



Caroline Russell AM
London-wide Assembly Member
City Hall
Kamal Chunchie Way
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14 July 2025

Dear Caroline,

Thank you for your letter of 23 May regarding the Silvertown cycle shuttle.

I am glad you enjoyed the visit to see the service in operation in its first week. Initial data shows that we are currently seeing around 100 - 150 passengers using the cycle shuttle service on a typical day and we continue to receive positive feedback on the service since it launched.

While this is below the capacity of the service, we believe that, given its innovative nature, usage will grow throughout the coming months - particularly over the summer, as cyclists plan and adapt their routes to benefit from this free crossing option.

We welcome feedback on the service from our customers and key stakeholders and I have addressed your queries below.

Adapting vehicles and stakeholder engagement with Wheels for Wellbeing

I remain committed to listening, learning, and engaging with IDAG and stakeholders to understand their feedback on the service and explore further options for modifications and mitigations.

In April, I met with Wheels for Wellbeing to discuss their concerns regarding the design of the Silvertown cycle shuttle bus. I explained that we would be engaging with the DVSA to explore potential modifications to accommodate the unique nature of this service. Many of the current design constraints are linked to the Public Service Vehicle Accessibility Regulations (PSVAR).

The buses currently operating on the Silvertown cycle shuttle route have been tendered for a period of three years. We are keeping the service under regular review to monitor demand and performance and we will be making a decision on whether to retender the service.

Should we proceed with retendering, this may present an opportunity to consider design adaptations and vehicle types, again aligning to DVSA discussion outcomes. I am committed to learning from this initial phase and will ensure that feedback from customers and stakeholders is used to inform both the procurement process and future decision-making.

Development of route and bus stops adjacent to the tunnel

The stop locations for the cycle shuttle service were chosen as they are close to the tunnel portals and the new bus-only access route to the Silvertown Tunnel, allowing cyclists to spend the shortest amount of time on the bus between the stops.

In response to significant feedback from the original consultation, one of the key drivers was to find the quickest bus route across the river, minimising the time in-vehicle. We also needed to identify locations with sufficient standing and turnaround facilities for the buses. This location also serves the growing Royal Docks area best.

For cyclists travelling further west, the improvements made to Silvertown Way, Tidal Basin Roundabout and the Lower Lea Crossing allow safe and convenient routes onward from the shuttle stop.

We have installed additional signage around the stops to help cyclists take the most appropriate route. We closely considered feedback from our extensive public consultation and worked closely with the local boroughs, Newham and Greenwich, to finalise stop locations.

We review stop locations to assess whether improvements can be made to local access routes in response to feedback from users. Working with LB Newham we hope to shortly implement further works to Western Gateway and its junction with Seagull Lane to improve access to the shuttle stop and we are continuing to review the access routes on the south side with RB Greenwich.

Countdown to departure times

As you are aware, the service currently runs at twelve-minute intervals. RTI (Real Time Information) has been installed at each shelter with a static message informing customers that the service operates every 12 mins.

To further mitigate potential customer confusion around departure times, our friendly drivers will often be at the shelter for a few minutes before the service departs, enabling customers to ask the driver for accurate departure times if needed.

Publishing data

On 14 June we shared the first initial insights about how the Silvertown Tunnel is operating, as part of the [Commissioner's latest report](#) to the TfL Board.

The impacts and longer-term evaluation of the new Silvertown Tunnel will be monitored through the Monitoring and Mitigation Strategy (MMS) and reported via annual thematic monitoring reports and Travel in London focus reports throughout the monitoring period (three years unless extended to five years at the request of The Silvertown Tunnel Implementation Group [STIG] members).

In addition to the commitments of the MMS, following the opening of the Silvertown Tunnel, we are also undertaking enhanced monitoring of cross-river cycle flows at nearby river crossings – including Tower Bridge, Rotherhithe Tunnel, Greenwich Foot Tunnel, Woolwich Foot Tunnel, and the Woolwich Ferry. The data provides a comparison across the five crossings in terms of usage and demand, allowing for a holistic understanding of cross-river cycling in East London.

This monitoring commenced in 2024 to provide a pre-opening baseline and will continue annually for at least the extent of the Silvertown Tunnel monitoring period, with the results from the 2025 survey wave expected to be shared in the Autumn.

Baseline data from 2024 is provided on p.44 of the recently published [Travel in London 2025 - Focus report: The Silvertown Tunnel - baseline monitoring](#).

Charging for the cycle shuttle

Buses are free to use for the first 12 months. This will be reviewed alongside various other elements of the scheme and confirmed closer to the end of those first 12 months.

Messaging and marketing

We welcome feedback on the service and have included a customer contact number at bus stop shelters as well as online. We are also adding customer contact numbers to internal vehicle posters on the cycle shuttle.

In addition, we have an open avenue for drivers to provide us with daily feedback which is presented at regular intervals and discussed with Stagecoach.

As part of the wider public information campaign to prepare local residents and businesses ahead of the tunnel opening and to raise awareness of the new cycle shuttle service, we ran online video advertising and distributed 1.5m leaflets to local residents and 80,000 leaflets to businesses. We also printed a further 35,000 for distribution face to face at high footfall locations such as local shopping centres.

The leaflet included information on the cycle shuttle in addition to information on the tunnel, user charges, discounts, and new and extended bus services.

We also sent out over 1.2m emails to customers on our database during January and March. We are continuing to promote the service with online video, local press and posters as well as through our Facebook, LinkedIn, YouTube shorts, X, and Instagram channels.

Improving the cycle shuttle and other crossings in East London to enable more cross river active travel journeys

Following the recent spending review and multi-year capital funding agreement, TfL will be reviewing its priorities as part of resetting our business plan. This will form a better understanding of our funding strategy for improvement works like this. We will continue to support the local boroughs in maintaining other crossings in East London.

Routes and junctions assessed during the planning phase for the Silvertown Road Tunnel

In terms of the locations near the Silvertown Shuttle Service, we are leading on the delivery of the C4 Extension project to connect Greenwich to Woolwich along the A206 corridor, with the next construction phase starting in September 2025.

Regarding wider assessment of routes and junctions, where a junction sits on the TLRN and there is a known safety concern, we would prioritise them across the Healthy Streets portfolio for remedial action.

If the location is part of a planned Cycleway that has been determined through the Strategic Cycle Analysis, then we would look to move that into our pipeline work. If it's a borough road and part of their planned cycleway expansion, then we would support that through the Cycleways Network Development programme with funding allocation and technical support for their own delivery.

Junction on Blackwall Lane, direct cycle routes, and improvements to pavements and crossings

As above, this will be considered as part of the resetting of our business plan and borough discussions on TfL priorities. This is an area we can keep you updated on as we move through the process. We encourage stakeholders and customers to report any faults or concerns on the network via TfL's [Streetcare](#) tool.

Update on clearly signing the local cycle network and updating mapping – including cycleways, other cycle routes and areas of the Royal Docks it is permitted to cycle on

We are working with stakeholders to implement further signage in the Royal Docks area over the coming months to direct customers to local cycleways and destinations. Alongside this, we continue to review the overall wayfinding strategy following feedback and will assess improvements as part of our business planning for the year.

Cleaning of pavements, cycleways and crossings in the area

Bins have now been added at each stop to encourage people not to litter. Regardless of who the highway authority is, cleaning is the responsibility of the Borough under the provision of the Environmental Protection Act (Section 89).

As part of regular meetings, we remind both boroughs of their duty to keep the area clean and litter free with particular regard to the cycling and pedestrian routes.

Documentation behind the selection of routes for the Cycleways linking to the Silvertown Cycle Shuttle, including how the Cycleway Quality Criteria were applied, routes were developed, and interventions considered

Our Government Relations team will share this with you, including the road safety audits and other similar audits for cycling, walking and Healthy Streets assessments for changes to walking and cycling infrastructure at both ends of the Silvertown tunnel.

Consideration to reducing waits for people crossing the road to reduce the time it takes to reach the cycle shuttle

We will continue to work closely with our Network Performance team to ensure Automatic Traffic Signals are optimised to consider flow of traffic and Pedestrian crossing times.

In addition to this we will continue to actively review this location under customer and driver feedback to help us understand what impact wait times are having.

Thank you again for taking the time to write to me.

Regards,

A handwritten signature in black ink, appearing to be 'Lorna', with a long, sweeping horizontal stroke extending to the right.

Lorna Murphy