%	5%
	All vehicles should be included/charged	3%	4%	3%
	Change needed for health reasons (General)	3%	3%	3%
	Public money/government should support/assist/subsidise small businesses	1%	1%	1%
Miscellaneous Not Important	Improving air quality is important /needed / should be a priority (General)	8%	4%	7%
	Vehicles are already at an environmentally acceptable standard	2%	2%	2%
	Concerns that proposals based on political agenda rather than scientific facts	1%	2%	2%

	Individual	Business	Total
Improving air quality is unimportant/shouldn't be a priority (General)	1%	2%	1%
Other factors cause greater impact (airplanes/tractors/factories/congestion)	1%	1%	1%
Air quality is already at an environmentally acceptable standard/the scheme is not needed	1%	1%	1%
Plans should be implemented over a longer time frame	1%	2%	1%
Other	11%	15%	12%
Base	1514	362	1876

P3b Why did you give that answer [importance for cleaning up] for HGVs, vans, minibuses and coaches and other commercial vehicles?

		Individual	Business	Total
HGV/ Van/Minibuses/ Coaches Important	Vehicles too much pollution/drive long hours/idle too often	44%	27%	41%
	There is a large amount of these vehicles	16%	14%	16%
	These vehicles are old/need updating	12%	11%	12%
	Public money/government should support/assist/subsidise commercial vehicles	3%	2%	3%
	Public money/government not support/assist/subsidise commercial vehicles	2%	2%	2%
	These vehicles are bad for health	2%	1%	2%
HGV/ Van/Minibuses/ Coaches Not Important	These vehicles are vital to the local economy	6%	10%	7%
	Vehicles make necessary journeys	6%	5%	6%
	There aren't many commercial vehicles on the roads	1%	2%	1%
	Vans should not be a priority/Vans are not polluting enough	0%	1%	0%
Miscellaneous Important	All vehicles should be included/charged	4%	5%	5%
	Public money/government should support/assist/subsidise small businesses	3%	7%	4%
	Too many vehicles on the roads (General)	2%	3%	2%
	Public transport should be encouraged further	1%	2%	1%
	Change needed for health reasons (general)	1%	1%	1%
	Public transport needs to be improved/quicker/cheaper	1%	0%	1%
Miscellaneous Not Important	Improving air quality is important /needed / should be a priority (General)	11%	7%	11%
	Improving air quality is unimportant/shouldn't be a priority (General)	4%	5%	4%
	Concerns that proposals based on political agenda rather than scientific facts	2%	3%	2%
	Plans should be implemented over a longer time frame	1%	3%	1%
	Vehicles are already at an environmentally acceptable standard	1%	2%	1%

	Individual	Business	Total
Air quality is already at an environmentally acceptable standard/the scheme is not needed	1%	2%	1%
Other factors cause greater impact (airplanes/tractors/factories/congestion)	1%	0%	0%
Other	11%	15%	12%
Base	1296	319	1615

P3c Why did you give that answer [importance for cleaning up] for Taxis and PHV?

		Individual	Business	Total
Miscellaneous Important	All vehicles should be included/charged	6%	5%	6%
	Public transport should be encouraged further	3%	3%	3%
	Public transport needs to be improved/quicker/cheaper	2%	2%	2%
	Change needed for health reasons (general)	2%	2%	2%
	Public money/government should support/assist/subsidise small businesses	1%	2%	1%
	Too many vehicles on the roads (General)	1%	1%	1%
	Reduction in car use needed	0%	1%	0%
Miscellaneous Not Important	Improving air quality is important /needed / should be a priority (General)	10%	8%	9%
	Concerns that proposals based on political agenda rather than scientific facts	2%	3%	2%
	Plans should be implemented over a longer time frame	1%	3%	2%
	Other factors cause greater impact (airplanes/tractors/factories/congestion)	1%	2%	1%
	Air quality is already at an environmentally acceptable standard/the scheme is not needed	1%	2%	1%
	Improving air quality is unimportant/shouldn't be a priority (General)	1%	1%	1%
	Vehicles are already at an environmentally acceptable standard	0%	1%	0%
Taxi/PHV Important	Taxis or PHVs should be prioritised or cause too much pollution or drive too many miles	38%	21%	34%
	There is a large amount of taxis/PH	19%	8%	17%
	Taxi/PH are old/need updating	9%	5%	8%
	Taxi/PH should be electric/hybrid	5%	3%	5%
	It's cheaper to replace taxis/PH than other vehicles	1%	1%	1%
Taxi/PHV Not Important	This will cause taxis drivers to go out of business/kill the trade	3%	17%	6%
	Taxis/PH are necessary	5%	6%	6%
	Taxis/PH do not cause that much pollution/most are hybrid	5%	6%	5%

	Individual	Business	Total
Public money/government should support/assist/subsidise taxi/PH	3%	5%	3%
Taxi/PH are not as bad/polluting as other vehicles (buses/HGV)	4%	2%	3%
Taxis/PH will just put up their prices	2%	3%	2%
Public money/government should not support/assist/subsidise taxi/PH	2%	1%	2%
Taxis/PHV should not be affected	1%	1%	1%
There aren't many taxis/PH on the roads	1%	2%	1%
Other	13%	21%	14%
Base	1348	373	1721

Z22 Any comments about funding?

		Individual	Business	Total	
Penalty	No-one should be charged	2%	2%	2%	
	Car drivers should be included in the scheme	2%	0%	2%	
Fund should be given	Funds should go towards or prioritised to improving public transport	13%	4%	11%	
	Funds should be prioritised for replacing vehicles	6%	9%	7%	
	Funds should go towards or prioritised to cycle + pedestrian infrastructure	6%	2%	5%	
	Funds should be available to or prioritise small businesses	5%	3%	5%	
	Funds should go towards or prioritise car owners/used to incentivise improving private ca	5%	3%	4%	
	Funds should be put back into the clean air scheme	4%	0%	3%	
	Funds should go towards or prioritised to taxis/PH	1%	9%	3%	
	Funds should go towards or prioritise electric vehicles (including electric taxis)	3%	4%	3%	
	Funds should go towards or prioritise businesses/operators (general/unspecific)	3%	5%	3%	
	Funds should go towards or prioritise electric vehicle infrastructure (e.g. charging points)	3%	4%	3%	
	Funds should go towards or prioritise other public industries (emergency services/schools)	3%	3%	3%	
	Fund should be given to - Funds should be available for those located outside the GM boundary but operate within it	1%	2%	1%	
	Funds should not be given to	Funds should not prioritised or be given to non-public companies/operators (general)	3%	1%	2%
		Funds should not be prioritised for non-public companies or operators	2%	1%	2%
Funds should not prioritised or be given to large companies/operators/businesses		2%	0%	2%	
General	Oppose the scheme (General)	10%	5%	9%	
	A question about funding (Any urgent questions that arise please contact your lead coder)	8%	12%	9%	
	Other funding suggestion	6%	4%	6%	
	Support the scheme (General)	6%	4%	6%	
	Providing funding is good/needed	5%	5%	5%	

		Individual	Business	Total
	There is too much funding allocated / waste of money	2%	2%	2%
	Concerns that penalties will be passed on to residents or customers	2%	1%	2%
	There is not enough or won't be enough funding	9%	23%	13%
	The funds should be transparent to the public or information of where the money comes/goes should be public	7%	7%	7%
Miscellaneous	Funding needs to be tested/established before the start of the scheme	5%	3%	4%
	Funds should be means tested so funds are allocated to the most effected/in need	2%	3%	3%
	Concerns that proposals/funds are designed for political/corporate gain	2%	1%	2%
	More funding/support should be allocated for those whose vehicles cost more to upgrade	2%	2%	2%
Other		6%	10%	7%
Base		848	275	1123

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

		Individual	Business	Total
Cycling and Walking	More segregated cycle routes/ cycle lanes/ improve infrastructure	12%	4%	11%
	Cycling is dangerous or safety concerns	9%	3%	8%
	Safer walking routes	6%	1%	5%
	Promote cycling	3%	1%	3%
	More pedestrianised routes	3%	1%	3%
	Support for businesses to encourage flexible working	2%	1%	2%
	Promote walking	2%	3%	2%
General Measures	Focus measures on school runs	14%	11%	13%
	Advice or knowledge is not needed or not a barrier	13%	9%	13%
	Educate on air pollution	12%	10%	12%
	Waste of time or money or not working	11%	18%	12%
	These are important or good idea	11%	9%	10%
	Driving is easier or more convenient	11%	3%	10%
	Discourage car use	7%	4%	7%
	Penalties for using polluting vehicles	4%	3%	4%
	Need to enforce changes or Legalise change	4%	3%	4%
	People need to make more changes	4%	3%	4%
	Focus measures on businesses	3%	1%	2%
	Focuses on negative impact of air quality or environmental issues or health concerns	2%	4%	2%
	People are already making changes	1%	3%	1%
	Improve technology to support changes	1%	1%	1%
	Need more information on measures	1%	1%	1%

		Individual	Business	Total
	Doesn't impact those not affected by the CAZ	1%	3%	1%
	Costs too much/ should be subsidised	16%	3%	14%
	Improve the public transport system (general)	15%	7%	14%
	Improve infrastructure including integrated ticketing	9%	1%	8%
	Improve frequency/ capacity	7%	3%	7%
General Public Transport	Public transport is unreliable	7%	3%	7%
	Improve public transport connectivity/ more routes	7%	3%	7%
	Increase awareness of public transport or promote public transport or increase know	3%	3%	3%
	Take too long	3%	0%	3%
	Safety concerns of using public transport	2%	2%	2%
Other		14%	32%	16%
Base		1119	159	1278

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

		Individual	Business	Total
	High cost of electric vehicles	19%	12%	18%
	Need to incentivise or encourage people to move to electric vehicles"	7%	7%	7%
	Already thinking of owning or already own an electric vehicle	3%	1%	3%
	Still causes congestion or encourages car use	6%	3%	5%
EV	Concerns over battery life or charging	12%	13%	12%
	great idea or useful	6%	6%	6%
	not important or useless	5%	8%	5%
	Want to see more electric vehicles or better range or include all types of vehicles	1%	9%	2%
	Focus on other sustainable measures or alternative sources	11%	2%	10%
	Need to be accessible to everyone or convenient location	7%	5%	7%
	Charging points are misused and need to be well maintained	3%	2%	3%
	Make more available or have infrastructure in place or are unaware of location of current charging points	27%	32%	28%
	Install at specified locations - petrol stations or new developments"	7%	6%	7%
Charging Points	Do not install at specified locations	2%	0%	2%
	Difficult to install - housing types	5%	2%	5%
	Negative environmental impacts	8%	6%	8%
	Concerns over electricity source or capacity	6%	3%	5%
	Needs to be free or affordable with easy payment Options	2%	3%	2%
Other		10%	14%	10%
Base		1138	219	1357

I3 Are there any modifications which could make you more likely to support the proposals

		Individual	Business	Total
Alternatives to car use	Improve public transport	27%	4%	20%
	Improve active travel facilities/infrastructure (e.g. cycling, pedestrianisation)	16%	1%	11%
	More promotion of cleaner/alternate modes of travel to car use (e.g. cycling, walking,	7%	2%	6%
	Bus or taxi passengers will be charged more or operators will pass on the charge or services will be reduced	3%	1%	2%
Boundary and zone	Zone or areas covered is too big or great	4%	3%	4%
	Zone or areas covered should be wider or cover as far as possible	4%	1%	3%
Modes included in the proposals	Proposals should include non-compliant privately-owned cars (e.g. cars are the problem/main cause of air pollution)	22%	9%	18%
	The proposals should not include motorhome or motorised horseboxes	6%	0%	4%
	The proposals should not include taxis/private hire vehicles	0%	6%	2%
	The proposals should include trains or aeroplanes or air travel	2%	0%	2%
	The proposals should not include buses or coaches or minibuses	1%	0%	1%
	The proposals should not include vans or HGVs	1%	1%	1%
Other suggestions	Introduce more green space/protect green belt	5%	1%	4%
	Provide more support/advice on how people/businesses/organisations can reduce pollution	3%	1%	3%
	Restrict development/building in/around Greater Manchester	2%	1%	2%
Process and selection	Oppose the proposals in general	11%	7%	10%
	Information is unclear or confusing or need more details and assurances	10%	5%	9%
	More funding/support needed for to upgrade to compliant vehicles	5%	10%	7%
	Proposals do not go far enough or should go further	9%	1%	6%
	Unfair to businesses or organisations or need more consideration	4%	9%	6%
	Consider all forms of air pollution/other issues need addressing	5%	3%	5%

		Individual	Business	Total
	Should be exemptions for specific vehicles/organisations/residents (e.g. classic cars,	5%	4%	4%
	Charge less or reduce penalty	3%	4%	4%
	Provide more support/incentives rather than charging vehicles	4%	2%	3%
	Concerns that proposals are not significant enough to meet targets or improve air quality	3%	2%	3%
	Support the proposals in general/health is more important etc	3%	3%	3%
	Charge more or increase the penalty	1%	1%	1%
	Need a larger EV network/charging points for electric vehicles	5%	4%	5%
	Discourage or reduce car use or users	6%	2%	5%
	Reduce idling of cars to improve air quality	5%	3%	4%
Roads and vehicles	Need prices of compliant vehicles and retrofitting to reduce	4%	5%	4%
	Implement car-free days/zones/corridors	3%	0%	2%
	Increase road capacity	2%	1%	2%
	Charge/restrict single-occupant vehicles/needless travel	2%	0%	2%
Timescale	Timescales are too soon or need longer	3%	49%	16%
	Timescales should be reduced or proposals need implementing sooner	5%	1%	4%
Other		10%	7%	9%
Base		1098	429	1527

I4 Do you have any other comments

	Individual	Business	Total
Improve public transport (general comments)	54%	36%	51%
Reduce idling of cars or congestion to improve air quality	24%	34%	26%
Improve active travel facilities or infrastructure	24%	12%	23%
Provide more support or advice on how people or businesses or organisations can reduce pollution	13%	21%	14%
Introduce more green space or trees to improve air quality or protect current green space or belt	12%	10%	12%
More promotion of cleaner or alternate modes of travel to car use	12%	10%	12%
Discourage or reduce car use or users (general)	12%	9%	11%
Implement car-free day or zones or corridors	11%	8%	11%
Provide incentives to encourage car users to buy more environmentally friendly cars	9%	11%	9%
Restrict development or building in and around Greater Manchester	8%	8%	8%
Charge or restrict single occupant vehicles or needless travel	5%	9%	5%
Base	834	128	962

I5 (created var) Other references made across all open ended questions

	Individual	Business	Total
Comparison made to another city in UK	28%	66%	42%
Criticism of TfGM/ Council/ Mayor/ Government	48%	30%	41%
Comments on the survey/ conversation materials	15%	11%	14%
I don't mind/ indifferent/ not sure	14%	8%	12%
Comparison made to another city/ country in Europe	15%	2%	10%
Comparison made to another city/ country elsewhere	8%	2%	6%
Base	693	387	1080