

# Your river crossing. Your say.



## Silvertown Tunnel, cross river cycling service

Consultation Report  
July 2024

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MAYOR OF LONDON



**TRANSPORT  
FOR LONDON**  
EVERY JOURNEY MATTERS

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# 1. Executive Summary

From 17 July to 10 September 2023, we held a public consultation on our proposals to provide a service to enable cyclists to cross the river Thames safely with their bikes when the Silvertown Tunnel becomes operational in 2025 given that cycling through the tunnel will not be permitted for safety reasons. We are required to provide such a service for a minimum of three years following the opening of the tunnel.

The consultation sought views on providing a shuttle bus service capable of transporting cyclists and their bikes through the tunnel, which was our preferred option. We wanted to know how often cyclists might consider using the service and at what times of day they would use it, to help us to plan the service. We also asked people about the route they thought the shuttle bus should take and what features of the new service were of most importance to them. We also sought views on whether people would be interested in using a cross river ferry service if we were to consider providing this in the future.

We received 684 responses to the consultation, including 21 from stakeholders. Our key findings were:

- 236 respondents (43 per cent) said that they would not use either a cycling shuttle bus or the cable car to cross the river with their bike
- Of those expressing a preference, more respondents 225 respondents (37 per cent) stated they would use a shuttle bus service, compared with 140 (25 per cent) saying they would use the cable car
- In response to whether people would consider using a ferry service if one were provided in future, a clear majority – 488 respondents or 79 per cent – said that they would use such a service
- Almost half of respondents (271 respondents, 44 per cent) stated that they would use a shuttle bus service on weekdays and weekends
- Responses about the time of day when people would be likely to use the shuttle bus service were evenly spread with a small preference for afternoon peak times (267 respondents, 47 per cent)
- A clear majority, 450 respondents or 83 per cent, said they would be more likely to use the service for leisure journeys than for commuting
- In terms of the most important factor relating to the accessibility and inclusivity of the service, frequency of the service was cited as the most important factor, with 474 (79 per cent) of those responding stating that this was ‘very important’ to them

- Being able to remain with their bike was cited as ‘Very important’ by 289 respondents (45 per cent) and ‘important’ by 142 people (24 per cent)
- The most popular route option for the service was the circular loop option with 240 people (41 per cent) selecting it. ‘Don’t mind’ was the second most common response with 149 respondents (25 per cent)
- A clear majority opted for a ‘timetabled’ (456 people, 78 per cent) rather than ‘on demand’ service (126 people, 22 per cent)
- A majority of respondents (328 people, 54 per cent) said they would not pay a fare for the shuttle bus service, with 246 people (40 per cent) saying they would – including 215 people (35 per cent) who said the fare charged should be in line with TfL’s general bus fares

We also gave the opportunity for respondents to make written comments about the proposals and 527 people did so. The table on the next page shows a summary of the most common issues raised during the consultation and our responses.

Issue	Summary response	Number of comments
Silvertown Tunnel should have a segregated cycle lane/separate tunnel for cyclists	We have carefully considered whether cyclists could be accommodated within the new Silvertown Tunnel. The analysis indicated that there would be limited demand for a facility for cyclists within the tunnel and that there would be significant challenges to designing a facility that would be both safe and attractive for cyclists given how long the tunnel will be. Allowing bikes into the bus lane is not acceptable from a road safety perspective due to the constrained nature of the tunnel environment and would impact the speed and reliability of buses.	92
Cyclists do not want a service where they have to get off their bikes and/or wait for a vehicle	Responses to this consultation indicated that the majority of cyclists would like to minimise the time spent travelling within the shuttle bus, and maximise the time spent riding their bikes. We understand that cyclists value direct connections and reliable journey times. It is our ambition that the new cross river shuttle bus service will be as convenient as possible, minimising wait times for cyclists, with drop off and pick up points that link to high quality cycling infrastructure so that cyclist's journeys can be continued efficiently. Cyclists will continue to have the option of using the existing foot tunnels or the IFS cable car to cross the river too.	88
Out of scope suggestions for other crossing options	This consultation sought views specifically on options for crossing the river by cycle using the Silvertown Tunnel. We have noted all the suggestions we received for alternative river crossings, and these can be kept on file for future reference.	86
Cyclists should not be charged to cross the river/charging for the service will be a deterrent to using it	The cross river cycling service will be free of charge for at least the first year of operation. It is hoped that this will incentivise more people to cross the river by bike, rather than car. We will review this after a year as usage of the service develops.	84
A dedicated bridge/tunnel for cyclists and walkers should be provided in the area instead	Building a new tunnel or bridge is not currently affordable due to the significant upfront capital costs but we have noted this feedback for any future discussions around new crossing opportunities. The scope of the Silvertown Tunnel is to provide an alternative road crossing to alleviate congestion at the Blackwall Tunnel. This will enable more than 20 buses per hour to operate in each direction during peak times and will provide a step change in the provision of opportunities for bus passengers to make cross-river journeys in the area. The proposed cycle shuttle service will also provide cyclists with the same opportunity to cross the river reliably and conveniently.	57

Our full responses to the issues raised during the consultation can be found in Appendix A. ([link](#))

## 1.1 Next Steps

We have considered all consultation responses and following this we have decided to proceed with our proposals for a dedicated cycle shuttle bus service that will travel through the Silvertown Tunnel.

We also noted that the ferry option was popular amongst the respondents with nearly 80 per cent saying that they would consider using a ferry service if it was provided in the future. In the longer term, it is our ambition to provide excellent connectivity for all modes across the river in this part of London and we will continue to explore the ferry option and work with private sector partners and operators on their plans to develop and deliver the required infrastructure to secure new cycle friendly piers and boats.

The new shuttle bus service will:

- Operate between Greenwich Peninsula and Silvertown, via the new Silvertown Tunnel
- Use bus stops located at the northern side of the river close to Tidal Basin Roundabout/Western Gateway and on the Greenwich Peninsula on Millennium Way, with onward connections to Cycleway 14 (subject to agreement with RB Greenwich and LB Newham)
- Use vehicles which provide space inside to store bicycles, rather than a trailer and minibus
- Run at a high frequency with a bus at least every 12 minutes
- Run seven days a week from 0630 to 2130
- Be free to use for at least the first year of operation, in line with our 'green and fair' policy

The shuttle bus service will begin operating when the Silvertown Tunnel opens in 2025 in accordance with our obligations under the Development Consent Order (DCO) for the Tunnel.

We are now in the process of appointing a suitable operator to run the service on our behalf.

## **2. About the consultation**

### **2.1 Purpose**

The objectives of the consultation were:

- To give stakeholders and the public easily understandable information about the proposals and allow them to respond
- To understand the level of support or opposition for the proposals
- To provide decision makers with information about cyclists' travel preferences with regards to the proposed shuttle bus service to enable them to plan service provision appropriately.
- To understand any issues that might affect the proposal of which we were not previously aware
- To understand concerns and objections
- To allow respondents to make suggestions

### **2.2 Potential outcomes**

The potential outcomes of the consultation were:

- Following careful consideration of the consultation responses, decision makers proceed with a cross river cycling service provision which aims to take account, where possible and viable, of the preferences shown in the consultation responses
- Following careful consideration of the consultation responses, decision makers make a decision to continue to explore the potential for a future cross river ferry service in the Silvertown area
- Following careful consideration of the consultation responses decision makers decide to proceed with a service provision which does not accommodate the preferences expressed during the consultation, with explanations for why this is the case

### **2.3 Consultation history**

There is a long history of consultation and engagement with relation to the Silvertown Tunnel. Public consultation took place between October to December 2014 and from October to November 2015. Following a Nationally Significant Infrastructure Project enquiry the project was granted consent in 2018.

Most recently, a [consultation](#) on proposals for the provision of new bus services through the tunnel was carried out in late 2022.

## **2.4 Who we consulted**

The consultation was open to anyone with an interest in the proposals. We were particularly keen to hear from local residents, and businesses on both sides of the river, and those who might be interested in using the new cross-river cycling service.

We also consulted with local stakeholders, including cycling groups, elected representatives and borough officers in the impacted boroughs, the London Assembly, accessibility groups and the Silvertown Tunnel Implementation Group (STIG)<sup>1</sup>. A full list of stakeholders we consulted with can be found in Appendix D.

## **2.5 Dates and duration**

The consultation ran from 17 July 2023 to 10 September 2023. We ran the consultation for eight weeks to take account of the school summer holiday period.

## **2.6 What we asked**

The consultation questionnaire was designed to find out

- how many people would be interested in using the new bus shuttle service and what the purpose of their journeys might be.
- what days of the weeks and times of day they thought they might use the service,
- whether a timetabled or on demand service was preferred
- if people would be prepared to pay a fare for the service.
- We also asked for views on whether a future ferry service might be of interest to respondents.

We asked these questions to help us plan an appropriate service provision to meet the needs of people wishing to use the new shuttle bus.

Respondents were also given the opportunity to provide written comments about the proposals.

Analysis of all consultation questions is detailed in Chapter 4 of the report.

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<sup>1</sup> The DCO formed the Silvertown Tunnel Implementation Group, also known as STIG. It is a consultative body comprised of TfL, the GLA, twelve London Boroughs and Highways England.

## 2.7 Methods of responding

Respondents were able to use a number of channels to submit their views.

Our consultation website [Haveyoursay.tfl.gov.uk/silvertown-cycling-service](https://haveyoursay.tfl.gov.uk/silvertown-cycling-service) included an online survey which people could complete. Alternatively, respondents were able to submit their views in writing by emailing [haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk) or FREEPOST TfL Have Your Say. A printable version of the survey, as well as a printable Easy Read survey were also available. These could be downloaded, completed and returned by email or post.

We offered members of the deaf community the opportunity of a conversation with us and a British Sign Language interpreter to enable them to share their views.

Printed materials and surveys were also available on request.

## 2.8 Consultation materials and publicity

We used a variety of methods to publicise the consultation, this included:

### **Emails to public/stakeholders**

We sent 2,714 emails to people who had registered to receive updates about cycling provision from TfL and who lived in postcode areas within the boroughs of Greenwich and Newham. We also emailed 900 stakeholders based in relevant boroughs, including stakeholders from the London Boroughs of Tower Hamlets and Lewisham, as well as Greenwich and Newham. We encouraged stakeholders to respond to the consultation and to publicise it amongst their own networks and contacts.

### **Letters to the public**

We delivered letters to 13,337 addresses across both sides of the river Thames in the vicinity of Silvertown Tunnel. The letter included a QR code to access the consultation website directly.

A copy of the letter and a map of the letter drop areas are included at Appendix B.

### **Postcard distribution**

We delivered postcards to a number of businesses and venues. We also placed flyers at both entrances of the IFS Cable Car. The postcards included a QR code to directly access the consultation website.

A copy of the flyer is included at Appendix B.

### **Media activity**

The TfL press office produced a press release about the consultation, which received coverage in the print and online versions of the Evening Standard and on local blog news sites. Examples of these are included at Appendix B.

### **Silvertown Tunnel project communications channels**

There is an ongoing programme of engagement with the public and stakeholders about the overall Silvertown Tunnel project. We used these opportunities to publicise the consultation about the proposed new cycling service. This included communications to the stakeholders involved in the Silvertown Tunnel Implementation Group (STIG) and to members of the Silvertown Community Liaison Groups (CLG)<sup>2</sup>.

Riverlinx, the consortium constructing the tunnel, also included details of the consultation in their communications to residents in the local area.

### Meetings with stakeholders

We discussed the consultation with stakeholders at the following meetings, both in the run up to the consultation launch and during the consultation period:

Date	Stakeholder
15 June 2023	Host borough officers – Greenwich, Newham, Tower Hamlets
22 June 2023	London Cycling Campaign
22 June 2023	Canary Wharf Group
3 July 2023	Greenwich Councillors
30 August 2023	Wheels for Wellbeing

## 2.9 Equalities Assessment

We conducted an equalities impact assessment prior to the consultation to assess positive and negative impacts of the proposals for those with protected characteristics. This was made available on request via the consultation webpage. Steps were taken to ensure that the consultation was publicised to representatives of protected groups.

The consultation materials were available on request in other formats such as large print, and Easy Read versions of the materials and survey were available via the consultation website. The deaf community were able to request a BSL conversation in order to discuss the proposals.

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<sup>2</sup> The Silvertown Community Liaison Groups were established by Riverlinx (construction partners for the project) and cover Greenwich and Newham. Their quarterly meetings are attended by TfL, Riverlinx the boroughs and are open to local residents and stakeholders with an interest in the project.

## **2.10 Analysis of consultation responses**

The consultation responses were analysed in-house by a consultation analyst.

All written responses received by email or post were uploaded onto the consultation portal by a member of the consultation team prior to the start of the analysis process.

The responses to the open question were arranged into common themes and assigned with a code as part of an overall 'code frame' in order to enable the project team to respond to the issues raised. A list of identified issues, and our responses to these is included in this report at Appendix A.

This process was subject to peer review throughout.

### 3. About the respondents

This chapter explains who responded to the consultation and how they heard about the consultation.

#### 3.1 Number of respondents

There were 684 responses to the consultation overall, including 21 from stakeholders.

Respondents	Total	%
Public responses	663	97
Stakeholder responses	21	3
Total	684	100

#### 3.2 How respondents heard about the consultation

We asked respondents to let us know how they had heard about the consultation and provided a range of options. 609 respondents chose to provide this information, and these are summarised in the table below. Social media was the most common means by which respondents had heard about the consultation, followed by having received an email from TfL. Of those responding 'other' the most frequent method was 'word of mouth'.

How respondents heard about the consultation	Total	%
Social media	213	35
Received an email from TfL	188	31
Read about it in the press	84	14
Other (please specify)	46	8
Saw it on the TfL website	41	7
Received a letter from TfL	37	5
Total	609	100

### 3.3 Methods of responding

The majority of respondents (93 per cent) chose to submit a response via the online 'Have Your Say' consultation portal, with 49 (7 per cent) of the respondents choosing to send their response by email.

Methods of responding	Total	%
Website	635	93
Email	49	7
Total	684	100

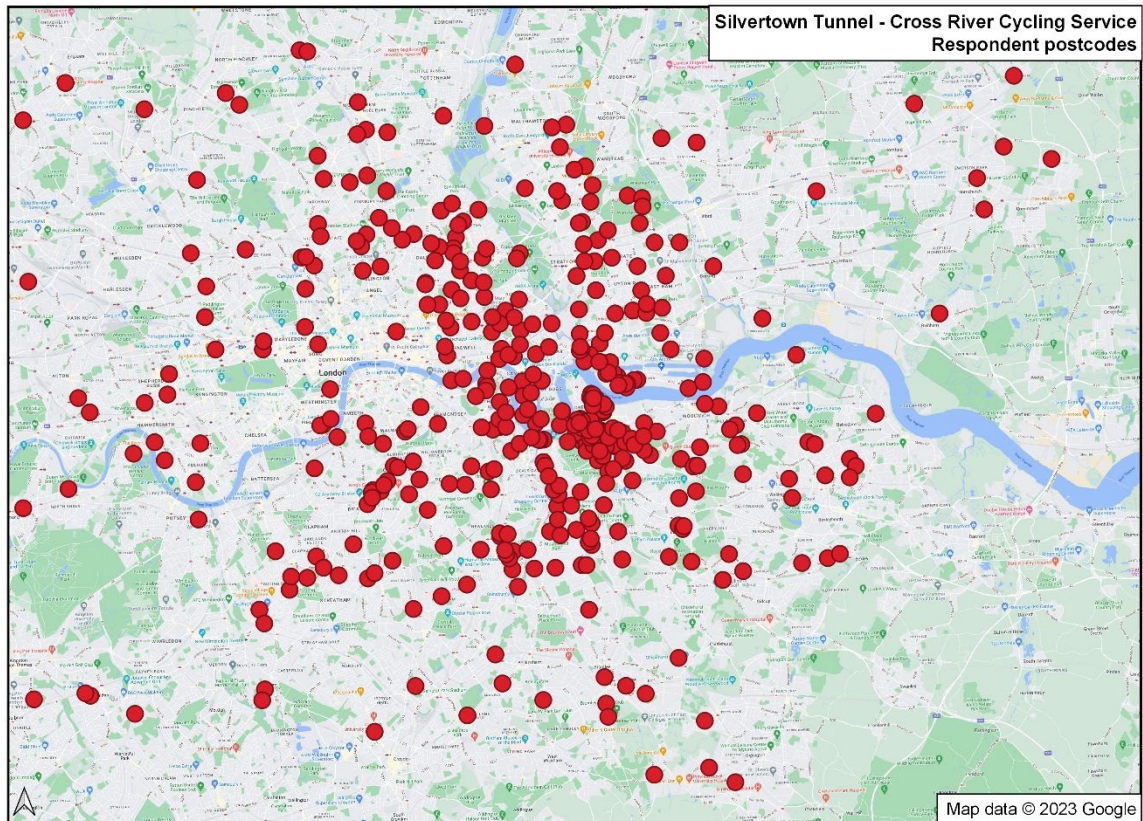
### 3.4 Who responded

Respondents were asked to state their connection to the area/interest in the proposals. 617 people chose to provide this information and the responses are summarised in the table below. The most common response was that the respondent was a cyclist from Newham, Greenwich or Tower Hamlets, with the next frequent group being cyclists from elsewhere.

Respondent's connection to the area/interest in proposals	Total	%
A local cyclist (e.g., in Newham, Tower Hamlets, Greenwich)	286	46
A cyclist, not local to the area	209	34
A local resident	38	6
Other (please specify)	23	4
A commuter to the area	15	2
A visitor to the area	12	2
A pedestrian	9	2
Employed locally	9	2
Not local but interested in the proposals	9	1
Not a cyclist but could be in the future	4	1
A local business owner	3	0
<b>Total</b>	<b>617</b>	<b>100</b>

### 3.5 Postcodes analysis

We asked respondents to tell us their home postcodes, so that we could map who had responded. Of the 684 respondents, 445 provided a valid post code and these are shown on the map below



## 4. Summary of all consultation responses

### 4.1 Summary of responses to Question 1 – If you currently cycle, what type of bicycle do you use most of the time?

610 people responded to this question.

The majority of respondents (78 per cent) said that they generally used a standard two wheeled bicycle, followed by an electric bicycle (10 per cent) and cargo bike (five per cent). The results are summarised in the table below:

1) If you currently cycle, what type of bicycle do you use most of the time?	Total	%
Standard, two wheeled bicycle	477	78
Electric bike	58	10
Cargo bike	30	5
Folded bicycle	19	3
Other	11	2
Hired cycle (e.g., lime, TIER, Human/Forest, Dott)	9	2
Tandem	2	0
Low-step bicycle	2	0
Recumbent cycles	1	0
Wheelchair cycle	1	0
Tricycle	0	0
Hand cycle	0	0
<b>Total</b>	<b>610</b>	<b>100</b>

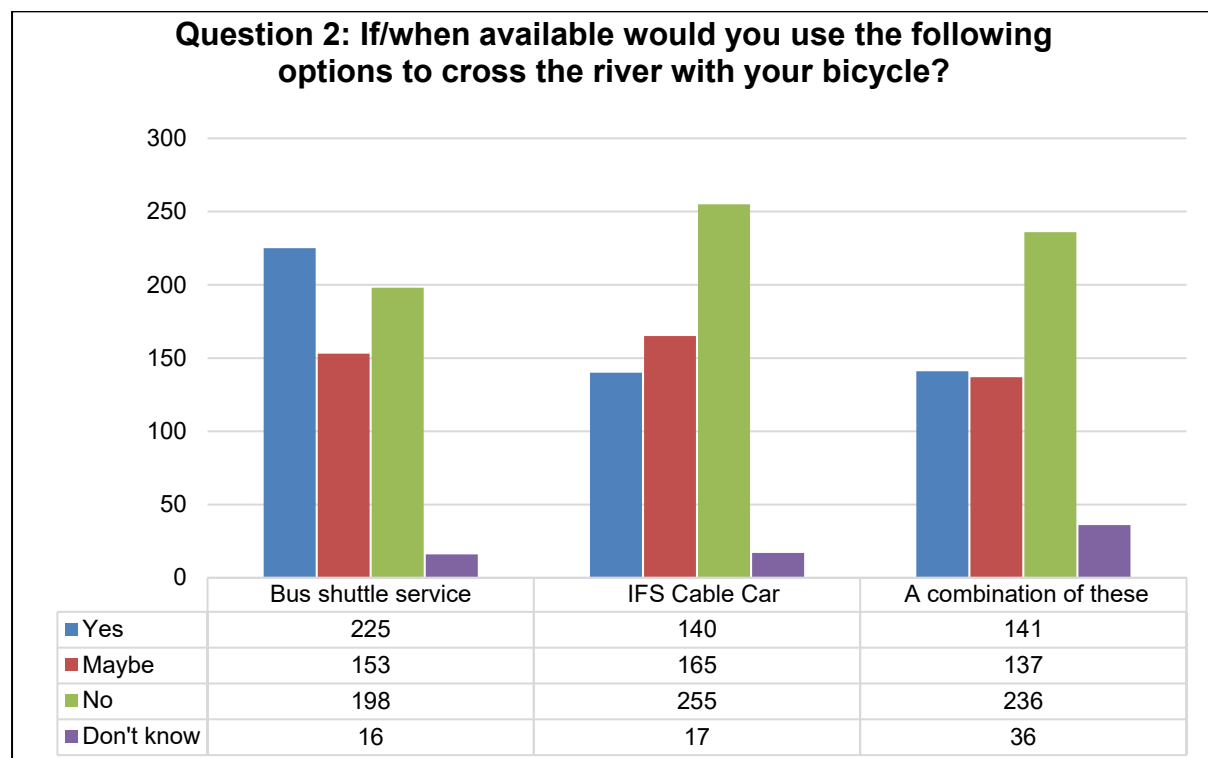
## 4.2 Summary of responses to Question 2 – If/When available which cross river option would you use with your cycle?

There were 550 responses to this question.

This question asked respondents which options for crossing the river with their bicycle they thought they would use if and when they were made available. The three options were a cross river shuttle bus service, the IFS Cable Car or a combination of the two.

Half of the respondents to this question (225) said they would use a shuttle bus service while 140 respondents stated they would use the cable car. However, 236 respondents stated they would not use either option.

The results are summarised in the table below:

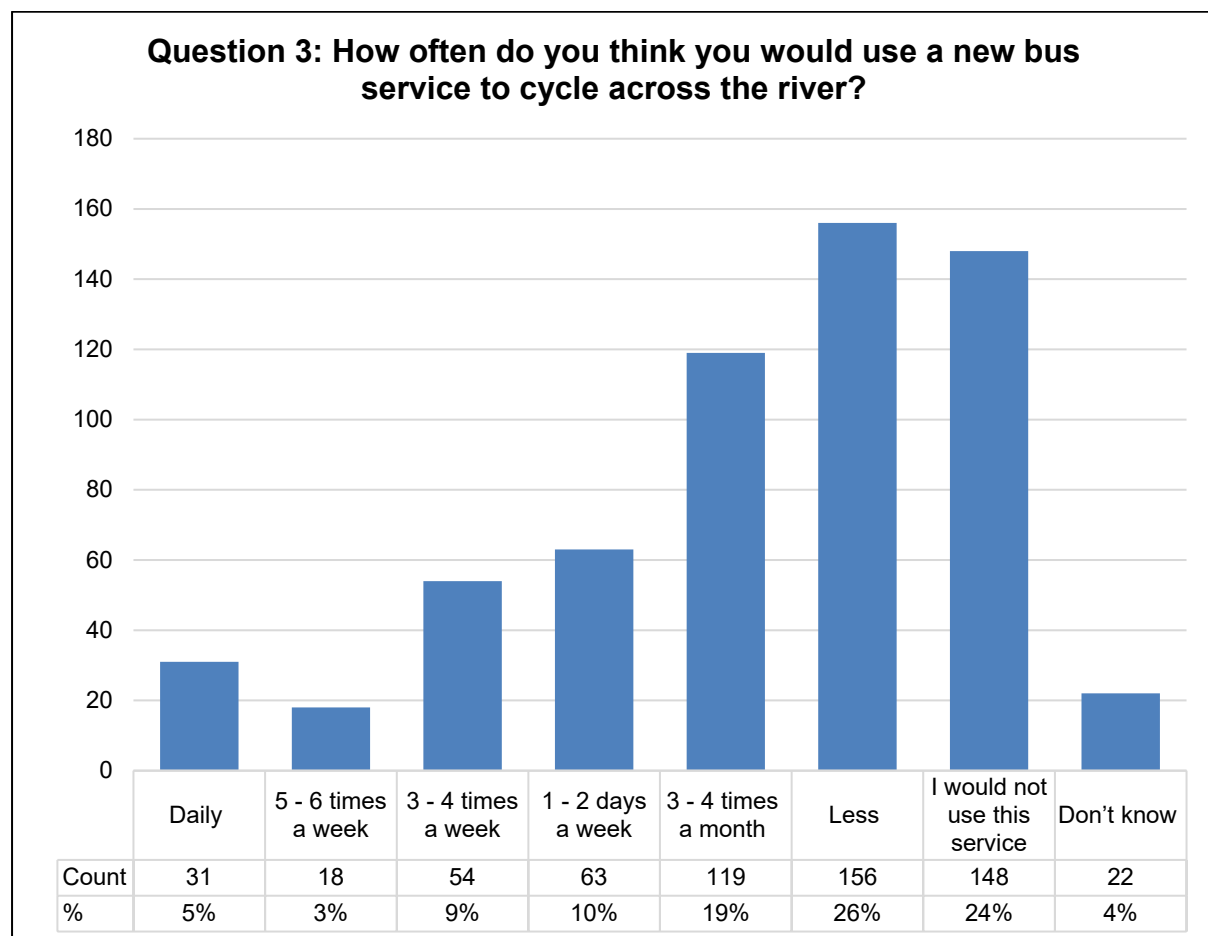


## 4.3 – Summary of responses to Question 3 – How often do you think you might use a new bus service to cross the river?

There were 611 responses to this question.

The most frequent response, from 156 respondents (26 per cent) was that they would use a cross river service with their bike less than 3 to 4 times a month. The next most frequent response (148 respondents, 24 per cent) was that the respondent would not use such a service. The third most frequent response (119 respondents, 19 per cent) stated they would use the service three to four times a month.

The results are summarised in the chart below:

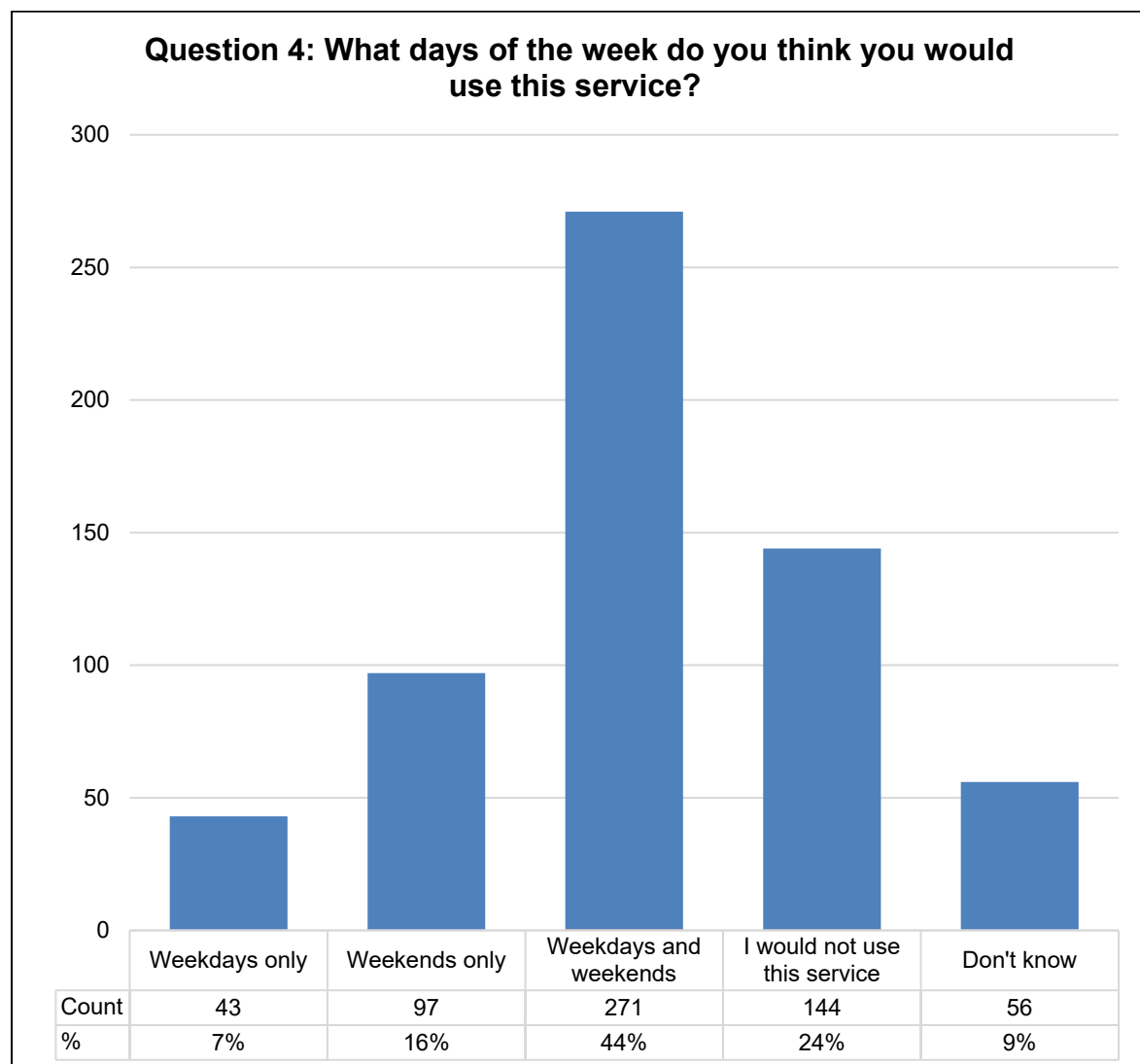


## 4.4 Summary of responses to Question 4 – What days of the week do you think you would use a new bus shuttle service?

There were 611 responses to this question.

The most frequent response from 271 respondents (44 per cent) was that they thought they would use the service on both weekdays and at weekends, the next most frequent response from 144 people (24 per cent) was that they would not use the service. The third most common response made by 97 (16 per cent) was that respondents would use the service at weekends only.

The responses are summarised in the chart below:

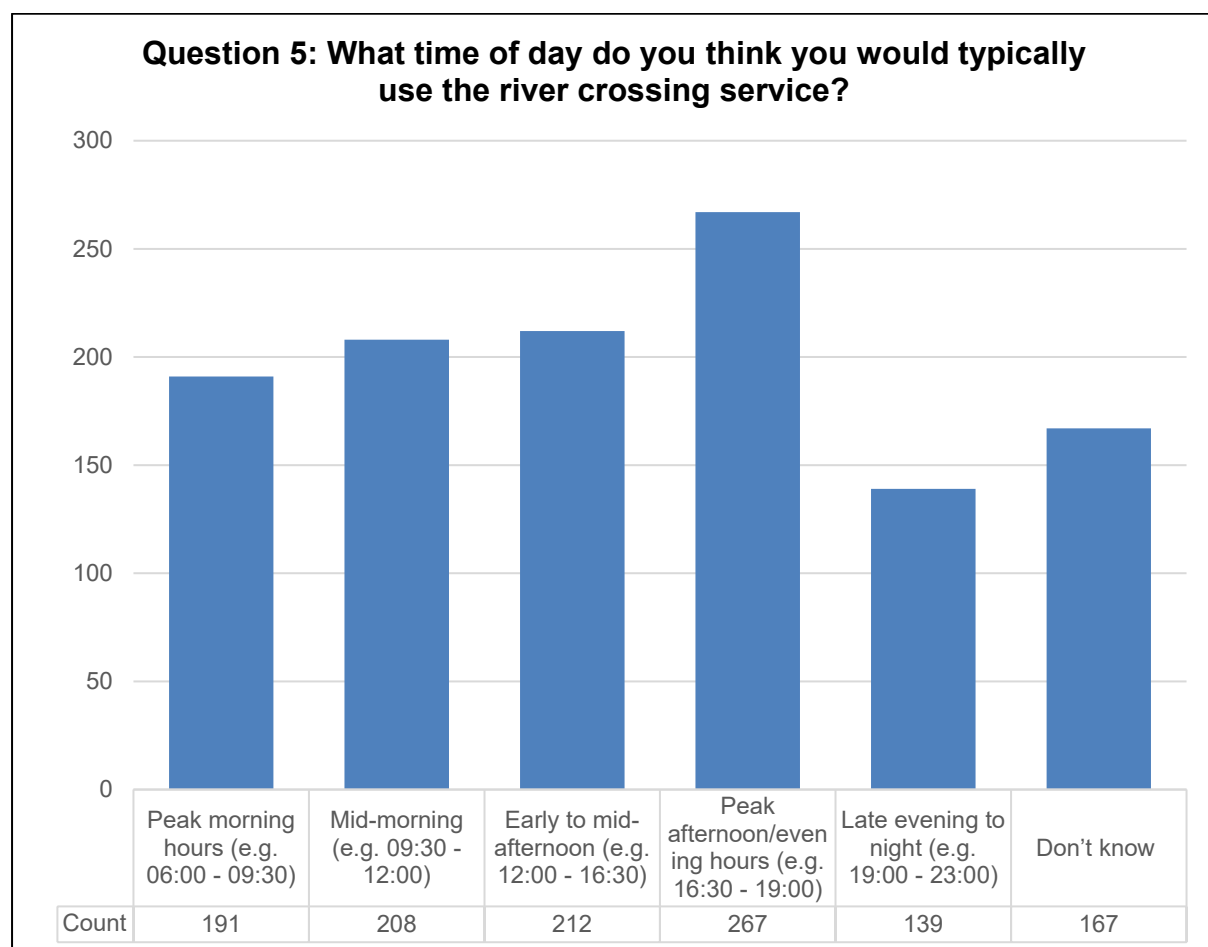


## 4.5 Summary of responses to Question 5 – What time of day do you think you would typically use the river crossing service?

There were 1184 responses to this question as respondents were able to select all time options which they thought might apply to them.

The most common response with 267 responses was afternoon peak hours from 1630 to 1900 with the second most common, with 212 responses being early afternoons from 1200 to 1630. 208 respondents stated they thought they would use the service at mid-morning, from 0930 to 1200.

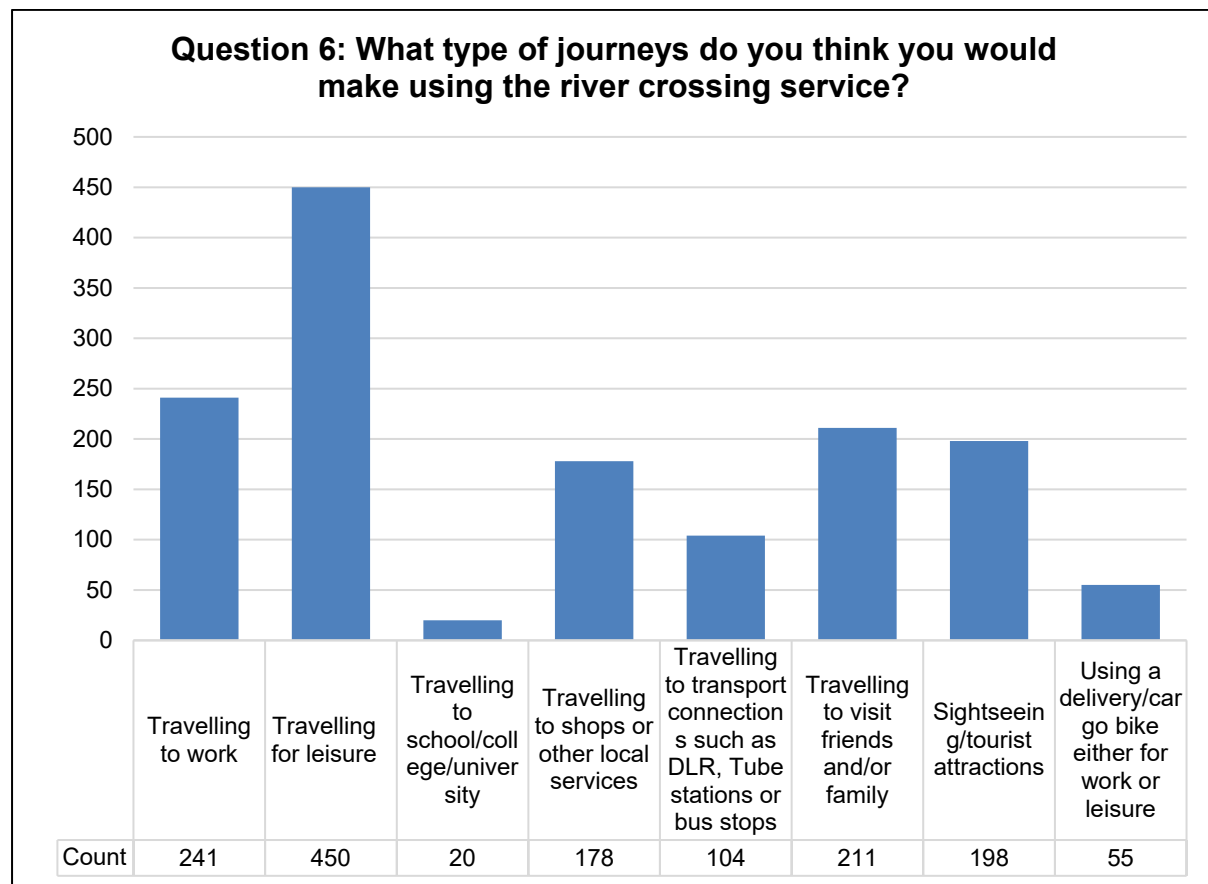
The results are summarised in the chart below:



## 4.6 Summary of responses to Question 6 – What type of journeys do you think you would make using the river crossing service?

There were 1467 responses to this question with respondents being allowed to select all the options they thought applied to them.

The most common response, with 450 responses, was 'travelling for leisure', while 241 respondents said they would use the service for travel to work. The next most commonly selected response was 'travelling to see friends and family' which attracted 211 responses.

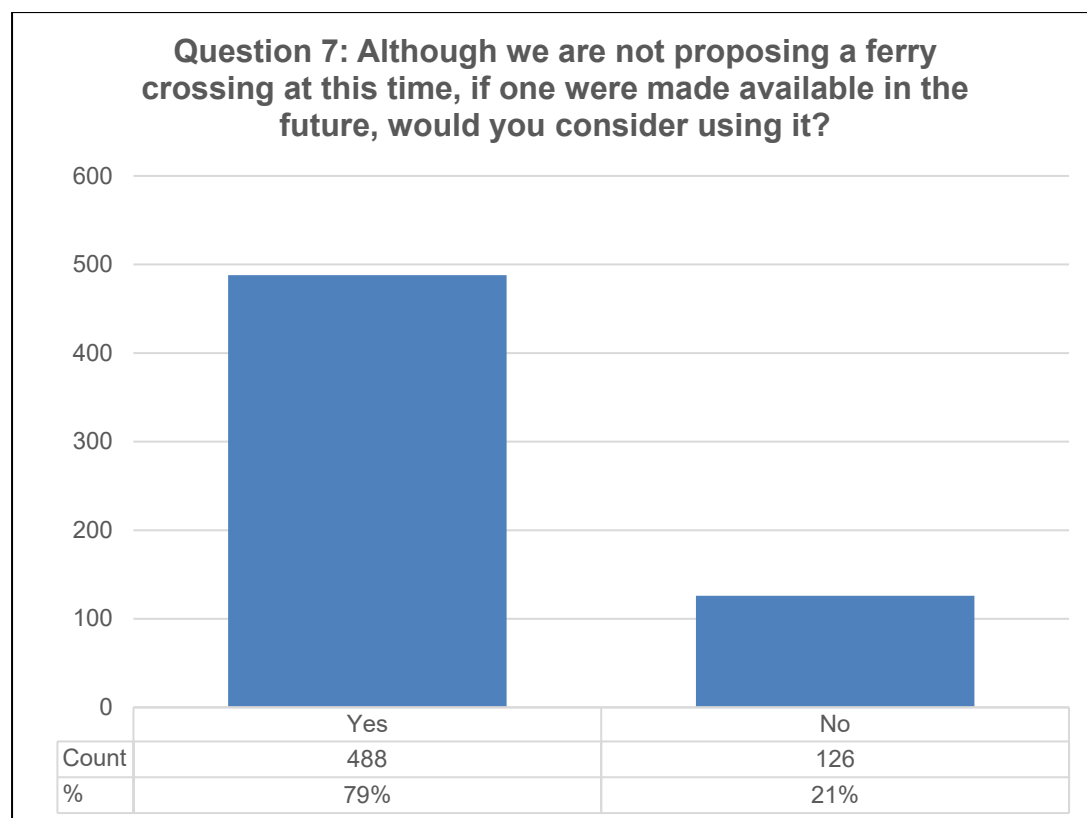


## 4.7 Summary of responses to Question 7 - Although we are not proposing a ferry service at this time, if one were made available in the future, would you consider using it?

There were 614 responses to this question.

The most popular answer to this question was 'Yes' with 79 per cent of respondents stating that they would consider using a ferry service if available in future. 21 per cent of respondents said they would not.

The responses are illustrated in the table below:



## **4.8 Summary of responses to Question 8 – Accessibility and Inclusivity considerations**

We asked respondents to let us know how important, or not, a range of ten considerations were to them when they were considering their use of a new service. The considerations were.

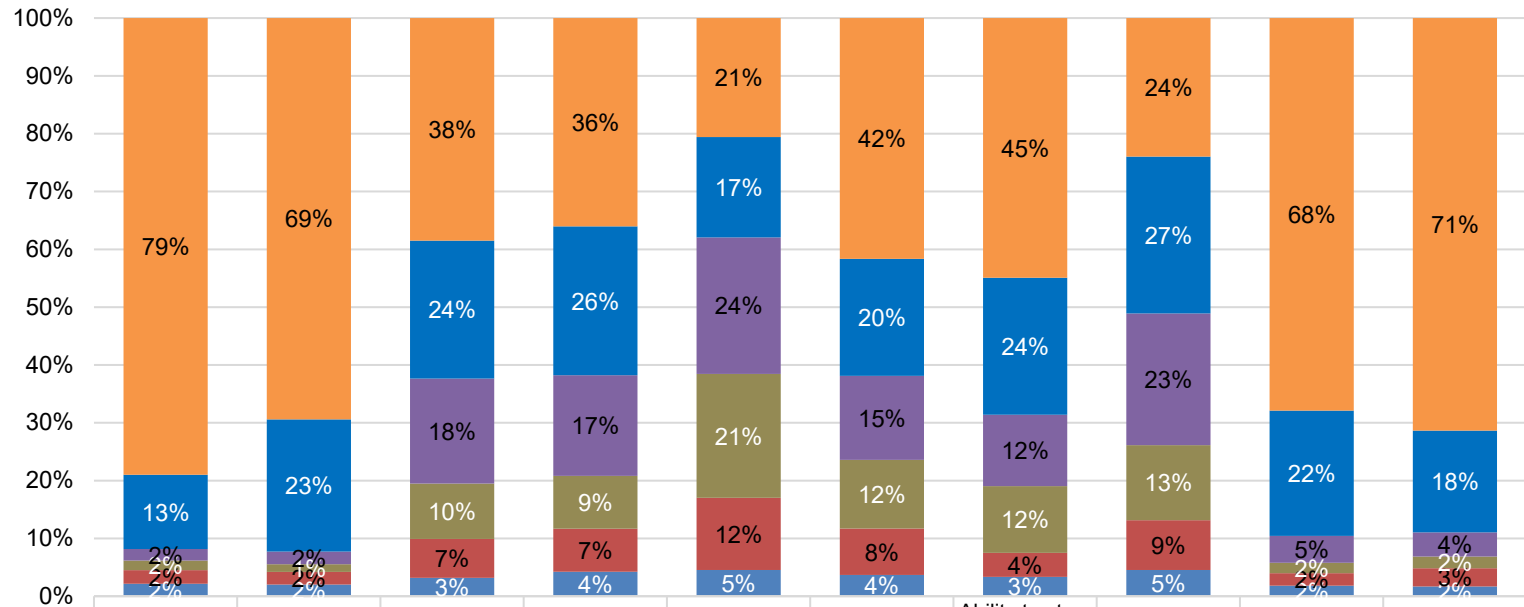
- Frequency of the service
- Time of operation of the service
- Provision of step-free access,
- Provision of boarding ramps if applicable
- Assistance with loading/unloading bicycles
- Provision to accommodate adapted and non-standard bicycles
- Ability to remain with your bicycle while using the service
- Quality facilities at stop locations
- Connectivity to other cycling infrastructure
- Low cost

We asked respondents to rate these ten considerations as either Very Important, Important, Neither Important or Unimportant, Unimportant, and Very Unimportant.

The consideration selected as 'Very Important' by most respondents (474) was 'Frequency of Service'. This was followed by 'Low Cost' which was cited as 'Very Important' by 436 respondents and 'Times of operation with 413 responses choosing 'Very Important'.

The results are illustrated in the chart and table on the next pages.

**Question 8: Considering the accessibility and inclusivity of the cross-river service, how important would the following factors be to your journey and your use of the service?**



Very important	474	413	229	213	122	249	269	142	410	426
Important	77	136	142	152	103	121	142	161	131	105
Neither important nor unimportant	12	13	108	103	140	87	74	135	28	25
Unimportant	10	8	57	54	127	71	69	77	11	12
Very unimportant	14	13	40	44	74	48	25	51	13	19
Don't know	13	12	19	25	27	22	20	27	11	10

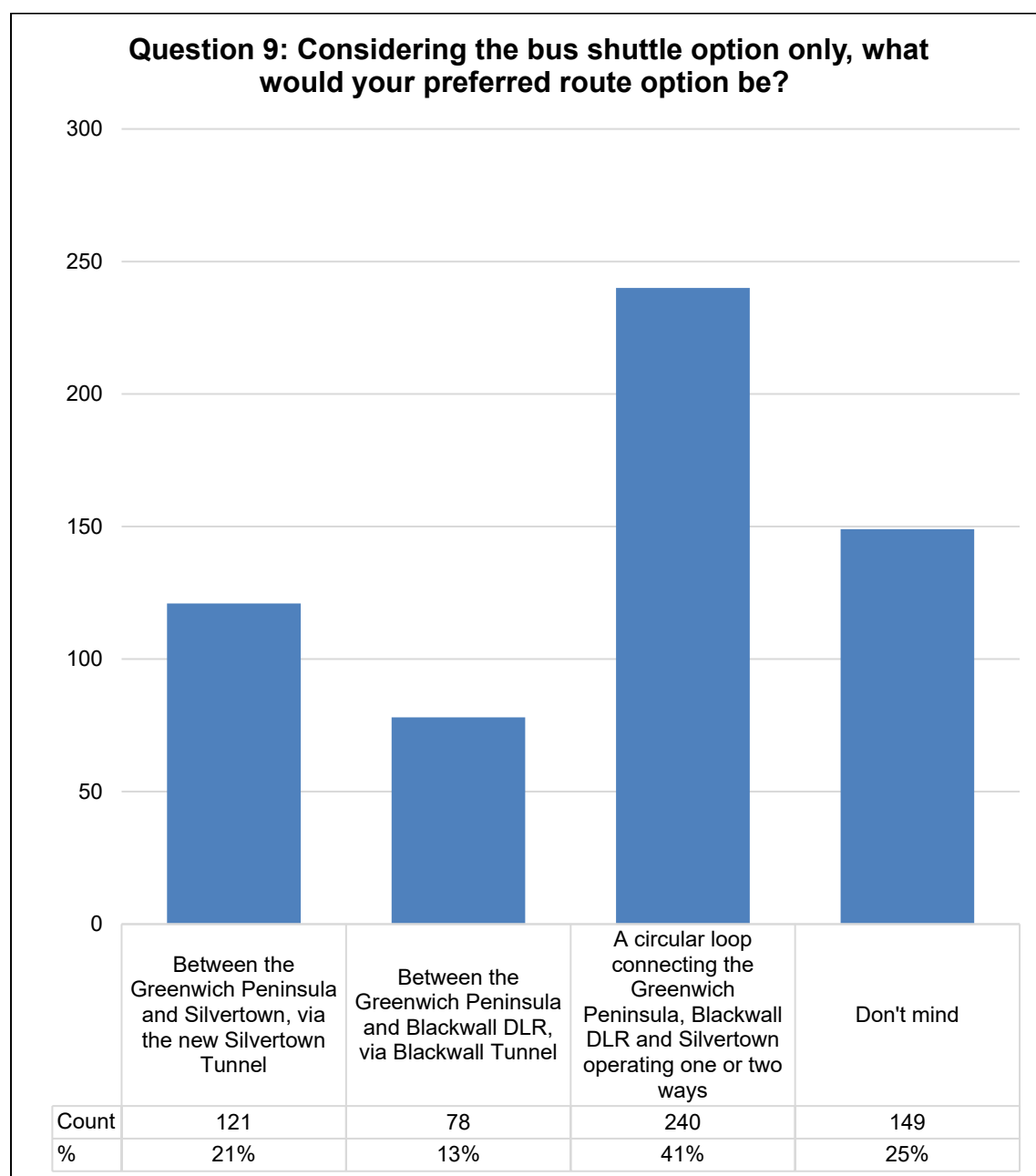
	Frequency of the service	Times of operation	Provision of step-free access	Provision of boarding ramps where applicable	Assistance loading/unloading bicycles from the driver	Ability to take adapted and non-standard bicycles	Ability to stay with your bike on the service as opposed to placing it on a trailer/storage area	High-quality customer facilities at the stop locations	Connectivity or integration to existing cycling infrastructure	Low cost
Very important	474	413	229	213	122	249	269	142	410	426
Important	77	136	142	152	103	121	142	161	131	105
Neither important nor unimportant	12	13	108	103	140	87	74	135	28	25
Unimportant	10	8	57	54	127	71	69	77	11	12
Very unimportant	14	13	40	44	74	48	25	51	13	19
Don't know	13	12	19	25	27	22	20	27	11	10
<b>Total</b>	600	595	595	591	593	598	599	593	604	597

## 4.9 Summary of responses to Question 9 – Considering the bus shuttle option only, what would your preferred route option be?

There were 588 responses to this question.

The most frequently chosen route option of those provided was for a circular route between Greenwich Peninsula, Blackwall DLR and Silvertown, with 240 respondents (40 per cent) selecting this option. A quarter of respondents (149, 25 per cent) stated that they did not mind.

The responses are shown in the chart below:



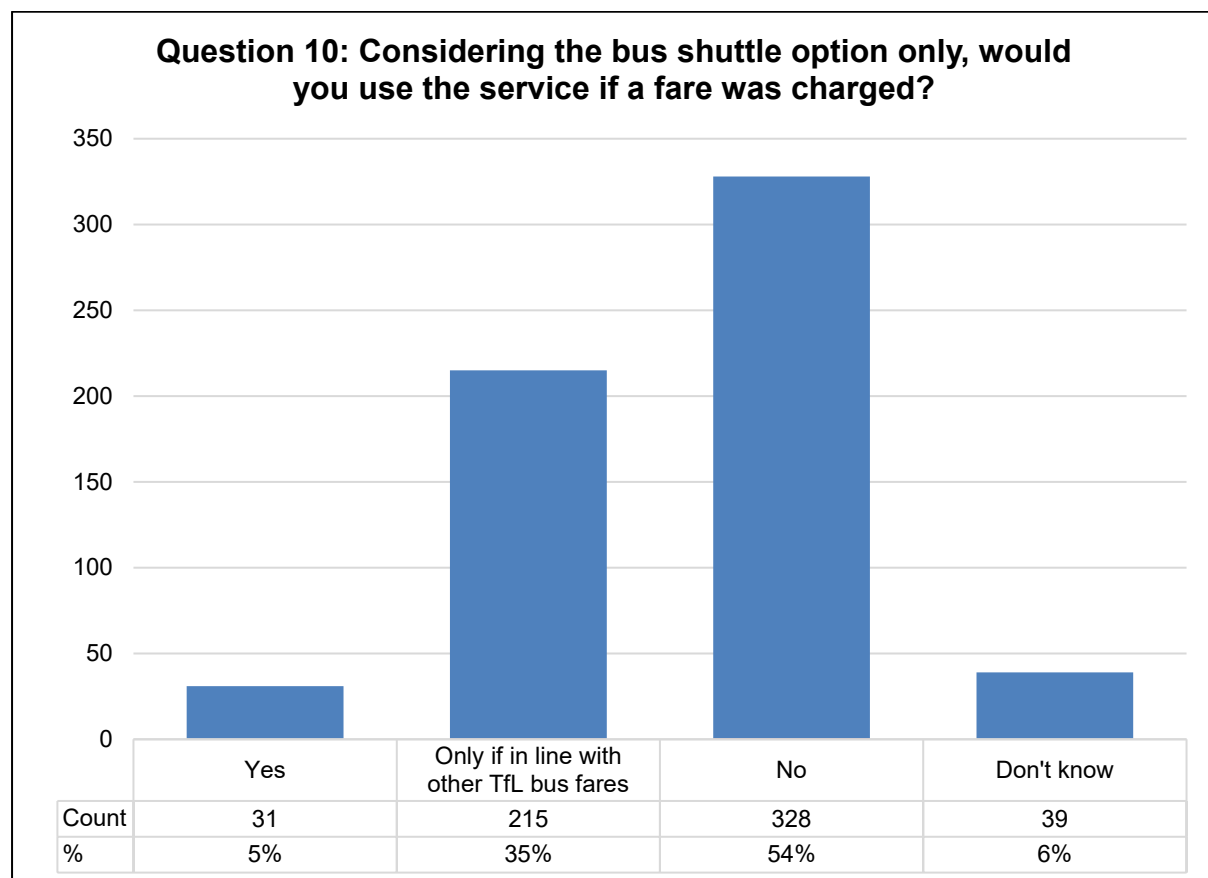
Option	Total	%
A circular loop connecting the Greenwich Peninsula, Blackwall DLR and Silvertown operating one or two ways	240	41
Don't mind	149	25
Between the Greenwich Peninsula and Silvertown, via the new Silvertown Tunnel	121	21
Between the Greenwich Peninsula and Blackwall DLR, via Blackwall Tunnel	78	13
<b>Total</b>	<b>588</b>	<b>100</b>

## 4.10 Summary of responses to Question 10 – Considering the bus shuttle option only, would you use the service if a fare was charged?

There were 613 responses to this question.

Of those responding to this question, 328 (53 per cent) said they would not use the service if a fare were charged. 215 people (35 per cent) said they would use the service but only if the fare charged was in line with other TfL bus fares, 39 respondents (6 per cent) said they did not know, with 31 respondents (5 per cent) saying they would use the service if a fare were charged.

This is illustrated in the chart below:

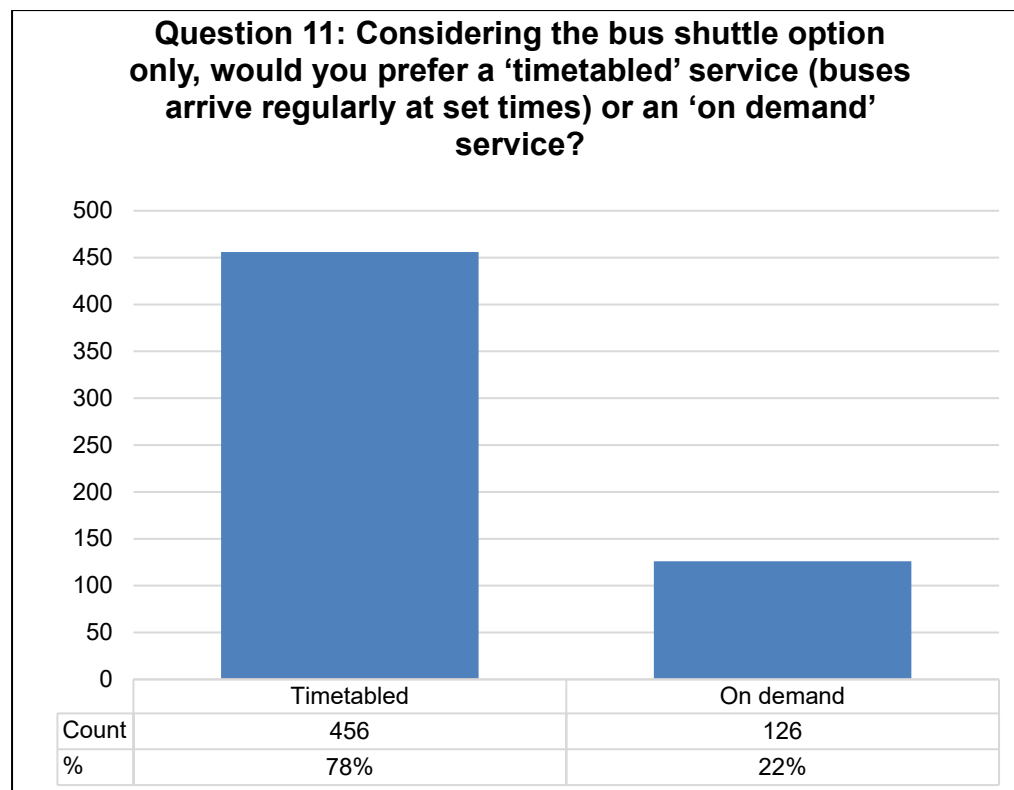


## 4.11 Summary of responses to Question 11 – Considering the bus shuttle option only, would you prefer a ‘timetabled’ service or an ‘on demand’ service?

582 people provided a response to this question.

Of those responding, 456 people (78 per cent) said they would prefer a timetabled service, as opposed to 126 (22 per cent) stating they would prefer an on demand service.

This is illustrated in the chart below:



## 4.12 Summary of responses to Question 12 – Open Question

We gave respondents the opportunity to submit written comments about the proposals and to give any feedback they wanted which was not covered elsewhere in the survey. 527 respondents chose to do so.

The table below shows the ten most frequent issues raised through the open question. A full list of the issues raised and our responses is provided in Appendix A of this report.

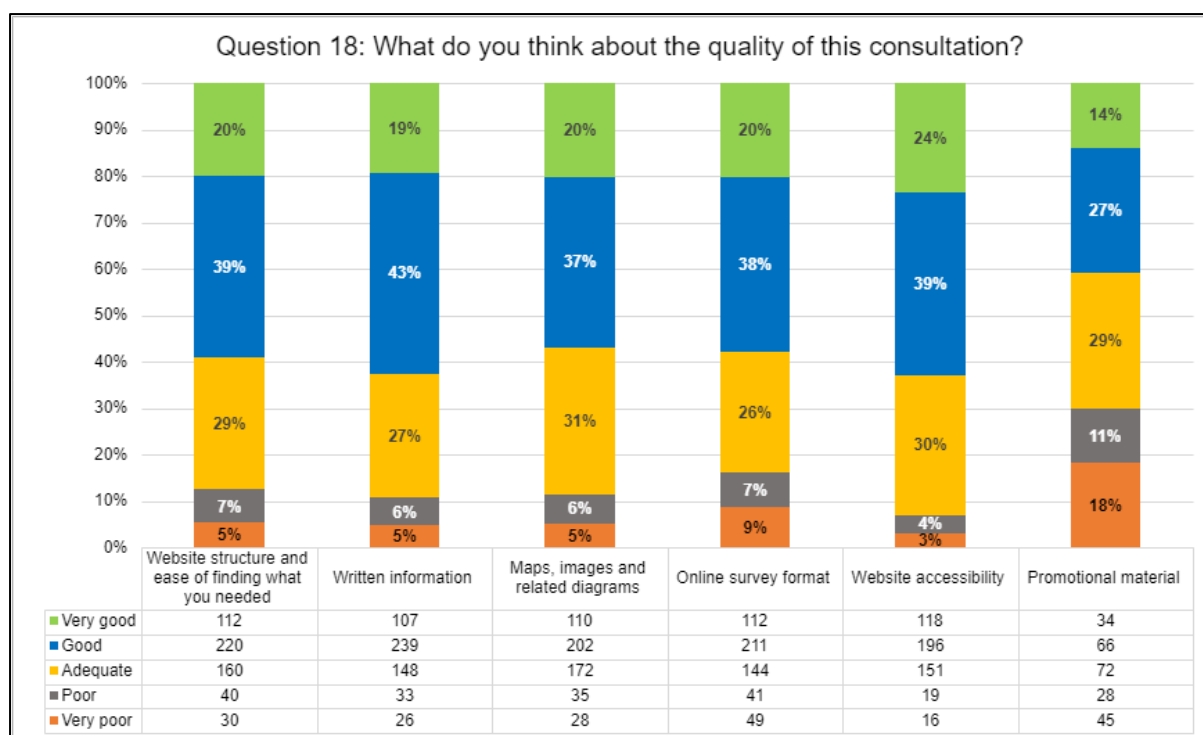
Issue Raised	Number of Responses
Silvertown Tunnel should have a segregated cycle lane/separate tunnel for cyclists	92
Cyclists do not want a service where they have to get off their bikes and/or wait for a vehicle	88
Out of scope suggestions for other crossing options	86
Cyclists should not be charged to cross the river/charging for the service will be a deterrent to using it	84
A dedicated bridge/tunnel for cyclists and walkers should be provided in the area instead	56
Cycling should be allowed through the tunnel	55
General opposition to Silvertown Tunnel	48
The proposal means motor vehicles are being prioritised over active travel	44
General opposition	43
Bus service must be sufficiently frequent to be an attractive/useful option for cyclists	41

## 4.13 Quality of the Consultation

We asked respondents to let us know what they thought about the following seven aspects of the consultation materials and process (not all were applicable to this consultation):

- Website structure and ease of finding what you wanted
- Written information
- Maps, Images and related diagrams
- Online survey format
- Website accessibility
- Events and drop in sessions
- Promotional material

The majority of respondents indicated that the materials provided were at least adequate. The percentage of respondents rating the quality of the consultation as adequate, good, or very good ranged from 87 per cent (Written materials) to 31 per cent (promotional materials). The responses are summarised below.



	Website structure and ease of finding what you needed	Written information	Maps, images and related diagrams	Online survey format	Website accessibility	Promotional material
Very good	112	107	110	112	118	34
Good	220	239	202	211	196	66
Adequate	160	148	172	144	151	72
Poor	40	33	35	41	19	28
Very poor	30	26	28	49	16	45
<b>Total</b>	<b>562</b>	<b>553</b>	<b>547</b>	<b>557</b>	<b>500</b>	<b>245</b>

## **4.14 – List of responding stakeholders**

This section lists the stakeholders who responded to the consultation.

Summaries of the stakeholder responses are provided in Appendix C. The original, verbatim responses were included in our analysis.

- Cycle Islington
- Cycling Sparks
- Future Transport London
- Greenwich Cyclists
- London Assembly Liberal Democrats
- London Borough of Newham
- London Borough of Tower Hamlets
- London City Airport
- London Cycle Campaign
- Newham Council Green Group
- Newham Cyclists
- Port of London Authority
- Redbridge Cycling Campaign
- Royal Borough of Greenwich
- Socialist Heath Association
- Southwark Cyclists
- Stop the Silvertown Tunnel Coalition
- Sustrans
- Team London Bridge
- Tower Hamlets Wheelers
- Wheels for Wellbeing

## **4.15 Petitions and campaigns**

We did not receive any petitions or campaigns in response to these proposals.

## Appendix A: Our response to the issues raised

Below are our responses to the most common issues raised by respondents to the consultation.

### General opposition

Opposition	Response
General opposition to proposals and general opposition to Silvertown Tunnel	The Silvertown Tunnel is being developed to address the significant issues of traffic congestion, poor reliability and a lack of resilience at the Blackwall Tunnel and the consequential effects these have on travel, the environment, the economy and growth across the wider east and southeast London area. Without the introduction of the Silvertown Tunnel, these issues are forecast to increase, impacting the London and wider UK economy.
Proposals are forcing active travellers onto motor vehicles/will deter people from active travel	We closely considered whether cyclists could be accommodated within the new Silvertown Tunnel. The analysis indicated limited demand and showed there would be significant challenges to designing additional space, including separate lanes, that would be both safe and attractive for cyclists given the relatively long tunnel. Allowing bikes into the bus lane is not acceptable from a road safety perspective due to the constrained nature of the tunnel environment and would impact the speed and reliability of buses, and therefore the public transport objectives of the scheme. The shuttle bus service is part of our wider plans to support a growth in active travel in this part of east and south-east London. Alongside the shuttle bus service, the new Silvertown Tunnel will serve over 20 buses per hour in each direction during peak times giving those that wish to travel by active modes even more choice than they currently have.
Proposals are a waste of money	We are committed to investing in the growth of cross- river active travel opportunities including this proposal to provide a dedicated service for cyclists. It is our aim to provide a high-quality facility open to as many cyclists

	as possible and to meet the Mayor's ambitious targets for sustainable travel opportunities in London. In the longer term we will continue to work with partners to explore ferry options too. As with all TfL projects we will endeavour to ensure that value for money is achieved and the benefits for our customers are maximised.
Consultation is a sham and will not be taken seriously.	<p>We hold public consultations while our proposals are at a formative stage, and in advance of a final decision being made as to how we may proceed.</p> <p>Through consultation we seek to listen to respondents and to understand the reasons why they may view proposals positively or negatively. The feedback we receive through consultation is used as part of our decision-making process. In this case, our consultation was intended to gain an understanding of how cyclists, and potential cyclists, thought they might use the new cross river service so that an appropriate service can be designed.</p>

### Suggestions for repurposing the Silvertown Tunnel

Suggestions for repurposing the Tunnel	Response
Suggestions that Silvertown Tunnel should be repurposed for walking and cycling only, for walking, cycling and buses only, or that one tunnel bore should be reallocated for walking and cycling and the other for traffic.	<p>In 2018, the Secretary of State for Transport gave permission for the Silvertown Tunnel to be built through issuing a Development Consent Order (DCO). The DCO granted to TfL gives specific permissions to build and operate a road tunnel which general traffic as well as buses can utilise. Fundamentally repurposing the tunnel for other means would be outside of the terms stipulated within the DCO. Further, repurposing one of the two tunnels for walking and cycling would mean buses could not travel in the other direction, limiting the public transport benefits of the scheme.</p> <p>The project aims to address the significant issues of congestion, delays and intermittent closures at the Blackwall</p>

	<p>Tunnel. During the development of the Silvertown Tunnel scheme TfL undertook a number of studies to inform the scheme design, including how cross-river walking and cycling provision could be improved. We are committed to enabling a step change in the opportunity for active travel in and around the tunnel. The new bus network facilitated by the tunnel opening will see in excess of 20 buses per hour in each direction using the tunnel in peak times opening up new cross river travel opportunities for pedestrians in the area. We are also committed to realising a growth in cycling in the area too and the proposed shuttle service will enable cyclists to cross the river safely, reliably and conveniently. Both the new bus service and cycle shuttle bus are flexible and will be closely monitored by TfL as customer's journey patterns and preferences emerge with changes being made if necessary. In parallel we will continue to work with private sector partners including river service operators to further explore proposals for viable ferry services in the area.</p>
<p>Suggestion that Silvertown Tunnel should be repurposed for a DLR or Tram service</p>	<p>In 2018, the Secretary of State gave permission for the Silvertown Tunnel to be built through granting a Development Consent Order (DCO). The DCO granted to TfL gives specific permissions to build and operate a road tunnel. The Silvertown Tunnel has been designed to address the long-standing issues of congestion, frequent closures, and a lack of resilience at the Blackwall Tunnel and a further investment in public transport would not tackle these issues. Our options assessment work indicates that a new road tunnel is therefore required in order to meet our objectives. To repurpose the tunnel with a DLR or Tram service would be outside of the terms stipulated within this specific DCO and would require a new application to the Secretary of State.</p>

## General issues about the proposed cross river cycling service

General issue about proposed cycling service	Response
<p>Suggestion that cycling should be allowed through the tunnel or that the tunnel should have segregated cycle lanes</p>	<p>TfL have carefully considered whether cyclists could be accommodated within the new Silvertown Tunnel. The analysis indicated limited demand and showed there would be significant challenges to designing additional space, including separate lanes, that would be both safe and attractive for cyclists given the relatively long tunnel. Allowing bikes into the bus lane is not acceptable from a road safety perspective due to the constrained nature of the tunnel environment and would impact the speed and reliability of buses, and therefore the public transport objectives of the scheme</p>
<p>Concern that the proposals mean that motor vehicles are being prioritised over active travel</p>	<p>The Silvertown Tunnel has been designed to address the long-standing issues of congestion, frequent closures, and a lack of resilience at the Blackwall Tunnel. It will provide dedicated bus lanes with over 20 buses per hour in each direction at peak times. These new electric buses will facilitate greater numbers of cross river journeys in south and south-east London. The cycle shuttle proposal is a key part of our commitment to ensuring that the Silvertown Tunnel supports growth in active travel in the area, enabling cyclists to cross the river conveniently with their bicycles.</p>
<p>Suggestion that a dedicated bridge or tunnel for cyclists should be provided in the area instead</p>	<p>Building a new tunnel or bridge is not currently affordable due to the significant upfront capital costs but we have noted this feedback for any future discussions around new crossing opportunities. The scope of the Silvertown Tunnel is to provide an alternative road crossing to alleviate congestion at the Blackwall Tunnel. This will enable more than 20 buses per hour to operate in each direction during peak times and will provide a step change in the provision of opportunities for bus passengers to make cross-river journeys in the area. The proposed cycle shuttle</p>

	<p>service will also provide cyclists with the same opportunity to cross the river reliably and conveniently.</p>
<p>Comments about broken lifts at Greenwich and Woolwich foot tunnels</p>	<p>Although outside the scope of this consultation, we have passed this feedback to the Royal Borough of Greenwich, who jointly own the tunnels with the London Boroughs of Tower Hamlets and Newham respectively. RB Greenwich are responsible for maintenance of the tunnels and lifts. The borough apologises for the inconvenience caused by the lifts being out of service, particularly at Woolwich. They are progressing a programme of parts replacement for the lifts to ensure a good level service is provided.</p>

## Comments about potential future ferry service

Comment about potential future ferry service	Response
<p>Suggestion that existing piers are sufficient to introduce a ferry service now</p>	<p>We recognise the interest and support that the concept of a future ferry service has generated and we will continue to work with private partners including river service operators to further explore the options for a ferry service.</p> <p>North Greenwich Pier on the south bank of the Thames and Trinity Buoy Wharf Pier on the north bank are existing piers in close vicinity to the Silvertown Tunnel. Trinity Buoy Wharf is not currently designed for regular passenger or cyclist service and our assessment indicated that significant upfront investment would be required to make it operational for a regular passenger service. Blackwall Yard pier further west toward Canary Wharf is another potential option on the north bank but this is not yet built and unlikely to be in place by 2025 when the service would need to be operational. Either option would also require investment in cycle friendly vessels and modifications to the piers to make them cyclist friendly, such as roll on and roll off.</p>
<p>Concern that ferry service costs more than other modes of travel</p>	<p>Our current assessment does indicate that a ferry service would likely have a high fare in order to recoup the high upfront capital costs when compared to the proposed shuttle bus. Our ambition with any new service would be to ensure good value for money for both TfL and our customers. The feedback we have received as part of this consultation on the willingness to use a ferry service is valuable and will be used to help inform work on a potential ferry service in the future.</p>
<p>Support for future ferry service</p>	<p>The potential option to provide a ferry service connecting Silvertown to the North Greenwich Peninsula is something that we are interested in the future. However, our recent optioneering exercise has shown</p>

	<p>that suitable piers and other necessary infrastructure is not currently available and is not likely to be in place prior to the opening of the Silvertown Tunnel in 2025.</p> <p>The feedback we have received as part of this consultation on the willingness to use a ferry service is valuable and will be used should this option be developed further in the future.</p>
Suggestion that a future ferry service could be used by people other than cyclists and therefore be of greater benefit for the local environment	<p>We recognise that there are potential benefits to operating a new ferry service, including to both pedestrians and cyclists. Our current assessment indicates that the initial capital investment required by TfL - in piers and boats - to operate a ferry service is not currently affordable and therefore overall, this option does not represent good value for money. The feedback we have received as part of this consultation on the willingness to use a ferry service is valuable and will be used should this option become viable in the future.</p>
Suggestion that a future ferry service should be free of charge to use	<p>Our ambition with any new service would be to ensure good value for money for both TfL and our customers and there is a balance to be struck between ensuring any new service is affordable and our ability to operate the service effectively and to a high standard. The feedback we have received as part of this consultation on the willingness to use a ferry service is valuable and will be used should this option become viable in the future.</p>

## Issues regarding proposed shuttle bus service

Issues regarding proposed shuttle bus service	Response
Fares	
Cyclists should not be charged to cross the river/charging for the service will be a disincentive to use it	The cross river cycling service will be free of charge for at least the first year of operation. It is hoped that this will incentivise more people to cross the river by bike, rather than car. We will review this after a year as usage of the service develops.
General concern about paying for the service	
Support for paying for the service	
Suggestion that shuttle bus should be free for Freedom Pass holders	
Couriers would be impacted if a fare were charged, as Uber Eats etc. won't refund any fare they have to pay, which could impact on their earnings	
Usage	
Shuttle bus is not an attractive option for cyclists and will not be well used	It is our ambition to provide a high-quality service that is frequent and attractive so that as many cyclists as possible can benefit should they wish to cross the river at this location. The service will be complementary to the IFS Cable Car and cyclists can choose to take their bicycles on this during its hours of operation too. The proposed service is part of our wider plans to support a growth in active travel in this part of east and south-east London and usage will be regularly reviewed. We acknowledge that this is a relatively untested service for which it is difficult to forecast cycling numbers and a directly comparable service does not exist. The feedback we have received as part of this consultation is helpful in understanding the likely demand and we will continue to collect cycling data on routes either side of the river to inform ongoing monitoring of the new service.

<p>Concern that shuttle bus would not be accommodating for cargo bikes/last mile delivery services/accessible bikes.</p> <p>Concern that a ramp and wider doors should be installed on the vehicle for access/inclusion</p> <p>General concerns about accessibility of the new service</p>	<p>Accessibility is a key consideration for any new service introduced by TfL. We are currently defining the service requirements, considering the many helpful responses received during this consultation.</p> <p>We will be engaging with potential service providers to understand what modifications can be made to vehicles and stopping locations to improve accessibility for all.</p> <p>Some examples of these modifications include; wider bus doors, providing level access from the kerb to the bus so that cyclists can roll on and off, provision of priority seating, provision of cycle storage that can accommodate adapted cycles.</p> <p>We will continue to review the service once it is operational to make sure it is meeting the needs of our customers and will always welcome public feedback and suggestions for improvements in the future.</p>
<p>Concern that having to wait for a bus across the river will increase journey times/lack convenience for cyclists</p>	<p>The cycle shuttle service will provide a safe, reliable and convenient link for cyclists wishing to cross the river at this specific location. Without the introduction of the shuttle service, there would be no mode of transportation available to cyclists via the Silvertown Tunnel. The shuttle service will provide a convenient and efficient way for cyclists to travel between Silvertown and North Greenwich.</p>
<p>Cyclists would rather detour to alternative crossing (foot tunnels etc) than wait for a shuttle bus</p>	<p>The cycle shuttle service will provide a safe, reliable and convenient link for cyclists wishing to cross the river at this specific location. Other crossing options such as the IFS Cable Car and the Greenwich Foot Tunnel further west will remain open for cyclists to use during their usual operating hours.</p>
<b>Timing/Frequency</b>	
<p>Suggestion that cross river cycling service needs to be available 24/7</p>	<p>We want this service to be as accessible and convenient as possible for cyclist journeys. We are still determining the exact operating hours but our initial preference is</p>

	to operate the service between 06.30 and 21.30 seven days per week. This will of course be kept under close review as the demand and journey patterns become more established.
People will just cycle through the tunnel if a 24/7 provision is not made available	There will be 24-hour CCTV cameras monitoring the tunnel. Any individuals cycling through the tunnel will face prosecution.
Bus service must be sufficiently frequent to be an attractive/useful option for cyclists	We are currently exploring the possibility of operating up to five buses per hour through the tunnel. However, the frequency will be dependent on the demand for the service and ensuring good value for money overall. Once operational the service will be kept under review and we will consider any changes that might need to be made.
Concerns that shuttle bus services will not cope with high demand and become untenable/Concerns that service will be dropped quickly due to low usage and/or this is deliberately engineered by TfL	We are committed within the terms of our DCO to operate the service for a minimum of three years. We will aim to ensure that, through an effective marketing campaign, as many cyclists as possible are made aware of the new service available to them. Once operational we will undertake continual monitoring of the service to ensure it is operating effectively and that we are meeting demand. If this monitoring shows that the service is popular with cyclists looking to cross the river and provides good value for money to TfL, we will consider options available to us to further secure the longevity of the service. This could include route extensions, additional stopping locations, additional shuttle buses, increased frequency, etc.
<b>Other shuttle bus issues</b>	
Suggestion that cyclists able to cycle above 10mph should use bus lane in tunnel other cyclists should use shuttle bus	TfL closely considered whether cyclists could be accommodated within the new Silvertown Tunnel. Allowing bikes into the bus lane is not acceptable from a road safety perspective and would impact the speed and reliability of buses, and therefore the public transport objectives of the scheme.

Unfavourable comparisons with Dartford Crossing bike bus service	<p>As part of our assessment work exploring options for a cycle crossing at this location, we reviewed existing services such as the Dartford Cycle Crossing to learn lessons and inform our thinking.</p> <p>We understand that cyclists want a direct, reliable and convenient crossing and our aim is to provide as good a service as possible so that it is attractive to many cyclists. Feedback we have received as part of this consultation indicates clearly that cyclists do not want to book ahead to cross the river and value a high quality experience. The feedback we have received will help us to develop the detail of this service further in our next stages of work.</p>
Cyclists do not want a service where they have to get off their bikes and/or wait for a vehicle	<p>Responses to this consultation indicated that the majority of cyclists would like to minimise the time spent travelling within the shuttle bus, and maximise the time spent riding their bikes. We understand that cyclists value direct connections and reliable journey times. It is our ambition that the new cross river shuttle bus service will be as convenient as possible, minimising wait times for cyclists, with drop off and pick up points that link to high quality cycling infrastructure so that cyclist's journeys can be continued efficiently. Cyclists will continue to have the option of using the existing foot tunnels or the IFS cable car to cross the river too.</p>
Comments about vehicle – opposition to/preference for minibus and trailer/concern about liability for loss/damage if trailer option is progressed	<p>Following feedback from this Consultation, our preference is to operate a bus with space to secure bicycles internally and we will explore this with potential Operators and manufacturers. On balance we believe this option is safer (less risk of a bicycle falling into the highway in transit) and will provide greater accessibility benefits for those using non-standard or adapted bicycles.</p>
Shuttle bus should have priority in the tunnel and on approaches to the tunnel	<p>It is our ambition to make the cycle shuttle bus service as reliable and convenient as</p>

	possible. It is our expectation that any existing or wider bus priority measures such as bus lanes on the approach or through the tunnel could be utilised by this service so that customers benefit from quicker and reliable journey times.
Shuttle bus service proposals are a token gesture to greenwash the Silvertown Tunnel	We are committed within the terms of our DCO to provide a river crossing facility for cyclists for a minimum of three years. The shuttle bus service is part of our wider plans to support a growth in active travel in this part of south and south-east London. As well as the shuttle bus service, the new Silvertown Tunnel will serve over 20 buses per hour in each direction during peak times giving those that wish to travel by sustainable, greener modes even more choice than they currently have. We have engaged in this consultation to seek to ensure we have taken the views of the local boroughs and other stakeholders into account and our final proposals will need to be approved by the boroughs before being implemented.
Bus vehicles used must be low/zero emission	It is our ambition that the vehicles used to operate this service will be electric / zero emission in line with the wider bus network serving the Silvertown Tunnel.
Concern about electric bikes and buses being a fire risk in the tunnel	Our priority is always the safety of our customers and staff. The Government is still considering safety standards for electrically powered personal vehicles. TfL continues to work closely with the Government on considering these standards. Currently, non-folded road legal e bikes are allowed on some TfL services at certain times of days. E-scooters however are not permitted on TfL services, a decision made in light of the potential risk of lithium-ion battery-related fires occurring on our services. As a result, it will remain that e scooters are not allowed on this service but e bikes are, providing they are compliant and meet regulations.
Bus stop location on Greenwich peninsula too far south	Subject to consent from each highway authority we plan to install bus stops close

	to the Tidal Basin roundabout at the north side of the river and on Greenwich Peninsula close to Millennium Way. This location has connections to nearby Cycleway 14 for connectivity to the wider cycle network.
--	---

### Cable Car comments

Cable Car comment	Response
Cable car should be free for cyclists at all times	During the Covid-19 pandemic, it was decided to provide free travel for cyclists between 07:00 and 09:30 on the IFS cable car to help free up space on other transport modes and encourage people to cycle to work. IFS Cable Car operations are kept under review in line with demand and other operational factors. At present there are no plans to extend the hours of free travel.
Cable car runs on virtually the same route as the tunnel so why replicate the service	<p>The IFS Cloud Cable Car is used much more widely by tourists and leisure travellers than commuters, which during certain times can cause large queues. We feel it is important to ensure that provision for cyclists to cross the river is secured by the introduction of the cycle shuttle service. However, no final decisions have been made at this time and the morning peak travel for cyclists currently remains in place for cyclists that wish to travel via cable car.</p> <p>The cable car is also unable to operate in some circumstances, such as poor weather, which is known to make it a less attractive option for commuter use. Additionally, the cable car is available to pedestrians as well as cyclists, often leading to cyclists experiencing long waiting times to use the service. We feel that the cycle shuttle service resolves this issue as it is going to be restricted to cyclist use only.</p>

## Cycling Infrastructure issues

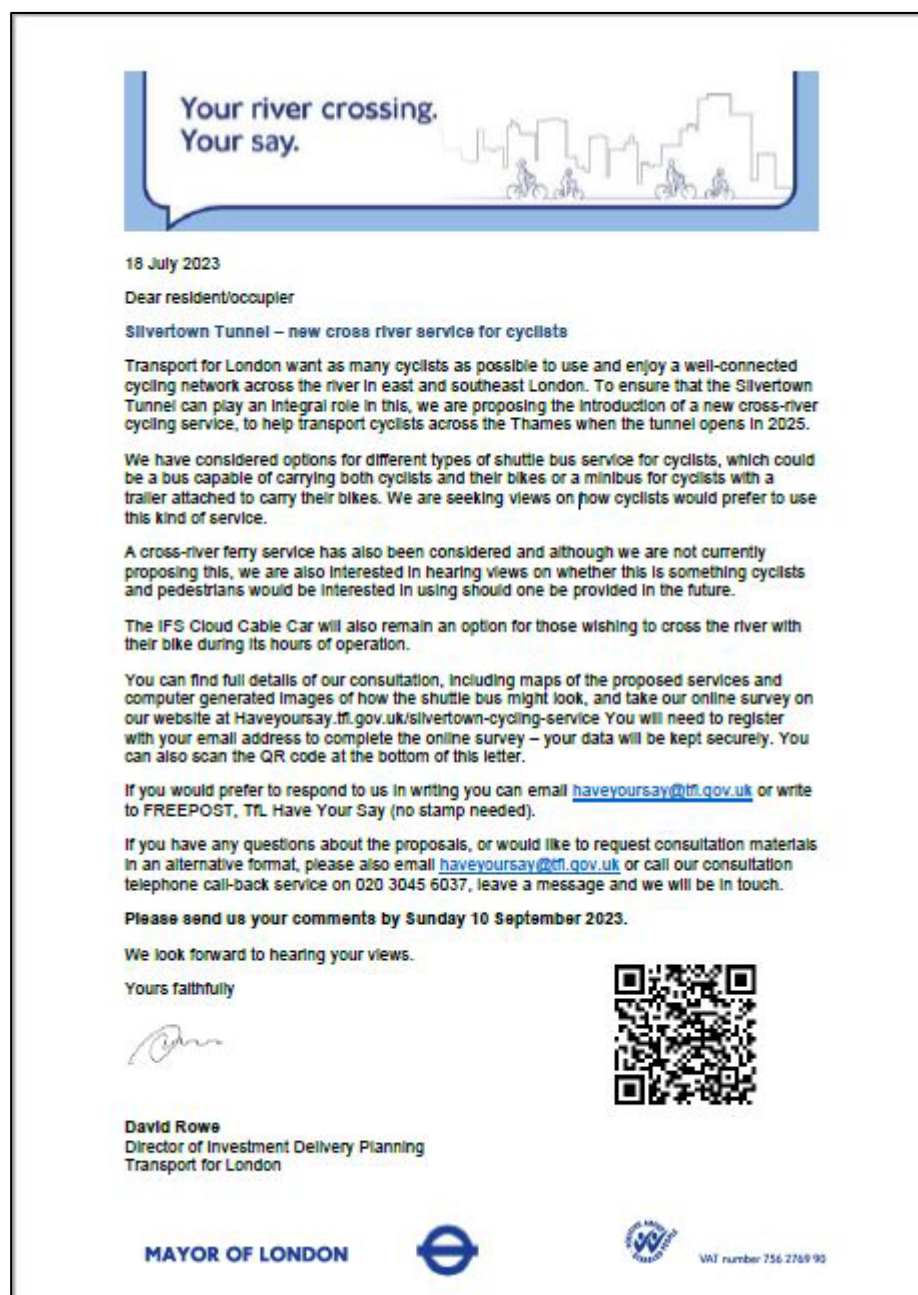
Cycling Infrastructure Issues	Response
Proposed bus stops are too far away from quality cycling infrastructure/infrastructure on the approaches to the tunnels needs improving.	<p>Our aim is to ensure that our service stopping locations are accessible via safe and convenient links to surrounding cycle infrastructure such as Cycleways 3 &amp; 14.</p> <p>Therefore, as part of our upcoming service infrastructure works, we will be looking into options available to improve existing cycle infrastructure and effectively connecting these to our new cycle shuttle bus stops.</p> <p>We recently consulted on our proposals to improve the Lower Lea Crossing for walking and cycling which will provide cyclists with an upgraded connection to Cycleway 3 into Canary Wharf. The consultation report can be found on our <a href="#">website</a>.</p>

## Appendix B: Consultation Materials

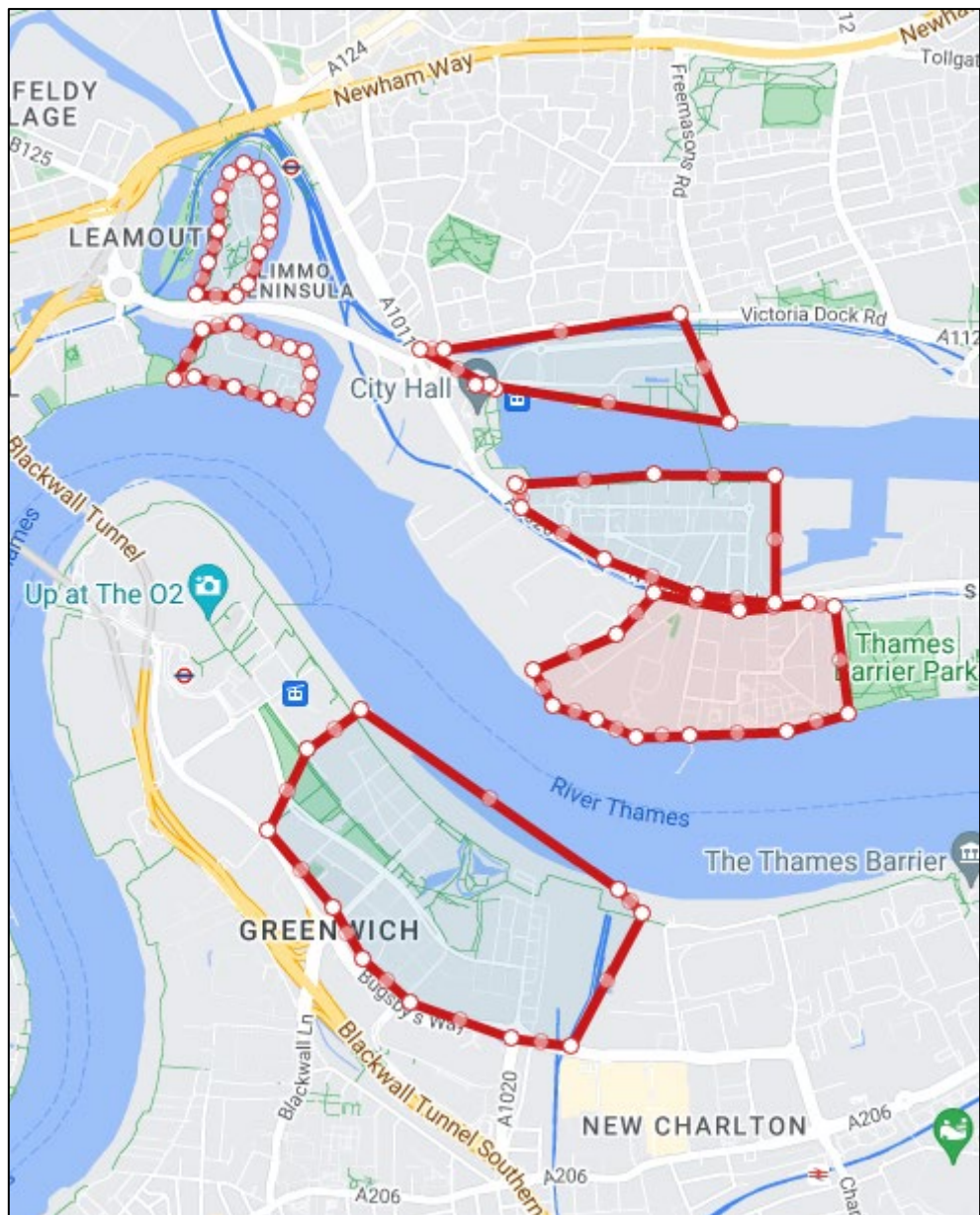
This section includes:

- Copy of letter sent to addresses in the scheme area and a map of the distribution area.
- Copy of the email sent to stakeholders
- Copy of the email sent to customers registered with TfL who have consented to receive cycling updates and have a registered postcode within Greenwich or Newham boroughs
- Samples of media and social media

### Copy of consultation letter



## Copy of map of letter distribution areas



## Copy of email to stakeholders

**From:** TfL Have Your Say  
**Sent:** 17 July 2023 12:55  
**Subject:** TfL Consultation: Silvertown Tunnel cross-river cycling service

Good afternoon,

I am emailing to let you know that we have launched an eight-week consultation setting out proposals to allow cyclists to cross the Thames safely and accessibly as part of our long-standing commitments regarding the Silvertown Tunnel.

We have considered various ways to help cyclists have a safe, convenient and efficient journey across the river with their bikes and are proposing a shuttle bus service, which would either take the form of a dedicated bus service accommodating both cyclists and their bikes or a minibus style service with a trailer to transport bikes. We are seeking views on how the public would prefer to use such a service and will be using feedback from the consultation to inform our decisions on how the new service will look and operate, including operating hours and frequency.

While we are not currently able to propose a cross-river ferry service for cyclists and pedestrians, we would also like to hear whether people would be interested in using such a service if one were proposed in the future.

The IFS Cloud Cable Car will also remain an option for those wishing to cross the river with their bike during its hours of operation.

You can find full details of our consultation - including maps of the proposed services and computer generated images of how the shuttle bus might look - and take our online survey, on our website at [Haveyoursay.tfl.gov.uk/silvertown-cycling-service](https://haveyoursay.tfl.gov.uk/silvertown-cycling-service) (Registration needed). If preferred we can also accept feedback in writing, either to [haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk) or by writing to FREEPOST, TfL Have Your Say (no stamp needed).

Anyone with questions about the proposals, or wishing to request materials in an alternative format, can also email [haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk) or telephone our consultation telephone call back service on 020 3054 6037 and a member of the team will be in touch.

We would be grateful if you could circulate details of the consultation to any of your networks or contacts who might wish to have their say.

Thank you and please get in touch if you need anything further.




**David Rowe**  
Director of Investment Delivery Planning  
Transport for London

## Copy of email to customers


See our proposals to allow cyclists to safely cross the river

Can't see this email? [View online](#)

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# Transport for London



Dear Jon,





We have launched a public consultation on our proposals for how cyclists could safely, efficiently and conveniently cross the river with their bikes after the opening of the Silvertown Tunnel in 2025.

We would like to hear your views on how cyclists might use a new cross river cycling service to help us shape what the new service will look like and how it will operate.


[Visit our consultation website](#) to find out more.

Yours sincerely,

David Rowe  
Director of Investment Delivery Planning

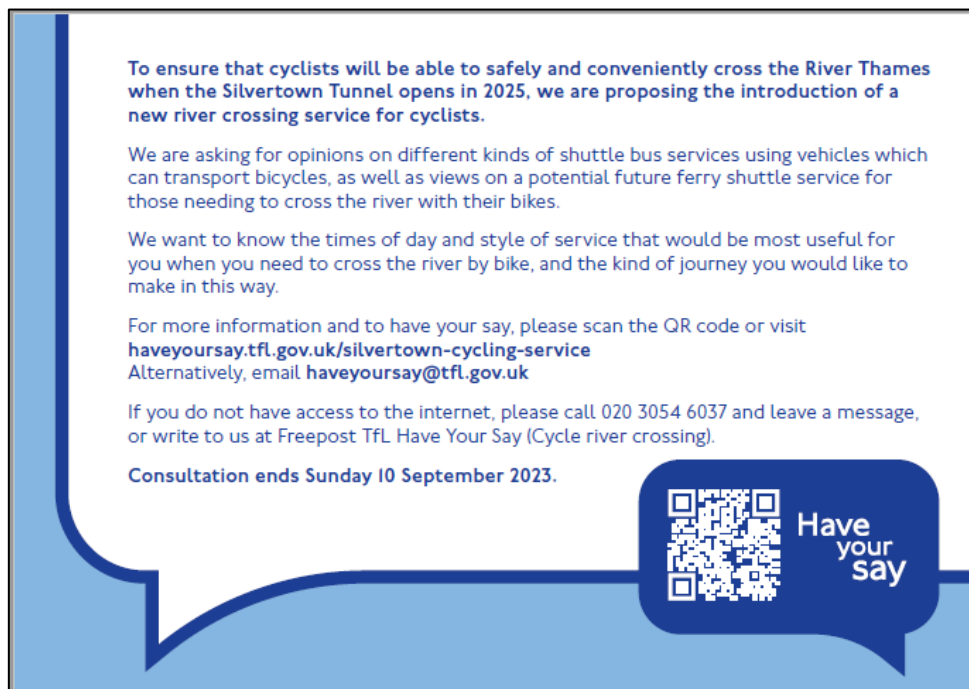


MAYOR OF LONDON



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## Copy of consultation post card



## Press release and Evening Standard Coverage

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TfL launches consultation on new cross-river cycling services for Silvertown Tunnel

# TfL launches consultation on new cross-river cycling services for Silvertown Tunnel

17 July 2023

Mayor and TfL committed to providing cross-river cycling service as part of the planning for the Silvertown Tunnel

- Proposals include a new 'cycle shuttle bus' service to help cyclists with a range of different designs of bike to cross the river and safely travel from the Greenwich Peninsula to Canary Wharf and Silvertown
- Proposed service will complement frequent zero-emission bus network which will provide swift and safe transport across the river via the new tunnel once it opens

"These cross-river cycling proposals are a key part of our commitment to ensuring that the Silvertown Tunnel supports growth in cross-river cycling use."

**David Rowe**  
Director of Investment

Transport for London (TfL) has today launched an eight-week consultation on proposals to allow cyclists to cross the Thames safely and comfortably, while maintaining standing commitments surrounding the Silvertown Tunnel.

The Silvertown Tunnel will address the chronic issues Londoners face crossing the river, as well as provide new cross-river public transport options by zero-emission bus. The tunnel, which lies within the existing Ultra Low Emission Zone, will link the Greenwich Peninsula south of the river with Silvertown on the north and along with the Bow Creek Tunnel. It is subject to a user-charge when it opens. Work on the tunnel is progressing well, with the second tunnel bore, as well as the new road layout, both well under way.

The Silvertown Tunnel has been in development for more than a decade, with TfL carrying out consultations on the scheme carried out in 2014, 2015 and a six-month consultation in 2016. At the request of the current Mayor, Sadiq Khan, TfL has committed to providing a new cross-river cycling service as part of the planning for the Silvertown Tunnel.

Media

Press releases

2023

January

February

## 'Bike bus' proposed for cyclists to use new Silvertown Tunnel under Thames

A planned shuttle bus would carry cyclists between Canary Wharf and Greenwich in minutes

**No bridge but cyclists can put their bikes on tunnel trailer instead**

Ross Lydall Transport Editor

PLANS have been announced for a "bike bus" that would transport cyclists through the Silvertown tunnel under the Thames.

Transport for London has suggested the idea after saying it could not afford to build a walking and cycling bridge between Rotherhithe and Canary Wharf. The "bespoke" shuttle bus could run every 10 minutes and would only carry cyclists and their bikes, which would either be loaded onto the bus or a trailer pulled behind it.

Pedestrians would be able to board conventional buses, which would use a tunnel bus lane and be zero-emission. At least 20 buses an hour will run at peak times, including a new SL4 Superloop service, linking Grove Park and Canary Wharf, and an extended 129 route.

TfL said it would be "unsafe" to allow cyclists to ride through the £2 billion watching him lift the trophy, very emotional." Wolverhampton Lawn Tennis and Squash Club hosted a "rammed" screening of the match.



"Bespoke": a CGI of the proposed Silvertown Tunnel bus, with trailer

tunnel, which will link the Royal Docks and Canary Wharf with north Greenwich when it opens in 2025. Cyclists are also banned from the Blackwall tunnel.

An eight-week consultation on the bike bus plans began today. It would carry all types of bike, including trikes or folding models with mobility issues. The consultation will also help to determine whether the bike bus should be free. Other issues include pick-up and drop off points. Cyclists looking to cross the river in east London currently opt of using the cable car: through the Greenwich or Woolwich foot tunnels, taking the Woolwich Ferry or riding through Rotherhithe Tunnel, ditched the proposed R to Canary Wharf bridge in estimated costs rose to £64 high-speed ferry service erred but then dropped as TfL says the ferry option review" and will be in the

ave on your monthly bills

“bike bus” that would transport cyclists  
e Silvertown Tunnel.

gested the idea after saying it could not  
cycling bridge between Rotherhithe and

MO:

1

## Social Media coverage


**Will Norman** @willnorman · Jul 17

**Silvertown Tunnel Bike Bus:** @tfl is consulting on **bike** shuttle options for the **Silvertown Tunnel**.

I hope these plans will mean that cyclists will benefit from easier travel between the Greenwich Peninsula and **Silvertown**.

Have your say.

[standard.co.uk/news/transport...](https://www.standard.co.uk/news/transport...) ✓




153 55 147 110K

**Tom Edwards** @BBCTomEdwards

Consultation opens on Silvertown tunnel bike bus - 2 options below - ride on or trailer .. 6 per hour perhaps ..

[haveyoursay.tfl.gov.uk/silvertown-cyc...](https://haveyoursay.tfl.gov.uk/silvertown-cyc...)



12:53 PM · Jul 17, 2023 · 99.9K Views


15 58 6

**ianVisits** @ianvisits · Jul 17

TfL proposes a special "**bike bus**" for cyclists to use the **Silvertown Tunnel**

[ianvisits.co.uk/articles/tfl-p...](https://ianvisits.co.uk/articles/tfl-p...) ✓

When it opens, cyclists wont be allowed to use the new **Silvertown Tunnel** but could be offered a specially adapted shuttle **bus** to carry their bikes through the tunnel.



6 4 30 14K

**APPG for Cycling & Walking** @APPGCW · Jul 17

'**Bike bus**' proposed for cyclists to use new **Silvertown Tunnel** under Thames



6 14 26 4.9K

## **Appendix C: Summaries of Stakeholder responses**

This section provides summaries of the feedback we received from stakeholders. We sometimes have to condense detailed responses into brief summaries. The full stakeholder responses are always used for analysis purposes.

### **Cycle Islington**

Stakeholder states that the suggestion of a bus shuttle is ridiculous and insulting. Congestion in the area will mean the bus service will be unreliable. It is also likely to be inaccessible for adapted cycles and charging a fare will be off putting. Stakeholder suggests that a bridge be provided for cyclists instead, or at the very least a roll on roll off ferry service and that TfL's proposals are not good value for money.

### **Cycling Sparks**

Stakeholder states that they are a business based in southeast London using e-cargo bikes and indicates that they will be unable to use a bus shuttle service which can't accommodate e-cargo bikes and they will need to continue to travel to Tower Bridge to cross the river. They also mention that the lifts at the Greenwich foot tunnels are frequently out of service and are not a reliable alternative. Stakeholder believes that a cycle lane within the tunnel would be the best solution and seeks a clear explanation for why this is not possible.

### **Future Transport London**

Stakeholder states that meaningful bus priority is needed through the tunnel which the shuttle bus service would use, to avoid delays to the service and inconveniencing cyclists.

Stakeholder agrees that bus stops/terminals should be located within easy access to cycling routes north and south of the river, but routing of the bus also needs to take advantage of bus priority schemes.

The service should be free for cyclists to use.

The shuttle buses should make provision for cargo bikes, and also for adapted cycles used by disabled cyclists. Some disabled cyclists may be unable to dismount, or need assistance to do so, a service where cyclists can remain with their cycles, or mounted on their cycles during the journey would be preferable to a service requiring cyclists to dismount and load bikes onto a trailer as this process could cause delay to journeys at both ends of the route. This also reduces the risk of damage and theft to bikes.

The vehicle designs should enable all cycles to roll on and roll off the bus and be carried in a large, flexible and enclosed space.

Regarding operation of the shuttle bus, the stakeholder suggests that each shuttle bus should be dispatched from a given terminal as soon as it is full and/or 10 minutes have elapsed since the first cyclist and bicycle boarded. Obviously, dispatching from the two (or more) terminals will have to be coordinated to avoid shuttle buses "bunching".

### **Greenwich Cyclists**

Stakeholder stated their opposition to the proposals, on the basis that they do not deliver a coherent, direct, safe, comfortable and attractive way for cyclists to cross the river. They add that the proposal does not provide a solution to the problems caused by the Silvertown Tunnel itself.

They state that disabled cyclists will not find the shuttle bus a useful solution and some cyclists with disabilities will not be able to use it at all. Similarly, cargo bike users are also likely to be unable to use the service.

The stakeholder notes that cyclists are not likely to want to have to wait for a motor vehicle – which they cycle in order to avoid using – to complete their journey. They also state that any proposed service would need to be available 24/7 and 365 days a year with a service every few minutes to be of any use, and that people will not want a long wait to continue their journey, especially at peak times. They raise the view that even if a high frequency service is provided initially, this is likely to be reduced fairly quickly, and even if the service was introduced as free, and should remain so, they believe it would begin to be charged for very quickly.

They suggest that the tunnel space should be reallocated to provide one tunnel for cars and lorries and one for pedestrians, cyclists and zero emission public transport provision. They also make the general point that more river crossings need to be provided in East London for pedestrians, cyclists and public transport.

### **London Assembly Liberal Democrats**

Stakeholder states their general opposition to the Silvertown Tunnel and states support for a pedestrian and cycle bridge between Rotherhithe and Canary Wharf instead.

Stakeholder states that to be attractive to cyclists, the river crossing should be free and accessible at all times, and it should be possible for cargo bikes and other adapted cycles to use the service without having to dismount. A service which breaks journeys and extends journey times is not attractive. Any service provided needs to have a high frequency of operation. They also feel that the proposed service would be at risk in the case of future funding constraints.

Having to dismount from their cycle and wait for a bus, for which they may have to pay will cause cyclists to seek more convenient and reliable options.

Commercial cargo bike operators would be disadvantaged by these proposals as it is not clear that the service can accommodate cargo bikes, this gives an advantage instead to commercial operators using less sustainable delivery vehicles. A roll on, roll off facility is needed, as requiring cyclists to dismount will make it inaccessible for some users.

### **London Borough of Newham**

Stakeholder expresses reservations about the viability, sustainability and fitness for purpose of the proposed shuttle bus service. They express a preference for a roll-on, roll-off ferry service and suggest that resources be made available to further investigate this option.

Stakeholder also suggests that further concessions for use of the cable car be considered.

With regard to bus stop locations, the stakeholder suggests that a location directly outside Royal Victoria DLR station or on Western Gateway close to the cable car could be viable. They express a preference for the Western Gateway location as while Royal Victoria DLR has public transport links, it is of limited benefit to those cycling as non-folding bikes can only be taken on the DLR at off-peak times. In contrast Western Gateway provides better links to both the proposed cycling bus service and the cable car offering contingency options for cyclists.

In terms of route options for the proposed shuttle bus, the stakeholder expresses a preference for a 'point to point' route between Newham and Greenwich, with a secondary preference for the circular route option.

Stakeholder states it is vital that a high frequency and consistent service is offered for as long a time as possible following launch to build user confidence, and certainly not less frequent than the six services per hour cited in the consultation. They also express concerns about the accessibility of the bus vehicles depicted in the consultation material, and state that it is vital that the service includes two doors and a roll-on, roll-off functionality to avoid any need for awkward turning movements for those using adapted cycles. They express significant concern about how people who use adapted cycles as a mobility aid would be able to use the service.

The stakeholder goes on to discuss their own proposals for the Royal Docks Corridor (RDC) and welcomes collaboration with TfL going forward to ensure the future delivery of well-connected infrastructure for cyclists in the area.

### **London Borough of Tower Hamlets**

Stakeholder notes that as this is a completely new form of public transport offer for London it will be difficult to assess demand until the service has begun operating, and they recommend that the service be offered on a trial basis before making long term operational decisions.

Stakeholder states that their preferred route option for the shuttle bus would be the circular routing with both a clockwise and anticlockwise service with stops at Royal Docks and Blackwall DLR to serve Canary Wharf and Poplar. They suggest the service begins as a free service for the first 12 months to build up patronage before reverting to usual TfL bus fares. They also suggest the routing is kept under review to assess whether it is meeting demand from the right areas.

Stakeholder states that they would like to see more information about the various types of possible vehicles to be used to provide the service, including capacity of the vehicle types and how different vehicle types might affect journey times.

### **London City Airport**

Stakeholder expresses support for the cross river cycling facility, saying that the service will support the airport's ambitions to increase numbers of both passengers using the airport and airport staff using sustainable and active travel methods to travel to the airport.

Stakeholder states that they prefer a bus shuttle option to a ferry option, due to service reliability and travel time benefits, as a ferry has more potential operational limitations. The airport state that they would prefer the northern terminus of the shuttle service to be located at Royal Victoria DLR station, as this provides access to existing cycle infrastructure to both the east and west.

The stakeholder goes on to state that as a major employer, improving connections to south of the river Thames will make jobs at the airport more accessible, particularly by sustainable transport modes, to more local people.

The stakeholder states that to maximise encouragement to staff and passengers to use the service, the service should be free to use for cyclists, integrated with existing wayfinding at the north and south sides, directing people to the airport, and improved cycling infrastructure should be provided.

The stakeholder points out that staff working at the airport or those catching or arriving on flights do not just travel at peak times and that more than half of airport staff start work before 6am. The service therefore needs to be widely available at off peak times. Live journey updates for the shuttle service should be available to give real time journey information and the service should be well advertised prior to it's opening to attract potential users.

### **London Cycle Campaign**

Stakeholder calls for the Silvertown Tunnel to be scrapped or repurposed for public transport and active travel modes and states that the tunnel will contribute to the climate crisis, counter to the aims of the Mayor and TfL.

Stakeholder urges a strategic review of all London river crossings and potential crossings to develop a coherent plan for the most efficient ways to get cyclists, pedestrians, freight and so on to cross the river.

They raise specific concerns about the proposed shuttle bus service including concerns that the service will not be attractive or convenient for cyclists, will make cycling journeys longer and cyclists are likely to stick to existing crossings where they will not need to board a vehicle with their bike.

They raise concerns that the service will not be able to accommodate cargo bikes or adapted cycles, and this will particularly disadvantage businesses using cargo bikes. If the bus is not a roll on/roll off style this will also be inaccessible to some disabled cyclists.

Stakeholder states that the service proposed is unlikely to be sustainable or well used due to its many flaws. They conclude by making a number of general observations and suggestions for improving cross river cycle provision in general.

### **Newham Council Green Group**

Stakeholder states that the proposals prioritise the use of motor vehicles over active travel modes. They raise concern that the proposals will increase cycle journeys significantly, thereby making cycling a less attractive journey option when efforts need to be made to increase active travel.

Stakeholder raises concerns that those using larger bicycles such as cargo bikes will not be able to use the shuttle buses due to insufficient space which is counter-intuitive at a time when businesses should be being encouraged to switch to bicycle use.

The proposals run counter to the idea of residents ability to travel 'under their own steam' rather than being at the whim of service providers. They suggest that a lane in the tunnel should be reserved for buses and cyclists.

The stakeholder points out general opposition to the construction of the Silvertown Tunnel among politicians in the boroughs on both sides of the river, and calls for alternative uses for the current tunnel bores for encouraging active and sustainable travel modes.

### **Newham Cyclists**

Stakeholder states that the proposed 'cycle bus' is not viable. The proposed service treats cycles as luggage and will exclude the same groups of cyclists as the current provision does. The proposed service is also inconvenient and favours able-bodied cyclists with lighter sport and racing-types of cycles over others.

Slow boarding times, extended waiting times will make the service inconvenient and it is unclear that any kind of vehicle would be problematic for many. Cargo bikes and other non-standard cycles will not be accommodated and there is a discrimination issue if people are not able to use the service without dismounting, reversing or additional assistance. Any service also needs to run 24/7 including on Christmas Day and be a turn-up-and-go service.

There is also a lack of clarity on who would be liable if a bicycle was damaged in transit on the service. The service must be free, or any fare charged significantly lower than the toll for the Blackwall and Silvertown tunnels for motorists.

Stakeholder concludes by making a number of suggestions for improving cycle crossings over the Thames in general, including making the cable car free for cyclists and extending its operating hours and stating that they are unable to support the proposed cycling bus due to its unviability.

### **Port of London Authority**

Stakeholder expresses disappointment that a ferry service is not currently the preferred option for the cross river cycling service. They request that, given that TfL are keeping a ferry service option under review that they continue to be engaged in this process. They look forward to hearing about potential support for a future ferry service as part of the consultation results.

### **Redbridge Cycling Campaign**

Stakeholder states that the proposals are a missed opportunity to enhance cross-river cycling options east of Tower Bridge and states that a cycling crossing at Silvertown should have been proposed.

They go on to state that a ten minute shuttle bus service may be of some value to leisure cyclists but will not meet the needs of those commuting by bike and therefore does not promote modal shift.

Stakeholder stresses the need for the service to be accessible to those using cycles to pull buggies, tag along trailers or tandems, and the requirement for step-free access and ease of boarding.

Stakeholder concludes by saying that if a cycle route cannot be incorporated into the tunnel at this stage the shuttle bus service must be as frequent as possible to be viable. They also suggest that safety concerns about cycling in the Greenwich and Woolwich foot tunnels could be overcome to provide a more convenient alternative river crossing for cyclists.

### **Royal Borough of Greenwich**

Stakeholder notes that this consultation on the requirement for TfL to provide cross-river cycling facilities for Silvertown Tunnel, is part of an ongoing process and the borough expects to be further engaged as proposals progress as one of the planning authorities covered by the Silvertown Tunnel sites. The borough notes that their response is not intended to be a full or final response to the proposals, it is provided in good faith as part of ongoing discussions and is without prejudice to any information on the views of potential users gathered through this consultation. Stakeholder is pleased to see that TfL have recognised the need to sustain service following the conclusion of the three year monitoring period following the tunnel opening. They urge an 'holistic' approach rather than a focus on operating costs. They also note that sustainable transport services in general are key to growth in the Royal Borough and more ways to travel across the river by cycle east of Tower Bridge are needed. They add that the need to address this must be more strategic than a stand alone scheme delivered to meet a planning requirement.

The stakeholder goes on to point out that there is considerable demand for new cycle connections in this area which will be increased with the aforementioned local growth. The borough states that TfL need to bear this in mind when planning service provision and the service should launch with the intention of accommodating high demand levels, even if services then need to be scaled down. They also note that consideration should be given to the various operating costs of alternative crossing options.

The stakeholder states that proposed stops for the new bus shuttle service in John Harrison Way and Southern Way on Greenwich Peninsula are currently poorly served by cycling provision, although close to Cycleway 14. Cycling infrastructure would need to be improved here to provide adequate provision for potential users of the cycling service, as this is currently a predominantly leisure cycling route. Improvements to the North Greenwich-Maze Hill cycling corridor (which has been identified as a priority corridor in the borough's transport and active travel strategies) need to be brought forward before any shuttle bus stops are opened in this area. This is needed to attract users to the cycling shuttle service.

The attractiveness of the new service will depend on a number of variables identified in the consultation such as route, frequency and cost, and the borough states it will be important to understand more about these factors going forward in order to assess the likely popularity of the service. They state the view that charging a fair would have a very significant impact on its attractiveness.

Finally, the stakeholder states that the service proposals would need to demonstrate that adapted cycles would be easily accommodated on the service, with no added stress or burden for the users of adapted cycles and that the service must be comfortable and easy for all cyclists to use.

### **Socialist Health Association**

Stakeholder calls for the tunnel to be made traffic-free in line with the policies of Newham and Greenwich councils. They go on to state that traffic in the tunnel will increase noise and pollution and be hazardous to health and the environment. They conclude by stating that closing more roads to motor traffic and given to cyclists and pedestrians is the only way to encourage the modal shift TfL wishes to promote.

### **Southwark Cyclists**

Stakeholder states their opposition to the proposals on the basis that the proposed cycle shuttle bus is not a viable river crossing for cyclists. This would require a crossing which enabled cyclists to cycle from one side of the river to the other, on any kind of cycle, without the need to dismount, reverse or lift the cycle.

They state that the proposals allow passengers to bring some kinds of cycles as pieces of luggage and like the current river crossings of the foot tunnels, cable car and existing ferries, the shuttle bus will be physically inconvenient and awkward, favouring unencumbered able bodied cyclists with lighter sport/racing type cycles and excluding others.

The need to dismount and especially if people are required to spend time securing their bike in/on a vehicle will mean slow loading times and waiting times for buses will make this an unappealing option. They also state that it is not clear how cargo bikes would be able to use the bus, potentially impeding zero emission deliveries such as 'last mile' freight. They also state their belief that the proposed service lacks accessibility for non-standard cycles.

They add that the service should run at all times to allow cyclists the same usage of the tunnel crossing as motorists. They also state that the service should be free, or at least be significantly lower cost than proposed tolls for vehicles using the Blackwall and Silvertown tunnels.

Stakeholder proposes alternative solutions such as improvements at the Greenwich and Woolwich foot tunnels, providing a ferry service from Rotherhithe to Canary Wharf, and removing motor traffic from Rotherhithe Tunnel.

### **Stop the Silvertown Tunnel Coalition**

Stakeholder expresses their opposition to the Silvertown Tunnel, stating that there is no 'credible economic case' for opening the tunnel to general traffic.

Stakeholder goes on to state that the cycling proposals do not provide the safe, reliable, 24-hour, high capacity Thames crossing accessible to all cyclists, which creates a barrier to tens of thousands of potential daily cycle trips in East London. This is counter to the Mayor's own cycling goals.

The proposed cycle bus will require long-term subsidy equivalent to that for a bus route that would carry 350 bus passengers per hour, but will only carry 48 cyclists per hour. This is both hugely inefficient, as a public transport route, and for cyclists who will have to wait for a bus, and insufficient to cater for cross-river cycling demand that could exceed tens of thousands of daily trips, with well-designed infrastructure. The cycle bus will not be capable of transporting cargo bikes, a vital growth sector if we are to decarbonise the economy, and likely will not accept adaptive cycles.

Stakeholder states that the bus service is likely to contribute to a reduction in cycle trips, particularly if payment is required to use it.

Stakeholder suggests repurposing one of the Silvertown Tunnel bores for use by cyclists and TfL should start work as early as possible on revised designs.

### **Sustrans**

Stakeholder states their opposition to the Silvertown Tunnel, and that cycling provision should have been incorporated into the designs for the tunnel itself. Because cyclists are not able to cycle directly through the tunnel, they will not experience the convenience of the tunnel that motorists will. A high quality river crossing in East London is needed, but the proposals do not provide this.

Stakeholder suggests alternative cross river provision, such as repurposing Rotherhithe Tunnel, and investigating ferry or bridge crossings including looking at whether the eventual replacement of the Thames Barrier could incorporate a crossing for walking and cycling.

Stakeholder goes on to state that the shuttle bus stops should drop cyclists 'on' not 'close to' high quality cycling infrastructure and makes suggestions for how this might be facilitated to bring existing infrastructure up to an acceptable standard.

In terms of service frequencies, the stakeholder states that six services per hour is reasonable and preferable to an on-demand service. The bus stops themselves need to keep people dry and safe, and be well lit. They express a preference for vehicles with internal storage for bikes, rather than a minibus and trailer scenario. They oppose a fare being charged to use the cross-river service.

Stakeholder states that the service should be available for all cycle users, including adapted bikes, wheelchairs and mobility scooters and those who accompany those cycling should also be able to use the service. It should be made clear whether those travelling without bicycles would be allowed to use the service, although there will be better public transport options available for those travelling on foot. The service should be available 24/7 and the stakeholder expresses concern that the service does not close at an early stage due to the barriers to using it that exist.

Stakeholder concludes by stating that the needs of people with protected characteristics and differing income levels should be considered at all stages of planning the service.

### **Team London Bridge Business Improvement District (BID)**

The BID give an overview of their work to support a transition to sustainable

deliveries, specifically the use of e-cargo bikes. They note that they have provided input towards TfL's cargo bike action plan. They express concern that the proposals do not include provision for cargo bikes to use the Silvertown Tunnel, while the tunnel does provide provision for vans and other motor vehicles to easily access the tunnel. They note that other non-standard bikes are also not included in the proposals. They also note that the cable car is mentioned in the consultation materials, but this service does not accommodate cargo and non-standard bikes either.

Stakeholder states they would welcome targeted outreach with cargo bike operators and are willing to assist TfL with this work.

### **Tower Hamlets Wheelers**

Stakeholder states their opposition to the proposals on the basis that the proposed cycle shuttle bus is not a viable river crossing for cyclists. This would require a crossing which enabled cyclists to cycle from one side of the river to the other, on any kind of cycle, without the need to dismount, reverse or lift the cycle.

They state that the proposals allow passengers to bring some kinds of cycles as pieces of luggage and like the current river crossings of the foot tunnels, cable car and existing ferries, the shuttle bus will be physically inconvenient and awkward, favouring unencumbered able bodied cyclists with lighter sport/racing type cycles and excluding others.

The need to dismount and especially if people are required to spend time securing their bike in/on a vehicle will mean slow loading times and waiting times for buses will make this an unappealing option. They also state that it is not clear how cargo bikes would be able to use the bus, potentially impeding zero emission deliveries such as 'last mile' freight. They also state their belief that the proposed service lacks accessibility for non-standard cycles.

They add that the service should run at all times to allow cyclists the same usage of the tunnel crossing as motorists. They also state that the service should be free, or at least be significantly lower cost than proposed tolls for vehicles using the Blackwall and Silvertown tunnels.

Stakeholder proposes alternative solutions such as improvements at the Greenwich and Woolwich foot tunnels, providing a ferry service from Rotherhithe to Canary Wharf, and removing motor traffic from Rotherhithe Tunnel.

### **Wheels for Wellbeing**

Stakeholder provided detailed feedback on the requirements of disabled cyclists if they are to be able to use the cross river shuttle service. This includes level access from bus stops onto the vehicle – stops will need to be level with the kerb line. The vehicles and bus stops must also have sufficient space to accommodate large non-standard vehicles and extra wide doors for the same reason.

Stakeholder expresses concern that some parts of the consultation materials imply that disabled cyclists will require assistance to use the shuttle bus service, although also recognising that not all cyclists would be able to dismount from their bikes. They

point out that some disabled cyclists who may use a recumbent or hand cycle will need to remain on their bikes throughout their journey and a requirement to dismount if their bike needs putting on a trailer, for example, will render the cross river service inaccessible to these cyclists. Any requirement for a disabled cyclist to dismount from their bike and walk to a seat will also be inaccessible for many disabled cyclists. The stakeholder adds however, that if a disabled cyclists chooses to be accompanied by an assistant in order to make the journey, TfL should ensure that the assistant is not charged any fare for using the shuttle bus.

A bus vehicle which requires cyclists to reverse through the same door they entered through will also be problematic and a vehicle with roll on/roll off capability should be considered. Stakeholder makes the recommendation that a bus with a flexi-space interior with fold down seats would be their preference as this enables a number of configurations to be made according to need and ensures those dismounting can easily sit close to their bikes. They state that with careful design many obstacles for disabled cyclists could be reduced or designed out.

Stakeholder adds that cycles towing wheelchairs or trailers for mobility aids should also be accommodated by the shuttle service. They also state that any need for cycles to be placed in racks within a vehicle will cause difficulties for some disabled people who may not be able to lift their bikes without assistance.

Staff operating the service need to be well trained in the needs of disabled passengers and cyclists with non-standard cycles such as the need for these users to board the bus first and not be hurried or pressured to board quickly.

The stakeholder understands that there may be concerns about allowing e-cycles on the service, but points out that e-cycles are a useful aid allowing many disabled people to cycle and so restricting access for e-cycles would be discriminatory against disabled cyclists who use them to travel around more easily and independently.

Stakeholder states that poor accessibility of cycling infrastructure may be concealing latent demand for accessible cycling services and rapid improvements in this mean that demand is likely to increase in future years. They suggest future proofing the cycling provision for Silvertown to help accommodate this.

The stakeholder hopes that TfL will continue to pursue a future option for a ferry service as a ferry option is likely to have fewer accessibility concerns than a bus service. They also seek clarity on accessibility issues around usage of the cable car for disabled cyclists.

## Appendix D: List of stakeholders consulted with

Organisation name
20s Plenty
AA
Abellio
Abellio London Limited/ Abellio West London Limited
Access in London
AccessAble
Action and Rights for Disabled People in Newham
Action and Rights of Disabled People in Newham
Action on Disability and Work UK
Action on Hearing Loss
Action Vision Zero
Active Travel Academy
Active Women and Girls
Addison Lee
Advocacy for All
Advocacy in Greenwich
Age UK
Age UK Bromley & Greenwich
Age UK London
All Greenwich councillors
All Newham Councillors
All Party Parliamentary Cycling Group
All Saints Shooters Hill
All Tower Hamlets councillors
Anjuman-e-Islamia Jamia Mosque
Around Poplar Children's Centre
Arriva London
Arriva London North Ltd,
Ascension Church & Community Centre
Ashburnham Triangle Association
Asian People's Disability Alliance
Asian Women's Lone Parents Association
ASLEF
Aspire
Association of British Drivers
Association of Fleet Professionals LTD
Association of Town Centre Management
Attitude is Everything
BBC

Bengali Parents SEN Group
Berner TRA
Best Bike Training //Cycletastic
Betar Bangla
bikeXcite
Birchfield TRA
Blackheath & Charlton Baptist Church
Blackheath Halls
BlindAid
Bobby Moore Academy (Academy)
Bonny Downs Baptist Church
Brake Charity
Brampton Moore Academy (Academy)
Brick Lane Music Hall
British Airways
British Athletics
British Blind Sport
British Cycling
British Land
British Motorcycle Federation
British Youth Council (BYC)
Bryant Street Methodist Church
Building Crafts Academy
Buses4homeless
Business Disability Forum
Business LDN
Campaign for Better Transport
Campbell's
Canal & River Trust
Canary Wharf Group
Canary Wharf Management Ltd
Care Commissioning Group Greenwich
Carers First
Catholic Parish of the Royal Docks
Cemex
Central Baptist Church
Central Charlton Residents Association
Central London NHS Trust
Centre for accessible environments
Chapel at the Old Royal Naval College
Charlton Athletic
Charlton Athletic Community Trust
Charlton Mosque Committee
Charlton Society
Chartered Institute of Logistics and Transport (CILT)

Chauffeur and Executive Association
Cherubim and Seraphim Church
Chrisp Street Children's Centre
Christ Church East Greenwich
Christfaith Tabernacle (WF roundabout)
Church New Wine (Woolwich Ferry roundabout)
Church Road Masjid
City Connections Service (Part of Age UK East London
City Gateway Women's Project
City of London Police
Citymapper
Clean Air London
Clear Channel UK
Collingwood Children's Centre
Comms team Tower Hamlets
Community Cafe
CoMo
Compost CIC
Confederation of British Industries
Confederation of Passenger transport
Cross River Partnership
CTC
Cultural Industries Development Agency
Cumberland School
Custom House Baptist Church
Cycle Confidence
Cycle King
Cycle Newham
Cycle Sisters
Cycle Systems
Cycle Training UK (CTUK)
Cycling UK
cycling4all
Cyclists in the City
Cyclists Tourist Club (CTC)
DABD (UK)
Dads Network
DeafBlind UK
Department for Transport
DHL
Disability Alliance
Disability Horizons
Disability Rights UK
Disabled Go
Disabled Motoring

Disabled Persons Transport Advisory Committee
Dorset Community Association
DPDgroup UK
Driver & Vehicle Licensing Agency (DVLA)
DriverNet
Drivetech
Durning Hall Community Centre
Dyslexia Association
E20
East Ham Elim Church
East London Advanced Technology Training
East London Chinese Community Centre
East London Garden Society
East London Science School (Free School)
East Thames Group
Eastend Homes
Eastlea Community School
Ebrahim Community College
EGRA - East Greenwich Residents Association
Elim Pentecostal Church Woolwich
Ellen Wilkinson Primary School
ELOP - East London out Project
Eltham Parish Church
Eltham Reformed Church of Eltham
End Violence Against Women
Essex Primary School
ETOA – European tourism association
European Dysmelia Reference Information Centre
Evolution Cycle Training
ExCeL
Eyes For Success
Faith Regen Foundation LTD
Family Mosaic
Federation of Small Businesses
Fight for Peace
Fight for Sight
Footways
Freight Transport Association
Friends of the Earth
Fusion foods
Gallions Primary School
Galop
Gascoigne Neighbourhood Association
GBM Drivers
Gendered Intelligence

GeoPost UK
GIRES
GLA Strategy Access Panel members
Glad Tidings Church
Global Action Plan
Golden Tours (Transport) Ltd,
Greater London Authority
Greater London Forum for Older People
Greenwich Association of Disabled People
Greenwich Chamber of Commerce
Greenwich Clinical Commissioning group
Greenwich Cyclists
Greenwich Family Information Service
Greenwich Foundation for the Old Royal Naval College
Greenwich Hindu Temple
Greenwich Hospital Foundation
Greenwich Mencap
Greenwich Mums
Greenwich Seventh Day Adventist Church
Greenwich Society
Greenwich University
Guide Dogs
Guide Dogs for the Blind Association
Gurdwara Sahib Woolwich
HA Boyse and Son
Hackney and Tower Hamlets Friends of the Earth
Harry Perry Cycles
HCT plus
Health Poverty Action
Healthwatch Greenwich
Healthwatch Newham
Healthwatch Tower Hamlets
Heathrow Airport
High Street South Methodist Church
Highway Church
Historic England
Holiday Inn Stratford
Hope Baptist Church
Hope Church Newham
Hubbub
HuskBrewing
IAM
Imperial College Healthcare NHS Trust
Inclusion London
Independent Disability Advisory Group

Institute Of Couriers
Institution of Civil Engineers
Isle of Dogs Children's Centre
ITS Automotive
J & S Accessories
JAMI (Jewish Association for Mental Health)
John F Kennedy School, Beckton Campus
John Smith Children's Centre
Joint Mobility Unit
Joyriders
Kelly Group
Langton Way (Residents Association)
Learning Disabilities Partnership Board
Leonard Cheshire
Licenced Taxi Drivers Association
Limited Edition Cycling Club
Living Streets
Living Streets - Newham
Living Streets - Tower Hamlets
London Academy of Excellence
London Ambulance Service
London Ambulance Service NHS Trust
London Assembly Member - City and East
London Assembly Member - Greenwich and Lewisham
London Assembly Transport Committee
London Cab Drivers Club
London Chamber of Commerce and Industry (LCCI)
London City Airport
London Councils
London Councils' Transport and Environment Committee
London Cycling Campaign
London Design & Engineering
London European Partnership for Transport
London Faiths Forum
London Fire and Emergency Planning Authority
London Fire Brigade
London Fire Brigade (LFEPA)
London First
London General
London Gypsies & Travellers
London Gypsy and Traveller Unit
London Living Streets
London Luton Airport
London Marathon Events
London Older People's Strategy Group

London Omnibus Traction Society
London Private Hire Board
London Road Safety Council
London Soccerdome
London Sport
London Suburban Taxi-drivers' Coalition
London TravelWatch
London Vision
London Wetland Centre (South)
London Wildlife Trust
Longnor TRA
Loomis UK
Major Road Baptist Church
Manor Park Christian Centre
Marner Children's Centre
Marner Parents Forum
MBNA Thames Clippers
Mcdonnell transport
Meath Gardens Children's Centre
Media relations team Newham
Metro GAD
Metroline Travel Limited/ Metroline West Limited
Metropolitan Police
Mile End Children's Centre
Mile End Community Project
MIND
MITIE
Mode Transport
Motorcycle Action Group
Motorcycle Industry Association
Mowlem's Children Centre
Mumderground
Mumsnet
National Autistic Society
National Autistic Society Greenwich
National Express
National Federation of the Blind
National Federation of the Blind of the UK
National Motorcyclists Council
NCT- Greenwich
NCT- Newham
NCT- Tower Hamlets
Netmums
New Eltham Methodist Church

New Life Church
Newark Youth London
Newham CCG
Newham College of Further Education
Newham Collegiate Sixth Form Centre
Newham Sixth Form College
Newham University hospital
NewhamFamily Information Service
NHS and London Ambulance Service
NHS Cycling Group
NHS Property Services
NHS Tower Hamlets CCG
No Panic
No Place for Hate Forum
Notting Hill Housing Trust
O2 Arena
Office Depot
Office for Disability Issues (DWP)
Old Ford Housing Association (Circle Housing)
OnCue Transport
One Housing Group
One Place East
Opinari Ltd
OTL Solutions
Parliamentary Advisory Committee for Transport
Pause Greenwich
PaxTrans Ltd
PCS
Peabody Trust
Peddle My Wheels
Peninsula and Blackheath Westcombe Housing Panel
Peter Marsden - WHS Coordinator
philip kemp cycle training
Planning Design
Poplar HARCA
Port of London Authority
Portaramp UK Limited
Potters House Woolwich (near WF Roundabout)
Praxis Community Projects
President National Federation of the Blind of the UK
Press office Greenwich
Prince's Trust
PrioritEyes Ltd
Providence Row Housing Association
Queen Elizabeth's Foundation for Disabled People

Quwwat-ul-Islam Society
RAC Motoring Foundation
Radha Krishna Temple
Rainbow Hamlets
Ramblers
Real - Local Voices
Real - Local Voices and Accessible Transport Forum
Refugee Action
Research Institute for Disabled Consumers
Retail Motor Federation Company
RMT Union
RNIB
Road Danger Reduction Forum
Road Haulage Association
Road Haulage Association LTD
Road Safety Great Britain
Road Safety Markings Association
Roadpeace
Royal Borough of Greenwich
Royal Institute of British Architects
Royal Institute of Chartered Surveyors
Royal London Society for Blind People
Royal Mail
Royal Mail Parcel Force
Royal Museums Greenwich
Royal Town Planning Institute (RTPI)
Scope
SENDIASS
Sense
Shalom Justice and Peace Centre
Skanska
Skills for Growth
Society Links Tower Hamlets
Somali Parent and Children Play Association
South East London Vision
South Greenwich Forum
South Herts Plus Cycle Training
Southern Housing Group
Space Syntax
Spitalfields Housing Association
Sport England
Sported
Sri Mahalakshmi Temple
St Angela's and St Bonaventure's Sixth Form
St Anne's Roman Catholic Church

St Antony's Church
St Hilda's Community Centre
St John's Church
St Luke's Church
St Mark's Church
St Michael & All Angels Church
St Saviours Church
St Stephen's Church
St. John's Church Blackheath
St. Paul and St. James Church
Stagecoach
Stay Safe
Stifford Community Centre
STMGROUPLTD
Stonelake Retail Park (near A&H Ln)
Stonewall
Stratford Newtown Methodist Church
Stratford Original BID
Stroke Association
Sustrans
Suzy Lamplugh Trust
Swan Housing Association
Team London Bridge
Team Margot
Technicolour Tyre Company
Terrence Higgins Trust
TfL's Valuing People
Thames Clipper
Thames Water
The Association of Guide Dogs for the Blind
The Big Bus Company Ltd,
The Bike Project
The Blackheath Society
The British Dyslexia Association
The Driver-Guides Association
The Lesbian and Gay Foundation - LGBT Carers Online Forum
The London Legacy Development Corporation
The O2
The Pilot, Greenwich
The Redeemed Christian Church of God
The Rooted Forum
The Royal Association of Deaf People (RAD)
The Royal Parks
The Royald Docks Community School

Thomas Pocklington Trust
TNT
Tony Gee and Partners
Tower Hamlets Accessibility Forum
Tower Hamlets CCG
Tower Hamlets Community Housing
Tower Hamlets Community Transport
Tower Hamlets Council for Voluntary Services
Tower Hamlets Homes
Tower Hamlets Inter-Faith Forum
Tower Hamlets Mental Health Partnership Group / Community Options Involvement Network
Tower Hamlets Safer Transport Team
Tower Hamlets Wheelers
Tower Hamlets Family Information Service
Traffic Police - Barking & Dagenham, Havering, Redbridge, Newham
Trailblazers, Muscular Dystrophy UK
Transport Associates Network (Ann Frye)
Transport Focus
Transport For All
Transport for Charlton
Trinity Laban Conservatoire of Music and Dance
UKIM - Masjid Bilal & Islamic Centre (East Ham Branch)
Unions Together
Unite the Union
University of East London
University of Greenwich
UpRising
UPS
Urban Movement
Visit Britain
Visit Greenwich
Visit London
Visitor Economy Advisor
Wake Up Docklands
Walk London
Wapping Bangladesh Association
Wapping Children's Centre
West Ham Baptist Tabernacle
West Ham Parish Church
West Ham United FC
Westcombe Society and Greenwich Line Users Group
Wheels for Wellbeing
Whizz-Kidz
Women in Transport

Woodgrange Baptist Church
Woolwich Central Baptist Church
Woolwich Riverside Housing Panel
Woolwich Sikh Temple

## Appendix E – Code Frame

<b>Support</b>	<b>Responses</b>
General support	15
<b>Oppose</b>	<b>Responses</b>
General opposition to Silvertown Tunnel	56
General opposition	47
Proposals are forcing active travellers onto motor vehicles/will deter people from active travel	32
Proposals are a waste of money	39
Consultation is a sham/not genuine	19
<b>Repurpose Silvertown Tunnel</b>	<b>Responses</b>
Tunnel should be repurposed for walking cycling and buses only	30
Tunnel should be repurposed for walking and cycling only	29
Make one tunnel for walking and cycling and the other for traffic	9
Tunnel should be repurposed with DLR or tram service	4
<b>General comments on cross-river cycling service</b>	<b>Responses</b>
Silvertown Tunnel should have a segregated cycle lane/separate tunnel for cyclists	97
Cycling should be allowed through the tunnel	57
A dedicated bridge/tunnel for cyclists and walkers should be provided in the area instead	56
The proposal means motor vehicles are being prioritised over active travel	44
<b>Ferry service comments</b>	<b>Responses</b>
Support the alternative of a ferry service	27
Ferry service could be used by people other than cyclists and therefore be of greater benefit to local area/environment	3
Existing piers are sufficient to introduce a ferry service	1
Ferry services cost more than other modes	1
Any future ferry service must be free of charge	1
<b>Shuttle bus comments</b>	<b>Responses</b>

Cyclists do not want a service where they have to get off their bikes and/or wait for a vehicle	88
Cyclists should not be charged to cross the river/charging for the service will be a deterrent to using it	84
Bus service must be sufficiently frequent to be an attractive/useful option for cyclists	43
Shuttle bus is not an attractive option for cyclists and will not be well used	38
Shuttle bus service proposals are a token gesture to greenwash the Silvertown Tunnel	28
Concerns about accessibility of proposals	27
Concerns that service will be dropped quickly due to low usage and/or this is deliberately engineered by TfL	26
Shuttle bus excludes cargo bikes /last mile delivery/and accessible bikes	23
Cross river cycling service needs to be available 24/7	23
Limited/no capacity for cargo bikes to cross the river	21
Shuttle bus services will not cope with high demand and become untenable	19
New service needs to be a genuinely attractive option on speed/convenience/cost etc.	17
Unfavourable comparisons with Dartford Crossing bike bus service	16
Having to wait for a bus across the river will increase journey times/lack convenience for cyclists	15
Other concerns about paying for the service	13
Other Usage suggestions	12
Opposition to use of trailer for bikes	12
Support paying for the service	10
TfL must be liable for any loss/damage to bicycles if a shuttle bus with a trailer is progressed	7
Shuttle bus should be free to Freedom Pass holders	6
Cyclists would rather detour to alternative crossing (foot tunnels etc) than wait for shuttle bus	6
Alternative stop suggestion for shuttle bus is Canary Wharf/Isle of Dogs	6
Bike bus should have priority in the tunnel and on approaches to the tunnel	4
Bus vehicles used must be low/zero emission	4
For the bus service there should be a ramp installed for ease to take bikes on the bus which should also have wider doors	4
Cyclists able to cycle above 10mph should use bus lane in tunnel other cyclists should use shuttle bus	2
Other comments	2
The proposed service will force small business owners to revert to using vans from cargo bikes	1

Couriers would be impacted if charged as Uber Eats etc. won't refund any fare they have to pay which could impact on their earnings	1
People will just cycle through the tunnel if a 24/7 provision is not made available	1
Concern about electric bikes and buses being a fire risk in the tunnel	1
Bus stop location on Greenwich peninsula too far south	1
Preference for minibus and trailer	1
<b>Cable Car comments</b>	<b>Responses</b>
Cable car should be free for cyclists at all times	14
Cable car runs on virtually the same route as the tunnel so why replicate the service	4
<b>Connectivity with cycling network</b>	<b>Responses</b>
Cycling infrastructure in the areas around the tunnel needs to be improved	15
Proposed bus stops are too far away from quality cycling infrastructure	6
<b>Out of Scope</b>	<b>Responses</b>
Out of scope suggestions for other crossing options	86
Out of scope unrelated to proposals	37
Comment about broken lifts at Greenwich/Woolwich foot tunnels.	30
Out of scope comments on bus vehicle type	20
Unclear comment	2