

# TfL call West Hampstead an Interchange?



What is the Interchange experience at West Hampstead?

○ Interchange stations

## D4. West Hampstead London Underground station:

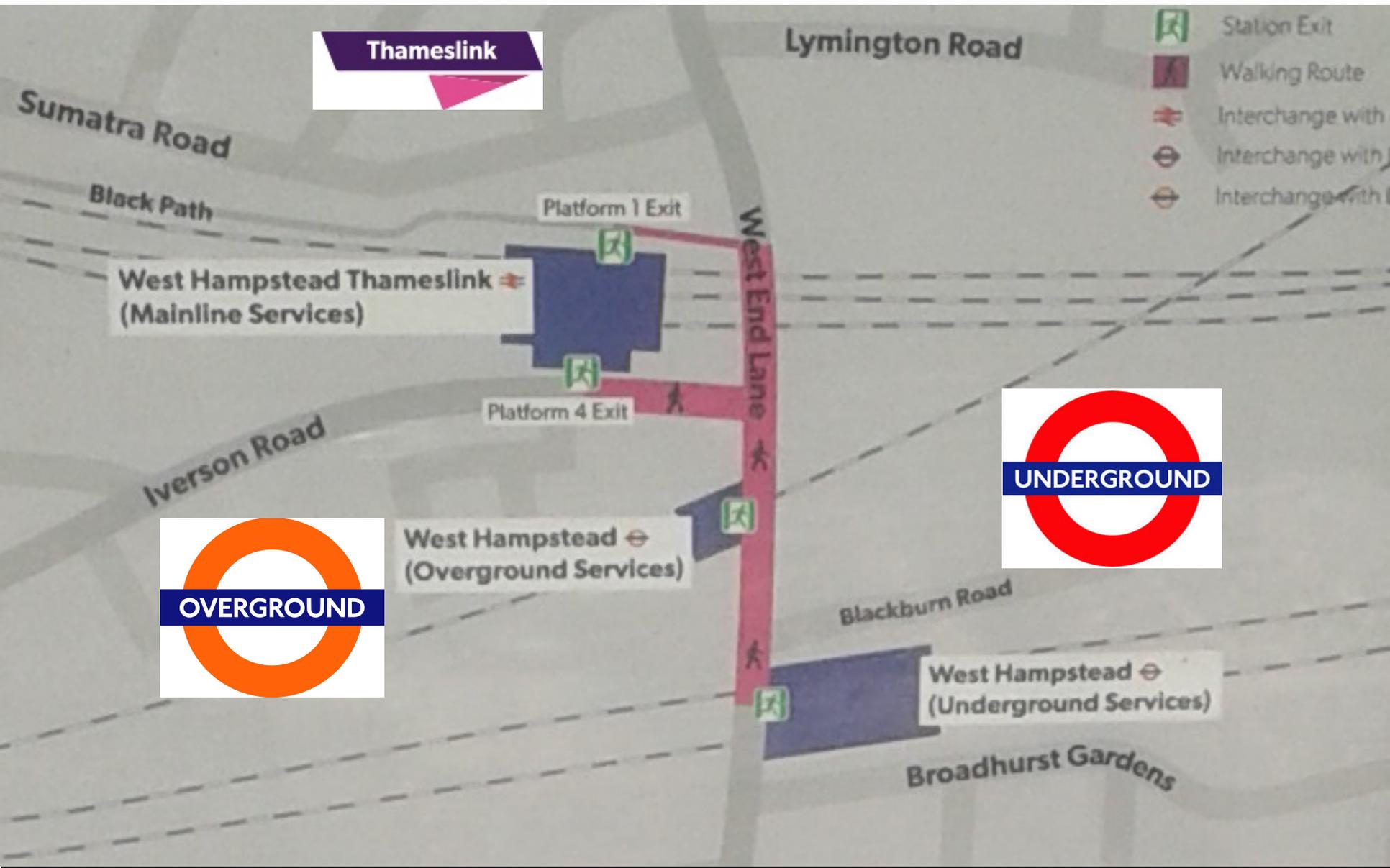
is within the South Hampstead Conservation Area and has significant architectural merit, including the Art Deco style waiting rooms, which should be preserved. There is a need for a lift at the station to provide access for disabled people – as well as the elderly and those with push-chairs. The installation of a lift should be an urgent priority, in order to improve accessibility and provide an effective interchange. The station is regularly overcrowded, especially during the morning and evening rush hour, and the entrance hall needs to be enlarged. Proposals should also be brought forward for the provision of a second entrance to the station - either from west side of the bridge on West End Lane and/or from the pedestrian bridge at the eastern end of the station (this could be part-funded by CIL payments).





**The Problem: daily overcrowding at West Hampstead Jubilee Line station**

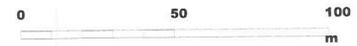
exit the station and walk along West End Lane for Jubilee line trains



new West Hampstead Jubilee Line station

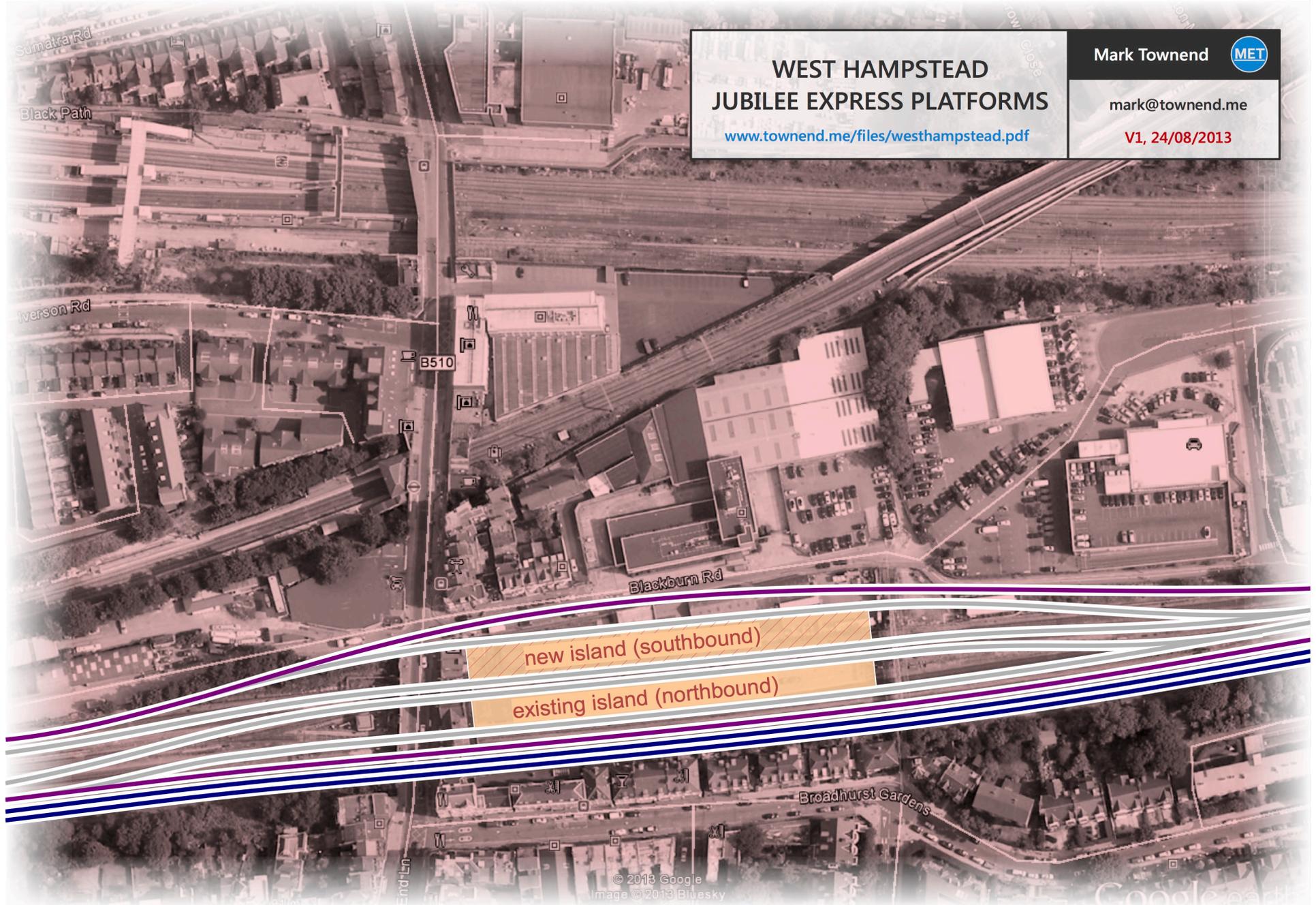
the route from the Thameslink!

# West Hampstead Interchange | option 4 | phase 1



2003: West Hampstead Interchange

Opt 4: scuppered by the Paramount



# WEST HAMPSTEAD JUBILEE EXPRESS PLATFORMS

[www.townend.me/files/westhampstead.pdf](http://www.townend.me/files/westhampstead.pdf)

Mark Townend



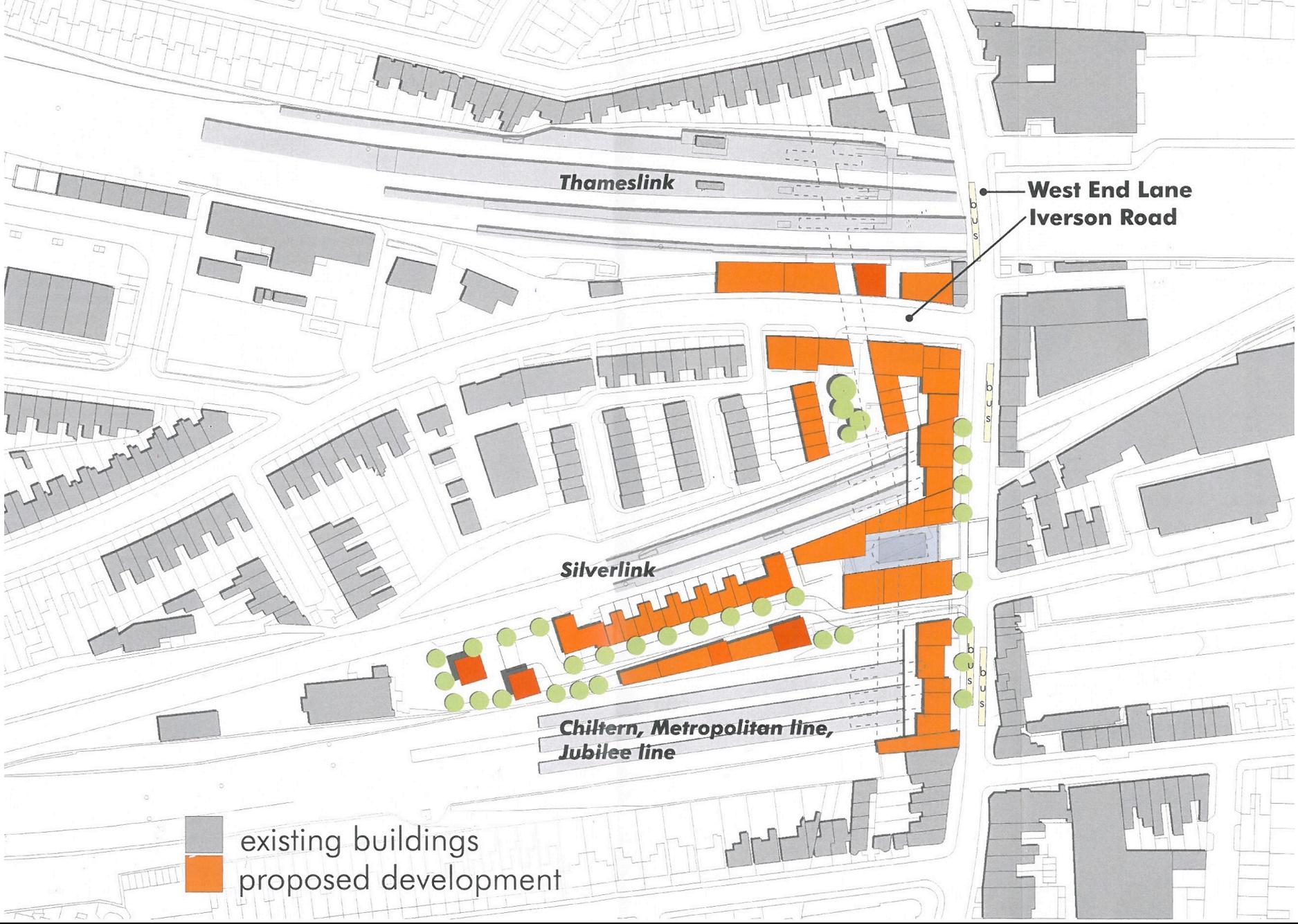
[mark@townend.me](mailto:mark@townend.me)

V1, 24/08/2013

other ideas for improvements to West Hampstead Jubilee Line station

## West Hampstead Chiltern & Metropolitan Line platforms

- 4.11 New platforms at this location on the Chiltern and Metropolitan lines would significantly enhance the connectivity of most of North London and surrounding counties by providing an interchange with the Thameslink, North London and Jubilee lines. This interchange could significantly cut journey times between North West London, Buckinghamshire and major destinations for jobs and services such as Stratford, Canary Wharf, London Bridge, Kings Cross, Elephant & Castle and Croydon as well as to Gatwick and Luton Airports.
- 4.12 The scheme would potentially need to use 'air rights' above the current railway lines, but would also facilitate regeneration within the local area.
- 4.13 Even greater benefit would be derived from this scheme if it were to be delivered as part of a Chiltern 'Metro' local service within London as above.
- 4.14 This project can significantly contribute towards the Mayor's transport objectives, and address issues such as improved air quality; better access to jobs and services from areas of deprivation, and/or areas with significant minority ethnic and faith groups who suffer inequality; regeneration of the West Hampstead area; better connectivity of businesses over a massive area within London and to key markets outside, especially by reducing journey times to key destinations between business and higher education areas, airports and over a dozen specialist and teaching hospitals.



2003: West Hampstead Interchange

Opt 2: being delivered piecemeal

# Changing passenger numbers over time (including those interchanging)

2016-17      2015-16      interchanges

Station Name	Entries & Exits Full	Entries & Exits Reduced	Entries & Exits Season	1617 Entries & Exits	1516 Entries & Exits	1617 Interchanges
West Hampstead	971,124	1,432,836	2,318,172	4,722,132	4,814,008	694,997
West Hampstead Thameslink	902,018	1,024,454	1,763,718	3,690,190	3,710,422	997,081

8.42million      8.52million      1.69million

## West Hampstead Overground

National Rail annual entry and exit	
<b>2012-13</b>	▲ 3.674 million <sup>[2]</sup>
<b>- interchange</b>	▲ 0.362 million <sup>[2]</sup>
<b>2013-14</b>	▲ 4.458 million <sup>[2]</sup>
<b>- interchange</b>	▲ 0.457 million <sup>[2]</sup>
<b>2014-15</b>	▲ 4.716 million <sup>[2]</sup>
<b>- interchange</b>	▲ 0.514 million <sup>[2]</sup>
<b>2015-16</b>	▲ 4.814 million <sup>[2]</sup>
<b>- interchange</b>	▲ 0.668 million <sup>[2]</sup>
<b>2016-17</b>	▼ 4.722 million <sup>[2]</sup>
<b>- interchange</b>	▲ 0.695 million <sup>[2]</sup>

## West Hampstead Thameslink

National Rail annual entry and exit	
<b>2012-13</b>	▲ 2.817 million <sup>[2]</sup>
<b>- interchange</b>	▼ 0.510 million <sup>[2]</sup>
<b>2013-14</b>	▲ 3.289 million <sup>[2]</sup>
<b>- interchange</b>	▲ 0.678 million <sup>[2]</sup>
<b>2014-15</b>	▲ 3.591 million <sup>[2]</sup>
<b>- interchange</b>	▲ 0.769 million <sup>[2]</sup>
<b>2015-16</b>	▲ 3.710 million <sup>[2]</sup>
<b>- interchange</b>	▲ 0.972 million <sup>[2]</sup>
<b>2016-17</b>	▼ 3.690 million <sup>[2]</sup>
<b>- interchange</b>	▲ 0.997 million <sup>[2]</sup>

TfL's director of London Overground Mike Stubbs said: "Over the whole network, we now carry 176million passengers a year, which is six times the number we carried when we took over this railway in 2007."

Thameslink said the 1,140 new carriages would increase the number of seats at peak times by 80 per cent, with 24 trains an hour running at the busiest times. . . . that will see it extended to 100 extra stations by 2018.



West Hampstead Overground

new station due to open in **March 2018**

# Year on year increase in passengers (including those interchanging)

## West Hampstead Underground

### London Underground annual entry and exit

2013	▲ 10.16 million <sup>[2]</sup>
2014	▲ 10.59 million <sup>[2]</sup>
2015	▲ 11.16 million <sup>[2]</sup>
2016	▼ 11.04 million <sup>[2]</sup>

*and the alien who is familiar with online sources of transport statistics can ascertain with little difficulty that last year West Hampstead played host to a total of over **19million** passengers entering or exiting, putting it in the busiest **2.1%** of the 2,868 stations on the main line and London Underground networks combined*

**West Hampstead –  
a two star interchange**

existing West Hampstead station



existing West Hampstead Jubilee Line statistics

**Question No: 2016/1124 to then Mayor Boris Johnson**

Andrew Dismore

Have TfL looked into any potential European Union sources of funding to install step-free access at West Hampstead Jubilee Line station and if so with what outcome and if not why not?

**Written response from the Mayor**

TfL is not aware of any European Union funding for step-free access schemes in general, nor for the development of the West Hampstead area specifically.

Step-free access for the station has been explored in the past and studies showed that there are no quick or easy solutions. There are significant space constraints in the ticket hall, at platform level and around the station. To install a lift, either the existing station would have to be comprehensively remodelled (and closed for the duration) and/or a temporary (possibly permanent) second station entrance constructed elsewhere.

Consequently, any solution will be expensive, with costs probably well in excess of £10m. TfL's Step Free Access Partnership Fund is based on match funding, so should potential sources for third-party funding come forward TfL would be happy to review the situation at West Hampstead.

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how to achieve **step free** access to West Hampstead Jubilee Station?



## Service information

Date

Time

LIFT



WE AT  
WEST  
HAMPSTEAD  
THINK WE COULD  
DO WITH A LIFT HERE

IF YOU AGREE  
PLEASE CONTACT...

TFL CUSTOMER SERVICES

Online: [www.tfl.gov.uk/contact](http://www.tfl.gov.uk/contact)

By Phone: 0345 222 1234

Thank you for your feedback form of **6 January 2018** about lifts at West Hampstead station.

I'm sorry you were unhappy that West Hampstead is not included in our step free improvement plan and I certainly understand your concerns with regards to the need for a lift at this station.

Unfortunately there are a number of factors that prevent us from installing a lift at certain stations. There may be engineering problems which make the installation of a lift impossible, or the financial cost which can sometimes amount to more than £1m per station. Our current £200m step-free improvement plan is taking our number of step-free stations to over 100 and also includes some of our busiest stations such as Victoria, however, **at this moment in time there are no immediate plans for a lift at West Hampstead.**

I will, however, pass your objections on to our accessibility team and the Area Manager responsible for the station so they can take your comments into account. Should I hear of any updates from them I will keep you updated. Thanks again for contacting us. If there is anything else we can help you with, please reply to this email. Alternatively, you can call us on 0343 222 1234 and we'll be happy to help you.

Adam Tuckett Customer Service Adviser  
**Transport for London Customer Services**

even the staff are asking for a lift at West Hampstead Jubilee Station



West Hampstead  
Service information  
Date 21/01/2018  
Time  
Quote of the day  
I've come to realise that  
the only people I need in  
my life are the ones who  
need me in theirs even  
when I have nothing else  
to offer them but myself.  
#willesdenstaff  
@willesdenstaff  
@Jubilee  
@TFL

Slippery surface  
! (Warning sign)

the existing station entrance hall at West Hampstead Jubilee Station



existing



proposed

1 – how to achieve **step free** access to West Hampstead Jubilee Station?



existing



proposed

2 - how to achieve **step free** access to West Hampstead Jubilee Station?



existing



proposed

3 – how to achieve **step free** access to West Hampstead Jubilee Station?



*illustrative view of West End Lane*



new West Hampstead Jubilee Line station

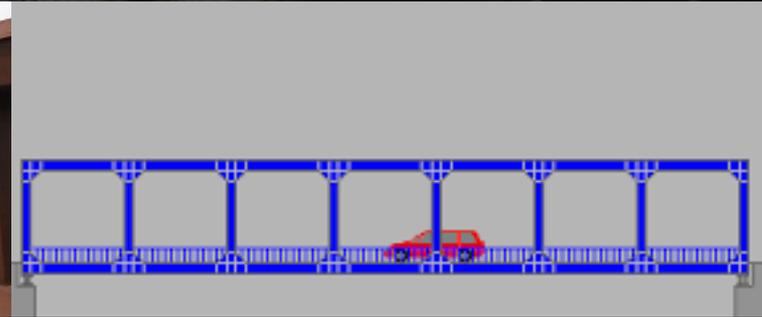
the 'site' at street & platform level



new West Hampstead Jubilee Line station

the 'site' at street level

# new access bridge at East Croydon station – completed over live railway lines



new West Hampstead Jubilee Line station

concept – Vierendeel Truss bridge





improved interchange at pavement level with new Overground and Thameslink stations on western side of West End Lane

# WEST HAMPSTEAD

## WEST HAMPSTEAD

new West Hampstead Square

West End Lane

new lift access from street

ticket gateline doubled in width

ticket hall significantly increased in size

significant increase in pavement width to the west side of West End Lane

to platform level via lift

increased width of stairs to platforms

connection to existing platforms

new station to be constructed with minimal impact on existing Jubilee, Metropolitan and Chiltern line services

new West Hampstead Jubilee Line station

image of concept design



Night Tube  
Service



new West Hampstead Jubilee Line station

at night time

## Property News

Neighbourhood Forum draws up plans to rescue transport interchange from overcrowding

# Upgrade of tube 'a matter of urgency'

THE daily queues that snake along the roads outside West Hampstead tube station could be a thing of the past if new plans unveiled by the area's Neighbourhood Forum become reality.

The West Hampstead Neighbourhood Forum – the civic planning group which has drawn up development guidance for the area – is lobbying Transport for London and the Mayor of London to upgrade the busy Jubilee line stop.

The West Hampstead interchange – a Thameslink, Overground and tube station cluster – has long been earmarked for redevelopment to improve access, and now the Forum says it is a matter of urgency the tube station is upgraded to cope with increasing overcrowding.

Forum chairman James Earl said: "In the Mayor's plan for London,

by DAN CARRIER

West Hampstead has been designated as a growth area. There are new housing developments happening now, and there is more to come.

"The Thameslink station now has a lift, while the Overground had a planning application given permission last year.

"Work should start this summer which will see the existing building demolished, with a new station built including new entrances, new bridges, new lifts and step free access.

"The third part of the jigsaw is the upgrade of the tube station. It needs extra capacity and step-free access.

"At the moment you have a building dating from the 1870s and there are extremely long queues to get in



Artist's drawing of how West Hampstead station could look. Designs would include step-free access and a new entrance in West End Lane

every morning."

Designed by West Hampstead-based architect Guy Shackle, plans show the new station with an entrance in West End Lane that would link up with existing platforms, and there would be step-free access and lifts.

It is estimated the building costs could be up to £10million.

Mr Earl added: "We hope these images will help us lobby TfL and those standing in May's London elections to help us fulfil our vision for West Hampstead. It shows what is possible and what is wanted.

"This has been a long-term issue and discussed a lot over the years. We are saying a new station is now a high priority."

 **WEST HAMPSTEAD NDF**  
Neighbourhood Development Forum



■ The proposed new design at West Hampstead

## Tube station redesign calls spark new optimism

An architect has unveiled plans for the comprehensive redesign of West Hampstead tube station, which local groups are hopeful will be taken up by TfL.

The plans were drawn up for the West Hampstead Neighbourhood Development Forum by local architect, Guy Shackle with the support of landowner, Richard Loftus.

The proposals include step-free

access to the station and a new entrance on the west side of West End Lane with the aim of fully integrating the three West Hampstead stations.

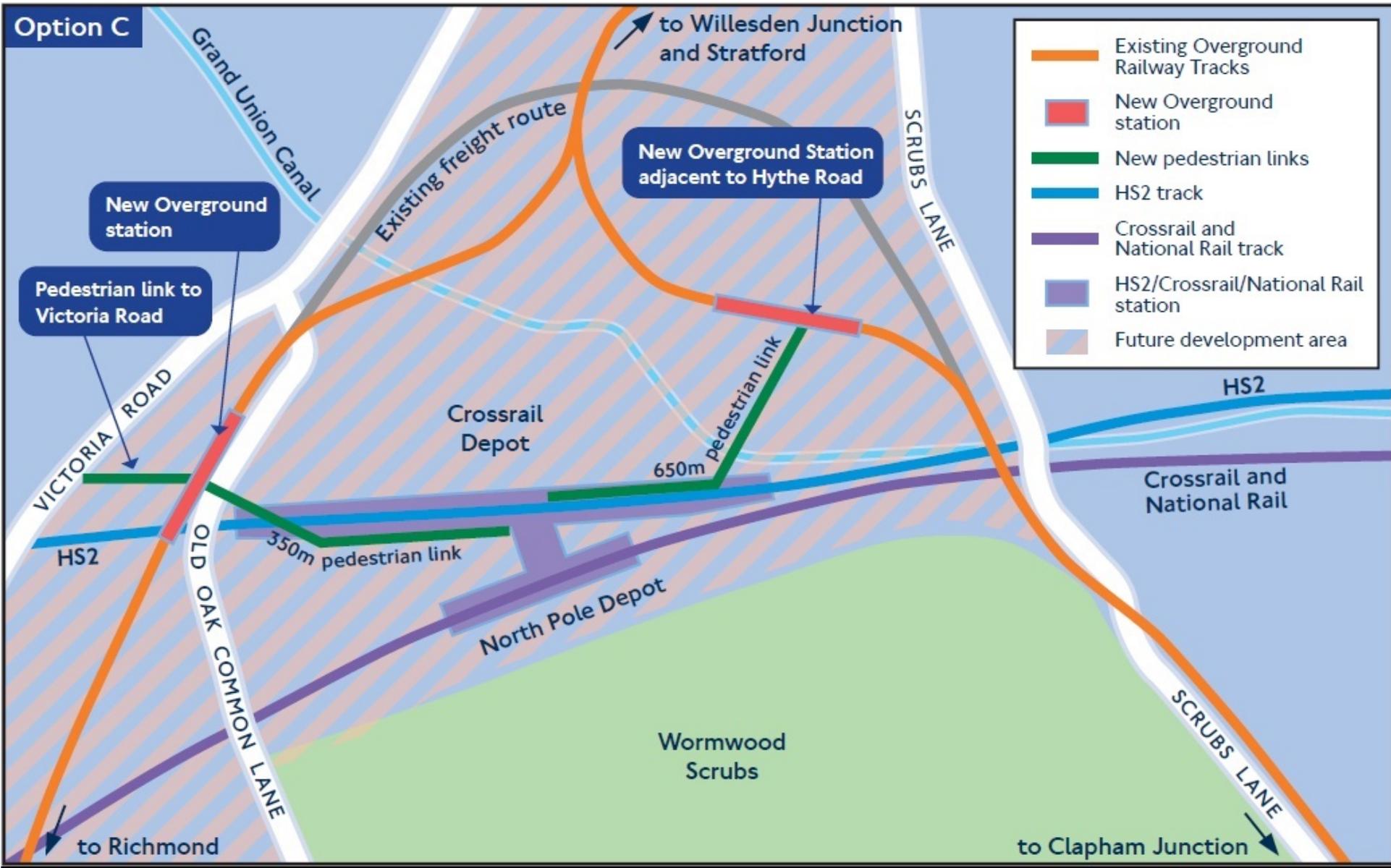
Pressure groups, including West Hampstead Transport and Amenities (WHAT) have long campaigned for a lift at the tube station to make it fully accessible to the disabled and push chairs.

Mr Loftus addressed a WHAT

meeting last week to say he was hopeful that TfL would finally listen to the demands of station users and fund the upgrade.

Three mayoral candidates, Sadiq Khan (Labour), Sian Berry (Green Party) and Caroline Pidgeon (Lib Dems) have pledged to look again at City Hall's refusal to provide a lift at the tube station if they win next week's election.

# HS2 arrival at Old Oak Common in 2026



increased pressure on the **Overground railway**

consultation on new stations



**Hounslow**

**West Hampstead  
Thameslink**

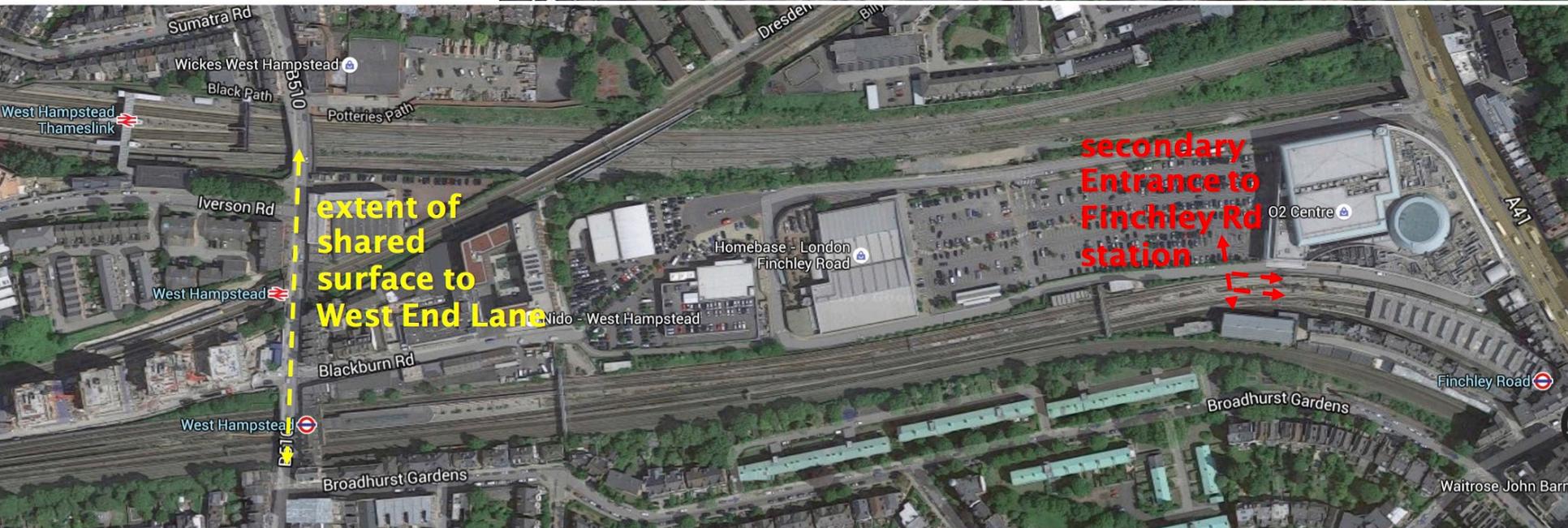
increased pressure on West Hampstead Thameslink

Dudding Hill line

# What next?



- second station entrance
- possible shared surface to West End Lane (part)



other options to improve West Hampstead Jubilee station      The O2 Car Park

# What next?



new West Hampstead Jubilee Line station

image of concept design