



### > What is London River Services?

London River Services (LRS) licenses passenger services using Transport for London's (TfL's) eight piers.

These services fall into two categories:

- > Scheduled services: operating on a regular timetable
- > Charter services: typically used for corporate or private parties

### > What does it do?

LRS is accountable for the integration of river transport into the rest of the public transport network. This is being achieved through carefully placed signage and passenger information.

Riverboat service information is now available via TfL's passenger information systems including the 24-hour Travel Information Centre, online maps and live departure boards that show the next three boats due at any chosen pier,

including their expected time of arrival and the stops they are scheduled to call at.

In a move to improve integration with other TfL services, Travelcard holders are able to purchase tickets at a one-third discount on the advertised adult or child fare on most normal riverboat services.

In April 2009, more than 30 organisations including TfL, pier owners, boat operators and borough councils signed up to a river Concordat committing them to work together on four main areas. These are: the integration of river services into the transport system; capacity for the 2012 Games; promotion; and infrastructure.

The first benefits from this scheme will be the validity of pay as you go on Thames Clippers by November 2009 and a new, direct service between Canary Wharf and London Bridge, which is already operating.

Tower Pier will be extended in 2011 to relieve congestion caused by increasing numbers of



river passengers. Opportunities to extend other piers are being explored with developers and pier owners.

LRS financially supports the Thames Clippers' riverbus service, which operates between the London Eye and the O2 at North Greenwich, with certain journeys extended to Woolwich Arsenal.

Thames Clippers' services now operate every 20 minutes throughout the day. All LRS piers are accessible and step-free at all states of the tide, and all the newer river craft have dedicated wheelchair spaces.