



King's Lynn Transport Interchange Project

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Project Inception

Funding:

- Section 106 Funding secured from Tesco Stores & Sainsbury's Ltd - £1m
- S106 Funding limited to;
‘revised layout, public realm improvements and improved train station pedestrian link’
- Additional funding secured from Norfolk County Council

Design development :

- User survey carried out December 2013
- Consultation with all transport operators
- Research of other bus stations
- Extensive Public Consultation carried out June/July 2014











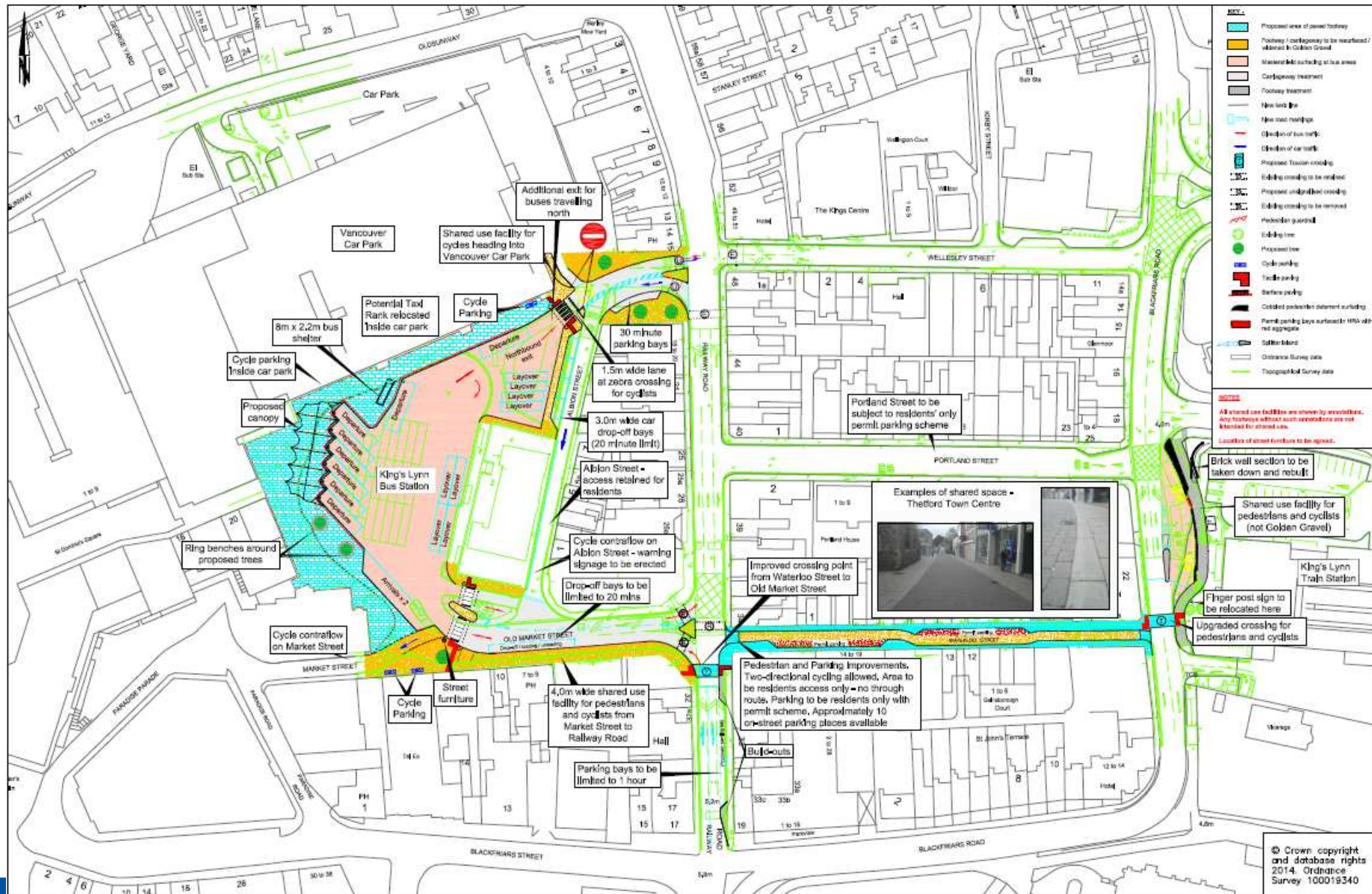
Pre Refurbishment User Survey

Issues identified by users & stakeholders:

- Poor shelter
- Poor signage
- Poor travel and visitor information
- Poor lighting
- Insufficient seating
- Inefficient use of layover space
- Poor pedestrian link between rail and bus station
- Dislike of people smoking in area
- Perception of anti social behaviour and 'unsafe'
- Safety issue of people crossing bus operational area
- Unwelcoming & unattractive gateway/arrival
- Full report available



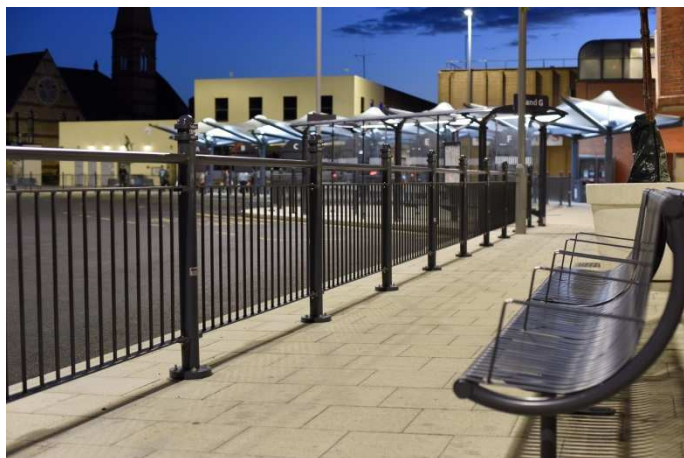
Final Layout



After



Design features



Delivery

Contractors:

- CLC (building refurbishment)
- Norfolk County Council Strategic Partnership with LT (Highways & civils)
- Broxap (Canopy & Street Furniture)

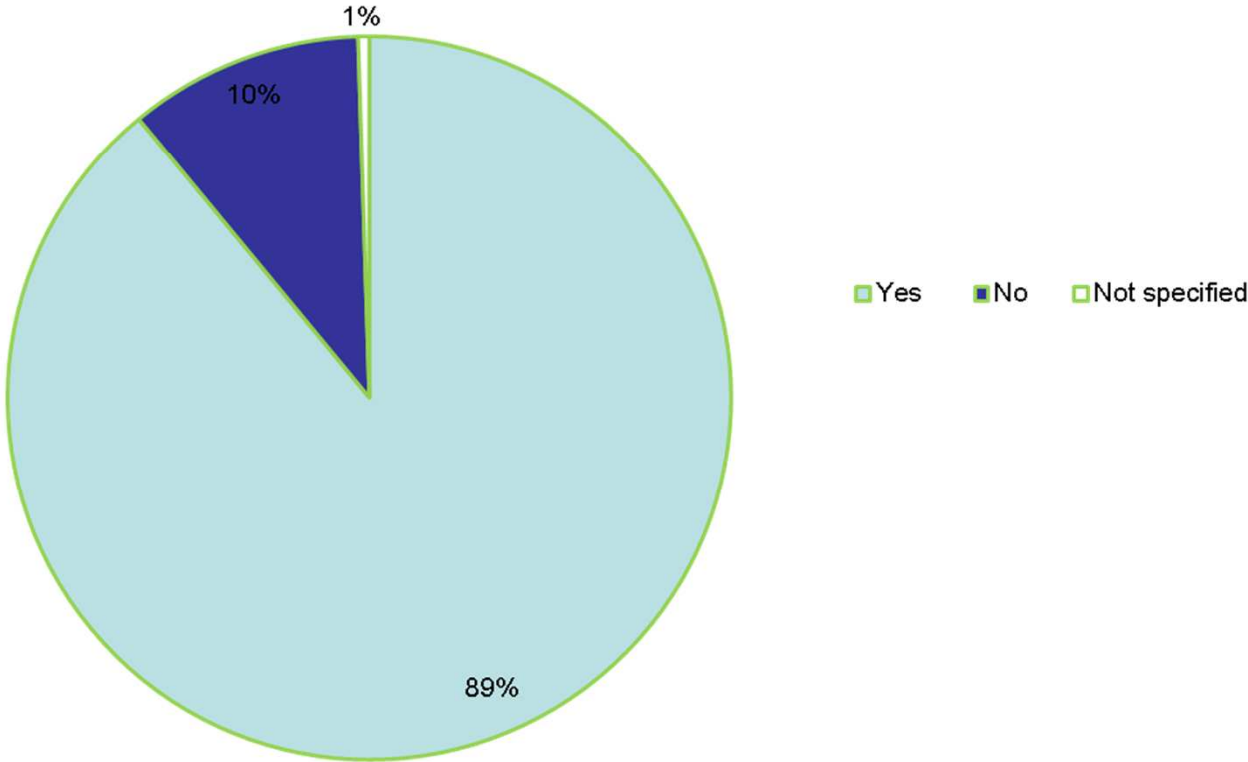
Construction Programme

- Phased programme over 22 weeks January–July 2015
 - All southbound services relocated to Portland Street from 9th March – 29th June 2015
 - Closure of Railway Road
 - All services relocated for 1 week in June for bus station resurfacing works
- Scheme completed July 2015



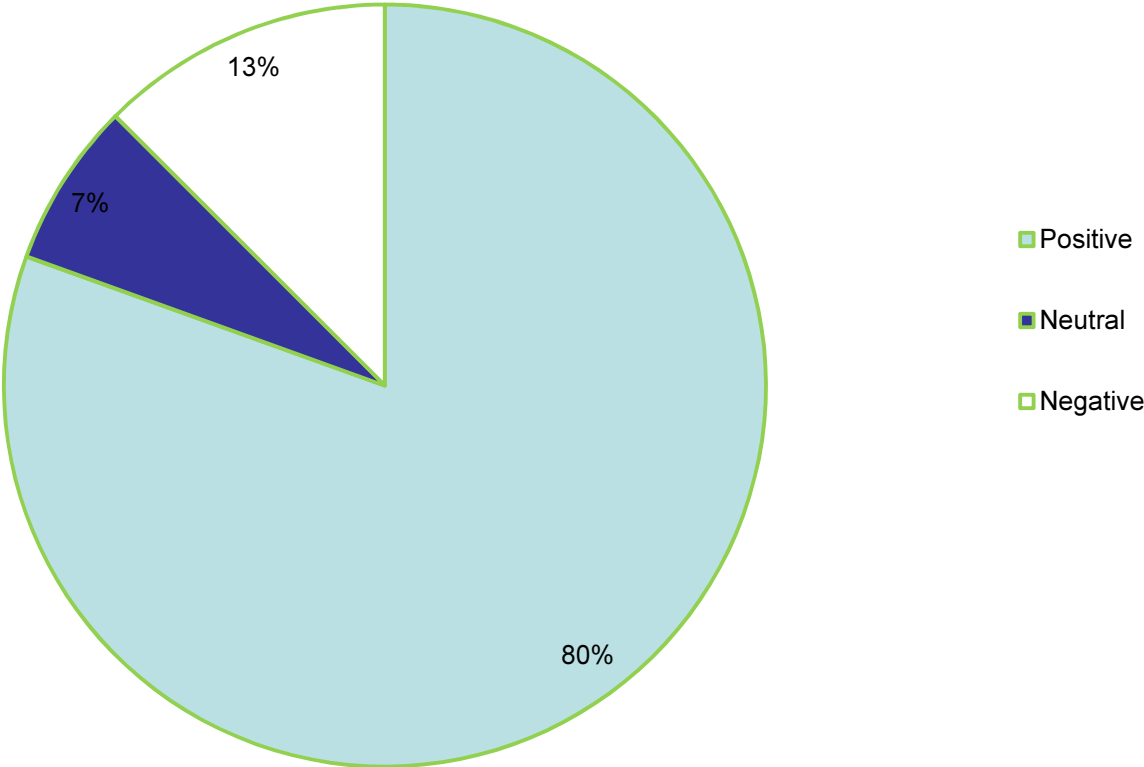
Post Completion User Survey

Do you remember the area before the changes?



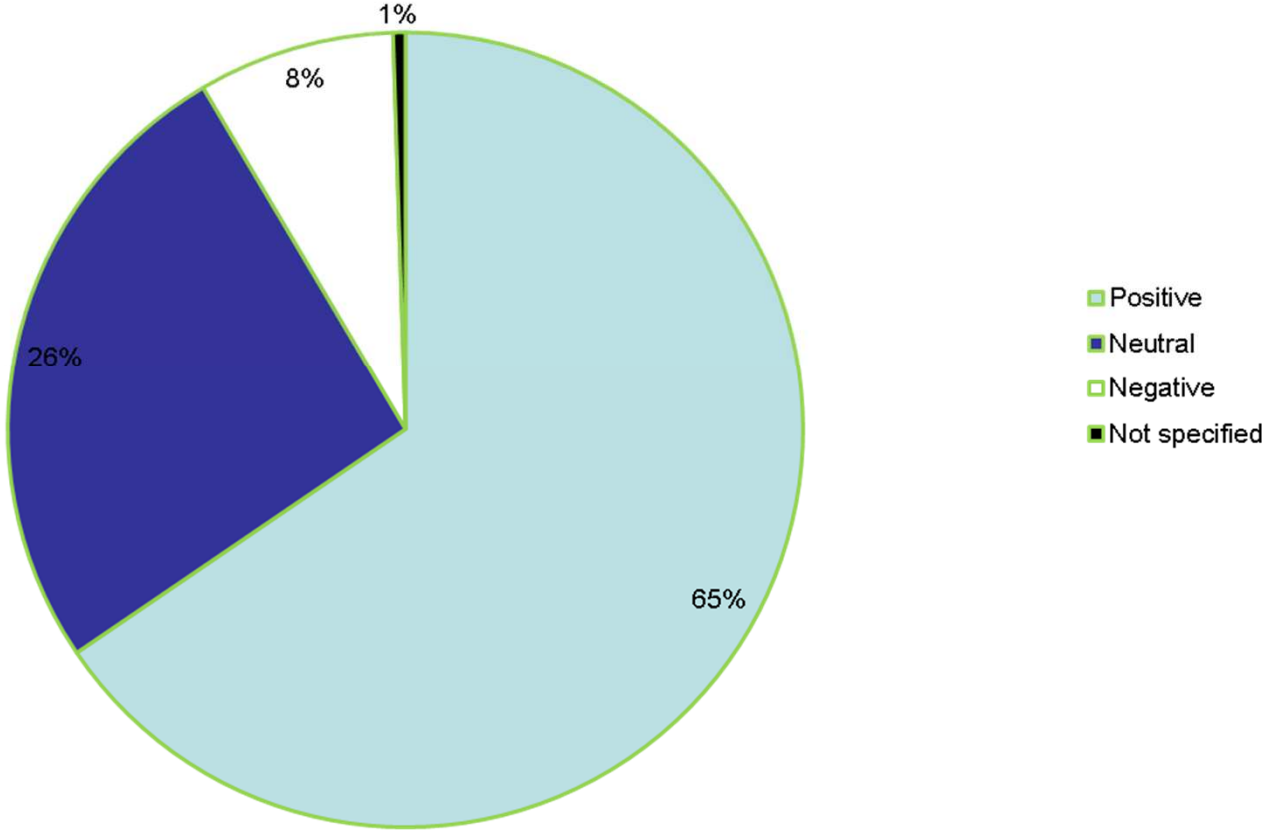
Post Completion User Survey

Rating of Waiting areas and shelters



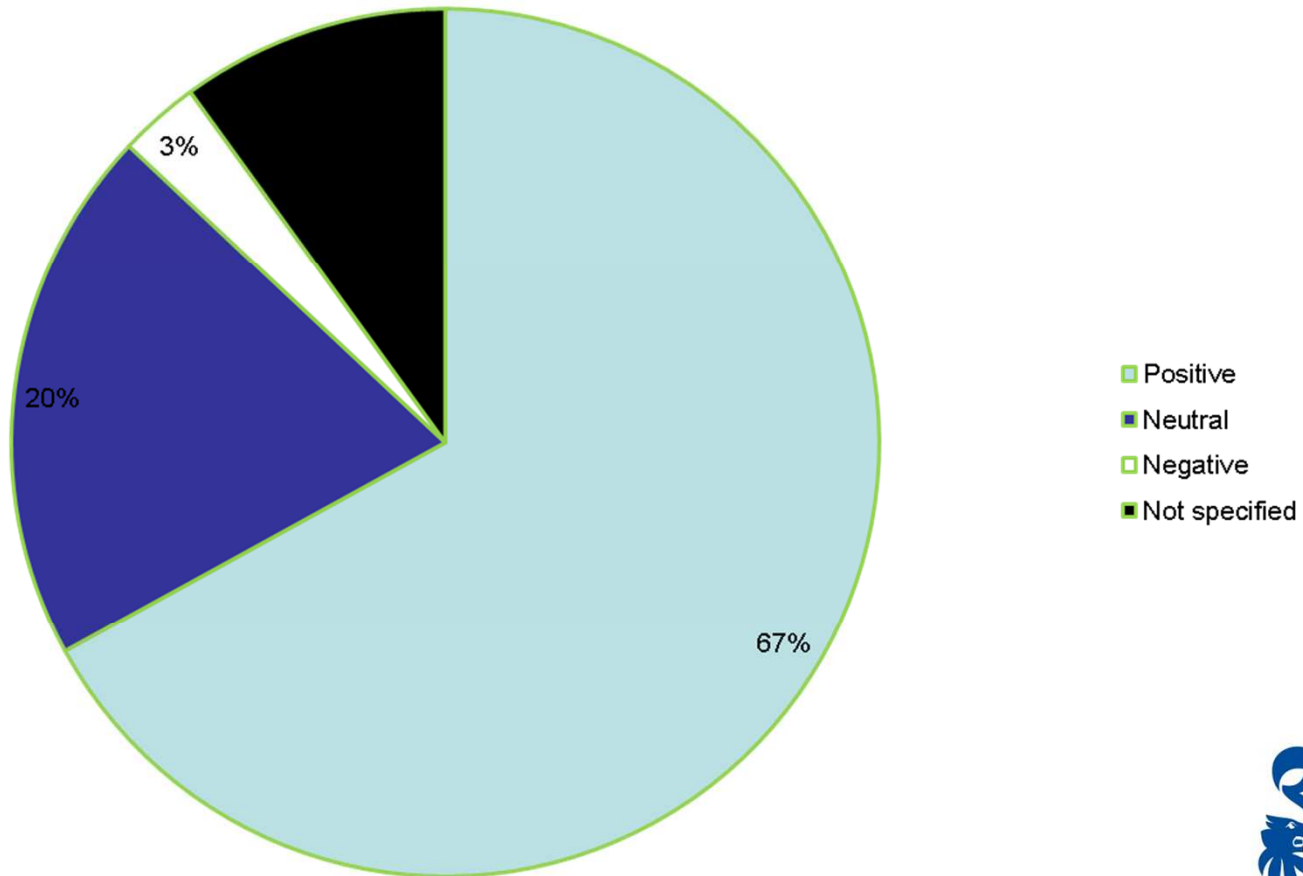
Post Completion User Survey

Rating of Seating & Lighting



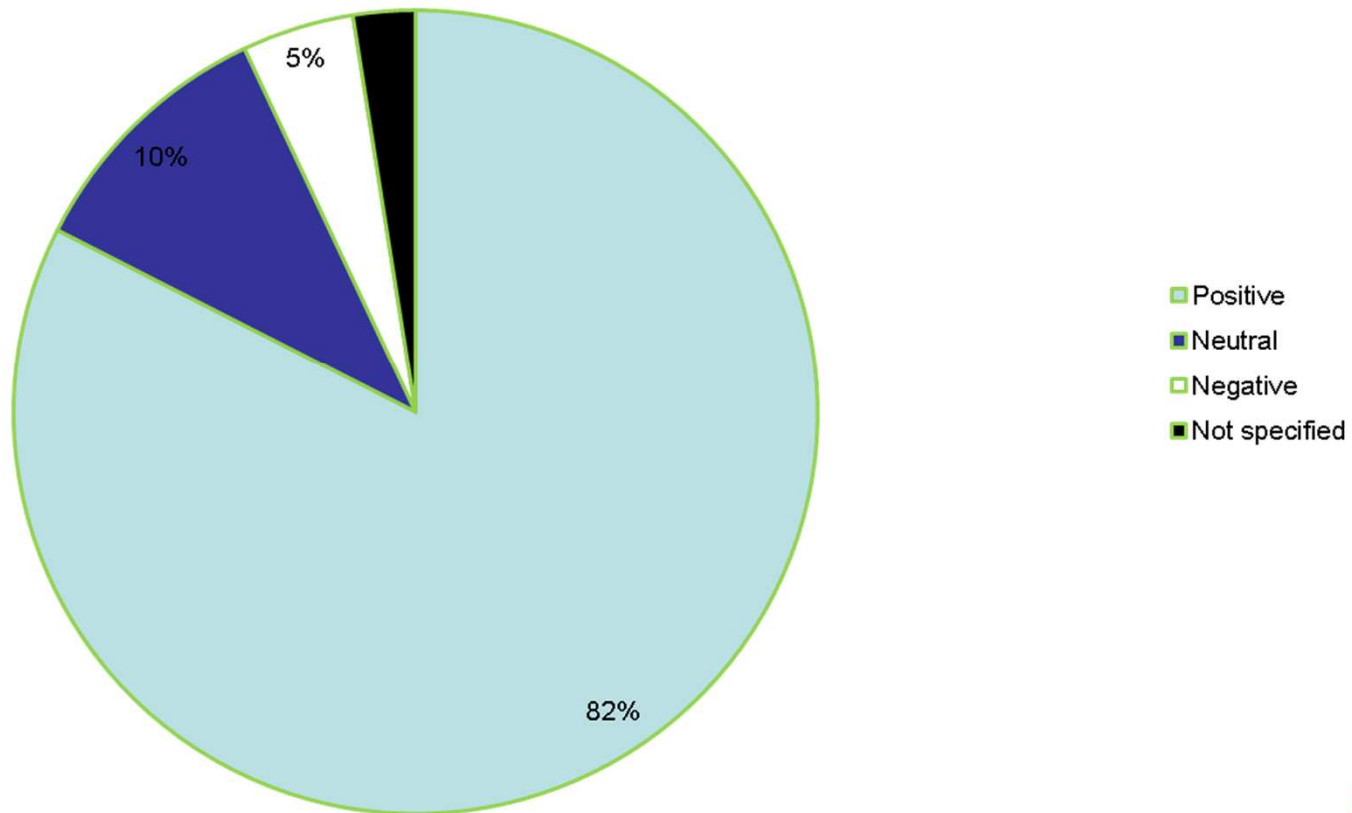
Post Completion User Survey

Rating of toilets



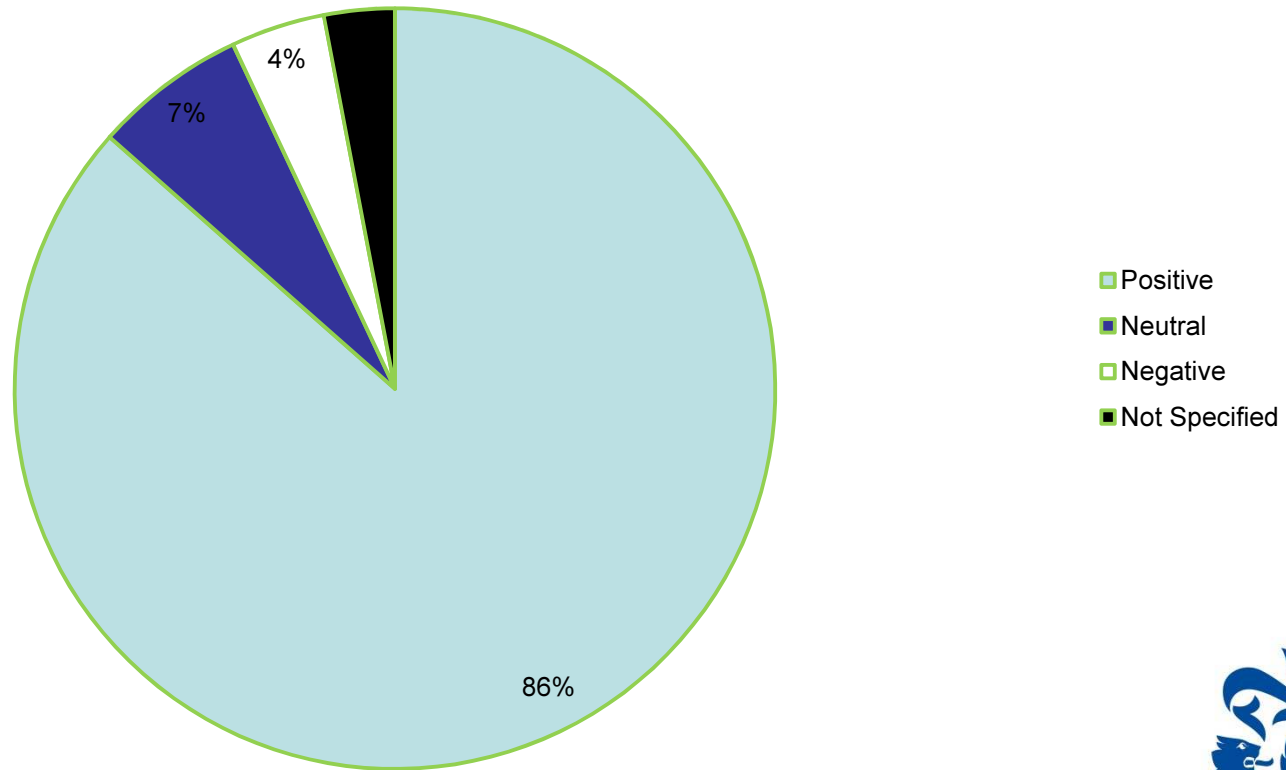
Post Completion User Survey

Rating of signage



Post Completion User Survey

Rating of Access to Buses



Users Feedback

'Brilliant shelter and seating area. Easier for bus drivers. Nice and clean. Much better than before.'

'Approves of no smoking area, even though a smoke. Good and spacious for mobility scooter.'

'There's more seating and the shelter helps with the rain. It's a lot better now.'



Post Project Review

What went well

- Communications Plan
- Temporary use of Portland Street for south bound services
- Cooperation of bus operators
- 2 staff to assist/direct passengers
- Road closures – minimised disruption
- Community involvement – Civic Society & Lynn Museum
- Cost effective design features

What didn't go well

- Contractor issues with Broxap
- Site signage during on site works
- Taxi Rank objections



Outcomes



- Number of bus services increased
- Footfall increase
- Reduced perception of anti social behaviour
- Reduced maintenance costs
- Award winning – Mayor's Award for Design Community Scheme



Any Questions?

