

Report for Resolution

Report to	Norwich Highways Agency Committee 24 March 2011
Joint Report of	Head of City Development Services and Director of Environment, Transport and Development
Subject	Norwich Area Transportation Strategy Implementation – Dereham Road Bus Rapid Transit (BRT) Phase 1

Item
6

Purpose

The purpose of the report is to inform members of the results of the public consultation for the Bus Rapid Transit (BRT) Phase 1 scheme on Dereham Road, which included proposed improvements at its' junctions with Barn Road and Old Palace Road/Heigham Road. It seeks approval to implement the proposed improvements at the junction with Barn Road with a shortened bus lane that commences at Orchard Street. The report suggests that further stakeholder consultation is carried out with respect to the impact of the originally proposed bus lane on the short stay car parking outside the shops and that further development work and local and community stakeholder consultation is carried out in respect of the proposed improvements at the junction with Old Palace Road/Heigham Road.

Recommendations

Members are recommended to:

- (1) Ask officers to review proposals for the Old Palace Road/Heigham Road junction with Dereham Road, taking into account the concerns of the local residents, considering any possible alternative scheme proposals that will secure improvements on bus journey times. The outcome of that work will be reported back to members of this committee at a future meeting.
- (2) Approve for implementation the proposals to:
 - (a) introduce a 24-hour, 7 days a week eastbound bus lane with "no loading at any time" on the Dereham Road between Orchard Street and the junction with Grapes Hill/Barn Road;
 - (b) introduce bus pre-signals to allow the buses to proceed from the bus lane into the right turn lane on the Dereham Road approach to the junction with Grapes Hill/Barn Road;
 - (c) change the operational time of the existing bus lane on Dereham Road, from near Gurney Road to near the Outer Ring Road, to 24 hours a day, 7 days a week;
 - (d) make St Benedict's Street eastbound only at the junction with Barn Road/Grapes Hill except for cycles;
 - (e) introduction of up to three high quality BRT bus stops;
 - (f) extend the 30mph restriction on Dereham Road by 70m in a westerly direction from the Norwich Road junction.

(Note that item c (part of the bus lane, from near Gurney Road to just west of Norwich Road junction) and item f (speed limit) are outside the Norwich Highway Agency area, and hence beyond the remit of this committee. These will need to be implemented under delegated powers by Norfolk County Council but are included for completeness.)

- (3) Approve for consultation the proposals to introduce revised car parking arrangements in Exeter Street to provide additional spaces to offset the loss of car parking on Dereham Road caused by the implementation of the bus lane.
- (4) Ask the Transportation Manager at the City Council to initiate the necessary statutory procedures to implement the following Traffic Regulation Orders, subject to delegated powers authorisation where necessary:
 - (a) the changes to the waiting and loading restrictions on Dereham Road between Old Palace Road and Barn Road;
 - (b) the creation of the bus lane on the Dereham Road approach to Grapes Hill/Barn Road junction for use by Buses, Hackney Carriages, Private Hire Vehicles and Pedal Cycles, operating 24 hours a day, 7 days a week;
 - (c) the proposed change of operational time of the existing bus lane on Dereham Road from near Gurney Road to near the Outer Ring Road for use by Buses, Hackney Carriages, Private Hire Vehicles and Pedal Cycles, operating 24 hours a day, 7 days a week;
 - (d) the eastbound only operation of St Benedict's Street at it's junction with Grapes Hill/Barn Road, except for Pedal Cycles;
 - (e) the creation of Bus Stop Clearways at the BRT stops that are within the Controlled Parking Zone;
 - (f) the extension of the 30mph speed limit on Dereham Road by 70m in a westerly direction from near the Norwich Road junction.
- (5) Ask the Transportation Manager at the City Council to advertise the necessary statutory procedures to implement the following Traffic Regulation Orders:
 - a) the changes to the car parking arrangements on the southern side of Exeter Street as shown on plan number PA1004-GP-090 in Appendix C.
- (6) Ask officers to report the results of the consultation on the changes affecting the parking in front of the shops to the May meeting, to enable a decision to be made as to the final extent of the bus lane.

Financial Consequences

The scheme development and implementation of this first phase of the Dereham BRT will be funded by the Greater Norwich Development Partnership (GNDP), using Department of Communities and Local Government Growth Point funding. The overall cost of the scheme is estimated to be £1,500,000 and a breakdown of the cost was reported to members at their meeting on 22 July 2010. The main elements are as follows:

Element	Description	Order of Cost
3	Introduce approximately 3 BRT high quality bus stops	£145k
11	Ban right turns at Old Palace Road junction and introduce pedestrian crossing facilities (Phase 1)	£350k
13	Inbound bus lane on approach to Inner Ring Road Barn Road/Grapes Hill junction with St Benedict's Street outbound closed	£400k
15	Green Infrastructure	£192k

Strategic Objective/Service Priorities

The scheme is part of the Norwich Area Transportation Strategy (NATS) Implementation Plan, which was approved at County Council Cabinet in April 2010, and reported to the Norwich Highways Agency Committee on 25 March 2010. The plan outlines the transport elements of the Joint Core Strategy (JCS) and aims to build on the significant success of NATS to date.

One of the key elements of the NATS Implementation Plan is the development of a Bus Rapid Transit (BRT) network. BRT is a holistic approach to the delivery of high quality public transport. It combines high quality vehicles with high quality services, supported by physical infrastructure and a campaign of marketing and branding.

The project helps to achieve the corporate objective to make Norwich safe and secure, building strong and proud local communities and the service plan priority of improving safety on roads and providing realistic sustainable transport options.

This project supports the following County Council Service Plan objectives (2008-11):

Corporate Objectives:

- To improve travel and transport
- To protect and sustain the environment
- Customer focus

Service Objectives:

- Provide safe, reliable, accessible and affordable transport
- To promote the use of sustainable modes of travel for journeys to school and workplaces
- Reduce and adapt to the impacts of climate change

- Ensure easy access to information and services, however people choose to get in touch

Contact Officers

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Background Documents

Report to Norwich Highways Agency Committee of 25 November 2010 on the Norwich Area Transportation Strategy Implementation – Dereham Road Bus Rapid Transit (BRT) Phase 1 by the Head of Transportation and Director of Environment, Transport and Development

Report to Norwich Highways Agency Committee of 22 July 2010 on the Norwich Area Transportation Strategy (NATS) Implementation Plan – Dereham Road Bus Rapid Transit (BRT) Corridor by the Head of Transportation and Director of Environment, Transport and Development

Report to Norwich Highways Agency Committee 25 March 2010 on the Norwich Area Transportation Strategy (NATS) Implementation Plan by the Director of Environment, Transport and Development

Norwich/ Costessey Dereham Road Bus Corridor, Corridor Length Impact Assessment May 2010 – Prepared by the Director of Environment, Transport and Development

Dereham Road BRT Placemaking and Landscape Strategy: February 2010

Report

Background

1. In order to facilitate the growth planned for Greater Norwich, Norfolk County Council has developed an Implementation Plan for the Norwich Area Transportation Strategy. This work has identified a network of BRT routes, including Dereham Road.
2. The roll-out of the BRT programme across the area will provide essential transport links to new and existing communities, reduce peak travel times and the need for private motor vehicle usage. This modal shift will be encouraged through providing a fast, reliable and cost-effective service along dedicated routes.
3. Dereham Road is currently a high frequency bus corridor with in excess of 20 buses per hour during peak periods. The bus corridor serves growth and employment areas at Longwater, Lodge Farm, West Costessey (Queens Hills) and Bowthorpe. Improving the bus working on Dereham Road would make it more attractive for buses, making the route more reliable and cutting journey times.
4. At your meeting on 22 July 2010, you considered a report setting out the vision for a Bus Rapid Transit (BRT) scheme on Dereham Road from Longwater into the City Centre. At your meeting on 25 November 2010, you considered a report setting out the proposals for specific elements of that scheme. At that meeting approval was given for local and community stakeholder consultation to be undertaken and for the necessary Traffic Regulation Orders to be advertised. The elements consulted on were:
 - A bus lane on Dereham Road approaching the Barn Road junction, with a pre-signal for buses to afford them priority at the junction
 - Banning of the right turns from Dereham Road onto Old Palace Road and to Heigham Street. This results in a significant increase in capacity at the junction, some of which can be given over to providing pedestrian facilities, while the rest reduces delays at the junction for all vehicles including buses.
 - Making the new and existing bus lanes on Dereham Road operate 24 hours a day, 7 days a week
 - Changing the speed limit on the approach to the Norwich Road junction from 40mph to 30mph
 - Tree planting in the verges and central reservation between Bowthorpe Roundabout and Gurney Road
5. This report discusses the responses received to the consultation and the statutory advertising of the Traffic Regulation Orders.
6. A copy of the leaflet and plans that were consulted on are provided in Appendix A.

Public Consultation

7. Local community and public consultation commenced on 10th January 2011 with the closing date for comments on 7th February 2011.
8. Approximately 2,600 copies of the leaflet were distributed to stakeholders and residents in the vicinity of the section of Dereham Road between the junctions with Old Palace Road/Heigham Road and the one with Barn Road. In addition, some 160 letters were sent out to stakeholders and residents adjacent to other elements of the scheme, such as the conversion of existing bus lane to 24-hour use, proposed change to the speed limit near the Norwich Road junction, introduction of BRT bus stops and proposed tree planting near Bowthorpe Roundabout.
9. In total, 258 letters/emails/telephone calls of representation were received.
10. Three petitions were also received, as follows:
 - a) Petition 1 - a 124 signature petition mainly from residents of Gladstone Street opposing the proposed changes to the traffic lights at Old Palace Road/Heigham Road junction with Dereham Road and in particular the proposal to ban right turns from Dereham Road into Heigham Road;
 - b) Petition 2 - a 38 signature petition from Nelson Infant School opposing the Dereham BRT Phase 1 proposals in general and specifically the proposal to ban right turns from Dereham Road into Old Palace Road due to concerns over increased traffic on Nelson Street and Northumberland Street;
 - c) Petition 3 - an 18 signature petition from traders on Dereham Road opposing the Dereham BRT Phase 1 proposals in general and specifically the proposal to ban right turns from Dereham Road into Old Palace Road and Heigham Road and the loss of parking outside the shops due to the new bus lane.
11. The proposed Traffic Regulation Orders for the scheme were advertised in the local press on the 14th January 2011.
12. During the consultation period, the Green Party arranged a public meeting to which County and City Council officers were invited to present the proposals. The meeting took place on 31st January 2011 at 19.30 at the Belvedere Centre on Belvoir Street; approximately 200 people attended the meeting.
13. There are two issues that dominated the consultation responses and the public meeting, namely:
 - a) objections to the proposed right turn bans from Dereham Road at the junction with Old Palace Road and Heigham Road with concerns that this will result in unacceptable amounts of additional traffic using the side roads near the junction. A large number of residents from the southern side roads, Gladstone Street in particular, are concerned about 'rat running' traffic on these residential roads caused by the right turn ban into Heigham Road. A smaller number of residents, predominantly from Nelson Street, have objected to the right turn ban into Old Palace Road, concerned about

displaced traffic also using the side roads;

- b) objections to the loss of on-street parking for shoppers and that this will have a detrimental affect on businesses in the area, particularly the shops on the north side of Dereham Road, opposite the Co-op store.

14. A summary of the issues raised by consultees together with Officer comments is provided in Appendix B. A full summary of all the responses received together with copies of the three petitions will be available for inspection prior to the meeting.

Discussion

15. Of the individual comments received on the proposals, there were 13 objections to the BRT proposals as a whole, with 27 in support. Regarding comments received on the specific elements of the scheme, the main issues are summarised below. Where applicable, the discussion points below refer to the reference numbers on the plan in the leaflet that was provided to residents and other stakeholders.

16. Old Palace Road/Heigham Road junction and associated measures (nos. 1, 2 & 3 on the leaflet)

17. A total of 177 objections were received in relation to the right-turn ban elements of the proposals, and they were the focus of the public meeting that Officers attended. The main concerns are the potential for rat running in the adjacent side streets and access difficulties caused by the banned turns and no-entry on Goldsmith Street. There were 16 comments received in objection to the proposed no-entry on Goldsmith Street, either generally against the restriction or the precise location of it. There were a number of comments received in support of the proposed pedestrian and cycling improvements at the junction.

18. Given the strength of feeling demonstrated during the consultation to the proposal to ban the right turns from Dereham Road into Old Palace Road and Heigham Road, it is suggested that all work associated with this junction is deferred to allow officers time to fully evaluate the likely impact on the side roads, to identify potential mitigation measures and to consider whether there are other solutions at the junction that will offer the same benefits to buses and pedestrians. The results of those investigations will be reported to a future meeting.

19. New 24-hour bus lane on approach to Barn Road junction (no. 4 on leaflet)

20. There were 6 comments received in support and 15 objections to the bus lane.

21. The bus lane, as proposed, would start just prior to the pedestrian crossing by the Co-op and would require the removal of approximately six 30-minute parking spaces by the shops and some seven evening spaces outside the properties to the east of Orchard Street. The scheme would provide benefits to inbound bus journey times of over 1½ minutes in the AM peak and over 1¼ minutes in the PM peak. It would be possible to introduce a shorter bus lane commencing at Orchard Street and leave the short stay parking as it is but this

will reduce the journey time savings for buses.

22. Comments were also received questioning the need for the bus lane to be 24-hour rather than part time. Some comments suggested that the bus lane was not required in the evening as there were fewer bus services in the evening. A comment was made that this was inconsistent with other bus lanes in the City.
23. A 24 hours a day, 7 days a week bus lane would provide several benefits to buses, cyclists and taxis. A full time bus lane is safer as cyclists do not have to contend with general traffic and part time lanes do lead to increased vehicle speeds and overtaking, due to the fact that there are two lanes for general traffic out of the restricted times. A full time bus lane would also be necessary for the operation of the pre-signals at the junction with Barn Road.
24. A full time bus lane would have little effect on congestion for road users, when compared to a part time one, but would aid driver awareness and enforcement. The provision of 24-hour bus lanes is consistent with the recent changes introduced on Newmarket Road.
25. Dereham Road will form part of the proposed BRT network and thus a full time facility would reinforce the Norwich Area Transportation Strategy, showing commitment to encourage people to use public transport, and to walk or cycle more, by making journeys faster, safer and with fewer delays.
26. Loss of short stay parking on Dereham Road (no. 5 on leaflet)
27. For this element 28 comments were received, with 1 in support and 27 objecting to the loss of the six 30-minute spaces outside the shops. In addition, a petition was received, from the businesses along here, objecting to the loss of parking used by customers and delivery vehicles.
28. The extent of the bus lane has been designed to minimise delays to buses by allowing the bus lane to avoid the queue for general traffic on the approach to Barn Road junction.
29. A parking survey was undertaken in the area between 21st and 26th January 2011. The survey identified that although the parking spaces outside the shops were at times fully utilised, there was spare capacity elsewhere in the area.
30. In order to help offset the loss in parking that would be caused by the bus lane, there is the potential to provide additional parking on Exeter Street. By changing the bay markings from a parallel to an echelon layout, it would be possible to maximise the number of available bays within the layby on the southern side of the road. This parking is within close proximity to the shops and there is already a pedestrian route through to Dereham Road. The suggested modifications are shown on the plan included as Appendix C and would provide for 13 car parking spaces, including a disabled bay. At the same time, it would be possible to improve the signage on Dereham Road to the existing and proposed on-street car parking on Exeter Street.
31. The shop frontage businesses affected by the removal of on-street parking have requested that kerbs outside the shops are dropped so that cars could park on the shop forecourts. This suggestion may be possible and further discussion with the business frontages will be necessary as it may require

some small alterations to the levels of the forecourts. The potential extent of a drop kerb along here is shown on the plan in Appendix C.

32. Three comments were made about the separate proposal by Norwich City Council to redevelop the Exeter Street Pay & Display Car Park for housing, which is not part of the BRT scheme. Currently this car park is almost exclusively used as long stay commuter parking. There is more than adequate capacity at the Pay & Display Car Park adjacent to Barn Road junction, to accommodate any commuter parking that would be displaced from this site.
33. Only around seven cars per day use the Exeter Street car park for the type of short stay period that might be considered to be customer parking (less than three hours) and almost all of these are for less than two hours. The site redevelopment provides six new free on-street parking spaces that will more than compensate for the loss of the customer parking demand at Exeter Street, and go some way to provide additional space to make up for the lost parking on Dereham Road itself. The proposed parking bays associated with the redevelopment are shown on the plan in Appendix C.
34. Loss of evening parking (single yellow line) on Dereham Road (no. 6 on leaflet)
35. For this element, there was 1 comment received in support and 4 objecting to the proposal. Currently vehicles are able to park on the existing single yellow line after 6.30pm and on Sundays. A small number of comments were received stating that the loss of parking will make it difficult for residents of these properties to park. However, there is parking elsewhere including that on Exeter Street and the proposal to improve parking in the southern layby would help to offset this loss.
36. Improved pedestrian refuge adjacent to Golding Place/Raglan Street (no. 7 on leaflet)
37. A comment was received asking for clarification on the proposal to improve the pedestrian refuge. The existing refuge is of a substandard width and pedestrians can feel vulnerable when using it. The replacement refuge will be 1.5 metres wide, providing a significant improvement over the current refuge which is only 0.9 metres wide.
38. Bus pre-signals on Dereham Road approach to Barn Road (no. 8 on leaflet)
39. The bus pre-signals are a recognised method of giving priority to bus lanes. These will allow buses, cycles and taxis to proceed to the main set of signals, giving them priority over general traffic.
40. In all, 6 responses supported this specific proposal with 8 objecting to it. A comment was made that additional traffic signals would increase delay at the junction, particularly given the fact that the length of lane for general traffic on the approach to the signals would be shorter than at present. However, by removing the traffic signal phase for bus and taxis exiting St Benedict's Street, and co-ordinating the timings of the bus pre-signals with the main signals, this will limit the potential for increased delay to general traffic on Dereham Road and will provide a benefit to right turn traffic from Dereham Road of about 1 minute in the AM peak and nearly $\frac{3}{4}$ of a minute in the PM peak.

41. Alteration to side road junctions (no. 10 on leaflet)
42. It is proposed to reduce the width of the junctions of Golding Place, Valentine Street and the one to Charles Square. A comment was received that this was not necessary as these junctions are not dangerous. However, it is proposed to reduce the crossing width for pedestrians and to tighten the junction radii. The proposed layouts are in accordance with the Department for Transport Manual for Streets and Norwich City Council Streetscape Design Manual, to facilitate direct desire lines by using small corner radii at side street entries.
43. Closure of westbound exit from St Benedict's Street to buses and taxis (no. 11 on leaflet)
44. A total of 5 responses supported this proposal and there were 6 objections to it. A comment was received that taxis should not be banned from exiting St Benedict's Street. Currently only buses, cycles and taxis can exit St Benedict's Street and gain access to the junction with Barn Road and Grapes Hill. Currently, a relatively long period has to be allocated to this phase of the traffic lights, despite the fact that very few vehicles use it. By removing the need to provide so much time to this phase of the lights, the right turning traffic from Dereham Road will have more time within the signal phasing, and journey time for buses on Dereham Road will be improved. Cyclists from St Benedict's Street would still be able to travel westbound, under their own set of traffic lights.
45. The alternative route for southbound taxis would be via Westwick Street and Barn Road. Northbound taxis heading towards Heigham Street could use Duke Street, St Crispins Road, Barker Street and Wingate Way.
46. Extension of 30mph speed restriction near Norwich Road junction
47. The proposal is to move the 30mph speed limit some 70 metres westwards so that the 30mph speed limit is at the start of the built up area, which is in accordance with Department for Transport advice. The reduction in speed should assist pedestrians who need to cross the road between the inbound and outbound bus stops in this location.
48. Conversion of existing bus lane on Dereham Road to 24-hour use
49. Regarding the proposed conversion of the existing bus lane to 24 hours, 19 comments were received, with 4 in support and the remainder in objection. Four residents with properties on the private road, east of Gurney Road and adjacent to the existing bus lane on Dereham Road, commented that drivers use the private road to bypass traffic queuing on the approach to the Norwich Road junction. As this road is not part of the highway however, it would be difficult to control this behaviour and the conversion of the bus lane to 24 hour usage is unlikely to have any impact on this.
50. Refer to paragraphs 23-25 relating to the new 24-hour bus lane for the reasoning behind full time bus lanes.
51. Tree planting to the east of Bowthorpe Roundabout
52. There was generally good support for the proposed tree planting in the central

reserve and northern verge. Several comments were received pertaining to the fact that the verge between the footway and the private road was in private ownership and the six trees outside property nos. 150-166 were shown on private land. The detailed proposals have been revised so that the trees are planted within highway land only.

53. There was a comment that trees should not be planted in the central reserve as these would obscure the streetlights. However, the proposed species of tree will reach a maximum height of 5-10 metres so will be lower than the street lighting columns.

54. New BRT bus stops

55. It is proposed to initially provide up to three inbound BRT bus stops on Dereham Road as part of the first phase of work. One is proposed between Norwich Road and Marl Pit Lane junction, one just east of Marl Pit Lane junction and one opposite the Co-op. The existing bus stop immediately to the east of the junction with Old Palace Road would be removed as it is very close to the junction.

Conclusions

56. The consultation exercise has identified a variety of views on the proposals but the majority of the comments have related to the proposed right turn ban and loss of short stay parking by the shops.
57. As previously mentioned, further feasibility work is required at the Old Palace Road/Heigham Road junction with Dereham Road and it is proposed that any decision on this element of the scheme is deferred to a future meeting.
58. The bus lane on the approach to the Barn Road junction works as a standalone scheme. It would be possible to introduce a shorter bus lane commencing at Orchard Street and leave the short stay parking as it is but this will deliver less benefits for buses. It is suggested that members approve the shorter bus lane with a view to implementing the full scheme subject to further consultation with the local businesses on the suggested changes to the parking arrangements as shown on the plan in Appendix C.
59. The scheme demonstrates a commitment to improve public transport and is consistent with the NATS Implementation Plan proposals for a BRT network on Dereham Road. It builds towards the wider aspiration to deliver quicker and more reliable bus journeys to and from Norwich.

Timescales

60. The Barn Road scheme could be implemented on site prior to the Christmas traffic management embargo, provided construction work commenced no later than July 2011.
61. These proposals are well suited to a phased implementation of individual elements over a number of years, with the corridor being gradually implemented, building towards full BRT.

Resource Implications

- 62. Finance: Scheme development and implementation of Phase 1 will be funded by the Greater Norwich Development Partnership, using Department of Communities and Local Government Growth Point funding.
- 63. Staff: The project will be delivered through joint team working involving County and City Officers and partners of the County Council's strategic partnership.
- 64. Property: The Phase 1 works will require dedication of land for highway use from the City Council.
- 65. IT: None.

Other implications

- 66. Legal Implications: None.
- 67. Human Rights: None.
- 68. Equality Impact Assessment (EqIA): An EqIA has been completed for the NATS Implementation Plan, which includes BRT. Public transport improvements are generally considered to assist social inclusion and improve access to services.
- 69. Communications: None.

Section 17 - Crime and Disorder Act

- 70. The scheme will be designed to ensure it has a positive effect on crime and disorder where possible. Care will be taken during construction to minimise opportunities for crime and disorder, for instance the secure storage of construction equipment and materials.

Risk Implications/Assessment

- 71. A risk assessment has been undertaken for development of the NATS Implementation Plan. The key risks for delivering this, including Dereham Road BRT are around funding, timescales and planning. These risks are being managed through active project management and ongoing engagement with a wide range of stakeholders.
- 72. A risk register is being maintained as part of the technical design and construction delivery processes.

Norwich Area Transportation Strategy

Our plans for a bus rapid transit route on Dereham Road

Consultation on proposals for phase 1
January 2011

Greater Norwich
Development
Partnership

Bus rapid transit – what is it?

Bus rapid transit (BRT) is a new approach to bus travel which will bring faster, more frequent and reliable services on key routes into Norwich city centre.

Dereham Road BRT phase 1 proposals

In October 2009, possible BRT routes were identified across the city in the Norwich Area Transportation Strategy (NATS) consultation on the future of transport in Norwich. One of these was on Dereham Road. Now money to fund the first phase of this scheme has been made available by the Greater Norwich Development Partnership.

This phase involves work which will make it easier to provide a BRT service along Dereham Road in the future. The service is eventually planned to run from the Longwater junction into the city.

We would like your views on the proposals set out below.

Proposals between Old Palace Road and Barn Road junctions including associated traffic regulation orders:

- the banning of right turns from Dereham Road into Old Palace Road and Heigham Road for all vehicles except pedal cycles. This would result in less delay for traffic and would also allow pedestrian and cycling facilities to be improved (no.1 on plan)
- additional traffic signals at the Dereham Road junction with Barn Road and Grapes Hill, to allow buses, taxis and cycles through the junction ahead of general traffic (no.8 on plan)
- a new 24-hour bus lane from a point just east of Douro Place to Barn Road (no.4 on plan).

Several other traffic regulation orders will need to be put in place:

- removal of about seven on-street evening parking spaces on the north side of Dereham Road, east of Orchard Street (no.5 on plan)
- removal of about six short stay on-street parking spaces outside the shops on Dereham Road east of Douro Place (no.5 on plan)
- only cyclists to be allowed to travel west from St Benedicts Street through to the Dereham Road junction with Barn Road and Grapes Hill, in order to minimise delay to traffic at the junction (no.11 on plan)
- a no entry restriction at the south end of Goldsmith Street (no.2 on plan)
- extension of the 30mph speed restriction on Dereham Road west of the Norwich Road junction by approximately 70 metres (not shown on plan)
- conversion of the existing bus lane running from near Gurney Road to the outer ring road, from part time to 24-hour use, 7 days a week (not shown on plan).

Proposals in other areas of Dereham Road:

- tree planting to the east of the Bowthorpe roundabout on the central reservation and northern verge
- introduction of several new high quality bus stops

What do you think?

We want your views on these proposals. There are several ways you can let us know what you think and find out more. It would be helpful if you could be specific in your comments, ideally using the reference numbers shown on the plan.

By web: www.norfolk.gov.uk/derehamroadbrrt
By email: norwich.transports@norfolk.gov.uk
By phone: 0344 800 8020

You can also write to us at:

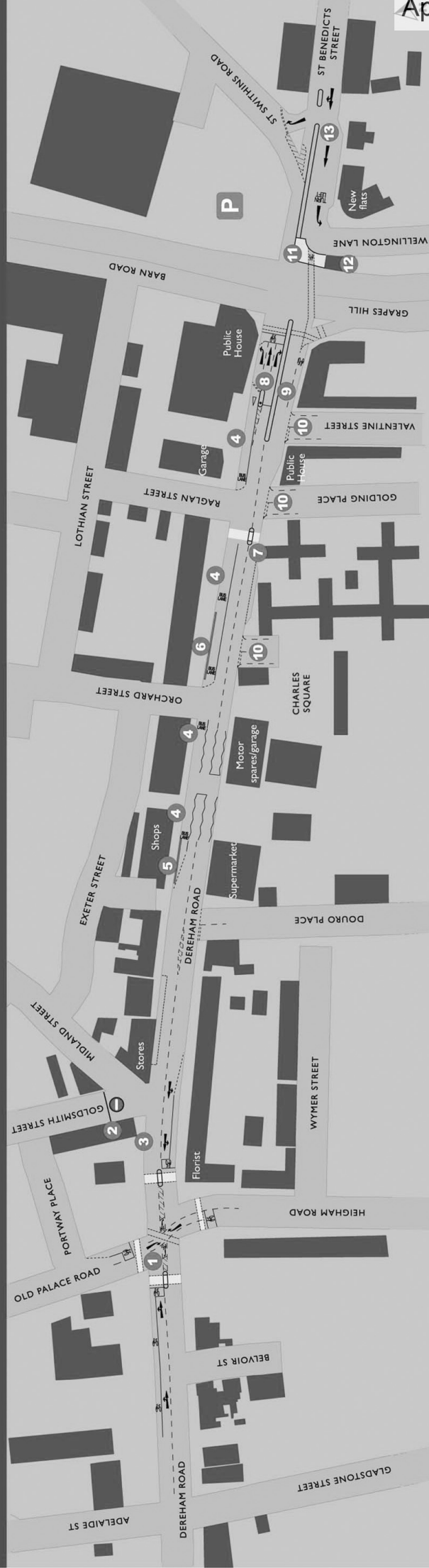
Dereham Road BRT Consultation
Norfolk County Council
County Hall
Marineau Lane
NORWICH
NR1 2SG

The closing date for responding is Monday 7 February 2011.

Next steps

We will look at the responses we receive and summarise them in a report to the Norwich Highways Agency Committee in the Spring of 2011. The Committee will then decide how to proceed with the scheme.

If you need this leaflet in large print, or in an alternative version, please contact
Norfolk County Council on 0344 800 8020.



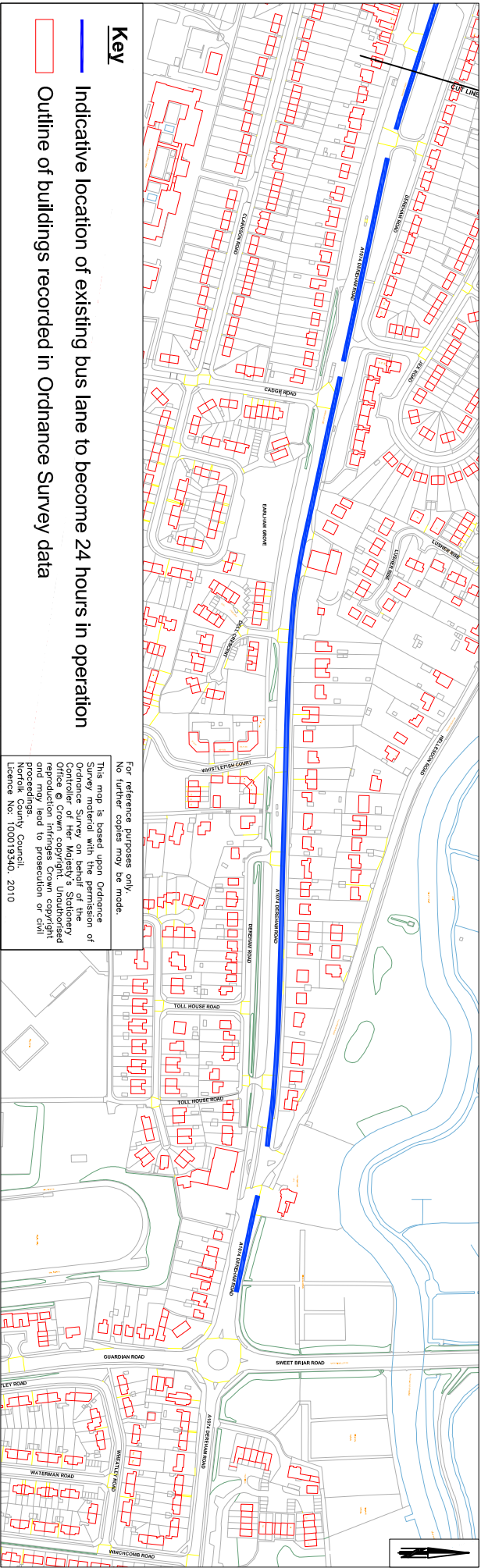
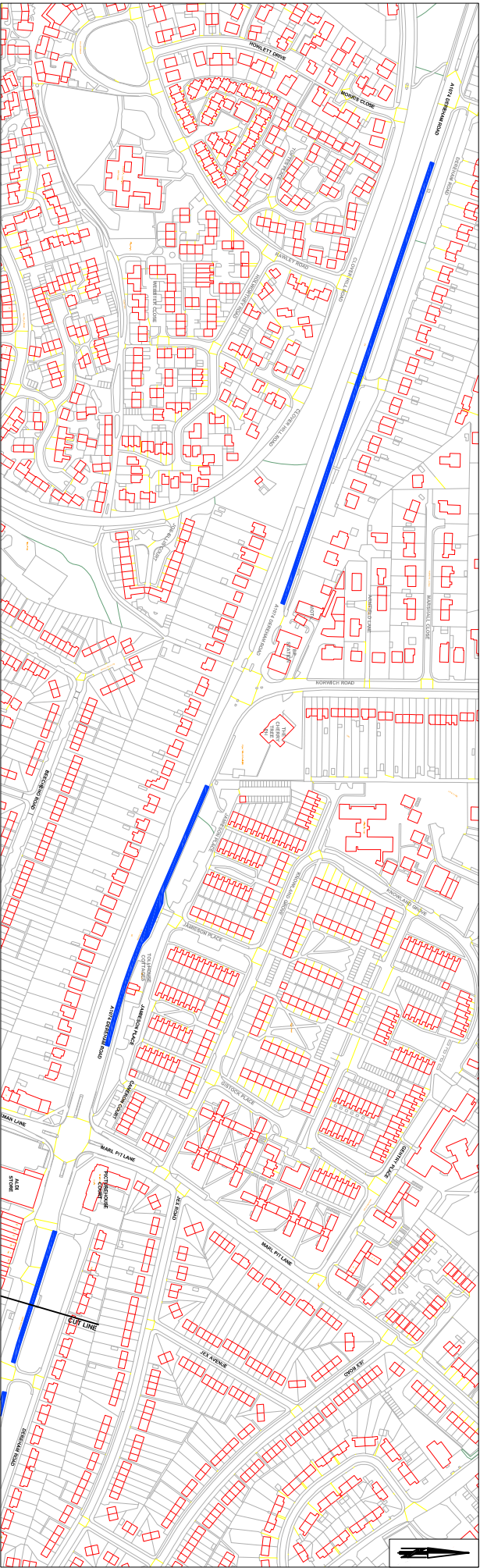
- Right turns from Dereham Road into Old Palace Road and Heigham Road to be banned for all vehicles (except bicycles) resulting in less delay on Dereham Road at the junction. Improvements to pedestrian crossing and cycling facilities at junction.
- Proposed 'no entry' restriction into Goldsmith Street from Dereham Road to prevent possible 'rat running' along side roads.

- Existing bus stop on city side of Old Palace Road junction to be moved eastwards near Orchard Street – precise location to be agreed.
- New 24-hour bus lane for use by buses, taxis and cyclists installed on approach to Barn Road junction, from a point east of Douro Place.
- Section of approximately six short stay parking spaces, opposite supermarket, to be removed to enable provision of bus lane.

- Section of approximately seven evening parking spaces, between Orchard Street and Raglan Street, to be removed to enable provision of bus lane.
- Improved pedestrian refuge adjacent to Golding Place/Raglan Street.
- Additional traffic signals to allow buses, taxis and cyclists through the junction before general traffic.
- Central island to be realigned to enable provision of the bus lane.

- Side road junctions made safer and easier for pedestrians.
- Westbound exit from St Benedicts Street for cyclists only, to minimise junction delay, with improved junction crossing facilities for cyclists.
- Area to be landscaped after demolition of existing toilets.
- Road layout to be altered by private developer adjacent to new flats.





- Key**
- Indicative location of existing bus lane to become 24 hours in operation
 - Outline of buildings recorded in Ordnance Survey data

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DRAWING TITLE

Dereham Road BRT Project
Conversion of bus lane
to 24 hour usage

REV.	DESCRIPTION	CHECKED DATE

SURVEYED BY	INT.	DATE	DRAWING NO.
			PA1004-GR-082

DESIGNED BY	PROJECT TITLE
	Dereham Road BRT Project

DRAWN BY	FILE NO.
JG	PA1004

CHECKED BY	SCALE
BL	1:5000



working with

MAY GURNEY



Mike Jackson
Director of Environment, Transport
and Development
Norfolk County Council
County Hall
Marineau Lane
Norwich NR1 2SG

Dereham Road BRT Phase 1 - summary of issues raised by consultees with comments from Officers

<i>Ref.</i>	<i>Issue</i>	<i>Officers Comments</i>
1	<u>Old Palace Road/Heigham Road junction and associated measures (nos. 1, 2 & 3 on the leaflet)</u>	Further feasibility work is required at the Old Palace Road/Heigham Road junction with Dereham Road in order to fully evaluate the likely impact on the side roads and identify potential mitigation measures. Consideration will be given to any other solutions that would offer the same benefits to buses and pedestrians.
1A	Objections to proposed right turn bans from Dereham Road at the junction with Old Palace Road and Heigham Road with concerns that this will result in unacceptable amounts of additional traffic using the side roads near the junction.	
1B	Several comments received disagreeing with the no-entry restriction into Goldsmith Street, others comments received objecting to the location of the proposed restriction. Comment that parking on Goldsmith Street is an issue due to parked vehicles from adjacent church and garage.	
1C	Comment that emergency vehicles must not be delayed by restrictions.	
1D	Comment that the school coaches for St Johns Primary School all approach the school from Dereham Road so that they are able to pull up outside the school on the same side of the road. If the proposals are approved, they will have to change their route resulting in having to approach from Earlham Road. Children would have to get on and off the coach onto the road.	
1E	Resident concerned that bus service on Old Palace Road will be lost. Traffic is already bad at the Heigham Street junction and re-directing any more vehicles there would not be a good idea.	
1F	Several consultees asked if the junction could be modified using the waste land on either side to provide for right turn lanes. Comment received suggesting that a roundabout be built here instead of a signalled junction.	
1G	Comment that 20mph speed limits should be provided on adjacent side streets.	
1H	Remark received that the small car park area in front of the florists is used by some motorists to avoid the traffic signals.	
1I	Concerned that banning of right-turns at the Barrack Street junction with Silver Road caused rat-running in adjacent side streets. A further scheme had to be implemented a	
		It is normal practice to review the operation of schemes, and implement mitigation measures if these are appropriate to deal with specific issues.

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	number of months later to prevent these rat-runs.	Regarding Silver Road, increased traffic was anticipated but officers wanted to be sure the right scheme was proposed to deal with the issues. Following completion of the scheme the traffic on the side roads was monitored and analysed and additional measures were then introduced to address the specific issues identified. These measures have been supported by local residents.
1J	Remarks that the current and expected traffic turning data, and subsequent assumptions supplied in the report to Members in November 2010 is not supported by any data presented.	Traffic data will be presented when issues are reported back to Members following further investigation.
1K	Comment - if the committee ask officers to carry out further work for banning right-turns, advance measures should be implemented to assist crossing of pedestrians and cyclists at the junction.	The existing junction is quite constrained in size. Without seriously impacting on the efficiency of the junction, advanced measures for pedestrians would not be possible, within the existing junction footprint, without the banning of the right turns from Dereham Road.
2	<u>New 24-hour bus lane on approach to Barn Road junction (no. 4 on leaflet)</u>	
2A	Objections to the loss of short stay on-street parking outside the shops due to the new bus lane.	It would be possible to introduce a shorter bus lane commencing at Orchard Street and leave the short stay parking as it is although this will deliver less benefits for buses. Any proposals to extend the bus lane further westwards would be subject to further consultation with the affected businesses.
2B	Question - would it be possible for motorcyclists to use the bus lane?	There are currently no plans to allow bus lanes to be used by motorcyclists.
2C	Concern that at the Dereham Road/Barn Road junction, eastbound traffic needs three lanes - one for left turn, one for straight ahead and one for right turn. Feels that proposals will reduce the non-bus traffic to just two lanes, until very close to Barn Road, which will increase congestion.	The bus lane would terminate at the pre-signals, in advance of the main traffic signals on the approach to Barn Road junction, meaning that buses would share traffic lanes with general traffic. By changing the phasing of the signals from St Benedict's, more time can be allocated to traffic on Dereham Road.
2D	Query on the separation between the bus lane and general traffic and plans for the existing cycle lanes.	A white line would separate buses/cyclists and general traffic, this is a similar arrangement to that used on other locations around Norwich.
2E	Comment that there is no point installing a bus lane that does not span the length of the road.	Bus lanes are usually proposed on the approach to junctions where buses experience the greatest delay. Targeting the improvements at key locations will help to reduce peak travel times and improving reliability without the

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2F	Comment that starting the bus lane near Douro Place is pointless, as buses will still queue on Dereham Road until they reach this area.	need to provide a bus lane along the entire length of the road.
2G	Questions if buses will have their own lane at the traffic signals at Dereham Road/Barn Road junction? A full lane for buses would block the entrance to the petrol station.	The length of the bus lane has been designed to take into account the length of queue that is expected on the approach to Barn Road.
2H	Comment that there is not enough space for the bus to travel down with ease without taking away entry into Goldsmith Street. Asks if it will still be possible to turn down Orchard Street to park out the flats.	The bus lane would terminate in advance of the traffic signals on the approach to Barn Road, meaning that buses would share traffic lanes with general traffic. The petrol station would operate as normal, with the access/egress unaffected.
2I	Will Portal Norwich Freight Consolidation vehicles be permitted to use the bus lane?	Access into Orchard Street, via Midland Street, will not be compromised as the bus lane will start further eastwards; the proposals would not alter existing access arrangements into Orchard Street.
2J	Concern was raised about the disruption to local businesses during the works including that caused by temporary road closures.	It is not proposed to permit Portal Norwich Freight Consolidation vehicles to use the bus lane as part of the Phase 1 proposals.
3	<u>Loss of short stay parking on Dereham Road (no. 5 on leaflet)</u>	Temporary traffic management proposals would be discussed with affected businesses, should the scheme be taken forward. Disruption would be minimised during the works as much as possible but the use of temporary traffic lights would be required.
3A	Objections to the loss of on-street parking for shoppers and that this will have a detrimental affect on businesses in the area, particularly the shops on the north side of Dereham Road, opposite the Co-op store.	
4	<u>Loss of evening parking (single yellow line) on Dereham Road (no. 6 on leaflet)</u>	It would be possible to introduce a shorter bus lane commencing at Orchard Street and leave the short stay parking as it is, although this will deliver less benefits for buses. Any proposals to extend the bus lane further westwards would be subject to further consultation with the affected businesses.
4A	Currently vehicles are able to park on the existing single yellow line after 6.30pm and on Sundays. A comment was received that the loss of evening parking will make it difficult for residents of these properties to park.	There is parking elsewhere including that on Exeter Street.

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<i>Ref.</i>	<i>Issue</i>	<i>Officers Comments</i>
5	<u>Improved pedestrian refuge adjacent to Golding Place/Raglan Street (no. 7 on leaflet)</u>	
5A	A comment was received asking for clarification on the proposal to improve the pedestrian refuge.	The existing refuge is of a sub standard width and pedestrians can feel vulnerable when using it. The replacement refuge will be 1.5 metres wide, providing a significant improvement over the current refuge which is 0.9 metres wide.
6	<u>Bus pre-signals on Dereham Road approach to Barn Road (no. 8 on leaflet)</u>	
6A	A comment was made that additional traffic signals would increase delay at the junction, particularly given the fact that the length of lane for general traffic on the approach to the signals would be shorter than at present.	By removing the traffic signal phase for bus and taxis exiting St Benedict's Street, and co-ordinating the timings of the bus pre-signals with the main signals, this will limit the potential for increased delay to general traffic on Dereham Road.
6B	Can a roundabout be built at this junction?	A roundabout at Barn Road/Grapes Hill junction with Dereham Road would require land outside of the highway and would affect the remains of the City walls. In addition, the cost of building a roundabout would be prohibitive, and beyond the scope of this scheme.
7	<u>Realignment of central island on the approach to Barn Road junction (no. 9 on leaflet)</u>	
7A	There was a comment asking if Dereham Road was going to be widened.	There are no plans for major widening on Dereham Road as part of these proposals. The only widening would be minor, by 0.5 metres, at a point just west of the junction with Golding Place in order to provide a wider crossing refuge. The central island on the approach to Barn Road/Grapes Hill would be realigned in order to provide the new bus lane.
8	<u>Alteration to side road junctions (no. 10 on leaflet)</u>	
8A	A comment was received that this was not necessary as these junctions are not dangerous.	It is proposed to reduce the width of the junctions of Golding Place, Valentine Street and the one to Charles Square. This work, to reduce the crossing width for pedestrians and to tighten the junction radii, would facilitate direct desire lines by using small corner radii at side street entries. The proposed layouts are in accordance with the Department for Transport Manual for Streets and Norwich City Council Streetscape Design Manual.

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<i>Ref.</i>	<i>Issue</i>	<i>Officers Comments</i>
9	<u>Closure of westbound exit from St Benedict's Street to buses and taxis (no. 11 on leaflet)</u>	
9A	A comment was received that taxis should not be banned from exiting St Benedict's Street.	Currently only buses, cycles and taxis can exit St Benedict's Street and gain access to the junction with Barn Road and Grapes Hill. A relatively long period has to be allocated to this phase of the traffic lights, despite the fact that very few vehicles use it. By removing the need to provide so much time to this phase of the lights, the right turning traffic from Dereham Road will have more time within the signal phasing and journey time for buses on Dereham Road will be improved. Cyclists from St Benedict's Street would still be able to travel westbound, under their own set of traffic lights.
		The alternative route for southbound taxis would be via Westwick Street and Barn Road. Northbound taxis heading towards Heigham Street could use Duke Street, St Crispins Road, Barker Street and Wingate Way.
9B	Comment asking why the proposals show diverting traffic into Wellington Lane and back into the City	General traffic travelling westbound along St Benedict's Street will not be affected by the proposals.
9C	Comment that general traffic currently illegally exits onto Grapes Hill from the bus gate on St Benedict's Street.	General traffic would be physically prevented from exiting from St Benedict's Street under the proposed scheme.
9D	Does not see the benefits of the improved crossing facilities for cyclists at St Benedict's Gate if all it is doing is sending them on the path along Barn Road.	Cyclists will not be permitted to cycle on the footways on Barn Road. The westbound exit from St Benedict's Street for cyclists only will provide a means of crossing Grapes Hill to proceed into Dereham Road on the carriageway. This should help to deter cycling on the footway.
9E	Comments received that eastbound between Barn Road and St Swithin's, the central reservation should be moved southwards, from the current position of the temporary barrier, to allow for an advisory cycle lane on the right hand side, leading towards the contra flow on St Benedict's Street	It is proposed to modify the central reservation on St Benedict's Street as part of the proposed works adjacent to the new development of flats. However, the proposal is to narrow the island by widening the southern (westbound) carriageway. The detailed design of the cycle facilities at St Benedict's will be reviewed and will subject to a Road Safety Audit.
9F	Comment that the waiting area for cyclists looks quite small on the plan (needs to be wider than the standard lane width to deal with demand) and should be moved further left, as cyclists will be cycling from St Benedict's Street next to the kerb and will want to proceed straight over to wait to cross Grapes Hill. A section of cycle feeder lane on the left hand side would also be of benefit, which would also give priority for cyclists across	The cycle waiting area will be designed to appropriate standards to provide a suitable width.

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9G	Wellington Lane. A comment was received questioning the proposed alteration to the speed limit.	The proposal is to move the 30mph speed limit some 70 metres westwards so that the 30mph speed limit is at the start of the built up area, which is in accordance with Department for Transport advice.
10	<u>Conversion of existing bus lane on Dereham Road to 24-hour use</u>	
10A	Comments were received regarding the conversion of the existing bus lane to 24 hours. Comment that the bus lane introduction has helped at rush-hour but they are empty for 10 hours a day - surely this road space should be freed up. Objects to the 24 hour bus lane because there are not enough buses to justify changing the operational times from part-time usage and buses do not run overnight. Remarks that other bus lanes in the city are not 24 hours and there should be consistency throughout.	A 24 hours a day, 7 days a week bus lane would provide several benefits to buses, cyclists and taxis. A full time bus lane is safer as cyclists do not have to contend with general traffic and part time lanes do lead to increased vehicle speeds and overtaking, due to the fact that there are two lanes for general traffic out of the restricted times. A full time bus lane would also be necessary for the operation of the pre-signals at the junction with Barn Road. A full time bus lane would have little effect on congestion for road users, when compared to a part time one, but would aid driver awareness and enforcement. The provision of 24-hour bus lanes is consistent with the recent changes introduced on Newmarket Road.
10B	Several residents with properties on the private road, east of Gurney Road and adjacent to the existing bus lane on Dereham Road, commented that drivers use the private road to bypass traffic queuing on the approach to the Norwich Road junction.	As this road is not part of the highway however, it would be difficult to control this behaviour and the conversion of the bus lane to 24 hour usage is unlikely to have any impact on this.
10C	A comment received that the bus lane should be removed on Dereham Road; it is causing too much congestion, also the risk of accidents on Dereham Road is increased because of the bus lane. Opposes another bus lane in the city side of the roundabout, as they are unsafe for car drivers, pedestrians and bus users.	Removing the existing bus lane is not an option as this would significantly disbenefit both buses and cyclists.
11	<u>Tree planting to the east of Bowthorpe Roundabout</u>	
11A	Several comments were received pertaining to the fact that the verge between the footway and the private road was in private ownership and the six trees outside property nos. 150-166 were shown on private land.	The detailed proposals have been revised so that the trees are planted within highway land only.

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11B	One response asked if the trees will have Tree Preservation Orders in the future and asks who is responsible for their maintenance. Asks how will they be protected and when will they be planted	The trees would be publicly owned trees and would not be subject to Tree Preservation Orders. The trees would be maintained by the City Council and protected by wooden guards. If the proposal is approved for implementation, it is proposed to plant the trees in Autumn/Winter 2011/12.
11C	There was a comment that trees should not be planted in the central reserve as these would obscure the streetlights.	The proposed species of tree will reach a maximum height of 5-10 metres so will be lower than the lighting columns.
11D	Concerned with visibility issues caused by tree planting.	Trees will not be planted in locations that reduce visibility.
12	<u>Bus stops</u>	
12A	Comment that the existing bus stop outside Potters House Church is currently the closest stop for patients who visit the surgery on Old Palace Road. The new bus stop location will affect elderly visitors.	The existing bus stop and shelter outside Potters House Church would be removed, and replaced with a new BRT bus stop shelter located eastwards near the shops. This would increase the distance pedestrians would need to travel between the bus stop and the surgery, although it would be well placed to cater for the shopping area. The preceding city bound bus stop is the stop located to the east of Adelaide Street.
12B	Clarification of the new bus stop position and remarks it would be better for it to be located near a business as opposed to a residential property.	It is proposed to initially provide up to three inbound BRT bus stops on Dereham Road as part of the first phase of work. One is proposed between Norwich Road and Marl Pit Lane junction, one just east of Marl Pit Lane junction and one opposite the Co-op.
12C	Improved bus shelters would stand to improve bus patronage.	The existing bus shelter contract for Norwich is being renewed at the current time and this should see newer and improved shelters being installed in many areas over the coming months.
12D	Asks if the bus stop between Orchard Street and Raglan Street will be removed.	Although the bus stop locations along the Dereham Road corridor are being reviewed, there are currently no plans to remove the bus stop between Orchard Street and Raglan Street.

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<i>Ref.</i>	<i>Issue</i>	<i>Officers Comments</i>
13	<u>Bus fares</u>	
13A	Several comments were received that bus fares in the City were too expensive.	The County Council does not have any direct control over the fares bus operators charge. However, bus operators will be made aware of the concerns raised over this.
13B	Comment that although it is a good idea to have more bus stops the service should be more affordable and efficient, with Oyster cards or similar to make journeys quicker.	Central Government are putting measures in place to encourage bus operators across the country to invest in new ticket machines that will enable electronic ticketing to be introduced, similar to the Oyster card in London. We are working with operators in Norfolk to identify what opportunities there are for this to happen.
14	<u>Bus services</u>	
14A	Comment that buses don't run on time, are dirty and the fares are very much overpriced for the service offered.	Generally the services provided by bus operators are punctual and reliable, however if members of the public have specific issues with services, they can bring it to the attention of the operator directly or report it to the County Council who will pass it on to the operator concerned. Overall, the average age of buses is reducing as operators invest in newer vehicles and this will help to reduce harmful emissions. Initiatives such as the Low Emission Zone in Castle Meadow are helping to reduce emissions overall and encourage less polluting buses to be run.
14B	Could a few smaller, cheaper buses be put into service to make public transport more attractive?	The County Council is seeking to work with transport operators to develop public transport networks that utilise smaller buses that could 'feed' into market towns and villages and link with other established regular bus services.
14C	A number of comments received suggesting measures to improve bus patronage, through ticketing (such as discounted tickets, 10 trip tickets with long expiry dates, internet ticketing, "couples card" and multiple operator tickets), by improving passenger information (include all operators on traveline.org, text services and electronic displays and make sure the time is displayed correctly). Suggestion for tighter regulation of bus operators or bring back into public ownership and taxing company parking, using this to subsidise park and ride services.	There are a number of initiatives currently in place to encourage bus usage, such as a multi-operator bus ticket ('Fusion') that enables travel on a single ticket with more than one bus operator, which in many cases, offers significant cash savings when compared to buying separate tickets from each operator. There is also the option of purchasing a combined bus-rail ticket ('PlusBus') where bus and rail is available at a discounted rate. Many bus operators provide season tickets that offer value for money when compared to purchasing single trip tickets. Several operators provide the ability to purchase tickets on-line and it is also possible to purchase

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		Park & Ride tickets on-line. There is an SMS service available for every stop in Norfolk where customers can text a bus stop code specific to each stop to 84268 - a return message is sent straightaway providing scheduled and real time (where available) bus departure times from that stop. There are over 50 electronic displays at bus stops across Norfolk providing passengers with bus departure information. We are working hard with bus operators to improve the accuracy of bus service information through a process of electronic bus service registration. There are different options to provide differing levels of regulation of bus services and these are being considered.
15	<u>General parking issues</u>	
15A	Comment that better parking is needed in Portway Place.	The issue of parking in Portway Place is beyond the scope of this scheme.
15B	Delays in traffic caused by access/egress into the Co-op car park.	Whilst traffic waiting to turn into the supermarket may cause some routine delays, overall this is believed to be at an acceptable level.
15C	Remarks that commuters use the area outside Adelaide Street Health Centre on West End Street as a car park.	The area outside the Health Centre is not highway, however if there is an issue, the City Council would need to investigate through planning enforcement.
15D	Comment that commuters typically park in the adjacent side streets and complete their journey by bus.	There are always some issues beyond the boundaries of the Controlled Parking Zones (residents permit parking areas). Previous consultations have shown no support for further extension of these zones at the current time.
15E	Comment that Northumberland Street, Gladstone Street and Alexandra Road are already busy, narrow streets, with parked cars and a school. Suggests the side roads be halved in the middle, with access through for pedestrians but from either end for residents. Asks if consideration could be given to removing one of the footways in these streets (retaining one for pedestrians) so that the space could be used for diagonal car parking for each household.	Diagonal parking would take up a significant width of the carriageway and is only suited to one-way streets or those with very little traffic. The streets mentioned are not wide enough to accommodate this arrangement.

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<i>Ref.</i>	<i>Issue</i>	<i>Officers Comments</i>
15F	Comment received that removing parking between Old Palace Road/Heigham Road and Barn Road/Grapes Hill provides little gain without removing the parking out towards the outer ring road. However doing this may result in people having to park in the adjacent side streets, which already have parking problems.	There are currently no plans to remove more on-street parking spaces to extend the bus lane further along Dereham Road, but the suggestions could be considered as part of a future phase to develop the BRT corridor. There is currently no funding for Phase 2 and any proposals would require a full public consultation. At this stage, no detailed plans have been prepared
16	<u>Sweet Briar Roundabout</u>	
16A	Comment made disagreeing with lack of plans for Sweet Briar Roundabout, particularly lack of pedestrian crossing. The 24 hour bus lane will cause traffic to bunch in middle lane, cause buses to speed which will discourage cyclists.	Improvements to the outbound approach to Sweetbriar Roundabout are proposed as part of the whole corridor strategy for Dereham Road. These proposals could form part of a later phase of work.
16B	Traffic turning out of Waterworks Road causes congestion.	There are currently no plans to alter the junction with Dereham Road/Waterworks Road.
17	<u>Other developments in the area</u>	
17A	Regarding the plans to build affordable housing on the site of the existing Exeter Street car-park, this means that there will be nowhere for shoppers to park for a few minutes.	This Exeter Street car park development is not part of the BRT proposals.
17B	The proposal to build on the Belvoir Street car park will make local parking worse.	This development is not part of the BRT proposals.
17C	What's happening on the site of the former Dial Public House?	A new Tesco store is proposed. This will be a small local store reusing an existing shop unit. Traffic levels are insignificant by comparison with the general levels of traffic in the area. This development is not part of the BRT proposals.
17D	Comment asking what the new development on St Benedict's Street opposite St Swithin's Road will be.	The new development on St Benedict's Street opposite St Swithin's Road will be a residential block of flats.
18	<u>General issues</u>	
18A	Several comments received asked what justification there was for the scheme.	These proposals form part of the Norwich Area Transportation Strategy Implementation Plan and are the start of a phased introduction of transport interventions over a number of years, as discussed in the report to Members on 22 nd July 2010. The phased implementation of individual

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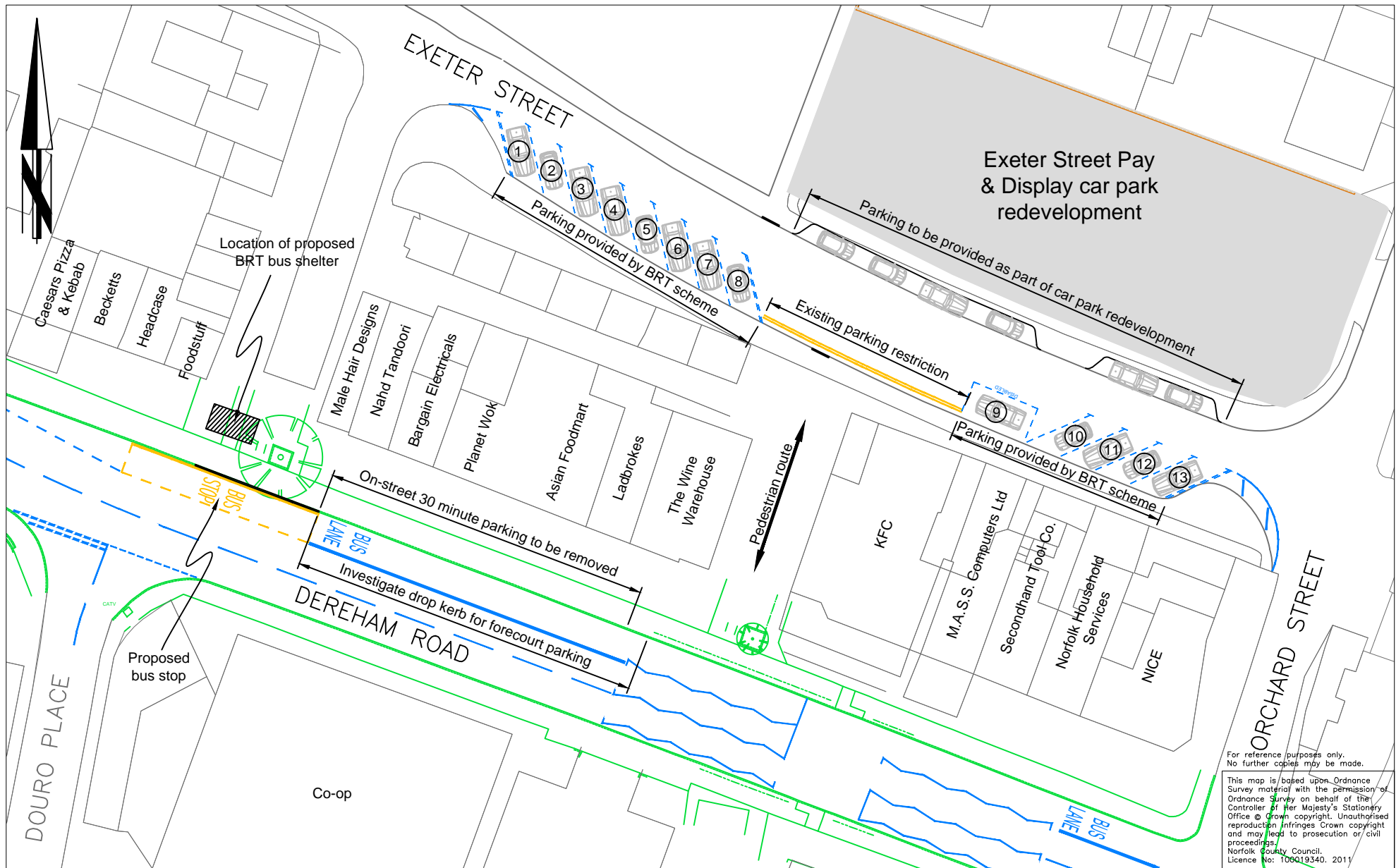
<i>Ref.</i>	<i>Issue</i>	<i>Officers Comments</i>
		<p>elements over a number of years will gradually build towards a full BRT service. In the meantime, the changes will provide immediate improvements to journey time reliability on this high frequency bus corridor.</p> <p>Our transport system is under strain and congestion will increase over time. We therefore need to create a step-change in transport provision to realise the full potential of NATS and cater for the transport needs of a vibrant and growing regional centre; BRT is a key feature of this plan.</p>
18B	Comment that the proposals which make West End Street one way from the City direction will not help with the volume of traffic that already uses it as a rat-run.	There are currently no plans to make West End Street one-way as part of these proposals.
18C	Remark received that on a number of occasions when cycling westbound along St Benedict's Street, motorists have pulled out of St Margaret's Street, looking left only, assuming it is a one-way street.	Comment noted although there is nothing to suggest to motorists that St Benedict's Street is one-way.
18D	Comment that Dereham Road should be widened to the Bowthorpe roundabout at least.	There are currently no plans to widen Dereham Road to the Bowthorpe roundabout, but this suggestion could be considered as part of future work to develop the BRT corridor.
18E	Question on how many accidents have occurred near the parade of shops in the last five years.	There were 11 personal injury accidents recorded in the most recent 5 year period near the parade of shops on Dereham Road. Of these, one of the accidents was serious and involved a collision between a car and a cyclist.
18F	Remarks that since the closure of Orchard Street to through traffic, Old Palace Road has become a busy route for traffic proceeding towards Mile Cross.	Orchard Street was closed to through traffic as it was less suited to traffic than Old Palace Road.
18G	Remarks has witnessed a number of manoeuvres near Hellesdon Road and Toll House Road which are concerning. These have included county bound vehicles travelling the wrong side of the central island near the garage and making the turn into Hellesdon Road and also vehicles travelling past the central island and doing a u-turn then a left turn into Hellesdon Road. Furthermore vehicles turn around in the junction with Toll House Road (large vehicles have got stuck) to proceed city bound then left into Hellesdon Road. Asks if consideration could be given to banning left turns from Dereham Road into Hellesdon Road.	Noted although this is beyond the scope of this scheme.
18H	Remark that there are already two bus stops opposite each other near the junction with Dereham Road/Gladstone Street which cause congestion when motorists try to exit from	The congestion caused by the two bus stops will be looked at by the County Council's Travel and Transport Services Team, to see if there is an issue

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	Gladstone Street.	here.
18I	Comment that cameras should be installed at the Dereham Road junction with Old Palace Road/Heigham Road junction as people frequently proceed through red lights.	There are currently no plans to install a red light camera at this junction.
18J	Remarks that the traffic signals by the newsagent on Alexandra Road take a long time to change for pedestrians.	The comment regarding the signal controlled crossing near the newsagent on Alexandra Road has been noted. This will be raised with the County Council's team responsible for monitoring and determining appropriate traffic signal timings.
18K	Suggestion that more crossing points should be provided, such as near the Bowthorpe Road/Merton Road junction.	It is not proposed to provide additional crossing points near the Bowthorpe Road/Merton Road junction as part of this scheme.
18L	Remark that measures to assist pedestrian crossing are required further west along Dereham Road towards Earlham cemetery where there are long sections of road without any safe crossing places.	It is not proposed to provide additional crossing points at the location suggested.
18M	Asks which powers Norfolk County Council, Norwich City Council and the Norwich Area Highways Committee are exercising and which legislation and/or statutory instruments and regulation provide for the 28 day public consultation period and for the implementation of the BRT through various traffic regulation orders.	Full responses regarding statutory instruments, legislation and the consultation process has been sent to the individuals.
18N	Remark that the public toilets should not have been demolished and a viable replacement should be found.	The demolition of the public toilet by St Benedict's junction and new provision is beyond the scope of this scheme. However, it is proposed to landscape the area by the junction, including the area which the toilets once occupied.

Total number consulted: 2763

Responses received: 258 (10%)



REV.	DESCRIPTION	CHECKED	DATE

	INIT.	DATE	DRAWING No.
			PA1004-GP-090
SURVEYED BY	MG	2009	PROJECT TITLE
DESIGNED BY	BL	3/11	NORWICH GROWTH POINT
DRAWN BY	BL	3/11	DEREHAM ROAD BRT
CHECKED BY	MAK	3/11	SCALE
			1:500
			FILE No.
			PA1004