



# London's Passenger Pier Strategy

A safe, sustainable and integrated  
pier network for London

MAYOR OF LONDON



**TRANSPORT  
FOR LONDON**  
EVERY JOURNEY MATTERS

## About Transport for London (TfL)

Part of the Greater London Authority family led by Mayor of London Sadiq Khan, we are the integrated transport authority responsible for delivering the Mayor's aims for transport.

We have a key role in shaping what life is like in London, helping to realise the Mayor's vision for a 'City for All Londoners'. We are committed to creating a fairer, greener, healthier and more prosperous city. The Mayor's Transport Strategy sets a target for 80 per cent of all journeys to be made on foot, by cycle or using public transport by 2041. To make this a reality, we prioritise health and the quality of people's experience in everything we do.

We manage the city's red route strategic roads and, through collaboration with the London boroughs, can help shape the character of all London's streets. These are the places where Londoners travel, work, shop and socialise. Making them places for people to walk, cycle and spend time will reduce car dependency and improve air quality, revitalise town centres, boost businesses and connect communities.

We run most of London's public transport services, including the London Underground, London Buses, the DLR, London Overground, TfL Rail, London Trams, London River Services, London Dial-a-Ride, Victoria Coach Station, Santander Cycles and the Emirates Air Line. The quality and accessibility of these services is fundamental to Londoners' quality of life. By improving and expanding public transport, we can make people's lives easier and increase the appeal of sustainable travel over private car use.

We are moving ahead with many of London's most significant infrastructure projects, using transport to unlock growth. We are working with partners on major projects like Crossrail 2 and the Bakerloo Line Extension that will deliver the new homes and jobs London and the UK need. We are in the final phases of completing the Elizabeth line which, when open, will add 10 per cent to central London's rail capacity.

Supporting the delivery of high-density, mixed-use developments that are planned around active and sustainable travel will ensure that London's growth is good growth. We also use our own land to provide thousands of new affordable homes and our own supply chain creates tens of thousands of jobs and apprenticeships across the country.

We are committed to being an employer that is fully representative of the community we serve, where everyone can realise their potential. Our aim is to be a fully inclusive employer, valuing and celebrating the diversity of our workforce to improve services for all Londoners.

We are constantly working to improve the city for everyone. This means freezing TfL fares so everyone can afford to use public transport, using data and technology to make services intuitive and easy to use, and doing all we can to make streets and transport services accessible to all. We reinvest every penny of our income to continually improve transport networks for the people who use them every day.

None of this would be possible without the support of boroughs, communities and other partners who we work with to improve our services. We all need to pull together to deliver the Mayor's Transport Strategy; by doing so we can create a better city as London grows.

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# Foreword



A handwritten signature in black ink that reads "Alexander".

**Heidi Alexander**

Deputy Mayor for Transport

London was founded on the Thames and the river continues to play a key part in the city's success today.

While its role has evolved over time, with large parts of the historic docks now converted to thriving commercial and residential neighbourhoods, the Thames remains a vital transport corridor for people and freight.

For many commuters, a comfortable, uncongested and affordable boat ride would be the ideal end to a busy day; and for tourists, new to the city, the Thames and its embankments offer a unique perspective on London's history, as well as its current commercial and cultural heart.

Maximising usage of the Thames will make a vital contribution to achieving the central aim of the Mayor's Transport Strategy for 80 per cent of all trips in London to be made on foot, by cycle or using public transport.

London's passenger piers are the gateways to the river and are integral to delivering our vision.



This Passenger Pier Strategy, which sets out our aspirations for how we might enhance the city's network of piers, has been developed closely with stakeholders in the Mayor's Thames and London Waterways Forum.

Core to this strategy is the commitment to safer and more sustainable practices that will help the network of river services to improve and operate in a secure and efficient way, enabling more Londoners and visitors alike to enjoy the river. A key part of this is the proposed creation of new services in east London which will support the riverside residential and commercial developments that are providing new homes and jobs.

This strategy sets out a commitment by Transport for London, the Port of London Authority and their partners, to look at the way the piers currently operate and to work together to improve them for the benefit of all.

We have an opportunity to make so much more of London's greatest natural asset and I am confident this strategy sets us on our way.

# Foreword



A handwritten signature in black ink, appearing to read 'G Powell', written in a cursive style.

**Gareth Powell**

Managing Director, Surface Transport

London's rivers and waterways form an important part of our city's transport network. In 2018 river services carried 9.8 million passengers and the latest figures show that 12.83 million tonnes of cargo was moved on the Thames in 2017. The Thames in particular is a London icon and the city's greatest natural asset. We want to realise the full potential of the Thames and London's other waterways and have ambitions to support growth in river services over the next 25 years. Developing London's network of piers is central to our ambitions and this Passenger Pier Strategy sets out our vision for the future to improve the experience of using the city's piers, making them safer, more accessible and better integrated into the wider transport network.

In 2018 the Mayor's Transport Strategy was published, setting out an ambitious vision for the future of transport in London. The central aim of the strategy is for 80 per cent of all trips in London to be completed on foot, by cycle or by public transport in 2041. This strategy is being developed as a direct result

of the commitments set out in the Mayor's Transport Strategy to promote new piers and to enhance river services. The strategy also seeks to apply the Healthy Streets Approach to our piers, providing better links to walking and cycling networks and enhancing the environment in and around piers. Perhaps most importantly, we will be adopting Vision Zero across the city's pier network, working closely with our partners to ensure no one is killed or seriously injured while using piers or river services by 2041.

Finally, this isn't a strategy to be delivered in isolation. We have been working closely with our partners at the Port of London Authority (PLA) on its development. We are committed to supporting the PLA's Thames Vision to double the number of annual river trips to 20 million by 2035. The Passenger Pier Strategy will play an important role in meeting this goal. We look forward to continuing to work with the Port of London Authority and our colleagues on the Thames and London Waterways Forum in delivering this strategy.

# Executive summary

The Thames is London's greatest natural asset and has become an iconic symbol of the city around the world. Two millennia of history, culture and heritage can be found on its banks from Hampton Court Palace, through to the Houses of Parliament, Tower Bridge, Greenwich and Canary Wharf, once the site of working docks and now one of the most important financial centres in the world. The river is a vital part of city life and an important part of its transport network.

London is a growing city. Its population is forecast to increase from around 8.9 million today<sup>1</sup> to 10.8 million within 25 years, generating six million additional trips on the city's transport system each day by 2041. The London Passenger Pier Strategy sets out the Mayoral and Port of London Authority's (PLA's) vision for the role of piers in supporting London's growth, particularly in east London. It aligns to the objectives in the Mayor's Transport Strategy and PLA Vision for the Tidal Thames. This includes a PLA target to double annual river patronage to 20 million by 2035, reducing the number of journeys made by car and supporting healthy lives by promoting more walking and cycling.

New piers served by extended river bus services will make the river a

prime transport mode choice in east London where they can support new developments, homes, jobs and growth. The river can offer an alternative to car use while freeing up capacity on other public transport modes.

This strategy focuses on the key challenges that river services face and the role of London's passenger piers in overcoming them.

## A vision for London's piers

Working with the PLA, a vision for London's passenger piers has been developed:

'Facilitating the promotion and safe sustainable growth of piers to make river services an integral part of London's world-leading public transport network'

In order to achieve this vision, there are safety, commercial, customer experience and environmental challenges that need to be overcome, and which the aims, principles and proposals of this strategy seek to address. Challenges include constraints on pier and river capacity in central London, lack of integration of river services with other parts of London's transport network, and the need to improve security and reduce vessel emissions on the river.

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<sup>1</sup> Office for National Statistics mid-year 2018 population estimate



Four strategic aims set out the key themes of the strategy:

- Safety: Putting safety first on London's piers
- Commercial viability: Supporting London's growth and economic prosperity
- Customer experience: Maximising the quality of the experience

- Environmental sustainability: Cleaning London's air and waterways

These are supported by eight principles that set out specific goals that the strategy will aim to achieve, and 33 proposals which are joint actions for river stakeholders that could form the basis of a future action plan.

### The eight principles are:

#### Principle 1

Maximise the role of piers in facilitating a safer Thames through adopting a Vision Zero approach.

#### Principle 2

Encourage the use of piers and river services for commuting, leisure and tourism.

#### Principle 3

Seek to enable the full potential of piers and river services to carry passengers.

#### Principle 4

Investigate ways to deploy under-used pontoon space at piers for deliveries and other commercial activities.

#### Principle 5

Seek to improve integration with other transport modes and the Thames Path.

#### Principle 6

Ensure piers are accessible and easy to use for all.

#### Principle 7

Consider ways to improve pier facilities to enhance the customer experience, and where possible adopt the Healthy Streets Approach at passenger piers.

#### Principle 8

Ensure environmentally sustainable piers which generate their own energy and facilitate low emission vessels.





Delivering a world-class pier network for London



# Introduction

## The policy context

### **The Mayor's Transport Strategy**

London is one of the most popular cities in the world in which to live and work. It's also one of the most popular cities in the world for tourism with almost 20 million overseas visitors alone in 2017. It is not only the capital of the UK, but also its commercial and cultural heart, entrepreneurial hub, and principal tourist destination.

This success and consequent growth – London's population is forecast to increase from 8.9 million today to 10.8 million by 2041 – creates its own unique challenges, especially in such a historic city, in terms of congestion, pollution, quality of life and affordability.

In order to meet these challenges, and make London a more inclusive city for all, the Mayor has set out a bold new vision in his transport strategy.

The central aim of the Mayor's Transport Strategy is to increase the use of active and efficient modes of transport to accommodate future growth in a sustainable way. The overarching aim is for 80 per cent of trips in London to be made on foot, by cycle or using public transport by 2041.

The key themes at the heart of the Mayor's Transport Strategy are Healthy Streets and healthy people, a good public transport experience, and new homes and jobs.

### **Healthy Streets and healthy people**

The Healthy Streets Approach provides the framework for putting human health and experience at the heart of planning the city. Streets make up 80 per cent of the city's public space and are places where people live, shop and work, where communities connect and businesses can thrive. A key part of the Healthy Streets and healthy people chapter of the Mayor's Transport Strategy is encouraging more walking and cycling, reducing traffic and reducing the impact of transport on the environment.

Adopting the Healthy Streets Approach across London's river services and piers will mean encouraging more people to use river services by improving connectivity to walking and cycling routes, as well as improving the visibility of piers.

Figure I: The Healthy Streets Approach and London's passenger piers



**Pedestrians from all walks of life**

Piers are welcoming, accessible and encourage all users to walk more, especially along the Thames Path.

**Easy to cross**

Strategic piers/river services play a key role in connecting communities divided by the river.

**People choose to walk, cycle and use public transport**

Piers encourage more walking, cycling and public transport use with dedicated facilities at piers such as cycle hire and cycle parking.

**Places to stop and rest**

Piers can act as destinations where people can stop, rest and socialise with facilities to encourage more use of river services.

**Clean air**

Enhanced piers and river services will encourage more people to walk and cycle to and from piers.

**Shade and shelter**

All piers have dedicated waiting rooms or shelters providing shade and shelter for all users whatever the weather.

**People feel safe**

Piers are safe places with CCTV, Help Points and other facilities to ensure services are safe for all users.

**People feel relaxed**

Effectively managed piers can improve user experience. For example queue management at piers and ticket offices for convenience.

**Not too noisy**

Piers are quiet destinations which are tranquil and relaxing places for all.

**Things to see and do**

Piers are strategically located near key businesses and tourist centres and act as gateways to London for all.



### A good public transport experience

London has one of the most extensive public transport networks in the world, with more than nine million trips made every day by bus, tram, Tube, train and river boat. Use of the public transport system has increased by 65 per cent since 2000, largely because of expanded, more frequent and more reliable services, as well as an improved customer experience. River services and piers form an important part of London's public transport network.

A vital part of a good transport experience is safety. Londoners rightly expect their public transport services to be operated safely and to be managed and policed to ensure their personal security. They also require journeys to be reliable, which means reducing delays caused by congestion and disruption. The Mayor's Transport Strategy adopts a Vision Zero approach to safety across the transport network, with the aim of eliminating deaths and serious injuries from London's transport system by 2041. This recognises that it is neither inevitable nor acceptable that anyone should be killed or seriously injured when travelling in London and that systematic action is needed to achieve the Vision Zero goal. For London's piers this means ensuring the environment in and around piers is safe and secure.

### New homes and jobs

More people than ever want to live and work in London. To meet the demands of the growing population, at least 66,000 new homes will be needed every year between now and 2041. Applying the



Healthy Streets Approach to planning for growth creates a set of transport principles for Good Growth that will help London grow in a way that works for Londoners. As set out in the Mayor's Transport Strategy these principles are:

- Good access to public transport
- High-density, mixed-use developments
- People choose to walk and cycle
- Car-free and car-lite places
- Inclusive, accessible design



London has one of the most extensive public transport networks in the world, of which river services are an important part

- Carbon-free travel
- Efficient freight

River services have a key role to play in supporting Good Growth in London, especially in areas of high growth in east London where a significant amount of river front development is expected.

### **London Environment Strategy (2018)**

The London Environment Strategy sets out the Mayor's vision of a greener, cleaner and healthier London. Improving air quality and promoting cleaner transport are key themes and the specific areas of relevance to the river include:

- Mode shift: more walking, cycling and use of public transport and increased use of the river to transport waste and freight
- Reduce river transport emissions, for example refurbished wharves and piers to support cleaner vessels and shore power/refuelling facilities for low emission vessels
- Working with the Port of London Authority, pier owners and operators, the Mayor will seek to introduce tiered fees for the cleanest vessels



### Draft London Plan

The draft London Plan (current version with consolidated suggested changes from July 2019, and subject to statutory procedures before adoption) is the Mayor's spatial development strategy and provides strategic direction for new development in London, as well as direction for the Boroughs' Local Plan preparations and for individual planning decisions. It integrates the Mayor's various strategies into an overarching one that shapes how and where growth happens.

The draft London Plan sets out a range of policies regarding London's waterways, including the Thames, its tributary rivers and canals, and other water spaces such as docks, lakes and reservoirs (Policies SII4 to SII7). This includes supporting development proposals that protect and enhance passenger transport, and those that promote or include the use of the river for freight movements.

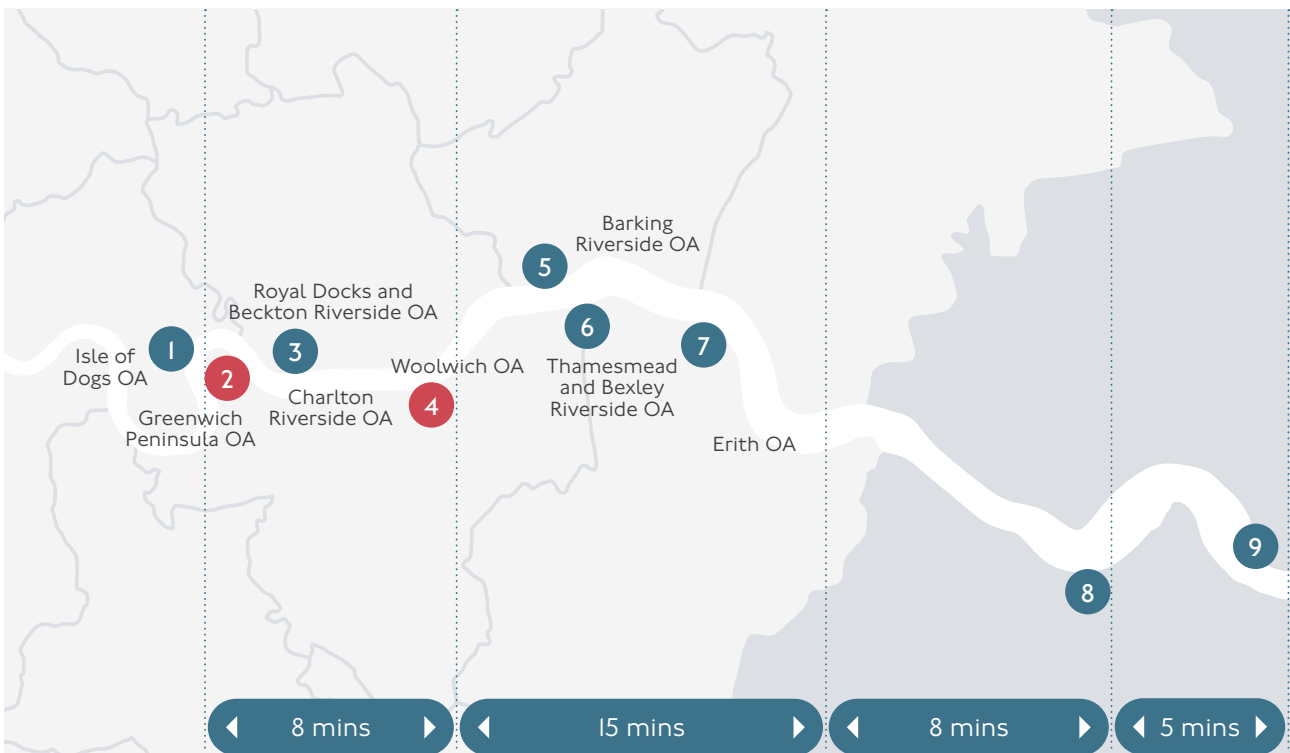
### The Port of London Authority's 'Vision for the tidal Thames'

The Port of London Authority's (PLA's) 'Vision for the tidal Thames' (2016), sets out a goal of making the most of the river's potential, for the benefit of all, including an ambitious target to double annual river patronage to 20 million by 2035. This, along with the equally ambitious target for over four million tonnes of freight to be carried by water by 2035 (equivalent to 400,000 lorry loads), will play a significant role in helping reduce traffic congestion on London's streets.

### Opportunities for London's river services

The Thames is the heart of London and has an iconic status that resonates globally thanks to the two millennia of heritage and culture that lie on its banks. This history, combined with the decline in traditional riparian industries, has made it the focus for a significant quantity of London's redevelopment. Riparian east London contains eight London Plan designated Opportunity Areas, shown in figure 2, including the further expansion of the financial district of Canary Wharf.

Figure 2: Example journey times between strategic Opportunity Areas (OA) and proposed and existing piers in east London



Key

- Proposed piers ●
- Existing piers ●

- 1 ● New Providence Wharf
- 2 ● North Greenwich
- 3 ● Royal Wharf
- 4 ● Woolwich Arsenal
- 5 ● Barking Riverside
- 6 ● Thamesmead
- 7 ● Bexley Riverside
- 8 ● Swanscombe
- 9 ● Tilbury

Much of London's future residential growth will take place along the Thames in east London with an estimated potential for 350,000 new homes and 370,000 jobs to be created across Inner and Outer east London and the Isle of Dogs over the next 25 years. River services can become a principal public transport mode to serve these developments, like Barking Riverside, supporting the aim of achieving a shift away from car travel.

Traditionally, passenger piers on the Thames have been purely functional for the management of river passengers: ticketing, queuing, embarking and disembarking. There is, however, great potential to enhance the customer experience at piers though adopting the Healthy Streets Approach, ensuring piers are accessible for all and improving integration with the wider transport system.

Careful management of commercial development at piers, where suitable conditions such as high footfall prevail, also provides opportunities to enhance the customer experience. In the current economic climate it will also need to be supported by a business case showing that the development offers an acceptable return on investment while delivering its core purpose of increasing passenger journeys and improving customer experience.

## Gateways to the river

London has 24 passenger service piers, shown in figure 3, between Putney and Woolwich. These provide access to the Thames for commuter trips, leisure and tourism and, therefore, play a key part in the long-term vision and role of the river. In addition, the PLA's Thames Vision Progress Report (2018) references a number of developments along the Thames which support the aims of this strategy, including new piers expected at Royal Wharf, Ordnance Wharf, Barking Riverside and Canary Wharf.

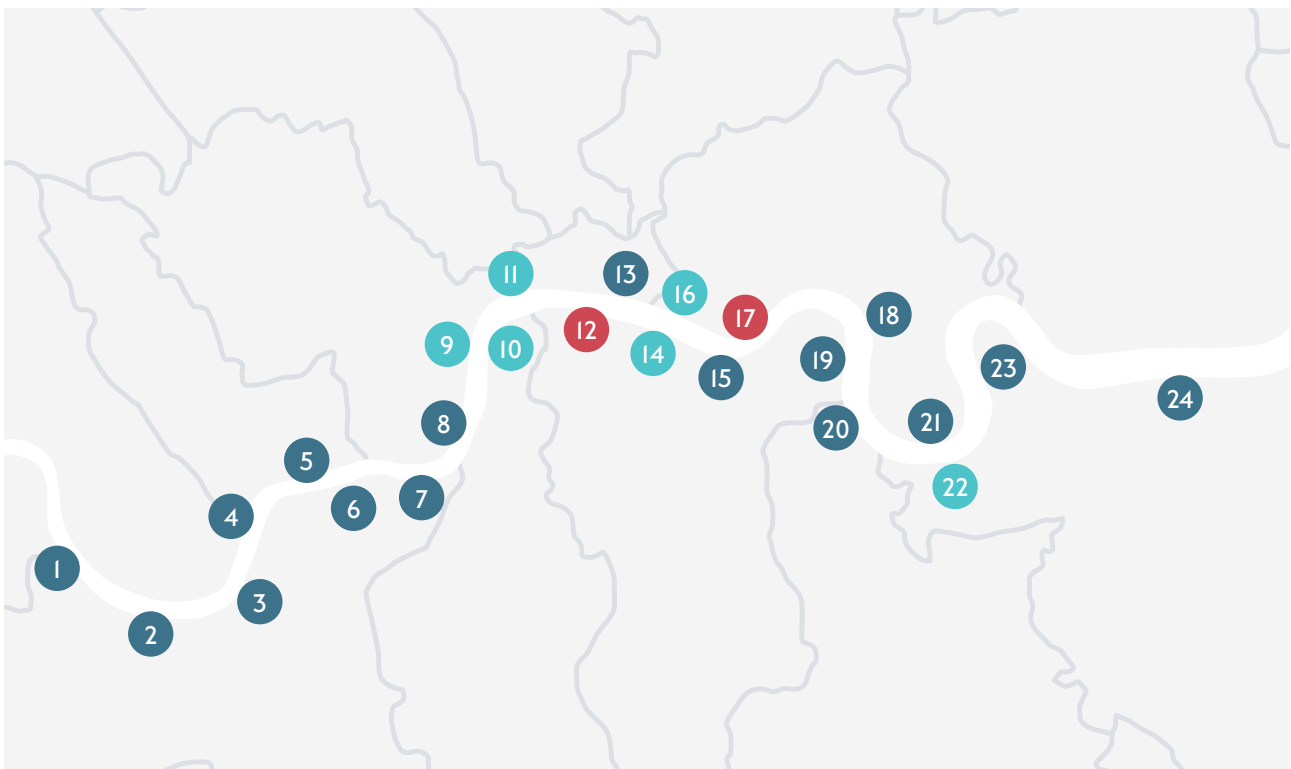
Scheduled services – either River Bus or River Tours services – are used by a majority of river passengers. Charter boat services, however, also operate throughout the year and from piers along the Thames. The river is a shared space and accommodates multiple operators for multiple different uses. All operators need to be sympathetic to other river users/uses, and mindful of the impacts from vessel interaction, including wash.<sup>2</sup> The PLA has established a Wash Forum to discuss some of these issues.

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<sup>2</sup> Disturbance of water caused by the movement of a boat



Figure 3: London's passenger pier network (scheduled services)



Key

River Bus	●
River Tour	●
River Bus and River Tour	●

- 1 ● Putney
- 2 ● Wandsworth Riverside Quarter
- 3 ● Plantation Wharf
- 4 ● Chelsea Harbour
- 5 ● Cadogan
- 6 ● Battersea Power Station
- 7 ● St George's Wharf
- 8 ● Millbank
- 9 ● Westminster
- 10 ● London Eye
- 11 ● Embankment
- 12 ● Festival

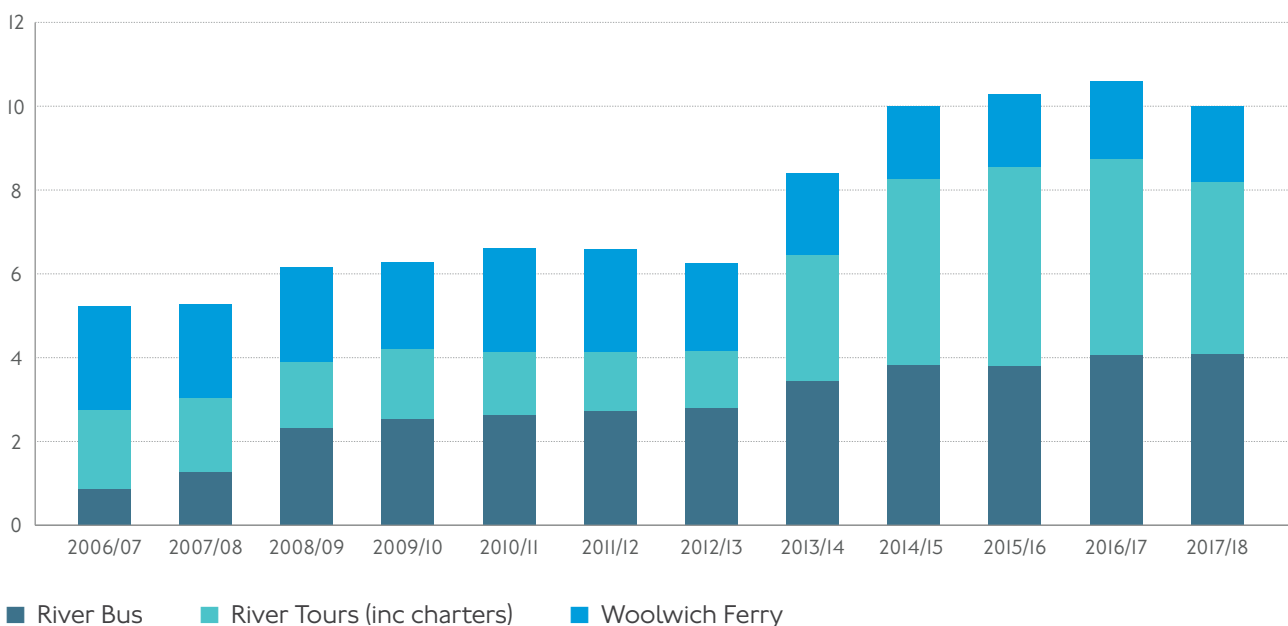
- 13 ● Blackfriars
- 14 ● Bankside
- 15 ● London Bridge / City
- 16 ● Tower
- 17 ● St Katherine's
- 18 ● Canary Wharf
- 19 ● Doubletree Nelson Dock
- 20 ● Greenland
- 21 ● Masthouse Terrace
- 22 ● Greenwich
- 23 ● North Greenwich
- 24 ● Royal Woolwich Arsenal

## Passenger growth

Patronage on TfL's River Services has seen strong growth in recent years, with more than 10 million passengers carried in 2016/17. Despite a reduction in passenger numbers in 2017/18 due to a number of external factors, including the Westminster and London Bridge terror attacks, growth is still expected over the coming years. However, achieving the target of 20 million passenger journeys per year by 2035 will require a substantial expansion of the existing services, with a reciprocal expansion of the passenger pier infrastructure.



Figure 4: Passenger numbers from 2006 to 2017 (millions)



## Challenges to overcome

In developing this strategy, we have engaged with a wide range of stakeholders, including the members of the Mayor's Thames and London Waterways Forum, to identify the barriers to expanding passenger services on the Thames. The stakeholders have identified a number of challenges which have been categorised under the following four broad themes:

- Safety
- Commercial
- Customer experience
- Environmental

These barriers include:

- Constraints on pier and river capacity in central London (commercial and safety)
- Need to identify sources of investment funding to enhance facilities (customer experience)
- Lack of a single body with ownership over the river in terms of promotional activity (commercial)
- Lack of public awareness of river services (commercial)
- Cost of travel, particularly for commuters (customer experience)

- Lack of integration with other parts of London's transport network (customer experience)
- Journey times for commuting passengers (customer experience)
- Many different pier owners and service operators: inconsistency in pier facilities and appearance (customer experience)
- Lack of skilled resources for vessel operations (commercial)
- Lack of boatyard facilities for the maintenance of boats and piers (commercial)
- Fluctuations in demand – time of day, season, weather (commercial)
- Increasing constraints on vehicle emissions in London, including river vessels (environmental)
- Complexity of the licensing and registering process for operators (commercial)
- The need to improve security on the river (safety)

These four themes and the corresponding challenges have been used to define the four strategic aims, their eight supporting principles and 33 proposals outlined in section three.





Working with stakeholders and operators will be key to delivering the strategy

# Working with stakeholders

We will be working closely with stakeholders who have an interest in the river to deliver this strategy.

The Port of London Authority (PLA) have been involved in developing the strategy and will be a key partner in taking it forward. Other delivery partners include London's riparian boroughs, Canal & River Trust, the Environment Agency, operators and the members of the Thames and London Waterways Forum. This is not an exhaustive list and many organisations will play a role in improving London's passenger piers.





We have a vision to make the Thames an integral part of London's transport network

# London's Passenger Pier Vision and Strategy

Making the Thames an integral part of London's world leading public transport network.

The London Passenger Pier Strategy's vision comprises four strategic aims which provide the framework for all its content and proposed activities.

Additional detail on the principles and proposals for the strategy can be found in Annex A, later in this document.

Figure 5: The London Passenger Pier Strategy vision



## Safety – putting safety first on London’s piers

TfL and the PLA are committed to putting safety at the core of this strategy and making sure safety on the river and at London’s piers is the number one priority. The Mayor's Transport Strategy commits to a Vision Zero approach to safety across the transport system in London including the Thames and other waterways. The aim is for there to be no deaths or serious injuries across the network by 2041. In July 2018, TfL published the Vision Zero Action Plan which sets out ambitious aims to deliver improved

safety across London. In addition to this, the Tidal Thames Water Safety Forum has published a Drowning Prevention Strategy, including riparian lifesaving equipment and suicide prevention measures. A Vision Zero approach will be taken to improve safety on the river generally, and especially at London’s piers.

## Commercial viability

In order to enable river operators to invest in further expansion and improvements to their services, patronage needs to be maximised in a safe and sustainable way.

### Principle 1: Maximise the role of piers in facilitating a safer Thames through adopting a Vision Zero approach

#### Proposal 1.1

TfL and river stakeholders to work closely to implement the Vision Zero approach for a safer Thames and safer piers by agreeing appropriate standards and training requirements.

#### Proposal 1.2

TfL and the PLA, working with boat operators, will make user safety paramount in the design and operation of all London’s passenger piers.

#### Proposal 1.3

TfL, partnering with river stakeholders, will work to reduce vessel congestion and improve safety for passengers and vessels at London’s passenger piers.

#### Proposal 1.4

TfL to embed safety requirements in the licensing process to improve safety at London’s passenger piers.

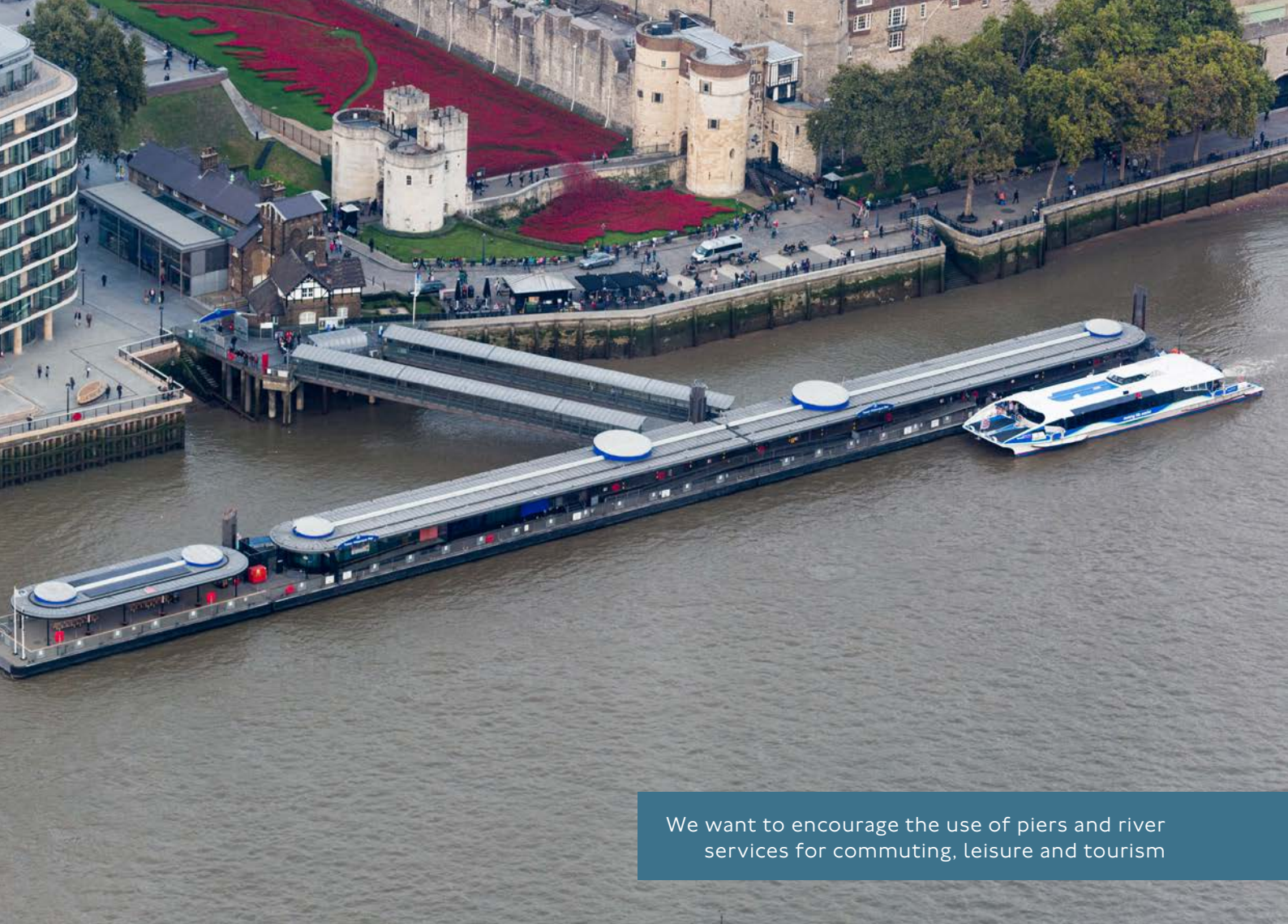
#### Proposal 1.5

TfL and the PLA to work with the Thames River Safety Forum and other key stakeholders to reduce deaths from drowning on the river and at London’s passenger piers.

#### Proposal 1.6

TfL, the PLA, and other members of the Thames and London Waterways Forum to work with the Metropolitan Police and security services to improve security on the river and at London’s passenger piers.





We want to encourage the use of piers and river services for commuting, leisure and tourism

## Principle 2: Encourage the use of piers and river services for commuting, leisure, culture and tourism

### Proposal 2.1

TfL and relevant stakeholders will investigate options to partner with tourist, business and community organisations to promote piers and river travel for business and leisure trips.

### Proposal 2.2

TfL and relevant stakeholders will work together to investigate opportunities to share customer analysis and segmentation between river stakeholders and groups to support targeted marketing activities.

### Proposal 2.3

TfL and relevant stakeholders will work together to seek opportunities to raise awareness of piers and the Thames as destinations including river-based events, and in new riverside developments to promote greater use of river services; this work will take place alongside the Case for a Cultural Vision for the Thames.

### Proposal 2.4

TfL and relevant stakeholders will work together to identify the potential to better promote river travel through TfL's Journey Planner and similar third-party apps (eg City Mapper, Google Maps etc).

## Case study



The River Roamer offers joint tickets across the Emirates Air Line, Santander Cycles and Thames Clippers

## River Roamer

TfL and MBNA Thames Clippers worked together to promote ‘joint tickets’ which encouraged patronage of the Emirates Air Line, Thames Clippers and Santander Cycles with a 20 per cent discount. Tickets were sold via the MBNA Thames Clippers website and gave users an all-day hop-on hop-off River Roamer ticket with a Santander Cycles promotional code for unlimited rides of up to 30 minutes over a 24-hour period.



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### **Principle 3: Seek to enable the full potential of piers and river services to carry passengers**

#### **Proposal 3.1**

TfL and the PLA to investigate opportunities at existing piers to maximise capacity.

#### **Proposal 3.2**

TfL and the PLA to encourage the delivery of more privately-funded, developer-led piers, particularly in east London through early discussions on new planning applications with local authorities and developers.

#### **Proposal 3.3**

TfL and relevant stakeholders to investigate ways to innovate to achieve more passenger journeys at current low demand times, including the possibilities for changing the pricing structure.

#### **Proposal 3.4**

TfL and relevant stakeholders to encourage and support the provision of new and more frequent routes by boat operators, including the provision of high-quality pedestrian and cycle cross-river links for passengers in east London – such as between Rotherhithe and Canary Wharf.



## Case study



Oyster readers have simplified payment for River Bus services

## Simplifying payment

TfL has installed Oyster pay as you go and contactless payment card readers at all River Bus piers, simplifying payment and speeding up boarding times. TfL has additionally installed iBoat countdown screens at River Bus piers that display next boat timings.

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## Principle 4: Investigate ways to deploy under-used pontoon space at piers for deliveries and other commercial activities

### Proposal 4.1

TfL and the PLA, working with members of the Thames and London Waterways Forum, to review existing policies that may restrict innovation and investment.

### Proposal 4.2

TfL and the PLA to undertake best practice/benchmarking studies to learn from other cities (such as New York, Paris, Sydney and Amsterdam).

### Proposal 4.3

TfL and relevant stakeholders will work together to assess pier capacity and viability for other uses, including looking at the flexible use of space in off-peak times and periods.

### Proposal 4.4

TfL and relevant stakeholders to consider the feasibility to pilot the use of piers as delivery hubs.

### Proposal 4.5

TfL and the PLA to partner with commercial organisations and cultural partners to identify opportunities that attract more people to piers and help them to become more commercially viable.





## Case study

# Greenwich Pier

Greenwich Pier is one of the oldest and busiest TfL piers. It was dry-docked in 2017/18 in phases to extend its life. The majority of the work carried out was below the waterline to keep the pier in good condition. We’ve invested well over £1m recently, which will extend its life by around seven to 10 years. However, a longer-term solution is required and, working with local partners/developers, TfL will prioritise developing a new pier with increased capacity for services and passengers. A redevelopment pier at this site could be bigger, offer a better customer experience, generate income to reinvest and be a fitted gateway to the Maritime World Heritage Site. To be able to achieve the desired development the new pier will need to include commercial elements such as retail units. Previous discussions have seen broad stakeholder support.







Renovations to Greenwich Pier have extended its life by up to 10 years





We aim to integrate river services with other modes, such as cycling and key walking routes like the Thames Path

## Customer experience

Customer experience surveys have highlighted that patronage is maximised when services are as fast (for commuters), frequent, reliable, affordable, accessible, comfortable and convenient as possible. The following proposals aim to improve the role of London's piers in facilitating these conditions:

## Principle 5: Seek to improve integration with all other transport modes and the Thames Path

### Proposal 5.1

TfL and river stakeholders will work together to investigate opportunities to improve the visibility of piers and river services with clear branding and information that is standardised across the network.

### Proposal 5.2

TfL and river stakeholders to look at ways to provide clearer, simpler information about the services on offer, where to find them and how to access them, improving integration with other transport modes, including looking into ways of better representing river services on the Tube map.

### Proposal 5.3

TfL, working with developers and boroughs, to identify potential measures that promote pedestrian and cycle access at each pier, and potential improvements to wayfinding in and around piers and improved links to the Thames Path.

### Proposal 5.4

TfL will work with river bus operators to increase awareness of the best value fare options available to passengers, including discounts, season tickets and other affordable options for using river services.

## Principle 6: Ensure piers are accessible and easy to use for all

### Proposal 6.1

TfL and the PLA will work with boat operators and pier owners to identify measures to improve access to piers and services.

### Proposal 6.2

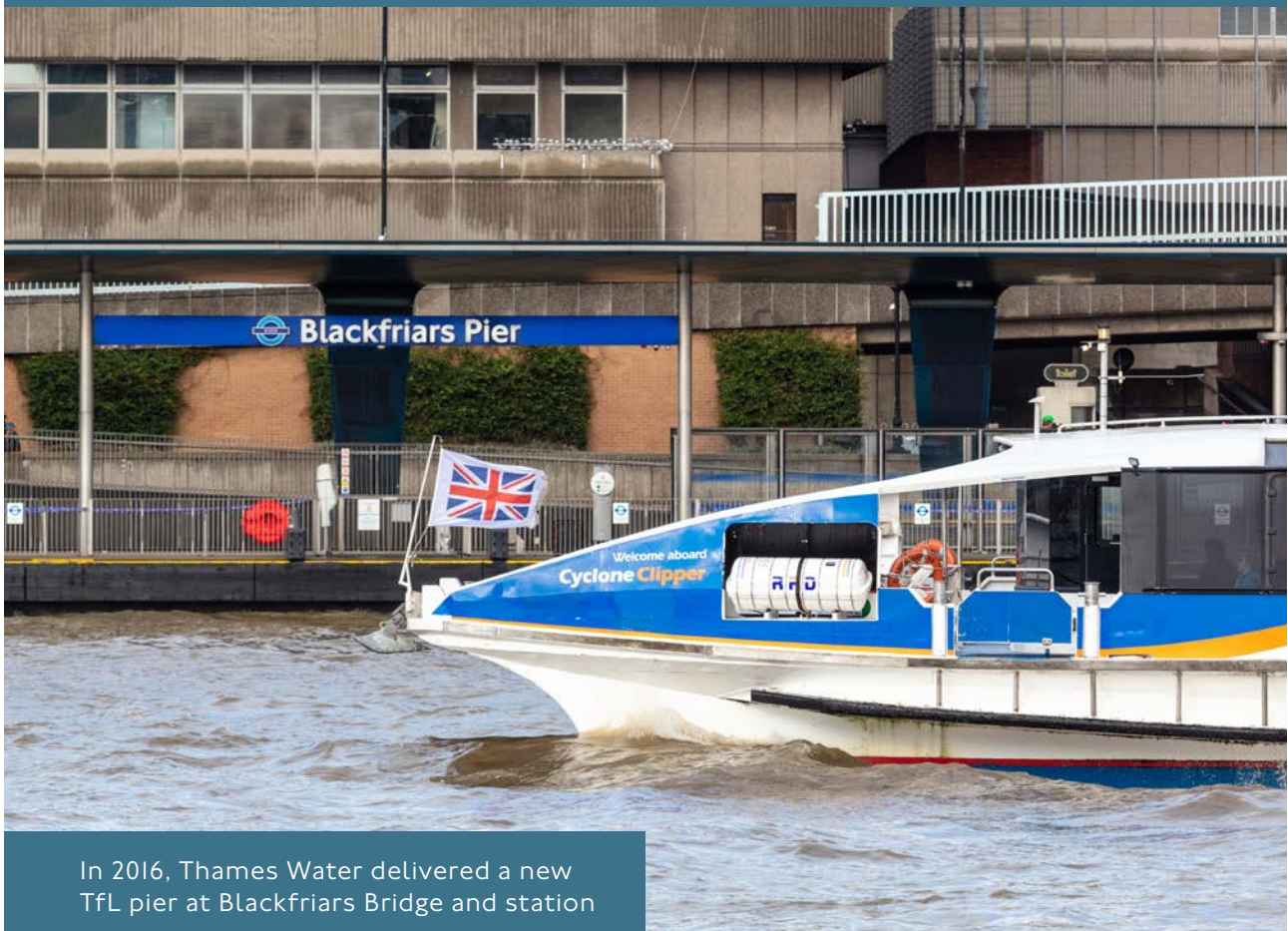
TfL will work with developers and boroughs to ensure all new piers exceed the minimum accessibility standards set out in the London Plan.

### Proposal 6.3

River stakeholders to investigate possible ways to ensure that passenger information is provided across multiple platforms for all potential users, such as online and mobile apps, including improved real-time information.



## Case study



In 2016, Thames Water delivered a new TfL pier at Blackfriars Bridge and station

## Blackfriars Pier

In 2016, Thames Water delivered a new TfL pier adjacent to Blackfriars Bridge and station. The new pier was based on TfL's Pier Design Guidance and features a Disability Discrimination Act-compliant compliant brow, LED lighting, information boards and new contactless payment readers. When in use during peak hours, the pier is staffed by Thames Clipper staff which has helped ensure the pier is accessible to a wide range of users. A new lift has been installed adjacent to the pier providing access to the street level and other modes.



**Principle 7: Consider ways to improve pier facilities to enhance the customer experience, and where possible adopt the Healthy Streets Approach at passenger piers**

**Proposal 7.1**

To identify measures that promote pedestrian and cycle facilities at piers, including the possible provision of new cycle facilities (eg cycle parking, Santander docking stations).

**Proposal 7.2**

To ensure a safe, sheltered and stress-free environment for all at each pier.

**Proposal 7.3**

River stakeholders to investigate making WiFi available at all passenger piers (and river services).

## Environmental sustainability

The Thames is an asset to London and it is important the vessels using the river play their part in reducing emissions and improving air quality, and the piers support and promote this to create a better environment. In June 2018 the PLA published an Air Quality Strategy, which includes a five-year action plan for its implementation.

**Principle 8: Ensure environmentally sustainable piers which generate their own energy and facilitate low-emission vessels**

**Proposal 8.1**

River stakeholders to identify possible measures for piers to generate their own renewable energy.

**Proposal 8.2**

The Greater London Authority (GLA) and PLA to investigate the use of shore-side power on piers to support the uptake of hybrid or zero-emission vessels.

**Proposal 8.3**

TfL and the PLA to investigate the potential for piers to play a role in cleaning the Thames.

**Proposal 8.4**

TfL and the PLA will work with service operators to look at the need for and feasibility of specialist servicing piers for pumping out and undertaking other operational servicing requirements.

**Proposal 8.5**

The GLA, TfL and the PLA will investigate the introduction of tiered pier fees with lower fees for cleaner vessels.



The Thames and London Waterways Forum will be key in supporting the delivery of the Passenger Pier Strategy

# Delivering the vision

The Mayor's Thames and London Waterways Forum will support the delivery of the principles set out in this strategy.

The Forum was set up by the Mayor in May 2017 to promote the Thames and London's canals and other waterways. It is a partnership group that brings together key stakeholders to advise the Mayor on river and waterway issues, and coordinate strategy and activities on the Thames and London's waterways.

The aim for the Forum members is to work together to develop and implement relevant policies as set out in the Mayor's Transport Strategy, London Environment Strategy, London Plan and the Mayor's Culture Strategy. The Forum also supports aspects of the PLA's 'Vision for the Tidal Thames' which outlines long-term priorities for the Thames.

The Forum is led by a steering group chaired by the Deputy Mayor for Transport. The detailed work of the Forum is led by three working groups that promote the use of waterways for sustainable growth in:

- Passenger transport
- Freight and development
- People and places

The Passenger Transport working group is particularly important in delivering the principles and proposals set out in this strategy. The group is chaired by TfL River Services with membership including boat operators, pier owners, the PLA and local authorities. With their expertise and understanding the group can coordinate and support the changes needed to deliver the vision.

We will work with London's boroughs to deliver this strategy through any relevant local plans, developments and policies where possible.

# Annex A: Principles in more detail

## Safety

### **Principle 1: Maximise the role of piers in facilitating a safer Thames through adopting a Vision Zero approach**

The aim of Vision Zero is the elimination of all deaths and serious injuries on London's transport system.

The Vision Zero approach is based on the Safe Systems approach, an internationally recognised approach to safety management, which includes the guiding principle that 'people make mistakes' and these need to be anticipated in the design and operation of any system. A Vision Zero approach for London's piers will seek to eliminate all deaths and serious injuries on and around London's piers. This would include all users of piers: passengers, staff and boat crews.

#### **Proposal 1.1**

TfL and river stakeholders to work closely to implement the Vision Zero approach to a safer Thames and safer piers by agreeing appropriate standards and training requirements.

#### **Proposal 1.2**

TfL and the PLA, working with boat operators, will make user safety paramount in the design and operation of all London's passenger piers.

TfL and the PLA will ensure the design of all new piers and infrastructure upgrades to existing piers conform to the relevant safety standards (to be defined). They will also continue to work closely on the monitoring of timetables, licence conditions and operating standards to help promote safety on the river.

#### **Proposal 1.3**

TfL, partnering with river stakeholders, will work to reduce vessel congestion and improve safety for passengers and vessels at London's passenger piers.

To improve safety and berth efficiency at priority piers within central and west London, TfL will work with pier users and third-party investors to increase



berthing capacity and facilitate more efficient passenger movement. For example, Westminster and Bankside piers were extended in 2016.

#### Proposal 1.4

TfL to embed safety requirements in the licensing process to improve safety at London's passenger piers.

TfL and the PLA will make improving safety standards a non-negotiable part of all future licensing requirements for river vessels.

#### Proposal 1.5

TfL and the PLA to work with the Thames River Safety Forum and other key stakeholders to reduce deaths from drowning on the river and at London's passenger piers.

TfL and the PLA will actively engage with the riparian boroughs, the Maritime and Coastguard Agency, the RNLI and other key stakeholders to actively support proposals by the Thames River Safety Forum to help reduce deaths from drowning on the Thames. This will include: reinforcing existing public rescue equipment (ie life buoys); to sign them correctly (ie dial 999 and ask for the Coastguard and include the correct location identifiers); and to train waterside staff appropriately.

#### Proposal 1.6

TfL, the PLA, and other members of the Thames and London Waterways Forum to work with the Metropolitan Police and security services to improve security on the river and at London's passenger piers.

TfL, the PLA, and other members of the Thames and London Waterways Forum will engage with the Metropolitan Police and security services to look at ways to improve security on the river and what role passenger piers can play in facilitating this. With the recent rise in crime and the increased security threat that London faces from terrorism there is a need to ensure all parts of the transport network are adequately prepared for and actively preventing such incidents. Regular liaison will be essential for improving overall security on the river. TfL's own qualified crime prevention specialists will conduct crime opportunity surveys at each pier location with resultant mitigation recommendations, both physical and operational, liaising with police and other agencies on this programme.

## Commercial viability

### **Principle 2: Encourage the use of piers and river services for commuting, leisure, culture and tourism**

To improve the commercial viability of river services in order to enable the operators to invest in further expansion and improvements to their services, patronage needs to be increased in a safe and sustainable way. A key element to achieving this will be to promote the existing services to as wide an audience as possible. This will require greater collaboration between TfL, the PLA, service operators and key stakeholders to combine their promotional efforts and materials.

#### **Proposal 2.1**

TfL and relevant stakeholders will investigate options to partner with tourist, business and community organisations to promote piers and river travel for business and leisure trips.

TfL and the PLA will continue to expand their promotion of river travel as a more pleasant and comfortable mode of transportation for commuters and leisure users than the road and rail-based alternatives across an increasing number

of platforms. Culture and heritage are cited by four out of five tourists as their reason for coming to London; the Mayor's Culture Strategy outlines an ambitious vision, which aims to provide Londoners with access to culture on their doorsteps.

As set out in the London and Partners (L&P) Tourism Vision for London 2017, tourism plays a vital role in London's economy, employing 700,000 people and accounting for 11.6 per cent of the Capital's GDP. The Vision sets out how London can unlock tourism growth by improving pre-visit information, the visitor experience and infrastructure, and amenities.

Piers and river services can play a vital role in attracting visitors to London through improved information provision and by facilitating access to destinations outside central London such as Greenwich. This includes pre-visit information promoting the benefits of river travel. TfL and the PLA will continue to work with partner organisations (including London attractions) to develop content such as local maps and materials (eg pre-planned itineraries) to ensure piers are seen as an important entry point for local centres.

### Proposal 2.2

TfL and relevant stakeholders will work together to investigate opportunities to share customer analysis and segmentation between river stakeholders and groups to support targeted marketing activities.

TfL and the PLA will work with river service operators to investigate potential opportunities for more detailed customer analysis and segmentation to help assist the effectiveness of future promotional efforts through better customer targeting.

### Proposal 2.3

TfL and relevant stakeholders will work together to seek opportunities to raise awareness of piers and the Thames as destinations including river-based events, and in new riverside developments to promote greater use of river services.

TfL and the PLA will work with service operators and key stakeholders to seek potential opportunities to increase the promotion of the Thames as a tourist attraction/destination through any future promotional material and by encouraging complementary development on and around London's piers where feasible and appropriate.

TfL, the PLA and other partners will continue to promote river events such as Totally Thames and the Tall Ships Festival to encourage river travel, and through new cultural initiatives such as Illuminated River, to raise the profile of the river as a culture and leisure destination. This will work alongside the Case for a Cultural Vision for the Thames.

### Proposal 2.4

TfL and relevant stakeholders will work together to identify the potential to better promote river travel through TfL's Journey Planner and similar third-party apps (eg City Mapper, Google Maps etc).

Further work is required to improve the visibility and viability of river journeys on travel apps which tend not to show river services as a potential public transport option in their offerings. TfL and the PLA will work with these providers to look at ways in which river services might be made more visible as an option on these journey planner apps.



### **Principle 3: Seek to enable the full potential of piers and river services to carry passengers**

To achieve the PLA goal of doubling annual river patronage to 20 million by 2035, TfL, the PLA and partner organisations will need to optimise pier utilisation and maximise river capacity. A recent joint TfL/PLA study identified capacity limitations to the west of London (due to the river depth, bridges and tidal range) and between Millbank Pier and Tower Pier due to the large amount of river traffic.

#### **Proposal 3.1**

TfL and the PLA to investigate opportunities at existing piers to maximise capacity.

TfL and the PLA will work with pier owners to share good practice and prioritise additional opportunities to maximise pier capacity and efficiency. For example, improvements can be made to ticketing (simplified, with more emphasis on pre-booking and improved ticket offices), better queue management, more coordinated berth management, and modifications to the timetables. Best practice studies may be undertaken to inform this process.

#### **Proposal 3.2**

TfL and the PLA to encourage the delivery of more privately-funded, developer-led piers, particularly in east London.

The delivery of accessible, developer-led piers will be essential to strong passenger growth. Although there is significant opportunity in east London where piers can support economic growth, both TfL and the PLA will also support the introduction of new piers in central and west London. For example, both have recently worked with developers to introduce a new pier at Battersea Power Station.

#### **Proposal 3.3**

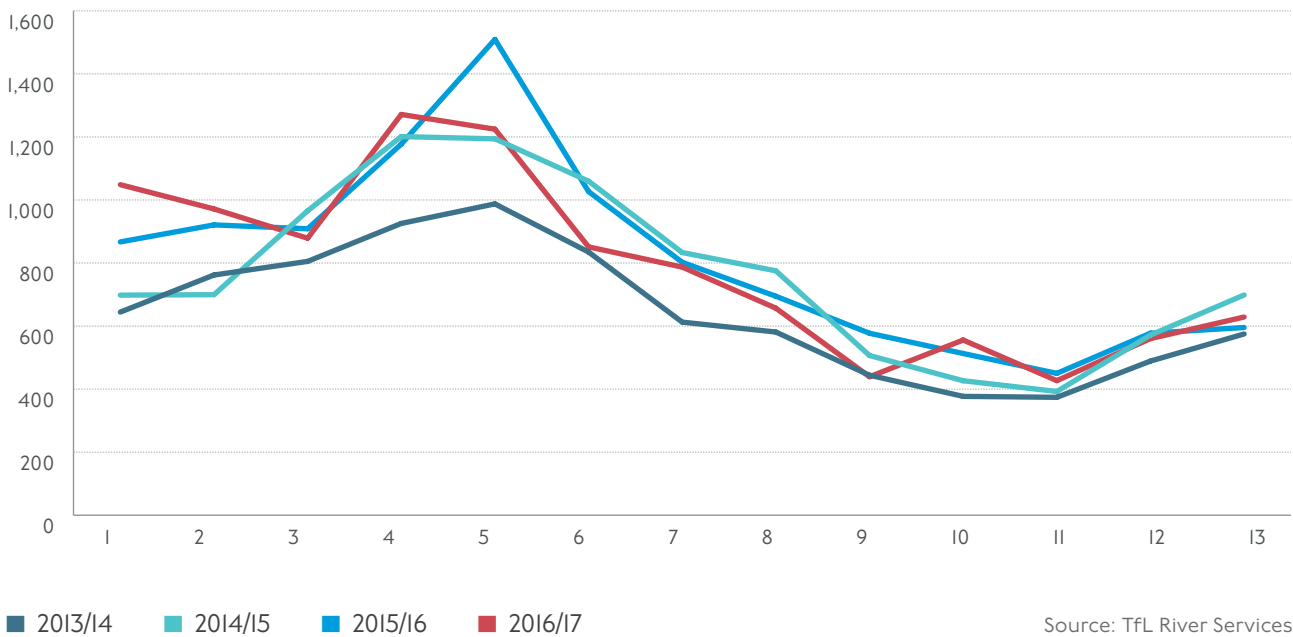
TfL and relevant stakeholders to investigate ways to innovate to achieve more passenger journeys at current low demand times, including the possibilities for changing the pricing structure.

There is scope to develop and promote services that attract customers to the river at off-peak periods, such as evenings, and to reduce the current seasonality of ridership. Developing a better understanding of the levels of

demand by time of day and time of year will be central to developing initiatives that help the operators to maximise their levels of efficiency and commercial viability. This would include looking at the feasibility and profitability of reducing fares at off-peak times.

Projects such as 'Illuminated River' are key to enabling river services to help grow London's night-time economy. Efforts to maximise such opportunities should be undertaken including reviewing the availability of pier slots in the evenings to support charter services.

Figure 6: Passengers using TfL's river services by time of year (period)



Source: TfL River Services

### Proposal 3.4

TfL and relevant stakeholders to encourage and support the provision of new and more frequent routes by boat operators, including the provision of high-quality pedestrian and cycle cross-river links for passengers in east London – such as between Rotherhithe and Canary Wharf.

The Mayor has identified Opportunity Areas where the majority of new housing and employment land will be delivered. Through the planning process, TfL and the GLA will work with local planners, developers, commercial partners and the PLA, to maximise opportunities for new strategic piers and ensure that they are served by river services.

TfL is actively investigating the provision of a new fast ferry service to provide a high-quality pedestrian and cycle link between Rotherhithe and Canary Wharf, to support future growth, encourage healthier and more active travel and join together the planned cycling and walking routes on either side of the river. Options include new or improved piers at Rotherhithe and Canary Wharf, together with roll-on, roll-off electric or hybrid high frequency ferries to reduce waiting times.

The Rotherhithe to Canary Wharf ferry would serve as a test case for assessing the feasibility of providing similar high-quality pedestrian and cycle links in other locations in east London, including Opportunity Areas, where the river is currently a barrier to encouraging healthier travel choices.

### Principle 4: Investigate ways to deploy under-used pontoon space at piers for deliveries and other commercial activities

#### Proposal 4.1

TfL and the PLA, working with members of the Thames and London Waterways Forum, to review existing policies that may restrict innovation and investment.

TfL and the PLA, through the Thames and London Waterways Forum, will undertake a review of the existing policies around piers and river services to ensure: the policies are fit for purpose; mirror the London Plan; and are not inhibiting innovation and investment by third parties.

#### Proposal 4.2

TfL and the PLA to undertake best practice/benchmarking studies to learn from other cities (such as New York, Paris, Sydney and Amsterdam).



TfL and the PLA will lead on benchmarking studies to look at best practice from other world cities in terms of river services, in particular the design, operation and commercial potential of piers.

#### Proposal 4.3

TfL and relevant stakeholders will work together to assess pier capacity and viability for other uses, including looking at the flexible use of space in off-peak times and periods.

To better understand the potential of deploying TfL piers for other uses, TfL will undertake an assessment of capacity at its piers that could be made available for other purposes such as parcel storage or cultural activities. London's wharves will still be utilised for construction and other larger freight activities. However, some piers and passenger services could facilitate small-scale deliveries and business servicing in accordance with policies S115 and T7 of the London Plan.

#### Proposal 4.4

TfL and relevant stakeholders to consider the feasibility to pilot the use of piers as delivery hubs.

Many TfL piers are close to major businesses, representing an opportunity to test the viability of using some as drop-off points for small parcels at lockers. Improved pier links to the cycle network would reduce the number of van deliveries which will reduce congestion and emissions by switching 'last mile' deliveries to cargo bikes.

A trial of parcels delivered to piers via the River Bus network could take the form of either a 'collection service' (via small trolleys taken on to vessels for transfer at piers) or a larger holding hub at specific piers.

#### Proposal 4.5

TfL and the PLA to partner with commercial organisations and cultural partners to identify opportunities that attract more people to piers and help them to become more commercially viable.

By partnering with other organisations, TfL can develop commercial opportunities to improve facilities and make TfL piers more attractive destinations, attracting more river users. TfL will liaise with the PLA to identify revenue generating options for TfL piers. This will consist of short-term/temporary opportunities (smaller commercial activities), medium-term opportunities and longer-term options.

## Customer experience

### Principle 5: Seek to improve integration with other transport modes and the Thames Path

Most London piers are well connected to public transport modes with facilities and information to enable walking and cycling as part of the onward journey. TfL has made improvements including wayfinding enhancements, ticketing upgrades and countdown screens. However, there is always more that can be done to improve pier visibility and access. A ‘whole journey’ approach is required to provide clear information on piers’ proximity to local visitor attractions, businesses, places of interest and public transport.

#### Proposal 5.1

TfL and river stakeholders will work together to investigate opportunities to improve the visibility of piers and river services with clear branding and information that is standardised across the network.

The Thames and London Waterways Forum will consider improved pier visibility and awareness of river services via such things as signage upgrades, improved information at piers and marketing initiatives. These measures will help ensure river services are seen as a core public transport mode and visitors know how to access river

services and how they can be used to connect attractions and destinations.

#### Proposal 5.2

TfL and river stakeholders to look at ways to provide clearer, simpler information about the services on offer, where to find them and how to access them, including ways of better representing river services on the Tube map.

Passengers’ experience of river travel in London is shaped by the quality of the service information they receive before setting off. To encourage more use of the river as a form of transport, TfL needs to provide clear information on available services, how to access them and ensure excellent interchange. In customer research, both commuters and tourists identify information provision and clear signage to piers as the most important improvements TfL can make.

#### Proposal 5.3

TfL, working with developers and boroughs, to identify potential measures that promote pedestrian and cycle access at each pier, and potential improvements to wayfinding in and around piers and improved links to the Thames Path.

The Mayor's Transport Strategy sets out the Mayor's ambition for cycling in London with a plan to develop a London-wide strategic cycle network by 2041. Much of the Thames Path and most piers in London are well served by existing or proposed cycle routes. For example, most central London piers on the north bank of the river are connected together by the adjacent East-West Cycle Superhighway.

To encourage more river users to cycle to/from piers, TfL will work with developers and boroughs to identify opportunities to link piers to strategic cycle corridors and promote better access by bike.

TfL will ensure consistent interchange announcements for river services are included on all relevant Underground and DLR services and stations and on London's buses using the electronic iBus announcement system.

TfL will work with the riverside boroughs and developers to ensure routes between piers and nearby Underground, DLR, rail and bus station interchanges have clear and highly-visible signs installed to make it easier to navigate to and from piers. TfL will work closely with Network Rail to ensure river services are fully integrated into station upgrade programmes.

#### Proposal 5.4

TfL will work with river bus operators to increase awareness of the best value fare options available to passengers, including discounts, season tickets and other affordable options for using the river services.

River services should be accessible to as many people as possible. Affordability is a key part of the Mayor's Transport Strategy; a fully inclusive transport system will enable all Londoners to take advantage of the opportunities the city has to offer, including the river. There is a wide range of fares and ticketing options available to users of river services, including discounted fares and competitive season tickets all of which fit outside the TfL fare structure. Oyster and contactless payments can also be used on some services to gain a discounted fare.

TfL will work with operators to raise the profile of more affordable fare options and look at ways to ensure river services are accessible to all Londoners who wish to use them.



## Principle 6: Ensure piers are accessible and easy to use for all

### Proposal 6.1

TfL and the PLA will work with boat operators and pier owners to identify measures to improve access to piers and services.

To ensure river services remain accessible to all users at all times, TfL and the PLA will work with boat operators and pier owners to improve accessibility and investigate new technologies as well as universal boarding and alighting ramps and the potential for improved information provision, for example audio visual announcements on piers and vessels.

### Proposal 6.2

TfL will work with developers and boroughs to ensure all new piers exceed the minimum accessibility standards set out in the London Plan.

TfL will continue to work with developers and planning authorities to ensure new passenger piers are built to an appropriate accessibility standard.

### Proposal 6.3

River stakeholders to investigate possible ways to ensure passenger information is provided across multiple platforms for all potential users, including improved real-time information, online and mobile apps.

TfL will continue to update its website and social media feeds and integrate all river-related information in one place to make sure river services are made prominent and improve the links between the river pages on the TfL and London & Partners websites.

TfL will release iBoat data onto the 'GLA datastore' and encourage developers to produce new real-time arrival and departure apps.

## Principle 7: Consider ways to improve pier facilities to enhance the customer experience, where possible adopting the Healthy Streets Approach at passenger piers

The Healthy Streets Approach provides the framework for putting human health and experience at the heart of city planning to deliver a healthier, more inclusive city where people choose to walk, cycle and use public transport. The 10 Healthy Streets Indicators are the essential ingredients for a Healthy Street environment.

Below are the 10 indicators that are essential for making streets work well for all people but can also be applied to London's passenger piers.

- Pedestrians from all walks of life
- People choose to walk and cycle and use public transport
- Easy to cross
- Not too noisy
- Things to see and do
- Clean air
- Shade and shelter
- Places to stop
- People feel safe
- People feel relaxed

In order to better understand and provide the facilities that passengers would like, a review of the existing customer satisfaction survey questions will be undertaken to ensure they are capturing the right elements.

The need to provide adequate waiting and resting facilities for pier users is extremely important to meet the Healthy Streets Approach. Piers can act as safe and relaxing places for people

to stop and rest as part of their journey and to allow people to safely enjoy the Thames.

All TfL piers have a dedicated waiting room offering shade and shelter. However, further work could be done to make these a more usable and enjoyable environment.

#### Proposal 7.1

To identify measures that promote pedestrian and cycle facilities at piers, including the possible provision of new cycle facilities (eg cycle parking, Santander docking stations).

TfL will work with the PLA and river service operators to better promote walking and cycling routes/networks close to piers. TfL has already started to enhance pedestrian and cycle facilities at London's piers through the delivery of Santander Cycles, cycle parking, wayfinding and public realm improvements. However, further promotion of pier locations and cycling and walking times to and from them is also needed.

Improved facilities adjacent to (and visible from) piers should be considered as part of all new piers, including any developments near existing piers to encourage more people to walk and cycle to and from them.

### Proposal 7.2

To ensure a safe, sheltered and stress-free environment at each pier.

The need to provide adequate waiting and resting facilities for pier users is extremely important to meet the Healthy Streets Approach. Piers can act as safe and relaxing places for people to stop and rest as part of their journey and to allow people to safely enjoy the Thames.

All TfL piers have a dedicated waiting room offering shade and shelter. However, further work could be done to make these a more usable and enjoyable environment.

### Proposal 7.3

River stakeholders investigate making WiFi available at all passenger piers (and river services).

TfL and the PLA will look at the possibility of partnering with internet service providers to enable the availability of WiFi services at all of London's piers, and also to investigate the feasibility of providing WiFi coverage across the routes of existing and future river services.



## Environmental sustainability

### **Principle 8: Ensure environmentally sustainable piers which generate their own energy and facilitate low emission vessels**

As set out in the London Environment Strategy, piers and river services can play a role in facilitating and encouraging a cleaner Thames and improved air quality in London. They can also help meet the Mayor's target of a zero carbon city by 2050.

The PLA and TfL have updated the river emissions inventory to inform the London Atmospheric Emissions Inventory (LAEI) and the PLA's River Air Quality Strategy, published in draft in December 2017. This records key river based emissions of Nitrogen Oxides (NO<sub>x</sub>), Carbon Dioxide (CO<sub>2</sub>) and Particulate Matter (PM). The data captures emissions by vessel type and by geographical location (borough and non-GLA boundary) for all vessels operating within the Port of London.

The findings show that vessels on London's waterways produce a small proportion of total air pollutants in London but without action this will increase significantly from 2016-2030. Newer vessels and engines will reduce individual vessel emissions, however this will be outweighed by increasing vessel numbers on the Thames.

With hybrid engine technology an established part of marine operations across the world, piers will need to be upgraded with charging infrastructure to enable hybrid and fully electric (zero-emission) vessels to stop at them. This will help meet the Mayor's target of a zero carbon city by 2050.

#### **Proposal 8.1**

River stakeholders to identify possible measures for piers to generate their own energy.

Identifying opportunities for piers to generate and store energy is an important first step. Although TfL has demonstrated that it is possible to generate power using solar panels on Tower Pier, this will need to be rolled out more widely. TfL is installing solar energy across its estate through the Mayor's RE:FIT programme, which may include installations at its piers.

TfL and the PLA will also investigate other renewable power generation initiatives including turbines to harness tidal flow energy.

### Proposal 8.2

The GLA and PLA to investigate the use of shore-side power on piers to support the uptake of hybrid and zero-emission vessels.

The GLA and PLA will investigate the viability of shore-side power at piers to facilitate the introduction of zero-emission capable vessels. One option would be to introduce overnight charging.

### Proposal 8.3

TfL and the PLA to investigate the potential for piers to play a role in cleaning the Thames.

TfL and the PLA will investigate the potential for piers to play a role in cleaning the Thames. This will include looking at the emerging technologies being developed to help clean up the oceans, as well as more conventional methods.

### Proposal 8.4

TfL and the PLA will work with service operators to look at the need for and feasibility of specialist servicing piers for pumping out and undertaking other operational servicing requirements.

TfL and the PLA will work with service operators to look at the need for and feasibility of providing specialist servicing piers that operators could use, and which could help relieve congestion at the passenger piers by reducing their current servicing needs. This would include requirements related to pumping out, electrical charging and the loading of catering supplies.

### Proposal 8.5

The GLA, TfL and the PLA will investigate the introduction of tiered pier fees with lower fees for cleaner vessels.

Through the Thames and London Waterways Forum, TfL and the PLA will identify opportunities to reduce emissions activity on London's waterways, including investigating the introduction of tiered pier fees with lower fees for cleaner vessels.





London's Passenger Pier Strategy will deliver a sustainable, integrated and safe pier network for London



# Annex B: Policy context in more detail

## Mayor's Transport Strategy policies and proposals relevant to river services and piers

Healthy Streets and healthy people	
Proposal 16	<p>The Mayor, through TfL, and working with the boroughs and members of the Freight Forum, will improve the efficiency of freight and servicing trips on London's strategic transport network by:</p> <ul style="list-style-type: none"> <li>Increasing the proportion of freight moved on London's waterways</li> </ul>
Proposal 39	<p>The Mayor, through TfL, will work with the Port of London Authority (PLA) to publish an emissions strategy for the Thames to reduce air pollutant and CO<sub>2</sub> emissions from all river vessels and urges government to introduce new legislation to ensure that emissions from vessels can be effectively reduced.</p>
A good public transport experience	
Proposal 55	<p>The Mayor, through TfL and working with the DfT, Network Rail and other stakeholders, will make the transport network more accessible and inclusive by:</p> <ul style="list-style-type: none"> <li>Improving the accessibility of taxi ranks, river piers and services, and Victoria Coach Station (and its potential replacement)</li> </ul>
Policy 17	<p>The Mayor, through TfL and the boroughs, and working with stakeholders, will seek the use of the full potential of the Thames to carry passengers, to integrate river services with the public transport system, walking and cycling networks, and to enable the transfer of freight from road to river in the interests of reducing traffic levels and the creation of Healthy Streets.</p>
Proposal 72	<p>The Mayor, through TfL, will work with the PLA to produce a London Passenger Pier Strategy which will promote new piers and additional capacity at strategic piers. TfL will also investigate the feasibility of new cross-river ferry services, including services between the Isle of Dogs and North Greenwich to enhance resilience in the busy Jubilee line corridor.</p>
Proposal 73	<p>The Mayor, through TfL, will work with host boroughs and river service operators to investigate the potential for an extension of river transport services to Barking Riverside by the early 2020s to connect key growth areas with Canary Wharf and other new developments in east London.</p>



### New homes and jobs

Proposal 94	The Mayor, through TfL, will promote new walking, cycling and public transport river crossings where such infrastructure would accord with the policies and proposals of this strategy.
Proposal 95	Following the delivery of the Silvertown Tunnel, the Government's Lower Thames Crossing and the DLR extension to Thamesmead, the Mayor will give consideration to the case for further road crossings of the river in east London where the following criteria are met: <ul style="list-style-type: none"> <li>• The use of the river for the movement of freight will be maintained and protected</li> </ul>

### Delivering the Vision

Policy 23	The Mayor, through TfL, will explore, influence and manage new transport services in London so that they support the Healthy Streets Approach.
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## London Environment Strategy policies and proposals relevant to river services and piers

Policy 4.2.2	Reduce emissions from non-transport sources, including by phasing out fossil fuels.
Proposal 4.2.2.a	The Mayor will work with government and relevant groups to reduce emissions from activity on London's waterways.

## Draft London Plan policies relevant to river services and piers

Policy SI14	The draft Plan supports the PLA's Thames Vision target to increase patronage on the Thames to 20 million by 2035.
Policy SI15	Supports development proposals that protect and enhance passenger transport, and those that promote or include the use of the river for freight movements.
Policy SI6	Supports inclusive access to the waterfront, and the improvement and expansion of the Thames Path.
Policy SI7	Supports river restoration and biodiversity improvements.

