

**REPORT FOR INFORMATION**

**SUBJECT:** General Progress and Service Standards  
**REPORT OF:** The Lead Officer on behalf of the Advisory Board

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**PURPOSE OF REPORT**

To report to the Committee on progress in respect of: (a) the take up of civil bus lane enforcement powers by Councils in England (outside London) and Wales and information in relation to general progress and service standards.

**RECOMMENDATIONS**

It is recommended that the Joint Committee:

- (i) Notes the information provided in the report in respect of the current take up of civil enforcement of bus lanes powers.
- (ii) Notes the information in relation to appeals activity
- (iii) Notes the information in relation to service standards

**FINANCIAL CONSEQUENCES**

The budget setting process includes forecasting of anticipated appeals activity.

**CONTACT OFFICER**

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## 1. BACKGROUND

The statistical report provides information in relation to the period April 2012 to September 2012

## 2. RECOMMENDATIONS

It is recommended that the Joint Committee:

- (i) Notes the information provided in the report in respect of the current take up of civil enforcement of bus lanes powers.
- (ii) Notes the information in relation to appeals activity.
- (iii) Notes the information in relation to service standards.

## 3. COUNCILS IN THE SCHEME

During the second quarter of 2012/13, no further councils have joined the scheme.

## 4. CASE CLOSURE

Appealing to the Traffic Penalty Tribunal is a judicial process and, as such, it is not appropriate to set out rigid timescales for deciding appeals, however the Tribunal's objective is "To provide a Tribunal service which is user focused, efficient, timely, helpful and readily accessible". In June 2007 the Joint Committee approved the following targets:

### Personal Hearings

60% of cases to be offered a personal hearing date within 8 weeks of receipt of the Notice of Appeal

90% of cases to be offered a personal hearing date within 12 weeks of receipt of the Notice of Appeal

### Postal Decisions

80% of postal decisions to be made within 7 weeks of receipt of the Notice of Appeal

The reports on case closure include all cases which were registered during April to September 2012 and have been decided (data is also included for the year ending 31 March 2012 for comparison). This data will include cases that have been delayed for the following reasons.

### Requests from parties to the appeal:

- Additional time to submit evidence
- Requests for adjournment of hearings
- Inconvenience of hearing time / venue
- Availability of witnesses

**Adjudicators may require:**

- Adjournments for additional evidence or submissions
- A personal hearing supplemented by a later telephone hearing to consider additional evidence
- Consolidation of cases which relate to a common issue
- Holding cases pending a particular Decision of the Traffic Penalty Tribunal or High Court

The following tables provide case closure times in respect of bus lane appeals in England.

Postal Cases (decided without a hearing)

Measure	April to March 2012	April to September 2012
Average number of weeks between registration of appeal and decision issued	6.81 weeks	4.78 weeks
Cases with less than 7 weeks between registration and decision (postal target)	70.79%	86.68%
Cases with less than 12 weeks between registration and decision	82.49%	98.63%

Personal Cases (Face to Face Hearings)

Measure	April to March 2012	April to September 2012
Average number of weeks between registration of appeal and decision issued	12.87 weeks	11.90 weeks
Cases with less than 8 weeks between registration and decision (personal target)	17.73%	22.41%
Cases with less than 12 weeks between registration and decision (personal target)	54.61%	62.07%

Telephone Cases (Telephone Hearing)

Measure	April to March 2012	April to September 2012
Average number of weeks between registration of appeal and decision issued	8.48 weeks	7.50 weeks
Cases with less than 8 weeks between registration and decision (personal target)	66.04%	73.68%
Cases with less than 12 weeks between registration and decision (personal target)	82.84%	90.35%