

Notes	Year
<p>When we arrived at Euston the entry to the tube was shut so we had to walk into the main concourse. There were queues to get down the escalator. When I got to the bottom I could see a huge crowd and it wasn't moving so I got onto the up escalator to go out of the station and walk to Warren Street. The crowds of people had now multiplied and there were now hundreds and hundreds of people queuing to get down the escalator. This was affecting the people coming up the escalator as their route to walk away was much reduced, as a consequence people were tripping up and getting crushed at the top of the escalator as the stairs were forcing them up and there was nowhere to go. It was dangerous and I am sure that there have been accidents and injuries by now. At no point was there a signal announcement, staff member or sign. I then walked to Warren Street where I was told the station wouldn't be open until 10am and I was directed to go to Euston station. I informed the member of staff that you couldn't get ok at Euston which he was obviously unaware of and had been sending people there. Again there was no information as to what was happening. The website shows no nothing about the delays and closures. It's not good enough. If there was an announcement, any announcement at Euston then people wouldn't have queued and would have been their own way there, as it was, you just closed an entrance but didn't tell anyone anything which was dangerous. This is the first time I have ever felt the need to complain.</p>	2015
<p>Notes Due to a fire alert at Kings Cross, Euston became very overcrowded which mean that all the escalators were changed to upwards to clear the congestion but this meant that overcrowding happened on the landings, at one point there was nowhere to go once reaching the top of the escalator. The escalators were then stopped to prevent further crowding but this could have turned into severe overcrowding in seconds.</p>	2016

The incident occurred at approximately 9:10am on my normal commute to work. I was on the Victoria Line heading towards Kings Cross to change onto the Piccadilly line to Holborn. However, at Highbury & Islington, we were told that Kings cross would be closed due to 'congestion'. Therefore, I decided to alight at Euston. At Euston, it was evident a similar problem was present as the number of people exiting was large. I managed to get through the first 2 sets of escalators without an issue, the escalator that led to the concourse is where the incident occurred. People using the down escalators to the underground station were being restricted to control flow, whilst there was no restriction on the up escalator. As I was approaching the top of the escalator to the station concourse there was a build-up of people, leading to a block. I was on the escalator that was still moving and was forcefully being crushed into the people in front, pushing them forward whilst also being pushed from behind. Eventually having made it to the top, the escalator rails which was my only support was gone, leading me to fall to the ground and land on my phone, which has now had its screen rendered unusable. I am extremely frustrated and frankly appalled by this incident. There are a number of key failings that occurred here. Firstly, from what i could see, the first two escalators had minimal number of staff members present. Secondly, the escalator where the incident occurred had no body supervising it on the up escalator and with the number of people that were present, this is completely unacceptable. Imagine there was a little child in position; they would have almost certainly have been crushed. As I work in the rail sector, I can sympathise with the fact that the amount of commuters can put a large strain on the limited resources available. However, the safety of every commuter is of paramount importance and to let such key practices such as having staff members present and controlling the flow at escalators be missed is deeply worrying. I would like a written apology and a complete refund for the cost of repairing my phone screen.

2016

Fully understanding the need for escalator repairs, I was somewhat confused that the steps leading from platforms 8/9/10/11 at Euston to the tube were closed again this morning...I asked the (3) staff why but they didn't seem to know why...leading to a horrendous bottle neck at the one escalator that was open near the stations entrance due to everyone coming in on the overground trains heading there...

2016

This potentially fatal incident has been related to me by my student daughter who was travelling home from London to Wirral via the tube to Euston and Liverpool Lime Street on Friday 22nd April 2016. It appears that the Euston main line station concourse was so crowded at 18:25 that tube passengers ascending via the final set of escalators were unable to step off; leaving those behind them in danger of falling backwards, leading to a domino effect similar to the Ibrox Disaster. A supervisor at the head of the escalator was apparently unable to do anything except shout to the passengers to hit the emergency stop button which, having hand luggage and needing to hold on to save themselves, they were unable to do. In the week of the Hillsborough verdicts, what is TFL doing about this?

2016

<p>No escalators in use at Euston going down onto the Victoria and Northern line services - one escalator funnelling 100s of people in a fix position. There was a huge crush and the lack of infrastructure created a very severe safety risk and no one seemed to be managing the situation. If you are going to close escalators for service or repair - which we welcome the reliability of other escalators needs to be ensured.</p>	<p>2016</p>
<p>Incident / Complaint 7th November 2016 Euston Tube Station Exit Gates 17:30-17:35 onwards On the whole I am in deep admiration of the hard work and generally seamless coordination of traffic flow at Euston underground; particularly during the latest escalator upgrades. Tonight however could not have represented a more dangerous health and safety issue when all but one of the exit barriers failed to open. My concern is not that people were so gridlocked that people were worried about how to get off the escalators (some 15+ metres back) but that the limited staff numbers kept shouting, 'I would exit by any way you can'. The obvious assumption therefore is that the staff did not have an automatic emergency gate release button to avert the crushing. Even suggesting we moved to exit via a single gate or side gate was hopeless given the volume of people. Being told that 'each gate takes 5 minutes to reset' is equally worrying. In light of this, please can you explain how people would be evacuated in a serious incident without the obvious thought being crushed or people being severely injured? If there is an emergency gate release system, why was this not used?</p>	<p>2016</p>
<p>Choosing to evacuate the station because of overcrowding is all well and good but WHY turn off ALL the escalators and what numpety allowed easels displaying TFL posters to be put obstructing the entrance to the escalators. If you want people off the station quickly keep the escalators going and remove the obstacles. I'm amazed people were not hurt by the stupidity of it all, thank goodness it was a real emergency - despite what the tannoy announcement said. Seriously unimpressed!!!</p>	<p>2016</p>
<p>Shocking and very alarming evacuation at Euston no information no staff escalators not reversed. Everyone assumed security threat but it found out later was due to platform overcrowding. People were getting panicky - you must do better than this in a real emergency</p>	<p>2016</p>

This morning i was travelling from home to st Pancras. To catch a train. Once I got on the Victoria line I was told that there was a closure at kings cross due to overcrowding. Therefore I departed the Victoria line at Euston. Euston station was completely overcrowded: closed escalators on the bottom platform and one member of staff for a crowd of hundreds of people. Once i tapped out of the ticket barriers I proceeded to get on to the escalator to exit the station. I am travelling and have a small case with me, when I was on the escalator. It was stopped mid way with passengers on it, this is diabolical. I fell on to my case and was pretty shocked by the stoppage as I travel in to and out of London on a daily basis and this has never happened before. I am at a loss as why the procedure hadn't been followed where a member of staff clears the escalator before stopping it. I understand the station was overcrowded but any member of the public could have seriously injured themselves and I am truly horrified that on this occasion there was such a lack of consideration for safety. I would like to request full details of your procedures for a crowded station, and I also would like to be informed why we are closing one station to overcrowd another equally as busy central London hub. Also, I would like to understand why the escalator was stopped with members of the public on it? Looking forward to your response.

2018

I've only ever complained once before and it was about a safety issue - on the whole you guys do a cracking job given the volume of riders/pace/unpredictability of public transport. My complaint today is regarding safety again. I arrived at Euston c19:00 which was shortly after the Victoria line had stopped running briefly. I say this because the platform was not very busy at all, Over the next 5-10 minutes, I could hear people asking the staffperson on the platform whether the trains were running to which he assured them they were. The only trouble is that we all knew (i.e. could not hear any trains rumbling in tunnels etc) that the trains weren't running. It took them nearly 15 minutes for the person on the platform to radio to someone to ask them to make an announcement to explain the problem (a train had become stuck at Warren st - prior to this we had no announcements). In that time the platform became what I would consider dangerously full. It wasn't until 19:20 that they finally announced that the platform was full; it was pretty full a good 5-10 minutes before that.

A few suggestions:

- When there's an obvious backup/issue, even if you don't know what's going on due to comms etc, it would be nice to have an announcement reassuring riders that you are looking into the issue
- When there's a backup, close the platform off sooner - don't wait until it's absolutely rammed to announce that it's closed
- I'm not sure why the communications took so long (to find out the root cause, to ask to make the announcement etc) it doesn't seem very efficient.

2019