

**TRANSPORT AND WORKS ACT 1992
TOWN AND COUNTRY PLANNING ACT 1990
PLANNING (LISTED BUILDINGS AND CONSERVATION AREAS) ACT 1990**

**PROPOSED LONDON UNDERGROUND
(VICTORIA STATION UPGRADE) ORDER**

APPENDICES TO THE PROOF OF EVIDENCE

OF



FOR

LONDON UNDERGROUND LIMITED

Scheme Need and Benefits

**DOCUMENT LUL.P1A
VOLUME 1 OF 2**

SEPTEMBER 2008

APPENDICES

1. Station Staffing	3
2. Station Control	5
3. Station Opening Hours	9

APPENDIX 1 – STATION STAFFING

A1.1 Congestion control is carried out in accordance with the Congestion Control & Emergency Plan, the most up to date version of which is 1 February 2008. The plan sets out in detail how congestion control measures are effected at the station.

A1.2 Staffing levels at the station are determined by legislation which requires that sufficient staff are available to put into effect the Congestion Control and Emergency Plan and to meet operational needs. Existing minimum staffing levels for the station are as follows:

Time of day	Minimum number of staff
Start Of Traffic - 0700	6
0700 - 2300	11
2300 - Close Of Traffic	6

GRADE	Morning peak	Off peak	EVENING PEAK
Supervisor	2	2	2
Control Room Assistant	1	1	1
Station Assistant MF	23	22	20
Customer Service Assistant			

A1.3 Roles assigned to staff are as follows:

Grade	Role	Activities
Supervisor	Station Operations Room	Monitor station operation; direct congestion control
Supervisor	Roving	Demonstrate visible presence; deal with issues around station
Control Room Assistant	Assist Station Operations Room Supervisor	Communicate with staff around station; relay Supervisors' instructions and assist with operation of Ops room. Provide customer information
Customer Support Assistants (CSAs)	CSA gatelines	Assist customers with ticketing and gate issues implement station control when instructed to do so, at various locations
CSAs	Queue combing	Assist customers with ticket purchase to reduce queues
CSAs	Platform attendance	Assist the despatch of trains and reduce dwell times , assist in station control

APPENDIX 2 – STATION CONTROL

- A2.1 The station is very busy in terms of passenger throughput. Safe operation of the station is of primary importance.
- A2.2 The capacity of platforms is limited. If platforms become congested safety is jeopardised in that the interface between platform, train and track is compromised, crush related injuries may arise and the capability to evacuate the station in an emergency may be compromised.
- A2.3 Safe evacuation of the station premises is a primary contributor to the safe operation of the station. Evacuation requires the number of people on the station premises to be regulated to avoid gridlock arising and requires that routes around the station with sufficient capacity to allow swift and safe evacuation to be effected are available.
- A2.4 Staff are trained and practiced in evacuation of the station. A system of competence assurance is in use to guarantee levels of safety etc.
- A2.5 The Victoria Line platforms are prone to congestion; particularly the Northbound platform.
- A2.6 Use of the platforms is affected by the south end loading of trains. That is to say that trains are fuller at the south end of the platform by virtue of the location of platform entrances and exits along the line.
- A2.7 Passengers are prone to congregate at the south end of the platform of the Victoria Line platforms
- A2.8 Station Control is a means of regulating the safe flow of people around the station.

- A2.9 At present the need to implement station control arises routinely, even when the service runs well. Typically the need for station control arises between 0745 and 0930 Monday to Fridays
- A2.10 The situation at Victoria is compounded by the significant proportion of passengers originating from National Rail. National Rail trains arriving at Victoria create pulses of traffic.
- A2.11 The need to use station control measures arises about every 15 minutes during peak hours where services are operating normally
- A2.12 During times of service disruption, station control may be implemented as often as every 2 to 3 minutes
- A2.13 The need for control may arise at other times determined by the extent of disruption to the train services on the lines serving Victoria.
- A2.14 It is also affected by the status of National Rail services. The diversion of trains to Victoria from other termini may trigger the need to introduce station control. For example, the disruption of services at Waterloo National Rail station may cause trains to be diverted to Victoria National Rail station
- A2.15 Station control is normally seen by intending passengers as the station closing.
- A2.16 Station control is required to manage the flow of passengers through the station by means of regulating the flow of passengers using the following measures:
- *Escalators*, switch machines off (not generally used at Victoria) or holding passengers seeking to use escalators

- *Gatelines* , reducing the number of “Way In” gates in operation, or more typically holding people at “Way In” gate lines
- *Station entrances*, restricting the flow of passengers onto the premises or stopping the flow altogether, as happens typically at Victoria.

A2.17 The Station Supervisor manages the station from the Operations Room located in the Victoria ticket hall. The Operations Room is equipped with a range of facilities to allow control of the station:

Facility	Purpose
Radio system	To allow communication around the station and with train control
Public address	To allow information and instruction to be communicate dot passengers
Closed Circuit Television	To allow operation of the station to be monitored and interventions to be made
Telephones	To allow communication with all areas
Escalator emergency plungers	To stop escalators in an emergency
Platform emergency plungers	To stop trains in emergency on the Victoria line
Management information systems	To allow the location and approach of trains to be monitored
“No Entry “sign control	To allow “No Entry” signs at station entrances to be activated

A2.18 The train service to each platform is monitored by platform staff and the Station Supervisor in the operations room using management information systems. The level of congestion on the station is closely monitored by the Supervisor in the operations room using CCTV in conjunction with platform staff.

A2.19 When signs of congestion become evident the Supervisor will initiate station control measures.

A2.20 The most usual pattern is to control flows via gatelines to the Victoria escalators

A2.21 Implementing station control

- A2.21.1 In the event of congestion within the station reaching levels, set out in the Congestion Control and Emergency Plan, the Supervisor will call for passenger flows to be regulated initially at the ticket gates.
- A2.21.2 If the situation requires, as is routinely the case, passengers will be held by closing the station entrance gates..
- A2.21.3 Communication is via radio to the staff positioned at the station entrances and gatelines.
- A2.21.4 The Supervisor will asses the level of congestion and authorise opening of access. This process will be repeated several times until the situation stabilises.

APPENDIX 3 – STATION OPENING TIMES

A3.1 The Station is open at the following times:

Day	Open	Closed
Monday-Saturday:	0513	0045
Sunday	0639	0005

A3.2 First and last trains depart the station as follows;

Monday - Saturdays

Mon- Sat	Victoria line		District line		Circle line	
	Direction	NB	SB	EB	WB	EB
First train	0534	0539	0521	0555	0521	0540
Last train	0034	0034	0035	0040	0019	0020

Sundays

Sun	Victoria line		District line		Circle line	
	Direction	NB	SB	EB	WB	EB
First train	0659	0712	0648	0708	0648	0716
Last train	2359	2354	2357	0004	2336	2354