

Market Gates Bus Service Improvement Scheme

Frequently Asked Questions

What will these changes mean for buses?

Enabling two way bus travel through the Market Gates interchange will make bus journeys quicker and more reliable.

Our studies estimate a 5 minute journey time saving for buses at peak times.

Speeding up journeys for passengers and improving journey reliability will also encourage further investment in bus services, such as the recent fare cap and new and extended routes being delivered in the area through Norfolk's Bus Service Improvement Plan (BSIP).

These changes will also help separate buses from general traffic and boost the local economy by providing improved access to the town centre, boosting footfall and supporting wider investment.

What will these changes mean for cars?

General traffic will still be able to drive everywhere it does now.

The Howard Street to King Street section of Regent Street is already no entry for general traffic from the south and this will continue to be the case. This section is currently used by buses and taxis, with loading and access only for other vehicles and this will continue to be the case. They will just be travelling in the opposite direction.

Allowing two-way travel on the north section of Temple Road will also mean that cars are able to turn right towards Priory Plain on exiting the car park of the Market Gates shopping centre.

There would be a change of direction required for cars on a few sections of one way streets within the proposal area in order to facilitate the new bus routes, but all streets would remain accessible.

All of the required highway changes are shown on the main scheme proposal plan. Everything else would remain as it is currently, including the bus stops that are not changing.

Will I still be able to access car parks behind the market place via Hall Quay and Howard Street South?

Yes. Access into Hall Plain and Howard Street South would not be affected. Regent Street would remain closed to general traffic from the junction with Howard Street as it is currently, the vehicles permitted to use it would just be travelling in the opposite direction.

If Temple Road becomes two-way, why aren't you adding a right turn into St Nicholas Road?

The proposed changes are primarily designed to improve bus travel. Enabling a right turn on to Temple Road for vehicles leaving the Market Gates shopping centre provides some additional flexibility to the local road network but is not what the overall proposal is designed to achieve. Local traffic can continue to turn immediately right on exiting the car park to access the local area as it does now so a right turn at St Nicholas Road is not needed and would add significant additional cost as well as the potential for buses to be delayed by traffic waiting to make the right turn.

What will these changes mean for taxis?

A new bus stop near to the Troll Cart pub would mean a reduction in space for waiting taxis at this location. Likely to reduce from 8 Cars down to 4 but opportunities for additional taxi spaces on King Street and Dene Side have been identified and evening use of the nearby loading bay on Alexandra Road will continue to be available.

We will be discussing all these options with local operators to fully understand their requirements to ensure the local area continues to be well served.

What does the proposal mean for cyclists?

No changes are proposed to current cycle routes. The contra flow between Market Gates and Howard Street would just be in the opposite direction.

Cycles would still be permitted to travel East along Regent Street/King Street/Regent Road on the main carriageway.

What does the proposal mean for pedestrians?

All facilities for pedestrians would remain relatively unchanged, with crossings remaining in their present locations.

Hall Quay would see the removal of the current traffic island and a new uncontrolled crossing point installed on the bottom of Regent Street.



At the northern end of the bus interchange the current uncontrolled crossing points would be replaced with a signal controlled push button crossing to make it easier and safer to cross all three traffic lanes in one movement close to the Iceland store.

What other schemes are currently proposed for Great Yarmouth under the Bus Service Improvement Plan?

All improvements delivered under Norfolk's Bus Service Improvement Plan so far including those in Great Yarmouth can be viewed on the Travel Norfolk website: [How we're improving bus services - Travel Norfolk](#)

Some changes relate to fare promotions, extension to operating hours, new or extended bus routes, while others relate to infrastructure changes that are designed to speed up bus travel, improve reliability or make services more accessible.

The first scheme to be delivered in Great Yarmouth under BSIP funding has just been completed at the Rail Station (www.norfolk.gov.uk/gybuslink)

A public consultation on proposed improvements on Southtown Road was launched in early May 2024 www.norfolk.gov.uk/southtownroad

What will happen to bus services while work is carried out?

We are currently in talks with all bus service providers to confirm full details of how services would be managed whilst any works are carried out. Due to the level of works in the bus station area it is likely that some current stops would need to be suspended, therefore we are working on plans to temporarily move them to other locations nearby. Any change to stop locations will be widely communicated by the council and bus operators, including signage on site, should the proposal go ahead.

How will disruption be managed?

We would seek to carry out work in phases outside of peak holiday periods and look to keep any disruption to a minimum but some temporary changes to traffic management etc would be needed whilst works take place.

We will be liaising closely with local businesses, residents and relevant groups throughout the projects development to minimise these impacts and this preliminary consultation will help to facilitate those further discussions.

Any temporary impacts would be communicated in advance and the long term benefit these proposals can bring the local area in terms of increased footfall and further investment will outweigh any short-term inconvenience.

How much will the project cost and how will it be paid for?

The project is currently estimated to cost around £2 million to deliver and is recognised by government to demonstrate good value for money in terms of the benefits it would deliver for bus services and the future growth of the town.

All of the proposed changes would be delivered with funding from the £49.6 million awarded by UK Government to Norfolk County Council for Norfolk's Bus Service Improvement Plan.

Can the money be spent on something else?

This funding has been allocated to Norfolk directly from the Department for Transport and can only be spent on improvements to local bus services. If the project does not go ahead the money will likely be given back to Government and cannot be used to support other frontline council services or wider highway improvements.

Any questions regarding the allocation of public funds should be directed to Members of Parliament.

