

MAYOR OF LONDON**Caroline Pidgeon MBE AM**

Chair, Transport Committee
City Hall
The Queen's Walk
More London
London SE1 2AA

Date: 23 MAR 2015

Dear Caroline

River Action Plan Update

I am writing to provide you and the Transport Committee with an update on our progress in delivering the River Action Plan, which was one of our commitments in that plan.

2014 was a magnificent year for the river. From the homecoming of the Round the World Clipper race at St Katherine's Dock in June, the 2.7 million people who attended Totally Thames events throughout September – including the magnificent Tall Ships in Greenwich, to the sombre phenomenon of the Tower of London poppies on the banks of the Thames, it was a year like no other. We are also well on our way to meeting my target – set in the River Action Plan – of doubling the number of river passenger journeys on the Thames to 12 million by 2020. Passenger journeys over the summer were up by nearly 25 per cent compared to the previous year. 4.4 million passengers used London's river services between May and September 2014 compared to 3.5 million for the same period the previous year. 9.8 million journeys were made during the full 2014 calendar year, up from 8 million in 2013, a 23 per cent rise. I have to pay tribute to staff across the river services, boroughs, Transport for London, Port of London Authority and others, who have all really pulled together to make this happen.

Improved passenger information continues to be rolled out at all river piers, with clearer transport interchange information ensuring the river is better integrated with the rest of the transport network. Embankment and Westminster Piers have recently been upgraded including improved lighting, flooring and signage. Work to increase passenger and berthing capacity at three key piers, Bankside, Embankment and Westminster, is well underway and will be completed next year.

A number of new pier infrastructure projects are also progressing well. These include new piers at Battersea Power Station and Plantation Wharf, which are due to open early next year. Plans for piers at Convoys Wharf in Deptford and Enderby Wharf in Greenwich are also underway.

In September, TfL unveiled two new artworks by Clare Woods marking the expansion of Art on the Underground into London River Services (LRS). Created after the artist undertook research trips along the Thames, the two pieces – entitled Cranky and Idler – were then reproduced and exhibited at all eight LRS piers, on the Woolwich Ferry and across the London Underground network. The commission encourages people to see the river as a mode of travel, a site of contemplation and a place for relaxation. I hope that you had a chance to see them.

MAYOR OF LONDON

In 2014 TfL delivered a marketing campaign targeting leisure users at gateways to London, major visitor attractions and in and around piers. It raised awareness of river services through outdoor posters, driving engagement across a number of digital channels. This activity was focused at the quieter, "shoulder" periods of the year and was supported by news articles and TfL's Twitter feeds.

To better integrate river services with the wider transport network, TfL has undertaken feasibility work for Oyster/contactless payment validators at all river bus piers. These will be built throughout 2015/16. TfL has also worked with stakeholders to improve access to the river for cyclists. Additional cycle parking will be installed at Embankment, Millbank and Westminster Piers. The Cycle Hire docking stations will be installed near Canary Wharf and Putney Piers by April 2015.

TfL has been working with partners to explore and develop commercial opportunities at their piers to improve the customer experience. Metro racks have been trialled at TfL piers and new opportunities such as water vending machines, pop-up retail and a potential retail unit at Westminster Pier are in development. All of these ventures have the potential to provide additional funding to be reinvested in the pier network. TfL has also commissioned a feasibility study to explore how commercial opportunities might be used to fund infrastructure improvements to Festival Pier and is planning to undertake a similar study of Greenwich Pier.

Throughout 2015/16 TfL will progress and deliver key improvements as part of the River Action Plan:

- Pier extensions at Bankside, Embankment and Westminster Piers will increase capacity for passenger services.
- A new developer led pier at Plantation Wharf to be delivered before summer 2015.
- Oyster pay-as-you-go validators will be installed at all River Bus Piers in summer 2015. These will accept contactless payment in 2016.
- 'Look and feel' upgrades will be rolled out at remaining TfL Piers.
- The GLA will make a decision on the creation of a new boat yard on Albert Island during 2015.
- Cycle parking and Cycle Hire provision will be improved at piers.
- TfL will work with businesses and developers to promote greater use of river services.

I hope you agree that river transport is being transformed and we will continue to champion it as a fantastic way of getting around our city. Thank you for your ongoing support on this.

Yours ever,



Boris Johnson
Mayor of London