

Your Ref:  
Date: 14 July 2023

My Ref: PCA006/DN/01  
Tel No.: 0344 800 8020  
Email: [transportfornorwich@norfolk.gov.uk](mailto:transportfornorwich@norfolk.gov.uk)

Dear Sir/Madam,

**Transport for Norwich: consultation on proposals for the Queens Road area**

Norfolk County Council and the Transport for Norwich (TfN) partnership are asking for feedback on proposed changes to the Queens Road area of the city. The aims of the scheme are to enhance the bus station area for pedestrians and to improve bus journey times. We are writing to let you know how to find out more about the project and how to take part in our consultation.

**What's being proposed and why**

This table explains what changes we're 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.

	<b>Proposal</b>	<b>Reason for proposal</b>
1	A short length of bus lane on Queens Road for buses turning left into the bus station	To improve journey times and reliability for buses entering the station from Queens Road
2	Widening the carriageway along Queens Road	To create space for the proposed bus lane while maintaining two lanes for general traffic
3	Modified lane markings on Chapelfield Road to get traffic into the correct lane ahead of St Stephens roundabout	To improve the flow of traffic around St Stephens roundabout
4	Widened lanes on the St Stephens Road approach to the roundabout (by moving traffic island)	To improve the flow of traffic around St Stephens roundabout
5	New signalised pedestrian crossing of the Queens Road bus station entrance	To improve safety for pedestrians crossing the bus station entrance
6	Three monolith-style (pillar) units displaying real-time bus information	To display real-time bus information at the main pedestrian entrance points to the bus station
7	Enhanced paving to bus station pedestrian entrance	To help highlight the main pedestrian entrance to the station with new high-quality paving

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8	Simplified loading bay (separator island between the layby and carriageway removed)	To provide easier access to and from the bay from the main carriageway
9	Relocated taxi bay	To separate the loading and taxi bays to provide more space and clarity of use
10	Additional cycle parking	To improve parking facilities available for cyclists
11	Paving engraved with a historic description of Norwich	To improve the look, feel and character of the area
12	Planting bed	To improve the look and feel of the area by introducing drought-tolerant planting
13	Existing staggered pedestrian crossing to be straightened	To allow the stop line for vehicles on the road to move forward, which will increase the space available for general traffic to queue

### How to comment

There are two ways to comment on the consultation:

- Visit [www.norfolk.gov.uk/queensroad](http://www.norfolk.gov.uk/queensroad) where you can complete our online survey to 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 Sunday 6 August 2023. We will carefully consider all responses and make any necessary amendments. The cabinet member for highways, infrastructure and transport will then make their decision based on the feedback we have received and, if approved, construction would begin in early 2024. The webpage above will be kept up to date with the latest progress and information.

### Background

The Department for Transport (DfT) has awarded £32m of funding to TfN 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.

In addition, the county council also secured funding from DfT's National Bus Transport Fund aimed at improving bus services in Norfolk.

More information about our application to the DfT and all the proposed schemes can be found at [www.norfolk.gov.uk/transformingcities](http://www.norfolk.gov.uk/transformingcities). You can also read more about previous, current and future TfN projects by visiting [www.norfolk.gov.uk/tfn](http://www.norfolk.gov.uk/tfn).

Yours faithfully,



David Wardale  
Project Engineer