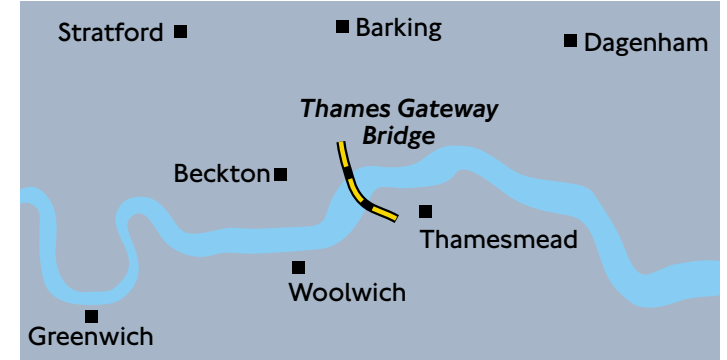


The Thames Gateway Bridge

A new bridge for East London

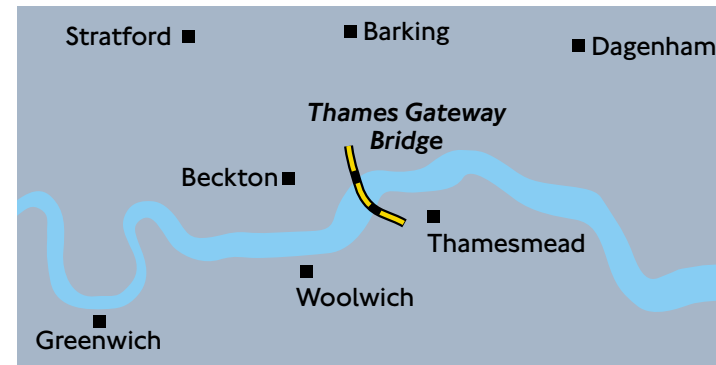


TGB
FREEPOST NAT2282
London SW1P 1BR
E-mail: tgbridge@tfl.gov.uk
Web: www.tfl.gov.uk/thamesgatewaybridge
Freecall: 0800 321 080

The Mayor of London asked for your views in a major public consultation about proposals to build a new bridge linking Beckton and Thamesmead in East London.

This brochure presents the key findings of that consultation.





On May 13th this year the Mayor of London launched a major public consultation into the Transport for London proposal to build a new bridge on the River Thames at Gallions Reach, connecting Beckton in East London to Thamesmead in South East London.

That phase of public consultation has now ended and we are pleased to announce the results.

A summary of the other main findings of the consultation can be found in this document along with details of how to get a copy of the full consultation report.

This was one of the largest consultations ever undertaken by TfL and the first to be co-ordinated by the new Consultation Unit. The Unit, set up by the Mayor, Ken Livingstone, and his Transport Commissioner, Bob Kiley, oversees all TfL consultations to ensure consistent, high standards of communication with businesses and residents are maintained and that all feedback is properly monitored.

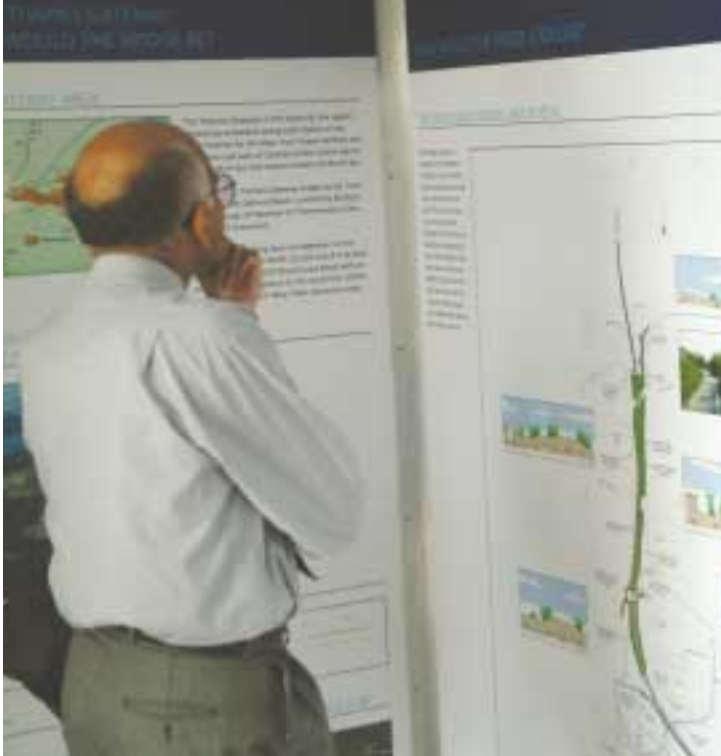
- Over half a million leaflets and brochures were distributed in 12 languages across an area spanning ten Boroughs or local authority areas.
- Over 17,000 people visited our website.
- Over 900 stakeholders were invited to provide us with their views.
- A programme of roadshows attracted over 9,500 visitors who wanted to learn more about the project and express their views.
- By the time the consultation period ended on August 12th – 5,290 completed questionnaires had been received.

On behalf of the project team and the Consultation Unit, we would like to thank all of you who responded to this consultation.

Bill Hamilton
TfL Head of Group Public Affairs

Michael Clarke
Project Director

Over half a million flyers or brochures delivered door to door



Over 5,200 questionnaires received



“This project will improve transport in an area that desperately needs regeneration, although I am generally against large road building plans. Creating better links and bus routes are the most exciting parts of the project.”

Consultation Results

5,290 people completed the consultation questionnaire. The key results were as follows:

- 85% of people support building a bridge at the proposed location.
- 74% said they would expect to drive across the bridge by car.
- 45% would expect to cross the bridge using public transport and 35% would expect to use the cycle or pedestrian lanes.
- When asked what kind of public transport they would like to see on the bridge, 51% expressed a preference for buses.
- 48% supported higher tolls for long-distance traffic and 41% were opposed.
- 76% said keep the Woolwich Ferry open.

More detailed comments were expressed in letters, phone calls and face-to-face at the roadshows and meetings. These are described in the full Consultation Report and Analysis of Representations.

Facts and Figures

During the three months of public consultation, from 13 May to 12 August 2003:

- **460,000 flyers** were distributed door to door across an area covering ten different local authorities.
- **40,000 consultation brochures** including copies of the questionnaire were hand-delivered to homes in the area immediately surrounding the proposed site.
- **Over 36,000 consultation brochures** were given out at roadshows, static display exhibitions or via the call centre.
- More than **15,500 people visited the TGB website** and 1,828 completed online questionnaires.
- During **28 days of exhibitions** at 11 different locations, more than **9,600 people visited the roadshow** – an average of over 340 visitors per day.
- We wrote to over **900 stakeholders** and other organisations - from Members of Parliament to residents associations. Where possible, briefings or meetings were held with all groups who requested them.
- And our consultation material was available in **12 different languages**, plus braille and on audio-tape.

“Please publicise the responses of the consulted people.”

Market Research

In a separate exercise, undertaken in July/August 2003, an independent company was commissioned to carry out market research. The key results were:

- 79% support for a bridge, 2% against.
- 64% preferred buses as the main form of public transport.
- 58% of people expected Central Government to finance the proposals.
- 27% expected there to be some form of tolling on the bridge.
- 69% wanted to keep the Woolwich Ferry open.

The two different exercises produced generally consistent results. The market results also showed that:

- Around half of those surveyed (respondents chosen at random) were aware of the bridge proposal.
- Unprompted awareness of consultation media was 15%. For comparison, similar campaigns in previous years have resulted in prompted recall rates of between 3% and 12%.
- Of those that did recall the flyer and brochure, 80% considered that they were informative and successful in communicating information about the proposal.
- The majority of those who had attended a roadshow thought it was informative with the remainder saying that they didn't know or were neutral on this subject.

85% support a bridge at Gallions Reach



“It's an excellent idea and the benefits far outweigh the disadvantages but my three main concerns are as follows: (1) Noise Pollution; (2) Air Pollution; and (3) Traffic gridlock at the entry and exit points to/from Thamesmead.”

Question 1
Please give your views on the proposal to build a bridge at this location. Tick one only:

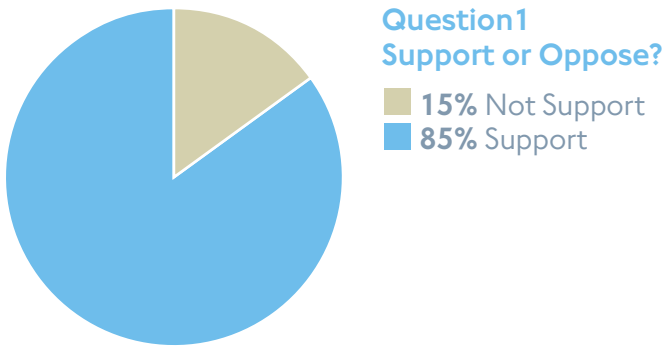
I support the building of a bridge at this location

I do not support the building of a bridge at this location

Results
Of the 5,290 people who completed a questionnaire, 5,194 answered this question.

85% said that they supported the building of a bridge at Gallion's Reach and 15% said they did not.

This finding was supported by the market research, which found that 79% of people questioned supported the proposal for the Thames Gateway Bridge and only 2% were opposed.



Almost half would use the bridge regularly



“It would be a godsend to live 20 minutes from work and actually get there in 20 minutes for once.”

Question 2(a)
We would like to estimate your likely use of the bridge. Please bear in mind that there are plans for new jobs, services and housing in the area which will bring new opportunities.

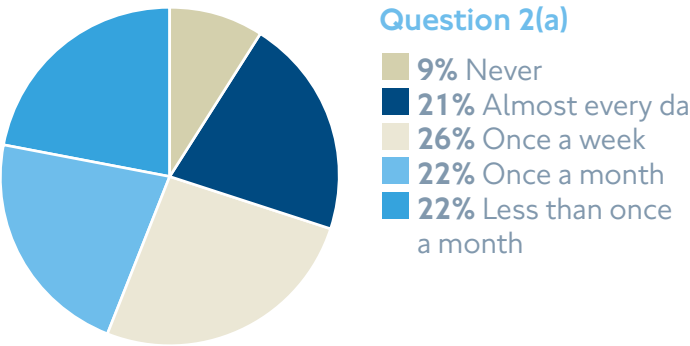
a) How often do you think you might use the bridge?

b) How would you expect to cross the bridge?

Results
21% (1,079) of those who answered this question said they thought they would use the proposed bridge almost every day, and a further 26% (1,336) said they thought they would cross the TGB at least once a week. 9% replied that they would never use the bridge at all.

In the market research, 16% said that they would use the bridge at least once a week, whilst 20% said they would never use it. For residents of the four boroughs nearest to the bridge, 19% said they would use the bridge at least once a week and another 19% said they would never use it.

Predicting future behaviour based on a proposal is difficult and is the most likely reason for the difference in results between the market research and questionnaire. Traffic modelling is a statistical prediction based on actual behaviour and is more likely to be an accurate prediction of future behaviour.



Cars and public transport are the most popular crossing methods

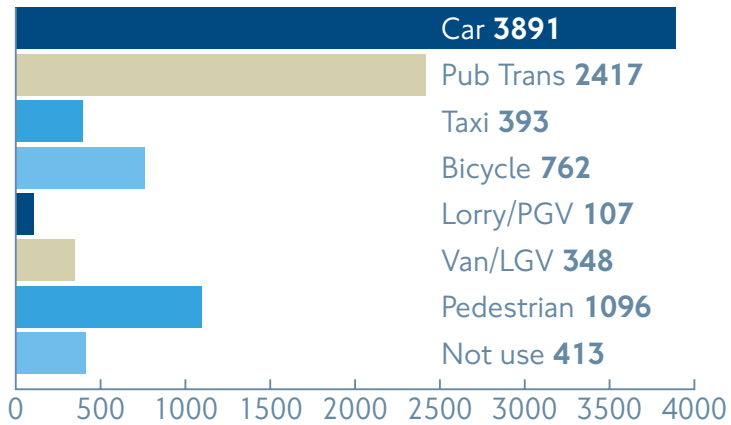


“There's not enough public transport that crosses the Thames outside of central London, and we often travel by car from Newham to visit family south of the river (or they visit us) and have to use the Blackwall Tunnel.”

Question 2(b)

We would like to estimate your likely use of the bridge. Please bear in mind that there are plans for new jobs, services and housing in the area which will bring new opportunities.

- a) How often do you think you might use the bridge?
- b) How would you expect to cross the bridge?



Results

Most people that responded to Question 2(b) thought they would cross the bridge by car (3,891), however many people did not expect to always cross in the same way and therefore selected more than one category, resulting in 9,427 responses to this question.

The following results include people who ticked more than one box and expect to cross the bridge in different ways at different times:

- 74% of people said they expected they would cross the bridge by car.
- 45% of people expected to cross the bridge by public transport.
- 35% of people expected to use the cycle path or pedestrian walkway
- 9% of people expected to drive across the bridge in a lorry or van.

Of those people who thought they would use the bridge every day, 40% said they would cross by car, while 24% intended to use public transport.

Buses are the most popular public transport option



“There is a golden opportunity here to create excellent cross-town bus links between Thamesmead, Beckton, Barking, and the surrounding areas.”

Question 3

The bridge would create the opportunity to develop new public transport services between the north and south sides of the Thames. What public transport services would you like to see going across the bridge?

Results

The majority of responses to this question (51%) supported bus routes across the bridge. This figure rose to 64% in the market research.

With no tick-box response options, this question received the highest volume of written comments. Respondents were able to make more than one suggestion, which resulted in a total of 6,987 responses.

Considerable support was also expressed for the idea of rail based public transport service. For example there were 1,126 comments supporting trams on the bridge. The bridge is being designed so that it can be upgraded to carry trams at a later date, if demand and finances permit.

Traffic management measures supported



“You must devise plans for traffic management before even thinking of building a bridge. The roads are already congested.”

Question 4
The bridge would cause some changes to traffic patterns. We are committed to introduce traffic measures to protect local residential streets. Please let us know what measures you feel will be most effective (eg: 20mph speed limit, new junction arrangements, road closures, banned turns).

- Results**
There were 4,442 suggestions in response to this question. Of these:
- 706 (16%) were in favour of speed limits
 - 674 (15%) favoured new junction arrangements
 - 636 (14%) favoured banned turns
 - 542 (12%) favoured 20mph zones
 - 415 (9%) favoured road closures.
- 154 suggested traffic calming measures such as speed humps, whilst 72 said ‘anything but speed humps’.

Opinion divided on tolling proposal



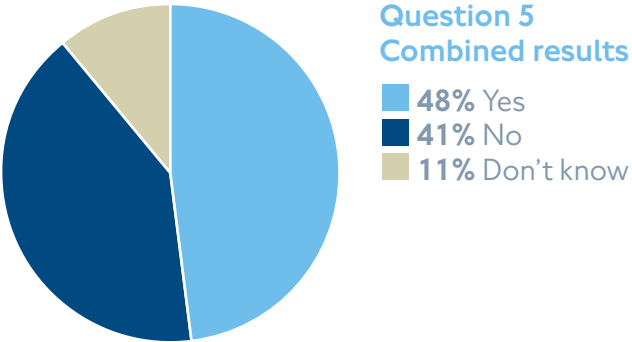
“The bridge is a good idea as long as it is not used by long distance traffic and is free to local people once the bridge has been paid for (unlike the Dartford crossing).”

Question 5
Users of the bridge would pay a toll to help fund it. A higher toll is proposed to discourage long-distance traffic from using it: do you support that? Tick one only

Yes
 No
 Don't know

Results
The tolling question produced the most evenly divided results. 48% of respondents said ‘yes’ to this question, while 41% said ‘no’.

In order to provide more information about opinion on funding the bridge and the issue of tolling, this question was asked in a different way in the market research survey. 58% of respondents thought that central government should fund the bridge and 27% expected tolls to be used. 43% of those surveyed thought that higher tolls would discourage long-distance traffic from using the bridge.



76% say keep the Woolwich Ferry



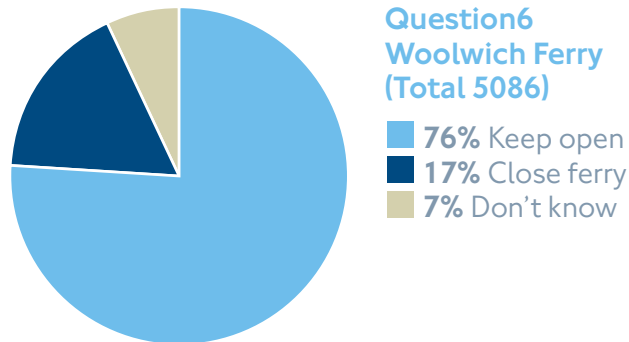
“If the bridge would lead to the closure of the Woolwich Ferry, I would be *strongly opposed to the bridge.*”

Question 6
As part of this consultation, we are also interested about your views about the future of the Woolwich Ferry. If the bridge is built, then some of the traffic using the Woolwich Ferry will use the bridge instead. If that happens, what do you think should happen to the Woolwich Ferry?

- The Woolwich Ferry should close
- It should be kept open in some form
- Don't know

Results
Over three-quarters of respondents to this question (5,086 in total) said that the Woolwich Ferry should be kept open in some form. 3,537 people added comments to this question. Many respondents said that they would oppose the bridge if it simply replaced the ferry.

The market research confirmed this finding, with 69% of respondents wanting the Ferry to be kept open.



Hurry up and build it now!

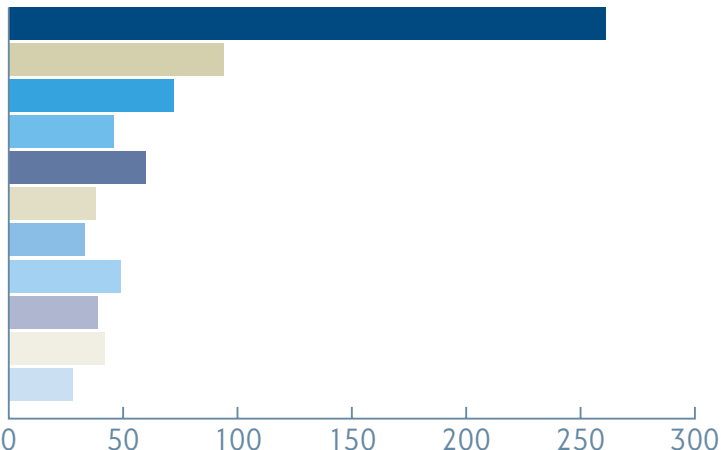


“The sooner it comes the better. It will help offset the absence of tube services in this part of South East London.”

Question 7
If you have any other comments about the bridge or the questions we have asked, please write them here.

Results
261 comments were made suggesting that the bridge should be built as soon as possible. 94 people said that the bridge “should have been built years ago”. In all 1,302 comments were made in this section. The most frequently raised issues are displayed in the chart below.

The consultation team responded positively to requests from members of the public and stakeholders to include further information on the website about key issues. Answers to frequently asked questions about traffic and environment were posted on the site during the consultation period.



- Other comments**
- Build as soon as possible **261**
 - Should have been done years ago **94**
 - Don't build the bridge/should not go ahead **72**
 - Waste of money/poor value for money **46**
 - Like the triple arch design **60**
 - Should act as landmark gateway to London – good design **38**
 - Attractive design imperative **33**
 - Local roads wouldn't cope/would need to be improved **49**
 - Need better transport in SE London **39**
 - Protect environment **42**
 - Adverse impact on quality of life **28**

What happens next?



The Present and the Future

The TGB project team is currently considering the results of the consultation and undertaking further technical analysis to investigate the issues, comments and concerns expressed. It is intended that a report of this work will be made available in early 2004.

The timetable reported during the consultation assumed that a Hybrid Bill would be deposited in November 2003, with subsequent activities leading to the bridge being opened in 2010. TfL and the Government are in discussions about a possible timetable and the method by which powers would be sought in order to authorise construction and maintenance of the bridge.

An indication has been given to TfL that the Government will not be able to accommodate the introduction of a hybrid Bill for the TGB into Parliament in the next parliamentary session. However, the ongoing work together with the results of the technical analysis will assist the Mayor and the Government in making an early decision on the development of the project and the timetable by which the project can be delivered.

More information

The complete findings of the public consultation can be accessed via the internet at:
www.tfl.gov.uk/thamesgatewaybridge.

This executive summary is available on request in Braille or audio format and has also been translated into Punjabi, Gujarati, Urdu, Bengali, Hindi, Farsi, Cantonese, Vietnamese, Somali, Sylheti and French. Copies of the full report can be found in main reference libraries in the London Boroughs of Greenwich, Newham, Barking & Dagenham and Bexley.

Contact us

If you want to be kept informed about the TGB proposal or require further information please contact us by:

- Calling our freephone number – 0800 321 080
- Sending an email to tgbridge@tfl.gov.uk
- Registering on our website – www.tfl.gov.uk/thamesgatewaybridge
- Writing to us at:
TGB
FREEPOST NAT2282
London SW1P 1BR