

Queen Street bus stops upgrade proposal (mobility hub) – September 2025

A summary of the changes made since consultation in spring 2024:

- Bus lane northbound on Queen Street removed.
- Resultant changes to right-hand turn lanes have been put back to match existing provision, like-for-like or next best.
- Guard railings extended on Hollow Lane junction to deter injudicious pedestrian crossing at previous crossing location.
- Road markings slightly amended throughout, per Stage 1 Road Safety Audit.
- Cycling provision on Biggins Lane/Lyle Row junction has been amended to account for all possible movements (avoiding transitioning from carriageway to shared path and vice versa).
- In case of any doubt, the bus stop on the southbound side is included in the design and will be treated/refurbished along with the three stops northbound.

As regards next steps:

- Following the County elections in May 2025, Cllr Ian Albert has been rebriefed and new Cllr Chris Lucas has been briefed on the project. Both have affirmed support.
- Looking to go to build in spring 2026, for up to six months.
- Site compound would be at the bottom of the St Mary's car park, i.e. the area next to the northbound bus stops. Subject to details being agreed between HCC and NHC officers.
- Some of the footway running up the northbound side of Queen Street is actually NHC land, rather than HCC Highway. NHC has affirmed support, in principle, for a Deed of Dedication which would allow HCC Highways to manage all of the carriageway and footway as though HCC owns it — but importantly, a Deed of Dedication is not a transfer of ownership or freehold. HCC and NHC officers are working on that now; not expected to delay the project.
- Bus hub upgrade works are also due to take place at the Lister Hospital in Stevenage from autumn 2025, until spring/summer 2026. The main change there is that the space accommodating two stops, one in front of the other, will be reorganised as three like a mini bus station.
- Queen Street will be the second hub in our programme, after the Lister, to receive this treatment. Both schemes are funded by the DfT's Bus Service Improvement Plan which serves to enhance both bus infrastructure and bus services.

General Arrangement (GA) drawing extract also refers.