

April 2009

BY THE RIVER

MAYOR OF LONDON



**Greater London Authority
April 2009**

Published by
Greater London Authority
City Hall, The Queen's Walk,
More London, London SE1 2AA

www.london.gov.uk
enquiries 020 7983 4100
minicom 020 7983 4458

ISBN 978-1-84781-233-9

Cover photograph:
© TfL Visual Image Service

Photographs: © TfL Visual Image Service

Printed on Evolution Satin paper:
75 per cent recycled fibre content;
25 per cent virgin fibre,
10 per cent FSC sourced;
FSC and NAPM certified.

Mayor's Foreword

Travelling on the river is one of the great pleasures of London, and I want more people to be able to share in the experience. It is a relaxing way of traversing the city that both avoids the unpredictability of road traffic and offers some wonderful little-seen views of our riverside heritage. With the right mixture of investment and imagination I believe that river services can become a truly integral, as well as an extremely pleasant, part of our transport network.

The fast-approaching 2012 Games offer us a real incentive and opportunity to expand our services, co-ordinate our wharves, and work towards finding the right fuel-efficient vessels. We are extending Tower Pier to boost capacity

and are working hard to ramp up the services to help transport spectators to the Greenwich Olympic and Paralympic sites.

From November this year Oyster Pay As You Go will be accepted on Thames Clippers' river services, making life so much easier for those who fancy a change from tube or bus. In addition, our creation of the River Concordat will bring boat operators, borough councils, pier owners, and others together to make a reality of the vision of enabling everyone to share in the joys of travelling on the Thames.



A handwritten signature in black ink, which appears to be 'Boris Johnson'.

Boris Johnson,
Mayor of London

Introduction

By **Kulveer Ranger**, Mayor's Director of Transport Policy
and Chair of the River Concordat Group



Forty-three miles of the River Thames runs through sixteen London Boroughs; this water is plied by over fifty different boat operators, running a diverse range of vessels including deluxe Charter boats, informative river cruisers, exhilarating speed boats and fast river-buses. Every year over two hundred different boats call at thirty-three

piers, owned by a range of organisations, from TfL to private landowners. The Port of London Authority together with the Maritime and Coastguard Agency (MCA) ensure that river services operate safely along our narrow stretch of water.

With so much happening and so many involved, the growth in river services has often felt like a battle against the tide. Yet services have grown, from under 2 million people carried in 2000 to over 5 million in 2008. We want services to continue to flourish, potentially carrying over 7.5 million people by 2012. To achieve this we need to focus on removing the barriers that stand in the way of growth – barriers such as poor signage to





piers, limited pier capacity in Central London, and the omission of river services from the Oystercard system.

The River Concordat is the Mayor's response to this need. It is an agreement to work together to resolve a range of strategic issues in order to grow London's river passenger services to their

full potential. I would like to thank all the Concordat members that have put their time and effort into this objective and I am certain that by continuing to work together we can deliver the river services that our great city deserves.

What will the Concordat achieve?

Concerted action is needed to unlock the river's full potential as both a transport artery and tourist attraction.

In the short term we must tackle the issues that are stopping more people from using the services that are already out there – like getting clear signage to piers. In the medium-term we need to remove the barriers that are stopping operators from putting on more services – such as a lack of pier space in Central London. Looking further

out we need to secure the infrastructure needed for the long-term success of river services – such as piers in the East and West.

The Concordat group will focus on four areas:

1 **Integrating the river into London's transport system**

'Way to Go' made 'Oysterisation' of the river a key Mayoral priority and boat operators, particularly on commuter services, have emphasised the need to include river services in the Oyster system making it easier for passengers to use the river.

Negotiations are underway to implement Oyster card technology on Thames Clippers' services and Transport for London will continue to work with other





operators to explore further integration and ensure that river services are at the forefront of future ticketing development.

Integration isn't just about tickets. Passengers need better signage to piers so that when they arrive at a railway station they know that it can be quicker to walk to a pier and take a boat to their destination than to descend underground and get on a tube train. As well as improving signage at transport interchanges, pier signage will be incorporated into the Legible London way-finding project.

2 The London 2012 Games and the River

The Thames provides a direct path from Central London to the Olympic

and Paralympic venues in Greenwich and is a key part of the Games' transport plan. The Olympic Delivery Authority is working with boat operators, Port of London Authority, Passenger Boat Association, Boroughs and Transport for London to ensure that a coordinated Olympic and Paralympic river service is in place for Summer 2012. This includes making sure that there are enough services in the morning and evening to coordinate with the start and end of events, and that piers in Greenwich and Central London are up to scratch. This investment together with increased promotion of the river will

ensure that the Games leave a lasting legacy of increased use.

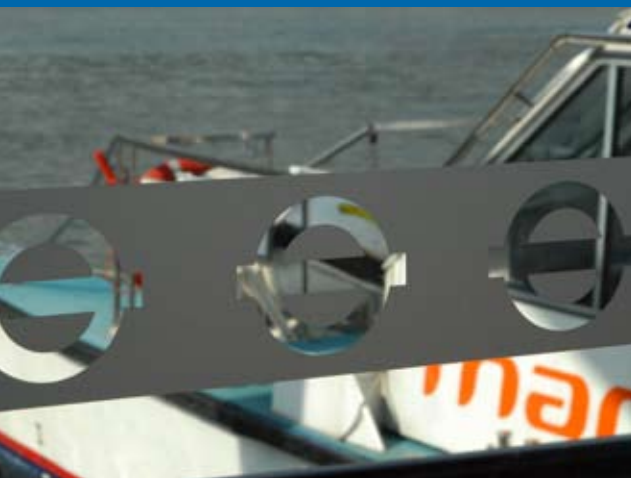
In the Olympic Park at Stratford waterways are already being upgraded so that construction material can be shifted by water rather than clogging up the roads. Although unable to support high-speed transport services the opportunity to provide cruises around the Park is being explored.



3 Promoting and improving services

The Thames is not an empty stretch of water but to the average Londoner or visitor it's not always clear what boat to get where or what type of service will suit them best. We need clearer identities so that people can easily distinguish between a fast ferry that will whiz them to Canary Wharf and a more leisurely cruise taking in London's sights.

Once people are on a boat we want their experience to be of the highest quality, which is why operators have agreed to work with Transport for London and pier owners to further raise





standards on boats and piers across the Capital.

4 Infrastructure

Boats require piers and docks to operate – long-term investments that need to be coordinated. The recent **Pier Plan** commissioned by the London Development Agency reviewed the current status of piers from Putney to the Thames

Gateway region and made recommendations for where additional pier capacity should be located.

The most pressing need is for more space in Central London. As a stopping point on almost any tourist itinerary and a gateway to the City of London, Tower Millennium Pier is a particular crunch-point, and will be extended by Transport for London by 2011. Opportunities to develop other piers will be explored with developers and pier owners in line with the specific recommendations of the Pier Plan.





TfL River Services Guide

www.tfl.gov.uk/river

Email: enquiries@tfl-river.co.uk

Pier Plan

www.lda.gov.uk/pierplan

River Concordat

[www.london.gov.uk/mayor/](http://www.london.gov.uk/mayor/publications/2009/04/river-concordat.jsp)

[publications/2009/04/river-concordat.jsp](http://www.london.gov.uk/mayor/publications/2009/04/river-concordat.jsp)

Other formats and languages

For a large print, Braille, disc, sign language video or audio-tape version of this document, please contact us at the address below:

Public Liaison Unit

Greater London Authority
City Hall, The Queen's Walk
More London
London SE1 2AA

Telephone **020 7983 4100**
Minicom **020 7983 4458**
www.london.gov.uk

You will need to supply your name, your postal address and state the format and title of the publication you require.

If you would like a summary of this document in your language, please phone the number or contact us at the address above.

Chinese

如果需要您母語版本的此文件，
請致電以下號碼或與下列地址聯絡

Vietnamese

Nếu bạn muốn có văn bản tài liệu
này bằng ngôn ngữ của mình, hãy
liên hệ theo số điện thoại hoặc địa
chỉ dưới đây.

Greek

Αν θέλετε να αποκτήσετε αντίγραφο του παρόντος
εγγράφου στη δική σας γλώσσα, παρακαλείσθε να
επικοινωνήσετε τηλεφωνικά στον αριθμό αυτό ή ταχυ-
δρομικά στην παρακάτω διεύθυνση.

Turkish

Bu belgenin kendi dilinizde
hazırlanmış bir nüshasını
edinmek için, lütfen aşağıdaki
telefon numarasını arayınız
veya adrese başvurunuz.

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੀ ਕਾਪੀ ਤੁਹਾਡੀ ਆਪਣੀ ਭਾਸ਼ਾ
ਵਿਚ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਹੇਠ ਲਿਖੇ ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰੋ ਜਾਂ ਹੇਠ
ਲਿਖੇ ਪਤੇ 'ਤੇ ਰਾਖਤਾ ਕਰੋ:

Hindi

यदि आप इस दस्तावेज की प्रति अपनी
भाषा में चाहते हैं, तो कृपया निम्नलिखित
नंबर पर फोन करें अथवा नीचे दिये गये
पते पर संपर्क करें

Bengali

আপনি যদি আপনার ভাষায় এই দলিলের প্রতিলিপি
(কপি) চান, তা হলে नीचेের ফোন নম্বরে
বা ঠিকানায় অনুগ্রহ করে যোগাযোগ করুন।

Urdu

اگر آپ اس دستاویز کی نقل اپنی زبان میں
چاہتے ہیں، تو براہ کرم نیچے دئے نمبر
پر فون کریں یا دینے گئے پتے پر رابطہ کریں

Arabic

إذا أردت نسخة من هذه الوثيقة بلغتك، يرجى
الاتصال برقم الهاتف أو مراسلة العنوان
أدناه

Gujarati

જો તમને આ દસ્તાવેજની નકલ તમારી ભાષામાં
જોઈતી હોય તો, કૃપા કરી આપેલ નંબર ઉપર
ફોન કરો અથવા નીચેના સરનામે સંપર્ક સાધો.

River Concordat Partners

AEG

British Waterways

Canary Wharf Group

Bateaux London

City of London

City Cruises plc

Thames Clippers

Cross River Partnership

Crown River Cruises Ltd

Greater London Authority

London Borough of Barking & Dagenham

London Borough of Bexley

London Borough of Greenwich

London Borough of Hammersmith & Fulham

London Borough of Havering

London Borough of Hounslow

London Borough of Lambeth

London Borough of Lewisham

London Borough of Newham

London Borough of Richmond

London Borough of Southwark

London Borough of Tower Hamlets

London Borough of Wandsworth

London Councils

London Development Agency

London First

London Rib Voyages

Olympic Delivery Authority

Passenger Boat Association

Port of London Authority

Royal Borough of Kensington & Chelsea

Royal Borough of Kingston

South Bank Employers' Group

St Martin's Property Corp Ltd

Thames Cruises

Thames Executive Charters Ltd

Thames Luxury Charters Ltd

Thames River Services

The London Eye

Transport for London

Visit London

Westminster City Council

Woods River Cruises

