

Silvertown Tunnel public consultation

Analysis report
March 2015



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1 Executive Summary

TfL consulted the public and a wide range of stakeholders on a proposed new road tunnel, the Silvertown Tunnel, linking Silvertown and the Greenwich Peninsula. The consultation ran from 15 October – 19 December 2014 to specifically explore:

- Whether there is support for the case for the tunnel to be built.
- Whether there is support for the proposed user charge and account system that could incorporate a reduction in the charge for those users who signed up to it.
- The importance of new bus cross-river bus connections that would take advantage of the new tunnel.
- Views on the design of new junction tie-ins on the north and south side of the river.

There was a good level of interest in the consultation, with some 4,655 responses. The majority of these (4,349) were from the online questionnaire, with an additional 306 free-format responses received by letter and email.

Almost all of the online questionnaire responses (97%) were from members of the public, and the remaining 3% were from organisations including businesses and other stakeholders. Most respondents were from London (92% of the 95% who provided a valid postcode). The most frequently stated method of hearing about the consultation was through email (54%), followed by 24% who heard about the consultation from a letter through the door.

Of the free-format responses received by email or letter, 40 (13%) were from organisations including several London Boroughs, political stakeholders, transport operators, residents' and amenity groups, statutory consultees, businesses and campaign groups.

The consultation itself was fairly well-received. Respondents to the online questionnaire were asked to give their thoughts on the consultation itself and 48% (2,289) of the free-text comments were positive. Of the negative comments, the main concerns were that the consultation had a limited reach or was poorly advertised (5% of all comments), and the information presented was biased or propaganda (4% of all comments).

In terms of support for the proposals, a summary of responses to the closed questions can be seen in the figure below. In summary:

- Overall support for a new river crossing at Silvertown is high, with 83% of respondents (3,608 individuals) agreeing that a new crossing is needed and could address issues of congestion and future population growth. Just 14% disagree.
- There are mixed views on the principle of a user charge. Over a third (37%, or 1,613 respondents) support a user charge similar to that for the Dartford Crossing, while 57% do not agree with a user charge. Slightly more (45%, 1,968 respondents) support the concept of an account system for payment, though 37% do not agree.
- There is support for the locations of the junctions to the north and south of the river, with 48% of respondents agreeing that the Royal Docks junction provides the right connections on the north side, and 54% agreeing that the Greenwich Peninsula junction provides the right connections on the south side. However, a high proportion of respondents selected 'don't know' for these questions (31% on the Royal Docks and 21% on the Greenwich Peninsula).

Key issues raised in the consultation (including during the roadshows, in the questionnaire and the free-format responses) for further consideration are predominantly based around highway/traffic issues, charging, the public transport offer and suggestions for alternatives to the tunnel. A summary is provided below.

Highways/ traffic issues

- Concerns about increased traffic congestion.
- Requests to implement full package of river crossings.

A frequently cited concern was that of increased traffic congestion both adjacent to the tunnel and in the surrounding areas. This was mentioned in the responses to almost all of the questions in the online questionnaire, as well as in the free format responses. For example, 8% of comments from those in support of the need for the Silvertown crossing and 21% of comments from those not in support of the crossing were concerns about congestion. Many of these comments were related to the reliance of the proposals on existing infrastructure (feeder roads, approach roads, and the wider network) which is already felt to be heavily congested, and the proximity of Silvertown Tunnel to Blackwall Tunnel (which suffers from congestion). Concerns about congestion were also raised in relation to the question on proposed the user charge (respondents believe that it will cause congestion in other areas as people choose to use free river crossings). In the free-format responses, 7% of comments (138) were concerns about traffic and congestion.

There were also calls for additional crossings to be built. For example, 6% of those in support of the need for the Silvertown crossing expressed the need to build multiple crossings or that other crossings should be built in conjunction with Silvertown Tunnel.

Charging issues

- Concerns that charging will displace traffic.
- Discounts for particular users (local residents and businesses).
- Queries about charging in future once crossings have been paid for.

Charging was a popular topic of comment. As noted above, there were a number of comments about the potential displacement of traffic and subsequent impact on traffic congestion in other areas where river crossings are free of charge (accounting for 8% of all comments from those who do not support a user charge). There were also many comments about the implications of charging for residents, businesses and the local economy as a whole.

There were a large number of suggestions for potential discounts to the charge. For example, 2% of all comments from those in favour of a user charge stated that they felt there was a need for discounts for residents.

Respondents also suggested a number of alternatives to charging, including that costs should be shared across London or to other river crossings (2% of comments from those in favour of a user charge) and that tolls should only be taken for a set period to cover construction (1%). Furthermore, 6% of the comments made by those not in favour of a user charge argued that they had been promised that the Dartford Crossing tolls would be removed once construction costs had been recovered; suggesting some mistrust of a system which proposes temporary tolls.

Public transport and cycling

- Requests for increased public transport connectivity.
- Requests for increased pedestrian/cycle access.

Respondents to the questionnaire were asked which new bus connections they consider important. The most frequent response was that any increase in cross-river connections was welcome (4% of comments). Potential destinations mentioned included City Airport, Canary Wharf and Stratford. Further consideration is needed to evaluate the possibilities. Furthermore, responses to several of the questions in the questionnaire referred to the need to improve public transport. For example, 5% of the comments made by those opposed to the proposal to build Silvertown Tunnel (and 2% of the comments made by those in support) remarked that there should be improvements to public transport to encourage uptake (e.g. pricing, better links, improved services).

Another concern was with the absence of proposed pedestrian and cycling facilities. Some respondents stated that there should be provision for cyclistse.g. 2% of comments made by those not in support of the tunnel (and 2% of the comments made by those in support) referred to the need for provision for cyclists. A number commented that a new bridge would serve pedestrians and cyclists better (2% of the comments made by those

in support of the Silvertown Tunnel). It was also argued that the Emirates cable car is not sufficient provision, and is prohibitively costly for cyclists. Concerns were also raised about the provision for cyclists at the proposed new junctions.

Alternative to the tunnel

- Build a bridge instead of a tunnel.
- Build a bridge elsewhere – particularly Belvedere, Gallions Reach.

Many respondents suggested alternatives to the tunnel. This included building a bridge instead of a tunnel, and locating the tunnel elsewhere (e.g. 4% of all comments from those in support of the crossing stated that the tunnel is in the 'wrong location'). In particular, there were a number of comments requesting the alignment to be further east, at Woolwich or Gallions Reach, to serve a wider area and to relieve the traffic impacts by locating it further from the existing Blackwall Tunnel.

2 Introduction

- 2.1.1 TfL has proposed building a new road tunnel – the Silvertown Tunnel – to link Silvertown and the Greenwich Peninsula. The scheme includes a proposed user charge, to be applied to the Silvertown and Blackwall Tunnels once the Silvertown Tunnel has opened.
- 2.1.2 TfL consulted the public and a wide range of stakeholders in a consultation which ran from 15 October – 19 December 2014. The consultation broadly set out:
- The case for the tunnel.
 - A description of the tunnel scheme itself, which included a drive-through video and user charging proposals.
 - An overview of the effects the tunnel might have on traffic and the environment.
- 2.1.3 Amongst other issues, respondents to the consultation were asked:
- Whether they supported the case for the tunnel to be built.
 - Whether they supported user charging and a proposed account system that could incorporate a reduction in the charge for those users who signed up to it.
 - What new bus cross-river bus connections they felt TfL should explore to take advantage of the new tunnel.
 - For their views on the design of new junction tie-ins on the north and south side of the river.

2.2 Purpose of the scheme

- 2.2.1 The Silvertown Tunnel scheme is intended to relieve congestion at the Blackwall Tunnel. Congestion at the Blackwall Tunnel contributes to worsening air quality in the local area, makes journeys less reliable and makes it more difficult for businesses to trade.
- 2.2.2 The Silvertown Tunnel would provide an alternative crossing for some users of the Blackwall Tunnel, making journeys more reliable and significantly reducing the impact of disruption at Blackwall. The Silvertown Tunnel would also create new opportunities to create new cross-river bus connections and enable east London to grow.

2.3 Descriptions of the proposals

- 2.3.1 The Silvertown Tunnel would be a new twin-bore road tunnel providing a link from the Tidal Basin roundabout in the Royal Docks area on the north side to the Blackwall Tunnel Southern Approach on the Greenwich peninsula on the south side. The tunnel will be accessible to high-sided vehicles; unlike the Blackwall Tunnel (only the southbound bore of the Blackwall Tunnel is fully accessible). It is proposed that one lane in each direction would be a bus/HGV lane only.
- 2.3.2 The scheme incorporates a proposed user charge at the Blackwall and Silvertown Tunnels. The charge is necessary to manage demand for the tunnel and provide a source of revenue to help pay for construction. The charge would be based on the charges at the Dartford crossings, although in peak times the charge at Blackwall/Silvertown would need to be higher.

2.4 Location maps

2.4.1 The tunnel alignment is shown below.

Figure 2-1: Location of proposed Silvertown tunnel



3 Consultation approach

3.1.1 The consultation ran from 15 October to 19 December 2014 and was intended to enable TfL to understand what issues the public and stakeholders might have so that these could be addressed in the ongoing development of the scheme.

3.2 Who we consulted

3.2.1 TfL consulted widely on the proposals, including with relevant local authorities and political representatives, transport and environmental campaign groups, major businesses and statutory stakeholders such as the Environment Agency. The consultation was also open to any member of the public who had a view they wished to express. A full list of the stakeholders consulted is included as an appendix.

3.3 Consultation material, distribution and publicity

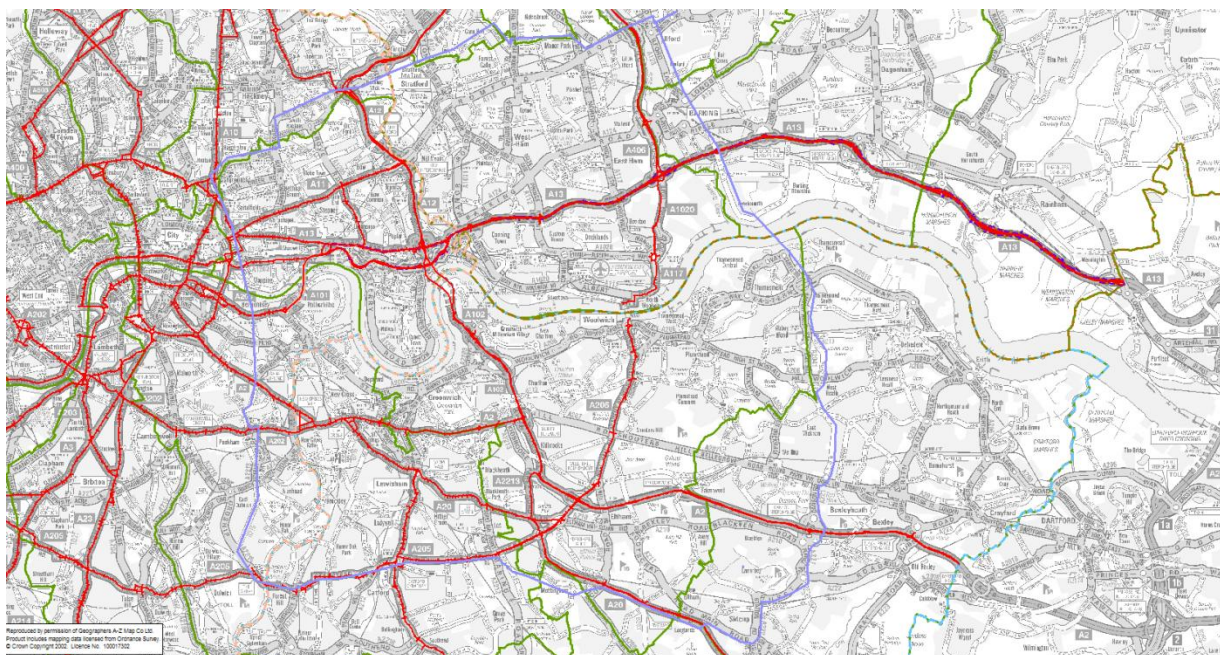
3.3.1 The proposals were available on TfL's online consultation portal (<https://consultations.tfl.gov.uk/rivercrossings/silvertown-consultation>) and in a hard-copy leaflet that was made available on request via TfL's Customer Services centre. The leaflet was also distributed to visitors to roadshow events that were organised to support the consultation.

3.3.2 Respondents were invited to submit their thoughts via a survey on TfL's online consultation portal. Respondents without internet access were given a hard-copy version of the consultation questionnaire that could be completed by hand and returned to TfL's Freepost address 'TFL FREEPOST CONSULTATIONS'. Respondents could also submit their comments in writing either to a specific email address Rivercrossings@tfl.gov.uk or to TfL's Freepost address. All available channels for submitting comments were explained on the consultation website and in the leaflet. The details were also included in publicity to promote the consultation.

3.3.3 The consultation was extensively promoted, as follows:

- Via a letter drop to around 500,000 properties in east and south-east London, as shown in Figure 3-1; the area bordered in blue).
- Press advertising in the Evening Standard, Metro, City AM, Docklands & East London Advertiser, Newham & Stratford Recorder Series, East End Life, Greenwich Times and the packages Capital Package (which comprises 34 separate titles) and Real London (which comprises 14 titles).
- MMS messaging people living within 1.5 miles of the Blackwall Tunnel, Woolwich Ferry and Rotherhithe Tunnel.
- Banner ads geo-targeted at residents browsing the internet in Greenwich, Newham and Tower Hamlets.
- Sponsoring key word searches in Google (e.g. 'Silvertown') to return the consultation web address at the top of any search;
- Emails to registered Oyster card holders living in Greenwich, Newham and Tower Hamlets.
- By stakeholder engagement launch email to a number of different stakeholder groups.

Figure 3-1: Leaflet drop area



3.4 Meetings and site visits

3.4.1 Consultation roadshow events were held in venues in each of the boroughs of Greenwich, Newham and Tower Hamlets, as follows:

Table 3-1: Roadshow dates and venues

Venue	Dates
Idea Store, Chrisp Street At the Ground Floor Foyer 1 Vesey Path, E14 6BT	1pm – 7pm, Wednesday 22 October 11am – 4pm, Saturday 1 November
Canary Wharf Shopping Centre At the Canada Place crossroads E14 5AB	11am – 5pm, Saturday 8 November 10am – 7pm, Monday 10 November
The Forum Trafalgar Road SE10 9EQ	1pm – 7pm, Friday 14 November 12pm – 4pm, Saturday 22 November
The Hub 123 Star Lane E16	12pm – 6pm, Friday 24 October 11am – 4pm, Saturday 25 October
The Crystal At 'The Restaurant' 1 Siemens Brothers Way E16 1GB	11am – 4pm, Saturday 15 November 1pm – 7pm, Tuesday 18 November
The O2 At the main entrance Peninsula Square SE10 0DX	1pm – 7pm, Tuesday 25 November 11am – 4pm, Saturday 29 November

-
- 3.4.2 TfL also attended stakeholder meetings on request. These included a meeting of the Greenwich Millennium Village Residents' Association on 10 November, the Peninsula Forum on 18 November and the O2 Transport Forum on 4 December. Following a request by the Greenwich Millennium Village Residents' Association, TfL also held an additional roadshow event at its Pier Walk offices in North Greenwich. This was intended for Greenwich Millennium Village residents only and promoted exclusively by the Greenwich Millennium Village Residents' Association.

3.5 Consultation analysis

- 3.5.1 This section details the methodology behind the consultation analysis. This includes the classification of respondents, the analysis of free-format responses from the public and other stakeholders, the analysis of the open and closed questions from the 'Have your say' questionnaire, and the presentation of results in this report. The analysis of the consultation responses was undertaken by WSP between December 2014 and February 2015.

3.5.2 Classifying respondents

- 3.5.3 Respondents to the questionnaire were asked "If responding on behalf of an organisation, business or campaign group, please provide us with the name".
- 3.5.4 Overall, 355 (of 4349) respondents replied to this question. On further investigation, a large number of the responses were 'n / a', 'me', 'none', 'personal', and erroneous entries. It was also apparent that several respondents purported to be organisations but their responses were written as though from individuals. Such responses were subsequently filtered out; leaving 132 responses (3% of the total) considered to be from stakeholders.
- 3.5.5 Stakeholders / organisations were subsequently categorised as follows:
- Businesses
 - Business groups (e.g. Chamber of Commerce)
 - Campaign groups
 - Charities (e.g. Inland Waterways Association)
 - Education stakeholders
 - Faith groups
 - Health stakeholders
 - Housing groups
 - London Boroughs
 - Political stakeholders (including MPs, GLA and councillors)
 - Professional institutes
 - Residents' / community / amenity groups
 - Transport operators
 - Transport stakeholders
 - Statutory consultees (e.g. Environment Agency,).
- 3.5.6 A breakdown of responses by stakeholder type is provided in Table 3-2. As shown, the majority of stakeholders / organisations are businesses. This category includes a number of businesses local to the proposed Silvertown Tunnel and a number involved in the construction and engineering industry.

Table 3-2: Responses by stakeholder type

Stakeholder type	Questionnaire responses		Free-format re- sponses
	Number	Percentage of total	Number
Businesses	91	69%	6
Residents' / community / amenity groups	10	7%	4
Transport stakeholders	8	6%	2
Campaign groups	5	4%	-
Business groups	4	3%	2
Transport operators	3	2%	1
Education stakeholders	2	1%	1
Political stakeholders	2	1%	9
London Boroughs	2	1%	7
Charities	2	1%	
Faith groups	1	1%	-
Statutory consultees	1	1%	5
Emergency services	1	1%	-
Health stakeholders	1	1%	1
Housing stakeholders	1	1%	-
Professional institutes	1	1%	-
Environmental groups	0	-	2
Aviation	0	-	1
Total	132	100%	40

3.5.7 Free-format responses

3.5.8 In addition to the 4,349 responses to the online questionnaire submissions, TfL received a number of responses (306 in total) by letter, email and telephone call during the consultation period. These have been analysed and the findings are presented in Chapter 10 of this report.

3.5.9 Of these 306 'free-format' responses, 40 (13%) came from stakeholders / organisations and the remainder from members of the public. Stakeholders have again been categorised by type in Table 3-2 above.

3.5.10 Several duplicate responses were received (i.e. the same response submitted on more than one occasion by the same individual) and the duplicates are not included in the totals above or the coded responses.

3.5.11 Stakeholder responses

3.5.12 TfL also received detailed written submissions from a number of key stakeholders. These have been analysed separately and short summaries of the responses are presented in Chapter 11.

3.5.13 Analysis of questionnaire responses

Closed questions

- 3.5.14 The questionnaire contained six closed questions about the proposed Silvertown Tunnel. Closed question data has been analysed in SPSS software, a package specifically designed for the analysis of social survey data. The analysis has included overall frequency counts (i.e. based on all respondents) and cross-tabulations by London borough.
- 3.5.15 Where respondents provided a valid postcode, GIS software has been used to plot responses against postcodes in order to examine any geospatial relationships in the data.

Open questions

- 3.5.16 The questionnaire contained eight open questions (aside from those asking for respondent details such as email address, organisation, etc). Most of the open questions were directly related to a preceding closed question, giving respondents the opportunity to explain the reason for their response. The questions generated a considerable amount of data, with 3476 respondents responding to the most frequently answered open question, and 747 responding to the least frequently answered question.
- 3.5.17 The verbatim responses (the responses to the open questions) have been coded thematically for quantitative analysis. The coding process groups similar responses using numeric codes held within a code frame. It should be noted that throughout this report, the term '*response*' refers to the respondent's answer to an open question, while each point or issue raised within a response is referred to as a '*comment*'.
- 3.5.18 Code frames were developed to classify responses to each of the eight open questions. The code frames were drafted following a review of a sample of around 50% of all responses and shared with TfL for agreement before being used to code all open responses. During the coding process it was necessary to add additional codes to the code frames as appropriate. Individual responses to a question were allocated one or many of the codes from the code frame as relevant.
- 3.5.19 Members of a core coding team read every response to extrapolate the meanings before coding the responses according to the code frame. The code frames are detailed, demonstrating the breadth of opinion that the consultation has generated. TfL specifically requested that no responses were coded as simply 'other' to ensure that the nature of all responses could be easily interpreted on reviewing the report. Many respondents made specific reference to one (or several) locations in their comments. It was therefore important to capture these locations within the coding process. To this end, each individual comment within a response has been assigned three codes: a) theme, b) issue / concern / specific nature of the comment, and c) location (where mentioned). Where a concern / issue related to the impact on two different locations, they were assigned two separate sets of codes.
- 3.5.20 To ensure consistency, the team worked closely during the coding. At least 10% of all coded comments were spot-checked to confirm that they conformed to the code frame.
- 3.5.21 For consistency, the same code frame was used to code the verbatim responses contained within 'free-format' responses submitted in letter and email format during the consultation period.

Presentation of results

- 3.5.22 The analysis of the open questions presented in this report is, where relevant, shown by the respondent's answer to the corresponding preceding question, i.e. the responses given by those who

answered 'yes' to the preceding question are presented first, followed by responses from those who answered 'no', and finally the responses given by those who expressed a neutral opinion or did not answer the corresponding closed question but did provide a response.

- 3.5.23 Given the considerable number of themes and comment codes generated during the coding, the main body of this report focuses on the themes and the most frequently stated comments (i.e. usually those with a frequency of at least 40 respondents) within each of those themes. A full break down of the comments is provided in Appendix C.
- 3.5.24 It should be noted that the narrative describing the tables and charts presented in this report tends to focus on key findings (i.e. the most frequently occurring comments). Further detail is provided in the charts and tables.
- 3.5.25 Where charts are shown for the percentage breakdown of comments by London borough, only those with at least 50 respondents are shown (12 boroughs in total).

3.6 Structure of this report

- 3.6.1 The remainder of this report presents the following:
- Overview of consultation responses and distribution of respondents
 - Impressions of the consultation
 - Views on whether a river crossing is needed
 - Views on user charges and payments
 - Views on the proposed account system
 - Views on proposed new junctions
 - Identification of key issues
 - Detailed responses from members of the public
 - Responses from stakeholders
 - Summary and conclusions.

4 Overview of consultation responses

4.1 Introduction

4.1.1 This chapter initially sets out the total number of responses received to the consultation and explores the geographical distribution of respondents before going on to examine attitudes towards the consultation exercise itself.

4.2 Overview of responses and respondents

4.2.1 In total, 4,349 responses to the online questionnaire were received during the consultation period in addition to 306 'free-format' responses, giving a total of 4,655 responses (Table 4-1). The vast majority of questionnaire responses (97%) were from members of the public while the remaining 3% came from organisations including businesses and other stakeholders (Table 4-2).

4.2.2 Of the free-format email and letter responses, 40 (13%) were from organisations. As shown in the previous chapter (Table 3-1), a range of stakeholders are therefore represented in the responses submitted, including several London Boroughs, political stakeholders, transport stakeholders, residents' and amenity groups, statutory consultees, businesses and campaign groups. Several of the business respondents are large land owners operating in East London.

Table 4-1: Consultation responses by response type

Type of response	Number	Percent
<i>Questionnaires – online / paper</i>	4349	93%
<i>Free format responses – letters / emails</i>	306	7%
Total	4655	100%

Table 4-2: Consultation responses by response and respondent type

Respondents	Questionnaires	Free format responses	Total
<i>Members of the public</i>	4215 (97%)	266 (87%)	4481 (96%)
<i>Stakeholders</i>	132 (3%)	40 (13%)	172 (4%)
Total	4349	306	4655

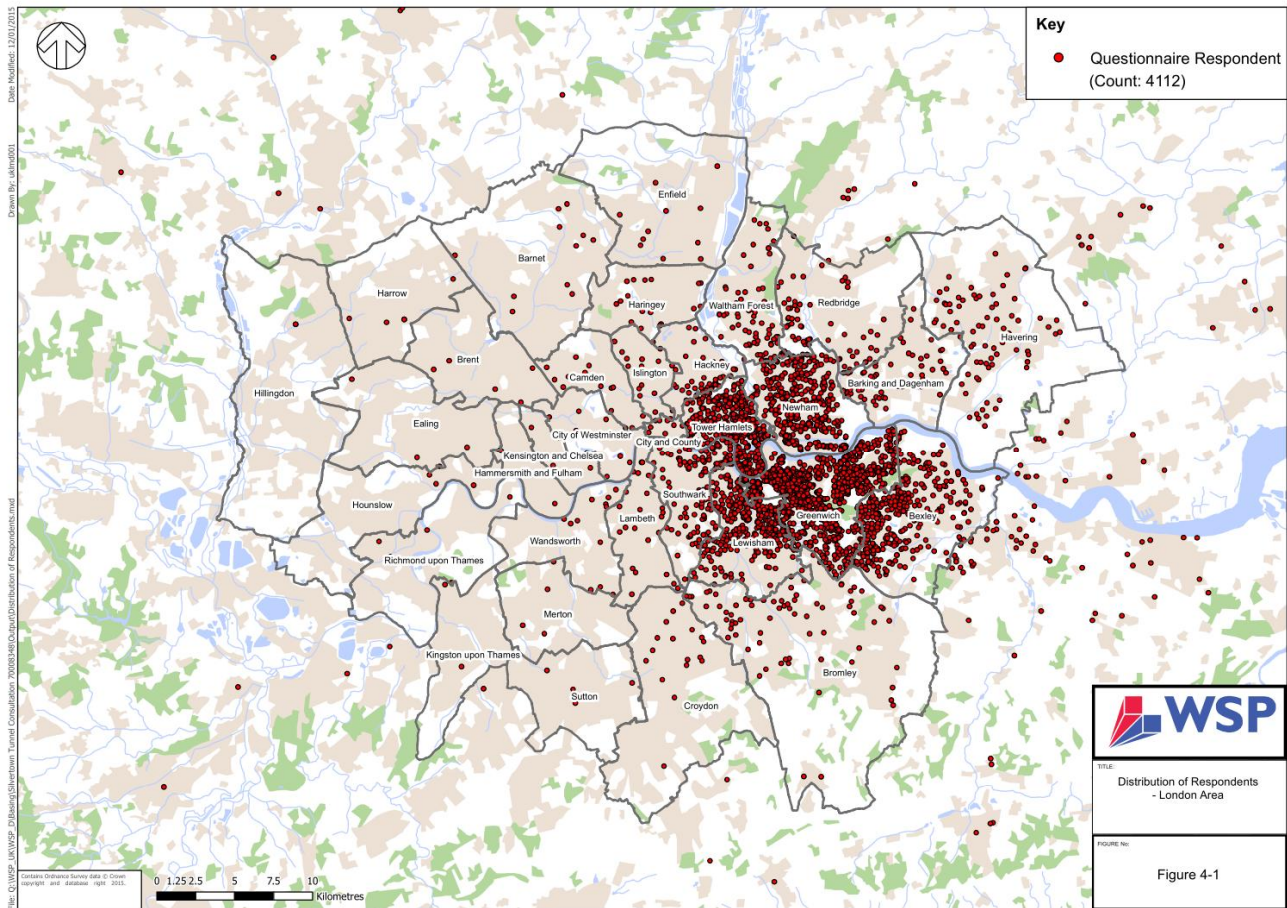
4.3 Distribution of respondents

4.3.1 Of the 4,349 respondents to the 'Have your say' questionnaire, the vast majority (95%) provided their postcode, allowing analysis of responses by geographical location.

4.3.2 Most respondents (92% of those who provided a valid postcode) are from London, with the largest proportion of respondents being located in the boroughs closest to the proposed crossing at Silvertown: Greenwich, Lewisham, Tower Hamlets, Newham and Bexley.

4.3.3 Figure 4-1 displays the geographical distribution of respondents in the London area; the red dots indicate the home locations of respondents and these are concentrated nearest the proposed river crossing. A larger version of this map is supplied as Figure A-1 in Appendix D.

Figure 4-1: Distribution of questionnaire respondents in the London area



4.3.4 The table below indicates the number of respondents to the consultation questionnaire by London borough. Of note is the large proportion of respondents (35%) from the Royal Borough of Greenwich. Respondents from the five boroughs closest to the proposed Silvertown Tunnel (Bexley, Newham, Greenwich, Lewisham and Tower Hamlets together account for the vast majority of respondents to the consultation (75%).

Table 4-3: Questionnaire responses by London borough

Borough	Number of respondents	Percentage of total
Greenwich	1501	35%
Tower Hamlets	517	12%
Newham	480	11%
Bexley	382	9%
Lewisham	374	9%
Southwark	137	3%

Borough	Number of respondents	Percentage of total
Not stated	136	3%
Havering	80	2%
Waltham Forest	79	2%
Bromley	77	2%
Barking and Dagenham	72	2%
Redbridge	62	1%
Hackney	53	1%
Dartford District (B)	37	1%
Lambeth	24	1%
Total London	3997	95%

Only those with at least 20 respondents are shown in the table.

4.4 Impressions of consultation

4.4.1 Two questions in the 'Have your say' questionnaire focused on overall public awareness and impressions of the consultation. These questions were presented as follows:

- Q5 'How did you hear about this consultation?'
- Q6 'What do you think about the consultation itself (leaflets, website, publicity etc.)?'

4.4.2 The first question is a closed response question designed to find out how people heard about the consultation. The second question is an open response question that seeks to understand how the consultation has been received by the public in order to improve future consultations.

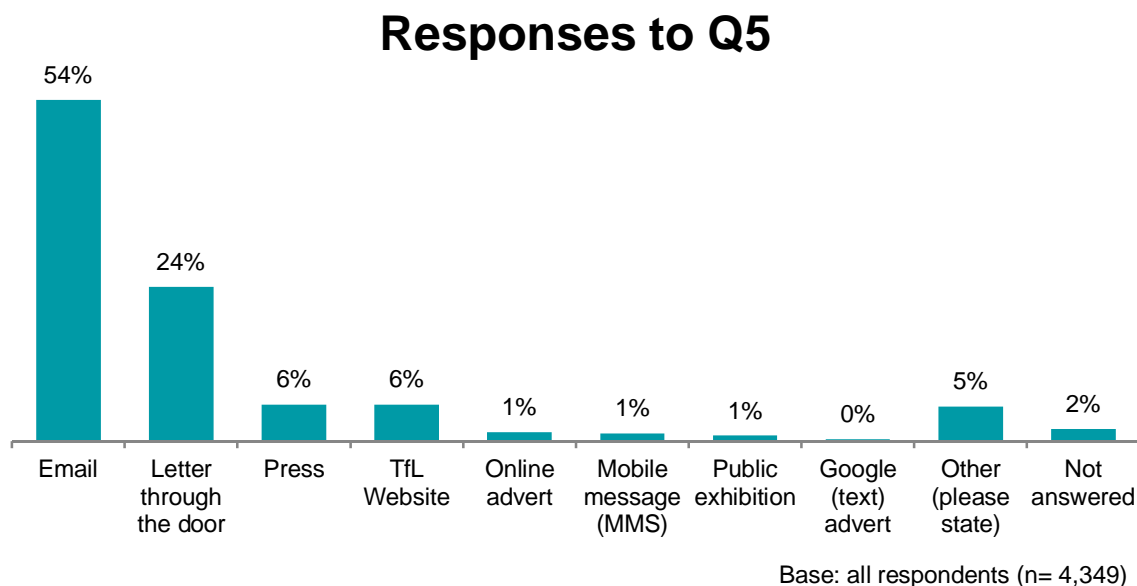
4.4.3 Awareness of consultation

4.4.4 A total of 4,269 people gave an answer to the question 'How did you hear about this consultation?' The results to this are displayed in Figure 4-2.

4.4.5 The most frequently reported means of hearing about the consultation was through email (54%). The second most frequently reported method was from a letter through the door (24%). The press and TfL's website had each been the source of information for around 6% of respondents.

4.4.6 Few respondents had heard about the consultation by either an online advert or a mobile message. None heard about the consultation through a Google advert.

Figure 4-2: Q5. How did you hear about this consultation?



4.4.7 Respondents selecting the option ‘other’ were asked to specify the means through which they heard about the consultation. Overall, 233 respondents (5% of the total) selected this option, and 219 specified a source. Table 4-4 shows the responses mentioned ten or more times, though these are all fairly low response counts in comparison to the pre-coded options.

Table 4-4: Q5. How did you hear about this consultation? – Other answers

Source of information	Number of responses (10+)
Online	30
Friend	27
Twitter	24
Word of mouth	21
Facebook	14
Blog	14
Newspaper	10
Group	10
Other	30

4.4.8 Impressions of consultation (open responses)

4.4.9 In Question 6, respondents were given the opportunity to comment on the consultation itself. Overall, 3,515 respondents gave a response (74% of the total). Responses have been coded for analysis by grouping together similar comments by theme and nature of the comment. Where responses addressed more than one issue, they have been given multiple comment codes. The total number of comments coded is 4,727.

- 4.4.10 The key themes and the most frequently stated comments (**those mentioned 40 times or more**) are displayed in Table 4-5. Comments mentioned on less than 40 occasions are not shown in the table for ease of reading but the **full list can be seen in Appendix C**. It should be noted that the narrative below also focuses on the most frequently occurring comments.
- 4.4.11 As the table shows, almost half of the coded comments (2,291 comments or 48%) are positive, 657 are neutral (14%), 922 are negative (20%) and 857 do not relate to the consultation itself (18%).
- 4.4.12 Of the **positive comments**, 717 comments (15% of all coded comments) indicated that the consultation was clear, well-presented and informative, and 457 (10%) stated that the consultation was good (or better than good). Around 200 respondents gave positive feedback about the website. In addition to the comment codes shown in Table 4-5, 11 additional positive comment codes with fewer than 40 responses can be seen in Appendix C.
- 4.4.13 Of the **neutral comments**, 347 comments (7% of all coded comments) expressed the view that the consultation was adequate or left 'room for improvement'. It was also stated in 100 comments (2%) that they only heard about the consultation through email. There is also some feeling that more evidence is required to support the proposal (49 comments). In addition to the comment codes shown in Table 4-5, nine further neutral comment codes with fewer than 40 comments can be seen in Appendix C.
- 4.4.14 Of the **negative comments**, 261 (6% of all coded comments) indicated that the consultation had a limited reach or was poorly advertised. Another frequently mentioned issue (193 comments or 4%) was the belief that the information issued was 'biased' or contained 'propaganda'. A number (67 comments) criticised the consultation for failing to be sufficiently informed, and a similar proportion suggested that the public's views are not considered in the decision-making process. In addition to the comment codes shown in Table 4-5, 20 additional negative comment codes with fewer than 40 comments can be seen in Appendix C.
- 4.4.15 A noticeable proportion of comments (18%) did not relate to the consultation itself, but instead referred to issues relating to the proposed project, in particular charges and tolls (102 comments), and comments related to traffic congestion. In addition to the comment codes shown in Table 4-5, a further 39 comment codes with less than 40 comments are displayed in Appendix C.

Table 4-5: Q6. What do you think about the consultation itself (leaflets, website, publicity etc.)?

Theme	Most frequently stated comments (40+)	Number of comments	Percentage of comments
Positive comments		2291	48%
	Clear, well-presented and informative	717	15%
	Good / great / brilliant / excellent consultation	457	10%
	Positive comments about website	199	4%
	Good / good idea / agree with proposal	174	4%
	Good communication / good opportunity for public to respond	164	3%
	Comprehensive	78	2%
	Well organised / put together	61	1%
	Well publicised / advertised	57	1%
	Leaflets / good leaflets / letters	51	1%
	Useful / helpful	48	1%

Theme	Most frequently stated comments (40+)	Number of comments	Percentage of comments
	Emails good	48	1%
	Video / fly through (helpful, clear, easy to understand)	45	1%
	Gets the point across of proposal / why needed and its benefits	41	1%
Neutral comments		657	14%
	Adequate consultation / room for improvement	347	7%
	Only heard about consultation through email	100	2%
	Would like to see figures / proven issues / valid reasons for need for proposal / too early to make informed assessment / unsure of the drawbacks	49	1%
	Unfamiliar- first seen / heard about it	44	1%
Negative comments		922	20%
	Limited / limited reach / poorly advertised / low key	261	6%
	Biased (one-sided information) / propaganda	193	4%
	Public / local residents not consulted / do not listen to their views / do not believe will reach all those affected by proposal	69	1%
	Not informative enough / not enough detail regarding proposal / proposed route	67	1%
	Leaflets / information to local communities needed (not seen any leaflets, poor leaflets, etc.)	46	1%
Comments not relating to consultation materials		857	18%
	Disagree with charges / charging to use crossing / having a toll	102	2%
	Will not make alleviate the traffic problems / will result in more traffic / congestion	63	1%
	Will create congestion in surrounding areas	60	1%
	Would relieve traffic congestion	50	1%
	Already pay taxes / just another way of taxing us / individuals (road tax, council tax etc.)	42	1%
	Suggest alternative route / crossing is proposed in wrong place	40	1%
Total		4727	100%

5 Consultation findings – views on whether a new river crossing is needed

5.1 Introduction

5.1.1 Respondents were subsequently asked whether they feel that a new crossing is needed. The question was presented as follows:

- Q7. We consider that a new crossing is needed to improve the resilience of the road network in east London, relieve congestion at the Blackwall Tunnel and beyond and to support growth in London's population. Do you agree that a new crossing is needed and could successfully address these issues?

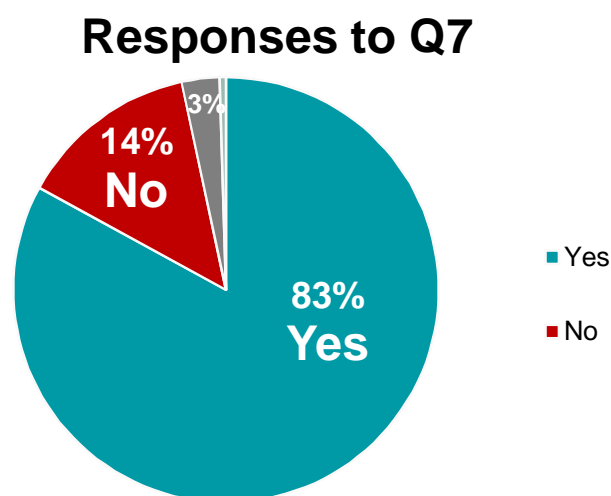
5.1.2 This was a closed response question, with options of yes, no or don't know. An additional free text box was provided, where respondents were able to enter any additional comments on the proposal to build a new crossing at Silvertown (Q8).

5.1.3 Overall, 4,328 respondents provided an answer to the closed part of this question (99.5% of the total), while 2,477 respondents provided a verbatim (open) response (57%).

5.2 Overall support for a new river crossing at Silvertown

5.2.1 In response to the closed question asking whether respondents agree a new crossing is needed and that it would address issues of congestion and future growth, the overall response was strong agreement with 83% of all respondents answering yes (3,608 individuals), while 14% were not in agreement with the statement presented. Only 3% of respondents selected 'don't know'. These results are displayed in Figure 5-1 and Table 5.1.

Figure 5-1: Q7. We consider that a new crossing is needed to improve the resilience of the road network in east London, relieve congestion at the Blackwall Tunnel and beyond and to support growth in London's population. Do you agree that a new crossing is needed and could successfully address these issues?



Base: all respondents (n=4,349)

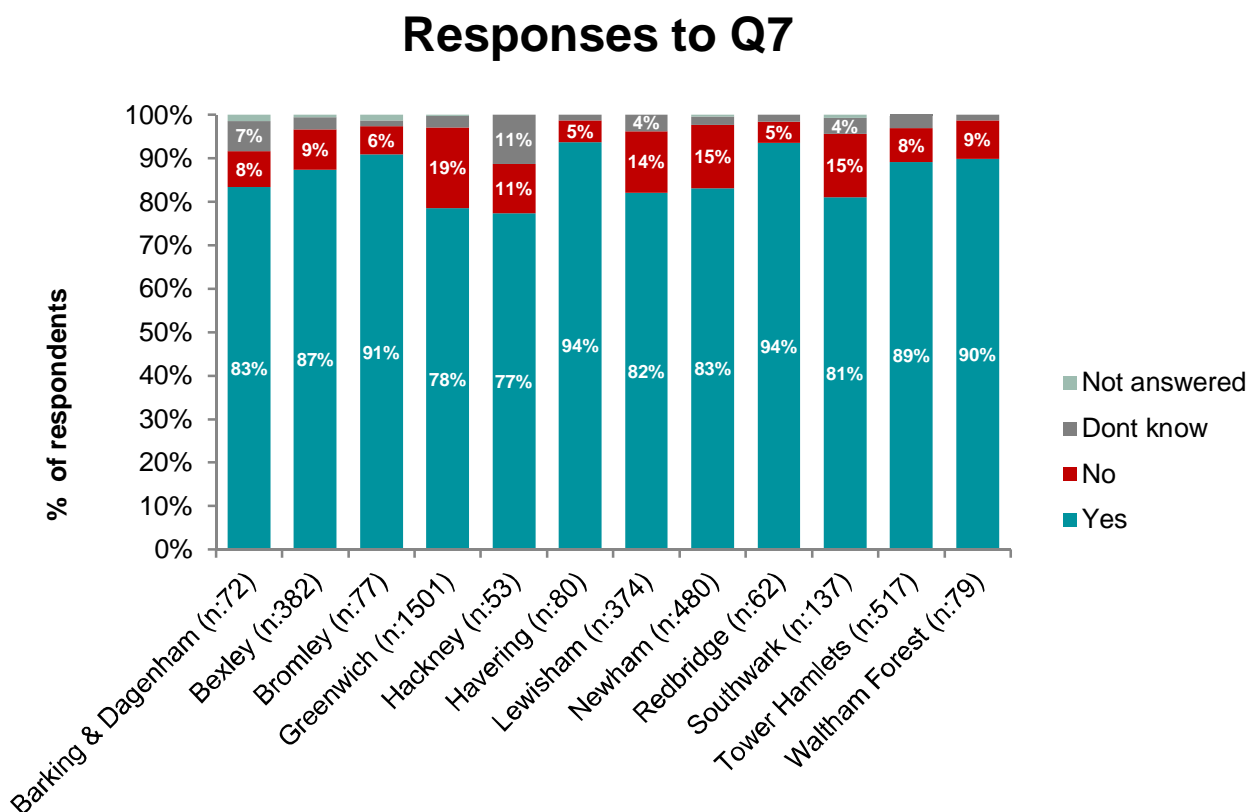
Table 5-1: Response to Q7

Response	Number of responses	Percentage of total
Yes	3608	83%
No	595	14%
<i>Don't know</i>	125	3%
<i>No response</i>	21	0%
Total	4349	100%

5.2.2 Overall support by location

- 5.2.3 As 95% of respondents provided a postcode, responses can also be analysed on the basis of geographical location. Of the respondents who provided a valid postcode, 92% are resident in London boroughs.
- 5.2.4 The 83% of respondents in agreement tend to reside in the five boroughs closest to the proposed Silvertown crossing (Greenwich, Newham, Bexley, Lewisham and Tower Hamlets). Figure A-2 in Appendix D shows the geographical distribution of respondents who answered 'yes' to Question 7.
- 5.2.5 The majority of the 14% of respondents who were not in agreement with the new crossing are located in the borough of Greenwich. The remaining respondents not in support tend to be distributed in five other adjacent boroughs (Bexley, Tower Hamlets, Newham, Lewisham and Southwark). Figure A-3 in Appendix D shows the geographical distribution of respondents who answered 'no' to Question 7.
- 5.2.6 Figure 5-2 shows the percentage breakdown of responses for the twelve London boroughs which contributed the most responses to the consultation (those boroughs with at least 50 respondents). The majority of respondents in each borough agree that a crossing is needed (from 77% in Hackney to 94% in Havering). Respondents from the five closest boroughs (Greenwich, Newham, Bexley, Lewisham and Tower Hamlets) were most likely to disagree with the proposed tunnel (rising to 19% of respondents from LB Greenwich).

Figure 5-2: Response to Q7 by borough



5.3 Open comments on need for a new river crossing at Silvertown

5.3.1 The questionnaire provided a free text box allowing respondents to add additional comments on the proposal to build a new crossing at Silvertown. Responses were provided by 2,477 respondents, amounting to 6,743 coded comments.

5.3.2 The key themes and the most frequently stated comments (mentioned on 40 or more occasions) are displayed in three separate tables. Table 5-2 shows comments from those who answered 'yes' to the previous question (Q7 "Do you agree that a new crossing is needed..?"). Table 5-3 displays comments from those who answered 'no' to Q7, and Table 5-4 displays comments from those who selected 'don't know' or did not answer Q7 but provided a comment.

5.3.3 Points raised less than 40 times are not shown in the tables or explained in the text for ease of reading, however, the full list of comment codes and associated frequencies of occurrence are set out in Appendix C.

5.3.4 Respondents who support the need for a new crossing at Silvertown

5.3.5 Around half of those respondents (1,828 / 3,608) who recognise the need for a new crossing (those who answered 'yes' to Q7) gave a response in the free text box. The coded comments amount to a total of 4,580 comments (68% of all 6,743 coded comments).

- 5.3.6 Of these 4,580 coded comments from those in favour of the crossing, there is a fairly even split between comments coded as positive, neutral and negative. In all, around a third (1,480; 32%) of all comments were positive, while 28% (1,292) were considered neutral, and 1,808 (39%) negative.
- 5.3.7 The majority of **positive comments** indicated general support for the proposal and potential benefits of the scheme. Of those benefits mentioned, 173 referred to the potential relief of traffic congestion (4% of comments from those in support at Q7), and 162 referred to alleviation of problems at Blackwall Tunnel (4%). Others highlighted positive impacts on economic growth and commuters. In addition to the comment codes shown in Table 5-2, additional comment codes with fewer than 40 comments can be seen in Appendix C.
- 5.3.8 Of the **neutral comments**, the largest proportion put forward alternatives to the proposal. In particular, 269 responses (6% of all coded comments from those in support at Q7) stated that the Silvertown Tunnel should be built in conjunction with other crossings (bridges, tunnels); while 170 comments (4%) stated that an alternative route/alignment is required. Over 60 comments suggested other locations which they feel need to be linked while 105 comments stated the need to reconsider the proposed location of the crossing (e.g. further east, towards Woolwich or Galleons Reach). Furthermore, 111 comments (2%) suggested that a bridge would be more suitable than a tunnel, in order to allow pedestrians and cyclists to cross, as well as being a lower cost solution. Others suggested changes to the proposed design, e.g. increasing the number of lanes (75 comments), provision for pedestrians (43) and cyclists (75).
- 5.3.9 The **negative comments** were largely concerns regarding increased congestion should the tunnel be built, both in the immediate vicinity of the tunnel (244 comments) and in nearby areas (122 comments), including concerns about the approach roads (109) and the potential impact on congestion at known pinch-points (47). It is apparent that there are concerns about the reliance of the design on the existing infrastructure serving Blackwall Tunnel which is already heavily congested. Some 92 respondents expressed the view that the tunnel is a 'short-sighted solution' that will not alleviate the existing transport problems (for example, that building new routes does not alleviate congestion). There are also concerns about increased pollution and environmental impacts (68). There are also fears (165 comments) about the proposed location of the Silvertown crossing. There is a widely held view that while a crossing is needed, the alignment of Silvertown Tunnel is too close to the existing Blackwall Tunnel (not shown in the table). A number of comments (125) comprised negative remarks about other river crossings (Emirates cable car, Woolwich ferry). Also coded were a number of comments referring to the need for the crossing to be in place sooner than planned (48).

Table 5-2: Q8. Please use the space below to let us know any additional comments you may have on our proposal to build a new crossing at Silvertown (THOSE IN SUPPORT AT Q7)

Theme	Most frequently stated comments (40+)	Number of comments	Percentage of comments
Positive comments		1480	32%
<i>Supportive of proposal</i>		<i>887</i>	<i>19%</i>
	Much needed / essential	338	7%
	Good idea / in favour of proposal	243	5%
	Urgent need for / long awaited / overdue	221	5%
	Makes sense / most logical solution	44	1%
<i>Benefits of proposal</i>		<i>593</i>	<i>13%</i>
	Traffic / will help to relieve congestion	173	4%

Theme	Most frequently stated comments (40+)	Number of comments	Percentage of comments
	Will help alleviate problems at Blackwall (repairs, delays, breakdowns, congestion etc.)	162	4%
	Would help regular users / those who travel through daily / more than once a day	50	1%
	Would support economic growth in London	45	1%
Neutral comments		1292	28%
<i>Alternatives to proposal</i>		<i>803</i>	<i>18%</i>
	As long as built in conjunction with other crossing / bridge / suggest multiple crossings needed	269	6%
	Suggest alternative route	170	4%
	Suggest provision of new bridge (to allow vehicles, pedestrians, cyclists, cheaper)	111	2%
	Suggest more encouragement to use public transport (public transport improvements, more affordable, better links etc...)	89	2%
	Suggest linking to / from / via / between (locations coded separately)	62	1%
<i>Design issues / changes to proposal</i>		<i>410</i>	<i>9%</i>
	Suggest further away / too near to existing tunnel / needs to be built further out	105	2%
	Suggest expanding lanes / increasing the number of lanes / widening road	75	2%
	Suggest provision for cyclists	75	2%
	Suggest provision for pedestrians	43	1%
<i>Charges/ operational comments</i>		<i>79</i>	<i>2%</i>
Negative comments		1808	39%
<i>Negatives about scheme</i>		<i>1202</i>	<i>26%</i>
	Concerned will increase traffic / congestion	244	5%
	Concerns about increased traffic / congestion in surrounding areas	122	3%
	Concerned about access / approach roads	109	2%
	Short sighted solution / will not alleviate the problem completely	92	2%
	Concerned will increase pollution / more detrimental to environment	68	1%
	Concerns re: road entering / exiting tunnel (weight of traffic) - existing roads improvements needed	59	1%
	Should not penalise the east when crossings in West are free / less crossings in east	58	1%
	Proposal takes too long / needs to be built quicker	48	1%
	Concerned will create bottleneck / already bottleneck	47	1%
	New development / housing being constructed in area will add to problems	41	1%
<i>Negative charges / operational</i>		<i>206</i>	<i>5%</i>
	No charges / do not agree with toll / charging	149	3%
<i>Wrong location</i>		<i>177</i>	<i>4%</i>

Theme	Most frequently stated comments (40+)	Number of comments	Percentage of comments
	Wrong location / area for proposal	165	4%
<i>Negatives about other London river crossings</i>		125	3%
	Woolwich Ferry negative comments (needs upgrading, needs to be abolished etc.)	46	1%
	Emirates cable car negative comments (too costly, too slow, insufficient for cyclists, operational hours, not always working)	44	1%
<i>Negative comments about consultation</i>		93	2%
	Survey negatives (layout of questionnaire, misleading questions, biased, decision has already been made, previous proposals not pursued etc.)	48	1%
<i>Negative comments on existing conditions/situation</i>		5	0%
Total		4580	100%

5.3.10 Respondents who do not support the need for a new river crossing at Silvertown

- 5.3.11 Nearly 90% of those respondents (533 / 595) who do not support the need for a new crossing (answered 'no at Q7) added a response in the free text box. The responses generated 1,830 coded comments (6743; 27% of all coded comments).
- 5.3.12 The majority of comments were negative (1286 comments, 70%), while 477 (26%) comments were neutral and only 67 comments (4%) were positive.
- 5.3.13 Of the 67 **positive comments**, the largest proportion (32 comments; 2% of all comments from those not in support at Q7) stated that the tunnel is much needed / essential. For the most part these respondents support the principle of a new river crossing, but suggested that TfL should progress an alternative scheme (for example, a tunnel or bridge in a different location, such as further east at Gallions Reach). Additional comment codes with fewer than 40 comments not shown in Table 5-3 can be seen in Appendix C. Additional comment codes with fewer than 40 comments not shown in Table 5-3 can be seen in Appendix C.
- 5.3.14 Of the 477 **neutral comments**, a large proportion suggested alternatives to the proposal or changing elements of the proposed scheme. The most frequently mentioned comments were the need to improve public transport to encourage uptake (and reduce car use), as mentioned in 98 comments (5% of all comments from those not in support at Q7), followed by alternative route suggestions (55 comments), and the need for provision for cyclists (43 comments).
- 5.3.15 There were 1,286 **negative comments**. These covered a range of concerns including increases in traffic congestion (296 comments, plus 89 concerns with displacement of congestion to surrounding areas, 16% and 5% respectively of all comments from those not in support at Q7), again demonstrating the view that by sharing the same approach road to the south and highway infrastructure/ feeder roads in the north with the Blackwall Tunnel, there will be too much pressure on an already constrained local network. There were also concerns about increases in pollution and environmental problems (179 comments or 10% of all), overcrowding of the population in an already crowded area, and about the impact on residents in the area.

Table 5-3: Q8. Please use the space below to let us know any additional comments you may have on our proposal to build a new crossing at Silvertown (THOSE NOT IN SUPPORT AT Q7)

Theme	Most frequently stated comments (40+)	Number of comments	Percentage of comments
Positive comments		67	4%
Neutral comments		477	26%
<i>Alternatives to proposal</i>		303	17%
	Suggest more encouragement to use public transport (public transport improvements, more affordable, better links etc...)	98	5%
	Suggest alternative route	55	3%
<i>Design issues / changes to proposal</i>		146	8%
	Suggest provision for cyclists	43	2%
Negative comments		1286	70%
<i>Negatives about scheme</i>		1009	55%
	Poor idea / do not agree with proposal	65	4%
	Concerned will increase traffic / congestion	296	16%
	Concerned will increase pollution / more detrimental to environment	179	10%
	Concerns re: increased traffic / congestion in surrounding areas	89	5%
	Short sighted solution / will not alleviate the problem completely	47	3%
<i>Negative charges / operational</i>		73	4%
	No charges / do not agree with toll / charging	49	3%
<i>Wrong location</i>		53	3%
	Wrong location / area for proposal	48	3%
<i>Negative comments about consultation</i>		110	6%
	Would like to see proven statistics / results / do not believe claims (re too much congestion, travel time will increase)	50	3%
<i>Negative comments on existing conditions/situation</i>		2	0%
Total		1830	100%

5.3.16 Respondents who neither support nor oppose the need for a new river crossing at Silvertown

- 5.3.17 Of the 146 respondents who answered 'don't know' or did not answer Q7, 116 respondents (79%) added further comment in the free text box.
- 5.3.18 The responses generated 333 coded comments (five percent of the total 6,714 comments coded for the question).
- 5.3.19 Of these comments, 12% were positive, 35% were neutral, and 53% were negative. The most frequently stated comments are shown in Table 5-4. As the counts for all comment codes are below 40, they are not shown in the table. The full list can be seen in Appendix C.

Table 5-4: Q8. Please use the space below to let us know any additional comments you may have on our proposal to build a new crossing at Silvertown (THOSE NEUTRAL AT Q7)

Theme	Most frequently stated comments (40+)	Number of comments	Percentage of comments
Positive comments		40	12%
Neutral comments		116	35%
Negative comments		177	53%
Total		333	100%

6 Consultation findings – views on charges and payment mechanisms

6.1 Introduction

6.1.1 Respondents were asked two questions on charges and payment mechanisms. These were:

- Q9. Would you support a user charge that was similar to Dartford charges levels, and during peak periods slightly higher, to help pay for the new crossing and resulting in more reliable journey times and less overall delays?
- Q11. Would you sign-up to an account system, with the benefits of auto-pay and a charge that would be lower than what non-account holders would pay?

6.1.2 These two questions were of closed response format, where respondents could reply yes, no or don't know. Each question was accompanied by a free text box inviting further comment (Q10, Q12).

6.1.3 Overall, 4,309 respondents provided an answer to Q9 on user charging while 4,277 respondents provided an answer to Q11 regarding an account system.

6.2 Overall views on user charges (closed question responses)

6.2.1 As shown in Figure 6-1, whilst just over half of all respondents (55% or 2,387 respondents) would not support a user charge that was similar to Dartford charges levels, 37% (1613 respondents) would support it. Seven percent of respondents were not sure and one percent did not respond to this question.

Figure 6-1: Q 9. Would you support a user charge that was similar to Dartford charges levels, and during peak periods slightly higher, to help pay for the new crossing and resulting in more reliable journey times and less overall delays?

Responses to Question 9

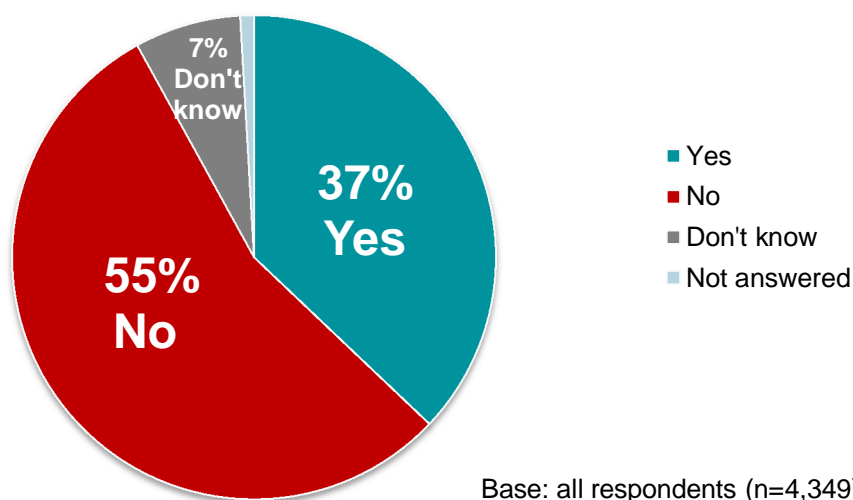


Table 6-1: Response to Q9

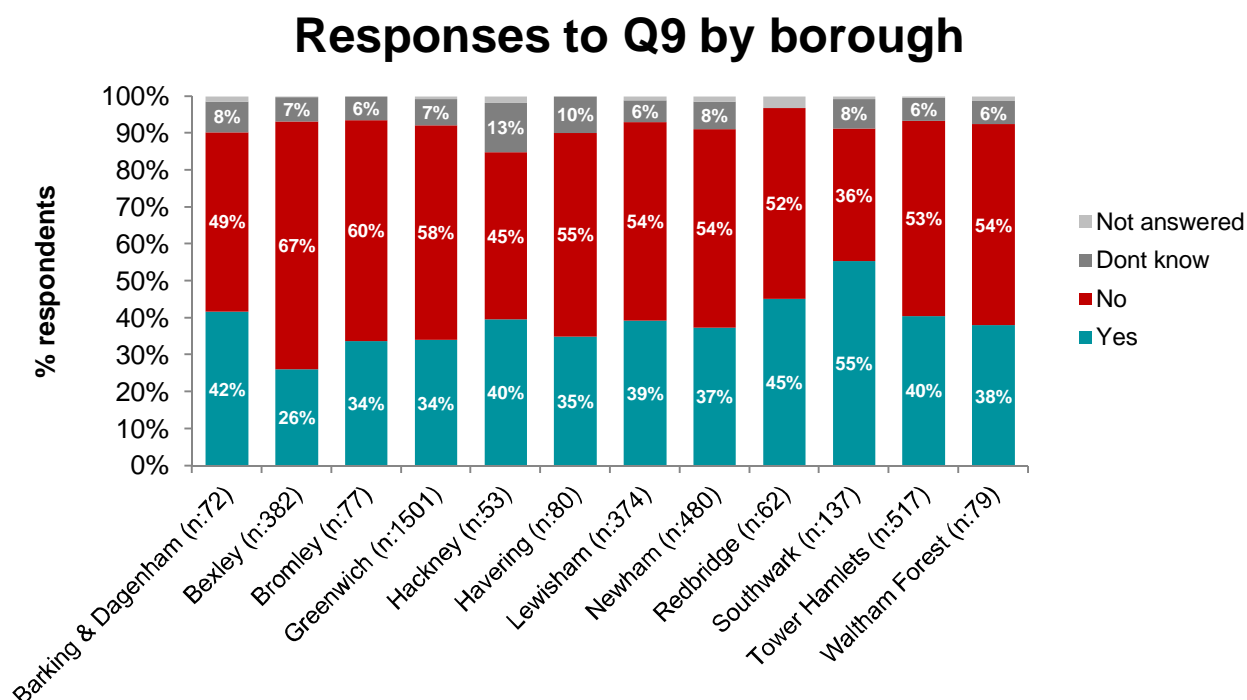
Response	Number of responses	Percentage of total
Yes	1613	37%
No	2387	55%
Don't know	309	7%
No response	40	1%
Total	4349	100%

6.2.2 Overall support by location

6.2.3 The geographical distribution of respondents who responded 'yes' to Q9 and would support a user charge is similar to the distribution of respondents in Q7 agreeing with the proposal (and the overall distribution of respondents), whereby the majority are located in the five nearest boroughs. The densest concentration of 'yes' response is on the western side of the London Borough of Greenwich (see Appendix D, Figure A-4). However, 'no' responses are also concentrated within the five boroughs nearest to the proposed crossing (Figure A-5, Appendix D).

6.2.4 Figure 6-2 compares the split of responses across London boroughs. In general, boroughs have a slightly higher percentage of respondents opposed to the principle of a user charge similar to Dartford levels than they have supporting it. However, there are some boroughs with a larger difference in the percentage split. For example, in Bexley, 67% of respondents responded 'no' to Q9 and only 26% responded 'yes'. A notable exception to this pattern is Southwark, where 55% support the notion of a charge while 36% do not).

Figure 6-2: Response to Q9 by borough



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- 6.2.5 In the five boroughs closest to the proposed crossing, the proportion opposed to a user charge similar to Dartford levels is greatest in Bexley (62% of respondents answered 'no') and Greenwich (58%).

6.3 Open comments on user charges

- 6.3.1 A total of 2,783 respondents (64% of the total 4,349 respondents) gave a response in the subsequent free text box (Q10). Responses have been coded for analysis, with multiple codes allocated where a response raised multiple issues. In total, the responses generated 6,689 coded comments.
- 6.3.2 The key themes and the most frequently stated comments (mentioned on at least 40 occasions) are displayed in three separate tables (Table 6-2, Table 6-3 and Table 6-4). These tables are separated according to the response to Q9 (whether the respondent would support a user charge or not).
- 6.3.3 Points raised less than 40 times are not shown in the tables or explained in the narrative for ease of reading, however, the full list of comment codes and associated frequencies of occurrence are set out in Appendix C.

6.3.4 Respondents who agree with proposed user charging levels

- 6.3.5 Of the 1,613 respondents who support the proposed user charging levels, 735 provided additional comment in the free text box.
- 6.3.6 From these 735 free text responses, there were 1,277 comments coded. The themes and most frequently stated comments (with 40 or more comments) are shown in Table 6-2, divided into positive, neutral and negative sections. Additional comment codes yielding fewer than forty comments each can be seen in Appendix C.
- 6.3.7 Over half of all comments were positive (704 or 55% of the total in support at Q9), 348 were negative (27%) and 227 (18%) are considered to be neutral.
- 6.3.8 Of the **positive comments**, the most frequently occurring comment was to express agreement with charges at a similar level to Dartford Crossing (mentioned 188 times, 15% of all comments from those in support at Q9). The second most frequently occurring comment was the desire for an easy payment system that minimises delay (mentioned 83 times, 6% of all respondents in support at Q9). Other comments repeatedly mentioned were the desire for benefits for residents (such as discounts) (79 mentions, 6% of all comments from those in support at Q9) and the idea that toll charges should only be in place until the cost of construction has been covered (or just a small charge should be made for maintenance) (64 mentions, 5% of all comments from those in support at Q9).
- 6.3.9 Of the **neutral comments**, a number suggested changes and alternatives to a user charging policy. Comments within these two themes included suggestions to reduce (or remove) charges for off-peak use (28 comments), to charge during specified peak hours only (21 comments), differential charges by vehicle type (22 comments), as well as those who request more information on charging (20 comments) in order to make an informed decision. It was also suggested that the costs should be shared throughout London (e.g. through users of all bridges, tunnels, crossings, etc) rather than just being borne by Silvertown (34 comments). Fifteen respondents highlighted that there are no user charges for other tunnels and crossings.
- 6.3.10 Of the **negative comments**, the most frequently occurring theme was negative impacts of a user charge, namely the concern that a user charge would cause congestion in other areas, as people would attempt to use a free/different route over the river (mentioned 69 times, 5% of all respondents

in support at Q9). General opposition towards user charging was also a common area of comment (108 comments, 8% of the total). Of these, 35 comments stated general disagreement with user charges (3% of all comments from those in support at Q9) while 24 stated that charges are too expensive / should be lower than the Dartford crossing (2% of all comments from those in support at Q9). These negative comments seem to contradict the closed response answer which indicated support for user charging at similar levels to Dartford crossing.

Table 6-2: Q10. Please use the space below to let us know any additional comments you may have on our proposal to introduce a new user charge (THOSE IN SUPPORT AT Q9)

Theme	Most frequently stated comments (40+)	Number of comments	Percentage of comments
Positive comments		704	55%
<i>Support user charge</i>		323	25%
	Agree with charges / should be a charge similar to Dartford Crossing	188	15%
<i>Conditional support for user charge</i>		380	30%
	As long as there is an easy payment system to avoid delays (no kiosks, booths, use automatic system, Oyster mentions etc....)	83	7%
	As long as there are benefits for residents (discounts etc...)	79	7%
	As long as toll charges are for a set period until construction cost is recouped / once paid only small charge to cover maintenance	64	5%
	As long as charges are not too high / are in line with public transport	56	4%
<i>Comments about existing conditions/situation</i>		1	0%
Neutral comments		227	18%
<i>Suggested changes to user charge</i>		143	11%
<i>Suggested alternatives to user charge</i>		73	6%
<i>Comments about scheme in general (not charging)</i>		11	1%
Negative comments		346	27%
<i>Negative impacts of user charge</i>		124	10%
	Would cause congestion in other areas / surrounding areas will force people to use bridges / crossing / tunnels that are free	69	5%
<i>Oppose user charges</i>		108	8%
<i>General concerns about scheme (not related to user charges)</i>		68	5%
<i>Wider comments about charging</i>		46	4%
Total		1277	100%

6.3.11 Respondents who disagree with proposed user charging levels

6.3.12 Of the 2,387 respondents who disagree with proposed user charging levels, 1,827 gave a response in the free text box, which generated 4,889 coded comments. These numbers imply strong feeling amongst respondents on the topic of user charging.

- 6.3.13 The vast majority of comments were negative (3,498 comments; 72%), while a fifth were categorised as 'neutral' and 9% as positive. In addition to the comment codes shown in Table 6-3, additional comment codes with fewer than forty comments can be seen in Appendix C.
- 6.3.14 Of the **positive comments**, the most frequently occurring remarks focused on reinforcement of support for the user charge (3%), and support for the user charge with conditions. This theme includes 78 comments (2%) seeking benefits (e.g. discounts) for residents, and 58 suggesting that toll charges should be in place until the cost of construction is covered. Thirty-two comments (1%) suggested a more flexible scheme of charging depending on time of day etc.
- 6.3.15 Of the **neutral comments**, many suggested alternatives to user charging (770 comments). Within this theme, the most frequently mentioned comment was that other tunnels / crossings do not charge (272 comments, or 6% of comments from those not in support at Q9), while a number believe that the crossing should be funded through taxes rather than user charging (182 comments).
- 6.3.16 The **negative comments** were more numerous, with a third of comments falling into the 'oppose user charge' theme. Comments expressed the view that there should be no charge (756 comments, or 15%) and that the charge was another unfair tax (403 comments, or 8%). Respondents feel that if charged, they are being financially penalised for the lack of river crossings (120 comments). A number pointed out that the Dartford charges are too high for daily/frequent use (94). A quarter of all comments focused on the potential negative impacts of a user charge, in particular on congestion (encouraging people to use 'free' alternative crossings), as stated in 404 comments (8%). Respondents also expressed more general concerns about the impact of the crossing on generating additional traffic congestion (202 comments). Many raised concerns about the financial implications of charging (e.g. penalising the east, creating social divide). A number of respondents commented on more general aspects of the Silvertown Tunnel scheme (8%) and charging more generally (8% of all comments). Of these, a significant number remarked that the Dartford crossing was meant to be free once the costs of building had been recouped (291 comments, or 6%).

Table 6-3: Q10. Please use the space below to let us know any additional comments you may have on our proposal to introduce a new user charge (THOSE NOT IN SUPPORT AT Q9)

Theme	Most frequently stated comments (40+)	Number of comments	Percentage of comments
Positive comments		446	9%
<i>Support user charge</i>		166	3%
	Agree with charges / should be a charge similar to Dartford Crossing	79	2%
<i>Conditional support for user charge</i>		280	6%
	As long as there are benefits for residents (discounts etc...)	78	2%
	As long as toll charges are for a set period until construction cost is recouped / once paid only small charge to cover maintenance	58	1%
Neutral comments		945	19%
<i>Suggested alternatives to user charge</i>		770	16%
	Other areas / tunnels / crossings do not charge	272	6%
	Monies should be used from taxes already paid	182	4%
	Suggest sharing the costs all over London / commuters of all bridges / tunnels / crossings across London should pay rather than individual bridges / tunnels / crossings	106	2%

Theme	Most frequently stated comments (40+)	Number of comments	Percentage of comments
	Suggest funding should come from the Government / Mayor's office	73	1%
<i>Suggested changes to user charge</i>		160	3%
<i>Comments about scheme in general (not charging)</i>		11	0%
<i>Wider comments about charging</i>		4	0%
Negative comments		3499	72%
<i>Oppose user charge</i>		1531	31%
	Disagree with charges / should be no charge / should be free / would not use if there was a charge	756	15%
	Another tax / unfair tax (already pay for fuel, road tax, council tax etc....)	403	8%
	Against being penalised for lack of crossings this side of the river / disadvantage that there are few crossings	120	2%
	Charges too high / too expensive used on a daily basis / charge should be lower than the Dartford Crossing	94	2%
	Charges will rise / continue to rise / escalate over the years	71	1%
	Disagree with time dependant charges - they should be fixed (peak time charges should not be higher)	57	1%
<i>User charge negative impacts</i>		1183	24%
	Would cause congestion in other areas / surrounding areas / will force people to use bridges / crossing / tunnels that are free	404	8%
	Concerns over financial implications (cost to individuals, loss of visits to family because of charging etc.....)	205	4%
	Will cause congestion / would not ease congestion / charging to cross will not make any difference to congestion (example of congestion at Dartford)	202	4%
	Penalising motorist who not do not have a choice / have to use crossing / no other viable route	109	2%
	Area involved is a low income area / will create a two tier system (wealthier areas do not incur charges etc.....)	101	2%
	Puts area at a disadvantage (impact on residents, workers etc....)	68	1%
	Effect on local economy (local businesses etc.....)	59	1%
<i>Wider comments about charging</i>		408	8%
	Should not be a charge for Dartford Crossing (free) it was meant to be free once monies had been recouped on building bridge	291	6%
<i>General concerns about scheme (not related to user charges)</i>		376	8%
	Improvements to public transport needed (better links, lower costs etc....)	75	2%
	Disagree with a tunnel / crossing / do not support tunnel / crossing	44	1%
	Environmental issues / concern (pollution, emissions etc....)	45	1%
Total		4889	100%

6.3.17 Respondents who neither support nor oppose the proposed user charging levels

- 6.3.18 Of the 349 people who answered don't know or did not answer Q9 on whether they agreed or disagreed with proposed user charging levels, 221 provided further comments in the free text box. These responses generated 484 coded comments.
- 6.3.19 The majority (50%) are negative comments, with 27% positive comments and 24% considered neutral. The most frequently stated negative comments tended to express opposition to user charging (33 comments) or state the negative impacts, such as increasing congestion at the crossings that are free (40 comments).
- 6.3.20 In addition to the comment codes shown in Table 6-4, additional comment codes with fewer than forty comments can be seen in Appendix C.

Table 6-4: Q10. Please use the space below to let us know any additional comments you may have on our proposal to introduce a new user charge (THOSE NEUTRAL AT Q9)

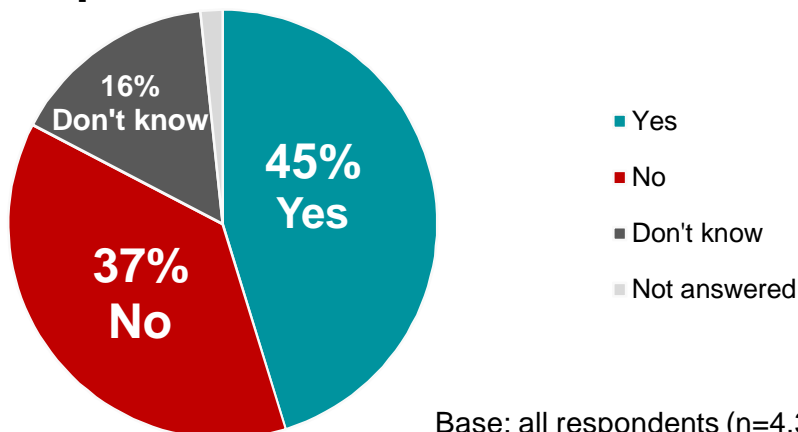
Theme	Most frequently stated comments (40+)	Number of comments	Percentage of comments
Positive comments		127	27%
	<i>Support user charge</i>	44	9%
	<i>Conditional support for user charge</i>	83	18%
Neutral comments		115	24%
	<i>Suggested changes to user charge</i>	46	9%
	<i>Suggested alternatives to user charge</i>	63	13%
	<i>Comments about scheme in general (not charging)</i>	4	1%
	<i>Wider comments about charging</i>	2	0%
Negative comments		242	50%
	<i>Negative impacts of user charge</i>	102	21%
	Would cause congestion in other areas / surrounding areas will force people to use bridges / crossing / tunnels that are free	40	8%
	<i>Oppose user charges</i>	81	17%
	<i>General concerns about scheme (not related to user charges)</i>	42	9%
	<i>Wider comments about charging</i>	17	4%
Total		484	100%

6.4 Overall views on account system (closed question responses)

- 6.4.1 Respondents were subsequently asked whether they would sign up to an account system that would offer the benefits of auto-pay and lower charges (Q11).
- 6.4.2 As shown in Figure 6-3 and Table 6-5, 45% of respondents (1,968 individuals) stated that they would sign up for an account system, while slightly fewer (37%, or 1,627 individuals) believe they would not. A further 16% (682) stated 'don't know', and 2% (72) did not answer the question.

Figure 6-3: Q11 'Would you sign-up to an account system with the benefits of auto-pay and a charge that would be lower than what non-account holders would pay?'

Responses to Question 11



Base: all respondents (n=4,349)

Table 6-5: Response to Q11

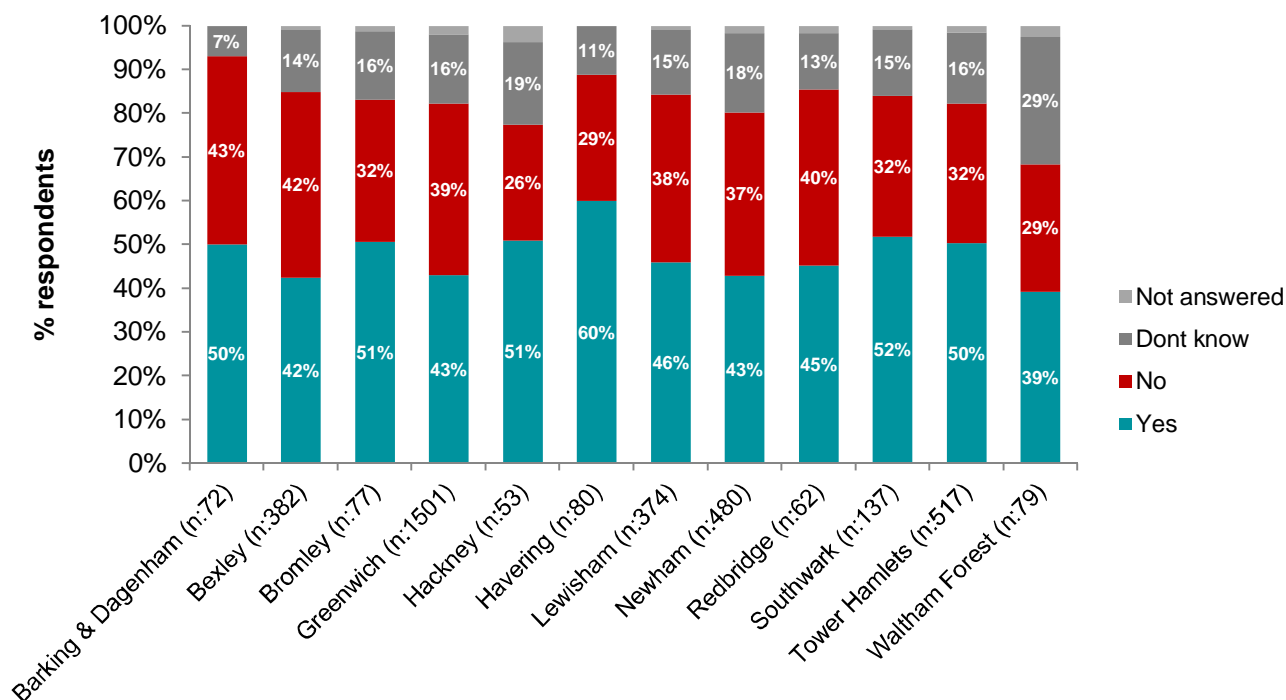
Response	Number	Percentage of total
Yes	1968	45%
No	1627	37%
Don't know	682	16%
No response	72	2%
Total	4349	100%

6.4.3 Analysis by location

- 6.4.4 Responses have been plotted by postcode (See Figures A-6 & A-7 in Appendix D) and by borough (Figure 6-4).
- 6.4.5 In terms of the geographical distribution of responses, respondents from the five nearest London boroughs (Bexley, Newham, Greenwich, Lewisham and Tower Hamlets, which account for the vast majority of respondents to the consultation) expressed mixed views – just over 40% believe they would sign up to an account system (rising to 46% in Lewisham and 50% in Tower Hamlets). In all but one of the boroughs shown, respondents would be slightly more likely than not to sign up for an account system. In Bexley (the exception), responses were evenly split (42% in favour, 42% opposed to an account system).
- 6.4.6 Though sample sizes are smaller in the remaining boroughs (further from the proposed Silvertown Tunnel), attitudes towards the suggested account system are most positive in Havering (60% would sign up), while around half of the respondents from Barking and Dagenham, Bromley, Hackney and Southwark support the notion of signing up to an account system.

Figure 6-4: Response to Q11 by London borough

Responses to Question 11 by borough



6.5 Open comments on account system

- 6.5.1 Respondents were then invited to give further comments in relation to the question (Q12). Overall, 1,525 respondents (35% of the total) gave a response. The comments have been coded to group similar comments, with responses having been given multiple codes where they raised multiple issues.
- 6.5.2 In total, the responses generated 1,903 coded comments. These are set out below according to the response to the previous question, i.e. whether respondents feel that they would or would not sign up to an account system. Comments have been coded into broad themes (positive, negative, neutral, etc) as well as more detailed comment codes. The key themes and the most frequently stated comments (mentioned on at least 40 occasions) are displayed in three separate tables (Table 6-6, Table 6-7, Table 6-8).
- 6.5.3 Points raised less than 30 times¹ are not shown in the tables or explained in the narrative for ease of reading, however, the full list of comment codes and associated frequencies of occurrence are set out in Appendix C.

¹ A lower cut-off point (30 responses rather than the 40 used elsewhere in the report) has been used here due to the lower sample size of open responses to the question.

6.5.4 Respondents who would sign up for account system

- 6.5.5 Of the 1,968 respondents who would sign up to an account system (answering yes at Q11), 580 provided additional comment in the free text box.
- 6.5.6 These 580 responses generated 755 coded comments. The themes and most frequently stated comments (with 30 or more comments) are shown in Table 6-6, separated by theme.
- 6.5.7 In total, there were 294 positive comments about a possible account system (39% of all coded comments), 293 neutral comments (39%) but also 142 negative comments (19%) from those who believe they would sign up for an account system. There were also 26 comments on charging on other river crossings and other aspects of the consultation.
- 6.5.8 Of the **positive** comments, the most frequently occurring comments (45 comments, or 6% of all coded comments) welcomed the idea of an account system, while many expressed the view that auto-pay would be essential for the smooth flow of traffic (39 comments). Over 30 individuals mentioned that they already have an account for the Dartford crossing and / or the congestion charge in London (34 comments). A similar number would like to see a central payment system for all road tolls (34 comments); while 32 stated that they would be in favour of an account system if it enabled them to auto-pay the toll. Further to this though not shown in the table, it was also suggested that account holders should be eligible for discounted charges (24 comments). In addition to the comment codes shown in Table 6-6, seven additional positive comment codes with fewer than 30 comments can be seen in Appendix C.
- 6.5.9 With regard to the **neutral** comments, the most popular area of comment was that respondents would take up an account if there was no other option or if it afforded them a cost saving (114 comments, or 15% of all coded comments). There were also a number of calls for local residents to be eligible for free or discounted use (53 comments). A number (40 comments) stated that it would depend on the financial benefits of an account system.
- 6.5.10 Finally, with regard to the **negative** comments (stated by those who feel that they *would* sign up for an account system), the most common area of comment was from those who do not believe that the Silvertown Tunnel should be tolled (46 comments).
- 6.5.11 In terms of other themes mentioned, several referred to charging on other London river crossings (16 comments), of which the most commonly mentioned topic was that the account system should apply to all London river crossings / bridges (11 comments).

Table 6-6: Q12. Please use the space below to let us know any additional comments you may have (THOSE IN SUPPORT AT Q11)

Theme	Most frequently stated comments (20+)	Number of comments	Percentage of all comments
Positive comments		294	39%
	Excellent / great idea	45	6%
	Auto-pay is essential for smooth flow of traffic	39	5%
	Already have / use a Dart-tag / for congestion charge	34	5%
	Support one central payment system for all road tolls	34	5%
	Support account system if auto-pay	32	4%
Neutral comments		293	39%
	Only if no other option and a toll was charged / if tolled then will take the cheaper option	114	15%
	Local residents should get discounted / free use	53	7%
	Depends on cost / level of discount / if reduction is beneficial	40	5%
Negative comments		142	19%

Theme	Most frequently stated comments (20+)	Number of comments	Percentage of all comments
	Do not support proposed charges / don't agree that we should pay / should be free	46	6%
Charging on other river crossings		16	2%
Comments on consultation		10	1%
Total		755	100%

6.5.12 Respondents who would not sign up for account system

- 6.5.13 Of the 1627 respondents who answered 'no' to Q11, 641 provided a comment at Q12 in the free text box.
- 6.5.14 These verbatim responses generated 782 coded comments. The themes and most frequently stated comments (those occurring on at least 30 occasions) are shown in Table 6-6. The full list of comment codes and associated frequencies of occurrence are set out in Appendix C.
- 6.5.15 Unsurprisingly, very few of the comments (24 in total) were of a positive nature. Over 30% were **neutral**, a noticeable proportion of which came from those who feel they would not need an account system as they would use the Silvertown crossing infrequently. Though not shown in Table 6-6, the topic of discounts / exemptions for local residents was again raised (29 comments).
- 6.5.16 Over half of the coded comments were **negative**; a quarter of which (196 comments, 25% of all coded comments from those answering 'no' to Q11) stated disagreement with the concept of charging or expressed the view that the Silvertown Tunnel should not be tolled. A further 64 comments argued that new infrastructure should be funded by existing taxes rather than tolls. A number (76 comments) stated that they would avoid using the tunnel if charges were introduced. Also mentioned (though not shown in Table 6-6) was the view that all users should be charged the same fee, regardless of payment type, to avoid penalising those without an account (20 comments).
- 6.5.17 Several respondents referred to charging on **other London river crossings** (27 comments), in particular that the same accounts system should be available for all London river crossings (17).
- 6.5.18 Of the **comments on consultation** (30 comments), the largest area of comment was that the phrasing of the question suggests that the decision on whether or not to build the tunnel has already been made (15 comments) and 15 comments giving negative feedback about the questionnaire.

Table 6-7: Q12. Please use the space below to let us know any additional comments you may have (THOSE NOT IN SUPPORT AT Q11)

Theme	Most frequently stated comments (20+)	Number of comments	Percentage of all comments
Positive comments		24	3%
Neutral comments		239	31%
	Would not use often enough / seldom travel this way	86	11%
	Do not drive / use a car	62	8%
Negative comments		462	59%
	Do not support proposed charges / don't agree that we should pay / should be free	196	25%
	Will avoid using / use alternative free routes if have to pay	76	10%
	Already pay tax, infrastructure should be paid for from taxation	64	8%
Charging on other river crossings		27	3%

Theme	Most frequently stated comments (20+)	Number of comments	Percentage of all comments
Comments on consultation		30	4%
Total		782	100%

6.5.19 Respondents who have a neutral opinion on the account system

- 6.5.20 Of the 754 respondents who answered 'don't know' or did not respond to Q11, 284 provided further response at Q12 in the free text box. These verbatim responses generated 366 coded comments. The themes and most frequently stated comments (those occurring on at least 30 occasions) are shown in Table 6-8.
- 6.5.21 Overall, 45 comments (12% of the total comments stated by those neutral at Q11) were of a **positive** nature (of which 10 expressed support for one central payment system for all road tolls), while half (194 comments) were of a **neutral stance**, being unsure how often they would need to use the crossing / if they would use it enough for an account to be worthwhile (33 comments), and some again querying the level of discount that account holders would be eligible for. Others questioned the terms and conditions and how the system would work.
- 6.5.22 Of the negative comments (103 comments), the most frequently occurring comment (46, or 13% of all coded comments) was objection to the proposed charges.

Table 6-8: Q12. Please use the space below to let us know any additional comments you may have (THOSE NEUTRAL AT Q11)

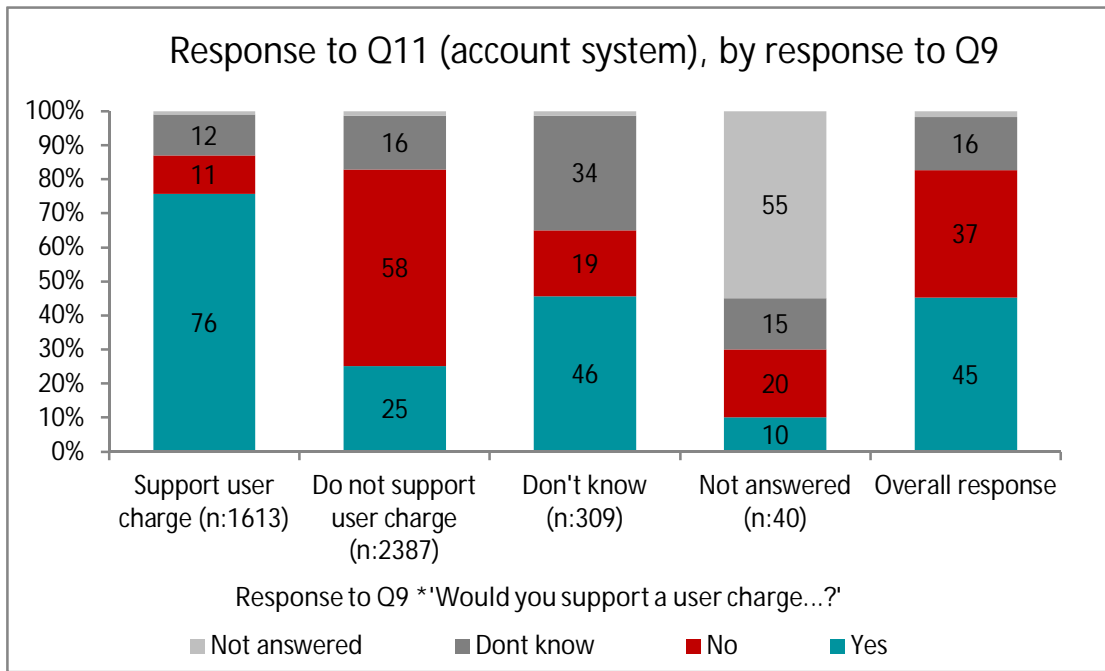
Theme	Most frequently stated comments (20+)	Number of comments	Percentage of comments
Positive comments		45	12%
Neutral comments		194	53%
	Would not use often enough / seldom travel this way	33	9%
Negative comments		103	28%
	Do not support proposed charges / don't agree that we should pay / should be free	46	13%
Charging on other river crossings		9	2%
Comments on consultation		15	4%
Total		366	100%

6.5.23 Further analysis of response to Q11 (support for account system) by response to Q9 (support for a user charge)

- 6.5.24 A cross-tabulation of responses to Q11 (support for an account system) by Q9 (support for user charge) is displayed in Figure 6-5.
- 6.5.25 This shows that three-quarters (76%, 1222 individuals) of those who support the user charge (Q9) would sign up for an account system (Q11). Of those who oppose the user charge, a quarter (25%) would sign up for an account system, though the majority (58%) (1379 individuals) would not.

- 6.5.26 Of those who responded 'don't know' in response to supporting a user charge (Q9), nearly half (45%) stated that they would sign up for the account system (in Q11). A third of those who answered 'don't know' to Q9 also answered 'don't know' to Q11.
- 6.5.27 When executing the cross-tabulation the other way around (not shown in chart), it is found that 62% of those who would take up an account support the user charge (while 31% do not support it), and 11% of those who would not sign up agree with the user charge (and 85% do not agree with it).

Figure 6-5: Cross-tabulation of response to Q11 by Q9



7 Consultation findings – cross-river bus connections

7.1 Introduction

7.1.1 Respondents were presented with a free-text box to provide their opinion on the following question (Q13):

- The Silvertown Tunnel would create an opportunity for new cross-river bus connections. What sort of new bus connections do you think are important?

7.1.2 In all, 2,875 respondents provided an answer to this question, which generated 4,260 coded comments. These have been categorised into broad themes containing several comment codes as explained below.

7.2 Open comments on cross-river bus connections

7.2.1 The key themes and most frequently occurring comments (with more than 40 comments) are displayed in Table 7-1. The percentages shown are the percentage of comments (of the total 4,260) that fall into each comment code.

7.2.2 The open nature of this question generated a broad and wide-ranging response, requiring the use of a large number of codes in the code frame. There are, however, several broad themes.

7.2.3 Around half of all coded comments (2118 comments, 50%) referred to destinations that should be served by new cross-river bus connections. Another large segment of comments referred generally to bus services and service attributes (1331 comments, 31% comments). The full code frame of comments and frequency counts of comments is provided in Appendix C.

7.2.4 Of the comments about **bus services and service attributes**, the most frequent comment was that any river bus service or increase in bus service is desirable (151 comments, 4% of all comments coded). Other comments largely relate to improvements in frequency (67 comments), reliability (44 comments) and accessibility of services (48 comments referring to commuting). Relating to connectivity, 69 comments urged the need for 'as many bus connection options as possible' and 35 comments (not shown in the table below) sought links to all main train / tube stations.

7.2.5 Of the comments detailing **destinations that need to be served by bus** the most frequently stated locations were City Airport (123 comments), Canary Wharf (104 comments), and Stratford (78 comments). The most frequently suggested route was Greenwich to / from City Airport (62 comments). A number (47) comments suggested north to south or south to north connections while 83 made reference to the suggestions which had been put forwards in the consultation material.

7.2.6 A number of comments (238; 6% of all coded comments) expressed the view that services are currently sufficient. 57 comments conveyed the opinion that it is more important to improve or extend other services (trains / tubes / trams / DLR) than buses.

Table 7-1: Q13. The Silvertown Tunnel would create an opportunity for new cross-river bus connections. What sort of new bus connections do you think are important?

Theme	Most frequently stated comments (40+)	Number of comments	Percentage of coded comments
Comments about bus services / service attributes		1331	31%
	Any / would accept any river bus service / any increase in bus service	151	4%
	Express / quicker service / fast track	74	2%
	As many options as possible / more bus connections needed	69	2%
	More frequent service needed	67	2%
	Any that takes cars off road / relieves congestion / pollution	63	1%
	Bus connections between tube / rail / DLR stations	63	1%
	Other positive answers re 'bus connections'	57	1%
	Affordable service (includes use of Oyster Card / Travel cards)	56	1%
	Those that get close to places of businesses / aid commuting	48	1%
	More reliable service needed	44	1%
	Night bus service	40	1%
Comments relating to tunnel, not bus connections		180	4%
	Tunnel negative comments (in wrong location, etc.)	85	2%
Buses – destinations that need to be served / connections		2118	50%
	City Airport	123	3%
	Canary Wharf	104	2%
	Those listed on website / on map	83	2%
	Stratford	78	2%
	Greenwich to City Airport / City Airport to Greenwich	62	1%
	South to north / north to south	47	1%
Alternatives to bus connections		128	3%
	Improve / extend other forms of transport more important (trains / tubes / trams / DLR) than bus	57	1%
Improvements to bus services not needed		238	6%
No opinion / not interested		253	6%
Negative comments on questionnaire		12	0%
Total		4260	100%

8 Consultation findings – proposed new junctions

8.1 Introduction

8.1.1 Respondents were then asked two related questions about the proposed junctions to the north and south of the Silvertown crossing. The questions were presented as follows:

We will link the new tunnel to the existing road network with new junctions in the Royal Docks and Greenwich Peninsula areas.

- Q14. Do you agree that the new junction in the Royal Docks area on the north side provides the right connections?
- Q15. Do you agree that the new junction at the Greenwich Peninsula on the south side provides the right connections?

8.1.2 These were closed response questions, with the options of yes, no or don't know. Q14 received 4,258 responses and Q15 received 4,246 responses. Respondents were then presented with one free text box to provide further comment on the two questions (Q16).

8.2 Overall views on new junction on the north side (closed question responses)

8.2.1 Almost half of respondents (2091 or 48%) agree that the new junction in the Royal Docks area would provide the right connections. However, a fifth of respondents (19%, or 820 individuals) do not agree with the proposed new junction. A sizable proportion of respondents (31%) answered 'don't know'. The results are presented in Figure 8-1 and Table 8-1.

Figure 8-1: Q14 'Do you agree that the new junction in the Royal Docks area on the north side provides the right connections?'

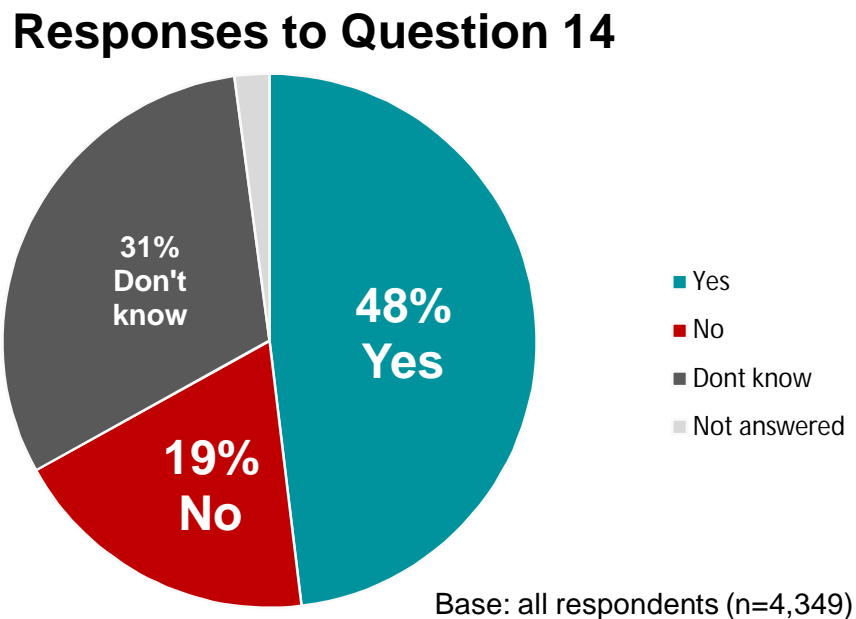


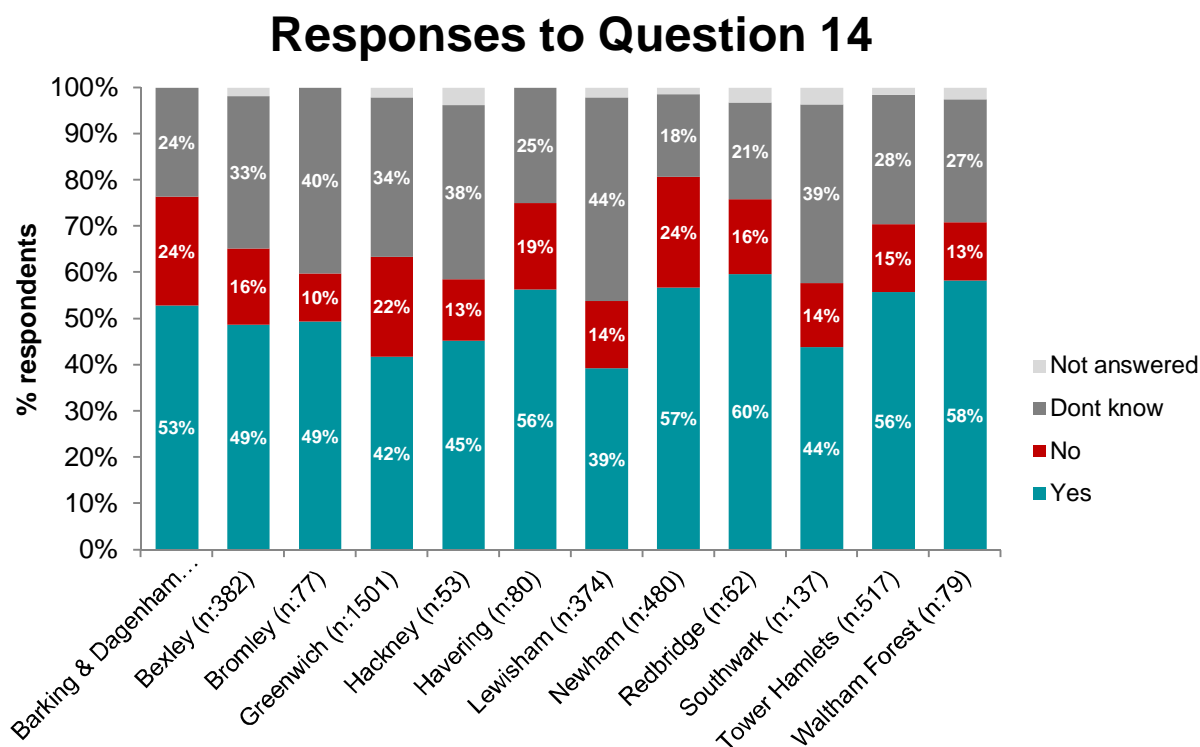
Table 8-1: Response to Q14

Response	Number	Percentage of total
Yes	2091	48%
No	820	19%
Don't know	1347	31%
No response	91	2%
Total	4349	100%

8.2.2 Overall support by location

- 8.2.3 Responses have been plotted by postcode (Figure A-8 and Figure A-9, Appendix D) and are presented by borough below (**Error! Reference source not found.**).
- 8.2.4 There is a concentration of 'no' responses in the north west of the London Borough of Greenwich (see Appendix D, Figure A-9). Indeed, around 40% of all negative responses are from Greenwich respondents.
- 8.2.5 Of the boroughs closed to the proposed crossing, support for the proposed junction in the Royal Docks is greatest in the boroughs on the north side; Tower Hamlets (56% answered 'yes') and Newham (57%). However, because these boroughs have smaller proportions of 'don't know' responses, Newham also has the largest proportion of 'no' responses (24%). Support for the proposed junction is lowest in the boroughs of Lewisham and (39% yes) and Greenwich (42%).

Figure 8-2: Response to Q14 by borough



8.3 Overall views on new junction on the south side (closed question responses)

8.3.1 Slightly over half of respondents (54%, 2,370 individuals) agree that the new junction on the south side at the Greenwich Peninsula would provide the right connections. A quarter of respondents (23%, 984 individuals) people) do not agree that the Greenwich Peninsula provides the right connections. A fifth of respondents (21%) answered 'don't know'. The results are presented in Figure 8-3 and Table 8-2.

Figure 8-3: Q15 'Do you agree that the new junction at the Greenwich Peninsular on the south side provides the right connections?'

Responses to Question 15

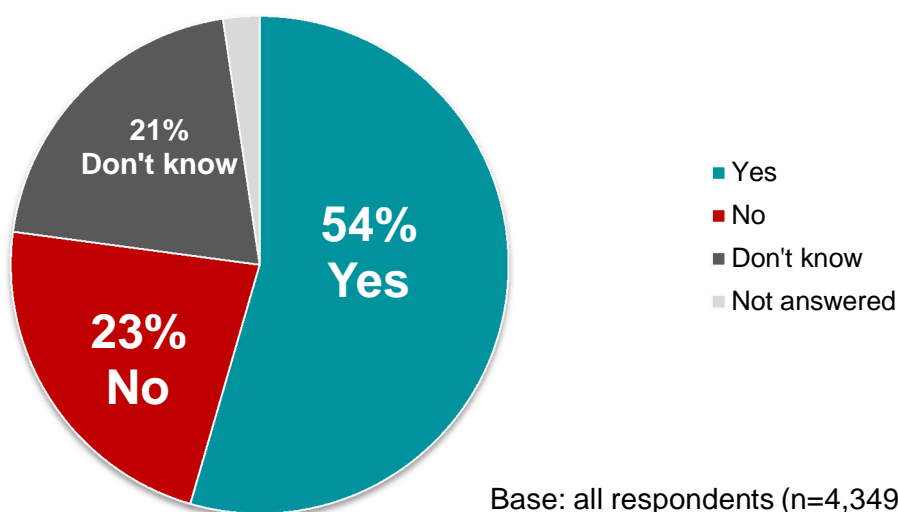


Table 8-2: Response to Q15

Response	Number	Percentage of total
Yes	2370	54%
No	984	23%
Don't know	892	21%
No response	103	2%
Total	4349	100%

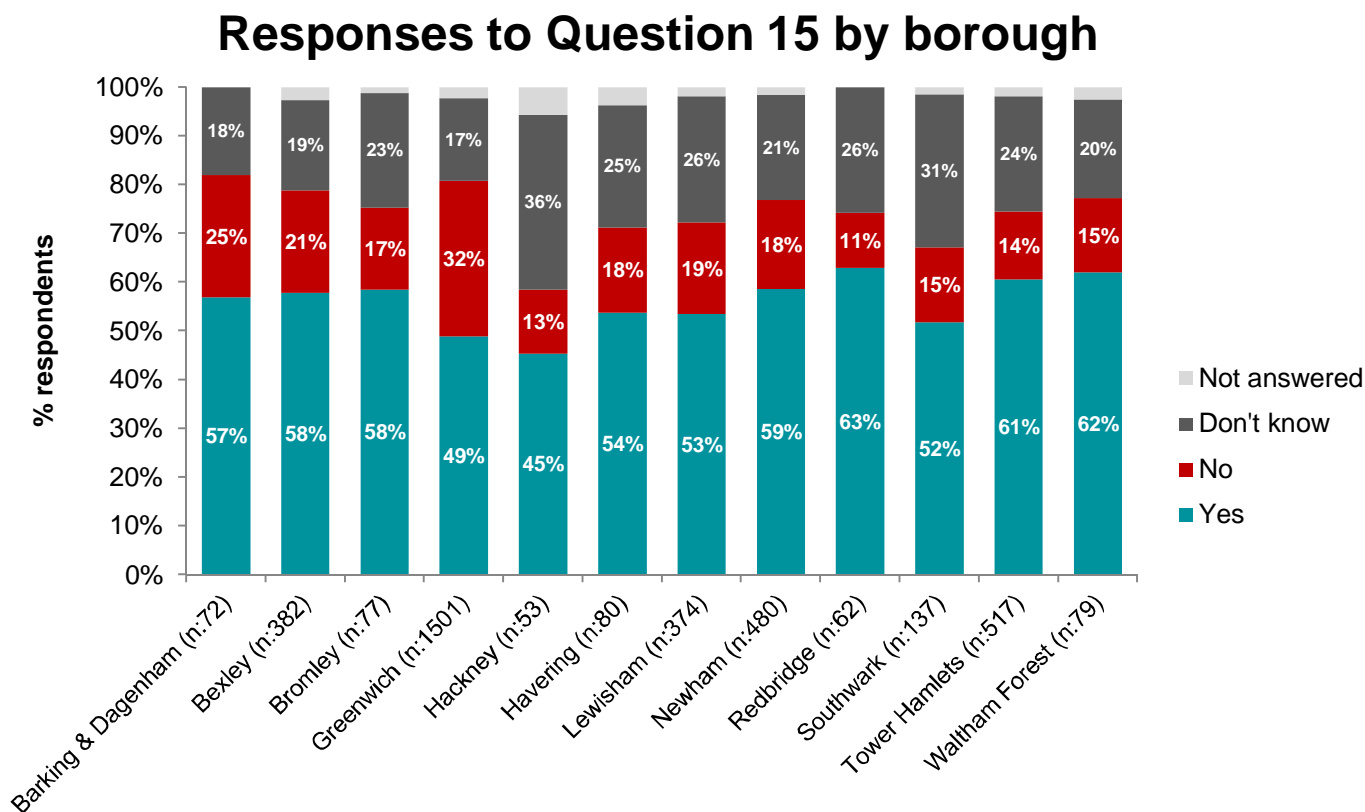
8.3.2 Overall support by location

8.3.3 Responses have again been plotted by postcode (Figure A-10 and Figure A-11, Appendix D) and are presented by borough below (Figure 8-4).

8.3.4 Again there is a concentration of 'no' responses in the north west of the London Borough of Greenwich (see Appendix D, Figure A-11). Furthermore, around 50% of all negative responses are from Greenwich respondents.

8.3.5 Figure 8-4 shows the breakdown of responses to Question 15 by borough. Of the boroughs closed to the proposed crossing, support for the new junction at Greenwich Peninsular is greatest in the boroughs on the north side (Tower Hamlets: 61%, Newham: 59%). In Greenwich, half of all respondents (49%) support the proposed junction while a third (32%) do not.

Figure 8-4: Response to Q15 by borough



8.3.6 Further analysis shows that 42% of all respondents (1,846 individuals) support both north *and* south junction proposals, while 14% are opposed to both junction proposals. Six percent support the proposal for one side of the river but oppose the proposed junction for the other, while 17% answered 'don't know' to both questions.

8.4 Open comments on proposed new junctions

8.4.1 One free text comment box was provided for respondents to comment on both proposed junctions (Q14 and Q15). Of the 4,349 respondents, 1,798 respondents (41%) provided a response, which generated 3,700 coded comments.

8.4.2 For analysis these have been filtered as follows:

- Those answering yes to Q14 and Q15 (i.e. those satisfied with both north and south junction proposals) - 854 coded comments
- Those answering no to Q14 and Q15 (i.e. those opposed to both north and south junction proposals) - 1,075 coded comments
- Those answering no to either Q14 or Q15 (i.e. those opposed to either north or south junction proposals) - 2,039 coded comments.

8.4.3 Respondents who agree with proposed new junctions

- 8.4.4 Of the 1,846 respondents who support both the proposed new junctions, 513 provided a response in the free text box. These responses generated 854 coded comments.
- 8.4.5 The most frequently stated themes are shown in Table 8-3. Overall, 44% of the comments were negative; while 38% were neutral and 18% positive. Points raised less than 40 times are not shown in the tables, however, the full list of comment codes and associated frequencies of occurrence are set out in Appendix C.
- 8.4.6 Of the **positive comments**, the most frequently occurring comment was to express support for the Silvertown Tunnel proposal (107 comments, or 13% of the total coded comments, while a number referred to its benefits (43 comments).
- 8.4.7 The **neutral comments** included comments **on design issues** and possible **changes to the proposal** (164 comments, or 19% of the total coded), in particular suggestions to increase the number of lanes in the proposed tunnel (42 comments) and allow provision for cyclists (25). A number of **alternatives** were also suggested (122 comments) – many of these (33 comments) stated other locations which could be better connected than the proposed Silvertown alignment.
- 8.4.8 The **negative comments** in particular focused on the **scheme in general** (278 comments; 33% of all coded comments given by those in support of both junctions). These included concerns about the impact on traffic congestion in general (52 comments) and specifically in the local area (18), issues at traffic signals (20 comments) and junctions (19) and concerns about how the existing road network will cope with the additional volume of traffic (19). The question also generated negative comments about **charges and operational aspects** (68 comments), with 47 comments expressing disagreement with tolls /charges. Finally, several respondents commented that the proposed Silvertown crossing is in the incorrect location (5 comments). Outside these main theme areas, a number of respondents expressed negative views on other London river crossings (14). There were also a handful of negative comments about the consultation itself.

Table 8-3: Q16. Please use the space below to let us know any additional comments you may have on our proposals for new junctions to link the tunnel to the existing road network: (THOSE IN SUPPORT AT Q14 AND Q15)

Theme	Most frequently stated comments (40+)	Number of comments	Percentage of comments
Positive comments		151	18%
	<i>Supportive of Silvertown Tunnel proposal</i>	107	13%
	<i>Benefits of proposal</i>	43	5%
	<i>Wider comments about scheme</i>	1	0%
Neutral comments		316	37%
	<i>Design issues / changes to proposal</i>	164	19%
	Suggest expanding lanes / increasing the number of lanes / widening road	42	5%
	<i>Alternatives to proposal</i>	122	14%
	<i>Charges/operational comments</i>	34	4%
	<i>Wider comments about scheme</i>	3	0%
Negative comments		380	45%

Theme	Most frequently stated comments (40+)	Number of comments	Percentage of comments
<i>Negative comments about the scheme</i>		279	33%
	Concerned will increase traffic / congestion	52	6%
<i>Charges / operational aspects</i>		68	8%
	No charges / do not agree with toll / charging	47	5%
<i>Wrong location</i>		5	1%
<i>Negatives comments about other river crossings</i>		14	2%
<i>Negative comments on the consultation</i>		14	2%
Total		854	100%

8.4.9 Respondents who disagree with proposed new junctions

- 8.4.10 Of the 640 respondents who disagree with both the proposed new junctions, 445 provided a response in the free text box. These responses generated 1,075 coded comments.
- 8.4.11 The most frequently stated themes are shown in Table 8-4. The largest proportion of these comments was negative (68%), while 29% were considered neutral and just 4% positive. Points raised less than 40 times are not shown in the tables, however, the full list of comment codes and associated frequencies of occurrence are set out in Appendix C.
- 8.4.12 The small number of **positive comments** gave encouraging feedback on the Silvertown scheme and highlighted the benefits of the scheme (29 comments in total).
- 8.4.13 The **neutral comments** included suggestions of **alternatives** to the Silvertown tunnel proposal (156 comments, or 15% of the total amongst those in disagreement with the proposed junctions). This theme also includes comments on the need to improve public transport (22 comments) and stated other locations which could be better connected (26). There were also a number of comments on the **design** of the proposed tunnel (143, or 13% of all coded comments), including suggestions on more appropriate locations for its alignment (50 comments), as well as provision for cyclists (24 comments) and possible widening (17).
- 8.4.14 The **negative comments** again focused on the **perceived adverse effects** of the crossing and the proposed junctions, in terms of traffic congestion generally (228 comments, 21% of the total coded) and in the local area (42) and at known pinch-points (27), impacts on the environment and pollution (59). Again, a large number of the concerns highlighted the dependence of the proposed tunnel on existing routes which are already heavily used by Blackwall Tunnel traffic (e.g. A102, Woolwich Road). Respondents feel there is a need to redistribute traffic along the river rather than concentrate it in the Blackwall/Silvertown area. There are also concerns about the knock-on impact on Blackwall Tunnel when an incident arises at Silvertown Tunnel, and vice versa. Concerns about the impact on local residents were also highlighted (29). Issues related to the design of junctions were identified in 24 comments. Though not mentioned by a large number of respondents, several commented that the tunnel approach should not be at grade and would instead be better served by an underpass or flyover. There were also a number of concerns about traffic signals (20 comments), which included the view that the proposed signals will restrict the flow of traffic and cause congestion.

8.4.15 There were also a number of negative comments on **charging and operational aspects** (33 comments). The suitability of the **proposed location** of the tunnel was also questioned (30 comments). Outside these main theme areas, a number of respondents expressed negative views on other London river crossings (10). There was also a handful of comments about the consultation itself.

Table 8-4: Q16. Please use the space below to let us know any additional comments you may have on our proposals for new junctions to link the tunnel to the existing road network (THOSE NOT IN SUPPORT AT Q14 AND Q15)

Theme	Most frequently stated comments (40+)	Number of comments	Percentage of comments
Positive comments		29	4%
	<i>Supportive of Silvertown Tunnel proposal</i>	20	2%
	<i>Benefits of proposal</i>	8	1%
	<i>General comments</i>	1	0%
Neutral comments		313	29%
	<i>Alternatives to proposal</i>	157	15%
	Suggest alternative route	50	5%
	<i>Design issues / changes to proposal</i>	143	13%
	Suggest further away / too near to existing tunnel / needs to be built further out	50	5%
	<i>Charges/operational comments</i>	13	1%
Negative comments		734	68%
	<i>Negatives comments about the scheme</i>	624	58%
	Concerned will increase traffic / congestion	228	21%
	Concerned will increase pollution / more detrimental to environment	59	5%
	Concerns re: increased traffic / congestion in surrounding areas	42	4%
	Poor idea / do not agree with proposal	42	4%
	<i>Negative comments on charges / operational aspects</i>	33	3%
	<i>Wrong location</i>	31	3%
	<i>Negatives comments about other river crossings</i>	10	1%
	<i>Negative comments on the consultation</i>	34	3%
	<i>Wider comments about land use</i>	1	0%
	<i>Comments about TfL/ government</i>	1	0%
Total		1075	100%

8.4.16 Respondents who disagree with one of the proposed new junctions

- 8.4.17 The free text responses submitted by those respondents who are not in agreement with either of the proposed new junctions generated 2,039 coded comments.
- 8.4.18 The most frequently stated themes are shown in Table 8-5. The majority of comments were negative (67%), while 31% were considered neutral and just 2% positive. Points raised less than 40 times are not shown in the tables, however, the full list of comment codes and associated frequencies of occurrence are set out in Appendix C.
- 8.4.19 The results are similar in terms of the key themes and areas of comment (albeit the number of occurrences are generally greater) to those set out in Table 8-4.
- 8.4.20 Around half of the **neutral comments** (304 of the 637 coded comments) focused on **alternatives** to the Silvertown Tunnel, specifically alternative routes (103 comments) and other locations which need to be better connected (76). Again **design issues** include the need to increase the number of lanes, provide for cyclists and pedestrians. Those less prevalent, it is noted that 26 comments specifically referred to the need for better links on the northern side of the crossing.
- 8.4.21 Amongst the **negative comments**, traffic congestion and the **wider impact** of the crossing on the network were recurring issues, as were pollution and the impact on local residents. Issues with existing and proposed junctions were raised (62 comments) and a number of comments raised concerns about the access/approach roads to the crossing (46 comments).
- 8.4.22 There were also a number of negative comments on **charging and operational aspects** (55 comments). Of these, the two most frequently occurring areas of comment were objections to charges and tolls (25 comments) and concerns about the knock-on effect of tunnel closures (due to breakdowns, accidents, etc – 19 comments). The suitability of the proposed location for Silvertown tunnel was also questioned (51 comments). Outside these main theme areas, a number of respondents expressed negative views on other London river crossings (18). There were also some (47 comments) negative comments about the consultation itself.

Table 8-5: Q16. Please use the space below to let us know any additional comments you may have on our proposals for new junctions to link the tunnel to the existing road network (THOSE SUPPORTING ONE JUNCTION AND OPPOSING ONE AT Q14 AND Q15)

Theme	Most frequently stated comments (40+)	Number of comments	Percentage of comments
Positive comments		45	2%
	<i>Supportive of Silvertown Tunnel proposal</i>	33	2%
	<i>Benefits of proposal</i>	12	1%
Neutral comments		637	31%
	<i>Alternatives to proposal</i>	304	15%
	Suggest alternative route	103	5%
	Suggest linking to / from / via / between	76	4%
	<i>Design issues / changes to proposal</i>	309	15%
	Suggest further away / too near to existing tunnel / needs to be built further out	96	5%
Negative comments		1357	67%
	<i>Negatives comments about the scheme</i>	1183	58%

Theme	Most frequently stated comments (40+)	Number of comments	Percentage of comments
	Concerned will increase traffic / congestion	415	20%
	Concerned will increase pollution / more detrimental to environment	97	5%
	Concerns re: increased traffic / congestion in surrounding areas	85	4%
	Junction issues (needs improving, badly designed, too many etc)	62	3%
	Poor idea / do not agree with proposal	54	3%
	Concerned will create bottleneck / already bottleneck	49	2%
	Concerned about access / approach roads	46	2%
	Concerned will impact on residents / those living in area	46	2%
	<i>Negative comments on charges / operational aspects</i>	55	3%
	<i>Wrong location</i>	54	3%
	Wrong location / area for proposal	51	3%
	<i>Negatives comments about other river crossings</i>	18	1%
	<i>Negative comments on the consultation</i>	47	2%
Total		2039	100%

9 Consultation findings – outstanding issues

9.1 Introduction

9.1.1 The final three questions of the consultation questionnaire included one closed response question and two open response questions. The closed response question attempts to ascertain the issues related to the Silvertown Tunnel proposals which are considered key to the responding public. The open response questions include one on methodology and approach to technical issues, and one inviting any further thoughts on the proposals. These questions were set out as follows:

- Q17. What are the key issues TfL should address as we continue to develop our proposals for the Silvertown Tunnel?
 - Proposals for a new user charge
 - The construction impacts of the Silvertown Tunnel
 - The environmental impacts of the Silvertown Tunnel
 - The traffic impacts of the Silvertown Tunnel
 - The design of new junctions to link the Silvertown Tunnel to the existing road network
 - The economic benefits of the Silvertown Tunnel.
- Q18. We have published a large number of technical reports. These deal with a number of disciplines, including traffic, the environment, optioneering and engineering, amongst others. If you have any comments on our methodology or approach to any of these disciplines, please let us know in the space below.
- Q19. Please use the space below to let us know any other thoughts you may have.

9.2 Overall views on key issues (closed question responses)

9.2.1 Question 17 was completed by 4,087 respondents (94% of the total). Respondents were able to select as many issues as they desired from the pre-coded list of options, hence the totals in Table 9-1 do not equal the total number of respondents / 100%.

9.2.2 Analysis shows that respondents feel that TfL needs to continue to address a range of issues. The most frequently selected concern is **traffic impacts** of the Silvertown Tunnel, selected by 63% of respondents (2,577 individuals). This is followed by proposals for a new user charge as the second most frequently selected key issue by 54% of respondents (2,197). The design of new junctions is considered to be a key issue amongst 47% of those who responded to the question, followed by environmental impacts (43%). Economic benefits and construction impacts were mentioned by around a third of those who responded to the question.

Table 9-1: Q17. What are the key issues TfL should address as we continue to develop our proposals for the Silvertown Tunnel?

Response	Number of responses	Percentage of all respondents
Traffic impacts	2577	63%
Proposals for a new user charge	2197	54%

Response	Number of responses	Percentage of all respondents
Design of new junctions to the north and south	1917	47%
Environmental impacts	1750	43%
Economic benefits	1411	35%
Construction impacts	1299	32%

9.3 Open comments on technical methodology / approach

- 9.3.1 When asked to comment on the technical methodology / approach, 762 respondents provided a response, which generated 1,073 coded comments.
- 9.3.2 The most frequently stated comments, stated on at least 40 occasions, are displayed in Table 9-2. The majority were found to be negative (826 comments, 77%). A further 98 comments were positive (9%) and 149 comments were neutral (14%). Points raised less than 40 times are not shown in the tables, however, the full list of comment codes and associated frequencies of occurrence are set out in Appendix C.
- 9.3.3 The **positive comments** included supportive feedback on the consultation approach as well as the scheme itself, though none of the comment codes were mentioned on more than 25 occasions.
- 9.3.4 The comments coded as '**neutral**' included a number of suggested changes to the Silvertown proposals (e.g. 'suggest seek funding /sponsoring from elsewhere' – 12 comments, 'suggest looking at other alternatives/options suggested by public' – 10 comments). Twenty comments also commented that the proposal must 'go ahead quickly/not be delayed by too many discussions'.
- 9.3.5 Of the **negative comments**, the most frequently occurring comment referred to dissatisfaction with the published reports on the Silvertown proposals, in terms of traffic, analysis, impacts assessment (71 comments, 7%). A number of comments identified the need for more information on environmental impacts/ to address concerns relating to pollution and the environment (70 comments, 7%). There is also felt to be a need for more information on traffic flows and congestion (59 comments, 5%). Over 50 respondents mentioned that they had not seen or been made aware of any technical reports. There are also a number of concerns about bias, in that the reports produced by TfL are biased (5%).

Table 9-2: Q18. We have published a large number of technical reports. These deal with a number of disciplines, including traffic, the environment, optioneering and engineering, amongst others. If you have any comments on our methodology or approach to any of these disciplines, please let us know in the space below.

Theme	Most frequently stated comments (40+)	Number of comments	Percentage of comments
Positive comments		98	9%
Neutral comments		149	14%
Negative comments		826	77%
<i>General negative comments</i>		739	69%

Theme	Most frequently stated comments (40+)	Number of comments	Percentage of comments
	Negative comments on technical reports (need more information, videos, statistical / traffic analysis, costs, etc)	71	7%
	Information on environmental impacts/concerns	70	7%
	Information on traffic / concerns about congestion	59	5%
	Haven't seen any documents / reports / have not been available for me to obtain	53	5%
<i>Concerns about bias</i>		87	8%
	Believe reports have been subject to flawing / tampering with / untrue to suit party producing these / biased	54	5%
Total		1073	100%

9.4 Other comments

- 9.4.1 When asked to specify any further thoughts, 1,609 respondents provided a response, which generated 3,791 coded comments.
- 9.4.2 Table 9-3 presents the key themes and the most frequently mentioned comment codes (those mentioned on at least 40 occasions). The full list of comment codes and corresponding frequency counts are presented in Appendix C.
- 9.4.3 Of the 3,790 comments coded, 535 were positive (14%), 1,295 were neutral (34%) and 1,668 were negative (44%). The remaining 317 (8%) comprised comments on the consultation and on TfL and the Government.
- 9.4.4 Given the open nature of the question, comments were spread over a wide range of issues. Only those mentioned on at least 40 occasions are referred to in the text below.
- 9.4.5 Of the 535 **positive comments**, most reiterated support for the Silvertown Tunnel. For example, 163 comments echoed the urgent need for the new infrastructure, while 86 comments confirmed that the tunnel is essential. Forty respondents believe that it will reduce traffic congestion.
- 9.4.6 A popular area of comment, which is considered to be '**neutral**', was alternatives to the Silvertown Tunnel, as suggested in 19% of all comments. This theme includes comments on the need for other supporting infrastructure (additional crossings, etc) – 4%, as well as improvements to encourage public transport use (4%). A number of respondents suggested alternative routes (3% of all coded comments) while 2% suggest that a new bridge may be more appropriate than a tunnel. Also within this theme were design suggestions, as those expressed elsewhere in the consultation comments, such as widening, provision for cyclists and pedestrians. There were also a number of comments about charging and operational aspects, such as the need for TfL to secure funding for the tunnel elsewhere and suggestions on how the charging regime should operate.
- 9.4.7 The most frequently **negative comments** were opposing comments about user charges (210 comments, 6% of the total) and concerns about increases in traffic congestion generally (186 comments, 5%) and specifically in the local area (2%). Concerns about pollution, the impact on the environment and local residents and the tunnel being a short-sighted solution and a waste of resources were also raised. Also within this theme were a number of negative comments about other river crossings, e.g. Emirates cable car.

Table 9-3: Q19: Please use the space below to let us know any other thoughts you may have

Theme	Most frequently stated comments (40+)	Number of comments	Percentage of comments
Positive comments		535	14%
<i>Supportive of proposal</i>		400	11%
	Urgent need for / long awaited / overdue	163	4%
	Good idea / in favour of proposal	104	3%
	Much needed / essential	86	2%
<i>Benefits of proposal</i>		135	4%
	Traffic / will help to relieve congestion	41	1%
Neutral comments		1295	34%
<i>Alternatives to proposal</i>		728	19%
	As long as built in conjunction with other crossing / bridge / suggest multiple crossings needed	167	4%
	Suggest more encouragement to use public transport (public transport improvements, more affordable, better links etc...)	144	4%
	Suggest alternative route	118	3%
	Suggest provision of new bridge (to allow vehicles, pedestrians, cyclists, cheaper)	94	2%
	Suggest concentrate on getting cars off the road	43	1%
<i>Design issues / changes to proposal</i>		369	10%
	Suggest provision for cyclists	133	4%
	Suggest provision for pedestrians	64	2%
	Suggest further away / too near to existing tunnel / needs to be built further out	45	1%
<i>Charges / operational comments</i>		193	5%
	Suggest seeking funding elsewhere to help cover costs (government, TfL, congestion charge)	47	1%
	Other charging suggestion comments (user charge period reduce, all should pay, all should be free, at least one free, put in place now, etc)	45	1%
<i>Wider comments about design/ construction/ timescales</i>		5	0%
Negative comments		1668	44%
<i>Negatives about scheme</i>		1145	30%
	Concerned will increase traffic / congestion	186	5%
	Concerned will increase pollution / more detrimental to environment	162	4%
	Poor idea / do not agree with proposal	83	2%
	Waste of money / not cost effective	60	2%
	Concerns re: increased traffic / congestion in surrounding areas	58	2%
	Concerned will impact on residents / those living in area	58	2%
	Short sighted solution / will not alleviate the problem completely	56	1%
	Would not support economic growth (detrimental to businesses)	53	1%
	Should not penalise the east when crossings in West are free / less crossings in east	43	1%

Theme	Most frequently stated comments (40+)	Number of comments	Percentage of comments
<i>Negative comments on charges / operation</i>		349	9%
	No charges / do not agree with toll / charging	210	6%
	Already pay tax / just another way of taxing us	74	2%
<i>Wrong location</i>		67	2%
	Wrong location / area for proposal	44	1%
<i>Negative Comments about other schemes</i>		107	3%
	Emirates cable car mentions (too costly, too slow, insufficient for cyclists, operational hours, not always working)	50	1%
Consultation		196	5%
<i>Comments on consultation</i>		189	5%
	Survey negatives (layout of questionnaire, misleading questions, biased, decision has already been made, previous proposals not pursued etc.)	80	2%
	Would like to see proven statistics / results / do not believe claims (re too much congestion, travel time will increase)	51	1%
	Need to consult with public / listen to their views (includes times of meetings etc)	44	1%
Comments on TfL/ Government		97	3%
Total		3791	100%

10 Detailed responses from members of the public

10.1 Introduction

- 10.1.1 This chapter provides an overview of the detailed responses received from stakeholders and members of the public which were submitted by email, letter and telephone calls to TfL's Customer Contact Centre during the consultation period. These submissions are termed 'free-format' responses. As they do not directly respond to the questionnaire, they have been analysed separately, using a similar code frame as that developed to code and analyse the verbatim responses within the questionnaire.
- 10.1.2 As set out in Chapter 2, 306 free-format responses were submitted during the consultation period. Forty (13%) came from stakeholders / organisations and the remainder from members of the public.

10.2 Views expressed in detailed responses

- 10.2.1 Coding of the 306 free format responses produced 1,815 coded comments (as most submissions raised multiple issues, each of which was assigned a separate code). The most frequently occurring themes, with twenty or more comments, are displayed in Table 10-1. For the full code frame and frequency counts of each comment, see Appendix C.
- 10.2.2 Overall, 271 comments (15%) were **positive comments** about the scheme itself, while 492 (27%) which gave **negative feedback** about the scheme. In particular, comments expressed concerns about **traffic congestion** (5%) and negative impacts on **pollution** and the **environment** (3%).
- 10.2.3 Many of the comments were concerned with user charging and operational aspects. However, these were split between those supporting the charge (32 comments, 2%), conditional support / changes to user charging (20 comments, 2%), alternatives to user charging (50 comments, 3%) as well as negatives towards user charging and other operational aspects (247 comments, 14%).
- 10.2.4 The remaining comments were largely concerned with aspects of the consultation, other river crossings, and the topics of user charging and account sign up.

Table 10-1: Views expressed in detailed responses (thematic)

Theme	Most frequently stated comments (20+)	Number of comments	Percentage of comments
Positive comments on scheme / proposal		271	15%
	Good idea / in favour of proposal	99	5%
	Urgent need for / long awaited / overdue	32	2%
	Traffic / will help to relieve congestion	31	2%
	Much needed / essential	25	1%
	Will help alleviate problems at Blackwall Tunnel (repairs, delays, breakdowns, congestion etc.)	20	1%
Alternatives to proposal (neutral)		194	11%
	As long as built in conjunction with other crossing / bridge / suggest multiple crossings needed	50	3%
	Suggest more encouragement to use public transport (public transport improvements, more affordable, better links etc...)	46	3%
	Suggest provision of new bridge (to allow vehicles, pedestrians, cyclists, cheaper)	22	1%

Theme	Most frequently stated comments (20+)	Number of comments	Percentage of comments
Design issues / changes to proposal (neutral)		120	7%
	Suggest provision for cyclists	27	1%
	Suggest other design / layout of lanes / road infrastructure (freeways, dual carriageways etc)	23	1%
Negatives comments about scheme / proposal		492	27%
	Concerned will increase traffic / congestion	99	5%
	Concerned will increase pollution / more detrimental to environment	59	3%
	Concerns re: increased traffic / congestion in surrounding areas	39	2%
	Should not penalise the east when crossings in west are free / less crossings in east	30	2%
	Concerns about access / approach roads	23	1%
	New development / housing being constructed in area will add to problems	22	1%
	Poor idea / do not agree with proposal	20	1%
Negative comments on charges / operation		247	14%
	Disagree with a toll charge for the Blackwall tunnel	47	2%
	Disagree with charges/should be no charge/should be free/would not use if there was a charge	41	2%
	Already pay tax/just another way of taxing us	32	1%
Negative comments on other schemes		119	7%
	Negative comments on Government	28	2%
	Negative comments on other schemes/proposals	24	1%
	Dartford Tunnel mentions (supposed to have been free once building finished, suggest removing tolls to ease traffic flow, if not tolled more vehicles would use this tunnel etc.)	22	1%
Support user charge		32	2%
	Agree with charges / should be a charge similar to Dartford Crossing	23	1%
Neutral comments on charges / operation		51	3%
Suggested alternatives to user charging		50	3%
Conditional support for user charging		20	1%
Negative comments relating to account system		16	1%
Suggested connections		15	1%
Wider comments about charging		11	1%
Suggested changes to user charging		10	1%
Neutral comments relating to account system		10	1%
Bus connections preferred		7	0.4%
Positive comments relating to account system		4	0.2%
Positive comments on the consultation approach		26	1%
Neutral comments on the consultation approach		15	1%
Negative comments on the consultation approach		105	6%
	Would like to see proven statistics / results / do not believe claims (re too much congestion, travel time will increase)	23	1%
Total		1815	100%

11 Responses from statutory bodies and other stakeholders

11.1 Introduction

11.1.1 This chapter presents a summary of the detailed submissions from stakeholders received during the consultation period. They are set out by type of stakeholder, namely:

- Local authorities
- Political stakeholders
- Businesses & business groups
- Developers & land owners
- Transport & environmental campaign groups
- Statutory stakeholders
- Residents Associations & Civic Societies
- Other stakeholders.

11.1.2 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.

11.2 Local Authorities

11.2.1 Barking and Dagenham

11.2.2 Overall, Barking and Dagenham is supportive of new river crossings in east London. However, concerns are outlined in relation to the proposed Silvertown Tunnel, including possible increased volumes of traffic along the A30 and A406, which it states could lead to increased congestion and poorer air quality. This could then have effect the local economy, as this increased congestion/pollution could deter investment in business and housing.

11.2.3 The council would support a number of improvements to the A13 and surrounding road network prior to the construction of the proposed Silvertown. The council also strongly supports the proposed bridge at Belvedere, and improvements to the public transport network in south east London, packaged with the construction of the proposed Gallions Reach bridge.

11.2.4 With regards to charging for the tunnel, the council does not support a user charge option as it may unfairly impact residents in east London. This stance may be reconsidered if concessions were be put in place for local users of the tunnel.

11.2.5 Newham

- 11.2.6 Newham Council is supportive of the Silvertown Tunnel if it is constructed as part of a package of river crossing options for east London. However, the council does have concerns about the Silvertown Tunnel being progressed in isolation.
- 11.2.7 They are concerned that the Silvertown Tunnel could potentially cause a diversion of traffic through the Royal Docks highway network. They state that this route is already used as a diversion when traffic incidents cause congestion in and around the Blackwall Tunnel, and suggest that active mitigation will be required to dissuade this practice should the Silvertown Tunnel go ahead.
- 11.2.8 Newham Council are supportive of a further crossings at Gallions Reach, as drivers on the A12/A13 would then be able to use this crossing, relieving potential congestion around the Royal Docks area.

11.2.9 Greenwich

- 11.2.10 Greenwich Council wants to see improved consultation and engagement with local residents with more in-depth knowledge. It supports the construction of a package of river crossings, public transport across all modes should be integrated into these crossings. A lack of vehicle crossings and lack of resilience at the Blackwall Tunnel means congestion on the A102 and A2 is routine during both peak periods, so doing nothing is not an option. Growth is going to increase as the centre of gravity moves eastwards by 2051. Further information is needed to show the proposals will reduce congestion and will not reduce air quality on the approach roads. It is supportive of the Silvertown tunnel if it forms part of a wider package of work which should include the extensions of the DLR to Kidbrooke and Eltham and the London Overground from Barking to Barking Riverside to Thamesmead and then Abbey Wood, as well as the DLR extension to Thamesmead and Abbey Wood.
- 11.2.11 Greenwich want to see TfL publish the results of further modelling in advance of the statutory consultation and to have subjected that modelling to independent scrutiny to show that construction of the tunnel, along with improvements to public transport and to increase walking and cycling will reduce congestion on approach roads, improve air quality on the A102/A2 and on the adjacent local road network and bring significant economic benefits for residents and businesses.
- 11.2.12 Greenwich would like to see measures to address residents' concerns along the A102/A2 and to ensure no additional rat-running or congestion on the local network. It would like to accommodate cyclists and pedestrians within the Silvertown Tunnel to reduce the number of cyclists using the Greenwich foot tunnel. Greenwich accepts the need to charge but would like to see this additionally on other crossings – Blackwall, Rotherhithe tunnel and the Woolwich ferry.

11.2.13 Havering

- 11.2.14 Havering recognises the need for additional capacity to be provided across the Thames and supports the proposed Silvertown tunnel as a method of easing congestion. It would like to see further information provided on the wider traffic flow implications of the proposed tunnel on the wider strategic network and at key local junctions. It opposes charging but recognises its role in managing demand and in funding construction of the new tunnel, although they suggested that they should be a resident's discount. It would like pedestrian and cycling access considered in the development of any future bridge crossings that are developed.

11.2.15 Redbridge

- 11.2.16 Redbridge Council is supportive of the proposed Silvertown Tunnel and of a user charge for the tunnel. They do have some reservations about the tunnel's northbound connection with the existing highway network, and hope to continue discussions with TfL.

11.2.17 Hackney

- 11.2.18 Hackney Council is supportive of the construction of new river crossings in east London, though does have concerns about the Silvertown Tunnel as it is currently proposed. The primary concern is that the additional road space will lead to more traffic, which will have a negative effect on the wider road network.
- 11.2.19 The Council also believes that the current proposal is emphasising too much on the use of private cars, rather than HGVs and LGVs. They are, however, supportive of a user charge for both the Blackwall and Silvertown Tunnels.
- 11.2.20 Hackney Council ultimately would like further information and modelling about how this proposal will impact them, along with how it will fit in with the other proposed schemes outlined in TfL's ONE model.

11.2.21 Lewisham

- 11.2.22 Lewisham Council supports the principle of increasing capacity across the river but is concerned that the Silvertown Tunnel concentrates economic benefits into a small area and that it relies on the same southern approaches as the Blackwall Tunnel, which suffer from daily congestion. Lewisham emphasised that they felt that the priority should be a major river crossing further to the east to allow for greater dispersal of traffic. Lewisham recognises the need to consider user charging for the new crossing but asked that charges on other key crossings in London also be considered. It supports improved bus routes. It is concerned about the level charges may have to be raised to if demand is not adequately managed.

11.2.23 Southwark

- 11.2.24 Southwark has concerns about the impact of a proposed new tunnel at Silvertown on the Rotherhithe area, where it fears congestion and air quality issues will be exacerbated. It cannot support the proposals in their current form due to their concern that it may lead to negative impacts on Rotherhithe. It would like to see proposals for a dedicated walking and cycling bridge linking Rotherhithe and Canary Wharf.

11.2.25 Tower Hamlets

- 11.2.26 Tower Hamlets Council recognises that there are existing problems around Blackwall Tunnel including poor air quality, congestion and the resilience of the tunnel to incidents. The Council wants Silvertown Tunnel to be looked at as part of a wider river crossings package, including with a new bridge at Gallions Reach and Belvedere. Emphasised that traffic management measures must be put in place to ensure traffic and congestion is not simply displaced into other areas.
- 11.2.27 Requested that TfL widens the approach to the Blackwall/Silvertown Tunnel to allow better entry. It would like improvement measures to the A12 to be built into the proposals. It would like to see more noise and vibration modelling and consideration of air quality mitigation, such as seeking sustainable

transport links by including pedestrian and cycling capacity within the tunnel. It supports a discount to the proposed user charge for local residents and businesses, and suggested that charges could be differentiated off-peak or based on CO2 levels. It would like to see TfL consider multi-modal tunnels with consideration given to DLR and rail capacity improvements as well as walking and cycling.

11.2.28 Bexley

- 11.2.29 Commented that traffic management during construction, as well as on the junctions on roads leading to/from both tunnels, will be fundamental to minimising delay and congestion. Added that user charging will be key to managing traffic demand across the river and must be set to ensure that traffic is not discouraged from using the tunnels or attempting to use alternative routes that may impact on local roads. Suggested that the charging levels should be the result of further detailed study and consultation with the boroughs. Any differential charges must be primarily related to managing demand for cross-river travel rather than method of payment, which must be a secondary concern. Cross-river bus connections between local centres and transport interchanges on opposite sides of the river will be very important.
- 11.2.30 Bexley would wish to engage with TfL at an early stage to identify potential bus corridors to improve connectivity and support growth.

11.3 Political stakeholders

11.3.1 Clive Efford MP

- 11.3.2 Clive supports a river crossing that provides a significant increase in public transport capacity. He states that building a road crossing will not be sufficient to address growing congestion and pollution surrounding the Blackwall Tunnel, adding that any new crossing must address the existing congestion, not lead to more traffic on the A2, A20 and A102. He highlights the high levels of congestion and air pollution in the area and the need for the scheme to minimise the amount of traffic attracted to the area by the new crossing. He states that the A102 must not be widened as that would attract more traffic and add to pollution.
- 11.3.3 Clive emphasised that an Environmental Impact Assessment must be carried out and local residents consulted on methods of minimising traffic generation. Added that there is a need to improve public transport services including improving bus services. He would like to see the DLR extended to North Greenwich and Eltham and to see this included in any plans for a third crossing at Silvertown.

11.3.4 Darren Johnson AM

- 11.3.5 Was critical of the autumn 2014 consultation, commenting that it failed to provide adequate information on health, environmental and quality of life impacts. He states that new road layouts to allow access to the new tunnel will potentially lead to deterioration in local air quality in the boroughs of Greenwich and Newham and that laws on air pollution are currently being tested in the courts. He has concerns about the proposed traffic levels if the crossing is uncharged. He questioned TfL's traffic forecasts on which the modelling is based, stating that this has not been the experience of the last 14 years. He would like to see an independent assessment of the air pollution impact and traffic modelling. He would like to see more of a focus on public transport and cycling options and prior to road capacity increasing to see the DLR extended to Kidbrooke and Eltham, Thamesmead and Abbey Wood and London Overground from Barking to Barking Riverside to Thamesmead. Added

that more steps need to be taken to bring about modal shift such as charging the Blackwall Tunnel to reduce non-essential road trips.

11.3.6 GLA Labour Group

11.3.7 It supports the Silvertown tunnel along with bridges at Gallions Reach and Belvedere. It believes crossings can help relieve congestion and supports a strategic policy for charging crossings, incorporating potential discounts for local residents. Emphasised that full use be made of new river crossings for bus connections and links for pedestrians and cyclists. It has concerns about traffic management on the north side of the river and signposting. It looks forward to seeing a more detailed assessment of the environmental impacts of the tunnel and mitigation measures. It urges tunnel access to be provided for pedestrians and cyclists as with the Rotherhithe tunnel as the Emirates airline is slower and often closed due to high winds.

11.3.8 Len Duvall AM

11.3.9 Supports the proposed tunnel but would like to see measures proposed to mitigate the impact on traffic, noise pollution and air quality, emphasising that the A102 and A2 should have the highest levels of noise protection. Suggested that traffic management would be needed to keep traffic moving to avoid air quality impacts. Would like to see the introduction of local Low Emission Zones. Increased public transport provision should be integrated into a package of crossings with increases in bus route capacity and DLR extensions considered. He urges TfL to consider charging and other mitigation measures from the outset and to produce greater detail on the proposals.

11.3.10 Nick Raynsford MP

11.3.11 Emphasised the importance of new river crossings and supports the Silvertown proposals. Considers that Silvertown will provide a solution to the bottleneck at Blackwall, and that doing nothing is not an option. It is essential that the new tunnel, the Blackwall Tunnel, Rotherhithe Tunnel, and any additional new crossings east of Silvertown are charged with a coordinated regime designed to discourage unnecessary traffic. The incorporation of a dedicated bus/HGV lane each way is welcome. Set out bus service improvements that the new tunnel could facilitate. Has concerns about east London river crossings being tolled and not west London ones. TfL should explore the option of discounts for local businesses that need to make regular use of the crossing. TfL should also be looking at measures to reduce the impact of air and noise pollution.

11.3.12 Greenwich Council Conservative Group

11.3.13 Commented that the development of the Silvertown Tunnel would be a benefit to the area overall, adding that it must be demonstrably proven that the proposed tunnel will reduce congestion on the approach to Blackwall and produce improved links for local businesses to markets north of the Thames. Commented that further detail on the charge would be needed before they could come to a view on it, although they expect an exemption to the charge for Greenwich residents. Commented on the availability of free crossings in west London in the context of the proposal to introduce user charging at Blackwall/Silvertown. Added that they would like to see the inclusion of a clear plan for a DLR link to Eltham; clear, separate space for cyclists to use lanes within the tunnel; and bus links between the south of Greenwich (Eltham) and the Greenwich Peninsula. It considers that a review of the junctions at Kidbrooke would be useful as this is also frequently an area which suffers from

congestion. It would also like to see plans for substantial increases in the amount of trees and shrubs along the approach to the Silvertown and Blackwall tunnels.

11.3.14 John Biggs AM

- 11.3.15 Supports the Silvertown Crossing as a part of a package of crossings East of Blackwall but highlighted the potential for Silvertown to exacerbate existing problems. Requested more extensive analysis of the environmental benefits and disbenefits of the scheme. Does not oppose user charging in principle but commented that the charge should be equitable, based on evidence and regularly reviewed, with local residents concessions factored in. Commented that further detail should be provided on the use that would be made of charging revenues once construction of the scheme had been recovered. Concerned with the design of the northern junction tie-in, and queried the proportions of traffic that would use the tunnel from a local destination, as well as local traffic management arrangements.

11.4 Businesses & business groups

11.4.1 O2

- 11.4.2 The O2 supports the proposed Silvertown Tunnel in principal as the 'ongoing development of transport infrastructure will therefore be essential for the growth of the Peninsula and east London as a whole.' However, they do have concerns about the effect that the construction phase of the project will have on access to the O2 for visitors who want to park at the venue and coaches.
- 11.4.3 The O2 is supportive of a user charge for the Blackwall and Silvertown Tunnels, though does not agree with the timings of 06.00 – 22.00, as this may affect those visiting the venue for evening events. The O2 argues that the 'night time economy is vital to the success of the venue and a key driver behind the rapid development and growing popularity of the Greenwich Peninsula'.

11.4.4 Road Haulage Association

- 11.4.5 The RHA is supportive of proposed new river crossings in east London. It has previously given its support to the proposed bridge at Gallions Reach and a new ferry at Woolwich. It is also supportive of the proposed Silvertown Tunnel. The RHA notes that the Blackwall Tunnel is at capacity and not accessible to many HGVs due to its low height.
- 11.4.6 The RHA is supportive of the proposed Silvertown Tunnel, and of the proposed user charge. It does ask TfL to address the issue of how to recover such charges from foreign plated vehicles.
- 11.4.7 Finally, the RHA supports a package of river crossings, in order to increase capacity on roads, and minimise delays.

11.4.8 Canary Wharf Group

- 11.4.9 Canary Wharf Group is supportive of east London river crossings and states that a new crossing at Silvertown remains its top priority. It states that river crossings in east London are infrequent and operating at or close to capacity thus constraining opportunities for businesses south of the river to service Canary Wharf. It wants to ensure maximum advantage is gained from the crossing in the way charges are levied and in addressing capacity constraints on feeder roads. It sees Silvertown as

improving network resilience by providing a safety valve if Blackwall Tunnel is closed. It emphasizes the need for further river crossings to the east to be progressed in the near future.

- 11.4.10 It would like to see the distinction maintained between Silvertown and Blackwall with the Silvertown link distributing traffic crossing the river northbound to local destinations and the Blackwall Tunnel serving more strategic movements, with the option of enabling traffic to be diverted from Blackwall to Silvertown to alleviate congestion. It wants to see Silvertown supported by ancillary improvements at downstream junctions such as Preston's Road roundabout and Aspen Way/Upper Bank Street to ensure congestion is not simply displaced. It does not want to see its local benefits disappear by excessive volumes of strategic traffic diverting from other congested crossings. It would like to see Canary Wharf and Isle of Dogs signposted to emphasize the local role of the crossing and to see cross-river bus services operated to utilise the new tunnel, it welcomes discussion on this. It supports charging of both Blackwall and Silvertown following the same model as the Dart Charge with pre-payment and the ability to vary charges to equalise and manage congestion between crossings. It would like to see off-peak incentives for local residents to use Silvertown.

11.4.11 DP World

- 11.4.12 It supports increased highway river crossings in the east London area to reduce congestion and improve accessibility. It would like to better understand how the Silvertown Tunnel has emerged as the preferred option and has concerns about the impact on other parts of the highway network with existing constraints such as the A13 links between Dagenham and the A406. It welcomes consideration of dedicated lanes for freight and public transport. It wishes to see a holistic assessment of the river crossing proposals carried out which considers the implications for links and junctions within the wider East London area.

11.4.13 ExCel London

- 11.4.14 It welcomes transport improvements, especially to the Blackwall Tunnel and welcomes the principle of providing additional river crossings. However it is concerned the proposed tunnel will hinder people's ability to reach ExCel both during construction and once operational. It would like to see more detail of local traffic modelling and the impact on junctions, whether the tunnel will deliver maximum traffic improvements in East London, the impact of user charging on the local road network and traffic disruption during construction. It is concerned about potential junction delays around ExCel and whether the proposed tunnel will be as beneficial as it could be. Whilst not opposed to charging for the Blackwall and Silvertown tunnels it wants to know that the implications for local roads have been examined and the impact on the Rotherhithe Tunnel. It is concerned about and would like further engagement around the impact of road closures during construction, in particular the Lower Lea Crossing. It wants to ensure that improvements are done correctly so as to maximise the benefits.

11.4.15 Federation of Small Businesses

- 11.4.16 It supports the proposals to create more river crossings and is supportive of demand managed charging of new stretches of road such as Silvertown to allow the payback of the investment. However, it is concerned by moves to charge the existing Blackwall Tunnel in parallel. It highlights the disproportionately high costs small businesses face and the impact of congestion charging increases and the LEZ. Alternatively, it suggests differentiating between essential and non-essential users or a contactless capping system for business users. Overall it is supportive of the proposed new tunnel but concerned about the cost implications for small businesses.

11.4.17 Freight Transport Association

- 11.4.18 It strongly welcomes the proposals for a new tunnel at Silvertown as part of a package of new East London river crossings, highlighting that a new tunnel would provide greater resilience and spread the flow of traffic. Whilst it was accepting of the need for charges to cover costs and manage demand, it suggested that charging should be focused on those who have alternatives, rather than essential delivery vehicles which have little alternative option. It does not agree with modelling the charging system on the Dartford Crossing as this will add cost to essential deliveries and not act as a sufficient deterrent to those who have the choice of using public transport. Suggested that private cars crossing at peak hours should pay a higher charge than commercial vehicles, adding that there should be a flat rate for all vehicles with fleet discounts and lower rates for cleaner/greener vehicles. Advocates the proposals for shared HGV and bus lanes, recognising these as essential users.

11.4.19 London Chamber of Commerce and Industry

- 11.4.20 Commented that more than one new river crossing is needed in east London, highlighting that a lack of river crossings east of Tower Bridge has held back economic development. Suggested that the main impact of the Silvertown Tunnel will be to relieve congestion in and around the Blackwall Tunnel and that longer journey times and congestion lead to delays, increased fuel consumption and therefore greater costs for the majority of local businesses. Suggested that land in east London must be made more accessible in order to accommodate the new homes needed for London's growing population over the coming decades.

11.4.21 London City Airport

- 11.4.22 It recognises that additional capacity is required and therefore supports the principle of a Silvertown Tunnel. It anticipates that the proposed tunnel would better accommodate trips to the Airport from south of the river as it would shorten the distance travelled. It would like to understand the detailed impact of traffic changes along the routes and junctions in proximity to the Airport and whether any mitigation is required. It is against increased charges during peak times which would adversely affect the airport's customers; it would like to see a consistent rate across the day. It would also like to see consistent charging across London river crossings, including west London. It would like further information to assess the impact on key access routes to the airport, details of mitigation measures for junctions with an unacceptable impact and a draft Construction Management Plan published to show proposed mitigation during construction.

11.4.23 Essex Chambers of Commerce

- 11.4.24 Commented that it 'totally agrees' with the need for the new Silvertown Tunnel to relieve congestion in east London. Commented that this proposal, along with the proposed bridge crossings at Erith and Gallions Reach, are considered essential to relieve future anticipated congestion in east London and the Dartford Crossing and to assist the area to realise its full economic regeneration potential.
- 11.4.25 Opposed to user charging and would prefer not to have a further cost to business in the movement of goods and services. It would only support charging in the event that a charging system had to be introduced to enable the proposal to come to fruition. The opportunity should be taken to offer as wide a series of bus connections as possible to aid the mobility of labour and to improve employment and life choices for the local population.

11.5 Developers & land owners

11.5.1 British Land

- 11.5.2 British Land is supportive of the proposed Silvertown Tunnel in principle as it sees the need to provide additional cross-river traffic capacity and to improve network resilience in the area. It references the frequent traffic delays and closures which occur at the Blackwall Tunnel. It would like to see more detailed information on the impact on network performance and the impact of charging in regard to the use and performance of the Rotherhithe Tunnel, as well as the impact of Cycle Superhighway 4.

11.5.3 Knight Dragon

- 11.5.4 It is generally supportive of the new crossing as it will relieve congestion on the Blackwall Tunnel and reduce travel times. It believes all vehicles should have the ability to directly access both the Blackwall and Silvertown Tunnels at the earliest opportunity rather than via the existing access point at the southern end of the Peninsula. In order to see Greenwich Peninsula become a successful residential district it would like traffic calming measures to be introduced. It would like to ensure that east/west connectivity is maintained and the Peninsula not severed. It would like to see the highest architectural standards applied to the operational buildings which are essentially the Gateway to the Peninsula. It has concerns about user charging and the impact of this on residents; it would like to see either charging discounts or exemptions for Peninsula businesses and residents.

11.5.5 The Trustees of Morden College

- 11.5.6 Considers that a new crossing is needed to improve resilience and relieve congestion at the Blackwall Tunnel and support growth. Supports a charge at Silvertown as a means of funding the project but questions the need to introduce it at Blackwall, reflecting that the proposals do not include specific discounts for local residents or businesses. It opposes the introduction of a Blackwall Tunnel charge due to the impact on local businesses. It supports the introduction of new bus services. In principle it supports the proposed layout of Silvertown Tunnel Approach and the reconnection of Tunnel Avenue. It would like reassurance that any future design changes do not impact upon the Morden College Estate.

11.5.7 Southern Gas Networks (National Grid and Scotia Gas Networks)

- 11.5.8 Commented on the land identified as required for the Silvertown Tunnel, explaining that the current proposals would impact heavily on the nearby operational gas site and the gas mains with adverse impacts on the gas infrastructure. Added that it felt that a compelling case in the public interest to use this land has not been demonstrated, or that the proposals would significantly improve the congestion issues at Blackwall Tunnel. Suggested that clearer signage and enforcement of oversize vehicles could resolve the issues. Added that they felt that other river crossing alternatives offer better value for money.

11.5.9 Quintain

- 11.5.10 Has concerns that as currently proposed Silvertown Tunnel can only cope with 30% of current traffic from the Blackwall Tunnel as beyond this traffic will back up into the Silvertown Tunnel due to the

junction arrangement at the Tidal Basin roundabout, meaning further traffic will be prevented from entering the tunnel at the southern end. This means that Silvertown would fail in its stated aim of providing an alternative to Blackwall.

- 11.5.11 It considers that the currently proposed Tidal Basin roundabout design is likely to cause traffic to back up into the tunnel on too regular a basis. Suggested that this junction should be redesigned to be more akin to the junction layouts on the southern side. It would like to see pedestrian and cycle facilities provided. It also has noise and air quality concerns particularly given there will be new residential led development in the area.

11.6 Transport & environmental campaign groups

11.6.1 Confederation of Passenger Transport

- 11.6.2 Broadly welcomes proposals that allow traffic to flow more freely, reducing congestion and pollution. Its members regularly report congestion on key routes in the area as numerous commuter coach services use the Blackwall Tunnel and contribute significantly to providing affordable transport links from Kent, Essex and beyond. Highlighted that growth will only worsen congestion in this part of London, commenting that a new tunnel would alleviate congestion caused by breakdowns, etc in the Blackwall Tunnel and would offer the opportunity for higher vehicles to use the route. It would urge that bus/coach priority is given at junctions on adjacent routes which feed into the tunnel to boost public transport use. It welcomes the suggestion that the crossing would allow the development of cross-river bus services. It urges coach access to the O2 to be maintained during construction and that once completed for there to be priority access for buses and coaches to routes and terminal destinations in the locality. Explained that whilst charging is never welcoming it accepts this is probably inevitable. It urges a lower rate of charge for coaches in order to keep them an attractive and viable option, reducing car use and therefore congestion.

11.6.3 Friends of the Earth

- 11.6.4 It is sceptical of TfL's traffic and congestion modelling so far and say that if properly modelled there would be overall worse congestion and worse air pollution, explaining that East London requires investment in public transport which would benefit everyone. Commented that problems at Blackwall must be addressed through measures such as changing road layouts to avoid bottlenecks, introducing charging and increasing public transport capacity. It was critical of the consultation process and materials. Argued that TfL has not shown that there are not better ways of addressing the need, adding that building the tunnel would lead to more traffic and therefore worse congestion. Air pollution and noise have not been properly considered.

11.6.5 Greenwich Friends of the Earth

- 11.6.6 It is of the opinion that the consultations carried out so far have not been genuine appraisals of a wide range of options, including non-road traffic based options. It supports charging the existing Blackwall crossing to manage demand. It questions the correlation between population growth and an increase in road traffic citing a recent RAC Foundation report and states evidence that increasing road capacity does not reduce congestion. It believes that other more cost effective methods could be used to tackle the issues around the current crossing. It has air quality concerns pointing out that air quality in the area exceeds EU legal limits.

11.6.7 London Cycling Campaign

- 11.6.8 It supports additional river crossings for use by sustainable transport modes but does not wish to see increased traffic congestion caused by another motor vehicle tunnel with additional traffic deterring cycle use. It therefore objects to the proposed Silvertown Tunnel. Mayoral policy is to increase cycle use, reduce car dependency and improve air quality. It supports pedestrian and cycle crossings as these serve local needs. It argued that the Emirates cable car is not a realistic option for commuter cyclists as it costs £3.30 one way, is not on a popular desire line and Silvertown Way is hazardous for cyclists. It sets out how poor river crossing provision is for cyclists in East London. It believes charging of the Blackwall Tunnel should be tested first to see if demand management can tackle congestion without the need for a new tunnel. The proposals fail to take account of the reduction in private motorised vehicle volumes that have taken place over the past decade. TfL's origin and destination survey results show almost 70% of tunnel journeys are by car with a large proportion of these being local cross-river trips which could switch to cycling and/or rail/underground. It supports local solutions for river crossings for walkers, cyclists and public transport.

11.6.9 No to Silvertown

- 11.6.10 It states that the recent consultations have caused confusion through the way Silvertown has been separated from the other river crossings. It is critical of how the autumn 2014 consultation was carried out and publicised and states that misleading information was provided. It states that no further public transport is definitely planned as a result of building Silvertown and additional cross river public transport links could be provided now. It states that key studies are lacking and traffic figures do not go far enough into the future.
- 11.6.11 Argued that a new crossing would not improve resilience, relieve congestion or support population growth, commenting that adding capacity to the road network would create new traffic. Suggested that a new road crossing is not needed and TfL should be looking to enhance bus connections, bring the cable car into the Travelcard system and consider building pedestrian and cycle only crossings and extend the Gospel Oak-Barking line to Thamesmead and Abbey Wood. It is against charging as this would disincentivise use of the route at peak times and would push traffic into the surrounding areas. It would like to see far more details on the proposals and in a form which is accessible to the lay reader, commenting that TfL should plan for the future it wants not what it thinks it will be. It should not facilitate additional road use but then try to manage it by charging.

11.6.12 Sustrans

- 11.6.13 It does not support the proposals as it does not accept that the proposed tunnel will relieve congestion, commenting that evidence from previous schemes proves that expansion of capacity will generate traffic. It urges TfL to reduce the use of the existing crossings for short trips by car and to improve access to existing and forthcoming non-car options by foot and by bicycle. Also it wants to prioritise future investment in alternatives to new roads, including integrated public transport, walking and cycling river crossings, rail and river freight options and the consolidation of regional freight and logistics.

11.6.14 Alliance of British Drivers

- 11.6.15 Commented that new river crossings are urgently needed in east London. Was opposed to user charging, highlighting the availability of numerous free crossing points in west London.

11.6.16 Licensed Taxi Drivers Association

- 11.6.17 Supportive of the proposed crossings and to user charging but felt that taxis should be exempt from the charge.

11.6.18 Campaign for Better Transport London group

- 11.6.19 Commented that although the new tunnel would relieve congestion it would also invite others to use the route which would add to traffic and make congestion on the southern approach worse. Suggested that new crossings should be confined to public transport (and emergency vehicles), preferably by rail.

11.6.20 Greenwich Cyclists (part of London Cycling Campaign)

- 11.6.21 It supports the idea of building a new crossing for pedestrian and cycle journeys, similar to the one proposed between Rotherhithe and Canary Wharf. However it does not accept that a new crossing for general traffic is needed. It felt that this would generate additional traffic in South-East London, exacerbating poor of air pollution and adding to congestion, which would take road space away from sustainable transport including cyclists. Commented that it would support charging if the Silvertown Tunnel were to be built, however charging the existing Blackwall Tunnel now would be a much more sensible way to manage demand, as this would very likely cause existing congestion to ease considerably and enable route 108 to perform more reliably.
- 11.6.22 Added that the proposals for Silvertown Tunnel fail to take account of the reduction in motor vehicle volumes in London that have taken place over the past decade, and which can continue if policies to promote sustainable transport and reduce car dependency are followed. Argued that investment in a new motorised traffic-only generating project without properly considering the potential for motor traffic reduction is short sighted and potentially damaging to the future of London as a liveable city. Highlighted that Greenwich, Deptford, Poplar and Limehouse will be burdened with extra traffic from drivers diverting to the free Rotherhithe Tunnel, if Silvertown were to go ahead. Suggested that if the charge were more expensive at peak times, traffic will stay in areas close to the tunnel until the price for crossing has fallen: suggesting that this effect can already be seen with the congestion charging zone. It lists a number of roads and junctions it is concerned about the impact of increased traffic on.

11.6.23 Newham Cyclists

- 11.6.24 Commented that proposals for Silvertown Tunnel fail to take account of the reduction in motor vehicle volumes in London that have taken place over the past decade, and which can continue if policies to promote sustainable transport and reduce car dependency are followed.
- 11.6.25 Argued that onvestment in a new motorised traffic-only generating project without properly considering the potential for motor traffic reduction is short sighted and potentially damaging to the future of London as a liveable city. Greenwich, Deptford, Poplar and Limehouse areas will be burdened with extra traffic from drivers diverting to the free Rotherhithe Tunnel. If the toll is more expensive at peak times, traffic will mill around areas close to the tunnel until the price for crossing has fallen: this effect can already be seen with the congestion charging zone. It lists a number of roads and junctions it is concerned about the impact of increased traffic on.

11.6.26 Tower Hamlets Wheelers

11.6.27 Agrees that new crossings are needed however thinks these should be local crossings such as bridges or ferries that favour sustainable transport modes. Is opposed to the proposed tunnel as it will generate high volumes of through motor traffic, add to existing pollution levels and the necessary road linkages will be to the detriment of good quality cycling and walking routes and links. Dismissed the Emirates Airline cable car as a suitable service and suggested that Blackwall Tunnel should be charged now. Argued that the experience of congestion charging in London would suggest that private motor traffic will fall as drivers transfer to other modes of transport. New junctions for motor vehicles will have an adverse impact on communities in these areas.

11.7 Statutory stakeholders

11.7.1 Natural England

11.7.2 Commented that the approach and methodology proposed in the scoping report and expanded upon by the Introductory Environmental Assessment are acceptable and in line with the advice that would be offered by Natural England. Explained that the issues are what it would expect to see covered and it is pleased to see reference to the Habitats Regulation Assessment regulations, particularly in respect of the potential for air pollution affecting Epping Forest Special Area of Conservation in respect of increased traffic. It set out a recommendation for more bat surveys.

11.7.3 Port of London Authority

11.7.4 It highlights the constraints caused by the Thames Barrier cill in the vicinity of the tunnel. The depth of the proposed tunnel could have implications for river users and moorings may need to be relocated. The impact of the tunnel on the cable car foundations would also need to be considered. It needs to be confirmed if TfL would be looking for any exclusion zone around the tunnel and whether there would be any limitations in the area such as on anchoring. It refers to the Safeguarded Wharves Review in relation to Thames Wharf. It advises the need to ensure that any lighting proposed does not cause a hazard to navigation and minimises environmental effects.

11.8 Residents Associations & Civic Societies

11.8.1 East Greenwich Residents Association

11.8.2 It calls for better and more accessible information to be provided in the next stage of consultation due to the large impact for East Greenwich residents. Whilst supporting better connections to the rest of London it questions whether this should be spent on road transport when this is in decline, particularly when public transport links are becoming increasingly congested or threatened in the area. It states that TfL has shown no evidence that charging will adequately manage demand for the new crossing and they will lead to queues on local roads. Additional bus routes could run through the Blackwall Tunnel now and the tunnel costs should be compared to equivalent investments in public transport. It is also concerned about the impacts charging would have on the Rotherhithe tunnel, commenting that there are not enough suggestions on how to resolve traffic 'pinch points' and the

impact on local roads and air quality. It would like to see more work done to address these points in detail and in a way which is accessible to the lay reader.

11.8.3 London Forum of Amenity and Civic Societies

- 11.8.4 It accepts that a Silvertown Crossing with demand regulated by charging can reduce local congestion and improve local business and social connections. It believes it has the potential to reduce air pollution so is disappointed to see the current predictions showing increases elsewhere. Air pollution reduction should be one of the main aims of the project. It supports charging and this should remain flexible to cope with changes in demand. It is supportive of new bus routes. It suggests that technical consultation documents should be made more accessible to lay people.

11.8.5 The Eltham Society

- 11.8.6 It agrees that with the projected increase in population and employment there is a growing need for improvements in river crossing capacity with an increased demand for freight traffic. The proposed Silvertown Tunnel should be used to reduce congestion at Blackwall and not provide for many extra movements as this would attract further traffic with air quality impacts. Any extra capacity should allow for improved public transport. It supports the principle of charging for river crossings, all crossings should have the same level of charge.

11.8.7 The Greenwich Society

- 11.8.8 It sets out current traffic congestion and air pollution problems in East London and states that a reduction in delays at the Blackwall approaches could be helpful providing it could be clearly established that conditions elsewhere would not be worsened. It would prefer consultation on river crossings to be holistic and not piecemeal. It considers the current material inadequate to provide assurance that reducing congestion and improving air quality will happen. It does not accept the conclusions of the modelling regarding Rotherhithe Tunnel and would support charging there. It regards the current traffic forecasting as inadequate and incomprehensible. There is a capacity issue on the A102M/A2 southbound with two lanes struggling to cope at evening peak hour, and this need should be addressed. Work on air quality impacts should be swiftly completed and published.

11.8.9 Galleons Point Residents Association Ltd

- 11.8.10 Considers that the Silvertown tunnel is 'definitely the right solution', commenting that it is essential to improve the access to the A406 to avoid the bottleneck at the junction with the A13. Suggested that a new road link from City Airport crossing the A13 to join the A406 would also be a sensible solution. Opposed to user charging as all other London crossings are free and this is a commuter and local link not a major motorway / long distance link.

11.8.11 Compass Point Residents Association

- 11.8.12 Rejects the proposal to build the Silvertown Tunnel. Believes that a tunnel should be built to connect the north and south circular roads at Woolwich, with an additional tunnel built alongside the existing northbound bore that would connect up with the Highway close to Canary Wharf. Opposed to user charging. Considers that if the Dartford Crossing was free, then maybe this would stop traffic using the Blackwall Tunnel to avoid payment. Commented that developers should be paying for the tunnels, as they are excessively influencing the infrastructure. Does not believe that additional bus

services would be feasible as they cannot move large numbers of people in comparison to the Tube. Suggested that the Jubilee line should be extended instead. Asked about proposals to improve cross-river bike trips, reflecting that between Tower Bridge and the Woolwich Ferry there is only the Foot tunnel between Island Gardens and Greenwich and that it is being used by too many cyclists who cycle dangerously through the tunnel.

11.8.13 Greenwich Millennium Village Residents Association (GMVA)

- 11.8.14 GMVA believes that charges should be waived for local residents as it is a vital and often necessary transport route, commenting that the residents of Greenwich Peninsula by definition sit on a peninsula surrounded on three sides by the Thames and that other than (often heavily congested) local routes the Blackwall Tunnel is often the only way by car off of the Peninsula. Suggested that the approach to the existing and new tunnels should also include sound barriers / fences on both sides of the road. Commented that the 108 bus route is restricted to a single deck vehicle which causes crowding. A route to London City Airport from SE London would be important, in addition to bus routes through to Canary Wharf to reduce congestion on the Jubilee Line.

11.8.15 Westcombe Society

- 11.8.16 Commented that there is a need for more accessible information on forecast traffic levels. It opposes the scheme because of the failure to reduce local air pollution below its current unacceptable level. Believes that what is needed, following discussion with local communities, is a clear target for its reduction along with a set of contingent measures that would be taken if those targets were not met. Accepts that user charges may be essential to regulate demand so as to prevent the proposed substantial increase in capacity generating additional traffic and thus substantial increased congestion and pollution on other parts of the road network. However, considers that simply setting the suggested level of charges in relation to Dartford is wholly inadequate, since it takes no consideration of possible additional congestion on the A2 and A206 as a result of traffic diverting to avoid the charges, or to the overall impact on local pollution. Commented that appropriate measures must be taken to limit the combined level of Silvertown and Blackwall traffic to the current level for Blackwall only, emphasising that feeding Silvertown traffic to join the Blackwall traffic on the A102 will simply exacerbate the very serious level of congestion during the evening peak.

11.8.17 Charlton Central Residents Associations (CCRA)

- 11.8.18 CCRA recognises the need for additional river-crossing capacity across the Thames to the east of London. CCRA would have concerns if local residents were required to pay to cross the river at Blackwall/ Silvertown and if additional traffic were induced into the area, with further increased pollution levels. CCRA would also have concerns if Royal Borough of Greenwich Council tax payers were required to pay any EU fines for poor air quality, particularly given that the majority of river-crossing traffic originates from outside the borough. CCRA notes that emissions from free-flowing traffic would be lower than from an equivalent volume of standing traffic.

11.8.19 Virginia Quay Residents Association

- 11.8.20 Commented that steps should be taken to take traffic out of the Blackwall Tunnel area, perhaps with additional crossings downstream between Blackwall and Dartford. Suggested that for residents of E14 a charge to use the Blackwall Tunnel is effectively a tax on where they live: there should be local reductions. Is concerned that the Lower Lea Crossing will become very congested at every hour of

the day and air quality will deteriorate markedly once the new tunnel is in operation. Suggested that there may also be an increase in the road noise suffered from the crossing. Commented that ideally City of London-bound traffic should be encouraged to use the existing tunnel and A13 to access the City by use of signs. Dedicating lanes for buses, putting a bus lane in each direction enforced 24 hours per day would encourage use of the bus links over private cars and road haulage.

11.8.21 The Blackheath Society

11.8.22 Considers that there is a pressing need for additional river crossing capacity in east and south east London, highlighting that a measure of the demand is the willingness of drivers to regularly queue for 30-45 mins to access the Blackwall Tunnel during the AM and PM peaks . Commented that the failure to meet more of this demand is holding back economic development in east London and the employment it would generate. Commented that in an ideal world of adequate river crossing capacity there would be no need for charging (as in west London), but that given the current situation charging (a) helps to manage demand and (b) provides financial support to the project. Added that additional bus services to complement the existing Jubilee Line and 108 service (both serve the north-south corridor to Stratford) would be welcome.

11.8.23The Charlton Society

11.8.24 Commented that it is difficult to judge the benefits of the Silvertown crossing without a similar analysis of the benefits of a multi-purpose bridge at Gallions Reach. More public transport and pedestrian connections would be required, including rail.

11.9 Other stakeholders

11.9.1 David Quarmby OBE

11.9.2 Mr Quarmby is supportive of the Silvertown Tunnel, on the proviso that a user charge is applied to both the Silvertown Tunnel and Blackwall Tunnel in order to manage the demand and fund construction. Argued that further river crossings are essential for east London in order to improve the economic regeneration and employment prospects. He would like to see measures taken to address the serious capacity constraints of the 2 x 2 lane section of the A2 between the Sun in the Sands Roundabout and Falconwood.

11.9.3 Eltham Park Baptist Church

11.9.4 Considered that the proposal is 'the best in a long line of proposals' and addresses the issues needed. Is supportive of the user charge.

11.9.5 Transform Newham

11.9.6 Commented that they feel an extra crossing is needed but concerned that it would not relieve congestion because more roads attract more traffic. Added that they felt the drive-through video was misleading.

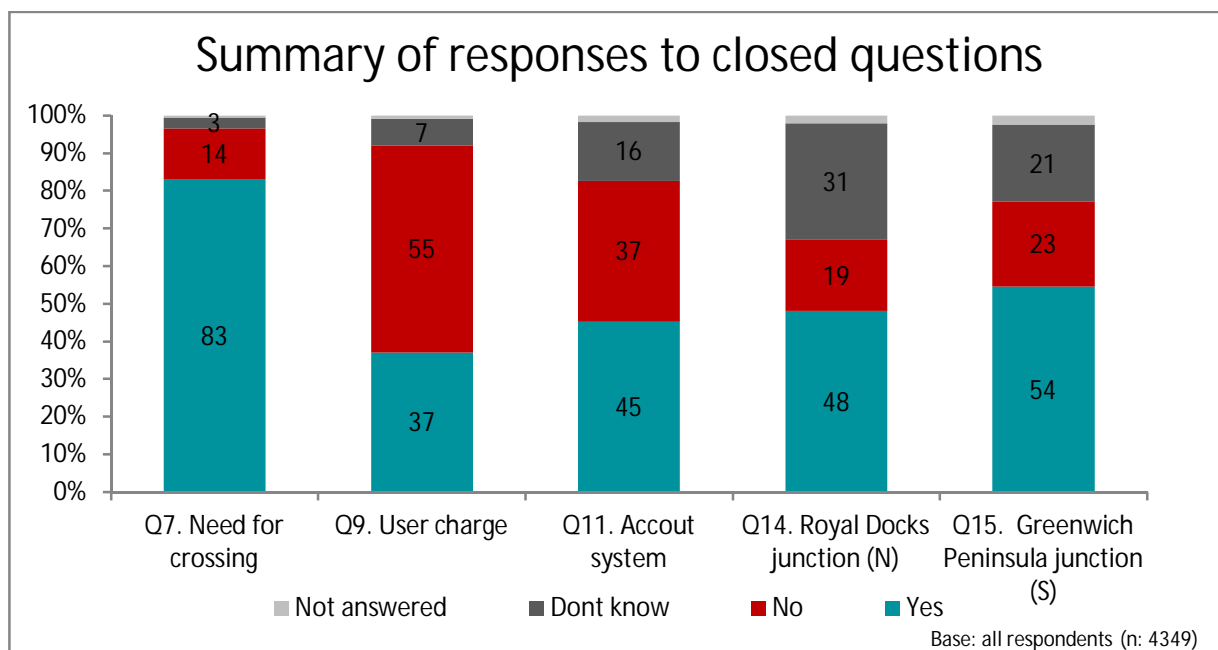
11.9.7 Millennium Primary School

- 11.9.8 Commented that TfL need to release the modelling of expected traffic flows and environmental impact before consultees can make a decision whether to support this new crossing. Explained that they could not support the proposal based on the information that was released, referencing a House of Commons Environmental Audit Committee report which stated that air pollution is a public health crisis as detrimental as smoking and that new schools should be built far away from major roads. Commented that the Silvertown Tunnel would be another major artery near to the school, which is already situated in an area that exceeds EU limits for pollution. Suggested that the new tunnel would make the congestion worse, not better, adding that more work should be done to reduce demand and increase the resilience of the Blackwall Tunnel without building a new tunnel. Suggested that a pedestrian/cycle crossing directly from the O2 to Canary Wharf would make it easy for people to commute in environmentally friendly ways. It is concerned that the increase in vehicle numbers travelling to what is now the Blackwall Tunnel approach by the construction of the Silvertown Tunnel will make the current situation worse.

12 Summary

- 12.1.1 TfL consulted the public and a wide range of stakeholders on a proposed new road tunnel, the Silvertown Tunnel, linking Silvertown and the Greenwich Peninsula. The consultation ran from 15 October – 19 December 2014 to specifically explore:
- Whether there is support for the case for the tunnel to be built.
 - Whether there is support for the proposed user charge and account system that could incorporate a reduction in the charge for those users who signed up to it.
 - The importance of new bus cross-river bus connections that would take advantage of the new tunnel.
 - Views on the design of new junction tie-ins on the north and south side of the river.
- 12.1.2 There was a good level of interest in the consultation, with some 4,655 responses. The majority of these (4,349) were from the online questionnaire, with an additional 306 free-format responses received by letter and email.
- 12.1.3 Almost all of the online questionnaire responses (97%) were from members of the public, and the remaining 3% were from organisations including businesses and other stakeholders. Most respondents were from London (92% of the 95% who provided a valid postcode). The most frequently stated method of hearing about the consultation was through email (54%), followed by 24% who heard about the consultation from a letter through the door.
- 12.1.4 Of the free-format responses received by email or letter, 40 (13%) were from organisations including several London Boroughs, political stakeholders transport operators, residents' and amenity groups, statutory consultees, businesses and campaign groups.
- 12.1.5 The consultation itself was fairly well-received. Respondents to the online questionnaire were asked to give their thoughts on the consultation itself and 48% (2,289) of the free-text comments were positive. Of the negative comments, the main concerns were that the consultation had a limited reach or was poorly advertised (5% of all comments), and the information presented was biased or propaganda (4% of all comments).
- 12.1.6 In terms of agreement with the proposal itself, a summary of responses to the closed questions can be seen in Figure 12-1. In summary:
- Overall support for a new river crossing at Silvertown is high, with 83% of respondents (3,608 individuals) agreeing that a new crossing is needed and could address issues of congestion and future population growth. Just 14% disagree.
 - There are mixed views on the principle of a user charge. Over a third (37%, or 1,613 respondents) support a user charge similar to that for the Dartford Crossing, while 57% do not agree with a user charge. Slightly more (45%, 1,968 respondents) support the concept of an account system for payment, though 37% do not agree.
 - There is support for the locations of the junctions to the north and south of the river, with 48% of respondents agreeing that the Royal Docks junction provides the right connections on the north side, and 54% agreeing that the Greenwich Peninsula junction provides the right connections on the south side. However, a high proportion of respondents selected 'don't know' for these questions (31% on the Royal Docks and 21% on the Greenwich Peninsula).

Figure 12-1 Summary of responses to closed questions



12.1.7 Key issues raised in the consultation (including during the roadshows, in the questionnaire and the free-format responses) for further consideration are predominantly based around highway/traffic issues, charging, public transport, and alternatives to the tunnel. A summary is provided below.

Highways/ traffic issues

- Concerns about increased traffic congestion.
- Requests to implement full package of river crossings.

12.1.8 A frequently cited concern was that of increased traffic congestion both adjacent to the tunnel and in the surrounding areas. This was mentioned in the responses to almost all of the questions in the online questionnaire, as well as in the free format responses. For example, 8% of comments from those in support of the need for the Silvertown crossing (Q7) and 21% of comments from those not in support of the crossing (Q8) were concerns about congestion. Many of these comments were related to the reliance of the proposals on existing infrastructure (feeder roads, approach roads, and the wider network) which is already felt to be heavily congested, and the proximity of Silvertown Tunnel to Blackwall Tunnel (which suffers from congestion). Concerns about congestion were also raised in response to Q9 on the user charge (respondents believe that it will cause congestion in other areas as people choose to use free river crossings). In the free-format responses, 7% of comments (138) were concerns about traffic and congestion.

12.1.9 There were also calls for additional crossings to be built (Q8). For example, 6% of comments from those in support of the need for the Silvertown crossing (Q7) expressed the need to build multiple crossings or that other crossings should be built in conjunction with Silvertown Tunnel.

Charging issues

- Concerns that charging will displace traffic.
- Discounts for particular users (local residents and businesses).
- Queries about charging in future once crossings paid for.

-
- 12.1.10 Charging was a popular topic of comment. As noted above, there were a number of comments (Q10) about the potential displacement of traffic and subsequent impact on traffic congestion in other areas where river crossings are free of charge (accounting for 8% of all comments from those who do not support a user charge). There were also many comments about the implications of charging for residents, businesses and the local economy as a whole.
- 12.1.11 There were a large number of suggestions for potential discounts to the charge. For example, 2% of all comments from those in favour of a user charge stated that they felt there was a need for discounts for residents.
- 12.1.12 Respondents also suggested a number of alternatives to charging, including that costs should be shared across London/ river crossings (2% of comments from those in favour of a user charge) and that tolls should only be taken for a set period to cover construction (1%). Furthermore, 6% of the comments made by those not in favour of a user charge argued that they had been promised that the Dartford Crossing tolls would be removed once construction costs had been recovered; suggesting some mistrust of a system which proposes temporary tolls.

Public transport and cycling

- Requests for increased public transport connectivity.
 - Requests for increased pedestrian/cycle access.
- 12.1.13 Respondents to the questionnaire were asked which new bus connections they consider important. The most frequent response was that any increase in cross-river connections was welcome (4% of comments). Potential destinations mentioned were City Airport, Canary Wharf and Stratford. Further consideration is needed to evaluate the possibilities. Furthermore, responses to several of the questions in the questionnaire referred to the need to improve public transport. For example, 5% of the comments made at Q8 by those opposed to the proposal to build Silvertown Tunnel (and 2% of the comments made by those in support) remarked that there should be improvements to public transport to encourage uptake (e.g. pricing, better links, improved services). Similar views were expressed at Q19 (4% of all comments referred to the need to improve public transport provision and encourage uptake).
- 12.1.14 Another concern was with the absence of proposed pedestrian and cycling facilities. Responses to Q8, Q19 and the free-format responses stated that there should be provision for cyclists (e.g. 2% of comments made at Q8 by those not in support of the tunnel (and 2% of the comments made by those in support) referred to the need for provision for cyclists. A number commented that a new bridge would serve pedestrians and cyclists better (2% of the comments made by those in support at Q7). It was also argued that the Emirates cable car is not sufficient provision (Q8 and Q19), and is prohibitively costly for cyclists. Concerns were also raised about the provision for cyclists at the proposed new junctions (Q16).

Alternative to the tunnel

- Build a bridge instead of a tunnel.
- Build a bridge elsewhere – particularly Belvedere, Gallions Reach.

Although this Silvertown Tunnel proposal has arisen from a previous TfL river-crossing public consultation (held from October 2012 to February 2013) where it achieved high levels of support, many respondents to this consultation suggested alternatives to the tunnel. This included building a bridge instead of a tunnel, and locating the tunnel elsewhere (e.g. 4% of all comments from those in support of the crossing at Q7 stated that the tunnel is in the 'wrong location'). In particular, there were a number of comments requesting the alignment to be further east, at Woolwich or Gallions Reach, to serve a wider area and to relieve the traffic impacts by locating it further from the existing Blackwall Tunnel.

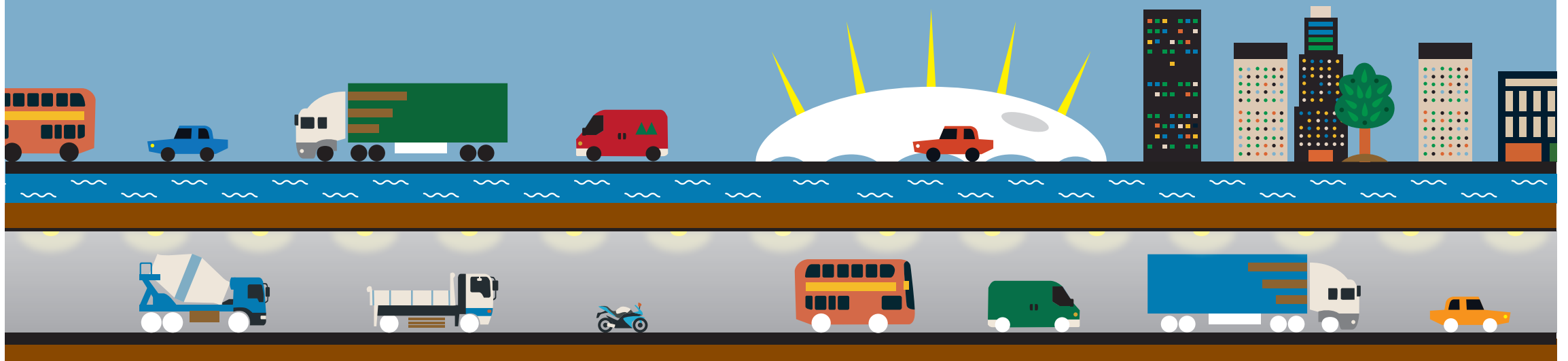
Appendices

Appendix A: Consultation Material

Have your say

on the proposal for a new
tunnel under the
Thames at Silvertown

Consultation closes 19 December 2014



Printed on recycled paper

MAYOR OF LONDON



S3627204

Client TFL
Campaign Silvertown Tunnel
Date 16.10.14 10:33 Title A5 Mailer
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Overview

Between October 2012 and February 2013, we consulted stakeholders and the public on a range of options for new river crossings, including the Silvertown Tunnel. We received almost 7,000 responses, with over three-quarters of respondents supporting or strongly supporting the proposals for the new Silvertown Tunnel.

There is regular congestion at the Blackwall Tunnel because the demand to cross the river here exceeds the capacity of the tunnel. Congestion contributes to worsening air quality, makes journeys less reliable and makes it more difficult for businesses throughout east London to trade. With the population of east London set to grow over the coming years, these problems will worsen if we do nothing to tackle them.

The Silvertown Tunnel will provide a viable alternative for some users of the Blackwall Tunnel; reducing congestion, making journeys more reliable and significantly reducing the impact of disruption. It will also create opportunities for new public transport connections across the river. As part of our plans, we have also developed proposals for a user charge at the Silvertown and Blackwall Tunnels. This is an essential element to manage demand and provide a source of revenue to help pay for construction and operation of the new tunnel at Silvertown.

About this leaflet

This leaflet summarises key information about our proposals to help you have your say on the Silvertown Tunnel. If you wish to read more, there are a number of technical reports and supporting information available via our website at tfl.gov.uk/silvertown-tunnel. To have your say please see our website or email us at rivercrossings@tfl.gov.uk. If you would prefer to write to us please do so at our freepost address. Simply mark your envelope 'Freepost TfL Consultations'.

If you do not have access to the internet and would like to receive further information, please call us on 0343 222 1234.*

The closing date for comments is **19 December 2014**. We will use your feedback to refine and improve our scheme. We then plan to undertake a further consultation in mid 2015, prior to finalising our plans for the new tunnel and submitting our application for Development Consent by the end of 2015.

*Service and network charges may apply. Visit tfl.gov.uk/terms for details.



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Campaign Silvertown Tunnel
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Why build the Silvertown Tunnel?

There are three key issues we are seeking to address.

There is regular congestion at the Blackwall Tunnel

Journeys from the approaches through the tunnel often take up to 20 minutes or more. The Blackwall Tunnel was simply not designed to cope with the current level of demand and the northbound tunnel is too low for many heavy goods vehicles.



Congestion at the Blackwall Tunnel.

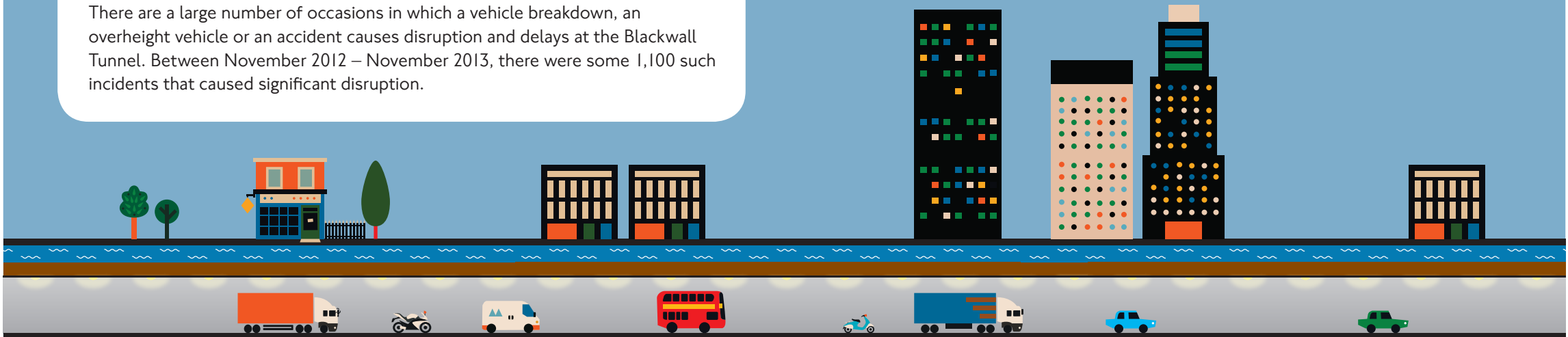
There are a large number of occasions in which a vehicle breakdown, an overheight vehicle or an accident causes disruption and delays at the Blackwall Tunnel. Between November 2012 – November 2013, there were some 1,100 such incidents that caused significant disruption.

The duration of these incidents can vary from a few minutes to, in extreme cases, several hours. Any incident at the Blackwall Tunnel makes the congestion here much worse, causing knock-on effects across a much wider area. For example, disruption at the Blackwall Tunnel can cause congestion as far north as Stratford and out to Eltham. This can have knock-on effects for people making local journeys by bus or car.

The population of London will grow in the future

By 2031, there will be around 10m people living in London, with much of the growth expected to take place in east London. The extra population will put further pressure on London's road network, even if the vast majority of the new trips are made by public transport.

New road capacity to relieve the congestion at Blackwall will also enable new bus connections to be provided that will support growth in the surrounding area.



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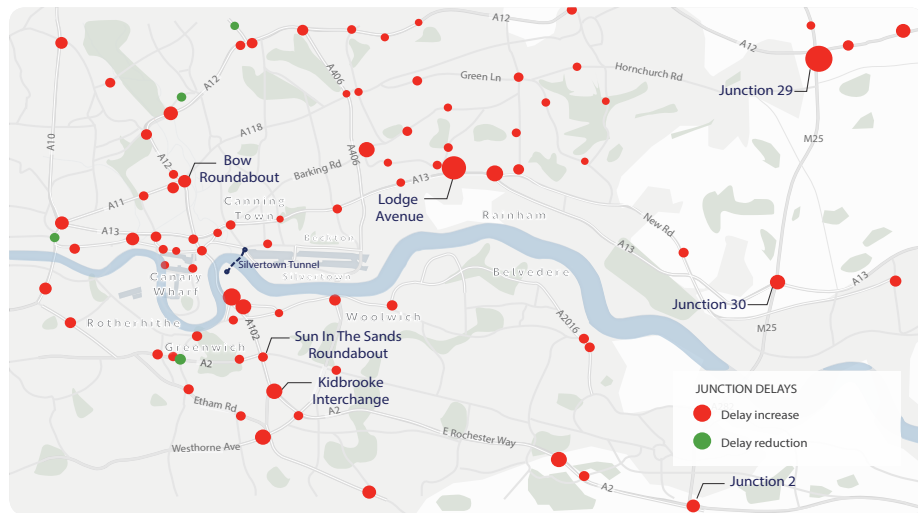
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Congestion will get worse if we do nothing to tackle it

Our assessment of the impacts of London's population growth on the road network indicates that there will be increased pressure at key road junctions, leading to worsening delay for all road users. The map below indicates those junctions where we expect there will be the most significant increase in delays during the morning peak period in 2021. Each red dot indicates a junction where delays during the morning peak in 2021 will increase – the larger the dot, the greater the increase in delay.

Overall, our modelling predicts that delays in the morning peak across east and southeast London would increase by over 20 per cent in 2021, on average.



Map to show junction delays in 2021.

A package of new river crossings

The Mayor's Transport Strategy confirmed that a package of new crossings is needed to address the issues facing east London, including improved connections for cars, public transport, pedestrians, cyclists and freight.

Elements of this package have already been completed or are underway including upgrades to existing rail crossings; the construction of Crossrail connecting the Isle of Dogs and Royal Docks with Woolwich and Abbey Wood and the new cable car for pedestrians and cyclists. We recently held a consultation on options for further river crossings in addition to the Silvertown Tunnel; at Woolwich, Gallions Reach and/or Belvedere. The Department for Transport has also proposed building a new 'Lower Thames Crossing' to provide additional capacity at Dartford.

The Silvertown Tunnel, together with options for new crossings further east, forms a package of new crossings we consider are vital to London's continued success.

What is the Silvertown Tunnel?

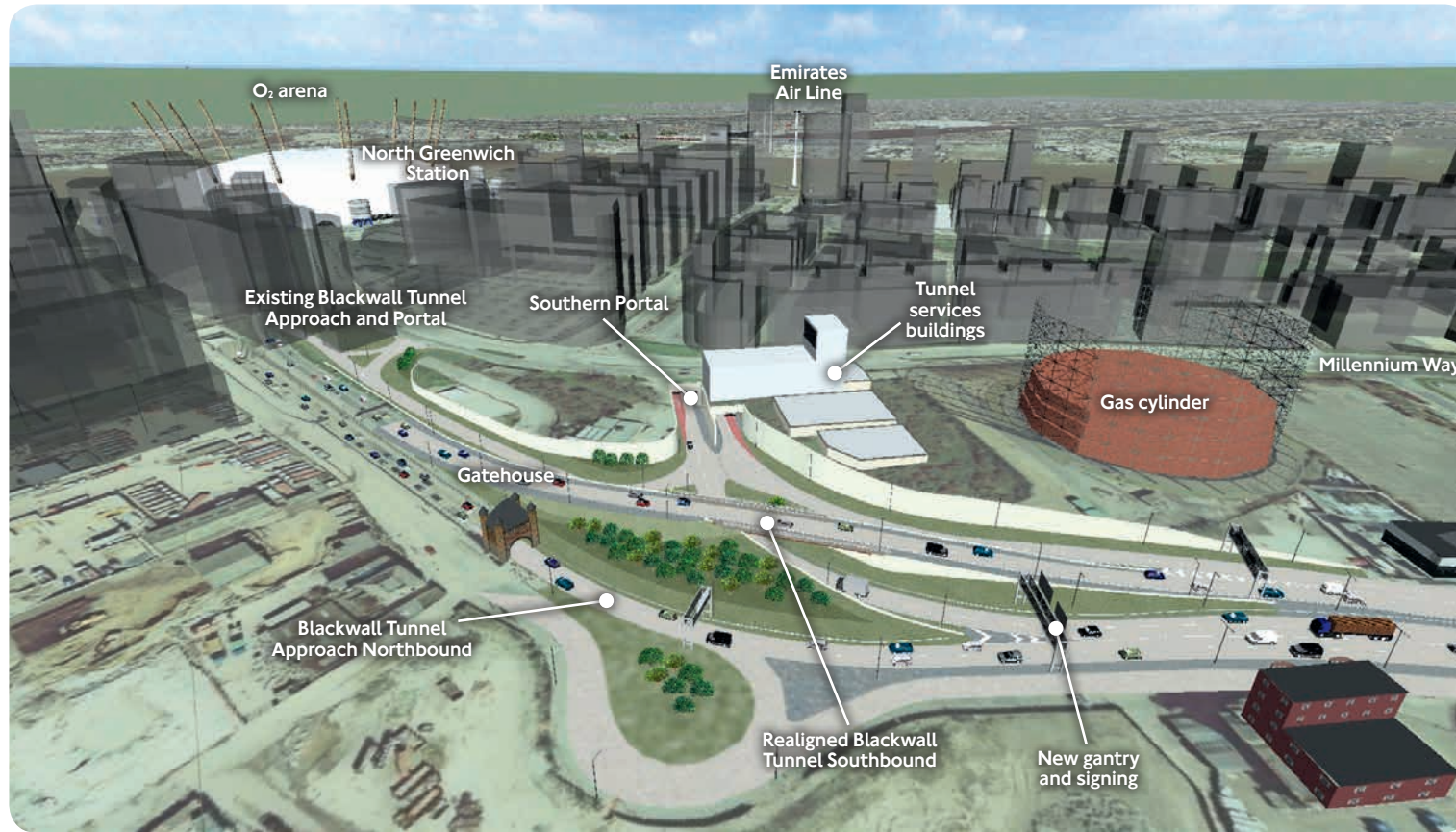
The Silvertown Tunnel will be a new twin-bore tunnel providing a road link beneath the Thames from the Blackwall Tunnel Southern Approach on the Greenwich Peninsula to the Tidal Basin roundabout in the Royal Docks area.

The tunnel is estimated to cost £750m. Construction could start in late 2017 and the soonest that the tunnel could be open is 2021/2022.

The tunnels will be accessible to all motorised vehicles. There will be two traffic lanes in each direction. To further improve the movements of buses and goods vehicles, one lane in each direction could be reserved for buses and HGVs.

We will build new junctions to link the tunnels into the existing road network.



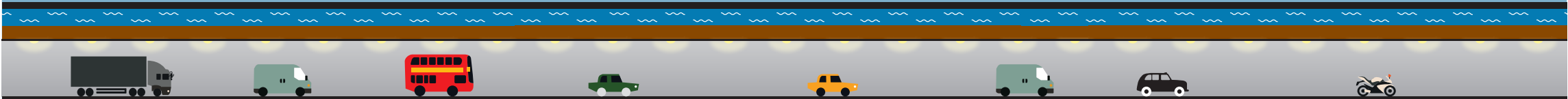


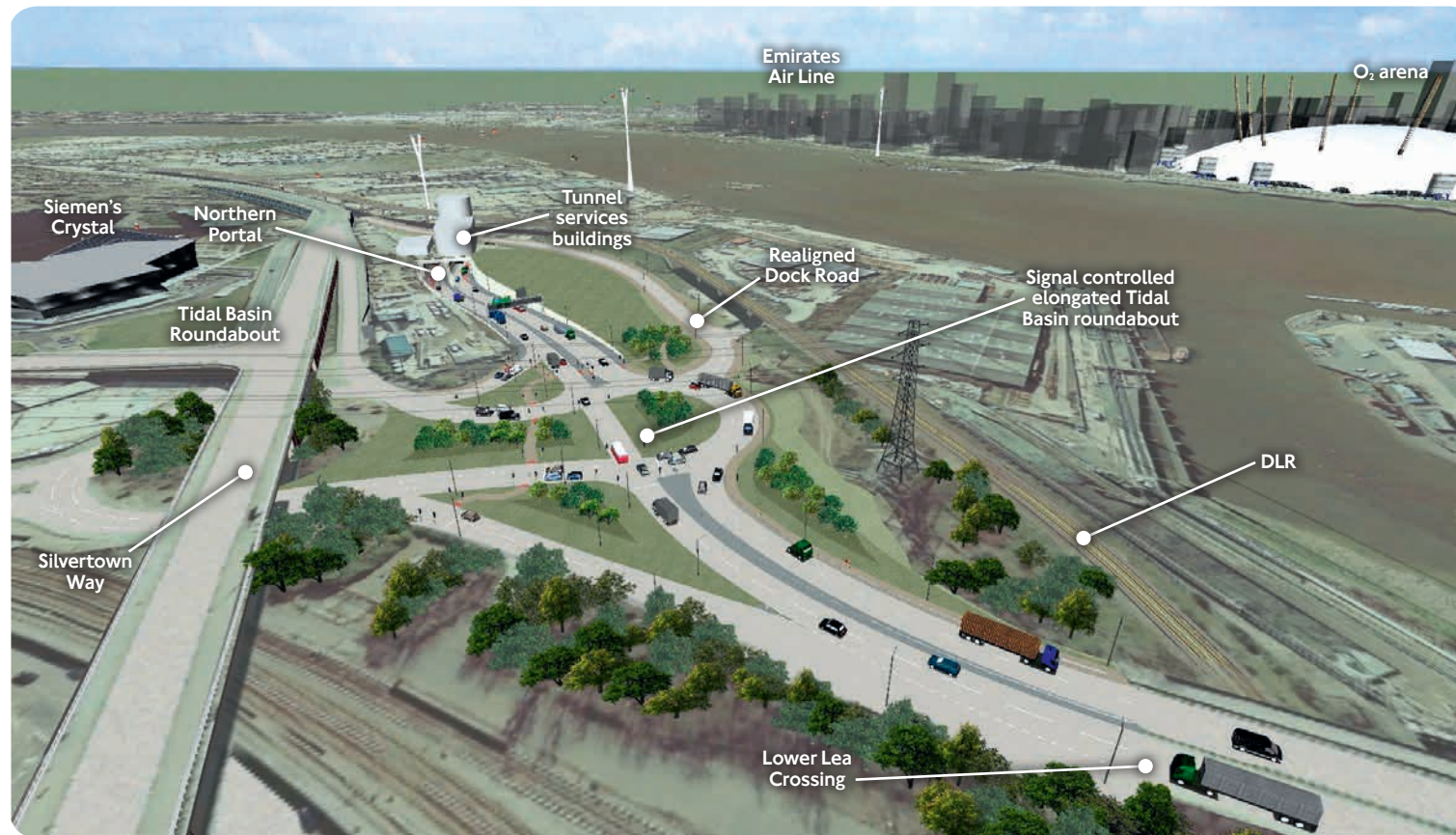
Graphic to show changes to the A102 Blackwall Tunnel Approach.

Changes to the A102 Blackwall Tunnel Approach

We would need to make a number of changes to the existing road network on the south side, on the immediate approach to the new tunnel. These changes are:

- Widening the A102 Blackwall Tunnel Approach road in order to create new access routes to the Silvertown Tunnel portals
- Demolishing the existing footbridge over the A102 near the junction with Boord Street, to allow for the A102 Blackwall Tunnel Approach to be widened. The footbridge would be replaced with a new structure
- Building a new flyover to take southbound traffic exiting the Blackwall Tunnel over the northbound approach to the Silvertown Tunnel
- Introducing new signage to direct motorists either to the Blackwall Tunnel or to the Silvertown Tunnel, depending on their final destination
- Creating a new tunnel services building over the mouth of the new Silvertown Tunnel to house ventilation equipment and other vital tunnel infrastructure





Graphic to show changes in the Silvertown roundabout area.

Changes in the Silvertown roundabout area

We would also need to make some changes to the road network on the north side, to link the tunnel to the existing road network. These changes are:

- Creating a new signal-controlled roundabout at the Tidal Basin roundabout, to create a link between the Silvertown Tunnel approach roads, Dock Road and the Lower Lea Crossing
- Temporarily closing the existing junction of Dock Road with the Lower Lea Crossing, and realigning Dock Road so that it links with the new Tidal Basin roundabout
- Introducing new pedestrian and cycle facilities within the new Tidal Basin roundabout
- Creating a new tunnel services building over the mouth of the new Silvertown Tunnel to house ventilation equipment and other vital tunnel infrastructure



Pedestrians and cyclists

The Mayor's Transport Strategy supports a package of river crossing improvements in east London, including improved facilities for pedestrians and cyclists. In support of this and recognising the fact that a 1.4km-long vehicular tunnel would not be an attractive place to walk or cycle through, TfL delivered the Emirates Air Line Cable Car in 2012, providing a new cross-river link specifically for pedestrians and cyclists, in addition to existing links at Greenwich and Woolwich. Given that the cable car is a much more suitable link, pedestrians and cyclists will not be permitted to use the Silvertown Tunnel, in common with the Blackwall Tunnel.

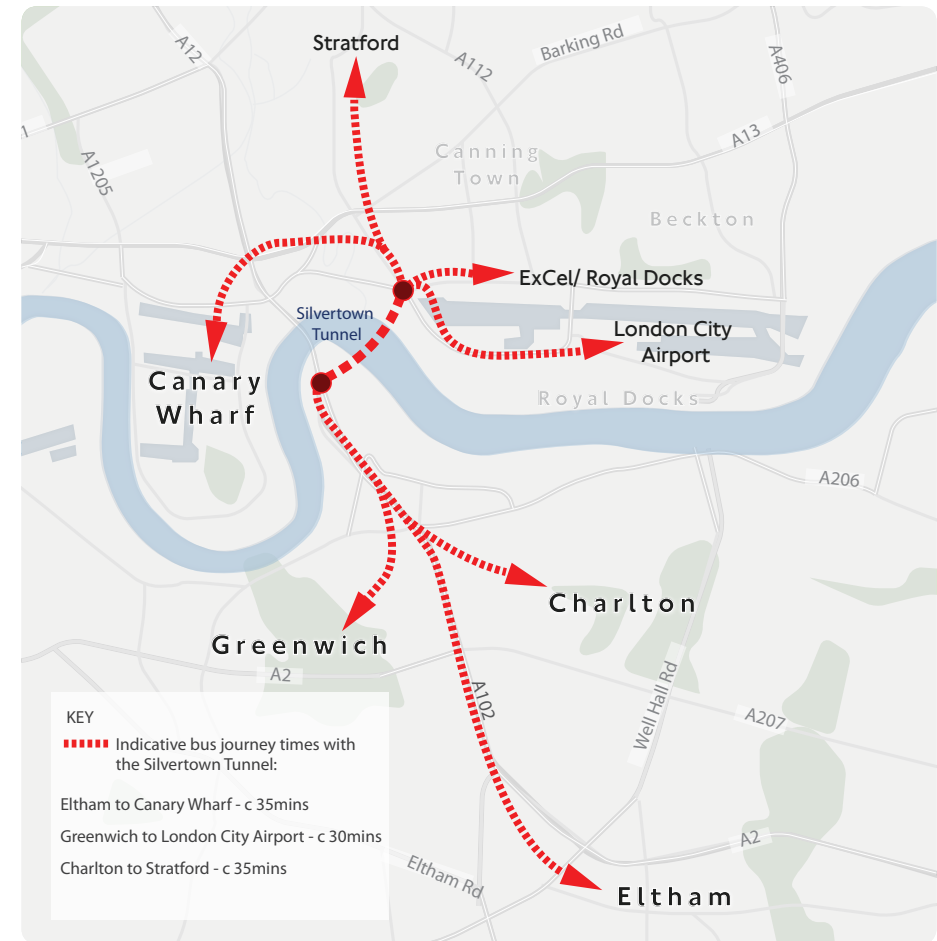
Opportunities for public transport improvements

Over and above the rail improvements already made throughout the area, the Silvertown Tunnel would create opportunities for new public transport connections. With substantial planned jobs and population growth north and south of the river, the tunnel will enable new cross-river bus services to link growth areas, and provide new bus connections to major rail interchanges.

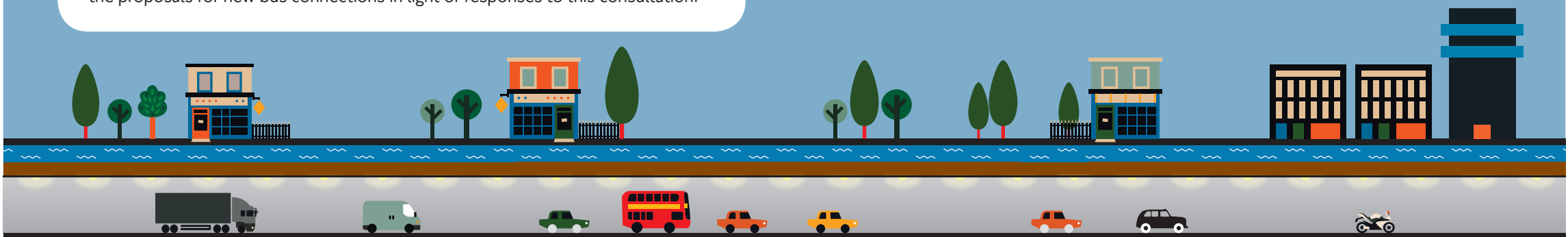
London's bus network is affected by the limited number of river crossings to the east of Tower Bridge. While there are comprehensive networks of bus services either side of the river in east and southeast London, these networks operate largely independently of one another. In east London, route 108 is the only bus to cross the river. There are many more cross-river bus services in west London, where there are a large number of road bridges.

The congestion at the Blackwall Tunnel significantly disrupts bus services across a wider area. The new Silvertown Tunnel would greatly reduce congestion at the Blackwall Tunnel and provide a new cross-river link, therefore giving us an opportunity to improve cross-river bus services in east London.

The map overleaf identifies a number of potential corridors where new bus connections could improve cross-river connectivity for those areas not well served by cross-river public transport connections at present. We will continue to develop the proposals for new bus connections in light of responses to this consultation.



Map to show opportunities for new bus links



A new user charge to manage demand and help pay for the Silvertown Tunnel

We propose introducing a user charge to the Silvertown and Blackwall Tunnels once the Silvertown Tunnel is completed.

The charge is necessary to manage demand for the tunnels and to ensure that the local road network can accommodate future traffic levels with the new tunnel in place. The charge will also provide a source of revenue to help fund the construction and operation of the new Silvertown Tunnel.

How much could the charge be?

We propose that the charge at the Blackwall and Silvertown Tunnels will be broadly similar to the charges to use the Dartford crossings. The charges at the Dartford Crossing are shown in the table below, for reference.

Dartford Crossing prices		
2014 prices	Day Charges (0600 - 2200)	Night Charges (2200 - 0600)
Motorcycles	Free	Free
Cars	£2.50	Free
Two-axle goods vehicles	£3.00	Free
Multi-axle goods vehicles	£6.00	Free

The charge would vary by time of travel and direction of travel. We will need to charge a 'peak rate' at those times of day, and for those directions of travel, when demand for the tunnels is at its greatest. We expect the 'peak rate' to be higher than the cash charge at the Dartford crossing and the 'off-peak rate' will be similar to the cash charge at the Dartford crossing. The tunnels would be free to use overnight, between 10pm and 6am.

	Travelling northbound	Travelling southbound
Morning peak	Peak rate	Off-peak rate
Daytime	Off-peak rate	Off-peak rate
Evening peak	Off-peak rate	Peak rate
Night-time	Free	Free

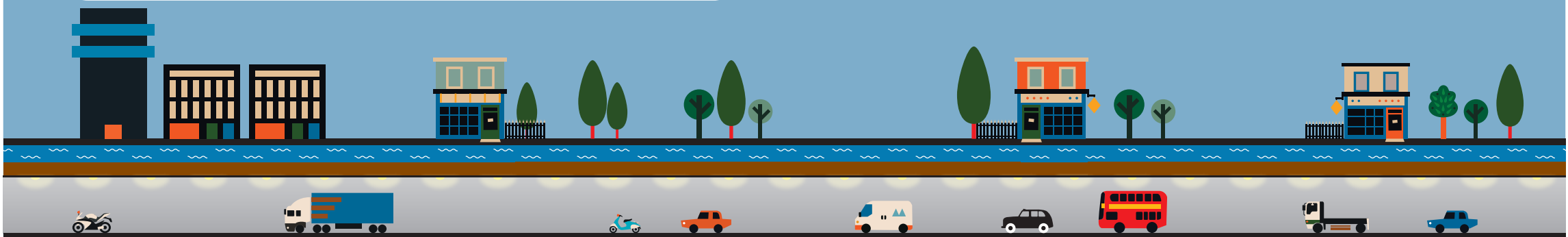
There will be no toll booths at either Blackwall or Silvertown Tunnels. We will use automatic systems to track motorists using the tunnel, similar to the London Congestion Charge. There will be a variety of payment methods available similar to the London Congestion Charging system.

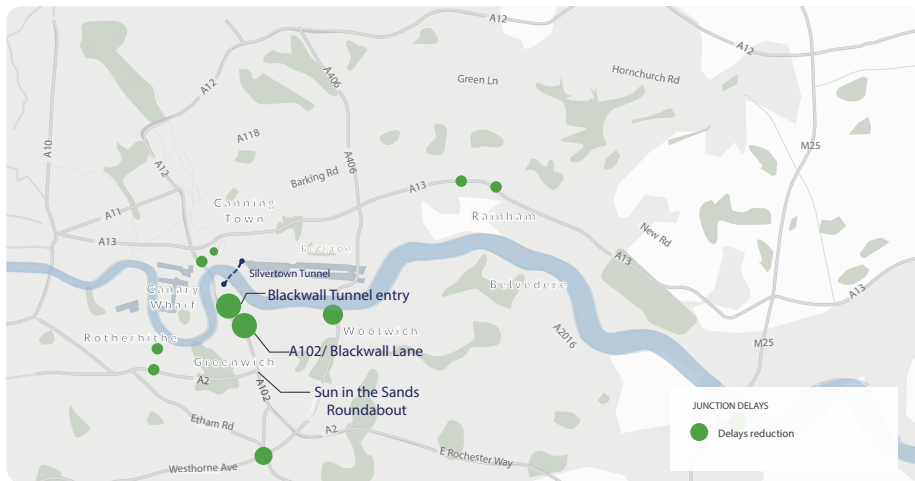
We also propose setting up an account system. Users who set up an account would register a debit or credit card so the charge could be collected automatically. As with the Congestion Charging system, to incentivise users to set up accounts, they would pay less.

Impacts on traffic

The key effects of the new tunnel on traffic are expected to be:

- Congestion in the peak periods would be relieved and journey times would reduce
- Journeys would be more reliable with journey times more predictable
- Demand to use the Blackwall and Silvertown Tunnels would be managed through the effects of the user charge
- The resilience of the network would be considerably improved since the new tunnel would provide an alternative crossing if the Blackwall Tunnel is unavailable and provide clearance for higher vehicles





Map to show the effects of the Silvertown Tunnel in reducing morning peak delays in 2021.

The Silvertown Tunnel would ‘release’ traffic currently held in lengthy queues to use the Blackwall Tunnel, which regularly extend as far as the Sun-in-the-Sands roundabout. This would have the effect of reducing journey times in the Blackwall area. The map above shows the most significant effect that the Silvertown Tunnel could have on delays at junctions in the morning peak in 2021. Each green dot indicates a junction where delays during the morning peak in 2021 would reduce – the larger the dot, the greater the reduction in delays.

It currently takes around 45 minutes to drive from Lewisham to Stratford during the morning peak period of an average weekday, assuming that there are no incidents at the Blackwall Tunnel. If an incident has occurred in or around the Blackwall Tunnel, then the journey time could be much longer.

Our modelling forecasts that with future growth taken into account, a journey from Lewisham to Stratford at the same time in 2021 would take around 53 minutes if the Silvertown Tunnel were not built and there were no charge in place. If the Silvertown Tunnel were built and a user charge was introduced to manage demand for it, a journey from Lewisham to Stratford could take around 40 minutes.

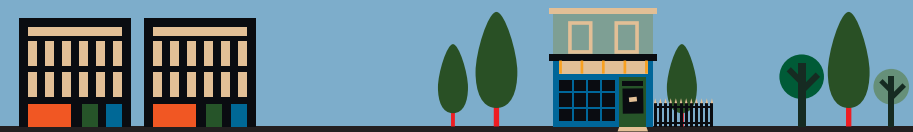
The Silvertown Tunnel would also offer an alternative route for vehicles across the river if the Blackwall Tunnel is unavailable. There is currently no nearby alternative route across the river if the Blackwall Tunnel must be closed temporarily, requiring motorists to follow lengthy diversionary routes to the nearest available crossing. The Silvertown Tunnel also offers a route for northbound HGVs that are too tall for the northbound bore and which cause considerable disruption if they attempt to access it.

Impacts on the environment

The traffic impacts of the Silvertown Tunnel would also affect noise and air quality in the area.

Introducing new roads and a higher volume of traffic at certain times of day through new areas will inevitably change existing noise levels. However any increase in noise would be mainly restricted to the immediate area on the north bank of the Thames at Silvertown, though noise could be reduced through the use of low-noise road surfacing and noise barriers where appropriate. As such, it is unlikely once noise-reducing measures such as low-noise surfacing have been introduced, that existing local residents will notice any particular increase in traffic noise. As our work continues we will consider whether these mitigating steps might be necessary. We will outline our findings in our next consultation.

Poor air quality is already a problem in this area, partly as a result of the very high level of demand for the Blackwall Tunnel and the congestion on the approaches to the tunnel. The resulting congestion reduces the engine efficiency of vehicles, leading to higher levels of harmful emissions.



We have compared the levels of traffic that we forecast in 2021 without the Silvertown crossing with the levels we expect to occur with the Silvertown crossing. Our forecasts estimate that by the early 2020s without the Silvertown Tunnel, traffic queuing to pass through the Blackwall Tunnel will worsen. The opening of the new tunnel will lead to changes in the distribution of traffic crossing the river. Some roads will see a decrease in traffic and others will see an increase. A particular effect of the Silvertown Tunnel will be a reduction in the congestion on the approaches to the Blackwall Tunnel.

Overall, with the changes in traffic flows we are forecasting and the reduction in congestion, we expect the levels of emissions across the area in 2021 with Silvertown to be lower than the level of emissions we would expect in 2021 without Silvertown. However, the change in traffic flows will mean that some roads experience an increase in emissions whilst others experience a reduction.

The next stage of work will model how the change in emissions will influence concentrations of NO2 and PM10 and how they affect receptors (e.g. homes and schools). This will be reported in the consultation planned for mid 2015.

Next steps

We will use your feedback to refine and improve our scheme. We then plan to undertake a further consultation mid 2015, prior to finalising our plans.

We plan to apply formally for the powers to build and operate the Silvertown Tunnel by the end of 2015.

We will demonstrate in our application that we have developed the proposals for the new tunnel in light of feedback from the public and other stakeholders.

Further reading

This leaflet summarises the key information that is available online, including a number of technical reports, engineering drawings and other documents. For more detail please see our website at tfl.gov.uk/silvertown-tunnel

To request a copy of this leaflet in Braille, large-text or another language, please call us on 0343 222 1234* or email us at rivercrossings@tfl.gov.uk

*Service and network charges may apply. Visit tfl.gov.uk/terms for details.



Appendix B: List of Stakeholders Consulted

List of Stakeholders Consulted

Primary Parent Organisation	Job Title
London Borough of Bromley	Leader of the Council
City of London	Chair of Policy and Resources Committee
London Borough of Harrow	Chief Executive
London Borough of Hillingdon	Councillor Cabinet Member for Environment
London Borough of Croydon	Head of Strategic Transport
London Borough of Merton	Councillor & Cabinet member for Environmental Sustainability & Regeneration
HM Treasury	Assistant Government Whip
House of Commons	Parliamentary Secretary (Minister for Civil Society), Cabinet Office
House of Commons	MP for Wimbledon
London Borough of Hammersmith & Fulham	Cabinet Member for Environment, Transport & Residents Services
London Borough of Havering	Assistant Transport Planner
Home Office	Minister of State
Department of Health	Minister of State (Care Services)
UK Power Networks	Strategy Manager Street Works
London Borough of Barnet	Councillor & Cabinet Member for Environment
London Borough of Barnet	Leader of the Council
London Borough of Ealing	Leader of the Council & Cabinet Member for Environment
London Borough of Ealing	Councillor & Cabinet Member for Transport and Environment
London Borough of Enfield	Councillor & Cabinet Member for Environment
London Borough of Enfield	Leader
London Borough of Hammersmith & Fulham	Leader of the Council
London Borough of Haringey	Councillor
London Borough of Harrow	Leader of the Council
London Borough of Hillingdon	Leader of the Council
London Borough of Hounslow	Councillor
London Borough of Islington	Leader of the Council
London Borough of Merton	Leader of the Council
London Borough of Wandsworth	Leader of the Council
Westminster City Council	Leader of the Council
First Essex	Managing Director
FACTS	Executive Director
Gatwick Airport	Head of Surface Transport
London Borough of Bexley	Deputy Director Strategic Planning & Regeneration
Southeastern	Head of Communications
South London Partnership	Director
Southwark Rail User Group	Co-ordinator
Royal Borough of Kensington & Chelsea	Leader of the Council
London Borough of Lambeth	Leader of the Council
Campaign for Clean Air in London	Founder and Principal Contact
Westminster City Council	Councillor & Cabinet Member
London Borough of Brent	Councillor
London Borough of Hounslow	Leader of the Council
London Borough of Islington	Executive Member for Environment
London Borough of Wandsworth	Councillor & Cabinet member for Community Services
Royal Borough of Kingston Upon Thames	Councillor
London Borough of Hammersmith & Fulham	Cabinet Member for Economic Development and Regeneration
London Borough of Harrow	Environment, Crime and Community Safety Portfolio Holder
London Borough of Camden	Cabinet Member for Regeneration, Transport & Planning
London Borough of Camden	Leader of the Council
Independent Disability Advisory Group (IDAG)	Chair
Motorists' Forum	
Forest Hill Society	Chairperson
Association of British Drivers	Chairman
HS2 Ltd	Head of Public Affairs
Kingston First BID	
London TravelWatch	Executive Assistant
Southwark Rail User Group	
Motorcycle Industry Association	Director of Public Affairs
Clapham Transport Users Group	
Forest Hill Society	
Sydenham Society	
Barts & the London NHS Trust	
London Borough of Haringey	Chief Executive
Institute of Advanced Motorists	
Forest Hill Society	
Garratt Business Park BID	BID Manager
ABC Catering & Party Equipment Hire Ltd	Estate Coordinator
Brewery Logistics Group	Chairman
KPMG LLP	Environment Manager
London Borough of Newham	Mayoral Adviser Environment and Leisure
Baker Street Quarter Partnership Ltd	Project Manager
London School of Economics (LSE)	Director, Greater London Group
Environment Agency	Account Manager - London Environment Team
London Borough of Bromley	Deputy Leader of the Council and Portfolio Holder for Environment
London Borough of Brent	Head of Transportation
EEF (Engineering Employers' Federation)	Head of Government Relations
EEF (Engineering Employers' Federation)	Head of Transport
Age UK London	Chief Exec
Age UK London	
London Civic Forum	
London Borough of Havering	Group Director: Culture, Community & Economic Development
London Chamber of Commerce and Industry (LCCI)	Public Affairs Manager

List of Stakeholders Consulted

Primary Parent Organisation	Job Title
Institution of Civil Engineers (ICE)	Public Affairs Officer
UK Power Networks	Network Operations Director
Motorcycle Action Group (MAG)	Transport Policy Advisor
Cyclists in the City	Blogger
London Borough of Brent	Leader of the Council
Virgin Atlantic Airways	Parliamentary and External Affairs Manager
London Wildlife Trust	Chief Executive
Department for Transport (DfT)	
Heathrow Airport Holdings Ltd	
Heathrow Airport Holdings Ltd	
Heathrow Airport Holdings Ltd	
Brent Cross Shopping Centre	
Brent Cross Shopping Centre	
Passenger Focus	Head of Passenger Issues
Central London Forward	Director
Chartered Institution of Highways & Transportation (CIHT)	Senior Policy Officer
Cross River Partnership	Project Manager
Department for Transport (DfT)	London Transport Division
Imperial College London	Transport Planner
King's College London	Air Quality Modelling Manager
London Tourist Coach Operators Association (LTCOA)	Director of Business and Administration
National Joint Utilities Group Ltd (NJUG)	Public Affairs Director
Sainsbury's Supermarkets Ltd	Highways Manager
London Ambulance Service NHS Trust	Ambulance Operations Manager
Victoria BID	Environmental & Sustainability Manager
20's Plenty For Us	London Campaign Co-ordinator
Abellio London/Surrey Ltd	Network Performance Manager
National Grid plc	Strategic Streetworks Manager
Par Hill Research Ltd	Director
Independent Shoreditch	
John Lewis Partnership	
Northbank BID	
Paddington BID	
Kimpton Industrial Estate BID (KIPPA)	
Nissan	Head of Public Affairs
North East Chamber of Commerce (NECC)	
Transport for Greater Manchester (TfGM)	
Gatwick Airport	Service Transport Operations Manager
London Borough of Brent	Lead Member for Environment
London Borough of Sutton	Leader of the Council; Chair, Strategy & Resources Committee and Health and Wellbeing Board
London Borough of Sutton	Lead Member for Resources
London Borough of Richmond upon Thames	Councillor & Strategic Cabinet Member for Environment, Business & Community
Royal Borough of Greenwich	Cabinet Member for Customer Services, Green Technologies & IT
London Borough of Lambeth	Councillor & Cabinet Member for Environment and Sustainability
Council for Disabled Children	Senior Development Officer - Participation
Envision	London Programme Manager
Foyer Federation	Local Engagement Manager
National Children's Bureau (NCB)	Programme Coordinator - Participation & Skills
Action on Hearing Loss (RNID)	
Civil Engineering Contractors Association (CECA)	Head of External Affairs
EEF (Engineering Employers' Federation)	Business Environment Policy Advisor
Northbank BID	
Passenger Focus	Chair
Passenger Focus	Head of Communications
Thales Rail Signalling Solutions Ltd	Head of Communications
Toyota	Senior Manager, External Affairs
Vauxhall One BID	
vInspired	
Association for Consultancy and Engineering (ACE)	Chief Executive
Royal Institution of Chartered Surveyors (RICS)	Head of Policy & Parliamentary Affairs
New West End Company BID	
Guide Dogs	
Crofton Park Transport Users Group (CPTUG)	
Brockley Cross Action Group	
English Heritage	Chief Executive
Canal & River Trust	
Canal & River Trust	
IER	
Royal Mail	
RSA	
Thales Group	
Viridor Waste	
Boots	
G4S	
New Economics Foundation	
ParcelForce Worldwide	
RAC Foundation for Motoring	
Sainsbury's Supermarkets Ltd	
TNT Express	
Wincanton	
InStreatham	
Canary Wharf Group	

List of Stakeholders Consulted

Primary Parent Organisation	Job Title
British Beer & Pub Association	
Morrisons	
Morrisons	
PUBLICA	
Lend Lease	
SSE (Southern Electric)	
Scotia Gas Networks	
Thames Water	
Sanef Tolling	
London Tourist Coach Operators Association (LTCOA)	
Arriva the Shires	
CT Plus	
Go Ahead London	
Go Ahead London	
Go Ahead London	
Metrobus	
Quality Line	
Stagecoach London	
Tower Transit	
Transdev plc	
Arriva London	
Metroline	
Metroline	
Transdev plc	
Transdev plc	
car2go	
Carplus	
City Car Club	
e-Car Club	
Hertz on Demand	
Zipcar	
Canary Wharf Contractors	
Steer Davies Gleave (SDG)	
Steer Davies Gleave (SDG)	
British Association of Removers	
Road Haulage Association (RHA)	
Road Haulage Association (RHA)	
FirstGroup plc	
Department for Transport (DfT)	
Department for Transport (DfT)	
Department for Culture, Media and Sport	
London Borough of Ealing	
London Borough of Harrow	
Westminster City Council	
Westminster City Council	
Environment Agency	
London Fire Brigade (LFEPA)	
London Fire Brigade (LFEPA)	
University of Buckingham	
Imperial College London	
King's College London	
King's College London	
University College London (UCL)	
University of Westminster	
NHS	
NHS	
Metropolitan Police	
Intelligent Transport Advisory Group on EU Commission	
International Expert	
Walk London	
Institute of Advanced Motorists	
Institute of Advanced Motorists	
Society of Motor Manufacturers and Traders (SMMT)	
New London Architecture	
Air Quality Consultants	
Green Alliance	
Institute for Sustainability	
CEEQAUL	
British Vehicle Rental and Leasing Association	Senior Policy Advisor
British Vehicle Rental and Leasing Association	Legal and Policy Director
British Vehicle Rental and Leasing Association	Head of Communications
Demos	
IPPR	
New Local Government Network	
Policy Exchange	
Reform	
Asda	
BT Openreach	
DHL	
Tesco	
Abellio London/Surrey Ltd	
Action Disability Kensington & Chelsea (ADKC)	

List of Stakeholders Consulted

Primary Parent Organisation	Job Title
Chartered Institution of Highways & Transportation (CIHT)	
Inclusion London	
Royal Borough of Kingston Upon Thames	
National Children's Bureau (NCB)	Director, Council for Disabled Children
National Federation of Retail Newsagents (NFRN)	
RADAR	
Sullivan Buses	
Department For Business Innovation & Skills (BIS)	
Epsom Coaches	
Steer Davies Gleave (SDG)	
Institution of Civil Engineers (ICE)	
National Joint Utilities Group Ltd (NJUG)	
Abellio London/Surrey Ltd	
Environment Agency	Chief Executive
Environment Agency	
Port of London Authority	Harbour Master Upper
Natural England	Chief Executive
Kingston First BID	Operations Manager
Crossrail Ltd	External Affairs Director
Vauxhall One BID	BID Manager
Northbank BID	Operations Director
London Borough of Sutton	Principal Transport Planner
Space Syntax Limited	Managing Director
London Borough of Sutton	Strategic Director for Environment & Neighbourhoods
Access Company	Consultant
Highways Agency	National Traffic Director
Fitzrovia Partnership	BID Manager
National Motorcycle Council	Government Relations Executive
Guide Dogs	London Engagement Manager
Environment Agency	Principal Officer Air Quality Health & Transport at Environment Agency
Guide Dogs	Policy Business Partner (Travel and Transport)
Environment Agency	Director Thames Region
AA DriveTech	President
Virgin Media	Senior National NRSWA Advisor
Automobile Association (AA)	Head of Roads Policy
Noise Abatement Society	Managing Director
Environmental Protection UK	Policy Officer - Air Quality, Climate Change & Transport
Gatwick Airport	Corporate Affairs and Sustainability Director
DHL	Chief Operating Officer
TRL Ltd	Group Manager, ITS
TRL Ltd	Director of Infrastructure
John Lewis Partnership	
CTC	Campaigns and Policy Director
Chartered Institute of Logistics & Transport (CILT)	Director of Communications
Chartered Institute of Logistics & Transport (CILT)	Chief Executive
London Riverside BID	BID Manager
MENCAP	East London Campaigner
London Borough of Hillingdon	Chief Executive
London Borough of Hillingdon	Transportation, Planning Policy and Community Engagement
Victoria BID	Chief Executive
Paddington BID	
London TravelWatch	Policy Officer
Leonard Cheshire Disability	
Leonard Cheshire Disability	External Communications Manager
London Voluntary Service Council	Head of Policy & Knowledge
Network Rail Infrastructure Ltd	Public Affairs Manager
London Borough of Newham	Cabinet Member for Building Communities and Public Affairs
London Borough of Newham	Principal Transport Planning Consultant
Department for Communities & Local Government (DCLG)	Sustainable Operations Manager
Clifford Chance	Logistics Manager
Peabody	Environmental Sustainability Manager
Peabody	Environmental Sustainability Officer
End Violence Against Women	Director
Inclusion London	Chief executive
UK Citizens	
YMCA England	Senior Parliamentary and Policy Officer
InMidtown BID	Chief Executive
InMidtown BID	
Young Minds	Youth Engagement Manager
Suzy Lamplugh Trust	Director
Metropolitan Police	Environment Advisor
IBM	Client Executive for TfL
London Chamber of Commerce and Industry (LCCI)	Director of Policy and Public Affairs
Department For Business Innovation & Skills (BIS)	
House of Commons	MP for Tottenham
House of Commons	Parliamentary Secretary; Deputy Leader of the House of Commons
House of Commons	
House of Commons	
House of Commons	
House of Commons	
House of Commons	MP for Hampstead and Kilburn
House of Commons	Leader of the Opposition's Special Envoy for Climate Change and the Environment

List of Stakeholders Consulted

Primary Parent Organisation	Job Title
House of Commons	Minister for Cabinet Office
House of Commons	Shadow Minister (Northern Ireland)
House of Commons	
House of Commons	Shadow Minister (Justice)
House of Commons	MP for Islington South and Finsbury
House of Commons	Chair Intelligence and Security Committee
House of Commons	
House of Commons	
House of Commons	
House of Commons	Deputy Chief Whip (Treasurer of HM Household)
House of Commons	
House of Commons	Shadow Lord Chancellor, Shadow Secretary of State for Justice, Shadow Minister for London, MP for Tooting
House of Commons	
House of Commons	PPS to Nick Herbert as Minister of State for Policing
House of Commons	
House of Commons	
House of Commons	
House of Commons	MP for Harrow East
House of Commons	
House of Commons	Assistant Government Whip
House of Commons	MP for Croydon North
House of Commons	
House of Commons	Member Intelligence and Security Committee
House of Commons	
House of Commons	
Adam Smith Institute	Director
Association for Consultancy and Engineering (ACE)	Head of Public Affairs
Association for Consultancy and Engineering (ACE)	Public Affairs Manager
Institution of Civil Engineers (ICE)	London Director
Whizz-Kidz	
London Cycling Campaign	Chief Executive
Society of Motor Manufacturers and Traders (SMMT)	Senior Policy Officer
Confederation of Passenger Transport UK	Chief Executive
RADAR	Public Affairs Manager
The Who Cares? Trust	Participation Officer
Cabinet Office	Secretary of State for Energy and Climate Change
Community Transport Association (CTA)	Director for London
Office of Rail Regulation	
Licensed Taxi Drivers Association	General Secretary; TfL Board Member
Licensed Taxi Drivers Association	Executive
Angel AIM	Angel AIM Director
City of London	Assistant Director (City Transportation)
City of London	Town Clerk & Chief Executive
City of London	Director of the Built Environment
City of London	Transport Policy Team
City of London	Strategic Transportation Team Leader
Partnership for Young London	Regional Development Manager
Low Carbon Vehicle Partnership	Head of Communications
Royal Borough of Kensington & Chelsea	Chief Transport Policy Officer
Royal Borough of Kensington & Chelsea	Cabinet Member for Planning Policy, Transport and Arts
London Borough of Tower Hamlets	Deputy Team Leader Plan Delivery - Strategic Planning
London Borough of Tower Hamlets	Director, Public Realm
Living Streets	London Manager
London Visual Impairment Forum (LVIF)	
Team London Bridge BID	Executive Director
Camden Town Unlimited	Chief Executive
City Year London	Chief Executive
New West End Company BID	Deputy Chief Executive
British Land	Director of Planning
London Borough of Islington	Corporate Director - Environment & Regeneration
London Borough of Islington	Team Leader (Major Projects)
London Borough of Islington	Chief Executive
Princes Trust	
London Youth	Head of Youth Action
Friends of the Earth	London Regional Campaign Co-ordinator
Campaign for Better Transport	Executive Director
Campaign for Better Transport	Head of Campaigns
Campaign for Better Transport	London Campaigner
London Fire & Emergency Planning Authority	Commissioner
Urban Design London	Director
City of London	Chair of Planning & Transportation Committee
SCOPE	Director of Policy
Waterloo Quarter Business Improvement District	Director of Operations
New London Architecture - Wordsearch	Programme Manager
Westminster City Council	Chief Executive
Westminster City Council	Chief Executive
Westminster City Council	Head of Strategic Planning and Transportation
London First	Director of Strategy and Policy
London First	
Institution of Civil Engineers (ICE)	Group Head of Communications
RoadPeace	London Chair
Heart of London Business Alliance BID	Chief Executive

List of Stakeholders Consulted

Primary Parent Organisation	Job Title
Transport for All	Director
Whizz-Kidz	Ambassador Club Manager
Centre for Cities	
Muscular Dystrophy Campaign	
Royal London Society for the Blind (RLSB)	Director of Research and Public Affairs
Royal London Society for the Blind (RLSB)	Head of Research and Public Affairs
London Voluntary Service Council	Resource Officer
Girlguiding UK	Public Affairs Officer
Gnewt Cargo	Director
Heart of London Business Alliance BID	Communications Manager
Heart of London Business Alliance BID	Head of Place Management
Rail Delivery Group (RDG)	Director of Communications
MiNet/ROTA	Network Co-ordinator
MiNet/ROTA	Chief Executive
British Retail Consortium	Energy and Transport Policy Adviser
Greenpeace	UK Executive Director
University of Westminster	Freight Transport and Logistics Research
London Borough of Lambeth	Head of Transportation
London Borough of Lambeth	Chief Executive
London Borough of Lambeth	Executive Director for Housing, Regeneration and Environment
Better Bankside	Director
Better Bankside	Travel Planning Coordinator
London European Partnership for Transport	Senior Projects Officer
London Councils	Corporate Director for Services
Central London Connexions	
Department for Transport (DfT)	Deputy Director, London Transport Division
Natural England	Planning and Conservation Director
London Borough of Camden	Chief Executive
London Borough of Camden	Assistant Director Environment and Transport
Greater London Authority (GLA)	Policy Officer - Transport
Greater London Authority (GLA)	Sports Commissioner
Brent Cross Shopping Centre	
London Borough of Barking & Dagenham	Director of Environmental Services
Ealing Broadway BID	Chief Executive
Ealing Broadway BID	Marketing Manager
London Borough of Merton	Chief Executive
Bexleyheath Town Centre BID (Bexley)	Bexleyheath BID Manager
London Borough of Bexley	Director of Environment & Wellbeing
London Borough of Bromley	Chief Planner
London Borough of Bromley	Chief Executive
London Borough of Bromley	Executive Director of Environment and Community Services
London Borough of Lewisham	Interim Service Group Manager Transport (Highways and Transportation)
London Borough of Lewisham	Transport Development Manager
London Borough of Lewisham	Transport Policy and Development Manager
London Borough of Lewisham	Director of Regeneration and Asset Management
London Borough of Lewisham	Executive Director for Resources & Regeneration
London Borough of Barnet	Senior Engineer, Environment and Operations
London Borough of Barnet	Chief Executive
London Borough of Enfield	Director of Environment and Regeneration
London Borough of Enfield	Section Manager for Transportation
London Borough of Enfield	Chief Executive
London Borough of Enfield	Head of Traffic & Transportation
London Borough of Harrow	Corporate Director - Community & Environment
London Borough of Newham	Executive Director, Strategic Commissioning
Multiple Sclerosis Society	Head of Policy
Ilford Town BID	BID Manager
London Borough of Haringey	Councillor & Cabinet Member for Environment
London Borough of Haringey	Leader of the Council
London Borough of Haringey	Director of Place and Sustainability
North London Strategic Alliance	Transport Partnership Manager
London Borough of Waltham Forest	Director of Public Realm
London Borough of Waltham Forest	Manager Transport Planning
North London Transport Forum	Sustainable Transport Advisor (Business Travel Plans)
Hainault Business Park BID	Chairman
E11 BID	
London Borough of Merton	Director of Environment and Regeneration
London Borough of Merton	Head of Regeneration
Royal Borough of Kingston Upon Thames	Service Manager (Traffic Management and Design)
Royal Borough of Kingston Upon Thames	Chief Executive
Royal Borough of Kingston Upon Thames	Director of Place & Regeneration
Royal Borough of Kingston Upon Thames	Leader of the Council
London Borough of Hounslow	Head of Traffic & Transport
London Borough of Hounslow	Chief Executive
London Borough of Hounslow	Director of Environment
London Borough of Hounslow	Director of Regeneration, Economic Development & Environment
Croydon BID	Business Engagement Manager
West London Partnership	Chief Executive
Love Wimbledon BID	BID Manager
London Borough of Sutton	Chair, Environment & Neighbourhood Committee
London Borough of Croydon	Deputy Chief Executive and Executive Director of Resources and Customer Services
Croydon BID	
London Borough of Redbridge	Director of Environment and Community Services

List of Stakeholders Consulted

Primary Parent Organisation	Job Title
London Borough of Croydon	Leader of the Council
London Borough of Croydon	Councillor & Cabinet Member for Environment
Hammersmith London	Communications Director
West London Alliance	WLA Director
London Borough of Hammersmith & Fulham	Bi-borough Executive Director for Transport & Technical Services
London Borough of Hammersmith & Fulham	Director of Transportation and Highways
London Borough of Hammersmith & Fulham	Head of Transport Planning
Hammersmith London	Director
London Borough of Sutton	Chief Executive
London Borough of Sutton	Strategic Director of Environment and Leisure
London Borough of Ealing	Chief Executive
London Borough of Ealing	Assistant Director - Strategic Transport
London Borough of Ealing	Executive Director of Environment and Customer Services
London Borough of Harrow	Corporate Director of Environment and Enterprise
London Borough of Wandsworth	Chief Executive & Director of Administration
London Borough of Wandsworth	Director of Environment & Community Services
London Borough of Richmond upon Thames	Leader of the Council
London Borough of Richmond upon Thames	Assistant Director Traffic & Transport
London Borough of Richmond upon Thames	Director of Environment
London Borough of Richmond upon Thames	Chief Executive
Cubic Transportation Systems Ltd	Director, Worldwide Marketing Communications
Royal Borough of Greenwich	Chief Executive
London Borough of Brent	Chief Executive
London Borough of Brent	Director of Environment & Neighbourhood Services
Merton Chamber of Commerce	Chief Executive
House of Commons	Parliamentary Private Secretary to the Leader of the Opposition
Uprising	Uprising Project Leader for London
Royal Borough of Greenwich	Transport & Strategy Manager
South Bank Employers Group	Head of Policy and Business Development
South Bank Employers Group	Chief Executive
Balfour Beatty plc	General Counsel and Chief Corporate Officer
Balfour Beatty plc	Market Development Director
Civil Engineering Contractors Association (CECA)	Chief Executive
Barts & The London NHS Trust - The Royal London Hospital	
Hughes Electronics Ltd	Logistics & Quality Control
London Cab Drivers' Club Ltd	Chairman
Team London Bridge BID	Marketing Manager
Team London Bridge BID	Deputy Executive Director
New West End Company BID	Chief Executive Officer
Federation of Small Businesses (FSB)	Senior Development Manager
Westminster City Council	City Transport Commissioner
London First	Programme Director, Transport
Transport for All	Campaigns and Outreach Co-ordinator
RAC Foundation for Motoring	Director
Sustrans	London Director
Institute of Directors (IoD)	Senior Economic Adviser, Energy and Transport
InStreatham	
Better Bankside	Chief Executive
Southeastern	Managing Director
Visit London	Chief Executive Officer (Interim)
National Council for Voluntary Youth Services (NCVYS)	Policy Manager
Licensed Taxi Drivers Association	General Secretary
New West End Company BID	Head of Operations
East & South East London Transport Partnership	Senior Transport Advisor
Network Rail	Environment Specialist
Southeastern	Public Affairs Manager
Institution of Civil Engineers (ICE)	Public Affairs Manager
Greater London Forum for Older People (GLF)	Director
Disabled Persons Transport Advisory Committee	Chair
Royal Borough of Kingston Upon Thames	Opposition Lead Member for Environment and Transport
UPS	Director of Public Affairs
Kingston First BID	CEO
Stratford Renaissance Partnership	Project Director
London Borough of Hounslow	Environmental Projects & Infrastructure Manager
People First Ltd	Chief Executive Officer
London Borough of Waltham Forest	Interim Head of Regeneration
Department for Transport (DfT)	
Royal National Institute of the Blind (RNIB)	Regional Campaigns Officer
Royal National Institute of the Blind (RNIB)	Business and Partnership Development Executive
Department for Communities & Local Government (DCLG)	
National Grid plc	Policy Manager (Streetworks)
Kings Cross Business Partnership	
Action for Children	Participation Manager
Licensed Private Car Hire Association	
Tower Bridge Road Alliance	
Successful Sutton	Chief Executive
National Childbirth Trust	
Private Hire Car Association	Chairman
Department for International Development (DfID)	Secretary of State for International Development
British Youth Council	Youth Democracy Coordinator - London and South East
National Union of Students	Assistant Director
Thames Water Utilities Ltd	Stakeholder Engagement Manager - Streetworks

List of Stakeholders Consulted

Primary Parent Organisation	Job Title
Department for Education	Minister of State for Children and Families
Walk England	Chief Executive
National Joint Utilities Group Ltd (NJUG)	
Duke of Edinburgh's Award- London region	Operations Manager - London
London TravelWatch	Director, Policy & Investigation
E11 BID	
Amey plc	Head of Public Affairs
Centre for London	
Centre for London	

Appendix C: Code Frame

Q6. What do you think about the consultation itself (leaflets, website, publicity etc.)?

POSITIVE MENTIONS	No. responses	% of total responses
Clear, well-presented and informative	717	15%
Good/great/brilliant/excellent consultation	457	10%
Positive comments about website	199	4%
Good/good idea /agree with proposal	174	4%
Good communication / good opportunity for public to respond	164	3%
Comprehensive	78	2%
Well organised/put together	61	1%
Well publicised/advertised (posters/emails/text messages)	57	1%
Leaflets/good leaflets/letters	51	1%
Useful/helpful (nes)	48	1%
Emails good	48	1%
Video/Fly Through (helpful, clear, easy to understand)	45	1%
Gets the point across of proposal/why needed and its benefits	41	1%
Appropriate /makes sense	29	1%
Seen on news/in media (BBC local news)	24	1%
Professional consultation	23	0%
Good/useful graphics/images/animation	22	0%
Interesting	17	0%
Seen in newspapers/local papers	14	0%
Long awaited/overdue	8	0%
Seen on social media (Facebook, Twitter)	5	0%
Very balanced information	3	0%
Easily accessible	3	0%
Road Shows good idea	3	0%
Total	2291	48%

NEUTRAL COMMENTS	No. responses	% of total responses
Adequate consultation / room for improvement	347	7%
Only heard about consultation through email	100	2%
Would like to see figures/proven issues/valid reasons for need for proposal /too early to make informed assessment/unsure of the drawbacks	49	1%
Unfamiliar- first seen/heard about it (nes)	44	1%
Only heard through letter dropped through door	27	1%
Support as long as views of regular users/ those most affected, are listened to	23	0%
Suggest a widely advertised consultation to cover range of proposals/all under one proposal/should not have separated from other river crossing consultations	17	0%
Need/suggest printed in newspaper/making available in newspaper	14	0%
Should be put in place quickly	13	0%
Only heard through a friend/word-of-mouth	10	0%
Suggest posters/billboards in public areas (bus stops, petrol stations, shops etc)	10	0%
Heard about consultation via text from mobile phone provider	2	0%
Suggest comparison with other countries is needed	1	0%
Total	657	14%

NEGATIVE COMMENTS	No. responses	% of total responses
Limited/limited reach/poorly advertised/low key	261	6%
Biased (one-sided information)/propaganda	193	4%
Public/local residents not consulted/do not listen to their views/do not believe will reach all those affected by proposal	69	1%
Not informative enough/not enough detail regarding proposal/proposed route	67	1%
Leaflets/information to local communities needed (not seen any leaflets, poor leaflets etc.)	46	1%
Do not trust consultations/do not believe they will be honest	39	1%
Road show/exhibition negatives (not enough, staff not knowledgeable etc)	35	1%
Too much information/writing/too lengthy/a brief summary preferable	34	1%
Poor/poor consultation	29	1%
Poor media coverage (radio, TV)	23	0%
Confusing/not clear	21	0%
Already been previous consultations/proposals that nothing has been done about/proposals scrapped by Major	19	0%
Poor images/pictures/graphics/maps	18	0%
Poor website (not informative, proposal not easy to find on web, no help to people without computer etc.)	15	0%
Negative comments about survey/questionnaire	14	0%
Not enough information regarding charges	10	0%
Notice boards/posters near /on approach to Blackwall Tunnel needed	6	0%
Poor visuals/video/"Fly Through"	6	0%
Notices/adverts/people at stations needed	4	0%
Heard from community activists/campaigners/people opposing tunnel/concerns regarding campaigners interfering	4	0%
Comments on consultation timescales/ times of exhibitions (e.g. evening meetings/ longer consultation period)	4	0%
Over-reliance on internet/Need alternatives to internet	2	0%
Poor mobile platform	1	0%
No evidence of recording consultation roadshow attendance numbers	1	0%
Consultation materials not accessible for people with learning disabilities	1	0%
Total	922	20%

COMMENTS NOT RELATING TO THE QUALITY OF THE CONSULTATION MATERIALS	No. responses	% of total responses
Disagree with charges/charging to use crossing/having a toll (nes)	102	2%
Will not make any difference to the problems/would result in more traffic/congestion	63	1%
Will create congestion in surrounding areas	60	1%
Would relieve traffic congestion/decrease journey times	50	1%
Already pay taxes/just another way of taxing us/individuals (road tax, council tax etc.)	42	1%
Suggest alternative route/crossing is proposed in wrong place	40	1%
Will create more pollution/affect to the environment	36	1%

Q6. What do you think about the consultation itself (leaflets, website, publicity etc.)? CONTINUED

COMMENTS NOT RELATING TO THE QUALITY OF THE CONSULTATION MATERIALS (CONTINUED)		
Dartford tunnel mentions (monies from Dartford Tunnel should be used, Dartford Tunnel should be free if bridge go ahead)	36	1%
Suggest bridge instead of tunnel/proposal for new bridge would be better idea/should be considered	34	1%
Tunnel a poor/bad idea	26	1%
Taken too long/should have been done years ago/needs to be addressed/built quickly	26	1%
No provision for cyclists/cyclists would be penalised	26	1%
More crossings required/more than one new crossing/spreads risk	27	1%
Charges should apply to all London crossings/bridges	23	0%
Tunnel much needed in area	21	0%
Public transport improvements needed	21	0%
Suggest seek funding from elsewhere (Use government monies made from congestion charge, building of new developments, other tolls etc.)	20	0%
Costly exercise/waste of money/another waste of revenue	19	0%
Already increasing populated area/would increase overcrowding (immigrants, raising birth rate, new builds etc.)	17	0%
Pedestrian concerns/no provision for pedestrians	17	0%
Local residents/those living in area/East should not have to pay/be charged/penalised	16	0%
Penalising regular users/would be a greater cost to those that travel through daily/more than once a day	15	0%
Social concerns (East is deprived area/people on low incomes/will only be in favour of rich car drivers)	16	0%
Waste of time/unnecessary/pointless solution/short sighted idea	14	0%
Alternatives to charge/toll suggested (lower charge, to be paid for once build completed, charge foreign cars, heavy vehicles, cyclists, price according to size of vehicle etc)	13	0%
Cable car/Emirates cable car mentions	12	0%
Too many crossing in area already	8	0%
Suggest route connecting/linking to	7	0%
More lanes needed/suggest extension of lanes	7	0%
Noise concerns	7	0%
Will affect businesses/local businesses	5	0%
Traffic light concerns	5	0%
Too much emphasis on businesses/proposal will only benefit businesses	5	0%
Comments on other routes/ measures/ not relevant to the consultation itself (e.g. Woolwich Ferry)	6	0%
Suggest local residents exempt from charges/only charge those out of the area	3	0%
Good that public transport will use from the tunnel/Buses can use the tunnel	2	0%
Will improve environment (e.g. less pollution)	2	0%
Appeasement measures needed to mitigate negative effects	1	0%
Comments on design of junctions (e.g. poor roundabout design at northbound approach)	1	0%
Comments on existing transport problems not related to proposal	1	0%
Comments on risk of tunnels (e.g. emergency access, lack of security)	1	0%
Negative comments about TfL/Government	1	0%
No mention of car sharing or other traffic reduction measures	1	0%
Suggestions of complementary measures (e.g. park and ride)	1	0%
Toll charge should apply	1	0%
Total	857	18%
Total responses	4727	

Q7 We consider that a new crossing is needed to improve the resilience of the road network in east London, relieve congestion at the Blackwall Tunnel and beyond and to support growth in London's population. Do you agree that a new crossing is needed and could successfully address these issues?

Q8 Please use the space below to let us know any additional comments you may have on our proposal to build a new crossing at Silvertown

	Those who said 'yes' to Q7		Those who said 'no' to Q7		Those who said 'don't know/ didn't answer Q7		Total responses	
	No. responses	% of total responses	No. responses	% of total responses	No. responses	% of total responses	No. responses	% of total responses
POSITIVE COMMENTS								
SUPPORTIVE OF PROPOSAL								
Good idea/in favour of proposal	243	5%	12	1%	3	1%	258	4%
Makes sense/most logical solution	44	1%	1	0%	0	0%	45	1%
Much needed/essential	338	7%	32	2%	23	7%	393	6%
Good location	26	1%	0	0%	1	0%	27	0%
Urgent need for/long awaited/overdue	221	5%	1	0%	3	1%	225	3%
Agree toll/charge (nes)	7	0%	9	0%	2	1%	18	0%
Tunnel/like idea of tunnel	8	0%	0	0%	1	0%	9	0%
Total	887	19%	55	3%	33	10%	975	14%
BENEFITS OF PROPOSAL								
Will help alleviate problems at Blackwall/ Spreads risk (repairs, delays, breakdowns, congestion etc.)	162	4%	3	0%	2	1%	167	2%
Less impact on residents/locals in area	21	0%	0	0%	0	0%	21	0%
Would help regular users/those who travel through daily/more than once a day	50	1%	0	0%	0	0%	50	1%
Important for the growing population living in the area	37	1%	2	0%	0	0%	39	1%
Will cut journey time/reduce travelling time	29	1%	0	0%	1	0%	30	0%
Will reduce delays	6	0%	0	0%	0	0%	6	0%
Environmental improvements/less pollution/improved air quality	35	1%	0	0%	1	0%	36	1%
Traffic/will help to relieve congestion	173	4%	3	0%	3	1%	179	3%
Will relieve traffic at surrounding tunnels/areas	17	0%	0	0%	0	0%	17	0%
Would support economic growth in London	45	1%	1	0%	0	0%	46	1%
Would relieve peak time traffic/congestion	16	0%	1	0%	0	0%	17	0%
Allows access for big ships	1	0%	0	0%	0	0%	1	0%
Increases connectivity between north and south of river	1	0%	0	0%	0	0%	1	0%
Total	593	13%	10	1%	7	2%	610	9%
CHANGES TO PROPOSAL								
Suggest provision for cyclists	0	0%	1	0%	0	0%	1	0%
Suggest provision for pedestrians	0	0%	1	0%	0	0%	1	0%
Total	0	0%	2	0%	0	0%	2	0%
TOTAL POSITIVE	1480	32%	67	4%	40	12%	1587	24%
NEUTRAL COMMENTS								
CHARGES/OPERATIONAL COMMENTS								
Favour proposal if no charge implemented (free)	10	0%	2	0%	1	0%	13	0%
Suggest seeking funding elsewhere to help cover costs (government, TfL, congestion charge)	20	0%	6	0%	4	1%	30	0%
Suggest discount for residents	12	0%	2	0%	0	0%	14	0%
Suggest travelator/monitoring traffic/better traffic management	7	0%	3	0%	3	1%	13	0%
Suggest look at other countries/how they work/alleviate such problems	5	0%	4	0%	2	1%	11	0%
Suggest discount for regular/frequent users	2	0%	0	0%	0	0%	2	0%
Suggest charging for peak time only	2	0%	0	0%	0	0%	2	0%
Suggest charging HGV/large vehicles/commercial vehicles	3	0%	0	0%	0	0%	3	0%
Other charging suggestion comments (user charge period reduce, all should pay, all should be free, at least one free, put in place now etc)	12	0%	9	0%	6	2%	27	0%
As long as payment system in line with congestion charging (auto pay etc)	5	0%	0	0%	0	0%	5	0%
Suggest free/discount for hybrid/low emission vehicles	1	0%	2	0%	0	0%	3	0%
Total	79	2%	28	2%	16	5%	123	2%
ALTERNATIVES TO PROPOSAL								
As long as built in conjunction with other crossing/bridge/suggest multiple crossings needed	269	6%	20	1%	19	6%	308	5%
Suggest look at alternative ways to alleviate problem	17	0%	11	1%	2	1%	30	0%
Suggest alternative route	170	4%	55	3%	7	2%	232	3%
Suggest linking to/from/via/between	62	1%	7	0%	2	1%	71	1%
Suggest provision of new bridge (to allow vehicles, pedestrians, cyclists, cheaper)	111	2%	29	2%	3	1%	143	2%
Suggest Gallions Reach proposal more sensible solution	24	1%	3	0%	1	0%	28	0%
Suggest improvements to existing roads/infrastructure first (pot holes, poor quality tarmac etc.)	29	1%	15	1%	4	1%	48	1%
Suggest more encouragement to use public transport (public transport improvements, more affordable, better links etc...)	89	2%	98	5%	11	3%	198	3%
As long as Woolwich Ferry not abolished/would like to keep Woolwich Ferry	10	0%	3	0%	2	1%	15	0%
Suggest concentrate getting cars off road more important	1	0%	31	2%	1	0%	33	0%
Deter HGV/large /commercial vehicles entering tunnel/keep off road	7	0%	10	1%	0	0%	17	0%
Suggest rail crossing/solution	2	0%	9	0%	0	0%	11	0%
Suggest ferry/boat/jetty link/river crossing	6	0%	3	0%	0	0%	9	0%
Suggest tidal flow/reinstate the tidal flow	0	0%	4	0%	0	0%	4	0%
Suggest lanes/road routed for local traffic only	5	0%	2	0%	1	0%	8	0%
Cable car is good/sustainable/safer for pedestrians and cyclists	1	0%	1	0%	0	0%	2	0%
Suggest building another cable car	0	0%	1	0%	0	0%	1	0%
Suggest expanding capacity of adjacent roads by relocating at-grade rail underground	0	0%	1	0%	0	0%	1	0%
Total	803	18%	303	17%	53	16%	1159	17%
DESIGN ISSUES / CHANGES TO PROPOSAL								
Suggest expanding lanes/increasing the number of lanes/widening road	75	2%	10	1%	2	1%	87	1%
Suggest provision for cyclists	75	2%	43	2%	18	5%	136	2%
Suggest provision for pedestrians	43	1%	26	1%	13	4%	82	1%
Suggest no private vehicles allowed access to tunnel/build for commercial vehicles only	4	0%	9	0%	3	1%	16	0%
Suggest further away/too near to existing tunnel/needs to be built further out	105	2%	29	2%	7	2%	141	2%
As long as buses could enter/public transport	18	0%	10	1%	2	1%	30	0%
As long as height restriction adequate (to accommodate buses, lorries etc.)	11	0%	2	0%	0	0%	13	0%
Suggest better North side links	6	0%	0	0%	0	0%	6	0%
As long as future proof/built to cope for many years /to accommodate any future traffic	6	0%	2	0%	0	0%	8	0%
Infrastructure already in position/road already in place	24	1%	2	0%	0	0%	26	0%
Suggest clear signage when entering tunnel (giving drivers plenty of time to turn off etc)	3	0%	1	0%	1	0%	5	0%
As long as Greenland/parks not disturbed	4	0%	1	0%	1	0%	6	0%
Suggest slip road	1	0%	0	0%	0	0%	1	0%
Suggest flyover	2	0%	1	0%	0	0%	3	0%
Suggest one tunnel southbound, one tunnel northbound	5	0%	0	0%	0	0%	5	0%
Suggest other design/layout of lanes/road infrastructure (freeways, dual carriageways etc)	23	1%	6	0%	0	0%	29	0%
As long as look visually appealing/make it look nice/improve area	0	0%	1	0%	0	0%	1	0%
Suggest relief road	1	0%	0	0%	0	0%	1	0%
Suggestion for using technology/expertise from other tunnel boring projects (e.g. Crossrail)	1	0%	0	0%	0	0%	1	0%
Suggestion for complementary measures (e.g. encourage electric vehicle use)	1	0%	1	0%	0	0%	2	0%
Suggest other design/layout of lanes/road infrastructure (freeways, dual carriageways etc)	0	0%	1	0%	0	0%	1	0%
Suggestion for additional regulations/restrictions on use (e.g. prohibit motorcycles/allow LEV only)	1	0%	1	0%	0	0%	2	0%

Q7 We consider that a new crossing is needed to improve the resilience of the road network in east London, relieve congestion at the Blackwall Tunnel and beyond and to support growth in London's population. Do you agree that a new crossing is needed and could successfully address these issues?

Q8 Please use the space below to let us know any additional comments you may have on our proposal to build a new crossing at Silvertown

	Those who said 'yes' to Q7		Those who said 'no' to Q7		Those who said 'don't know/ didn't answer Q7		Total responses	
	No. responses	% of total responses	No. responses	% of total responses	No. responses	% of total responses	No. responses	% of total responses
Need more information regarding regulations/restrictions on use (e.g. transport of gas, restrictions on motorbike use)	1	0%	0	0%	0	0%	1	0%
Total	410	9%	146	8%	47	14%	603	9%
TOTAL NEUTRAL	1292	28%	477	26%	116	35%	1885	28%
NEGATIVE COMMENTS								
NEGATIVES ABOUT SCHEME								
Poor idea/do not agree with proposal	32	1%	65	4%	5	2%	102	2%
Not well thought out/ not enough thought	13	0%	25	1%	1	0%	39	1%
Short sighted solution/will not alleviate the problem completely	92	2%	47	3%	17	5%	156	2%
Should not penalise the East when crossings in West are free/less crossings in East	58	1%	6	0%	3	1%	67	1%
Proposal takes too long/needs to be built quicker	48	1%	2	0%	0	0%	50	1%
Concerned about impact during construction (more traffic, delays etc.)	25	1%	6	0%	1	0%	32	0%
Concerned about access/approach roads	109	2%	35	2%	1	0%	145	2%
Concerned will create bottleneck/already bottleneck	47	1%	14	1%	2	1%	63	1%
Concerns re: road entering/exiting tunnel (weight of traffic) - existing roads improvements needed	59	1%	14	1%	3	1%	76	1%
Concerned will increase traffic/congestion (nes)	244	5%	296	16%	31	9%	571	8%
Concerns re: increased traffic/congestion in surrounding areas	122	3%	89	5%	17	5%	228	3%
Peak time/rush hour traffic would be increased/already busy at peak times	17	0%	6	0%	4	1%	27	0%
Disagree with inclusion of bus/HGV lane (will give less lanes to cars, causing more traffic etc.)	17	0%	4	0%	1	0%	22	0%
Concerned will increase pollution/more detrimental to environment	68	1%	179	10%	11	3%	258	4%
Concerned will increase noise (planting of trees/shrubs needed to help noise issue)	14	0%	24	1%	1	0%	39	1%
Concerned will add to increasing population/already crowded area	28	1%	38	2%	3	1%	69	1%
New development/housing being constructed in area will add to problems	41	1%	18	1%	7	2%	66	1%
Concerned will be detrimental to commuters travelling to/from work (travel time, cost etc.)	17	0%	11	1%	1	0%	29	0%
Concerned will impact on residents/those living in area	29	1%	32	2%	1	0%	62	1%
Roundabout issues/concerns/consideration of roundabout	21	0%	1	0%	0	0%	22	0%
Traffic light issues/concerns (will add to congestion/traffic etc.)	17	0%	4	0%	2	1%	23	0%
IKEA issues (increased congestion once built etc.)	10	0%	9	0%	0	0%	19	0%
Waste of money/not cost effective	21	0%	28	2%	2	1%	51	1%
Junction issues (needs improving, badly designed, too many etc)	5	0%	1	0%	0	0%	6	0%
Would increase delays	2	0%	4	0%	0	0%	6	0%
Would not support economic growth (includes detrimental to businesses)	12	0%	12	1%	1	0%	25	0%
Parking concerns	2	0%	1	0%	0	0%	3	0%
Will increase traffic/more congestion whilst social events are going on (concerts, football matches etc)	4	0%	0	0%	0	0%	4	0%
Need more information regarding proposal (where it is going to be placed, how long going to take etc)	7	0%	5	0%	3	1%	15	0%
Map/video negatives	2	0%	0	0%	0	0%	2	0%
Better policing (cameras to monitoring poor drivers, speeding drivers etc)	5	0%	3	0%	0	0%	8	0%
Concerned will become a driverless tunnel/will be built for nothing/nobody will use	3	0%	16	1%	0	0%	19	0%
Concerns will divide communities	3	0%	0	0%	0	0%	3	0%
Tunnel negatives/dislike idea of tunnel (high maintenance, security risks etc)	5	0%	7	0%	0	0%	12	0%
Will increase journey time(s)	2	0%	3	0%	1	0%	6	0%
Concerned will increase pollution/more detrimental to environment	0	0%	1	0%	0	0%	1	0%
Safety concerns/increased road danger from tunnel	0	0%	2	0%	0	0%	2	0%
Would increase house prices	0	0%	1	0%	0	0%	1	0%
Lack of hard shoulder/Concerns for emergency access	1	0%	0	0%	0	0%	1	0%
Total	1202	26%	1009	55%	119	36%	2330	35%
WRONG LOCATION								
Wrong location/area for proposal	165	4%	48	3%	7	2%	220	3%
Deprived area/will hit people in a low income area	11	0%	5	0%	2	1%	18	0%
Disagree with description of tunnel location as Silvertown	1	0%	0	0%	0	0%	1	0%
Total	177	4%	53	3%	9	3%	239	4%
NEGATIVE CHARGES/OPERATIONAL								
No charges/do not agree with toll/charging	149	3%	49	3%	12	4%	210	3%
Charges too high/should be lower	8	0%	4	0%	1	0%	13	0%
Already pay tax/just another way of taxing us	30	1%	14	1%	4	1%	48	1%
Not enough information on charging	4	0%	1	0%	1	0%	6	0%
Money making scheme	4	0%	4	0%	0	0%	8	0%
Knock-on effect/concerns when tunnel(s) closed (breakdowns, accidents etc)	11	0%	1	0%	1	0%	13	0%
Total	206	4%	73	4%	19	6%	298	4%
NEGATIVES ABOUT OTHER SCHEMES								
Dartford Tunnel mentions (supposed to have been free once building finished, suggest removing tolls to ease traffic flow, if not tolled more vehicles would use this tunnel etc.)	35	1%	15	1%	5	2%	55	1%
Woolwich Ferry negatives (needs upgrading, needs to be abolished etc.)	46	1%	10	1%	1	0%	57	1%
Emirates cable car mentions (too costly, too slow, insufficient for cyclists, operational hours, not always working)	44	1%	14	1%	5	2%	63	1%
Total	125	3%	39	2%	11	3%	175	3%
NEGATIVE COMMENTS ON CONSULTATION								
TfL negatives	1	0%	5	0%	0	0%	6	0%
Government/political negatives	5	0%	9	0%	1	0%	15	0%
Would like to see proven statistics/results/do not believe claims (re too much congestion, travel time will increase)	18	0%	50	3%	7	2%	75	1%
Need to look and learn from previous examples	18	0%	17	1%	4	1%	39	1%
Survey negatives (layout of questionnaire, misleading questions, biased, decision has already been made, previous proposals not pursued etc.)	48	1%	24	1%	7	2%	79	1%
Need to consult with public/listen to their views (includes times of meetings etc)	2	0%	5	0%	0	0%	7	0%
Need more information on traffic impact of surrounding developments	1	0%	0	0%	0	0%	1	0%
Total	93	2%	110	6%	19	6%	222	3%
NEGATIVE COMMENTS ON EXISTING SITUATION								
Comments on existing conditions	4	0%	2	0%	0	0%	6	0%
Crossing infrastructure improvements in the east are necessary	1	0%	0	0%	0	0%	1	0%
Total	5	0%	2	0%	0	0%	7	0%
TOTAL NEGATIVE	1808	39%	1286	70%	177	53%	3271	49%
Total responses	4580	100%	1830	100%	333	100%	6743	100%

Q9. Would you support a user charge that was similar to Dartford charges levels, and during peak periods slightly higher, to help pay for the new crossing and resulting in more reliable journey times and less overall delays?

Q10. Please use the space below to let us know any additional comments you may have on our proposal to introduce a new user charge

	Those who said 'yes' to Q9		Those who said 'no' to Q9		Those who said 'don't know/ didn't answer'		Total responses	
	No. responses	% of total responses	No. responses	% of total responses	No. responses	% of total responses	No. responses	% of total responses
POSITIVE COMMENTS								
SUPPORT USER CHARGE								
Agree with charges/should be a charge similar to Dartford Crossing	188	15%	79	2%	23	5%	290	4%
Agree/support peak time charging	32	3%	29	1%	11	2%	72	1%
Agree/support charging if it pays for tunnel/crossing to be built/built quicker	34	3%	5	0%	5	1%	44	1%
Will ease congestion/agree with tunnel/crossing/ benefit communities on both sides of the river	37	3%	35	1%	3	1%	75	1%
Will benefit economic growth	0	0%	9	0%	0	0%	9	0%
Charges should be at a higher rate (would discourage care usage, encourage use of public transport)	24	2%	7	0%	2	0%	33	0%
Charging will encourage more use of public transport/people more likely to use public transport than pay charges	7	1%	2	0%	0	0%	9	0%
A charge should be introduced regardless of the new tunnel	1	0%					1	0%
Total	323	25%	166	3%	44	9%	533	8%

CONDITIONAL SUPPORT FOR USER CHARGE								
As long as charges are not too high/are in line with public transport	56	4%	35	1%	11	2%	102	2%
As long as there are benefits for residents (discounts etc...)	79	6%	78	2%	26	5%	183	3%
As long as toll charges are for a set period until construction cost is recouped/once paid only small charge to cover maintenance	64	5%	58	1%	12	2%	134	2%
As long as there is an easy payment system to avoid delays (no kiosks, booths, use automatic system, Oyster mentions etc...)	83	6%	28	1%	9	2%	120	2%
Appreciate monies need to be raised to support proposal	19	1%	29	1%	13	3%	61	1%
As long as there is one free crossing/need to have at least one free crossing in order to give motorists a choice	3	0%	19	0%	0	0%	22	0%
As long as there are discounts for regular commuters	16	1%	6	0%	3	1%	25	0%
Lower charges/free for low/zero emission vehicles	15	1%	5	0%	3	1%	23	0%
Free/discounts for disabled/blue badge holders	11	1%	3	0%	1	0%	15	0%
Free/discounts for motorcycles	6	0%	1	0%	0	0%	7	0%
Foreign motorist should pay/funding should come from foreign motorists	7	1%	7	0%	1	0%	15	0%
Free/discounts for all public transport	7	1%	2	0%	0	0%	9	0%
Motorist journey's need to be improved to justify charging/as long as improvements to journeys can be guaranteed then would pay a charge	13	1%	9	0%	4	1%	26	0%
Comment about the charging structure (environmental contribution)	1	0%	0	0%	0	0%	0	0%
Total	380	30%	280	6%	83	17%	742	11%

COMMENTS ABOUT EXISTING SITUATION								
Comment about congestion	1	0%	0	0%	0	0%	0	0%
Total	1	0%	0	0%	0	0%	1	0%

TOTAL POSITIVE	704	55%	446	9%	127	26%	1276	19%
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NEUTRAL COMMENTS								
SUGGESTED CHANGES TO USER CHARGE								
Suggest reduced charges/free for off peak (night, off peak, weekends)	28	2%	32	1%	5	1%	65	1%
Suggest charging HGV/lorries/commercial vehicles (includes higher charge for HGVs etc...)	16	1%	26	1%	2	0%	44	1%
More information needed on charging (how charges would work, how foreign drivers will make payments etc...)	20	2%	22	0%	15	3%	57	1%
Suggest charging between specified times (9am, 7 - 10am etc...)	21	2%	24	0%	9	2%	54	1%
Suggest charging for motorcycles/motorcycles should pay to use roads	6	0%	3	0%	1	0%	10	0%
Extent congestion charge zones/include in the congestion charging (include Tower Bridge, North West etc...)	3	0%	8	0%	2	0%	13	0%
Suggest a frequency user charge/pay as you use (4 x daily use = 4 payments etc...)	3	0%	2	0%	1	0%	6	0%
Charges should apply to both tunnels/Silvertown and Blackwall/charging for both will prevent traffic using the free tunnel causing congestion	3	0%	2	0%	2	0%	7	0%
Suggest free/discount for specified motorists (OAP,S, Public Service workers etc...)	14	1%	14	0%	4	1%	32	0%
Suggest charging for specified motorists (Taxi's, Long distance etc...)	11	1%	19	0%	2	0%	32	0%
A charge should be applied to cover maintenance	1	0%	0	0%	0	0%	1	0%
Charges should only apply until the scheme cost has been recouped / there should be a cap	1	0%	0	0%	0	0%	1	0%
Comment about the charging structure (environmental contribution)	2	0%	1	0%	0	0%	3	0%
Comment about the charging structure (pricing method)	8	1%	6	0%	2	0%	16	0%
Neutral comment about charging	0	0%	0	0%	1	0%	1	0%
Only motorised users should be charged	1	0%	0	0%	0	0%	1	0%
Pedestrians should not be charged	1	0%	0	0%	0	0%	1	0%
Toll pricing should be linked to demand / projected journey times	3	0%	0	0%	0	0%	3	0%
Toll charges should be equal regardless of regional location	0	0%	1	0%	0	0%	1	0%
Toll charges should be reviewed regularly	1	0%	0	0%	0	0%	1	0%
Total	143	11%	160	3%	46	10%	349	5%

SUGGESTED ALTERNATIVES TO USER CHARGE								
Suggest sharing the costs all over London/commuters of all bridges/tunnels/crossings across London should pay rather than individual bridges/tunnels/crossings	34	3%	106	2%	19	4%	159	2%
Suggest Dartford Crossing revenues should supplement/finance the new tunnel/crossing	2	0%	32	1%	0	0%	34	1%
Suggest funding should come from the Government/Mayors office	2	0%	73	1%	2	0%	77	1%
Other area's/tunnels/crossings do not charge	15	1%	272	6%	21	4%	308	5%
Monies should be used from taxes already paid	8	1%	182	4%	8	2%	198	3%
Suggest funding should come from TFL/use monies gained from other TFL projects	2	0%	29	1%	2	0%	33	0%
Suggest funding should be raised through council tax/raise in council taxes	0	0%	9	0%	0	0%	9	0%
Funding should be raised from businesses/local businesses in London	1	0%	14	0%	0	0%	15	0%
Funding should be raised from Developers/new developments	0	0%	8	0%	0	0%	8	0%
Funding should be raised from Sponsorship	0	0%	5	0%	0	0%	5	0%
Funding should be raised from other sources (private sector, overseas investors, EU etc...)	5	0%	34	1%	8	2%	47	1%
Suggest a trial period/area to gain information/see how congestion is solved (help with future congestion etc...)	3	0%	2	0%	1	0%	6	0%
Increase the charge of other river crossings	0	0%	1	0%	0	0%	1	0%
Reduce the charge of other river crossings	0	0%	2	0%	2	0%	0	0%
Proposal for alternative public transport scheme	1	0%	1	0%	0	0%	0	0%
Total	73	6%	770	16%	63	13%	900	14%

Q9. Would you support a user charge that was similar to Dartford charges levels, and during peak periods slightly higher, to help pay for the new crossing and resulting in more reliable journey times and less overall delays?

Q10. Please use the space below to let us know any additional comments you may have on our proposal to introduce a new user charge

	Those who said 'yes' to Q9		Those who said 'no' to Q9		Those who said 'don't know/ didn't answer'		Total responses	
	No. responses	% of total responses	No. responses	% of total responses	No. responses	% of total responses	No. responses	% of total responses
COMMENTS ABOUT THE SCHEME IN GENERAL (NOT CHARGING)								
A bridge would be cheaper than a tunnel	0	0%	0	0%	1	0%	1	0%
Business users are more able to absorb the charges than residents	0	0%	1	0%	0	0%	1	0%
Comment about alternative schemes	0	0%	1	0%	0	0%	1	0%
Comment about capacity	1	0%	0	0%	0	0%	1	0%
Comment about congestion	1	0%	0	0%	0	0%	1	0%
Comment about freight vehicles	1	0%	0	0%	0	0%	1	0%
Comment about scheme to encourage increased use of public transport	0	0%	0	0%	1	0%	1	0%
Comment about schemes that could be funded by river crossing charges	6	0%	1	0%	1	0%	8	0%
Comment about the quality of the scheme	0	0%	1	0%	0	0%	1	0%
Comment in favour of a bridge rather than a tunnel	0	0%	1	0%	0	0%	1	0%
Concerns about impact on other river crossings	0	0%	0	0%	1	0%	1	0%
Encourage use of A13 to access the tunnel, rather than Silvertown Way	1	0%	0	0%	0	0%	1	0%
Freight vehicles should be given priority to reduce their impact on the area	0	0%	1	0%	0	0%	1	0%
Should be compulsory for freight to use river crossings, rather than A2	1	0%	0	0%	0	0%	1	0%
Oppose new river crossings for private road transport	0	0%	1	0%	0	0%	1	0%
Promote use of motorbikes to relieve congestion	0	0%	1	0%	0	0%	1	0%
The tunnel should only be car only	0	0%	1	0%	0	0%	1	0%
This tunnel could replace the Woolwich ferry	0	0%	1	0%	0	0%	1	0%
To reduce the demand, employers should encourage their employees to work from home more frequently	0	0%	1	0%	0	0%	1	0%
Total	11	1%	11	0%	4	1%	26	0%
WIDER COMMENTS ABOUT CHARGING								
The Blackwall Tunnel charge should be removed	0	0%	1	0%	0	0%	1	0%
The charge will deter travellers	0	0%	1	0%	0	0%	1	0%
The charge will reduce private car use	0	0%	0	0%	1	0%	1	0%
The cost would reduce the demand	0	0%	1	0%	0	0%	1	0%
The payment system should quarentee protection against crimes	0	0%	1	0%	0	0%	1	0%
Would consider using an alternative river crossing if a charge was applied	0	0%	0	0%	1	0%	1	0%
Total	0	0%	4	0%	2	0%	6	0%
TOTAL NEUTRAL	227	18%	945	19%	115	24%	1281	19%
NEGATIVE COMMENTS								
OPPOSE USER CHARGE								
Disagree with charges/should be no charge/should be free/would not use if there was a charge	35	3%	756	15%	33	7%	824	12%
Charges too high/ too expensive used on a daily basis/charge should be lower than the Dartford Crossing	24	2%	94	2%	13	3%	131	2%
Disagree with time dependant charges - they should be fixed (peak time charges should not be higher)	18	1%	57	1%	7	1%	82	1%
Introducing a tunnel toll charge will result in other tunnels following suit	0	0%	15	0%	1	0%	16	0%
Against being penalised for lack of crossings this side of the river/disadvantage that there are few crossings	10	1%	120	2%	7	1%	137	2%
Another tax/unfair tax (already pay for fuel, road tax, council tax etc....)	14	1%	403	8%	15	3%	432	6%
Charges will rise/continue to rise/escalate over the years	7	1%	71	1%	5	1%	83	1%
All roads/crossing/tunnels should be free/free to all road users	0	0%	15	0%	0	0%	15	0%
Total	108	8%	1531	31%	81	17%	1720	26%
USER CHARGE NEGATIVE IMPACTS								
Puts area at a disadvantage (impact on residents, workers etc....)	6	0%	68	1%	4	1%	78	1%
Concerns over financial implications (cost to individuals, loss of visits to family because of charging etc.....)	8	1%	205	4%	16	3%	229	3%
Effect on local economy (local businesses etc.....)	2	0%	59	1%	5	1%	66	1%
Area involved is a low income area/will create a two tier system (wealthier areas do not incur charges etc.....)	6	0%	101	2%	12	2%	119	2%
Will cause congestion/would not ease congestion/charging to cross will not make any difference to congestion (example of congestion at Dartford)	20	2%	202	4%	19	4%	241	4%
Would cause congestion in other area/s/surrounding area/s/ will force people to use bridges/crossing/tunnels that are free	69	5%	404	8%	40	8%	513	8%
Penalising motorist who not do not have a choice/have to use crossing/no other viable route	7	1%	109	2%	4	1%	120	2%
North/South divide/will cause a divide between North and South	2	0%	17	0%	1	0%	20	0%
Charges/toll would deter investment in area/effect economic growth in area	2	0%	7	0%	0	0%	9	0%
Congestion charge system is proof that charging does not alleviate congestion/makes no difference to amount of traffic	2	0%	11	0%	1	0%	14	0%
Total	124	10%	1183	24%	102	21%	1409	21%
GENERAL CONCERNS ABOUT SCHEME (NOT USER CHARGES)								
Disagree with a tunnel/crossing/do not support tunnel/crossing	5	0%	44	1%	11	2%	60	1%
Environmental issues/concern (pollution, emissions etc....)	15	1%	45	1%	7	1%	67	1%
Concerns for cyclists/need better cycling provision/incorporate tunnel/crossings for cyclists	9	1%	11	0%	4	1%	24	0%
Improvements to public transport needed (better links, lower costs etc....)	18	1%	75	2%	3	1%	96	1%
Should have been built years ago/much need investment to area	0	0%	37	1%	1	0%	38	1%
Alternative location suggested (further down river, less residential area etc....)	5	0%	11	0%	1	0%	17	0%
Improvements to road infrastructure/existing roads/tunnels/bridges	7	1%	34	1%	2	0%	43	1%
Survey negatives (leading questions etc....)	2	0%	15	0%	4	1%	21	0%
Negative towards Government/Major (untrustworthy politicians, Boris Johnson Mentions, mentions of monies going overseas etc....)	0	0%	39	1%	0	0%	39	1%
Concerns re: design issues (Wider lanes needed, need provisions for breakdowns etc....)	4	0%	7	0%	1	0%	12	0%
Negative comments towards TfL (Inability to manage road infrastructure, high bonuses paid etc.....)	2	0%	21	0%	1	0%	24	0%
Construction concerns/disruption caused by construction (Delays, congestion, disruption for residents etc....)	1	0%	10	0%	0	0%	11	0%
More information/figures needed to substantiate findings/not proven that charging will reduce congestion	0	0%	13	0%	3	1%	16	0%
Cycle lanes/cycle boxes have a negative impact on congestion (more congestion at traffic lights etc.....)	0	0%	4	0%	1	0%	5	0%

Q9. Would you support a user charge that was similar to Dartford charges levels, and during peak periods slightly higher, to help pay for the new crossing and resulting in more reliable journey times and less overall delays?

Q10. Please use the space below to let us know any additional comments you may have on our proposal to introduce a new user charge

	Those who said 'yes' to Q9		Those who said 'no' to Q9		Those who said 'don't know/ didn't answer		Total responses	
	No. responses	% of total responses	No. responses	% of total responses	No. responses	% of total responses	No. responses	% of total responses
Crossing needed at Gallions Reach/previous plans for Gallions reach should have been implemented (would be more cost effective etc....)	0	0%	6	0%	0	0%	6	0%
Comment about alternative river crossing	0	0%	0	0%	1	0%	1	0%
The scheme should go ahead regardless of opposition	0	0%	0	0%	1	0%	1	0%
Comment about the Blackwall Tunnel's Tidal Flow system	0	0%	1	0%	0	0%	1	0%
Comment about tunnel users	0	0%	1	0%	0	0%	1	0%
Time to build is too long	0	0%	2	0%	0	0%	2	0%
Unclear about method for paying for tunnel	0	0%	0	0%	1	0%	1	0%
Total	68	5%	376	8%	42	9%	486	7%
WIDER COMMENTS ABOUT CHARGING								
A tunnel isn't needed if more people use public transport	1	0%	0	0%	0	0%	1	0%
Business users are more able to absorb the charges than residents	0	0%	2	0%	0	0%	2	0%
The scheme is not a good use of money / the money would be better spend on other things	0	0%	1	0%	1	0%	0	0%
Should not be a charge for Dartford Crossing (free) it was meant to be free once monies had been recouped on building bridge	28	2%	291	6%	11	2%	330	5%
Blackwall Tunnel users should be charged to reduce demand	1	0%	0	0%	0	0%	1	0%
The charges should be the same as other river crossings	0	0%	0	0%	1	0%	1	0%
The running costs should be covered by a user charge	0	0%	0	0%	1	0%	1	0%
Comment about schemes that could be funded by river crossing charges	1	0%	0	0%	0	0%	1	0%
Oppose charging for Blackwall Tunnel	0	0%	1	0%	0	0%	1	0%
Other London crossings should charge	1	0%	0	0%	0	0%	1	0%
Comment about the charging structure (pricing method)	0	0%	3	0%	0	0%	3	0%
Negative comments towards The Garden Bridge (includes Joanna Lumley mentions)	3	0%	18	0%	0	0%	21	0%
Stop privatising/selling off to foreign investors	4	0%	31	1%	2	0%	37	1%
Just a money making scheme	3	0%	37	1%	1	0%	41	1%
Negatives mentions of QE2 Bridge (expensive, should now be free etc...)	1	0%	12	0%	0	0%	13	0%
Negatives towards Emirates Cable Car (Just a tourist attraction, waste of monies etc....)	3	0%	7	0%	0	0%	10	0%
Comment about crossing inequality in London	0	0%	1	0%	0	0%	1	0%
If the tunnel cannot be funded from the outset, don't build it	0	0%	2	0%	0	0%	2	0%
Let natural congestion impact demand	0	0%	1	0%	0	0%	1	0%
There are other ways to limit congestion / pollution than charging	0	0%	1	0%	0	0%	1	0%
Total	46	4%	408	8%	17	4%	469	7%
TOTAL NEGATIVE	346	27%	3498	72%	242	50%	4084	61%
Total responses	1277	100%	4889	100%	484	100%	6650	100%

Q11 'Would you sign-up to an account system with the benefits of auto-pay and a charge that would be lower than what non-account holders would pay?'

Q12 Please use the space below to let us know any additional comments you may have

	Yes		No. responses		Don't know/ no answer		Total responses	
	No. responses	% of total responses	No. responses	% of total responses	No. responses	% of total responses	No. responses	% of total responses
POSITIVE COMMENTS								
Excellent / Great idea	45	6%	1	0%	3	1%	49	3%
Already have/use a Dart-tag /for congestion charge	34	5%	3	0%	7	2%	44	2%
This type of system already in use abroad	16	2%	1	0%	2	1%	19	1%
Support account system if auto-pay	32	4%	4	1%	6	2%	42	2%
Auto-pay is essential for smooth flow of traffic	39	5%	3	0%	4	1%	46	2%
Support one central payment system for all road tolls	34	5%	5	1%	10	3%	49	3%
Link to Oyster card/Oyster card system	17	2%	3	0%	5	1%	25	1%
Cheaper/reduced rate for account holder	24	3%	0	0%	4	1%	28	1%
Easy to use/saves time	16	2%	0	0%	0	0%	16	1%
Good/benefits regular users	14	2%	1	0%	1	0%	16	1%
Make it a pay-as-you-go system	7	1%	2	0%	3	1%	12	1%
Number plate recognition/to have number plate readers	9	1%	0	0%	0	0%	9	0%
Comment about alternative river crossing	1	0%	0	0%	0	0%	1	0%
Comments about method of payment	2	0%	0	0%	0	0%	2	0%
Support, if it reduces the timescale	1	0%	0	0%	0	0%	1	0%
Propose alternative charging structure	1	0%	0	0%	0	0%	1	0%
Propose alternative pricing structure	0	0%	1	0%	0	0%	1	0%
Will reduce the number of HGVs on other routes	1	0%	0	0%	0	0%	1	0%
Would reduce congestion on other river crossings	1	0%	0	0%	0	0%	1	0%
Total	294	39%	24	3%	45	12%	363	19%

NEUTRAL COMMENTS								
Do not drive / use a car	11	1%	62	8%	24	7%	97	5%
Would not use often enough / seldom travel this way	11	1%	86	11%	33	9%	130	7%
Depends how often I'd need to use it / if I intended to use it regularly	11	1%	6	1%	26	7%	43	2%
Depends on cost / level of discount / if reduction is beneficial (nes)	40	5%	8	1%	29	8%	77	4%
Only if no other option and a toll was charged / if tolled then will take the cheaper option	114	15%	12	2%	16	4%	142	7%
Local residents should get discounted / free use	53	7%	29	4%	19	5%	101	5%
Depends on benefits for non-regular users/non regular users not to be excluded	11	1%	10	1%	9	2%	30	2%
Depends on ease of use	19	3%	2	0%	6	2%	27	1%
Depends on terms and conditions/how it works	8	1%	2	0%	17	5%	27	1%
Exempt/would hope I'm exempt (i.e. disabled driver/motorcyclist)	1	0%	3	0%	3	1%	7	0%
Cyclists/pedestrians need options	3	0%	5	1%	1	0%	9	0%
Should only have to pay one charge i.e. is paying for tunnel be exempt from congestion charge	1	0%	4	1%	2	1%	7	0%
Approach is outdated	0	0%	1	0%	0	0%	1	0%
Charge freight vehicles	0	0%	1	0%	0	0%	1	0%
Charges should only apply until the scheme cost has been recouped / there should be a cap	1	0%	1	0%	0	0%	2	0%
Comment about alternative river crossing	0	0%	0	0%	2	1%	2	0%
Comment about environmental impact	1	0%	0	0%	0	0%	1	0%
Comment does not make sense / is not relevant to the consultation	1	0%	1	0%	1	0%	3	0%
Comments about method of payment	2	0%	1	0%	0	0%	3	0%
Comparisons with other countries	1	0%	0	0%	0	0%	1	0%
Concern about IT access	1	0%	1	0%	0	0%	2	0%
Depends on traffic levels	0	0%	0	0%	1	0%	1	0%
Differential methods of payment should be related to demand	0	0%	0	0%	1	0%	1	0%
Extend the congestion charge to cover more of London	0	0%	1	0%	0	0%	1	0%
Impact on sustainable / low emission forms of transport	0	0%	0	0%	1	0%	1	0%
Neutral response about support	0	0%	0	0%	1	0%	1	0%
Propose alternative charging structure	3	0%	1	0%	0	0%	4	0%
Improve public transport	0	0%	1	0%	0	0%	1	0%
Local businesses should contribute to scheme cost as they will benefit	0	0%	0	0%	1	0%	1	0%
Support depends on the purpose of the toll charge	0	0%	0	0%	1	0%	1	0%
Unable to answer questions	0	0%	1	0%	0	0%	1	0%
Total	293	39%	239	31%	194	53%	726	38%

NEGATIVE COMMENTS								
Do not support proposed charges / don't agree that we should pay / should be free	46	6%	196	25%	46	13%	288	15%
Should be no tolls / tolls cause congestion (see Dartford Tunnel)	16	2%	3	0%	5	1%	24	1%
Will avoid using / use alternative free routes if have to pay	6	1%	76	10%	6	2%	88	5%
Disagree with a toll charge for the Blackwall tunnel	5	1%	23	3%	4	1%	32	2%
Already pay tax, infrastructure should be paid for from taxation	13	2%	64	8%	10	3%	87	5%
Charge should be same regardless of how it is paid / don't penalise those without an account	3	0%	20	3%	1	0%	24	1%
Should not be charged to set up / sign up for account	15	2%	2	0%	4	1%	21	1%
Lack of confidence in accounts system for congestion charge (e.g. wrongful charges)	4	1%	16	2%	9	2%	29	2%
Expensive/cannot afford it	9	1%	13	2%	2	1%	24	1%
Foreign registered vehicles to pay/ensure they don't get away without paying	8	1%	4	1%	2	1%	14	1%
Only benefits developers/developers should pay money back into infrastructure/run as a non-profit project	3	0%	12	2%	0	0%	15	1%
Charging will not reduce/improve congestion/need assurance congestion will improve	3	0%	12	2%	6	2%	21	1%
Disagree with payment system/do not want an account/need alternative ways to pay	2	0%	6	1%	2	1%	10	1%
Keep cost high to deter people from using/encourage to use public transport	5	1%	3	0%	3	1%	11	1%
Charges should only apply until the scheme cost has been recouped / there should be a cap	1	0%	0	0%	0	0%	1	0%
Comment about alternative river crossing	0	0%	2	0%	0	0%	2	0%
Comment about environmental impact	0	0%	1	0%	0	0%	1	0%
Comment on alternative sources of funding	0	0%	1	0%	0	0%	1	0%
Comments about method of payment	1	0%	1	0%	0	0%	2	0%
Comments about safety of the tunnel	1	0%	0	0%	0	0%	1	0%
Concern about IT access	0	0%	1	0%	0	0%	1	0%
Concern about opposition to the scheme	0	0%	1	0%	0	0%	1	0%
Concerns about pollution levels	0	0%	0	0%	1	0%	1	0%
Funding should be used for alternative schemes	0	0%	1	0%	0	0%	1	0%
Impact on sustainable / low emission forms of transport	0	0%	0	0%	1	0%	1	0%
Negative comment about the Mayor	0	0%	1	0%	0	0%	1	0%
Negative impact on local businesses	0	0%	1	0%	0	0%	1	0%
Negative impact on local businesses	1	0%	0	0%	0	0%	1	0%
Oppose charge for freight vehicles	0	0%	1	0%	0	0%	1	0%
Oppose the scheme	0	0%	1	0%	0	0%	1	0%
Local businesses should contribute to scheme cost as they will benefit	0	0%	0	0%	1	0%	1	0%
Total	142	19%	462	59%	103	28%	707	37%

CHARGING ON OTHER CROSSINGS								
Dartford crossing should be free by now and it is not because it was privatised / makes loads of money at our expense	5	1%	10	1%	2	1%	17	1%
Should apply to all London river crossings / bridges	11	1%	17	2%	7	2%	35	2%
Total	16	2%	27	3%	9	2%	52	3%

COMMENTS ON CONSULTATION								
This implies it will happen anyway / feedback will be ignored as looks like decision has already been made	3	0%	15	2%	6	2%	24	1%
Negative responses about survey/question	7	1%	15	2%	9	2%	31	2%
Total	10	1%	30	4%	15	4%	55	3%

Total responses	755	100%	782	100%	366	100%	1903	100%
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Q13. The Silvertown Tunnel would create an opportunity for new cross-river bus connections. What sort of new bus connections do you think are important?

	No. responses	% of total responses
COMMENTS ABOUT BUS SERVICES/SERVICE ATTRIBUTES		
Any/would accept any river bus service/any increase in bus service (nes)	151	4%
Express/quicker service/fast track	74	2%
As many options as possible/more bus connections needed	69	2%
More frequent service needed	67	2%
Any that takes cars off road/relieves congestion/pollution	63	1%
Bus connections between tube/rail/DLR stations	63	1%
Other positive answers re 'bus connections'	57	1%
Affordable service (includes use of Oyster Card/Travel cards)	56	1%
Those that get close to places of businesses/aid commuting	48	1%
More reliable service needed	44	1%
Night bus service	40	1%
Local connections/for local residents	38	1%
Dedicated bus lanes/separate/more bus lanes	37	1%
To relieve pressure on the 108 bus/overcrowded/unreliable	37	1%
Links to all main train/tube stations	35	1%
Use Thames more/river buses/river boats	32	1%
Good idea/very important (nsf)	31	1%
Eco friendly buses/low emission/electric/pollution free	30	1%
Improvements to public transport needed/more important	27	1%
Negative answers re 'bus connection' (nes)	27	1%
Longer routes/extend existing routes	26	1%
Wherever most needed/depends on the demand/traffic levels	25	1%
Buses that are large enough to carry cycles	22	1%
Double deckers	22	1%
24hr service	22	1%
Those in areas not covered by train/tube/DLR	21	0%
All major town centres/all major hubs	21	0%
More buses means more pollution/more congestion, noise etc.)	21	0%
Those linking residential areas/supporting economically deprived areas	16	0%
Those that access shops / retail /supermarkets	15	0%
Those that get close to public amenities	14	0%
Those that take pressure off trains/tubes/DLR	13	0%
Direct link (nes)	13	0%
Either end of the tunnel/connect directly to river crossing stops	13	0%
Park and Ride	10	0%
Single deckers/shorter/smaller buses	10	0%
Those that help create more jobs/increase employment in the area	9	0%
Large enough to take wheelchairs/pushchairs etc.)	6	0%
Bendy buses	3	0%
Safer/extra security	3	0%
Total	1331	31%

COMMENTS RELATING TO TUNNEL, NOT BUS CONNECTIONS		
Tunnel negatives (in wrong location etc.)	85	2%
Will cause more congestion/traffic	34	1%
A bridge not a tunnel	16	0%
Will result in a bus lane/do not want a bus lane in tunnel	13	0%
Negative comments about the toll charge/how much it will charge	12	0%
Tunnel positives (good idea)	12	0%
Bus only tunnel	8	0%
Total	180	4%

BUSES - DESTINATIONS THAT NEED TO BE SERVED/ CONNECTIONS		
<i>NB - responses generally mention the location on its own (i.e. without "to" or "from" - e.g. "Stratford") and sometimes "to"</i>		
City Airport	123	3%
Canary Wharf	104	2%
Those listed on website/on map	83	2%
Stratford	78	2%
Greenwich to City Airport/City Airport to Greenwich	62	1%
South to North/North to South	47	1%
Stratford to Greenwich/Greenwich to Stratford	38	1%
Greenwich to Canary Wharf/Canary Wharf to Greenwich	35	1%
Greenwich	33	1%
Eltham	27	1%
Eltham to Canary Wharf	27	1%
O2 Arena	26	1%
Stratford to Eltham / Eltham to Stratford	25	1%
Excel	23	1%
Woolwich	23	1%
Charlton to Stratford/Stratford to Charlton	20	0%
Lewisham	19	0%
Woolwich to Stratford	19	0%
Canary Wharf to South of the river / South of the river to Canary Wharf	18	0%
Charlton	18	0%
Lewisham to City Airport	17	0%
Canary Wharf to Charlton/Charlton to Canary Wharf	16	0%
Canning Town	16	0%
City/London City	16	0%
Stratford to Lewisham/Lewisham to Stratford	16	0%
Stratford to South London/South London to Stratford	15	0%
Eltham to City Airport	14	0%
Royal Docks/Docklands	14	0%
Westfield (Westfield shopping centre)	14	0%
City Airport to South East / South East to City Airport	13	0%

Q13. The Silvertown Tunnel would create an opportunity for new cross-river bus connections. What sort of new bus connections do you think are important?

	No. responses	% of total responses
North Greenwich to Canary Wharf	13	0%
Blackheath to City airport / City Airport to Blackheath	11	0%
Cross rail/Cross rail station	11	0%
East to South East London / South East to East London	11	0%
Lewisham to Canary Wharf	11	0%
South East London to Canary Wharf	11	0%
South side to City Airport	11	0%
Stratford to South East / South East to Stratford	11	0%
Blackheath to Canary Wharf	10	0%
City Airport to South London / South London to City Airport	10	0%
East London	10	0%
Greenwich to Excel / Excel to Greenwich	10	0%
Blackheath	9	0%
North Greenwich	9	0%
Olympic Park	9	0%
East London to South of the river	8	0%
Greenwich to Royal Docks/Royal Docks to Greenwich	8	0%
Thamesmead	8	0%
Woolwich to Canary Wharf	8	0%
Woolwich to City Airport	8	0%
Charlton to City Airport	7	0%
DP add to 0208	7	0%
Greenwich to North	7	0%
Isle of dogs	7	0%
South side to City centre	7	0%
Barking	6	0%
Bromley	6	0%
Canary Wharf to London City Airport	6	0%
Charlton to Woolwich	6	0%
East London to South London/South London to East London	6	0%
South East London	6	0%
Stansted Airport	6	0%
Canary Wharf to Stratford/Stratford to Canary Wharf	5	0%
Canning Town to Greenwich	5	0%
Eltham to Docklands/Royal Docks	5	0%
Eltham to Excel	5	0%
Eltham to North of the River	5	0%
Hackney to Greenwich	5	0%
North South/between South & North (DP ADD TO 0388)	5	0%
North Woolwich	5	0%
South East	5	0%
Stratford International Station	5	0%
Walthamstow	5	0%
Welling	5	0%
Airports	4	0%
Beckton	4	0%
Bexley	4	0%
Bexleyheath	4	0%
Bexleyheath to Stratford	4	0%
Blackheath to Stratford	4	0%
Bow	4	0%
Central London	4	0%
Greenwich Peninsula with Canary Wharf	4	0%
Greenwich to London City	4	0%
Hackney	4	0%
North Greenwich to Stratford	4	0%
North Woolwich to South Woolwich	4	0%
Shooters Hill	4	0%
South East London to the North of the river	4	0%
South East to Central London	4	0%
South London	4	0%
South side to Excel	4	0%
Stratford to 02 / 02 to Stratford	4	0%
Stratford to City Airport	4	0%
West End	4	0%
Woolwich to Excel	4	0%
188 - reroute down West Parkside into John Harrison Way and stop at Millennium Primary School	3	0%
51 bus route to extend to North Greenwich or north of the River	3	0%
Abbey Wood	3	0%
Bexley Borough/Bexleyheath	3	0%
Bexleyheath to Canary Wharf	3	0%
Blackheath to Excel	3	0%
Bromley to Canary Wharf	3	0%
Bromley to Stratford	3	0%
Canary Wharf to South East / South East to Canary Wharf	3	0%
Charlton to Canary Wharf and City Airport	3	0%
Charlton to North of the River	3	0%
East Ham	3	0%
Excel to 02/02 to Excel	3	0%
Excel to City Airport	3	0%
Isle of Dogs to North Greenwich	3	0%
Kidbrooke	3	0%
Lewisham to Hackney	3	0%
Lewisham to Stratford (DP ADD TO 0409)	3	0%

Q13. The Silvertown Tunnel would create an opportunity for new cross-river bus connections. What sort of new bus connections do you think are important?

	No. responses	% of total responses
London Bridge	3	0%
North East London and South East London	3	0%
North Greenwich tube station	3	0%
Plumstead	3	0%
Romford	3	0%
Silvertown Tunnel	3	0%
South East to Excel and City Airport	3	0%
South side of the River	3	0%
Stratford / Stratford Westfield (EXPRESS)	3	0%
Stratford to Excel	3	0%
Stratford to South of the River	3	0%
Woolwich to Canning Town	3	0%
Woolwich to Canning Town and City Airport	3	0%
Woolwich to East London	3	0%
Woolwich to Romford	3	0%
108 between Lewisham and Stratford avoiding North Greenwich underground station	2	0%
129 - Extend to Beckton via City Airport	2	0%
202 bus to connect to North Greenwich and beyond	2	0%
27 - Reroute through Canary Wharf between Island Gardens and Blackwell	2	0%
442 - From Eltham to Forest Gate and Leytonstone	2	0%
446 - From Welling to North Greenwich through Blackwell to Bow	2	0%
Abbeywood to Stratford	2	0%
Beckton to Greenwich	2	0%
Belvedere	2	0%
Bexleyheath to City Airport	2	0%
Blackheath to North Greenwich tube	2	0%
Blackwall Tunnel	2	0%
Blue Water	2	0%
Brixton to Stratford	2	0%
Canada Water to City Airport	2	0%
Canary Wharf & Stratford with 02	2	0%
Canary Wharf and Eltham, Charlton and Greenwich	2	0%
Canary Wharf to 02 / 02 to Canary Wharf	2	0%
Canary Wharf to Hither Green	2	0%
Canning Town along the Barking Road	2	0%
Canning Town station to Greenwich Centre, the 02 and Woolwich Arsenal	2	0%
Canning Town to 02 / 02 to Canning Town	2	0%
Canning Town to 02 NIGHT BUS	2	0%
Charlton to Mile End/Victoria Park or Hackney	2	0%
Chislehurst to Canary Wharf	2	0%
City Airport (EXPRESS)	2	0%
City Airport (high speed bus)	2	0%
City Airport to 02 / 02 to City Airport	2	0%
City Airport to Kent	2	0%
City Airport to the Royal Docks	2	0%
Dagenham	2	0%
Dartford to Stratford	2	0%
Docklands to South East London/South East London to Docklands	2	0%
East and West on both sides of the river	2	0%
East Ham to Greenwich	2	0%
East London with West London (beyond central London)	2	0%
Eltham to Canary Wharf and City Airport	2	0%
Eltham to City	2	0%
Eltham to Kidbrooke to Town	2	0%
Eltham via North Greenwich to Canary Wharf	2	0%
Gallions Bridge	2	0%
Greenwich Peninsula to centre of London	2	0%
Greenwich to Barking	2	0%
Greenwich to Canary Wharf via Blackwall tunnel	2	0%
Greenwich to Cross rail (Customs House Cross rail station)	2	0%
Greenwich to Dockland line bases	2	0%
Greenwich to Eltham	2	0%
Greenwich to Galleons Reach	2	0%
Greenwich to Thamesmead	2	0%
Ilford	2	0%
Isle of Dogs Asda to Greenwich Town Centre via 02	2	0%
Kent	2	0%
Kidbrooke to Canary Wharf	2	0%
Kidbrooke to City Airport	2	0%
Kidbrooke Village to docklands	2	0%
Kidbrooke to Newham	2	0%
Lakeside	2	0%
Lewisham to Barking	2	0%
Lewisham to Canning Town	2	0%
Lewisham to Gallions Reach	2	0%
Maritime Greenwich to City Airport	2	0%
Network Rail Stations to City Airport (Shuttle service)	2	0%
North East London and Central	2	0%
North Greenwich Bus Station	2	0%
North Greenwich Bus Station to Stratford	2	0%
North Greenwich Station to City Airport	2	0%
North Greenwich Station to Excel/Docks/City Airport	2	0%
North Greenwich to Barking	2	0%
North Greenwich to Canning Town	2	0%
North Greenwich to Excel	2	0%

Q13. The Silvertown Tunnel would create an opportunity for new cross-river bus connections. What sort of new bus connections do you think are important?

	No. responses	% of total responses
North Greenwich to Romford	2	0%
North Greenwich to South East London	2	0%
North Greenwich to the Airport and Royal Docks	2	0%
Olympic Park to South of the River / South of the river to Olympic Park	2	0%
Outer suburbs with other outer suburbs	2	0%
Poplar	2	0%
Royal Docks to Galleons Retail Park	2	0%
Sidcup	2	0%
Silvertown to Excel and City Airport	2	0%
South East London to City/City of London	2	0%
South East London to Lakeside	2	0%
South London to North	2	0%
South of the River to Canary Wharf	2	0%
South to East	2	0%
Stratford - City Airport - Greenwich	2	0%
Stratford to Charlton and Eltham	2	0%
Stratford to Croydon	2	0%
Stratford to New Greenwich Peninsula Village	2	0%
Stratford to Plaistow	2	0%
Welling to City airport	2	0%
West Ham Stadium	2	0%
Westfield shopping centre, North Greenwich, Eltham to Bexley	2	0%
Westfield to New Eltham	2	0%
Woolwich direct to Canary Wharf and Stratford	2	0%
Woolwich to Barking	2	0%
Woolwich to Beckton	2	0%
Woolwich to Canning Town Station via the tunnel	2	0%
Woolwich to Hackney	2	0%
Woolwich to Ilford	2	0%
Woolwich to Royal Docks/Docklands	2	0%
Woolwich to Stratford via Canary Wharf and City Airport	2	0%
Woolwich to Stratford via Woolwich Road and Greenwich Peninsula	2	0%
02 Arena and Central London	1	0%
02 to East London	1	0%
02 to Isle of Dogs	1	0%
02 to Lea Valley	1	0%
02 to Olympic Park (DP ADD TO 0473)	1	0%
02 to Stratford LATE NIGHT	1	0%
02 to Westfield	1	0%
108 - Reroute through Silvertown Tunnel	1	0%
276 - Reroute along JBL	1	0%
277 bus to South London	1	0%
473 bus extend route and hours	1	0%
488 to extend to Charlton Station	1	0%
Abbey Wood (NIGHT BUS)	1	0%
Abbey Wood Cross rail and Thamesmead to Plumstead, Woolwich Cross rail, Charlton Riverside to North Greenwich thru Silvertown to Abbey Wood via Gallions Bridge	1	0%
Abbey Wood to North Greenwich	1	0%
Abbeywood to Canary Wharf	1	0%
Airports (FAST TRACK)	1	0%
Airports Night buses	1	0%
Aldgate and Beckton to Greenwich, Woolwich and Lewisham	1	0%
Barking Riverside	1	0%
Barking Road	1	0%
Barking to Greenwich via London city airport	1	0%
Barking to SE London via docklands	1	0%
Barkingside	1	0%
Beckenham to Canary Wharf	1	0%
Beckton - Albert Road via City Airport - Canary Wharf	1	0%
Beckton to Waterloo	1	0%
Bermondsey to Wapping	1	0%
Bethnal Green	1	0%
Bexley Borough to Excel and City Airport	1	0%
Bexley to Canary Wharf	1	0%
Bexley to City Airport	1	0%
Bexley to Stratford	1	0%
Bexleyheath to Canning Town	1	0%
Bexleyheath to City	1	0%
Bexleyheath to East London	1	0%
Bexleyheath to Excel	1	0%
Bexleyheath to North Greenwich	1	0%
Bexleyheath to Welling to Shooters Hill to Canary Wharf	1	0%
Bexleyheath to West End	1	0%
Blackheath and Greenwich to Canary Wharf and City Airport	1	0%
Blackheath to Bow	1	0%
Blackheath to Canary Wharf and Stratford	1	0%
Blackheath to City	1	0%
Blackheath to Greenwich	1	0%
Blackheath to Lakeside	1	0%
Blackheath to Lea Valley	1	0%
Blackheath to Newham	1	0%
Blackheath to the Olympic Park	1	0%
Blackheath to Tower Hamlets	1	0%
Blackheath to Walthamstow	1	0%
Blackheath to West End	1	0%

Q13. The Silvertown Tunnel would create an opportunity for new cross-river bus connections. What sort of new bus connections do you think are important?

	No. responses	% of total responses
Blackheath/Greenwich Park to City Airport	1	0%
Blackwall to Canary Wharf	1	0%
Blackwall to Stratford	1	0%
Bromley to City	1	0%
Bromley to City Airport	1	0%
Bromley to Greenwich Peninsular	1	0%
Bromley to Lewisham	1	0%
Bromley to West End	1	0%
Bypass the Hilton/Canary Wharf ferry	1	0%
Canada Water - Greenwich - North Greenwich - City Airport - Canning Town - West Ham - Stratford	1	0%
Canada Water - Greenwich (Cutty Sark) - North Greenwich - Royal Docks -(Excel via Silvertown Way) - Stratford	1	0%
Canada Water to Excel	1	0%
Canada Water to Stratford	1	0%
Canary Wharf - O2 - Greenwich	1	0%
Canary Wharf and Custom House	1	0%
Canary Wharf and Isle of Dogs	1	0%
Canary Wharf to O2 to Queen Elizabeth Hospital to Eltham	1	0%
Canary Wharf to Charlton to Woolwich	1	0%
Canary Wharf to Greenwich (Village and Dome) to Blackheath	1	0%
Canary Wharf to Greenwich Millennium Village	1	0%
Canary Wharf to north Greenwich via Abbott Road - Canning Town - London City Airport	1	0%
Canary Wharf to Oxford Street	1	0%
Canary Wharf to Surrey Quays	1	0%
Canary Wharf to Woolwich to Thamesmead	1	0%
Canary Wharf to Woolwich via Canning Town, North Greenwich and Charlton	1	0%
Canary Wharf/Stratford/City Airport to Greenwich and Woolwich	1	0%
Canning Town to Greenwich via Barking - Forrest Hill, Horniman museum	1	0%
Canning Town to Jubilee Line and DLR	1	0%
Canning town via Greenwich to Eltham	1	0%
Canning Town/Silvertown/North Woolwich to North Greenwich and areas South	1	0%
Catford to north	1	0%
Central London (NIGHT BUS)	1	0%
Central London to Bexleyheath/Welling/Lewisham and Bromley	1	0%
Central London to Canary Wharf to Bexleyheath	1	0%
Central London to East London (24 HR SERVICE)	1	0%
Central London to Manor Park	1	0%
Charlton - Eltham - Blackheath - Royal Docks - City Airport - Stratford	1	0%
Charlton and Greenwich to Stratford and Canary Wharf	1	0%
Charlton Retail Park	1	0%
Charlton to Excel	1	0%
Charlton to Greenwich to North Greenwich to Canning Town	1	0%
Charlton to London City	1	0%
Charlton to Newham	1	0%
Charlton to Royal Docks	1	0%
Charlton to Stratford Shopping centre	1	0%
Charlton to the City	1	0%
Charlton to Tower Hamlets	1	0%
Charlton to West End	1	0%
Charlton/Eltham to Canary Wharf/Stratford	1	0%
Chislehurst to Stratford	1	0%
City Airport - Excel - O2 - Greenwich	1	0%
City Airport to Barking	1	0%
City Airport to Croydon	1	0%
City Airport to Eastham	1	0%
City Airport to Ebbfleet Eurostar Station	1	0%
City Airport to Greenwich and Charlton	1	0%
City Airport to London Bridge	1	0%
City Airport to Woolwich to Thamesmead	1	0%
City Airport/Beckton/East Ham to Greenwich	1	0%
City and O2	1	0%
City Centre via All Saints to Woolwich Arsenal	1	0%
City through Poplar to SE London	1	0%
City to Stratford	1	0%
Clapham to Camberwell	1	0%
Commercial Road to Greenwich	1	0%
Crayford	1	0%
Crofton Park to SE London (St. Johns, Deptford, Greenwich and Charlton)	1	0%
Croydon	1	0%
Croydon to Poplar	1	0%
Custom House	1	0%
Dartford (EXPRESS SERVICE)	1	0%
Dartford to Ebbsfleet	1	0%
Docklands to the O2 and Greenwich shopping areas	1	0%
DP add to 0119	1	0%
DP add to 0271	1	0%
DP add to 0469	1	0%
DP add to 0612	1	0%
Dulwich	1	0%
Dulwich to Whitechapel	1	0%
Dursley Road (24\7)	1	0%
East End to Canary Wharf to Greenwich	1	0%
East Greenwich	1	0%
East Greenwich - Canary Wharf - London City Airport	1	0%

Q13. The Silvertown Tunnel would create an opportunity for new cross-river bus connections. What sort of new bus connections do you think are important?

	No. responses	% of total responses
East Greenwich to City Airport	1	0%
East Greenwich to Excel	1	0%
East Ham to Waterloo	1	0%
East London and North	1	0%
East London and North Greenwich for jubilee line and O2	1	0%
East London to North Greenwich Bus Station	1	0%
Eltham - Greenwich - Lewisham - Canary Wharf - Stratford	1	0%
Eltham and Greenwich Peninsula through to the north of the Thames	1	0%
Eltham and New Eltham into Canary Wharf	1	0%
Eltham to O2	1	0%
Eltham to Charlton to Canary Wharf	1	0%
Eltham to East London	1	0%
Eltham to Greenwich, Canary Wharf and Stratford	1	0%
Eltham to Newham	1	0%
Eltham to North Greenwich	1	0%
Eltham to North Greenwich tube station	1	0%
Eltham to Olympic Park	1	0%
Eltham to Stratford shopping centre	1	0%
Eltham to Tower Hamlets	1	0%
Eltham to West Ham	1	0%
Eltham to Woolwich	1	0%
Eltham via Kidbrooke to Canary wharf	1	0%
Eltham via Kidbrooke to Stratford	1	0%
Eltham, Woolwich or Greenwich without going via North Greenwich	1	0%
Eltham, Woolwich, Abbey Wood and East London	1	0%
Erith - Belvedere - Plumstead - Woolwich to City Airport	1	0%
Erith - Belvedere - Plumstead - Woolwich to Excel	1	0%
Excel - O2 - Greenwich	1	0%
Excel and the East	1	0%
Excel to O2 (Night buses)	1	0%
Excel to Beckton	1	0%
Excel, Stratford to Greenwich	1	0%
Fish Island	1	0%
Galleons Reach	1	0%
Gallions Reach to Woolwich	1	0%
Gatwick	1	0%
Green Peninsula to Blackheath, Standard, Kidbrooke and Eltham	1	0%
Greenwich - Charlton - Stratford	1	0%
Greenwich - DLR - O2 - Canary Wharf	1	0%
Greenwich - Eltham - Woolwich - Stratford - Canary Wharf and the City	1	0%
Greenwich and Bexleyheath	1	0%
Greenwich Centre/Greenwich Retail park to Canary Wharf/East London	1	0%
Greenwich into Blackwall to Canary Wharf	1	0%
Greenwich main line to Canary Wharf	1	0%
Greenwich Park	1	0%
Greenwich Park	1	0%
Greenwich Peninsula	1	0%
Greenwich Peninsula to Beckton	1	0%
Greenwich Peninsular to Canning Town	1	0%
Greenwich Peninsula to North	1	0%
Greenwich Peninsula to Silvertown	1	0%
Greenwich Retail Park	1	0%
Greenwich to O2	1	0%
Greenwich to Beckton	1	0%
Greenwich to Blackheath	1	0%
Greenwich to Bow	1	0%
Greenwich to Charlton to -Canary -Wharf, Stratford, Excel and the Airport	1	0%
Greenwich to Lakeside Thurrock	1	0%
Greenwich to Lea and Stratford	1	0%
Greenwich to London City Airport and Canary Wharf	1	0%
Greenwich to Manor Park	1	0%
Greenwich to North Greenwich	1	0%
Greenwich to Olympic Park/Westfield	1	0%
Greenwich to Silvertown	1	0%
Greenwich to Silvertown Quay	1	0%
Greenwich to Stratford Bus Station	1	0%
Greenwich to Walthamstow	1	0%
Greenwich Town centre to Covent Garden	1	0%
Greenwich Town centre to Trafalgar Square	1	0%
Greenwich, Charlton and Eltham to Canary Wharf, Stratford, Royal Docks and City Airport	1	0%
Greenwich, Charlton, Blackheath, Woolwich, Thamesmead to Canary Wharf	1	0%
Greenwich and Blackheath schools to those North of the river	1	0%
Grove Park to the South	1	0%
Hackney to Mile End to Bow to SE London	1	0%
Heathrow	1	0%
Heathrow Airport	1	0%
High speed buses from South of the river to Canary Wharf	1	0%
Hither Green to Canary Wharf	1	0%
Hither Green to Excel	1	0%
Hither Green to Stratford	1	0%
Ilford via Barking	1	0%
Ilford via Romford	1	0%
Isle of Dogs to Charlton and Woolwich	1	0%
Isle of Dogs to Greenwich	1	0%
Isle of Dogs to North Greenwich and Greenwich	1	0%

Q13. The Silvertown Tunnel would create an opportunity for new cross-river bus connections. What sort of new bus connections do you think are important?

	No. responses	% of total responses
Isle of Dogs to SE London	1	0%
Isle of Dogs to Surrey Quays	1	0%
Isle to Dogs to south side	1	0%
Kidbrooke to Charlton to Hackney Downs	1	0%
Kidbrooke to City	1	0%
Kidbrooke to East End	1	0%
Kidbrooke to Greenwich Peninsular	1	0%
Kidbrooke to Jubilee Line and DLR services	1	0%
Kidbrooke to North Greenwich	1	0%
Kidbrooke to Stratford	1	0%
Kidbrooke to West End	1	0%
Kidbrooke via Canning Town	1	0%
Kidbrooke, Eltham, Lee to Whitechapel, Mile End	1	0%
Kidbrooke - Charlton - Eltham - Canary Wharf	1	0%
Kidbrooke - Charlton - Eltham - Stratford	1	0%
Kidbrooke to Stratford via O2	1	0%
Kidbrooke to Tower Hamlets	1	0%
Latch on to existing A406/A13	1	0%
LCY to Canary Wharf, Stratford and Excel	1	0%
Lee to the South	1	0%
Lewisham - Royal Docks - Excel	1	0%
Lewisham to Royal Docks	1	0%
Lewisham to O2	1	0%
Lewisham to City	1	0%
Lewisham to City Airport, Canary Wharf and Stratford	1	0%
Lewisham to Custom House	1	0%
Lewisham to East Ham	1	0%
Lewisham to East Ham via Barking Road	1	0%
Lewisham to East London	1	0%
Lewisham to Ebbsfleet (Eurostar)	1	0%
Lewisham to Hornchurch	1	0%
Lewisham to Ilford	1	0%
Lewisham to Lea and Stratford	1	0%
Lewisham to Lewisham to Woodford	1	0%
Lewisham to north	1	0%
Lewisham to Romford	1	0%
Lewisham to Stratford and City Airport	1	0%
Lewisham to West End	1	0%
Lewisham to West Ham to Stratford	1	0%
Lewisham, Greenwich to Canary Wharf, Excel, Stratford and City Airport	1	0%
Lewisham/Blackheath to City Airport	1	0%
Leytonstone	1	0%
Liverpool Street	1	0%
Liverpool Street to O2	1	0%
Liverpool Street to Bromley	1	0%
Liverpool Street/Bethnal Green to Shoreditch areas	1	0%
Local area to Canary Wharf and City Airport	1	0%
London City	1	0%
Medway to Canary Wharf	1	0%
Mile End to retail park	1	0%
Mile End to South east London	1	0%
Mottingham to Canary Wharf	1	0%
Mottingham to Lewisham	1	0%
Mottingham to North Greenwich	1	0%
New Cross to City Airport	1	0%
New Eltham	1	0%
New Eltham to Canary Wharf	1	0%
New Eltham to Central London	1	0%
North Greenwich - O2 - Airport	1	0%
North Greenwich - Blackheath village - Lewisham - Canary Wharf	1	0%
North Greenwich (Jubilee Line)	1	0%
North Greenwich and Charlton to Canary Wharf, City Airport, and Excel	1	0%
North Greenwich from the north	1	0%
North Greenwich to Bromley-by-Bow	1	0%
North Greenwich to Central London (NIGHT SERVICE)	1	0%
North Greenwich to City	1	0%
North Greenwich to City Airport	1	0%
North Greenwich to Custom House	1	0%
North Greenwich to East London	1	0%
North Greenwich to Isle of Dogs/Isle of Dogs to North Greenwich	1	0%
North Greenwich to Lee	1	0%
North Greenwich to Royal Albert Docks	1	0%
North Greenwich Tube to Stratford	1	0%
North to Stratford	1	0%
North West Kent	1	0%
Olympic Park to New Eltham	1	0%
Olympic Park to Sidcup	1	0%
Olympic Stadium to Bexley	1	0%
Olympic Stadium to Greenwich	1	0%
Olympic Stadium to Lewisham	1	0%
Orpington to Canary Wharf	1	0%
Peckham/New Cross to Canary Wharf via Canning Town	1	0%
Plaistow - Barking - Stratford - Greenwich - Woolwich	1	0%
Plumstead common to Poplar	1	0%
Plumstead Common with North Greenwich and the new tunnels	1	0%

Q13. The Silvertown Tunnel would create an opportunity for new cross-river bus connections. What sort of new bus connections do you think are important?

	No. responses	% of total responses
Poplar to North Greenwich	1	0%
Queen Elizabeth park northbound	1	0%
Rochester Way to North Greenwich Tube to Stratford	1	0%
Rotherhithe to Stratford	1	0%
Rotherhithe tunnel	1	0%
Royal Albert Station to Canary Wharf	1	0%
Royal Albert Station to Greenwich	1	0%
Royal Albert Station to Stratford	1	0%
Royal Docks to Bromley	1	0%
Royal Standard area to Charlton Sainsbury and Asda	1	0%
Shadwell, Bethnal Green, Shoreditch	1	0%
Shooters Hill Bull to North Greenwich Tube to Stratford Bus Station	1	0%
Shooters Hill to Canary Wharf	1	0%
Shooters Hill to North Greenwich	1	0%
Shooters Hill via North Greenwich to Canary Wharf	1	0%
Shooters Hill, Eltham to Canary Wharf	1	0%
Shoreditch area	1	0%
Shoreditch to Bromley	1	0%
Sidcup - Sidcup Road - Kidbrooke - North Greenwich - Stratford Westfield	1	0%
Sidcup, Orpington, Bexley to Canary Wharf, Bow, Stratford	1	0%
Silver town to Woolwich town centre	1	0%
Silvertown	1	0%
Silvertown/Poplar/Bow to Woolwich/Charlton	1	0%
South East London to North East	1	0%
South East to Canary Wharf via Blackwall Tunnel	1	0%
South East to North West	1	0%
South side to Blackfriars	1	0%
South side to Cross rail network	1	0%
South to Blackfriars	1	0%
South to Docklands and Stratford	1	0%
South via Silvertown to City Airport	1	0%
South West to North East	1	0%
Speedy links along the route of the A12	1	0%
Stafford and Central London	1	0%
Standard to Canary Wharf	1	0%
Stansted	1	0%
Stansted airport to the South	1	0%
Stratford and Barking Road	1	0%
Stratford Bus station - Westfield shopping centre	1	0%
Stratford for Ebbsfleet (Eurostar)	1	0%
Stratford from Thamesmead, Woolwich and Greenwich+	1	0%
Stratford going East along the Central Line	1	0%
Stratford Interchange	1	0%
Stratford International Station to O2	1	0%
Stratford to Blackheath	1	0%
Stratford to Camberwell	1	0%
Stratford to Canary (NIGHT BUS)	1	0%
Stratford to Canary Wharf - Greenwich - Lewisham	1	0%
Stratford to Canary Wharf and Stratford City Airport	1	0%
Stratford to Canning Town to Greenwich	1	0%
Stratford to Charlton via Silvertown tunnel	1	0%
Stratford to Eltham via Silvertown tunnel	1	0%
Stratford to Greenwich EXPRESS SERVICE	1	0%
Stratford to Greenwich to Lewisham	1	0%
Stratford to Lewisham EXPRESS SERVICE	1	0%
Stratford to Lewisham via the O2	1	0%
Stratford to Rotherhithe	1	0%
Stratford to South East via Forest Gate and Hither Green	1	0%
Stratford to South West London	1	0%
Stratford via Canning Town	1	0%
Stratford/Canning Town/Whitechapel to Greenwich and Greenwich Peninsula	1	0%
Surrey Quays	1	0%
Thamesmead to Canary Wharf and Stratford	1	0%
Thamesmead to Thamesmead West	1	0%
The Dome - emirates airline - Stratford	1	0%
Tilbury	1	0%
Tower Hamlets	1	0%
Walthamstow via Stratford to Greenwich, Eltham or Charlton	1	0%
Welling to Stratford	1	0%
Welling to the North	1	0%
West End to Woolwich Arsenal	1	0%
Westfield Stratford City to train stations in the area	1	0%
Whitechapel	1	0%
Whitechapel high street and Barking Town Centre	1	0%
Woolwich (24 hr night bus)	1	0%
Woolwich Arsenal	1	0%
Woolwich Arsenal to Canary Wharf	1	0%
Woolwich Arsenal to Westfield	1	0%
Woolwich Ferry Roundabout	1	0%
Woolwich to Bank	1	0%
Woolwich to Dagenham	1	0%
Woolwich to Hornchurch	1	0%
Woolwich to Stratford via City Airport (24 hour)	1	0%
Woolwich to the North	1	0%
Woolwich to the West End of London	1	0%

Q13. The Silvertown Tunnel would create an opportunity for new cross-river bus connections. What sort of new bus connections do you think are important?

	No. responses	% of total responses
Woolwich to Walthamstow	1	0%
Woolwich to Woodford	1	0%
Woolwich via Queen Elizabeth Hospital, Charlton Village	1	0%
Woolwich, Plumstead Common, Thamesmead through to Asda, Charlton towards City Airport and West	1	0%
Total	2118	50%
ALTERNATIVES TO BUS CONNECTIONS		
Extend DLR/Underground to South East	20	0%
Use alternative crossings	4	0%
Cyclists/provide more for cyclists (cycling tunnel/bridge)	28	1%
Pedestrians/provide more for pedestrians (foot bridge/tunnel)	19	0%
Improve/extend other forms of transport more important (trains/tubes/trams/DLR) THAN BUS (SS ADD)	57	1%
Total	128	3%
Negative comments on questionnaire	12	0%
Improvements to bus services not needed/none/current service sufficient	238	6%
No opinion/not interested	253	6%
Total responses	4260	

Q14 'Do you agree that the new junction in the Royal Docks area on the north side provides the right connections?'

Q15 'Do you agree that the new junction at the Greenwich Peninsular on the south side provides the right connections?'

Q16 Please use the space below to let us know any additional comments you may have on our proposals for new junctions to link the tunnel to the existing road network

	THOSE WHO SAID YES AT BOTH Q14&Q15		THOSE WHO SAID NO AT BOTH Q14&Q15		THOSE WHO DISAGREE WITH EITHER Q14 or Q15 AND SUPPORT THE OTHER	
	No. responses	% of total responses	No. responses	% of total responses	No. responses	% of total responses
POSITIVE COMMENTS						
SUPPORTIVE OF PROPOSAL						
Good idea/in favour of proposal	36	4%	2	0%	8	0%
Makes sense/most logical solution	12	1%	3	0%	3	0%
Much needed/essential	15	2%	3	0%	6	0%
Good location	2	0%	0	0%	1	0%
Urgent need for/long awaited/overdue	36	4%	6	1%	6	0%
Agree toll/charge (nes)	2	0%	5	0%	6	0%
Tunnel/like idea of tunnel	4	0%	1	0%	3	0%
Total	107	13%	20	2%	33	2%
BENEFITS OF PROPOSAL						
Will help alleviate problems at Blackwall (repairs, delays, breakdowns, congestion etc.)	4	0%	1	0%	1	0%
Less impact on residents/locals in area	2	0%	2	0%	2	0%
Would help regular users/those who travel through daily/more than once a day	1	0%	0	0%	0	0%
Important for the growing population living in the area	1	0%	0	0%	0	0%
Will cut journey time/reduce travelling time	8	1%	0	0%	0	0%
Will reduce delays	0	0%	0	0%	0	0%
Environmental improvements/less pollution/improved air quality	2	0%	1	0%	2	0%
Traffic/will help to relieve congestion	12	1%	3	0%	5	0%
Will relieve traffic at surrounding tunnels/areas	2	0%	0	0%	1	0%
Would support economic growth in London	7	1%	1	0%	1	0%
Would relieve peak time traffic/congestion	2	0%	0	0%	0	0%
Would support economic growth in London/positive economic impact	1	0%	0	0%	0	0%
Offers more choice to drivers	1	0%	0	0%	0	0%
Total	43	5%	8	1%	12	1%
WIDER COMMENTS ABOUT SCHEME (NOT JUNCTIONS)						
Comment on proposed route	1	0%	1	0%	0	0%
Total	1	0%	1	0%	0	0%
TOTAL POSITIVE COMMENTS	151	18%	29	3%	45	2%
NEUTRAL COMMENTS						
CHARGES/OPERATIONAL COMMENTS						
Favour proposal if no charge implemented (free)	3	0%	0	0%	0	0%
Suggest seeking funding elsewhere to help cover costs (government, TFL, congestion charge)	9	1%	5	0%	6	0%
Suggest discount for residents	3	0%	0	0%	1	0%
Suggest travelator/monitoring traffic/better traffic management	8	1%	3	0%	5	0%
Suggest look at other countries/how they work/alleviate such problems	0	0%	0	0%	0	0%
Suggest discount for regular/frequent users	1	0%	0	0%	0	0%
Suggest charging for peak time only	0	0%	0	0%	0	0%
Suggest charging HGV/large vehicles/commercial vehicles	0	0%	0	0%	0	0%
Other charging suggestion comments (user charge period reduce, all should pay, all should be free, at least one free, put in place now etc)	6	1%	2	0%	3	0%
Suggest speed restrictions/variable speed restrictions	1	0%	1	0%	5	0%
As long as payment system in line with congestion charging (auto pay etc)	0	0%	0	0%	0	0%
Suggest discount/free for disabled	1	0%	0	0%	0	0%
Suggest free/discount for hybrid/low emission vehicles	0	0%	2	0%	2	0%
As long as stop charging once debt paid	1	0%	0	0%	0	0%
Suggest toll collection on north side (both ways)	1	0%	0	0%	0	0%
Separate access roads for Blackwall and Silvertown Tunnels	0	0%	0	0%	1	0%
Direct specific traffic streams to use Silvertown/Blackwall	0	0%	0	0%	1	0%
Total	34	4%	13	1%	24	1%
ALTERNATIVES TO PROPOSAL						
As long as built in conjunction with other crossing/bridge/suggest multiple crossings needed	13	2%	7	1%	11	1%
Suggest look at alternative ways to alleviate problem	2	0%	3	0%	3	0%
Suggest alternative route	13	2%	50	5%	103	5%
Suggest linking to/from/via/between	33	4%	26	2%	76	4%
Suggest provision of new bridge (to allow vehicles, pedestrians, cyclists, cheaper)	12	1%	14	1%	21	1%
Suggest Gallions Reach proposal more sensible solution	0	0%	4	0%	4	0%
Suggest improvements to existing roads/infrastructure first (pot holes, poor quality tarmac etc.)	26	3%	13	1%	28	1%
Suggest more encouragement to use public transport (public transport improvements, more affordable, better links etc...)	7	1%	22	2%	33	2%
As long as Woolwich Ferry not abolished/would like to keep Woolwich Ferry	0	0%	1	0%	1	0%
Suggest concentrate getting cars off road more important	3	0%	10	1%	11	1%
Deter HGV/large /commercial vehicles entering tunnel/keep off road	7	1%	2	0%	5	0%
Suggest rail crossing/solution	1	0%	1	0%	1	0%
Suggest ferry/boat/jetty link/river crossing	1	0%	1	0%	1	0%
Suggest tidal flow/reinstate the tidal flow	0	0%	0	0%	0	0%
Suggest lanes/road routed for local traffic only	3	0%	2	0%	4	0%
Suggestions of complementary measures (e.g. traffic light systems)	0	0%	0	0%	1	0%
Suggests an additional exit further south than Greenwich	0	0%	0	0%	1	0%
Suggestion of an alternative proposal	1	0%	0	0%	0	0%
Suggestions for complementary measures	0	0%	1	0%	0	0%
Total	122	14%	157	15%	304	15%

Q14 'Do you agree that the new junction in the Royal Docks area on the north side provides the right connections?'

Q15 'Do you agree that the new junction at the Greenwich Peninsular on the south side provides the right connections?'

Q16 Please use the space below to let us know any additional comments you may have on our proposals for new junctions to link the tunnel to the existing road network

	THOSE WHO SAID YES AT BOTH Q14&Q15		THOSE WHO SAID NO AT BOTH Q14&Q15		THOSE WHO DISAGREE WITH EITHER Q14 or Q15 AND SUPPORT THE OTHER	
	No. responses	% of total responses	No. responses	% of total responses	No. responses	% of total responses
DESIGN ISSUES / CHANGES TO PROPOSAL						
Suggest expanding lanes/increasing the number of lanes/widening road	42	5%	17	2%	39	2%
Suggest provision for cyclists	25	3%	24	2%	36	2%
Suggest provision for pedestrians	13	2%	13	1%	27	1%
Suggest no private vehicles allowed access to tunnel/build for commercial vehicles only	1	0%	2	0%	2	0%
Suggest further away/too near to existing tunnel/needs to be built further out	10	1%	50	5%	96	5%
As long as buses could enter/public transport	5	1%	2	0%	2	0%
As long as height restriction adequate (to accommodate buses, lorries etc.)	0	0%	0	0%	1	0%
Suggest better North side links	7	1%	7	1%	26	1%
As long as future proof/built to cope for many years /to accommodate any future traffic	11	1%	4	0%	6	0%
Infrastructure already in position/road already in place	1	0%	8	1%	15	1%
Suggest clear signage when entering tunnel (giving drivers plenty of time to turn off etc)	6	1%	2	0%	5	0%
As long as Greenland/parks not disturbed	5	1%	1	0%	2	0%
Suggest slip road	6	1%	1	0%	7	0%
Suggest flyover	2	0%	3	0%	10	0%
Suggest free flow/free flow junction	9	1%	0	0%	14	1%
Suggest grade separation route/grade level tunnel	5	1%	2	0%	4	0%
Suggest one tunnel southbound, one tunnel northbound	1	0%	1	0%	0	0%
Suggest other design/layout of lanes/road infrastructure (freeways, dual carriageways etc)	8	1%	5	0%	15	1%
As long as look visually appealing/make it look nice/improve area	2	0%	0	0%	0	0%
Suggest relief road	1	0%	0	0%	0	0%
Suggest underpass	2	0%	0	0%	1	0%
Separate access roads for Blackwall and Silvertown Tunnels needed	1	0%	0	0%	0	0%
Suggest linking to/from/via/between	0	0%	1	0%	0	0%
Suggestion for additional regulations/restrictions on use (e.g. prohibit motorcycles/allow LEV only)	1	0%	0	0%	0	0%
Suggest grade separation route/grade level tunnel	0	0%	0	0%	1	0%
Total	164	19%	143	13%	309	15%

WIDER COMMENTS ABOUT SCHEME (NOT JUNCTIONS)						
Comments about educational opportunities arising from construction	1	0%	0	0%	0	0%
No comment	1	0%	0	0%	0	0%
Need to segment user base	1	0%	0	0%	0	0%
Total	3	0%	0	0%	0	0%

TOTAL NEUTRAL COMMENTS	323	38%	313	29%	637	31%
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NEGATIVE COMMENTS

NEGATIVES ABOUT SCHEME/ JUNCTION DESIGN						
Poor idea/do not agree with proposal	3	0%	42	4%	54	3%
Not well thought out/ not enough thought	9	1%	21	2%	30	1%
Short sighted solution/will not alleviate the problem completely	4	0%	21	2%	32	2%
Should not penalise the East when crossings in West are free/less crossings in East	8	1%	2	0%	3	0%
Proposal takes too long/needs to be built quicker	6	1%	2	0%	4	0%
Concerned about impact during construction (more traffic, delays etc.)	12	1%	5	0%	11	1%
Concerned about access/approach roads	15	2%	15	1%	46	2%
Concerned will create bottleneck/already bottleneck	8	1%	27	3%	49	2%
Concerns re: road entering/exiting tunnel (weight of traffic) - existing roads improvements needed	19	2%	16	1%	36	2%
Concerned will increase traffic/congestion (nes)	52	6%	228	21%	415	20%
Concerns re: increased traffic/congestion in surrounding areas	18	2%	42	4%	85	4%
Peak time/rush hour traffic would be increased/already busy at peak times	10	1%	9	1%	25	1%
Disagree with inclusion of bus/HGV lane (will give less lanes to cars, causing more traffic etc.)	5	1%	0	0%	1	0%
Concerned will increase pollution/more detrimental to environment	10	1%	59	5%	97	5%
Concerned will increase noise (planting of trees/shrubs needed to help noise issue)	5	1%	7	1%	15	1%
Concerned will add to increasing population/already crowded area	3	0%	5	0%	12	1%
New development/housing being constructed in area will add to problems	8	1%	8	1%	25	1%
Concerned will be detrimental to commuters travelling to/from work (travel time, cost etc.)	3	0%	0	0%	2	0%
Concerned will impact on residents/those living in area	7	1%	29	3%	46	2%
Roundabout issues/concerns/consideration of roundabout	9	1%	7	1%	30	1%
Traffic light issues/concerns (will add to congestion/traffic etc.)	20	2%	11	1%	36	2%
IKEA issues (increased congestion once built etc.)	4	0%	1	0%	7	0%
Waste of money/not cost effective	2	0%	7	1%	8	0%
Junction issues (needs improving, badly designed, too many etc)	19	2%	24	2%	62	3%
Would increase delays	0	0%	3	0%	4	0%
Would not support economic growth (includes detrimental to businesses)	2	0%	6	1%	9	0%
Parking concerns	2	0%	1	0%	3	0%
Will increase traffic/more congestion whilst social events are going on (concerts, football matches etc)	0	0%	13	1%	18	1%
Need more information regarding proposal (where it is going to be placed, how long going to take etc)	4	0%	2	0%	5	0%
Map/video negatives	0	0%	1	0%	2	0%
Better policing (cameras to monitoring poor drivers, speeding drivers etc)	8	1%	3	0%	4	0%
Concerned will become a driverless tunnel/will be built for nothing/nobody will use	0	0%	2	0%	4	0%
Concerns will divide communities	0	0%	0	0%	0	0%
Tunnel negatives/dislike idea of tunnel (high maintenance, security risks etc)	2	0%	2	0%	3	0%
Will increase journey time(s)	0	0%	0	0%	0	0%
Separate access roads for Blackwall and Silvertown Tunnels needed	0	0%	1	0%	0	0%
Need to connect with new faster roads	0	0%	1	0%	0	0%
Concerned about access/approach roads	1	0%	0	0%	0	0%

Q14 'Do you agree that the new junction in the Royal Docks area on the north side provides the right connections?'

Q15 'Do you agree that the new junction at the Greenwich Peninsular on the south side provides the right connections?'

Q16 Please use the space below to let us know any additional comments you may have on our proposals for new junctions to link the tunnel to the existing road network

	THOSE WHO SAID YES AT BOTH Q14&Q15		THOSE WHO SAID NO AT BOTH Q14&Q15		THOSE WHO DISAGREE WITH EITHER Q14 or Q15 AND SUPPORT THE OTHER	
	No. responses	% of total responses	No. responses	% of total responses	No. responses	% of total responses
Direct specific traffic streams to use Silvertown/Blackwall	1	0%	0	0%	0	0%
Suggest need provision for cyclists	0	0%	1	0%	0	0%
Total	279	33%	624	58%	1183	58%
WRONG LOCATION						
Wrong location/area for proposal	3	0%	28	3%	51	3%
Deprived area/will hit people in a low income area	2	0%	2	0%	2	0%
Crossing required further east	0	0%	0	0%	1	0%
Suggest linking to/from/via/between	0	0%	1	0%	0	0%
Total	5	1%	31	3%	54	3%
NEGATIVE COMMENTS ON OTHER LONDON RIVER CROSSINGS						
Dartford Tunnel mentions (supposed to have been free once building finished, suggest removing tolls to ease traffic flow, if not tolled more vehicles would use this tunnel etc.)	4	0%	1	0%	3	0%
Woolwich Ferry negatives (needs upgrading, needs to be abolished etc.)	5	1%	5	0%	7	0%
Emirates cable car mentions (too costly, too slow, insufficient for cyclists, operational hours, not always working)	5	1%	4	0%	8	0%
Total	14	2%	10	1%	18	1%
NEGATIVE COMMENTS ON CHARGES/OPERATION						
No charges/do not agree with toll/charging	47	6%	17	2%	25	1%
Charges too high/should be lower	1	0%	0	0%	1	0%
Already pay tax/just another way of taxing us	8	1%	1	0%	2	0%
Not enough information on charging	3	0%	2	0%	2	0%
Money making scheme	3	0%	6	1%	6	0%
Knock-on effect/concerns when tunnel(s) closed (breakdowns, accidents etc)	6	1%	7	1%	19	1%
Total	68	8%	33	3%	55	3%
NEGATIVE COMMENTS ABOUT THE CONSULTATION						
Would like to see proven statistics/results/do not believe claims (re too much congestion, travel time will increase)	5	1%	6	1%	12	1%
Need to look and learn from previous examples	3	0%	2	0%	2	0%
Survey negatives (layout of questionnaire, misleading questions, biased, decision has already been made, previous proposals not pursued etc.)	3	0%	25	2%	32	2%
Need to consult with public/listen to their views (includes times of meetings etc)	1	0%	1	0%	1	0%
Concern that London boroughs may oppose the scheme	1	0%	0	0%	0	0%
Need more information regarding regulations/restrictions on use (e.g. transport of gas, restrictions on motorbike use)	1	0%	0	0%	0	0%
Total	14	2%	34	3%	47	2%
WIDER COMMENTS ABOUT LAND USE						
Negative comment about land use	0	0%	1	0%	0	0%
Total	0	0%	1	0%	0	0%
COMMENTS ABOUT TfL/GOVERNMENT						
Government/political negatives	0	0%	1	0%	0	0%
Total	0	0%	1	0%	0	0%
TOTAL NEGATIVE COMMENTS	380	44%	734	68%	1357	67%
Total responses	854	100%	1075	100%	2039	100%

Q18. We have published a large number of technical reports. These deal with a number of disciplines, including traffic, the environment, optioneering and engineering, amongst others. If you have any comments on our methodology or approach to any of these disciplines, please let us know in the space below

No. responses % of total responses

POSITIVE COMMENTS

Good/Great/excellent	25	2%
Good idea in principle/much needed	15	1%
Well thought out/researched/presented	13	1%
Informative	11	1%
Clear/easy to understand	5	0%
Comprehensive	4	0%
Would help with congestion/traffic	4	0%
Will help with environmental issues	9	1%
Other positive answers unrelated to the scheme/consultation	6	1%
Comments about consultation materials	1	0%
Comments on the construction process (e.g. contractors / transport of materials / impact)	2	0%
Comments on the design of the scheme (e.g. too many traffic lights)	1	0%
Will benefit the economy	2	0%
Total	98	9%

TOTAL POSITIVE COMMENTS	98	9%
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NEUTRAL COMMENTS

OK/alright	7	1%
As long as proposal goes ahead quickly/not to be delayed by too many discussions/meetings/anti groups meddling	20	2%
Did not consult/was happy enough with summary/what has already been said	2	0%
Do not have enough knowledge/not qualified to answer	14	1%
Other neutral answers unrelated to the scheme/consultation	16	1%
Comments about consultation materials	1	0%
Comments on consultation timescales/ times of exhibitions (e.g. evening meeting times/longer consultation period)	2	0%
Comments on method of impact assessment for the scheme (e.g. traffic / environment)	1	0%
Comments on other routes/ measures/ not relevant to the consultation (e.g. Woolwich Ferry)	2	0%
Comments on the construction process (e.g. contractors / transport of materials / impact)	2	0%
Comments on the design of the scheme (e.g. too many traffic lights)	2	0%
Comparisons with other cities needed	1	0%
Comparisons with other countries needed	1	0%
Further details should be provided on the scheme impact (economic / environmental / traffic)	1	0%
Should be an assessment of impact on public health	1	0%
Suggestions of complementary measures (e.g. SCOOT system)	1	0%
Total	74	7%

SUGGESTED CHANGES

Suggest online survey/include link to technical reports/direct link online	6	1%
Suggest seek funding /sponsoring from elsewhere	12	1%
Suggest other options/ways of charging (commercial vehicles charged only, discount for residents, charging should be implemented across all crossings/tunnels in London etc.)	9	1%
Suggest bridge/proposal of bridge should be consulted (nes)	9	1%
Suggest Gallions Reach proposal/bridge	2	0%
Suggest building more than one new tunnel/crossing needed	5	0%
Suggest widening of tunnel/create more lanes	3	0%
Suggest looking at other alternatives/options suggested by public	10	1%
Suggest DLR/tube should be aligned into reports (improvements, expanding etc.)	5	0%
Suggest improvements to public transport	8	1%
Suggest alternative transport system used (tram, river bus, ferry link, park & ride etc)	6	1%
Total	75	7%

TOTAL NEUTRAL COMMENTS	149	14%
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NEGATIVE COMMENTS

GENERAL NEGATIVE COMMENTS		
Dislike proposal/poor idea	21	2%
Not well thought out/needs better planning	26	2%
Short sighted idea/would fail in a short period of time	18	2%
Wrong location/area suggested/need to look at alternative route/proposal too near to existing tunnel/Blackwall Tunnel	18	2%
Area considered for build not big enough/not enough space	9	1%
Usage of same approach road concerns/issues	16	1%

Q18. We have published a large number of technical reports. These deal with a number of disciplines, including traffic, the environment, optioneering and engineering, amongst others. If you have any comments on our methodology or approach to any of these disciplines, please let us know in the space below

	No. responses	% of total responses
Need to advertise/make people more aware of reports/have them easily accessible	37	3%
Complicated/not easy to understand/only make sense to those with engineering experience/guidance how to answer	36	3%
Do not understand what "optioneering" means/need to know more about "optioneering"	7	1%
Too much information/need to make reports smaller/not so much detail/jargon	17	2%
Needs more input (more information, videos, statistical/traffic analysis, costs etc.)	71	7%
Include public/people that will be affected who travel in area/will use tunnel/reports are made from people who do not visit/travel/have knowledge of the problems	22	2%
Proposal has not taken into account new developments (homes, IKEA etc.)	14	1%
Cyclist concerns/need better cycling provision/lack of analysis of cycling needs	25	2%
Pedestrian concerns/need better provision for pedestrians	12	1%
Traffic/congestion increase concerns/will incur more congestion (nes)	59	5%
Traffic/congestion to surrounding areas	27	3%
Already statistical evidence that will increase traffic/congestion	13	1%
Environmental concerns	70	7%
Noise concerns/issues	10	1%
Already highly populated area/have underestimated growing population	10	1%
Economic impact/another cost to the public they cannot afford	14	1%
Concerned will affect residents/people that live in area	25	2%
Disagree with charging/toll/keep tunnel free	27	3%
Too late/should have been done years ago/construction time too long	4	0%
Concerns will become a driverless tunnel/encouragement not to use car/statistics already show decrease in car use	10	1%
Safety concerns (poor drivers, accidents, better policing needed etc)	6	1%
Height restriction concerns/tunnel will not accommodate large vehicles	3	0%
Waste of money/costs concerns	27	3%
Money making scheme (construction industries, MP's, government etc.)	10	1%
Haven't seen any documents/reports/have not been available for me to obtain	53	5%
Other negative answers unrelated to the scheme/consultation	11	1%
Comments on method of impact assessment for the scheme (e.g. traffic / environment)	1	0%
Comments on other routes/ measures/ not relevant to the consultation (e.g. Woolwich Ferry)	3	0%
Comments on the construction process (e.g. contractors / transport of materials)	1	0%
Comments on the design of the scheme (e.g. too many traffic lights)	1	0%
Concern about inflation of scheme cost	1	0%
Do not see the point of the question	1	0%
Oppose the scheme	1	0%
The scheme will not benefit local people / institutions	1	0%
Will remove public sector funding from other projects	1	0%
Total	739	69%
CONCERNS ABOUT BIAS		
Believe reports have been subject to flawing/tampering with/untrue to suit party producing these/biased	54	5%
Believe reports not supporting tunnel have been ignored/need to publish results of all reports/positive bias	14	1%
Would like to see evidence of cost of Dartford Bridge/how much profit made already/why not free?	3	0%
Our opinion will not count/will go ahead regardless of any comments/suggestions made	16	1%
Total	87	8%
TOTAL NEGATIVE COMMENTS	826	77%
Total responses	1073	

Q19 Please use the space below to let us know any other thoughts you may have

	No. responses	% of total responses
POSITIVE COMMENTS		
SUPPORTIVE OF PROPOSAL		
Urgent need for/long awaited/overdue	163	4%
Good idea/in favour of proposal	104	3%
Much needed/essential	86	2%
Tunnel/like idea of tunnel	21	1%
Agree toll/charge (nes)	11	0%
Makes sense/most logical solution	5	0%
Good location/good route	2	0%
Other positive answers unrelated to the scheme/consultation	8	0%
Total	400	11%
BENEFITS OF PROPOSAL		
Traffic/will help to relieve congestion	41	1%
Would support economic growth in London	38	1%
Will help alleviate problems at Blackwall (repairs, delays, breakdowns, congestion etc.)	17	0%
Would help regular users/those who travel through daily/more than once a day	9	0%
Important for the growing population living in the area	9	0%
Environmental improvements/less pollution/improved air quality	8	0%
Less impact on residents/locals in area	5	0%
Will cut journey time/reduce travelling time	4	0%
Will relieve traffic at surrounding tunnels/areas	3	0%
Will reduce delays	1	0%
Total	135	4%
TOTAL POSITIVE COMMENTS	535	14%
NEUTRAL COMMENTS		
CHARGES/OPERATIONAL COMMENTS		
Suggest seeking funding elsewhere to help cover costs (government, TFL, congestion charge)	47	1%
Other charging suggestion comments (user charge period reduce, all should pay, all should be free, at least)	45	1%
Favour proposal if no charge implemented (free)	15	0%
Suggest discount for residents	14	0%
Suggest look at other countries/how they work/alleviate such problems	13	0%
Suggest travelator/monitoring traffic/better traffic management	11	0%
As long as payment system in line with congestion charging (auto pay etc)	8	0%
Suggest free/discount for hybrid/low emission vehicles	7	0%
Suggest discount for regular/frequent users	6	0%
Suggest charging for peak time only	6	0%
Suggest charging HGV/large vehicles/commercial vehicles	6	0%
As long as stop charging once debt paid	6	0%
Suggest discount/free for disabled	5	0%
Suggest speed restrictions/variable speed restrictions	4	0%
Total	193	5%
ALTERNATIVES TO PROPOSAL		
As long as built in conjunction with other crossing/bridge/suggest multiple crossings needed	167	4%
Suggest more encouragement to use public transport (public transport improvements, more affordable, better)	144	4%
Suggest alternative route	118	3%
Suggest provision of new bridge (to allow vehicles, pedestrians, cyclists, cheaper)	94	2%
Suggest concentrate getting cars off road more important	43	1%
Suggest linking to/from/via/between	33	1%
Suggest improvements to existing roads/infrastructure first (pot holes, poor quality tarmac etc.)	33	1%
Suggest rail crossing/solution	23	1%
Suggest Gallions Reach proposal more sensible solution	22	1%
As long as Woolwich Ferry not abolished/would like to keep Woolwich Ferry	16	0%
Deter HGV/large /commercial vehicles entering tunnel/keep off road	12	0%
Suggest ferry/boat/jetty link/river crossing	11	0%
Suggest look at alternative ways to alleviate problem	5	0%
Suggest tidal flow/reinstate the tidal flow	5	0%
Suggest lanes/road routed for local traffic only	1	0%
Would prefer to have a bridge	1	0%
Total	728	19%
DESIGN ISSUES / CHANGES TO PROPOSAL		
Suggest provision for cyclists	133	4%
Suggest provision for pedestrians	64	2%
Suggest further away/too near to existing tunnel/needs to be built further out	45	1%
As long as future proof/built to cope for many years /to accommodate any future traffic	26	1%
Suggest expanding lanes/increasing the number of lanes/widening road	25	1%
Suggest other design/layout of lanes/road infrastructure (freeways, dual carriageways etc)	20	1%
As long as buses could enter/public transport	12	0%
As long as look visually appealing/make it look nice/improve area	9	0%
Suggest no private vehicles allowed access to tunnel/build for commercial vehicles only	7	0%
Suggest clear signage when entering tunnel (giving drivers plenty of time to turn off etc)	5	0%
Suggest free flow/free flow junction	5	0%
As long as height restriction adequate (to accommodate buses, lorries etc.)	4	0%
As long as Greenland/parks not disturbed	3	0%

Q19 Please use the space below to let us know any other thoughts you may have

	No. responses	% of total responses
Suggest slip road	3	0%
Suggest grade separation route/grade level tunnel	3	0%
Infrastructure already in position/road already in place	2	0%
Suggest flyover	1	0%
Suggest relief road	1	0%
Suggest underpass	1	0%
Total	369	10%
WIDER COMMENTS ABOUT DESIGN/CONSTRUCTION/TIMESCALES		
Comment on design process	1	0%
Comment about effect of construction on local people	1	0%
There should be a comparison of this proposal against the other river crossing proposals that have been put	1	0%
Workers should be sourced locally	1	0%
Project should be linked to other planned development in the area	1	0%
Total	5	0%
TOTAL NEUTRAL COMMENTS	1295	34%
NEGATIVE COMMENTS		
NEGATIVES ABOUT SCHEME		
Poor idea/do not agree with proposal	83	2%
Concerned will increase traffic/congestion (nes)	186	5%
Concerned will increase pollution/more detrimental to environment	162	4%
Waste of money/not cost effective	60	2%
Concerns re: increased traffic/congestion in surrounding areas	58	2%
Concerned will impact on residents/those living in area	58	2%
Short sighted solution/will not alleviate the problem completely	56	1%
Would not support economic growth (includes detrimental to businesses)	53	1%
Should not penalise the East when crossings in West are free/less crossings in East	43	1%
Concerned will be detrimental to commuters travelling to/from work (travel time, cost etc.)	34	1%
Concerned will add to increasing population/already crowded area	33	1%
Not well thought out/ not enough thought	32	1%
Need more information regarding proposal (where it is going to be placed, how long going to take etc)	31	1%
Concerned about impact during construction (more traffic, delays etc.)	29	1%
Proposal takes too long/needs to be built quicker	27	1%
Concerned about access/approach roads	25	1%
Concerned will increase noise (planting of trees/shrubs needed to help noise issue)	25	1%
Tunnel negatives/dislike idea of tunnel (high maintenance, security risks etc)	22	1%
New development/housing being constructed in area will add to problems	19	1%
Concerned will become a driverless tunnel/will be built for nothing/nobody will use	19	1%
Concerned will create bottleneck/already bottleneck	12	0%
Better policing (cameras to monitoring poor drivers, speeding drivers etc)	12	0%
Concerns re: road entering/exiting tunnel (weight of traffic) - existing roads improvements needed	10	0%
Junction issues (needs improving, badly designed, too many etc)	8	0%
Concerns will divide communities	6	0%
Will increase journey time(s)	6	0%
Peak time/rush hour traffic would be increased/already busy at peak times	5	0%
Disagree with inclusion of bus/HGV lane (will give less lanes to cars, causing more traffic etc.)	5	0%
Traffic light issues/concerns (will add to congestion/traffic etc.)	4	0%
Parking concerns	4	0%
IKEA issues (increased congestion once built etc.)	3	0%
Roundabout issues/concerns/consideration of roundabout	2	0%
Map/video negatives	2	0%
Concern about number of the route (e.g. should not be A1020)	2	0%
Would increase delays	1	0%
Will increase traffic/more congestion whilst social events are going on (concerts, football matches etc)	1	0%
Concern about impact on children	1	0%
Concern about impact on desirability of the area	1	0%
Concern about safety	3	0%
The project may not be needed in the future	1	0%
Project should not be prioritised over public transport investment	1	0%
Total	1145	30%
WRONG LOCATION		
Wrong location/area for proposal	44	1%
Deprived area/will hit people in a low income area	23	1%
Total	67	2%
NEGATIVE COMMENTS ABOUT OTHER RIVER CROSSINGS		
Emirates cable car mentions (too costly, too slow, insufficient for cyclists, operational hours, not always)	50	1%
Dartford Tunnel mentions (supposed to have been free once building finished, suggest removing tolls to ease)	37	1%
Woolwich Ferry negatives (needs upgrading, needs to be abolished etc.)	19	1%
Comment about other river crossing	1	0%
Total	107	3%
NEGATIVE COMMENTS ON CHARGES/OPERATION		
No charges/do not agree with toll/charging	210	6%
Already pay tax/just another way of taxing us	74	2%

Q19 Please use the space below to let us know any other thoughts you may have

	No. responses	% of total responses
Money making scheme	24	1%
Not enough information on charging	19	1%
Knock-on effect/concerns when tunnel(s) closed (breakdowns, accidents etc)	11	0%
Charges too high/should be lower	10	0%
The proposed charge is too expensive	1	0%
Total	349	9%

TOTAL NEGATIVE COMMENTS	1668	44%
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COMMENTS ON CONSULTATION

Survey negatives (layout of questionnaire, misleading questions, biased, decision has already been made,	80	2%
Would like to see proven statistics/results/do not believe claims (re too much congestion, travel time will	51	1%
Need to consult with public/listen to their views (includes times of meetings etc)	44	1%
Need to look and learn from previous examples	14	0%
Positive comment about the consultation itself	5	0%
Extend consultation period	1	0%
Neutral comment about the consultation itself	1	0%
Total	196	5%

COMMENTS ON TFL/GOVERNMENT

TfL negatives	44	1%
Government negatives	52	1%
Negative implications for local government	1	0%
Total	97	3%

nes= nothing else stated

Total responses	3791	
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Appendix D: GIS Plots

Figure A-1:

Distribution of respondents

Figure A-2:

Q7 Distribution of respondents in agreement with a new crossing

Figure A-3:

Q7 Distribution of respondents disagreeing with a new crossing

Figure A-4:

Q9 Distribution of respondents agreeing with user charge

Figure A-5:

Q9 Distribution of respondents disagreeing with user charging

Figure A-6:

Q11 Distribution of respondents willing to sign up for an account system

Figure A-7:

Q11 Distribution of respondents not willing to sign up for an account system

Figure A-8:

Q14 Distribution of respondents agreeing with the north side junction connections

Figure A-9:

Q14 Distribution of respondents disagreeing with the north side junction connections

Figure A-10:

Q15 Distribution of respondents agreeing with the south side junction connections

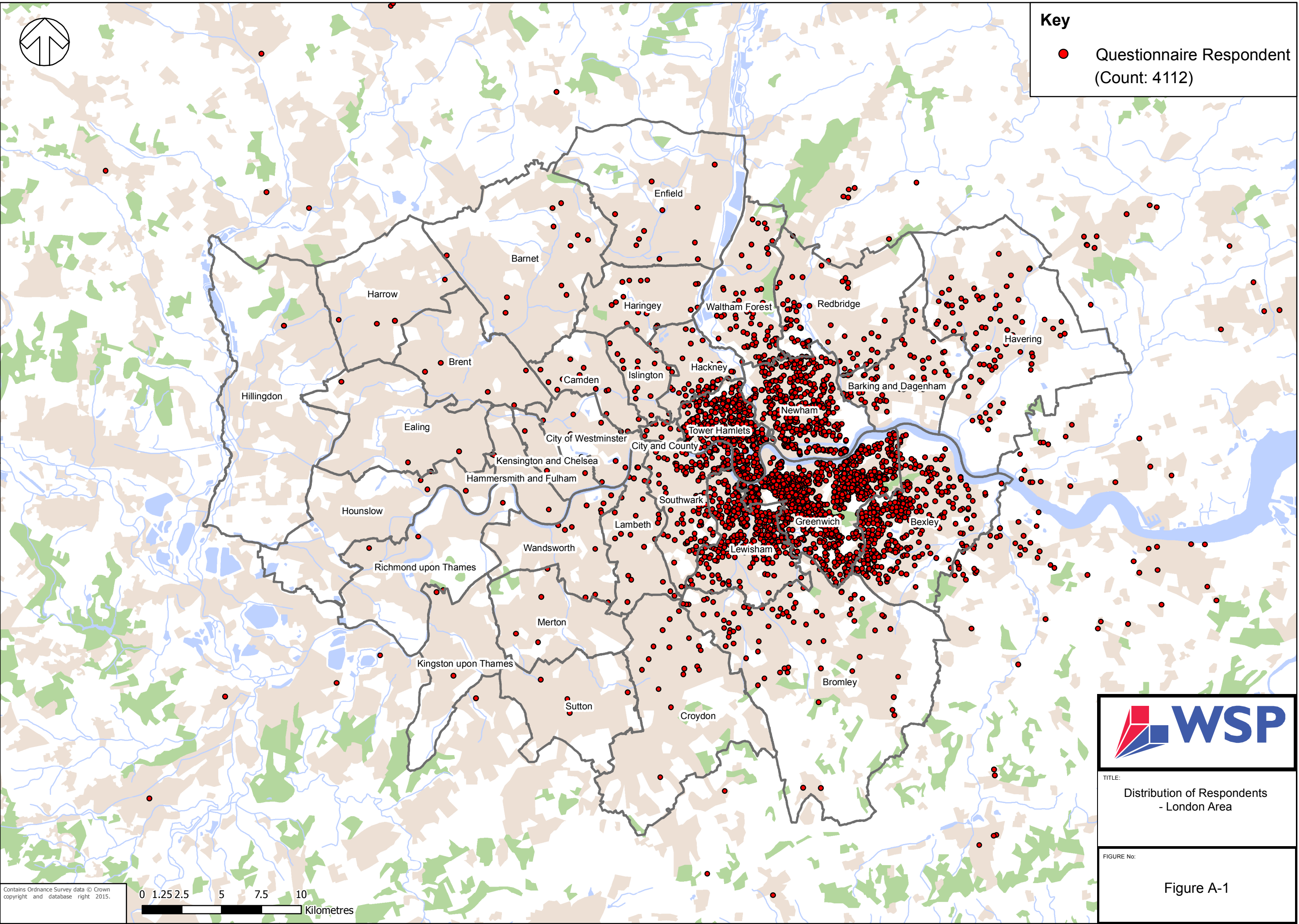
Figure A-11:

Q15 Distribution of respondents disagreeing with the south side junction connections



Key

- Questionnaire Respondent (Count: 4112)



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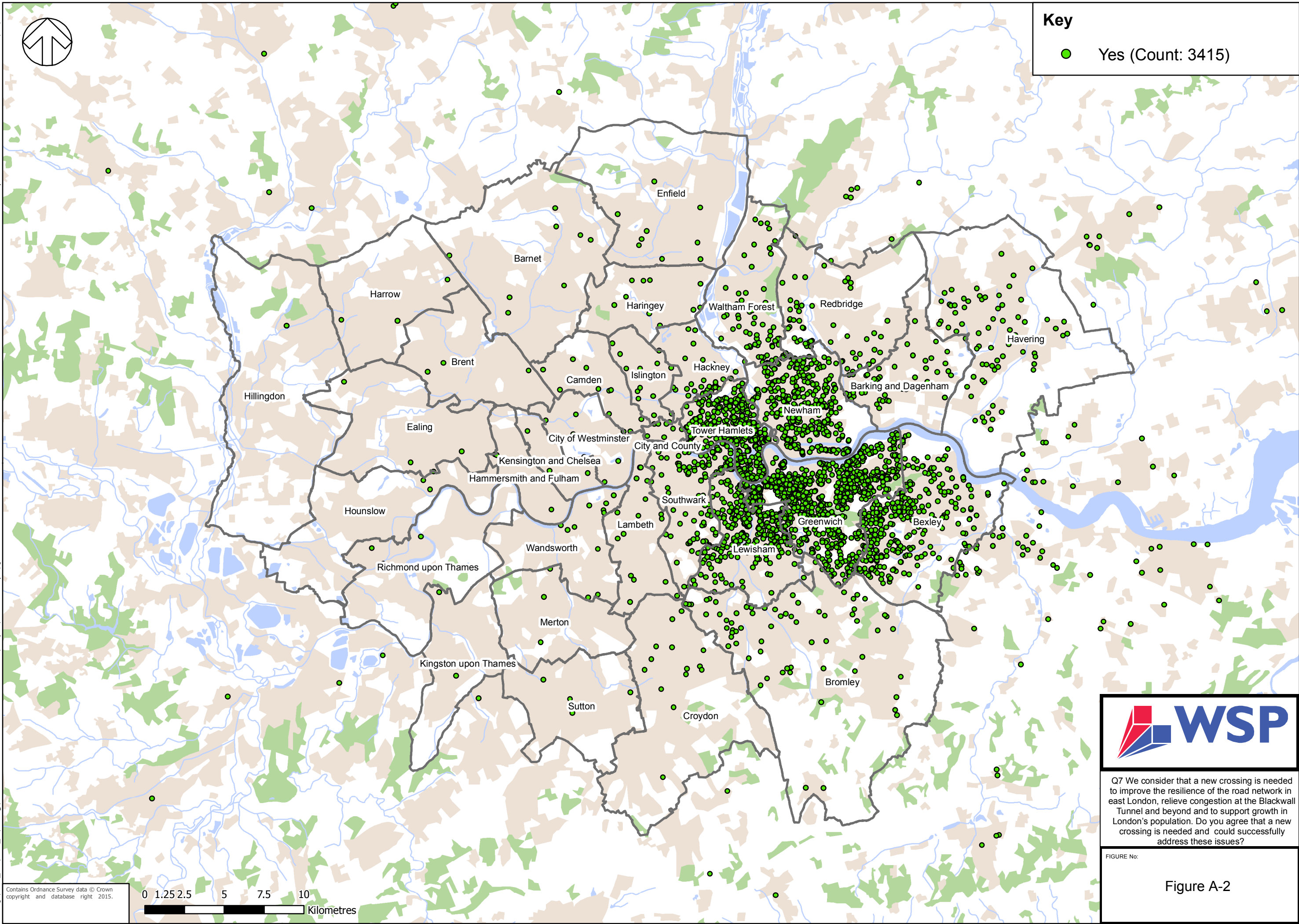
TITLE:
Distribution of Respondents
- London Area

FIGURE No:
Figure A-1

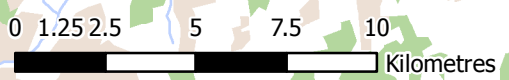


Key

● Yes (Count: 3415)



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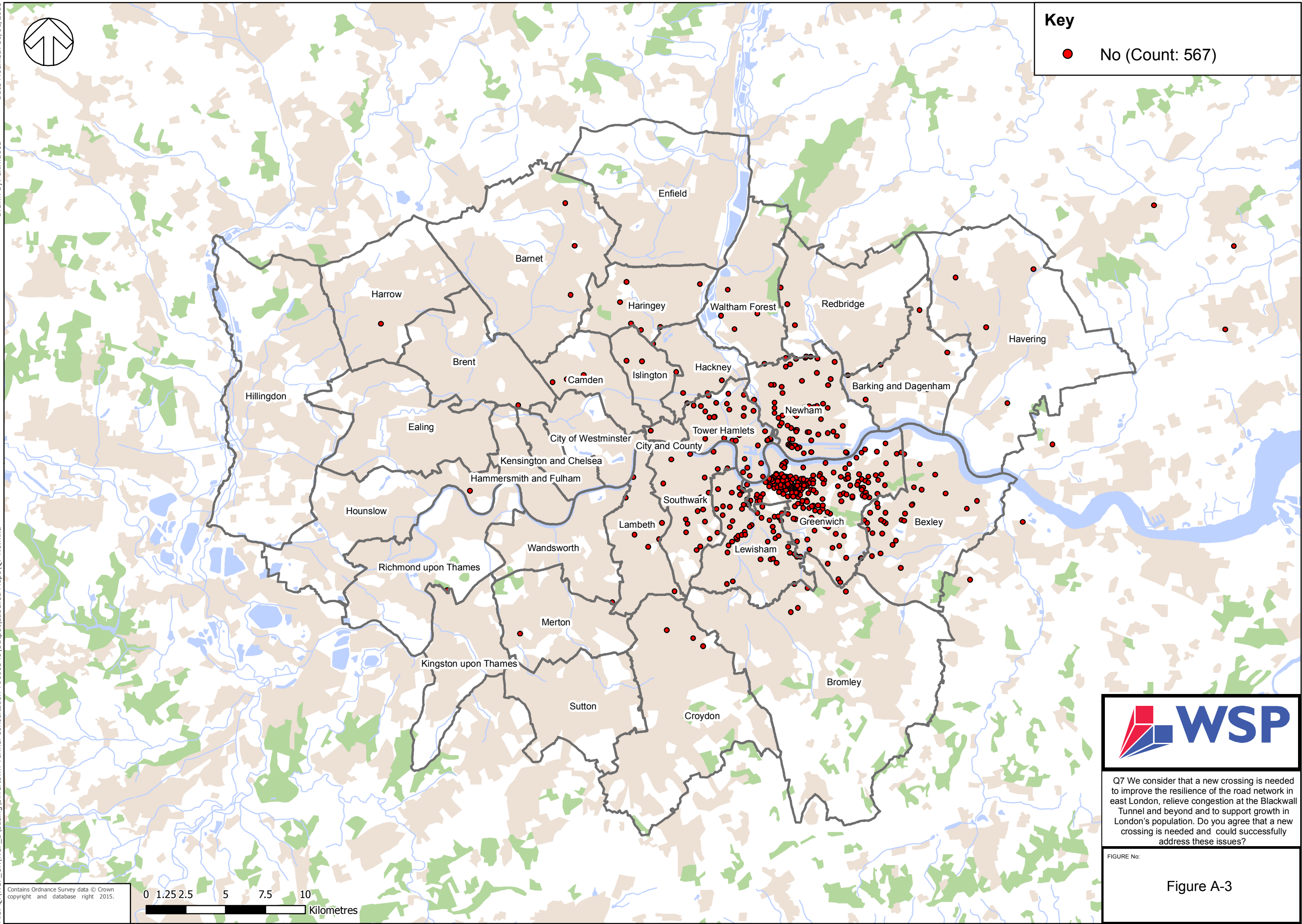
Q7 We consider that a new crossing is needed to improve the resilience of the road network in east London, relieve congestion at the Blackwall Tunnel and beyond and to support growth in London's population. Do you agree that a new crossing is needed and could successfully address these issues?

FIGURE No:
Figure A-2



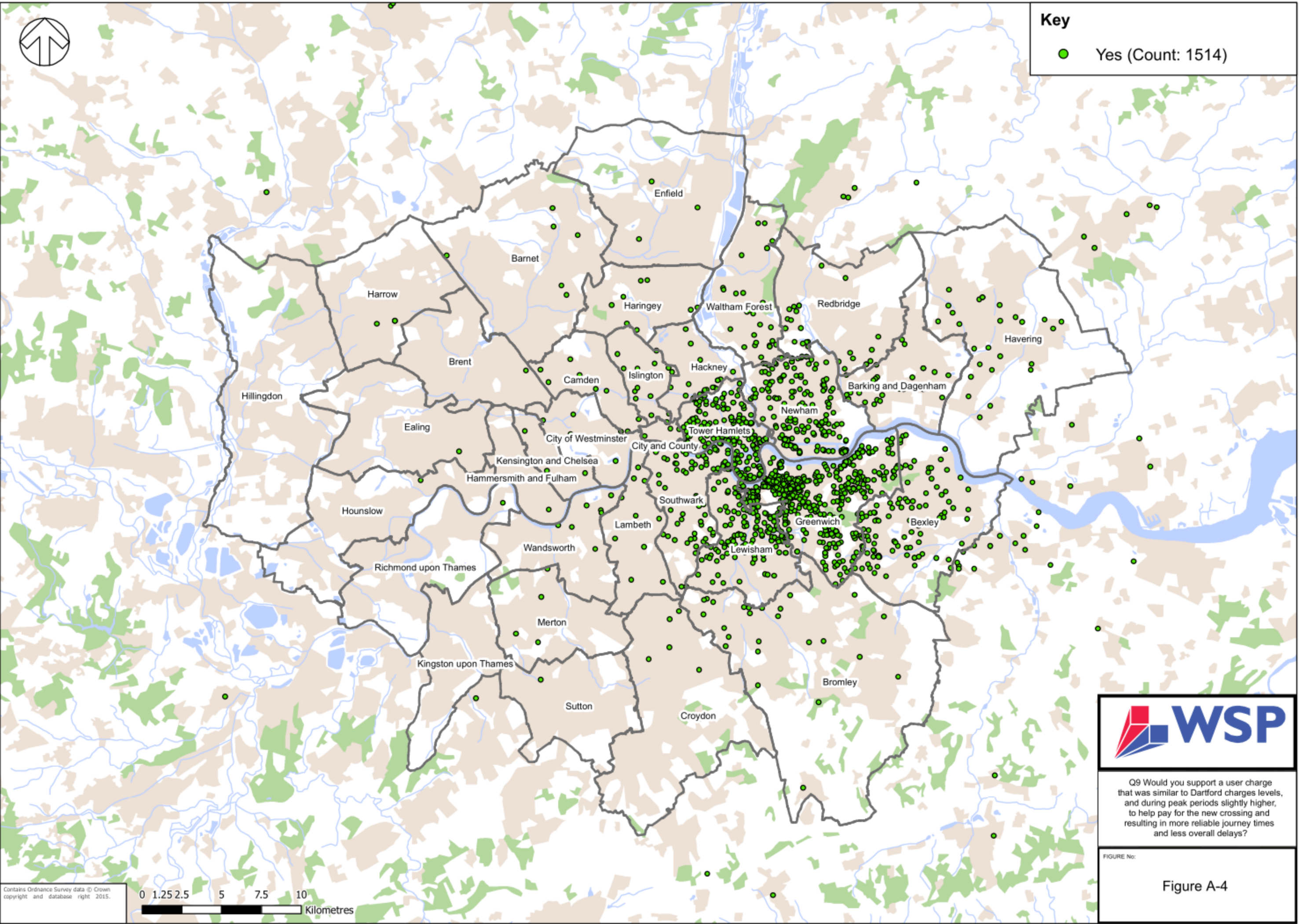
Key

● No (Count: 567)



Q7 We consider that a new crossing is needed to improve the resilience of the road network in east London, relieve congestion at the Blackwall Tunnel and beyond and to support growth in London's population. Do you agree that a new crossing is needed and could successfully address these issues?

FIGURE No:
Figure A-3



Key

- Yes (Count: 1514)

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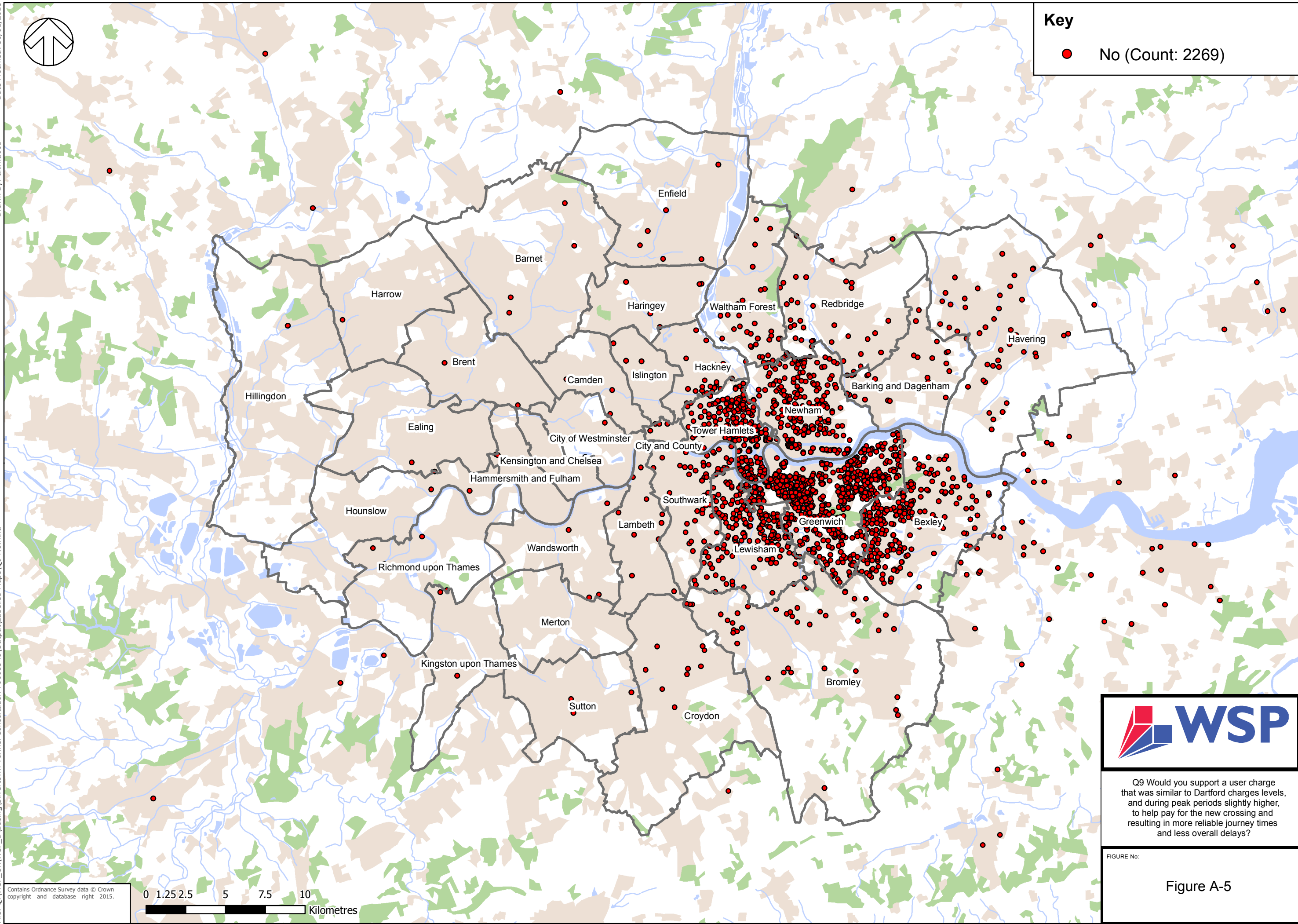
Q9 Would you support a user charge that was similar to Dartford charges levels, and during peak periods slightly higher, to help pay for the new crossing and resulting in more reliable journey times and less overall delays?

FIGURE No:
Figure A-4



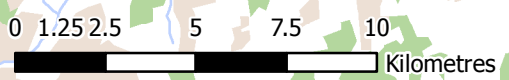
Key

● No (Count: 2269)



Q9 Would you support a user charge that was similar to Dartford charges levels, and during peak periods slightly higher, to help pay for the new crossing and resulting in more reliable journey times and less overall delays?

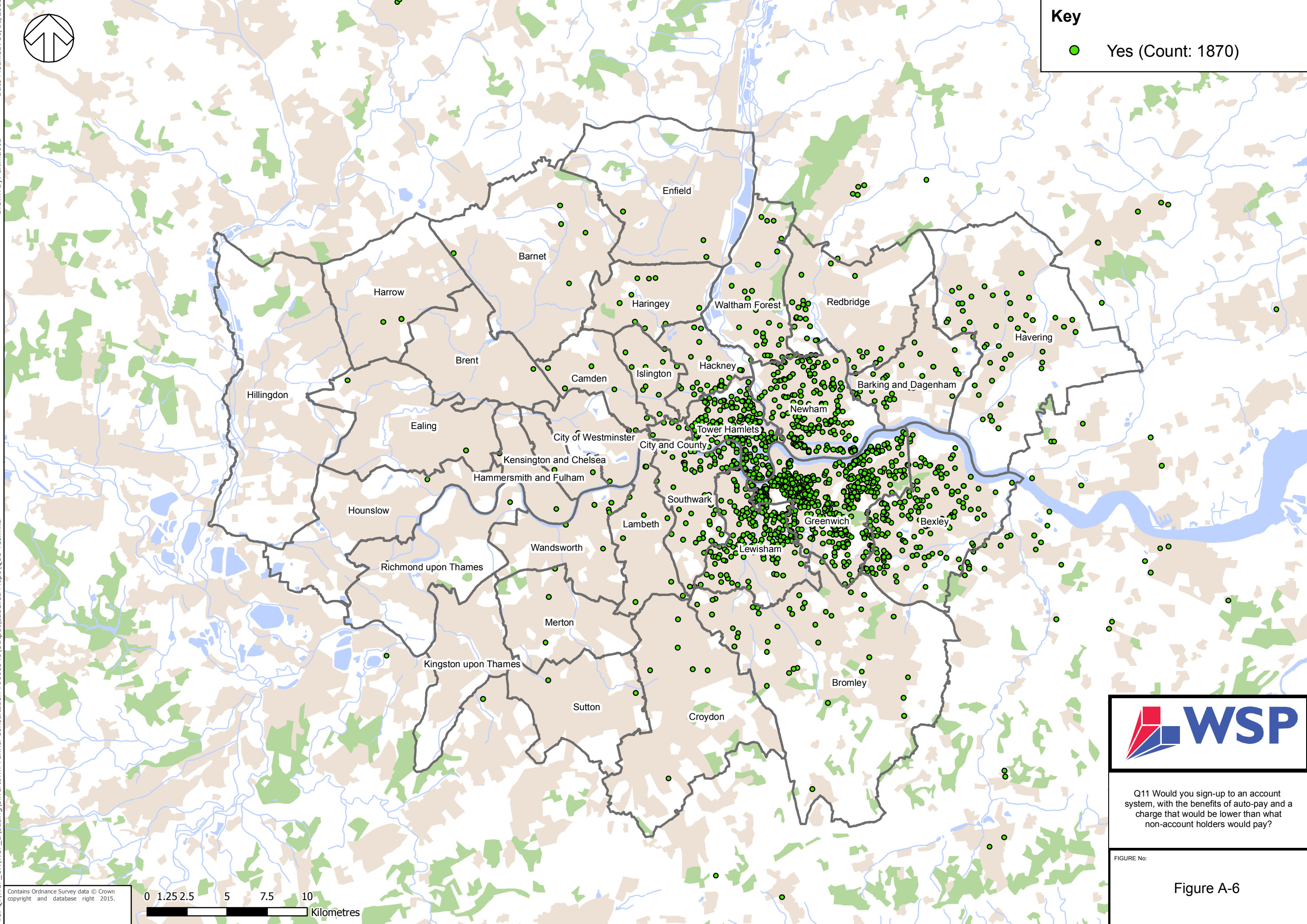
FIGURE No:
Figure A-5



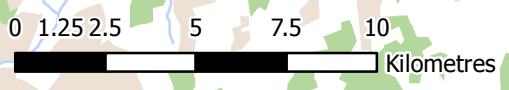


Key

● Yes (Count: 1870)



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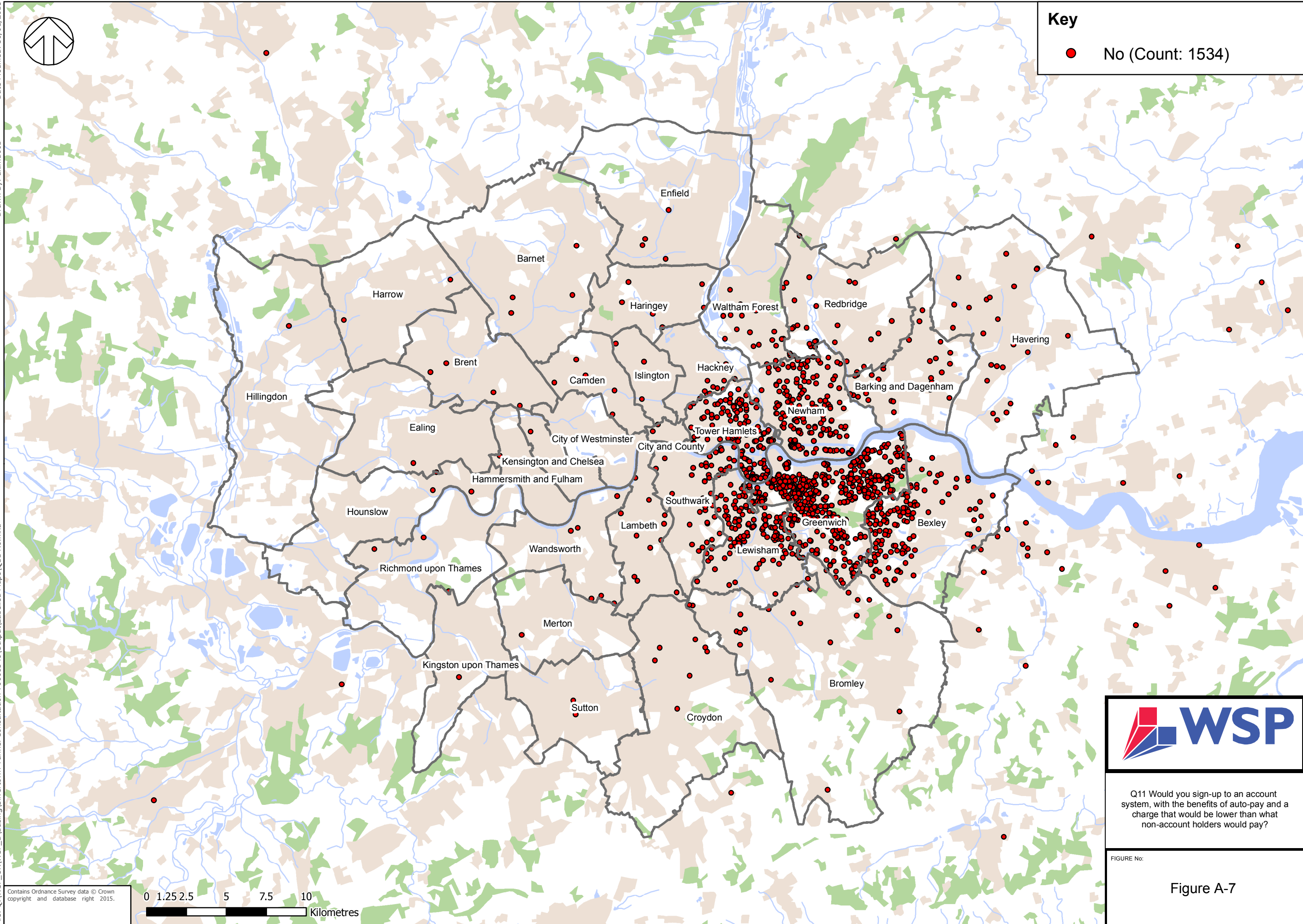
Q11 Would you sign-up to an account system, with the benefits of auto-pay and a charge that would be lower than what non-account holders would pay?

FIGURE No:
Figure A-6

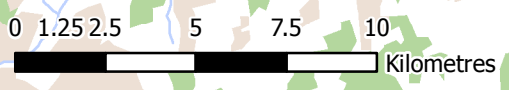


Key

● No (Count: 1534)



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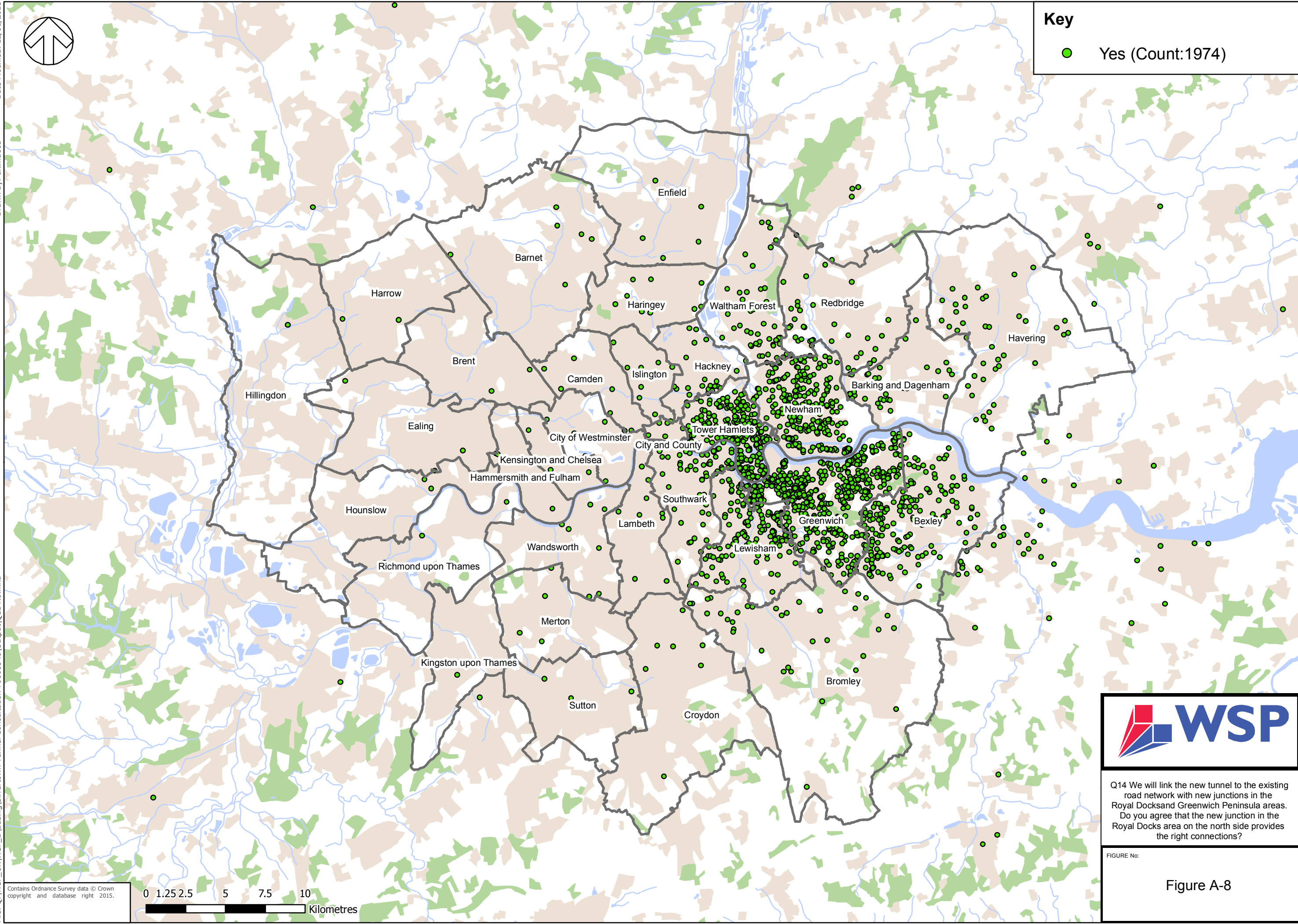
Q11 Would you sign-up to an account system, with the benefits of auto-pay and a charge that would be lower than what non-account holders would pay?

FIGURE No:
Figure A-7

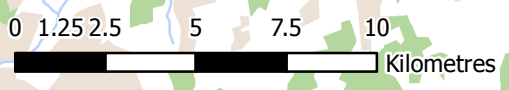


Key

- Yes (Count:1974)



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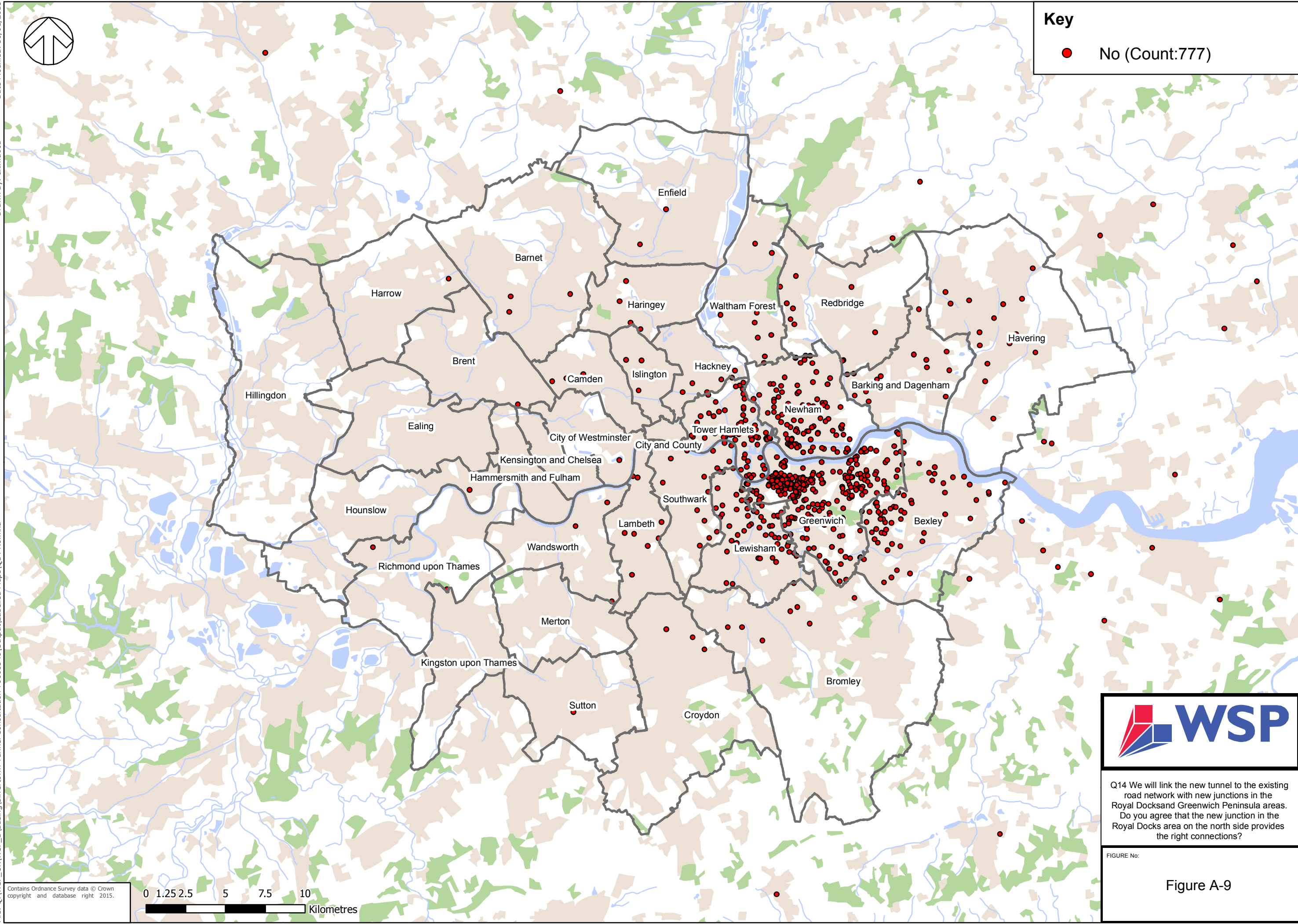
Q14 We will link the new tunnel to the existing road network with new junctions in the Royal Docks and Greenwich Peninsula areas. Do you agree that the new junction in the Royal Docks area on the north side provides the right connections?

FIGURE No:
Figure A-8

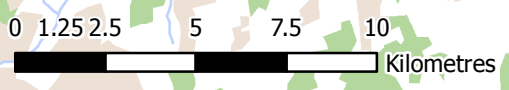


Key

● No (Count:777)



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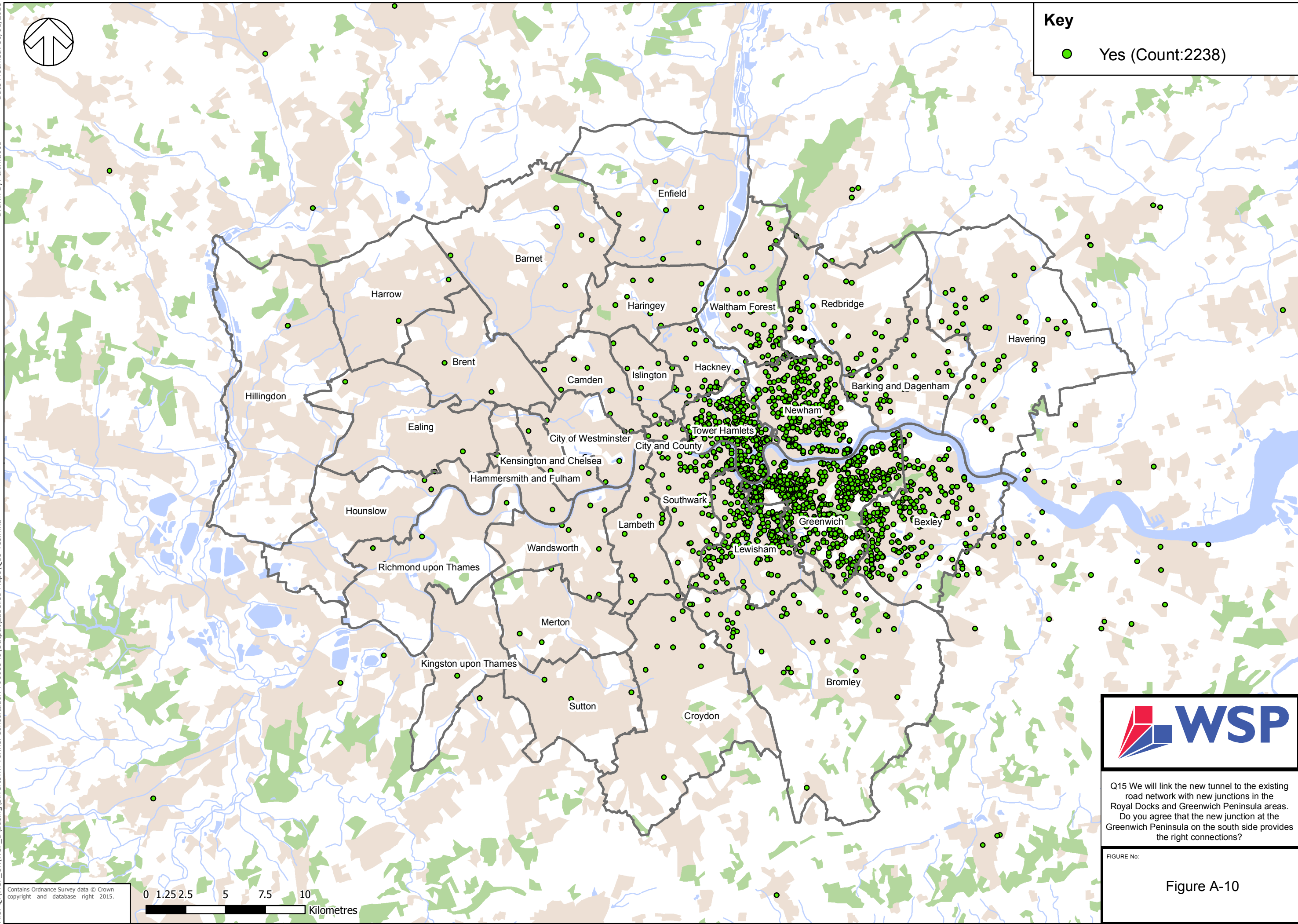
Q14 We will link the new tunnel to the existing road network with new junctions in the Royal Docks and Greenwich Peninsula areas. Do you agree that the new junction in the Royal Docks area on the north side provides the right connections?

FIGURE No:
Figure A-9



Key

● Yes (Count:2238)



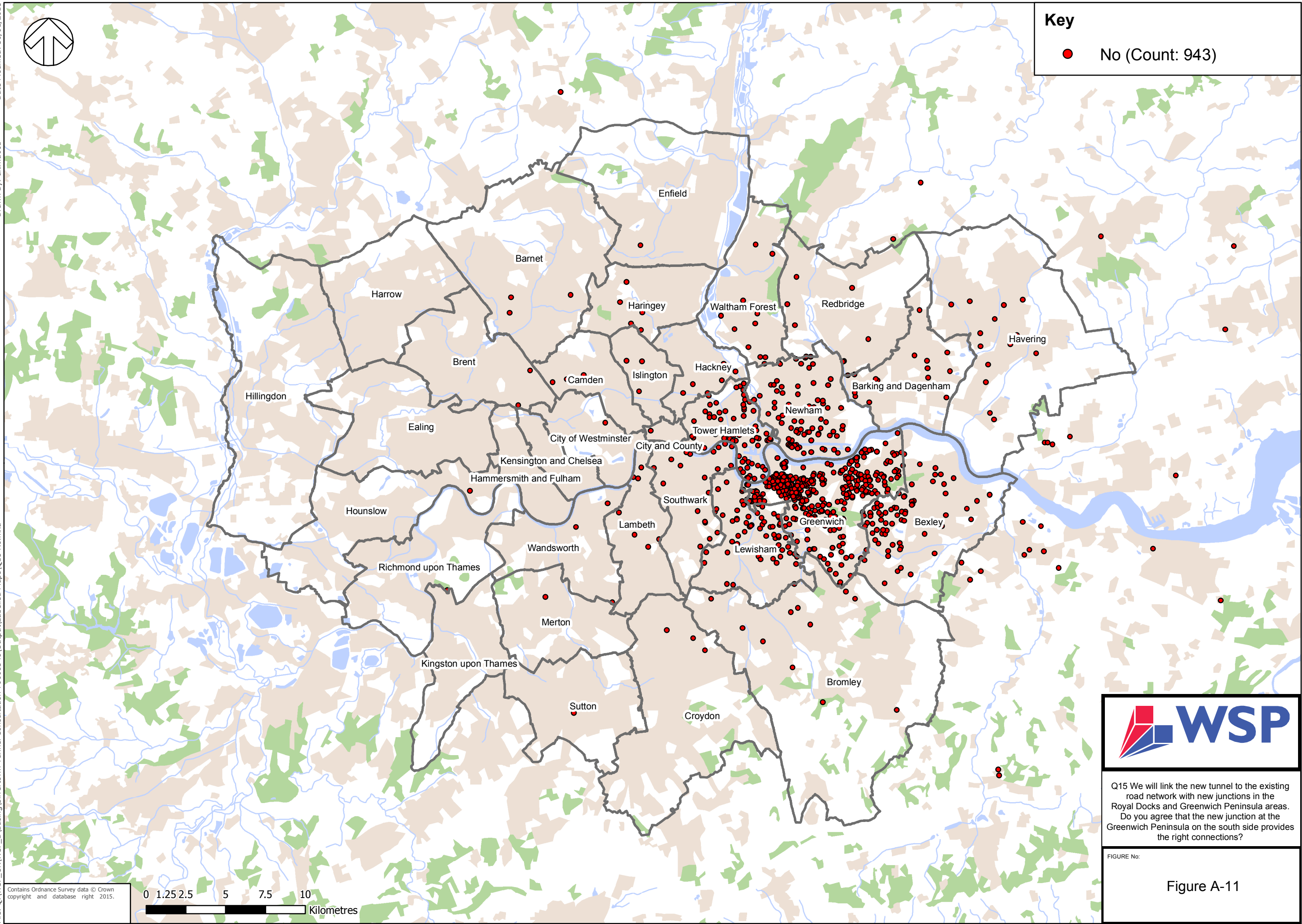
Q15 We will link the new tunnel to the existing road network with new junctions in the Royal Docks and Greenwich Peninsula areas. Do you agree that the new junction at the Greenwich Peninsula on the south side provides the right connections?

FIGURE No:
Figure A-10



Key

● No (Count: 943)



Q15 We will link the new tunnel to the existing road network with new junctions in the Royal Docks and Greenwich Peninsula areas. Do you agree that the new junction at the Greenwich Peninsula on the south side provides the right connections?

FIGURE No:
Figure A-11

