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Bank Station – An Update
22 November 2007



Introduction

- Current situation
- Works proposed
 - Mitigations
 - Impacts
- What are the changes
- Customer Information
- Summary





BANK

MONUMENT

CENTRAL LINE
TICKET HALL

STREET ENTRANCES

CENTRAL LINE
PLATFORMS 5 & 6
(EAST END)

Esc 6 & 7

CENTRAL LINE
PLATFORMS 5 & 6
(WEST END)

Central

NORTHERN LINE & DLR
TICKET HALL

NORTHERN LINE
LOWER CONCOURSE
SUBWAYS & ESCALATORS
(EAST END)

District and Circle line

Esc 8 & 9

NORTHERN LINE
PLATFORMS 3 & 4

DISTRICT LINE
PLATFORMS 1 & 2

WATERLOO AND CITY
LINE PLATFORMS 7 & 8

NORTHERN LINE
LOWER CONCOURSE
SUBWAYS (WEST END)

Esc 10 & 11

Northern

DLR

Esc 12 & 13

Esc 14 & 15

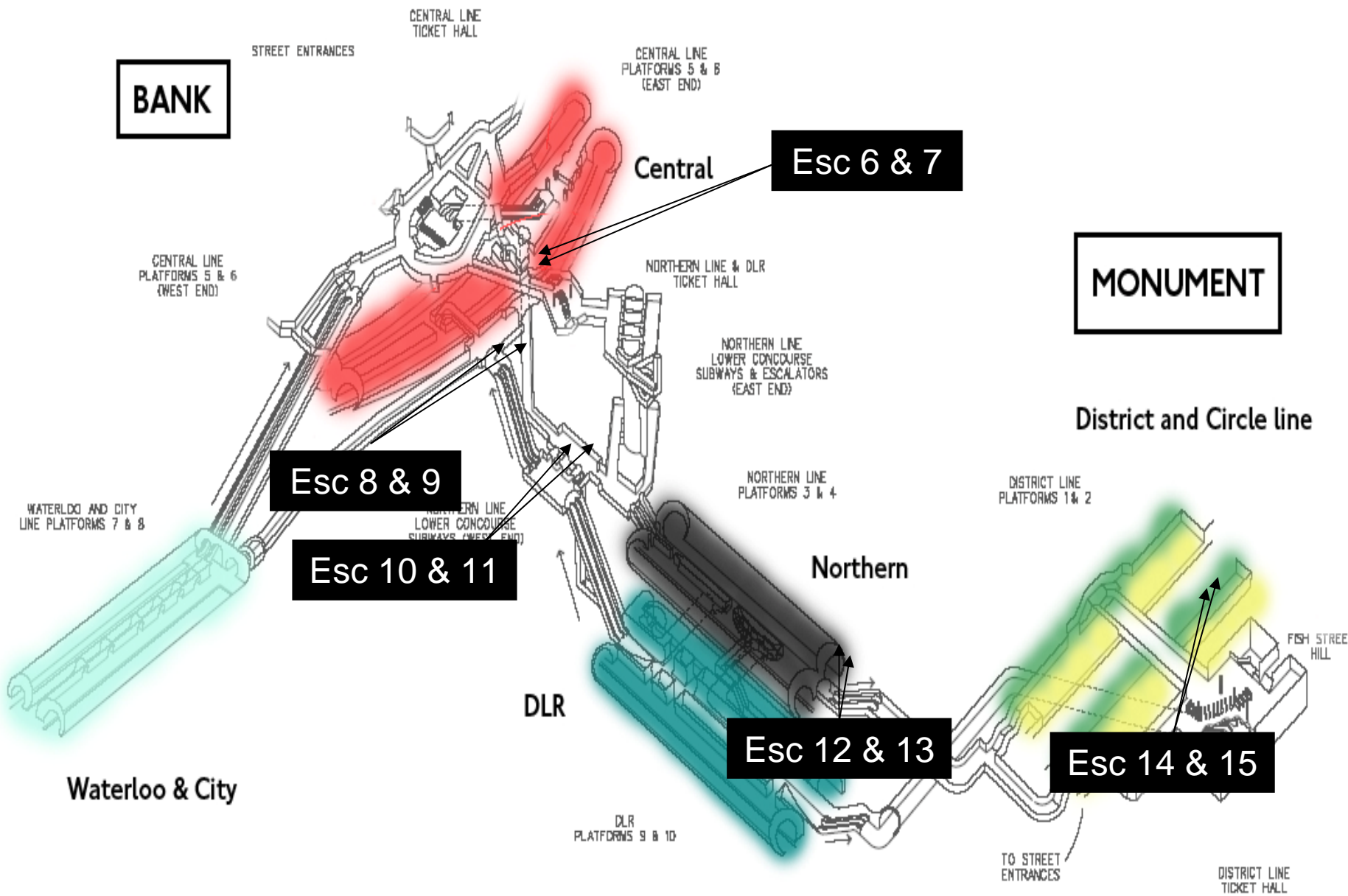
Waterloo & City

DLR
PLATFORMS 9 & 10

TO STREET
ENTRANCES

DISTRICT LINE
TICKET HALL

FISH STREET
HILL



Situation

○ Escalators 6-15

- End of working life
- Growth in customer numbers and use
- 6&7 connect Central and Waterloo & City interchange passageways to Northern line ticket hall
- 8 -11 connect DLR platforms to Central and Waterloo & City interchange passageways
- 12-15 connect DLR platforms to Monument ticket hall and District platforms



Works proposed

○ Mitigate against failure

- Life extension works
- Escalator replacement works

○ Impacts

- Restricted movement within station
- Urge customers to interchange elsewhere
- DLR closes Tower Gateway station between June 08 – April 09



Timeline

- Phase 1 – life extension works
 - Ongoing till February 08
- Phase 2 – replacement of 12-15
 - March 08 – December 09
- Phase 3 – replacement of 8&10, then 9&11
 - January 10 – September 11
- Phase 4 – replacement of 6&7



Current crowd control

- During current escalator life extension works, the station is experiencing congestion around escalators 8 to 11
 - Encouraging customers to *not* interchange at Bank between the Central or Waterloo & City lines and the Northern line or DLR
 - Campaign to promote alternate travel routes is underway
 - Station staff in place to regulate the movement of customers during busy periods
 - LU working with DLR and TOCs to promote this message



What are the changes

Mar 08 – Dec 09: Escalators 12 – 15

- Interchange between Monument and DLR, Central or Waterloo & City lines
 - At street level – both directions
 - Interchange at Bank/Monument discouraged
- Central and District line customers advised to interchange between lines at Mile End
- Central, Waterloo & City line and DLR customers interchanging at Bank for:
 - *District line Eastbound*: exit station and walk to Monument via King William Street
 - *District line Westbound*: exit station and walk to Mansion House via Queen Victoria Street



What are the changes (cont)

Jan 10 – Sept 11: Escalators 8&10 then 9&11

○ Interchange from Central and Waterloo & City lines to DLR platforms or Monument

- At street level (one direction only)

○ Central line customers travelling to

- *District line Eastbound:* advised to interchange at Mile End for District line, Stratford for Jubilee or DLR; or exit at Bank and walk to Monument via King William Street
- *District line Westbound:* advised to interchange at Mile End for District line services; or exit at Bank and walk to at Mansion House station via Queen Victoria Street

○ Central and Waterloo & City line customers interchanging to the DLR

- Advised to walk to Monument via King William Street



What are the changes (cont)

Phase 4 – Escalators 6&7

- All interchanges are feasible, however DLR and Northern line customers exiting the station will be advised to do so via the Monument ticket hall to reduce the demand on the Northern line lifts



Publicity / Communication

- Customers will be advised through posters, PA announcements, on train announcements, leaflets
- Bank station will have extra staff to better assist customers
- LU coordinating efforts with DLR to ensure consistent messages
- LU will advise stakeholders through one-on-one briefings, letters, local publications and media



Thank you

