



# Public Information

from  
Norfolk County Council

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For immediate release

20 December 2023

## Queens Road area and Norwich Bus Station Travel Hub

Work will start on (or soon after) Monday 8 January 2024 in Norwich, Queens Road to improve bus journey times and reliability on the approach to the bus station. There will also be improvements to the bus station area itself for pedestrians. Both projects are funded through the Department of Transport (DfT) and will be carried out together to help minimise disruption.

The project includes a short new length of bus lane on Queens Road for buses turning into the bus station, as well as new road markings on the Chapelfield Road approach to St Stephens roundabout to encourage vehicles to get into the correct lane. These changes are designed to help the general flow of traffic towards the station entrance, while sections of widening to the carriageway will mean that the number of lanes for general traffic will remain the same on both stretches of road.

### Traffic management

To allow work to be carried out safely and completed as quickly as possible, the following traffic management will be required:

#### Phase 1: 8-29 January 2024

Work will include the widening of the carriageway into the central reservation along Queens Road and the straightening of the existing staggered pedestrian crossing.

- Work will require the closure of the outside lane for both eastbound (bus station side) and westbound traffic on Queens Road between St Stephens roundabout and the bus station entrance.
- Three-way temporary traffic signals will be in place at the Queens Road junction with the bus station access road for the duration of the work.
- The signal-controlled pedestrian crossing will be closed with pedestrians diverted via the St Stephens underpass or the Brazen Gate junction to cross Queens Road.
- The laybys outside the Queens Road Travelodge will remain open during this phase of the work.

## **Phase 2: 30 January to 16 April 2024**

Work includes provision of a short length of new bus lane, enhancing paving to the bus station pedestrian entrance, installation of three monolith-style (pillar) units displaying real-time bus information, simplifying the loading bays, relocation of the taxi bay, planting, additional cycle parking and modification of road markings.

- Work will require the closure of the inside lane for eastbound traffic on Queens Road between St Stephens roundabout and the Bus Station access road. The Bus Station access will also be closed during this phase of the works. There will be no lane closures on the westbound side of Queens Road.
- The Queens Road layby outside the Travelodge will be closed for the duration of phase 2. The Queens Road layby near the Brazen Gate junction will remain open.
- Enhancement work around the City Wall has been delayed until Summer/Autumn 2024 to allow structural repairs to be completed on the wall.

Throughout both phases of work, a short section of Chapelfield Road will be reduced to one lane on the approach to St Stephens Roundabout to manage flow of traffic into one lane as it exits on to Queens Road.

Access to the Queens Road multistorey car park will be retained throughout, except for up to four nights of an eastbound closure between St Stephens roundabout and the Bus Station access road. This is for resurfacing, lining and traffic signals work and will take place between late March and mid-April. More details will be provided nearer the time.

### **Road closures and diversions**

- During the overnight closures, traffic will be diverted via A11 St Stephens Road, A1056 Ipswich Road, A146 Lakenham Road/Barrett Road, A1054 Martineau Lane, A147 Bracondale, A147 Queens Road.
- The signal-controlled pedestrian crossing will be closed with pedestrians diverted via the St Stephens underpass or the Brazen Gate Junction to cross Queens Road.

### **Bus services**

Some bus services to the bus station will be diverted via St Stephens Street and Surrey Street. Some local bus services may be affected so please check with providers before travel.

### **Access for pedestrians and cyclists:**

- Access through the scheme area will be maintained at all times for pedestrians.
- Cyclists are encouraged to dismount and walk along the footway or remain on the carriageway with general traffic.
- During the overnight closure, there will be a diversion route for cyclists via A11 Newmarket Road, Victoria Street, Grove Road, and Brazen Gate.

The County Council thanks people for their patience while these improvements take place. We understand any disruption on the roads is frustrating and will be working with our contractor, Tarmac, throughout to minimise this as much as possible.

### **For further information**

[www.norfolk.gov.uk/queensroad](http://www.norfolk.gov.uk/queensroad)

Robert West, Resident Engineer, and Tekendra Limbu, Project Engineer, on 0344 800 8020.

Up-to-date information about roadworks in Norfolk is available on the County Council's website at [www.norfolk.gov.uk/roadworks](http://www.norfolk.gov.uk/roadworks)

## Background

These improvements are being paid for through DfT funding awarded to Norfolk County Council. They are estimated to cost around £516,000 and will be carried out by the Council's Community and Environmental Services Department and their contractors.

The DfT has awarded £32m of funding to Transport for Norwich from the Transforming Cities Fund to deliver a range of schemes across Greater Norwich. These projects aim to improve access to jobs, training and retail by supporting improvements to sustainable modes of transport, while also responding to issues around air quality. The DfT has also provided the Council with £49.6 million of funding for improving bus services and infrastructure in Norfolk through its Bus Service Improvement Plan.



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