Bus lanes

A number of bus lanes across the city have been identified by the bus companies as suffering from delays due to unauthorised vehicles. The bus lane enforcement scheme will ensure that the lanes are kept free to allow bus services to run on time.

Closed circuit television (CCTV) cameras mounted on poles will record vehicles entering the bus lanes during restricted hours.

If you drive illegally in a bus lane then you may receive a £60 fine.

The four bus lanes currently being enforced are:

- Elizabeth Way - 24 hours
- Newmarket Road (heading out of town between River Lane and Barnwell Bridge) - 24 hours
- Newmarket Road (heading into town between Barnwell Bridge and River Lane) - 24 hours
- Hills Road (heading into town between Bateman Street and Union Road) - between 7am and 7pm

Permitted vehicles on bus lanes in Cambridge

- Buses
- Coaches
- Any vehicle with more than 8 passenger seats (including Dial-a-Ride)
- Licensed taxis whilst on duty
- Cyclists (not motorcycles/mopeds)
- Emergency vehicles

Bus gates

The new bus gate enforcement started on 5 December 2016. Closed circuit television (CCTV) cameras mounted on poles will record vehicles entering the bus gate. If you drive illegally through a bus gate, you may receive a £60 fine.
All the streets listed below have bus gates:

- Regent Street (heading into the City near Cambridge City Council offices). This bus gate is in operation 24 hours a day, 7 days a week.
- Emmanuel Road (heading into and out of the City). This bus gate is in operation 24 hours a day, 7 days a week.
- Bridge Street (heading into and out of the City). This bus gate is in operation 24 hours a day, 7 days a week.
- Station Road. Please note taxis are not permitted in this bus gate. This bus gate is in operation 24 hours a day, 7 days a week.
- Silver Street. Drivers will only have access to Silver Street from midnight until 10am coming into town, and then from 4pm until midnight going out of town. In between 10am and 4pm, there will be restricted access for vehicles except local buses, taxis, pedal cycles and authorised vehicles.

**Bus gate information**

**Permitted vehicles in bus gates in Cambridge**

- Local buses
- Licensed taxis whilst on duty (except Station Road)
Paying the bus lane / gate Penalty Charge Notice

Penalty charges are £60, discounted to £30 if paid within 14 days.

Failure to pay or challenge the issue of a Penalty Charge Notice within 28 days of it being served will result in the charge increasing by 50% to £90.

We will send a Penalty Charge Notice through the post to the vehicle's registered owner within 28 days of the alleged offence taking place.

Ways to pay

You can pay your Penalty Charge Notice online or over the phone. Please have the vehicle registration details and the Penalty Charge Notice number (starting with the letters 'FC') ready.

Click here to view or pay your Penalty Charge Notice online (https://ocmlive.xrxpsc.com/cambridge/ocm-fe/ocm/)

Alternatively, you can pay over the phone 24 hours a day, seven days a week by calling 0845 452 2350.
If you have lost your penalty charge notice, please call 01223 727 900 between 9am and 5pm Monday to Thursday and 9am to 4.30pm on Friday so an officer can help you.

If paying by cheque or postal order, please make it payable to Cambridgeshire County Council and write the Penalty Charge Notice reference number and your vehicle registration number on the reverse. Do not send cash or make debit/credit card payment by post.

Please note, payments will not be accepted at the Parking Permits desk in the Cambridge Central Library.

Disputing a Penalty Charge Notice

You can challenge a Penalty Charge Notice online within 28 days of the date of your letter. Please follow the instructions on the Penalty Charge Notice or use the online form below.

Click here to challenge your Penalty Charge Notice online (https://ocmlive.xrpxsc.com/cambridge/ocm-fe/ocm/)

Challenges about Penalty Charge Notices will not be considered at the Parking Permits desk in the Cambridge Central Library.

If you appeal against the Penalty Charge Notice within 14 days after receiving it and if your appeal is rejected, the Council will generally extend the period of 50% discount for payment.

Please note that your case will be placed on hold and will not progress whilst we deal with your representation. We will aim to respond to you in writing within 28 days, but in busy periods this may take longer. The Parking Services team are unable to deal with representations for bus lane / gate fines over the telephone. All representations will need to be submitted in writing.

If the council rejects your challenge, you have the right to appeal to an independent adjudication body, the Traffic Penalty Tribunal (http://www.trafficpenaltytribunal.gov.uk/). The legal grounds for appeal are included on the Penalty Charge Notice. The Council will send you the appropriate form with the 'Notice of Rejection of Representations'.

Can I use the bus lane to access the retail park/supermarket in Newmarket Road?

You must wait until the arrows on the road show that you can move to the left hand lane. There is room for approximately 5 to 6 cars to then queue at the traffic lights in the left hand lane.
I own/visit a property on the bus route, can I access my property from the bus lane?

Yes. You should indicate left, and then cross the bus lane directly to the property.

Can I load/unload or drop off/pick up someone in a bus lane

Some bus lanes have a loading ban indicated by signs and yellow blips or kerb markings (two if loading is never allowed and one if it is allowed between certain times).

If there are no kerb markings, anyone can make a delivery/collection in a bus lane. A fine would not be served if the delivery is seen on the cameras.

You can also stop to either pick up or drop people in a bus lane.

I am a Blue Badge holder, can I park in a bus lane?

You cannot park in a bus lane with your Blue Badge