



Consultation Round 2: Results and Crossrail's Response

February 2005



Crossing the Capital Connecting the UK

Contents

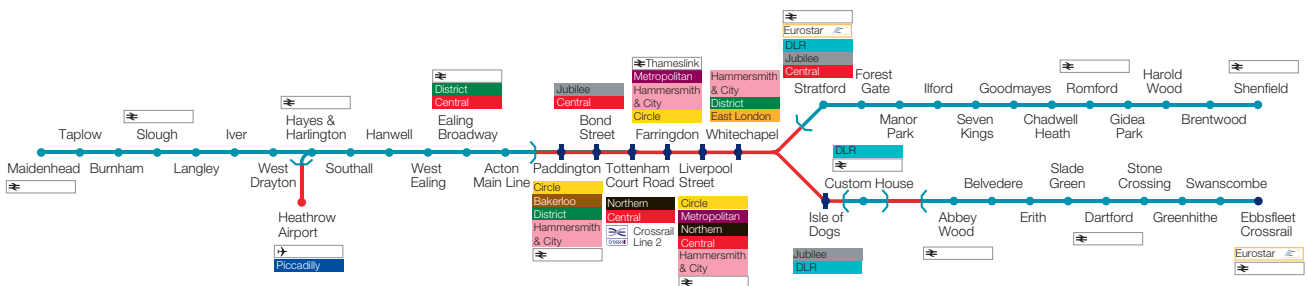
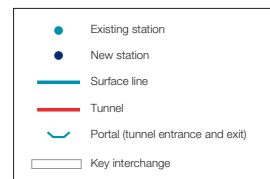
01	Introduction	2
02	Why did we consult?	3
03	Who did we consult?	3
04	When did we consult?	4
05	How did we consult?	5
06	What happened?	6
07	What did you say?	9
08	How did stakeholders respond?	13
09	How have we responded?	16
10	Summary and conclusions	18
11	What are the next steps?	18

Please note: This document refers only to activity in Round 2, 5 August to 27 October, 2004.



Crossrail line 1

Round 2 Preferred Route Connections Map



Route prior to October, 2004

01 Introduction

Cross London Rail Links Ltd (CLRL) was formed in 2001 to promote and develop Crossrail lines 1 and 2. It is a joint venture company owned by Transport for London (TfL) and the Department for Transport (DfT).

Current planning work concentrates on the development of Crossrail line 1. This report only refers to consultation on Crossrail line 1.

Round 2 of public consultation on Crossrail presented the proposals to introduce a west – east railway linking Heathrow and Maidenhead with Shenfield and Ebbsfleet through new tunnels under central London.

The Secretary of State for Transport announced that a Bill would be brought before Parliament at the earliest opportunity in a statement to Parliament on 20 July 2004.

A supplementary Public Awareness Campaign was then held between Paddington and Maidenhead, and a second round of Public Consultation along the whole route.

All comment received has been analysed, categorised, passed to government and used to inform design development.

Stakeholders such as government agencies, local authorities and community groups were also consulted.

A schools education programme provided students along the proposed line of the route with a number of curriculum-based Crossrail activities.

This report describes the public consultation activities carried out from 5 August, to 27 October, 2004. It explains who was consulted, summarises the comments received and reports on the project's response to these comments.

February 2005

02 Why did we consult?

As a publicly owned company, Cross London Rail Links Ltd (CLRL) is committed to acting in a responsible and professional manner. Furthermore, Crossrail also has a strong commitment to work closely with government and statutory bodies and those with an interest in the project.

The Office of the Deputy Prime Minister (ODPM) has issued guidelines called the 'Code of Practice for the Dissemination of Information during Major Infrastructure Projects' which Crossrail is following. Crossrail has developed some key consultation objectives:

- identify and contact a wide range of stakeholders and interested parties
- uphold social inclusion, be fair, open and honest
- record and report on consultees' comments
- assess the level of support for the proposals
- identify concerns and, where practical, seek to address them

03 Who did we consult?

A large number of people needed to be consulted. Our activities were aimed at the following groups:

- Local communities, existing rail passengers and all those registered on the Crossrail contacts database
- Community Groups and other Stakeholder Bodies
- Statutory Bodies
- Local Authority Members, Officers and Leaders

Those with land or property interests that may be directly affected have been informed separately, and supported through the Crossrail 24-hour 7-days a week Helpdesk.

All local authorities served by the proposals were invited to submit their comments.



Public Awareness Campaign advert, August 2004

04 When did we consult?

Consultation has taken place in the following three phases:

Phase 1: September – October 2003

A 'Public Awareness Campaign' introduced and broadly explained the proposals, asked for comment and announced the forthcoming Public Information Centres.

Phase 2: October – December 2003

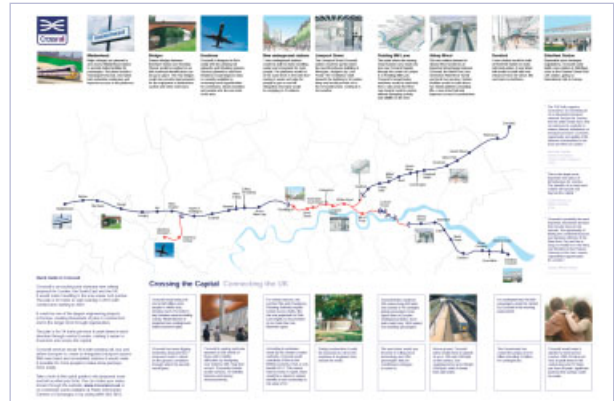
'Public Consultation Round One' introduced the route proposals with a programme of Public Information Centres displaying preliminary project designs and seeking comment.

Phase 3: August – October 2004:

'Public Consultation Round Two' involved Public Information Centres and Exchanges showing further design detail and development, Crossrail's response to comment received and sought further comment on how Crossrail was developing. A supplementary Public Awareness Campaign was held between Paddington and Maidenhead.

Phase 4:

An 'Information Round' communicating the results of Round 2 and presenting the final proposals forming the scope and content of the Parliamentary Bill deposit.



Quick guide to Crossrail



Information available in 16 languages



Invitation leaflet listing information centres

Please complete the form below:
(IN BLACK INK AND CAPITAL LETTERS)

Name: _____
Address 1: _____
Address 2: _____
Town: _____
Post Code: _____

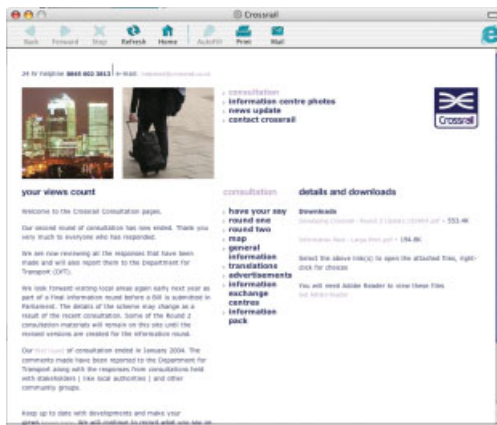
Home Address:
Business Address:
Please tick a relevant box

Please send information updates regarding Crossrail:
If you would like information updates about Crossrail by e-mail please provide your e-mail details below: _____

Please enter your comments in the box below:

00001

Round 2 Comment card



Consultation section on the Crossrail website

05 How did we consult?

Various ways were used to try to inform those who may have an interest and to seek their comment. These are summarised below.

Supplementary Public Awareness

Duration: 2 – 24 August 2004

The purpose was to introduce the concept of Crossrail and explain the proposals.

- 100,000 leaflets were distributed along the route from Maidenhead to Paddington as it was a new section of route. The rest of the network was covered in Round 1.

Public Consultation Round 2

Duration: 5 August – 27 October 2004

The purpose was to provide more detail of the proposals with interested parties able to discuss them with qualified project staff and make comment.

- The 24-hour 7-days a week Helpdesk continued to operate
- An independent referee was available
- A consultation section on the project website carried all the information relating to Round 2 ranging from Public Information Centre and Exchange details and display material and comment cards to downloads of the Public Information Centre display panels
- 99 days of Public Information Centres and Exchanges were held at 26 locations featuring 189 separate display panels where freepost reply-paid comment cards were actively distributed. These centres displayed route wide and site specific information with staff available to explain the proposals and answer questions

- 15,000 'Tunnelling under London' leaflets were distributed by hand to properties above tunnels.
- Over 200,000 invitations to Public Information Centres and Exchanges were distributed through letter boxes of residences and businesses near to the proposed route and at relevant railway stations
- 99 adverts were placed in publications with an estimated readership in excess of 15 million describing the project and announcing Round 2 details
- Over 12,000 letters were sent to various individuals already on the Crossrail database providing a project update and Public Information Centre and Exchange invitation
- 331 local authorities, community groups, statutory and non-statutory bodies were contacted by letter. Their comments were asked for
- 300,000 copies of 'The Link' newsletter were distributed to schoolchildren in over 750 primary and secondary schools along the route
- A curriculum-based programme of Crossrail related activities was carried out involving schoolchildren along the line of route
- Over 100,000 leaflets and brochures were handed out at Public Information Centres
- Meetings were held with some stakeholders
- Consultation material was available, on request, in 16 community languages, Braille, large print and audio tape

06 What Happened?

Round 2 can be summarised as follows:

- 8,483 visitors attended the Public Information Centres
- 1,642 visitors attended the Public Information Exchanges
- 7,959 separate comments were identified during analysis of the comment cards, e-mails, letters and telephone conversations raising 8 key issues (details appear in section 9)
- Over 70,000 visits to the website were made
- Over 2,700 enquiries were made of the Helpdesk
- 98 stakeholder responses were received
- 2 translations, 1 large print and 3 audio cassettes were requested

Public Information Exchanges

Location	Days	Date	Total Visitors
Farringdon	Mon, Thur	5/08/04 – 26/10/04	1206
Spitalfields	Tue, Wed	9/08/04 – 27/10/04	436

The following table sets out the results of the Public Information Centre by local authority, venue and date.

Royal Borough of Windsor & Maidenhead

Information	Date	Visitors
Centre Location		
Maidenhead	17/09/04	151
Maidenhead	18/09/04	144

Slough Borough Council

Information	Date	Visitors
Centre Location		
Slough	10/09/04	129
Slough	11/09/04	1

South Buckinghamshire Borough Council

Information	Date	Visitors
Centre Location		
Iver	20/09/04	4
Iver	21/09/04	3

London Borough of Hillingdon

Information	Date	Visitors
Centre Location		
Hayes	8/9/04	87
Hayes	9/9/04	60

London Borough of Ealing

Information	Date	Visitors
Centre Location		
Acton	20/09/04	118
Acton	21/09/04	100
West Ealing	24/09/04	192
West Ealing	25/09/04	203
Southall	27/09/04	42
Southall	28/09/04	22
Ealing Broadway	29/09/04	131
Ealing Broadway	30/09/04	73

London Borough of Hammersmith & Fulham

Information	Date	Visitors
Centre Location		
Ladbroke Grove	6/09/04	53
Ladbroke Grove	7/09/04	52

City of Westminster

Information	Date	Visitors
Centre Location		
Paddington	29/09/04	659
Paddington	30/09/04	609

London Borough of Camden

Information	Date	Visitors
Centre Location		
St Giles Church	06/09/04	42
St Giles Church	07/09/04	41

London Borough of Islington

Information	Date	Visitors
Centre Location		
Farringdon	23/09/04	62
Farringdon	24/09/04	31

London Borough of Tower Hamlets

Information	Date	Visitors
Centre Location		
Whitechapel	15/09/04	158
Whitechapel	16/09/04	136
Spitalfields	10/09/04	17
Spitalfields	11/09/04	24
Isle of Dogs	24/09/04	355
Isle of Dogs	25/09/04	457

London Borough of Newham

Information	Date	Visitors
Centre Location		
Beckton	13/09/04	71
Beckton	14/09/04	82
Stratford	27/09/04	167
Stratford	28/09/04	178

London Borough of Redbridge

Information	Date	Visitors
Centre Location		
Ilford	13/09/04	182
Ilford	14/09/04	91

London Borough of Havering

Information	Date	Visitors
Centre Location		
Romford	17/09/04	202
Romford	17/09/04	315

Brentwood Borough Council

Information	Date	Visitors
Centre Location		
Brentwood	01/10/04	130
Brentwood	02/10/04	207

London Borough of Greenwich

Information	Date	Visitors
Centre Location		
Abbey Wood	15/09/04	158
Abbey Wood	16/09/04	52
Woolwich	22/09/04	221
Woolwich	23/09/04	123

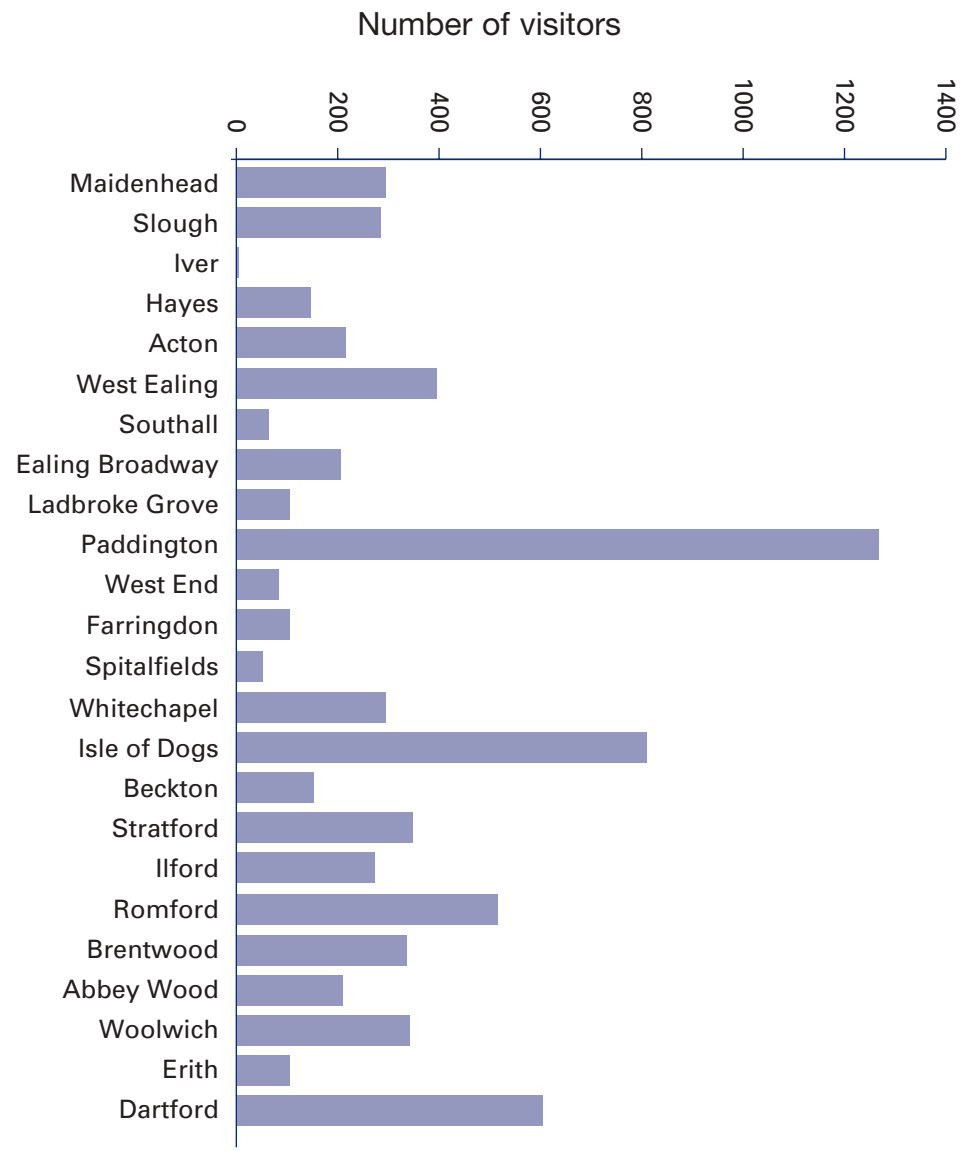
London Borough of Bexley

Information	Date	Visitors
Centre Location		
Erith	04/10/04	52
Erith	05/10/04	52

Dartford Borough Council

Information	Date	Visitors
Centre Location		
Dartford	22/09/04	106
Dartford	23/09/04	263
Greenhithe	01/10/04	212
Greenhithe	02/10/04	24

Total PIC Visitors by Location



07 What did you say?

Results

2939 comments were made containing **7959** separate comments.

These have been categorised as follows:

Project Concept

Agree	998
Neutral	1501
Disagree	59
No comment	381
Sub-total	2939

Access & Accessibility

View expressed	117
----------------	-----

Environmental – view expressed

Air quality	143
Archaeology	0
Community	293
Construction traffic	166
Ecology	8
Landscape & townscape	12
Noise and vibration	177
Road congestion	20
Planning	8
Property	388
Regeneration	60
Socio-economics	4
Sub-total	1279

Integration – view expressed

Interchange opportunity	83
Station amenities	266
Sub-total	327

Financial – view expressed

Funding, cost and fares	251
-------------------------	-----

Consultation – view expressed

Adequate	30
Neutral	162
Inadequate	66
Sub-total	258

Further information requested

Yes	789
-----	-----

Engineering – view expressed

Positive view	9
Neutral view	130
Negative view	78
Sub-total	217

Freight - comment received

Yes	7
-----	---

Capacity – view expressed

Improved track capacity	27
Improved train capacity	38
Sub-total	65

Services

Replacement of services	
Agree	7
Neutral	28
Disagree	16
Sub-total	51

Disruption to existing services

View expressed	13
----------------	----

Detailed route comments: Whole route

Agree	42
Neutral	7
Disagree	13
Sub-total	62

Detailed route comments: Corridor 3

Great Western Branch

Agree	85
Neutral	66
Disagree	73
Sub-total	224

Detailed route comments: Central London Section

Agree	35
Neutral	146
Disagree	52
Sub-total	233

Detailed route comments: Corridor 4 North Kent Branch

Agree	18
Neutral	40
Disagree	117
Sub-total	175

Detailed route comments: Corridor 5 Shenfield Branch

Agree	16
Neutral	71
Disagree	538
Sub-total	625
Other Route Issues	76

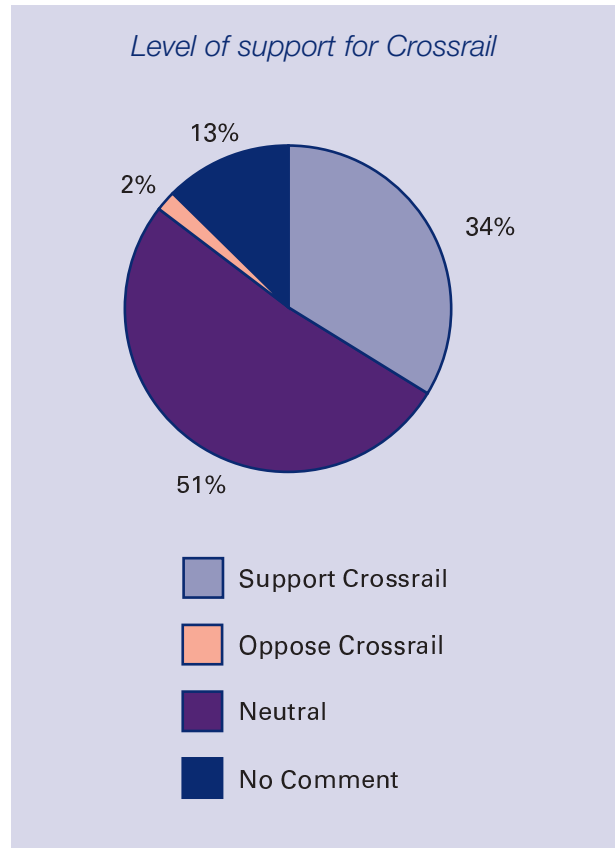
Other general comment 229

TOTAL 7959

The results can be summarised as follows:

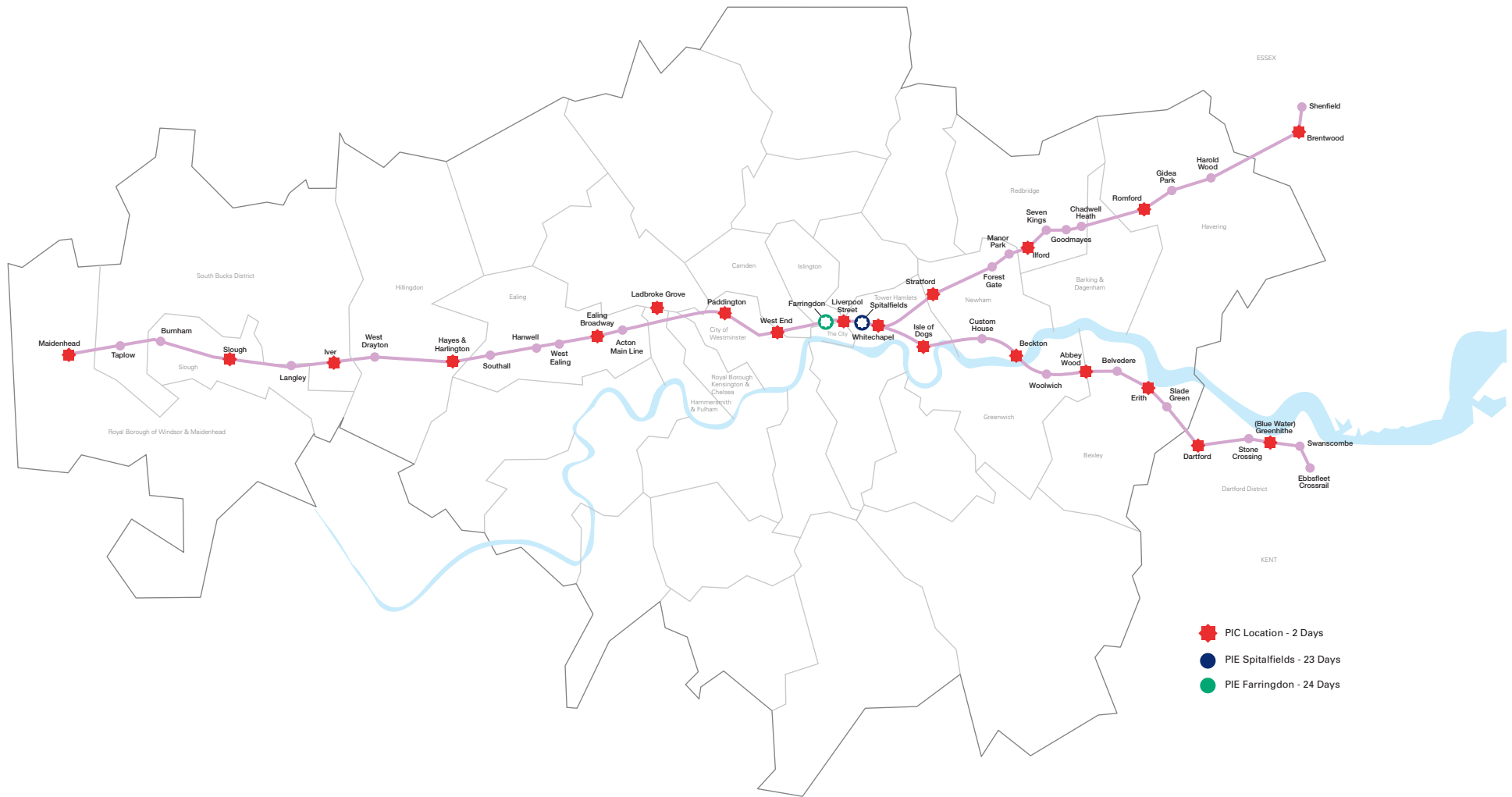
Support	34%
Oppose	2%
Neutral	51%
No comment	13%

Of those who expressed their support or opposition, nearly 95% were supportive.

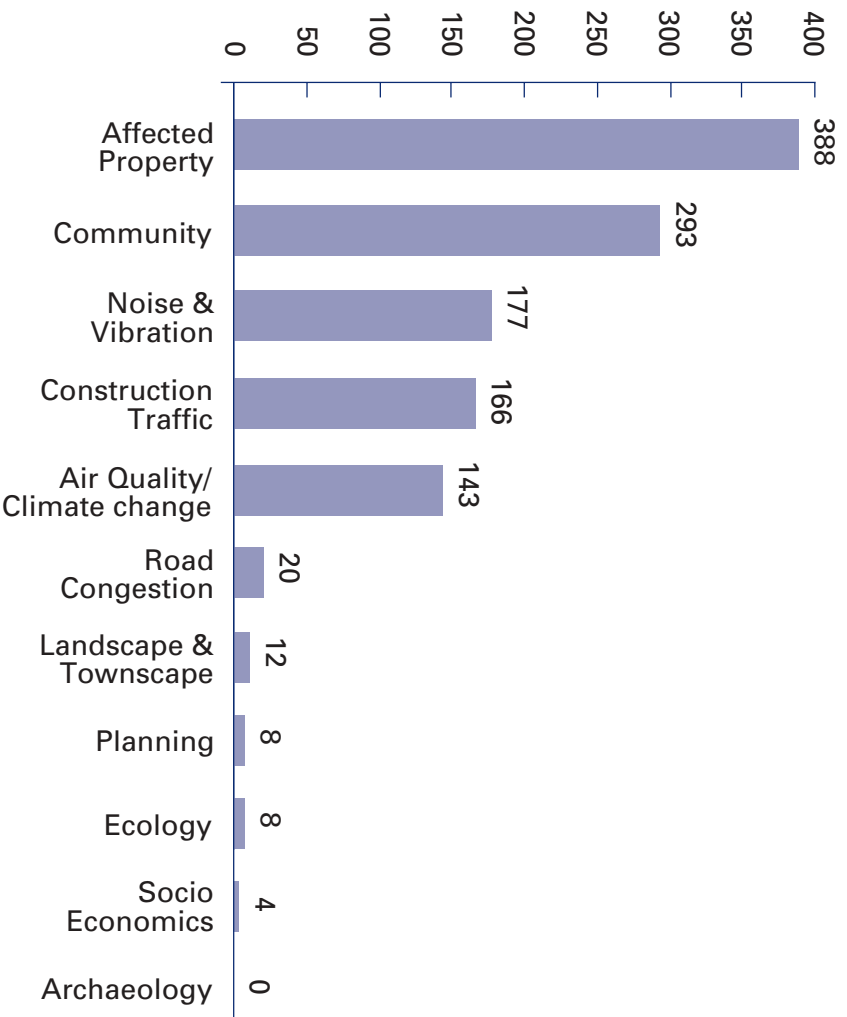


Of those that expressed an opinion, only 2% explicitly opposed the project.

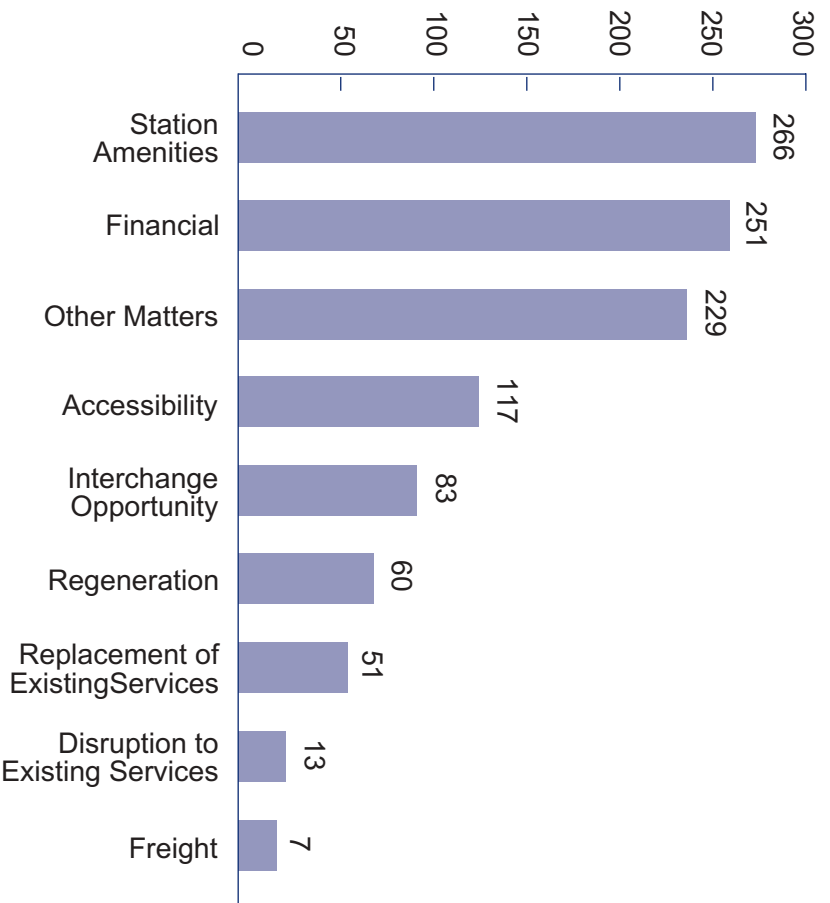
Public Information Centres (PIC) and Public Information Exchanges (PIE):
event locations and durations



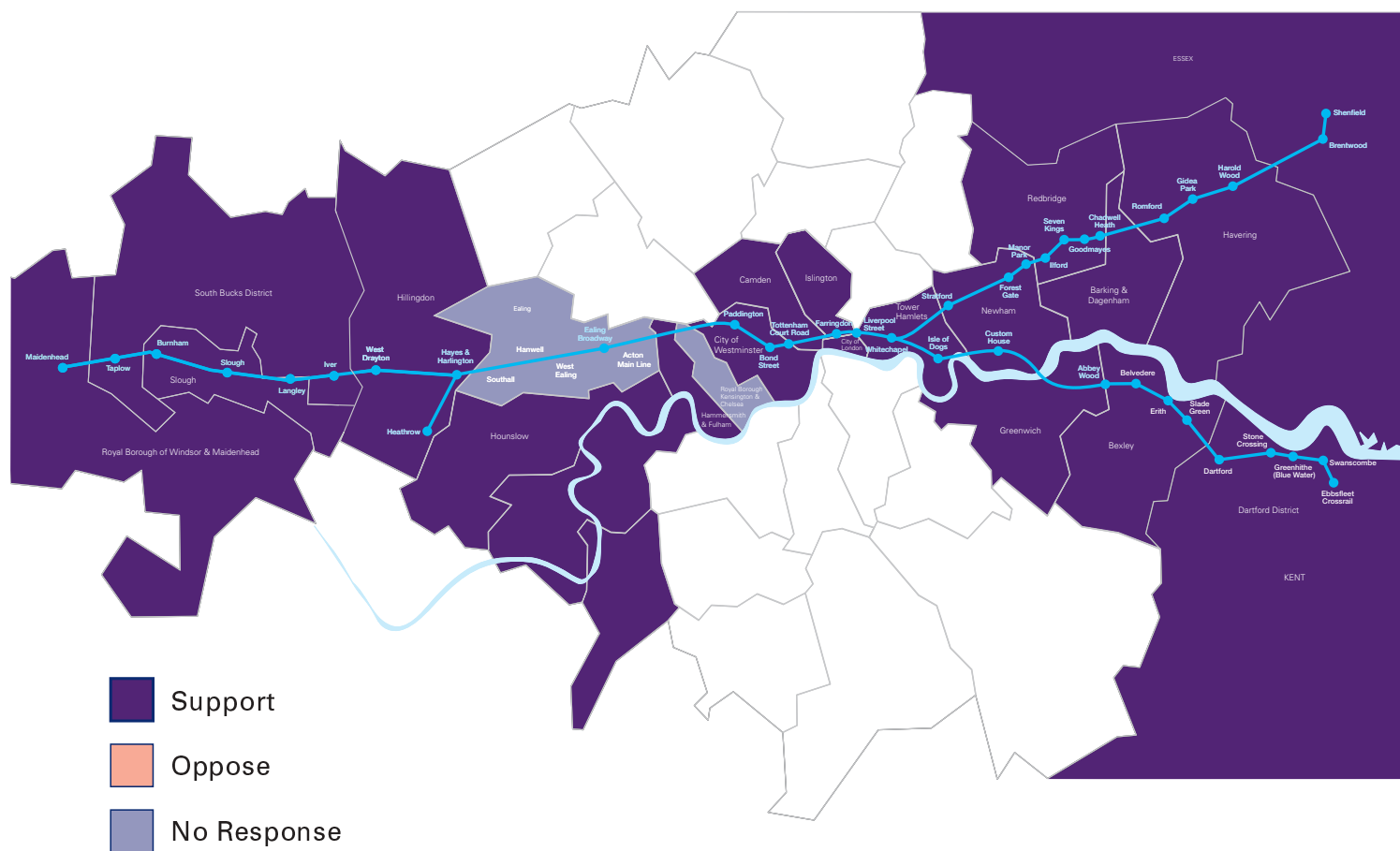
Number of Environmental Issues Raised by Category



Number of Issues Raised by Other Categories



08 How did stakeholders respond?



331 stakeholders were invited to comment, including local authorities, statutory bodies, community groups, government bodies and commercial interests.

98 responses were received and can be categorised as follows:

Stakeholder sector

Local Authority	32
Statutory Bodies	3
Government	1
Political	11
Community Groups	28
Commercial	23
Sub-total	98

The stakeholders' area of interest were as follows:

Scheme Interest

Whole Project	9
Great Western Branch	27
Central London Section	31
North Kent Branch	17
Shenfield Branch	16
Sub-total	100

*Two stakeholders commented on more than one area

Results

From the 98 stakeholder responses, 282 separate issues and comments have been identified. These have been categorised as follows:

Project Concept

Agree	78
Neutral	11
Disagree	9
No response	233
Sub -total	331

Accessibility

View expressed	9
----------------	---

Environmental – view expressed

Air quality	8
Archaeology	2
Community	5
Construction traffic	9
Ecology	4
Landscape & townscape	22
Noise & vibration	14
Road congestion	5
Planning	7
Property	29
Regeneration	10
Socio-economics	6
Sub-total	121

Integration – view expressed

Interchange opportunity	6
Station amenities	9
Sub-total	15

Financial – view expressed

Funding, cost and fares	16
-------------------------	----

Consultation – view expressed

Adequate	3
Neutral	2
Inadequate	11
Sub-total	16

Engineering – view expressed

Positive view	0
Neutral view	4
Negative view	2
Sub-total	6

Freight

View expressed	3
----------------	---

Capacity – view expressed

Improved track capacity	6
Improved train capacity	8
Sub-total	14

Services

Replacement of services

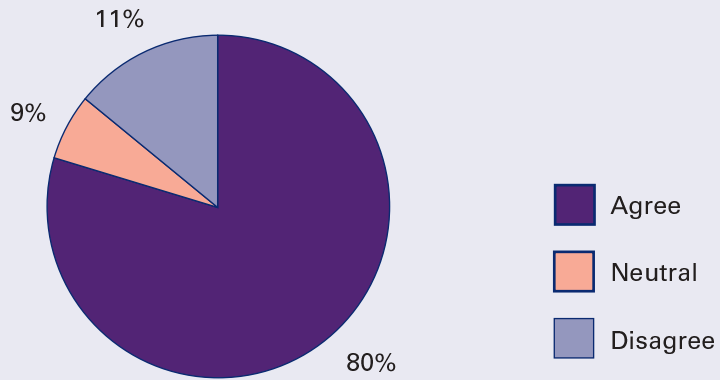
Agree	0
Neutral	0
Disagree	0
Sub-total	0

Disruption to existing services

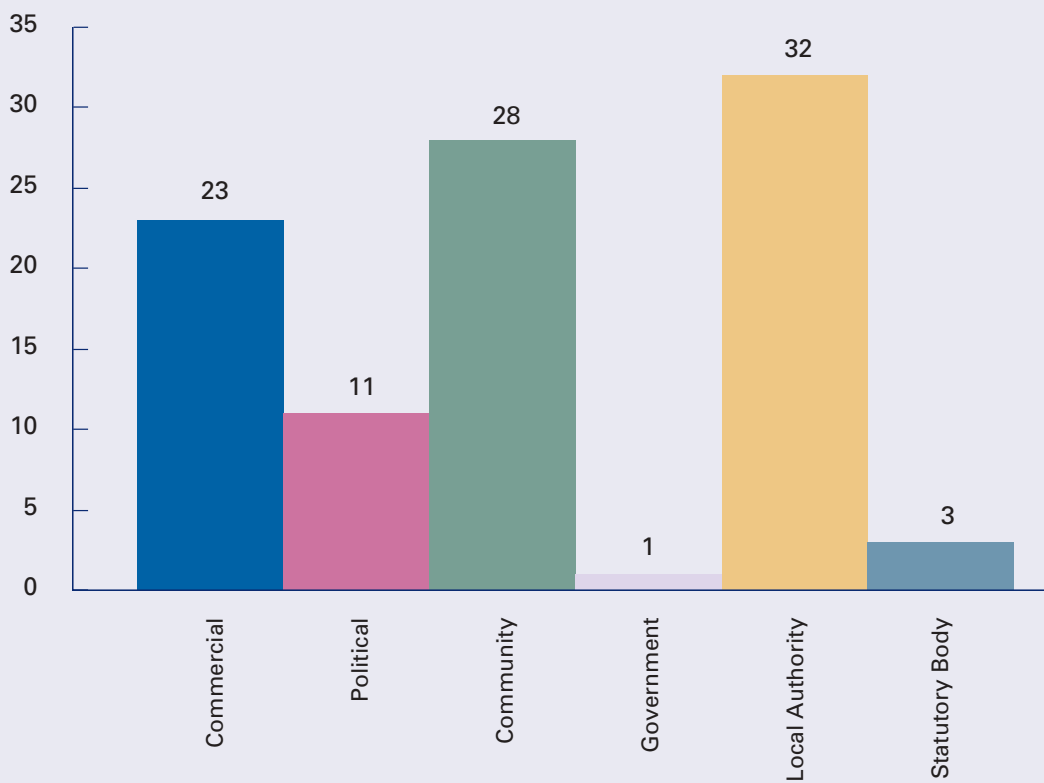
View expressed	3
Other various comments	79

TOTAL **282**

Stakeholder response



Response by Stakeholder Sector



09 How have we responded?

1. Opposition to Romford Depot

Crossrail needs a depot large enough to maintain the number of trains required to provide services over the extensive Crossrail network. The depot needs to be situated on the Great Eastern Main Line where Crossrail services will be commissioned and will first run. More than 40 options along the route have been assessed. The conclusion is that the Romford Goods Yard and Gas Works site is the best option.

The design and construction proposals for the depot have sought to mitigate the impacts. Work will continue with the London Borough of Havering and the local community to explore ways in which the impacts of construction and operation can be managed.

2. Property issues (including settlement)

We have produced an information sheet on Ground Settlement. This explains how settlement will be predicted and monitored and how action will be taken to mitigate it. Properties within the zone potentially affected by settlement will be offered a pre-construction defect survey, and should any damage result from tunnelling, the cost of necessary repairs will be paid. If you would like further information about the settlement policy please contact the helpdesk.

3. Why is no station proposed at Woolwich?

A station could not be justified on the current estimate of cost, passenger numbers and benefits. However the design of the running tunnels does not preclude a station at Woolwich being developed in the future.

4. Why won't services run to Reading?

Reading will continue to be served by First Great Western services which will offer a much faster journey to Paddington than Crossrail. As a result, passenger demand on Crossrail from Reading was assessed as being relatively low and insufficient to justify the cost of the necessary re-signalling of

Reading station, electrification and associated bridge raising. Passengers travelling into central London will be able to change to Crossrail at Paddington.

The project design would enable a Crossrail service beyond Maidenhead to be introduced in the future if a case for an extension could be made.

5. Opposition to construction at Hanbury Street

A shaft is required between Liverpool Street and Whitechapel stations.

Seven possible locations for the shaft have been carefully considered. The most promising alternative to Hanbury Street was on Woodseer Street. However, that alternative option was rejected due to the significant impacts on the railway alignment resulting in operational speed restrictions and construction complications (including risk of settlement, dewatering and increased excavated material due to the depth of the shaft). It would also have required the demolition of business premises and loss of parking along Brick Lane and Spitalfield Street.

Alternative alignments for the tunnels to the south were also considered. However, the presence of piled foundations of buildings mean this would not be practical. Each of these alternatives would create similar impacts during construction at other locations. The site at Hanbury Street is considered the best option.

Some responses specifically opposed the proposal to use the Hanbury Street shaft as a launching point for three of the Tunnel Boring Machines (TBMs). There are very strong operational, constructional and environmental reasons why the TBMs should be launched from Hanbury Street. The works relating to constructing the running tunnels will be serviced through a temporary tunnel to a worksite adjacent to the Great Eastern Main Line at Pedley Street. This proposal has

specifically been included to eliminate much of the impact that would otherwise arise at Hanbury Street. Even without the use of Hanbury Street for the TBMs, the shaft would still need to be constructed. Following construction of the shaft at Hanbury Street the TBMs will be delivered in sections and the shaft will therefore be no larger than would be required were the TBMs not to be launched there. Material excavated from the tunnels will be brought out of the ground at the Pedley Street site, taken away by conveyor and loaded onto trains at Mile End.

Steps have been taken to mitigate the impact of the works and work will continue with the London Borough of Tower Hamlets and the local community to explore ways in which the impacts of construction can be managed.

6. Community Disruption

A Construction Code has been prepared which has been issued to local authorities for consultation. The Code will apply to control possible impacts arising from the construction of Crossrail and it will be applied to all construction works. The Code sets out a series of objectives and measures to protect the environment and limit disturbance from construction activities as far as reasonably practicable. The topics covered by the Code include working hours, traffic management, noise and vibration, air quality, waste management, recycling, ecology, archaeology and settlement.

Community Relations teams will be set up and continue to provide a 24 hour helpline before, during and after construction. These staff will ensure accurate information is given about planned works, discuss works with residents and businesses and enable people to contact the project if action needs to be taken to ensure contractors comply with the Construction Code. An independent Complaints Commissioner will also be appointed, to ensure that concerns are properly dealt with.

7. Noise and Vibration

A noise and vibration information sheet explains how these impacts will be managed.

When contractors will be carrying out work likely to cause significant effects of noise and vibration, they will be required to apply for consent from the local authority. Such consents will require a range of measures to be taken to mitigate and reduce the potential effects of noise and vibration. Where noise levels exceed specified thresholds, noise insulation and, where appropriate, temporary re-housing will be made available in relation to the properties concerned.

The railway and its equipment will be designed to minimise the transmission of noise and vibration to neighbouring property. Experience with the Underground gives a clear indication of the level at which noise becomes intrusive and the Crossrail design will not exceed these levels.

If you would like a copy of the noise and vibration information sheet please contact the Helpdesk.

8. Station amenities

More detail about the stations that are proposed to be constructed or re-built is available on the Information Round panels. If you would like information about a particular station please contact the Helpdesk.

10 Summary of Results & Conclusions

The large majority of comments showed support for the continued development of the Crossrail proposals.

Most stakeholders were supportive.

All local authorities who responded and through which the railway will pass remain supportive.

Concerns have been raised at a local level and these have been carefully looked at to see where changes could be made to address those concerns.

Issues have arisen especially regarding continued services to Reading, the omission of a station at Woolwich and opposition to Romford depot.

Other issues such as those regarding the environment continue to be researched and reviewed.

The approach in Round 2 was to encourage consultees to request information pack sheets and A4 copies of the panels.

Many requests for further information were received.

Where criticism of the consultation has been made, a 'lessons learnt' exercise has been carried out to help plan and improve the next steps in the process.

Where the project is able, all key issues raised so far have either been appropriately addressed or will be dealt with as part of further design development.

11 What are the next steps?

- The Information Round in February, 2005 will update stakeholders, local communities, interested parties and the public using Public Information Centres, mail-outs, the website, media releases and advertising. It will present the results so far, and explain revisions to the project's proposals in the light of the upcoming parliamentary Bill.
- The Information Round will run from 10 to 19 February, 2005. Ongoing meetings and discussions with local authorities, stakeholder groups and directly affected parties will continue.
- New brochures, a Project Information Sheets and display panels will be available.
- An invitation letter will be sent by post to 60,000 homes in the immediate area of the route.
- The Information Round will be widely advertised and everyone on the contact database will be notified.
- For more information call the Crossrail Helpdesk 0845 602 3813 (24-hour 7-days a week) or look at the Crossrail website www.crossrail.co.uk

If you would like information about Crossrail in your language, please contact Crossrail supplying your name and postal address and please state the language or format that you require.

আপনি যদি আপনার নিজের ভাষায় ক্রসরেইল সম্বন্ধে তথ্য জানতে চান তাহলে অনুগ্রহ করে ক্রসরেইলের সাথে যোগাযোগ করুন। তাদেরকে আপনার নাম, ঠিকানা এবং কোন ভাষায় আপনি এটা চাচ্ছেন সেটা লিখে জানান।

Crossrail hakkında kendi dilinizde bilgi almak isterseniz, lütfen Crossrail ile temas kurarak, adınızı ve adresinizi hangi dil veya formatta bilgi istediğinizi bildirin.

Nếu quý vị muốn có tin tức về Crossrail bằng tiếng nói của quý vị, xin liên lạc với Crossrail cho biết tên, địa chỉ liên lạc bằng bưu điện cùng ngôn ngữ và khuôn khổ quý vị yêu cầu.

यदि आपको क्रॉसरेल के बारे में जानकारी अपनी भाषा में चाहिये, तो कृपया क्रॉसरेल के साथ सम्पर्क करें और अपना नाम, पता और कौन-सी भाषा या फॉर्मेट में चाहिये, इसके बारे में बतायें।

नेवर् ब्रुवर्ल्ड क्रॉसरेल बरे न्नाटकारी आपनी ज्जबान 'च' चागीदी है, उं लिखा वरके क्रॉसरेल नाल बघडा वरे अउ आपटा नां, पडा अउ विवडी ज्जबान नां डॉरमेट 'च' चागीदी है, इस बरे चसे।

જો તમને ક્રોસરેલ બાબત માહિતી પોતાની ભાષામાં જોઈતી હોય, તો મહેરબાની કરી ક્રોસરેલ સાથે સંપર્ક સાધો અને પોતાનું નામ, સરનામું અને કઈ ભાષા અથવા ફોર્મેટમાં જોઈએ છે, તે બાબત જણાવો.

فرغی إذا كنت ترغب في الحصول على معلومات عن «كروسريل» (Crossrail). يرجى الاتصال بهم ذكراً اسمك وعنوانك والرقم البريدي واللغة أو الشكل الذي تطلبه.

如果你想獲得用你的語言書寫的有關Crossrail的資訊，請提供你的姓名，住址和要求的語言或格式。

Αν επιθυμείτε πληροφορίες για το Crossrail στη γλώσσα σας, επικοινωνήστε με την Crossrail αναφέροντας το όνομά σας, την ταχυδρομική διεύθυνση και τη γλώσσα ή η μορφή στην οποία επιθυμείτε να τις λάβετε.

اگر آپ کو کراس ریل کے بارے میں اپنی زبان میں معلومات درکار ہیں تو برائے مہربانی کراس ریل سے رابطہ کریں اور اپنا نام، گھر کا پتہ اور جس زبان یا جس شکل میں آپ کو یہ معلومات درکار ہیں کے بارے میں بتائیں۔

Haddii doonaysid warbixin ku saabsan Crossrail oo ku qoran luqadaada fadlan la soo xiriir Crossrail adoo dhiibaya cinwaankaaga boostada fadlan noo sheeg luqadda iyo qaabka aad u baahan tahay.

Faahfahin cidda lala xiriirayo waa:

Information about Crossrail is available in large print, Braille or audio cassette upon request.

Contact details:

Crossrail
FREEPOST NAT6945
London
SW1H 0BR

email: helpdesk@crossrail.co.uk
helpdesk: 0845 602 3813 (24-hours, 7-days a week)
website: www.crossrail.co.uk