



# Proposed Camden Town Station Capacity Upgrade 2<sup>nd</sup> consultation June - August 2017

Response to issues raised

## **RESPONSE TO ISSUES RAISED FROM 2017 CONSULTATION**

### **Background**

In June 2017 we commenced a nine week public consultation on our proposals to substantially increase the capacity of Camden Town station. The consultation ran from 19 June to 18 August 2017.

We received 608 responses. 597 were from members of the public and 11 were from stakeholders and interest groups. 97 per cent of respondents supported our proposals (90 per cent strongly supported and seven per cent partially supported). We asked an open ended question seeking comments about our proposals.

A full breakdown of the consultation responses is provided in the consultation report, which is published separately.

This report sets out our response to the key issues raised during the consultation.

The report reflects our position based on the information available in March 2018. The proposals are under development, and it is possible circumstances may change through the life of the project. We will update stakeholders and members of the public as the scheme progresses. We anticipate there will be further consultation later in 2018 on how we will build the new station entrance and manage the impacts.

### **1. GENERAL ISSUES OF CONCERN ABOUT THE EXISTING STATION**

#### **1a) The station is too crowded / the interchange between platforms and the entrance at the bottom of the escalators is dangerous**

While Camden Town is a busy station, our experienced staff ensure that it remains safe, and are able to implement station control measures (e.g. stopping entry into the station for a short period) to avoid it becoming too crowded.

The proposed capacity upgrade would reduce congestion, removing the need for regular crowd control measures, including exit only controls every Sunday.

#### **1b) Sunday closure is disruptive to those living and working in Camden during weekends**

Unfortunately, the exceptional level of demand on Sunday afternoons means that the station needs to be exit-only in order for us to operate it safely.

The proposed capacity upgrade would reduce congestion, removing the need for regular crowd control measures.

## **2. GENERAL ISSUES OF CONCERN ABOUT THE PROPOSALS**

### **2a) Concern at the length of time the project will take**

Upgrading our stations is complex work, and it is essential that we deliver the station that Camden requires. Doing this, in a way that minimises disruption to the local area, takes time. It is also crucial that we consult Camden's residents and businesses about our proposals, to ensure that they are able to input into the final scheme.

### **2b) The new lower concourse still looks too small / staircase: the connection between the northbound level to the southbound is too small / lack of escalator access to the southbound platforms / the new entrance looks too small**

Our proposals to increase capacity and improve accessibility at Camden Town station will ensure that customers have enough space to move through the station, without experiencing significant delays and congestion. Our proposals have been developed to accommodate future customer demands and are tested using a range of computer and modelling techniques. A new additional ticket hall, three additional escalators and two new lifts, coupled with a large open concourse, will ensure that customers avoid lengthy queues to enter the station and experience improved journeys to and from the platforms.

### **2c) More space to change trains will increase commuting and walking time especially for people with reduced mobility**

Our proposals would make journeys easier for people with reduced mobility. There would be step-free access and interchange between platforms at Camden Town station through lifts at the new Buck Street entrance and direct routes to the platforms and trains. Customers will also be able to use pre-existing routes within the station to enter, exit and interchange between platforms.

There would be signposting for people to decide which of the two exits to use. These exits would be within a relatively short distance, and could mean a shorter walking distance after leaving the station. Camden Town is different from other stations such as King's Cross or Green Park which have relatively longer walking times underground.

### **2d) Concern at the effect on local music venues including the Electric Ballroom and the Devonshire Arms**

We understand the importance of local music venues to the local area, and these will not be directly affected by our works.

## **2e) Concern at demolishing existing buildings including 25 and 27 Kentish Town Road**

In order to provide the construction site for the proposed works, and the subsequent location of the new station entrance, we will need to demolish: 1-8 Stucley Place; 5-7 Buck Street; Hawley Infants School; 25 and 27 Kentish Town Road.

We need to establish a construction site that ensures we can safely deliver our works to improve Camden Town station, whilst reducing construction impacts on the local community. Furthermore, if these buildings were retained in close proximity to our construction works, the likely impacts on the property would include; vibration due to vehicle movements and construction activities, light obstruction from construction site equipment, light pollution due to site lighting, dust and noise pollution and potential disruption to access due to possible closures of Buck Street.

## **2f) Concern about air pollution**

The Healthy Streets programme has been proposed by the Mayor, Sadiq Khan and seeks to tackle air pollution through prioritising walking, cycling and public transport to create a healthy city. By delivering the station upgrade and expanding the network to reduce crowding and queuing into the station, customers can seek to reduce car use and contribute towards a healthier and cleaner city. The following link provides further information on this programme:

<https://tfl.gov.uk/corporate/about-tfl/how-we-work/planning-for-the-future/healthy-streets>.

Whilst we carry out the station upgrade we will also ensure that our contractors and designers employ techniques to manage levels of air pollution, through more efficient construction delivery methods that reduce the number of lorries on the road and the materials used for construction that could contribute to air pollutants in the local area. The project will comply with the Mayor of London's Dust and Emissions Supplementary Planning Guidance which aims to reduce the levels of dust, particles and nitrogen dioxide from construction activities. Please refer to the following link for further information: <https://www.london.gov.uk/what-we-do/planning/implementing-london-plan/supplementary-planning-guidance/control-dust-and>

## **2g) Concern about the impact of upgrading concurrently with HS2 construction / cumulative effect of spoil removal and construction traffic will be too great**

Our next consultation will provide greater detail on our plans, including proposed lorry routes, construction methods and times of working. We have been working with HS2 to determine how we can work together to ensure that disruption to local roads

and spoil removal can be delivered in an efficient way that minimises the impact on the local community. Discussions continue with HS2.

## **2h) Capacity is not the issue, poor crowd / people management is the issue**

Demand at the station has increased significantly over recent years, and by 2021, passenger demand at the station is expected to grow by a further 40 per cent on weekdays.

Our staff ensure that customers can safely access the station on Saturdays whilst providing customer information to those who wish to access the station on Sundays, when it is closed during the afternoon. As the ticket hall is considerably small and not built to serve numbers using it today, we rely heavily on our station staff to manage customer numbers, which often involves crowd control measures. We expect to rely on these measures more in the future, as customer numbers increase.

In autumn 2015 we held our first public consultation on proposals to improve Camden Town station and 95 per cent of respondents agreed that a station capacity upgrade was needed.

As well as a capacity increase, our proposals also include the delivery of step-free access, which would particularly benefit older people, disabled people, parents and carers with children and pushchairs, as well as people with heavy luggage or shopping.

## **3. DESIGN SUGGESTIONS - GENERAL**

### **3a) Build for maximum capacity for current and future demand to avoid further need for upgrade and avoid further disruption in the future**

Our proposals to improve Camden Town station respond to current customer demands whilst also building for the future, tripling the capacity of the station.

### **3b) Widen the platform width / widen the space at the bottom of the escalators to avoid jams of people / widen the concourse to reduce congestion / add dedicated passageways from the bottom of the new escalators to northbound platforms**

Over the past three years, we have explored a range of designs to upgrade and improve Camden Town station for our customers. Our plans would deliver significant improvements, reducing the existing congestion that customers experience on a regular basis. This would be achieved through constructing an additional, new ticket hall that provides customers with more ways to enter the station, alongside additional points to enter and exit each platform. Our analysis shows that the large open spaces proposed and additional access routes from the

platforms, would provide ample space for passengers to move freely between trains, or enter and exit the station

### **3c) Widen the pavements for easier access to the station at street level**

The station upgrade would ensure that space immediately outside of the new station entrance will be improved to support the number of customers wishing to use this new entrance. We would work with Camden Council and local stakeholders to improve the general quality of the space around Buck Street. Early discussions have been held with Camden Council on these plans with a further study to be developed in the future. The station upgrade will also reduce customer numbers using the existing station entrance on Britannia Junction, improving the pedestrian experience outside the existing station entrances on Camden High Street and Kentish Town Road.

### **3d) Install a new cycle dock outside the Buck Street entrance**

We would work with Camden Council and local stakeholders to agree the most appropriate use of the space around the station entrance which will include cycling and other services.

### **3e) Install platform humps at the north end or inclined diagonal cross passages along the platform for wheelchair users, so wheelchair users do not have to travel as far down the platform**

Platform humps are used to provide level access from the platform to trains. These platform humps are located at the same position at Northern line stations with step-free access, to assist people with reduced mobility get on and off trains. Platform humps are already in place at Camden Town station.

### **3f) Move the control room to the Buck Street entrance to make room in the current entrance for more ticket machines**

A greater proportion of passengers use contactless payments to make their journeys, with demand for ticket machines changing. We have assessed the number of machines required for our customers and there is ample space between both existing and new ticket halls for the number of machines required, without the need to relocate the station control facility. However, an additional emergency control room would also be built within the new ticket hall to assist station staff and emergency services.

### **3g) The building on Buck Street should occupy the whole plot and incorporate commercial units**

Our response in question 2e confirms which buildings are proposed for removal to support the delivery of improvement works. This site will include the new station entrance and a building above and around the entrance. We carried out a separate consultation in January 2017 on the building above and around the proposed new

station entrance (we would apply for separate permission for this building from Camden Council). This building would occupy the whole site and include a number of commercial and retail units.

### **3h) Line the escalator shafts with clear glass as I've heard they run through a plague pit**

There are no plague pits on our proposed site. We do not line our escalators with clear glass.

## **4. SUGGESTIONS – NEW ENTRANCE**

### **4a) There should be more exits / divide the exit area into two so there is no crossover between people entering and exiting the station / make it possible to enter and exit at both sides / provide a separate entrance for visitors to the market and Camden Lock leaving the current entrance for visitors only**

The new station entrance would be an open and spacious structure for customers to walk through, with clear directional signage providing information for customers who wish to use local services and attractions, including Camden Lock. We have conducted passenger flow analysis which shows that the new station can support increasing passenger demands in the future, with minimal congestion and passenger conflicts. The introduction of a new station entrance on Buck Street, alongside the existing exit at Camden High Street would ensure customers can access services and attractions north and south of Camden High Street.

### **4b) Bigger entrance and ticket hall needed**

We believe our proposals, which would triple the capacity of the station, are the appropriate size to meet the future demands on Camden Tube station.

### **4c) The new entrance should be located near the existing entrance to avoid crossing the road / an alternative location for the new entrance could be on Kentish Town Road or Camden High Street close to the existing station / extend the platforms to Camden Lock and have a new station entrance there**

Situated between the busy Kentish Town Road and Camden High Street, Buck Street is an ideal location for a possible second station entrance. Positioned evenly between all four platforms, its location would allow for easy access to the northern end of each platform, whilst also being further north for those customers who wish to access Camden Lock.

It would be extremely expensive, and disruptive to the local area, to carry out tunnelling to Camden Lock but we will work with Camden Council to improve immediate routings for customers leaving the new station entrance.

### **4d) Shut the existing station entrance and keep it for emergencies and tube offices**

Retaining the existing station entrance on the junction of Kentish Town Road and Camden High Street would ensure customers can access services, homes and attractions at the southern end of Camden High Road. As discussed in the consultation we estimate that 70 per cent of passengers head north when leaving the existing station, and 30 per cent go south. Our proposals would ensure that customers can continue their current journeys without being delayed.

**4e) The new entrance should be “entrance” only whilst the existing one should be “exit” only**

During normal operation passengers could enter and exit the station using both entrances in order to serve those who wish to head north or south, and avoid a longer walking route. In the case of special events, the staff may employ a one way system within the station to manage crowds, but this would be infrequent.

**4f) Install CCTV cameras and street lighting around the station to improve safety**

Safety is our highest priority, and CCTV coverage will be considered as part of later design. We will also work with Camden Council and local landowners on proposals to the wider urban realm, which would also include lighting and appropriate safety measures to ensure a safe and accessible environment.

**4g) Incorporate water bottle refill stations into the design to allow people to quickly refill their bottles for free (this will reduce the use of plastic bottles, be good for the environment and promote passenger well being)**

We recognise the importance of sustainability and wellbeing for our customers but we have not planned to include a refill point within the new station entrance. However, we will share these suggestions with Camden Council who will lead the development and changes to the public space surrounding the new station entrance.

## **5. SUGGESTIONS – STEP FREE ACCESS**

**5a) Increase the number of lifts**

Our proposals include two lifts that provide direct access from street to train. We have assessed the number of customers who would use these lifts today and in the future, which has informed the design, whilst ensuring that the lift lobbies at each level are sized appropriately for waiting customers.

**5b) Install step-free access for both entrances**

Camden Town station was originally a lift station, which shortly after its opening, replaced lifts with escalators. The original station is located within a constrained site and the introduction of lifts within this location would require significant construction works to ensure customers have step-free routes to the platforms. The new station

entrance would provide two large lifts with waiting space for customers, which would be difficult to provide within the existing station.

**5c) A lift in the central concourse would reduce walking distance between northbound and southbound platforms**

Our station design currently provides lifts directly from street to train, providing the most optimal route for passengers. Introducing a further lift within the central concourse would increase customers' journey time and the number of lifts required to enter and exit the station.

**5d) Install inclined lifts (less excavation and this would be better for commuters to the southbound platform level)**

We have been investigating the introduction of inclined lifts across the Underground network. Examples include Greenford, which introduced an inclined lift in 2015, and in future Crossrail stations. We are assessing the potential to deliver incline lifts across our deep tube stations but further assessments are required to ensure they deliver value for money for our customers. We will also need to consider the impact to customer experience as our current step-free access design provides the quickest route for passengers who need to access the Southbound platforms.

**5e) Provide at least two step-free wide passages between the Barnet and Edgware platforms to avoid congestion.**

We consider that the proposed new step-free passage between the Barnet and Edgware platforms would be of sufficient width to cope with forecasted demand.

The existing passageways would also remain.

**5f) Alter the lift exit in the Buck Street entrance to come out behind the northbound level escalators rather than in the interchange area**

Our current proposals propose that the lift shaft would be set behind the escalators with a dedicated passageway for customers accessing the station via lifts.

## **6. SUGGESTIONS – ESCALATORS**

**6a) Increase the number of escalators**

We believe our proposals, which would more than double the existing number of escalators, would meet the future demands on Camden Tube station.

**6b) Provision for the possible future addition of escalators to the southbound platform level**

We have no plans to install escalators between the northbound and southbound concourses as part of our current design. We have assessed future customer demand in these areas and passengers would still be able to experience a good journey with minimal queuing or congestion. Inclusion of escalators between the

northbound and southbound concourse levels, requiring further below ground excavation, would need to assess the wider impacts to the local community.

## **7. SUGGESTIONS – TUNNELS**

### **7a) There should be a direct underground passageway to connect Camden Town and Camden Road stations / better above ground walkway between the two stations**

We are not proposing an underground passageway to link the station to Camden Road station. This would be expensive and construction could be potentially disruptive to Camden residents and businesses. We would ensure there was good above ground signposting between the new station entrance and Camden Road station.

### **7b) There should be a pedestrian tunnel from station to west side of Camden High Street for safer access to the main market**

We are not proposing a pedestrian tunnel to the west side of Camden High Street. This would be expensive and construction could be potentially disruptive.

### **7c) Keep access and flow from the two tunnels separate allowing easier interchange between platforms / divide up walking areas, escalators for entrance, exit for northbound and southbound train branches**

The new layout and increased capacity would mean there would be less congestion in the station. We would ensure good signage in the station, for example directing people going to the markets to the northern exit on Buck Street and directing people heading to the Zoo to the southern exit.

### **7d) Change the existing awful, narrow and confusing tunnel layout**

The proposed capacity upgrade would reduce congestion with new wide passageways and good signage to direct people to the most appropriate exit or to the interchange between branches.

## **8. SUGGESTIONS – HERITAGE, BUILDINGS AND FEATURES**

### **8a) Preserve the local heritage for example old buildings like HSBC, stables market / preserve local music venues and the Electric Ballroom / there should be a commitment to preserve the unique architecture**

Our proposal for a new station entrance on Buck Street recognises the importance of the Camden Town and Regents canal conservation areas. Our design proposals will respond to the importance of these areas and the communal value of the adjacent buildings. Buildings such as the HSBC bank, the markets and local music venues are not affected by our proposals.

The works would require the demolition of some buildings of interest, notably the Auction Rooms and Hawley Infant School on Buck Street.

### **8b) Preserve the arch in the old Auction rooms building**

The Auction Rooms site would be used to deliver the station upgrade works and the building would be demolished. We are aware of the arch in this building and this would be carefully removed during the demolition works and kept in storage. We will liaise with local heritage groups about the future of the arch.

### **8c) Preserve the old Hawley Infant School historic buildings / the new station should pay homage to the Infant School – retain part of the architecture or commission artwork**

We propose to use the redundant school site to deliver the station capacity upgrade works, which requires demolition of the school. Hawley Infant School was relocated in autumn 2016, to a new site in the Hawley Wharf development.

This approach ensures that enough construction space is available to construct a new entrance that would include three new escalators, two new lifts and new passageways that connect into the existing station. This would ensure that a large station can be delivered that supports future passenger demand and removes existing operation controls within the station.

We would consider artwork for the new entrance at Buck Street at a later stage in the project development and have noted this suggestion.

The station and the proposed over station development would be sympathetic to the character of the local area.

### **8d) Don't demolish the two buildings on Kentish Town Road**

As per question 2e, we will need to demolish: 1-8 Stucley Place; 5-7 Buck Street; Hawley Infants School; 25 and 27 Kentish Town Road.

We need to establish a construction site that ensures we can safely deliver our works to improve Camden Town station, whilst reducing construction impacts on the local community. Furthermore, if these buildings were retained in close proximity to our construction works, the likely impacts on the property would include; vibration due to vehicle movements and construction activities, light obstruction from construction site equipment, light pollution due to site lighting, dust and noise pollution and potential disruption to access due to possible closures of Buck Street.

### **8e) The new station should be an exciting architectural development and not bland**

Our proposal for a new station entrance on Buck Street recognises the importance of the Camden Town and Regents canal conservation areas. Our design proposals will

respond to the importance of these areas and the communal value of the adjacent buildings

We would deliver a new station entrance that sits within a new mixed commercial, retail and residential development. We have developed initial proposals for the station design that have been shared with the local community and we will continue to develop our plans in conjunction with the community and Camden Council. It is important to us that we deliver a station and mixed use development that enhances the local townscape and makes it an enjoyable space for customers and local residents.

#### **8f) The HSBC site should be taken over to make a new entrance at the main site**

Our proposals have considered alternative sites that could be used for a new station entrance, which has included the use of the HSBC building. In 2004, we proposed to upgrade Camden Town station, demolishing the existing station including the HSBC bank and other adjacent properties. Responding to community concerns, we have identified an alternative site for a new station entrance that retains the HSBC building, which is of local community interest, whilst removing the majority of our works and disruption away from the local conservation area.

### **9. SUGGESTIONS – STATION SIGNAGE**

#### **9a) Install large roundel flagpoles on Camden High Street & Kentish Town Road for visibility of new station entrance / clear signage and obvious well directed preferred station flows / better signage and connections to local bus stops**

As we progress our design proposals for the new station entrance, we will consider appropriate signage and customer information to ensure customers can locate the new station entrance whilst continuing their journeys either on foot or via other local transport connections such as buses. We will also consider the use of Legible London signage outside the station.

### **10. SUGGESTIONS – PEDESTRIAN CROSSINGS**

#### **10a) New design should include better / safer pedestrian crossings and greenery to combat pollution / new pedestrian crossings on Camden High Street near Buck Street**

The project will work with Camden Council and local stakeholders to agree the most appropriate use of the space around the station entrance, including pedestrian

crossings. We will also develop the design through the Healthy Streets approach (see 2f).

## **11. SUGGESTIONS – PUBLIC SPACE**

### **11a) Pedestrianise Buck Street and Stucley Place / have a spacious meeting point in front of the tube station**

The project will work with Camden Council and local stakeholders to agree the most appropriate use of the space around the station entrance.

### **11b) Plant trees around the Buck Street entrance**

The project will work with Camden Council and local stakeholders to agree the most appropriate use of the space around the station entrance. Planting trees and other greenery to improve our streets is part of the Healthy Streets approach and will be considered a part of the overall station plan.

### **11c) Designated areas for buskers to perform outside of the station**

There are designated areas for licenced buskers at Central London Underground Stations, and the use of space outside of the station will be considered at a later stage of development.

## **12. SUGGESTIONS – PUBLIC TOILETS**

### **12a) Include publicly accessible, disabled toilets in new entrance design / install ceiling hoist provision in disabled toilet**

There will be one accessible toilet at the station entrance and we will assess the specific design of this facility in the future.

## **13. SUGGESTIONS – CONSTRUCTION WORK**

### **13a) Keep the station open and spiral staircase operational and open during the upgrade / minimise disruption where possible**

We have extensive experience in delivering large station upgrades and we will investigate opportunities to minimise disruption to customers. The existing station would stay open throughout the upgrade works with the exception of a limited number of weekend or extended closures to support the construction work.

### **13b) The work should not impact on the market traders and their stalls**

Our proposals to deliver a station upgrade on Buck Street make use of land north of Buck Street. Camden Market is on the south side of Buck Street. Our construction plans will require working closely with our neighbours to ensure that disruption is minimised.

**13c) Give consideration to the impact on traffic of your construction work / ensure that construction lorries are kept away from cyclists / remove waste by train and not by lorry**

We are planning a further public consultation to share more details of our plans, which would include our construction approach and how we propose to minimise impacts to the local road and transport network and road users, particularly vulnerable users.

## **14. SUGGESTIONS – OVER STATION DEVELOPMENT**

**14a) Any new residential building should contain a significant number of affordable housing units for local key workers / provide residential space instead of retail**

The development above the proposed new entrance on Buck Street would help to deliver much needed new homes, many of which will be affordable, along with commercial and retail space. We are proposing:

- Approximately 50-60 new homes (this will include a number of family homes to meet Camden's housing needs)
- Working towards maximising the number of affordable homes in liaison with Camden Council
- Commercial space at lower levels aimed at smaller businesses
- Retail space adjacent to station entrance

We have an overall target of 50 per cent affordable housing across our sites, and the exact level on this scheme will be determined as the project progresses. Currently, the scheme provides 53 residential units comprising 1 bed, 2 bed and 3 bed apartments. At this stage we are targeting a policy compliant scheme and expect to achieve a minimum of 50 per cent. The precise level of affordable housing will be agreed with Camden Council and the Mayor of London.

We use the government definition for affordable housing, which is social rented, affordable rented and intermediate housing, provided to eligible households whose needs are not met by the market. Eligibility is based on local incomes and local house prices. Social rented housing is provided at rents guided by national targets, and is mostly owned by the Council or Housing Associations. Intermediate housing costs less than market housing but more than social rented housing. It includes shared ownership, other low cost ownership and intermediate rent. It can also

include key worker housing for groups such as health service staff, teachers and workers in emergency services.

There are a number of factors/constraints that are influencing the level of housing on this site including the new station entrance accommodating a large proportion of the ground and first floor levels, the limited physical size of the site, rights of light restrictions on height and being adjacent to two conservation areas.

**14b) The building should be a commercial development not a housing development as it is a noisy, busy area**

Together with Camden Council and the GLA we recognise the need to provide more homes in London, in particular affordable homes.

We consider this is an appropriate site for housing as there are existing flats on Kentish Town Road. We have undertaken a viability assessment which confirms housing is viable at this location.

**14c) The building should consider the loss and lack of affordable workspace in the area.**

The building would include some commercial space for businesses at the lower levels.

We worked with Camden Town Unlimited (the Business Improvement District) for the BID to use the old Auction Rooms on the proposed site as a workspace prior to the TWAO approval for demolition. Camden Town Unlimited refurbished the buildings and there was a formal launch on 12 December 2017.

**14d) The height of the buildings should be no higher than five storeys**

We believe that the height of the proposed building, which will range between five and six storeys, is appropriate for this area. The building has been designed to be in keeping with the scale of the surrounding streets.

**14e) The building to go above the station should be in line with Camden's vibrant and distinctive area**

We will be developing the appearance and materials of the new building as part of our planning application to Camden Council. Our design approach will be based on a high quality contemporary design which responds to the character of the immediate area. We will work predominantly with natural materials that are constructed so they weather well and give a sense of permanence and quality.

## **15. SUGGESTIONS - NORTHERN LINE GENERAL**

**15a) Would prefer the Northern line to be split into two branches / do not wish for the Northern line to be split**

There are currently no plans to separate the Northern line into two different lines.

### **15b) Increase the train frequency on the Northern line to ease congestion**

In January 2018, we doubled the length of the Northern line's weekday 'evening peak', allowing us to carry around 11,000 additional passengers during each weekday evening peak, and benefiting up to 100,000 passengers each day through reduced congestion.

The Northern line carries around 225,000 passengers a day between 5pm and 7pm. These customers will now benefit from 24 trains an hour on both central London branches of the line and 30 trains an hour on the Kennington to Morden section between 5pm and 7pm.

This effectively doubles the length of time that the highest frequency 'evening peak' services operate. With Northern line services running at their maximum frequency for longer, customers will experience more comfortable journeys around the capital as platforms and trains become less crowded, and evening commuters enjoy a better journey home.

### **15c) Introduce newer Northern line trains**

The Northern line is one of the most recently upgraded lines on our network, benefitting from a state of the art new digital signalling system and trains which have recently been refurbished.

### **15d) Some trains should not stop at Camden Town and stop at Mornington Crescent instead**

If Camden Town station is becoming very busy, operational staff are able to request that trains non-stop at the station, if this measure is appropriate.

### **15e) Improve temperature control on the Northern line**

We completely understand that travelling can be uncomfortable during periods of hot weather and are investing millions of pounds to make the Tube cooler for customers.

We now have doubled the number of fans on the network since 2012, we are installing chiller units to pump in cold air and are constantly working on new ways to keep the temperature down.

### **15f) Tourists should be redirected to Chalk Farm, Mornington Crescent and Kentish Town stations to ease overcrowding**

When Camden Town station is likely to be very busy, we do advise customers to use these nearby stations.

Many customers do wish to travel to Camden, and our proposals are intended to ensure that they are able to do so without experiencing significant levels of congestion.

### **15g) To minimise noise pollution do not increase train frequency**

Our engineers are aware of specific areas where our neighbours are experiencing noise from Northern line trains. Work to install shock absorbent fixings has already been undertaken to the south of Camden Town station with more planned in that area over the next three to four months. We've already seen significant reductions and are confident this will be of additional benefit to the local community.

We are currently planning further, similar works at sites north of Camden Town station where new noise concerns have been raised with us.

## **16. SUGGESTIONS – OTHER STATIONS**

### **16a) Reopen South Kentish Town station & Primrose Hill station**

Reopening South Kentish Town station and Primrose Hill station does not support our strategic priorities in providing step-free access to all customers using both branches of the Northern line or addressing existing congestion and station control measures which are employed for over 100 days a year, at Camden Town station.

## **17. OTHER SUGGESTIONS**

### **17a) Tackle homelessness and begging problems around Camden Town station**

We will raise these issues with Camden Council.

### **17b) Camden Market holdings should be contributing towards the upgrade as they will be the main beneficiaries**

We anticipate further increases in demand at Camden Town station, as London continues to grow and we deliver other improvements to the Northern line service and stations. We have safeguarded funding to deliver the project on time and within our overall modernisation programme. We are also liaising with Camden Council and local developers to maximise opportunities for investment in this area.

### **17c) There should be full or part pedestrianisation of Camden High Street between the tube station and Hawley Road**

The project will work with Camden Council and local stakeholders to agree the most appropriate use of the space around the station entrance.

### **17d) Make the northbound bus stop in Kentish Town Road opposite the back entrance to Sainsbury's safer and cleaner**

We will discuss this with colleagues in London Buses.

**17e) Refer to platforms by their name and branch (eg northbound High Barnet) not the number (eg platform 3)**

The northbound directional platform boards at the bottom of the escalators leading from the station entrance refer prominently to both the branch (e.g. High Barnet) and number of the platform.

Customers also benefit from the information provided by the electronic display board in this location, which also refers to the branch each train is serving.

**18. CLARIFICATIONS SOUGHT/ FURTHER INFORMATION REQUESTED**

**18a) Will you be splitting the Northern line into two?**

There are currently no plans to separate the Northern line into two different lines.

**18b) Would having two entrances enable a one-way system at busy times, when escalators need upgrading in the future?**

The new station entrance and increased capacity would mean there would be less congestion in the station, not requiring implementation of a one way system during busy periods. The additional station entrance will ensure greater flexibility when maintenance works are undertaken.

**18c) Will there be toilets at the station?**

The new station entrance will have an accessible toilet.

**18d) Where will the exact location of the new entrance be as this could affect where market traders store their goods?**

The station entrance on Buck Street is indicated on the consultation materials <https://consultations.tfl.gov.uk/tube/camden-town-station-upgrade/>

Market traders do not store their goods on the proposed construction site. We would liaise closely with market traders during the proposed works.

**18e) Will the station / Northern line be closed during the upgrade?**

We have extensive experience in delivering large station upgrades and we will investigate opportunities to minimise disruption to customers. The existing station would stay open throughout the upgrade works with the exception of a limited number of weekend or extended closures to support the construction work.

**18e) Further information on the impacts of the upgrade including traffic**

Our updated design reduces the depth of the station and the amount of tunnelling required. The benefits of this include a reduction in the depth of the station and the amount of waste to be removed, reducing the number of lorry movements.

We will produce an Environment Statement for the scheme which will set out the environmental impacts (both positive and negative) and how we would mitigate the negative impacts. This will include traffic impacts as well as air quality, noise impacts etc. Our next consultation will include further information on this.

See also the answer to 2g).

## **19. CONSULTATION**

### **19a) The consultation was not widely publicised / further planning and design must be in consultation with residents / decision has already been made**

This was our second public consultation on our proposals. We used a range of promotional activities to support the consultation and let people know how they could participate. These are summarised in the main consultation report, section 4. The activities include over 20,500 leaflets sent to addresses in the local area, and 235,000 emails to Oyster card users who used or passed through the station.

Our consultation materials included a slide on “we asked, you said, we did”, and how our proposals had changed from the first consultation. Feedback from residents and stakeholders is invaluable in helping us develop our proposals.

We will carry out a third consultation on our proposals which will focus on how we build the new station entrance and manage the impacts.

### **19b) General feedback about the consultation**

98 per cent of respondents considered the quality of the consultation was either very good, good or acceptable.

The comments received will be taken into account in planning our third consultation, for example having a 3D model at a future exhibition.