

Bath & North East
Somerset Council

Bus Lane Enforcement Policy

July 2016



Bath and North East Somerset
- The place to live, work and visit

Bus Lane Enforcement Policy

Parking Services aim to meet the customer standards for our organisation and offer the best customer care possible. As a front line service the customer experience must be the focus of the work we deliver and we seek to ensure that service provision reflects this commitment consistently for all our customers, including those we do not directly engage with.

As a consequence of this, in our endeavour to achieve and improve our overall Customer Services, we undertake regular monitoring and review of the services we provide and this includes both internal and external auditing which can be used to benchmark against other Councils.

**Bath & North East Somerset Council's
Parking Services staff are committed to:**
*Enforcing bus lane regulations, fairly and equitably &
improving conditions for people living in, working in and
visiting Bath & North East Somerset.*

This is achieved by:

Effective bus lane enforcement, which;

- Results in a reduction of cars travelling through the city centre.
- Improves the flow of traffic and encourages the use of public transport.
- Improves access for the emergency services, local bus operations, reductions in congestion and associated airborne pollution as part of the statutory Network Management Duties.



POLICY IMPLEMENTATION

WHO ARE WE?

Bath & North East Somerset Parking Services is a division of Environmental Services.

Parking Services Business Support Team are based at the Council's Civic Centre offices in Keynsham and deal with the issuing of permits, blue badges, parking suspension requests, payments, all correspondence regarding parking issues and the issuing, printing and posting of bus lane Penalty Charge Notices (PCNs)

Within this there are dedicated Officers responsible for replying to representations and appeals made in respect of any bus lane PCN or parking PCN.

The Parking Enforcement Team is based at Broad Street, Bath which is situated in the centre of the city in a location which allows us to respond effectively to meet the needs of residents, businesses and visitors of Bath & North East Somerset.

Parking Enforcement deals solely with the management of ensuring that the road traffic regulations are complied with and issuing PCNs to vehicles parked in contravention of the regulations; both on and off street. They are also responsible for ensuring that the streets are clear of vehicles for events such as the Bath Half Marathon and assisting major event organisers.

WHAT DO WE DO?

Fully trained officers are authorised to issue PCNs to vehicles contravening the bus lane regulations.

There is an expectation that the public will comply with bus lane regulations and any non-compliance will be resolved through the issue of a penalty charge notice.

WHEN DO WE DO IT?

Bus lanes in some form or another can be in force 24/7; however the majority are only during specific times. For example 10am to 6pm

The cameras will only capture vehicles that are not permitted to be in the bus lanes during the times of operation of the restrictions. The captures are then reviewed by an Officer to ensure that only those contravening the restriction are issued with a penalty charge notice. The reviews must take place within the timescales dictated by The Bus Lane Contraventions (Penalty Charges, Adjudication and Enforcement) (England) Regulations 2005

WHERE DO WE DO IT?

Bath & North East Somerset covers an area of 136 sq miles (351 km²) which comprises of both urban and rural areas.

All of the bus lanes that are currently enforced are within the city of Bath.

WHY DO WE DO IT?

The Bus Lane Contraventions (Penalty Charges, Adjudication and Enforcement) (England) Regulations 2005 provides for the civil enforcement of bus lane contraventions through the use of approved devices.

Transport is fundamental to the economic success of the city of Bath, a UNESCO World Heritage Site. Each year around 13 million trips are made by people travelling around Bath & North East Somerset on buses and the purpose of the bus lanes are to improve the traffic management within the historic core of the city of Bath where the intrusion of motor vehicles has an adverse effect on the economy and quality of life.

The enforcement of bus lanes allows us to keep bus lanes in the city centre free from unauthorised traffic which improves bus journey times helping to support more sustainable travel and improving air quality.

HOW DO WE DO IT?

Bath & North East Somerset Parking Services operates 22 back office staff that are based in Keynsham.

By ensuring that all appropriate staff are fully trained they are able to review the footage captured by each camera on a daily basis and issue the Penalty Charge Notices in accordance with the requirements of the Bus Lane Contraventions (Penalty Charges, Adjudication and Enforcement) (England) Regulations 2005.





For more information please contact:

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