

GYBC Yarmouth Area Committee – Tuesday 5<sup>th</sup> December 2017  
Item - Market Gates Bus Station improvements

This report provides the up-to-date position on scheduled improvement works to Yarmouth's Market Gates Bus Station which will be delivered over the coming period December 2017 to March 2018.

Dear Cllr Castle,

Thank you for your enquiry regarding the improvements to Market Gates.

Phase 1 of the project was delivered earlier this year with the introduction of a new hexagonal travel information 'hub' including a large electronic bus departure board. Phase 2, which is now underway, will be focused on improving the environment of the area, with the hope of turning Market Gates into a modern, functional transport interchange where bus passengers can partake in an enhanced travelling experience.

Below is a brief summary of deliverables in Phase 2 and approximate completion date:

**· Replacement of existing bus shelters**

The current shelters are 'tired' and will be replaced by new, modern version – examples attached. Each shelter will be retrospectively fit with the existing Real-Time Passenger Information (RTPI) displays currently installed.

*Approx. completion – March 2018*

**· Replacement of existing pedestrian barriers and cycle racks**

Again, the barriers and racks are looking 'tired' and many are damaged from impacts therefore these will be replaced by new galvanised steel versions, coated in the existing blue. An order for the barriers has now been placed. The provision of cycle racks will be increased to accommodate the high volume of demand.

*Approx. completion – February/March 2018*

**· Refresh of road markings**

We have agreed with NCC Highways to refresh the existing road markings to ensure they complement the rest of the improvements.

*Approx. completion – December 2017*

**· Tunnel support pillar cladding**

To improve the aesthetics of the area, particularly through the tunnel under the shopping centre, each support pillar will be fixed with enamel plates. A supplier has been found and an order is imminent.

*Approx. completion – February/March 2018*

#### **·Lighting upgrade**

Sodium lighting fixed to the tunnel ceiling will be replaced by new, efficient LED equivalents which should illuminate the whole area to provide more visual harmony and passenger security. An order for this has been placed.

Once the new lighting is installed and the impact monitored, additional pedestrian lighting around the bus stops may also be provided.

*Approx. completion – February/March 2018*

The aim is to have the project completed before Easter 2018 to ensure impact to bus passengers and local business is minimal. We also have appointed a new dedicated project manager, Henry Marshall-Nichols from NPS Property, who will be overseeing the delivery until completion. If you require any further details of each deliverable or the project as a whole please be in contact with either Henry or myself.

As part of the project communication plan, we propose to distribute a monthly email to all stakeholders to update them on the current status of the project. You will of course be included in this.

**Robert Pratt**

*Travel Information Officer*

Travel & Transport Services, Norfolk County Council