

Bridging the gap between professionals in mobility, environmental and social sectors working in a context of LEZs and UVARs : insights

LEZ4ALL project – WEBINAR 1

23/09/2025

Program

09:30 – 09:35

LEZ4all: introduction to the project

09:35 – 10:00

Assessing training needs from professionals

10:00 – 10:20

Your insights

breakout rooms in different languages

10:20 – 10:30

Conclusions + sneak peek on next steps

LEZ4all introduction to the project



Webinar guideline



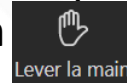
The webinaire will be **recorded**.



Please **turn off your microphones** by default (except when speaking).



You will have the opportunity to ask questions in person or in the chat. If you wish to speak, please raise your hand by pressing the following icon



At the end of the webinar, breakout rooms will allow you to discuss what has been covered in the language of your choice.

General presentation of the project

Turning LEZ into a tool for social and environmental justice

- Raise awareness among mobility and environmental professionals
- Inform social sector professionals, who work directly with these populations
- Create synergy among stakeholders from different cities and countries who are facing the same challenge

4 mains project partners :



4 keys actions :



Quantitative and qualitative study

Training modules



Digital tool and pilot programs

Information and communication



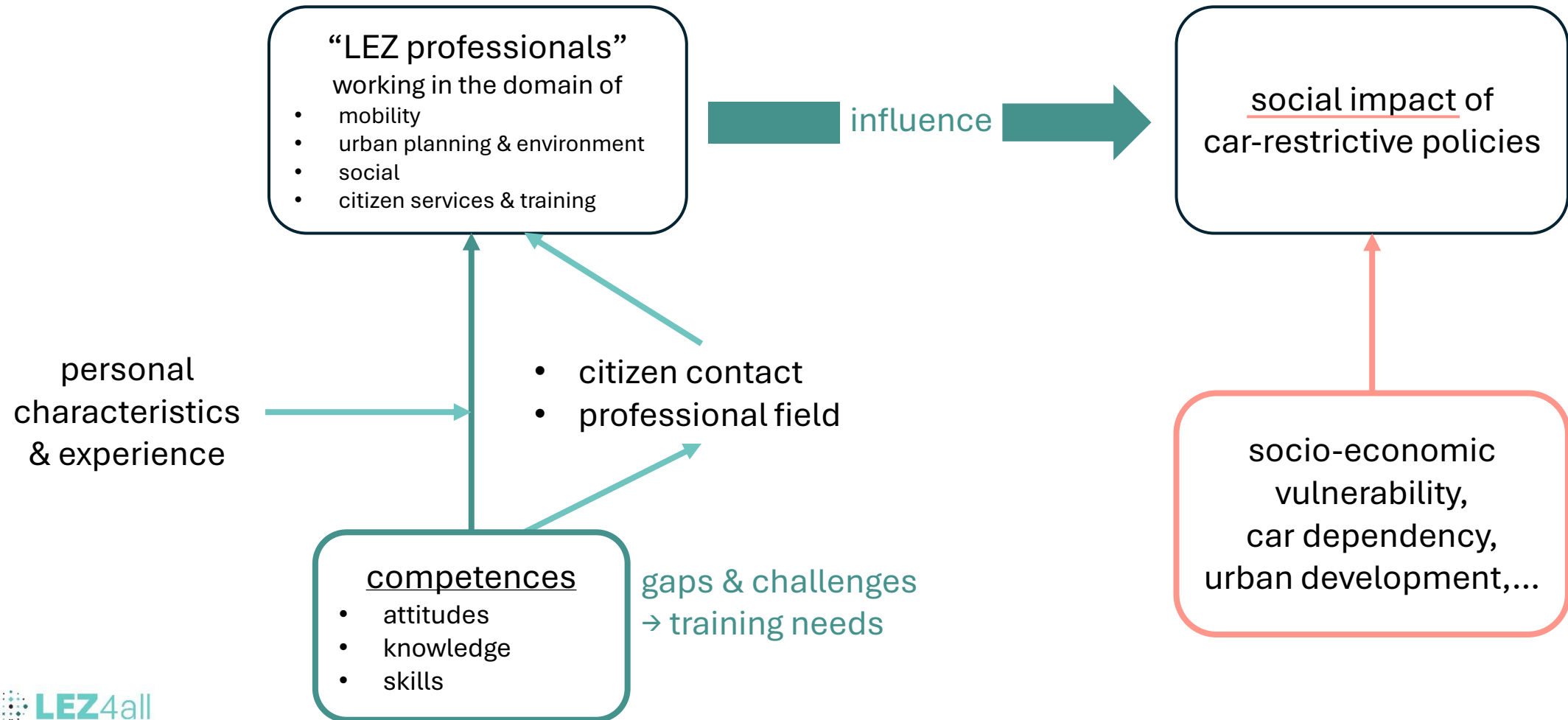
Assessing training needs from professionals



Research question

***Which training needs*
do “LEZ professionals” have
to influence the social impact
of car-restrictive policies?***

Research design



Research methodology

Exploration

academic literature study
12 interviews with key
informants
on-the-ground experience
from partners



Quantification

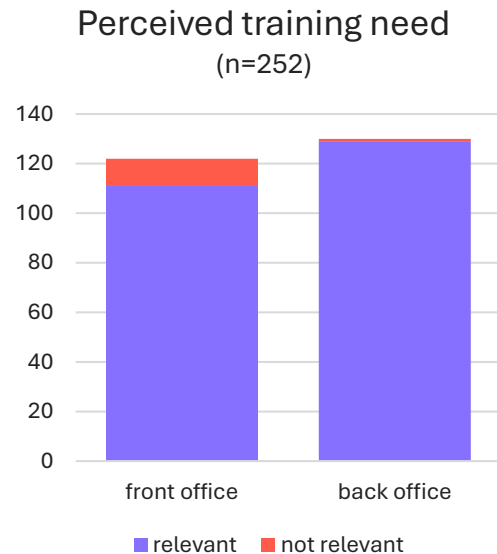
survey on perceived and
experienced training needs
(337 participants)



Synthesis

webinar
needs assessment
professional network

Perceived training opportunities



- Most LEZ professionals find training on social impact of LEZ and UVAR **relevant** (95%)
- 25% see relevance for themselves + for professionals in their domain + for other domains

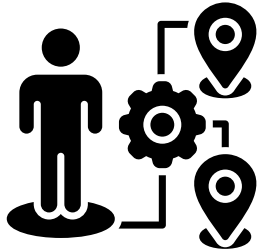


- **Highest training need** self-identified by professionals in **back-office functions and working on topics related to city, environment and mobility** → coincides with training need identification of other professionals
- Training suggestions are **not just knowledge acquisition**, but include **support tools, attitudes and skills** (e.g. social empathy, considerate communication with people in distress,...)

This survey made it clear to me that I know little about the impact of mobility policies. Making the impact tangible already seems like a good start for a training.

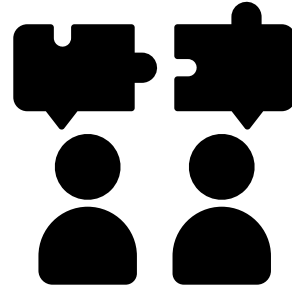
Questionnaire participant's answer on question about learning opportunities

Common needs



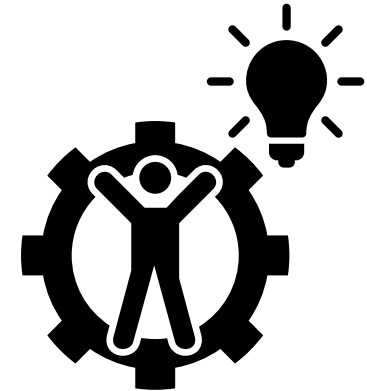
comprehensive / interactive **understanding of barriers and challenges in mobility** for people in different vulnerable socio-economic positions (e.g. user journeys)

very few LEZ professionals have experience with situations that cause social vulnerability nor with impact of car-restrictive policies in their personal lives; only 6% of survey respondents has experience with both; high social empathy becomes crucial



intersectoral collaboration: how to connect with actors in other sectors? how to implement communication mechanisms between front office and back office?

reported challenges to connect with public and civil society actors in social sector, but also with department of environment; collaboration with other domains is not frequent, especially among professionals working in back-office positions (57% rarely collaborates)



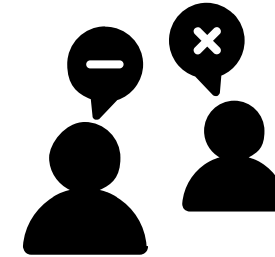
improving (conceptual) **knowledge on social aspects of mobility**, such as (demographics on) factors that contribute to social vulnerability, the concept of mobility poverty

less than 20% of surveyed LEZ professionals answered correctly on questions related to mobility poverty and digital illiteracy



learning and exchange on developing **mobility policy frameworks** that are **socially just**; if support measures are not taken up, are there alternative approaches?

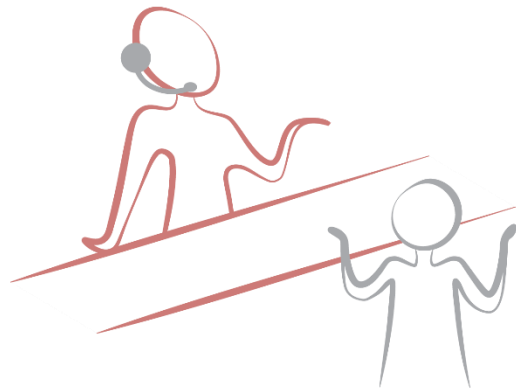
75% of surveyed LEZ professionals has concerns about car-restrictive policies reinforcing social inequalities; only 14% considers support measures effective in protecting people in disadvantaged positions from more than average negative effects



questioning personal attitudes and biases on urban liveability, car accessibility and the role of the government e.g. through discussion workshops

24% of LEZ professionals is not convinced authorities should intervene in mobility options of citizens; more social professionals than mobility professionals think a modal shift can be inclusive; there is a tense balance between prioritizing car accessibility (32%) and health concerns (68%) in urban environments

Specific profiles (survey)



LEZ professionals working in **front-office** jobs

In the survey sample there are more female professionals, in 50+ age categories and with lower levels of education working in front office.



LEZ professionals working in **back-office** jobs

In the survey sample there are more professionals in the domains of mobility, city & environment, aged 30-39 and with a high level of education working in back office



professionals working in **social topics / citizen services**

- **less interest in training**
- regular contact with citizens
- experience more car dependency
- less Contextual Understanding of Systemic Barriers

The survey sample contained more female participants, more in age group 40-59 and with various educational degrees



professionals working in **mobility**

- **acknowledge training need** for their profession
- little personal effect from LEZ policies
- less contact with citizens
- little cross-sectoral collaboration
- positive attitude to government intervention on mobility

The survey sample contained more male, younger (age 20-39) and highly educated respondents



professionals working on topics in **urban planning & environment**

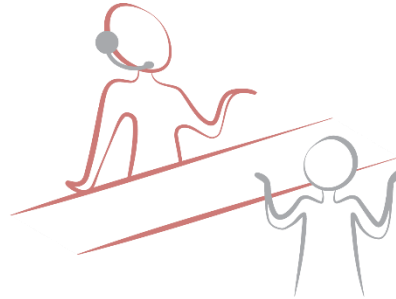
- less contact with citizens
- score highest on knowledge questions
- prioritise urban liveability over car accessibility
- more convinced of mitigating effect of support measures in LEZ policies
- almost no cross-sectoral collaboration

The survey sample was demographically diverse, with a majority based in Brussels / Belgium

Profile-specific needs

FRONT OFFICE

- training on different aspects of **LEZ regulations**
practical (rules, exceptions, support) + benefits from + reasoning behind policy choices
- tools / strategies to **communicate with policymakers**
questions and feedback
- strategies for **positive interaction with people** in disadvantaged positions and people in distress about mobility policies



BACK OFFICE

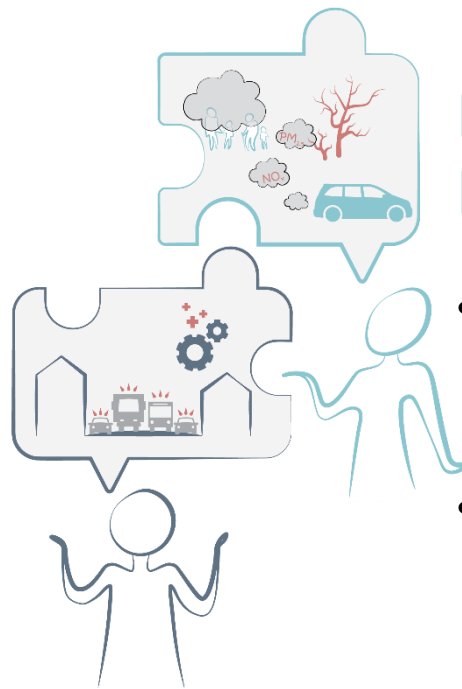
- understanding of **social support systems**
Which population groups are reachable, and who stays under the radar?
What if people don't have access to digital platforms, or can't prefinance changes in mobility behaviour (e.g. bus pass or new car)?
- strategies for **collaboration** with other sectors



SOCIAL

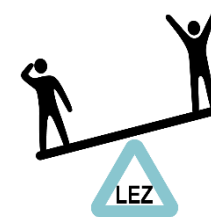


- encouragement to **participate** in trainings *teasing relevance for their profession and their influence on social effects of mobility policies*
- awareness on **car dependency**
/ familiarization with **other mobility options & services**



MOBILITY / CITY & ENVIRONMENT

- improve **perspective taking**, on personal and societal scale
- awareness and **risk management of exacerbating social inequalities** with sustainable (mobility) policies



Reflections on research

- Self-selection of questionnaire and training: **participants that have (a certain level of) awareness** on the issue of social impact
- **Relevant issue** for many professionals
high response rate in survey (n=252) , high number of additional remarks
- More **needs are identified as common** across the survey population than needs specific for certain professional topics or positions
- Training should also **include skills and attitudes**, not only knowledge acquisition
- The **political setup** of (local) governments shows to have **considerable influence** on how much energy is dedicated to social effects of sustainable policies; the project should aim to anchor social awareness within public authorities, regardless of changes in the political landscape

Questions?

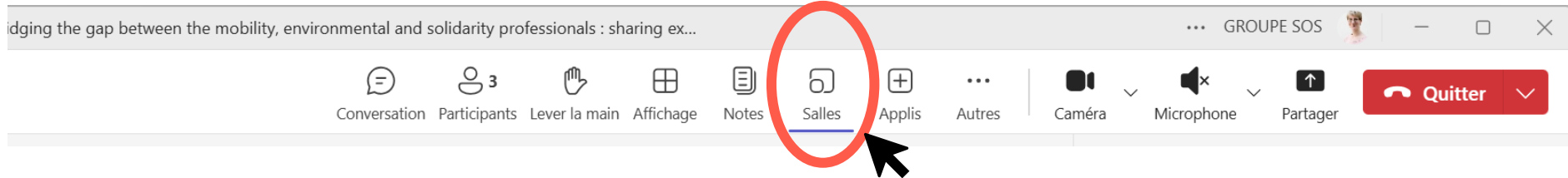


Your insights breakout rooms

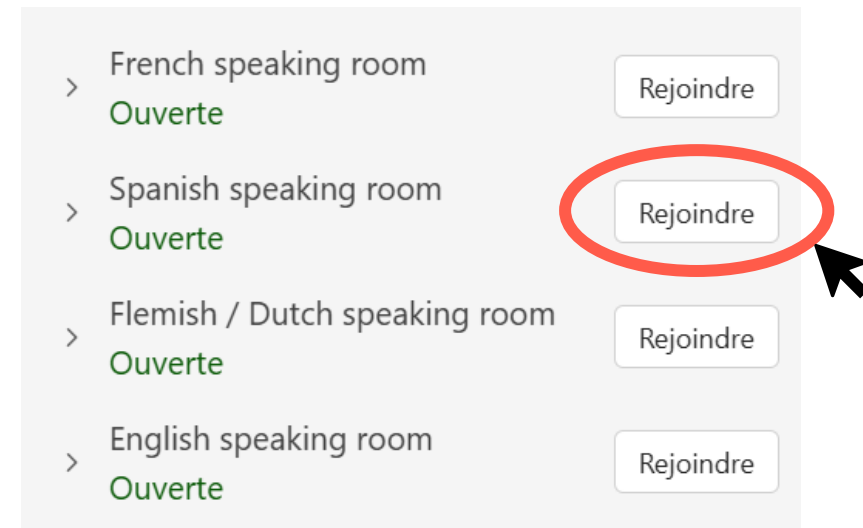


Breakout rooms (and go to rooms)

Step 1/ To access the different rooms, click on the 'rooms' icon  located on the bar at the top of your screen.



Step 2/ 4 breakout rooms will appear on the right-hand side of your screen. Click on the “Join” button next to the room you wish to be redirected to.



Stay connected



[LEZ4All Exploration](#)



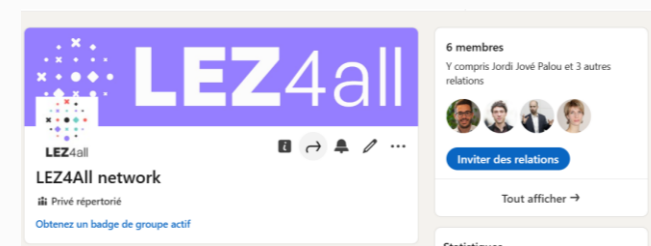
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Creation of a professional network interested by the project

Join us :



Next steps

- **Webinar n°2** : Sharing results of the solutions tested
- **Test of trainings modules** in Barcelona, Brussels, Lyon, Paris, Bordeaux, ... in spring 2026
- **Final event** in Brussels in September 2026

Thank you for your attention !

