

Bank station capacity upgrade: common questions and answers

I. General questions about Bank station

1.1. *How many people use the Bank/Monument station complex, now and in the future?*

	2004	2005	2006	2007	2008	2010
AM Peak 1 hour	35,587	36,247	37,228	39,966	42,196	42,662
All day	223,462	238,791	257,283	284,502	294,925	298,335

All Day	2003	2010	increase
Access	56,942	71,012	25%
Egress	55,493	71,653	29%
Interchange	110,021	155,675	41.5%

1.2. *Why do we need to upgrade the station?*

Currently during the AM Peak period around 96,000 passenger journeys through are made through Bank. With year on year growth the station's capacity limit of around 100,000 peak period journeys is forecast to be reached by 2016.

Already the Northern line platforms are now becoming severely congested in the peak periods. In some places the platforms are only 2 meters wide and do not provide enough room for passengers to circulate. Other parts of the station, like the stairs, passageways and concourses are also becoming congested with lengthy queues forming for escalators. In addition to this, step-free access from the street is currently limited to the DLR only. Despite having lifts to the Northern line ticket hall, access between the Northern line platforms and these lifts is by stairs.

For these reasons this project has been proposed to:

- Relieve congestion at the Northern line platforms.
- Relieve congestion in the interchange passageways between the Northern, Central, District and Circle, Waterloo and City lines and the DLR.
- Reduce the amount of time it takes travel between the Northern line platforms and street level at Bank station.
- Provide step-free access between the Northern line, DLR and street.

1.3. Why has demand grown so much at the station?

Overall demand on the Tube is at its highest level in its 148-year history. The Tube is especially important to supporting the development of the City, allowing more people access to growing numbers of jobs and services. Bank is closely linked with its “sister” station Monument and together the whole station complex forms the Tube’s fourth busiest station. It has 5 Tube lines and a DLR terminus, making it an important interchange point on the network as well as a destination.

TfL and London Underground planners use simulation software to forecast future demand on the network, taking into account the upgrades and changes across London’s transport system that are underway. This includes an upgrade of the District and Circle line with a new signalling system and new trains, the upgrade of the Northern line signalling system and the longer 3-car trains on the DLR. The forecasts show demand at Bank will continue to grow well into the future.

1.4. What is the alternative if the upgrade doesn’t go ahead?

Because of the current escalator refurbishment work, staff at Bank station must put controls in place to prevent overcrowding of the station. This has led to occasions where the station has been closed or trains not stopping at Bank until the crowds have dispersed. Using these disruptive control measures at Bank station has a wider impact on the Tube network as it causes crowding to occur at London Bridge and Moorgate, because they are related interchange stations.

Due to the growth in passengers using Bank, similar controls would need to be used again in the future even with escalators fully operational, to prevent overcrowding. To avoid the disruption and impact of using control measures at Bank, and to fully realise the benefit of the Northern line signalling upgrade, capacity at Bank station must be increased.