

Jane Commons



**Business Development Manager - London River Services
Transport for London**

What does your job involve?

My job is very varied which is great as no two days are quite the same. Currently our team is focused on delivering the River Action Plan to reach the Mayoral target of increasing the number of passenger journeys on the Thames to 12 million a year by 2020.

How did you get into transport?

I arrived in London from New Zealand in 2001 and the first position I secured through an agency was in administration for a London bus operator. I came to it by accident but that one position has set the direction of my career to date.

What do you like about working in transport?

I like the fact that what we do doesn't just have London as a backdrop - it is part of the fabric of London and shapes people's experience of the city. Our actions can directly impact the lives of huge numbers of people – quite a responsibility!

What are you most proud of?

I'm really proud of the work that our small team at London River Services has been able to achieve through the River Action Plan. We work with many other parts of Transport for London (TfL) and are seeing real improvements in our services and big increases in the number of passengers using them.

What would your advice be to someone interested in your role?

Be flexible! With much of our activity there isn't a 'script' to follow so it's important to be able to adapt to new situations and explore new ways of working.

What is the best thing about London River Services?

I enjoy working in such an interesting and historic area of transport in London. The traditional annual rowing race for apprentice watermen, the Doggett's Coat and Badge, was held on the Thames for the 300th time in 2015.