

## Bus Lane Camera Enforcement Review

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### Transport, Infrastructure and Environment Committee

13 September 2012

#### 1 Purpose of report

- 1.1 To respond to the motion raised by the Convener and approved at the 18 June 2012 Committee (see Appendix 1) regarding a review of bus lanes in the city.

#### 2 Summary

- 2.1 Effective enforcement of the regulations determining valid use of bus lanes is instrumental in maintaining a high quality and reliable public transport system.
- 2.2 Bus lane camera enforcement went live on Monday 23 April 2012. Prior to this date there was a media campaign and warning notices were issued for nearly three weeks. The current system consists of five cameras to be rotated around ten sites.
- 2.3 Following complaints from a large number of motorists and adverse media reporting, instructions were issued to review the two bus lane enforcement cameras situated in Willowbrae Road. The remaining eight sites, including the other three operational sites were also reviewed.
- 2.4 Both sites on Willowbrae Road were subsequently decommissioned and all Charge Notice fines issued at these sites were refunded.
- 2.5 The two sites on Calder Road and one on London Road remain operational.
- 2.6 The Convener's motion (Appendix 1) requested a review of the operation of the city's bus lanes, including scrutiny of operating times, how the cameras operate, and signage.
- 2.7 The bus lane camera review has been completed and recommends that both sites at Willowbrae Road are amended and that these sites become operational once the changes have been made and subject to local consultation.
- 2.8 It is also recommended that the site at North Bridge should be permanently decommissioned and that the Leith Street site should not become operational until after the city centre tram works are completed. It is further recommended that the cameras at the bus gates at Prestonfield Avenue and the Jewel should be commissioned.

- 2.9 There will be two weeks of issuing warning notices followed by a further week to allow for delivery of warning notices, before each camera goes live. Additional high visibility advisory signs will also be erected.
- 2.10 A consultative review of the city's bus lane network and operating times will be undertaken with various stakeholders. The review will also investigate the feasibility of deploying new types of bus lane signs, including illuminated signs. It is estimated it would take around 12 months to identify and implement a first tranche of bus lane changes, and this would be dependent on the Traffic Regulation Order process and the number of objections received. The findings of the review will be reported to a future Committee.
- 2.11 The bus lane network in Edinburgh is significant in length (circa 65km) and reviewing and amending it will be taken forward on a rolling implementation programme. Progress will be dependent on available funds from the revenue from bus lane Charge Notices.

### **3 Main report**

- 3.1 The Council has invested heavily in a network of bus lanes, around 65 kilometres, and these form an important element in delivering a high quality and reliable public transport system.
- 3.2 Proper enforcement is critical to the functioning and credibility of bus lanes, and experience in London (in a decriminalised regime) has shown camera enforcement to significantly enhance drivers' compliance with, and the effectiveness of bus lanes.
- 3.3 Effective bus priority measures are crucial in enabling buses to offer a credible alternative to the car, thereby achieving mode shift from cars to sustainable transport.

#### **Bus lane camera enforcement review**

- 3.4 Before the Council introduced decriminalised camera enforcement Lothian and Borders Police were solely responsible for enforcement of bus lanes and this was undertaken on street by police officers. However, the police have limited resources and consider this to be a low priority activity.
- 3.5 Effective enforcement of the regulations determining valid use of bus lanes is instrumental in maintaining a high quality and reliable public transport system. To this end Action 64 of the Council's Local Transport Strategy Action Plan stated the Council's intention to "develop and implement decriminalised bus lane camera enforcement". On 27 July 2010 the Committee approved the recommendation to introduce a decriminalised bus lane camera enforcement system in Edinburgh.
- 3.6 The final legislation needed to allow for decriminalised enforcement was enacted in April 2012. The primary legislation, the Transport (Scotland) Act 2001, states that surplus revenue generated by decriminalised bus lane enforcement is to be used solely "for the purpose of directly or indirectly facilitating the achievement of policies in such authority's local transport strategy".

- 3.7 Both Edinburgh and Glasgow commenced live operation of bus lane camera enforcement on Monday 23 April 2012.
- 3.8 The cameras used by the Council for bus lane enforcement use Automatic Number Plate Recognition (ANPR) technology. This type of system is also used by Glasgow and currently Aberdeen is in the process of procuring a similar system.
- 3.9 The camera reads the vehicle's number plate and if the vehicle's registration number is not on a list of approved vehicles the camera records four to five seconds of video. This is sent back by 3G telephony to the supporting system where the infringement is reviewed by a human operator using documented policy guidelines before a Charge Notice is issued. The current system consists of five cameras rotated around ten sites.
- 3.10 The ten sites, listed in Appendix 2, were chosen after discussions with the main bus operators and observations by Services for Communities technical staff. The selection of sites was based on time delays to buses and/or the number of infringements of bus lanes by non-authorized traffic. The cameras were not positioned to catch drivers at the ends of the bus lanes but to discourage drivers from driving along them.
- 3.11 Prior to the Council issuing Charge Notices, bus lane camera enforcement was advertised on the Council website, through social media and in traditional media, including radio and newspaper adverts in the Evening News and Metro. Leaflets were distributed and adverts were displayed on the rear of buses. Warning notices were issued for nearly three weeks prior to 23 April 2012, the date when the cameras went live.
- 3.12 Following complaints from a large number of motorists and adverse media reporting, instructions were issued to review the two bus lane enforcement cameras situated in Willowbrae Road. The remaining eight sites, including the other three operational sites were also reviewed. This quickly resulted in both the Willowbrae Road sites being decommissioned and all Charge Notices issued were cancelled and any drivers who had already paid were refunded.
- 3.13 There were also certain site specific issues raised, particularly with the two Willowbrae Road sites, including perceived safety issues due to sudden lane changes and possible impacts on cyclists' safety.
- 3.14 Another issue that was highlighted in the press was that Charge Notices were issued with time stamps outwith the bus lanes' operational hours. Six Charge Notices were issued in error, this being due to the manufacturer's built in operating tolerance at the commencement of enforcement. The cameras have since been reprogrammed so that they do not become operational until five minutes after the restrictions commence and cease operating five minutes before the restrictions end.
- 3.15 The main issue that came to light with the general principle of compliance with bus lane restrictions is the widely held belief that drivers should be able to use their judgement to drive in bus lanes during their operational hours to bypass a heavy right turning queue at a junction or drive in the bus lane where there are no buses.

- 3.16 The two sites on Calder Road and one on London Road remain operational.
- 3.17 A review of the bus lane camera enforcement system has been undertaken. The scope of the review and its recommendations have been reviewed by Glasgow Council officers involved in implementing the Glasgow Council bus lane camera enforcement system.
- 3.18 The camera locations have been reviewed, with a full summary of the findings contained in Appendix 3.
- 3.19 The Parking Operations back office policies and procedures are outlined in Appendix 4. These policies and procedures have been continually reviewed and benchmarked against other local authorities operating decriminalised bus lane camera enforcement and are widely considered to be best practice.
- 3.20 Appendix 3 contains recommendations to amend both sites at Willowbrae Road and that these sites become operational once the changes have been made and subject to local consultation. It is also recommended that the site at North Bridge should be permanently decommissioned and that the Leith Street site should not become operational until after the city centre tram works are completed. It is further recommended that the cameras at the bus gates at Prestonfield Avenue and the Jewel should be commissioned.
- 3.21 In the first 13 weeks of operation Charge Notices issued at the three live sites have fallen from a weekly total of 2803 to 532. This is a reduction of 81%. Further details are given in Appendix 5.
- 3.22 It is recommended that before any site becomes operational for the first time there should be two weeks of issuing warning notices followed by a further week to allow for their delivery. Two types of high visibility advisory signs will also be erected; one sign will state when the camera is becoming operational and other will have the text 'bus lane camera ahead'.
- 3.23 The first phase of ten sites, listed in Appendix 2, were targeted at specific problem sites and were chosen after discussions with the main bus operators and observations by Services for Communities technical staff.
- 3.24 The next phase of the project will seek to establish a widespread culture of bus lane compliance throughout the city's bus lane network. It is proposed to develop a deployment strategy, exploring alternative options and building on the modular aspects of the system. This will be the subject of a future report.
- 3.25 Identification of future sites will include consulting with the Edinburgh Bus Service Development & Operations Group (EBSDOG), SPOKES, Lothian & Borders Police and the Edinburgh Chamber of Commerce. EBSDOG consists of representatives of the bus operators and council officials.

#### **Bus lane network update review**

- 3.26 The Convener's motion (see Appendix 1) requested that a review be undertaken of the operation of all the city's bus lanes, which will include a scrutiny of bus lane operating times and bus lane signage.

3.27 On 27 November 2007 the Committee approved the recommendation to harmonise bus lane operating hours, which eliminated anomalies that had appeared over nearly thirty years of operation, into one of the following three standard operational categories:

- a) peak periods - 7:30am-9:30am and 4:00pm-6:30pm on Mondays to Fridays;
- b) all day - 7:30am-6:30pm on Mondays to Fridays and 8:30am-6:30pm on Saturdays; and
- c) 24 hours, seven days per week.

The vast majority of the city's bus lanes are peak periods or all day bus lanes. 24 hour bus lanes are usually at specific discrete locations, for example bus gates, Park and Ride sites and contra flow bus lanes.

3.28 A consultative review of the city's bus lane network and operating times will be undertaken, which will include consulting with EBSDOG, SPOKES, Lothian & Borders Police and the Edinburgh Chamber of Commerce.

3.29 The review will focus on the hours of operation of all day bus lanes and consider whether these should be maintained at these hours or amended to peak periods only.

3.30 Licensed taxis, public service vehicles and all other buses, coaches and minibuses which are designed to carry nine or more passengers for hire or reward are currently exempt from bus lane restrictions in Edinburgh.

3.31 The issue of extending access to bus lanes has arisen several times in the past, with pressure repeatedly being exerted by different road-user groups, for example Private Hire Cars (PHC) and motorcycles. With regards to PHC the Council's position was set out in the Local Transport Strategies approved in 2000, 2004, and 2006 (covering 2007-12); "Policy Taxi 1. The Council will continue to allow taxis to use bus lanes; but does not propose to extend this PHC". Access by motorcycles to bus lanes was reviewed in 2008 and 2010 and the Committee decided not to alter Council policy to allow motorcycles to use bus lanes.

3.32 While the case for allowing PHC and motorcycles has been presented and contains many valid points, on balance, bus lanes are provided to give bus priority and the more their use is diluted by allowing more classes of vehicles to use them, the more the benefits they provide to buses are diminished.

3.33 Traffic levels and patterns have clearly changed since many of the 65 kilometres of bus lanes were first introduced and ineffective bus lanes, where buses get marginal or no advantage and which also cause localised congestion will be removed.

- 3.34 Bus lane setbacks (the distance from the end of the bus lane to the stop line at junctions) will be reviewed where there is heavy right turning traffic at junctions that suffer from regular congestion and the bus lane setback adjusted where necessary to improve traffic flows through the junction while still maintaining bus priority. These locations will be identified in consultation with EBSDOG, SPOKES and other stakeholders.
- 3.35 The review will also investigate the feasibility of deploying new types of bus lane signs, including illuminated signs which would only light up when the bus lanes are operating. As the Traffic Signs and General Directions 2002 restricts the type of signs that can be used for bus lanes any new proposed sign will need Scottish Government approval before any subsequent trial. The Council's Streetscape Delivery Group will be consulted regarding any new signs.
- 3.36 The bus lane network in Edinburgh is significant in length and reviewing and amending it will be taken forward on a rolling implementation programme. Progress will be dependent on surplus revenue from bus lane Charge Notices.
- 3.37 A variation to a Traffic Regulation Order would need to be made before any bus lane changes could be implemented. Waiting and loading restrictions associated with the bus lane would also have to be amended accordingly. This statutory process normally takes nine months to complete.
- 3.38 The findings of the network review and any proposals for new types of signing will be reported to a future committee.

#### **4 Financial Implications**

- 4.1 Estimated costs of £20,000 associated with making the recommended changes to the bus lane camera sites will be funded from the revenue from bus lane Charge Notices.
- 4.2 Costs associated with amending the bus lane network will be funded from any surplus revenue from bus lane Charge Notices.

#### **5 Equalities Impact**

- 5.1 Reliable bus services will improve amenity and accessibility for many disadvantaged groups, including the elderly and infirm and will improve access to employment, education and recreational facilities.

#### **6 Environmental Impact**

- 6.1 Effective bus lane enforcement will enable buses to offer a more reliable alternative to the car, thereby encouraging mode shift from cars to sustainable transport, which would have associated air quality improvements and carbon reductions.
- 6.2 Improved bus lane compliance will give benefits to cyclists which will help meet the aims of the Cycle Friendly City programme, part of the Active Travel Action Plan.

## **7 Conclusions**

- 7.1 Effective enforcement of the regulations determining valid use of bus lanes is instrumental in maintaining a high quality and reliable public transport system.
- 7.2 The bus lane camera review recommends that both sites at Willowbrae Road are amended and that these sites become operational once the changes have been made.
- 7.3 Other recommendations include that the site at North Bridge should be permanently decommissioned and that the Leith Street site should not become operational until after the city centre tram works are completed.
- 7.4 The cameras at the bus gates at Prestonfield Avenue and the Jewel should be commissioned.
- 7.5 There will be two weeks of issuing warning notices followed by a further week to allow for delivery of warning notices, before each camera goes live. Additional high visibility advisory signs will also be erected.
- 7.6 The next phase of the project will seek to establish a widespread culture of bus lane compliance throughout the city's bus lane network. It is proposed to develop a deployment strategy, exploring alternative options and building on the modular aspects of the system. This will be the subject of a future report.
- 7.7 A consultative review of the city's bus lane network and operating times will be undertaken with various stakeholders. The review will also investigate the feasibility of deploying new types of bus lane signs.
- 7.8 It is estimated that it will take around 12 months to identify and implement a first tranche of bus lane changes, and this would be dependent on the Traffic Regulation Order process and the number of objections received.
- 7.9 The changes will be taken forward on a rolling implementation programme and progress will be dependent on available funds from the revenue from bus lane Charge Notices.

## **8 Recommendations**

8.1 It is recommended that the Committee:

- a) notes that the audit of the 10 sites has been undertaken alongside a review of operational arrangements for managing bus lane camera enforcement;
- b) approves the recommendations as detailed in Appendix 3;
- c) notes that the expansion of the bus lane camera enforcement system will be the subject of a future report;
- d) notes that the review of the bus lane network will be the subject of a further report following discussion and direction from the new Transport Forum; and
- e) discharges the motion.

**Mark Turley**  
Director of Services for Communities

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Appendices	<ol style="list-style-type: none"> <li>1 Full text of approved motion 3.11 Review of Bus Lanes in the City</li> <li>2 Decriminalised bus lane camera enforcement sites</li> <li>3 Review of bus lane camera sites</li> <li>4 Review of back office enforcement policies and procedures</li> <li>5 Bus lane Charge Notices issued between 23 April - 21 July 2012</li> </ol>
Contact/tel/Email	Len Vallance - 0131 469 3629 - email <a href="mailto:len.vallance@edinburgh.gov.uk">len.vallance@edinburgh.gov.uk</a>
Wards affected	City wide
Single Outcome Agreement	4 Edinburgh's communities are safer and have improved physical and social fabric.
Background Papers	<ol style="list-style-type: none"> <li>1 Transport, Infrastructure and Environment Committee (21 September 2010) – Motorcycles and Bus Lanes.</li> <li>2 Transport, Infrastructure and Environment Committee (27 July 2010) - Bus Lane Camera Enforcement.</li> <li>3 Transport, Infrastructure and Environment Committee (23 September 2008) – Powered Two Wheelers and Bus Lanes</li> <li>4 Transport, Infrastructure and Environment Committee (27 November 2007) – Public Transport Priority – Review and Development.</li> <li>5 Executive of the Council report (27 March 2007) - Bus Lane Camera Enforcement.</li> <li>6 Transport (Scotland) Act 2001.</li> </ol>

## **Appendix 1 - Full text of approved motion 3.11 Review of Bus Lanes in the City**

3.11 Review of Bus Lanes in the City – Motion by Councillor Hinds – submitted in terms of Standing Order 28

"1. Members will be aware of the recent problems associated with the bus lane enforcement cameras situated in Willowbrae Road, which the Administration instructed should be urgently reviewed, and which quickly resulted in them being decommissioned and removed. In light of the findings of the review, instructions were also issued that all outstanding fines incurred at this location would be cancelled and that any driver who had already paid would be refunded

2. As previously stated, we all want public transport to run efficiently and bus lanes play a major role in achieving this. It is also recognised that while the majority of drivers in the city behave responsibly, a degree of enforcement is needed to ensure that everyone respects our bus lanes.

3. Committee is now requested to agree to call for a review of the operation of all the city's bus lanes, including scrutiny of operating times, how the cameras operate, and signage. In order to inform this review, Committee is also asked to agree that an initial briefing session and site visits be arranged for all TI&E Committee Members, to consider these and any other associated issues, prior to the report being submitted to the August meeting of the Committee."

## Appendix 2 - Decriminalised bus lane camera enforcement sites

	<b>Site</b>	<b>Direction</b>	<b>Location</b>
1	A71 at Calder Junction	Inbound	Just west of Calder Junction
2	Calder Road	Outbound	Between Bankhead and Sighthill roundabouts
3	Leith Street	Inbound	Just west of Calton Road across from Thistle Hotel
4	London Road at Jocks Lodge	Outbound	Between Meadowbank Crescent junction and Meadowbank House
5	Old Dalkeith Road	Inbound	Before Cameron Toll
6	North Bridge	Outbound	At the south end of North Bridge, near the Carlton Hotel
7	Prestonfield	Bus gate	Prestonfield Avenue (Peffermill Road end)
8	The Jewel	Bus gate	The Jewel, just west of the ASDA main entrance
9	Willowbrae Road (Duddingston crossroads)	Outbound	At the junction with Northfield Broadway (Northfield Post Office)
10	Willowbrae Road before Willowbrae Avenue	Inbound	Between Abercorn Avenue and Willowbrae Avenue

### Appendix 3 - Review of bus lane camera sites

Site	Comment/issues	Recommendations
1. Calder Rd (inbound)	Currently operational	<b>Retain</b> - continue enforcement.
2. Calder Rd (outbound)	Currently operational	<b>Retain</b> - continue enforcement.
3. Leith street (inbound)	Location of bus lane sign and road markings issues at the bottom of Leith St, not near the camera's location. There was no intention to commence operating this site until after the city centre tram works.	<b>Reassess</b> (once city centre tram works are finished) – undertake a final risk analysis when the camera is issuing warning notices to ensure that the camera does not cause any significant issues.
4. London Rd (outbound)	Currently operational	<b>Retain</b> - continue enforcement.
5. Old Dalkeith Rd (inbound)	Minor signing and road markings issues	<b>Retain</b> - rectify signing and road markings issues before going live.  Undertake a final risk analysis when the camera is issuing warning notices to ensure that the camera does not cause any significant issues.
6. North Bridge (outbound)	Due to camera location and limited field of view there could be issues with regards pickups/drop offs at the Carlton Hotel. Very limited scope to reposition the camera pole.	<b>Decommission</b> – deploy camera pole to another site.
7. Prestonfield Ave (bus gate)	No issues	<b>Retain</b> – commission. The bus gate assists in reducing through traffic levels in adjacent residential areas.
8. The Jewel (bus gate)	No issues	<b>Retain</b> – commission. The bus gate assists in reducing through traffic levels in adjacent residential areas.

### Appendix 3 - Review of bus lane camera sites

Site	Comment/issues	Recommendations
9. Willowbrae Rd (outbound)	Main issues are vehicles driving along most of the bus lane to bypass heavy right turning queue at the junction or driving along most of the bus lane when there are no buses present. Also issue of vehicles stopping off outside Post Office.	<p><b>Retain</b> – keep camera at its current location to dissuade vehicles stopping off at the Post Office during peak operating hours (despite the fact that the waiting restrictions in force at this location have been in place for 13 years). The bus lane needs shortened to improve flows through the junction while maintaining bus priority. A variation to the Traffic Regulation Order (TRO) will be needed to shorten the bus lane and this will take approximately nine months. The site will <b>NOT</b> become operational until after the TRO is varied.</p> <p>Undertake a final risk analysis when the camera is issuing warning notices to ensure that there will be no reoccurrence of the previous issues.</p>
10. Willowbrae Rd (inbound)	Originally the camera site was going to be in the next section of bus lane, closer to Jocks Lodge, but when the footway was excavated for the pole's foundation it was discovered that there were too many utilities an alternative location had to be found. Issues with left turning traffic into Willowbrae Avenue due to bus lane road markings being considered too close to the junction. Propose cutting back the bus lane to accommodate left turning traffic. Turning counts over three days indicate that on average 40% crossed into the bus lane to turn left. Also camera sight issues with regards to accessing 'Call-In home Care's' office.	<p><b>Move camera</b> – move camera to the next stretch of bus lane, nearer the Jocks Lodge junction. Trial holes will be required to identify location where pole can be accommodated amongst utilities.</p> <p>Undertake a final risk analysis when the camera is issuing warning notices to ensure that the camera does not cause any significant issues.</p>

## **Appendix 4 - Review of enforcement policies and back office procedures**

There were documented enforcement policies and back office procedures in force before the bus lane cameras became operational. The policies and procedures have been under constant review since enforcement commenced and have been adapted as necessary.

Unfortunately, six Charge Notices were issued with time stamps outwith the bus lanes' operational hours, due to the manufacturer's built in operating tolerance at the commencement of enforcement. The cameras have since been reprogrammed so that they do not become operational until five minutes after the restrictions commence and cease operating five minutes before the restrictions end.

To note:

- There is now a five minutes grace period at the beginning and end of restrictions.

Another issue highlighted in the press was the issuing of multiple Charge Notices. The policy for drivers who received multiple notices was put into place before enforcement commenced as drivers who regularly contravened the bus lane restrictions were always likely to have been caught several times before their first notice was received. This is because there is a natural time lag between an offence being captured by a camera, when Registered Keeper information is received from the DVLA and when a formal notice is posted to and received by the Registered Keeper.

To note:

- All but the first Charge Notice have been cancelled in cases of multiple issues and this will continue to apply in future.

### **Bus Lane Enforcement Review Process**

The video evidence recorded by the enforcement cameras is fed back to an Incident Review Facility (IRF) where a trained Parking Attendant (PA) reviews the contravention evidence. The evidence for each case consists of a still colour image, a still black and white Automatic Number Plate Recognition (ANPR) image, which shows the vehicle registration clearly and a five second video clip of the contravention.

The following vehicle types are considered as exempt from the bus lane restrictions:

- Licensed Taxis (Hackney cabs only);
- All public service vehicles;
- All tour buses & coaches;
- All school & work buses;
- All other buses, coaches & minibuses which are designed to carry nine or more passengers.

In addition to the exemptions outlined above, the PA should only accept/approve a Bus Lane Camera Enforcement case in the Incident Review Software if the following criteria are met:

- At least 75% of the vehicle must be within the bus lane in the still colour image;
- All four wheels of the vehicle must enter into the bus lane during the course of the evidence video;
- The ANPR image clearly shows the whole registration plate of the vehicle;
- The recorded Vehicle Registration Mark (VRM) matches that shown on the ANPR (black and white) still image;
  - If this is not the case then the PA should double check the video and images before amending the VRM in the review software to match that shown on the ANPR image.

Should any of the following issues be identified during the PA's review of the contravention evidence, then the case should be discarded and an appropriate record taken on the discard sheet as to why this action has been taken:

- The vehicle is driving in the bus lane to avoid an obstruction in the general traffic lane;
- The still colour image includes the face of a pedestrian which could be used to identify said pedestrian;
  - Images including pedestrians are acceptable if the face is not clearly visible on the still image;
- The still colour image includes several vehicles due to queuing or parked vehicles;
- The still colour image appears to show a different vehicle due to queuing or parked vehicles;
- The still colour image or the video footage shows an emergency service vehicle.
- The ANPR black and white still image contains more than one complete legible VRM
  - ANPR images which only include partial VRMs of other vehicles should be accepted.

Any Charge Notices issued incorrectly where the PA has failed to follow the above rules will be cancelled using a Parking Attendant Error code.

The Council's Enforcement Team issued a formal contract instruction to the Council's parking contractor, before Bus Lane Camera Enforcement commenced. The instruction was issued to all operators of the system, who were also asked to sign a document to confirm that they fully understood the enforcement guidelines.

The Council also set enforcement criteria for the operators to work from to ensure that any ambiguous cases were discarded at this initial stage to try to minimise the number of contentious Charge Notices issued.

### **Issuing of Charge Notices**

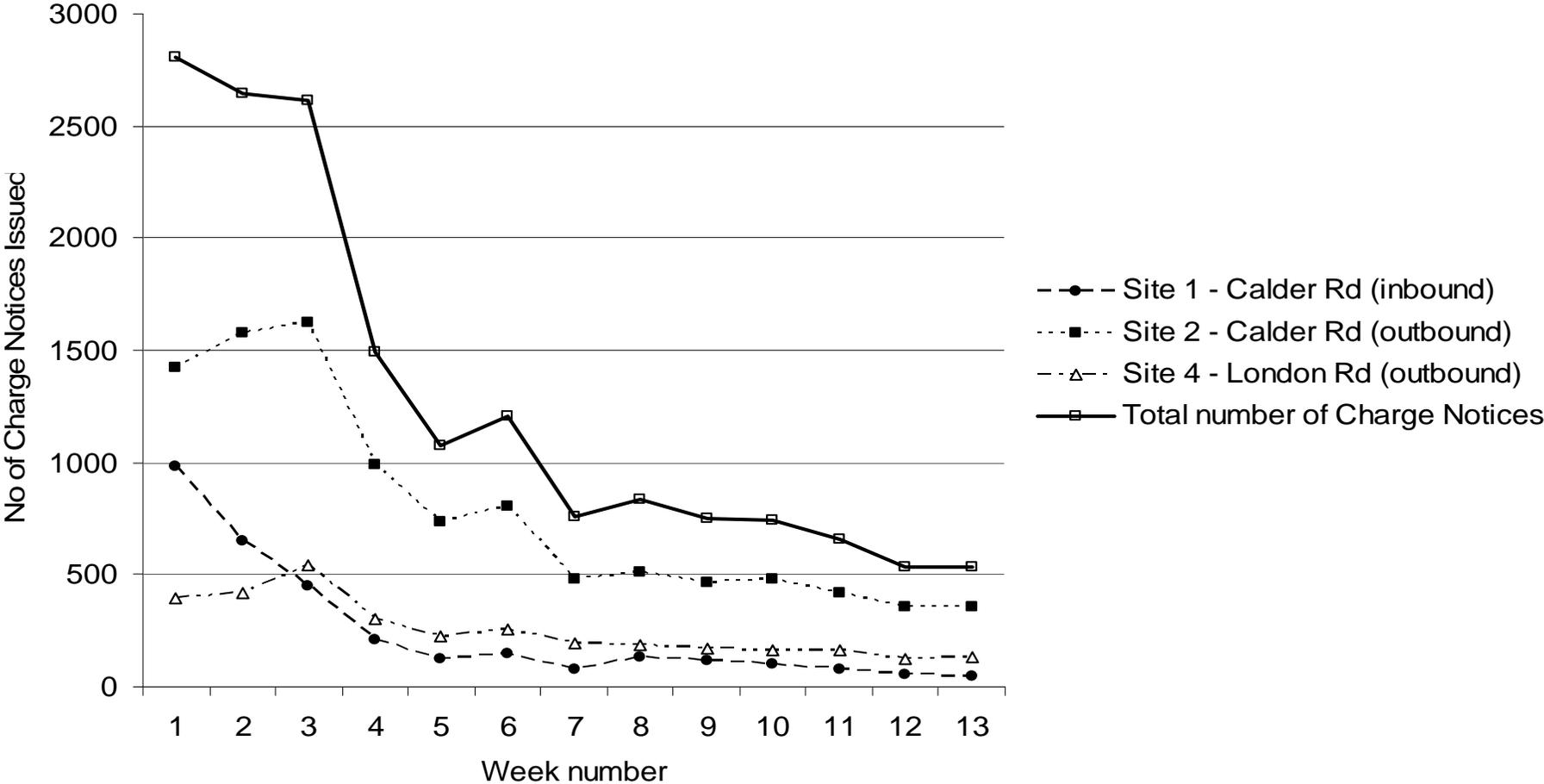
Once the contravention evidence has been reviewed and approved by a PA, the case details (and evidence) are posted to the Council's back office case management system. This system is used to automatically generate a Charge Notice (which includes photographs of the contravention) which is then sent out to the Registered Keeper of the vehicle (as indicated by the DVLA) at a charge of £60.

When the driver receives their notice they can either choose to pay it within 14 days (at a discounted rate of £30), or make representations to the Council. Should the representations be rejected then the keeper is given the opportunity to appeal to an independent parking adjudicator, again at the £60 level. Should a bus lane Charge Notice remain unpaid then the charge can increase by a further 50% to £90 and a Charge Certificate will be issued. If the Charge Certificate remains unpaid then it can be passed to the Sheriff Officer for collection on behalf of the Council. The above appeals process, which is similar to that for parking ticket appeals, is written into the bus lane camera enforcement legislation and cannot be changed by the Council.

To note:

- Charge Notice are put 'on hold' at £30 if a driver disputes the notice within 14 days of issue. If the driver is unsuccessful in their dispute they are given a further 14 days to pay the Charge Notice at £30. (There is no statutory need for the Council to adopt this customer focussed approach.)
- A first time cancellation policy is operated for drivers who have turned out of a side road and inadvertently stay in the bus lane rather than move out into the correct lane. (Drivers are then advised on how to properly use the bus lanes in future.)
- All foreign vehicles automatically have their Charge Notices cancelled (the system is monitored to identify any persistent offenders).

**Appendix 5 - Bus lane Charge Notices issued between 23 April - 21 July 2012**



Overall reduction of 84% (Site 1 – Calder Rd (inbound) 95%; Site 2 – Calder Rd (outbound) – 75% and Site 4 London Rd (outbound) – 68%)