Bank station capacity upgrade

Report of Autumn 2013 public consultation
Overview

During Autumn 2013 Transport for London undertook a public consultation about a proposal to upgrade the capacity of Bank station. This followed previous consultations in Summer 2011 and Spring 2012. A campaign was run to draw attention to the consultation through a wide variety of media. Over 140,000 direct invitations to participate were issued, together with an article in the London-wide Metro newspaper, station posters and a press release. Consultees were directed to the website and a public exhibition, which was held in the immediate vicinity of the proposed works.

This report describes the consultation, and summarises the responses.

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The need for the Bank station capacity upgrade

Bank, linked with Monument, is used by almost 100,000 passengers during each peak period and is getting busier. 40 per cent more people change trains at the station than seven years ago, and demand continues to increase by about 4 per cent a year.

If nothing is done, at the busiest times there will be an increase in temporary station closures for crowd control, the need to hold customers back outside the ticket gates, and the need to run trains non-stop through Bank. This inconveniences our customers and causes disruption to other parts of the Underground. Eventually Bank station would simply not be able to cope with demand. Improving Bank station is also a key step towards enabling future frequency increases on the Northern line.

Therefore London Underground is proposing to make substantial improvements at Bank.

The proposals:

- a new station entrance/exit in Cannon Street
- step free access from the street and DLR to Northern line platforms
- a diverted southbound railway tunnel and new platform for the Northern line to create more space for passenger circulation
- a moving underground walkway to provide quicker and easier interchange and access
- two new lifts and twelve new escalators
- reduced need to go up and down stairs
- reduced conflict between different flows of customers
- faster interchange times by more direct routes
- quicker and better protected fire evacuation routes

Figure 2.1: The proposed scheme
2.1 Construction effects in the area

In designing the scheme London Underground recognised that much of the construction work will take place within or beneath a conservation area. We made every effort in the design to minimise the impact of construction on the day to day life of the City, and to keep Bank station operating normally. The position of our new tunnels was chosen to minimise the effect on buildings. Any ground movement during construction will be closely monitored, and appropriate mitigation measures employed to control the effect on buildings.

There will be a construction site bounded by King William Street, Nicholas Lane, Cannon Street and Abchurch Lane. This requires the purchase and demolition of all the existing properties between these roads. This site will incorporate an access shaft for the underground work, and will be used for site offices, equipment delivery and removal, and spoil removal. Once the tunnelling work is finished, the site will be used to build the new station entrance, new retail units and commercially available office buildings.

There will also be a construction site occupying the roadway in Arthur Street, for the duration of the works. This second site minimises the impact in the conservation area, by reducing the amount of activity at the King William Street site. It also speeds up construction, by allowing access from two sites at once. Arthur Street will be closed to vehicles, and bus route 344 will be diverted in one direction, but pedestrian access will be maintained.
Figure 2.2 the affected areas
3 Previous consultations and innovative contractor engagement

There have been two previous public consultations in Autumn 2011 and Spring 2012. The overall response to these consultations was in favour of the project going ahead.

During 2013 London Underground undertook a process known as “innovative contractor engagement”. To maximise value for money and innovation, instead of asking bidders for the construction contract to quote against a given design, we encouraged them to submit their own ideas on how best to improve the station in line with the fixed project requirements. In effect this involved consulting the best of the international engineering community to see whether they could improve on our base design. They applied their expertise and knowledge to improve the benefits to passengers.

This resulted in a number of innovations. Changes to our proposal since the previous consultations included:

- moving the new station entrance from King William Street to Cannon Street. This better suits expected origins and destinations of passengers, will reduce the number of people using the pavements in King William Street, and is more sympathetic to the architectural environment of King William Street
- more lifts and escalators within the station
- a 96metre moving walkway to reduce walking distances and interchange times
- an extra construction site in Arthur Street – this makes use of existing London underground sub-soil structures and reduces lorry movements and spoil removal at the King William Street site, in turn reducing the environmental impact within the conservation area and speeds up construction
- no remote construction sites at other locations
4 Autumn 2013 consultation

The consultation ran from 4 October to 8 November 2013. This timing was chosen as it was after the award of the construction contract, but whilst there was still scope to take into account comments raised.

The objectives of the consultation were:

- to give stakeholders and the public easily-understandable information about the proposals and allow them to respond
- to understand the level of support or opposition for the proposal
- to understand any issues that might affect the proposal which we did not already know about
- to understand concerns and objections
- to allow respondents to make suggestions
- to fulfil statutory obligations

4.1 Publicity campaign to draw attention to the consultation

The consultation was designed to reach the widest possible number of stakeholders and members of the public who might be affected by the proposal, and to find out their views.

A publicity campaign was held during the week the consultation opened, using multiple communications methods to reach as many people as possible.

This included:

- 1 October – press release issued through TfL press office
- 1/3 October - 18,000 leaflets given out at Bank station during the morning peak.
- 2 October – leaflet drop to 3500 local properties
- 3 October – Metro article
- 4 October – email to 118,500 Bank Oyster card users
- 4 October – station posters at relevant stations to display until 8 November
- 4 October – letters/emails to property owners, occupiers and managers in vicinity
- 4 October – emails to other stakeholders such as politicians, user groups
- 4 October to 8 November - online at www.tfl.gov.uk/bank

Leaflet distribution at Bank station was undertaken from 0700-1000hrs on two weekday mornings. Consultation leaflets were handed to London Underground customers at eleven station entrances/exits. As a substantial proportion of Bank station users are changing between lines rather than starting or finishing their journeys at Bank, four distributors were stationed at the busiest interchange area of the station to distribute leaflets there.

Registered Oyster card holders were targeted and emailed according to their journey patterns. Again this was either for passengers starting or finishing their journeys at Bank, or for those whose origin and destination made it likely that they changed at Bank, using standard transport modelling techniques.
4.2 Consultation website

The main method of response to TfL consultations is now online. The Autumn 2013 consultation was hosted at www.tfl.gov.uk/bank

4.3 Consultation exhibition 8-11 October 2013

Attracting the time and attention of the general public to any issue in Central London is challenging. A myriad of marketing, work, leisure and personal issues competes for the attention of individuals. Many public events and consultation exhibitions are poorly attended.

For this reason the consultation exhibition was designed to ‘meet people where they are’ and so was held in St Mary Abchurch. This is central to the area to be affected, and is itself a grade 1 listed building which sits directly above the proposed new running tunnel. It opens onto Abchurch Yard, a local focal point for meeting and socialising around bars and coffee shops. Most of the local properties to be affected by construction are within a very short walk of this venue.

In addition to the publicity campaign described above, flags were flown in the square to draw attention to the exhibition, and a marquee was positioned outside the church door, to provide a ‘welcome desk’ and to draw attention to the exhibition going on inside the church.
Over the four days of the exhibition, 430 visitors attended. These represented a cross-section of the consultation audience:

- elected representatives from the Corporation of London
- members of City Guilds
- local property owners and occupants
- Friends of City Churches
- Bank station users
- Bloggers
- Rail enthusiasts
- Corporation of London officers with relevant responsibilities
- Engineers interested in the ICE (Innovative Contractor Engagement)
- Bank station staff and other London Underground operational staff
- Senior TfL staff, and staff working on the project

The exhibition resulted in a number of follow up meetings about issues brought to light. In one or two cases staff went directly from the exhibition to look at and better understand issues in the local vicinity.

The consultation exhibition was visited by two bloggers, both of whose comments are available via this link (a second link is embedded in the first content):

http://www.ianvisits.co.uk/blog/2013/10/10/3d-model-of-bank-tube-station-and-the-2020-upgrade-plans/

Attendees were given consultation leaflets and encouraged to tear off and return the reply-paid postage slips, or respond online. This contributed to the overall response rate.
4.4 City of London Guildhall event – 17 October 2013

During the consultation period, the City of London invited guests to an evening panel discussion and reception at the Guildhall to mark the 150th anniversary of London Underground. The discussion focussed on London Underground’s importance to the City, the progress of the upgrade programme, and proposals for the future of the network. It was chaired by the Lord Mayor of London, and presenters included the Managing Director of London Underground.

The discussion was followed by a reception at which the three dimensional model of the Bank station capacity upgrade proposals was displayed. This gave the opportunity for London Underground staff to give consultation leaflets to, interact with, and seek the views of a further cross-section of City of London stakeholders.

Reaching a group of relevant stakeholders at an existing event proved to be an effective way of extending the reach of the consultation.
5 Consultation responses

The Autumn 2013 consultation generated 621 written responses. 92% (574) of the responses were online. 8% (47) were received by email, post or at the exhibition.

Figure 5.1: How responses were received

There were 459 supportive and 21 non supportive responses. There were 141 responses which did not state support or opposition. These responses are broken down in further detail in the next section.

Table 5.1: Do you support the proposed scheme?

<table>
<thead>
<tr>
<th>Do you support the proposed scheme?</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support</td>
<td>459</td>
</tr>
<tr>
<td>Don’t support</td>
<td>21</td>
</tr>
<tr>
<td>Other comment neither for nor against</td>
<td>141</td>
</tr>
</tbody>
</table>
5.1 Responses from local postcodes

Responses from the local area have been identified separately by post code below. 11% of respondents were from within postcodes E1, EC1-EC4 and SE1.

Figure 5.2: Responses from the local area

![Pie chart showing responses by postcode](image)

Immediate neighbour 27%
Other 73%

Figure 5.3: Responses from the local area

<table>
<thead>
<tr>
<th>Postcode</th>
<th>Other</th>
<th>Against</th>
<th>Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>E1</td>
<td>1</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>EC1</td>
<td>13</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>EC2</td>
<td>5</td>
<td>0</td>
<td>12</td>
</tr>
<tr>
<td>EC3</td>
<td>4</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>EC4</td>
<td>0</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>SE1</td>
<td>5</td>
<td>0</td>
<td>9</td>
</tr>
</tbody>
</table>
5.2 Analysis of open question: “Please let us have your views about our proposal to upgrade Bank station”

Individual comments have been coded to one or many codes as appropriate. Comments not relevant to the consultation have been coded as ‘other’.

There were 964 comments about the scheme in total. As many respondents commented about more than one issue, there are more comments than the total number of respondents.

459 comments were in favour, welcomed the scheme, or agreed that it was needed.

63 comments were about the time scale of the project and indicated a desire to see the proposal delivered as soon as possible, or more quickly than proposed.

45 comments highlighted the need for better access to and from the DLR platforms.

44 comments indicated that links between DLR and all tube lines would need to be improved. Many of these described how difficult it is to interchange between DLR and the rest of tube lines at Bank station. Table 5.2 and Figure 5.4 below show the most common issues raised by respondent.

54 comments were general in nature and have been coded as ‘other’. These are further reported in the next section.

21 comments were specifically opposed to the scheme.
Table 5-2: Themes arising from consultation

<table>
<thead>
<tr>
<th>Theme/Issue</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support the proposal</td>
<td>459</td>
</tr>
<tr>
<td><strong>Timescale</strong></td>
<td></td>
</tr>
<tr>
<td>Timescale and the desire for the early or quicker completion of the work</td>
<td>63</td>
</tr>
<tr>
<td><strong>Access to DLR</strong></td>
<td></td>
</tr>
<tr>
<td>The need for improving accessibility to and from DLR platforms</td>
<td>45</td>
</tr>
<tr>
<td><strong>DLR and LU connection</strong></td>
<td></td>
</tr>
<tr>
<td>The need for improving interchange between DLR and other lines</td>
<td>44</td>
</tr>
<tr>
<td><strong>The work is much needed</strong></td>
<td></td>
</tr>
<tr>
<td>Comments about the upgrades being much needed</td>
<td>38</td>
</tr>
<tr>
<td><strong>Air condition</strong></td>
<td></td>
</tr>
<tr>
<td>Reducing the temperature in the concourse, passages and platforms of Bank station</td>
<td>32</td>
</tr>
<tr>
<td><strong>Step free access</strong></td>
<td></td>
</tr>
<tr>
<td>The need for step free access throughout the station</td>
<td>32</td>
</tr>
<tr>
<td><strong>Width of Walkway</strong></td>
<td></td>
</tr>
<tr>
<td>The need for more circulation space at Bank station</td>
<td>31</td>
</tr>
<tr>
<td><strong>Northern line and Central line connection</strong></td>
<td></td>
</tr>
<tr>
<td>The needs for improving links between Northern and Central line platforms</td>
<td>27</td>
</tr>
<tr>
<td><strong>Northern line access</strong></td>
<td></td>
</tr>
<tr>
<td>Access to and from the Northern line platforms</td>
<td>24</td>
</tr>
<tr>
<td><strong>Northern line closure</strong></td>
<td></td>
</tr>
<tr>
<td>Concerns about the temporary closure of the Northern line</td>
<td>21</td>
</tr>
<tr>
<td><strong>Against the proposal</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>21</td>
</tr>
<tr>
<td><strong>Waterloo &amp; City line access</strong></td>
<td></td>
</tr>
<tr>
<td>The need for improving access to and from Waterloo &amp; City line, including that there is currently no direct access from street level.</td>
<td>20</td>
</tr>
<tr>
<td><strong>Disruption during construction</strong></td>
<td></td>
</tr>
<tr>
<td>Concerns that the station will become unusable during construction</td>
<td>19</td>
</tr>
<tr>
<td><strong>Signage</strong></td>
<td></td>
</tr>
<tr>
<td>Comments about providing clear signage</td>
<td>8</td>
</tr>
<tr>
<td><strong>No comment</strong></td>
<td></td>
</tr>
<tr>
<td>The respondents did not make any comments</td>
<td>8</td>
</tr>
<tr>
<td><strong>Interchange with other transport modes</strong></td>
<td></td>
</tr>
<tr>
<td>The need for better links with other transport mode such as with Barclays Cycle Hire docking stations</td>
<td>7</td>
</tr>
<tr>
<td><strong>Arthur Street</strong></td>
<td></td>
</tr>
<tr>
<td>Concerns about the closure of Arthur Street</td>
<td>7</td>
</tr>
<tr>
<td><strong>Improve Tube service</strong></td>
<td></td>
</tr>
<tr>
<td>Improving the tube service rather than upgrading Bank station</td>
<td>6</td>
</tr>
<tr>
<td><strong>Other comments arising in number of five or fewer</strong></td>
<td>54</td>
</tr>
</tbody>
</table>
Figure 5-4: Themes arising from consultation

- **Support the proposal**, 50%
- **Timescale**, 7%
- **DLR and LU connection**, 5%
- **DLR access**, 5%
- **Step free access**, 4%
- **Air condition**, 4%
- **The work is much needed**, 4%
- **Northern line access**, 3%
- **Width of Walkway**, 3%
- **Interchange with other transport modes**, 1%
- **Arthur Street**, 1%
- **No comment**, 1%
- **Against the proposal**, 2%
- **Northern line closure**, 2%
- **Waterloo and City line access**, 2%
- **Disruption of construction**, 2%
- **Signage**, 1%
- **Arthur Street**, 1%
- **Interchange with other transport modes**, 1%
- **No comment**, 1%
Objections to the proposal / specific problems raised

King William Street construction site

The project proposes to acquire and demolish all buildings in the block bounded by King William Street, Nicholas Lane, Cannon Street and Abchurch Lane. This site will be used to construct the new Cannon Street entrance, together with the new lifts and escalator access to the station. Once this work is finished, the site will be used to build the new station entrance, new retail units, and commercially available office buildings.

An existing retailer from this site objected to the proposal on the grounds of displacement of activities and unnecessary acquisition of additional buildings, as they wished to remain trading. They questioned whether the acquisition of property for a station entrance was in the public interest.

Arthur Street construction site

The proposal includes a construction site occupying the full width of the carriageway in Arthur Street for the duration of the works. This will be used to create an access shaft for tunnelling works, for spoil removal, for equipment storage and lorry holding. Arthur Street would be closed to vehicles, but remain open for pedestrians.

Objections were received from occupants of Arthur Street on the following grounds:

- impacts on business from road closure and construction work
- environmental impacts, including noise, dust and disturbance
- possible ground movement
- possibility of disruption to statutory services (such as electricity and water)
- blight affecting property value
- impact on ability to let space in buildings
- costs incurred by occupants as a result of the works
- interference with their own proposed construction works

A response was received from the London Fire Brigade, explaining that Arthur Street is used as a regular route from Dowgate station towards the City of London and highlighting the need for alternative routes to be identified should Arthur Street be closed.

Concerns raised relevant to the whole scheme at surface level

Concerns were expressed by building owners, tenants and managers in connection with premises above the proposed works, or adjacent to the proposed sites. These included:

- necessary protection for foundations, and measures to make sure that all aspects of buildings remain intact
- assurance that proposed works do not affect the day to day operation of buildings
• continuity of business operations
• the need for formal dialogue to ensure that landowners and occupiers are not affected
• the need to maintain access in the vicinity of worksites so that day to day business of offices, retail outlets, pubs restaurants and clubs is not affected
8 Responses to issues raised

The proposal has largely received positive comments with 48% of respondents in support of the proposal.

Timescale

A number of comments were made about timescale. Many respondents would like the work to be delivered as soon as possible, and many felt that the timescale for delivery in 2021 is too slow.

The work is highly complex, and will take place within and underneath one of the most complicated and compact areas of urban infrastructure in the world. In a number of cases the built environment above the works is also of very high heritage value. Additionally there is a need to keep the existing station and lines running for as much of the time as possible. Therefore there is a great deal of preparatory work to properly understand ground conditions, and to understand and adjust where necessary existing building foundations. There is also a need to re-locate or strengthen other sub-surface infrastructure, such as gas, electricity and water supplies, and sewers.

Ultimately however, a complex project in a highly developed area must proceed at an appropriate speed: advanced project management and construction techniques and experience from many other projects has been used to compress this as much as possible.

Station entrances

The consultation material described the proposed new entrance to Bank station in Cannon Street. Some respondents asked whether this meant that other entrances may close. No existing infrastructure will be removed as part of this proposal – all entrances will remain in use. The existing southbound Northern line platform and the track next to it will be converted to a passenger concourse/access route, and replaced with a new larger southbound running tunnel and platform.

Improving interchange between lines / accessibility

One of the key objectives of the scheme is to improve interchange. This is measured in terms of:

- space available per passenger
- interchange time between lines
- time between platforms and street
- accessibility

The proposal would provide 12 new escalators: two banks of three from the Cannon Street entrance to Northern line level, a further three from there to DLR level, and three from Northern line level to Central line level. There would also be two new lifts
from the Cannon Street entrance, one to Northern line, and one to Northern line and DLR. This will supplement the existing step-free access from street level to DLR.

There will also be a 96 metre moving walkway which will provide more space and reduce the time taken for passengers moving between the Bank of England entrances or Central line platforms and the Northern line / DLR / District and Circle lines.

In a separate scheme which is already under construction, a new entrance will be created to the Waterloo & City line from the corner of Walbrook and Bucklersbury. This will provide new escalators and step-free access from street level to the Waterloo & City line platforms, and is due to open in 2016.

The current proposal does not include step free access to or from the Central line at Bank or District & Circle lines at Monument. Our current strategy for step-free access across the London Underground network is to maximise benefits from the limited available funds, and to seek to implement innovative cheaper solutions where feasible such as the funicular lift at Greenford, the first of its kind on the network. Additionally, TfL continues to look for funding opportunities for further accessibility enhancements, by working with local authorities and developers.

**Temperature**

A number of respondents commented on the high temperatures in many parts of the station.

Since the consultation, work has already taken place which reduces the temperature in the Central line ticket hall. The system which cools the ticket office, mess rooms and other adjacent ancillary rooms previously ejected excess heat from these rooms into the ticket hall. This excess heat is now ejected direct to the outside, and has resulted in cooler temperatures in the ticket hall.

The completed upgrade to the station would provide more circulation for hot air to rise to the surface and escape from the system through the escalator barrels of the new station design. The new concourse areas and interchange access routes will also provide considerably more volume per passenger, and this will reduce the effect of ‘casual gain’, which is the incidental rise in temperature from sources such as body heat, equipment and lighting.

Across London Underground as a whole, there are a number of initiatives being developed to cool the network. These include new trains with regenerative braking, which return energy to the rails instead of dissipating it as waste heat, new platform cooling techniques which use ground water extracted via boreholes from the aquifer, and high speed ceiling mounted impulse fans. London Underground will continue to pursue these initiatives.
Disruption to the station during construction

Concerns were expressed about disruption to the station during construction. Much of the construction work will be alongside existing infrastructure, and so can be constructed out of sight, without disruption to existing areas of the station.

However in 2020 towards the end of the construction phase it will be necessary to have a temporary closure of the City branch of the Northern line between Kennington and Camden Town while the new running tunnel at Bank is connected. This closure will be for about six weeks in both directions. For a further 11 weeks the southbound City branch service will be suspended, whilst the northbound service will not stop at Bank. At this time the new southbound running tunnel will be connected to the former tunnel, and new areas of the station will be connected to existing. The current infrastructure of the Northern line City branch does not provide for us to run a train service over part of the branch.

During this closure, TfL will employ “Travel Demand Management” as used successfully during the Olympics. This will aim to make users aware of alternative routes, for example National Rail to Cannon Street instead of National Rail to London Bridge and then Northern line. We will investigate adjustments to the normal fares regime so that passengers are not penalised for using alternative routes.

Additionally Crossrail will be open by 2020 providing alternative routes for some passengers such as the City of London to Canary Wharf.

Noise, vibration and disruption at surface level during construction

Respondents from buildings close to the proposed works expressed concerns about how the works will affect them.

A Code of Construction Practice (COCP) is being developed, drawing upon the City of London Corporation’s Code of Practice for Deconstruction and Construction. Our work will aim to keep within the controls outlined in this document.

Where possible, measures to minimise noise and vibration levels will include:

- careful selection of plant employing only modern, quiet and well-maintained equipment and low impact techniques
- considered sequencing of work in order to minimise potential noise impact to neighbours
- fixed items of construction plant to be electrically powered from the mains supply instead of using generators
- effective site management to include avoidance of unnecessary noise. This includes engines idling between operations, shouting, loud radios and excessive revving of engines
- vehicles and mechanical plant fitted with effective exhaust silencers, maintained in good working order and operated such that noise emissions are controlled as far as possible
- control of noise from reversing / warning alarms
- where control at source is not practicable or adequate, the distance between noise / vibration sources and sensitive neighbours will be maximised and the transmission path interrupted as practicable.
• site perimeter hoarding of 3.6m height around both construction sites offering protection to all surrounding receptors. This hoarding will be provided for the full duration of demolition and construction activities.

Proposed closure of Arthur Street to traffic

Liaison has been undertaken both within TfL and with outside agencies, to plan for the displacement of traffic from Arthur Street.

Freight servicing of Arthur Street

A methodology for properly understanding freight access has been developed by the TfL freight team. TfL is considering commissioning a third party audit of freight access, in order to properly understand the servicing requirements of properties currently serviced via Arthur Street. This will help to determine any mitigation measures that may be required.

London Fire Brigade

The LFB use Arthur Street as an access route to the City from their station in Upper Thames Street, just east of Cannon Street Station. LFB, City Police and Corporation of London have agreed in principle to open the south end of Suffolk Lane at its junction with Upper Thames Street for Fire Brigade use only. This would allow fire appliances to access Cannon Street and the City via Suffolk Lane and Bush Lane. This requires relocation of underground services. To maintain traffic enforcement, cameras would be required at the south end of Suffolk Lane, allowing only LFB vehicles.

London Ambulance Service

The LAS has been contacted for their views on the Arthur Street closure, and a response is awaited.

London Buses – route 344

Bus route 344 (Clapham Junction to Liverpool Street) uses Arthur Street in one direction (towards Liverpool Street). Buses in the other direction use Monument Street and Fish Street Hill.

An alternative route would be for buses to use London Bridge instead of Southwark Street. From Southwark Bridge Road buses would be diverted right into Southwark Street, then Borough High Street and London Bridge to King William Street, resuming normal route towards Liverpool Street. This would result in three bus stops not being served on route 344: one each on the south and north sides of Southwark Bridge and one in Arthur Street. These stops are not served by alternative routes.

The stop on the south side of Southwark Bridge is about 300 metres north of the previous 344 bus stop, which would still be served. The stop in Arthur Street has a near alternative in King William Street. For the stop on the north side of Southwark Bridge, there would be some journeys which would no longer be possible by a single
bus trip. Those who normally board to travel towards Liverpool Street may be able to use alternative services from Queen Victoria Street. Those who normally alight, who would have travelled from the Clapham Junction / Elephant & Castle direction would have no straightforward alternative.

**London Buses - Monument “curtailment point” for routes from the north**

Some bus services approaching London Bridge from the north use Arthur Street as a “curtailment point” to regulate the service at times of disruption. This may include buses on routes 17, 21, 40, 43, 47, 48, 141 and 149. A late running bus heading south towards London Bridge may recover from a delay by turning back at Monument. The curtailment route is via Monument Street, Fish Street Hill, Lower Thames Street, Upper Thames Street, Arthur Street. This facility is used at times of disruption or major events. This facility would be lost by the closure of Arthur Street, and there is no equivalent alternative.

**TfL Traffic Management:**

**Right turn from Upper Thames Street into Arthur Street**

**Loss of traffic route from London Bridge via Arthur St to Upper Thames Street**

This right turn is currently banned except for local buses. This movement would be required for trucks entering the proposed Arthur Street worksite. The proposed solution is for conversion of the right turn signal at this junction to manual on-demand operation by a banksman. The overall traffic throughput of Upper Thames Street would increase, as the signals will no longer have a regular phase to allow traffic out of Arthur Street.

Adequate signage would have to be provided at the previous decision point (south side of London Bridge) to advise that this route was no longer available, so that drivers could divert accordingly.

**Taxis - Public carriage office**

Discussions are taking place with the Public Carriage Office about the proposed closure.
9 Next steps

Website and further information

At present, information about the proposal is still live at [www.tfl.gov.uk/bank](http://www.tfl.gov.uk/bank) which is the website used for the October 2013 consultation.

Updates at key stages will be sent to stakeholders on our mailing list, and to other respondents to this consultation who gave us their details.

Further consultation

Since October 2013, we have further developed our plans, and will be therefore holding one further public consultation before submitting our application for a Transport & Works Act Order.

This will seek further views on:

- how we will build the scheme, including construction logistics
- construction effects, including management of any noise, vibration and ground settlement
- impacts of a 17 week closure of the Northern line City branch in Spring 2020

The consultation will run from 2 June until 6 July 2014, and be hosted on line at [www.tfl.gov.uk/bank-consultation](http://www.tfl.gov.uk/bank-consultation)

We will also be holding a further public exhibition on 12 and 13 June from 11:00 until 18:00 at St Mary Abchurch, Abchurch Lane EC4N 7BA (off Cannon St and King William St see map).

Properties affected

London Underground will enter into discussions with the owners, managers or occupants of the properties affected by the proposal

Planning application for over site development at 10 King William Street

A planning application for the “Over Site Development” at King William Street was submitted on 28 February 2014, and details can be found here: [http://www.planning2.cityoflondon.gov.uk/online-applications/applicationDetails.do?activeTab=documents&keyVal=N1P514FHLB000](http://www.planning2.cityoflondon.gov.uk/online-applications/applicationDetails.do?activeTab=documents&keyVal=N1P514FHLB000)

Application for a Transport & Works Act Order

In Summer 2014 TfL expects to apply to the Secretary of State for Transport for a Transport & Works Act Order (TWAO). There is likely to be a public enquiry, and this would give those affected a further opportunity to comment on or object to the proposal. If granted the TWAO would give TfL permission to undertake the construction work.
Appendix A – The consultation material

The consultation website used is still on line, and may be viewed at www.tfl.gov.uk/bank
Appendix B – Consultation station poster

This station poster was displayed at Bank and other stations with a high number of passengers who use Bank, such as Waterloo (Waterloo & City line platforms) where 100% of passengers are heading for Bank.
Appendix C – Consultation booklet distribution area

3500 consultation booklets were delivered to all building occupants within this area on 2 October 2013, just before the Autumn 2013 public consultation.
Appendix D – Metro newspaper article 3 October 2013

Bank station upgrade plans unveiled

THE public will get the opportunity to have their say on Transport for London’s (TfL’s) proposals for a major upgrade of Bank station from tomorrow when a consultation begins.

Latest figures show that annually 98 million customers currently use the Underground interchange and this is set to grow over the coming years. As part of the proposal, TfL is planning to increase capacity and provide a step-free route between the Northern line platforms, the Docklands Light Railway (DLR) and street levels. Work is set to be completed in 2021 following the funding settlement agreed by the Mayor with government in the summer.

David Wiseman, London Underground’s capital programmes director, said: “Bank is a key interchange for our customers and it’s vital that we keep pace with the increase in demand we’re seeing now and in the future. Now we want our customers’ views on our plans so that we create a modern interchange that works for Londoners.”

Bank is in the heart of the City. Bank station serves the following Tube lines: Central, Circle, District, Northern, Waterloo & City as well as the DLR.

Transport at a glance

Plan ahead for Royal Parks half marathon

There will be road closures in Hyde Park, Victoria Park, Regent’s Park and St James’s Park on Sunday 21 May, and for the Regents Park Marathon on the same day. The City of London has also declared a public transport operation for the Royal Parks Half Marathon, which starts from the Queen’s Walk near St James’s Palace.

Project Guardian arrests

An operation to tackle unlicensed alcohol vending in London tube stations resulted in 15 arrests last week. It was part of Project Guardian – a multi-agency initiative involving the British Transport Police, the Metropolitan Police Service and Transport for London. The operation was carried out in conjunction with the Hackney Council, the London Borough of Islington, and the National Trust.

London travel advice: plan your journey now

London Travelwatch: 0343 222 1234

*Service and network charges apply.

Napoleon's last 180 years on the Tube can join doors and cause delays to your journey. Take your newspaper with you or put it in a recycling bin.
Appendix E – Consultation display stands x 2

Bank station capacity upgrade

The need for improvements

Good public transport is vital to help London thrive and remain the engine of the UK economy. Bank, linked with Monument, is used by almost 100,000 passengers during each peak period and demand is increasing by about 4% a year.

If we do nothing, at the busiest times there will be an increase in temporary station closures for crowding control, and the need to run trains non-stop through Bank. This inconveniences our customers and causes disruption to other parts of the Underground. Eventually Bank station would simply not be able to cope with demand.

Improving Bank Station is also a key step towards enabling future frequency increases on the Northern line.

Our proposals for Bank station

Our customers have told us that they want to see improvements.

Our proposals include:

- A new station entrance/exit in Cannon Street
- Step free access from the Northern line platforms to the DLR and street
- A diverted southbound railway tunnel and new platform for the Northern line to create more space for passenger circulation
- A moving underground walkway to provide quicker and easier access
- More lifts and escalators
- Reduced need to go up and down stairs
- Reduced conflict between different flows of customers
- Faster interchange times by more direct routes
- Quicker and better protected fire evacuation routes

Will construction work affect Bank station?

Much of the work will be undertaken next to the existing station without disruption. However, there will be a closure of the Northern line in both directions through Bank in 2020 when the new section of railway is connected. Further information about this will be provided closer to the time.
Bank station capacity upgrade

Construction work
We will be working within and underneath a conservation area which includes many historically significant listed buildings. Most of the tunnelling will be beneath properties to the south west of King William Street. Our design minimises construction impacts, however we cannot undertake a major improvement scheme without some disruption.

Mitigation measures
- Proposed new tunnels positioned to minimise effect on buildings
- Extensive investigations have determined nature of existing foundations and ground conditions
- Our own tunnelling experience is being combined with the best international knowledge and practice
- We will use accurate ground monitoring methods and tried and tested protective measures

Construction sites
There will be a construction site between King William Street, Nicholas Lane, Cannon Street, and Abchurch Lane. This requires the purchase and demolition of all properties on that site. Once the tunnelling work is finished, the site will be used to build the new station entrance, new retail units and office buildings.
There will also be a construction site in Arthur Street, which will be closed to vehicles. Bus route 344 will be diverted in one direction, but pedestrian access will be maintained. Arrangements for access to properties will be agreed with occupants.

Obtaining permission
We propose to apply to the Secretary of State for Transport, for a Transport and Works Act Order in Summer 2014. There may then be a public enquiry. We will also need planning permission from the City of London Corporation for the development over the new station entrance in Cannon Street. If the Secretary of State gives permission in 2015, work would start in 2016 and be completed in 2021.

We will agree a code of construction practice with the City of London Corporation, covering issues such as noise and dust. All lorry contractors will be signed up to TFL’s safety standards which include cycle safety and driver training.

For further information visit: www.tfl.gov.uk/bank
Appendix F – consultation exhibition display boards x 8

- New control room at Monument station
- New Station entrance on Cannon Street
- Passenger concourse using former Northern line southbound platform
- Escalator from Northern line down to DLR level
- Triple escalators provide direct link to/from Central line level to Northern line level
- Arthur Street construction shaft
- New Northern line southbound platform
- Moving walkway to/from Central line
- Wabrook station entrance provides step free access to Waterloo & City line
- Bank Station Capacity Upgrade
New entrance to Bank station on Cannon Street. Lifts and triple escalators from street to Northern line and DLR

Former southbound Northern line platform tunnel re-used to increase circulation and interchange space for customers

Triple escalators provide direct link from Central line level to Northern line level

New southbound railway tunnel and platform for Northern line to create more space for customer circulation

Moving walkway in new tunnel provides greater capacity whilst reducing walking distances and interchange times

Bank Station Capacity Upgrade
Bank Station Capacity Upgrade: New Public Areas
Stage 1
Mechanical excavation

Excavation. To create the tunnel shape specialized excavating machines are used to remove the soil (London Clay).

Stage 2
Robotic application of sprayed concrete lining

Application of Tunnel Lining: Remote controlled robots are used to spray concrete against the tunnel wall; a process repeated to build up the tunnel lining.

Stage 3
Completed sprayed concrete lining tunnel

Completed sprayed concrete lined tunnel. The tunnel is now ready to receive a waterproofing system and the final concrete lining, which will contain the architectural finishes you see at platform level.

Bank Station Capacity Upgrade: Sprayed Concrete Lining