

Bus Lane Enforcement Policy

Parking Services aim to meet the customer standards for our organisation and offer the best customer service 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 Service, we undertake regular monitoring and review of the services we provide.

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

Policy Implementation

Who we are

Bath & North East Somerset Parking Services is a division within Place Management. 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). The team also have responsibility for replying to representations and appeals made in respect of any bus lane PCN or parking PCN.

The Parking Enforcement Team is based in central Bath 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 a bus lane restriction. There is an expectation that the public will comply with bus lane restrictions and any noncompliance will be resolved through the issue of a penalty

charge notice. All appropriate staff are fully trained to ensure 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 Civil Enforcement of Road Traffic Contraventions (Approved Devices, Charging Guidelines and General Provisions) (England) Regulations 2022.

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. We act in accordance with The Civil Enforcement of Road Traffic Contraventions (Approved Devices, Charging Guidelines and General Provisions) (England) Regulations 2022 and The Civil Enforcement of Road Traffic Contraventions (Representations and Appeals) (England) Regulations 2022.

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 we have Bus Lanes

The Civil Enforcement of Road Traffic Contraventions (Approved Devices, Charging Guidelines and General Provisions) (England) Regulations 2022 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. Bus Lanes improve the management and movement of traffic 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.