

# River Crossings Consultation

## Report

**April 2013**

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File name: J:\2506 River Crossings consultation - free-text analysis\WP\2506rep01.doc



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## CONTENTS

1.	INTRODUCTION .....	1
1.1	Background.....	1
1.2	The Consultation.....	1
1.3	Consultation Procedure .....	1
2.	METHODOLOGY .....	2
2.1	Introduction .....	2
2.2	Consultation Leaflet and Questionnaire .....	2
2.3	Return of Responses .....	2
2.4	Coding .....	3
2.5	Context to the Analysis .....	3
3.	CONSULTATION QUESTIONNAIRE FINDINGS .....	4
3.1	Introduction .....	4
3.2	Home Postcode Analysis .....	4
3.3	Current River Crossing Behaviour .....	4
3.4	Views on the Proposals .....	9
3.5	Comments .....	20
3.6	Demographics.....	25
4.	OPEN RESPONSES .....	28
4.1	Introduction .....	28
4.2	Petition .....	26
4.3	General Public Open Responses.....	27
4.4	Stakeholders.....	31
	Appendix A: Code Frame	
	Appendix B: Questionnaire	
	Appendix C: Consultation Leaflet	
	Appendix D: List of consultees	
	Appendix E: 'No to Silvertown tunnel' petition	
	Appendix F: Summary of stakeholder responses	
	Appendix G: Breakdown of General codes	

## 1. INTRODUCTION

### 1.1 Background

The consultation sought the views of the public and stakeholders on six issues:

- Introduction of a new tunnel at Silvertown,
- Replacement of the Woolwich Ferry with a new service,
- Provision of a new ferry service at Gallions Reach,
- Provision of a new bridge/tunnel at Gallions Reach by 2031 (if a ferry service does not adequately address the areas transport needs),
- Provision of a new bridge/tunnel at Gallions Reach by 2021 (instead of a ferry),
- Tolling of the Blackwall tunnel and any other new crossings introduced.

### 1.2 The Consultation

The consultation ran for 14 weeks from 29 October 2012 to 1 February 2013.

TfL promotional activity included nearly 200,000 information letters to local addresses, two separate emails to some 350,000 customers in TfL's customer services database, and advertising in London-wide and local press titles and on the DLR network. Twelve consultation roadshow events were held at locations around the affected areas.

As part of the public consultation process, TfL emailed local community groups, local politicians, members of parliament, members of the London Assembly, Local and transport authorities, Transport groups, Environment organisations, freight, mobility groups, schools and universities to inform them about the consultation's content and programme.

### 1.3 Consultation Procedure

The consultation was primarily focused on the Boroughs of Newham, Greenwich, Tower Hamlets, Barking & Dagenham and Bexley (as the Boroughs judged to be the areas most affected). However, the campaign to raise awareness of the consultation was pan-London and responses were accepted regardless of location of origin. A full list of stakeholders contacted by TfL to announce the launch of the consultation is included as an appendix.

TfL prepared a consultation leaflet describing the proposals and inviting members of the public and businesses to respond. Attached to the leaflet was a questionnaire which respondents could complete and post back to TfL, in order to register their views.

The existing TfL freepost address was used for both the paper questionnaires and any open letter responses.

The questionnaire contained closed questions and space for the respondent's comments.

Both the leaflet text and an online version of the questionnaire were available on TfL's website.

## 2. METHODOLOGY

### 2.1 Introduction

This chapter sets out the methodology for the analysis of the consultation questionnaire and the open responses from the public, businesses and stakeholders. In particular, it discusses:

- the consultation leaflet and questionnaire
- return of responses
- coding.

### 2.2 Consultation Leaflet and Questionnaire

Stakeholders and the general public were invited to make representations to the consultation in the form of responses to a questionnaire which included a number of options and space for a free text response. This questionnaire was available online and in paper form which was delivered on request and made available at local libraries.

The paper questionnaire could be returned to TfL using a freepost address.

Background information summarising the proposal was provided as a leaflet for the paper questionnaire and in a section of TfL's website.

The paper and online questionnaires were the primary means for members of the public and businesses to respond to the consultation; there was also an email address which could be used for open responses.

### 2.3 Return of Responses

TfL handled the return of responses. Questionnaire data, emails, and the content from electronic documents (eg Word documents and PDFs) and hand written letters were passed to Accent for analysis.

The paper questionnaires were processed by TfL. This entailed TfL entering the question data.

Web survey open responses were collated by TfL and sent with a response ID (to allow each response to be uniquely identifiable) to Accent on a weekly basis for coding.

Some of the responses from the public, businesses, other organisations and stakeholders took the form of open responses via email or letter.

## 2.4 Coding

Comments provided in the 'free text' section of the questionnaire (Q9) and all other submissions were individually analysed and coded using a code frame.

The code frame was structured under the following headings:

- A Supports proposed crossings
- B Opposed to proposed crossings
- C Tolls – crossing related
- D Tolls – non specific
- E Comments about traffic/surrounding roads/areas
- F Crossing ideas
- G Other

Accent developed and agreed the code frame with TfL on an iterative basis. A separate code was created to cover each individual codeable comment. A copy of the code frames is included in Appendix A.

Comments not relevant to the consultation were coded as 'general'.

As a check on the consistency of coding staff and to ensure that all elements of responses were correctly coded and included, rigorous quality checks were applied. This included:

- A random ten per cent back check of all coding undertaken,
- Checking the first 50 questionnaires coded for each coder.

Any errors identified as a result of miscoding were corrected.

## 2.5 Context to the Analysis

It is important to note that the findings reported in this document are from a consultation and not an opinion poll or referendum. A consultation is intended to seek information and views relating to the proposal and is not intended to elicit representative samples of opinion.

In public consultations there can be a tendency for responses to come from those more likely to consider themselves affected or more motivated to express their views, or both. The nature of public consultation is that respondents are self selecting and therefore not necessarily representative of opinion across London, or from any specific group.

### 3. CONSULTATION QUESTIONNAIRE FINDINGS

#### 3.1 Introduction

6,409 questionnaire responses were received. Not all questions in each questionnaire were answered. 5,960 questionnaires (93 per cent of questionnaires) were completed online and 449 were paper questionnaires (seven per cent).

The structure of this report follows the order of the questionnaire.

#### 3.2 Home postcode Analysis

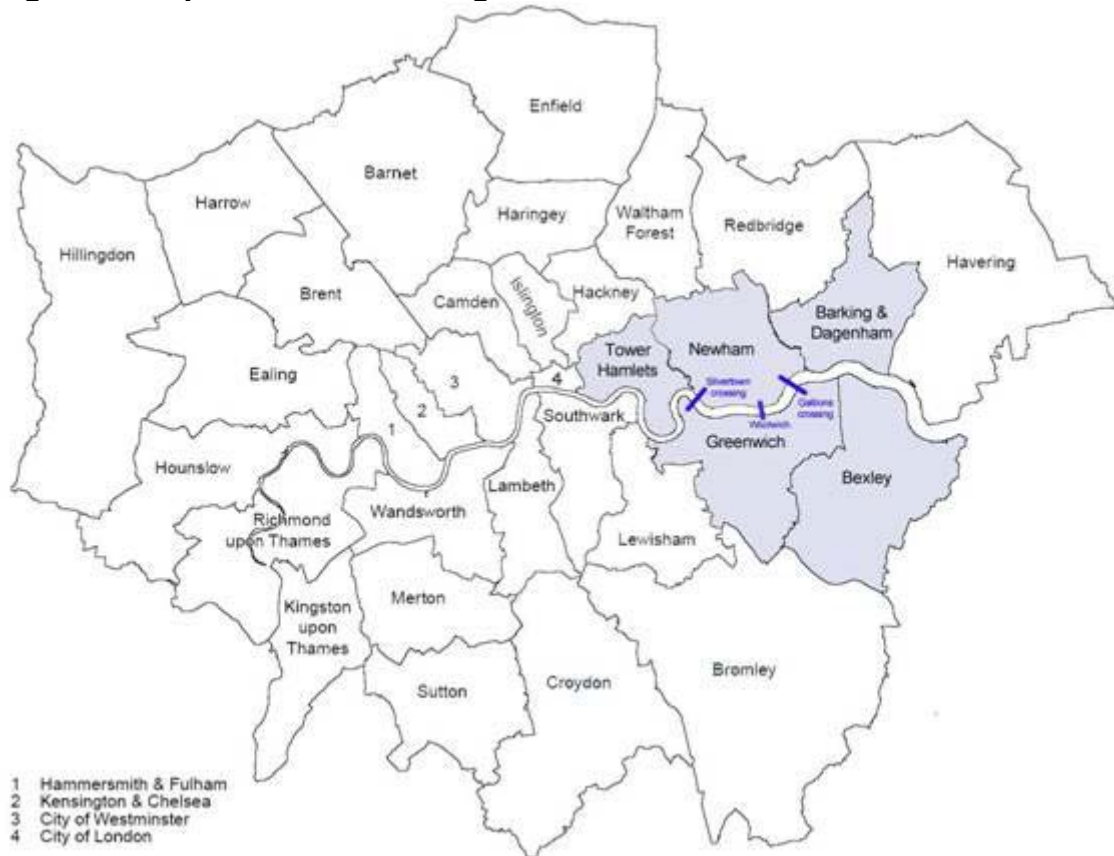
The consultation sought views on a number of physical transport infrastructure schemes, each of which would have a range of potential effects which would likely manifest themselves differently from place to place. Accordingly, the views of those based in areas likely to experience their effects most prominently are worthy of particular note.

Since the consultation questionnaire asked respondents to supply their home postcodes, the data gathered in response has enabled an analysis of the responses made by residents of the following London Boroughs:

- RB Greenwich
- LB Newham
- LB Barking & Dagenham
- LB Bexley
- LB Tower Hamlets

These 'Focus Boroughs' would either be directly affected by the crossings (both during and after their construction) or have a particular interest in their impacts (for example because the borough is home to a likely access route). Figure 1 shows the location of these Boroughs together with the Silvertown and Gallions Reach crossing sites.

**Figure 1: Map of London Boroughs**



This report presents the responses to many of the questions contained in the consultation questionnaire first on an overall basis, and then broken down to show how those living in these Focus Boroughs responded.

Borough breakdowns are based on responses whose postcode information can be conclusively matched to a specific borough. Table 1 shows an analysis of the number of consultation questionnaires received from people living in each of the locations. Nearly 72 per cent of the consultation questionnaire respondents lived in one of the five Focus Boroughs.

Five per cent did not give a postcode, twenty three per cent either lived elsewhere or could not be coded to a specific Borough as the postcode provided was too broad, eg. BR6. The breakdown of these is:

- ten per cent other London Borough
- one per cent postcode too broad, covers more than one of the Focus Boroughs
- three per cent postcode too broad, covers one Focus Borough and one other area
- nine per cent elsewhere in UK.

**Table 1: Home postcode analysis**

	n	per cent
London Borough of Barking & Dagenham	211	3
London Borough of Bexley	1,053	16

London Borough of Greenwich	2,194	34
London Borough of Newham	640	10
London Borough of Tower Hamlets	535	8
All other areas/no postcode	1,776	28
<b>Total</b>	<b>6,409</b>	<b>100</b>

Note: The percentages have been rounded where necessary.

As can be seen from Annex B, which reproduces the full consultation questionnaire, consultees were also asked to provide a range of other demographic information. Responses to these questions are presented in Section 3.6, Demographics.

### 3.3 Current River Crossing Behaviour

Two introductory questions were asked at the beginning of the questionnaire concerning the respondent's existing usage of river crossings. These serve to put some of the findings into context.

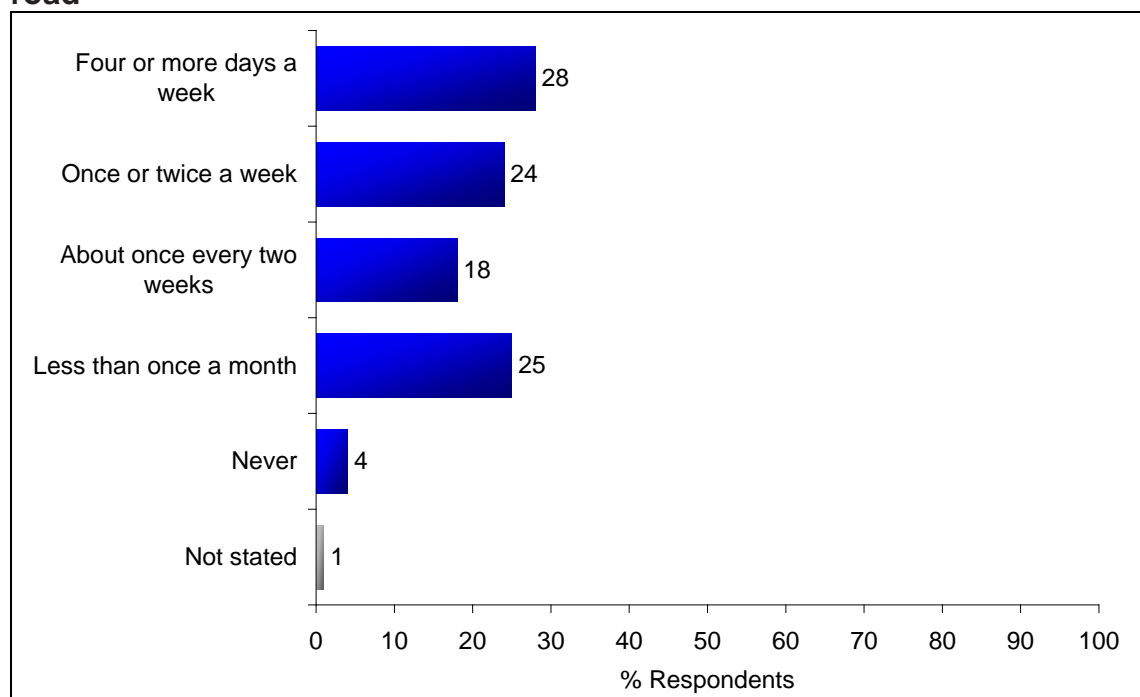
#### Frequency of crossing the river by road

The first question was:

Q1 How often do you need to cross the river in East and South East London by road?

Overall, over half of questionnaire respondents (52 per cent) crossed the river in East and South East London by road once a week or more often.

**Figure 1: Frequency of cross the river in East and South East London by road**



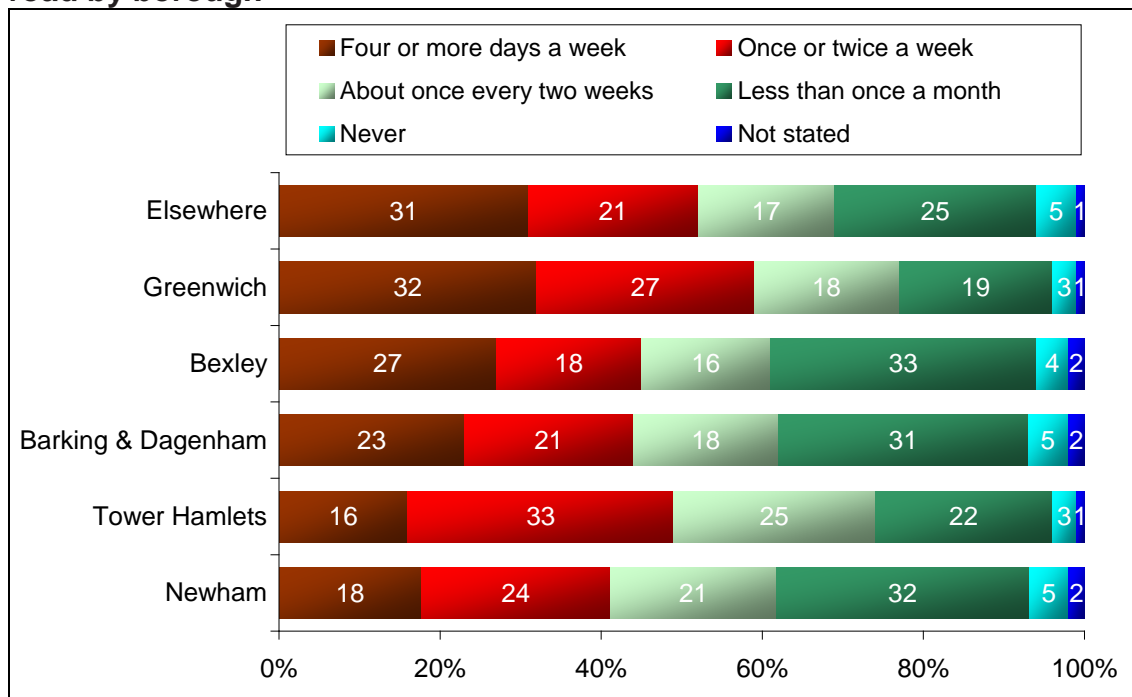
Base: 6,409 questionnaire respondents



Figure 2 shows the frequency of crossing the river in East and South East London by road by respondents resident in the Focus Boroughs and elsewhere.

Respondents who are residents in the Royal Borough of Greenwich are the most frequent users of existing road crossings. Respondents who do not live in the five Focus Boroughs or whose postcodes are not conclusive<sup>[1]</sup> are the next most frequent crossers.

**Figure 2: Frequency of cross the river in East and South East London by road by borough**



Base: Newham 640, Tower Hamlets 535, Barking & Dagenham 211, Bexley 1,053, Greenwich 2,194, Elsewhere 1,776 (based on postcode data as described above)

### Purpose of crossing the river

The second question was:

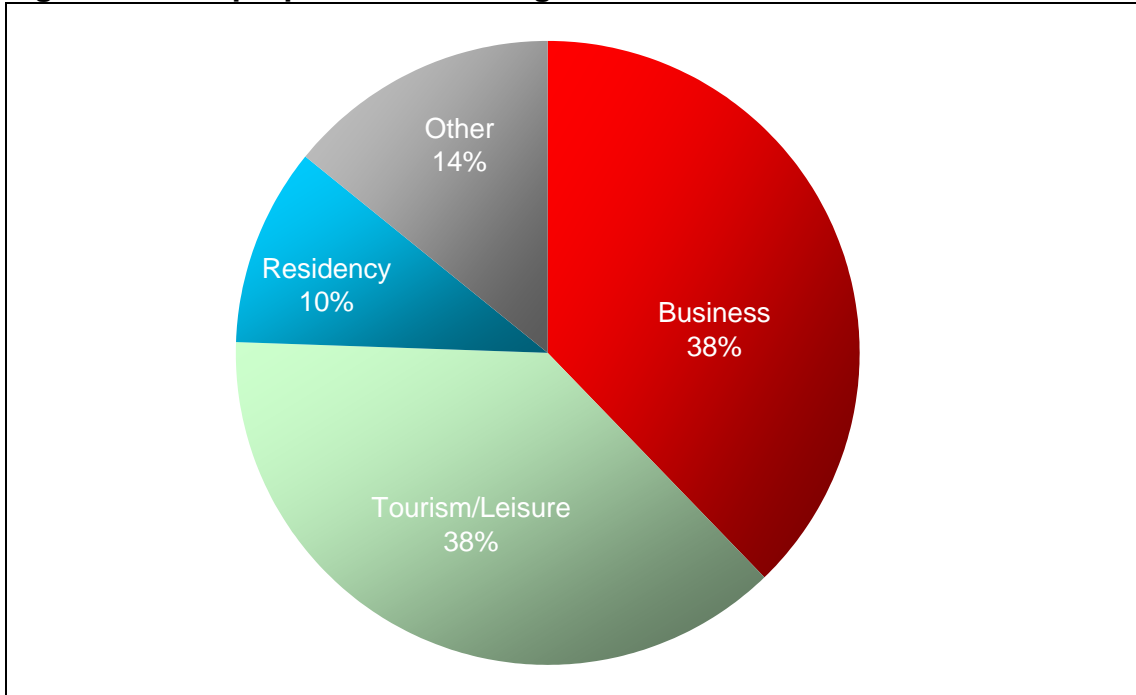
Q2 If you do cross the river, what is your main purpose for doing so?

Although only four per cent in the previous question said they never crossed the river, 20 per cent did not answer this question.

Of those who did answer, the same proportion said the main purpose was business as tourism/leisure (38 per cent in each case). Ten per cent said the main purpose was residency. See Figure 3.

<sup>[1]</sup> 9% from elsewhere in UK, 10% from other London boroughs, 4% could not be coded to a specific borough and 5% did not give a postcode

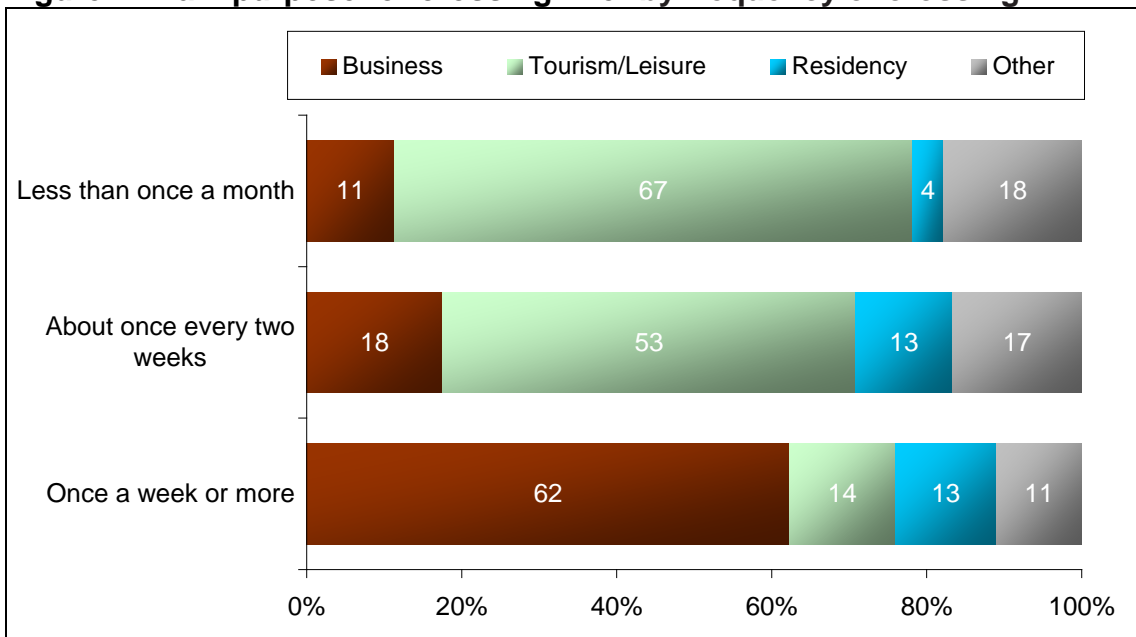
**Figure 3: Main purpose for crossing river**



Base: 5,135 who responded

Main journey purpose tends to correlate with frequency of crossing: 62 per cent of respondents who crossed the river by road once a week or more said their main purpose for crossing the river was business, compared to 18 per cent of those who crossed the river by road once every two weeks and 11 per cent of those who crossed less than once a month. Tourism/leisure was the main purpose for those who crossed the river by road less frequently. See Figure 4.

**Figure 4: Main purpose for crossing river by frequency of crossing**

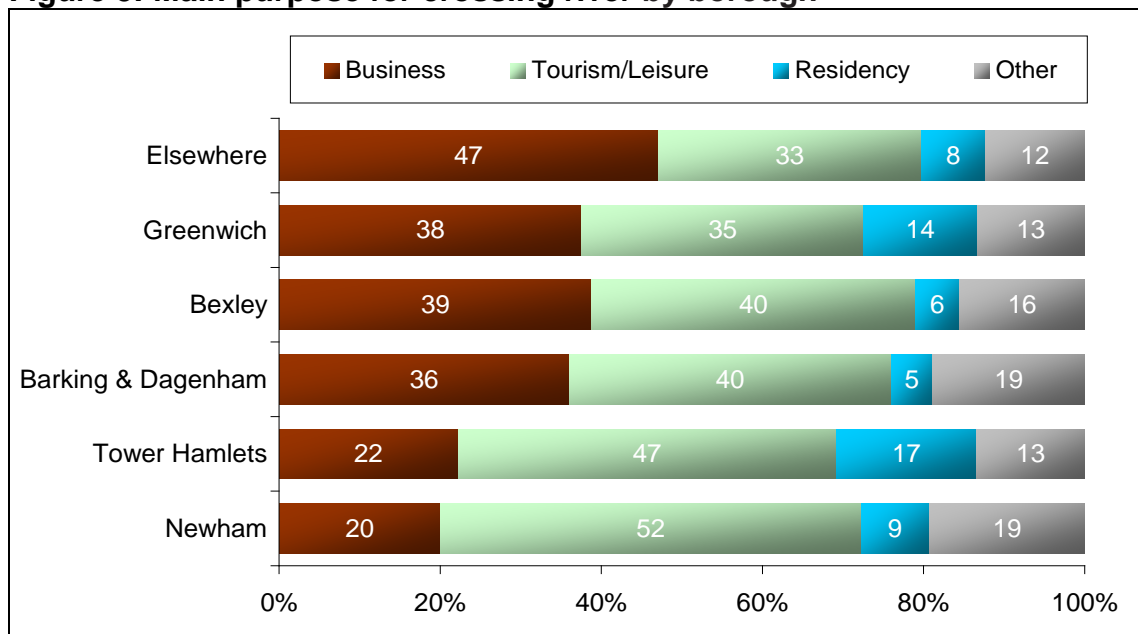


Base: Those who responded: Once a week or more 2,499, About once every two weeks 1,008, Less than once a month 1,583

Figure 5 shows the main purpose of crossing the river by road by the five Focus Boroughs.

Respondents who do not live in the five postcode areas or whose postcodes were not conclusive<sup>1</sup> are the most likely to cross for business purposes. Respondents from Newham and Tower Hamlets are least likely to cross for business purposes and most likely to cross for tourism/leisure purposes.

**Figure 5: Main purpose for crossing river by borough**



Base: Those who responded: Newham 493, Tower Hamlets 418, Barking & Dagenham 175, Bexley 907, Greenwich 1,669, Elsewhere 1,473 (based on postcode data as described above)

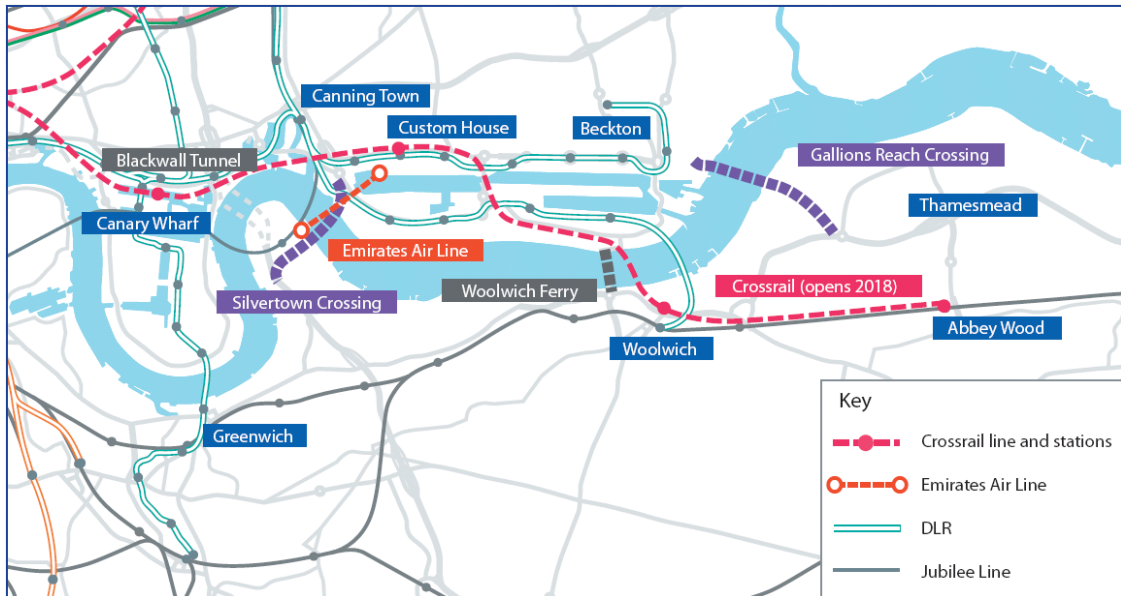
### 3.4 Views on the Proposals

The questionnaire sought views on the following six issues:

- Introduction of a new tunnel at Silvertown,
- Replacement of the Woolwich Ferry with a new service,
- Provision of a new ferry service at Gallions Reach,
- Provision of a new bridge/tunnel at Gallions Reach by 2031 (if a ferry service does not adequately address the areas transport needs),
- Provision of a new bridge/tunnel at Gallions Reach by 2021 (instead of a ferry),
- Tolling of the Blackwall tunnel and any other new crossings introduced.

A map showing the location of the crossings referred to in the consultation leaflet and other crossings is given below.

<sup>1</sup> 9% from elsewhere in UK, 10% from other London boroughs, 4% could not be coded to a specific borough and 5% did not give a postcode

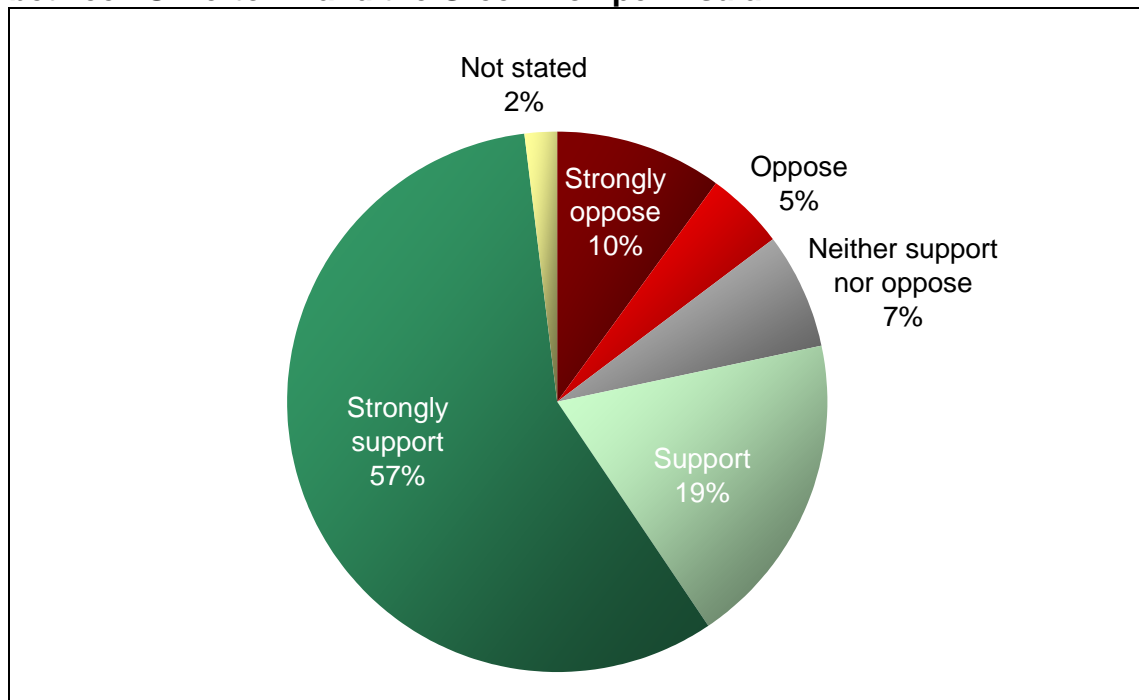


### Option of a new road tunnel between Silvertown and the Greenwich peninsula

Q3 To what extent would you support or oppose the option of a new road tunnel between Silvertown and the Greenwich peninsula?

There was a high level of support for the option of a new road tunnel between Silvertown and the Greenwich peninsula, with 76 per cent supporting it (57 per cent strongly support and 19 per cent support). 15 per cent of the consultation respondents opposed the option (five per cent oppose and ten per cent strongly oppose).

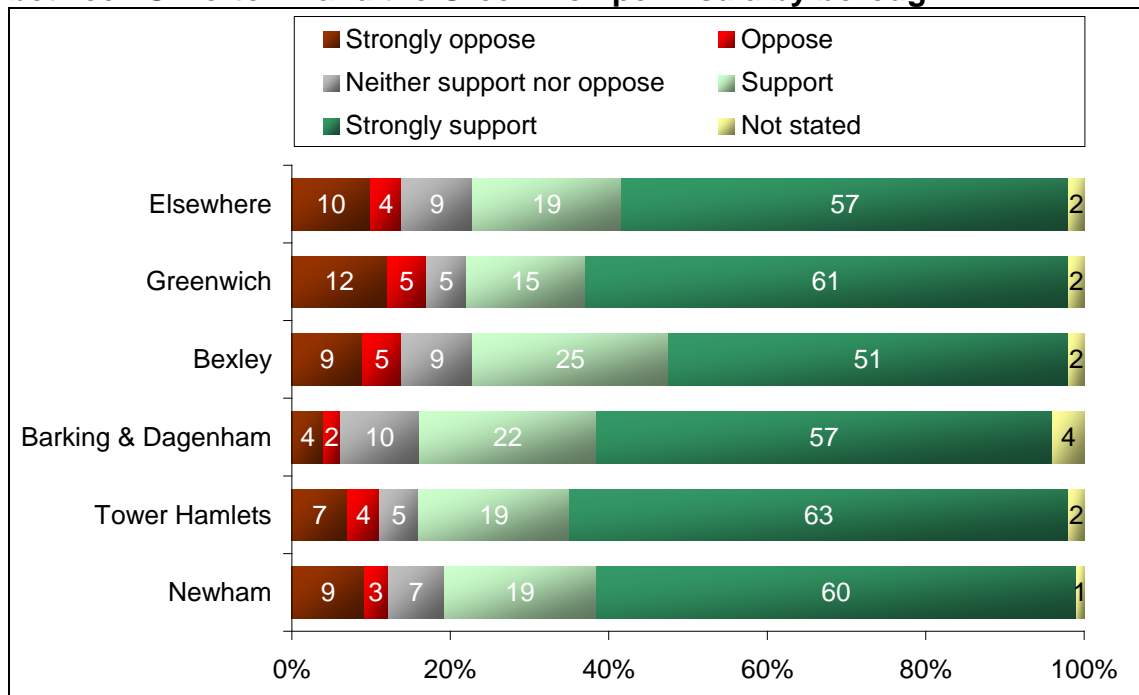
**Figure 6: Whether support or oppose the option of a new road tunnel between Silvertown and the Greenwich peninsula**



Base: 6,409 questionnaire respondents

Analysis by borough shows that the highest support came from residents of the London Boroughs of Barking & Dagenham and Tower Hamlets, and the highest opposition from residents of the London Borough of Greenwich.

**Figure 7: Whether support or oppose the option of a new road tunnel between Silvertown and the Greenwich peninsula by borough**



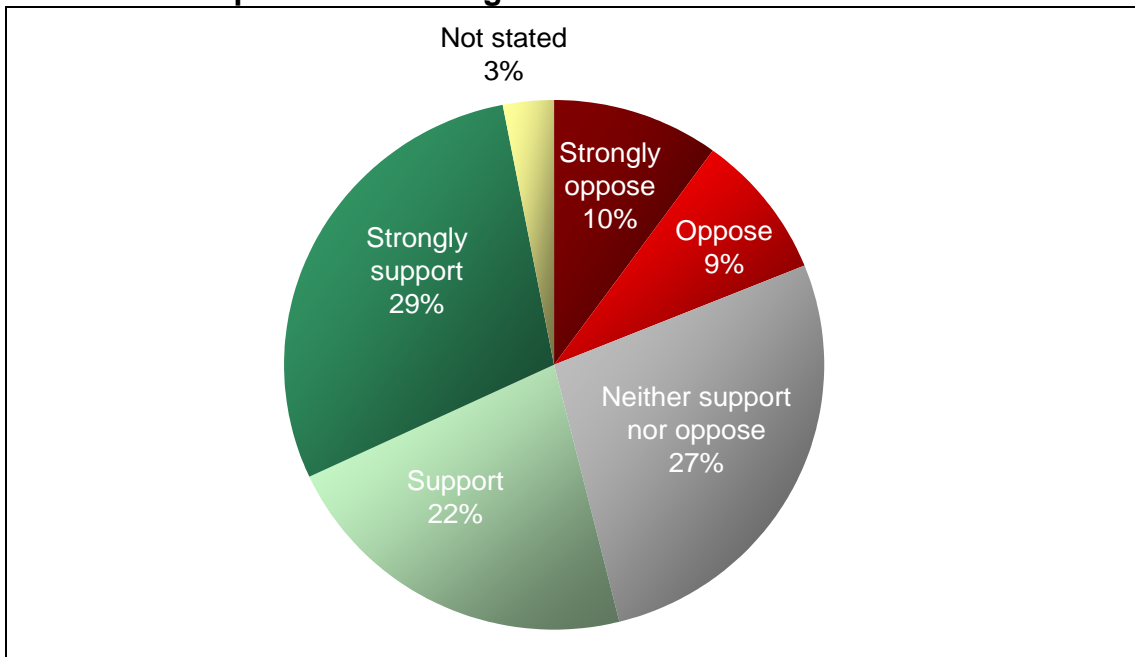
Base: Newham 640, Tower Hamlets 535, Barking & Dagenham 211, Bexley 1,053, Greenwich 2,194, Elsewhere 1,776 (based on postcode data as described above)

## Option of a new ferry at Woolwich to replace the existing service

Q4 To what extent would you support or oppose the option of a new ferry at Woolwich to replace the existing service?

There was support for the option of a new ferry at Woolwich to replace the existing service with 51 per cent supporting it (29 per cent strongly support and 22 per cent support). Almost 19 per cent of the consultation respondents opposed the option (nine per cent oppose and ten per cent strongly oppose). 27 per cent of respondents neither supported nor opposed the replacement of the Woolwich ferry.

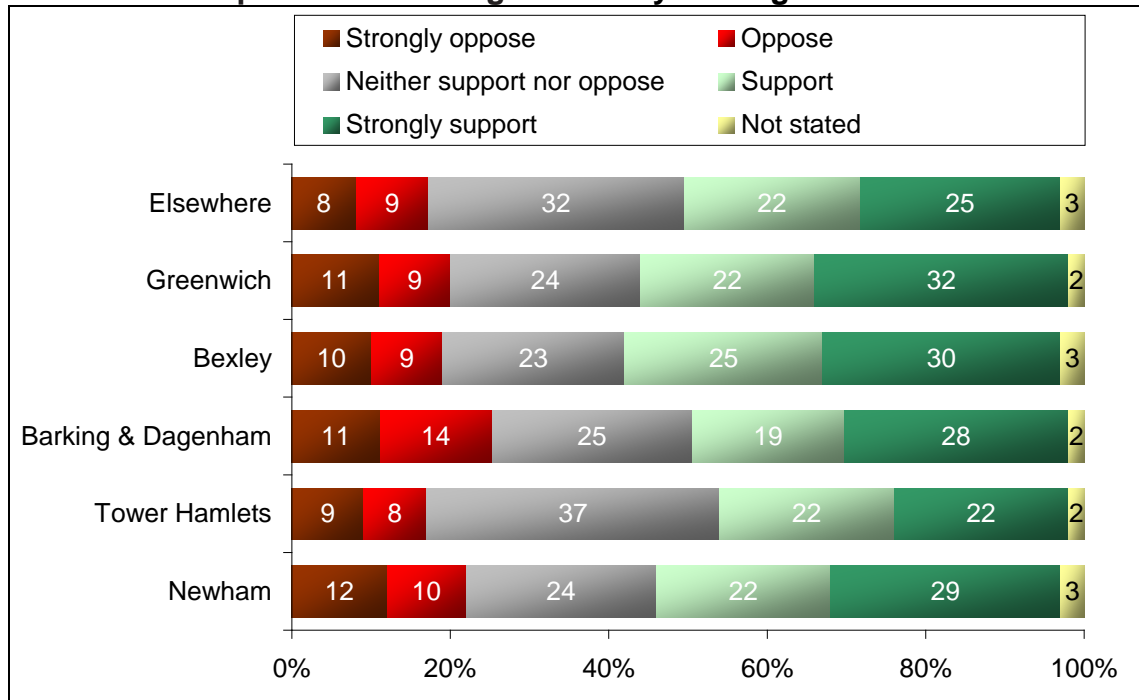
**Figure 8: Whether support or oppose the option of a new ferry at Woolwich to replace the existing service**



Base: 6,409 questionnaire respondents

Analysis by borough shows that the highest support came from residents of the London Boroughs of Bexley and Greenwich and the highest opposition from residents of the London Borough of Barking & Dagenham.

**Figure 9: Whether support or oppose the option of a new ferry at Woolwich to replace the existing service by borough**



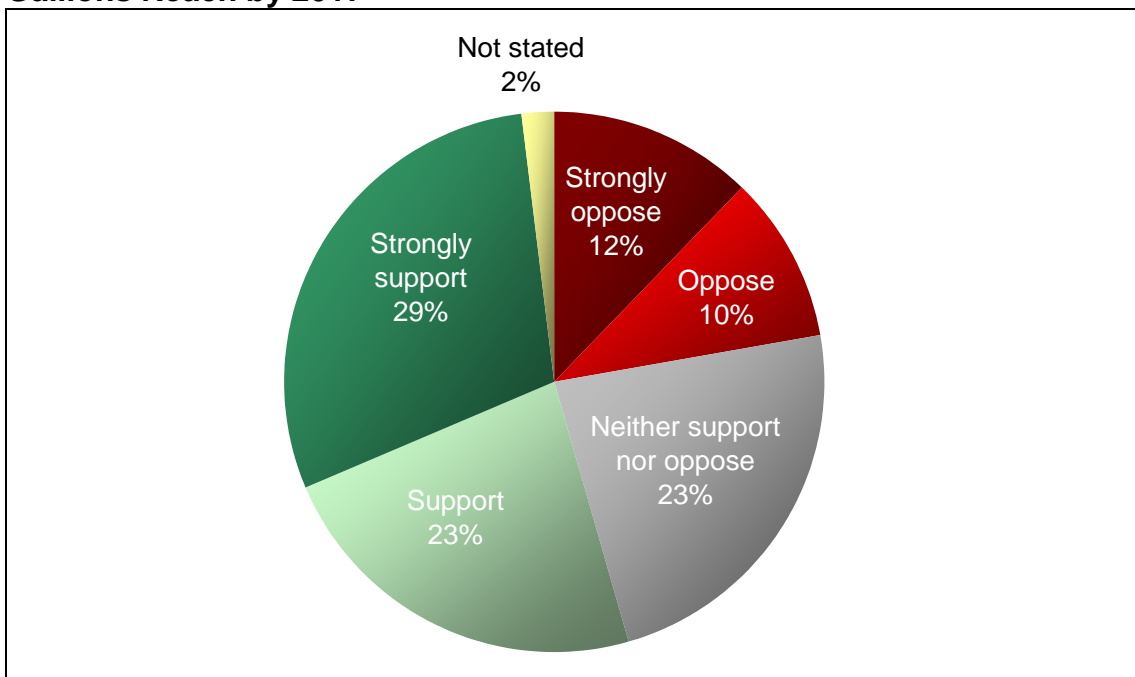
Base: Newham 640, Tower Hamlets 535, Barking & Dagenham 211, Bexley 1,053, Greenwich 2,194, Elsewhere 1,776 (based on postcode data as described above)

## Option of constructing a new ferry at Gallions Reach by 2017

Q5 To what extent would you support or oppose the option of constructing a new ferry at Gallions Reach by 2017?

There was support for the option of constructing a new ferry at Gallions Reach by 2017 with 52 per cent supporting it (29 per cent strongly support and 23 per cent support). Over a fifth (22 per cent) of the consultation respondents opposed the option (ten per cent oppose and 12 per cent strongly oppose). 23 per cent of respondents neither supported nor opposed a ferry at Gallions Reach.

**Figure 10: Whether support or oppose the option of a new ferry at Gallions Reach by 2017**

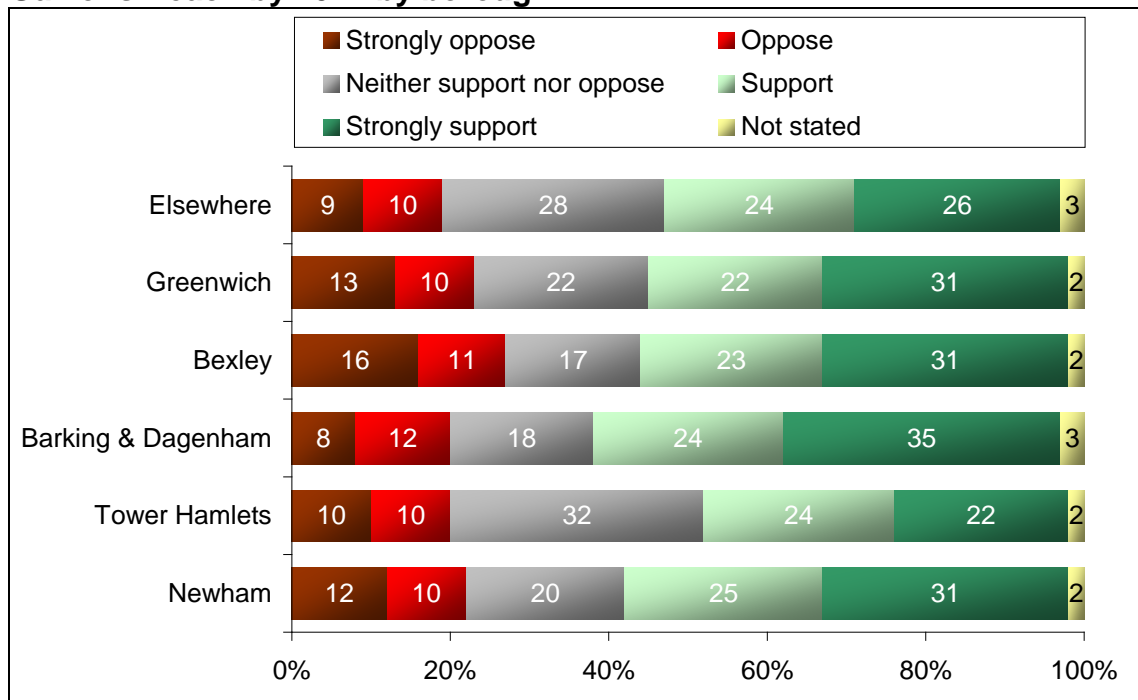


Base: 6,409 questionnaire respondents

Analysis by borough shows that the highest support came from residents of the London Borough of Barking & Dagenham and the highest opposition from residents of the London Borough of Bexley.



**Figure 11: Whether support or oppose the option of a new ferry at Gallions Reach by 2017 by borough**



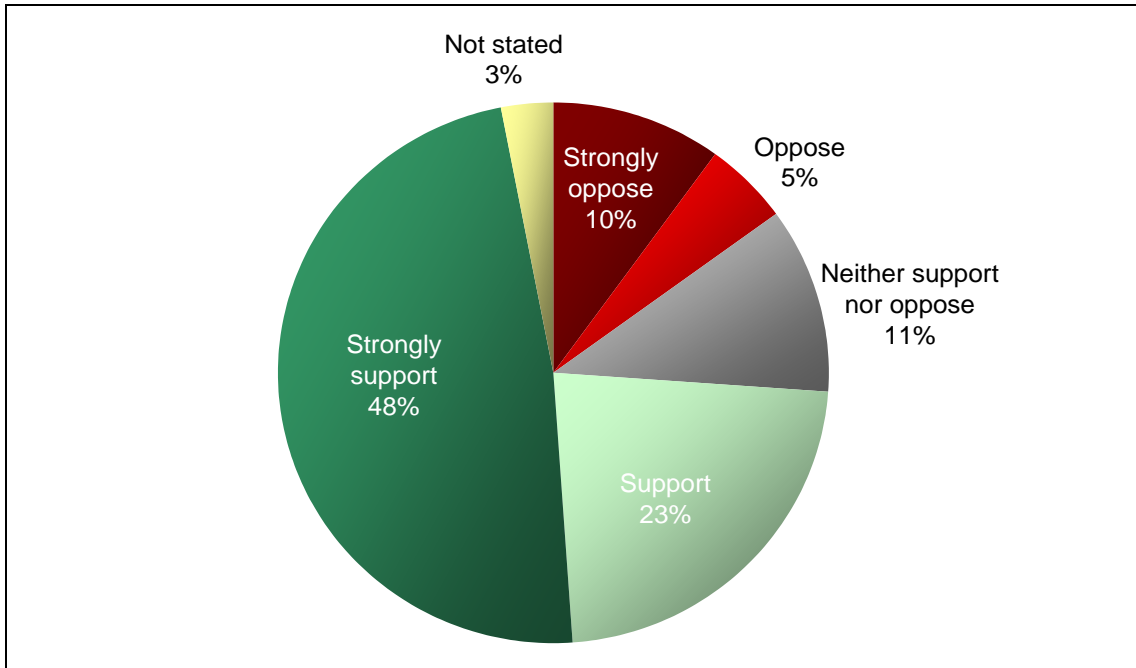
Base: Newham 640, Tower Hamlets 535, Barking & Dagenham 211, Bexley 1,053, Greenwich 2,194, Elsewhere 1,776 (based on postcode data as described above)

**Option of constructing a new bridge or tunnel at Gallions Reach by around 2031**

Q6 To what extent would you support or oppose the option of constructing a new bridge or tunnel at Gallions Reach by around 2031, if a ferry does not adequately address the area’s needs?

There was a high level of support for the option of constructing a new bridge or tunnel at Gallions Reach by around 2031, if a ferry does not adequately address the area’s needs with 71 per cent supporting it (48 per cent strongly support and 23 per cent support). Fifteen percent of the consultation respondents opposed or strongly opposed the option.

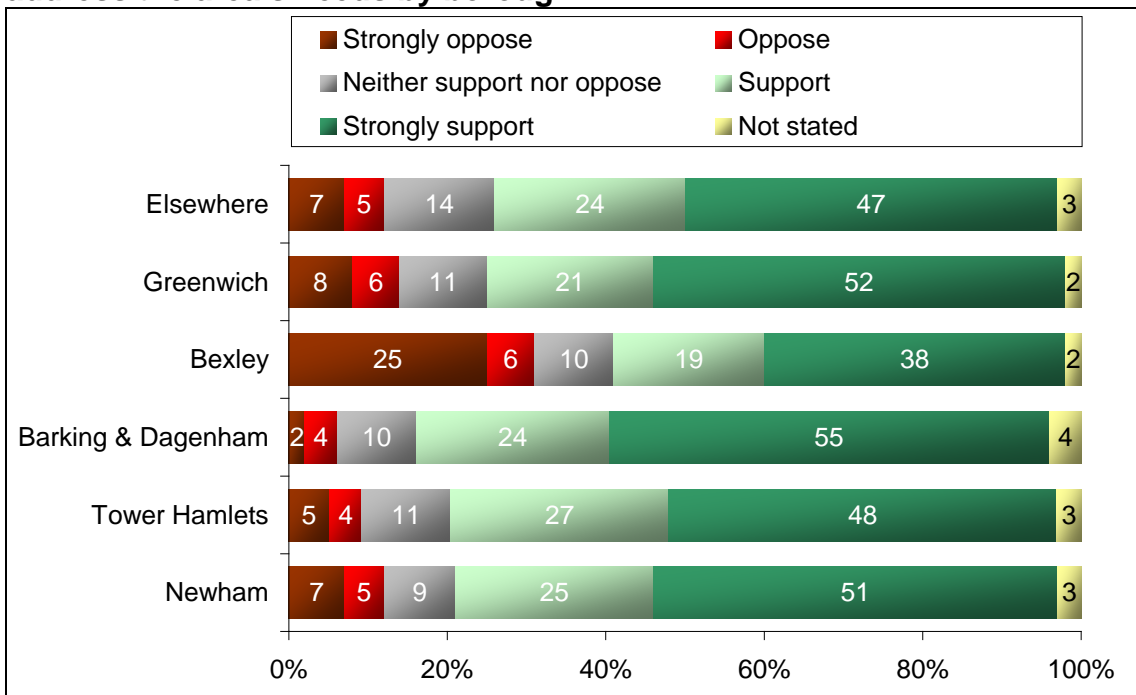
**Figure 12: Whether support or oppose the option of a new bridge or tunnel at Gallions Reach by around 2031, if a ferry does not adequately address the area's needs**



Base: 6,409 questionnaire respondents

Analysis by borough shows that the highest support came from residents of the London Borough of Barking & Dagenham and the highest opposition from residents of the London Borough of Bexley.

**Figure 13: Whether support or oppose the option of a new bridge or tunnel at Gallions Reach by around 2031, if a ferry does not adequately address the area's needs by borough**



Base: Newham 640, Tower Hamlets 535, Barking & Dagenham 211, Bexley

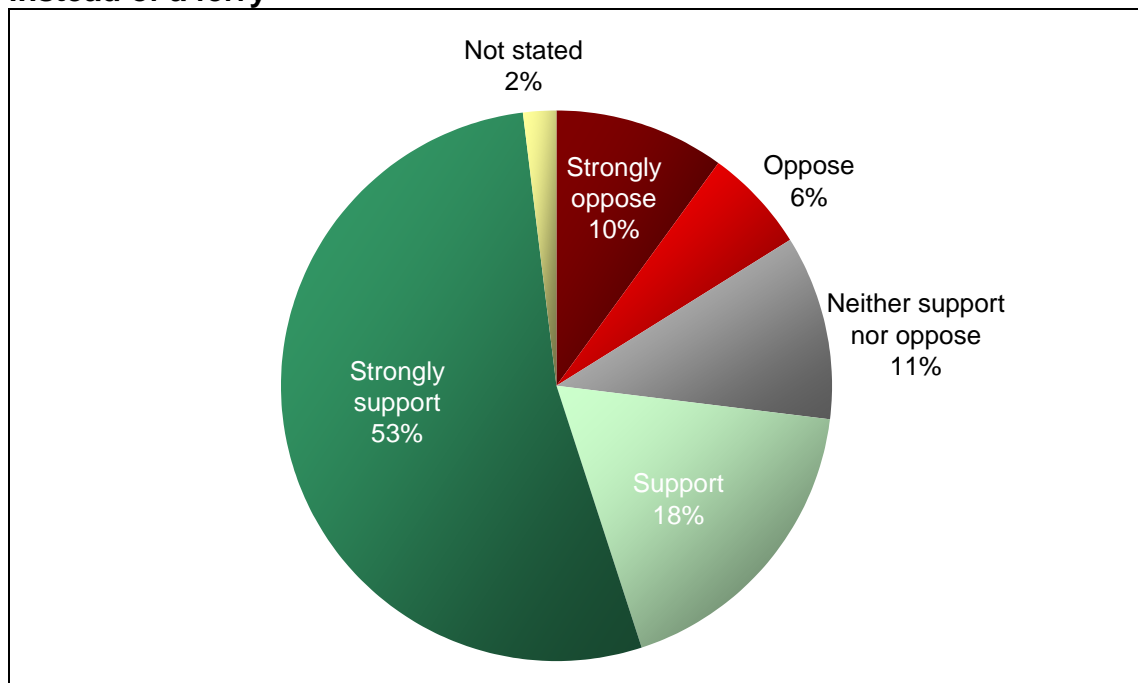
1,053, Greenwich 2,194, Elsewhere 1,776 (based on postcode data as described above)

**Option of constructing a new bridge or tunnel at Gallions Reach, which could not be delivered before 2021**

Q7 To what extent would you support or oppose the option of constructing a new bridge or tunnel at Gallions Reach, which could not be delivered before 2021, instead of a ferry?

There was a high level of support for the option of constructing a new bridge or tunnel at Gallions Reach, which could not be delivered before 2021, instead of a ferry with 71 per cent supporting it (53 per cent strongly support and 18 per cent support). 16 per cent of the consultation respondents opposed the option (six per cent oppose and ten per cent strongly oppose).

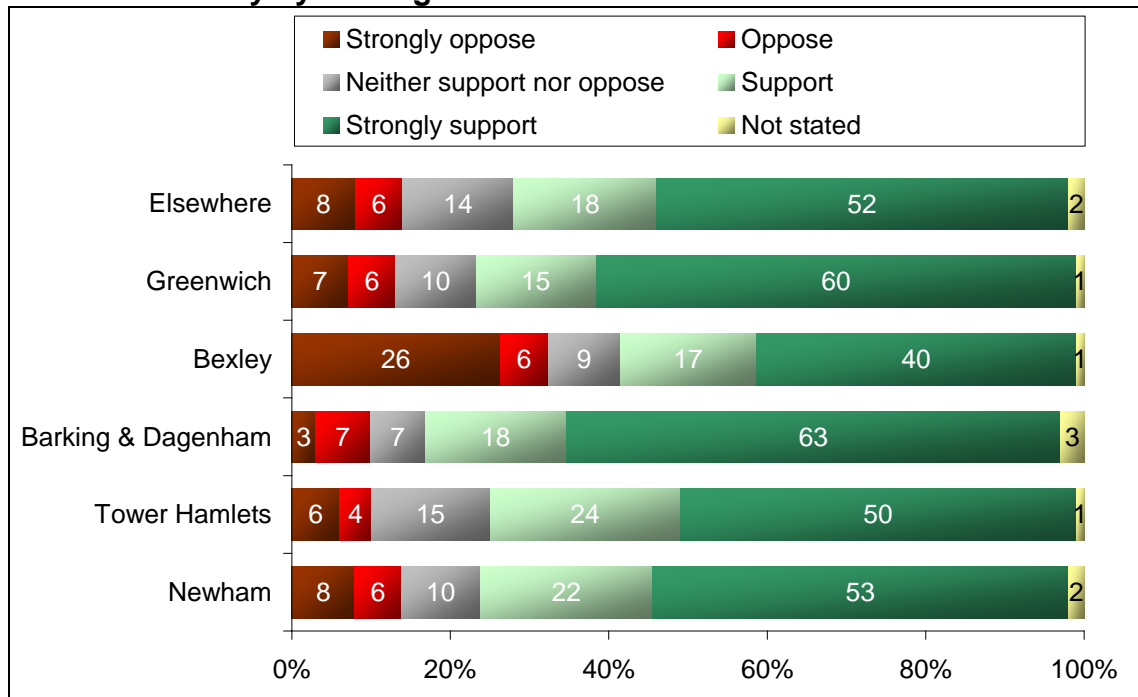
**Figure 14: Whether support or oppose the option of a new bridge or tunnel at Gallions Reach, which could not be delivered before 2021, instead of a ferry**



Base: 6,409 questionnaire respondents

Analysis by borough shows that the highest support came from residents of the London Borough of Barking & Dagenham and the highest opposition from residents of the London Borough of Bexley.

**Figure 15: Whether support or oppose the option of a new bridge or tunnel at Gallions Reach, which could not be delivered before 2021, instead of a ferry by borough**



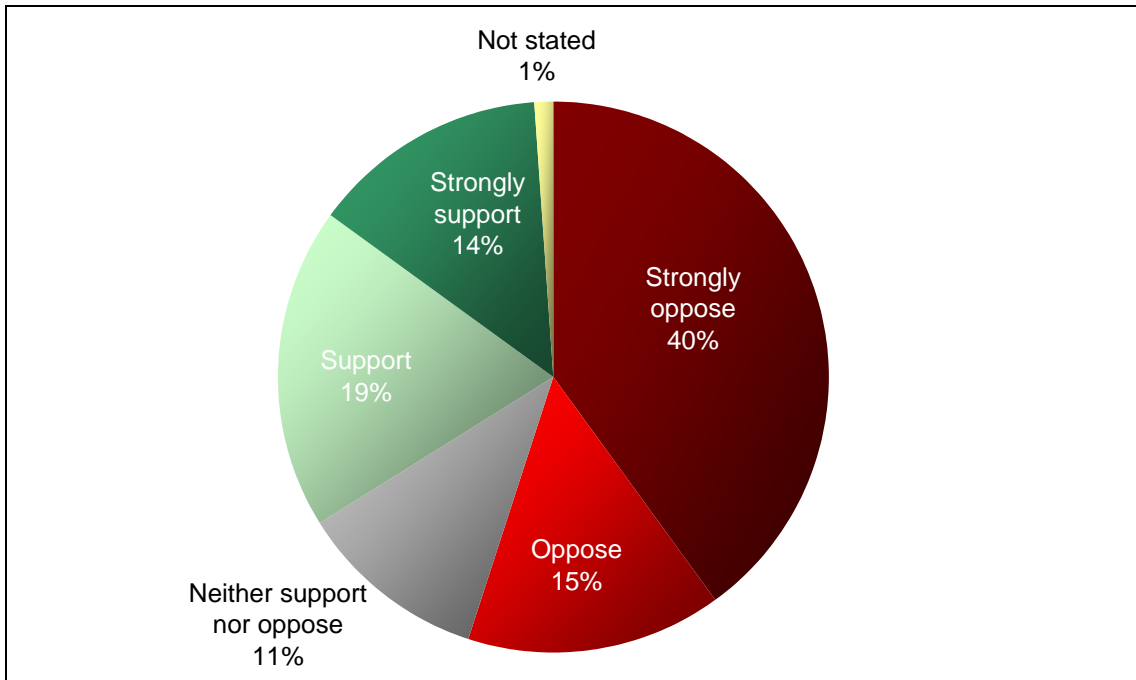
Base: Newham 640, Tower Hamlets 535, Barking & Dagenham 211, Bexley 1,053, Greenwich 2,194, Elsewhere 1,776 (based on postcode data as described above)

### A toll for the new crossings and also the Blackwall Tunnel

Q8 These crossings could bring significant benefits for the East and South East of London but are currently unfunded. In order to pay for the proposed river crossings and manage traffic, we are proposing a toll for the new crossings and also the Blackwall Tunnel. To what extent would you support or oppose this?

Just over half of those responding using the questionnaire expressed opposition to the option of a toll for the new crossings and Blackwall Tunnel, with 55 per cent opposing it (40 per cent strongly oppose and 15 per cent oppose). A third of the consultation respondents supported the option (19 per cent support and 14 per cent strongly support).

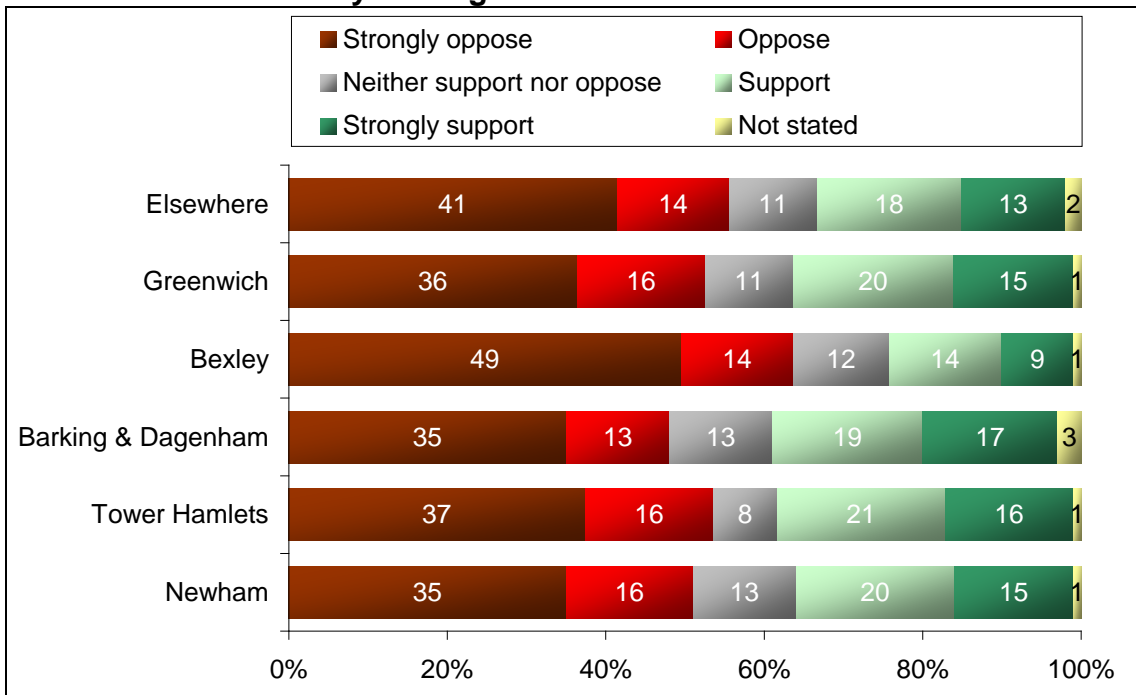
**Figure 16: Whether support or oppose toll for the new crossings and also the Blackwall Tunnel**



Base: 6,409 questionnaire respondents

Analysis by borough shows that the highest level of support came from residents of the London Borough of Barking & Dagenham and the highest opposition from residents of the London Borough of Bexley.

**Figure 17: Whether support or oppose toll for the new crossings and also the Blackwall Tunnel by borough**



Base: Newham 640, Tower Hamlets 535, Barking & Dagenham 211, Bexley 1,053, Greenwich 2,194, Elsewhere 1,776 (based on postcode data as described above)

## Summary of responses to options

There was over 70 per cent support for each of the three fixed link options, with the highest level of support for the Silvertown tunnel (77 per cent).

More respondents expressed strong support for the Gallions Reach fixed link to be provided in 2021 (53 per cent), rather than in 2031 (48 per cent), although the combined support and strong support shows a slightly higher proportion for the 2031 option: 72 per cent for 2031 compared to 71 per cent for 2021.

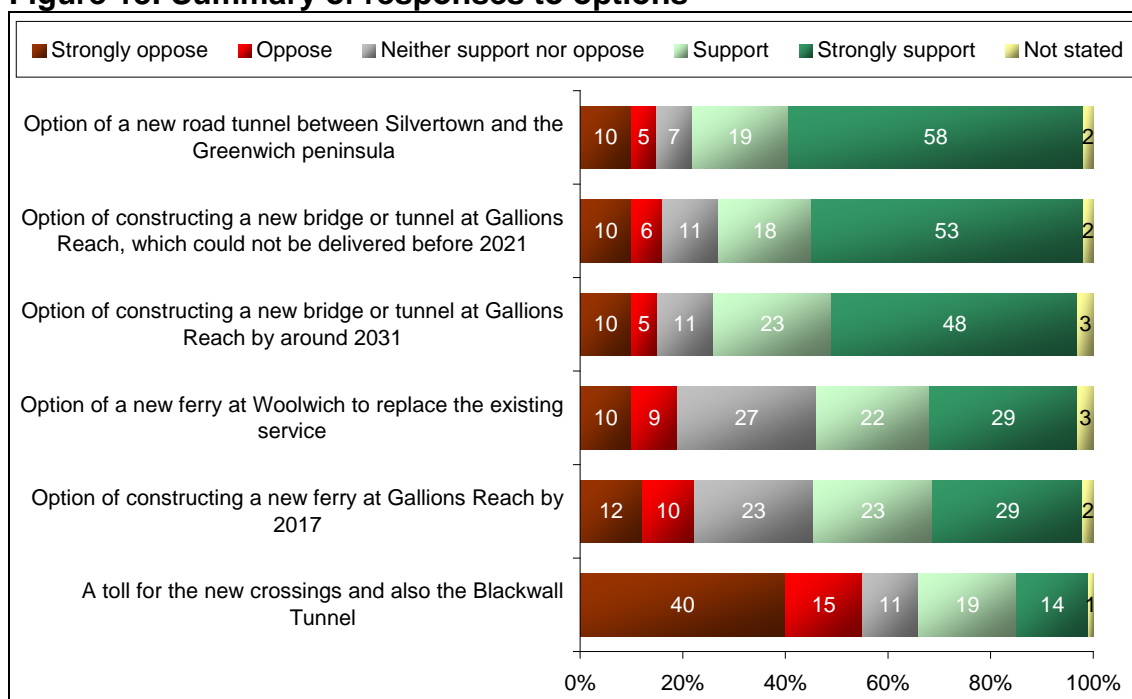
The proportions who opposed the fixed links were 15 per cent for the Silvertown Tunnel 15 per cent for the Gallions Reach fixed link in 2031 and 16 per cent for the Gallions Reach fixed link in 2021.

The same proportion (29 per cent) strongly support both ferry options. Overall 51 per cent support or strongly support a new ferry at Woolwich and 52 per cent support or strongly support a new ferry at Gallions Reach. However, there is more opposition to the Gallions Reach Ferry option than the Woolwich Ferry option: 22 per cent compared to 19 per cent.

55 per cent opposed a toll for the new crossings and the Blackwall Tunnel and 14 per cent strongly supported it.

The support for each of the fixed link crossings is greater than the opposition to the toll. The support for the ferry options is less than the opposition to the toll.

**Figure 18: Summary of responses to options**



Base: 6,409 questionnaire respondents

### 3.5 Comments

Q9 Please use this space to give us any further comments on the options we have described. Please relate your comments to specific aspects of the proposals

Overall, 60 per cent of respondents made comments. Table 1 shows the comments for the overall consultation questionnaire sample. On average, 2.46 separate codes were given to each respondent who made comments.

A number of comments did not clearly relate to a specific issue or proposal, for example “Something needs to be planned & decided quickly” and “Will it give us jobs?” These were coded as ‘general’. A breakdown of these responses is given in Appendix G.

The main specific comments made were ‘opposed to toll (non specific)’ (ten per cent of questionnaire respondents), ‘supports any type of crossing - non specific’ (nine per cent) and ‘opposed to toll for Blackwall Tunnel’ (eight per cent).

Where comments included more than one point or issue they were given more than one code. This means that the percentages give a total to more than 100 per cent. All responses of one per cent or over are shown.

**Table 1: Open responses**

	per cent
Not stated	40
G3 General	11
D2 Opposed to toll (non specific)	10
A6 Supports any type of crossing - non specific	9
C1 Opposed to toll for Blackwall Tunnel	8
A1 Supports the Silvertown Tunnel	6
Why should South East/East Londoners pay for crossings when other	6
C2 areas don't	
C3 Dartford toll was promised to end once it had paid for itself	6
D7 Funding for the crossings should come from Government/taxation	6
A3 Supports fixed crossing at Gallions Reach <sup>2</sup>	5
B1 Opposed to the Silvertown Tunnel	4
D12 Support introduction of tolls for new tunnels/bridges	4
E5 Tolls create more traffic and queues	4
E7 Environmental concerns – increased pollution, CO2 targets not met	4
A2 Supports Gallions Reach Ferry	3
A8 Support for fixed crossing but not ferries	3
Supports additional crossings will bring economic prosperity/social	3
A9 benefits	

<sup>2</sup> This coding was used where a respondent supported a fixed link at Gallions Reach but did not express a preference between a bridge or a tunnel here. Where respondents specified what type of fixed link they preferred, this was recorded under a different code.

A10	Supports bridge at Gallions Reach	3
B2	Opposed to Gallions Reach Ferry	3
B5	Opposed to closing of ferry at Woolwich	3
D1	A toll would impact on personal finances	3
E1	Silvertown tunnel will add to traffic to local roads	3
F4	Focus should be on cyclists, pedestrians, public transport (not cars)	3
A4	Supports replacement ferry at Woolwich	2
A7	Preference for bridges over tunnels	2
B3	Opposed to Gallions Reach Tunnel/Bridge	2
B6	Opposed to new ferry crossings	2
C4	Toll at Blackwall tunnel will redirect traffic to Rotherhithe	2
D3	There should be digital technology to help flow of traffic at tolls	2
D8	Dartford toll fee should fund any new tunnel/bridge	2
D9	New tolls should be for fixed period not indefinite	2
D11	Toll should be fixed at a reasonable level	2
D13	Supports toll (non specific)	2
	Silvertown tunnel will increase the existing traffic at the Blackwall	2
E2	approach	
	Negative impact of tunnel/bridge on local communities in Gallions	2
E10	Reach	
F1	Pedestrians/Cyclists should be able to use crossings	2
F2	Other crossing location	2
F5	Further crossings for motor vehicles will attract more traffic	2
G4	Funding suggestions - foreign investment/corporate sponsorship	2
A5	Supports closing of ferry at Woolwich	1
A11	Supports tunnel at Gallions Reach	1
D6	There should be a discount for local residents	1
D10	Negative impact of tolls on business	1
E8	Roads surrounding Gallions Reach need to be upgraded	1
E9	Roads surrounding Silvertown Tunnel need to be upgraded	1
	Negative impact of tunnel/bridge on local communities around	1
E11	Silvertown Tunnel	
F3	Need crossing before 2021	1
G1	Comments made about the Cable Car <sup>3</sup>	1
G2	Comments on the consultation process <sup>4</sup>	1
	Other	1
<b>Questionnaire respondents</b>		<b>6,409</b>

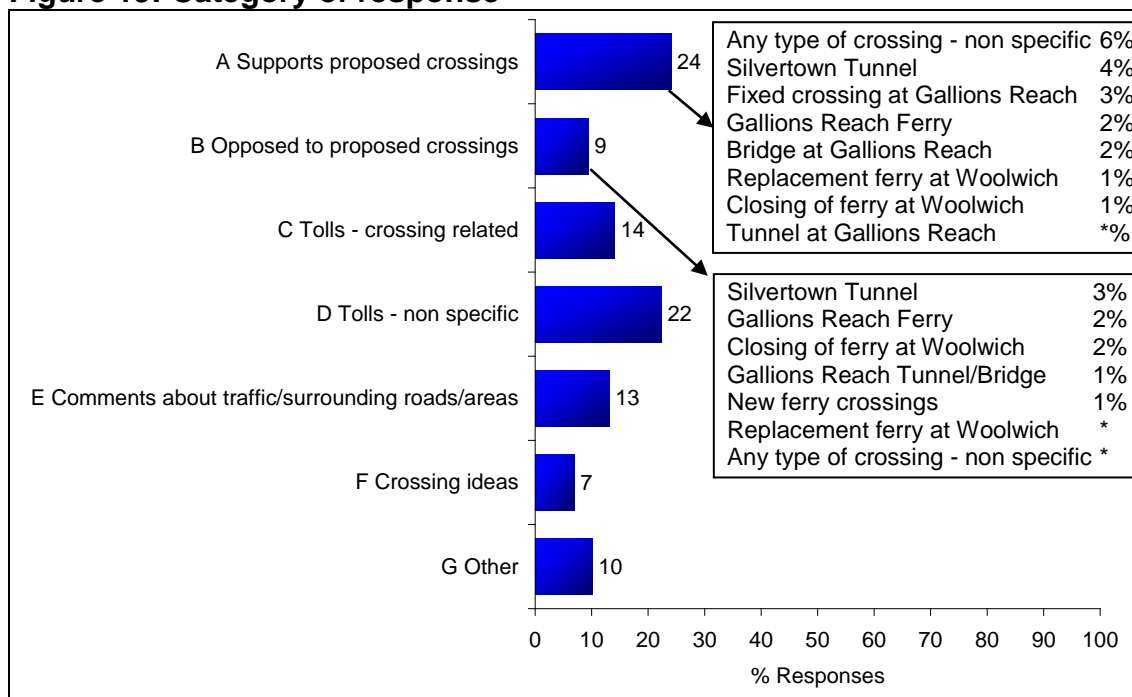
Figure 19 shows the proportion of responses in each category. Overall, 24 per cent of comments were in category A 'Supports proposed crossings' and 22 per cent were in category D 'Tolls – non specific'.

<sup>3</sup> These included comments on the frequency of the Emirates Airline Cable Car service and comments relating to the reasoning behind its introduction.

<sup>4</sup> For example: "Why didn't the residents of Greenwich get told by the council that the consultation was taking place", and "I have inadequate information...on wider implications of the proposals e.g. traffic flow. I would welcome more such information as soon as possible."



**Figure 19: Category of response**



Base: 9,922 comments \* = less than 0.5%

Whereas categories A and B are comments in support of or against the proposed crossings, some of the categories such as C and D with respect to tolls include comments that are both for and against some of the proposals.

### Analysis by London Borough

The following tables show the comments made most frequently by respondents who identified themselves as residents of the five Focus Boroughs (comments made by at least five per cent of the respondents from each borough are shown):

- Newham per cent
  - Opposed to toll (non specific) 10
  - Supports any type of crossing - non specific 9
  - Supports the Silvertown Tunnel 8
  - General 7
  - Supports fixed crossing at Gallions Reach 6
  - Opposed to toll for Blackwall Tunnel 6
  - Funding for the crossings should come from Government/taxation 6
  - Supports Gallions Reach Ferry 5
  - Supports bridge at Gallions Reach 5
  - Opposed to the Silvertown Tunnel 5
  - Silvertown tunnel will add to traffic to local roads 5
  
- Tower Hamlets per cent
  - Opposed to toll for Blackwall Tunnel 13
  - Opposed to toll (non specific) 9
  - General 9

- Supports any type of crossing - non specific 8
- Funding for the crossings should come from Government/taxation 6
- Support introduction of tolls for new tunnels/bridges 6
- Supports the Silvertown Tunnel 5
- A toll would impact on personal finances 5
- Why should South East/East Londoners pay for crossings when other areas do not 5
  
- Barking & Dagenham per cent
  - Opposed to toll (non specific) 12
  - Supports any type of crossing - non specific 11
  - Opposed to toll for Blackwall Tunnel 9
  - General 8
  - Dartford toll was promised to end once it had paid for itself 8
  - Funding for the crossings should come from Government/taxation 7
  - Support introduction of tolls for new tunnels/bridges 6
  - Supports fixed crossing at Gallions Reach 6
  - Tolls create more traffic and queues 5
  
- Bexley per cent
  - Opposed to toll (non specific) 13
  - Dartford toll was promised to end once it had paid for itself 13
  - General 10
  - Negative impact of tunnel/bridge on local communities in Gallions Reach 9
  - Supports any type of crossing - non specific 8
  - Opposed to toll for Blackwall Tunnel 8
  - Tolls create more traffic and queues 8
  - Opposed to Gallions Reach Tunnel/Bridge 8
  - Funding for the crossings should come from Government/taxation 6
  - Supports the Silvertown Tunnel 6
  - Why should South East/East Londoners pay for crossings when other areas don't 6
  - Supports fixed crossing at Gallions Reach 5
  - Supports Gallions Reach Ferry 5
  - Opposed to Gallions Reach Ferry 5
  
- Greenwich per cent
  - General 12
  - Opposed to toll (non specific) 10
  - Supports any type of crossing - non specific 10
  - Opposed to toll for Blackwall Tunnel 7
  - Supports the Silvertown Tunnel 7
  - Why should South East/East Londoners pay for crossings when other areas don't 7
  - Supports fixed crossing at Gallions Reach 7
  - Environmental concerns – increased pollution, CO2 targets not met 6
  - Opposed to the Silvertown Tunnel 6
  - Funding for the crossings should come from Government/taxation 5
  - Silvertown tunnel will add to traffic to local roads 5

- Elsewhere per cent
  - General 12
  - Opposed to toll (non specific) 9
  - Opposed to toll for Blackwall Tunnel 9
  - Supports any type of crossing - non specific 8
  - Dartford toll was promised to end once it had paid for itself 7
  - Funding for the crossings should come from Government/taxation 6
  - Why should South East/East Londoners pay for crossings when other areas don't 5
  - Tolls create more traffic and queues 5

### 3.6 Demographics

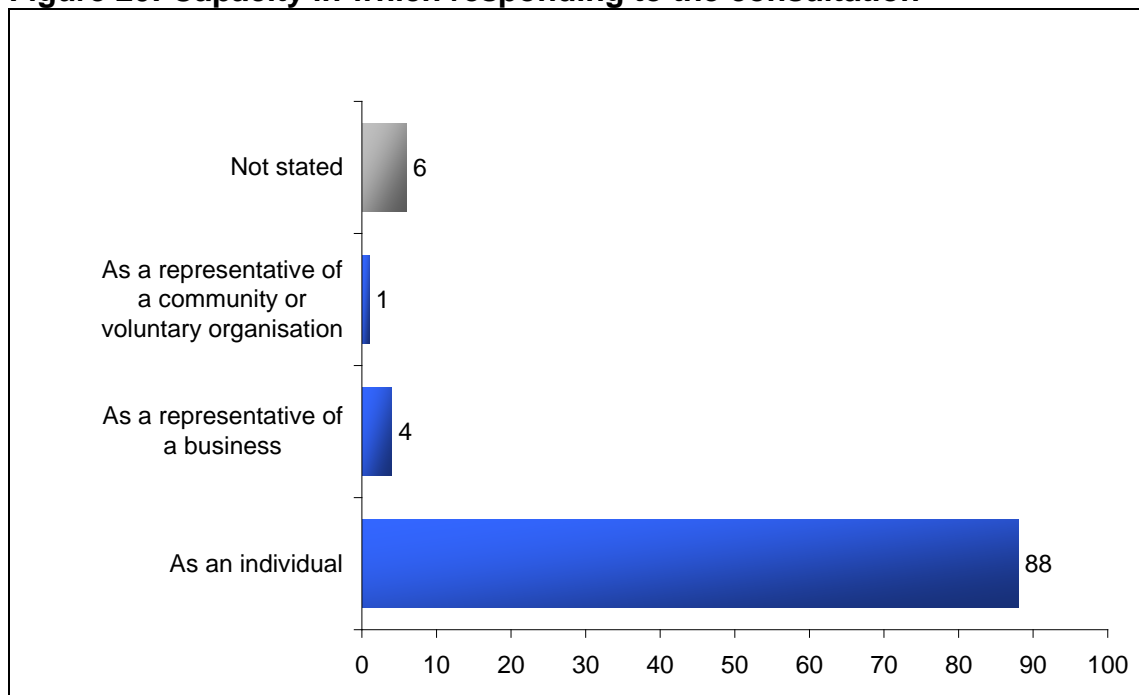
The questionnaire asked for some basic demographic data about the respondent to facilitate further analysis of responses and ascertain the reach of the consultation.

#### Respondent Type

Q10 In what capacity are you responding to this consultation?

Most of the responses to the consultation were from respondents who identified themselves as individuals rather than businesses: 88 per cent individuals and four per cent business.

**Figure 20: Capacity in which responding to the consultation**



Base: 6,409 questionnaire respondents

#### Disability

Q12 Do you have a mental or physical disability that limits your daily activities or the work you can do, including any issues due to your age?

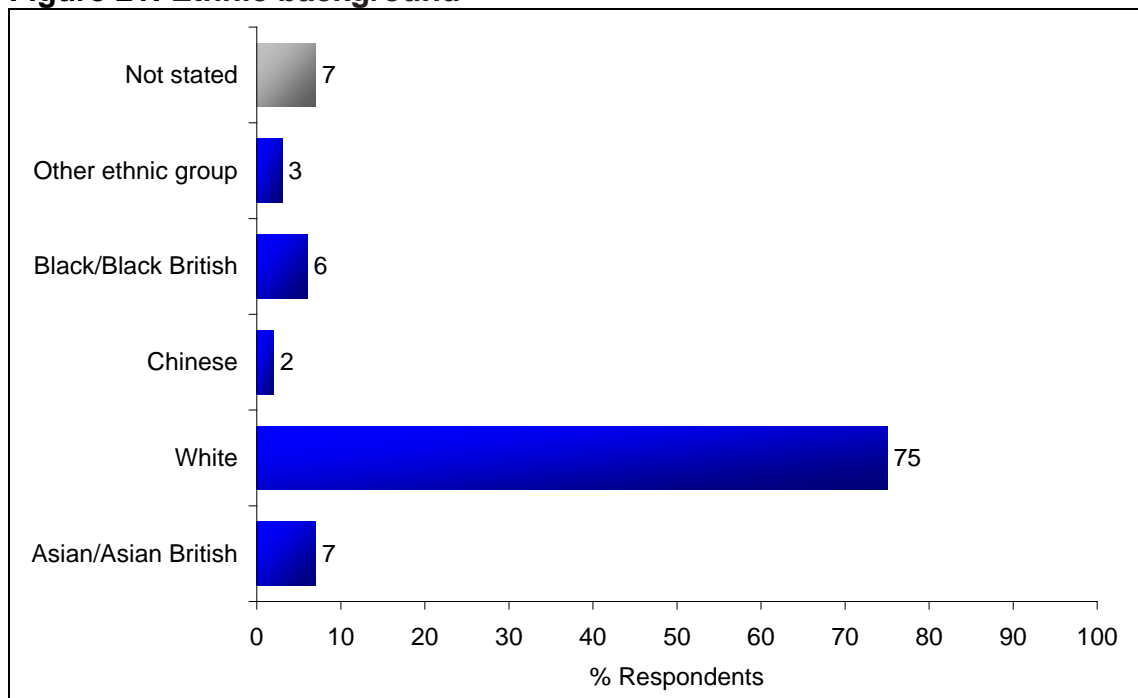
Five per cent of the consultation respondents said they had a mental or physical disability that limits their daily activities or the work they can do, including any issues due to age and 93 per cent said they did not have a disability. Two per cent did not respond to the question.

### Ethnic background

Q13 Please describe your ethnic background

Three quarters of the consultation respondents identified themselves as White.

Figure 21: Ethnic background



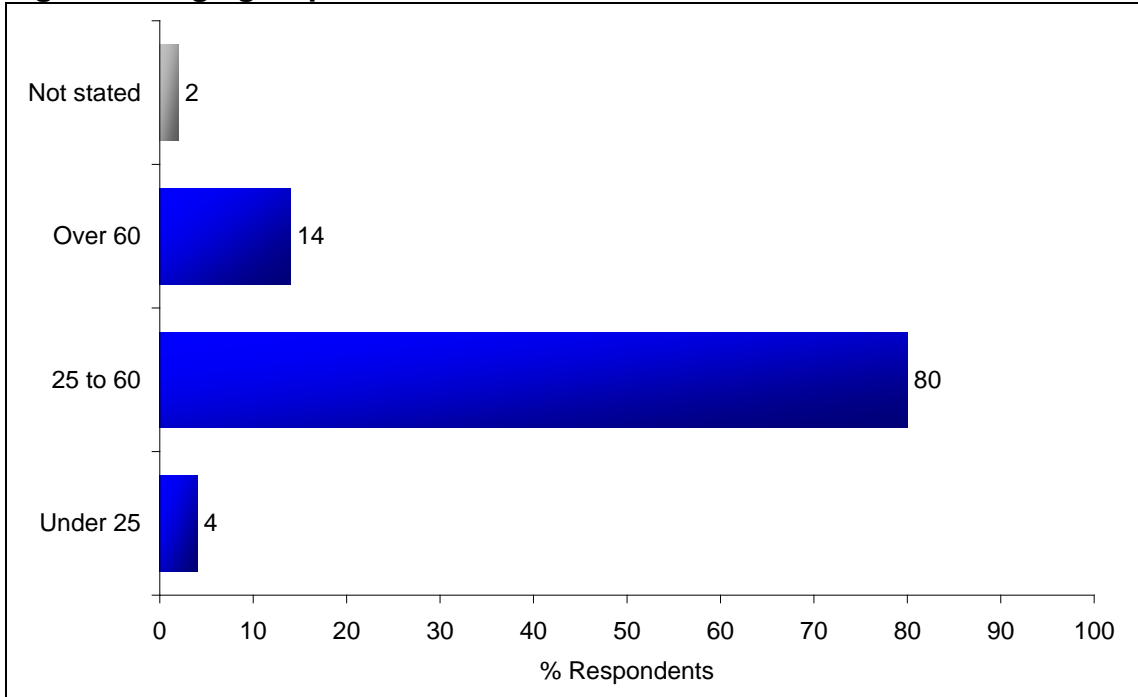
Base: 6,409 questionnaire respondents

### Age

Q14 What is your age group?

80 per cent of respondents to the consultation identified themselves as aged 25-60 years and 14 per cent as aged over 60 years old.

**Figure 22: Age group**



Base: 6,409 questionnaire respondents

## 4. OPEN RESPONSES

### 4.1 Introduction

As well as receiving printed or online questionnaires, a number of open responses were received from both the general public and stakeholders.

There were 351 emails or letters received from the general public.

- 343 emails,
- 8 letters.

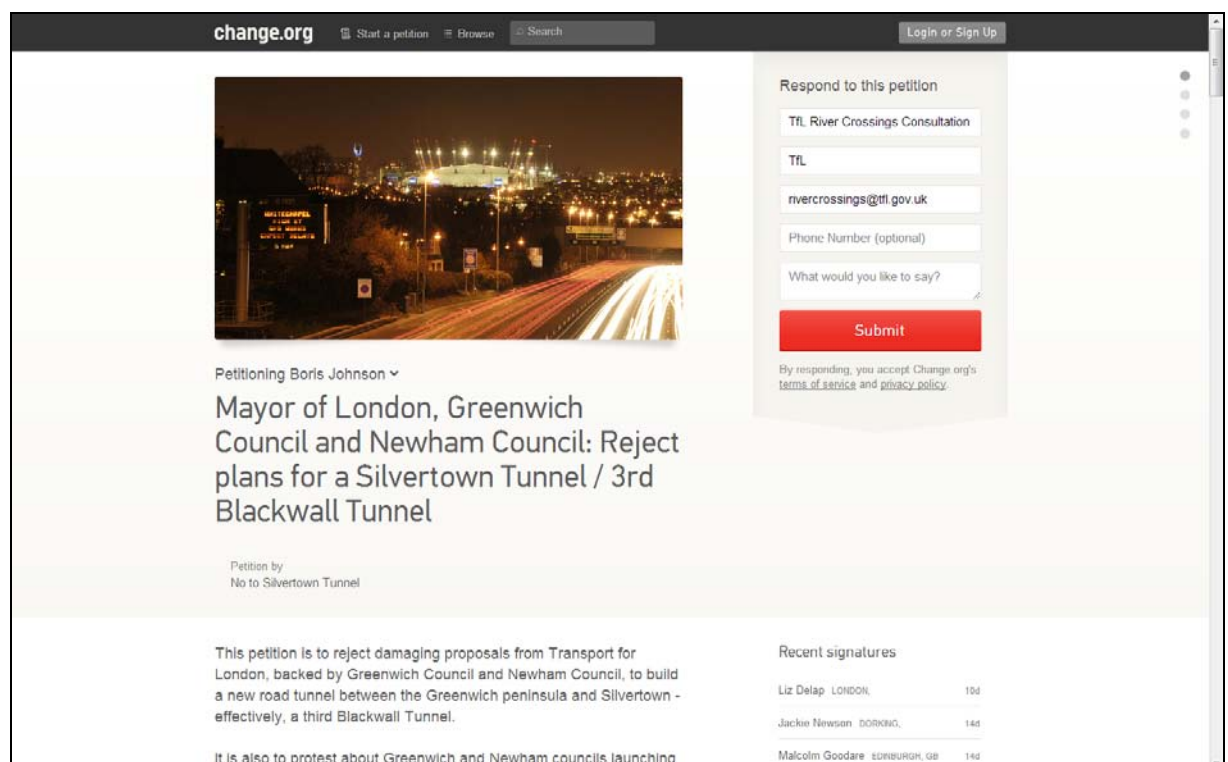
79 responses were from individuals or organisations identified as stakeholders. These are identified in section 4.4. These responses were received in the following formats:

- 10 questionnaires (7 online, 3 postal),
- 69 emails or letters.

### 4.2 Petition

An online petition was organised by 'No to Silvertown Tunnel' at the Change.org website: [http://www.change.org/en-GB/organisations/no\\_to\\_silvertown\\_tunnel\\_2](http://www.change.org/en-GB/organisations/no_to_silvertown_tunnel_2)

A screen grab of the petition welcome page is shown below:



The text of the petition is shown in Appendix E. There were 373 supporters to the petition.

### 4.3 General Public Open Responses

Table 3 shows a summary of the comments made by the 351 general public respondents who submitted emails or letters. On average, 2.6 separate codes were given to each respondent who made comments.

The comment made most frequently was support for the Silvertown Tunnel, expressed by 28 per cent of respondents.

Fifteen per cent of respondents made comments expressing support for the proposed Gallions Reach Ferry, 13 per cent made comments opposing the proposal to charge a toll, 11 per cent proposed another location for the crossing, 11 per cent opposed the closing of the ferry at Woolwich and ten per cent opposed the Gallions Reach Ferry.

Twenty three per cent of respondents made comments which were coded as 'general' as they did not fit into any specific category. A breakdown of these responses is given in Appendix G.

Where comments included more than one point or issue they were given more than one code. This means that the percentages give a total of more than 100 per cent. All responses of one per cent or over are shown.

**Table 3: Open responses**

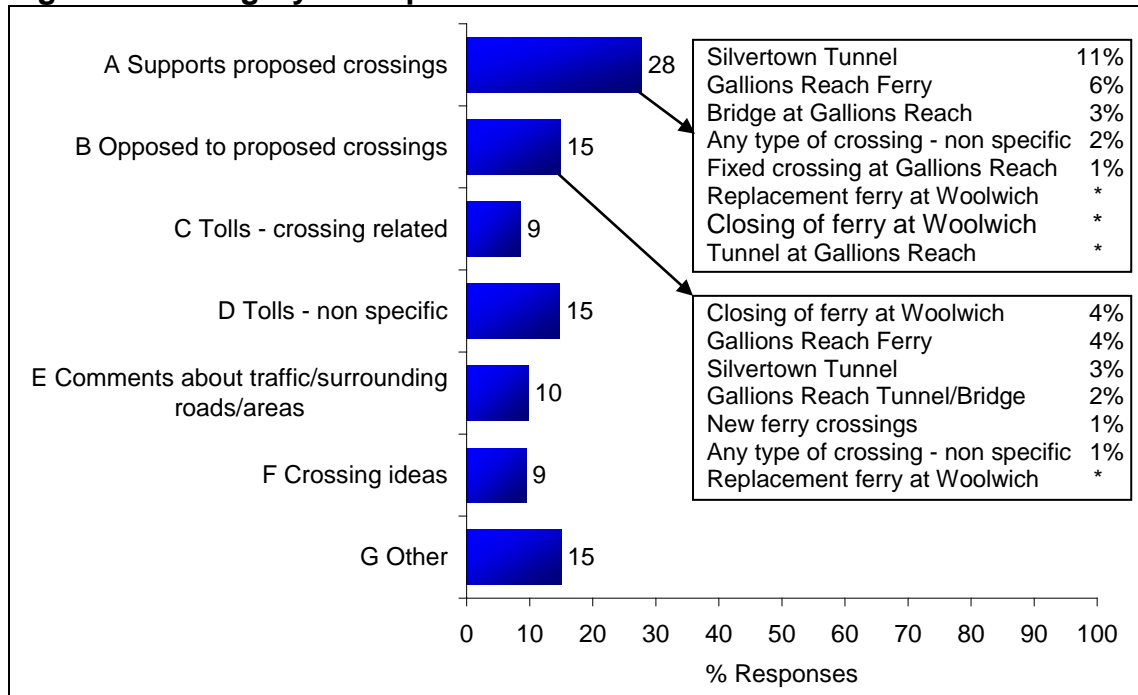
	per cent
A1 Supports the Silvertown Tunnel	28
G3 General	23
A2 Supports Gallions Reach Ferry	15
D2 Opposed to toll (non specific)	13
F2 Other crossing location	11
B5 Opposed to closing of ferry at Woolwich	11
B2 Opposed to Gallions Reach Ferry	10
G2 Comments on the consultation process	10
A10 Supports bridge at Gallions Reach	9
C1 Opposed to toll for Blackwall Tunnel	9
F4 Focus should be on cyclists, pedestrians, public transport (not cars)	8
B1 Opposed to the Silvertown Tunnel	7
C3 Dartford toll was promised to end once it had paid for itself	7
D7 Funding for the crossings should come from Government/taxation	7
Why should South East/East Londoners pay for crossings when other	
C2 areas don't	6
B3 Opposed to Gallions Reach Tunnel/Bridge	5
Supports additional crossings will bring economic prosperity/social	
A9 benefits	5
Negative impact of tunnel/bridge on local communities in Gallions	
E10 Reach	5
D12 Support introduction of tolls for new tunnels/bridges	5

E7	Environmental concerns – increased pollution, CO2 targets not met Silvertown tunnel will increase the existing traffic at the Blackwall approach	5
E2	approach	5
A6	Supports any type of crossing - non specific	4
A7	Preference for bridges over tunnels	4
G4	Funding suggestions - foreign investment/corporate sponsorship	4
B6	Opposed to new ferry crossings	3
D1	A toll would impact on personal finances	3
F1	Pedestrians/Cyclists should be able to use crossings	3
D8	Dartford toll fee should fund any new tunnel/bridge	3
E1	Silvertown tunnel will add to traffic to local roads	3
A3	Supports fixed crossing at Gallions Reach	3
E5	Tolls create more traffic and queues	3
G1	Comments made about the Cable Car	3
A8	Support for fixed crossing but not ferries	3
D6	There should be a discount for local residents	2
E8	Roads surrounding Gallions Reach need to be upgraded	2
E9	Roads surrounding Silvertown Tunnel need to be upgraded	2
B7	Opposed to any type of crossing - non specific	2
D3	There should be digital technology to help flow of traffic at tolls	2
D10	Negative impact of tolls on business	2
A4	Supports replacement ferry at Woolwich	1
D11	Toll should be fixed at a reasonable level	1
A11	Supports tunnel at Gallions Reach	1
F3	Need crossing before 2021	1
F5	Further crossings for motor vehicles will attract more traffic	1
A5	Supports closing of ferry at Woolwich	1
D9	New tolls should be for fixed period not indefinite	1
C4	Toll at Blackwall tunnel will redirect traffic to Rotherhithe Negative impact of tunnel/bridge on local communities around	1
E11	Silvertown Tunnel	1
	Other	1
<b>Emails or letters</b>		<b>351</b>

Figure 23 shows the proportion of responses in each category. Overall, 28 per cent of comments were in category A ‘Supports proposed crossings’, 15 per cent each in category B ‘Opposed to proposed crossings’, category D ‘Tolls – non specific’ and category G ‘Other’.



**Figure 23: Category of response**



Base: 923 comments

\* = less than 0.5%

Whereas categories A and B are comments in support of or against the proposed crossings, some of the categories such as C and D with respect to tolls include comments that are both for and against some of the proposals.

#### 4.4 Stakeholders

The analysis is based on responses from 79 stakeholders:

- Royal Borough of Greenwich
- London Borough of Newham
- London Borough of Bexley
- London Borough of Barking and Dagenham
- London Borough of Tower Hamlets
- London Borough of Lewisham
- Corporation of London
- London Borough of Hackney
- London Borough of Havering
- London Borough of Redbridge
- London Borough of Southwark
- John Biggs AM
- James Cleverly AM
- Darren Johnson AM
- Labour Group on Bexley Council
- Caroline Pidgeon AM
- GLA Labour Group
- Conservative Group on Greenwich Council

David Evennett MP  
Clive Efford MP  
Cllr Katie Perrior, Blackfen & Lamorbey Ward, Bexley  
Cllr Chris Taylor, Cabinet Member for Adults' Services, Bexley  
GLA Transport Committee  
Greenwich Friends of the Earth  
London Cycling Campaign  
Sustrans  
Thamesmead Talk Disability Forum  
Tower Hamlets Wheelers  
Friends of the Earth  
Blind Independence Greenwich  
Clean Air in London  
GASP (Greenwich Action to Stop Pollution)  
Campaign for Better Transport, Living Streets, London Cycling Campaign,  
London Sustrans and Cyclists Touring Club London<sup>5</sup>  
Campaign for Better Transport  
London First  
London TravelWatch  
London Chamber of Commerce & Industry  
Berkeley Homes Ltd  
Limelight Entertainment  
Barking & Dagenham Chamber of Commerce  
GLA Housing & Land Directorate  
Freight Transport Association  
Cathedral Group  
Buhler  
Canary Wharf Group  
Bexley Industrial Logistic Technology Network  
AEG  
Federation of Small Businesses  
London Legacy Development Corporation  
Maritime Greenwich World Heritage Site Executive  
Metrotidal Ltd  
Tilfen Land  
Better Bankside  
Planning Perspectives (on behalf of National Grid Property Holdings)  
Thames Water  
Notting Hill Housing  
Quintain  
Alliance of British Drivers  
AA

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<sup>5</sup> These groups submitted a joint response although Campaign for Better Transport, London Cycling Campaign and Sustrans also submitted individual responses.

London Taxi Drivers Association  
RAC Foundation  
David Quarmby, Transport Consultant  
Highways Agency  
LA21 (Bexley)  
The Charlton Society  
The Eltham Society  
English Heritage  
Greenwich Society  
London Forum of Amenity & Civic Societies  
Mile End Residents Association  
Plaza Residents Association  
Waterside Close Residents Association  
The Westcombe Society  
Thames Gateway Bridge Residents Association  
Greenwich Wildlife Advisory Group  
Natural England  
Environment Agency  
Geraldve (representing Morden College)  
North Beckton Primary School

## Analysis of Comments

Table 4 shows the comments for the 79 stakeholders who submitted comments. On average, 6.1 separate codes were given to each stakeholder. A short summary of the principle points raised in each stakeholder response is included as appendix F.

The issue raised most frequently by stakeholders was support for the Silvertown Tunnel, which 49 per cent referred to. 43 per cent of stakeholders expressed environmental concerns such as increased pollution, CO2 targets not being met, 42 per cent of stakeholders supported additional crossings as it would bring economic prosperity/social benefits, 33 per cent made comments on the consultation process, 28 per cent said the focus should be on cyclists, pedestrians, public transport (not cars) and 25 per cent expressed supports for fixed crossing at Gallions Reach.

Sixty three per cent of stakeholders made comments which were coded as 'general' as they did not fit into any specific category. Where comments included more than one point or issue they were given more than one code. This means that the percentages give a total of more than 100 per cent. All responses are shown.

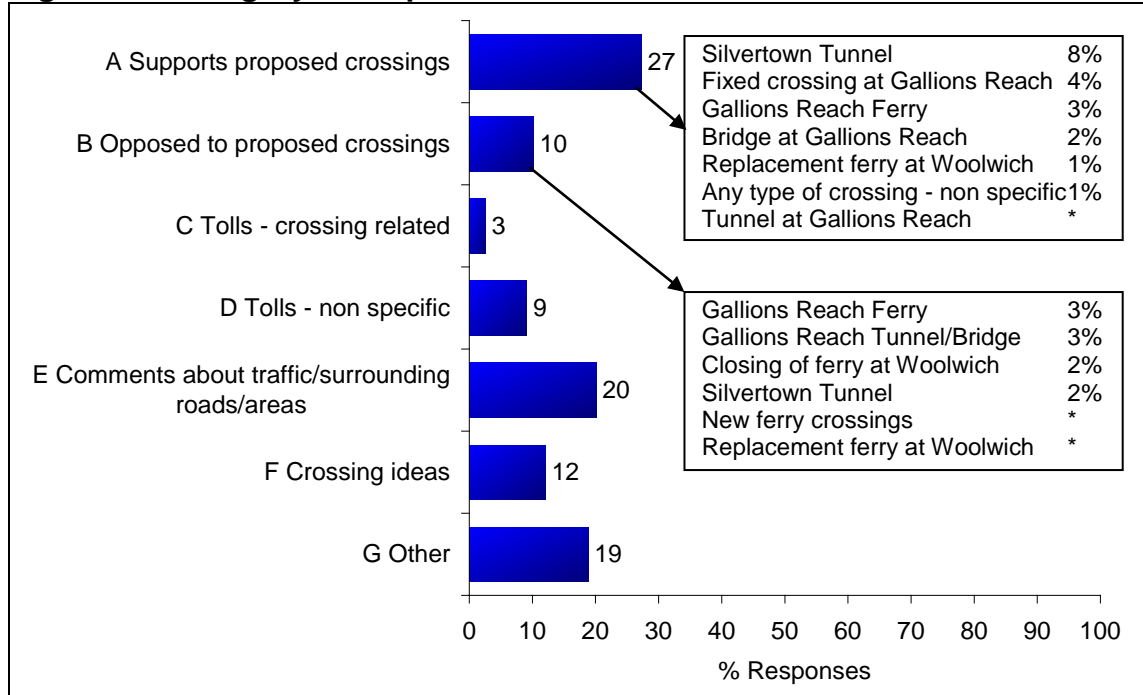
**Table 4: Stakeholder open responses**

	per cent
G3 General	63
A1 Supports the Silvertown Tunnel	49
E7 Environmental concerns, eg increased pollution, CO2 targets not met	43
A9 Supports additional crossings will bring economic prosperity/social benefits	42
G2 Comments on the consultation process	33
F4 Focus should be on cyclists, pedestrians, public transport (not cars)	28
A3 Supports fixed crossing at Gallions Reach	25
A2 Supports Gallions Reach Ferry	20
B2 Opposed to Gallions Reach Ferry	19
D12 Support introduction of tolls for new tunnels/bridges	19
B3 Opposed to Gallions Reach Tunnel/Bridge	16
E1 Silvertown tunnel will add to traffic to local roads	16
E9 Roads surrounding Silvertown Tunnel need to be upgraded	16
F1 Pedestrians/Cyclists should be able to use crossings	15
E3 The tunnel/bridge should not negatively impact surrounding roads/cause local congestion (non specific)	14
F2 Other crossing location	14
D6 There should be a discount for local residents	13
F5 Further crossings for motor vehicles will attract more traffic	13
B5 Opposed to closing of ferry at Woolwich	11
A10 Supports bridge at Gallions Reach	10
B1 Opposed to the Silvertown Tunnel	10
E10 Negative impact of tunnel/bridge on local communities in Gallions Reach	10

G1	Comments made about the Cable Car	10
E2	Silvertown tunnel will increase the existing traffic at the Blackwall approach	8
A4	Supports replacement ferry at Woolwich	6
A6	Supports any type of crossing - non specific	6
D2	Opposed to toll (non specific)	6
E8	Roads surrounding Gallions Reach need to be upgraded	6
G4	Funding suggestions - foreign investment/corporate sponsorship	6
C1	Opposed to toll for Blackwall Tunnel	5
C2	Why should South East/East Londoners pay for crossings when other areas don't	4
C3	Dartford toll was promised to end once it had paid for itself	4
D7	Funding for the crossings should come from Government/taxation	4
E4	Surrounding roads need to be upgraded (non specific)	4
A11	Supports tunnel at Gallions Reach	3
B6	Opposed to new ferry crossings	3
C4	Toll at Blackwall tunnel will redirect traffic to Rotherhithe	3
D10	Negative impact of tolls on business	3
D11	Toll should be fixed at a reasonable level	3
F3	Need crossing before 2021	3
A8	Support for fixed crossing but not ferries	1
B4	Opposed to replacement ferry at Woolwich	1
D1	A toll would impact on personal finances	1
D3	There should be digital technology to help flow of traffic at tolls	1
D4	There should be a discount for frequent users	1
D5	There should be a toll for frequent users/HGV users only	1
D8	Dartford toll fee should fund any new tunnel/bridge	1
D9	New tolls should be for fixed period not indefinite	1
E6	Negative impact of tunnel/bridge on local communities (non specific)	1
E11	Negative impact of tunnel/bridge on local communities around Silvertown Tunnel	1
<b>Stakeholders</b>		<b>79</b>

Figure 24 shows the proportion of responses in each category. Overall, 27 per cent of comments were in category A 'Supports proposed crossings', 20 per cent were in category E 'Comments about traffic/surrounding roads/areas' and 19 per cent were in category G 'Other'.

**Figure 24: Category of response**



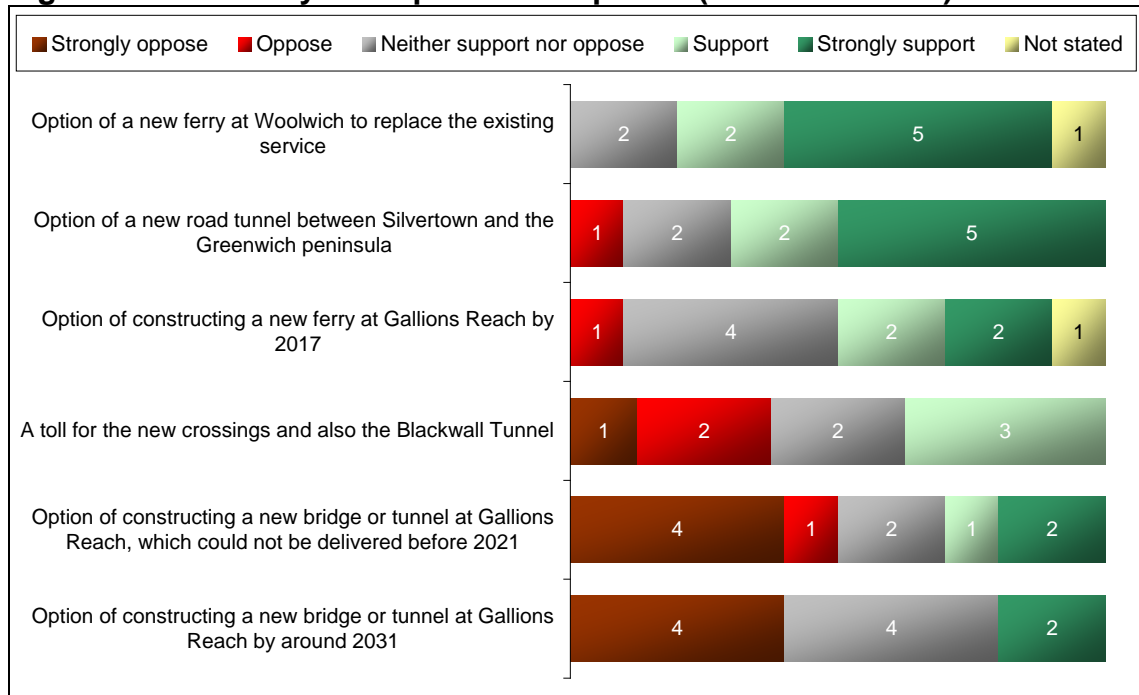
Base: 473 comments

\* = less than 0.5%

### Stakeholder questionnaire responses to options

Ten stakeholders completed questionnaires. The responses to the proposed options within the questionnaire are shown in Figure 25 below.

**Figure 25: Summary of responses to options (whole numbers)**



Base: 10 questionnaire respondents



## APPENDIX A

### Code Frame



<b>A</b>	<b>Supports proposed crossings</b>
1	Supports the Silvertown Tunnel
2	Supports Gallions Reach Ferry
3	Supports fixed crossing at Gallions Reach
4	Supports replacement ferry at Woolwich
5	Supports closing of ferry at Woolwich
6	Supports any type of crossing - non specific
7	Preference for bridges over tunnels
8	Support for fixed crossing but not ferries
9	Supports additional crossings will bring economic prosperity/social benefits
10	Supports bridge at Gallions Reach
11	Supports tunnel at Gallions Reach
<b>B</b>	<b>Opposed to proposed crossings</b>
1	Opposed to the Silvertown Tunnel
2	Opposed to Gallions Reach Ferry
3	Opposed to Gallions Reach Tunnel/Bridge
4	Opposed to replacement ferry at Woolwich
5	Opposed to closing of ferry at Woolwich
6	Opposed to new ferry crossings
7	Opposed to any type of crossing - non specific
<b>C</b>	<b>Tolls – crossing related</b>
1	Opposed to toll for Blackwall Tunnel
2	Why should South East/East Londoners pay for crossings when other areas don't
3	Dartford toll was promised to end once it had paid for itself
4	Toll at Blackwall tunnel will redirect traffic to Rotherhithe
<b>D</b>	<b>Tolls – non specific</b>
1	A toll would impact on personal finances
2	Opposed to toll (non specific)
3	There should be digital technology to help flow of traffic at tolls
4	There should be a discount for frequent users
5	There should be a toll for frequent users/HGV users only
6	There should be a discount for local residents
7	Funding for the crossings should come from Government/taxation
8	Dartford toll fee should fund any new tunnel/bridge
9	New tolls should be for fixed period not indefinite
10	Negative impact of tolls on business
11	Toll should be fixed at a reasonable level
12	Support introduction of tolls for new tunnels/bridges
13	Supports toll (non specific)
<b>E</b>	<b>Comments about traffic/surrounding roads/areas</b>
1	Silvertown tunnel will add to traffic to local roads
2	Silvertown tunnel will increase the existing traffic at the Blackwall approach
3	The tunnel/bridge should not negatively impact surrounding roads/cause local congestion (non specific)
4	Surrounding roads need to be upgraded (non specific)
5	Tolls create more traffic and queues
6	Negative impact of tunnel/bridge on local communities (non specific)
7	Environmental concerns – increased pollution, CO2 targets not met

8	Roads surrounding Gallions Reach need to be upgraded
9	Roads surrounding Silvertown Tunnel need to be upgraded
10	Negative impact of tunnel/bridge on local communities in Gallions Reach
11	Negative impact of tunnel/bridge on local communities around Silvertown Tunnel
<b>F</b>	<b>Crossing ideas</b>
1	Pedestrians/Cyclists should be able to use crossings
2	Other crossing location
3	Need crossing before 2021
4	Focus should be on cyclists, pedestrians, public transport (not cars)
5	Further crossings for motor vehicles will attract more traffic
<b>G</b>	<b>Other</b>
1	Comments made about the Cable Car
2	Comments on the consultation process
3	General
4	Funding suggestions - foreign investment/corporate sponsorship

## APPENDIX B

### Questionnaire

## Have your say on the new Thames Rivers Crossings Consultation on options for new river crossings in East and South East London

### Consultation questionnaire

Tell us about your current experiences of crossing the river

**Q1 How often do you need to cross the river in East and South East London by road?**

- Four or more days a week       Once or twice a week       About once every two weeks  
 Less than once a month       Never

**Q2 If you do cross the river, what is your main purpose for doing so?**

- Business       Residency  
 Tourism/Leisure       Other

Tell us your views on the proposals

**Q3 To what extent would you support or oppose the option of a new road tunnel between Silvertown and the Greenwich peninsula?**

- Strongly support       Support       Neither support nor oppose  
 Oppose       Strongly oppose

**Q4 To what extent would you support or oppose the option of a new ferry at Woolwich to replace the existing service?**

- Strongly support       Support       Neither support nor oppose  
 Oppose       Strongly oppose

**Q5 To what extent would you support or oppose the option of constructing a new ferry at Gallions Reach by 2017?**

- Strongly support       Support       Neither support nor oppose  
 Oppose       Strongly oppose

**Q6 To what extent would you support or oppose the option of constructing a new bridge or tunnel at Gallions Reach by around 2031, if a ferry does not adequately address the area's needs?**

- Strongly support       Support       Neither support nor oppose  
 Oppose       Strongly oppose

**Q7 To what extent would you support or oppose the option of constructing a new bridge or tunnel at Gallions Reach, which could not be delivered before 2021, instead of a ferry?**

- Strongly support       Support       Neither support nor oppose  
 Oppose       Strongly oppose

**Q8 These crossings could bring significant benefits for the East and South East of London but are currently unfunded. In order to pay for the proposed river crossings and manage traffic, we are proposing a toll for the new crossings and also the Blackwall Tunnel. To what extent would you support or oppose this?**

- Strongly support       Support       Neither support nor oppose  
 Oppose       Strongly oppose

**Q9 Please use this space to give us any further comments on the options we have described. Please relate your comments to specific aspects of the proposals**

Tell us about yourself (these questions will help us to analyse responses)

**Q10 In what capacity are you responding to this consultation?**

- As an individual
- As a representative of a community or voluntary organisation
- As a representative of a business

**Q11 Please tell us your postcode to help us interpret the results of this consultation**

Home

Work

**Q12 Do you have a mental or physical disability that limits your daily activities or the work you can do, including any issues due to your age?**

- Yes
- No

**Q13 Please describe your ethnic background**

- Asian/Asian British
- White
- Chinese
- Mixed Ethnic background
- Black/Black British
- Other ethnic group

**Q14 What is your age group?**

- Under 25
- 25 to 60
- Over 60

**MAYOR OF LONDON**

**Transport for London**



APPENDIX C  
Consultation Leaflet

## APPENDIX D

### List of consultees

<b>Type of Stakeholder</b>
<b>Statutory Stakeholders</b>
Highways Agency
Environment Agency
Port of London Authority
Crown Estates
Marine Management Organisation
<b>Affected Boroughs (officers and elected members)</b>
London Borough of Newham
Royal Borough of Greenwich
London Borough of Tower Hamlets
London Borough of Barking & Dagenham
London Borough of Bexley
London Borough of Southwark
<b>Interested Boroughs (officers and elected members)</b>
All other London Boroughs
Kent County Council
Essex County Council
Surrey County Council
Hertfordshire County Council
Tandridge
Sevenoaks
Thurrock
Brentwood
Epping Forest
Broxbourne
Welwyn Hatfield
Elected London Assembly Members and local MPs
London TravelWatch
Local Government Ombudsman
<b>London Thames Gateway Development Corporation</b>
Local networks and groups such as residents or trade associations or heritage groups)
Emergency services
AA, RAC, Green Flag
Confederation of Passenger Transport
Road Haulage Association, Freight Transport Association
National Motorcycle Council
London Cycling Campaign
Living Streets
Institute of Advanced Motorists
English Heritage
Sustrans
Road Peace
BIDS
London First



Type of Stakeholder
CBI, IOD
Environmental Groups
Residents
Businesses (and frontages) in the area
Public service institutions in the area, such as schools, hospitals, etc.
Pedestrians
Cyclists
Motorists
Users of Public Transport
People with disabilities
People with mobility issues, e.g. older people
People who work or deliver or collect in the area
National and international businesses that rely on transportation

APPENDIX E

'No to Silvertown tunnel' petition

Petitioning Boris Johnson

Mayor of London, Greenwich Council and Newham Council: Reject plans for a Silvertown Tunnel / 3rd Blackwall Tunnel

Petition by

No to Silvertown Tunnel

This petition is to reject damaging proposals from Transport for London, backed by Greenwich Council and Newham Council, to build a new road tunnel between the Greenwich peninsula and Silvertown - effectively, a third Blackwall Tunnel.

It is also to protest about Greenwich and Newham councils launching a "Bridge The Gap" campaign to promote the Silvertown Tunnel without any evidence of its benefits, and without consulting residents. Local councillors should be fighting for their communities, not against them, and this should be withdrawn immediately.

### **Why is the Silvertown Tunnel a bad idea?**

Encouraging more traffic to use the A102 and A2 will be counter-productive and will, in the long term, do nothing to reduce congestion in south-east London. The area has long suffered from poor air quality, which led to 150 deaths across Greenwich borough in 2008, and any road-building will only make this worse.

Even the mayor's office admits pollution is high along the A102 and A2, particularly at the Woolwich Road flyover, Kidbrooke interchange and at Eltham station. The Woolwich Road flyover is already one of the most polluted spots in London. This can only get worse, along with the congestion, as the new tunnel gets busier. Furthermore, it will also make bottlenecks at Kidbrooke and Eltham - where the A102 and A2 have only two lanes in each direction - worse.

Instead, we call upon the mayor, Greenwich and Newham to press for

alternative solutions and to look at reducing traffic flows through this area, instead of pushing on with this dangerous scheme, which will condemn local people in Greenwich, Charlton, Blackheath, Kidbrooke and Eltham to continuing dangerous high pollution levels.

### **What are the alternatives?**

Alternative proposals could include a new bridge at Thamesmead, dropping tolls at the Dartford Crossing or heavy investment in public transport - or maybe a mix of all three.

**This petition does not take a view on these other ideas - we simply want to prevent this dangerous proposal for a Silvertown tunnel.** Contrary to what Greenwich and Newham Councils are claiming, all evidence so far shows that the Silvertown Tunnel is the only fixed link TfL is seriously considering. If you do have alternative suggestions, please suggest them to Transport for London. They'll almost certainly be more sensible than adding more traffic to the A102.

### **What can I do?**

Please sign our petition, share it around, and also fill in [the Transport for London consultation](#) to make sure your voice is officially heard.

If you live in [Greenwich](#) or [Newham](#) boroughs, please also email your local councillors, or visit them at their surgeries, to make sure they know that their councils' campaign do not represent your view, and to impress on them how important this is. If you live in a neighbouring borough, such as [Lewisham](#) or [Tower Hamlets](#), please lobby your local councillors as well - they have a responsibility to represent your views to the Mayor as well. This is a grass-roots campaign, with absolutely no party political affiliation. We have day jobs and don't have the PR resources the mayor, Greenwich and Newham councils can throw at this.

So if you can help us with posters or flyers to spread the word, with printed copies of this petition, or, most precious of all, can donate some of your time, please email [silvertowntunnel@yahoo.com](mailto:silvertowntunnel@yahoo.com). You can also tweet us: [@NoSilvertownTnl](#).

This petition is for everyone, but if you live locally, this could be the best thing you ever do for your neighbourhood.

Thank you for your time.

## APPENDIX F

### Summary of stakeholder responses

Please note that these summaries are intended to condense what were often very detailed responses. This is to enable readers of this report to understand more easily the feedback TfL received to the consultation from stakeholders. The original, uncondensed stakeholder responses were used for analysis purposes.

TfL asked the Consultation Institute to independently review this section of the draft report (Appendix F), commenting on whether it represents a fair and accurate summary of stakeholder responses.

If you would like to see any of these responses in their uncondensed form, please contact TfL at [rivercrossings@tfl.gov.uk](mailto:rivercrossings@tfl.gov.uk)

**Royal Borough of Greenwich** - Strongly supports the option of the new Silvertown Tunnel together with a fixed link crossing at Gallions Reach. Strongly opposes new ferry options which they believe, would not provide capacity needed to support the necessary growth and regeneration of the sub region. Wants to see delivery of a fixed crossing at Gallions Reach before 2021 and if TfL is unable to deliver this wants the Mayor to delegate authority to Greenwich and Newham so as to facilitate this. The Council accepts that tolling on users of the new crossings is likely to be necessary to manage demand and to finance construction: charges should be set to discourage longer distance movements.

**London Borough of Newham** - Welcomes resilience for Blackwall that the Silvertown Tunnel would provide, subject to concerns over additional traffic impacts in the borough and in particular, around Canning Town and Royal Docks. Strongly support a fixed link crossing at Gallions Reach as the key priority; an interim ferry crossing is not a feasible option. Feels that continued investment in the Woolwich Ferry would be a waste of public funds. If tolling is introduced, local residents should be eligible for significant discounts.

**London Borough of Bexley** - Supports in principle the proposed tunnel at Silvertown. Totally opposed to the inclusion of a fixed link option at Gallions Reach and are 'greatly concerned by the efforts of others to revive this flawed proposal'. In particular, concerned about traffic between A2 and Thamesmead along key streets such as Knee Hill and New Road, also facing difficulty securing funds for upgrading Queens Road Roundabout in Thamesmead. Neither support nor oppose Gallions Reach ferry but urge TfL to look more closely at Woolwich options.

**London Borough of Barking and Dagenham** - Broadly supportive of the need to develop new Thames river crossings but has serious reservations regarding the current proposals. The Council remain concerned that Silvertown tunnel will draw additional vehicles and 'clog up the local road network'. Feels that a Thames Gateway Bridge is a better solution. Want to better understand the traffic modelling and secure completion of improvements to the A13, along with commitment for improved bus routes. The Council maintains that a fixed link at Gallions Reach is required. Also comments on other schemes which are unfunded.

**London Borough of Tower Hamlets** - Believes the proposed Silvertown tunnel provides limited improvement to access between Greenwich and The Royals and Isle of Dogs, displacing traffic from A13 to Lower Lea Crossing. Believes the Gallions Reach fixed link proposal should continue to be developed along the same timeframe as the Silvertown tunnel in order to deliver more regeneration and congestion reduction at an earlier stage. Would like to see environmental, social and economic mitigation in the local area. Suggested that there should be more emphasis on cyclists, pedestrians and public transport and sustainable freight travel. If tolling is introduced, differential charges should favour local movements.

**London Borough of Lewisham** - Supports the principle of increasing capacity across the river but has concerns that traffic impacts will result from Silvertown tunnel, particularly on the A2 and South Circular, and requests details of modelling of any proposed mitigation measures. Has concerns about the loss of a free ferry at Woolwich and its replacement with a charged service or a service too close to Blackwall and Silvertown crossing points. Urges consideration of a major heavy goods crossing further to the east.

**Corporation of London** – Supports a new crossing at Silvertown and a fixed link at Gallions Reach in principle. Requested further details to show the impacts of the proposals on traffic flow at Tower Bridge to ensure the City can give a properly informed response to formal consultation.

**London Borough of Hackney** – Concerned about the potential highway impacts of increased traffic on the approaches to the Silvertown tunnel but would support this if a fixed link could be provided at Gallions Reach. Requested further details on traffic modelling. Suggested that an additional fixed link at Gallions Reach could mitigate some of the impacts of the Silvertown tunnel. Raised concerns about the lack of cross-river links for cyclists and the loss of the existing free ferry

crossing for them at Woolwich, comparing the cost to use the Emirates Air Line with the toll envisioned for the proposed crossings. Sought commitment for a strategic approach to tolling. Supported addition of walking and cycling fixed link to proposals.

**London Borough of Havering** – Supports proposals for new river crossings but emphasised that all proposals for new crossings should include provision for pedestrians and cyclists. Requested further work and detailed assessment of the environmental and traffic impacts of the proposal. Does not specifically oppose a ferry at Gallions Reach but would prefer investment in a fixed link as soon as possible after the Silvertown link. Accepts that a toll is likely to be the only feasible way to pay for the proposals. Encouraged TfL to look at other funding options, such a private sector involvement. Concerned that Woolwich ferry would be tolled if replaced, since it currently operates free. Emphasises that improvements must be made to the reliability of lifts at the Woolwich foot tunnel. Highlighted the development opportunities in east London.

**London Borough of Redbridge** – Could neither support nor oppose the proposals on the basis that they have not been supplied with sufficient information. Requested further discussions on traffic flow and tolling impacts before a further round of consultation. Suggested that key early design issues be highlighted in future consultations – for example the layout of lanes on the proposed Gallions Reach bridge and bus services. Requested further detail about how pedestrian/cyclist needs would be accommodated. Raised concerns with the Silvertown tunnel's northbound connected with the existing highway network. With regard to the fixed link at Gallions Reach, expressed concern about through traffic, particularly if untolled.

**London Borough of Southwark** – Concerned that they may be potentially negative traffic impacts from the Silvertown tunnel. Believe that tolling of Blackwall tunnel and the other proposed crossings could increase traffic levels at Rotherhithe tunnel. Not yet convinced that there will be neutral traffic impacts overall at Rotherhithe. For these reasons cannot support the current proposals. Suggested a range of highway schemes to address poor traffic flow in the Rotherhithe area. Also suggested a dedicated walking/cycling route linking Rotherhithe with Canary Wharf.

**John Biggs AM** – Supports in principle the proposed road tunnel at Silvertown. Expressed anxiety about the public health and congestion impacts of any new crossing. Much depends on the detailed proposals. Is concerned about the principle of tolling. Bridge is needed at Gallions Reach.



**James Cleverly AM** – Supports the Silvertown tunnel and a new ferry at Gallions Reach. Opposed to a bridge at Gallions Reach as it would attract traffic into Thamesmead and Bexleyheath.

**Darren Johnson AM** – Believes that the consultation failed to provide the public with adequate information on the impacts of the proposals. Suggested that additional data should have been released and the consultation extended. Objects to a ferry at Gallions Reach on the basis that it would later lead to a fixed link which would generate higher levels of traffic and worsen air quality. Objects to a tunnel at Silvertown, pointing out that tolling would be very unpopular, additionally highlighting concerns with air quality and potential traffic generation impacts. Recommended/endorsed investment in the Woolwich ferry. Later suggested that tolling of the Blackwall tunnel be put to a public consultation. Also commented that experimental tolling should have been implemented at Blackwall tunnel and consequential traffic flow data included in the consultation.

**Labour Group on Bexley Council** – Favours a multi-crossing solution, involving tunnels, ferries and bridges. Supports the Silvertown tunnel, replacement ferry at Woolwich, a local fixed link at Gallions Reach and further crossings to the east of Dartford Bridge. Does not support tolling any of the crossings and believes that the crossings should be funded by levies on property developers. Commented that if tolling is introduced there should be a local residents discount. Crossings should cover the bus network, connect to the DLR and accommodate pedestrians and cyclists.

**Caroline Pidgeon AM** – Urged TfL to look again at the proposals for new crossings to determine if air quality issues might be addressed to a greater extent if the crossings focussed more strongly on sustainable modes. Concerned that there was little detail in the consultation on how demand for road space can be managed, highlighting a reduction in car use since 2000. Suggested that there were a number of flaws in the 'Assessment of Needs' and 'Assessment of Options' reports that were published during the consultation. Emphasised that a number of improvements are necessary to the proposals if they are to progress further, including dedicated cycle crossings and high quality facilities for pedestrians and cyclists on any new ferry crossings, free provision for pedestrians/cyclists (rather than tolling) and greater consideration for pedestrians/cyclists on the approach routes to any new crossings. Concerned about impact on residents of extension of Barnham Drive in Gallions Reach proposals. Suggested that the consultation was flawed because it lacked detail, for example in terms of how the new crossings

would be funded. Also highlighted a delay in the publication of key documents and lack of clarity and transparency: recommended the release of the raw data.

**Labour Group on London Assembly** – Supportive in principle of additional river crossing capacity but would wish to mitigate any environmental impacts and see detailed proposals before giving specific support. Believes a ‘more local crossing’ is needed at Gallions Reach and that combined with a tunnel at Silvertown this would assist connectivity and economic regeneration. Wish to see detailed environmental impacts and traffic modelling, also to understand what mitigation could be applied to assist in balancing any negative impacts from introducing the proposed crossings. Wants provision for buses, cyclists and pedestrians. Emphasised that in the short term the Woolwich ferry should be refurbished and that an additional ferry service should be introduced at Gallions Reach. Supports a strategic tolling regime but would like traffic modelling undertaken to understand how tolls would affect traffic flow and to see financial modelling.

**Conservative Group on Greenwich Council** – Strongly supportive of the Silvertown. Expect remedial action to be taken to address any impacts arising on air quality or traffic movements. Strongly opposed to the Gallions Reach bridge on the basis of a concern that it might lead to an extension of the A2 through ancient woodlands. Also concerned with tolling on the basis that bridges in west London are not tolled. Consider tolling of Blackwall tunnel to be unfair; justification for tolling Silvertown Tunnel to recoup costs of tunnel is clear, however would accept tolling if Greenwich residents were exempt.

**David Evennett MP** - Strongly supports Silvertown Tunnel as it will ease congestion at Blackwall Tunnel. Neither Silvertown Tunnel nor Blackwall Tunnel should be tolled. Reservations over proposed Gallions Reach ferry because of concerns about increased traffic through suburban roads in Bexleyheath, Welling, Crayford and Erith.

**Clive Efford MP** – Supports Silvertown tunnel to relieve traffic congestion on the approaches to the Blackwall Tunnel. Suggested including a crossing for the Docklands Light Railway to improve north-south public transport links. Also requested that TfL bring the DLR to Eltham along the corridor of the A102.

**Cllr Katie Perrior, Blackfen & Lamorbey Ward, Bexley** – Supports the proposals, with emphasis that ‘anything that eases congestion but isn’t a Thames Gateway bridge is good news for our residents’.

**Cllr Chris Taylor, Cabinet Member for Adults' Services, Bexley** –

Supports the Silvertown tunnel and new ferry at Gallions Reach, although would wish to see detailing modelling before reaching a firm conclusion. Strongly opposed to a fixed crossing at Gallions Reach on the basis that it would attract heavy freight traffic into Thamesmead and Bexleyheath, worsening pollution and disturbing residents.

**GLA Transport Committee** – hosted a seminar on the consultation, with input from a large range of stakeholders. Consultation response set out three principles which the Committee recommended should inform decision making: 1, TfL should establish clear objectives for the crossings (setting out clearly the rationale, specific purpose, delivery implications and impacts of each option proposed); 2, Be transparent in the consultation process (including by timely publishing traffic modelling, environmental impacts and cycling demand data); 3, Learn from the mistakes and successes of the past (for example, through bearing in mind the Planning Inspectors report into the previously proposed Thames Gateway Bridge).

**Greenwich Friends of the Earth** – Supports national Friends of the Earth response. Believes that the consultation is fundamentally flawed as it is not informed by an adequate assessment of options for improving cross river travel. Recommended public transport improvements rather than environmentally damaging measures as a means to increase river crossing capacity. Suggested that the proposals would worsen traffic congestion and air quality in an area where it is already poor. Concerned that the proposals do not improve walking/cycling trips.

**London Cycling Campaign** – Supports the provision of additional crossings for sustainable modes of transport. Do not wish to see an increase in traffic and suggested that there should be a de-prioritisation of long distance motorised movements. Recommended improving river crossing for pedestrians, cyclists and public transport as a way to reduce car dependency. Also suggested a range of additional schemes to improve pedestrian/cyclist cross-river trips. Commented that tolling of Blackwall tunnel should be considered as a way to judge demand for a new crossing coupled with demand management. Concerned that there would be an increase in traffic flow in already congested areas if new road capacity was created. Also concerned that the proposals do not take account of reducing car ownership levels in London over the last decade. Would not wish a new ferry at Gallions Reach to be a precursor for an additional fixed link. Emphasised that a new ferry should serve pedestrians, cyclists and public transport. Objects to the Silvertown tunnel on the basis that it is the wrong solution. Retain the

Woolwich Ferry and improve the roads around it and the Woolwich foot tunnel.

**Sustrans** – Acknowledged the need for more river crossings, but rejected proposals to increase road capacity. Opposed to a ferry at Gallions Reach on the basis that it could lead to a fixed link in the longer term, which they believe would not address congestion and would worsen air quality in the area and have negative impacts on health. Opposed to the Silvertown tunnel for similar reasons. Presented a very detailed proposal for an alternative: the 'Thames Bridge', a walking and cycling bridge for east London which would bring a wide range of benefits, is in line with TfL's Strategic Objectives and represents value for money.

**Thamesmead Talk Disability Forum** – Supports the proposals providing that tolling revenue is ring-fenced for construction/operation of the new crossings. Asked that the crossings be fully accessible.

**Tower Hamlets Wheelers** – Supports the London Cycling Campaign's submission to the consultation. Does not believe that solutions that increase motor vehicle capacity are the right ones to the issues arising from Blackwall Tunnel for local residents. Pointed out that car ownership is falling and that sustainable ways to cross the Thames are necessary. Concerned that there should not be an increase in LGV traffic which impacts on cyclists and pedestrians. Asked for TfL to consider other solutions, such as the walking/cycling bridge suggested by Sustrans.

**Friends of the Earth** – Opposes Silvertown tunnel and fixed crossings at Gallions Reach as they would increase traffic and congestion. Recommends further investment in public transport. Other alternatives should be looked at including the reallocation of existing road space to cyclists and tolling existing crossings. Expressed scepticism about claim of residents support. Emphasised that current consultation must be deemed invalid as:

- lacking environmental aspects to objectives,
- does not include non road capacity increasing or public transport options,
- lack evidence on supposed benefits in terms of stimulating economy and relief of congestion,
- process and new documents inadequate, Commented that schemes appear to have been progressed in a 'chicken and egg' relationship with the Mayor's Transport Strategy and London Plan,

- Suggested that 'Assessment of Needs' and 'Assessment of Options' documents published during the consultation should 'restart the clock',
- Suggested that the schemes are not compatible with national policy or regional strategies.

**Blind Independence Greenwich** - Asked if there will be provision for blind and partially sighted members of the community and if signs will be added in the foot tunnel and alterations made to the path leading to it.

**Clean Air in London** – Have no view on a proposed ferry at Gallions Reach. Objects to the proposed Silvertown tunnel on the basis that it would increase road traffic in the area and worsen air pollution.

**GASP (Greenwich Action to Stop Pollution)** – Believes that the proposals should be dropped as they will generate road trips, addressing only the resilience of the road network (not local communities) and would increase air pollution. Does not support a new ferry at Gallions Reach on the basis that it would increase traffic levels and may lead to a new road crossing.

**Campaign for Better Transport, Living Streets, London Cycling Campaign, Sustrans and Cyclists Touring Club London** (joint response – note that Campaign for Better Transport, London Cycling Campaign and London Sustrans also submitted individual submissions) – Object to all proposed road crossings as they would not relieve congestion or assist economic growth. Commented that the Silvertown Tunnel would double number of traffic lanes across the Thames from the North Greenwich Peninsula, causing an increase in traffic which will exacerbate not relieve congestion and will add to delays. Suggested that the road crossings would worsen the environment which will deter economic activity and investment in the area. Silvertown Tunnel should not be designed exclusively for motor vehicles and commented that TfL had provided no evidence of improvements to local access for pedestrians and cyclists. Conditions for walking and cycling will suffer and there will be increases in noise and air pollution. Suggested that TfL should consider a package of measures that might include road user charging; parking curbs; a smart travel programme; public transport improvements; improvement of walking and cycling conditions; complementary land use planning measures and new river crossings for public transport, pedestrians and cyclists but not for general motor traffic. Concerned about the poor quality of the consultation exercise as much is very misleading including the false proposition that creating additional road space relieves congestion, the failure to explain damaging impacts or consider real alternatives.

**Campaign for Better Transport** - Strongly opposed to Silvertown Tunnel as it would lead to growth volume and share of travel by car. Opposed to ferry at Gallions Reach as it is likely to be used to justify a new fixed link at a later date. No objections to new river crossings in general and have supported crossings that have been built for public transport, pedestrians and cyclists. Challenged the 'subjective and unscientific' assessment of options. All three proposed crossings work against the positive trend in London travel of reductions in motor traffic accompanied by an increase in the share of journeys by public transport and cycling. Suggested that some landowners and developers are arguing for road-based river crossings principally to serve their developments but underestimate the extent to which people will use high quality public transport if it is provided. Crossings do not comply with national or regional planning and transport policy including the National Planning Policy Framework, the London Plan and the Mayor's Transport Strategy. River crossings will cause an increase in traffic which will exacerbate not relieve congestion and will add to delays. The road crossings would worsen the environment which will deter economic activity and investment in the area. TfL should consider a package of measures including; demand management measures such road user charging; a smart travel programme; public transport improvements and new river crossings for public transport, pedestrians and cyclists but not for general motor traffic. Asks whether the cost of Silvertown tunnel can be contained and fully met by tolls. Consultation is flawed and misleading as it is based on false proposition that creating additional road space relieves congestion, neglects damaging impacts and fails to set out proper alternatives.

**London First** – Reiterates long standing support for further river crossings in east London. Welcomes the proposals for the Silvertown crossing. Supports the proposal for a crossing at Gallions Reach, but sees the ferry as a starting point to better crossings and ultimately a fixed crossing, be it a bridge or tunnel. Does not rule out the proposal that tolling be applied (including to Blackwall tunnel). Suggests that a new road charging regime across London has a role to play in cutting congestion by managing scarce resource more efficiently: tolled crossings should be seen as additions to an integrated road network

**London TravelWatch** - Supports Silvertown Link and ferry at Gallions Reach as these will provide additional capacity. Would like Blackwall tunnel to be dedicated for cars and light vans only with HGVs directed to the new tunnel. Asked that a minimum frequency and capacity of public transport links should be operated through Silvertown tunnel (20+ per hour in each direction during peak, 10+ at other times) to encourage use. Suggested that an area-wide traffic management scheme (with

bus priority) is required to ensure that bus network operates with maximum efficiency. Tolls are needed to ensure congestion levels in the tunnel and its approaches are managed and to ensure reliable journey times for both public and private transport. Suggested that public transport should use the ferry at Gallions Reach and be given priority access or good bus interchange facilities should be provided at the ferry terminals. Commented that the effect of the tunnel on pedestrians and cyclists needs to be evaluated. Concerned about loss of Woolwich Free Ferry with decision on closure to be taken after the opening of a ferry at Gallions Reach.

**London Chamber of Commerce & Industry** – Believes a fixed link at Gallions Reach would be more beneficial than a ferry in the long term and should be assessed in more detail. Believes that a new tunnel at Silvertown is vital and could help to relieve congestion and suggested that TfL explore delivering it sooner than 2021. Have no strong objections to tolling providing it is proportionate, safeguarded for a defined period, set to distinguish between local and through traffic and applied to part of the day only and make use of the latest technology. Enquired as to what assessment had been made of using sponsorship funding to build the new crossings.

**Berkeley Homes Ltd** – Strongly supports new crossings at Silvertown and Gallions Reach. Strongly favours a bridge at Gallions Reach rather than a ferry.

**Limelight Entertainment**– Concerned with the proposal for a ferry at Gallions Reach on the basis that this could increase congestion, noise and air pollution.

**Barking & Dagenham Chamber of Commerce** – Favours a ferry at Gallions Reach and retaining the Woolwich Ferry until new river crossing capacity makes it redundant. Supports the Silvertown tunnel and a tunnel at Gallions Reach. Does not support tolling and suggested that the crossings should be funded from general taxation. Would favour substituting the Gallions Reach tunnel in favour of a tunnel at Silvertown if it were not possible to implement a ferry and tunnel at Gallions Reach.

**GLA Housing & Land Directorate** – Strongly support a new link at Silvertown and support principle of a new ferry link at Gallions Reach.

**Freight Transport Association** – Supports the new Silvertown tunnel and emphasised that it must accommodate high-sided vehicles and those carrying hazardous materials. Supports a new ferry at Gallions

Reach but would like a fixed link considered in the longer term. Suggested that an 'essential user charge' be introduced rather than a higher toll for HGVs and that changes are future-proofed and set at different levels for different users at different times of day. Also that any tolling mechanism be integrated within the Congestion Charging fleet system.

**Cathedral Group** – Fully supports the proposed Silvertown tunnel but strongly objects to a new ferry at Gallions Reach on the basis that this would provide more limited capacity when compared to a fixed link. Strongly supports a fixed link at Gallions Reach but was not specific in terms of whether a bridge or tunnel was preferred.

**Buhler** – Broadly welcomed proposals for the Silvertown tunnel, but pointed out that a toll would be an additional cost to their staff and suppliers and that there should be a link to a major trunk route on the northern side of the river to avoid creating congestion in the Silvertown area. Does not welcome the proposal to replace the Woolwich ferry with a new service/fixed link at Gallions Reach due to concerns over potential traffic impacts on Atlantis Avenue and the Gallions roundabout.

**Canary Wharf Group** – supports the new Silvertown tunnel and a bridge at Gallions Reach. Suggested that a ferry at Gallions Reach at best would be a stop-gap measure. Had no firm views on tolling but suggested a dispensation arrangement for local residents. Suggested that HGVs should be encouraged to use the Dartford crossings and LGVs given priority.

**Bexley Industrial Logistic Technology Network** – Believes that the existing road infrastructure in the southern Thames Gateway area is wholly inadequate but that a new tunnel at Silvertown 'would certainly help'. Suggested that a ferry is a slow and not very cost effective way of moving traffic, but recognised that a ferry could be introduced more quickly and at lower costs. Did not accept that a new ferry should 'see out' its commercial life before being replaced with a fixed link. Suggested that a free ferry service could operate alongside a fixed link at Gallions Reach and that 'significant' tolls be placed on the fixed link in order to fund the operation of the ferry. Felt that additional traffic issues should also be addressed, highlighting traffic flow issues on the A206 through Erith and a perceived lack of 'quick' road infrastructure in Silvertown to move traffic away from the area. Suggested that a modern fast-flowing system of collecting tolls be implemented at Dartford. Suggested that the Woolwich Ferry should be offered for operation to the private sector as a potential franchise.



**AEG** – Strongly supports Silvertown tunnel which will provide a much needed relief to the area, support AEG's next development phases on the Greenwich Peninsula and stimulate growth. A ferry at Gallions Reach is welcome but should be seen as complementary to Silvertown tunnel. However, supports a bridge crossing rather than a ferry. Supports peak hour but not off-peak tolling. Careful planning and consultation will be required to ensure business continuity for AEG. Also believes a pedestrian / cycle ferry crossing between North Greenwich and Wood Wharf should be included.

**Federation of Small Businesses** – Sees improvements to river crossings as vital to small businesses as they are highly reliant on the use of the car or van. Supports more immediate options because it would add significant regeneration and growth opportunities in east and southeast London. Against tolls because of adverse consequences for small businesses and if there are tolls they should be removed once the scheme is paid for. Exemptions should be considered for business vehicles. A second bridge at Datford should be considered if this can be completed more quickly. Should also provide pedestrian /cycle facilities to improve opportunities for the movement of skills.

**London Legacy Development Corporation** – Generally supports the need for improved crossings. Believes that a new bridge or tunnel at Gallions Reach could have wider regional benefits. Supports the Silvertown tunnel but emphasised that any additional traffic generated should be managed to avoid congestion and severance problems. Suggested a range of improvements to the A12 and that TfL should analyse the traffic impacts from introducing the Silvertown tunnel. Also requested further improvements in local walking and cycling routes in any river crossings package, including real alternatives to using the A12.

**Maritime Greenwich World Heritage Site Executive** – Supportive of a tolled bridge crossing at Gallions Reach on the basis that a ferry would provide more limited capacity. Welcome the additional capacity and resilience that a new tunnel at Silvertown would provide but concerned that this might increase local traffic levels. Recommended a tolling regime at Silvertown as well as appropriate traffic management measures to mitigate any increase in local traffic flows. Further consideration should be given to how the Silvertown Tunnel could facilitate the expansion and integration of the DLR south of the river. Emphasised that the impacts of the new crossing proposals should be fully considered as proposals are developed.

**Metrotidal Ltd** – Supports new crossings at both Silvertown and Gallions Reach.

**Tilfen Land** – In favour of a new crossing at Gallions Reach and expressed preference for a bridge.

**Better Bankside** – Believes that there was not enough consideration of the impacts of the proposals on current traffic flow and recommended a more detailed impacts study. Also suggested that this look at the impacts of differing tolling regimes.

**Planning Perspectives (on behalf of National Grid Property Holdings)** – Opposed to any new crossing at Gallions Reach. This is on the basis that it was not clear how any new facility would be funded, a lack of detail as to the environmental impacts of the proposal and the constraining impact represented by the proposals on redeveloping an area at Beckton Riverside.

**Thames Water** – Made clear that they would need to ensure Thames Water assets were protected from any vibration associated with any new fixed crossings. No specific comments on the proposals themselves.

**Notting Hill Housing** - Welcome river crossing at Gallions Reach as it will provide vital new infrastructure to an emerging community and wider Royal Albert Basin area. No strong preference between ferry or fixed link at Gallions Reach. Included comments on preferences on potential connections to the existing highway network on the north of the river. Strongly opposed to any highway connections which route ferry/bridge traffic via Atlantis Avenue.

**Quintain** – Strongly supports the proposals, in particular for the Silvertown tunnel. Also suggested re-introducing tidal flow lanes at the Blackwall tunnel.

**Alliance of British Drivers** – Strongly supports a new road tunnel at Silvertown. Suggested that current congestion levels in east London mean that it is essential that the new tunnel be built before 2021. Felt that a ferry service should remain at Woolwich and suggested that the current service be refurbished, and that a ferry, bridge or tunnel should be introduced at Gallions Reach before the Woolwich Ferry is taken out of service for refurbishment. Favoured a bridge or tunnel at Gallions Reach and would only support a ferry here if a bridge/tunnel were found not to be possible. Opposed to any tolling of the crossing – suggested instead that the construction be funded from general taxation on road users.

**AA** – Fully supported a tunnel at Silvertown and supported a new ferry at Woolwich and ferry/bridge/tunnel option at Gallions Reach (did not offer a preference at Gallions Reach). Does not support tolling of Blackwall tunnel and suggested that revenue from Congestion Charging be used to fund the schemes. London drivers may support tolling of new crossings if charges are reasonable and concessions are clear.

**London Taxi Drivers Association** – Supports the proposals and asked to be consulted further as the schemes progress.

**RAC Foundation** – Strongly supports plans to improve east London river crossings, highlighting the existing congestion in the Blackwall area and severance represented by the river. Supports the Silvertown tunnel and supports tolling on both Blackwall and Silvertown tunnels as a means to 'lock in' congestion relief benefits – discounts for local traffic should be considered. Believes that a ferry at Gallions Reach would not have adequate capacity. Concerned that there is no adequate provision on the road network south of the river to support a fixed link. Recommended a strong tolling regime at Gallions Reach to manage and contain demand and fund construction, with a significant discount for local and sub-regional traffic.

**David Quarmby, Transport Consultant** – Strongly supports the Silvertown tunnel although existing local road connections to it are inadequate. Supported a toll for demand management purposes and to fund construction. Suggested that Blackwall tunnel should be tolled as soon as construction starts on a Silvertown tunnel. Also suggested that a new Blackwall toll should incorporate a heavy discount for local and sub-regional traffic. Suggested that a new crossing at Gallions Reach should be 'local' and that there are strong arguments for a road link here. Emphasised that there should be a 'strong' toll on a Gallions Reach crossing to dis-incentivise longer distance traffic. Doubtful that a ferry at Gallions Reach would provide a sufficient improvement in connectivity.

**Highways Agency** – Commented that with respect to Silvertown Tunnel, as there will be potential interaction with the Dartford crossing, they would expect proposals to be developed that do not lead to increased demand at the Dartford crossing as it already has very high traffic levels. No comments on Gallions Reach Ferry as relatively low numbers of vehicles accommodated.

**LA21 (Bexley)** – Opposed to a fixed link at Gallions Reach. In favour of a bridge or tunnel at Silvertown, with preference for a tunnel. Also

supports a new ferry at Gallions Reach. Would like to see the existing Woolwich ferry retained.

**The Charlton Society** – Believes that significant improvements to public transport accessibility still possible, especially in the Charlton Riverside area. Could not support the Silvertown tunnel unless it were introduced as part of a much wider scheme to reduce car use of river crossings and protect residential areas. Suggested that it could only support the Silvertown tunnel if it and Blackwall tunnel were tolled, together with a range of cycling, public transport and road infrastructure projects. Strongly supports retention and modernisation of the Woolwich ferry, rather than replacement at Gallions Reach. Believes there is a strong case for extension of the DLR to Thamesmead and that could be accompanied by a cycle way and a pedestrian crossing.

**The Eltham Society** – Believes that additional road crossings would attract more traffic and exacerbate congestion. Believes development should take place only where access can be provided by public transport, walking, cycling and where appropriately by water. Believes that all river crossings should be treated the same in respect of tolling and that there should be an independent assessment of the environmental impacts of the proposals.

**English Heritage** – Suggested that a full assessment of the impacts of each proposal on the historic environment is undertaken.

**Greenwich Society** – Would welcome any relief from traffic congestion and welcomes proposals which relieve traffic congestion through Greenwich town centre and the A2 but are concerned that any new proposal for a road crossing would generate extra traffic and add to carbon emissions and pollution. Pointed out that the consultation document had few quantitative facts and requested further detail on the impacts of the proposals in future consultations.

**London Forum of Amenity & Civic Societies** – Supportive of the proposals for new crossings but only if they were part of a package of proposals to ensure there was no overall increase in traffic levels. Recommended a series of steps to limit traffic growth, including a tolling system, provision for buses, pedestrians and cyclists and giving priority to local trips. Requested that future consultation include environmental and economic assessments. Also suggested that TfL should look at additional issues arising from the consultation and how best to engage the public in the process (including by arranging a series of seminars). Suggested that TfL present an analysis of the impact of a tolling system

on the existing road network, including but not limited to Blackwall Tunnel.

**Mile End Residents Association** – Emphasised that they are grossly impacted by congestion associated with Blackwall tunnel and asked for data to show traffic flow pre and post the introduction of the new crossings to enable them to respond to this consultation.

**Plaza Residents Association** – Objected to the Silvertown tunnel proposal as it could worsen traffic congestion in the local area.

**Waterside Close Residents Association** – Supportive of a new crossing at Gallions Reach but suggested a ferry was only a short term solution. Expressed preference for a bridge.

**The Westcombe Society** – Opposed to the proposals (and to any future proposals) unless they include measures to ensure there is no overall increase in traffic levels in east and south east London. Suggested a range of traffic mitigation measures, including a time-based tolling system applied more widely than simply Blackwall and the new crossings, introduction of bus lanes on any new links, provision for pedestrians and cyclists and a tolling structure that gives priority to local traffic. Suggested that TfL explore whether a charging system at Blackwall and more widely could reduce traffic levels. Made a number of suggestions for public engagement during future consultations on the proposals, including fuller information and presentations and seminars to explain the analysis.

**Thames Gateway Bridge Residents Association** – Strongly opposed to proposals 'to build a Thames Gateway Bridge', as no consideration had been given to the effects on health, Thamesmead/Bexleyheath infrastructure, traffic noise and air pollution.

**Greenwich Wildlife Advisory Group** – Extremely concerned that a new crossing at Gallions Reach would increase traffic levels in an already congested area. Also concerned with the potential ecological effects caused by traffic management schemes which might be necessary if a crossing at Gallions Reach were introduced. Suggested that any new crossing be only for pedestrians and that LUL/DLR services be extended into Thamesmead.

**Natural England** – Recommended an assessment of the ecological and biodiversity impacts of the new crossings. Provided further advice on additional organisations to include in future consultations.

**Environment Agency** – Sets out broad issues and opportunities for each kind of crossing and mentions mitigation required. Expresses concerns about impact of a chain ferry at Gallions Reach.

**Geraldeve (representing Morden College)** – Supports the principle of a new tunnel at Silvertown and new ferry at Gallions Reach (to be upgraded to a bridge or tunnel if a ferry does not meet the required needs). Highlighted that more information needs to be provided on integrating any new crossing approaches to the existing highway network. Supports tolling of Silvertown tunnel but strongly opposes a toll for Blackwall tunnel unless businesses are exempted.

**North Beckton Primary School** – Expressed preference for a tunnel at Gallions Reach rather than a ferry on the basis that the operation of the Woolwich ferry can be impacted by a number of factors, including poor weather conditions.

Appendix G  
Breakdown of General Codes

## Breakdown of General Codes from questionnaires, emails and letters

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Tolls to operate like CC - to incorporate charging structure/discounts for zero emission vehicles etc	53
Support tolling if applied to ALL London river crossings	44
Suggested improvements to public transport (general) - affordability, connectivity, access to bus, Tube routes (incl Crossrail)	42
Dedicated (free) cycle/pedestrian crossing required (to encourage modal shift)	40
Suggestions to extend DLR/Tube to South/South East	32
Suggestions for restricting certain types of vehicles (e.g. HGVs) to specific crossings	31
Not applicable/no comment	30
Local residents/businesses to be exempt from toll (as opposed to through traffic from Kent etc)	29
Suggestions for improving traffic flow to/from river	27
Question mark over lack of funding available (toll = tax)	26
Support for original Thames Gateway crossing	24
Woolwich ferry/replacement to be free	24
Suggestions for additional/numerous crossings	24
Difficulties crossing river at present time - congestion/need to improve traffic flow etc	22
Additional public transport routes to complement crossings (without fare increases)	22
Ferry service(s) to have extended operating hours, additional capacity, upgrade	18
Suggestions to replace Woolwich ferry with bridge/tunnel	16
Suggestions for better traffic management through Blackwall tunnel	15
Extra/third bore at Blackwall tunnel to be built	15
Tolled crossings redirect traffic towards free routes	15
Crossing decision/planning to happen without delay/asap	15
At least one crossing option to be free	12
Blackwall tunnel to be redeveloped/upgraded - better lighting, space etc	12
Support for Blackwall tunnel toll	11
Provision of additional parking (Park & Ride schemes) to allow better access to public transport	11
River transport services to be improved/extended (e.g. Clipper service)	9
Any proposed crossing to directly link North/South Circular roads	9
Better traffic management required near Woolwich ferry	9
Suggestions for bridge at Silvertown - Greenwich	8
Comments re private companies profiting from tolls	7
Prefer toll booths to free-flow system - non UK residents to pay also	7
Any new bridge to allow for river traffic (tall ships etc)	5
Opposed to any proposal affecting (negatively) Oxleas Wood	5
Motorcyclists to be exempt from toll	5
Gallions Reach ferry to be free	4
To have additional crossings is better for the environment - less congestion etc	3
Better to use industrial/retail area (for development) than residential	3
Public transport to be exempt from toll	1
Other	167