

Improving bus services in Norfolk

In August 2022 Norfolk County Council was awarded £49.55m of funding from the Department for Transport (DfT) to improve bus services across the county over three years. Here is an overview of what has been achieved so far (up to and including November 2023)



31



new and enhanced bus services across Norfolk

Approx 306,000

people (33% of Norfolk's population) are now getting a more regular bus service

Service enhancements cover 93 parishes

Travel Norfolk

21 parishes

have an increased evening bus services

49 parishes

have an increased or new Saturday bus service

5 parishes

have an increased or new Sunday service



4

bus stops enhanced to GOLD standard in Swaffham, Hunstanton and Hellesdon



1

new Travel Norfolk Travel Hub opened in North Walsham



4 fares promotions offering better value for money to passengers:

★ 25% off group, weekly and monthly tickets

★ £1.50 flat fares for King's Lynn

★ £1.50 flat fares for Thetford

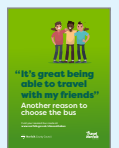
★ Simplified and reduced ticket pricing for Norwich park & ride



Fare-paying passenger figures for September 2023

107% compared to pre pandemic (Oct 2019)

83% concessionary pass passengers



18% increase in overall passenger figure September 2022 – September 2023



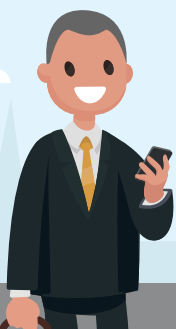
New multi-operator ticket launched



Brand new website and journey planner launched www.travelnorfolk.co.uk



Delivered an award-winning marketing campaign - Choose the bus



84

accessible bus stop boarding points delivered countywide.

