

Transport for London



Surface Transport

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Caroline Pidgeon
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Dear Caroline

Update on Improving River Services

Thank you for the report and for the work your committee has undertaken to produce it.

TfL sees river services as an important and growing part of London's transport network and the economy of London. As you know, the network and ridership has grown substantially over the last decade.

TfL has sought to deliver significant improvements to London's River Passenger Services over the last few years, as your report notes. Better wayfinding and signage is being introduced around passenger piers; TfL has installed newly-designed pier flags at TfL owned piers; Ticketing has been improved by enabling Oyster Pay-As-You-Go on most 'River Bus' services; River Bus services from Putney to Blackfriars will more than double from October; Countdown displays have been installed on piers to give passengers greater certainty about when their boat will arrive; and London River Services' independent Customer Survey now shows overall user satisfaction at 89%.

We acknowledge that there is still more to be done and are determined to build on this work. I am therefore pleased to provide a response on how TfL will proceed on each of the key issues raised in the Transport Committee's report:

1. There should be a TfL-owned strategic plan for the development of river services

TfL is now working on a strategic plan for scheduled passenger river services. I have asked TfL to produce this by the end of the financial year.

2. TfL should demonstrate greater commitment to river services, including appointing a specific representative to the TfL Board

TfL is absolutely committed to river services and to the development of a robust strategy to deliver the Mayor's objectives. A new head of London River Services is being appointed and will be tasked with driving this strategy forward with renewed vigour. If there are specific areas where you feel there is insufficient commitment then please let me know.

The delivery projects that the strategy will identify will by nature require an ongoing commitment by TfL and its delivery partners. For example, the plan will set out proposed actions to improve pier management and marketing. TfL and partners will need to work closely together to co-ordinate, plan and locate funding for the delivery of these schemes.

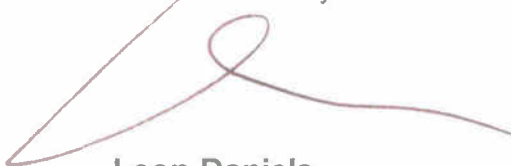
3. There should be further improvements to piers

TfL absolutely agrees that pier capacity is the key bottleneck to increasing the use of the river. The emerging river strategy will include specific plans for piers to tackle this issue.

4. There needs to be improved publicity, signage, mapping and ticketing

These points are noted and align with other comments we have received in the past. We have made substantial improvements in these areas but there is clearly more to do. We will include actions in these areas in the emerging TfL river strategy document.

Yours sincerely



Leon Daniels