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| **New-NCC-Long-Logo-Black****A black background with a black square  Description automatically generated with medium confidence** | Community & Environmental ServicesCounty HallMartineau LaneNorwichNR1 2SG |
| Postcodes must be on a line on their ow | NCC contact number: 0344 800 8020Text relay no.: 18001 0344 800 8020Please enter ‘copies to’ (not to be shown on top copy) |

Your Ref:       My Ref: PAA027

Date: 1 August 2024 Tel No.: 0344 800 8020

Type date in full ie 1 February 2011 Email: tfnorfolk@norfolk.gov.uk

Type in minimum of Arial 12 font. Title bold and upper and lower case

Dear Residents and Businesses,

## Consultation on King’s Lynn, Portland Street & Blackfriars Road

##  Bus Service Improvement Plan (BSIP)

Norfolk County Council is asking for feedback on proposed changes to Portland Street and Blackfriars Road in King’s Lynn. The aim of the scheme is to improve the accessibility of the bus stop area for both bus drivers and passengers alike. We are writing to let you know how to find out more about the project and how to take part in our consultation.

This project is part of a series of improvements we are making in the county, aimed at improving bus journey times and reliability of services across our public transport network. We are using funding awarded to us by the Department for Transport for our Bus Service Improvement Plan to invest in infrastructure at strategic locations, relieving specific areas of congestion that affect buses so we can deliver better, more punctual services.

**What is being proposed and why?**

The table below explains what changes we are proposing and the reasons behind them. The enclosed plan shows what the project would look like on the ground – the numbered proposed changes below correspond to the relevant points marked on the map.

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|  | **Proposal** | **Reason for proposal** |
| **1** | Accessibility improvement at bus stop. | The existing kerb height at the bus stop is about 100mm. We want to alter the kerb height to a recommended 150mm, this will improve access for all bus users including disabled people.  |
| **2** | Changes to on-street parking length and removal of the kerbed build-out area.. | The existing parking bay on the North side is to be shortened by 9m and South side to be extended by 9m. This is to aid bus movement from Portland Street into bus stops at Blackfriars Road. Double yellow lines will be adjusted accordingly. There will be no overall loss to parking space. Note: A Traffic Regulation Order (TRO) amendment will be promoted for this proposal.  |
| **3** | Extension of yellow box marking southwards. | The existing yellow box at the junction is too small. Some drivers enter the yellow box, blocking the path of buses exiting Portland Street. By extending the yellow box southwards by approximately one car length, this will give buses more room to manoeuvre into the bus stops and help control the traffic flow.  |
| **4** | Prohibition of loading/unloading at any time (Portland Street). | To stop any obstruction to traffic, especially buses, caused by loading/unloading vehicles.  |
| **5** | New above ground bus stop line detector. | The detector is an AI optical device that can detect moving and stationary vehicles. This can also distinguish between different types of vehicles and can be used to selectively detect buses and ignore cars. |
| **6** | Resurfacing existing bus stop lay by in coloured concrete. | Concrete is a more durable material than asphalt. Taking this action now, this should reduce the future maintenance of the lay-by, meaning it will cost less and take less visits to maintain. Also, a contrasting-coloured surface should deter general traffic from entering the bus stop lay-by for drop off/pick up. |
| **7** | Resurfacing Blackfriars Road. | The existing carriageway surfacing is wearing out. This maintenance work has been combined with the BSIP scheme to reduce cost and disruption in the area.  |
| **8** | Existing bus shelter to remain and be refurbished.  | The current shelter is in poor condition so will be refurbished. A new freestanding monolith style real time information unit is also being considered, pending agreement with the train operating company and Borough Council of King’s Lynn and West Norfolk. |

*All road markings in the area will be refreshed as part of the scheme.*

If approved, the works are currently scheduled to start in early March 2025. Lane closures will be in place for the bus stop improvement works and road closures will be in place when the carriageway surfacing work is undertaken. During this time a diversion route will be set up and sign posted. Details including the length of works and traffic management will be shared nearer the start date.

**How to comment**

There are two ways to comment on the consultation:

* Visit [www.norfolk.gov.uk/blackfriarsroad](http://www.norfolk.gov.uk/blackfriarsroad) to complete our online survey and share your thoughts on the proposals.
* Ask for a hard copy of the survey by calling or emailing us using the details at the top of this letter. Large font and other formats are available on request.

**Next Steps**

The deadline for comments is 22 August 2024 and we will carefully consider all responses ahead of advertisement of the formal Traffic Regulation Orders needed to deliver the project. This will be done in consultation with the local county council member and cabinet member, as appropriate. The webpage above will be kept up to date with the latest progress and information.

**Background**

The Department for Transport (DfT) has awarded the county council nearly £50m of funding for its Bus Service Improvement Plan, aimed at improving bus services and infrastructure facilities across the county. The plan includes measures such as integrated travel hubs, new and more frequent services. You can read more about our work on the Bus Service Improvement Plan by visiting [www.norfolk.gov.uk/busstrategy](http://www.norfolk.gov.uk/busstrategy).

Yours faithfully,



Niki Park

Head of Passenger Transport