

TRANSPORT FOR LONDON

SURFACE TRANSPORT PANEL

**SUBJECT: RIVER SERVICES AND LONDON 2012**

**DATE: 24 FEBRUARY 2009**

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**1 PURPOSE AND DECISION REQUIRED**

- 1.1 This paper provides an update to the panel on TfL's plans for London River Services including proposals for the London 2012 Olympic and Paralympic Games.

**2 BACKGROUND**

- 2.1 London River Services (LRS) owns and operates eight passenger piers at Millbank, Westminster, Embankment, Festival, Bankside, Tower and Greenwich. Financial support is provided to Thames Clippers for a peak-hours Monday to Friday river bus service. All other river services operate on a commercial basis.
- 2.2 LRS piers were used by 2.3m passengers to board river cruises in 2007/08 (2.1m in 2006/07). In addition, 704,000 passengers used the Thames Clippers contract service. In November 2007, Thames Clippers considerably expanded their service from Embankment and the London Eye to the O2 and Woolwich Arsenal. The current service generally operates every 20 minutes and boats run until midnight. The total passengers (river bus and cruises) are forecast to exceed 3.5m in 2008/09.

**3 PASSENGER SERVICES CONCORDAT**

- 3.1 The Mayor has set up a River Passenger Services Concordat Working Group chaired by Kulveer Ranger, the Mayor's Director of Transport Policy, to address barriers to growth. The group has met four times and has a work programme covering the following areas:
- (a) pier provision;
  - (b) ticket integration;
  - (c) signage;
  - (d) service quality;
  - (e) environmental performance; and
  - (f) skills and training.

The work has been widened to also cover services for the London 2012 Olympic and Paralympic games. The first deliverable was a Pier Plan.

## **4 PIER PLAN**

- 4.1 A Pier Plan has been developed over the past six months. The most important recommendation is the need for additional pier capacity in central London at Tower, London Bridge, Embankment and Waterloo. A working group is being formed to take these recommendations forward.
- 4.2 London River Services has commissioned a feasibility study for an extension of Tower pier. It is intended to complete a detailed design and seek the necessary permissions this year, such that additional capacity can be in place before 2012. There is £1.2m budgeted within the 2010/11 Business Plan for this work.

## **5 TICKET INTEGRATION**

- 5.1 TfL is progressing the use of Oyster Pay As You Go on commuter river services. A future ticketing workshop has been held with Thames Clippers and City Cruises to demonstrate contactless payment proposals. Thames Clippers are engaged in detailed discussions on implementation including participation in a trial as soon as the technology is available.

## **6 SERVICES FOR LONDON 2012 OLYMPIC AND PARALYMPIC GAMES**

- 6.1 Boat operators and London River Services have been involved in discussions with the Olympic Delivery Authority (ODA) to plan services for the London 2012 Olympic and Paralympic Games. It is intended to operate services from central London to Greenwich and the O2. The possibility of operating services to Excel via Canary Wharf and Woolwich Arsenal are also being explored. Existing services will be augmented and timetables extended to cope with the additional demand anticipated.
- 6.2 The ODA completed an initial demand study in 2007 which will be repeated in the first half of 2009. The results will be used to develop proposed timetables. Discussions are ongoing regarding ticketing and booking arrangements. It should be noted that the capacity of the river is very limited, but it will provide a useful and enjoyable means for some spectators to access river zone venues.

## **7 CONCLUSION AND NEXT STEPS**

- 7.1 The River Services Passenger Services Concordat Working Group will continue to monitor progress in the development of sustainable river services on the Thames.

## **8 RECOMMENDATION**

- 8.1 The Panel is asked to NOTE this report.

## **9 CONTACT**

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