

### 3. Questions about other LU/ TfL projects

#### 3.1. *When will the escalator refurbishment at Bank be complete?*

Work to refurbish the escalators will be completed in Spring 2012.

#### 3.2. *When does the Northern Line signalling upgrade finish and does this help congestion at the station?*

The project to upgrade the Northern Line signalling system is underway and will be complete in 2014. This project will allow trains to run more efficiently, with less time to wait in between each train.

Because more trains will be running through the station the project will reduce crowding on the platforms. However this will be complemented by the Bank Station Capacity Upgrade which allows faster access to the street and provides step free access between the street and the Northern Line.

#### 3.3. *How much extra train capacity does the Northern Line signalling upgrade provide?*

The upgrade will increase line capacity by 20%, which is equal to 11,000 more passengers an hour. At the same time, journey times will be reduced by 18 per cent.

#### 3.4. *Will Crossrail ease demand at the station?*

Crossrail is a new high-speed rail link from Shenfield and Abbey Wood in the east, through central London, to Heathrow and Maidenhead in the west. It will provide new interchange opportunities, alleviating existing interchanges like Bank. It is planned to be introduced in phases beginning in late 2018.

TfL and London Underground planners have forecast demand for Bank station, both before and after Crossrail starts operating. While Crossrail does reduce passenger numbers at Bank, it is only by a small amount and the growth in passenger numbers reach and exceed the pre-Crossrail levels within a few years. This is because approximately half of passengers travel to Bank because it is the nearest station to their origin or destination for journeys, in addition to Northern Line passengers who would continue to use the station as an interchange.

### 3.5. *Do increased DLR services help ease congestion?*

In 2010 DLR services between Bank and Lewisham were upgraded from 2-car to 3-car length trains. During the first half of 2012 the services from Bank to Woolwich Arsenal will also be upgraded from 2-car to 3-car trains and an additional adit to Platform 10 (departures) from the DLR concourse will be opened. This will enable peak flows of passengers at the DLR level be managed more efficiently.

The Bank Station Capacity Upgrade is a project that will address the congestion experienced by passengers making their way between the DLR platforms to other Tube lines or street level.

### 3.6. *How will Bank station operate during the Olympic and Paralympic Games in 2012?*

There will be a number of very busy areas and routes across London during the Games, known as 'travel hotspots'. These are routes that link central London with competition venues, areas of London and major interchange stations including Bank. It is expected that around 80% of spectators attending events in Greater London will travel by rail (including the London Underground and DLR), placing extra demand on an already very busy network.

Without action from businesses within the City to reduce the number of journeys, there could be significant additional disruption to normal journeys and at key stations at certain times. Businesses and commuters are advised to plan ahead to reduce non-essential journeys, and to manage essential journeys to avoid busy times. For hints and tips on how to prepare, visit [london2012.com/traveladviceforbusiness](http://london2012.com/traveladviceforbusiness)