



LEZ4all

Low Emission Zone for all



2024 - 2026

Making sustainable mobility policy socially inclusive by empowering professionals from the social, environmental and mobility sectors

Feedback on the LEZ4All project

Partners



Associated Partners



Funder



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Project team perspective

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Auxilia has been working on the social impact of car-restriction policies, and especially Low Emission Zones, for years. Through our work for the Metropolises of Lyon and Paris, and the implementation of an experimentation in Lyon, La Rochelle and Limoges, we've focused on supporting measures for citizens directly impacted by car-restriction policies and obliged to change their mobility behaviours. However, we progressively noticed that one of the main ways to mitigate the social impacts of Low Emission Zones was to enhance the skills of mobility and social professionals working with people directly affected by the car-restriction policies. We've realised that in France, these professionals knew very little about each other and didn't have working habits, and that the findings were the same in Belgium and Spain at least! We therefore decided to work together to create bridges and cooperations between these professionals. Learning from each other and adapting good practices from one country to another was a very exciting process that brought us a lot and enabled us to adopt and understand the perspectives of other stakeholders and countries.

The LEZ project has been a wonderful journey of two years, with very dedicated and motivated partners, that we would like to thank warmly for their constant involvement and very proactive approach. We hope that the very operational tools that we collectively created, should it be our three pilot tests or our vocational training, will enable other professionals to cooperate with each other, making sustainable mobility more inclusive and fairer in Europe and beyond.



Clara Coornaert
Auxilia



Clara Charlet
Auxilia



Marc Fontanès
Auxilia

For the Barcelona Metropolitan Area (AMB), participating in the LEZ4ALL project has been a natural continuation of our long-standing commitment to improving air quality, promoting sustainable mobility, and ensuring that the transition towards cleaner cities leaves no one behind.

Since the implementation of the Low Emission Zone (LEZ) of Barcelona Rondes in 2020 and the following metropolitan municipalities LEZ since then, AMB has been working to address one of the most pressing environmental and public health challenges facing our region: air pollution from road transport. The LEZ has become a key instrument to reduce harmful emissions, encourage the renewal of vehicle fleets, and accelerate the shift towards more sustainable modes of transport. However, we have always understood that environmental policies can only be truly successful if they are also socially fair and inclusive.

This conviction lies at the heart of our involvement in LEZ4ALL. The project provides an invaluable opportunity to exchange knowledge, learn from other, and explore innovative approaches to making Low Emission Zones more accessible, equitable, and effective. It allows us to better understand the social impacts of LEZ policies and to develop measures that support citizens and businesses during the transition towards cleaner mobility.

AMB's vision is clear: improving air quality must go hand in hand with guaranteeing accessibility, affordability, and equal opportunities for all residents across the metropolitan area. Through investments in public transport, shared mobility services, active travel infrastructure, and support measures for vulnerable groups, we seek to ensure that the benefits of cleaner air are enjoyed by everyone, regardless of their socio-economic circumstances.

LEZ4ALL reinforces this metropolitan ambition. By participating in the project, AMB contributes its experience in implementing one of Southern Europe's largest Low Emission Zones while gaining valuable insights that help us continue improving our policies. Together with our European partners, we are building solutions that not only reduce emissions but also strengthen social cohesion and quality of life.

The transition to sustainable mobility is one of the defining challenges of our time. Through initiatives such as LEZ4ALL, AMB reaffirms its commitment to shaping a healthier, more resilient, and more inclusive metropolitan future—one where cleaner air and sustainable mobility are accessible to all.



Marc Iglesias Pérez
Barcelona Metropolitan Area

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For Bruxelles Environnement, participating in LEZ4ALL was a natural continuation of our long-term efforts to making the Low Emission Zone in the Brussels-Capital Region not only an effective environmental policy, but also a fair and socially inclusive one. The project offered a unique opportunity to experiment with new approaches and test concrete support measures to better accompany citizens affected by the transition towards more sustainable mobility.

One of the project's greatest strengths was its transdisciplinary and multisectoral approach. By bringing together public authorities, researchers, social organizations and mobility professionals, LEZ4ALL created a space for dialogue that helped us all better understand the realities and needs of LEZ professionals and socially vulnerable groups. At the local level, the project significantly strengthened our connections with social actors and provided rare opportunities to engage directly with vulnerable citizens who can often be difficult to reach.

LEZ4ALL has enabled us to learn from the experiences of our European partners while sharing our own practices beyond Brussels. The replication of the Mobility Coach model in Barcelona, for example, demonstrated how local solutions be adapted to different contexts, generating valuable insights for all partners involved.

Although limited in scale, the mobility tests carried out in Brussels had a tangible impact on participants, enabling participants to explore sustainable and multimodal mobility solutions and reducing practical barriers to integrating them into everyday travel. More importantly, they provided valuable insights into the barriers, motivations and support mechanisms that can facilitate behavioural change.

What we take away from LEZ4ALL is a reinforced understanding of the social challenges surrounding Low Emission Zones and the conviction that cooperation is essential to address them. Through experimentation, exchange and collaboration, the project has provided us with new perspectives and methods to help make the Brussels LEZ fairer and more accessible for all.



Marion Van Boeckel
Bruxelles Environnement



Nicola Da Schio
Bruxelles Environnement

The University of Antwerp had a fortunate position as sole academic partner in the LEZ4all-project. As researchers, we firmly believe that the complexity of challenges such as social justice in sustainable transitions and inclusive accessibility can only be captured through a multi-layered approach where different perspectives and types of expertise enrich each other's understanding. Working in interdisciplinary research teams is common, if not fundamental for us: for this project, our own team already drew from diverse experience in the fields of spatial planning, geography, economics, and social sciences. However, the project setup of LEZ4all went beyond interdisciplinarity and brought an added value through the transdisciplinary collaboration of partners from the public sector, civil society and academia to explore innovative solutions for adverse social impacts from car-restrictive policies.

The project has enabled us to exchange insights with and discuss the views of those who implement and manage such policies and, as a consequence, have to balance different policy goals like social inclusion, accessibility and pollution reduction. As such, LEZ4all complements previous research of the Research Group for Urban Development/Design Sciences Hub (UAntwerp) on the social impact of Low Emission Zones and has moved us closer to a 360° view on this topic. There was a very engaged exchange process between

project partners, confronting theory with practice, with open minds and a willingness to challenge each other's assumptions.

And assumptions are easily made on this topic: the needs assessment revealed some of the biases that professionals have about sustainable mobility and social vulnerability.

It is easy to overlook that we as project partners are part of that body of 'LEZ professionals' and started this project with our own biases and beliefs on the matter. We are grateful that LEZ4all challenged us to expand our own perspectives and are glad to have contributed to useful deliverables that hopefully encourage other professionals to experience the same.

In the end, the LEZ4all collaboration is already an example of one of the main recommendations of this report: that when professionals get the chance to break through their silos and collaborate, they can achieve new and exciting results to make sure sustainable environments are socially inclusive as well.



Lisa De Vos

University of Antwerp



Jana Deforche

University of Antwerp



Thomas Vanoutrive

University of Antwerp



Introduction

This report is the final output of the LEZ4All-project, financed within the Erasmus+ framework of the European Union. The project contributed to ongoing efforts to address social elements of sustainable mobility, and in particular the negative impacts of Low Emissions Zones on the mobility and welfare of those who heavily rely on private car and have limited resources to adapt to new restrictions.

The realisation of the just transition in the urban mobility domain is a large and complex endeavour, potentially involving a diversity of intervention including infrastructure development, fiscal policy, legislation, service provision, cultural transformation, technological and social innovation... Within this broad landscape, LEZ4All focused on three complementary aspects of the transition:

- Accompanying citizens –and especially vulnerable groups- toward sustainable and multimodal mobility solutions by providing personalised counselling, testing opportunities, and addressing practical barriers,
- Training professionals working on topics related to mobility poverty, social exclusion and/or sustainable mobility,
- Building connections between policies related to social exclusion and/or sustainable mobility and people working in them.

The approach taken was an experimental one, where the activities contributed to a better comprehension of some of the relations between sustainable mobility and social inclusion, but also integrated the mobility frameworks of the partners cities by realising in practice new approaches and methodologies. This report synthesizes all the work done by the project partners over the past two years and provides lessons learned and good practices tested by partners, that could be replicated by similar territories.

The first part of the report provides an overview of the project. It summarises the intermediate deliverables available on the project's website ([*LEZ4All Exploration - Auxilia Conseil*](#)) without going into detail.

The second part is dedicated to a more general reflection on the purpose of our project across three levels: professionals' appropriation of the project, lessons learnt from pilot projects on how to support those affected by the LEZ, and remaining challenges. It is based on the various pieces of feedback gathered throughout the project and on the debriefing interviews with the partners conducted between June and July 2026.

We hope that this document and the LEZ4All-project will contribute to a more sustainable and inclusive mobility and will inspire European metropolises implementing mobility tools and policies.



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1. Addressing the social impacts of LEZs: understanding professionals' needs and taking action.

1. Verbeek & Hinks, 2022, The “just” management of urban air pollution? A geospatial analysis of low emission zones in Brussels and London
2. Azdad et al., 2022, The development trends of low-and zero-emission zones in Europe – Clean Cities Campaign
3. However, this depends on other factors such as public transport network and urban layout whether there is much disproportionality. Verbeek & Hinks, 2022

This first section looks back at the origins of the LEZ4All project and outlines the work carried out by the partners throughout the project. It draws on all the results and material produced over a two-year period, from a preliminary study through to the launch of pilot projects. The information provided here is set out in detail in intermediate reports available on the project's website: [LEZ4All Exploration - Auxilia Conseil](#).

A. THE ORIGINS OF THE LEZ4ALL PROJECT: FROM FIELD REPORT TO EVALUATING PROFESSIONALS' NEEDS.

The project is based on field observations of the areas involved, all of which have introduced a Low Emission Zone (LEZ). Broadly speaking, a LEZ aims to restrict access to urban centres for the oldest and most polluting vehicles. However, adapting to these restrictions can be particularly challenging for households that have limited resources and heavily rely on private cars.. Considering this, the project partners decided to deepen their understanding of the needs of professionals who can influence this public policy and its specific impacts on the targeted inhabitants.

1. Overview of the LEZ4All project

Over the last decade, Low Emission Zones (LEZ) have become an increasingly widely used policy instrument. They are intended to decrease traffic-related air pollution and as such improve urban liveability and reduce health risks in built environments¹. **In 2022, 320 LEZs were active across the EU according to a study of the Clean Cities**

Campaign. Between 2022 and 2025, Clean Cities Campaign² has predicted a further 58% increase to over 500 LEZs within the EU, regulating access for polluting vehicles across many urban and peri-urban areas. All the project's areas (Brussels, Barcelona and Lyon) have introduced a LEZ in recent years.

From LEZs to UVARS

LEZs are not the only strategy to restrict car traffic: they fit within the broader spectrum of Urban Vehicle Access Regulations (UVARs) that are employed to alleviate negative impact related to high car use such as air pollution, traffic safety issues, noise pollution or more balanced allocation of public roads amount the different mode of transport. UVARs can employ spatial interventions, pricing aspects or regulatory measures (such as LEZ) to influence and mainly restrict vehicle access. Regularly, several of such car-restrictive strategies are combined to achieve sustainable mobility objectives.

Together with the multiplication of such policy instruments across European cities, awareness about negative social impacts as well as contestations have increased. On one hand, as already mentioned above, people with limited resources to adapt and adopt LEZ compliant mobility options can be particularly impacted by these regulations.

On the other, regulating mobility choices and particularly vehicle ownership and vehicle use in the name of environmental protection claims individual responsibilities for the purpose of the common good and relates to the private sphere that many see as a matter of individual freedom⁴. Regarding the implementation of car-restrictive policies such as LEZ, local and national governments have sought to mitigate the potential negative impacts of the initial regulations through supporting measures, exemptions, progressive implementation of restrictions and/or communication campaigns to make sure everyone is 'on board' and to limit unintended negative social effects. However, civil society, citizen initiatives and many academics continue to challenge the presence of social justice in the ways these policy frameworks are currently implemented⁵.

What is «mobility poverty»?

People can experience limitations in their mobility and travel options because of a wide range of characteristics and circumstances, possibly in combinations that further increase limitations. Family composition, physical condition, skills, job status, ethnicity, gender but also place of residence, location of services and travel times might limit severely the availability of mobility option (e.g. the case of captive users of public transport, or car-dependent households). Considerable constraints on mobility can cause social exclusion: when a person experiences such limitation(s), they face barriers to full participation in society. This exclusion and the disproportionate challenges people might face to access basic services because of such constraints on their mobility is known as mobility poverty.

The 2-year project LEZ4All (Low Emission Zones for All) fits into this context. This project is co-funded by the European Union under the Erasmus+ program, coordinated by Auxilia and including the University of Antwerp, Bruxelles Environnement, and the Metropolitan Area of Barcelona as main

partners. The project aims to contribute to more social equity in car-restrictive policies by better considering the conditions of every population group, especially those in the most vulnerable positions in terms of mobility, in the definition and implementation of LEZ and other UVAR.

To achieve this, **LEZ4All aims to improve the competences of professionals whose work is related to mobility poverty, social exclusion and/or sustainable mobility**; these professionals' work can potentially reduce the impact of car-restrictive regulations on more vulnerable population groups. Through various activities (needs assessment, implementation of pilot projects, and development of dedicated training modules – detailed below), the project intends to bridge the gap between two worlds that rarely interact but have much to learn from each other: public policies on sustainable mobility and transport; and social justice, inclusion, and solidarity. It also aims to create a narrow dialogue between the real-world practice knowledge and academic knowledge thanks to a consortium of partners made of university, public administrations and private sector.

The metropolitan areas of Brussels, Barcelona, and Lyon are the primary pilot areas of this project, which aims to reach professionals in urban regions across Belgium, France, and Spain.

The project was designed in three phases (as shown below), including:

1. A study of professionals' needs
2. The launch of three pilot projects in the Brussels and Barcelona regions
3. The development and dissemination of a training module for professionals.

Although the pilot projects (chatbot, mobility advice and local support) and the idea of creating a training programme had already been defined at the outset of the project, **the preliminary study helped to fuel discussions around these pilot projects**. It also enabled the structure of the training modules to be defined by identifying gaps, as well as guiding the content.

4. Oosterlynck, S., Loots, I., Vandermoere, F., Raeymaeckers, P., Cools, P., Vandepitte, E., Kuyper, T., Coene, J., Morrens, B., Holmans, D., & Boost, D., Armoede en de ecologische kwestie: het maatschappelijk schuldmodel en sociaal-ecologische uitdagingen als collectieve dilemma's. In Coene, J., Raeymaeckers, P., Hubeau, B., Marchal, S., Remmen, R., & Van Haerlem, A. (Red.), *Armoede en sociale uitsluiting*. Jaarboek 2019
5. Why and how we should mainstream social justice in the car-restrictive policy agenda, da Schio et al., 2023 Verbeek & Hinks, 2022, The "just" management of urban air pollution? A geospatial analysis of low emission zones in Brussels and London

Project timeline



2. Understanding the needs of LEZ professionals in addressing the social impacts of car-restrictive policies

From the design to the implementation of a LEZ, professionals from a wide range of fields (mobility, social services, urban planning, etc.) play a key role, not only as policy designers but also by providing operational and on-the-ground support to all the inhabitants affected by this policy, in a context of car dependency. However, throughout the LEZ's life cycle, there is a lack of collaboration between these professionals from diverse backgrounds. This is why improving collaboration and sharing each other's knowledge and skills more widely seemed to us to be an important starting point for moving towards more inclusive LEZs. This insight guided the quantitative study with which the project began, the main findings of which are set out below. Details of the study are available here: [LEZ4All-20251030 -final-needs-assessment.pdf](#).

Defining the target group of professionals

LEZ and car-restrictive policies that involve expertise from different fields, such as sustainable mobility, air quality, and urban planning. Professionals from different departments and agencies are directly involved in the development and implementation: this ranges from technicians preparing objectives and specific regulations; over

citizen service employees that respond to people's questions about LEZ measures or help them find mobility alternatives; to experts that provide information about the LEZ and its impacts. The needs assessment identified five professional profiles as key "LEZ professionals":

- **Front office professionals whose role involve being in direct contact with citizens and inhabitants**, whether in public or in private sector, by providing services or being involved in practical implementation of regulations
- **Back-office professionals working on policy development, planning, and internal processes**, with limited or no direct contact with citizens
- **Professionals working in general citizen services or about social topics** such as social welfare, community work, inclusion & equality, social justice and/or working with one or more disadvantaged population groups such as older adults, youth or people with a disability
- **Professionals working on topics related to urban planning and environment** such as sustainability, pollution, energy, housing, spatial planning or public spaces
- **Professionals working on topics related to mobility** such as mobility planning, transports management, sustainable mobility development, traffic or operational services.

With this study, the first phase of the project provided an in-depth understanding of the challenges faced by mobility, environmental, social and air quality professionals impacted by the LEZ or designing it. This phase started with two main questions: “How could professionals answer adequately to the social challenges surrounding LEZ? What do professionals need to better prevent and tackle negative effects and social inequalities that car-restrictive policies such as LEZ and all types of UVARs might bring or exacerbate?”

Methodology of the study

1. Concise study of existing academic literature
2. Collection of lived experiences of professionals by means of 12 interviews with key informants in three countries (Belgium, France, Spain)
3. An in-depth survey for professionals on training needs related to attitudes, knowledge and skills allowed to identify larger patterns in experienced and perceived training needs among professionals in different job positions and fields of expertise. **The survey received 337 individual responses.**

The training needs assessment demonstrates that LEZ professionals acknowledge needs and challenges in addressing social impacts of car-restrictive policies and are positive about training opportunities. The survey shows as well that certain needs exist that LEZ professionals were or are not aware of yet themselves.

«This survey made it clear to me that I know little about the impacts 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.



Despite differences in profiles, the questionnaire highlighted common needs to all LEZ professionals:

- **Having a more comprehensive understanding of barriers and challenges in mobility for people in different vulnerable socio-economic positions:** very few LEZ professionals have experienced social vulnerability in their personal lives or are directly impacted by car-restrictive policies. Only 6% of survey respondents have experienced both. It is therefore crucial for most of these professionals to work on social empathy and develop empathic communication skills.
- **Developing intersectoral collaboration:** the complexity of car-restrictive policies demands new types of collaboration between different departments and sectors, which comes with communication challenges. How to connect with professionals in sectors that have different working habits? How to implement communication mechanisms between front office and back-office professionals? The survey shows that collaboration with other domains is not frequent at all, especially among professionals working in back-office positions: 57% rarely collaborate.
- **Improving knowledge on all the social aspects of mobility, such as factors that contribute to social vulnerability and mobility poverty:** less than 20% of surveyed LEZ professionals answered correctly to the questions related to mobility poverty and digital illiteracy.
- **Learning and exchanging on developing mobility policy frameworks that are socially just:** 75% of surveyed LEZ professionals have concerns about car-restrictive policies reinforcing social inequalities. Only 14% consider support measures effective in protecting people in disadvantaged positions.

- **Questioning personal attitudes and biases on urban liveability, car accessibility and the role of the government:** 24% of LEZ professionals are not convinced that public authorities should intervene in individuals' mobility options. 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.

The study concluded that developing training modules to equip LEZ professionals with better competences to deal with (negative) social effects of mobility policies is a relevant action to implement for the LEZ4All-project.

B. FROM NEEDS TO CONCRETE ACTION: PROVIDING A TOOLKIT FOR LEZ PROFESSIONALS

After an initial phase involving an in-depth analysis of needs, knowledges and attitudes of the professionals involved, the project became more practical in order to address, in concrete terms, the challenges of inclusion and social justice within LEZs and, more broadly, UVARs. The project partners tested several approaches to accompany citizens, and especially vulnerable groups, in the mobility transition, and thereby reducing the negative social impact of Low Emission Zones. It helps provide accurate answers. While the scope of the pilot projects had been identified in advance by the partners at the start of the project, their content was influenced by the study carried out by the University of Antwerp and by exchanges among partners and with external actors, to learn from each other's successes and difficulties. A dedicated report was published as a toolkit for LEZ professionals ([Rapport WP3](#)).

1. Developing an IA based chatbot for social and mobility professionals to improve understanding and information knowledge related to the Low Emission Zone (rules, exemptions, etc.) and alternatives to drive alone

Pilot area(s): Barcelona and Brussels

Partners involved: Area Metropolitana de Barcelona ([AMB - Àrea Metropolitana de Barcelona](#)), AMB Informació ([AMB Informació - Mobilitat](#)) and Bruxelles mobilité ([Bruxelles Mobilité - SPRB-GOB](#))

Objectives:

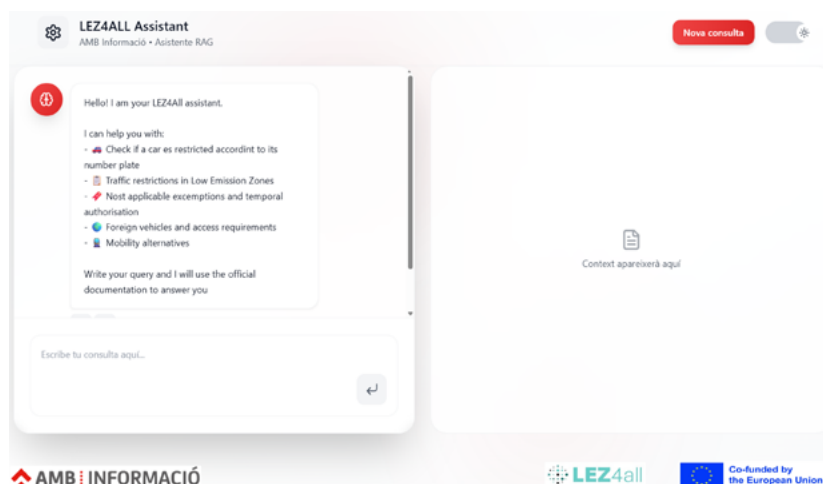
- Improve access to reliable, updated and understandable information on LEZ, especially for professionals supporting inhabitants who may be more impacted by mobility restrictions.
- Avoid misinformation and fake news surrounding LEZ
- Strengthen the capacity of front-office professionals to give support to citizens facing mobility issues in a clear, individualised and inclusive way.

Brief description of the pilot:

This pilot project involves the development and test of a chatbot based on AI and designed to support professionals who provide information and assistance to citizens on Low Emission Zones (LEZs). The tool is designed for metropolitan and municipal services. It centralises information on LEZ restrictions, authorisations, schedules and on all potential travel options depending on the users' personal situation.

The tool was initially developed and experimented by AMB Informació and was shared with four institutions (LEZ citizen service, Citizen service office of the AMB, and citizen service office of 2 municipalities). Then, Brussels Mobility adapted the tool and experimented it internally. Both tools are based on a Retrieval-Augmented Generation approach, also known as a RAG pipeline ([Rapport WP3](#)).

In that sense, this pilot not only enables partners to test a solution to improve the information given to the citizens but is also an opportunity for a shared learning process on how artificial intelligence tools can support professionals in their everyday work.

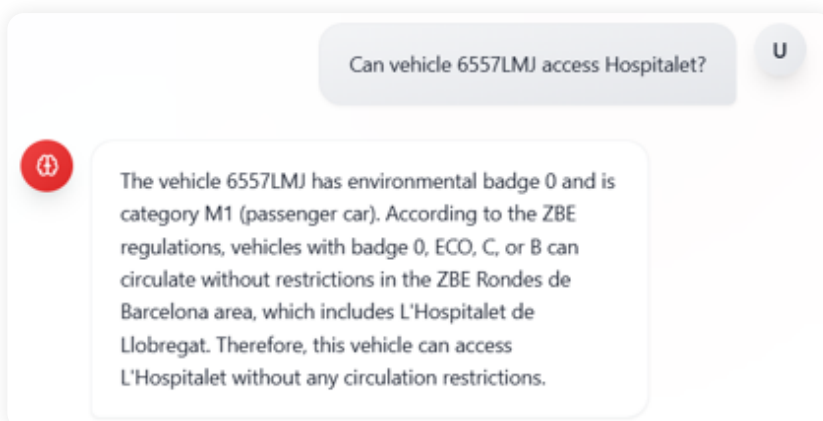


©AMB Informació

Key findings:

This pilot project shows that a chatbot can help reduce misinformation and inconsistent answers when it is based on validated sources, but it also highlights the importance of maintaining a high-quality knowledge base, monitoring answers and creating a continuous improvement process. The experience can be used to discuss not only the technical development of a digital assistant, but also broader issues such as information governance, professional support, inclusion, trust and an ethical use of AI in the implementation of fairer LEZ policies.

©AMB Informació





2. Implementing a Mobility Guidance Office for tailor-made mobility advice towards people affected by the LEZ in Barcelona

Pilot area(s): Barcelona

Partners involved: Area Metropolitana de Barcelona ([AMB - Àrea Metropolitana de Barcelona](#)), AMB Informació ([AMB Informació - Mobilitat](#)) and Bruxelles mobilité ([Bruxelles Mobilité - SPRB-GOB](#))

Objectives:

- Complement regulatory measures (such as LEZ restrictions) with support services tailored to citizens.
- Help citizens navigate the wide range of available mobility options—public transport networks, cycling infrastructure, shared mobility services, and digital tools—while also considering economic constraints and personal needs.

Brief description of the pilot:

Inspired by the Mobility Coach active in Brussels, the Mobility Guidance Office implemented by AMB is a free, personalized advisory service designed to help local residents rethink how they travel across the metropolitan area. It is built around the figure of a “mobility coach”, a trained expert who provides individual support adapted to each user’s needs.

The service is structured as a one-to-one counselling process, where users can book an appointment—initially by phone and later as well face to face—and receive tailored guidance on their daily mobility patterns. During these sessions, the coach listens to the user’s situation, identifies constraints (work location, family needs, accessibility, costs), and suggests realistic alternatives.

The pilot coincided with a phase in which several metropolitan municipalities were introducing or preparing their own Low Emission Zones. This context created an opportunity to test the Mobility Guidance Office as a mechanism to support the implementation of LEZ policies at a metropolitan scale. The



pilot allowed AMB to evaluate how personalised advisory services could help residents understand regulatory changes, manage administrative procedures (such as permits and registrations), and transition towards more sustainable transport options.

Key findings:

- The pilot shows a broader **shift in mobility governance**, from infrastructure and regulation-oriented approaches to user-centred, advisory, and inclusive services.
 - **A value-added service that complements the traditional approach to public transport policy:** Those who accessed the service particularly appreciated the personalised approach. The one-to-one format proved effective in addressing individual's concerns, especially in complex situations involving changes in their travel behaviour or adaptations to LEZ regulations.
 - **An initiative well received by LEZ professionals:** Municipal mobility technicians and professionals showed a strong interest for the service as a way to improve communication with the local residents they assist and to facilitate changes in an encouraging and “non-punitive” way.
 - **A strong political support needed:** In some cases, local decisionmakers expressed cautions, fearing that the service might unintentionally amplify criticism or opposition to such measures. As a result, this reluctance has occasionally held back or limited the willingness to implement the service at a larger scale.
 - **Improving communication:** Despite its usefulness, it has proved difficult to reach potential users, highlighting the need to put in place more effective communication, outreach, and marketing strategies.
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3. To have vulnerable groups discovering and testing alternative mobility solutions in Brussels

Pilot area(s): Brussels

Partners involved: Bruxelles Environnement
([Le site officiel de Bruxelles Environnement](#))

External partners involved:

- Mobility coach (External service provider selected under a Bruxelles Environnement framework contract)
- Gemeenschapscentrum Nohval - Test 1
- Molembike asbl - Test 2
- Community Land Trust – CLTB – Test 3
- Refresh asbl – Test 4
- Maison de Quartier Bockstael – Test 5

Objectives:

- Developing a methodology for a better collaboration between the administration and stakeholders active in the social and in the mobility sectors
- Learning from the experience of selected households about the opportunities and barriers related to multimodality
- Identifying the opportunities and challenges for promoting a inclusive mobility transition.

Brief description of the pilot:

Bruxelles Environnement tested a new approach of collaboration with an actor based at the neighbourhood level to promote sustainable mobility options within their networks, by providing information, advice and micro-grants to cover testing expenses.

The test began with training social workers on carsharing services and their use. They were then able to test the carsharing solutions for several weeks to prepare them to support their beneficiaries as part of the test. A budget was allocated to them for this purpose. The selected vulnerable households/beneficiaries then went through the same training and trial stages as the social workers. They were allocated a budget of 200 euros for a trial period of one to two months. The mobility coach was on hand throughout the process to provide support and manage a WhatsApp group with the participants.

The first test showed interesting but limited results due to the small number of participants. It led to the replication and implementation of other tests with various actors in direct contact with vulnerable households (community centers, social housing company, cycling school, employment support organization, home care providers company).



Key findings:

The first test allowed the Brussels administration to start a conversation about social support to the mobility transition, identify possible roles and responsibilities, think about motivations to participate in this kind of exercise, and what resources to use and how. Several key findings should be highlighted to ensure the replicability of this test:

- A clear roadmap needs to be drawn up specifying “Who does what and when?”, providing a clear framework for all stakeholders.
 - Recruiting participants required a lot of work (using flyers, newsletters, social media, etc.) and an “ambassador” to personally visit and convince local residents. People on low incomes brackets proved to be very difficult to reach for various reasons.
 - The question of the perimeter of the test was also raised, and there does not seem to be an easy answer. The decision to focus on a single mobility option or to broaden the range of possibilities appears to depend on the objectives set for the test.
 - Regarding the use of carsharing, the test has been seen as too small to generalise, the results but few observations are detailed in [the WP3 report](#).
 - The subsequent tests suggest that, if the aim is to encourage a modal shift, it is more effective to broaden the perimeter of mobility solutions being tested and include micromobility options rather than limiting the mobility tests to carsharing alone.
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4. Developing a training module to empower professionals

By developing innovative training tools and building the capacities of both governmental and non-governmental actors, LEZ4All strives to ensure that communities in vulnerable situations are not left behind, as cities adopt more stringent environmental standards. **In the summer 2026, more than 60 professionals had been trained in Barcelona, Brussels and Paris.**

«On a more personal note, I found the training very interesting, with lots of possibilities but also a great deal of complexity to the subject.»

Dickel Schweitzer, Métropole de Lyon

The training modules, developed by Auxilia, reach different objectives. They aim to:

- Gather for one day, in the same room, professionals from the social, mobility and environmental sectors, giving them the opportunity to meet in person
- Allow professionals of the mobility sector, responsible for the implementation and management of the LEZ, to better consider its social impacts
- Give a good overview of the LEZ, its tools, rules and mitigation measures to the professionals of the social sector, so that they can better advise people they are supporting every day on their mobility behaviours
- Provide basic knowledge regarding mobility poverty and UVARs
- Provide a good balance between top-down modules and role-play ones

The LEZ4All training is made of 7 modules, of which two are optional. Its structure and content have been guided by the findings of the study carried out by the University of Antwerp amongst LEZ professionals.

1. **The first module is an ice-breaker designed to introduce the training course and help all participants get to know one another.** Taking the form of a moving debate, this ice-breaker has been designed to help participants get to know one another better and to challenge pre-conceptions about mobility and air quality issues. It enables the group to begin the training course on a shared basis.
2. The second module is **a theoretical session on mobility poverty and mobility barriers.** In one hour, the module provides participants a good overview of the typology of inhabitants which are the most at risk of facing mobility poverty, and presents the main barriers encountered by those people (geographical barriers, financial and economical ones, etc.)
3. **The third module introduces UVARs, their purposes, their first measurable impacts and their mitigation measures.** A local focus on the different UVARs that can be found in a given urban area or borough is prepared by the local authority which is taking part in the training. This module provides a common core knowledge on the local UVARs to all the participants. Some time is dedicated to discussion at the end of the module.
4. **A fourth module is based on comics and aims at putting what has been learned in the first two modules into practice.** Seven typical characters, facing mobility barriers in urban and suburban areas, are represented. They are required to adapt their mobility to the implementation of a Low Emission Zone. For each character, the trainees must identify its mobility barriers, the existing mobility alternatives on their real territory and give them clear mobility advises based on the real mobility offer existing locally.

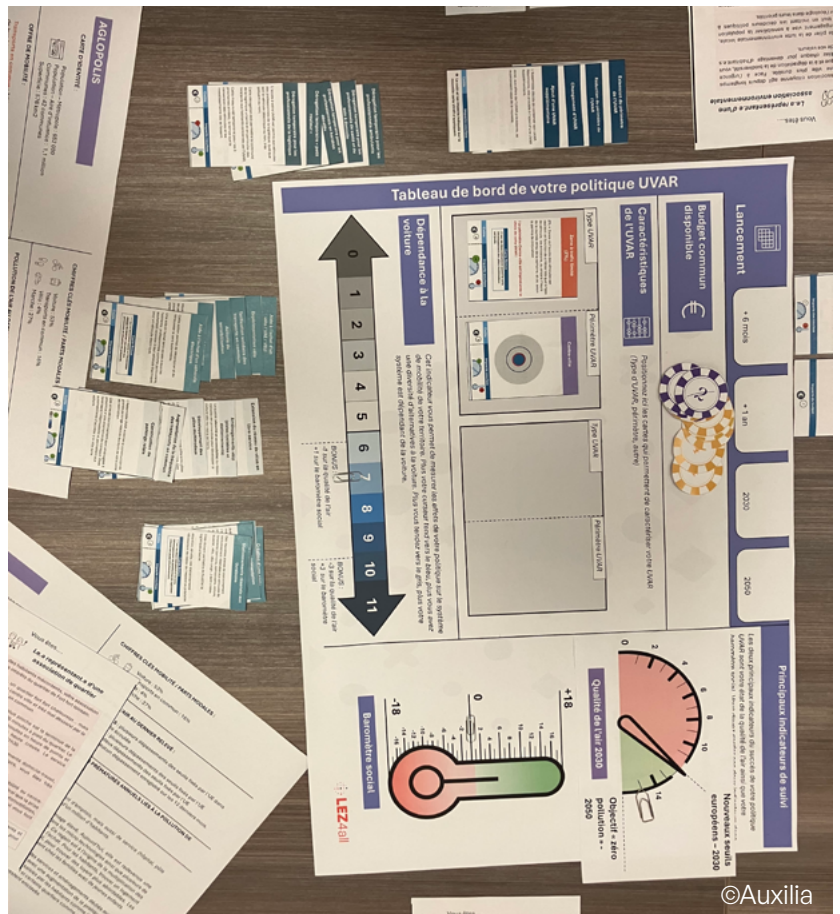


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5. The fifth module is **a serious game** that has been developed exclusively for the project: **LEZPlay! Through this cooperative game, the trainees understand the way public policies are designed and implemented and get a good overview of the specific issues of the UVAR.** This serious game is played by a maximum of 8 players, who embody different roles with divergent interests (e.g. environmental activist, representative of the car industry, etc.) Being part of the “UVAR Council” they collectively have to agree on the perimeter of their UVAR and the mobility policies to be implemented. The game shows the complexity of implementing mobility policies and explains the impacts of UVARs on air quality, as well as social justice and car dependence.
6. The sixth module (optional) deals with an introduction to **empathic communication**. The needs assessment of LEZ professionals carried out in the framework of the project (second work package of the project) has shown that communication to the citizens about car restrictive policies is often very delicate and requires great communication skills. Communicating with empathy, understanding the situation and feelings of the person, and providing adapted information and messages are important skills that this module is tackling with theoretical and practical exercises.
7. The last module is optional and can easily be sent to the trainees afterwards. It is a **presentation of best practices identified in Europe in order to lower the undesirable socio-economic effects of the implementation of Low Emission Zones.** Several cities are presented such as Brussels, Madrid, Grenoble or Scotland, to inspire the trainees.



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2. Taking a step back to reflect on the lessons learnt: towards inclusive and sustainable mobility

6. Lucas, K. et al., 2021, A mixed methods approach to the social assessment of transport infrastructure projects

The LEZ4All project has helped to spark discussion and bring about change on a subject that remains poorly documented: the relationship between social justice and restrictive mobility policies that advance a sustainable transition. This chapter aims to take a step back and reflect on the lessons learnt from the project, covering both how professionals approach the subject and how they translate this into action, while also examining the challenges that still remain. It is based on the various pieces of feedback gathered throughout the project and on and on the debriefing interviews with the partners conducted between June and July 2026.

A. GOING FURTHER IN THE INTEGRATION OF SOCIAL JUSTICE INTO MOBILITY PROJECTS

The LEZ4All project confirmed initial observations regarding the need to develop the understanding and the awareness of sustainable mobility, social inclusion and mobility poverty amongs professionals working in environment, mobility and social sector (hereinafter referred to as «LEZ professionals», see definition...). It has thus helped to bring this issue back to the spotlight and enabled the professionals involved to engage more fully with it, while highlighting gaps in the system that still need to be addressed.

«Until now, mobility had to be green and sustainable; now we will have to include the issue of inclusion as well.»



Jana Deforche, University of Antwerp

Firstly, **the project confirmed the need to establish a dialogue between LEZ professionals who work in sectors that remain largely isolated from one another.** Most members of the project team – the majority of whose backgrounds were in the field of mobility – acknowledged from the start that they had few links with social workers.

Beyond this need for collaboration, the project has also highlighted the need to establish a common framework for a better understanding of issues relating to social justice and mobility poverty within the practices of professionals from all backgrounds, and ultimately to facilitate dialogue between professionals on these issues. These concepts are still poorly understood. In this regard, not all the areas involved have the same level of understanding and promotion of a ‘culture of inclusive mobility’. This can result in a lack of data in certain areas that would enable an objective assessment of the situations of people facing mobility challenges, whether at a local level – through mobility surveys that still rarely take these issues into account – or through national studies⁶.

«We are quite far away from the reality faced by citizens, especially regarding mobility poverty. [...] We are trying to address social realities, but in many ways, we are only skimming the surface of that reality.»



Jordi Jové Palou
Àrea Metropolitana de Barcelona

Through training, the sharing of experiences and the testing of solutions, the project partners felt better equipped to deal with these issues, enabling them to better anticipate the integration of these challenges in the future. In some cases, this has involved **a profound paradigm shift in the way mobility policies are designed**. They must no longer be viewed only through the prism of infrastructure and the regulation of traffic but must also take greater account of the user and their mobility journey.

While the project highlighted the need for collaboration and skills development in these areas, it also drew attention to existing practices and solutions (such as the mobility coach in Brussels and the ZFE call center in Barcelona, etc.) and the work of professionals who are directly in contact with the public about mobility issues.

Beyond this spotlight, the discussions made it possible not only to take a step back and assess these existing services and identify ways to improve them, but also to launch complementary pilot projects (detailed in

Part I). These services were well received by both the professionals involved and the end users, even though the Low Emission Zone (LEZ) itself tended to act as a deterrent. This may indicate **a desire to address the social challenges of mobility, which in most cases preceded the question of the LEZ**. It is therefore essential to continue investing in these issues over the long term. The implementation of concrete measures also shows that solutions other than exemptions (which, in most cases, allow existing practices to continue but do not provide a fundamental solution to the problems encountered) can be considered to address both the social and sustainability aspects of mobility.

In addition to raising awareness and building capacity, the project has also made it possible to broaden the scope of action and identify gaps in current strategies.

«What struck me was that we didn't encounter much hostility [as part of the Brussels pilot project], even though LEZs are quite unpopular. People were receptive and appreciated the support.»



Marion Van Boeckel
Bruxelles Environnement

«The project has allowed us to pause for a moment and reflect on our usual practices. [...] In my case, the opportunity to share our day-to-day work with other contexts has, in a way reaffirmed the work carried out so far.»

A professional working at the call centre dedicated to AMB's low-emission zone

7. Rapport de l'exploration Familles Zones à Faibles Emission, Auxilia Conseil, 2025 XXX
8. Several services and tests have inspired the pilot projects: Brussels' Mobility Coach, the Greater Lyon Mobility Agency, and the mobility advice and recommendation tools set up by Wimoov. The trial carried out in the Brussels Metropolitan Area on car-sharing ([2025-01-28-Etude-Autopartage.pdf](#)). Finally, the Brussels-Capital Region has published a roadmap setting out all the measures put in place in response to the LEZ, which may serve as inspiration for other regions in developing their own strategies ([BE_road-Map_FR_final_MD.pdf](#)).

B. TAKING ACTION: SOLUTIONS TO EXPLORE AND OBSTACLES TO OVERCOME

When it comes to taking action, the lessons learnt from the LEZ4All project are consistent with those already identified in other contexts⁷. The implementation of three pilot projects (see Part I) highlights several key lessons on how to support vulnerable groups in adapting to the restrictions imposed by Low Emission Zones.

The first key lesson is that a range of solutions has already been trialled by local authorities and actors⁸. It is essential that the various local authorities that have introduced Low Emission Zones are aware of these solutions and can benefit from the feedback of those who have already implemented them. The pilot projects themselves are based on existing trials and solutions, enabling them to be set up more quickly while avoiding certain pitfalls.

Another lesson to be learnt from this move to action is that **there is no single solution, but rather a constellation of solutions that complement one another**, as demonstrated by the three pilot projects and the LEZ4All training programme, all of which have proved their usefulness.

«It becomes clear that a single tool will not be enough.»



Aurore Moerman
Bruxelles Mobilité

This complementarity of solutions is particularly evident in the two pilot projects being carried out in the Barcelona metropolitan area: the development of a chatbot aimed at professionals supporting those affected by the Low Emission Zone (LEZ), and the parallel development of a personalised mobility advisory service designed to provide

more in-depth support to individuals, as well as offering a solution to those with limited access to digital technology.

«Technological tools, such as the chatbot, are very useful because they make information more accessible to citizens and also support us in our work. However, citizen support cannot be completely replaced, as there are people who find technology difficult to use [...]. These people need more personalised assistance.»

A mobility coach working in the Barcelona metropolitan area

The pilot projects also show us that **supporting vulnerable groups affected by the Low Emission Zone requires meticulous work on the ground** to ensure that it meets a need, reaches the right audience and is valued by that audience. Firstly, because setting up and implementing solutions takes time – whether in terms of mobilising and engaging partners, defining the framework and allocating roles – a situation Brussels had to contend with in its pilot project; communicating the solution and ensuring it is properly understood by the target audience, as in the case of Barcelona's Mobility Guidance; or embedding it over the long term. In this sense, pilot experiments are a good testing ground for developing a methodology. Nevertheless, this methodology has had to be adapted to each specific context, whether in the case of adapting the Brussels 'Mobility Coach' approach to the Barcelona metropolitan area, or within the framework of the various partnerships tested by Brussels in its pilot project. **These factors raise the question of whether this type of solution can be scaled up.**

«We haven't yet managed to create a shift mode.»



Marion Van Boeckel
Bruxelles Environnement

The second reason why supporting those affected by the LEZ is such a sensitive task relates to the involvement of the **frontline workers** who support them on a day-to-day basis. Indeed, **these professionals appear to be a vital link in developing solutions – both in terms of bringing them to the attention of the relevant audiences and in supporting their practical implementation**, as in the case of the Brussels pilot project.

However, **mobilising frontline workers, particularly social professionals, remains a challenge** that the LEZ4All project has not fully managed to overcome. While the project provided an opportunity for the participating local areas to establish first contact and even to explore potential collaborations, this objective was challenged by the difficulty of engaging professionals who were already dealing with an overwhelming workload across a wide range of issues affecting every aspect of the lives of the people they support. This can be connected to a larger pattern from the needs assessment: 33% of frontline workers who participated in the survey do not see it as their job to help citizens deal with mobility challenges.

«Social workers are overwhelmed and dealing with emergencies all day long. Telling them, ‘Come along to a one-day training session with people you don’t know’, isn’t effective. We need to think about how to attract them. [...] There are still ways to approach this that we haven’t thought of yet.»



Clara Coornaert
Auxilia

Nevertheless, **whenever the project has succeeded in engaging these professionals** – whether through pilot project or training sessions bringing together professionals from different backgrounds – **the feedback has consistently been very positive**. One of the most compelling examples is that of a community centre in Brussels which, following its participation in the pilot project, wished to organise a LEZ4All training session for all community centres in Brussels.

«It is difficult to reach social professionals and to involve them. They don’t see as their job to develop things around mobility.»



Lisa De Vos
University of Antwerp

«To continue cooperating, there is work to be done, and this depends on a number of stakeholders. This project was a starting point, and now we need opportunities to improve this cooperation.»



Nicola Da Schio
Bruxelles Environnement

9. Henriksson, M., 2019, The 'I' in sustainable planning: Constructions of users within municipal planning for sustainable mobility. In C. L. Scholten, & T. Joelsson (Eds.), *Integrating gender into transport planning* (pp. 177–197)

Sandercock, L., 1998, *Towards Cosmopolis: Planning for Multicultural Cities*

Finally, amongst the various solutions implemented, the **combination of theoretical and practical approaches was particularly appreciated** by the professionals involved in developing their skills, whether as part of the LEZ4All training course (case studies, serious games, comics) or in the pilot project led by Brussels, which enabled professionals in contact with the public to test solutions such as carsharing.

These findings highlight one of the points raised in the study carried out with professionals, namely: the need to experiment with solutions or other individual situations, rather than referring only to your own reality is a key factor in better integrating the challenges of inclusion from the design stage of public policy through to its implementation on the ground⁹.

«The training sessions were really interesting because we had a mix of people. Some colleagues are in direct contact with citizens every day, while others work more from the office. The sharing of experiences was very good, and it was a very good experience to mix these different profiles.»

Eva Español Uson, AMB Informació

«In social work, it's always useful to be aware of the services available, both from associations and in terms of everyday 'tips and tricks'. Being able to try things out for yourself in real time allows you to really put yourself in the shoes of 'ordinary people' and think about what best meets a need in a particular situation. [...] I feel better equipped to explain the benefits of this type of transport once I've tried it out [in this case, carsharing as part of the Bruxelles Environnement pilot project].»

A social sector professional taking part in one of the trials carried out by Bruxelles Environnement

HOW CAN WE SUPPORT THOSE WHO ARE FINDING IT DIFFICULT TO ADAPT TO THE RESTRICTIONS IMPOSED BY THE LEZ?

KEY INSIGHTS IN A NUTSHELL TO HELP YOU TAKE ACTION

This page summarises the key lessons learnt from the pilot projects. It sets out, phase by phase, the 'best practices' to follow.



Initial phase: developing a solution collectively

- **Carry out an initial benchmarking exercise of existing solutions and consult with solution providers to identify best practices and pitfalls to avoid.** This first step also helps to better define the scope and objectives of the service, as well as the elements required for its operational set-up.
- **Engage local decision-makers early** to clarify the service's role and framing, positioning it as a facilitator of acceptance rather than a trigger for controversy around LEZ or UVAR.
- **Identify local partners capable of bringing the solution to life, giving priority to those who are in direct contact with the public on the ground.** If possible, allow partners to define their level of involvement according to their resources, capacities and expertise, and adapt your own role accordingly. Depending on their availability and experience, partners may wish to take the lead or only act as intermediaries. All approaches can lead to successful outcomes.
- **Develop the solution in collaboration with the identified local partners.**
- **Take into account the needs of the target audiences when selecting the tool and its content,** to ensure that it effectively meets those needs and is accessible. Consider also potential biases (e.g. the allocated budget being perceived by participants as too high for people on low incomes)
- **Clarify a roadmap** before launching the service to ensure all parties are prepared and can have a complementary role with others.



Launch phase: a gradual roll-out to ensure the long-term implementation of the solution

- Don't hesitate to **experiment with the solution and roll out the service in stages** to allow time for it to be scaled up, both in terms of the tools available (e.g. mobility advice initially available only by telephone and then in person) and in terms of geographical coverage.
- **Give due consideration to communication issues** to ensure that the solution is known, understood and fully embraced by the target audience.
- **Take the time needed to clearly explain and demonstrate the solutions to the target audience.** Remain available to provide additional support tools whenever necessary (e.g. video tutorials or practical guides). Even people who make limited use of the solutions can benefit from the knowledge and may encourage others to use them.



Cross-cutting phase: the ongoing evaluation of the solution to support its development

- **Regularly evaluate the solution** to take a step back, improve it and identify elements that can be replicated
- **During the trial phases, arrange for regular follow-ups with the participants** to gather feedback on the difficulties they face, any necessary adjustments, etc.
- **Sustain a constructive dialogue with the different operators and local authorities** to ensure that the feedback collected can lead to practical improvements and adaptations.

10. This issue of gaining a better understanding of the groups affected by the LEZ has raised a broader question concerning the relationship between acceptance of – or resistance to – the implementation of a public policy and issues of social justice: Is a socially just policy more accepted than a socially unjust? Are those who publicly resist sustainable mobility policies those who are themselves ‘victims’ of social inequality of those policies? Are they purely advocating for those being negatively affected? Or are other interests at play? Researchers are currently investigating this topic, for example as part of the ACCTING project: [A just mobility transition? Intersectional responses to car-use reduction measures: Local Environment: Vol 0, No 0 - Get Access.](#)

C. UPCOMING CHALLENGES: THE FOREST BEHIND THE ZFE-TREE

While the LEZ4All project has helped to raise awareness, discussions and the implementation of measures, it has also raised questions that sometimes go beyond the subject of Low Emission Zones.

«The LEZ is only a small part of the challenge.»

Eva Español Uson, AMB Informació

An initial set of challenges raised relates directly to Low Emission Zones (LEZs). The first concerns **understanding the public affected by these restriction policies**. This group is not homogeneous, difficult to identify and sometimes is barely visible¹⁰ to both institutions and those working on the ground. This challenge of identifying these groups has implications for how public policies are designed, how solutions are adapted, and how the affected groups are reached to prevent them from not making use of the solutions available.

In other words, **if those suffering the most negative social effects remain under the radar and feel invisible to the authorities, how can policies and solutions be adapted to better meet their needs and alleviate their limitations?** As the LEZ4All project focused on the issue of professionals, it did not provide an opportunity to explore this question in greater depth. In light of the protests against Low Emission Zones (LEZs), some partners have also highlighted the need to conduct qualitative research into the emotions and feelings experienced by those negatively affected by LEZ and to gain a better understanding of their day-to-day mobility patterns.

«Even professionals sometimes found it difficult to identify these groups. We tried to talk to them, but some of the people affected by the LEZs do not necessarily see themselves as needing support or do not have the opportunity to ask it.»



Nicola Da Schio
Bruxelles Environnement

This issue of better understanding the impacts of LEZ is also linked to the broader question of the capacity to assess the social impacts – both upstream and downstream – of public policies. Indeed, **current evaluation criteria very rarely take social issues into account**. For example, the current evaluation of Low Emission Zones (LEZs) focuses primarily on their main objective, which is to improve air quality – a factor that is easily measurable. The scale of certain solutions also raises questions amongst some partners regarding the ability to demonstrate the value of these actions, which may sometimes seem ‘anecdotal’ due to their size. This point ties in with the one raised above concerning the indicators taken into account in mobility surveys more broadly, where social issues are rarely considered.

«Social cost-benefit of LEZ is very difficult to analyse. Various situations or solutions may appear anecdotal to some and relate more to the individual level and each person’s personal experiences. [...] Taking into account all the costs, not only financial is a difficult equilibrium.»



Lisa De Vos
University of Antwerp

Beyond Low Emission Zones (LEZs), air quality issues remain a major challenge in Europe for the years to come. **Directive 2024/2881, which came into force on 11 December 2024, aims to bring the European Union into line with the new WHO-recommended limits by 2050. An intermediate target has been set for 2030, with stricter limit values for pollutant concentrations to be achieved. Compliance with this new regulation presents a challenge for European metropolitan areas, which will need to identify the leverage points capable of taking the air quality improvement trajectories already underway a step further.** UVARs, of which LEZ form part, remain tools that can be utilised; their impact will certainly need to be stepped up, and this will therefore lead to even more restrictive policies. However, **without taking social issues into account, these policies risk once again being criticised, called into question, and subject to ‘stop-and-go’ situations, ultimately failing to achieve their objectives.**

«We need to start planning for 2030 right now. The targets will be harder to meet. [...] We must be careful not to repeat the same mistakes by pointing the finger at the practices of the most vulnerable people. That is what we did with the LEZs. We must take into account the groups that will be most affected before taking action, so that we can plan the measures needed to ensure an inclusive and peaceful public policy.»



Marc Fontanès
Auxilia

«The biggest challenge remains meeting the air quality standards, which are to be halved by 2030. We need to find practical ways to achieve this. We need a transport policy that keeps these objectives in mind while also taking social impacts into account. The issue of social justice is the problem facing Low Emission Zones today.»

Dickel Schweitzer, Métropole de Lyon

Finally, **integrating social issues into sustainability policy** – regardless of the specific topic under consideration – presents a challenge in several respects. All partners agree on **the need for structural changes to ensure that these issues are embedded across the entire spectrum of public policy**. The first of these concerns the need to break down the silos within public administrations and to rethink the way public policy is conceived. Policies are very often interdependent in terms of their objectives and effects. Yet they are still frequently dealt with in separate ways. For example, spatial planning policies have an impact on housing dynamics – and, by extension, on social justice – as well as on everyday mobility and, finally, on a region's environmental challenges. Another structural change highlighted concerns the promotion of a shared culture around social issues. **While the LEZ4All project has helped raise awareness amongst technical staff of the need to integrate social issues into public policy, a large proportion of decision-makers still need to be convinced** and may represent an obstacle to making progress on these issues.



3. Recommendations



To challenge the car dependent urban development that was mainstreamed for many decades and to challenge the notion of freedom that individual car mobility still holds for many people.



To develop and strengthen a culture of inclusive mobility in Europe, both in terms of raising awareness amongst stakeholders and developing tools to better address the associated issues (e.g. social assessment of public mobility policies)



To deepen our understanding of the groups affected by car-restriction policies, particularly the UVARs.



Continue to build bridges between professionals in the mobility, sustainable environment and social sectors, and between those responsible for designing public policies, those working directly with the public and with academics.



To take into account social inclusion from initial stages of policy design. To achieve this, it will be necessary to make greater use of and raise awareness of knowledge on this subject, particularly amongst decision-makers, who must, as priority, be made aware of and trained in these issues.



To promote mutual understanding between local authorities and the sharing of knowledge regarding solutions implemented and tested by local authorities to support those affected by car-use restriction measures, particularly in the context of new European regulations on air pollution.



LEZ4all

Low Emission Zone for all

To know more about the project
and find out all our publications

Website: [LEZ4All Exploration - Auxilia Conseil](#)

Linkedin: [LEZ4All / Erasmus +](#)

Mail: clara.coornaert@auxilia-conseil.com

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